

Wacom Cintiq Pro 27 Product Event Q&A

Event Date: October 5, 2022 | [View Event Recording Here](#)

General

1. Will the Cintiq Pro 27 be available without touch?

No, but touch can be toggled on or off.

2. Will extended warranties be available for the Wacom Cintiq Pro 27?

Yes, we currently offer a 2-year, 3-year, and 4-year extended warranty on the Wacom eStore (displayed above the [Add to Cart](#) button). This is in addition to the 2-year manufacturer warranty, so you could have up to 6 years of extended coverage. It's also possible that other retailers may offer their own extended service packages.

3. How much does the Cintiq Pro 27 weigh?

The Cintiq Pro 27 weighs 15.9 lbs.

4. Will you ever consider having options in terms of financing since this is such a large investment for some people?

Absolutely! We offer special financing through Klarna on our eStore. At checkout, select "Klarna." You'll be asked to enter a few personal details, and you'll know instantly if you're approved. Klarna will send you an email confirmation and reminders when it's time to pay.

Connectivity

5. How many inputs does the Cintiq Pro 27 have?

1x mini DisplayPort, 1x HDMI, 2x USB Type-C, 1x USB Standard-A.

6. Can you use just USB-C? Or do you need multiple cords?

You can connect using just USB-C if your computer has a USB-C port that supports DisplayPort Alt mode. Just insert the USB-C to C cable into your computer's USB-C DP Alt Mode port, and connect the other end to the USB-C DisplayPort located on the back **LEFT** side (when looking at the back) of your Cintiq Pro.

7. Will the cables be more than 2 meters in length (I have a standing desk)?

No, the default cables will not be longer than 2 m. You can purchase longer HDMI and USB cables, but 2 m is a limitation of DisplayPort. Due to the limitations of DisplayPort and USB-C DisplayPort Alt mode, we recommend connecting via HDMI if you need a longer cable.

8. Can you connect 2 of these Cintiqs together like a dual monitor setup? What kind of connectivity to secondary screens does this have?

The Cintiq Pro 27 does not have an output to another monitor, only inputs. So the computer you are using would need to support multiple displays.

9. Is 10-bit color 120Hz supported across all cables? Or only a specific cable?

It is supported by all included cables, but if you use a 3rd party cable or an adapter that doesn't support it, it may not work. It's also dependent on your computer being able to support these specs. For example, many HDMI cables do not support 120Hz 4K. The one included with the Cintiq Pro 27 does, but your results may vary if you use a different cable.

[Learn more about how to connect the Cintiq Pro 27 to your computer](#)

System Requirements

10. What are the Cintiq Pro 27 system requirements?

10.15 or later for Mac OS, Win 10 or later for PC.

[What are the system requirements for my computer to use a Wacom Cintiq Pro 27?](#)

11. What type of GPU is needed to take full advantage of 120hz, 4K, and 10-bit color?

For best performance, we recommend an up-to-date, robust graphics card to achieve 4K, 10-bit, at 120hz. Due to our partner relationships, we cannot recommend a specific graphics card, but we stress that it should be pretty powerful to achieve optimal results.

The Stand

12. Does the Cintiq Pro 27 come with a stand? Why not?

No, the Cintiq Pro 27 does not come with a stand; a stand will need to be purchased.

We don't include a stand to allow you to purchase the stand or mount of your choosing. Because the Cintiq Pro 27 has a standard 100 x 100 mm VESA mounting pattern, it's compatible with any ergonomic arm or stand that can support more than 20 lbs. In addition, those who already own a Wacom Flex Arm only need to purchase the [Flex Arm adapter plate \(Part# ACK64804KZ\)](#) to use their existing Flex Arm with the Cintiq Pro 27.

13. What stands are compatible with the Cintiq Pro 27?

- The new [Wacom Cintiq Pro 27 Stand \(Part# ACK64801KZ\)](#)
- The [Wacom Flex Arm \(Part# ACK62803K\) with the Wacom Flex Arm Adapter \(Part# ACK64804KZ\)](#)
- Any VESA 100 x 100 ergonomic arm that can support more than 20 lbs

14. Can you rotate the Cintiq Pro 27? What compatible stand allows you to orient the Cintiq Pro 27 in portrait mode (90-degree rotation)?

