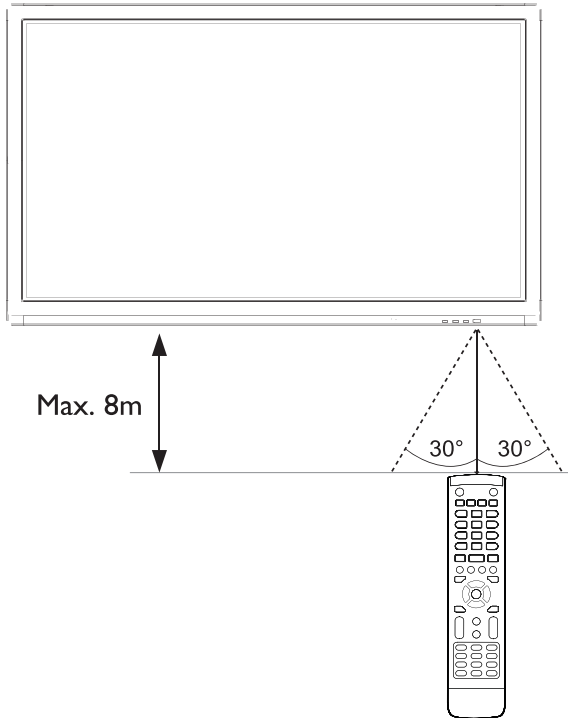


Remote control usage tips

- 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.



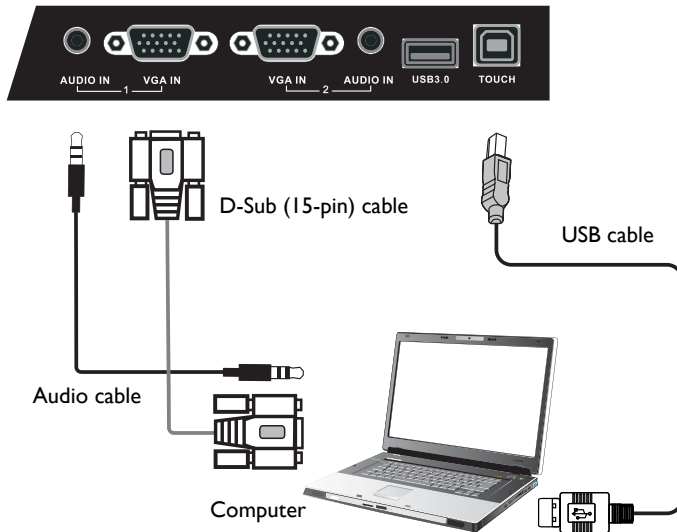
Connection

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

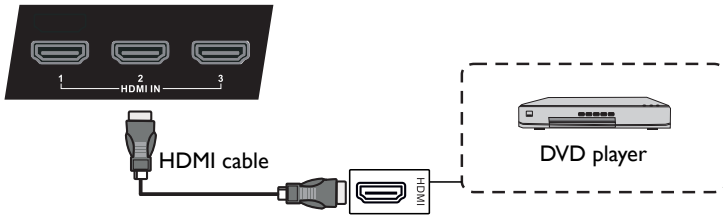
Connect the **TOUCH** (type B) jack on the display to the USB port of a computer using the supplied USB cable. The touch module of the display supports easy Plug-and-Play operation. There is no need to install additional drivers on the computer.



- 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

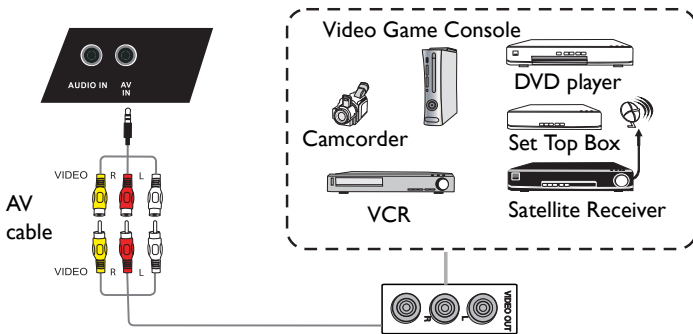
1. Connect the HDMI output jack of a computer or A/V device (such as a VCR or DVD player) to the **HDMI** input jack on the display using an HDMI cable.
2. To view images from this input, press the **INPUT** button on the remote control to switch to respective input source.



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

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.

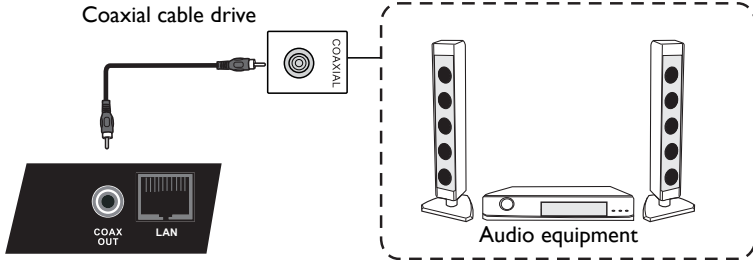


The applicable cable is not supplied and should be purchased separately.

