



Eye-CareU

# User Manual

# Copyright and disclaimer

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It is the sole responsibility of the user if problems (such as data loss and system failure) occurred due to non-factory installed software, parts, and/or non-original accessories.

(Applicable for flicker-free models only) The performance of flicker-free may be affected by external factors such as poor cable quality, unstable power supply, signal interference, or poor grounding, and not limited to the above mentioned external factors.

## Servicing

Should you have any queries about the software after reading the document, contact the customer support from the software settings page > **Support**. Note that network connection is required.

## Typographics

Icon / Symbol	Item	Meaning
	Warning	Information mainly to prevent the damage to components, data, or personal injury caused by misuse and improper operation or behavior.
	Tip	Useful information for completing a task.
	Note	Supplementary information.

In this document, the steps needed to reach a menu are shown in condensed form, for example: **System > Information**.

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# Introduction

**Eye-CareU** is a software utility that helps adjust your Eye-Care related settings quickly as an alternative of the control keys on the monitor. It also helps keep you from eye strain by managing your screen time.

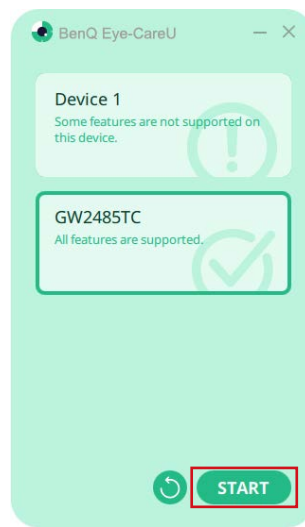
- **Eye-CareU** scans and identifies the connected display(s) to determine which features are supported. Available features vary by model. Therefore, not all controls and features described in this document may appear in your application.
- Images in this document are for reference only and may look different according to the operating system of your computer. The user interface may subject to change without prior notice.

## System requirements and compatible monitors

- Windows 10 or above operating systems. See <https://www.benq.com/en-us/monitor/software/eye-careu/specifications.html> for more information.
- Selected BenQ LCD Monitors: all software features are supported. See <https://www.benq.com/en-us/monitor/software/eye-careu/specifications.html> for the supported monitors.
- Other displays: limited functions are supported.

## Installing and launching the **Eye-CareU** software

1. Visit the local website from [Support.BenQ.com](https://support.benq.com) > **Eye-CareU** to download the software.
2. Click the file just downloaded and follow the on-screen instructions to complete the installation. Check **Launch Eye-CareU** in the last step before you finish the installation. Now the software is ready for use.
3. When the software is launched, it scans and identifies the connected display(s) to determine the supported features. The software window is displayed on the supported monitor screen by default. If multiple monitors are available, select one and click **Start**. See [Selecting a different monitor on page 5](#) for more information.

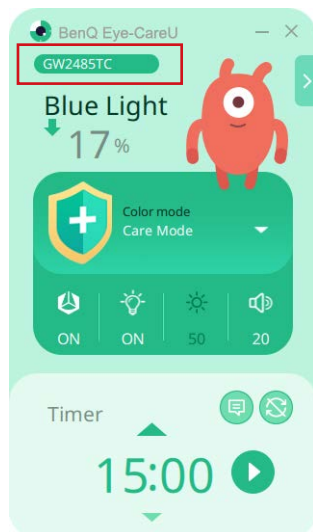


- The order of the devices may change after the monitors are re-connected or the project setting is updated from the computer.
- To change the software language, see [Changing the software language on page 9](#).

## Selecting a different monitor

The software works with one monitor at a time. If you have multiple monitors connected to the same computer, the software window is displayed on one of the supported models by default.

To select a different monitor, click device list and select another monitor from the list.




Monitor selection is not available when the timer is activated.

If you use a laptop with an extra monitor connected, available monitors vary depend on the way you want the content to be displayed on the connected monitor.

