



User Manual

Pro 19(PD1900)

Precautions

Precautions

1. Please read this manual carefully before using, and keep it well for future reference.
2. Before cleaning the pen display please unplug the power cord and wipe with a soft damp cloth, do not use any kind of detergents.
3. Don't expose this product to water or other liquids. Take care to never spill liquids onto the pen display, digital pen, power cable, or power adapter.
4. Don't place the pen display or digital pen on where is unstable or a height.
5. Don't place the tablet on where children reaching easily in order to avoid danger.
6. Don't place the display and digital pen close to the magnetic field.
7. Only power supplies shown on the nameplate can be used for the display. If you have questions about the power supply which you are using, please consult the distributor of your display.
8. To protect your display, please switch off the power when it is not in use. During blackouts or not using for long time, please unplug the display from the socket.
9. Don't overload the socket or lengthen the power wire, which may lead to electric shocks.
10. Make sure no foreign bodies get inside the monitor through grooves and prevent liquid from splashing on the display as to prevent short-circuit or fire.
11. If the display has a breakdown, do not open the main case and try to repair it by yourself. Please ask for a service for proper repair and maintenance.
12. When the following situations occur, please unplug the power adapter and you may need a service for full repair and maintenance:
 - A. The power wire or plug is damaged or worn out;
 - B. There is liquid splashed inside of the display;
 - C. The display has fallen or the LCD is broken;
 - D. When obvious abnormalities occur to the display.
13. While getting the components replaced, you are supposed to guarantee that the repairman is using the substitute components specified by the manufacturer. Unauthorized component replacement might cause fire, electric shocks or other dangers.

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1. Product Overview

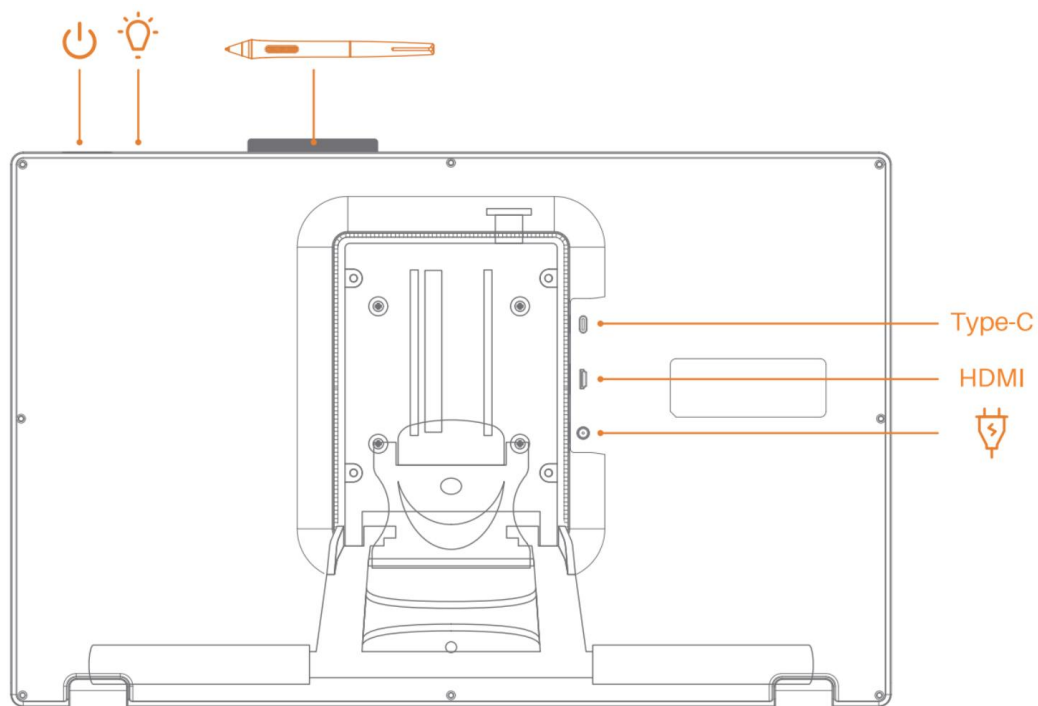
1.1 Product Introduction

Thanks for buying GAOMON PD1900 Pen Display. This is a new generation of professional battery-free pen display, which can greatly improve your work efficiency of painting and creation, and full of fun. You can freely painting and writing, depicting different lines and colors, just as the pen writes on the paper, which brings you a real shock experience.

To give you a better understanding and using of your tablet, please read this user manual carefully. The user manual only shows the information under Windows, unless otherwise specified, this information applies to both Windows and Macintosh systems.

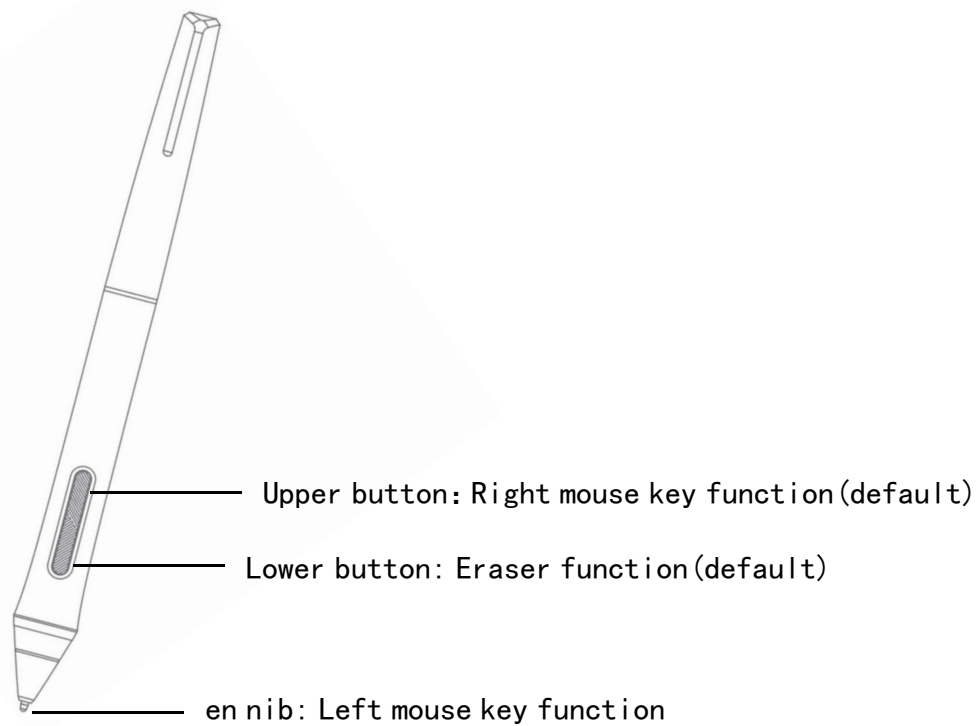
1.2 Product and Accessories

1.2.1 Pen Display

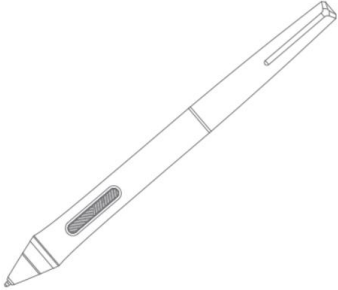

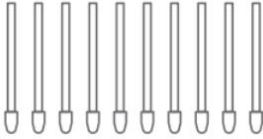
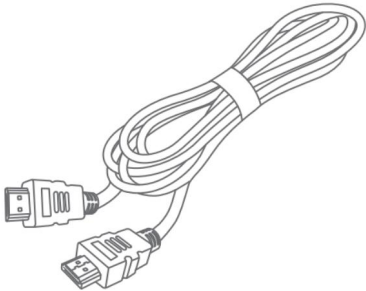
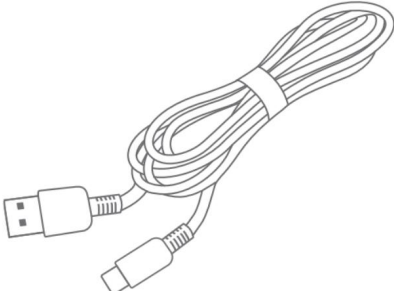
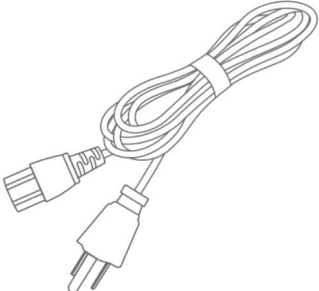
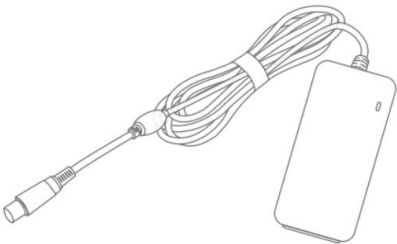

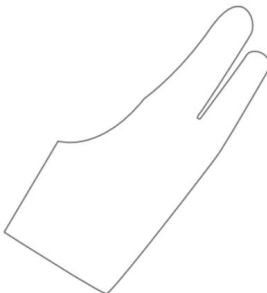


1.2.2 Digital Pen

The digital pen is battery-free and boasts 8192 levels of pressure sensitivity.



