



**XR** CURVED  
GAMING MONITOR

**XR Series**  
**User Manual**

# Copyright

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

# Power Safety



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

---

- The AC plug isolates this equipment from the AC supply.
- The power supply cord serves as a power disconnect device for pluggable equipment. The socket outlet should be installed near the equipment and be easily accessible.
- This product should be operated from the type of power indicated on the marked label. If you are not sure of the type of power available, consult your dealer or local power company.
- An approved power cord greater or equal to H03VV-F or H05VV-F, 2G or 3G, 0.75mm<sup>2</sup> must be used.
- For XR3501, the power adapter is manufactured by Delta Electronics, Inc. (ADP-90MD H).
- Use only the power adapter supplied with your LCD Monitor. Use of another type of power adapter will result in malfunction and/or danger.
- Allow adequate ventilation around the adapter when using it to operate the device or charge the battery. Do not cover the power adapter with paper or other objects that will reduce cooling. Do not use the power adapter while it is inside a carrying case.
- Connect the power adapter to a proper power source.
- Do not attempt to service the power adapter. There are no service parts inside. Replace the unit if it is damaged or exposed to excess moisture.

## Care And Cleaning

- **Cleaning.** Always unplug your monitor from the wall outlet before cleaning. Clean the LCD Monitor surface with a lint-free, non-abrasive cloth. Avoid using any liquid, aerosol or glass cleaners.
- Slots and openings on the back or top of the cabinet are for ventilation. They must not be blocked or covered. Your monitor should never be placed near or over a radiator or heat source, or in a built-in installation unless proper ventilation is provided.
- Never push objects or spill liquid of any kind into this product.

## Servicing

Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltages or other risks. If any of the above mentioned misuse or other accident such as dropping or mishandling occurs, contact qualified service personnel for servicing.

## BenQ ecoFACTS

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


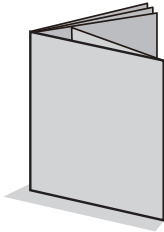

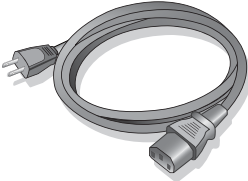
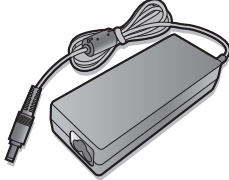
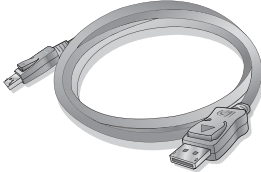
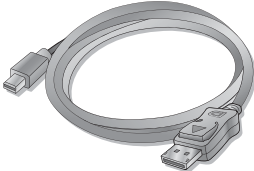


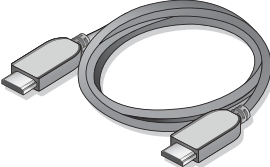
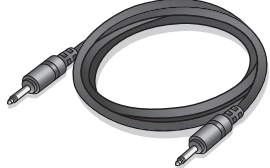
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# Getting started

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

Video Cable: HDMI	 An illustration of a black HDMI cable with both ends of the connector visible, coiled in a loose loop.
Audio Cable	 An illustration of a black audio cable with two 3.5mm stereo connectors, coiled in a loose loop.



• Available accessories and the pictures shown here may differ from the actual contents and the product supplied for your region. And the package contents may subject to change without prior notice. For cables that are not supplied with your product, you can purchase them separately.

• Consider keeping the box and packaging in storage for use in the future when you may need to transport the monitor. The fitted foam packing is ideal for protecting the monitor during transport.



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

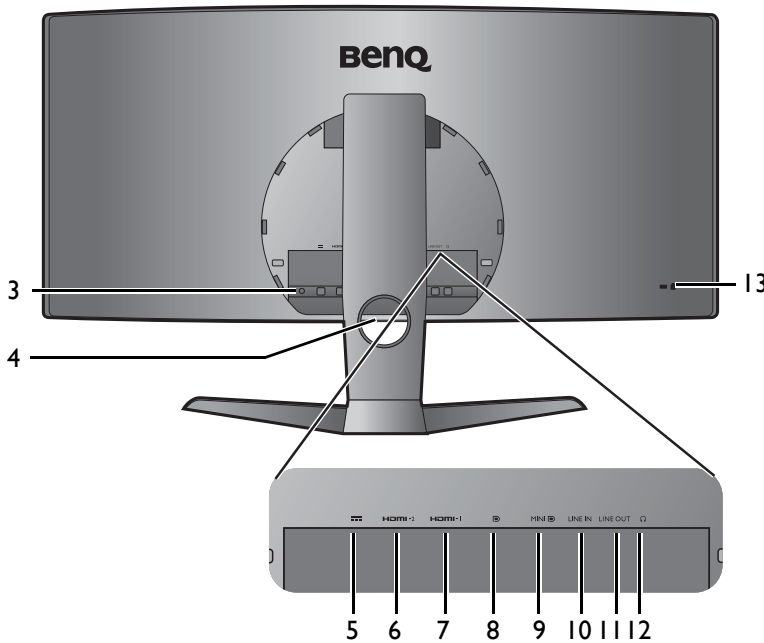
# Getting to know your monitor

## Front view



1. Power button
2. Control buttons

## Back view



3. Cable clip
4. Cable management hole
5. DC power input jack
6. HDMI-2 socket
7. HDMI-1 socket
8. DisplayPort socket
9. Mini DisplayPort socket
10. Audio Line In
11. Audio Line Out
12. Headphone jack
13. Kensington lock slot

