

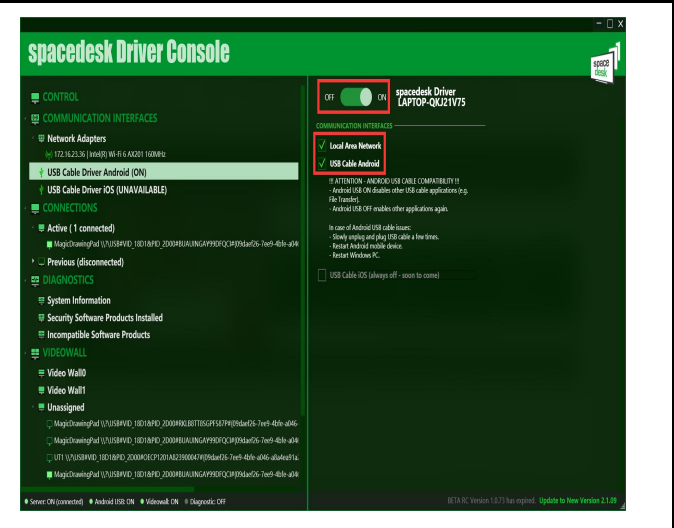
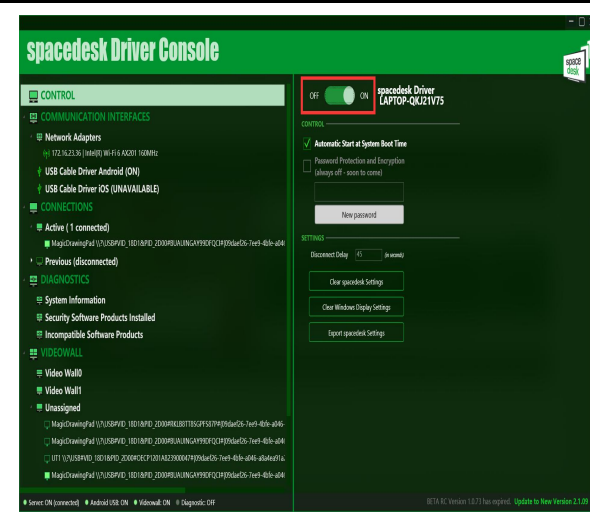
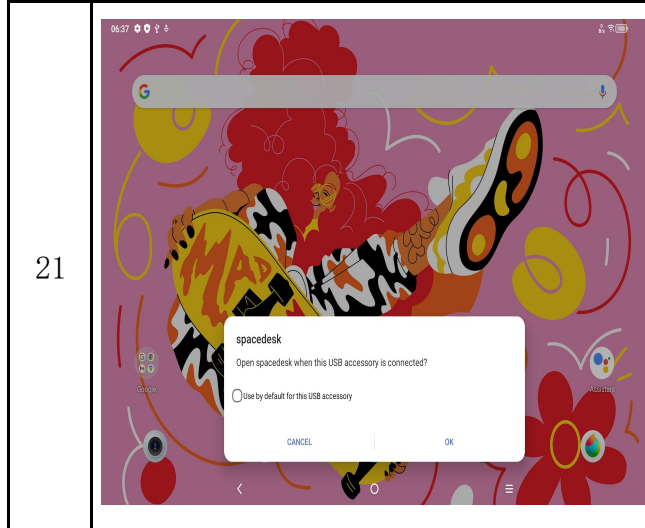
Magic Drawing Pad FAQ

SN	Question	Answer
1	Which brand is the CPU from?	The CPU is Mediatek's (MTK) 2022 6nm 8-core chip, from MediaTek, the world's fourth largest fabless semiconductor company and a market leader in mobile terminals, smart home applications, wireless connectivity technology and Internet of Things products, with about 2 billion end-products with built-in Mediatek chips listed around the world per year.
2	How good is the CPU configuration?	The CPU uses a 6nm 8-core (2 x A76 2.4GHz, 6 x A55 2.0GHz) chip, which is optimized by MTK for the tablet platform and positioned for mid-to-high-end models.
3	Does it support phone sim card?	This product is WiFi version (2.4G&5.8GHz) and does not support mobile phone cards.
4	Does it support memory card?	Yes, Micro SD card is supported (512GB Max).
5	Can the screen be applied with a handwriting film?	The screen can be affixed with handwriting film, but it is not recommended (the screen adopts AG paper-like film technology, suitable for painting or writing on the screen directly).
6	Can I use a fast charge adapter?	Yes, but the charging power is limited to 18W(9V2A or 5V3A).
7	How long to fully charge the tablet?	When using the official standard power adapter and charging cable, the charging time is 3.5 to 4 hours with the screen off.
8	How long will the battery last on a full charge?	It depends on the specific use scenario: when drawing at low brightness indoors, it can work for more than 10 hours continuously; when it is used in high brightness outdoors, it can be used continuously for about 6 hours; when playing 1080P movies at low brightness indoors, it can last more than 8 hours.

