LCD Monitor

User Manual

DesignVue Designer Monitor | PD Series

AQCOLOR®
Colors You Can Trust

Copyright

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The performance of flicker-free may be affected by external factors such as poor cable quality, unstable power supply, signal interference, or poor grounding, and not limited to the above mentioned external factors. (Applicable for flicker-free models only.)

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.

Product support

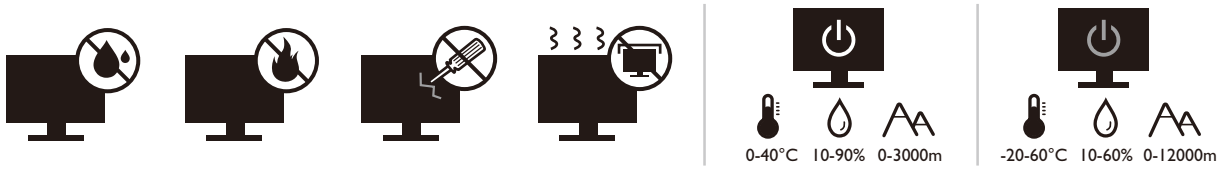
This document aims to provide the most updated and accurate information to customers, and thus all contents may be modified from time to time without prior notice. Please visit the website for the latest version of this document and other product information. Available files vary by model.

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.

EPREL Registration Number:
PD2705Q: 342328

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.

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.

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. 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 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 power rating, manufacture date, and identification markings.

Servicing

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

Support.BenQ.com

Caution

- The monitor should be 50 ~ 70 cm (20 ~ 28 inches) away from your eyes.
- Looking at the screen for an extended period of time causes eye fatigue and may deteriorate your eyesight. Rest your eyes for 5 ~ 10 minutes for every 1 hour of product use.
- Reduce your eye strain by focusing on objects far way.
- Frequent blinking and eye exercise help keep your eyes from drying out.

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**.

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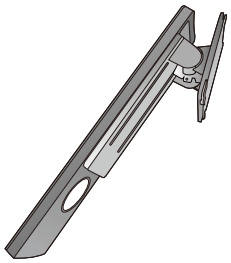
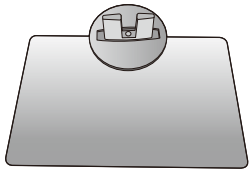
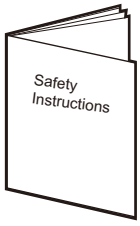
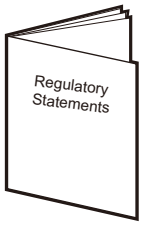
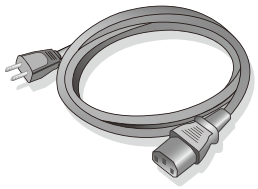
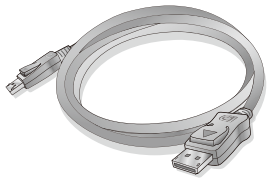
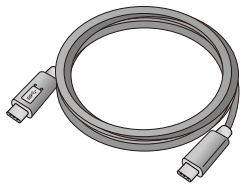
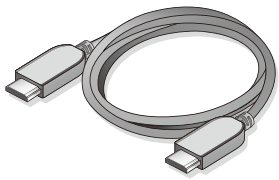
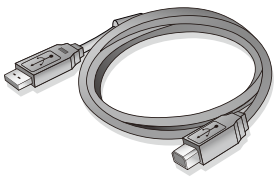
Getting started

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	
Safety Instructions	
Regulatory Statements	

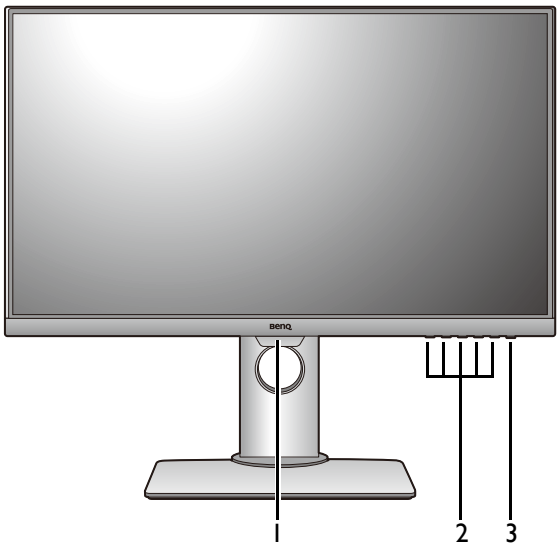
Power Cord (Supplied item may differ by model or region.)	
Video Cable: DP	
Video Cable: USB-C™	
Video Cable: HDMI (Optional accessory)	
USB Cable	

- 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.

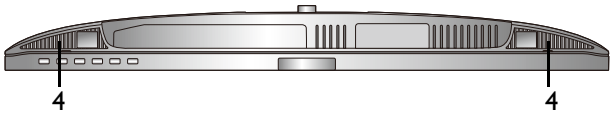
Getting to know your monitor

Front view



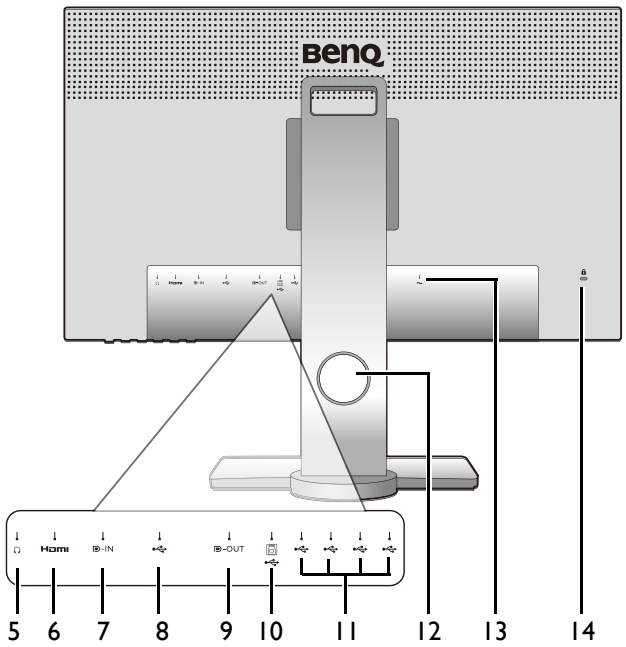
1. Light sensor
2. Control buttons
3. Power button

Bottom view



4. Speakers

Back view



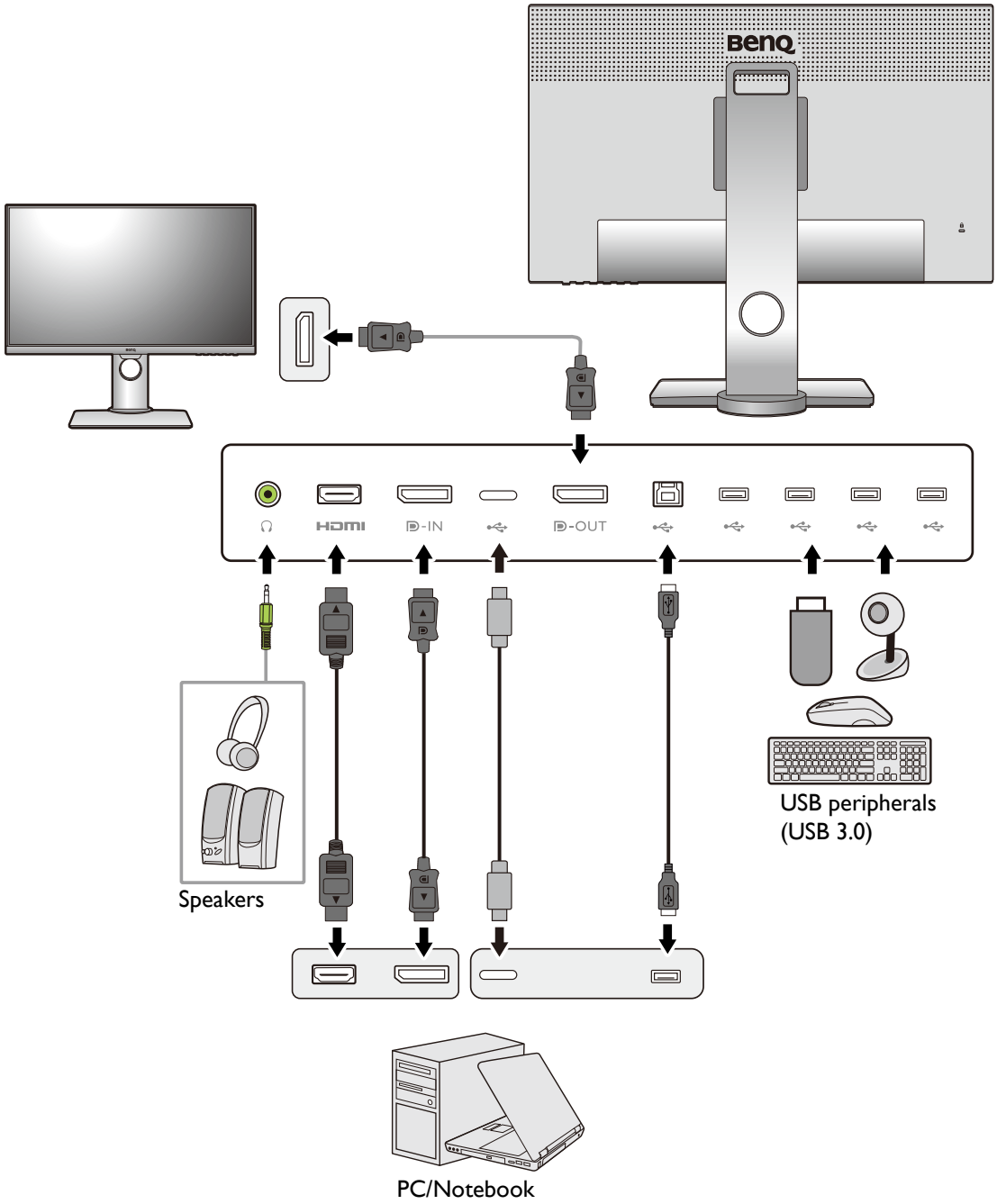
5. Headphone jack
6. HDMI socket
7. DisplayPort socket
8. USB-C™ port (for data transfer and power delivery up to 65W)
9. DisplayPort output socket (for Multi-Stream Transport, MST)
10. USB 3.1 port (upstream; connecting to the PC)
11. USB 3.1 ports (downstream; connecting to USB devices)
12. Cable management hole
13. AC power input jack
14. Kensington lock slot

- Depending on the product specifications, the supported resolution and timing may vary.
- Above diagram may vary depending on the model.
- Picture may differ from product supplied for your region.

