LCD Monitor

User Manual

DesignVue Designer Monitor | PD Series

AQCOLOR™
Colors You Can Trust

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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.

- 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^2 must be used.
- For PD2710QC / PD2710QE monitor base, the power adapter is manufactured by TPV Technology Ltd. (ADPC20120).
- 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.

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.
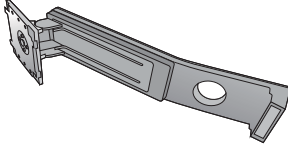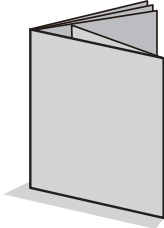

ecoFACTS
csr.BenQ.com

- Mercury-free LED-backlit display
- BFR/PVC-free casing plastics
- Eco-friendly ink printing in packaging box

- Affichage rétroéclairé par DÉL sans mercure
- Plastiques du boîtier sans BFR/PVC
- Impression à l'encre écologique dans l'emballage

Table of Contents

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 Stand	
Monitor Base	
Quick Start Guide	
CD-ROM	
Power Cord (Picture may differ from product supplied for your region.)	
Video Cable: DP to mini DP	

|	
USB Cable: Type-C ✎ Use of the supplied USB Type-C cable is recommended to ensure data transmission quality.	
Power Adapter (for monitor base)	
Power Cord (for monitor base) (Picture may differ from product supplied for your region.)	

💡 • 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.
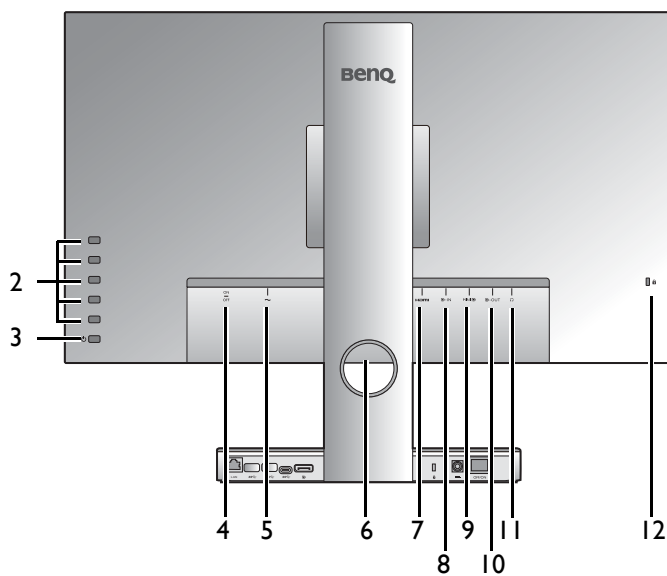
Getting to know your monitor
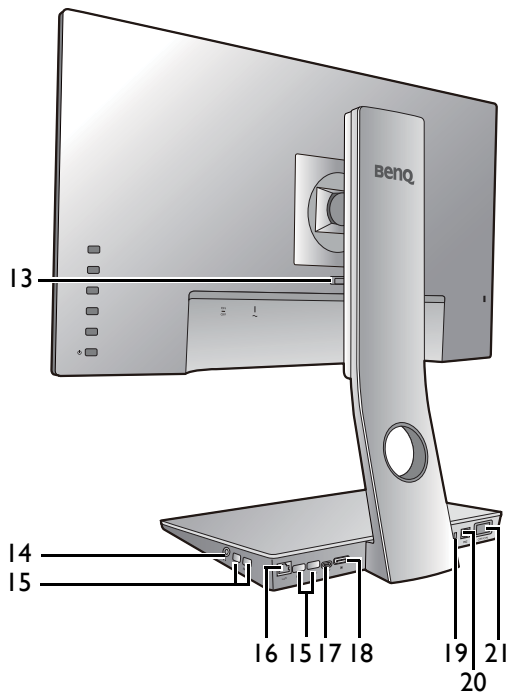
Front view
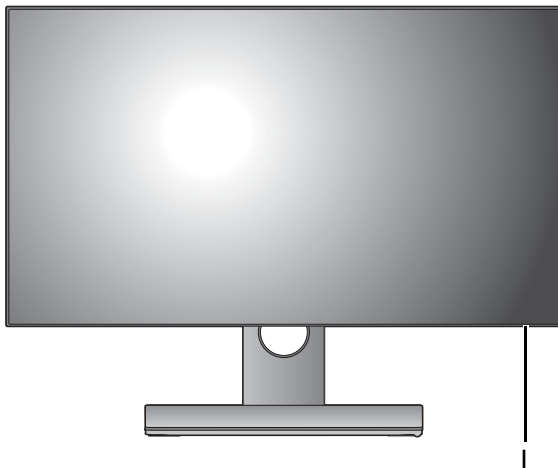
1. Power LED indicator

Back view

2. Control buttons
3. Power button
4. AC power switch (for monitor)
5. AC power input jack (for monitor)
6. Cable management hole
7. HDMI socket
8. DisplayPort socket
9. Mini DisplayPort socket
10. DisplayPort output socket (for Multi-Stream Transport, MST)
11. Headphone jack
12. Kensington lock slot

13. Quick release button

14. Headphone jack

15. USB 3.0 ports (downstream; connecting to USB devices)

16. LAN (Local Area Network) port (RJ-45 connector)

17. USB Type-C port

18. DisplayPort socket

19. Kensington lock slot

20. DC power input jack (for monitor base)

21. DC power switch (for monitor base)

• Above diagram may vary depending on the model.

• Picture may differ from product supplied for your region.

Connections

Your monitor can work with a desktop as any other monitors do. Apart from that, its base is a powerful docking that allows a quick and easy connection with a laptop.

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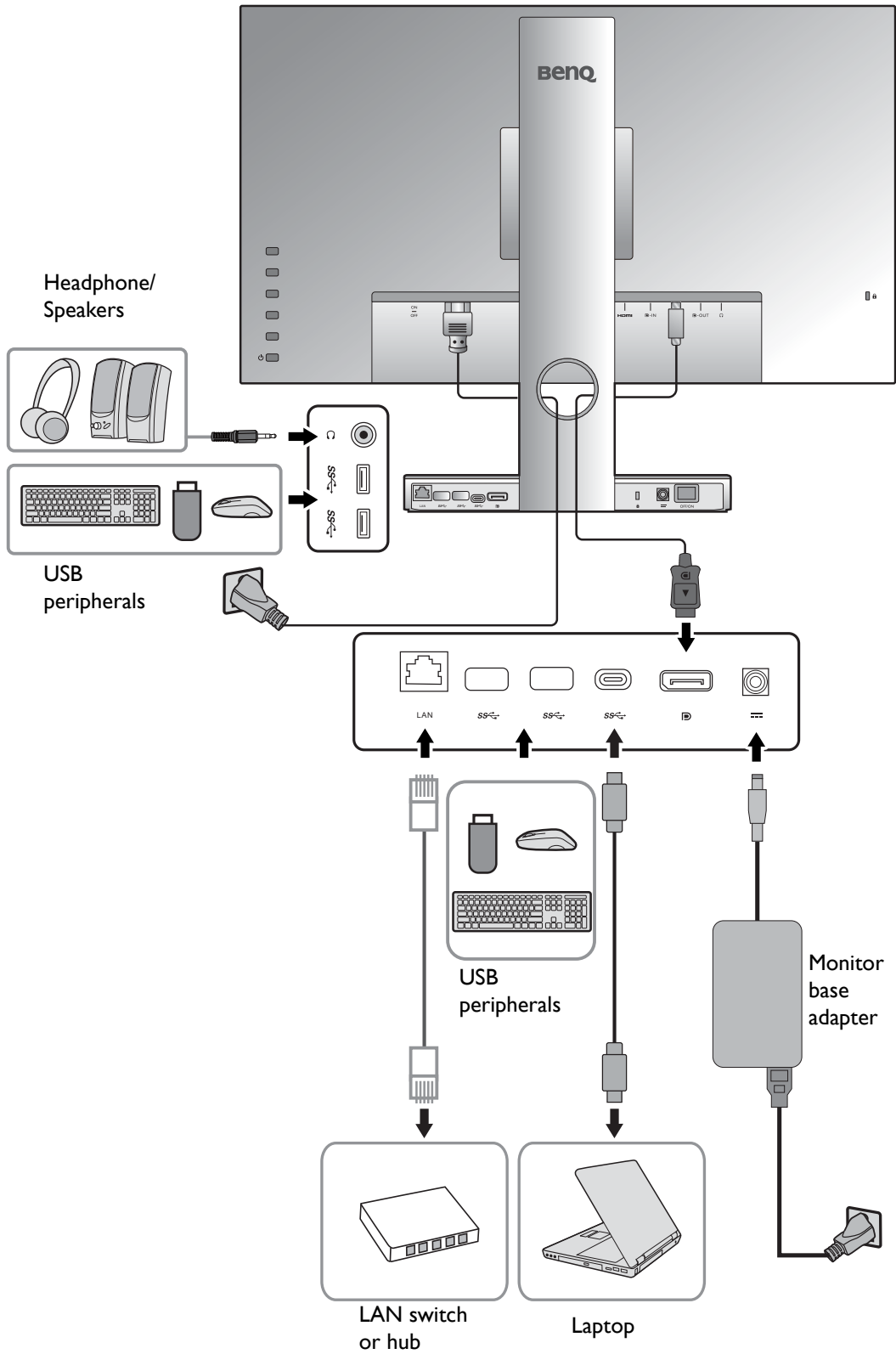
Working with a desktop

