

# Cintiq 21UX

## User's Guide

**ENGLISH**

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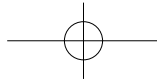
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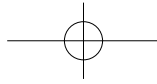
# *So that the Cintiq21UX may be Used Safely...*

The following symbols appear throughout this user guide in order to ensure safe use of the Cintiq21UX (hereafter referred to as “Cintiq21UX,” “the product” or “this product”). Please read these items carefully and always heed the Warning and Caution items when using your Cintiq21UX.

	<b>Warning</b> This symbol indicates an item that, if ignored when handling the product, could lead to the loss of life or serious injury.
	<b>Caution</b> This symbol indicates an item that, if ignored when handling the product, could lead to injury or damage to personal property.

- Meanings of Symbols:**
- Indicates that it is important to be careful when taking the action or actions noted.
  - Indicates that the action or actions noted are to be avoided.
  - Indicates it is important to take the action or actions noted.

<b>Warning</b>	
<p><b>Do not use the product in a facility control system that requires an extremely high level of reliability.</b> This product may cause other electronic devices to malfunction, or other devices may cause this product to malfunction.</p> <p><b>Turn this product off in places where the use of electronic equipment is prohibited.</b> In airports, hospital intensive care units and other such places where the use of electronic equipment is prohibited, this product may adversely affect the operation of other electrical devices. In order to prevent this, when in such locations, always disconnect the product's USB connector from your computer and turn off the switch.</p> <p><b>Do not open the back cover.</b> Inside this product there are several high-voltage parts. Persons other than professional service personnel should never open the back cover of this product. Unauthorized opening of the back cover may lead to fire or electric shock.</p> <p><b>When this product ceases to operate normally due to being dropped or a similar cause, remove the power source cable from the electrical outlet.</b> Leaving the power cable connected may result in fire or electric shock.</p>	<p><b>Regarding the power plug and power adapter.</b></p> <ul style="list-style-type: none"> <li>-Please remove dust from the power plug regularly. The addition of moisture, etc. to accumulated dust may lead to fire. </li> <li>-Please do not use any power adapters other than those included with the product. Ignoring this warning may result in fire or product failure. </li> <li>-Please do not damage or forcibly bend or bundle the power adapter cord. Also, please do not place heavy objects on it or expose it to excessive heat. Ignoring this warning may result in fire, electric shock or product failure. </li> <li>-In the unlikely case that the power adapter should produce smoke or a strange odor, please disconnect it from the wall outlet and return it to either the store where you purchased it or to the Wacom Customer Support Center for repair service. </li> <li>-Please do not connect or disconnect the power adapter with wet hands. Ignoring this warning may result in electric shock or malfunction. </li> <li>-Please do not open or otherwise change the power adapter. Ignoring this warning may result in fire or electric shock. </li> </ul>



## **Caution**

### **Do not use organic solvents to clean this product.**

When cleaning the product, never use such organic solvents as alcohol. Such solvents may cause discoloration and deterioration in quality.



### **Do not let the product get wet.**

Please do not place containers such as cups and vases containing water near the product. Coming in contact with water or other liquids may cause product failure.



### **When cleaning this product, always disconnect the USB connector.**

When cleaning the product, always disconnect the USB connector from the USB port of the computer. Failure to do so may result in electric shock.



### **While this product is in use, avoid placing any metal objects on it.**

Do not place any metal objects on the product while you are using it. This may result in malfunction or product failure.



### **Do not touch any liquids that may be leaking from this product.**

The liquid contained in the product is an irritant. In the unlikely case that such liquid should leak, never touch it with bare hands. In case of contact with skin, mouth or eyes, rinse immediately with running water and continue rinsing for 15 minutes or longer. Also consult a physician.



### **Do not use excessive force with the cable.**

Please do not step on, or place heavy objects on any of the product's cables. Also, do not apply excessive force to the base of the cable or repeatedly bend and stretch it, as this may cause it to break or malfunction.



### **When using DVI**

Use only a DVI video card with the product. Use of an inappropriate video card may lead to damage to the product.



### **When connecting the power plug**

When plugging the power adapter into an electrical outlet, also connect a grounded wire.



### **When not using this product for a long period of time**

For safety reasons, when you will not be using the product for a considerable length of time, disconnect the power adapter from the electrical outlet.



### **Do not use this product in a dusty environment.**

Dust can cause damage to the product.



### **Do not block the ventilation holes on the backside of the product.**

Blocking these holes may cause internal overheating and subsequent damage.



### **Do not pick up the product by its stand.**

If excessive force is used in handling the stand, its open and close function may become damaged. When picking up the product, always pick it up by the body.



### **Regarding the Grip Pen**

-Do not strike hard objects with the metal Grip Pen. Doing so may cause damage to the product.

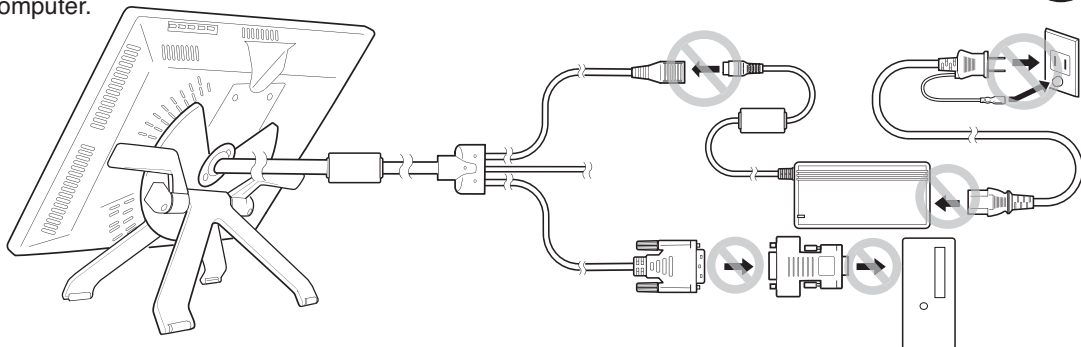


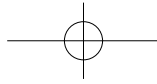
-Be careful to not allow small children to put either the pen or the spare nib into their mouths. There is the danger that the nib or side switch may be accidentally swallowed or that the grip pen may be damaged.



### **Do not connect or disconnect any cable while the product or your computer is on.**

Do not connect or disconnect any cable (including the USB cable) or the power adapter while your computer or this product is turned on. This may cause damage to the product or to your computer.





*So that the Cintiq21UX may be Used Safely*

## **Caution**

**Do not place the product on unstable surfaces.**

Do not place the product where it is likely to totter, lean or be exposed to strong vibrations. Doing so may lead to the product falling, resulting in injury and/or product failure.



**Do not place heavy objects on the product.**

Do not put excessive weight, or place heavy objects on the product. These actions may cause product failure.



**Do not place the product in either very hot or very cold places.**

Do not place the product in very hot (35 degrees centigrade or more) or very cold (5 degrees centigrade or less) locations. Also, avoid placing it in locations with severe temperature fluctuations as this may adversely affect the product and cause product failure.



**Do not disassemble the product.**

Do not disassemble or modify the product, as these actions may lead to fire, excessive generation of heat, electrical shock or injury. The guarantee on the product will become null and void if the product is ever disassembled.



**Be sure to fix the product to the stand with screws prior to lifting.**

If the stand is not attached prior to lifting, it may fall resulting in injury and/or damage to Cintiq, the floor or furniture. It may also unexpectedly rotate, causing it to be dropped. If the product must be lifted without being fixed to the stand, be sure to remove the body from the stand prior to lifting.



**Do not operate the incline adjustment levers when the product has been removed from the stand and there is no weight on the stand, or when the stand is otherwise empty.**

The stand is spring-loaded and may close suddenly, resulting in injury or damage to the stand.



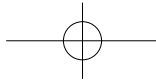
**Be careful not to get your fingers caught in the closing mechanism when closing the stand.**



**Do not place the product face-up when the cable is sticking out from the shaft bearing.**

Doing so puts excessive stress on the base of the cable and may cause product failure. Place the main body that has been removed back in the stand or, if you want to use the product face-up, adjust the cable so that it protrudes from the upper part of the body instead of the shaft bearing.





# *Precautions*

## **Please take the following precautions to protect the health of your eyes.**

When using the product, make sure that the room is sufficiently illuminated and be careful not to get your face too close to the screen.

Take regular breaks when using the product over an extended period of time.

## **Please be aware of the following regarding the LCD display.**

Depending on what is being displayed, bright or dark green, red and blue dots may show up on a very small portion of the LCD display screen. These do not indicate product failure or a lack of quality.

## **Please be aware of the following regarding the LCD display portion of the product.**

If you push strongly on the LCD display portion with the pen, a ripple-shaped striped pattern will appear; this pattern will disappear when the pen is pulled away. Also please understand that the following phenomena are a special characteristic of the LCD and do not indicate product failure.

Depending on what is being displayed, an unevenness in brightness may be produced.

Depending on what is being displayed, a very small portion of the screen may have bright or dark green, red and blue dots.

When very fine patterns are displayed, the screen may exhibit flickering, striped patterns and so on.

When still images are displayed for a long time, an afterimage may be produced, but this will gradually disappear.

Display conditions gradually change with increases in time of use and the resulting changes in illumination provided by the back light.

Depending on what angle you look at the screen, the hue may change a little.

## **Please take the following precautions when setting up this product.**

Only use the power adapter that came with this product. Use of another adapter may cause product failure.

