LCD Monitor

User Manual

Work and Entertainment Monitor | EW Series

Copyright

Copyright © 2025 by BenQ Corporation. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written permission of BenQ Corporation.

Disclaimer

BenQ Corporation makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties, merchantability or fitness for any particular purpose. Further, BenQ Corporation reserves the right to revise this publication and to make changes from time to time in the contents hereof without obligation of BenQ Corporation to notify any person of such revision or changes.

BenQ flicker-free technology maintains a stable backlight with a DC dimmer that eliminates the primary cause of monitor flicker, making it easier on the eyes. The performance of flicker-free may be affected by external factors such as poor cable quality, unstable power supply, signal interference, or poor grounding, and not limited to the above mentioned external factors. (Applicable for flicker-free models only.)

Product support

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

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

Firmware upgrade

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

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

- Support.BenQ.com > model name > **Software & Driver** > **Display QuicKit** (available only when your monitor is compatible)
- Support.BenQ.com > **Display QuicKit** (availability may vary by region)

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

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

Advanced software

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

- **Display Pilot 2**

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

EPREL Registration Number:
EW270Q: 2466222

Q&A index

Start with the topics that you are interested in.

Setup

How to set up the monitor and turn it on?

Safety precautions 5
How to assemble your monitor hardware 17

How to adjust the monitor viewing angle?

Adjust the viewing angle. 18

How to wall mount the monitor?

Mounting the monitor on your wall/monitor arm 21

Input source and image display

How to obtain the best HDR effect?

Enabling HDR function 27
Cinema HDRi 32
Game HDRi 32

Menus and accessories

How to use the OSD menu?

5-way controller and basic menu operations 23
Navigating the main menu 29

What menu options are available to each color mode?

Available menu options to each Color Mode 34

Maintenance and product support

How to clean the monitor?

Care and cleaning 7

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

How to detach the stand and the base 20
Care and cleaning 7

I need more support.

Product support 3
Servicing 8

Safety precautions

Power safety

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

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

For Germany only:

- (If the weight of the product is less than or equal to 3 kg) An approved power cord greater or equal to H03VV-F, 3G, 0.75mm^2 must be used.
- (If the weight of the product is more than 3 kg) An approved power cord greater or equal to H05VV-F or H05RR-F, 3G, 0.75mm^2 must be used.
- (If a remote control is provided) RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

For models with adapter:

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

Installation

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

Operation

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

Caution

- The distance between you and the monitor should be 2.5 to 3 times the diagonal width of the screen.
- Looking at the screen for an extended period of time causes eye fatigue and may deteriorate your eyesight. Rest your eyes for 5 ~ 10 minutes for every 1 hour of product use.
- Reduce your eye strain by focusing on objects far way.
- Frequent blinking and eye exercise help keep your eyes from drying out.

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

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

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

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

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

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

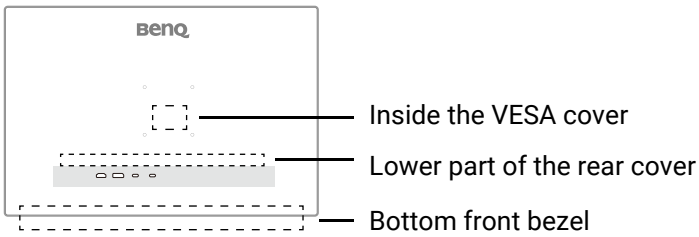
- Do not ingest battery. Chemical Burn Hazard.
- The remote control supplied with this product contains a coin / button cell battery. If the coin / button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children.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

Care and cleaning

- Do not place the monitor face down on the floor or a desk surface directly. Otherwise, scratches on the panel surface may occur.
- The equipment is to be secured to the building structure before operation.
- (For models that support wall or ceiling mounting)
    - Install your monitor and monitor mounting kit on a wall with flat surface.

  - Ensure that the wall material and the standard wall mount bracket (purchased separately) are stable enough to support the weight of the monitor.
  - Turn off the monitor and the power before disconnecting the cables from the LCD monitor.
- Always unplug the product from the power outlet before cleaning.
- Slots and openings on the back or top of the cabinet are for ventilation. They must not be blocked or covered. Your monitor should never be placed near or over a radiator or heat sources, or in a built-in installation unless proper ventilation is provided.
- Do not place heavy loads on the monitor to avoid possible personal injury or damage to the monitor.
- Consider keeping the box and packaging in storage for use in the future when you may need to transport the monitor.
- Refer to the product label for information on model name, power rating, manufacturing date, barcode, serial number, and identification markings. The locations of labels vary by model. See the illustration below for where the labels can be.

Possible label location:



Servicing

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

Support.BenQ.com

General warranty information

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

- Documents required for warranty services have been altered by unauthorized use or is illegible.
- The model number or production number on the product has been altered, deleted, removed or made illegible.
- Repairs, modifications, or alterations have been made by unauthorized service organizations or persons.
- Damage caused by improper storage of the monitor (including but not limited to force majeure, direct exposure to sunlight, water, or fire).
- Reception problems occurred due to external signals (such as antenna, Cable TV) outside the monitor.

- Defects caused by abuse or misuse of the monitor.
- Before using the monitor, it is the sole responsibility of the user to check whether the monitor is compatible with local technical standards if the user brings the monitor out of its intended sales area. Failure to do so may cause product breakdown and the user will have the pay the repairing costs.
- It is the sole responsibility of the user if problems (such as data loss and system failure) occurred due to non-factory provided software, parts, and/or non-original accessories.
- Please use the original accessories (e.g. power cable) only with the device to avoid possible dangers such as electric shock and fire.

Typographics

Icon / Symbol	Item	Meaning
	Warning	Information mainly to prevent the damage to components, data, or personal injury caused by misuse and improper operation or behavior.
	Tip	Useful information for completing a task.
	Note	Supplementary information.

In this document, the steps needed to reach a menu may be shown in condensed form, for example: **Menu** > **System** > **Information**.

Table of Contents

Copyright 2

Disclaimer 2

Product support 3

- Firmware upgrade 3
- Advanced software 3

Q&A index 4

Safety precautions 5

- Power safety 5
- Installation 6
- Operation 6
- Safety notice for remote control (applicable if a remote control is provided) 7
- Battery safety notice (applicable if a remote control is provided) 7
- Care and cleaning 7
- Servicing 8
- General warranty information 8

Getting started 12

Getting to know your monitor 14

- Front view 14
- Back view 14
- Connections 15

How to assemble your monitor hardware 17

- How to detach the stand and the base 20
- Mounting the monitor on your wall/monitor arm 21

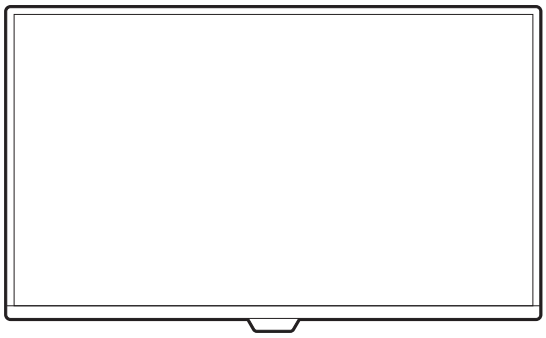
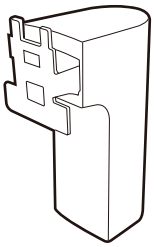
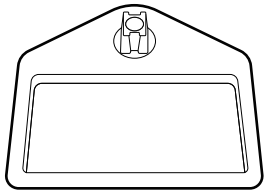
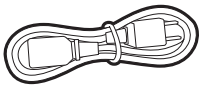
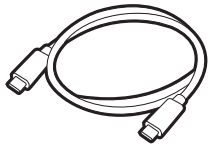
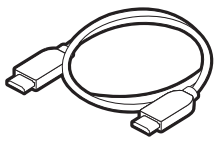
How to adjust your monitor 22