For detailed connection methods, see page 13.
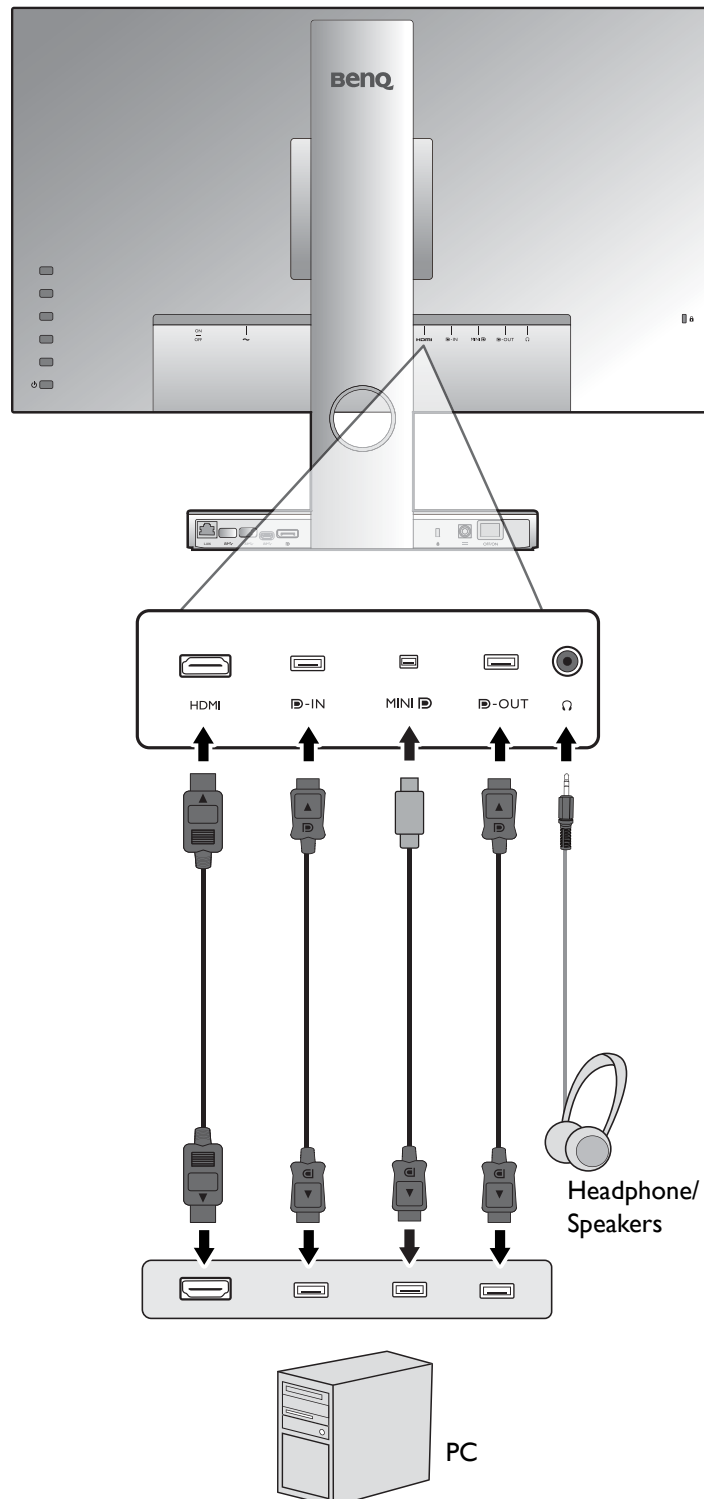
Connection with a laptop

For detailed connection methods, see page 13. For more information, see How to assemble your monitor hardware when working with a laptop on page 21.

Headphone/
Speakers

USB
peripherals

USB
peripherals

Monitor
base
adapter

LAN switch
or hub

Laptop

How to assemble your monitor hardware when working with a desktop

- 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.

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.

While the monitor is still inside the box, hold the upper section of the plastic bag to take out the monitor. Remove the bag carefully.

Never grasp the monitor edge, as your monitor is an edge to edge monitor and should be handled with care. Excessive force on the display is prohibited.
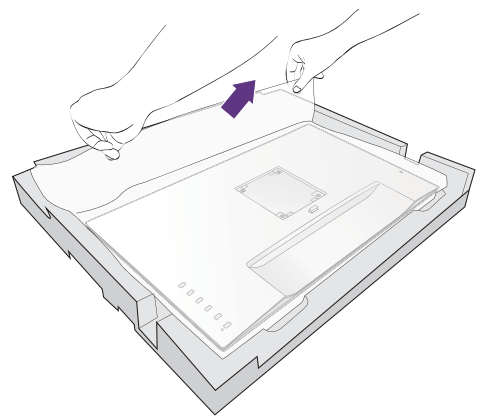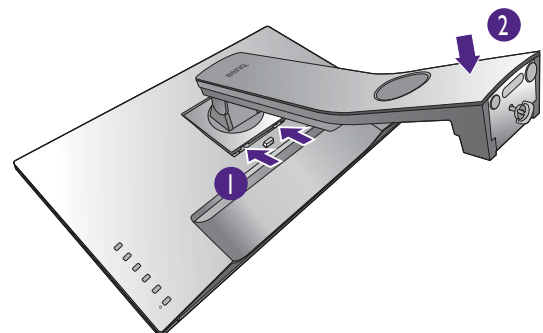
Protect the monitor and screen by clearing a flat open area on your desk and placing a soft item like the monitor packaging bag on the desk for padding.

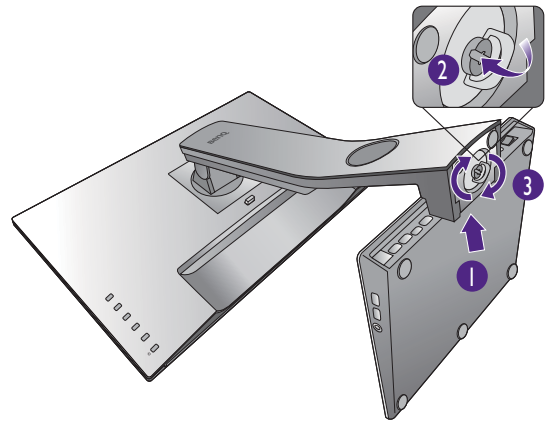Gently lay the screen face down on a flat clean padded surface.

Orient and align the stand arm with the monitor, then push them together until they click and lock into place.
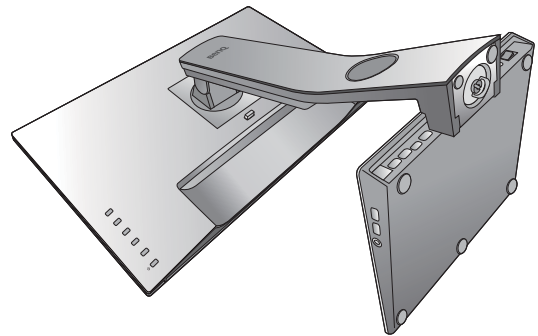
Orient and align the stand base socket with the end of the stand arm, then push them together.

Raise the thumbscrew lid and tighten the thumbscrew as illustrated. Then push the lid back.

Gently attempt to pull them back apart to check that they have properly engaged.

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

You might want to adjust the monitor stand height. See Adjusting the monitor height on page 17 for more information.
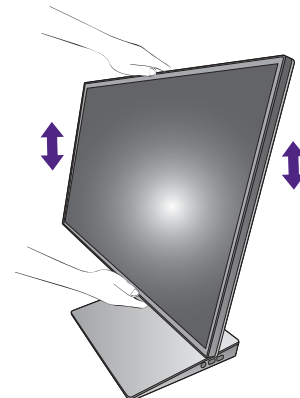
You should position the monitor and angle the screen to minimize unwanted reflections from other light sources.

Your monitor is an edge to edge monitor and should be handled with care. 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.
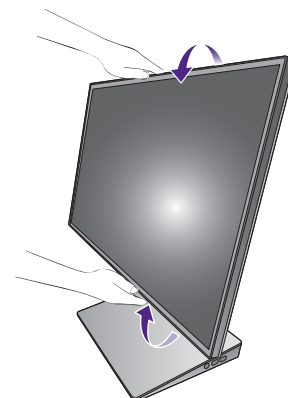
2. Connect the PC video cable.

Either

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

Or

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

After the monitor and the computer are powered on, if the image is not displayed, disconnect the DP cable. Connect the monitor to any video source other than DP first. Go to **System** and **DisplayPort** on the OSD menu of the monitor and change the setting from **1.2** to **1.1**. Once the setting is done, unplug the current video cable and re-connect the DP cable. To go to the OSD menu, see Basic menu operation on page 32.

