LCD Monitor

User Manual

Stylish Monitor with Eye Care Technology | G Series

Copyright

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

BenQ ecoFACTS

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



Product support

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

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

Firmware upgrade

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

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

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

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

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

Advanced software

Apart from the built-in technologies and features available on this product, you are provided with more software applications to enhance and extend the product functionality.

Download the software and its user guide (if available) as instructed from the BenQ website.

- **Eye-CareU**

Eye-CareU is a software utility that helps adjust your Eye-Care related settings quickly as an alternative of the control keys on the monitor. It also helps keep you from eye strain by managing your screen time and reminding you of proper light and distance.

EPREL Registration Number:
GW2485TC: 755728
GW2485TE: 755747
GW2486TC: 1907005
GW2785TC: 755732
GW2785TE: 755749
GW2786TC: 1907022

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I need more support.

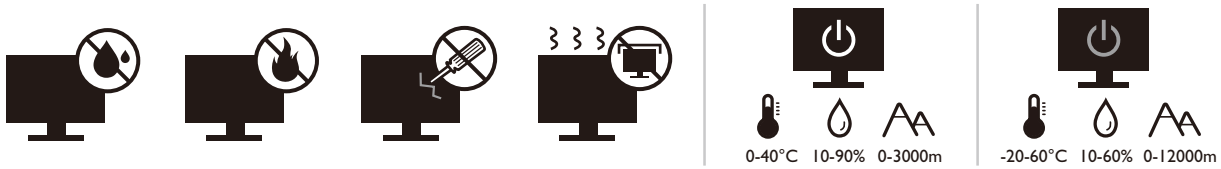
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Safety precautions

Power safety

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



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

For Germany only:

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

For models with adapter:

- Use only the power adapter supplied with your LCD Monitor. Use of another type of power adapter will result in malfunction and/or danger.

- Allow adequate ventilation around the adapter when using it to operate the device or charge the battery. Do not cover the power adapter with paper or other objects that will reduce cooling. Do not use the power adapter while it is inside a carrying case.
- Connect the power adapter to a proper power source.
- Do not attempt to service the power adapter. There are no service parts inside. Replace the unit if it is damaged or exposed to excess moisture.

Installation

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

Operation

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

Caution

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

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

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

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

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

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

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

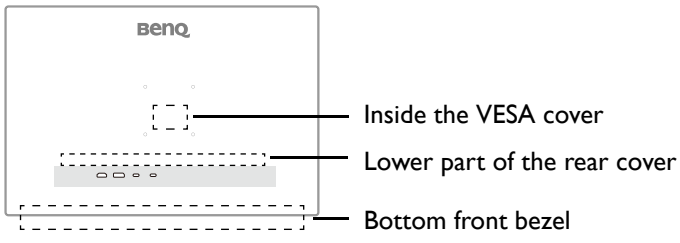
- Do not ingest battery. Chemical Burn Hazard.

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

Care and cleaning

- Do not place the monitor face down on the floor or a desk surface directly. Otherwise, scratches on the panel surface may occur.
- The equipment is to be secured to the building structure before operation.
- (For models that support wall or ceiling mounting)
  - Install your monitor and monitor mounting kit on a wall with flat surface.
  - Ensure that the wall material and the standard wall mount bracket (purchased separately) are stable enough to support the weight of the monitor.
  - Turn off the monitor and the power before disconnecting the cables from the LCD monitor.
- Always unplug the product from the power outlet before cleaning. 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 model name, power rating, manufacturing date, barcode, serial number, and identification markings. The locations of labels vary by model. See the illustration below for where the labels can be.

Possible label location:



Servicing

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

• Contact your place of purchase or visit the local website from Support.BenQ.com for more support.

Support.BenQ.com

General warranty information

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

• Documents required for warranty services have been altered by unauthorized use or is illegible.

• The model number or production number on the product has been altered, deleted, removed or made illegible.

• Repairs, modifications, or alterations have been made by unauthorized service organizations or persons.

• Damage caused by improper storage of the monitor (including but not limited to force majeure, direct exposure to sunlight, water, or fire).

• Reception problems occurred due to external signals (such as antenna, Cable TV) outside the monitor.

• Defects caused by abuse or misuse of the monitor.

• Before using the monitor, it is the sole responsibility of the user to check whether the monitor is compatible with local technical standards if the user brings the monitor out of its intended sales area. Failure to do so may cause product breakdown and the user will have the pay the repairing costs.

• It is the sole responsibility of the user if problems (such as data loss and system failure) occurred due to non-factory provided software, parts, and/or non-original accessories.

• Please use the original accessories (e.g. power cable) only with the device to avoid possible dangers such as electric shock and fire.

Typographics

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

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

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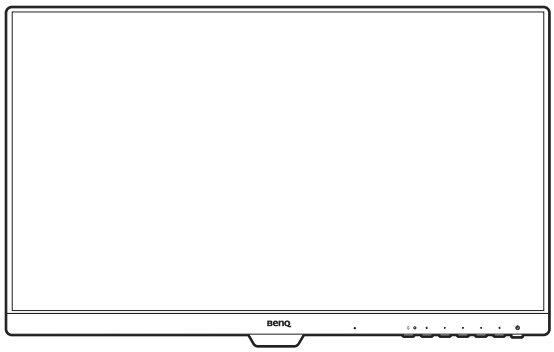
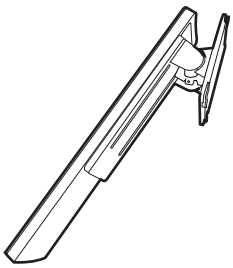
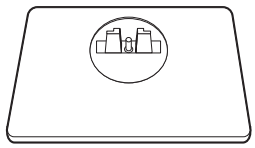
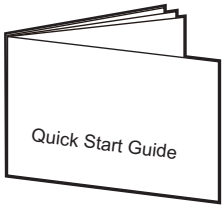
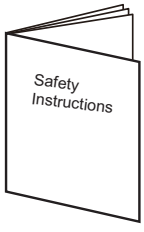
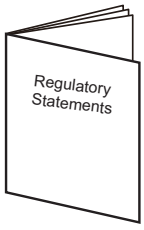
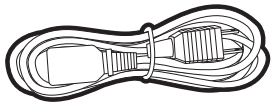
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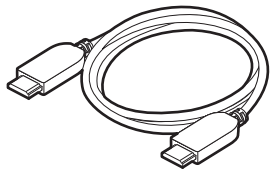
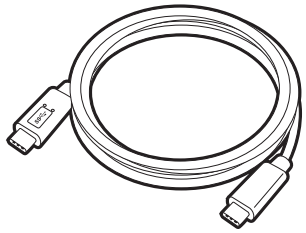
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Getting started

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	
Quick Start Guide	
Safety Instructions	
Regulatory Statements	
Power Cord (Supplied item may differ by model or region.)	

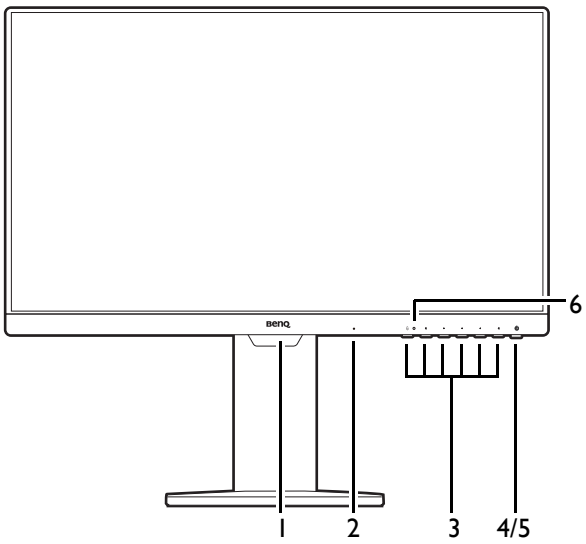
Video Cable: HDMI (Varies by region)	
Video Cable: USB-C™ (Varies by region)	

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

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

Getting to know your monitor

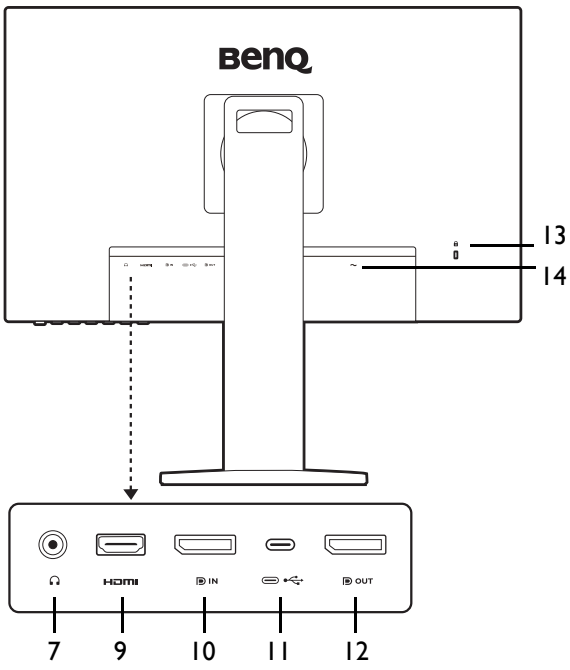
Front view



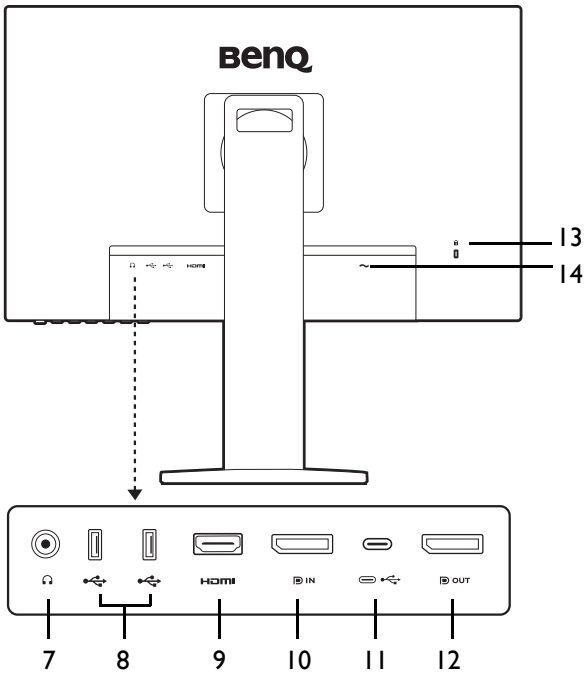
1. Light sensor (available for models with Brightness Intelligence)
2. Built-in microphone
3. Control buttons
4. Power button
5. Power LED indicator
6. MIC LED indicator (See page 36 for details.)