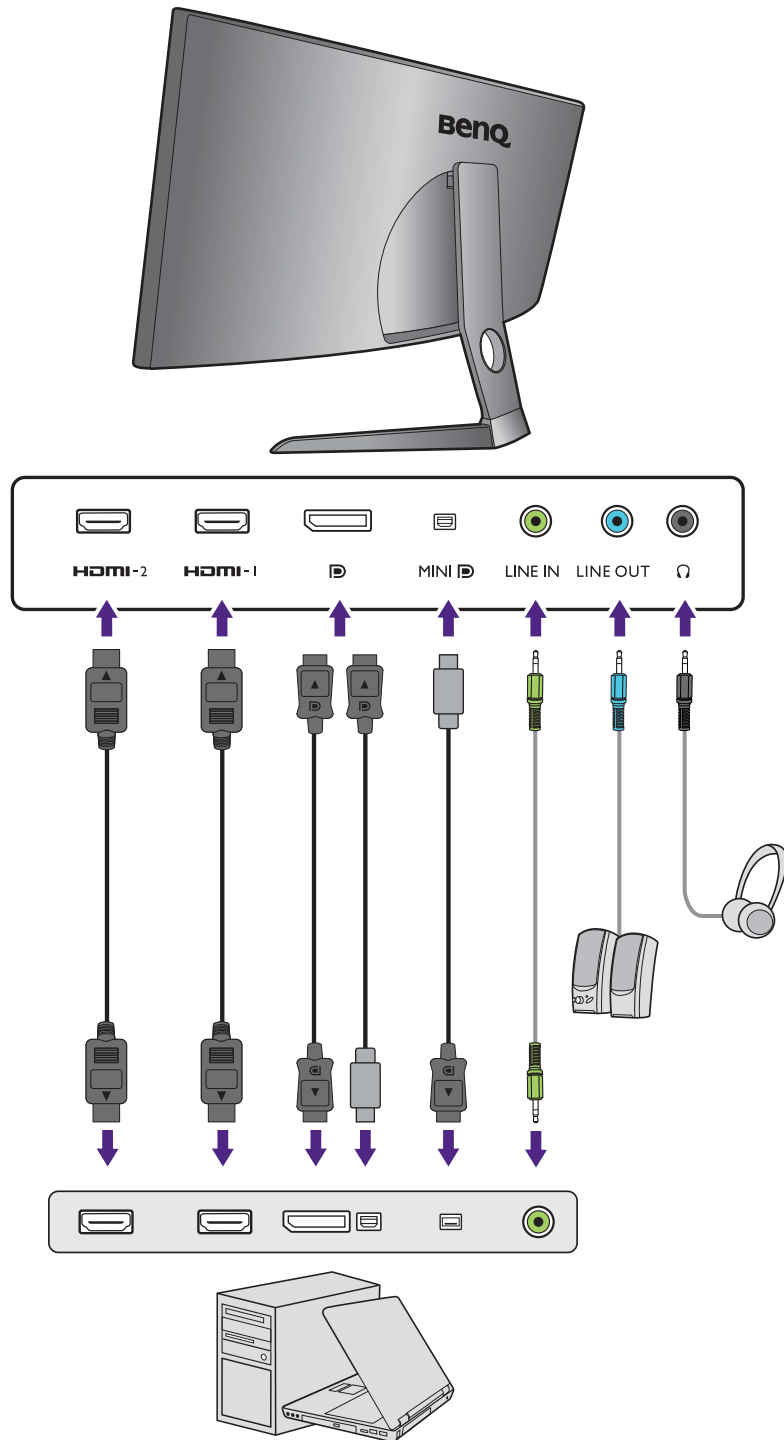


- Above diagram may vary depending on the model.
- Picture may differ from product supplied for your region.

## 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 9 - 10.





# How to assemble your monitor hardware



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

## I. Connect the PC video cable.



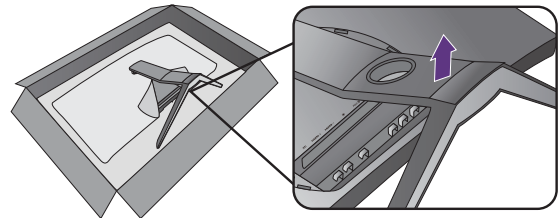
Your monitor comes with a curved screen and the screen surface should never be placed on the desk without a cushion underneath.



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

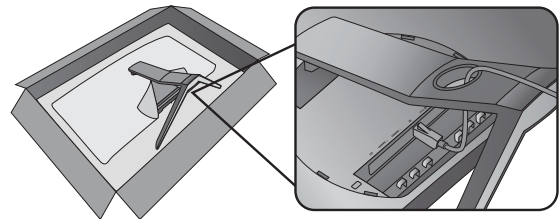
While the monitor is still inside the box, remove the cushion that protects the back of the monitor. Then pull the monitor stand arm upwards clear of the monitor.

Remove the foam wrap from the monitor stand and base. Open the foam wrap that protects the monitor for the following cable connection.



### To Connect the DP Cable

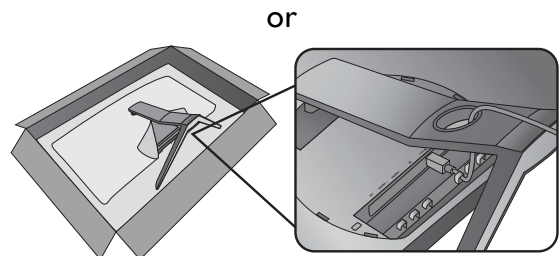
Pass the cable through the cable management hole on the stand arm first. Connect the plug of the DP cable to the monitor video socket. Connect the other end of the cable to the computer video socket.



After the monitor is powered on, if the image is not displayed, disconnect the cable. Go to **System** and **DisplayPort** on the OSD menu of the monitor and change the setting from **1.2** to **1.1**, and then connect the cable again. To go to the OSD menu, see [Basic menu operation on page 19](#).

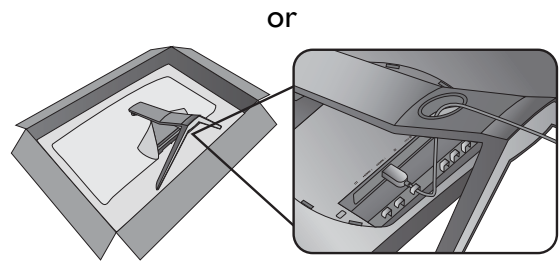
### To Connect the mini DP Cable

Pass the cable through the cable management hole on the stand arm first. Connect the plug of the mini DP cable to the monitor video socket. And then route the cable via the cable clip right below the input port. Connect the other end of the cable to the computer video socket.



### To Connect the HDMI Cable

Pass the cable through the cable management hole on the stand arm first. Connect the plug of the HDMI cable to the HDMI port on the monitor. And then route the cable via the cable clip right below the input port. Connect the other end of the cable to the HDMI port of a digital output device.



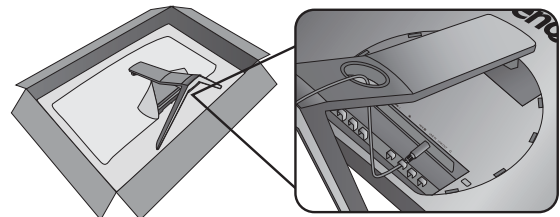
The video cables included in your package and the socket illustrations on the right may vary depending on the product supplied for your region.

## 2. Connect the audio cable.

Pass the cable through the cable management hole on the stand arm first.

### To Input Audio Signals

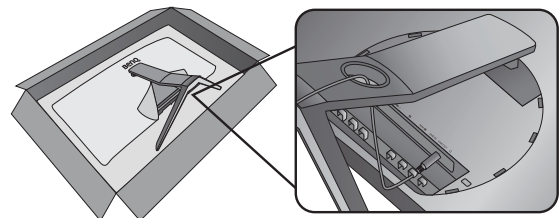
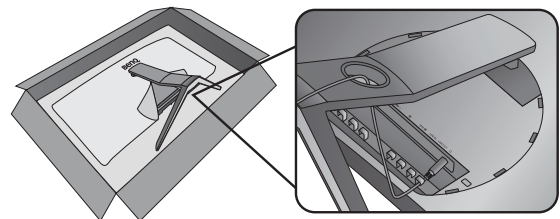
Connect the audio cable between the socket on the rear of the monitor (Line In) and your computer audio outlet. And then route the cable via the cable clip right below the input port.




### To Output Audio Signals

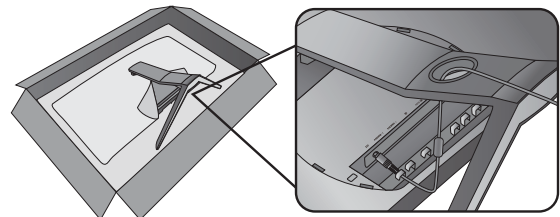
You are provided with the following options to output audio from the monitor:

- You may connect headphones to the headphone jack found on the back side of the monitor.
- If you prefer using external speakers, please also use another audio cable (usually supplied with the speakers) to connect the monitor (Line Out) to the input/Line In jack of the speaker.



