LCD Monitor

User Manual

DesignVue Designer Monitor | PD 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. 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 QuicKit** software from the BenQ website.

- Support.BenQ.com > model name > **Software & Driver** > **Display QuicKit** (available only when your monitor is compatible)
- Support.BenQ.com > **Display QuicKit** (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 QuicKit**, 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).

• **DMS Local**

DMS Local is a software tool designed for IT managers to efficiently manage and monitor numerous displays distributed across various spaces. The software provides a centralized portal for convenient remote control and oversight of every display, all via the local network.

• **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.

EPREL Registration Number:
PD2770U: 2441876

Q&A index

Start with the topics that you are interested in.

Setup

How to set up the monitor and turn it on?

Safety precautions 7
How to assemble your monitor hardware 23
Connect the PC video cable. 25
Adjusting the monitor height 31

How to adjust the monitor viewing angle

Viewing angle adjustment 32

How to install the shading hood?

Installing the shading hood 33

How to wall mount the monitor?

Mounting the monitor 34

Input source and color setting

How to calibrate the monitor?

Installing the shading hood 33
Calibrating your monitor 48

How to switch the input sources?

Connect the PC video cable. 25
Signal Input 51

Is there any recommended color setting for certain scenario?

Choosing an appropriate color mode 44

What menu options are available to each color mode?

Available menu options to each Color Mode 59

How to watch HDR content?

Working with HDR technology 45

Useful tools to enhance efficiency

How can I efficiently manage the display settings?

Display Pilot 2 4

Can I control two computers with one set of keyboard and mouse?

Sharing a set of keyboard, mouse, and the other USB peripherals with KVM 46

How to split my screen to show two sources at the same time?

Displaying two sources at the same time (PIP/PBP) 48

Calibration and color management tools

How to calibrate the monitor?

Palette Master Ultimate 4

How to set colors across screens remotely?

DMS Local 4

Menus and accessories

Can I set hot keys to frequently used functions or menus?

Customizing the function key 37
Customizing your Hotkey Puck G3 40

How to use the OSD menu?

5-way controller and basic menu operations 36
Navigating the main menu 50

How to use the provided controller (Hotkey Puck Gen3)?

Hotkey Puck G3 and its effective range 37
Working with the Dial Quick Menu 40
Setting up Hotkey Puck G3 for more than one monitor (IR Channel Setting) 41

Maintenance and product support

How to clean the monitor?

Care and cleaning 10
Cleaning the LCD screen 12

How to keep the monitor not in use for a long time?

How to detach the stand 29
Care and cleaning 10

I need more support.

Product support 3
Servicing 10

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, 0.75mm^2 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, 0.75mm^2 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, 0.75mm^2 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 dissemble 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 way.
- 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.

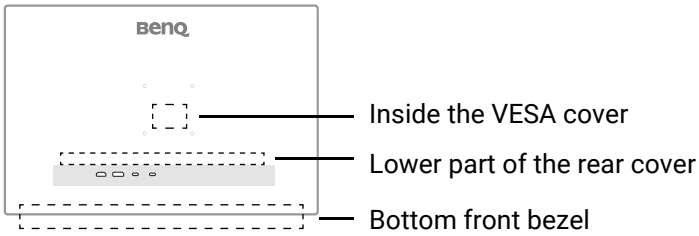
If the supplied remote control contains a coin / button cell battery, pay attention to the following notice as well.

- 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.
- Contact your place of purchase or visit the local website from Support.BenQ.com for more support.

Support.BenQ.com

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 the 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 coating, use and clean the monitor carefully.

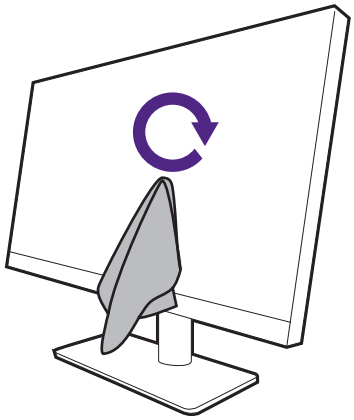
- Stains on the monitor screen could be obvious. Be cautious when you use or clean the monitor and avoid getting oil or dust on the screen.
- Fingerprints and dust under normal use could be wiped away by a microfiber cleaning cloth.
- Clean the screen surface gently and carefully. Hard scrubbing could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

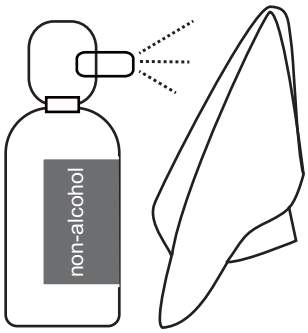
1. Unplug the monitor from the power outlet before cleaning.
2. Make sure there is no sharp debris on the cleaning cloth to avoid scratching the screen.
3. Hold the edge of the monitor and avoid excessive force on the screen.
4. Make sure the cleaning cloth is clean and dry. Start with a small, clean 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.

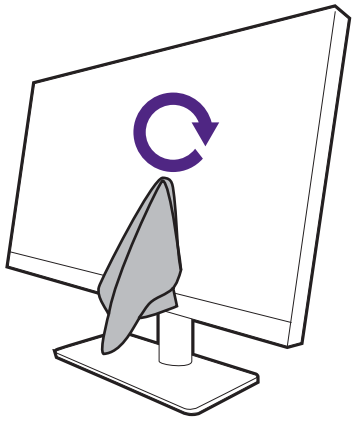


To prevent the seams around the cleaning cloth from marring the screen surface, avoid wiping the screen with the edge of the cleaning cloth.

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.

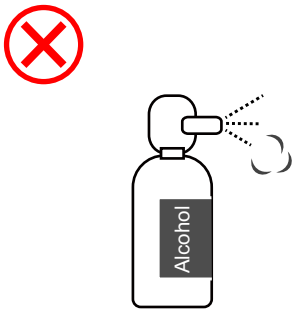




7. The cleaning cloth may get dirty after using several times and may not be able to clean the screen properly. Wash it with detergent and remove debris from it by hand if necessary. Keep it in a cool place until it is dry. Make sure it is completely dry before next cleaning.

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.



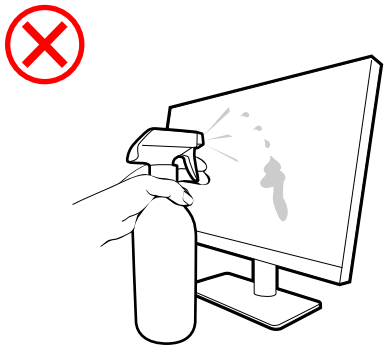


Table of Contents

Copyright 2

Product support 3

- Firmware upgrade 3
- Advanced software 4

Q&A index 5

Safety precautions 7

- Power safety 7
- Installation 8
- Operation 8
- Safety notice for remote control (applicable if a remote control is provided) 9
- Battery safety notice (applicable if a remote control is provided) 9
- Care and cleaning 10
- Servicing 10
- General warranty information 10

Cleaning the LCD screen 12

- Using a microfiber cleaning cloth (recommended) 12
- Using a screen cleaner 13

Getting started 16

Getting to know your monitor 18

- Front view 18
- Back view 18
- Connections 20
- Installing the batteries to Hotkey Puck G3 22

How to assemble your monitor hardware 23

- How to detach the stand 29
- Adjusting the monitor height 31
- Rotating the monitor 31
- Viewing angle adjustment 32
- Installing the shading hood 33
- Mounting the monitor 34

How to adjust your monitor 35

- The control panel 35
- 5-way controller and basic menu operations 36
- Customizing the function key 37
- Hotkey Puck G3 and its effective range 37
- Working with the **Dial Quick Menu** 40
- Customizing your monitor menus to work efficiently 41
- Setting up Hotkey Puck G3 for more than one monitor (**IR Channel Setting**) 41
- Viewing the current display settings 42

Adjusting **Display Mode** 44
Choosing an appropriate color mode 44
Working with HDR technology 45
Working with two color settings on the same image (**GamutDuo**) 45
Sharing a set of keyboard, mouse, and the other USB peripherals with KVM 46
Displaying two sources at the same time (PIP/PBP) 48
Calibrating your monitor 48
Navigating the main menu 50
Display menu 51
Color menu 54
Auto Calibration menu 60
KVM Switch menu 62
GamutDuo menu 63
Custom Key menu 65
System menu 67
Information menu 72
Troubleshooting 73
Frequently asked questions (FAQ) 73
Need more help? 76

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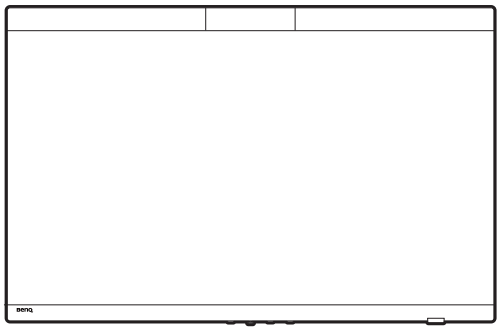
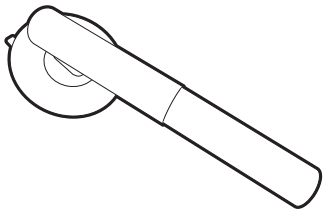
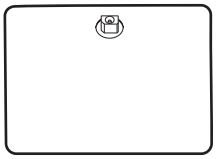
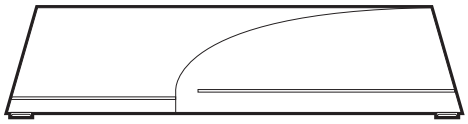
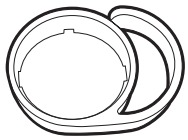
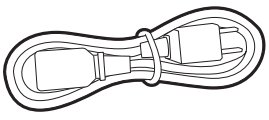
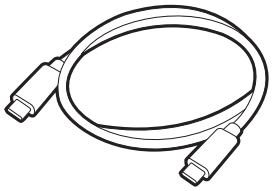
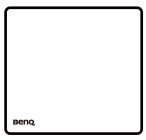
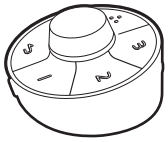
Getting started

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	
Shading hood	
Cable holder	
User documents • Quick start guide • Safety instructions • Regulatory statements • Greeting card	
Power cord (Supplied item may differ by model or region.)	
Video cable: USB-C™	

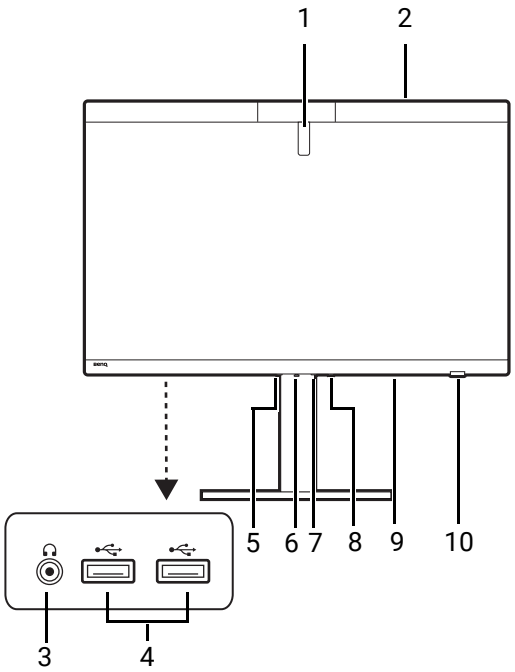
Screen cleaning cloth	
Hotkey Puck G3 (Batteries should be purchased separately.)	
Calibration report	

- 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.

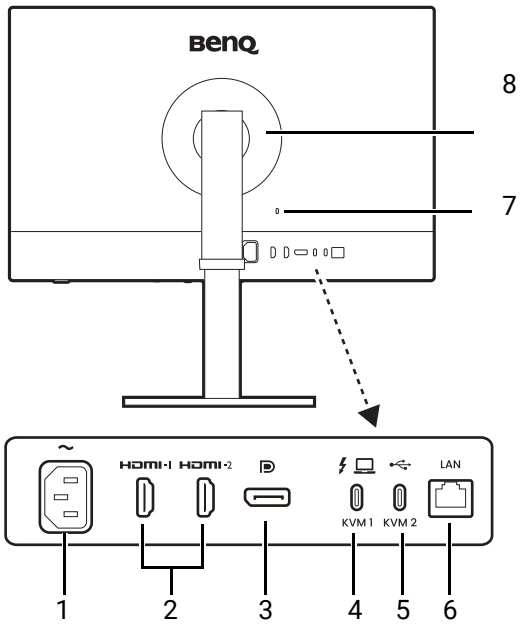
Getting to know your monitor

Front view



1. Built-in calibrator
2. Light sensor
3. Headphone jack
4. USB-A ports (downstream; connecting to USB devices)
5. EXIT key
6. 5-way controller
7. Function key
8. Information key
9. Power button / Power LED indicator
10. IR sensor (for Hotkey Puck G3)

Back view



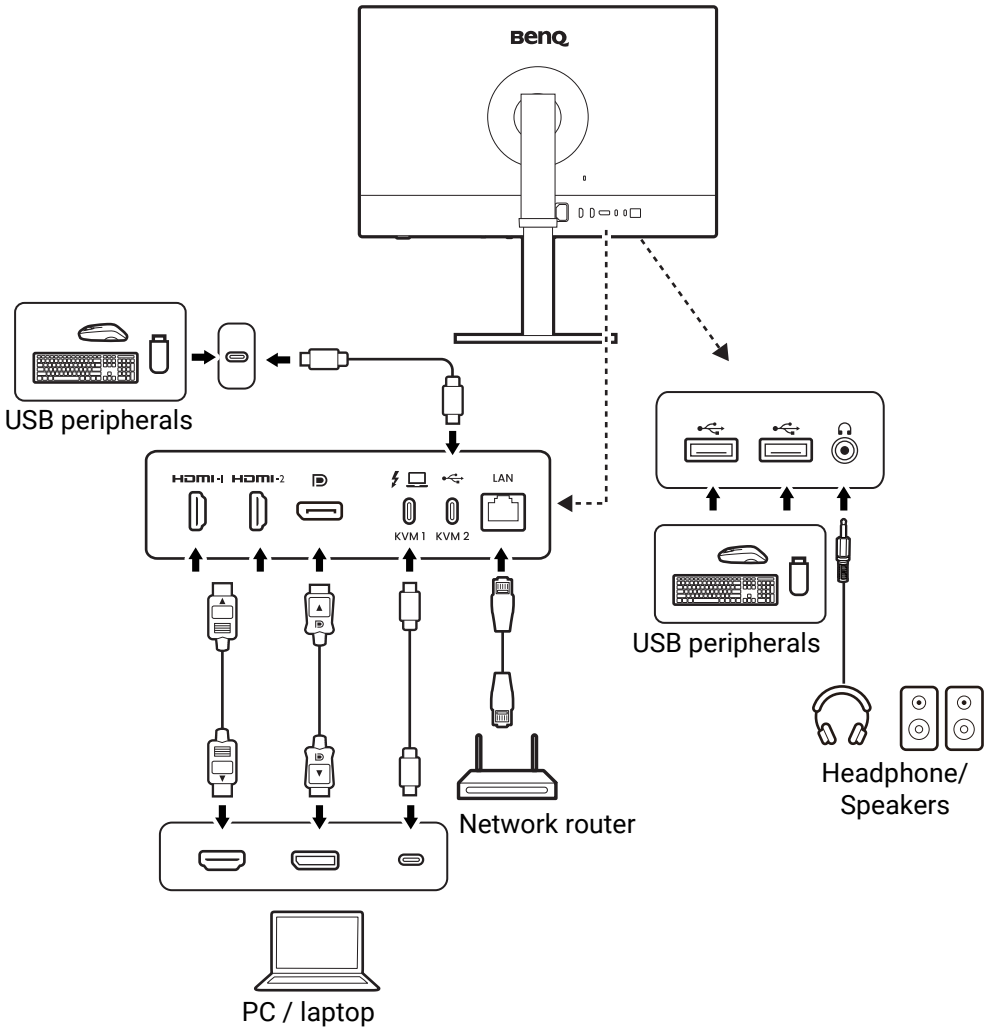
1. AC power input jack
2. HDMI sockets
3. DisplayPort socket
4. USB-C™ video port (for video, data transfer and power delivery up to 96W)
5. USB-C™ data port 3.2 Gen2 (upstream; connecting to the PC)
6. RJ-45 port
7. Kensington lock slot
8. VESA cover

- The USB data transmission speed varies according to you selection in USB-C Configuration on page 70.
- Depending on the product specifications, the supported resolution and timing may vary.
- Above diagram may vary depending on the model.
- 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 25 - 26.



