**BenQ U2-DW**

# BenQ Zowie U2-DW 4K Wireless Mouse User Manual

Model: U2-DW

## 1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your BenQ Zowie U2-DW 4K Wireless Mouse. Please read this manual thoroughly to ensure proper use and to maximize the performance of your device.

## 2. SAFETY INFORMATION

Observe the following safety guidelines to prevent damage to the device or injury to yourself:

- Do not expose the mouse to extreme temperatures, humidity, or direct sunlight.
- Avoid dropping or subjecting the mouse to strong impacts.
- Do not attempt to disassemble or modify the mouse. This will void the warranty.
- Keep the mouse and its accessories out of reach of children.
- Use only the provided charging cable and receiver.

## 3. PACKAGE CONTENTS

Verify that all items are present in your package:

- BenQ Zowie U2-DW 4K Wireless Mouse
- 4K Enhanced Receiver / Charging Dock
- USB-C to USB-A Cable
- Replacement Mouse Skates (3 pairs)
- Quick Start Guide (this manual)

## 4. PRODUCT OVERVIEW

Familiarize yourself with the components of your BenQ Zowie U2-DW mouse.



Figure 4.1: Top-down view of the BenQ Zowie U2-DW 4K Wireless Mouse.



Figure 4.2: Side view illustrating the ergonomic design and side buttons.

Figure 4.3: Bottom view displaying the DPI and Polling Rate switches, and the optical sensor.

- **Left/Right Click Buttons:** Standard mouse functionality.
- **Scroll Wheel:** For vertical scrolling and middle-click function.
- **Side Buttons:** Programmable for additional functions (default: forward/back).
- **Optical Sensor:** High-precision 3950 sensor for accurate tracking.
- **DPI Switch:** Located on the bottom, allows adjustment of Dots Per Inch sensitivity.
- **Polling Rate Switch:** Located on the bottom, allows adjustment of report rate to the computer.
- **Power/Mode Switch:** On the bottom, to turn the mouse on/off or switch modes.
- **Charging Contacts:** On the front underside, for use with the enhanced receiver.

# 5. SETUP

## 5.1 Connecting the Mouse

The BenQ Zowie U2-DW mouse offers both wireless and wired connectivity.

