



LCD Monitor
Display Pilot 2
User Manual

V 2.01

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Servicing

Should you have any queries about the software after reading the document, visit the local website from Support.BenQ.com for more support and local customer service.



Support.BenQ.com

Note

In this document, the steps needed to reach a menu are shown in condensed form, for example: **System > Information.**

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Introduction

Display Pilot 2 is a software utility that allows for quick accurate tuning of the display with the ability to easily save and use monitor configurations that are best suited for you. All adjustments are controlled via software to eliminate the need to use the monitor on-screen displays (OSD).

Note

- **Display Pilot 2** scans and identifies the connected monitor(s) to determine which features are supported. Available features vary by model and inputs. Therefore, not all controls and features described in this document may appear in your application.
- Images and menu options in this document are for reference only and may look different according to different BenQ monitors, software versions, or the operating system (OS) of your device. The user interface may subject to change without prior notice.

System requirements and compatible monitors

Item	Description
OS systems	Visit www.BenQ.com > Display Pilot 2 >
Compatible monitors	Specifications for the latest information.

Setup

The software provides full functions when working with compatible BenQ monitors. Limited functions are provided for other monitors. It scans and detects the connected monitors when the software is launched. Make sure the monitors are properly connected to the computer.

Type of connected monitor	Displayed name in Display Pilot 2	Available software functions
A compatible BenQ monitor	Model name	Full functions. Available functions/settings vary by model.
A Mac series monitor	Color LCD	Limited functions are available: <ul style="list-style-type: none">• Volume• Brightness• Access to display settings <p>Note</p> <p>Apple keyboard volume control is natively available to a Mac series computer, though volume adjustment is not displayed in the software.</p>
A laptop monitor other than Mac	Built-in Display	Limited functions are available: <ul style="list-style-type: none">• Volume• Brightness
An external monitor that is not compatible	Identified: model name Not identified: General display	Limited functions are available: <ul style="list-style-type: none">• Volume (if built-in speakers are available)• Brightness


Getting ready before you start

1. Make sure the connection of computer, monitor, and network is complete. You can connect up to six monitors.
2. Power on the computer and monitor.
3. Make sure the DDC/CI control is enabled from the monitor's OSD menu. Go to **System > Advanced > DDC/CI > ON**.
4. If you have more than one monitor connected, set to mirror or extend the display.

Note

- DDC/CI control via an M series Mac's HDMI port is not supported. Connect your Mac (MacBook or Mac Mini) with an external monitor via Thunderbolt™ or USB-C™ instead.
- You are recommended to use the original Thunderbolt™ or USB-C™ cable that came with the monitor. Converters/adapters are not recommended to connect your source device to the monitor, as the compatibility of the converters/adapters in the market cannot be guaranteed.

Downloading and launching Display Pilot 2

1. Visit the local website from www.BenQ.com > **Display Pilot 2** to download the software.
2. Click the file just downloaded and follow the on-screen instructions to complete the installation.
3. Click  to launch the software. The software checks for an update when it is launched. See [Updating the software on page 8](#).
4. Log in to the software with your Gmail, WeChat, or Apple account to access the software's cloud service (see [Backing up your settings to cloud storage on page 34](#)). Available account services may vary by region. You can close the login window and continue as a guest as well.

The software scans and identifies the connected monitor(s). If an identified monitor is connected, its model name is displayed. If more than one identified monitor of the same model name is connected, a suffix is added to the model name. Refer to [Setup on page 6](#) for the monitor connection and functionality.

If you are prompted that the monitor is not compatible, you can change to a compatible monitor or continue with the current one with limited functions.

5. The software widget is displayed. The interface color and available functions vary by monitor. See [Software widget on page 9](#) for more information.

Note

The software interface follows the operating system language setting and cannot be changed from the software.

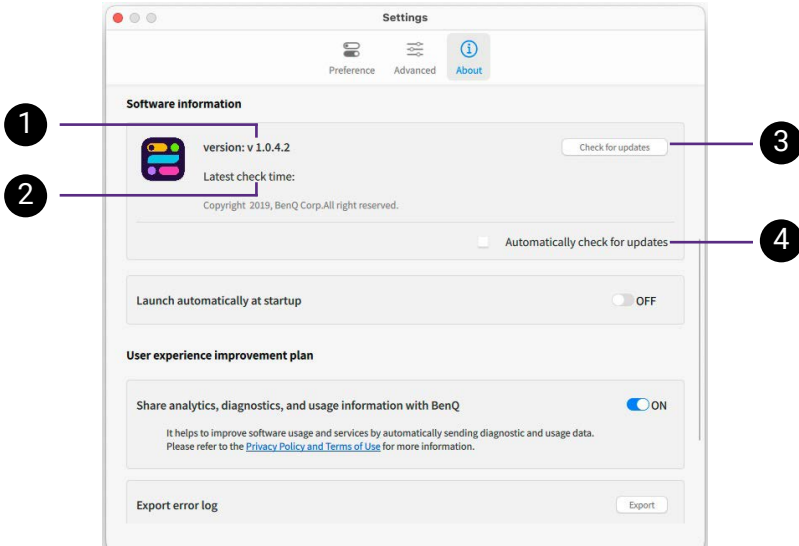
Tips

The software can be accessed from the  /  icon in the system tray/menu bar, or from the computer's **Start** menu > **Display Pilot 2**.

Updating the software

The software is set to check for an update automatically when it is launched. If an update is available, you will be guided to download and update the software automatically before it is launched.

If you prefer to check for update manually, go to **⋮ (Settings) > About** and disable **Automatically check for updates**.



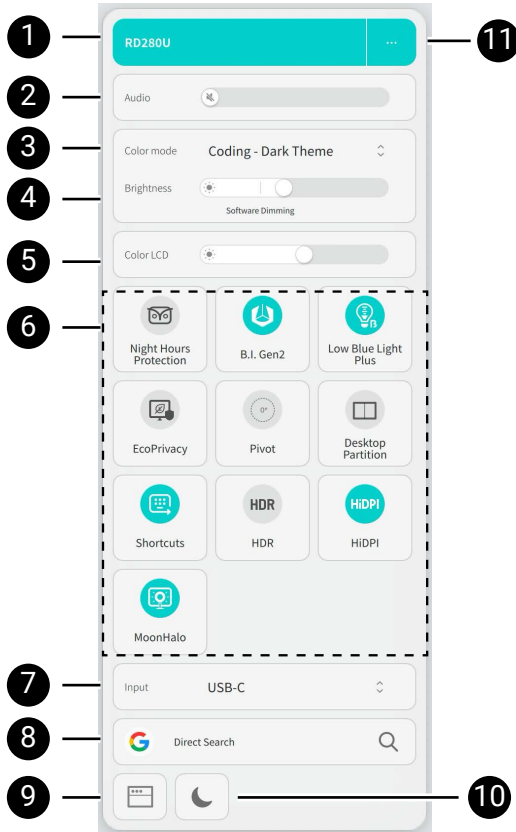
No.	Descriptions
1.	Shows the current software version.
2.	Shows the latest software check time.
3.	Checks for software update manually. Available options vary by software status.
4.	Determines whether to check for update automatically.