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™ 96 W (on the rear of the monitor)
5V / 3A
9V / 3A
12V / 3A
15V / 3A
20V / 4.8A

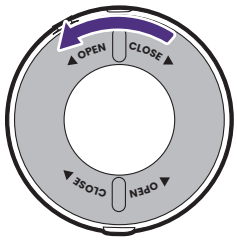
- A connected device needs to be equipped with a USB-C™ connector that supports charging function via USB power delivery.
- The connected device can be charged via USB-C™ port even when the monitor is in power saving mode.(*)
- The USB power delivery is up to 96W. If the connected device requires more 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**.

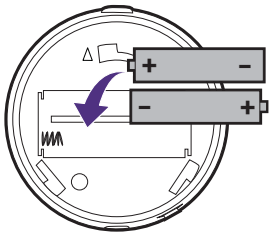
Installing the batteries to Hotkey Puck G3

- Applicable for models with Hotkey Puck G3.
- Battery availability may vary by region. Purchase batteries separately if they are not supplied.
- Check Battery safety notice (applicable if a remote control is provided) whether the batteries are supplied with the product or purchased separately.

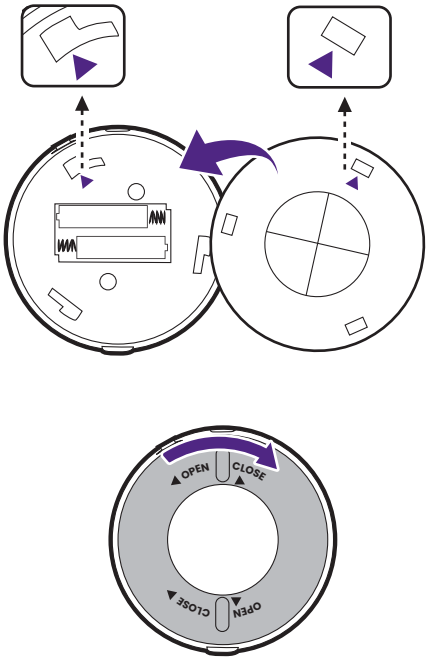
1. Turn the battery cover counterclockwise to remove the battery cover.



2. Insert 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.

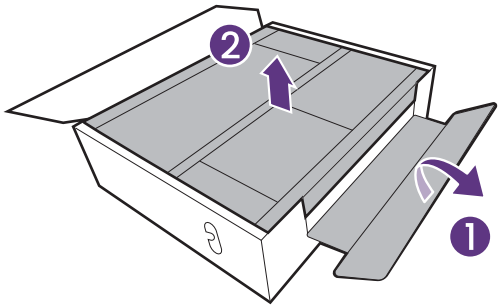
Avoid finger pressure on the screen surface.

1. Attach the monitor base.

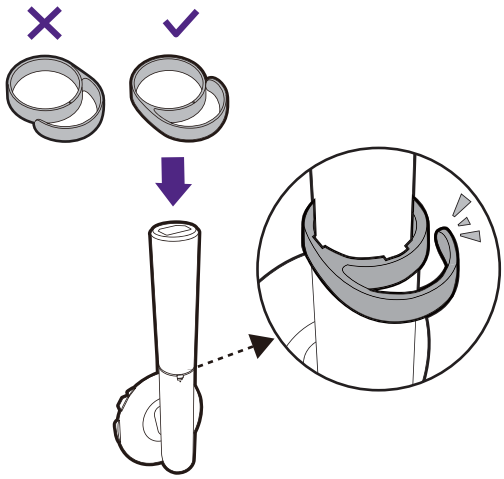
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

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

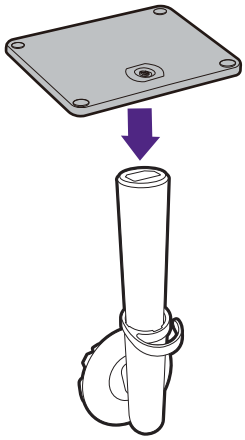
Remove the upper layer of the packaging, and take out the monitor stand and base.



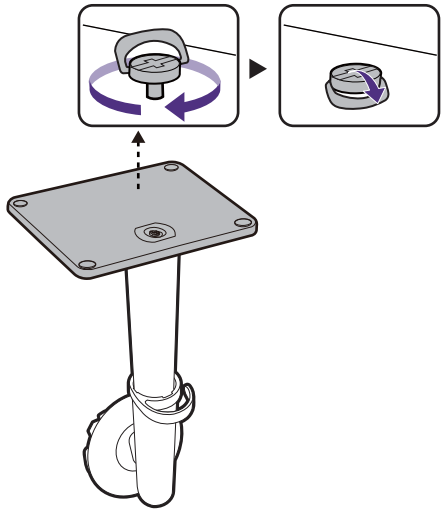
Align the cable holder with the monitor stand as illustrated. Push them together until they click and lock into place.



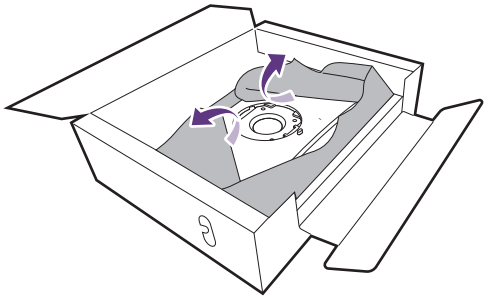
Attach the monitor stand to the monitor base as illustrated.



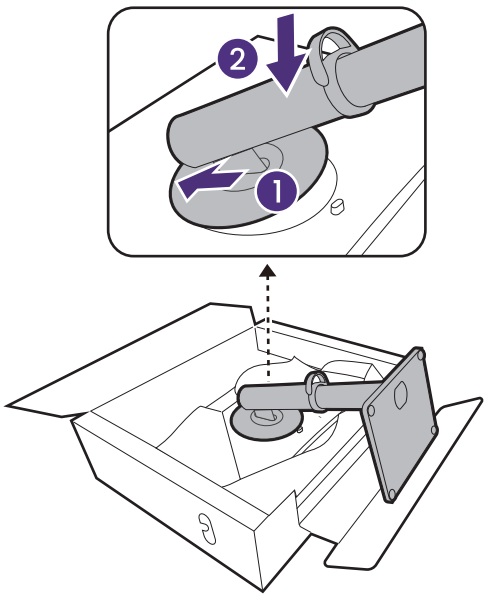
Tighten the thumbscrew on the bottom of the monitor base as illustrated.



Open the foam wrap that protects the monitor.

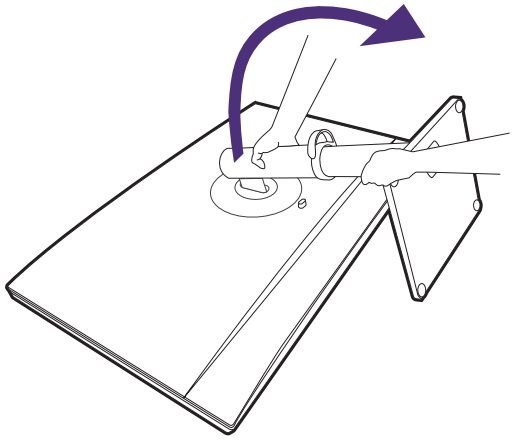


Orient and align the stand arm with the monitor (1), push them together until they click and lock into place (2).



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.

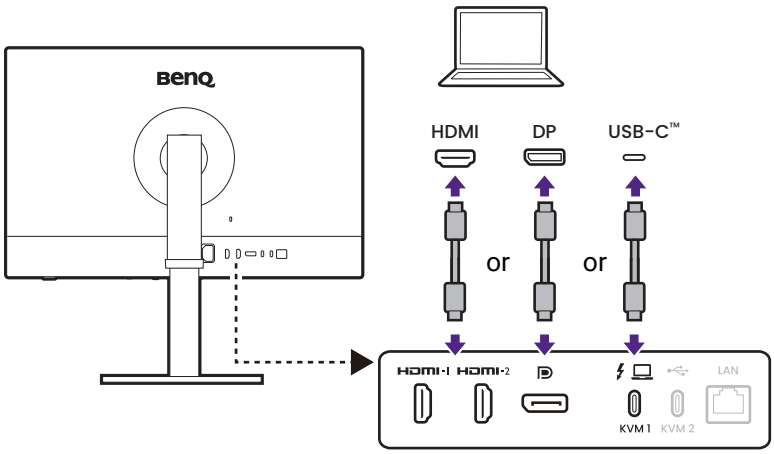
As the product is heavy, you may need assistance from another person to balance and ensure safety.



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.

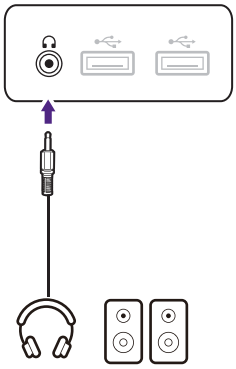
1. Establish a video cable connection. Connect the monitor to your video source(s) via HDMI/DP/USB-C™ cable(s) as illustrated.



(DP input only) After powering on the monitor and computer, if no image appears, disconnect the DP cable. Connect the monitor to any video source other than DP first. Go to **System** > **OSD Settings** > **DP** on the OSD menu of the monitor and change the setting from **1.4** to **1.1**. Once the setting is done, unplug the current video cable and re-connect the DP cable. To access the OSD menu, see 5-way controller and basic menu operations on page 36.

3. Connect the headphone.

You may connect the headphones to the headphone jack.



4. Connect the USB devices.

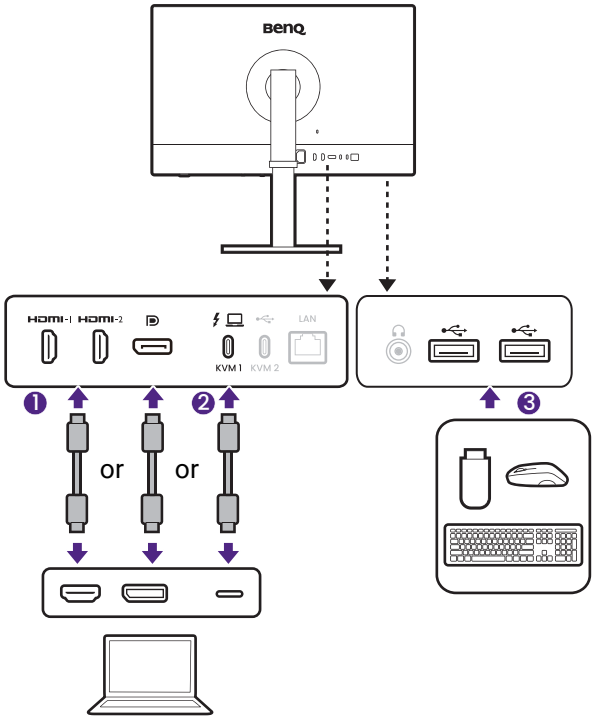
When the video input is HDMI/DP

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

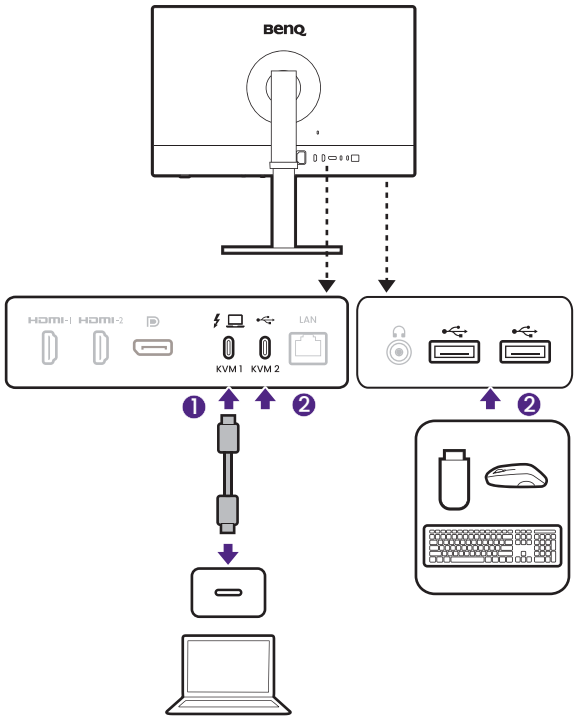
When the video input is USB-C™

1. Connect the video source via USB-C™ video port ( ).
2. Connect USB devices via other USB ports (downstream) on the monitor. These downstream USB ports transmit data between connected USB devices and the upstream port.