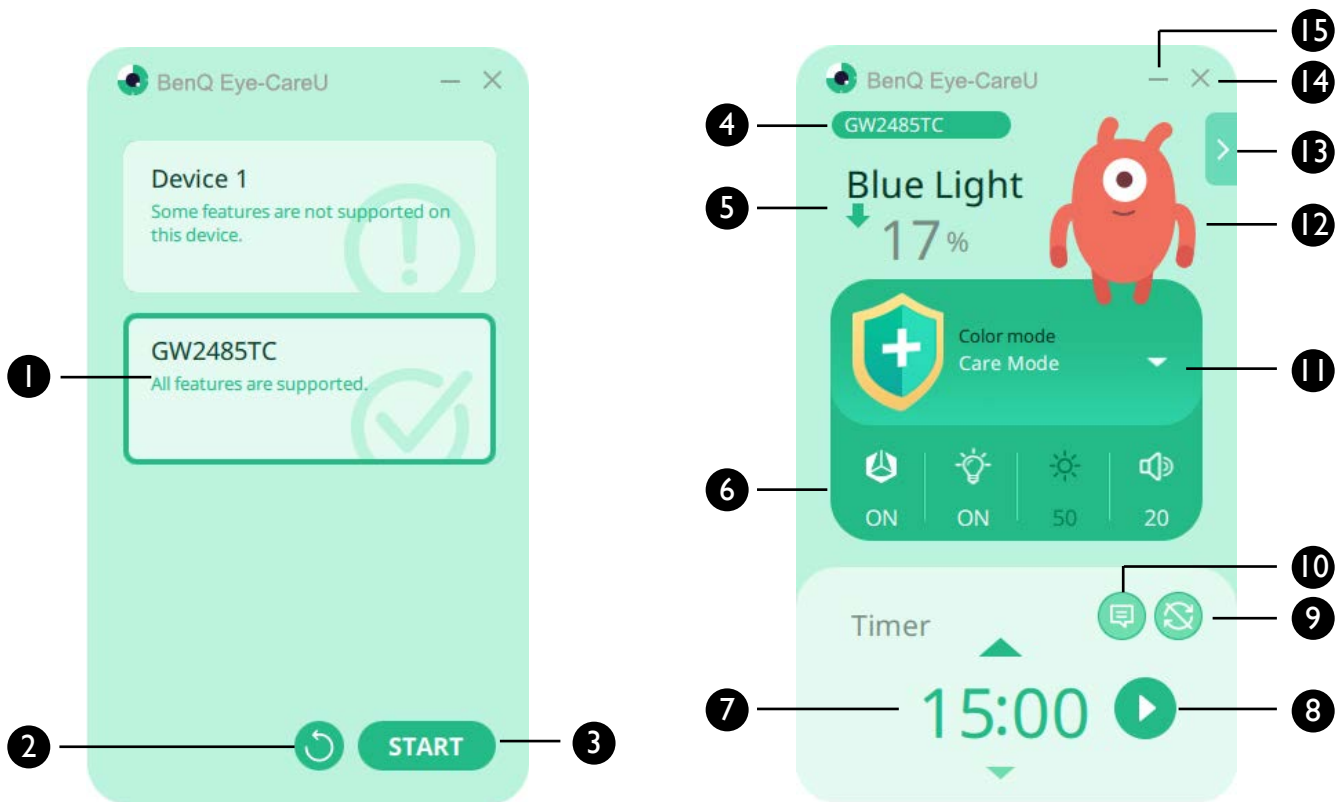
**Duplicate:** only the connected monitor is available.

**Extend:** both the laptop's screen and the connected monitor are available.

## Exiting Eye-CareU

1. Right-click the  icon from the desktop or from the system tray at the bottom-right or top-right corner of the screen.
2. Click **Exit Eye-CareU** to close the software.

