BenQ

E Series
LCD Monitor
User Manual

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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.

- Mercury-free LED-backlit display
- BFR/PVC-free casing plastics
- Eco-friendly ink printing in packaging box

- Affichage rétroéclairé par DÉL sans mercure
- Plastiques du boîtier sans BFR/PVC
- Impression à l'encre écologique dans l'emballage

Product support

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

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

EPREL Registration Number:
EL2870U: 343921
EL2870UE: 343923
EW3270U: 342312
EW3270UE: 342316

Power safety

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

0-40°C 10-90% 0-3000m	-20-60°C 10-60% 0-12000m
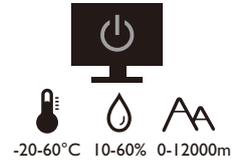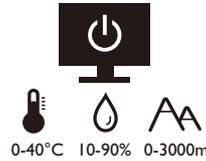
- The AC plug isolates this equipment from the AC supply.

- The power supply cord serves as a power disconnect device for pluggable equipment. The socket outlet should be installed near the equipment and be easily accessible.

- This product should be operated from the type of power indicated on the marked label. If you are not sure of the type of power available, consult your dealer or local power company.

- The Class I pluggable equipment Type A must be connected to protective earth.

- An approved power cord greater or equal to H03VV-F or H05VV-F, 2G or 3G, 0.75mm^2 must be used.

- Use only the power cord provided by BenQ. Never use a power cord that appears to be damaged or frayed.

For Germany only:

- (If the weight of the product is less than or equal to 3 kg) An approved power cord greater or equal to H03VV-F, 3G, 0.75mm^2 must be used.

- (If the weight of the product is more than 3 kg) An approved power cord greater or equal to H05VV-F or H05RR-F, 3G, 0.75mm^2 must be used.

- (If a remote control is provided) RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

For models with adapter:

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

- Allow adequate ventilation around the adapter when using it to operate the device or charge the battery. Do not cover the power adapter with paper or other objects that will reduce cooling. Do not use the power adapter while it is inside a carrying case.

- Connect the power adapter to a proper power source.

- Do not attempt to service the power adapter. There are no service parts inside. Replace the unit if it is damaged or exposed to excess moisture.

Care and cleaning

- Do not place the monitor face down on the floor or a desk surface directly. Otherwise, scratches on the panel surface may occur.
- The equipment is to be secured to the building structure before operation.
- (For models that support wall or ceiling mounting)
  - Install your monitor and monitor mounting kit on a wall with flat surface.
  - Ensure that the wall material and the standard wall mount bracket (purchased separately) are stable enough to support the weight of the monitor.
  - Turn off the monitor and the power before disconnecting the cables from the LCD monitor.
- Always unplug the product from the power outlet before cleaning. Clean the LCD monitor surface with a lint-free, non-abrasive cloth. Avoid using any liquid, aerosol or glass cleaners.
- Slots and openings on the back or top of the cabinet are for ventilation. They must not be blocked or covered. Your monitor should never be placed near or over a radiator or heat sources, or in a built-in installation unless proper ventilation is provided.
- Do not place heavy loads on the monitor to avoid possible personal injury or damage to the monitor.
- Consider keeping the box and packaging in storage for use in the future when you may need to transport the monitor.
- Refer to the product label for information on power rating, manufacture date, and identification markings.

Servicing

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

Support.BenQ.com

Caution

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

Typographics

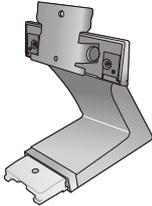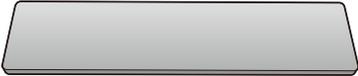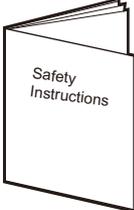| Icon / Symbol	Item	Meaning
	Warning	Information mainly to prevent the damage to components, data, or personal injury caused by misuse and improper operation or behavior.
	Tip	Useful information for completing a task.
	Note	Supplementary information.

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

Table of Contents

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.
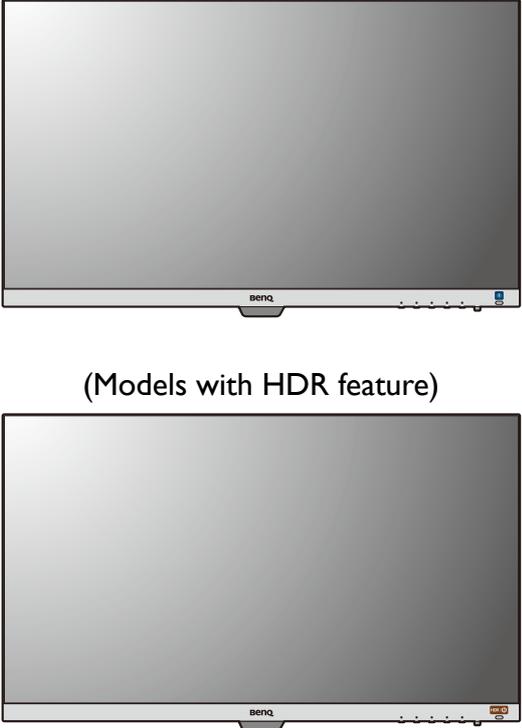
BenQ LCD Monitor	
	(Models with HDR feature)
Monitor Stand	
Monitor Base	
Quick Start Guide	Quick Start Guide
Safety Instructions	Safety Instructions

Regulatory Statements	Regulatory Statements
Power Cord (Supplied item may differ by model or region.)	
Power Adapter (Models without standard VESA mounting holes)	
Video Cable: D-Sub (Optional accessory)	
Video Cable: HDMI (Optional accessory)	
Video Cable: DP to mini DP (Optional accessory)	
Video Cable: DP (Optional accessory)	
Video Cable: USB-C™ (For models with USB-C™ socket only) Use of the supplied USB-C™ cable is recommended to ensure data transmission quality.	
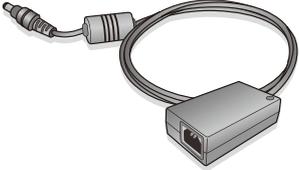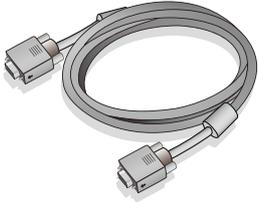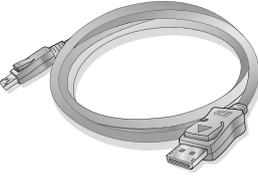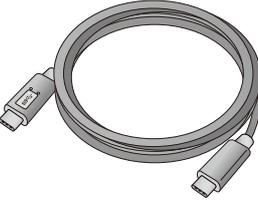
Audio Cable (Optional accessory)	

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

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

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

Getting to know your monitor

Front view
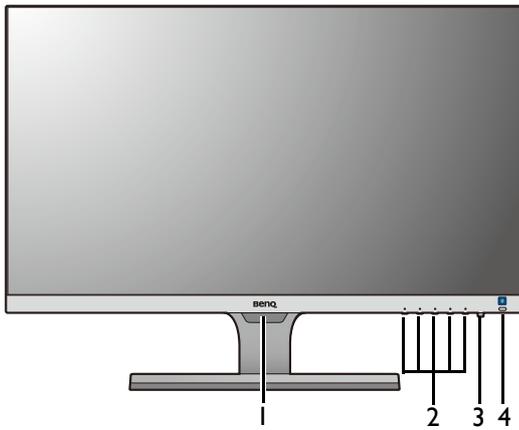
1. Light sensor
2. Control buttons
3. Power button
4. Bright Intelligence hot key (Models with HDR feature) HDR / Bright Intelligence Plus hot key

