



PL-500

LCD Pen Tablet System

INSTALLATION GUIDE
AND USER'S MANUAL

Preface

The Wacom® PL-500 is an integrated LCD tablet designed for direct draw-on-screen interface with a PC or Macintosh computer. The PL-500 components include a Wacom tablet internally mounted behind a 15.1" diagonal TFT color LCD monitor, and Wacom's UltraPen®.

This manual describes how to install the PL-500 LCD pen tablet system hardware and software. It also describes how to use the PL-500 and UltraPen. Information on using the Wacom Tablet Control Panel for customizing your tablet settings is available in the LCD pen tablet system online Help, located under the **Help** menu in the Wacom Tablet Control Panel.

The following are not included with this product:

- Information about your specific computer hardware.
- Information about your operating system.
- Information about application software. To use the pressure-sensitivity of the UltraPen with your favorite drawing application, refer to instructions in that application's manuals.

Please refer also to your computer hardware, operating system, or software application manuals.

Precautions on Handling and Using the PL-500

ENVIRONMENT

■ **Temperature and Humidity**

- Operating temperature and humidity 5° to 35°C, 20 to 80% RH
- Storage temperature and humidity -10° to 60°C, 20 to 90% RH

■ **Do not use or store the PL-500 where:**

- Temperature changes are severe (e.g., outdoors or inside a vehicle).
- The PL-500 and pen are exposed to direct sunlight or heat from an appliance.
- The PL-500 and pen are exposed to water or any other kind of liquid.

WARNING



- **Only use the AC adaptor that came with your PL-500.** If a different type of AC adaptor is used, the PL-500 will not work properly or it may be damaged. **Using a different type of AC adaptor also has the potential to result in fire.**

HANDLING

- **Do not connect or disconnect the DVI video cable while the power cable is attached to the PL-500 or your computer is turned on;** it may damage the LCD display or computer video card.
- **Do not scratch the cover glass of the PL-500.** Avoid placing sharp objects on the glass surface.
- **Do not put heavy articles on the PL-500;** this may damage the cover glass or bend the stand.
- **Avoid intensive shock or vibration to the PL-500 or pen.** Hitting or dropping the PL-500 may damage the cover glass or other components.
- **Do not use paint thinner, benzine, alcohol, or other organic solvents to clean the PL-500 case or pen. Do not use detergent to clean the cover glass of the PL-500—this may alter the surface friction and deteriorate the hand-writing feel.**
 - To clean the cover glass of the PL-500, use a soft, dry cloth without applying detergent. If necessary, slightly moisten the cloth with water and try again. When cleaning, apply only a light amount of pressure to the cover glass and do not make the surface wet.
 - To clean the PL-500 case or pen, use a soft cloth with mild detergent (such as dish washing liquid) diluted with water.
- **Do not disassemble the PL-500 or pen.** This may cause the device to malfunction. In this case, Wacom shall have no responsibility to repair or replace the product.
- **If the pen tip becomes sharp or angular, it may damage the coating on the cover glass of the PL-500.** Please replace the pen nib if necessary.

WARNING



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

Radio and Television Interference (U.S.A.)

The equipment described in this manual generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly—that is, in strict accordance with Wacom instructions—it may cause interference with radio and television reception.

FEDERAL COMMUNICATIONS COMMISSION (FCC) NOTICE

This equipment has been tested and found to comply with the limits for Class B digital devices, pursuant to Part 15 of 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.

You can determine whether the tablet equipment is causing interference by powering it off. If the interference stops, it was probably caused by the tablet.

If your tablet equipment does cause interference to radio or television reception, you may be able to correct the interference by using one or more of the following measures:

- Rotate the television or radio antenna until the interference stops.
- Move the tablet equipment farther away from the television or radio.
- Plug the tablet equipment and computer into an outlet that is on a different circuit from the television or radio.

If necessary, consult your Wacom dealer or an experienced radio/television technician for help.

Changes or modifications to this product not authorized by Wacom could void the FCC Certification and negate your authority to operate the product.

CE Declaration (Europe)

The equipment described in this manual generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly—that is, in strict accordance with Wacom instructions—it may cause interference with radio and television reception.

RADIO AND TELEVISION INTERFERENCE

The PL-500 LCD pen tablet system has been tested by the TOKIN EMC Engineering Co., Ltd., an accredited EMC laboratory in Japan, and found to comply to the following harmonized European Norms:

- EN 55 024 (electromagnetic immunity)
- EN 55 022 Class B (electromagnetic emissions)
- EN61000-3-2 (limits for harmonic current emissions)
- EN61000-3-3 (limitation of voltage fluctuations and flicker)

Based on the results of these tests, Wacom declares that the above mentioned device conforms to the European Council Directives 89/336/EEC and 73/23/EEC, and their amendment Directive 93/68/EEC and indicates this conformity by the CE-sign on each device.

The device must be installed and operated always in strict accordance to the instructions given in this manual. Any changes or modifications to this product that were not specifically authorized by Wacom will invalidate this declaration.

