



RP552 / RP552H / RP840G
Interactive Flat Panel
User Manual



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Safety warnings and precautions



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

THIS EQUIPMENT MUST BE GROUNDED

To ensure safe operation, the three-pin plug must be inserted only into a standard three-pin power outlet which is effectively grounded through normal household wiring. Extension cords used with the equipment must have three cores and be correctly wired to provide connection to the ground. Wrongly wired extension cords are a major cause of fatalities.

The fact that the equipment operates satisfactorily does not imply that the power outlet is grounded or that the installation is completely safe. For your safety, if you are in any doubt about the effective grounding of the power outlet, please consult a qualified electrician.

- The mains plug of the power supply cord shall remain readily operable. The AC receptacle (mains socket outlet) shall be installed near the equipment and shall be easily accessible. To completely disconnect this equipment from the AC mains, disconnect the power cord plug from the AC receptacle.
- Do not place this display on an uneven, sloping or unstable surface (such as a trolley) where it may fall and cause damage to itself or others.
- Do not place this display near water, like a spa or pool, or in a position which will allow the splashing or spraying of water onto the display, like in front of an open window where rain water may enter.
- Do not install this display in a confined space without proper ventilation and air circulation, such as in a closed cabinet. Allow proper space around the display for dissipating heat inside. Do not block any openings and vents on the display. Overheating may result in hazards and electric shock.
- Installation of this display should only be performed by a qualified technician. Failure to install this display properly may cause injuries and damages to the personnels and the display itself. Check the installation regularly and maintain the display periodically to ensure the best working condition.
- Use only the accessories approved or recommended by the manufacturer to mount this display. Using wrong or unsuitable accessories may cause the display to fall and result in serious personal injuries. Make sure that the surface and fixing points are strong enough to sustain the weight of the display.
- To reduce the risk of electric shock, do not remove covers. No user serviceable parts inside. Refer servicing to qualified service personnel.
- To prevent personal injuries, mounting the display or installing desktop stands is required before use.

Important safety instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



Notes on this display

- This display weighs more than 100 kilograms. Do not attempt to lift the display alone.
- Make sure you have four or more people available to help lift or a flat cart to transport the display to its final location.
- Keep the display horizontal as much as possible.
- Clear a floor space before unpacking.

Notes on the LCD panel of this display

- The Liquid Crystal Display (LCD) panel of this display has a very thin protective layer of glass which is liable to marking or scratching, and cracking if struck or pressured. The liquid crystal substrate is also liable to damage under excessive force or extreme temperatures. Please handle with care.
- The response time and brightness of the LCD panel may vary with the ambient temperature.

- Avoid placing the display in direct sun or where direct sun or spot lighting will shine onto the LCD panel, as the heat may damage the panel and the external casing of the display, and the bright light will make viewing the display more difficult than necessary.
- The LCD panel consists of individual pixels to display images and is manufactured according to the design specifications. While 99.9% of these pixels work normally, 0.01% of the pixels may remain constantly lit (in red, blue or green) or unlit. This is a technical limitation of the LCD technology and is not a defect.
- LCD screens, like plasma (PDP) and conventional CRT (Cathode Ray Tube) screens, are also susceptible to 'screen burn-in' or 'image retention' which can be found on the screen as visible fixed lines and shades. To avoid such damage to the screen, avoid displaying still images (like On-Screen Display menus, TV station logos, fixed/inactive text or icons) for more than two hours. Change the aspect ratio from time to time. Fill the entire screen with the image and eliminate the black bars whenever possible. Avoid displaying images in 4:3 aspect ratio over a long period of time, otherwise there may be visible burn marks on the screen as two vertical lines.
Note: Under certain circumstances, condensation may occur on the inner side of the cover glass, it's a natural phenomenon and will not affect the operation of the display. This condensation will usually disappear after around 2 hours of normal operation.

Safety notice for remote control

- Do not put the remote control in the direct heat, humidity, and avoid fire.
- Do not drop the remote control.
- Do not expose the remote control to water or moisture. Failure to do so could result in malfunction.
- Confirm there is no object between the remote control and the remote sensor of the product.
- When the remote control will not be used for an extended period, remove the batteries.

Battery safety notice

The use of the wrong type of batteries may cause chemical leaks or explosion. Please note the following:

- Always ensure that the batteries are inserted with the positive and negative terminals in the correct direction as shown in the battery compartment.
- Different types of batteries have different characteristics. Do not mix different types.
- Do not mix old and new batteries. Mixing old and new batteries will shorten battery life or cause chemical leaks from the old batteries.
- When batteries fail to function, replace them immediately.
- Chemicals which leak from batteries may cause skin irritation. If any chemical matter seeps out of the batteries, wipe it up immediately using a dry cloth, and replace the batteries as soon as possible.
- Due to varying storage conditions, the battery life for the batteries included with your product may be shortened. Replace them within 3 months or as soon as you can after initial use.
- There may be local restrictions on the disposal or recycling of batteries. Consult your local regulations or waste disposal provider.

BenQ ecoFACTS

BenQ has been dedicated to the design and development of greener product as part of its aspiration to realize the ideal of the “Bringing Enjoyment 'N Quality to Life” corporate vision with the ultimate goal to achieve a low-carbon society. Besides meeting international regulatory requirement and standards pertaining to environmental management, BenQ has spared no efforts in pushing our initiatives further to incorporate life cycle design in the aspects of material selection, manufacturing, packaging, transportation, using and disposal of the products. BenQ ecoFACTS label lists key eco-friendly design highlights of each product, hoping to ensure that consumers make informed green choices at purchase. Check out BenQ's CSR Website at <http://csr.BenQ.com/> for more details on BenQ's environmental commitments and achievements.



Package contents

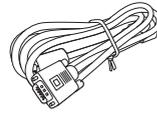
Open the sales package and check the contents. If any item is missing or damaged, please contact your dealer immediately.



LCD display



Power cord x 4



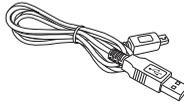
D-Sub (15-pin)
cable x 1



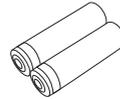
Audio interface
cable



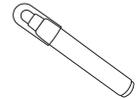
Quick start guide



USB cable x 1



AAA battery x 2



Touch pen x 2



Remote control



- The type of power cord supplied may differ from that illustrated depending on your region of purchase.
- Before discarding the package, check that you haven't left any accessories inside the box.
- Dispose of packaging materials wisely. You can recycle the cardboard carton. Consider storing the package (if possible) for future transport of the display.
- Do not leave plastic bags within reach of young children or babies.

Setting up the display

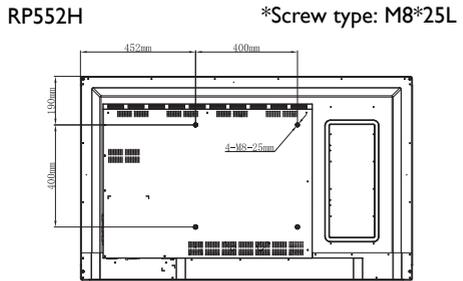
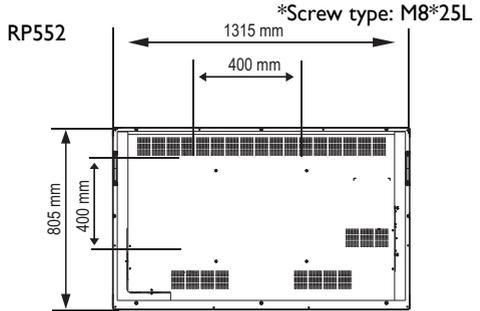
Mounting the display

You can install the display on a vertical surface with a suitable wall mounting bracket or on a horizontal surface with the optional desktop stands. Please pay attention to the following notes during installation:

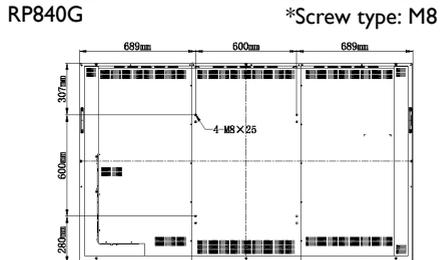
- This display should be installed by at least two adult persons. Attempting to install this display by only one person may result in danger and injuries.
- Refer the installation to qualified technicians. Improper installation may cause the display to fall or malfunction.

Installing the display on a wall

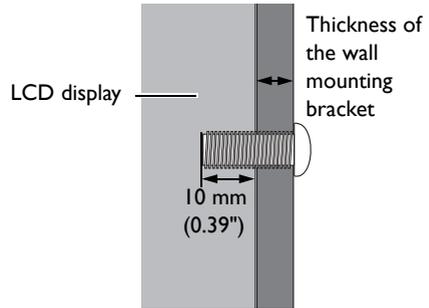
1. Place a clean, dry and lint-free cloth on a flat, horizontal and object-free surface. Make sure that the size of the cloth is larger than the display.
2. Gently lay the display on the cloth with the LCD screen facing down.
3. Remove the desktop stands from the display if installed.



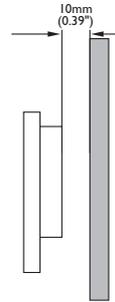
4. Identify the wall mounting screw holes on the back of the display as shown in the illustration.



5. Install the wall mounting bracket on the display and attach the display to the wall according to the mounting bracket's instructions. The length of the screw should exceed the thickness of the wall mounting bracket by at least 10 mm. Make sure that all screws are tightened and secured properly. (Recommended torque: 470 - 635N•cm). The mounting means should be strong enough to bear the weight of the display.

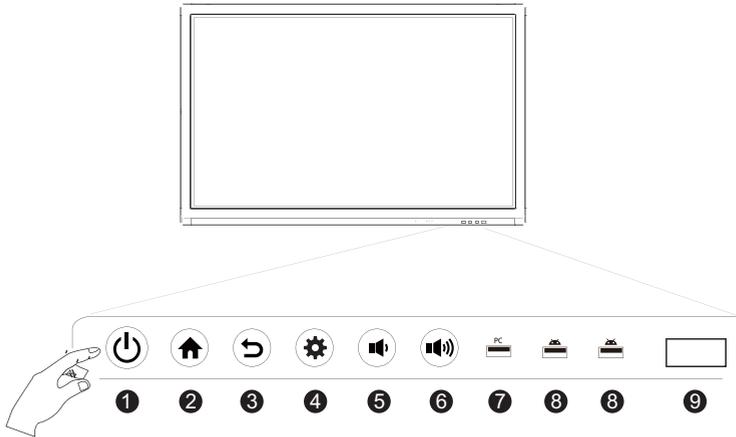


- To maintain proper ventilation, keep at least 10 mm of clear space from the back cover of the display to the wall.
- Please consult a professional technician for wall mount installations. The manufacturer accepts no liability for installations not performed by a professional technician.



