

BenQ



XL

**MONITOR FOR
e-SPORTS**

XL 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.)

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

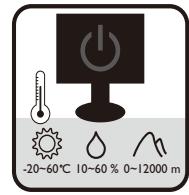
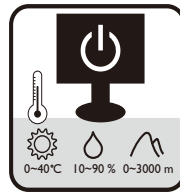
This document aims to provide the most updated and accurate information to customers, and thus all contents may be modified from time to time without prior notice. Please visit the website for the latest version of this document and other product information. Available files vary by model.

1. Make sure your computer is connected to the Internet.
2. Visit the local website from www.BenQ.com or zowie.benq.com. The website layout and content may vary by region/country.
 - User manual and related document: www.BenQ.com or zowie.benq.com > **Support** > **Download & FAQ** > model name > **User Manual**
 - Drivers and applications: www.BenQ.com or zowie.benq.com > **Support** > **Download & FAQ** > model name > **Software**

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, 0.75mm² 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, 0.75mm² 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, 0.75mm² 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 www.BenQ.com or zowie.benq.com for more support.

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.

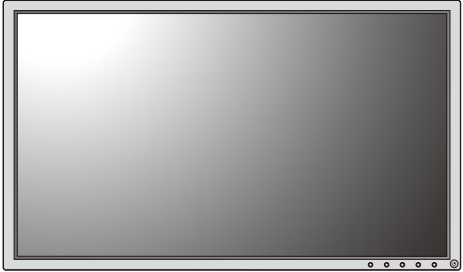
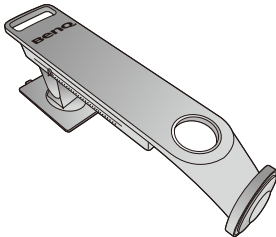
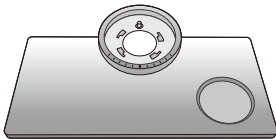

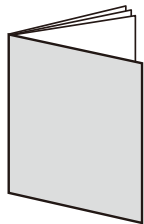


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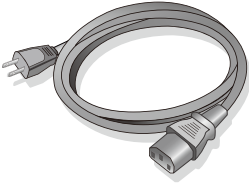
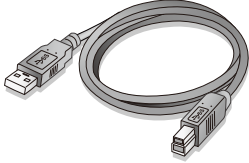
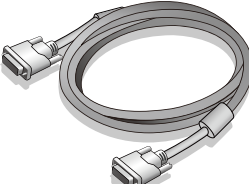
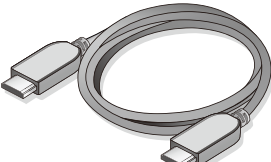
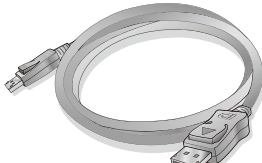

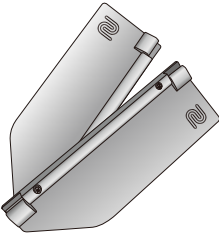
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Getting started

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	
S Switch (Swift Switch)	
Quick Start Guide	
Safety Instructions	
Regulatory Statements	

Power Cord (Picture may differ from product supplied for your region.)	
USB Cable	
Video Cable: DVI-D Dual Link (Optional accessory)	
Video Cable: HDMI (Optional accessory)	
Video Cable: DP	
Protective cover	
Shield (Shading hood)	



• 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.

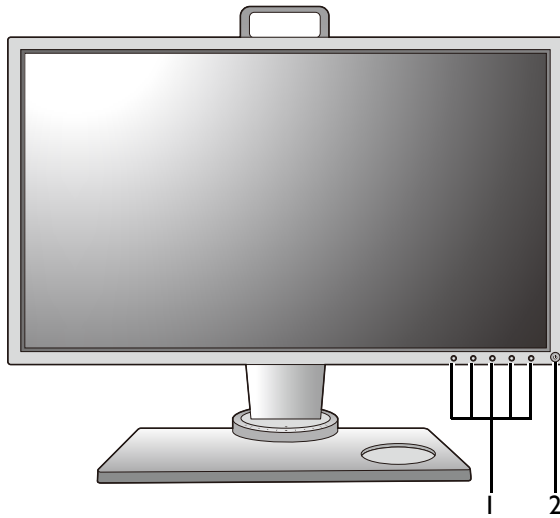
• Consider keeping the box and packaging in storage for use in the future when you may need to transport the monitor. The fitted foam packing is ideal for protecting the monitor during transport.



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

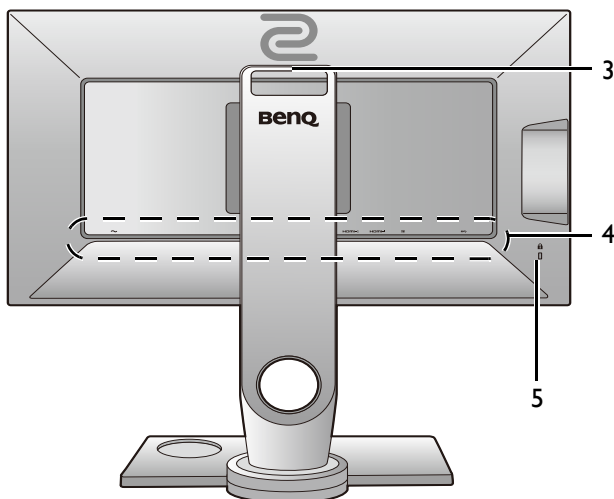
Getting to know your monitor

Front view

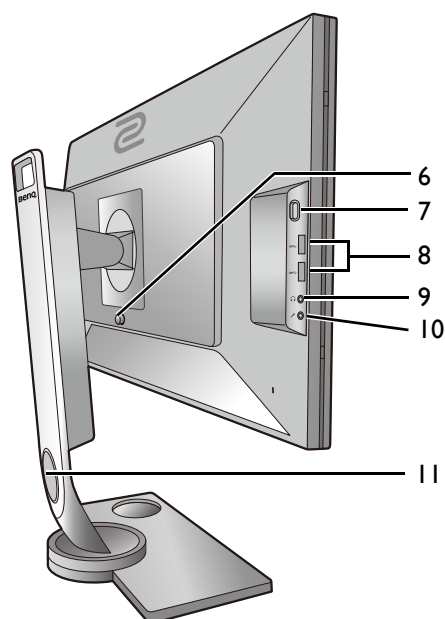


1. Control buttons
2. Power button

Back view



3. Handle
4. Input and output ports (vary by model, see [Input and output ports on page 11](#))
5. Kensington lock slot



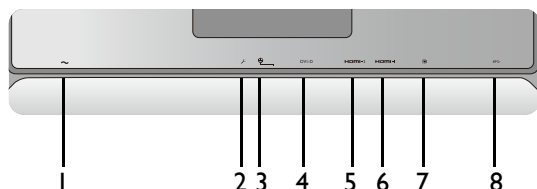
6. VESA mount release button
7. Headphone hook
8. USB port x 2 (downstream; connecting to USB devices)
9. Headphone jack
10. Microphone jack
11. Cable management hole



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

Input and output ports

Available input and output ports may vary depending on your purchased model. Check the product specifications on the website for details.



1. AC Power Input jack
2. Mic-In jack
3. S Switch socket
4. DVI-D socket (*)
5. HDMI-2 (1.4) socket (*)
(for XL2536) HDMI-2 (2.0) socket (*)
6. HDMI-1 (2.0) socket (*)
7. DisplayPort socket (*)
8. USB port (upstream; connecting to the PC)



- *: Refer to [Maximum resolution supported by each port on page 11](#) for more information.
- HDMI-1 (2.0) only works with compatible graphic cards and devices.
Compatible issue may occur when the HDMI-1 (2.0) input port conducts with a HDMI 1.4 output port.

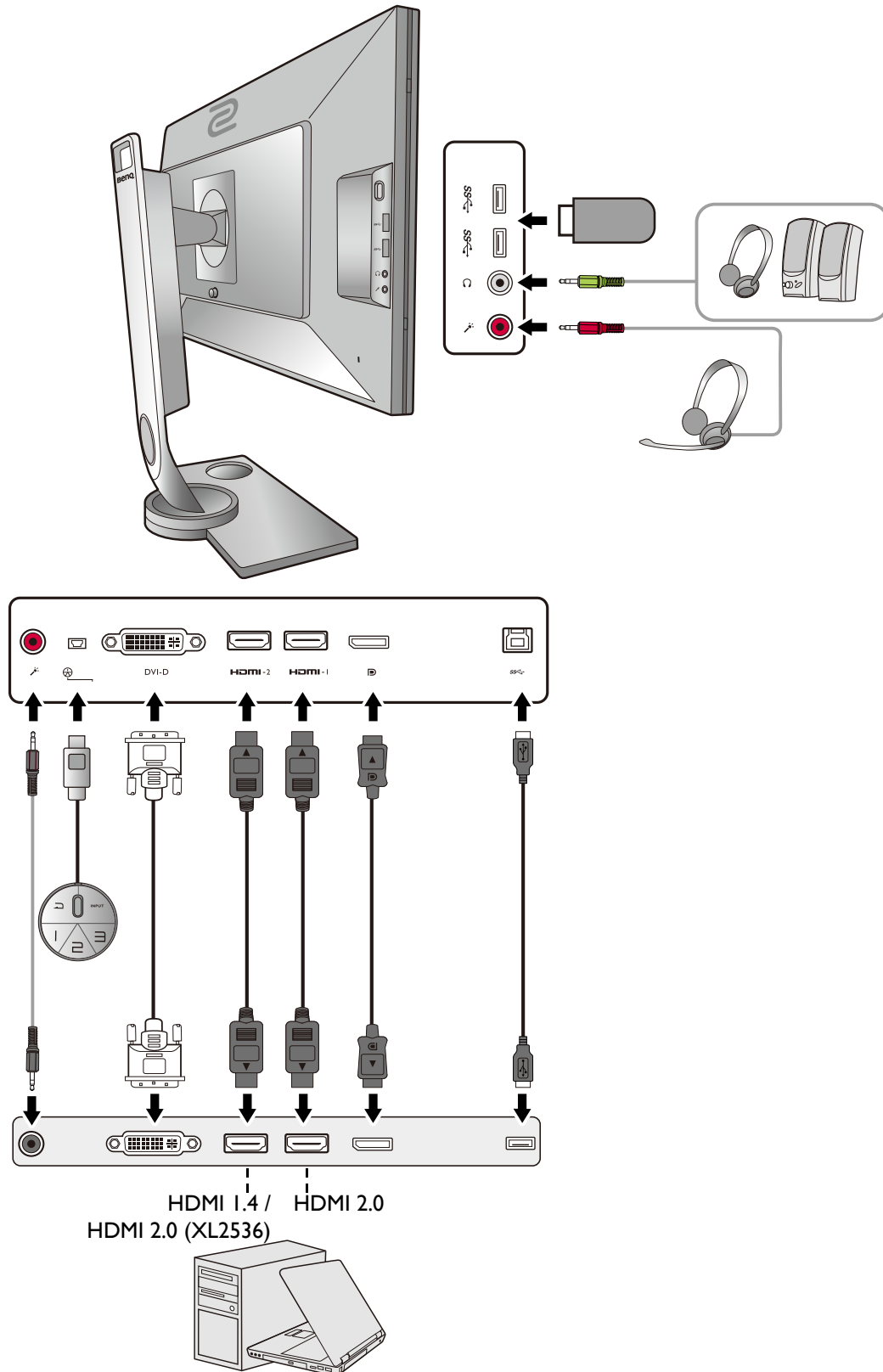
Maximum resolution supported by each port