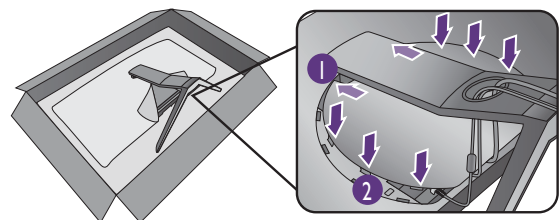
## 3. Connect the power adapter to the monitor.

Pass the cable through the cable management hole on the stand arm first. Connect the power adapter to the socket labelled  on the rear of the monitor. Do not connect the other end to a power outlet just yet.



## 4. Install the back cover.

Align the back cover with the holes on the back of the monitor, and press the sides of the back cover against the holes to lock it into place as illustrated.





To remove the back cover, see [How to change cable connection after initial installation on page 12](#) for more information.

## 5. Lift the monitor.

Take the monitor out of the box by 2 people. Carefully lift the monitor, turn it over and place it upright on its stand on a flat even surface.

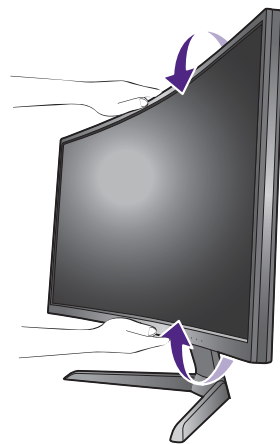
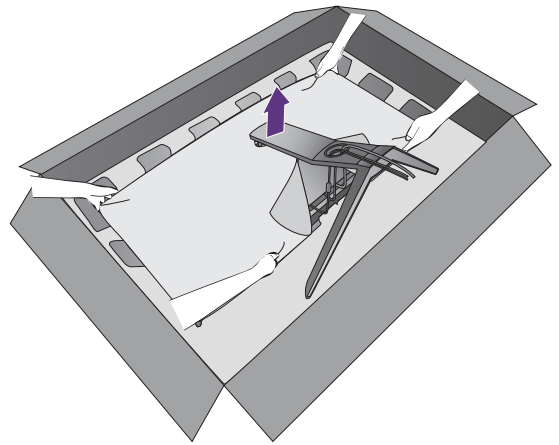
Remove the foam wrap from the monitor.

 Make sure to perform this procedure by 2 people. Failure to do so may cause injuries and damages to the personnels and the monitor itself.

 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.

## 6. Tilt the monitor.

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




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

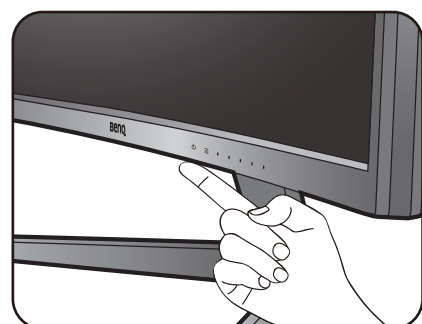
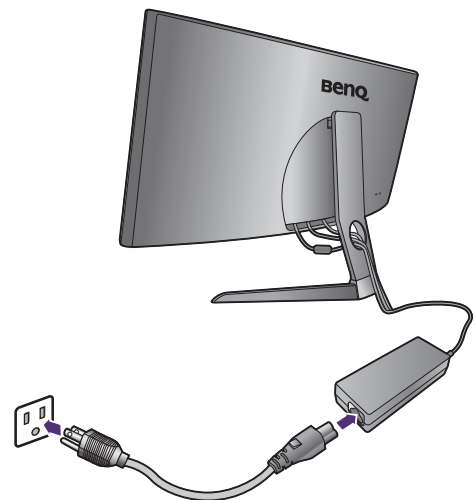
Connect the power cord to the power adapter. Plug the other end of the power cord into a power outlet and turn it on.

 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 13](#) 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 change cable connection after initial installation

To protect the curved screen, do not lay the screen face down on the desk without the protection of the supplied cushion. If you prefer to change the cable connection after the initial installation has been completed in [How to assemble your monitor hardware on page 9](#), follow the procedures below.

## 1. Turn 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. Tilt the monitor to its extended position.

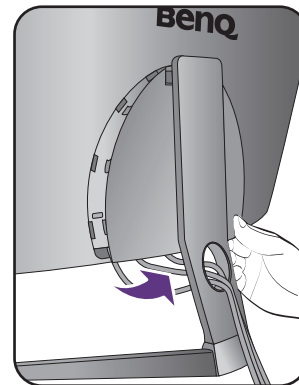
Gently tilt the monitor to the maximum extended position. To properly tilt the monitor, see [Tilt the monitor. on page 11](#).



## 3. Remove the back cover.

Remove the back cover from its bottom as illustrated.

Follow the instructions in [Connect the PC video cable. on page 9](#) and change connected cables. Re-install the back cover as instructed in [Install the back cover. on page 10](#).



# Getting the most from your BenQ Monitor

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

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

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

Follow the wizard instructions until it asks you to select a monitor model. At that point, click the **Have Disk** button, insert the BenQ LCD Monitor CD-ROM and select the appropriate monitor model. Further details and step-by-step instructions for either an automatic (new) or upgrade (existing) installation, see:

- [How to install the monitor driver on a new computer on page 14.](#)
- [How to upgrade the monitor driver on an existing computer on page 15.](#)



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

## How to install the monitor driver 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 driver on an existing computer](#).

---

1. Follow the instructions in [How to assemble your monitor hardware on page 9](#).  
When Windows starts, it will automatically detect the new monitor and launch the **Found New Hardware Wizard**. Follow the prompts until it displays the option to **Install Hardware Device Drivers**.
2. Insert the BenQ LCD Monitor CD-ROM into a CD drive on the computer.
3. Check **Search for a suitable driver for my device** option, and click **Next**.
4. Check the option for CD-ROM drives (uncheck all others) and click **Next**.
5. Look to confirm that the wizard has selected the correct name of your monitor and click **Next**.
6. Click **Finish**.
7. Restart the computer.

## How to upgrade the monitor driver on an existing computer

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



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

---

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

See:

- [How to install driver on Windows 8 \(8.1\) system on page 16.](#)
- [How to install driver on Windows 7 system on page 17.](#)

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

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

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

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

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

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

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

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

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

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

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



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

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

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

### 10. Click **Close**.

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



## How to install driver on Windows 7 system

1. Open **Display Properties**.

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

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

2. Select **Properties** from the menu.
3. Click the **Hardware** tab.
4. Click **Generic PnP Monitor**, and then the **Properties** button.
5. Click the **Driver** tab and the **Update Driver** button.
6. Insert the BenQ LCD Monitor CD-ROM into a CD drive on the computer.
7. In the **Update Driver Software** window, select the option **Browse my computer for driver software**.
8. Click **Browse** and navigate to the following directory: d:\BenQ\_LCD\Driver\ (where d is the drive letter designator for the CD-ROM drive).