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.

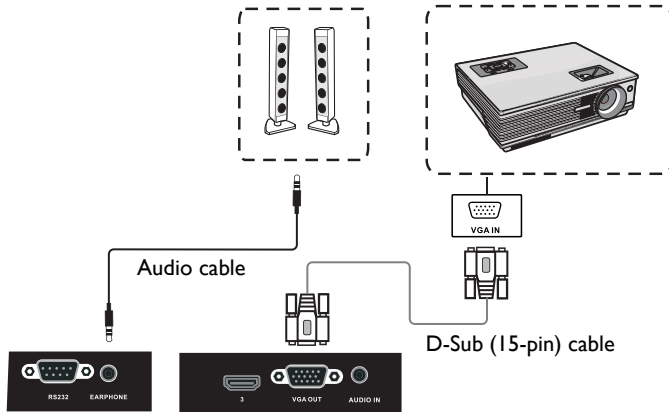


The applicable cable is not supplied and should be purchased separately.

Connecting the video output

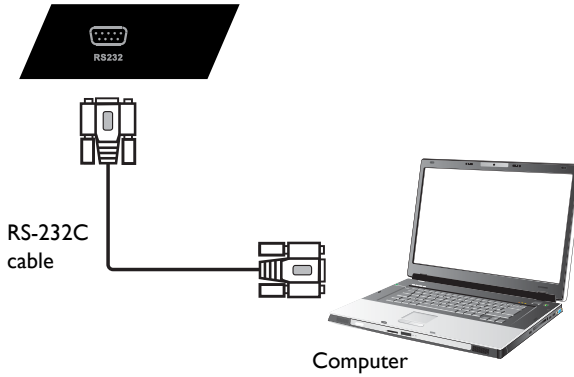
For computer:

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

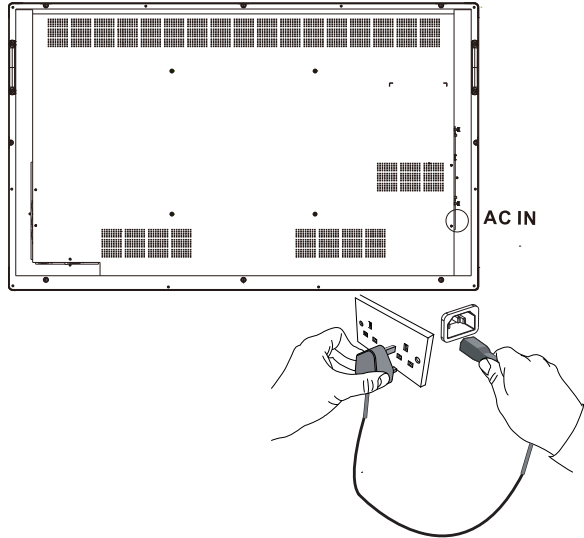
Directly connect the computer to **RS232** ports on the input/output terminals.



- 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.

