P Series
LCD Monitor
User Manual

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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.

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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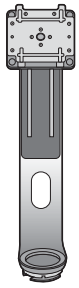
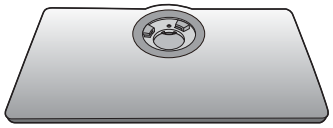
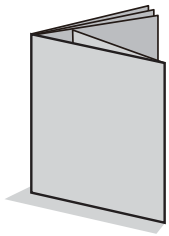
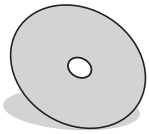
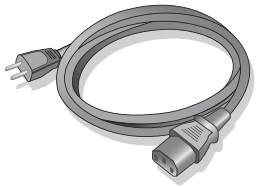
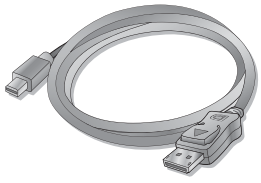
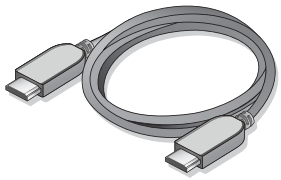
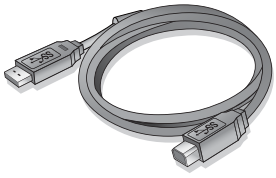
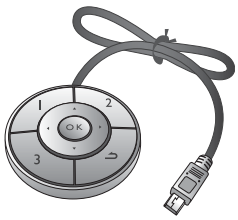
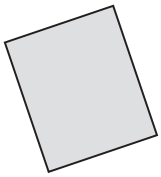
Getting started

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 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	

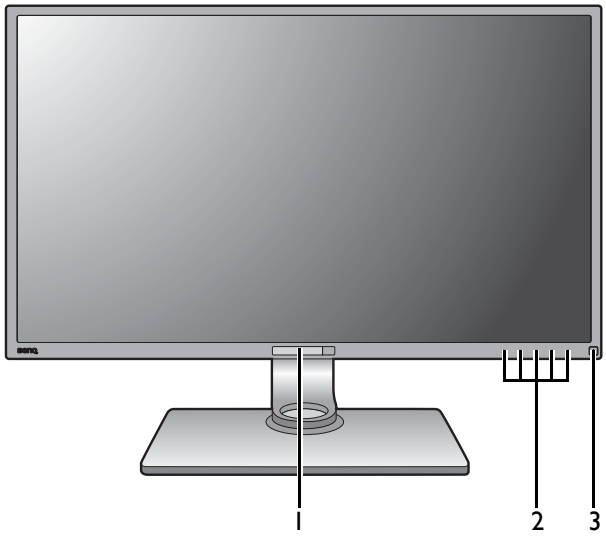
Video Cable: HDMI	
USB Cable	
OSD Controller	
Wire Holder	
Factory Calibration Report	

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

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

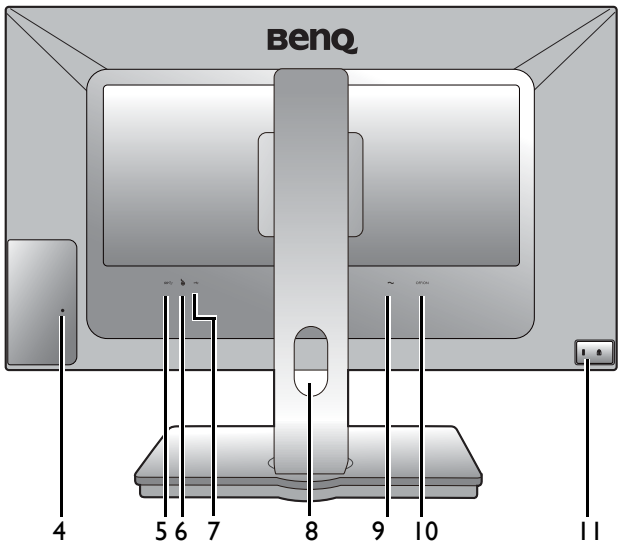
Getting to know your monitor

Front view

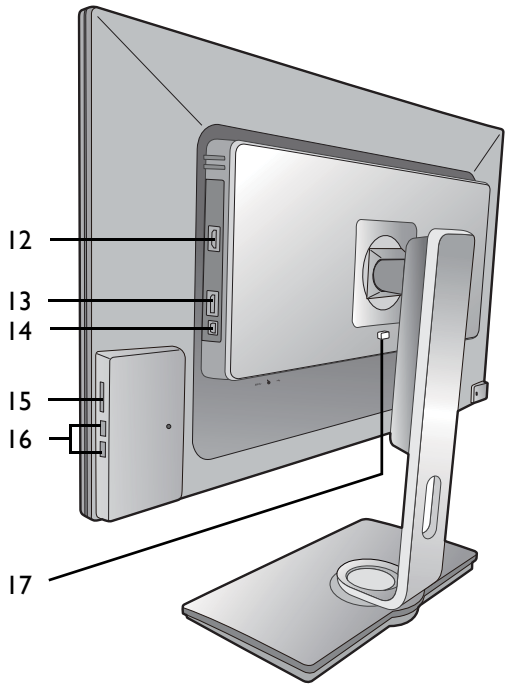


1. Light sensor / Eco sensor
2. Control buttons
3. Power button

Back view



4. Wire holder socket
5. USB 3.0 port (upstream; connecting to the PC)
6. OSD Controller socket
7. USB 2.0 port (service only)
8. Cable management hole
9. AC power input jack
10. Power switch
11. Kensington lock slot



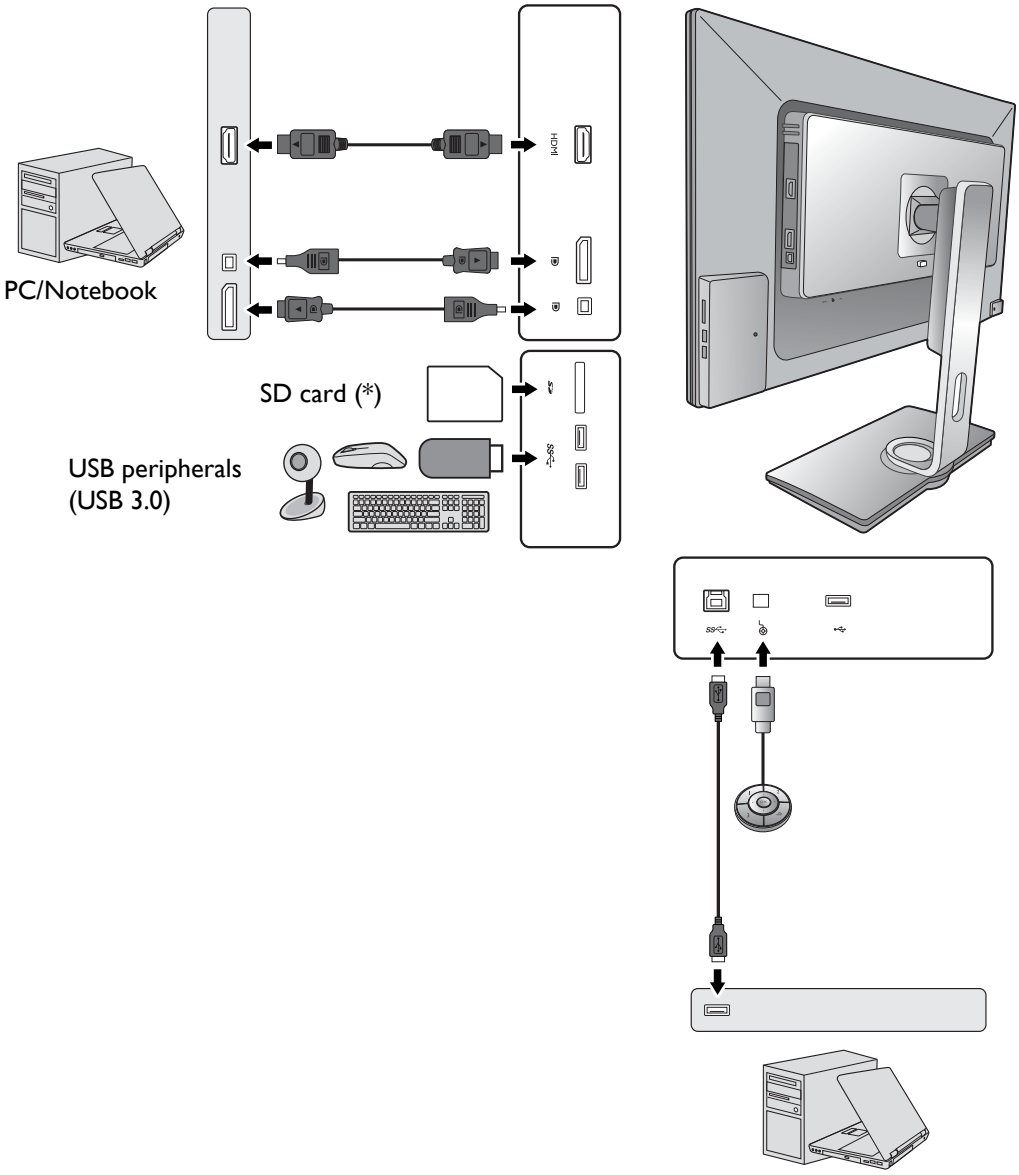
12. HDMI socket (*)
13. DisplayPort socket (**)
14. Mini DisplayPort socket (**)
15. SD card slot
16. USB 3.0 ports (downstream; connecting to USB devices)
17. Quick release button

- *: Supports up to 3840 x 2160 @ 30 Hz.
- **: Supports up to 3840 x 2160 @ 60 Hz.
- Above diagram may vary depending on the model.
- Picture may differ from product supplied for your region.