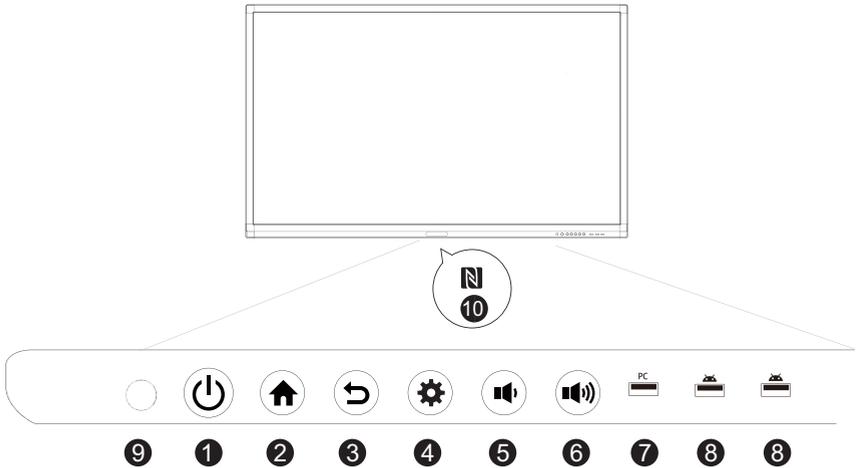
Parts of the display and their functions

Front panel (RP552)



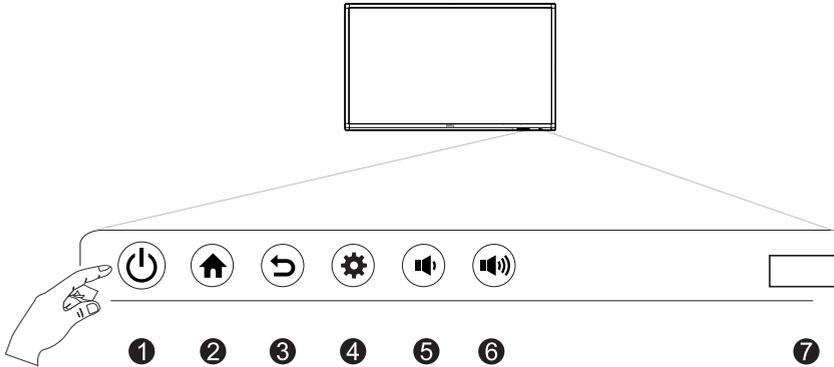
No.	Name	Description
1	Power	Tap to enter energy saving mode. Press and hold for 2 seconds or more to power off.
2	Home	Press to back to main screen.
3	Return	Press to return to previous level of menu.
4	Menu	Press to enter function menu.
5	Volume Down	Press to decrease volume.
6	Volume Up	Press to increase volume.
7	PC USB	Built-in computer USB interface. The function is not available.
8	Media USB	USB interface of Android system, which can access storage device to play media files and support keyboard & mouse.
9	Remote Control Signal Receiver	Receive remote control signals. Do not obstruct the receiver.

Front panel (RP552H)



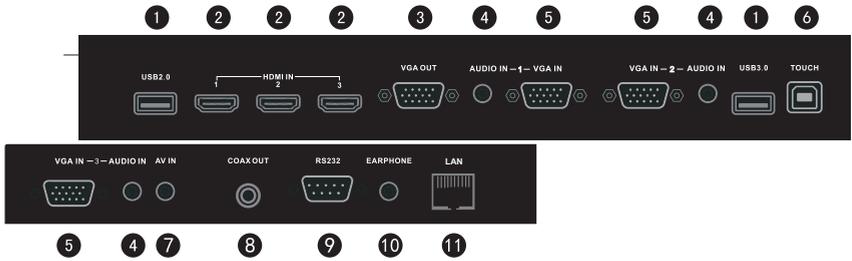
No.	Name	Description
1	Power	Tap to enter energy saving mode. Press and hold for 2 seconds or more to power off.
2	Home	Press to back to main screen.
3	Return	Press to return to previous level of menu.
4	Menu	Press to enter function menu.
5	Volume Down	Press to decrease volume.
6	Volume Up	Press to increase volume.
7	PC USB	Built-in computer USB interface. The function is not available.
8	Media USB	USB interface of Android system, which can access storage device to play media files and support keyboard & mouse.
9	Remote Control Signal Receiver	Receive remote control signals. Do not obstruct the receiver.
10	NFC Function	NFC Sensor: NFC reader & writer.

Front panel (RP840G)



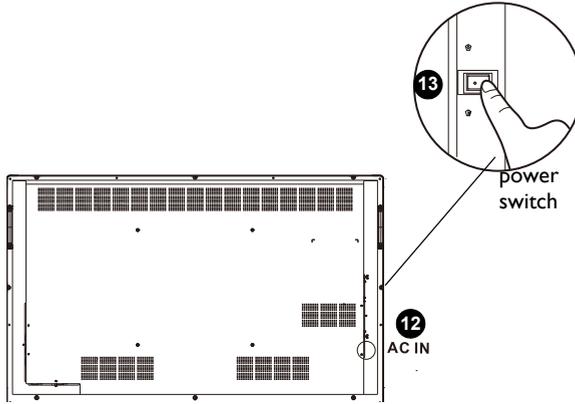
No.	Name	Description
1	Power	Tap to enter energy saving mode. Press and hold for 2 seconds or more to power off.
2	Home	Press to back to main screen.
3	Return	Press to return to previous level of menu.
4	Menu	Press to enter function menu.
5	Volume Down	Press to decrease volume.
6	Volume Up	Press to increase volume.
7	Remote Control Signal Receiver	Receives remote control signals. Do not obstruct the receiver.

Input/output terminals (RP552/RP552H)



No.	Name	Description
1	USB	Connect USB devices such as USB keyboards, USB mice, and USB flash drives.
2	HDMI IN	High-definition multimedia interface signal input. Connect to PC with an HDMI output, a set-top-box, or other video devices capable of realizing touch function.
3	VGA OUT	Connect to display devices with a VGA input.
4	AUDIO IN	External computer audio input.
5	VGA IN	External computer image input.
6	TOUCH	External computer touch signal input. When connecting external computer, besides connecting external computer VGA and audio signals, external computer's USB port needs to be connected to the equipment. Under the condition that driver is installed, external computer can be touch controlled through the equipment (touch function is effective in VGA and HDMI channel by default)
7	AV IN	Composite video and audio input.
8	COAX OUT	Coaxial output.
9	RS232	Serial interface, used for mutual transfer of data between devices.
10	EARPHONE	Connected to device with headphone input function.
11	LAN	LAN interface, connecting RJ45 terminals. (This network port is only used for the closed Android OS on this product.)

AC IN & Power switch (RP552)



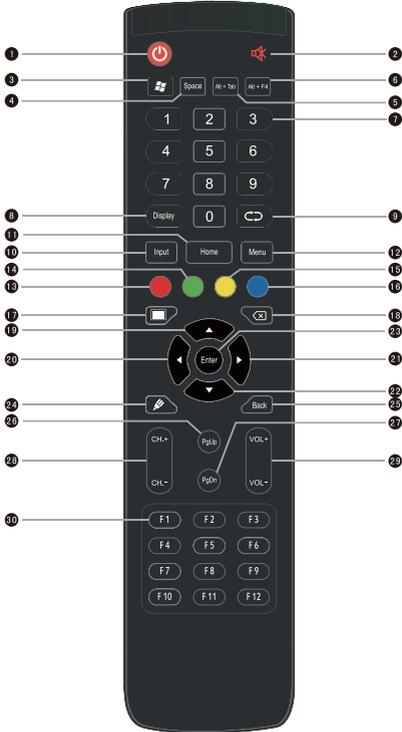
No.	Name	Description
12	AC IN	AC input, connecting AC power supply. Refer to Connecting power on page 24 for more information.
13	POWER SWITCH	Open and shut down AC power supply. Refer to Turning the display on or off on page 25 for more information.

Input/output terminals (RP840G)



No.	Name	Description
①	USB	Connects USB devices such as USB keyboards, USB mice, and USB flash drives.
②	HDMI IN	High-definition multimedia interface signal input. Connect to PC with an HDMI output, a set-top-box, or other video devices capable of realizing touch function.  HDMI 4 realizes 4K2K resolution.
③	VGA OUT	Connects to display devices with a VGA input.
④	AUDIO IN	External computer audio input.
⑤	VGA IN	External computer image input.
⑥	TOUCH	External computer touch signal input. Default touch function is available under internal computer, when connecting external computer, besides connecting external computer VGA and audio signals, external computer's USB port needs to be connected to the equipment. Under the condition that driver is installed, external computer can be touch controlled through the equipment (touch function is effective in PC, VGA and HDMI channel by default)
⑦	AV IN	Composite video and audio input.
⑧	COAX OUT	Coaxial output.
⑨	RS232	Serial interface, used for mutual transfer of data between devices.
⑩	EARPHONE	Connected to device with headphone input function.
⑪	LAN	LAN interface, connecting RJ45 terminals. (This network port is only used for the closed Android OS on this product.)
⑫	AC IN	AC power input, connecting AC power supply.
⑬	POWER SWITCH	Power switch, to open and shut down AC power supply.

Remote control



1  Turn the display on or off.

2  Turn on or off the mute function.

3  Built-in computer Windows key.

4 **Space**
Built-in computer space key.

5 **Alt+Tab**
Built-in computer Alt+Tab key.

6 **Alt+F4**
Built-in computer program window close button.

7 **Numeric buttons**
Perform as numeric buttons.

8 **Display**
Show the current input source and information.

9  TV channel return key.

10 **INPUT**
Select the input source. Refer to [Switching input signals on page 26](#) for more information.

11 **HOME**
Android system main screen button.

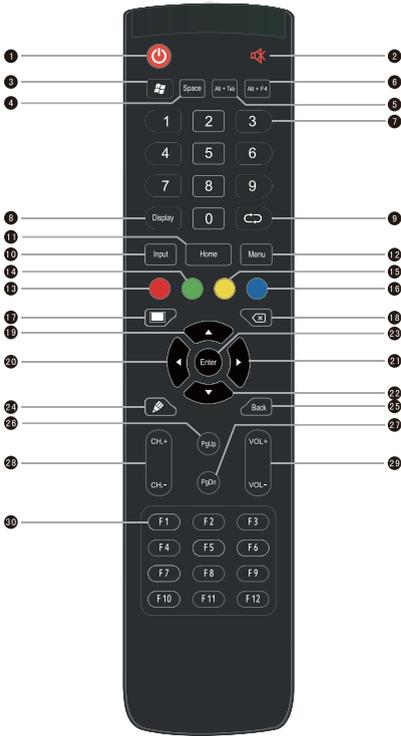
12 **MENU**
Open or close the OSD menu.

13 **Red button**
Lock the keyboard and touch function.

15 **Green button**
No function.

16 **Yellow button**
No function.

17 **Blue button**
Freeze function.



17 One key for blank screen.



18 Backspace key.



19 Direction key. Press for upward selection.



20 Direction key. Press for left selection.



21 Direction key. Press for right selection.



22 Direction key. Press for downward selection.

23 ENTER

Confirms your selection or save changes.



24 Quickly start writing application (EZWrite). Select writing pen quickly if the application is started.

25 Back

Return key.

26 PgUp

Built-in computer page (previous page).

27 PgDn

Built-in computer page (next page).

28 CH+/CH-

Channel switch key.

29 VOL+/VOL-

Volume switch key.

30 F1 - F12

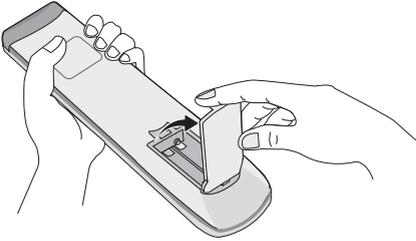
Built-in computer F1 - F12 function keys.



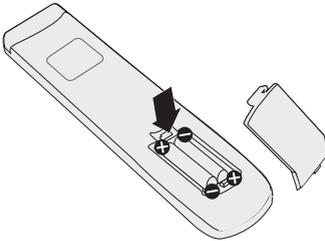
- Built-in computer is not available. All buttons related to computer are regarded as disabled in case of no built-in computer.
- TV functions are not available.

Using the remote control

Installing remote control batteries



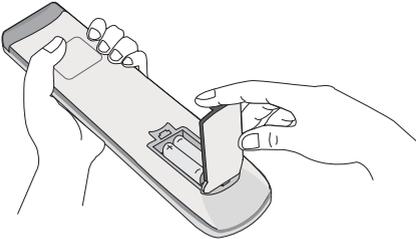
1. Open the remote control battery compartment cover.



2. Insert the supplied batteries ensuring that the positive and negative marked battery terminals match the (+) and (-) marks in the battery compartment.