Video input via HDMI/DP



Video input via USB-C™

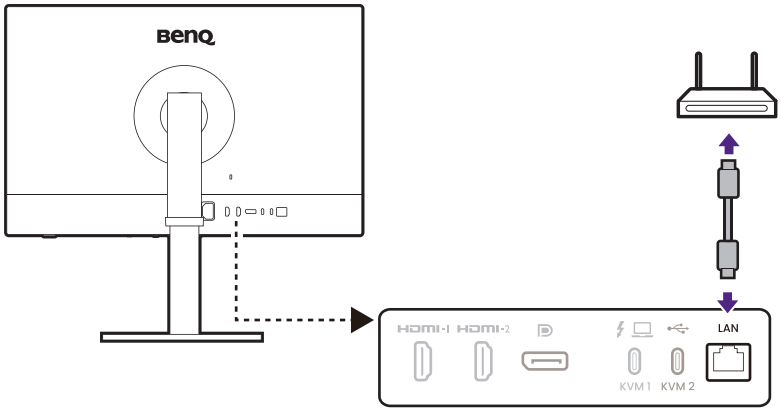


If you tend to use KVM switch, see Sharing a set of keyboard, mouse, and the other USB peripherals with KVM on page 46 for appropriate connections and more information.

5. Connect the RJ45 Ethernet cable. (optional step)

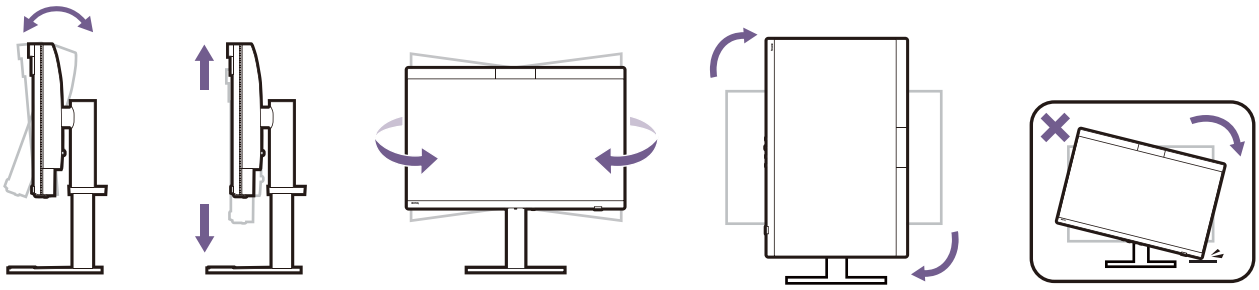
Required if you wish to set calibration scheduling from the **DMS Local** software.

Connect a RJ45 Ethernet cable (purchased separately) to the LAN port of the monitor. Connect the other end of the cable to a LAN switch or hub.



6. Adjust the viewing angle.

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



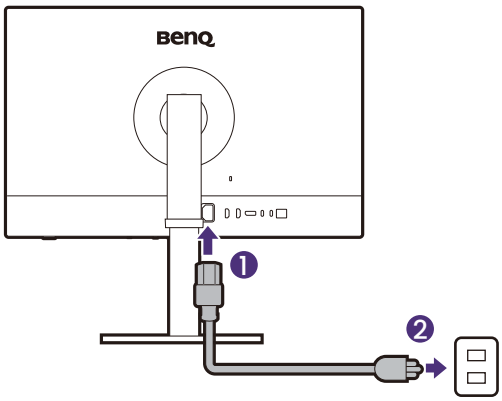
Your monitor is an edge-to-edge monitor and should be handled with care. Avoid finder pressure on the screen surface. Adjust the screen angle by placing your hands on the top and on the bottom of the monitor as illustrated. Excessive force on the display is prohibited.

7. Connect the power cable.

Plug one end of the power cord into the socket labelled ~ on the rear of the monitor.

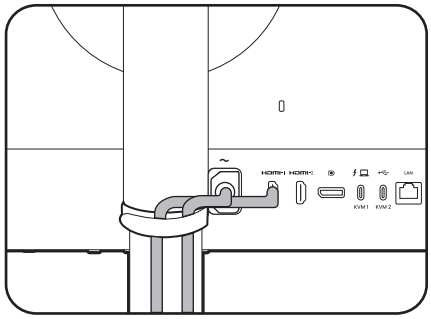
Plug the other end of the power cord into a power outlet.

Picture may differ from product supplied for your region.



8. Organize the cables.

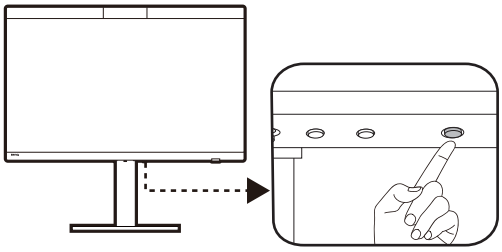
Route the cables via the cable holder.



9. Turn on the power.

Turn on the monitor by pressing the power button on the monitor.

Turn on the computer too.



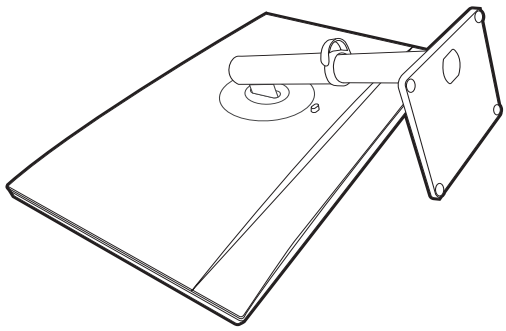
To extend the service life of the product, we recommend that you use your computer's power management function.

How to detach the stand

1. Prepare the monitor and area.

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

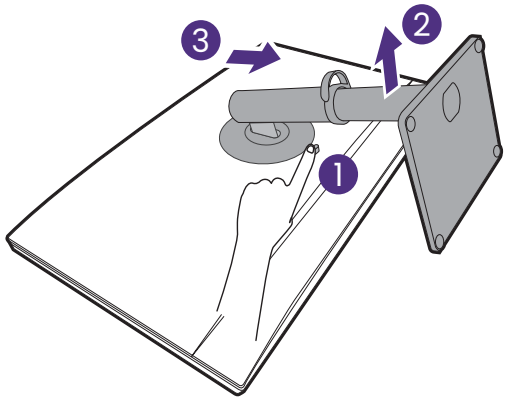
Protect the monitor and screen by clearing a flat open area on your desk and placing a soft item like a towel on the desk for padding, before laying the screen face down on a flat clean padded surface.



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.

2. Remove the monitor stand.

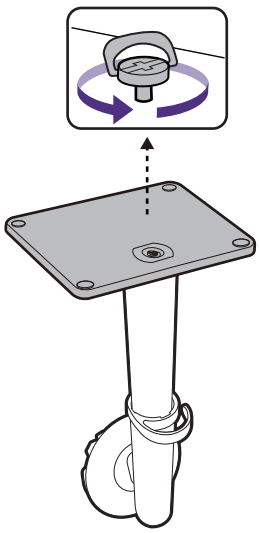
While pressing and holding the quick release button, detach the stand from the monitor.



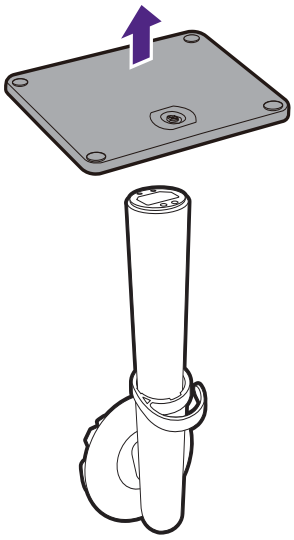
If the monitor stand is removed for wall mounting, see Mounting the monitor on page 34 and the instruction manual of your wall mount bracket (purchased separately) for more information.

3. Remove the monitor base.

Release the thumbscrew on the bottom of the monitor base.

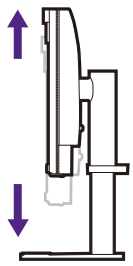


And then detach the base from the stand.

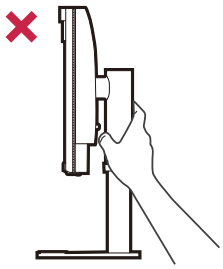


Adjusting the monitor height

To adjust the monitor height, hold both the left and the 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 OSD menu.

Go to **System** > **Auto Pivot** > **ON** to rotate the OSD menu automatically as the monitor is rotated.

2. Pivot the display.

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.

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.

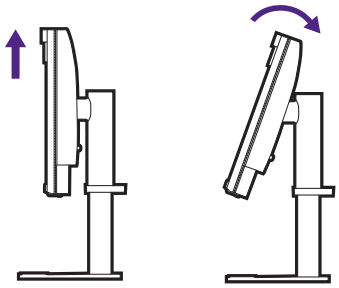
3. Disconnect the cables

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

4. Fully extend the monitor and tilt it.

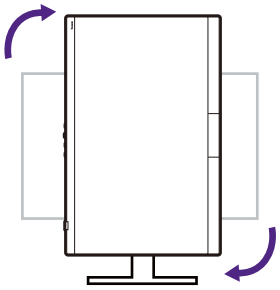
Gently lift the display up and extend it to the maximum extended position. Then tilt the monitor.

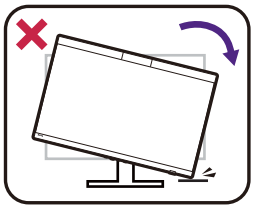
The monitor should be vertically extended to allow to rotate from landscape to portrait mode.



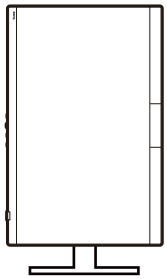
5. Rotate the monitor 90 degrees clockwise as illustrated.

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.





6. Adjust the monitor to the desired viewing angle.

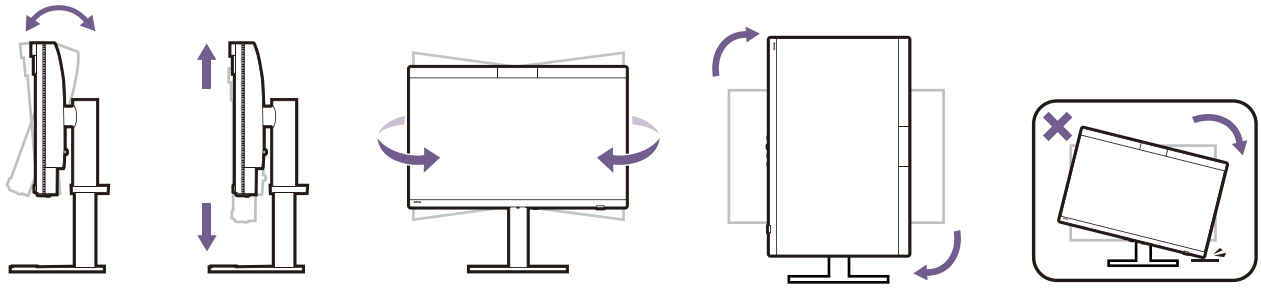


7. Organize the cables

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.



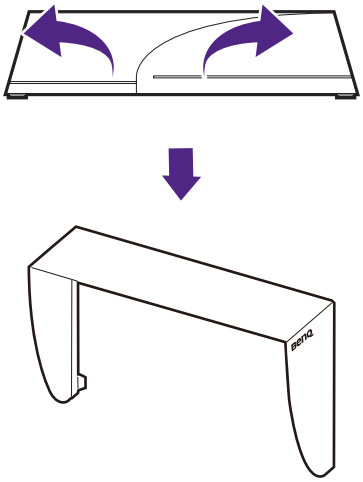
Installing the shading hood

To prevent glare or most of unwanted reflections from other light sources off your screen, you can install the shading hood.

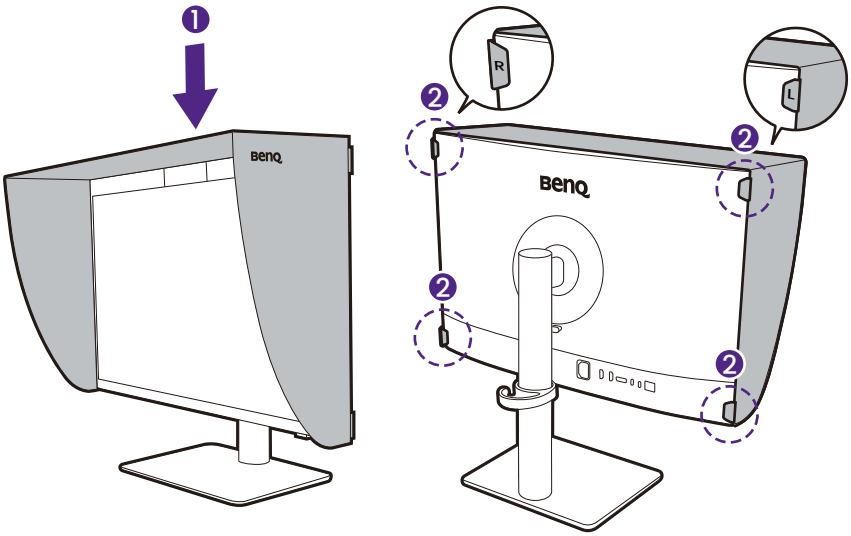
Please be careful to prevent damage to the shading hood and the monitor. The shading hood is well-designed and can fit into your monitor properly. Do not use excessive force during installation to avoid possible damage.

- You may notice minor indentations on the fleece side of shading hood. This is normal and does not impact its use.
- Avoid finger pressure on the screen surface.

1. Unfold the shading hood.



2. Place the shading hood on top of the monitor. Make sure it is properly attached.



Mounting the monitor

The back of your LCD 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.

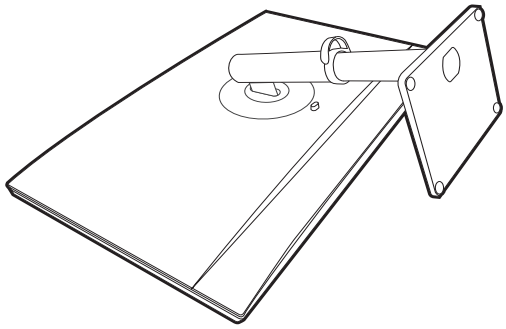
You can visit BenQ website for available monitor arms.