(Models with HDR feature)
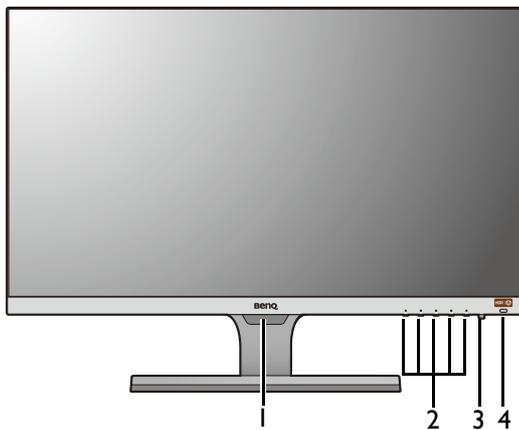
Back view

EW27
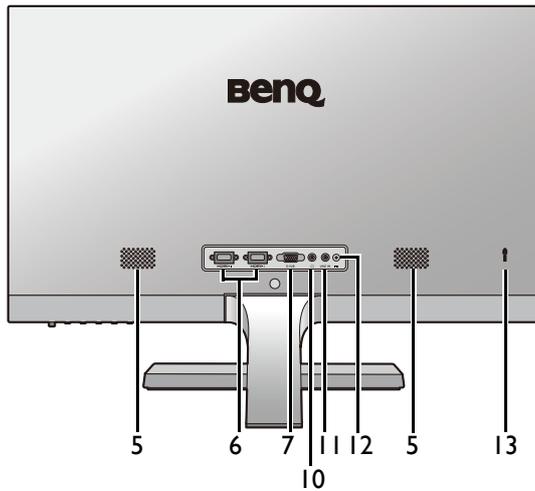
EW32
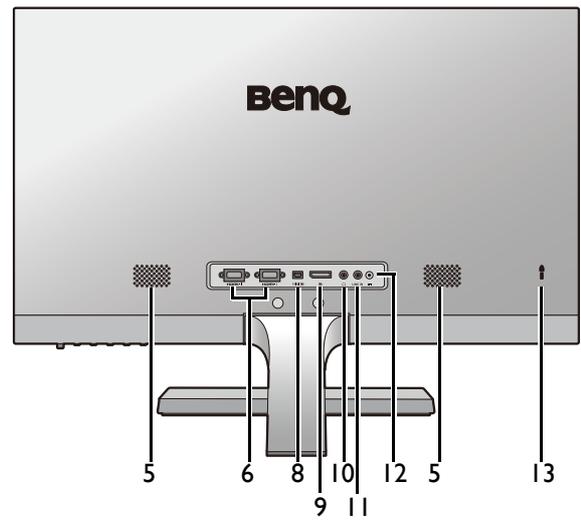
EL2870U
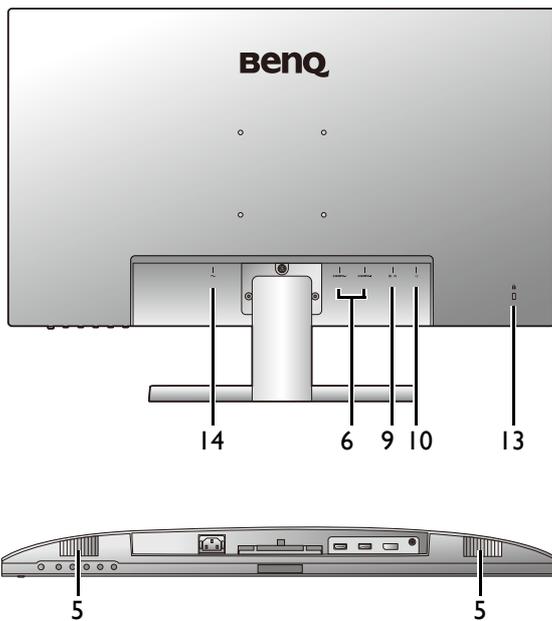
EW3270U
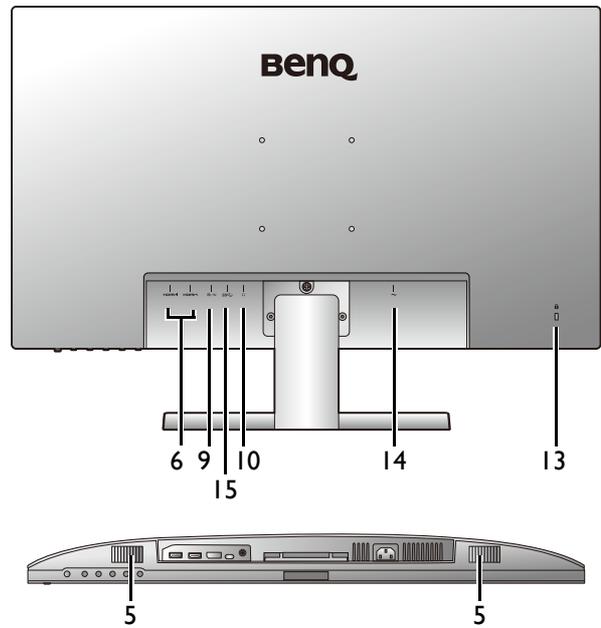
5. Speakers
6. HDMI socket x 2
7. D-Sub socket
8. Mini DisplayPort socket
9. DisplayPort socket
10. Headphone jack

11. Audio Line In
12. DC power input jack
13. Kensington lock slot
14. AC power input jack
15. USB-C™ port

• Above diagram may vary depending on the model.

• Picture may differ from product supplied for your region.

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. Available input and output jacks may vary depending on the purchased model.
>
> • Avoid finger pressure on the screen surface.

1. Attach the monitor base.

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

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.

Models without VESA standard mounting holes   Models with VESA standard mounting holes

Attach the monitor stand to the monitor base as illustrated until it locks in place.
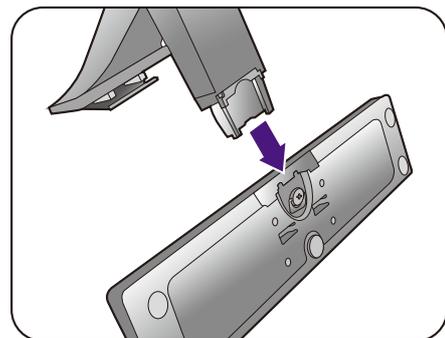
Tighten the screw on the bottom of the monitor base as illustrated.
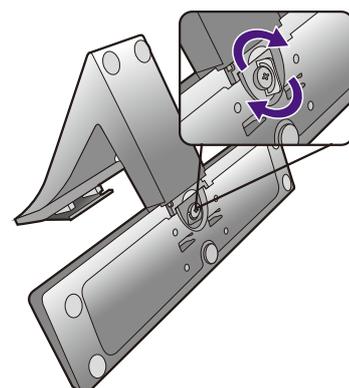
Orient and align the stand arm with the monitor, then push them together until they click and lock into place.
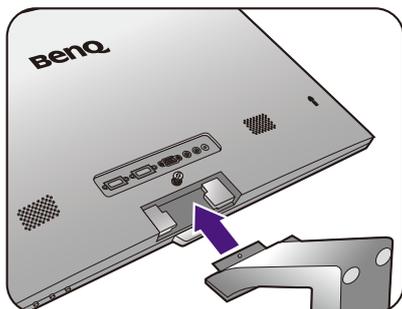
Models without VESA standard mounting holes   Models with VESA standard mounting holes
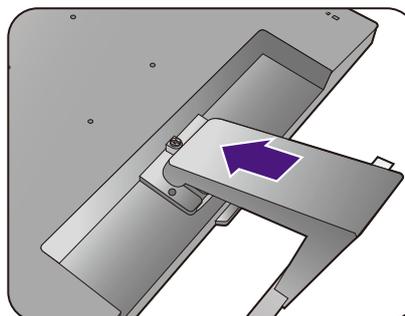
Tighten the screw(s) that fixes the stand to the monitor.
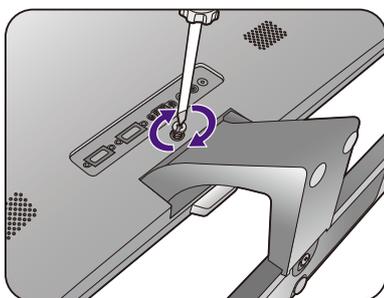
Models without VESA standard mounting holes   **Models with VESA standard mounting holes**
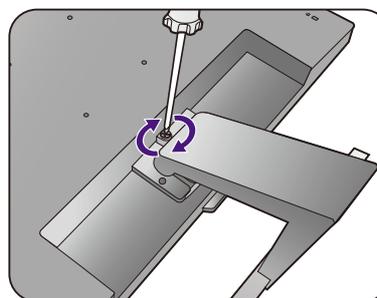
EW3270U
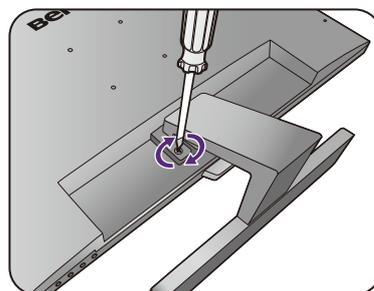
To secure or release a screw, a flat-head screwdriver or a coin is required.