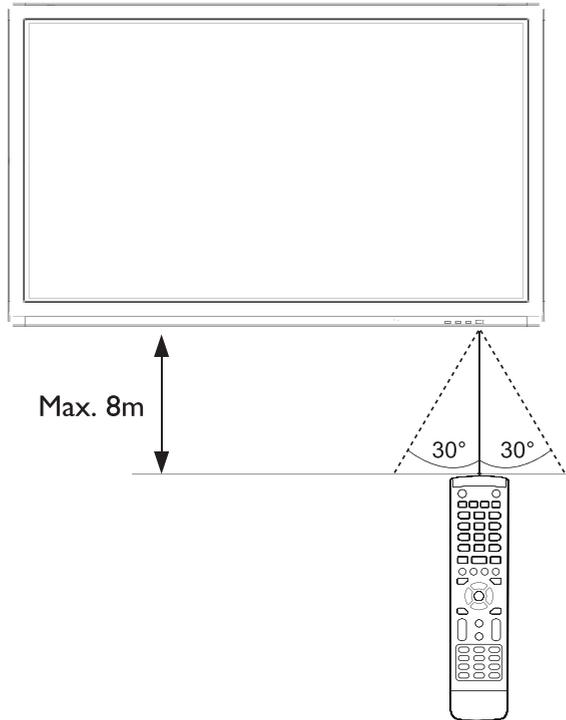
The supplied batteries are provided for your convenience so that you can operate the display straight away. You should replace them as soon as possible.



3. Refit the battery compartment cover.
-

Remote control usage tips

- Point and aim the top front of the remote control directly at the display's remote control sensor window when you press the buttons.
- Do not let the remote control become wet or place it in humid environments (like bathrooms).
- If the display's remote control sensor window is exposed to direct sunlight or strong light, the remote control may not operate properly. In this situation, change the light source, readjust the angle of the display or operate the remote control from a location closer to display's remote control sensor window.



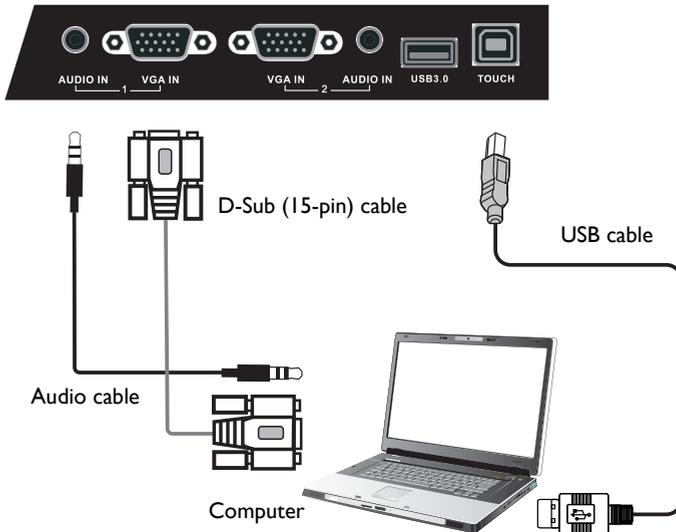
Connection

Connecting the VGA input

1. Connect the **VGA IN** jack on the display to the VGA output jack on a computer using a D-Sub (15-pin) cable.
2. Connect the computer's audio output jack to the **AUDIO IN** jack on the display with a suitable audio cable.
3. To view images from this input, press the **INPUT** button on the remote control to switch to respective input source.

Connecting the touch module

Connect the **TOUCH** (type B) jack on the display to the USB port of a computer using the supplied USB cable. The touch module of the display supports easy Plug-and-Play operation. There is no need to install additional drivers on the computer.

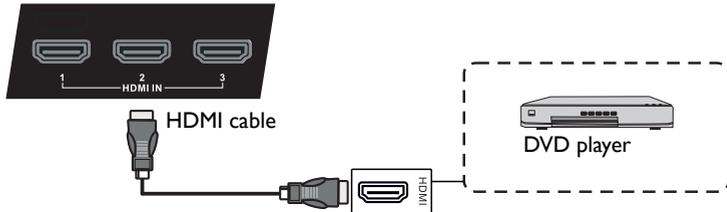


- Avoid blocking the touch screen frame (where sensors are located) when initiating the touch module.
- It is highly recommended that you connect the display to the PC or laptop directly. Avoid connecting the display to a face plate device which may cause failures in touch operations.
- If any ghost image occurs, please try to un-plug and then re-plug all USB cables. If the failure image still exists, use another USB type B to A cable.
- **TOUCH** must be used with **HDMI** or **VGA IN**.

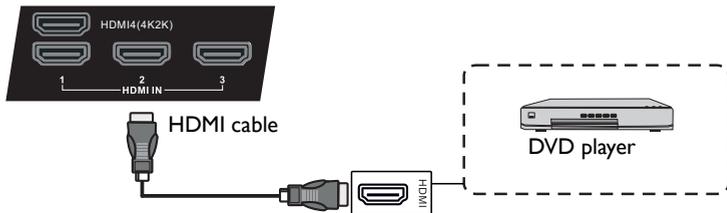
Connecting the digital inputs

1. Connect the HDMI output jack of a computer or A/V device (such as a VCR or DVD player) to the **HDMI** input jack on the display using an HDMI cable.
2. To view images from this input, press the **INPUT** button on the remote control to switch to respective input source.

RP552/RP552H



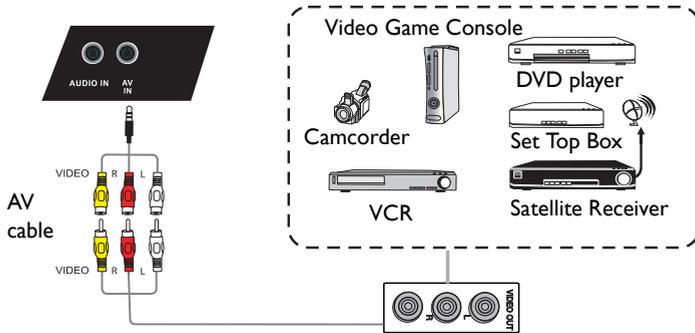
RP840G



- The applicable cable is not supplied and should be purchased separately.
- HDMI 4 is for RP840G only.

Connecting the AV inputs

1. Connect the **AV IN** jack on the display to the output jack on an A/V device (such as a VCR) using an appropriate video cable.
2. Connect the VCR's audio output jacks to the **AV IN** jacks on the display using a suitable audio cable.
3. To view images from this input, press the **INPUT** button on the remote control to switch to respective input source.

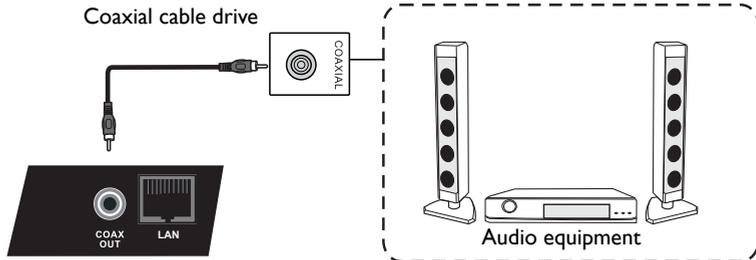


The applicable cable is not supplied and should be purchased separately.

Connecting the coaxial output

To use coaxial out for acoustic applications:

1. Use coaxial cable to connect via **COAX OUT** to your audio equipment.
2. Plug in power cord, and switch power on.

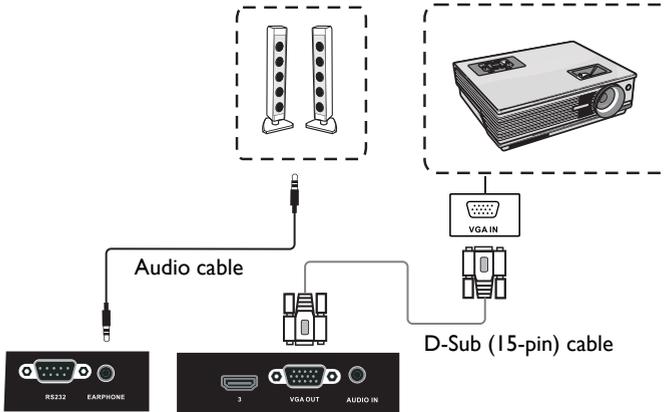


The applicable cable is not supplied and should be purchased separately.

Connecting the video output

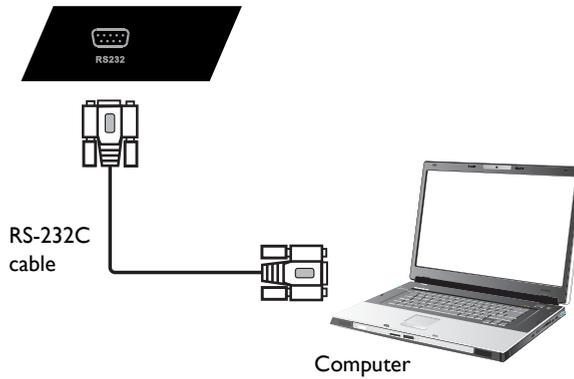
For computer:

1. Use D-Sub cable and audio cable to connect from **VGA OUT** and **EARPHONE** to the respective jacks of the devices.
2. Plug in power cord, and switch power on.
3. Press  on the remote control to turn on the display. Press **INPUT** to switch to PC port. Set internal computer as VGA output or multi-screen display.



Connecting to serial port

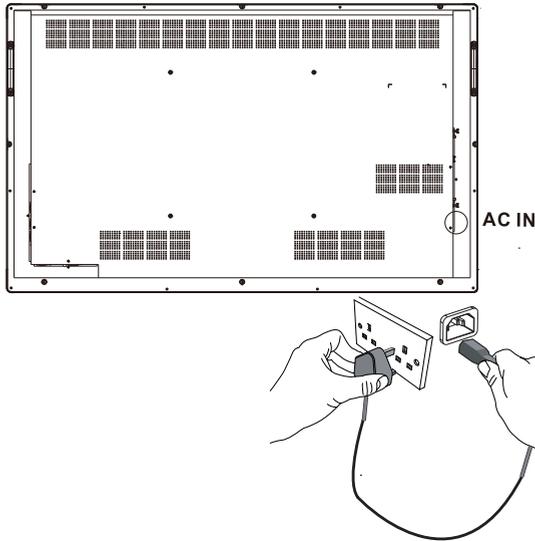
Directly connect the computer to **RS232** ports on the input/output terminals.



- The applicable cable is not supplied and should be purchased separately.
- This connection is applicable to straight-through RS-232C cable only.
- After using serial port line to connect central control equipment and machine, certain function of the machine can be controlled via central control equipment, such as: machine on/off, and adjustment of sound volume, etc.

Connecting power

Plug one end of the power cord into the **Power** jack on the display and the other end into an appropriate power outlet (if the outlet is switched, turn on the switch).



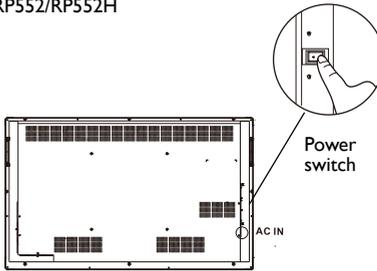
- The supplied power cord is suitable for use with 100-240V AC power only.
- The power cord and outlet illustrated may differ from the ones used in your region.
- Only use an appropriate power cord for your region. Never use a power cord which appears damaged or frayed, or change the plug type on the power cord.
- Be aware of the power loading when you use extension cords or multiple outlet power boards.
- There are no user serviceable parts in this display. Never unscrew or remove any covers. There are dangerous voltages inside the display. Turn off the power and unplug the power cord if you intend to move the display.
- For RP840G, the illustration is for your reference only. Please see [Input/output terminals \(RP840G\)](#) on page 13 for details.

Basic operations

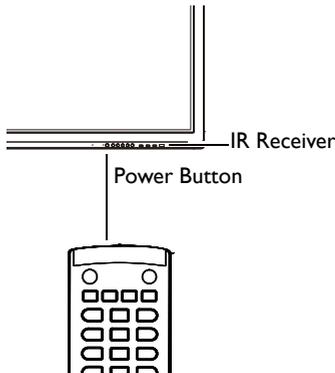
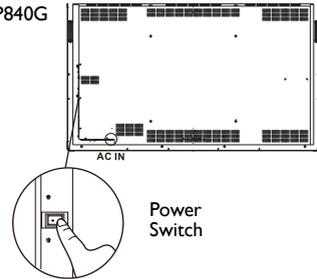
Turning the display on or off

1. Be sure to following the instruction of [Connecting power on page 24](#).
2. Before turning on the display, make sure the Power switch is set to ON (I). The system will enter standby mode.

