



LCD Monitor User Manual

VideoVue Video Creator Monitor | PV Series

AQCOLOR[®]
Colors You Can Trust

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BenQ flicker-free technology maintains a stable backlight with a DC dimmer that eliminates the primary cause of monitor flicker, making it easier on the eyes. 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. (Applicable for flicker-free models only.)

Product support

This document aims to provide the most updated and accurate information to customers, and thus all contents may be modified from time to time without prior notice. Please visit the website for the latest version of this document and other product information. Available files vary by model.

1. Make sure your computer is connected to the Internet.
2. Visit the local website from [Support.BenQ.com](https://support.benq.com). The website layout and content may vary by region/country.
 - User manual and related document
 - Drivers and applications
 - (EU only) Dismantled information: Available on the user manual download page. This document is provided based on Regulation (EU) 2019/2021 to repair or recycle your product. Always contact the local customer service for servicing within the warranty period. If you wish to repair an out-of-warranty product, you are recommended to go to a qualified service personnel and obtain repair parts from BenQ to ensure compatibility. Do not disassemble the product unless you are aware of the consequences. If you cannot find the dismantled information on your product, contact the local customer service for assistance.

Firmware upgrade

You are recommended to upgrade the product to the latest firmware version (if available) and refer to the most up-to-date user manual to make best use of the product.

To upgrade your monitor, download and install the **Display QuickKit** software from the BenQ website.

- [Support.BenQ.com](https://support.benq.com) > model name > **Software & Driver** > **Display QuickKit** (available only when your monitor is compatible)
- [Support.BenQ.com](https://support.benq.com) > **Display QuickKit** (availability may vary by region)

The software utility checks the compatibility of your monitor automatically once launched. Refer to the user manual of the software utility for instructions.

If your monitor is not compatible with **Display QuickKit**, and you wonder if there is an updated firmware version available, please contact BenQ customer service.

Advanced software

Apart from the built-in technologies and features available on this product, you are provided with more software applications to enhance and extend the product functionality. Download the software and its user guide as instructed from the BenQ website.

- **Display Pilot 2**

Display Pilot 2 is a software utility that allows for quick accurate tuning of the display with the ability to easily save and use monitor configurations that are best suited for you. All adjustments are controlled via software to eliminate the need to use the monitor on-screen displays (OSD).



In the OSD menu, go to **System > Software** for quick access to the **Display Pilot 2** download page.

- **Display ColorTalk**

Display ColorTalk is a software provides an intuitive interface to match the colors of multiple displays, whether it's a MacBook display with a single monitor or across multiple monitors.

- **Palette Master Ultimate**

The **Palette Master Ultimate** software simplifies and speeds up calibration process. With visualized menus and friendly UI design, you can achieve software calibration that meet international standards for long-term color accuracy, even without prior experience. Visit BenQ Palette Master Ultimate website for more information and supported models and calibrators.

Q&A index

Start with the topics that you are interested in.

Setup

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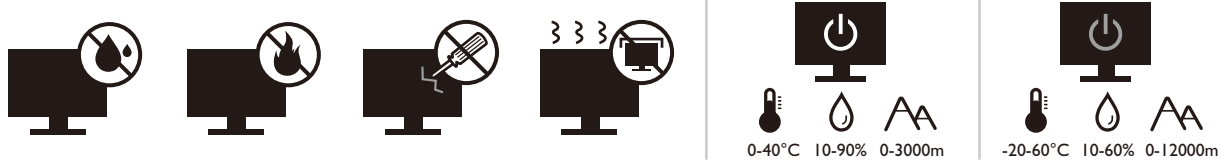
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Safety precautions

Power safety



Please follow these safety instructions for best performance, and long life for your monitor.



- The AC plug isolates this equipment from the AC supply.
- The power supply cord serves as a power disconnect device for pluggable equipment. The socket outlet should be installed near the equipment and be easily accessible.
- This product should be operated from the type of power indicated on the marked label. If you are not sure of the type of power available, consult your dealer or local power company.
- The Class I pluggable equipment Type A must be connected to protective earth.
- An approved power cord greater or equal to H03VV-F or H05VV-F, 2G or 3G, 0.75mm² must be used.
- Use only the power cord provided by BenQ. Never use a power cord that appears to be damaged or frayed.
- To avoid possible damage to the monitor, do not use it in a region where power supply is unstable.
- Ensure that the power cord is connected to a grounded power outlet before turning on the monitor.
- To avoid possible danger, observe the total electric load when using the monitor with a (multi-outlet) extension cord.
- Always turn off the monitor before unplugging the power cord.

For Germany only:

- (If the weight of the product is less than or equal to 3 kg) An approved power cord greater or equal to H03VV-F, 3G, 0.75mm² must be used.
- (If the weight of the product is more than 3 kg) An approved power cord greater or equal to H05VV-F or H05RR-F, 3G, 0.75mm² must be used.
- (If a remote control is provided) RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

For models with adapter:

- Use only the power adapter supplied with your LCD Monitor. Use of another type of power adapter will result in malfunction and/or danger.
- Allow adequate ventilation around the adapter when using it to operate the device or charge the battery. Do not cover the power adapter with paper or other objects that will reduce cooling. Do not use the power adapter while it is inside a carrying case.
- Connect the power adapter to a proper power source.
- Do not attempt to service the power adapter. There are no service parts inside. Replace the unit if it is damaged or exposed to excess moisture.

Installation

- Do not use your monitor under any of the following environmental conditions:
 - Extremely high or low temperature, or in direct sunlight
 - Dusty places
 - Highly humid, exposed to rain, or close to water
 - Exposed to vibrations or impacts in places such as cars, buses, trains, and other rail vehicles
 - Near heating appliances such as radiators, heaters, fuel stoves, and other heat-generating items (including audio amplifiers)
 - An enclosed place (such as a closet or bookcase) without appropriate ventilation
 - An uneven or sloping surface
 - Exposed to chemical substances or smoke
- Carry the monitor carefully.
- Do not place heavy loads on the monitor to avoid possible personal injury or damage to the monitor.
- Ensure that children do not hang or climb onto the monitor.
- Keep all packing bags out of reach of children.

Operation

- To protect your eyesight, please refer to the user manual to set the optimal screen resolution and the viewing distance.
- To reduce eye fatigue, take a break on a regular basis while using the monitor.
- Avoid taking either one of the following actions for a long time. Otherwise, burn marks may occur.
 - Play images that cannot occupy the screen entirely.
 - Place a still image on the screen.
- To avoid possible damage to the monitor, do not touch the monitor panel by finger tip, pen, or any other sharp objects.
- Excessively frequent plug and unplug of video connectors may cause damage to the monitor.
- This monitor is designed mainly for personal use. If you want to use the monitor in a public place or a harsh environment, contact your nearest BenQ service center for assistance.
- To avoid possible electric shock, do not disassemble or repair the monitor.
- If a bad smell or an abnormal sound appears to come from the monitor, contact your nearest BenQ service center for assistance immediately.

Caution

- The monitor should be 50 ~ 70 cm (20 ~ 28 inches) away from your eyes.
- Looking at the screen for an extended period of time causes eye fatigue and may deteriorate your eyesight. Rest your eyes for 5 ~ 10 minutes for every 1 hour of product use.
- Reduce your eye strain by focusing on objects far away.
- Frequent blinking and eye exercise help keep your eyes from drying out.

Safety notice for remote control (applicable if a remote control is provided)

- Do not put the remote control in the direct heat, humidity, and avoid fire.
- Do not drop the remote control.
- Do not expose the remote control to water or moisture. Failure to do so could result in malfunction.
- Confirm there is no object between the remote control and the remote sensor of the product.
- When the remote control will not be used for an extended period, remove the batteries.

Battery safety notice (applicable if a remote control is provided)

The use of the wrong type of batteries may cause chemical leaks or explosion. Please note the following:

- Always ensure that the batteries are inserted with the positive and negative terminals in the correct direction as shown in the battery compartment.
- Different types of batteries have different characteristics. Do not mix different types.
- Do not mix old and new batteries. Mixing old and new batteries will shorten battery life or cause chemical leaks from the old batteries.
- When batteries fail to function, replace them immediately.
- Chemicals which leak from batteries may cause skin irritation. If any chemical matter seeps out of the batteries, wipe it up immediately using a dry cloth, and replace the batteries as soon as possible.
- Due to varying storage conditions, the battery life for the batteries included with your product may be shortened. Replace them within 3 months or as soon as you can after initial use.
- There may be local restrictions on the disposal or recycling of batteries. Consult your local regulations or waste disposal provider.

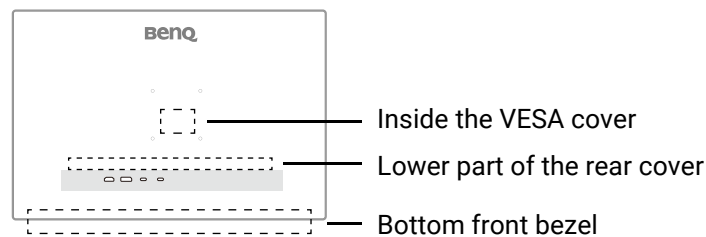
If the supplied remote control contains a coin / button cell battery, pay attention to the following notice as well.

- Do not ingest battery. Chemical Burn Hazard.
- The remote control supplied with this product contains a coin / button cell battery. If the coin / button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Care and cleaning

- Do not place the monitor face down on the floor or a desk surface directly. Otherwise, scratches on the panel surface may occur.
- The equipment is to be secured to the building structure before operation.
- (For models that support wall or ceiling mounting)
 - Install your monitor and monitor mounting kit on a wall with flat surface.
 - Ensure that the wall material and the standard wall mount bracket (purchased separately) are stable enough to support the weight of the monitor.
 - Turn off the monitor and the power before disconnecting the cables from the LCD monitor.
- Always unplug the product from the power outlet before cleaning. To clean the monitor, see [Cleaning the LCD screen on page 12](#) for more information.
- Slots and openings on the back or top of the cabinet are for ventilation. They must not be blocked or covered. Your monitor should never be placed near or over a radiator or heat sources, or in a built-in installation unless proper ventilation is provided.
- Do not place heavy loads on the monitor to avoid possible personal injury or damage to the monitor.
- Consider keeping the box and packaging in storage for use in the future when you may need to transport the monitor.
- Refer to the product label for information on model name, power rating, manufacturing date, barcode, serial number, and identification markings. The locations of labels vary by model. See the illustration below for where the labels can be.

Possible label location:



Servicing

- Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltages or other risks. If any of the above mentioned misuse or other accident such as dropping or mishandling occurs, contact qualified service personnel for servicing.
- For replacement of power cord, connection cables, remote control or power adapter, please contact BenQ customer service.
- Contact your place of purchase or visit the local website from Support.BenQ.com for more support.






General warranty information

Note that the monitor warranty may be void if any of the following conditions occurs:

- Documents required for warranty services have been altered by unauthorized use or is illegible.

- The model number or production number on the product has been altered, deleted, removed or made illegible.
- Repairs, modifications, or alterations have been made by unauthorized service organizations or persons.
- Damage caused by improper storage of the monitor (including but not limited to force majeure, direct exposure to sunlight, water, or fire).
- Reception problems occurred due to external signals (such as antenna, Cable TV) outside the monitor.
- Defects caused by abuse or misuse of the monitor.
- Before using the monitor, it is the sole responsibility of the user to check whether the monitor is compatible with local technical standards if the user brings the monitor out of its intended sales area. Failure to do so may cause product breakdown and the user will have to pay the repairing costs.
- It is the sole responsibility of the user if problems (such as data loss and system failure) occurred due to non-factory provided software, parts, and/or non-original accessories.
- Please use the original accessories (e.g. power cable) only with the device to avoid possible dangers such as electric shock and fire.

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 may be shown in condensed form, for example: **Menu > System > Information.**

Cleaning the LCD screen



Please follow these safety instructions for best performance, and long life for your monitor.

As your monitor panel comes with a special anti-glare coating, use and clean the monitor carefully.

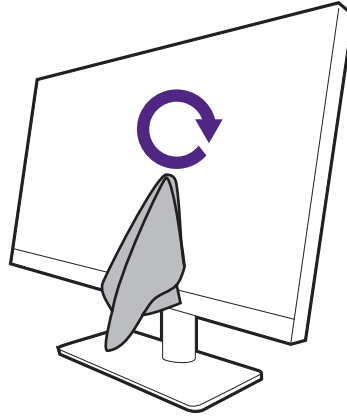
- Stains on the monitor screen could be obvious. Be cautious when you use or clean the monitor and avoid getting oil or dust on the screen.
- Fingerprints and dust under normal use could be wiped away by a microfiber cleaning cloth.
- Clean the screen surface gently and carefully. Hard scrubbing could damage the screen coating.

Be sure to follow the instructions to clean the screen surface appropriately.

Using a microfiber cleaning cloth (recommended)

You are recommended to use a microfiber cleaning cloth to clean your monitor screen. It is an eco-friendly design as it is reusable, washable, and liquid-free.