Back view

GW85



GW86



7. Headphone jack
8. (GW86) USB ports (downstream; connecting to the USB devices)
9. HDMI socket
10. DisplayPort socket
11. (GW85) USB-C™ port (for signal transmission and power delivery up to 60W)
    (GW86) USB-C™ port (for signal transmission and power delivery up to 65W)
12. DisplayPort output socket (for Multi-Stream Transport, MST)
13. Kensington lock slot
14. AC power input jack

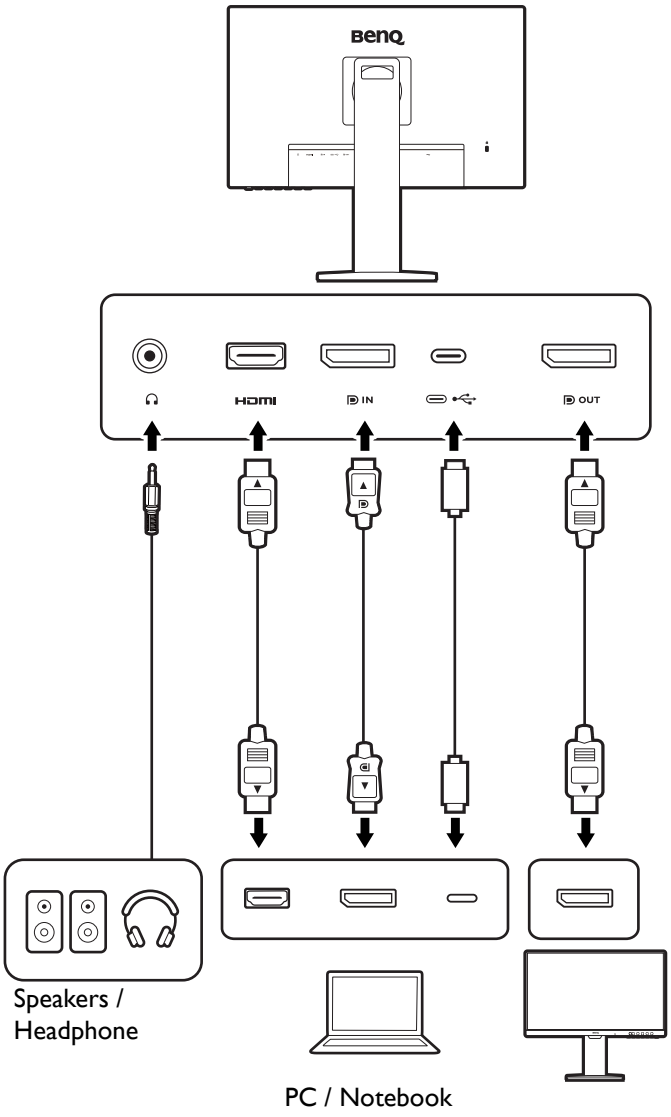
- The USB data transmission speed varies according to your selection in USB-C Configuration (GW86 only) on page 55.
- Above diagram may vary depending on the model.
- Picture may differ from product supplied for your region.
- (Applicable for products with white case) The case of the product may turn yellow in about 3 years due to the photo-oxidation reactions induced by light. This is a normal phenomenon and should not be considered as manufacturing defect.

Connections

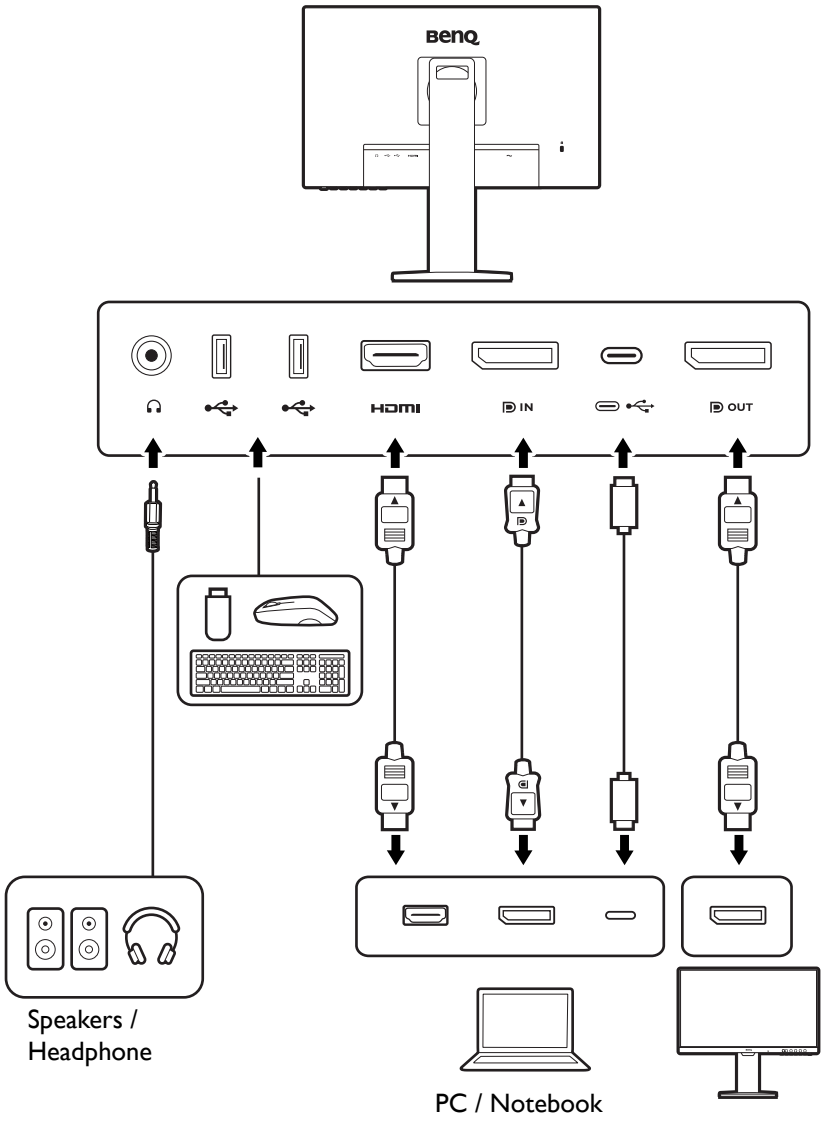
The following connection illustrations are for your reference only. For cables that are not supplied with your product, you can purchase them separately.

For detailed connection methods, see page 22.

GW85



GW86



Power delivery of USB-C™ ports on your monitor

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

GW2485TC / GW2485TE / GW2785TC / GW2785TE	GW2486TC / GW2786TC /
USB-C™ Power Delivery	USB-C™ Power Delivery
5V / 3A	5V / 3A
9V / 3A	9V / 3A
12V / 3A	12V / 3A
15V / 3A	15V / 3A
20V / 3A	20V / 3.25A

- A connected device needs to be equipped with a USB-C™ connector that supports charging function via USB power delivery.
- The connected device can be charged via USB-C™ port even when the monitor is in power saving mode.(*)
- The USB power delivery is up to 60W (GW85) / 65W (GW86). If the connected device requires more than 60W (GW85) / 65W (GW86) for operation or for boot up (when the battery is drained), use the original power adapter that came with the device.
- The information is based on the standard testing criteria and is provided for reference. The compatibility is not guaranteed as the user environments vary. If a separately purchased USB-C™ cable is used, make sure the cable is certified by USB-IF and is full-featured, with power delivery and video / audio / data transfer functions.

* (GW85): Charging via USB-C™ in monitor power saving mode is available when the USB-C power delivery function is enabled. Go to **System** > **USB-C Charging 60W** and select **ON**.

* (GW86): Charging via USB-C™ in monitor power saving mode is available when the USB-C power delivery function is enabled. Go to **System** > **Power Awake** and select **ON**.

How to assemble your monitor hardware

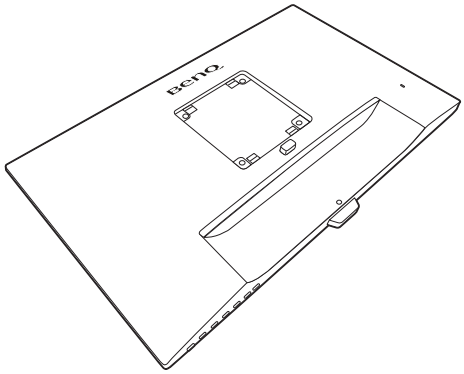
- If the computer is turned on you must turn it off before continuing.
- Do not plug-in or turn-on the power to the monitor until instructed to do so.
- The illustrations in this document are for your reference only and may look different from the appearance of the product. Check Back view on page 16 and The control panel on page 31 for the available ports and controls of the purchased model.
- Avoid finger pressure on the screen surface.
- The latch on the monitor stand/base of the same model may vary by design, yet the installation, function, and product appearance are not affected in general. Be sure to assemble the monitor with the stand/base included in the same package.

