DTZ-2100

User Manual

Cintiq™
INTERACTIVE PEN DISPLAY

SAFETY INSTRUCTIONS

⚠ WARNING

Do not use Cintiq Interactive Pen Display in a facility control system that requires extremely high reliability; it may cause other electronic devices to malfunction, or other devices may cause the Interactive Pen Display to malfunction.

Where use is prohibited, power off Cintiq to prevent the possibility of it causing other electronic devices to malfunction. Wacom does not accept any liability for direct or consequential damages.

HIGH VOLTAGE
 Do not open Cintiq. It has the risk of electric shock.

Only use the AC adaptor that came with Cintiq. If a different type of AC adaptor is used, Cintiq will not work properly or it may be damaged. ***Using a different type of AC adaptor also has the potential to result in fire.*** Use of a different AC adaptor will void your warranty.
Do not open the AC adaptor; It has the risk of electric shock and potential to result in fire.

⚠ CAUTION

If the LCD screen has been damaged, DO NOT touch any liquid that may be leaking from it; this liquid is an irritant. In case of contact with skin, eyes, or mouth, rinse immediately with running water for at least 15 minutes or more. If contact is made with the eyes or mouth, also consult a physician.

Prevent your children from swallowing the Grip Pen nib or side switch. The pen nib or side switch may accidentally be pulled out if children are biting on them.

Be sure to use a grounded power source when applying power to Cintiq.

⚠ CAUTION -- SAFETY INSTRUCTIONS

Be sure to fix Cintiq to the stand using the lock brackets (see page 7 for details). Otherwise the stand can fall from the main unit when moving Cintiq to a different location if the display unit is in landscape orientation; it may cause physical injury or damage to Cintiq stand. If Cintiq is not fixed to the stand, when moved to a different location Cintiq may unexpectedly rotate and fall from your hands. If you have to move Cintiq to a different location while Cintiq is unfixed to the stand, be sure to remove the main unit from the stand and then move both items separately.

Do not operate the display stand incline adjustment levers when Cintiq is not mounted on the stand; the stand is spring-loaded and may cause injury or damage if released without the weight of Cintiq on the stand.

Do not disassemble the Cintiq stand. Improper disassembly could result in physical injury or damage to the stand. In this case, Wacom shall have no responsibility to repair or replace the product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

-•Reorient or relocate the receiving antenna.
-•Increase the separation between the equipment and receiver.
-•Connect the equipment into an outlet on a circuit different from that
to which the receiver is connected.
-•Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Precautions on Use and Handling

Be sure to follow all instructions, cautions, and warnings found within this manual. Failure to do so could void your warranty, in which case Wacom shall have no responsibility to repair or replace the product.

■ *Do not store the Cintiq main unit on a flat surface that would excessively bend or crimp the cable;* always store the Interactive Pen Display in the Cintiq stand when not in use.

■ *Do not put heavy articles on Cintiq or push against it with a strong force;* this may damage the display screen or break the Cintiq stand locking mechanism.

■ *Do not place heavy articles on the Cintiq cabling, repeatedly bend the cables sharply, or apply heavy stress to the cable connectors;* this may damage the unit or cabling.

■ *Do not connect or disconnect any cable while Cintiq or your computer are turned on;* this may damage the LCD display or computer video card. (except USB connector)
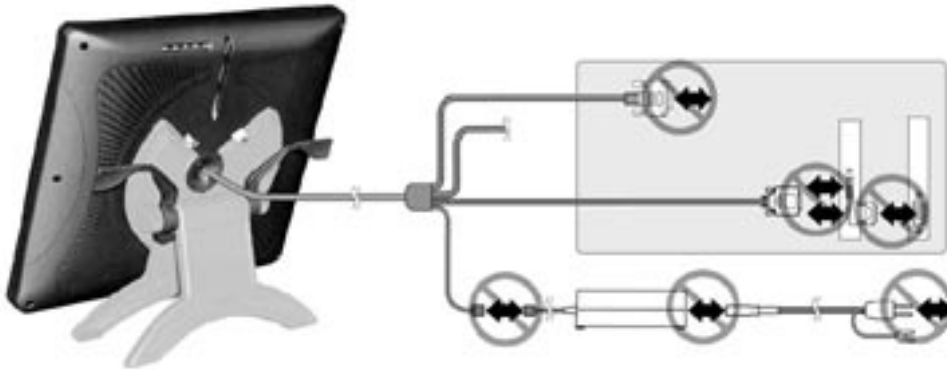
■ *This product is for use with a DVI or VGA video card;* using an inappropriate video card may damage Cintiq.

■ *Do not disassemble the main unit or Grip Pen.* This may cause the device to malfunction. In this case, Wacom shall have no responsibility to repair or replace the product.

■ *Do not use or store the Cintiq where:*
   - Temperature changes are severe (e.g., outdoors or inside a vehicle).
   - The Cintiq and Grip Pen are exposed to direct sunlight or heat from an appliance.
   - The Cintiq and Grip Pen are exposed to water or any other kind of liquid.
   - Temperature or humidity exceeds the specifications.

■ *Do not block the rear panel ventilation holes;* It may overheat and damage Cintiq.

■ *Do not use Cintiq in a dusty environment;* It may damage Cintiq.

■ *Do not scratch the clear cover plate of Cintiq. Avoid placing sharp objects on the glass surface.* If the pen tip becomes sharp or angular, it may damage the coating on the cover glass of Cintiq. Please replace the pen nib as necessary.

■ *Do not use organic solvent to clean Cintiq;* this may damage the Cintiq surface.

■ *Do not use detergent to clean the clear cover plate of Cintiq;* this may damage the coating on the screen.

■ *Do not expose Cintiq to a built-up of electrostatic charge on the LCD display;* this may result in a temporary discoloration and blotching of the LCD display. If occured, leave Cintiq on and discoloration should disappear in a few hours.

Introduction and Overview

The Wacom® Cintiq™ 21UX Interactive Pen Display combines an LCD display with a Wacom tablet. This gives you a direct point-and-draw-on-screen interface that can be used with a PC, Macintosh® computer, or SGI™ or Sun® workstation. Cintiq's basic components include a Wacom tablet internally mounted behind an 21.3" diagonal TFT color LCD display, and Wacom's Grip Pen.

Your Cintiq Interactive Pen Display offers a number of significant advantages over a standard display:

- Integrated input and display
- Pressure-sensitive drawing directly on the display screen
- Reduced power consumption and heat generation
- Requires less work space
- Flicker free and easier on the eyes.

Cintiq comes with a modular display stand, which allows you to easily rotate the Cintiq main unit to any orientation, and to adjust the incline of the working surface to any tilt angle between 20 and 77 degrees. You can also lock Cintiq in either a landscape or portrait orientation.

The workspace, and how you interact with it, was an important consideration in the design and development of Cintiq. Regardless of how you prefer to work with the Interactive Pen Display, you will find that Cintiq is ideally suited to a variety of diverse professional fields and applications. Cintiq is especially useful in the fields of animation, graphics design, 3D modeling, and video and film post-production. Some additional areas of use include architectural design, AV presentations, industrial design, medical imaging, textile design, and any others where direct manipulation of the screen image is useful.

This manual describes how to install the Cintiq hardware and software. It also describes how to use Cintiq, the Grip Pen, and the Cintiq stand.

The Cintiq main unit and the Cintiq stand are packed separately. Refer to Unpacking Cintiq on page 17 before removing Cintiq or the stand from the box. Please follow all instructions carefully.

Note that the computer treats the two parts of Cintiq (the LCD display and the Wacom tablet) as separate pieces of hardware. Therefore, the installation process is completed in two stages:

- First, you will install the LCD display portion of Cintiq.
- In the second stage you will install Cintiq's tablet functionality.

