

# Precautions for Creative Connect

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The recommended operating conditions / precautions for using the app are as follows.

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## 1. OPERATING CONDITIONS

The operating conditions of the PC to be connected are as follows.

### Recommended Operating Conditions for Creative Connect

<b>OS</b>	Windows 11 Home (64-bit version) version 21H2 or later Windows 11 Pro (64-bit version) version 21H2 or later Windows 10 Home (64-bit version) version 21H2 or later Windows 10 Pro (64-bit version) version 21H2 or later
<b>CPU</b>	Intel® 8th Gen Core i3 or higher AMD Ryzen™ 3 or higher
<b>Memory</b>	Memory 4GB or more
<b>Display Resolution</b>	1920×1080dots
<b>Disk space (required)</b>	300MB or more
<b>USB port (required)</b>	USB3.2 (Gen1) Type-C or higher Thunderbolt 3 Type-C or higher

- Other than the above conditions, it may not work properly.
- Depending on the computer you are using, it may not be available.
- Even if the above conditions are met, not all operations are guaranteed.
- For connection, please use the USB cable attached as standard to FMV LOOX.
- The above conditions are subject to change due to future updates.
- Only the integrated USB controllers of Intel platform and AMD platform can be supported.

## 2. ABOUT CONNECTION AND FIRST STARTUP

- When you start Creative Connect for the first time, you need to update Creative Connect in FMV LOOX and install it on the computer you want to connect to. Internet connection is required for installation.
- Even if the computer you connect to meets the recommended operating conditions, Creative Connect may not work.
- When connecting FMV LOOX to your computer with USB Type-C cable, Creative Connect may not start. In that case, reseal the cable and reconnect it. If you cannot connect after several attempts, it may not be able to supply power from the USB Type-C connector on the computer you are connecting. Please check the connector settings. There may also be a cable failure.
- When using Creative Connect, you will see a disk drive named "LOOXCONNECT". This is required for this function and cannot be written as a disk drive.
- While using Creative Connect, Creative Connect may fail to start when you shut down, restart, or hibernate FMV LOOX or your computer, and then start it with a USB Type-C cable plugged in. In that case, please reseal the cable and try connecting again.
- If you shut down or restart FMV LOOX while using Creative Connect, you may see a message on your computer that says, "USB device cannot be recognized". It is displayed when computers are connected to each other, and there is no problem with FMV LOOX and PC operation.
- Creative Connect does not work when connecting FMV LOOXs.
- If the USB Type-C connector of the PC to be connected is set to "Charging the PC" in "USB Type-C charge and feeding power utility", the Creative Connect function will not work. If you want to use Creative Connect, please change the setting to "Automatic detection".
- When charging FMV LOOX while using Creative Connect, the USB Type-C connector of the computer to be connected must support an output of 5V 1.5A or higher. Even if it is supported, depending on how you use FMV LOOX (for example, when performing high-load processing), the battery may decrease even if you charge it. For the output of the PC to be connected, please refer to the manual of your PC or contact the manufacturer.
- When using Creative Connect, FMV LOOX and the connected computer may not go to sleep.
- When the FMV LOOX Pen is cabled to the USB Type-C connector for Creative Connect on the front left side of the FMV LOOX, Creative Connect works and a notification message will be displayed that an attempt to connect to a computer will be displayed, but the connection will not be made. In addition, Creative Connect may work but will not connect when other devices are connected to the USB Type-C connector for Creative Connect, or when sleeping, restarting, or shutting down with an AC adapter connected.

- When installing Creative Connect on your computer in the tutorial, you may not be able to view the data in FMV LOOX when connected to VPN. If you cannot view it, please download and install the latest version of Creative Connect from “Support&Downloads” page.

<https://www.fmworld.net/overseas/sg/support/>

### **3. PRECAUTIONS FOR SECOND DISPLAY MODE**

- While using the second display mode, you can change the settings of Windows ("Settings" - "System" - "Display", shortcut keys ([Windows] key + [P] key), operation in "Quick Settings") will not be reflected even if you change the Extend display or Duplicate display. Do not make any changes from the Windows “Settings”.
- Please note that if you change the type of second display mode (change main display or switch between duplicate/extend) while copying or moving files on the second display, the move or copy of the file will be canceled.
- When using the second display mode, operation may slow down while the second display side is performing heavy processing.
- When using the second display mode, in rare cases, the display may be interrupted for a few seconds and the app that was displayed on the second display side may move to the main display side.
- When using the second display mode, the screen may temporarily turn white when a USB memory stick is connected to the second display side.
- While using the second display mode, you may not be able to write lines with touch in Paint. It should be noted that there is no problem with other applications pre-installed on FMV LOOX.
- When using the second display mode, the display of the screen may be distorted when the computer screen is rotated. Do not rotate your computer screen while using the second display mode.
- When using the second display mode, if the second display side has transitioned to sleep, FMV LOOX or the computer must also be resumed by pressing the power button or the like.
- When using the second display mode and the main display side transitions to sleep, the screen on the second display side displays the original screen unlike a general monitor.
- When the FMV LOOX battery is low, you will be prompted to charge. If you see this message while using FMV LOOX as a second display, touch the screen of FMV LOOX to respond to the message.

## 4. PRECAUTIONS FOR DUAL PC MODE

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- While using Dual PC mode, the mouse pointer may not be able to move between FMV LOOX and the computer. In that case, click on the empty part of the desktop after navigating the main screen of Creative Connect (the screen where you select a function). If you are unable to move the mouse pointer after working with other applications that run with administrator privileges (some special apps, app installers, etc.), try this solution.
- You cannot use touch operation with FMV LOOX to copy files to the computer side.

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