WACOM Co., Ltd
2-510-1 Toyonodai,
Otone-machi,
Kitasaitama-gun
Saitama, 349-1148
Japan

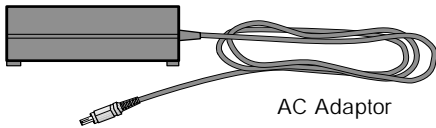
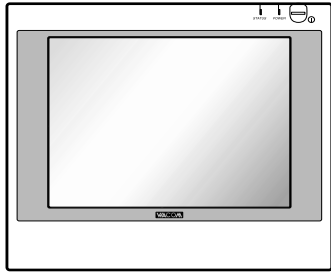
Table of Contents

CHECKING PACKED COMPONENTS	7
PL-500 COMPONENT FUNCTIONS	8
■ Front View	
■ Rear View	
WINDOWS INSTALLATION	10
■ Requirements	
■ LCD Monitor Installation	
■ Tablet Installation for Windows 98/2000	
MACINTOSH INSTALLATION	13
■ Requirements	
■ Hardware Installation	
■ Driver Installation for Macintosh	
USING THE ULTRAPEN	15
■ UltraPen (UP-803E)	
■ Using a Pen	
■ Replacing the Pen Tip	
LEARNING ABOUT THE PL-500 LCD PEN TABLET SYSTEM	18
■ Viewing the Online Help	
CUSTOMIZING YOUR PL-500 – THE BASICS	19
CALIBRATING THE PL-500	20
TROUBLESHOOTING	21
■ Testing the PL-500 LCD Pen Tablet System	
■ Testing the UltraPen	
OBTAINING TECHNICAL SUPPORT	22
■ Pre-call Checklist	
■ Support Staff	
SPECIFICATIONS	24
■ PL-500 General Specifications	
■ LCD Display	
■ Tablet	
■ Power Adaptor	
■ UltraPen (Model UP-803E)	
■ UltraPen Accessories	
APPENDIX	26
■ Limited Warranty for Products Purchased and Used in U.S. and Canada	
■ Warranty on Sales Outside of U.S. and Canada (except Europe)	

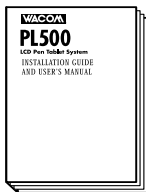
Checking Packed Components

In your package you will find the following items:

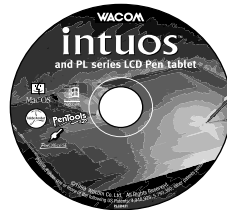
PL-500 Main Unit



AC Adaptor
(UP06011150)



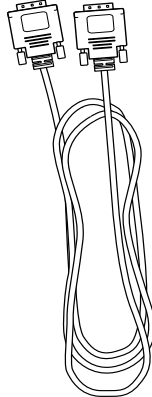
PL-500 LCD Pen Tablet System
Installation Guide
and User's Manual



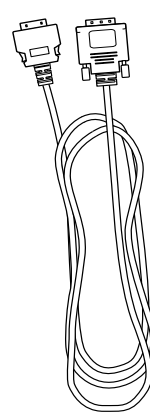
Wacom Software CD
Contains the PL-500 software
and a Readme file.

Accessories

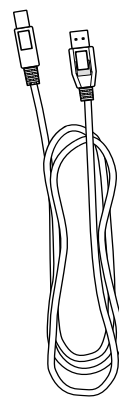
DVI-to-DVI Cable
(STJ-A183)



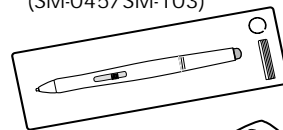
DVI-to-DFP Cable
(Optional: STJ-A184)



USB Cable
(STJ-A179)



Power Cable
(SM-045/SM-103)



UltraPen with Pen Stand
(UP-803E and PST-A016-06)

Note: 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 installation menu does not automatically display, double-click on the **Install** icon located on the CD and follow the prompts. Images are not shown to scale.

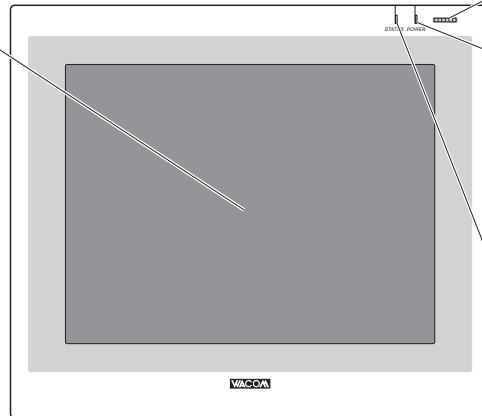
PL-500 Component Functions

FRONT VIEW

Integrated Tablet and LCD Screen^{*1}

The LCD monitor and tablet sensor function as an integrated input and output device. The LCD resolution is 1,024 x 768 pixels at 16,777,216 colors. The tablet sensor reports pen coordinates, pressure, switch, and eraser information.

The characteristics of the LCD may cause an inaccurate display of color tones. It is recommended that the tones be checked on a color-adjusted CRT monitor.



Power Switch

Turns the power to the PL-500 LCD pen tablet system on or off.

Power Lamp

Lights green when power has been supplied to the PL-500 and computer and a video signal is present. In addition, this lamp flashes at two-second intervals if your computer enters a power management mode in which image signals are not sent.

Status Lamp

Lights green when the pen tip or a side switch is pressed, or when the eraser enters proximity of the LCD screen.

^{*1} On a TFT liquid crystal display, a very small number of pixels may be permanently illuminated or not illuminated at all. This does not mean that the display is defective.

