

VisTablet PenPad FAQ's

What operating systems are VisTablet graphic tablets compatible with?

Our lines of graphic tablets are compatible with:

Windows

- Windows 8
- Windows 7
- Windows Vista
- Windows XP (SP III)
- Windows 2000

Mac OS X 10.4 and above

How can I tell if my tablet is working?

When plugged into a computer using Windows Vista, Windows 7, Windows 8, Mac OS X you will be able to move the cursor on your computer screen right away by simply moving the pen across the tablet's active area. Windows XP computers must first install our tablet driver for the computer to recognize the tablet. The driver is needed on all operating systems in order to change tablet settings such as pressure sensitivity, button assignment etc.

How do I change my pen's battery?

The VisTablet PenPad pen and VT Realm pen will open by twisting counter-clock wise from the seam in the middle. The VisTablet Boss pen has a cap over the metal clip that can be twisted counter-clock wise to then be removed, after the top front half of the pen will slide up to reveal the battery compartment.

When using my tablet with my Mac – why does a yellow note pad appear on my computer screen every time I press down with my pen?

This is a Mac operating system feature called “INK” meant to convert handwritten text to “typed text” into any text field on your computer. Ink only shows up in your system preferences when a graphics tablet is plugged into your Mac. Once your VisTablet is plugged into your Mac, just click on your “system preferences” and click on the Ink icon (hardware row) to change the settings. It is easy to enable the handwriting recognition via the radio buttons on the top.



Troubleshooting

When having difficulty completing a task in one program, test the tablet in other areas of use - Can you navigate? Select folders on your desktop, open folders on your desktop etc.

If the tablet works well with other programs and not with a specific one, the issue might be with the software title and a glitch that can either be user related or an isolated issue with the computer.

With the installation of various software programs, applets, hardware drivers, and so on - your computer becomes very unique believe it or not.

If the tablet can be used to navigate, draw in MS Paint and has an isolated issue please, reinstall the driver especially if the driver was installed before the application in question.

When our tablets are plugged into a Windows Computer running Windows Vista or above you will hear the computer chime, the computer recognizing a USB peripheral has been plugged in. On a Mac there isn't such a computer acknowledgment however within the **System Preferences** there is a new icon that will appear labeled "Ink" (see graphic below). These two signs assure that at the very least the tablet is being recognized, the tablet properly working would be known after use.



Pen Issues

- A. **Hovering does not work.** The computer recognizes tablet being plugged in, when pen is moved/hovered across the active area the cursor on the screen does not move, yet if you place the pen tip on the active area and drag the cursor *does* move **or** only if you hold the pen button down the cursor moves. **Try:** Pen 1.3
- B. **Pen does not work at all.** **Try:** Pen 1.1,1.2, and 1.3
- C. **Erratic pen behavior, skipping and jumping cursor on screen.** **Try:** Troubleshooting Section 1.1,1.2, and 1.3

Note: Even though these seem to be physical issues if after trying the above steps — the issue still persist please follow PenPad Tablet Driver Reinstall (Windows/Mac) (Troubleshooting Section 2 or 3)

Tablet Issues

- A. **Tablet not recognized by computer when connected, pen does not move cursor.**
Try: Swap out USB cable for one similar from an external hard drive or digital camera. Lastly try PenPad Tablet Driver Reinstall (Windows/Mac) (Troubleshooting Section 2 or 3)

Last step is to eliminate the computer as an issue, although few there have been instances where a tablet will not work on one computer and be completely fine on a second. Test the tablet on a second computer. Driver not needed for Mac, nor Windows Vista and above.

Troubleshooting Steps

Pen

1. Please check to ensure the battery is in the correct orientation.
2. Please replace the AAA battery with one that is known to be in working condition.
3. Press pen tip down onto a hard surface (desk) so that the pen tip retracts back into pen.

PenPad Tablet Driver Reinstall Windows

1. Unplug tablet
2. Windows (Vista/7/8) Uninstall driver through your computer's Start Menu>Control Panel>Programs & Features or (XP) Add / Remove Programs
3. Reboot
4. Download and install the Windows Driver: <http://vistablet.net/supportdl/vslv5.01.exe>
5. Reboot, and plug in your tablet.

PenPad Tablet Driver Reinstall Mac OS X

1. Unplug tablet
2. Download Mac OS X Driver <http://vistablet.net/supportdl/MacDriverForVT.zip>
3. Launch the NEW driver, once you get to the easy install drop-down menu, change it to "uninstall" and follow through the process.
4. Check and delete the "PenPad" & "FKeyHandlerX" app from Applications folder (if any).
5. Install the downloaded driver normally
6. Reboot, and plug in your tablet.