Depending on the monitor size, there may be more than one screw that fixes the stand to the monitor. The illustrations in this document are for your reference only and may look different from the appearance of the product.

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

Models without VESA standard mounting holes
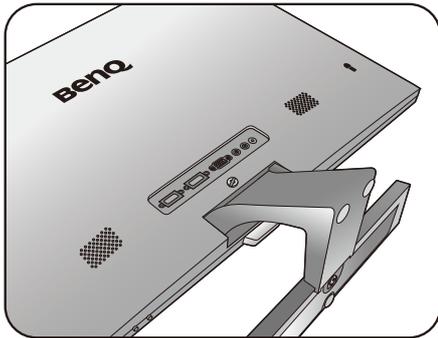
Models with VESA standard mounting holes
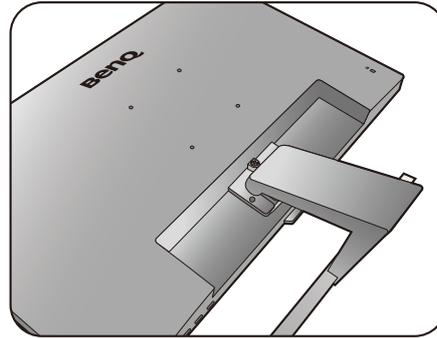
You should position the monitor and angle the screen to minimize unwanted reflections from other light sources.

Your monitor is an edge-to-edge monitor and should be handled with care. Avoid finger pressure on the screen surface. Adjust the screen angle by placing your hands on the top and on the base of the monitor as illustrated. Excessive force on the display is prohibited.
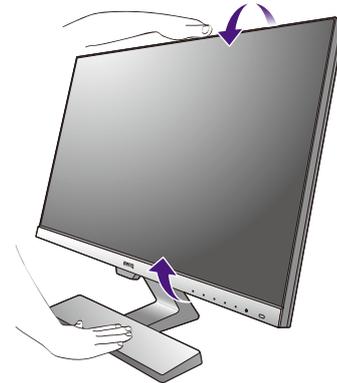
2. Connect the PC video cable.

The video cables included in your package and the socket illustrations may vary depending on the product supplied for your region.
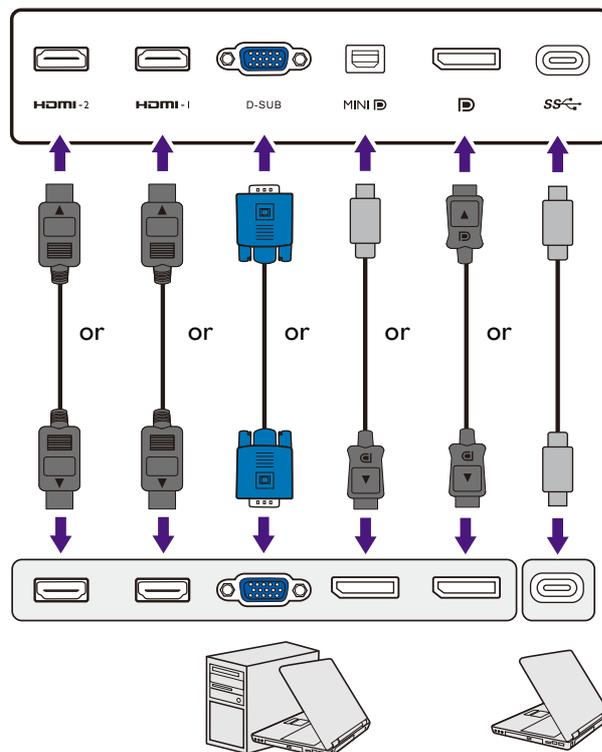
• Connect the plug of the D-Sub cable (at the end without the ferrite filter) to the monitor video socket. Connect the other end of the cable (at the end with the ferrite filter) to the computer video socket.

• 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 mini 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. 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.

• If there is more than one video transmission method available to you, you might want to take the picture quality of each video cable into consideration before making the connection.
- Better quality: HDMI / mini DP / DP / USB-C™
- Good quality: D-Sub

• The USB-C™ port on the monitor transfers data only and does not support power delivery to the laptop. Additional power supply to the connected laptop is required.

3. Connect the audio cable. (Selected models only)

• Connect the audio cable between the socket on the rear of the monitor (Line In) and your computer audio outlet.

• You may connect headphones to the headphone jack found next to the Line In jack of the monitor.
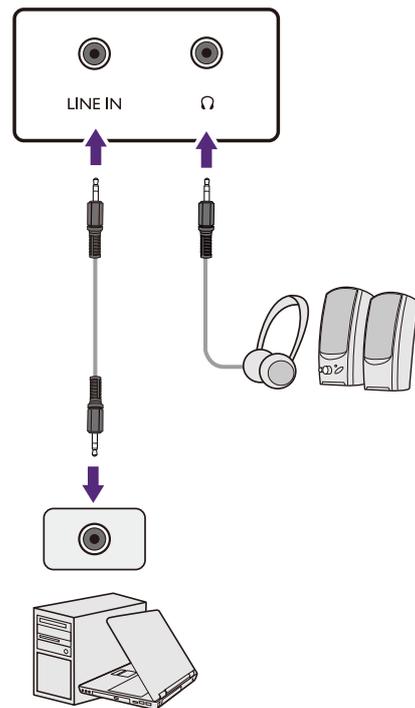
4. Connect the power cable to the monitor.

(Models without VESA standard mounting holes)

Connect the power cord to the power adapter. 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.

Models without VESA standard mounting holes
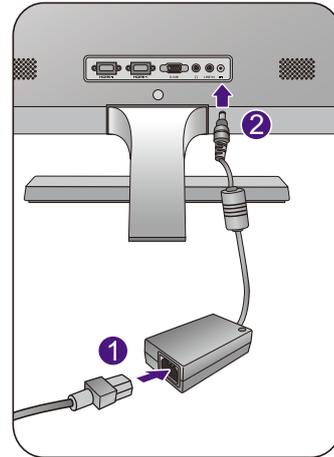
(Models with VESA standard mounting holes)

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.

Models with VESA standard mounting holes
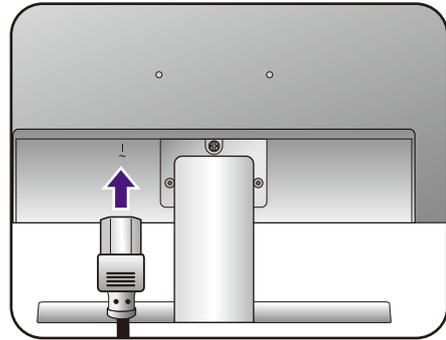
5. Connect-to and turn-on the power.

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 21 to install the monitor software.

To extend the service life of the product, we recommend that you use your computer's power management function.
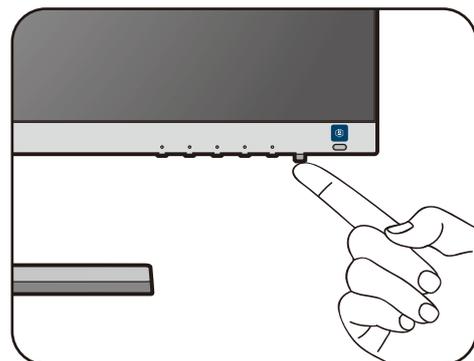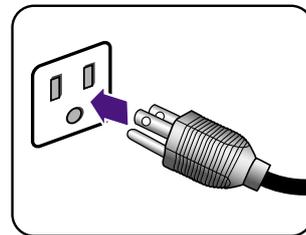
How to detach the stand and the base

1. Prepare the monitor and area.

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

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

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

Models without VESA standard mounting holes
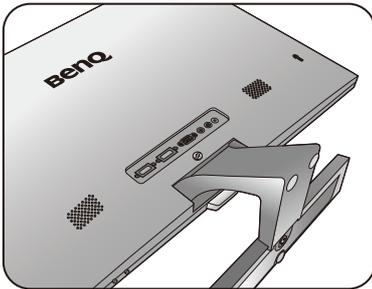
Models with VESA standard mounting holes
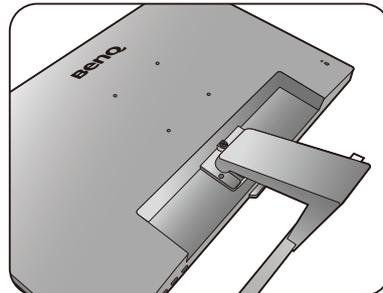
2. Remove the monitor stand.

