TROUBLE SHOOTING

General Problems

SYMPTOM	HINT
The computer does not have an available USB port.	Check if there is an available USB port on a USB hub. If none are available you will need to add a USB hub.
The Graphire 2 Pen selects everything, will not stop drawing.	Open the Wacom control panel and go to the tool's TIP FEEL tab. Move the TIP PRESSURE FEEL slider toward Firm, or select the More Options button and increase the Click Force setting.
The side switch does not work.	Be sure you press the side switch when the pen tip is in proximity--do this without pressing down on the pen tip. From the Wacom control panel, verify that the side switch is set to the proper function for the application and tool that you are using. Make sure the tablet status LED changes from orange to green when you press the side switch. If it does not, you may have defective hardware (See also the last part of this section).
Changing the function settings for the Graphire 2 tools has no effect.	Make sure that you change the settings for the tool and the application that you are using. See *Working with Graphier Tools* and *Working with Application-Specific Settings* in the online Help or Graphire 2 User's Manual.
The screen cursor jumps back.	Do not place the Graphire 2 Pen or Cordless Mouse on the tablet when using another pointing device. Leaving your tool on the tablet may interfere with screen cursor positioning when using other input devices.
Double-clicking is difficult.	Be sure you are quickly tapping the tablet twice in the same place on the tablet's active area. Wacom recommends using the side switch to double-click . Try increasing the DOUBLE-CLICK DISTANCE or reducing the double-click speed (see ADJUSTING DOUBLE-CLICK in the ONLINE HELP). Try using a lighter TIP PRESSURE FEEL (see ADJUSTING TIP FEEL in the ONLINE HELP).

SYMPTOM	HINT
The Graphire 2 Pen tip does not function.	Make sure the status LED changes from orange to green when the tip is pressed. If it does not, you may have defective hardware (See also the last part of this section). Check the control panel's *TOOL BUTTONS* tab and verify that the tip is assigned to a *LEFT CLICK* (*CLICK* for Macintosh) function.
Within a graphics application, you notice a screen delay while drawing lines on the tablet.	In the Wacom control panel, try decreasing the DOUBLE-CLICK DISTANCE or increasing the double-click speed (see ADJUSTING DOUBLE-CLICK in the ONLINE HELP). If that does not work, try unchecking the DOUBLE-CLICK ASSIST checkbox.
You have to press hard with the Graphire 2 Pen when clicking or drawing.	Open the Wacom control panel and go to the tool's TIP FEEL tab. Move the TIP PRESSURE FEEL slider toward SOFT, or select the MORE OPTIONS button and decrease the CLICK FORCE setting.
The tablet hardware seems defective.	See TROUBLE SHOOTING in the English Graphire 2 user's manual to test your tablet. See APPENDIX in this manual for product support.

Windows or PC Specific Problems

SYMPTOM	HINT
The USB tablet power light is not on.	Make sure all USB cables are securely connected to an active USB port. Try connecting to the USB port on another computer if available. If the tablet's status LED does not illuminate after your computer is on and has finished booting up, your USB port may be inactive. Graphire 2 USB tablets require Windows 98. If you upgraded your computer to Windows 98, verify that the USB ports are enabled in the BIOS and that all necessary system software has been installed. Refer to your system documentation or contact your system manufacturer for information on enabling USB support for your computer. Run the USB Ready utility located on the Graphire 2 CD to check if your system is USB ready. If your system is not USB ready, correctly configure your USB port and install the necessary USB system software, then restart your computer. The NEW HARDWARE FOUND dialog should appear and you can continue with the Graphire 2 installation.

