Wacom Display Device Configuration
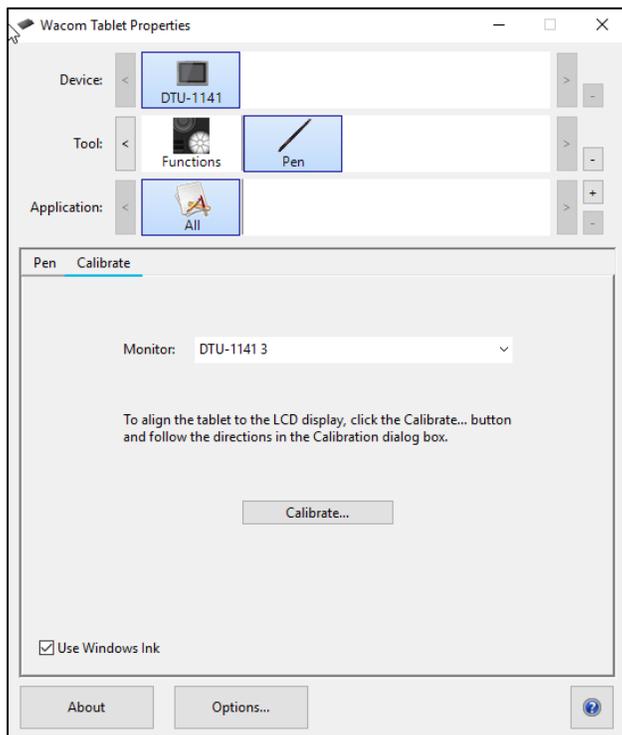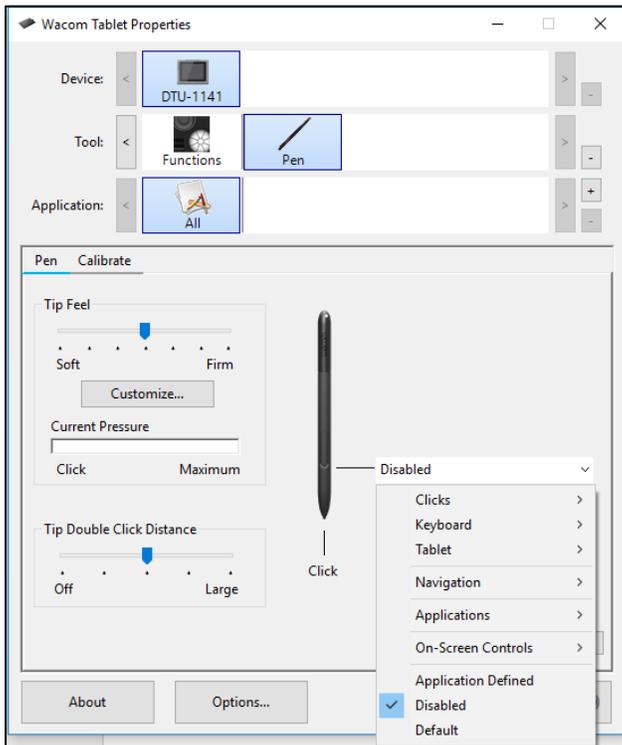
Contents