Precautions

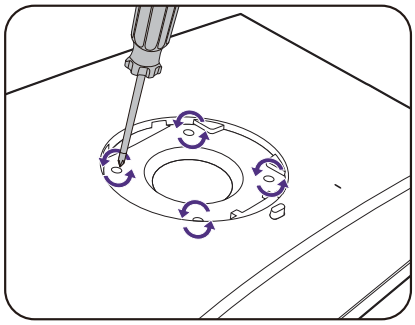
- Install your monitor and monitor mounting kit on a wall/desk with flat surface.
- Ensure that the wall/tabletop material and the standard wall/desk mount bracket (purchased separately) are stable enough to support the weight of the monitor. Refer to the product specifications on the website for weight information.
- Turn off the monitor and the power before disconnecting the cables from the LCD 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 29.



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.

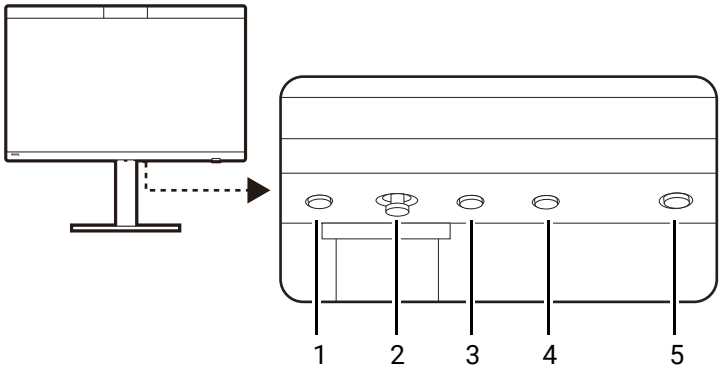
2. Follow the instruction manuals of the wall/desk mount bracket you purchased to complete the installation.

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

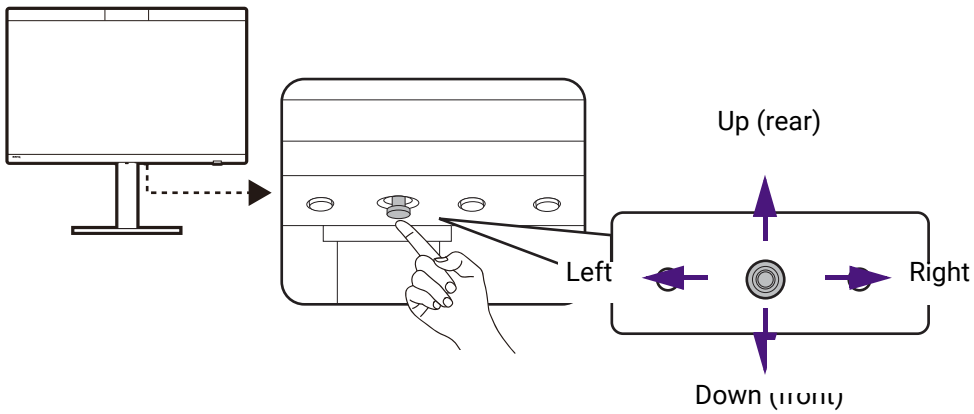
All OSD (On Screen Display) menus can be accessed by the control keys. You can use the OSD menu to adjust all the settings on your monitor



No.	Name	Description
1.	Exit key	Exits OSD menu.
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 36 for more information.
3.	Function key	• 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 37 for more information.
4.	Information key	Brings up the short **Information** menu. See Viewing the current display settings on page 42 for more information.
5.	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.



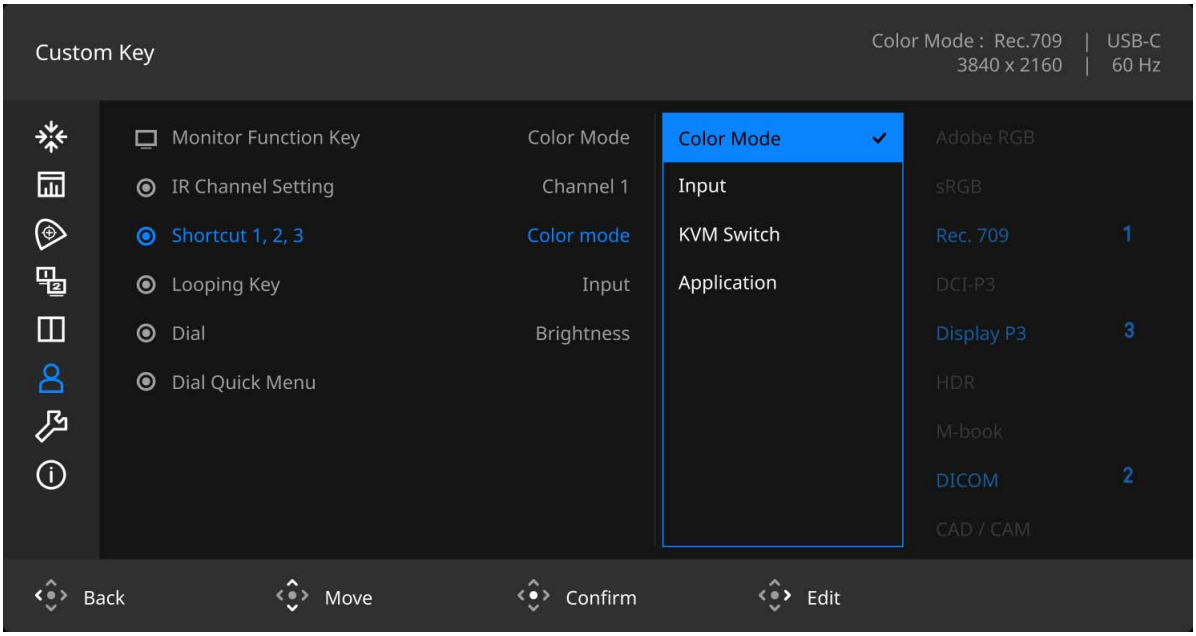
OSD icon	5-way controller operation	Function
(When no menu has been activated)		
N/A	Press the 5-way controller	Activates the main menu.
(When the main menu has been activated)		
	Press	Confirms the selection.
	Move to the right	• Enters sub menus. • Confirms the selection.
	Move up	• Goes to the previous menu item. • For up/increase adjustment.
	Move down	• Goes to the next menu item. • For down/decrease adjustment.
	Move to the left	• 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 50 for details on the menu options.

Customizing the function key

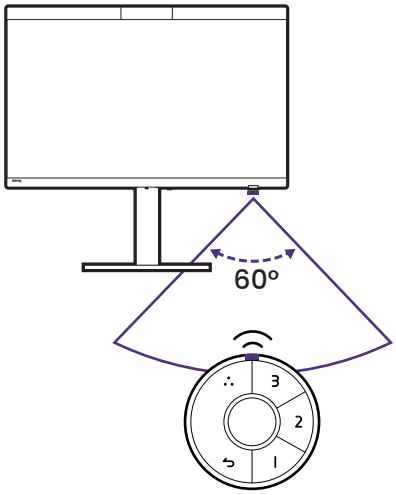
1. Press the 5-way controller to bring up the main menu.
2. Go to **Custom Key** > **Monitor Function Key**.
3. On the sub menu, select a category.



Hotkey Puck G3 and its effective range

Applicable for models with Hotkey Puck G3.

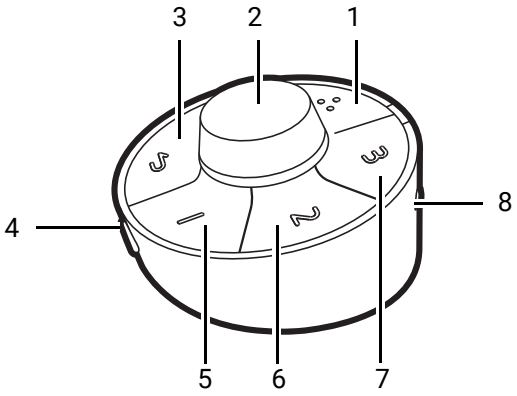
1. Follow the instructions in Installing the batteries to Hotkey Puck G3 on page 22 to get the Hotkey Puck G3 ready.
2. Place the Hotkey Puck G3 in front of the monitor. The IR sensor is located on the lower right corner of the monitor with a range of 6 meters approximately at different vertical and horizontal reception angles as illustrated. Place the Hotkey Puck G3 within the effective range to obtain the best performance.
3. To operate with the Hotkey Puck G3, see Hotkey Puck G3 and its basic operations on page 38 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 40.
Return key	Press	• 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 40.

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 40.
	Press	Bring up the **Dial Quick Menu**. See Working with the Dial Quick Menu on page 40.
	(On a menu)	
	Turn right	• Scroll down the menu. • Increase the value.
	Turn left	• 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 41 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.

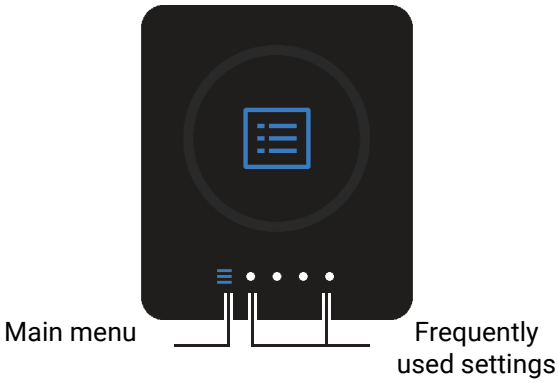
2. Go to **Custom Key** and the key you want to customize.
3. Change the function designated for it.
4. For **Shortcut 1, 2, 3**, select a category on the sub menu. Under the category, check to select up to 3 items for quick access by the selected key on Hotkey Puck G3. The numbers displayed by the chosen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

Working with the **Dial Quick Menu**

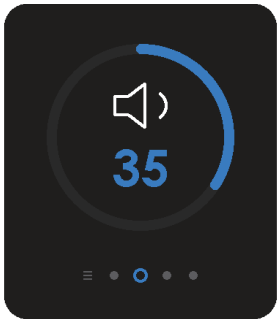
Applicable for models with Hotkey Puck G3.

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

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**.

Customizing your monitor menus to work efficiently

Your monitor features different technologies to provide accurate color reproduction and various menu options to suit your possible needs. You can choose to skip some of the menu options to work efficiently with this monitor without any impact on the monitor performance.

Scanning for inputs automatically

You can set the monitor to go through all or some input ports and scan for available inputs automatically.

1. Go to **System** > **OSD Settings** > **Input Auto Scan**. Select **ON**. See Auto Input Auto Scan on page 68 for more information.
2. Set to skip some of the ports without connection to speed up the booting. Go to **System** > **Input Signal Skip**. Check to select ports you want to skip. You cannot disable the input in use. See Input Signal Skip on page 70 for more information.

Showing commonly used color modes on the menu (**Color Mode Skip**)

Set to show only the color modes you use frequently on the menu, so you can toggle through the options quickly.

Go to **System** > **Color Mode Skip**. Check to select the color modes you want to skip. You cannot disable the color mode in use. See Color Mode Skip on page 71 for more information.

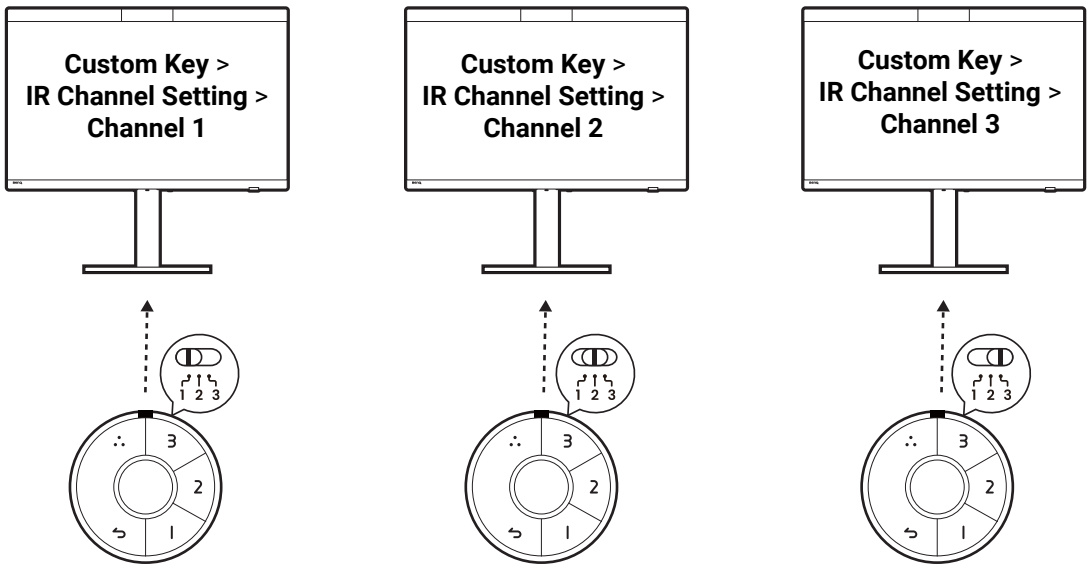
Setting up Hotkey Puck G3 for more than one monitor (**IR Channel Setting**)

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

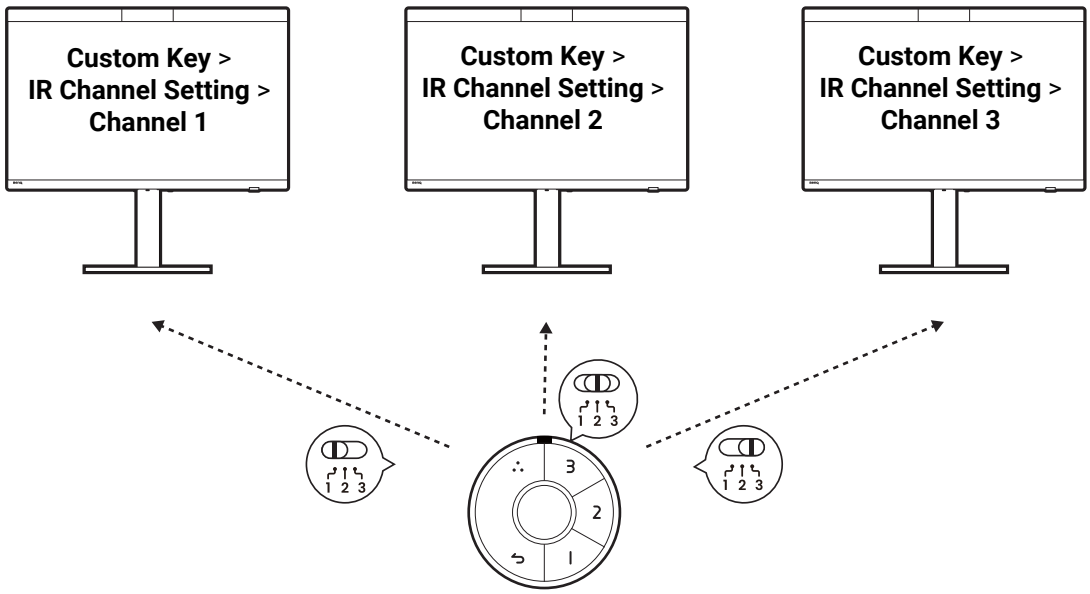
1. Set one monitor to a channel from **Custom Key** > **IR Channel Setting**. The default setting is **Channel 1**. To avoid interference, set monitors to different channels.
2. Set the channel switch on Hotkey Puck G3 to map with the monitor it goes with.

