

TROUBLESHOOTING

Why did my monitor not pick up the input signal automatically?

Most of BenQ monitors have the “Input Auto Switch” option.

By enabling “Input Auto Switch”, your monitor automatically chooses the best active input source based on all the input devices currently connected to the monitor. For example, if your monitor is connected only through HDMI, it will set the input source to HDMI automatically. If your monitor is connected through both VGA and HDMI, it will set the input source to HDMI (which has higher priority than VGA).

Please refer to the User Manual of your BenQ monitor for detailed instructions on how to use “Input Auto Switch”.

There is no sound coming out from my LCD monitor speaker.

Please check how your BenQ Monitors is connected to the PC. The audio can be transferred through an HDMI or an audio cable.

My monitor is showing ghosting image (i.e. when scrolling the text or moving the mouse), how can I fix this problem?

Please turn OFF the AMA function in the OSD menu

My BenQ monitor doesn't turn on.

Please check if the cable is correctly connected to the power source and try to change the power cable. If the problem persists, please contact technical support.

The image on my monitor is flickering, how to fix this problem?

Please try to adjust the refresh rate on your graphic card to an higher level, like 70Hz. This may solve the problem. If the problem persist, please contact BenQ technical support.

My BenQ monitor does not display any image when a D-SUB (VGA) cable is connected.

Please check if the right input source is selected in your Monitors, check the connection cable. If the problem persist, please contact BenQ Technical support.

I recently purchased a BenQ monitor and have been trying to connect it to my notebook with an HDMI cable. But I keep getting a message "No Cable Connected" on the monitor. What suggestion can you provide to me for solving this problem?

Please follow the suggested steps as below and you could choose one of them to adjust the setting of input sources.

1. Hot key - Input Select
2. OSD - Input Select: Press this to change the input to that appropriate to your video cable connection type.
3. OSD - HDMI auto switch: The default setting is off, and you can turn it as on.

When this function is activated, HDMI or HDMI / MHL port will be in the input auto select loop. Otherwise, HDMI or HDMI / MHL can only be selected by input select.