



# M1220 FAQ





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## 1. Warranty & Compatibility of M1220?

### 1.1 Warranty Policy

**1 Year Warranty:** We cover 1-year warranty for non-artificial damages or non-accident damages. For example, breaking screens accidentally or losing the accessories are not included.

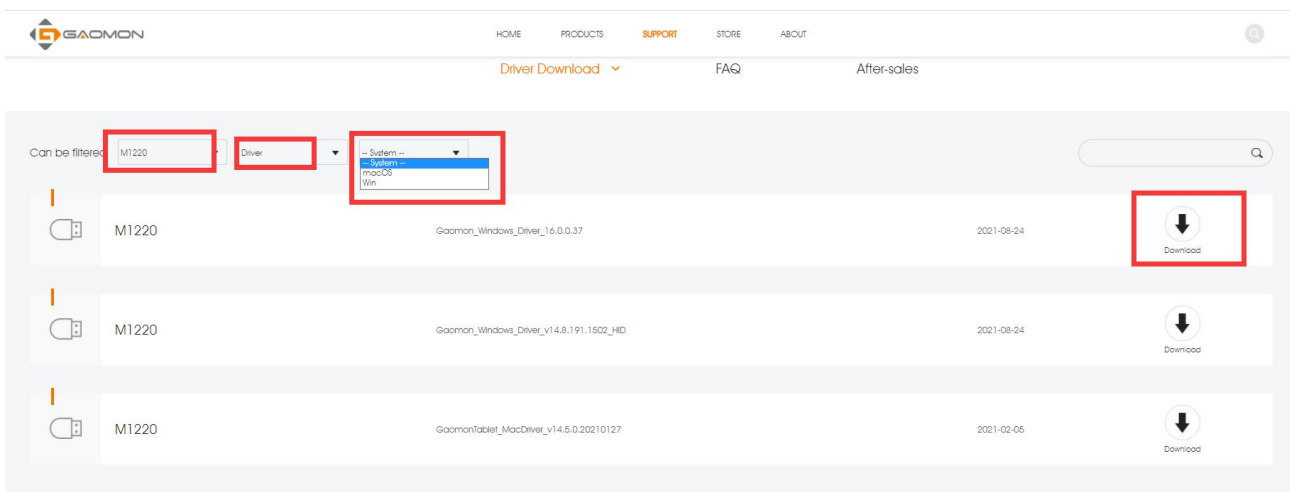
**Life Span Tech Support:** We offer life span tech supports. Welcome to contact us for tech support if you meet any trouble. You are free to contact GAOMON after-sale service team: [service@gaomon.net](mailto:service@gaomon.net)

### 1.2 Operation System & Art Program & E-learning Software Compatibility

#### 1.2.1 Operation System

GAOMON M1220 Pen Tablet is NOT a standalone product, which means it cannot work alone and it must be connected to a laptop or desktop computer which runs Windows 7 or later or Mac 10.12 or later or Android 6.0 or later system. Please note that it can't be compatible with Chrome OS, or Linux OS.

If you are using Windows or Mac OS, please choose the correct model and system and download driver here: [gaomon.net/download/](http://gaomon.net/download/)



#### 1.2.2 Art Program Compatibility

Our tablets are compatible with most drawing software.

--**Free software** like Krita, Gimp, FireAlpaca, MediBang, Inkscape, Blender, etc.

--**Paid software** like Photoshop, Adobe Illustrator, Clip Studio Paint, Sketchbook, SAI version2, etc.

#### 1.2.3 E-Learning Software Compatibility

GAOMON M1220 is compatible well with distance learning software, just like Udemy, Zoom, WiziQ, XSplit, Twitch, Idroo, Scribblar, etc.

## 1.3 Specifications & Features

M1220 Product Information	
<b>Model</b>	M1220
<b>Brand</b>	GAOMON
<b>Color</b>	Black
<b>Digital Pen</b>	AP32
<b>Pen technology</b>	Battery-free Electromagnetic Resonance
<b>Pressure Sensitivity</b>	8192 Levels
<b>Touch Resolution</b>	5080 LPI
<b>Express Keys</b>	8 Programmable Express Keys+1 Home Key+13 Multimedia Keys
<b>Dimension</b>	341.4 x 213.7 x 7.6mm
<b>Working Area (PC Mode)</b>	258.4 x 161.5mm (12inch)
<b>Working Area (Phone Mode)</b>	161.5 x 90.8mm ( 16:9 )
<b>Accuracy</b>	±0.5mm(Center) ±3mm(Corner)
<b>Sensing Height</b>	10mm
<b>Report Rate</b>	≥266PPS
<b>Touch</b>	Touch Ring
<b>Signal Output</b>	Type-C
<b>Net Weight</b>	505g
<b>Tilt</b>	±60°
<b>Radial</b>	Long press Function Switch Key to call out Radial
<b>OS Compatibility</b>	Windows 7/ Mac OS 10. 12 /Android 6.0 or above
<b>Art Program Compatibility</b>	Free: Krita, Gimp, FireAlPaca, MediBang, Inkscape, Blender, etc. Paid:Photoshop, Adobe Illustrator, Clip Studio Paint, Sketchbook, SAI version2, etc.
<b>What's in the box?</b>	Pen Tablet M1220 x 1, Digital Pen AP32 x 1, Type-C Cable x 1, Pen Nibs x 8, Nib Clip x 1, Quick Start Guide x 1
<b>Warranty</b>	We cover 1 year warranty based on non-artificial made damages and non-accident damages
<b>GAOMON Service</b>	<a href="mailto:service@gaomon.net">service@gaomon.net</a>



## 2. How to set up M1220 on Windows/Mac?

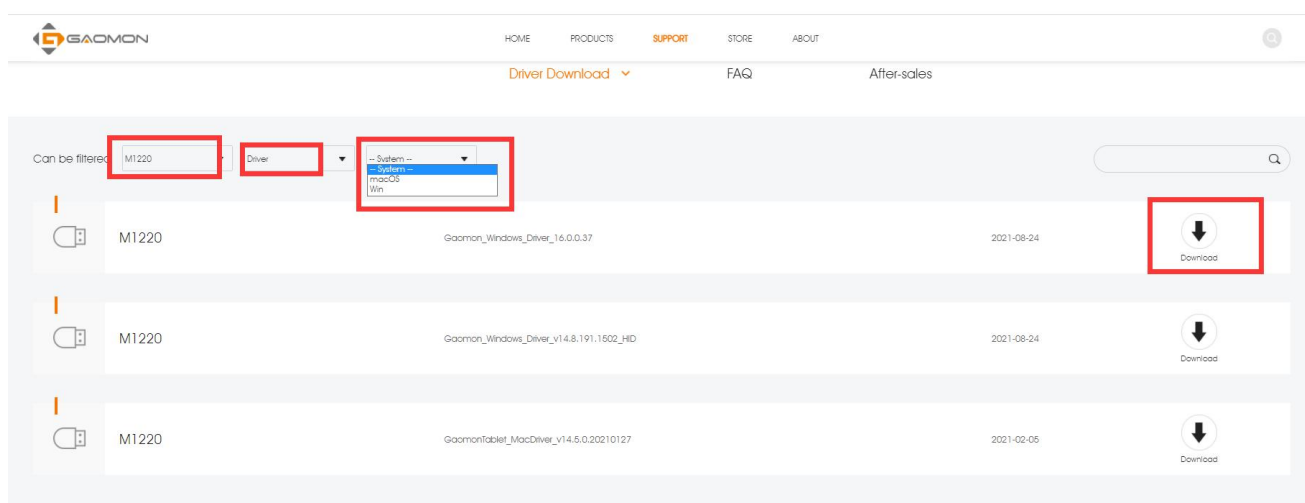
### 2.1 How to set up on Windows OS?

1. Please kindly make sure connect Type-C cable well.
2. Close all **art programs** and **anti-virus program** first. Make sure there is no anti-virus program running in the hidden bar. (You can still run anti-virus program while the issue get confirmed and fixed)

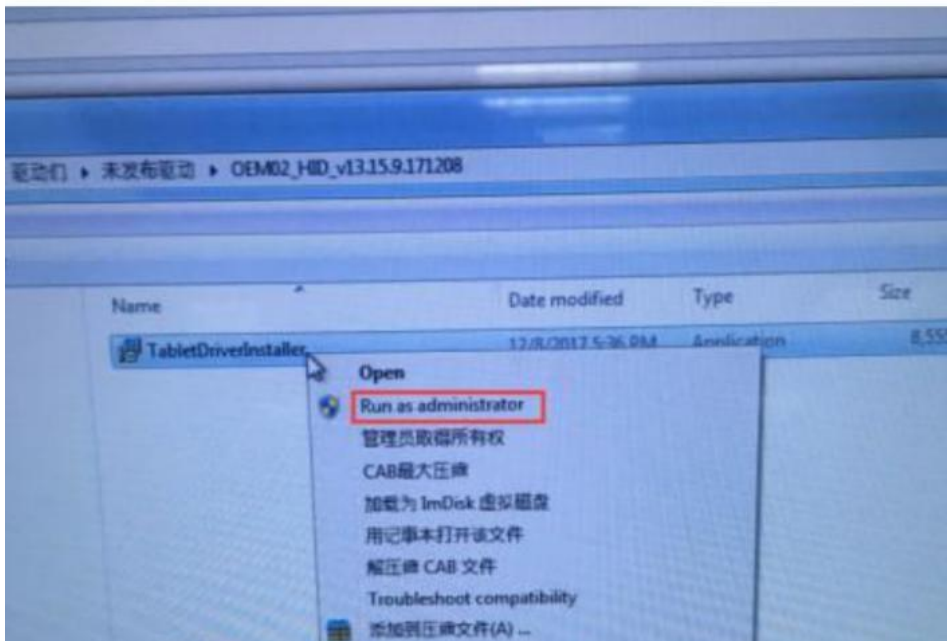
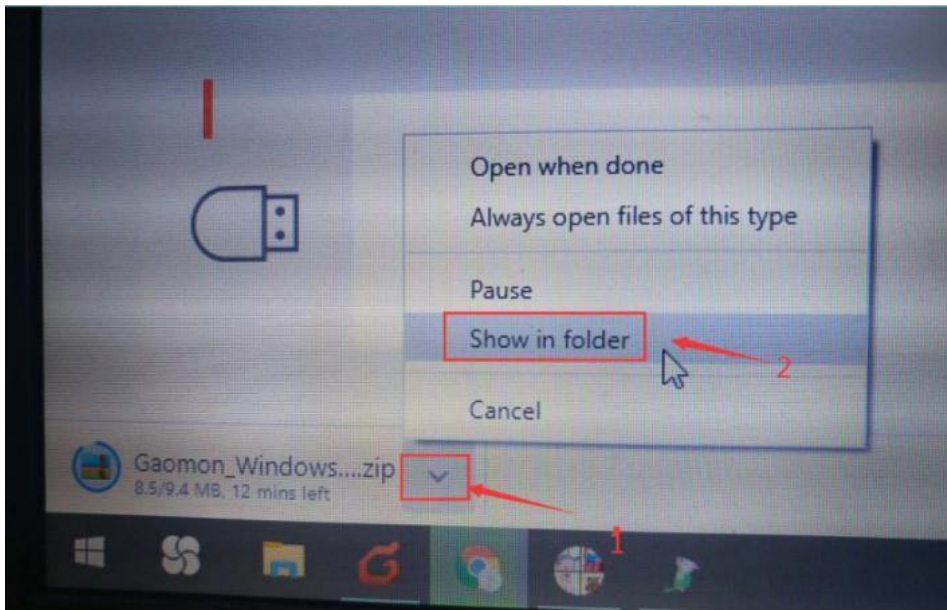


3. Please uninstall the previous GAOMON driver clearly.  
Go to Control Panel---Programs and Features---uninstall current installed GAOMON Driver--also make sure there is **no other brands tablet driver. (VERY IMPORTANT).**

4. Download the driver here: [gaomon.net/download/](http://gaomon.net/download/) and install the driver.



Please right-click the driver setup icon, whose file extension is '.exe', in the installation file and select **'Run as administrator'** from the dropdown list. **(Run as an administrator before installation, not after installation.)**



5. Having installed GAOMON Driver, please test whether the pen can move the cursor like a mouse normally. If the pen can move the cursor like a mouse normally, you can customize express keys in GAOMON Driver now.

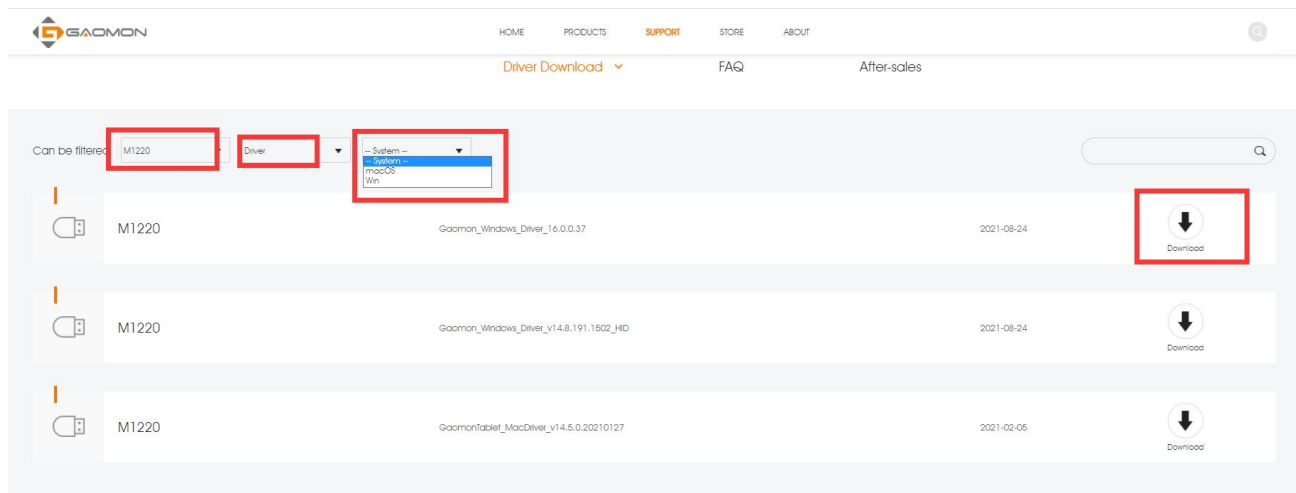
6. And please download drawing programs online to use with GAOMON M1220. Our tablets can be compatible with most drawing software.