Overview

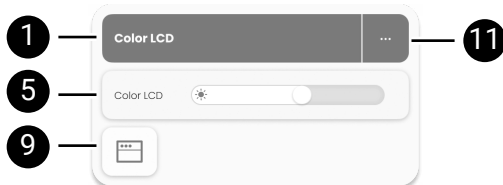
Software widget


Available functions here vary by model, inputs, and your preference settings. See [Customizing your widget on page 13](#) for more information.

A compatible monitor

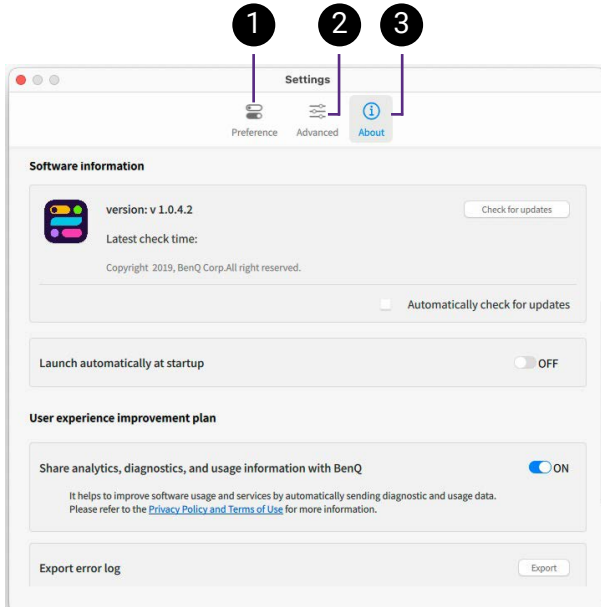


An unsupported monitor



No.	Function	Descriptions
1.	Monitor's name	Shows the connected monitor or a list of connected monitors.
2.	Volume	Adjusts the volume of the selected speakers. See Adjusting volume on page 25 for more information.
3.	Color mode	Shows the current color mode. Click  icon to access list of color modes. See Changing and customizing a color mode on page 15 for more information.
4.	Brightness of the display	Adjusts the screen brightness of a connected monitor. See Adjusting screen brightness on page 22 for more information.
5.	Brightness of the laptop's screen	Adjusts the brightness of the laptop's screen.
6.	Tools/functions	<ul style="list-style-type: none"> • Enables/disables a function by clicking its icon. The function is enabled when the icon is highlighted. • Adjusts the function settings by clicking its name.
7.	Input source	Shows a list of input sources. Available options vary by model and existing connections.
8.	Direct Search	Accesses commonly used search engines and search directly through the software interface. See Accessing search engines directly (Direct Search) on page 33 for more information.
9.	Resolution	Accesses the display settings of your computer. You can adjust the resolution settings here.
10.	Focus mode	Accesses the focus settings of your computer. You can adjust the notification you'd like to receive under different circumstances.
11	Settings	Accesses to the software settings. You can customize your preferences and set color modes for different applications. See Settings pages on page 11 for more information.

Settings pages

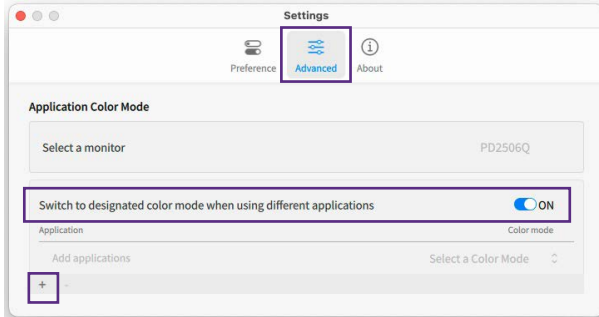


No.	Page name	Descriptions
1.	Preference	Decides what supported functions can be activated for a monitor from the widget.
2.	Advanced	Sets a preferred color mode for an application. See Customizing each application's color mode (Application Mode) on page 12 for more information.
3.	About	Accesses more settings of the software. <ul style="list-style-type: none">• "Backing up your settings to cloud storage"• "Updating the software"• "Contacting customer service"• "Naming the connected monitors"

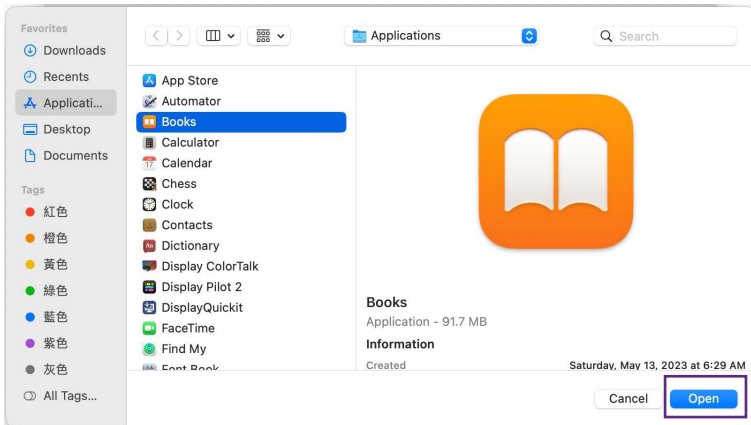
Customizing each application's color mode (Application Mode)

Assign one color mode to an application, so when the application is launched and brought to the front, the preset color mode is applied automatically.

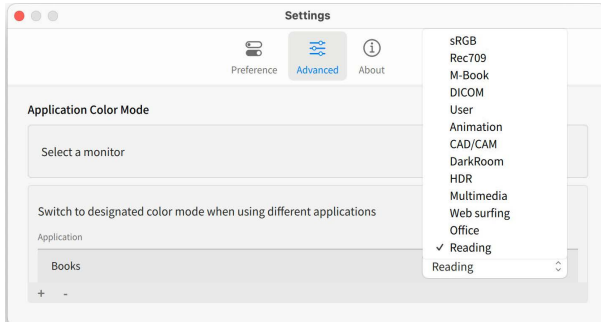
1. Go to **⋮ (Settings) > Advanced**.
2. Switch on **Application Color Mode**.



3. Click **+** and select an application from your computer and add it to the application list.



4. Back to the software, find the application just added and select a preferred option from the color mode list. Once the application is launched and the window is brought to the front, the preset color mode is applied immediately.

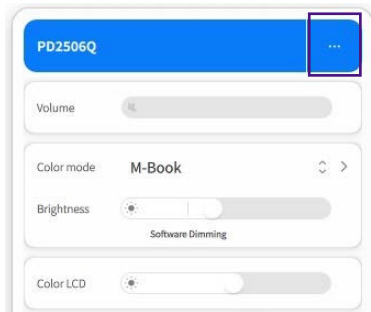


- To remove an application from the list, select it and click **–**.