Both stages require hardware and software installations.

You can find information on using the Wacom Tablet Control Panel for customizing your tablet and pen settings in the online Help, located under the HELP menu in the Wacom Tablet Control Panel. See *Customizing Cintiq–The Basics* on page 13.

The following are not included with this product:

- Information about your specific computer hardware
- Information about your operating system
- Information about application software.

Please refer also to your computer hardware, operating system, or software application manuals. To use the pressure-sensitivity of the Grip Pen with your favorite drawing application, refer to instructions in that application's manuals.
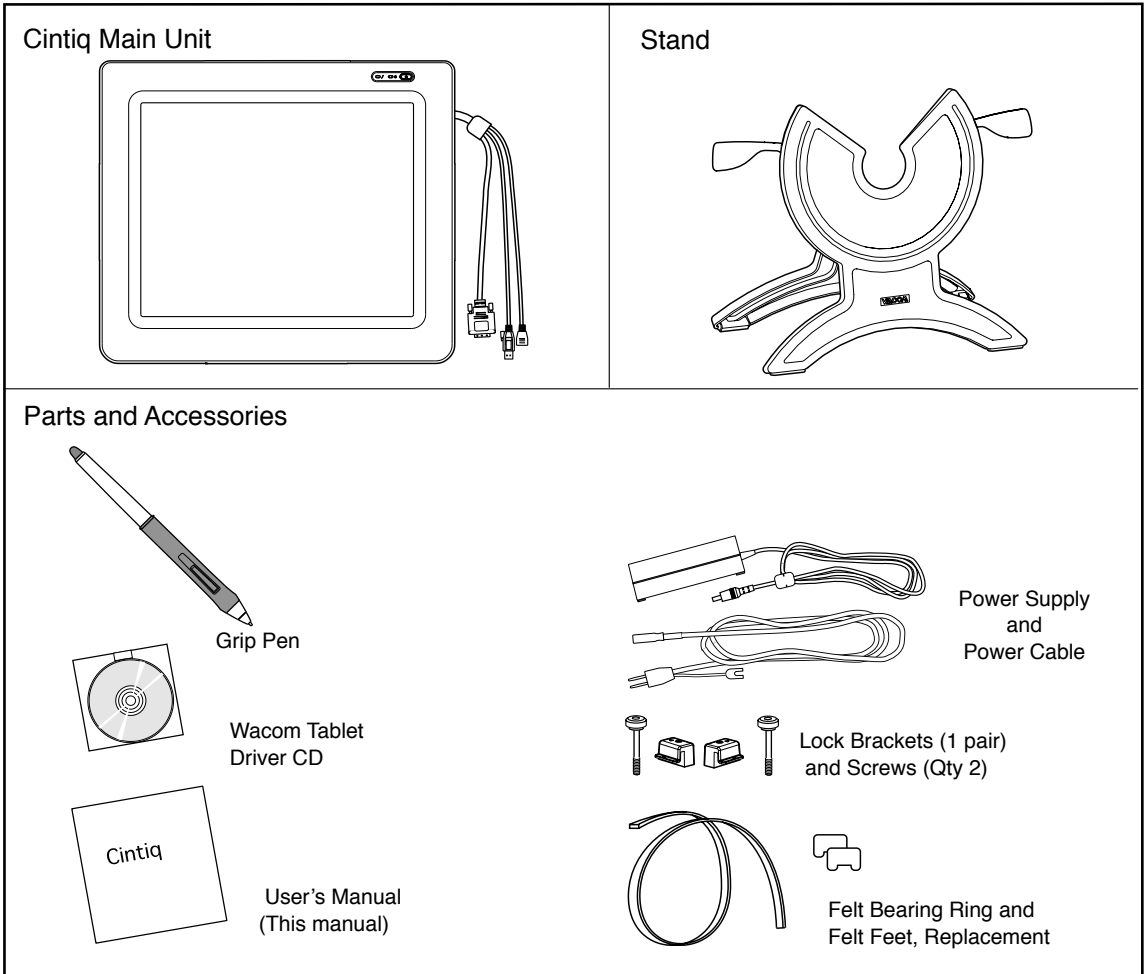
Table of Contents

Unpacking Cintiq

Checking Packed Components

The Cintiq 21UX main unit and the Cintiq stand are each packed separately. You will find the other product components packed together in the accessories box. To avoid damaging your product, please review the instructions on the following pages before unpacking Cintiq. Your product came with the following items:

Cintiq Main Unit

Stand

Parts and Accessories

Grip Pen

Wacom Tablet
Driver CD

Cintiq

User's Manual
(This manual)

Power Supply
and
Power Cable

Lock Brackets (1 pair)
and Screws (Qty 2)

Felt Bearing Ring and
Felt Feet, Replacement

Some package configurations include an additional CD containing bundled software applications. To install these applications, insert the CD into your computer's CD-ROM drive. If the software installation menu does not automatically display, double-click on the INSTALL icon located on the CD and follow the prompts. Retain the package box for use when storing or shipping Cintiq.

* ADC connector on a Macintosh computer require an ADC to DVI-D adaptor (not included).

Unpacking and Mounting Cintiq onto the Stand

1.Unpack the stand.

Incline Adjustment Levers

⚠ CAUTION

Before operate the Incline Adjustment Levers, please refer to Using the Stand section on page 18. Do not operate the incline adjustment levers when Cintiq is not mounted on the stand or the stand's rear feet are lifted; the stand is spring-loaded and may cause injury or damage if released without the weight. Be careful to avoid catching your finger in the gap of the movable portion of the closing stand.
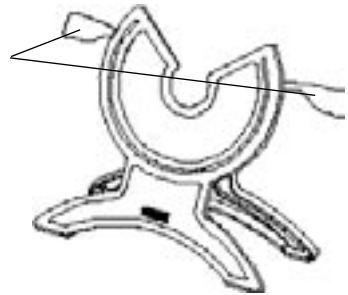
2. Unpack the Cintiq main unit. Place the display unit face down on a flat, soft surface (such as on a cloth spread across a desktop) and remove any packing materials.
3. Place the stand where the stand is stable. Cintiq will weigh 10 kg when the main unit is mounted.
4. Lift the main unit so the switches come on top. Then mount the main unit onto the stand as shown below.
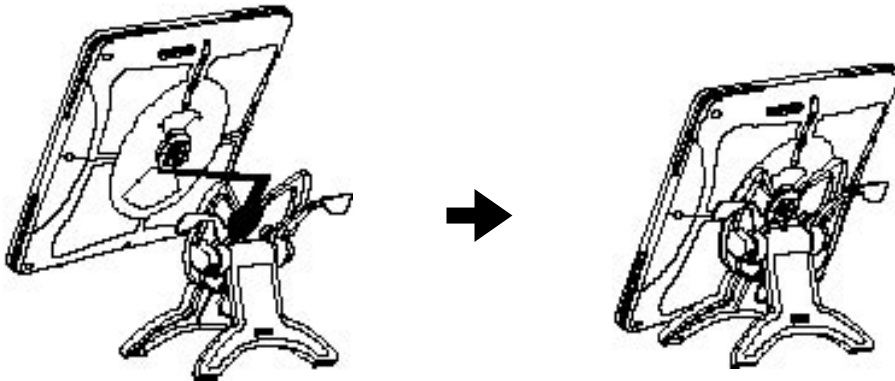
5. Lock the main unit to the stand using the left and right lock brackets with screws; they mirror one another and the arrows on the brackets point toward the center of the main unit.