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 15 - 16.



Power delivery of USB-C™ port 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.

With the power delivery function, your monitor helps supply power to the connected USB-C™ devices.

PD2705Q
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 **USB-C Awake** function is enabled. Go to **System** > **USB-C Awake** and select **ON**.

How to assemble your monitor hardware

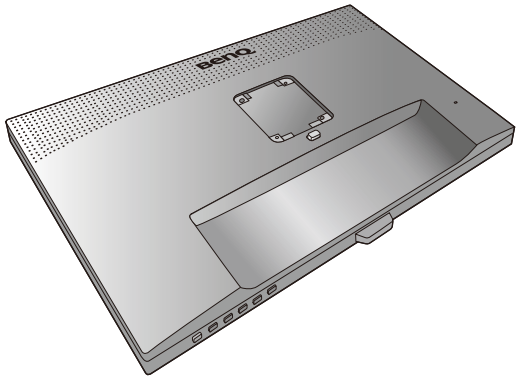
- If the computer is turned on you must turn it off before continuing.
  Do not plug-in or turn-on the power to the monitor until instructed to do so.
- Avoid finger pressure on the screen surface.
- The supported timing may vary by input signal. Download **Resolution file** from the website (see Product support on page 3). Refer to "**Preset display modes**" in **Resolution file** for more information.

1. Attach the monitor base.

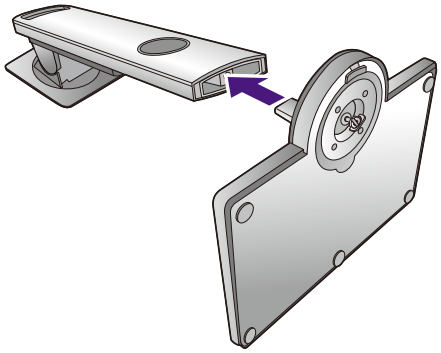
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

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.

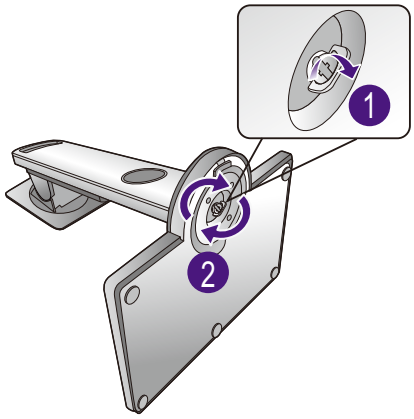
Gently lay the screen face down on a flat clean padded surface.



Attach the monitor stand to the monitor base as illustrated.



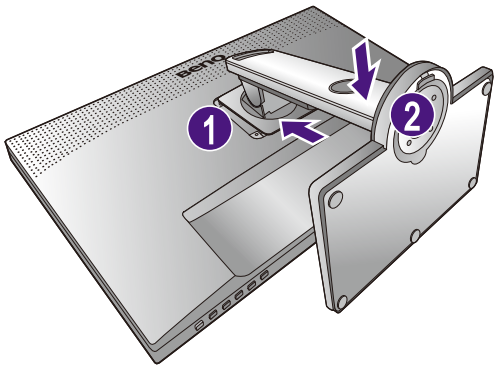
Tighten the thumbscrew on the bottom of the monitor base as illustrated.



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.



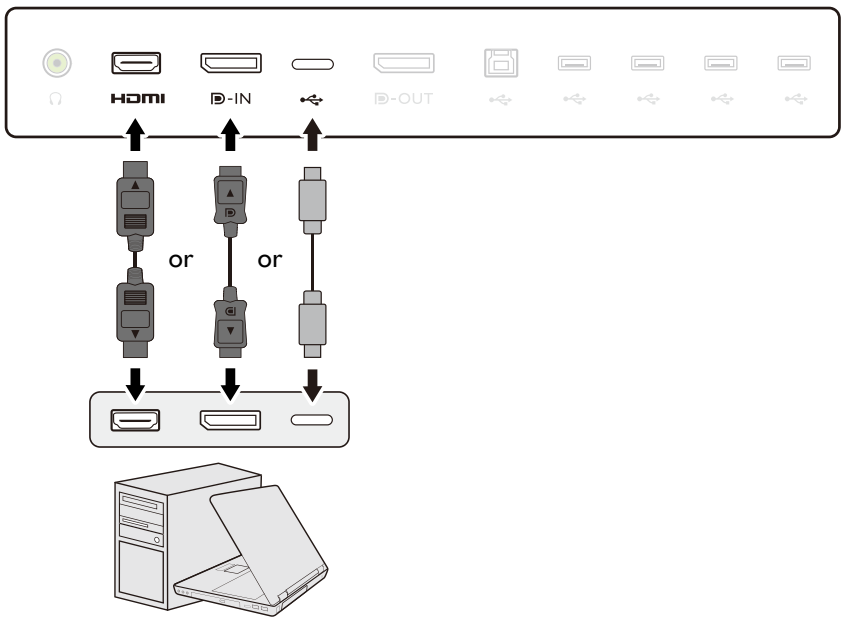
You should position the monitor and angle the screen to minimize unwanted reflections from other light sources.

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

2. Connect the PC video cable.

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

1. Establish a video cable connection.



•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.

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

•Connect the plug of the USB-C™ cable to the monitor video socket. Connect the other end of the cable to the computer video socket.

After the monitor and the computer are powered on, if the image is not displayed, disconnect the DP cable. Connect the monitor to any video source other than DP first. Go to **System** and **DisplayPort** on the OSD menu of the monitor and change the setting from **1.4** to **1.1**. Once the setting is done, unplug the current video cable and re-connect the DP cable. To go to the OSD menu, see Basic menu operation on page 30.

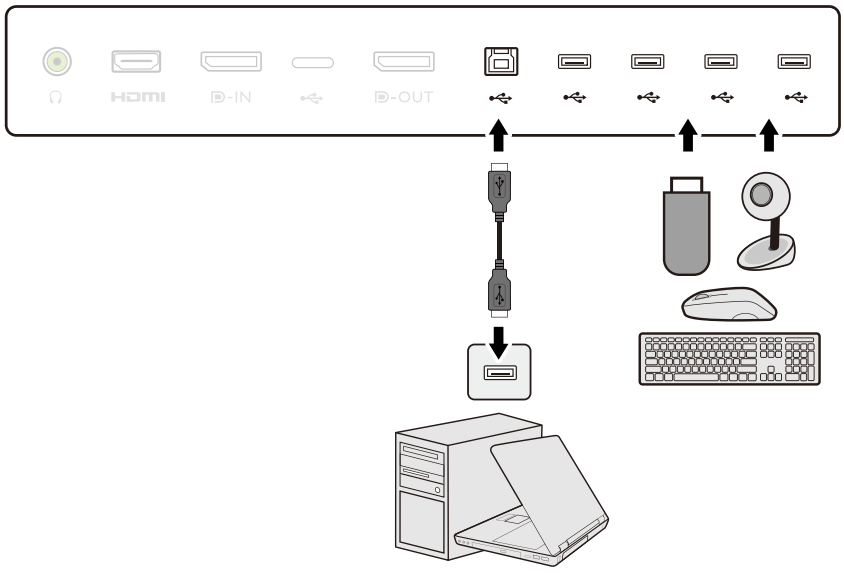
2. Tighten all finger screws to prevent the plugs from accidentally falling out during use.
3. Connect the other end of the video cable to an appropriate port of a digital output source (e.g., a computer).

3. Connect the headphone.

You may connect headphones to the headphone jack found on the back side of the monitor.

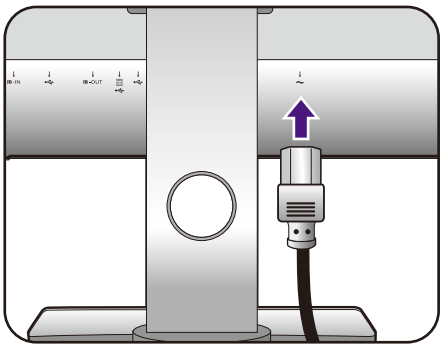
4. Connect USB devices.

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



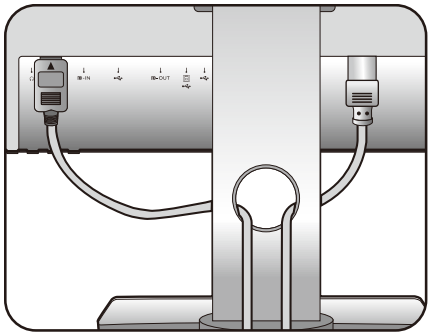
5. Connect the power cable to the monitor.

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



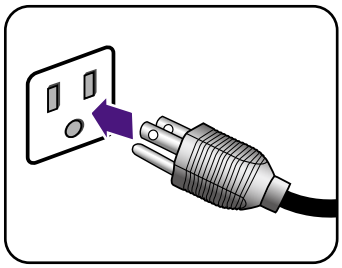
6. Organize the cables.

Route the cables via the cable management hole.



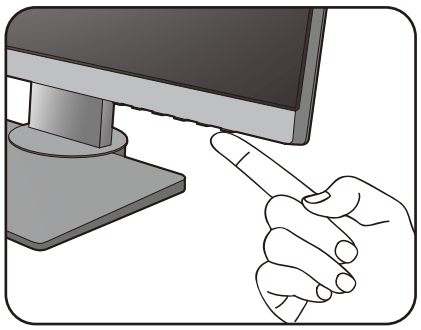
7. Connect-to and turn-on the power.

