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› XPPen Artist Pro 24 Gen2 4K Ultra HD Drawing Tablet User Manual

XP-Pen MD240UH-US

XPPen Artist Pro 24 Gen2 4K Ultra HD Drawing Tablet User Manual

Model: MD240UH-US | Brand: XP-Pen

INTRODUCTION

This manual provides detailed instructions for setting up, operating, and maintaining your XPPen Artist Pro 24 Gen2 4K Ultra HD Drawing Tablet. Please read this manual thoroughly before use to ensure optimal performance and longevity of your device.

1. SETUP

1.1 Package Contents

Verify that all items are present in the package:

- Artist Pro 24 4K Drawing Tablet
- X3 Pro Stylus
- X3 Pro Slim Stylus
- Pen Clip
- X3 Pro Slim Stylus nibs (10x)
- X3 Pro Stylus Standard nibs (10x)
- Pen Case with Nibs (X3 Pro Slim Stylus nibs *4, X3 Pro Stylus felt nibs*4)
- Wireless Shortcut Remote and Bluetooth Receiver
- Power Adapter and Power Cord
- DisplayPort Cable
- HDMI Cable
- USB-C to USB-C Cable
- USB-C to USB-A Cable
- Glove
- Cleaning Cloth

Keep Inspiration Uninterrupted

AG Nano Etched
AF Coating Glass

Anti-glare,
Anti-fingerprint



Image: All components included in the XPPen Artist Pro 24 Gen2 package.

Your browser does not support the video tag.

Video: Unboxing the Artist Pro 24 Gen2 4K Ultra HD Drawing Tablet.

1.2 Connecting the Tablet

The Artist Pro 24 Gen2 offers multiple connection options to your computer. Ensure your computer is powered off before making connections.

1. **USB-C to USB-C Connection:** Use the provided USB-C to USB-C cable to connect your computer directly to the tablet. This single cable can transmit both video and data. Ensure your computer's USB-C port supports DisplayPort Alternate Mode.
2. **DisplayPort Connection:** Connect the DisplayPort cable from your computer to the tablet. Additionally, connect the USB-C to USB-A cable for data transmission (pen input).

3. **HDMI Connection:** Connect the HDMI cable from your computer to the tablet. Additionally, connect the USB-C to USB-A cable for data transmission (pen input).

Always connect the power adapter to the tablet and a power outlet regardless of the video/data connection method.

