



GL2706PQ Series  
LCD Monitor  
User Manual



# Copyright

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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.)

# Power Safety



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

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- 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.
- An approved power cord greater or equal to H03VV-F or H05VV-F, 2G or 3G, 0.75mm<sup>2</sup> must be used.

# Care And Cleaning

- **Cleaning.** Always unplug your monitor from the wall outlet before cleaning. Clean the LCD monitor surface with a lint-free, non-abrasive cloth. Avoid using any liquid, aerosol or glass cleaners.
- 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 source, or in a built-in installation unless proper ventilation is provided.
- Never push objects or spill liquid of any kind into this product.

## 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.

## BenQ ecoFACTS

BenQ has been dedicated to the design and development of greener product as part of its aspiration to realize the ideal of the "Bringing Enjoyment 'N Quality to Life" corporate vision with the ultimate goal to achieve a low-carbon society. Besides meeting international regulatory requirement and standards pertaining to environmental management, BenQ has spared no efforts in pushing our initiatives further to incorporate life cycle design in the aspects of material selection, manufacturing, packaging, transportation, using and disposal of the products. BenQ ecoFACTS label lists key eco-friendly design highlights of each product, hoping to ensure that consumers make informed green choices at purchase. Check out BenQ's CSR Website at <http://csr.BenQ.com/> for more details on BenQ's environmental commitments and achievements.

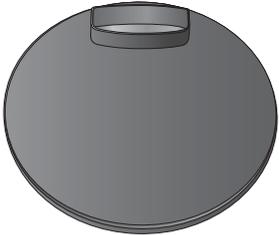
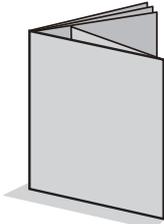


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# Getting started

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

BenQ LCD Monitor	
Monitor Base	
Quick Start Guide	
Power Cord (Picture may differ from product supplied for your region.)	
Video Cable: HDMI (Optional accessory)	
Warranty Card	



- 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.

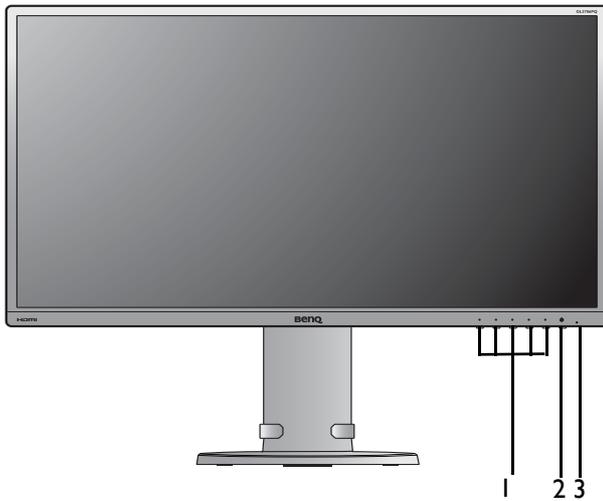


Always keep the product and accessories out of reach of small children.

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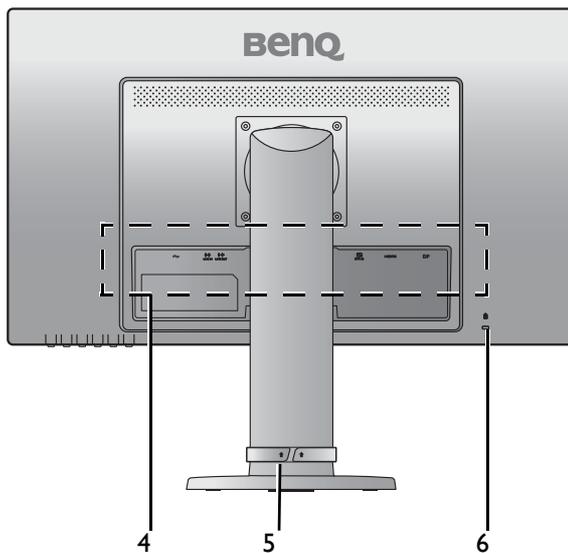
# Getting to know your monitor

## Front view



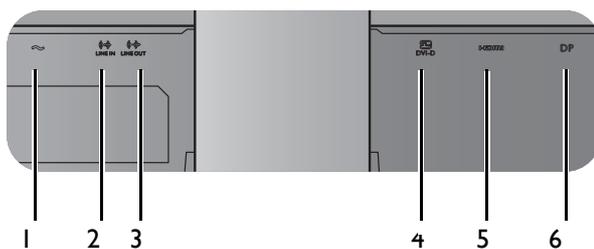
1. Control buttons
2. Power button
3. Power LED

## Back view



4. Input and output ports (see [Input and output ports on page 7](#))
5. Cable management slot
6. Kensington lock slot

## Input and output ports



1. AC power input jack
2. LINE IN jack
3. LINE OUT jack
4. DVI-D socket
5. HDMI socket
6. DP socket

# 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. Available input and output jacks may vary depending on the purchased model.