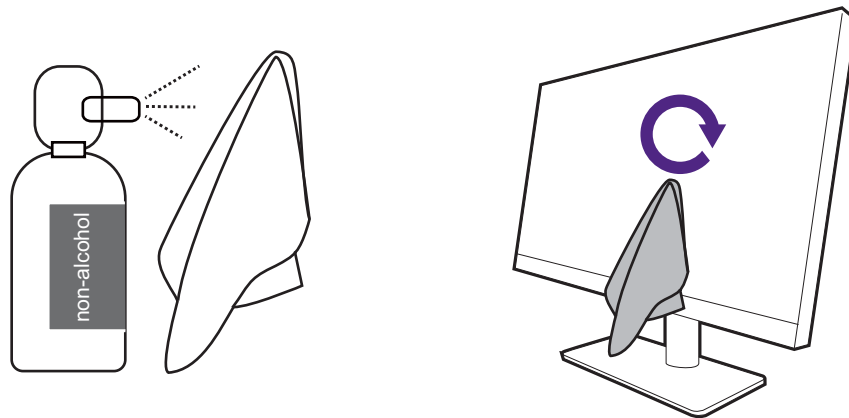
1. Unplug the monitor from the power outlet before cleaning.
2. Make sure there is no sharp debris on the cleaning cloth to avoid scratching the screen.
3. Hold the edge of the monitor and avoid excessive force on the screen.
4. Make sure the cleaning cloth is clean and dry. Start with a small, clean part of the cloth and wipe the stained area of the screen gently in circles. If it is still not clean, continue with another clean part of the cloth to avoid spreading the grease around. If both sides of the cloth are used and get dirty, wash and dry the cloth properly.



To prevent the seams around the cleaning cloth from marring the screen surface, avoid wiping the screen with the edge of the cleaning cloth.

5. If necessary, apply a small drop of alcohol-free screen cleaner on a small, clean part of the cleaning cloth, and wipe the stained area gently in circles. See [Using a screen cleaner on page 13](#) for more information.

6. Use a clean part of the cloth to wipe dry the screen completely. If it is still not clean, continue with another clean part of the cloth to avoid spreading the grease around. Repeat this step until the screen is clean.



7. The cleaning cloth may get dirty after using several times and may not be able to clean the screen properly. Wash it with detergent and remove debris from it by hand if necessary. Keep it in a cool place until it is dry. Make sure it is completely dry before next cleaning.

Using a screen cleaner

- Use screen cleaning wipes which are pre-moistened and alcohol-free. You can wipe away oil and fingerprints easily.
- Use an alcohol-free screen cleaner kit. Spray on the microfiber cloth that came with the screen cleaner kit, and wipe stains off the screen. Never spray anything directly onto the screen.
- Make sure no liquid goes into the gap between the screen and the bezel. Liquids inside the monitor could cause short circuits.



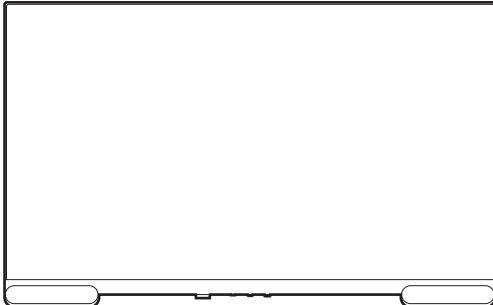
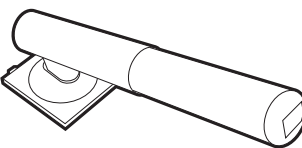
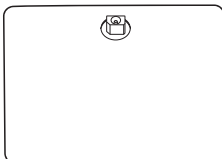
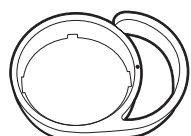

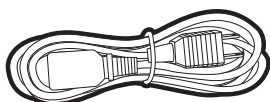
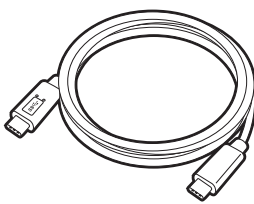
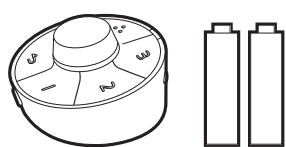
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Getting started

When unpacking please check you have the following items. If any are missing or damaged, please contact the place of purchase for a replacement.

| | |
|--|---|
| LCD monitor |  |
| Monitor stand |  |
| Monitor base |  |
| Cable holder |  |
| User documents <ul style="list-style-type: none">• Quick start guide• Safety instructions• Regulatory statements |  |
| Power cord (Supplied item may differ by model or region.) |  |
| Video cable: USB-C™ |  |
| Hotkey Puck G3 (With two AAA Zinc-Carbon batteries) |  |

| | |
|--------------------|-------------|
| Calibration report | <div></div> |
|--------------------|-------------|



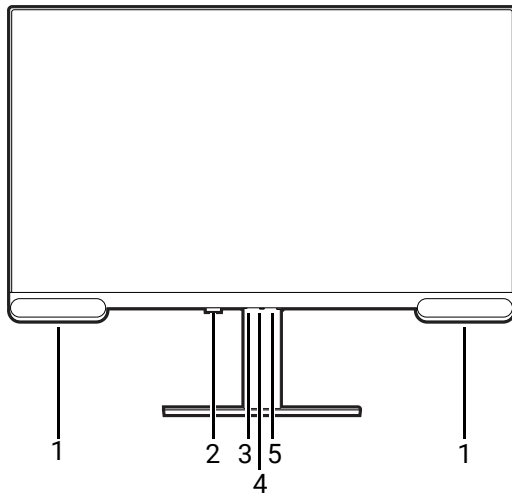
- Available accessories and the pictures shown here may differ from the actual contents and the product supplied for your region. And the package contents may subject to change without prior notice. For cables that are not supplied with your product, you can purchase them separately.
- Consider keeping the box and packaging in storage for use in the future when you may need to transport the monitor. The fitted foam packing is ideal for protecting the monitor during transport.
- Accessories and cables may be included or sold separately depending on the product supplied for your region.



Always keep the product and accessories out of reach of small children.

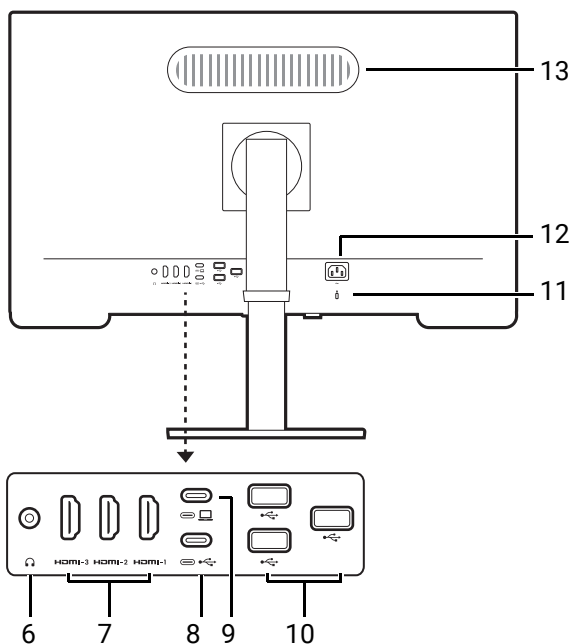
Getting to know your monitor

Front view



1. Speakers
2. IR receiver (for Hotkey Puck G3)
3. Function key
4. 5-way controller
5. Power indicator / power button

Back view



6. Headphone jack
7. HDMI port x 3
8. USB-C™ port (downstream; connecting to USB devices, with 1.5A power supply)
9. USB-C™ port (upstream; for video, data transmission and power delivery up to 65W)
10. USB port x 3 (downstream; connecting to USB devices, with 1.5A power supply)
11. Kensington lock slot
12. AC power input jack
13. Woofer

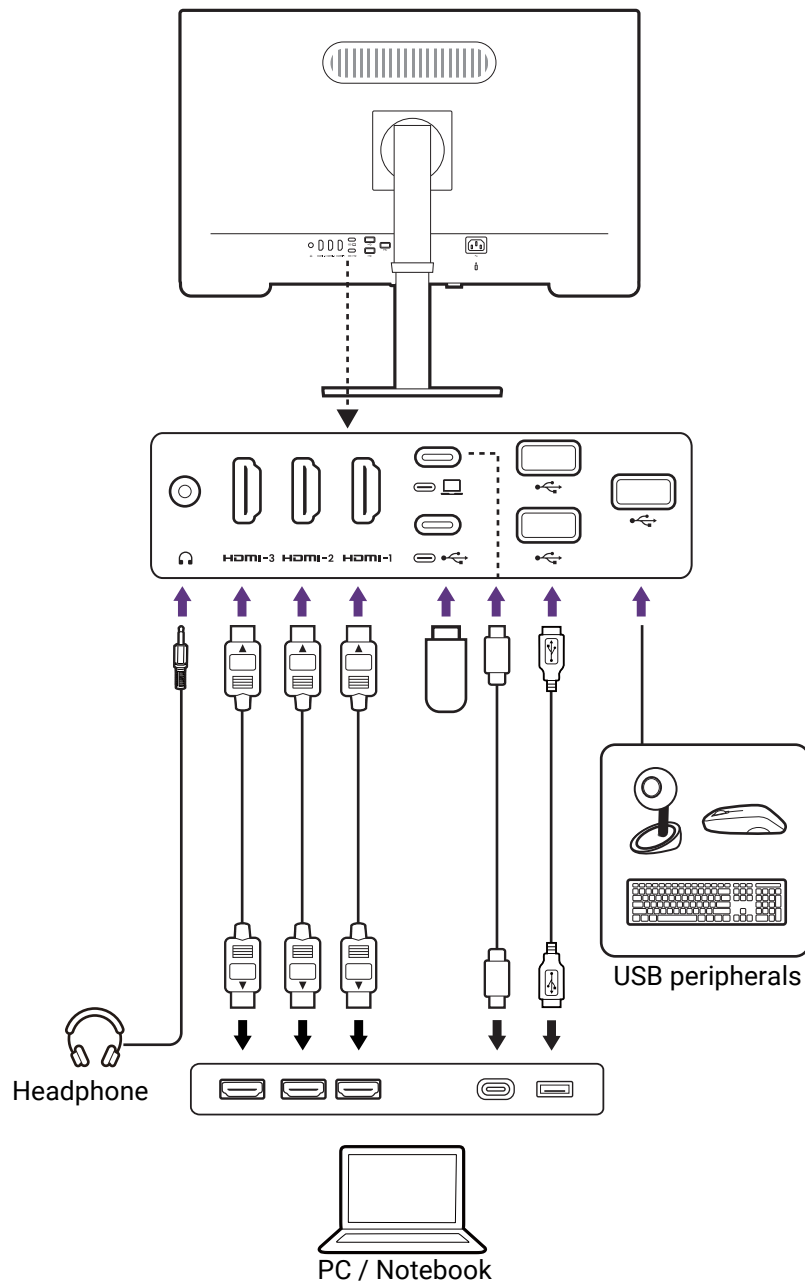


- The USB data transmission speed varies according to your selection in [USB-C Configuration on page 57](#).
- Picture may differ from product supplied for your region.
- (Applicable for products with white case) The case of the product may turn yellow in about 3 years due to the photo-oxidation reactions induced by light. This is a normal phenomenon and should not be considered as manufacturing defect.

Connections

The following connection illustrations are for your reference only. For cables that are not supplied with your product, you can purchase them separately.

For detailed connection methods, see page [24](#) - [25](#).



Power delivery of USB-C™ ports on your monitor

With the power delivery function, your monitor helps supply power to the connected USB-C™ devices. Available power varies by port. Make sure the devices are connected to the appropriate ports to be activated properly with sufficient power.

| USB-C™ Power Delivery |
|-----------------------|
| 5V / 3A |
| 9V / 3A |
| 12V / 3A |
| 15V / 3A |
| 20V / 3.25A |

- A connected device needs to be equipped with a USB-C™ connector that supports charging function via USB power delivery.
- The connected device can be charged via USB-C™ port even when the monitor is in power saving mode.(*)
- The USB power delivery is up to 65W. If the connected device requires more than the delivered power for operation or for boot up (when the battery is drained), use the original power adapter that came with the device.
- The information is based on the standard testing criteria and is provided for reference. The compatibility is not guaranteed as the user environments vary. If a separately purchased USB-C™ cable is used, make sure the cable is certified by USB-IF and is full-featured, with power delivery and video / audio / data transfer functions.



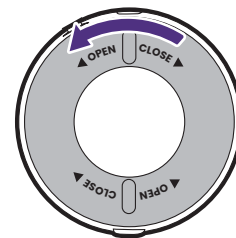
- *: Charging via USB-C™ in monitor power saving mode is available when the **Standby Charging** function is enabled. Go to **System > Standby Charging** and select **ON**.
 - By default, the USB-C™ upstream port supports charging when the monitor is powered on. To change the default setting, go to **System > Power-On Charging**.
-

Installing the batteries to Hotkey Puck G3

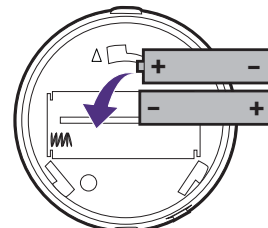


Applicable for models with Hotkey Puck G3.

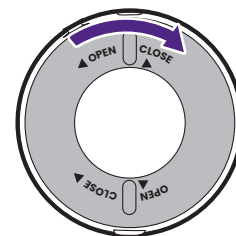
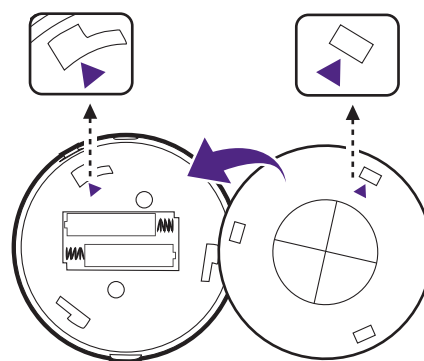
1. Turn the battery cover counterclockwise to remove the battery cover.