1. Attach the monitor base.

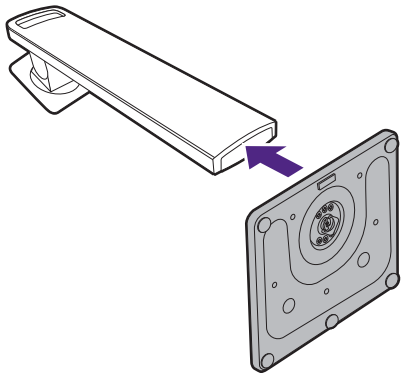
Please be careful to prevent damage to the monitor. Placing the screen surface on an object like a stapler or a mouse will crack the glass or damage the LCD substrate voiding your warranty. Sliding or scraping the monitor around on your desk will scratch or damage the monitor surround and controls.

Protect the monitor and screen by clearing a flat open area on your desk and placing a soft item like the monitor packaging bag on the desk for padding.

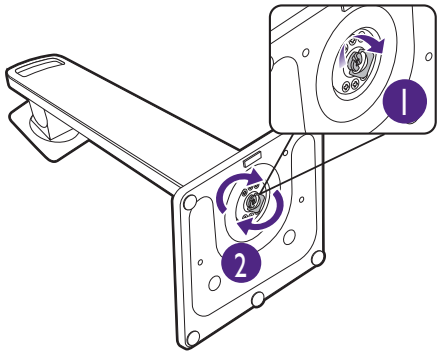
Gently lay the screen face down on a flat clean padded surface.



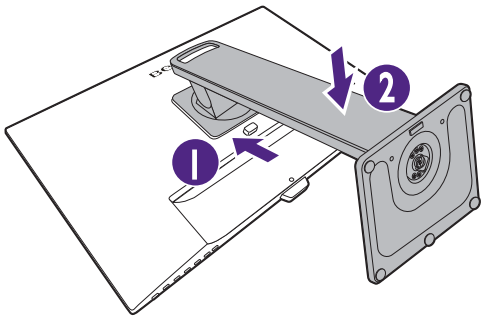
Attach the monitor stand to the monitor base as illustrated.



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



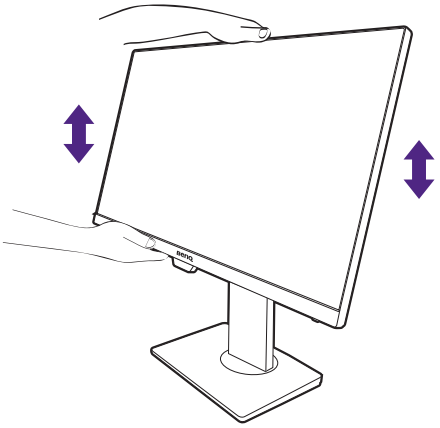
Orient and align the stand arm with the monitor (1), push them together until they click and lock into place (2).



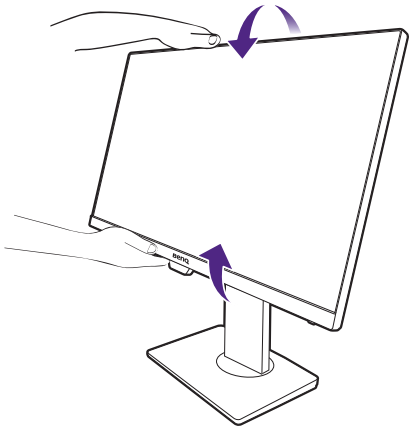
Gently attempt to pull them back apart to check that they have properly engaged.

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

You might want to adjust the monitor stand height. See Adjusting the monitor height on page 27 for more information.



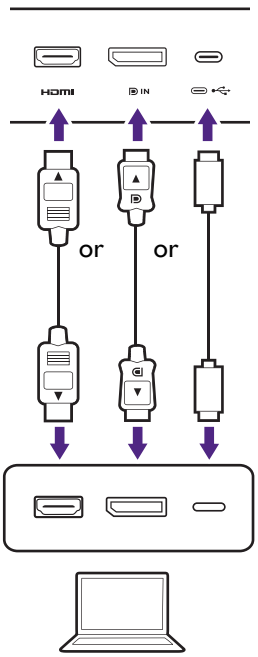
Your monitor is an edge-to-edge monitor and should be handled with care. Avoid finger pressure on the screen surface. Adjust the screen angle by placing your hands on the top and on the bottom of the monitor as illustrated.



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

2. Connect the PC video cable

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

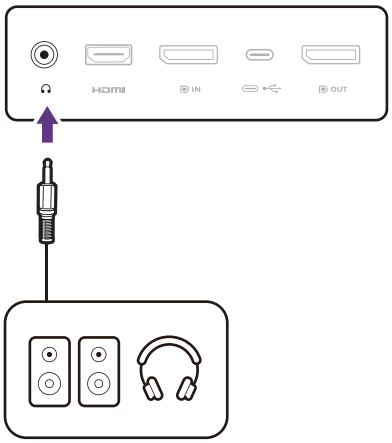


- Connect the plug of the HDMI cable to the HDMI port on the monitor. Connect the other end of the cable to the HDMI port of a digital output device.
- Connect the plug of the DP cable to the monitor video socket. Connect the other end of the cable to the computer video socket.
- Connect the plug of the supplied USB-C™ cable to the USB-C™ port on the monitor. Connect the other end of the cable to the USB-C™ port of a laptop. It allows signal, audio, and data transmission from the laptop to the monitor.

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

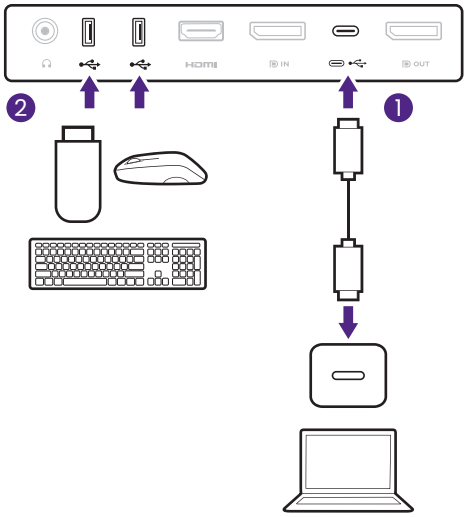
3. Connect the headphone.

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



4. Connect the USB devices.

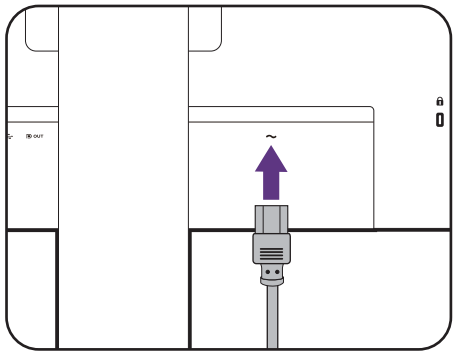
(GW86)



Available for models with USB-C™ and USB-A ports. Check Back view on page 16 for the available ports of the purchased model.

1. Connect the USB-C™ cable between the PC and the monitor (via the USB-C™ port). This upstream USB port transmits data between the PC and the USB devices connected to the monitor.
2. 2. Connect USB devices via other USB ports (downstream) on the lower part of the front bezel. These downstream USB ports transmit data between the connected USB devices and the upstream port.

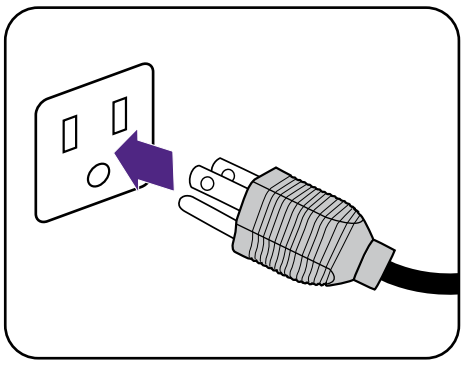
5. Connect the power cable to the monitor.



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

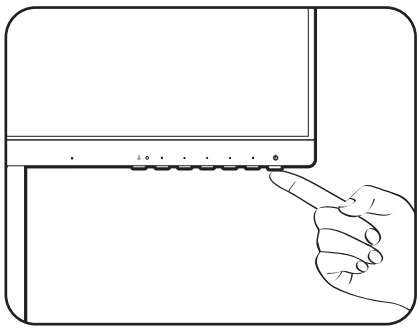
Plug one end of the power cord into the socket labelled ~ on the rear of the monitor. Do not connect the other end to a power outlet just yet.

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



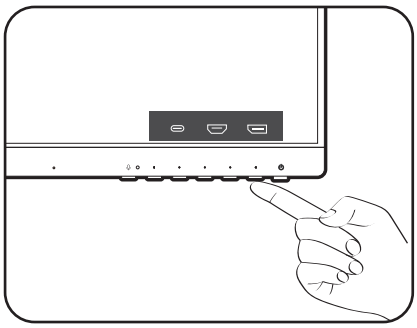
Plug the other end of the power cord into a power outlet and turn it on.

Picture may differ from product supplied for your region.



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

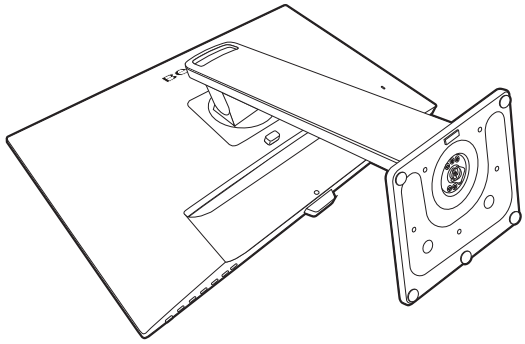
Turn on the computer too, and select an input source by the OSD control keys. The displayed input icons vary depending on the available video inputs of the purchased model.