Input port	XL2536	XL2540 / XL2546 / XL2546S / XL2740 / XL2746S
HDMI 1.4	N/A	1920x1080@120Hz
HDMI 2.0	1920x1080@144Hz	1920x1080@240Hz
DP	1920x1080@144Hz	1920x1080@240Hz
DVI	1920x1080@144Hz	1920x1080@144Hz

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](#) - [17](#).



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.

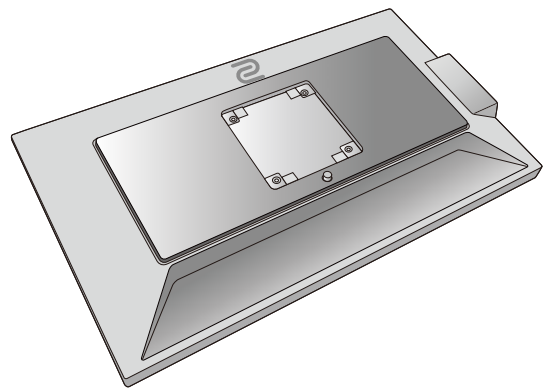
I. Attach the monitor base.



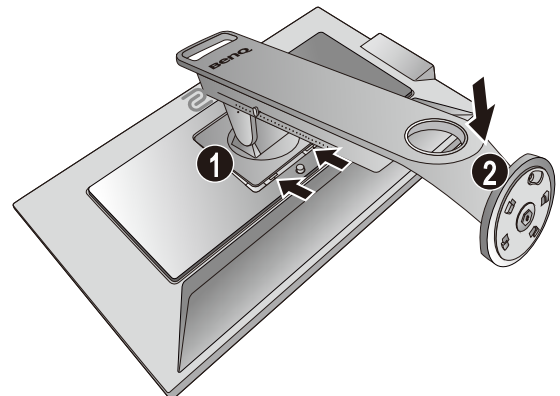
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

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.

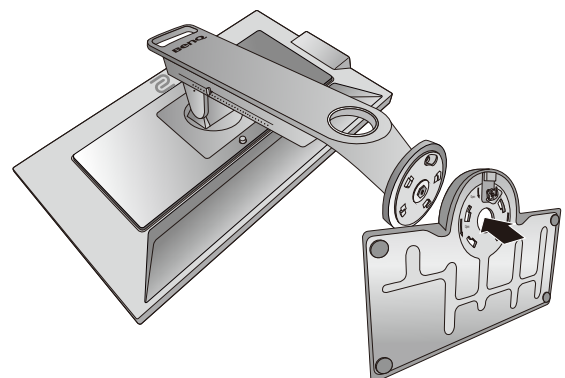
Gently lay the screen face down on a flat clean padded surface.



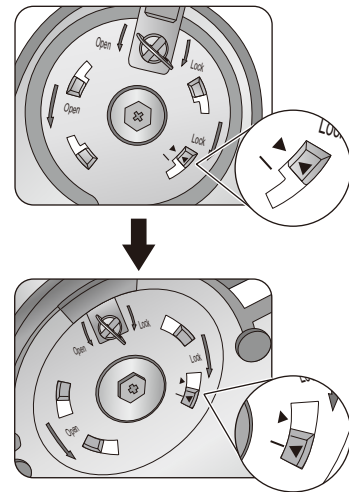
Orient and align the stand arm with the monitor (1), push them together until they click and lock into place (2).



Orient and align the stand base socket with the end of the stand arm. Make sure to align the arrow on the end of the stand to the one on the monitor base.

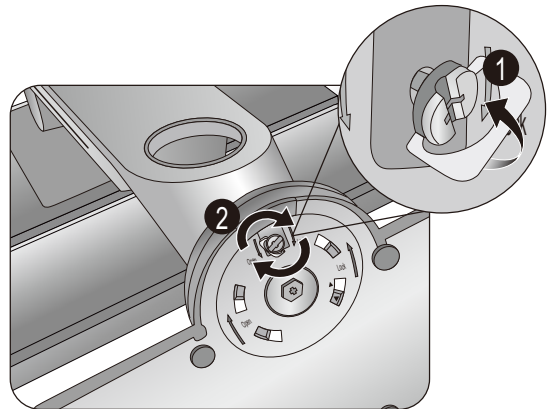


Turn the base counterclockwise until you cannot go further.



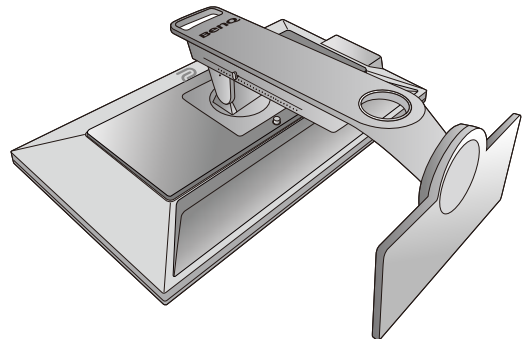
Raise the thumbscrew lid (1) and tighten the thumbscrew as illustrated (2). Then push the lid back.

Carefully put down the stand and the base.

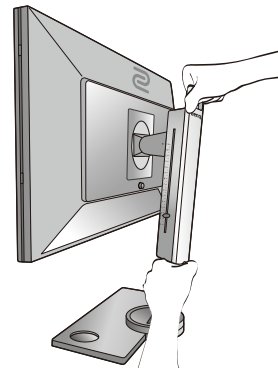


Gently attempt to pull the stand and the base back apart to check that they have properly engaged.

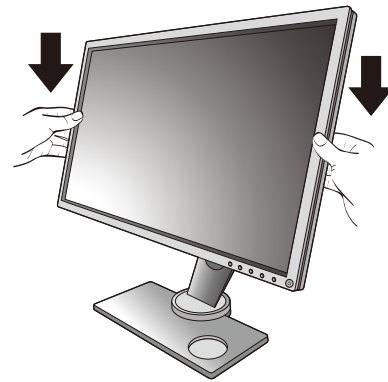
Carefully lift the monitor, turn it over and place it upright on its stand on a flat even surface.



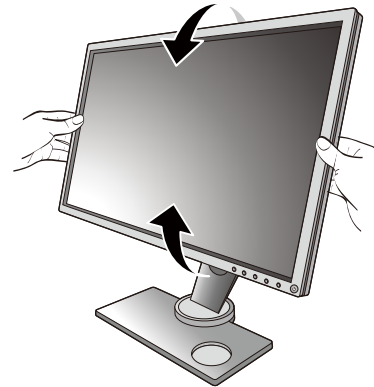
To move the monitor, you must hold the handle and the bottom of the stand base at the same time as illustrated. You can protect the monitor using the supplied protective cover.



You might want to adjust the monitor stand height. See [Adjusting the monitor height on page 21](#) for more information.



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



2. Connect the PC video cable.

To Connect the DVI-D Dual Link Cable

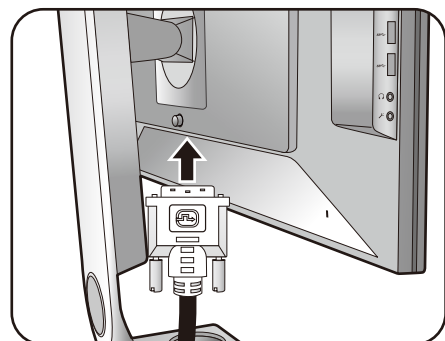
Connect the plug of the DVI-D Dual Link cable to the monitor video socket. Connect the other end of the cable (at the end with the ferrite filter) to the computer video socket.

Tighten all finger screws to prevent the plugs from accidentally falling out during use.

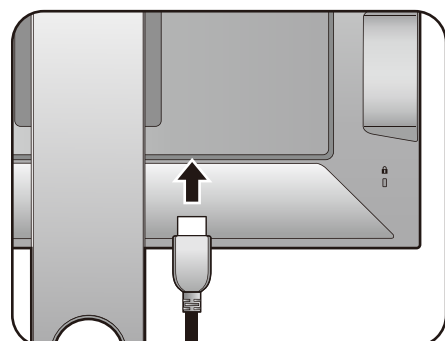
To Connect the HDMI Cable

Connect the plug of the HDMI cable to the HDMI port on the monitor. Connect the other end of the cable to the HDMI port of a digital output device.

