BenQ Display QuicKit LCD Monitor User Manual

BenQ Display QuicKit LCD Monitor

Contents

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It is the sole responsibility of the user if problems (such as data loss and system failure) occurred due to non-factory installed software, parts, and/or non-original accessories.

<u>**Servicing**</u>

Should you have any queries about the software after reading the document, contact the customer support.

<u>**Typo graphics**</u>

Icon / Symbol	Item	Meaning
	Warning	Information mainly to prevent the damage to components, data, or personal injury caused by misuse and improper operation or behavior.
	Tip	Useful information for completing a task.
	Note	Supplementary information.

Introduction

Display QuicKit is a software utility that helps to update BenQ monitor's firmware easily. An updated firmware helps to improve a monitor's stability and compatibility, though it erases all the customized settings and resets the monitor. Note that not all BenQ monitors work with this software utility. It checks the compatibility of your monitor automatically once launched.

<u>**Warnings**</u>

When performing firmware update, pay attention to the following:

- Always use the utility provided by BenQ and follow the procedures described in this document to complete the firmware update.
- Keep stable power supply to the product until the update is complete. Do not remove the power adapter (if

supplied) or disconnect the power cord and the cables.

- Do not power off the monitor.
- Connect only one video source to the monitor. **See "Connections" on 4** for the connections.
- You can update the firmware of one monitor at a time. If you have multiple monitors connected to your computer, keep one monitor and disconnect others first. Take turns until all monitors are updated.

🖊 Failure to follow these warnings will result in firmware update failure and possible damage to the product.
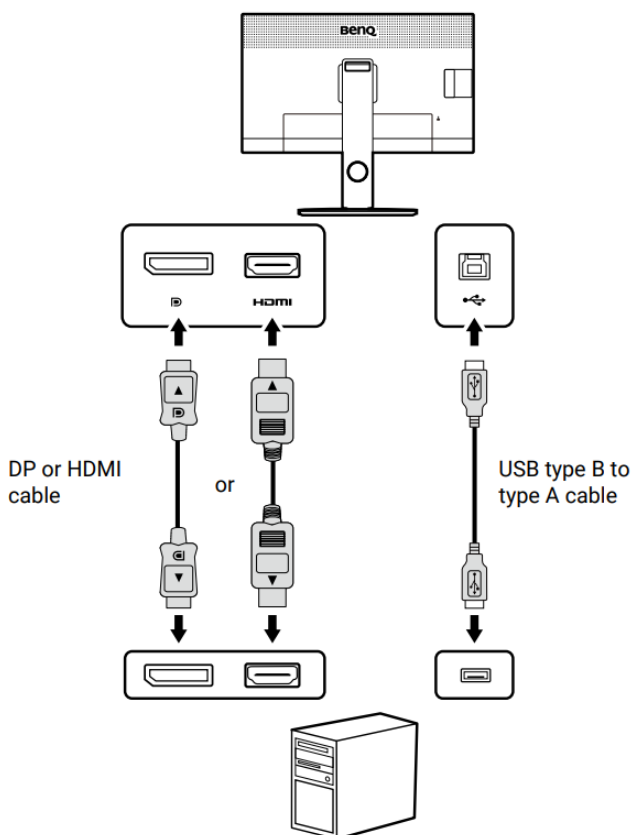
System requirements

- Windows 10 32/64 bit
- Windows 11
- MacOS 12 or above (Software availability varies by monitor model. Check if a Mac version of software is available from **Support.BenQ.com** > model name > **Software & Driver**.)
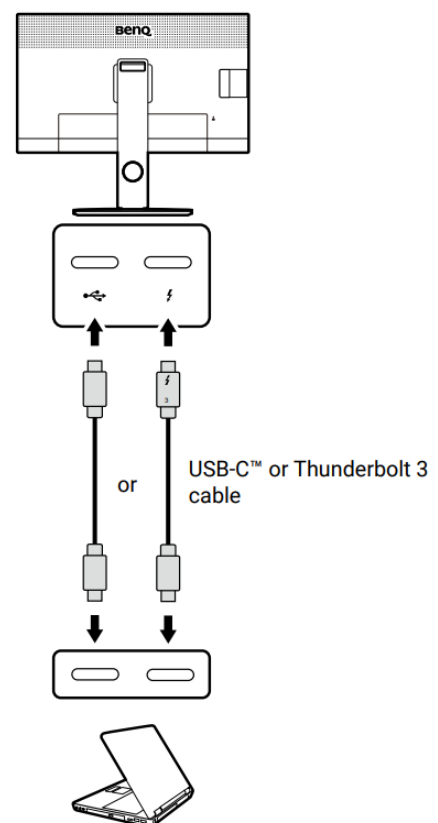
Connections

Available video input ports vary by model. To perform a firmware update, connect your monitor to a computer as instructed below.