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

How to detach the stand and the base

1. Prepare the monitor and area.



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

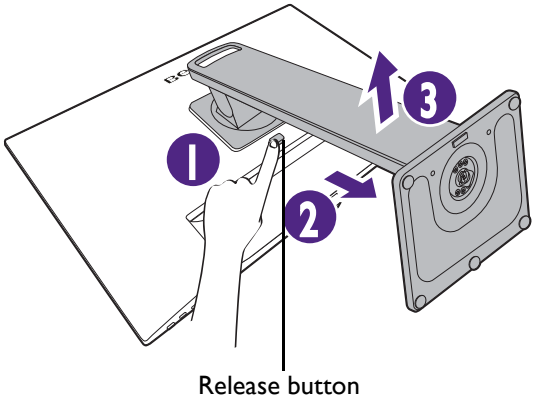
Gently lift the display up and extend the stand to the maximum extended position.

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

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

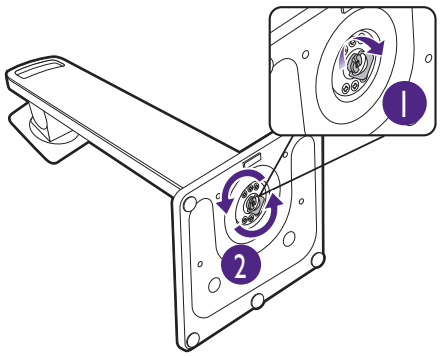
2. Remove the monitor stand.

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

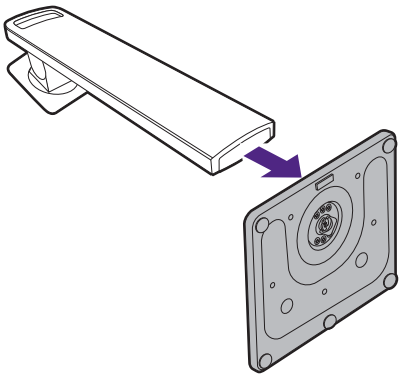


3. Remove the monitor base.

Release the thumbscrew on the bottom of the monitor base.

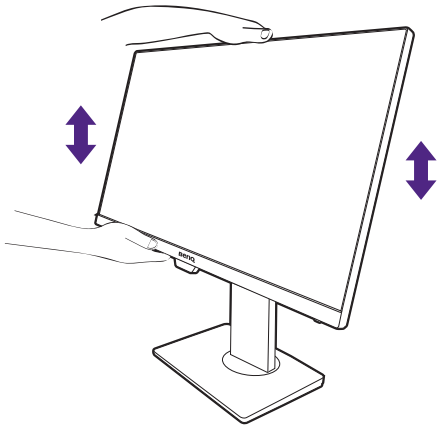


And then detach the base from the stand.

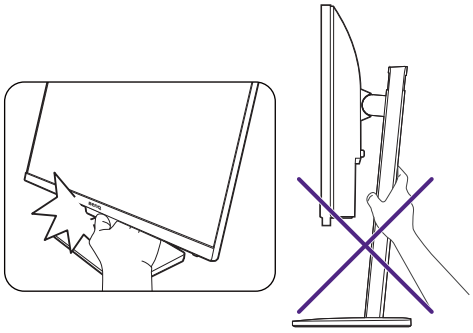


Adjusting the monitor height

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



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



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

Rotating the monitor

1. Pivot the display.

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

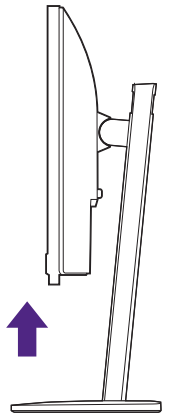
Right-click the desktop and select **Screen resolution** from the popup menu. Select **Portrait** in **Orientation**, and apply the setting.

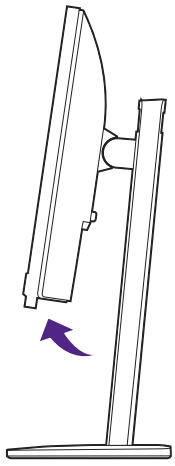
Depending on the operation system on your PC, different procedures should be followed to adjust the screen orientation. Refer to the help document of your operation system for details.

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.

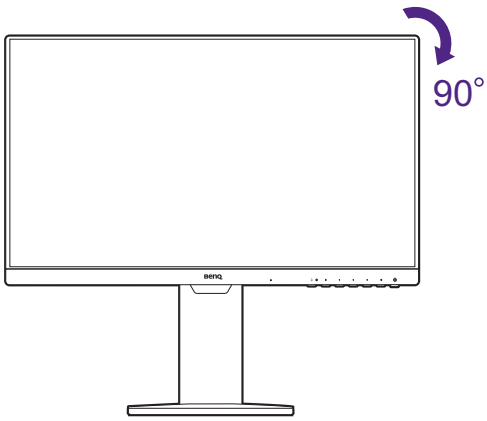
The monitor should be vertically extended to allow to rotate from landscape to portrait mode.



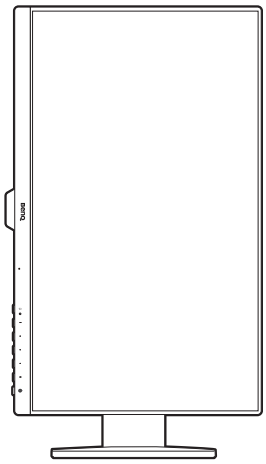


3. Rotate the monitor 90 degrees clockwise as illustrated.

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. You might need to route the cables again via the cable clip after the rotation.

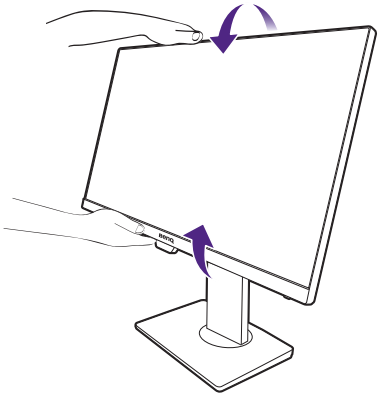


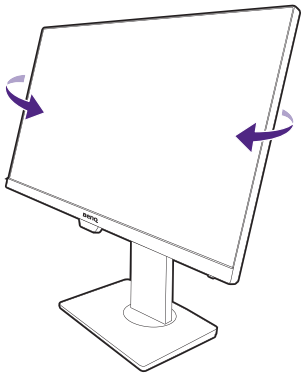
4. Adjust the monitor to the desired viewing angle.

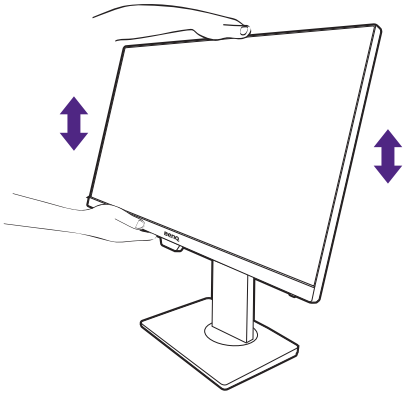


Viewing angle adjustment

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







Using the monitor wall mounting kit (purchased separately)

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

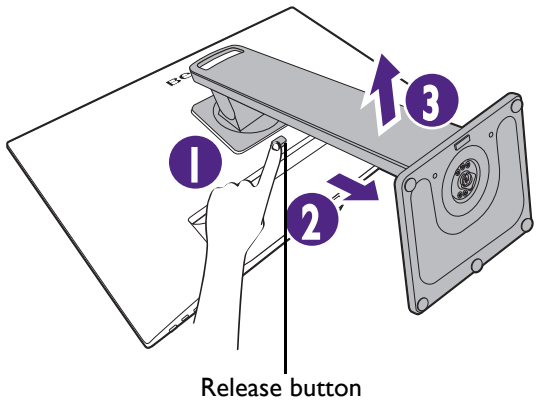
Precautions

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

1. Remove the monitor stand.

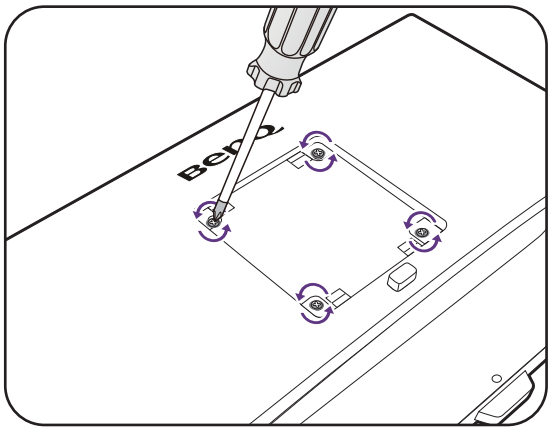
Lay the screen face down on a clean and well-padded surface. Detach the monitor stand as instructed in How to detach the stand and the base on page 25.

Then pull the monitor stand backward away from the monitor.



2. Remove the screws on the back cover.

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



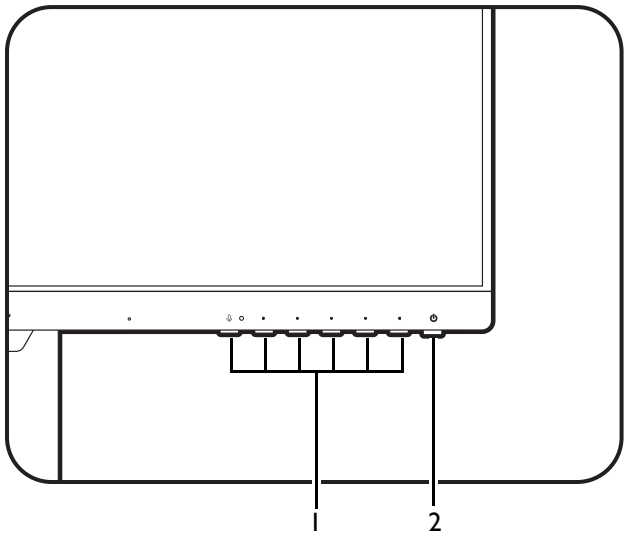
In case you intend to use your monitor on the stand in the future, please keep the monitor base, monitor stand, and screws somewhere safe for future use.