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.

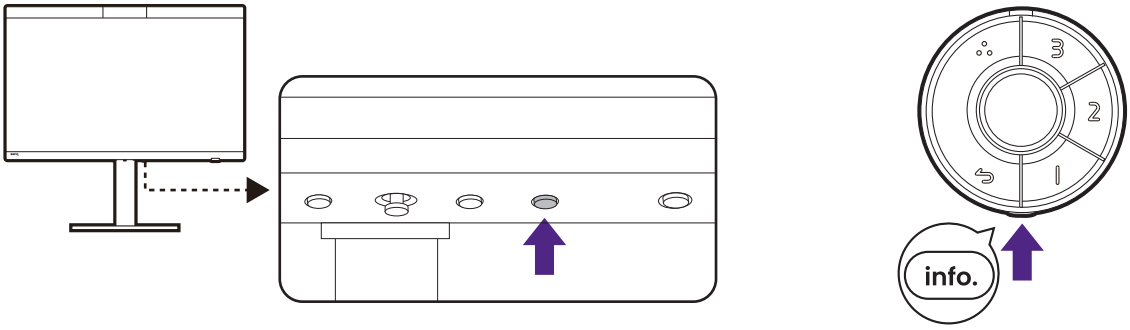


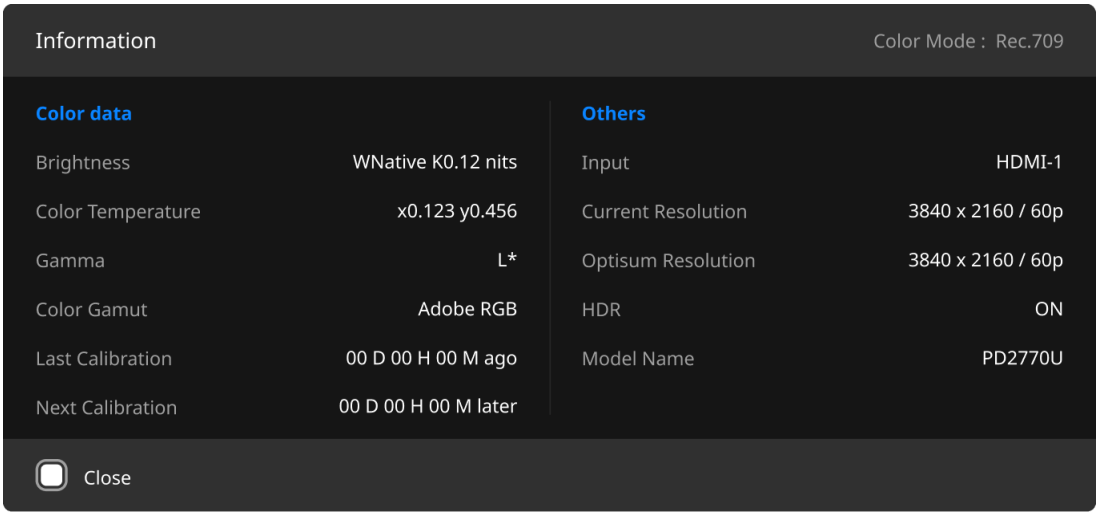
To manage color settings of more than one monitor efficiently, try **Palette Master Ultimate**. Visit www.BenQ.com > **Palette Master Ultimate** for more information.

Viewing the current display settings

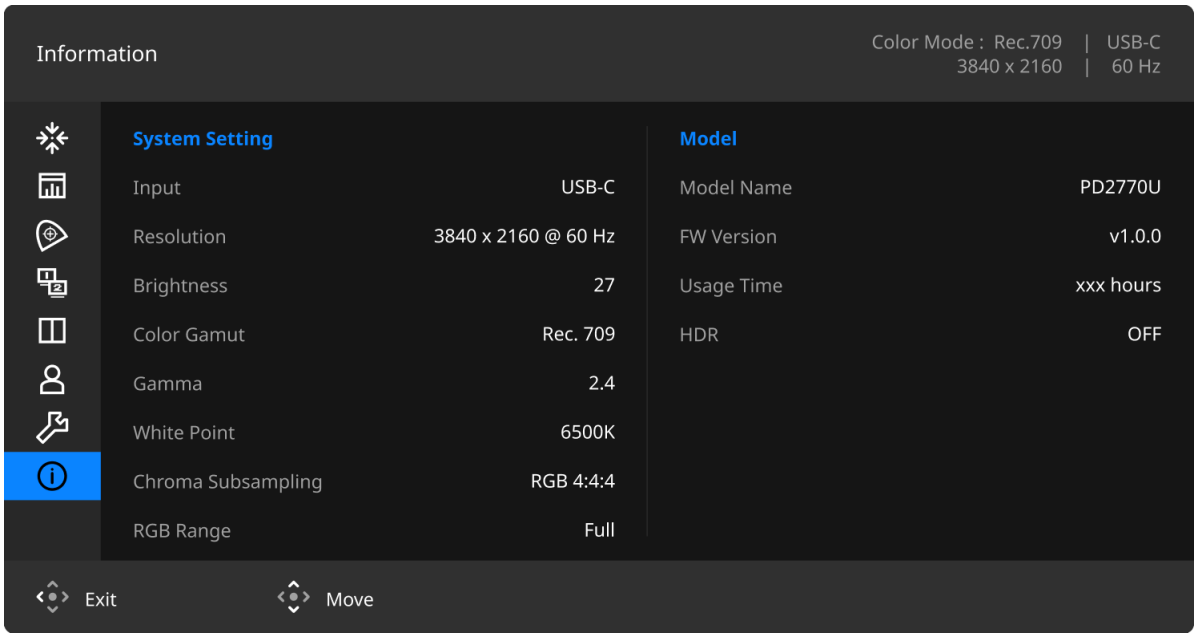
As the monitor provides various feature and functions, you may have customized the monitor to suit your needs. To find out the current display settings quickly, you can press

the Information key on the monitor or on Hotkey Puck G3 to bring up the short **Information** menu.





Alternatively, press the 5-way controller, and go to **Information** to view the complete monitor information.



Both information menus show the current color data and monitor information and are for view only. You cannot select or change any item from **Information** menu. Available information varies.

Item	Complete Information menu (from OSD)	Short Information menu (from Information key on the monitor/Hotkey Puck G3)
Input	v	v
Current Resolution / Resolution	v	v
Optimum Resolution		v
Brightness	v	v
Color Gamut	v	v
Gamma	v	v
Last Calibration		v
Next Calibration		v
White Point	v	
Chroma Subsampling	v	
RGB Range	v	
Model Name	v	v
FW Version	v	
Usage Time	v	
HDR	v	v

Brightness of a calibration mode (**Calibration 1**/**Calibration 2**/**Calibration 3** from **Color Mode**) is specified by the cd/m^2 unit. Brightness percentage is provided for other color modes.

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 54 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 **ICCsync** function from **Display Pilot 2** (page 4). Refer to the **Display Pilot 2** manual for details.

Working with HDR technology

The information regarding HDR-compatible devices and content in this document is most up-to-date at the time of publication. For the latest information, contact your device manufacturer and content provider.

To enable HDR function, you need to have a compatible player and content.

1. Make sure a FHD/4K HDR player is ready. Players with the following names and resolutions are supported. Note that the 4K content on a FHD monitor get resized and is displayed at 1920 x 1080.

Commonly used names for FHD/4K (may vary by manufacturer)	FHD, 4K, 4K Ultra HD, UHD, UHD 4K, Ultra HD, 2160p
Commonly used names for HDR10 (may vary by manufacturer)	HDR Premium, High Dynamic Range, HDR, Ultra HD Premium

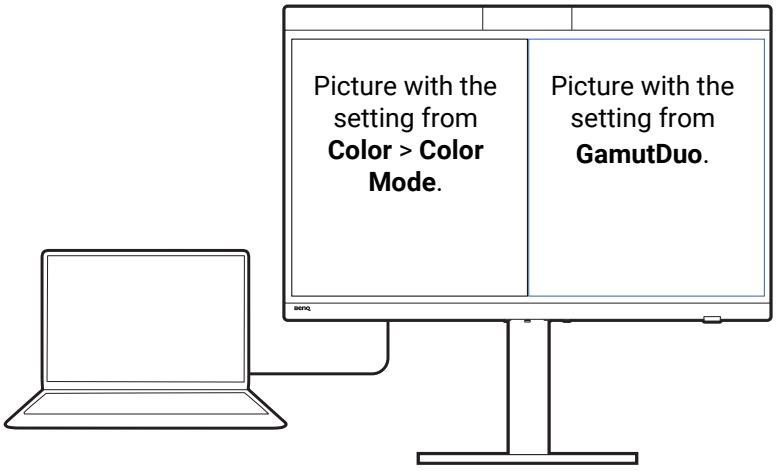
2. Make sure HDR content is available. Content may come from 4K UHD (Blue-Ray) or new HDR games on Xbox One S and PS4 Pro.
3. Make sure the player and the monitor have been connected via an appropriate cable:
   - the provided HDMI / DP / DP to mini DP cable / USB-C™ cable / Thunderbolt™ cable (if available)
   - an HDMI cable that is HDMI High Speed or HDMI Premium certified
   - a DP / DP to mini DP cable that is DisplayPort compliance certified
   - a certified USB-C™ cable with DisplayPort Alternate Mode capability

Working with two color settings on the same image (**GamutDuo**)

GamutDuo helps improve your image editing efficiency by showing an image of two different color gamuts side-by-side. This function is available even there is only one video input.

1. Select one color mode from **Color** > **Color Mode**.
2. Go to **GamutDuo** > **Mode** > **ON**. The screen is divided into two windows and the selected color mode is applied to the left window.

3. Go to **GamutDuo** > **Color Gamut** to select a gamut for the window on the right. You can adjust other available settings for the window on the right from **GamutDuo**.



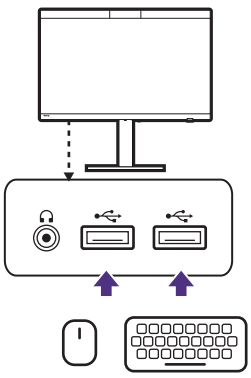
Sharing a set of keyboard, mouse, and the other USB peripherals with KVM

You can shift the control devices (e.g. keyboard and mouse) and other USB peripherals among multiple video sources through KVM.

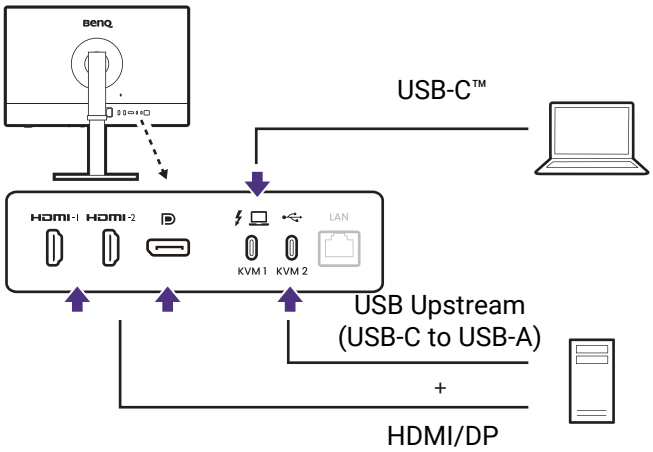
Establishing KVM connections

1. Connect the control devices and other USB peripherals to the USB-A ports on the monitor.
2. Connect two video sources to the monitor as marked by the ports.
   - KVM-1: USB-C™ video connection
   - KVM-2: DisplayPort/HDMI and USB (upstream) connections

1)

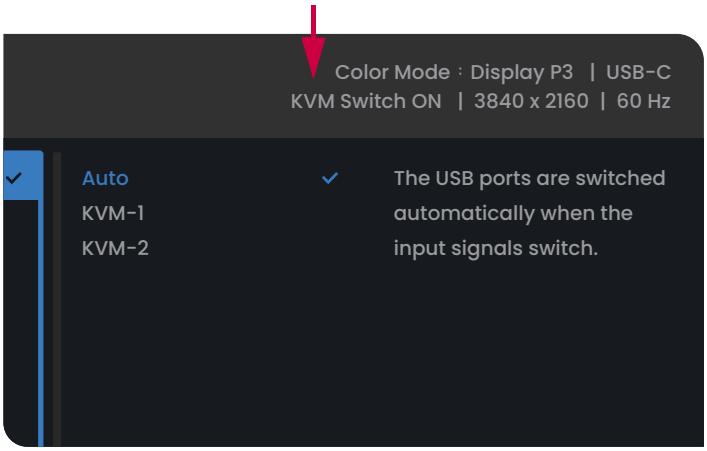


2)

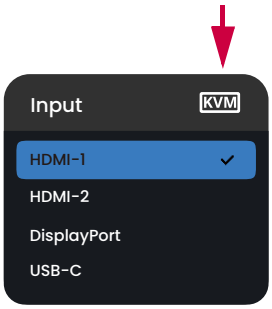


3. After the connections are made properly, the **KVM Switch** function is enabled automatically. You can find out the status from the OSD menus.

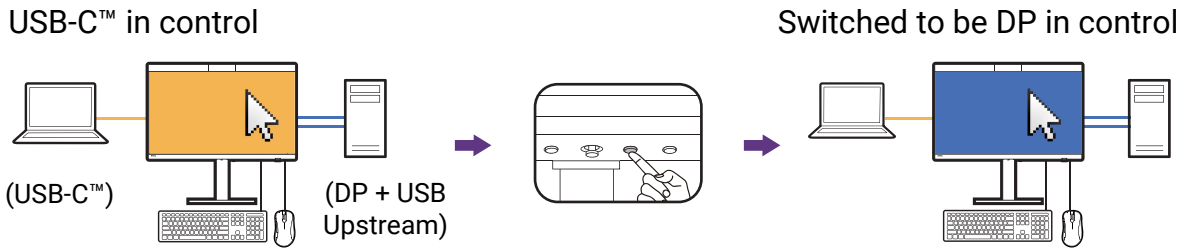
On the main menu, the KVM status is displayed.



