



Digital Signage User Manual

SL4304, SL5504, SL6504, SL7504, SL8604
SH6504, SH7504, SH8604

Table of contents

Product overview.....	4
Specifications.....	4
Dimensions	7
Package contents.....	12
Components.....	13
Installation and Configuration.....	16
Adding the display to DMS.....	16
Unboxing.....	16
Mounting.....	19
Powering on the display	23
Adapter.....	24
External PCs	25
Setting up BenQ Launcher	26
Binding the display to AMS	30
Basic operations.....	32
Power button	32
User access	32
User interface.....	34
Connections.....	39
Remote control	41
Settings.....	43
Connection settings	43
Display settings	44
Audio settings.....	46
Advanced settings	47
Android settings	53
BenQ App Store	55
BenQ apps.....	55
ClassroomCare®	58
Eye-Care solutions.....	58
Appendix.....	59
Supported input resolutions	59
Supported media formats	60
Troubleshooting	62
Product Support.....	64
Safety warnings and precautions	65

Product overview

This chapter provides basic information about the digital signage SL04 and SH04 series.

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	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
Screen size	43"	55"	65"	75"	86"
Panel type	IPS	IPS	IPS	IPS	IPS
Resolution	UHD 3840 × 2160 pixels	UHD 3840 × 2160 pixels	UHD 3840 × 2160 pixels	UHD 3840 × 2160 pixels	UHD 3840 × 2160 pixels
Active area	941.2 × 529.4 mm	1209.6 × 680.4 mm	1428.5 × 803.5 mm	1649.7 × 927.9 mm	1895.0 × 1066.0 mm
Response time	8 ms	8 ms	8 ms	8 ms	8 ms
Aspect ratio	16:9	16:9	16:9	16:9	16:9
Orientation	Landscape and Portrait	Landscape and Portrait	Landscape and Portrait	Landscape and Portrait	Landscape and Portrait
Contrast ratio	1,200:1	1,200:1	1,200:1	1,200:1	1,400:1
Color depth	10-bit	10-bit	10-bit	10-bit	10-bit
Color gamut	• SL series: sRGB 99%, 72% NTSC • SH series: 95% DCI-P3 (CIE 1976), sRGB 99%, 85% NTSC	• SL series: sRGB 99%, 72% NTSC • SH series: 95% DCI-P3 (CIE 1976), sRGB 99%, 85% NTSC	• SL series: sRGB 99%, 72% NTSC • SH series: 95% DCI-P3 (CIE 1976), sRGB 99%, 85% NTSC	• SL series: sRGB 99%, 72% NTSC • SH series: 95% DCI-P3 (CIE 1976), sRGB 99%, 85% NTSC	• SL series: sRGB 99%, 72% NTSC • SH series: 95% DCI-P3 (CIE 1976), sRGB 99%, 85% NTSC
Panel brightness (without glass)	• SL series: 500 nits • SH series: 800 nits	• SL series: 500 nits • SH series: 800 nits	• SL series: 500 nits • SH series: 800 nits	• SL series: 500 nits • SH series: 800 nits	• SL series: 500 nits • SH series: 800 nits
Backlight life	50,000 hrs	50,000 hrs	50,000 hrs	50,000 hrs	50,000 hrs

System

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
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	Arm Cortex-A73 × 4 + A53 × 4
GPU	Arm Mali-G52 MP8	Arm Mali-G52 MP8	Arm Mali-G52 MP8	Arm Mali-G52 MP8	Arm Mali-G52 MP8

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
Memory	8 GB	8 GB	8 GB	8 GB	8 GB
Storage	64 GB	64 GB	64 GB	64 GB	64 GB
Operating system	Android 13 (EDLA)	Android 13 (EDLA)	Android 13 (EDLA)	Android 13 (EDLA)	Android 13 (EDLA)

Connectivity

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
USB Type-A	2 × 2.0	2 × 2.0	2 × 2.0	2 × 2.0	2 × 2.0
HDMI (in out)	2 × HDMI 2.0 0	2 × HDMI 2.0 0	2 × HDMI 2.0 0	2 × HDMI 2.0 0	2 × HDMI 2.0 0
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	1 × 3.5 mm audio out jack
RS232 (in out)	1 0	1 0	1 0	1 0	1 0
Ethernet	1 × 10 / 100 Mbps (Android)	1 × 10 / 100 Mbps (Android)	1 × 10 / 100 Mbps (Android)	1 × 10 / 100 Mbps (Android)	1 × 10 / 100 Mbps (Android)

Built-in peripherals

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
Speaker	2 × 12 W (max)	2 × 12 W (max)	2 × 12 W (max)	2 × 12 W (max)	2 × 12 W (max)

Power

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
Power	AC 100-240V 50/60Hz	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	< 0.5 W
Maximum power consumption	SL series: 180 W	• SL series: 216 W • SH series: 270 W	• SL series: 270 W • SH series: 370 W	• SL series: 315 W • SH series: 420 W	SL series: 450 W

Physical

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
Dimensions (W × H × D)	967.8 × 558.2 × 55.6 mm (38.1 × 22 × 2.2 in)	1237.3 × 709.8 × 56.4 mm (48.7 × 27.9 × 2.2 in)	1456.4 × 833.7 × 57 mm (57.3 × 32.8 × 2.2 in)	1679.7 × 959 × 56.8 mm (66.1 × 37.8 × 2.2 in)	1927 × 1098.5 × 59.5 mm (75.9 × 43.2 × 2.3 in)
Shipping dimensions (W × H × D)	1075 × 683 × 127 mm (42.3 × 26.9 × 5 in)	1386 × 845 × 130 mm (54.6 × 33.3 × 5.1 in)	1650 × 162 × 1016 mm (65 × 6.4 × 40 in)	1883 × 186 × 1140 mm (74.1 × 7.3 × 44.9 in)	2123 × 225 × 1247 mm (83.6 × 8.9 × 49.1 in)

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
Weight (product shipping)	8.7 kg 11.7 kg (19.2 lbs 25.8 lbs)	14.7 kg 19.1 kg (32.4 lbs 42.1 lbs)	20.7kg 28.7kg (45.6 lbs 63.3 lbs)	29kg 40.5kg (63.9 lbs 89.3 lbs)	49kg 64kg (108.0 lbs 141.1 lbs)
Mount (screws)	VESA 200 × 200 mm (4 × M6 × 12L)	VESA 400 × 400 mm (4 × M6 × 12L)	VESA 400 × 400 mm (4 × M8 × 16L)	VESA 600 × 400 mm (4 × M8 × 16L)	VESA 600 × 400 mm (4 × M8 × 16L)

Environment

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
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	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	-10°C~60°C 14°F~140°F
Storage humidity	20% ~ 90% RH Non- Condensing	20% ~ 90% RH Non- Condensing	20% ~ 90% RH Non- Condensing	20% ~ 90% RH Non- Condensing	20% ~ 90% 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	20% ~ 80% RH non- condensing

Software

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
Wireless screen sharing	InstaShare 2	InstaShare 2	InstaShare 2	InstaShare 2	InstaShare 2
Account management	AMS	AMS	AMS	AMS	AMS
Device management	DMS	DMS	DMS	DMS	DMS
Content management	X-Sign	X-Sign	X-Sign	X-Sign	X-Sign

Accessories

Model	SL4304	SL5504/ SH5504	SL6504/ SH6504	SL7504/ SH7504	SL8604
Cables	• 1 × HDMI (1.5 m 4.9 ft) • 1 × RS232 (1.8 m 5.9 ft) • Power cord (by SKU)	• 1 × HDMI (1.5 m 4.9 ft) • 1 × RS232 (1.8 m 5.9 ft) • Power cord (by SKU)	• 1 × HDMI (1.5 m 4.9 ft) • 1 × RS232 (1.8 m 5.9 ft) • Power cord (by SKU)	• 1 × HDMI (1.5 m 4.9 ft) • 1 × RS232 (1.8 m 5.9 ft) • Power cord (by SKU)	• 1 × HDMI (1.5 m 4.9 ft) • 1 × RS232 (1.8 m 5.9 ft) • Power cord (by SKU)
Remote control	1	1	1	1	1

