

After sales:
no display
on the
screen

Instance one
1. Nothing is displayed on the screen
2. LED light doesn't light up

- Reason 1. The type-c interface on the drawing tablet is not properly inserted
Solution: Just hold down the TYPE-C head and insert into the end.
- Reason 2. Poor contact of the Type-C cable at the end of the drawing tablet.
Solution: Unplug the TYPE-C head, flip it over and reinsert it
- Reason 3. The power supply for the USB port on the PC is insufficient
Solution: Try to use another USB port of the computer

Instance two
1. The screen shows "No Signal"
2. The LED light turning to red after a flash of blue light.

- Reason 1. The HDMI interface on the drawing tablet is not properly plugged
Solution: Hold down the HDMI head and insert into the end.
- Reason 2. The HDMI port on the PC is not properly plugged.
Solution: Hold down the HDMI head and insert into the end.
- Reason 3. The computer system cannot actively identify the HDMI port signal.
- Reason 4. The graphics card driver needs to be updated.
Operation steps: Check the brand and model of your computer graphic card, contact your computer supplier to ask for instruction to update, or go the the graphic card website to download the latest driver to update by yourself.
- Reason 5. HDMI connection error on the computer (this problem only occurs on desktop computers with discrete graphics cards)
Solution: HDMI can only be connected to the port of the independent graphics card (mostly DVI&DP interfaces, need to be equipped with an adapter)

- a. Win7 -- click the right mouse button on the computer desktop -- "screen resolution" -- find the detection option -- click detection -- replug the HDMI interface
- b. Win10 -- Right click on the computer desktop -- "Display Settings" -- find the detection option -- click detection -- replug the HDMI interface

Instance Three
1. The screen displays "No Support"
2. The LED light keeps showing blue light

- Reason 1. The computer support frequency is not synchronized with the drawing tablet frequency.
- Reason 2. Need to update the graphics card driver

- a. General graphics card operation steps:
Click the right mouse button on the desktop -- "Display Settings" -- "Advanced Display Settings" -- "External Monitor" -- "Monitor Adaptation Properties" -- Change the screen refresh rate to "60 Hz" under monitor -- Save and exit
- b. AMD graphics card operation steps:
Right-click on the computer desktop to open the graphics card settings
Or select the AMD graphics card from the start menu in the bottom left corner of your desktop and click open
On the graphics card screen, select "Display" -- find "Enable Clone" in the upper right corner -- and click enable
If there is no clone option in the upper right corner of the interface, plug and unplug the HDMI cable connected to the computer again.