

## Wacom DTK-2700

# Wacom Cintiq 27QHD (DTK2700) User Manual

Your comprehensive guide to setup, operation, and maintenance.

## 1. INTRODUCTION

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Wacom Cintiq 27QHD creative pen display. Please read this manual thoroughly to ensure proper use and to maximize your creative experience.

The Wacom Cintiq 27QHD (DTK2700) is a high-definition creative pen display designed for professional artists and designers, offering advanced color and resolution for natural creative expression.

## 2. SETUP

### 2.1 Unboxing and Initial Inspection

Carefully remove all components from the packaging. Verify that all items listed in the "What's in the Box" section are present and undamaged.

- Wacom Cintiq 27QHD Pen Display
- Pro Pen
- ExpressKey Remote
- Pen Stand with replacement nibs and nib removal tool
- Power Adapter and Power Cord
- HDMI Cable
- DisplayPort Cable
- USB 3.0 Cable
- Quick Start Guide
- Installation CD (for drivers and software)
- Cleaning Cloth



Figure 1: Wacom Cintiq 27QHD Pen Display. This image shows the large 27-inch display with a pen and ExpressKey remote, illustrating its primary use for digital art and design.

## 2.2 Connecting the Cintiq to Your Computer

The Cintiq 27QHD requires both video and USB connections to your computer. Ensure your computer meets the minimum system requirements.

1. **Power Connection:** Connect the power adapter to the Cintiq and then to a power outlet.
2. **Video Connection:** Connect either the HDMI cable or the DisplayPort cable from your computer's video output to the corresponding input on the Cintiq. For optimal resolution (2560 x 1440), DisplayPort is recommended.
3. **USB Connection:** Connect the USB 3.0 cable from your computer's USB port to the Cintiq's USB port. This enables pen and touch functionality.



Figure 2: Rear view of the Wacom Cintiq 27QHD showing various connection ports. This image highlights the connectivity options including power, HDMI, DisplayPort, and USB ports, crucial for integrating the display with a computer.

## 2.3 Driver Installation

After connecting the hardware, install the latest drivers from the Wacom website or the provided installation CD. Restart your computer after installation.

1. Download the latest driver for your operating system (Windows or macOS) from the official Wacom support website.
2. Run the installer and follow the on-screen instructions.
3. Restart your computer when prompted.
4. Open the Wacom Desktop Center to configure your display and pen settings.

## 3. OPERATING YOUR CINTIQ 27QHD

### 3.1 Powering On/Off

Press the power button located on the top right side of the display to turn the Cintiq on or off. An indicator light will show the power status.

### 3.2 Using the Pro Pen

The Pro Pen offers 2048 levels of pressure sensitivity for precise control. It is battery-free and uses electromagnetic resonance technology.

- **Pen Nibs:** The pen comes with various nibs (standard, felt, stroke, flex) for different drawing sensations. Replace nibs using the nib removal tool found in the pen stand.
- **Side Switches:** The Pro Pen features customizable side switches for functions like right-click, scroll, or modifier keys. Configure these in the Wacom Desktop Center.



Figure 3: The Wacom Pro Pen and ExpressKey Remote. This image displays the primary input devices for the Cintiq, highlighting their ergonomic design and functional buttons.

### 3.3 ExpressKey Remote

The ExpressKey Remote provides customizable shortcut buttons and a Touch Ring to enhance your workflow. It can be placed anywhere on or off the screen for convenience.

- **Customization:** Assign frequently used keyboard shortcuts, mouse clicks, or navigation functions to the ExpressKeys and Touch Ring in the Wacom Desktop Center.
- **Placement:** The remote is magnetic and can attach to the bezel of the Cintiq or be held in hand.



Figure 4: A user interacting with the Wacom Cintiq 27QHD and the ExpressKey Remote. This image demonstrates the remote's flexibility and how it integrates into a creative workflow.

### 3.4 Display Settings

Adjust brightness, contrast, and color settings through your computer's display settings or the Wacom Desktop Center for optimal visual performance.

## 4. MAINTENANCE

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### 4.1 Cleaning the Display

Use the provided cleaning cloth or a soft, lint-free cloth slightly dampened with water to clean the screen. Avoid harsh chemicals or abrasive materials.

### 4.2 Pen Nib Replacement

Regularly inspect your pen nibs for wear. Replace them when they become too short or sharp to maintain optimal drawing performance. Use the nib removal tool to gently pull out the old nib and insert a new one.

### 4.3 Software Updates

Keep your Wacom drivers and software updated to ensure compatibility and access to the latest features and performance improvements. Check the Wacom Desktop Center regularly for updates.