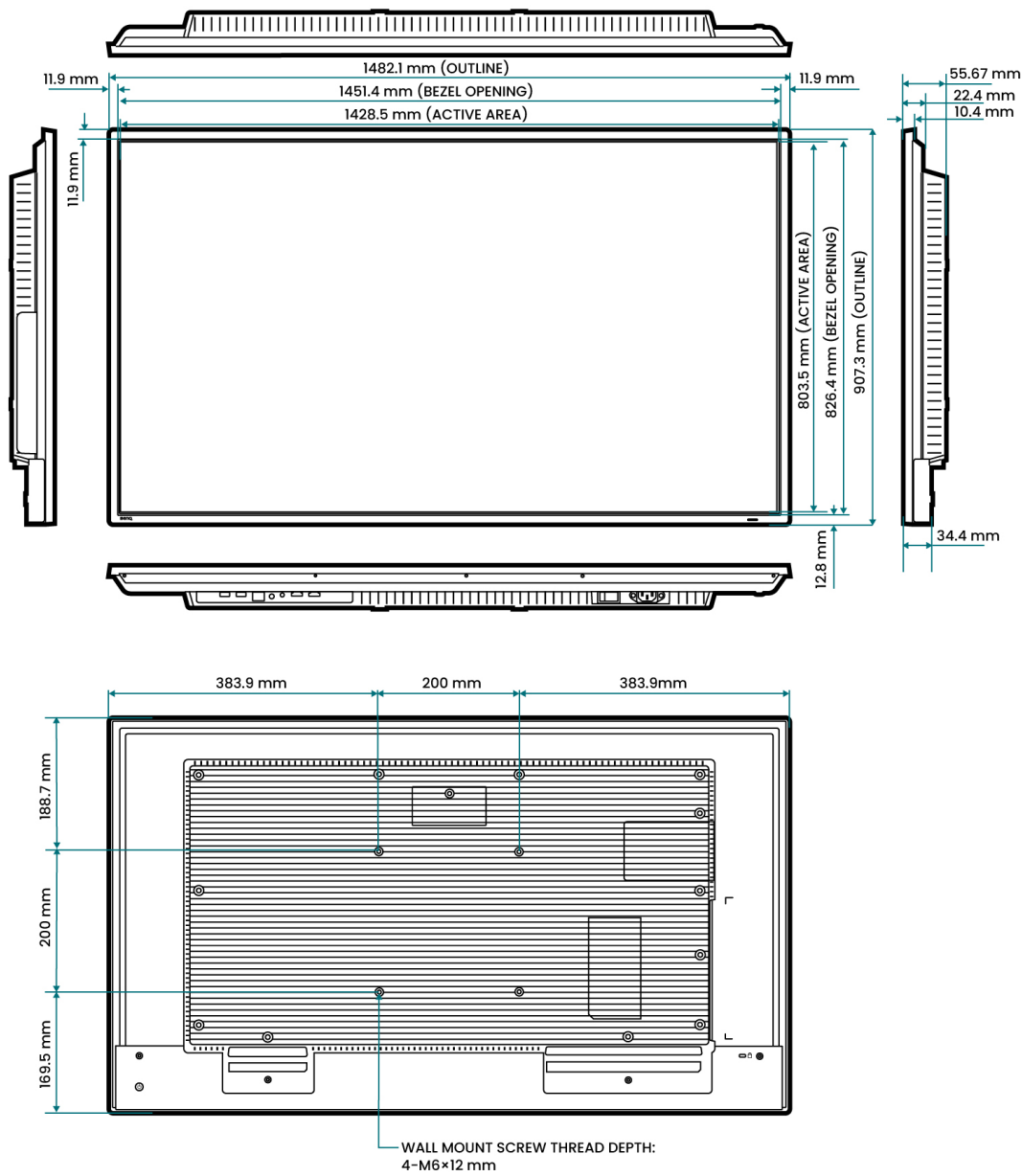


Note

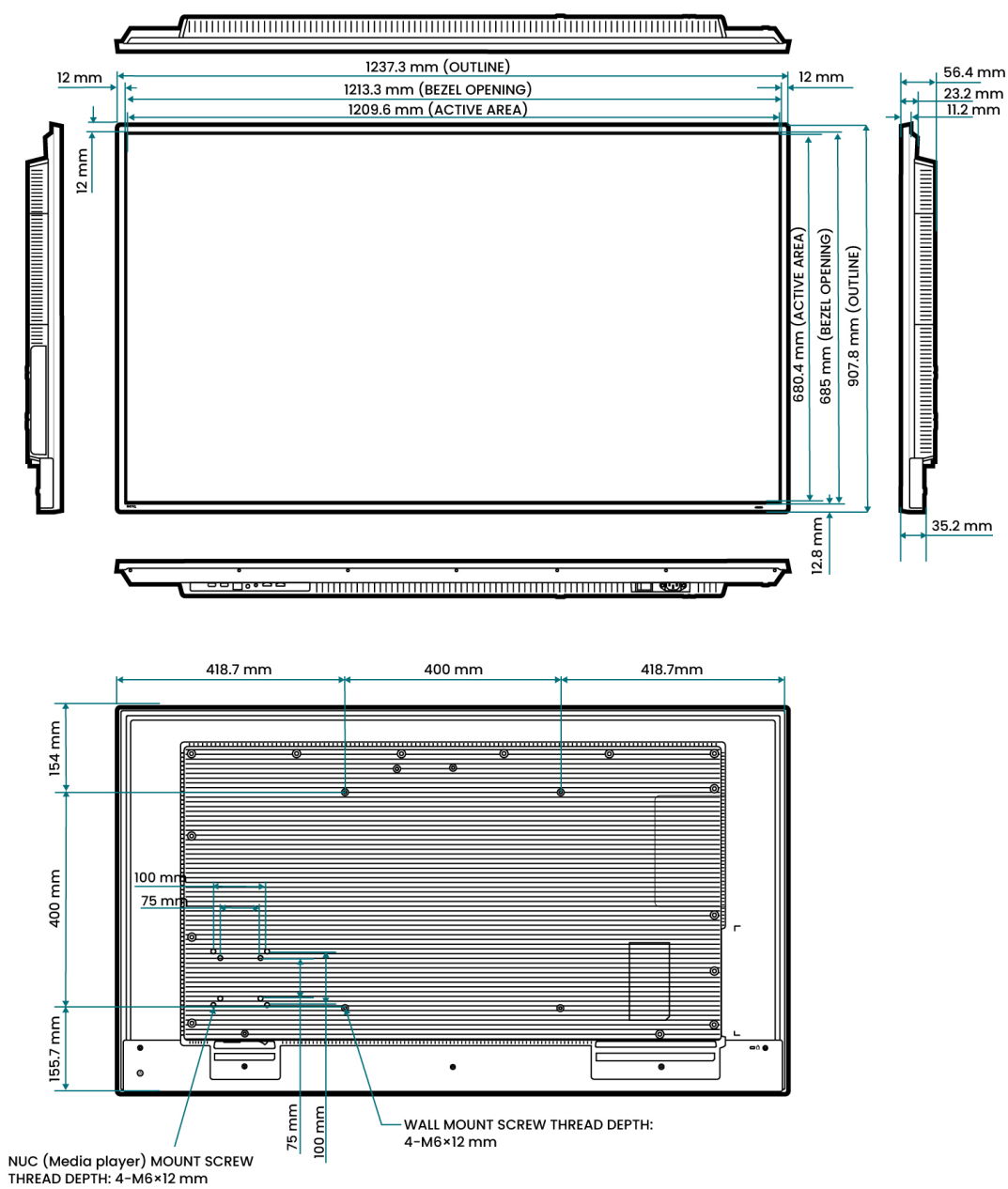
Specifications and features are subject to change without notice.

Dimensions

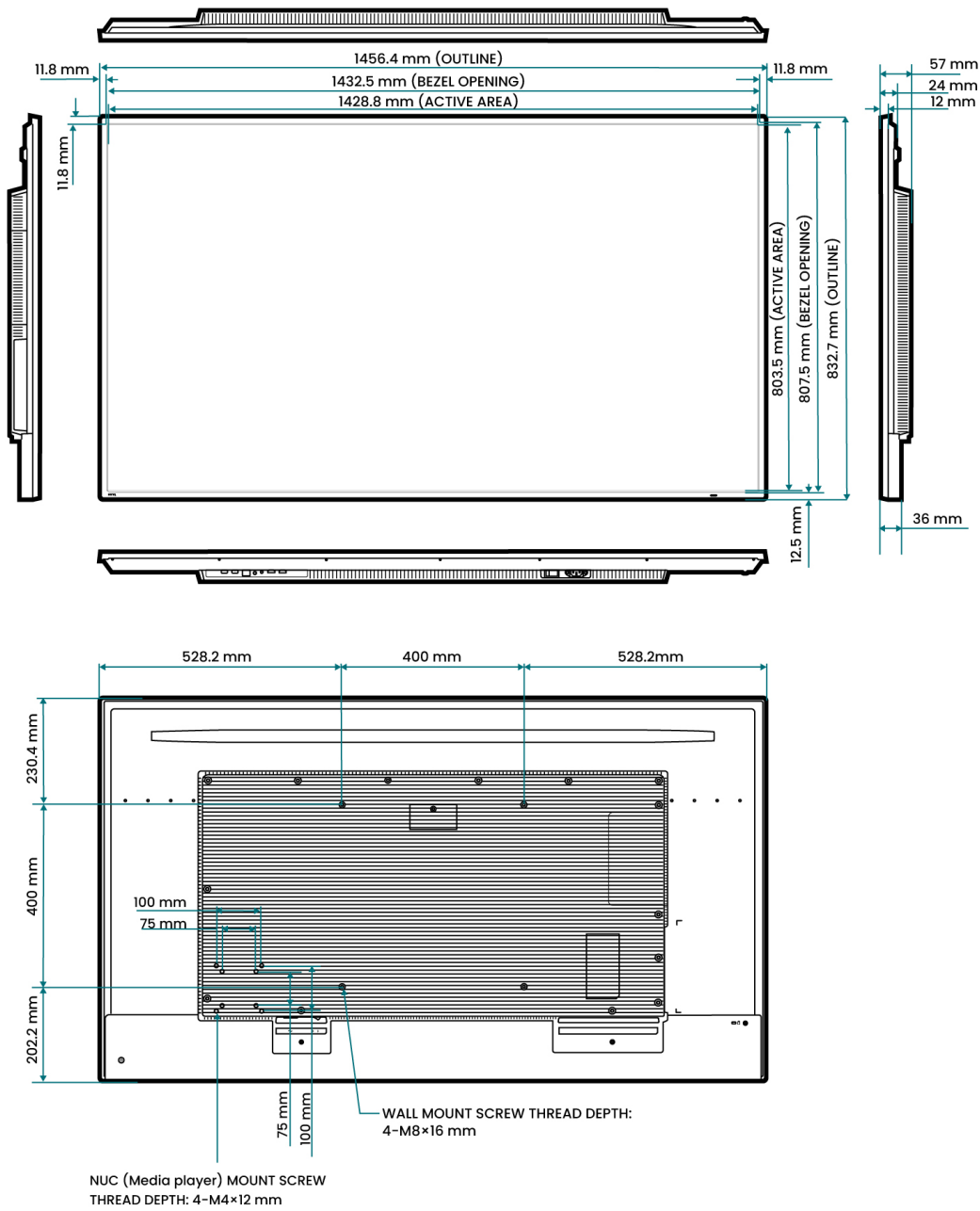
SL4304



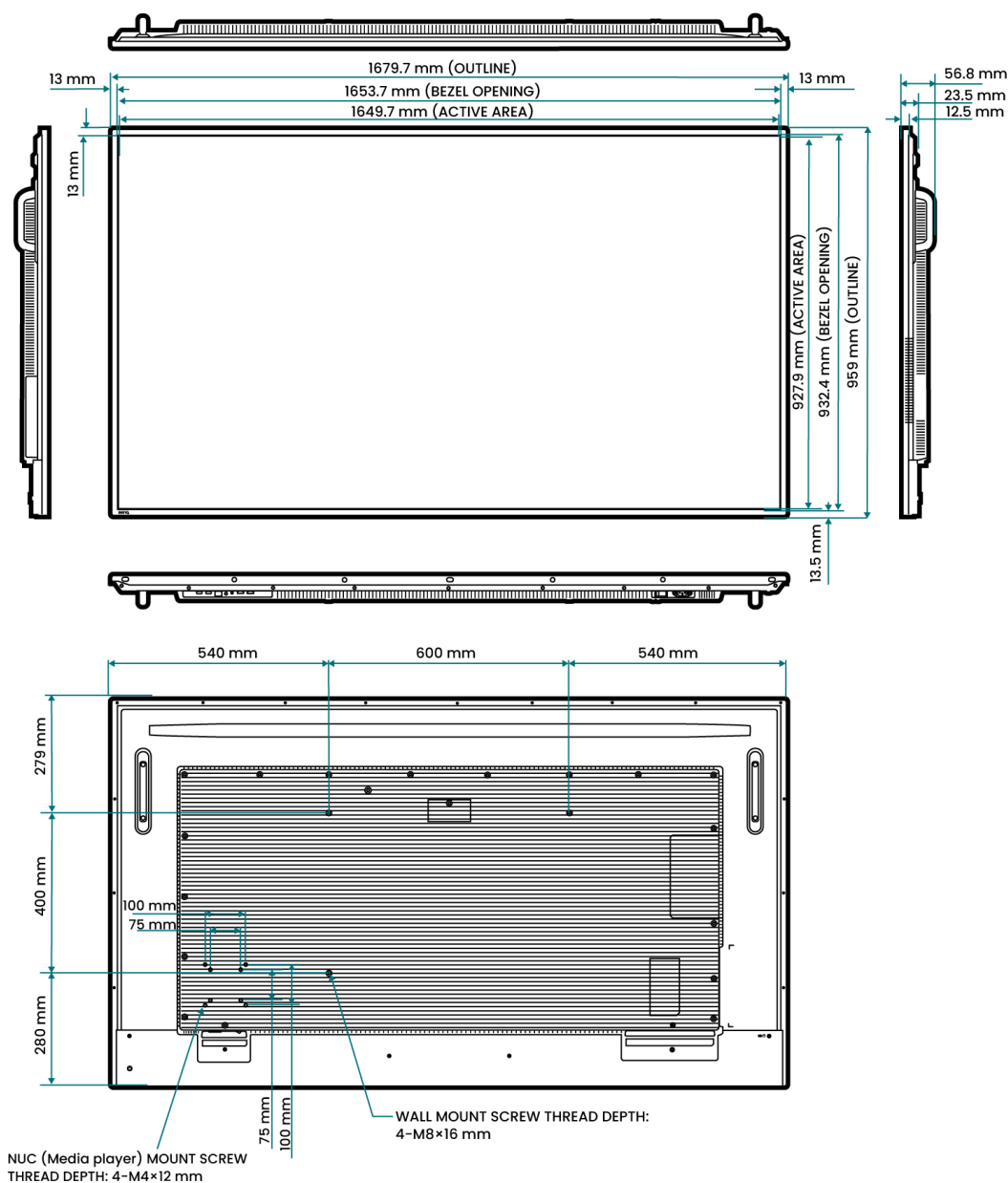
SL5504/SH5504



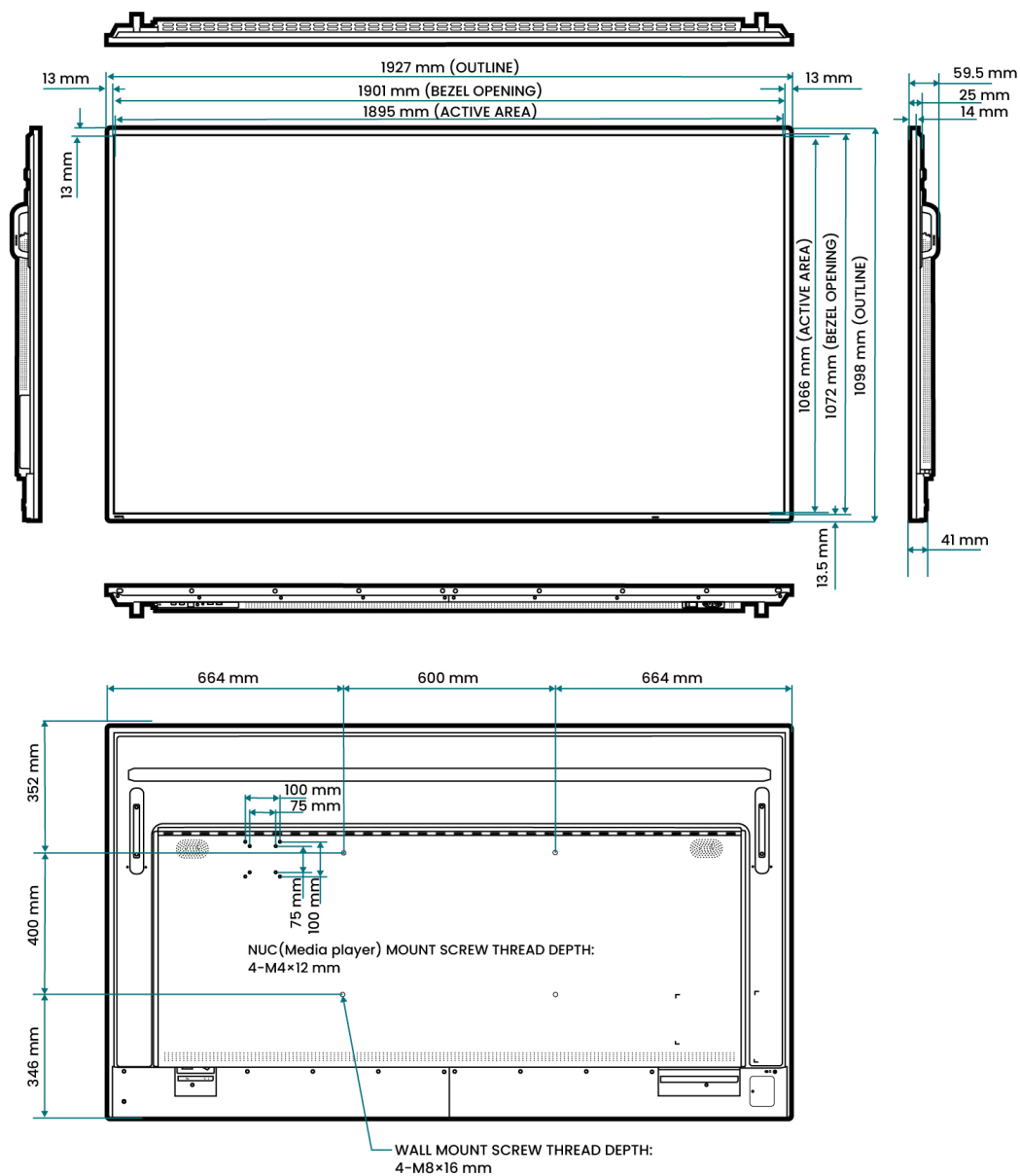
SL6504/SH6504



SL7504/SH7504



SL8604



Package contents

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



LCD monitor



Remote control



Power cord*



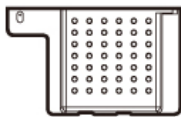
HDMI cable x1



RS232 cable x1



User documents
• Quick start guide
• Regulation sheets



WiFi cover



Note

- * The type and quantity of power cord may differ depending on the region of purchase.
- Available accessories and the pictures shown here may differ from the actual contents and the product supplied for your region. And the package contents may subject to change without prior notice. For cables that are not supplied with your product, you can purchase them separately.