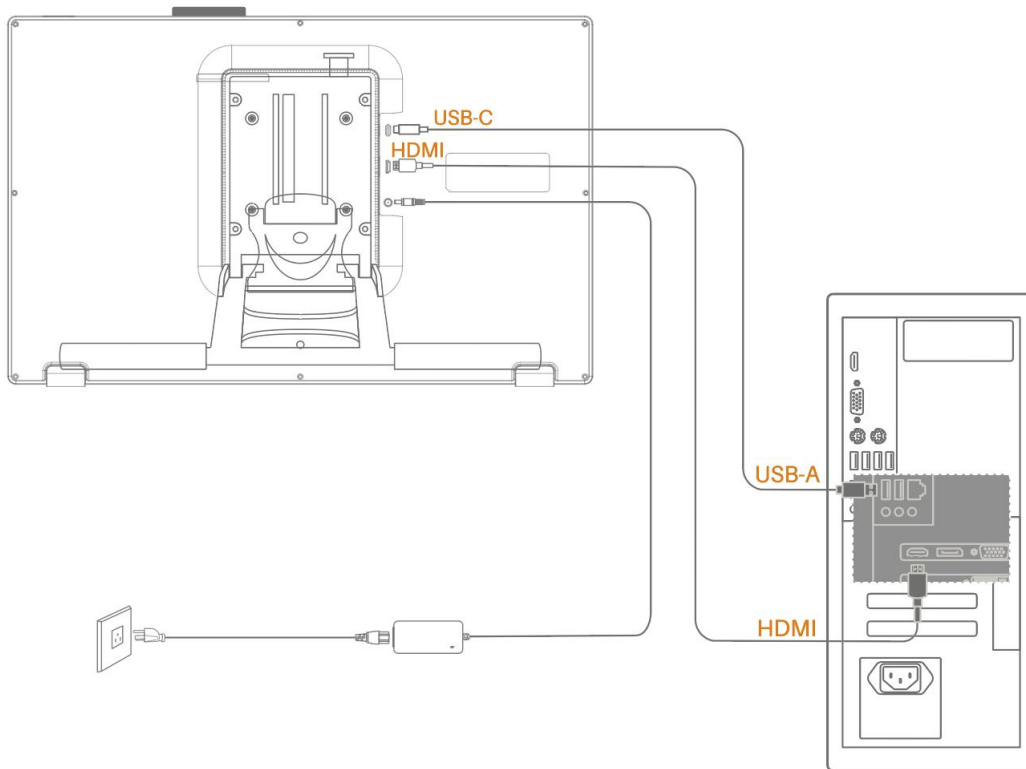
1.2.3 Accessories

		
Digital Pen	Pen Holder	Replacement Nibs
		
HDMI Cable	USB-C Cable	Power Cord
		
Power Adapter	Quick Start Guide	Glove

1.3 Connection

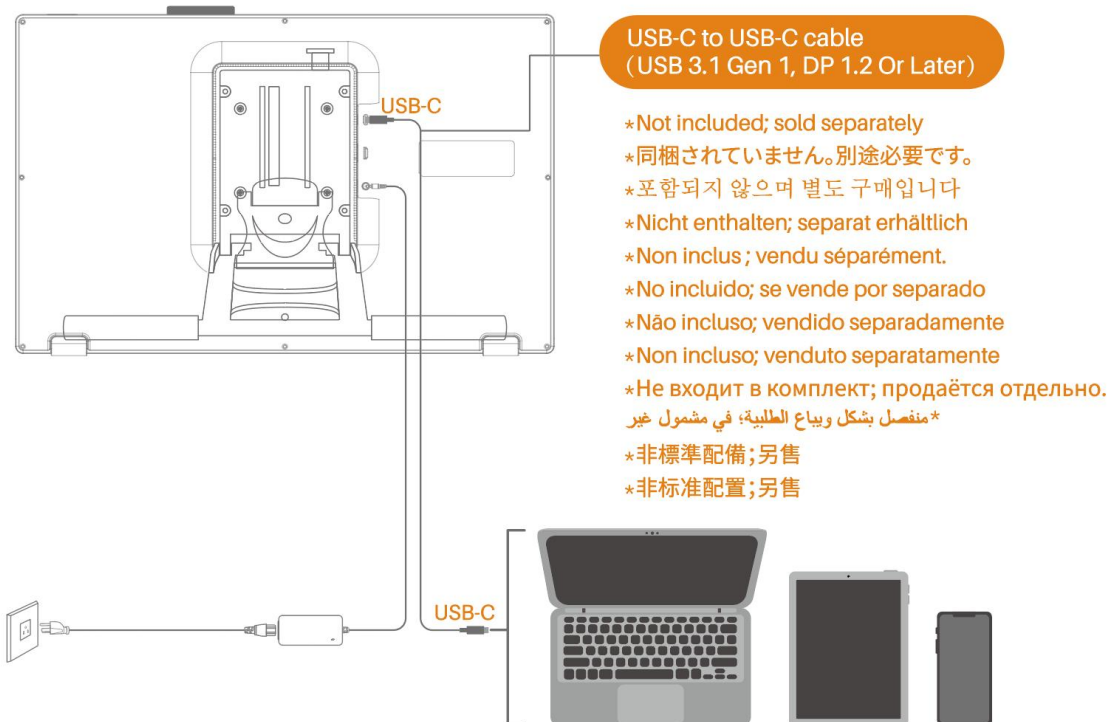
1.3.1 Connect via the HDMI Cable

1. Plug one end of the HDMI cable into the HDMI port on the computer and the other end into the HDMI port of the pen display;
2. Plug the USB-C connector of the USB-A to USB-C cable into the USB-C port of the pen display, and then plug the USB-A connector into the USB-A port on the computer;
3. Plug the connector of the power adapter into the power port of the pen display;
4. Connect the power adapter to the power cord, then plug the power cord into the outlet.



1.3.2 Connect via the Full-featured USB-C Cable

1. Plug one end of the full-featured USB-C cable into the USB-C port of the pen display and the other end into the USB-C port of your computer/tablet/Android device or docking station to transfer signals and data;
2. Plug the connector of the power adapter into the power port of the pen display;
3. Connect the power adapter to the power cord, then plug the power cord into the outlet.



*USB-C Ports: USB 3.1 Gen 1, DP 1.2 Or Later



1.4 Driver Installation

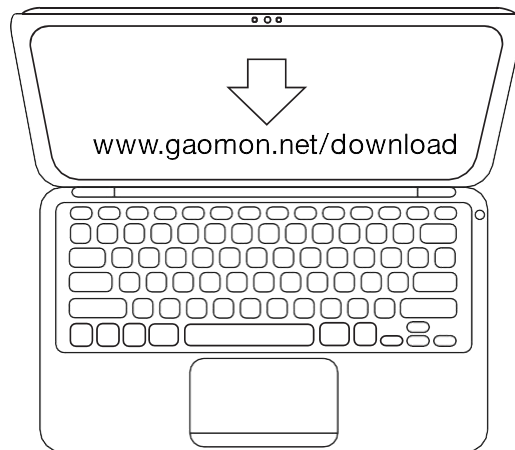
1.4.1 OS Support

Windows 7 or later, macOS 10.13 or later, Android(USB3.1 DP1.2), Linux(Ubuntu 20.04 LTS)

1.4.2 Install Driver

Please download the driver from our website: www.gaomon.net/download

After finishing installation, you can find the grey driver icon  in the system tray area, which means the driver was installed successfully; when you connect the tablet to computer, the icon will become orange , which means the driver has already recognized the tablet and you can start using it now.

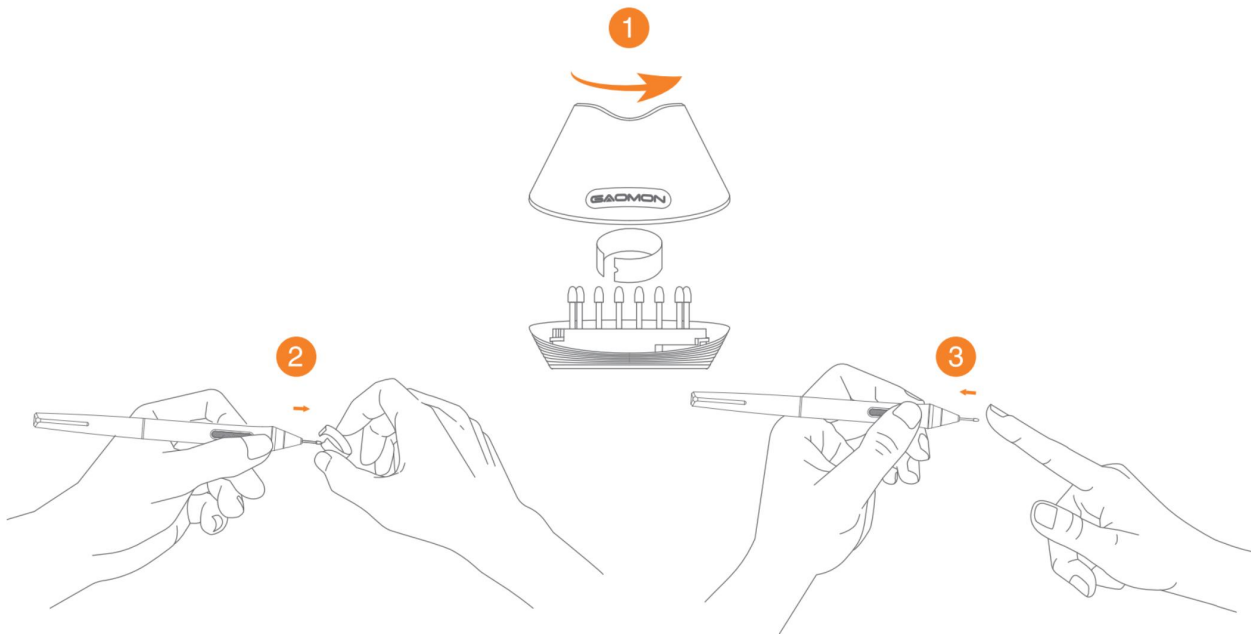


Note:

1. Before installing, you need to uninstall other driver of similar products, including the old driver of this product.
2. Before installing, please close all graphics software and anti-virus software to avoid unnecessary mistakes.

1.5 Pen Nib Replacement

1. The nib will wear off after using for a long time, then you need to replace a new nib.
2. Unscrew the pen holder and take out a new nib.
3. Insert the old pen nib into the hole at the bottom of the pen holder and tilt the pen to pull out the nib.
4. Insert a new pen nib into the stylus and push the nib until it stops.



1.6 OSD Settings

Long press the power button for 3s to bring up the OSD menu, and then use the digital pen to adjust the settings on the screen.

3. Function Settings

3.1 Device Connection Prompt

1. No Device Detected: The computer does not recognize the tablet.
2. Device connected: The computer has recognized the pen display.