REAR VIEW

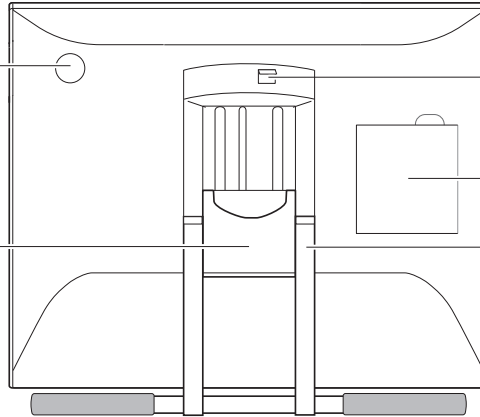
Brightness Adjustment Control

Brightness increases when this control is turned clockwise. Turn the control counter-clockwise if the front panel is hot.

CAUTION



Be careful to avoid catching your finger in the gap of the movable portion of the stand.



Stand Lever

Pulling this lever allows the stand to move freely. Releasing the lever locks the stand in place.

Connector Lid

Stand

The angle of the stand can be adjusted to one of 47 levels between the horizontal closed position (17° from horizontal) and the vertical opened position (76° from horizontal).

Windows Installation

REQUIREMENTS

- A PC with an available USB port.
- The PL-500 requires a video card that supports digital output (either DVI or DFP). If you need to install a video card with digital output, complete the video card hardware and software installation before connecting the PL-500 LCD pen tablet system. If the video card supports both analog and digital output, verify that it is working by attaching a CRT monitor to the analog port. For information on video cards that have been tested with the PL-500, refer to Wacom's Web site at <http://www.wacom.com/productinfo>

LCD MONITOR INSTALLATION

1. First Install the PL-500 as a Monitor

As you work through the installation process, please refer to the *PC Hardware Cabling Diagram* on the following page when making cable connections.

Caution: Never connect or disconnect the DVI video cable while your computer or PL-500 is powered on – this can damage the LCD display or video card.

- Turn off your computer. Connect the DVI-to-DVI cable between the PL-500 and your computer. If you have a DFP video card, you will need to use a DVI-to-DFP cable between the PL-500 and your computer. See (A)
- If you are using a VGA display as a second monitor, connect the monitor cable to the VGA port of your computer. See (B)
- Connect the AC adaptor to the PL-500. See (C) Then connect the AC adaptor power cable and plug the adaptor into an AC outlet. See (D)

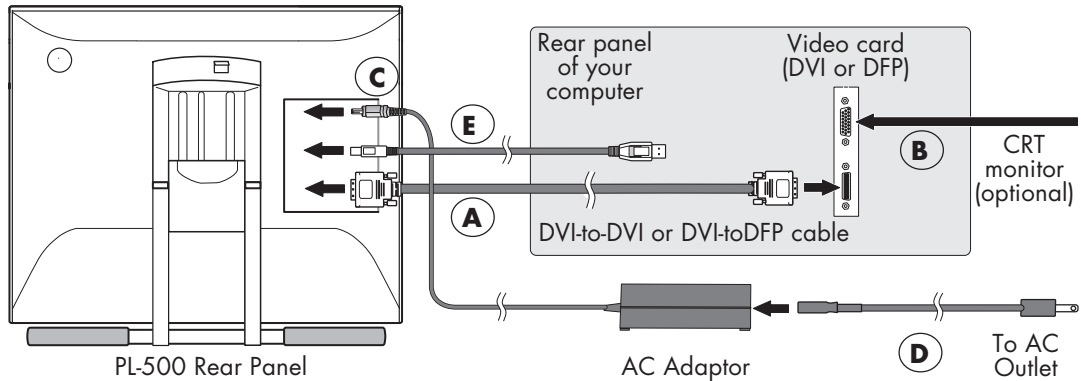
Important: Do not connect the USB data cable until instructed to do so.

- Turn on the PL-500 LCD pen tablet system and your computer. If the **New Hardware Wizard** displays, follow the prompts while making sure to select the default options. You may need to open the **Display** control panel to configure the monitor settings for proper size and color resolution.

Important: Do not exceed a display refresh rate of 60 Hz. This can overheat the LCD display and cause permanent damage.

Depending on the capabilities of your video card and computer, you can run the PL-500 as a single monitor, as a mirrored monitor, or with multiple monitors. Refer to your video card documentation for more information on its capabilities.

PC Hardware Cabling Diagram



CAUTION



Do not connect or disconnect the DVI video cable while the power cable is attached to the PL-500 or your computer is turned on – this can damage the LCD display or computer video card.

Do not attach the USB cable until instructed to do so.

TABLET INSTALLATION FOR WINDOWS 98/2000

2. Install the Wacom Tablet and Driver Software

USB tablet installation requires a Windows 98 or 2000 system with USB port. After completing the LCD Monitor installation, you need to complete the Wacom Tablet installation.

- If your computer is off, turn it on and login, then insert the Wacom CD into your computer's CD-ROM drive.
- Plug the USB cable from the PL-500 into an available USB port on your computer. See **(E)** in the connection diagram. The **New Hardware Found** dialog box will display.