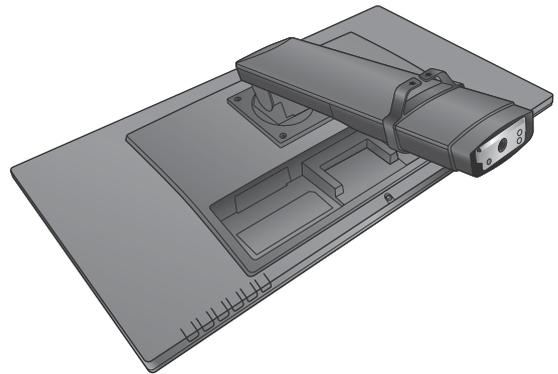
## I. Attach the monitor base.



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.

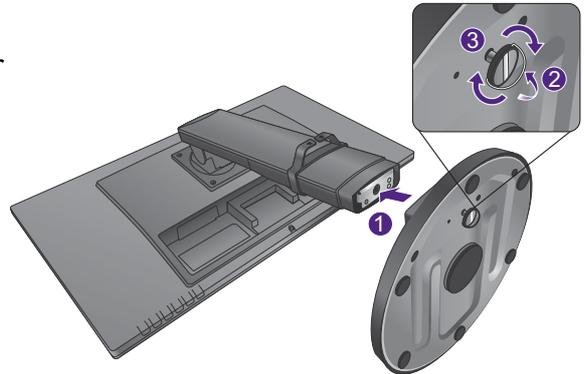
Protect the monitor and screen by clearing a flat open area on your desk and placing a soft item like the monitor packaging bag on the desk for padding.

Gently lay the screen face down on a flat clean padded surface.

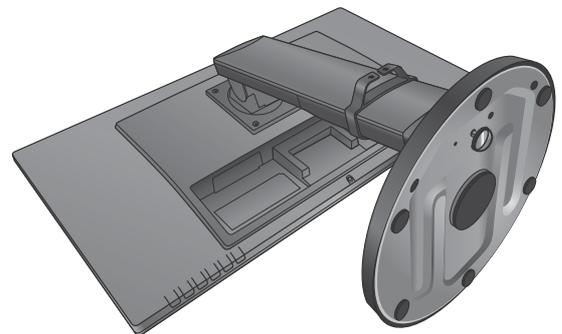


Attach the monitor base to the monitor stand.

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

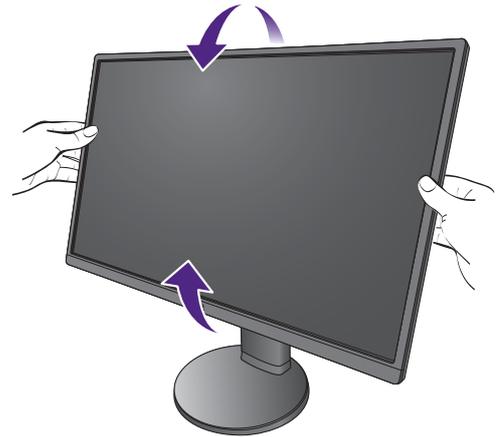


Carefully lift the monitor, turn it over and place it upright on its stand on a flat even surface.





You should position the monitor and angle the screen to minimize unwanted reflections from other light sources.

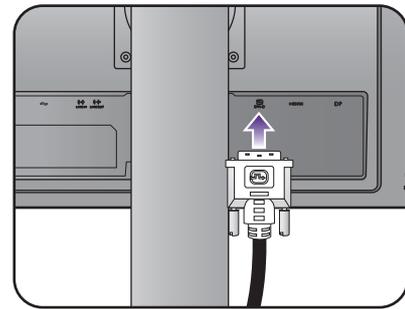


## 2. Connect the PC video cable

### To Connect the DVI-D Cable

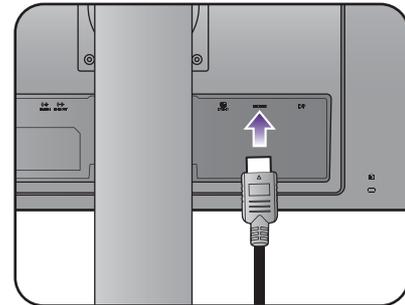
Connect the plug of the DVI-D cable (at the end without the ferrite filter) to the monitor video socket. Connect the other end of the cable (at the end with the ferrite filter) to the computer video socket.

Tighten all finger screws to prevent the plugs from accidentally falling out during use.



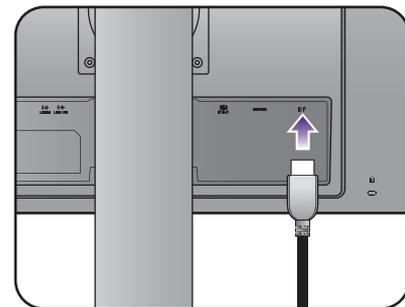
### To Connect the HDMI Cable

Connect the plug of the HDMI cable to the HDMI port on the monitor. Connect the other end of the cable to the HDMI port of a digital output device.