Wacom DTU-1141 Display Device

Install the Wacom DTU-1141 display device and configure the environment using the following procedure:
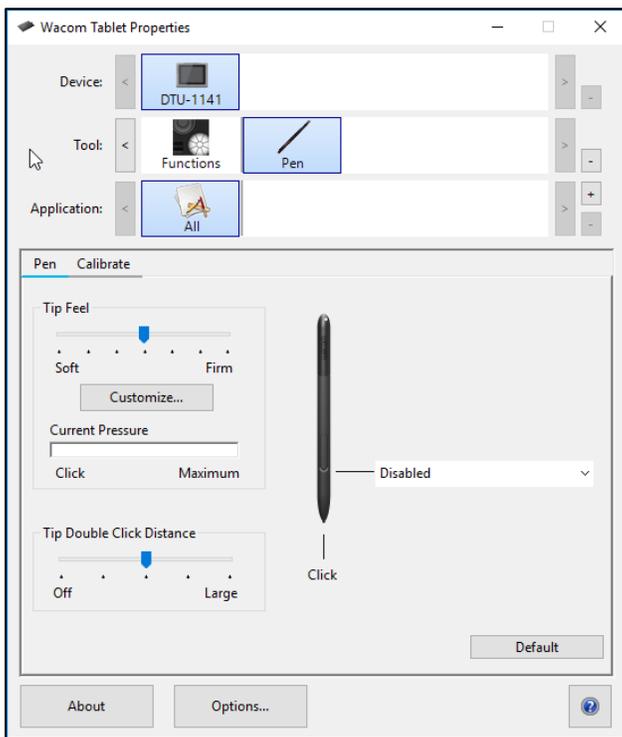
1. Download the latest driver from the Wacom website: http://www.wacom.com/en/support/product-support/drivers.

2. Install the driver software.

3. Reboot the PC.

4. Install the DisplayLink driver: http://www.displaylink.com/downloads/windows.

5. On the PC, extend the display.

6. Connect the Wacom display device.

7. Once the PC background appears on the Wacom display device, calibrate the display by tapping the **Calibrate** button with the Wacom display device pen in the Wacom Tablet Properties window as shown below.

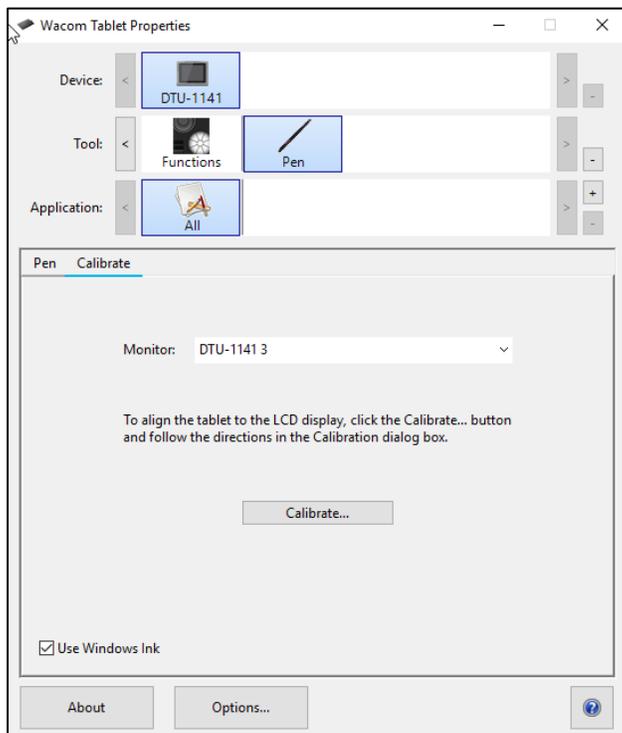8. Once calibration is complete, disable the pen from the Pen tab as shown below.

9. Once the Wacom Tablet Properties window is displayed as shown below, close the Wacom Tablet Properties window. Configuration is complete and the device is ready for use.

Wacom DTH-1152 Display Device

Install the Wacom DTH-1152 display device and configure the environment using the following procedure:

1. Download the latest driver from the Wacom website: http://www.wacom.com/en/support/product-support/drivers.

2. Install the driver software.

3. Reboot the PC.

4. On the PC, extend the display.

5. Connect the Wacom display device.

6. Once the PC background appears on the Wacom display device, calibrate the display by tapping the **Calibrate** button with the Wacom display device pen in the Wacom Tablet Properties window as shown below.

