ugee

M808/M908 Digital Drawing Tablet

User Manual

ugee

Catalogue

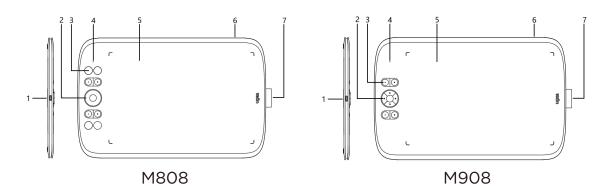
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1. Introduction



Thank you for chosing ugee digital drawing tablet. To get the most out of this product and prolong its life, please read this manual carefully before use and follow the instructions for maintenance and protection of the product. The appearance, color and accessories of the product may vary due to the latest product improvements. Please refer to the actual product. We reserve the right to upgrade the product technology and modify this manual without prior notice. Note: All images in the manual are for illustrative purposes only. Please refer to the actual product.

2. Product Overview



(1) USB-C port

- (2) Directional key(M808)/Wheel(M908)
- (3) Shortcut keys
- (4) Status shown by the white indicator:

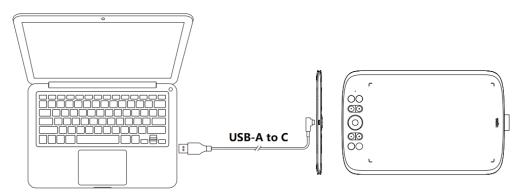
Flashing: The stylus is in the active area, but not touching the digital drawing tablet

Steady on: The stylus is touching the active area

Off: The stylus is outside the active area

- (5) Active area
- (6) Lanyard hole
- (7) Stylus holder

3. Wired connection of the digital drawing table



After connecting the digital drawing tablet to your computer via USB cable, check if you can use stylus to control the cursor.

4. Driver Download

Go to the ugee website (www.ugee.com) and download the driver for the appropriate operating system based on the product model you have purchased.

Notes:

Before installing the driver, turn off all antivirus software and graphics software.

Uninstall drivers (if any) of other brands digital drawing tablets/monitors before the installation.

For optimal experience, restart your computer after the installation is completed.

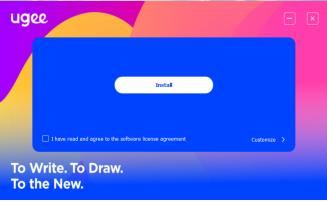
For the best performance for your device, we recommend you install the latest driver.

5. Driver Installation

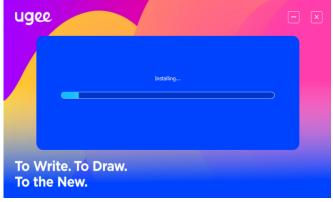
5.1 Windows

Compatible with Windows 7 or later.

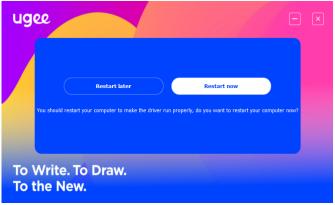
Unzip file. Run the ".exe" file as administrator, and follow the prompts to complete the installation.



Windows driver installation interface



Windows driver installation process



Windows driver installation complete

5.2 Mac OS

Compatible with Mac OS X 10.12 or later.

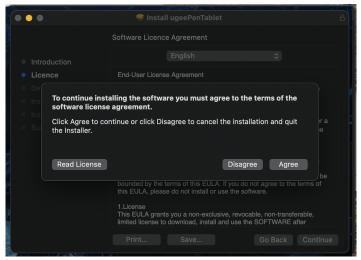
After the download is completed, run the".dmg" file. Follow the steps below to install the driver.

	😻 Install ugeePenTablet	B
	Welcome to the ugeePenTablet Installer	
Introduction	You will be guided through the steps necessary to install this software.	
	Go Back Continue	