- The control panel 22
- 5-way controller and basic menu operations 23
- Working with the **Quick Menu** 24
- Setting up your monitor for different scenarios 25
- Adjustable OSD settings 25
- Switching the inputs quickly 26
- Adjusting screen brightness automatically (**Visual Optimizer**) 26
- Optimizing the image contrast by **Local Contrast** (selected color modes only) 27
- Enabling HDR function 27
- Activating variable refresh rate (VRR) 27
- Choosing an audio mode 27
- Choosing an appropriate color mode 28
- Working with a Mac series product 28
- Enabling color vision accessibility (**Color Weakness**) 28
- Working with Video Format Support technology 28

Navigating the main menu 29
Input menu 30
Color Mode menu 31
Audio menu 35
Eye Care menu 37
System menu 39
Troubleshooting 44
Frequently asked questions (FAQ) 44
Need more help? 46

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.

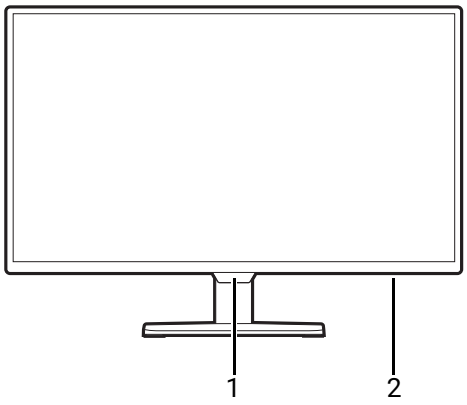
BenQ LCD Monitor (Appearance may vary by model. See 14.)	
Monitor Stand	
Monitor Base	
User Documents • Quick Start Guide • Safety Instructions • Regulatory Statements	
Power Cord (Supplied item may differ by model or region.)	
Video Cable: USB-C™	
Video Cable: HDMI	

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

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

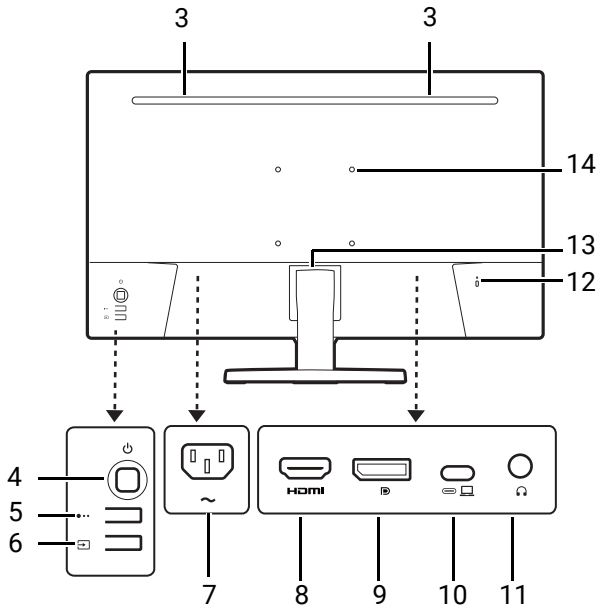
Getting to know your monitor

Front view



1. Light sensor
2. Power indicator

Back view



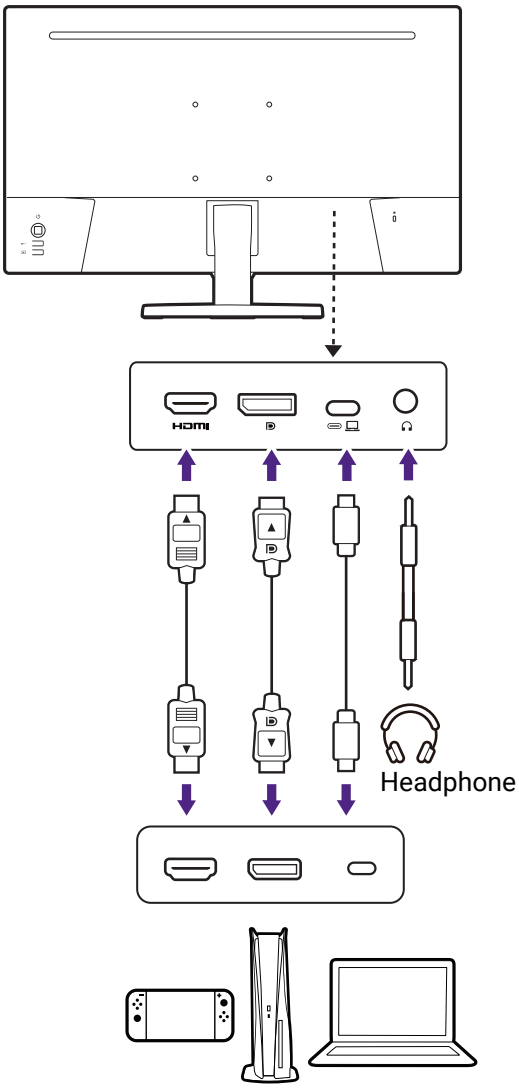
3. Speakers
4. Power button / 5-way controller
5. Scenario hotkey
6. Input hotkey
7. AC power input jack
8. HDMI port
9. DisplayPort socket
10. USB-C™ port (for video, data transmission and power delivery up to 65W)
11. Headphone jack
12. Kensington lock slot
13. Release button
14. VESA screw holes

- Above diagram may vary depending on the model.
- Picture may differ from product supplied for your region.
- (Applicable for products with white case) The case of the product may turn yellow in about 3 years due to the photo-oxidation reactions induced by light. This is a normal phenomenon and should not be considered as manufacturing defect.

Connections

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

For detailed connection methods, see page 18.



Power delivery of USB-C™ ports on your monitor

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

EW270Q
USB-C™ Power Delivery
5V / 3A
9V / 3A
12V / 3A
15V / 3A
20V / 3.25A

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

*: Charging via USB-C™ in monitor power saving mode is available when the **Power Awake** function is enabled. Go to **System** > **OSD Settings** > **Power Awake** and select **ON**.

How to assemble your monitor hardware

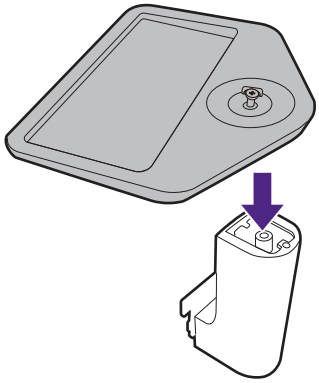
- If the computer is turned on you must turn it off before continuing.
  Do not plug-in or turn-on the power to the monitor until instructed to do so.
- The following illustrations are for your reference only. The product appearance, available input and output jacks may vary depending on the purchased model.
- The supported timing may vary by input signal. Download **Resolution file** from the website (see Product support on page 3). Refer to "**Preset display modes**" in **Resolution file** for more information.
- Avoid finger pressure on the screen surface.