RP552/RP552H



RP840G



- To turn on the display, press the Power button on the control panel or on the remote control.
- To turn off the display, press the Power button on the control panel or on the remote control. The system will automatically enter standby mode.



The display's standby mode still consumes power. To completely cut off power supply, set the Power switch to OFF (O) and then disconnect the power cord from the power outlet.

Turning off the display by Quickoff

Tap **Quickoff** on the screen to turn off the display without using the remote control.

Initial setup

After you have connected the display to the power, you are ready to power on the display. The first time you power on the display, you will be guided through a series of setup screens. Follow the on-screen instructions or the steps below to start up your display and complete the initial setup.

1. Turn on the display. Wait for the display to boot up with the BenQ screen. This may take a moment.
2. Tap **Next** on the screen to begin. Follow the on-screen instructions to set up the language, date and time, and network. Or you can skip some of these steps and complete the setup later.

Switching input signals

Press the **INPUT** button on the remote control or the control panel to select an input signal.



The users can keep pushing **Eye Care** on the OSD menu and **Classroom** under color temp. **Eye Care** and **Classroom** will be shown with the low blue light mode and the flicker free function. In **Eye Care** mode, the default value of **Brightness** and **Contrast** both are 50 and the default value of **Backlight** is 10.

Downloading software

BenQ may periodically release software updates that may add functions or applications associated with your display. To check if there is a software update available for your device or to obtain the software license key, please visit <http://DSdownload.BenQ.com>. Then enter the serial number (can be found on the sticker attached on the back of the display) and click **OK** to access the Software download page.

Setting up the Internet connection

Your display must be connected to the network to download updates or surf the Internet.



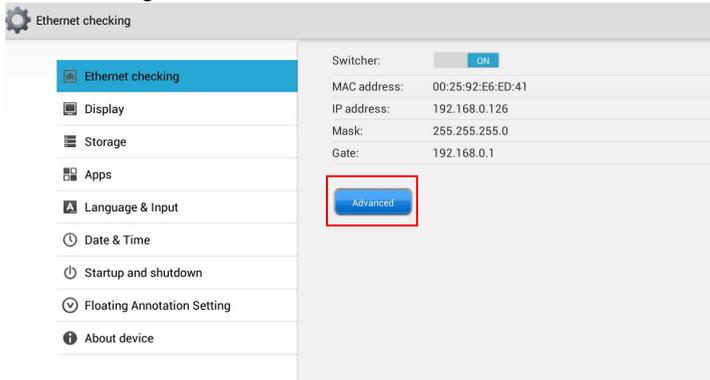
To find the MAC address in Android OS, please go to **Setting > Network > Status**.

Network setting

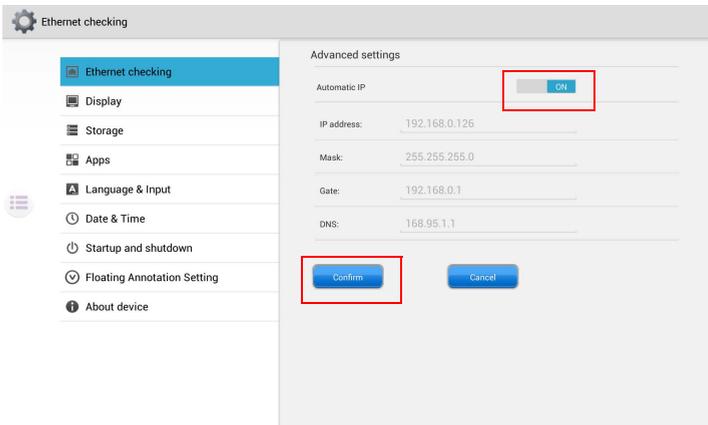
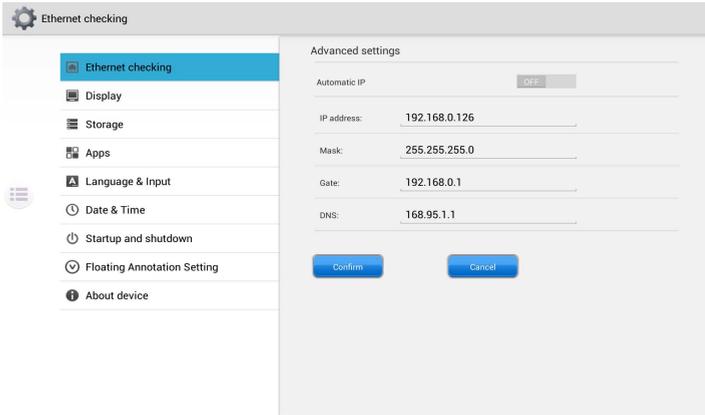
1. On the home screen, select **Apps** (🗃️) > **Settings** (⚙️).



2. Go to Ethernet checking, set the switcher to **On**, and press **Advanced** to go to **Advanced** setting.

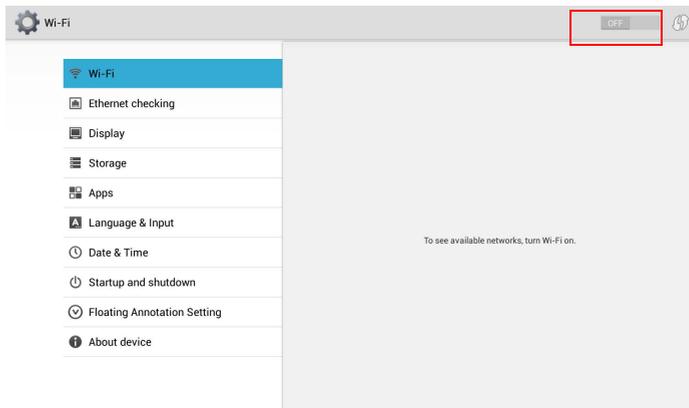


3. Set **Automatic IP** to **On** and press **Confirm** to configure the network setting.

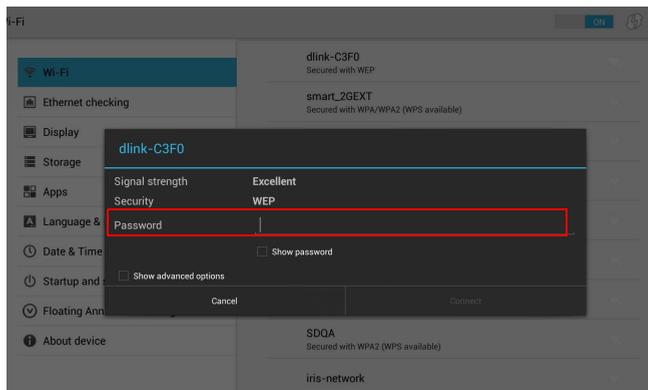


Wireless connection

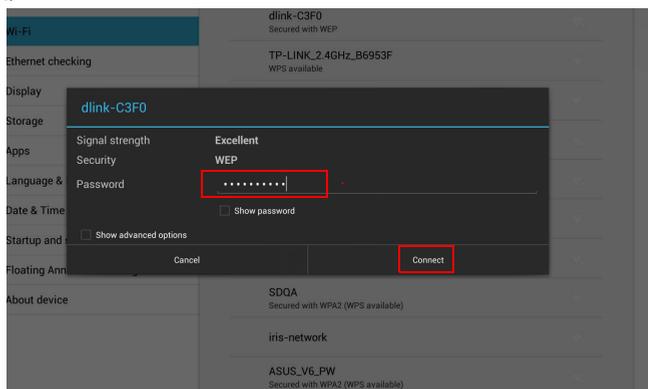
1. Set the button to **On** to connect to a wireless network.



2. A list of available networks will show on the screen. Click on the network's name to connect to the network. The password is needed if it is your first time to use the network.

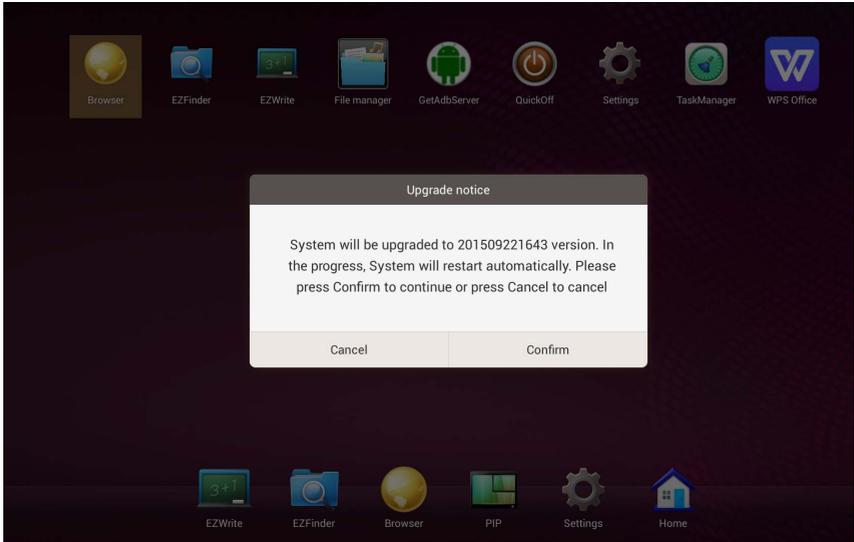


3. Key in the password and press **Connect**. The device is now connected to the WLAN.



Updating software

Whenever a new version of software is available, the system will automatically detect the update and will prompt you to download it every time you turn on the display. If you want to update the software, choose “Confirm” to continue the update. Or you can skip this step and update the software later.



- Software update process may take some time to complete.
- During the update process, do not turn off the device or disconnect the Internet connection. Any interruptions during the software update process may permanently damage your display.

Adjusting audio volume level

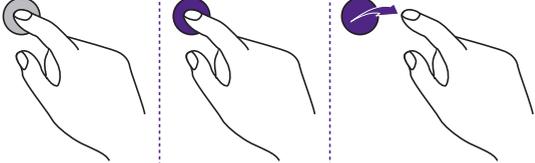
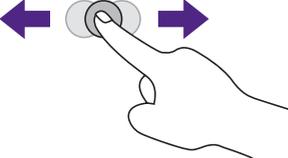
Press **VOL-** / **VOL+** on the remote control to adjust the volume.

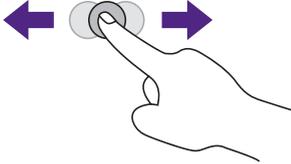
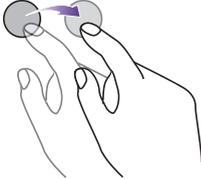
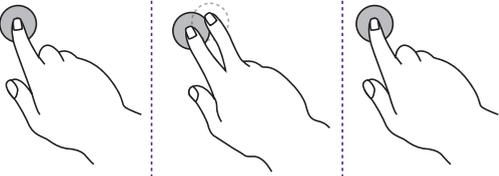
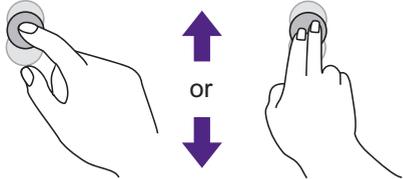
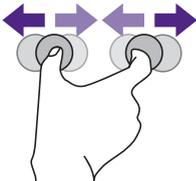
Using the touch screen

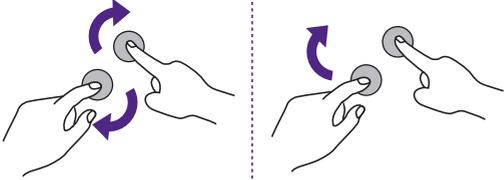
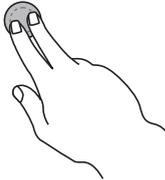
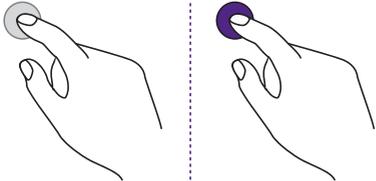
You can use the optical touch screen to control your operating system. The touch screen can emulate basic mouse functions and supports multi-touch functions for Windows 7/8*. The following table shows a list of gestures you can use on the touch screen.

