

Artist 22 Plus FAQ (EN)

SN	Question	Answer
1	How to connect to a computer?	<p>Connect to computer</p> <p>1. HDMI connection Connect the drawing display to the HDMI and USB ports of your computer using HDMI and "USB-C to USB-A" or "USB-C to USB-C" cables, and then connect the power cable to the power outlet.</p> <p>2. USB-C connection (applicable to full-featured USB-C port) Connect the drawing display to the USB-C port of your computer using the "USB-C to USB-C" cable, and then connect the power cable to the power outlet.</p>
2	How to connect your Android phone or tablet?	<p>Connect to Android phone or tablet</p> <p>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.</p> <p>2: Please connect the power cable to the power outlet.</p>
3	What operating systems are the products compatible with?	<p>Windows 7 (or later), macOS 10.10 (or later), Chrome OS 88 (or later), Android (USB3.1 DP1.2), Linux.</p>

4	How to install the driver?	<p>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.XPPen.com.cn) according to the purchased product model.</p> <p>Caution:</p> <ol style="list-style-type: none"> 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. <p>Windows: Unzip and run the ".exe" file with administrator privileges, following the prompts to complete the installation.</p> <p>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.</p>
5	What size is the product? What is it like compared to A4 paper?	<p>The dimensions of A4 paper are 210 mm×297mm; the product's dimensions are 547 x 364.67 x 33.4 mm. Thus the product is larger than the A4 paper.</p>
6	Is full lamination technology applied to the product?	<p>Yes. The product uses a fully laminated screen. No parallax error, precisely positioning every stroke.</p>

7	Is there any drawing software to give away?	1.openCanvas——GraphicEditor; 2.ArtRage 6——A perfect creative tool for anyone.
8	Can it be used upside down?	NO.
9	What is the resolution?	1920 X 1080 HD screen.
10	How's the pressure levels?	The industry-first 16,384 pressure levels, increased by 100% than peers.
11	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.
12	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.
13	How accurate of color does this product present?	This product presents accurate colors that makes it effortless for high-class creations and brings your wildest ideas to life. The wide color gamut coverage ratio of 99% sRGB lets you create boldly in stunning color accuracy and detail.
14	Is the interface a universal USB-C port?	YES.
15	Does this product have any other functions besides painting?	Split screen, cast screen and other uses, creation, games, video, entertainment can be freely enjoyed.

16	How about the pen? How much does it weigh?	Built-in X3 Pro Smart Chip Stylus weighs only 16g.
17	Does the X3 Pro Smart Chip Stylus need to be charged to work?	Do not require charging and can be used directly
18	Does the drawing display need to be charged while it is being used?	YES.
19	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.