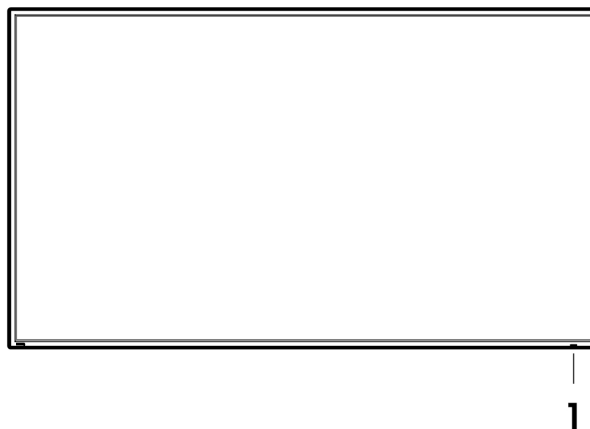


Important

- 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.

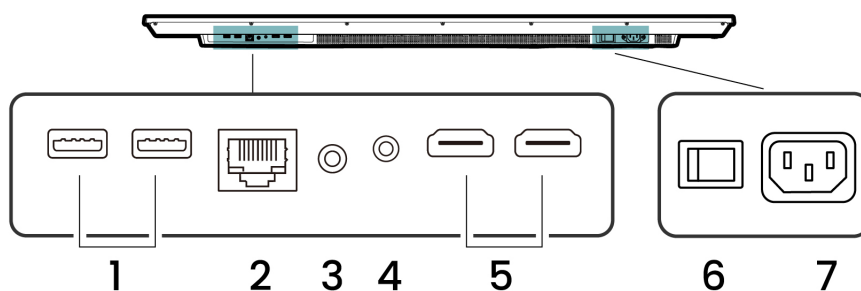
Components

Front panel



1. IR sensor & Power LED

Bottom panel



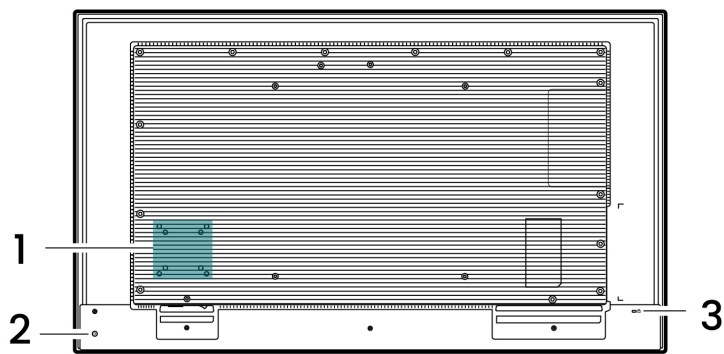
1. USB 2.0 Type A ports
2. Ethernet port¹
3. 3.5 mm audio out jack²
4. RS-232 in port
5. HDMI in ports
6. Power switch
7. Power input




Note

1. The Ethernet port support data transfer speeds of 10/100 Mbps.
2. The 3.5 mm audio out jack does not support audio input, including microphone input from headset devices.

Rear panel



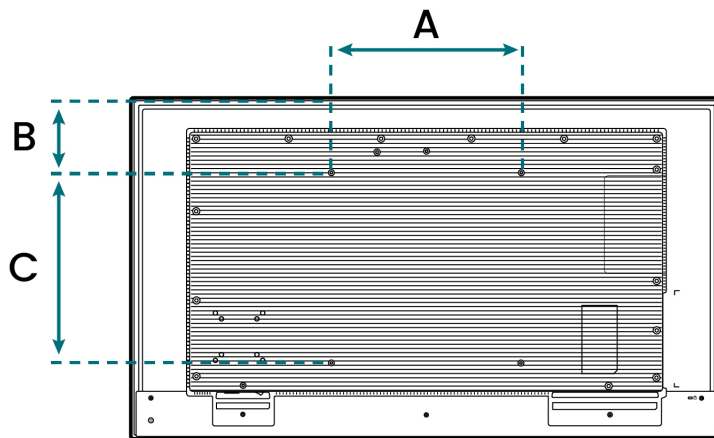
- 1. Mini PC screw holes*
- 2. Power
- 3. Kensington lock slot

 **Note**
* Not available for 43 inches display.

Vesa specifications

Screw size

- 43", 55": M6 × 12L
- 65", 75", 86": M8 × 16L



Dimension	43"	55"	65"	75"	86"
A	200 mm (7.9 in)	400 mm (15.8 in)	400 mm (15.8 in)	600 mm (23.6 in)	600 mm (23.6 in)
B	188.7 mm (7.4 in)	154 mm (6.1 in)	230.4 mm (9.1 in)	279 mm (11 in)	352 mm (13.9 in)
C	200 mm (7.9 in)	400 mm (15.8 in)	400 mm (15.8 in)	400 mm (15.8 in)	600 mm (23.6 in)

Installation requirement

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	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 requirement](#).
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:
 - [Adapter](#)
 - [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.



Note

The images shown here are for reference only and may differ from the actual appearance of the product.


Adding the display to DMS

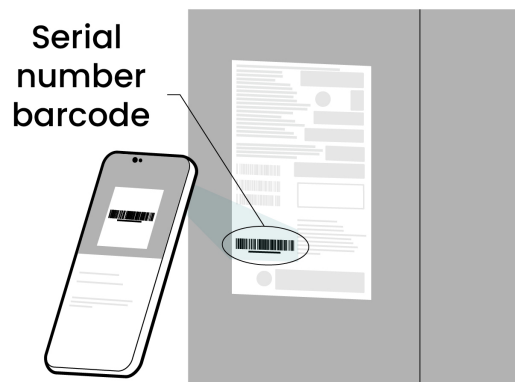
The BenQ Device Management Solution (DMS) is a device management platform that allows IT administrators to remotely manage their BenQ displays. For more information on DMS, refer to the DMS user manual.



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.



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.

For different model sizes, the unboxing process may vary. See below links for details.

- [For 43" and 55" models](#)
- [For 65", 75", 86" models](#)

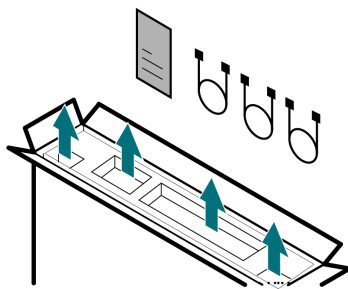
For 43" and 55" models

1. Place the box in an upright position on a clean, dry, stable surface.
2. Open the box and take out the cables, accessories and user documents.

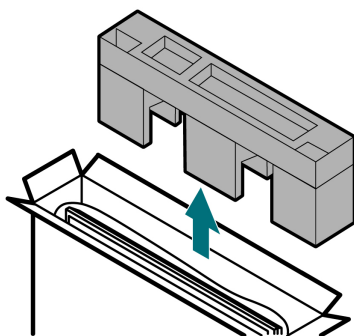


Important

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



3. Remove the top panel protector. Reverse and place it on the floor as a temporary base for the display.

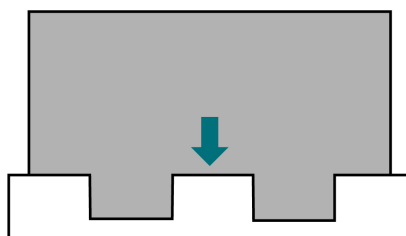


4. Carefully lift the display out of the box and place it in the temporary base.



Important

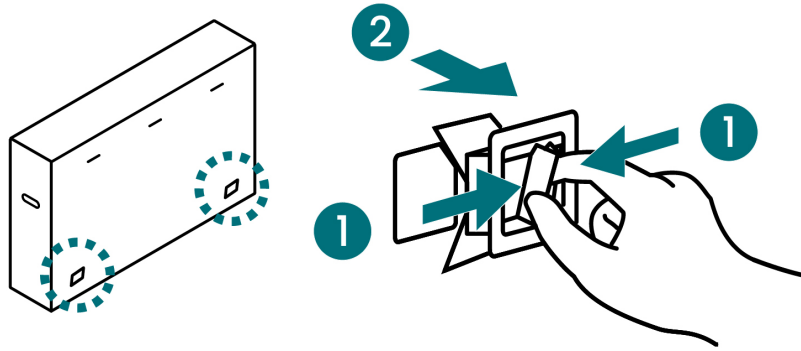
- The display should be handled by two people, one person on each side.
- Use both hands to hold the display directly by its frame.



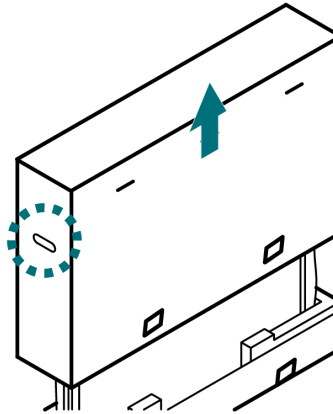
5. Remove the protective cover.

For 65", 75", 86" models

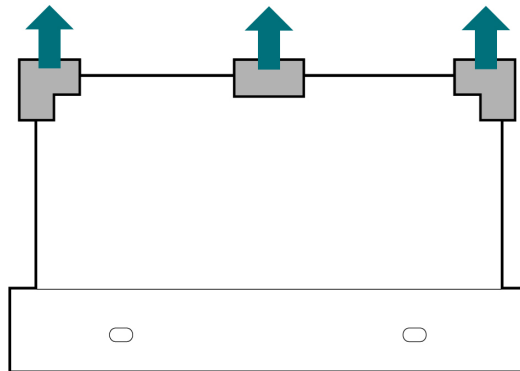
1. Place the box in an upright position on a clean, dry, stable surface.
2. Remove the box.
 - a. Cut the box straps.
 - b. Unfasten the clips. Simultaneously pinch the handles together, and then pull it out. The total number of clips varies by model.



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 any of the original packaging. For details, see [Package contents](#).

5. Remove the cardboard protector in front of the screen. Then remove the protective cover carefully while safeguarding the display.

Mounting

Wall mount is not included in the package and must be purchased separately. Refer to the third-party wall mount or trolley mount user guide for the installation instructions.



Warning

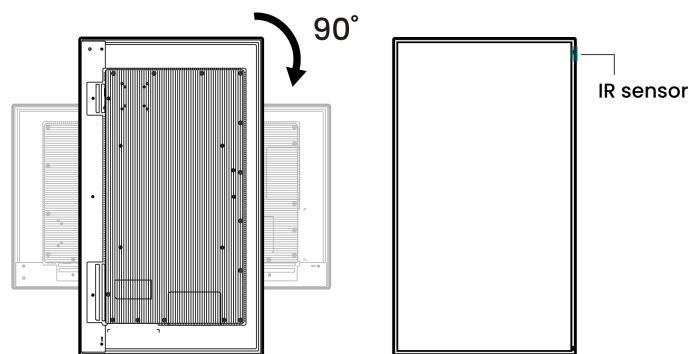
To prevent serious physical injuries and damages to the display, ensure the following:

- 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 in portrait position

The BenQ signage can be installed in portrait position by rotating the display 90 degrees clockwise from the back.

When installed in portrait mode, the power button and IR sensor will be located in the upper right side of the display.



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.