To Connect the mini DP Cable

Or

Connect the plug of the mini DP cable to the monitor video socket. Connect the other end of the cable to the computer video socket.
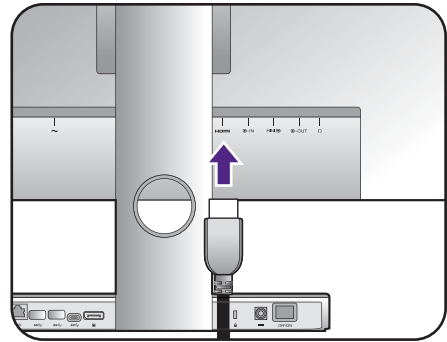
The video cables included in your package and the socket illustrations on the right may vary depending on the product supplied for your region.
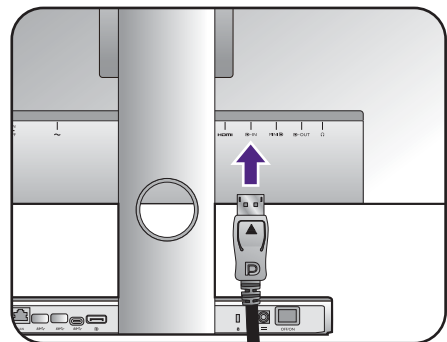
3. Connect the headphones.

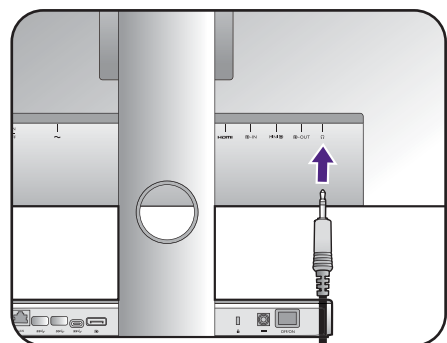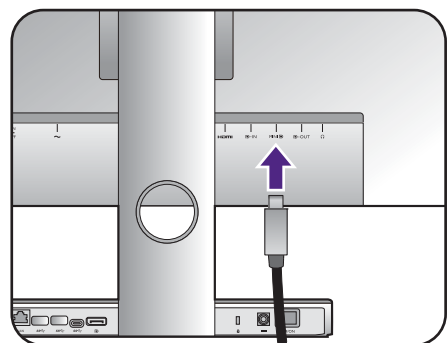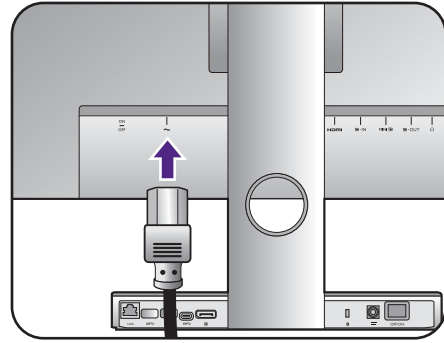You may connect headphones to the headphone jack found on the back side of the monitor.
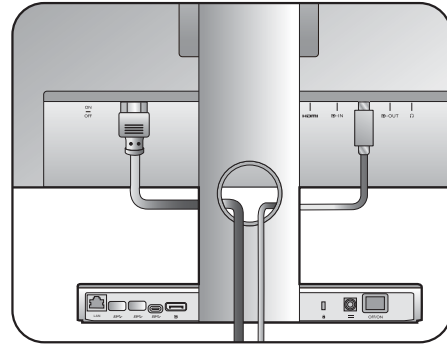
4. Connect the power cable to the monitor.

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.
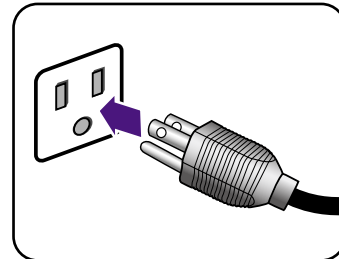

5. Organize the cables.

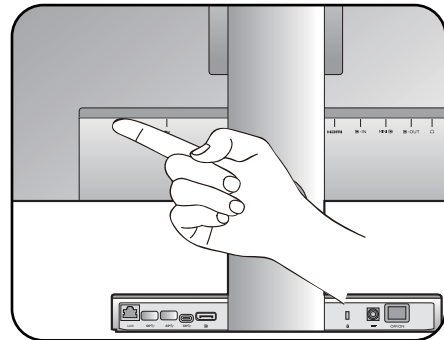## 6. Connect-to and turn-on the power.

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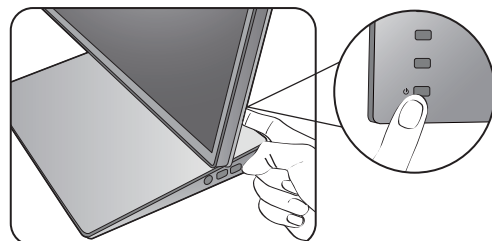outlet and turn it on.

Picture may differ from product supplied for your region.

Make sure the power switch next to the AC power
input jack is switched to **ON**.

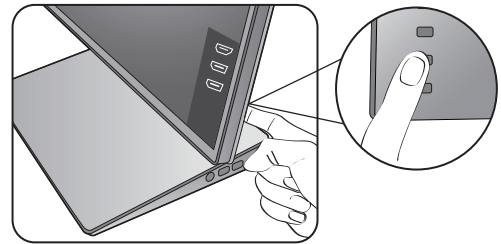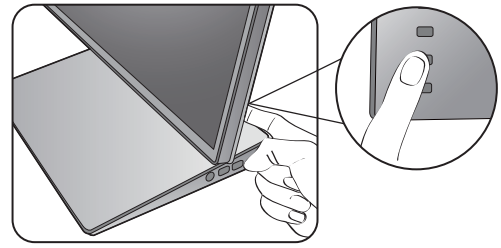Turn on the monitor by pressing the power button on
the monitor.

Turn on the computer too, and select an input source by the OSD control keys.

Follow the instructions in Getting the most from your BenQ monitor on page 25 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 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.
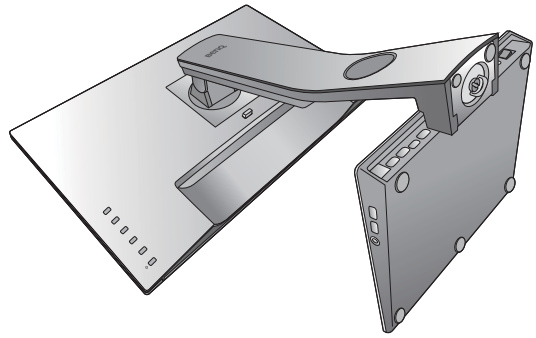
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

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 Using the monitor wall mounting kit on page 20 and the instruction manual of your wall mount bracket (purchased separately) for more information.
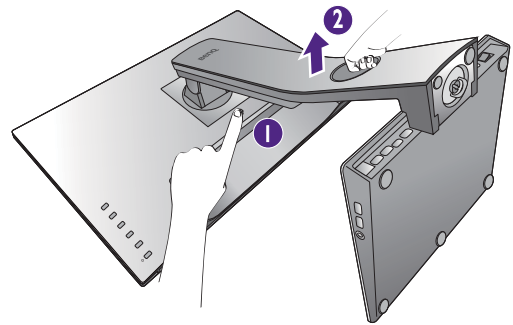
Adjusting the monitor height

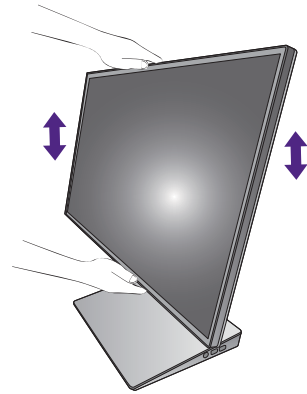To adjust the monitor height, hold both the left and the right sides of the monitor to lower the monitor or lift it up to the desired height.

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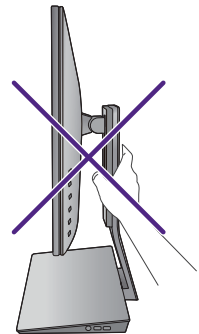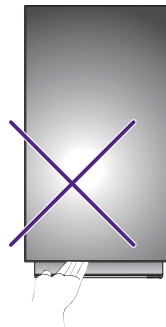
  • If the monitor has been rotated to portrait mode and height adjustment is desired, you should be noted that the wide screen will keep the monitor from being lowered to its minimum height.
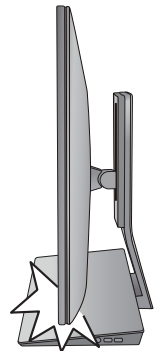
Rotating the monitor

1. Pivot the display.

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

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.

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.
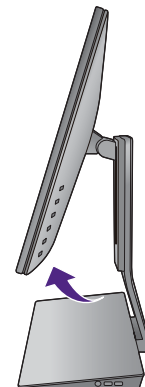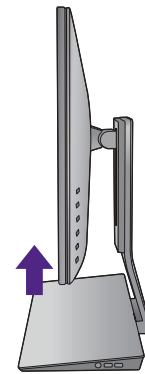
3. Rotate the monitor 90 degrees clockwise as illustrated.

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.