--**Free software** like Krita, Gimp, FireAlpaca, MediBang, Inkscape, Blender, etc.

--**Paid software** like Photoshop, Adobe Illustrator, Clip Studio Paint, Sketchbook, SAI version2, etc

## 2.2 How to set up on Mac OS ?

1. Please kindly make sure connect Type-C cable well.
2. Download driver here: [gaomon.net/download/](http://gaomon.net/download/)



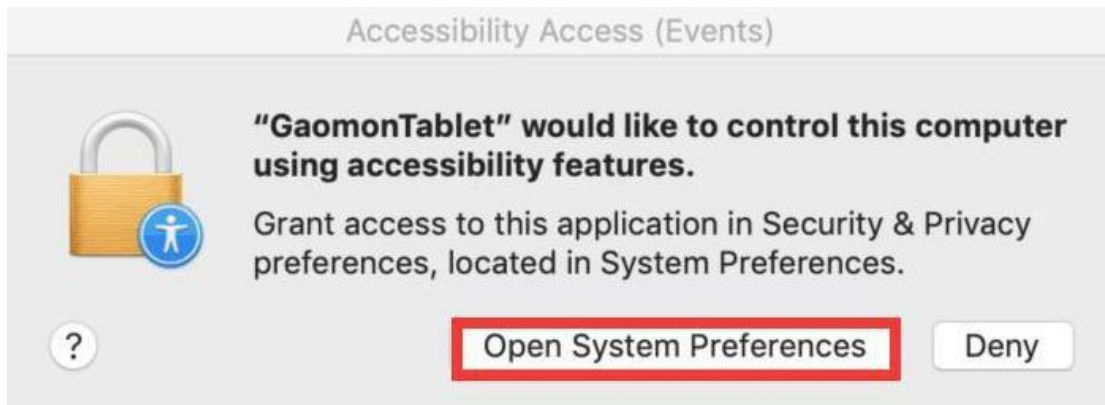
Click the installation package---Drag 'GAOMON M1220' icon upon 'Applications' and **hold on** for a while until it enters in 'Applications' folder---Double click 'GAOMON M1220' and select 'Open' to run the driver. Now the GAOMON Driver has been installed.




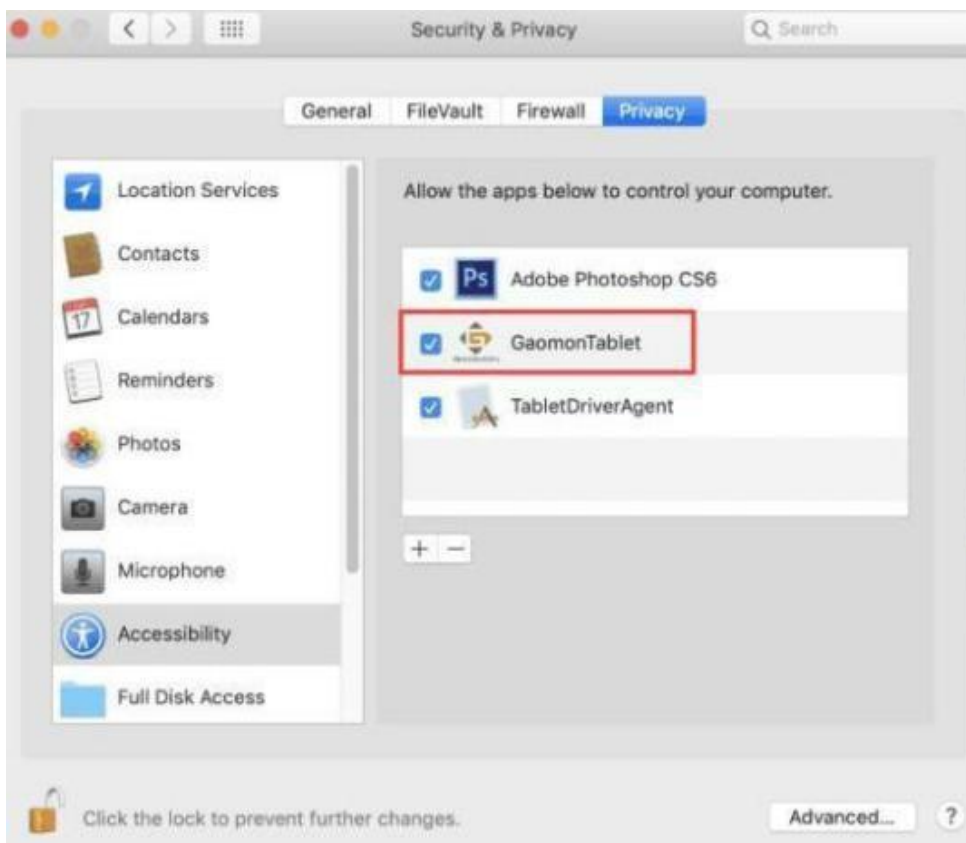


If your Mac OS version is mac 10.14, 10.15, Mac Big Sur or above OS, please kindly remember to give GAOMON Driver permission otherwise the driver will not work in Mac. If you are using the previous Mac OS version, please ignore the following part.

3. After installation, please press one of the tablet express key to pop out a box titled 'Accessibility Access'. Then click 'Open System Preferences' to bring out 'Security & Privacy' box. **Don't click "Deny"!**

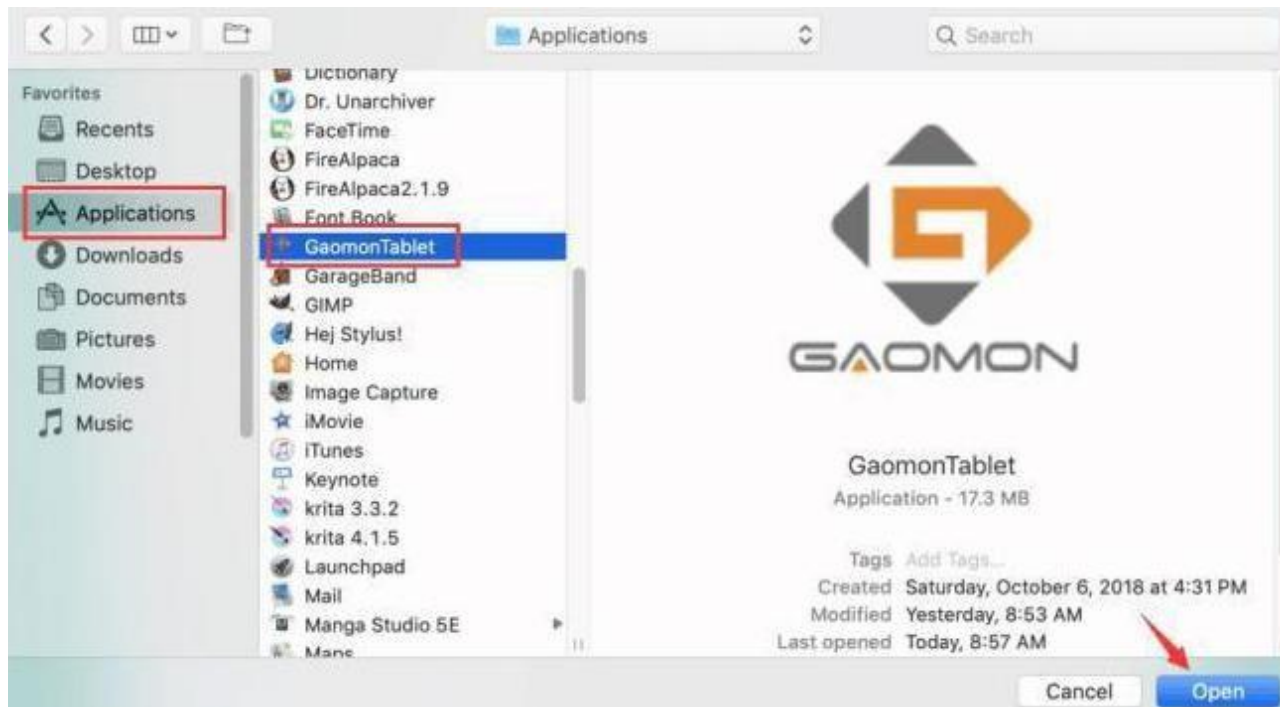


4. Click the lock icon  and input your password-->Tick 'TabletDriverAgent'--> Click '+' and it will bring out another box.





5. Go Applications--> find out 'GAOMON M1220' and click 'Open'.

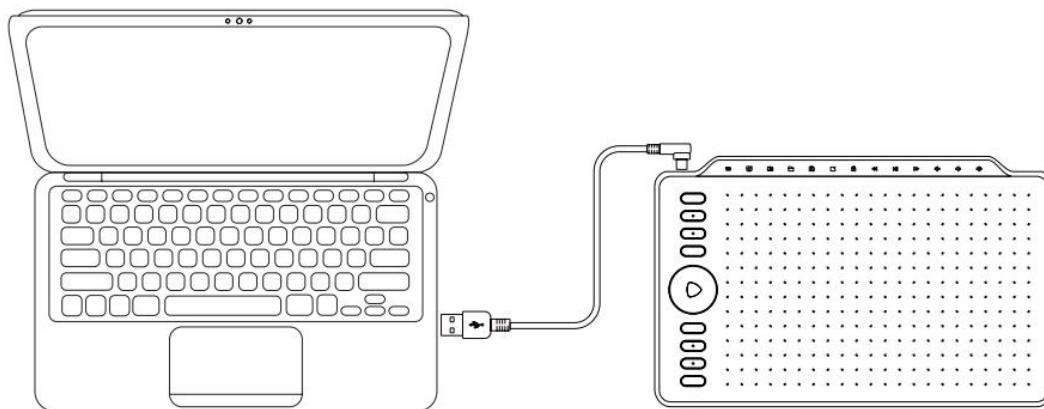


6. Tick 'GAOMONTablet' circled in red and click the lock icon. Then you can draw on the tablet.

Now you have got permission to use GAOMON M1220 Driver on your MacOS.

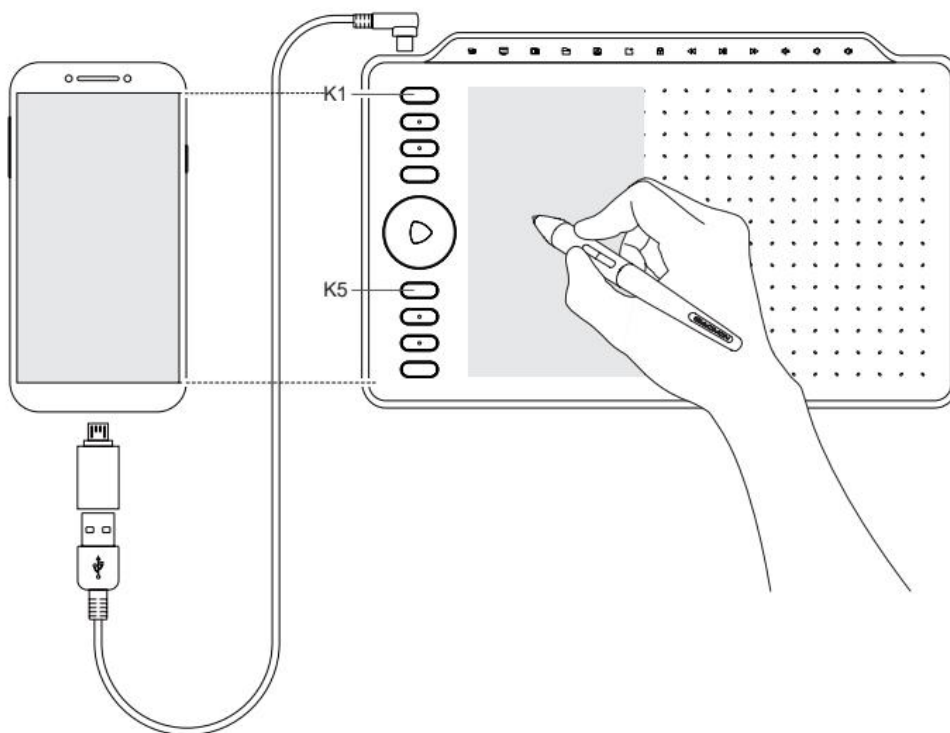
## 2.3 How to connect M1220 with computer?

Connect the tablet to your computer with Type-C cable.



## 2.4 How to connect M1220 with Android device?

1. Please use Android phone/tablet in portrait mode.
2. Please make sure your phone/tablet OS is Android OS 6.0 or later, and supports OTG function.
3. For some models, you need to go phone or tablet "Settings" then enable "OTG" function.
4. You may need purchase a USB adapter to make GAOMON M1220 connect with your Android phone/tablet. For example a Type-C to USB adapter, or Micro USB to USB adapter, depending on the USB type of your devices.



**Notes:**

1. The pen tablet can work without installing any driver into your phone/tablet.
2. Once connected, the tablet will automatically enter the phone mode, in which the pen can only work in the left gray area(90.8 x 161.5mm).
3. If it fails to recognize the tablet as the phone mode, please press the button K1, K5 at the same time for 3 seconds to enter phone mode.
4. Please note that the express keys on the pen tablet and the buttons on the pen are not supported in phone mode.