Release the screw(s) that fixes the stand to the monitor. Then pull the monitor stand backward away from the monitor.

To secure or release a screw, a flat-head screwdriver or a coin is required.

Depending on the monitor size, there may be more than one screw that fixes the stand to the monitor. The illustrations in this document are for your reference only and may look different from the appearance of the product.

Models without VESA standard mounting holes
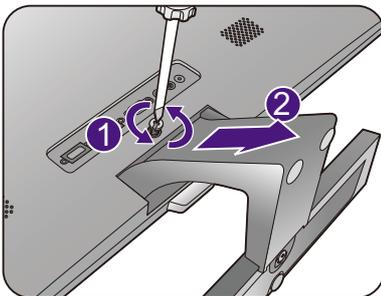
Models with VESA standard mounting holes
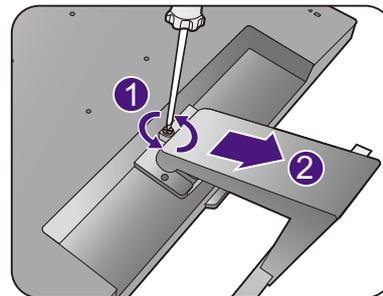
EW3270U
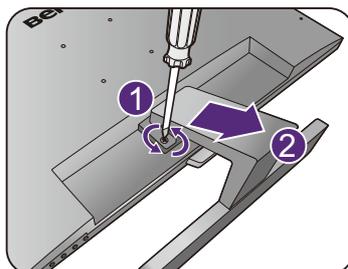
3. Remove the monitor base.

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

✏️ In case you intend to use your monitor on the stand in the future, please keep the monitor base, monitor stand, and screws somewhere safe for future use.
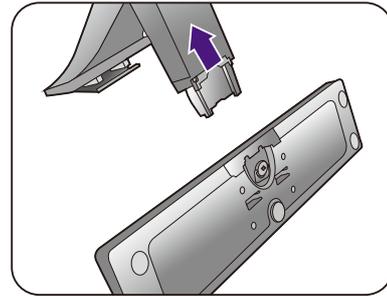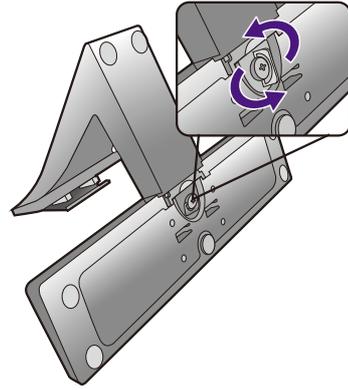
Using the monitor wall mounting kit (Models with VESA standard mounting holes)

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

Precautions

• Install your monitor and monitor mounting kit on a wall with flat surface.

• Ensure that the wall material and the standard wall mount bracket (purchased separately) are stable enough to support the weight of the monitor. Refer to the product specifications on the website for weight information.

• Turn off the monitor and the power before disconnecting the cables from the LCD monitor.

1. Remove the monitor stand.

Lay the screen face down on a clean and well-padded surface. Detach the monitor stand as instructed in step 1~2 in .
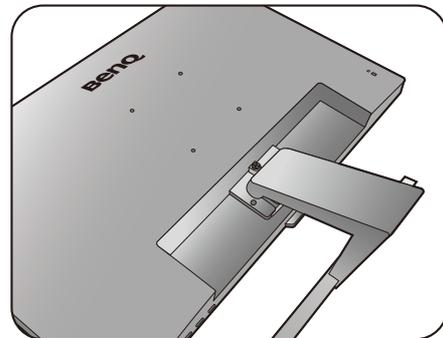
2. Follow the instruction manuals of the wall mount bracket you purchased to complete the installation.

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 21 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 22.

- How to upgrade the monitor on an existing computer on page 23.

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

- To check the name of the purchased model, refer to the specification label on the back of the monitor.

Downloading the LCD Monitor driver files from the Internet

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

How to install the monitor on a new computer

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

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

1. Follow the instructions in How to assemble your monitor hardware on page 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 24
- How to install on Windows 8 (8.1) system on page 25
- How to install on Windows 7 system on page 26.

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 21.

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 21.

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 .

8. Click **Close**.

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

How to adjust your monitor

The control panel

No.	Name	Description
1.	Control keys	Accesses the functions or menu items displayed on the screen, right next to each key.
2.	Power key	Turns the power on or off.
3.	Bright Intelligence hot key	Turns the Bright Intelligence function on or off. See Adjusting screen brightness automatically (Bright Intelligence) (selected models only) on page 31 for more information.
	(Models with HDR feature) HDR / Bright Intelligence Plus hot key	Turns the HDR and Bright Intelligence Plus functions on or off. See Adjusting screen brightness automatically (Bright Intelligence Plus) (Models with HDR feature only) on page 32 and Working with HDR technology (Models with HDR feature only) on page 32 for more information.

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.
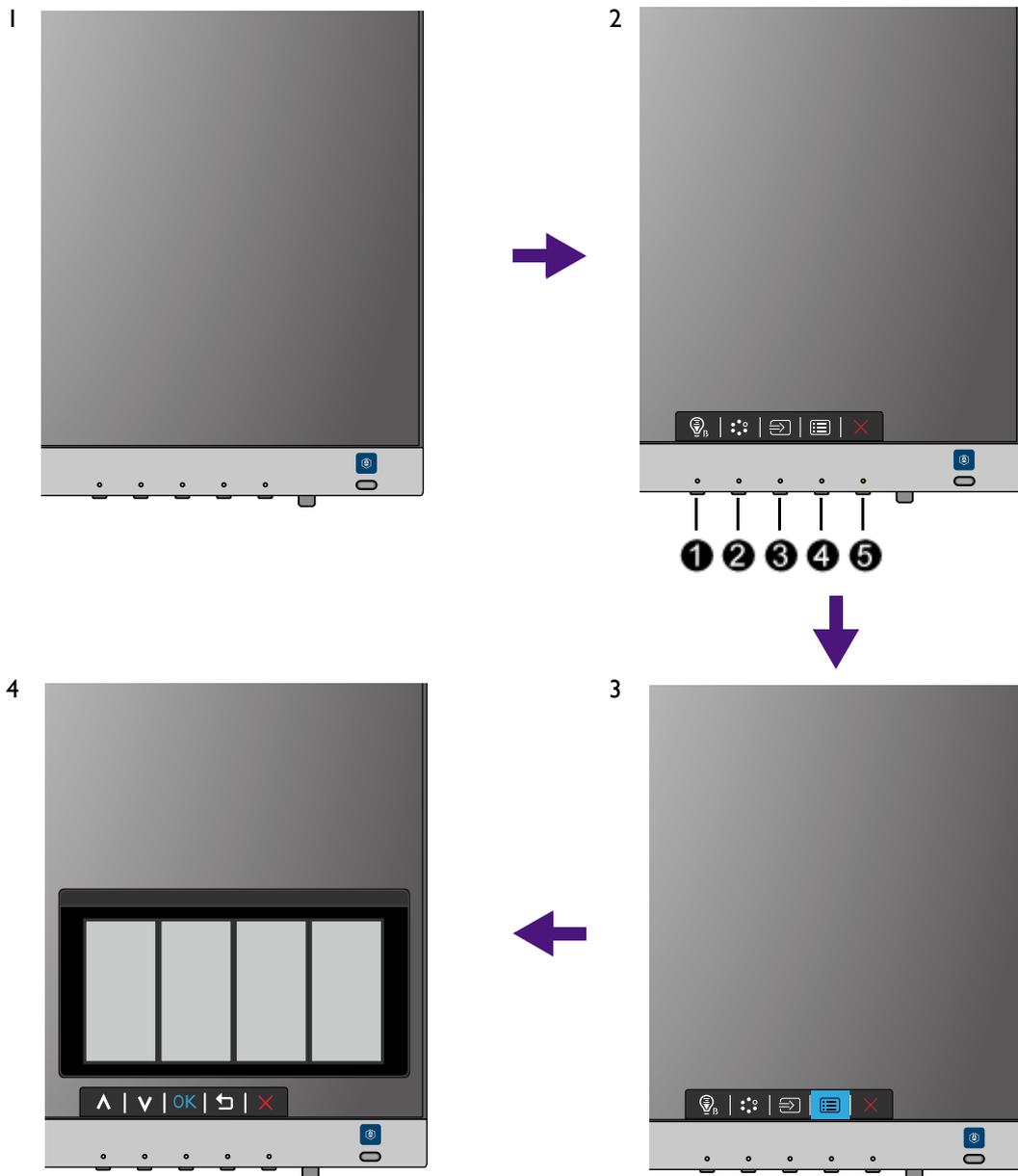
1. Press any of the control keys.

