# Wacom not showing up in desktop center / screen active but not responding to pen input.

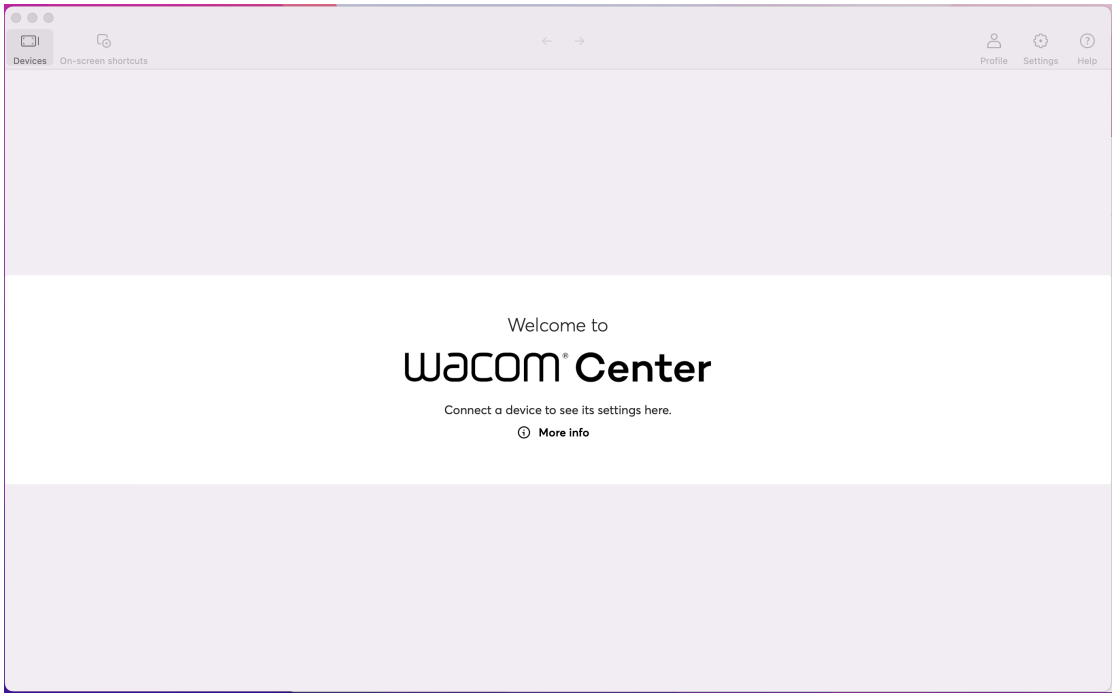
Cade Gilbert (Student Employee) - 2026-11-07 - Troubleshooting Guides

## Problem:

The Wacom display is not showing up in the driver / the pen is not responding but the display is on

## Solution:

navigate to Wacom desktop center, it should look like this if the device is not showing up, if the device is showing up in the driver you can try this method, just it may not do much:




As it says here, there are no devices, but if the display tablet in question is still getting a video signal then we know the cable isn't the issue and we can proceed:

### next steps:

We can navigate to the settings as highlighted here:

once we're in settings there should be an option to "`restart Driver`" it looks like this:



if you click this option it will take a second but the tablet should show up in the Wacom driver main screen and the pen should now be responsive!

### Things to remember:

this should only be done if the Wacom is displaying and you know that the cable is **not** the issue.