Step 1: Continue



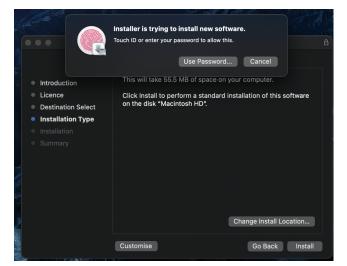
Step 2: Continue



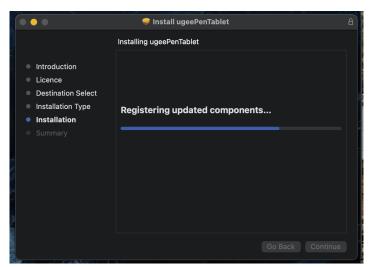
Step 3: Accept



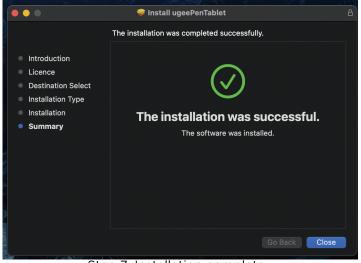
Step 4: Install



Step 5: Enter password



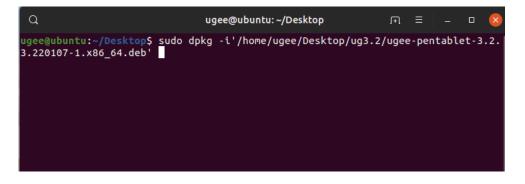
Step 6: Install driver



Step 7: Installation complete

5.3 Linux

Deb: Enter command "sudo dpkg -i". Drag installation file to window and execute command.



Rpm: Enter command "sudo rpm -i". Drag installation file to the window an<u>d execute command.</u>

0107-1.x86_64.rpm'	/ugee-pentablet-3.2.3.	C Recent	Name	Size	 Modified
		* Starred	ugee-pentablet-3.2.3.220107-1.x86_64	3 items	7 Jar
		습 Home	p-pen-pentablet_3.0.5.201126-1.x86_64	3 items	26 Nov 2020
		Desktop	ugee-pentablet-3.2.3.220107-1.x86_64.tar.gz	28.6 MB	19:0
		Documents	ugee-pentablet-3.2.3.220107-1.x86_64.rpm	23.0 MB	19:0
		👲 Downloads	ugee-pencablee5.2.5.220107-1.X80_04.1pm	25.0 MB	19.0
		∬ Music	xp-pen-pentablet_3.0.5.201126-1.x86_64.tar.gz	27.7 MB	27 Jan 202
		Pictures			
		⊟ Videos			
		🕏 Trash			
		+ Other Locations			

Tag.gz: Unzip file. Enter command "sudo". Drag "install.sh" to the window and execute command.

6. How to Use Driver

6.1 Connect to Device

The driver will run automatically after being installed. If it does not run automatically, go to the driver folder to run it manually.

Windows program path: Start→ugeeTablet

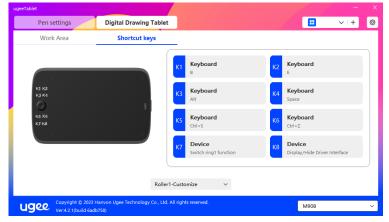
Mac program path: Application \rightarrow UgeePenTablet \rightarrow ugeeTablet

If the device is not connected or the connection fails, you will see the following prompt. In this case, restart your computer or the driver to connect it again or contact our service staff for support.



If you have any questions about the connection, click the How to Plug in, Connection failed, or No signal for FAQs. If you can't find a solution there, you can click Contact Us for customer service. If the device is connected successfully, its product model will be displayed on the bottom right corner of the display, for example, M908 as shown in the image.

You can connect up to three devices via the driver at the same time. Click on drop-down menu to select device to activate. Customize the device's settings after switching to that device. All changes apply only to that device.



6.2 Pen Settings

6.2.1 Pen Shortcut Key

Click Mouse Control to customize key functions. You can select 7 types of shortcut keys, such as keyboard, mouse control, device, run application, system function, multimedia, and disable.

ugeeTablet					
Pen settings	Digital Drawing Tablet		•	\sim +	\$
Pen Shortcuts	Pen Pressure Settings				
 Mouse mode Slow Pen pressure Tilt Windows Ink 	Fast	Device Pen/Eraser Mouse Control Right click]		
Ugee Copyright © 2023 Ver:4.2.1(build 6ad	Hanvon Ugee Technology Co., Ltd. All b758)	l rights reserved.	M908		~

Mouse Control:

Set mouse and key combination. For example, if you select "Shift" and "Left Click", you can execute the assigned shortcut command if the software supports this combination key.

Keyboard			_
	 Left click 		Ctrl
Mouse Control	O Left double-click		Alt
Device			-
	O Right click	+	Shift
Run Application	O Middle click		Space
) System Function			
	 Scroll down 		
) Multimedia	O Scroll up		
Disable	O scroll up		
,			

Device:

Execute selected function.Precision mode: It limits the Work Area to a small range. This function allows you to draw more precisely in the area.