### To Connect the DP Cable

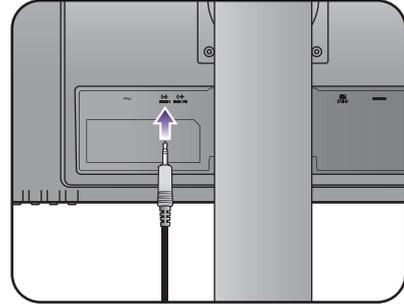
Connect the plug of the DP cable to the monitor video socket. Connect the other end of the cable to the computer video socket.



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

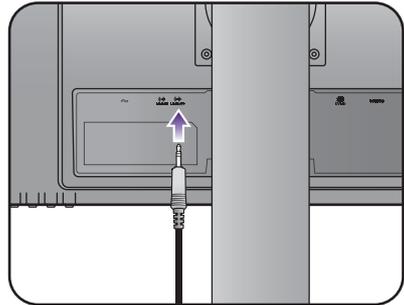
### 3. Connect the audio cable.

Connect the audio cable to the LINE IN jack on the rear of the monitor and your computer audio outlet.



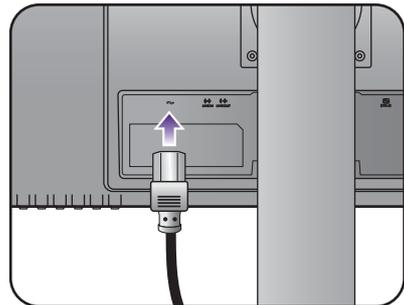
### 4. Connect the headphones.

Connect the headphones to the LINE OUT jack on the rear of the monitor.

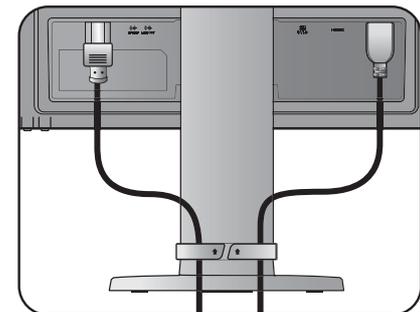


### 5. Connect the power cable to the monitor.

Plug one end of the power cord into the socket labelled  on the rear of the monitor. Do not connect the other end to a power outlet just yet.

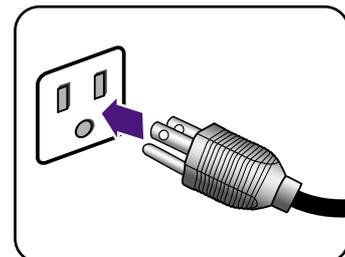


### 6. Organize the cables.



### 7. Connect-to and turn-on the power.

Plug the other end of the power cord into a power outlet and turn it on.



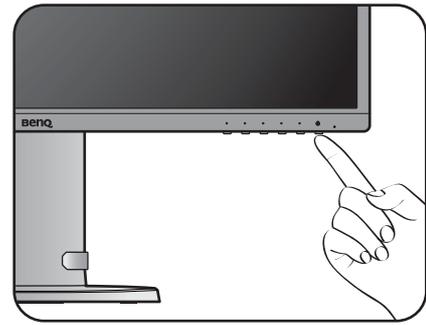
Picture may differ from product supplied for your region.

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

Turn on the computer too, and follow the instructions in [Getting the most from your BenQ monitor on page 17](#) to install the monitor software.



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



# How to detach the base

## 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.

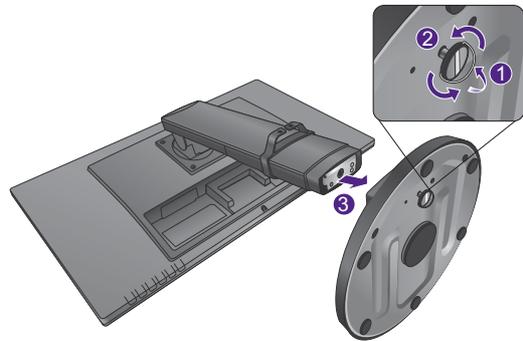
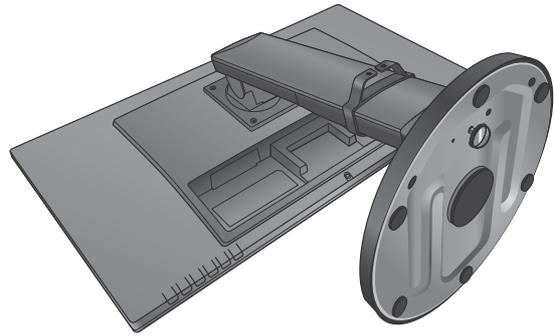
Protect the monitor and screen by clearing a flat open area on your desk and placing a soft item like a towel on the desk for padding, before laying the screen face down on a flat clean padded surface.



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.

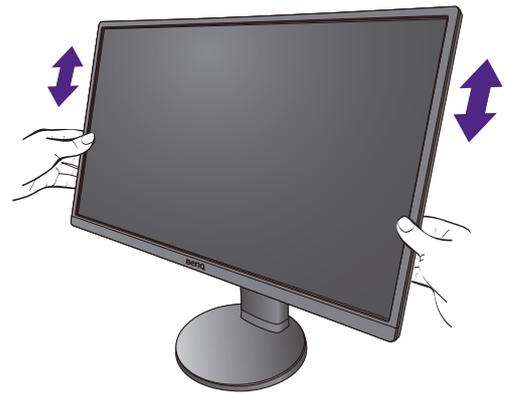
## 2. Remove the monitor base.