- If your video source is DP or HDMI, connect a USB type A to type B cable to your monitor and the computer.
- If your video source is USB-C™ or Thunderbolt 3, no other USB connection between your

With DP or HDMI input

With USB-C™ or Thunderbolt 3 input

🖊 If your Mac device is Silicon based with M1/M2 chip, connect you Mac and the monitor via USB-C or DisplayPort cable because the Mac can't support DCC/CI command via HDMI.
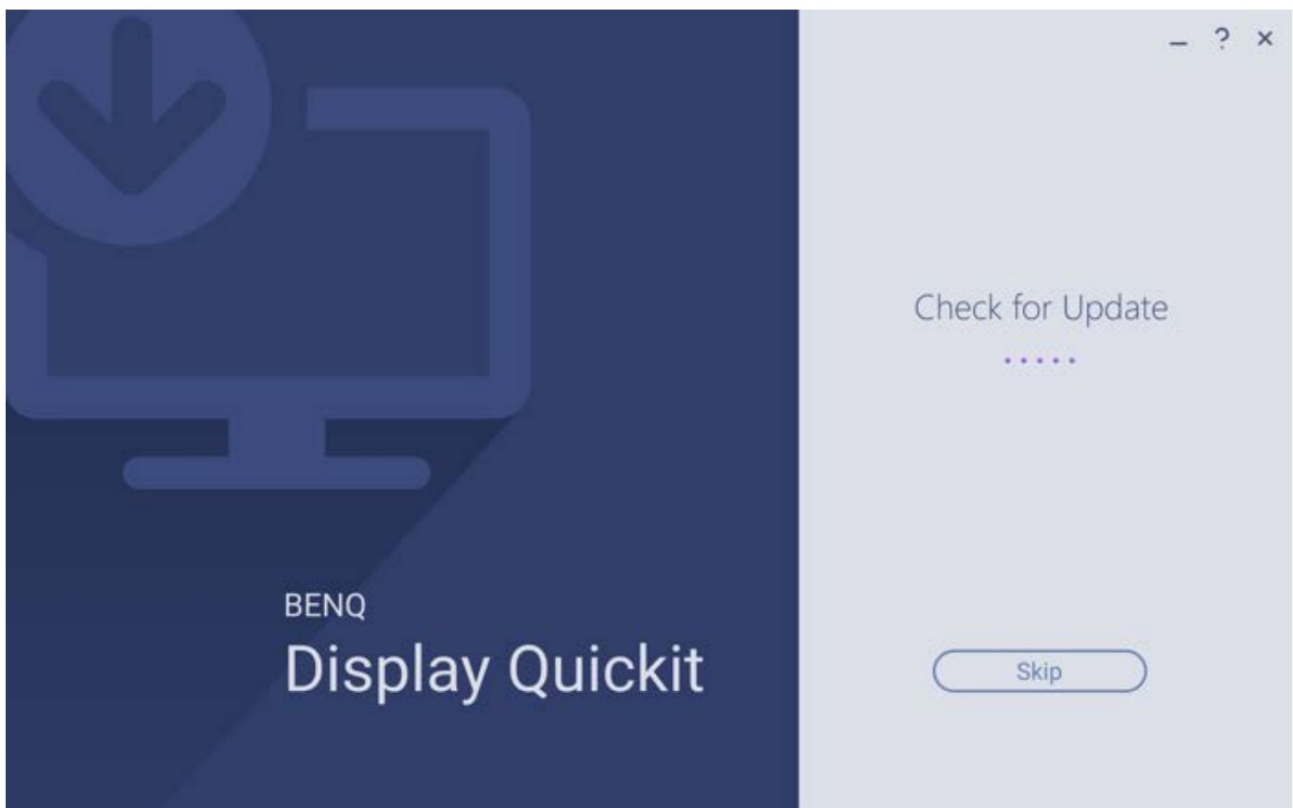
Downloading and launching Display QuicKit

1. Before you start, disable the power saving function of your computer and the monitor. And keep only one monitor connected to your computer.

2. Download Display QuicKit from the BenQ website. Keep your computer connected to the Internet during the firmware update process, as the computer needs to access the firmware files on the BenQ cloud server.