2. Insert the provided two AAA Zinc-Carbon batteries onto the battery holder properly.



3. Put the battery cover back. Make sure the arrows inside the cover and on the Hotkey Puck G3 are aligned. Turn the battery cover clockwise until you cannot go further.



- Keep the batteries out of reach of children.
- If the Hotkey Puck G3 will not be used for an extended period of time, remove the batteries.

How to assemble your monitor hardware



- If the computer is turned on you must turn it off before continuing. Do not plug-in or turn-on the power to the monitor until instructed to do so.
- The following illustrations are for your reference only. The location and available input and output jacks may vary depending on the purchased model.



Avoid finger pressure on the screen surface.

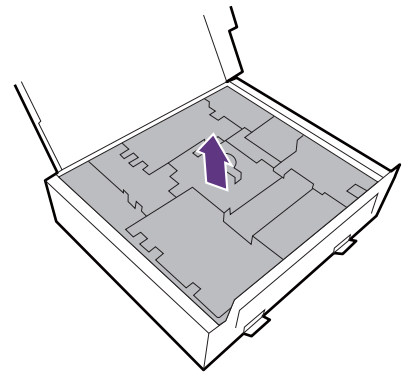
1. Attach the monitor base.



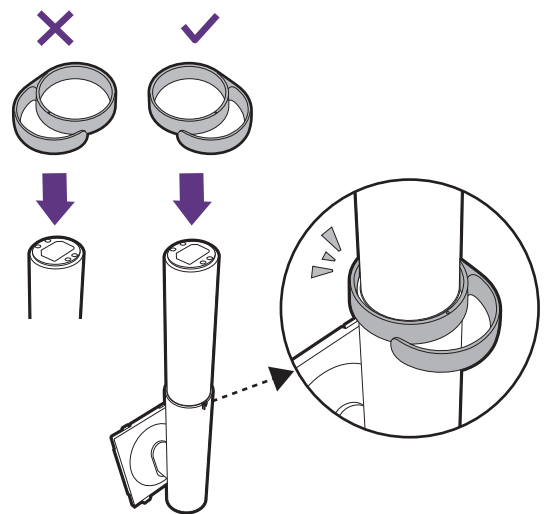
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

Open the box, unfold the front side of the box as illustrated to leave some room for stand and base attachment.

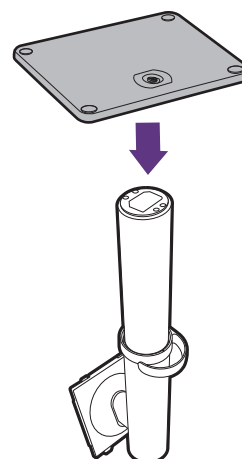
Remove the upper layer of the packaging, and take out the monitor stand and base.



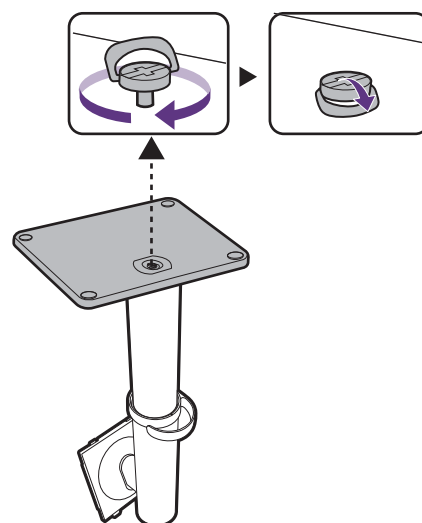
Align the cable holder with the monitor stand as illustrated. Push them together until they click and lock into place.



Attach the monitor stand to the monitor base as illustrated.

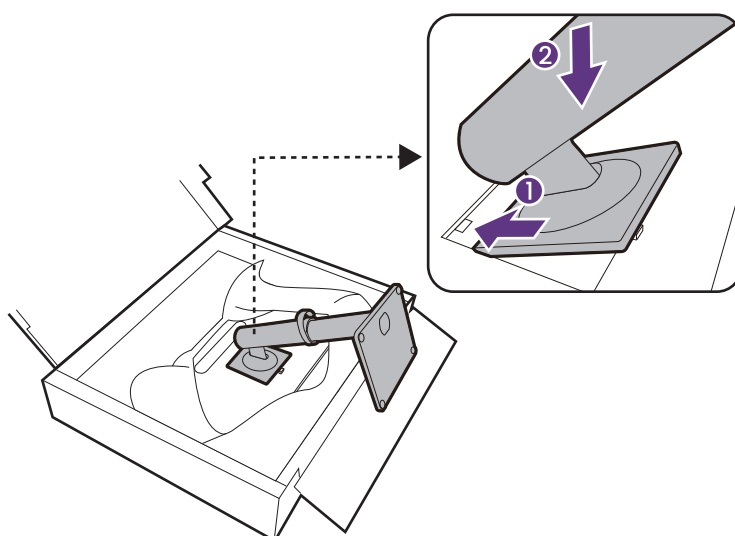


Tighten the thumbscrew on the bottom of the monitor base as illustrated.



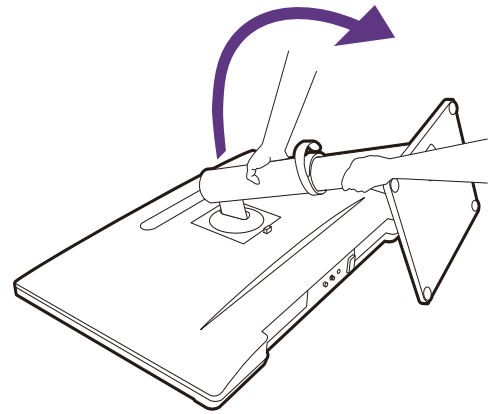
Open the foam wrap that protects the monitor.

Orient and align the stand arm with the monitor (1), push them together until they click and lock into place (2).



Take the monitor out of the box by holding the stand arm. Carefully lift the monitor, turn it over and place it upright on its stand on a flat even surface.

As the product is heavy, you may need assistance from another person to balance and ensure safety.

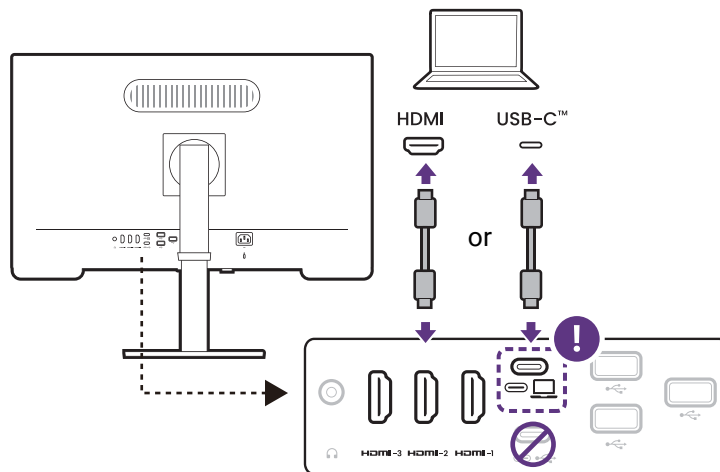


2. Connect the PC video cable.



The video cables included in your package and the socket illustrations in this document may vary depending on the product supplied for your region.

Establish a video cable connection. Connect the monitor to your video source(s) via HDMI/USB-C™ cable(s) as illustrated.

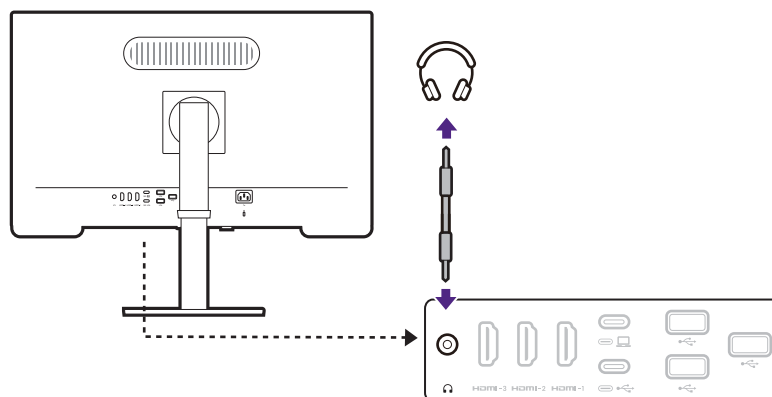


HDMI-1 and HDMI-2 cannot be used for PIP/PBP connection at the same time.

3. Connect the headphone.

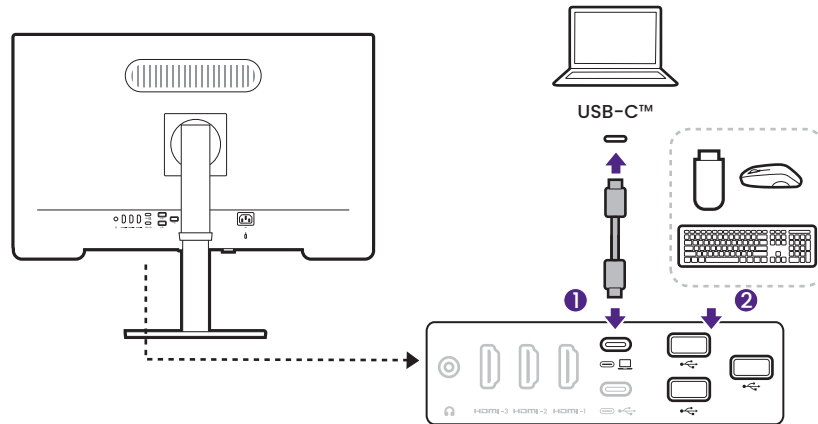
The monitor comes with built-in speakers and is able to output audio via HDMI/USB-C™ ports.

You may connect headphones to the headphone jack found on the rear of the monitor if desired.



4. Connect the USB devices.

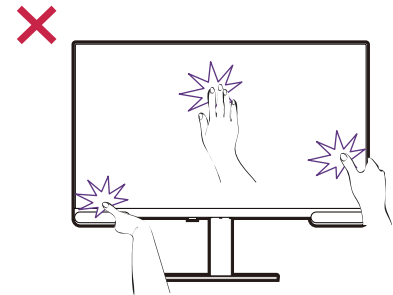
1. Connect the USB cable between the PC and the monitor (via the upstream USB-C™ port at the back). This upstream USB port transmits data between the PC and the USB devices connected to the monitor.
2. Connect USB devices via other USB ports (downstream) on the monitor. These downstream USB ports transmit data between the connected USB devices and the upstream port.



5. Place the monitor properly.

Place the monitor as desired after the cables have been connected properly. Move the monitor carefully by holding the lower part of monitor or the stand arm.

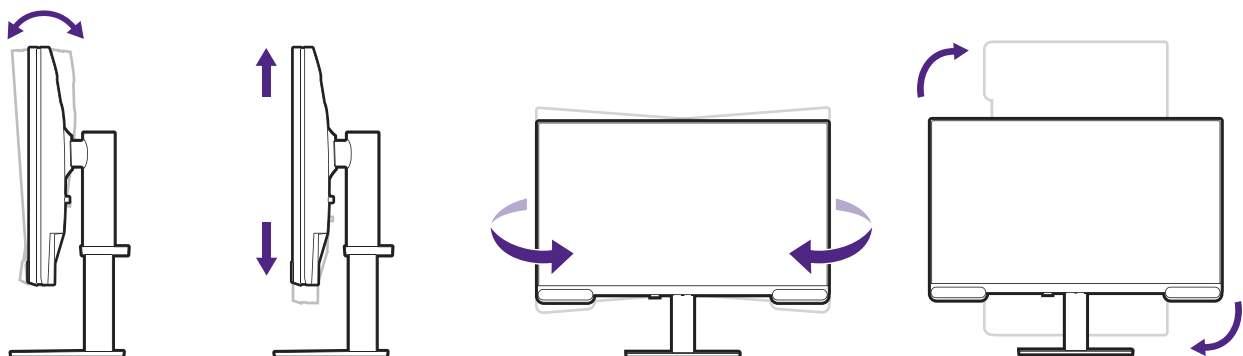
Finger pressure on the screen surface is prohibited. The screen may be damaged by excessive force.



6. Adjust the viewing angle.

You may position the screen to the desired angle with monitor tilt, swivel, rotation, and height adjustment functions. Check the product specifications on the website for details.

Note that you should tilt and extend the monitor to its maximum height before rotate. See [Rotating the monitor on page 29](#) for details.



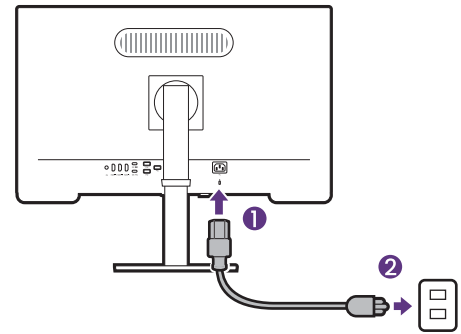
Your monitor is an edge-to-edge monitor and should be handled with care. Avoid finger pressure on the screen surface. Excessive force on the display is prohibited.

7. Connect to power.

Connect the power cord to the monitor and a power outlet.

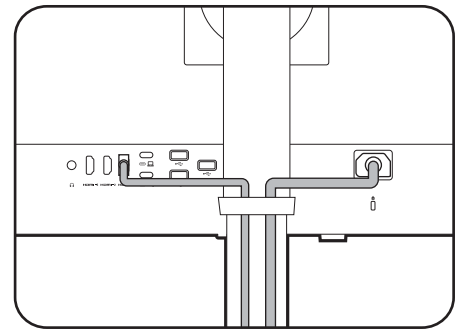


Picture may differ from product supplied for your region.