7. Once calibration is complete, disable the pen from the Pen tab as shown below.
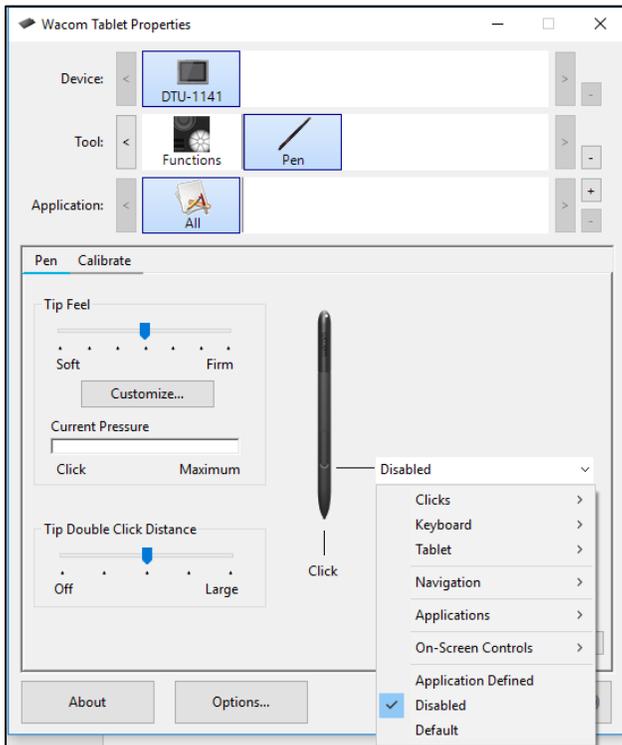
8. Once the Wacom Tablet Properties window is displayed as shown below, close the Wacom Tablet Properties window. Configuration is complete and the device is ready for use.
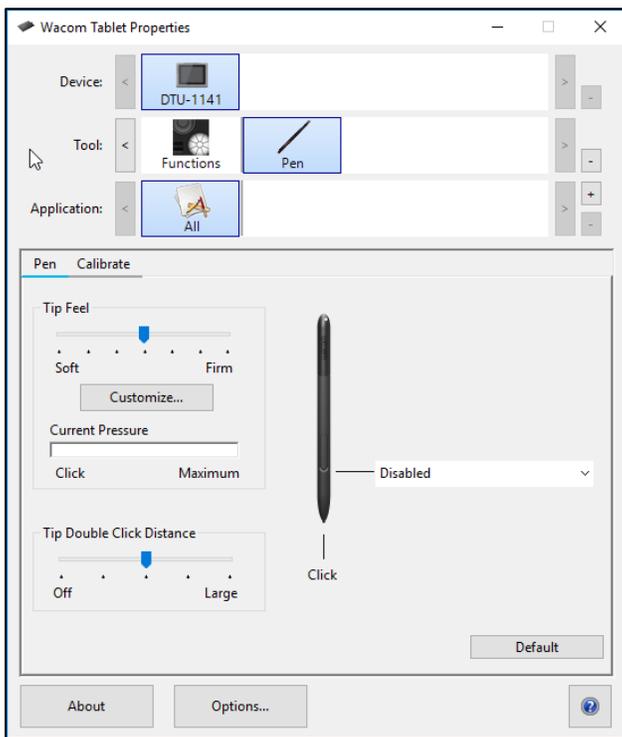
Wacom Configuration for Universal Deployment

After installing and configuring the Wacom display device, the *Wacom_Tablet.dat* file is created. The *Wacom_Tablet.dat* file stores all of the configurations and user preferences for the Wacom display device.

To deploy Wacom display device configurations to multiple workstations, the *Wacom_Tablet.dat* file must be edited and the Wacom Tablet Preference File Utility must be updated using the following procedure:

1. Locate the *Wacom_Tablet.dat* file in the %USERPROFILE%\Appdata\Roaming\WTablet\ folder.

2. Copy the *Wacom_Tablet.dat* file to your desktop.

3. Open *Wacom_Tablet.dat* file in a text editor and remove any <CommPort> tags.

4. Save the edited *Wacom_Tablet.dat* file.

5. Move the edited *Wacom_Tablet.dat* file from your desktop to a shared location where it can be used for distribution to each target machine.