3. Unzip the downloaded file and double-click the Display QuicKit.exe file. Once the software utility is installed, you can double-click the icon from your computer desktop to launch the utility again.
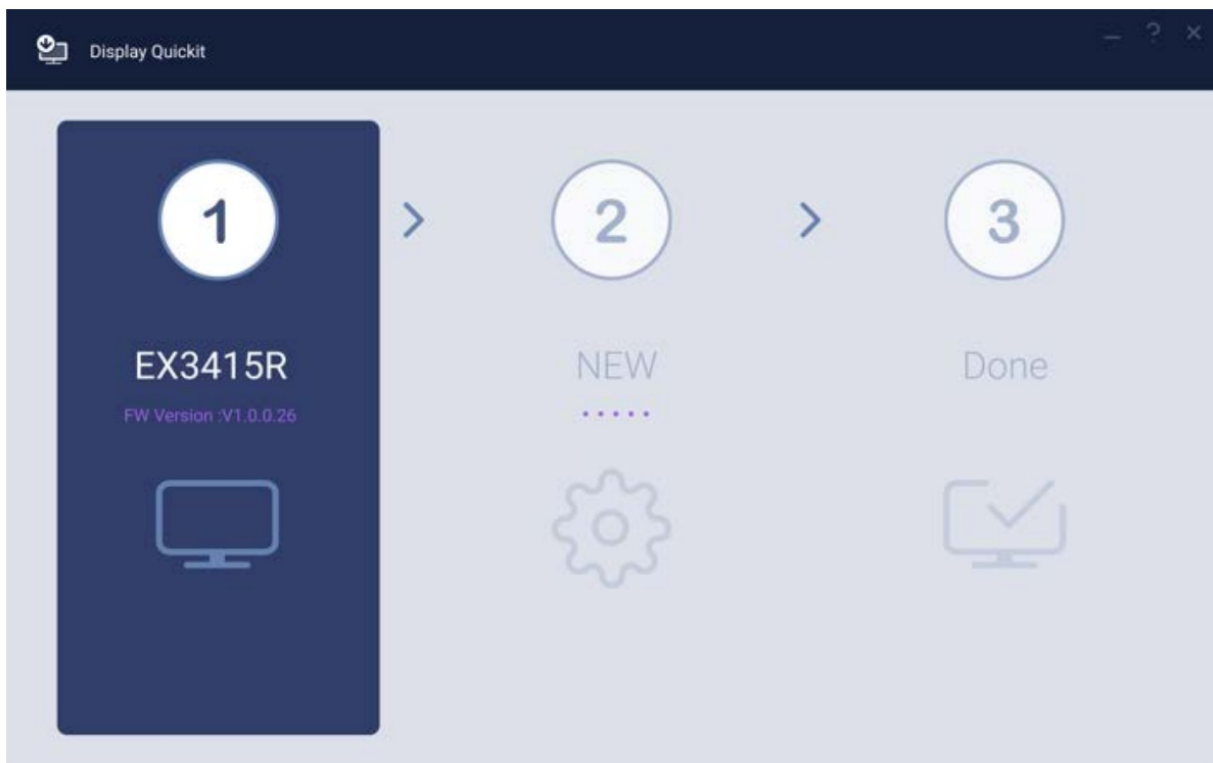
4. The utility checks if there is an update. You are recommended to update the utility to the latest version.
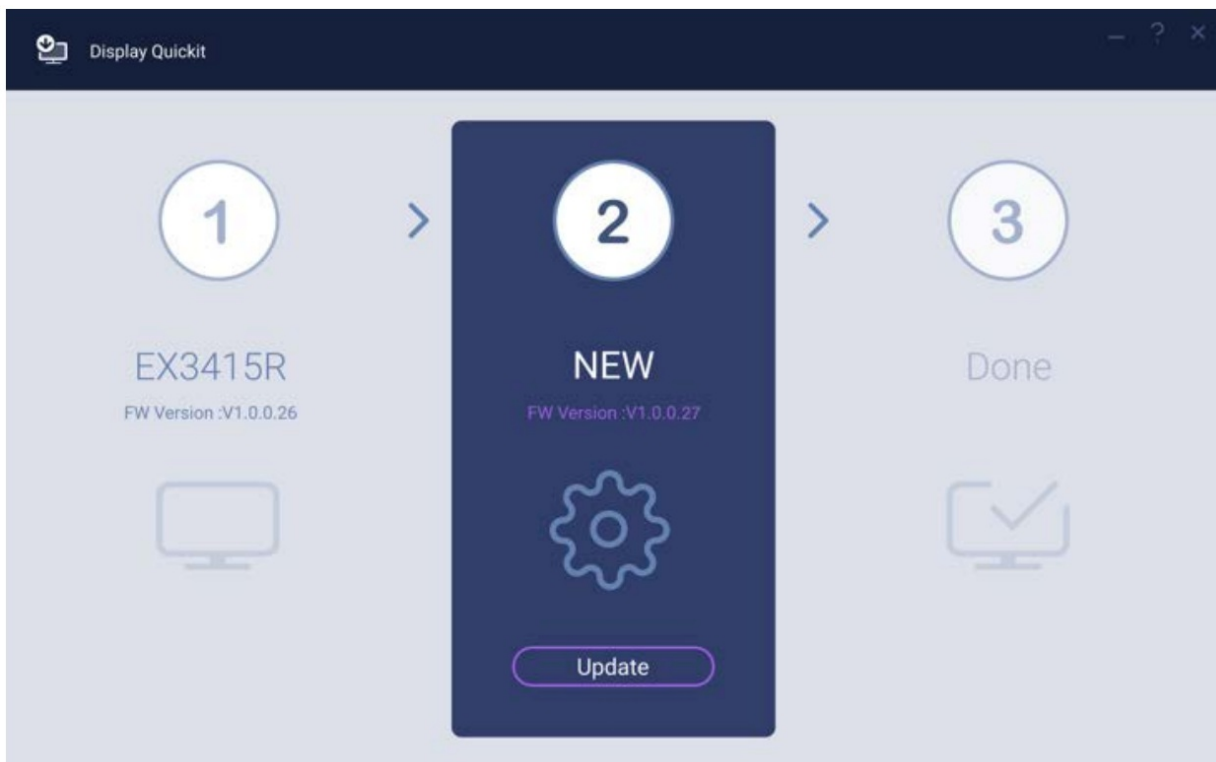