Connection

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

For detailed connection methods, see page 11 - 13.



*: Requires card reader driver for Windows 8.1 operating system. Install the driver from the supplied CD.

How to assemble your monitor hardware

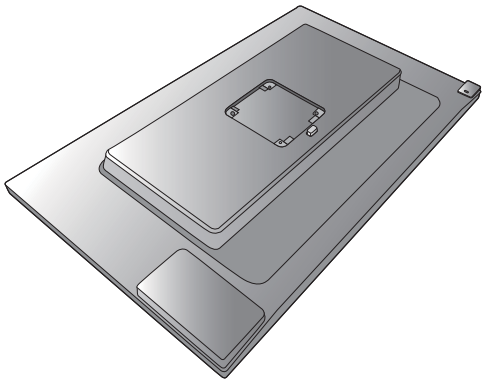
- If the computer is turned on you must turn it off before continuing.
  Do not plug-in or turn-on the power to the monitor until instructed to do so.
- The following illustrations are for your reference only. The location and available input and output jacks may vary depending on the purchased model.
- The supported timing may vary by input signal. Refer to the "**Preset display modes**" section on the link "**Adjusting the Screen Resolution**" for more information.

1. Attach the monitor base.

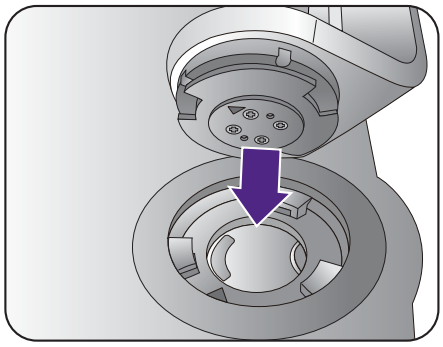
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

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.

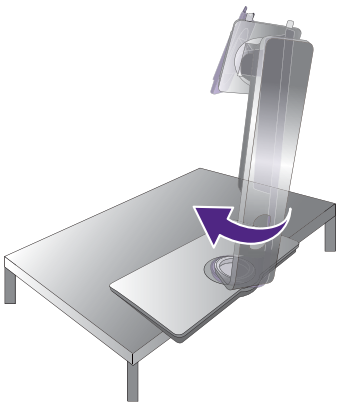
Gently lay the screen face down on a flat clean padded surface.



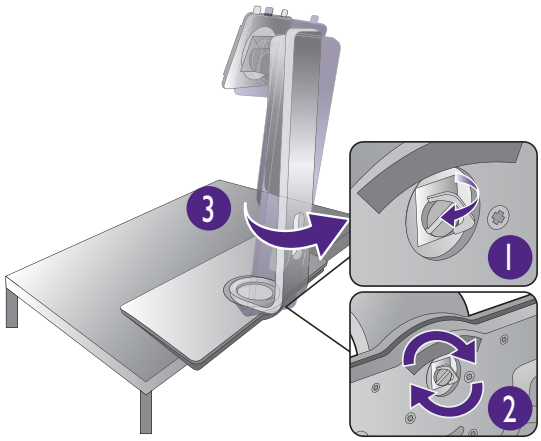
Attach the monitor stand to the monitor base as illustrated. Make sure to align the arrow on the end of the stand to the one on the monitor.



Turn the stand clockwise until you cannot go further.



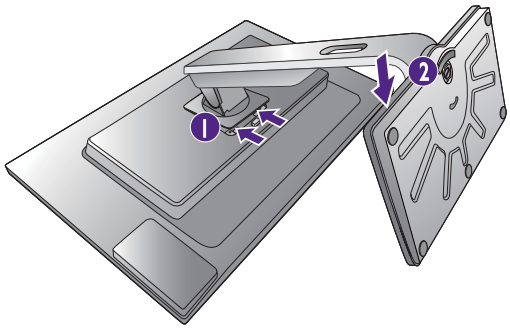
Tighten the thumbscrew on the bottom of the monitor base as illustrated. And then turn the stand counterclockwise to face forward.



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

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.

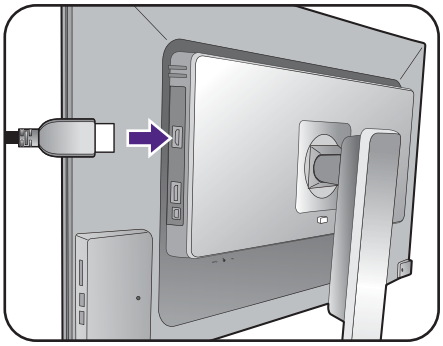


You should position the monitor and angle the screen to minimize unwanted reflections from other light sources.

2. Connect the PC video cable

To Connect the 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.

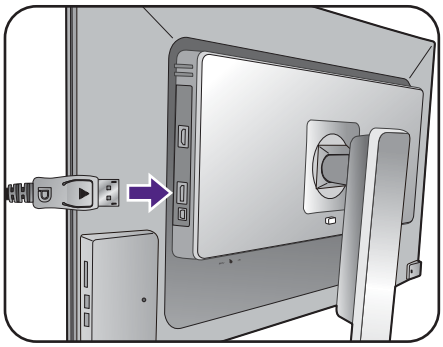


To Connect the DP Cable

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

After the monitor is powered on, if the image is not displayed, disconnect the cable. Go to **System** and **DP** on the OSD menu of the monitor and change the setting from **1.2** to **1.1**, and then connect the cable again. To go to the OSD menu, see Basic menu operation on page 30.

Or

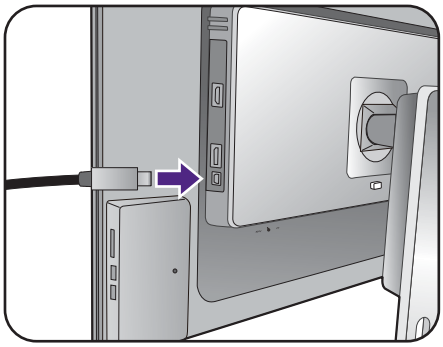


To Connect the mini DP Cable

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.

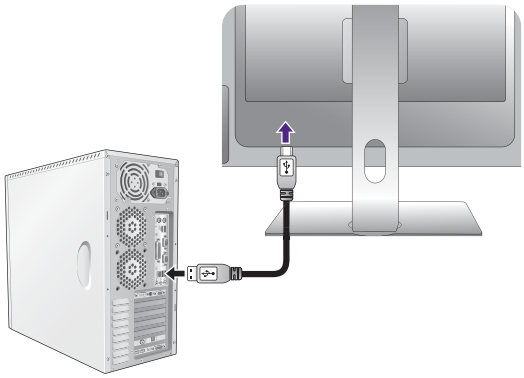
The video cables included in your package and the socket illustrations on the right may vary depending on the product supplied for your region.

