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## BenQ PD3220U

# BenQ PD3220U Thunderbolt 3 Monitor User Manual

Model: PD3220U | Brand: BenQ

## 1. INTRODUCTION AND OVERVIEW

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The BenQ PD3220U is a 32-inch 4K UHD professional design monitor engineered for exceptional color accuracy and connectivity. It features Thunderbolt 3 for streamlined workflow, 95% P3 and 100% sRGB color coverage, and is Pantone Validated and Calman Verified to ensure precise color reproduction. Designed with creative professionals in mind, it offers various specialized modes and ergonomic adjustments to enhance productivity and comfort.



Front view of the BenQ PD3220U monitor, showcasing its sleek design and vibrant display.

## 2. SETUP AND INSTALLATION

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### 2.1 Package Contents

Before beginning installation, please verify that all items are present in the package:

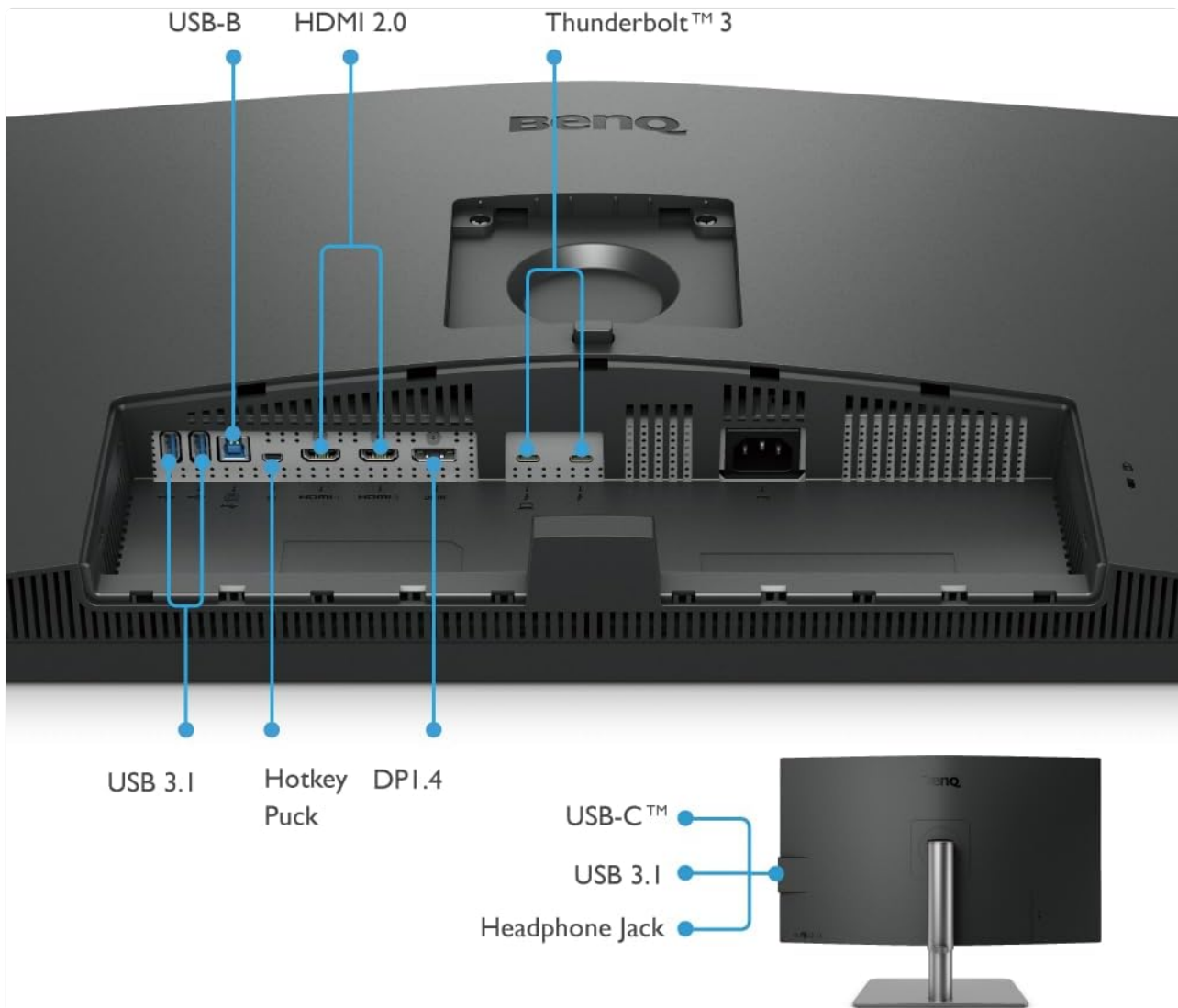
- BenQ PD3220U Monitor
- Power Cable
- Thunderbolt 3 Cable
- HDMI Cable
- USB-B to USB-A Cable

- Hotkey Puck G2
- Quick Start Guide
- Calibration Report

## 2.2 Initial Connection

To set up your BenQ PD3220U monitor:

1. Carefully remove the monitor and stand from the packaging.
  2. Attach the stand to the monitor following the instructions in the Quick Start Guide.
  3. Connect the power cable to the monitor and a power outlet.
  4. Connect your computer to the monitor using one of the following cables:
    - **Thunderbolt 3:** For single-cable connectivity providing video, data, and power delivery (up to 85W).
    - **HDMI:** For video and audio connection.
    - **DisplayPort:** For video and audio connection.
- Connect the USB-B to USB-A cable from the monitor to your computer to enable the monitor's USB hub and Hotkey Puck functionality.
  - Power on the monitor and your computer.