⚠ CAUTION

Be sure to fix the main unit to the stand. Otherwise the stand can fall from the main unit when moving Cintiq to a different location if Cintiq is in landscape orientation; it may cause physical injury or damage to the stand. If Cintiq is not fixed to the stand, when moving to a different location Cintiq may unexpectedly rotate and fall from your hands. If you have to move Cintiq to a different location when Cintiq is unfixed to the stand, be sure to remove the main unit from the stand and then move both items separately.
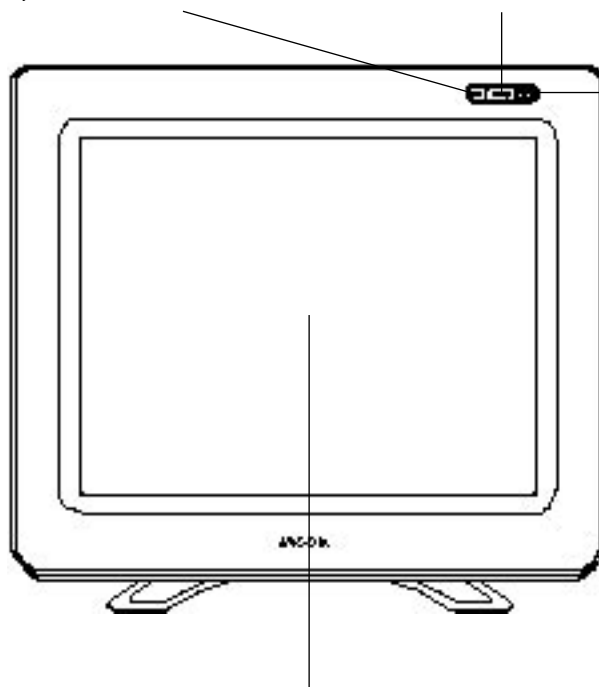
7

Cintiq Component Functions

Front View

Status Lamp
Lights green when a pen switch is pressed, or when the eraser enters proximity of the tablet.

Power Lamp
Lights green when power and video signals have properly been supplied to Cintiq. Turns orange or flashes when your computer goes into power management mode.
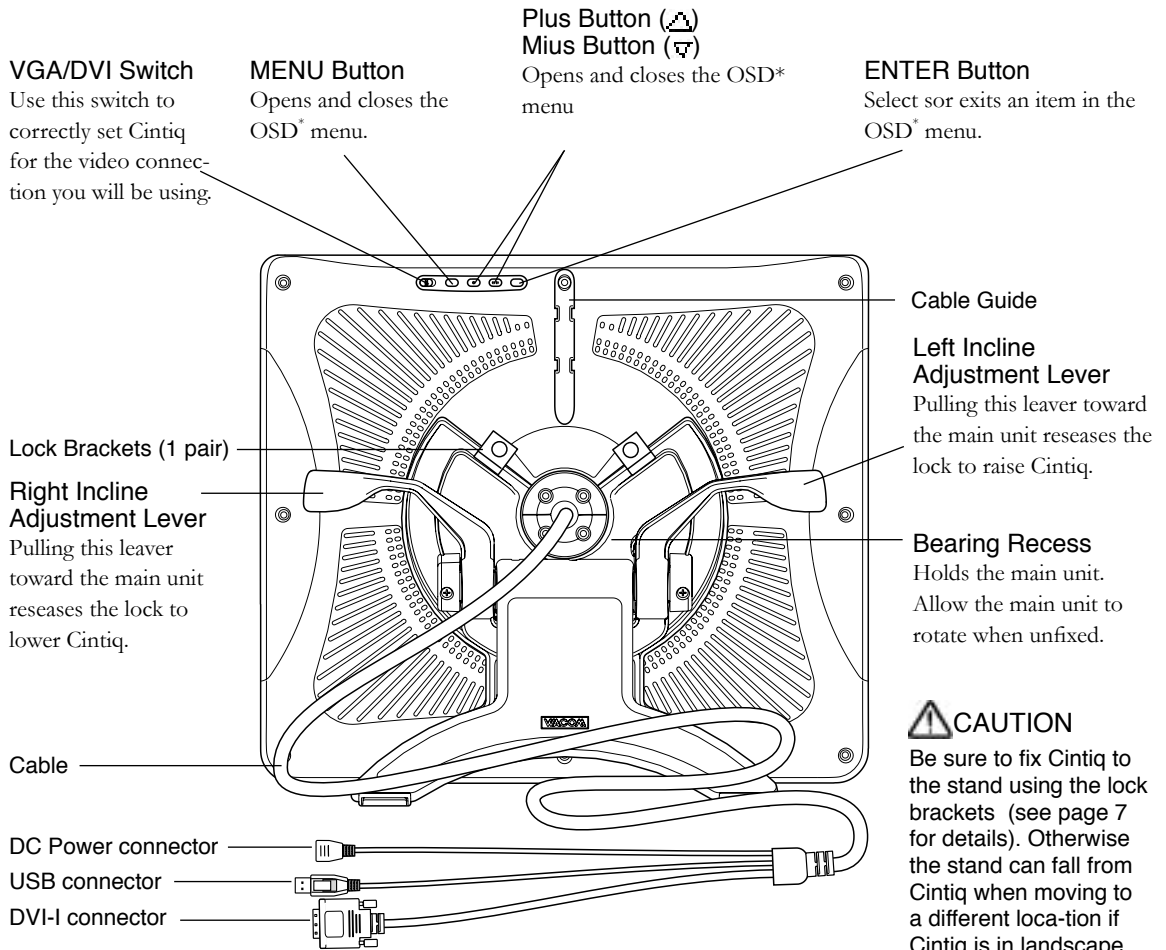
Power Switch
Turns the power to the unit on or off.

Integrated Tablet and LCD Panel[*]
The LCD monitor and tablet sensor function as an integrated input and output device. The tablet sensor reports coordinates, pressure, switch, and eraser information. The maximum resolution of Cintiq is 1600 x 1200, True Color (16,777,216 colors, 24 bit).

∗ As properties of LCD panel display, you may notice the followings. They do not mean the LCD is defective.
- When exerting hard downward pressure on the display, a moiré pattern may temporarily appear.
- A very small number of pixels may appear in incorrect color. See *Specifications* section on page 27 for details.
- If an image area has fine striping (such as screen stripes), it may flicker or display a moiré pattern or pooling image.
- When a still image is displayed for a long period of time, an afterimage may remain for a short period of time.
- When exposed to an electrostatic charge, a temporary discoloration may appear.

Rear View

VGA/DVI Switch
Use this switch to correctly set Cintiq for the video connection you will be using.

MENU Button
Opens and closes the OSD* menu.

Plus Button ($\triangle$)
Mius Button ($\triangledown$)
Opens and closes the OSD* menu

ENTER Button
Select sor exits an item in the OSD* menu.

Cable Guide

Left Incline Adjustment Lever
Pulling this leaver toward the main unit reseases the lock to raise Cintiq.

Lock Brackets (1 pair)

Right Incline Adjustment Lever
Pulling this leaver toward the main unit reseases the lock to lower Cintiq.

Bearing Recess
Holds the main unit. Allow the main unit to rotate when unfixed.