6. On the target machine, open the Wacom Tablet Preference File Utility.
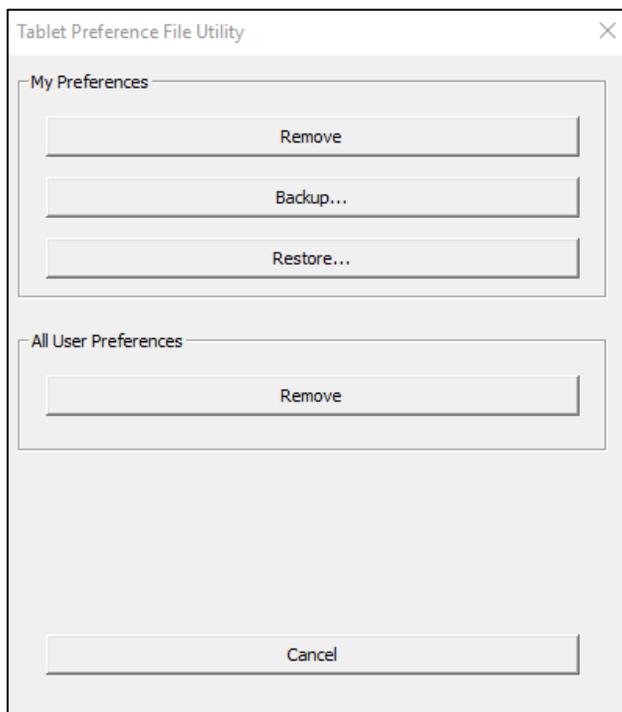
7. In the All User Preferences section, click **Remove** to delete any existing user preferences.

8. Copy the edited *Wacom_Tablet.dat* file from the shared location to the C:\Windows\System32 folder on the target machine.

9. Restart the Wacom service or reboot the target machine.

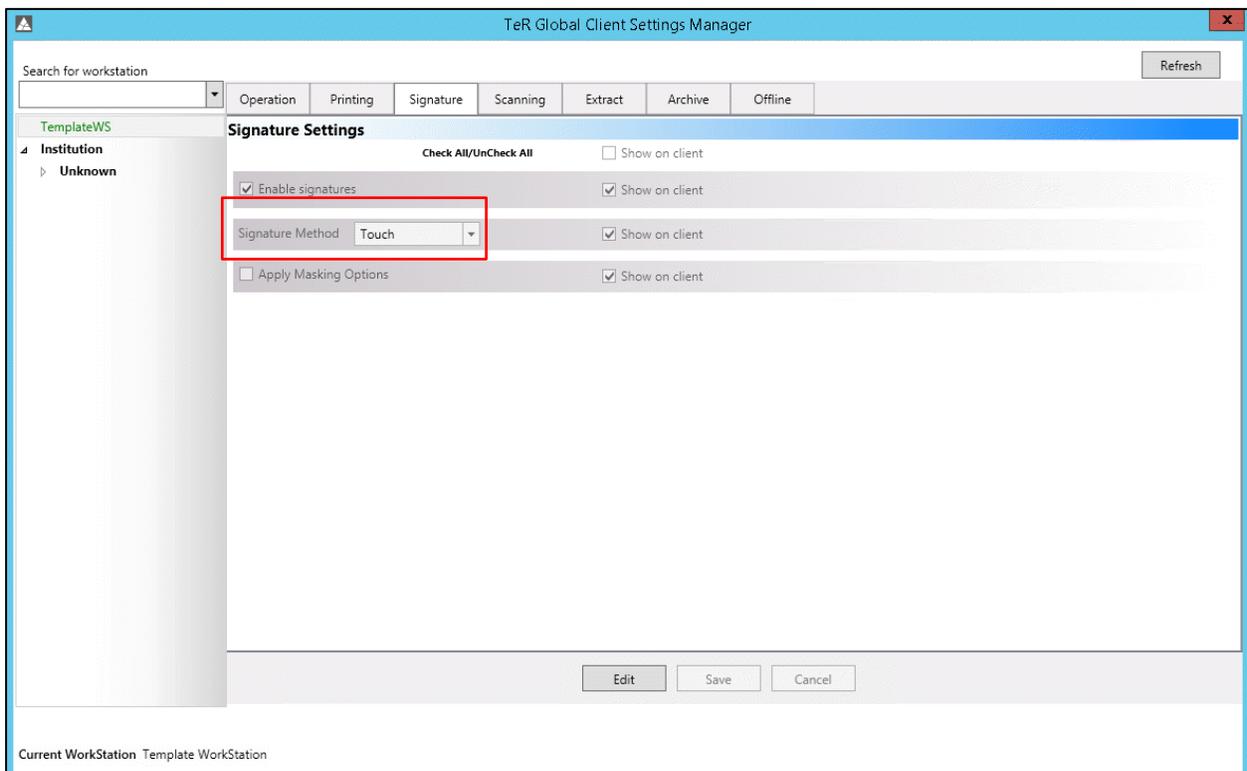10. Repeat steps 6 through 9 for each target machine.