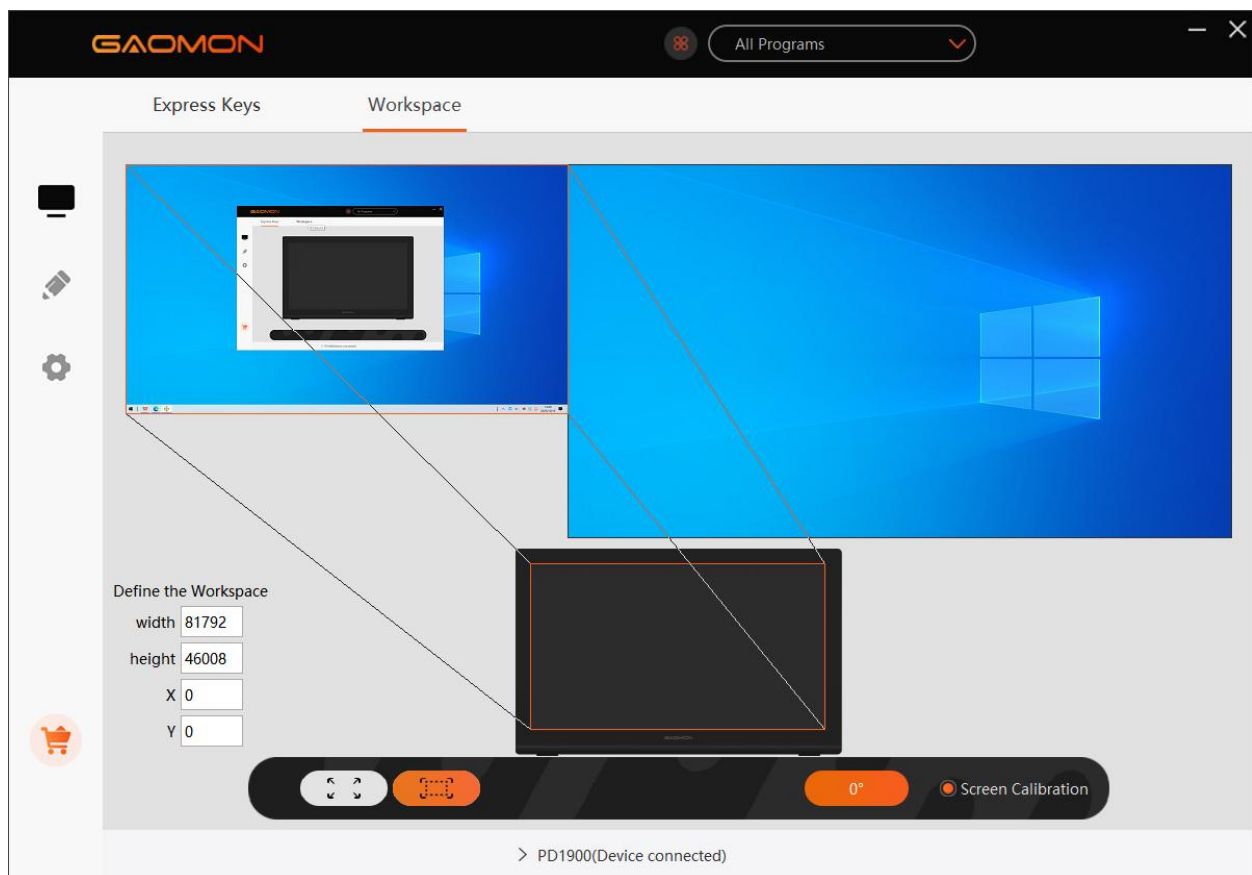
3.2 Working Area Setting

3.2.1 Using Multiple Monitors

The location of cursor depends on the screen mode you chose when connected the pen display to an external display (such as laptop or all-in-one PC), for instance:

In Duplicate Mode, the pen display and the external display will show the same picture, and the cursor will be displayed on each monitor simultaneously.

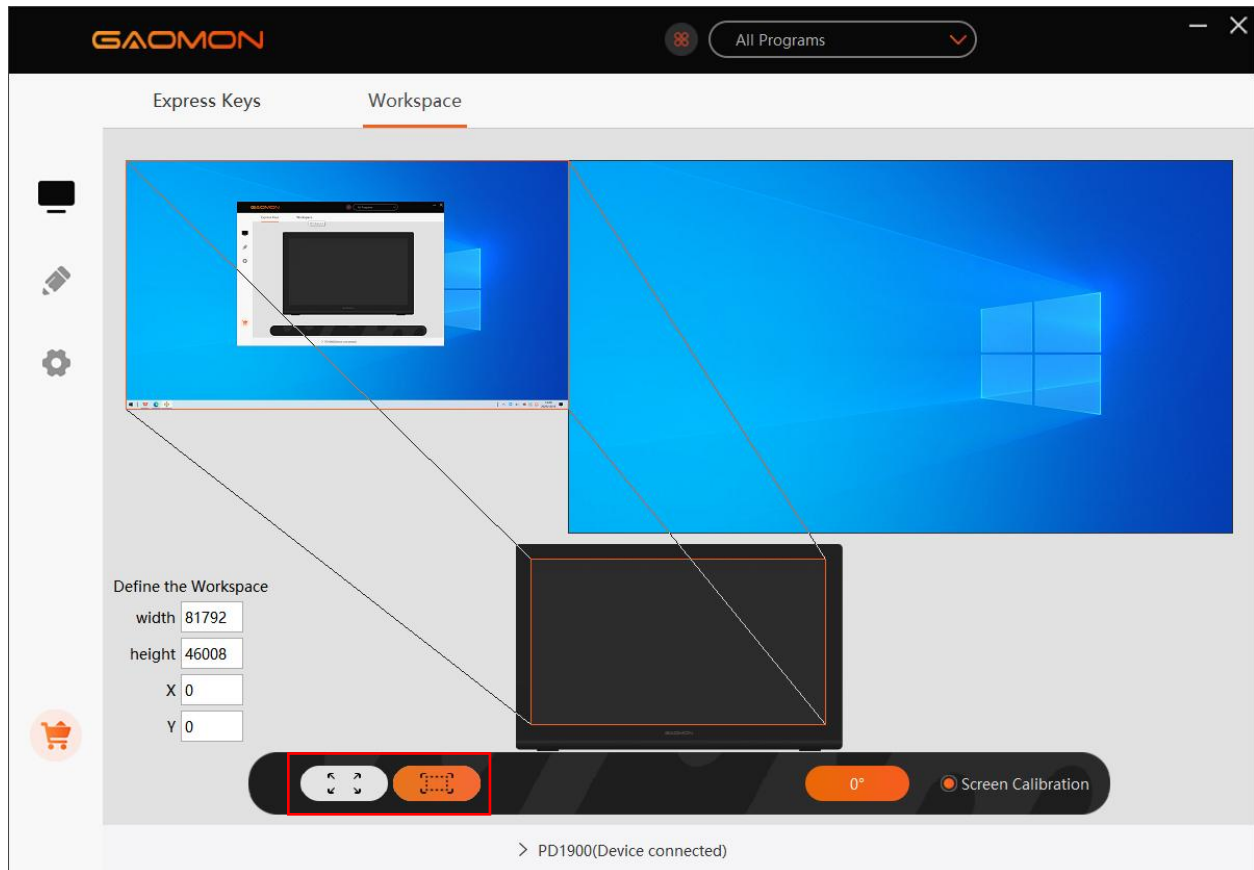
In Extend Mode, you need to choose the monitor on the driver interface to decide the cursor location. When the location of the cursor is decided, you can map the working area on the driver interface.



3.2.2 Working Area Setting

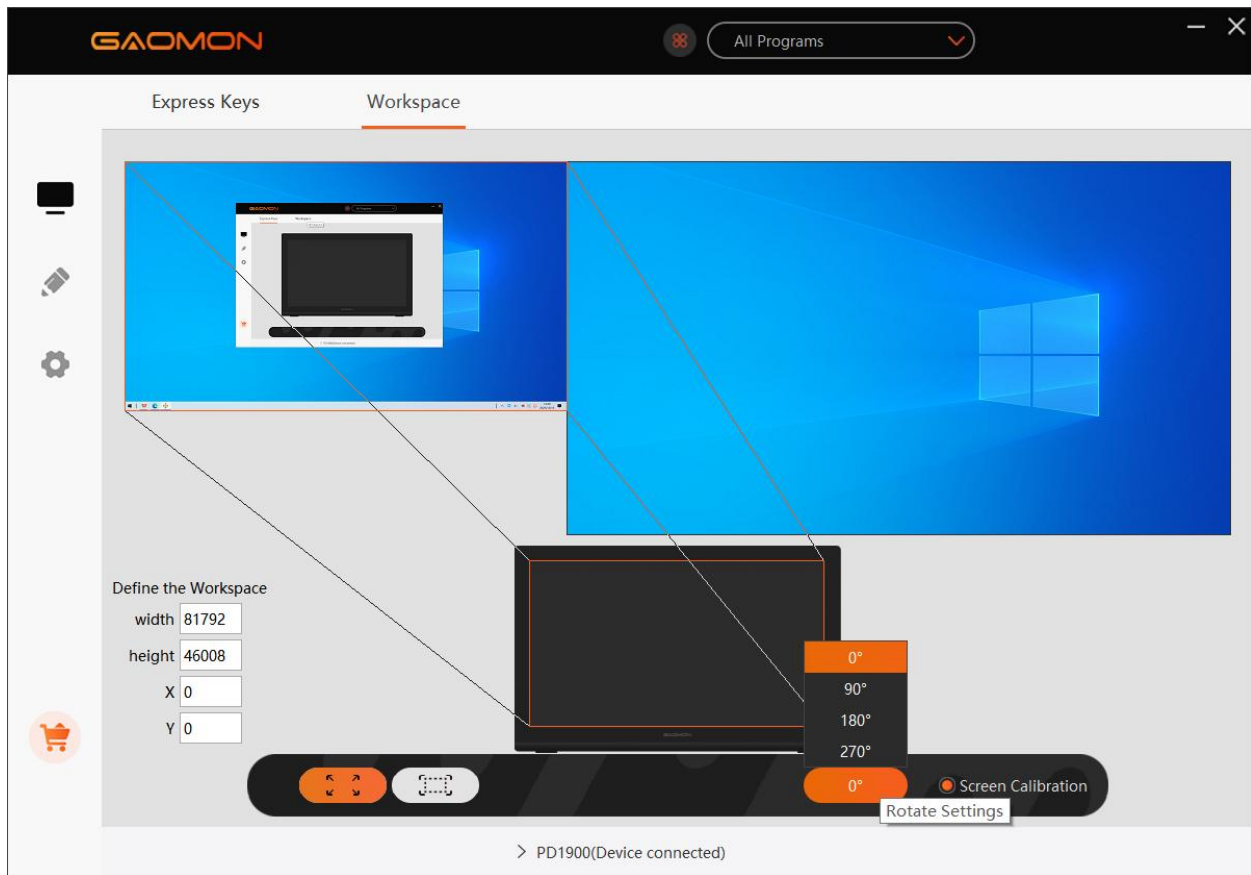
Define the tablet area that will be mapped to the screen area.

1. Full Area: The entire active area of the tablet. This is the default setting.
2. Custom Area: Drag the corners of the foreground graphic to select the screen area.