90°

4. Adjust the monitor to the desired viewing
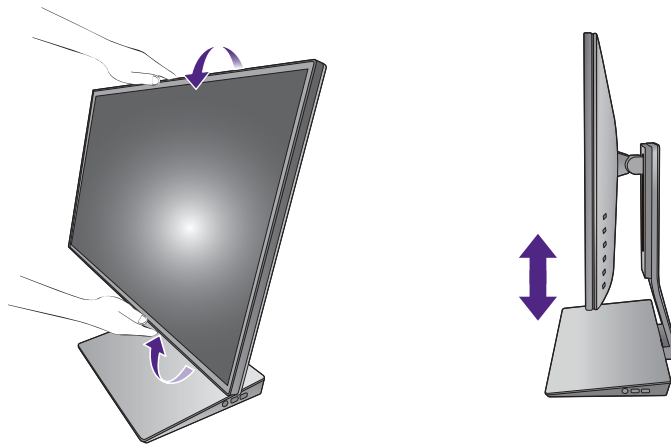   angle.

Viewing angle adjustment

You may position the screen to the desired angle with the monitor tilt 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 100mm 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. Detach the monitor stand as instructed in How to detach the stand on page 16.
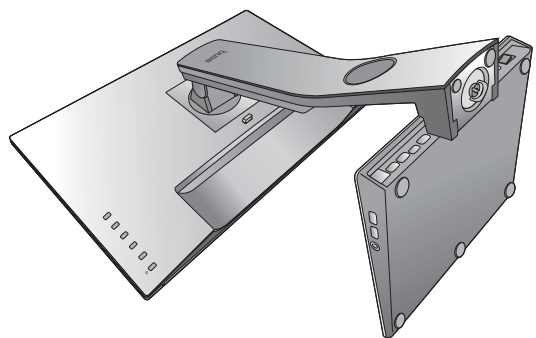
Use a cross-pointed screwdriver to release the screws that fixing the back cover to the monitor. The use of a magnetic-head screwdriver is recommended to avoid of losing the screws.
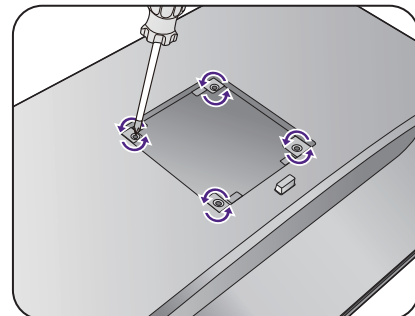
In case you intend to use your monitor on the stand in the future, please keep the monitor base, monitor stand, and screws somewhere safe for future use.

2. Follow the instruction manuals of the wall 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 assemble your monitor hardware when working with a laptop

> • 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.
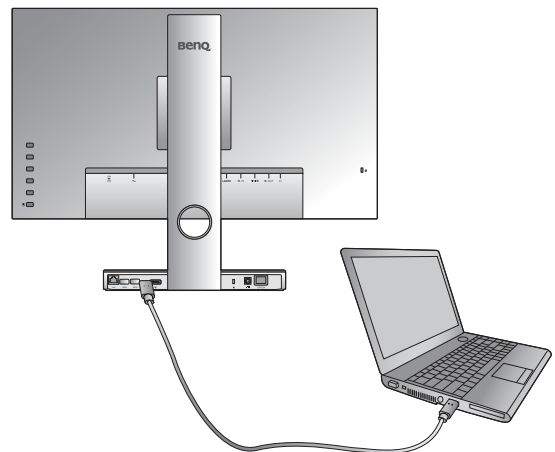
1. Attach the monitor base.

Attach the monitor stand and base as instructed in Attach the monitor base. on page 11. Follow all the safety precautions to avoid possible personal injuries or product damage.

2. Connect the USB Type-C cable.

Connect the plug of the supplied USB Type-C cable to the USB Type-C port on the monitor. Connect the other end of the cable to the USB Type-C port of a laptop.

This connection supplies power from the monitor base to your laptop directly. It also allows signal, audio, and data transmission from the laptop to the monitor.

> The Type-C port on the monitor base works with the supplied USB Type-C cable to deliver power and transfer data. If a USB Type-C cable purchased separately is used, check its specifications first.

3. Connect the DP cable.

Connect the plug of the mini DP to DP cable to the monitor mini DisplayPort input socket. Connect the other end of the cable to the DisplayPort socket on the monitor base.
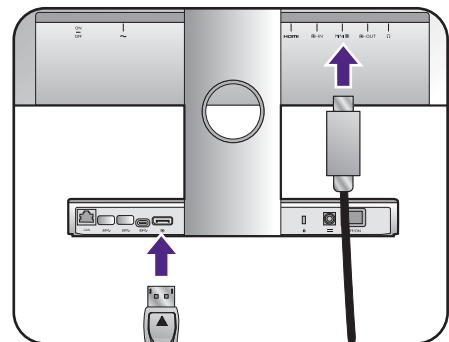
> After the monitor and the computer are powered on, if the image is not displayed, disconnect the DP cable. Connect the monitor to any video source other than DP first. Go to **System** and **DisplayPort** on the OSD menu of the monitor and change the setting from **1.2** to **1.1**. Once the setting is done, unplug the current video cable and re-connect the DP cable. To go to the OSD menu, see Basic menu operation on page 32.

## 4. Connect the RJ45 Ethernet cable.

Connect the plug of a RJ45 Ethernet cable (purchased separately if not supplied) to the LAN port of the monitor base. Connect the other end of the cable to a LAN switch or hub.
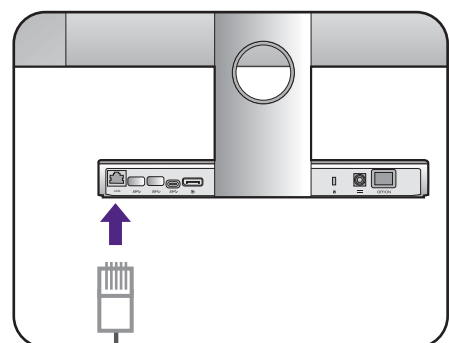
> Some Windows operating systems require additional driver to activate LAN function in this case. Check the supplied CD or www.BenQ.com for the compatible driver files.
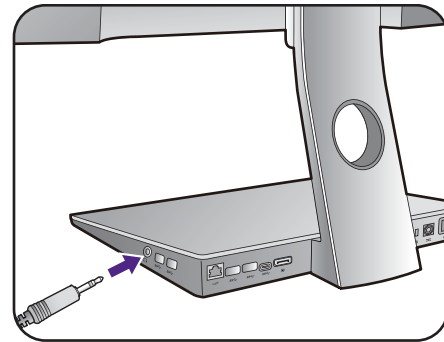
5. Connect USB peripherals.

Connect USB devices via USB ports (downstream) on the monitor base.
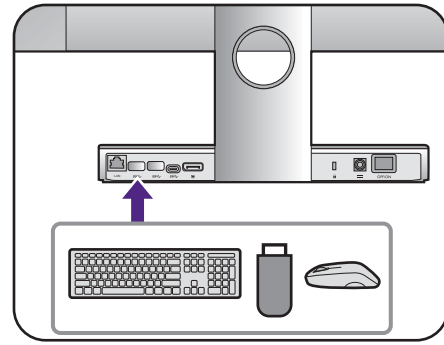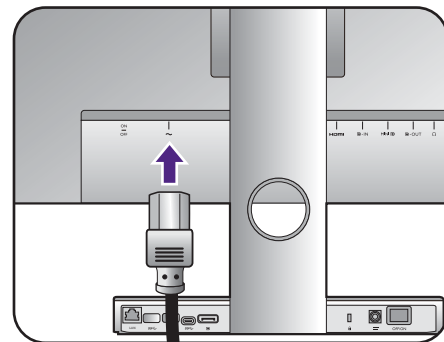
6. Connect the headphones.

You may connect headphones to the headphone jack found on the monitor base.

7. Connect the power cable.

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.

Connect the power cable to the monitor base

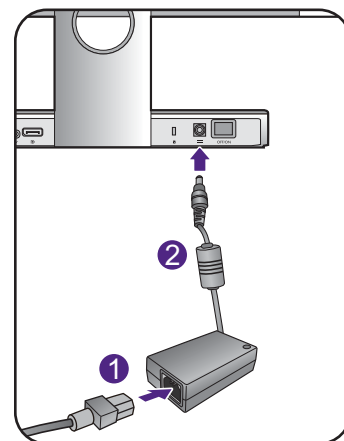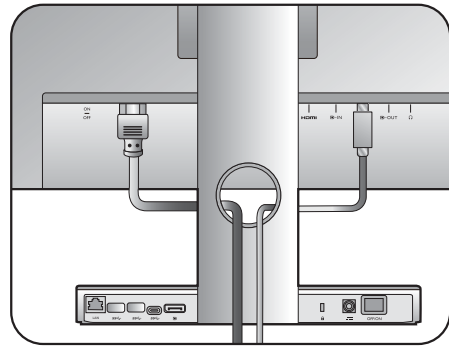Connect the power cord to the power adapter. Plug one end of the power cord into the socket labelled ⎓ on the rear of the monitor base. Do not connect the other end to a power outlet just yet.

8. Organize the cables.

Organize the power cord and the DP cable just connected to the monitor through the cable management hole on the stand.
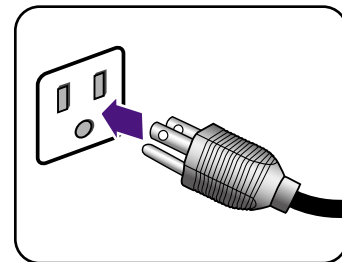
9. Connect-to and turn-on the power.

Plug the other end of the both power cords into appropriate power outlets and turn them on.

✏️ Picture may differ from product supplied for your region.

On both the monitor and the base, make sure the power switch is switched to **ON**.

On the monitor
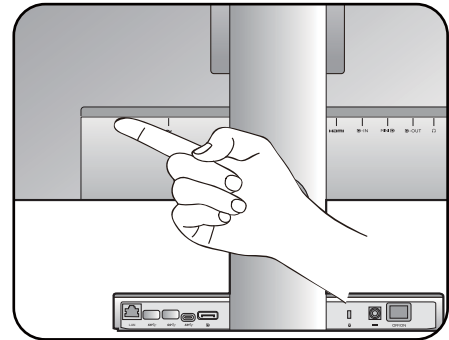
On the base

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

Turn on the laptop too, and follow the instructions in Getting the most from your BenQ monitor on page 25 to install the monitor software.