8. Organize the cables.

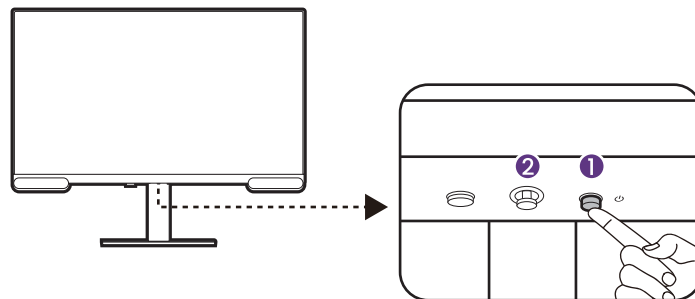
Route the cables via the cable holder.



9. Turn on the power.

Turn on the monitor by pressing the power button on the monitor (1).

Turn on the computer too. If you have multiple video sources, press the 5-way controller on the monitor to bring up the **Display** menu (2). Select one input to display, or proceed with PIP/PBP settings.



To extend the service life of the product, we recommend that you use your computer's power management function.

How to detach the stand

1. Power off the monitor.

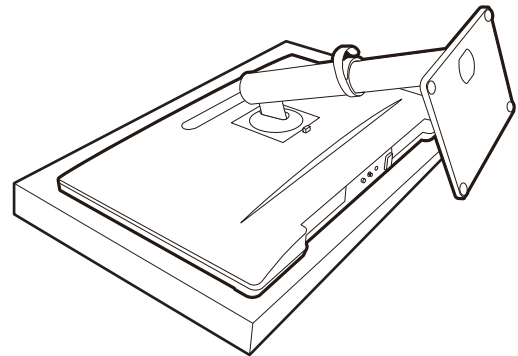
Turn off the monitor and the power before unplugging the power cable. Turn off the computer before unplugging the monitor signal cable.

2. Prepare the monitor and area.

Lay the screen face down on a clean and well-padded surface. Or put the monitor back to the box that used to ship the product in the first place.



Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

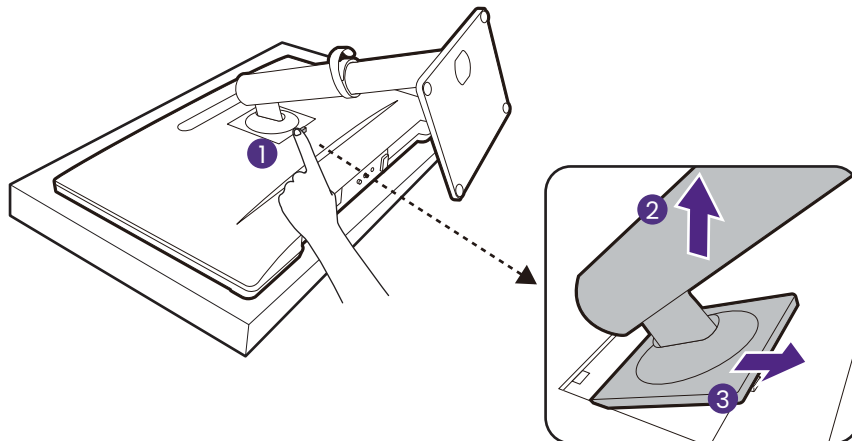


3. Remove the monitor stand.

While pressing and holding the quick release button, detach the stand from the monitor.

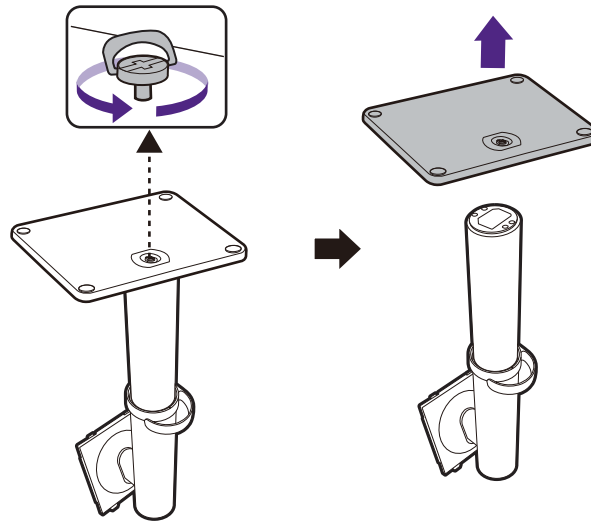


If the monitor stand is removed for mounting, see [Mounting the monitor on your wall/monitor arm on page 31](#) and the instruction manual of your wall/arm mount bracket (purchased separately) for more information.



4. Remove the monitor base.

Release the screw on the bottom of the monitor base and detach the monitor base as illustrated.

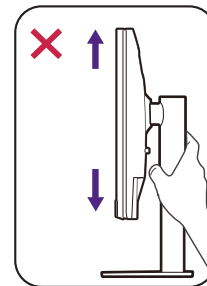


Adjusting the monitor height

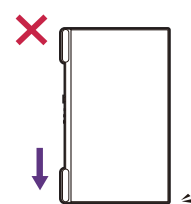
To adjust the monitor height, hold both the left and right sides of the monitor to lower the monitor or lift it up to the desired height.



- Avoid placing hands on the upper or lower part of the height-adjustable stand or at the bottom of the monitor, as ascending or descending monitor might cause personal injuries. Keep children out of reach of the monitor while performing this operation.



- If the monitor has been rotated to portrait mode and height adjustment is desired, you should be noted that the wide screen will keep the monitor from being lowered to its minimum height.




Rotating the monitor

1. Pivot the display and OSD menu.

Before rotating the monitor with a portrait viewing orientation, the display has to be rotated 90 degrees.

Right-click the desktop and select **Screen resolution** from the popup menu. Select **Portrait in Orientation**, and apply the setting.

You should pivot the OSD menu to control the monitor easily.

Press  to bring up the main menu. Go to **System > OSD Settings > Pivot**. Select **90°**.



Depending on the operating system on your PC, different procedures should be followed to adjust the screen orientation. Refer to the help document of your operating system for details.

2. Disconnect the cables

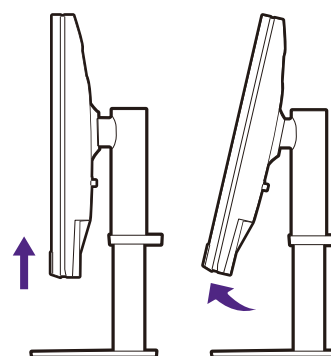
To avoid the risk of damaging the cables, always disconnect all cables before you rotate the monitor.

3. Fully extend the monitor and tilt it.

Gently lift the display up and extend it to the maximum extended position. Then tilt the monitor.



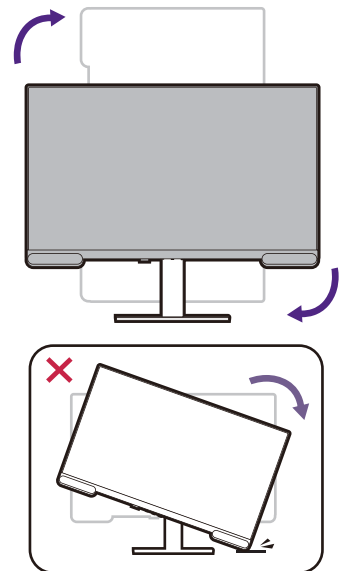
The monitor should be vertically extended to allow to rotate from landscape to portrait mode.



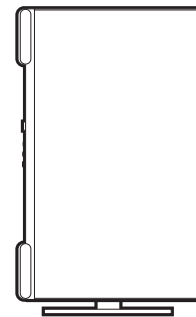
4. Rotate the monitor 90 degrees clockwise as illustrated.



To avoid the edge of the LCD display hitting the monitor base surface while it is being rotated, do tilt and extend the monitor to the highest position before you start to rotate the display. You should also make sure there are no obstacles around the monitor.



5. Adjust the monitor to the desired viewing angle.

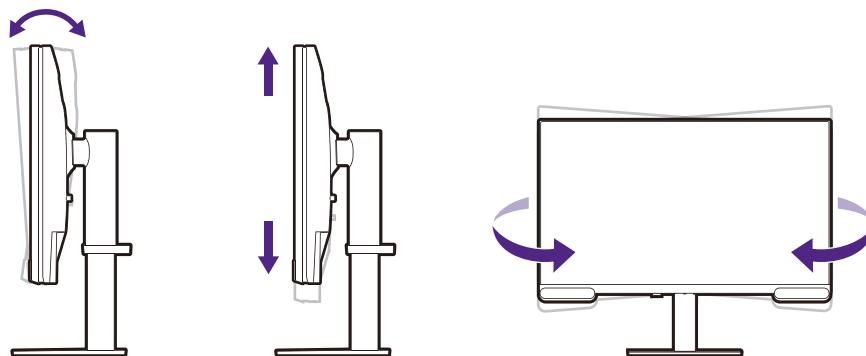


6. Organize the cables

Connect and route the cables via the cable holder.

Viewing angle adjustment

You may position the screen to the desired angle with the monitor tilt, swivel, and height adjustment functions. Check the product specifications on the website for details.



Mounting the monitor on your wall/monitor arm

The back of your monitor has a VESA standard mount with 100mm pattern, allowing the installation of a wall mount bracket or a monitor arm (both purchased separately). Before starting to mount your monitor, please read the precautions carefully.

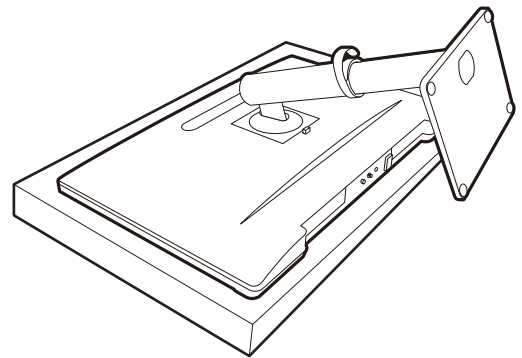
You can visit BenQ website for available monitor arms.

Precautions

- Install your monitor and monitor mounting kit on a wall/desk with flat surface.
- Ensure that the wall/tabletop material and the standard wall/arm mount bracket (purchased separately) are stable enough to support the weight of the monitor. Refer to the product specifications on the website for weight information.
- Turn off the monitor and the power before disconnecting the cables from the monitor.

1. Remove the monitor stand.

Lay the screen face down on a clean and well-padded surface. Detach the monitor stand as instructed in [How to detach the stand on page 27](#).

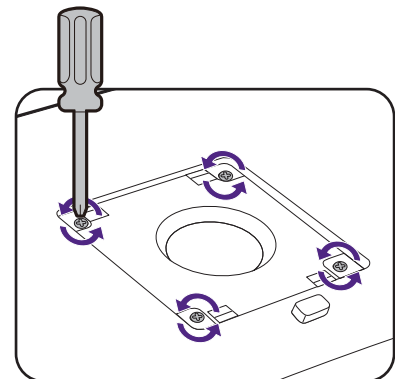


2. Remove the screws on the back cover.

Use a cross-pointed screwdriver to release the screws that fixing the back cover to the monitor. The use of a magnetic-head screwdriver is recommended to avoid of losing the screws.



In case you intend to use your monitor on the stand in the future, please keep the monitor base, monitor stand, and screws somewhere safe for future use.



3. Follow the instruction manuals of the wall/desk mount bracket you purchased to complete the installation.

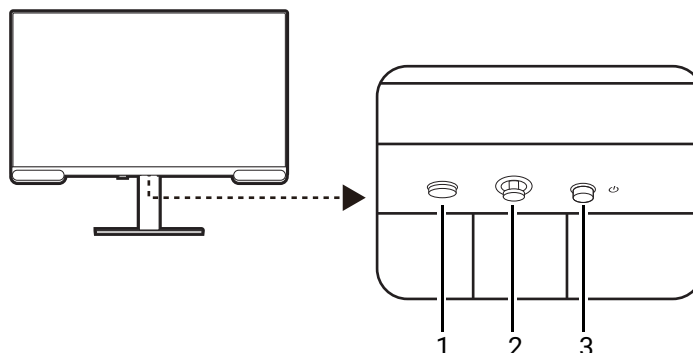


Use four M4 x 10 mm screws to fix a VESA standard wall mount bracket to the monitor. Make sure that all screws are tightened and secured properly. Consult a professional technician or BenQ service for wall mount installation and safety precautions.