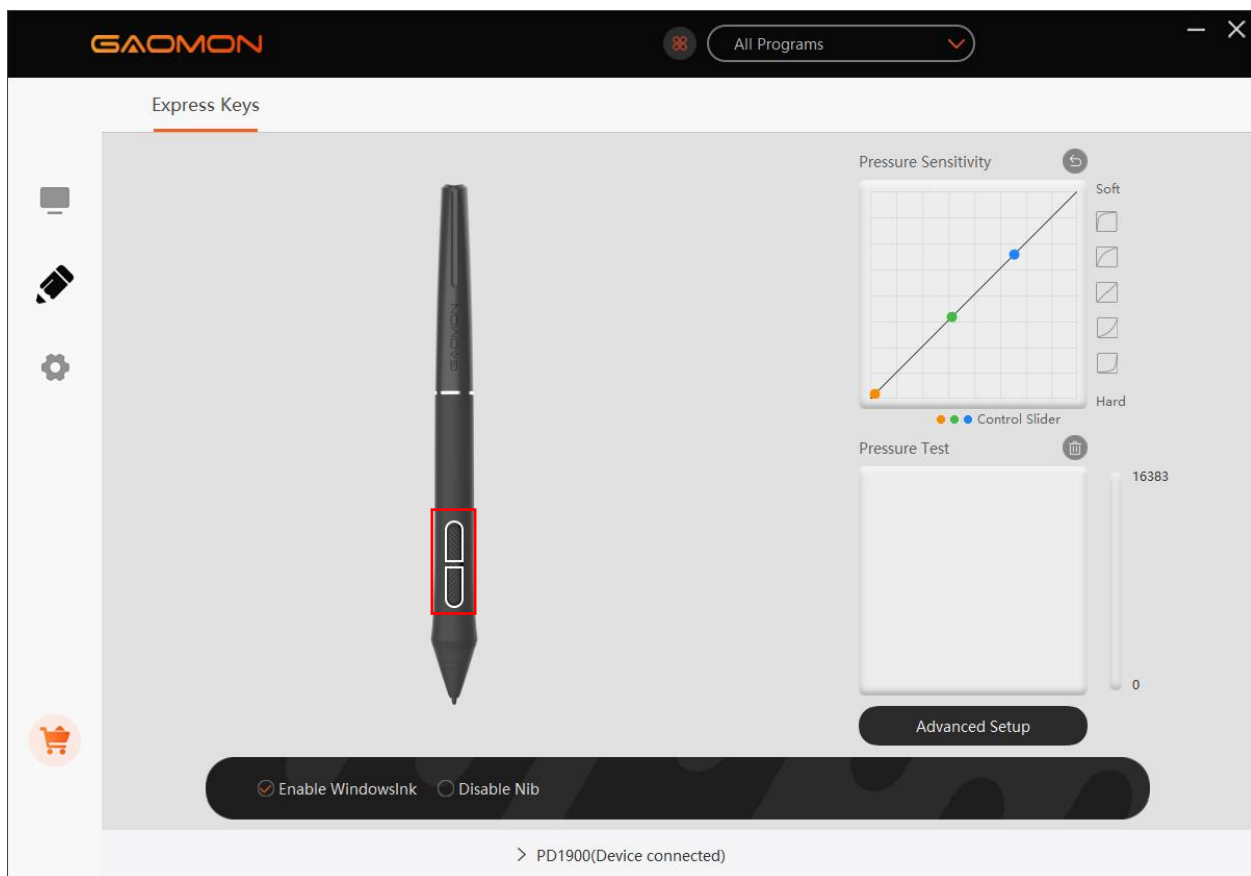
3.2.3 Rotate Working Area

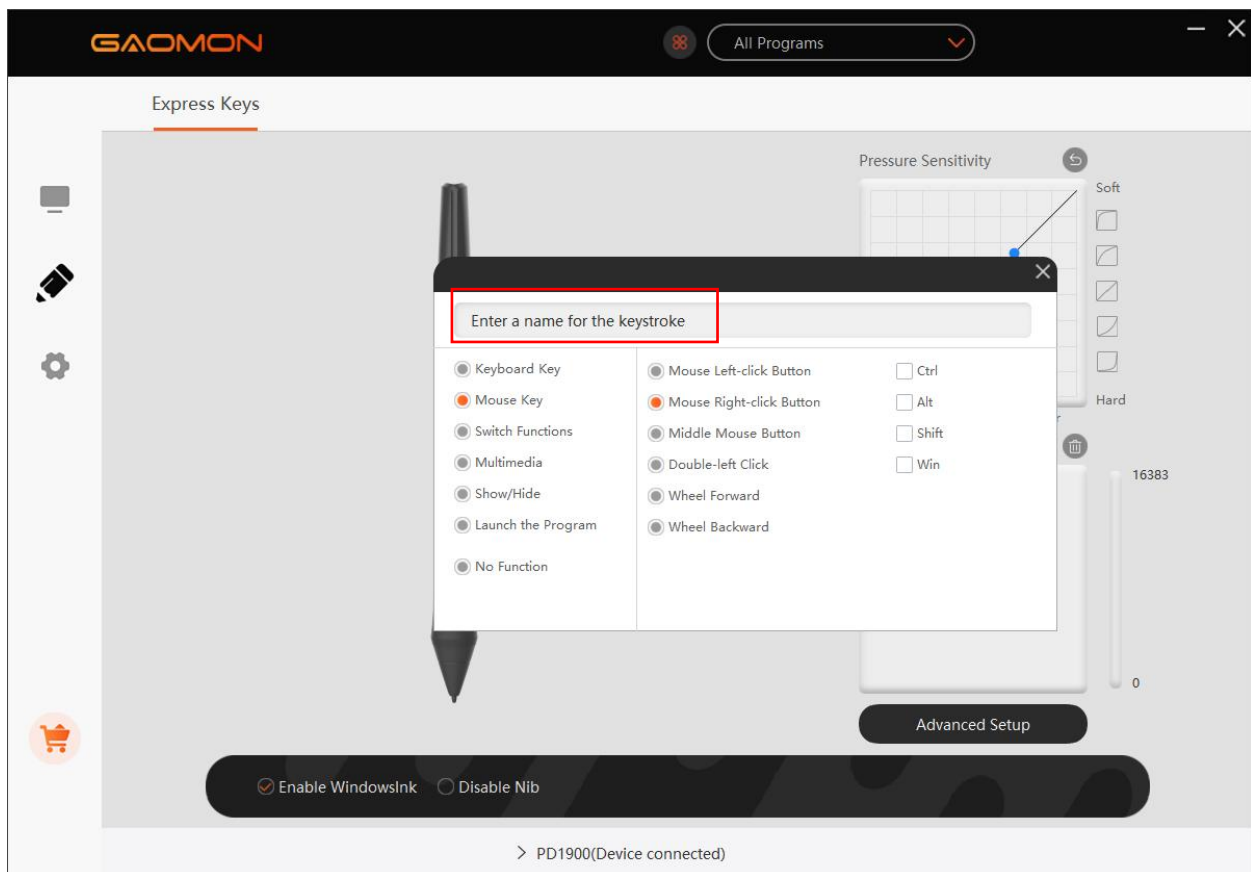
By changing the direction of the pen display to provide more choices for users. Four directions are available.



3.3 Pen Buttons Function Setting

Customized Setting Select the function to be achieved on the pop-up dialog box, and it will be saved automatically.