Either



Or



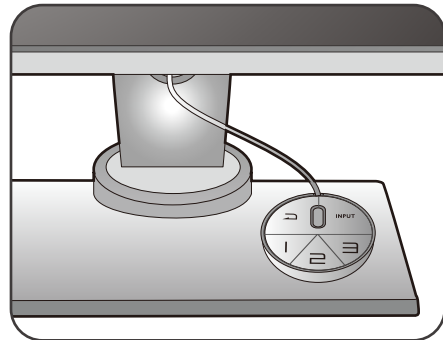
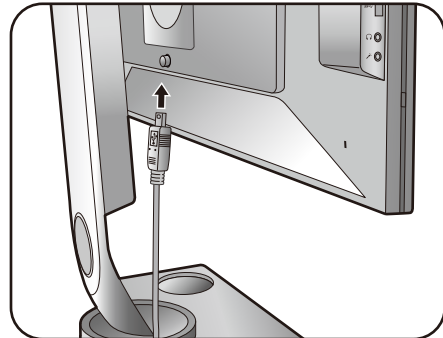
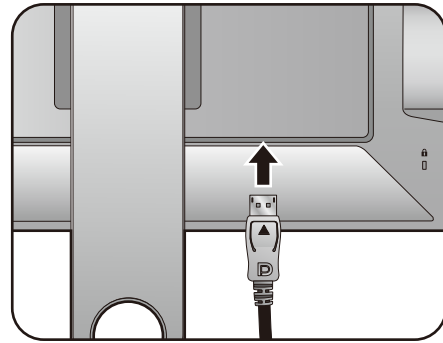
To Connect the DP Cable

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



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

Or



3. Connect the S Switch to the monitor.

Connect the S Switch to the S Switch socket found on the back of the monitor. And place the S Switch properly on your monitor base.

4. Connect the headset.

Connect the headphone connector of your headset to the headphone jack found on the left side of the monitor.

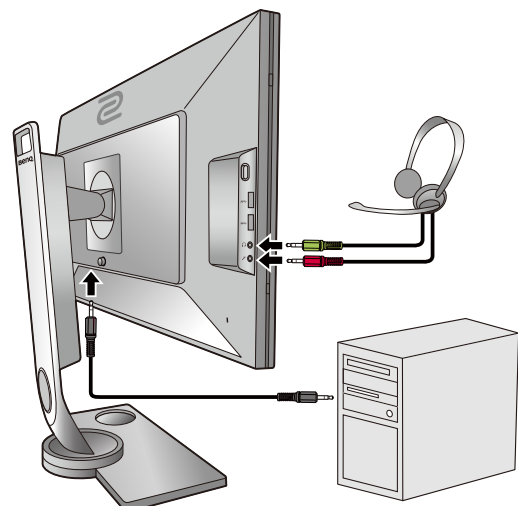
Connect the audio cable between the PC and the monitor (via the Mic-In jack at the back). And then connect your microphone connector on the headset to the microphone jack at the left side of the monitor.



The headphone jacks work only when the audio source is HDMI or DisplayPort.

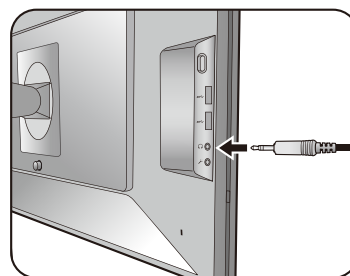


The audio source may not work on headphone jack under certain resolution (2560 x 1440, 144Hz) due to the graphic limitation on some of the graphic cards.



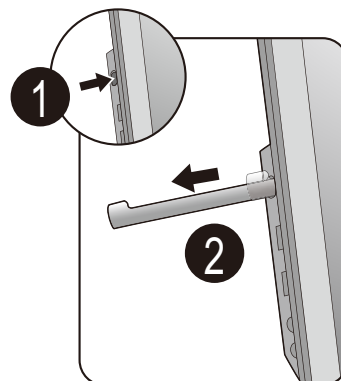


You may connect the headphones to the headphone jack found on the left side of the monitor.

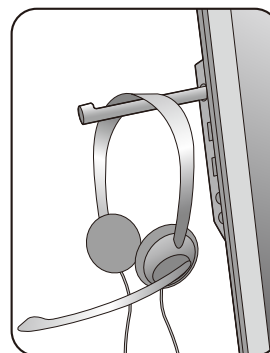


5. Using the headphone hook.

Push to release the headphone hook found on the left side of the monitor (1). And pull out the headphone hook (2).



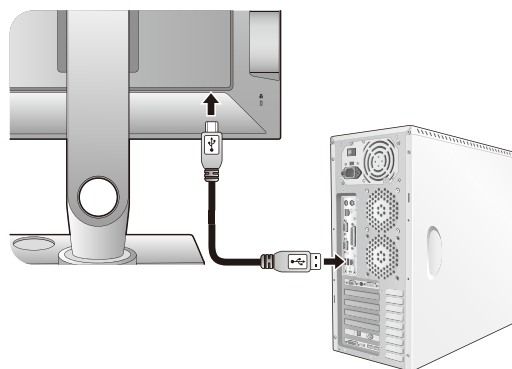
Leave your headset on the headphone hook if needed.



The maximum load capacity of the headphone hook is 400g.

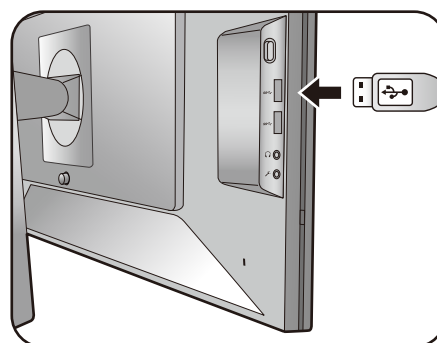
6. Connect USB devices.

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




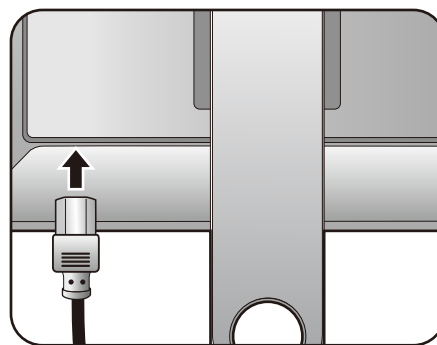
Connect USB devices via other USB ports (downstream) on the monitor. These downstream USB ports transmit data between connected USB devices and the upstream port.

See picture on the right.

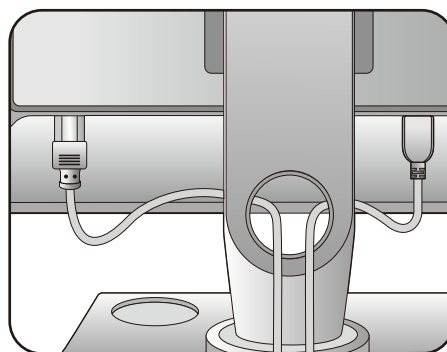


7. Connect the power cable to the monitor.

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.



8. Organize the cables.

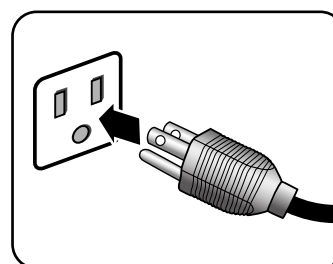


9. Connect-to and turn-on the power.

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

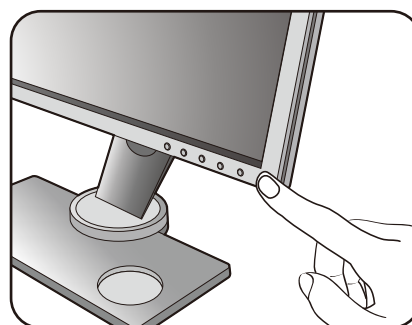


Picture may differ from product supplied for your region.



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 28](#) to install the monitor software.



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



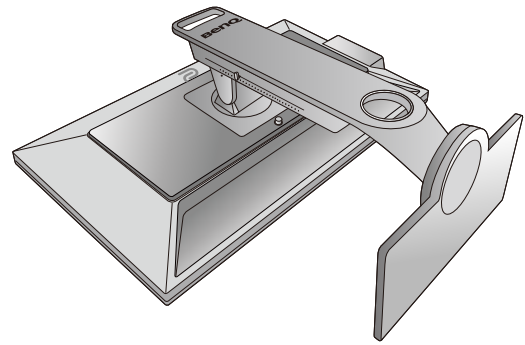
When the monitor is powered on, to prevent overheating, do not cover the monitor with the supplied protective cover or obstruct the ventilation holes.

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.

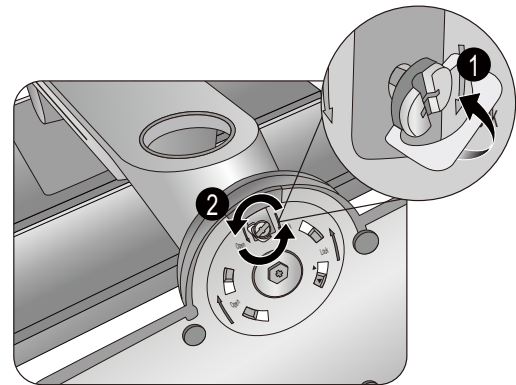
Protect the monitor and screen by clearing a flat open area on your desk and placing a soft item like a towel on the desk for padding, before laying the screen face down on a flat clean padded surface.