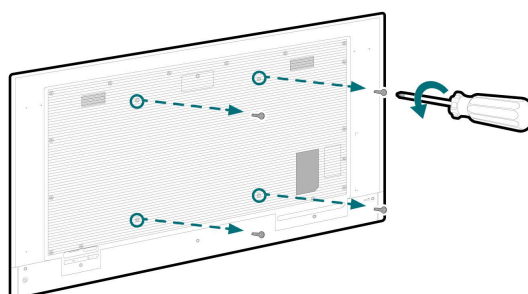
2. Gently lay the display on the padding with the screen facing down



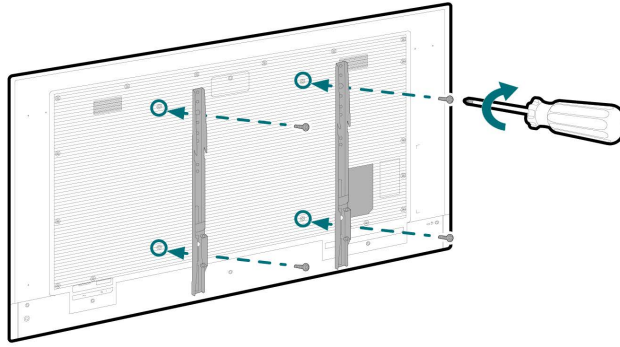
Warning

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. Remove the screws from the display.

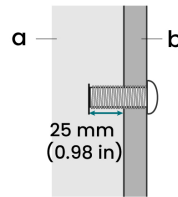


5. Attach the screws to secure the brackets in place.



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).



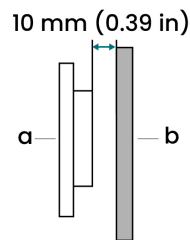
- (a) Display
(b) Wall mount bracket

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.



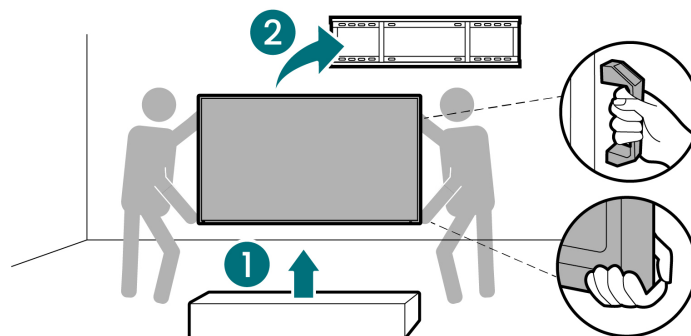
- (a) Display
(b) Wall

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.

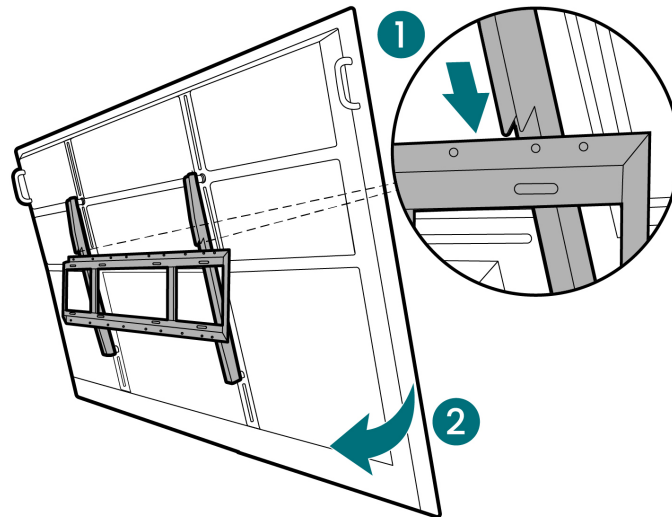


Important

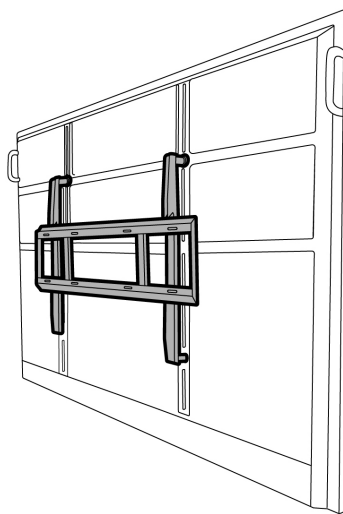
- The display should be handled by two people, one person on each side.
- Use both hands to lift the display. For models with handles, keep one hand on the handle with the other hand supporting the side or bottom corner. For models without handles, carefully lift the display directly by its frame.



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

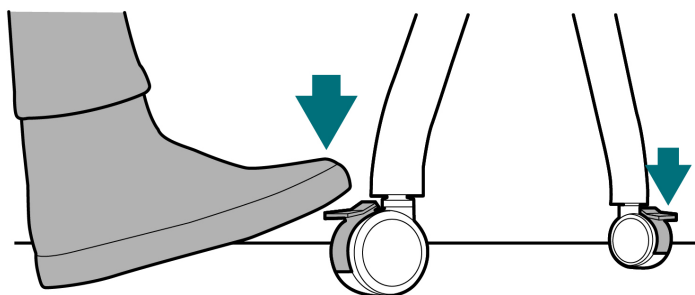


5. Attach the locking screws until they are fully secured to the mount.



Mounting the display on a trolley

1. Lock all the trolley wheels in place.

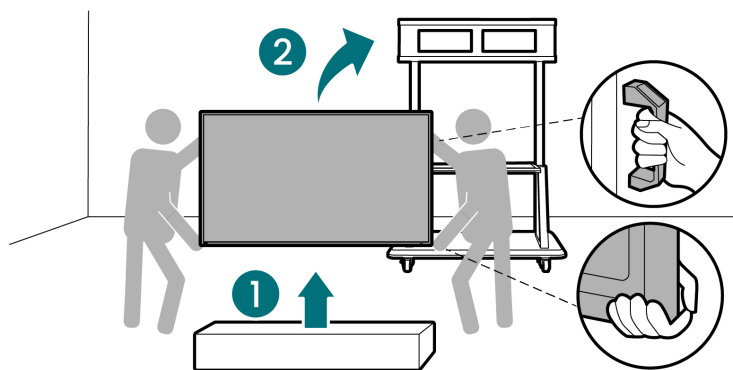


2. Ensure that the mounting brackets are securely attached to the display.
3. Carefully lift the display to its upright position, and then carry it towards the trolley.

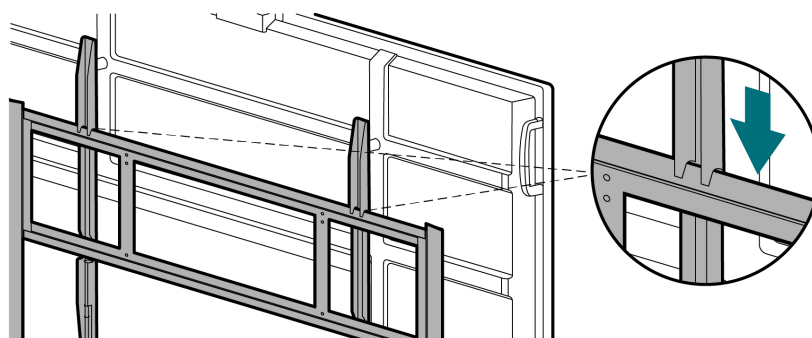


Important

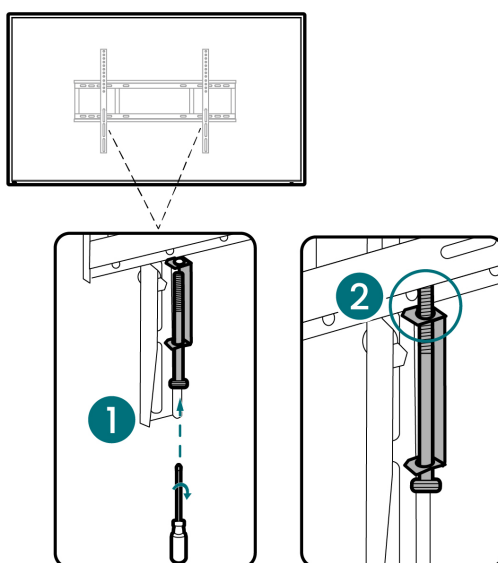
- The display should be handled by two people, one person on each side.
- Use both hands to lift the display. For models with handles, keep one hand on the handle with the other hand supporting the side or bottom corner.



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.



Powering on the display

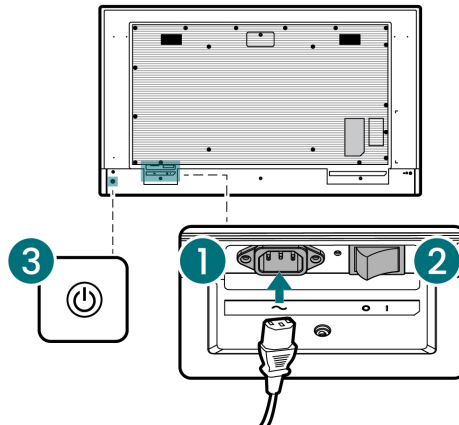
1. Ensure that the power cord is connected to the display and a power source.



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 back of the display. Or use the remote control to power on.



Adapter

The SL04/SH04 has USB 2.0 Type-A ports that are dedicated for the Bluetooth Wi-Fi adapter. These ports come with a security cover designed to prevent misuse and theft.



Note

The Wi-Fi adapter is not included and must be purchased separately.

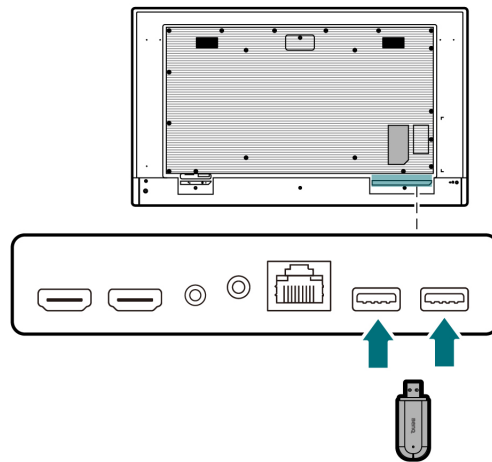
Install an adapter



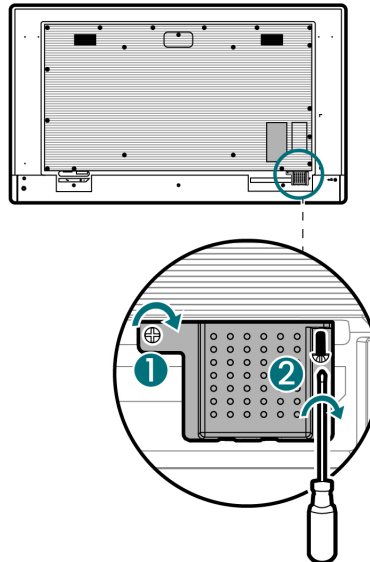
Warning

To prevent damages to the display, make sure to turn off the display before installing or removing the adapter.

1. Power off the display.
2. Disconnect the power cord from the electrical outlet.
3. Connect the adapter to the USB port.



4. Align the cover with the display and attach the screws.



5. Connect the power cord to the electrical outlet.
6. Power on the display.

External PCs

Use a different operating system and expand the computing capacity of the BenQ signage by installing a mini PC.

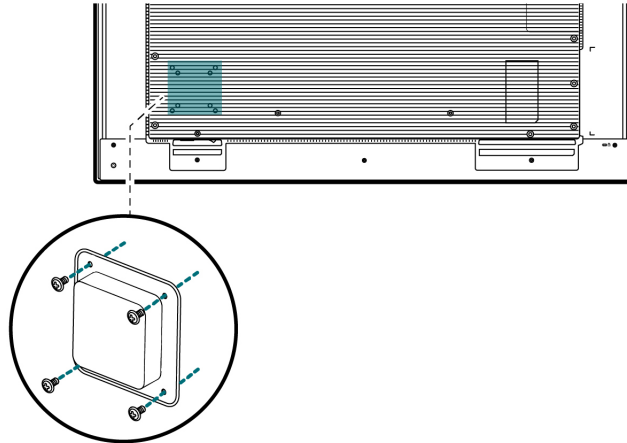
Installing a mini PC




Important

Available for 55 to 86 inches displays

At the back of the display, mounting holes are provided for mini PCs with 75 x 75 mm or 100 x 100 mm VESA pattern. Refer to the mini PC user manual for 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



**Tip**

BenQ recommends using a mouse for faster setup. You can connect your mouse to the USB 2.0 Type-A ports on the bottom panel. If you are using the remote control, see [Remote control](#) for details.