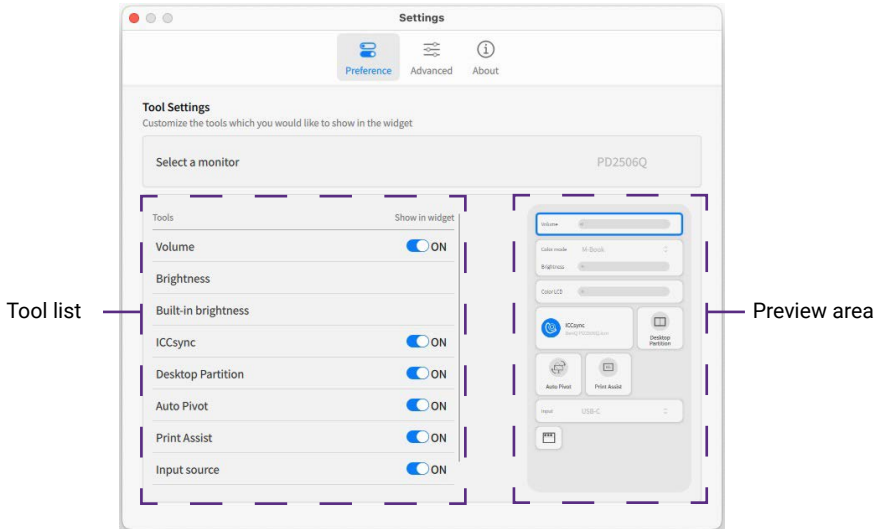
Customizing your widget

The color of your software interface changes according to different series of the connected BenQ monitors. You cannot change the interface color. However, you can decide to keep your widget simple and shows only the frequently used functions.

- Go to **⋮ (Settings) > Preference**.



- If there is more than one external monitor connected, you can choose one from **Select a monitor**.
- All the supported functions of the selected monitor are listed under **Tools**. Turn off a function so it is not displayed on software widget. You can preview the widget layout immediately on the right side of **Preference** page.



Note

A function can only be enabled from the widget. If it is supported yet not showed in widget, go to **⋮ (Settings) > Preference** to make it available in widget first. And then go back to widget to enable the function.

Naming the connected monitors

To better identify the connected external monitors, you can rename the monitors.

1. Go to **⋮ (Settings) > About**.
2. Scroll down to **Device information**. Input a name for an external monitor.
The maximum length of the device name is up to 12 characters.

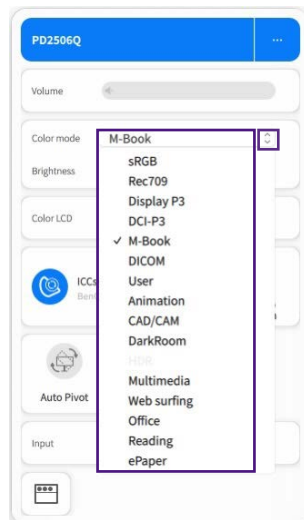
Operations

Changing and customizing a color mode

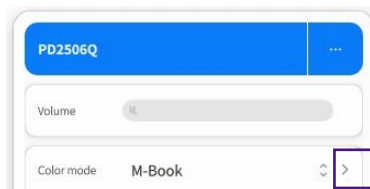
Note

- Available color modes vary by model. To find out the description of each color mode, refer to the user manual of the connected monitor.
- When a color mode is selected, a corresponding ICC profile is applied to the computer automatically for better color matching representation. To change the ICC profile, see [Applying a different ICC profile on page 18](#) for more information.

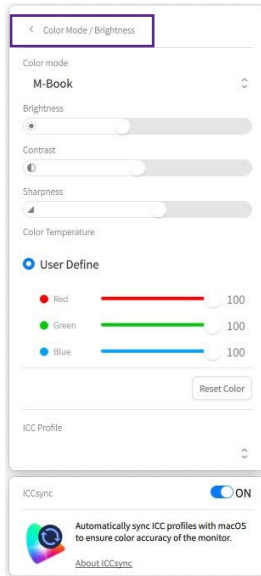
1. Select one option from **Color mode** list. Available options vary by model.



2. Click **>** next to the color mode to adjust related settings. Available settings vary by color mode.



3. After the adjustments are done, click **<** to exit.



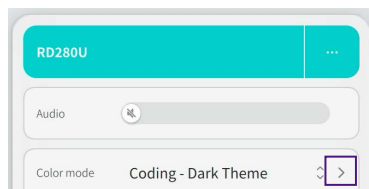
Checking settings bundled with color mode

For selected models only

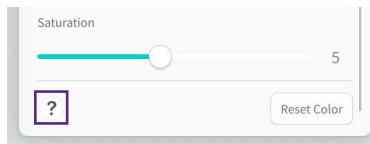
Some settings can be adjusted and saved to go with color modes. As a color mode is selected, the desired settings are applied.

To find out the settings bundled with color mode, follow the steps below.

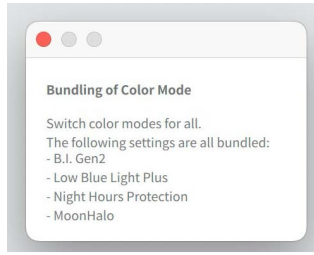
1. Click > next to the color mode.



2. Click the question mark icon from the bottom of the window.



3. From the pop-up window, you can view a list of settings bundled with color mode.



Adjusting HDR mode


For HDR-compatible monitors, HDR mode will be grayed out in the **Color mode** list. For different BenQ monitor series, you can enable HDR function as below.

For BenQ DesignVue PD series


If the HDR function is enabled from your OS and HDR content is connected, the monitor switches to HDR mode automatically.

For BenQ Programming RD series

Mac OS

Click  from the widget to open the HDR settings of your computer.

Windows OS

Click  from the widget to enable **HDR**.


For quick access to the HDR settings of your computer:

1. Click the function name **HDR** from the widget.
2. Click **HDR System Setting** to open the HDR settings of your computer.


Improving color accuracy of the monitor (ICCsync)

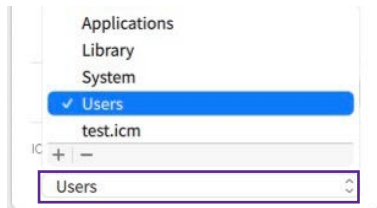
For BenQ DesignVue PD series only

The computer's color profile (ICC profile) may not best suit your monitor. If you want to make sure to obtain the accurate color matching representation, change the computer's ICC profile to ensure the computer works better with the monitor. With the **ICCsyntax** feature in **Display Pilot 2**, the adjustment is done with one click.

To enable **ICCsyntax**, click  from the widget. The synchronization is performed automatically whenever a color mode (which comes with an ICC profile) is applied to ensure consistent and accurate color matching representation between the monitor and the computer's color management system.

Applying a different ICC profile

1. Click  next to **Color mode** in the widget for related settings.
2. On the bottom of the settings, the current ICC profile is displayed. Click the profile name.




3. A list of available ICC profiles is displayed.
 - Select an existing profile from the list to apply.
 - Select **+** to browse your computer for other ICC profile in *.icm or *.icc format. If you have calibrated your monitor and a new ICC profile has been generated, look for that profile and apply the calibration results.
 - Select a manually added profile from the list and click **-** to delete. The **-** icon is not available to a built-in profile.