3. Follow the instruction manuals of the wall mount bracket you purchased to complete the installation.

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

How to adjust your monitor

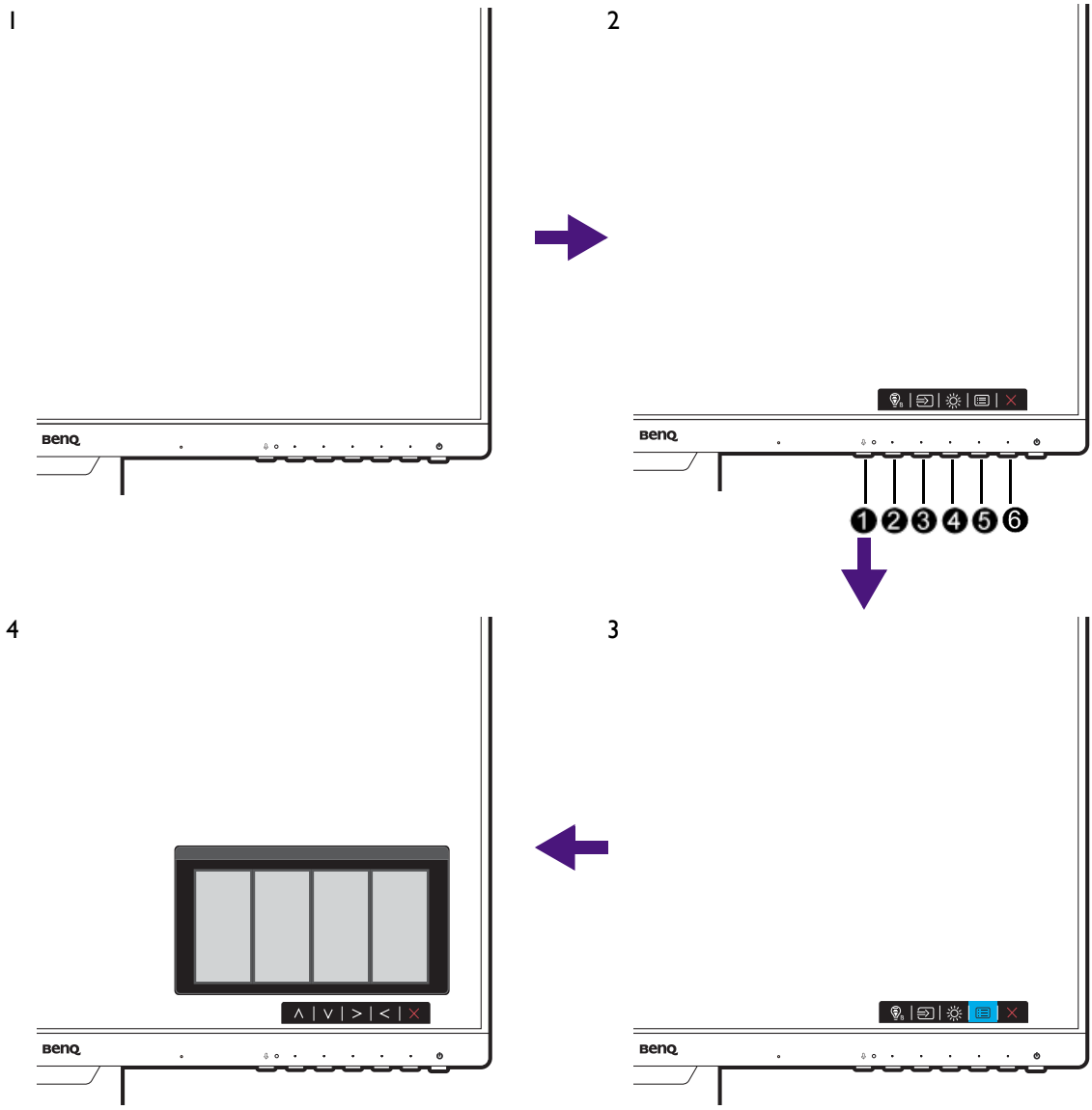
The control panel



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

Basic menu operation

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



1. Press any of the control keys.
2. The hot key menu is displayed. The left three controls are custom keys and are designated for particular functions.
3. Select **(Menu)** to access the main menu.
4. In the main menu, follow the icons next to the control keys to make adjustments or selection. See Navigating the main menu on page 39 for details on the menu options.

No.	OSD in hot key menu	OSD icon in main menu	Function
1	MIC Key		Enables / mutes the built-in microphone.

No.	OSD in hot key menu	OSD icon in main menu	Function
❷	**Rotation Key 1**	∧	• By default, the key is the hot key for **Input**. To change the default settings, see Customizing the hot keys on page 33. • For Up/Increase adjustment.
❸	**Rotation Key 2**	∨	• By default, the key is the hot key for **Learning**. To change the default settings, see Customizing the hot keys on page 33. • For Down/Decrease adjustment.
❹	**Custom Key**	> / ✓	• By default, the key is the hot key for **Brightness**. To change the default settings, see Customizing the hot keys on page 33. • Enters sub menus. • Selects menu items.
❺	**Menu**	<	• Activates the main menu. • Returns to the previous menu.
❻	**Exit**	×	Exits OSD menu.

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

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

Customizing the hot keys

The rotation keys or 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 rotation keys / control keys to bring up the hot key menu, and press **(Menu)** to access the main menu.
2. Go to **Custom**.
3. Select the 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 ratios other than your monitor aspect ratio and sizes other than your display size, you can adjust the display mode on the monitor

1. Press any of the control keys to bring up the hot key menu, and press **(Menu)** to access the main menu.
2. Go to **System** 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 Mode menu on page 43 for all the available picture modes.

Go to **Mode** for a desired picture mode.

If **Low Blue Light Plus** is preferred, select **Low Blue Light Plus** to enable it. And go to **Eye Care** and **Low Blue Light Plus** to select one of the low blue light modes from the list.

Adjusting screen brightness automatically (Brightness Intelligence / B.I. Gen2)

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

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

To enable this function, go to **Eye Care** > **Brightness Intelligence** / **B.I. Gen2** > **ON**.

- The performance of Brightness Intelligence may be impacted by the light sources and the monitor tilt angle. You can increase the light sensor sensitivity from **Eye Care** > **Brightness Intelligence** / **B.I. Gen2** > **Sensor Sensitivity** if needed. See Sensor Sensitivity on page 45 for more information.
- The monitor also works with the eye-care software named **Eye-CareU**, which helps control the eye-care related settings and keep you from eye strain by managing the screen time. See Product support on page 3 for the access to the software.

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

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

1. Go to **Eye Care** > **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.

Available menu options to each color mode

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

With B.I. function enabled

Picture mode	B.I. Gen2	Dynamic Contrast	Color Temperature	Gamma	Brightness	Contrast	Sharpness
Standard	V	X	X	X	V	X	V
Multimedia	V	X	X	X	V	X	V
Web Surfing	V	X	X	X	V	X	V
Office	V	X	X	X	V	X	V
Movie	V	X	X	X	V	X	V
Game	V	X	X	X	V	X	V
M-book	V	X	X	X	V	X	V
sRGB	X	X	X	X	X	X	X
ECO	X	X	X	X	X	X	X
Red Filter	V	X	X	X	V	X	V
Green Filter	V	X	X	X	V	X	V
User	X	X	X	X	X	X	X
Care Mode	V	X	X	X	V	X	V
Coding	V	X	X	X	V	X	V
Reading	V	X	X	X	V	X	V
ePaper	V	X	X	X	V	X	V

With B.I. function disabled

Picture mode	B.I. Gen2	Dynamic Contrast	Color Temperature	Gamma	Brightness	Contrast	Sharpness
Standard	V	X	V(1)	V	V	V	V
Multimedia	V	X	X	X	V	V	V
Web Surfing	V	X	X	X	V	V	V
Office	V	X	X	X	V	V	V
Movie	V	V	X	X	V	V	V
Game	V	V	X	X	V	V	V
M-book	V	X	V	X	V	V	V
sRGB	X	X	X	X	V	V	V
ECO	X	X	X	X	X	X	V
Red Filter	V	X	X	X	V	V	V
Green Filter	V	X	X	X	V	V	V
User	X	X	V	V	V	V	V
Care Mode	V	X	X	X	V	V	V
Coding	V	X	X	X	V	V	V
Reading	V	X	X	X	V	V	V
ePaper	V	X	X	X	V	V	V

- V: Available.
- X: Not available.
- (1): **Color Temperature** > **User Define** is not available when the **Color Mode** is set to **Standard**.

Working with the built-in microphone

If the video source is via USB-C™ port, you can press the MIC key to turn on the built-in microphone. Check MIC LED indicator on page 36 for more information.

To mute/unmute the microphone, press the MIC key.

To turn off the built-in microphone, go to **Audio** > **Microphone** > **Status** > **OFF**.

With the Noise Cancellation technology, the digital microphone filters out background noises and transmits only clear vocals. To adjust the volume or change the settings, go to **Audio** > **Microphone**. See Microphone on page 50 for more information.

MIC LED indicator

Light color	Description
Green	The microphone is turned on and ready for use.
Amber	The microphone is muted.
Off	The microphone is not available.