Windows 98:

- At the **Add New Hardware Wizard**, click **Next**.
- Select the option **Search for the best driver for your device (recommended)** and click **Next**.
- Check the **CD-ROM drive** option and click **Next**.
- Select the **Updated driver (recommended)** option and click **Next**.

- The location of the driver will display (e.g., **d:\usbtab.inf**), click **Next** to continue.
Note: Please have your Windows 98 CD available. If Windows 98 came bundled with your computer, the Windows 98 CAB files may be located on your hard disk or on your system recovery CD.
- You may be prompted to insert the Windows 98 CD. Click **OK**. Enter the location of the Windows CAB files (e.g., **d:\win98**). Click **OK**, and then **Finish**. Reinsert the Wacom tablet CD if necessary, then follow the instructions under *Windows 98 and 2000: Continue with the Software Installation*.

Windows 2000:

- The Wacom tablet will automatically register as a USB device. Double-click on the software **Setup** icon located on the Wacom CD and continue with the following instructions.

Windows 98 and 2000: Continue with the Software Installation

- Select a language from the **Choose Setup Language** dialog box and follow the prompts to complete the installation of the Wacom tablet driver software. You may register your tablet when prompted. (Electronic registration is only available in some regions.) Adobe Acrobat Reader V4.0 or greater is required to view the online Help – if Acrobat Reader is already installed on your system, you may cancel the installation.
- Your Wacom tablet software installation is complete. Select **Finish** to close the Wacom Setup dialog and the New Hardware Wizard dialogs.
- After the driver installation is complete, make sure you can use your UltraPen on the tablet to move the screen cursor. If the cursor does not move, you should run the **Setup** program from the Wacom CD.

You now need to calibrate the tablet so that the screen cursor position lines up with the position of the UltraPen. (See *Calibrating the PL-500* on page 20.) Be sure you have selected the PL-500 as the monitor you wish to calibrate.

A **Wacom Tablet** group was created in the **Start** menu under **Programs**. It contains shortcuts to the Wacom Tablet Control Panel, online Help, and a Readme file.

Macintosh Installation

REQUIREMENTS

- A Macintosh computer with an available USB port.
- The PL-500 requires a video card that supports digital output (either DVI or DFP). If you need to install a video card with digital output, complete the video card hardware and software installation before connecting the PL-500 LCD pen tablet system. If the video card supports both analog and digital output, verify that it is working by attaching a CRT monitor to the analog port. For information on video cards that have been tested with the PL-500, refer to Wacom's Web site at <http://www.wacom.com/productinfo>

HARDWARE INSTALLATION

1. First Install the PL-500 as a Monitor

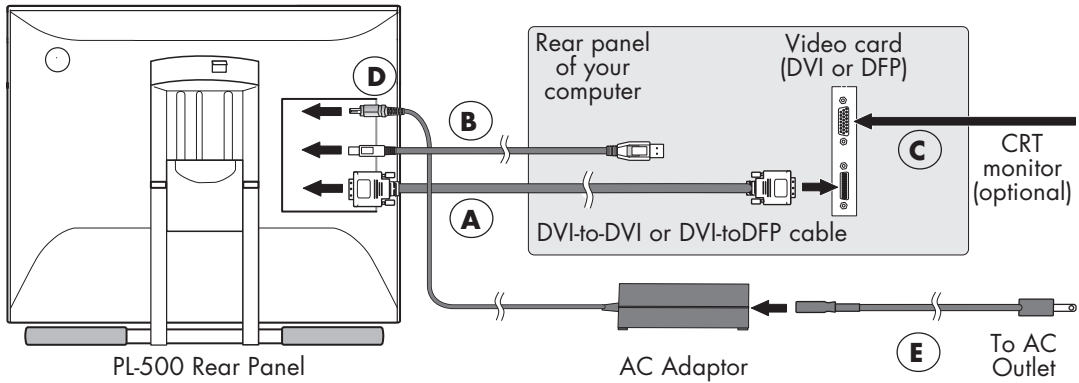
As you work through the installation process, please refer to the *Macintosh Hardware Cabling Diagram* on the following page when making cable connections.


Caution: Never connect or disconnect the DVI video cable while your computer or PL-500 is powered on – this can damage the LCD display or video card.

- Turn off your computer. Connect the DVI-to-DVI cable between the PL-500 and your computer. If you have a DFP video card, you will need to use a DVI-to-DFP cable between the PL-500 and your computer. See **(A)**
- Plug the USB cable from the PL-500 into an available USB port on your computer. See **(B)**
- If you are using a VGA display as a second monitor, connect the monitor cable to the VGA port of your computer. See **(C)**
- Connect the AC adaptor to the PL-500. See **(D)** Then connect the AC adaptor power cable and plug the adaptor into an AC outlet. See **(E)**
- Turn on the PL-500 LCD pen tablet system and your computer. You may need to open the **Monitors & Sound** control panel in order to configure the monitor settings for the proper size and color resolution. You can run the PL-500 as a single monitor, with multiple monitors, or as a mirrored monitor if your video card supports this.

Important: Do not exceed a display refresh rate of 60 Hz. This can overheat the LCD display and cause permanent damage.

Macintosh Hardware Cabling Diagram



CAUTION  **Do not connect or disconnect the DVI video cable while the power cable is attached to the PL-500 or your computer is turned on** – this can damage the LCD display or computer video card.