Product information

Specifications

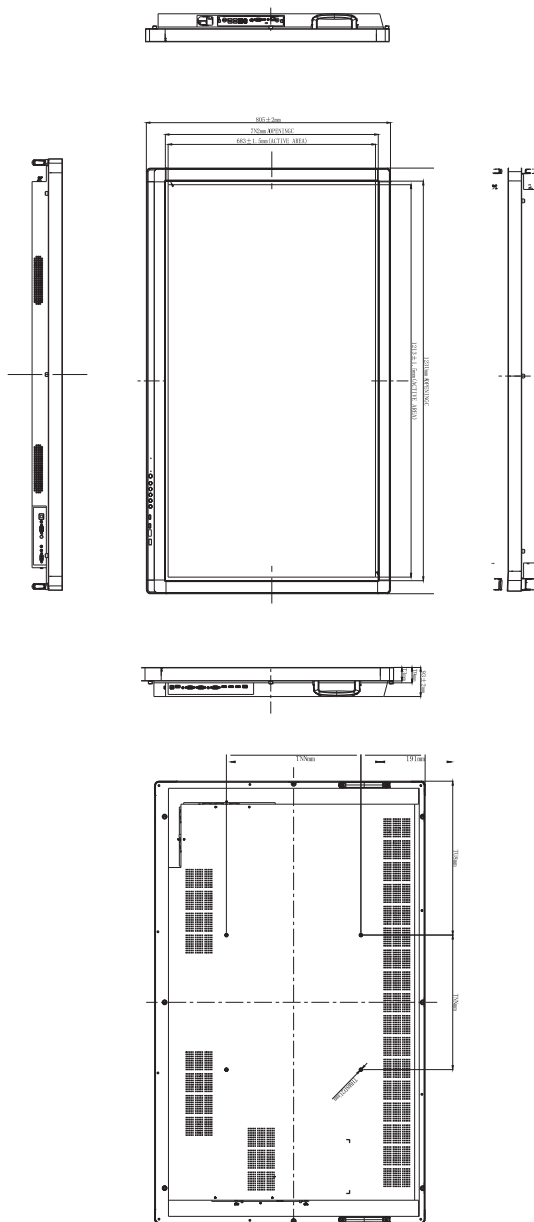
Item		Specifications
		RP552
LCD panel	Backlight	LED
	Panel size	55"
	Pixel pitch (mm)	0.630
	Native resolution (pixels)	1920 x 1080
	Brightness (cd/m ²) (typical)	350 nits
	Contrast (typical)	1400:1
	Response time (ms) (typical)	8
	Panel Bit	8-bit(16.7M)
Touch	Technology	IR Touch
	Resolution	32767 x 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 10.6~10.10, Linux, Chrome OS 4.0.1847.134 (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; Type B (USB2.0 x3; USB3.0: x1)
	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.	190W
	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)	54/65 (without packing / with packing)
	Dimensions (W x H x D) (mm)	93*805*1315/270*950*1480
	Bezel Dimension - T/B/ L/R (mm)	40 / 63 / 40 / 40
Feature	Image setting	YES
	Source/Volume Control	YES
	Sharpness enhancement	YES
	Dimming control (Adaptive Contrast)	TBD/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.

Dimensions



Unit: mm

Supported input signal resolution

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				○	
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

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 Supported input signal resolution on page 25 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 Supported input signal resolution on page 25 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 Supported input signal resolution on page 25 to select a supported resolution and try again. • Use the Auto Adjust function (See Advanced settings on page 34) 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. + / - 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.

Appendix: Using Multi-Display Administrator

The Multi-Display Administrator is a software program that enables remote and centralized management of a single or multiple BenQ digital signage displays on a host computer. You can create and edit display groups, view status of displays as well as change display settings. You can also tile multiple displays and create a video wall easily through a step-by-step guided wizard.

The key features of the Multi-Display Administrator include:

- Automatic search for displays on the same Ethernet network
- Easy and intuitive management of displays and display groups
- Remote access to display settings and operations including power on/off and input source selection
- Real-time monitoring of display status
- Step-by-step guided video wall setup

System requirements

To install and run Multi-Display Administrator, the computer must meet the following minimum hardware and software requirements.

CPU	Pentium/Athlon 1.8GHz
Free memory	512 MB
Hard disk space	100 MB
Connectivity	An available Ethernet RJ-45 port (for Ethernet connection)
Operating system	<ul style="list-style-type: none"> • Windows XP (32-bit) • Windows Vista (32/64-bit) • Windows 7 (32/64-bit) • Windows 8 (32/64 bit)

Initial Setup

The following operations must be performed before you can use the Multi-Display Administrator to manage your display(s).

Installing Multi-Display Administrator

Ensure that the computer meets the minimum system requirements set forth on [page 30](#).

1. Locate the **setup.exe** file and double-click it to begin installation.
2. Follow the on-screen instructions to complete the installation.

Connecting display(s) to the computer

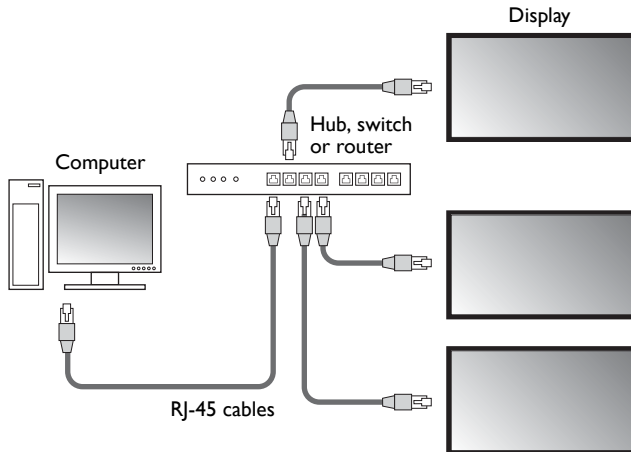
The Multi-Display Administrator supports Ethernet LAN connections to your display(s). You can choose one that best suits your display deployment and network environment.



For details on the location of ports and connectors, and instructions on the OSD settings, please refer to the documentations of the computer and display.

RJ-45 Ethernet connection

As illustrated in the figure below, connect the computer and displays to the Ethernet LAN or WAN network via a hub, switch or router using RJ-45 cables.



To check the network information, go to **Settings > Ethernet checking** on the Android system.