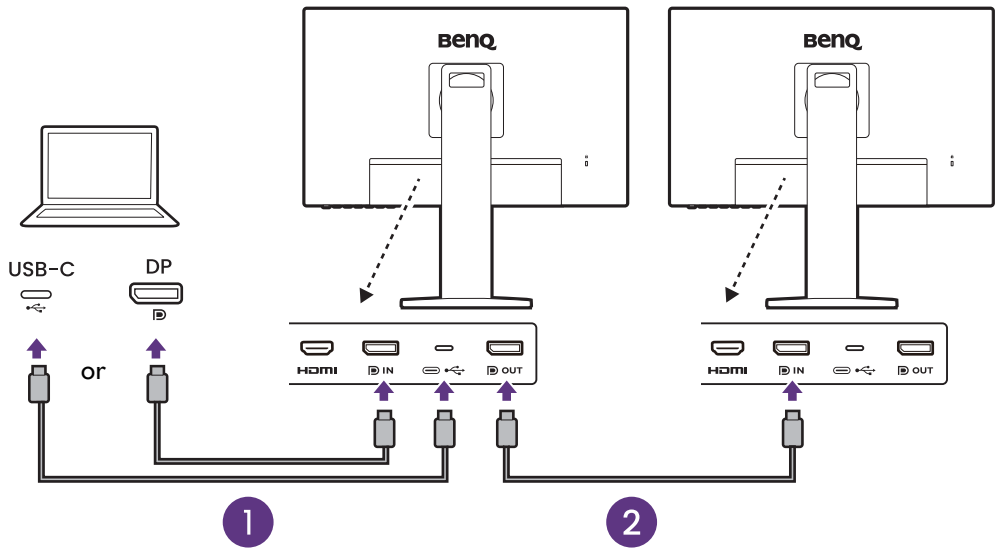
Charging the connected device via USB-C™ port

The USB-C™ port on your monitor supports power delivery in standby mode yet it is disabled by default. If video source via USB-C™ port is detected, you will be prompted to enable USB-C™ power delivery function in monitor standby mode. Select **Yes** to proceed.

If **USB-C Charging 60W** / **Power Awake** from **System** has been turned to **ON**, the power delivery will start without further notification.

Connecting multiple monitors via MST (Multi-Stream Transport)

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



1. Connect your laptop to the USB-C™ / DP port on the monitor using a USB-C™ / DP cable. Select **YES** to enable USB-C™ power delivery in monitor standby mode if you are prompted to. The USB-C™ port supplies power to the laptop then even when the monitor is in standby mode.
2. Go to **System** > **MST** > **ON**. Note the OSD menu can be launched and configured only when input signal is detected.
3. Connect the second monitor to the first one using a DP cable as illustrated.
4. Follow Step 3 to connect the third and the fourth monitors if desired.
5. Power on the laptop and the monitors. On all the connected monitors, check the configurations as described in Step 2.
6. On you laptop, decide the way you want the content to be displayed on the connected monitors: **Duplicate**, **Extend**, or **Second screen only**. Additional software (purchased separately) may be used to manage the display. Refer to the manual of the purchased software for more information.

Supported resolution

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

GW85 Configuration	1st monitor (your monitor)	2nd monitor	3rd monitor	4th monitor
1	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	N/A	N/A
2	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	N/A
3	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)

GW85 Configuration	1st monitor (your monitor)	2nd monitor	3rd monitor	4th monitor
4	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)

GW86 Configuration	1st monitor (your monitor)	2nd monitor	3rd monitor	4th monitor
1	1920 x 1080 (100Hz)	1920 x 1080 (100Hz)	N/A	N/A
2	1920 x 1080 (100Hz)	1920 x 1080 (100Hz)	1920 x 1080 (100Hz)	N/A
3	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)	1920 x 1080 (60Hz)

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

Navigating the main menu

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

Press any of the control keys to bring up the hot key menu, and press **(Menu)** to access the main menu. See Basic menu operation on page 32 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.

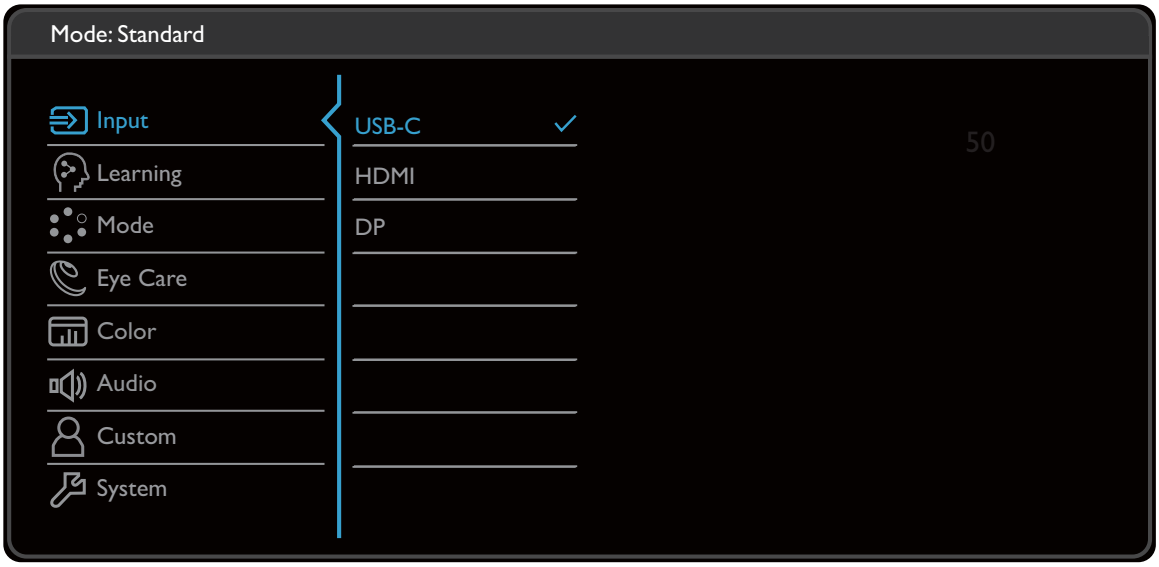
The OSD menu languages may differ from the product supplied to your region, see Language on page 54 under **System** and **OSD Settings** for more details.

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

- Input menu on page 40
- Learning menu on page 41
- Mode menu on page 43
- Eye Care menu on page 45
- Color menu on page 47
- Audio menu on page 49
- Custom menu on page 51
- System menu on page 53

Input menu

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



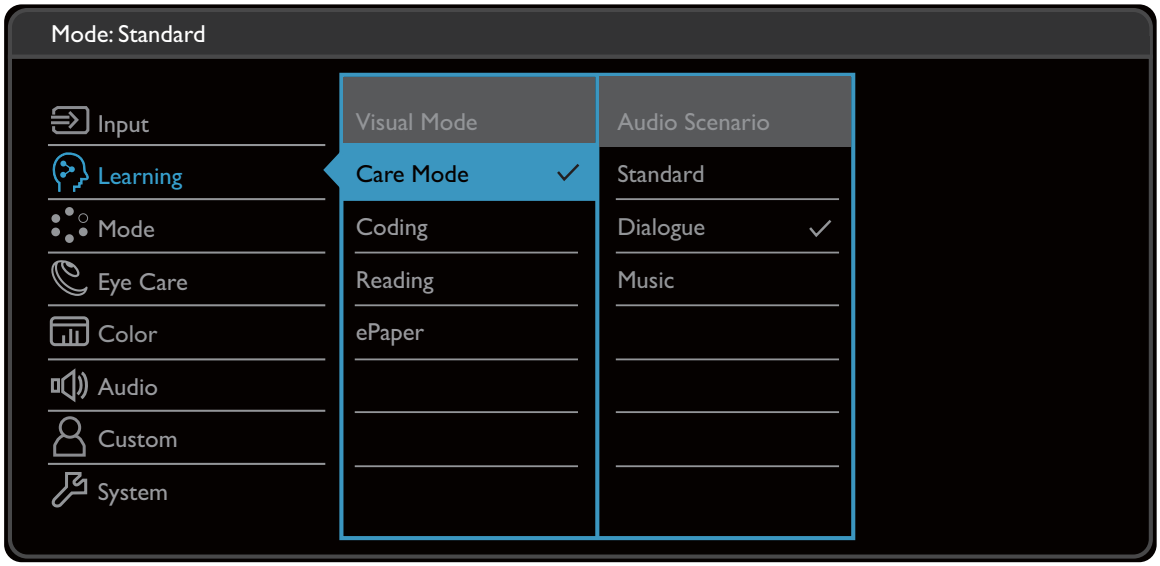


1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Input**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

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

Learning 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.





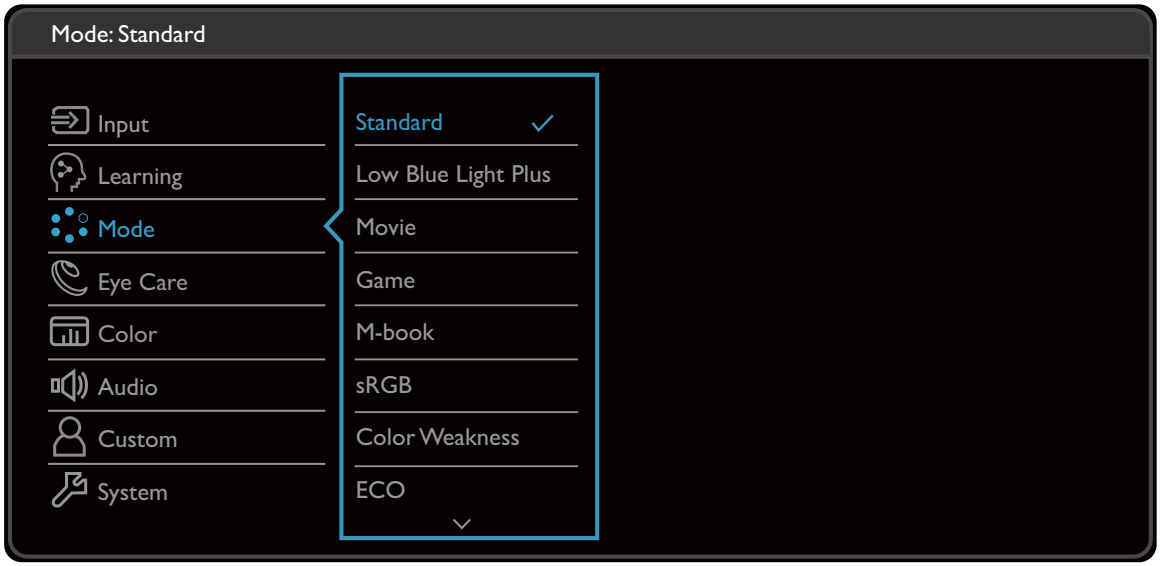
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Learning**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

Item	Function	Range
	To improve learning efficiency, you can set the display and the audio mode for certain scenarios.	• **Visual Mode** • **Audio Scenario**

Item	Function		Range
Visual Mode	**Care Mode**	For online learning with low contrast and high saturation.	
	Coding	For coding or programming with high contrast and saturation.	
	Reading	For reading e-books or documents.	
	ePaper	For reading e-books or documents in black and white with suitable on-screen brightness and clear texts.	
Audio Scenario	**Standard**	Balances all settings for use without a specific scenario.	
	Dialogue	Cancels noise to improve sound clarity.	
	Music	Keeps the music and the vocal in harmony as if in live.	