Or

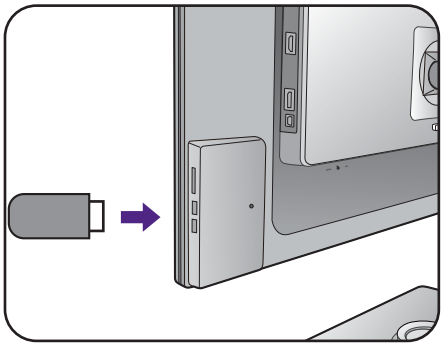


3. Connect USB devices.

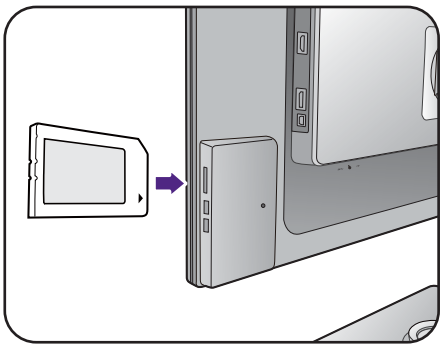
Connect the USB cable between the PC and the monitor (via the upstream USB port at the back). This upstream USB port transmits data between the PC and the USB devices connected to the monitor.



Connect USB devices via other USB ports (downstream) on the monitor. These downstream USB ports transmit data between connected USB devices and the upstream port.



4. Connect the memory card.



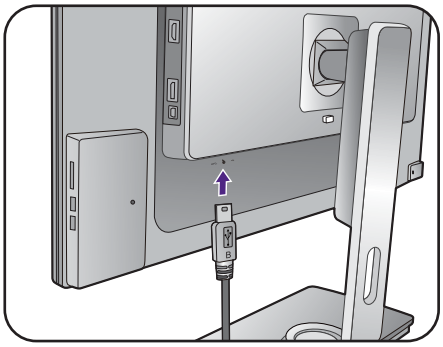
Insert an SD, MMC, or MS memory card following the direction indicated on the card to exchange files.

Requires card reader driver for Windows 8.1 operating system. Install the driver from the supplied CD.

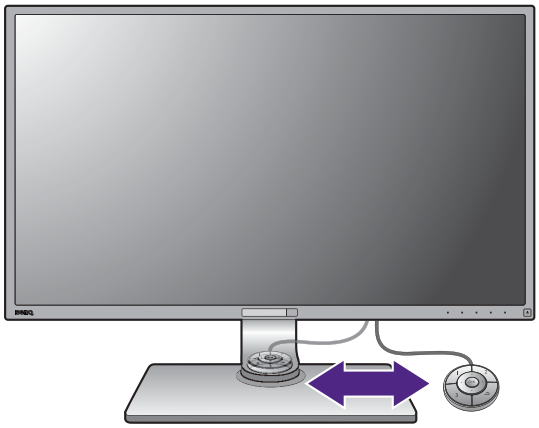
Supported memory card formats are as follows:

- SD / SDHC / SDXC
- MMC
- Memory Stick / Memory Stick Pro
- MS Duo / MS-Pro Duo

5. Connect the OSD Controller to the monitor.



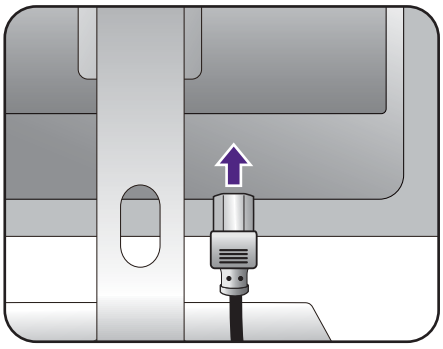
Connect the OSD Controller to the mini USB port (exclusively for OSD Controller connection) on the rear of the monitor.



And place the OSD Controller on the monitor stand or to another desired place as illustrated.

For more information on OSD Controller, see OSD Controller on page 28.

6. Connect the power cable to the monitor.

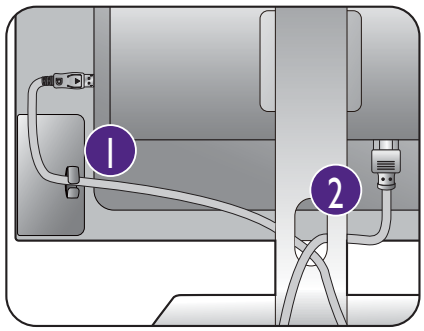


Plug one end of the power cord into the socket labelled ~ on the rear of the monitor. Do not connect the other end to a power outlet just yet.

7. Organize the cables.

Attach the wire holder to its socket on the rear of the monitor. And insert the cables one after one into the wire holder (1).

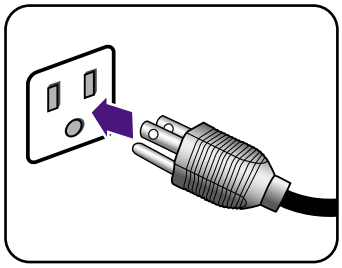
Route the cables via the cable management hole (2).



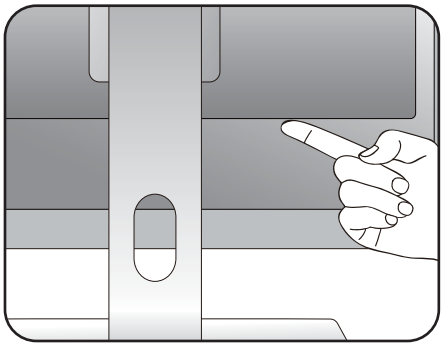
8. Connect-to and turn-on the power.

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.

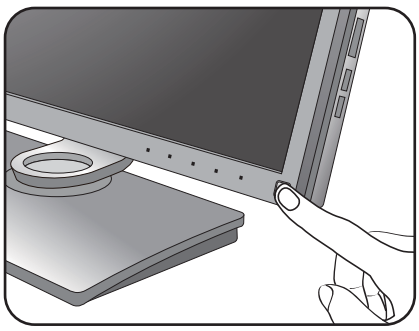


Switch the power switch next to the AC power input jack to **ON**.



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

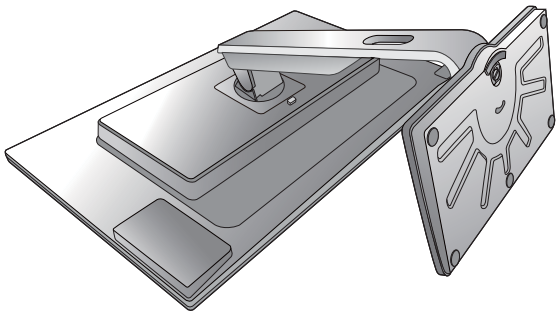
Turn on the computer too, and follow the instructions in Getting the most from your BenQ monitor on page 21 to install the monitor software.



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

How to detach the stand and the base

1. Prepare the monitor and area.

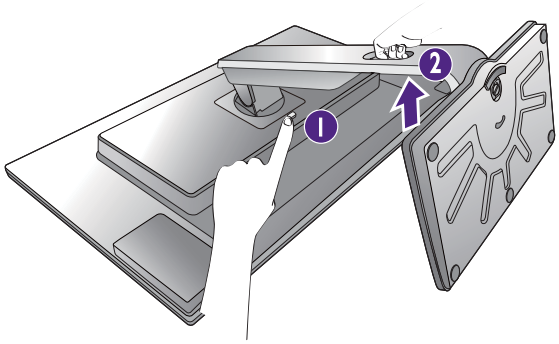


Turn off the monitor and the power before unplugging the power cable. Turn off the computer before unplugging the monitor signal cable.

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.

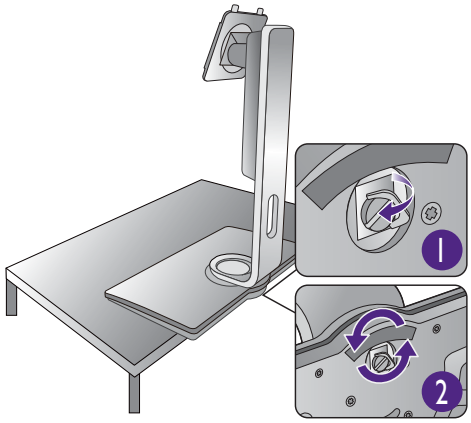
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

2. Remove the monitor stand.



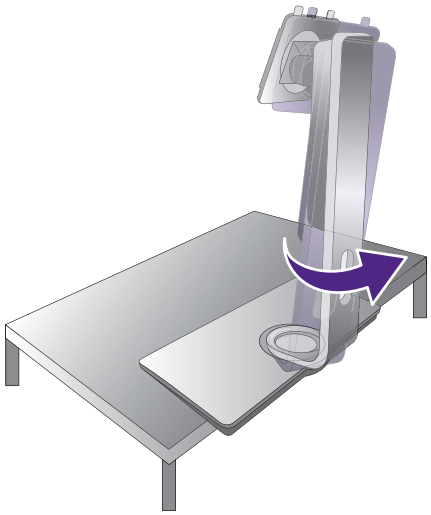
While pressing and holding the quick release button (1), detach the stand from the monitor (2).

