BenQ MA320U

BenQ MA320U 32-inch 4K Monitor User Manual
Model: MA320U

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your BenQ MA320U 32-inch 4K monitor. Please read this manual thoroughly before using the product to ensure proper setup and functionality. Keep this manual for future reference.

2. SAFETY INFORMATION

- Ensure the monitor is placed on a stable, level surface to prevent accidental falls.
- Do not block ventilation openings. Maintain adequate space around the monitor for proper airflow.
- Use only the power adapter and cables supplied by BenQ.
- Avoid exposing the monitor to moisture, rain, or extreme temperatures.
- Disconnect the power cable from the outlet before cleaning the monitor.
- Do not attempt to service the monitor yourself. Refer all servicing to qualified personnel.

3. PACKAGE CONTENTS

Verify that all items are present in the package:

- BenQ MA320U 32-inch 4K Monitor
- Monitor Stand (Base and Neck)
- Power Cable
- USB-C Cable
- HDMI Cable
- Quick Start Guide
- Warranty Card

4. SETUP

4.1 Assembling the Monitor Stand

1. Carefully remove the monitor and stand components from the packaging.

2. Attach the stand neck to the monitor panel. Ensure it clicks securely into place.

3. Connect the stand base to the stand neck. Tighten the screw at the bottom of the base to secure it.

4. Place the assembled monitor on a stable desk.

Image Description: Front view of the BenQ MA320U monitor, highlighting its 32-inch 4K display, USB-C connectivity, and Mac Color compatibility. The monitor is shown fully assembled on its stand.

4.2 Connecting to Your Computer

The BenQ MA320U offers versatile connectivity options. Choose the connection method suitable for your device.

- **USB-C Connection (Recommended for MacBook Pro/Air):** Connect one end of the supplied USB-C cable to the USB-C (90W) port on the monitor and the other end to your MacBook. This single cable provides video, audio, data transfer, and up to 90W power delivery to charge your MacBook.

- **HDMI Connection:** Connect one end of an HDMI cable to an HDMI port on the monitor and the other end to your computer's HDMI output.

- **USB-C (15W) for Peripherals:** Use the secondary USB-C (15W) port to connect and charge other compatible devices like an iPad or iPhone.

Integrated MacBook Controls

Image Description: Detailed view of the monitor's connectivity options and control buttons located on the bottom and rear. This includes two HDMI ports, two USB-C ports (one 90W, one 15W), a USB-A port, a headphone jack, the power button, and a 5-way joystick controller for OSD navigation.

4.3 Powering On

Connect the power cable to the monitor's power input and then to a wall outlet. Press the power button located on the bottom right of the monitor to turn it on.

5. OPERATING THE MONITOR

5.1 On-Screen Display (OSD) Navigation

Use the 5-way joystick controller located on the bottom right of the monitor to navigate the On-Screen Display (OSD) menu. Press the joystick to enter the menu, and move it up, down, left, or right to select options and adjust settings.

5.2 MacBook Integration and Controls

The BenQ MA320U is designed for seamless integration with MacBook devices.

