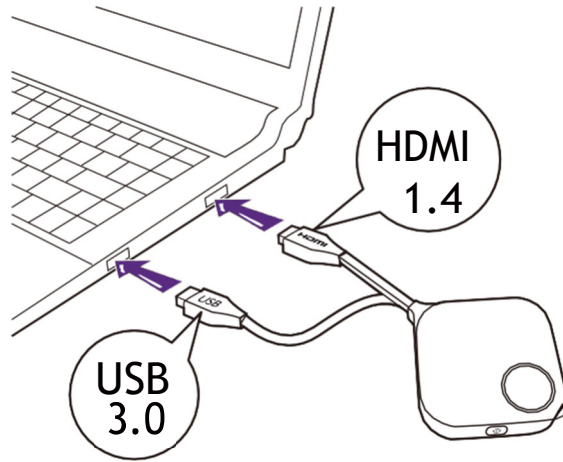
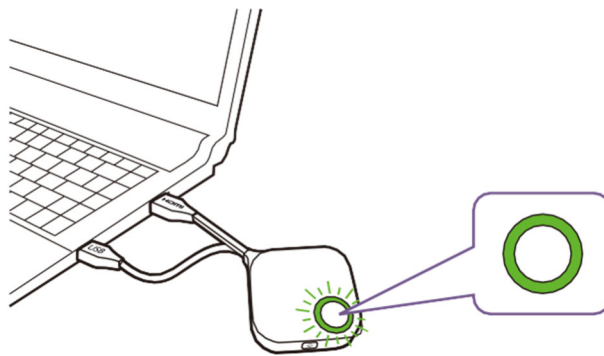


1. Connect the Button's HDMI and USB jacks to the corresponding ports of a laptop.



2. When the Button is successfully connected to the laptop, the LED indicator of the Button will blink green.

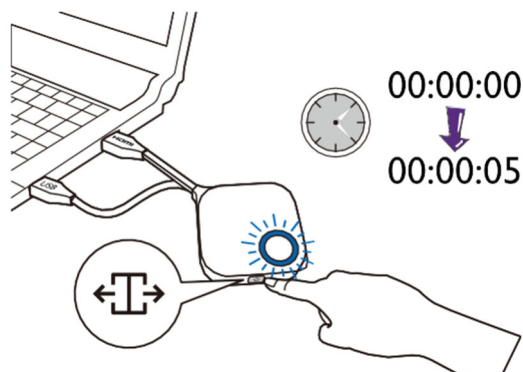


3. Make sure the Host is properly connected to a power source.
4. Press **Start pairing** to pair the Host to the Button via the web management interface, you will have two minutes to pair with the Button.

● Pairing

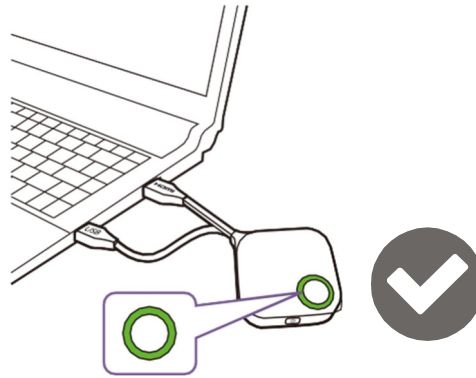
Start pairing

5. Press the split screen key on the side of the Button for five seconds. The LED indicator of the Button will blink blue for about 10 seconds. The pairing process is ongoing. A "Pairing in progress" message will be shown on the screen.





6. The LED indicator of the Button will turn static green when the Host and Button are successfully paired.



- Images are for reference only. Each product features a different serial number.
- The maximum number of Buttons you can pair with one Host is 32.

7. You may press **Stop pairing** anytime to stop the pairing process.

▶ Pairing

Stop pairing

Pairing remaining time: 104s

## Monitor

Click **Monitor** to adjust **Monitor Output Setting**.

**Primary Screen output resolution**, **Secondary output resolution** configures the Host's output resolution for video broadcast by the Host. When **Primary Screen output resolution**, **Secondary output resolution** mode is set to **Auto** the Host will select the output resolution based on the connected display's native timing, or you can select an output resolution manually.