1. Attach the monitor base.

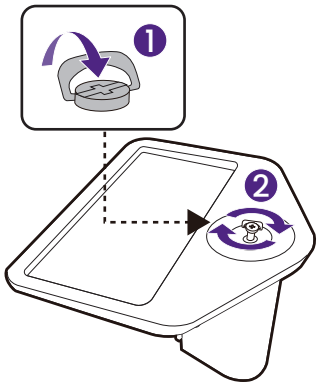
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

Open the box, remove the cushion that protects the back of the monitor. And take out the monitor stand and base.

Attach the monitor stand to the monitor base as illustrated.

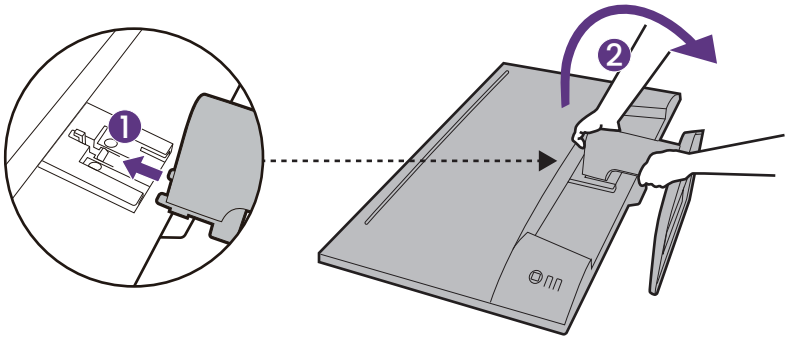


Raise the thumbscrew lid and tighten the thumbscrew as illustrated. Then push the lid back.



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

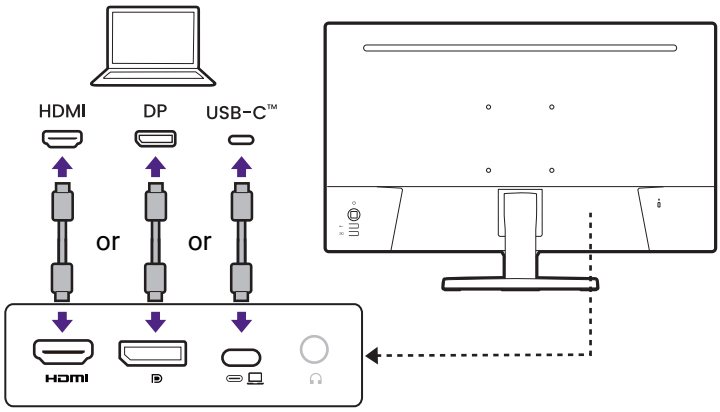
Carefully lift the monitor, turn it over and place it upright on its stand on a flat even surface.



2. Connect the video cable.

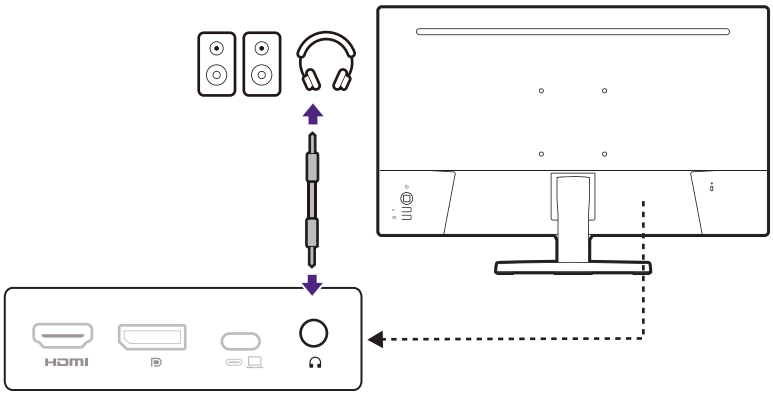
The video cables included in your package and the socket illustrations in this document may vary depending on the product supplied for your region.

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



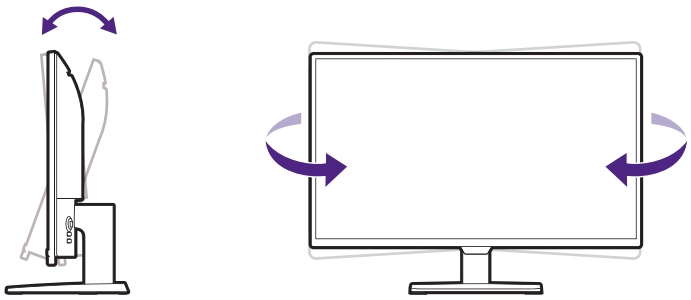
3. Connect the audio cable.

You may connect headphones/speakers to the headphone jack found on the rear of the monitor.



4. Adjust the viewing angle.

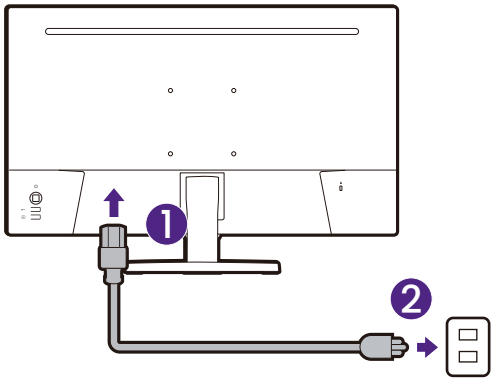
You may position the screen to the desired angle with monitor tilt and swivel adjustment functions. Check the product specifications on the website for details.



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

5. Connect to power.

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

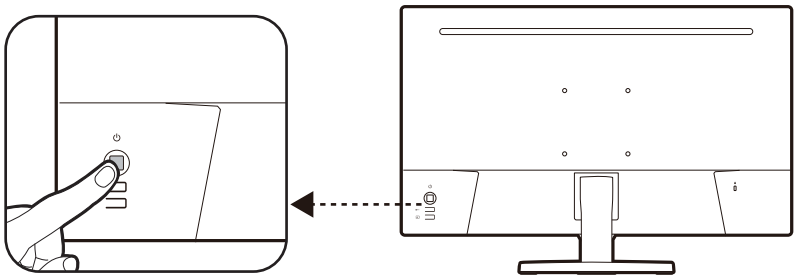


Picture may differ from product supplied for your region.

6. Turn-on the power.

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

Turn on the computer too. If you have multiple video sources, press / / / on the monitor to bring up the input selection menu. Select one input to display.



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

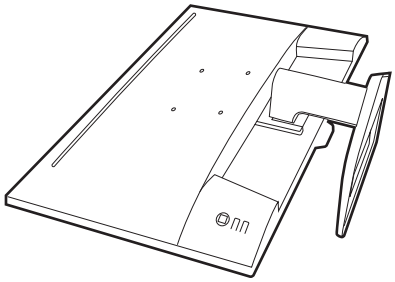
How to detach the stand and the base

1. Power off the monitor.

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

2. Prepare the monitor and area.

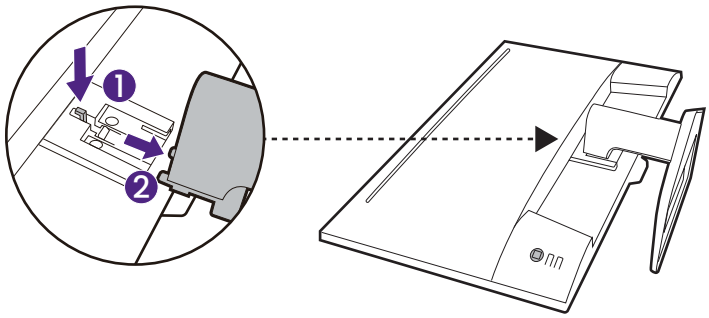
Lay the screen face down on a clean and well-padded surface. Or put the monitor back to the box that used to ship the product in the first place.