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

Getting the most from your BenQ monitor

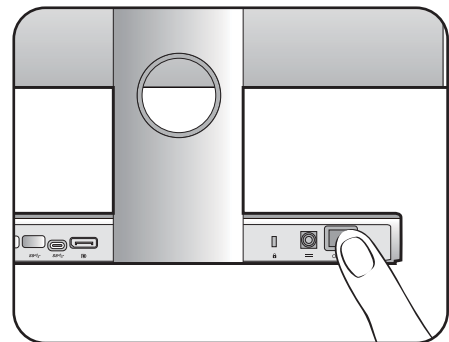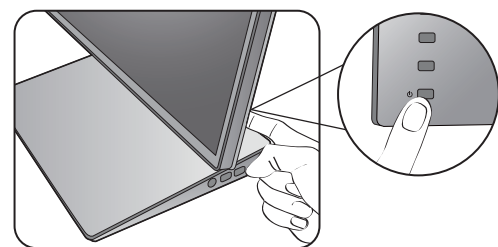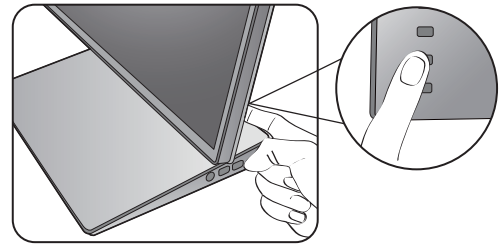To gain the most benefit from your new BenQ LCD monitor, you should install the custom BenQ LCD Monitor driver software as provided on the BenQ LCD Monitor CD-ROM.

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 until it asks you to select a monitor model. At that point, click the **Have Disk** button, insert the BenQ LCD Monitor CD-ROM and select the appropriate monitor model. 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 26.
- How to upgrade the monitor on an existing computer on page 27.

- 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.

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.

1. Follow the instructions in How to assemble your monitor hardware when working with a desktop on page 11 or How to assemble your monitor hardware when working with a laptop on page 21.

   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. Insert the BenQ LCD Monitor CD-ROM into a CD drive on the computer.

3. Check **Search for a suitable driver for my device** option, and click **Next**.

4. Check the option for CD-ROM drives (uncheck all others) and click **Next**.

5. Look to confirm that the wizard has selected the correct name of your monitor and click **Next**.

6. Click **Finish**.

7. Restart the computer.

To find the suitable driver files for the purchased model, refer to the following table.

Driver files	Suitable models
PD2710	PD2710QC / PD2710QE

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 10, Windows 8 (8.1), 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.

Installing monitor driver software involves selecting an appropriate information file (.inf) on the BenQ LCD Monitor CD-ROM for the particular model monitor you have connected, and letting Windows install the corresponding driver files from the CD. 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

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. Insert the BenQ LCD Monitor CD-ROM into a CD drive on the computer.

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

8. Click **Browse** and navigate to the following directory: d:\BenQ_LCD\Driver\ (where d is the drive letter designator for the CD-ROM drive).

The drive letter for your CD drive may differ from the example above depending upon your system - it may be 'D:' or 'E:' or 'F:' etc.

9. Select the correct folder name of your monitor from provided driver list, and click **Next**.

   This will copy and install the appropriate monitor driver files to your computer.

10. 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. Insert the BenQ LCD Monitor CD-ROM into a CD drive on the computer.

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

8. Click **Browse** and navigate to the following directory: d:\BenQ_LCD\Driver\ (where d is the drive letter designator for the CD-ROM drive).

The drive letter for your CD drive may differ from the example above depending upon your system - it may be 'D:' or 'E:' or 'F:' etc.

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9. Select the correct folder name of your monitor from provided driver list, and click **Next**.

   This will copy and install the appropriate monitor driver files to your computer.

10. 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. Insert the BenQ LCD Monitor CD-ROM into a CD drive on the computer.

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

8. Click **Browse** and navigate to the following directory: d:\BenQ_LCD\Driver\ (where d is the drive letter designator for the CD-ROM drive).

   The drive letter for your CD drive may differ from the example above depending upon your system - it may be 'D:' or 'E:' or 'F:' etc.

9. Select the correct folder name of your monitor from provided driver list, and click **Next**.

   This will copy and install the appropriate monitor driver files to your computer.

10. Click **Close**.

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

How to adjust your monitor

The control panel
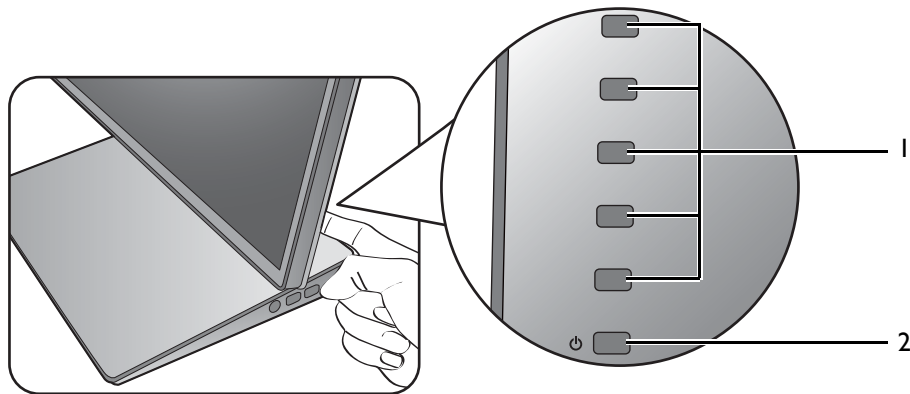
No.	Name	Description
1.	Control keys	Accesses the functions or menu items displayed on the screen, right next to each key.
2.	Power key	Turns the power on or off.

Basic 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.
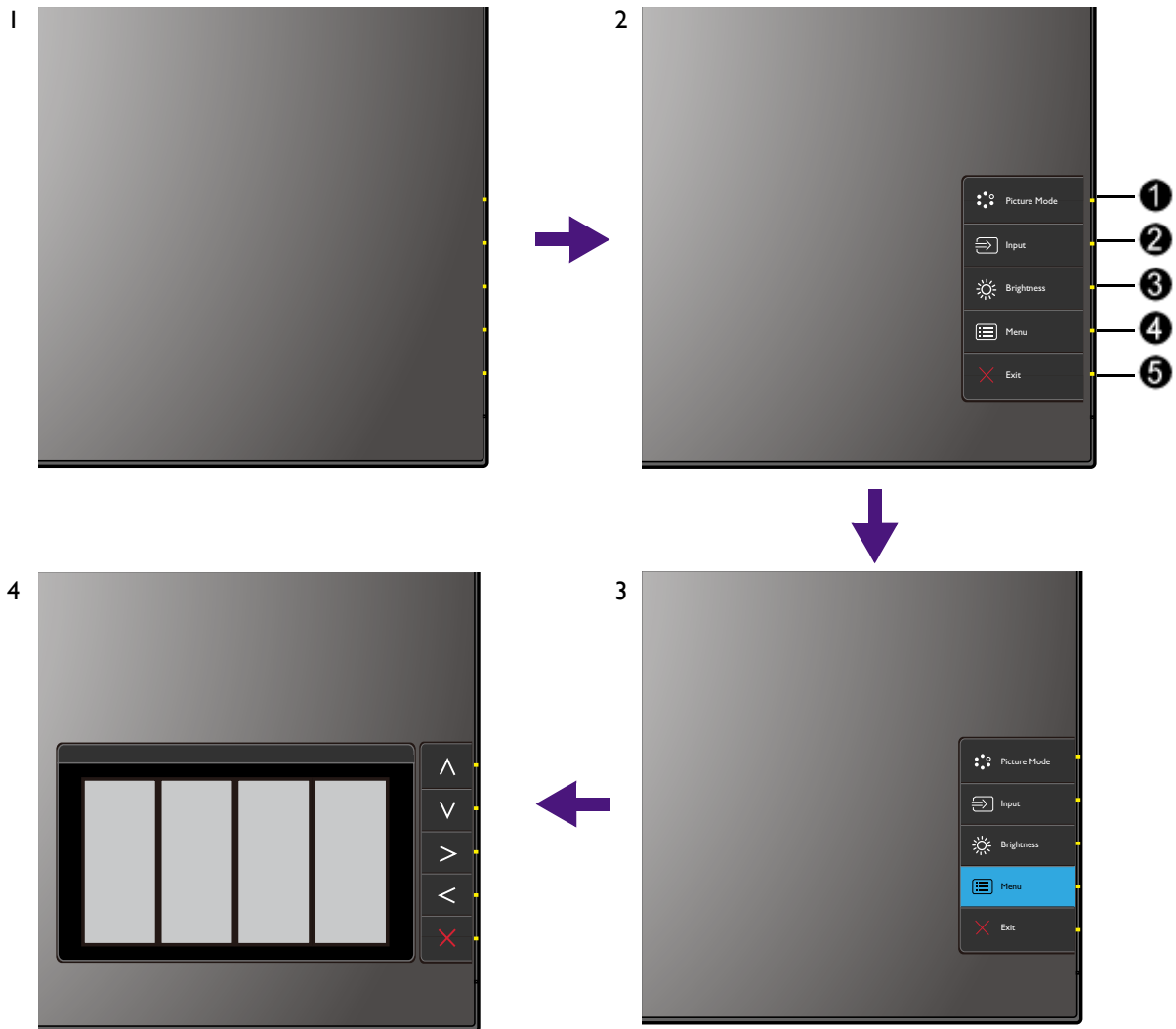
1. Press any of the control keys.
2. The hot key menu is displayed. The top three controls are custom keys and are designated for particular functions.
3. Select ▥ (**Menu**) to access the main menu.
4. In the main menu, follow the icons next to the control keys to make adjustments or selection. See Navigating the main menu on page 36 for details on the menu options.