### ▶ Monitor Output Setting

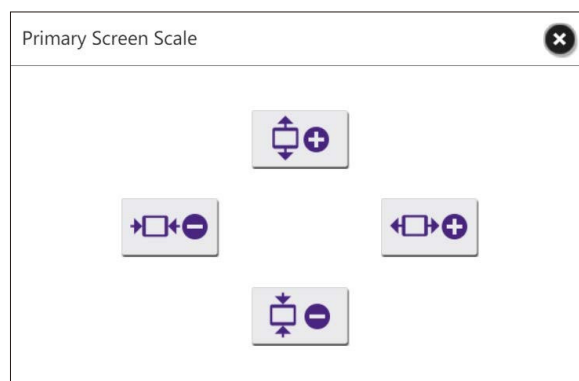
Primary Screen output resolution	Auto
Primary Screen Scale	Auto
Secondary output resolution	1920x1080p60
Secondary Screen Scale	1920x1080p59
Dual Screen Cast Setting	1920x1080p50
	1920x1080p30
	1920x1080p24
	720x480p59

**Primary Screen Scale**, **Secondary Screen Scale** allows users to adjust the borders of the Host's video output so that it properly fits the screen of the connected display. This setting is mainly intended for users who connect the Host to a touchscreen display, so that the edges of the video align to the edges of the display's screen to ensure the accuracy of touch gestures. To adjust the **Primary Screen Scale**, **Secondary Screen Scale** setting, click the **Adjustment** button, then use the toggle buttons to scale the video to fit the screen.

### ▶ Monitor Output Setting

Primary Screen output resolution	Auto
Primary Screen Scale	Adjustment
Secondary output resolution	Auto
Secondary Screen Scale	Adjustment
Dual Screen Cast Setting	Duplicate

Apply Cancel



**Dual Screen Cast Setting** is a feature to define the output screen among 2 HDMI output (HDMI 1 as Primary and HDMI 2 as Secondary). Default setting is **Duplicate** which means Secondary screen has the same output screen of Primary Screen. In **Duplicate** mode, 4 users can simultaneously project. In **Extend** mode, it can support up to 8 users in Primary and Secondary screen.

## Advance Setting

Click Advance Setting to adjust 4 + 4 Way Split, Login Code, Line Out, Security Key Active, BYOD Device, HDCP Auto and Network Standby.

The screenshot shows the BenQ web interface. On the left is a navigation menu with the following items: Information, WAN / LAN, Wireless Network, Pairing, Monitor, **Advance Setting** (highlighted with a red border), Scheduling, Tool, and Legal Announcement. The main content area is titled 'Advance Setting' and contains a table of configuration options:

4 + 4 Way Split	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Login Code (only for APP)	Disable
Line Out	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Security Key Active	Active
BYOD Device	Allow
HDCP Auto	<input checked="" type="radio"/> On <input type="radio"/> Off
Network Standby	15 Minutes

Below the table are 'Apply' and 'Cancel' buttons. Further down, there are sections for 'Restart' and 'Sleep', each with a corresponding button.

4 + 4 Way Split enables or disables split screen presentations and has the same function as the split screen button on a Button. See [Split screen presentations on page 31](#) for more information split screen presentations.

### ▶ Advance Setting

4 + 4 Way Split	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Login Code (only for APP)	Disable
Line Out	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Security Key Active	Active
BYOD Device	Allow
HDCP Auto	<input checked="" type="radio"/> On <input type="radio"/> Off
Network Standby	15 Minutes

**Login Code** allows you to set a login password for connections by mobile devices which will appear on the guide screen. The default setting for this field is **Disable** which means that no login password is needed for mobile devices to connect to the Host. To set a custom login password for mobile devices, select **Custom** and then enter the password you want in the field to the right of the **Login Code** field. To set an automatically generated login password select **Random**.

▶ **Advance Setting**

4 + 4 Way Split	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Login Code (only for APP)	Disable
Line Out	Custom
Security Key Active	Random
BYOD Device	Disable
HDCP Auto	<input checked="" type="radio"/> On <input type="radio"/> Off
Network Standby	15 Minutes

**Line Out** is a port that allow user to connect to audio device through 3.5mm audio jack. When Line Out is set to Enable, the HDMI 1 and HDMI 2 will not output the audio signal. When Line is set to Disable, the audio will be output according to projected screen and active HDMI port.