Working with two color settings on the same image (DualView)

For BenQ DesignVue PD series only

DualView helps improve your image editing efficiency by showing an image of two different color modes side-by-side.

1. To enable **DualView**, click  from the widget. The screen is divided into two windows. The current color mode is applied to the left window.
2. Click the function name **DualView** from the widget to set color modes for two windows respectively.



Adjusting color temperature (Low Blue Light Plus)


For BenQ Programming RD series only

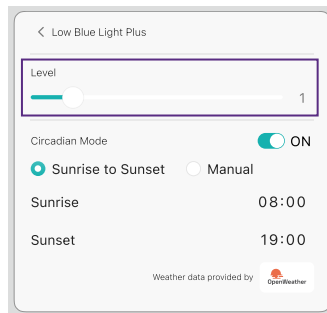
Note

The adjusted settings will be saved and applied by color mode switch. See [Checking settings bundled with color mode on page 16](#) for details.

The **Low Blue Light Plus** technology helps decrease the blue light emitted from the display to reduce the risk of blue light exposure to your eyes.

You can reduce the blue light as desired regardless of color mode.

1. Click the icon  or the function name **Low Blue Light Plus** from the widget to access the settings.
2. Under **Level**, adjust the value of the filter. A stronger effect is produced as the value increases.

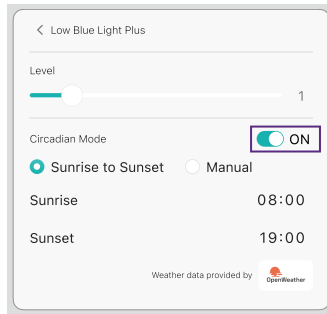


Auto color temperature adjustment through daylight cycle (**Circadian Mode**)

For BenQ Programming RD series only

Low Blue Light Plus includes **Circadian Mode**, which automatically adjusts your screen's color temperature throughout the day, mirroring the natural sunrise to sunset cycle.

1. Click **Low Blue Light Plus** in the widget for related settings.
2. Set **Circadian Mode** to **ON**.



3. Choose to set the sunrise and sunset times through auto detection (**Sunrise to Sunset**) or adjust manually (**Manual**).


Sharper images and text through **HiDPI**

For MacOS only.

HiDPI enables you to leverage the high pixel density, effectively doubling the screen resolution while maintaining the physical size of UI elements.

To enable **HiDPI**, click **HiDPI** from the widget.

Note

You can click  (**Resolution**) to access the resolution settings of your computer.


Adjusting bias lighting by MoonHalo

For BenQ Programming RD series (selected models only)

Note

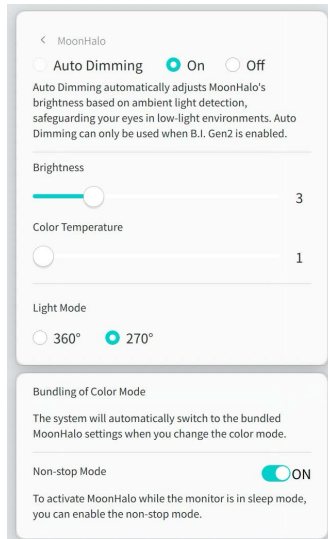
The adjusted settings will be saved and applied by color mode switch. See [Checking settings bundled with color mode on page 16](#) for details.

MoonHalo is the built-in monitor bias lighting that balances the lighting of your viewing environment. Activate the function to enhance working efficiency and reduce eye strain.

1. Click the icon  or the function name **MoonHalo** from the widget to access the settings.
2. To activate the function, choose either **Auto Dimming** or **On**. For **Auto Dimming**, it automatically adjusts MoonHalo's brightness based on ambient light detection, syncs with screen brightness and safeguards your eyes in low-light environments.

Note

Auto Dimming can only be used when **B.I. Gen2** is enabled.



3. Set your **Brightness, Color Temperature, Light Mode** preferences.
 - **Light Mode** offers two lighting angles: **360°** and **270°**. You can set your preferred light mode based on different scenarios.
4. To activate **MoonHalo** when the monitor is in sleep mode, you can turn on the **Non-stop Mode**.

Adjusting screen brightness

Apart from the monitor control keys, you are provided with several ways to adjust screen brightness easily from the software.

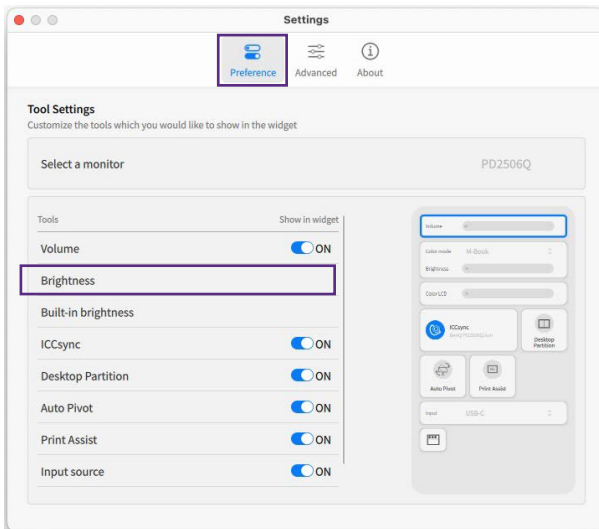
- Brightness slider on the widget
- Software Dimming
- iKeyboard Control
- Brightness Intelligence Gen2 (B.I. Gen2)*
- Night Hours Protection*

* For BenQ Programming RD series only

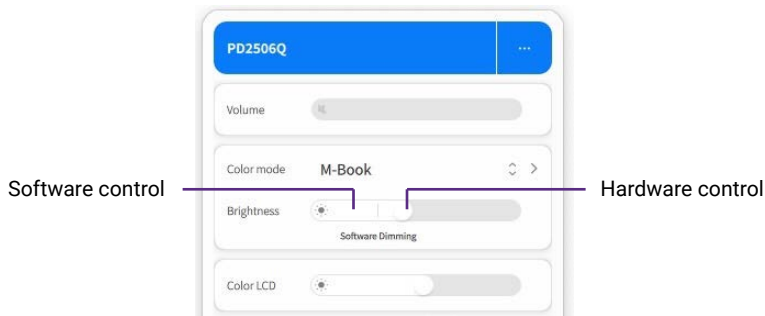
Advanced brightness adjustment by **Software Dimming**

With **Software Dimming**, brightness adjustment is controlled by hardware and software. Software helps reduce the brightness as much as possible so you can use the monitor in a room of dim light.

1. Go to **⋮ (Settings) > Preference > Brightness.**



2. Make sure **Software Dimming** is enabled. The screen brightness will be adjusted slightly as the software control of brightness is added. **Software Dimming** is marked under the **Brightness** slider in the widget, indicating that the function is enabled.