### 5.1.1 Wireless Connection (Recommended)

1. Connect the 4K Enhanced Receiver to an available USB port on your computer using the provided USB-C to USB-A cable.
2. Place the mouse on a flat surface near the receiver.
3. Turn on the mouse using the power switch on the bottom.
4. The mouse is driverless and should be recognized automatically by your operating system.
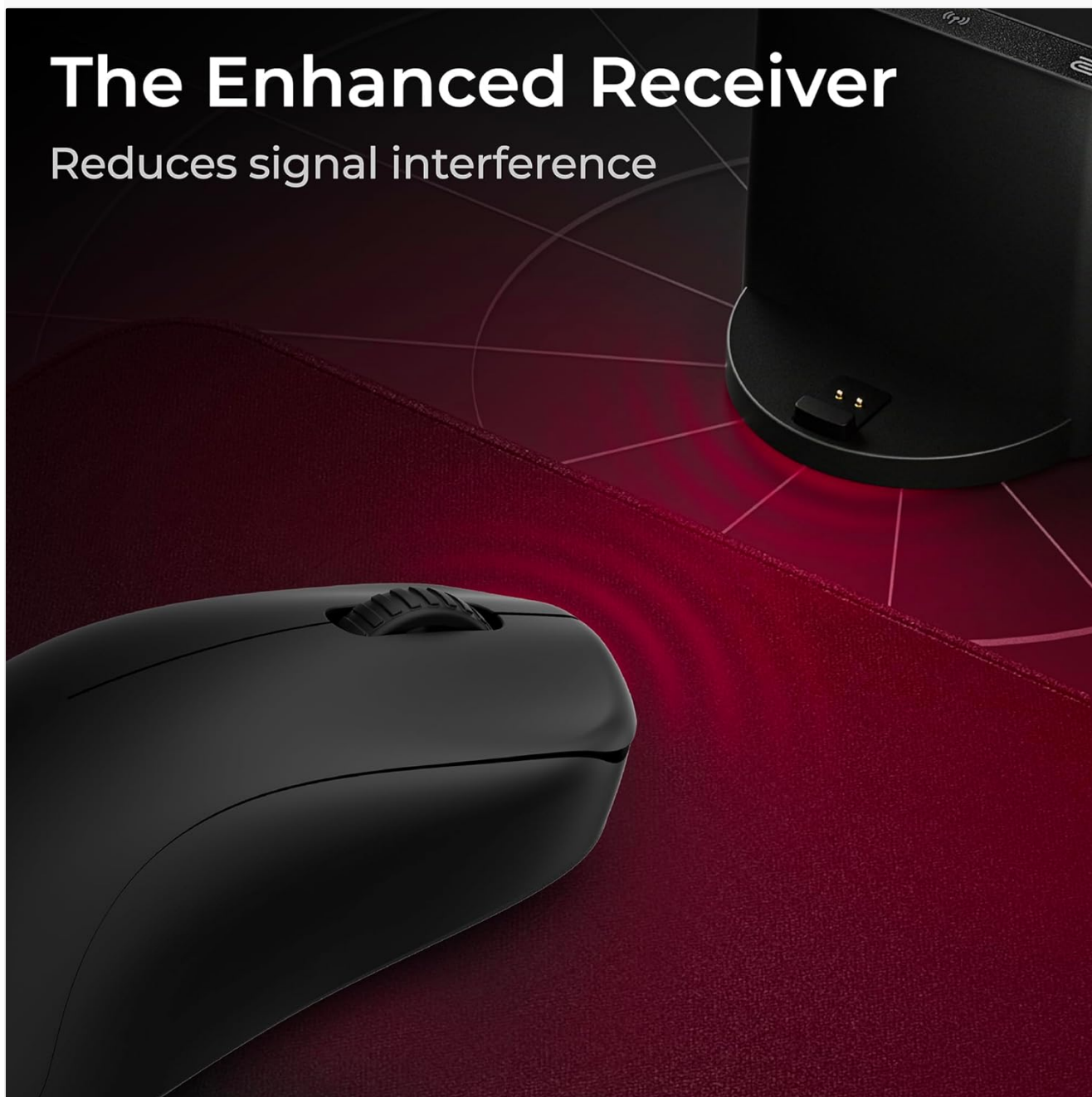


Figure 5.1: The 4K Enhanced Receiver reduces signal interference for reliable wireless performance.

### 5.1.2 Wired Connection

To use the mouse in wired mode, connect the USB-C end of the cable directly to the mouse and the USB-A end to your computer. The mouse will function as a wired device and charge simultaneously.

## 5.2 Charging the Mouse

The 4K Enhanced Receiver also functions as a charging dock.

1. Ensure the Enhanced Receiver is connected to your computer via the USB cable.
2. Align the charging contacts on the front underside of the mouse with the contacts on the receiver.
3. Gently place the mouse onto the receiver. An indicator light on the receiver will confirm charging status.

# 6. OPERATING THE MOUSE

## 6.1 DPI Adjustment

The DPI (Dots Per Inch) setting controls the mouse cursor speed. To adjust the DPI:

1. Flip the mouse over to access the bottom panel.
2. Locate the DPI switch.
3. Press the DPI button to cycle through available DPI settings (e.g., 125, 500, 1000, 3950). An indicator light will typically change color or pattern to show the current setting.

Figure 6.1: Bottom panel controls for DPI and Polling Rate adjustments.

## 6.2 Polling Rate Adjustment

The polling rate determines how often the mouse reports its position to the computer. Higher polling rates result in smoother tracking but consume more battery.

1. Flip the mouse over to access the bottom panel.
2. Locate the Polling Rate switch.
3. Press the Polling Rate button to cycle through available settings (e.g., 125Hz, 500Hz, 1000Hz, 4000Hz).