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



Picture may differ from product supplied for your region.

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



Turn on the computer too, and follow the instructions in Getting the most from your BenQ monitor on page 23 to install the monitor software.

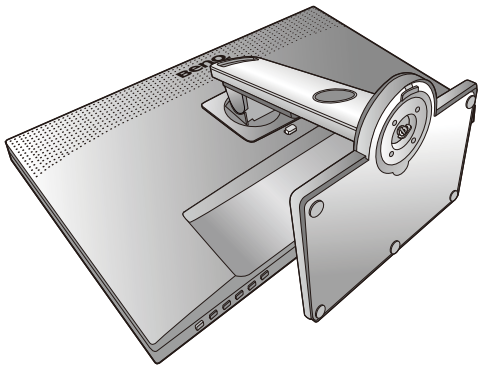
To extend the service life of the product, we recommend that you use your computer's power management function.

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.

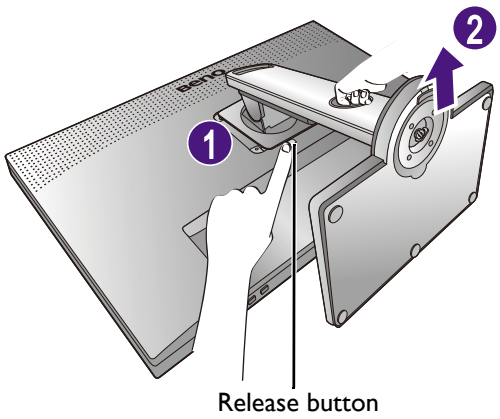
Protect the monitor and screen by clearing a flat open area on your desk and placing a soft item like a towel on the desk for padding, before laying the screen face down on a flat clean padded surface.



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.

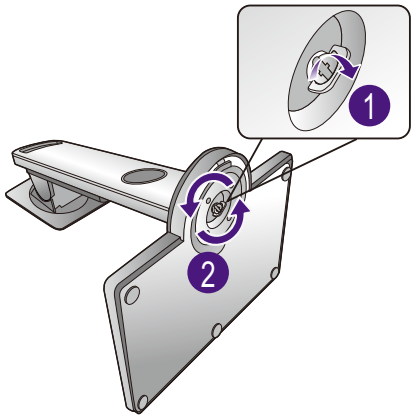
2. Remove the monitor stand.

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

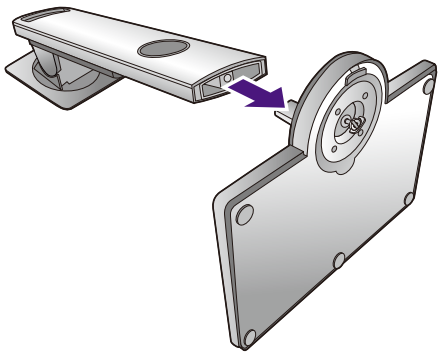


3. Remove the monitor base.

Release the thumbscrew on the bottom of the monitor base.

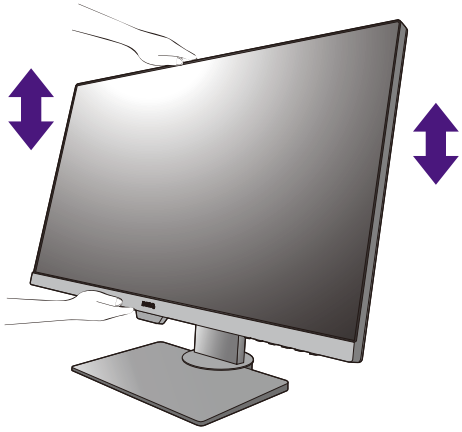


And then detach the base from the stand.



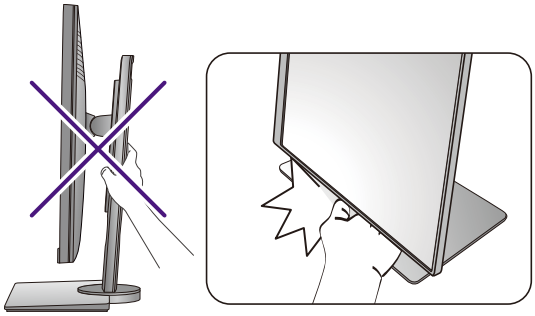
Adjusting the monitor height

To adjust the monitor height, hold both the top and the bottom of the monitor to lower the monitor or lift it up to the desired height.



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

- 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.

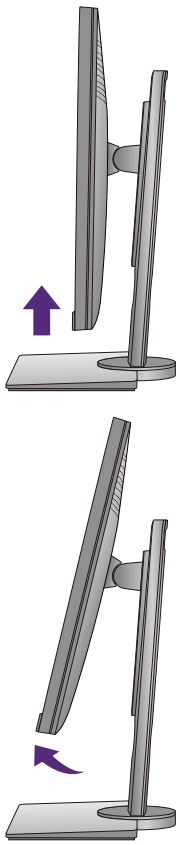
Click to launch the **Display Pilot Software** (downloaded from Support.BenQ.com, see Product support on page 3), and check **Auto Pivot** to set the display to rotate with the monitor automatically.
Alternatively, right-click the desktop and select **Screen resolution** from the popup menu. Select **Portrait** 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.

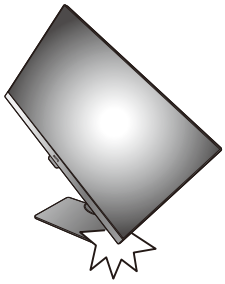
Gently lift the display up and extend it to the maximum extended position. Then tilt the monitor.

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



3. Rotate the monitor 90 degrees clockwise as illustrated.

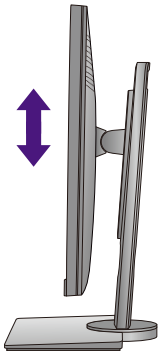
To avoid the edge of the LCD display hitting the monitor base surface while it is being rotated, do tilt and extend the monitor to the highest position before you start to rotate the display. You should also make sure there are no obstacles around the monitor and there is enough room for cables. Remove 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 monitor tilt, swivel, and height adjustment functions. Check the product specifications on the website for details.



Using the monitor wall mounting kit

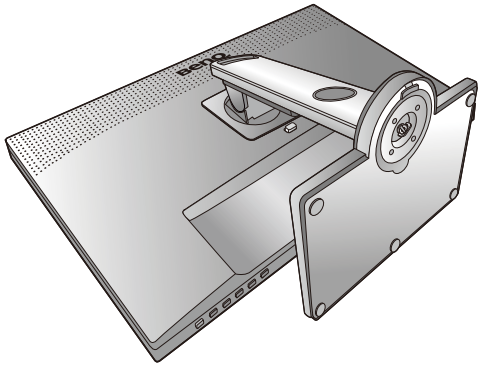
The back of your LCD monitor has a VESA standard mount with 100mm pattern, allowing the installation of a wall mount bracket. Before starting to install a monitor wall mounting kit, please read the precautions carefully.

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 on the website for weight information.
- Turn off the monitor and the power before disconnecting the cables from the LCD monitor.

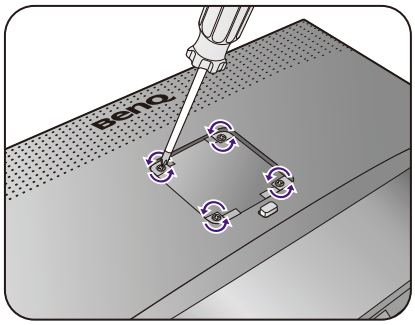
1. Remove the monitor stand.

Lay the screen face down on a clean and well-padded surface. Detach the monitor stand as instructed in step 1~2 in How to detach the stand and the base on page 18.



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 local website. See Downloading the LCD Monitor driver files from the Internet on page 23 for details.

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

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

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

- How to install the monitor on a new computer on page 24.
- How to upgrade the monitor on an existing computer on page 25.

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

Downloading the LCD Monitor driver files from the Internet

1. Download the correct driver files from Support.BenQ.com.
2. On your computer, have your driver files extracted into an empty folder. Remember the file location the files are extracted to.

How to install the monitor on a new computer

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

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

1. Follow the instructions in How to assemble your monitor hardware on page 14.
   When Windows starts, it will automatically detect the new monitor and launch the **Found New Hardware Wizard**. Follow the prompts until it displays the option to **Install Hardware Device Drivers**.
2. Check **Search for a suitable driver for my device** option, and click **Next**.
3. Look to confirm that the wizard has selected the correct name of your monitor and click **Next**.
4. Click **Finish**.
5. Restart the computer.

How to upgrade the monitor on an existing computer

This instruction details the procedure for manually updating the existing monitor driver software on your Microsoft Windows computer. It is currently tested as compatible for Windows 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) from the downloaded driver files for the particular model monitor you have connected, and letting Windows install the corresponding driver files. You need only steer it in the right direction. Windows has an Upgrade Device Driver Wizard to automate the task and guide you through the file selection and installation process.

See:

- How to install on Windows 10 system on page 26
- How to install on Windows 8 (8.1) system on page 27
- How to install on Windows 7 system on page 28.

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. In the **Update Driver Software** window, select the option **Browse my computer for driver software**.
7. Click **Browse** and locate the driver files downloaded from the Internet as instructed in Downloading the LCD Monitor driver files from the Internet on page 23.
8. Click **Close**.

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

How to install on Windows 8 (8.1) system

1. Open **Display Properties**.

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

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

2. Select **Properties** from the menu.
3. Click the **Hardware** tab.
4. Click **Generic PnP Monitor**, and then the **Properties** button.
5. Click the **Driver** tab and the **Update Driver** button.
6. In the **Update Driver Software** window, select the option **Browse my computer for driver software**.
7. Click **Browse** and locate the driver files downloaded from the Internet as instructed in Downloading the LCD Monitor driver files from the Internet on page 23.
8. Click **Close**.