Device (Click here to modify)	
Keyboard	O Switch monitor
O Mouse Control	O Pen/Eraser
O Device	O Precision mode
O Run Application	○ [B]/[E]
O System Function	○ Eraser
O Multimedia	O Display/Hide Driver Interface
O Disable	 Switch ring1 function
	Cancel OK

Run Application:

Run the selected application. For example, if you choose to run Photoshop, press the key, and the computer will open and run the app.

🔿 Keyboard	Please select application path	Browse
O Mouse Control		
O Device		
 Run Application 		
O System Function		
O Multimedia		
O Disable		

Keyboard:

Set keyboard shortcut, for example, set it as Alt+A in 3D MAX, so the alignment tool can be used.

Clear: Clear all combination keys in the input box

Delete: Delete the last combination key

Windows+: Upon clicking, you can continue to input with other key combinations. For example, if you need to set Windows+Shift+S, you can click Windows+, and then manually press Shift+S to complete the setting.

Keyboard	Press single key or key combinatio	on on keyboard
O Mouse Control	Windows+	÷ /
O Device		ш
Run Application		
System Function		
Multimedia		
Disable		

Mouse Control:

Set mouse and key combination. For example, if you select Shift and Left Click, you can execute the assigned shortcut command if the software supports this combination key.

Mouse Control (Click	here to modify)		
🔿 Keyboard	O Left click		Ctrl
 Mouse Control 	O Left double-click		Alt
O Device	Right click	+	Shift
Run Application	O Middle click		Space
O System Function	Scroll down		
O Multimedia	Scroll up		
🔘 Disable			
		Cancel	ок

Device:

Execute selected function.

Precision mode: It limits the Work Area to a small range. This function allows you to draw more precisely in the area.

Device (Click here to modify)	
🔿 Keyboard	Switch monitor
O Mouse Control	O Pen/Eraser
O Device	• Precision mode
O Run Application	(B]/(E]
O System Function	O Eraser
O Multimedia	O Display/Hide Driver Interface
O Disable	O Switch ring1 function
	Cancel OK

Run Application:

Run the selected application. For example, if you choose to run Photoshop, press the key, and the computer will open and run the app.

🔘 Keyboard	ſ	Please sele	ect application p	path	Bro	wse
O Mouse Control						
O Device						
 Run Application 						
O System Function						
O Multimedia						
O Disable						

System Functions:

Executes the selected system function. For example, select Shut Down, press the key, and the computer will automatically shut down.

) Keyboard	O Lock Screen	
) Mouse Control	O Shut Down	
) Device	⊖ Hibernate	
) Run Application	○ Task View	
System Function	O Start Menu	
) Multimedia		
) Disable		

Multimedia:

Executes the selected multimedia function. For example, select Previous, press the key, and the computer will play the previous song.

Multimedia (Click here to mod	ify)
O Keyboard	• Previous
O Mouse Control	○ Next
O Device	○ Play/Pause
O Run Application	O Volume +
O System Function	O Volume -
O Multimedia	O Mute
O Disable	
	Cancel OK

Disable:

Upon the setting of no function, nothing will happen after pressing the key.

Disable (Click here to modify)			
○ Keyboard			
O Mouse Control			
O Device			
O Run Application			
O System Function			
O Multimedia			
O Disable			
		 Cancel	ок

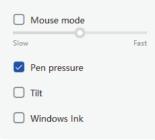
Mouse mode:

When you remove your pen, the cursor will stay where you left, which is like operating a mouse. Select the mode and you can adjust the speed of the cursor on your device. If no mode is selected, the pen mode will be applies by default.



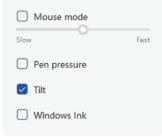
Pen Pressure:

Upon unchecking, no stylus pressure effect will be displayed



Tilt:

Upon unchecking, there will be no tilt effect



Windows Ink (for Windows only):

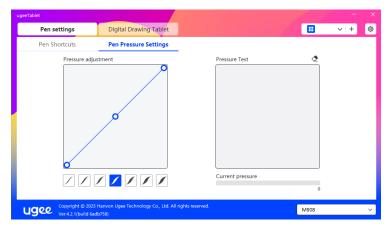
Windows supports handwriting function. If you need to use this function in Microsoft Office/Whiteboard or other software, please do not turn it off.