## 6.3 Ergonomic Design Features

The U2-DW mouse is designed for optimal esports performance and comfort:

- **Symmetrical Shape:** Provides a balanced feel for various grip styles.
- **Inward-Curved Sides:** Enhances agility and stability during multi-angle movements.
- **Left-Side Curved Design:** Reduces thumb angle for faster index finger click speed.
- **Easier Thumb Access:** Optimized side button placement for quick and comfortable thumb interaction.

Index finger movement is related to thumb angle.

Figure 6.2: Illustration of how the design influences index finger movement and thumb angle.



Others

U2-DW

Larger angle of the thumb placement.

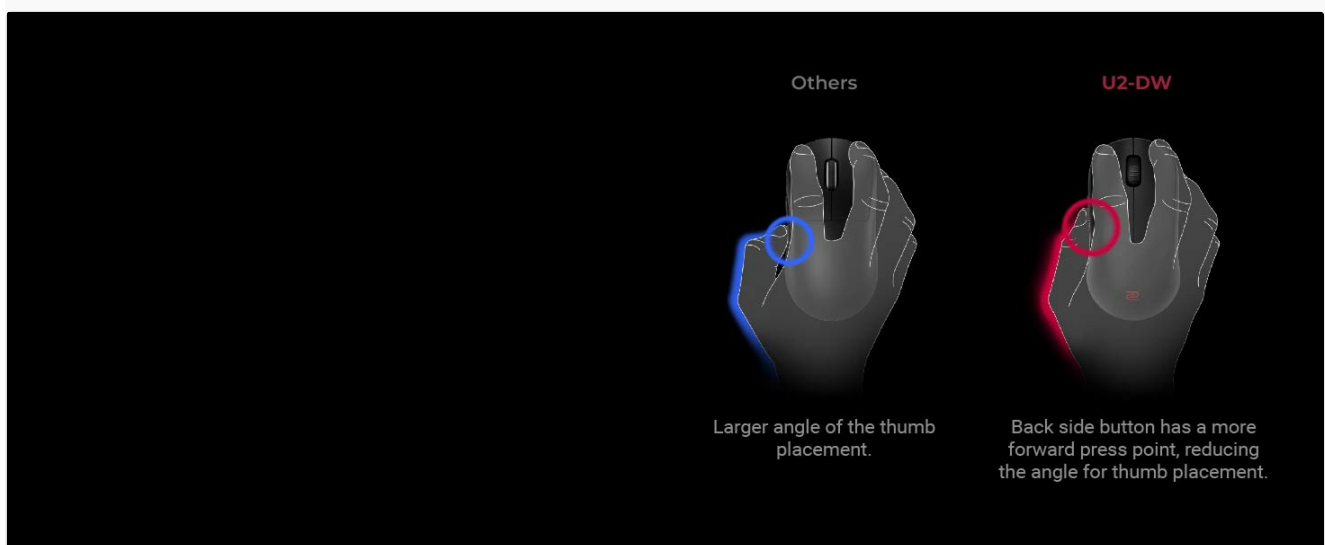Back side button has a more forward press point, reducing the angle for thumb placement.

Figure 6.3: Comparison highlighting the optimized thumb placement on the U2-DW mouse.

# 7. MAINTENANCE

## 7.1 Cleaning

To maintain optimal performance and hygiene:

- Use a soft, dry, lint-free cloth to wipe the surface of the mouse.
- For stubborn dirt, slightly dampen the cloth with water or a mild cleaning solution. Avoid harsh chemicals.
- Clean the optical sensor regularly with a cotton swab to ensure accurate tracking.
- Do not spray cleaning solutions directly onto the mouse.

## 7.2 Storage

When not in use for extended periods, store the mouse in a cool, dry place away from direct sunlight and extreme temperatures.

## 7.3 Battery Care

To prolong battery life:

- Avoid fully discharging the battery frequently.
- Charge the mouse regularly, especially if it will be stored for a long time.
- Do not expose the battery to high temperatures.