- **Integrated Brightness and Volume Control:** When connected via USB-C, you can adjust the monitor's brightness and volume directly from your MacBook's keyboard, similar to an Apple display.
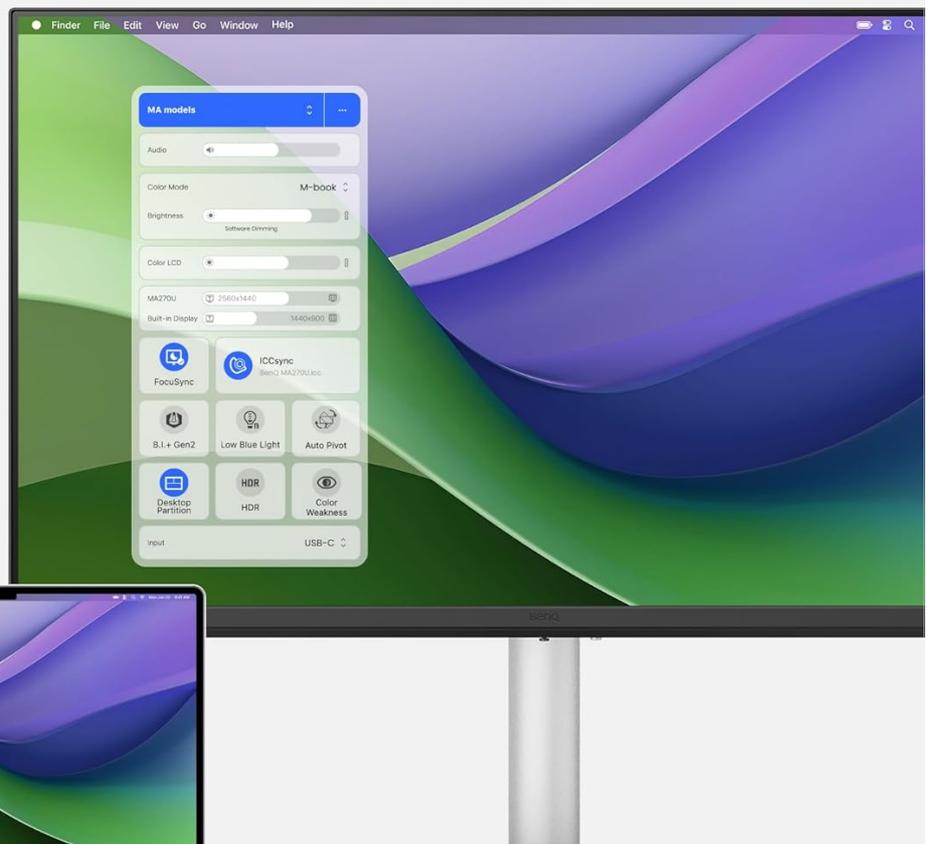

Image Description: An image showing the BenQ MA320U monitor displaying a macOS desktop, with an overlay indicating that brightness can be adjusted directly from a connected MacBook keyboard.

- **Display Pilot 2 Software:** Download and install the BenQ Display Pilot 2 software on your MacBook for advanced control over monitor settings, including color modes, input switching, and other display adjustments, all from your desktop.
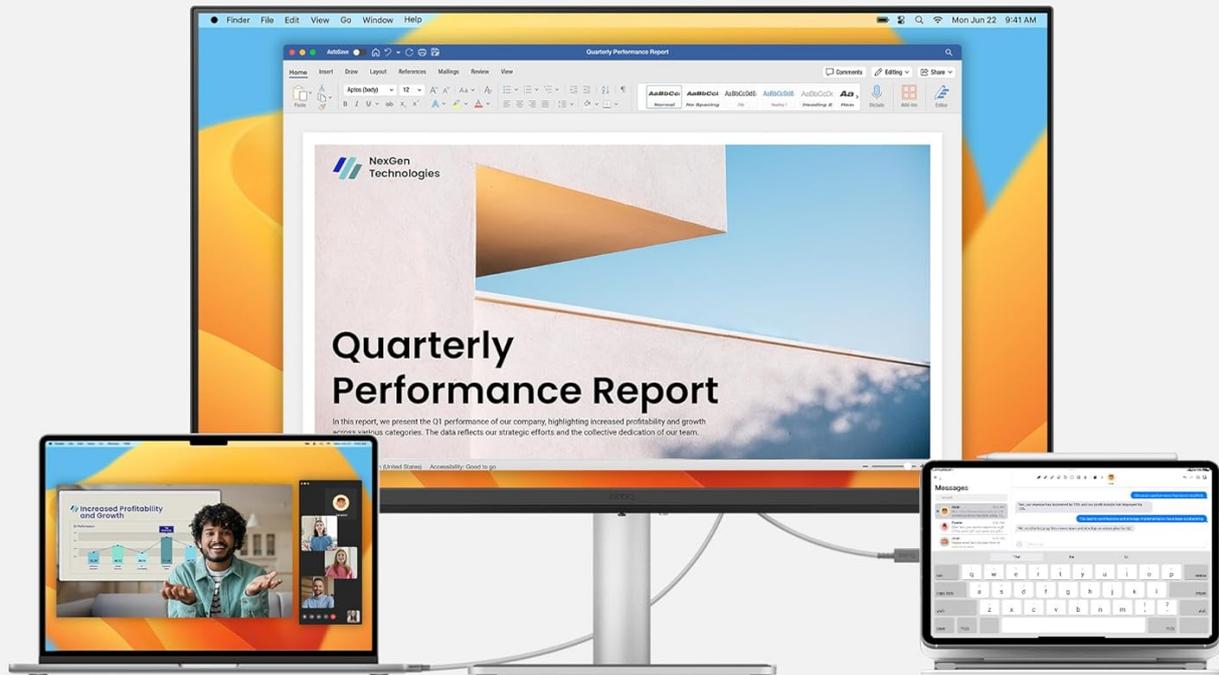
A Powerful Hub Connects All

Image Description: Screenshot of the BenQ Display Pilot 2 software interface on a MacBook, showing simplified settings for color mode, brightness, and other display adjustments, mirrored on the connected MA320U monitor.