Do not connect or disconnect any cable (including USB cables) or the power plug while using either this product or your computer, as these actions may result in damage to either this product or your computer.

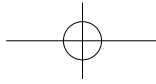
Use of cables other than those included with this product may result in the failure this product. Only use cables that are included with this product.

Use of a video card that is not compatible with this product may result in damage to it. Only use analog RGB or DVI video cards with this product.

Be careful to set the DVI or analog RGB switch correctly.

## **Other precautions**

Placing another tablet or apparatus directly in front this product may result in the malfunctioning of the other tablet or apparatus. If another tablet or apparatus is to be used, place it to the side of the Cintiq21UX or a short distance away.



## Precautions

### Warranty Exclusions

Wacom will not bear any responsibility for damage caused by fire, earthquake, accidents caused by third persons, intentional or accidental abuse by the customer or any other damage caused by abnormal use of the product.

Wacom will not bear any responsibility for contingent damages (such as loss of business profits, suspension of operations, alterations to and disappearance of data, etc.) caused by use of, or inability to use, this product.

Wacom will not bear any responsibility for damage resulting from the use of this product in a fashion other than as explained in this user guide.

Wacom will not bear any responsibility for damage resulting from malfunctions caused by using this product in conjunction with adaptation equipment or other company's software.

### Regarding warranty of the product

Wacom warrants the product, to the original consumer purchaser, except software, to be free from defects in materials and workmanship under normal use and service as long as the product remains in production, but not less than one (1) year, from the date of original retail purchase, as evidenced by a copy of the receipt or a registration card that has been returned to Wacom within 30 days of purchase.

### Regarding Trademarks

Windows is a trademark of Microsoft Corporation, registered in the United States and other countries.

Macintosh is a trademark of Apple Computer, Inc., registered in the United States.

Other product names and related items are the trademarks or registered trademarks of each concerned company.

### Precautions

- 1 Wacom Company, Ltd. holds the copyright to the auxiliary tablet.
- 2 The unauthorized duplication or reproduction in whole or in part of the tablet driver or this user guide is expressly prohibited.
- 3 Wacom reserves the right to change the configurations or specifications of the tablet driver or the product, as well as the contents of this user guide, without prior notice.

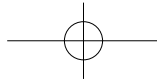


As a participant in the Energy Star program, Wacom has determined that this product meets the standards of the Energy Star program.

### Regarding this User Guide

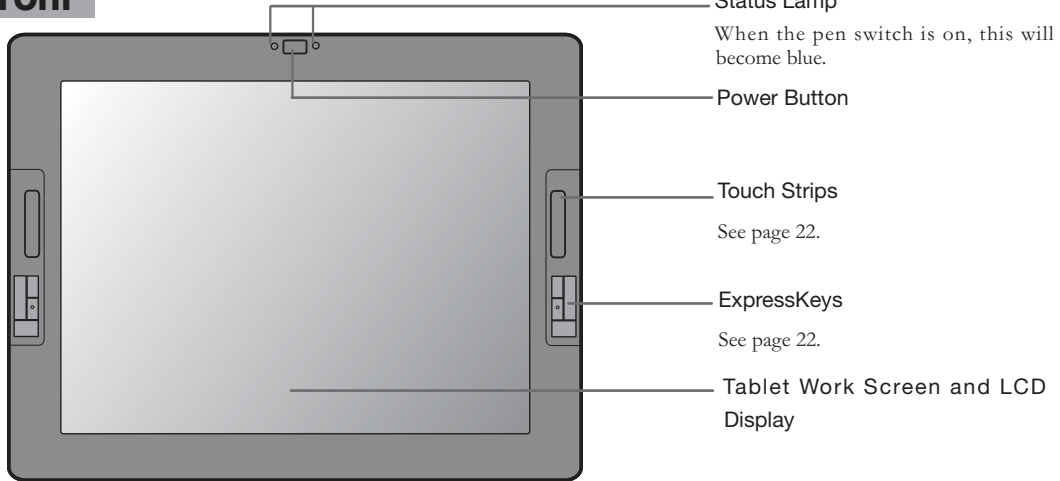
This user guide contains instructions regarding the set up, installation, functions and methods of use of this product. The product consists of the LCD monitor and the tablet, which will act as two distinct pieces of equipment to be used in conjunction with your computer. First, you will set up the display device and then you will install the tablet driver in your computer. You will then be able to use this product as a built-in display tablet.

Analog RGB- or DVI -compatible video output is necessary for the screen display of this product. For information regarding how to use video cards, refer to the instruction manual accompanying the video card.



# Component Functions

## Front

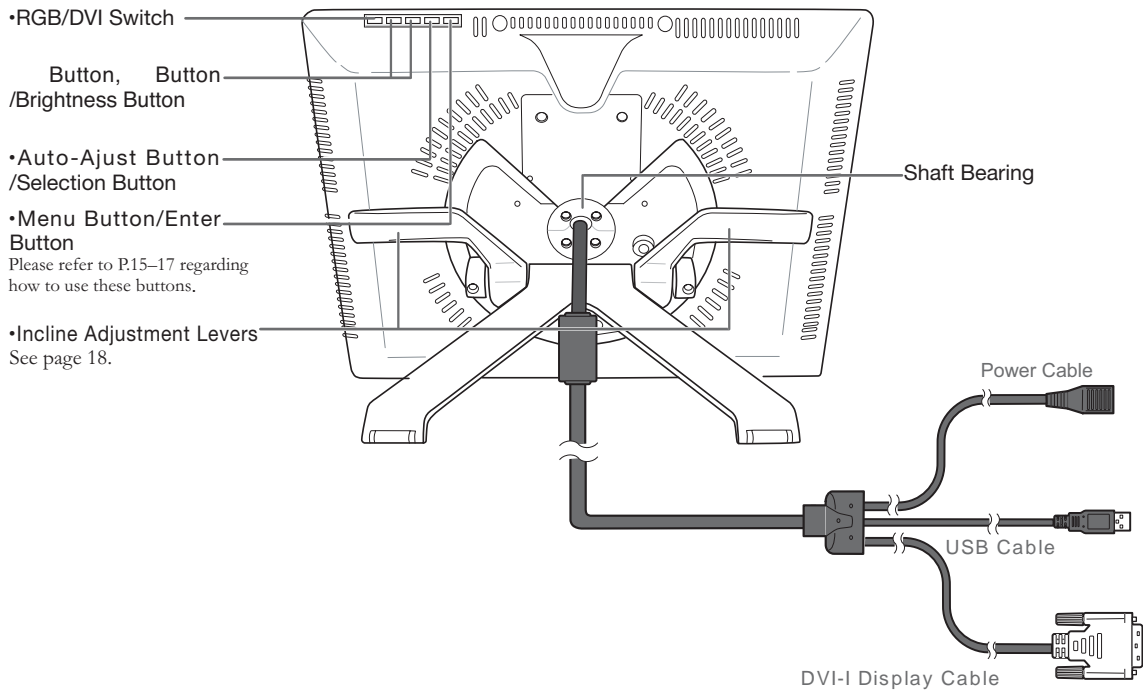


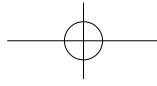
### Important

Included with this product, is an optional glare reduction film (DTZA-21AG) for the acrylic front panel.

This film can easily be attached (please follow enclosed instructions) in situations where glare from overhead lighting is a problem or if you simply wish to protect the gloss acrylic panel from scuffs that may be caused by jewellery etc during use.

## Back





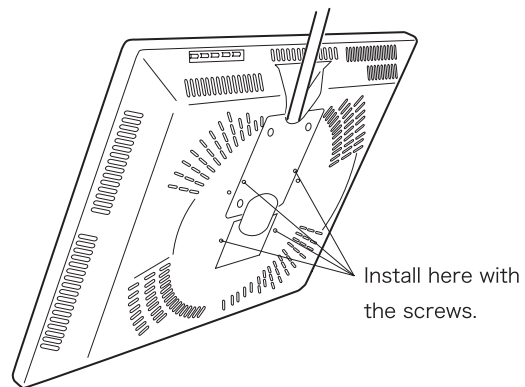
## Component Functions

### Installing Cintiq21UX on a Mount Arm

This product conforms to the Video Electronics Standard Association's (VESA) Flat Panel Monitor Physical Mounting Interface Standard (FPMPMI).

This product can be removed from the stand and mounted on such apparatuses as a VESA-standard mount arm. In order to do this, M4/0.7 mm screws, which are not included with the product, are needed. Use screws that will, at the time of installation, penetrate the surface of the product by no more than 15 mm. Use of longer screws may result in damage to internal parts of the product.

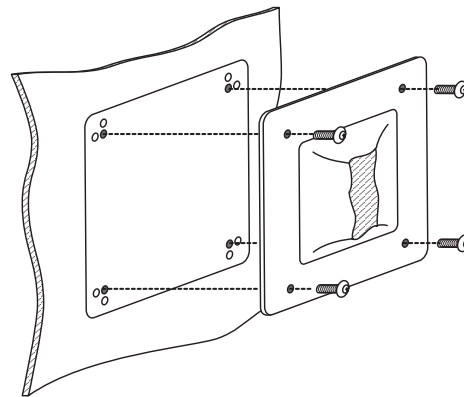
1. Make sure that both your computer and the product are turned off and that all cables are disconnected.
2. Place the display unit face down on a flat surface. To prevent harm to the front of the unit, first spread a cloth or other similar material on the flat surface.
3. Remove the four screws that hold the stand to the unit.