▶ **Advance Setting**

4 + 4 Way Split	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Login Code (only for APP)	Disable
Line Out	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Security Key Active	Active
BYOD Device	Allow
HDCP Auto	<input checked="" type="radio"/> On <input type="radio"/> Off
Network Standby	15 Minutes

**Security Key Active** is a special feature design for meeting Host to allow or forbid BYOD device to do their presentation. This feature is used for highly confidential needed meeting with BenQ designated TX Button to prevent the wireless presentation being sniffed by malicious hackers. When Security keyActive is set to Active, the meeting host can press Mobile Projection Key at the RX Host' I/O Panel to allow all clients(include BYOD mobile devices) join into presentation via InstaShare and wireless display protocols or only BenQ TX Buttons. The Mobile Projection Key setting is also reflect to BYOD Device setting. When Security KeyActive is set to Dormant, the Mobile Projection Key is locked to switch from BYOD to TX Button only.

▶ **Advance Setting**

4 + 4 Way Split	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Login Code (only for APP)	Disable
Line Out	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Security Key Active	Active
BYOD Device	Allow
HDCP Auto	<input checked="" type="radio"/> On <input type="radio"/> Off
Network Standby	15 Minutes

**BYOD Device** is linked to **Mobile Projection Key** at RX Host's I/O Panel. When sets to **Allow**, all the clients(include mobile) can do projection via InstaShare or other supported wireless display protocols. When sets to **Disable** only TX Buttons are allowed to project their screens.

▶ **Advance Setting**

4 + 4 Way Split	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Login Code (only for APP)	Disable
Line Out	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Security Key Active	Active
<b>BYOD Device</b>	<b>Allow</b>
HDCP Auto	<input checked="" type="radio"/> On <input type="radio"/> Off
Network Standby	15 Minutes

**HDCP Auto** is a security setting that allows you configure whether or not HDCP digital copy protection is automatically enabled for the content output by the Host. The default setting for this field is **On**, which means that HDCP copy protection will be automatically enabled by Host for content that features HDCP copy protection and disabled for content that does not feature HDCP copy protection. To change the setting so that HDCP copy protection is always enabled by Host select **Off**.

▶ **Advance Setting**

4 + 4 Way Split	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Login Code (only for APP)	Disable
Line Out	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Security Key Active	Active
BYOD Device	Allow
<b>HDCP Auto</b>	<input checked="" type="radio"/> On <input type="radio"/> Off
Network Standby	15 Minutes

**Network Standby** allows you to set the time of inactivity before the Host enters network standby mode.

<b>Network Standby</b>	<div style="border: 1px solid red; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px;">Disable</div> <div style="background-color: #007bff; color: white; padding: 2px;">Disable</div> <div style="padding: 2px;">1/12 Minutes</div> <div style="padding: 2px;">5 Minutes</div> <div style="padding: 2px;">15 Minutes</div> <div style="padding: 2px;">30 Minutes</div> <div style="padding: 2px;">60 Minutes</div> <div style="padding: 2px;">90 Minutes</div> </div>
------------------------	--

After you configure all the **Advance Setting** items, press **Apply** to proceed.

Network Standby

If you want to restart the Host, click **Restart** and the Host will restart.

 Restart

If you want to place the Host in sleep mode, click **Sleep**.

 Sleep



To wake the Host from sleep mode, press the standby button on the top of the Host.

---

## Scheduling

You can change the schedule by clicking **Scheduling**. You can set **System Time** and **Periodical Restart**.

You can select your **Time Zone** and the **NTP Server** from which the time is obtained.

### System Time

<b>Time Zone</b>	London (GMT+00:00) ▾
<b>Auto Date and Time</b>	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
<b>Set Date</b>	Format: day month year
<b>Set Time</b>	Format: hr:min:sec

Apply

Cancel

You can check **Enable** to set **Periodical Restart**. You can also set restart time and day.

### Periodical Restart

<b>Current Time</b>	Fri, 18 01 2013 18:56:41		
<b>Enable</b>	<input type="radio"/> Enable <input checked="" type="radio"/> Disable		
<b>Sun.</b>	Boot time	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	<input type="checkbox"/> Enable
	Shut Down	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	
<b>Mon.</b>	Boot time	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	<input type="checkbox"/> Enable
	Shut Down	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	
<b>Tue.</b>	Boot time	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	<input type="checkbox"/> Enable
	Shut Down	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	
<b>Wed.</b>	Boot time	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	<input type="checkbox"/> Enable
	Shut Down	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	
<b>Thu.</b>	Boot time	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	<input type="checkbox"/> Enable
	Shut Down	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	
<b>Fri.</b>	Boot time	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	<input type="checkbox"/> Enable
	Shut Down	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	
<b>Sat.</b>	Boot time	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	<input type="checkbox"/> Enable
	Shut Down	<input type="text" value="0"/> : <input type="text" value="0"/> (24-Hour Format)	