No.	OSD in hot key menu	OSD icon in main menu	Function
❶	**Custom Key 1**	∧	• By default, the key is the hot key for **Picture Mode**. To change the default settings, see Customizing the hot keys on page 33. • For Up/Increase adjustment.

No.	OSD in hot key menu	OSD icon in main menu	Function
❷	**Custom Key 2**	$\vee$	• By default, the key is the hot key for **Input**. To change the default settings, see Customizing the hot keys on page 33. • For Down/Decrease adjustment.
❸	**Custom Key 3**	$>$ / $\checkmark$	• By default, the key is the hot key for **Brightness**. To change the default settings, see Customizing the hot keys on page 33. • Enters sub menus. • Selects menu items.
❹	**Menu**	$<$	• Activates the main menu. • Returns to the previous menu.
❺	**Exit**	$\times$	Exits OSD menu.

• OSD = On Screen Display.
  The hot keys only operate while the main menu is not currently displaying. Hot key displays will disappear after a few seconds of no key activity.

• To unlock the OSD controls, press and hold any key for 10 seconds.

Controlling the display with Display Pilot

The **Display Pilot** software is provided as an alternative to control the display. Download and install from www.benq.com or from the supplied CD (if came with the CD).

The main functions include:

• Control of the OSD menus.

• Setup of rotating the display with the monitor automatically (see page 18).

For more information, go to **System** > **Options** > **User Manual** in **Display Pilot**.

Display Pilot is available on Windows 7, Windows 8, and Windows 8.1.

Customizing the hot keys

The top 3 control keys (also called custom keys) perform as hot keys to provide direct access to pre-defined functions. You can change the default setting and designate different functions for these keys.

1. Press any of the control keys to bring up the hot key menu, and press 🔲 (**Menu**) to access the main menu.
2. Go to **System**.
3. Select the custom key you want to change.

4. In the sub menu, select a function that can be accessed by this key. A pop-up message will appear, showing that the setup is complete.

Adjusting display mode

To display images of aspect ratio other than 16:9 and size other than the panel size of your purchased model, you can adjust the display mode on the monitor.

1. Press any of the control keys to bring up the hot key menu, and press 	▤ 	(**Menu**) to access the main menu.
2. Go to **Picture Advanced** and **Display Mode**.
3. Select an appropriate display mode. The setting will take effect immediately.

Choosing an appropriate picture mode

Your monitor provides various picture modes that are suitable for different types of images. See Picture Mode on page 40 for all the available picture modes.

Go to **Picture Advanced** and **Picture Mode** for a desired picture mode.

Connecting the monitor to your MacBook series product

While the monitor is connected to your MacBook series product, switch to **M-book** mode which represents MacBook's color matching and visual representation on your monitor.

1. Connect your monitor to the MacBook series product.
2. Go to **Picture Advanced** and **Picture Mode**.
3. Select **M-book**. The setting will take effect immediately.

Connecting multiple monitors via MST (Multi-Stream Transport)

With connection via the DP-IN and DP-OUT ports, you can output content to one or up to 4 monitors via MST function.
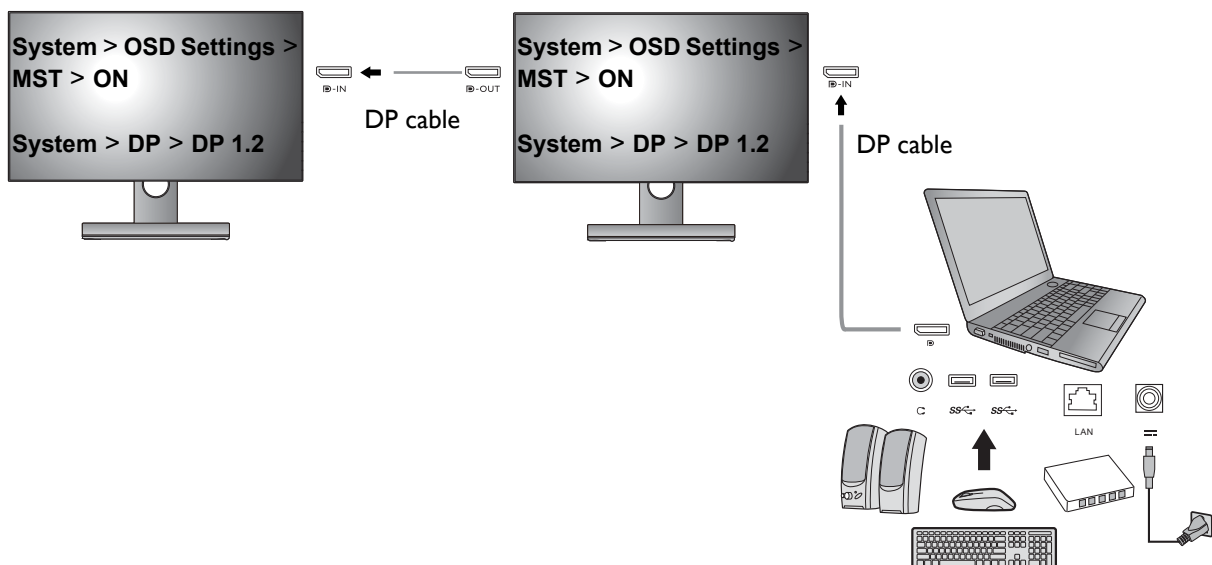
1. Set each monitor ready for connection. On each monitor, go to **System** > **OSD Settings** > **MST**, and select **ON**. Go to **System** > **DP,** and select **DP 1.2**. Note the OSD menu can be launched and configured only when input signal is detected.

2. Connect the first monitor to your laptop using a DP cable.

3. Connect the second monitor to the first one using a DP cable as illustrated.

4. Follow Step **3** to connect the third and the fourth monitors if desired.

5. All the ports on the monitor base will be disabled during MST as USB Type-C connection is not in use. You should connect the USB peripherals, RJ45 cable, and power supply to the laptop and manage the display from there.

6. Power on the laptop and the monitors.

7. On your laptop, decide the way you want the content to be displayed on the connected monitors: **Duplicate**, **Extend**, or **Projector only**. Additional software (purchased separately) may be used to manage the display. Refer to the manual of the purchased software for more information.

If connectivity of monitor base is preferred during MST, connect the first monitor to your laptop using a USB Type-C and a DP cable in Step 2. The monitor base now supports power supply for your laptop, and all except the DP-OUT port should be working.
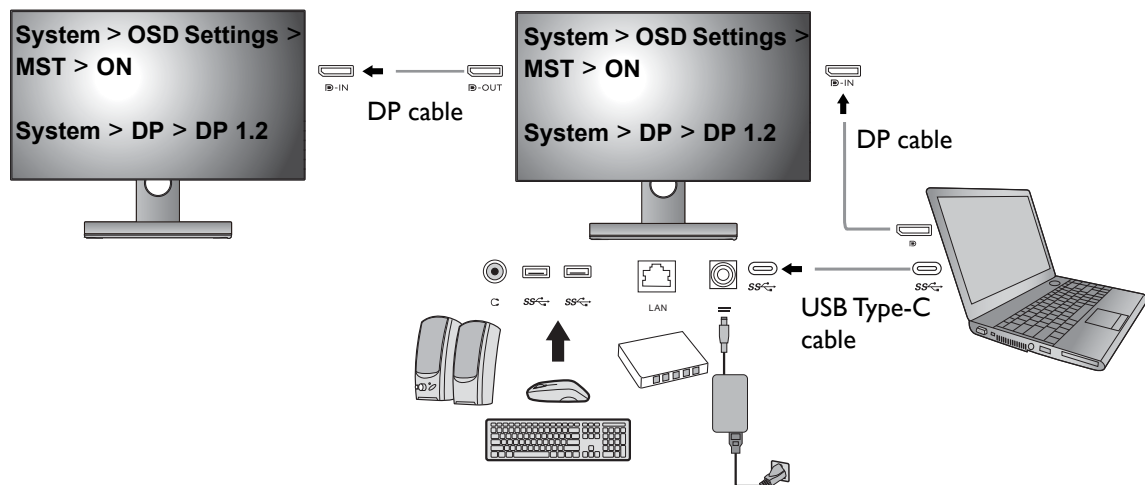
Supported resolution

To perform MST, a limited number of connected monitors is required to ensure image quality. The following information shows the image resolution available to each monitor.

