



BenQ Board User Manual

RE6504/RE7504/RE8604/RE6504F/RE7504F/RE8604F/
RE6504FV/RE7504FV/RE8604FV/RE9804FV

V 2.00

*The RE6504D, RE7504D, RE8604D, RE6504FVD, RE7504FVD, RE8604FVD, and RE9804FVD models share the same specifications as the RE04 and RE04FV models. The 'D' suffix indicates regional sales variations only.

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Product overview

This chapter provides basic information about the BenQ Board RE04 interactive display.

Specifications



Important

Modifying the hardware or software of your BenQ product invalidates the warranty. BenQ is not responsible for any damage or data loss caused by the unauthorized modifications to both hardware and software and the installation of third-party add-ons and applications.

Panel

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|----------------------------------|---------------------------------|---------------------------------|---------------------------------|------------------------|
| Screen size | 65" | 75" | 86" | 98" |
| Panel type | IPS | IPS | IPS | IPS |
| Resolution | UHD 3840 × 2160 pixels | UHD 3840 × 2160 pixels | UHD 3840 × 2160 pixels | UHD 3840 × 2160 pixels |
| Active area | 1428.5 × 803.5 mm | 1649.7 × 927.9 mm | 1895 × 1066 mm | 2158.8 × 1214.4 mm |
| Response time | 8 ms | 8 ms | 8 ms | 8 ms |
| Aspect ratio | 16:9 | 16:9 | 16:9 | 16:9 |
| Orientation | Landscape | Landscape | Landscape | Landscape |
| Contrast ratio | 1,200:1 | 1,200:1 | 1,200:1 | 1,200:1 |
| Dynamic contrast ratio | 30,000:1 | 30,000:1 | 30,000:1 | 30,000:1 |
| Color depth | 10-bit | 10-bit | 10-bit | 10-bit |
| Color gamut | 72% NTSC | 72% NTSC | 68% NTSC | 72% NTSC |
| Panel brightness (without glass) | 450 nits | 450 nits | 450 nits | 500 nits |
| Panel brightness (with glass) | 400 nits | 400 nits | 400 nits | 450 nits |
| Backlight life | 50,000 hrs | 50,000 hrs | 50,000 hrs | 50,000 hrs |

Glass

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|------------------------|---------------------------------|---------------------------------|---------------------------------|-------------------|
| Hardness | 9H tempered | 9H tempered | 9H tempered | 9H tempered |
| Germ-resistant screen* | Nano-ionic silver | Nano-ionic silver | Nano-ionic silver | Nano-ionic silver |
| Anti-glare | Yes | Yes | Yes | Yes |



Note

* Availability dependent on region.

Touchscreen

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|---------------------|---------------------------------|---------------------------------|---------------------------------|-------------------|
| Touch technology | High Precision IR | High Precision IR | High Precision IR | High Precision IR |
| Touch points | Up to 40 | Up to 40 | Up to 40 | Up to 40 |
| Touch response time | < 5 ms | < 5 ms | < 5 ms | < 5 ms |

System

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|-------------------|---------------------------------|---------------------------------|---------------------------------|------------------------------|
| CPU | Arm Cortex-A73 × 4 + A53 × 4 | Arm Cortex-A73 × 4 + A53 × 4 | Arm Cortex-A73 × 4 + A53 × 4 | Arm Cortex-A73 × 4 + A53 × 4 |
| GPU | Arm Mali-G52 MP8 | Arm Mali-G52 MP8 | Arm Mali-G52 MP8 | Arm Mali-G52 MP8 |
| Memory Storage* | 8 GB 64 GB | 8 GB 64 GB | 8 GB 64 GB | 8 GB 64 GB |
| Operating system | Android 13 (EDLA) | Android 13 (EDLA) | Android 13 (EDLA) | Android 13 (EDLA) |




Note

* For larger storage options, please reach out to your local sales representative.

Connectivity

| Model | RE6504/RE6504F/ RE6504FV | RE7504/RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|------------------------|---|--|--|--|
| USB-C | <ul style="list-style-type: none"> • 1 × 3.0 (PD 65 W) • 1 × 2.0 | <ul style="list-style-type: none"> • 1 × 3.0 (PD 65 W) • 1 × 2.0 | <ul style="list-style-type: none"> • 1 × 3.0 (PD 65 W) • 1 × 2.0 | <ul style="list-style-type: none"> • 1 × 3.0 (PD 65 W) • 1 × 2.0 |
| | Note <ul style="list-style-type: none"> • All USB-C ports can be used for data transmission. • Only the USB 3.0 that support power delivery can be used for touch. | | | |
| USB Type-B (for touch) | 2 × 2.0 | 2 × 2.0 | 2 × 2.0 | 2 × 2.0 |
| USB Type-A | <ul style="list-style-type: none"> • 2 × 3.0 • 2 × 2.0 | <ul style="list-style-type: none"> • 2 × 3.0 • 2 × 2.0 | <ul style="list-style-type: none"> • 2 × 3.0 • 2 × 2.0 | <ul style="list-style-type: none"> • 2 × 3.0 • 2 × 2.0 |
| HDMI (in out) | 3 × HDMI 2.0 1 × HDMI 2.0 | 3 × HDMI 2.0 1 × HDMI 2.0 | 3 × HDMI 2.0 1 × HDMI 2.0 | 3 × HDMI 2.0 1 × HDMI 2.0 |
| DisplayPort | 1 × 1.2a | 1 × 1.2a | 1 × 1.2a | 1 × 1.2a |
| VGA | 1 | 1 | 1 | 1 |

| Model | RE6504/RE6504F/ RE6504FV | RE7504/RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|---------------------------|---|---|---|---|
| Audio in | <ul style="list-style-type: none"> • 1 × 3.5 mm microphone jack • 1 × 3.5 mm audio jack (VGA) | <ul style="list-style-type: none"> • 1 × 3.5 mm microphone jack • 1 × 3.5 mm audio jack (VGA) | <ul style="list-style-type: none"> • 1 × 3.5 mm microphone jack • 1 × 3.5 mm audio jack (VGA) | <ul style="list-style-type: none"> • 1 × 3.5 mm microphone jack • 1 × 3.5 mm audio jack (VGA) |
| Audio out | 1 × 3.5 mm audio out jack | 1 × 3.5 mm audio out jack | 1 × 3.5 mm audio out jack | 1 × 3.5 mm audio out jack |
| S/PDIF out | 1 (optical) | 1 (optical) | 1 (optical) | 1 (optical) |
| RS-232 | 1 | 1 | 1 | 1 |
| OPS slot (for slot-in PC) | 1 | 1 | 1 | 1 |
| Ethernet | 10 / 100 / 1000 Mbps (Android), 10 / 100 / 1000 Mbps (OPS) × 2 | 10 / 100 / 1000 Mbps (Android), 10 / 100 / 1000 Mbps (OPS) × 2 | 10 / 100 / 1000 Mbps (Android), 10 / 100 / 1000 Mbps (OPS) × 2 | 10 / 100 / 1000 Mbps (Android), 10 / 100 / 1000 Mbps (OPS) × 2 |
| Wi-Fi | Wi-Fi 6 | Wi-Fi 6 | Wi-Fi 6 | Wi-Fi 6 |
| Bluetooth® |  Note Depending on the region, the display comes preinstalled with the WD02AT Wi-Fi Bluetooth adapter. | | | |

Built-in peripherals

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|----------------------|--|--|--|--|
| NFC sensor | Yes: RE6504F / RE6504FV No: RE6504 | Yes: RE7504F / RE7504FV No: RE7504 | Yes: RE8604F / RE8604FV No: RE8604 | Yes |
| Ambient light sensor | Yes | Yes | Yes | Yes |
| IR sensor | Yes | Yes | Yes | Yes |
| Microphone | 8-microphone array (range up to 8 m 26 ft) | 8-microphone array (range up to 8 m 26 ft) | 8-microphone array (range up to 8 m 26 ft) | 8-microphone array (range up to 8 m 26 ft) |
| Speaker | 2 × 20 W (max) | 2 × 20 W (max) | 2 × 20 W (max) | 2 × 20 W (max) |
| Camera | Yes: RE6504FV No: RE6504, RE6504F | Yes: RE7504FV No: RE7504, RE7504F | Yes: RE6504FV No: RE8604, RE8604F | Yes |

Power

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|---------------------------|---------------------------------|---------------------------------|---------------------------------|------------------------|
| ENERGY STAR® | Yes | Yes | Yes | Yes |
| Power | AC 100-240V 50/60Hz | AC 100-240V 50/60Hz | AC 100-240V 50/60Hz | AC 100-240V 50/60Hz |
| Standby power consumption | < 0.5 W | < 0.5 W | < 0.5 W | < 0.5 W |
| Typical power consumption | 66.7 W | 73.9 W | 106.8 W | 122.7 W |

Physical

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|---------------------------------|---|---|---|---|
| Dimensions (W × H × D) | 1482.1 × 907 × 87.7 mm (58.4 × 35.7 × 3.5 inch) | 1716.5 × 1041.6 × 87.7mm (67.6 × 41.0 × 3.5 inch) | 1961.8 × 1179.7 × 87.7mm (77.2 × 46.4 × 3.5 inch) | 2230.8 × 1335.9 × 103.1 mm (87.8 × 52.6 × 3.5 inch) |
| Shipping dimensions (W × H × D) | 1640.0 × 1010.0 × 185.0 mm (64.6 × 39.8 × 7.3 inch) | 1860.0 × 1125.0 × 185.0 mm (73.2 × 44.3 × 7.3 inch) | 2095 × 185 × 1265 mm (82.5 × 7.3 × 49.8 inch) | 2455 × 1485 × 310 mm (96.7 × 58.4 × 12.2 inch) |
| Weight (product shipping) | 36.4 kg 49.4 kg (80.2 lbs 108.9 lbs) | 50.2 kg 64.9 kg (110.7 lbs 143.1 lbs) | 63.4 kg 80.2 kg (139.8 lbs 176.8 lbs) | 104.75kg 134.65kg (230.9 lbs 296.9 lbs) |
| Mount (screws) | VESA 600 × 400 mm (4 × M8 × 25L) | VESA 800 × 400 mm (4 × M8 × 25L) | VESA 800 × 600 mm (4 × M8 × 25L) | VESA 800 × 600 mm (4 × M8 × 20L) |

Environment

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|-----------------------|---------------------------------|---------------------------------|---------------------------------|-----------------------------|
| Operating temperature | 0°C - 40°C 32°F - 104°F | 0°C - 40°C 32°F - 104°F | 0°C - 40°C 32°F - 104°F | 0°C - 40°C 32°F - 104°F |
| Storage temperature | -10°C - 60°C 14°F - 140°F | -10°C - 60°C 14°F - 140°F | -10°C - 60°C 14°F - 140°F | -10°C - 60°C 14°F - 140°F |
| Storage humidity | 10% - 80% RH non-condensing | 10% - 80% RH non-condensing | 10% - 80% RH non-condensing | 10% - 80% RH non-condensing |
| Operating humidity | 20% - 80% RH non-condensing | 20% - 80% RH non-condensing | 20% - 80% RH non-condensing | 20% - 80% RH non-condensing |

Software

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|---------------|---------------------------------|---------------------------------|---------------------------------|-----------|
| Whiteboarding | EZWrite 6 | EZWrite 6 | EZWrite 6 | EZWrite 6 |

| Model | RE6504/ RE6504F/ RE6504FV | RE7504/ RE7504F/ RE7504FV | RE8604/ RE8604F/ RE8604FV | RE9804FV |
|-------------------------|---------------------------------|---------------------------------|---------------------------------|------------------|
| Wireless screen sharing | InstaShare 2 | InstaShare 2 | InstaShare 2 | InstaShare 2 |
| Account management | AMS | AMS | AMS | AMS |
| Device management | DMS | DMS | DMS | DMS |
| Quick access tool | Floating Tool | Floating Tool | Floating Tool | Floating Tool |
| Broadcast system | X-Sign Broadcast | X-Sign Broadcast | X-Sign Broadcast | X-Sign Broadcast |

Accessories

| Model | RE6504/RE6504F/ RE6504FV | RE7504/RE7504F/ RE7504FV | RE8604/RE8604F/ RE8604FV | RE9804FV |
|----------------|---|---|---|---|
| Cables | <ul style="list-style-type: none"> • 1 × VGA (3 m 9.8 ft) • 1 × HDMI (3 m 9.8ft) • 1 × Touch-USB (3 m 9.8ft) • 1 × USB-C (1.5 m 4.9 ft) | <ul style="list-style-type: none"> • 1 × VGA (3 m 9.8 ft) • 1 × HDMI (3 m 9.8ft) • 1 × Touch-USB (3 m 9.8ft) • 1 × USB-C (1.5 m 4.9 ft) | <ul style="list-style-type: none"> • 1 × VGA (3 m 9.8 ft) • 1 × HDMI (3 m 9.8ft) • 1 × Touch-USB (3 m 9.8ft) • 1 × USB-C (1.5 m 4.9 ft) | <ul style="list-style-type: none"> • 1 × VGA (3 m 9.8 ft) • 1 × HDMI (3 m 9.8ft) • 1 × Touch-USB (3 m 9.8ft) • 1 × USB-C (1.5 m 4.9 ft) |
| Wall mount | 1 | 1 | 1 | 1 |
| Pen | 2 | 2 | 2 | 2 |
| Remote control | 1 | 1 | 1 | 1 |

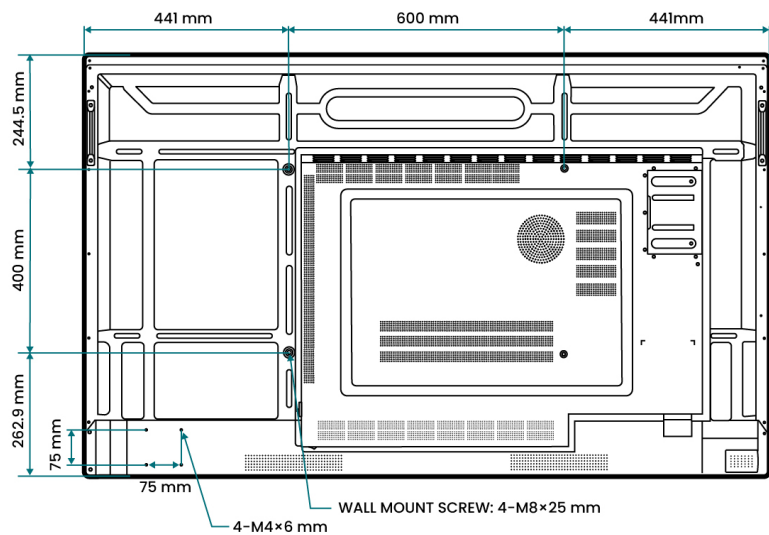
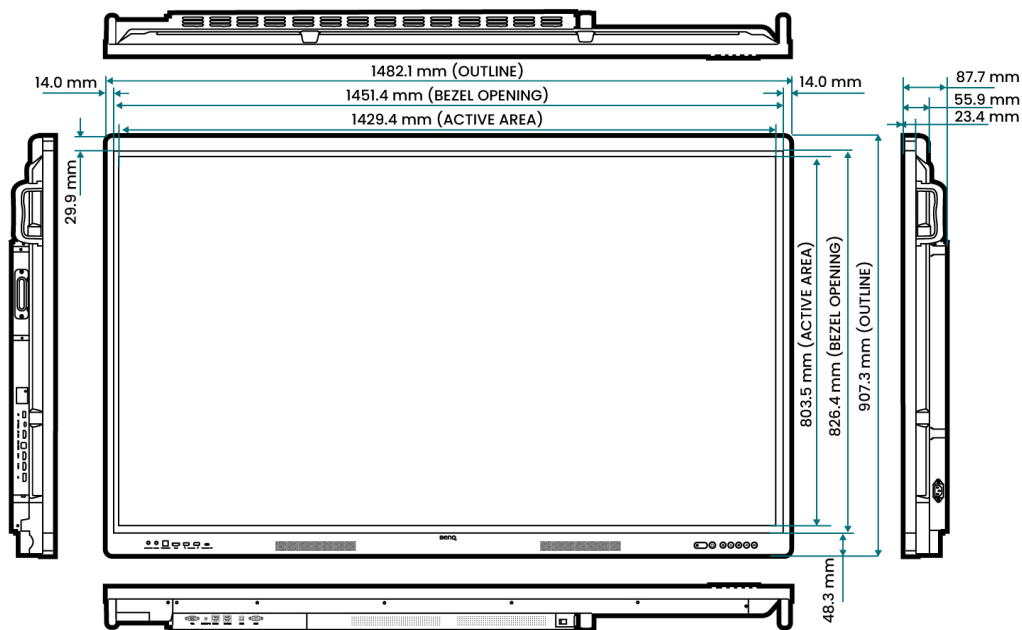


Note

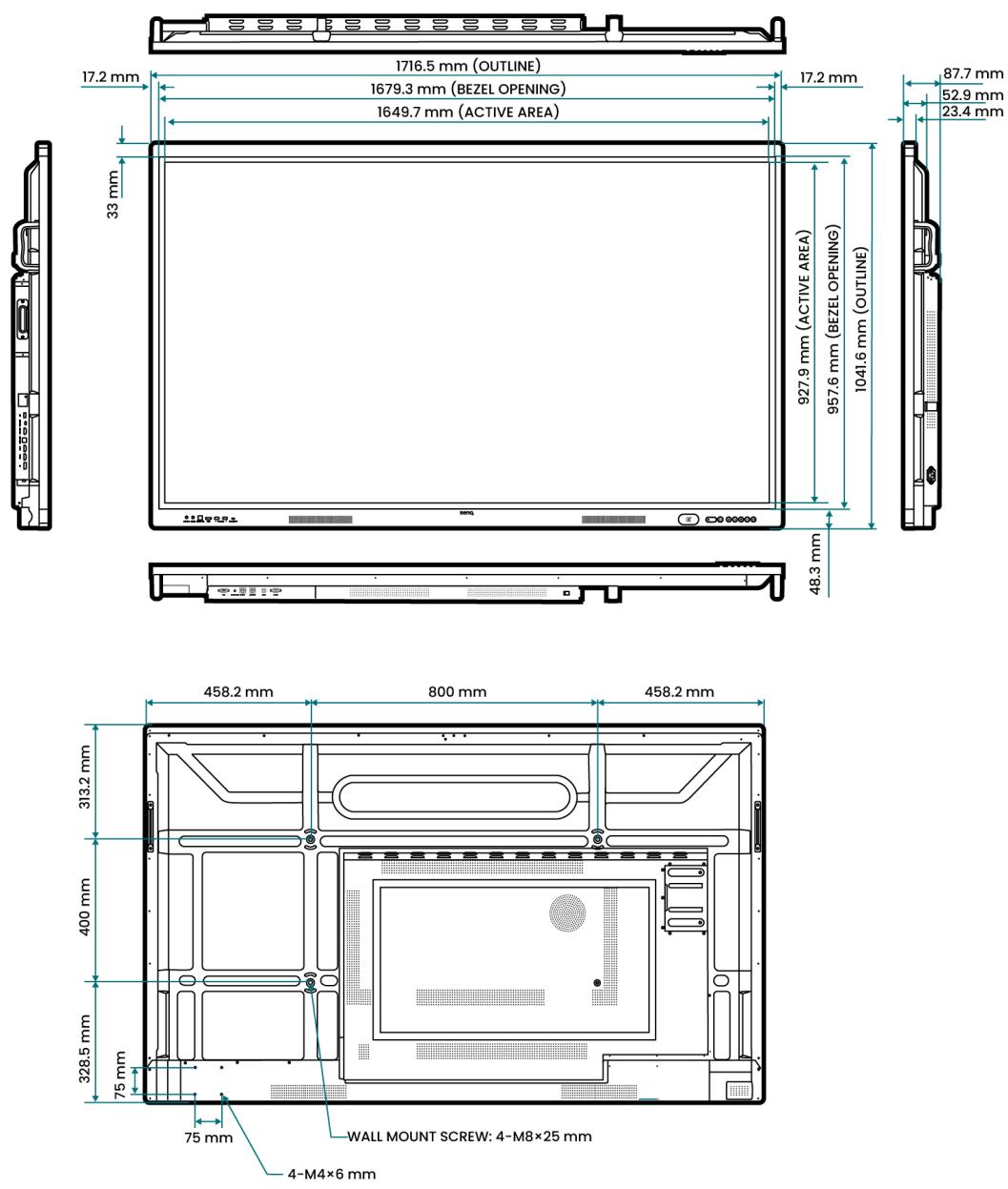
- Specifications and features are subject to change without notice.
- The OPS should be equipped with fire-resistant enclosures.