Mouse mode	
Slow	Fast
Pen pressure	
🗌 Tilt	
Vindows Ink	

6.2.2 Pen Pressure Settings

Pressure sensitivity can be adjusted by modifying the Pen Pressure curve or moving the slider on the progress bar.

Test your current pen pressure with Pressure Test.



6.3 Digital drawing tablet

6.3.1 Work Area Settings

Go to "Work Area" and define the mapping between the working area of the device and the display area of the screen.

6.3.1.1 Screen

If multiple monitors are used in copy mode, the Work Area of the device will be mapped to all monitors. When the pen moves in the Work Area, the cursor on all monitors will move at the same time.

If multiple monitors are used in extended mode, select one of the monitors on the tabs to map the working area of device.

There are two available options to set the monitor mapping area:

(1) Dragging Four Sides: Move the cursor to the middle or ends of the four sides, then press and hold the left mouse button to drag the four sides;



(2) Screen Area Selection: Click Advanced Settings, then choose Screen Area Selection. Click the upper left corner and lower right corner according to prompts from the bottom of the computer monitor, and select the mapping display area of the screen.

Screen	Digital Drawing Tablet
Select Screen Monitor1(0,0,1920,1080)	Rotation
Show display number	Select Handwriting Area
Set screen area	Calibrate

6.3.1.2 Digital drawing Tablet

You can set the Work Area of current device. The driver enables you to set the Work Area of the device in the following ways:

(1) Dragging Four Sides: Move the cursor to the middle or ends of the four sides, then press and hold the left mouse button to drag the four sides.



(2) Handwriting Area Selection: Click Advanced Settings, then choose Select Handwriting Area. Click the upper left corner and lower right corner of the device using the stylus to select the handwriting area according to the prompts from the bottom of the computer monitor.

Screen	Digital Drawing Tablet
Select Screen	Rotation
Monitor1(0,0,1920,1080) ~	0°
Show display number	Select Handwriting Area
Set screen area	Calibrate

6.3.1.3 Screen proportion

Based on the screen proportion, you should make the working area of the device have the same proportion as that of the selected monitor's entire display area. For example, if the screen proportion is 16:9, clicking the Screen proportion will adjust the working area to 16:9.

Note: Select Screen proportion and draw a circle on the device, then a circle will be displayed on the screen. But part of the device's working area may not be available. If the Screen proportion is not selected, an ellipse may be displayed on the screen.



6.3.1.4 Advanced Settings

Select Screen:

When the computer is connected to a second screen, you can pull down to select the target screen to be mapped by the device

Screen	Digital Drawing Tablet
Select Screen	Rotation
Monitor1(0,0,1920,1080) v	0°
Show display number	Select Handwriting Area
Set screen area	Calibrate

Show monitor number:

Identify all connected monitors. The monitor number will be displayed in the lower left corner of each monitor.

•							• •			•	•••		•••	•							
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	111 0	0.00	0 -																		101.60

Set Screen Area:

You can manually select the working area of the screen according to the prompts from the bottom of the computer monitor. For details, see the Screen Area Selection setting in 6.3.1.1.

Select Screen	Digital Drawing Tablet Rotation
All monitor(0,0,1920,1080) ~	0°
Show display number	Select Handwriting Area
Set screen area	Calibrate

Rotation settings:

You can set the device to 0°, 90°, 180° or 270°. Rotate the device to the corresponding direction after setting rotation.

Screen	Digital Drawing Tablet	
Select Screen	Rotation	
Monitor1(0,0,1920,1080) V	0°	
Show display number	0*	
Set screen area	90°	
	180°	
	270°	

Select Handwriting Area:

You can manually select the work area for handwriting according to the prompts. For details, see the Handwriting Area Selection setting in 6.3.1.2

Screen	Digital Drawing Tablet
Select Screen	Rotation
Monitor1(0,0,1920,1080) ~	0° ~
Show display number	Select Handwriting Area
Set screen area	Calibrate

6.3.2 Shortcut Key Setting

The position and number of keys will differ due to product model. M908 is used here for illustrative purposes.

Upon selecting and pressing the target key, a pop-up window will show up, and you can customize key functions. You can select 7 types of shortcut keys, such as keyboard, mouse control, device, run application, system function, multimedia, and disable



Keyboard:

Set keyboard shortcut, for example, set it as Alt+A in 3D MAX, so the alignment tool can be used.