On the **Input** hotkey menu, a KVM icon is displayed.



4. Go to **System** > **Power Awake** and make sure it is set to **ON**.
5. Press the function key (if it has been set as the hot key for **Input**) or go to the **KVM Switch** menu to switch.

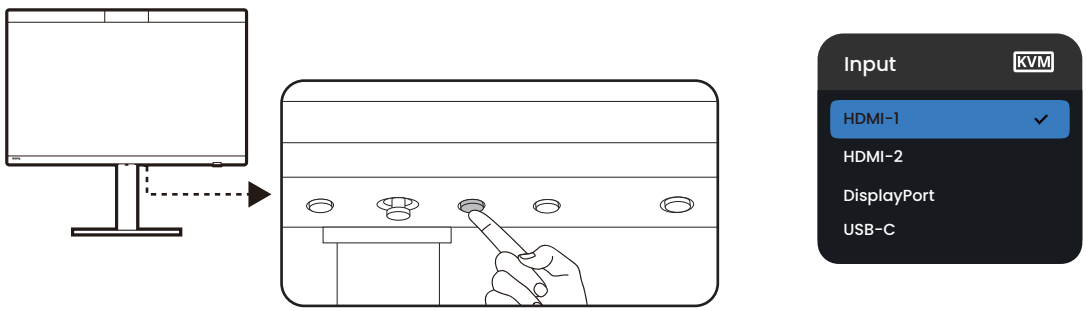


Switching to different video sources

Once the KVM connections have been made properly, you can cycle through available KVM sources by changing the input sources. The way to switch KVM may vary by the way the sources are connected.

Switch by the function key

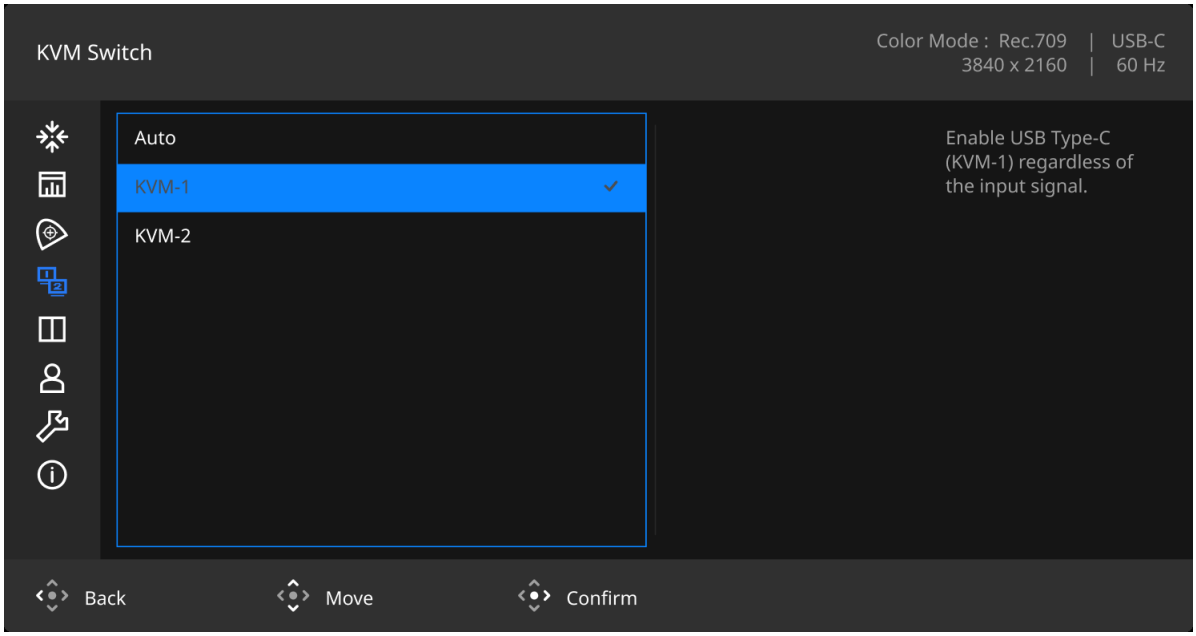
You can set the function key to **Input** to cycle through available KVM sources. If KVM is enabled, the **Input** function menu will be marked with a KVM icon. Press the key repeatedly to cycle through available options. See Customizing the function key on page 37 for details.



The switch also works if you have set function key to **KVM Switch**.

Switch from the **KVM Switch** menu

Go to **KVM Switch** to manually select a source.



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.

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™, DisplayPort, 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 (GamutDuo) on page 45.

Calibrating your monitor

The product has been calibrated prior to shipment to ensure optimal performance. To maintain consistent accuracy during use, an integrated calibration system is provided to ensure reliable color reproduction.

With the built-in calibrator, you can easily perform color calibration as desired, or set to run it automatically at the scheduled times.

If you have multiple supported monitors, you can remotely set them to perform color calibration as scheduled via the **DMS Local** software.

Getting ready before calibration

To ensure the best calibration quality, follow the instructions before calibration.

1. Make sure the monitor firmware has been upgraded to the latest version (if available). The factory-installed firmware may be limited by regional energy regulations, which can restrict display settings. You are recommended to upgrade the monitor firmware for full functionality.
2. Make sure the connection of computer and power is complete.
3. Make sure the light sensor (located on the top of the monitor) is not covered.
4. (If **Light Sensor** under **Auto Calibration** is enabled) Keep normal ambient lighting conditions, as brightness levels are taken into account during color calibration.
5. Keep consistent power supply to your monitor with power cord connected.
6. Power on and warm up the monitor(s) for 30 minutes. You can use the monitor as usual during the warm-up.
7. Make sure the **PIP**, **PBP**, or **GamutDuo** function of the monitor is disabled.
8. Do not touch the monitor's control keys during calibration, as doing so will cause the calibration to fail.

Activating built-in calibration manually

1. Follow the instructions in Getting ready before calibration on page 49 to get the monitor ready.
2. Go to **Auto Calibration** > **Mode Select** on your monitor. Some of the color modes are selected for calibration by default. Change the selection as desired.
3. Start calibration from **Auto Calibration** > **Execute** > **YES**. The built-in calibrator comes out and perform calibration immediately. If the monitor warm-up is not ready, **Execute** is not available. You have to wait for the certain period of time until the menu option is available.
4. The operation should be done in 20 minutes. The calibrator goes back automatically when the calibration is complete.

When the built-in calibrator is deployed, it may not always be perfectly vertical. This is within the acceptable tolerance and does not affect calibration accuracy. Under no circumstances should the built-in calibrator be touched.

Scheduling calibration

1. Follow the instructions in Getting ready before calibration on page 49 to get the monitor ready.
2. Go to **Auto Calibration** > **Scheduling** on your monitor. Set how often to run the calibration. See Scheduling on page 61 for more information.
3. Keep consistent power supply to the monitor. The monitor is turned on at the scheduled time to warm up and then run the calibration automatically.

- The monitor works with the **DMS Local** and **Palette Master Ultimate** software for calibration scheduling. Visit www.BenQ.com for the software and user manuals for instructions.
- If you wish to set calibration scheduling from **DMS Local**, connect the monitor to network as instructed in Connect the RJ45 Ethernet cable. (optional step) on page 27. Make sure that monitor and the computer are within the same network.

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 36 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.

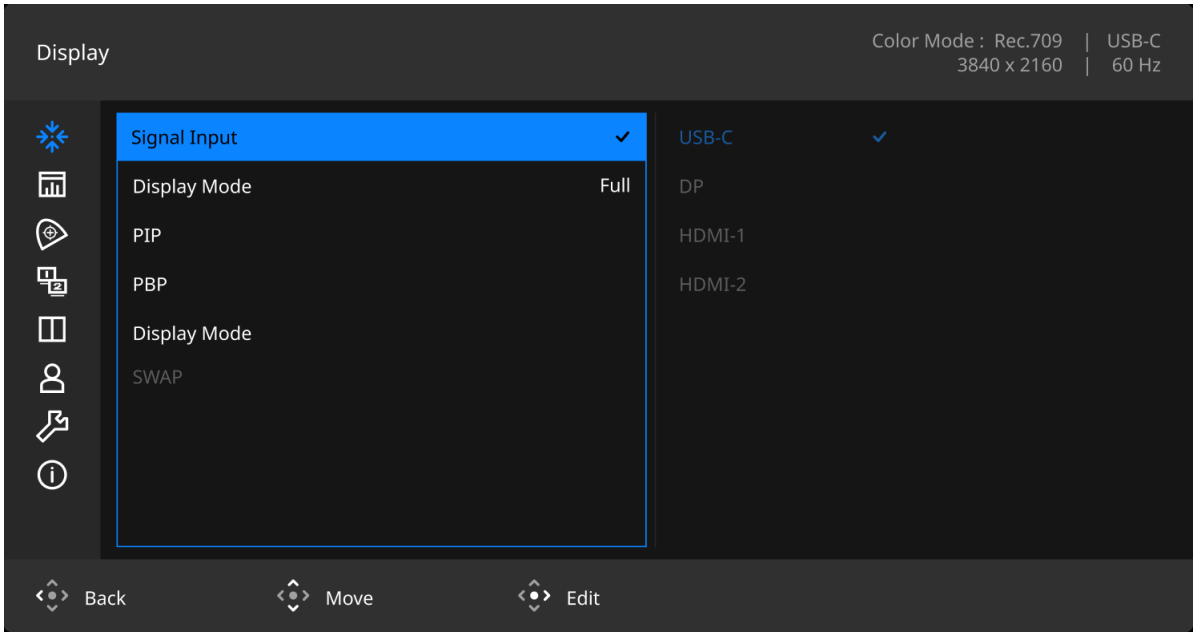
The OSD menu languages may differ from the product supplied to your region, see Language on page 68 under **System** and **OSD Settings** for more details.

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

- Display menu on page 51
- Color menu on page 54
- Auto Calibration menu on page 60
- KVM Switch menu on page 62
- GamutDuo menu on page 63
- Custom Key menu on page 65
- System menu on page 67
- Information menu on page 72

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 .

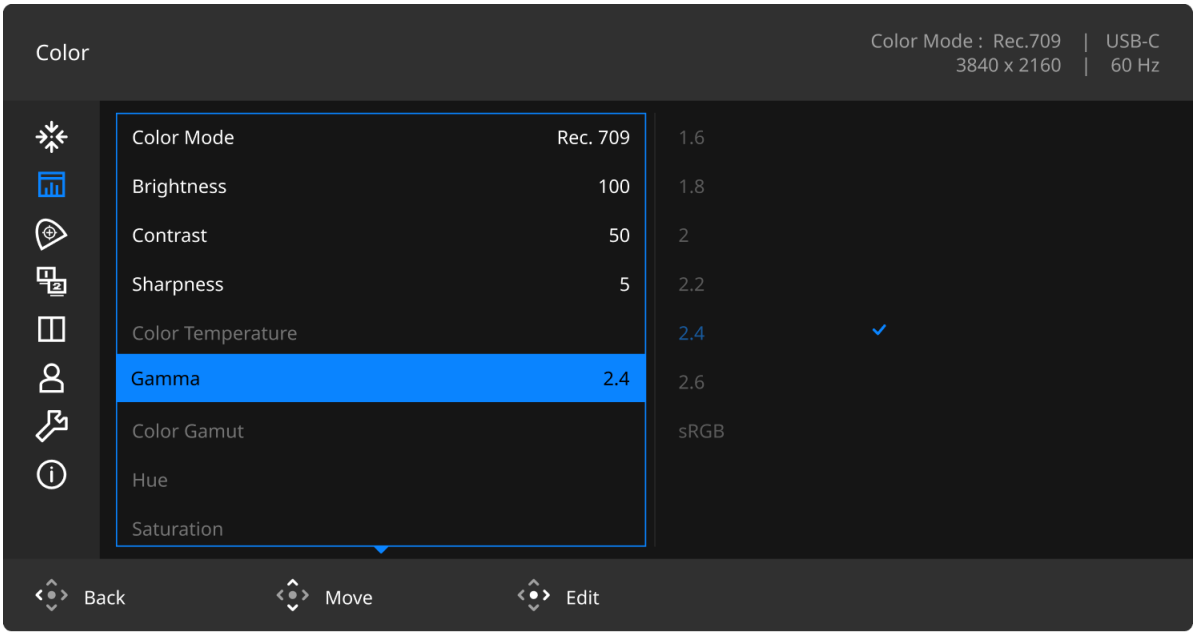
Item	Function	Range
Signal Input	Use this to change the input to that appropriate to your video cable connection type.	• **USB-C** • **DP** • **HDMI 1** • **HDMI 2**

Item	Function		Range
Display Mode	This feature is provided to allow aspect ratios other than 16:9 to be displayed without geometric distortion. The options under **Display Mode** will be different depending on the input signal sources. Depending on your selection of **Color Mode**, different **Display Mode** option is pre-set. Change the setting if needed.		
	Full	Scales the input image to fill the screen. Ideal for 16:9 aspect images.	
	Aspect	The input image is displayed without geometric distortion filling as much of the display as possible.	
	1: 1	Displays the input image in its native resolution without scaling.	
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.		
	Main	Decides the main video source.	• **USB-C** • **DisplayPort** • **HDMI 1** • **HDMI 2**
	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**

Item	Function		Range
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.		
	Left	Decides the input displayed on the left.	• **USB-C** • **DisplayPort** • **HDMI 1** • **HDMI 2**
	Right	Decides the input displayed on the right.	
SWAP	Videos from the main and the second sources are swapped on the screen.		

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.		
	Adobe RGB	For better color matching representation with Adobe® RGB compatible peripherals.	
	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.	
	DCI-P3	For better color matching representation with Standard DCI-P3.	