🖊 If the download failed, disable your anti-virus software and try again.
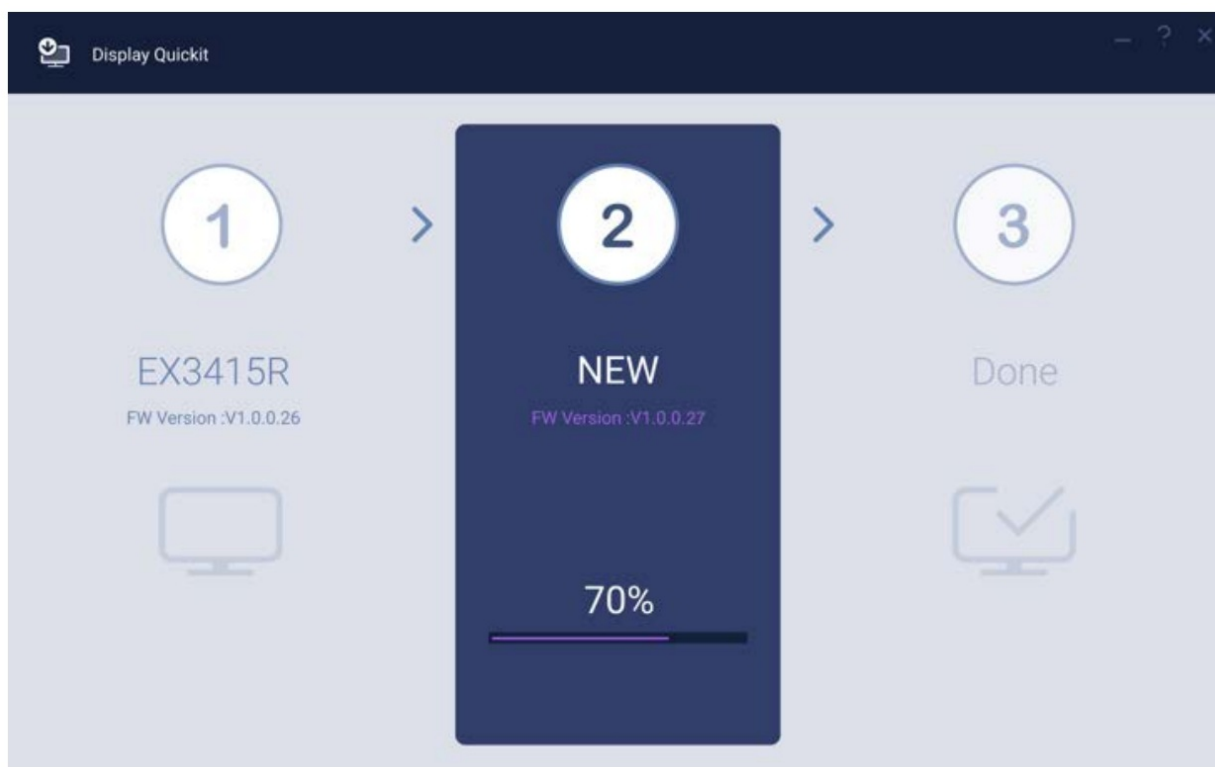
Updating the monitor firmware