3. Remove the monitor base.

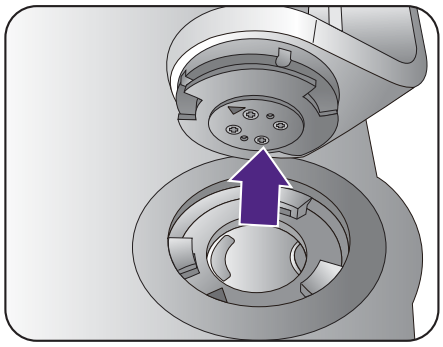


Release the thumbscrew on the bottom of the monitor base.

Turn the stand counterclockwise until you cannot go further.

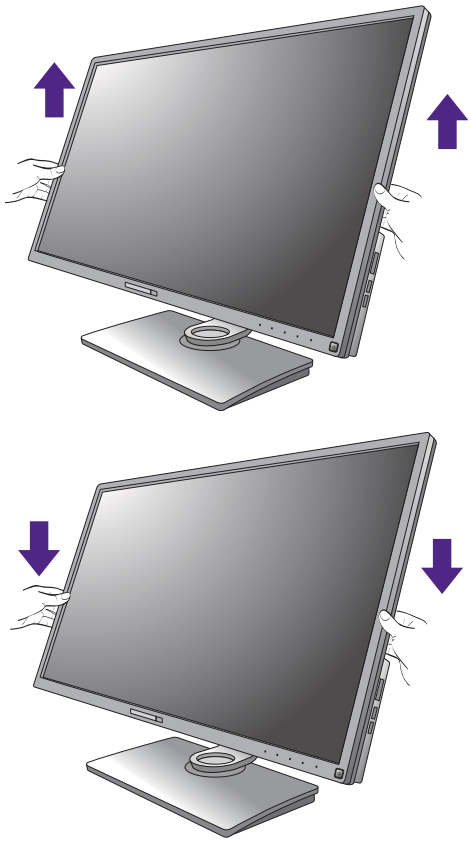


And then detach the base from the stand.

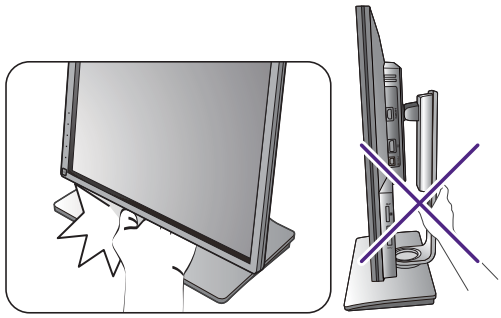


Adjusting the monitor height

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



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



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

Rotating the monitor

1. Pivot the display.

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

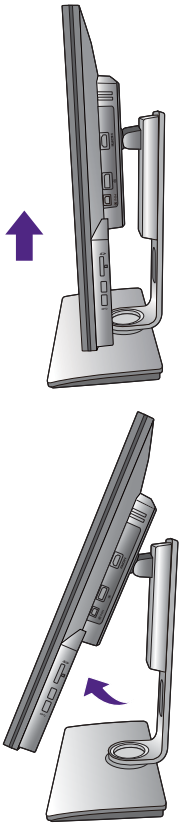
a. Go to **Display** and **Auto Pivot**. Select **On**.

b. 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.

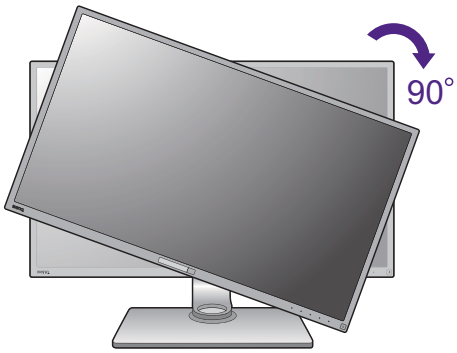
2. Fully extend the monitor and tilt it.

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.

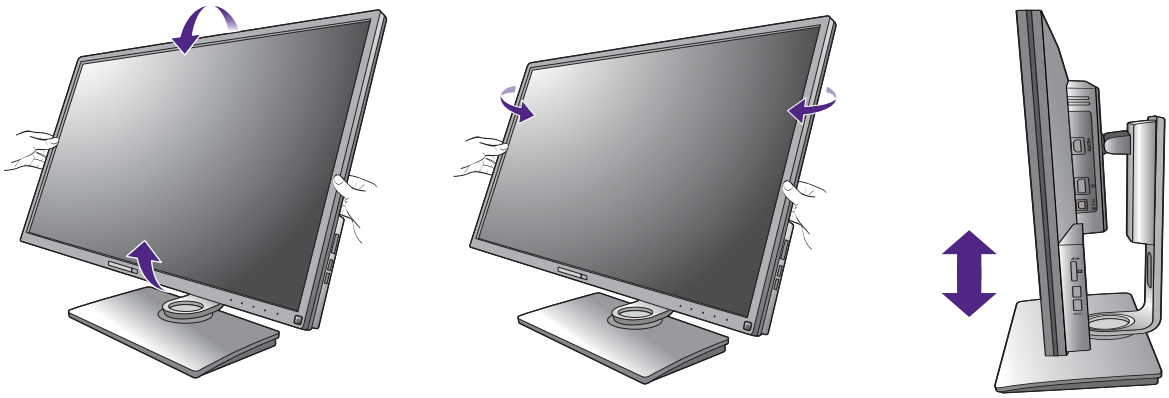


To avoid the edge of the LCD display hitting the monitor base surface while it is being rotated, do tilt and extend the monitor to the highest position before you start to rotate the display. You should also make sure there are no obstacles around the monitor and there is enough room for cables. Remove the connected USB peripherals and audio cable first.

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

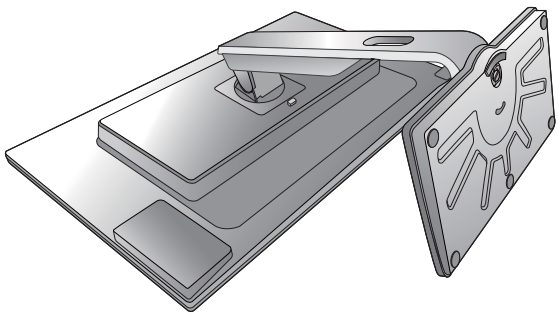
The back of your LCD monitor has a VESA standard mount with 100mm pattern, allowing the installation of a wall mount bracket. Before starting to install a monitor wall mounting kit, please read the precautions carefully.

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.

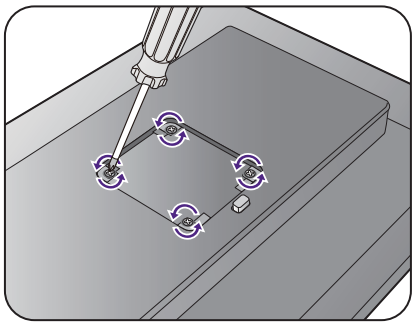
1. Remove the monitor stand.

Lay the screen face down on a clean and well-padded surface. Detach the monitor stand as instructed in step 1~2 in How to detach the stand and the base on page 15.



2. Remove the screws on the back cover.

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



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

3. Follow the instruction manuals of the wall 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 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 22.
- How to upgrade the monitor on an existing computer on page 23.

- 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 on page 10.
   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
P3200	P3200PT
PV3200	PV3200PT

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 on page 24.
- How to install on Windows 8 (8.1) system on page 25.
- How to install on Windows 7 system on page 26.

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.

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**.

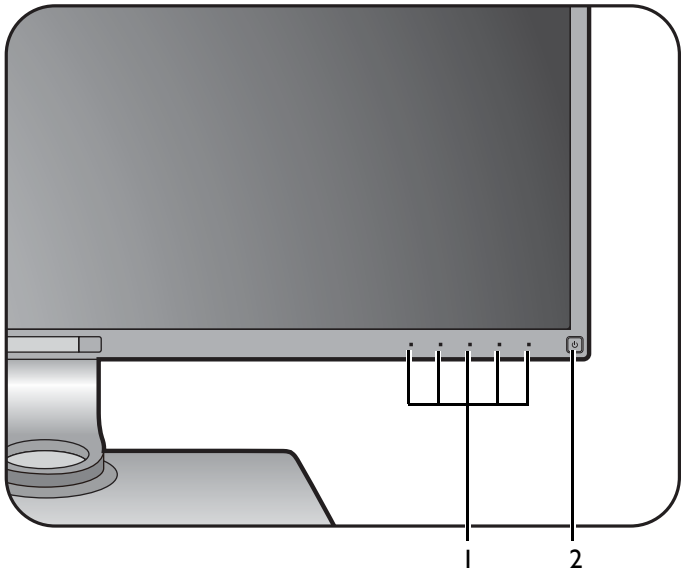
   This will copy and install the appropriate monitor driver files to your computer.