9	Can I install computer software?	The tablet runs on the android operating system, so PC format software cannot be installed or run directly.
10	Can I install PS (Photoshop)?	PS currently only has PC and iOS versions, there is no Android version.
11	Is Procreate software supported?	No, procreate is only available for iOS.
12	Will the Android version be upgraded to 13 or 14?	The upgrade to Android 13 or 14 is not supported but it does not affect normal use.
13	Does it support CSP (Clip Studio Paint), Krita painting software?	CSP (Clip Studio Paint) has an Android version, and Krita is an open source Android app. Both can be installed and used.
14	Does the pen need to be charged?	The stylus uses EMR passive technology and does not need to be charged.
15	Does the pen need Bluetooth pairing?	The stylus doesn't need Bluetooth pairing, so it's ready-to-use.
16	How is the stylus key defined?	The pen key function is associated with the application software, such as ibis Paint X, which can be manually customized in the Settings.
17	Can the nib be replaced?	Yes (8 nibs included), there is a nib clip to complete the replacement.
18	Can I use felt nib?	Yes, you can. 8 nibs are included in the package, 4 of which are felt nibs.
19	Can I disable the key function with the stylus?	The stylus key function can not be disabled currently but you can try customizing the stylus key function as an infrequently used function.
20	Can the tablet be connected to a computer to sync files?	The tablet can be connected to the computer to sync files or photos (for Mac device, you need to install Android File Transfer software first).

21 Can it be used as a drawing display?

Hardware mode is not supported. It can be achieved by installing three-party software, such as Spacedesk (it's already pre-installed on the tablet and it needs to be installed simultaneously on the PC). Here is operation instructions:
 Step 1: Download and install the latest version of Spacedesk on PC.
 Step 2: Connect the pad to the PC via USB cable, start Spacedesk respectively on the pad and PC, and follow the prompts (after the first-time successful connection, when the pad and PC are connected again, it will prompt whether to enter the Spacedesk working mode);
 Attention:
 1. Currently, Spacedesk only supports Windows PC version, and does not support Mac PC version.
 2. If the pad is connected to a PC and needs to start OTG or charge the device, you need to forcibly disable the Spacedesk process service in the PC task list (background start by default).
 3. In Step 2, when the tablet pops up the window "Open Spacedesk when this USB accessory is connected", it is recommended to deselect "Use by default for this USB accessory" (as shown in Figure 1 below) and directly click OK.
 4. If the PC screen is not projected to the pad after connection, please open the PC side of Spacedesk and check the 2 switches and 2 checks as shown in Figure 2,3,below to confirm that they are open or checked.



22	Can the tablet be connected to your phone?	It does not support direct connection to the phone. You can sync files with the phone via Bluetooth (only for Android phones)
23	Can I project the screen to the TV?	It supports casting to large-screen Android devices (smart TVs, projectors, etc.) in the condition of connecting the same WiFi network.
24	Does the tablet support voice input?	The tablet is equipped with two microphones to support voice input (depending on the specific software).
25	Can you set the default save to the Micro SD card?	The software does not support default saving to SD cards. Micro SD cards are external storage and are used similarly to USB storage.
26	How to upgrade the device?	Click "Settings" -> "System" -> "System Updates" -> "Check for Updates". Before upgrading: a) We strongly recommend that you back up your information and data in case of loss. b) Make sure your device has more than 30% battery life.
27	How do I know the SN of the device?	There are two ways to check the SN of a device: Method 1: Look at the body sticker. Method 2: Go to "Settings" -> "System" -> "About Tablet" -> "Status".
28	What to do if the camera won't turn on?	a) Clear the camera's cache Click "App" -> "Camera" -> "Storage and Cache" -> "Clear Data" and "Clear Cache". b) Clear the cache of the gallery. Click "App" -> "Gallery" -> "Storage and Cache" -> "Clear Data" and "Clear Cache".