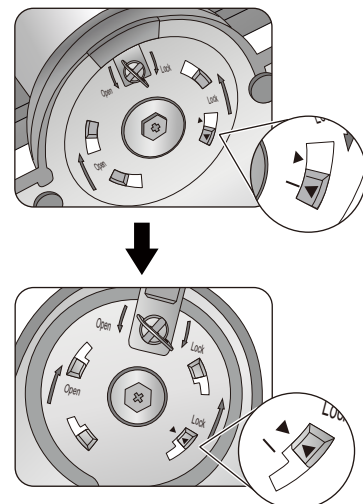
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

2. Remove the monitor base.

Raise the thumbscrew lid (1) and release the thumbscrew as illustrated (2).



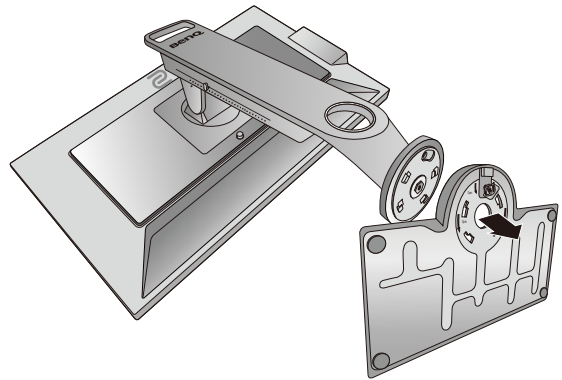
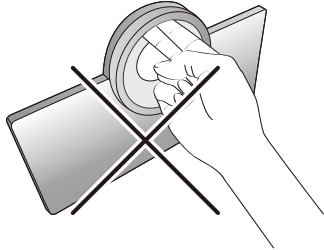
Turn the base clockwise until you cannot go further.



And then detach the base from the stand.

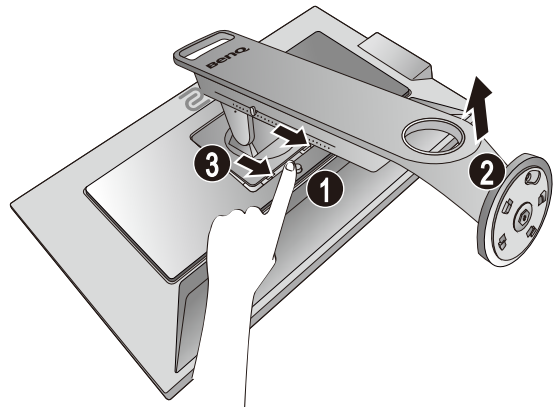


Please handle the base carefully. Avoid to take the base from the adjustment scale, it may cause the damage.



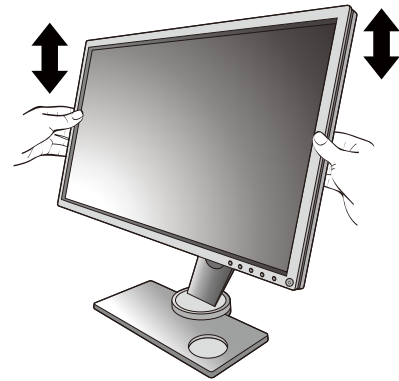
3. Remove the monitor stand.

While pressing and holding the VESA mount release button (1), detach the stand from the monitor (2 and 3).

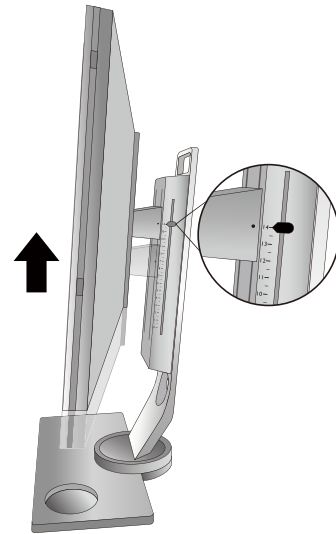


Adjusting the monitor height

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



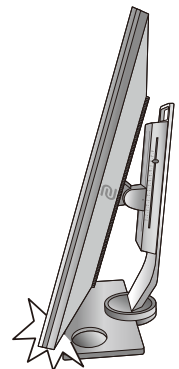
2. On the monitor stand is an adjustment scale that helps keep track of your preferred monitor height. Move the marker on the scale to the monitor stand height just set.



- 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.

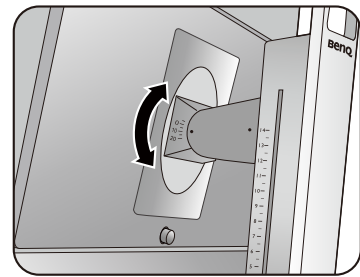
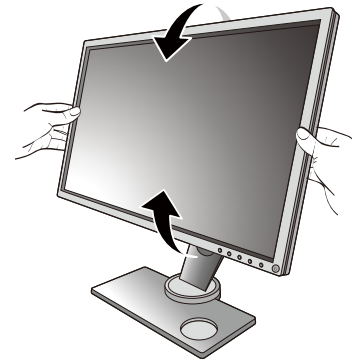


Viewing angle adjustment

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

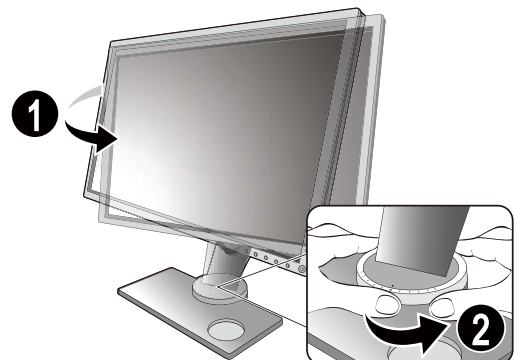
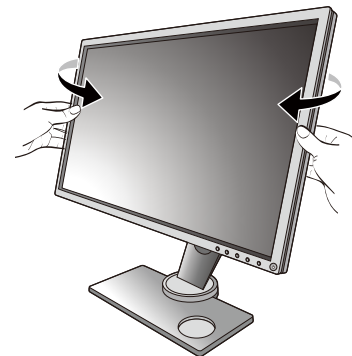
Tilting the monitor

Tilt the monitor gently. The scale on top of the column helps keep track of your preferred tilt angle.



Swiveling the monitor

1. Turn the monitor to the left or right as desired.
2. Turn the adjustment scale on the monitor base. The interval of measurement is 10 degrees, and you can make adjustment within the possible swivel angle. Make sure to align the arrow on the bottom of the stand with the one on the scale. This helps to keep track of your preferred swivel angle.



Rotating the monitor

1. Pivot the display.

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

Right-click the desktop and select **Screen resolution** from the popup menu. Select **Portrait in Orientation**, and apply the setting.



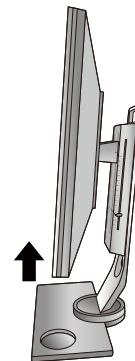
Depending on the operating system on your PC, different procedures should be followed to adjust the screen orientation. Refer to the help document of your operating system for details.

2. Fully extend the monitor and tilt it.

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



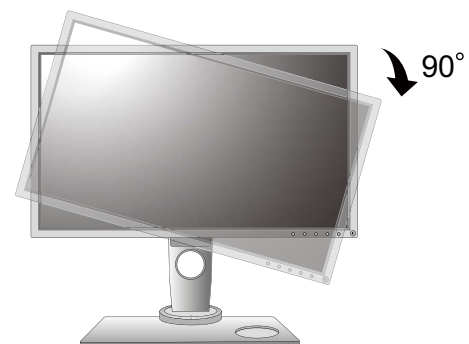
The monitor should be vertically extended to allow to rotate from landscape to portrait mode.



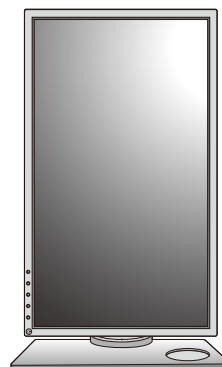
3. Rotate the monitor 90 degrees clockwise as illustrated.



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



4. Adjust the monitor to the desired viewing angle. See [Viewing angle adjustment on page 22](#) for more information.



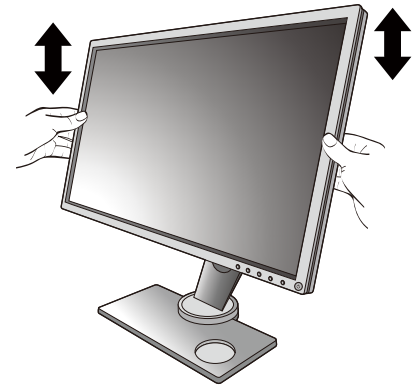
Installing the Shield (shading hood)

To help focusing in games, the Shield (shading hood) avoids the unwanted disturbance interfered with the peripheral vision while playing.

Two shading hoods are inside the accessory box. Please be careful to prevent damage to the Shield and the monitor. The shading hoods are well-designed and can fit into your monitor properly. Do not use excessive force when installing Shield to avoid possible damage.

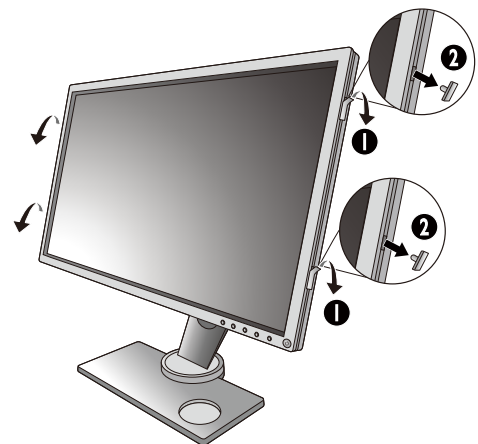
1. Prepare for the shield installation.

Place the monitor upright on its stand on a flat even surface. Make sure the monitor is rotated to the landscape mode.