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

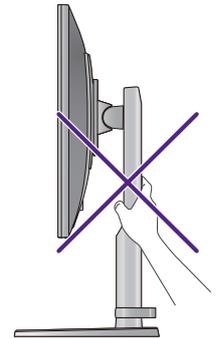


## Adjusting the monitor height

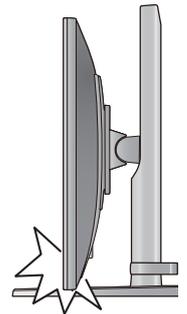
To adjust the monitor height, hold both the left and the right sides of the monitor to lower the monitor or lift it up to the desired height.



- 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 display.

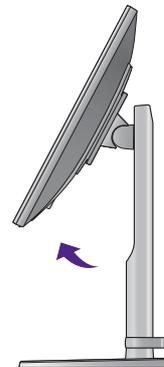
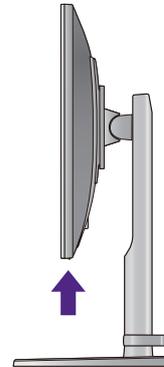
Before rotating the monitor with a portrait viewing orientation, the display has to be rotated 90 degrees.

## 2. 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.



## 3. 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 and there is enough room for cables.



## 4. Adjust the monitor to the desired viewing angle.



## Viewing angle adjustment

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



## Using the monitor wall mounting kit

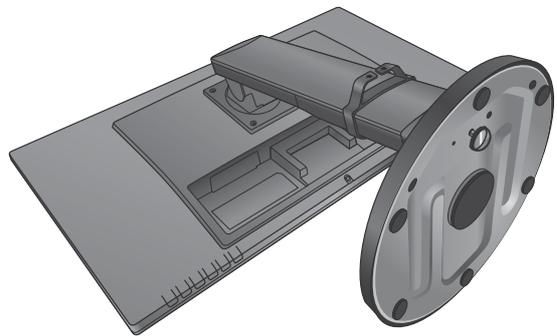
The back of your LCD monitor has a VESA standard mount with 100 mm pattern, allowing the installation of a wall mount bracket. Before starting to install a monitor wall mounting kit, please read the precautions carefully.

### Precautions

- 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. Refer to the product specifications for weight information.
- Turn off the monitor and the power before disconnecting the cables from the LCD monitor.

### 1. Remove the monitor stand.

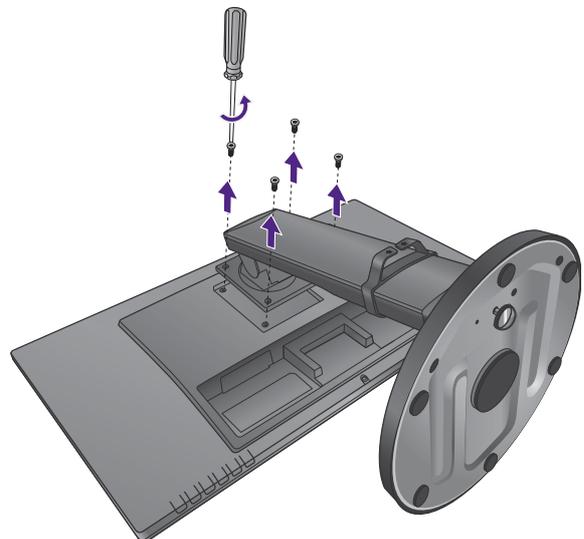
Lay the screen face down on a clean and well-padded surface.



Use a screwdriver to loosen the screws on the back of the monitor. Then remove the monitor stand.



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 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.



# Getting the most from your BenQ monitor

To gain the most benefit from your new BenQ LCD monitor, you should install the custom BenQ LCD Monitor driver software as provided on the BenQ local website. See [Downloading the LCD Monitor driver files from the Internet on page 17](#) for details.

The circumstances under which you connect and install your BenQ LCD Monitor will determine which process you need to follow to successfully install the BenQ LCD Monitor driver software. These circumstances relate to which version of Microsoft Windows you are using, and whether you are connecting the monitor and installing the software onto a new computer (without existing monitor driver software), or whether you are upgrading an existing installation (which already has existing monitor driver software) with a newer monitor.

In either case however, the very next time you turn on your computer (after connecting the monitor to your computer), Windows will automatically recognize the new (or different) hardware, and will launch its **Found New Hardware wizard**.

Follow the wizard instructions. Further details and step-by-step instructions for either an automatic (new) or upgrade (existing) installation, see:

- [How to install the monitor on a new computer on page 18](#).
- [How to upgrade the monitor on an existing computer on page 19](#).



- If you require a User Name and Password to login to your Windows computer, you must be logged on as an Administrator or as a member of the Administrators group in order to install the monitor driver software. Furthermore, if your computer is connected to a network which has security access requirements, network policy settings may prevent you from installing software on your computer.
  - To check the name of the purchased model, refer to the specification label on the back of the monitor.
- 

## Downloading the LCD Monitor driver files from the Internet

1. Make sure your computer is connected to the Internet.
2. Visit the BenQ local website.
3. Download the correct driver files through the selection of product name, model name, and file category. The website layout and content may vary by region/country.
4. On your computer, have your driver files extracted into an empty folder. Remember the file location the files are extracted to.