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

How to install on Windows 7 system

1. Open **Display Properties**.

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

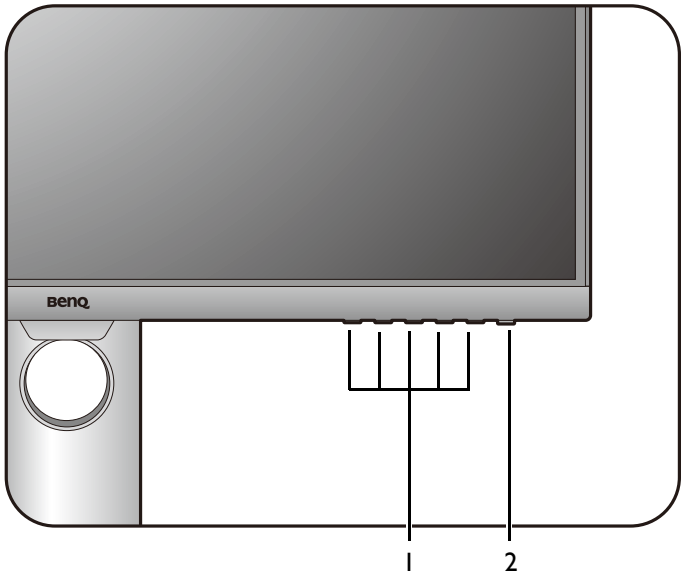
   Alternatively, right-click the desktop and select **Personalize**, **Display**, **Devices and Printers**, and right-click the name of your monitor from the menu.

2. Select **Properties** from the menu.
3. Click the **Hardware** tab.
4. Click **Generic PnP Monitor**, and then the **Properties** button.
5. Click the **Driver** tab and the **Update Driver** button.
6. In the **Update Driver Software** window, select the option **Browse my computer for driver software**.
7. Click **Browse** and locate the driver files downloaded from the Internet as instructed in Downloading the LCD Monitor driver files from the Internet on page 23.
8. Click **Close**.

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

How to adjust your monitor

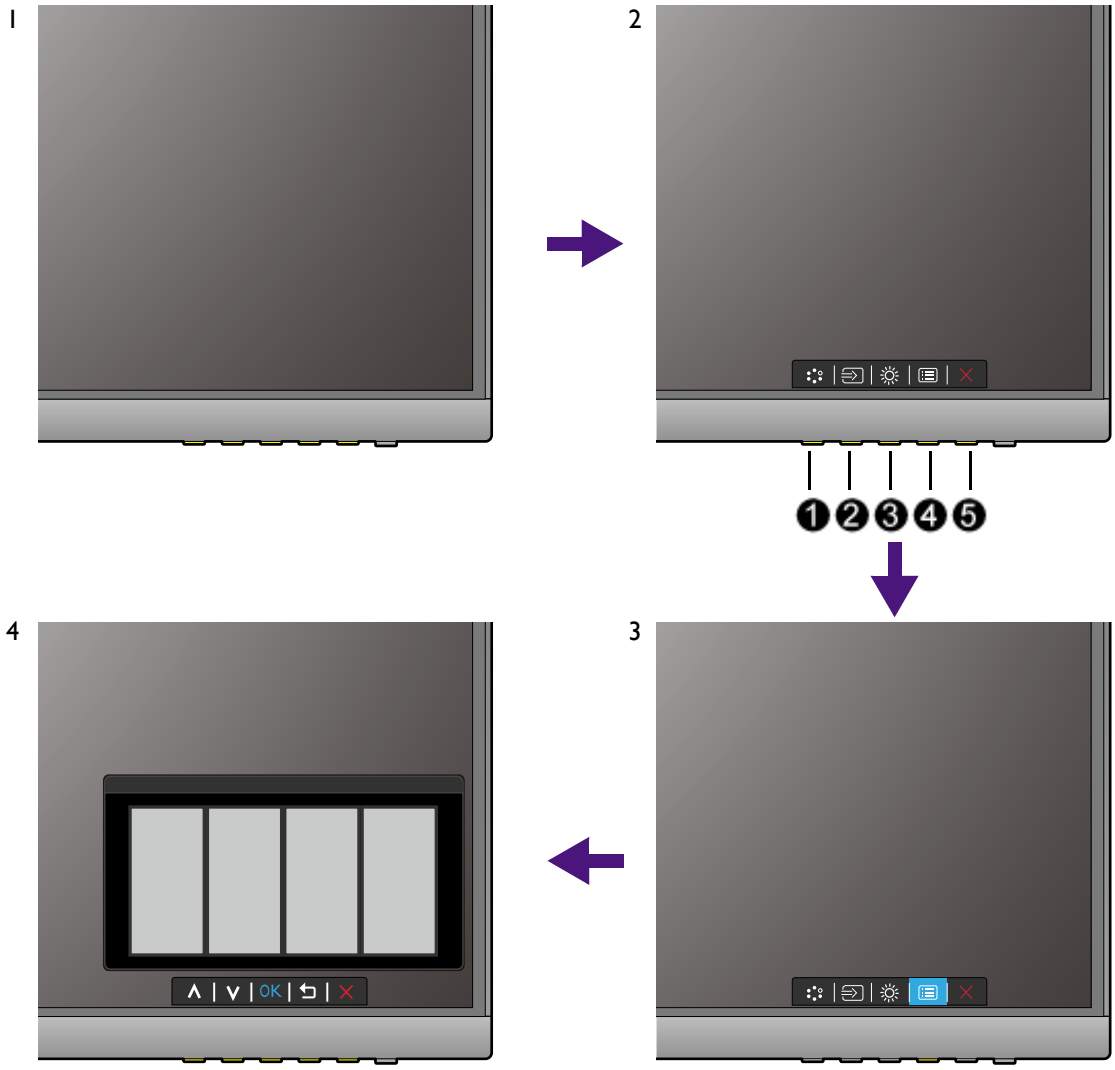
The control panel



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

Basic menu operation

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



1. Press any of the control keys.
2. The hot key menu is displayed. The 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 38 for details on the menu options.

No.	OSD in hot key menu	OSD icon in main menu	Function
❶	**Custom Key 1**	∧	• By default, the key is the hot key for **Picture Mode**. To change the default settings, see Customizing the hot keys on page 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 **Input**. To change the default settings, see Customizing the hot keys on page 31. • For Down/Decrease adjustment.
❸	**Custom Key 3**	→ / OK	• 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.

Controlling the display with Display Pilot

The **Display Pilot** software is provided as an alternative to control the display. Download and install from Support.BenQ.com (see Product support on page 3).

The main functions include:

• Control of the OSD menus.

• Setup of rotating the display with the monitor automatically (see page 20).

For more information, refer to the user manual of **Display Pilot**.

To find out the supported operating systems, visit BenQ website.

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 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 display mode

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

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

Choosing an appropriate picture mode

Your monitor provides various picture modes that are suitable for different types of images. See Picture Mode on page 42 for all the available picture modes.

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

Working with two video sources (KVM Switch)

If you have two computer systems, you might find yourself busy going back and forth between two sets of keyboard and mouse to control each display separately. Now with the KVM feature and sufficient I/O ports on one monitor, you can work with one set of keyboard and mouse only.

To use KVM Switch feature, toggle between **USB-C** or **USB Upstream** under **KVM Switch**.

- **KVM Switch** > **USB-C**: Switches to the USB-C™ input.
- **KVM Switch** > **USB Upstream**: Switches to one of the video inputs other than USB-C™. With appropriate setting, the display is switched to the set input while the keyboard and mouse control is switched as well. To determine the input, see Setting up the second video source for KVM Switch before use on page 32.

You can designate one of the custom keys to **KVM Switch** to toggle between the options quickly. See Customizing the hot keys on page 31.

Setting up the second video source for KVM Switch before use

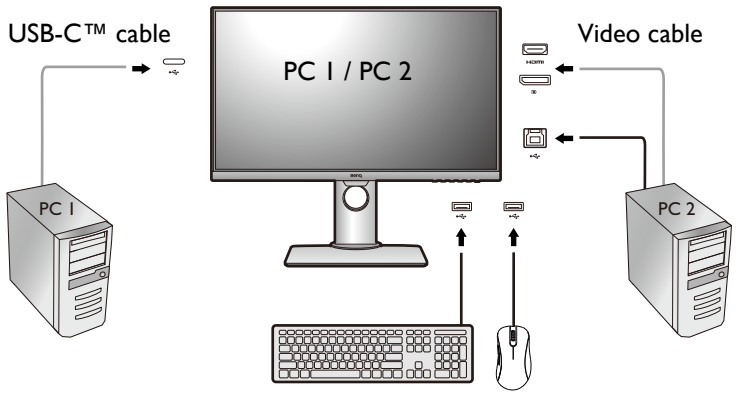
One of the video sources is pre-defined to be transmitted via USB-C™ and cannot be changed. The other source can come from other available inputs and should be set appropriately in advance.

1. Connect the second video source to one of the video inputs other than USB-C™ on the monitor using an appropriate cable.
2. Press any of the control keys to bring up the hot key menu. Select (**Menu**) to access the main menu.
3. Go to **KVM Switch** > **Video Input**.
4. Change the setting according to your scenario.

- For Scenario A: Working with two computers and one monitor on page 33, select the video input just connected. When **USB Upstream** under **KVM Switch** is selected, the display and the USB control change from USB-C™ to the other connected video input.
- For Scenario B: Working with two computers and two monitors on page 33, select **None**. This is because two video inputs are displayed simultaneously and require no switch. The **None** option will switch USB control only.