2. The hot key menu is displayed. Some of the 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 34 for details on the menu options.

No.	OSD in hot key menu	OSD icon in main menu	Function
❶	**Low Blue Light Plus / Low Blue Light hot key**	∧	• By default, the key is the hot key for **Low Blue Light Plus** / **Low Blue Light**(*). • For Up/Increase adjustment.
❷	**Custom Key 1**	∨	• By default, the key is the hot key for **Picture Mode**. To change the default settings, see Customizing the hot keys on page 30. • For Down/Decrease adjustment.
❸	**Custom Key 2**	> / ✓ or ➜ / OK	• By default, the key is the hot key for **Input**. To change the default settings, see Customizing the hot keys on page 30. • Enters sub menus. • Selects menu items.
❹	**Menu**	< or ↩	• Activates the main menu. • Returns to the previous menu.
❺	**Exit**	✕	Exits OSD menu.

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

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

• *: Available menu options may vary, depending on the product supplied for your region.

Picture optimization (selected models only)

The easiest way to obtain an optimal display from an analog (D-Sub) input is to use the **Auto Adjustment** function. Go to **Display** and **Auto Adjustment** to optimize the currently displayed image to the screen.

When you connect a digital input signal using a digital (HDMI / DP / mini DP) cable to your monitor, the **Auto Adjustment** function will be disabled, because the monitor will automatically display the best image.

Please ensure that the connected graphic card on your computer is set to the native resolution of the monitor when you use the **Auto Adjustment** function.

If you wish, you can always adjust the screen geometric settings manually using geometry menu items. To assist you in this endeavour, BenQ has provided a screen test image utility which you can use to check for screen color, grayscale and line gradient display. The utility is available on the website. See Product support on page 3 for more information.

1. Run the test program auto.exe. You could also use any other image, such as the desktop of your operating system. However, we recommend that you use auto.exe. As you run auto.exe, a test pattern displays.

2. Press any of the control keys to bring up the hot key menu. Select 🔲 (**Menu**) to access the main menu.

3. Go to **Display** and **Auto Adjustment**.

4. If you notice a vertical noise (like a curtain effect-shimmering of vertical lines), select **Pixel Clock** and adjust the monitor until the noise disappears.

5. If you notice a horizontal noise, select **Phase** and adjust the monitor until the noise disappears.

Customizing the hot keys

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

1. Press any of the control keys to bring up the hot key menu, and press 🔲 (**Menu**) to access the main menu.

2. Go to **System**.

3. Select the custom key you want to change.

4. In the sub menu, select a function that can be accessed by this key. A pop-up message will appear, showing that the setup is complete.

Adjusting display mode

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

1. Press any of the control keys to bring up the hot key menu, and press 🔲 (**Menu**) to access the main menu.

2. Go to **Picture Advanced** and **Display Mode**.

3. Select an appropriate display mode. The setting will take effect immediately.

Activating FreeSync (selected models only)

Monitors featuring with the VESA standard FreeSync 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. See Connect the PC video cable. on page 15 for more information.

For any questions related to FreeSync performance please refer to www.AMD.com.

Choosing an appropriate picture mode

Your monitor provides various picture modes that are suitable for different types of images. See Picture Mode on page 40 for all the available picture modes.

Go to **Picture Advanced** and **Picture Mode** for a desired picture mode. If **Low Blue Light Plus** is preferred, press the first control key (**Low Blue Light Plus hot key**) and select one of the low blue light plus modes from the list.

Connecting the monitor to your MacBook series product

While the monitor is connected to your MacBook series product, switch to **M-book** mode which represents MacBook's color matching and visual representation on your monitor.

1. Connect your monitor to the MacBook series product.

2. Go to **Picture Advanced** and **Picture Mode**.

3. Select **M-book**. The setting will take effect immediately.

Adjusting screen brightness automatically (Bright Intelligence) (selected models only)

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

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

To enable this function, press the **Bright Intelligence** hot key at the lower-right part of the monitor and select **ON**. It takes a few seconds to complete the adjustment.

Alternatively, go to **Eye Care** > **Bright Intelligence** > **ON**.

The performance of Bright Intelligence may be impacted by the light sources and the monitor tilt angle. You can increase the light sensor sensitivity from **Eye Care** > **Bright Intelligence** > **Sensor Sensitivity** if needed. See page 36 for more information.

Adjusting screen brightness automatically (Bright Intelligence Plus) (Models with HDR feature only)

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

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

To enable this function, press the **HDR / Bright Intelligence Plus** hot key at the lower-right part of the monitor to turn it on. It takes a few seconds to complete the adjustment.

Alternatively, go to **Eye Care** > **B.I.+** (Bright Intelligence Plus) > **ON**.

*The performance of Bright Intelligence Plus may be impacted by the light sources and the monitor tilt angle. You can increase the light sensor sensitivity from **Eye Care** > **B.I.+** (Bright Intelligence Plus) > **Sensor Sensitivity** if needed. See page 37 for more information.*

Working with HDR technology (Models with HDR feature only)

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

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

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

Commonly used names for FHD/4K (may vary by manufacturer)	FHD, 4K, 4K Ultra HD, UHD, UHD 4K, Ultra HD, 2160p
Supported resolution or modes	1920 x 1080 @ 60 Hz 3840 x 2160 @ 60 Hz (models with a 4K panel)
Commonly used names for HDR10 (may vary by manufacturer)	HDR Premium, High Dynamic Range, HDR, Ultra HD Premium

2. Make sure HDR content is available. Content may come from a FHD/4K player.

3. Make sure the player and the monitor have been connected via an appropriate cable:
    - the provided HDMI / DP / DP to mini DP cable / USB-C™ cable (if available)
    - an HDMI cable that is HDMI High Speed or HDMI Premium certified (for models with HDMI inputs)
    - a DP / DP to mini DP cable that is DisplayPort compliance certified (for models with DP inputs)
    - a certified USB-C™ cable with DisplayPort Alternate Mode capability (for models with USB-C™ inputs)

Enabling HDR function

1. Press any of the control keys to bring up the hot key menu. Select ▤ (**Menu**) to access the main menu.
2. Go to **Picture Advanced** and **Picture Mode**.
3. Select **HDR** or **Cinema HDR**. An OSD message displays.

    • **HDR: On**: This means your content player and content are HDR-compatible and the HDR function is properly enabled. The monitor is following the ST2084 standard to process the HDR content. In this case, **HDR** or **Cinema HDR** are available under **Picture Advanced** > **Picture Mode**.

    • **HDR: Emulated**: This means the input content is not HDR-compatible and the monitor is in HDR-emulated mode. In this case, all **Picture Mode** options except **HDR** and **Cinema HDR** are available. Refer to Working with HDR technology (Models with HDR feature only) on page 32 to check if a supported player, content, and the certified cable are used.

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 28 for details.