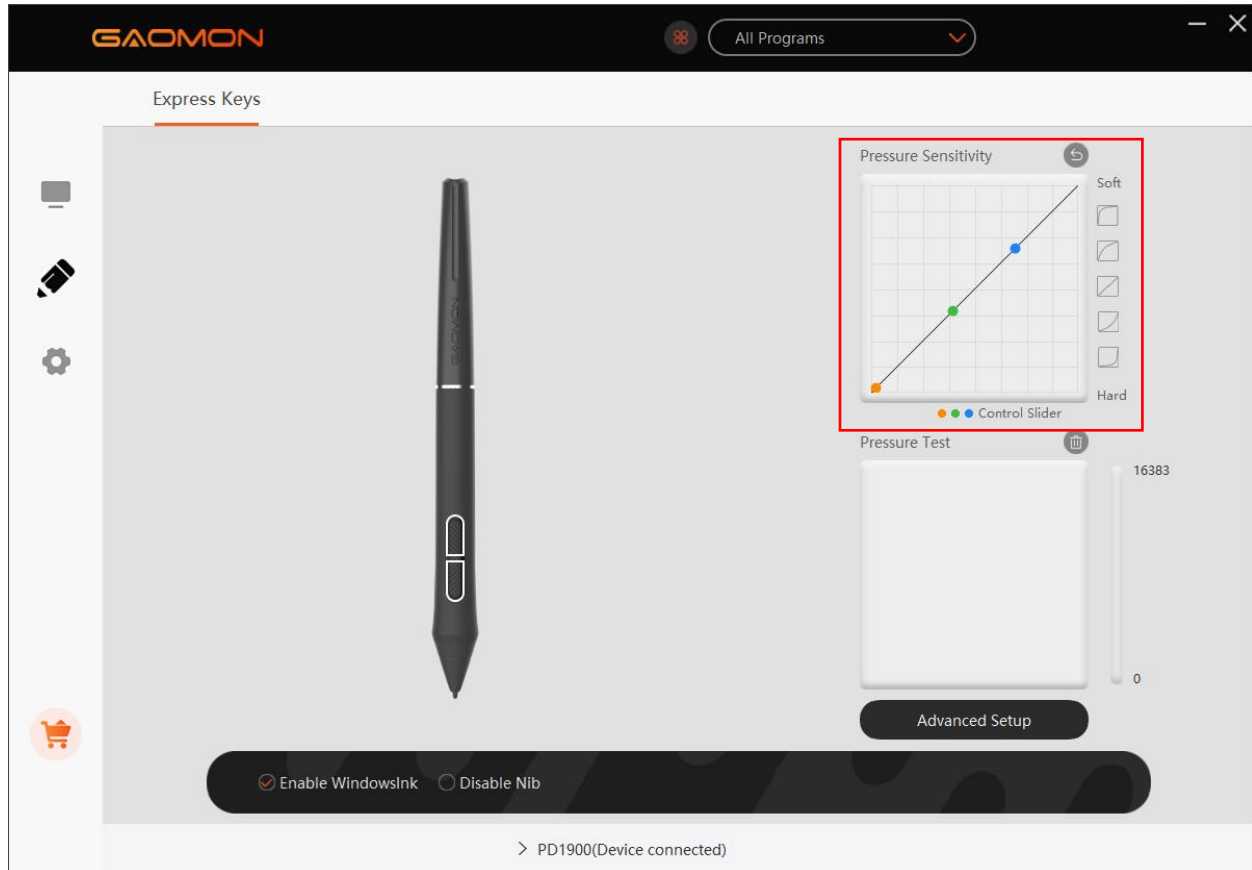




3.4 Pressure Sensitivity Setting

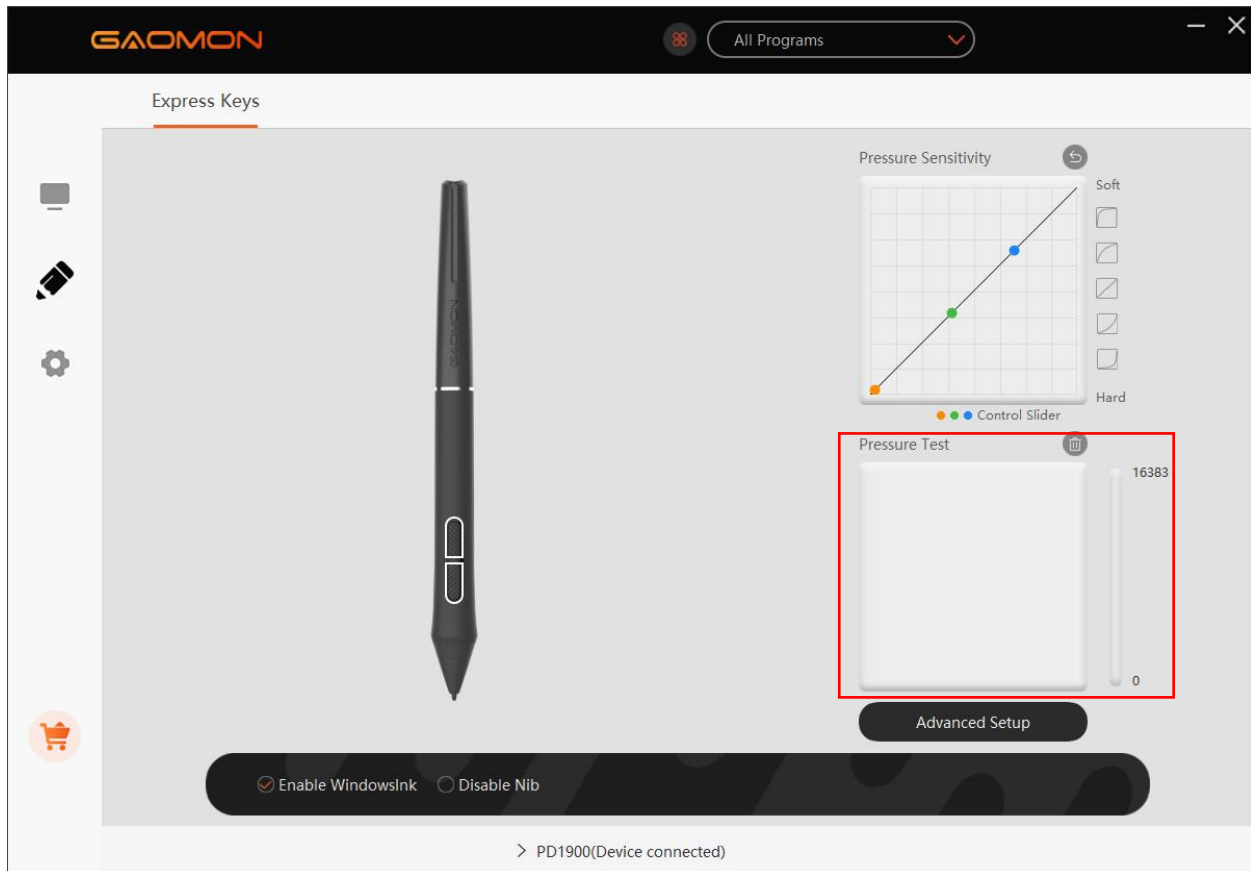
The pressure sensitivity will be changed by dragging the points of the pressure curve. Drag the points to the upper left for higher sensitivity.

Drag the points to the lower right for lower sensitivity.



3.5 Pen Pressure Testing

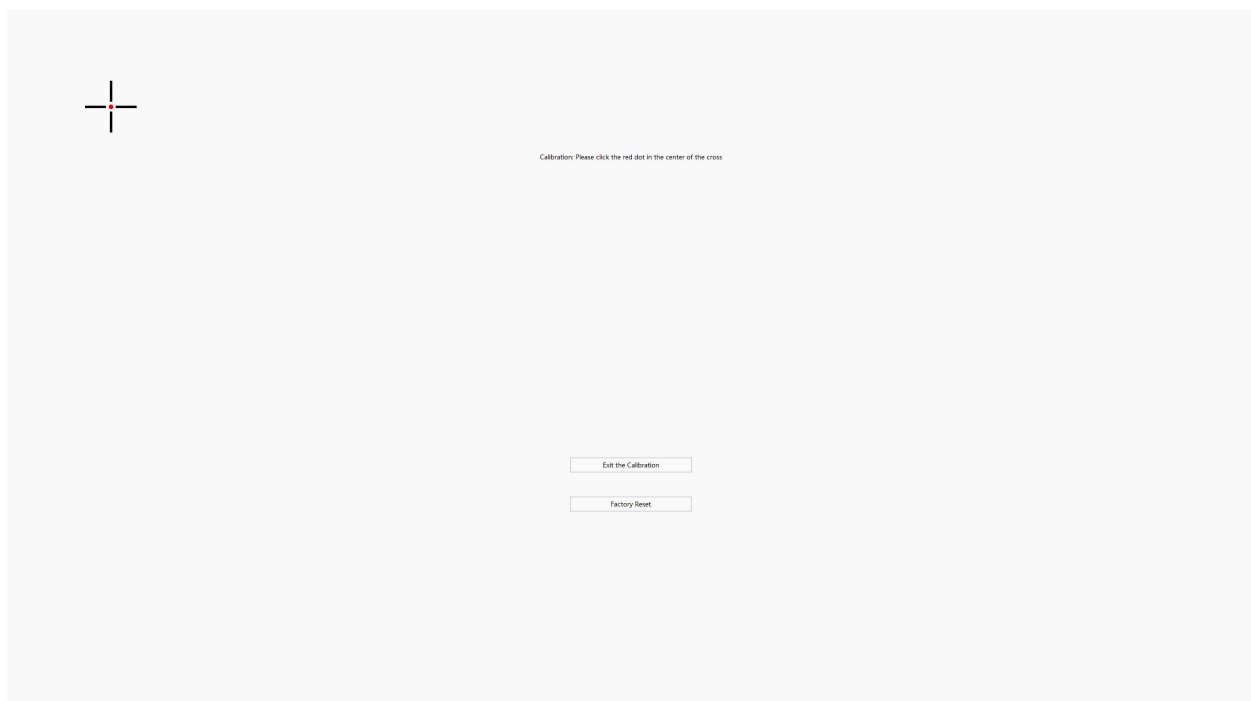
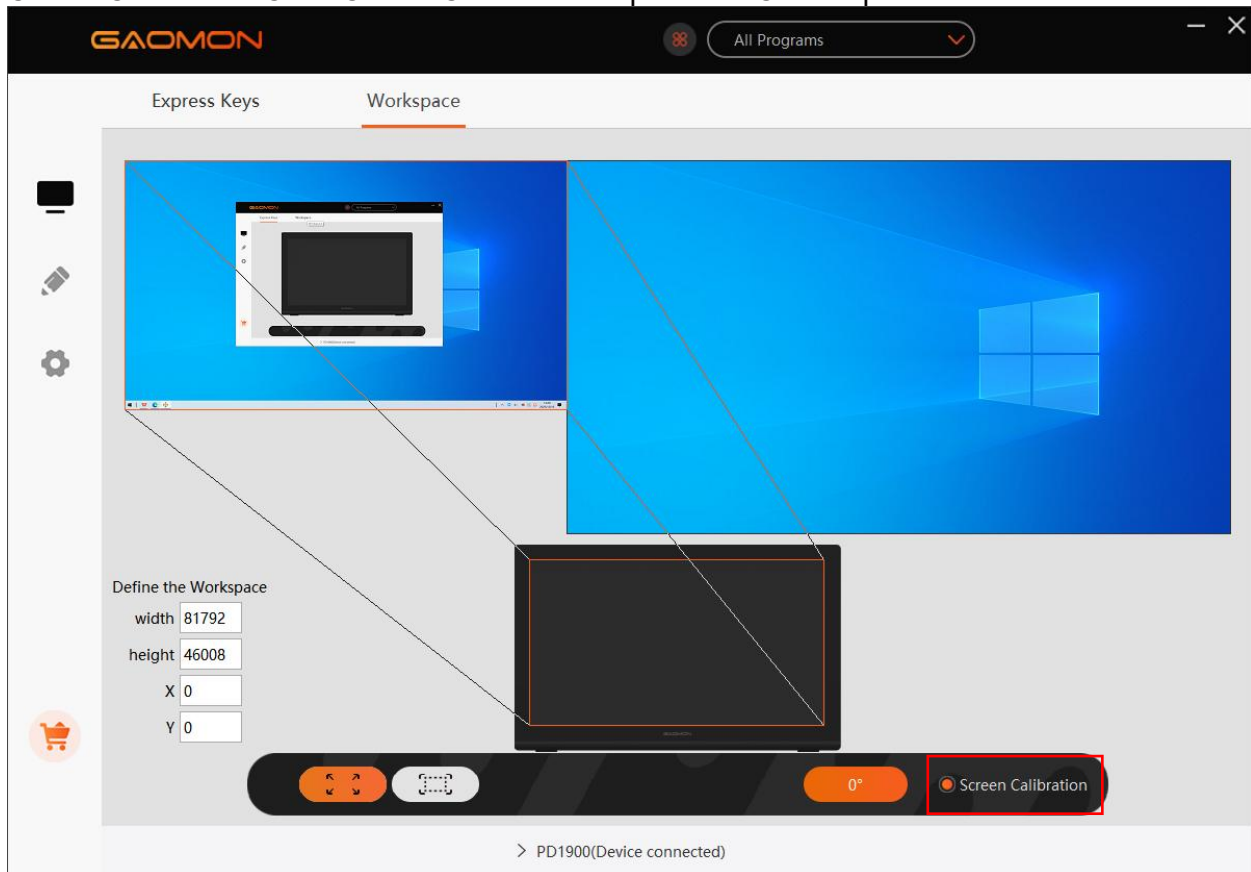
You can gradually apply pressure to the stylus on the screen to test the pressure level.