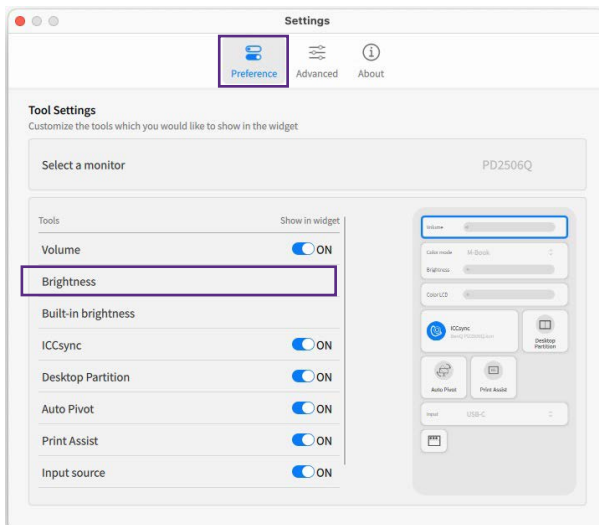
3. (Optional) Enable **iKeyboard Control** so you can bring back the bright screen easily without the widget.
4. Change the brightness as usual. When the brightness is reduced to certain level, the software will help to reduce it to the lowest level.
5. To increase brightness again, use the monitor control keys or F2 key on the Apple keyboard (if **iKeyboard Control** is enabled) when the widget is not visible.

Brightness adjustment by **iKeyboard Control**

For MacOS and Apple keyboards only.

With **iKeyboard Control**, you can adjust the brightness of the connected compatible monitor by pressing F1/F2 keys on your Apple keyboard as usual.

1. Go to **⋮ (Settings) > Preference > Brightness**.



2. Make sure **iKeyboard Control** is enabled.

3. Position the cursor on the screen of a compatible monitor that you wish to make brightness adjustment, and press F1/F2 keys on your keyboard to adjust screen brightness directly.
4. To make subtle adjustment, press Option + Shift + F1/F2 keys to fine-tune the brightness level.


Auto brightness adjustment by **B.I. Gen2**

For BenQ Programming RD series only

Note

The adjusted settings will be saved and applied by color mode switch. See [Checking settings bundled with color mode on page 16](#) for details.

Brightness Intelligence Gen2 technology detects the ambient light, image brightness and contrast, and then balance the screen automatically. It helps keep image details as well as to reduce eye strain.

1. Click  from the widget to enable **B.I. Gen2**.
2. Click the function name **B.I. Gen2** from the widget to adjust light meter and sensor sensitivity.


Minimum brightness solution by **Night Hours Protection**

For BenQ Programming RD series only

Note

The adjusted settings will be saved and applied by color mode switch. See [Checking settings bundled with color mode on page 16](#) for details.

The **Night Hours Protection** aims to safeguard your eyes by offering a minimum brightness technology. Its intelligent ambient light detection and auto-switch capabilities ensure effortless and consistent eye care.

1. Click the icon  or the function name **Night Hours Protection** from the widget to access the settings.
2. To activate the function, choose either **ON** or **Auto Switch**. For **Auto Switch**, the monitor automatically enables or disables the function depending on your ambient light.
3. Under **Level**, adjust the value of the filter. A stronger effect is produced as the value increases.

Adjusting volume

Selected models only.

You are provided with several ways to adjust the volume of the connected and selected speakers easily from the software.

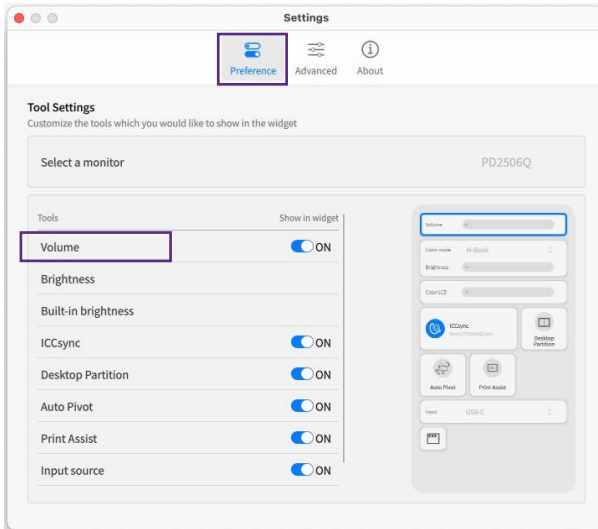
- Volume slider on the widget
- iKeyboard Control

Volume adjustment by **iKeyboard Control**

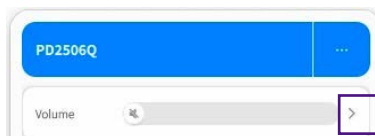
For MacOS and Apple keyboards only.

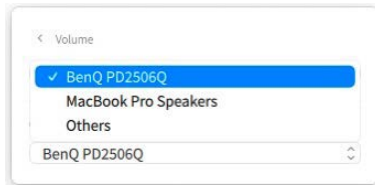
With **iKeyboard Control**, you can adjust the volume of the connected and selected speakers by pressing F10/F11/F12 keys on your Apple keyboard as usual.

1. Go to **⋮ (Settings) > Preference > Volume**.



2. Make sure **iKeyboard Control** is enabled.
3. Click **>** next to **Volume** in the widget and select the preferred speakers from the **Output** dropdown list.





4. You can press F10/F11/F12 keys on your Apple keyboard to adjust the volume of the speakers selected in the previous step.

Rotating your screen (**Auto Pivot/Pivot**)

Rotating the screen automatically

For selected models only

Note

Available only when there is a built-in rotation sensor on the monitor. Visit www.BenQ.com > the purchased model > the **Specifications** tab to see if **Auto Pivot** is supported.

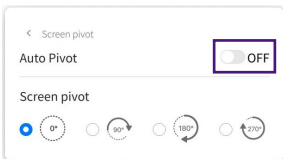
Click  from the widget to enable **Auto Pivot**. The screen goes with the monitor when being rotated.

Rotating the screen manually

1. Click the function name **Auto Pivot/Pivot** from the widget to access the settings.
2. Select a rotation angle. The setting will take effect immediately.

Note

For models with **Auto Pivot**, turn off **Auto Pivot** before you set the rotation angle manually.




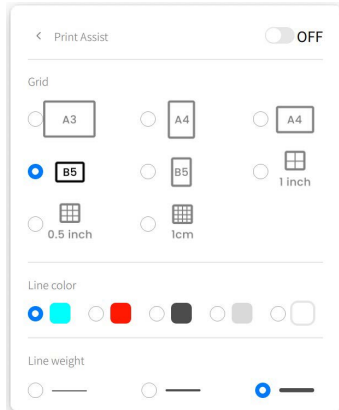
Previewing your design in actual print size (**Print Assist**)




For BenQ DesignVue PD series only

As you can zoom in and out easily on the screen, you may need some measurement tool to know the dimension of your design and to place the

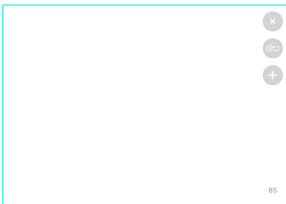
illustrations accurately. **Print Assist** is helpful by showing the range of some standard print sizes or the grid lines. The range and the grid lines are for preview only and will not be printed.