Clear: Clear all combination keys in the input box

Delete: Delete the last combination key

Windows+: Upon clicking, you can continue to input with other key combinations. For example, if you need to set Windows+Shift+S, you can click Windows+, and then manually press Shift+S to complete the

Keyboard	Alt+A	
O Mouse Control	Windows+	
O Device	WINDOWST	a
Run Application		
) System Function		
) Multimedia		
Disable		

System Functions:

Executes the selected system function. For example, select Shutdown, press the key, and the computer will automatically shut down.

) Keyboard	C Lock Screen	
) Mouse Control	O Shut Down	
Device	⊖ Hibernate	
Run Application	🔿 Task View	
System Function	🔿 Start Menu	
Multimedia		
) Disable		

Multimedia:

Executes the selected multimedia function. For example, select Previous, press the key, and the computer will play the previous song.

Multimedia (Click here to modify)				
Keyboard	• Previous			
O Mouse Control	○ Next			
O Device	O Play/Pause			
O Run Application	○ Volume +			
O System Function	🔿 Volume -			
O Multimedia	O Mute			
O Disable				
	Cancel OK			

Disable:

Upon the setting of no function, nothing will happen after pressing the key.

Keyboard			
Mouse Control			
) Device			
Run Application			
System Function			
) Multimedia			
Disable			

Wheel (Only M908) :

Some device models are equipped with a roller function. The roller button will be displayed on the page of Shortcut Keys, which can be clicked to set the button's value.

You can adjust the following four parameters:

- (1) Zoom: zoom canvas
- (2) Scroll: scroll canvas vertically
- (3) Brush size: adjust brush size
- (4) Rotate: rotate canvas

ugeeTablet		
Pen settings	Digital Drawing Tablet	
Work Area	Shortcut keys	
KI K2 K3 K4 K5 K5 K7 K8	Kit Keyboard Zoom Scroll Brush size Rotate Roller1-Customize Roller1-No Function Roller1-No Function Roller1-Customize	K2 Keyboard E K4 Keyboard Space K6 Keyboard Ctrl+Z K8 Device Display/Hide Driver Interface
Ugee Copyright © 2023 F Ver:4.2.1(build 6ad	Hanvon Ugee Technology Co., Ltd. All rights reserved. b758)	M908 ~

Additionally, you can have the key value set as no function or customize the key value. Upon setting the clockwise and counterclockwise rotation, the key value can be customized respectively

Customize	
Select input box and enter shortcut key needed.	
Alt+	
6	
	1
Cancel OK	

6.4 Driver Settings

ugeeTablet		- ×
Pen settings	Digital Drawing Tablet	
General C Message Import config Export config	Shortcut keys Diagnostic tool Default	Contact Us For Chinese Mainland users: Technical support hotline: 400-609-2889 Technical support via QQ: 800184529 For other regions:E-mail: service@ugee.com Please note that our technician may need to access your computer remotely to help you troubleshoot the issue.
Help Video Tutorials FAQ	User Manual	About ugeeTablet V4.2.1
Ugee Copyright © 2023 Ha Ver:4.2.1(build 6adb7	anvon Ugee Technology Co., Ltd. All rights res (58)	erved. M908 ~

Prompt Message:

In the off state, the key status will not be displayed at the bottom of the screen as the device and stylus keys are being used.

ugeeTablet		
Pen settings	Digital Drawing Tablet	
General		Contact Us
Message	 Shortcut keys Diagnostic tool 	For Chinese Mainland users: Technical support hotline: 400-609-2889 Technical support via QQ: 800184529
Export config	Default	For other regions:E-mail: service@ugee.com Please note that our technician may need to access your computer remotely to help you troubleshoot the issue.
Help Video Tutorials	User Manual	About ugeeTablet V4 2.1
FAQ		
Ugee Copyright © 2023 F Ver:4.2.1(build 6adb	lanvon Ugee Technology Co., Ltd. All rights reserved. 1758)	M908 ~

Enable Shortcut Keys:

In the off state, the functions of all keys on the device are disabled.

ugeeTablet		
Pen settings	Digital Drawing Tablet	
General Message Import config	Shortcut keys Diagnostic tool	Contact Us For Chinese Mainland users: Technical support hotline: 400-609-2889 Technical support via QQ: 800184529 For other regionsE-mail: service@ugee.com
Export config	Default	Please note that our technician may need to access your computer remotely to help you troubleshoot the issue.
• Video Tutorials FAQ	User Manual	ugeeTablet V4.2.1
Ugee Copyright © 2023 H Ver:4.2.1(build 6adb	anvon Ugee Technology Co., Ltd. All rights resen 758)	ved. M908 V

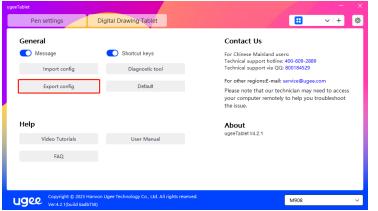
Import config:

You can import configured shortcut keys and other functions.