How to adjust your monitor

The control panel

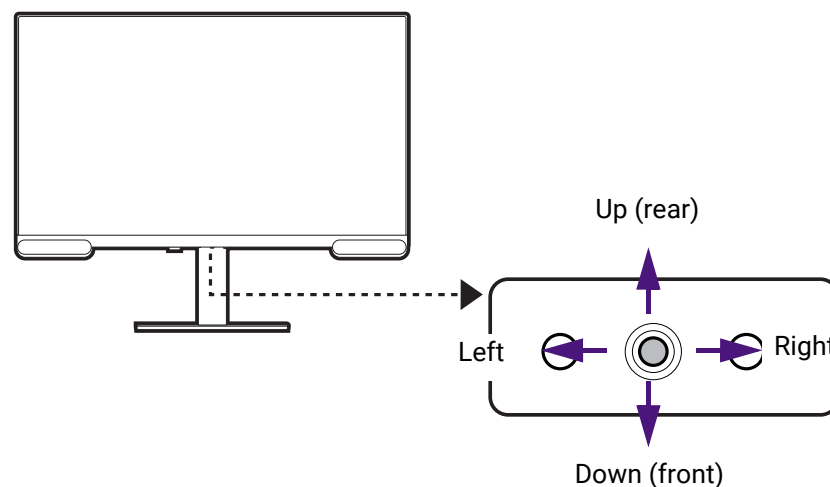
All OSD (On Screen Display) menus can be accessed by the control keys. You can use the OSD menu to adjust all the settings on your monitor.








| No. | Name | Description |
|-----|------------------|---|
| 1. | Function key | <ul style="list-style-type: none">• By default, the key is the hot key for color mode.• Go to Custom Key > Monitor Function Key to access the function key setting menu. See Customizing the function key on page 34 for more information. |
| 2. | 5-way controller | Accesses the functions or menu items as instructed by the on-screen icons. See 5-way controller and basic menu operations on page 33 for more information. |
| 3. | Power key | Turns the power on or off. |

5-way controller and basic menu operations

The 5-way controller is located at the rear of the monitor. While sitting in front of the monitor, move the controller to the directions instructed by the on-screen icons for menu navigation and operations.



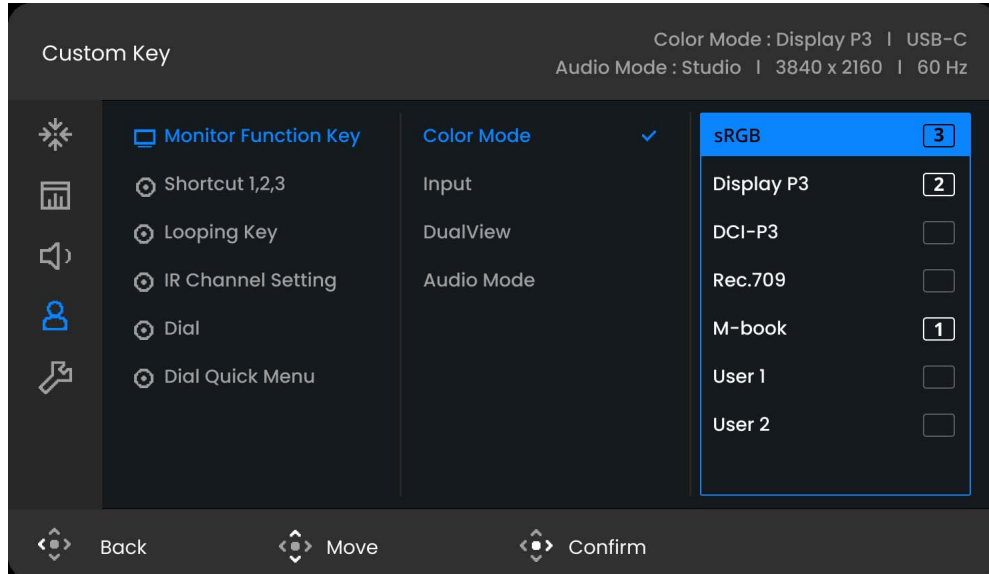
| OSD icon | 5-way controller operation | Function |
|---|----------------------------|---|
| (When no menu has been activated) | | |
| N/A | Press the 5-way controller | Activates the main menu. |
| (When the main menu has been activated) | | |
|  | Press | Confirms the selection. |
|  | Move to the right | <ul style="list-style-type: none">• Enters sub menus.• Confirms the selection. |
|  | Move up | <ul style="list-style-type: none">• Goes to the previous menu item.• For up/increase adjustment. |
|  | Move down | <ul style="list-style-type: none">• Goes to the next menu item.• For down/decrease adjustment. |
|  | Move to the left | <ul style="list-style-type: none">• Returns to the previous menu.• Exits OSD menu. |

All OSD (On Screen Display) menus can be accessed by the control keys. You can use the OSD menu to adjust all the settings on your monitor. Available menu options may vary depending on the input sources, functions and settings.

1. Press the 5-way controller.
2. On the main menu, follow the on-screen icons on the bottom of the menu to make adjustments or selection. See [Navigating the main menu on page 42](#) for details on the menu options.

Customizing the function key

1. Press the 5-way controller to bring up the main menu.
2. Go to **Custom Key** > **Monitor Function Key**.
3. On the sub menu, select a category.
4. Select the items for quick access by this key.

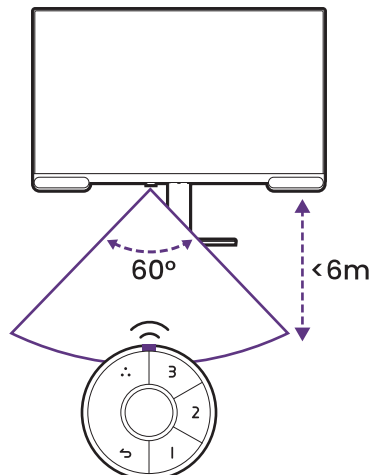


Hotkey Puck G3 and its effective range



Applicable for models with Hotkey Puck G3.

1. Follow the instructions in [Installing the batteries to Hotkey Puck G3 on page 21](#) to get the Hotkey Puck G3 ready.
2. Place the Hotkey Puck G3 in front of the monitor. The IR sensor is located on the lower part of the monitor with a range of 6 meters approximately at an angle of 30 degrees (left and right) and 30 degrees (up and down). Place the Hotkey Puck G3 within the effective range to obtain the best performance. Make sure that there are no obstacles between the Hotkey Puck G3 and the IR sensor on the monitor.
3. To operate with the Hotkey Puck G3, see [Hotkey Puck G3 and its basic operations on page 35](#) for more information.

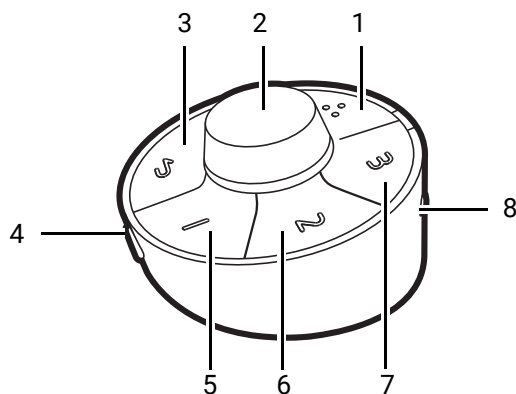


Hotkey Puck G3 and its basic operations




Hotkey Puck G3 is designed to simplify OSD navigation, providing quick access to menu functions and settings.

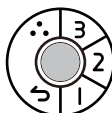




Hotkey Puck G3 is designed for BenQ LCD Monitor exclusively and is available for compatible models only. Use it with the bundled monitors only.



1. Looping key
2. Dial key
3. Return key
4. Information key
5. Shortcut key 1
6. Shortcut key 2
7. Shortcut key 3
8. Channel switch

| Button | Action | Description |
|--|--------------------------|---|
| Looping key  | Press | Cycle through preset modes. |
| | Long press for 3 seconds | Bring up the setup menu for customization. See Customizing your Hotkey Puck G3 on page 36 . |
| Return key  | Press | <ul style="list-style-type: none"> • Return to the previous menu. • Exit OSD menu. |
| | Long press for 3 seconds | Turn the monitor on or off. |
| Shortcut key 1, 2, 3  | Press | Switch to the preset color mode. |
| | Long press for 3 seconds | Bring up the setup menu for customization. See Customizing your Hotkey Puck G3 on page 36 . |

| Button | Action | Description |
|--|----------------------------------|---|
| Dial key  | (When the monitor is turned off) | |
| | Long press for 3 seconds | Turn on the monitor. |
| | (When no menu is displayed) | |
| | Turn right or left | Adjust Brightness by default. |
| | Long press for 3 seconds | Bring up the setup menu for customization. See Customizing your Hotkey Puck G3 on page 36 . |
| | Press | Bring up the Dial Quick Menu . See Working with the Dial Quick Menu on page 37 . |
| | (On a menu) | |
| | Turn right | <ul style="list-style-type: none"> • Scroll down the menu. • Increase the value. |
| | Turn left | <ul style="list-style-type: none"> • Scroll up the menu. • Decrease the value. |
| | Press | Confirm the selection. |
| Information key  | Press | Show the current System Setting in the System menu. |
| Channel switch  | Switch to channel 1, 2 or 3 | Switch the channel to work with different monitor when multiple monitors are connected. See Setting up Hotkey Puck G3 for more than one monitor (IR Channel Setting) on page 37 for more information. |

Customizing your Hotkey Puck G3

Keys on the Hotkey Puck G3 are designated for particular functions. You can change the default settings of the Dial key, Shortcut keys, and Looping key as desired.

1. Press the 5-way controller.



Alternatively, press and hold a key on the Hotkey Puck G3 for 3 seconds to bring up the setup menu to change the default setting.

2. Go to **Custom Key** and the key you want to customize.
3. Change the function designated for it.
4. For **Shortcut 1, 2, 3**, select a category on the sub menu. Under the category, check to select up to 3 items for quick access by the selected key on Hotkey Puck G3. The numbers displayed by the chosen items refer to the Shortcut Keys that the options are assigned to.

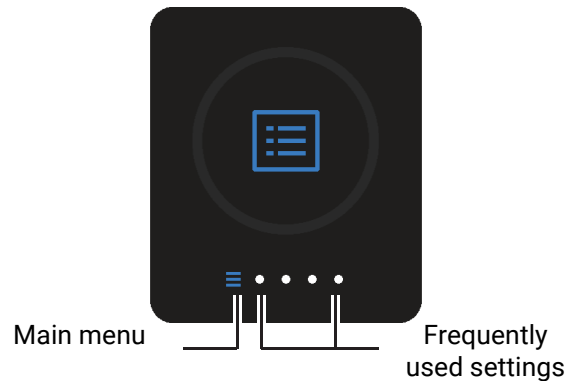
Working with the **Dial Quick Menu**



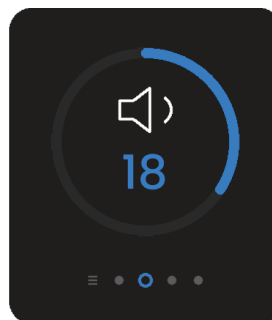
Applicable for models with Hotkey Puck G3.

The **Dial Quick Menu** is a quick access to frequently used settings such as brightness, volume, audio mode, and contrast.

1. When no menu is displayed, press the Dial key to bring up the **Dial Quick Menu**.



2. Press the Dial key again to bring up the main menu. Or turn the Dial key to access the quick setting options.
3. Press the Dial key to select one of the options. Dial right or left to adjust the value.



4. Press the Dial key to close the **Dial Quick Menu** or press the Return key to keep on adjusting other quick settings.



To adjust the setting options displayed on the quick menu, go to **Custom Key > Dial Quick Menu**.

Setting up Hotkey Puck G3 for more than one monitor (**IR Channel Setting**)



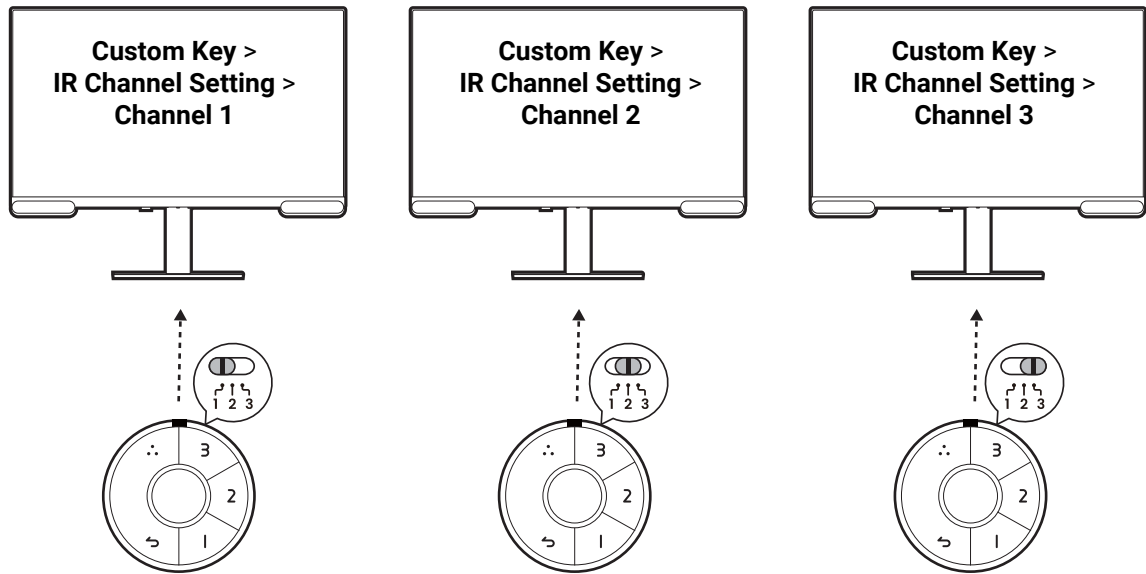
Applicable for models with Hotkey Puck G3.

If your computer connects with more than one monitor, you can switch to different monitor quickly with your Hotkey Puck G3.