DRIVER INSTALLATION FOR MACINTOSH

2. Install the Wacom Tablet Driver Software

After connecting the hardware to your computer and setting up the PL-500 as a monitor, you must install the tablet software from the Wacom CD.

- Disable any virus protection programs and close all open applications before installing the software.
- Insert the Wacom CD into your computer's CD-ROM drive.
- Double-click on the **Install** icon. Choose your language option, click **OK**, and follow the prompts.
- Adobe Acrobat Reader V4.0 or greater is required to view the online Help. When the Wacom tablet Read Me file displays, select **Continue...** to install Adobe Acrobat Reader, or **Quit** to finish without installing Acrobat Reader.
- Restart your computer. You may register your tablet when prompted. (Electronic registration is only available in some regions.)

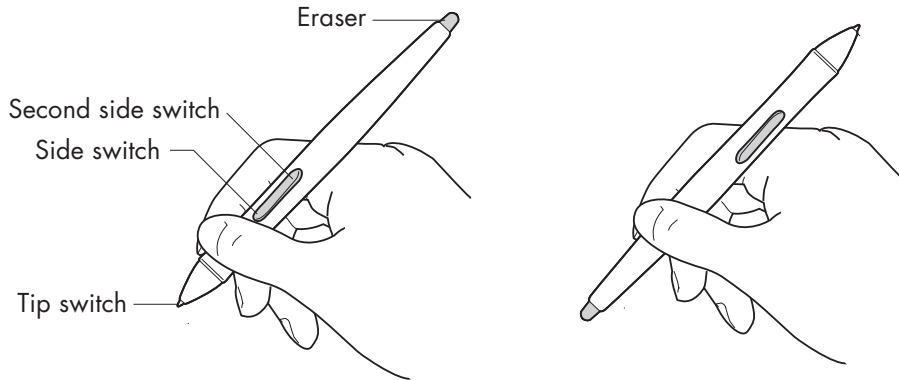
You should now be able to use your UltraPen on the tablet to move the screen cursor.

You now need to calibrate the tablet so that the screen cursor position lines up with the position of the UltraPen. (See *Calibrating the PL-500* on page 20.) Be sure you have selected the PL-500 as the monitor to calibrate.

Using the UltraPen

ULTRAPEN (UP-803E)

Hold the UltraPen 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.



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. The tip click pressure can be adjusted in the Wacom control panel. Please refer to the LCD pen tablet system online Help for details.

Eraser

To use the eraser, hold the UltraPen 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 tool, depending on the application. The tablet distinguishes the tip switch from the eraser switch. Refer to the LCD pen tablet system online Help for the UltraPen settings.

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 UltraPen above the PL-500 screen to position the screen cursor. The cursor instantly jumps to the new location (absolute positioning). Press the pen tip on the PL-500 screen to make a selection.

Note: If the screen cursor is not aligned with the pen tip, you will need to calibrate the PL-500. (See *Calibrating the PL-500* on page 20.)

Clicking

Tap the PL-500 screen once with the pen tip, or touch the pen to the PL-500 screen with enough pressure to generate a mouse click.

Note: You can navigate using a single click by turning on the Web style interface. In this mode, placing the pen over an icon selects (highlights) the icon and pressing the pen tip launches it. Windows 98 and 2000 systems running Internet Explorer 4.0 or later support this feature. To turn on the Web style interface, open a folder, select the **View** menu pull-down, and then select **Folder Options...** From the **Folder** or **General** tab select the **Web style** option.

Double-Clicking

Press the upper side switch (Windows) or lower side switch (Macintosh), or quickly tap the PL-500 screen twice in the same place with the pen tip. Double-clicking is easier when the pen is perpendicular to the tablet screen.

Dragging

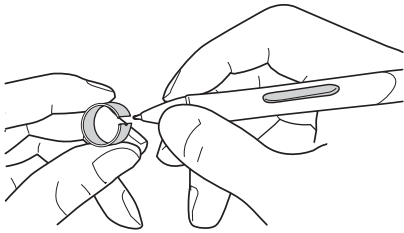
Select an object, then slide the pen tip across the PL-500 screen to move the object.

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.

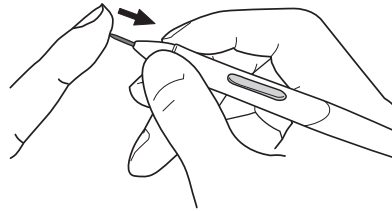
REPLACING THE PEN TIP

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 UltraPen.



To remove the old nib:

Clasp it with the o-ring tool that came with your UltraPen 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.

If the pen tip wears and becomes angular, it may damage the coating on the cover glass of the PL-500. To avoid this, periodic nib replacement is recommended.

Learning About the PL-500 LCD Pen Tablet System

VIEWING THE ONLINE HELP

For information on using and customizing the PL-500 LCD pen tablet system, refer to the LCD pen tablet system online Help.

Windows systems: To view Help, open the Wacom Tablet Control Panel by clicking on the Windows **Start** button and choosing **Programs**. From the **Wacom Tablet** group, choose the **Wacom Tablet** option. In the Wacom Tablet Control Panel, click on the **Help...** button.