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



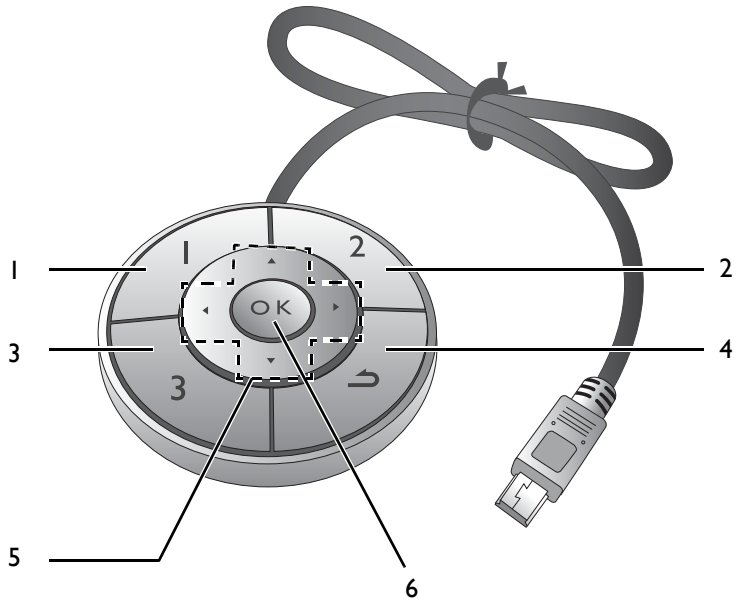
No.	Name	Description
1.	Control keys	Accesses the functions or menu items displayed on the screen, right next to each key.
2.	Power key	Turns the power on or off.

The control keys are embedded in a touchpad and are indicated by the LED indicators. Touch of an LED indicator represents pressing the corresponding control key.

OSD Controller

Apart from the control keys, OSD Controller also provides a quick way to control and access the OSD menus.

You need to connect the OSD Controller to your monitor prior to use. Follow the instructions in Connect the OSD Controller to the monitor. on page 13.



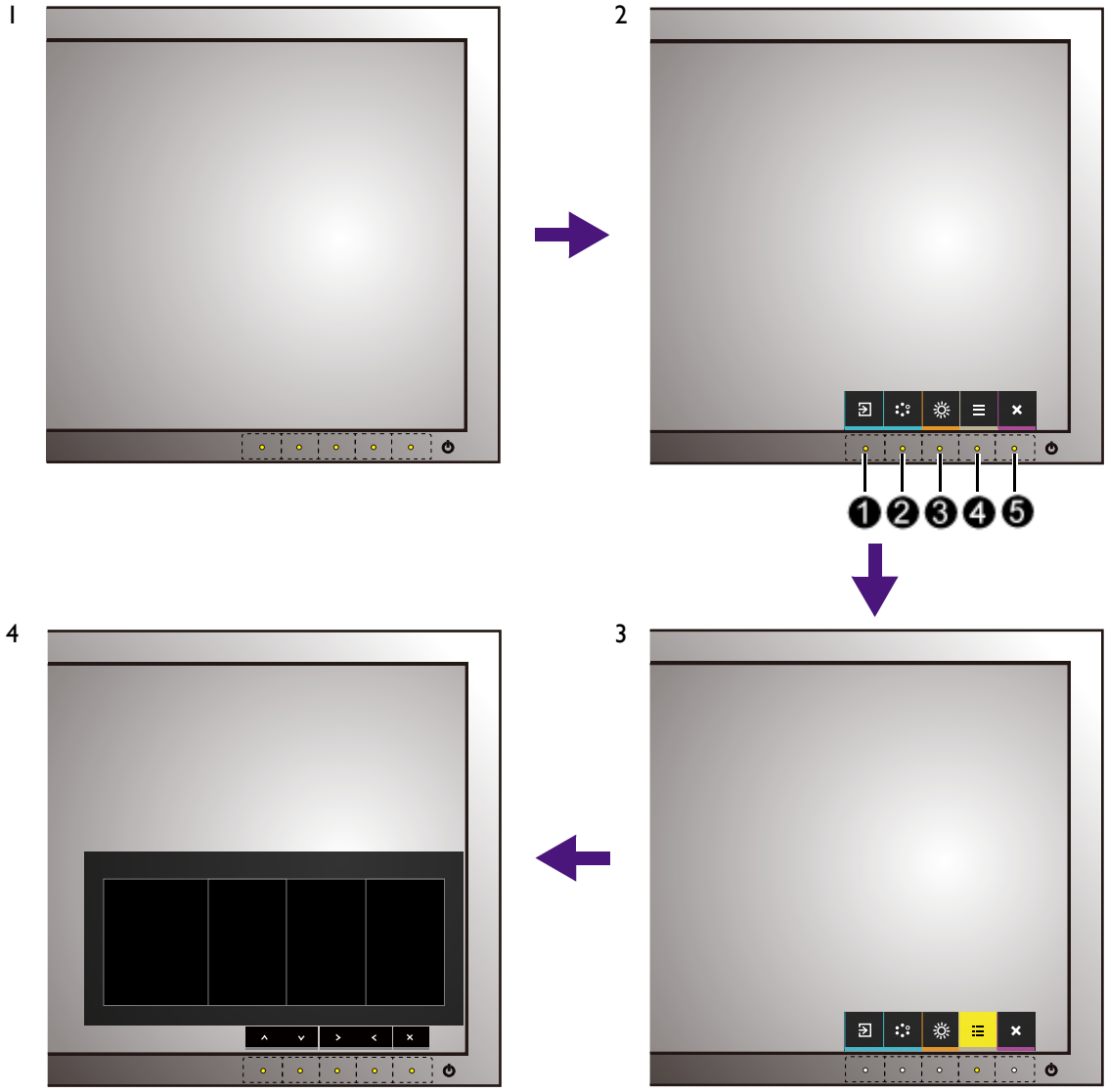
No.	Name	Description
1.	Controller Key 1	• Press to switch to **Rec. 709** (**Picture Mode**). • Press and hold for 5 seconds to bring up a list of options, select another feature of setup menu by pressing ▲ or ▼, and confirm with OK.
2.	Controller Key 2	• Press to switch to **EBU** (**Picture Mode**). • Press and hold for 5 seconds to bring up a list of options, select another feature of setup menu by pressing ▲ or ▼, and confirm with OK.
3.	Controller Key 3	• Press to switch to **SMPTE-C** (**Picture Mode**). • Press and hold for 5 seconds to bring up a list of options, select another feature of setup menu by pressing ▲ or ▼, and confirm with OK.
4.	Return button (⮌)	• Exits OSD menu. • Returns to the previous menu. • Activate the hot key menu.

No.	Name	Description
5.	Navigation buttons (▲ / ▼ / ◀ / ▶)	• ▲: For Up/Increase adjustment. • ▼: For Down/Decrease adjustment. • ▶: Enters sub menus. • ◀: Returns to the previous menu.
6.	OK key (OK)	• Activates the hot key menu. • Selects menu items.

OSD Controller is designed for BenQ LCD Monitor exclusively and is available for compatible models only. Do not connect it to other devices with mini USB ports.

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. Alternatively, press the OK key on the OSD Controller.
2. The hot key menu is displayed. The left 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 34 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 **Input**. To change the default settings, see Customizing the hot keys on page 31. • For Up/Increase adjustment.

No.	OSD in hot key menu	OSD icon in main menu	Function
❷	**Custom Key 2**	∨	• By default, the key is the hot key for **Color Mode**. To change the default settings, see Customizing the hot keys on page 31. • For Down/Decrease adjustment.
❸	**Custom Key 3**	> / ✓	• By default, the key is the hot key for **Brightness**. To change the default settings, see Customizing the hot keys on page 31. • Enters sub menus. • Selects menu items.
❹	**Menu**	<	• Activates the main menu. • Returns to the previous menu.
❺	**Exit**	×	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.

Customizing the hot keys

The left 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 or the OK key on the OSD Controller to bring up the hot key menu. Select (**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 the display color

To adjust the display color, you can do one of the following:

• Apply the standard color settings from **Color Adjustment** > **Color Mode**.