Pen settings General Message	Digital Drawing Tablet	
Nessage		
		Contact Us
Import config	Shortcut keys	For Chinese Mainland users:
	Diagnostic tool	Technical support hotline: 400-609-2889 Technical support via QQ: 800184529
		For other regions:E-mail: service@ugee.com
Export config	Default	Please note that our technician may need to access
		your computer remotely to help you troubleshoot the issue.
		the issue.
Help		About
Video Tutorials	User Manual	ugeeTablet V4.2.1
FAQ		
FAQ		
Copyright © 2023 F Ver:4.2.1(build 6adb	Hanvon Ugee Technology Co., Ltd. All rights rese	erved. M908
	电脑 → 文档	× v ひ 在文档中搜索 の
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📌 快速访问	KingsoftData	
	*	
2345Downloads	C Log	2022/1/19 16:51 文件夹
2345Downloads	Z QQPCMgr	
	Log	2022/1/19 16:51 文件夹
桌面	A QQPCMgr	2022/1/19 16:51 文件夹 2020/7/24 9:29 文件夹
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桌面 ↓ 下载 管 文档 ■ 图片 ↓ 20220808	Log QOPCMgr SAP Tencent Files WeChat Files WSDrive WXWork	2022/1/19 16:51 文件夹 2020/7/24 9:29 文件夫 2020/7/24 9:29 文件夫 2022/8/11 14:32 文件夹 2022/8/11 19:08 文件夹 2022/8/5 18:52 文件夹 2022/8/11 19:13 文件夹
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Export config:

Export saved settings in a configuration file. A pop-up window will appear to notify you when the configuration file is exported successfully.



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Diagnostic tool:

If you encounter any issues while using the driver, please use the diagnostic tool to check hardware/environmental data for troubleshooting. If you approach our customer/technical support, this data will also be helpful for our staff to assist you.

Diagnostic tool	
Hardware detection	
Product:	M908
Device:	PID_2902
Firmware version:	
Current X:	
Current Y:	
Current pressure:	
Environmental detect	ion
System version:	Windows 10 x86_64 10.0.17763
Driver version:	Ver:4.2.1(build 6adb758)
Configuration version:	1.3
	Close

Default:

Upon clicking, the values of shortcut keys, work area, display settings, and other settings will all be restored to the default values

ugeeTablet		
Pen settings	Digital Drawing Tablet	• • • • • • • • • • • • • • • • • • •
General		Contact Us
Message	Shortcut keys	For Chinese Mainland users: Technical support hotline: 400-609-2889
Import config	Diagnostic tool	Technical support via QQ: 800184529
Export config	Default	For other regions:E-mail: service@ugee.com
, ,		Please note that our technician may need to access your computer remotely to help you troubleshoot the issue.
Help		About
Video Tutorials	User Manual	ugeelablet V4.2.1
FAQ		
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Video Tutorials:

Upon clicking, you will be directed to the Video Tutorials page through the computer's browser

ugeeTablet		
Pen settings	Digital Drawing Tablet	
General Message Import config	Shortcut keys Diagnostic tool	Contact Us For Chinese Mainland users: Technical support botline: 400-609-2889 Technical support via QQ: 800184529
Export config	Default	For other regionsE-mails senice@ugee.com Please note that our technician may need to access your computer remotely to help you troubleshoot the issue.
Help Video Tutorials FAQ	User Manual	About ugeeTablet V4.2.1
ugee Copyright © 2023 Ver:4.2.1(build 6ac	Hanvon Ugee Technology Co., Ltd. All rights re Ib758)	sserved. M908 V

View User Manual:

Upon clicking, you will be directed to the Search Model page of the official website through the computer's browser

ugeeTablet		
Pen settings	Digital Drawing Tablet	
General Message Import config	Shortcut keys Diagnostic tool	Contact Us For Chinese Mainland users: Technical support hotline: 400-609-2889 Technical support via QQ: 800184529
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FAQ