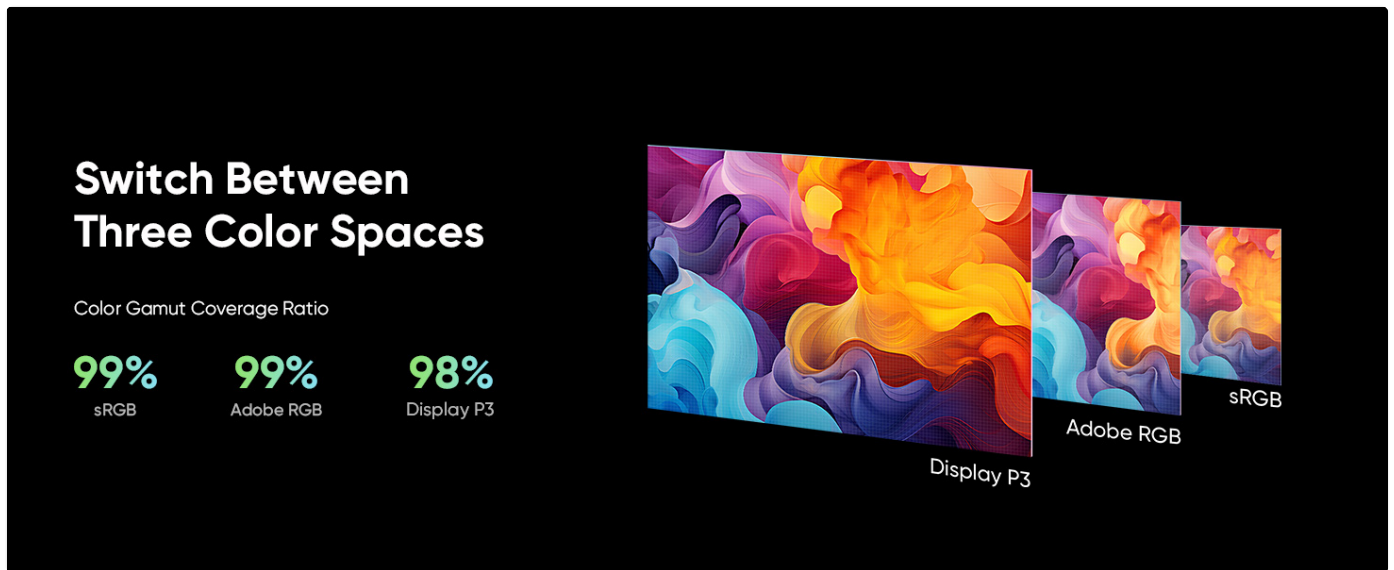


Image: USB-C connection diagram for the drawing display.

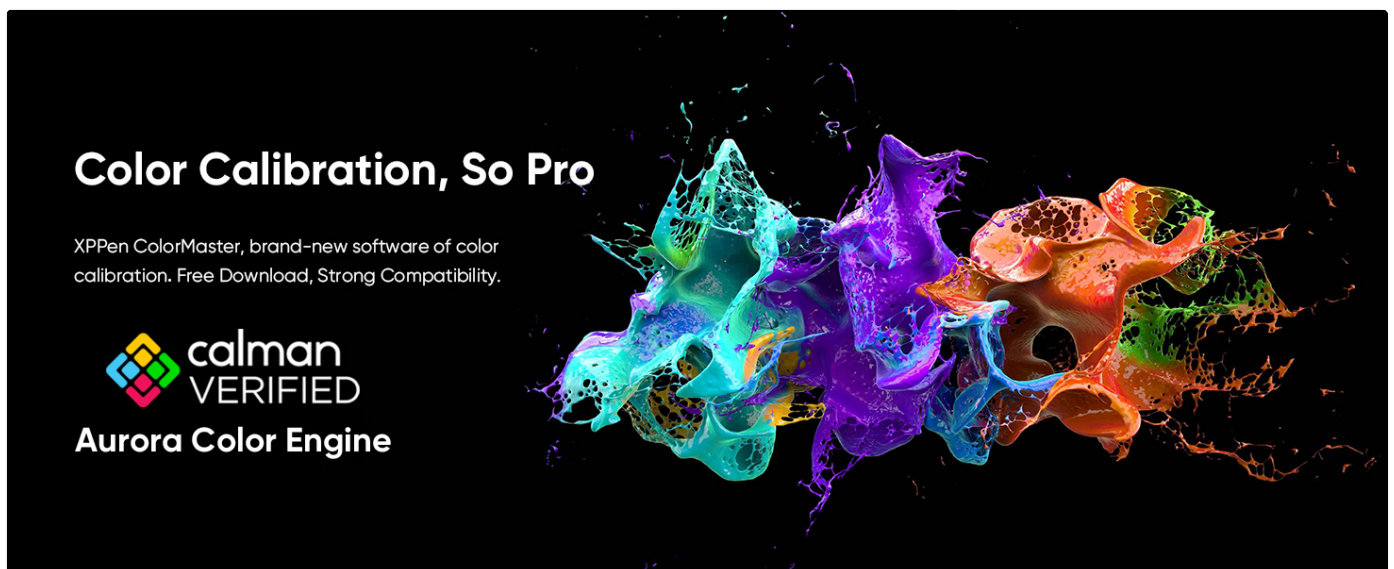


Image: DisplayPort and HDMI connection diagrams for the drawing display.

1.3 Driver Installation

Before using the tablet, you must install the latest drivers from the official XP-Pen website. Do not connect the tablet to your computer until instructed by the driver installation process.