2. Remove the stickers and the rubbers on both sides of the monitor.

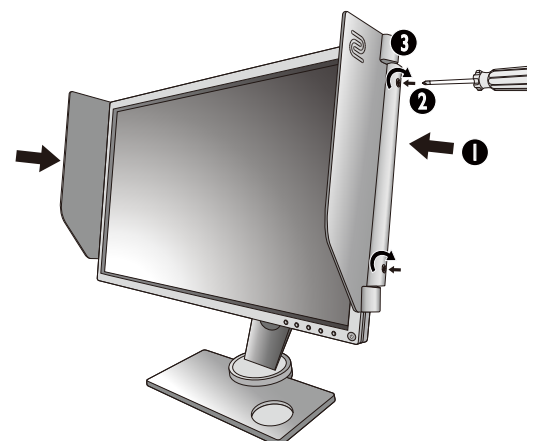
There are 2 screw holes protected by rubbers and stickers on each of the right and the left side of the monitor. Remove the stickers and the rubbers before shading hood installation.



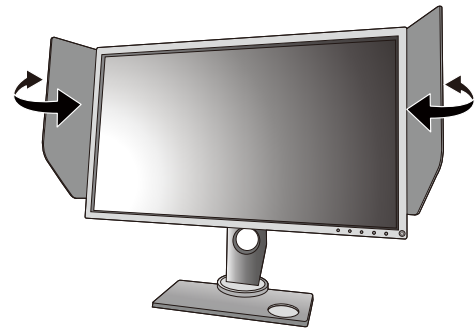
Keep the rubbers and insert them back to the holes if Shield has been removed.

3. Attach the Shield to the monitor.

Two shading hoods are not identical. The logo should be facing outward on the upper section. Attached the hoods by using a coin or a flat-head screwdriver and push the screws into the holes appropriately.



4. Adjust the hoods to the desired angle.

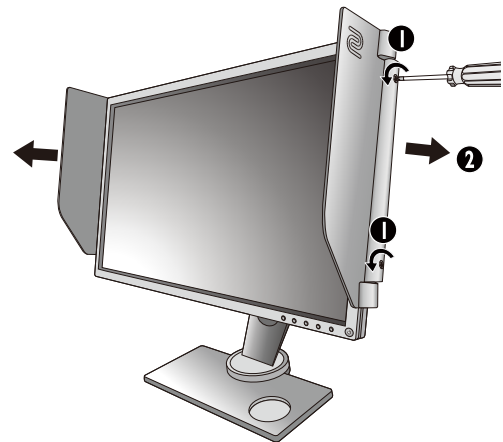


Uninstalling the Shield

Please remove the hoods before move the monitor to different places.

1. Detach the Shield.

Release the screws that fix hoods to the monitor by a flat-head screwdriver or a coin, and detach the hoods.



2. Insert the rubbers back into the screw holes.

Note there is one direction to insert the rubbers back into the holes properly.



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.



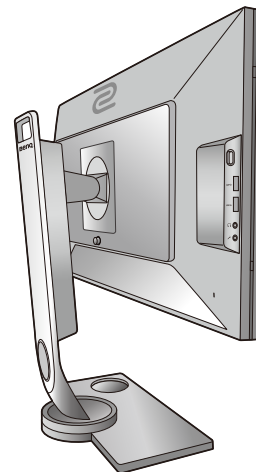
The maximum dimensions of the VESA mounting bracket compatible with your monitor are 125mm x 125mm.

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.

Detach the monitor stand as instructed in [How to detach the stand and the base on page 19](#).

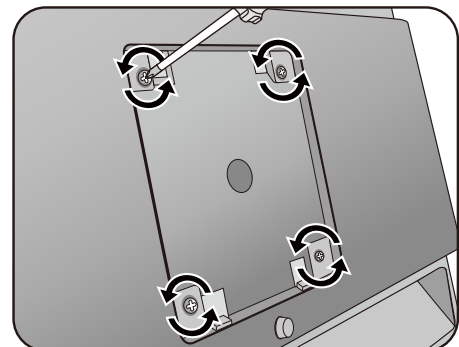


2. Remove the screws on the back cover.

Use a cross-pointed screwdriver to release the screws on the back cover. The use of a magnetic-head screwdriver is recommended to avoid 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 28](#) 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 29](#).
- [How to upgrade the monitor on an existing computer on page 30](#).



- 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 www.BenQ.com or zowie.benq.com > **Support** > **Download & FAQ** > model name > **Software**.
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 13](#).
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 31.](#)
- [How to install on Windows 8 \(8.1\) system on page 32.](#)
- [How to install on Windows 7 system on page 33.](#)

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 28](#).

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 28](#).

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 28](#).

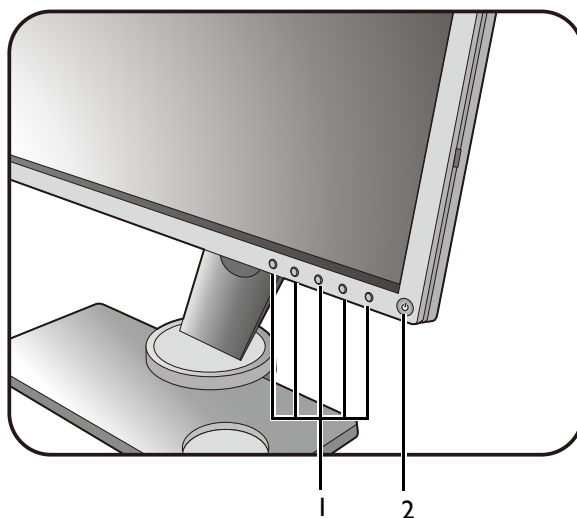
8. Click **Close**.

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

How to adjust your monitor

The control panel

All OSD (On Screen Display) menus can be accessed by the control keys.



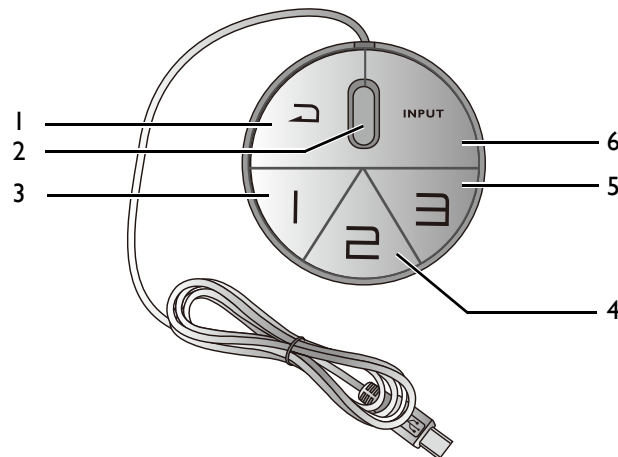
No.	Name	Description
1.	Control keys	Accesses the functions or menu items displayed on the screen, right next to each key.
2.	Power key	Turns the power on or off.



The S Switch


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



You need to connect the S Switch to your monitor prior to use. Follow the instructions in [Connect the S Switch to the monitor. on page 16.](#)



No.	Name	Function
1.	Return button	<ul style="list-style-type: none">• Returns to the previous menu.• Exits OSD menu.• Press and hold for 5 seconds to switch to Standard (Picture Mode).
2.	Wheel	<ul style="list-style-type: none">• For Increase/Decrease adjustment.• Scrolls Up/Down in a menu.• Selects menu item by pressing once.
3.	Gamer 1 button	<ul style="list-style-type: none">• Press to switch to Gamer1 (Picture Mode).• Press and hold for 3 seconds to save the customized display settings for Gamer1 (both on the monitor and S Switch). <p> For advanced functions, see Copying game modes from an S Switch to your monitor on page 40 for more information.</p>
4.	Gamer 2 button	<ul style="list-style-type: none">• Press to switch to Gamer2 (Picture Mode).• Press and hold for 3 seconds to save the customized display settings for Gamer2 (both on the monitor and S Switch). <p> For advanced functions, see Copying game modes from an S Switch to your monitor on page 40 for more information.</p>

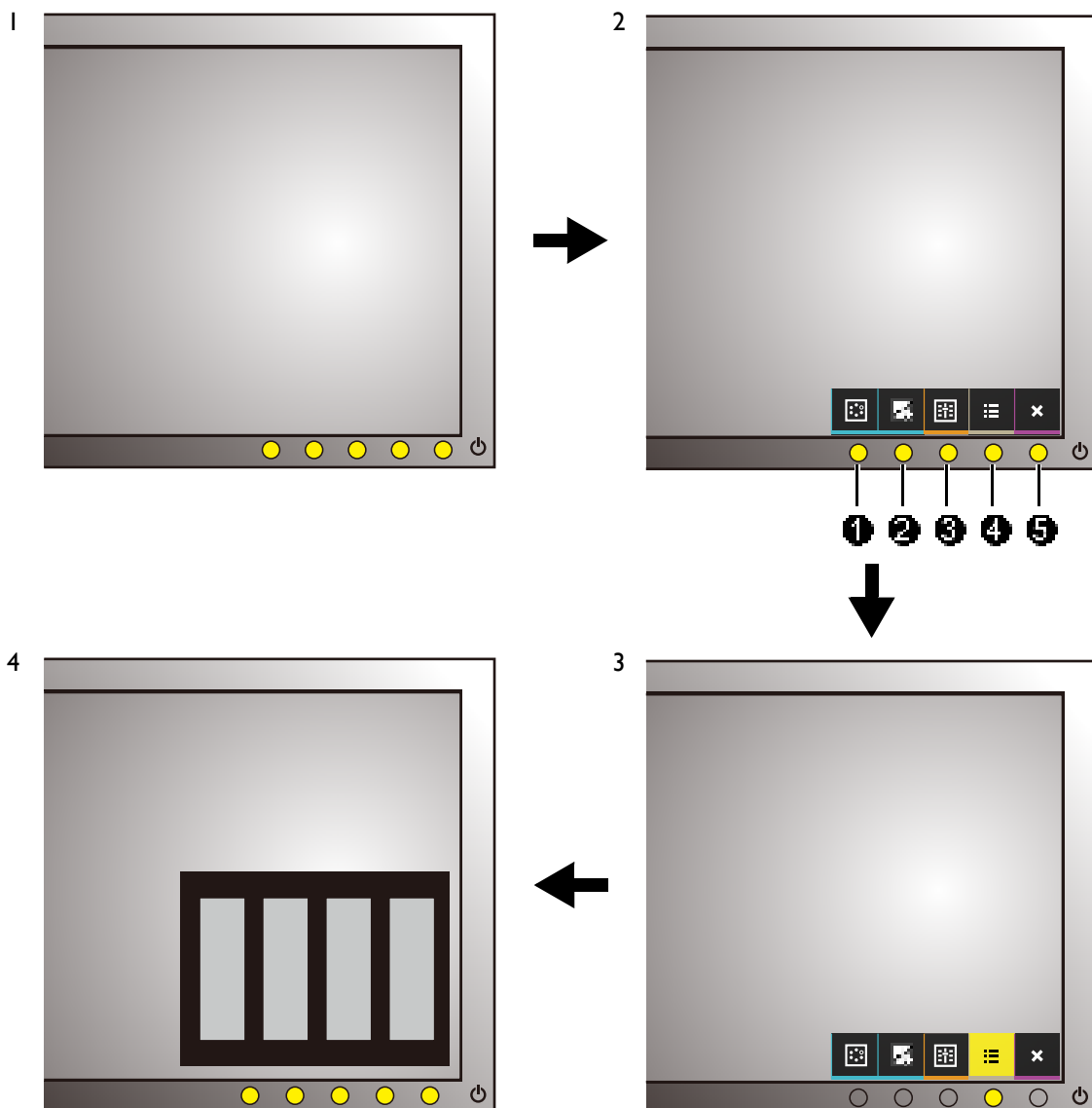
No.	Name	Function
5.	Gamer 3 button	<ul style="list-style-type: none"> • Press to switch to Gamer3 (Picture Mode). • Press and hold for 3 seconds to save the customized display settings for Gamer3 (both on the monitor and S Switch).  For advanced functions, see Copying game modes from an S Switch to your monitor on page 40 for more information.
6.	Input button	Press to change the input source.