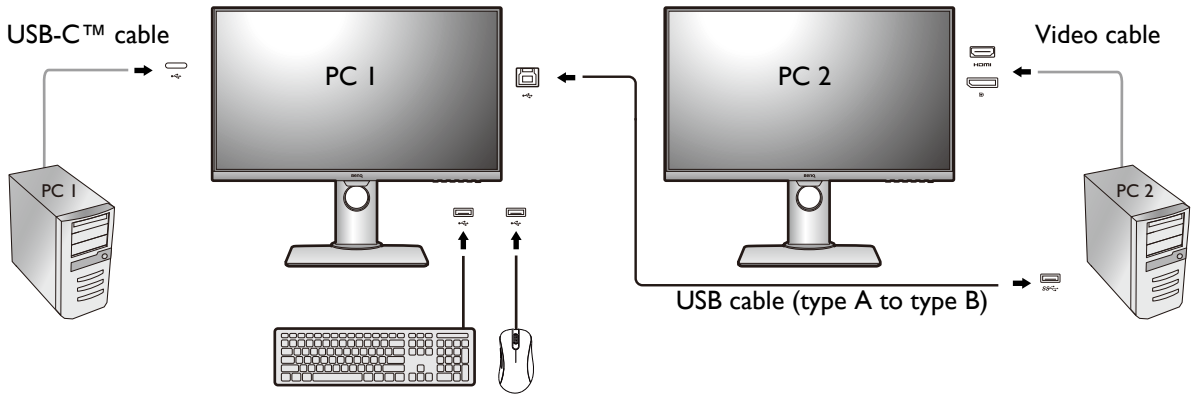
None under **KVM Switch** > **Video Input** is for Scenario B: Working with two computers and two monitors on page 33. If **None** is selected from **KVM Switch** > **Video Input** for Scenario A: Working with two computers and one monitor on page 33 by accident and **USB Upstream** is selected for KVM Switch, the screen does not display anything from the second source as there is none. You cannot control the current display (from USB-C™) either as the keyboard and mouse control has been switched away. In this case, select a video input manually from **Input** > **Signal Input**.

Scenario A: Working with two computers and one monitor



1. Establish cable connection as instructed in Connect the PC video cable. on page 15.
2. Select **Yes** to enable USB-C™ power delivery in monitor standby mode if you are prompted to.
3. Set up the second video source as instructed in Setting up the second video source for KVM Switch before use on page 32.
4. Go to **KVM Switch** and switch between **USB-C** and **USB Upstream**. If one of the custom keys is set for **KVM Switch**, press the custom key to switch.

Scenario B: Working with two computers and two monitors



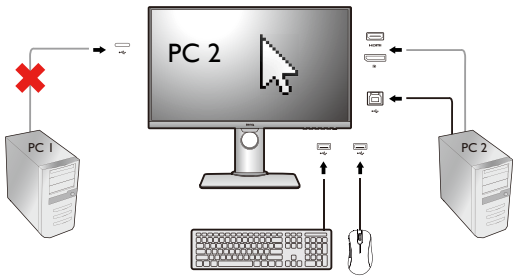
1. Establish cable connection as instructed in Connect the PC video cable. on page 15.
2. Select **Yes** to enable USB-C™ power delivery in monitor standby mode if you are prompted to.
3. Go to **KVM Switch** > **Video Input** and select **None**.
4. Go to **KVM Switch** and switch between **USB-C** and **USB Upstream**. If one of the custom keys is set for **KVM Switch**, press the custom key to switch.

Activating the Auto Switch function of KVM Switch

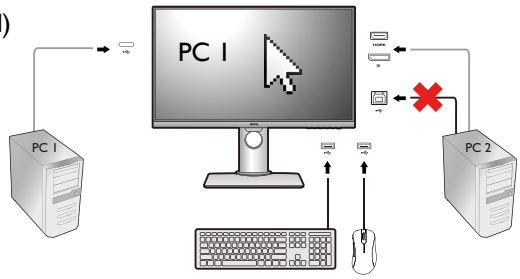
After the second source has been set properly from **KVM Switch** > **Video Input**, you can go to **KVM Switch** > **Auto Switch** and turn on the Auto Switch function. Once enabled, if the computer with keyboard and mouse control is powered off or any of the cable is disconnected, the input source and the USB control will be switched to the other computer automatically.

The KVM Auto Switch might not switch video and USB signals simultaneously if **None** is selected from **KVM Switch** > **Video Input**. In this case, select a video input manually from **Input** > **Signal Input**.

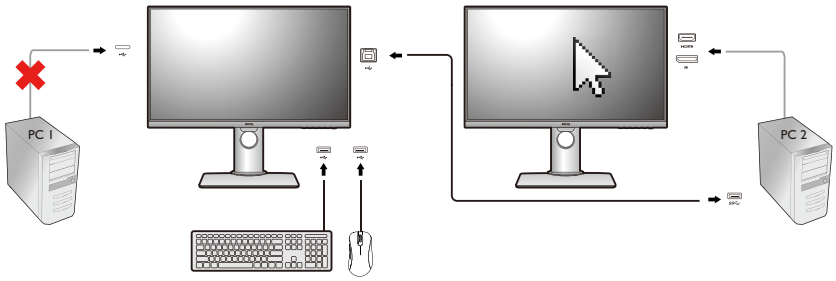
Scenario A-1
(If USB-C™ is disconnected)



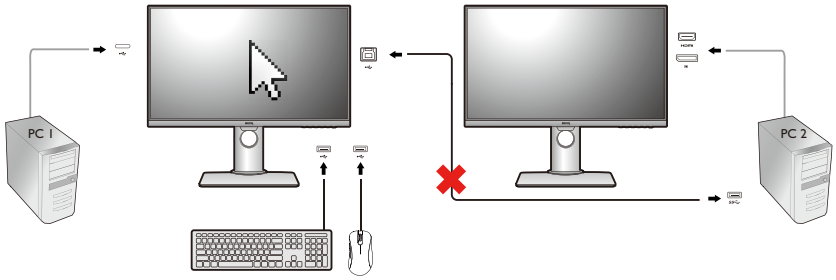
Scenario A-2
(If USB Upstream is disconnected)



Scenario B-1
(If USB-C™ is disconnected)



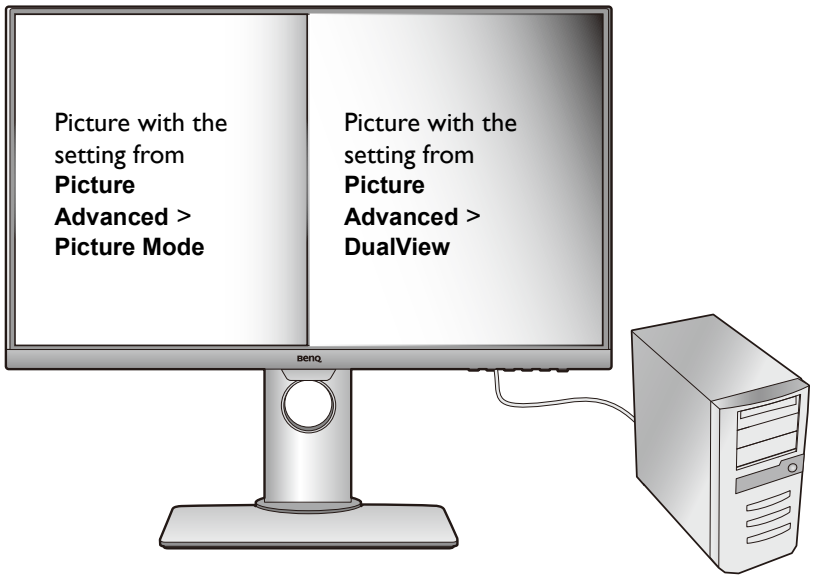
Scenario B-2
(If USB Upstream is disconnected)



Working with DualView

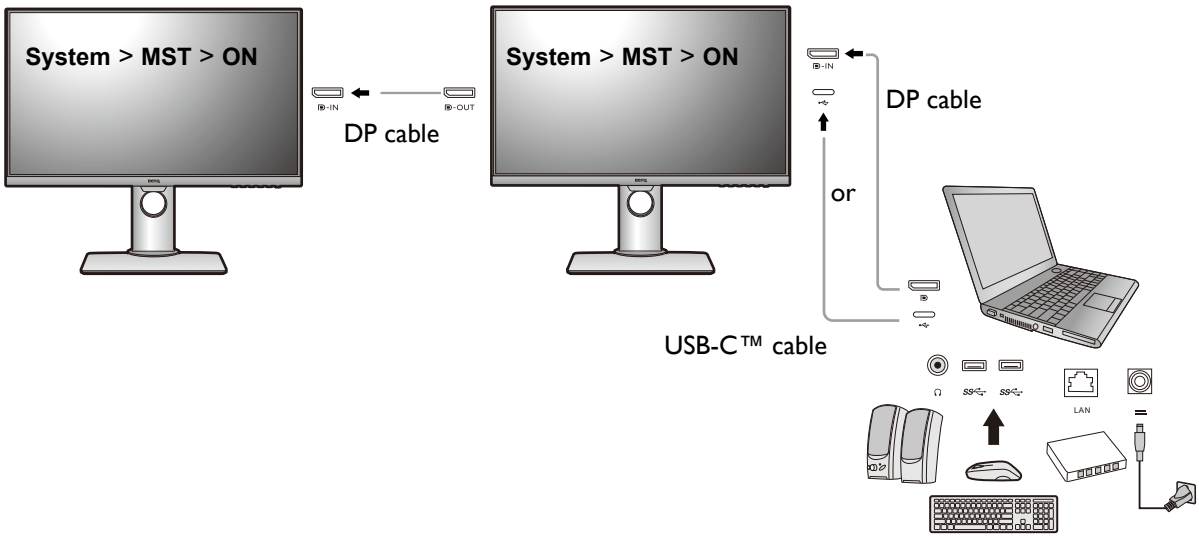
DualView helps improve your image editing efficiency by showing an image of two different picture modes side-by-side.

1. Select one picture mode from **Picture Advanced** > **Picture Mode**.
2. Go to **Picture Advanced** > **DualView**. The screen is divided into two windows and the selected picture mode is applied to the left window.
3. A list of available picture modes for the right window is displayed. Select one to apply the setting.



Connecting multiple monitors via MST (Multi-Stream Transport)

With connection via the DP-IN and DP-OUT ports, you can output content to one or up to 4 monitors via MST function.



1. Connect your laptop to the USB-C™ / DP port on the monitor using a USB-C™ / DP cable. Select **Yes** to enable USB-C™ power delivery in monitor standby mode if you are prompted to. The USB-C™ port supplies power to the laptop then even when the monitor is in standby mode.