1. Power on the BenQ signage.

2. Set the language and vision settings, and then select **Start**.

**Tip**

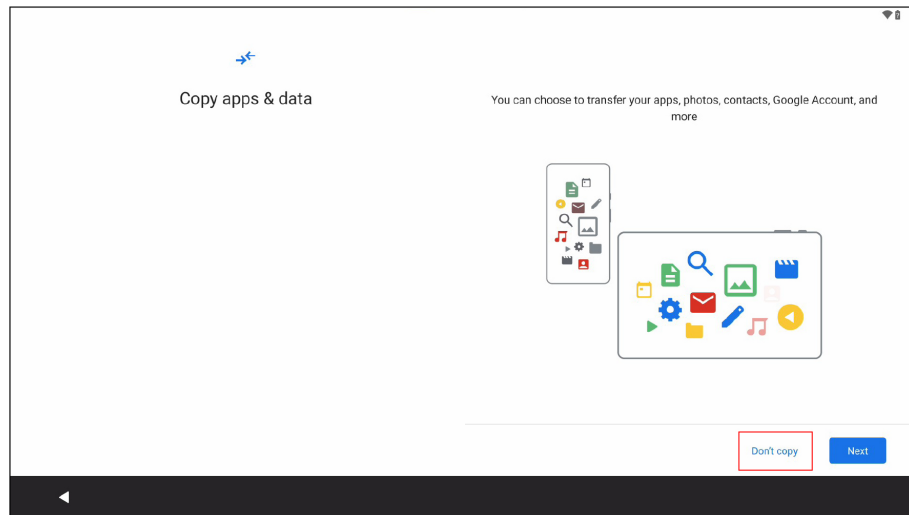
If you are using the remote control, your selection on this screen is not highlighted. Press  or  twice to select either the language or **Start**.



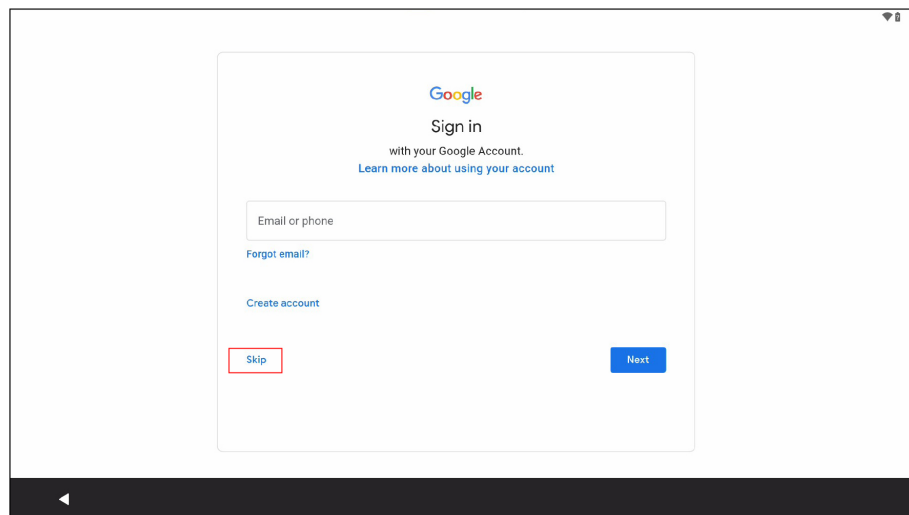
3. Perform the steps relevant to your internet connection.

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.

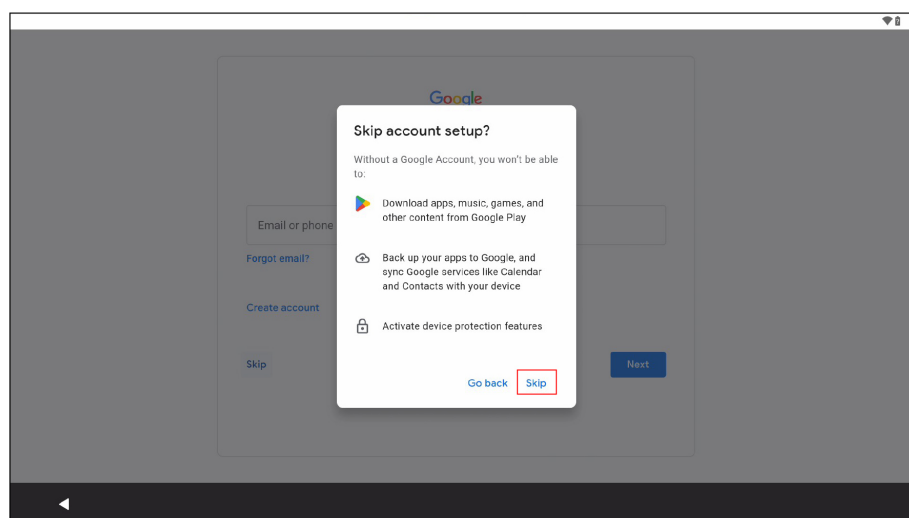
4. Tap **Don't copy**.



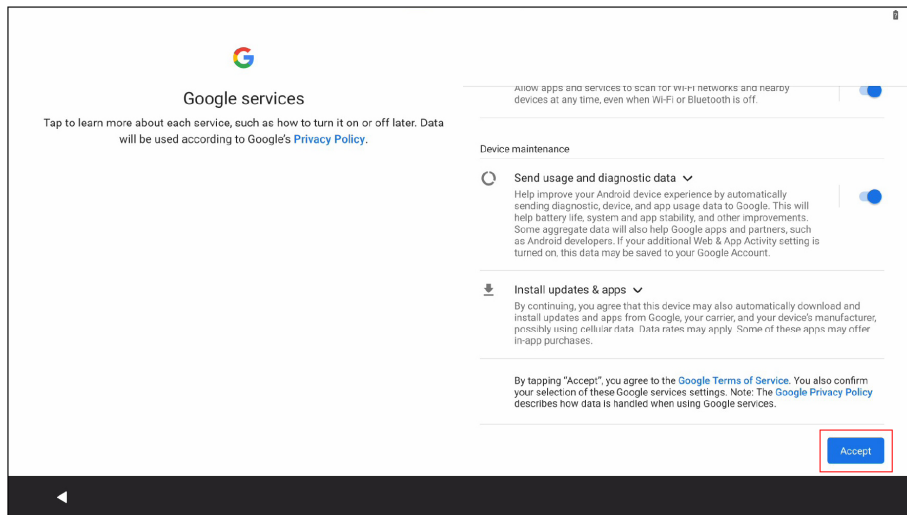
5. Tap **Skip**.



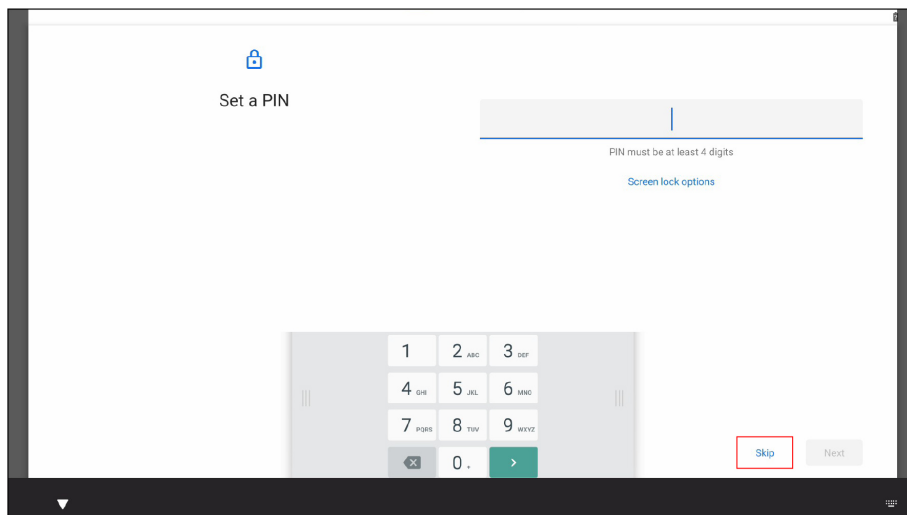
6. Tap **Skip**.



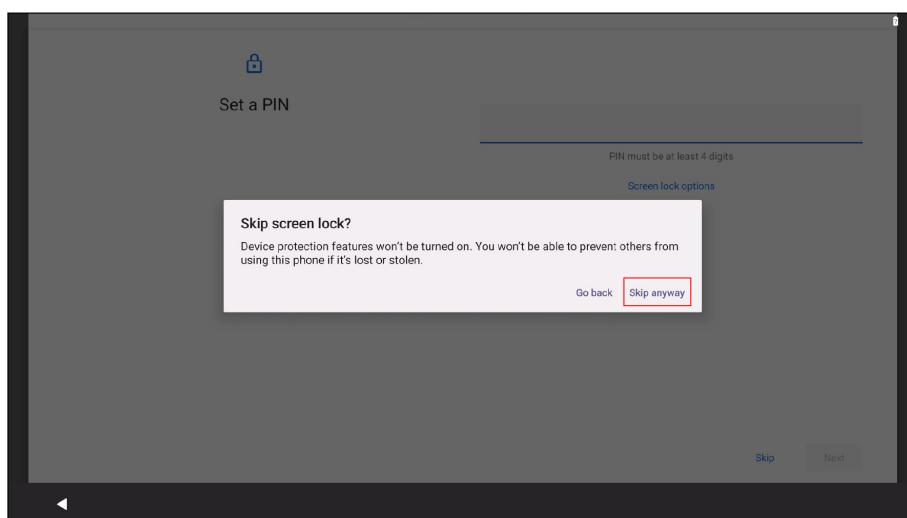
7. Review the permissions, and then tap **Accept**.



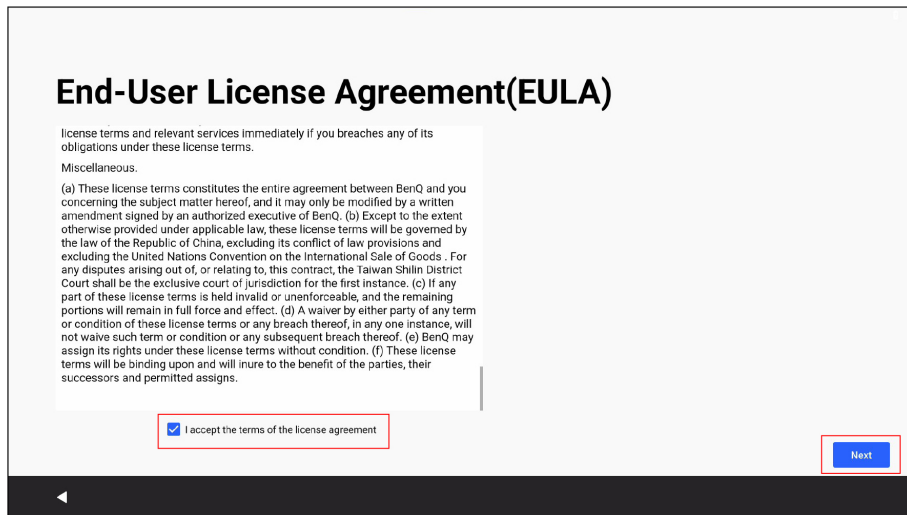
8. Tap **Skip**.



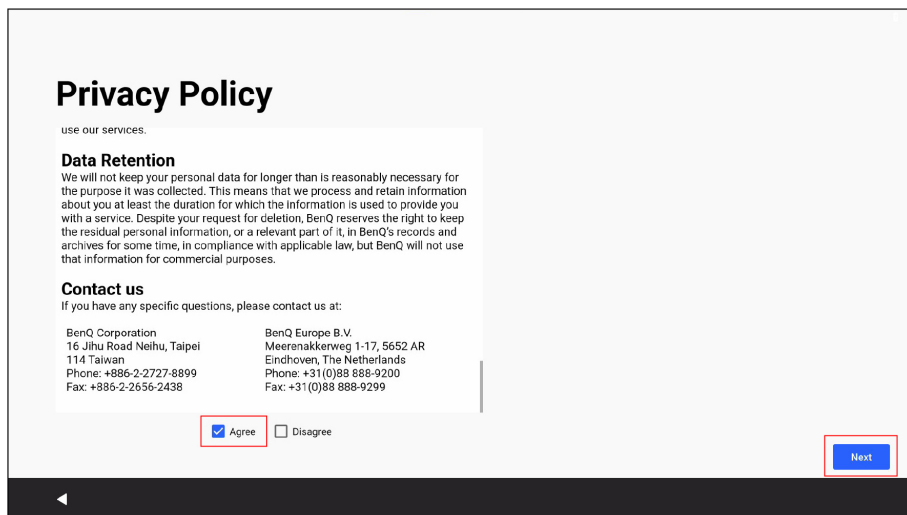
9. Tap **Skip anyway**.



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**.

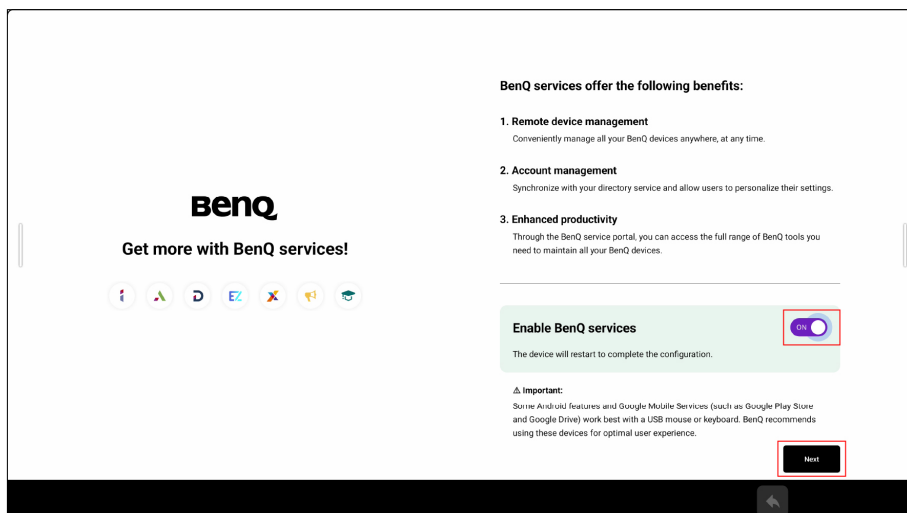


12. On the **BenQ services** screen, tap **Enable BenQ services**, and then tap **Next**.



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 displays. For more information on AMS, refer to the AMS user manual.