- Visit the official XP-Pen support website.
- Locate the drivers for the Artist Pro 24 Gen2 (MD240UH-US).
- Download the appropriate driver for your operating system (Windows, macOS, Linux, ChromeOS, Android).
- Follow the on-screen instructions to complete the installation. Restart your computer if prompted.

Your browser does not support the video tag.

Video: Instructions on how to download and install the Artist Pro 24 Gen2 driver.

2. OPERATING THE TABLET

2.1 Display Features

The Artist Pro 24 Gen2 features a 23.8-inch 4K UHD (3840x2160) display, providing exceptional clarity and detail for creative work. It is Calman-verified with a Delta E < 1 for superior color accuracy.

- **Resolution:** 3840x2160 (4K UHD)
- **Color Accuracy:** Calman Verified, Delta E < 1, 99% Adobe RGB, 99% sRGB, 98% P3
- **Color Depth:** 1.07 billion colors (8bit+Hi-FRC)
- **Brightness:** 300cd/m²
- **Contrast Ratio:** 1000:1
- **Glass:** AG Nano Etched and AF Coating glass for anti-glare and anti-fingerprint properties, reducing parallax.

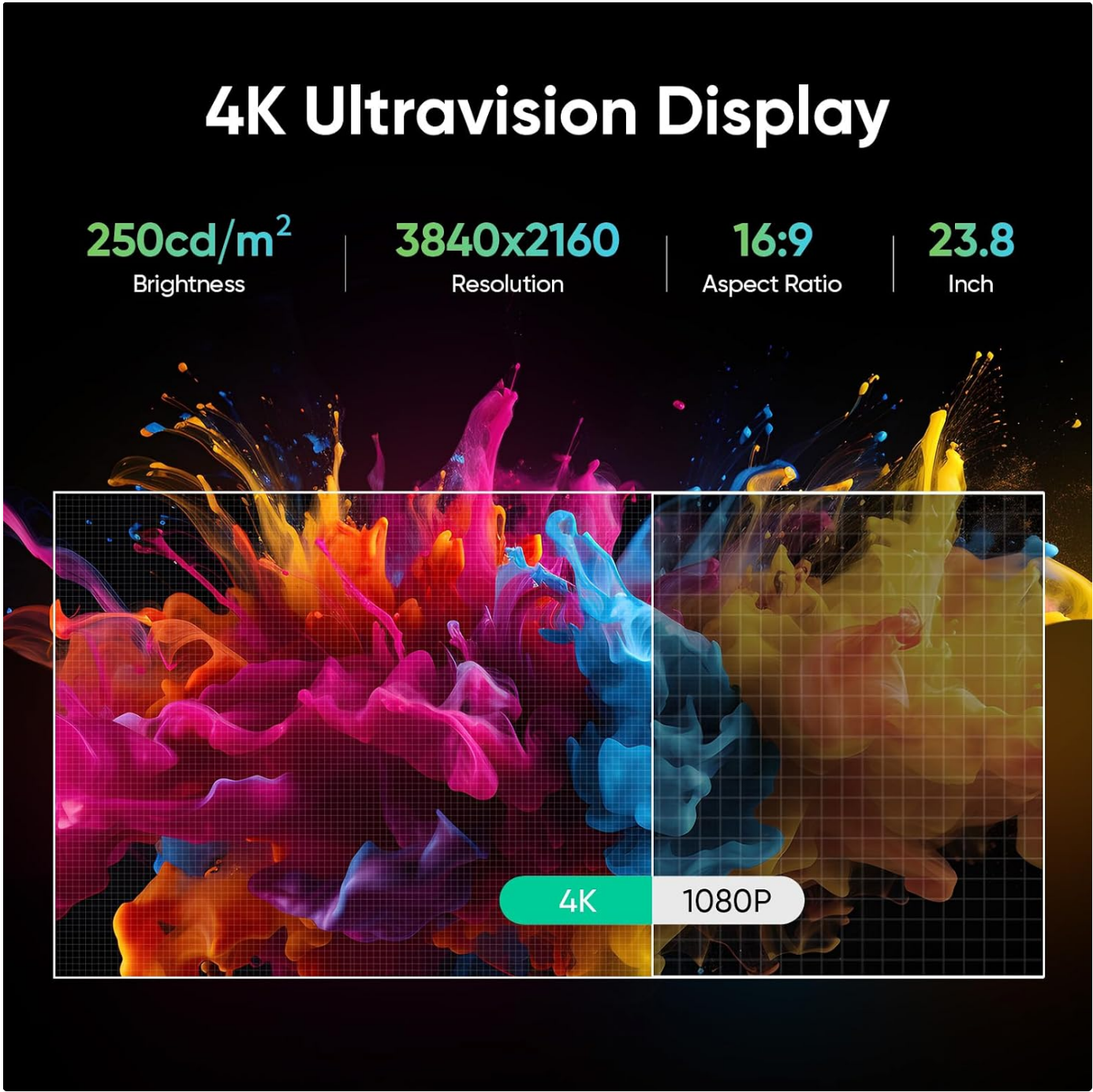


Image: Overview of the 4K Ultravision Display features.

Calman Verified Color Accuracy

$\Delta E < 1$ in sRGB

Color Gamut Coverage Ratio



1000:1

contrast ratio

1.07

Billion Color

Image: Details on Calman Verified Color Accuracy and color gamut coverage.

Color Calibration, So Pro

XPPen ColorMaster, brand-new software of color calibration.
Free Download, Strong Compatibility.



Aurora Color Engine

Image: XPPen ColorMaster software for professional color calibration.

2.2 Stylus Usage

The tablet comes with two X3 Pro Chip Styluses, each offering 16,384 pressure levels and 60° tilt function for precise and natural drawing experience.