Item	Function		Range
	Display P3	For better color matching representation with Standard Display P3.	
	HDR	For better color matching representation with High Dynamic Range (HDR) technology. Available only when the HDR content is detected.	
	M-book	Minimizes the visual differences between the monitor and the connected MacBook series product.	
	DICOM	For viewing DICOM images. It is recommended for displaying medical images. DICOM as the abbreviation of Digital Imaging and Communications in Medicine is a standard for handling, storing, printing, and transmitting medical images.	
	CAD / CAM	Enhances the contrast if a CAD / CAM software is used.	
	Animation	Enhances the contrast of the dark shades so you could work on the details easily when making an animation.	1 ~ 10
	Darkroom	For image editing and viewing in a post-processing environment with a dim light. This mode enhances the sharpness and clarity of shades and shows more details.	
	User	Applies a combination of picture settings defined by users.	
	Calibration 1	Applies the calibration result optimized by the provided calibration software named **Palette Master Ultimate** and your calibrator. Visit the website for software download and its user manual. See Advanced software on page 4.	
	Calibration 2		
	Calibration 3		
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

Item	Function		Range
Color Temperature	**5000K**	Applies a warm tint to the image and is factory pre-set to the news print standard white color.	
	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.	
	User-K	Allows to adjust color temperature by 100K.	5000K ~ 9300K
	User-RGB	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.)	• **R** (0~100) • **G** (0~100) • **B** (0~100)
Gamma	Adjusts the tone luminance.		• **1.6** • **1.8** • **2.0** • **2.2** • **2.4** • **2.6** • **sRGB**

Item	Function		Range
Color Gamut	**Adobe RGB**	For better color matching representation with Adobe® RGB compatible peripherals.	
	Matched Adobe RGB	For better color matching representation between two identical monitors with Adobe® RGB.	
	DCI-P3	For better color matching representation with Standard DCI-P3.	
	Matched DCI-P3	For better color matching representation between two identical monitors with Standard DCI-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.		• **R** (0~100) • **G** (0~100) • **B** (0~100) • **C** (0~100) • **M** (0~100) • **Y** (0~100)
Saturation	Adjusts the purity degree of colors.		• **R** (0~100) • **G** (0~100) • **B** (0~100) • **C** (0~100) • **M** (0~100) • **Y** (0~100)
Black Level	Adjusts the luminance of the dark areas in an image.		0 ~ 10

Item	Function		Range
Uniformity	Determines the level of consistency in contrast, brightness, and colors across the entire screen. However, if high contract and brightness are desired, please turn off this function.		
	Uniformity First	Compensates the variation in brightness across the display area so the whole display area looks uniform in brightness.	
	Brightness First	Balances brightness and uniformity.	
	OFF (**User** mode only)	Disables uniformity compensation technology.	
RGB Range	Determines the range of color scales. Select an option that matches the RGB range setting on the connected device.		• **Auto** • **Full** • **Limited**
Reset Color	Resets the custom color settings to the factory defaults.		• **YES** • **NO**

Available menu options to each **Color Mode**

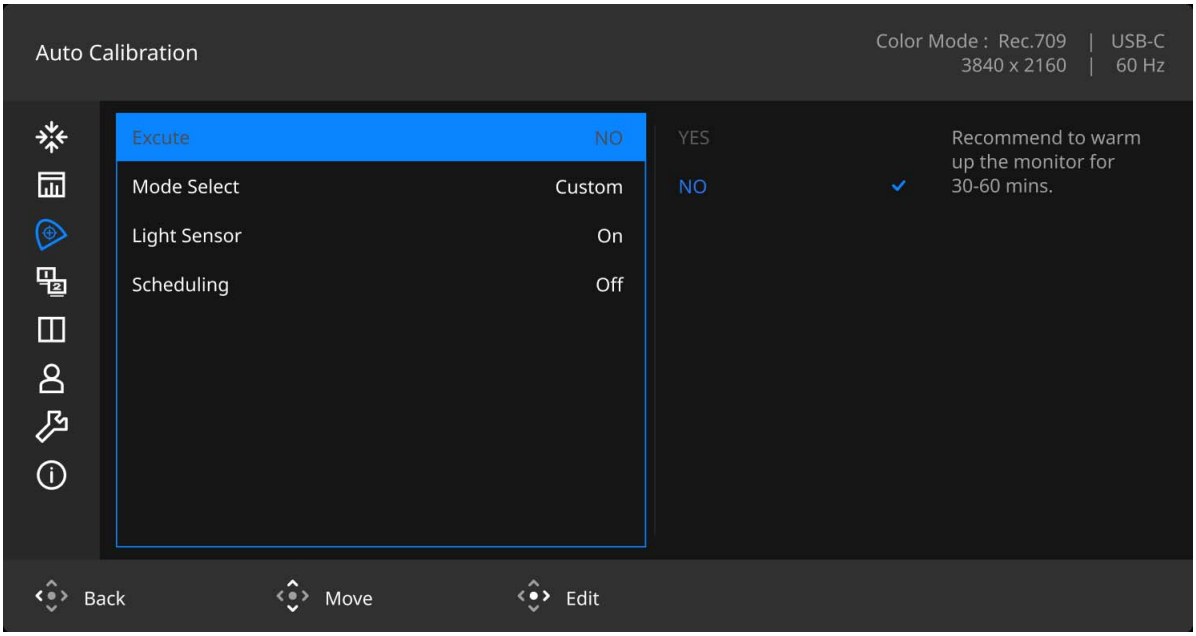
Depending on the **Color Mode** you just set, the available options for color adjustment may vary. The list is for reference only as available options also vary by input. Menu options that are not available will become grayed out.

- V: Available
- X: Not available

	Settings									
Color Mode	**Brightness**	**Contrast**	**Sharpness**	**Color Temp.**	**Color Gamut**	**Gamma**	**Hue**	**Saturation**	**Black Level**	**Uniformity**
Adobe RGB	V	V	V	**5000K / 6500K**	**Adobe RGB / Matched Adobe RGB**	X	X	X	V	V
sRGB	V	V	V	**5000K / 6500K**	X	**2.2 / sRGB**	X	X	V	V
Rec. 709	V	V	V	X	X	**2.2 / 2.4**	X	X	X	V
DCI-P3	V	V	V	X	**DCI-P3 / Matched DCI-P3**	X	X	X	X	V
Display P3	V	V	V	X	**DCI-P3 / Matched DCI-P3**	X	X	X	X	V
HDR	V	V	V	X	X	X	X	V	X	X
M-book	V	V	V	V (Only **User Define** is available)	X	X	X	X	X	V
DICOM	V	V	V	X	X	X	X	X	X	X
CAD / CAM	V	V	V	X	X	X	X	X	X	V
Animation	V	X	V	X	X	X	X	X	X	V
Darkroom	V	V	V	X	X	X	X	X	X	V
User	V	V	V	V	V	V	V	V	V	V
Calibration 1 / Calibration 2 / Calibration 3	X	X	V	X	X	X	X	X	X	X

Auto Calibration 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.



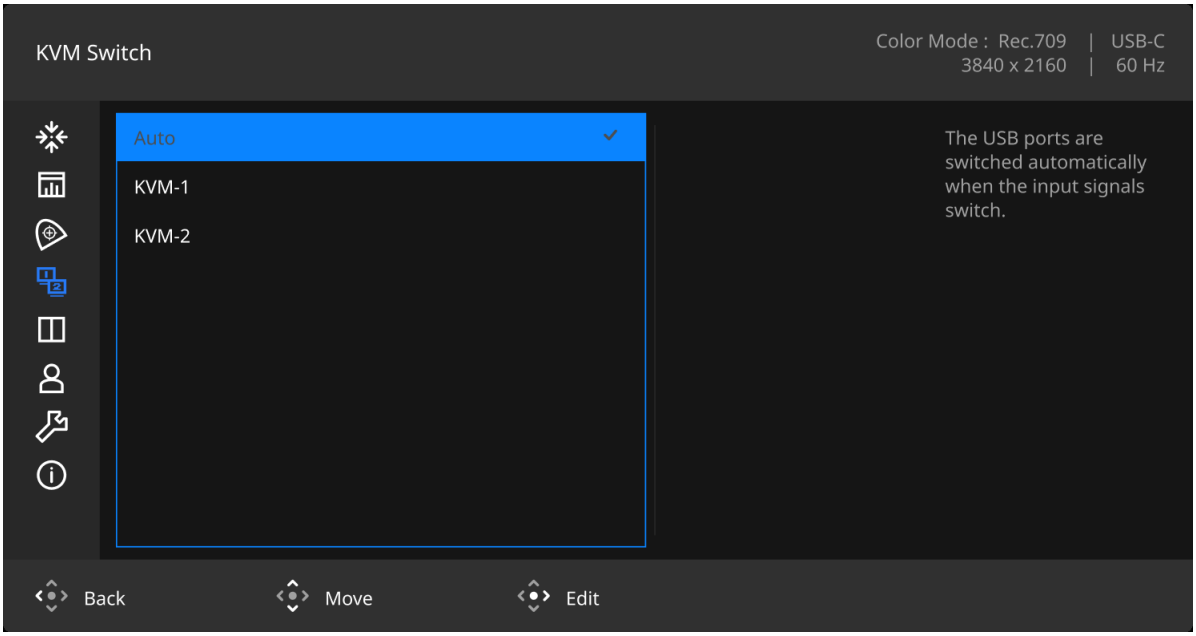
1. Press the 5-way controller to access the main menu.
2. Use or to select **Auto Calibration**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

Item	Function	Range
Execute	Performs color calibration manually. See Calibrating your monitor on page 48 for more information.	• **YES** • **NO**

Item	Function	Range
Mode Select	Determines which color modes are included in calibration. Some modes are selected for calibration by default. Change the selection as desired. Note that calibration time will be extended if more modes are selected.	• **Adobe RGB** • **sRGB** • **Rec. 709** • **DCI-P3** • **Display P3** • **HDR** • **M-book** • **DICOM** • **CAD / CAM** • **Animation** • **Darkroom** • **User**
Light Sensor	Enables light sensor and takes ambient lighting conditions into account during color calibration.	• **ON** • **OFF**
Scheduling	Sets how often to perform color calibration automatically. If the calibration has been scheduled from the **Palette Master Ultimate** software, **PMU** is selected and all the other options are not available.	• **Daily** • **Weekly** • **Bi-Weekly** • **Monthly** • **Quarterly** • **PMU** • **OFF**

KVM Switch 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.



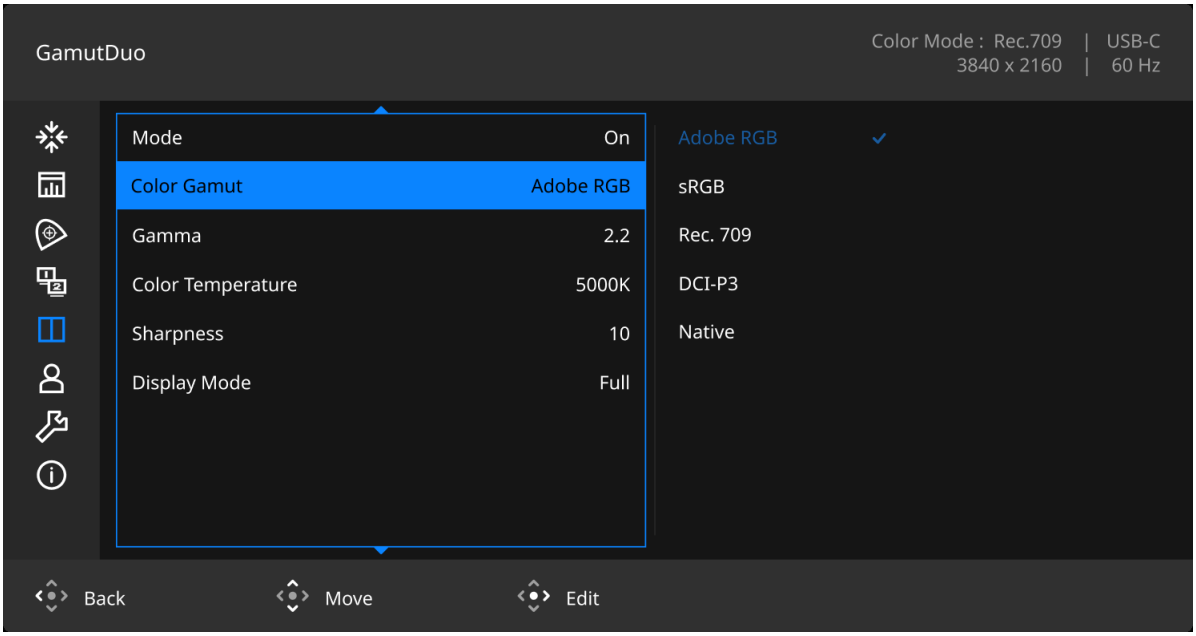
1. Press the 5-way controller to access the main menu.
2. Use or to select **KVM Switch**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

Item	Function	Range
Auto	The USB ports are switched automatically when the input signals switch.	
KVM-1	Switches the keyboard and mouse control over the input source/display connected to the USB-C™ video port.	
KVM-2	Switches the keyboard and mouse control over the input source/display connected to the HDMI or DP port.	

See Sharing a set of keyboard, mouse, and the other USB peripherals with KVM on page 46 for more information.

GamutDuo 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.



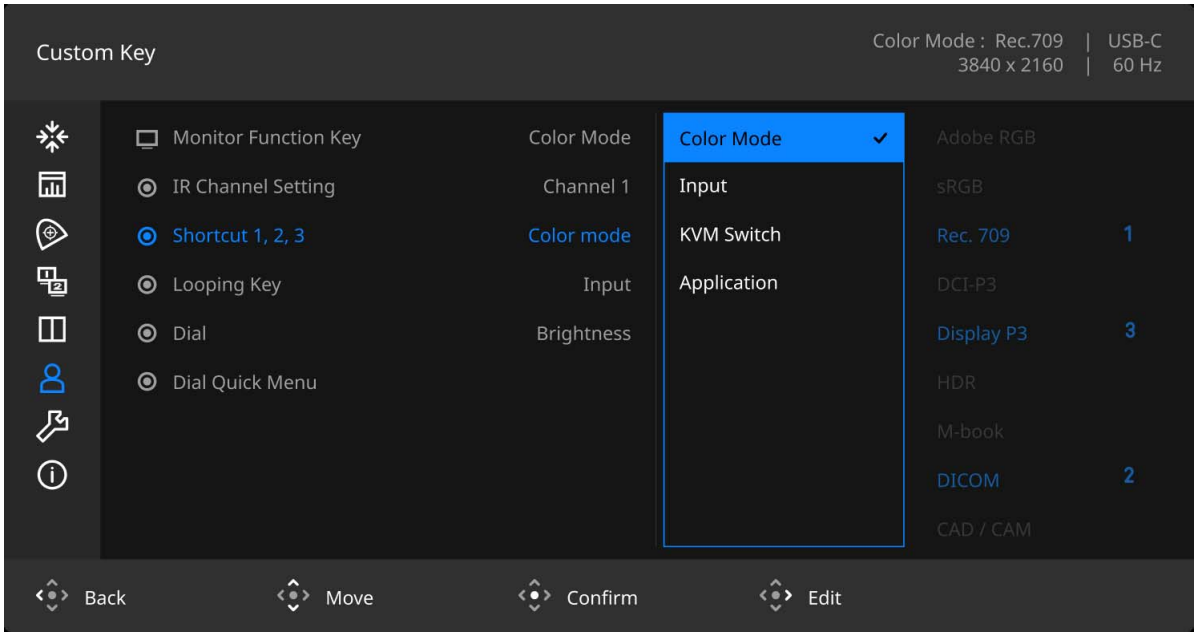
1. Press the 5-way controller to access the main menu.
2. Use or to select **GamutDuo**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

Item	Function	Range
Mode	Enables/disables **GamutDuo**.	• **ON** • **OFF**
Color Gamut	Reproduces the color gamut set by specified standards of the window on the right.	• **Adobe RGB** • **sRGB** • **Rec. 709** • **DCI-P3** • **Native**

Item	Function	Range
Gamma	Adjusts the tone luminance of the window on the right.	• **1.6** • **1.8** • **2.0** • **2.2** • **2.4** • **2.6** • **sRGB**
Color Temperature	Applies a color tint (cool or warm) to the image of the window on the right. Color temperature is measured in K (Kelvin) degrees. The display becomes reddish if the color temperature is low, and becomes bluish if the color temperature is high.	• **5000K** • **6500K** • **9300K**
Sharpness	Adjusts the sharpness of the window on the right. To adjust the contrast and the sharpness of the main source, go to the **Color** menu. See page 54 for more information.	0 ~ 10
Display Mode	Adjusts the display more of the window on the right.	• **Full** • **Aspect**

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.