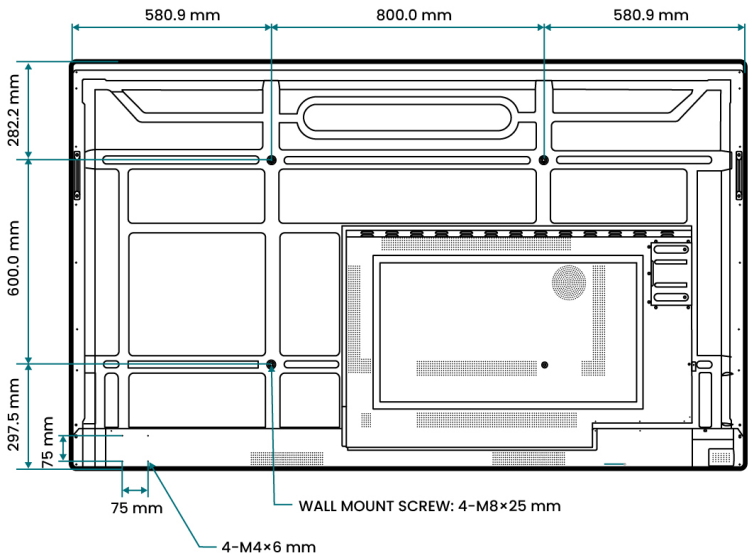
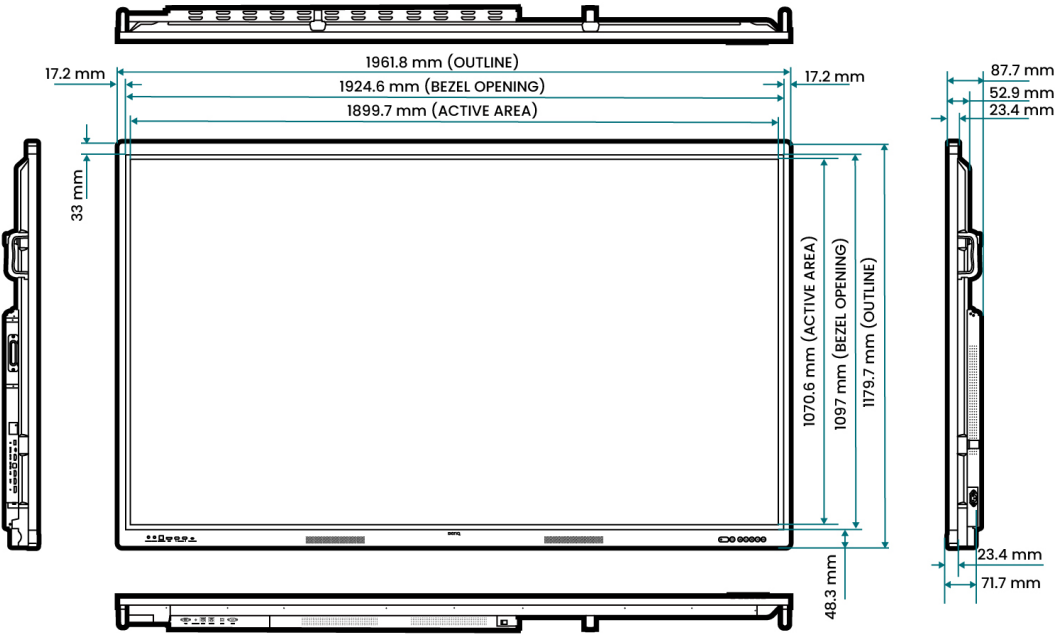
Dimensions

RE6504

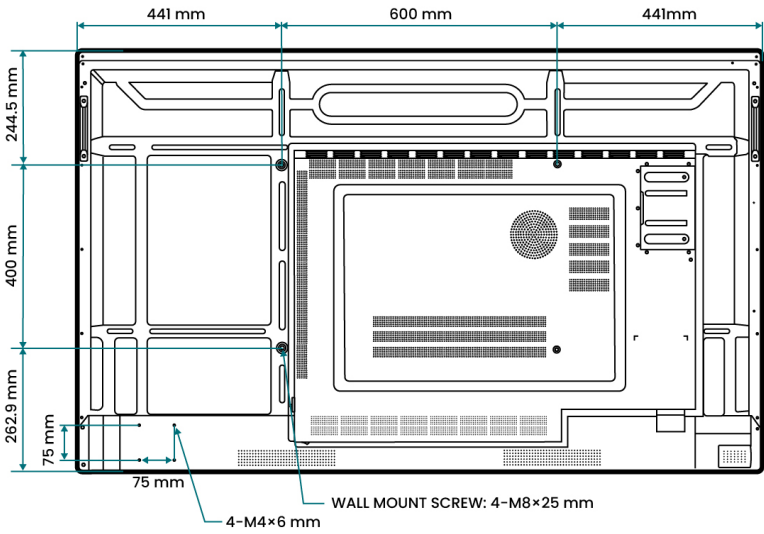
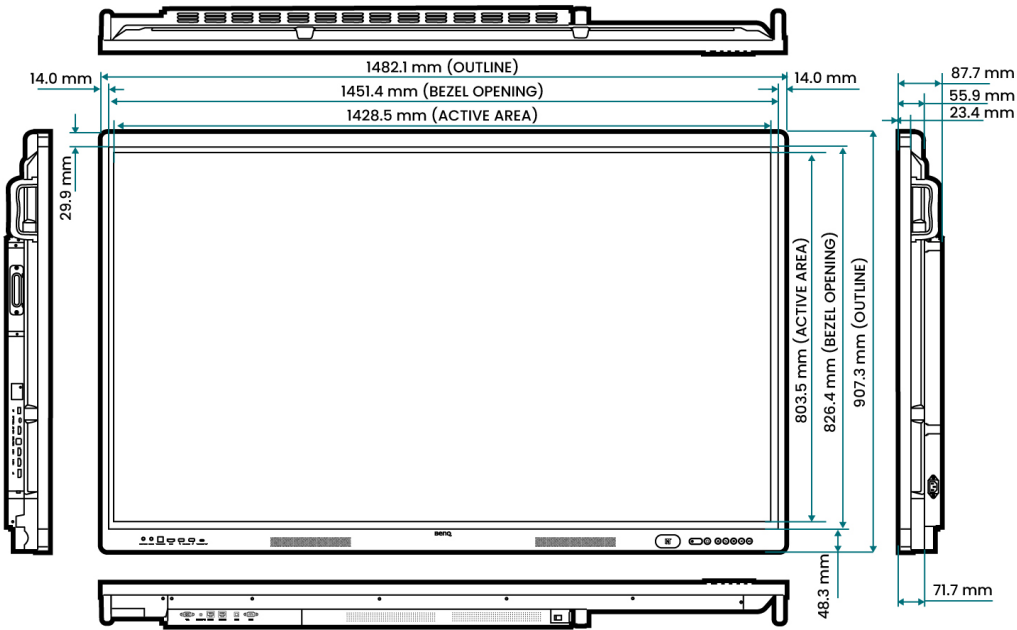