S Switch is designed for BenQ LCD Monitor XL40 series exclusively. Do not connect it to other devices with USB ports.







Basic menu operation

You can use the OSD menu to adjust all the settings on your monitor.



1. Press any of the control keys. Alternatively, press the wheel or the return button on the S Switch.

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 43](#) for details on the menu options.

No.	OSD in hot key menu	OSD icon in main menu	Function
①	Custom Key 1		<ul style="list-style-type: none"> • By default, the key is the hot key for Picture Mode. To change the default settings, see Customizing the hot keys on page 39. • For Up/Increase adjustment.
②	Custom Key 2		<ul style="list-style-type: none"> • By default, the key is the hot key for Color Vibrance or DyAc / DyAc⁺ (for models with Dynamic Accuracy). To change the default settings, see Customizing the hot keys on page 39. • For Down/Decrease adjustment.
③	Custom Key 3	 / 	<ul style="list-style-type: none"> • By default, the key is the hot key for Black eQualizer. To change the default settings, see Customizing the hot keys on page 39. • Enters sub menus. • Selects menu items.
④	Menu		<ul style="list-style-type: none"> • Activates the main menu. • Returns to the previous menu.
⑤	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 / 240 Hz

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

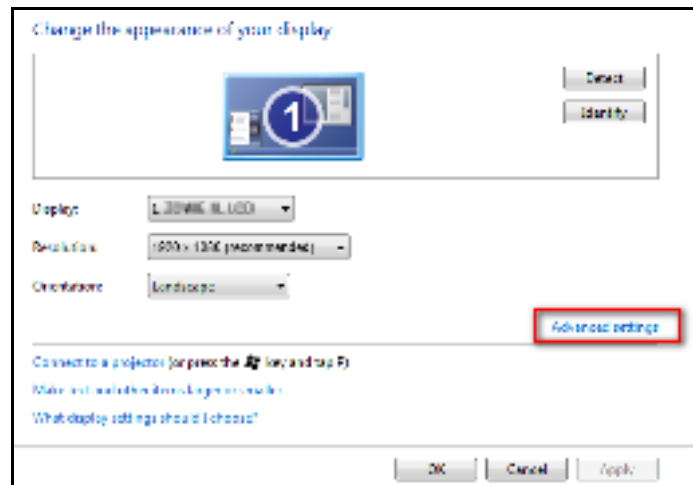
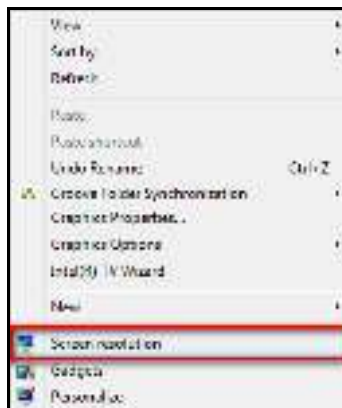


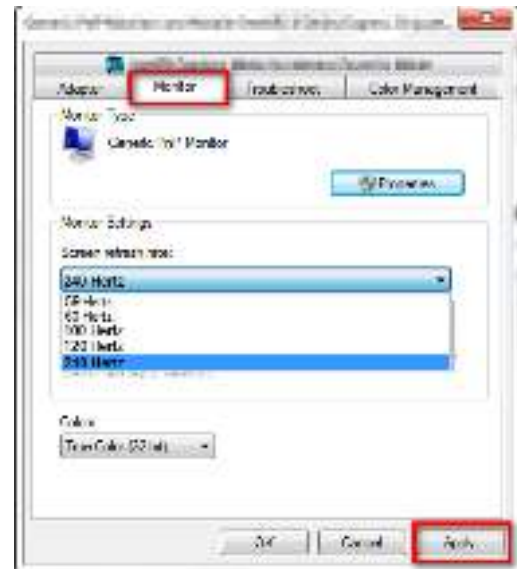
Below is a list of maximum refresh rate and its supported models.

- 144 Hz: XL2536 / XL2536E
- 240 Hz: XL2540 / XL2540E / XL2546 / XL2546E / XL2546S / XL2740 / XL2740E / XL2746S

Available timings vary by model and input source. Download **Resolution file** from the website (see [Product support on page 3](#)). Refer to “**Preset display modes**” in **Resolution file** for more information.

- Set the screen refresh rate to **144 Hertz (144 Hz) / 240 Hertz (240 Hz)**.
 - Right-click the desktop and select **Screen resolution**. Click **Advanced settings**. Under the **Monitor** tab, change the screen refresh rate to **144 Hertz / 240 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 / 240 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 hotkey menu on your monitor, and go to **System** and **Information**. The refresh rate in **Current Resolution** should be 144 Hz / 240 Hz.



If 144 Hz / 240 Hz is not available in your menus, check the following:

- make sure the HDMI 2.0 cable or DisplayPort cable is properly connected to your computer and the monitor
- make sure your GPU supports 144 Hz / 240 Hz
- make sure your game supports 144 Hz / 240 Hz.


2. Select an appropriate game mode for your game. **FPS** is for FPS games, while **RTS** is for RTS games. For more game modes, please see [Setting up your own game mode on page 40](#).
3. Adjust the brightness of your display. See [Brightness on page 47](#).
4. Adjust the brightness of the black shades by **Black eQualizer**. See [Black eQualizer on page 44](#).
5. Adjust the monitor height. See [Adjusting the monitor height on page 21](#).



Due to graphic limitation on some of the graphic cards, the headphone jack on the monitor may not output audio signal. To output audio signal in this case, please use the headphone jack on the PC.

Customizing the hot keys


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

1. Press any of the control keys, or the wheel, or the return button on the S Switch to bring up the hot key menu.
2. Select  (**Menu**) to access the main menu.
3. Go to **System** and **Custom Key**.

4. Select the custom key you want to change.
5. 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 Dynamic Accuracy (selected models only)

Dynamic Accuracy feature provides motion stability in games.

1. Press any of the control keys, or the wheel, or the return button on the S Switch to bring up the hot key menu.
2. Select  (**Menu**) to access the main menu.
3. Go to **Game Settings** and **DyAc** (XL2536 / XL2546) / **DyAc⁺** (XL2546S / XL2746S).

Setting up your own game mode

There are several preset picture modes on your monitor that are suitable for games. To better suit your needs, you can change and save the related display settings, and switch to your own game mode easily.



Do not plug or unplug S Switch while configuring game mode settings.

1. Adjust the related available settings in different OSD menus.
2. After all settings are done, go to **Game Settings** and **Save Settings** and save as one of the game modes.
3. If you want to switch to your game mode at any time, go to **Picture** and **Picture Mode**, and select the game mode you saved in Step 2. Your preferred display settings will be applied all at once.

Working with game mode to go by S Switch

Once the adjusted display settings have been saved to S Switch, you can take the settings with you to other compatible BenQ LCD monitors. It is driver-free and helps apply new game modes quickly.

Saving your game modes to S Switch

By default, the settings for game mode buttons (labeled 1~3) on S Switch are identical to the game modes (**Gamer1** / **Gamer2** / **Gamer3**) in **Picture** > **Picture Mode** on your monitor. You can change the settings as desired.

1. Adjust to the personal preference in monitor menu.
2. Press and hold one of the game mode buttons (labeled 1~3) on S Switch to save the customized settings. The game modes are now saved on S Switch and are ready to go.

Copying game modes from an S Switch to your monitor

Apart from the default and the adjusted settings done on your monitor, you can quickly upload customized game modes saved on other S Switch.