2. Go to **System** > **MST** > **ON**. Note the OSD menu can be launched and configured only when input signal is detected.
3. Connect the second monitor to the first one using a DP cable as illustrated.
4. Follow Step 3 to connect the third and the fourth monitors if desired.
5. Power on the laptop and the monitors. On all the connected monitors, check the configurations as described in Step 2.
6. On you laptop, decide the way you want the content to be displayed on the connected monitors: **Duplicate**, **Extend**, or **Projector only**. Additional software (purchased separately) may be used to manage the display. Refer to the manual of the purchased software for more information.

If you keep the KVM connection (with two video sources) and enable MST function, the KVM function will be disabled. To switch the USB control between two video sources, select a video input manually from **Input** > **Signal Input**. If the MST function is turned off from **System** > **MST**, the KVM function will be activated again.

Supported resolution

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

Configura-tion	1st monitor (PD2705Q)	2nd monitor (PD2705Q or a compatible BenQ monitor)	3rd monitor (PD2705Q or a compatible BenQ monitor)	4th monitor (A compatible BenQ monitor)
1	2560 x 1440 (60Hz)	2560 x 1440 (60Hz)	N/A	N/A
2	2560 x 1440 (60Hz)	2560 x 1440 (60Hz)	1920 x 1080 (60Hz)	N/A
3	2560 x 1440 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)
4	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)

Make sure the graphic card on your computer supports DP 1.4 for MST. Please also be noted that the supported number of monitors for connection may vary by graphic card. To find out the capability of your graphic card, check its specifications or contact its manufacturer.

Working with HDR technology

- Your monitor supports HDR10 content.
- The information regarding HDR-compatible devices and content in this document is most up-to-date at the time of publication. For the latest information, contact your device manufacturer and content provider.

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

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

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

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

Enabling HDR function

If the instructions in Working with HDR technology on page 37 are followed and the input content is HDR-compatible, the OSD message **HDR: On** is displayed on the screen. This means your content player and content are HDR-compatible and the HDR function is properly enabled. The monitor is following the ST2084 standard to process the HDR content.

If the connection is complete and no OSD message is displayed, this means the content player and/or the content are not HDR-compatible. The monitor stays to the picture mode recently chosen for non-HDR content.

Adjusting screen brightness automatically (Bright Intelligence)

The Bright Intelligence function works with certain picture modes only. If it is not available, its menu options will become grayed out.

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

To enable this function, go to **Ergonomics** > **Bright Intelligence** > **ON**.

The performance of Bright Intelligence may be impacted by the light sources and the monitor tilt angle. You can increase the light sensor sensitivity from **Ergonomics** > **Sensor Sensitivity** if needed. See Sensor Sensitivity on page 52 for more information.

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. Select (**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. 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.

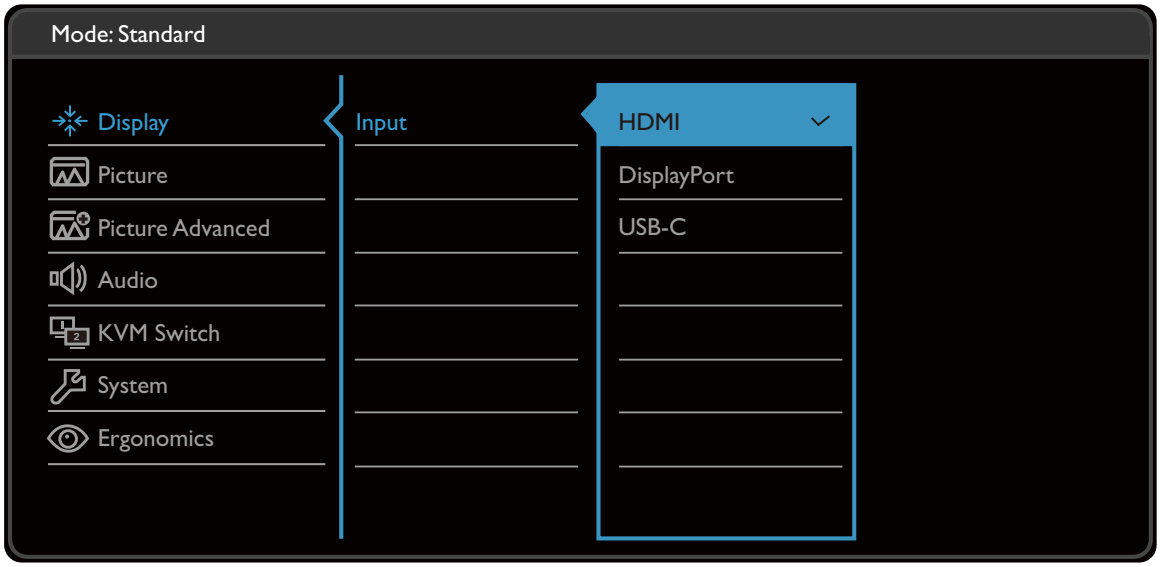
The OSD menu languages may differ from the product supplied to your region, see Language on page 49 under **System** and **OSD Settings** for more details.

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

- Display menu on page 39
- Picture menu on page 40
- Picture Advanced menu on page 42
- Audio menu on page 45
- KVM Switch menu on page 46
- System menu on page 48
- Ergonomics menu on page 52

Display menu

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

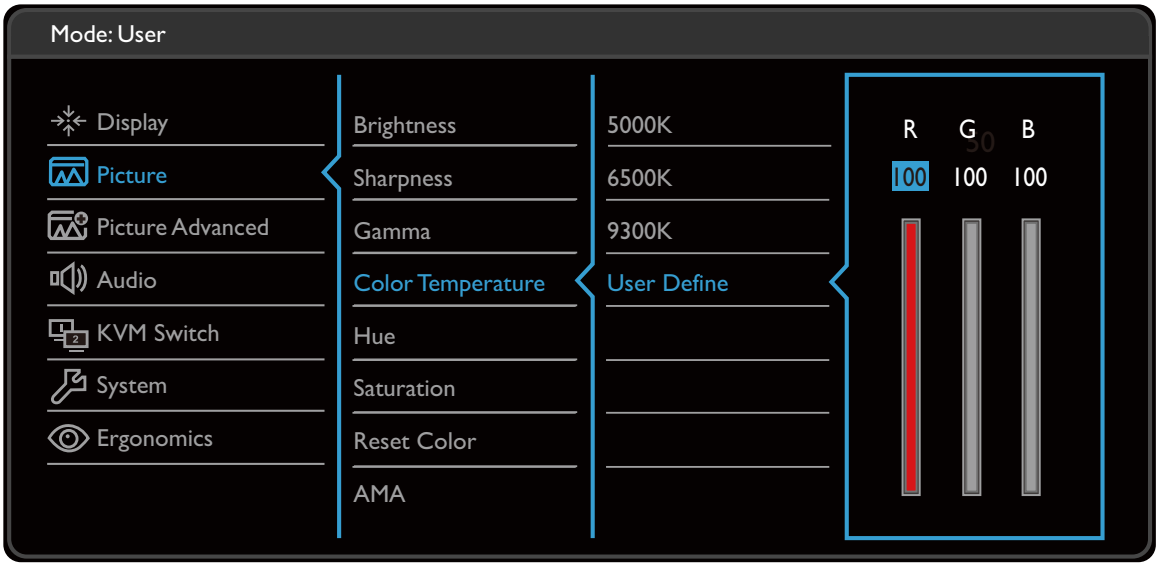


1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Display**.
3. Select → to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use OK to make selection.
5. To return to the previous menu, select ⮌.
6. To exit the menu, select ✕.

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

Picture menu

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



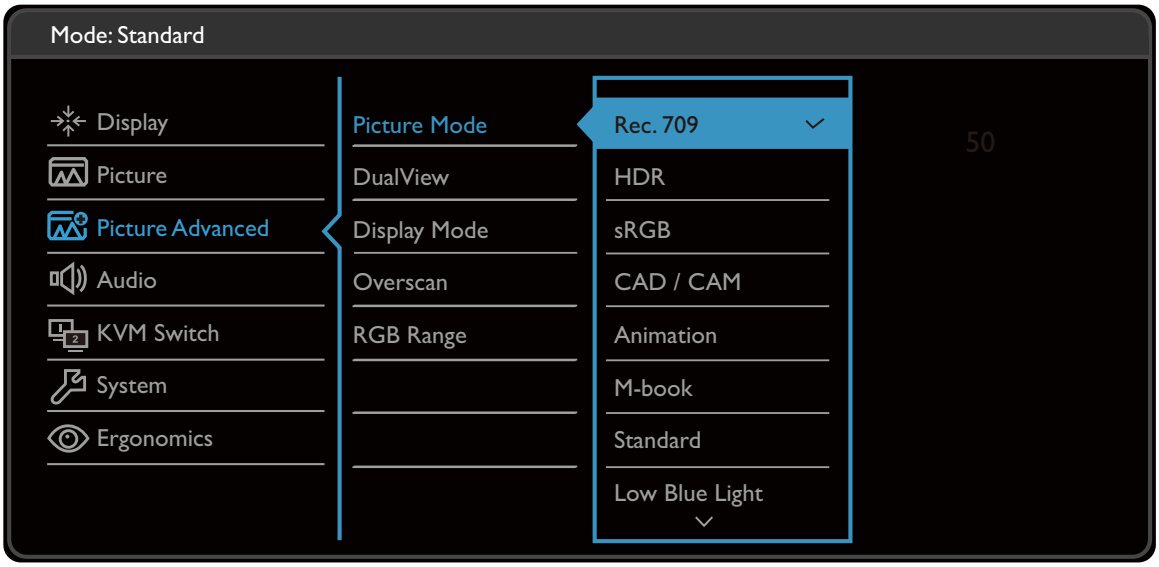
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Picture**.
3. Select → to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use OK to make selection.
5. To return to the previous menu, select ⮌.
6. To exit the menu, select ✕.

