SN	Question	Answer
		Artist Pro 14 (Gen2) FAQ
1	How to connect to a computer?	Computer Connection 1: Please connect the USB-C to USB-C cable to the USB-C port of the drawing display and the USB-C port of the computer. 2: If the drawing display does not light up, please connect the USB-A to USB-C cable to the USB-C port of the drawing display, and then connect the USB-A to USB-C cable to the USB-A port of the power adapter.
2	How to connect your Android phone or tablet?	Android phone or tablet connection 1: Please connect the USB-C to USB-C cable to the USB-C port on the drawing display and the USB-C port on the phone/tablet. 2: Please connect the USB-A to USB-C cable to the USB-C port of the drawing display, and then connect the USB-A to USB-C cable to the USB-A port of the power adapter.
3	What operating systems are the products compatible with?	Windows 7 (or later), macOS 10.10 (or later), Chrome OS 88 (or later), Android (USB3.1 DP1.2), Linux.
4	What is the approximate size of the product and how does it compare to A4 paper?	The exact dimensions of the product are 359.30 x 268.57 x 19.31 mm and the dimensions of A4 paper are 210 mm x 297 mm. Hence, the product is slightly larger than A4 paper.
5	Can you use it as both the display and the tablet?	It can be switched at the touch of a button.

6	How to install the driver for Windows or Mac?	For the device to work properly, please install the driver before use. Download the driver for the corresponding operating system from the XPPen official website (https://www.xp-pen.com.cn) according to the purchased product model. Caution: 1. Before installation, please close all antivirus and graphics software; 2. If the computer has installed drivers for other brands of drawing tablets/displays, please uninstall them first; 3. Please restart your computer after the installation is complete; 4.In order for your device to show the best performance, it is recommended that you use the latest version of the driver. Windows: Unzip and run the "exe" file with administrator privileges, following the prompts to complete the installation. Mac: Unzip and run the "dmg" file, following the prompts to complete the installation, then adding the required security settings (please navigate to System Preferences->Security & Privacy->Assistive Functions), clicking on the lock icon in the lower left corner, and after authorization is unlocked, make sure that the PenTablet_Drvier option is checked; otherwise, the device and driver may not work properly. Please visit the video for detailed instructions.
7	What does it feel like to draw on this product, like the friction of a pencil on an iPad?	Designed with a simulated paper surface, it feels like the friction of drawing on paper in daily life.

8	How to connect a Wireless Shortcut Remote?	1). Wired Connection Please connect the USB-C cable to the USB-C port of the Wireless Shortcut Remote and the USB-C port of the computer respectively. 2). Wireless Connection a. Bluetooth receiver connection Step 1: Plug the Bluetooth receiver into your computer. Step 2: Toggle the switch Step 3: Indicator light is blue and stays on for 30 seconds and then goes off. Wireless Connection b. Bluetooth Connection Step 1: Toggle the switch, the indicator light will flash blue; Step 2: Long press K11 for six seconds to enter the pairing state, the indicator light blue fast flash; Step 3: Open the computer Bluetooth function, add Bluetooth devices. Search for the device name "Shortcut Remote" and click to complete the Bluetooth pairing. After completing the pairing, the indicator light will keep being blue, after 30 seconds, the indicator light will be off. If you need to turn off the device, you can toggle the switch again.
9	Is the screen blue-light resistant? Does it have professional certification?	The product has the European professional certification TÜV SÜD, so you can rest assured that the use of low-blue light eye protection mode.
10	Is the product equipped with anti-glare etched glass?	The product is equipped with AG etched glass, anti-glare, anti-fingerprints.
11	Is there any drawing software to give away?	1.openCanvas——GraphicEditor; 2.Cartoon Animator 4 Pipeline Version(12-Month Full Version)——2D animation software; 3.ArtRage 6——A perfect creative tool for anyone.
12	Can it be used upside down?	NO.
13	What is the resolution?	1920X1200 HD screen.
14	How's the pressure levels?	The industry-first 16,384 pressure levels, increased by 100% than peers.
15	Is it fully laminated screen?	YES.

16	Is there a guide for beginner get started quickly,? what materials can be referred to for introductory learning?	Product manuals and quick-guide videos to get started in three minutes.
17	What to do if the machine is malfunctioning, won't turn on, flashing screen, charging flashbacks?	Contact customer service, or offline store staff to solve it.
18	How about the product's color accuracy and sRGB?	Simulation of natural display design, ultra-clear picture, highly detailed, while supporting a variety of color space smooth switching, 99SRGB high color gamut coverage, full of color, delicate and dynamic.
19	Is the interface a universal USB-C port?	YES.
20	Does the Wireless Shortcut Remote come with it?	YES.
21	Does this product have any other functions besides painting?	Split screen, cast screen and other uses, creation, games, video, entertainment can be freely enjoyed.
22	How about the pen? How much does it weigh?	Built-in X3 Pro Smart Chip Stylus weighs only 16g.
23	Does the X3 Pro Smart Chip Stylus need to be charged to work?	Do not require charging and can be used directly
24	Does the drawing display need to be charged before it can be used?	YES.

25	Is the product factory calibrated for color gamut?	This product has preset three color modes: sRGB, Adobe RGB and DCI-P3. And before leaving the factory, professional instruments and technologies have been used to complete accurate and strict color gamut limits and calibration. Each color output of the product complies with the high industry standard of the corresponding mode, ensuring that you can provide accurate and vivid color performance when you use it. You can use it directly without ICC limits* again.
26	Can this product be connected with a 3-in-1 cable? (The 3-in-1 cable is not included, please consult your sales consultant for details on whether it is included in the package)	Connectable 3-in-1 USB-C port (HDMI signal): If your computer has HDMI port, you can connect the drawing display to your computer and power supply via 3-in-1 cable. 1)Insert the USB-C cable of the 3-in-1 cable into the USB-C port of the drawing display; 2)Then connect the HDMI cable and the black USB-A cable of the 3-in-1 cable to the computer respectively; 3)If the drawing display does not turn on, or the flashing screen appears, we recommend that you connect the last red USB-A cable of the 3-in-1 cable to another USB port on your computer or to a power adapter.