When each monitor goes with one Hotkey Puck G3

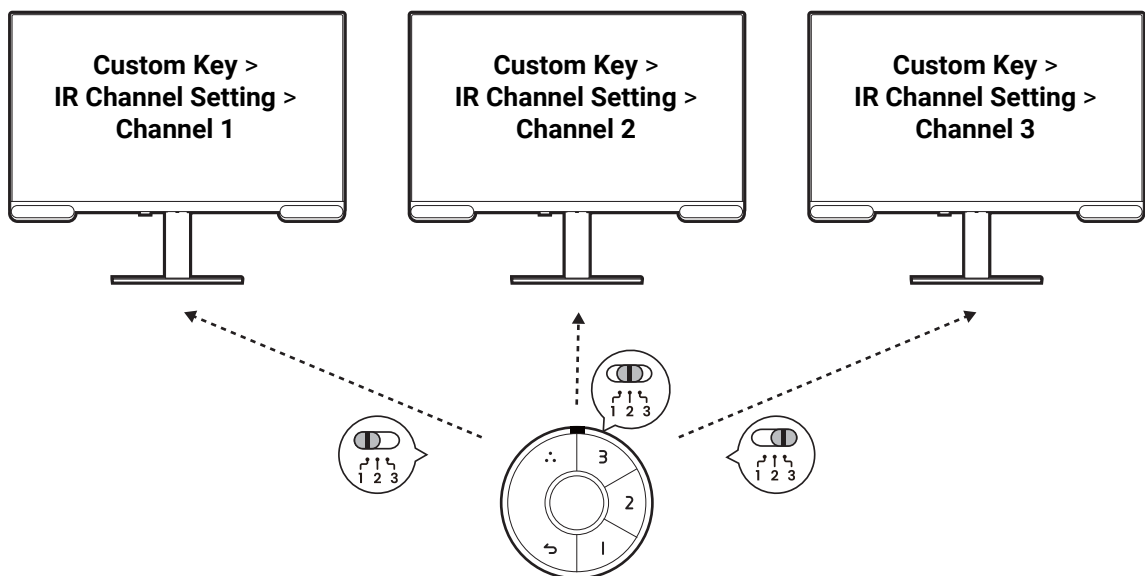
1. Set one monitor to a channel from **Custom Key > IR Channel Setting**. The default setting is **Channel 1**. To avoid interference, set monitors to different channels.
2. Set the channel switch on Hotkey Puck G3 to map with the monitor it goes with.

3. Control a monitor with its Hotkey Puck G3.



When there is only one Hotkey Puck G3

1. Set one monitor to a channel from **System > IR Channel Setting**.
2. Switch to the corresponding channel from the Hotkey Puck G3 when you want to control a monitor set to it.



To manage color settings of more than one monitor efficiently, try Palette Master Ultimate. Visit www.BenQ.com > **Palette Master Ultimate** for more information.

Adjusting Display Mode

To display images of aspect ratios other than your monitor aspect ratio and sizes other than your display size, you can adjust the display mode on the monitor.

1. Press the 5-way controller to bring up the main menu.
2. Go to **Display > Display Mode**.
3. Select an appropriate display mode. The setting will take effect immediately.

Choosing an appropriate color mode

Your monitor provides various color modes that are suitable for different types of images. See [Color Mode on page 46](#) for all the available color modes.

Go to **Color > Color Mode** for a desired color mode.



The computer's color profile (ICC profile) may not best suit your monitor. If you want to make sure to obtain the accurate color matching representation, change the computer's ICC profile to ensure the computer works better with the monitor. Visit Support.BenQ.com to access the ICC Profile Installation Guide under your monitor model for instructions. Alternatively, enable the **ICC Sync** function from **Display Pilot 2** ([page 4](#)). Refer to the **Display Pilot 2** manual for details.

Adjustable OSD settings

While some settings (e.g., OSD language) are changed and take effect immediately regardless of other monitor settings or input, most OSD settings can be adjusted and saved to go with inputs or color modes. As an input or a color mode is selected, the desired settings are applied.

| Item | Description |
|--------------------------|------------------------------------|
| Brightness | Saved and applied by color mode. |
| Contrast | |
| Sharpness | |
| Color Temperature | |
| Color Gamut | |
| Gamma | |
| Hue | |
| Saturation | |
| Low Blue Light | |
| Uniformity | |
| Backlight Control | |
| RGB Range | Saved and applied by input switch. |
| Display Mode | |

Enabling HDR function

To enable HDR function, make sure the source device, video cable, and media content are HDR-compatible.

When the input content is HDR-compatible, the OSD message **HDR: On** is displayed on the screen. The HDR function is properly enabled.

You can switch color modes as desired. In this case, all the available options under **Color Mode** support HDR content. Each HDR mode comes with certain default screen settings that are adjustable. Refer to [Available menu options to each Color Mode on page 49](#) for available menu options.

Choosing an audio mode

Several audio equalizers are provided for audio playback in different scenarios.

- Go to **Audio > Audio Mode**
- Press the looping key on the Hotkey Puck G3

Select one option from the list. See [Audio Mode on page 51](#) for more information.

If you prefer to set an audio mode of your own, select **Custom** from **Audio Mode**. Adjust the volume of different frequency bands to customize a mode.



Audio settings (audio mode and volume) are not available for 32kHz sample rate. If you cannot adjust the audio settings, try with other audio input with sample rates.

Working with a Mac series product

You can connect your monitor to a Mac series product. Note the compatibility is up to the performance and specifications of the Mac chip on your Mac product and may be updated without prior notice.

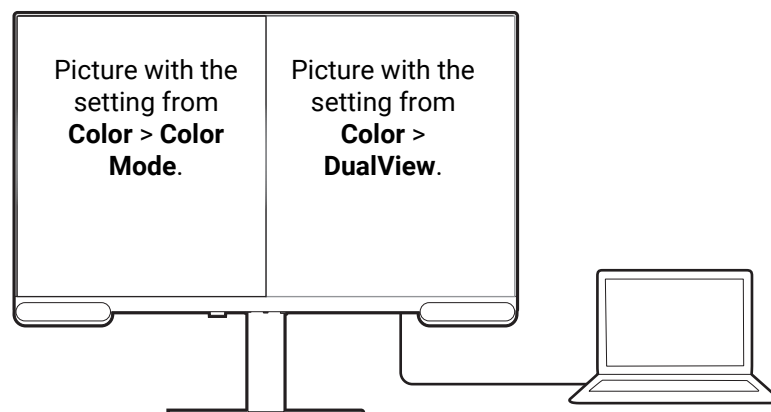
- When connecting your monitor to a Mac product, direct connection via Thunderbolt or USB-C™ cable (if available on both Mac and the monitor) is recommended to ensure good image quality. See [Connect the PC video cable. on page 24](#) for details.
- To reduce the color difference, you are recommended to set the picture mode (color mode) of your monitor to **M-book**, **Display P3**, or **DCI-P3** mode (if available). See [Color Mode on page 46](#) for details.
- If your monitor supports certain BenQ software (as mentioned on [Advanced software on page 4](#)), check the software webpage from www.BenQ.com to see if they work on your Mac product.

If you have any inquiries about the compatibilities with Mac products, visit Support.BenQ.com and look for related topics from **FAQ** or **Knowledge**.

Working with two color settings on the same image (DualView)

DualView helps improve your image editing efficiency by showing an image of two different color modes side-by-side.

1. Select one color mode from **Color > Color Mode**.
2. Go to **Color > DualView**. The screen is divided into two windows and the selected color mode is applied to the right window.
3. A list of available color modes for the right window is displayed. Select one to apply the setting.



Displaying two sources at the same time (PIP/PBP)

To display two input sources on the screen at the same time, you can go for Picture-in-Picture (PIP) or Picture-by-Picture (PBP) mode.



HDMI-1 and HDMI-2 cannot be used for PIP/PBP connection at the same time.

Video source selection in PIP mode

For first time use, go to **Display > PIP**, and press the 5-way controller. Your monitor scans for the available video sources in the following order: USB-C™ and HDMI, and displays the first available one as the main source in PIP mode, and the second one as the sub source. If only one input signal is found, connect the desired video source with an appropriate cable, and go to **Display > PIP > Sub** to select the sub source manually. Under **Display > PIP > Main**, the main source can be changed manually as well.

The monitor keeps the setting of two input sources for future use until the setting is manually changed.

Go to **Display** for more adjustments.

Video source selection in PBP mode

1. Go to **Display > PBP**.
2. Select the preferred source for each window.

Go to **Display** for more adjustments.



If you prefer to apply different color modes to images in PIP/PBP mode, see [Working with two color settings on the same image \(DualView\) on page 40](#).

Navigating the main menu

You can use the OSD (On Screen Display) menu to adjust all the settings on your monitor. Press the 5-way controller to bring up the main menu. See [5-way controller and basic menu operations on page 33](#) for details.

Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. And keys that are not available will be disabled and the corresponding OSD icons will disappear. For models without certain functions, their settings and related items will not appear on the menu.



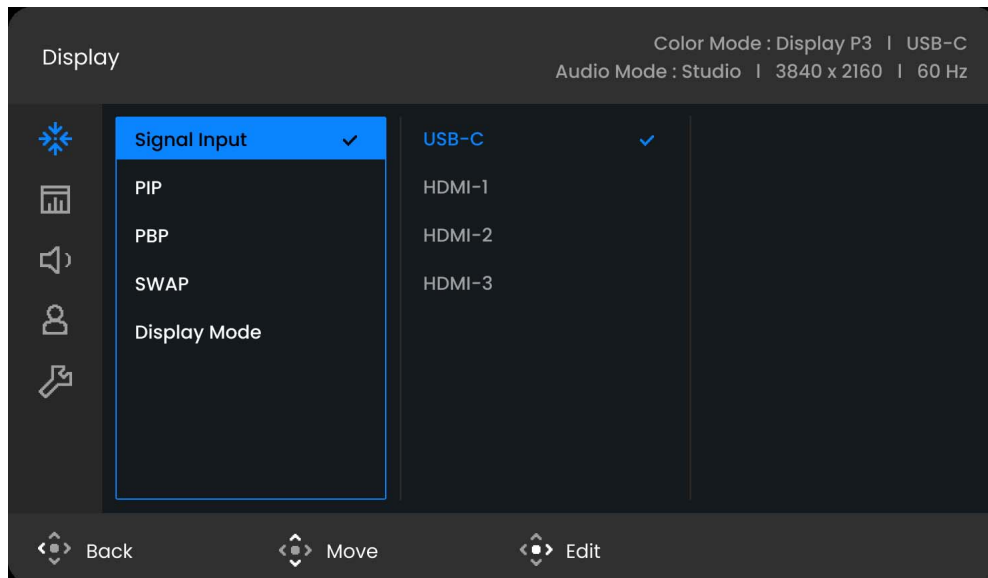
The OSD menu languages may differ from the product supplied to your region, see [Language on page 56](#) under **System** and **OSD Settings** for more details.

For more information on each menu, please refer to the following pages:

- [Display menu on page 43](#)
- [Color menu on page 46](#)
- [Audio menu on page 51](#)
- [Custom Key menu on page 53](#)
- [System menu on page 55](#)






Display menu



Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. And keys that are not available will be disabled and the corresponding OSD icons will disappear. For models without certain functions, their settings and related items will not appear on the menu.



1. Press the 5-way controller to bring up the main menu.
2. Use or to select **Display**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

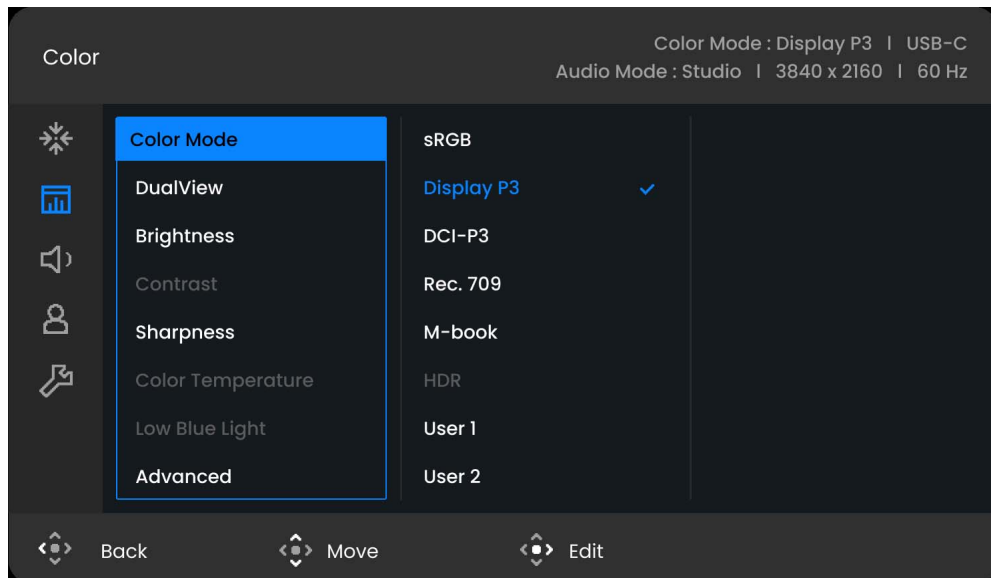
| Item | Function | Range |
|---------------------|---|---|
| Signal Input | Use this to change the input to that appropriate to your video cable connection type. | <ul style="list-style-type: none"> • USB-C • HDMI-1 • HDMI-2 • HDMI-3 |