4. Using four M4/0.7mm screws, securely mount the arm or similar apparatus to the back of the unit.

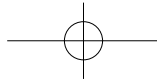
#### **⚠ Caution**

When installing the unit on a mount arm or other stand, always follow the directions in the instruction booklet for the mount arm or stand, as well as the instructions contained in this document. Incorrect installation may result in the product coming loose and falling and possibly causing product failure.



5. Connect the cables and save the screws that you removed in step 3.



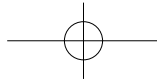


# Accessory Check

<b>Pen and Pen Stand</b>		<b>Power Adapter</b>	
<b>User Guide (This booklet)</b>		<b>Power Cable</b>	
<b>Tablet Driver CD - ROM</b>		<b>DVI-I – DVI-D Adapter / DVI-I – Analog RGB Adapter</b>	
<b>Stand</b>	<b>Pen Holder</b>	<b>Cover (Small)</b>	
<b>Glare Reduction Film (DTZA-21AG)</b>	<b>Screws (2 Types)</b>		
	<p>Screws for securing the stand (2) (MNE-A059)</p> <p>Screws for securing the small cover (4)</p>		

**Important**

Do not throw the box away; it is useful for the storage and transport of the product.



# *Connecting Cintiq21UX*

1. Turn off both your computer and the product.
2. Connect the DVI-I connector to your computer's display port.  
Use either a DVI – DVI adapter or DVI – RGB adapter, depending on which is appropriate for your computer's display port. Connect the adapter securely to your computer port.
3. Set the DVI / analog RGB switch.  
If you used a DVI – DVI adapter in step 2, set the switch to DIGITAL; if you used a DVI – RGB adapter, set the switch to ANALOG.
4. Connect the power adapter to the power cable and connect the DC power connector to the DC power input terminal. Next, plug the power cable into your electrical outlet.  
Be sure to also connect a ground wire.
5. Turn on the product's power switch.  
The power indicator lamp will light up orange.
6. Turn on your computer.
7. While looking at the LCD screen, configure the colour resolution and size settings.

## **Important**

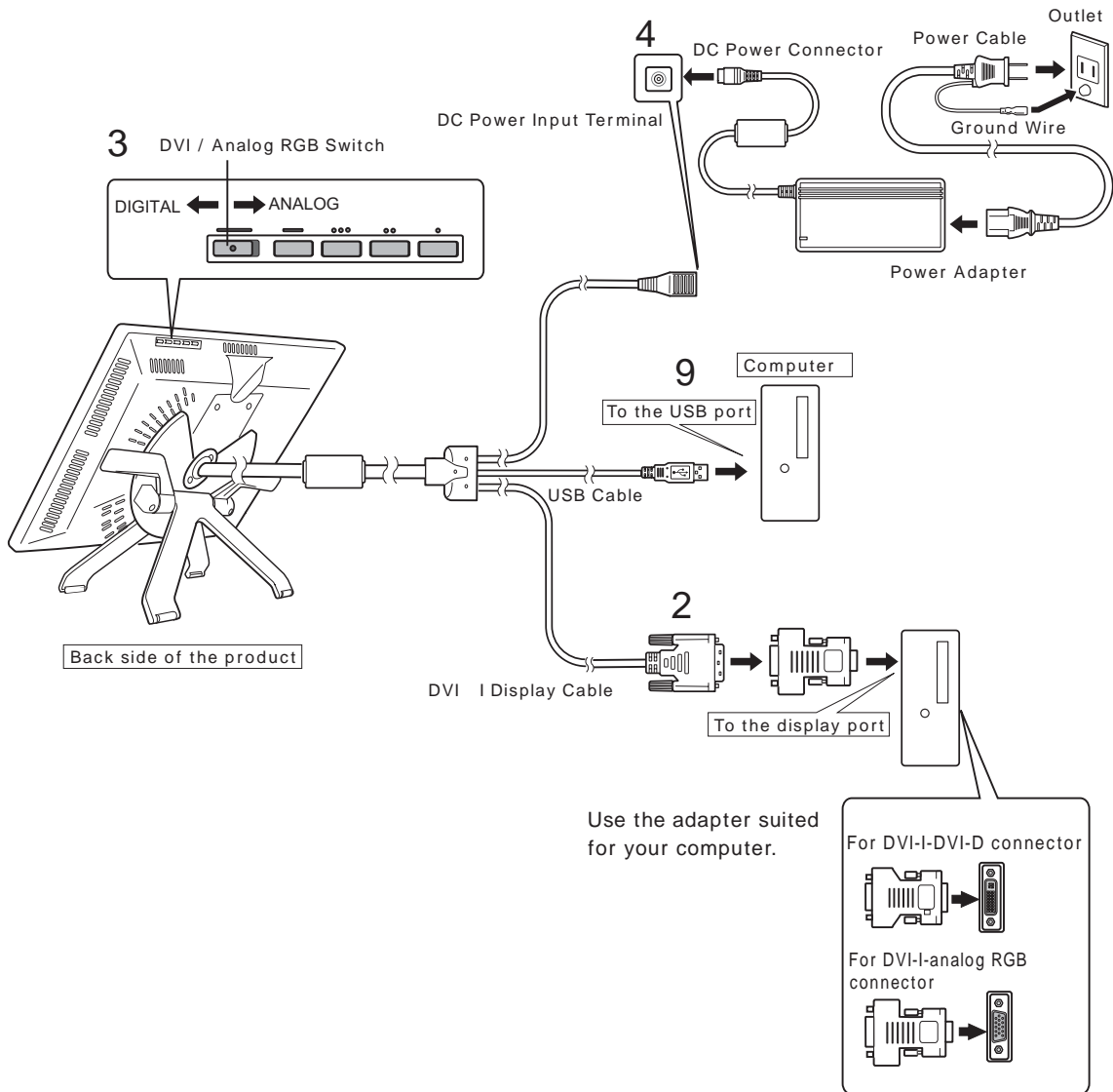
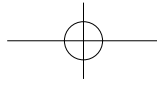
- Do not modify the refresh rate. Setting the rate to a value that exceeds the Cintiq21UX refresh rate may result in loss of picture.

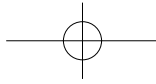
- The color palette settings and corresponding number of colors displayed are as follows:

High Color (16 bit) 65,536 colors / True Color (24 bit) Roughly 1,677 colors

\*The number of colors is limited by the efficiency of your computer and video card.  
For details, refer to the user's manual provided by the manufacturers.

8. Connect the unit's USB connector to the USB port of your computer.
9. Install the tablet driver (Please refer to "Installing the Tablet Driver" on page 12).





# *Installing the Tablet Driver*

## Windows Setup

Before installation, connect the Cintiq21UX USB cable to your computer and turn the unit on.

1. Insert the Tablet Driver CD-ROM into the CD-ROM drive of your computer and the install menu should appear. If the menu does not appear, double-click on the Install.exe icon located on the CD-ROM.
2. The Install Pen Tablet menu will display. Click OK and the license agreement will appear.
3. Click Accept.
4. After installation is complete, click OK and finish the installation. If you must renew your driver, click Immediately Restart System and your computer will automatically restart.
5. Refer to “Using the Control Panel” on page 25, open the control panel and adjust the pen settings and positions.

## Macintosh Setup

1. Connect the USB cable to your computer, turn on the product and start up your Macintosh.
2. Close any open applications and temporarily turn off any virus-monitoring programs.
3. Insert the Tablet Driver CD-ROM into your computer's CD-ROM drive. The install menu will appear. If it doesn't appear, open the CD-ROM and double-click on Install or Install.app.
4. Click on Install Wacom Tablet and installation will begin. Thereafter, follow the screen instructions and continue the installation process.

If during processing, the identity confirmation dialog box displays, input your password\*.



\*After installing OS X, input your password.

5. After the tablet driver installation is complete, restart Macintosh.



Macintosh OS x 10.2 and newer versions include as a standard feature the Inkwell function. If this function is on, the yellow Inkwell memo pad will appear after installation of the Tablet Driver. To disable this function, click on Ink from the Control Panel, click on Settings and remove the checkmark from Allow Me to Write Anywhere.

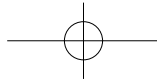
## Uninstalling the Tablet Driver

### Windows

1. Click on the Windows Start button and open the control panel. Double click the Add and Delete Program (Application) icon.
2. Select Pen Tablet from the list and click the Modify (Add) and Delete button. Follow the instructions in the dialog box to initiate uninstall.  
If Windows is restarted, it is deleted.

### Macintosh

1. Open the Applications folder and then open the Tablet folder.
2. Start up Remove Tablet and follow the instructions to initiate uninstall.



# The Cintiq21UX Display

## The Auto-Adjust Function

In order to ensure optimal display image quality, this product utilizes the Auto-Adjust function. When the Auto-Adjust function is operating, it may take a short time before the screen displays properly. The settings initiated by Auto-Adjust are saved in the display.



If the Auto-Adjust function is operating, the horizontal and vertical positions as well as the phase and pitch of the display are adjusted automatically when the display mode is received. The Auto-Adjust function becomes operational when the horizontal frequency is in the 30-80KHz or 50-75Hz range.



When the Auto-Adjust function is operating, only the power switch is operational.