# Overview



No.	Name	Descriptions
1	Device list	Shows a list of connected monitors and the compatibility. Name of a BenQ LCD monitor model will be displayed as well.
2	Device update	Scans and updates the connection status. If the monitor connection has been changed or the computer is waken up from Sleep mode, press to update the connection.
3	<b>Start</b>	Enters the software main page.
4	Device name	Shows the name of the current display that runs with the software. You can select another connected monitor from here. See <a href="#">Selecting a different monitor on page 5</a> for more information.
5	Blue light status	Shows the blue light emitted from the display when compared with the <b>Standard</b> color mode. The value changes with the selected color mode.
6	Monitor settings	Accesses to monitor's Eye-Care related OSD settings. Available options vary by model or setting. See <a href="#">Adjusting the screen brightness and volume on page 8</a> for more information.
7	Timer	Adjusts/shows the countdown timer before the screen is locked for a break. See <a href="#">Working with the countdown timer on page 8</a> for more information.
8	Timer activation	Enables the timer. See <a href="#">Working with the countdown timer on page 8</a> for more information.
9	Timer repeat	Decides how the timer is repeated. See <a href="#">Working with the countdown timer on page 8</a> for more information.
10	Break mode	Chooses a preferred break mode. See <a href="#">Working with the countdown timer on page 8</a> for more information.
11	Color mode / Eye-Care information	<ul style="list-style-type: none"> <li>• (Compatible models) Accesses to a list of available color modes (vary by model). See <a href="#">Changing the color mode on page 7</a> for more information.</li> <li>• (Not compatible models) Displays BenQ Eye-Care solution information. You can click on the image to access more information on the BenQ website. (Network connection required.)</li> </ul>
12	Theme IP	Shows the theme IP.

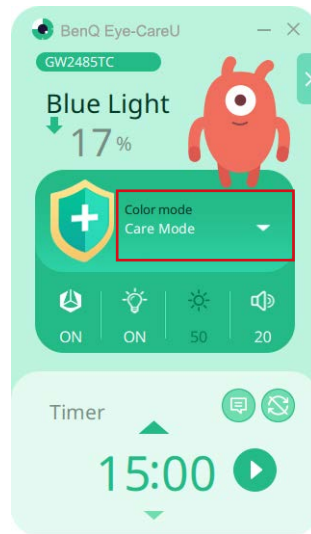
No.	Name	Descriptions
13	Settings	Accesses to the software <b>Settings</b> page. See <a href="#">Configuring the software on page 9</a> for more information.
14	Close	Closes the window while the software is still running in the background by default.
15	Minimize	Minimizes the software window.

## Adjusting the monitor settings

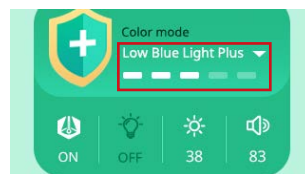
When a compatible monitor is detected by the software, its Eye-Care related OSD settings are synced up with and can be adjusted from the software.

Available settings vary by model.

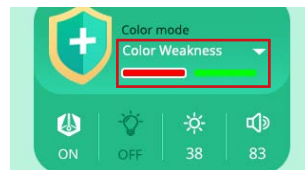
## Changing the color mode




1. To change the color mode, click the name of the current color mode from the software page.
2. Scroll up or down to select a preferred mode.
3. Click **Confirm** for confirmation.
4. If more options are provided for a mode, they will be displayed as bars under the mode. There will be three to five bars coming with **Low Blue Light** or **Low Blue Light Plus** mode, indicating different low blue light options. More blue light is emitted from the display if more bars are selected. Click on a bar to select/deselect directly. Available bars are available **Low Blue Light** or **Low Blue Light Plus** options. Refer to the monitor's user manual for more information.







5. If **Color Weakness** is selected, select the red bar to enable the red filter; select the green bar to enable the green filter.