RE7504

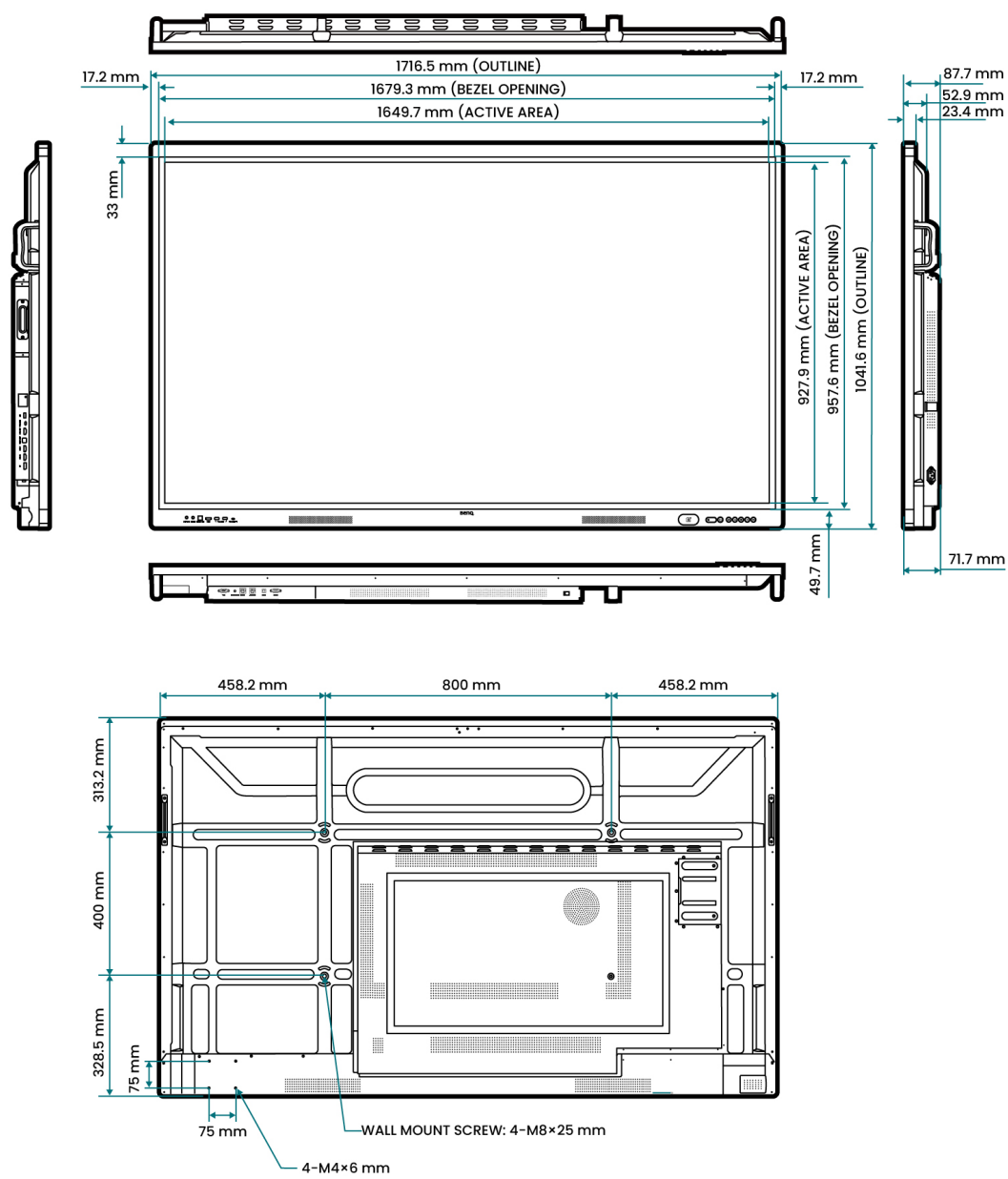




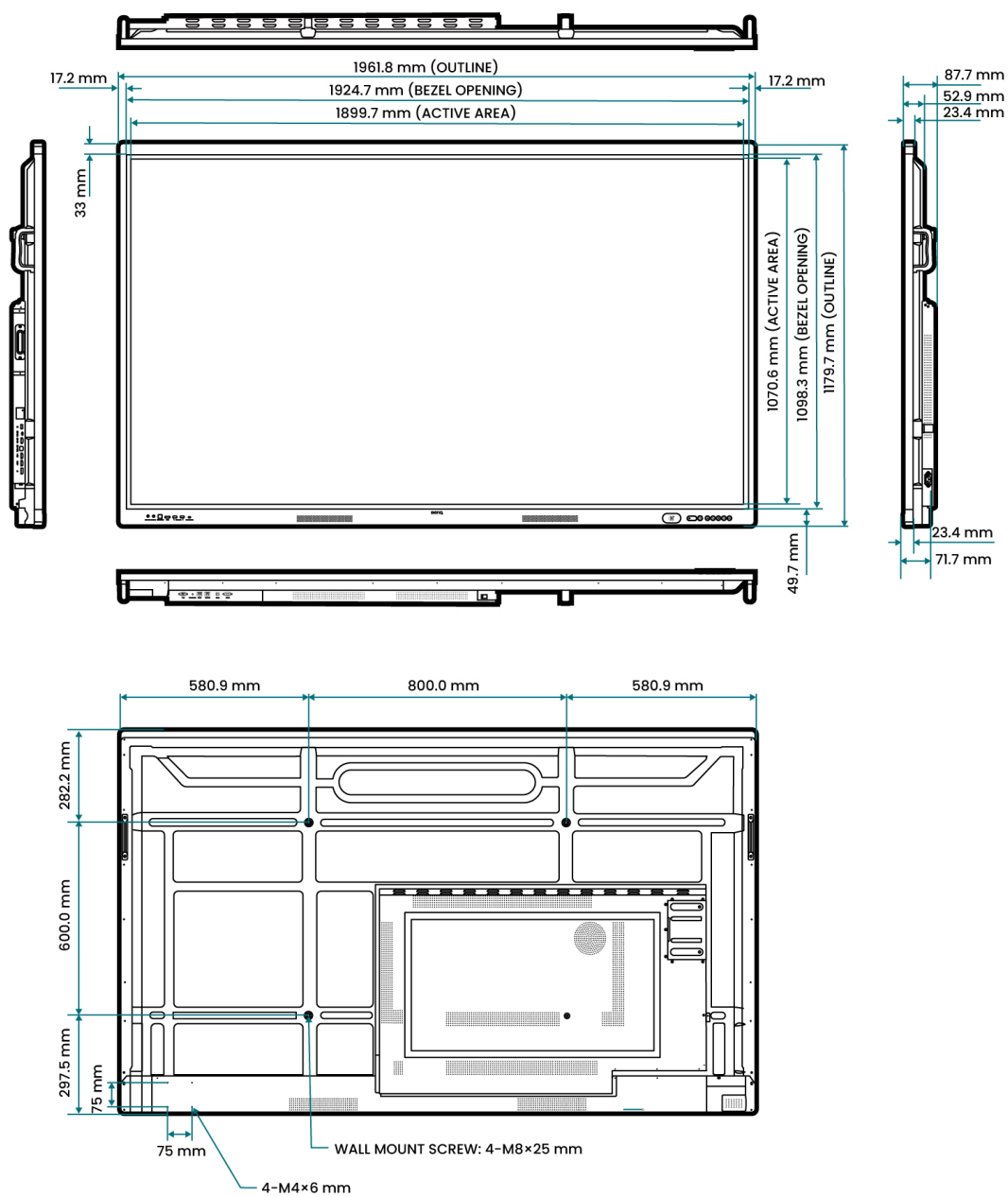
RE6504F



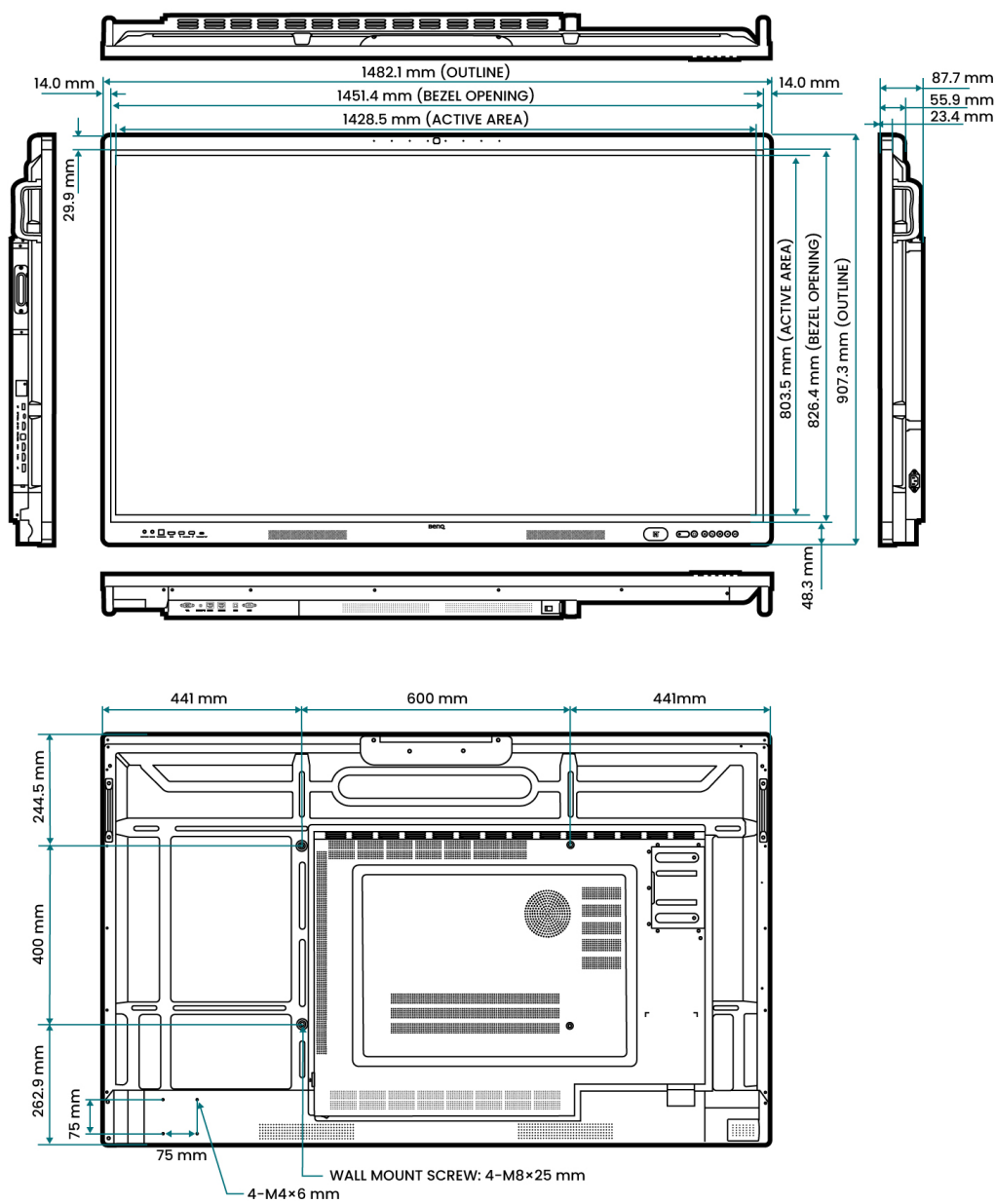
RE7504F



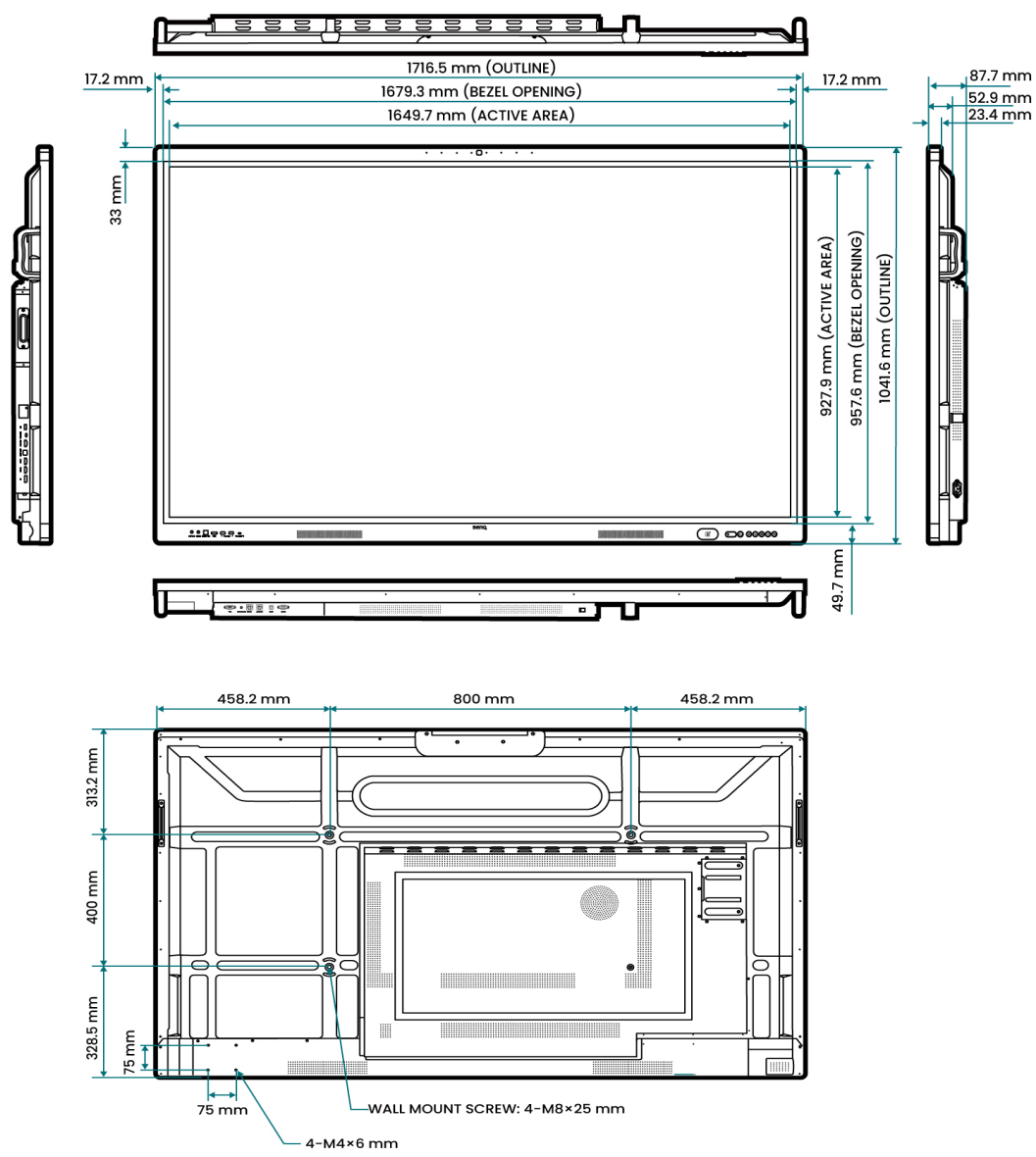
RE8604F



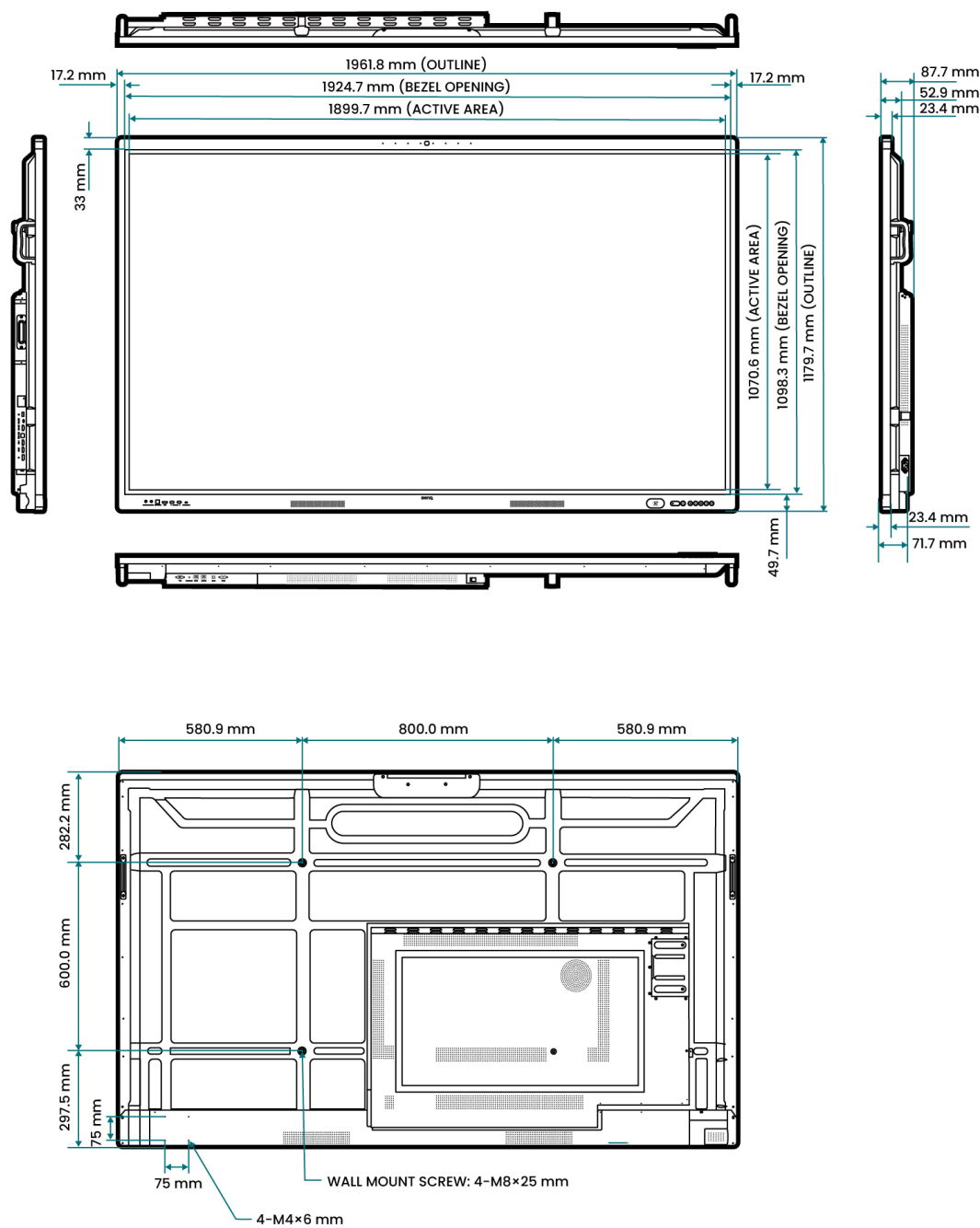
RE6504FV



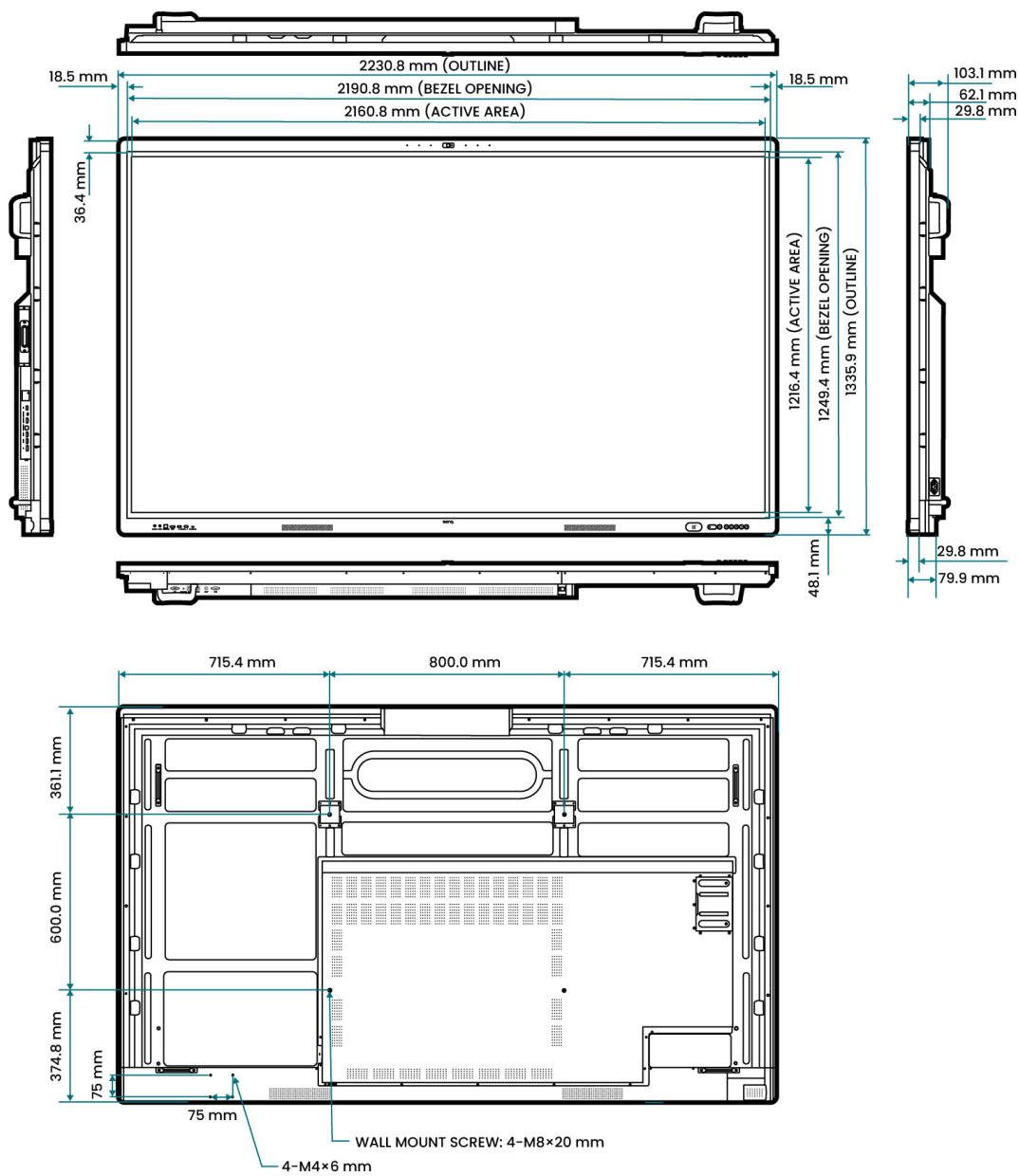
RE7504FV



RE8604FV



RE9804FV

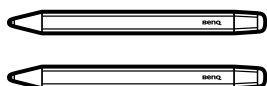


Package contents

Verify all the contents after opening the package. If any item is missing or damaged, please contact your dealer immediately.



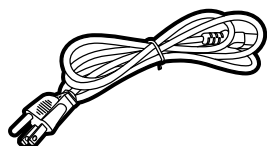
Interactive display



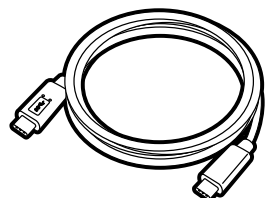
Touch pen



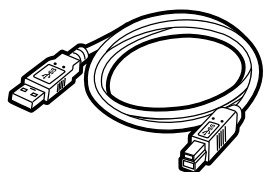
Remote control



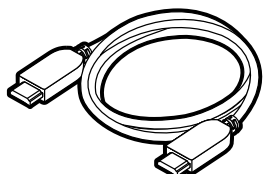
Power cord*



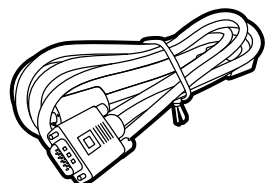
USB Type-C cable



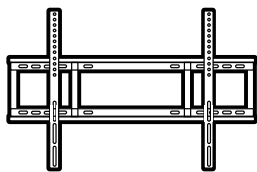
Touch USB cable



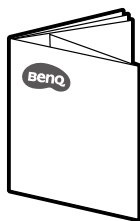
HDMI cable



VGA cable



Wall mount with screws



User documents

- Quick start guide
- Regulation sheets



Note

- * The type and quantity of power cord may differ depending on the region of purchase.
- Package contents and the pictures shown here may vary by region. Purchase these items separately if they are not included in the package.

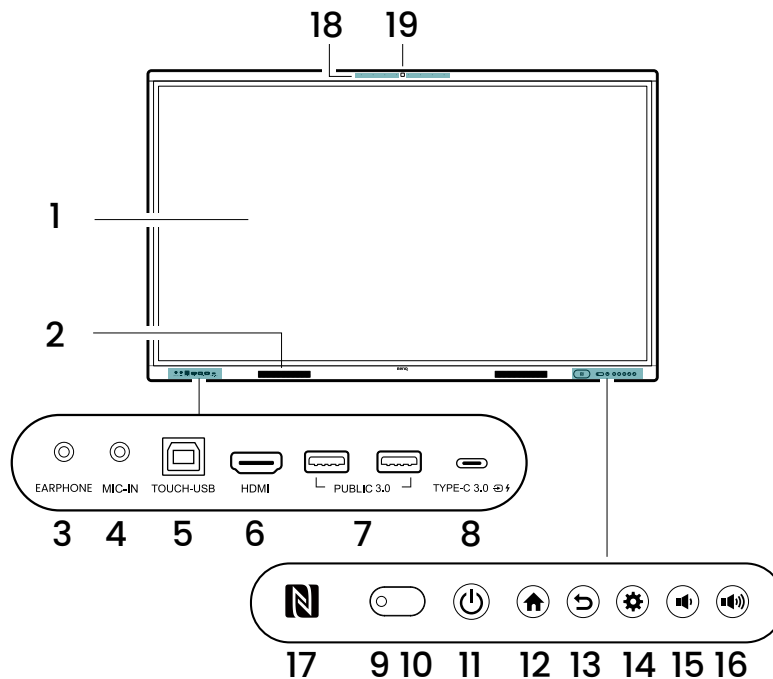


Important

- Ensure that there are no accessories left inside the box before discarding the packaging.
 - Do not leave plastic bags within reach of young children or babies.
 - Dispose of packaging materials wisely. Consider recycling the cardboard carton or storing the package for future transport of the display.
-

Components

Front panel



1. Touchscreen
2. Soundbar
3. 3.5 mm audio out jack¹
4. 3.5 mm microphone jack²
5. Touch USB 3.0 Type-B port
6. HDMI in port
7. USB 3.0 Type-A ports³
8. USB 3.0 Type-C port (PD 65 W)⁴
9. Ambient light sensor
10. IR sensor
11. Power button
12. Home button
13. Back button
14. Settings button
15. Volume down button
16. Volume up button
17. NFC sensor*
18. 8-microphone array**
19. 4K camera**



Note

¹ The 3.5 mm audio out jack does not support audio input, including microphone input from headset devices.

² The 3.5 mm microphone jack only supports 3.5 mm TRS connectors.

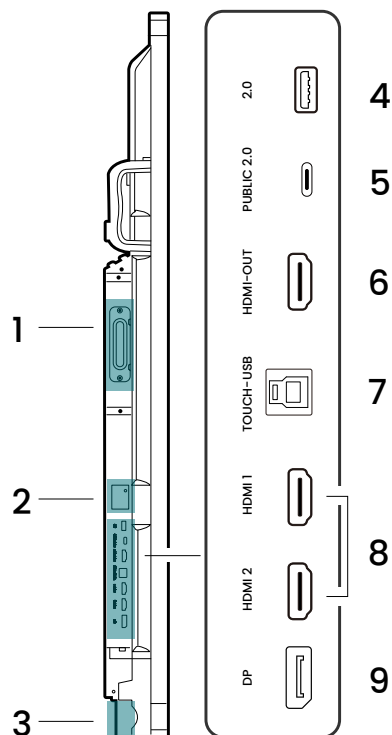
³ The USB 3.0 Type-A ports function as USB passthrough ports. When a laptop is connected to the display as an input source, users can use these as extra data ports for their laptop.

⁴ The multi-purpose USB-C port can be used for data, video, and audio transmission, touchback, and 65-watt charging.

* For RE04F & RE04FV series only

** For RE04FV series only

Left panel



1. OPS slot
2. Micro SD reader
3. USB 2.0 Type-A port¹
4. USB 2.0 Type-A port
5. USB 2.0 Type-C port²
6. HDMI out port
7. Touch USB 3.0 Type-B port
8. HDMI in ports³
9. DisplayPort port



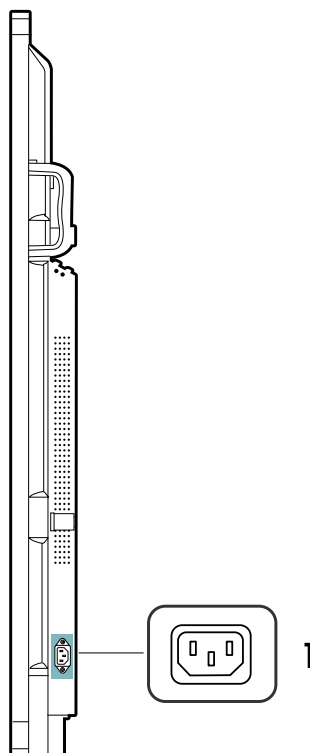
Note

¹ The USB 2.0 Type-A port are dedicated for the Bluetooth Wi-Fi adapter.

² The USB 2.0 Type-C port function as USB passthrough ports. When a laptop is connected to the display as an input source, users can use these as extra data ports for their laptop.

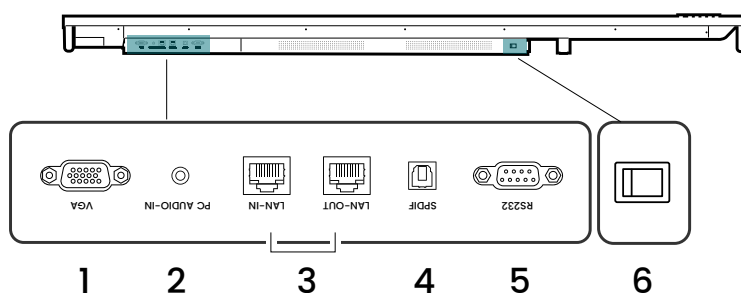
³ The HDMI1 port supports HDMI ARC. For details, see [Output](#).

Right panel



1. Power input

Bottom panel



1. VGA port
2. 3.5 mm audio jack¹
3. Gigabit Ethernet ports²
4. S/PDIF port
5. RS-232 port
6. Power switch

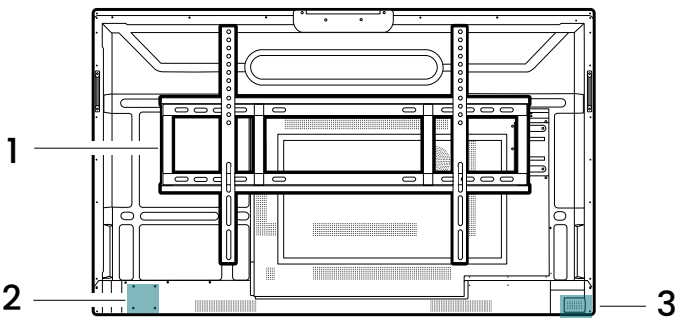


Note

¹ The 3.5 mm audio jack is dedicated for the VGA input.

² The Gigabit Ethernet ports support data transfer speeds of 10/100/1000 Mbps.

Rear panel



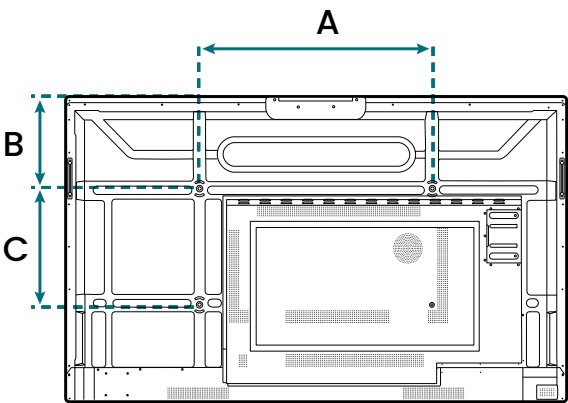
- 1. Wall mount (pre-installed)
- 2. Mini PC screw holes
- 3. USB slot security cover

VESA specifications

Screw size:

65" - 86": M8 × 25 L

98": M8 × 20 L



| Dimension | 65" | 75" | 86" | 98" |
|-----------|----------|----------|----------|----------|
| A | 600 mm | 800 mm | 800 mm | 800 mm |
| B | 244.5 mm | 313.2 mm | 282.2 mm | 361.1 mm |
| C | 400 mm | 400 mm | 600 mm | 600 mm |

Installation requirements

| Category | Item |
|--------------------------|---|
| Environment | <ul style="list-style-type: none">• Room temperature: 0 to 40°C (32 to 104°F)• Non-condensing relative humidity: 20 to 80%• Flat, anti-static surface with no exposure to direct sunlight, liquids, and chemicals |
| Hardware and peripherals | Wireless USB adapter and/or Ethernet cable |
| Tools | <ul style="list-style-type: none">• Scissors• Phillips screwdriver• Padding• Anti-static wrist strap |

Setting up the display

1. Place the display in an environment that meets the requirements.
For details, see [Installation requirements](#).
2. Add the display to DMS.
For details, see [Adding the display to DMS](#).
3. Unbox the display.
For details, see [Unboxing](#).
4. Mount the display.
For details, see [Mounting](#).
5. Install any additional accessories and peripherals.
For details, see the following topics:
 - [Adapters](#)
 - [External PCs](#)
6. Connect the power cord and all applicable cables.
7. Power on the display.
For details, see [Powering on the display](#).
8. Set up BenQ Launcher.
For details, see [Setting up BenQ Launcher](#).
9. Bind the display to AMS.
For details, see [Binding the display to AMS](#).

Installation and Configuration

This chapter provides specific hardware and firmware installation and configuration steps.

Adding the display to DMS

The BenQ Device Management Solution (DMS) is a device management platform that allows IT administrators to remotely manage their BenQ interactive displays. For more information on DMS, refer to the DMS user manual.

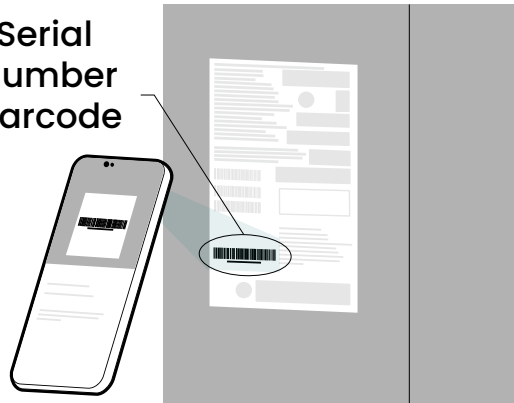


Tip

Before unboxing each display, IT administrators can add each one to their DMS device list by scanning the device serial number barcode. BenQ recommends performing this step for easier device and firmware management.

1. Install and launch the DMS app on a mobile device.
2. Log in with a DMS administrator account.
3. Tap **+**.
4. Scan the serial number barcode on the side of the box.

Serial
number
barcode



5. Enter a device name and description, and then tap **Add**.

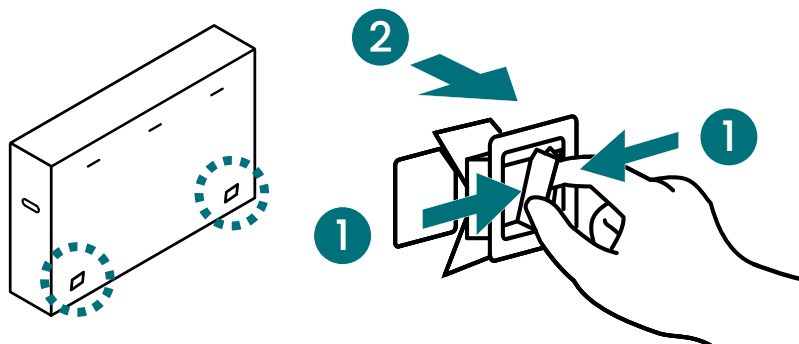
Unboxing



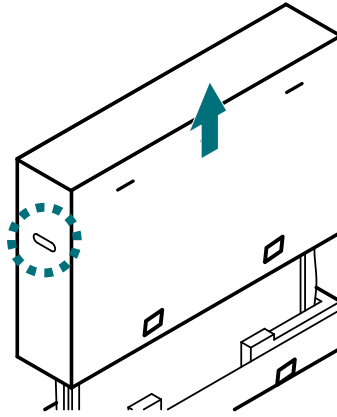
Warning

To prevent serious physical injuries and damages to the display, ensure that the display is installed by at least two qualified technicians. BenQ accepts no liability for installations not performed by a professional technician.

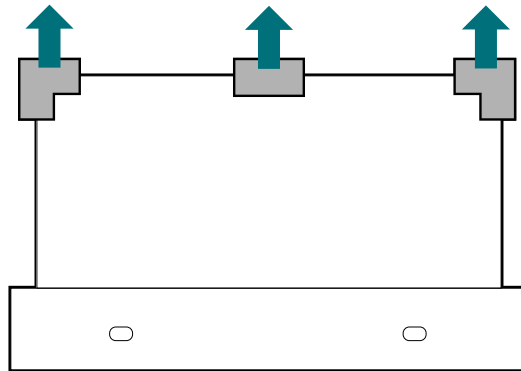
1. Place the box in an upright position on a clean, dry, stable surface.
2. Remove the box.
 - a. Cut the box straps.
 - b. Unfasten the clips. Simultaneously pinch the handles together, and then pull it out. The total number of clips varies by model.



- c. Using the flaps on the side, carefully lift the box off the display.



3. Remove the panel protectors.



4. Collect all accessories.



Important

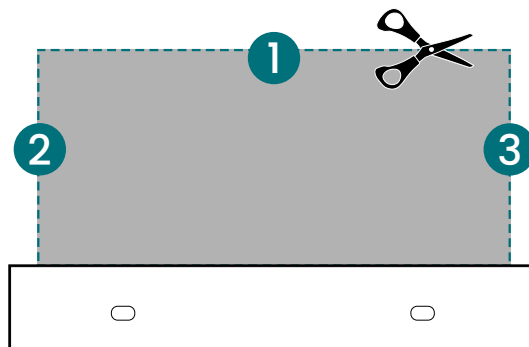
Ensure that each box and their contents are accounted for before disposing of the original packaging. For details, see [Package contents](#).

5. Carefully cut the protective cover.



Tip

For easier removal of the display, cut three sides of the cover.



Mounting

The interactive display comes with a preinstalled wall mount that can be replaced with a different mount to meet specific requirements. Refer to the third-party wall mount or trolley mount user guide for the installation instructions.



Warning

To prevent serious physical injuries and damages to the display, ensure the following:

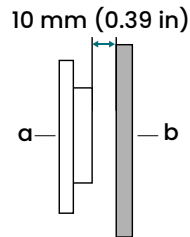
- The display is installed by at least two qualified technicians. BenQ accepts no liability for installations not performed by a professional technician.
- The display is securely mounted in accordance with the installation instructions.

Mounting the display on a wall



Important

To maintain proper ventilation, ensure that there is at least 10 mm (0.39 in) of clear space between the back of the display and the wall. Take note of this when installing the wall mount.



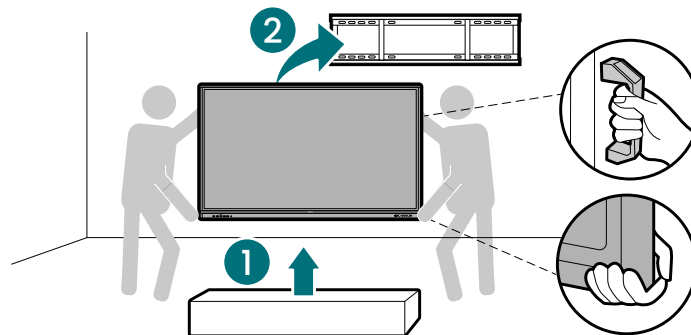
(a) Display
(b) Wall

1. Ensure that the mounting plate is securely attached to the wall.
2. Ensure that the mounting brackets are securely attached to the display.
3. Carefully lift the display to its upright position, and then carry it towards the plate.

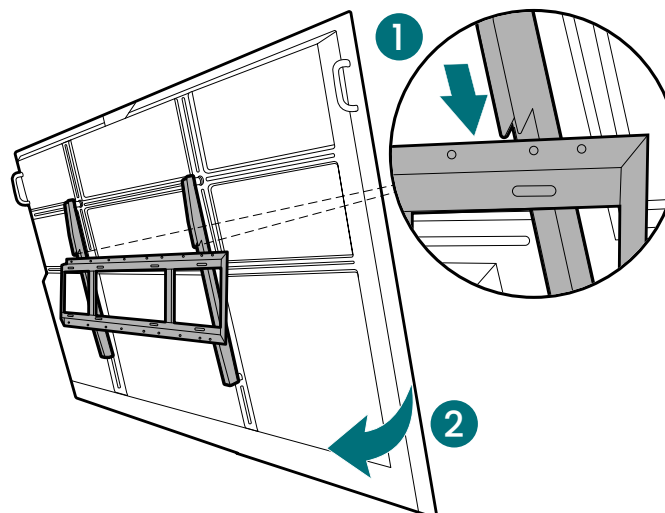


Important

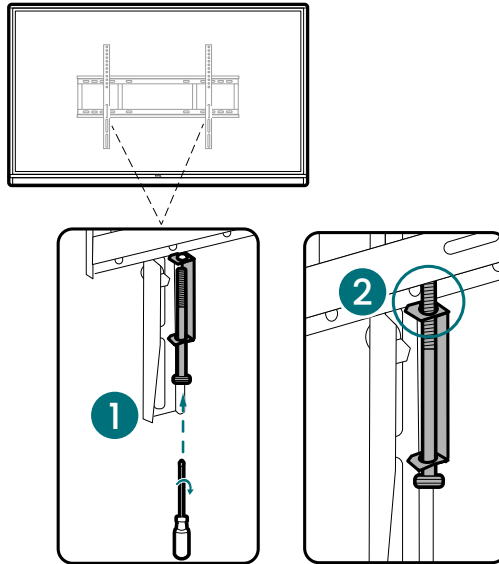
- The display should be handled by two people, one person on each side.
- Use both hands to lift the display. Keep one hand on the handle with the other hand supporting the side or bottom corner.