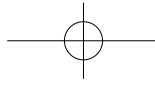
## The Cintiq21UX Power Saving Function

This product is in compliance with VESA and ENERGY STAR power-saving guidelines. When connected to a Display Power Management (DPMS)-compatible computer and graphics board, the power savings indicated below are automatically realized during times of non-operation.

Computer Activity	Horizontal Synchronizing Signal	Vertical Synchronizing Signal	Picture Signal	Power Consumption	Power Lamp
Turned On	Yes	Yes	Yes	45W or less	Blue
Stand-by Mode	No	Yes	No	Less than 5W	Orange/Blue*
Suspend Mode	Yes	No	No	Less than 5W	Orange/Blue*
Off Mode	No	No	No	Less than 2W	Orange



\*Depending on the specifications and settings of your computer and video card, when in standby and suspend modes, the power lamp may only light up orange.



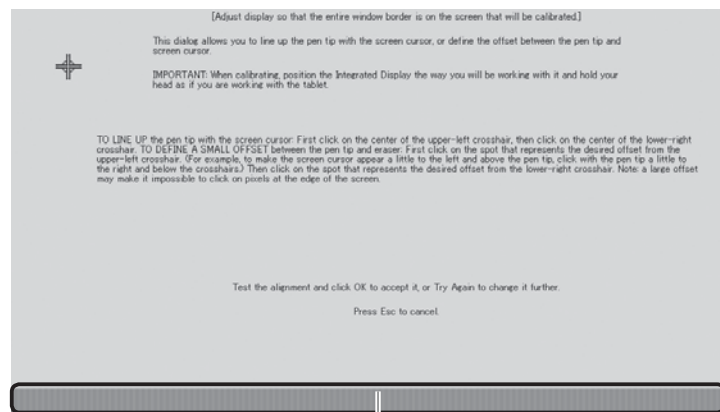
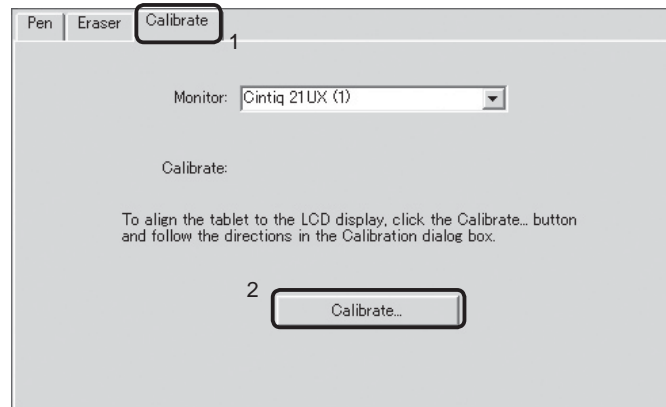
## *The Cintiq21UX Display*

### **Protrusion of the Picture from the LCD Panel and the Blurring of Characters...**

Depending on the type of computer and graphics board, the Auto-Adjust function is sometimes not able to operate at full power, resulting in the picture blurring and protruding from the LCD panel. If this happens, adjust the frequency and tracking. At 1200 x 1600-bit, the resolution is optimally adjusted.

#### **[Procedure]**

1. Open the Tablet Control Panel (see page 25) and select the Calibrate tab.
2. Click on the Calibrate... button. An adjustment pattern for frequency and tracking will appear.
3. Open the menu screen and select the Image Screen and then Frequency options. (See pages 15 and 16)
4. Adjust the frequency so that the adjustment pattern of vertical stripes displays evenly.
5. Next, select Tracking. (See page 16)
6. Adjust the tracking so that the adjustment pattern of vertical stripes appears clearly.
7. Click on the Exit button and return to the main menu settings screen.
8. From this screen, select Exit and close the Menu screen.
9. Press the Esc or space key to return to the screen.

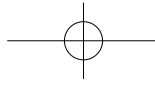


Adjustment pattern for frequency and tracking

#### **Hint**

For Windows 2000, the frequency and tracking may be calibrated after the Exit Windows screen is displayed. If the frequency needs to be calibrated, light and dark vertical stripes will appear in the dark areas of the screen. If the tracking needs to be calibrated, light and shade will appear horizontally in the dark areas of the screen (for 1200 x 1600-bit resolution).

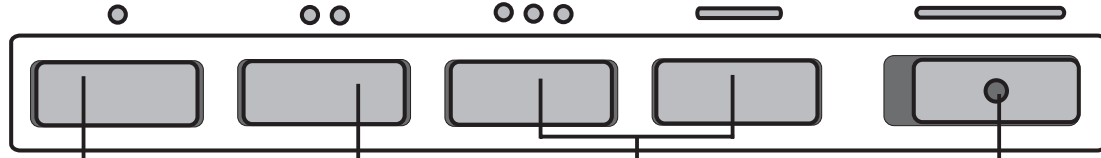
This method is recommended in situations where the tablet driver has not been installed.



## Button Functions

The buttons have the following functions.

**Note:** The illustration below shows the position of the buttons when the product is viewed from the front.



**Menu button** (to be used with the menu screen): to display and close the menu screen.

**Enter button** (to be used with the menu screen): to establish settings that have been selected.

**Auto-Adjust button:** to initiate operation of the screen's automatic adjustment function. See page 16.

**Selection button** (to be used with the menu screen): choose desired settings with this button.

**Brightness button:** to adjust the screen brightness.

**and buttons** (to be used with the menu screen): to set numerical values.

**DVI/RGB Conversion Switch**

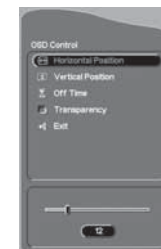
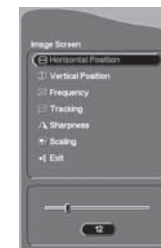
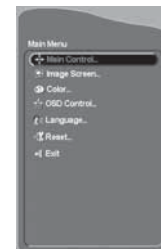
## Adjusting the Brightness and Contrast of the Display

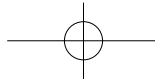
Adjusting picture quality and setting up the display are accomplished by using on-screen buttons to establish and change adjustment items and values. Click on the Menu button and the menu screen appears. Select the items to be adjusted and their desired settings.

### How to Use the Menu Screen

1. Click on the Menu button to display the Main Menu Settings screen. Click on the Select button and select the items to be adjusted.
2. Click on the OK button and set the items to be adjusted. For all adjustment items other than Language, Reset and Exit, use the Select button once again to select the settings for this item.
3. Use the  $\Delta$  and  $\nabla$  buttons to adjust numerical values and other items. After these adjustments, select Exit from the Menu and return to the Main Menu Settings screen.
4. From the Main Menu Settings screen, select Exit.
5. Close the menu screen.

Example showing horizontal position being adjusted.







## *The Cintiq21UX Display*

### Menu Screens


#### Main Control

Menu Screen	Descriptions
Auto Adjustment 	Chooses this function to obtain an optimum image.
Brightness	Adjusts the brightness of the image
Contrast	Adjusts the contrast of the image.
Mode Display	This function shows the display resolution, horizontal scan frequency and vertical refresh of the previous page.
Power Saving	Enable/Disable the power saving mode.
Exit	Exits the OSD menu on this page and returns to the previous page.

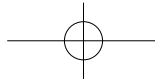
#### Image Screen

Menu Screen	Descriptions
Horizontal Position 	Changes the horizontal position of the image.
Vertical Position	Changes the vertical position of the image.
Frequency	Changes the displays data frequency to match the frequency of your graphics card. When you experience an unstable to flickering image, use this function to make an adjustment.
Tracking	Synchronizes the signal timing of the display to that of the graphics card. When you experience an unstable to flickering image, use this function to make an adjustment.
Sharpness	Adjusts the sharpness of the image.
Scaling	Used to size the image being displayed in several different ways. One to one: Displays the incoming image as it is. Fill to screen: Resizes the image to fill the whole screen. Fill to Aspect Ratio.
Exit	Exits the OSD menu on this page and returns to the previous page.


#### Colour

Menu Screen	Descriptions
Colour Setting 	Adjusts the color temperature.
Custom Color	Allows you to adjust the red, green and blue colors of the display.
Exit	Exits the OSD menu on this page and returns to the previous page.







## OSD Control

Menu Screen	Descriptions
Horizontal Position 	Allows you to move the horizontal position of the OSD window.
Vertical Position	Allows you to move the vertical position of the OSD window.
Off Time	Adjusts the amount of time the OSD menu is to remain displayed (with no activity).
Transparency	Changes the opaqueness of the OSD background.
Exit	Exits the OSD menu on this page and returns to the previous page.


## Language

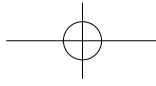
Menu Screen	Descriptions
	Allows you to choose the OSD menu language.

## Reset

Menu Screen	Descriptions
	Returns the display parameters of the current mode to their factory default settings.

## Exit

Menu Screen	Descriptions
	Exits the OSD Menus.



# How to Use Cintiq21UX

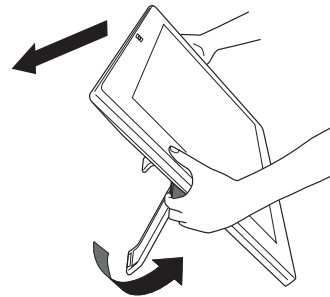
The tablet can be mounted on the stand and used or removed from the stand and laid horizontally for use.

## Setting the Tablet to an Easy-to-Use Angle

The tablet may be mounted on the stand and set to an easy-to-use angle.