## How to install the monitor on a new computer

This instruction details the procedure for selecting and installing the BenQ LCD Monitor driver software on a new computer which has never had a monitor driver installed before. This instruction is only suitable for a computer which has never been used before, and for which the BenQ LCD Monitor is the first ever monitor to be connected to it.



If you are adding the BenQ LCD Monitor to an existing computer that has already had another monitor connected to it (and has monitor driver software installed), you should not be following these instructions. You should instead be following the instructions for [How to upgrade the monitor on an existing computer](#).

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1. Follow the instructions in [How to assemble your monitor hardware on page 8](#).  
When Windows starts, it will automatically detect the new monitor and launch the **Found New Hardware Wizard**. Follow the prompts until it displays the option to **Install Hardware Device Drivers**.
2. Check **Search for a suitable driver for my device** option, and click **Next**.
3. Look to confirm that the wizard has selected the correct name of your monitor and click **Next**.
4. Click **Finish**.
5. Restart the computer.

## How to upgrade the monitor on an existing computer

This instruction details the procedure for manually updating the existing monitor driver software on your Microsoft Windows computer. It is currently tested as compatible for Windows 8.1, Windows 8, and Windows 7 Operating System (OS).



The BenQ LCD Monitor driver for your model may well function perfectly with other versions of Windows, however, as at the time of writing, BenQ has done no testing of this driver on other versions of Windows and cannot guarantee its operation on those systems.

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Installing monitor driver software involves selecting an appropriate information file (.inf) from the downloaded driver files for the particular model monitor you have connected, and letting Windows install the corresponding driver files. You need only steer it in the right direction. Windows has an Upgrade Device Driver Wizard to automate the task and guide you through the file selection and installation process.

See:

- [How to install on Windows 10 system \(selected models only\) on page 20](#)
- [How to install on Windows 8 \(8.1\) system on page 21](#)
- [How to install on Windows 7 system on page 22.](#)

## How to install on Windows 10 system (selected models only)

1. Open **Display Properties**.

Go to **Start, Settings, Devices, Devices and Printers** and right-click the name of your monitor from the menu.

2. Select **Properties** from the menu.

3. Click the **Hardware** tab.

4. Click **Generic PnP Monitor**, and then the **Properties** button.

5. Click the **Driver** tab and the **Update Driver** button.

6. In the **Update Driver Software** window, select the option **Browse my computer for driver software**.

7. Click **Browse** and locate the driver files downloaded from the Internet as instructed in [Downloading the LCD Monitor driver files from the Internet on page 17](#).

8. Click **Close**.

You may be prompted to restart your computer after the driver update is complete.

## How to install on Windows 8 (8.1) system

### 1. Open **Display Properties**.

Move the cursor to the lower-right of the screen or press the **Windows + C** buttons on the keyboard to bring up the **Charm** bar. Go to **Settings, Control Panel, Devices and Printers** and right-click the name of your monitor from the menu.

Alternatively, right-click the desktop and select **Personalize, Display, Devices and Printers**, and right-click the name of your monitor from the menu.

### 2. Select **Properties** from the menu.

### 3. Click the **Hardware** tab.

### 4. Click **Generic PnP Monitor**, and then the **Properties** button.

### 5. Click the **Driver** tab and the **Update Driver** button.

### 6. In the **Update Driver Software** window, select the option **Browse my computer for driver software**.

### 7. Click **Browse** and locate the driver files downloaded from the Internet as instructed in [Downloading the LCD Monitor driver files from the Internet on page 17](#).

### 8. Click **Close**.

You may be prompted to restart your computer after the driver update is complete.

## How to install on Windows 7 system

1. Open **Display Properties**.

Go to **Start, Control Panel, Hardware and Sound, Devices and Printers** and right-click the name of your monitor from the menu.

Alternatively, right-click the desktop and select **Personalize, Display, Devices and Printers**, and right-click the name of your monitor from the menu.

2. Select **Properties** from the menu.

3. Click the **Hardware** tab.

4. Click **Generic PnP Monitor**, and then the **Properties** button.

5. Click the **Driver** tab and the **Update Driver** button.

6. In the **Update Driver Software** window, select the option **Browse my computer for driver software**.

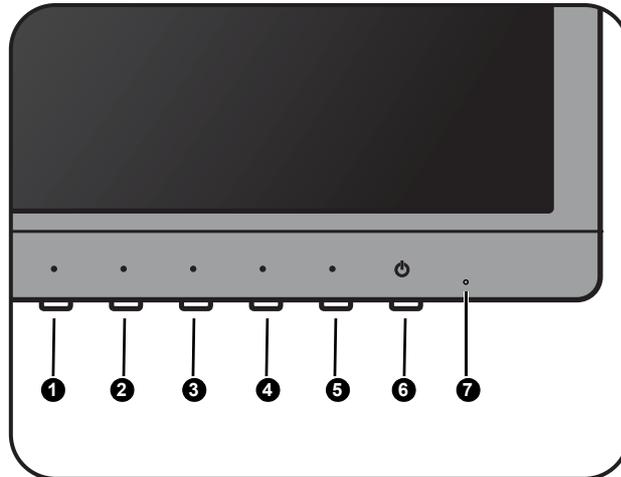
7. Click **Browse** and locate the driver files downloaded from the Internet as instructed in [Downloading the LCD Monitor driver files from the Internet on page 17](#).