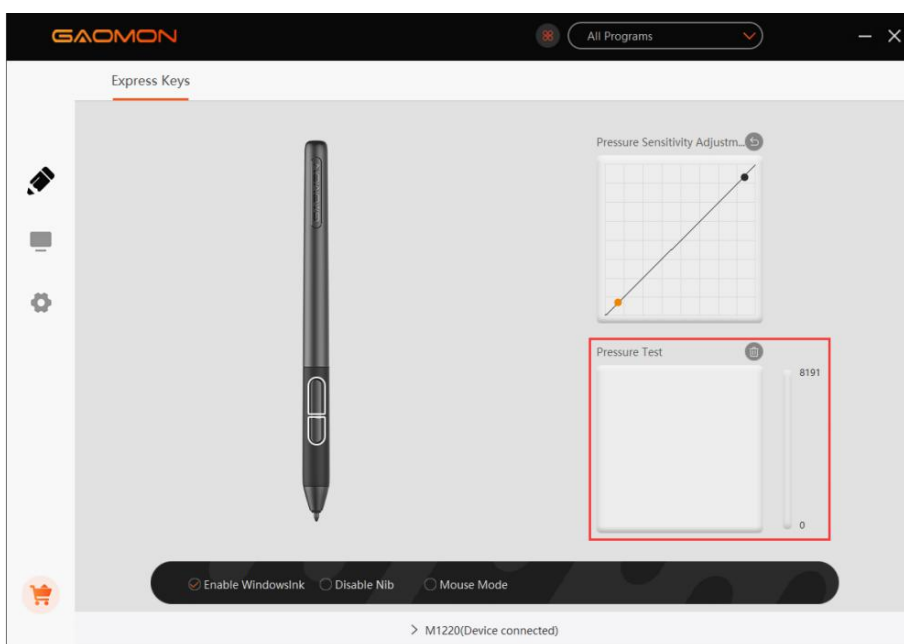




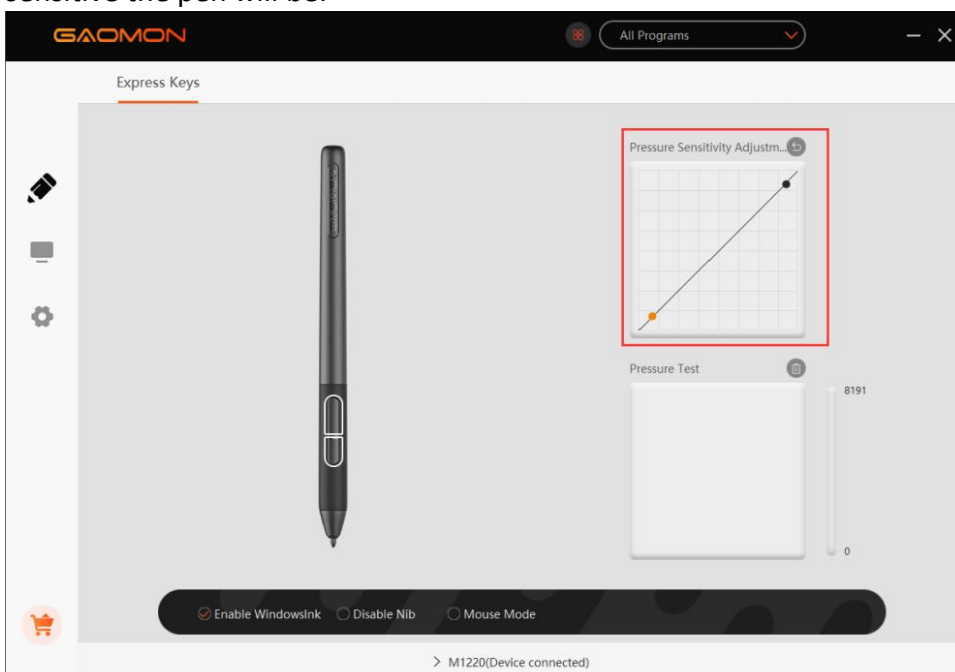
### 3. Pen Issues & Solutions

#### 3.1 How to test and set the pen pressure sensitivity ?

1. You can gradually apply pressure to the stylus on the screen to test the pressure level. The highest pressure level is 8192 and when you test to 0 just means no pressure.

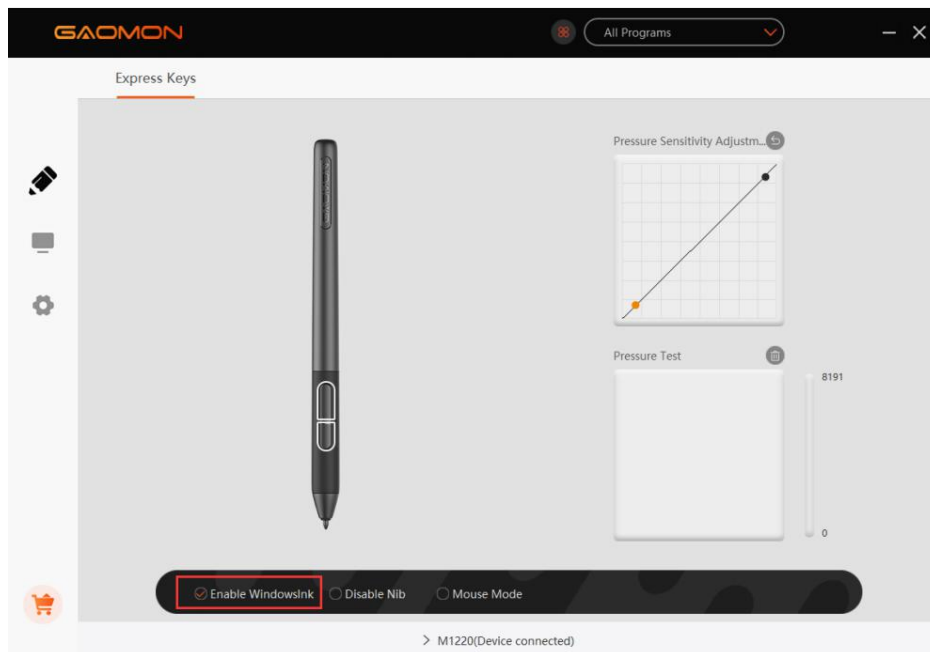


2. The pressure sensitivity will be changed dragging the slider or down, the smaller the value is, the more sensitive the pen will be.



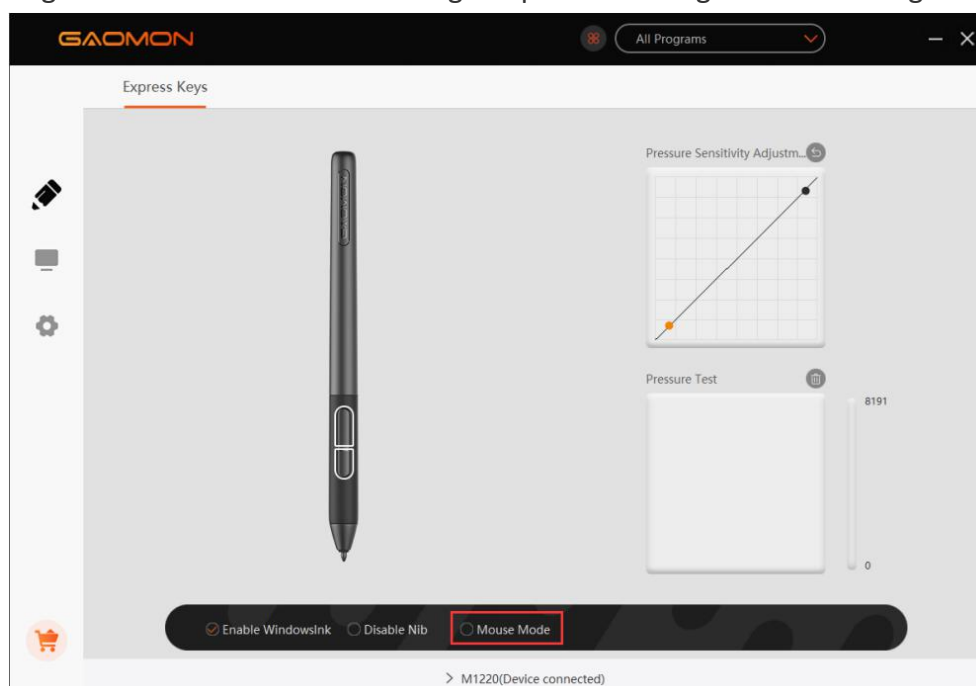
### 3.2 Enable the Windows Ink Feature

Microsoft Windows provides extensive support for pen input. Pen features are supported in such as Microsoft Office, Windows Journal, Adobe Photoshop CC, SketchBook 6 and so on.



### 3.3 Mouse Mode (Only for specific models)

As shown below, check the checkbox in front of the mouse mode to open the mouse mode. Under mouse mode, when you move the pen, the cursor moves following the relative coordinate principle, similar to moving the cursor with the mouse. This means you can click icons or select options at the edge of the screen without moving the pen to the edge of the working area.



### 3.4 How to do when GAOMON driver indicates "No Device Detected" and pen does not work?

1. Please kindly note that it's usually related to the Type-C cable connection. Please make sure the Type-C cable is well connected between M1220 and the computer.
2. Please change a different Type-C port on your computer to test again.
3. Please test on another computer. No need to install GAOMON Driver. Let's see whether the pen can respond when there is no GAOMON Driver installed on another computer.

If the issue remains, please kindly give test result to GAOMON SERVICE. We cover 1 year warranty based on non-artificial made damages and non-accident damages. Please don't worry about it!

### 3.5 How to do when the issue only happens in Clip Studio Paint?

Step 1: Please set in Clip Studio Paint according to following path.

Preference --Tablet --Win tab

Preference--Performance--Allocate to application--100%

Step 2: If the issue remains, please try to reinstall GAOMON Driver. Make sure there is no other brands tablet driver installed on your computer please.

### 3.6 How to do when the issue only happens in GIMP?

Step 1: Please set in GIMP according to following path.GIMP-- Edit--Input Devices--Mode: Screen ( remember to select Screen Mode for all of three )---Save.

Step 2: If the issue remains, please try to reinstall GAOMON Driver. Make sure there is no other brands tablet driver installed on your computer please.

### 3.7 How to do when the pen only lags in Photoshop CC ?

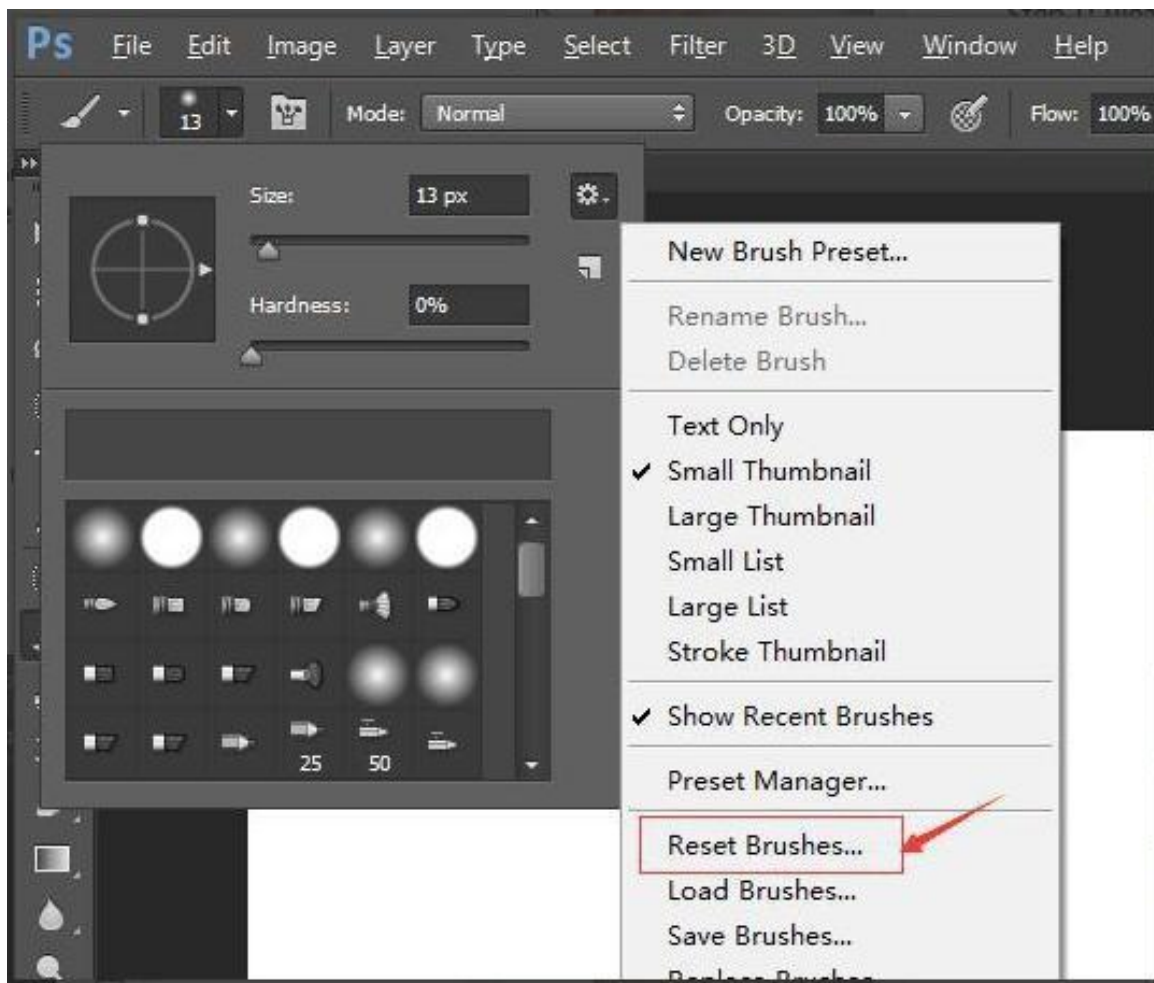
Step 1: Please try to reinstall GAOMON Driver. Make sure there is no other brands tablet driver installed on your computer please.

Step 2: Please set inside PhotoshopCC according to following path.

Edit--Preference-- **Uncheck** "Use Graphics Processor"

Step 3: Create a new canvas and zoom to 100%.