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

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

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

- Eye Care menu on page 35
- Picture menu on page 38
- Picture Advanced menu on page 40
- Display menu (selected models only) on page 44
- Audio menu on page 46
- System menu on page 48

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.

```
Mode: Low Blue Light

  ☾  Eye Care           Low Blue Light          Multimedia

  ▨  Picture            B.I.+                   Web Surfing

  ▨  Picture Advanced                           Office

  ◁)) Audio                                     Reading

  🔧  System
```

```
∧  |  ∨  |  OK  |  �ㄅ  |  ✕
```

1. Select ▦ (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **Eye Care**.

3. Select > or ➡ to go to a sub menu, and then use ∧ or ∨ to select a menu item.

4. Use ∧ or ∨ to make adjustments, or use ✓ or OK to make selection.

5. To return to the previous menu, select < or �つ .

6. To exit the menu, select ✕ .

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 plus mode varies and has been set particularly for the specified scenario. Choose one mode to suit your needs.	
	Standard — For basic PC application.	
	Entertainment — For viewing multimedia files.	
	Office — For office works or office environment.	
	Dark Room — For viewing files in a dim light.	
Bright Intelligence	Turns the Bright Intelligence function on or off. The built-in light sensor works with Bright Intelligence technology to detect the ambient light, image brightness and contrast, and then balance the screen automatically.	• **ON** • **OFF**
	Light Meter — Sets to display the light condition around the monitor on the screen.	• **ON** • **OFF**
	Sensor Sensitivity — Adjusts sensitivity of light sensor to change the brightness range to be detected. This may be helpful to correct uneven lighting in light detection.	0 ~ 100

(Models with HDR feature)

Item	Function	Range
Low Blue Light	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.	
	Reading — For reading e-books or documents.	

Item	Function		Range
B.I.+ (Bright Intelligence Plus)	Turns the Bright Intelligence Plus function on or off. The built-in light sensor works with Bright Intelligence Plus technology to detect the ambient light, image brightness, contrast, and color temperature, 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
Adjust by Duration	The color temperature of the monitor changes as the usage time increases to reduce possible eye strain.		• **ON** • **OFF**

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.

```
Mode: Low Blue Light

    Eye Care              Brightness          Normal              R    G    B
    Picture               Contrast            Bluish             100  100  100
    Picture Advanced      Sharpness           Reddish
    Audio                 Gamma               User Define
    System                Color Temperature
                          Hue
                          Saturation
                          AMA
                             ⌄
```

```
∧  |  ∨  |  OK  |  �ㄅ  |  ✕
```
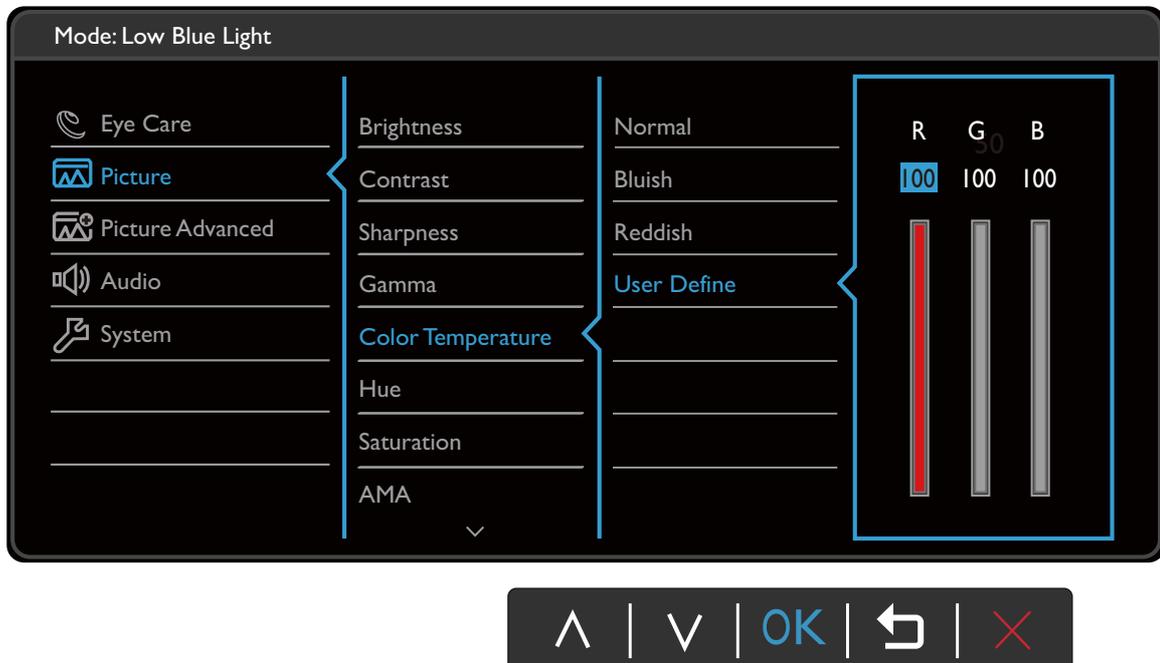
1. Select ▦ (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **Picture**.

3. Select > or ➡ to go to a sub menu, and then use ∧ or ∨ to select a menu item.

4. Use ∧ or ∨ to make adjustments, or use ✓ or OK to make selection.

5. To return to the previous menu, select < or �alerts .

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
Gamma	Adjusts the tone luminance. The default value is 3 (the standard value for Windows).		• **0** • **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.)	• **R** (0~100) • **G** (0~100) • **B** (0~100)
Hue	Adjusts the degree of how we perceive colors.		0 ~ 100
Saturation	Adjusts the purity degree of colors.		0 ~ 100
AMA	Improves the gray level response time of the LCD panel.		• **OFF** • **High** • **Premium**
Reset Color	Resets the custom color settings to the factory defaults.		• **YES** • **NO**

Picture Advanced menu

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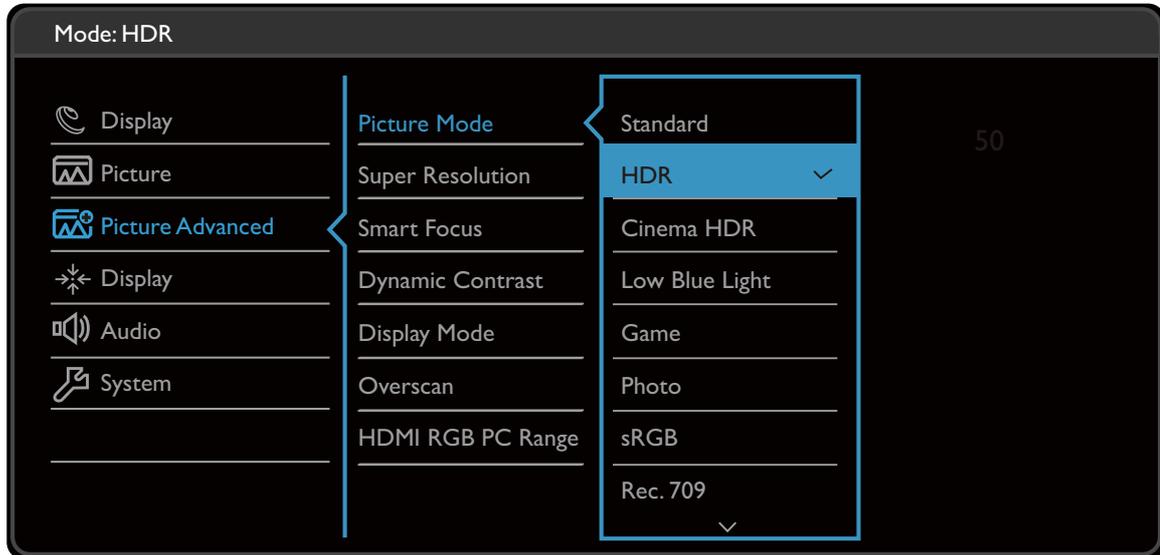

1. Select ▦ (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **Picture Advanced**.

3. Select ＞ or ➡ to go to a sub menu, and then use ∧ or ∨ to select a menu item.

4. Use ∧ or ∨ to make adjustments, or use ✓ or ᴼᴷ to make selection.

5. To return to the previous menu, select ＜ or � .

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.	
	Standard (Models with HDR feature)	For basic PC application.	
	HDR (Models with HDR feature)	For better color matching representation with High Dynamic Range (HDR) technology.	