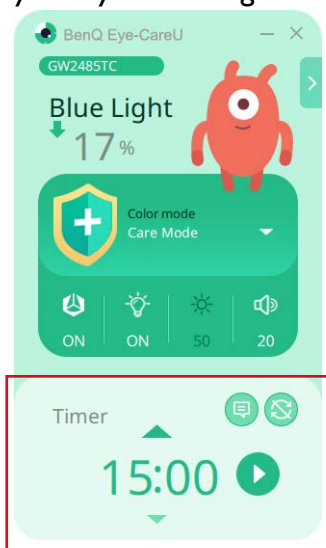
-  Change of color mode is not available for the following reasons:
- The selected monitor is not compatible with the software. Limited functions are available.
  - The selected monitor is switched to HDR mode because HDR content is detected. All color modes are not available by now. The setting stays to the HDR mode previously chosen for HDR content by default. The color modes will be available again when the monitor is disconnected with the HDR input.

## Adjusting the screen brightness and volume

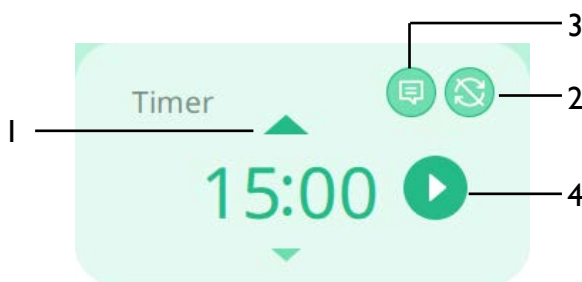
Icon	Function	Descriptions
	<b>B.I. / B.I.+</b>	Enables/disables B.I./B.I.+ sensor on the monitor to adjust screen brightness automatically. Once enabled, manual change of brightness is not available.
	<b>Light Reminder</b>	Enables/disables light reminder. Once enabled, the software works with the light sensor on your monitor and reminds you if it is too dark by a pop-up window.
	<b>Brightness</b>	Adjusts screen brightness manually. It is not available when B.I. / B.I.+ is enabled.
	<b>Volume</b>	Adjusts volume.




## Working with the countdown timer


A countdown timer can be set to help rest your eyes on a regular basis.




## Setting up and activating a timer







1. You can set your timer from 5 to 55 minutes as desired. To change the time, click the arrow above or below the time.
2. Decide how the timer is repeated by clicking  for more repeat options.
3. Decide the break mode by clicking  or .


Icon	Break mode	Descriptions
	<b>Break Reminder</b>	When the time is up, you are prompted by a message to take a break. The message may show again depending on your timer repeat setting in the previous step.





Icon	Break mode	Descriptions
	<b>Force Break</b>	When the time is up, the screen is locked for 10 minutes. You are encouraged to take a break as well. You will be notified at specific time before the break starts. Get ready and save your work or pause the video playback if necessary. The audio playback is not affected though. Once the screen is locked, there is no way to control the screen before the break ends unless you can solve the math question displayed and input the correct answer.

4. Start the timer by clicking . It starts the countdown. You can pause or stop the timer at any time as the pause and stop buttons are available. To stop the timer, press , solve the math question displayed and input the correct answer.

 If the software window disappears after a timer starts, go to the system tray at the bottom-right corner of the screen. Double-click  to bring the software page back. Disable **Minimize Eye-CareU when Timer turned ON** from the software **Settings > Advanced** to keep the software page on the display.

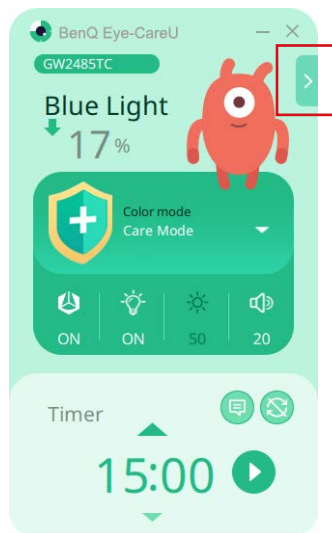
 • If you choose to duplicate the computer screen on multiple monitors, the software works on the first detected monitor, yet all the screens will be locked on countdown end.