Tip

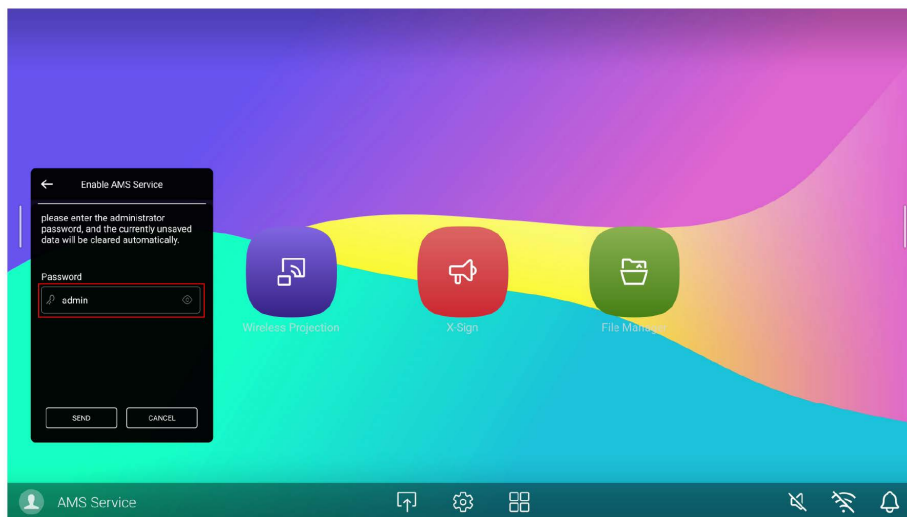
Binding the display to AMS, allows users to log in to the device using their BenQ account. BenQ recommends performing this step for more convenient and secure access to the BenQ signage, user profiles, and data.



Important

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

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

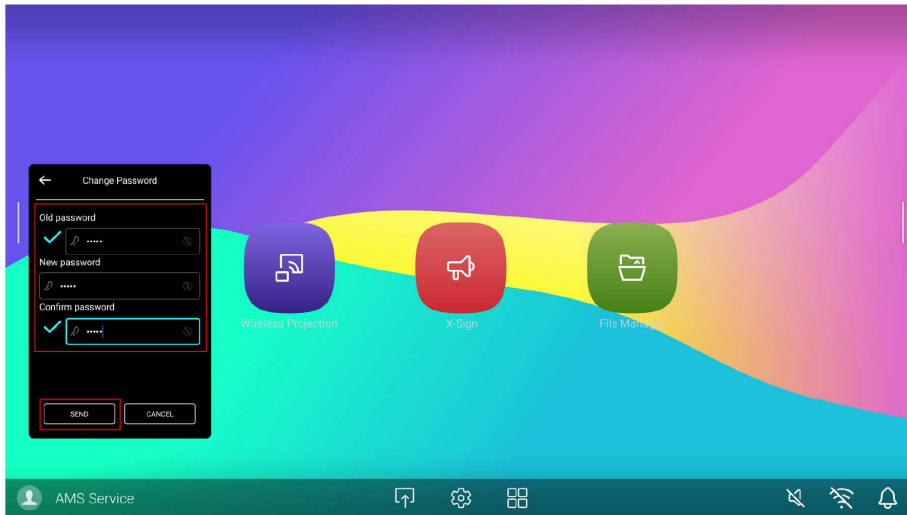


3. Set a new local administrator password, and then select **Send**.

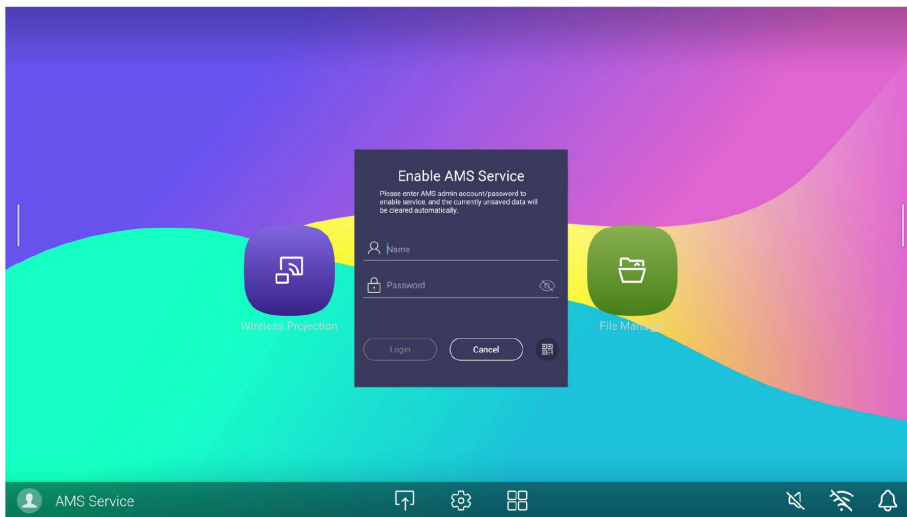


Important



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

Basic operations


This chapter describes the basic 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 display.	The display shuts down.
 Important: Use this method only when the display is unresponsive.		

User access

BenQ recommends binding BenQ displays to AMS for more convenient and secure access to the display, user profiles, and data. When AMS is enabled, users can log in to access BenQ signage 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	Select Guest .
Log in with AMS credentials	Select Log in . Enter a valid user name and password.

Login Method	User Action
Log in using SSO	<ol style="list-style-type: none"> 1. Select Log in. 2. Select Sign in with SSO. 3. Select a directory service. 4. Enter a valid user name and password.
Log in through QR code	<ol style="list-style-type: none"> 1. Select Log in. 2. Select 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. Select the user account icon on the bottom left corner of the screen.
2. Select **Log out**.



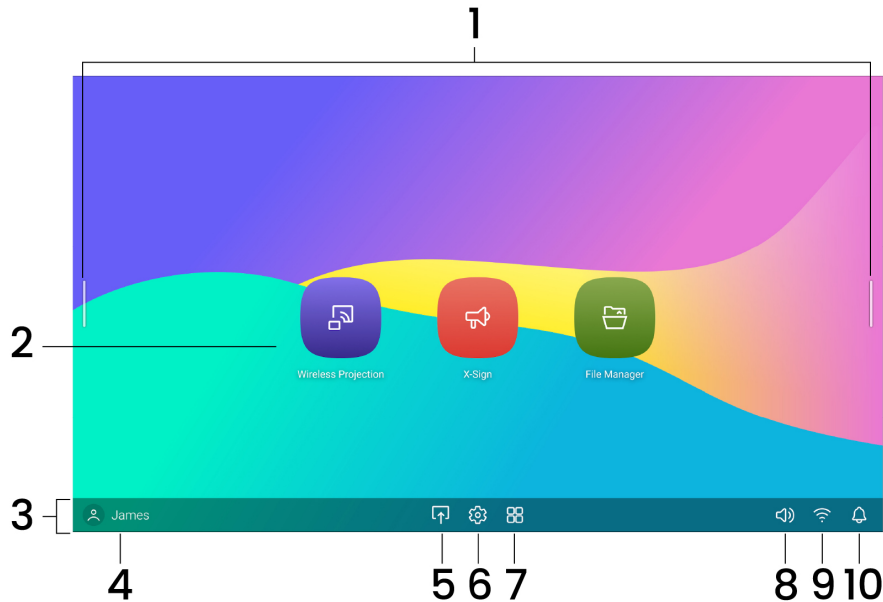
Tip

Administrators can enable **Idle Session Logout** on AMS to ensure that the display 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 signage, 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 (System toolbar)
2. Main features
3. Taskbar
4. User account
5. Connections and settings
6. Settings
7. Apps
8. Volume controls
9. Network connection status
10. Notifications

Changing the wallpaper

1. Select the user account icon at the bottom left corner of the screen.
2. Select **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. Select **Save copy**.






Note

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



Adding app shortcuts

There are two methods to perform this step:


Methods	Actions
Mouse	<ol style="list-style-type: none"> 1. Select  on the taskbar. 2. Click and drag an app or widget from the menu to the Home screen.
Remote control	<ol style="list-style-type: none"> 1. Select  on the taskbar. 2. Select Set Shortcut. <div data-bbox="571 405 999 819" data-label="Image">  </div> 3. Choose up to 7 apps to add to the app dock.

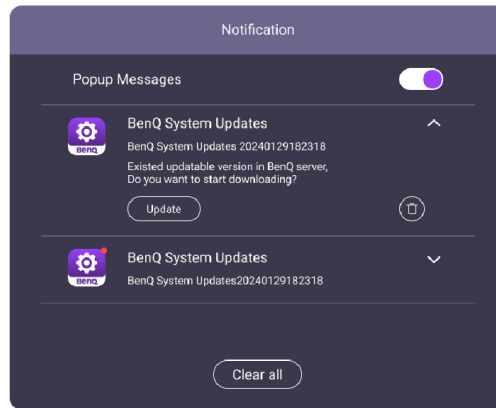
Removing apps





There are two methods to perform this step:

Methods	Actions
Mouse	<ol style="list-style-type: none"> 1. Click and hold the app. The Remove box appears. 2. Drag the app to the box.
Remote control	<ol style="list-style-type: none"> 1. Select  on the taskbar. 2. Select Set Shortcut. <div data-bbox="571 1245 999 1659" data-label="Image">  </div> 3. Uncheck the apps to remove.

Managing notifications


The BenQ display 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 . Select the icon to open the Notifications window.



UI element	Description
Pop-up messages	Enable/Disable pop-up notifications.
 Expand/Collapse	Show/Hide the update details.
Update	<p>Select this to download and install the update.</p> <p> Warning</p> <ul style="list-style-type: none"> • 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.
 Delete	Select this to delete the notification.
Clear All	Select this to clear all notifications.
<div>  Tip </div> <p>In case an update is deleted from the list, it can still be installed through the Settings menu. For details, see Updating the firmware.</p>	

Sidebar (System toolbar)

There are two ways to open the sidebar menu:

- Mouse: Use your mouse to click on the bars at the left or right sides of the screen.
- Remote control: Press the **Sidebar** button . For details, see [Remote control](#).



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	Quick launch	Access the app drawer to quickly launch apps.
5	Recently used apps	List of the three most recently used apps.
6	Connections	Open the Connections menu.
7	Freeze	Freeze the screen.

Enabling the sidebar

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

1. Open the **Settings** menu.
2. Select **Advanced**.
3. Enable **System toolbar**.

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 signage 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](#)

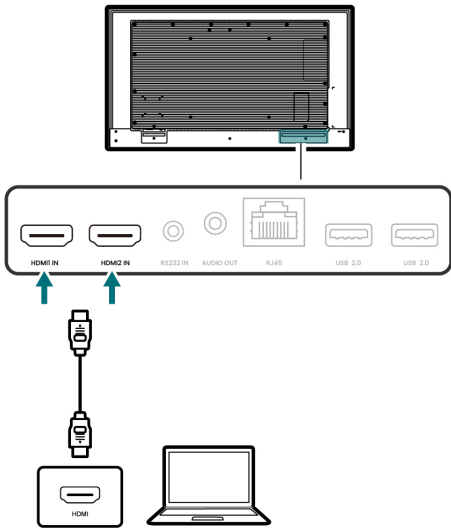
Connections

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

- [Video connection](#)
- [Audio connection](#)
- [Device Management \(RS232\)](#)
- [USB connection](#)

Video connection

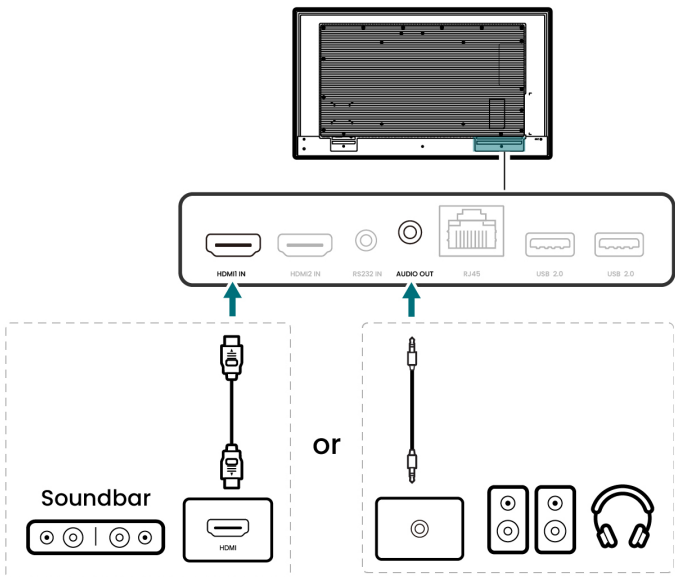
Connect the input device to any of the HDMI ports on the bottom panel.