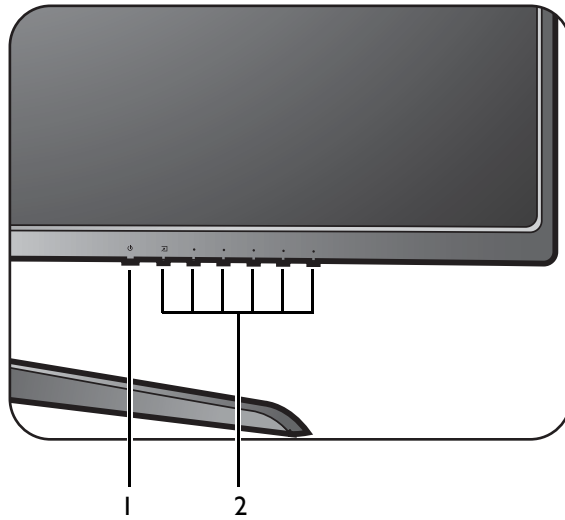
The drive letter for your CD drive may differ from the example above depending upon your system - it may be 'D:' or 'E:' or 'F:' etc.

---

9. Select the correct folder name of your monitor from provided driver list, and click **Next**.  
This will copy and install the appropriate monitor driver files to your computer.
10. Click **Close**.  
You may be prompted to restart your computer after the driver update is complete.

# How to adjust your monitor

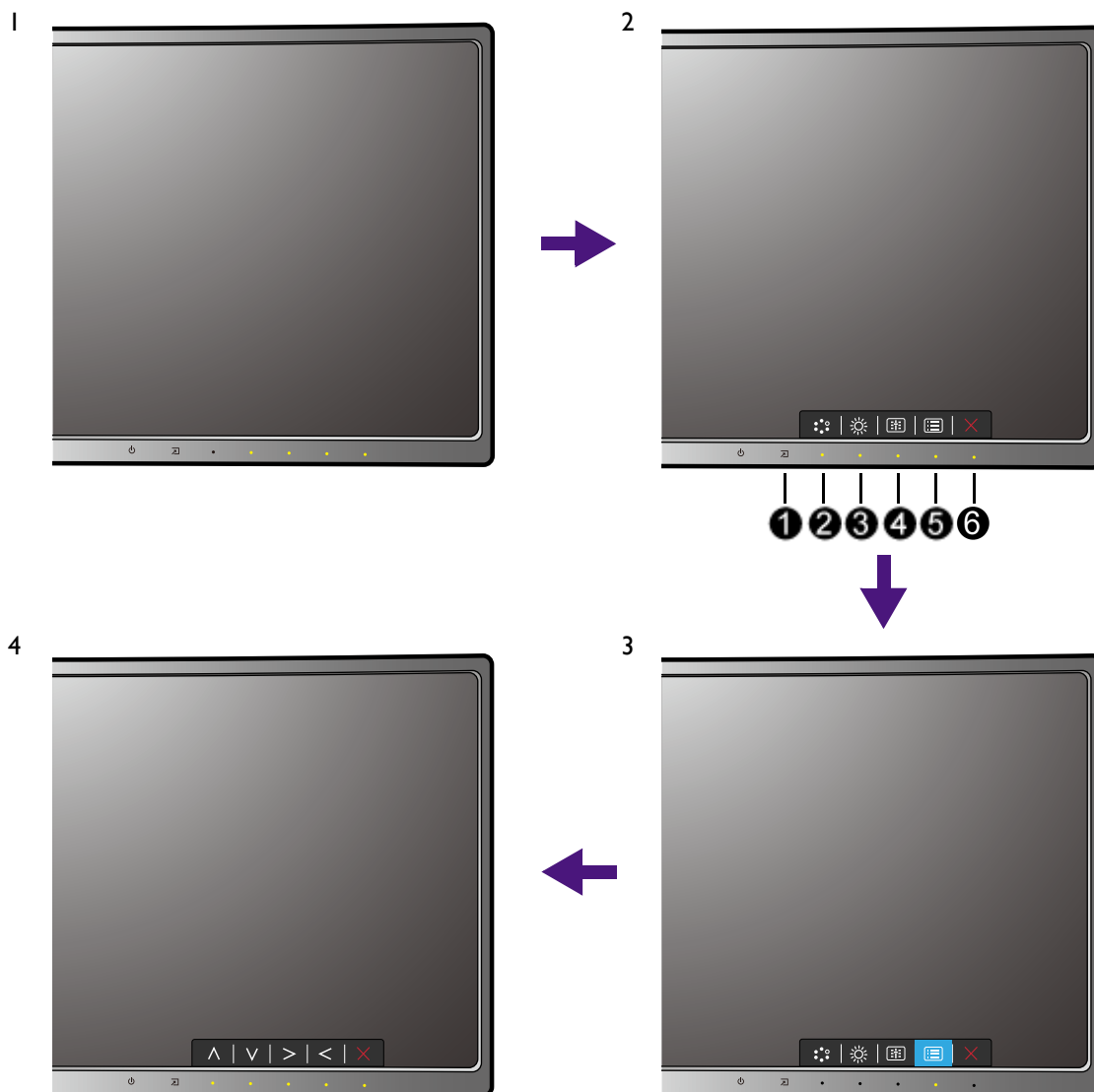
## The control panel




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

## 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 keys numbered ②, ③, and ④ 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 24](#) for details on the menu options.

No.	OSD in hot key menu	OSD icon in main menu	Function
①	Input hot key		The key is the hot key for <b>Input</b> .

No.	OSD in hot key menu	OSD icon in main menu	Function
②	Custom Key 1	^	<ul style="list-style-type: none"> <li>• By default, the key is the hot key for <b>Picture Mode</b>. To change the default settings, see <a href="#">Customizing the hot keys on page 22</a>.</li> <li>• For Up/Increase adjustment.</li> </ul>
③	Custom Key 2	v	<ul style="list-style-type: none"> <li>• By default, the key is the hot key for <b>Brightness</b>. To change the default settings, see <a href="#">Customizing the hot keys on page 22</a>.</li> <li>• For Down/Decrease adjustment.</li> </ul>
④	Custom Key 3	>	<ul style="list-style-type: none"> <li>• By default, the key is the hot key for <b>Black eQualizer</b>. To change the default settings, see <a href="#">Customizing the hot keys on page 22</a>.</li> <li>• Enters sub menus.</li> <li>• Selects menu items.</li> </ul>
⑤	Menu	<	<ul style="list-style-type: none"> <li>• Activates the main menu.</li> <li>• Returns to the previous menu.</li> </ul>
⑥	Exit	×	Exits OSD menu.



• OSD = On Screen Display.