Apply

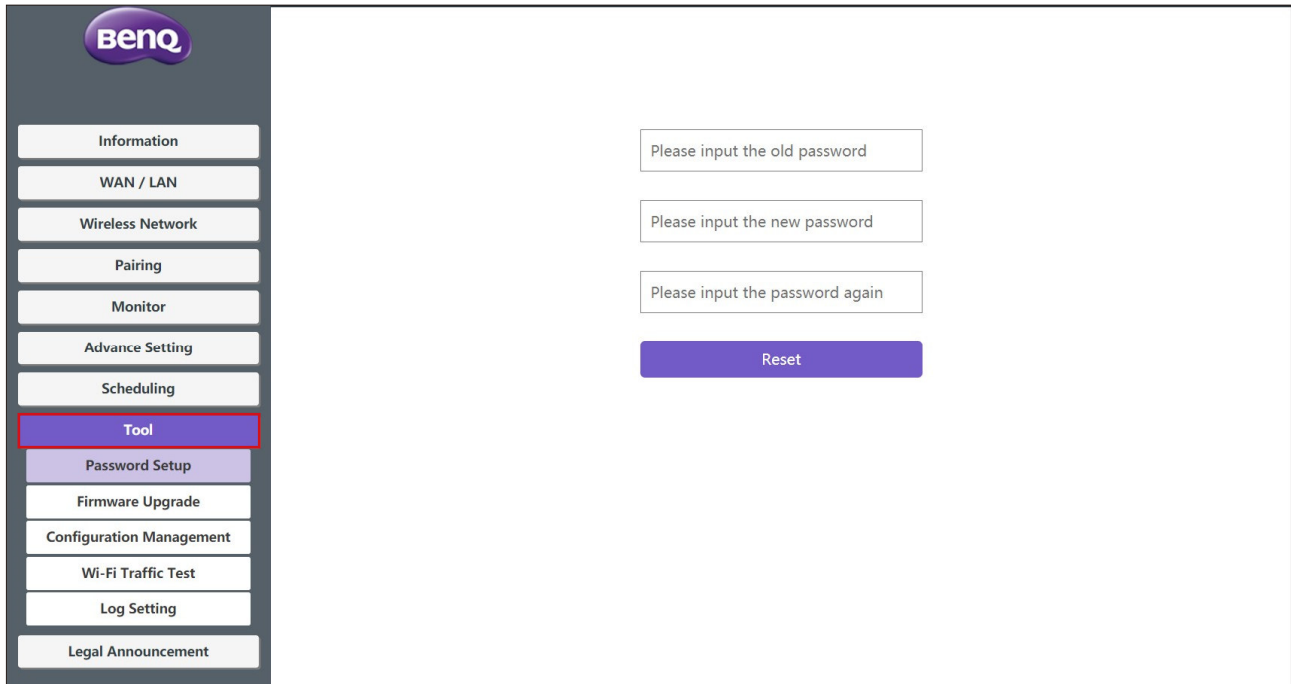
Cancel

After you configure all the **Scheduling** settings, press **Apply** to proceed.



## Tool

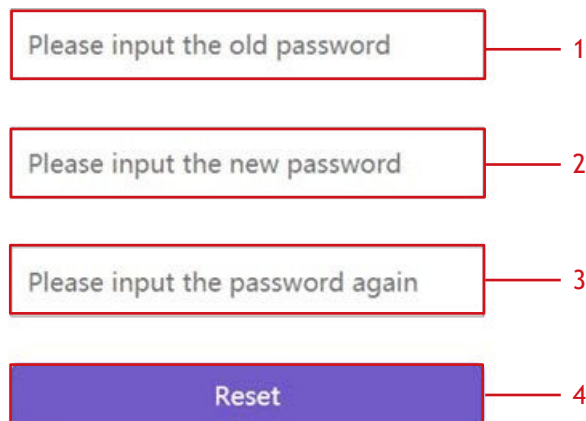
By clicking **Tool**, you can adjust **Password Setup**, **Firmware Upgrade**, **Configuration Management**, **Wi-Fi Traffic Test**, and **Log Setting**.