Item	Function	Range
Brightness	Adjusts the balance between light and dark shades.	0 to 100
Sharpness	Adjusts the clarity and visibility of the edges of the subjects in the image.	1 to 10
Gamma	Adjusts the tone luminance. The default value is 2.2 (the standard value for Windows).	• **1.8** • **2.0** • **2.2** • **2.4** • **2.6** • **sRGB**

Item	Function		Range
Color Temperature	**5000K**	Applies a warm tint to the image and is factory pre-set to the news print standard white color.	
	6500K	Allows video and still photographs to be viewed with natural coloring. This is the factory default color.	
	9300K	Applies a cool tint to the image and is factory pre-set to the PC industry standard white color.	
	User Define	The blend of the Red, Green and Blue primary colors can be altered to change the color tint of the image. Go to the succeeding **R** (red), **G** (green), and **B** (blue) menus to change the settings. Decreasing one or more of the colors will reduce their respective influence on the color tint of the image. (e.g. if you reduce the Blue level the image will gradually take on a yellowish tint. If you reduce Green, the image will become a magenta tint.)	• **R** (0~100) • **G** (0~100) • **B** (0~100)
Hue	Adjusts the degree of how we perceive colors.		0 ~ 100
Saturation	Adjusts the purity degree of colors.		0 ~ 100
Reset Color	Resets the custom color settings to the factory defaults.		• **YES** • **NO**
AMA	Improves the gray level response time of the LCD panel.		• **OFF** • **High** • **Premium**

Picture Advanced menu

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



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

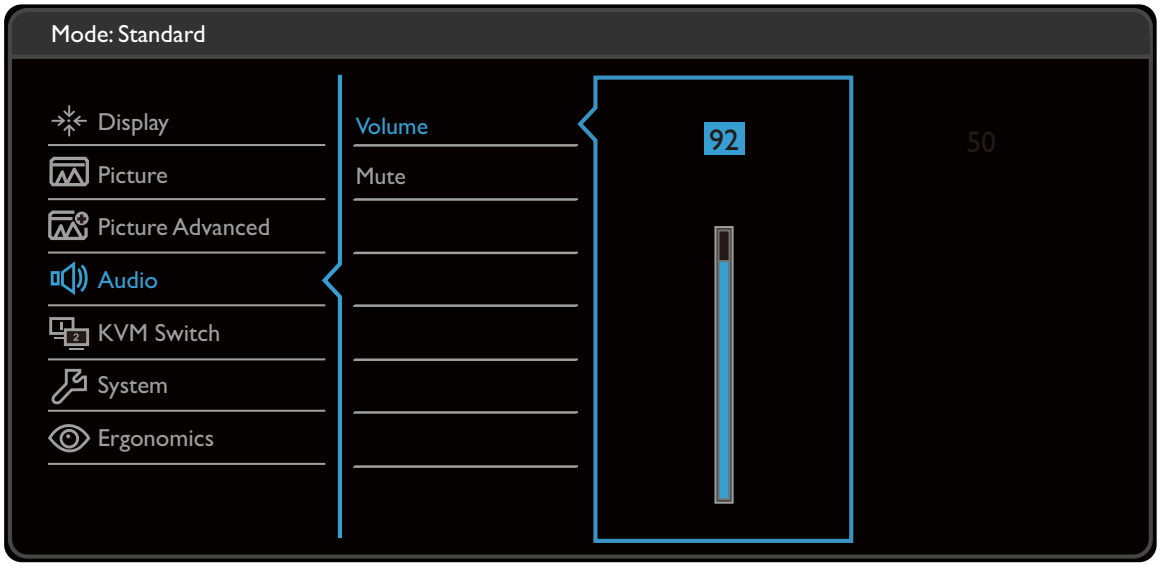
Item	Function		Range
Picture Mode	Select a picture mode that best suits the type of images shown on the screen.		
	Rec. 709	For better color matching representation with Standard Rec. 709.	
	HDR	For better color matching representation with High Dynamic Range (HDR) technology.	
	sRGB	For better color matching representation with the peripheral devices, such as printers, digital cameras, etc.	

Item	Function		Range
	CAD / CAM	Enhances the contrast if a CAD / CAM software is used.	
	Animation	Enhances the contrast of the dark shades so you could work on the details easily when making an animation.	0 ~ 10
	M-book	Minimizes the visual differences between the monitor and the connected MacBook series product.	
	Standard	For basic PC application.	
	Low Blue Light	Decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes. The value for each **Low Blue Light** mode indicates how much blue light is decreased compared with the **Standard** mode.	
		Multimedia For viewing multimedia files.	
		Web Surfing For web surfing.	
		Office For office works or office environment.	
		Reading For reading e-books or documents.	
	Darkroom	For image editing and viewing in a post-processing environment with a dim light. This mode enhances the sharpness and clarity of shades and shows more details.	
	User	Applies a combination of picture settings defined by users.	
DualView	Displays the preview of screen images under the selected modes. Once enabled, the screen will be divided into two windows; the left window demonstrates the image under the mode selected from **Picture Mode**, while the right window presents the image under the mode specified here.		• **OFF** • **sRGB** • **CAD / CAM** • **Animation** • **Low Blue Light** • **Darkroom** • **M-book**

Item	Function		Range
Display Mode	This feature is provided to allow aspect ratios other than 16:9 to be displayed without geometric distortion. The options under **Display Mode** will be different depending on the input signal sources. Depending on your selection of **Picture Mode**, different **Display Mode** option is pre-set. Change the setting if needed.		
	Full	Scales the input image to fill the screen. Ideal for 16:9 aspect images.	
	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 source is HDMI.		• **ON** • **OFF**
RGB 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)

Audio menu

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

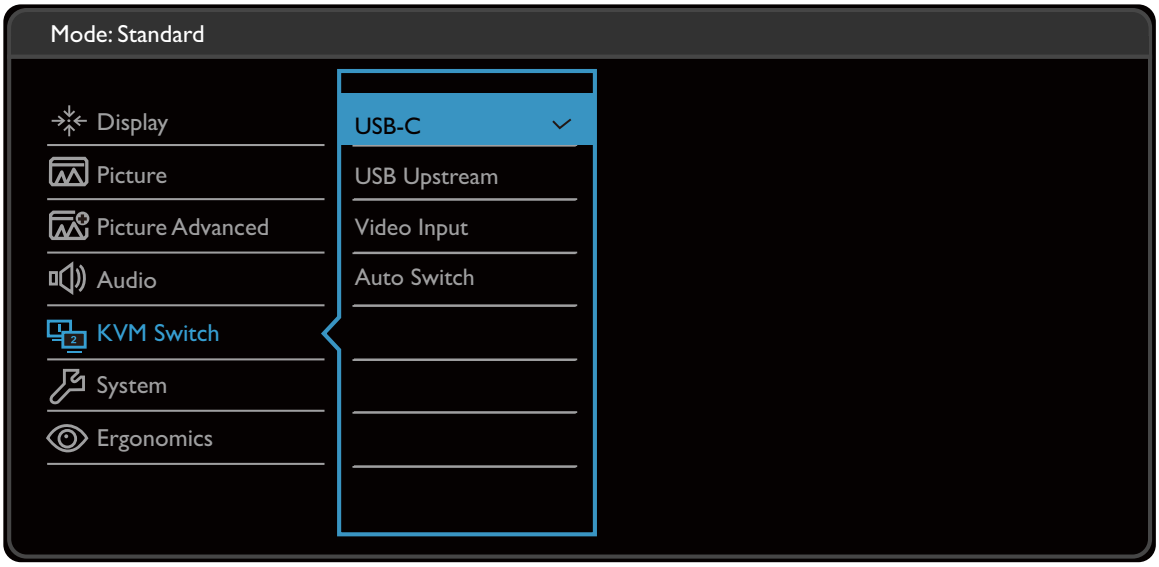


1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Audio**.
3. Select → to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use OK to make selection.
5. To return to the previous menu, select ⮌.
6. To exit the menu, select ✕.

Item	Function	Range
Volume	Adjusts the audio volume.	0 ~ 100
Mute	Mutes the audio input.	• **ON** • **OFF**

KVM Switch menu

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



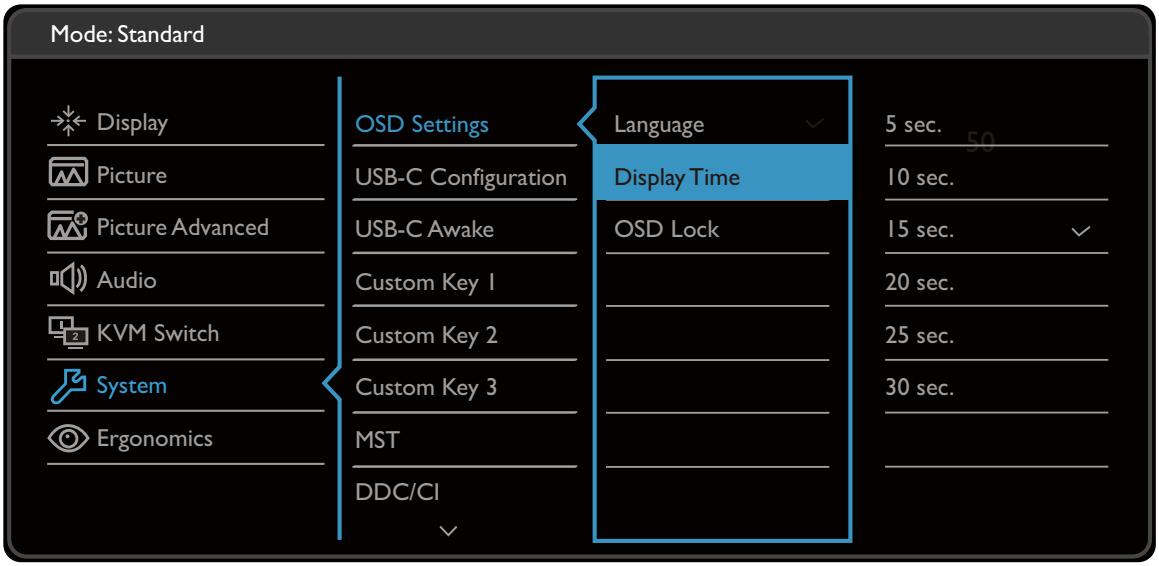
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **KVM Switch**.
3. Select → to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use OK to make selection.
5. To return to the previous menu, select ⮌.
6. To exit the menu, select ✕.