Audio connection

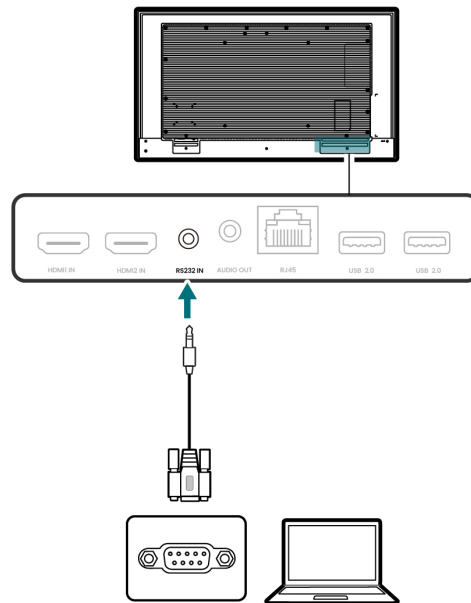
Use either method below to establish your audio connection:

Connection	Configuration
HDMI 1 (ARC)	<ol style="list-style-type: none">1. Connect a soundbar to the HDMI 1 (ARC) port on the bottom panel to transmit audio from the display to the external speaker.2. Go to Display > Advanced settings, ensure that HDMI CEC & HDMI ARC are enabled. For details, see Display settings.
3.5 mm audio out jack	Connect the audio output device to the 3.5 mm audio out jack on the bottom panel.



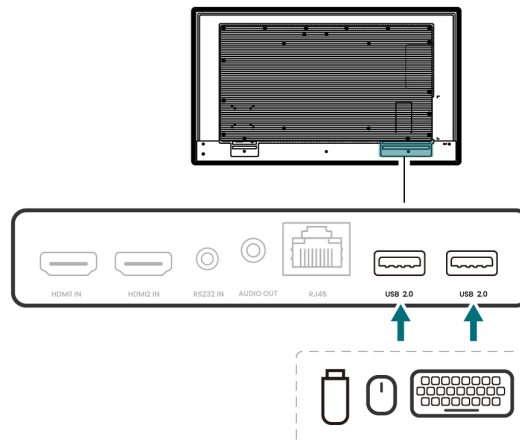
Device Management

Connect the management console using the RS-232 port on the bottom panel. This connection allows administrators to configure the BenQ display settings with their laptop or local management console.



USB connection

Connect your USB devices to the USB 2.0 ports on the bottom panel.

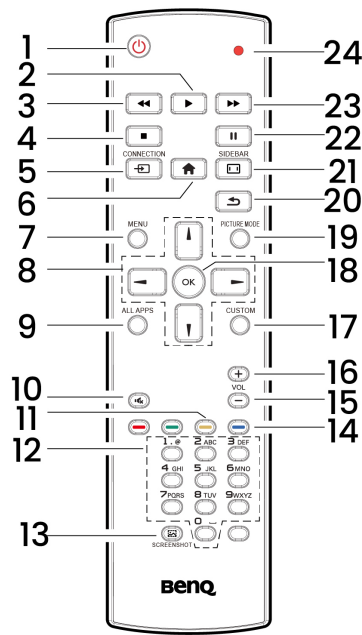


Note

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

- The maximum cable length is 5 m (16.4 ft) for USB 2.0 slots.
- The BenQ signage 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.

Remote control



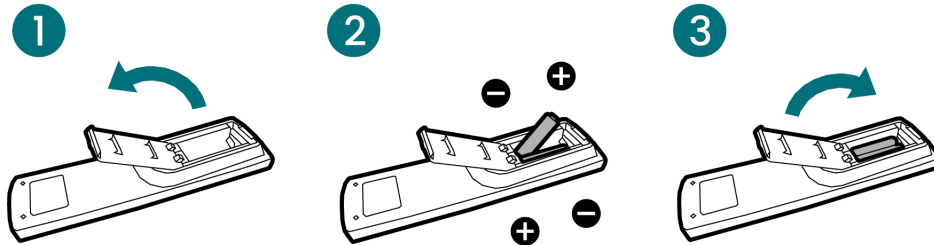
1. Power button
2. Play button
3. Previous button
4. Stop button
5. Connection button
6. Home button
7. Menu button
8. Direction buttons
9. All apps button
10. Mute button
11. Freeze screen button
12. Number buttons
13. Screenshot button
14. Blank screen button

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](#).

15. Volume down button
16. Volume up button
17. Custom button
Opens the designated app. Default app is **InstaShare 2**.
18. OK button
19. Picture mode button
20. Return button
21. Sidebar button
22. Pause button
23. Next button
24. Status LED

Install remote control batteries

1. Open the remote control battery cover.
2. Insert the batteries, ensuring the positive and negative ends are facing in the correct direction.
3. Put the cover back on.

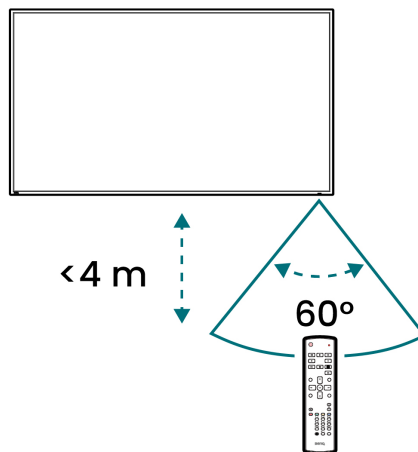


Usage guidelines

- 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 4 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.

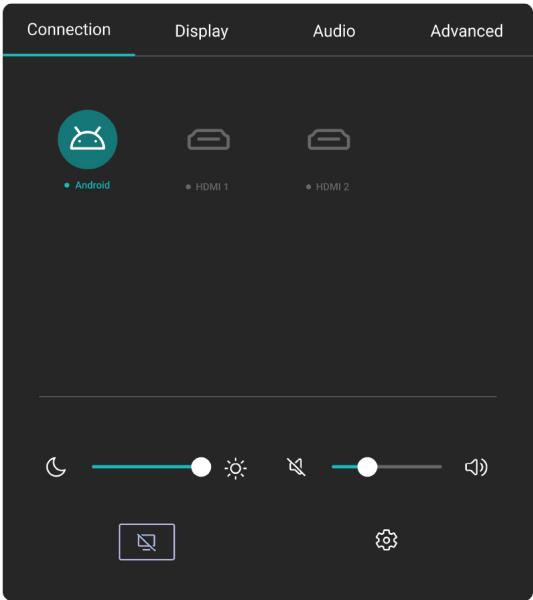


Settings

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

- Taskbar: Select the **Settings** button . For details, see [Home screen](#).
- 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 the remote control.

Switching to blank screen

Method	Description
Settings menu	<ol style="list-style-type: none"> 1. Open the Settings menu. 2. Select .
Remote control	Press the blue button. For details, see Remote control .

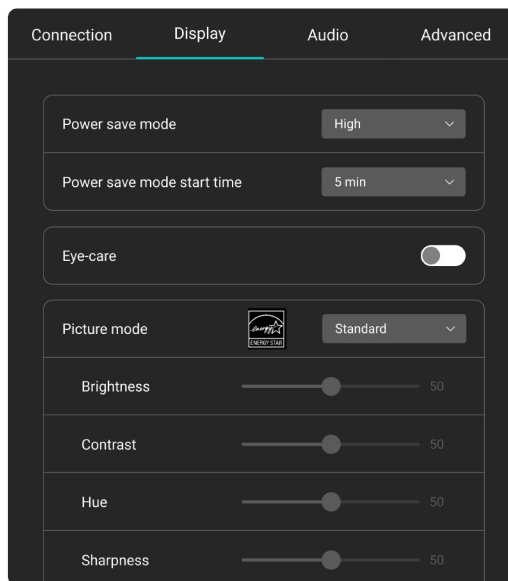


Tip

Use either method to exit the blank screen:

- Press the blue button on the remote control.
- Press the power button on the remote control.
- Press the power button on the display.

Display settings



Menu item	Description
Power save mode	<p>This mode conserves display power when the connected input source is either asleep or disconnected.</p> <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 start time	Set the timer that initiates power save mode.
Eye-care	<p>(Available by 2025 Q2)</p> <p>When this setting is enabled, the display turns on low blue light mode.</p>
Picture mode	Select from the following preset picture modes or set a custom mode.
Standard	For basic signage application.
Pantone	For better color matching with Pantone standards.
M-book	Minimizes the visual differences between the monitor and the connected MacBook series product.
Cinema (Available by 2025 Q2)	For playing video projects, films, and signage videos with stunning clarity and depth.

Menu item		Description
	Cinema HDR (Available by 2025 Q2)	Unlock DisplayHDR™ 400 by connecting an HDMI cable for brighter highlights, deeper blacks, and richly detailed shadows, creating a truly immersive visual experience.
	High-detail	For viewing technical documents like blueprints, schematics, and floorplans. This mode sharpens on-screen text and improves visibility of fine details.
	Sketch	A grayscale mode that makes looking at sketches and drawings easier on the eyes by highlighting contrast, adding warmth, and lowering the display's brightness to simulate the feel of looking at paper.
	Custom1/Custom2	Adjust the sliders for brightness, contrast, hue, sharpness, and saturation.
Color temperature	Select from the following preset modes: <ul style="list-style-type: none"> • Cool • Standard • 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 2.0: Use 4K (3840 × 2160) @ 60Hz • EDID 2.0 (YUV420): Use 4K (3840 × 2160) @ 60Hz • EDID 1.4: Use 4K (3840 × 2160) @ 30Hz
	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 1 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.
	Blank button on remote	Set the behavior of the blank button on the remote control. For details, see Configuring the remote control blank screen setting .

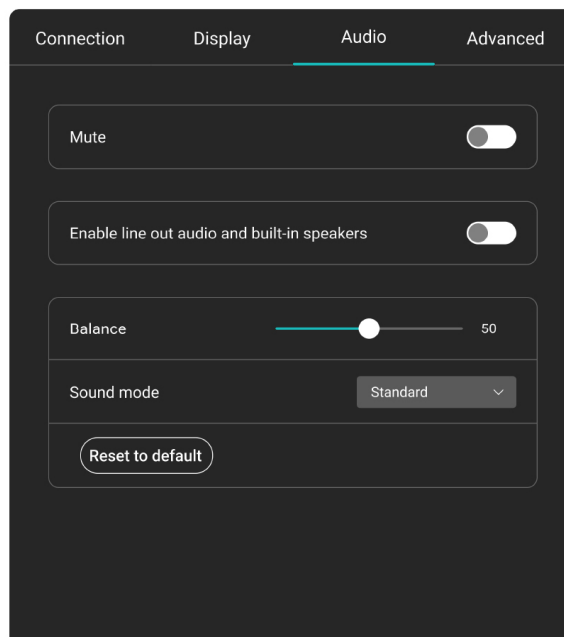
Setting an input source name


1. In **Display** settings, select **Custom source names**.
2. Select 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. Select **Save**.

Configuring the remote control blank screen setting

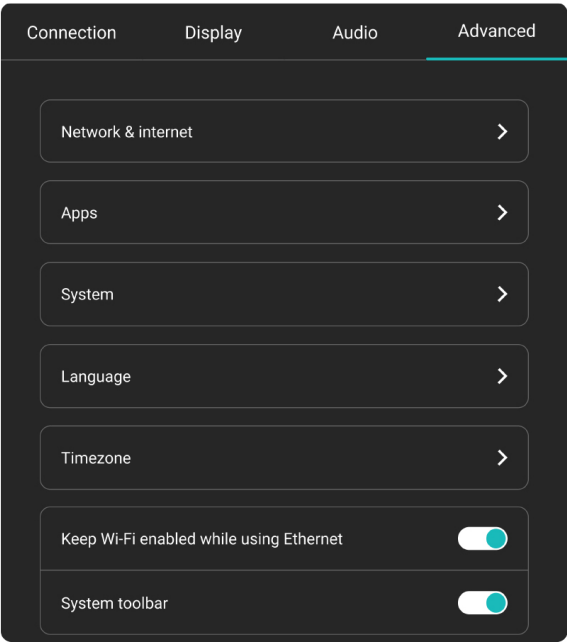
1. Open the Settings menu.
2. Go to **Display > Advanced settings > Blank button on remote**.
3. Select either **Monitor off & Mute** or **Monitor off**.

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.
Enable line out audio and built-in speakers	When this setting is enabled, the display can simultaneously play audio from any external speaker connected to the 3.5 mm audio out jack and the display's built-in speakers.
Balance	Move the slider to adjust the audio output balance.
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
Language	Set the OSD menu language.
Timezone	Set the display timezone from the following options: <ul style="list-style-type: none">• Automatic timezone• Select Time zone
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.
System toolbar	When this setting is enabled, users can access the sidebar. For details, see Sidebar (System toolbar) .

