

TECHNICAL SUPPORT OPTIONS

If you have a problem with your DTF-720 interactive pen display, first check the appropriate *Installation* section in this guide to make sure the unit is installed correctly. Then review the *Troubleshooting* procedures.

If you cannot find the answer in this guide, you may find updated information about your problem in the appropriate Read Me file for your platform (located on the Wacom Pen Tablet Driver CD). You can also check the product FAQs (Frequently Asked Questions) on the Wacom web site for your region.

If you have an Internet connection you can download the latest software drivers from the Wacom web site for your region. See *Obtaining driver downloads* on page 43.

If you cannot solve the problem and you think your Wacom product is not working properly, contact the Wacom support staff for the area where your product was purchased. See the Wacom tablet Read Me file, located on the Wacom Pen Tablet Driver CD, for contact information.

When you call, you should be at your computer with the following information available:

- This manual.
- Pen display tablet serial number. (Look at the label on the back of the unit.)
- Driver version number. (See the Wacom Pen Tablet Driver CD or the Pen Tablet control panel.)
- The make and model of your computer, and operating system version number.
- The make, model, and connection type of your video card.
- A list of 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.

OBTAINING DRIVER DOWNLOADS

Wacom periodically updates the pen tablet software driver to maintain compatibility with new products. If you are having a compatibility problem between your DTF-720 pen display and a new hardware or software product, it may be helpful to download a new Wacom tablet software driver (when available) from the Internet.

USA, Canada, Central and South America

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

Europe, Middle East and Africa

Worldwide Web: <http://www.wacom.eu> Software updates.

Anonymous FTP Site: <ftp://ftp.wacom.eu/pub/> Software updates.

Japan

Worldwide Web: <http://tablet.wacom.co.jp> Software updates. (Japanese)

Asia Pacific (English)

Worldwide Web: <http://www.wacom-asia.com> Software updates. (English)

China

Worldwide Web: <http://www.wacom.com.cn> Software updates.
(Simplified Chinese)

Korea

Worldwide Web: <http://www.wacomkorea.com> Software updates. (Korean)

Taiwan

Worldwide Web: <http://www.wacom.com.tw> Software updates.
(Traditional Chinese)

APPENDIX

CARING FOR THE DTF-720

Keep the pen and the DTF-720 LCD screen surface clean. Dust and dirt particles can stick to the pen and cause excessive wear to the display screen surface. Regular cleaning will help prolong the life of your LCD screen surface and pen. Keep the DTF-720 and the pen in a clean, dry place and avoid extremes in temperature. Room temperature is best. The DTF-720 and pen are not made to come apart. Taking apart the product will void your warranty.

Important: Take care to never spill liquids onto the pen display or pen. Be especially careful of getting the display, or pen buttons and tip wet – they contain sensitive electronic parts that will fail if liquids enter them.

CLEANING

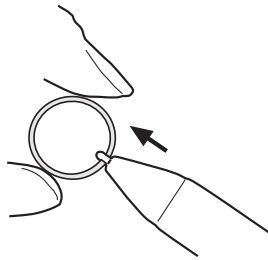
To clean the DTF-720 casing or the pen, use a soft, damp cloth; you can also dampen the cloth using a very mild soap diluted with water. Do not use paint thinner, benzine, alcohol, or other solvents to clean the unit casing or pen.

To clean the display screen, use an anti-static cloth or a slightly damp cloth. When cleaning, apply only a light amount of pressure to the display screen and do not make the surface wet. Do not use detergent to clean the display screen; this may damage the coating on the screen. Please note that damage of this kind is not covered by the manufacturer's warranty.

REPLACING THE PEN TIP

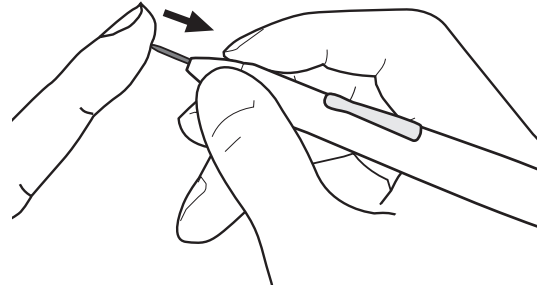
The pen tip (nib) will wear with normal use. Excessive pressure will cause the nib to wear sooner. A worn nib may damage the coating on the DTF-720 display screen. To avoid this, periodic tip replacement is recommended.

When the nib gets too short or develops a sharp edge, you can replace it with one of the extra nibs that came with the pen.



To remove the old nib:

Clasp it with a Wacom nib removal tool, pair of tweezers, needle-nosed plier, or similar instrument 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.

WARNING Prevent children from swallowing the pen tip or side switch. The pen tip (nib) or side switch may accidentally be pulled out if children are biting on them.

