

FAQ

How can I disable FreeSync on a BenQ monitor?

FreeSync is always active on the monitor by default. Please toggle FreeSync on/off from the graphics card control center.

Once off on the driver side, the monitor will also disable FreeSync.

Applicable Models

EX2510, EX2710, EL2870U, EW2480, EW2480, EW3270U, EW3280U, EX2780Q, EX3200R, EX3501R, EX3415R, EX2710Q, EX2710R, EX3210R, EX2510S, EX2710S, EX3410R, EX3210U

What benefits does BenQ HDRi Technology offer?

Exclusive BenQ HDRi technology delivers improved contrast, detail, and refined colors compared to standard HDR to ensure the best gaming experience and video enjoyment.

What's the difference between Cinema HDRi and Game HDRi?

Both Cinema HDRi and Game HDRi are types of the HDRi Technology.

- **Cinema HDRi** enhances contrast and the color performance so as to avoid washed-out images. By optimizing color saturation, enrichment, and image clarity, Cinema HDRi gets you there in the cinematic world.
- **Game HDRi** enhances the contrast to the images and the color gradations to avoid overexposure. Game HDRi optimizes image fidelity and clarity for gaming visuals best for most game scenarios.

What is emulated HDR?

Emulated HDR generates a virtual HDR effect for SDR content. If content uses standard dynamic range but you still want to experience high dynamic range (HDR) visual performance, emulated HDR helps improve your viewing enjoyment. All you need to do is turn on HDR mode via the OSD.

Once the monitor detects non-HDR content, it automatically turns on emulated HDR.

What is the difference between DisplayHDR and HDR10?

DisplayHDR version 1.0 focuses on liquid crystal displays (LCDs), establishing three distinct levels of HDR system performance to facilitate adoption of HDR throughout the PC market: DisplayHDR 400, DisplayHDR 600, and DisplayHDR 1000. HDR10 refers to a standard adopted widely by most monitor brands, and supports the compressed transmission of HDR video content. Monitors of all levels are required to support the industry standard HDR10 format in order to properly display HDR content.

What is HDR10?

HDR10 is a standard adopted widely by most global monitor brands, as many major companies have implemented the HDR10 protocol. Defined jointly by the Blu-Ray Association, HDMI Forum, and UHD Association, HDR10 supports the compressed transmission of HDR video content. HDR10 was officially defined as a format that supports HDR content by the Consumer Electronics Association (CEA) on August 27, 2015. One of the key factors to fulfill HDR requirements on a monitor is the ability to decode files in the HDR10 format.

HDR10 files need to meet the following criteria:

1. EOTF (electro-optical transfer function) using SMPTE ST2084
2. Color sub-sampling: 4:2:2/4:2:0 (for compressed video sources)
3. Bit depth: 10-bit
4. Primary color: ITU-R BT.2020
5. Metadata: SMPTE ST2086, MaxFALL, MaxCLL

**SMPTE ST2086 "Mastering Display Color Volume" static metadata sends color calibration data from the mastering display, such as MaxFALL (Maximum Frame Average Light Level) and MaxCLL (Maximum Content Light Level) static values, encoded as SEI messages within the video stream.

When connecting the monitor with a Mac, why is LBL (low blue light) color mode disabled and greyed out in the OSD menu? How can I switch on?

Please make sure HDR is turned off on your Mac. Starting from MacOS 10.15.4, HDR is automatically activated on your Mac, so the monitor detects HDR and stays in HDR mode, which prevents low blue light activation.

Why does the message "Emulated HDR" appear on the monitor when playing HDR content?

This message means that the input signal is not HDR. Please make sure that the input content, device, and cable are HDR compatible.

Please follow below steps to verify:

1. Make sure the video content is encoded with HDR by looking for the HDR description or logo. For example, for YouTube, the video quality setting should indicate "HDR." For streaming services such as Netflix, the HDR logo will be displayed on the video cover.
2. Check the internet speed and ensure it is fast enough to stream HDR content. For example, for HDR content in 4K resolution, the download speed should be higher than 25 megabits per second.

3. Check the HDR compatibility of source device. The firmware of source device should be updated to the latest version and support HDR and HDCP 2.2.

4. Verify whether the cables support HDR. The cables that come with BenQ HDR monitors are recommended for the best video quality. If an aftermarket cable is used, make sure it fits one the following requirements:HDMI:

- HDMI 1.4 or later versions.
- DisplayPort/DP to MiniDP: DP 1.2 or later versions.
- USB Type C: USB-C certified.

What are the differences between Eye Protect, Bright Intelligence, and Bright Intelligence Plus?

Eye Protect:built-in light sensor detects light conditions around the monitor and adjusts the backlight automatically.

Bright Intelligence (B.I.):built-in light sensor works to detect the ambient light, image brightness, and contrast, and then balances screen settings automatically.

Bright Intelligence Plus (B.I.+):same as above but more advanced sensor also takes color temperature into account when optimizing screen settings for the best image quality.

Key word: BI, BI+, Eyeprotect

When connecting the monitor with a Mac, only the HDR picture mode is available in the OSD menu. How can I switch to other OSD picture modes?

According to the explanation on Apple Support website, if your Mac supports high dynamic range (HDR) video, and it detects that the external display also supports HDR, your Mac might automatically enable HDR for that display.

So the monitor detects HDR and stays in HDR mode.

Please turned off HDR on your Mac and then you can switch to the other OSD picture mode for the monitor.