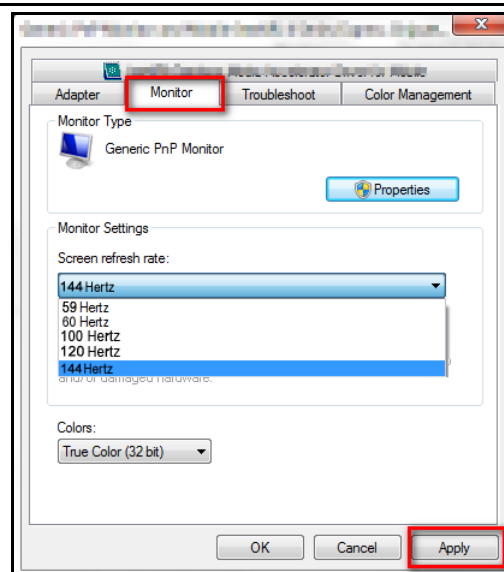
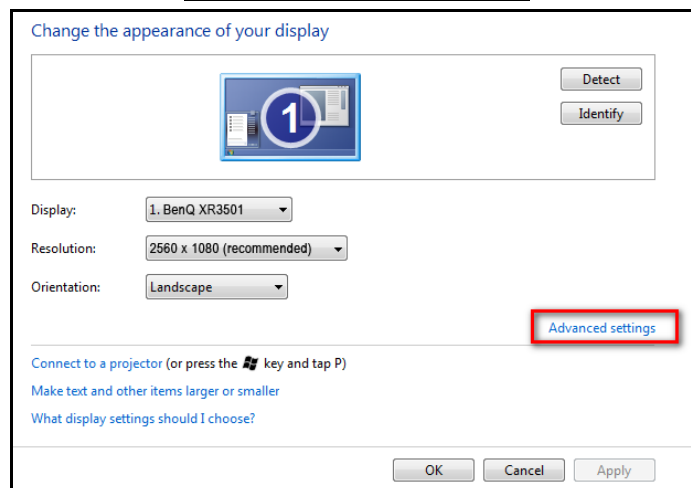
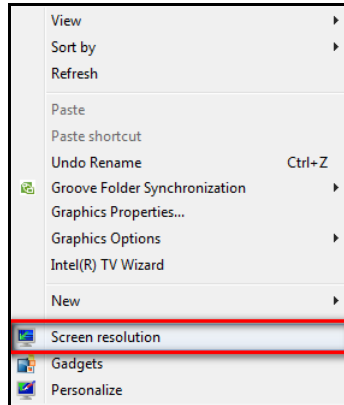
The hot keys only operate while the main menu is not currently displaying. Hot key displays will disappear after a few seconds of no key activity.

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

## Initial setup for playing games at 144 Hz

You can optimize the monitor to enhance your gaming experience. You might want to start with the following settings.


- I. Set the screen refresh rate to **144 Hertz (144 Hz)**.
  - a. Right-click the desktop and select **Screen resolution**. Click **Advanced settings**. Under the **Monitor** tab, change the screen refresh rate to **144 Hertz**. And then click **Apply** and **Yes** to confirm the change.





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

- b. Go to the setup menu in your game, and change the frame rate or screen refresh rate to 144 Hz. Refer to the Help document that came with your game for details.

To check if the screen refresh rate has been changed, select  (**Menu**) from the hot key menu on your monitor, and go to **System** and **Information**. The refresh rate in **Current Resolution** should be 144 Hz.




If 144 Hz is not available in your menus, check the following:

- make sure the DisplayPort cable is properly connected to your computer and the monitor
- make sure your GPU supports 144 Hz
- make sure your game supports 144 Hz.

2. Select an appropriate game mode for your game. See [Picture Mode on page 30](#).
3. Adjust the brightness of your display. See [Brightness on page 27](#).
4. Adjust the brightness of the black shades by **Black eQualizer**. See [Black eQualizer on page 30](#).


## Customizing the hot keys

The custom keys (see [page 19](#)) 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 21:9 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 30](#) for all the available picture modes.

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

## Video source selection in PIP/PBP mode


Your monitor scans for the available video sources in the following order: HDMI, DP, and mini DP, and displays the first available one. This video source will become the main source in PIP/PBP mode. You will need to decide the second source for PIP/PBP mode from the menu in [PIP/PBP source on page 26](#). Menu options that are not available will become grayed out.

Refer to the following table to find your main source and its supporting second sources. To find out the supported incoming display mode (input timing), please read the "**Preset display modes**" section from the link "**Adjusting the Screen Resolution**" on the CD.

		Possible second sources				
		Inputs	HDMI 1	HDMI 2	DP	Mini DP
Main source	HDMI 1			V	V	V
	HDMI 2		V		V	V
	DP		V	V		V
	Mini DP		V	V	V	

# Navigating the main menu

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

Press any of the control keys to bring up the hot key menu. Select  (**Menu**) to access the main menu. See [Basic menu operation on page 19](#) for details.

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



The OSD menu languages may differ from the product supplied to your region, see [Language on page 34](#) under **System** and **OSD Settings** for more details.

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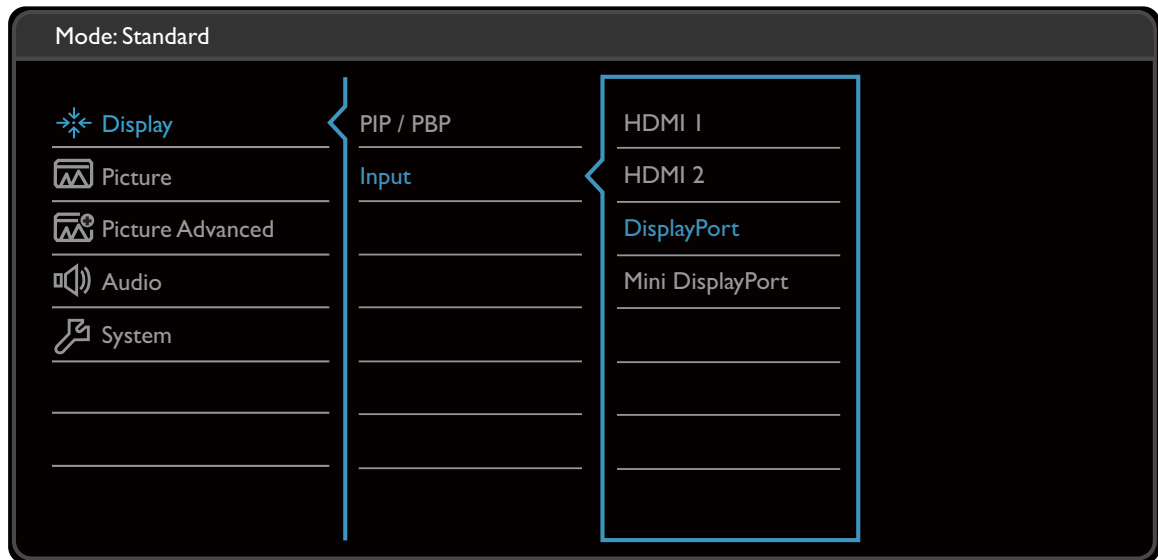
For more information on each menu, please refer to the following pages:












- [Display menu on page 25](#)
- [Picture menu on page 27](#)
- [Picture Advanced menu on page 29](#)
- [Audio menu on page 32](#)
- [System menu on page 33](#)