SYMPTOM	HINT
After switching to left-handed mouse in the Mouse control panel, the pen tip no longer works as a left click	This will reverse the right and left button settings on your Wacom tools. Restart Windows for your Wacom tool settings to be correctly recognized.
Cannot move the cursor where you want to on the screen, or the line you are drawing does not line up with the location of the pointer in paint applications.	Open the Wacom control panel and go to the MAPPING tab. Verify that PEN MODE is selected and that the DISPLAY AREA is set to ENTIRE DISPLAY for the selected tool and application. If this does not help, click on the RESET TAB TO DEFAULTS button to reestablish tablet to screen mapping. If this does not work, open the Windows folder and delete the WACOM.DAT file. Then restart your computer. When the tablet driver loads, it will create a new preferences file with the factory default settings.
When the pen tip contacts the tablet surface, the cursor jumps to the top left corner of the screen, or the message, "Unable to implement function", appears in the Wacom control panel.	If you have had another manufacturer's tablet, and the drivers are still loaded on your system, uninstall these drivers according to their manufacturer's instructions and reinstall the Graphire 2 driver. **ACECAT:** Edit your SYSTEM.INI. Go to the drivers=line in the [boot] section and remove awintab. Then go to the [drivers] section and remove the awintab=awintab.drv line. Look also for any reference to Virtual Tablet and remove it. Save the changes and restart Windows. **KURTA:** Edit your SYSTEM.INI by looking for any references to wtkurta and removing them. Save the changes and restart Windows.
After pressing CTRL+ALT+DEL, the screen cursor cannot be controlled with your Graphire 2 tool.	When the CLOSE PROGRAM dialog box (Windows 95, 98 or Me) or the TASK MANAGER (Windows NT) is active, the Wacom tablet will not work. Use your mouse or keyboard to continue. When this dialog box is closed, you can again use your Graphire 2 tool to control the screen cursor.

SYMPTOM	HINT
Windows 98 or Me. When working with multiple monitors, the screen cursor positioning is incorrect after moving into the un-mapped area of the virtual desktop.	On a multiple monitor system, the tablet is mapped to the virtual desktop (a rectangular area covering all monitors). In the Wacom control panel's PORTION OF DISPLAY dialog box, the screen rectangle represents the entire virtual desktop. If your video display areas do not form a rectangle because they are different sizes or they are not evenly aligned, the screen cursor positioning will be incorrect after moving into the unmapped area of the virtual desktop. To reestablish the correct screen cursor position, lift your Graphire 2 tool out of tablet proximity and bring it back into proximity over an area of the tablet that is mapped to a display area.
After changing the resolution of a monitor or the alignment of the monitors on a multiple monitor system, a portion of the tablet or monitor is not accessible and the tablet to display mapping is incorrect.	To reestablish the correct tablet to display mapping, open the Wacom control panel. Select the MAPPING tab, and choose ENTIRE DISPLAY. Click OK to close the control panel, then restart your computer.
Windows NT. Application-specific settings do not work correctly or blue screen crash occurs.	You must update the operating system with Service Pack 3 (SP3) or later in order for application-specific settings to work correctly. Running your Graphire 2 tablet software on a Windows NT 4.0 system that is not updated to SP3 may cause you to experience a blue screen crash.
In Windows 95, 98 or Me, your Graphire 2 tool does not function inside a full screen DOS window.	You must use a mouse when working in a full screen DOS window.

Macintosh Specific Problems

SYMPTOM	HINT
The USB tablet status LED is off.	Make sure all USB cables are securely connected to an active USB port. ■ If you have an iMac, you will need Macintosh OS 8.5 and Mac OS ROM 1.2.1 Refer to the iMac Update instructions for information on running the iMac Update software located on the Graphire 2 CD. ■ If you added a USB interface card you must also install system software to support the USB card. If your compter came from the factory with a USB port installed, it should be USB ready. ■ Plug in a different USB device to verify that the USB port is functional.
At startup, a dialog box appears telling you that either the driver failed to load or the tablet preferences have not yet been created.	The tablet was not detected at startup. Make sure all cables are securely connected and that the status LED on the tablet is orange. If this does not correct the problem, see *Testing Your Graphire 2 Tablet* in the electronic Graphire 2 user's Manual.
Graphire 2 works in mouse mode and pressure does not function.	If you are using an iMac, install the iMac Firmware Update and iMac Update 1.1 located in the Graphire 2 CD. Then instal the Graphire 2 software. If the Graphire 2 software was not installed or did not load properly, the tablet will function in mouse emulation mode and pressure support will not be available. If the driver was not installed, complete the software installation. If the driver failed to load, see Resolving Software Conflicts in the electronic Graphire 2 User's Manual.
Cannot move the screen cursor where you want to on the screen. or the line you are drawing does not line up with the location of the pointer in paint application.	Open the Wacom contorl panel and go to the MAPPING tab. Verify that PenMode is selected, If this does not help, the Wacom preference file may be corrupted. Click on the RESET TAB TO DEFAULTS button to reestablish tablet to screen mapping. If this does not work, from the System Folder open the Preferences and Tablet folder. From the Tablet folder, drag the Tablet Preferences file into the trash. Then restart your computer. When the tablet driver loads, it will create a new preferences file with the factory dafault settings.

