

## **Wacom Pen Tablet, Driver Version 4.91**

For personal computers running Windows XP, XP x64, 2000, Me, or 98SE

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This document contains information that is important, and information that is too new to have been incorporated in the User's Manual. There are five sections in this document:

1. Tablet installation - Provides information about installing the tablet software.
2. Known issues and workarounds - Describes known problems, workarounds, unsupported features and compatibility issues.
3. Obtaining Wacom software updates - Contains information on downloading Wacom software updates.
4. Ordering parts and accessories - Contains information for ordering Wacom parts and accessories.
5. Obtaining Technical Support - Contains contact information for Wacom Technical Support.

### **Tablet installation**

For detailed information on connecting the Wacom tablet to your system and installing the tablet software, refer to the installation guide that came with your tablet.

### **Known issues and workarounds**

#### **\* General notes \***

##### Windows XP - When installing on systems with multiple users

If you install the tablet on a system with multiple users and the tablet only works on the primary user desktop, reboot the system.

##### Safe Mode - Support for USB tablets

If your PC was not configured with a USB keyboard or USB mouse, it may not support USB devices while in Windows Safe Mode. In this case, your tablet will not function in Safe Mode.

#### **\* Corrections to the User's Manual \***

All information within the Intuos3 User's Manual applies also to the Intuos3 6x11 / A5 Wide tablet, unless otherwise specified.

Intuos3 6x11 / A5 Wide tablet (model PTZ-631W) product specifications:  
Active area (W x D) = 271.0 x 158.8 mm (10.68 x 6.26 in)

Physical size (W x D x H) = 417.6 x 262.0 x 14.0 mm (16.5 x 10.3 x 0.6 in)  
Cable length = 2.5 m (8.2 ft)  
Weight = 1.4 kg (3.1 lb), approximately  
Power consumption = Less than 1.4 watts

The optional Intuos3 Art Pen (model ZP-600) and Intuos3 Classic Pen (model ZP-300E) are now available for use on Intuos3 tablets.

## **Obtaining Wacom software updates**

If you have Internet access, you can download the latest software updates:

USA, Canada, Central and South America (English)

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

Europe, Middle East and Africa

Worldwide Web: <http://www.wacom-europe.com>

Anonymous FTP: <ftp://ftp.wacom-europe.com/pub/>

Japan

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

Asia Pacific (English)

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

China (Simplified Chinese)

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

## **Ordering parts and accessories**

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.wacomdirect.com> (USA only). Outside of the USA and Canada, please contact your local dealer or distributor, or call the Technical Support Hotline (see the telephone numbers below).

## **Obtaining Technical Support**

If you need to contact Technical Support, use the appropriate number for your region:

USA, Canada, Central and South America

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

Phone: +1.360.896.9833

(English, 7:30 am to 5:00 pm Monday - Thursday,

8:30 am to 5:00 pm Friday, Pacific Time)

FAX: +1.360.896.9724 (English)

Email (English):

<http://www.wacom.com/productsupport/email.cfm>

or

[support@wacom.com](mailto:support@wacom.com)

Europe, Middle East and Africa

Phone (Austria): +43.(0)1.790 825 550

Phone (Belgium): +32.(0)2.275 0691

Phone (France): +33.(0)1.7020 0070

Phone (Germany): +49.(0)69.6630 8200

Phone (Spain): +34 91 787 0346

Phone (Italy): +39.(0)2.4528 7050

Phone (Netherlands): +31.(0)20.517 4705

Phone (Switzerland): +41.(0)1.212 2818

Phone (United Kingdom): +44.(0)207.744 0831

Phone (Brazil): +011 5041 9515

Phone (Other countries): +49.(0)180.500 4397

FAX: +49.(0)180.500 4398

Email: support@wacom-europe.com

Japan

Phone: +81.(0)3.5309.1510

FAX: +81.(0)3.5309.1514

Email: tablet@wacom.co.jp

Asia Pacific (English)

Phone: +81.(0)3.5309.1513

FAX: +81.(0)3.5309.1514

Inquiry Form: [http://ap.wacom.co.jp/faq/tablet/inquiry\\_form.html](http://ap.wacom.co.jp/faq/tablet/inquiry_form.html)

China (Simplified Chinese)

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

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Last Revised 7-22-2005