3.6 Calibration

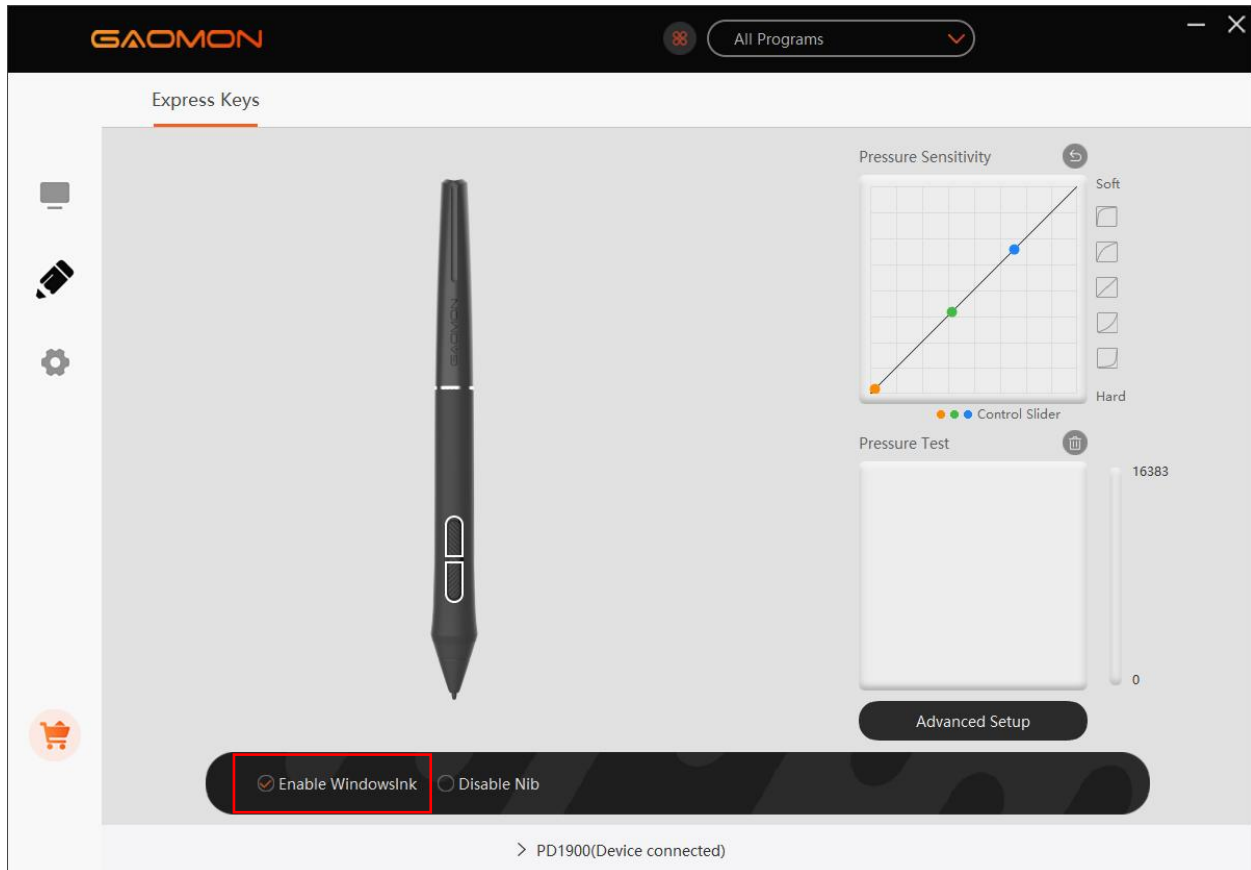
Screen Calibration: Click the red cross on the screen to complete calibration. Factory Reset: Click 'Factory Reset' to reset the pen display.

Cancel Calibration: Click 'Cancel Calibration' or press 'ESC' to stop the calibration.



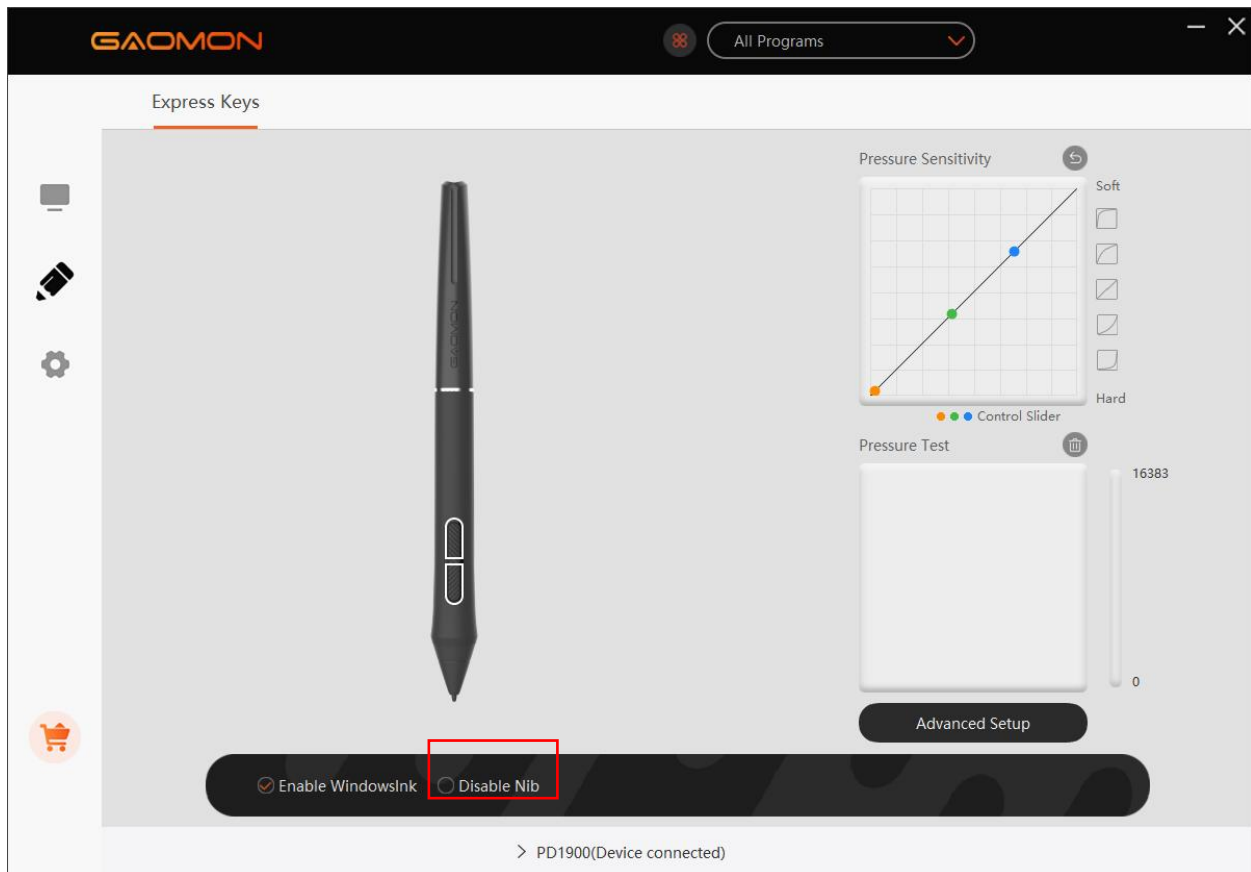
3.7 Enable the Windows Ink Feature

The function is for software that supports Windows Ink, such as Microsoft Office, Windows Journal, Adobe Photoshop CC, SketchBook 6 and so on.