| Item | Function | | Range |
|-------------|---|---|--|
| PIP | Sets the PIP mode. Pictures from two independent video sources are displayed on the screen at the same time. | | |
| |  The audio input is from the main source if the PIP mode is activated. | | |
| |  Not recommended when HDR function is enabled. | | |
| |  HDMI-1 and HDMI-2 cannot be used for PIP/PBP connection at the same time. | | |
| | Main | Decides the main video source. | • USB-C • HDMI-1 • HDMI-2 • HDMI-3 |
| | Sub | Decides the second video source for PIP mode. | |
| | PIP Size | Decides the size of the inset window in the PIP mode. | • Small • Medium • Large |
| | PIP Position | Adjusts the position of the inset window in the PIP mode. | • Top Right • Top Left • Bottom Right • Bottom Left |
| PBP | Sets the PBP mode to have two pictures displayed side-by-side. Determines the video sources for the left and the right windows respectively. | | |
| |  Not recommended when HDR function is enabled. | | |
| |  HDMI-1 and HDMI-2 cannot be used for PIP/PBP connection at the same time. | | |
| | Left | Decides the input displayed on the left. | • USB-C • HDMI-1 • HDMI-2 • HDMI-3 |
| | Right | Decides the input displayed on the right. | |
| SWAP | Videos from the main and the second sources are swapped on the screen. | | |

| Item | Function | Range | | |
|--|--|---|---|--|
| Display Mode | <p>This feature is provided to allow aspect ratios other than 16:9 to be displayed without geometric distortion.</p> <p> The options under Display Mode will be different depending on the input signal sources.</p> <p> Depending on your selection of Color Mode, different Display Mode option is pre-set. Change the setting if needed.</p> | | | |
| | <table><tr><td>Full</td><td>Scales the input image to fill the screen. Ideal for 16:9 aspect images.</td></tr></table> | Full | Scales the input image to fill the screen. Ideal for 16:9 aspect images. | |
| | Full | Scales the input image to fill the screen. Ideal for 16:9 aspect images. | | |
| | <table><tr><td>Aspect</td><td>The input image is displayed without geometric distortion filling as much of the display as possible.</td></tr></table> | Aspect | The input image is displayed without geometric distortion filling as much of the display as possible. | |
| | Aspect | The input image is displayed without geometric distortion filling as much of the display as possible. | | |
| <table><tr><td>1:1</td><td>Displays the input image in its native resolution without scaling.</td></tr></table> | 1:1 | Displays the input image in its native resolution without scaling. | | |
| 1:1 | Displays the input image in its native resolution without scaling. | | | |
| | | | | |


Color menu


Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. And keys that are not available will be disabled and the corresponding OSD icons will disappear. For models without certain functions, their settings and related items will not appear on the menu.




1. Press the 5-way controller to access the main menu.
2. Use or to select **Color**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

| Item | Function | | Range |
|-------------------|---|---|-------|
| Color Mode | Select a color mode that best suits the type of images shown on the screen. | | |
| | sRGB | For better color matching representation with the peripheral devices, such as printers, digital cameras, etc. | |
| | Display P3 | For better color matching representation with Standard Display P3. | |
| | DCI-P3 | For better color matching representation with Standard DCI-P3. | |
| | Rec. 709 | For better color matching representation with Standard Rec. 709. | |

| Item | Function | | Range |
|-------------------|---|--|--|
| | M-book | Minimizes the visual differences between the monitor and the connected MacBook series product. | |
| | HDR | For better color matching representation with High Dynamic Range (HDR) technology.  Available only when the HDR content is detected. | |
| | User 1 | Applies a combination of picture settings defined by users. | |
| | User 2 | | |
| DualView | Displays the preview of screen images under the selected modes. Once enabled, the screen will be divided into two windows; the left window demonstrates the image under the mode selected from Color Mode, while the right window presents the image under the mode specified here. | | <ul style="list-style-type: none">• OFF• sRGB• Display P3• DCI-P3• Rec. 709• M-book• HDR• User 1• User 2 |
| Brightness | Adjusts the balance between light and dark shades. | | 0 to 100 |
| Contrast | Adjusts the degree of difference between darkness and lightness. | | 0 to 100 |
| Sharpness | Adjusts the clarity and visibility of the edges of the subjects in the image. | | 1 to 10 |
| Color Temperature | 6500K | Allows video and still photographs to be viewed with natural coloring. This is the factory default color. | |
| | 9300K | Applies a cool tint to the image and is factory pre-set to the PC industry standard white color. | |
| | 5000K | Applies a warm tint to the image and is factory pre-set to the news print standard white color. | |

| Item | Function | | | Range |
|-----------------------|---|---|---|--|
| | User Define | The blend of the Red, Green and Blue primary colors can be altered to change the color tint of the image. Go to the succeeding R (red), G (green), and B (blue) menus to change the settings. Decreasing one or more of the colors will reduce their respective influence on the color tint of the image. (e.g. if you reduce the Blue level the image will gradually take on a yellowish tint. If you reduce Green, the image will become a magenta tint.) | | <ul style="list-style-type: none">• R (0~100)• G (0~100)• B (0~100) |
| Low Blue Light | Decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes.  The value for each Low Blue Light mode indicates how much blue light is decreased compared with the Standard mode. | | | 0 to 5 |
| Advanced | Gamma | Adjusts the tone luminance. | | <ul style="list-style-type: none">• 1.8• 2.0• 2.2• 2.4• 2.6• sRGB |
| | Color Gamut | P3 | For better color matching representation with Standard P3. | |
| | | sRGB | For better color matching representation with the peripheral devices, such as printers, digital cameras, etc. | |
| | | Rec. 709 | For better color matching representation with Standard Rec. 709. | |
| | | Native | For better color matching representation with the native color gamut. | |
| Hue | Adjusts the degree of how we perceive colors. | | <ul style="list-style-type: none">• R (0~100)• G (0~100)• B (0~100)• C (0~100)• M (0~100)• Y (0~100) | |

| Item | Function | | Range |
|------|--------------------------|--|--|
| | Saturation | Adjusts the purity degree of colors. | <ul style="list-style-type: none"> • R (0~100) • G (0~100) • B (0~100) • C (0~100) • M (0~100) • Y (0~100) |
| | Uniformity | If activated, this function compensates the variation in brightness across the display area so the whole display area looks uniform in brightness. <div>  However, if high contrast and brightness are desired, please turn off this function. </div> | <ul style="list-style-type: none"> • ON • OFF |
| | RGB Range | Determines the range of color scales. Select an option that matches the RGB range setting on the connected device. | <ul style="list-style-type: none"> • Auto • Full • Limited |
| | Backlight Control | (Available when the input is HDR-compatible.) Once enabled, the monitor may flicker when playing HDR content as the backlight changes dynamically with the content. This is a normal phenomenon. You can disable this function as desired. | <ul style="list-style-type: none"> • ON • OFF |
| | Reset Color | Resets the custom color settings to the factory defaults. | <ul style="list-style-type: none"> • YES • NO |

Available menu options to each **Color Mode**

Depending on the **Color Mode** you just set, the available options for color adjustment may vary. The list is for reference only as available options also vary by input. Menu options that are not available will become grayed out.



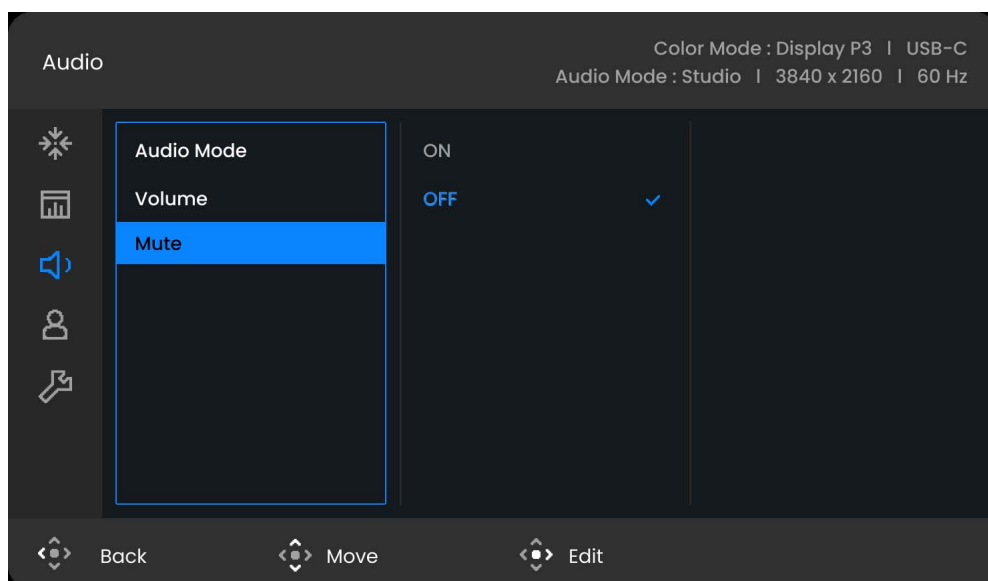
- V: Available
- X: Not available
- Δ: Enabled but not changeable
- ⁽¹⁾: Available only when **Backlight Control** is disabled.
- ⁽²⁾: Only **User Define** is available.

| Color Mode | Settings | | | | | | | | | | |
|-------------------|------------|----------|-----------|-------------|-------------|-------|-----|------------|----------------|------------|-------------------|
| | Brightness | Contrast | Sharpness | Color Temp. | Color Gamut | Gamma | Hue | Saturation | Low Blue Light | Uniformity | Backlight Control |
| sRGB | V | X | V | X | X | X | X | X | X | Δ | X |
| Display P3 | V | X | V | X | X | X | X | X | X | Δ | X |
| DCI-P3 | V | X | V | X | X | X | X | X | X | Δ | X |
| Rec. 709 | V | X | V | X | X | X | X | X | X | Δ | X |

| Color Mode | Settings | | | | | | | | | | |
|---------------|------------------|----------|-----------|------------------|-------------|-------|-----|------------|----------------|------------|-------------------|
| | Brightness | Contrast | Sharpness | Color Temp. | Color Gamut | Gamma | Hue | Saturation | Low Blue Light | Uniformity | Backlight Control |
| M-book | V | V | V | V ⁽²⁾ | X | X | X | X | V | Δ | X |
| HDR | V ⁽¹⁾ | V | V | X | X | X | X | V | X | X | V |
| User 1 | V | V | V | V | V | V | V | V | V | V | X |
| User 2 | V | V | V | V | V | V | V | V | V | V | X |

Audio menu

Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. And keys that are not available will be disabled and the corresponding OSD icons will disappear. For models without certain functions, their settings and related items will not appear on the menu.



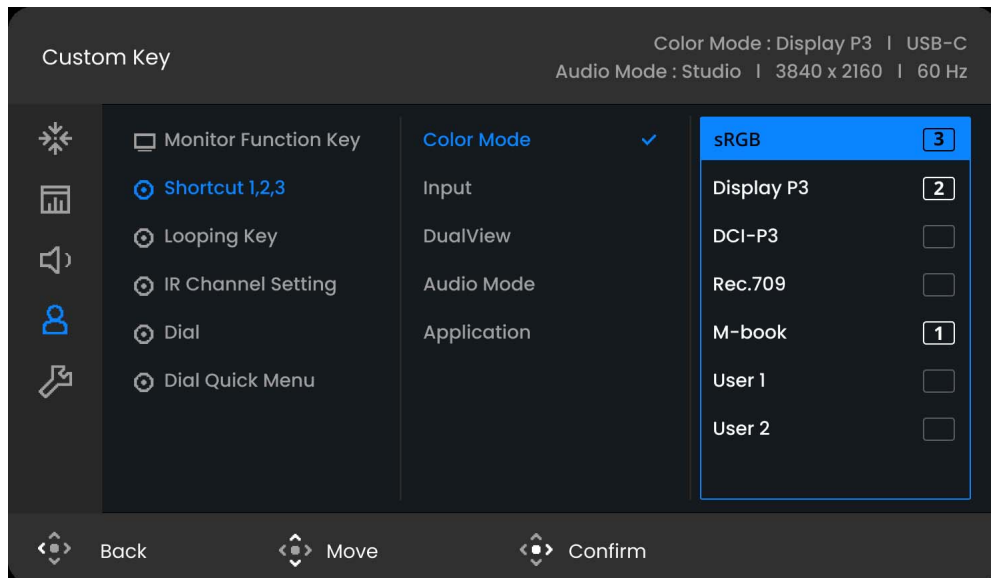
1. Press the 5-way controller to access the main menu.
2. Use or to select **Audio**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

| Item | Function | | Range |
|-------------------|---|---|-------|
| Audio Mode | Selects one of the equalizers to obtain the best audio effect in certain scenarios. | | |
| | Studio | Reproduces the most realistic sound possible without adding any sound effects, providing less noise and higher resolution. This mode is designed for audio creators like those who make podcasts. | |
| | Voice | Cancels noise to improve sound clarity. | |
| | Music | Keeps the music and the vocal in harmony as if in live. | |
| | Cinema | Enhances the bass while keeps the vocal clear. | |

| Item | Function | | Range |
|---------------|---------------------------|--|---|
| | Game | Enhances the sound positioning so you can identify the location or origin of detailed sounds, e.g., a flying bullet or an enemy's footsteps. | |
| | Custom | Allows you to adjust the volume of different frequency bands and customize your own equalizer. | |
| Volume | Adjusts the audio volume. | | 0 ~ 50 |
| Mute | Mutes the audio input. | | <ul style="list-style-type: none"> • ON • OFF |

Custom Key menu

Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. And keys that are not available will be disabled and the corresponding OSD icons will disappear. For models without certain functions, their settings and related items will not appear on the menu.



