

Hardware

Question	Answer
Why there is no image when I connect the signal cable?	Please push any of the OSD bottom in front the monitor, then select the input you want to use. For example if you use HDMI , please select HDMI icon to switch.
Can I use X-rite ColorMunki or other calibrators to calibrate the SW monitor?	Yes. Colormunki or other calibrators can be used to software calibrate the SW. However, in order to perform Hardware Calibration on the SW, an X-rite i1pro/i1pro2/i1display pro or Datacolor Spyder4 /5 would be required.
How frequent should one calibrate the SW monitor?	We suggest calibrating your SW once every two weeks but no later than 1 month for best results.
What is the function of the shading hood?	Shading hood effectively blocks out ambient (surrounding) lights which are often blamed for causing screen image washouts and loss of screen contrast.
Can I calibrate the SW without the shading hood?	Yes, it is possible to calibrate the SW without having the shading hood in place. However, the calibration result may not be as optimal due to the impact of ambient light.
Why do colors in websites look overly vivid with SW monitor?	The content of the website usually defined as sRGB (Standard RGB) color space with limited color range. However, SW monitor is capable of displaying extended color range to match the actual colors in nature. Therefore, if the original image or content is set to sRGB color space, it will display more vividly on SW monitor. Users can switch to sRGB color mode on SW monitor then show image with sRGB color.
Why contrast ratio is lower than claimed value after measurement?	Contrast ratio is calculated by dividing the maximum brightness and minimum blackness (the brightness of the black).Due to factory calibration procedure, panel's white-pointed needs to be adjusted to standard 6500K but it will reduce the maximum brightness of the particular unit. However, this is normal phenomenon for calibrated monitor in factory.
How long should I warm up before using the monitor	We suggest to warm up for 30 mins before using the monitor to have the most stable color performance
How to display in 10-bit color?	You would need: <ol style="list-style-type: none">1. RAW/TIF files that support 10-bit.2. Software that supports 10-bit files such as Photoshop, Lightroom.3. A graphic card that supports 10 bits, such as Nvidia Quadro or AMD

	<p>FireGL/Radeon Pro series.</p> <p>Use Displayport to connect your PC/laptop with the SW monitor</p>
Why the calibration results bad when using HDMI connection	Please check your graphic card setting to make sure the HDMI output range is in full range (0-255) instead of limit range (16-235) , also in monitor 's OSD setting can change the HDMI PC range to full (0-255)
Why Palette Master Element cannot recognize the BenQ monitor connected to the USB 3.0 port ?	Unplug USB cable and the power cable of the monitor, then plug them back in, if it still is not recognized please contact BenQ service

Software

Question	Answer
Can I install and use third party calibration software?	<p>Yes, but only for software calibration.</p> <p>For Hardware Calibration, this will not be possible as third party calibration software will interfere with BenQ's Palette Master Element software as well as its supporting calibrator devices(X-rite i1pro / i1pro2 / i1 display pro, Datacolor Spyder 4/5) jeopardizing their performances. When using Palette Master Element, please make sure other third party calibration software are properly closed.</p>
Does Palette Master Element calibration software support both Windows and Mac OS?	<p>Yes. BenQ's Palette Master Element calibration software supports the following operating systems:</p> <p>Windows: Win7 32/64 bits or above</p> <p>Mac: 10.6.8 or above</p>
What are Preset Calibration Modes and what are they used for?	Monitor preset modes namely Calibration mode allow calibration results to be saved directly to the monitor's OSD for easy ICC profile implementation in the future.
Will Palette Master Element work on virtual OS (examples:BootCamp/Paralles/VMware)?	<p>No.</p> <p>Palette Master Element Calibration Software will be unable to recognize the monitor if it were running on a virtual OS such as BootCamp/Paralles/VMware.</p>
What is the difference between HW calibration and SW calibration?	SW calibration adjusts graphic card output while HW calibration enables adjustment of LUT in the monitor which gives more accurate colors.

<p>The images look dark when calibrated at default setting with Palette Master Element. Can I set a higher brightness?</p>	<p>The luminance target can be adjusted with Palette Master Element. In order to keep sustainable brightness during lifetime of monitor, it is recommended to use default brightness setting.</p>
<p>What should I do when my sensor is not recognized by the OS?</p>	<ol style="list-style-type: none"> 1. Connect the sensor to another USB hub and re-start Palette Master Element. 2. Reboot the OS. 3. Install the latest version of Palette Master Element
<p>How to change any color related setting under calibration 1 or 2 mode?</p>	<p>Color setting could not be changed after calibration to prevent accidental adjustment to the calibrated result. If the color settings need to be changed, such as brightness, white-point, or gamma curve, please re-calibrate the monitor with new target setting by using Palette Master Element.</p>
<p>Why can't the ICC profile which made by Palette Master Element be loaded correctly?</p>	<p>It may occur when display mode is set to mirror instead of extension, OS can't recognize which monitor is calibrated and won't load correct ICC profile. We suggest to use extension mode.</p>
<p>How do I setup customized White Point in Palette Master Element?</p>	<p>You can select "Custom xy", or "Custom u'v" from the RGB Primaries pull-down menu. Once selected, the White Point option will be available for your selection; you can select White Point from CIE Daylight series, Daylight Color Temperature, or Measurement. You also need to define the RGB Primaries targets.</p>
<p>Why there is a warning message when start to install Palette Master Element?</p>	<p>If the application will not run please go to System Preferences/ Security and Privacy, then click allow application to run. When software is not downloaded from the Apple App store, you will see this warning message due to a security setting in MacOS. Currently, BenQ is still under evaluation to pass the certification from Apple.</p>