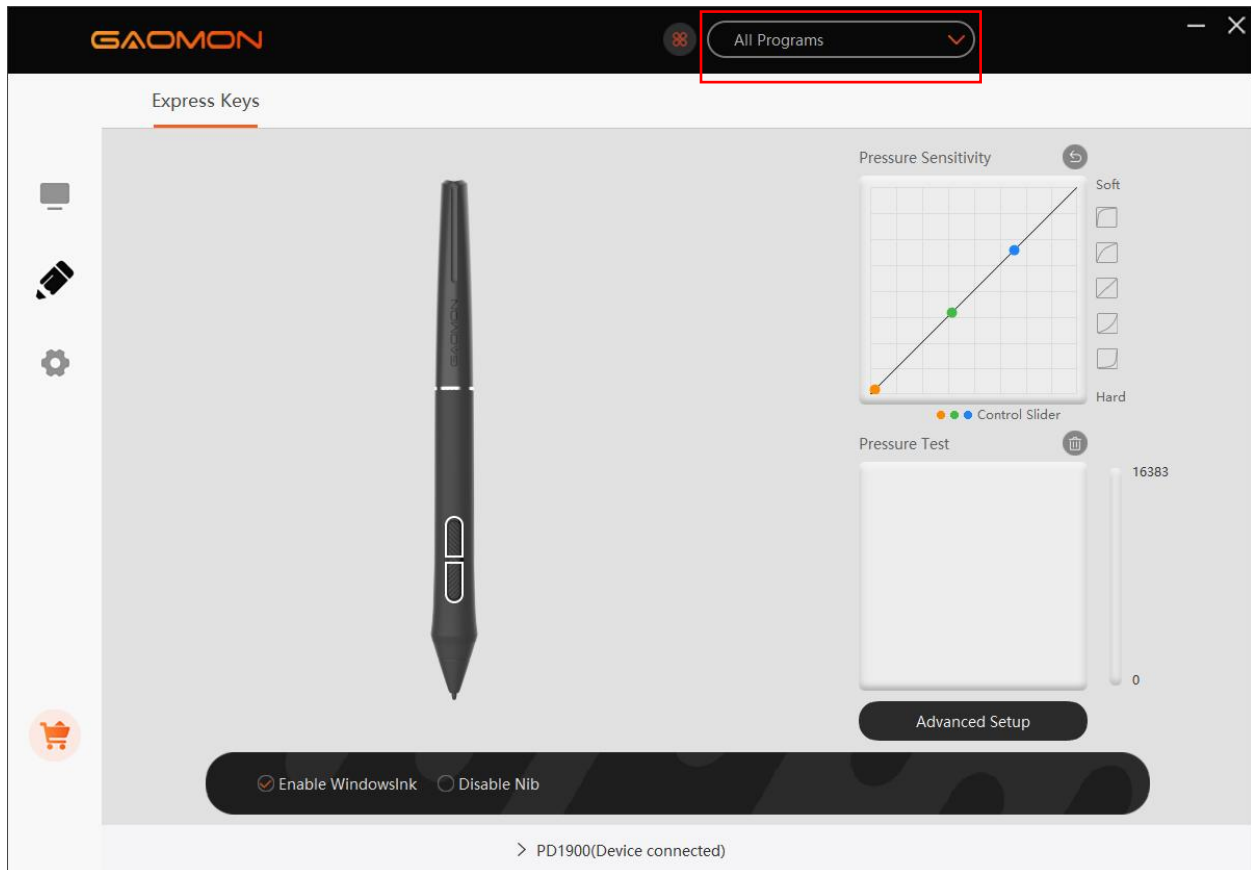
3.8 Disable Pen Tip

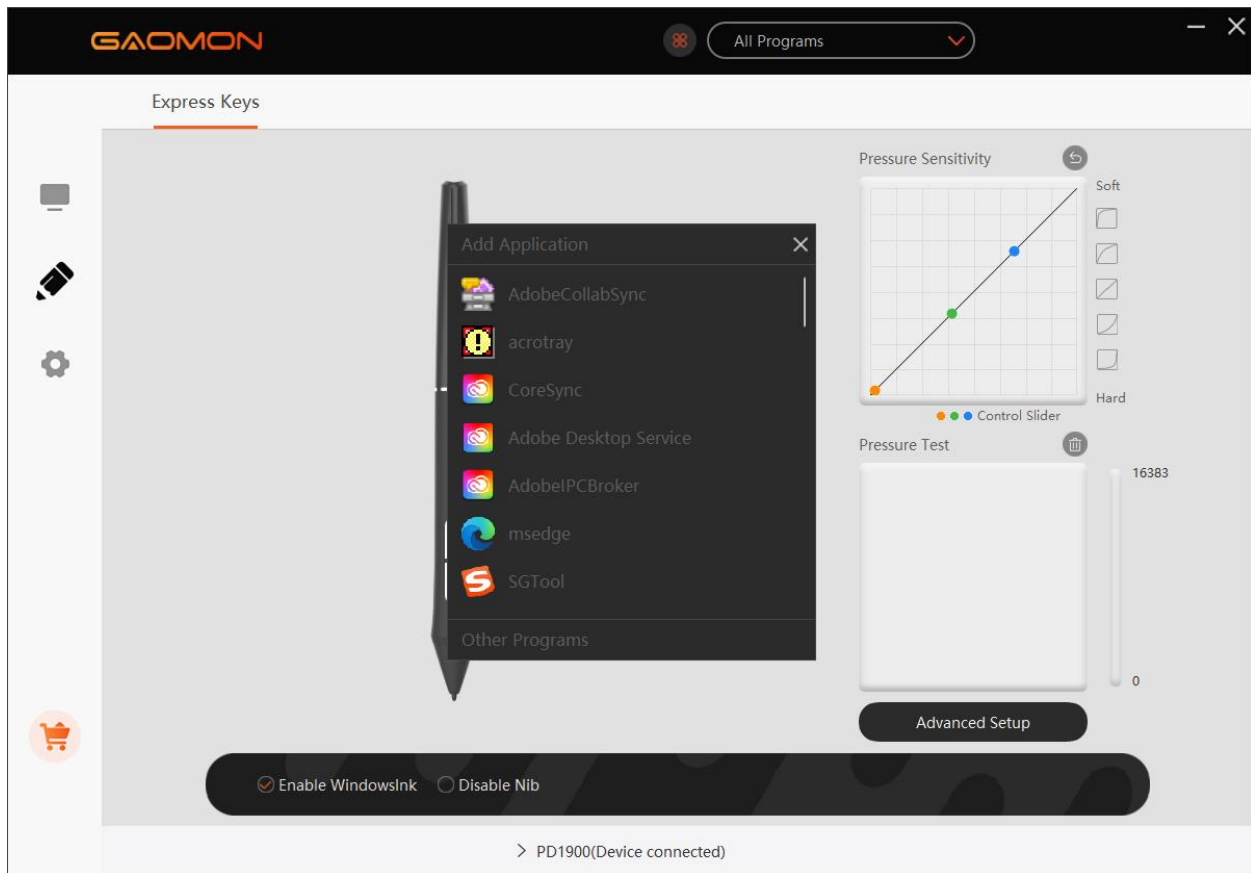
By checking “Disable Pen Tip”, you will be able to use the pen tip to move the screen cursor, but there will be no other pen functionality.



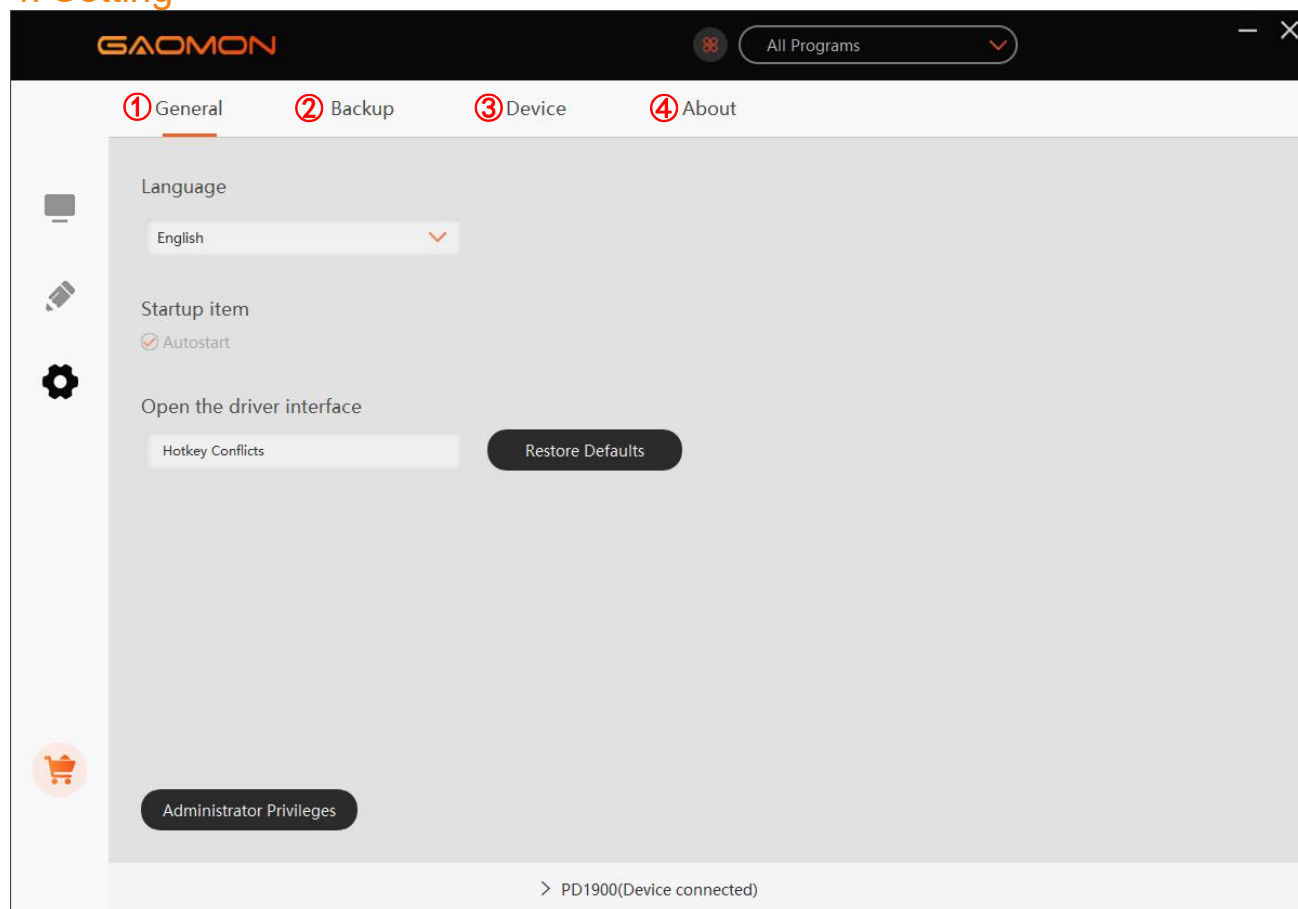
3.9 Customize Press Keys and Pressure Curve

You can customize the function of press keys and pressure curve for different program. Select a program, customize the function of press keys, and adjust the pressure curve, the settings will be automatically saved.





4. Setting

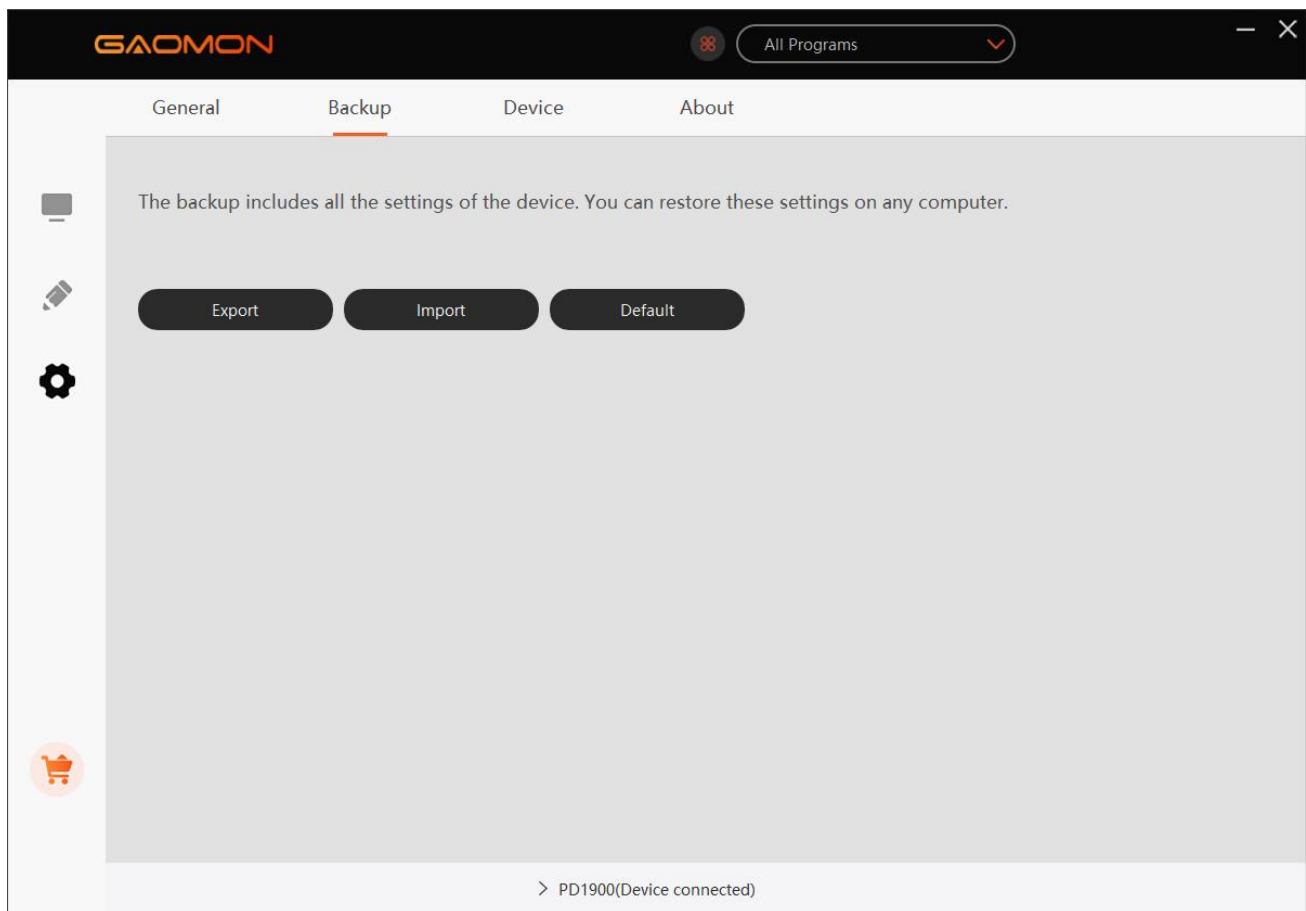


① General

- Language: Set as the operating system language by default.
- Startup item: "Autostart" is enabled by default. And "New Message Alert" can be enabled or disabled manually.
- Open the driver interface: To call out the driver interface quickly, you may use the default shortcut key or set a shortcut key based on your usage habits. To restore the shortcut key for opening the driver interface by default, click "Restore Defaults".
- Administrator privilege: This item is only available for Windows OS. The driver will identify whether or not the current driver interface is opened with administrator privilege. If it is opened with administrator privilege, this item will not be displayed. If it is not opened with administrator privilege, this item will be displayed.