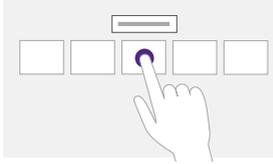
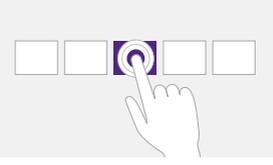


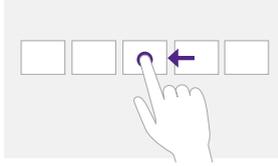
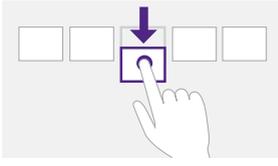
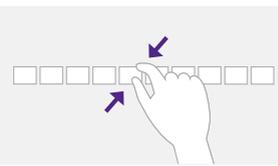
- Ensure that you have installed the USB cable on the display to a computer.
- *Multi-touch functions are only supported by Windows 8, Windows 7 - Home Premium, Professional, Enterprise and Ultimate versions. For Windows XP, Windows Vista and Windows 7 - Starter and Home Basic versions, multi-touch is not supported.
- Windows is a registered trademark of Microsoft Corporation in the United States and other countries.

OS functions	Gesture actions
For Windows XP, Windows Vista and Windows 7	
Click	Tap the screen once. 
Double-click	Tap the screen twice. 
Right-click	<ol style="list-style-type: none"> 1. Press on the target. 2. Hold and wait for a blue ring to appear. 3. Release your finger. 
Drag	Drag one finger left or right. 

OS functions	Gesture actions
For Windows Vista and Windows 7	
Selection	<p>Drag one finger left or right.</p> 
Pan up / Pan down / Back / Forward	<p>Quickly drag your finger (Flick) in a desired direction.</p> 
Multi-touch functions	
For Windows 7 - Home Premium, Professional, Enterprise and Ultimate versions	
Right-click	<ol style="list-style-type: none"> 1. Press on the target. 2. Tap the screen with another finger. 3. Release the second finger. 
Scrolling	<p>Drag one or two fingers up or down.</p> 
Zoom	<p>Move two fingers apart or toward each other.</p> 

OS functions	Gesture actions
Supported by specific applications	<ul style="list-style-type: none"> • Move two fingers in opposing directions. • Use one finger to pivot around another. 
Supported by specific applications	<p>Tap two fingers simultaneously. The target should be the midpoint between the fingers.</p> 
For Windows XP, Windows Vista and Windows 7	
Wakeup from Windows sleep mode (S3)	<p>Press and hold for 4 seconds.</p> 

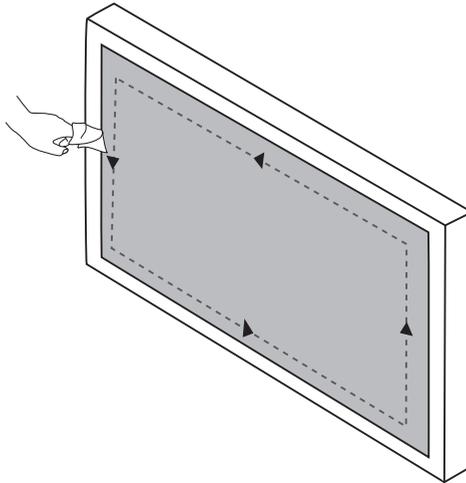
Gesture	Description
For Windows 8	
	<p>Press and hold to learn</p> <p>This touch interaction causes detailed information or teaching visuals (for example, a tooltip or context menu) to be displayed without a commitment to an action. Anything displayed this way should not prevent users from panning if they begin sliding their finger.</p>
	<p>Tap for primary action</p> <p>Tapping on an element invokes its primary action, for instance launching an application or executing a command.</p>

Gesture	Description
 A hand is shown sliding its index finger from right to left across a row of five square buttons. A purple arrow above the finger points to the left, indicating the direction of the slide.	<p>Slide to pan</p> <p>Slide is primarily used for panning interactions but can also be used for moving, drawing or writing. Slide can also be used to target small, densely packed elements by scrubbing (sliding the finger over related objects such as radio buttons).</p>
 A hand is shown with its index finger touching the middle button of a row of five square buttons. A purple arrow above the finger points downwards, indicating the direction of the swipe.	<p>Swipe to select, command, and move</p> <p>Sliding the finger a short distance, perpendicular to the panning direction, selects objects in a list or grid (ListView and GridLayout controls). Display the AppBar with relevant commands when objects are selected.</p>
 A hand is shown with two fingers (index and middle) touching a row of eight square buttons. Two purple arrows point outwards from the fingers, indicating a stretching gesture.	<p>Pinch and stretch to zoom</p> <p>While the pinch and stretch gestures are commonly used for resizing, they also enable jumping to the beginning, end, or anywhere within content with Semantic Zoom. A SemanticZoom control provides a zoomed out view for showing groups of items and quick ways to dive back into them.</p>
 A hand is shown with two fingers touching a rectangular card. Two purple curved arrows around the card indicate a clockwise rotation.	<p>Turn to rotate</p> <p>Rotating with two or more fingers causes an object to rotate.</p>

Important instructions for using the touch screen

Please clean the frame when there is sign of malfunction on the touch screen.

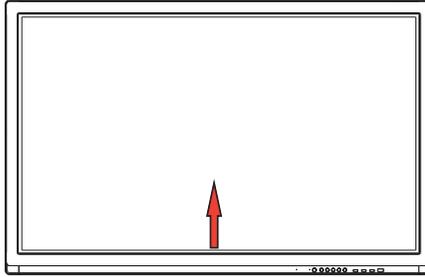
- Before you clean the screen, make sure the display is turned off, and unplug the power cord.
- Remove dust or dirt from the screen and the infrared plastic filter periodically. It is suggested using a small amount of alcohol to clean the infrared plastic filter.
- To avoid damage to the screen, never use any type of abrasive materials to wipe the screen.
- Use a neutral detergent to clean the touch screen. Avoid using detergents with erosive substance, such as banana oil or ammonia.
- Moisten a clean soft, lint-free cloth with a neutral detergent and then clean the touch screen.
- Do not spray a detergent on the screen surface or the body directly. It may result in a short circuit to the touch screen.
- Keep the touch screen out of direct sunlight or spotlights.



Menu operations

One touch menu operation

At the bottom middle position of the screen as the starting point, use a touch pen to drag toward center position of the screen, as shown below, to enter the menu.



Setting menu

Input setting

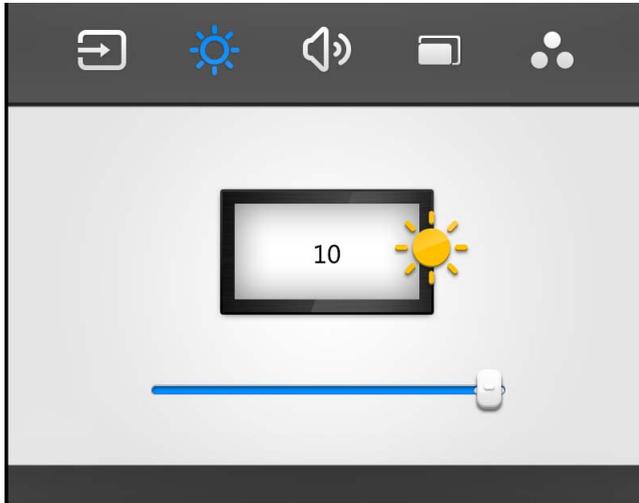
Press **INPUT** on the remote control or use a touch pen dragging from the bottom middle to the center of the screen to enter attribute menu.



- Press ▲/▼/◀/▶ on the remote control or use a touch pen to select a desired input source and press **ENTER** on the remote control or directly click with the touch pen to confirm.
- Press **BACK** on the remote control or click blank area outside menu with the touch pen to exit menu.

Brightness setting

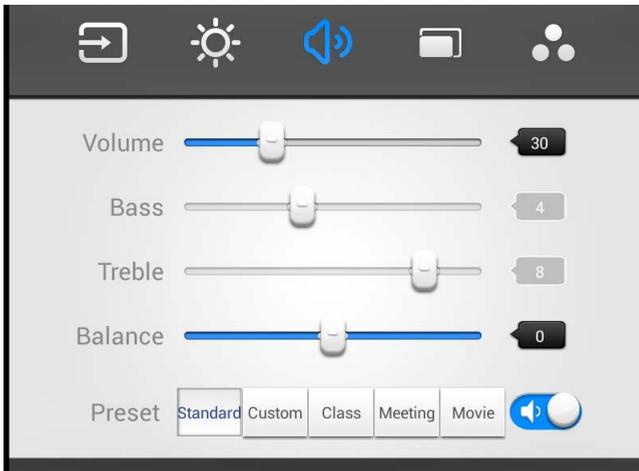
Press **INPUT** on the remote control or use a touch pen dragging from the bottom middle to the center of the screen to enter attribute menu.



- Press **▶** on the remote control or directly click **Light** icon with touch pen to enter brightness setting menu.
- Press **◀ / ▶** on the remote control or drag brightness adjustment progress bar with the touch pen to adjust brightness.
- Press **BACK** button on the remote control or click blank area outside menu with the touch pen to exit menu.

Volume setting

Press **INPUT** button on the remote control or use a touch pen dragging from the bottom middle to the center of the screen to enter attribute menu.



- Press **▶** on the remote control or directly click **Volume** icon with touch pen to enter volume setting menu.
- Press **◀ / ▶** on the remote control or drag volume adjustment progress bar with the touch pen to adjust volume.
- Press **MUTE** on the remote control or directly click  with the touch pen to enable or disable mute.
- Press **BACK** on the remote control or click blank area outside menu with the touch pen to exit menu.

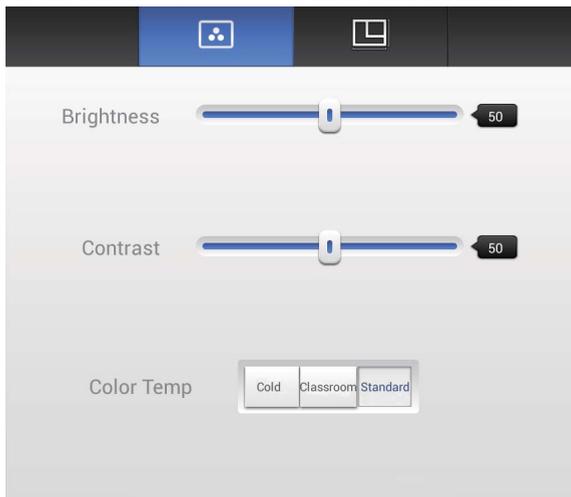
Advanced Setting

The advanced settings include AV, HDMI, and VGA.

When the input source is set to AV, HDMI, or VGA, press **MENU** on the remote control or use a touch pen dragging from the bottom middle to the center of the screen to enter attribute menu.

Screen menu

Press **INPUT** button on the remote control or use a touch pen dragging from the bottom middle to the center of the screen to enter attribute menu.



- Press **▲ / ▼ / ◀ / ▶** on the remote control or use a touch pen to select each option and press **ENTER** on the remote control or directly click with the touch pen to confirm.
- Press **BACK** on the remote control or click blank area outside menu with the touch pen to exit menu.

Menu	Description
Brightness	Press ◀ / ▶ on the remote control or use a touch pen to drag icon to adjust brightness attribute.
Contrast	Press ◀ / ▶ on the remote control or use a touch pen to drag icon to adjust contrast attribute.

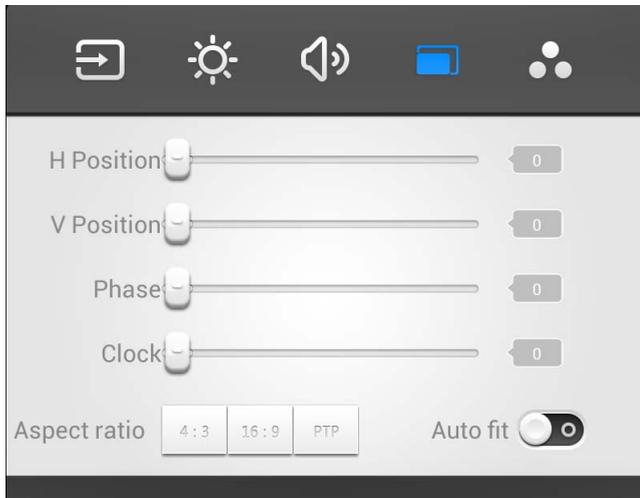
Hue	Press ◀ / ▶ on the remote control or use a touch pen to drag icon to adjust hue attribute.
Sharpness	Press ◀ / ▶ on the remote control or use a touch pen to drag icon to adjust sharpness attribute.
Color Temp.	Press ◀ / ▶ on the remote control or use a touch pen to adjust color temperature of image. Options are Cold , Classroom , and Standard .