Cable

> ⚠️ **CAUTION**
> Be sure to fix Cintiq to the stand using the lock brackets (see page 7 for details). Otherwise the stand can fall from Cintiq when moving to a different loca-tion if Cintiq is in landscape orientation. Cintiq may unexpectedly rotate and fall from your hands.
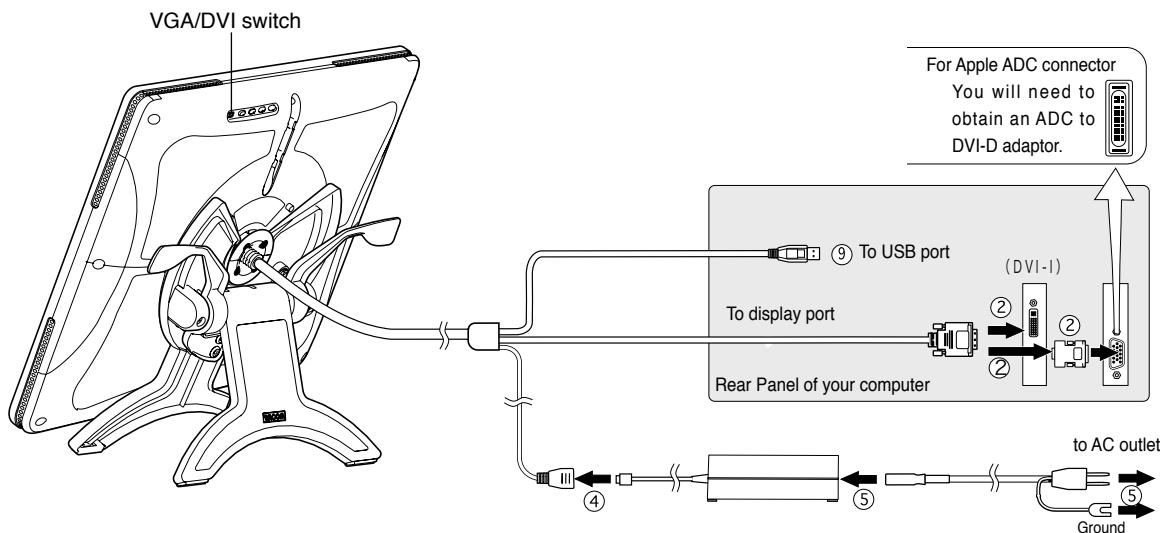
DC Power connector
USB connector
DVI-I connector

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* On Screen Display ☞ P 12

Installation

LCD Display Installation

First install the display portion of Cintiq. Do not connect the USB or RS-232C connector until you procede to the Tablet Software Instalation for Windows and Macintosh.

1. Turn off your computer.
2. Connect the DVI-I connector to your computer. Check the video connector type of your computer and use the adaptor as necessary.
3. Set the Analog/Digital (VGA/DVI) switch located on the back of Cintiq for the video connection you are using. Move the switch toward the MENU buttons for Digital (DVI-I, DVI-D, or ADC), and move it to the left toward the Cintiq edge for Analog (VGA).
4. Plug the DC Power connector into the AC adaptor.
5. Plug the AC adaptor power cable in to the AC adaptor and an AC outlet.
6. Turn on the Cintiq power switch. The power lamp will light green, and then turns orange.

VGA/DVI switch

For Apple ADC connector
You will need to obtain an ADC to DVI-D adaptor.

⑨ To USB port

(DVI-I)

To display port

Rear Panel of your computer

to AC outlet

Ground

IMPORTANT

■ This product is for use with a DVI or VGA video card; using an inappropriate video card may damage Cintiq. Also, Be sure to set the DVI/VGA switch properly.

■ Do not connect or disconnect the video or power cables while Cintiq or your computer are turned on; this may damage the LCD display or computer video card. If you are using an adaptor to the Cintiq DVI-I connector, the adaptor must firmly be attached to your computer first.

Turn on your computer.

Windows 98 and Me: The NEW HARDWARE WIZARD will display. Insert the Wacom Tablet Driver CD and follow the prompts selecting the default options. If prompted for the location of the files, be sure to check the box for the CD-ROM drive.

Windows 2000 and XP: Cintiq will automatically install as a Default Monitor. If you want Cintiq to be identified as a Cintiq display and if you want to install the color calibration profile for Cintiq, follow the instructions below to update the display driver for Cintiq.

– From the CONTROL PANEL folder open the DISPLAY PROPERTIES control panel.
– Select the SETTINGS tab. If you have more than one display, select the display for Cintiq then click the ADVANCED button. Click the IDENTIFY button if you need help in determining which display corresponds to Cintiq.
– Select the Monitor tab and click the Properties button.
– Select the DRIVER tab and click the UPDATE DRIVER button. The HARDWARE UPDATE WIZARD will display.

Windows 2000: Insert the Wacom Tablet Driver CD. If the Wacom Tablet installation menu displays, close it.

– Follow the prompts selecting the default options.
– If a signing warning dialog box displays, click YES to accept the driver. After the installation is complete click the FINISH button to close the Wizard and then close the DISPLAY PROPERTIES control panel.

Windows XP: Insert the Wacom Tablet Driver CD. If the Wacom Tablet installation menu displays, close it.

– If the driver was not found, click the BACK button, then select the option INSTALL FROM A LIST OR SPECIFIC LOCATION (ADVANCED), and click NEXT.
– Select the option DON'T SEARCH. I WILL CHOOSE THE DRIVER TO INSTALL and click NEXT.
– Click the HAVE DISK button, enter the letter of your CD-ROM drive (e.g., E:\), and click OK.
– If the HARDWARE INSTALLATION dialog box displays, click CONTINUE ANYWAY to accept the driver. After the installation is complete, click the FINISH button to close the Wizard and then close the DISPLAY PROPERTIES control panel.

As necessary, configure the monitor control panel settings for the proper size and color resolution. The maximum resolution of Cintiq is 1600 x 1200, True Color (24 bit). The number of colors is constrained by the performance of your computer or graphics card. Refer to the documentation of the manufacturer for details.

If you are using analog (VGA) mode, you may also want to fine-tune the display. Please refer to LCD Display Adjustment and Functions on page 15 for more information.

For Windows, if you are using Cintiq as a secondary display, you may first need to enable Cintiq in your Display Properties control panel.

After the display portion of Cintiq is working to your satisfaction, move on to the next section Tablet soft-ware Installation for Windows and Macintosh.

Tablet Software Installation for Windows* and Macintosh

1. After connecting all cables of Cintiq, turn on Cintiq and your computer. Allow the operating system to fully load.

2. Insert the Wacom Tablet Driver CD into the CD-ROM drive. The Wacom tablet software installer menu should automatically display. If the menu does not display, double-click on the INSTALL icon (located on the CD). Click on the INSTALL CINTIQ button and follow the prompts to install the driver software.

3. Windows: After the driver installation is complete, make sure you can use your pen on the tablet display to move the screen cursor.

   Macintosh: After the driver installation is complete, restart your Macintosh. You will be able to use your pen on the tablet display to move the screen cursor.

Be sure to read the READM E file for late braking news.

If you have trouble in the Tablet software installation, refer to the Troubleshooting chapter in the online Help in the Wacom Tablet Driver CD. You can also open the online Help from the HELP menu from the WACOM TABLET control panel.

Precede to Customizing Your Cintiq - The Basics.

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*   Windows 95 and later.

Customizing Cintiq – The Basics

Opening the Wacom Tablet Control Panel

The WACOM TABLET Control Panel makes it easy to customize your Interactive Pen Display and the pen.

To open the control panel:

> Windows: Click on the Windows START button and choose PROGRAMS. From the WACOM TABLET group, choose the WACOM TABLET option.
>
> Macintosh: For OS X, in the FINDER, select the GO menu and choose APPLICATIONS. Open the WACOM folder and double-click on the tablet icon. (For earlier Macintosh operating systems, From the APPLE menu, choose CONTROL PANELS and then WACOM TABLET.

When you open the control panel, an icon for the pen is displayed in the TOOL LIST and the appropriate tabs are displayed. To customize the Grip Pen, make your changes to the tab controls.

On Windows systems, be sure to click APPLY or OK to save your changes.

Note: Application-specific settings are for advanced users. Refer to the online Help for more information on creating and using application-specific settings.

Displays applications with customized settings.