• The  and  buttons disappear at the last 6 seconds before the countdown timer ends. You cannot pause or stop the timer then.

## Ending a break manually

A break is 10 minutes and you can continue to use the screen after it ends. If you prefer to end the break earlier than scheduled, the screen will be locked unless you can solve the math question displayed and input the correct answer.

## Configuring the software



To enter the software **Settings** page, click the arrow next to the theme IP. There are three setting tabs. You can set how the software is launched, minimized and updated from the software settings page.

## Changing the software language

1. Go to **Settings > General > Language** to select a preferred language.
2. Restart the software to apply the setting.

## Checking for a software update automatically


1. Go to **Settings > Help** and check **Auto Update**. The system will then check for an update automatically when it is launched with network connection. Note that the software update will not be performed automatically.

2. If a software update is available, you will be guided to **Settings > Help** to download and install the update.

- **DOWNLOAD**: an update is ready for download.

- **INSTALL NOW**: an update version has been downloaded and is ready for installation.

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-  If the network is disconnected while downloading an update, click **TRY AGAIN** after the network is re-connected. The download will be resumed.

- If manual update is preferred, select **CHECK FOR UPDATES** from **Help** when needed.

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## System information and technical support

To find out the system information, go to **Settings > Help**.

Should you need technical support, select **Support**. Note that network connection is required.

# Troubleshooting

## What is Eye-Care?

BenQ Eye-Care technology works by reducing your eye strain, headaches from monitors or blurred vision. At BenQ, we bring a viewing comfort for work, play and study in everyday life for you and your family. You can discover more about BenQ Eye-Care solution from <https://www.benq.com/en-us/campaign/eye-care.html>.

## Is Eye-CareU compatible with all BenQ monitors?

**Eye-CareU** is compatible with certain BenQ monitors. All functions are supported on these monitors. Visit <https://www.benq.com/en-us/monitor/software/eye-careu/specifications.html> for the compatible models.

## Can I use Eye-CareU on a monitor that is not compatible?

The software provides limited functions on monitors that are not compatible. You are encouraged to use a compatible monitor though, to have all the functions designed for eye care. Find a compatible monitor from <https://www.benq.com/en-us/monitor/software/eye-careu/specifications.html> You can discover more about BenQ Eye-Care solution from <https://www.benq.com/en-us/campaign/eye-care.html> as well.

## What's the difference between Break Reminder and Force Break?

**Break Reminder** sends messages only. You can continue to use the screen if you choose to ignore the messages. **Force Break** would lock the screen for 10 minutes. See [page 9](#) for more information.

## When I disconnect my monitor with Eye-CareU, will the timer continue?

If a monitor is disconnected or the computer enters Sleep mode, the monitor is considered disconnected. You will be requested to update the connection status from the restarted software page. The timer will be reset.

## Will Eye-CareU keep running after closing the software window?

Yes, the software keeps running after closing the window by default.

To change the setting, go to **Settings > Advanced**. Disable **Keep Eye-CareU running after closing the window**.

## No response when I try to launch Eye-CareU from the icon on the computer desktop or from the Start. menu.

The software is running in the background after the window is closed by default. You can bring the software window back from the system tray on the bottom-right of your screen.

## How can I download and update Eye-CareU software?

To download the software, see [Installing and launching the Eye-CareU software on page 4](#).

To update the software automatically, see [Checking for a software update automatically on page 9](#).

## Can I use Eye-CareU on my laptop and the connected external monitor at the same time?

The software works with one monitor at a time. Select the main screen you use to help protect your eyes.

## Need more help?

If your problems remain after checking this manual, please visit the local website from [Support.BenQ.com](https://Support.BenQ.com) for more support and local customer service.



Support.BenQ.com