## 8. TROUBLESHOOTING

If you encounter issues with your BenQ Zowie U2-DW mouse, refer to the following common problems and solutions:

| Problem | Possible Cause | Solution |
|---|---|---|
| Mouse not responding wirelessly | Low battery, receiver disconnected, interference, mouse turned off. | Charge the mouse. Ensure receiver is securely connected. Turn on the mouse. Move receiver closer to mouse or away from other wireless devices. |
| Cursor movement is erratic or jumpy | Dirty optical sensor, unsuitable surface, low battery. | Clean the optical sensor. Use a clean, uniform mouse pad. Charge the mouse. |
| Mouse not charging | Receiver not powered, improper alignment on dock, faulty cable. | Ensure receiver is connected to a powered USB port. Re-align mouse on charging dock. Try a different USB cable. |
| Side buttons or scroll wheel not working | Software conflict (unlikely for driverless), physical obstruction. | Ensure no debris is obstructing buttons. Restart your computer. |

If the problem persists after trying these solutions, please contact BenQ customer support.

## 9. SPECIFICATIONS

Key technical specifications for the BenQ Zowie U2-DW 4K Wireless Mouse:

- **Model Number:** U2-DW
- **Brand:** BenQ
- **Color:** Black
- **Connectivity Technology:** USB (Wireless via 4K Enhanced Receiver)
- **Special Feature:** Wireless
- **Movement Detection Technology:** Optical (3950 Sensor)
- **Product Dimensions:** 8.5 x 4.75 x 3.5 inches
- **Item Weight:** 1.17 pounds

## 10. WARRANTY INFORMATION

BenQ products are covered by a limited warranty. The specific terms and duration of your warranty may vary by region and product. Please retain your proof of purchase for warranty claims.
For detailed warranty information, please visit the official BenQ website or contact your local BenQ customer service.
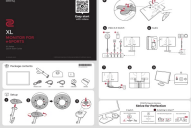
## 11. SUPPORT

For further assistance, technical support, or to download the latest firmware (if applicable), please visit the official BenQ support website:

BenQ Support Website

You may also find helpful resources and FAQs on the BenQ Zowie product page.

## Related Documents - U2-DW

| | |
|---|---|
|  | **BenQ ZOWIE DW Series Wireless Gaming Mouse User Manual**<br>Official user manual for the BenQ ZOWIE DW Series wireless gaming mice, including models FK2-DW, ZA13-DW, S2-DW, U2-DW, EC1-DW, EC2-DW, and EC3-DW. This guide provides detailed instructions on setup, connections, configurations, charging, battery life, maintenance, and technical specifications for optimal gaming performance. |
|  | **BenQ MOUSE FOR e-SPORTS Rato Sem Fios DW Manual do Utilizador**<br>Manual do utilizador para o BenQ MOUSE FOR e-SPORTS Rato Sem Fios DW, cobrindo configuração, funcionalidades, manutenção e especificações. |
|  | **BenQ Wireless Mouse DW Version User Manual**<br>User manual for the BenQ Wireless Mouse DW Version, designed for e-sports. This guide covers setup, wireless and wired connections, power management, configuration of DPI, polling rate, LOD, and click response time, motion sync, care, and detailed specifications. |

[BenQ Gaming Gear: Safety & Regulatory Compliance Overview](#)
Comprehensive guide detailing regulatory compliance, safety instructions, and declarations of conformity for BenQ and ZOWIE gaming peripherals, covering global standards like FCC, CE, RoHS, and WEEE.



[BenQ DW Series Wireless Mouse User Manual](#)
User manual for the BenQ DW Series wireless e-sports mouse, detailing package contents, product overview, power supply information, LED indicators, technical specifications, and applicable models.



[BenQ ZOWIEXL Series Esports Monitor Quick Start Guide](#)
Get started quickly with your BenQ ZOWIE XL Series esports monitor. This guide covers unboxing, setup, connections, adjustments, and VESA mounting for the XL2540X+ model.