There is no **Hue** for HDMI settings, and there are no **Hue** and **Sharpness** for VGA settings.

Picture in picture menus (VGA)

Press **INPUT** on the remote control or use a touch pen dragging from the bottom middle to the center of the screen to enter attribute menu.



- Press ▲/▼/◀/▶ on the remote control or use a touch pen to select each option and press **ENTER** on the remote control or directly click with the touch pen to confirm.
- Press **BACK** on the remote control or click blank area outside menu with the touch pen to exit menu.

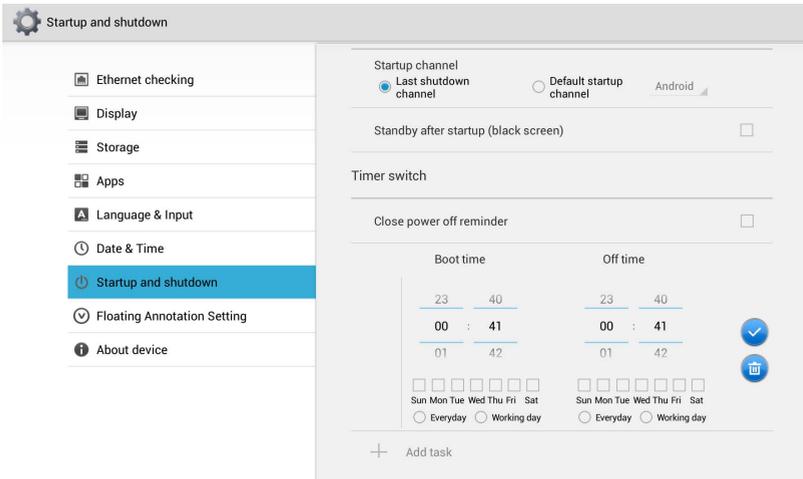
Menu	Description
H. Position	Press ◀ / ▶ on the remote control or use a touch pen to drag icon to adjust horizontal position of image.
V. Position	Press ◀ / ▶ on the remote control or use a touch pen to drag icon to adjust vertical position of image.
Phase	Press ◀ / ▶ on the remote control or use a touch pen to drag icon to adjust phase position of image.
Clock	Press ◀ / ▶ on the remote control or use a touch pen to drag icon to adjust clock frequency of image.

Aspect ratio	Press ◀ / ▶ on the remote control and press ENTER or use a touch pen to click icon to adjust display ratio of image.
Auto fit	Press ◀ / ▶ on the remote control and press ENTER or use a touch pen to click icon to automatically adjust image.

More settings

Press ▶ on the remote control or directly click **More** icon with touch pen to enter more settings.

When the input source is set to Android, press **INPUT** on the remote control or use a touch pen dragging from the bottom middle to the center of the screen to enter setting menu.



- Press ▲/▼/◀/▶ on the remote control or use a touch pen to select each option and press **ENTER** on the remote control or directly click with the touch pen to confirm.
- Press **BACK** on the remote control or click blank area outside menu with the touch pen to exit menu.

Options	Description
Ethernet Checking	To view current network status and network preferences of the display.
Display	To set visual preferences on Font size and Wallpaper .
Storage	To show empty and occupied space.
Apps	To view memory consumption of apps in Android.
Language & input	To set Language and Keyboard & Input Methods in Android.
Date & time	To set date, time, and their formats in Android.
Startup and shutdown	To set the Startup channel , Standby after startup , and Timer switch . Reminder includes boot time and off time. Schedules can be made by choosing the days of the week.

Floating Annotation Setting	For more information, see the description below.
About device	To view system information in Android.



The user applicable storage space varies from pre-installed apps and images occupancies at the total memory space.

Floating annotation setting

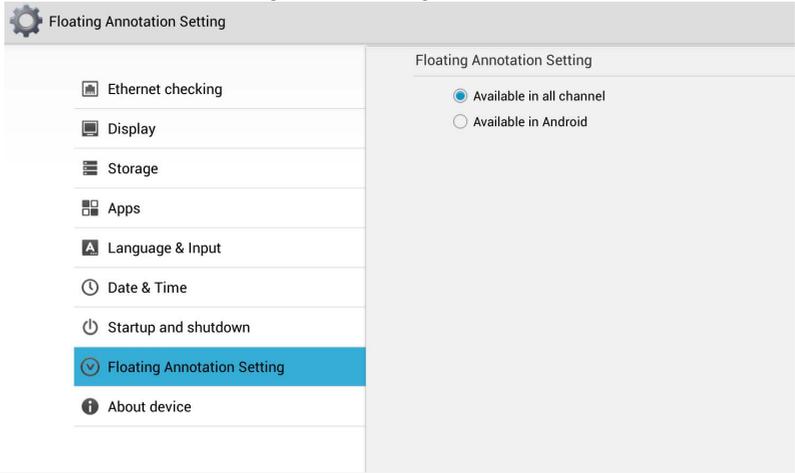
Under any input source, place two fingers with about 20~50 mm spacing on the screen for more than two seconds to enter the annotation menu as below.



Icon	Function	Description
	Floating annotation setting	Pop up sub-menu.
	Return	Click to return to previous operation interface.
	Main interface	Click to return to main interface of Android system.
	Annotation brush	Click to make annotation in the picture. Click again to change brush color.
	EZWrite	Click to enter writing application (EZWrite). This application supports up to 6 points simultaneous writing. Screen image will be saved automatically when exiting whiteboard software. Storage location: resource browse/blackboard writing.
	Resource browse	Click to open resources browse menu.
	Screenshot	Click for screenshot of current annotation image. Screenshot storage location: resource browse/blackboard writing.
	Close	Click to close annotation menu.



- The remote control is not capable of notation operations.
- You can choose to have Floating annotation setting available in all channel or in Android.



Android system interface



Note that this is a closed Android OS. Download and use of unauthorized apps on this system are not available.

Main interface



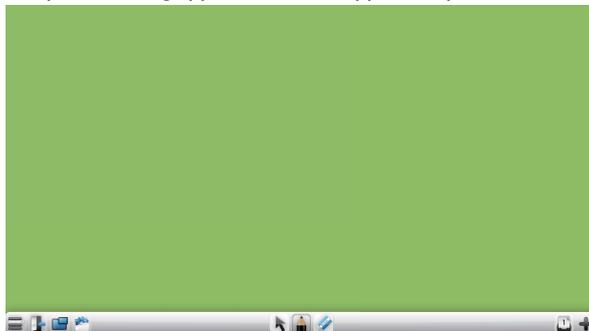
- Press ◀ / ▶ on the remote control to select icons at the bottom and press **ENTER** to execute the program, or directly tap the icon with a touch pen.
- Press **HOME** on the remote control or Home button at the bottom of front panel to return to the main interface.



For free plan users of **Zoom** (), please visit <https://zoomnow.tw/live/?benq> to upgrade your plan to a paid plan. Read more information on the website.

EZWrite

EZWrite is a flat panel writing application that supports 6-point touch.

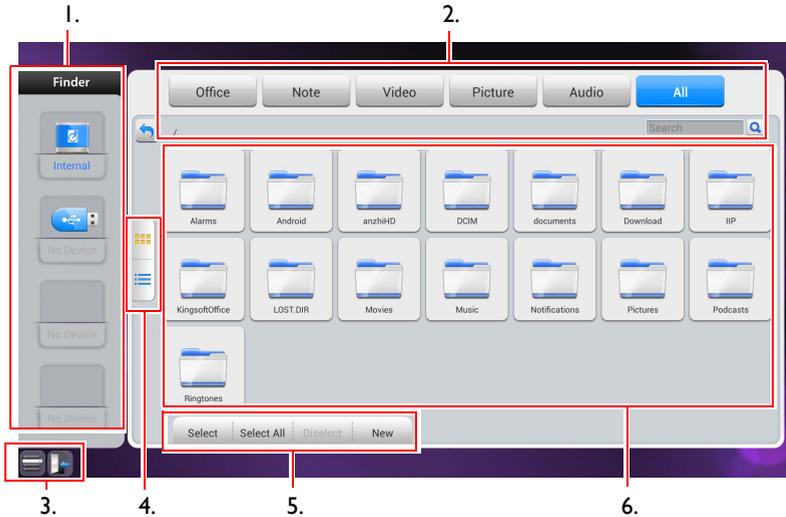


Icon	Function	Description
	Menu	Click to pop up submenu (background change/save).

Icon	Function	Description
	Exit	Click to exit the writing application.
	Picture in picture	Click to pop up picture in picture interface.
	Image import	Click to import required images.
	Select	Click to select writing symbols.
	Brush	Click to write. Press 3 seconds or more to enter setting screen to set brush color and thickness.
	Eraser	Click to erase writing symbols or drag a box selection to erase.
	Cancel	Click to cancel the previous operation.
	Restore	Click to restore the cancelled operation.
	Page	Reveal page number of the current picture.
	Add page	click to add a new page of writing image.

EZFinder

EZFinder helps to search for files in the memory and in external storage of Android system.



Item	Function	Description
1	Storage device	Click to pop up submenu (background change/save).
2	File type filter	Click to highlight the desired file type to display.
3	Menu/exit	Click with the touch pen to pop up menu options or exit file browsing.
4	File arrangement	Arrange files with icons or a list.
5	File operation	Perform operations such as select/delete/crate/copy/cut.
6	Main display area	Display files of corresponding type in memory card.

Multimedia files such as images, audios, and videos can be played by directly tapping on the file icon.

Image

Select the image file you want to play and perform the functions as provided on the screen according to your needs



Icon	Function
	Close the current playback.
	Magnify the current image.
	Shrink the current image.
	Play the previous image.
	Play/pause the current playback.
	Play the next image.
	Counterclockwisely rotate the current image.
	Clockwisely rotate the current image.
	Set the animation effect and playing interval for images being played, and set the current image as the wallpaper.



Supported image format (codec) :

- JPEG (base-line up to 15360 x 8704, progressive up to 1024 x 768, MPO up to 15360 x 8640)
- PNG (non-interlace up to 9600 x 6400, interlace up to 1200 x 800)
- BMP (up to 9600 x 6400)

Audio

Select the audio file you want to play and perform the functions as provided on the screen according to your needs.



Icon	Function
	Close the current playback.
	Play the previous audio.
	Play/pause the current playback.
	Play the next audio.
	Check audios in the playlist.
	Repeatedly play audios in the playlist.
	Repeatedly play a single audio in the playlist.
	Randomly play audios in the playlist.



Supported video format (codec) up to 1080p resolution :

- mp3 (MPEG1/2 Layer 1: 32Kbps~448Kbps, MPEG1/2 Layer 2: 8Kbps~384Kbps, MPEG1/2 Layer 3: 8Kbps~320Kbps, 16KHz~48KHz sampling rate)
- m4a/aac (ACC, HEACC free format, 8KHz~48KHz sampling rate)
- wma/asf (WMA: 128Kbps~320Kbps, 8KHz~48KHz sampling rate / WMA Pro: <768Kbps, ~96KHz sampling rate)
- ogg (OGG: ~48KHz sampling rate)

Video

Select the video file you want to play and perform the functions as provided on the screen according to your needs.



Icon	Function
	Close the current playback.
	Play the previous video.
	Fast rewind the current video.
	Play/pause the current playback.
	Fast forward the current video.
	Play the next video.
	Check videos in the playlist.