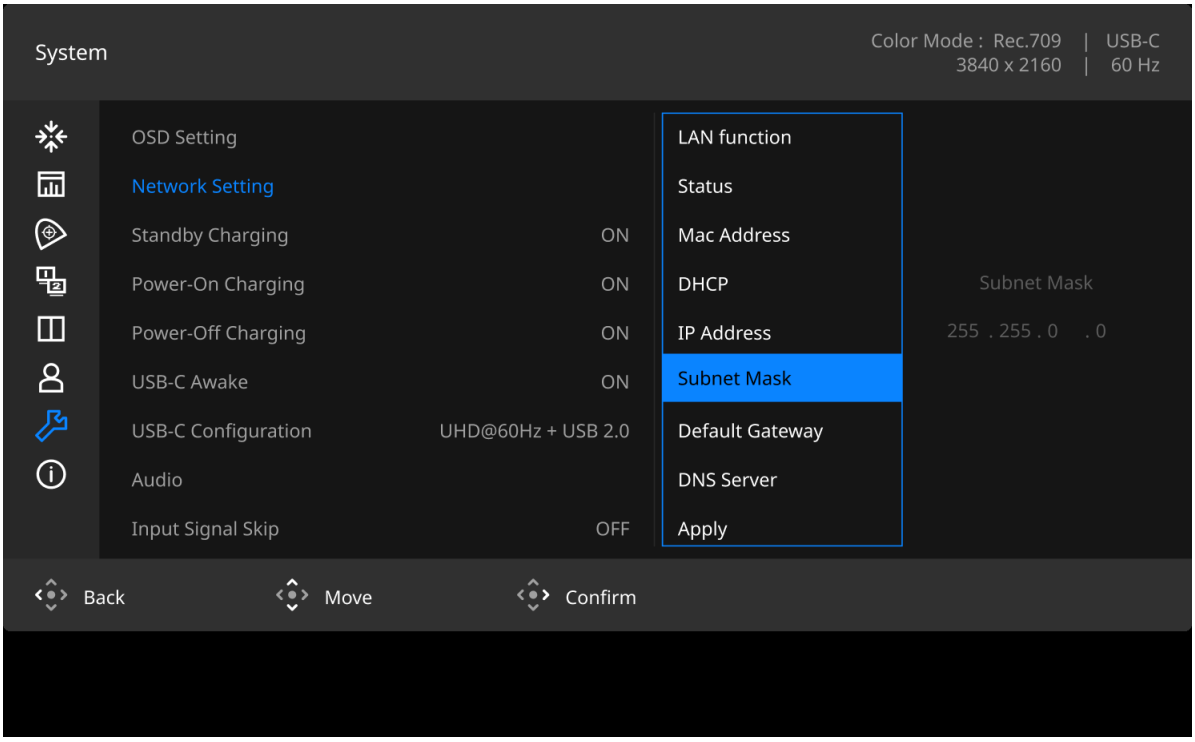
1. Press the 5-way controller to access the main menu.
2. Use or to select **Custom Key**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

Item	Function	Range
Monitor Function Key	Sets the function to be accessed by Function key.	• **Color Mode** • **Input** • **KVM Switch** • **Mute**
IR Channel Setting	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 41 for more information.	• **Channel 1** • **Channel 2** • **Channel 3**

Item	Function	Range
Shortcut 1, 2, 3	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 38 for the location of the keys. 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.	• **Color Mode** • **Input** • **KVM Switch** • **Application**
Looping Key	Sets the function to be accessed by the Looping key on Hotkey Puck G3. See Hotkey Puck G3 and its basic operations on page 38 for the location of the key. Select a category first, and choose up to 3 options to be accessed by this key.	• **Color Mode** • **Input** • **KVM Switch** • **Mute**
Dial	Sets the function to be accessed by the Dial key on Hotkey Puck G3. See Hotkey Puck G3 and its basic operations on page 38 for the location of the key.	• **Brightness** • **Contrast** • **Volume**
Dial Quick Menu	Sets the function to be accessed by the Dial Quick menu from Hotkey Puck G3. See Working with the Dial Quick Menu on page 40 for more information.	• **Brightness** • **Volume** • **Input** • **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**	Sets the OSD menu language. The language options displayed on your OSD may differ from those shown on the right, depending on the product supplied in your region.	• **English** • **Français** • **Deutsch** • **Italiano** • **Español** • **Polski** • **Česky** • **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.	• **5 sec.** • **10 sec.** • **15 sec.** • **20 sec.** • **25 sec.** • **30 sec.**
	Input Auto Scan	Sets to automatically detect the available input source.	• **ON** • **OFF**
	Auto Pivot	Sets to rotate the OSD menu with the monitor.	• **ON** • **OFF**
	Auto Power Off	Sets the time to power off the monitor automatically in power saving mode.	• **OFF** • **10 min** • **20 min** • **30 min**

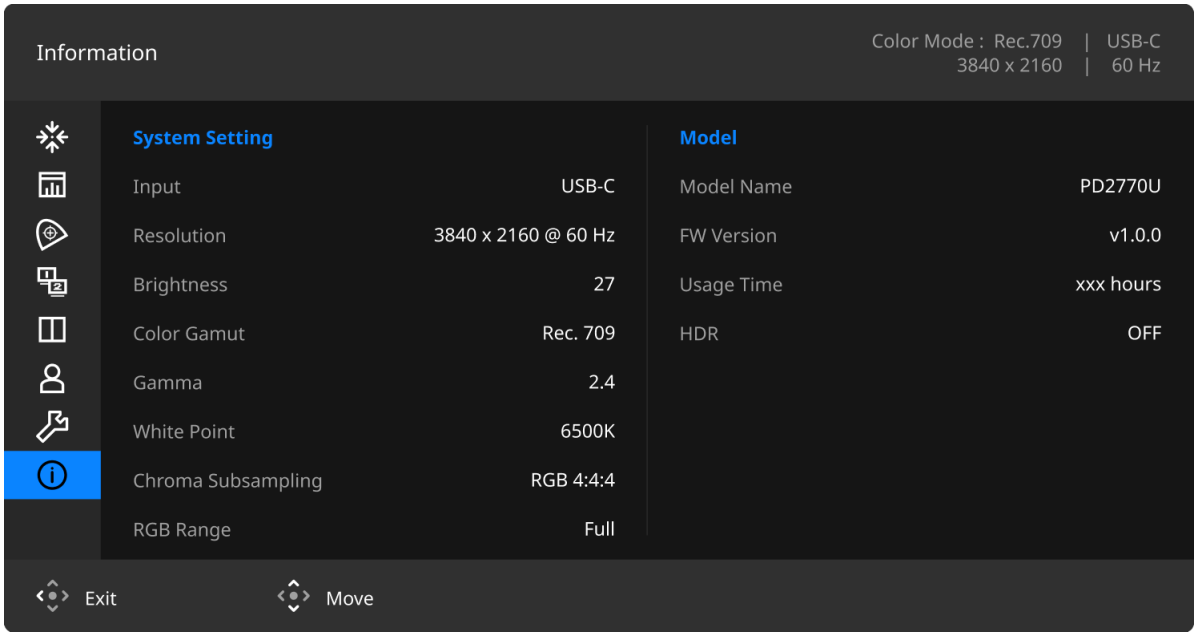
Item	Function		Range
	OSD Lock	Prevents all the monitor settings from being accidentally changed. When this function is activated, the OSD controls and hotkey operations will be disabled. To unlock the OSD controls, press and hold any key for 10 seconds.	• **OFF** • **Active**
	DDC/CI	Allows the monitor settings to be set through the software on the PC. 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.	• **ON** • **OFF**
	DP	Selects an appropriate DP standard for data transmission.	• **1.1** • **1.4**
	Resolution Notice	Sets whether to display the resolution notice of the recommended resolution when a new input source is detected by the monitor.	• **ON** • **OFF**
	AMA	Improves the gray level response time of the LCD panel.	• **OFF** • **High** • **Premium**
	OSD Key Bri.	Adjusts the brightness of the power key's LED indicator.	• **ON** • **OFF**
	Deep Sleep Function	Sets to enable/disable deep sleep (power-saving) mode by powering off the monitor. If enabled, the monitor enters deep sleep mode by pressing the power button and consumes less power. If disabled, the monitor turns the backlight off without entering deep sleep mode by pressing the power button.	• **ON** • **OFF**

Item	Function		Range
Network Setting	Sets the network properly if you wish to work with calibration schedule from the **DMS Local** software. Contact your network service provider for configuration.		• **Standby Mode** • **Status** • **Mac Address** • **DHCP** • **Subnet Mask** • **Default Gateway** • **DNS Server** • **Apply**
Standby Charging	Keep your USB-C™ and Hub charging in standby mode when both **USB-C Awake** and **Power-On Charging** are **ON**.		• **ON** • **OFF**
Power-On Charging	Keep your USB-C™ upstream charging your device; disabling **Power-On Charging** also disables **Standby Charging**.		• **ON** • **OFF**
Power-Off Charging	Keep your USB-C™ and Hub charging in power-off mode when **USB-C Awake** is **ON**.		• **ON** • **OFF**
USB-C Awake	When both **Power-On Charging** and **Standby Charging** are **ON**, this feature allows your connected device to wake the monitor from standby mode via USB-C™ or Hub.		• **ON** • **OFF**
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.		
	UHD@60Hz + USB 2.0	Refresh rate: 3840 x 2160 @ 60Hz USB transmission speed: 480 Mbps	
	UHD@30Hz + USB 3.2	Refresh rate: 3840 x 2160 @ 30Hz USB transmission speed: 5 Gbps	
Audio	**Volume**	Adjusts the audio volume.	0 ~ 100
	Mute	Mutes the audio input.	• **ON** • **OFF**
Input Signal Skip	Selects ports you want to skip in the input auto select loop See Scanning for inputs automatically on page 41 for more information.		• **OFF** • **USB-C** • **DP** • **HDMI 1** • **HDMI 2**

Item	Function	Range
Color Mode Skip	Selects the color modes you want to hide on the **Color Mode** menu. See Showing commonly used color modes on the menu (Color Mode Skip) on page 41 for more information.	• **OFF** • **Adobe RGB** • **sRGB** • **Rec. 709** • **DCI-P3** • **Display P3** • **HDR** • **M-book** • **DICOM** • **CAD / CAM** • **Animation** • **Darkroom** • **User** • **Calibration 1** • **Calibration 2** • **Calibration 3**
Burn-in Cleaner	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. Once enabled, to disable this function, press any of the control keys. 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.	• **YES** • **NO**
Software	Displays the QR codes of **Palette Master Ultimate** and **Display Pilot 2**. Scan for quick access to the software download page. The software should be installed on your computer to work with the monitor.	• **Palette Master Ultimate** • **Display Pilot 2**
Reset All	Resets all mode, color and geometry settings to the factory default values.	• **YES** • **NO**

Information 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 **Information**. See Viewing the current display settings on page 42 for more information.

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** > **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 52 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.

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 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.

KVM Switch

No response after switching to a KVM source.

Check the cable connections and menu settings in the following order.

- Make sure the cables are properly connected and the **KVM Switch** function is enabled. See Establishing KVM connections on page 46 for more information.
- The monitor remembers the KVM pairing setting before it was turned off and may not recognize the new cable connections immediately if changed. You can check if the correct input source has been selected for the KVM source from **KVM Switch**, depending on the KVM source you are switching to.
- If you don't have a hot key for **KVM Switch** and the computer of the KVM source you are switching to is in Sleep mode, switch the input to the sleeping computer, and re-connect your keyboard or mouse manually to the sleeping computer to wake it up. (Windows only) If it does not work, try to press the power button to wake the computer up.

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 25 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 37.
- 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 22.
- Check if the OSD controls are locked. To unlock the OSD controls, press and hold any key on the monitor for 10 seconds.

Calibration with the built-in calibrator

The built-in calibrator is stuck or does not function properly.

When the built-in calibrator is deployed, it may not always be perfectly vertical. This is within the acceptable tolerance and does not affect calibration accuracy. Under no circumstances should the built-in calibrator be touched.

However, if the built-in calibrator is stuck or does not operate correctly, try to reset the monitor and perform calibration again. To reset the monitor, go to **System** > **Reset All** > **YES** on the monitor.

If the problem persists, contact BenQ customer service for assistance.

The calibration is interrupted.

If an interruption message appears during calibration, check the following.

- If the video input signal is stable.
- The power is supplied properly.
- The monitor's control keys are not touched during calibration.

Try to reset the monitor and perform calibration again. To reset the monitor, go to **System** > **Reset All** > **YES** on the monitor.

If the problem persists, contact BenQ customer service for assistance.

The calibration is failed.

1. Follow the instructions in Getting ready before calibration on page 49.
2. Try to reset the monitor and perform calibration again. To reset the monitor, go to **System** > **Reset All** > **YES** on the monitor.

If the problem persists, contact BenQ customer service for assistance.

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.