Item	Function		Range
	Cinema HDR (EL2870U / EW3270U only)	For better color matching representation with enhanced High Dynamic Range (HDR) technology.	
	Low Blue Light Plus / Low Blue Light (Models with HDR feature)	Decreases the blue light emitted from the display to reduce the risk of blue light exposure to your eyes. 🖊 There are 4 low blue light modes to suit different needs. To select a desired mode, press the Low Blue Light Plus hot key or go to **Eye Care** > **Low Blue Light Plus** / **Low Blue Light**. See Low Blue Light Plus on page 36 or Low Blue Light on page 36 for more information.	
	Rec. 709 (selected models only)	For better color matching representation with Standard Rec. 709.	
	Cinema (selected models only)	Simulates the experience of movie theater and recommended for viewing videos.	
	Game	For playing video games.	
	Photo	For viewing still images.	
	sRGB	For better color matching representation with the peripheral devices, such as printers, digital cameras, etc.	
	ECO	For saving electricity with low power consumption by providing minimum brightness for all running programs.	
	M-Book	Minimizes the visual differences between the monitor and the connected MacBook series product.	
	User	Applies a combination of picture settings defined by users.	
Senseye Demo (selected models only)	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.		• **ON** • **OFF**

Item	Function		Range
Super Resolution	Simulates high-resolution images by increasing pixel density of low-resolution ones.		• **ON** • **OFF** • **Demo** (Models with HDR feature) • **0** • **1** • **2** • **3**
Smart Focus	This feature provides a highlight area to focus on certain content, e.g. a YouTube video or a game in windowed mode.		
	Size	Determines the size of the highlight area.	• **Small** • **Large** • **OFF**
	H. Position	Adjusts the horizontal position of the highlight area.	0 ~ 100
	V. Position	Adjusts the vertical position of the highlight area.	0 ~ 100
	Scaling	Scales the highlight area.	0 ~ 100
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
Display Mode	This feature is provided to allow aspect ratios other than 16:9 to be displayed without geometric distortion. The options under **Display Mode** will be different depending on the input signal sources. Depending on your selection of **Picture Mode**, different **Display Mode** option is pre-set. Change the setting if needed.		
	Full	Scales the input image to fill the screen. Ideal for 16:9 aspect images.	
	Aspect	The input image is displayed without geometric distortion filling as much of the display as possible.	
	1: 1	Displays the input image in its native resolution without scaling.	
Overscan	Slightly enlarges the input image. Use this feature to hide annoying edge noise if present around your image. Available only when the input source is HDMI or D-Sub (VGA converted from Component).		• **ON** • **OFF**

Item	Function		Range
Color Format (EW27 only)	Determines the color space (**RGB** or **YUV**) based on the detected video signal. 🖊 You might need to manually set the **Color Format** if colors shown on the monitor screen do not display properly. 💡 If the input source is HDMI, color format is not selectable. In other words, **Color Format** is automatically set depending on the input video source.		
	RGB	For D-Sub (VGA) input source from PC.	
	YUV	For D-Sub (Component converted from VGA) input source from a video device.	
HDMI RGB PC Range	Determines the range of color scales. Select an option that matches the RGB range setting on the connected HDMI device.		• **RGB** (0 ~ 255) • **RGB** (16 ~ 235) (Models with HDR feature) • **Auto Detect** • **RGB** (0 ~ 255) • **RGB** (16 ~ 235)

Display menu (selected models only)

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.
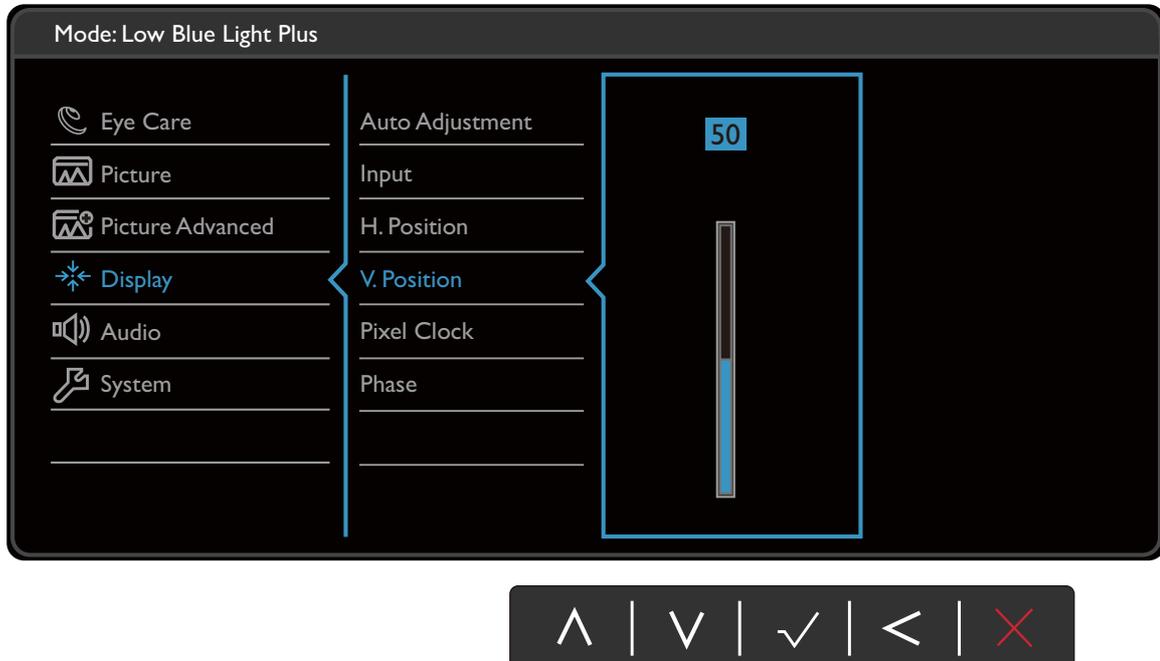
1. Select ▦ (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **Display**.

3. Select ＞ or ➡ to go to a sub menu, and then use ∧ or ∨ to select a menu item.

4. Use ∧ or ∨ to make adjustments, or use ✓ or OK to make selection.

5. To return to the previous menu, select ＜ or ↩ .

6. To exit the menu, select ✕ .

Item	Function	Range
Auto Adjustment	Optimizes and adjusts the screen settings automatically for you. Not applicable to a digital input signal.	
Input	Use this to change the input to that appropriate to your video cable connection type.	• **D-Sub** • **HDMI 1** • **HDMI 2**
H. Position	Adjusts the horizontal position of the screen image.	0 to 100

Item	Function	Range
V. Position	Adjusts the vertical position of the screen image.	0 to 100
Pixel Clock	Adjusts the pixel clock frequency timing to synchronize with the analog input video signal. See also: Picture optimization (selected models only) on page 30. 🖉 Not applicable to a digital input signal.	0 to 100
Phase	Adjusts the pixel clock phase timing to synchronize with the analog input video signal. See also: Picture optimization (selected models only) on page 30. 🖉 Not applicable to a digital input signal.	0 to 63

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.
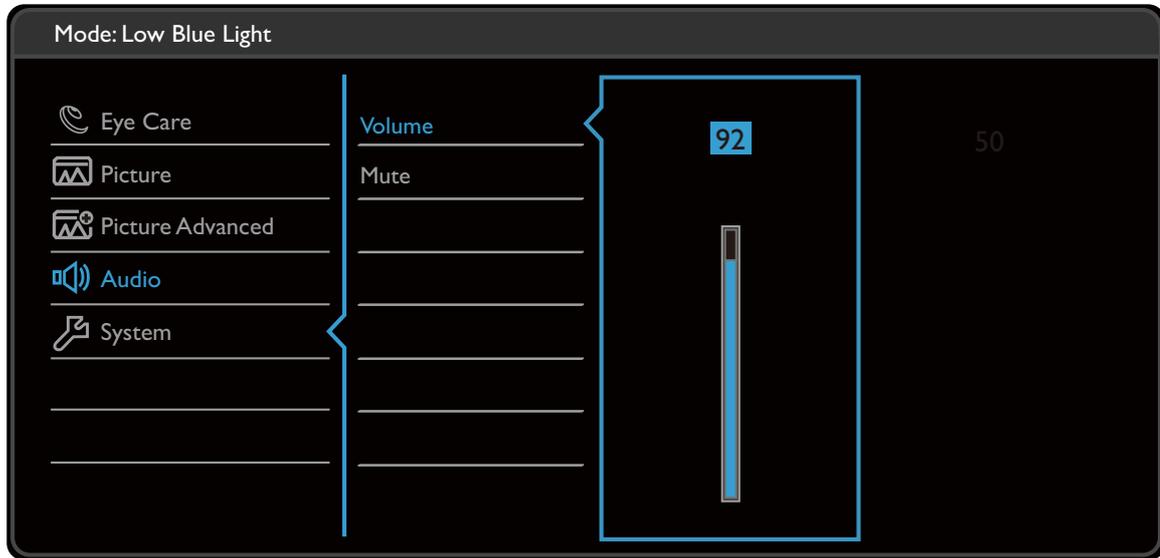