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

3. Remove the monitor stand.

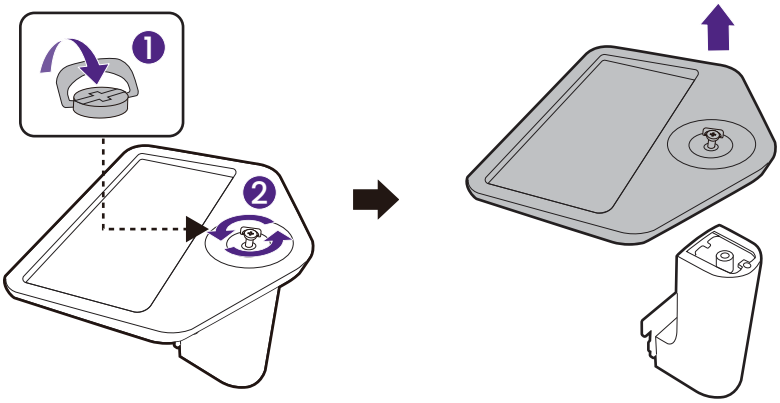
While pressing and holding the quick release button (❶), detach the stand from the monitor (❷).



To secure or release a screw, a cross-pointed screwdriver is required.

4. Remove the monitor base.

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



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.

Mounting the monitor on your wall/monitor arm

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

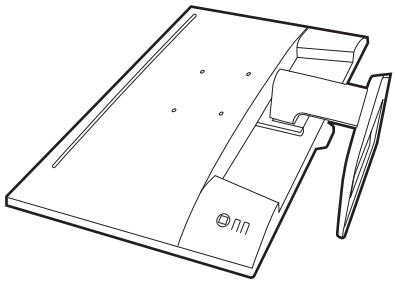
You can visit BenQ website for available monitor arms.

Precautions

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

1. Remove the monitor stand.

Lay the screen face down on a clean and well-padded surface. Detach the monitor stand as instructed in How to detach the stand and the base on page 20.

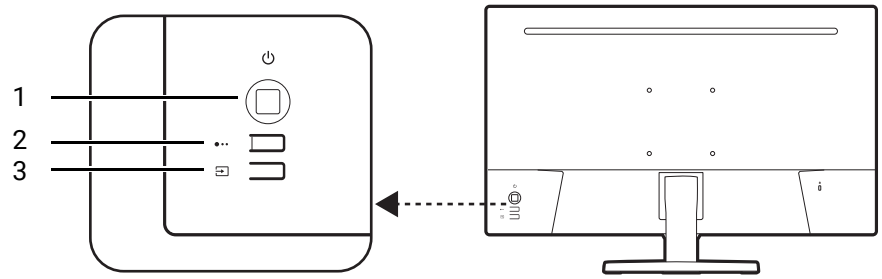


2. Follow the instruction manuals of the wall/desk mount bracket you purchased to complete the installation.

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

How to adjust your monitor

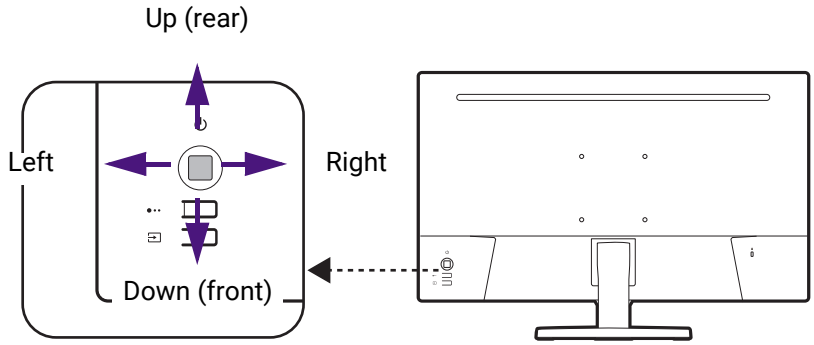
The control panel

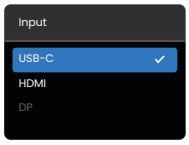
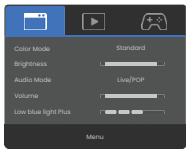


No.	Name	Description
1.	Power key / 5-way controller	• Turns the power on or off. • Accesses the functions or menu items as instructed by the on-screen icons. See 5-way controller and basic menu operations on page 23 for more information.
2.	Scenario hotkey	Toggles to different scenarios.
3.	Input hotkey	Accesses video source selection menu.

5-way controller and basic menu operations

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



OSD icon	5-way controller operation	Function
(With an available video input but no menu has been activated)		
N/A	Press center	Activates the **Quick Menu**.
N/A	Move the 5-way controller to the desired direction	Activates the video source selection menu.
(When the video source selection menu has been activated)		
	Move the 5-way controller to the desired direction	Switches to the desired input source.
(When the **Quick Menu** has been activated)		
	Move up / down	Goes to the previous / next menu setting.
	Move to the right / left	• Goes to the next / previous menu item. • (When **Menu** is highlighted) Move to the left to close the **Quick Menu**; move to the right to access the main menu.
	Press center	• Closes the **Quick Menu**. • (When **Menu** is highlighted) Accesses the main menu.
(When the main menu has been activated)		
	Press center	Confirms the selection.
	Move to the right	• Enters sub menus. • Confirms the selection.

OSD icon	5-way controller operation	Function
	Move up	• Goes to the previous menu item. • For up / increase adjustment.
	Move down	• Goes to the next menu item. • For down / decrease adjustment.
	Move to the left	• Returns to the previous menu. • Exits OSD menu.

Working with the **Quick Menu**

The **Quick Menu** is a quick access to change some monitor settings frequently adjusted by scenario. It also provides access to the main menu.

• Press to bring up the **Quick Menu**.

• Press / to different settings.

• Press / to different options.

• Go to **Menu** and press to access the main menu. Press to exit **Quick Menu**.

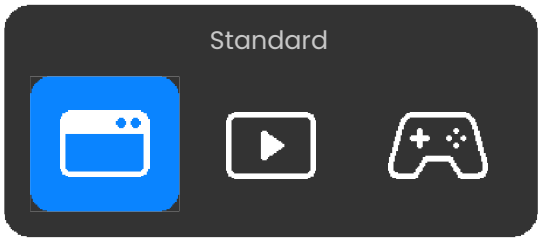
No.	Item	Description
1.	Scenarios	Displays the scenario options and the current setting. Press / to cycle through all scenarios.
2.	Quick settings	Press / to make adjustments. The default setting menus vary by scenario and may not be adjustable on certain color modes. See Available menu options to each Color Mode on page 34 for available options to each color mode.
3.	Main menu	Accesses the main menu. See Navigating the main menu on page 29 for more information.

Setting up your monitor for different scenarios

Your monitor may be used for various tasks and different settings may be required. Save three sets of preferred settings for work/study, video/audio playback, and gaming respectively, and apply them in just one click.

Switching to a scenario

Press the scenario hotkey on the control panel.