4. Align the bracket hooks with the plate, and then carefully mount the display onto the wall.

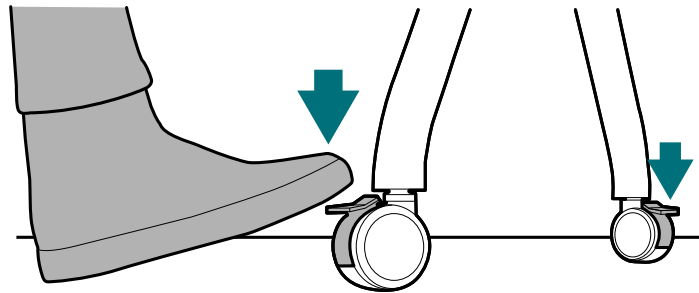


5. Attach the locking screws until they are fully secured to the mount.



Mounting the display on a trolley

1. Lock all the trolley wheels in place.

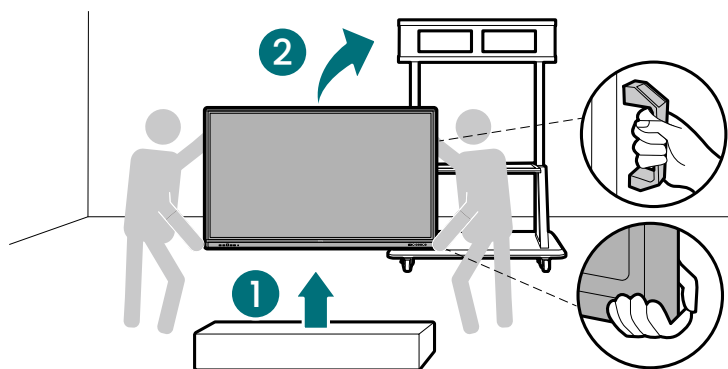


2. Ensure that the mounting brackets are securely attached to the display.
3. Carefully lift the display to its upright position, and then carry it towards the trolley.

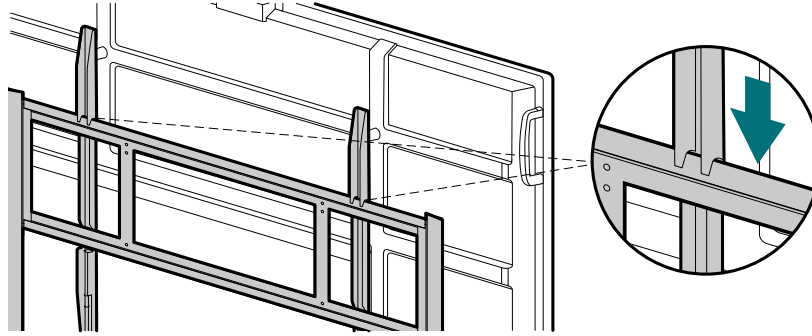


Important

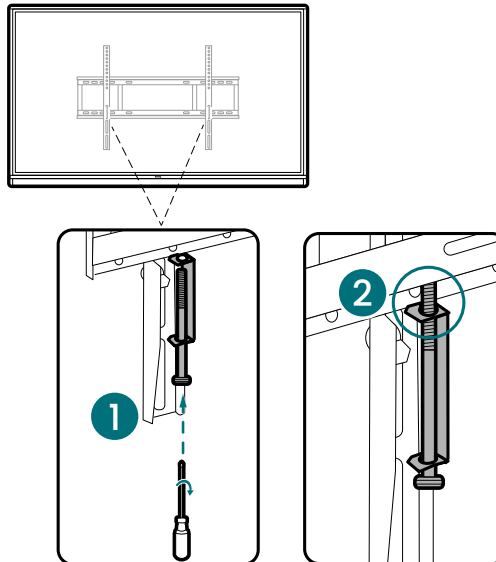
- The display should be handled by two people, one person on each side.
- Use both hands to lift the display. Keep one hand on the handle with the other hand supporting the side or bottom corner.



4. Align the bracket hooks with the mounting plate, and then carefully mount the display onto the trolley.



5. Attach the locking screws until they are fully secured to the mount.



Removing the original wall mount

1. Place padding on a flat, horizontal, and object-free surface.



Important

- Ensure that the padding is clean, soft, and dry to prevent leaving marks on the screen.
- Ensure that the size of the padding is larger than the display.

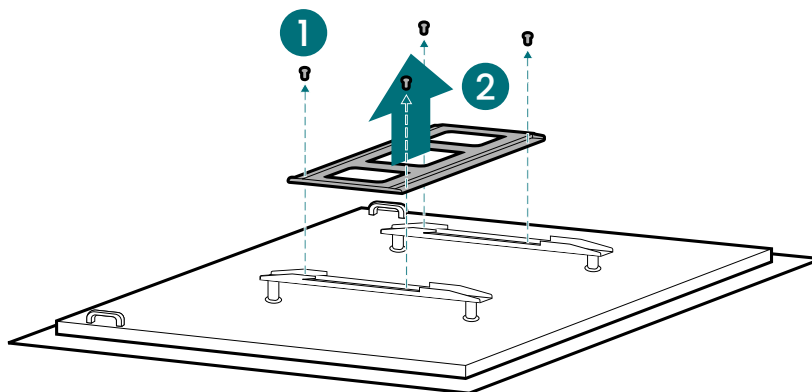
2. Gently lay the display on the padding with the screen facing down.



Warning

To prevent damages to the display, do not step, lean, or put pressure on the display when removing the wall mount.

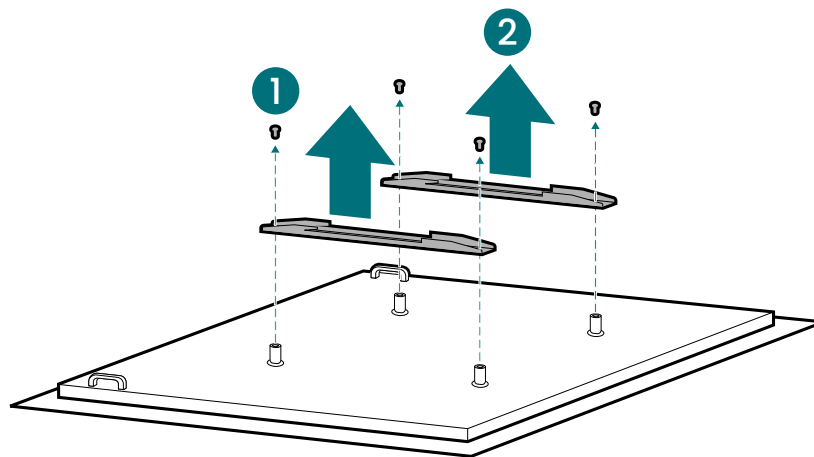
3. Remove the screws securing the mounting plate.
4. Carefully remove the plate.



5. (Optional) Remove the mounting brackets.
If the height of the brackets needs to be adjusted or the brackets themselves need to be

replaced to match a different wall mount, you can remove the existing brackets.

- a. Remove the screws securing the mounting brackets.
- b. Carefully remove the brackets.



Installing mounting brackets

1. Place padding on a flat, horizontal, and object-free surface.



Important

- Ensure that the padding is clean, soft, and dry to prevent leaving marks on the screen.
- Ensure that the size of the padding is larger than the display.

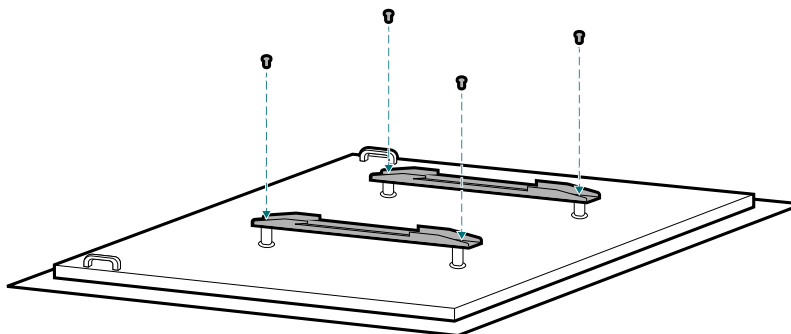
2. Gently lay the display on the padding with the screen facing down



Warning

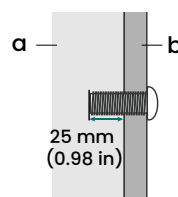
To prevent damages to the display, do not step, lean, or put pressure on the display when installing the mounting brackets.

3. Align the holes of the mounting brackets with the holes at the back of the display. Adjust the placement of the brackets depending on the height requirements of the room. For details, see [VESA specifications](#).
4. Attach the screws to secure the brackets in place.



Important

Ensure that all the all screws are securely attached to the brackets. The recommended torque is 470-635 N•cm (41.59-56.20 lb•in).



(a) Display

(b) Wall mount bracket

Powering on the display

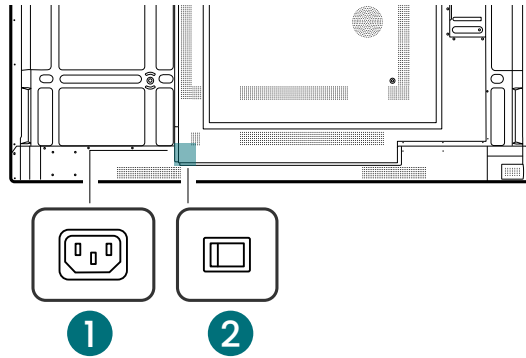
1. Ensure that the power cord is connected to the display and a power source.



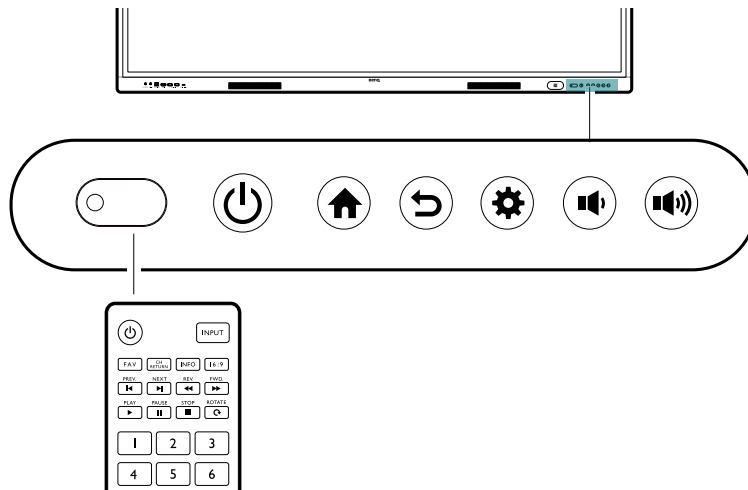
Important

- The supplied power cord supports 100-240V AC.
- The cord varies depending on the region. Make sure to use the appropriate type.
- Protect the power cord from being snagged, stepped on, or pinched, particularly near the plug and the point where it is connected to the display.
- Be aware of power loading when using extenders or multiple-outlet power boards.

2. Ensure that the power switch is turned on.



3. Press the Power button on the front control panel or remote control.

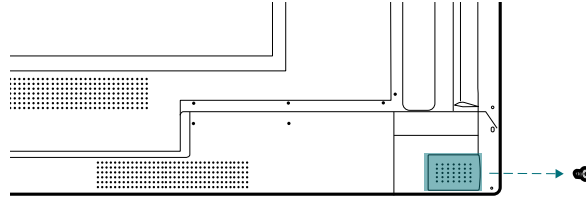


Adapters

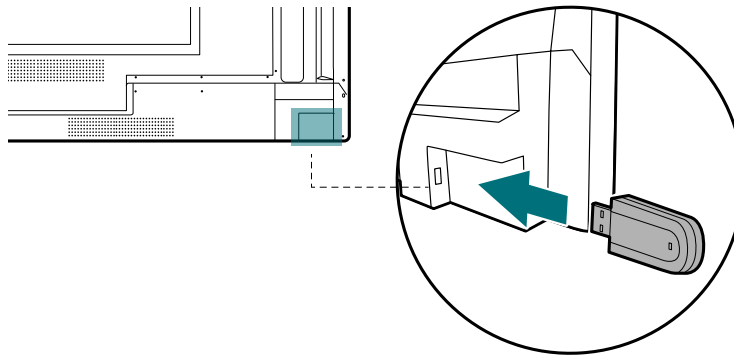
The BenQ Board has a USB 2.0 Type-A port that is dedicated for the Bluetooth Wi-Fi adapter. The port comes with a security cover designed to prevent misuse and theft. Depending on your region, a Wi-Fi adapter may already be pre-installed on the display.

Installing an adapter

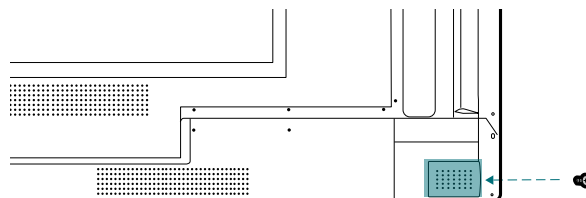
1. Remove the slot cover screw.



2. Pull the cover off.
3. Connect the adapter to the USB port.



4. Align the grooves of the cover with the grooves on the display, and then slide the cover in place.
5. Attach the screw.



External PCs

Use a different operating system and expand the computing capacity of the BenQ Board by installing either an OPS slot-in PC or a mini PC.

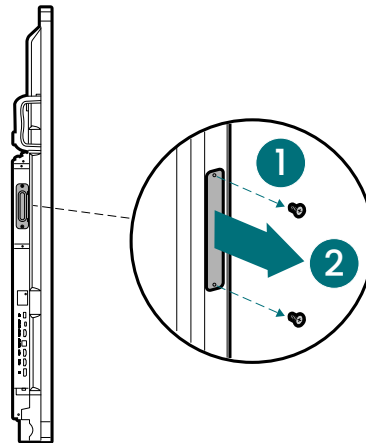
Installing an OPS slot-in PC

1. Power off the BenQ Board.
2. Disconnect the power cord from the electrical outlet.
3. Remove the slot cover.
 - a. Locate the OPS slot cover.
 - b. Remove the screws and the cover.

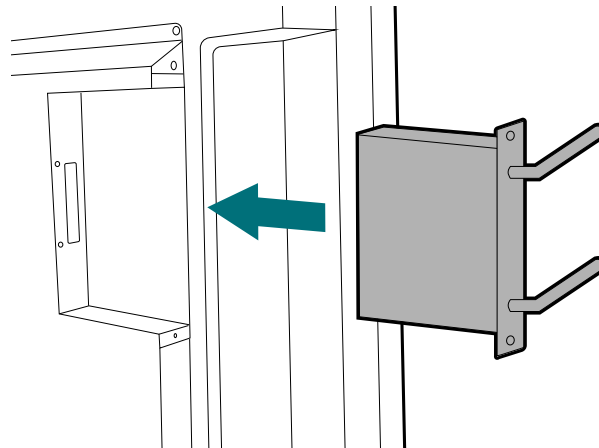


Tip

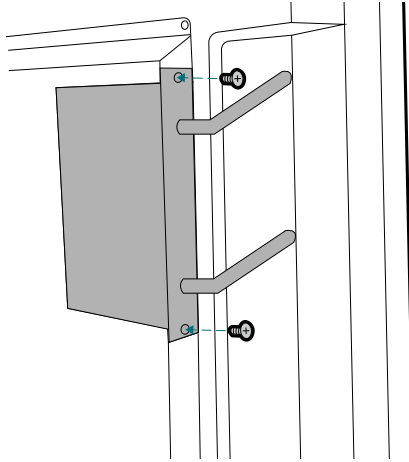
Store the cover in case there is a need for it in the future.



4. Slide the PC into the slot until it locks in place.



5. Attach the screws.

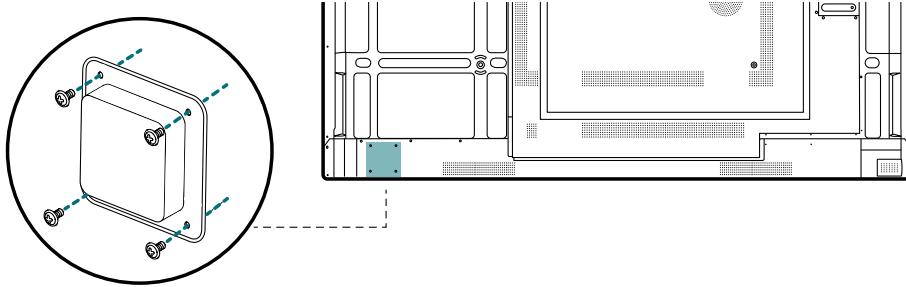


6. Connect the power cord to the electrical outlet.

7. Power on the BenQ Board.

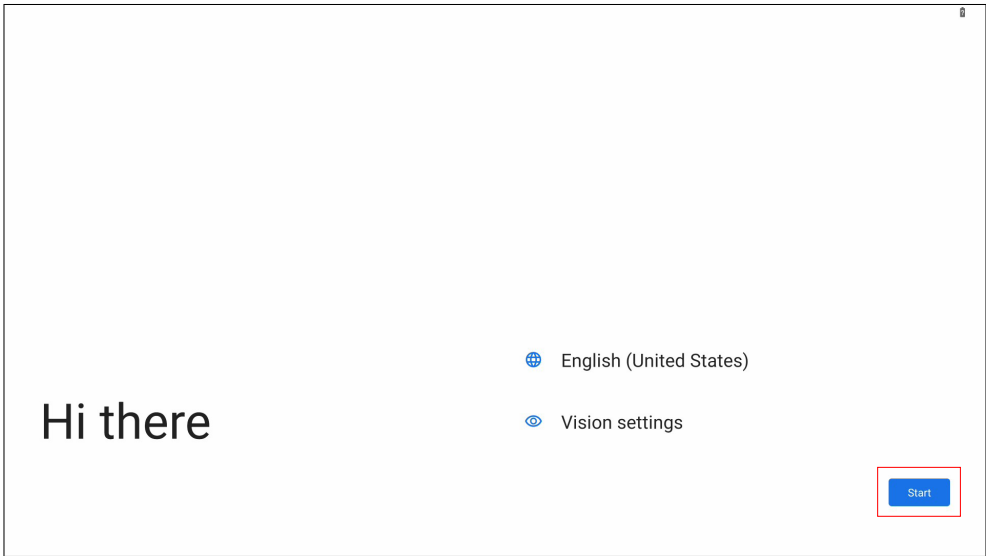
Installing a mini PC

At the back of the display, there are four holes that are provisioned for a mini PC with a 75 × 75 VESA specification. Refer to the mini PC user manual for the complete installation instructions. The maximum torque for screws is 39.22-49.03 N•cm (3.47-4.33 lb•in).



Setting up BenQ Launcher

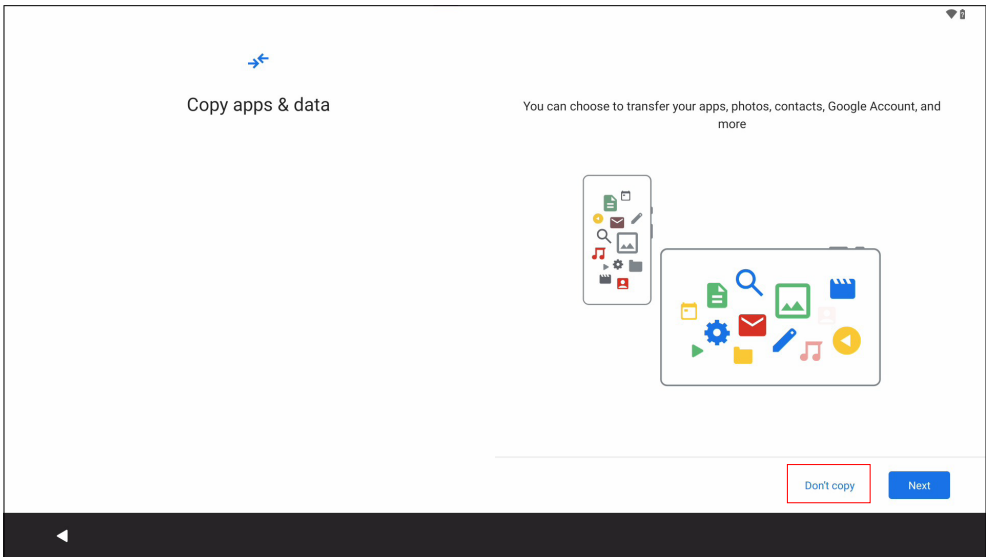
- 1. Power on the BenQ Board.
- 2. Set the language and vision settings, and then tap **Start**.



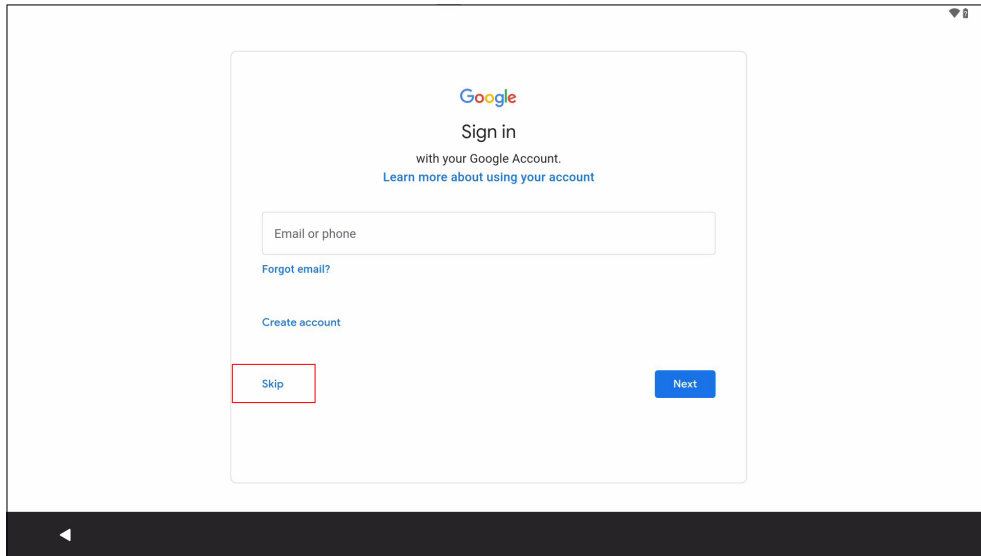
- 3. Perform the steps relevant to your internet connection.

| Internet connection | Steps |
|---------------------|---|
| Wi-Fi | a. Select a network. b. Enter the network credentials. c. Tap Next . |
| Ethernet | Skip to step 4. |
| Offline | a. Tap Set up offline . b. Set the date and time. c. Tap Next . d. Skip to step 7. |

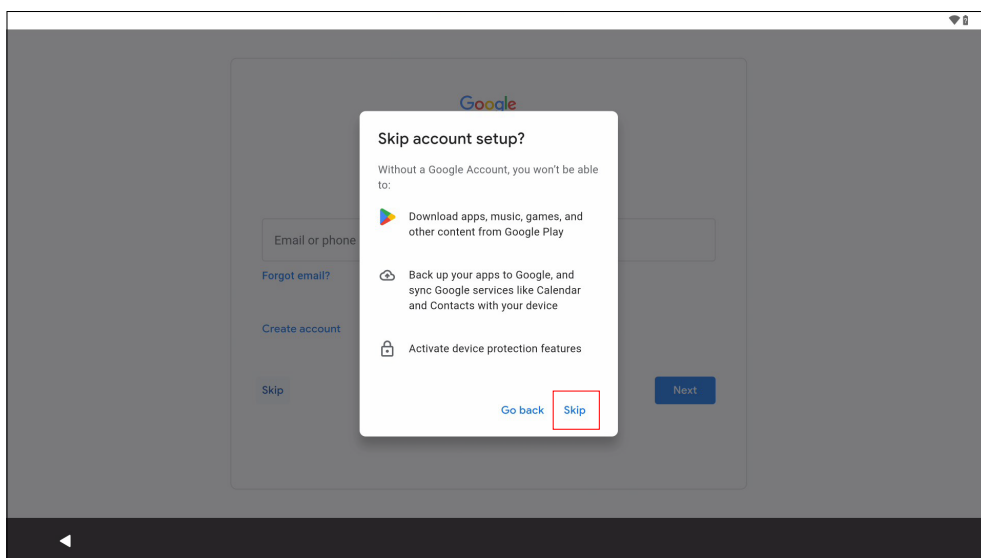
- 4. Tap **Don't copy**.