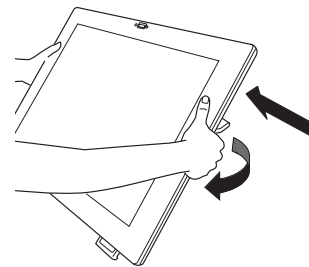
### To Lower the Tablet

Pull the left incline adjustment lever towards yourself and slowly lower the tablet to the desired level.



### To Raise the Tablet

Pull the right incline adjustment lever towards yourself and slowly raise the tablet to the desired level.

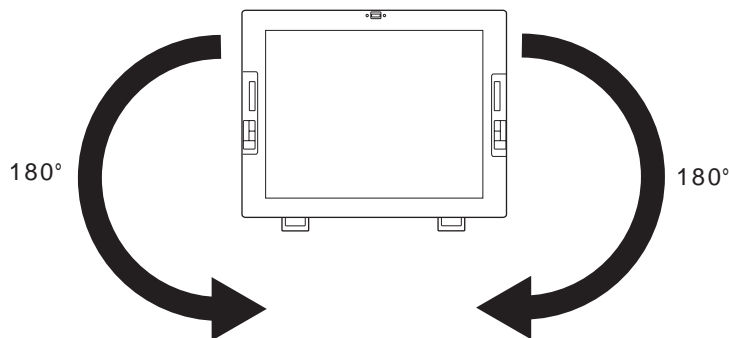


### Caution

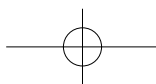
When adjusting the angle of the tablet, be careful not to let your fingers get caught in the gaps created by the movable parts.

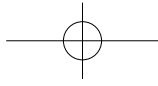
## Rotating the Tablet

The tablet can be freely rotated from 180 degrees counter-clockwise to 180 degrees clockwise.



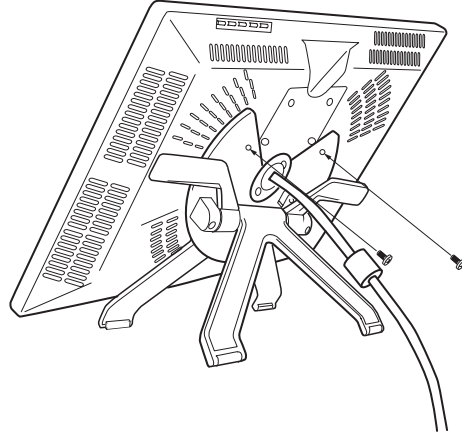
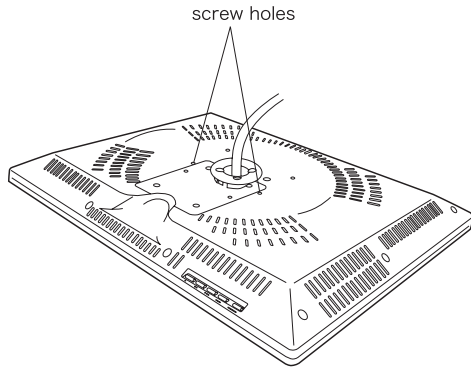
You can continue to work while the tablet is being rotated.

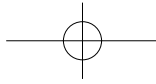




## Mounting the Cintiq21UX on the Stand

The product may be positioned vertically and secured to the stand so that it is at a convenient angle (see page 18) after full stop. Set the product on the stand so that it is in a vertical position. Fasten it to the stand with the stand-securing screws (see page 9) so that it does not rotate





## How to Use Cintiq21UX

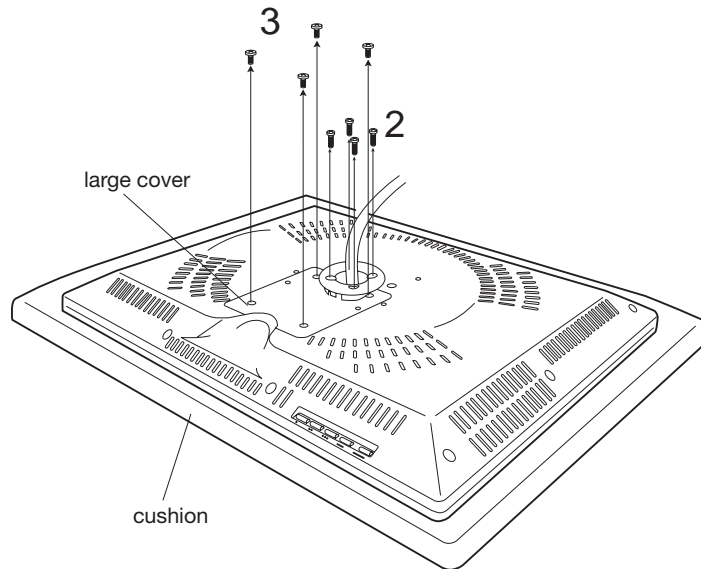
### Using the Tablet in a Face-Up Position

The tablet may be removed from the stand, and used face up on a desktop or other suitable surface. For this type of use, the cable position needs to be adjusted so that it sticks out of the top of the tablet.

1. Turn the tablet over so that it is face down.

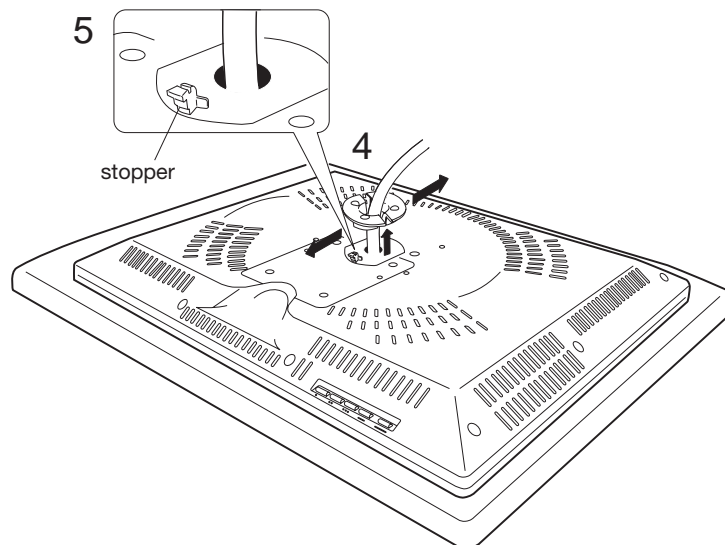
To avoid scratching or otherwise damaging the display, first lay a cushion or other soft material out, and then place the unit face down on top.

2. Remove the screws holding the shaft bearing in place.



3. Remove the screws holding the large cover in place.

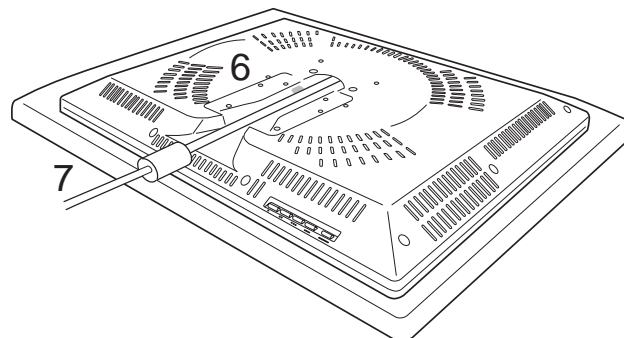
4. Pull off the shaft bearing.

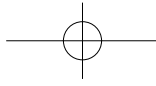


5. Remove the stopper and set it aside so that it doesn't become lost.

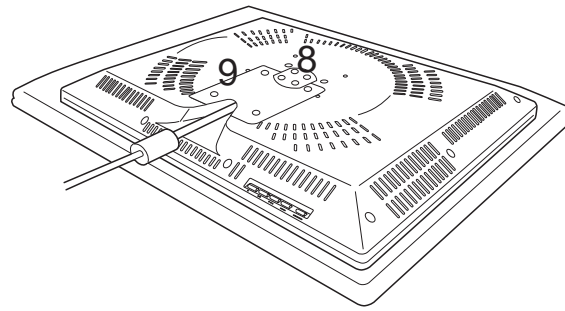
6. Remove the large cover.

7. Put the cable through the gap on the backside of the display so that it sticks out of the top.



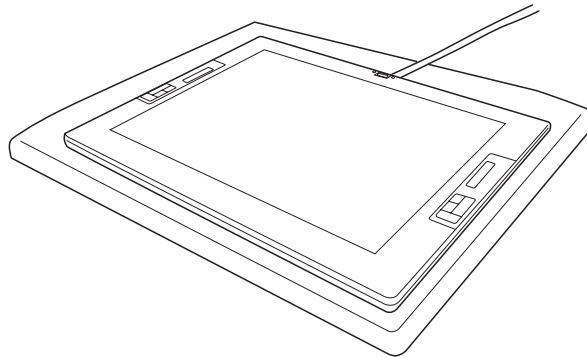


8. Cover the area where the shaft bearing previously was with the small metal cover (see page 9), securing it in place with the four screws made to go with the small cover (see page 9).



9. Place the large cover back in its original position, securing it in place with the screws removed in step 3.

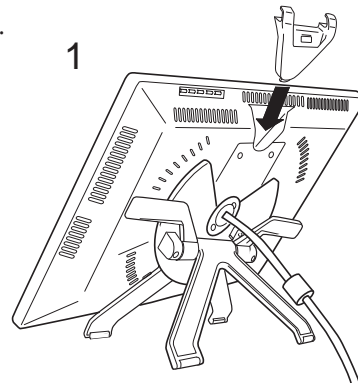
10. Turn the tablet over so that it is face up.