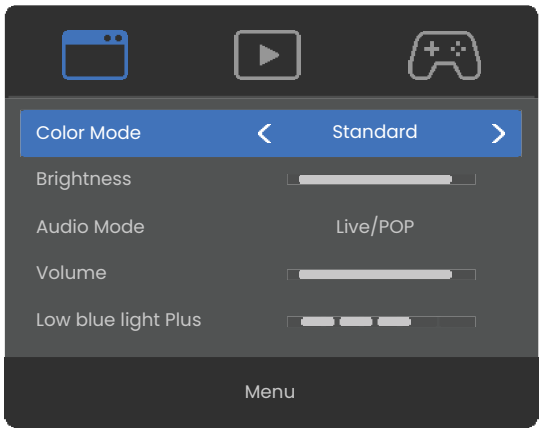


Press the same key repeatedly or / to select one scenario. Press to save and exit.

Customizing settings for a scenario quickly

A set of display and audio settings is pre-defined for a scenario. You can change and save the settings from the **Quick Menu** easily.

1. Press to bring up the **Quick Menu**.
2. Press / to select a scenario.
3. Press to access other settings and make adjustments.
4. Press to save and exit.



If you manually change the settings from the main menu, the scenario settings is updated accordingly.

Adjustable OSD settings

While some settings (e.g., OSD language) are changed and take effect immediately regardless of other monitor settings or input, most OSD settings can be adjusted and saved

to go with inputs, color modes, or scenarios. As an input, a color mode, or a scenario is selected, the desired settings are applied.

Item	Description
Brightness/Brightness (V.O. On)	Saved and applied by color mode.
Contrast	
Sharpness	
Saturation	
Gamma	
Color Temperature	
Visual Optimizer	
Color Weakness	
Low Blue Light Plus	Saved and applied by scenario switch.
Audio	
Scenario	Saved and applied by input switch.
RGB PC Range	

Switching the inputs quickly

Press the Input hotkey on the monitor to bring up the input selection menu. Press the same key repeatedly to cycle through available video sources.

If **HDMI CEC** function is enabled, the HDMI input may display the name of the connected console. See HDMI CEC on page 30 for more information.

Adjusting screen brightness automatically (**Visual Optimizer**)

The **Visual Optimizer** function works with certain color modes only. If it is not available, its menu options will become grayed out.

The built-in light sensor works with Visual Optimizer technology to detect the ambient light, image brightness, and color temperature, and then balance the screen automatically. It helps keep image details as well as to reduce eye strain.

To enable this function, go to **Eye Care** > **Visual Optimizer**. You can choose to adjust brightness and color temperature together or simply brightness. It takes a few seconds to complete the adjustment.

- The performance of **Visual Optimizer** may be impacted by the light sources and the monitor tilt angle. You can increase the light sensor sensitivity from **Eye Care** > **Visual Optimizer** > **Sensor Sensitivity** if needed. See page 37 for more information.
- If you wish to know the light condition around the monitor, enable **Light Meter** from **Eye Care** > **Visual Optimizer**. A light meter is displayed on the screen when the ambient light changes.

Optimizing the image contrast by **Local Contrast** (selected color modes only)

With **Local Contrast** enabled, the image contrast can be dynamically adjusted according to the displayed content. This function helps ensure optimal detail presentation, which is particularly beneficial for HDR content, where details in dark areas are easily lost.

1. Press to bring up the **Quick Menu**.
2. Go to **Menu** > **Color Mode** for a desired color mode.
3. Under the selected mode, enable **Local Contrast**.

Enabling HDR function

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

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

You can switch color modes as desired. In this case, all the available options under **Color Mode** support HDR content. Each HDR mode comes with certain default screen settings that are adjustable. Refer to Available menu options to each Color Mode on page 34 for available menu options.

Activating variable refresh rate (VRR)

Your monitor supports variable refresh rate (VRR) technology that helps eliminate screen tearing, stuttering, and juddering during gaming.

1. Use a compatible graphics processing units (GPU) with the forthcoming driver. Confirm supported technologies please visit the website of your GPU manufacturer.
2. Ensure a video input is properly connected. See Connect the video cable. on page 18 for more information. Available menu varies depending on the connected video source.
   - The monitor is FreeSync certified when the input is via DP/USB-C™. You can enable VRR from > **Menu** > **System** > **Advanced** > **FreeSync Premium**. The supported variable refresh rates are from 48 ~ 200Hz.
   - When the input is via HDMI, enable VRR from > **Menu** > **System** > **Advanced** > **VRR**. The supported variable refresh rates are within 48 ~ 144Hz.
3. Make sure your GPU and gaming console support VRR via the video input port of your monitor. Enable VRR function from the settings of the GPU or gaming console.

- You are recommended to update your GPU and OS to the latest driver version to avoid possible compatibility issues.
- As types and specifications of GPU vary, for any questions related to VRR performance please contact your GPU manufacturer.

Choosing an audio mode

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

1. Go to > **Menu** > **Audio** > **Audio Mode**.
2. Select one option from the list. See Audio Mode on page 35 for more information.

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

Choosing an appropriate color mode

Your monitor provides various color modes that are suitable for different types of images. See Color Mode on page 31 for all the available color modes.

1. Press to bring up the **Quick Menu**.
2. Go to **Menu** > **Color Mode** for a desired color mode.
3. Under each mode, adjust and save the settings to suit your needs.

Working with a Mac series product

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

- When connecting your monitor to a Mac product, direct connection via Thunderbolt or USB-C™ cable (if available on both Mac and the monitor) is recommended to ensure good image quality. See Connect the video cable. on page 18 for details.
- To reduce the color difference, you are recommended to set the picture mode (color mode) of your monitor to **M-book**, **Display P3**, or **DCI-P3** mode (if available). See Color Mode on page 31 for details.
- If your monitor supports certain BenQ software, check the software webpage from www.BenQ.com to see if they work on your Mac product.

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

Enabling color vision accessibility (**Color Weakness**)

Color Weakness is accessibility that helps people with color vision deficiency to distinguish colors. You are provided with red filter and green filter on this monitor.

1. Press to bring up the **Quick Menu**.
2. Go to **Menu** > **Eye Care** > **Color Weakness**.
3. Slide to adjust the value of the red or green filter. A stronger effect is produced as the value increases.

Working with Video Format Support technology

Your monitor supports playback of 24P videos if they were originally produced at this frame rate. With Video Format Support technology the monitor displays such videos at the correct cadence without any pulldowns to distort the source video. This function is enabled automatically if compatible content is available to the monitor.

The monitor supports 1920x1080@24Hz and 3840x2160@24Hz. Note that 2560x1440@24Hz is not supported.

Navigating the main menu

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

Press to bring up the **Quick Menu** and select **Menu** to access the main menu. See 5-way controller and basic menu operations on page 23 for details.