Detailed view of the monitor's rear ports, including USB-B, HDMI 2.0, Thunderbolt 3, and USB 3.1.

## 3. OPERATING THE MONITOR

### 3.1 Color Accuracy and Modes

The PD3220U is designed for color-critical work, featuring:

- **Pantone Validated & Calman Verified:** Ensures professional color accuracy out of the box.
- **95% P3 & 100% sRGB/Rec.709:** Wide color gamut coverage for precise color reproduction.
- **Delta E ≤ 3:** Guarantees minimal color difference.
- **M-Book Mode:** Provides Mac compatible color matching for seamless integration with Apple devices.
- **AQCOLOR Technology:** BenQ's proprietary technology for accurate color reproduction.

BenQ's AQCOLOR technology ensures accurate and reliable color performance, verified by industry standards.

### 3.2 Thunderbolt 3 Connectivity

The integrated Thunderbolt 3 port offers a versatile single-cable solution for Mac users. It allows for:

- High-resolution video and audio transmission.
- Super-fast data transfer.
- Power delivery up to 85W to charge your laptop.



Seamless integration and charging for Mac devices via Thunderbolt 3.

### 3.3 Daisy Chain Technology

Utilize the monitor's daisy chain capabilities to connect multiple monitors via a single cable from your computer, simplifying cable management and expanding your workspace. This feature is particularly useful for multi-monitor setups in design studios.

## Daisy Chain



Example of a multi-monitor setup using daisy chain technology.

### 3.4 Hotkey Puck G2

The included Hotkey Puck G2 allows for quick and convenient access to OSD (On-Screen Display) settings and custom functions. You can assign specific color modes or features to its buttons for efficient workflow.