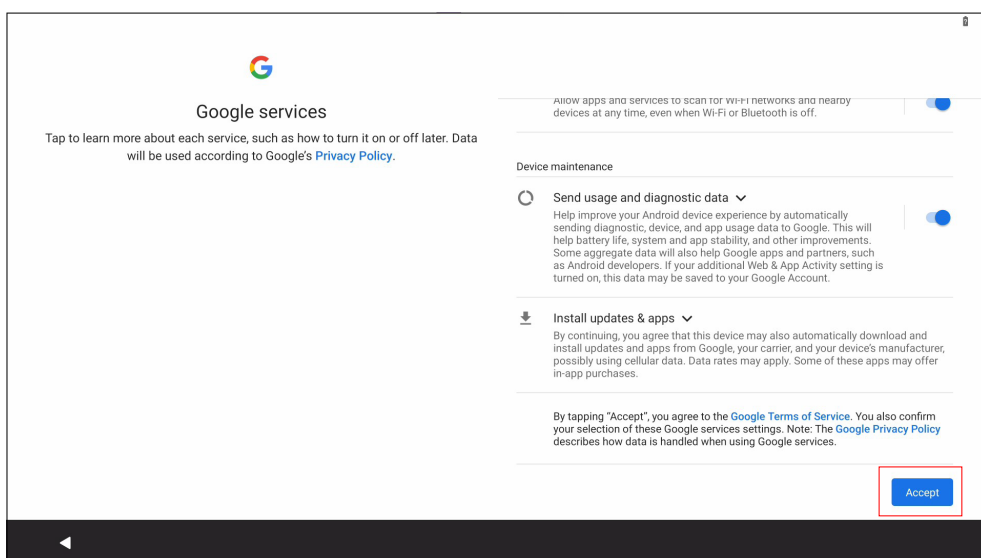
- 5. Tap **Skip**.



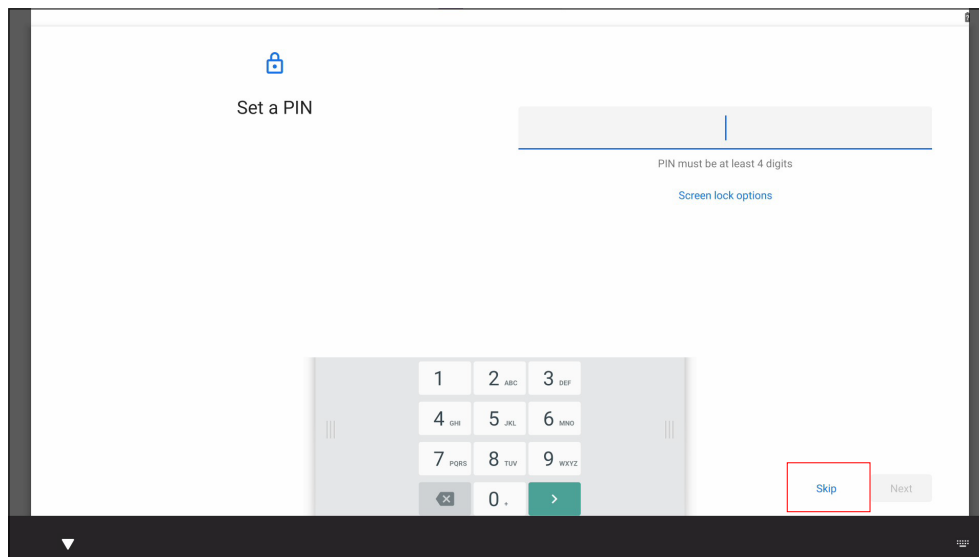
6. Tap **Skip**.



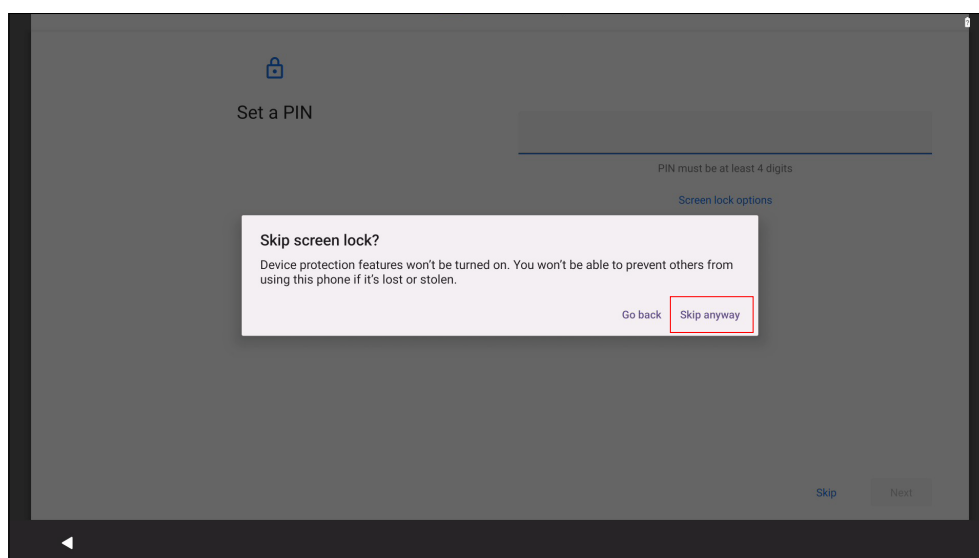
7. Review the permissions, and then tap **Accept**.



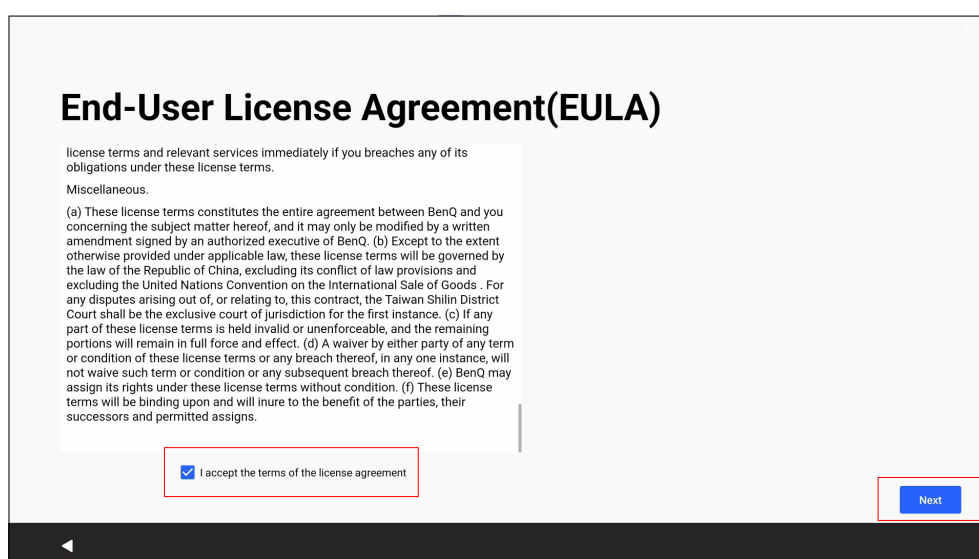
8. Tap **Skip**.



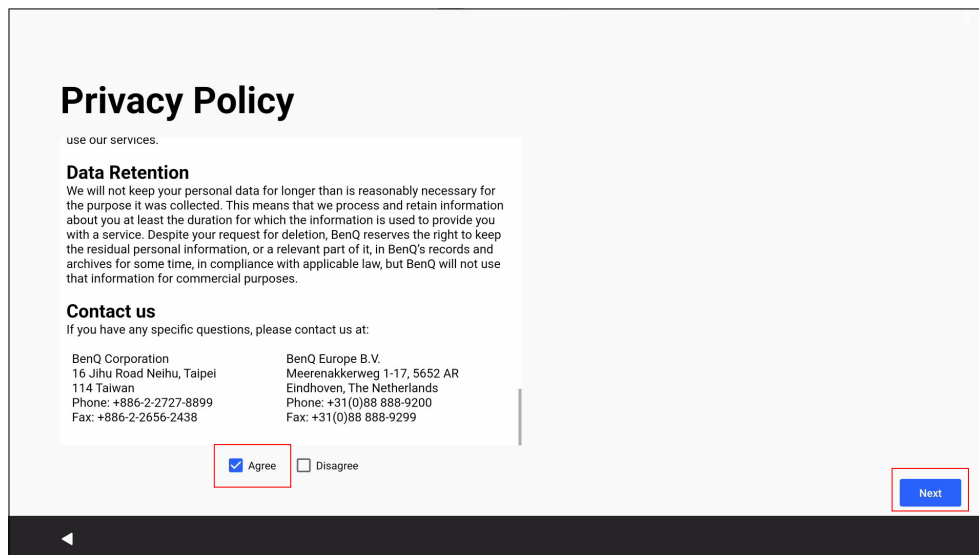
9. Tap **Skip** anyway.



10. Carefully read and accept the End-User License Agreement, and then tap **Next**.



11. Carefully read and agree to the Privacy Policy, and then tap **Next**.

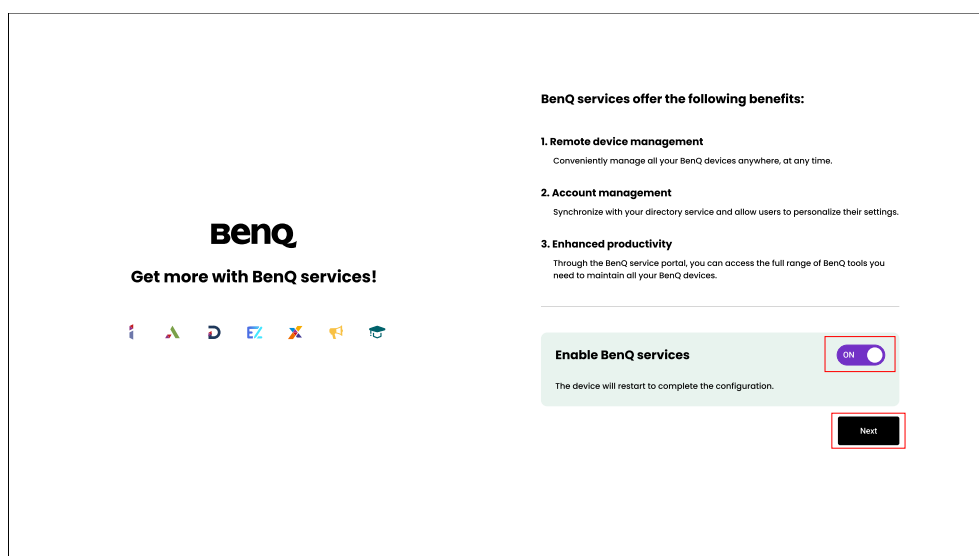


12. On the **BenQ services** screen, tap **Enable BenQ services**, and then tap **Next**.



Important

BenQ recommends enabling BenQ services, which grant IT administrators full access to display and user management features. Choosing to enable BenQ services at a later time will require you to reset the display to its factory settings and set up the BenQ Launcher.



The system will restart automatically.

Upon startup, an installation message for the BenQ wireless screen sharing solution may appear.

13. **Optional:** Activate AMS.
For details, see [Binding the display to AMS](#).

Binding the display to AMS

The BenQ Account Management System (AMS) is an account management platform that enables users to quickly and securely load and access their personal settings and cloud storage on any BenQ interactive display. For more information on AMS, refer to the AMS user manual.



Tip

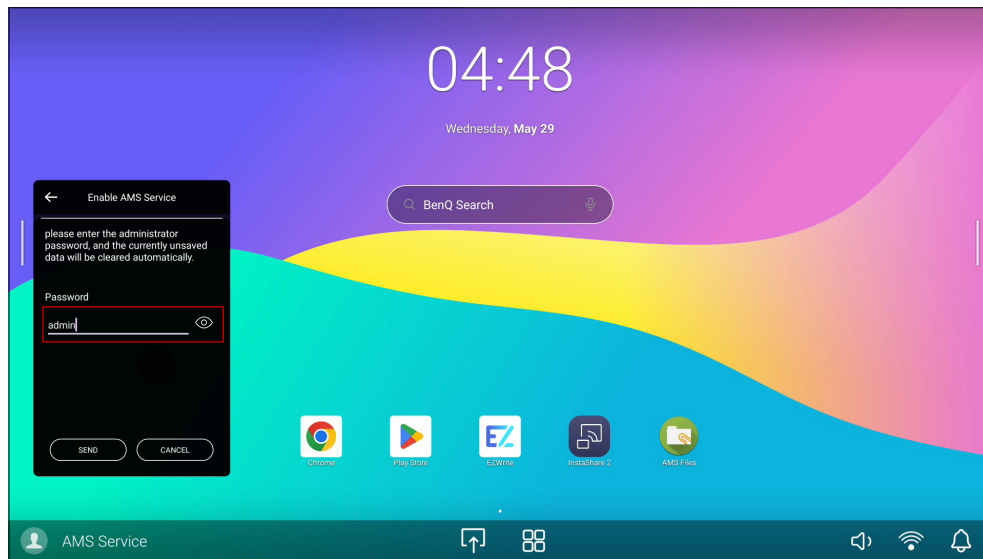
Binding the display to AMS, allows users to log in to the device using their BenQ account. BenQ recommends performing this step for more convenient and secure access to the BenQ Boards, user profiles, and data.



Important

Before performing any of the following steps, ensure that the display is connected to the internet either through Wi-Fi or Ethernet.

1. Tap **AMS Service**.
2. In the Password field, type admin, and then tap **Send**.

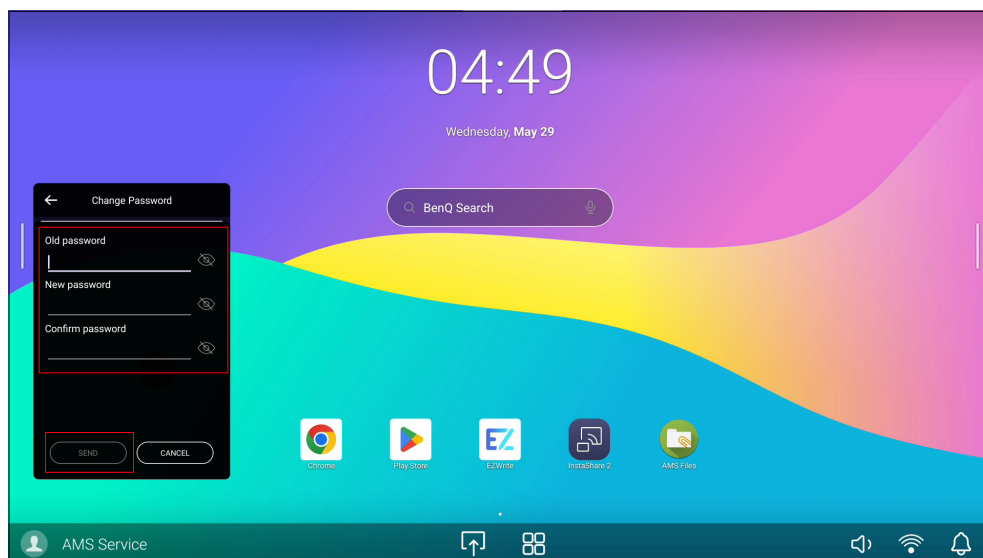


3. Set a new local administrator password, and then tap **Send**.

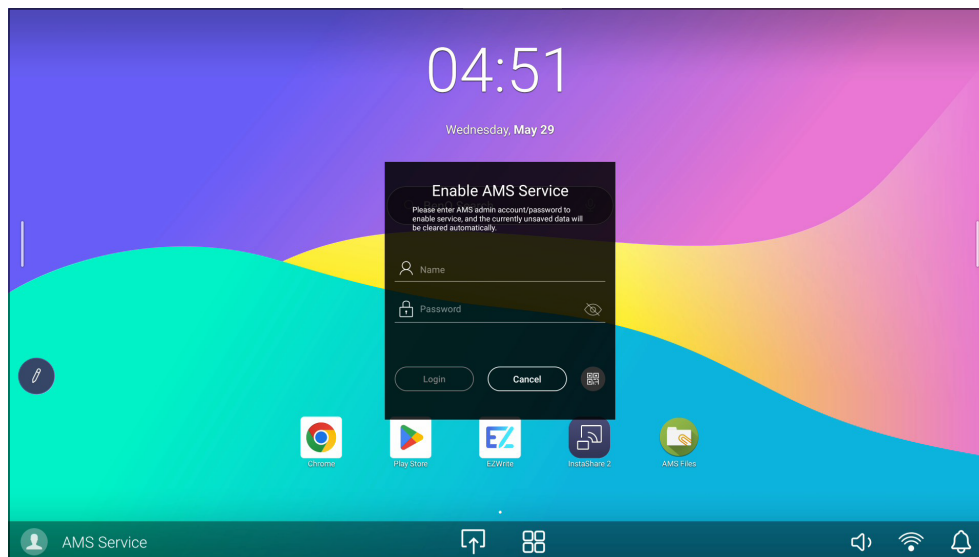


Important



Make sure to set a strong local administrator password to prevent unauthorized access to the display. This password is different from the administrator credentials that are used to log in to BenQ cloud services such as BenQ DMS, AMS, and the Identity and Access Management (IAM) system.



4. Bind the board to AMS.



There are three methods to perform this step:





| Methods | Actions |
|----------|--|
| Password | <ol style="list-style-type: none"> 1. Enter the AMS administrator credentials. 2. Tap Log in. |
| QR code | <ol style="list-style-type: none"> 1. Tap . 2. Scan the QR code. The login page loads on the device's web browser. 3. Enter the AMS administrator credentials. 4. Tap Log in. <p> Note: Administrators only need to enter their credentials the first time they log in using a QR code.</p> |
| NFC card | Tap the administrator NFC card on the NFC reader. |

Basic operations


This chapter describes the basic interactive display operations.

Power button

LED status

| LED behavior | Display status | Description |
|--|------------------|--|
|  Solid green | On | The display is powered on and awake. |
|  Blinking red | Asleep | The display is powered on and in sleep mode. |
|  Solid red | Powered off | The display is powered off, connected to a power source, and the power switch is on. |
|  Off | Power switch off | The power switch is off or the display is not connected to a power source. |

Operations


| Operation | User action | Result |
|---|--|---|
| Power on | Press the button while the display is powered off. | The displays powers on. |
| Sleep | Press the button while the display is powered on and active. | The display goes into sleep mode. |
| Wake up | Press the button while the display is in sleep mode. | The display wakes up. |
| Power off | Press and hold the power button for three seconds. | A countdown timer appears and powers off the display in 10 seconds. |
| Force power off | Press and hold the power button for 10 seconds. If this fails, use the power switch at the bottom of the board. | The display shuts down. |
|  Important: Use this method only when the display is unresponsive. | | |

User access

BenQ recommends binding BenQ Boards to AMS for more convenient and secure access to the board, user profiles, and data. When AMS is enabled, users can log in to access BenQ Board features as well as their local and cloud-based files and folders. For details, see [Binding the display to AMS](#).

Logging in

| Login Method | User Action |
|-----------------------------|--|
| Log in as a guest | Tap Guest . |
| Log in with AMS credentials | Tap Log in . Enter a valid user name and password. |

| Login Method | User Action |
|-------------------------|---|
| Log in using SSO | <ol style="list-style-type: none"> 1. Tap Log in. 2. Tap Sign in with SSO. 3. Select a directory service. 4. Enter a valid user name and password. |
| Log in with an NFC card | Tap a registered NFC card on the NFC sensor. |
| Log in through QR code | <ol style="list-style-type: none"> 1. Tap Log in. 2. Tap QR code. 3. Scan the QR code. 4. Enter a valid user name and password. <p> Note: Users only need to enter their credentials the first time they log in using a QR code.</p> |

Logging out

1. Tap the user account icon on the bottom left corner of the screen.
2. Tap **Log out**.



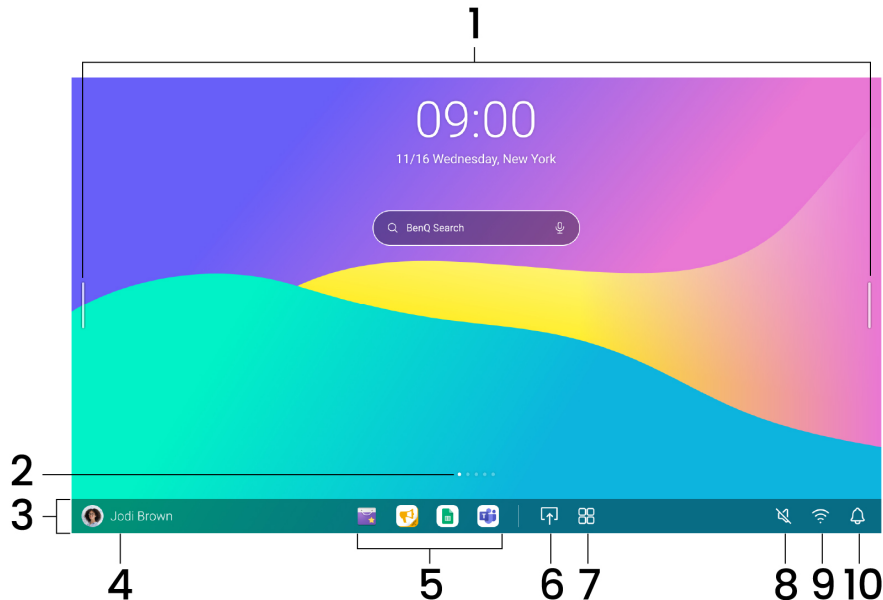
Tip

Administrators can enable **Idle Session Logout** on AMS to ensure that the board is logged out when it remains inactive for a set period of time. This prevents unauthorized access to the display and the user data in case the original user forgets to log out of their account.

User interface

Home screen

After logging into the BenQ Board, users will have access to their own Home screen. Users can personalize this screen by changing their wallpaper, adding their preferred app shortcuts and widgets, and customizing the layout to match their workflow.