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

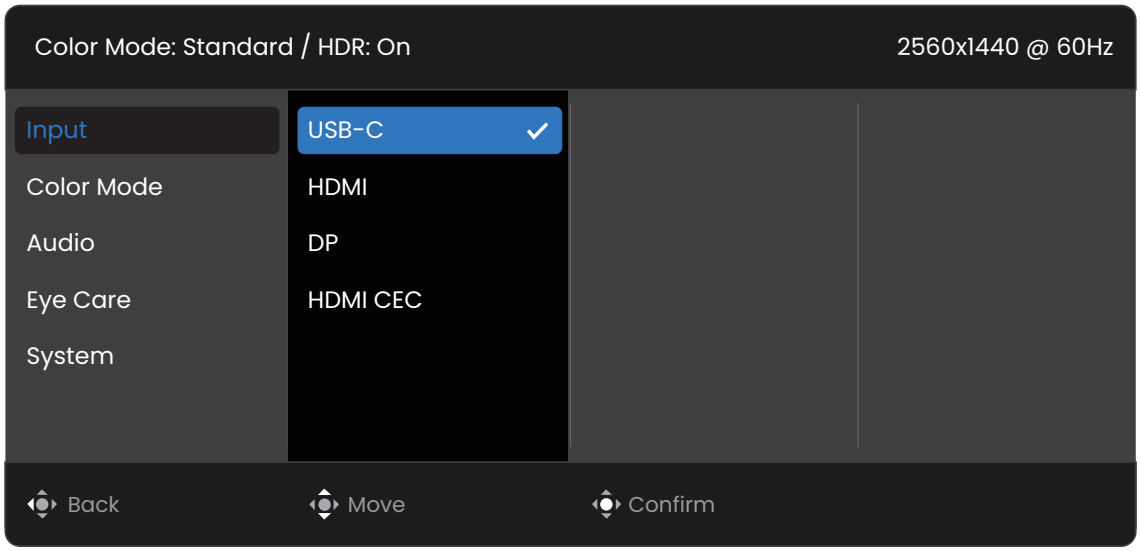
The OSD menu languages may differ from the product supplied to your region, see Language on page 40 under **System** and **OSD Settings** for more details.

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

- Input menu on page 30
- Color Mode menu on page 31
- Audio menu on page 35
- Eye Care menu on page 37
- System menu on page 39

Input menu

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

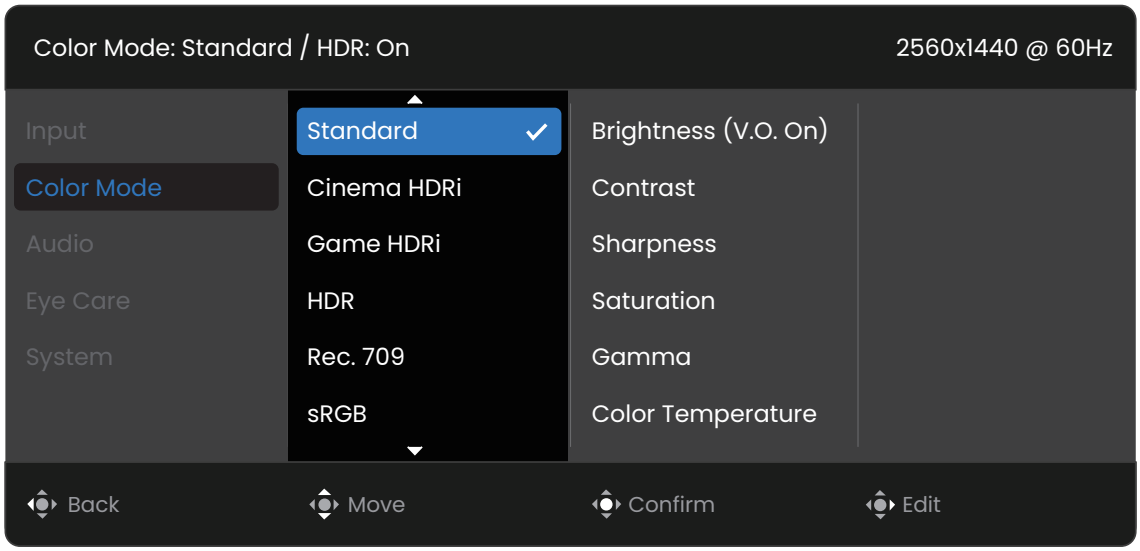


1. Press to bring up the **Quick Menu**.
2. Select **Menu** from the **Quick Menu**.
3. Use or to select **Input**.
4. Select to go to a sub menu, and then use or to select a menu item.
5. Use or to make adjustments, or use to make selection.
6. To return to the previous menu, select .
7. To exit the menu, select .

Item	Function	Range
USB-C	Use this to change the input to that appropriate to your video cable connection type. If **HDMI CEC** function is enabled, the HDMI input may display the name of the connected console.	
HDMI		
DP		
HDMI CEC	Once enabled, it allows you to control your monitor and HDMI CEC (Consumer Electronics Control)-compatible devices via HDMI connection. Available controls vary by device. Currently tested compatible devices are as follows: • PS5, PS4 • Xbox One, Xbox Series X/S • Switch	• **ON** • **OFF**

Color Mode menu

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



1. Press to bring up the **Quick Menu**.
2. Select **Menu** from the **Quick Menu**.
3. Use or to select **Color Mode**.
4. Select to go to a sub menu, and then use or to select a menu item.
5. Use or to make adjustments, or use to make selection.
6. To return to the previous menu, select .
7. 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. You can adjust the selected mode as desired. Available menu options may vary depending on the input sources, functions and settings.	

Item	Function		Range
	Standard	For basic PC application.	• Brightness / Brightness (V.O. On) • Contrast • Sharpness • Saturation (selected color modes only) • Gamma (selected color modes only) • Color Temperature (selected color modes only) • Local Contrast (selected color modes only) • Reset Color
	Cinema HDRi	Focuses on the balance of each color and boosts contrast to provide stable color performance.	
	Game HDRi	Emphasizes the color red to better display human skin tones, rocks, bricks, leather, and fire elements that appear in games.	
	HDR	For better color matching representation with High Dynamic Range (HDR) technology. Available only when the HDR content is detected.	
	Rec. 709	For better color matching representation with Standard Rec. 709.	
	sRGB	For better color matching representation with sRGB compatible peripherals.	
	Game	Specially tuned to match the unique, saturated colors and vibrant art style. This mode is particularly ideal for games which feature a slightly higher color temperature and softer contrast, enhancing the visual experience with a balanced, immersive look.	
	User	Applies a combination of picture settings defined by users.	

Available menu options may vary depending on the input sources, functions and settings. See Available menu options to each Color Mode on page 34 for more information.

Item	Function	Range
Brightness / Brightness (V.O. On)	Adjusts the balance between light and dark shades.	0 ~ 100
Contrast	Adjusts the degree of difference between darkness and lightness.	0 ~ 100
Sharpness	Adjusts the clarity and visibility of the edges of the subjects in the image.	1 to 10
Saturation (selected color modes only)	Adjusts the purity degree of colors.	0 ~ 100

Item	Function		Range
Gamma (selected color modes only)	Adjusts the tone luminance.		
Color Temperature (selected color modes only)	**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)
Local Contrast (selected color modes only)	Real-time auto contrast adjustment technology ensured optimal detail presentation across different environmental conditions.		• **ON** • **OFF**
Reset Color	Resets the custom color settings to the factory defaults.		• **YES** • **NO**