1. The utility checks the compatibility of your monitor once launched. If your monitor is supported, the screen shows the monitor model and its current firmware version. If you are requested to change the server location, select one from the drop-down list, or contact customer service for more information.
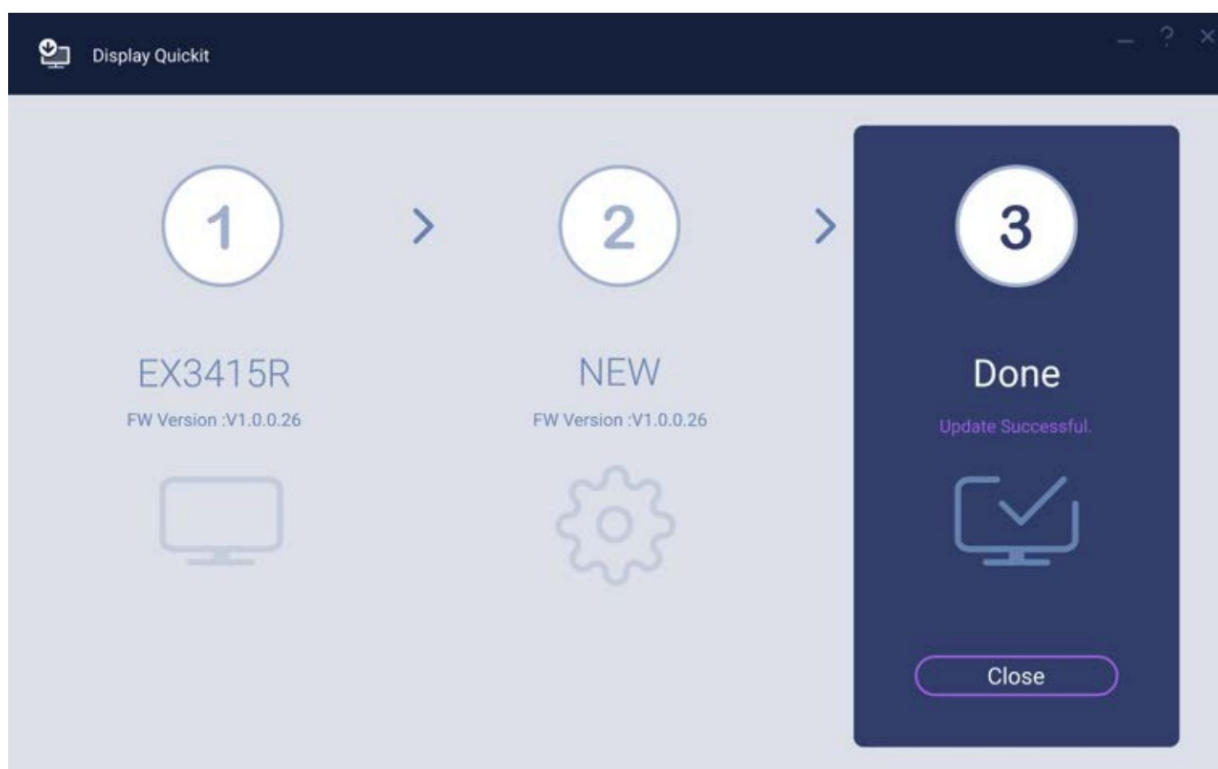
2. The utility checks if a new firmware version is available. Read the on-screen messages and proceed by clicking **Update**.
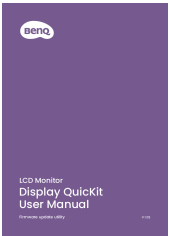

3. A progress bar is displayed. It takes about 10 minutes to complete the update.

4. Once the firmware update is complete, follow the on-screen instructions to reboot your monitor.

Documents / Resources

BenQ Display QuicKit LCD Monitor [pdf] User Manual
Display QuicKit LCD Monitor, Display QuicKit, Display QuicKit Monitor, LCD Monitor, Monitor, LCD

References

- **LCD Monitors, Projectors, Speakers and Lighting | BenQ US**
- **Support | BenQ US**