• Change the display and color settings manually from the OSD menu. Settings you might want to change are:

- Color Temp. (see page 38)
- Gamma (see page 38)
- Color Gamut (see page 39)

- Hue (see page 39)

- Saturation (see page 39)

- Black Level (see page 39)

Depending on the **Color Mode** you just set, the available options for color adjustment may vary. See Available menu options for each Color Mode on page 40 for more information.

Once the adjustment is done, you can save the customized settings from **Color Adjustment** > **Save Color Settings**.

- Use a colorimeter (purchased separately) to work with the provided software named **Palette Master Element** (selected models only) and optimize the display color. The calibration result will be saved under **Color Adjustment** > **Color Mode** > **Calibration 1** or **Calibration 2**. See the **Palette Master Element How-to-Use-Guide** (available from www.benq.com) for more information.
  To apply the calibrated result, go to **Color Adjustment** > **Color Mode** > **Calibration 1** or **Calibration 2**.

Adjusting the backlight

- Enable the light sensor of the monitor to adjust the backlight automatically. See Eye Protect on page 41 for more information.
- To adjust the backlight of the monitor, you can change the backlight manually from **Color Adjustment** > **Brightness**. See Brightness on page 38 for more information.

Adjusting image aspect ratio

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 or the OK key on the OSD Controller to bring up the hot key menu. Select (**Menu**) to access the main menu.
2. Go to **Display** and **Aspect Ratio**.
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 Color Mode on page 37 for all the available picture modes.

Go to **Color Adjustment** and **Color Mode** for a desired picture mode.

Video source selection in PIP/PBP mode

Your monitor scans for the available video sources in the following order: HDMI, DP, and mini DP, and displays the first available one. This video source will become the main source in PIP/PBP mode. You will need to decide the second source for PIP/PBP mode from the menu in PIP/PBP Source on page 46. Menu options that are not available will become grayed out.

Refer to the following table to find your main source and its supporting second sources.

		Possible second sources		
	Inputs	HDMI	DP	Mini DP
Main source	HDMI		V	V
	DP	V		V
	Mini DP	V	V	

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 30 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. 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 48 under **System** and **OSD Settings** for more details.

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

- Display menu on page 35
- Color Adjustment menu on page 37
- Ergonomics menu on page 41
- Eco menu on page 43
- PIP/PBP menu on page 45
- System menu on page 47

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. 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.

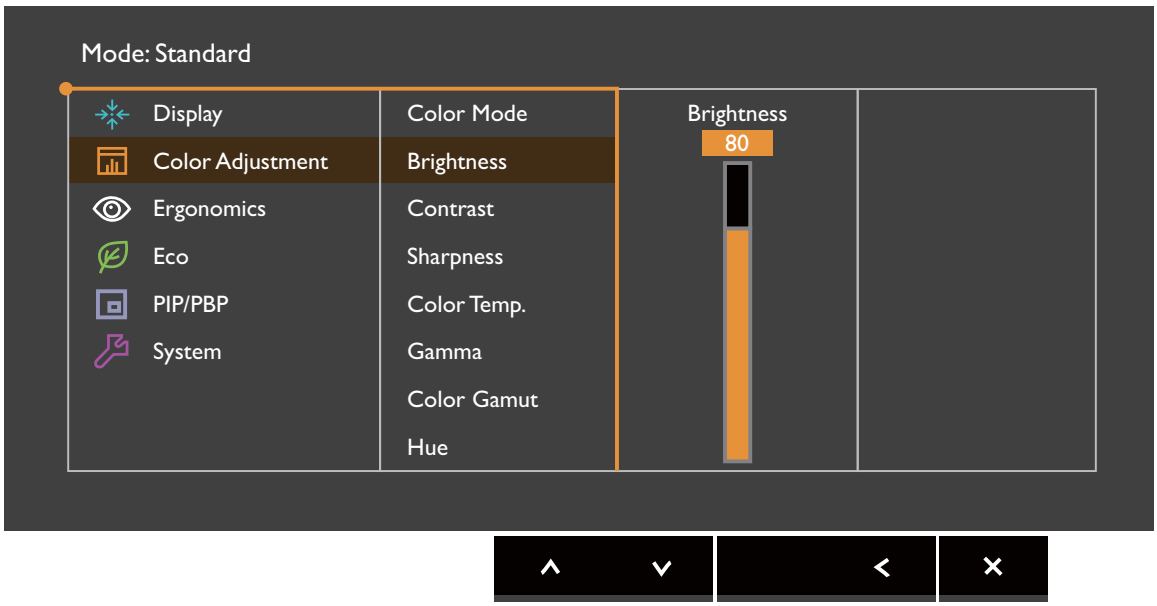
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Display**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use √ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ×.

Item	Function	Range
Input	Use this to change the input to that appropriate to your video cable connection type.	• **HDMI** • **DP** • **Mini DP**

Item	Function		Range
Aspect Ratio	This feature is provided to allow aspect ratios other than 16:9 to be displayed without geometric distortion.		
	Full	Scales the input image to fill the screen. Ideal for 16:9 aspect images.	
	Aspect	The input image is displayed without geometric distortion filling as much of the display as possible.	
	1:1	Displays the input image in its native resolution without scaling.	

Color Adjustment menu

Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. 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 **Color Adjustment**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

Item	Function		Range
Color Mode	Select a color mode that best suits the type of images shown on the screen.		
	Standard	For basic PC application.	
	Rec. 709	For better color matching representation with Standard Rec. 709.	
	EBU	For better color matching representation with Standard EBU.	
	SMPTE-C	For better color matching representation with Standard SMPTE-C.	

Item	Function		Range
	Calibration 1	Applies the calibration result optimized by the provided calibration software named **Palette Master Element** (selected models only) and your colorimeter (purchased separately). See the **Palette Master Element How-to-Use-Guide** (available from www.benq.com) for more information.	
	Calibration 2		
	Custom 1	Applies a combination of color settings defined by users.	
	Custom 2		
Brightness	Adjusts the balance between light and dark shades.		0 to 100
Contrast	Adjusts the degree of difference between darkness and lightness.		0 to 100
Sharpness	Adjusts the clarity and visibility of the edges of the subjects in the image.		0 to 10
Color Temp.	**5000K**	Applies a color tint (cool or warm) to the image. Color temperature is measured in K (Kelvin) degrees. The display becomes reddish if the color temperature is low, and becomes bluish if the color temperature is high. Some color gradations may not be displayed well if this the setting has been adjusted.	
	6500K		
	9300K		
	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 Gain** (0~100) • **G Gain** (0~100) • **B Gain** (0~100)
Gamma	Adjusts the tone luminance.		• **1.8** • **2.0** • **2.2** • **2.4** • **2.6**

Item	Function		Range
Color Gamut (available when the **Color Mode** is set to **Custom**)	**Rec. 709**	Reproduces the color gamut set by Rec. 709 standards.	
	EBU	Reproduces the color gamut set by EBU standards.	
	SMPTE-C	Reproduces the color gamut set by SMPTE-C standards.	
Hue	Adjusts the degree of how we perceive colors. Some color gradations may not be displayed well if this the setting has been adjusted.		• **R** • **G** • **B** • **C** • **M** • **Y**
Saturation	Adjusts the purity degree of colors. Some color gradations may not be displayed well if this the setting has been adjusted.		• **R** • **G** • **B** • **C** • **M** • **Y**
Black Level	Adjusts the luminance of the dark areas in an image.		0~10
Save Color Settings	Saves a new set of customized color settings.		• **Custom Mode 1** • **Custom Mode 2**
Reset Color	Resets the custom color settings to the factory defaults.		• **YES** • **NO**

Available menu options for each Color Mode

Depending on the **Color Mode** you just set, the available options for color adjustment may vary. Color modes and the available display options are as follows:

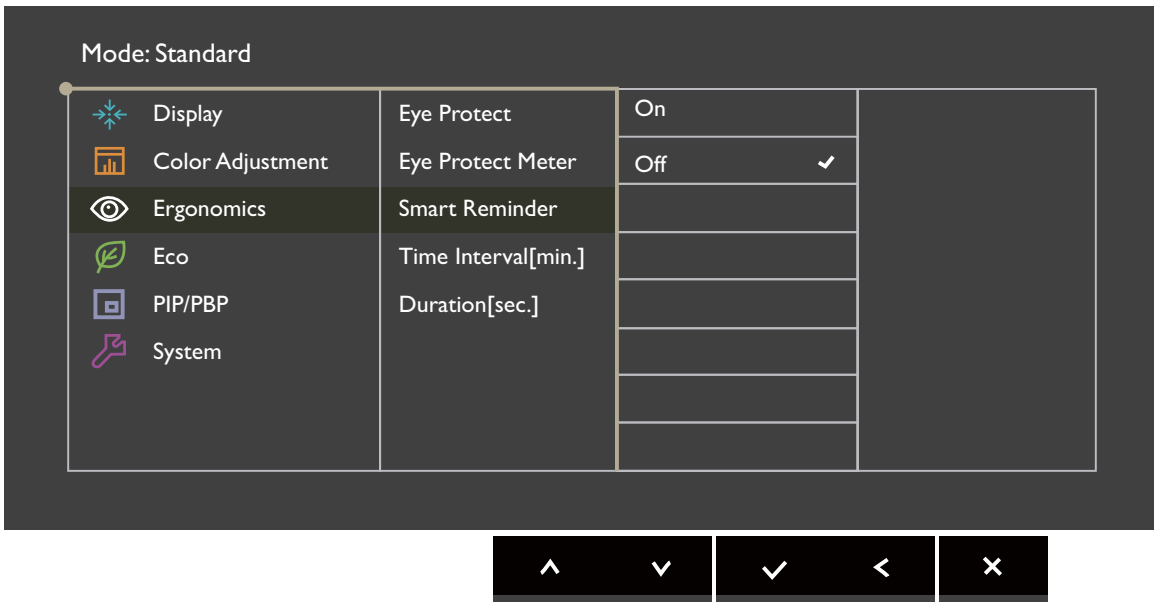
	Color Mode					
Setting	**Standard**	**Rec. 709**	**EBU**	**SMPTE-C**	**Calibration**	**Custom**
Brightness	V	V	V	V	N/A	V
Contrast	V	V	V	V	N/A	V
Sharpness	V	V	V	V	N/A	V
Color Temp.	5000K / 6500K / 9300K	6500K	6500K	6500K	N/A	V
Gamma	2.2 / 2.4	2.2 / 2.4	2.2 / 2.4	2.2 / 2.4	N/A	V
Color Gamut	Rec. 709	Rec. 709	EBU	SMPTE-C	N/A	V
Hue	N/A	N/A	N/A	N/A	N/A	V
Saturation	N/A	N/A	N/A	N/A	N/A	V
Black Level	V	V	V	V	N/A	V

V: all options are available for adjustment.

N/A: all options are not available for adjustment.

Ergonomics menu

Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. 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.



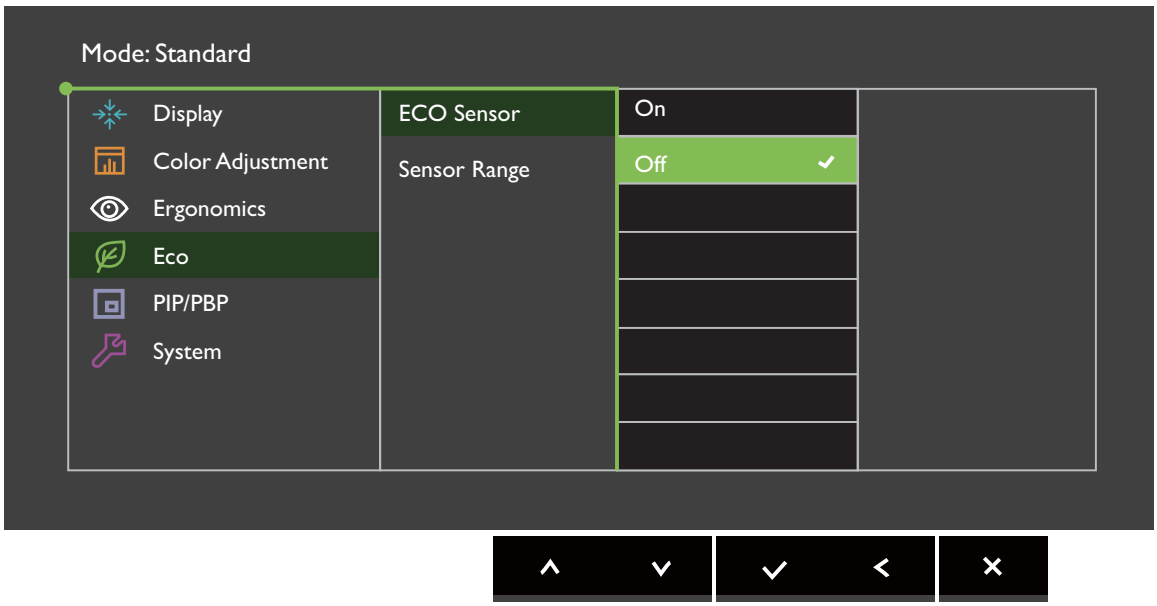
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Ergonomics**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

Item	Function	Range
Eye Protect (available when **Color Mode** is set to **Standard** or **Custom**)	Your monitor comes with a light sensor, which detects the light condition around the monitor and adjusts the monitor backlight automatically. This is to protect your eyes from overexposure to bright light. If the light is sufficient, the monitor brightness is increased. If the monitor is in a poor light, the monitor brightness is decreased. If you prefer to adjust the monitor brightness manually, go to **Color Adjustment** > **Brightness**. Color performance may be compromised if light sensor is enabled.	• **ON** • **OFF**

Item	Function	Range
Eye Protect Meter (available when **Color Mode** is set to **Standard** or **Custom**)	Sets to display the light condition around the monitor on the screen.	• **ON** • **OFF**
Smart Reminder	Decides to display the pop-up message that reminds you to rest your eyes.	• **ON** • **OFF**
Time interval (min.)	Sets the interval of the reminder message.	• **20** • **40** • **60** • **80** • **100**
Duration (sec.)	Sets the time the reminder message lasts on the screen. Alternatively, when the reminder message is displayed, press any key except the power button to hide the message.	• **5** • **10** • **15** • **20** • **25**

Eco menu

Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. 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.



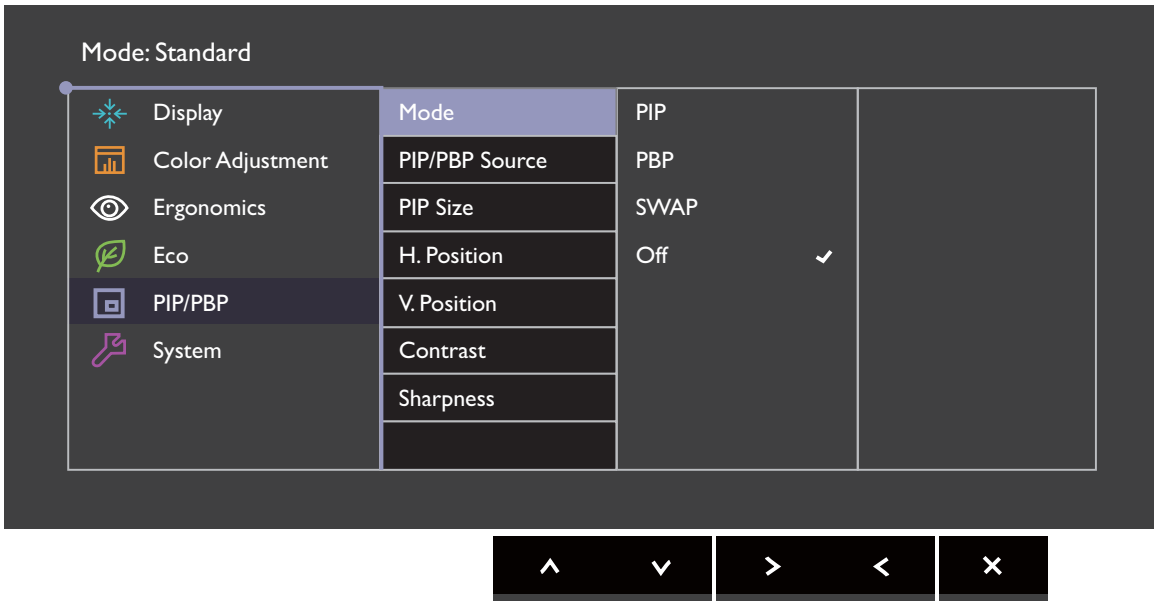
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Eco**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ×.