## Display menu

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



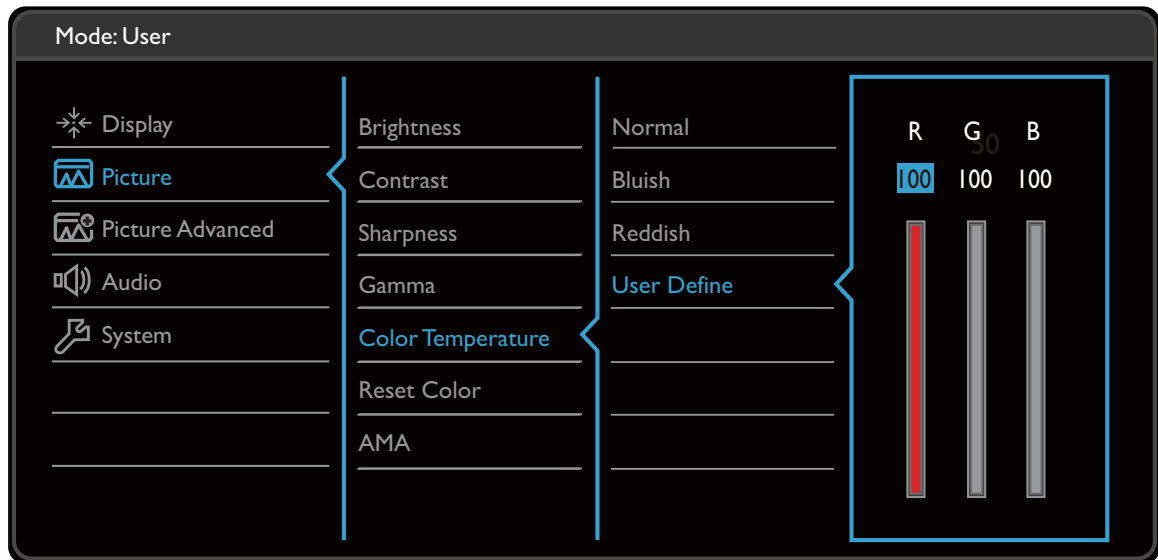
1. Select  (**Menu**) from the hot key menu.
2. Use  or  to select **Display**.
3. Select  to go to a sub menu, and then use  or  to select a menu item.
4. Use  or  to make adjustments, or use  to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .












Item	Function	Range
<b>PIP/PBP</b>	<p>Sets the PIP or PBP mode. Pictures from two independent video sources are displayed on the screen at the same time.</p> <p> The audio input is from the main source if the PIP/PBP mode is activated.</p>	

Item		Function	Range
	<b>Mode</b>	Sets the PIP or PBP mode. <b>PIP:</b> the Picture-in-Picture (PIP) mode displays the main video source on the screen while the second source in an inset window. <b>PBP:</b> Allows to display images from two different video sources side-by-side. <b>OFF:</b> Disables PIP/PBP mode.	<ul style="list-style-type: none"> <li>• <b>PIP</b></li> <li>• <b>PBP</b></li> <li>• <b>OFF</b></li> </ul>
	<b>PIP/PBP source</b>	Sets the second video source for the PIP/PBP mode.	<ul style="list-style-type: none"> <li>• <b>HDMI 1</b></li> <li>• <b>HDMI 2</b></li> <li>• <b>DisplayPort</b></li> <li>• <b>Mini DisplayPort</b></li> </ul>
	<b>SWAP</b>	Videos from the main and the second sources are swapped on the screen.	
	<b>PIP Size</b>	Determines the size of the inset window in the PIP mode.	<ul style="list-style-type: none"> <li>• <b>Small</b></li> <li>• <b>Medium</b></li> <li>• <b>Large</b></li> </ul>
	<b>PIP Position</b>	Adjusts the position of the inset window in the PIP mode.	<ul style="list-style-type: none"> <li>• <b>Top Right</b></li> <li>• <b>Top Left</b></li> <li>• <b>Bottom Right</b></li> <li>• <b>Bottom Left</b></li> </ul>
<b>Input</b>		Use this to change the input to that appropriate to your video cable connection type.	<ul style="list-style-type: none"> <li>• <b>HDMI 1</b></li> <li>• <b>HDMI 2</b></li> <li>• <b>DisplayPort</b></li> <li>• <b>Mini DisplayPort</b></li> </ul>

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



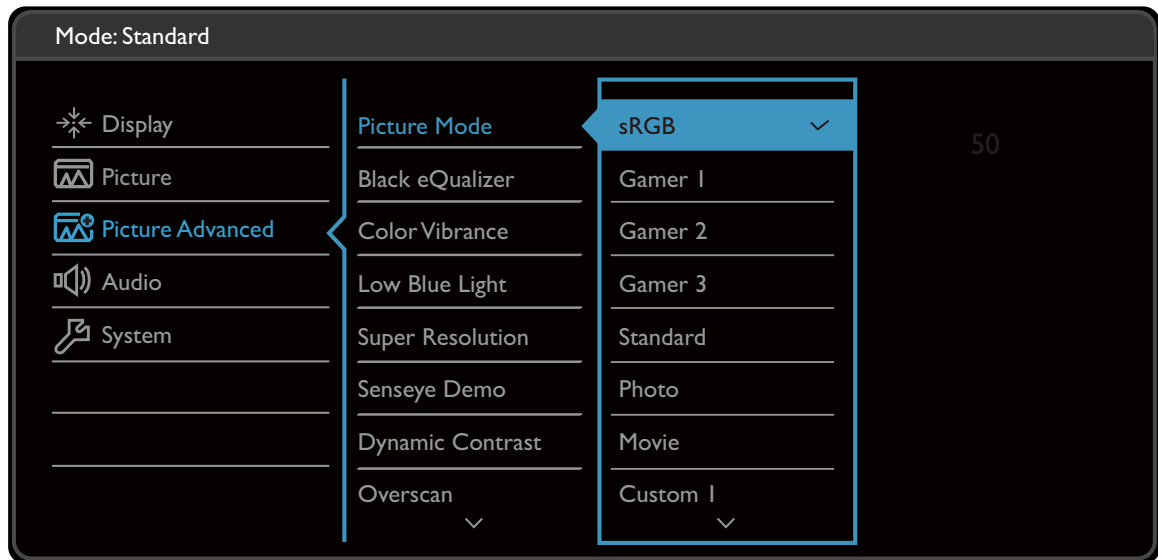
1. Select  (**Menu**) from the hot key menu.
2. Use  or  to select **Picture**.
3. Select  to go to a sub menu, and then use  or  to select a menu item.
4. Use  or  to make adjustments, or use  to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .












Item	Function	Range
<b>Brightness</b>	Adjusts the balance between light and dark shades.	0 to 100
<b>Contrast</b>	Adjusts the degree of difference between darkness and lightness.	0 to 100
<b>Sharpness</b>	Adjusts the clarity and visibility of the edges of the subjects in the image.	1 to 10



Item	Function		Range
<b>Gamma</b>	Adjusts the tone luminance. The default value is 3 (the standard value for Windows).		<ul style="list-style-type: none"> <li>•1</li> <li>•2</li> <li>•3</li> <li>•4</li> <li>•5</li> </ul>
<b>Color Temperature</b>	<b>Normal</b>	Allows video and still photographs to be viewed with natural coloring. This is the factory default color.	
	<b>Bluish</b>	Applies a cool tint to the image and is factory pre-set to the PC industry standard white color.	
	<b>Reddish</b>	Applies a warm tint to the image and is factory pre-set to the news print standard white color.	
	<b>User Define</b>	<p>The blend of the Red, Green and Blue primary colors can be altered to change the color tint of the image. Go to the succeeding <b>R</b> (red), <b>G</b> (green), and <b>B</b> (blue) menus to change the settings.</p> <p>Decreasing one or more of the colors will reduce their respective influence on the color tint of the image. (e.g. if you reduce the Blue level the image will gradually take on a yellowish tint. If you reduce Green, the image will become a magenta tint.)</p>	<ul style="list-style-type: none"> <li>• R (0~100)</li> <li>• G (0~100)</li> <li>• B (0~100)</li> </ul>
<b>Reset Color</b>	Resets the custom color settings to the factory defaults.		<ul style="list-style-type: none"> <li>•YES</li> <li>•NO</li> </ul>
<b>AMA</b>	Improves the gray level response time of the LCD panel.		<ul style="list-style-type: none"> <li>•OFF</li> <li>•High</li> <li>•Premium</li> </ul>