29	What to do if the video quality captured by the camera is poor?	<p>a) Try to set high pixel photo and video quality: Open the camera program, click the Settings button in the lower left corner -> Click "Photo Size" and select the highest pixel (13MP), then click "Video Quality", and select the highest quality (1080P).</p> <p>b) Poor light at night may affect photo quality. It is recommended to take photos or videos in well-lit areas. Turn on the flash when using the rear camera.</p> <p>c) Check whether there is any obstruction on the camera lens.</p> <p>d) Try to reset the camera settings: Open the camera program, and click the Settings button in the lower left corner -> "Restore Default" -> "Reset".</p>
30	How to deal with slow, unresponsive or wrong touch on the touch screen of the device?	<p>a) Check the screen for any damage. If so, back up your data and contact after-sales.</p> <p>b) If this problem occurs while using a third-party app, make sure the app is compatible with the device and Android version. Try uninstalling the third party app.</p> <p>c) Check if there is a problem during the charging process. If so, it is recommended to try using an official charger and data cable. (Note: Voltage instability from non-standard chargers and data cables may cause the touch screen to be unresponsive).</p> <p>d) Ensure that the temperature of the device used is neither too hot nor too cold. Too high or too low a temperature will cause the touch screen to be unresponsive.</p> <p>e) If there is a screen protector on the screen, remove it and check whether the touch screen works properly. Make sure there are no stains such as water or sweat on the touch screen. If there is, wipe the screen and try again.</p>
31	What if I can't see the navigation button on the screen?	Click "Settings" -> "Keys & Gestures" -> "System Navigation" and select the appropriate button layout.

32	What should I do if my device has no sound or the sound quality is poor?	<p>a) Turn on the camera and record a video, play the video, and if the sound is normal, prove that the device's speakers are working.</p> <p>b) If there is a sound problem while watching the video online, it may be a network problem, try to check the sound is normal while the network is in good condition.</p> <p>c) Check to see if the speaker is blocked by a foreign object.</p>
33	What if the device doesn't charge or is charging slowly?	<p>a) Check for any visible damage to the device's data cable, charger, or charging port, and the electrical outlets.</p> <p>b) Charge the device for at least 30 minutes using an official charger.</p> <p>c) Do not use the device for long periods of time while charging.</p>
34	What should I do if the battery loses power quickly during normal use?	<p>a) Check whether the device is operating in a very high or very low temperature environment. If so, it is recommended to use the device in a normal environment.</p> <p>b) Turn off Bluetooth and Wi-Fi when not in use.</p> <p>c) The battery will quickly die while watching videos, which is normal.</p> <p>d) Too many applications running in the background or the system cache is not cleared may cause the system to stall. Tap the menu key in the bottom corner of the screen to view recently used apps. Tap "Clear All" to close the task.</p>
35	What if the device restarts automatically?	<p>a) If this phenomenon occurs occasionally, it is recommended to continue normal use.</p> <p>b) If it restarts automatically during charging, it is recommended to use the official charger and data cable.</p> <p>c) If it occurs while using a third-party application, it is recommended to uninstall the application.</p>

36	What if the device operation is stuck?	<p>a) Try to restart the device.</p> <p>b) Charge the device until the charge level is above 30%.</p> <p>c) Too many applications running in the background or the system cache not being cleared may cause the system to stall. Tap the menu key in the bottom corner of the screen to view recently used apps. Tap "Clear All" to close the task.</p> <p>d) Uninstall unused applications in a timely manner to ensure that the device has enough space.</p> <p>e) If this happens while using a third-party application, uninstall the application.</p> <p>f) If you are watching an online video, your device may be stuck due to a poor network connection. Enable airplane mode for a few minutes, then disable it and check the network connection again. Alternatively, try to go somewhere with a good Internet connection.</p> <p>g) Check whether the device is operating in a very high or very low temperature environment, if so, it is recommended to use the device in a normal environment.</p>
37	What if the device automatically shuts down?	<p>a) Use the official charger to charge for at least 30 minutes or more and try to turn it on again.</p> <p>b) If this happens while using a third-party app, uninstall the app.</p>
38	What if the device is hot?	<p>The CPU processing too much data can cause the battery to heat up, which is a normal result of the CPU processing too much data. Even if the device feels hot, it won't hurt the battery or the device. Use the following methods to bring the device back to normal temperature:</p> <p>a) It is recommended not to expose the device to sunlight for long periods of time.</p> <p>b) Turn off high-power applications such as video, etc.</p> <p>c) Reduce the brightness of the screen to lower the temperature.</p> <p>d) Avoid using the device while charging.</p> <p>e) Avoid using protective cases that do not dissipate heat. Remove the protective case if the device is heated.</p>

39	What if the device does not turn on?	a) Check for any visible damage to the device's data cable, charger, or charging port. If so, record the relevant information of the tablet and contact after-sales treatment. b) Charge it with the official charger for at least 30 minutes and try to turn it on. c) Press and hold the power button for 10-15 seconds to force a restart.
40	What if you can't connect to Wi-Fi?	1. Disconnect the Wi-Fi and reconnect to observe. 2. Confirm whether it is restricted by Wi-Fi itself, and replace it with other wireless network verification.