Step 4: Click "**Reset Brushes**" in brush settings. (As following picture)



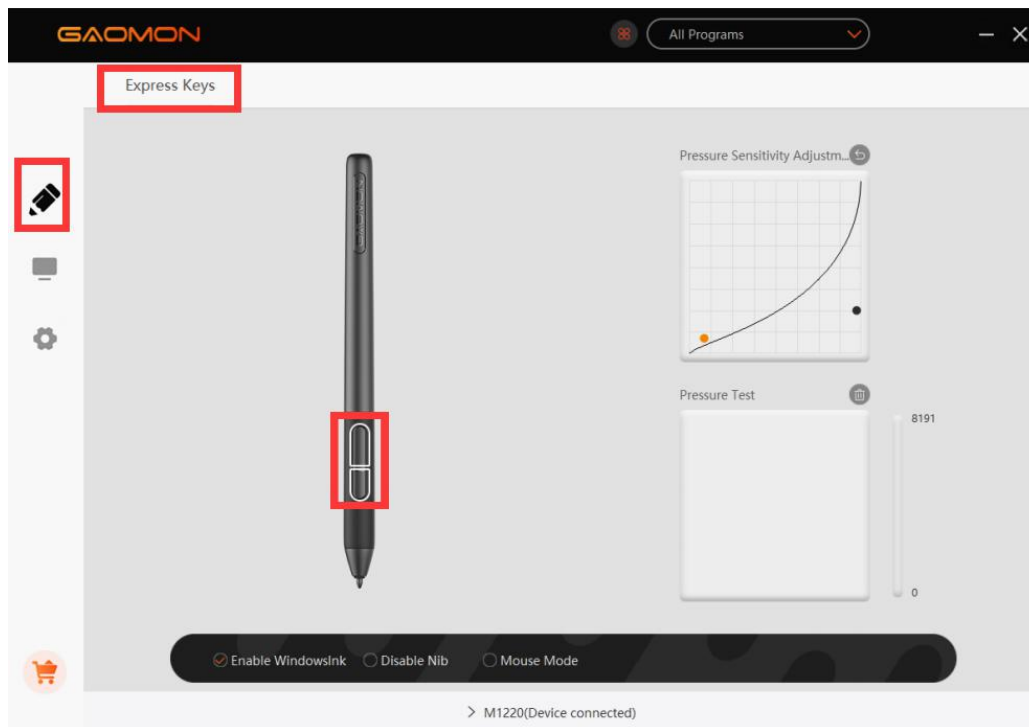





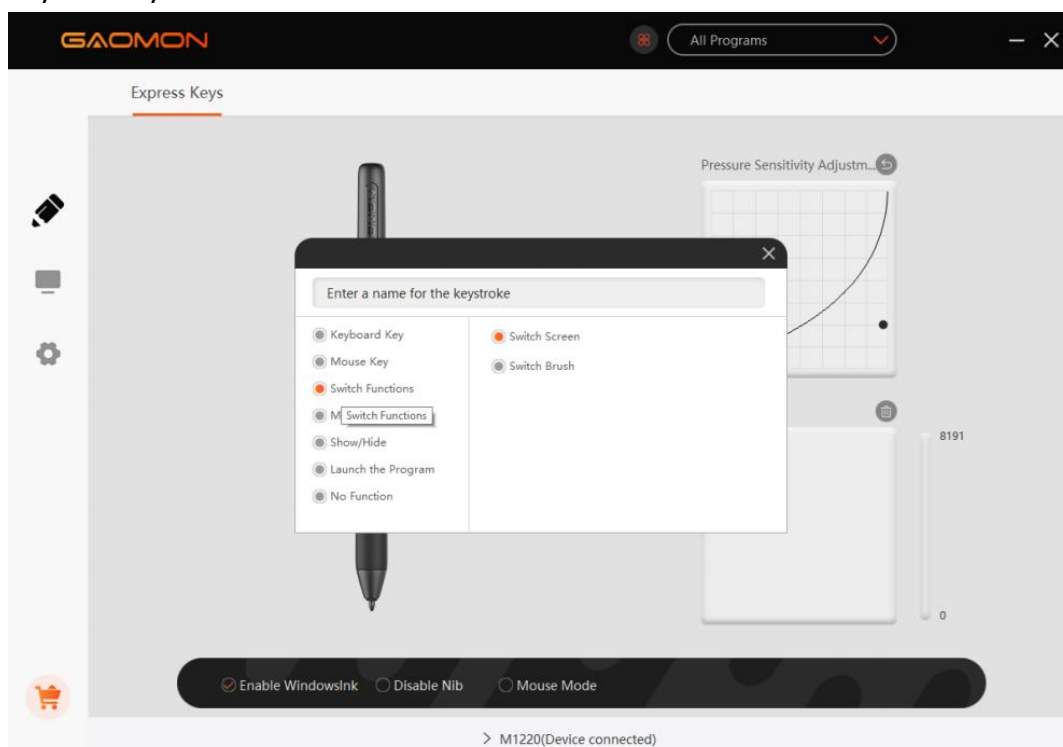
## 4. Other Issues

### 4.1 How to customize the Express Key function on digital pen AP32?

1. Open GAOMON driver and go to the “Express Key” interface to start customizing the hotkeys.

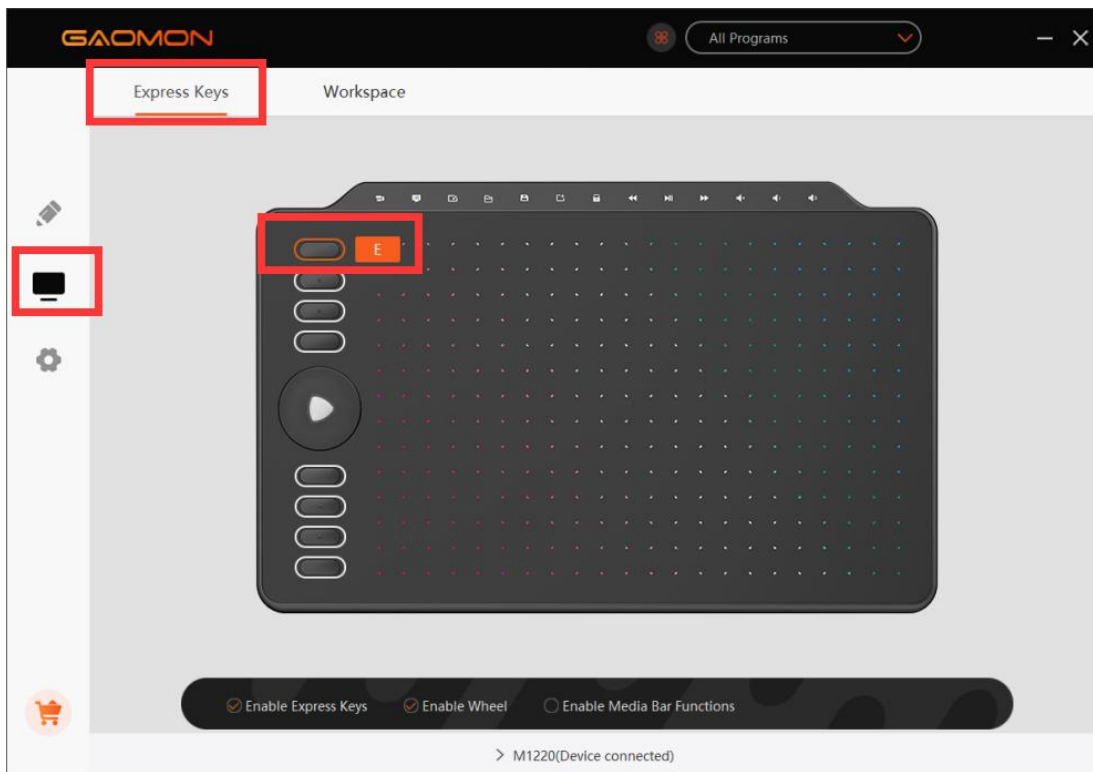



2. Click  to delete the default settings, and press the key on your keyboard to enter a valid key or a key combination.

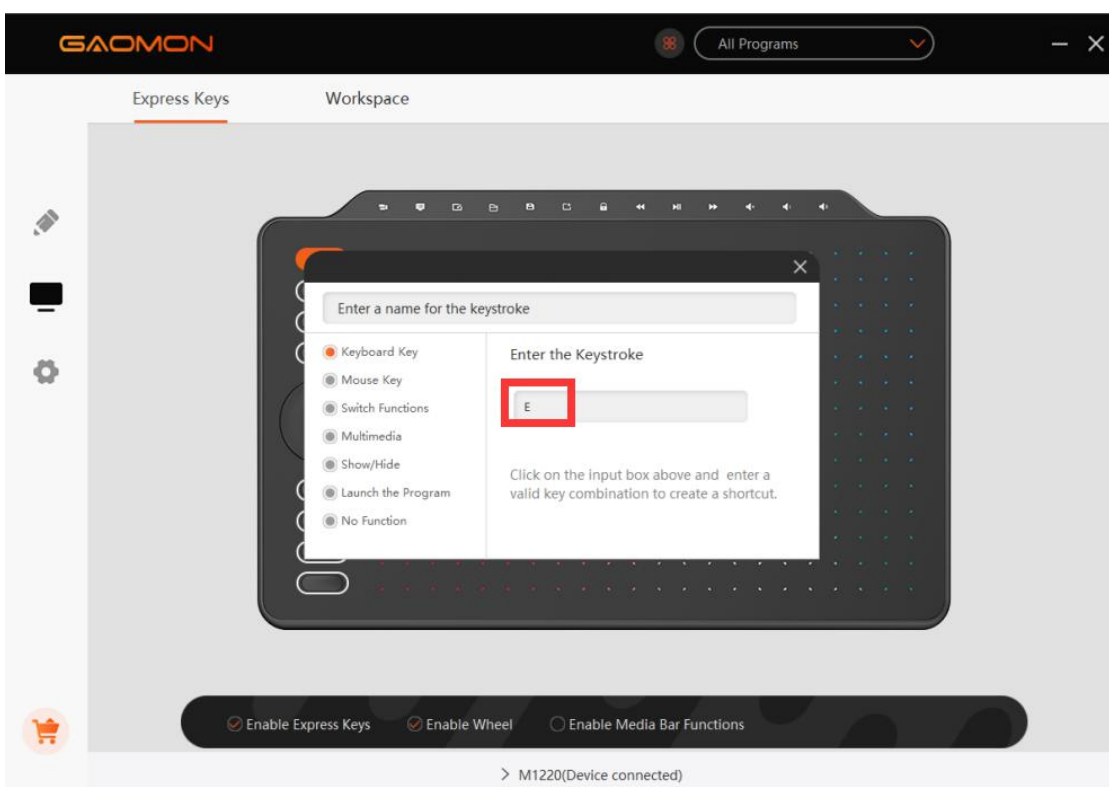


## 4.2 How to customize the Express Key function on M1220 ?

1. Open GAOMON driver and go to the “Express Key” interface to start customizing the hotkeys.



2. Click  to delete the default settings, and press the key on your keyboard to enter a valid key or a key combination.

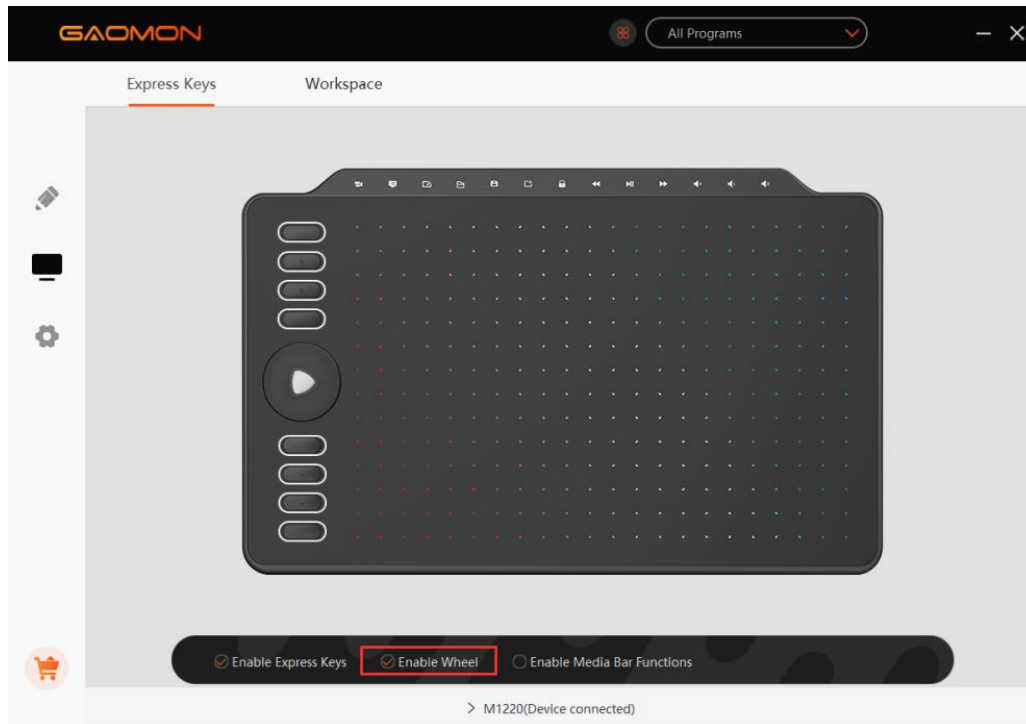


## 4.3 How to use the Windows Radial & Wheel Function & Multimedia Bar?

### -Windows Radial

The Ring is compatible with Windows Radial Controller Protocol. Windows Radial Function is enabled by default, therefore you don't need to check any option to activate it.

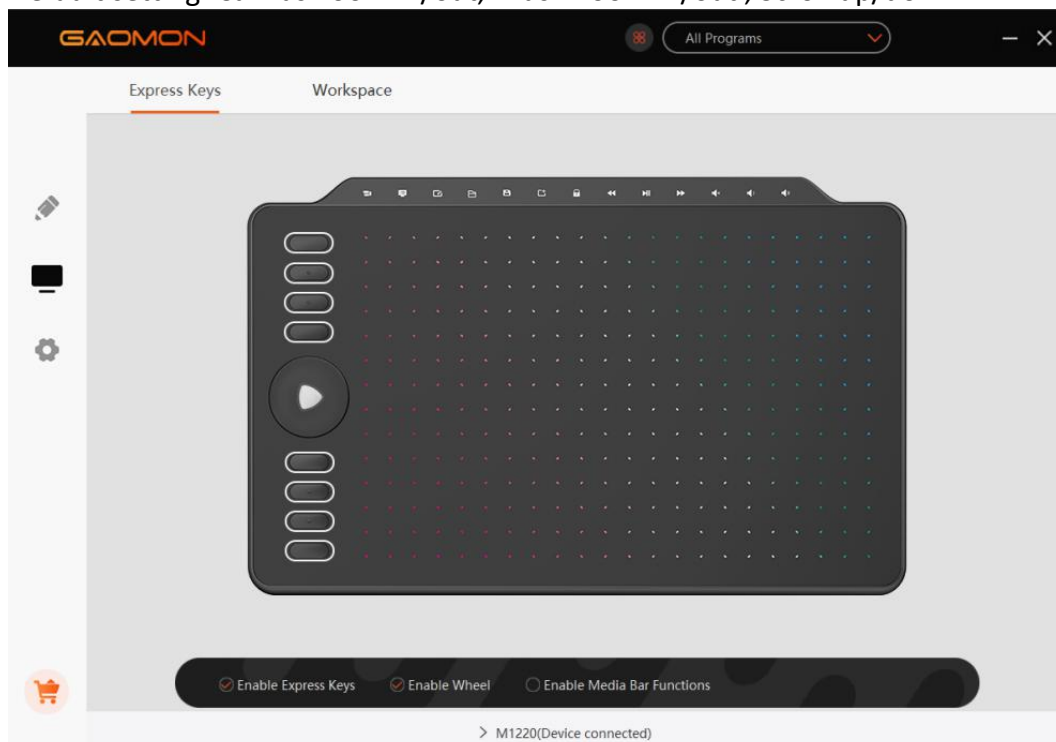
Long press the key on the centre of the Dial Controller to call up a tool menu, users can use Dial Controller to adjust the brush size, pick the color and scroll through the pages, etc.