1. Sidebar
2. Page navigation
3. Taskbar
4. User account
5. App dock
6. Connections and settings
7. Apps, widgets, and bookmarks
8. Volume controls
9. Network connection status
10. Notifications

Changing the wallpaper

1. Tap the user account icon at the bottom left corner of the screen.
2. Tap **Personal Settings > Wallpaper Settings**.
3. Select a wallpaper image.



Note

The image list only appears when there are image files saved on the display or on any connected USB device.


4. (Optional) Edit the image.
5. Tap **Save copy**.



Note

If you are logged in to AMS, the wallpaper will be synced with your AMS account.

Adding app shortcuts and widgets

1. Tap .
2. Tap **Apps** or **Widgets**.
3. Tap and drag an app or widget from the menu to the Home screen.



Tip

Apps can be dragged into the app dock either from the Apps menu or the Home screen. The app dock can hold a maximum of seven apps.

Removing apps and widgets

1. Tap and hold the app or widget. The **Remove box** appears.
2. Drag the app or widget to the box.

Adding a new Home screen page

1. Tap and hold an app or widget.
2. Drag the app or widget to the rightmost edge of the screen. The board adds a new Home screen page.
3. Drop the app or widget onto the new page.




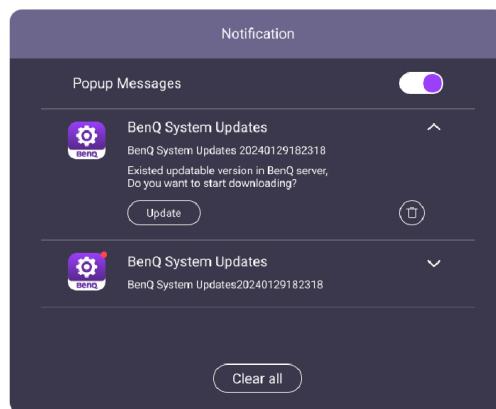
Note






Screens without apps or widgets are automatically deleted.

Managing notifications

The BenQ Board automatically receives the latest firmware and apps updates once it is connected to the internet. Every time a new update is available, a red badge appears on the

Notifications icon . Tap the icon to open the Notifications window.




| UI element | Description |
|---|-----------------|
|  | Pop-up messages |
|  | Expand/Collapse |
|  | Update |
|  | Delete |
|  | Clear All |

Enable/Disable pop-up notifications.

Show/Hide the update details.

Tap this to download and install the update.

 Warning

- The firmware update requires a system restart. Make sure to save all important data before proceeding.
- The update process may take a few minutes to complete. Ensure that there are no interruptions. Do not power off the device or disconnect from the internet to prevent permanent damage to the display.

Tap this to delete the notification.

Tap this to clear all notifications.


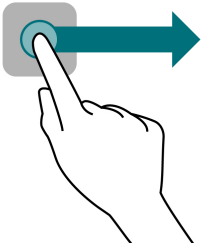
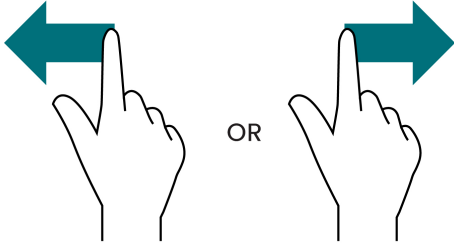
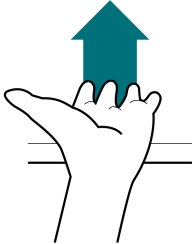



Tip

In case an update is deleted from the list, it can still be installed through the **Settings** menu. For details, see [Updating the firmware](#).

Gestures

Use the following hand gestures to navigate and modify the Home screen or access the Settings menu.

| Hand gesture | Description |
|--|---|
| <p>Tap an app or widget</p>  | Open app or interact with widget |
| <p>Hold and drag an app, widget, or window</p>  | Move app icon, widget, or window |
| <p>Swipe left or right</p>  | Show next or previous Home screen |
| <p>Swipe up from the bottom edge of the screen</p>  | Open the Settings menu. For details, see Settings . |
| <p>Tap and hold two fingers</p>  | Open the Floating Tool. For details, see Floating Tool . |

Sidebar

Tapping the bars at the left or right sides of the screen opens the sidebar menu.



| No, | UI element | Description |
|-----|--------------------|---|
| 1 | Home | Go to the Home screen. |
| 2 | Back | Go back to previous screen. |
| 3 | Recent | Access recently used apps and input sources. |
| 4 | Multi-window | Use multi-window mode. For details, see Multi-window mode . |
| 5 | Quick launch | Access the app drawer to quickly launch apps. |
| 6 | Recently used apps | List of the three most recently used apps. |
| 7 | Connections | Open the Connections menu. |
| 8 | EZWrite | Open EZWrite. |
| 9 | Freeze | Freeze the screen. |
| 10 | Floating Tool | Access the Floating Tool. For details, see Floating Tool . |

Enabling the sidebar



The sidebar is enabled by default. In case it is disabled, perform the following steps:

1. Open the **Settings** menu.
2. Tap **Advanced**.
3. Enable **Sidebar**.


Floating Tool





The Floating Tool gives you access to different annotation and screen recording tools. There are three ways to open the Floating Tool:












1. Sidebar: Tap **Floating Tool**  from the sidebar menu.
2. Gesture: Hold two fingers on the screen for three seconds.
3. Always on: Tap  on the screen to expand the Floating Tool.

Enabling the Floating Tool gesture

1. Press the **Settings** button . The BenQ Board settings menu appears.
2. Tap **Advanced**.
3. Enable **Floating Tool gesture**.

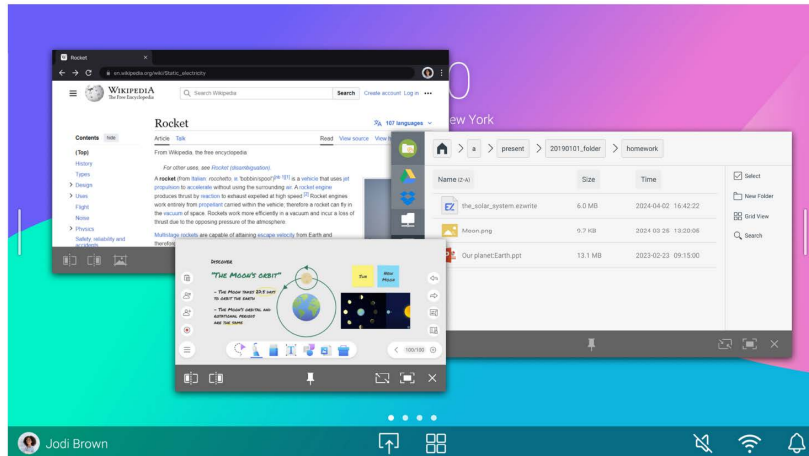
Enabling the always-on Floating Tool

1. Open **EZWrite 6**.
2. On the menu bar, tap  > . The EZWrite settings menu appears.
3. Enable **Always-on Floating Tool**.

| Button | | Description |
|---|------------------|---|
|  /  | Minimize/Expand | Minimize or expand the Floating Tool. |
|  | Close | Close the Floating Tool. |
|  | Pen | Enable the Pen tool, which allows you to write or draw over any content displayed on screen. |
|  | Highlighter | Enable the highlighter tool, which allows you to highlight any content displayed on screen. |
|  | Laser pointer | Enable the laser pointer. |
|  | Eraser | Erase annotations. Use the finger or strikethrough eraser, or clear all on-screen annotations. |
|  | Toolbox | Open the toolbox to access the calculator, timer, stopwatch, scoreboard, random draw, spotlight, unit converter, and spinner. |
|  | Screen recording | Record the screen including audio and save it as video. |
|  | Screenshot | Select between taking a regular screenshot, which you can save or send to EZWrite, or freezing the screen. |
|  | Touch | Hide all the annotations and operate the screen. |

Multi-window mode

Open up to six different apps in separate windows and interact with them on the same screen.



Opening an app or input source in a window

1. Launch the app or switch to a different input source on the display.
2. Tap the sidebar.
3. Tap Multi-window mode.

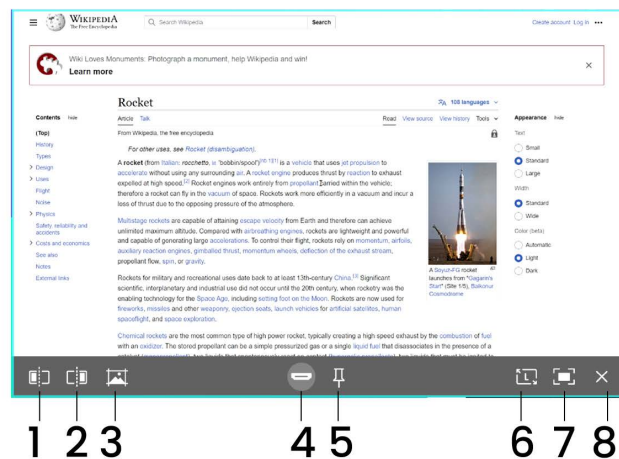


Note

Once an app or input source is open in multi-window mode, any other app the user launches automatically opens in a different window.

Options bar

The multi-window options bar allows users to arrange the windows on screen to match their workflow. Users can tap and drag the options bar to move it on the screen.



1. Snap to left
2. Snap to right
3. Take snapshot
4. Switch input source
5. Pin over other windows
6. Resize window
7. Full screen
8. Close window

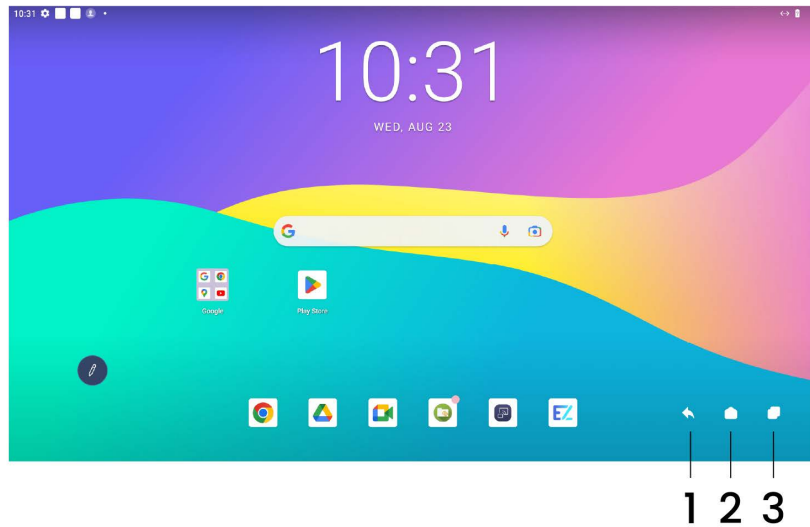


Note

Take snapshot and switch input source are only available for the input source window.

Google interface

Users who fail to enable BenQ services during the BenQ Launcher setup will get the default Google user interface. They will not have access to the BenQ device and user management platforms as well as the sidebar and custom BenQ Board settings.



1. Back
2. Home
3. Recent apps


To enable BenQ services, users must reset the display to its factory settings and then set up the BenQ Launcher. For details, see the following topics:

- [Performing a factory reset](#)
- [Setting up BenQ Launcher](#)

Connections

The BenQ Board has several ports that can be used to input and output data and media.

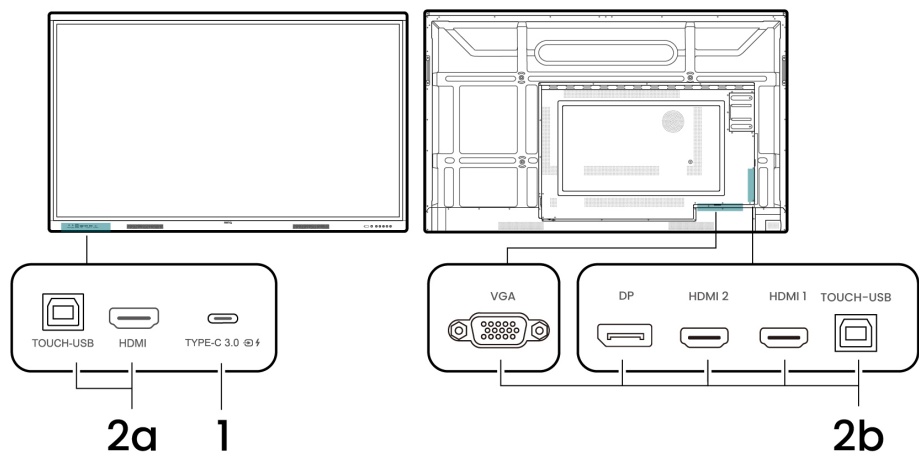
| Use | Description |
|-------------------|--|
| Touch | These connections allow users to control their laptops from the BenQ Board touchscreen. For details, see Touch . |
| Input | These connections allow users to display their device screen and play audio and video content on the BenQ Board. For details, see Input . |
| Output | These connections allow users to extend the BenQ Board screen to another device. For details, see Output . |
| Device management | This connection allows administrators to configure the BenQ Board settings with their laptop or local management console. For details, see Device Management . |

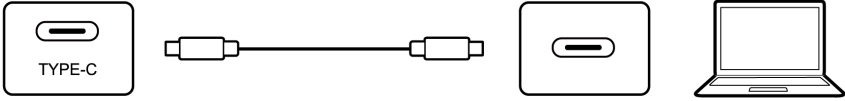
 **Important**

BenQ strongly recommends connecting devices directly to the display for optimal performance. The BenQ Board supports a maximum of up to four USB tiers. The use of additional USB hubs, extenders, and faceplate devices, introduce additional tiers and other external factors such as poor cable quality, radio frequency interference, electrical interference, and such that may affect the touchscreen functionality or cause other issues.

Touch

The touch module of the display supports plug-and-play operation. Users do not need to install additional drivers on their device computer. There are two ways to enable touch connections: using the USB-C port and using the Touch USB port.



| Connection | Configuration |
|------------|--|
| | Connect the input device to either of the two USB-C ports on the display. |
| USB-C |  |

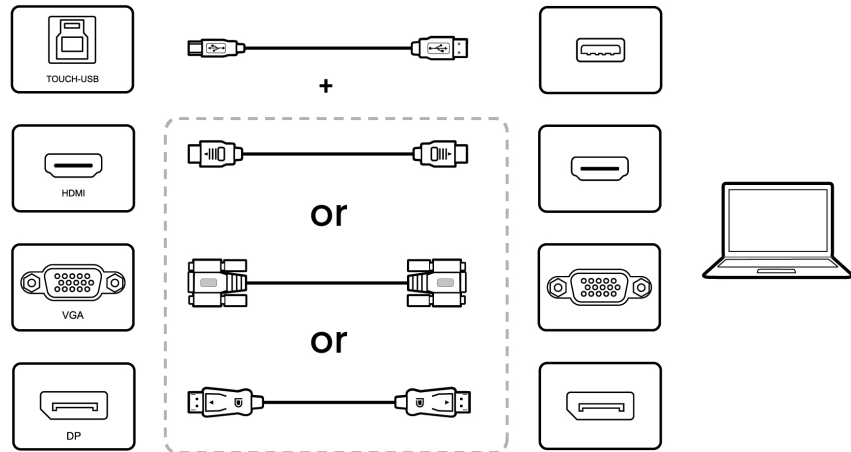
Connection

Configuration

The display has three Touch USB ports that are assigned their own dedicated media input ports.

- HDMI** must be used with the **TOUCH** port on the front panel.
- HDMI1/HDMI2/DP/VGA** must be used with the **TOUCH** port on the left panel.

Touch USB



Important

- Avoid blocking the inner sides of the touchscreen frame to ensure a smooth and accurate touch experience.
- If there are issues with the image quality when using a Touch USB connection, use another USB Type-A to Type-B cable.

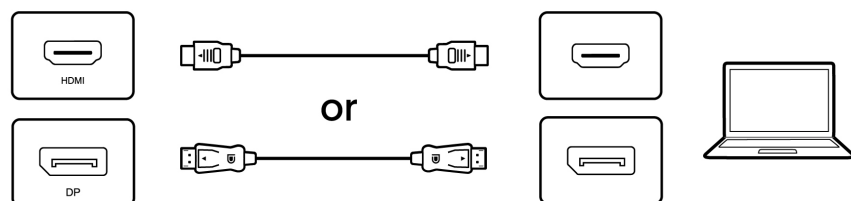
Input

Connection

Configuration

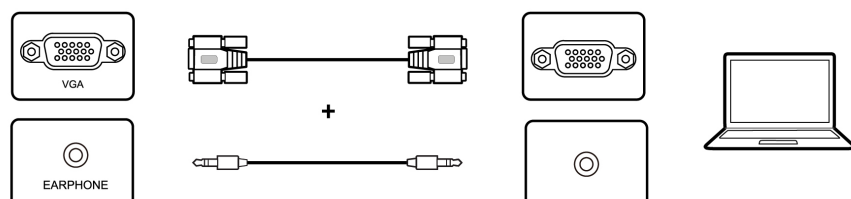
Connect the input device to any of the HDMI ports on the front, left and bottom panels or DisplayPort port on the left panel.

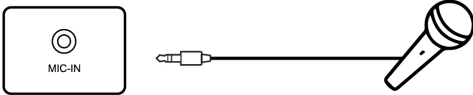
HDMI or DisplayPort



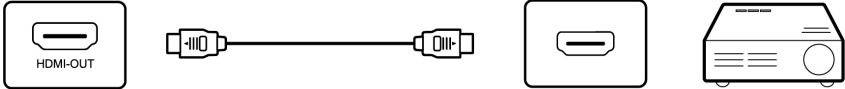
Connect the input device to the VGA port at the bottom panel for the video input. To add sound, connect the device to the dedicated 3.5 mm audio-in jack.

VGA

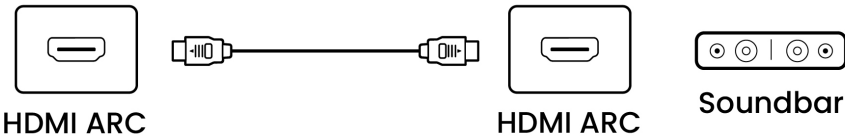



| Connection | Configuration |
|---|--|
| Connect the microphone to the 3.5 mm jack on the front panel. | |
| 3.5 mm microphone jack |  |

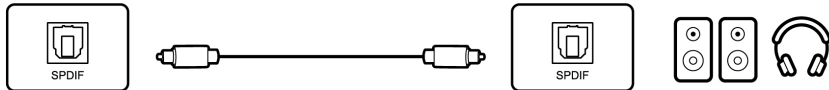
Output

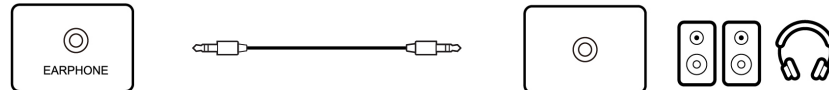
| Connection | Configuration |
|---|--|
| Connect the output device to the HDMI out port on the left panel. | |
| HDMI out |  |

The **HDMI1** port on the left panel can be used to output HDMI ARC audio when the display is connected to a controller and soundbar.

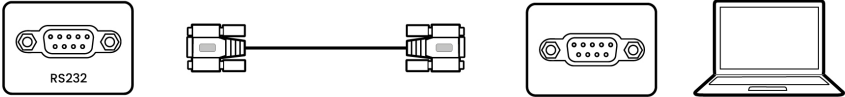
| | |
|-------|--|
| HDMI1 |  |
|-------|--|

 Important: To use the **HDMI1** port to output audio, ensure that **HDMI1 (HDMI ARC)** is selected as the default audio out port. For details, see [Display settings](#).

| | |
|---|--|
| Connect the audio output device to the S/PDIF port on the bottom panel. | |
| S/PDIF |  |

| | |
|--|--|
| Connect the audio output device to the 3.5 mm audio out jack on the front panel. | |
| 3.5 mm audio out jack |  |

Device Management

| Connection | Configuration |
|------------|--|
| | Connect the management console using the RS-232 port on the bottom panel. |
| RS232 |  |

USB ports

USB connectors

When connecting devices to the any of the display’s USB ports, ensure the following:

- The cable length is recommended to be less than 5 m (16.4 ft) for USB 2.0 slots and 3 m (9.8 ft) for USB 3.0 slots.
- The BenQ Board limits the number of USB connections. If all USB slots are occupied and a USB hub is connected to the display, it will not recognize any new USB input devices.

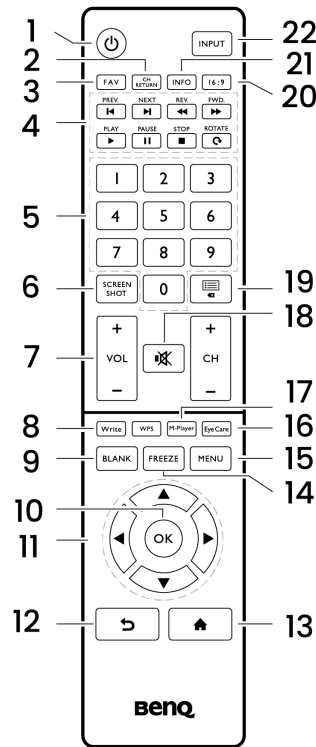
NFC Sensor

 **Note**
Only for models with NFC sensor.

The NFC sensor on the front panel detects the NFC tags from BenQ accessories and mobile devices.

| Accessory/Device | NFC Behavior |
|------------------|--|
| NFC card | Log in and load the user’s account and settings. |
| Mobile device | Share the device screen using InstaShare 2. |

Remote control



1. Power button
2. Channel return button
3. Favorite program button
4. Multimedia buttons
5. Numeric buttons (0-9)
6. Screenshot button
7. Volume buttons
8. WPS button
9. Write button
10. Blank screen button*
11. OK button
12. Direction buttons
13. Return button
14. Home button
15. Freeze screen button
16. Menu button
17. Eye-care button
18. Media player button
19. Channel selection buttons
20. Mute button
21. Channel list button
22. Meeting mode button
23. Information button
24. Input source button



Note

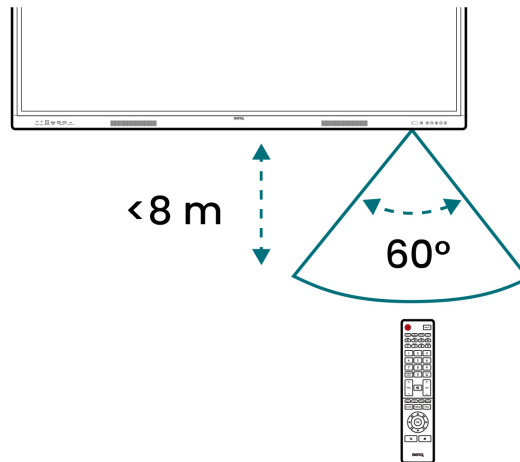
* The behavior of the blank screen button can be configured in the **Display** settings menu. For details, see [Configuring the remote control blank screen setting](#).

Usage guidelines

- Keep the remote control cool and dry at all times. Prolonged exposure to direct heat and humidity may cause it to malfunction.


The following guidelines are only applicable when using the IR sensor.