Important: When the pen is not in use, place it in the pen storage compartment or lay it flat on your desk. To maintain the sensitivity of your pen, do not store the tool in a container where it will rest on its tip.

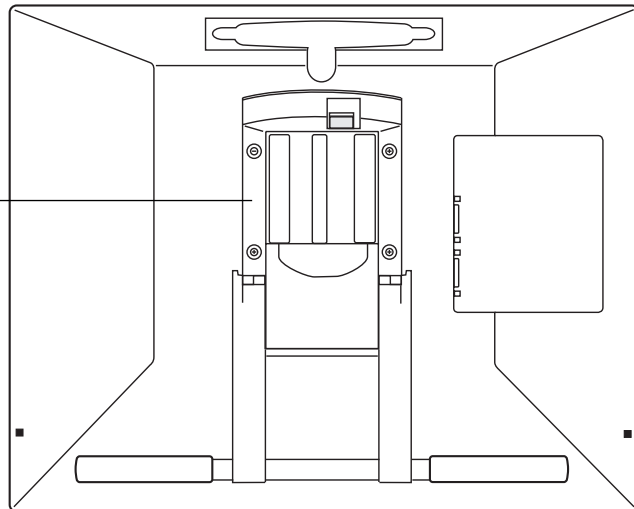
USING AN ALTERNATE MOUNT OR STAND

If you will be using the DTF-720 in an installation that requires the use of an alternate mounting platform, you can remove the adjustable stand from the unit and mount the pen display onto any mount arm or stand conforming to the VESA 75 standard.

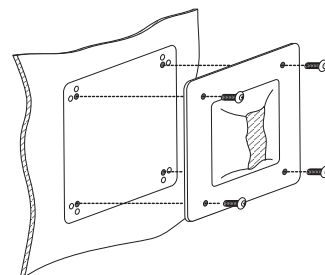
Mounting screws that are 4 mm wide with a 0.7 mm pitch (M4 Regular), with a screw clearance depth of 15 mm are required. Exceeding the clearance depth of 15 mm will damage the DTF-720 internal components.

To remove the adjustable stand and attach the DTF-720 to a different mounting platform:

1. Turn off your computer and power off the DTF-720. Then disconnect all cables from between the unit and your computer.
2. Protect the display screen surface by spreading a soft cloth onto a flat table and placing the DTF-720 face down on the cloth.
3. Remove the four screws and lift the adjustable stand assembly away from the body of the unit.
4. Using the appropriate screws for your mounting platform, firmly attach the DTF-720 to the alternate mounting platform.
5. Refer to the *Installation* instructions, beginning on page 10, and reattach the cabling.



CAUTION When attaching the DTF-720 onto an alternate mounting platform, be sure to follow all instructions in the documentation supplied by the platform manufacturer. If improperly installed, the unit could fall, resulting in damage to the unit or physical injury.



PEN AND DIGITAL INK CAPABILITIES IN WINDOWS VISTA

Microsoft Windows Vista provides extensive support for pen and touch input. When using DTF-720 with a computer running Windows Vista, your experience is enhanced by powerful note taking, handwriting recognition, fast navigation, and other digital inking options designed to give you quick, intuitive results with the Wacom pen.

- **Note taking.** Use your Wacom pen to jot notes and capture quick sketches in Windows Journal. Journal simulates a physical notebook, but with the advantages of digital note taking – you can choose from a variety of pen, marker, and highlighter tools. Journal also includes a powerful search engine that can even locate your handwritten content.
- **Handwriting recognition.** Because Windows Vista includes powerful handwriting recognition capabilities, you can use your Wacom pen to quickly enter handwritten information anywhere the computer accepts typed input. You can convert your handwritten content to typed text at any time.
- **Gestures.** Use your Wacom pen to make simple gestural movements on the pen display to trigger customizable actions for navigation, editing, and other functions. To customize your gestures, select the FLICKS tab in the PEN AND INPUT DEVICES control panel.
- **Digital Ink in Microsoft Office 2007.** Use your Wacom pen to full advantage with the enhanced digital mark-up and inking tools available in Microsoft Office 2007 applications running on Windows Vista. Found on the REVIEW tab within applicable applications, these tools provide a consistent set of inking options. For quick access, you can add specific inking tools to the Quick Access Toolbar located at the top of each application.

Note that the following workarounds in the pen tablet driver improve drawing performance in Vista:

- The Vista Pen Flicks and 'press-and-hold-to-right-click' features are disabled in graphics applications using the Wintab API.
- There is no pressure sensitivity in Journal and other Vista Ink features when both the Flicks and 'press-and-hold-to-right-click' features are disabled in the Vista PEN AND INPUT DEVICES control panel.