The Cintiq Pro 27 can be used in portrait mode if your stand supports 90-degree or more rotation.

If you want to work in portrait mode, we recommend the [Wacom Flex Arm \(Part# ACK62803K\) with the Wacom Flex Arm Adapter \(Part# ACK64804KZ\)](#). The Flex Arm can rotate 180 degrees in both directions. The Cintiq Pro 27 stand supports 20-degree rotation in both directions, so we would not recommend it if you want to work in portrait mode.

15. Can the Cintiq Pro 27 Stand support vertical positioning for use as a monitor?

Yes, the Cintiq Pro 27 stand supports [upright positioning](#) for use as a monitor.

16. Is the new Cintiq Pro 27 stand compatible with previous generation pen displays?

The Cintiq Pro 27 stand is designed specifically for the new Cintiq Pro 27 with a 100 x 100 mm VESA mounting hole pattern. While it's not recommended, you could purchase an adapter plate to use the Cintiq Pro 27 stand with a previous-generation Cintiq. However, the type/size of the adapter plate would depend on your Cintiq, as the mounting hole patterns are not all the same across models.

Display & Screen

17. Is the screen matte or glossy? Is it made out of glass or plastic? Does it come with a protector film?

The Cintiq Pro 27 does not have a protector film that may wear off over time. The screen is made of durable etched glass for long-term use, anti-reflection against surrounding light, and just the right amount of friction to deliver the best pen-on-screen experience.

18. How will the higher refresh rate impact smoothness?

The Cintiq Pro 27's new display features near-zero latency with an improved refresh rate of 120Hz / 6.7ms, which is twice the refresh rate of any previous model. When talking about near-zero latency, we mean both imagery AND cursor movement, as both have been improved. The result is a smooth and uninterrupted creative experience.

Color

19. Can the Cintiq Pro 27 be color calibrated? How?

The Cintiq Pro 27 can be profiled by most professional color management software. But only the [Wacom® Color Manager](#) powered by X-Rite (an optional accessory that includes a colorimeter and custom profiler software explicitly designed to calibrate Wacom Cintiq Pro displays) can write to the internal LUTs of the display.

Writing to the hardware LUTs means profiles are made accessible from the display OSD rather than the graphics card to which the display is attached; this makes it easy to move the display between computers without having to recalibrate.

The Wacom Color Manager has also been optimized to perform the calibration and profiling process on Cintiq Pro displays in about half the time of a generic display with most profiling software.

20. Will the Calibrite system work with the Cintiq Pro 27?

Yes, Calibrates software will work for calibration, but only the custom Wacom Profiler software can write to the internal LUTs of the display. If you use a Calibrite colorimeter, it can license and use the Wacom calibration software, allowing you to write to the internal LUTs of the display.

21. Is the Cintiq Pro 27 capable of Rec.2020?

Yes. The Cintiq Pro 27 comes with factory calibrations for Rec 2020, EBU, and SMPTE-C, and preset modes for PQ (DCI and Rec. 2100) and HLG (Rec. 2100) for viewing HDR content.

In field tests using the Wacom Color Manager, the Cintiq Pro 27 achieved 82% of Rec 2020.

22. It's a wide gamut display - does its sRGB emulation mode clamp the brightness like many other displays do?

When you select the factory-calibrated sRGB color space, the brightness is not locked; you can adjust the brightness and contrast to your liking.

[Learn more about Cintiq Pro 27 color capabilities](#)

The Pen

23. Is the Pro Pen 3 compatible with previous-generation products?

No, the Pro Pen 3 is not currently compatible with previous-generation products, but it's something we're working on, so stay tuned!

24. Are previous generation pens compatible with the Cintiq Pro 27?

Yes, the Art Pen, Pro Pen, Pro Pen 2, Pro Pen 2 Slim, and Pro Pen 3D are compatible with the new Cintiq Pro 27.