1. To enable **Print Assist**, click  from the widget. The displayed icon varies according to the set print size.
2. Click the function name **Print Assist** from the widget to define the range of one of the standard print sizes or grid lines of different measurement increments.

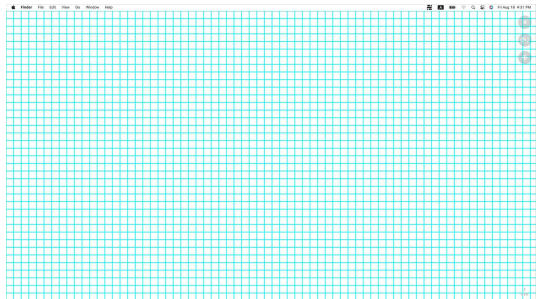


3. Some icons are displayed with the print assist.
 - Drag and move  to move print assist on the current screen.
 - (Available if supported) Select  to move print assist to another supported external monitor.
 - Select  to disable the **Print Assist** function.

Print size




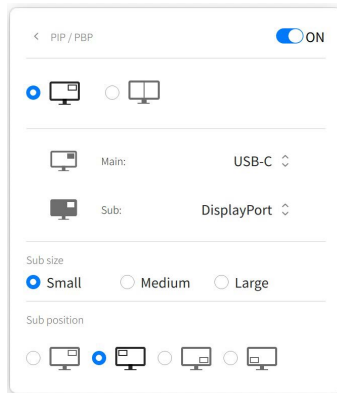
Grid lines



Working with two or more video sources (PIP / PBP)

The Picture-in-Picture (PIP) mode displays the main video source on the screen while the second source in an inset window. The Picture-by-Picture (PBP) mode allows to display images from two or more video sources side-by-side.

1. Make sure you have enough video sources and cables are connected properly between the monitor and the video sources. You can connect either 2 or 4 input sources. Available settings vary accordingly.
2. Click  from the widget to enable **PIP / PBP**. The sources are detected and displayed automatically.
3. Click the function name **PIP / PBP** from the widget to determine how the windows are arranged on your monitor.

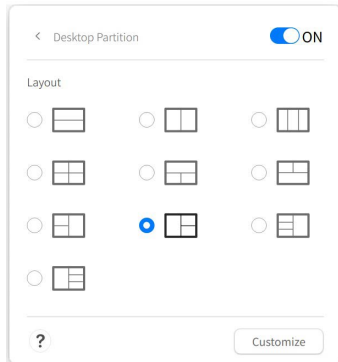


Managing the layout of multiple windows (Desktop Partition)

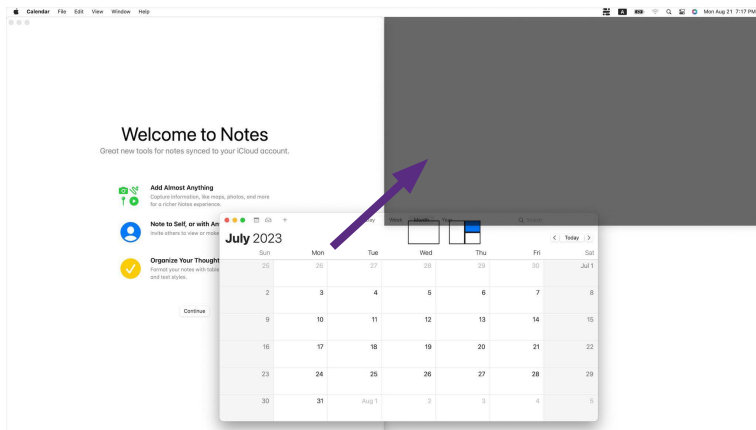
Select a preferred layout and arrange multiple application windows as desired. You can manage to show up to four windows simultaneously.

Using a preset layout

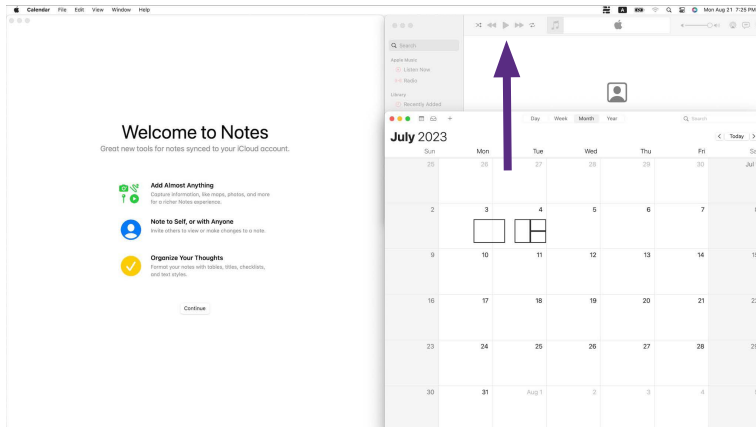
1. Click  from the widget to enable **Desktop Partition**.
2. Click the function name **Desktop Partition** from the widget to choose a preset layout.



3. Go to one of the application windows and drag to move it. While a small layout appears as you move the window, drag and drop the window to the desired partition.

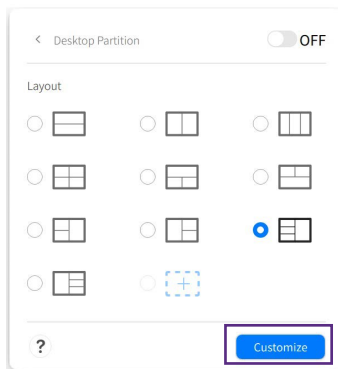


4. The window is then resized and fits into the selected partition. Repeat step 3 until all windows are organized as planned and are displayed simultaneously.
5. Resize a partition by dragging and dropping its edge if desired. Note that the changed layout is applied yet not saved. To save a resized layout, see [Customizing a layout on page 30](#).

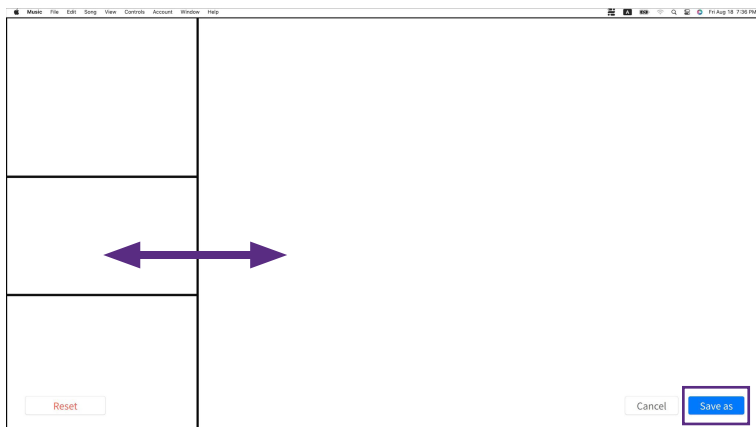


Customizing a layout

1. Click the function name **Desktop Partition** from the widget.
2. Select a preset layout as a base for modification.
3. Click **Customize**.