ABOUT THE WINDOWS VISTA TABLET PC INPUT PANEL

The Windows Vista Tablet PC Input Panel enables you to use handwriting or an on-screen keyboard to directly enter text with your Wacom pen. There are a number of ways to launch the Input Panel:

- Click on the Input Panel icon which appears when you move the screen cursor into a text entry area.
- Click on the Input Panel tab, located by default on the left edge of the display screen.
- Click on the Tablet PC Input Panel icon located on the Windows taskbar. If the icon is not visible, right-click on the taskbar, select TOOLBARS, and TABLET PC INPUT PANEL.

To customize the Input Panel:

1. First open the Input Panel and then click on TOOLS in the menu bar.
2. Select OPTIONS to open the Input Panel Options dialog box.
3. Customize the Input Panel settings for the way you like to work.

To learn more about using your Wacom pen in Microsoft Windows Vista and Office 2007, study the documentation that came with your system and Microsoft Office applications. Be sure to take advantage of the Windows Vista training tools, including the Tablet PC tutorial, available from Microsoft.

You can visit also the Wacom web site at www.wacom.com/vista for additional information on working with your Wacom pen in Windows Vista.

UNINSTALLING THE DTF-720

Follow the appropriate procedure below to remove the Wacom tablet software and the DTF-720 from your system.

Windows:

1. Click on the Windows START button and open the CONTROL PANEL.
2. In the CONTROL PANEL window for
 - Windows Vista: click on UNINSTALL A PROGRAM. In the dialog box that appears, choose the PEN TABLET option and click on the UNINSTALL button.
 - Windows XP or XP x64: select ADD OR REMOVE PROGRAMS. In the ADD OR REMOVE PROGRAMS window, choose PEN TABLET and click on the REMOVE button.
 - Windows 2000: double-click on the ADD/REMOVE PROGRAMS icon. In the dialog box that appears, choose the PEN TABLET option and click on the ADD/REMOVE... button.
3. Follow the prompts to remove the tablet driver. (If prompted, enter your administrator login name and password.)
4. When the driver has been removed, shut down your system, power off your computer, and turn off the DTF-720. When your computer and the DTF-720 are off, disconnect the DTF-720 from your computer.

Macintosh:

1. From the GO menu, choose APPLICATIONS and open the WACOM TABLET folder.
2. Double-click on the REMOVE TABLET icon and select the REMOVE TABLET SOFTWARE button. Enter your administrator login name and password.
3. After the removal is completed, click OK.
4. Shut down your computer and turn off the DTF-720. When your computer and the DTF-720 are off, disconnect the DTF-720 from your computer.

PRODUCT SPECIFICATIONS

GENERAL SPECIFICATIONS

Physical dimensions (W x D x H)	400 x 362 x 55.5 mm (15.8 x 14.3 x 2.2 in), excluding stand
Weight	6.0 kg (13.2 lb), including stand
Input voltage	12 VDC
Power consumption	37 W (max.) 2 W or less in sleep mode 1 W or less in off mode
USB hub	Integrated USB hub: USB v2.0 Powered hub with two external ports, 500 mA per port
Operating temperature and humidity	5° to 35° C, 20 to 80% RH (non-condensing)
Storage temperature and humidity	-10° to 60° C, 20 to 90% RH (non-condensing)
Certification and compliance	FCC part 15 class B & Subpart C, Industry Canada Class B, CE, VCCI class B, EDID 1.3, C-tick, BSMI, MIC, CB, CCC, The European Union RoHS Directive 2002/95/EC, Chinese RoHS, Korean RoHS

DISPLAY

Display	a-Si TFT active matrix LCD
Screen size	17.0 in (337.9 x 270.3 mm (13.31 x 10.65 in))
Signal inputs	VGA (Analog RGB)
Signal outputs	VGA (Analog RGB)
Resolution	1280 x 1024 pixels (SXGA), 1024 x 768 pixels (XGA), 800 x 600 pixels (SGA), 640 x 480 pixels (VGA)
Refresh rate	50 to 75 Hz (vertical) All scan modes are non-interlaced.
Pixel pitch	0.264 x 0.264 mm (0.010 x 0.010 in)
Color depth	16.7 million
Brightness	300 cd/m ²
Contrast ratio	650:1
Plug and Play	DDC 2B
LCD quality	Each DTF-720 LCD panel is produced under very stringent quality standards. Production techniques cannot guarantee an absolutely perfect TFT display. Wacom does not allow any pixel to be always white or always black. A small number of pixels (5 or less) are allowed to show a wrong color for some parts of the color spectrum. This does not mean the display is defective.