Displays an icon for the pen.
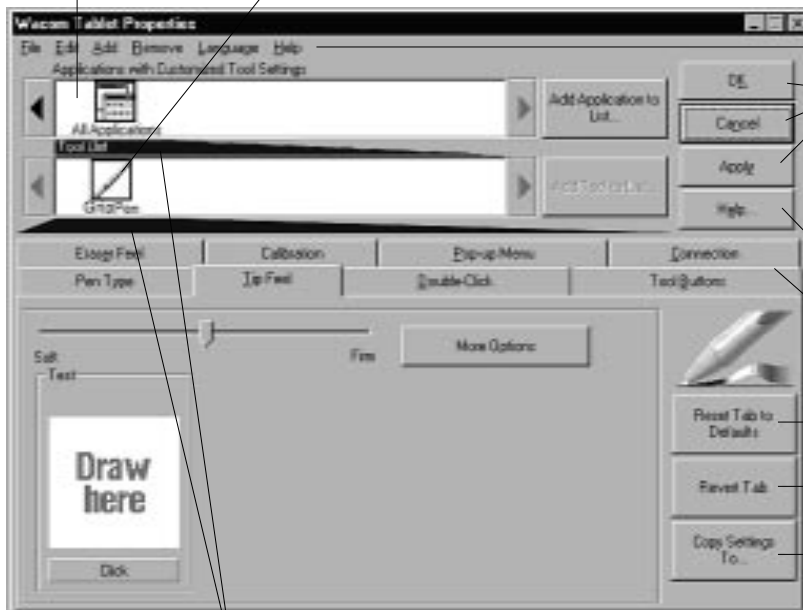
The pull-down menus access a variety of control panel features.

For Windows only:
OK saves changes and closes the control panel. CANCEL closes the control panel without saving changes. Use APPLY to save changes without closing the control panel.

Displays online Help for the control panel.

Tabs display settings for the selected application.

Resets the selected tab to its factory default values

Returns a tab to its previously saved or last applied settings.

Copies settings from one tool or application to another.

Windows screen capture shown.

Current selections are highlighted. Wedges emphasize the relationship between tab settings and the selected tool and application.

Calibrating the Tablet

You will need to calibrate the tablet in order to line up the screen cursor position with the position of the pen on the Interactive Pen Display. This is required to adjust for parallax caused by the clear plastic overlay. After setting the tablet in its working position, follow the procedure below to calibrate the tablet.

1. From the WACOM TABLET Control Panel, select the CALIBRATION tab.
   If you are working with multiple monitors, select the Monitor that corresponds to the tablet's LCD display.

2. Click on the CALIBRATE… button to display the monitor calibration screen.

```
                          Calibration

              Monitor:  Monitor 1              ▼

            Calibrate
              To align the tablet to the LCD display, click the
              Calibrate... button and follow the directions in the
              calibration dialog box.



                          Calibrate...
```

3. Hold the pen as you normally do, and use the pen tip to click on the cross-hairs in the upper-left corner.

4. Then click on the cross-hairs that are displayed in the lower-right corner. (For Windows systems, you will need to click APPLY or OK for the changes to take effect.)

NOTE: The calibration setting applies to all applications.

```
┌──────────────────────────────────────────────────┐
│                                                    │
│ ┼          (Adjust display so that entire window border is on screen) │
│                                                    │
│          You will be clicking on the crosshairs in this dialog box in order │
│            to allow the screen image to be lined up with the stylus. │
│                  Press the spacebar or Alt+N to cancel. │
│                                                    │
│            First, click on the center of the upper-left crosshair... │
│                                                    │
│            Then click on the center of the lower-right crosshair. │
│                                                    │
│                        You're done!                │
│                                                    │
│      ||||||||||||||||||||||||||||||||||||||||||||||││
│                                                    │
│                      [ Cancel ]                    │
│                                                    │
└──────────────────────────────────────────────────┘
```

LCD Display Adjustment and Functions____

Factory Presets, Multi-sync, and User Settings

Factory Presets: To display images with the best quality (based on the incoming signal), Cintiq comes with a number of factory default standard display modes. Refer to page 27 for input signal specifications.

Multi-sync: When connected as a VGA display, Cintiq attempts to automatically synchronize to the incoming signal. If Cintiq does not automatically synchronize with the incoming signal, you can use the OSD RESET, AUTO ADJUST option to initiate display synchronization. If necessary, further screen display adjustments can be manually made using the On Screen Display (OSD) controls.

User Settings: When you manually set the display using the On Screen Display (OSD) function, the settings are stored within Cintiq for use the next time the unit receives a similar signal. This is applicable to all display modes.

Working with OSD (On Screen Display) Menu

To open the main MENU, press the MENU button.

Use the plus (△) or minus (▽) buttons to select an option. When the option you want to adjust is highlighted, press the ENTER button. The current settings and adjustment sub-menu for that option will appear.
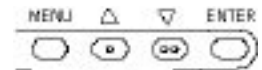
Use the plus (△) or minus (▽) buttons to adjust the option settings.

When you have made your changes, press the ENTER button to save. To exit, press the MENU button. All settings are automatically saved when the OSD menu closes.

⬤ Contrast
Select to increase or decrease image contrast.

❄ Brightness
Select to increase or decrease image brightness.

▦ Phase (VGA only)
Select to reduce or eliminate horizontal distortion lines. ☞ P18

To automatically adjust, use the RESET option.

▦ Pitch (VGA only)
Select to reduce or eliminate vertical distortion lines. ☞ P18

To automatically adjust, use the RESET option.

▣ Horizontal Center
(VGA only)

Select to move the screen image left or right.

To automatically adjust, use the RESET option.

H CENTER
50
48.4kHZ / 60Hz
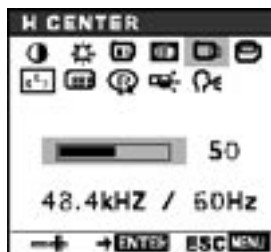
▣ Vertical Center
(VGA only)

Select to move the screen image up or down.

To automatically adjust, use the RESET option.

V CENTER
50
48.4kHZ / 60Hz
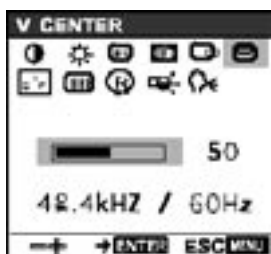
▣ Color

Provides settings for 9300°, 6500°, and 5000° Kelvin.

Also provides a USER option that enables you to adjust red and blue independently. Choose a setting to work with and press ENTER to activate your selection. You can change the USER setting by selecting the icon '⇥▯'.

COLOR
▣9300K
6500K
5000K
USER
⇥▯

In the USER ADJUSTMENT window, change red, blue and green to calibrate color.

To exit, select the icon '⇥▯'.

USER ADJUSMENT
R   68
G   60
B   75
⇤▯
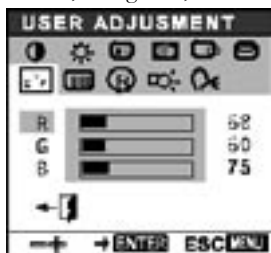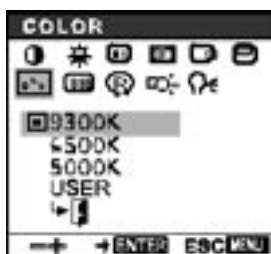
▣ Menu Position

Select to move the OSD menu around the display.

MENU POSITION
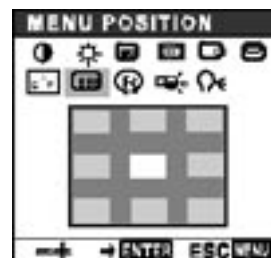
▣ Reset

Provides two options:

Use AUTO ADJUST to reset only the image parameters. Use RECALL to reset all screen options to the factory default.