- **X3 Pro Smart Chip Stylus:** Features a felt nib for a pen-on-paper feel, two shortcut keys, and a digital eraser.
- **X3 Pro Slim Stylus:** Lightweight, slim design with a thinner nib, smaller magnetic core, and replaceable keys.

The pen case stores both styluses and includes 28 extra nibs and 2 detachable pen clips for convenience.

Dual Styli, Double Smooth



X3 Pro Smart Chip Stylus

- X3 Pro Smart Chip and 16K Pressure Levels
- Felt Nib for Pen-on-Paper Feeling
- Two Shortcut Keys+ One Digital Eraser
- Silicone Grip for Comfortable Holding



X3 Pro Slim Stylus

- X3 Pro Smart Chip and 16K Pressure Levels
- Light, Slim, Comfortable to Grip
- Thinner Nib, Smaller Magnetic Core
- Two Replaceable Shortcut Keys



Image: Details of the two included X3 Pro styluses.

2.3 ACK05 Wireless Keydial

The ACK05 Wireless Keydial provides 10 customizable keys and a physical dial to streamline your workflow. Assign frequently used functions for quicker access and an ergonomic creative process.

ACK05 Shortcut Remote Smoother Creation, Faster Pace

**10*4
Customized Keys**

Liberate More Creativity

**Comfortable
Damping**

Trigger Inspiration with
Every Touch



Image: The ACK05 Wireless Keydial for enhanced workflow.

2.4 Compatibility

The Artist Pro 24 Gen2 is compatible with a wide range of operating systems and creative software:

- **Operating Systems:** Windows 7 (or later), macOS 10.13 (or later), Android (USB3.1 DP1.2), ChromeOS 88 (or later), Linux.
- **Software:** Adobe Photoshop, Illustrator, SAI, CDR, Clip Studio Paint, GIMP, Krita, MediBang, FireAlpaca, Toonboom, Maya, Blender3D, etc.

One Display, Infinite Possibilities

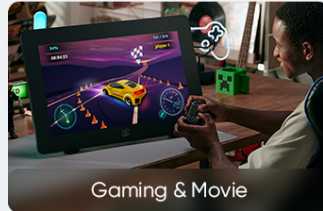


Image: Compatibility overview for the Artist Pro 24 Gen2.