Macintosh systems: To view Help, from the Apple menu chose **Control Panels** and then **Wacom Tablet**. In the Wacom control panel, click on the **Help** button.

To read the Help before installing your PL-500, open the appropriate language folder on your Wacom tablet CD and double-click on the PL-500 **Help** icon. You will need Acrobat Reader V4.0 or greater to view the Help file.

Customizing Your PL-500 – The Basics

The Wacom Tablet Control Panel makes it easy to customize your PL-500 and UltraPen. Be sure to see the LCD pen tablet system online Help for detailed information on customizing your tablet software.

To open the control panel:

Windows systems: Click on the Windows **Start** button and choose **Programs**. From the **Wacom Tablet** group, choose the **Wacom Tablet** option.

Macintosh systems: From the **Apple** menu, choose **Control Panels** and then **Wacom Tablet**.

When you open the control panel, an icon for the UltraPen is displayed in the Tool List and the appropriate tabs are displayed. To customize the UltraPen, 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.

The pull-down menus access a variety of control panel features.

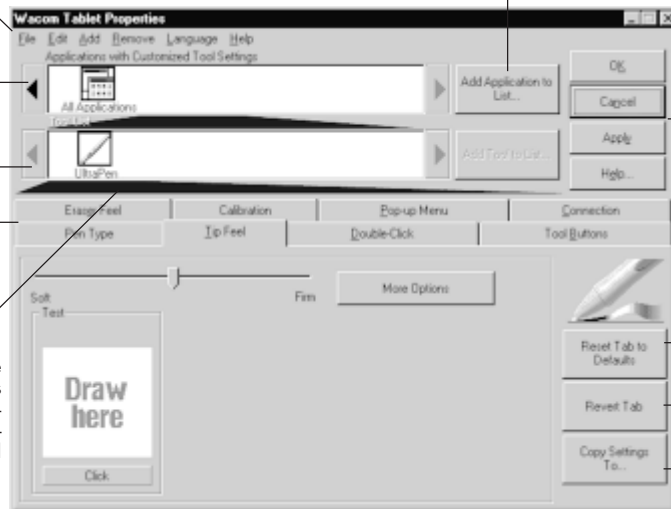
This button is for creating application-specific settings. Refer to the online Help for details.

Displays applications with customized settings.

Displays an icon for the UltraPen.

Tabs display settings for the selected application.

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



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. **Help** displays online Help for the control panel.

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 control panel shown.

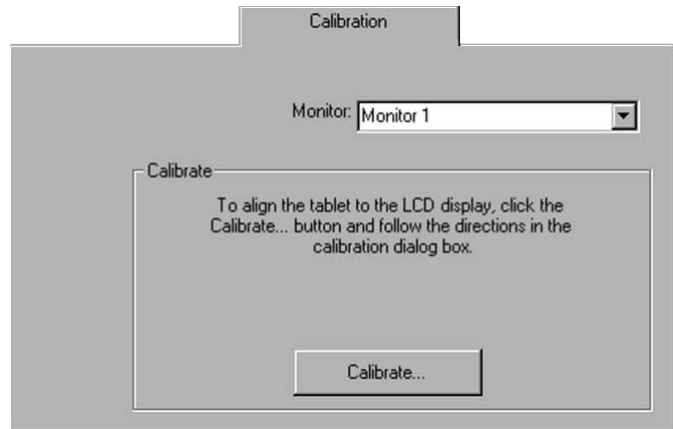
Calibrating the PL-500

You will need to calibrate the tablet in order to line up the screen cursor position with the position of the UltraPen on the PL-500 LCD pen tablet system. This is required to adjust for parallax caused by the glass overlay.

On a multiple monitor system you must also select the LCD display when calibrating the tablet. By default, the tablet maps to the entire desktop (all monitors).

After setting the tablet in its working position, follow the procedure below to calibrate the tablet.

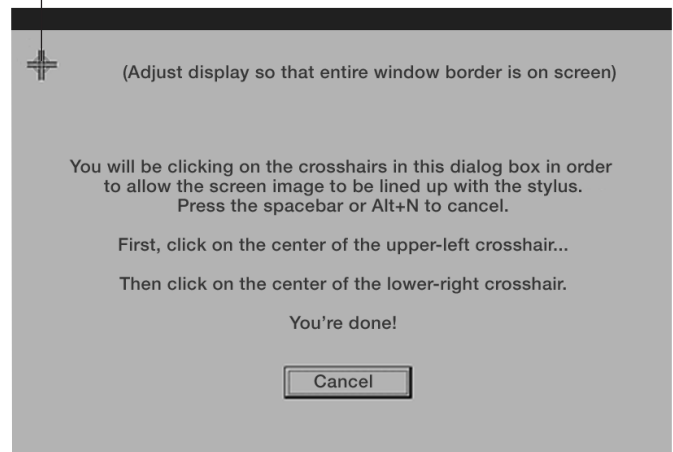
- From the Wacom Tablet Control Panel, select the **Calibration** tab.
- If you are working with multiple monitors, select the **Monitor** that corresponds to the tablet's LCD display.
- Click on the **Calibrate...** button to display the Calibration screen.



- Hold the pen as you normally do, and use the pen tip to click on the cross-hairs in the upper-left corner.
- Then click on the cross-hairs that are displayed in the lower-right corner. (On Windows systems, you will need to click **Apply** or **OK** for the changes to take effect.)