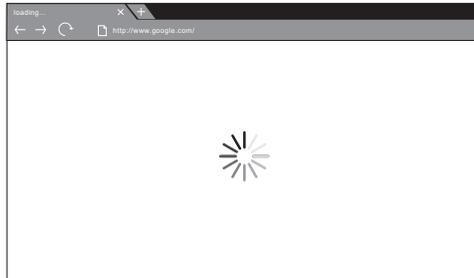


Supported video format (codec) up to 1080p resolution :

- 3gp (H.264)
- avi (MPEG-2, MPEG-4 Xvid-SP, MPEG-4 Xvid-ASP, H.264, MJPEG)
- mkv (MPEG-4, H.264)
- mov (MPEG-4 SP, H.264 BP, H.264 MP)
- mp4 (MPEG-4 SP, MPEG-4 ASP, H.264 BP, H.264 MP, H.264 HP)
- mpg, mpeg (MPEG-2)
- ts (MPEG-2, H.264 MP)

Browser

At network connected state, click on browser icon to surf the Internet. Click on the symbol **X** in the upper left corner to close it.



PIP

Click on PIP icon to pop up picture-in-picture interface.



Item	Description
1	Picture-in-picture interface.
2	Click to choose a input source in the list to be shown.
3	Click  for full screen. Click  to exit picture-in-picture interface.
4	Click with the touch pen to pop up the input source list.



To use remote control for picture-in-picture operations:

- press **▲** to pop up the input source list.
- Press **▶** to enable the selection from the list.
- Press **▲/▼** to select and press **ENTER** to confirm the selection.

Setting

Setting is the shortcut to setting menu. Refer to [Setting menu on page 36](#) for details.

Apps



- Other than preset apps located at the bottom of the screen, additional apps will be placed in the same section and be displayed when App icon is clicked.
- For more information about **Quickoff**, please see [Turning off the display by Quickoff on page 25](#).

Product information

Specifications (RP552/RP552H)

Item		Specifications
		RP552
LCD panel	Backlight	LED
	Panel size	55"
	Pixel pitch (mm)	0.630
	Native resolution (pixels)	1920 x 1080
	Brightness (cd/m ²) (typical)	350 nits
	Contrast (typical)	1400:1 (RP552) / 1200:1 (RP552H)
	Response time (ms) (typical)	8
	Panel Bit	8-bit(16.7M)
Touch	Technology	IR Touch
	Resolution	32767 x 32767
	Capacity	10 points touch (varies from operating systems and applications)
	Accuracy	+/- 2mm
	Touch Output	USB type B x 1
	Operating System	Windows XP/Vista/7/8, Mac OS X 10.6~10.11, Linux, Chrome OS 34.0.1847.134 (touch function varies from releases)
Panel glass	Tempered glass	AG coating, 80
	Thickness	4mm
Input	Computer	VGA (D-Sub 15-pin) x 3
	Video	Composite Video (3-in-1 connector) x 1, HDMI x 3 (1080P x 3)
	Audio	Line-in (3.5 mm jack) x 3, along with 3 VGA input
	USB	Type A (USB2.0 x3; USB3.0: x1)
	Control	RS-232C (D-Sub 9-pin)
	TV Tuner	NO
	Output	Computer
Video		NO
Audio		Earphone (3.5 mm jack), COAX x 1
External speaker out (L/R)		NO
Audio	Audio W (Amp)	10W x 2
	Internal speaker	YES

Power	Supply	100 - 240V AC, 50/60 Hz
	Consumption Max.	190W (RP552) / 162W (RP552H)
	Consumption Standby	≤ 0.5W
Environment	Operating Temperature	0 - 40°C
	Operating Humidity	10 - 90% (without condensation)
	Storage Temperature	-20 ~ 60°C
	Storage Humidity	10 - 90% (without condensation)
	Display Orientation	Landscape
Mechanical	Weight (kg)	47/58 (without packing / with packing) (RP552) 33/42 (without packing / with packing) (RP552H)
	Dimensions (W x H x D) (mm)	1315*805*93/1480*950*270 (RP552) 1304*800*97/1458*932*220 (RP552H)
	Bezel Dimension - T/B/ L/R (mm)	40 / 63 / 40 / 40 (RP552) 35 / 61 / 35 / 35 (RP552H)
Feature	Image setting	YES
	Source/Volume Control	YES
	Sharpness enhancement	YES
	Dimming control (Adaptive Contrast)	NO
	10-bit color processing	NO
	De-Interlacing / comb Filter	YES
	Customized Classroom Mode	YES
	Blank screen	YES



- Specifications and functions are subject to change without notice.
- To make sure that the touch function works properly on Mac OS X 10.10, you are recommended to perform screen calibration first. Contact BenQ dealer for the required calibration utility.

Item		RP552
System	CPU	ARM Cortex A9 1.0G, Dual Core
	System Memory	1.5GB
	Storage	8GB
	OS	Android 4.2.1



This Android 4.2.1 operating system is not standard Android, so access to Google Play™ is not available. APK cannot be installed in the default location. Without management permission, installing function won't work. There is no guarantee that the self-installed APK can function normally.

Specifications (RP840G)

Item	Specifications	
	RP840G	
LCD panel	Backlight	E-LED
	Panel size	84"
	Pixel pitch (mm)	0.4845
	Native resolution (pixels)	3840 x 2160
	Brightness (cd/m ²) (typical)	350 nits
	Contrast (typical)	1600:1
	Response time (ms) (typical)	8
	Panel Bit	10-bit (1.06B)
Touch	Technology	IR Touch
	Resolution	32767 x 32767
	Capacity	10 points (varies from operating systems and applications)
	Accuracy	+/- 2mm
	Touch Output	USB type B x 1
	Operating System	Windows XP/Vista/7/8, Mac OS X 10.6~10.10, Linux, Chrome OS 34.0.1847.134 (touch function varies from releases)
Panel glass	Tempered glass	AG coating, 80
	Thickness	4mm
Input	Computer	VGA (D-Sub 15-pin) x 3
	Video	Composite Video (3-in-1 connector) x 1, HDMI x 4 (1080P x 3, 4K2K x 1)
	Audio	Line-in (3.5 mm jack) x 3, along with 3 VGA input
	USB	Type A (USB2.0 x1 ; USB3.0 x1); Type B
	Control	RS-232C (D-Sub 9-pin)
	TV Tuner	NO
Output	Computer	VGA (D-Sub 15-pin) x 1
	Video	NO
	Audio	Earphone (3.5 mm jack), COAX x 1
	External speaker out (L/R)	NO
Audio	Audio W (Amp)	10W x 2
	Internal speaker	YES

Power	Supply	100 - 240V AC, 50/60 Hz
	Consumption Max.	550W
	Consumption Standby	≤ 0.5W
Environment	Operating Temperature	0 - 40°C
	Operating Humidity	10 - 90% (without condensation)
	Storage Temperature	0 - 40°C
	Storage Humidity	10 - 90% (without condensation)
	Display Orientation	Landscape
Mechanical	Weight (kg)	107/135 (without packing / with packing)
	Dimensions (W x H x D) (mm)	1978*1187*96/ 2170*1370*320
	Bezel Dimension - T/B/ L/R (mm)	40/62.5/40/40
Feature	Image setting	YES
	Source/Volume Control	YES
	Sharpness enhancement	YES
	Dimming control	YES
	10-bit color processing	YES
	De-Interlacing / comb Filter	YES
	Customized Classroom Mode	YES
Blank screen	YES	



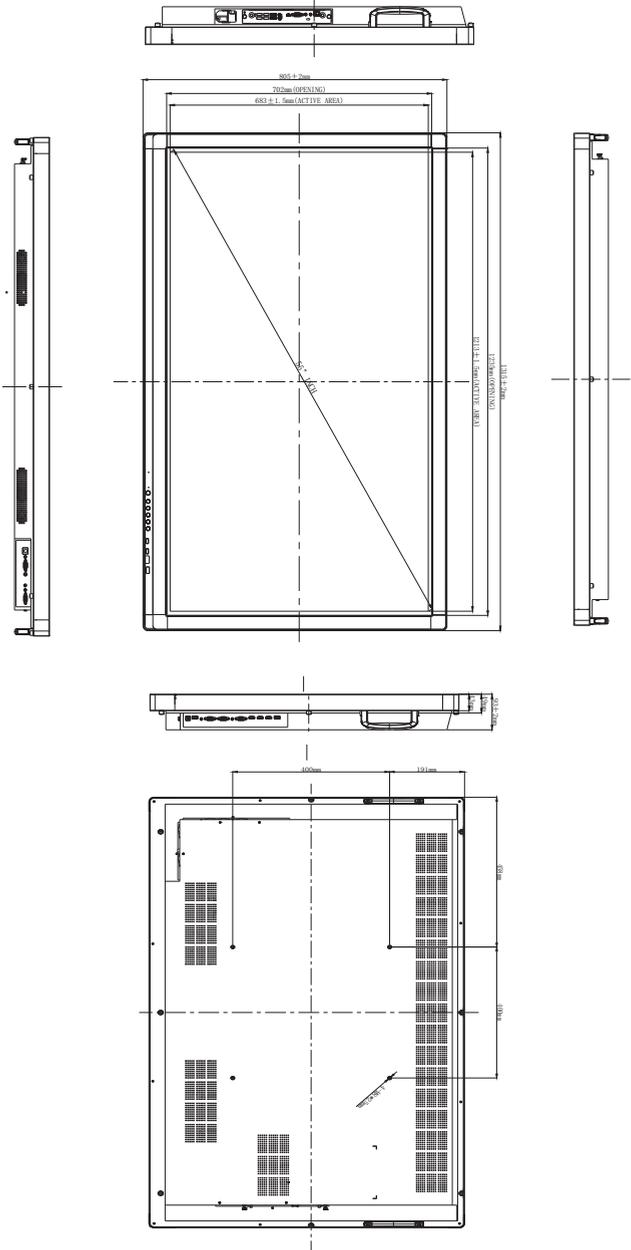
- Specifications and functions are subject to change without notice.
- To make sure that the touch function works properly on Mac OS X 10.10, you are recommended to perform screen calibration first. Contact BenQ dealer for the required calibration utility.

Item		RP840G
System	CPU	ARM Cortex A9 1.0G, Dual Core
	System Memory	1.5GB
	Storage	8GB
	OS	Android 4.2.1



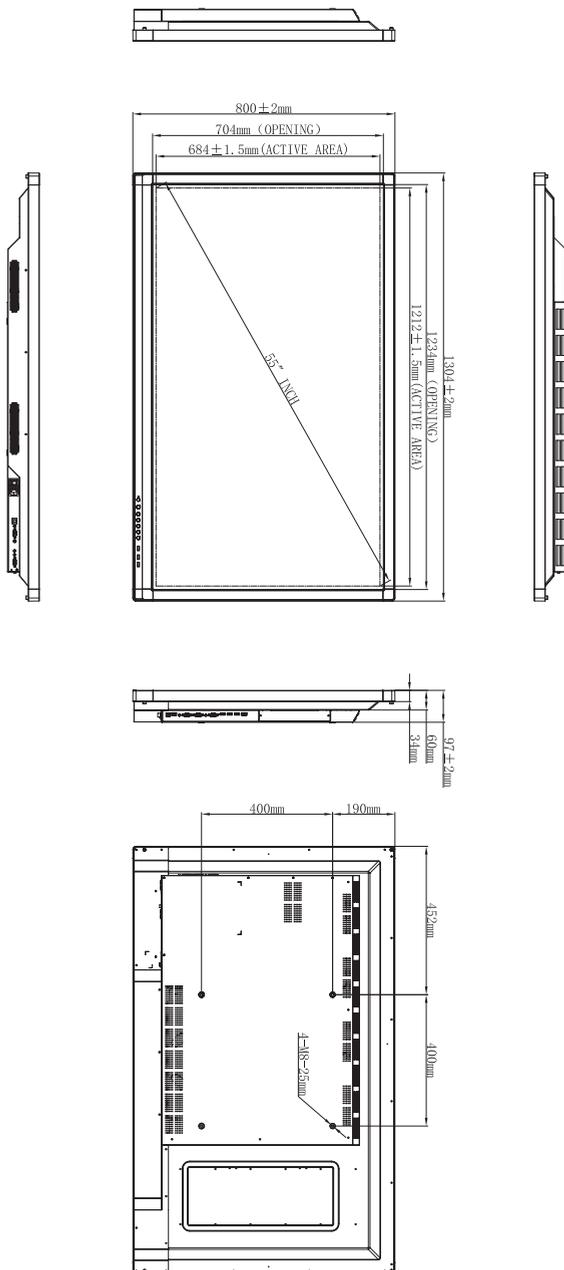
This Android 4.2.1 operating system is not standard Android, so access to Google Play™ is not available. APK cannot be installed in the default location unless given permission by the management units. Contact your BenQ dealer for the required support for the management permission. Without management permission, installing function won't work. There is no guarantee that the self-installed APK can function normally.