1. Set the picture mode of your monitor to one of the game modes (**Gamer1** / **Gamer2** / **Gamer3**).


2. Plug in an S Switch with new game modes from another BenQ XL40 series monitor to your monitor. Your monitor will auto detect and allow you to preview the corresponding saved game modes from S Switch depends on the previous monitor Gamer 1/2/3 selection in Step 1).
For example, if **Gamer 2** is selected in Step 1, the settings saved on Gamer 2 button is displayed for your preview.
3. If you prefer to keep the new settings, press and hold the S Switch button for 3 seconds to save the settings to your monitor.
In this case, press and hold Gamer 2 button for 3 seconds to transfer and save the settings to **Picture > Picture Mode > Gamer2** to your monitor.
If you want to try with other game modes, press the game mode buttons for switch and preview.
4. If you want to exit the preview of Gamer 1/2/3 on S Switch without importing the profiles to your monitor, simply unplug the S Switch, or select different preset modes under **Picture Mode** menu on the monitor.
5. To go back to preview of Gamer 1/2/3 on S Switch, just press 1/2/3 buttons on S Switch.



A system reset will restore all the monitor and the connected S Switch settings to the factory default values. Unplug the S Switch first if you wish to keep the game mode settings on it. To reset, see [Reset All on page 55](#) for more information.

Adjusting display mode

To display images of aspect ratios other than your monitor aspect ratio and sizes other than your display size, you can adjust the display mode on the monitor. For the aspect ratio and display size of your monitor, check the product specifications on the website.

1. Press any of the control keys, or the wheel, or the return button on the S Switch to bring up the hot key menu, and press  (**Menu**) to access the main menu.
2. Go to **Display and Display Mode**.
3. Select an appropriate display mode. The setting will take effect immediately.



Switch to the desired display mode first, and follow the instructions in [Using Smart Scaling on page 41](#) to adjust the display size to precisely suit your needs.

Using Smart Scaling

You can resize your display by **Smart Scaling**.

1. Go to **Display and Smart Scaling**.
2. Adjust the value.



- If one of the custom keys is preset for **Smart Scaling**, you can press the custom key and adjust the value directly.
- Your display may become unstable temporarily when being resized. This is a normal phenomenon and should not be considered as manufacturing defect.
- For more information on **Smart Scaling**, go to [Smart Scaling on page 50](#).

Using Instant Mode

While playing games, you can diminish the input lag by activating **Instant Mode**.

1. Go to **Game Settings and Instant Mode**.
2. Select **On**.

Activating VESA standard DisplayPort Adaptive-Sync (XL2540 / XL2740 / XL2546S / XL2746S only)

Monitors featuring with the VESA standard Adaptive-Sync will eliminate screen tearing, stuttering, and juddering during gaming.

1. Use a compatible graphics processing units (GPU) with the forthcoming driver. Confirm supported technologies please visit www.AMD.com.
2. Ensure to connect with DisplayPort or HDMI-2 socket. See [To Connect the DP Cable on page 16](#) or [To Connect the HDMI Cable on page 15](#) for more information.
3. Go to **System > FreeSync Premium** to turn on the function. Pay attention to the on-screen messages before the function switch. If you cannot find the menu option as instructed, the function is switched automatically.



For any questions related to Adaptive-Sync performance please refer to www.AMD.com.


Enabling color vision accessibility (Color Weakness) (selected models only)

Color Weakness is accessibility that helps people with color vision deficiency to distinguish colors. You are provided with **Red Filter** and **Green Filter** on this monitor. Choose one as needed.

1. Go to **Picture > Color Weakness**.
2. Choose either **Red Filter** or **Green Filter**.
3. Adjust the value of the filter. A stronger effect is produced as the value increases.

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, or the wheel, or the return button on the S Switch to bring up the hot key menu. Select  (**Menu**) to enter the main menu. See [Basic menu operation on page 36](#) 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 53](#) under **System** and **OSD Settings** for more details.

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

- [Game Settings menu on page 44](#)
- [Picture menu on page 46](#)
- [Display menu on page 49](#)
- [System menu on page 52](#)




Game Settings 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.



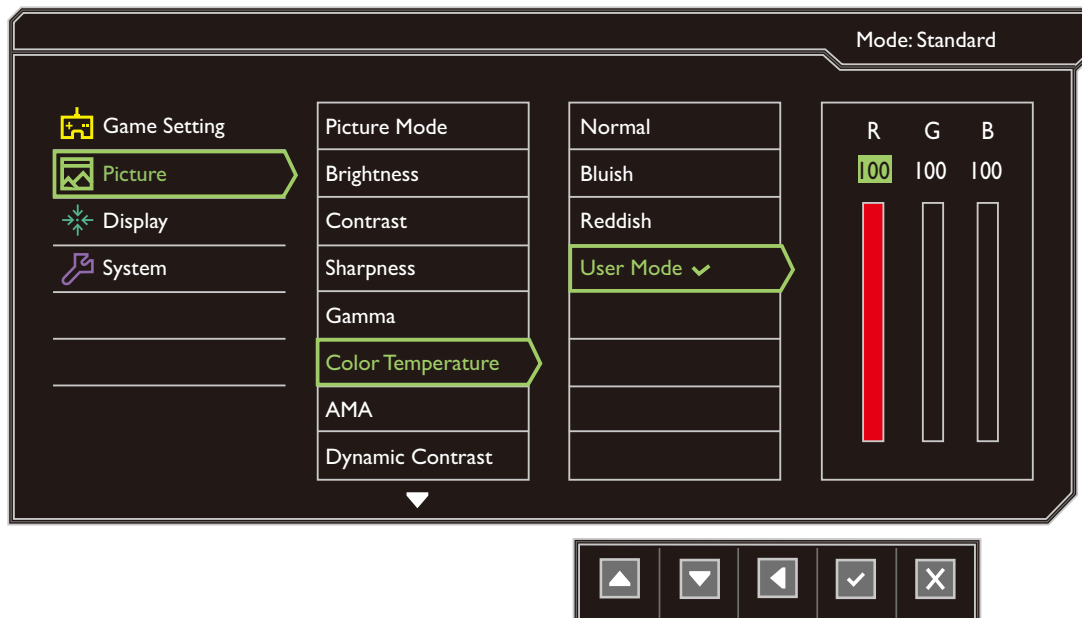
1. Select (**Menu**) from the hot key menu.
2. Use or to select **Game Settings**.
3. Select to go to a sub menu, and then use or to select a menu item.
4. Use or to make adjustments, or use to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .












Item	Function	Range
DyAc (XL2536 / XL2546) / DyAc⁺ (XL2546S / XL2746S)	Dynamic Accuracy feature provides motion stability in games.	• Premium • High • OFF
Black eQualizer	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 Black eQualizer may not show much change to the image.	0 ~ 20


Item	Function	Range
Color Vibrance	Provides different sets of color settings. Once applied, you can adjust some of the color settings in the corresponding menus.	0 ~ 20
Low Blue Light	<p>Decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes.</p> <p> The higher the value is, the more blue light has been decreased.</p>	0 ~ 10
Instant Mode	<p>Adjusts the image processing to diminish input lag. You can have a real-time experience while playing games.</p> <p> To optimize the picture quality, disable Instant Mode if the source is interlaced video. To check the resolution of the video source, go to System and Information on the monitor.</p>	<ul style="list-style-type: none"> • ON • OFF
Save Settings	<p>Saves a new set of customized display settings.</p> <p> See Setting up your own game mode on page 40 for information on applying the game mode.</p>	<ul style="list-style-type: none"> • Gamer1 • Gamer2 • Gamer3


Picture menu

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



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

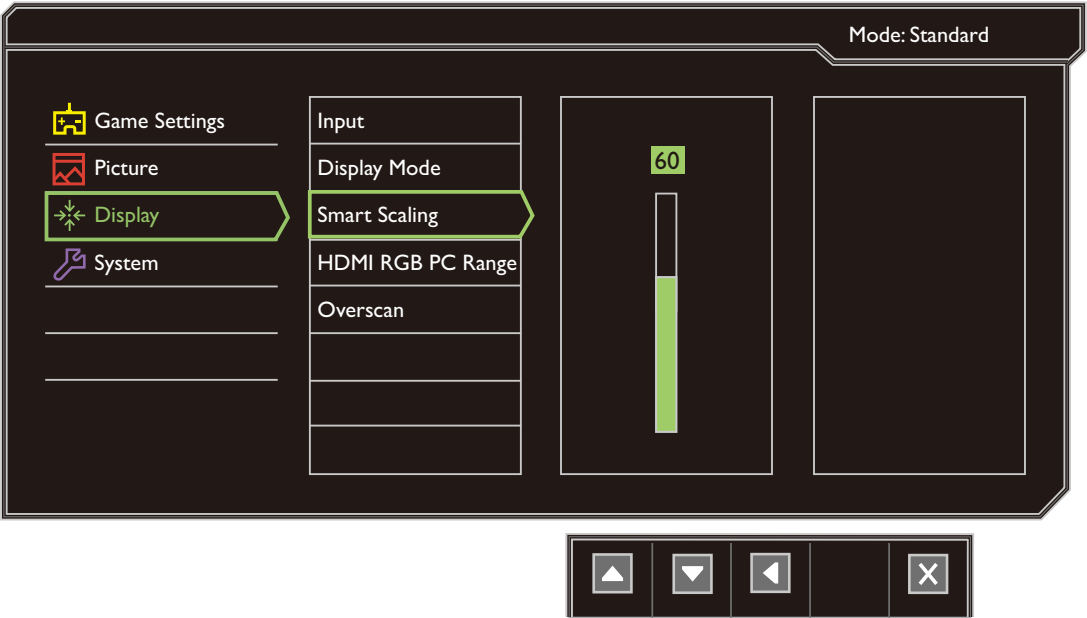
Item	Function		Range
Picture Mode	Select a picture mode that best suits the type of images shown on the screen.		
	 The default setting is FPS1 . Change the setting if needed.		
	FPS1	For playing FPS (First Person Shooting) games.	
	FPS2		
	RTS	For playing RTS (Real-time strategy) games.	