5.3 Color Features

The MA320U monitor is calibrated for MacBook with BenQ's exclusive color tuning, offering a vibrant P3 wide color gamut for accurate color reproduction, essential for creative professionals.

5.4 USB Hub Functionality

The monitor acts as a powerful USB hub, allowing you to connect various peripherals directly to the monitor. The dual USB-C ports deliver 90W for your MacBook and 15W for other devices, while additional USB-A ports provide further connectivity.

Image Description: The BenQ MA320U monitor connected to a MacBook and an iPad, illustrating its function as a powerful USB hub that can connect and charge multiple devices simultaneously.

5.5 Adjustable Stand

The ergonomic stand allows for various adjustments to optimize your viewing comfort and workspace.

- **Height Adjustment:** Adjust the monitor's height by sliding the panel up or down along the stand.
- **Tilt:** Tilt the screen forward or backward to find your preferred viewing angle (-5° to 20°).
- **Swivel:** Rotate the monitor horizontally on its base (15° to 15°).
- **Pivot:** Rotate the screen 90 degrees to switch between landscape and portrait orientations.

BenQ Eye-Care Solution

Reduce the reflective light

Image Description: A visual guide demonstrating the ergonomic flexibility of the monitor stand, including 90-degree pivot, 15-degree swivel, -5 to 20-degree tilt, and 115mm height adjustment.

5.6 BenQ Eye-Care Solution

The monitor features BenQ's Eye-Care Solution, including a matte screen surface designed to reduce reflective light and glare, contributing to reduced eye strain during extended use.

Adjustable Stand

Swivel 15°~15°

Tilt −5°~20°

Pivot 90°

115mm Height Adjustment

Image Description: An illustration explaining the BenQ Eye-Care Solution, which incorporates a matte screen to reduce glare and reflective light, enhancing viewing comfort.

6. MAINTENANCE

6.1 Cleaning the Monitor

- Always unplug the monitor from the power outlet before cleaning.
- Use a soft, lint-free cloth lightly dampened with water or a mild, non-abrasive screen cleaner.
- Do not spray cleaner directly onto the screen.
- Avoid using harsh chemicals, solvents, or abrasive materials, as these can damage the screen or casing.

7. TROUBLESHOOTING

If you encounter issues with your BenQ MA320U monitor, refer to the following common solutions:

- **No Power:** Ensure the power cable is securely connected to both the monitor and the power outlet. Check if

the power outlet is functional.

- **No Signal:** Verify that the video cable (USB-C or HDMI) is correctly connected to both the monitor and your computer. Ensure the correct input source is selected in the OSD menu.

- **Flickering or Distorted Image:** Check cable connections. Try a different video cable or port. Ensure your computer's graphics drivers are up to date.

- **Brightness/Volume Control Not Working (MacBook):** Ensure you are connected via the 90W USB-C port. Confirm that Display Pilot 2 software is installed and configured correctly.

- **Image Quality Issues:** Adjust settings in the OSD menu or through the Display Pilot 2 software. Ensure the monitor's resolution matches your computer's output (3840x2160 for 4K).

For persistent issues, consult the BenQ support website or contact customer service.

8. SPECIFICATIONS

Feature	Specification
Brand	BenQ
Model Number	MA320U
Screen Size	32 Inches
Max Screen Resolution	3840 x 2160 Pixels (4K UHD)
Aspect Ratio	16:9
Screen Surface Description	Matte
USB 3.0 Ports	2
USB-C Ports	2 (90W Power Delivery, 15W Power Delivery)
HDMI Ports	2
Item Weight	33.2 pounds
Product Dimensions (LxWxH)	28 x 24 x 8 inches
Color	Sliver

9. WARRANTY AND SUPPORT

Your BenQ MA320U monitor is covered by a manufacturer's warranty. Please refer to the warranty card included in your package for specific terms and conditions. For technical support, driver downloads, or further assistance, please visit the official BenQ support website or contact BenQ customer service.

BenQ Support Website: www.benq.com/en-us/support.html