### -Wheel mode:

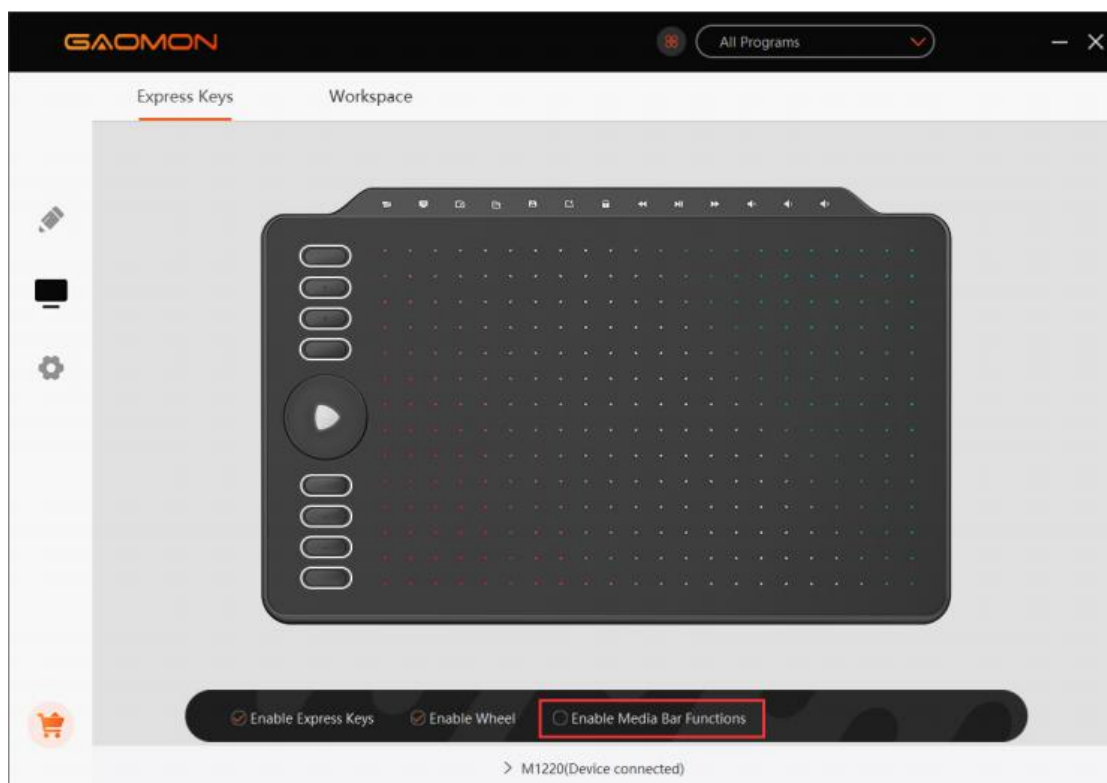
Uncheck the option "Enable Wheel" to activate the Dial Mode. Press the middle button and three groups of functions appear at the bottom of the screen, which can be switched by clicking the middle button.

Default setting: Canvas Zoom in/out, Brush Zoom in/out , Scroll up/down.



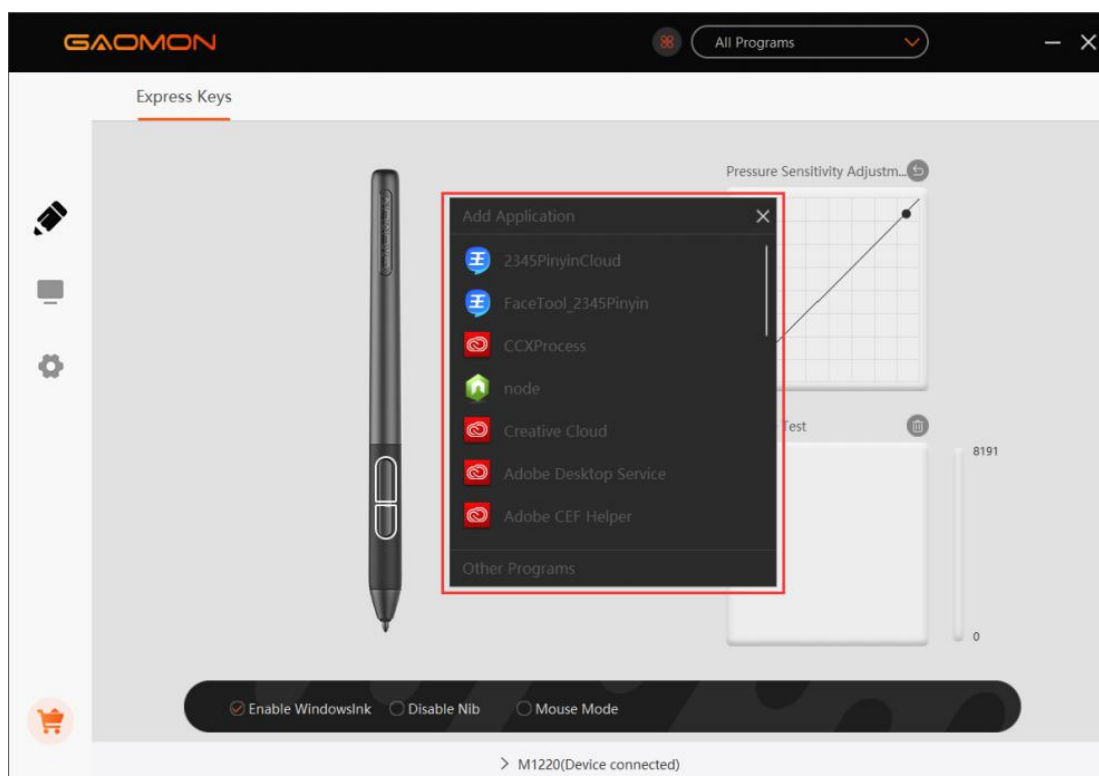
**-Multimedia Bar is enabled by default.**

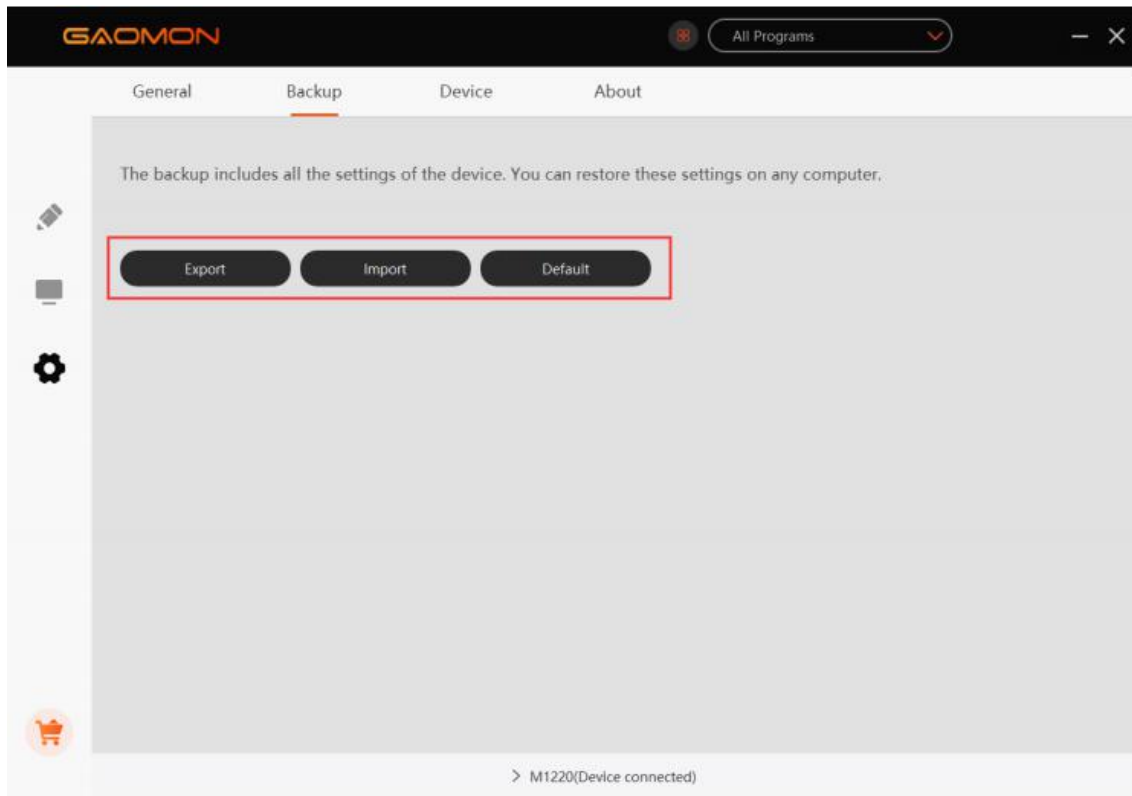
To disable Multimedia Bar, please uncheck “Enable Media Bar” via the driver.



## 4.4 Data Export and Import

The driver supports exporting and importing your custom configuration data of the product, which is convenient for you to use different software and avoid the trouble of repeated settings.








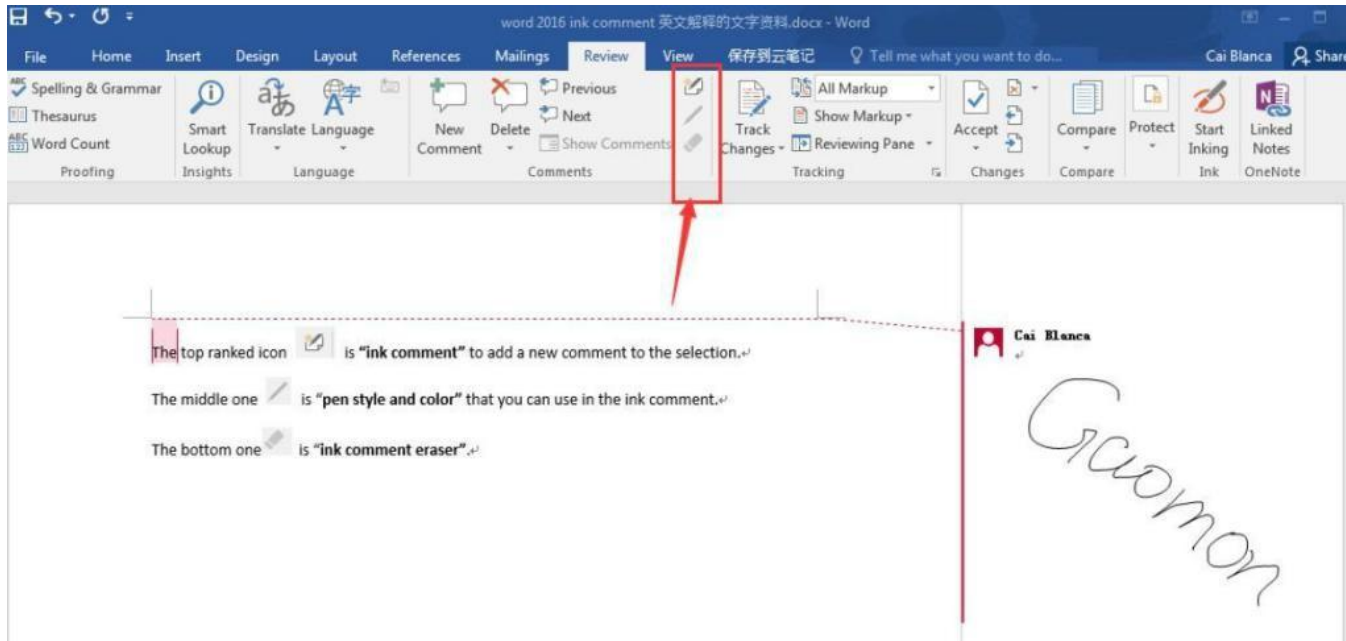
## 4.5 How to sign/write on Microsoft office files in Word/Excel/PowerPoint& One Note?

GAOMON M1220 supports to write, sign, comment, annotate on Microsoft Office Files like using a real pen on real paper. All solutions in this article are based on the version of **Microsoft Office 2016**, but the steps are similar in other versions.