Item	Function	Range
Eco Sensor	Your monitor comes with a proximity sensor (called Eco sensor), which detects your presence in front of the monitor within the set range. If the sensor detects no presence, the monitor is turned off in 40 seconds to save power. If the monitor is turned off by the Eco sensor, the power button flashes in white. If the Eco sensor detects no presence for over 2 hours, the monitor will be powered off. Press the power button to turn on the monitor.	• **ON** • **OFF**

Item	Function	Range
Sensor Range	Decides how far the sensor can detect.	• **Near** • **Middle** • **Far**

PIP/PBP menu

Available menu options may vary depending on the input sources, functions and settings. Menu options that are not available will become grayed out. 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.



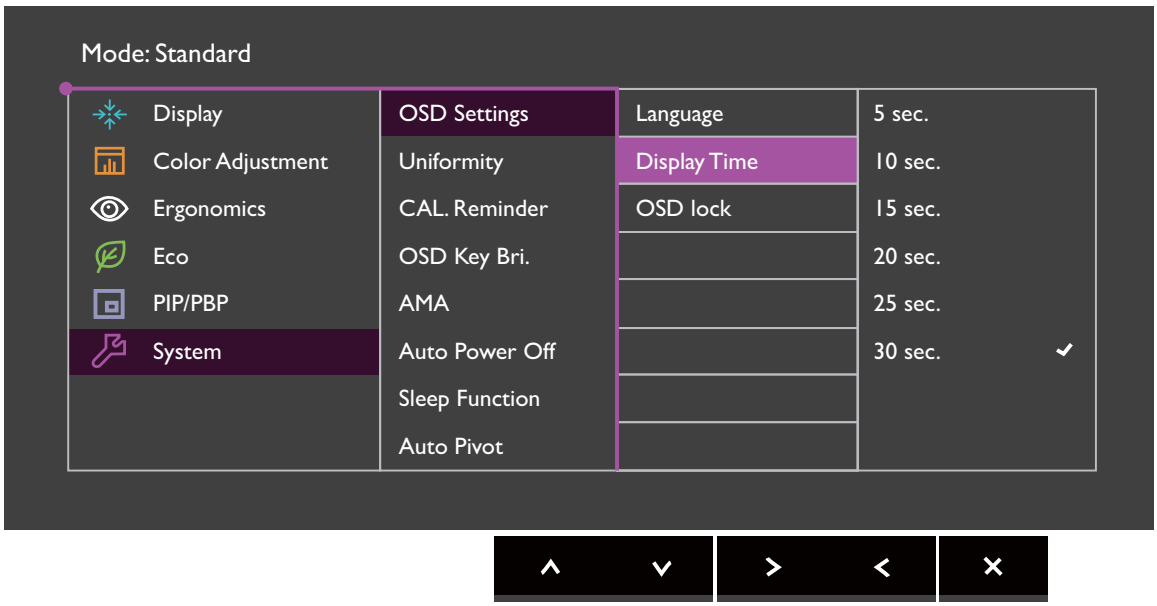
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **PIP/PBP**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

Item	Function		Range
Mode	Sets the PIP or PBP mode. Pictures from two independent video sources (as one is analog and the other is digital) are displayed on the screen at the same time.		
	PIP	The Picture-in-Picture (PIP) mode displays the main video source on the screen while the second source in an inset window.	
	PBP	Allows to display images from two different video sources side-by-side.	
	SWAP	Videos from the main and the second sources are swapped on the screen.	
	OFF	Disables PIP/PBP mode.	

Item	Function	Range
PIP/PBP Source	Sets the second video source for the PIP/PBP mode.	• **HDMI** • **DP** • **Mini DP**
PIP Size	Determines the size of the inset window in the PIP mode.	• **Small** • **Medium** • **Large**
H. Position	Adjusts the horizontal position of the inset window in the PIP mode.	0~100
V. Position	Adjusts the vertical position of the inset window in the PIP mode.	0~100
Contrast	Adjusts the contrast of the inset window in the PIP/PBP mode.	0~100
Sharpness	Adjusts the sharpness of the inset window in the PIP/PBP mode. To adjust the contrast and the sharpness of the main source, go to the **Color Adjustment** menu. See page 38 for more information.	0~10

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. 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 **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** • **SiCG/BiH/CRO** • **Română** • **Nederlands** • **Русский** • **Svenska** • **Português** • 日本語 • 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.**
	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.	
Uniformity	If activated, this function compensates the variation in brightness across the display area so the whole display area looks uniform in brightness. However, if high contrast and brightness are desired, please turn off this function.		• **ON** • **OFF**
CAL. Reminder	Sets to remind you when monitor calibration is recommended. When the monitor is in use, the used time is automatically calculated by a built-in timer.		• **ON** • **OFF**
OSD Key Bri.	Adjusts the LED indicators' brightness of the OSD control keys.		0 to 5

Item	Function	Range
AMA	Improves the gray level response time of the LCD panel.	• **ON** • **OFF**
Auto Power Off	Sets the time to power off the monitor automatically in power saving mode.	• **OFF** • **10 min.** • **20 min.** • **30 min.**
Sleep Function	Enables monitor's Sleep mode for power saving.	• **Enable** • **Disable**
Auto Pivot	Sets to rotate the OSD menu with the monitor.	• **ON** • **OFF**
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**
Custom Key 1	Sets the function to be accessed by custom key 1.	• **Brightness** • **Contrast** • **Input** • **Color Mode** • **Color Temp.** • **Gamma** • **Color Gamut** • **Black Level** • **PIP** /PBP
Custom Key 2	Sets the function to be accessed by custom key 2.	
Custom Key 3	Sets the function to be accessed by custom key 3.	
Controller Key 1	Sets the feature or setup menu to be accessed by Controller Key 1.	• **Standard** • **Rec. 709** • **EBU** • **SMPTE-C** • **Calibration 1** • **Calibration 2** • **Custom 1** • **Custom 2**
Controller Key 2	Sets the feature or setup menu to be accessed by Controller Key 2.	
Controller Key 3	Sets the feature or setup menu to be accessed by Controller Key 3.	
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**

Item	Function	Range
Information	Displays the current monitor property settings.	• **Input** • **Current Resolution** • **PIP Status** • **Model Name** • **Serial Number** • **Backlight Used Hour** • **Last Calibration Time** • **Asset Tag** (selected models only)
HDMI RGB PC Range	Determines the range of color scales. Select an option that matches the RGB range setting on the connected HDMI device.	• **RGB** (0~255) • **RGB** (16~235)
DP	Selects an appropriate DP standard for data transmission.	• **1.1** • **1.2**
Reset All	Resets all mode, color and geometry settings to the factory default values.	• **YES** • **NO**

Troubleshooting

Frequently asked questions (FAQ)

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 LED indicator is white.

- 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 white, 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.

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.

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 Aspect Ratio on page 36 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.

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.

No sound can be heard from the connected external speakers.

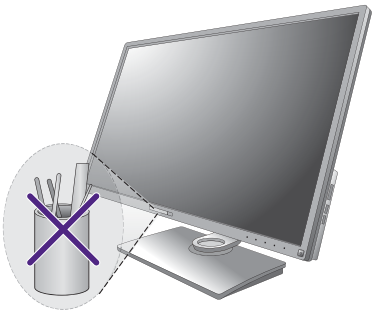
- Remove your headphone (if the headphone is connected to the monitor).
- Check whether the headphone jack is properly connected.
- If the external speakers are USB-powered, check whether the USB connection is OK.
- Increase the volume (volume may be muted or too low) on the external speakers.

The light sensor of the monitor does not work well.

The light sensor is located at the front bottom of the monitor. Please check:

- If you have removed the sensor protection sticker.
- If the Eye Protect function is set to **ON**. Check **Ergonomics** > **Eye Protect**.
- If there are any obstacles in front of the sensor that keep the sensor from detecting the light properly.
- If there are any objects or clothing in bright colors in front of the sensor. Bright colors (especially white and fluorescent colors) reflect light and the sensor cannot detect the main light sources.

The ECO sensor of the monitor does not work well.



- The ECO sensor is located at the front bottom of the monitor. Check if there are any obstacles in front of the sensor that keep the sensor from detecting your presence properly.
- If you have removed the sensor protection sticker.
- The colors and the materials of your clothes may affect the detection. Adjust the sensor range if needed. See Sensor Range on page 44 for more information.
- Adjust the distance between you and the monitor.

If none of the proceeding actions works, it is probably because the materials of your clothes are unique and cannot be detected by the ECO sensor. Please be noted that this is neither a manufacturing defect nor is the sensor damaged. You should turn off the ECO sensor for now in **Eco** > **ECO Sensor**.

Need more help?

If your problems remain after checking this manual, please contact your place of purchase or e-mail us at: Support@BenQ.com.