8. Click **Close**.

You may be prompted to restart your computer after the driver update is complete.

## Menu operation

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.



1. Press **5** to display the main menu.
2. Press **3/4** to move the highlight to a menu item and then press **5** to select that item.
3. Repeat the previous step until the desired adjustment is made.
4. To return to the previous menu or exit the menu, press **2** repeatedly until it disappears.

No.	Name	Function
<b>1</b>	<b>Input Select</b>	<ul style="list-style-type: none"> <li>• Opens the <b>Input Select</b> menu.</li> </ul>
<b>2</b>	<b>Exit</b>	<ul style="list-style-type: none"> <li>• Opens the <b>Color Mode</b> menu. You can select a picture mode that best suits the type of images shown on the screen.                             <ul style="list-style-type: none"> <li>• Standard: For basic PC application.</li> <li>• Game: For playing video games.</li> <li>• Cinema: For viewing videos.</li> <li>• Scenery: For viewing photos.</li> <li>• Text: For reading e-books or documents.</li> </ul> </li> <li>• Exits OSD menu.</li> <li>• Press for 2~3 seconds to open <b>Low Blue Light</b> menu. This function decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes. You can select Mode 1 to reduce a small amount of blue light, or select Mode 2/Mode 3 to have more blue light reduction.</li> </ul>
<b>3</b>	<b>Left</b>	<ul style="list-style-type: none"> <li>• Opens the <b>ECO</b> menu.</li> <li>• For Up/Decrease adjustment.</li> <li>• Press for 10 seconds to enable/disable <b>Power Key Lock</b>.</li> </ul>
<b>4</b>	<b>Right</b>	<ul style="list-style-type: none"> <li>• Opens the <b>Volume</b> menu.</li> <li>• For Down/Increase adjustment.</li> </ul>

No.	Name	Function
5	<b>Menu/Enter</b>	<ul style="list-style-type: none"> <li>• Activates the main menu.</li> <li>• Enters sub menus.</li> <li>• Press for 10 seconds to enable/disable <b>OSD Lock</b>.</li> </ul>
6	<b>Power</b>	<ul style="list-style-type: none"> <li>• Turns the power on or off.</li> </ul>
7	<b>Power indicator</b>	<ul style="list-style-type: none"> <li>• Lights blue when the monitor is turned on.</li> <li>• Lights orange when the monitor is in standby mode.</li> </ul>



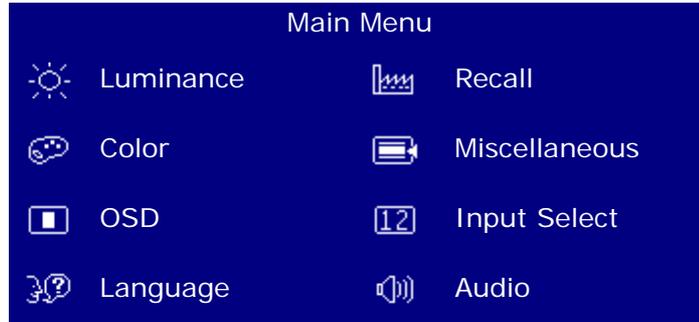
• OSD = On Screen Display.

• \*

# Navigating the main menu

You can use the OSD (On Screen Display) menu to adjust all the settings on your monitor. Press the **Main Menu** hot key to access the main menu. See [Menu operation on page 23](#) 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.



## Luminance menu

Item	Function	Range
<b>Brightness</b>	Adjusts the balance between light and dark shades.	0 to 100
<b>Contrast</b>	Adjusts the degree of difference between darkness and lightness.	0 to 100

## Color menu

Item	Function		Range
<b>Color</b>	<b>9300K</b>	Applies a cool tint to the image and is factory pre-set to the PC industry standard white color.	
	<b>7500K</b>	Allows video and still photographs to be viewed with natural coloring.	
	<b>6500K</b>	Applies a warm tint to the image and is factory pre-set to the news print standard white color.	
	<b>User Preset</b>	<p>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 <b>R</b> (red), <b>G</b> (green), and <b>B</b> (blue) menus to change the settings.</p> <p>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.)</p> <p>This is the factory default color.</p>	<ul style="list-style-type: none"> <li>• <b>R</b> (0~100)</li> <li>• <b>G</b> (0~100)</li> <li>• <b>B</b> (0~100)</li> </ul>

## OSD menu

Item	Function	Range
<b>H. Position</b>	Adjusts the horizontal position of the OSD menu.	0 to 100
<b>V. Position</b>	Adjusts the vertical position of the OSD menu.	0 to 100
<b>OSD Time</b>	Adjusts the display time of the OSD menu.	5 to 30 sec.