### 4.5.1 Word Document

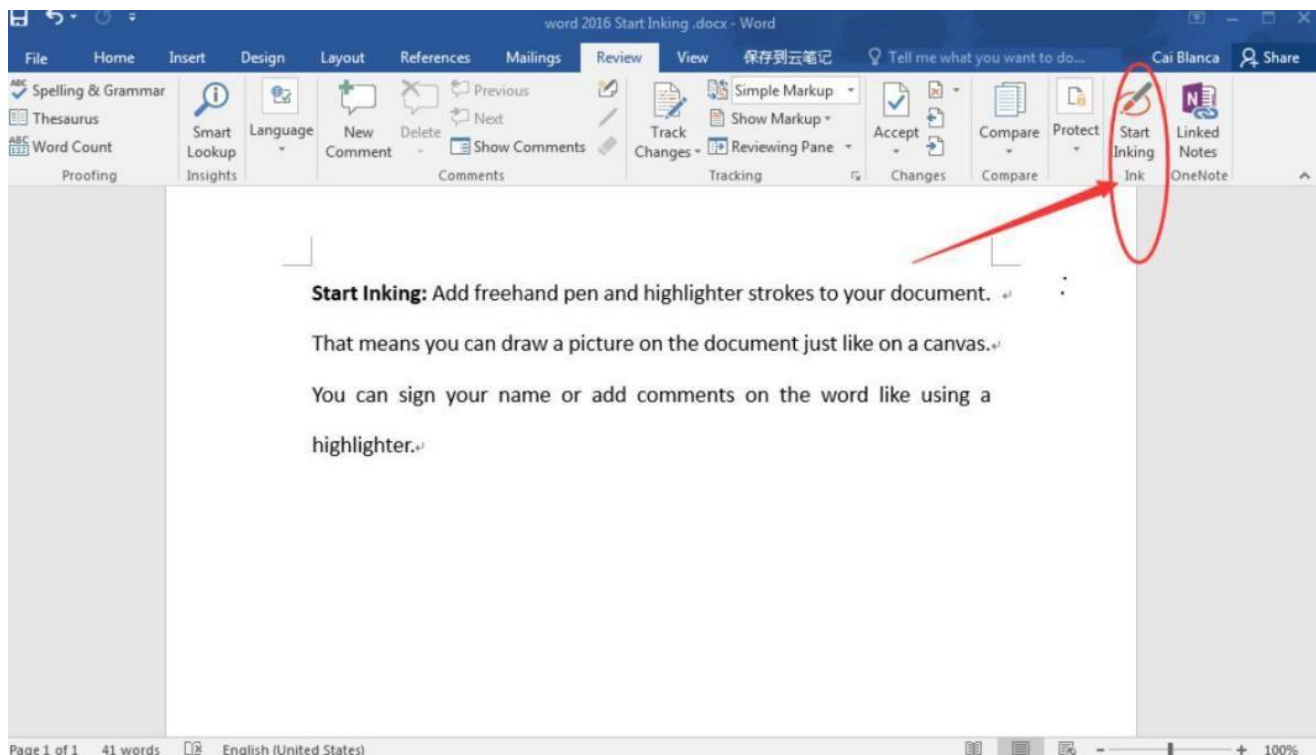
#### --How to draw with digital pen in the comment area of Word file?

1. Connect GAOMON M1220 with computer.
2. Open a document that you want to deal with.
3. Click on the item 'Review'. We can use the tablet pen to control the cursor.
4. Find the icon 'ink' : a pen shape tool on a folded paper with a star at the corner. In Office 2016, there are three icons related with 'ink comment'. One is 'ink comment' to add a new comment; one is 'pen style and' ; the other is 'ink comment' .
5. Click 'ink comment' and then a comment box will appear in the right area. You can use the tabletpen to draw in this comment box. The handwritten 'GAOMON' is in the comment area for your reference:

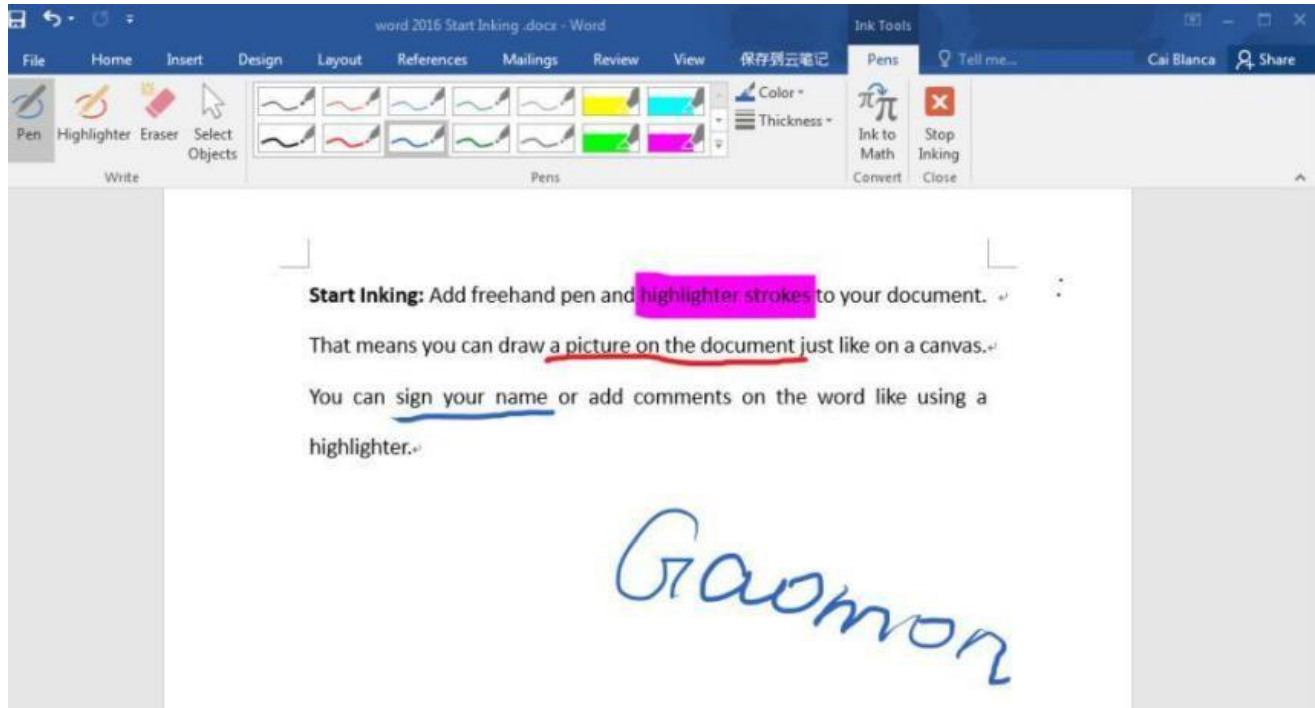


## --How to highlight and sign your name on Word file?

1. Having well connected M1220 to computer, please open the Word document.
2. Click 'Review' and click 'Start Inking'.



3. Tips: The wide pen is a highlighter. The narrow pen is for drawing. Here are highlight and underlines for your reference:

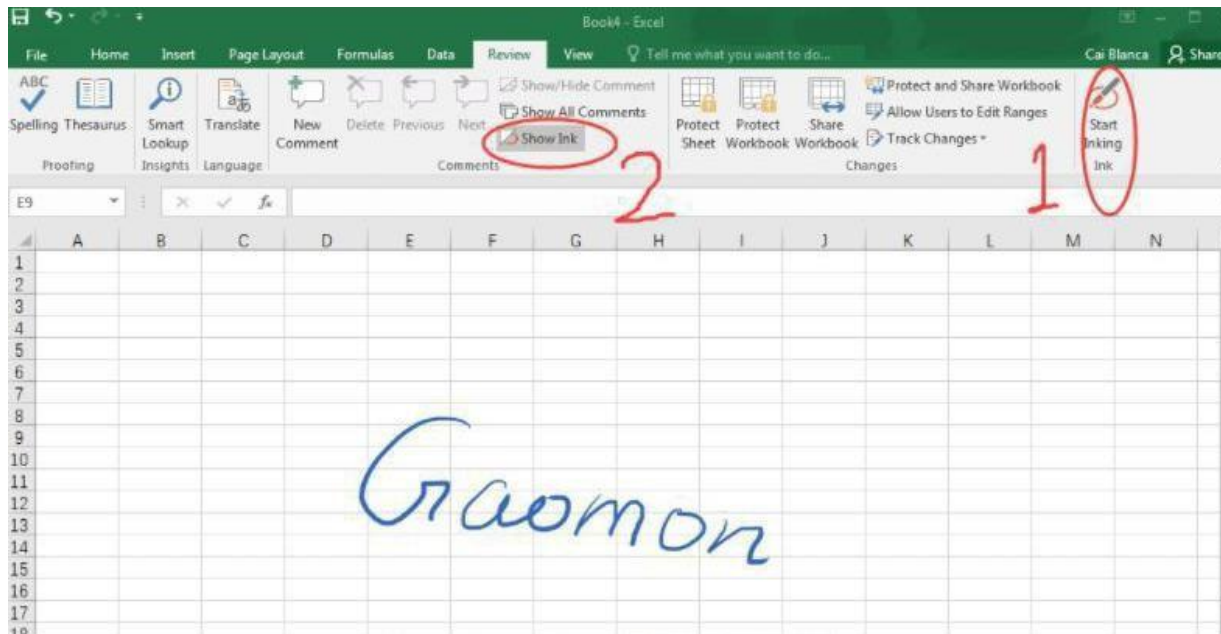




## 4.5.2 Excel

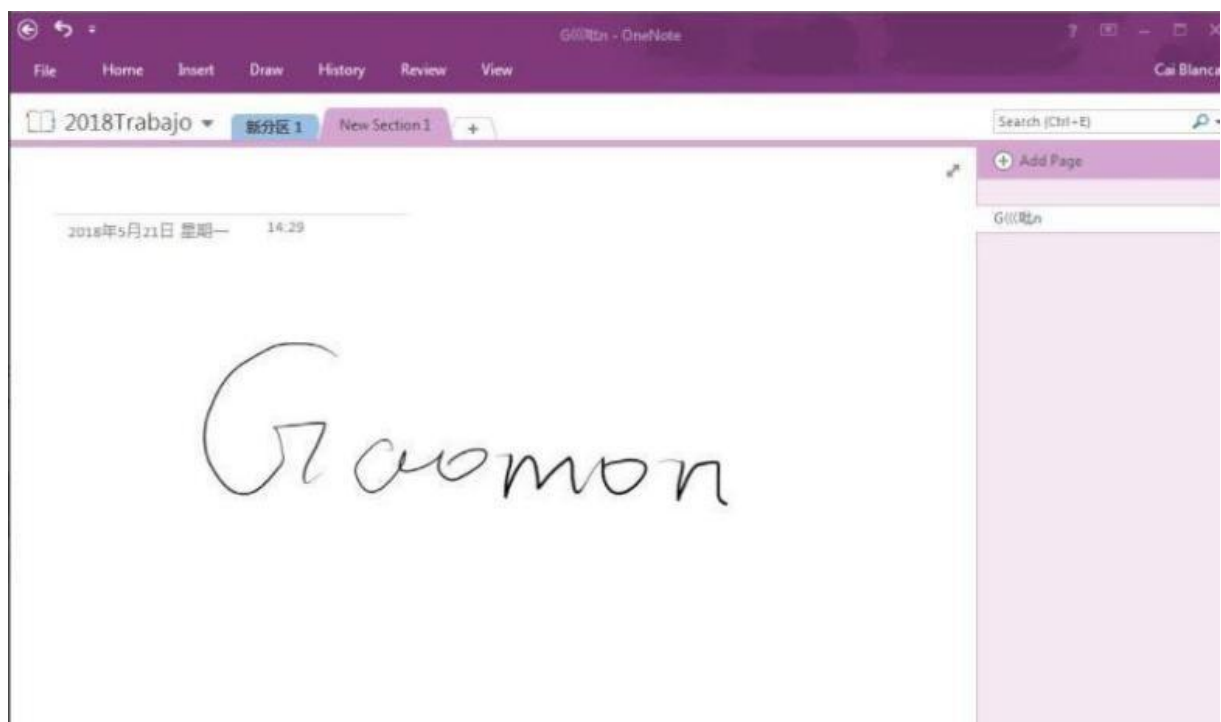
1. Having well connected M1220 to computer, please open the **Excel** file.
2. Click 'Review' and click 'Start Inking', then we can draw on excel files with digital pen.

Note: All the drawing you have made will disappear (in fact, they are hidden) if you clicked 'show ink', and re-click can make all of them appear.