25. The announcement mentioned improved tilt; the tilt range seems the same +/- 60 deg. What changed in how tilt works?

The tilt range (+/-60 degrees) did not change, but the physical ability to tilt the pen did. Because the new nibs are slightly longer and the tip cone shape is more acute than the previous Pro Pen 2 (by about 16 degrees), you can tilt the pen further, gaining more control and much better pressure response at greater angles.

26. What kind of nibs comes with the Cintiq Pro 27?

The Pro Pen 3 comes with 5 standard nibs and 5 felt nibs.

27. Will previous generation pen nibs work with the new Pro Pen 3?

Previous pen nibs are incompatible with the new Pro Pen 3.

28. Will the Pro Pen 3 have barrel rotation?

No, but the Art pen supports barrel rotation and is compatible.

29. Why did you remove the eraser?

Instead of an eraser, we added a third programmable button. The third button is easy to reach and can be programmed to the eraser or any other function you choose.

ExpressKeys

30. Does the Wacom Cintiq Pro 27 come with the ExpressKey Remote?

No, the Cintiq Pro 27 does not include the ExpressKey Remote. It has 8 built-in rear grip ExpressKeys and programmable on-screen controls.

31. Will the ExpressKey Remote work with the Cintiq Pro 27?

Yes, the ExpressKey Remote is compatible with the new Cintiq Pro 27. Because the ExpressKey Remote is a standalone device, it's compatible with all Wacom pen displays.

32. Will the ExpressKey Remote magnetically rest on the Cintiq Pro 27?

No, the ExpressKey Remote will not magnetically rest on the Cintiq Pro 27. However, the optional accessory tray can hold an ExpressKey Remote at the ready without hindering your screen view.

33. How many tactile express keys are available on the device?

Four programmable buttons are on each rear grip (four on the left and four on the right). You can also use on-screen controls - digital ExpressKeys - that you can interact with using your pen or touch.

34. As an alternative to the touch bar (or the scroll wheel on the wacom remote), will there be an option to hold down a shortcut button to change brush size so it's not necessary to keep pressing them over and over?

If your software has a dynamic brush size option, we recommend setting a button or on-screen control to that function. For example, in Clip Studio Paint and Photoshop, you can set a button or on-screen control to Ctrl + Opt (Mac) or Alt + Right Mouse button (Windows) and simply drag your pen left or right to change your brush size.

35. I'm left-handed. Which side of the CP 27 are the switches for touch?

The switch to enable/disable touch is on the back right-hand side of the display.

Fan

36. Does this Cintiq have a fan? How loud does it get compared to the Cintiq Pro 24?

The Cintiq Pro 27 has 2 fans and is quieter than the Cintiq Pro 24, which has 4 fans. The fans (motor/mechanical function) are quiet, but the air movement can be audible depending on the fan's speed.

37. Why does it need a fan?

Unlike a typical desktop monitor or touch-screen, Wacom pen displays are designed to have a hand on them all the time, so heat is a serious factor for long-term usability and comfort. On most smaller tablets and displays, enough heat can escape from the back, so it's not an issue. However, the larger and brighter the display, the more heat it will produce. Heatsinks are a common device used to normalize temperatures and dissipate heat. Our displays use heatsinks to help dissipate heat, and an active heatsink requires a fan to work effectively.

Wacom ID & Presets

38. When upgrading to this new device, will presets for buttons and pen be portable, or will we have to redo all the presets again?

Custom settings can be backed up locally and then restored with the new driver. Since the Cintiq Pro 27 ExpressKeys and the Pro Pen 3 are new, they will need to be newly programmed, but on-screen controls can be restored from a previous device.

Current steps for doing so can be found here: [How do I backup or restore my settings with driver version 6.4.0?](#)

39. For the stored cloud profiles, can we save multiple profiles to our account for different workflows, or are we limited to a specific number of cloud profiles?

Your Wacom ID profile is for device registration, accessing learning resources, and redeeming any bundled software. Custom workflow presets can only be saved locally on your computer.

Current steps for doing so can be found here: [How do I backup or restore my settings with driver version 6.4.0?](#)

40. How can you use the Wacom device without logging in?

You do not have to log in to use your device. You only have to log in to register your device and redeem any bundled software.