

## Frequently Asked Questions (FAQ) about the IntelliPen Wired Digital Pen & Mouse

The information contained in the below FAQ's relate to the IntelliPen Wired Digital Pen & Mouse

Note: You may also refer to the Quick User Guide that is included with every IntelliPen.

### General questions about installing your IntelliPen Wired Digital Pen & Mouse

#### Why can't I install the software?

- Check if you've connected the digital pen to your PC prior to installation. You should only connect the IntelliPen's receiver to your PC after the Digital Pen & Mouse has been installed properly.
- You must close all Microsoft Office applications before starting the installation process.

#### Why is my PC asking me to restart in the middle of the installation process?

In order to run the IntelliPen's software, MSI must be installed on your PC. IntelliPen's software will automatically install MSI if your PC doesn't already have it. After MSI is installed, you must restart your computer. Once you have done this required restart, the installation process should continue without restarting again.

#### Why didn't my IntelliPen and its' receiver install properly?

Perhaps you have connected the receiver to your PC's USB port prematurely. You should only connect the receiver to your PC after the IntelliPen's software has been installed properly.

Why isn't the *conversion to text* button active?

- For Windows XP Pro users — you need to install Microsoft Tablet Recognizer
- For Windows XP Home users — the Microsoft Tablet Recognizer is not available
- For Windows Vista user (except Vista Home basics) — the Microsoft Tablet Recognizer is already embed in the operating system

### Using your IntelliPen Wired Digital Pen & Mouse

#### Why doesn't the receiver 'see' the IntelliPen?

There are several factors that affect the reception and signal between the receiver and your IntelliPen. Firstly, there must be a clear line of sight between the two devices. This means that there cannot be any object in between the receiver and the IntelliPen that blocks the acoustic signal.

Also, take a closer look at how you write. If you hold the pen with your fingers curled around it in such a way that it blocks the line of sight, then the receiver cannot detect the IntelliPen. Loud noises can also affect reception.

#### Why doesn't the *pen mode* work, but works fine as a mouse?

Check that the Digital Pen-compliant application is active. If not, then select a Digital Pen-compliant application, such as Pen&Ink Editor or SnapShot, and try again.

### **Why does the cursor move when while my IntelliPen is still?**

The cursor moves if the pen tip is kept still, but angled.

### **I have some distortion with my PC's standard mouse?**

IntelliPen's Wired Digital Pen & Mouse can interfere with operation of another mouse. If this happens, you can change the IntelliPen's status to *pen mode* — press the rocker switch — or disconnect the unit from the computer.

### **What languages does the IntelliPen user interface support?**

- Currently there is support for 8 languages (Tools->Select Language): English, Chinese Simplified, Chinese Traditional, Spanish, Portuguese, Japanese, Korean, Arabic

### **What page sizes does Pen&Ink support?**

- The Pen&Ink default page size is A4
- You can change the page size by going to: Tools->Preference-> page size

### **Questions about software**

#### **Microsoft Office**

#### **Which Office applications does the IntelliPen support?**

Windows XP and Office 2007 — Word, PowerPoint and Excel (via Pen&Ink ver. 4.0)

Windows Vista — All applications that recognize Microsoft Ink

#### **Why isn't my IntelliPen working with PowerPoint?**

Once you have installed the Pen&Ink software, an IntelliPen toolbar will be added to all your Microsoft Office applications. The toolbar must be activated in order to work in Office applications. You can activate your toolbar by pressing the green button on your IntelliPen toolbar. In the event that the IntelliPen toolbar does not appear, hover with your mouse over the toolbar area and right click on your mouse. Then select the Pen&Ink toolbar.

#### **Why can't I see a plug-in toolbar for Word?**

Once you have installed the Pen&Ink software, an IntelliPen toolbar will be added to all your Microsoft Office applications. The toolbar must be activated in order to work in Office applications. You can activate your toolbar by pressing the green button on your IntelliPen toolbar. In the event that the IntelliPen toolbar does not appear, hover with your mouse over the toolbar area and right click on your mouse. Then select the Pen&Ink toolbar.

#### **Why does my drawing appear to be "jumping"?**

Occasionally lines can start "jumping" after closing the task bar or moving a toolbar. You can resize the window to resolve this problem.

### **My pen cursor disappeared. What can I do?**

When selecting View → Document Map → Thumbnails, the pen cursor does not appear. You will still be able to write, but not in real time. You can resolve this issue by resizing the window.

### **Why do I get the wheel when I press the rocker switch instead of being able to toggle between pen and mouse modes?**

- Verify that the Microsoft Office document has been selected.
- You must work in Word's Print Layout view and in PowerPoint's Normal view only. You can select either view in each application by clicking View in the main menu. In all other views, when you press the rocker switch, the pen/mouse splash screen appears, but the cursor does not appear, thereby disabling your ability to write.

### **How do I activate the IntelliPen's toolbar if it does not appear in the toolbar menu?**

Select Help → About Microsoft Software, and then select Disabled Items. Select the Digital Pen&Mouse Add-in option and click Enable.

### **Why do changes to my IntelliPen's toolbar settings not appear in the toolbar?**

When several documents are open, changing the color, width and transparency in one document changes all of the other documents' settings on the toolbar, but not in the current document's toolbar where the change was made. Refresh the page to view the updated settings.

### **Why isn't the handwriting recognition function working?**

Handwriting is a feature found in Microsoft Word; therefore Microsoft and not IntelliPen support it.

### **How do I remove the multiple IntelliPen icons when scrolling down?**

Refresh the screen and the multiple icons will disappear.

### **Why can't I draw in PowerPoint?**

In some PowerPoint templates, the line color is automatically set to "no line". If this is the case, the lines do not appear when writing with the pen. Change the line color setting to resolve this problem.

### **Why does a drawn line not disappear when I click undo?**

One undo may simply not be enough. In some cases, it can take up to 4 undo operations for a line to disappear.

### **Why does the IntelliPen toolbar appear in Microsoft Outlook?**

While the IntelliPen works in Microsoft Word, it does not work in Microsoft Outlook. If Outlook uses Microsoft Word as its default editor, then the IntelliPen toolbar may be visible, but its' buttons will not work.