Note: The calibration setting applies to all applications.

Cross-hairs



Windows screen captures shown.

Troubleshooting

If the Wacom Tablet driver failed to load properly, first perform the recommended action in the error message on your screen.

If the LCD pen tablet system hardware does not function properly, refer to the troubleshooting section below.

If necessary, refer to the LCD pen tablet system online Help for additional software troubleshooting information.

TESTING THE PL-500 LCD PEN TABLET SYSTEM

If the LCD pen tablet system does not power up, check the following:

- Verify that the cabling between your PL-500 LCD pen tablet system and computer is correct. Be sure the power adaptor is plugged into an active power outlet and that it is connected to the PL-500. Verify that any other display connection(s) to your video card are correct.

Note: The PL-500 will not power up until a video signal is received. Verify that your DVI or DFP video card has been properly installed and is functional. Most DVI or DFP video cards include an analog video port. You can attach a CRT monitor to the analog video port in order to verify that the card has been properly installed and is functioning.

- Verify that your PL-500 is powered on. The tablet status LED should light whenever the cabling is properly connected, the computer is turned on, and the PL-500 power switch is on. If the status LED does not come on, you may have a defective tablet or power supply.

TESTING THE ULTRAPEN

If you cannot make a selection on the LCD pen tablet system screen with the UltraPen:

- Test the pen by pressing the pen tip against the surface of the tablet. The status LED should turn green.
- Now, without applying pressure to the pen tip, press the side switch. The status LED should again turn green.

If the status LED does not turn green for both tests, you may have a defective pen or tablet.

Obtaining Technical Support

PRE-CALL CHECKLIST

If you have a problem with your Wacom PL-500 LCD pen tablet system, first check the appropriate setup chapter in this book to make sure the tablet is installed correctly. Then review the Troubleshooting section in the LCD pen tablet system online Help; your problem may be described there and you can try the solution offered. You can also check the product FAQs (Frequently Asked Questions) on the Wacom web site. *(See next page for support listings).*

If you cannot solve the problem, contact Wacom Technical Support. You may want to make extra copies of the form on this page. When you call, you should be at your computer with the following information available:

- The Wacom PL-500 Installation Guide and User's Manual* _____
- PL-500 serial number (Look at the label on the bottom of the tablet.) _____
- Driver version number (Look on the Wacom CD or in the Wacom Tablet Control Panel.) _____
- The make and model of your computer _____
- The make and model of your video card _____
- Operating system version _____
- A list of the peripheral devices attached to your computer _____
- The software application and version you were using when the problem occurred _____
- The exact wording of any error message that appeared on your screen _____
- What happened and what you were doing when the problem occurred..... _____
- How you tried to solve the problem _____

SUPPORT STAFF

If you think your PL-500 is not working properly, contact the Wacom support staff in your area.

USA, Canada, Central and South America

Contact your local distributor, or:

Worldwide Web: <http://www.wacom.com/productsupport>

Anonymous FTP Site: <ftp.wacom.com/pub/drivers>

Phone: ++1-360-896-9833

FAX: ++1-360-896-9724

Internet Email: support@wacom.com

Fast FAX: 1-800-922-7590 (USA and Canada)

24-hour Technical Support information:
FAQs—Frequently Asked Questions
and answers.

Software updates.

Email support.

Software updates.

Technical Support. (English)
(Normal business hours, Pacific Time)

Technical Support. (English)

Automated mailback support. (English)

Automated support and sales information.
(English)

Europe, Middle East and Africa

Contact your local distributor, or:

Worldwide Web: <http://www.wacom.de>

Anonymous FTP Site: <ftp.wacom.de/pub>

Phone: ++49-(0)2131 1239-0

FAX: ++49-(0)2131 101760

Internet Email: support@wacom.de

Software updates.

Online support database.

Software updates.

Technical Support.

Technical Support.

Technical Support.

Japan

Contact your local distributor, or:

Worldwide Web: <http://tablet.wacom.co.jp>

FAX: ++81-(0)3-3371-1468

Internet Email: tablet@wacom.co.jp

Software updates and information.
(Japanese)

Technical Support. (Japanese)

Technical Support and sales. (Japanese)

Asia Pacific (English)

Contact your local distributor, or:

Worldwide Web: <http://tablet.wacom.co.jp/asia-pacific>

Phone: ++81-(0)3-3371-1583

FAX: ++81-(0)3-3371-1468

Internet Email: asia-pacific@wacom.co.jp

Software updates and information.
(English)

Technical Support. (English)

Technical Support. (English)

Technical Support and sales. (English)

To purchase parts and accessories, call toll-free: 1-888-884-1870 (USA and Canada only) or visit Wacom's web site at <http://www.wacom.com/wacomdirect/> (USA only). Outside of the USA and Canada, please contact your local dealer or distributor.