4. Resize a partition by dragging and dropping its edges.
5. After the adjustment is done, click **Save as** to save the new layout. The customized layout is then created for future use and is available from the layout list.




6. You can save up to two customized layouts. Delete a customized layout if you wish to create a new one.

Protecting screen privacy (**EcoPrivacy**)

For BenQ Programming RD series only

EcoPrivacy helps save power and protect screen privacy by dimming your monitor once inactivity.


1. Click  from the widget to enable **EcoPrivacy**.
2. Click the function name **EcoPrivacy** from the widget to adjust advanced options such as activation time and sensor sensitivity.

Using combination of keys to adjust monitor settings (**Shortcuts**)

For BenQ Programming RD series only

Display Pilot 2 provides **Shortcuts** to help you quickly adjust monitor settings without using the mouse.

Using preset shortcuts

1. Click  from the widget to enable **Shortcuts**.
2. Click the function name **Shortcuts** from the widget to view all available shortcuts.
3. Use the combination of keys to complete commands with your keyboard.

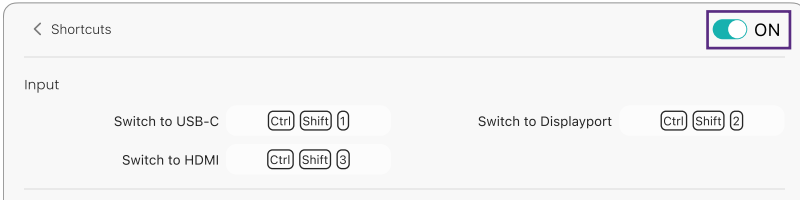
To set your own combination of keys, see [Customizing shortcuts on page 32](#) for details.

Customizing shortcuts

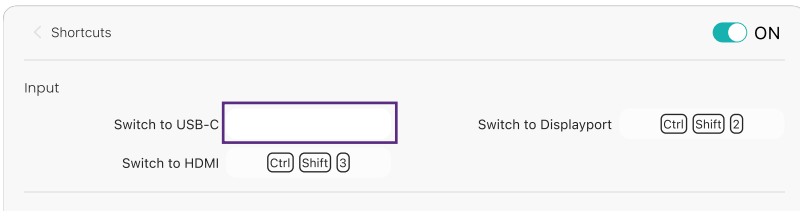
For BenQ Programming RD series only

In addition to using the preset shortcuts, you can also customize your own combination of keys.

1. Click the function name **Shortcuts** from the widget.
2. Make sure the function is enabled.



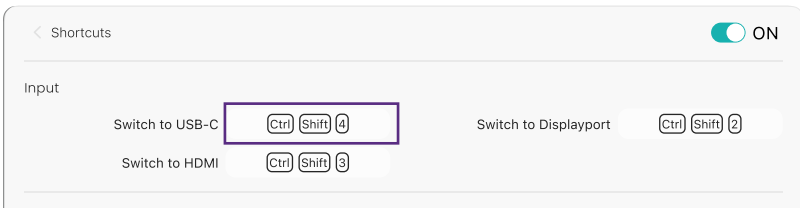
3. Click on the combination of keys that you want to customize. The area turns blank.



4. Press the combination of keys that you want to assign. Changes will be saved automatically.

Note

If the shortcut is already used, a notification message will pop up and the shortcut will return to the last settings.



5. To restore shortcuts to default, click **Reset All Shortcuts** at the bottom of the **Shortcuts** settings window.

Extra Copy/Paste

This function supports image, text, file, and URL formats. Copying other types of content may impact the content of the clipboard.

Copy Ctrl Shift C Paste Ctrl Shift V

Reset All Shortcuts

Accessing search engines directly (Direct Search)

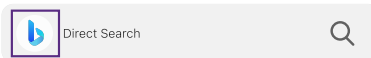
For BenQ Programming RD series only

Note

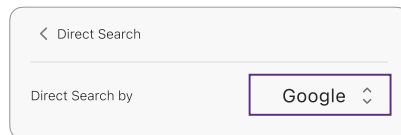
Current available options include Google, ChatGPT, Bing, and Baidu. Available options vary by region.

With **Direct Search**, you can access commonly used search engines and search directly through the **Display Pilot 2** interface.

1. Click the search engine icon to access the setting window.



2. From the setting window, choose a search engine that you prefer.

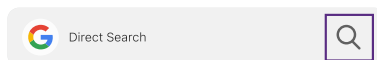


3. Click the search area and type your search term directly.



Note: Typing in the search area is not available for ChatGPT. Directly click → to open ChatGPT in your browser.

4. Click  to open the browser and find the search result.



Backing up your settings to cloud storage

Available only when you are logged in to Google, WeChat, or Apple account.

The cloud storage service is provided for logged-in users of the software. You can back up the following software settings to the cloud.

- Software preference settings from **⋮ (Settings) > Preference**
- Changed color settings for each color mode
- Designated application color mode from **⋮ (Settings) > Advanced**
- Customized ICC profiles
- Customized **Desktop Partition** layouts

Once the settings have been saved to the cloud, if you need to work with another computer or monitor, or restore your preferences, you can load the software settings from the cloud.

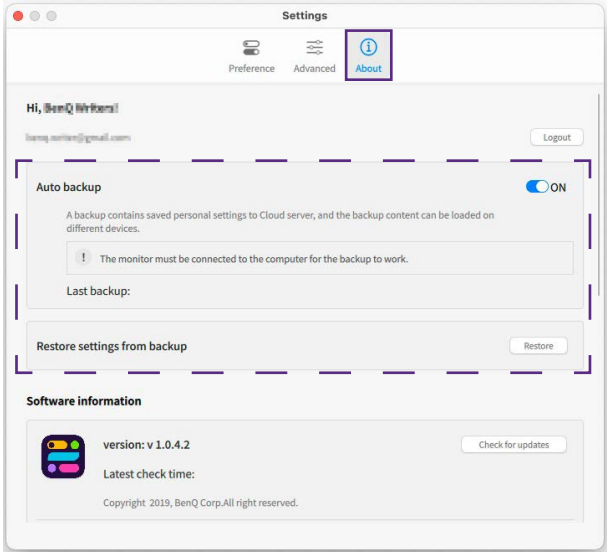
Function	Backup frequency	Backup file(s) on cloud
Auto backup	Twice a day	The cloud service saves the last backup file.
Manual backup	Anytime	The cloud service saves the last three backup files.

Uploading software settings to the cloud


1. Make sure the computer is connected to the Internet and you are logged in to one of the supported account services.
2. Go to **⋮ (Settings) > About**. The **Auto backup** function is switched on by default since you are logged in. Auto backup is performed as scheduled if the external monitor is properly connected and powered on. Switch **Auto backup** function off and the **Backup** button is displayed. You can manually back up as desired.