Mode menu

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



1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Mode**.
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
Standard	For basic PC application.	
Low Blue Light Plus	Decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes. The value for each **Low Blue Light** mode indicates how much blue light is decreased compared with the **Standard** mode.	
Movie	For viewing videos.	
Game	For playing video games.	

Item	Function	Range
M-book (selected models only)	Minimizes the visual differences between the monitor and the connected MacBook series product.	
sRGB	For better color matching representation with the peripheral devices, such as printers, digital cameras, etc.	
Color Weakness	Adjusts color matching representation for people with color vision deficiency to distinguish colors easily. You are provided with **Red Filter** and **Green Filter** on this monitor. Go to **Eye Care** > **Color Weakness** and choose one as needed. See Color Weakness on page 46 for more information.	
ECO	For saving electricity with low power consumption by providing minimum brightness for all running programs.	
User	Applies a combination of picture settings defined by users.	

Eye Care menu

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





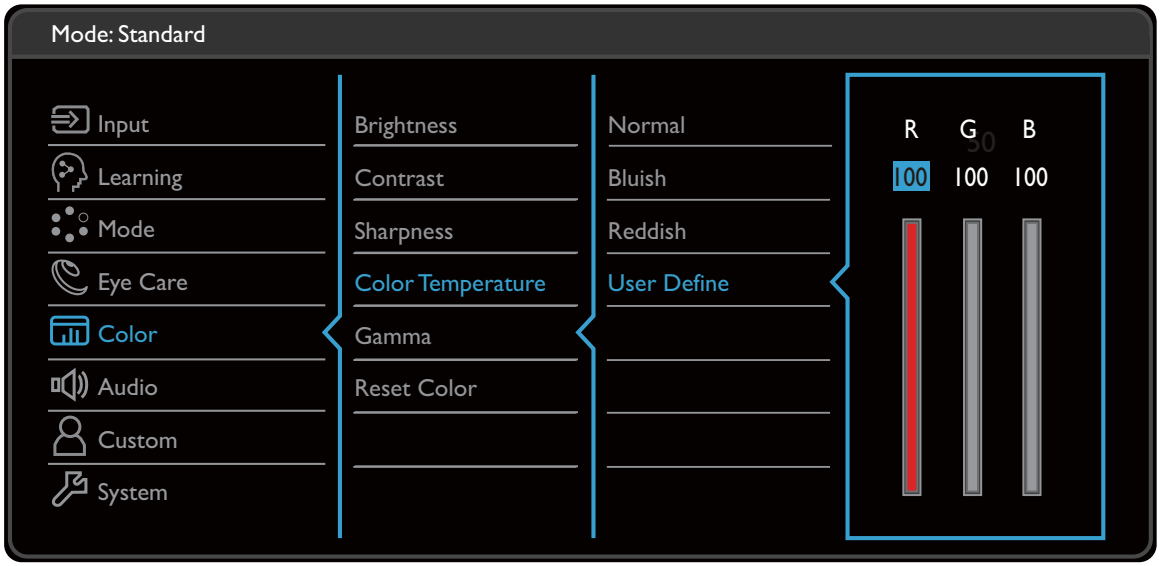
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Eye Care**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

Item	Function		Range
Brightness Intelligence / B.I. Gen2	Turns the Brightness Intelligence function on or off. The built-in light sensor works with Brightness Intelligence technology to detect the ambient light, image brightness and contrast, and then balance the screen automatically.		• **ON** • **OFF**
	Light Meter	Sets to display the light condition around the monitor on the screen.	• **ON** • **OFF**
	Sensor Sensitivity	Adjusts sensitivity of light sensor to change the brightness range to be detected. This may be helpful to correct uneven lighting in light detection.	0 ~ 100

Item	Function		Range
Low Blue Light Plus	Decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes.  The amount of blue light reduced in each low blue light mode varies and has been set particularly for the specified scenario. Choose one mode to suit your needs.		
	Multimedia	For viewing multimedia files.	
	Web Surfing	For web surfing.	
	Office	For office works or office environment.	
Color Weakness	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

Color 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.





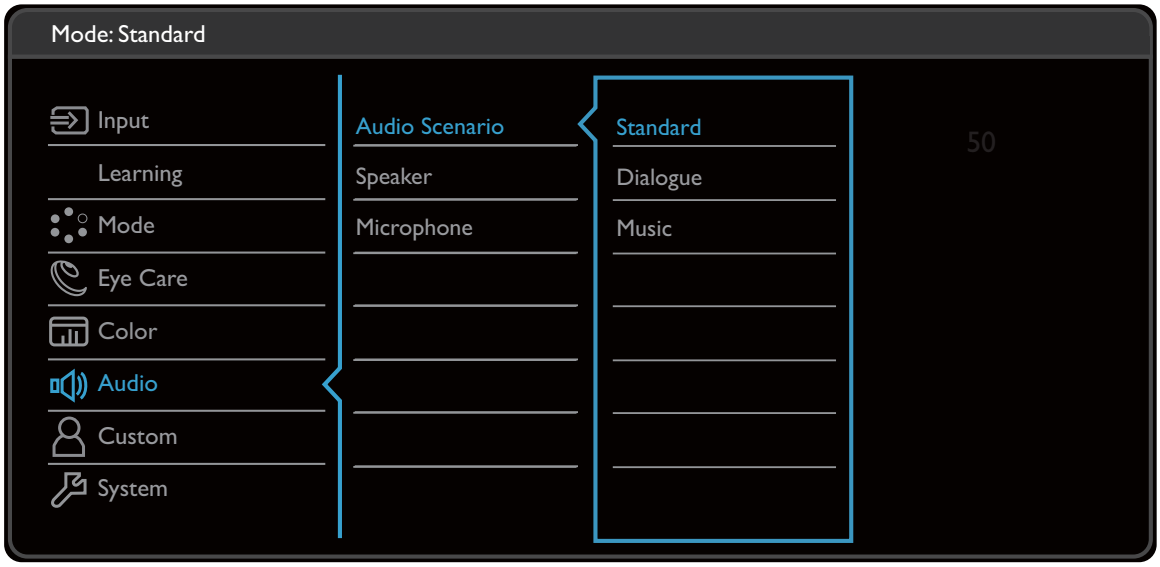
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Color**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

Item	Function	Range
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

Item	Function		Range
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.)	• **R** (0~100) • **G** (0~100) • **B** (0~100)
Gamma	Adjusts the tone luminance.		1 ~ 5
Reset Color	Resets the custom color settings to the factory defaults.		• **YES** • **NO**

Audio menu

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





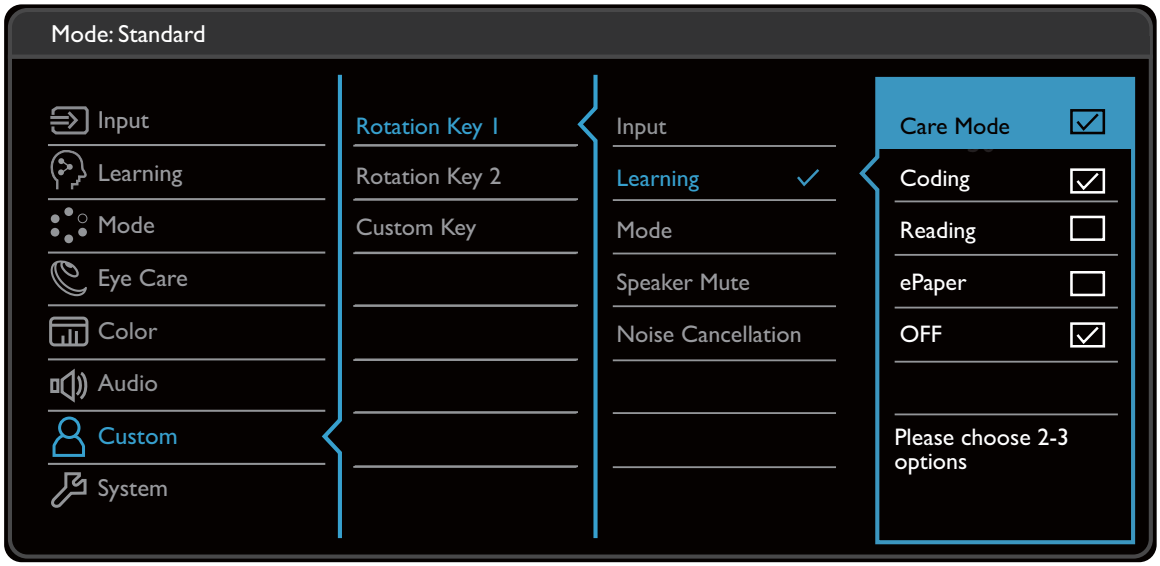
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Audio**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

Item	Function		Range
Audio Scenario	Selects one of the equalizers to obtain the best audio effect in certain scenarios.		
	Standard	Balances all settings for use without a specific scenario.	
	Dialogue	Cancels noise to improve sound clarity.	
	Music	Keeps the music and the vocal in harmony as if in live.	