Item	Function		Range
	Gamer1	Applies customized display settings.	
	Gamer2	 For details on setting up a game mode, see Setting up your own game mode on page 40 .	
	Gamer3		
	Movie	For viewing videos.	
	Standard	For basic PC application.	
Brightness	Adjusts the balance between light and dark shades.		0 to 100
Contrast	Adjusts the degree of difference between darkness and lightness.		0 to 100
Sharpness	Adjusts the clarity and visibility of the edges of the subjects in the image.		1 to 10
Gamma	Adjusts the tone luminance. The default value is 3 (the standard value for Windows).		<ul style="list-style-type: none">• 1• 2• 3• 4• 5
Color Temperature	Normal	Allows video and still photographs to be viewed with natural coloring. This is the factory default color.	
	Bluish	Applies a cool tint to the image and is factory pre-set to the PC industry standard white color.	
	Reddish	Applies a warm tint to the image and is factory pre-set to the news print standard white color.	
	User Define	The blend of the Red, Green and Blue primary colors can be altered to change the color tint of the image. Go to the succeeding R (red), G (green), and B (blue) menus to change the settings. Decreasing one or more of the colors will reduce their respective influence on the color tint of the image. (e.g. if you reduce the Blue level the image will gradually take on a yellowish tint. If you reduce Green, the image will become a magenta tint.)	<ul style="list-style-type: none">• R (0~100)• G (0~100)• B (0~100)
AMA	Improves the gray level response time of the LCD panel.		<ul style="list-style-type: none">• OFF• High• Premium

Item	Function		Range
Color Weakness (selected models only)	Adjusts color matching representation for people with color vision deficiency to distinguish colors easily.		
	Red Filter	Decides the effect produced by the red filter. A stronger effect is produced as the value increases.	0 ~ 20
	Green Filter	Decides the effect produced by the green filter. A stronger effect is produced as the value increases	0 ~ 20
	OFF	Disables color weakness function.	
Dynamic Contrast	The function is to automatically detect the distribution of an input visual signal, and then to create the optimal contrast.		0 to 5
Senseye Demo	Displays the preview of screen images under the selected mode from Picture Mode. 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.		<ul style="list-style-type: none"> • ON • OFF
Reset Color	Resets the custom color settings to the factory defaults.		<ul style="list-style-type: none"> • YES • NO





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 to make selection.
- 5. To return to the previous menu, select .
- 6. To exit the menu, select .

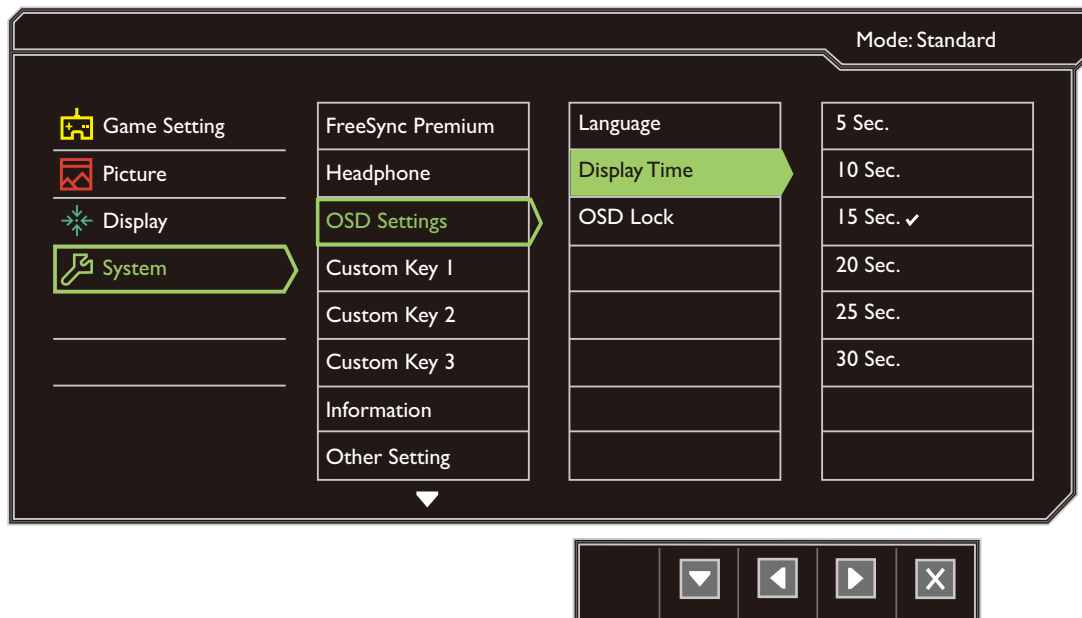
Item	Function	Range
Input	Use this to change the input to that appropriate to your video cable connection type.	<ul style="list-style-type: none">• DVI• DisplayPort• HDMI 1• HDMI 2

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.	
	17" (4:3)	Displays the input image as if on a 17" monitor of 4:3 aspect ratio.	
	19" (4:3)	Displays the input image as if on a 19" monitor of 4:3 aspect ratio.	
	19" (5:4)	Displays the input image as if on a 19" monitor of 5:4 aspect ratio.	
	19"W (16:10)	Displays the input image as if on a 19"W monitor of 16:10 aspect ratio.	
	21.5" (16:9)	Displays the input image as if on a 21.5" monitor of 16:9 aspect ratio.	
	22"W (16:10)	Displays the input image as if on a 22"W monitor of 16:10 aspect ratio.	
	23"W (16:9)	Displays the input image as if on a 23"W monitor of 16:9 aspect ratio.	
	23.6"W (16:9)	Displays the input image as if on a 23.6"W monitor of 16:9 aspect ratio.	
24"W (16:9)	Displays the input image as if on a 24"W monitor of 16:9 aspect ratio.		
Smart Scaling	Adjusts the display size to best suit your needs.  Not available when the Display Mode is set to Full or Aspect . For other modes (except 1:1), each mode with its last scaling setting can be saved as quick access.  If the Display Mode is 1:1 (and the resolution of the input source is lower than 1920 x 1080), the last 3 scaling settings (in different resolutions of the input source) will be saved for quick access.	0 ~ 100	

Item	Function	Range
HDMI RGB PC Range (selected models only)	<p>Determines the range of color scales. Select an option that matches the RGB range setting on the connected HDMI device.</p> <p> Available menu options may vary, depending on the purchased model.</p>	<ul style="list-style-type: none"> • Auto Detect • RGB (0 ~ 255) • RGB (16 ~ 235)
RGB Range (XL2546S / XL2746S)	<p>Determines the range of color scales. Select an option that matches the RGB range setting on the connected device.</p>	<ul style="list-style-type: none"> • Auto Detect • RGB (0 ~ 255) • RGB (16 ~ 235)
Overscan	<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 or DP.</p>	<ul style="list-style-type: none"> • 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 to make selection.
5. To return to the previous menu, select .
6. To exit the menu, select .

Item	Function		Range
FreeSync Premium (selected models only)	Turns the FreeSync™ Premium function on or off. Pay attention to the on-screen messages before the function switch. If you cannot find the menu option as instructed, the function is switched automatically.		• ON • OFF
Headphone	Volume	Adjusts the audio volume.	0 ~ 100
	Mute	Mutes the audio input.	• ON • OFF

Item	Function		Range
OSD Settings	Language	<p>Sets the OSD menu language.</p>  <p>The language options displayed on your OSD may differ from those shown on the right, depending on the product supplied in your region.</p>	<ul style="list-style-type: none"> • English • Français • Deutsch • Italiano • Español • Polski • Český • Magyar • Serbo-croatia • Română • Nederlands • Русский • Svenska • Português • 日本語 • 한국어 • 繁體中文 • 简体中文 • العربية
	Display Time	Adjusts the display time of the OSD menu.	<ul style="list-style-type: none"> • 5 Sec. • 10 Sec. • 15 Sec. • 20 Sec. • 25 Sec. • 30 Sec.
	OSD Lock	<p>Prevents all the monitor settings from being accidentally changed. When this function is activated, the OSD controls and hotkey operations will be disabled.</p>  <p>To unlock the OSD controls, press and hold any key for 10 seconds.</p>	

Item	Function		Range
Custom Key	Custom Key 1	Sets the function to be accessed by custom key 1.	<ul style="list-style-type: none"> • Black eQualizer • Color Vibrance • Low Blue Light • Contrast • Volume • Mute • Input • Brightness • Picture Mode • Display Mode • DyAc (XL2536 / XL2546) / DyAc⁺ (XL2546S / XL2746S) • Color Weakness (selected models only)
	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.	
Information	Displays the current monitor property settings.		<ul style="list-style-type: none"> • Model Name • Input • Current Resolution • Optimum Resolution (best with the monitor) • FreeSync Premium (selected models only)
Other Setting	Resolution Notice	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"> • ON • OFF
	Buzzer	Turns the tone of control keys on or off.	<ul style="list-style-type: none"> • ON • OFF
	Input Auto Switch	Sets to automatically detect the available input source.	<ul style="list-style-type: none"> • ON • OFF

Item	Function		Range
	Auto Power Off	Sets the time to power off the monitor automatically in power saving mode.	<ul style="list-style-type: none"> • OFF • 10min. • 20min. • 30min.
	LED Indicator	Determines the brightness of the LED indicator.	<ul style="list-style-type: none"> • OFF • Medium • High
	DDC/CI	<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"> • ON • OFF
Reset All	<p>Resets all mode, color and geometry settings to the factory default values.</p> <p> If an S Switch is connected to your monitor while performing this operation, the game mode settings saved on S Switch will be reset as well.</p>		<ul style="list-style-type: none"> • YES • NO

Troubleshooting

Frequently asked questions (FAQ)

Imaging

? The image has a faulty coloration.

- ✓ • The default **Picture Mode** is **FPS1**, which is designed for FPS games. If you prefer other picture modes, go to **Picture** and change setting in **Picture Mode**.
- If the image 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 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 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 50](#) 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 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.

Need more help?

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