	1st monitor	2nd monitor	3rd monitor	4th monitor
Supported resolution	2560 x 1440 (60Hz)	2560 x 1440 (60Hz)	1920 x 1080 (60 Hz)	N/A
	2560 x 1440 (60Hz)	1920 x 1080 (60 Hz)	1920 x 1080 (60 Hz)	N/A
	2560 x 1440 (60Hz)	1920 x 1080 (60 Hz)	1280 x 1024 (60 Hz)	1280 x 1024 (60 Hz)
	2560 x 1440 (60Hz)	1280 x 1024 (60 Hz)	1280 x 1024 (60 Hz)	1280 x 1024 (60 Hz)

Make sure the graphic card on your laptop supports DP 1.2 for MST. Please also be noted that the supported number of monitors for connection may vary by graphic card. To find out the capability of your graphic card, check its specifications or contact its manufacturer.

Navigating the main menu

You can use the OSD (On Screen Display) menu to adjust all the settings on your monitor.

Press any of the control keys to bring up the hot key menu, and press ▣ (**Menu**) to access the main menu. See Basic menu operation on page 32 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.
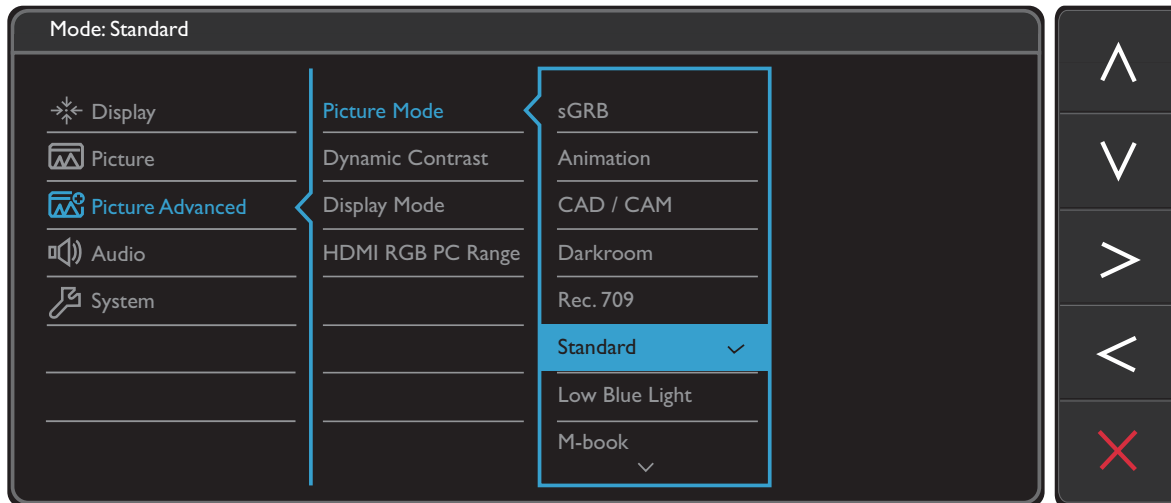
The OSD menu languages may differ from the product supplied to your region, see Language on page 44 under **System** and **OSD Settings** for more details.

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

- Display menu on page 37
- Picture menu on page 38
- Picture Advanced menu on page 40
- Audio menu on page 42
- System menu on page 43

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.

```
Mode: Standard

  ⌖ Display          Input              DisplayPort      ∨
  ⊡ Picture                             Mini DisplayPort
  ⊡ Picture Advanced                    HDMI
  ⊲)) Audio
  ⤳ System
```
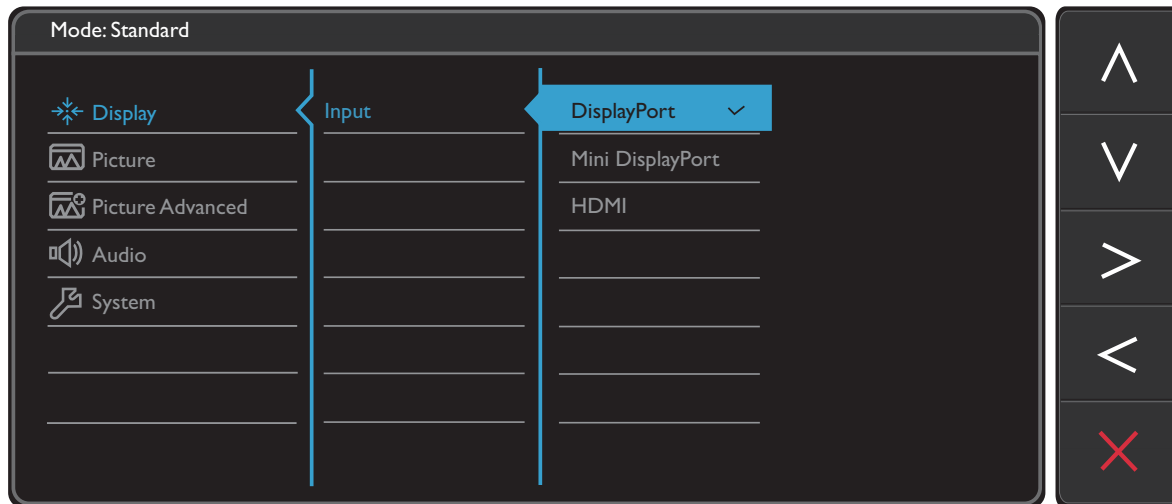
1. Select ▦ (**Menu**) from the hot key menu.

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
Input	Use this to change the input to that appropriate to your video cable connection type.	•**DisplayPort** •**HDMI** •**Mini DisplayPort**

Picture 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.
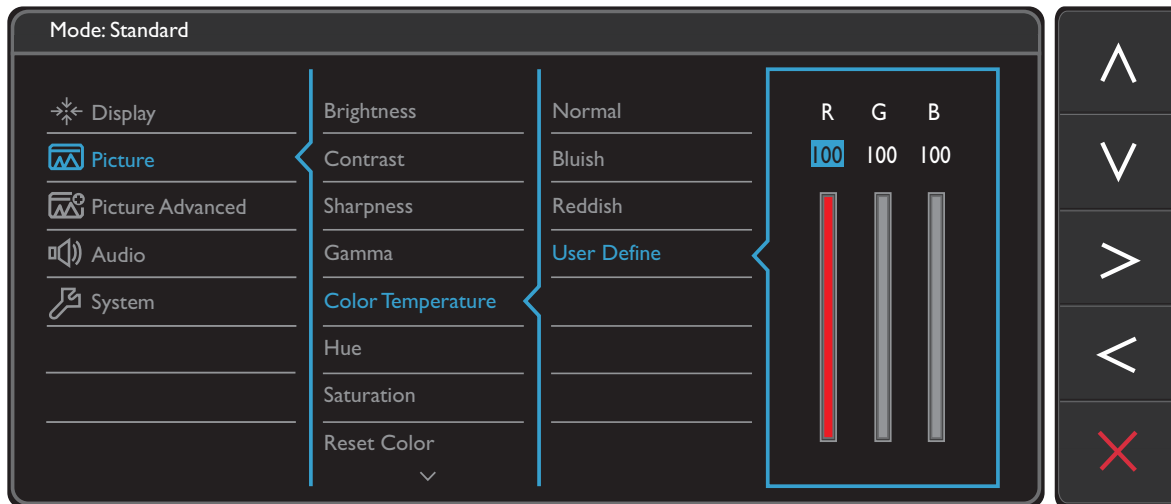
1. Select ▤ (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **Picture**.

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
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
Gamma	Adjusts the tone luminance. The default value is 3 (the standard value for Windows).	• 1 • 2 • 3 • 4 • 5

Item	Function		Range
Color Temperature	**Normal**	Allows video and still photographs to be viewed with natural coloring. This is the factory default color.	
	Bluish	Applies a cool tint to the image and is factory pre-set to the PC industry standard white color.	
	Reddish	Applies a warm tint to the image and is factory pre-set to the news print standard white color.	
	User Define	The blend of the Red, Green and Blue primary colors can be altered to change the color tint of the image. Go to the succeeding **R** (red), **G** (green), and **B** (blue) menus to change the settings. Decreasing one or more of the colors will reduce their respective influence on the color tint of the image. (e.g. if you reduce the Blue level the image will gradually take on a yellowish tint. If you reduce Green, the image will become a magenta tint.)	• **R** (0~100) • **G** (0~100) • **B** (0~100)
Hue	Adjusts the degree of how we perceive colors.		0 ~ 100
Saturation	Adjusts the purity degree of colors.		0 ~ 100
Reset Color	Resets the custom color settings to the factory defaults.		• **YES** • **NO**
AMA	Improves the gray level response time of the LCD panel.		• **OFF** • **High** • **Premium**

Picture Advanced 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.

Mode: Standard		
Display	Picture Mode	sGRB
Picture	Dynamic Contrast	Animation
Picture Advanced	Display Mode	CAD / CAM
Audio	HDMI RGB PC Range	Darkroom
System		Rec. 709
		Standard ✓
		Low Blue Light
		M-book

1. Select 🔲 (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **Picture Advanced**.

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
Picture Mode	Select a picture mode that best suits the type of images shown on the screen.		
	sRGB	For better color matching representation with the peripheral devices, such as printers, digital cameras, etc.	
	Animation	Enhances the contrast of the dark shades so you could work on the details easily when making an animation.	0 ~ 10
	CAD / CAM	Enhances the contrast if a CAD / CAM software is used.	
	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.	