- Keep the IR sensor away from direct sunlight or a strong light source as this may disrupt the remote control signal. Adjust the room lighting or the placement of the display to ensure proper communication with the IR sensor.
- The maximum remote control distance is 8 m (26.24 ft) from the IR sensor.
- The remote control must be within the horizontal range of 60 degrees and the vertical range of 30 degrees to ensure proper transmission to the IR sensor.

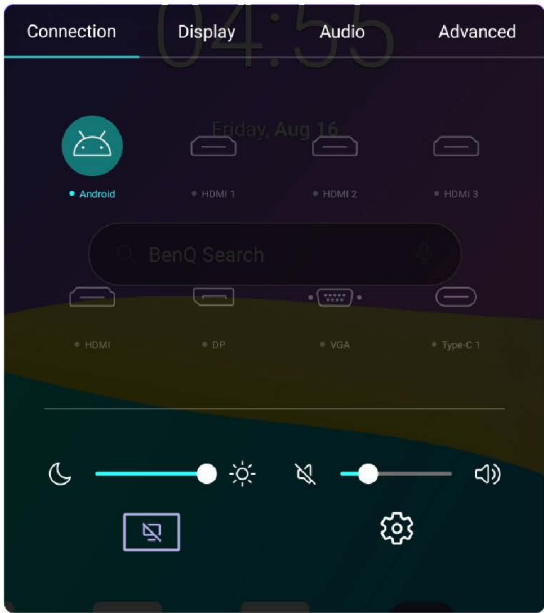


Settings

The Settings menu allows users to configure their BenQ Board settings. There are three ways to open the menu:

- Gesture: Swipe up from the bottom edge of the screen. For details, see [Gestures](#).
- Control panel: Press the **Settings** button . For details, see [Front panel](#).
- Remote control: Press the **MENU** button. For details, see [Remote control](#).

Connection settings




| Menu item | Description |
|-------------------------|---|
| Input source | Switch to a different input source. For details, see Switching the input source . |
| Brightness | Adjust the slider to increase or decrease the display brightness. |
| Volume | Adjust the slider to increase or decrease the display volume. |
| Blank screen | Turn the screen blank while keeping the sound and all applications running. For details, see the following topics: <ul style="list-style-type: none">• Switching to blank screen• Configuring the remote control blank screen setting |
| Android settings | Open the Android settings menu. For details, see Android settings . |


Switching the input source

1. Connect an input source to the display. For details, see [Connections](#).
2. Open the **Settings** menu.
3. Select an input source.

Tip

To quickly go to the Home screen, press the Home button  on either the display control panel or the remote control.

Switching to blank screen

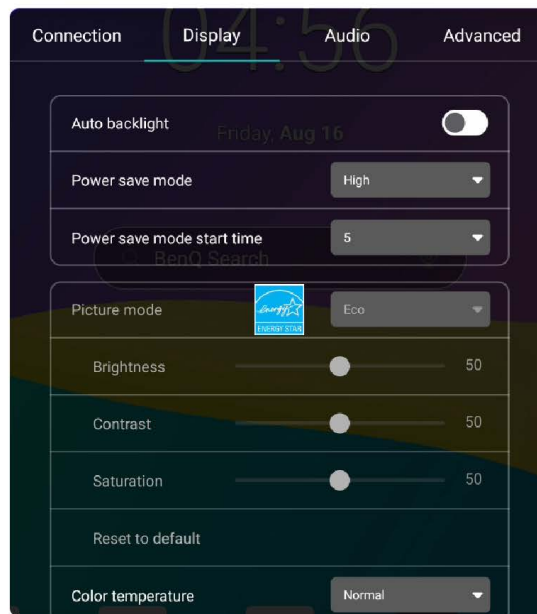
| Method | Description |
|----------------|---|
| Settings menu | <ol style="list-style-type: none">1. Open the Settings menu.2. Tap . |
| Remote control | Press the BLANK button. |



Tip

Tap the screen to exit the blank screen.

Display settings



| Menu item | Description |
|------------------------------|--|
| Auto backlight | When this setting is enabled, the display automatically adjusts the backlight depending on the brightness of the room. |
| Power save mode | This mode conserves display power when the connected input source is either asleep or disconnected. <ul style="list-style-type: none">• Off: Always keep the screen on.• Low: Enter sleep mode after five minutes.• High: Power off the display after five minutes. |
| Power save mode timer | Set the timer that initiates power save mode. |
| Eye-care | When this setting is enabled, the display activates low blue light mode. |
| Energy saving | When this setting is enabled, the system minimizes energy consumption by reducing backlight. |
| Picture mode | Select from the following preset picture modes or set a custom mode. <ul style="list-style-type: none">• Eco• Standard• Bright• Soft• Custom: Adjust the sliders for brightness, contrast, hue, sharpness, and saturation. |

| Menu item | | Description |
|----------------------------|-------------------------------------|--|
| Color temperature | | Select from the following preset modes: <ul style="list-style-type: none"> • Normal • Cool • Warm |
| Custom source names | | Set a custom source name for each input source. For details, see Setting an input source name . |
| Advanced settings | Aspect ratio | Select from the following options: <ul style="list-style-type: none"> • 16:9 • Pixel-to-pixel (PTP) |
| | EDID | Select an EDID setting to ensure minimal HDMI dropout when there is a mismatch between the maximum resolutions of the display and the input source. <ul style="list-style-type: none"> • EDID 1.4: Use 4K (3840 × 2160) @ 30Hz • EDID 2.0: Use 4K (3840 × 2160) @ 60Hz |
| | HDMI CEC | When this setting is enabled, users are able to control the display and all HDMI-connected devices with a single remote control. |
| | HDMI ARC | Set the HDMI port as audio output to other audio devices. |
| | Dynamic contrast ratio (DCR) | When this setting is enabled, the display dynamically adjusts the backlight based on the lightest and darkest items shown on screen. |
| | Auto-switch source | When this setting is enabled, the display detects and switches to the new input source when it is connected to the display, and automatically reverts to the default Android screen when the source is disconnected. |
| | HDMI output resolution | Select an output resolution when sharing the display screen using HDMI. |
| | HDMI out | When this setting is enabled, the BenQ Board is able to transmit audio and video to the external device connected through the HDMI out port. |
| | HDMI out sound | When this setting is enabled, other displays connected to the BenQ Board through HDMI will also receive the audio and video from the connected input source. |
| | Remote control BLANK button | Set the behavior of the BLANK button on the remote control. For details, see Configuring the remote control blank screen setting . |
| | Front panel Settings button | Set the behavior of the Settings button on the front panel. <ul style="list-style-type: none"> • Settings • Freeze screen • Blank screen only |

| Menu item | Description |
|---------------------|---|
| VGA settings | Adjust the following display settings when sharing an input device screen using VGA: <ul style="list-style-type: none"> • H Position • V Position • Clock • Phase |

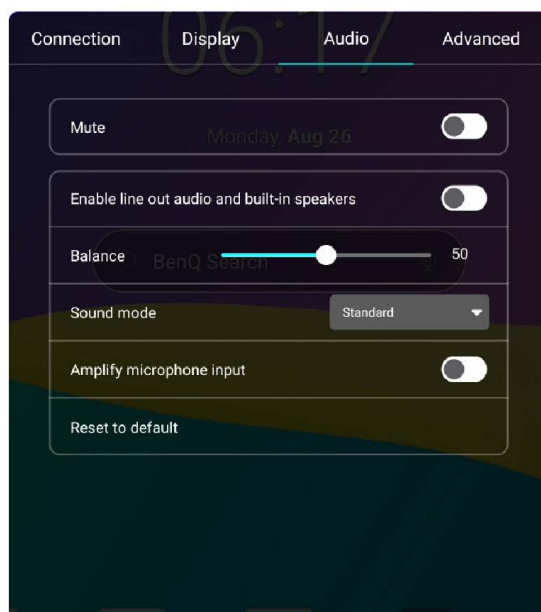
Setting an input source name


1. Tap **Custom source names**.
2. Tap an input source.
3. Enter a new name.
 - Maximum length: 20 characters
 - Supported characters: This field supports all characters. Special characters count as two characters.
4. Tap **Save**.

Configuring the remote control blank screen setting

1. Open the Settings menu.
2. Tap **Display > Advanced settings > Remote control BLANK button**.
3. Select either **Blank screen & mute** or **Blank screen only**.

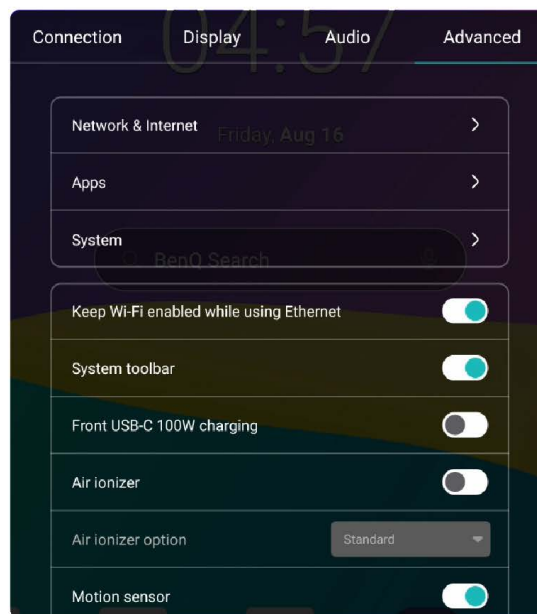
Audio settings



| Menu item | Description |
|----------------|--|
| Mute | Mute all sounds from the display.  Note: Balance and sound mode are unavailable when the display audio is set to mute. |
| Balance | Move the slider to adjust the audio output balance. |

| Menu item | Description |
|-------------------------|--|
| Sound mode | Select from the following preset sound modes: <ul style="list-style-type: none"> • Standard • News • Cinema • Sports • Music |
| Reset to default | Reset the display audio to its default settings. |

Advanced settings



| Menu item | Description |
|--|--|
| Network & internet | Use either Ethernet or Wi-Fi to connect the display to the internet. For details, see the following topics: <ul style="list-style-type: none"> • Connecting to the internet • Configuring proxy settings • Installing a Wi-Fi certificate |
| Apps | Manage the applications installed on the display. For details, see Apps . |
| System | Modify system settings such as the display language and time, or reset the display to its default factory settings. For details, see the following topics: <ul style="list-style-type: none"> • Configuring language settings • Setting the display time • Performing a factory reset |
| Keep Wi-Fi enabled while using Ethernet | This setting is enabled by default and allows users to enable the Ethernet and Wi-Fi connections at the same time. When this setting is disabled, connecting to the internet using one method automatically disables the other. |

| Menu item | Description |
|---|---|
| System toolbar | When this setting is enabled, users can access the sidebar. For details, see Sidebar . |
| Floating Tool gesture | When this setting is enabled, users can use the Floating Tool gesture to access the Floating Tool. For details, see the following topics: <ul style="list-style-type: none"> • Floating Tool • Gestures |
| InstaShare Button mode | When this setting is enabled, users can use their InstaShare Button with the BenQ Board without using the InstaShare 2 app. The mode appears as one of the input sources in the Connection settings menu. For details, see the following topics: <ul style="list-style-type: none"> • Enabling the InstaShare Button mode • Switching the input source |
| Launch InstaShare Button mode on startup | When this setting is enabled and the BenQ Board is powered on, the board automatically switches to InstaShare Button mode three minutes after startup. |
| Show apps in landscape | When this setting is enabled, all apps will be displayed in landscape mode. |
| Power & sleep | The display powers off or enters sleep mode after being inactive for a specified period of time. For details, see Configuring power and sleep settings . |
| Boot logo & animation | Customize the animation shown when booting up the display. For details, see Configuring the boot logo and animation . |
| Display locks | Enabling any of the settings listed on this screen locks the input functionality of their respective hardware components. For details, see Configuring the display locks . |
| Accessories | Configure the default microphone and camera settings for the display. |
| Startup settings | Configure the startup and shutdown behavior and controls for the display. For details, see Configuring startup and shutdown settings . |
| Power schedule | Set a recurring schedule to automatically power on and power off the display at specific times during the week. For details, see Setting a power schedule . |
| Log export | Export the system logs for monitoring and troubleshooting. For details, see Exporting system logs . |
| USB cloning | Export the display settings to a USB drive so they can be cloned to other displays of the same model. For details, see the following topics: <ul style="list-style-type: none"> • Exporting display settings • Importing display settings |
| System update | Manually update the BenQ Board firmware. For details, see Updating the firmware . |
| About | View device details including the device name, model, serial number, and firmware version. |


Connecting to the internet

| Menu item | Description |
|-----------|--|
| Ethernet | <ol style="list-style-type: none">1. Ensure that the Ethernet cable is connected to the display. For details, see Connections.2. Open the Settings menu.3. Tap Advanced > Network & internet. The Network & internet menu appears.4. Tap Ethernet.5. Enable the Ethernet connection. |
| Wi-Fi | <ol style="list-style-type: none">1. Ensure that a Wi-Fi adapter is connected to the display. For details, see Adapters.2. Open the Settings menu.3. Tap Advanced > Network & internet. The Network & internet menu appears.4. Tap Internet.5. Enable Wi-Fi. The list of available networks appears on screen.6. Select a network.7. Enter the Wi-Fi password. |

Configuring proxy settings

1. Ensure that the display is connected to a local area network.
For details, see [Connecting to the internet](#).
2. Open the **Settings** menu.
3. Tap **Advanced > Network & internet**.
The **Network & internet** menu appears.
4. Tap **Ethernet**.
5. Configure any of the following settings:
 - DHCP or Static IP
 - **IP address**: Enter a fixed IP address.
 - **Default gateway**: Enter the IP address of the default gateway.
 - **Netmask**: Enter the netmask to subdivide the IP address.
 - **DNS 1**: Enter an IP address for the primary DNS server.
 - **DNS 2**: Enter an IP address for the secondary DNS server.
 - Proxy settings
 - **Proxy**: Select between None, Manual, and Proxy Auto-Config.
 - **Proxy hostname**: Enter a host name for the proxy.
 - **Proxy port**: Specify the port to use.
 - **Bypass proxy for**: Specify one or more addresses.


Installing a Wi-Fi certificate

1. Ensure that the display is connected to a local area network.
For details, see [Connecting to the internet](#).
2. Open the **Settings** menu.
3. Tap **Advanced > Network & internet**.
The **Network & internet** menu appears.
4. Tap **Internet**.
5. Scroll to the bottom of the screen, and then tap **Network preferences**.
6. Tap **Install certificates**.
The Android file browser appears.
7. Tap  and then locate the Wi-Fi certificate file.

8. Tap the file, and then enter a name for the certificate.
9. Tap **OK**.

Configuring language settings

1. Open the **Settings** menu.
2. Tap **Advanced > System**.
The System menu appears.
3. Tap **Languages & input**.
4. Perform one or ore of the following actions:

| Action | Steps |
|-------------------------------|--|
| Change the display language | <ol style="list-style-type: none"> 1. Tap Languages. 2. Select a language from the list.  Tip: Tap Add a language to add a language to the list. |
| Set the language for each app | <ol style="list-style-type: none"> 1. Tap App Languages. 2. Select an app from the list. 3. Select a language from the list. |

Setting the display time

1. Open the **Settings** menu.
2. Tap **Advanced > System**.
The System menu appears.
3. Tap **Date & time**.
4. Perform one or ore of the following actions:

| Action | Steps | | | | |
|---------------------|---|-----------|---|--------|---|
| Set the time | <table> <tr> <td>Automatic</td><td>Enable Set time automatically.</td></tr> <tr> <td>Manual</td><td> <ol style="list-style-type: none"> 1. Disable Set time automatically. 2. Tap Date. 3. Specify the date, and then tap OK. 4. Tap Time. 5. Specify the time, and then tap OK. </td></tr> </table> | Automatic | Enable Set time automatically . | Manual | <ol style="list-style-type: none"> 1. Disable Set time automatically. 2. Tap Date. 3. Specify the date, and then tap OK. 4. Tap Time. 5. Specify the time, and then tap OK. |
| Automatic | Enable Set time automatically . | | | | |
| Manual | <ol style="list-style-type: none"> 1. Disable Set time automatically. 2. Tap Date. 3. Specify the date, and then tap OK. 4. Tap Time. 5. Specify the time, and then tap OK. | | | | |
| Set the time zone | <table> <tr> <td>Automatic</td><td> <ol style="list-style-type: none"> 1. Enable Set time zone automatically. 2. (Optional) Enable Use location to set time zone. </td></tr> <tr> <td>Manual</td><td> <ol style="list-style-type: none"> 1. Disable Set time zone automatically. 2. Tap Time zone. 3. Select a region and a time zone. </td></tr> </table> | Automatic | <ol style="list-style-type: none"> 1. Enable Set time zone automatically. 2. (Optional) Enable Use location to set time zone. | Manual | <ol style="list-style-type: none"> 1. Disable Set time zone automatically. 2. Tap Time zone. 3. Select a region and a time zone. |
| Automatic | <ol style="list-style-type: none"> 1. Enable Set time zone automatically. 2. (Optional) Enable Use location to set time zone. | | | | |
| Manual | <ol style="list-style-type: none"> 1. Disable Set time zone automatically. 2. Tap Time zone. 3. Select a region and a time zone. | | | | |
| Set the time format | <table> <tr> <td>Automatic</td><td>Enable Use locale default.</td></tr> <tr> <td>Manual</td><td> <ol style="list-style-type: none"> 1. Disable Use locale default. 2. Enable or disable Use 24-hour format. </td></tr> </table> | Automatic | Enable Use locale default . | Manual | <ol style="list-style-type: none"> 1. Disable Use locale default. 2. Enable or disable Use 24-hour format. |
| Automatic | Enable Use locale default . | | | | |
| Manual | <ol style="list-style-type: none"> 1. Disable Use locale default. 2. Enable or disable Use 24-hour format. | | | | |

Performing a factory reset



Warning

Performing a factory reset erases all data from the display and restores all the original device settings. Make sure to back up all important files, settings, and data before proceeding with the following steps.

1. Open the **Settings** menu.
2. Tap **Advanced > System**.
The System menu appears.
3. Tap **Reset options**.
4. Tap **Erase all data (factory reset)**.
5. Tap **Erase all data**.

Configuring the display locks

1. Open the **Settings** menu.
2. Tap **Advanced > Display locks**.
3. Enable or disable any of the following locks:

| Menu item | Description |
|----------------------------|---|
| Keypad lock | Prevent users from using any of the buttons on the display control panel. |
| Remote control lock | Prevent users from using the remote control with the display. |
| Touch lock | Prevent users from using the display touchscreen. |



Tip

In case all locks are enabled, press and hold the Settings button for five seconds to disable them.

Enabling the InstaShare Button mode

1. Open the **Settings** menu.
2. Tap **Advanced**.
3. Enable **InstaShare Button mode**.
4. Tap **Restart**.
The display restarts and adds InstaShare Button as an input source in the **Connection** settings menu.

Configuring startup and shutdown settings

1. Open the **Settings** menu.
2. Tap **Advanced > Startup & shutdown**.
3. Configure any of the following settings:

| Menu item | Description |
|----------------------------------|--|
| Startup source | Set a default input source that will be automatically loaded when the display is powered on. |
| Wake-on-LAN | When this setting is enabled, administrators can remotely power on the display through the local area network (LAN). |
| Source wake up | When this setting is enabled and the display is powered off, it automatically powers on the display when a user connects an external input source. |
| Power on by motion sensor | When this setting is enabled, the display automatically powers on when the motion sensor detects a nearby user. |
| Wake up by motion sensor | When this setting is enabled, the display automatically wakes up from sleep mode when the motion sensor detects a nearby user. |
| Standby after startup | When this setting is enabled, the display enters sleep mode after the display is powered on. |
| Power switch | Select the default power-on behavior of a powered-off display once it is connected to a power source. <ul style="list-style-type: none">• Off: Keep the display powered off.• On: Automatically power on the display.• Last: Remember the last power-on status and apply that to the display. |
| Power off reminder | When this setting is enabled, the power off countdown appears before the display powers off. This only applies to when the display is following a power schedule or power off timer. |

| Menu item | Description |
|----------------------------|--|
| Slot-in OPS startup | Select when to power on the slot-in PC. <ul style="list-style-type: none"> • Source selected: Power on when selected as an input source. • Board startup: Power on when the display is powered on. |

Configuring power and sleep settings

1. Open the **Settings** menu.
2. Tap **Advanced > Power off & sleep**.
3. Set the power off timer.
4. Set the sleep timer.

Setting a power schedule

1. Open the **Settings** menu.
2. Tap **Advanced > Power schedule**.
3. Select a weekday.
4. Set the startup and shutdown times.
5. Select a startup source.
6. Tap **OK**.

The schedule is added to the list and is enabled by default.



Important

Make sure to check for conflicts when setting a schedule. If there are two or more overlapping power schedules, the display will apply all of them.

Configuring the boot logo and animation

1. Open the **Settings** menu.
2. Tap **Advanced > Boot logo & animation**.
3. Perform one or more of the following tasks.

| Action | Steps |
|---------------------------|---|
| Change the boot animation | <ol style="list-style-type: none"> 1. Connect a USB drive containing the boot animation file to the display. Note The boot animation file must follow this format: <ul style="list-style-type: none"> • Maximum resolution: 1920 × 1080 • File name: bootanimation.zip 2. Tap Change boot animation. |
| Restore boot animation | <ol style="list-style-type: none"> 1. Tap Restore boot animation. A confirmation message appears. 2. Tap OK. |

Exporting system logs

1. Connect a USB drive to the display.
2. Open the **Settings** menu.
3. Tap **Advanced > Log export**.
4. Enter a file name.
5. Tap **OK**.

The system logs are exported as "xbug_log/[file name].zip" in the USB drive.

Updating the firmware



Warning

- The firmware update requires a system restart. Make sure to save all important data before proceeding.
- The update process may take a few minutes to complete. Ensure that there are no interruptions. Do not power off the device or disconnect from the internet to prevent permanent damage to the display.

1. Open the **Settings** menu.
2. Tap **Advanced** > **System update**.
3. Tap **Update system**.

The system downloads and updates the firmware and then restarts automatically.

Exporting display settings

1. Connect a USB drive to the display.
1. Open the **Settings** menu.
2. Tap **Advanced** > **USB cloning** > **Export settings**.

A confirmation message appears.

3. Tap **OK**.

The settings are exported as "benq/Settings.json" to the USB drive.

Importing display settings

1. Connect the USB drive containing the settings file to the display.

1. Open the **Settings** menu.

2. Tap **Advanced** > **USB cloning** > **Import settings**.

The file selection window appears.