3. MAINTENANCE

3.1 Cleaning the Display

To maintain optimal display clarity and performance, regularly clean the screen:

- Use the provided cleaning cloth or a soft, lint-free cloth.
- Gently wipe the screen to remove dust, smudges, and fingerprints.
- For stubborn marks, lightly dampen the cloth with water or a screen-safe cleaning solution. Avoid harsh chemicals.
- Ensure the tablet is powered off before cleaning.

3.2 Replacing Stylus Nibs

Stylus nibs wear down with use and should be replaced to maintain drawing precision. The pen case contains extra nibs and a nib extractor.

1. Locate the nib extractor tool in the pen case.
2. Gently grip the worn nib with the extractor and pull it straight out.
3. Insert a new nib firmly into the stylus until it clicks into place.

Red Dot Winner 2024, Ergonomic Design



**Standard
VESA Adapter:
100*100mm**



**Self-Cooling
System**



**ACS02
Adjustable
Stand**



**Built-in cable
harness module**



Pen Case for Two Styli



Quick Function Switch Button



Image: The pen case showing stylus nibs and the nib extractor.

4. TROUBLESHOOTING

This section addresses common issues you might encounter with your XPPen Artist Pro 24 Gen2 tablet.

4.1 No Display or Signal

- Ensure all cables (power, video, USB-C data) are securely connected to both the tablet and your computer.
- Verify that the power adapter is connected to a working power outlet.
- Check your computer's display settings to ensure the tablet is detected and configured as an extended or mirrored display.
- If using a USB-C to USB-C connection, confirm your computer's USB-C port supports DisplayPort Alternate Mode.
- Try using different cables if available to rule out faulty cables.

4.2 Pen Not Responding or Inaccurate

- Ensure the tablet drivers are correctly installed and up to date. Reinstalling drivers can often resolve pen issues.
- Check if the stylus nib is worn out and replace it if necessary.
- Recalibrate the pen in the XP-Pen driver settings.
- Ensure no other tablet drivers (e.g., Wacom) are installed on your system, as they can conflict. Uninstall any conflicting drivers.
- If the tablet becomes unresponsive after the computer wakes from sleep, try restarting the XP-Pen program or your computer.

4.3 Image Retention (Burn-in)

Some users have reported temporary image retention (ghosting) issues. While often temporary, persistent issues may indicate a hardware problem.

- Avoid displaying static images for extended periods.
- Reduce screen brightness if image retention is frequent.
- If the issue persists or worsens, contact XP-Pen customer support for assistance.

5. SPECIFICATIONS

Feature	Detail
Brand	XP-Pen
Model Name	MD240UH-US
Screen Size	23.8 inches
Native Resolution	3840x2160 (4K UHD)
Display Type	LCD
Pressure Sensitivity	16384 levels
Connectivity Technology	Display Port, HDMI, USB-C
Operating System Compatibility	Windows 7 (or later), macOS 10.13 (or later), Android (USB3.1 DP1.2), ChromeOS 88 (or later), Linux
Color Accuracy	Calman Verified, Delta E<1 in sRGB, 99% Adobe RGB, 99% sRGB, 98% P3
Color Depth	1.07 billion colors
Brightness	300cd/m²
Contrast Ratio	1000:1
Glass Type	AG Nano Etched and AF Coating glass (Anti-glare, Anti-fingerprint, Full Lamination)
Item Weight	19 pounds
Item Dimensions (L x W)	29.9"L x 20.1"W
Active Surface Area	236.98 square inches

6. WARRANTY AND SUPPORT

6.1 Warranty Information

XPPen provides a 1-Year Protection Plan for all its products. For detailed terms and conditions regarding support, returns, and refunds, please refer to the official XPPen warranty policy or contact customer service.



Image: XPPen brand logo.

6.2 Customer Support

If you encounter any issues not covered in this manual or require further assistance, please contact XPPen customer support. You can typically reach them via their official website's support section or through the platform where you purchased the product.

For Amazon purchases, you can contact the seller "ART TOOL INC" via Amazon Message for product-related inquiries.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question