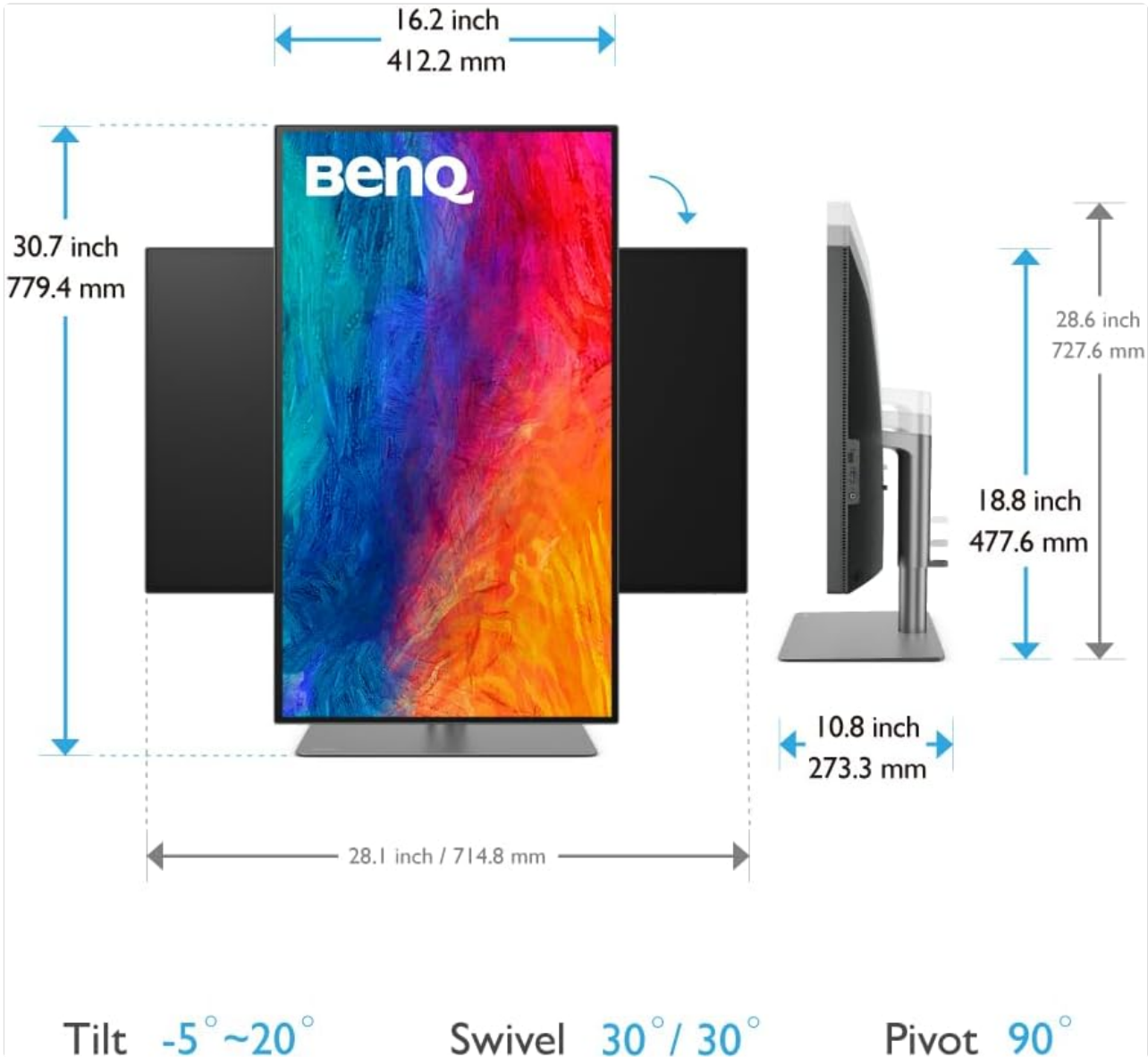


The Hotkey Puck G2 provides quick access to monitor settings and custom functions.

### 3.5 Ergonomic Adjustments

The monitor stand offers a range of ergonomic adjustments to ensure comfortable viewing during long work sessions:

- **Height Adjustment:** Adjust the monitor's height to eye level.
- **Tilt:** Adjust the screen angle vertically (-5° to 20°).
- **Swivel:** Rotate the screen horizontally (30°/30°).
- **Pivot:** Rotate the screen to portrait orientation (90°).



The monitor offers extensive ergonomic adjustments for optimal viewing comfort.

### 3.6 ICC Sync and BenQ Display Pilot

The ICC Sync feature, accessible through the BenQ Display Pilot software, simplifies color profile management. It allows for quick and accurate synchronization of color profiles between your monitor and connected devices, ensuring consistent color representation across your workflow.



ICC Sync simplifies color profile management for consistent color across devices.

### 3.7 Eye-Care Technology

BenQ's Eye-Care technology is integrated to reduce eye strain during prolonged use. This includes features like Flicker-Free technology and Low Blue Light modes, which minimize harmful blue light emissions and screen flickering.



BenQ's Eye-Care technology helps reduce eye strain during extended use.

## 4. MAINTENANCE

To ensure the longevity and optimal performance of your BenQ PD3220U monitor, follow these maintenance guidelines:

- **Cleaning the Screen:** Use a soft, lint-free cloth lightly dampened with water or a specialized screen cleaner. Do not spray cleaner directly onto the screen. Avoid using abrasive cloths or chemical cleaners.
- **Cleaning the Casing:** Wipe the monitor casing with a soft, dry cloth.
- **Ventilation:** Ensure the ventilation openings on the monitor are not blocked to prevent overheating.

- **Power Off:** Always power off the monitor when not in use for extended periods.
- **Environmental Conditions:** Avoid exposing the monitor to extreme temperatures, humidity, or direct sunlight.

## 5. TROUBLESHOOTING

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If you encounter issues with your BenQ PD3220U monitor, refer to the following common troubleshooting steps:

- **No Power:** Ensure the power cable is securely connected to both the monitor and the power outlet. Check if the power indicator light is on.
- **No Signal:** Verify that the video cable (Thunderbolt 3, HDMI, or DisplayPort) is securely connected to both the monitor and your computer. Ensure the correct input source is selected on the monitor via the OSD menu or Hotkey Puck.
- **Flickering Screen:** Check the video cable connection. Ensure your graphics card drivers are up to date. Try adjusting the refresh rate in your computer's display settings.
- **Incorrect Colors:** Ensure the correct color mode is selected. If using a Mac, verify M-Book mode is active. Perform a factory reset of the monitor's settings.
- **USB Ports Not Working:** Ensure the USB-B to USB-A cable is connected from the monitor to your computer.

For more detailed troubleshooting or persistent issues, please consult the full user manual PDF or contact BenQ customer support.

## 6. SPECIFICATIONS

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Feature	Specification
Standing Screen Display Size	32 Inches
Screen Resolution	3840x2160 (4K UHD)
Max Screen Resolution	3840 x 2160 Pixels
Aspect Ratio	16:9
Screen Surface Description	Matte
Color	Grey
Item Weight	23.5 pounds
Product Dimensions (LxWxH)	10.8 x 28.1 x 24.7 inches
Number of USB 2.0 Ports	1
Number of USB 3.0 Ports	1
Thunderbolt 3 Ports	2
HDMI 2.0 Ports	2
Headphone Jack	1
Manufacturer	BenQ
Date First Available	January 25, 2019

## 7. WARRANTY AND SUPPORT

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BenQ provides a limited warranty for the PD3220U monitor. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official BenQ website.

For further assistance, technical support, or to download the complete user manual, please visit the BenQ support page:

**BenQ Official Support**

You can also download the full User Manual (PDF) [here](#).