## Setting Up the Pen Holder

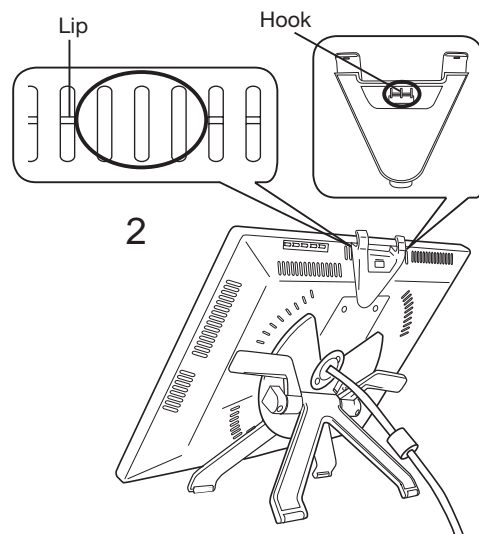
Mount the penholder near the top of the backside of the tablet.

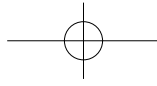
1. Slide the penholder straight downward into the gap on the top portion of the backside of the tablet.



2. Attach the penholder by catching the hook in the center of the penholder into the three lip-less vents just above the gap.

3. The penholder is in place. You may now place the pen in the holder.





## *How to Use Cintiq21UX*

### Working with ExpressKeys and Touch Strips

While using the pen, you can use your free hand to carry out short cuts with ExpressKeys or other functions with the Touch Strips.

#### Using ExpressKeys

The ExpressKeys have been allocated the following default settings. These settings can be easily customized in the Wacom control panel. Each side has independent settings. See Help file. See P.26 about how to open it.

##### Windows

- |              |               |
|--------------|---------------|
| 1.[Ctrl] Key | 2.[Shift] Key |
| 3.[Alt] Key  | 4.Space Key   |

##### Macintosh

- |                |               |
|----------------|---------------|
| 1.[ ⌘ ] Key    | 2.[Shift] Key |
| 3.[option] Key | 4.Space Key   |

left side



right side

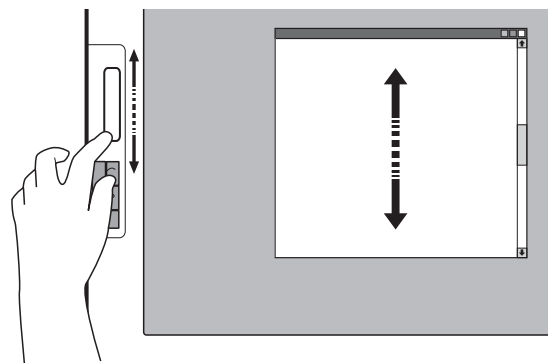


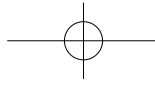
#### Using Touch Strips

Glide your fingers over Touch Strips, and, as a default setting, a zoom function is the default in graphics applications while with other applications this acts as a scroll function. The Touch Strips can also be customized to perform other functions. See Help file. See P.26 about how to open it.

The Touch Strips can be used in three ways.

- **Normal Operation:** Glide your index finger up and down over Touch Strips to alternatively enlarge and reduce images or to scroll up and down.
- **Continuous Operation:** Continuously push down on the edge of Touch Strips with your finger and whatever operation you are engaged in will continue until you release your finger.
- **Single Step Operation:** Push down on the edge of Touch Strips with your finger once and then lift up and the operation you are engaged in will occur only once. For example, for zoom operations, push down once and then release your finger and you will zoom in only once.





# *The Grip Pen*

With this product, you can use the pen included as an accessory with the Intuos 3.

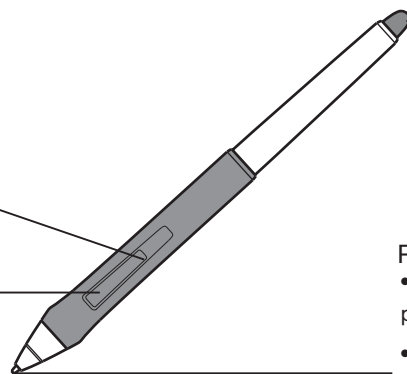
## The Parts of the Pen and Their Functions

### Second Side Switch

With one touch of the second side switch, functions that have been previously established become functional. See Help file( P.26).

### Side Switch

With one touch of the side switch, functions that have been previously established become functional. See Help file( P.26).



### Tail Switch

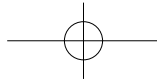
Used in the same fashion as an eraser.

### Pen Tip

- You can change the position of the screen pointer by moving the tip of the pen.
- By varying the amount of pressure applied, the boldness of lines and the size of points can be adjusted.
- If the pen nib shows signs of ware, it can be replaced. See page 28.

### Default Switch Function Settings

	Windows	Macintosh
Side Switch	Right Button-click	Right-click
Second Side Switch	Double-click	Double-click

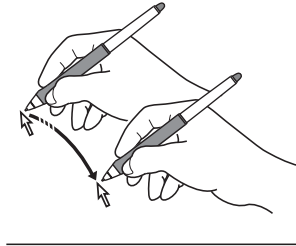


## *The Grip Pen*

### Basic Operations of the Pen

#### Moving the Pointer

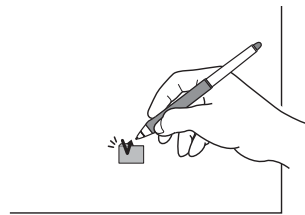
By raising the pen a little above the screen and moving it, you can move the position of the screen pointer.



#### Clicking and Double-clicking

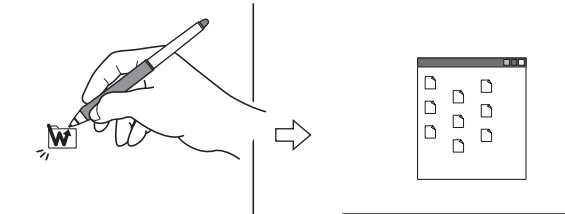
##### Clicking

Tap on the screen lightly once with the tip of the pen to click.



##### Double-clicking

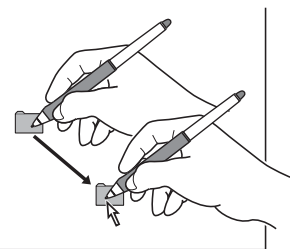
Tap in the same place twice quickly with the tip of the pen to double-click.



The second side switch is set to double-click as a default setting.

#### Dragging

Select an icon or folder and then, while keeping the pen tip pushed down, move the pen to move the object.

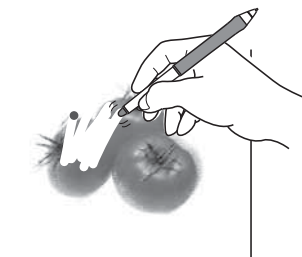


#### Using the Eraser

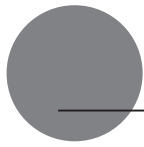
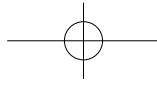
By setting the eraser function and then tracing over the display, pictures and handwritten characters disappear as if erased by a standard eraser.



This function can be used with eraser-enabled applications.







## *Using the Control Panel*

Change the settings for the pen and adjust the pointer and pen tip positions with the control panel.

\*When connecting and using multiple tablets, please refer to Help file( P.26).

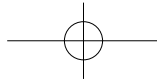
### Displaying the Control Panel

#### Opening the Control Panel in Windows

Click on the Windows Start button, go to All Programs (P) or Programs (P), open Wacom Tablet and select Wacom Tablet Properties.

#### Opening the Control Panel in Macintosh

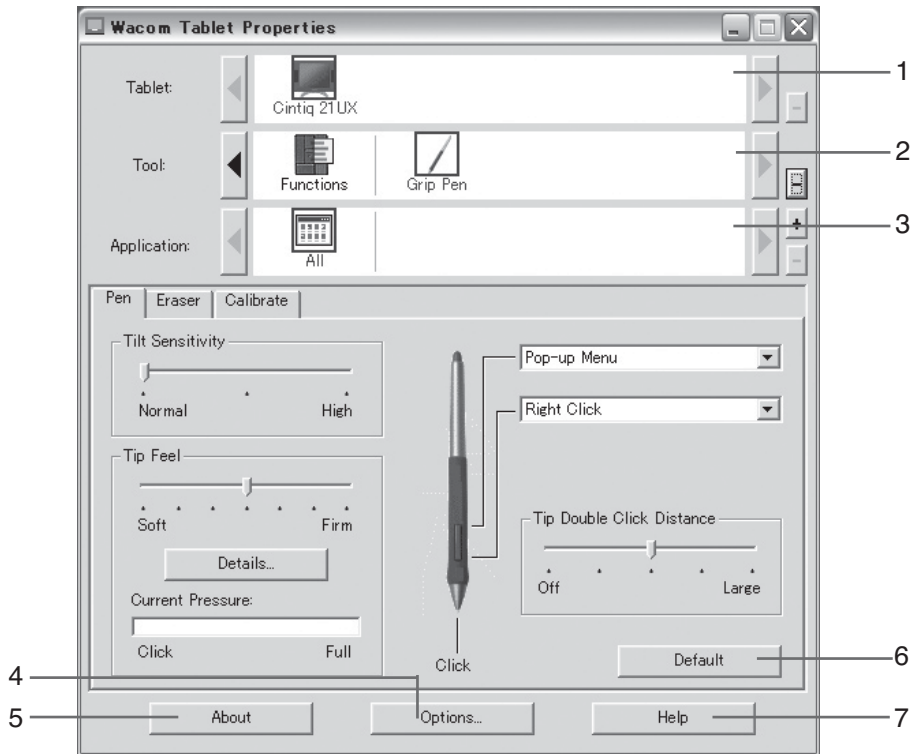
Open System Settings and then Wacom Tablet.