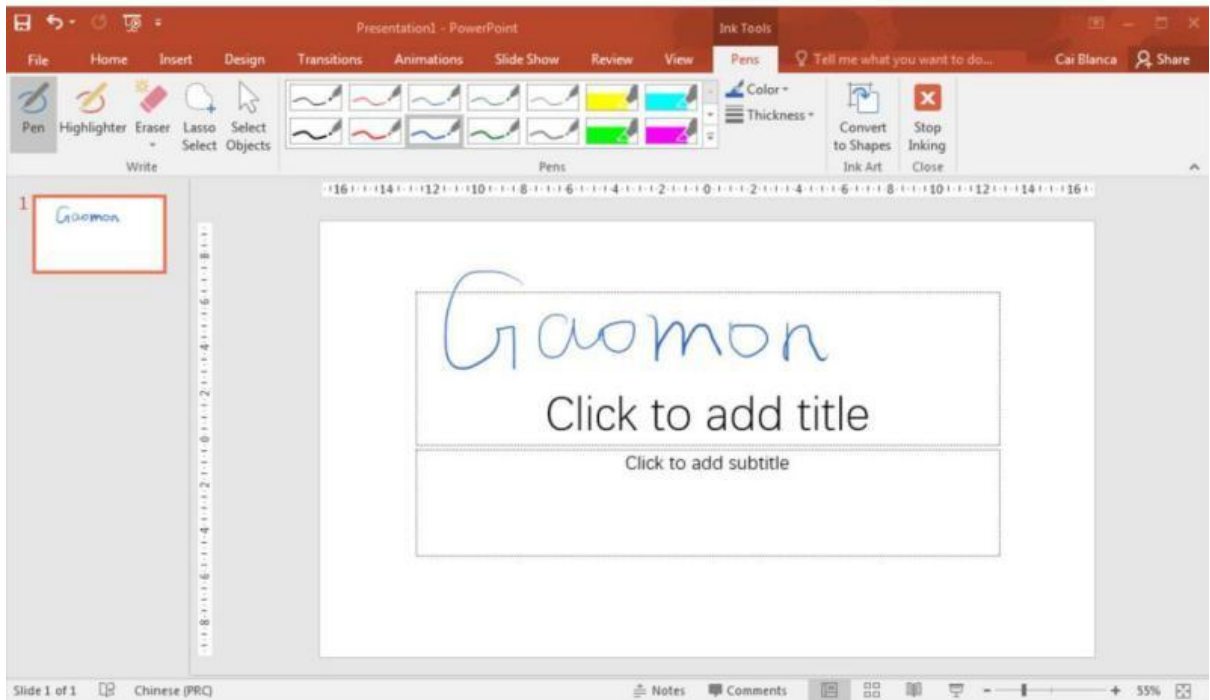
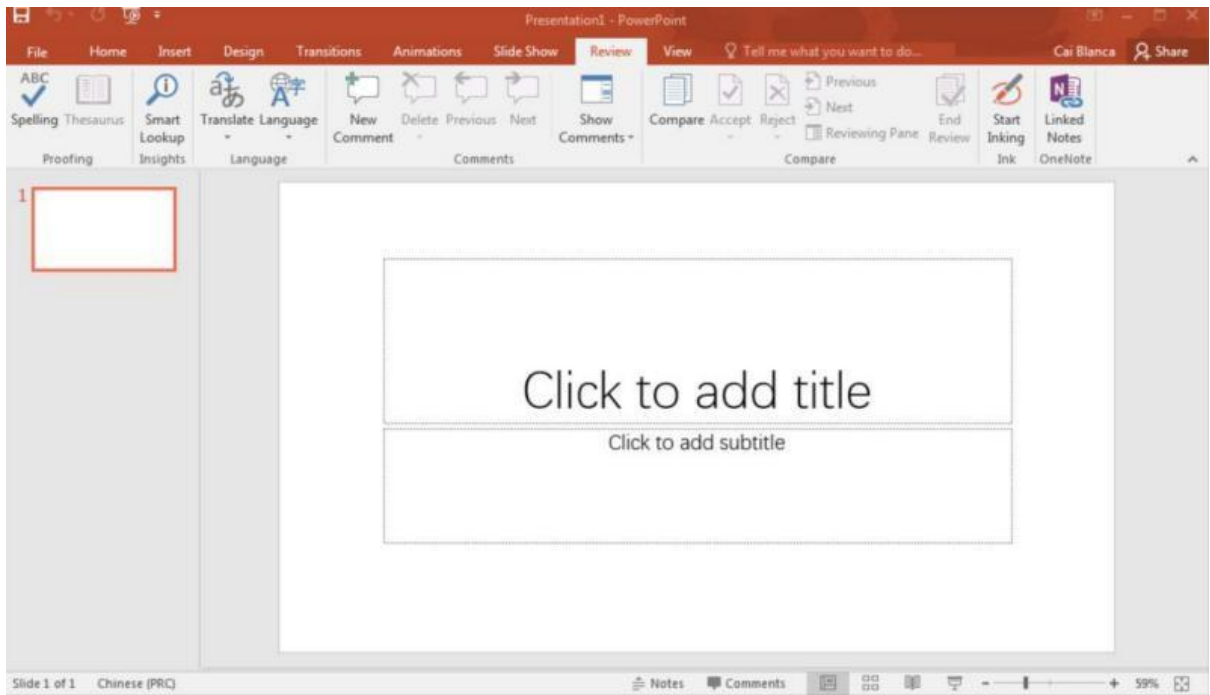
## 4.5.3 One Note

1. Having well connected M1220 to computer, please open **One Note**.
2. Now you can use GAOMON pen to draw now. The item 'Draw' can help us to adjust the pen and color.



## 4.5.4 PowerPoint

1. After well connected M1220 to computer, open PowerPoint.
2. Click the item 'Review' and then click 'Start Inking', now we can draw on PowerPoint.

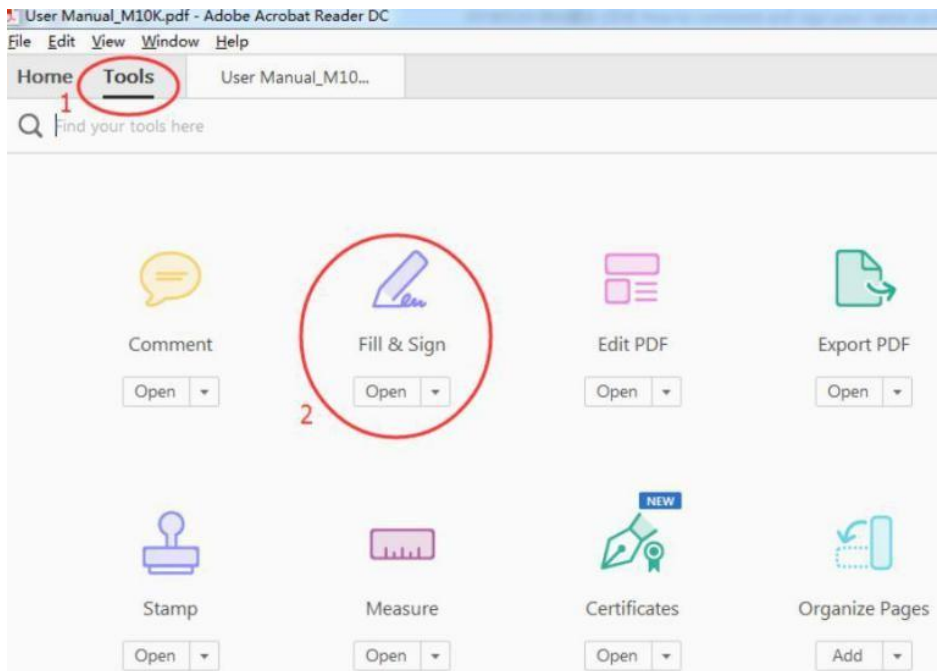


## 4.6 How to comment, highlight and sign/draw on PDF (Acrobat Reader DC)?

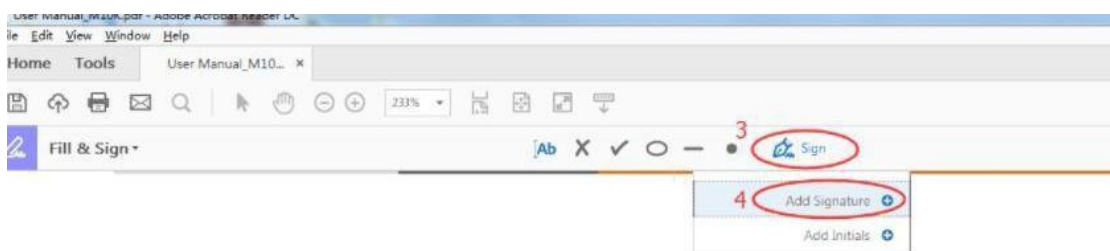
All solutions in this article are in **Acrobat Reader DC**. In other PDF programs, the steps resemble.

### 4.6.1 How to sign/write on PDF?

1. Make sure the cable well connected.
2. Open the **Acrobat Reader DC** and a PDF file that you want to sign your name. Here is an example.
3. Click 'Tools' and then find the item 'Fill & Sign' from the 'Tools' menu, then open it.

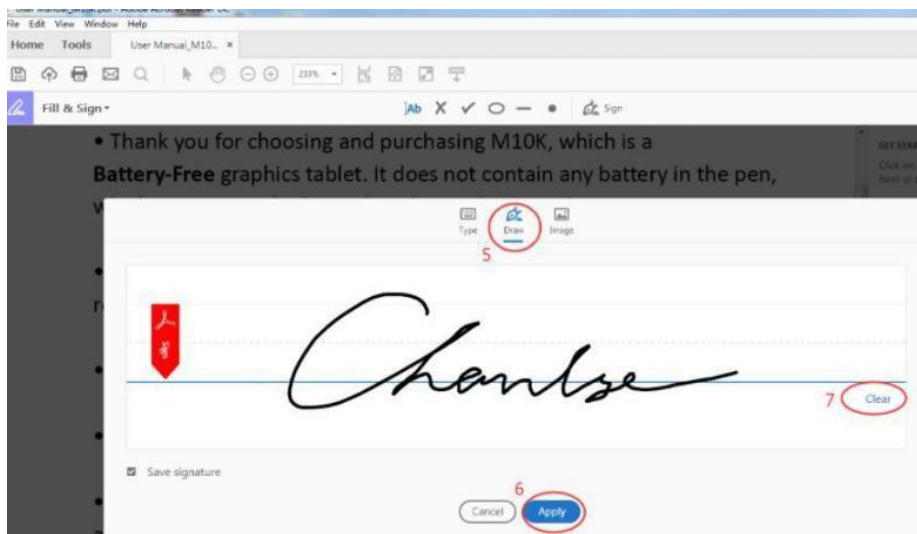


4. Click the item 'Sign', then choose 'Add Signature'.

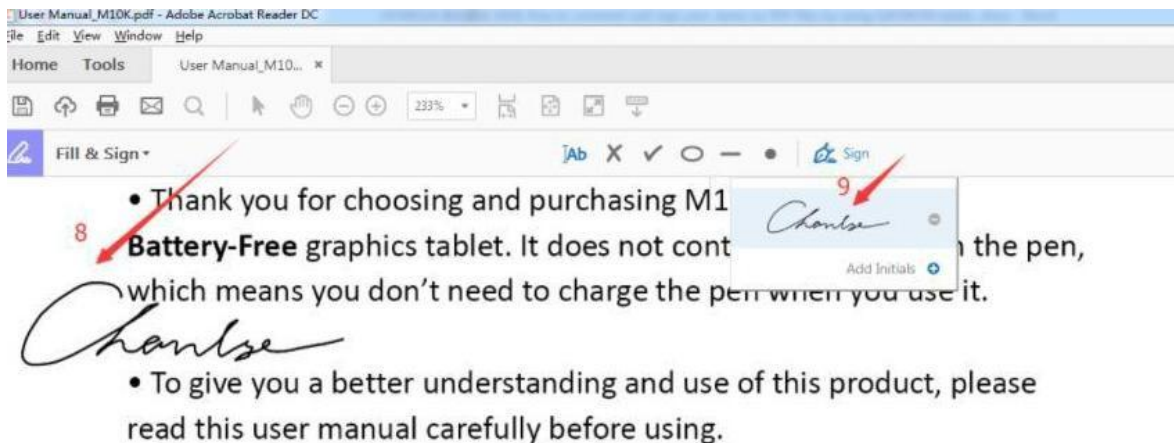


- Thank you for choosing and purchasing M10K, which is a **Battery-Free** graphics tablet. It does not contain any battery in the pen, which means you don't need to charge the pen when you use it.
- To give you a better understanding and use of this product, please read this user manual carefully before using.

5. Click the item 'Sign', then choose 'Add Signature'.



6. Click 'Draw', then you can use GAOMON stylus to write--click 'Apply' to save it.

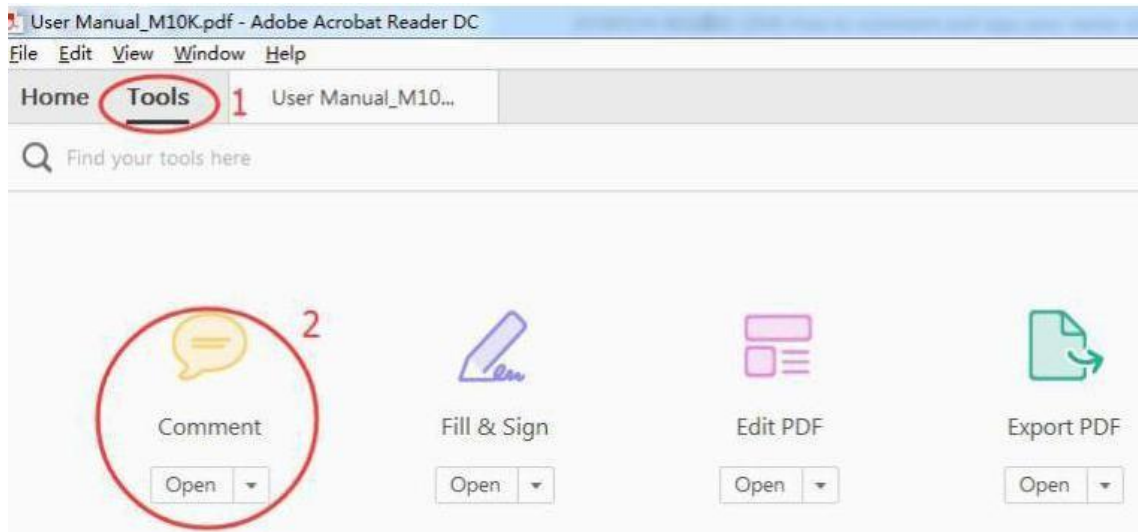


7. The signature can be placed anywhere in the PDF after saving it. For example, put the signature at the place that marks '8', choose 'Sign', click that place, then signature comes out.

## 4.6.2 How to use GAOMON M1220 to draw, comment on or highlight in PDF files?

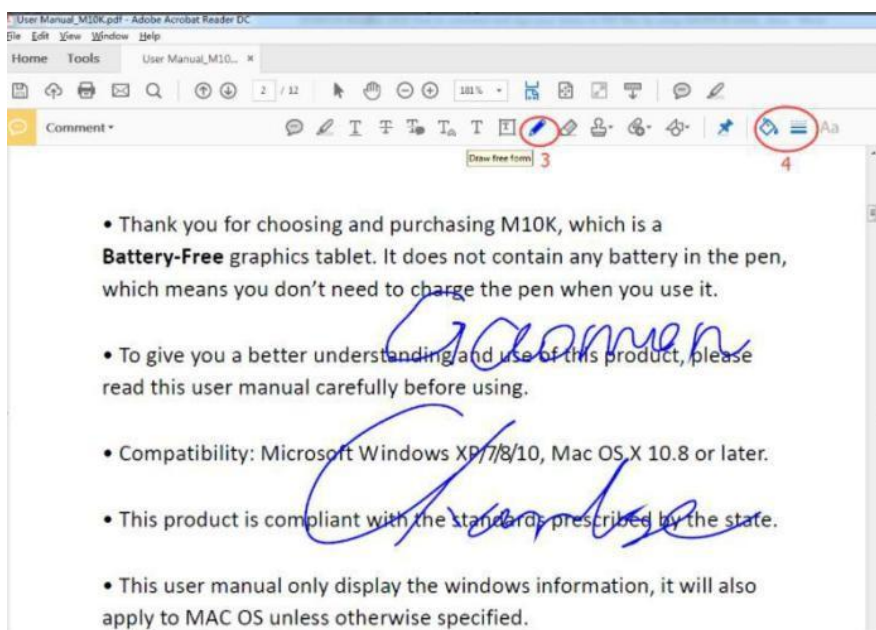
Having connected M1220 to computer, then open the **Acrobat Reader DC**.