Available menu options to each **Color Mode**

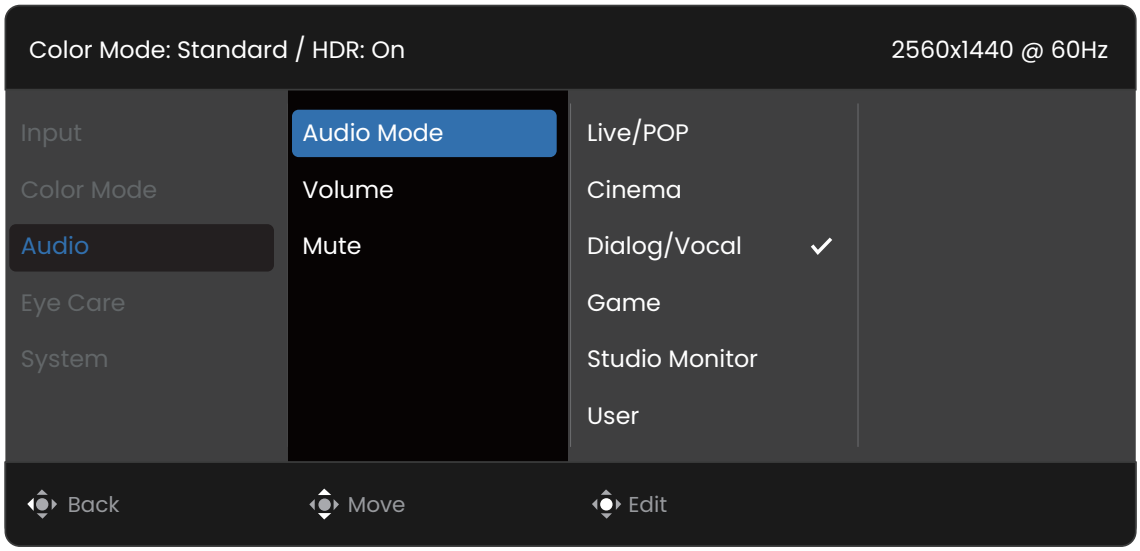
Depending on the **Color Mode** you just set, the available options for color adjustment may vary. The list is for reference only as available options also vary by input. Menu options that are not available will become grayed out.

	Settings							
Color Mode	**Standard**	**Cinema HDRi**	**Game HDRi**	**HDR**	**Rec. 709**	**sRGB**	**Game**	**User**
Visual Optimizer	V	V	V	X	X	X	V	V
Brightness / Brightness (V.O. On)	V	V	V	V	V	V	V	V
Contrast	V	V	V	V	V	V	V	V
Sharpness	V	V	V	V	V	V	V	V
Saturation	V	V	V	X	X	X	V	V
Gamma	V	X	X	X	X	X	V	V
Color Temperature (Normal/Bluish/ Reddish)	V	X	X	X	X	X	X	V
Color Temperature (User Define)	X	X	X	X	X	X	X	V
Local Contrast	V	V	V	X	X	X	V	V
Low Blue Light Plus	V	V	V	X	X	X	V	V
Color Weakness	V	V	V	X	X	X	V	V

• V: Available.
• X: Not available.

Audio menu

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



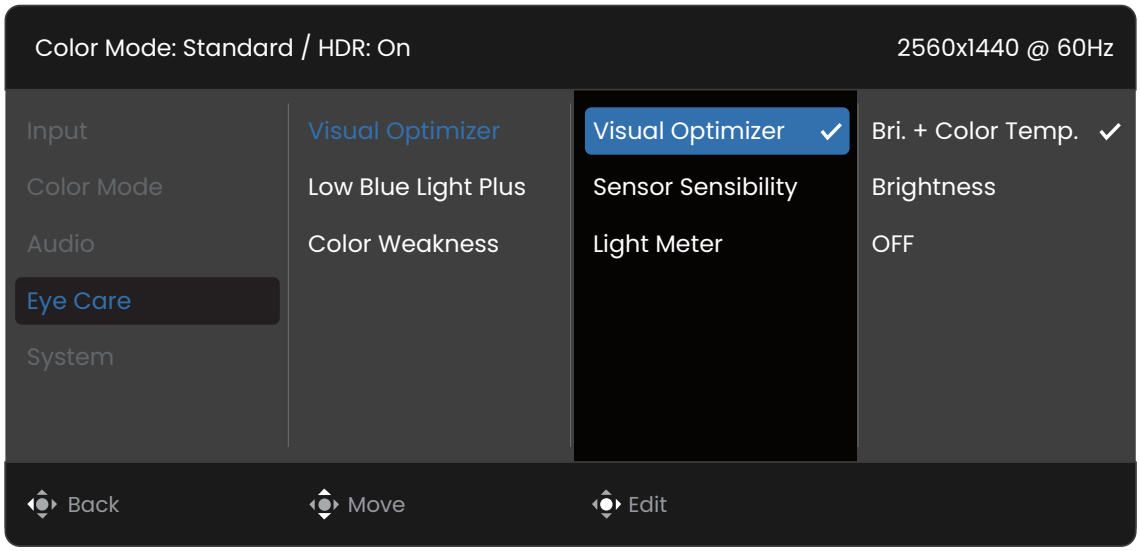
1. Press to bring up the **Quick Menu**.
2. Select **Menu** from the **Quick Menu**.
3. Use or to select **Audio**.
4. Select to go to a sub menu, and then use or to select a menu item.
5. Use or to make adjustments, or use to make selection.
6. To return to the previous menu, select .

Item	Function		Range
Audio Mode	Selects one of the equalizers to obtain the best audio effect in certain scenarios.		
	Live / Pop	Keeps the music and the vocal in harmony as if in live.	
	Cinema	Enhances the bass while keeps the vocal clear.	
	Dialog / Vocal	Cancels noise to improve sound clarity.	
	Game	Enhances the sound positioning so you can identify the location or origin of detailed sounds, e.g., a flying bullet or an enemy's footsteps.	

Item	Function		Range
	Studio Monitor	Reproduces the most realistic sound possible without adding any sound effects, providing less noise and higher resolution. This mode is designed for audio creators like those who make podcasts.	
	User	Allows you to adjust the volume of different frequency bands and customize your own equalizer.	
Volume	Adjusts the audio volume.		0 ~ 50
Mute	Mutes the audio input.		• **ON** • **OFF**

Eye Care menu

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



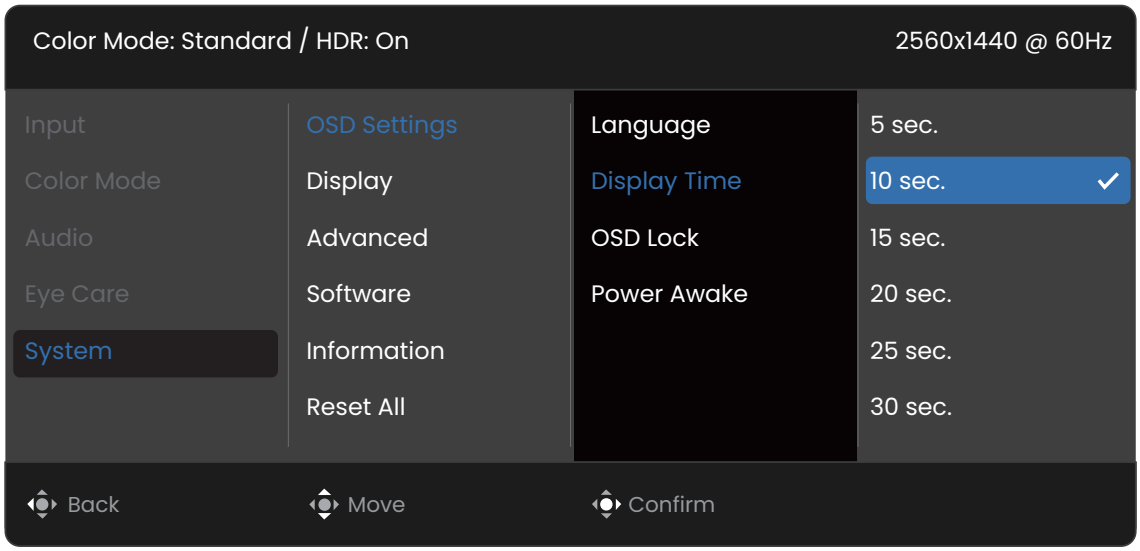
1. Press to bring up the **Quick Menu**.
2. Select **Menu** from the **Quick Menu**.
3. Use or to select **Eye Care**.
4. Select to go to a sub menu, and then use or to select a menu item.
5. Use or to make adjustments, or use to make selection.
6. To return to the previous menu, select .