Function	Backup frequency	Backup file(s) on cloud
Auto backup	Twice a day as preset by software	Only the latest backup file is saved on the cloud.

Function	Backup frequency	Backup file(s) on cloud
Manual backup	Anytime	You can name and save up to three backup files on the cloud. To save a new one after that, you need to select an old file and replace it by a new one.



Loading settings from the cloud

1. Make sure the computer is connected to the Internet and you are logged in to one of the supported account services.
2. Go to  (**Settings**) > **About**.
3. Click **Restore** and select to load one of the backup files and restore your monitor to the selected settings. Follow the on-screen instructions.

Looking for assistance

Should you have any problem, go to [Troubleshooting on page 38](#) to see if your problem can be resolved.

Alternatively, go to **⋮ (Settings) > About** for more support.

Reading the latest user manual

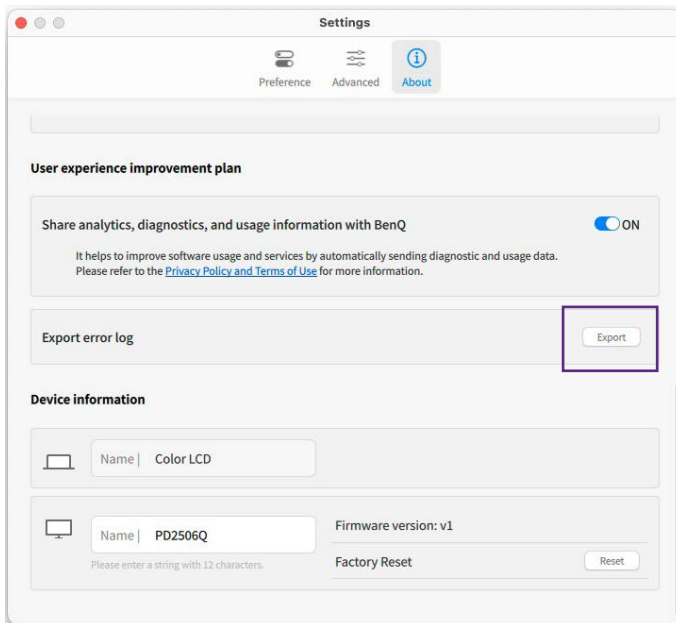
Network connection required.

Click **Download** from **⋮ (Settings) > About**. A list of user manuals in all languages is displayed. Click the desired language to access the latest manual version from BenQ website.


Contacting customer service

Network connection required.

Click **Export** from **⋮ (Settings) > About** to provide the log ID generated by the software to customer service. With the log ID, the personnel will be able to look into your problem from the system backend.

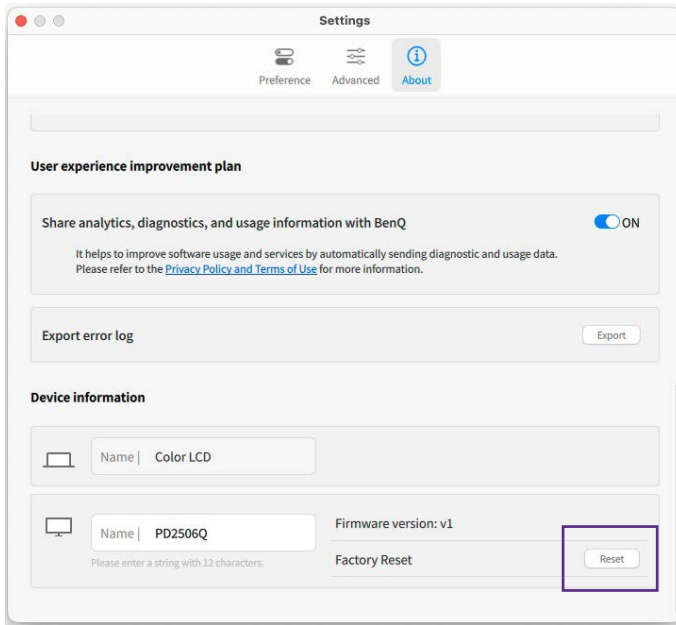


Resetting the system

If you prefer to restore the system to factory default settings, go to  (**Settings**) > **About** > **Reset**. All the customized changes will be reset.

Note

To set a color mode only, set the color mode from the widget and go to the color mode setting. Select **Reset Color**.




Exiting the software

Right-click the  icon in the system tray/menu bar, and select **Quit Display Pilot 2**.

Troubleshooting

How to obtain the latest software automatically?

Enable **Automatically check for updates** from  (**Settings**) > **About** and you will be notified when a software update is available. See [Updating the software on page 8](#) for more information.

I can't change to other color modes in Display Pilot 2. There is only HDR mode available on the list.

The monitor is switched to HDR mode if it is enabled from the operating system (OS) of your computer and the input source is HDR-compatible.

Disable HDR setting from the OS if you prefer to work with other color modes. Depending on the operating system on your computer, different procedures should be followed. Refer to the help document of your operating system for details or the following links to access the HDR settings.

- On Windows: <https://support.microsoft.com/en-us/windows/hdr-settings-in-windows-2d767185-38ec-7fdc-6f97-bbc6c5ef24e6>
- On MacOS: <https://support.apple.com/en-us/HT210980>

The monitor does not respond to my setting changes of a color mode.

Check the following.

1. Make sure HDR is disabled from the OS. Refer to the help document of your operating system for details or the following links to access the HDR settings.
 - On Windows: <https://support.microsoft.com/en-us/windows/hdr-settings-in-windows-2d767185-38ec-7fdc-6f97-bbc6c5ef24e6>
 - On MacOS: <https://support.apple.com/en-us/HT210980>
2. Connect the monitor with your computer via Thunderbolt™ or USB-C™. Do not make the connection via HDMI if you have a M series MacBook or Mac Mini.
3. Make sure the DDC/CI control is enabled from the monitor's OSD menu. Go to **System** > **Advanced** > **DDC/CI** > **ON**.

iKeyboard Control is not working.

Check the following.

- Quit the software as instructed in [Exiting the software on page 37](#). Restart the software and follow the instructions in [Brightness adjustment by iKeyboard Control on page 23](#).
- Make sure **Display Pilot 2** is available under the **Applications** folder on your Mac. If it is not, reboot your computer and install the software again.
- Make sure you have granted access to this software to use accessibility and input monitoring features. Go to **System Settings > Privacy & Security > Accessibility** and **Input Monitoring**.
 - If **Display Pilot 2** is not available, click **+** and add it from **Applications**. Make sure the software is allowed to control the computer.
 - If **Display Pilot 2** is available and disabled, enable it so it is allowed to control the computer.
 - If **Display Pilot 2** is available and enabled. Select it and click **-** to delete. Click **+** and add it from **Applications** again. Make sure the software is allowed to control the computer.

Reboot your computer and restart **Display Pilot 2**. Try with **iKeyboard Control** again.

Need more help?

If your problems remain after checking this manual, please visit the local website from Support.BenQ.com for more support and local customer service.



Support.BenQ.com

BenQ.com

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