Selecting the exit (⇤▯) icon exits the RESET window without resetting anything.

RESET
AUTO ADJUST
RECALL
⇤▯

▣ Backlight

Selects to increase or decrease the backlight brightness level.

BACKLIGHT
90
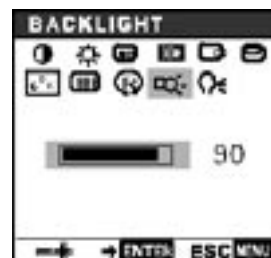
▣ Language

Select to choose a language option for the OSD: English, Deutsch, Français, Español, Italiano, or Japanese.

LANGUAGE
ENGLISH
DEUTSCH
FRANCAIS
ESPANOL
ITALIANO
▣ 日本語

Adjusting Pitch and Phase (VGA only)

Some models of computer and graphics card may not allow the Auto Adjust to fully work when Cintiq is first connected. If the display does not fit the LCD panel border or some portion of text appears blurred, adjust pitch and phase by following the below procedure. For the best effect, a resolution of 1600 x 1200 is recommended.

1. From the WACOM TABLET Control Panel, select the CALIBRATION tab.

   If you are working with multiple monitors, select the Monitor that corresponds to Cintiq.

2. Click on the CALIBRATE... button to display the monitor calibration screen.

Calibration

Monitor: Monitor 1

Calibrate

To align the tablet to the LCD display, click the Calibrate... button and follow the directions in the calibration dialog box.

Calibrate...

3. Open the OSD Menu and select the PITCH icon.

4. Adjust the PITCH level so that the pattern of fine vertical stripes displays evenly.

5. In the OSD Menu, select the PHASE icon and adjust the PHASE level so that the adjustment pattern shows clearly.

6. After completing the adjustments press the ENTER button and MENU button to exit the OSD Menu.

(Adjust display so that entire window border is on screen)

You will be clicking on the crosshairs in this dialog box in order to allow the screen image to be lined up with the stylus. Press the spacebar or Alt+N to cancel.

First, click on the center of the upper-left crosshair...

Then click on the center of the lower-right crosshair.

You're done!

Cancel
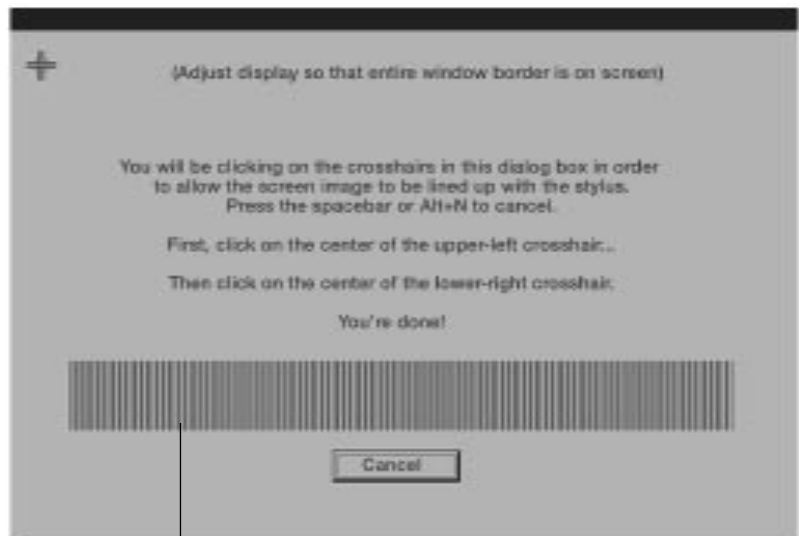
Adjustment pattern

HINT (Windows only): You can also adjust PITCH and PHASE in the closing Windows display.
If the pitch is not calibrated, vertical moire appears in the darkened area. And if the phase is not calibrated, the darkened area riffles.

Power Saving

Cintiq conforms to VESA and Energy Star power saving guidelines. When using Cintiq with a VESA DPMS Display Power Management Signaling (DPMS) compliant computer or graphics card, the display will automatically comply with the below power saving parameters.

Power Saving Mode	H-sync	V-sync	Video	Power Consumption	Power Lamp
Power ON	Yes	Yes	Active	54W max.	Green
Standby mode	No	Yes	Blanked	5W max.	Orange/Green
Suspend mode	Yes	No	Blanked	5W max.	Orange/Green
OFF mode	No	No	Blanked	5W max.	Orange

Using the Grip Pen

Working with the Grip Pen

Hold the pen as you would a pencil. Make sure the side switch is in a convenient location where you can press it with your thumb or forefinger, but won't accidentally press it while drawing.

Eraser

Second Side

Side Switch
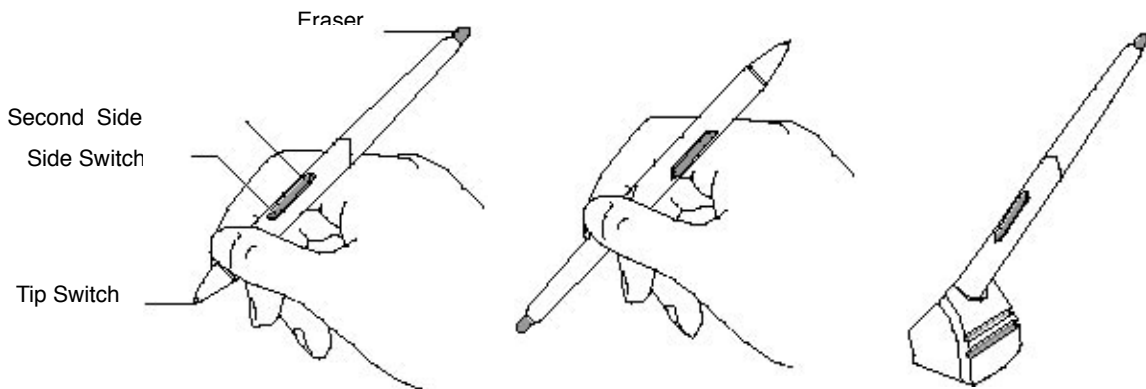
Tip Switch

Pen Tip

When the pen tip is within proximity (5 mm or 0.2 in) of the active area, the tablet reports:

- The x, y coordinates of the pen tip.

- The pressure applied to the pen tip.

- Whether a side switch is on or off.

When pressure is applied to the pen tip, the tip switch is turned on and the pen simulates a mouse button click.

Eraser

To use the eraser, hold the pen upside down. When the eraser is within proximity of the active area, the tablet reports the x, y coordinates and the pressure applied to the eraser.

The eraser can be used as an eraser or assigned to another function, depending on the application. The tablet distinguishes the tip switch from the eraser switch.

Side Switch and Second Side Switch

These switches are programmable, and can be used to perform the same click and double-click functions as the tip switch. The switches are turned on when pressed, and are otherwise turned off. Please refer to the online Help for more information on side switch settings.

Using a Pen

Pointing and Selecting

Move the pen above Cintiq Display screen to position the screen cursor.

The cursor instantly jumps to the new location (absolute positioning). Press the pen tip on the Cintiq Display screen to make a selection.

NOTE: If the screen cursor is not aligned with the pen tip, you will need to calibrate the Cintiq Display.

Clicking

Tap the Interactive Pen Display screen once with the pen tip, or touch the pen to the display screen with enough pressure to generate a mouse click.

Dragging

Select an object, then slide the pen tip across the Interactive Pen Display screen to move the object.

Double-Clicking

Press the upper side switch (Windows systems) or quickly tap the Interactive Pen Display screen twice in the same place with the pen tip. Double-clicking is easier when the pen is perpendicular to the tablet screen.

Erasing

In supporting applications, the pen's eraser works like the eraser on a pencil. In text applications, use the eraser to select text, then lift the eraser from the tablet to delete the text.