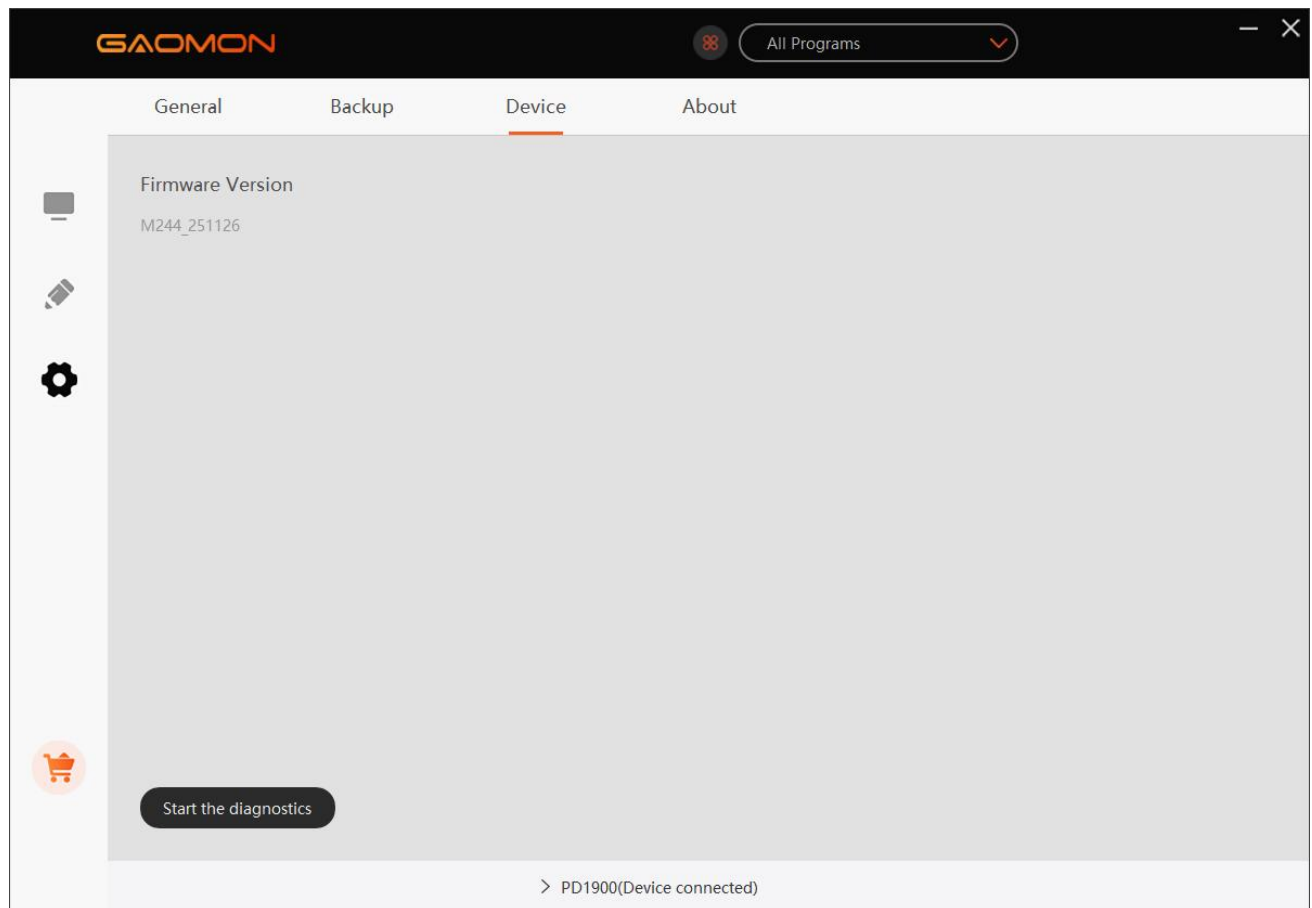
② Backup

Exporting and importing custom configuration data is supported, which eliminates the need to repeat settings between different devices. If necessary, you can also restore settings to their original defaults.



③ Device

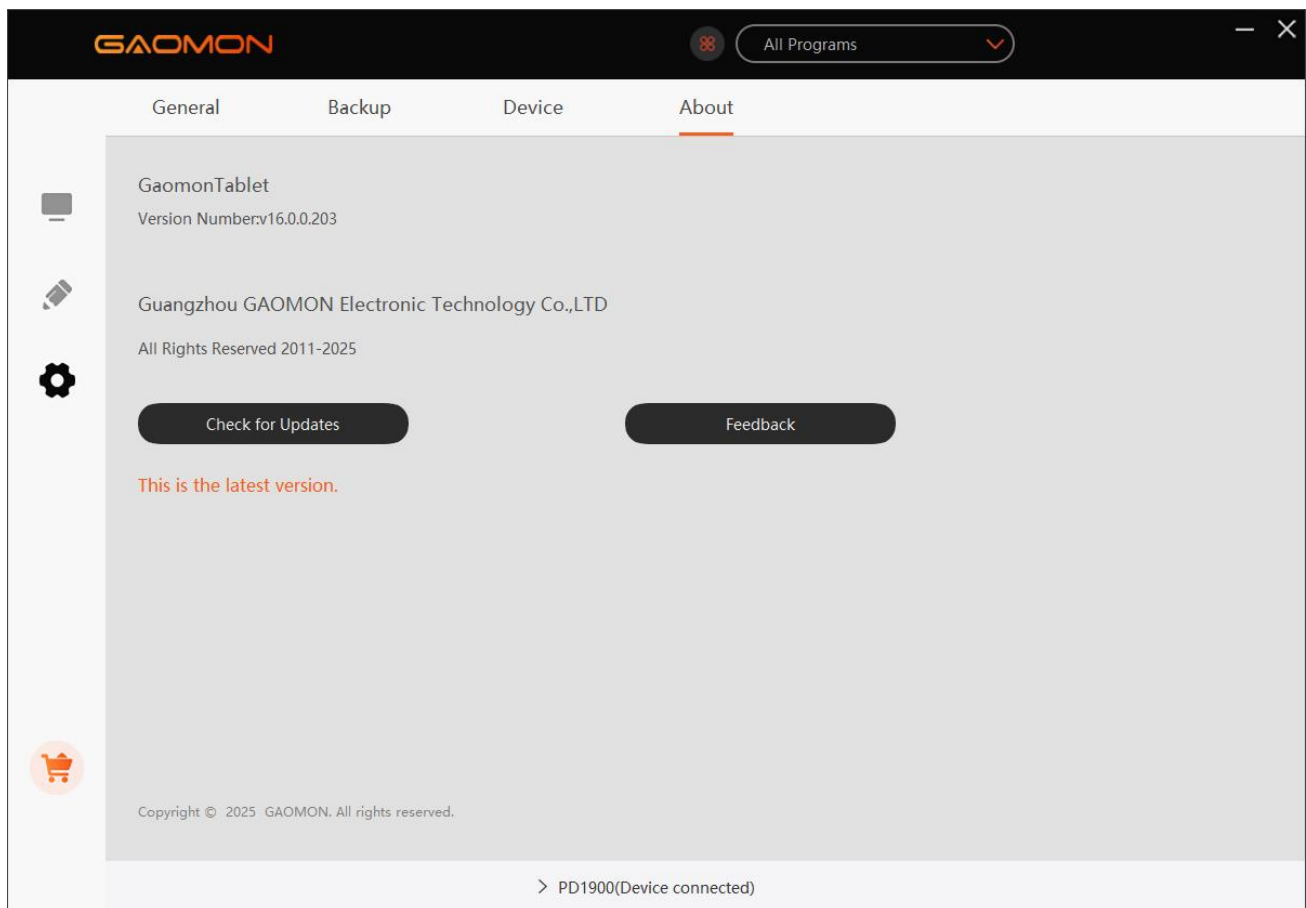
Users can check the firmware version and click "Start the diagnostics" to troubleshoot hardware problems here.



④ About

Users can check the driver version and brand information here. Click "Check for Updates" to find the latest driver version and then follow the prompts to update the driver if needed;

Click "Feedback" to send a feedback email if you have any questions or suggestions about the driver.



5. Specifications

Model		PD1900
Screen	Panel Size	18.4 inch
	Resolution	3840 x 2160
	LCD Type	IPS
	Active Area	408.96 × 230.04mm
	Contrast Ratio	1000:1
	Brightness	220cd/m ²
	Response Time	15ms
	Viewing Angle	(Typ.)(CR > 10)
	Gamut	150% sRGB
	Display Color	1.07B
Touch	Touch Technology	Battery-free Electromagnetic Resonance
	Touch Resolution	5080LPI
	Pressure Level	16384Level
	Report Rate	260PPS
	Sensing Height	10mm
	Accuracy	±0.3mm (Center) ±1mm (Corner)
Digital Pen	Model	AP520
	Net Weight	14g
	Dimension	163.4 x Φ14.5mm
	Side Buttons	Two Customizable Buttons
General	Input Voltage	100-240VAC, 50/60Hz
	Output Voltage	12V 3A
	Video Interface	HDMI
	Dimension	452.33 x 286.52 x 14.7~28.7mm
	Net Weight	2.5kg
	OS Support	Windows 7 or later, macOS 10.13 or later, Android(USB3.1 DP1.2), Linux(Ubuntu 20.04 LTS)

6. Trouble Shooting

6.1 Breakdowns Related to Display

Malfunctions	Suggested Solutions
Power indicator doesn't work	<ul style="list-style-type: none"> *Make sure the power is on *Make sure the power cable is connected *Check the power socket *Try a new power cable
No display on the screen	<ol style="list-style-type: none"> 1. Make sure the pen display is power on. 2. Make sure the video cable connect correctly. 3. If the pen display is connected to a laptop. Restart the laptop, plug the video cable, and select the Duplicate or Extend mode. 4. Check whether the indicator is green. If not, the pen display and laptop are in sleep mode, press any key or move the mouse to wake them up. 5. Check whether the video cable is bent or damaged. If so, please using a new cable.
Blurry screen	Please change the resolution to 3840 x 2160
Lack of colors	Check the pins of the signal cable are not bent or fractured.
Chromatic aberration	As the regional color temperature is different, so minor chromatic aberration is a normal phenomenon
Jumping or shaking image	There may be electrical devices around that cause electronic interference.

6.2 Breakdowns Related to Functions

Malfunctions	Suggested Solutions
Digital pen doesn't work and no pressure in the graphics software	<ol style="list-style-type: none"> 1. If the driver is damaged or not properly installed, please uninstall it first and then install it again (please close all graphics software when installing). 2. Please try with a new pen nib. 3. Restart the PC or try another USB port.
Abnormal cursor movement	Reinsert the USB cable or restart the PC.
The side button of the digital pen doesn't work	When pressing the side button, please make sure that the nib didn't touch the tablet surface and the distance between the nib and surface is less than 10mm.
Deviation between the nib and the cursor	Try calibration. (About calibration, please refer to 3.6)

Note:

For more information, please contact us with our email:

service@gaomon.net or [find answer here https://blog.gaomon.net/faq-list/](https://blog.gaomon.net/faq-list/)

7. Contact Us for After-sales Service

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