Dimensions (RP552)



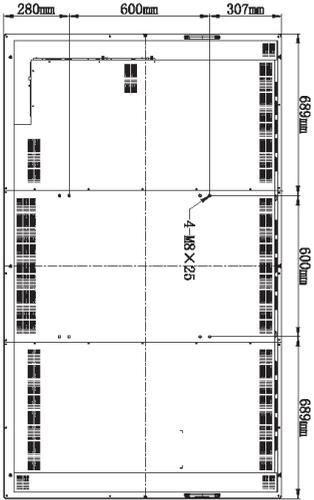
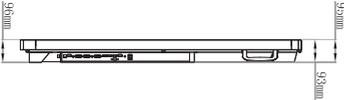
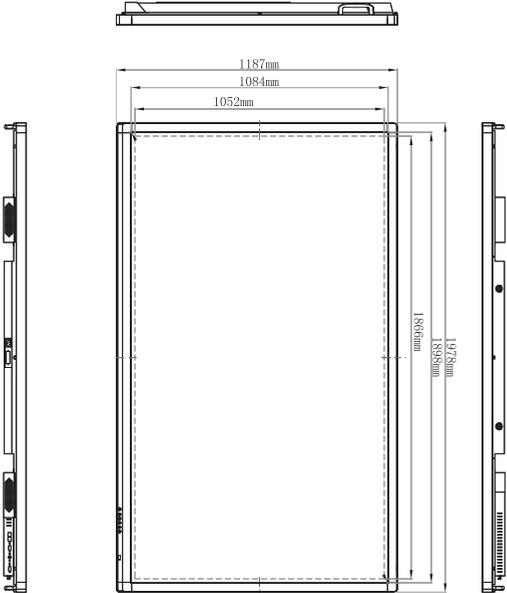
Unit: mm

Dimensions (RP52H)



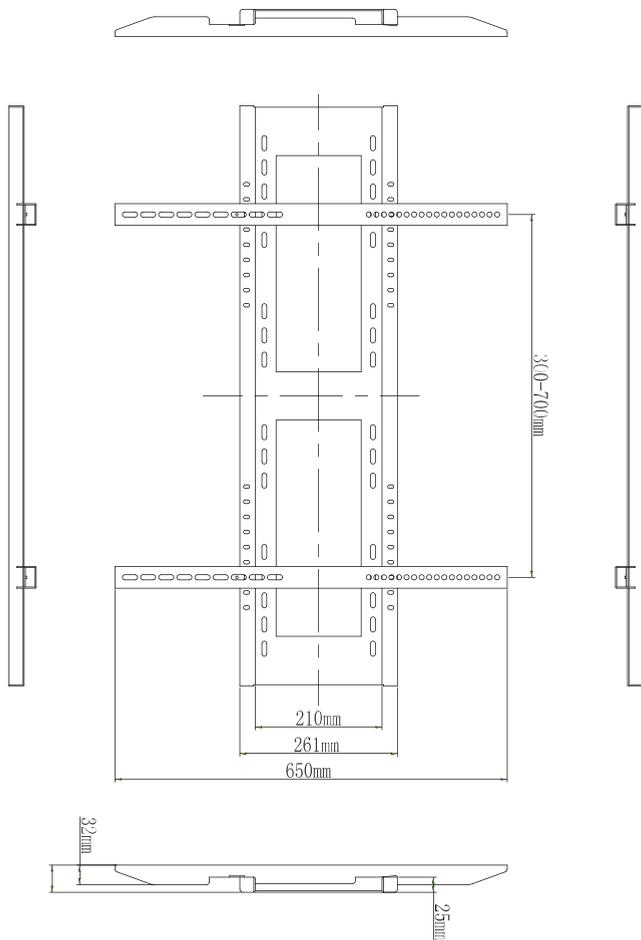
Unit: mm

Dimensions (RP840G)



Unit: mm

Wall mount dimensions (Optional)



Unit: mm

Supported input signal resolution (RP552 / RP552H)

Resolution	Input source				
	AV	S-Video	YPbPr	VGA	HDMI
640 x 480 @ 60Hz				○	
640 x 480 @ 67Hz					
640 x 480 @ 72Hz					
640 x 480 @ 75Hz					
720 x 400 @ 70Hz					
800 x 600 @ 60Hz				○	
800 x 600 @ 75Hz					
832 x 624 @ 75Hz					
1024 x 768 @ 60Hz				○	
1024 x 768 @ 75Hz					
1152 x 870 @ 75Hz					
1280 x 720 @ 60Hz					
1280 x 768 @ 60Hz					
1280 x 800 @ 60Hz					
1280 x 800 @ 60Hz				○	
1280 x 960 @ 60Hz					
1280 x 1024 @ 60Hz					
1360 x 768 @ 60Hz					
1366 x 768 @ 60Hz					
1400 x 1050 @ 60Hz					
1600 x 1200 @ 60Hz					
1680 x 1050 @ 60Hz					
1600 x 1050 @ 60Hz					
1920 x 1080 @ 50Hz				○	
1920 x 1080 @ 60Hz				○	
NTSC-M					
NTSC-J					
PAL-BDGHI					
576i (50Hz)					○
480i (60Hz)					○
480p (60Hz)					○
576p (50Hz)					○
720p (25Hz)					

720p (30Hz)					
720p (50Hz)					○
720p (60Hz)					○
1080i (50Hz)					○
1080i (60Hz)					○
1080p (24Hz)					
1080p (25Hz)					
1080p (30Hz)					
1080p (24Psf)					
1080p (25Psf)					
1080p (50Hz)					○
1080p (60Hz)					○



- ○: supported
 - Vacant: not supported
-

Supported input signal resolution (RP840G)

Resolution	Input source				
	AV	S-Video	YPbPr	VGA	HDMI
640 x 480 @ 60Hz				○	
640 x 480 @ 67Hz					
640 x 480 @ 72Hz					
640 x 480 @ 75Hz					
720 x 400 @ 70Hz					
800 x 600 @ 60Hz				○	
800 x 600 @ 75Hz					
832 x 624 @ 75Hz					
1024 x 768 @ 60Hz				○	
1024 x 768 @ 75Hz					
1152 x 870 @ 75Hz					
1280 x 720 @ 60Hz					
1280 x 768 @ 60Hz					
1280 x 800 @ 60Hz RB					
1280 x 800 @ 60Hz				○	
1280 x 960 @ 60Hz					
1280 x 1024 @ 60Hz					
1360 x 768 @ 60Hz					
1366 x 768 @ 60Hz					
1400 x 1050 @ 60Hz					
1600 x 1200 @ 60Hz					
1680 x 1050 @ 60Hz RB					
1600 x 1050 @ 60Hz					
1920 x 1080 @ 50Hz				○	
1920 x 1080 @ 60Hz				○	
3840 x 2160 @ 30Hz					○
NTSC-M					
NTSC-J					
PAL-BDGHI					
576i (50Hz)					○
480i (60Hz)					○
480p (60Hz)					○

576p (50Hz)					○
720p (25Hz)					
720p (30Hz)					
720p (50Hz)					○
720p (60Hz)					○
1080i (50Hz)					○
1080i (60Hz)					○
1080p (24Hz)					
1080p (25Hz)					
1080p (30Hz)					
1080p (24Psf)					
1080p (25Psf)					
1080p (50Hz)					○
1080p (60Hz)					○



- ○: supported
- Vacant: not supported
- 3840 x 2160 @ 30Hz is available via HDMI 4.

Troubleshooting

Problem	Solution
No picture	<p>Check the following:</p> <ul style="list-style-type: none"> • Is the display turned on? Check the power indicator of the display. • Is the signal source device turned on? Turn on the device and try again. • Are there any loose cable connections? Make sure that all cables are connected firmly. • Have you chosen an unsupported output resolution on the computer? Refer to Dimensions (RP552H) on page 56 to select a supported resolution and try again. • Have you chosen an unsupported output resolution on the DVD or Blu-ray disc player? Refer to Dimensions (RP552H) on page 56 to select a supported resolution and try again.
No sound	<p>Check the following:</p> <ul style="list-style-type: none"> • Have you turned on the mute function on the display or the input source device? Turn off the mute function or increase the audio volume level and try again. • Are there any loose cable connections? Make sure that all cables are connected firmly.
The computer input image looks strange	<ul style="list-style-type: none"> • Have you chosen an unsupported output resolution on the computer? Refer to Dimensions (RP552H) on page 56 to select a supported resolution and try again. • Use the Auto Adjust function to let the display automatically optimize the display of computer image. • If the result of the Auto Adjust function is not satisfactory, use the Phase, Horizontal Pos. and Vertical Pos. functions to manually adjust the image.
The control panel buttons do not work	<p>Have you locked the control panel buttons? Unlock the buttons and try again.</p>

The remote control does not work	<ul style="list-style-type: none"> • Have you locked the remote control function? Unlock the function and try again. • Check for incorrect battery orientation. • Check for dead batteries. • Check your distance and angle from the display. • Check whether remote control is properly being pointed at the display's remote control sensor window. • Check for any obstacle between the remote control and the remote control sensor window. • Check that the remote control sensor window is not under strong fluorescent lighting, or in direct sunlight. • Check for any devices (computer or personal digital assistant, PDA) nearby that transmit infrared signals which may cause interference to signal transmission between the remote control and the display. Turn off the infrared function of these devices.
Remote control failure	<ul style="list-style-type: none"> • Check whether there are other objects between remote control and television remote control receiving window, thus leading to failure of remote control. • Check whether the battery electrode in the remote control is correct. • Check whether remote control needs to replace battery.
Machine automatically shutdown	<ul style="list-style-type: none"> • Whether set sleep or not. • Check whether there is sudden power outage. • Check whether there is no signal automatic shutdown.
Signal out of range	<ul style="list-style-type: none"> • Check whether display is set correctly. • Check whether resolution is the best resolution. • Adjust line and field synchronization in menu.
Background has vertical lines or streaks	<ul style="list-style-type: none"> • Select automatic correction in menu. • Adjust clock and phase position in menu.
Image lack of color, color is incorrect	<ul style="list-style-type: none"> • Check whether VGA is not well connected or has quality problem. • Adjust chromaticity and brightness or contrast in menu.
Display format that is not supported.	<ul style="list-style-type: none"> • Select automatic correction in menu. • Adjust clock and phase position in menu.
Touch function invalid	<ul style="list-style-type: none"> • Check whether touch driver is installed and started. • Check whether the size of article touched is comparable with finger.
Touch positioning not correct	<ul style="list-style-type: none"> • Check whether driver is properly installed and make correction. • Check whether touch pen is facing the screen.

No picture and no sound	<ul style="list-style-type: none"> • Check whether the machine is started state. • Check whether signal wire is well plugged, whether INPUT is corresponding to it. • If in internal computer mode, check whether internal computer is started.
With horizontal or vertical stripes or image dithering	<ul style="list-style-type: none"> • Check whether signal wire is well connected. • Check whether other electronic equipment or power tools are placed around the machine.
No color, color is weak or image is weak	<ul style="list-style-type: none"> • Adjust chromaticity and brightness or contrast in menu. • Check whether signal wire is well connected.
With image but without sound	<ul style="list-style-type: none"> • Check whether mute button is pressed for mute. • Press VOL+/VOL- to adjust volume. • Check whether audio line is connected correctly.
Only one speaker has sound	<ul style="list-style-type: none"> • Adjust sound balance in menu. • Check whether computer sound control panel only sets up one sound channel. • Check whether audio line is connected correctly.
VGA output without sound	Check whether connect external device with headphone cable.