1. Select ⊞ (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **Audio**.

3. Select › or ➡ to go to a sub menu, and then use ∧ or ∨ to select a menu item.

4. Use ∧ or ∨ to make adjustments, or use ✓ or ᴼᴷ to make selection.

5. To return to the previous menu, select ‹ or ↰ .

6. To exit the menu, select ✕ .

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

Item	Function	Range
Audio Select (selected models only)	Allow users to select the audio source or let the monitor detect it automatically.	(EW27) • **PC Audio** • **HDMI Audio** • **Auto Detect** (EW32) • **DP Audio** • **HDMI Audio** • **Auto Detect** (EW277HDR) • **PC Audio** • **Auto Detect**

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.
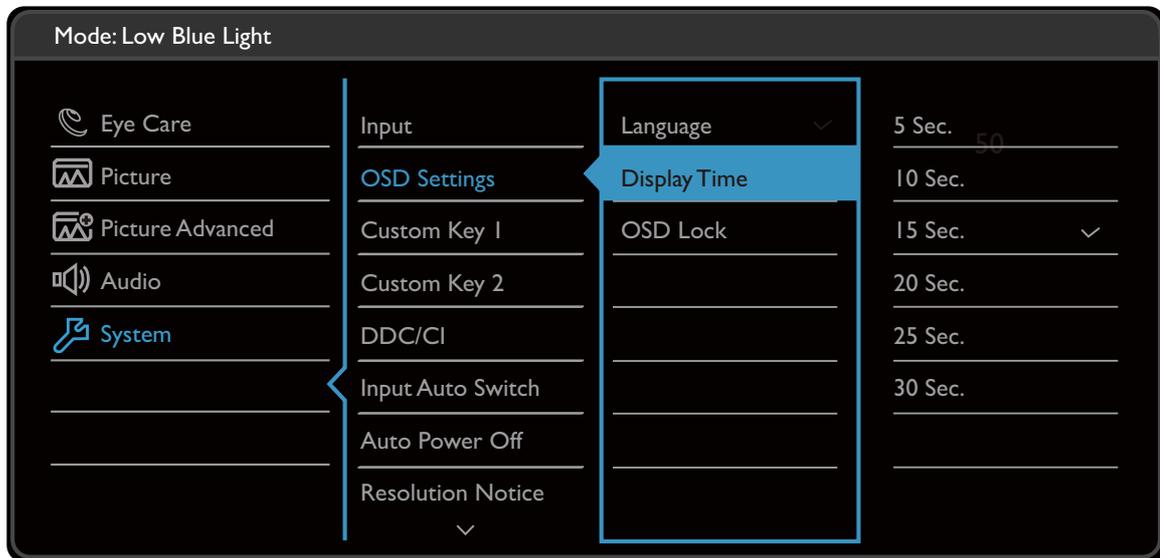
Mode: Low Blue Light			
Eye Care	Input	Language	5 Sec.
Picture	OSD Settings	Display Time	10 Sec.
Picture Advanced	Custom Key 1	OSD Lock	15 Sec.
Audio	Custom Key 2		20 Sec.
System	DDC/CI		25 Sec.
	Input Auto Switch		30 Sec.
	Auto Power Off		
	Resolution Notice		

∧ | ∨ | OK | ↶ | ✕

1. Select ▦ (**Menu**) from the hot key menu.

2. Use ∧ or ∨ to select **System**.

3. Select > or ➜ to go to a sub menu, and then use ∧ or ∨ to select a menu item.

4. Use ∧ or ∨ to make adjustments, or use ✓ or OK to make selection.

5. To return to the previous menu, select < or ↶ .

6. To exit the menu, select ✕ .

Item	Function		Range
Input (EW32 / EL2870U / EW3270U only)	Use this to change the input to that appropriate to your video cable connection type.		(EW32) • **DisplayPort** • **Mini DisplayPort** • **HDMI 1** • **HDMI 2** (EL2870U) • **DisplayPort** • **HDMI 1** • **HDMI 2** (EW3270U) • **DisplayPort** • **USB-C** • **HDMI1** • **HDMI2**
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

Item	Function		Range
	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.	
Custom Key 1	Sets the function to be accessed by custom key 1.		• **Input** • **Picture Mode** • **HDR** (EW277HDR only) • **Super Resolution** • **Smart Focus** • **Brightness** • **Contrast** • **Color Temperature** • **Display Mode** • **Volume** • **Mute**
Custom Key 2	Sets the function to be accessed by custom key 2.		
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**
Input Auto Switch (models with HDR feature / EW32 only)	Sets to automatically detect the available input source.		• **ON** • **OFF**

Item	Function	Range
HDMI Auto Switch (EW27 only)	When this function is activated, HDMI ports will be in the input auto select loop. Otherwise, HDMI can only be selected by input select or by hot key.	•**ON** •**OFF**
Auto Power Off	Sets the time to power off the monitor automatically in power saving mode.	•**OFF** •**10min.** •**20min.** •**30min.**
Resolution Notice	Sets whether to display the resolution notice of the recommended resolution when a new input source is detected by the monitor.	•**ON** •**OFF**
Information	Displays the current monitor property settings.	• **Input** •**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 **Picture** and **Reset Color**, and then choose **YES** to reset the color settings to the factory defaults.

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

? The image is distorted, flashes or flickers.

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

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

✓ Images from different input sources may appear distorted or stretched on the monitor running at its native resolution. To have the optimal display performance of each type of input sources, you can use the **Display Mode** function to set a proper aspect ratio for the input sources. See Display Mode on page 42 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 green or orange.

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

OSD controls

? The OSD controls are inaccessible.

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

OSD messages

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

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

Audio

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

✔
- Check whether the desired cable to input audio signals is properly connected. See Connect the audio cable. (Selected models only) on page 16 for details.
- Increase the volume (volume may be muted or too low).
- Remove your headphone and/or external speakers. (If they are connected to the monitor, the built-in speakers are automatically muted.)

? No sound can be heard from the connected external speakers.

✔
- Remove your headphone (if the headphone is connected to the monitor).
- Check whether the headphone jack is properly connected.
- If the external speakers are USB-powered, check whether the USB connection is OK.
- Increase the volume (volume may be muted or too low) on the external speakers.
- If USB-C™ connection is established, make sure the appropriate audio output setting on your laptop has been selected. You may look for options similar to "USB headphone."

Sensors

? The light sensor of the monitor does not work well.

✔ The light sensor is located at the front bottom of the monitor. Please check:
- If you have removed the sensor protection sticker.
- If the Bright Intelligence / Bright Intelligence Plus function has been turned on. Check **Eye Care** > **Bright Intelligence / B.I.+** (Bright Intelligence Plus).
- 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.
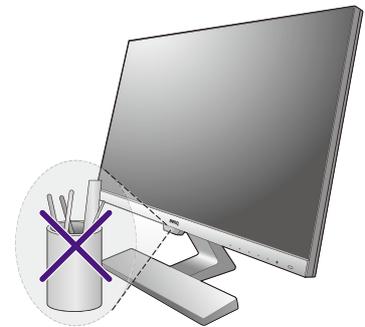
HDR (models with HDR feature)

? There is a message **HDR: Emulated** showing on the screen.

✔ This means the input content is not HDR-compatible and the monitor is in HDR-emulated mode. Refer to Working with HDR technology (Models with HDR feature only) on page 32 to check if a supported player, content, and the certified cable are used.

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

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

(✔) Check the cable connections and menu settings in the following order.
- Check if the USB-C™ cable has been connected to the monitor and the laptop properly. See Connect the PC video cable. on page 15 for more information.
- Check if the input source has been selected to **USB-C** on **System** > **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.