Menu item	Description
InstaShare Button mode	When this setting is enabled, users can use their InstaShare Button with the BenQ signage 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 display is powered on, the display 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 off and sleep settings .
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. For details, see the following topics: <ul style="list-style-type: none"> • Setting the default camera • Setting the default microphone
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 (Available by 2025 Q2) • Importing display settings
Google Play app filters	When this setting is enabled, users are able to access more apps on the Google Play Store.
System update	Manually update the BenQ display 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. Select Advanced > Network & internet. The Network & internet menu appears. 4. Select 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 Adapter. 2. Open the Settings menu. 3. Select Advanced > Network & internet. The Network & internet menu appears. 4. Select 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. Select **Advanced > Network & internet**.
The **Network & internet** menu appears.
4. Select **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. Select **Advanced > Network & internet**.
The **Network & internet** menu appears.
4. Select **Internet**.
5. Scroll to the bottom of the screen, and then select **Network preferences**.
6. Select **Install certificates**.
The Android file browser appears.
7. Select  and then locate the Wi-Fi certificate file.
8. Select the file, and then enter a name for the certificate.

9. Select **OK**.

Configuring language settings

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

Action	Steps
Change the display language	<ol style="list-style-type: none"> 1. Select Languages. 2. Select a language from the list.  Tip: Select Add a language to add a language to the list.
Set the language for each app	<ol style="list-style-type: none"> 1. Select 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. Select **Advanced > System**.
The System menu appears.
3. Select **Date & time**.
4. Perform one or more 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. Select Date. 3. Specify the date, and then select OK. 4. Select Time. 5. Specify the time, and then select OK. </td></tr> </table>	Automatic	Enable Set time automatically .	Manual	<ol style="list-style-type: none"> 1. Disable Set time automatically. 2. Select Date. 3. Specify the date, and then select OK. 4. Select Time. 5. Specify the time, and then select OK.
Automatic	Enable Set time automatically .				
Manual	<ol style="list-style-type: none"> 1. Disable Set time automatically. 2. Select Date. 3. Specify the date, and then select OK. 4. Select Time. 5. Specify the time, and then select 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. Select 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. Select 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. Select 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. Select **Advanced > System**.
The System menu appears.
3. Select **Reset options**.
4. Select **Erase all data (factory reset)**.
5. Select **Erase all data**.

Configuring the display locks

1. Open the **Settings** menu.
2. Select **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.



Tip

In case all locks are enabled, press and hold the **MENU** button on the remote control for five seconds to disable them.

Enabling the InstaShare Button mode

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

Setting the default microphone

1. Open the **Settings** menu.
2. Select **Advanced > Accessories**.
3. Under **Microphone**, select one of the following options:

Menu item	Description
Auto	When a new external microphone is connected to the display, it is automatically set as the default microphone.
Disabled	The microphone functionality is disabled.
Other	All external microphones connected to the display appear in the drop-down list. Select a microphone to use it as the default.

Setting the default camera

1. Open the **Settings** menu.
2. Select **Advanced > Accessories**.
3. Under Webcam, select one of the following options.

Menu item	Description
Disabled	The camera functionality is disabled.
Other	All external cameras connected to the display appear in the drop-down list. Select it to use it as the default camera.

Configuring startup and shutdown settings

1. Open the **Settings** menu.
2. Select **Advanced > Startup settings**.
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).
Standby after startup	When this setting is enabled, the display enters sleep mode after the display is powered on.
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 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.

Configuring power off and sleep settings

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

Setting a power schedule



Important

- You can add up to 7 schedule for a single display.
- 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.

1. Open the **Settings** menu.
 2. Select **Advanced > Power schedule**.
 3. Select a weekday.
 4. Set the startup and shutdown times.
 5. Select a startup source.
 6. Select **Save**.
- The schedule is added to the list and is enabled by default.

Exporting system logs

1. Connect a USB drive to the display.
2. Open the **Settings** menu.
3. Select **Advanced** > **Log export**.
4. Select your USB drive as the output directory.
5. The system logs are exported to a "benq" folder 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. Select **Advanced** > **System update**.
3. Select **Update system**.
The system downloads and updates the firmware and then restarts automatically.

Exporting display settings (Available by 2025 Q2)

1. Connect a USB drive to the display.
1. Open the **Settings** menu.
2. Select **Advanced** > **USB cloning** > **Export settings**.
A confirmation message appears.
3. Select **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. Select **Advanced** > **USB cloning** > **Import settings**.
The file selection window appears.
3. Select the settings file, and then select **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.

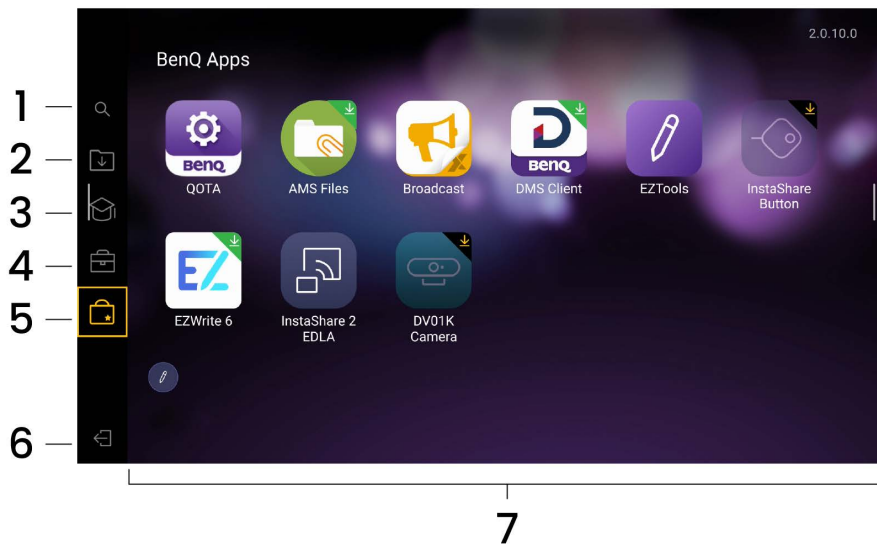
There are two ways to access the Android settings menu:

- Taskbar: Select  on the taskbar, and then select **Settings** .
- Remote control: Press the **ALL APPS** button, and then select **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 signage.



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 display.



DMS Client

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



InstaShare 2

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



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 display and other installed applications.





X-Sign


Showcase scheduled or real-time content through the BenQ display. The app also allows for sending scheduled announcements and real-time alerts.

Installing an app




Tip



To install apps from Google, select  on the taskbar and go to  **Google Play Store**.

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

Updating an app

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

Updating all apps




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

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. Select  on the taskbar.
3. Select **Settings**  .
4. Select **Apps**.
5. Select the app from the list.
6. Select  > **Uninstall updates**.

Uninstalling an app



Note

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

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

ClassroomCare®

Eye-Care solutions

Low blue light

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.
-

To activate the smart eye care solution, enable the **Eye-care** function under **Display**.

Flicker-Reduced

Flicker-Reduced technologies aim to minimize screen flicker in LED displays, thereby reducing eye strain. Flicker-Reduced primarily relies on PWM frequency adjustments to meet the desired flicker reduction criteria. By implementing these techniques, the LED backlights in the display either completely eliminate or significantly reduce the perceptible flickering, resulting in a more comfortable viewing experience. BenQ's non-flicker technology has also been certified by TÜV Rheinland, which shows BenQ's commitment in safeguarding vision health of consumers.

Appendix

Supported input resolutions

Resolution	Input Source HDMI 2.0
3840 x 2160 @ 60Hz	V
3840 x 2160 @ 50Hz	V
3840 x 2160 @ 30Hz	V
3840 x 2160 @ 25Hz	V
3840 x 2160 @ 24Hz	V
1920 x 1080 @ 60Hz	V
1920 x 1080 @ 50Hz	V
1920 x 1080 @ 30Hz	V
1920 x 1080 @ 25Hz	V
1920 x 1080 @ 24Hz	V
1360 x 768 @ 60Hz	V
1280 x 720 @ 60Hz	V
1280 x 720 @ 50Hz	V
1280 x 720 @ 30Hz	V
1024 x 768 @ 60Hz	V
800 x 600 @ 60Hz	V
720 x 576 @ 50Hz	V
720 x 480 @ 60Hz	V
640 x 480 @ 60Hz	V

Supported media formats

Extension	Codec detail	Resolution
.3gp	MPEG-4 Visual	640x480
	MPEG-4	320x240
	H264	1920x1080
.avi	AVC	1920x1080
	M-JPEG	1024x576
	RealMagic MPEG-4	720x480
		720x576
	h264	1920x1080
	FF mpeg MPEG4	640x480
.f4v	AVC(H264)	1280x720
.flv	Sorenson Spark	1920x1080
	VP6	800x342
.mp4	AVC(H264)	1920x1080
	HEVC(H265)	1920x1080
	4K HEVC(4K H265)	4096x2304
	8K HEVC(8K H265)	8192x4320
.m2ts	AVC	1920x1080
	VC-1	1920x1080
.m2v	MPEG-2	480x576
.m4v	AVC	1280x720
.mkv	WMV3	1280x720
	MPEG-4 Visual	1920x1080
	AVC	1920x1080
	4K HEVC(4K H265)	3840x2160
	8K HEVC(8K H265)	8192x4320
	VP8	1920x1080
	VP9	1920x1080
.mov	MPEG-4 Visual	1280x720
	mjpa	640x480
	M-JPEG	640x480
	AVC(H264)	1920x1080
	4K H264	3840x2160
.mpeg	MPEG-2	1920x1080
	VC-1	1920x1080
	MPEG-1	720x576

Extension	Codec detail	Resolution
.mts	AVC	1440x1080
.ogm	XVID	640x480
.PMP	H264	480x272
.rmvb	RealVideo1	1280x720
	RealVideo2	1280x720
	RealVideo3	1280x720
	RealVideo4	1920x1080
.tp	MPEG-2	1920x1088
.ts	HEVC(H26 5)	1920x1080
	4K HEVC(4K H265)	4096x2304
	8K HEVC(8K H265)	8192x4320
	MPEG-1	1920x1080
	avs	720x576
	avs+	1920x1080
	avs2	3840x2160
	AVC	1920x1080
	MPEG-2	1920x1080
.vob	MPEG-2	720x576
.wmv	WMV1	640x480
	WMV2	768x432
	WMV3	1920x1080
.webm	VP8	1920x1080
	VP9	1920x1080
	4K VP9	4096x2160
	8K VP9	8192x4608
4K	AVC(H264)	4096x2304
	HEVC(H26 5)	4096x2304
	VP9	4096x2160
8K	HEVC(H26 5)	8192x4320
	VP9	8192x4608

Troubleshooting

Connection	Configuration
The display is not displaying images.	<ul style="list-style-type: none"> • Ensure that the display 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 display. - The input resolution is correct. For details, see Supported input resolutions.
The display is not playing audio.	<ul style="list-style-type: none"> • Ensure that the display 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 display.
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 4 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 off 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 display. • Adjust the picture mode and color temperature. For details, see Display settings.

Connection	Configuration
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 display. 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 display. For details, see Connections.
The display is showing images but no sound.	<ul style="list-style-type: none"> • Ensure that the display 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 display. 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 display. - The input device is using one sound channel.

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.

EPREL Registration Number:

SL4304: 2182853

SL5504: 2182900

SL6504: 2189858

SL7504: 2189871





SL8604: 2189898

SH5504: 2196929

SH6504: 2196940

SH7504: 2196948

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 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. 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.
	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.

Copyright and disclaimers

Copyright

Copyright 2025 BenQ Corporation. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written permission of BenQ Corporation.

Disclaimer

BenQ Corporation makes no representations or warranties, either expressed or implied, with respect to the contents of this document. BenQ Corporation reserves the right to revise this publication and to make changes from time to time in the contents thereof without obligation to notify any person of such revision or changes.

HDMI trademark disclaimer

The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade Dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.



BenQ ecoFACTS

BenQ has been dedicated to the design and development of greener product as part of its aspiration to realize the ideal of the “Bringing Enjoyment ‘N Quality to Life” corporate vision with the ultimate goal to achieve a low-carbon society. Besides meeting international regulatory requirement and standards pertaining to environmental management, BenQ has spared no efforts in pushing our initiatives further to incorporate life cycle design in the aspects of material selection, manufacturing, packaging, transportation, using and disposal of the products. BenQ ecoFACTS label lists key eco-friendly design highlights of each product, hoping to ensure that consumers make informed green choices at purchase. Check out BenQ’s CSR Website at <http://csr.BenQ.com/> for more details on BenQ’s environmental commitments and achievements.

Product carbon footprint (PCF)

The carbon footprint of a product is the estimated carbon emission throughout its entire life cycle. The information may be available on the package or [online](#).

The carbon footprint stated for this product is the current estimate and the actual result may be subject to change due to unforeseen conditions. This means the actual product carbon footprint may be different from the declared statement.

You may not find your product’s carbon footprint as it was not available at the time the product was shipped. The information should be online once it’s available.