PRODUCT SPECIFICATIONS

GRAPHIRE 2 TABLET (ET-0405A-U)

Active area (W x D)	127.6 x 92.8 mm (5.02 x 3.65 in)
Physical size (W x D x H)	216.1 x 218.0 x 9.3 mm (8.51 x 8.58 x 0.37 in)
Weight	426 g (0.94 lb)
Cable length	1.5 m (4.9 ft)
Coordinate resolution (relative)	40 lpmm (1015 lpi)
Accuracy	+/- 0.5 mm (0.02 in)
Maximum reading height	3 mm (0.12 in) approximately
Maximum report rate	100 points per second
Communication interface	USB (USB tablets)
Connector	USB A (USB tablets)
Power consumption	0.2 watts
Power requirements	
USB tablets	DC 5V 40 mA, from USB port
Operating temperature	5 to 40 degrees C (41 to 104 degrees F)
Storage temperature	-10 to +60 degrees C (14 to 140 degrees F)
Operating relative humidity	20% to 80% noncondensing
Storage relative humidity	20% to 90% noncondensing
Certification	FCC class B
Compliance	VCCI class B, CE

GRAPHIRE 2 PEN (MODEL EP-120E)

Physical size (L x D)	145 x 12.5 mm (5.71 x 0.49 in)
Pressure levels	512 levels
Pen tip travel	0.1 mm (0.004 in) or less
Eraser tip travel	0.1 mm (0.004 in) or less
Weight	11 g (0.02 lb), approximately
Tip refill type	Polyacetal (Part No. PSI-A007)

GRAPHIRE 2 CORDLESS MOUSE (MODEL EC-120)

Physical size (L x W x H)	116 x 58 x 37 mm (4.57 x 2.28 x 1.47 in)
Weight	84 g (0.19 lb), approximately
Fingerwheel type	Continuous rotation, 24 clicks per turn

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Lucy tablet ET-0405A-U Specifications

Items	Specificications USB
General	
External dimension	206x227x10mm
Weight	400g
Operating temperature	5℃ to 40℃
Operating relative humidity	20% to 80% noncondensing
Storage temperature	-10℃ to 60℃
Storage relative humidity	20% to 90% noncondensing
Performance and interface	
Operation method	Electro-magnetic give and receive
Active area	127.6x92.8mm
Coordinate data resolution	40 lpmm (1000 lpi)
Coordinate data accuracy	+/-0.5mm
Maximum reading height	0.3mm or less
Title allowance for gurararanteed coord. data	40 degress from vertical
Data transfer rate	100(default)/200(max) points/sec
Command system	WACOM4
Output data format	WACOM4
Pressure levles	512 levels
Eraser-pen support	Yes
Interface	USB
Baud rate	USB
Communication method	USB
Data lenth, parity, stop bit	USB
Cable length	2m
Connector type	USB type B
LED colors	Amber/Green
Pointing device	Lucy pen/Mouse
Power Requirement	
Power intake method	USB
Input voltage	DC 5V +/-5%
Input current	100mA or less
Others	
International certificate compliance	FCC class B, CE, VCCI class 2
Standard accessories	Pen, Mouse, guide, CD-ROM