Item	Function	Range
USB-C	Switches the keyboard and mouse control over the input source / display connected to USB-C™ port.	
USB Upstream	Switches the keyboard and mouse control over the input source / display connected to USB upstream port. The video input that goes with this USB Upstream port has to be pre-defined. See Setting up the second video source for KVM Switch before use on page 32.	

Item	Function	Range
Video Input	Presets a video input to go with the USB Upstream port. See Setting up the second video source for KVM Switch before use on page 32. **None** under **KVM Switch** > **Video Input** is for Scenario B: Working with two computers and two monitors on page 33. If **None** is selected from **KVM Switch** > **Video Input** for Scenario A: Working with two computers and one monitor on page 33 by accident and **USB Upstream** is selected for KVM Switch, the screen does not display anything from the second source as there is none. You cannot control the current display (from USB-C™) either as the keyboard and mouse control has been switched away. In this case, select a video input manually from **Input** > **Signal Input**.	• **USB-C** • **DisplayPort** • **HDMI** • **None**
Auto Switch	Once enabled, if the computer with keyboard and mouse control is powered off or any of the cable is disconnected, the input source and the USB control will be switched to the other computer automatically. See Activating the Auto Switch function of KVM Switch on page 34 for more information.	• **ON** • **OFF**

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. 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 OK to make selection.
5. To return to the previous menu, select ⮌.
6. To exit the menu, select ✕.

Item	Function		Range
OSD Settings	**Language**	Sets the OSD menu language. The language options displayed on your OSD may differ from those shown on the right, depending on the product supplied in your region.	• **English** • **Français** • **Deutsch** • **Italiano** • **Español** • **Polski** • **Česky** • **Magyar** • **Română** • **Nederlands** • **Русский** • **Svenska** • **Português** • 한국어 • العربية • 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.	
USB-C Configuration	Sets the refresh rate of the input video via USB-C™ port. The USB transmission speed changes accordingly due to USB-C™ technology limitation. See Options for data transfer via USB-C™ on page 51 for more information.		•
USB-C 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
Custom Key 1	Sets the function to be accessed by custom key 1.	• **Picture Mode** • **Input** • **DisplayPort** • **USB-C** • **HDMI** • **Rec. 709** • **sRGB** • **CAD / CAM** • **Animation** • **M-book** • **Low Blue Light** • **Darkroom** • **Brightness** • **DualView** • **KVM Switch** • **Contrast** • **Volume** • **Mute**
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.	
MST	Allows data transmission while multiple monitors are daisy-chained.	• **ON** • **OFF**
DDC/CI	Allows the monitor settings to be set through the software on the PC. DDC/CI, short for Display Data Channel/Command Interface, which was developed by Video Electronics Standards Association (VESA). DDC/CI capability allows monitor controls to be sent via the software for remote diagnostics.	• **ON** • **OFF**
DP Auto Switch	When this function is activated, DP port will be in the input auto select loop. Otherwise, DP can only be selected by input select or by hot key.	• **ON** • **OFF**
HDMI Auto Switch	When this function is activated, HDMI port will be in the input auto select loop. Otherwise, HDMI can only be selected by input select or by hot key.	• **ON** • **OFF**
Auto Power Off	Sets the time to power off the monitor automatically in power saving mode.	• **OFF** • **10min.** • **20min.** • **30min.**
Resolution Notice	Sets whether to display the resolution notice of the recommended resolution when a new input source is detected by the monitor.	• **ON** • **OFF**

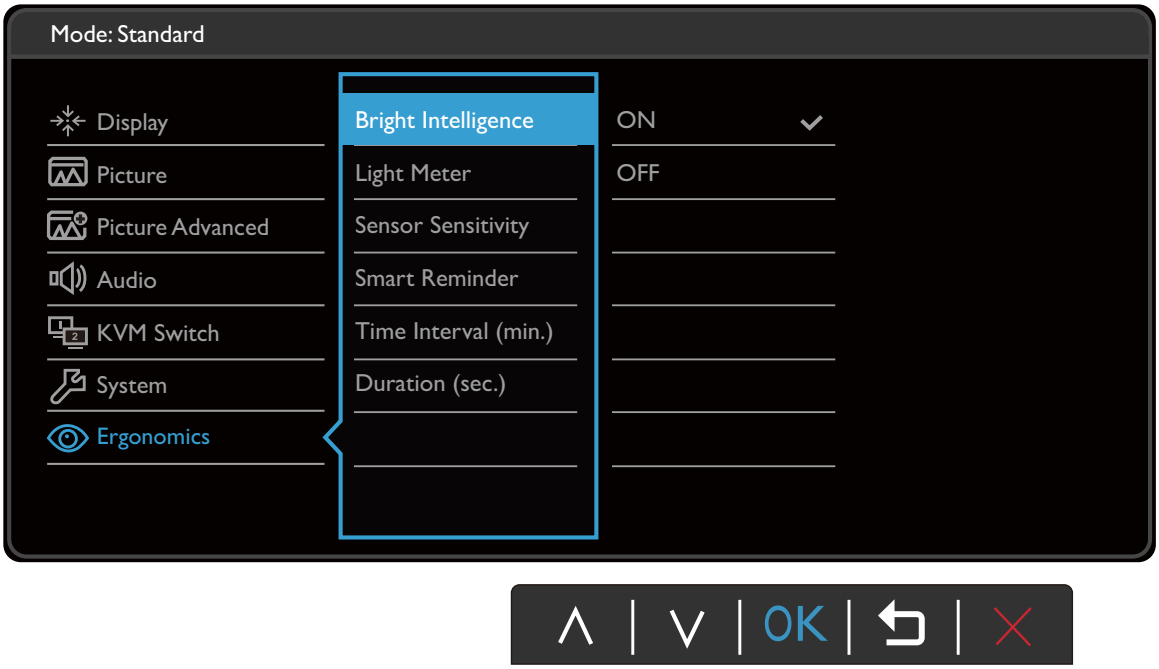
Item	Function	Range
Information	Displays the current monitor property settings.	• **Input** • **Current Resolution** • **Optimum Resolution** (best with the monitor) • **HDR**
DisplayPort	Selects an appropriate DP standard for data transmission.	• **1.1** • **1.4**
Burn-in Cleaner	Screen burn-in or image retention may be found on the screen if a still image is displayed for an extended period of time. Enable this function to help reduce the visible fixed lines or shades on the screen by showing several default patterns. Once enabled, to disable this function, press any of the control keys. Screen burn-in occurs due to panel limitation and should not be considered as a manufacturing defect. To avoid screen burn-in, do not play a still image for an extended period of time in the first place. Use your computer's power management function.	• **YES** • **NO**
OSD Key Bri.	Adjusts the brightness of the power key's LED indicator.	• **ON** • **OFF**
Reset All	Resets all mode, color and geometry settings to the factory default values.	• **YES** • **NO**

Options for data transfer via USB-C™

PD2705Q	2560 x 1440 + USB 2.0	2560 x 1440 + USB 3.1
Refresh rate	60 Hz	60 Hz
USB transmission speed	480 Mbps	5 Gbps

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. And keys that are not available will be disabled and the corresponding OSD icons will disappear. For models without certain functions, their settings and related items will not appear on the menu.



1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **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 OK to make selection.
5. To return to the previous menu, select ⮌.
6. To exit the menu, select ✕.

Item	Function	Range
Bright Intelligence	Turns the Bright Intelligence function on or off. The built-in light sensor works with Bright Intelligence technology to detect the ambient light, image brightness and contrast, and then balance the screen automatically.	• **ON** • **OFF**
Light Meter	Sets to display the light condition around the monitor on the screen.	• **ON** • **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 ~ 100

Item	Function	Range
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**

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 **Picture** and **Reset Color**, and then choose **YES** to reset the color settings to the factory defaults.

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

The image is distorted, flashes or flickers.

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 44 for details.

The image is displaced in one direction.

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

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

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

Power LED indicator

The LED indicator is white or orange.

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

OSD controls

The OSD controls are inaccessible.

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

OSD messages

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

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

Audio

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

- Check whether the desired cable to input audio signals is properly connected. See Connect the headphone. on page 16 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.

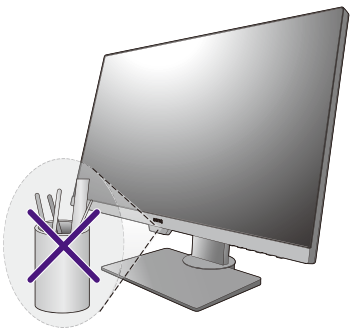
- Remove your headphone (if the headphone is connected to the monitor).
- Check whether the headphone jack is properly connected.
- If the external speakers are USB-powered, check whether the USB connection is OK.
- Increase the volume (volume may be muted or too low) on the external speakers.

Sensors

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 Bright Intelligence function has been turned on. Check **Ergonomics** > **Bright Intelligence**.
- 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.



MST connection

The MST function does not work.

- Make sure **ON** is selected under **System** > **MST**.
- Make sure the graphic card on your computer supports DP 1.4 for MST.
- The compatibility of each computer varies by hardware and/or software. You may need to go through all the cables, specifications and settings to ensure that your system supports MST. If your computer is a Mac, try with a Windows system. MST is available on a Mac OS via Thunderbolt connection only.

KVM Switch

No response after selecting **KVM Switch** > **USB Upstream**.

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

- Check if an appropriate cable has been connected to the monitor and the second video source properly. See Connect the PC video cable. on page 15 for more information.
- Check if the input source has been selected to the second video input from **KVM Switch** > **Video Input**.

USB-C™ connection

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

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

- Check if the USB-C™ cable has been connected to the monitor and the laptop properly. See Connect the PC video cable. on page 15 for more information.
- Check if the input source has been selected to **USB-C** on **Display** > **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.