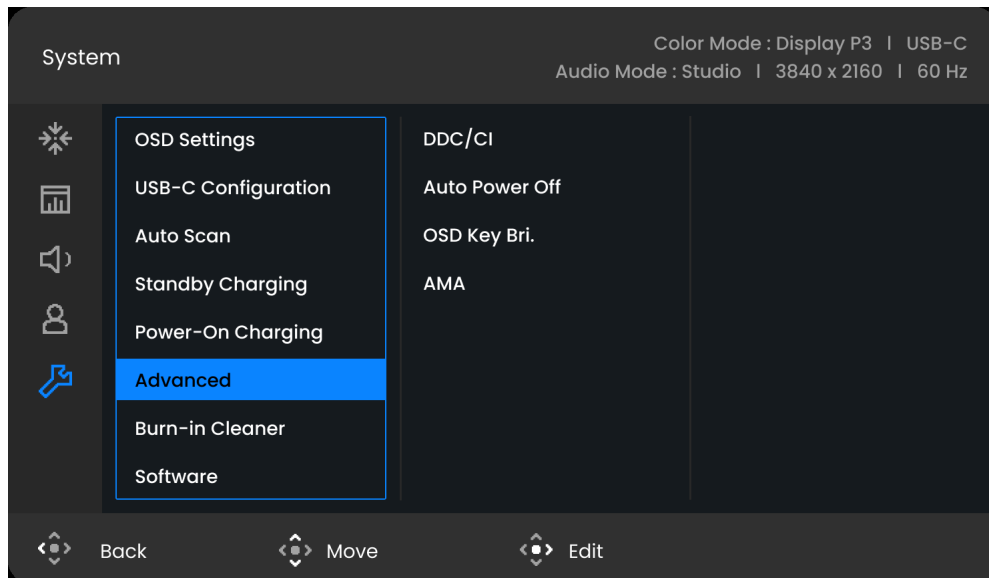
1. Press the 5-way controller to access the main menu.
2. Use or to select **Custom Key**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .











| Item | Function | Range |
|-----------------------------|---|---|
| Monitor Function Key | Sets the function to be accessed by Function key. | <ul style="list-style-type: none"> • Color Mode • Input • DualView • Audio Mode |



| Item | Function | Range |
|--|---|---|
| (Applicable for models with Hotkey Puck G3.) | | |
| Shortcut 1, 2, 3 | <p>Sets the function to be accessed by Shortcut key 1 / 2 / 3 on Hotkey Puck G3. See Hotkey Puck G3 and its basic operations on page 35 for the location of the keys.</p> <p>Select a category first, and choose up to 3 options to be accessed by these keys. The numbers displayed next to the selected items are the shortcut keys that the options are designated to.</p> | <ul style="list-style-type: none"> • Color Mode • Input • DualView • Audio Mode • Application |
| Looping Key | <p>Sets the function to be accessed by the Looping key on Hotkey Puck G3. See Hotkey Puck G3 and its basic operations on page 35 for the location of the key.</p> <p>Select a category first, and choose up to 3 options to be accessed by this key.</p> | <ul style="list-style-type: none"> • Color Mode • Input • DualView • Mute • Audio Mode |
| IR Channel Setting | <p>Sets the monitor to map with the Hotkey Puck G3 for easy OSD control. See Setting up Hotkey Puck G3 for more than one monitor (IR Channel Setting) on page 37 for more information.</p> | <ul style="list-style-type: none"> • Channel 1 • Channel 2 • Channel 3 |
| Dial | <p>Sets the function to be accessed by the Dial key on Hotkey Puck G3. See Hotkey Puck G3 and its basic operations on page 35 for the location of the key.</p> | <ul style="list-style-type: none"> • Brightness • Contrast • Volume |
| Dial Quick Menu | <p>Sets the function to be accessed by the Dial Quick menu from Hotkey Puck G3. See Working with the Dial Quick Menu on page 37 for more information.</p> | <ul style="list-style-type: none"> • Brightness • Volume • Audio Mode • Contrast |


System menu



Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. And keys that are not available will be disabled and the corresponding OSD icons will disappear. For models without certain functions, their settings and related items will not appear on the menu.



1. Press the 5-way controller to access the main menu.
2. Use  or  to select **System**.
3. Select  to go to a sub menu, and then use  or  to select a menu item.
4. Use  or  to make adjustments, or use  to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

| Item | Function | | Range |
|---------------------|---------------------|---|---|
| OSD Settings | Language | <p>Sets the OSD menu language.</p>  <p>The language options displayed on your OSD may differ from those shown on the right, depending on the product supplied in your region.</p> | <ul style="list-style-type: none"> • English • Français • Deutsch • Italiano • Español • Polski • Český • Magyar • Română • Nederlands • Svenska • Português • 日本語 • 繁體中文 • 简体中文 • Українська • Български • Ελληνικά • Русский • 한국어 • العربية |
| | Display Time | Adjusts the display time of the OSD menu. | <ul style="list-style-type: none"> • 5 sec. • 10 sec. • 15 sec. • 20 sec. • 25 sec. • 30 sec. |
| | OSD Lock | <p>Prevents all the monitor settings from being accidentally changed. When this function is activated, the OSD controls and hotkey operations will be disabled.</p>  <p>To unlock the OSD controls, press and hold any key for 10 seconds.</p> | |
| | Pivot | Sets the direction of the OSD menu. | <ul style="list-style-type: none"> • OFF • 90° |















| Item | Function | | Range |
|----------------------------|---|--|---|
| USB-C Configuration | Sets the refresh rate of the input video via USB-C™ port. The USB transmission speed changes accordingly due to USB-C™ technology limitation. | | |
| | USB 3.2 Gen 1 | Refresh rate: 3840 x 2160 @ 60Hz USB transmission speed: 480 Mbps | |
| | USB 2.0 | Refresh rate: 3840 x 2160 @ 30Hz USB transmission speed: 5 Gbps | |
| Auto Scan | Sets to automatically detect the available input source. | | <ul style="list-style-type: none"> • ON • OFF |
| Standby Charging | <p>By default, this function is disabled, and the USB ports are not supplied with power while the monitor is in standby mode.</p> <p>To keep supplying power to the USB ports in monitor's standby mode, change the setting to ON.</p> | | <ul style="list-style-type: none"> • ON • OFF |
| Power-On Charging | Enable this function to keep the USB-C™ upstream port supplying power when the monitor is in power on mode. | | <ul style="list-style-type: none"> • ON • OFF |
| Advanced | DDC/CI | <p>Allows the monitor settings to be set through the software on the PC.</p>  <p>DDC/CI, short for Display Data Channel/Command Interface, which was developed by Video Electronics Standards Association (VESA). DDC/CI capability allows monitor controls to be sent via the software for remote diagnostics.</p> | <ul style="list-style-type: none"> • ON • OFF |
| | Auto Power Off | Sets the time to power off the monitor automatically in power saving mode. | <ul style="list-style-type: none"> • OFF • 10 min • 20 min • 30 min |
| | OSD Key Bri. | Adjusts the brightness of the power key's LED indicator. | <ul style="list-style-type: none"> • ON • OFF |
| | AMA | Improves the gray level response time of the LCD panel. | <ul style="list-style-type: none"> • OFF • High • Premium |



| Item | Function | Range |
|------------------------|--|---|
| Burn-in Cleaner | <p>Screen burn-in or image retention may be found on the screen if a still image is displayed for an extended period of time. Enable this function to help reduce the visible fixed lines or shades on the screen by showing several default patterns.</p> <p> Once enabled, to disable this function, press any of the control keys.</p> <p> Screen burn-in occurs due to panel limitation and should not be considered as a manufacturing defect. To avoid screen burn-in, do not play a still image for an extended period of time in the first place. Use your computer's power management function.</p> | <ul style="list-style-type: none"> • YES • NO |
| Software | <p>Displays the QR codes of Display Pilot 2 and Palette Master Ultimate. Scan for quick access to the software introduction page.</p> <p>The software should be installed on your computer to work with the monitor.</p> | |
| System Setting | Shows the current monitor property settings. | <ul style="list-style-type: none"> • Input • Resolution • Refresh Rate • Color Gamut • Color Sampling • RGB Range |
| Information | Displays the product information. | <ul style="list-style-type: none"> • Model Name • Version • Usage Time |
| Reset All | Resets all mode, color and geometry settings to the factory default values. | <ul style="list-style-type: none"> • YES • NO |

Troubleshooting



Frequently asked questions (FAQ)

Imaging



-  The image is blurred.
-  Download **Resolution file** from the website (see [Product support on page 3](#)). Refer to "**Adjusting the Screen Resolution**". And then select the correct resolution, refresh rate and make adjustments based on these instructions.
-  Does the blurring only occur at resolutions lower than the native (maximum) resolution?
-  Download **Resolution file** from the website (see [Product support on page 3](#)). Refer to "**Adjusting the Screen Resolution**". Select the native resolution.
-  Pixel errors can be seen.
- One of several pixels is permanently black, one or more pixels are permanently white, one or more pixels are permanently red, green, blue or another color.
-  • Clean the LCD screen.
• Cycle power on-off.
• These are pixels that are permanently on or off and is a natural defect that occurs in LCD technology.
-  The image has a faulty coloration.
-  It has a yellow, blue or pink appearance.
Go to **Color, Advanced**, and **Reset Color**, and then choose **YES** to reset the color settings to the factory defaults.
If the image is still not correct and the OSD also has faulty coloration, this means one of the three primary colors is missing in the signal input. Now check the signal cable connectors. If any pin is bent or broken off, please contact your dealer to get necessary support.
-  The image is distorted, flashes or flickers.
-  Download **Resolution file** from the website (see [Product support on page 3](#)). Refer to "**Adjusting the Screen Resolution**". And then select the correct resolution, refresh rate and make adjustments based on these instructions.
-  You are running the monitor at its native resolution, but the image is still distorted.
-  Images from different input sources may appear distorted or stretched on the monitor running at its native resolution. To have the optimal display performance of each type of input sources, you can use the **Display Mode** function to set a proper aspect ratio for the input sources. See [Display Mode on page 45](#) for details.
-  The image is displaced in one direction.
-  Download **Resolution file** from the website (see [Product support on page 3](#)). Refer to "**Adjusting the Screen Resolution**". And then select the correct resolution, refresh rate and make adjustments based on these instructions.

-  Faint shadow from the static image displayed is visible on the screen.
- 
 - Activate the power management function to let your computer and monitor go into a low power "sleep" mode when not actively in use.
 - Use a screensaver to prevent the occurrence of image retention.
 - Enable the **Burn-in Cleaner** function to avoid image retention. See [Burn-in Cleaner on page 58](#) for more information.



Power LED indicator

-  The LED indicator is white or orange.
- 
 - If the LED lights up in solid white, the monitor is powered on.
 - If the LED is illuminated in white and there is a message **Out of Range** on the screen, this means you are using a display mode that this monitor does not support, please change the setting to one of the supported mode. Download **Resolution file** from the website (see [Product support on page 3](#)). Refer to "**Adjusting the Screen Resolution**". And then select the correct resolution, refresh rate and make adjustments based on these instructions.
 - If the LED is illuminated in orange, the power management mode is active. Press any button on the computer keyboard or move the mouse. If that does not help, check the signal cable connectors. If any pin is bent or broken off, please contact your dealer to get necessary support.
 - If the LED is off, check the power supply mains socket, the external power supply and the mains switch.



OSD controls





-  The OSD controls are inaccessible.
- 
 - To unlock the OSD controls when it is preset to be locked, press and hold any key for 10 seconds.

OSD messages



-  A message **Out of Range** on the screen during computer boot up process.
- 
 - If there is a message **Out of Range** on the screen during computer boot up process, this means computer compatibility caused by operating system or graphic card. The system will adjust the refresh rate automatically. Just wait until the operating system is launched.

Audio



-  No sound can be heard from the built-in speakers.
- 
 - Check whether the desired cable to input audio signals is properly connected. See [Connect the PC video cable](#) for details.
 - Increase the volume (volume may be muted or too low).
 - Remove your headphone and/or external speakers. (If they are connected to the monitor, the built-in speakers are automatically muted.)

-  No sound can be heard from the connected external speakers.
- 
 - Remove your headphone (if the headphone is connected to the monitor).
 - Check whether the headphone jack is properly connected.
 - If the external speakers are USB-powered, check whether the USB connection is OK.
 - Increase the volume (volume may be muted or too low) on the external speakers.
-  Change of audio mode or volume is not available.
-  If the sample rate of the audio input is 32kHz, the audio settings are not available. Try with other sample rates.

USB-C™ connection (models with USB-C™ ports)

-  No video or audio output from the laptop with USB-C™ connection.
-  Check the cable connections and menu settings in the following order.
 - Check if the USB-C™ cable has been connected to the monitor and the laptop properly. See [Connect the PC video cable. on page 24](#) for more information.
 - Check if the input source has been selected to **USB-C** on **Display > Signal Input**.

Remote control/Hotkey Puck

-  The monitor does not respond to the remote control/Hotkey Puck.
- 
 - Check if the remote control/Hotkey Puck and the monitor are within the effective range and there are no obstacles between them. See [Hotkey Puck G3 and its effective range on page 34](#) for more information.
 - The remote control/Hotkey Puck's batteries are running low. Replace the batteries with new ones. See [Installing the batteries to Hotkey Puck G3 on page 21](#) for more information.
 - Check if the OSD controls are locked. To unlock the OSD controls, press and hold any key on the monitor for 10 seconds.
 - (Hotkey Puck G3 only) Make sure the Hotkey Puck G3 and the monitor are set to the same channel. See [Setting up Hotkey Puck G3 for more than one monitor \(IR Channel Setting\) on page 37](#) for more information.

Need more help?

If your problems remain after checking this manual, please contact your place of purchase or visit the local website from Support.BenQ.com for more support and local customer service.