Removing the Side Switch

If you prefer to remove the side switch, follow the instructions below.

1. Firmly clasp the switch in the middle, pressing into the rubber grip, and pull out to remove.

   IMPORTANT : Be sure to pull from the center of the switch. Prying the switch end with your fingernail or some other tool may damage the pen.

2. Turn the pen tip cone counterclockwise to remove.
3. Pull the rubber grip forward to remove.
4. Install the rubber grip having no side switch access slot by aligning the pen case rails with the grooves inside the grip and pushing the grip over the pen tip.
5. Replace the pen tip cone by turning it clockwise onto the pen. Pull back on the rubber grip end if there is a gap between the cone and the grip.

To reinstall the side switch, reverse the above procedure.

Rubber Grip

Sectional
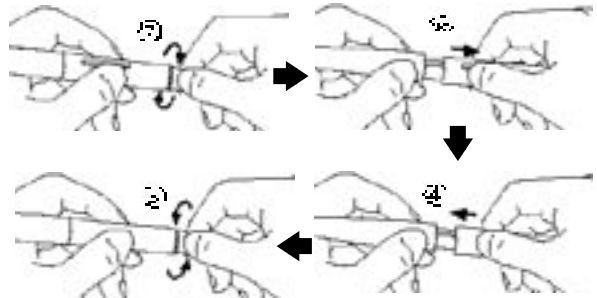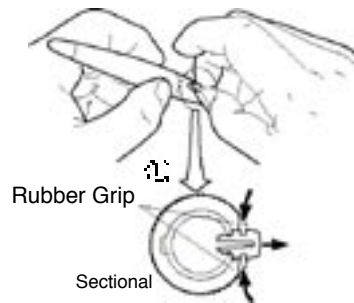
Working with the Cintiq Stand

Adjusting Tilt

The stand allows Cintiq's tilt to be adjusted to any angle between 77 and 20 degrees from vertical. To adjust the incline, from the front of Cintiq grasp the Interactive Pen Display on the left and right side at approximately the same height as the Cintiq stand adjustment levers. Use your fingertips to gently pull the incline adjustment levers toward the display unit; this will release the stand's clutch mechanism. Tilt the display to adjust the incline setting.

To lower Cintiq:

Pull the left incline adjustment lever toward Cintiq and gently lower Cintiq to the desired incline angle. Release the lever to lock the stand in place.

To raise Cintiq:

Pull the right incline adjustment lever toward Cintiq and gently raise Cintiq to the desired incline angle. Release the lever to lock the stand in place.

Note: The stand adjustment levers may exhibit some natural play before the clutch mechanism engages. For the most accurate incline adjustment, first raise the incline slightly higher than you plan to work with, then lower the display to the desired position.

As a tablet

As you work with Cintiq, you can rest your hand lightly on the display screen, just as if it were a drawing board or sheet of paper.

As a display

This is a common position when using Cintiq as a primary display, and when your work requires a large amount of keyboard input. This is also useful when presenting your work to co-workers or clients.

Rotating Cintiq

Rotating freely :

If you remove the lock brackets and tilt the Cintiq more than 50 degrees, the main unit can be freely rotated on the stand between +180 and -180 degrees without touching the desktop. In this position, Cintiq emulates a traditional animator's table and gives you the freedom to rotate the display unit to any angle for the greatest comfort and accuracy of stroke while drawing or editing images.

Rotating 90 degrees and fix :

To use Cintiq in a portrait orientation, rotate the main unit 90 degrees clockwise and fix with the lock brakets.

To change the image displayed by Cintiq to portrait orientation, you need to purchase and install Pivot® software by Portrait Displays® (www.portrait.com). With Cintiq in portrait orientation, select the portrait option in the Pivot software. The Interactive Pen Display and Grip Pen orientation will adjust to portrait mode. Note that the tablet driver only supports a 90 degree clockwise rotation to portrait orientation.

⚠ CAUTION

- Unless you need to rotate Cintiq, always fix the main unit to the stand. If not fixed, the stand can fall from the main unit when moving Cintiq to a different location if Cintiq is in landscape orientation; it may cause physical injury or damage to the stand. If Cintiq is not fixed to the stand, when moving to a different location Cintiq may unexpectedly rotate and fall from your hands.
- If you have to move Cintiq to a different location when Cintiq is unfixed to the stand, be sure to remove the main unit from the stand and then move both items separately.

Using an Alternate Mount or Stand

To use Cintiq in an installation that requires the use of an alternate mounting platform, you will need to obtain a VESA conforming mount arm or stand which has:

■ A 100 x 100 mm square screw hole pattern to attach the Cintiq main unit
■ An aperture of sufficient clearance to accommodate the Cintiq cable and bearing hub (70 mm diameter)

A VESA mounting platform will require mount screws that are 4 mm wide with a 0.7 mm pitch (M4 Regular), and a maximum screw clearance depth of 10 mm. Exceeding the clearance depth of 10 mm will damage Cintiq internal components. To attach Cintq to a different mounting platform:

1. Turn off your computer and power off Cintiq. Then disconnect all cables.

2. Protect the display screen surface by spreading a soft cloth onto a flat table and placing Cintiq face down on the cloth.

3. Using the appropriate screws for your mounting platform, firmly attach Cintiq to the alternate mounting platform. Be sure the integral cable and bearing hub pass through the mount aperture without binding or excess pressure. Do not detach the bearing hub.

4. Using the appropriate screws for your mounting platform, firmly attach Cintiq to the alternate mounting platform.

5. Refer to the appropriate installation instructions in this manual, and reattach the cabling.

Bearing hub

Attaching example
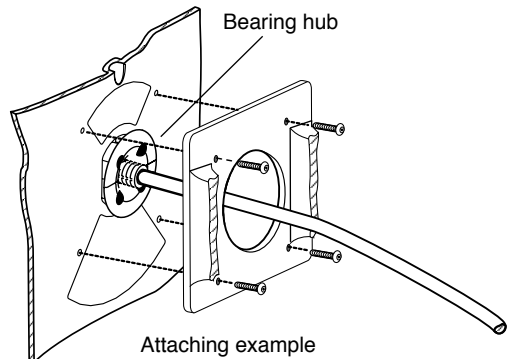
⚠ CAUTION

When attaching Cintiq onto an alternate mounting platform, be sure to follow all instructions in the documentation supplied by the platform manufacturer.
If improperly installed, the unit could fall and be damaged.

Caring for Cintiq

Cleaning

To clean the Cintiq casing, use a soft cloth with mild detergent (such as dish washing liquid) diluted with water. Do not use paint thinner, benzine, alcohol, or other organic solvents to clean Cintiq casing or pen.

To clean the display screen, use an antistatic cloth or slightly moisten damp cloth. When cleaning, apply only a light amount of pressure to the display screen and do not make the surface wet. Do not use detergent to clean the display screen; this may damage the coating on the screen. Please note that damage of this kind is not covered by the manufacturer's warranty.

Replacing the Pen Tip

The pen tip will wear with normal use. When the nib gets too short, you can replace it with one of the extra nibs that came with your pen. If the pen tip wears and becomes angular, it may damage the coating on the cover glass of Cintiq Interactive Pen Display. To avoid this, periodic nib replacement is recommended.

To remove the old nib:

Clasp it with the o-ring tool that came with your pen and pull the old nib straight out of the pen.