3. Select the settings file, and then tap **OK**.

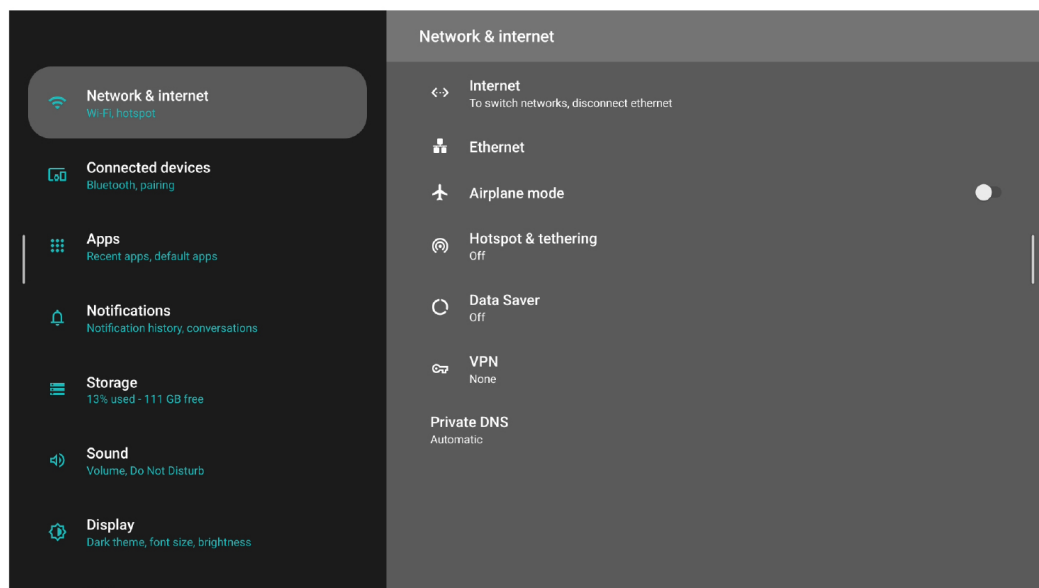
The display imports the settings.

4. Restart the display.

Android settings

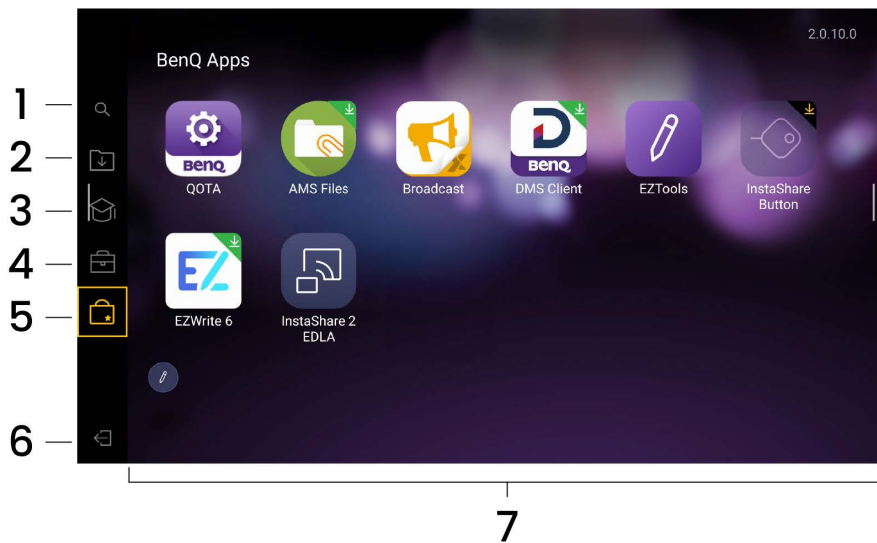
The Android settings menu combines all the miscellaneous device settings including factory reset, network and internet, Bluetooth connections, and app permissions.

To access these settings from the Home screen, tap  on the taskbar, and then tap **Settings**



BenQ App Store

The BenQ App Store contains all the BenQ-developed apps as well as third-party partner apps designed for the BenQ Board.



1. Search apps
2. Update center
3. Education partner apps
4. Enterprise partner apps
5. BenQ apps
6. Exit
7. App list

BenQ apps



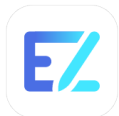
AMS Files

Users can log in to AMS and access their personalized workspace and linked cloud storage accounts on any BenQ Board.



DMS Client

DMS Client links with DMS Cloud so the BenQ Board can be managed from a single console.



EZWrite 6

EZWrite 6 is a powerful interactive whiteboard that turns the BenQ Board into a limitless canvas for teaching and collaboration.



EZTools

The EZTools library activates all of EZWrite's essential functionalities.



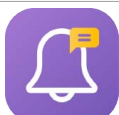
InstaShare 2

Users can wirelessly share content and control other device screens using the InstaShare 2 host app on the BenQ Board.



InstaShare Button

Activate the InstaShare Button mode to enjoy stable wireless screen sharing with just a click of a button.



BenQ Notifications


Receive real-time announcements related to the BenQ Board and other installed applications.




X-Sign Broadcast

Send scheduled announcements and real-time alerts through the BenQ Board.



Installing an app

1. Ensure that the board is connected to the internet.
2. Log in as a local or AMS administrator.
3. Tap  on the taskbar.
4. Tap **BenQ App Store**.
5. On the left menu, tap any of the app libraries.
The available apps are listed.
6. Tap the app to download.
7. Tap **Download**.
The system automatically downloads and installs the app.
8. Restart the board.

Updating an app

1. Ensure that the board is connected to the internet.
2. Log in as a local or AMS administrator.
3. Tap  on the taskbar.
4. Tap **BenQ App Store**.
5. On the left menu, tap any of the app libraries.
6. The available apps are listed.
7. Tap the app to update.
8. Tap **Update**.
9. The system automatically downloads and installs the update.
10. Restart the board.

Updating all apps




1. Ensure that the board is connected to the internet.
2. Log in as a local or AMS administrator.
3. Tap  on the taskbar.
4. Tap **BenQ App Store**.
5. On the left menu, tap .
6. Tap **Update All**.
7. The system automatically downloads and installs all available updates.
8. Restart the board.

Rolling back an app to an older version



Note

Only BenQ-developed apps and core Google apps can be rolled back to an older version.



1. Log in as a local administrator.
2. Tap  on the taskbar.
3. Tap **Settings** .
4. Tap **Apps**.
5. Tap the app from the list.
6. Tap  > **Uninstall updates**.

Uninstalling an app



Note

Only third-party apps can be uninstalled from the BenQ Board.

1. Log in as a local administrator.
2. Tap  on the taskbar.
3. Tap **Settings**  .
4. Tap **Apps**.
5. Tap the app from the list.
6. Tap **Uninstall**.

ClassroomCare®

Eye-Care solutions

Blue light with wavelengths under 455 nm could affect vision. Eye-Care solution is designed for eyesight protection: the display provides proprietary eye-care technology with ultra-low blue light emission and no visible or invisible flicker within the range of 0-3000Hz, preventing eyestrain caused by extended sessions in front of a display. In addition, advanced anti-glare screen treatment minimizes distracting reflections and glare for optimal productivity and comfort.



Note

Suggestions for long-term use of the display:

- Rest your eyes for 10 minutes after 30 minutes of continuous use.
- For every 20 minutes of display viewing, look into the distance for 20 seconds.
- When your eyes get sore and strained, close your eyes for a minute and then roll your eyes in all directions.

Low blue light & Flicker free

- To meet the Low Blue Light TÜV certification, the display settings should be:
 - **Picture mode: Standard**
 - **Color temperature: Normal**
- The default settings of the display meets the Flicker-Free & Flicker-Reduced TÜV certification.

What is Flicker-Free and Flicker-Reduced?

Flicker-Free and Flicker-Reduced is improved from the power circuit. Flicker-Free uses DC power technology for linear dimming or adjusts the PWM frequency to meet safer specifications.

Flicker-Reduced only uses PWM and adjusts the PWM frequency to meet the criterion.

With this technology, the light source of the LED backlight module either avoid or reduce screen flicker to reduce eye fatigue. BenQ's non-flicker technology has also been certified by TÜV Rheinland, which shows BenQ's commitment in safeguarding vision health of consumers.



Note

- Models following TÜV Rheinland Flicker-Free criterion: RE6504/RE7504/RE8604/RE6504F/RE7504F/RE8604F/RE6504FV/RE7504FV/RE8604FV
- Models following TÜV Rheinland Flicker-Reduced criterion: RE9804FV

Germ-resistant solutions

The BenQ Board Essential RE04 touchscreen is treated with nano-ionic silver, an antimicrobial agent that prevents the spread of germs. The RE04 screen ensures 99.9% protection against common germs, as certified by TÜV.

Supported media

Supported input resolutions

| Resolution | Input Source | | | |
|--------------------|--------------|----------|-------------|-----|
| | USB-C | HDMI 2.0 | DisplayPort | VGA |
| 640 × 480 @ 60Hz | | | | V |
| 720 × 400 @ 85Hz | | | | |
| 800 × 600 @ 60Hz | | V | | V |
| 1024 × 768 @ 60Hz | | V | | V |
| 1280 × 768 @ 60Hz | | V | | V |
| 1280 × 960 @ 60Hz | | V | | |
| 1280 × 1024 @ 60Hz | | V | | V |
| 1360 × 768 @ 60Hz | | V | | V |
| 1366 × 900 @ 60Hz | | V | | V |
| 1680 × 1050 @ 60Hz | | V | | V |
| 1920 × 1080 @ 60Hz | V | V | V | V |
| 3840 × 2160 @ 24Hz | V | V | V | |
| 3840 × 2160 @ 25Hz | V | V | V | |
| 3840 × 2160 @ 30Hz | V | V | V | |
| 3840 × 2160 @ 50Hz | V | V | V | |
| 3840 × 2160 @ 60Hz | V | V | V | |
| 480i (60Hz) | | V | V | |
| 480p (60Hz) | | V | V | |
| 576i (50Hz) | | V | V | |
| 576p (50Hz) | | V | V | |
| 720p (50Hz) | | V | V | |
| 720p (60Hz) | | V | V | |
| 1080i (50Hz) | | V | V | |
| 1080i (60Hz) | | V | V | |
| 1080p (50Hz) | | V | V | |
| 1080p (60Hz) | | V | V | |

Supported media formats

Video

| File Extension | Codec Details | | |
|----------------|---------------|-------------------------------|-------------------------|
| | Video | Audio | Maximum Resolution |
| .3gp/.3GP2 | MPEG-4 | MPEG-2 Layer 2/3, AAC-LC, PCM | 1080p @ 60 fps, 60 Mbps |
| | H.263 | | 1080p @ 60 fps, 60 Mbps |
| .avi | MPEG-4 | MPEG-2 Layer 2/3, AAC-LC, PCM | 1080p @ 60 fps, 60 Mbps |
| | H.263 | | 1080p @ 60 fps, 60 Mbps |
| | H.264 | | 4K @ 90 fps, 160 Mbps |
| .flv/.f4v | MPEG-4 | MPEG-2 Layer 2/3, AAC-LC, PCM | 1080p @ 60 fps, 60 Mbps |
| | H.263 | | 1080p @ 60 fps, 60 Mbps |
| | H.264 | | 4K @ 90 fps, 160 Mbps |
| .mkv | MPEG-4 | MPEG-2 Layer 2/3, AAC-LC, PCM | 1080p @ 60 fps, 60 Mbps |
| | H.264 | | 4K @ 90 fps, 160 Mbps |
| | VP8 | | 1080p @ 60 fps, 40 Mbps |
| | VP9 | | 4K @ 90 fps, 120 Mbps |
| | H.265 | | 4K @ 90 fps, 160 Mbps |
| .mov | MPEG-4 | MPEG-2 Layer 2/3, AAC-LC, PCM | 1080p @ 60 fps, 60 Mbps |
| | H.263 | | 1080p @ 60 fps, 60 Mbps |
| | H.264 | | 4K @ 90 fps, 160 Mbps |
| .mp4 | H.265 | MPEG-2 Layer 2/3, AAC-LC, PCM | 4K @ 90 fps, 160 Mbps |
| | MPEG-4 | | 1080p @ 60 fps, 60 Mbps |
| | H.263 | | 1080p @ 60 fps, 60 Mbps |
| | H.264 | | 4K @ 90 fps, 160 Mbps |
| .mpg/.mpeg | MPEG-4 | MPEG-2 Layer 2/3, AAC-LC, PCM | 1080p @ 60 fps, 60 Mbps |
| | H.264 | | 4K @ 90 fps, 160 Mbps |
| .webm | VP9 | MPEG-2 Layer 2/3, AAC-LC, PCM | 4K @ 90 fps, 160 Mbps |
| | VP8 | | 1080p @ 60 fps, 60 Mbps |
| .ts | H.265 | MPEG-2 Layer 2/3, AAC-LC, PCM | 4K @ 90 fps, 160 Mbps |
| | MPEG-4 | | 1080p @ 60 fps, 60 Mbps |
| | H.264 | | 4K @ 90 fps, 160 Mbps |

Audio

| File | Format | Audio Codec | Supported Range |
|-------|--------------------|------------------|--|
| .aac | AAC | AAC | Sample rate: 7.35kHz ~ 48kHz Bit rate: Up to 960 kbps |
| .flac | FLAC | FLAC | Sample rate: 8kHz ~ 48kHz Bit rate: Maximum value will approach PCM |
| .mp3 | MPEG Audio Layer 3 | MPEG-2 Layer 2/3 | Sample rate: 8kHz ~ 48kHz Bit rate: Up to 320 Kbps |
| .ogg | Vorbis | Vorbis | Sample rate: No limitation Bit rate: VBR |
| .opus | OPUS | OPUS | Sample rate: 8kHz ~ 48kHz Bit rate: Up to 510 kbps |
| .wav | WAV | PCM | Sample rate: 8kHz ~ 96KHz Bit rate: Up to 10 Mbps |

Photo

| File | Format |
|-----------|--------|
| .bmp | BMP |
| .gif | GIF |
| .jpeg/jpg | JPEG |
| .png | PNG |

Troubleshooting

| Connection | Configuration |
|---|---|
| The board is not displaying images. | <ul style="list-style-type: none"> • Ensure that the board is powered on. For details, see Powering on the display. • If displaying content from a wired input source, ensure the following: <ul style="list-style-type: none"> - The input device is powered on and is securely connected to the board. - The input resolution is correct. For details, see Supported input resolutions. |
| The board is not playing audio. | <ul style="list-style-type: none"> • Ensure that the board is not on mute and that the volume is set to an adequate level. • If playing audio from an input source, ensure that the input device is powered on and securely connected to the board. |
| The input image is not displaying normally. | <ul style="list-style-type: none"> • Ensure that the input resolution is correct. For details, see Supported input resolutions. • If using an HDMI connection, optimize the image by performing the following steps: <ol style="list-style-type: none"> 1. Open the Settings menu. 2. Tap Display > Advanced settings. 3. Under EDID, select EDID 1.4. For details, see Display settings. |
| The control panel buttons are not working. | Ensure that the keypad lock is disabled. For details, see Configuring the display locks . |
| The remote control is not working. | <p>Ensure the following:</p> <ul style="list-style-type: none"> • The remote control lock is disabled. For details, see Configuring the display locks. • The remote control is pointed at the IR sensor and is within 8 m (26.24 ft) of the display. • The remote control batteries have sufficient charge and are inserted correctly. • There are no obstructions between the remote control and the sensor. • The sensor is away from direct sunlight or strong fluorescent lighting. • There are no infrared devices nearby that may interfere with the remote control signal. |
| The display has unexpectedly shut down. | <ul style="list-style-type: none"> • Confirm if there was a power outage. • Confirm if the display is following a power or sleep schedule. For details, see the following topics: <ul style="list-style-type: none"> - Configuring startup and shutdown settings - Configuring power and sleep settings - Setting a power schedule |
| The colors on the display are incorrect. | <ul style="list-style-type: none"> • If displaying content from a wired input source, ensure that the device is securely connected to the board. • Adjust the picture mode and color temperature. For details, see Display settings. |

| Connection | Configuration |
|--|---|
| The touchscreen is not responding. | <p>Ensure the following:</p> <ul style="list-style-type: none"> • The touchscreen lock is disabled. For details, see Configuring the display locks. • The pen or finger is touching the screen at an appropriate angle. • The appropriate touch driver is installed and enabled on the connected device. |
| The touch positioning is incorrect. | <p>Ensure the following:</p> <ul style="list-style-type: none"> • The pen or finger is touching the screen at an appropriate angle. • The appropriate touch driver is installed and enabled on the connected device. |
| There is image dithering or random lines are appearing on the display. | <ul style="list-style-type: none"> • If displaying content from a wired input source, ensure that the input device is securely connected to the board. For details, see Connections. • Ensure that there are no other electronic equipment or power tools are placed around the display that may affect the input signal. |
| The image shown on the display has no color or the color is weak. | <ul style="list-style-type: none"> • Adjust the brightness and contrast of the display. For details, see Display settings. • If displaying content from a wired input source, ensure that the input device is securely connected to the board. For details, see Connections. |
| The display is showing images but no sound. | <ul style="list-style-type: none"> • Ensure that the board is not on mute and that the volume is set to an adequate level. • If displaying content from a wired input source, ensure that the input device is securely connected to the board. For details, see Connections. |
| The sound coming from the soundbar is not playing evenly. | <ul style="list-style-type: none"> • Adjust the sound balance. For details, see Audio settings. • Ensure the following: <ul style="list-style-type: none"> - The input device is securely connected to the board. - The input device is using one sound channel. |
| There is no sound coming from the VGA input. | <p>Ensure that there are no other audio output devices or connectors attached to the input device.</p> |

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.

Notice for EU customers

The dismantling information is also available on the product's downloads page. The document is provided to give customers clear repairing and recycling instructions in compliance with Commission Regulation (EU) 2019/2021. If you cannot find this information on the website, contact your local customer service representative.

For products that are within the warranty period, contact your local customer service representative.





For out-of-warranty products, BenQ recommends going to a qualified service personnel and obtaining repair parts from BenQ to ensure compatibility.



Important

Do not attempt to disassemble the product yourself unless you are fully aware of the consequences. If you cannot find the dismantling information on your product, contact your local customer service representative for assistance.

Safety warnings and precautions

| | | |
|--|---|--|
| <div><div><div>CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN</div></div><div>CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.</div></div> | | THIS EQUIPMENT MUST BE GROUNDED <p>To ensure safe operation, the three-pin plug must be inserted only into a standard three-pin power outlet which is effectively grounded through normal household wiring. Extension cords used with the equipment must have three cores and be correctly wired to provide connection to the ground. Wrongly wired extension cords are a major cause of fatalities.</p> <p>The fact that the equipment operates satisfactorily does not imply that the power outlet is grounded or that the installation is completely safe. For your safety, if you are in any doubt about the effective grounding of the power outlet, please consult a qualified electrician.</p> |
|  | The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons. | |
|  | The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance. | |

The mains plug of the power supply cord shall remain readily operable. The AC receptacle (mains socket outlet) shall be installed near the equipment and shall be easily accessible. To completely disconnect this equipment from the AC mains, disconnect the power cord plug from the AC receptacle.

- Do not place this display on an uneven, sloping or unstable surface (such as a trolley) where it may fall and cause damage to itself or others.
- Do not place this display near water, like a spa or pool, or in a position which will allow the splashing or spraying of water onto the display, like in front of an open window where rain water may enter.
- Do not install this display in a confined space without proper ventilation and air circulation, such as in a closed cabinet. Allow proper space around the display for dissipating heat inside. Do not block any openings and vents on the display. Overheating may result in hazards and electric shock.
- Installation of this display should only be performed by a qualified technician. Failure to install this display properly may cause injuries and damages to the personnels and the display itself. Check the installation regularly and maintain the display periodically to ensure the best working condition.
- Use only the accessories approved or recommended by the manufacturer to mount this display. Using wrong or unsuitable accessories may cause the display to fall and result in serious personal injuries. Make sure that the surface and fixing points are strong enough to sustain the weight of the display.
- To reduce the risk of electric shock, do not remove covers. No user serviceable parts inside. Refer servicing to qualified service personnel.
- To prevent personal injuries, mounting the display or installing desktop stands is required before use.

Important safety instructions

1. Do not use the display near water.
2. Do not block any ventilation openings.
3. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
4. Do not alter the polarized or grounding-type plug. A polarized plug has two blades, one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician to replace your obsolete outlet.

5. Protect the power cord from being snagged, stepped on, or pinched, particularly near the plug and the point where they are connected to the display.
6. Only use attachments and accessories specified by the manufacturer.
7. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the display. Use caution when moving the cart and display to prevent accidents and injuries.
8. Unplug the display during lightning storms or when unused for long periods of time.
9. Refer all servicing to qualified service personnel. Servicing is required when the display has been damaged in any way. These instances may include when:
 - The display is dropped or an object is dropped onto the display.
 - The display is exposed to liquid, rain, or excess moisture.
 - Its power supply cord or plug get damaged.
 - The display fails to operate normally..



Notes on this display

- To prevent the risk of physical injuries, do not attempt to lift the display alone.
- Make sure you have four or more people available to help lift the display or a flat cart to transport the display to its final location.
- Keep the display horizontal as much as possible.
- Clear a floor space before unpacking.

Notes on the LCD panel

- The Liquid Crystal Display (LCD) panel of this display has a very thin protective layer of glass which is liable to marking, scratching, or cracking if struck or exposed to pressure. The liquid crystal substrate is also liable to damage under excessive force or extreme temperatures. Please handle with care.
- The response time and brightness of the LCD panel may vary with the ambient temperature.
- Avoid placing the display in direct sunlight or where direct sunlight or spot lighting will shine onto the LCD panel, as the heat may damage the panel and the external casing of the display, and the bright light will make viewing the display more difficult than necessary.
- The LCD panel consists of individual pixels to display images and is manufactured according to the design specifications. While 99.9% of these pixels work normally, 0.01% of the pixels may remain constantly lit (in red, blue, or green) or unlit. This is a technical limitation of the LCD technology and is not a defect.
- LCD screens, like plasma display panels (PDPs) and conventional cathode ray tube (CRT) screens, are also susceptible to screen burn-in or image retention, which can be found on the screen as visible fixed lines and shades. To avoid such damage to the screen, avoid displaying still images (like on-screen display menus, TV station logos, fixed/inactive text or icons) for more than 30 minutes. Change the aspect ratio from time to time. Fill the entire screen with the image and eliminate the black bars whenever possible. Avoid displaying images in 16:9 aspect ratio over a long period of time, otherwise there may be visible burn marks on the screen as two vertical lines.
- Under certain circumstances, condensation may occur on the inner side of the cover glass, it's a natural phenomenon and will not affect the operation of the display. This condensation will usually disappear after around two hours of normal operation.

Notes on cleaning the display

Clean the frame when there is sign of malfunction on the touchscreen.

Cleaning the display screen

1. Before cleaning the screen, make sure the display is powered off and the power cord is unplugged.
2. Remove dust or dirt from the screen with a dry lint-free cloth. Make sure to use minimal

force.



Important

Do not use paper towels or any material that may leave streaks or lint on the screen.

3. Moisten a clean, soft, lint-free cloth with 70% isopropyl alcohol.



Warning

- Do not use hazardous chemical or ammonia-based cleaners as this may damage the surface of the screen.
- Do not spray alcohol directly on the screen.
- Do not fully soak the cloth in liquid. If possible, spray the alcohol onto the cloth to distribute the moisture.

4. Gently wipe down the entire surface of the screen.

Safety notice for remote control

- Do not put the remote control in the direct heat and humidity.
- Do not drop the remote control.
- Do not expose the remote control to water or moisture.
- When using the remote control, ensure that there are no objects between the remote control and the remote sensor.
- If the remote control will not be used for an extended period, remove the batteries.

Battery safety notice

Using the incorrect type of batteries may cause chemical leaks or explosion. Please note the following:

- 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 of batteries.
- 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 then replace the batteries as soon as possible.
- Due to varying storage conditions, the battery life for the batteries included with the product may be shortened. Replace them within three months or as soon as they fail to function.
- There may be local restrictions on the disposal or recycling of batteries. Follow local regulations or consult a waste disposal provider.

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