## Language menu

Item	Function	Range
<b>Language</b>	Sets the OSD menu language.	<ul style="list-style-type: none"> <li style="width: 50%;">• <b>English</b></li> <li style="width: 50%;">• <b>Nederlands</b></li> <li style="width: 50%;">• <b>Français</b></li> <li style="width: 50%;">• 日本語</li> <li style="width: 50%;">• <b>Deutsch</b></li> <li style="width: 50%;">• 简体中文</li> <li style="width: 50%;">• <b>Italiano</b></li> <li style="width: 50%;">• <b>Русский</b></li> <li style="width: 50%;">• <b>Polski</b></li> <li style="width: 50%;">• <b>Česky</b></li> <li style="width: 50%;">• <b>Español</b></li> </ul>

## Recall menu

Item	Function	Range
<b>Recall All</b>	Resets all settings to the factory default values.	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>

## Miscellaneous menu

Item	Function	Range				
<b>Sharpness</b>	Adjusts the clarity and visibility of the edges of the subjects in the image.	1 to 5				
<b>DDC CI</b>	<p>Allows the monitor settings to be set through the software on the PC.</p>  DDC/CI, short for Display Data Channel/Command Interface, which was developed by Video Electronics Standards Association (VESA). DDC/CI capability allows monitor controls to be sent via the software for remote diagnostics.	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>				
<b>Display Information</b>	Displays the current monitor property settings.					
<b>Adv. Contrast</b>	The function is to automatically detect the distribution of an input visual signal, and then to create the optimal contrast.	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>				
<b>Display Mode</b>	<p>This feature is provided to allow aspect ratios other than 16:9 to be displayed without geometric distortion.</p>  The options under <b>Display Mode</b> will be different depending on the input signal sources.					
	<table border="1"> <tr> <td><b>Full</b></td> <td> <ul style="list-style-type: none"> <li>• Scales the input image to fill the screen. Ideal for 16:9 aspect images.</li> </ul> </td> </tr> <tr> <td><b>Aspect</b></td> <td> <ul style="list-style-type: none"> <li>• The input image is displayed without geometric distortion filling as much of the display as possible.</li> </ul> </td> </tr> </table>	<b>Full</b>	<ul style="list-style-type: none"> <li>• Scales the input image to fill the screen. Ideal for 16:9 aspect images.</li> </ul>	<b>Aspect</b>	<ul style="list-style-type: none"> <li>• The input image is displayed without geometric distortion filling as much of the display as possible.</li> </ul>	
<b>Full</b>	<ul style="list-style-type: none"> <li>• Scales the input image to fill the screen. Ideal for 16:9 aspect images.</li> </ul>					
<b>Aspect</b>	<ul style="list-style-type: none"> <li>• The input image is displayed without geometric distortion filling as much of the display as possible.</li> </ul>					
<b>Overdrive</b>	Slightly enlarges the input image. Use this feature to hide annoying edge noise if present around your image.	<ul style="list-style-type: none"> <li>• Off</li> <li>• 1</li> <li>• 2</li> <li>• 3</li> </ul>				
<b>Opening Logo</b>	Sets whether to show the BenQ logo when the monitor is turned on.	<ul style="list-style-type: none"> <li>• On</li> <li>• Off</li> </ul>				
<b>DP Format</b>	Sets a correct DP format for the DP input.	<ul style="list-style-type: none"> <li>• 1.1</li> <li>• 1.2</li> </ul>				

## Input Select menu

Item	Function	Range
<b>AUTO</b>	Automatically selects a valid input signal when the monitor is turned on.	• <b>DVI</b> • <b>HDMI</b> • <b>DP</b>
<b>Manual</b>	Manually selects a valid input signal when the monitor is turned on.	

## Audio menu

Item	Function	Range
<b>Volume</b>	Adjusts the audio volume.	0 ~ 100
<b>Mute</b>	Mutes the audio input.	• <b>On</b> • <b>Off</b>
<b>Digital Audio</b>	Selects a valid audio input.	• <b>HDMI</b> • <b>DP</b>

# Troubleshooting

## Frequently asked questions (FAQ)

-  The image is blurred.
-  Read the instructions in [Adjusting the screen resolution on page 31](#), 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?
-  Read the instructions in [Adjusting the screen resolution on page 31](#). 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 **Recall**, 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.
-  No image can be seen.
-  Is the prompt on the display illuminated in blue?
-  • If the LED is illuminated in blue 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. Please read [Preset display modes on page 33](#).
-  • 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.
-  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.

- ?** Is the prompt on the display illuminated in orange?

**✓** 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.
- ?** Is the prompt on the display not illuminated at all?

**✓** Check the power supply mains socket, the external power supply and the mains switch.
- ?** The image is distorted, flashes or flickers.

**✓** Read the instructions in [Adjusting the screen resolution on page 31](#), 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 [Preset display modes on page 33](#) for details.
- ?** The image is displaced in one direction.

**✓** Read the instructions in [Adjusting the screen resolution on page 31](#), and then select the correct resolution, refresh rate and make adjustments based on these instructions.
- ?** The OSD controls are inaccessible.