Item	Function		Range
Visual Optimizer	**Visual Optimizer**	Turns the **Visual Optimizer** function on or off. The built-in light sensor works with **Visual Optimizer** technology to detect the ambient light, image brightness, and color temperature, and then balance the screen automatically. You can choose to adjust brightness and color temperature together or simply brightness.	• **Bri. + Color Temp.** • **Brightness** • **OFF**
	Sensor Sensitivity	Adjusts sensitivity of light sensor to change the brightness range to be detected. This may be helpful to correct uneven lighting in light detection.	0 ~ 10
	Light Meter	Sets to display the light condition around the monitor on the screen.	• **ON** • **OFF**

Item	Function	Range
Low Blue Light Plus	Decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes. The higher the value is, the more blue light has been decreased.	0 ~ 5
Color Weakness	Adjusts color matching representation for people with color vision deficiency to distinguish colors easily. Slide to adjust the red (**R**) or green (**G**) filter. A stronger effect is produced as the value increases.	**R**: 0 ~ 10 **G**: 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. And keys that are not available will be disabled and the corresponding OSD icons will disappear. For models without certain functions, their settings and related items will not appear on the menu.



1. Press to bring up the **Quick Menu**.
2. Select **Menu** from the **Quick Menu**.
3. Use or to select **System**.
4. Select to go to a sub menu, and then use or to select a menu item.
5. Use or to make adjustments, or use to make selection.
6. To return to the previous 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** • **Українська** • **Български** • **Ελληνικά**
	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.	
	Power Awake	If this function is disabled, the USB-C™ port is not supplied with power while the monitor is in standby mode. To keep supplying power to the USB-C™ port in monitor's standby mode, change the setting to **ON**.	• **ON** • **OFF**

Item	Function			Range
Display	**Display Mode**	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.	
	Overscan	Slightly enlarges the input image. Use this feature to hide annoying edge noise if present around your image. Available only when the input is a video timing from HDMI.		• **ON** • **OFF**
	Blur Reduction	Reduces motion blur in games or during video playback. This mode is enabled only for **Game** and **Game HDRi** modes. Note the impacts of the **Blur Reduction** function once activated. - Brightness is decreased. - Flicker-free is disabled. - Available only when the fresh rate is above 100 Hz.		• **ON** • **OFF**
	Dynamic Contrast	The function is to automatically detect the distribution of an input visual signal, and then to create the optimal contrast.		0 ~ 5
	RGB PC Range	Determines the range of color scales. Select an option that matches the RGB range setting on the connected device.		• **Auto Detect** • **RGB (0~255)** • **RGB (16~235)**
	Super Resolution	Simulates high-resolution images by increasing pixel density of low resolution ones.		• **0** • **1** • **2** • **3**

Item	Function		Range
Advanced	**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**
	AMA	Improves the gray level response time of the LCD panel.	• **OFF** • **High** • **Premium**
	FreeSync Premium	Switches FreeSync Premium on or off. Monitors featuring with the FreeSync will eliminate screen tearing, stuttering, and juddering during gaming. If this function is enabled, the FreeSync and HDR functions are activated, with the support of your monitor, the graphic card, and the input of HDR content. Available only when the input is a video timing from DP/USB-C.	• **ON** • **OFF**
	VRR	Sets on/off to enable/disable variable refresh rate (VRR). Available only when the input is a video timing from HDMI.	• **ON** • **OFF**
	Input Auto Switch	Sets to automatically detect the available input source.	• **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**
	Deep Sleep	Sets to enable/disable deep sleep (power-saving) mode by powering off the monitor. If enabled, the monitor enters deep sleep mode by pressing the power button and consumes less power. If disabled, the monitor turns the backlight off without entering deep sleep mode by pressing the power button.	• **ON** • **OFF**
	LED Indicator	witches the power key's LED indicator on or off.	• **ON** • **OFF**

Item	Function		Range
	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**
Software	Displays the QR code of **Display Pilot 2**. Scan for quick access to the software page. The software should be installed on your computer to work with the monitor.		
Information	Displays the product information.		• **Model Name** • **Input** • **Current Resolution** • **Optimum Resolution** • **HDR** • **Version**
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.

Download **Resolution file** from the website (see Product support on page 3). Refer to "**Adjusting the Screen Resolution**". And then select the correct resolution, refresh rate and make adjustments based on these instructions.

Does the blurring only occur at resolutions lower than the native (maximum) resolution?

Download **Resolution file** from the website (see Product support on page 3). Refer to "**Adjusting the Screen Resolution**". Select the native resolution.

Pixel errors can be seen.

One of several pixels is permanently black, one or more pixels are permanently white, one or more pixels are permanently red, green, blue or another color.

- Clean the LCD screen.
- Cycle power on-off.
- These are pixels that are permanently on or off and is a natural defect that occurs in LCD technology.

The image has a faulty coloration.

It has a yellow, blue or pink appearance.

Go to **Color Mode** > a color mode > **Reset Color**, and then choose **YES** to reset the color settings to the factory defaults.

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

The image is distorted, flashes or flickers.

Download **Resolution file** from the website (see Product support on page 3). Refer to "**Adjusting the Screen Resolution**". And then select the correct resolution, refresh rate and make adjustments based on these instructions.

You are running the monitor at its native resolution, but the image is still distorted.

Images from different input sources may appear distorted or stretched on the monitor running at its native resolution. To have the optimal display performance of each type of input sources, you can use the **Display Mode** function to set a proper aspect ratio for the input sources. See Display Mode on page 41 for details.

The image is displaced in one direction.

Download **Resolution file** from the website (see Product support on page 3). Refer to "**Adjusting the Screen Resolution**". And then select the correct resolution, refresh rate and make adjustments based on these instructions.

Faint shadow from the static image displayed is visible on the screen.

- Activate the power management function to let your computer and monitor go into a low power "sleep" mode when not actively in use.
- Use a screensaver to prevent the occurrence of image retention.

Power LED indicator

The LED indicator is white or orange.

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

OSD controls

The OSD controls are inaccessible.

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

OSD messages

A message **Out of Range** on the screen during computer boot up process.

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

Audio

No sound can be heard from the built-in speakers.

- Check whether the desired cable to input audio signals is properly connected. See Connect the audio cable. on page 18 for details.
- Increase the volume (volume may be muted or too low).
- Remove your headphone and/or external speakers. (If they are connected to the monitor, the built-in speakers are automatically muted.)

No sound can be heard from the connected external speakers.

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

Sensors

The light sensor of the monitor does not work well.

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

- If you have removed the sensor protection sticker.
- If the **Visual Optimizer** function has been turned on. Check **Eye Care** > **Visual Optimizer**.
- 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 at the top of the sensor. Bright colors (especially white and fluorescent colors) reflect light and the sensor cannot detect the main light sources.

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

No video or audio output from the laptop with USB-C™ connection.

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

- Check if the USB-C™ cable has been connected to the monitor and the laptop properly. See Connect the video cable. on page 18 for more information.
- Check if the input source has been selected to **USB-C** from **Input**.

Need more help?

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