1. Click 'Tools' -- find '**Comment**', and open it.



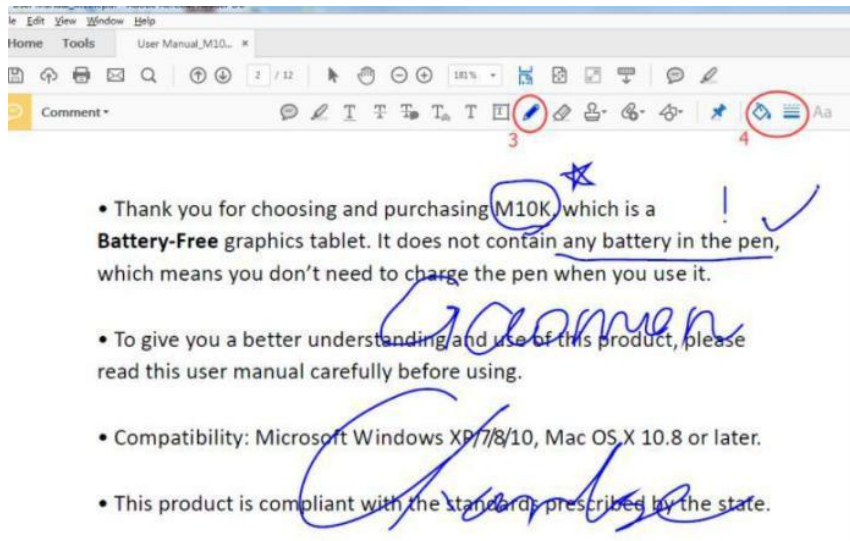
2. Click 'Draw free form' that marked as '3' in below picture to draw .We can select a color and line thickness from the icon that marked as '4'

3. The 'Draw free form' option makes you can use the tablet pen to draw words on PDF files, just like you draw on canvas. Here is an example, using GAOMON M1220 pen to write 'Gaomon' and 'Charlse' on this PDF.

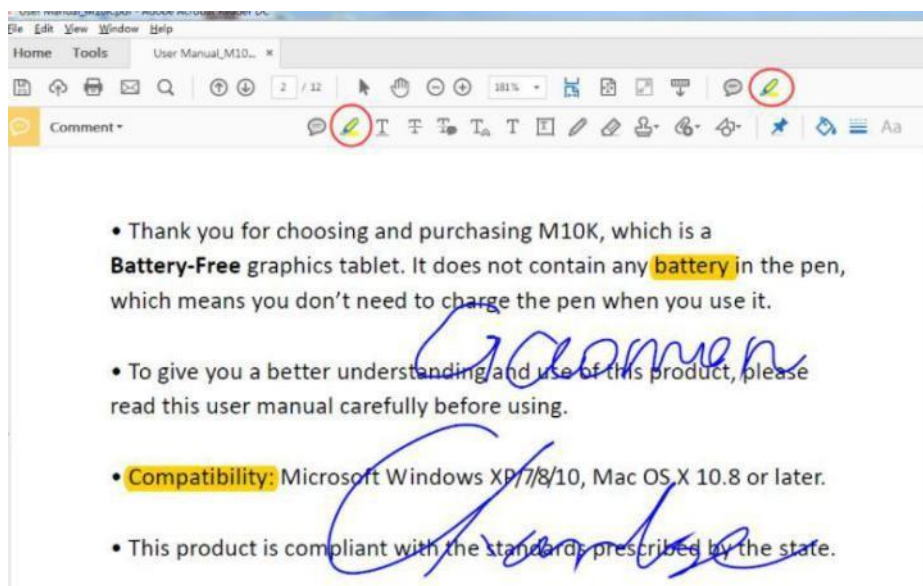




4. The 'Draw free form' option also makes the tablet pen to draw, line, circle or mark out the important content.



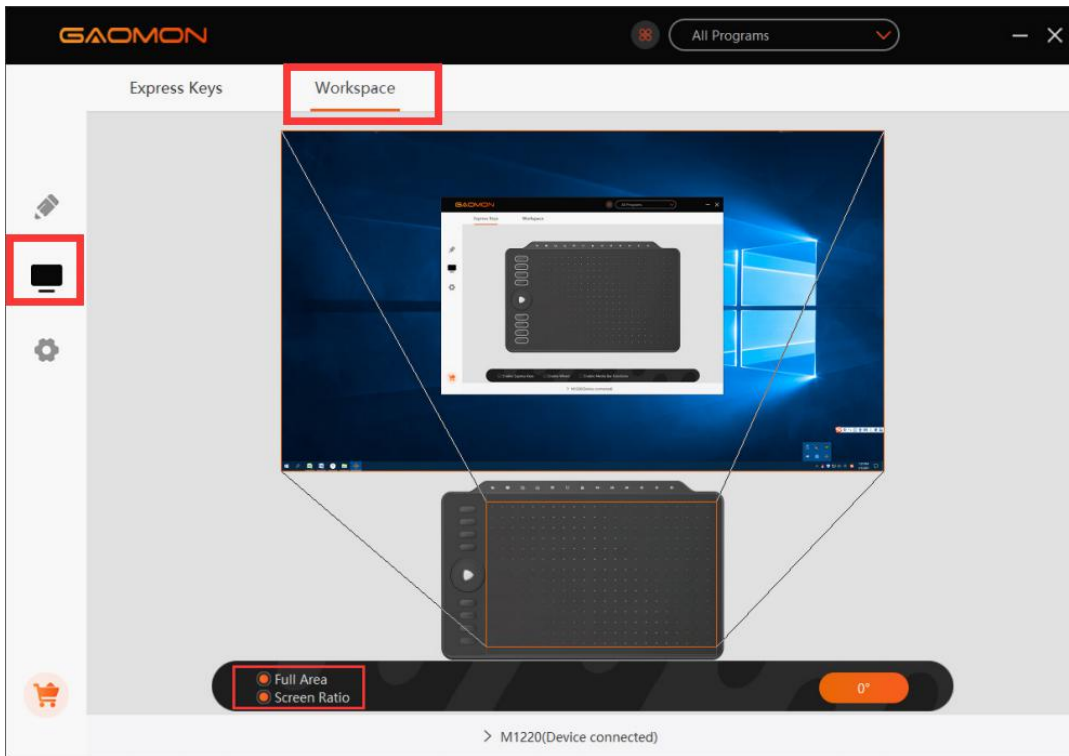
5. Move the cursor on the circled pen and click it. Then you can use the tablet pen to highlight the content you want.



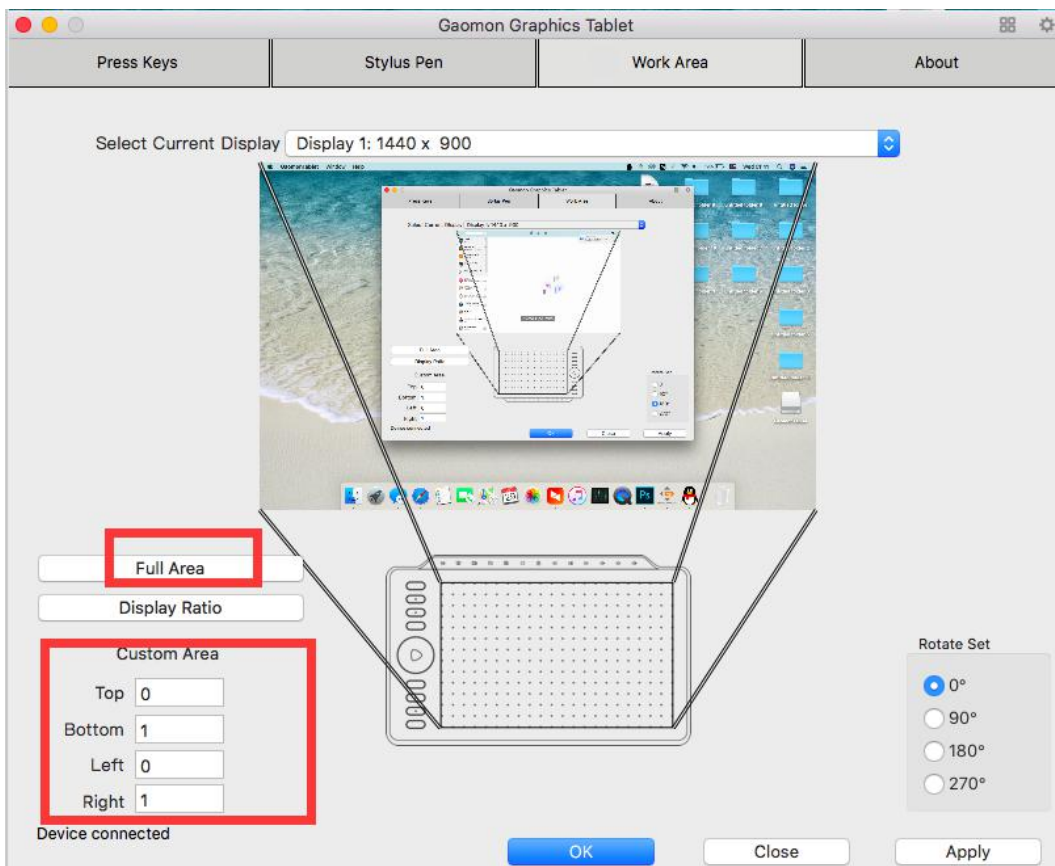
## 4.7 How to set working area?

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

### 4.7.1 Set working area on Windows



### 4.7.2 Set working area on Mac



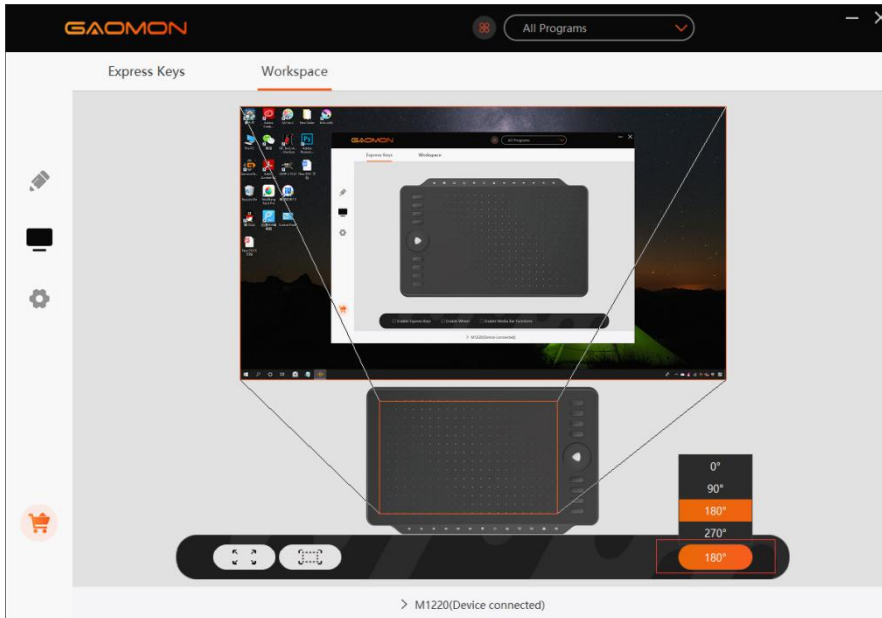


## 4.8 How to set the left-handed mode?

By changing the direction of the tablet to adapt to the left and right hand operation. We provide four directions of choice.

### 4.8.1 Left-handed mode on Windows:

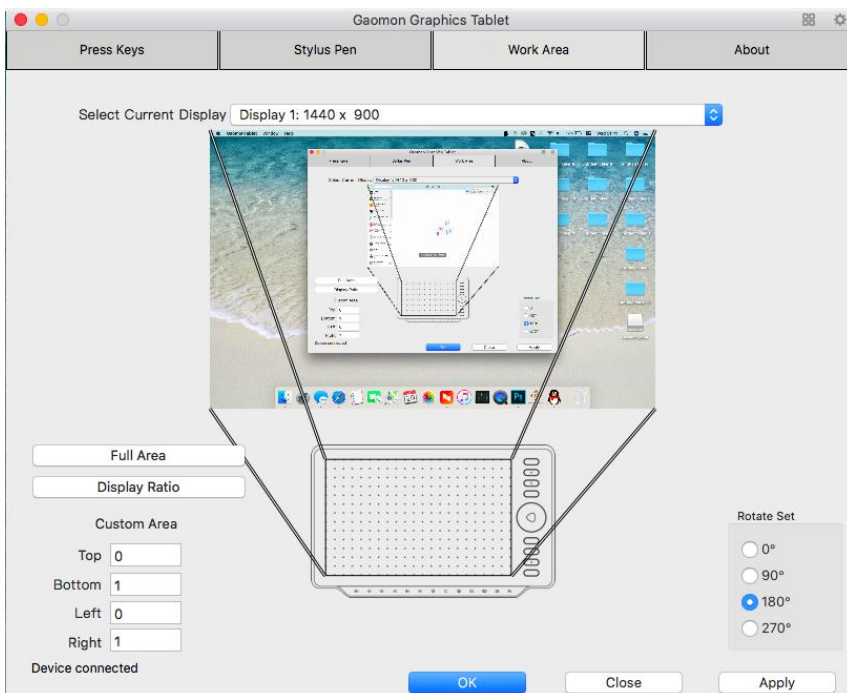
1. Please rotate 180° in the GAOMON driver: open GAOMON driver--Workspace --choose 180°.



2. Please rotate GAOMON product 180°: rotate the GAOMON M1220 180°, and the Express Keys will be at your right hand, that means the left-hand mode has set.

### 4.8.2 Left-handed mode on Mac:

1. Please rotate 180° in the GAOMON driver: open GAOMON driver--Workspace --choose 180°.



2. Please rotate GAOMON product 180°: rotate the GAOMON M1220 180°, and the Express Keys will be at your right hand, that means the left-hand mode has set.



## 5. About GAOMON service team

Service Email: [service@gaomon.net](mailto:service@gaomon.net)

Official Web: [www.gaomon.net](http://www.gaomon.net)

More FAQs: [blog.gaomon.net/faq-list](http://blog.gaomon.net/faq-list) or [gaomon.net/question/](http://gaomon.net/question/)