Upon clicking, you will be directed to the FAQ link on the official website through the computer's browser

ugeeTablet		
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6.5 Applications and Others

6.5.1 Add Application

Click the "+" icon on the upper right corner to add application.

ugeeTablet			
Pen settings	Digital Drawing Tablet		🗄 🗸 + 🕲
Pen Shortcuts	Pen Pressure Settings		
 Mouse mode Slow Pen pressure Tilt Windows Ink 	Fast	Device Pen/Eraser Mouse Control Right click	
Ugee Copyright © 2023 Ver:4.2.1(build 6ad	Hanvon Ugee Technology Co., Ltd. Al b758)	l rights reserved.	M908 ~

Select the application from the list of installed applications or click "Browse" and select the application path.

	igfxEM.exe
	WavesSvc64.exe
	YunDetectService.exe
	WXWork.exe
	WXWorkWeb.exe
	360huabao.exe
· · · · · · · · · · · · · · · · · · ·	0000
	程序路径
Y	

Select application × ← → ▲ Local Disk (C:) → Program Files → Adobe → ♥ I Organize ▼ New folder Image: This PC Name Image: This PC Image: This PC Image: This PC </th <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>							
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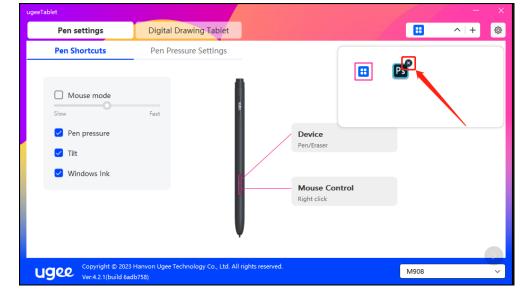
Next, click OK to add selected application.

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axplorer.exe						
ShellExperience	eHost.exe					
Wacom_Tablet	User.exe					
SearchUl.exe						
🚏 Wacom_Updat	eUtil.exe					
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elect application	path					
C:/Program Files/	Adobe/Adob	Photoshop 2	020/Photo	shop.exe		

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Pen settings	Digital Drawing Tablet		🗄 ^ + 🚳
Pen Shortcuts	Pen Pressure Settings		
 ☐ Mouse mode Slow ✓ Pen pressure ✓ Tilt ✓ Windows Ink 	Fast	Device Pen/Eraser Mouse Control Right click	
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6.5.2 Delete Application

Click on the drop-down menu and select the application. Then click on the "x" on the top right corner to delete the application.



6.5.3 其他

恢复默认设置:点击后所有设定恢复到默认状态

7. Uninstallation

7.1 Windows

Go to Start -> Settings -> Apps -> Apps & Features, find "ugeeTablet" and then left-click "Uninstall" as per prompts.

7.2 Mac OS

Go to Go to -> Application and locate ugeeTablet. Click on "UgeeTabletUninstall" and follow the prompts to uninstall.

7.3 Linux

Deb: Enter command "sudo dpkg -r ugee-pentablet" and execute the command.

Rpm: Enter command "sudo rpm -e ugee-pentablet" and execute the command.

Tag.gz: Unzip file. Enter command "sudo". Drag uninstall.sh to the window and execute command.

8. FAQs

8.1 Pen pressure seems to be disabled

Check if the drawing software supports pen pressure.

Please download the latest driver from ugee website, and check if the pen pressure is normal.

Before installing the driver, turn off your antivirus and graphics software.

Uninstall drivers for other drawing displays before installation.

Restart your computer after the installation is completed;

If the pen pressure is normal (Windows: ensure Windows Ink is enabled in the pen settings of the driver), restart the drawing software for testing.

8.2 Delay and stagnation in painting

Check if the computer meets the recommended configuration (CPU&GPU) requirements for the drawing software installed, and optimize related functions via Settings according to the useful FAQs posted on the official website of the drawing software in use.

8.3 My computer doesn't recognize the device

Check if your computer's USB port works normally; if not, use another USB port.

8.4 My stylus is not working

Check if it is the matching stylus for the device.;

Install driver and check if the pen settings are functioning properly.

If you encounter an issue with your product, please check our FAQs at https://www.ugee.com/faq to see if then can help。

If you need any further assistance, please contact us:

E-mail: service@ugee.com

Web: www.ugee.com