**✓** To unlock the OSD controls when it is preset to be locked, press and hold **5** (Menu) key for 10 seconds.
- ?** No sound can be heard from the connected external speakers.

  - Check whether the LINE IN/LINE OUT connection is properly made.
  - 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.



## Need more help?

If your problems remain after checking this manual, please contact your place of purchase or visit the local website from [www.BenQ.com](http://www.BenQ.com) for more support and local customer service.

# Adjusting the screen resolution

Due to the nature of liquid crystal display (LCD) technology, the picture resolution is always fixed. For the best display performance, please set the display to its maximum resolution that is the same with the monitor aspect ratio. This is called “Native Resolution” or maximal resolution – that is, the clearest picture. Lower resolutions are displayed on a full screen through an interpolation circuit. Image blurring across pixel boundaries can occur with the interpolated resolution depending upon the image type and its initial resolution.



To find out the monitor aspect ratio and native resolution of the purchased model, please check the Specification page.



- To take full advantage of LCD technology you should select the native resolution setting of your PC screen as described below. Be aware that not all PC video cards provide this resolution value. If yours doesn't, check with the video card manufacturer's website for an updated driver for your particular model PC video card which supports this resolution. Software video drivers are often updated and available for new hardware video resolutions. If necessary, you may need to replace and update the PC video card hardware to be able to support the native resolution of the monitor.
- Depending on the operating system on your PC, different procedures should be followed to adjust the screen resolution. Refer to the help document of your operating system for details.

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## 1. Open **Display Properties** and select the **Settings** tab.

You can open **Display Properties** by right-clicking on the Windows desktop and selecting **Properties** from the pop-up menu.

## 2. Use the slider in the ‘Screen area’ section to adjust the screen resolution.

Select the recommended resolution (maximum resolution) then click **Apply**.



If you select some other resolution, be aware that this other resolution is interpolated and may not accurately display the screen image as well as it could do at the native resolution setting.

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## 3. Click **OK** then **Yes**.

## 4. Close the **Display Properties** window.

If your input source does not provide an image which is the same with the monitor aspect ratio, the displayed image may appear stretched or distorted. To maintain the original aspect ratio, image scaling options can be found in the “Display Mode” adjustment.

## Adjusting the screen refresh rate

You don't have to choose the highest possible refresh rate on an LCD display, because it is not technically possible for an LCD display to flicker. The best results are obtained by using the factory modes already set in your computer. Check next chapter to see the factory modes: [Preset display modes on page 33](#).



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

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1. Double click the **Display** icon in **Control Panel**.
2. From the **Display Properties** window, select the **Settings** tab and click the **Advanced** button.
3. Select the **Adapter** tab, and select an appropriate refresh rate to match one of the applicable factory modes as listed in the specification table.
4. Click **Change**, **OK**, then **Yes**.
5. Close the **Display Properties** window.

## Preset display modes

Incoming display mode (Input timing)		
Input signal	Resolution	2560 x 1440
	Aspect ratio	16:9
DVI / HDMI / DP	640x480@60Hz	v
	640x480@75Hz	v
	800x600@60Hz	v
	800x600@75Hz	v
	1024x768@60Hz	v
	1024x768@75Hz	v
	1280x800@60Hz	v
	1280x720@60Hz	v
	1280x1024@60Hz	v
	1280x1024@75Hz	v
	1600x900@60Hz	v
	1680x1050@60Hz	v
	1920x1080@60Hz	v
	2560x1440@60Hz	v



To make sure the above timing works, check the compatibility and specifications of your graphics card first.

Image disruption may occur as a result of signal frequency differences from graphics cards which do not correspond with the usual standard. This is not, however, an error. You may improve this situation by altering an automatic setting.

## Specifications

Display type	27 wide-screen, QHD, LED backlight monitor
Panel type	TN panel
Display area	596.74 x 335.66 mm
Native (maximum) resolution	2560 x 1440
Aspect ratio	16:9
Colors	16.7 million
Contrast / Brightness	1000:1 / 350 cd/m <sup>2</sup> (typical)
Dynamic contrast ratio	20000000: 1 (typical)
Response time	5 ms. 1 ms (GtG)
Viewing angle (left/right, up/down)	170, 160 (CR <sub>≥</sub> 10)
Hor. Frequency (KHz)	30 - 89 kHz Multi- frequency monitor
Ver. Frequency (Hz)	50 - 75 Hz modes within these parameters
Controls	5 buttons and Power key
Max. power consumption	55 W
Power saving mode	< 0.5 W
Input signal	DVI-DL + DP 1.2 + HDMI 1.4
Speaker	1 W x 2
Temperature (operating)	0 °C - 40 °C
Air humidity (operating)	10% - 90%
Operating voltage	100 - 240 V, 50/60 Hz
Tilt (down/up)	-5° ~ 20°
Swivel (left/right)	360°/360°
Height adjustment	120 mm
Pivot	0° ~ 90° clockwise
Dimensions (H x W x D)	533.17 x 622.6 x 229.88 mm (Highest) 413.17 x 622.6 x 229.88 mm (Lowest)
Weight (without stand and base)	3.8 kg
Weight	6.2 kg



The specifications are subject to change without prior notice.