## 5. TROUBLESHOOTING

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### 5.1 No Display on Cintiq

- Ensure all video cables (HDMI/DisplayPort) are securely connected to both the Cintiq and your computer.
- Verify the Cintiq is powered on and the power adapter is connected.
- Check your computer's display settings to ensure the Cintiq is detected and configured as an extended or mirrored display.

### 5.2 Pen or Touch Not Responding

- Confirm the USB cable is securely connected to both the Cintiq and your computer.
- Ensure Wacom drivers are correctly installed and up to date. Reinstall if necessary.
- Check the Wacom Desktop Center for any error messages or device status.
- Test the pen on another compatible Wacom device if available, or try a different pen if you have one.

### 5.3 Color Inaccuracy

- Calibrate your display using a color calibration device for professional color accuracy.
- Adjust color settings in the Wacom Desktop Center or your operating system's display settings.

## 6. SPECIFICATIONS

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Feature	Detail
Model Number	DTK-2700
Screen Size	27 Inches (68.58 cm)
Screen Resolution	2560 x 1440
Aspect Ratio	16:9
Pressure Levels	2048
Connectivity	DisplayPort, HDMI, 4 x USB 3.0

Feature	Detail
Operating System Compatibility	Windows, macOS, Linux
Item Weight	29.1 pounds
Product Dimensions	30.31 x 18.31 x 2.15 inches
Color	Black
Included Accessories	Power Cord, HDMI Cable, Pro Pen, ExpressKey Remote, Pen Stand, USB 3.0 Cable, DisplayPort Cable, Installation CD, Cleaning Cloth

## 7. WARRANTY AND SUPPORT

### 7.1 Warranty Information

Your Wacom Cintiq 27QHD (DTK2700) comes with a standard manufacturer's warranty. Please refer to the included Warranty Policy document for detailed terms and conditions, including coverage period and claim procedures.

### 7.2 Customer Support

For technical assistance, driver downloads, FAQs, and additional resources, please visit the official Wacom support website. You can also contact Wacom customer service directly for personalized support.

**Wacom Support Website:** [www.wacom.com/support](http://www.wacom.com/support)

## 8. PRODUCT VIDEOS

### Wacom Cintiq 24 Touch Grid Panels

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*This video demonstrates the grid panel functionality on a Wacom Cintiq 24 Touch, showcasing how customizable on-screen shortcuts can enhance workflow. While this video features a Cintiq 24, the grid panel concept is applicable to the Cintiq 27QHD's customizable features.*

### Unboxing the Wacom One 14

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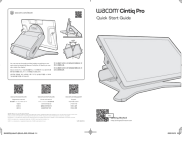
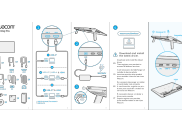


*This video provides an unboxing experience for the Wacom One 14. While not the Cintiq 27QHD, it offers a general overview of Wacom product packaging and initial setup components, which can be helpful for new users.*

### Related Documents - DTK-2700



[Wacom Cintiq Pro Quick Start Guide - Setup and Connection](#)

A quick start guide for the Wacom Cintiq Pro creative pen display, covering essential setup steps, cable connections, pen customization, and stand requirements. Learn how to connect and begin using your Wacom Cintiq Pro.

	<p><a href="#">Cintiq Companion: Professional Creative Tablet User Manual</a></p> <p>Comprehensive user manual for the Wacom Cintiq Companion, a professional creative tablet. This guide covers setup, features, troubleshooting, and maintenance for the device, which runs on the Windows 8 operating system.</p>
	<p><a href="#">Wacom Cintiq Pro 17 Quick Start Guide: Setup and Connection</a></p> <p>Get started with your Wacom Cintiq Pro 17 pen display. This guide covers setup, cable connections, driver installation, and stand assembly.</p>
	<p><a href="#">Wacom Cintiq Pro DTH167 User Guide and Regulatory Information</a></p> <p>Get started with your Wacom Cintiq Pro DTH167 pen display. This guide covers initial setup, connection options, driver installation, support resources, and essential regulatory compliance information.</p>
	<p><a href="#">Wacom Intuos Pro Pen Tablet (PTH-660/PTH-860) Specifications and Features</a></p> <p>Detailed specifications and features for the Wacom Intuos Pro Pen Tablet, including model numbers PTH-660 and PTH-860, dimensions, pen technology, system requirements, and included accessories.</p>
	<p><a href="#">Wacom MovinkPad 11: Your All-in-One Creative Android Tablet</a></p> <p>Explore the Wacom MovinkPad 11, a compact, portable Android tablet designed for artists. Discover its natural pen feel, optimized display, and professional features for digital creation.</p>