To insert a new nib:
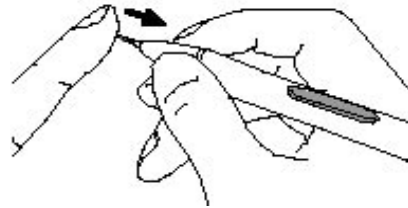
Slide it straight into the barrel of the pen. Firmly push the nib until it stops. The new nib will slide into the correct position.
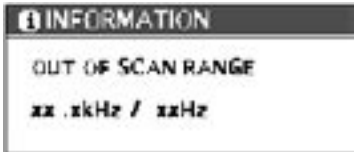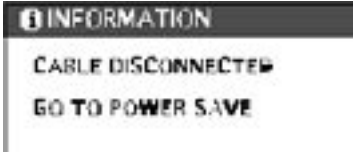
⚠ CAUTION

Prevent your children from swallowing the pen nib or side switch. The pen nib or side switch may accidentally be pulled out if children are biting on them.

Display Troubleshooting

If you encounter problems with Cintiq display, refer to the following tables. Your problem may be described here, and you can try the solution offered.

For the problems regarding tablet or pen, refer to the Troubleshooting chapter in the online Help that can be accessed from the Wacom Tablet control panel.

Genera Problem	Hint
The message "OUT OF SCAN RANGE" appears. **ⓘ INFORMATION** OUT OF SCAN RANGE xx .xkHz / xxHz	■ The input signal frequency is incorrectly set or not compatible with Cintiq. Connect different monitor and set the refresh rate to some value between 50 to 75 Hz. If your video card supports adjustment of the horizontal frequency, make sure it is set to same value between 30 to 80kHz. ■ The resolution is se too high (1600 x 1200 max.) ■ Set the display property to detect plug and plug monitors.
■ The message "NO INPUT SIGNAL" appears. **ⓘ INFORMATION** NO INPUT SIGNAL GO TO POWER SAVE ■ The power lamp is lit orange, or flashes orange and green	■ Check the video cable for bent or broken connector pins. Then properly connect the video cable. ■ If your computer is in the power management mode, move the mouse or hit any key on your keyboard. ■ Verify that the graphics card is properly installed.
The message "CABLE DISCONNECT-ED" appears. **ⓘ INFORMATION** CABLE DISCONNECTED GO TO POWER SAVE	■ Check that your computer is turned on. ■ Check that the Cintiq video cable is fully connected. ■ Check the video connector and any video adaptors for bent or broken connector pins. Then properly connect the video cable and necessary adaptors.
■ No display. The LED is off.	■ Verify that the AC power cable is connected, and that the Cintiq power switch is turned on. ■ Verify that the Analog (VGA)/Digital (DVI) switch is properly set. ☞ P 10 Restart your computer after changing the position of the switch.
When a still image is displayed for a long period of time without refreshing the screen, an afterimage remains for a short period of time.	Use a screen saver or other power management feature.

Display Troubleshooting

General Problem	Hint
The image appears multiple times on the display.	Do not extend the video cable. Do not use an input selector switch box.
The color white does not display as white.	■ Be sure the Cintiq color profile has been installed and is selected as the profile for use with your operating system and applications. Verify also that the display is operating at the factory default settings. If that is not sufficient, then adjust color as necessary. For details on color management, refer to your operating system and application documentation. ■ Verify that the video cable and connectors are fully connected.

VGA Problem	Hint
Display riffles or flickers	■ Open the OSD menu, go to the RESET menu, and select the AUTO ADJUST option. Then, if necessary, manually adjust PITCH and PHASE. ☞ P15, 17 ■ Verify that the display adaptor or graphics card matches Cintiq specifications. ■ Adjust the refresh rate of your computer.
Display is not clear.	■ As necessary, adjust CONTRAST or BRIGHTNESS. ☞ P15 ■ As necessary, adjust PITCH and PHASE. ☞ P15, 17 ■ Set the display resolution of your video card to 1600 x 1200.
Display is doubled or tripled.	■ Do not extend the video signal cable. Do not use an input selector.
■ The display and LCD panel are not lined up. ■ Display size is not correct.	■ Open the OSD menu, go to the RESET menu, and select the RECALL option. ■ Adjust PITCH and PHASE, HORIZONTAL and VERTICAL POSITION. ☞ P15, 16,17. Note that some graphics card may not show display in proper size.
■ Display riffles or shows moiré. ■ The display color is not even.	■ Open the OSD menu, go to the RESET menu, and select the RECALL option. ■ As necessary, adjust PITCH and PHASE. ☞ P15, 17

Specifications

General Specifications

Physical dimensions (WxDxH):	468 x 407 x 70mm (excluding the stand)
Weight:	9.7kg (including the stand), 7.7kg (excluding the stand)
Main Unit input Voltage:	DC12V
Power consumption:	54W or less (DC12V)
Operating temp. & humidity:	5 to 35 deg. C, 80%RH (non condensing)
Storage temp. & humidity:	-10 to 60deg. C, 90%RH (non condensing) (maximum storage humidity is 38% at 60 deg.C, and maximum storage temperature is 42 deg. C at 90% humidity)

LCD Display

Display:	a-Si TFT active matrix LCD
Screen size:	21.3 in
Resolution (75Hz Max.)	1600 x 1200(UXGA), 1280 x 1024 pixels (SXGA), 1024 x 768 pixels (XGA), 800 x 600 pixels (SVGA), 640 x 480 pixels (VGA)
Pixel pitch:	0.270 x 0.270mm
Color depth:	256 levels: 16,777,216 colors (24 bit)
Signal Inputs:	VGA (Analog RGB), DVI 1.0
Refresh Rate:	50 to 75Hz, All scan modes are non-interlaced
Plug and Play:	DDC2B, EDID
Brightness:	250cd/m^2
Contrast Ratio:	400:1
LCD quality:	Each Cintiq 21UX LCD panel is produced under very stringent quality standards. Production techniques cannot guarantee an absolutely perfect TFT display, and some panels may exhibit a certain number of pixels that show an incorrect color. Wacom quality standards are based on internationally accepted standards for LCD displays. Wacom requires more than 99.999% of the 1,310,720 pixels on each Cintiq 21UX to function perfectly, and does not allow any pixel to be always white or always black. A small number of pixels (10 or less) are allowed to show a wrong color for some parts of the color spectrum.

Tablet

Reading technology:	Electromagnetic give and receive method
Active area:	432 x 324mm
Resolution:	20 lpmm (0.05mm) max.
Accuracy:	+/-0.5mm, four corners (7 mm wide, 25 mm long from each corner of four "L" shaped areas) to be +/-1.0mm
Maximum reading height:	5mm
Maximum report rate:	205 points/sec., max.
Pressure levels:	512 levels
Communication interface:	USB or RS-232C serial

Stand

Physical dimensions (WxDxH):	329 x 299 x 165mm
Weight:	2.0kg
Rotation:	+/-180°
Tilt:	77° to 20°, from vertical

Power Adaptor

Input voltage:	100 to 240 VAC, 50/60 Hz
Output voltage:	18 VDC, 4.0 A

Grip Pen (Model UP-911E)

Pressure levels: 512
Pen tip travel: 0.1 mm (0.004 in) or less
Eraser tip travel: 2 mm (0.08 in), approximately
Physical dimensions, weight: 14.0 x 149.0 mm, 16g
Side switch type: Rocker switch --

Pen Accessories

Extra nib: PSI-A007

Appendix

Warranty on Sales in Asia-Pacific area

Warranty is one (1) year from the date of purchase evidenced by a copy of the receipt. Upon discovery of a defect in the product, except in the Software, within the Warranty Period you should notify your local dealer or distributor.

Should you have any questions about this term, or if you desire to contact WACOM for any reason,

Contact your local distributor or:

Phone:	++81-3-3371-1595	Technical support (English)
FAX:	++81-3-3371-1468	A support technician will respond (English)
Internet email:	asia-pacific@wacom.co.jp	Sales and support (English)

Wacom web site: http://ap.wacom.co.jp