PEN TABLET

Reading technology	Electromagnetic resonance method
Active area	337.9 x 270.3 mm (13.31 x 10.65 in)
Resolution	20 lpmm (0.05 mm) (508 lpi (0.002 in))
Accuracy	±0.5 mm (±0.02 in), average
Reading height	5 mm (0.2 in)
Maximum report rate	100 points/sec.
Pressure levels	512 levels
Communication interface	USB

POWER ADAPTER

Input voltage	100 to 240 VAC, 50/60 Hz
Output voltage	12 VDC, 5.0 A

PEN (MODEL FP-320)

Pressure levels	512
Pen tip travel	0.2 mm (0.008 in) or less
Physical dimensions (L x D)	146.5 x 12.5 mm (5.77 x 0.49 in)
Weight	12 g (0.42 oz), approximately
Side switch type	Rocker switch

ORDERING PARTS AND ACCESSORIES

To purchase parts and accessories, refer to the Wacom tablet Read Me file and see who to call for your region.

You can also do the following:

- **To purchase parts and accessories in the USA or Canada**, call 1.888.884.1870 (toll-free) or visit Wacom's web site at <http://www.WacomDirect.com> (USA only).
- **To purchase parts and accessories in Europe**, call +49 (0)180.500.03.75 or send an email to spareparts@wacom.eu. Or, visit <http://www.wacom-shop.net>. You can also contact your local dealer, distributor, or technical support using the appropriate number for your region.
- **To purchase parts and accessories in other countries**, please contact your local dealer or distributor.

Please note that not all parts and accessories may be available in all regions.

RADIO AND TELEVISION INTERFERENCE

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 applicable instructions – it may cause interference with radio and television reception.

FEDERAL COMMUNICATIONS COMMISSION (FCC) NOTICE

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.

This equipment has been tested and found to comply with the limits for a Class B digital device, 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 equipment is causing interference by powering it off. If the interference stops, it was probably caused by the equipment.

If the 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 equipment farther away from the television or radio.
- Plug the 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.

INDUSTRY CANADA (CANADA ONLY)

Industry Canada, Class B

“This Class (B) digital apparatus complies with Canadian ICES-003”

“Cet appareil numérique de la classe (B) est conforme a la norme NMB-003 du Canada.”

CE DECLARATION

The DTF-720 / DTF-720A pen display tablet has been tested and found to comply to the following harmonized European Norms:

- EN 55022: 2006, Class B
- EN 55024: 1998+A1: 2001+A2: 2003
 - IEC 61000-4-2: 2001
 - IEC 61000-4-3: 2006
 - IEC 61000-4-4: 2004
 - IEC 61000-4-5: 2005
 - IEC-61000-4-6: 2006
 - IEC 61000-4-8: 2001
 - IEC 61000-4-11: 2004
- EN 61000-3-2: 2006
- EN 61000-3-3: 1995+A1: 2001+A2: 2005

Based on the results of these tests, Wacom declares that the above mentioned device conforms to the Directive 2004/108/EC.

WARRANTY (WORLDWIDE, EXCEPT FOR EUROPE, AFRICA AND MIDDLE EAST)

LIMITED WARRANTY

Wacom warrants the product, to the original consumer purchaser, except for the Software and consumable items such as the pen nibs, to be free from defects in materials and workmanship under normal use and service for a period of two (2) years, from the date of original retail purchase, as evidenced by a copy of the receipt and registration with 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 contact Wacom Technical Support via telephone, email, or fax to obtain an RMA (Return Merchandise 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, AND YOU MAY ALSO HAVE OTHER 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. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION 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 Washington.

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 SERVICE IN THE U.S.A. AND CANADA

To obtain Warranty service within the U.S. or Canada contact:

Wacom Technical Support

Phone: 1.360.896.9833

Fax: 1.360.896.9724

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

E-mail: support@wacom.com

WARRANTY SERVICE OUTSIDE OF THE U.S.A. AND CANADA

For products purchased or used outside of the United States and Canada, the warranty period is one (1) year from the date of original purchase. Upon discovery of a defect in the product, except in the Software, within the Warranty Period you should contact your local dealer or distributor. If an authorized Wacom repair center is not available in your local country you will be responsible for all transportation costs including duties and taxes to and from the Wacom repair center. 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:

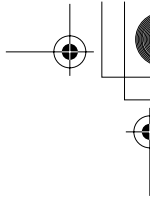
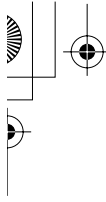
In North and South America contact:

Wacom Technology Corporation

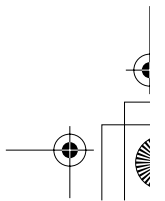
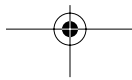
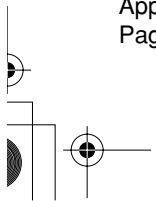
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Beijing, 100022, China

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DTF-720

interactive pen display

Installation Guide & User's Manual

Wacom Co., Ltd.

UE-0329 (B)