Item	Function			Range
	Rec. 709	For better color matching representation with Standard Rec. 709.		
	Standard	For basic PC application.		
	Low Blue Light	Decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes. 🖊 The value for each **Low Blue Light** mode indicates how much blue light is decreased compared with the **Standard** mode.		
		Multimedia	For viewing multimedia files.	-30%
		Web Surfing	For web surfing.	-50%
		Office	For office works or office environment.	-60%
		Reading	For reading e-books or documents.	-70%
	M-book	Minimizes the visual differences between the monitor and the connected MacBook series product.		
	User	Applies a combination of picture settings defined by users.		
Dynamic Contrast	The function is to automatically detect the distribution of an input visual signal, and then to create the optimal contrast.			0 to 5
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 **Picture 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.		
	1:1	Displays the input image in its native resolution without scaling.		
HDMI RGB PC Range	Determines the range of color scales. Select an option that matches the RGB range setting on the connected HDMI device.			• **Auto Detect** • **RGB** (0 ~ 255) • **RGB** (16 ~ 235)

Audio menu

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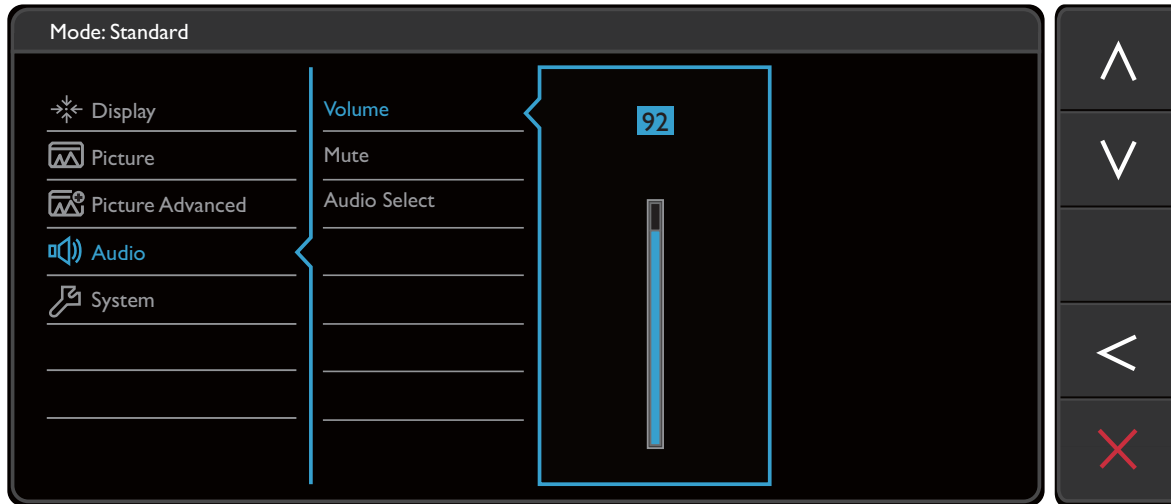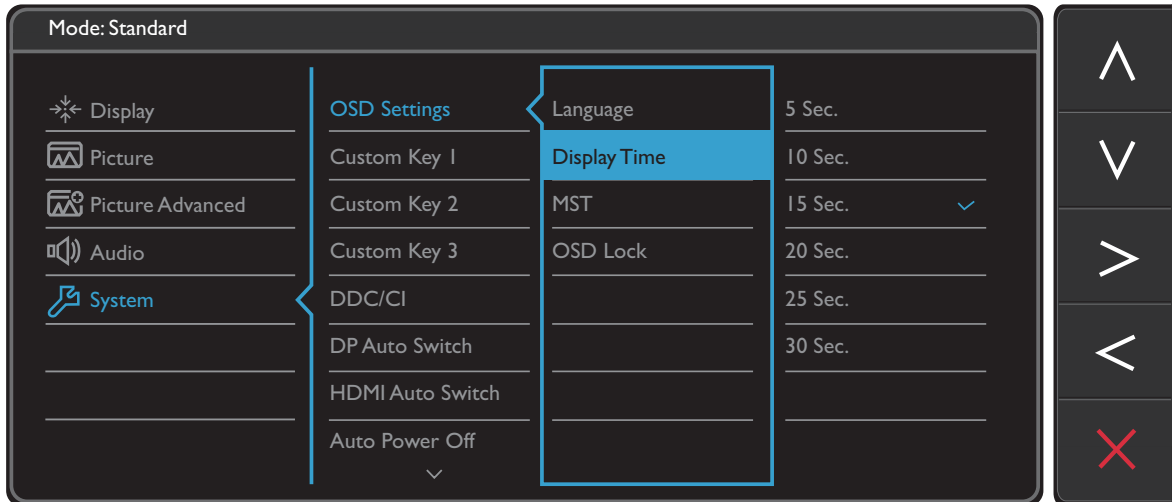

1. Select ▦ (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **Audio**.

3. Select ＞ to go to a sub menu, and then use ∧ or ∨ to select a menu item.

4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.

5. To return to the previous menu, select ＜ .

6. To exit the menu, select ✕ .

Item	Function	Range
Volume	Adjusts the audio volume.	0 ~ 100
Mute	Mutes the audio input.	• **ON** • **OFF**
Audio Select (for models with more than 2 audio sources)	Allow users to select the audio source or let the monitor detect it automatically.	• **DP** • **HDMI** • **Auto Detect**

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.

Mode: Standard			
Display	OSD Settings	Language	5 Sec.
Picture	Custom Key 1	Display Time	10 Sec.
Picture Advanced	Custom Key 2	MST	15 Sec. ✓
Audio	Custom Key 3	OSD Lock	20 Sec.
System	DDC/CI		25 Sec.
	DP Auto Switch		30 Sec.
	HDMI Auto Switch		
	Auto Power Off		

1. Select ▦ (**Menu**) from the hot key 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** • **Русский** • **Svenska** • **Português** • العربية • 日本語 • 한국어 • 繁體中文 • 简体中文
	Display Time	Adjusts the display time of the OSD menu.	• **5 sec.** • **10 sec.** • **15 sec.** • **20 sec.** • **25 sec.** • **30 sec.**
	MST	Allows data transmission while multiple monitors are daisy-chained.	• **ON** • **OFF**
	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.	

Item	Function	Range
Custom Key 1	Sets the function to be accessed by custom key 1.	• **Picture Mode** • **Input**
Custom Key 2	Sets the function to be accessed by custom key 2.	• **Rec. 709** • **sRGB**
Custom Key 3	Sets the function to be accessed by custom key 3.	• **CAD / CAM** • **Animation** • **Low Blue Light** • **Darkroom** • **Brightness** • **Contrast** • **Smart Reminder**
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 Auto Switch	When this function is activated, DP port will be in the input auto select loop. Otherwise, DP can only be selected by input select or by hot key.	• **ON** • **OFF**
HDMI Auto Switch	When this function is activated, HDMI port will be in the input auto select loop. Otherwise, HDMI can only be selected by input select or by hot key.	• **ON** • **OFF**
Auto Power Off	Sets the time to power off the monitor automatically in power saving mode.	• **OFF** • **10min.** • **20min.** • **30min.**
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**
Information	Displays the current monitor property settings.	• **Input** • **Current Resolution** • **Optimum Resolution** (best with the monitor)
DisplayPort	Selects an appropriate DP standard for data transmission.	• **1.1** • **1.2**

Item	Function	Range
Reset All	Resets all mode, color and geometry settings to the factory default values.	• **YES** • **NO**

Troubleshooting

Frequently asked questions (FAQ)

Imaging

? The image is blurred.

✓ Read the instructions on the link **"Adjusting the Screen Resolution"** on the CD, 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 on the link **"Adjusting the Screen Resolution"** on the CD. 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 **Picture** and **Reset Color**, and then choose **YES** to reset the color settings to the factory defaults.

If the image is still not correct and the OSD also has faulty coloration, this means one of the three primary colors is missing in the signal input. Now check the signal cable connectors. If any pin is bent or broken off, please contact your dealer to get necessary support.

? The image is distorted, flashes or flickers.

✓ Read the instructions on the link **"Adjusting the Screen Resolution"** on the CD, 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 41 for details.

? The image is displaced in one direction.

✓ Read the instructions on the link **"Adjusting the Screen Resolution"** on the CD, 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. Please read the **"Preset display modes"** section from the link **"Adjusting the Screen Resolution"**.

• 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.

• If USB Type-C connection is established, make sure the appropriate audio output setting on your laptop has been selected. You may look for options similar to "USB headphone."

USB Type-C connection

? When single monitor is connected, no video or audio output from the laptop with USB Type-C connection.

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

- Check if the USB Type-C cable has been connected to the monitor base and the laptop properly. See Connect the USB Type-C cable. on page 21 for more information.
- Check if the DP cable has been connected to the monitor and its base properly. See Connect the DP cable. on page 21 for more information.
- Check if the input source has been selected to **Mini DisplayPort** on **Display** > **Input**.
- Check if the OSD menus are properly configured. Go to **System** > **OSD Settings** > **MST** and select **OFF**. Go to **System** > **DP** and select **DP 1.2**.

USB peripherals

? No response from the USB peripherals connected to the USB ports on the monitor base.

✓ If MST connection has been established, make sure you have connected your laptop to the monitor base using a USB Type-C cable. Otherwise, all the USB ports on the monitor base will be disabled. You should connect the USB peripherals to the laptop and manage the display from there.

Network connection

? No Ethernet connection is available.

✓
- Check if the most up-to-date OS version has been installed.
- Make sure the LAN driver has been installed properly before making a network connection. Check the CD that came with your monitor or www.BenQ.com for the compatible driver files.

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 for more support and local customer service.