Item	Function		Range
Speaker	Adjusts the speaker settings.		
	Speaker Volume	Adjusts the speaker volume.	0 ~ 100
	Speaker Mute	Mutes the speaker.	• **ON** • **OFF**
Microphone	Adjusts the microphone settings. Available only when the input source is USB-C™.		
	Status	Changes the microphone status.	• **ON** • **Mute** • **OFF**
	MIC Volume	Adjusts the microphone volume.	0 ~ 10
	Noise Cancellation	Reduces unwanted noises around. This determines the sensitivity of the built-in microphone. If the setting is **High**, more noises are reduced. At this moment the vocal may not be so clear if it is not close enough to the microphone.	• **High** • **Medium** • **Low** • **OFF**

Custom 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.





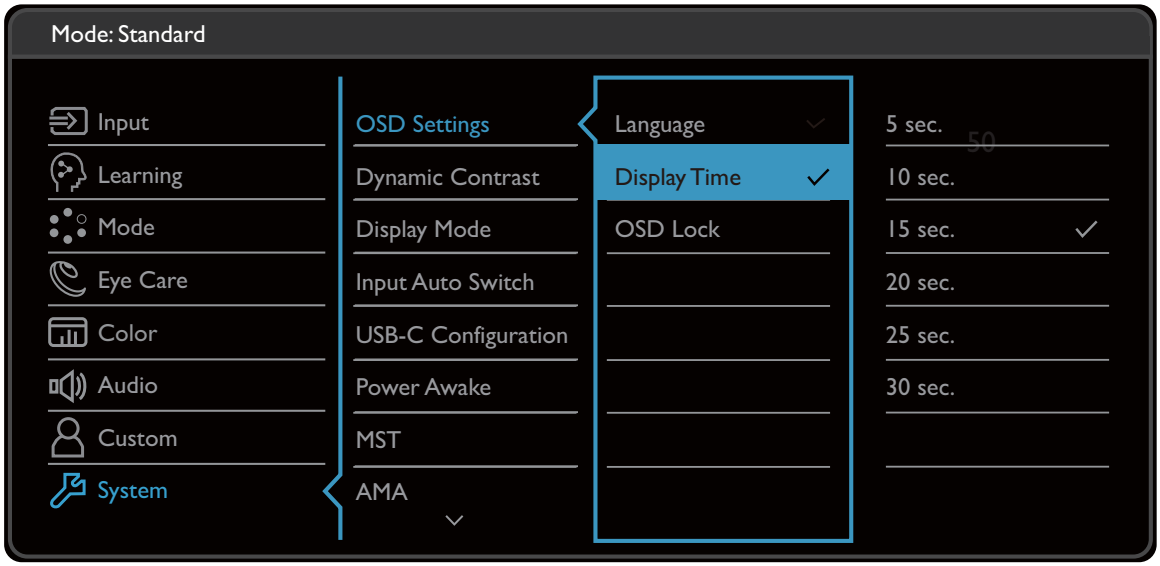
1. Select (**Menu**) from the hot key menu.
2. Use ∧ or ∨ to select **Custom**.
3. Select > to go to a sub menu, and then use ∧ or ∨ to select a menu item.
4. Use ∧ or ∨ to make adjustments, or use ✓ to make selection.
5. To return to the previous menu, select <.
6. To exit the menu, select ✕.

Item	Function	Range
Rotation Key 1 **Rotation Key 2**	Sets the function to be accessed by the Rotation Key 1 / 2. See Basic menu operation on page 32 for the location of the key. Select a category first, and choose up to 3 options to be accessed by this key.	• **Input** • **Learning** • **Mode** • **Speaker Mute** • **Noise Cancellation**

Item	Function	Range
Custom Key	Sets the function to be accessed by Custom Key. Select a category first, and choose up to 3 options to be accessed by this key.	• **Brightness** • **Speaker Volume** • **MIC Volume**

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
OSD Settings	**Language**	Sets the OSD menu language. The language options displayed on your OSD may differ from those shown on the right, depending on the product supplied in your region.	• **English** • **Français** • **Deutsch** • **Italiano** • **Español** • **Polski** • **Česky** • **Magyar** • **Română** • **Nederlands** • **Русский** • **Svenska** • **Português** • العربية • 日本語 • 한국어 • 繁體中文 • 简体中文
	Display Time	Adjusts the display time of the OSD menu.	• **5 sec.** • **10 sec.** • **15 sec.** • **20 sec.** • **25 sec.** • **30 sec.**
	OSD Lock	Prevents all the monitor settings from being accidentally changed. When this function is activated, the OSD controls and hotkey operations will be disabled. To unlock the OSD controls, press and hold any key for 10 seconds.	
Dynamic Contrast	The function is to automatically detect the distribution of an input visual signal, and then to create the optimal contrast.		0 ~ 5

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 **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.	
Input Auto Switch	Sets to automatically detect the available input source.		• **ON** • **OFF**
USB-C Charging 60W (GW85 only)	If this function is disabled, the USB-C™ port is not supplied with power while the monitor is in standby mode. To keep supplying power to the USB-C™ port in monitor's standby mode, change the setting to **ON**.		• **ON** • **OFF**
USB-C Configuration (GW86 only)	Sets the refresh rate of the input video via USB-C™ port. The USB transmission speed changes accordingly due to USB-C™ technology limitation.		
	USB 3.2	Refresh rate: 1920 x 1080 @ 100Hz USB transmission speed: 5 Gbps	
	USB 2.0	Refresh rate: 1920 x 1080 @ 100Hz USB transmission speed: 480 Mbps	
Power Awake (GW86 only)	If this function is disabled, the USB-C™ port is not supplied with power while the monitor is in standby mode. To keep supplying power to the USB-C™ port in monitor's standby mode, change the setting to **ON**.		• **ON** • **OFF**
MST	Allows data transmission while multiple monitors are daisy-chained.  Available only when the input source is DP or USB-C™.		• **ON** • **OFF**
AMA	Improves the gray level response time of the LCD panel.		• **OFF** • **High** • **Premium**

Item	Function	Range
RGB PC Range	Determines the range of color scales. Select an option that matches the RGB range setting on the connected HDMI device.	• **Auto Detect** • **RGB (0~255)** • **RGB (16~235)**
DDC/CI	Allows the monitor settings to be set through the software on the PC.  DDC/CI, short for Display Data Channel/Command Interface, which was developed by Video Electronics Standards Association (VESA). DDC/CI capability allows monitor controls to be sent via the software for remote diagnostics.	• **ON** • **OFF**
Auto Power Off	Sets the time to power off the monitor automatically in power saving mode.	• **OFF** • **10 min** • **20 min** • **30 min**
Resolution Notice	Sets whether to display the resolution notice of the recommended resolution when a new input source is detected by the monitor.	• **ON** • **OFF**
Information	Displays the current monitor property settings.	• **Current Resolution** • **Optimum Resolution** (best with the monitor) • **Model Name**
Reset All	Resets all mode, color and geometry settings to the factory default values.	• **YES** • **NO**

Troubleshooting

Frequently asked questions (FAQ)

Imaging

The image is blurred.

- Download **Resolution** file from the website (see Product support on page 3). Refer to "**Adjusting the Screen Resolution**". And then select the correct resolution, refresh rate and make adjustments based on these instructions.
- If a VGA extension cable is used, remove the extension cable for the test. Is the image now in focus? 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 to optimize the image. It is normal for blurring to occur due to conduction losses in extension cables. You can minimize these losses by using an extension cable with better conduction quality or with a built-in booster.

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

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

Pixel errors can be seen.

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

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

The image has a faulty coloration.

It has a yellow, blue or pink appearance.

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

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

The image is distorted, flashes or flickers.

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

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

Images from different input sources may appear distorted or stretched on the monitor running at its native resolution. To have the optimal display performance of each type of input sources, you can use the **Display Mode** function to set a proper aspect ratio for the input sources. See Display Mode on page 55 for details.

The image is displaced in one direction.

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

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

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

Power LED indicator

The LED indicator is white or orange.

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

OSD controls

The OSD controls are inaccessible.

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

OSD messages

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

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

Audio

No sound can be heard from the built-in speakers. (selected models only)

- Check whether the desired cable to input audio signals is properly connected. See Connect the headphone. on page 22 for details.
- Increase the volume (volume may be muted or too low).
- Remove your headphone and/or external speakers. (If they are connected to the monitor, the built-in speakers are automatically muted.)

No sound can be heard from the connected external speakers.

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

The built-in microphone does not respond when the monitor is connected to a PC.

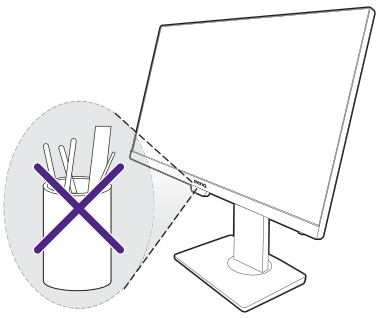
- Check if the certified USB-C™ cable with signal transmission and power delivery functions is properly connected.
- Turn on the microphone by pressing the MIC key. See Basic menu operation on page 32 for the location of the key.
- Increase the MIC volume from the **Audio** menu. See Audio menu on page 49 for more information.

Sensors (selected models only)

The light sensor of the monitor does not work well.

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

- If you have removed the sensor protection sticker.
- If the Brightness Intelligence function is set to **ON**. Check **Eye Care** > **Brightness Intelligence** / **B.I. Gen2**.
- If there are any obstacles in front of the sensor that keep the sensor from detecting the light properly.
- If there are any objects or clothing in bright colors in front of the sensor. Bright colors (especially white and fluorescent colors) reflect light and the sensor cannot detect the main light sources.



MST connection

The MST function does not work.

Make sure **ON** is selected under **System** > **MST**.

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

USB-C™ connection

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

- Check the cable connections and menu settings in the following order.
- Check if the USB-C™ cable has been connected to the monitor and the laptop properly. See Connect the PC video cable on page 22 for more information.
- Check if the input source has been selected to **USB-C** from **Input**.

Need more help?

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