## Using the Control Panel

### Summary of the Control Panel

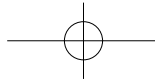
Using the control panel, minute settings for the tablet and pen may be established. For more details, click on the Help button in the control panel. Also, please refer to your software manual.



NO.	Setting Item	Description
1	Tablet	The currently registered tablet is displayed. When selected, a blue frame will surround the tablet and it may be modified.
2	Input Device	The function icon and the currently registered pen are displayed. When either is selected, a blue frame will surround the selected item and it may be modified.
3	Application	The currently registered application is displayed. If it is selected, a blue frame will surround it and it may be modified.
4	Option*	Displays the Optional Settings dialog box.
5	About	Displays information regarding the tablet and the tablet driver. For an analysis of the tablet, click on the Diagnostics button.
6	Default Settings	Click on this button and all settings return to their default settings (IE, all settings return to their state at the time of purchase of the product).
7	Help	You can see the Help file, if you click this button.

#### Note

\* As a default setting, if you hold the pen just above the surface of the tablet and push the Side Switch, functions that have been set up become functional. In Side Switch Expert Mode, the Side Switch function settings (for example, right button-click and middle button-click) become functional when the pen tip is clicked while the Side Switch is pushed. Side Switch Expert Mode is effective when detailed positioning is required through operation of the right and middle buttons. Clicking on the Option button at the bottom of the Control Panel displays and establishes the Optional Settings dialog box.



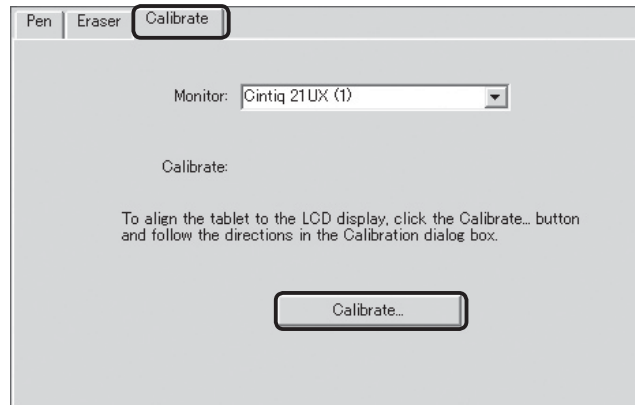
## Synchronizing the Positions of the Pen Tip and Pointer

Make the necessary adjustments so that when the pen nib is brought near the LCD screen, the pointer displays properly in the area where the pen nib is placed (parallactic adjusting).

\* When using an analog RGB input type of LCD pen tablet, please refer to “Protrusion of the Screen from the LCD Panel and the Blurring of Characters” on page 14 and make any necessary adjustments to the screen.

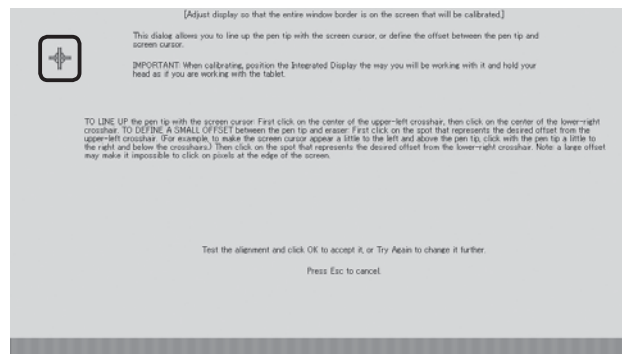
\* When using multiple tablets, please refer to the Help file( P.26).

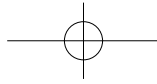
1. Select Pen from the Input Device list and then click on the Calibration tab in the Control Panel.
2. Click on Calibrate... and the screen used for making adjustments will appear.



3. Click in the middle of the cross mark in the upper left-hand corner of the screen while sitting in your normal seating position with the pen nib and the cross mark will move to the bottom right-hand side of the screen.
4. Click again in the middle of the cross mark that is now in the bottom right-hand corner of the screen while sitting in your normal seating position and the cross mark will disappear. The process of synchronizing positions is now complete.

Click on the OK button in the lower part of the screen to close the screen.





## Supplementary Information

### Removing Stains

If the product casing or pen becomes soiled, wipe off with a clean, soft cloth.

If this fails to remove the stains, soak a clean, soft cloth with a water-diluted detergent mixture, wring thoroughly and wipe off.

If the protective covering for the LCD display becomes soiled, wipe with a dry, soft cloth. If the stain is difficult to remove, try moistening the cloth slightly.

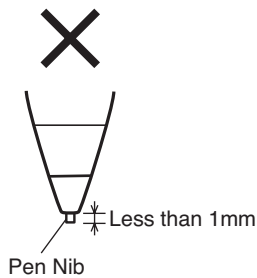


Do not use detergents for cleaning. The use of detergents may adversely affect the performance of the pen. Also, do not use organic solvents, as they may cause surface discolouration.

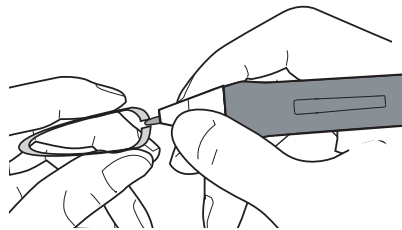


### Replacing the Pen Nib

When the pen nib becomes worn down so that it is 1mm or less in length, replace it as shown in the illustration below. If the pen nib becomes worn down and angular in shape, it can easily damage the surface of the protective covering of the LCD display.

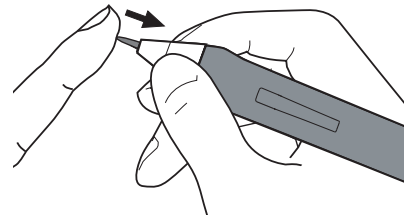


#### Remove the pen nib



Using a pair of tweezers or a similar tool, pull the nib out of the pen.

#### Insert a new nib

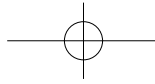


Insert the new nib, firmly pushing it in until it stops.



Please prevent children from placing the grip pen or pen nib in their mouths. There is the danger that the nib may be pulled out and swallowed. If the grip pen is placed in the mouth, it may be damaged.





# Troubleshooting

## Display Troubleshooting

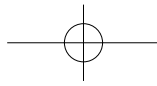
### If One of These Messages Should Appear...

Message	What to Do	Reference
<p><b>INFORMATION</b></p> <p>OUT OF RANGE xx.xkHz / xx.xHz</p>	<p>Prior to connecting the product, if you have a monitor that you have been using, connect it and then adjust the horizontal frequency to 30–80 kHz and the vertical frequency to 50–75 Hz. Connect the product.</p>	–
<p><b>INFORMATION</b></p> <p>NO SIGNAL GO TO POWER SAVE</p>	<ul style="list-style-type: none"> <li>- Verify that the video signal cable* is connected.</li> <li>- Verify that the video signal cable connector pins are not bent or broken.</li> <li>• When the computer goes in to power saving mode, move the mouse or press any keyboard key.</li> <li>• Verify that the computer graphics board is correctly installed.</li> </ul>	<p>P.11</p> <p>–</p> <p>–</p> <p>–</p>
<p><b>INFORMATION</b></p> <p>CABLE DISCONNECT GO TO POWER SAVE</p>	<ul style="list-style-type: none"> <li>• Verify that the video signal cable is connected.</li> <li>• Verify that the video signal cable connector pins are not bent or broken.</li> <li>• If you are using a cable other than the video signal cable that was included with the product, this message may appear prior to the computer going into power-saving mode. The product is not out of order. Use the cable that was included to connect the product.</li> </ul>	<p>P.11</p> <p>–</p> <p>P.9</p>
<p><b>INFORMATION</b></p> <p>Please set the refresh rate at 70Hz or less</p> <p>Current Timing : XXXX x XXX XX.XHz</p>	<p>Set the refresh rate so that it is 70Hz or less. The refresh rate may be adjusted at the Screen Profile dialog box for your computer.</p>	–

### If One of These Conditions Should Appear...

Condition	What to Do	Reference
The power lamp lights up orange or orange and blue.	<ul style="list-style-type: none"> <li>• Verify that the video signal cable is connected.</li> <li>• Verify that the video signal cable connector pins are not bent or broken.</li> <li>• When the computer goes in to power saving mode, move the mouse or press any keyboard key.</li> <li>• Verify that the computer graphics board is correctly installed.</li> </ul>	<p>P.11</p> <p>–</p> <p>–</p> <p>–</p>
The power lamp doesn't light up and the screen doesn't display.	<ul style="list-style-type: none"> <li>• Verify that the power cable is connected and turn the power switch on.</li> </ul>	<p>P.11</p>
The screen doesn't display even when the power switch is turned on.		