IMM eSign Setup

From the IMM eSign application, click **Administration > eSignature**. Ensure **Draw** is selected for PC-Traditional devices.
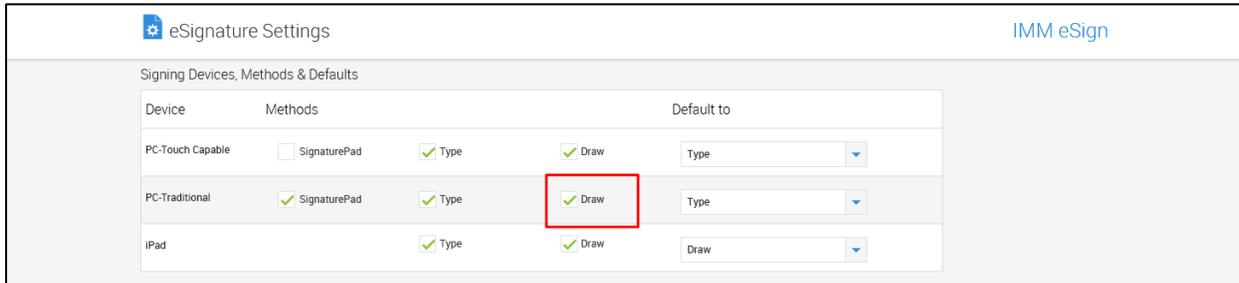
IMM eReceipts Setup

From the IMM eReceipts application, open the **TeR Global Client Settings Manager**. Click the **Signature** tab. Ensure **Touch** is selected in the **Signature Method** field.

Troubleshooting

Issue	Resolution
The connected Wacom display device is not working.	Resolve this issue by performing the following procedure: 1. Confirm the driver was installed before connecting the device. If the driver was not installed, install it. 2. After confirming the driver was installed or after installing the driver, click **Windows button + p** to extend the display of the PC. 3. Reboot the PC. 4. Connect the Wacom tablet display.
The Wacom display device is not showing anything.	Resolve this issue by performing the following procedure: 1. Ensure the Wacom display device is connected properly to the PC. 2. Ensure the PC display is set to extend. 3. Run *triggerfamily.exe* from the driver installation CD.
The pen is not working.	Resolve this issue by performing the following procedure: 1. Check that the USB cable is connected properly. 2. Once the PC background appears on the Wacom display device, calibrate the screen by tapping the Wacom display pen on the screen.
Applications do not move to the Wacom tablet display.	Download Ultramon software to help move applications to the Wacom tablet display: http://www.realtimesoft.com/ultramon/. Once Ultramon is installed, you will be able to move applications to the Wacom tablet display.

Contact IMM

Feel free to contact us with any issues or concerns.

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