## 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. 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.



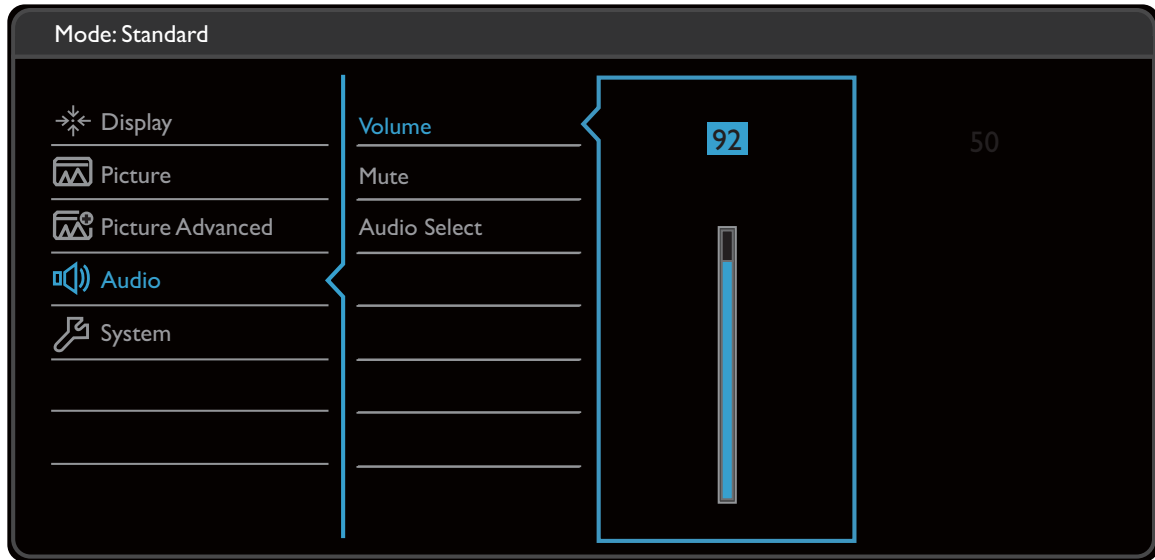
1. Select  (**Menu**) from the hot key menu.
2. Use  or  to select **Picture Advanced**.
3. Select  to go to a sub menu, and then use  or  to select a menu item.
4. Use  or  to make adjustments, or use  to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .












Item	Function	Range	
<b>Picture Mode</b>	Select a picture mode that best suits the type of images shown on the screen.		
	<b>sRGB</b>	For better color matching representation with the peripheral devices, such as printers, digital cameras, etc.	
	<b>Gamer 1</b>	For playing car racing games.	
	<b>Gamer 2</b>	For playing CS: GO games.	
	<b>Gamer 3</b>	For playing Battlefield games.	
	<b>Standard</b>	For basic PC application.	
	<b>Photo</b>	For viewing still images.	
	<b>Movie</b>	For viewing videos.	
	<b>Custom 1</b>	Applies a combination of color settings defined by users.	
	<b>Custom 2</b>		
<b>Black eQualizer</b>	Brings out the dark shades by increasing the brightness without changing those of the light shades.  If the image is too bright or barely contains any dark shades, adjusting the value of <b>Black eQualizer</b> may not show much change to the image.	0 ~ 20	
<b>Color Vibrance</b>	Provides different sets of color settings. Once applied, you can adjust some of the color settings in the corresponding menus.	0 ~ 20	
<b>Low Blue Light</b>	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 ~ 10	
<b>Super Resolution</b>	Simulates high-resolution images by increasing pixel density of low-resolution ones.	• 0 • 1 • 2 • 3	
<b>Senseye Demo</b>	Displays the preview of screen images under the selected mode from <b>Picture Mode</b> . The screen will be divided into two windows; the left window demonstrates images of Standard mode, while the right window presents the images under the specified mode.	• ON • OFF	
<b>Dynamic Contrast</b>	The function is to automatically detect the distribution of an input visual signal, and then to create the optimal contrast.	0 to 5	

Item	Function	Range	
<b>Overscan</b>	<p>Slightly enlarges the input image. Use this feature to hide annoying edge noise if present around your image.</p> <p> Available only when the input source is HDMI, DP, or mini DP.</p>	<ul style="list-style-type: none"> <li>• <b>ON</b></li> <li>• <b>OFF</b></li> </ul>	
<b>Display Mode</b>	<p>This feature is provided to allow aspect ratios other than 21:9 to be displayed without geometric distortion.</p> <p> The options under <b>Display Mode</b> will be different depending on the input signal sources.</p> <p> Depending on your selection of <b>Picture Mode</b>, different <b>Display Mode</b> option is pre-set. Change the setting if needed.</p>		
	<b>Full</b>	Scales the input image to fill the screen. Ideal for 21:9 aspect images.	
	<b>Aspect</b>	The input image is displayed without geometric distortion filling as much of the display as possible.	
	<b>1 : 1</b>	Displays the input image in its native resolution without scaling.	
<b>HDMI RGB PC Range</b>	Determines the range of color scales. Select an option that matches the RGB range setting on the connected HDMI device.	<ul style="list-style-type: none"> <li>• <b>RGB (0 ~ 255)</b></li> <li>• <b>RGB (16 ~ 235)</b></li> </ul>	

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



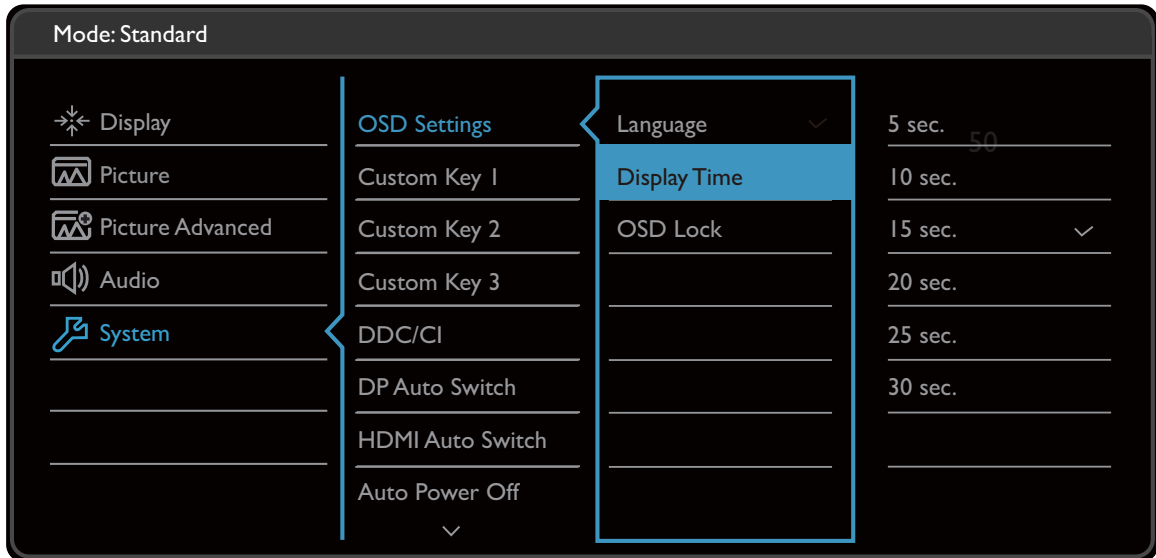
1. Select  (**Menu**) from the hot key menu.
2. Use  or  to select **Audio**.
3. Select  to go to a sub menu, and then use  or  to select a menu item.
4. Use  or  to make adjustments, or use  to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .












Item	Function	Range
<b>Volume</b>	Adjusts the audio volume.	0 ~ 100
<b>Mute</b>	Mutes the audio input.	<ul style="list-style-type: none"> <li>• ON</li> <li>• OFF</li> </ul>
<b>Audio Select</b> (for models with more than 2 audio sources)	Allow users to select the audio source or let the monitor detect it automatically.	<ul style="list-style-type: none"> <li>• PC Audio</li> <li>• Auto Detect</li> </ul>






## System menu

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





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

Item	Function		Range
<b>OSD Settings</b>	<b>Language</b>	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.	<ul style="list-style-type: none"> <li>• English</li> <li>• Français</li> <li>• Deutsch</li> <li>• Italiano</li> <li>• Español</li> <li>• Polski</li> <li>• Český</li> <li>• Magyar</li> <li>• SiCG/BIH/CRO</li> <li>• Română</li> <li>• Nederlands</li> <li>• Русский</li> <li>• Svenska</li> <li>• Português</li> <li>• 日本語</li> <li>• 繁體中文</li> <li>• 简体中文</li> </ul>
	<b>Display Time</b>	Adjusts the display time of the OSD menu.	<ul style="list-style-type: none"> <li>• 5 sec.</li> <li>• 10 sec.</li> <li>• 15 sec.</li> <li>• 20 sec.</li> <li>• 25 sec.</li> <li>• 30 sec.</li> </ul>
	<b>OSD Lock</b>	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.	
<b>Custom Key 1</b>	Sets the function to be accessed by custom key 1.		<ul style="list-style-type: none"> <li>• Picture Mode</li> <li>• Display Mode</li> </ul>
<b>Custom Key 2</b>	Sets the function to be accessed by custom key 2.		<ul style="list-style-type: none"> <li>• Brightness</li> <li>• Contrast</li> </ul>
<b>Custom Key 3</b>	Sets the function to be accessed by custom key 3.		<ul style="list-style-type: none"> <li>• Black eQualizer</li> <li>• Color Vibrance</li> <li>• Low Blue Light</li> <li>• Volume</li> </ul>

Item	Function	Range
<b>DDC/CI</b>	<p>Allows the monitor settings to be set through the software on the PC.</p> <p> DDC/CI, short for Display Data Channel/Command Interface, which was developed by Video Electronics Standards Association (VESA). DDC/CI capability allows monitor controls to be sent via the software for remote diagnostics.</p>	<ul style="list-style-type: none"> <li>• <b>ON</b></li> <li>• <b>OFF</b></li> </ul>
<b>DP Auto Switch</b>	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.	<ul style="list-style-type: none"> <li>• <b>ON</b></li> <li>• <b>OFF</b></li> </ul>
<b>HDMI Auto Switch</b>	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.	<ul style="list-style-type: none"> <li>• <b>ON</b></li> <li>• <b>OFF</b></li> </ul>
<b>Auto Power Off</b>	Sets the time to power off the monitor automatically in power saving mode.	<ul style="list-style-type: none"> <li>• <b>OFF</b></li> <li>• <b>10min.</b></li> <li>• <b>20min.</b></li> <li>• <b>30min.</b></li> </ul>
<b>Resolution Notice</b>	Sets whether to display the resolution notice of the recommended resolution when a new input source is detected by the monitor.	<ul style="list-style-type: none"> <li>• <b>ON</b></li> <li>• <b>OFF</b></li> </ul>
<b>Information</b>	Displays the current monitor property settings.	<ul style="list-style-type: none"> <li>• <b>Input</b></li> <li>• <b>Current Resolution</b></li> <li>• <b>Optimum Resolution</b> (best with the monitor)</li> <li>• <b>Model Name</b></li> </ul>
<b>DisplayPort</b>	Selects an appropriate DP standard for data transmission.	<ul style="list-style-type: none"> <li>• <b>1.1</b></li> <li>• <b>1.2</b></li> </ul>
<b>Reset All</b>	Resets all mode, color and geometry settings to the factory default values.	<ul style="list-style-type: none"> <li>• <b>YES</b></li> <li>• <b>NO</b></li> </ul>

# Troubleshooting

## Frequently asked questions (FAQ)


-  The image is blurred.
-  Read the instructions on the link "**Adjusting the Screen Resolution**" on the CD, and then select the correct resolution, refresh rate and make adjustments based on these instructions.


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


-  Read the instructions on the link "**Adjusting the Screen Resolution**" on the CD. Select the native resolution.

-  Pixel errors can be seen.

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


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


-  The image has a faulty coloration.













-  It has a yellow, blue or pink appearance.

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

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

-  The LED indicator is white or orange.

-  • If the LED lights up in solid white, the monitor is powered on.
- If the LED is illuminated in white and there is a message **Out of Range** on the screen, this means you are using a display mode that this monitor does not support, please change the setting to one of the supported mode. Please read the "**Preset display modes**" section from the link "**Adjusting the Screen Resolution**".
- If the LED is illuminated in orange, the power management mode is active. Press any button on the computer keyboard or move the mouse. If that does not help, check the signal cable connectors. If any pin is bent or broken off, please contact your dealer to get necessary support.
- If the LED is off, check the power supply mains socket, the external power supply and the mains switch.

-  Faint shadow from the static image displayed is visible on the screen.
- 
  - Activate the power management function to let your computer and monitor go into a low power "sleep" mode when not actively in use.
  - Use a screensaver to prevent the occurrence of image retention.
-  The image is distorted, flashes or flickers.
-  Read the instructions on the link "**Adjusting the Screen Resolution**" on the CD, and then select the correct resolution, refresh rate and make adjustments based on these instructions.
-  You are running the monitor at its native resolution, but the image is still distorted.
-  Images from different input sources may appear distorted or stretched on the monitor running at its native resolution. To have the optimal display performance of each type of input sources, you can use the **Display Mode** function to set a proper aspect ratio for the input sources. See [Display Mode on page 31](#) for details.
-  The image is displaced in one direction.
-  Read the instructions on the link "**Adjusting the Screen Resolution**" on the CD, and then select the correct resolution, refresh rate and make adjustments based on these instructions.
-  The OSD controls are inaccessible.
-  To unlock the OSD controls when it is preset to be locked, press and hold any key for 10 seconds.
-  No sound can be heard from the connected external speakers.
- 
  - Remove your headphone (if the headphone is connected to the monitor).
  - Check whether the Line Out 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.

## Need more help?

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

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