Specifications

PL-500 GENERAL SPECIFICATIONS

Physical dimensions (W x D x H):	414 x 355 x 51 mm (16.3 x 14.2 x 2.0 in), excluding stand
Weight:	4.9 kg (10.8 lb), including stand
Input voltage:	15 VDC
Power consumption:	60 W or less (15 VDC)
Operating temperature and humidity:	5°C to 35°C, 20 to 80% RH (noncondensing)
Storage temperature and humidity:	-10 to 60°C, 20 to 90% RH (noncondensing) (maximum storage humidity is 38% at a temperature of 60°C, and maximum storage temperature is 42°C at a humidity of 90%)

LCD DISPLAY

Display:	TFT active matrix LCD
Screen size:	15.1 in, 1,024 x 768 pixels (XGA)
Pixel pitch:	0.30 x 0.30 mm (0.011 x 0.011 in)
Display size:	307.2 x 230.4 mm (12.09 x 9.07 in)
Color depth:	16,777,216 colors (24 bit)
Interface:	DVI
Refresh rate:	60 Hz

TABLET

Reading technology:	Electromagnetic give and receive method
Active area:	307.2 x 230.4 mm (12.09 x 9.07 in)
Resolution:	20 lpmm (0.05 mm) (1016 lpi (0.002 in)) max
Accuracy:	±0.5 mm (±0.02 in) (excluding a 12 mm (0.5 in) area inward from each of the four sides of the LCD panel)
Maximum reading height:	5 mm (0.2 in)
Maximum report rate:	205 points/sec. max
Communication interface:	USB

POWER ADAPTOR

Input voltage:	100 to 240 VAC, 50/60 Hz
Output voltage:	15 VDC, 3.2 A

ULTRAPEN (MODEL UP-803E)

Pressure levels:	256
Pen tip travel:	0.1 mm (0.004 in) or less
Eraser tip travel:	2 mm (0.08 in), approximately
Tip switch ON load:	90 g (3.21 oz) or less
Physical dimensions, weight:	11.4 x 140.5 mm, 12g (0.45 x 5.54 in, 0.40 oz)
Side switch type:	Rocker switch

ULTRAPEN ACCESSORIES

Extra nib	PSI-A021	
PST-A016-06 Pen stand		UP-803E pen stand

Appendix

Limited Warranty for products purchased and used in U.S. and Canada

WACOM warrants the product, except for the Software, to be free from defects in materials and workmanship under normal use and service as long as the product remains in possession of the original owner, for a period of one (1) year, as evidenced by a copy of the receipt and a registration card that has been returned to WACOM within 30 days of purchase.

The Software is licensed “as is.” WACOM makes no warranty with respect to its quality or performance. WACOM cannot guarantee you uninterrupted service or the correction of any errors.

Upon discovery of a defect in the product, except in the Software, within the Warranty Period, you should notify WACOM Technical Support via telephone or fax to obtain an RMA (return authorization number) and instructions for shipping the product to a service location designated by WACOM. You should send the product, shipping charges prepaid, to the designated service location, accompanied by the return authorization number, your name, address and telephone number, proof of purchase date, and a description of the defect. WACOM will pay for return shipping by United Parcel Service or by an equivalent service as chosen by WACOM.

WACOM's sole obligation and entire liability under this warranty shall be, at WACOM's option, either the repair or replacement of the defective product or parts thereof of which WACOM is notified during the Warranty Period; provided, however, that you are responsible for (i) the cost of transportation of the product to the designated service location and (ii) any loss or damage to the product resulting from such transportation.

WACOM shall have no responsibility to repair or replace the product if the failure of the product has resulted from accident, abuse, misuse, negligence, or unauthorized modification or repair, or if it has been handled or stored other than in accordance with WACOM's storage instructions.

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the product, shall not be construed as an express warranty that the product will conform or comply with your requirements.

EXCEPT FOR THE LIMITED WARRANTY DESCRIBED ABOVE, THERE ARE NO OTHER WARRANTIES MADE BY WACOM ON THIS PRODUCT. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY WACOM, ITS DEALERS, DISTRIBUTORS, AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY, AND YOU MAY NOT RELY ON ANY SUCH INFORMATION OR ADVICE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH VARY FROM STATE TO STATE.

WACOM LIMITS THE DURATION OF ANY LEGALLY IMPLIED WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE DURATION OF WACOM'S EXPRESS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

NEITHER WACOM NOR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THIS PRODUCT SHALL BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION AND THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE SUCH PRODUCT, EVEN IF WACOM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

In the event that any of the above limitations are held unenforceable, WACOM's liability for any damages to you or any party shall not exceed the purchase price you paid, regardless of the form of any claim.

This Limited Warranty is governed by the laws of the United States of America and the state of California.

This Limited Warranty is valid for and only applies to products purchased and used inside the United States (and its territories or possessions) and Canada.

Warranty on Sales outside of U.S. and Canada (except Europe)

For products purchased or used outside of the United States and Canada, upon discovery of a defect in the product, except in the Software, within the Warranty Period you should notify your local dealer or distributor. In all other respects the terms of the warranty as set forth above apply to such sales.

Should you have any questions about this Agreement, or if you desire to contact WACOM for any reason, please contact in writing:

In North and South America contact:

WACOM TECHNOLOGY CORPORATION
1311 SE CARDINAL COURT,
VANCOUVER, WA 98683
U.S.A.

In Asia Pacific contact:

WACOM CO., LTD.
2-510-1 TOYONODAI
OTONE-MACHI, KITASAITAMA-GUN
SAITAMA, 349-1148
JAPAN

