BenQ EX3501R

BenQ EX3501R Ultrawide Curved Gaming Monitor User Manual

Model: EX3501R

1. SETUP

1.1 Unpacking the Monitor

Carefully remove all components from the packaging. Ensure all items listed below are present:

- BenQ EX3501R Monitor
- Monitor Stand (Base and Neck)
- Power Adapter
- Power Cord
- HDMI Cable
- DisplayPort Cable
- USB-C Cable
- User Manual (this document)

1.2 Assembling the Stand

Follow these steps to attach the stand to your monitor:

1. Place the monitor face down on a soft, clean cloth to prevent scratches.
2. Attach the stand neck to the back of the monitor. Ensure it clicks securely into place.
3. Connect the stand base to the neck, tightening any screws as indicated in the quick start guide.

Figure 1: Front view of the BenQ EX3501R monitor with its stand.

1.3 Connecting Cables

Connect the necessary cables to the monitor and your computer. The monitor supports various input options:

- **Power:** Connect the power adapter to the monitor and then to a power outlet.
- **Video Input:** Use either the HDMI, DisplayPort, or USB-C cable to connect your computer to the monitor.
- **USB-C:** The USB-C port supports video, data transfer, and power delivery, allowing for a single-cable connection with compatible devices.
- **USB 3.0 Ports:** Utilize the integrated USB 3.0 ports for connecting peripherals.

Figure 2: Rear view of the monitor displaying the connectivity ports.

2. OPERATING THE MONITOR

2.1 Power On/Off

Press the power button, usually located on the bottom right side of the monitor, to turn it on or off. The power indicator light will illuminate when the monitor is active.

2.2 On-Screen Display (OSD) Navigation

Use the joystick or buttons located on the monitor's underside to navigate the On-Screen Display (OSD) menu. This menu allows you to adjust various settings such as brightness, contrast, color modes, and input sources.

2.3 Display Features and Eye-Care Technology

The BenQ EX3501R incorporates several technologies designed to enhance viewing experience and reduce eye strain:

- **Brightness Intelligence Plus (B.I.+):** This patented technology automatically senses ambient lighting conditions and adjusts the screen's brightness and color temperature to provide optimal viewing comfort and protect your eyes during extended use.
- **Low Blue Light:** Filters out harmful blue light emissions to reduce eye fatigue. Multiple levels of blue light reduction are available.
- **ZeroFlicker™:** Eliminates screen flickering at all brightness levels, further reducing eye strain and discomfort.
- **HDR (High Dynamic Range):** Offers enhanced brightness and contrast, bringing greater detail and vibrancy to HDR video content.

2.4 Resolution and Refresh Rate

The monitor features a QHD (3440x1440) resolution and a 100Hz refresh rate, providing a smooth and detailed visual experience. The 21:9 ultrawide aspect ratio offers ample screen space for multitasking, such as viewing multiple documents side-by-side without needing a second monitor.

2.5 AMD FreeSync

For a fluid gaming experience, the monitor supports AMD FreeSync technology, which synchronizes the monitor's refresh rate with your graphics card's frame rate to eliminate screen tearing and stuttering.

3. MAINTENANCE

3.1 Cleaning the Monitor

To maintain optimal performance and appearance, regularly clean your monitor:

- **Screen:** Gently wipe the screen with a soft, lint-free cloth. For stubborn smudges, use a monitor-specific cleaning solution applied to the cloth, not directly to the screen.
- **Exterior:** Use a soft, dry cloth to wipe dust and debris from the monitor casing and stand.

Avoid using abrasive cleaners, waxes, or solvents as they can damage the monitor's surface.

3.2 General Care Tips

- Do not block ventilation openings on the monitor.
- Avoid placing the monitor in direct sunlight or near heat sources.
- Handle the monitor with care to prevent physical damage.

4. TROUBLESHOOTING

If you encounter issues with your BenQ EX3501R monitor, refer to the following common troubleshooting steps:

4.1 No Display or Black Screen

- Ensure the power cable is securely connected to both the monitor and the power outlet.
- Verify that the video cable (HDMI, DisplayPort, or USB-C) is firmly connected to both the monitor and your computer.
- Check if the correct input source is selected in the monitor's OSD menu.
- Restart your computer.

4.2 Flickering or Unstable Image

- Ensure the ZeroFlicker™ feature is enabled in the OSD menu.
- Check for loose video cable connections.
- Update your graphics card drivers to the latest version.

- If using AMD FreeSync, ensure it is properly configured in your graphics card settings.

4.3 Color or Brightness Issues

- Adjust brightness, contrast, and color settings via the OSD menu.
- Enable or disable Brightness Intelligence Plus (B.I.+) to see if it resolves the issue.
- Perform a factory reset through the OSD menu.

5. SPECIFICATIONS

Key technical specifications for the BenQ EX3501R monitor:

Feature	Specification
Screen Size	35 Inches
Max Screen Resolution	3440 x 1440 Pixels (QHD Ultrawide)
Aspect Ratio	21:9
Refresh Rate	100 Hz
Curvature	1800R
Panel Type	VA (Vertical Alignment)
Connectivity	USB-C, HDMI, DisplayPort
Special Features	AMD FreeSync, Brightness Intelligence Plus, Low Blue Light, ZeroFlicker
Item Weight	21.3 pounds
Product Dimensions	6.88 x 3.47 x 12.93 inches

6. WARRANTY AND SUPPORT

6.1 Product Warranty

The BenQ EX3501R monitor typically comes with a 3-year manufacturer's warranty. Please refer to the warranty card included in your product packaging for specific terms and conditions, or visit the official BenQ website for detailed warranty information.

6.2 Customer Support

For further assistance, technical support, or warranty claims, please contact BenQ customer service. You can find contact information and support resources on the official BenQ website: www.benq.com/en-us/support.html