**Caution** \* Video signal cable indicates both USB and DVI-I display cables (see page 11).

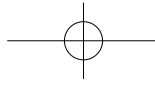


## Troubleshooting

Condition	What to Do	Reference
The picture is distorted	<ul style="list-style-type: none"> <li>•Adjust the frequency and tracking.</li> <li>•Verify that your computer display adapter is compatible with the product.</li> <li>•Verify that the graphics mode and frequency for the input signal are compatible with the product.</li> <li>•Adjust the computer's refresh rate (vertical frequency) for optimal display.</li> </ul>	P.14-17
The picture appears wavy		P.32
The picture flickers		–
The picture is not clear	<ul style="list-style-type: none"> <li>•Adjust the contrast and brightness.</li> <li>•Adjust the frequency and tracking.</li> <li>•Set your computer's resolution to SXGA (1280 x 1024).</li> </ul>	P.15-17
The picture appears doubled or in triplicate		–
The picture is out of position	<ul style="list-style-type: none"> <li>•Do not add an extension to the video signal cable and refrain from using the input selector.</li> <li>•Connect the video signal cable firmly to the connector.</li> <li>•Adjust the frequency and tracking.</li> <li>•Adjust the horizontal and vertical positioning. Depending on the input signal and video card, the picture may not entirely fill the screen.</li> </ul>	P.15-17
The picture size is incorrect		P.14-17
The picture is dark.	•Adjust the brightness.	P.18
Waves and vertical stripes appear in the picture.	•Adjust the frequency and tracking.	P.15-17
The picture colour is uneven.		
The colour white does not display as white.	•Adjust the colour temperature.	P.16

## The Pen and Side Switch do not Operate Correctly (For Both Windows and Macintosh)

Condition	What to Do	Reference
The pen nib produces a click even when only very lightly coming in contact with the screen.	Use the control panel to set the pen nib sensitivity to Firm setting.	P.26
The pen does not produce a click unless excessive pressure is used.	Use the control panel to set the pen nib sensitivity to Soft setting.	P.26
The pen nib produces a click prior to coming into contact with the screen.	Use the control panel to set the pen nib sensitivity to Firm setting. When the status lamp turns blue in response to the pen nib being moved to close proximity to the screen, either the pen or the tablet is probably defective.	P.26
The pen nib and side switch do not work.	Please verify that the status lamp turns blue when the pen nib and side switch are pushed. If the lamp doesn't change colours, this probably indicates that either the pen or the tablet is probably defective.	P.7
The side switch does not work.	Verify that the side switch setting in the control panel isn't set to Not Available. .	P.26
The pen cannot be double-clicked using the pen nib.	If possible, quickly click in the same area. You can also set the side and second side switches so that one click is the equivalent of a double-click. In the control panel, set the double-clicking interval to a longer setting and set the pen nib sensitivity to a lighter setting. Verify that the double-click speed setting is not too fast in the regular mouse control panel.	– P.26 P.26 –
The pressure function cannot be used.	Please refer to your software application and the store where you bought the application to verify whether it is pressure function-enabled. Some applications have special settings that must be established before the pressure function becomes operational. The tablet driver probably is not installed properly. Try re-installing it.	– P.12



## General Troubleshooting

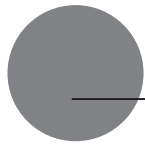
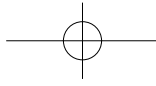
Condition	What to Do	Reference
When a replacement computer is purchased or new software is used, the tablet cannot be used.	Installing the newest version of tablet driver may resolve this problem. The newest tablet driver can be downloaded from the Wacom homepage. > <a href="http://tablet.wacom.co.jp/">http://tablet.wacom.co.jp/</a>	-
The tablet, which is connected to a USB hub, doesn't respond.	Some USB hubs cannot recognize tablets. Connect the tablet directly to the computer's USB port.	-

## Troubleshooting for Windows

Condition	What to Do	Reference
Even when connected to the USB port, the pen is inoperable.	<ul style="list-style-type: none"> <li>•Check the connection of the USB connector. If using a USB hub connection, try connecting directly to the computer's USB port.</li> <li>•When the product model type appears in the Unknown Device list, select it and click the Delete button, canceling all settings for it. Next, click the Renew button and, following the directions in the New Hardware dialog box, re-install the tablet driver.</li> <li>•If use of the USB port is advantageous, open the Control Panel folder and then the System folder. Then open, in order, the Hardware and Device Manager folders. Next, check and make sure that USB (Universal Serial Bus) Controller appears in the list that is displayed. If it isn't present, it will be necessary to adjust your computer. Please consult your computer maker regarding this.</li> </ul>	<p><b>P.11</b></p> <p>-</p> <p>-</p>
When Windows is in DOS full screen mode, moving the pointer with the pen becomes impossible.	When using a DOS mouse, the pen is inoperable. You must use another mouse.	-
If the mouse is set for left-handed use in the regular mouse control panel, the ability to click with the pen nib is lost.	Restart Windows.	-

## Troubleshooting for Macintosh

Condition	What to Do	Reference
Even when connected to the USB port, the pen is inoperable.	<ul style="list-style-type: none"> <li>-Check the connection of the USB connector. Connect directly to the computer's USB port.</li> <li>-If equipped with a USB card, the system software has probably not been installed properly.</li> <li>-If you have any other high-speed, high-power USB peripherals, connect these and check and see whether they operate properly or not. If these other units operate properly, this would seem to indicate that the tablet is defective.</li> </ul>	<p><b>P.11</b></p> <p>-</p> <p>-</p>
The product always reverts to mouse mode and the pressure function cannot be used.	The tablet driver may not be properly installed. Try reinstalling it.	<b>P.12</b>



# Specification

## General Specifications

Physical dimensions(W D H):	535 × 418 × 60 mm (excluding stand)
Weight:	10.2kg (including stand)
Main unit input voltage:	DC12V
Power consumption:	60 W or less (DC12 V)
Usage temperature and humidity ranges:	5–35 degrees C, 20–80%RH (conditions where condensation does not form)
Storage temperature and humidity ranges:	-10–60 degrees C, 20–90%RH (conditions where condensation does not form) (at 60 degrees C maximum storage humidity is 38%; at 90% humidity, maximum storage temperature is 42 degrees)

## LCD Display Specifications

Display:	a-Si TFT Active Matrix LCD
Screen size:	21.3 inches
Resolution (75Hz Max.):	1600 × 1200 dot (UXGA), 1280 × 1024 dot (SXGA), 1024 × 768 dot (XGA), 800 × 600 dot (SVGA)
Pixel pitch:	0.270(W) × 0.270 (H) mm
Display dimensions:	432.0 × 324.0mm
Color depth:	256 level; 16,770,000 colors
Signal inputs:	Analog RGB input 0.7 Vp-p, 75Ω, straight polarity Synchronous inputs: TTL level, 2.2 kΩ, polarity freedom (horizontal / vertical separation or composite synchronous input) Digital inputs: DVI 1.0 Synchronous frequency: horizontal: 31 – 92 kHz; vertical 56 – 85 Hz (However, for UXGA, horizontal is 75kHz and vertical is 60Hz.) Scanning method: all non-interlace
Brightness:	250cd/m <sup>2</sup>
Plug and Play:	DDC2B

- \* On rare occasions, light and dark dots may appear on a small part of the display screen. This condition does not indicate product failure.
- \* Afterimages may remain on the screen after still images have been displayed for a long period of time, but these will disappear after a short period of time.

## Tablet Specifications

Reading method:	Electromagnetic induction method
Maximum reading range:	432 × 324mm
Reading resolution:	Maximum 200 lppmm (0.005 mm)
Reading accuracy:	+/- 0.5 mm; However, the accuracy for the 20mm-wide area surrounding the operations area is +/- 2.0 mm.
Maximum reading height:	5mm
Data transfer rate:	Maximum 133 points per second
Pressure level:	1024 levels
Interface:	USB

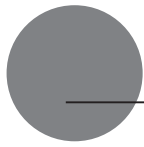
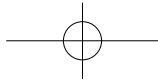
## Stand

Physical dimensions (W × D × H):	329 × 299 × 165 mm
Weight:	1.7kg
Rotation:	+/-180°
Tilt:	From horizontal 25°to 80°

## Grip Pen Specifications (ZP-501E)

Side switch type	Double
Pressure functions:	Pen nib and tail switch
Pen nib switch type	
/retraction motion:	Non-retractable/0.1 mm or less
Tail switch type	
/retraction motion:	Retractable/approximately 2 mm
Load when pen nib is switched on:	30 g or less
Physical dimensions and weight:	14.0 × 149.0 mm, 16 g





## *Obtaining Technical Support*

If you have a problem with Cintiq21UX, first check the appropriate setup chapter in this guide to make sure the unit is installed correctly. Then review the Troubleshooting section within this manual and the 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.

## **Federal Communication Commission Interference Statement**

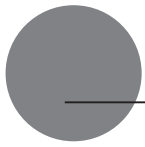
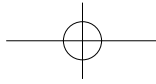
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate 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.



## Support Staff

If you think your Cintiq21UX Interactive Pen Display is not working properly, contact the Wacom authorized distributors in your area (Check your area distributor on the Wacom web site: <http://ap.wacom.co.jp> ), or contact us as the following:

### Asia

**Tel: ++81-3-3371-1595 (English)**

**Fax: ++81-3-3371-1468 (English)**

**Email: [asia-pacific@wacom.co.jp](mailto:asia-pacific@wacom.co.jp) Sales and Support (English)**

**web site: <http://ap.wacom.co.jp> (English)**