## Password Setup

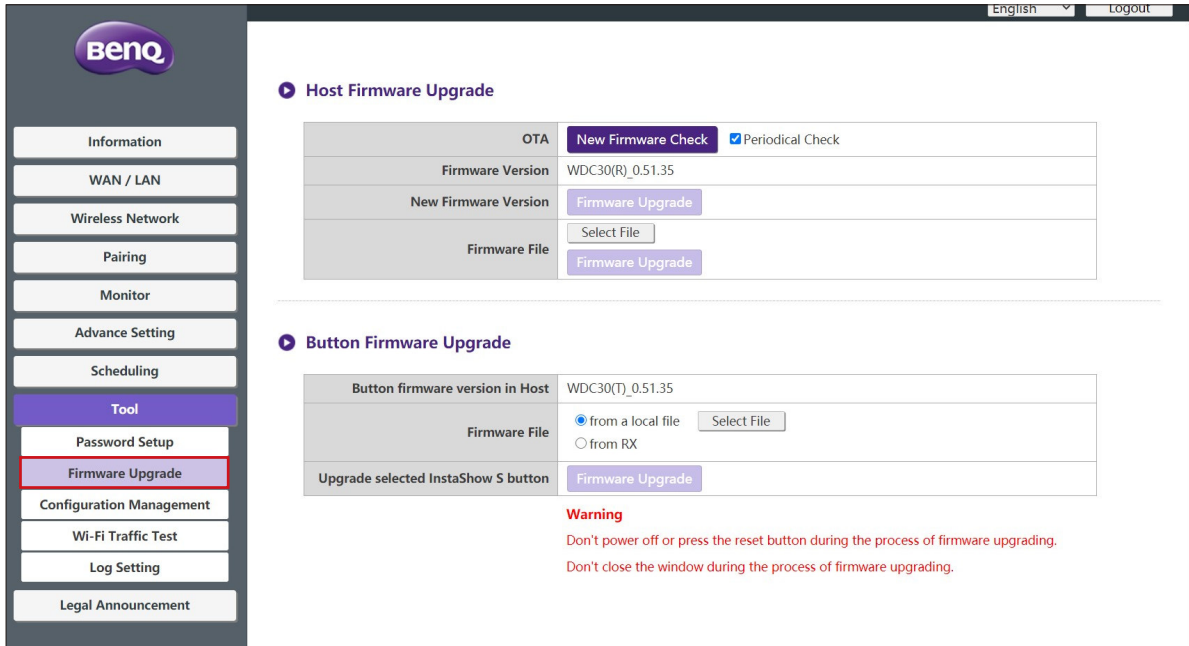
You can change **Password** by:

1. Entering your old password.
2. Entering your new password.
3. Entering your new password again to confirm your new password.
4. Pressing **Reset** to proceed.



# Firmware Upgrade

The **Firmware Upgrade** sub-menu allows you to check for and execute firmware upgrades for both the Host and Button.



- **Checking for Upgrades (for Host)**

Before checking for a new firmware upgrade for your Host, ensure that the Host is connected via the WAN port to a router with access to the Internet, then click the **New Firmware Check** button to check for a firmware upgrade. To have the Host periodically check for firmware upgrades check the **Periodical Check** box.

- **Host Firmware Upgrade**

OTA	<b>New Firmware Check</b> <input checked="" type="checkbox"/> Periodical Check
Firmware Version	WDC30(R)_0.51.29
New Firmware Version	<b>Firmware Upgrade</b>
Firmware File	Select File <b>Firmware Upgrade</b>



Periodic checks for upgrades can only occur when the Host is connected via the WAN port to a router with access to the Internet.

If a new firmware upgrade is available the new firmware version will be listed in the **New Firmware Version** field.

- **Host Firmware Upgrade**

OTA	<b>New Firmware Check</b> <input checked="" type="checkbox"/> Periodical Check
Firmware Version	WDC30(R)_0.51.29
<b>New Firmware Version</b>	<b>Firmware Upgrade</b>
Firmware File	Select File <b>Firmware Upgrade</b>

## • Upgrading the Host's Firmware

After checking for and confirming the availability of a new firmware upgrade you will be able to upgrade your Host's Firmware. The product allows you to upgrade the Host's firmware using either an OTA (Over The Air) upgrade or a direct upgrade from an upgrade file located on your local computer.

To perform an OTA upgrade of the Host's firmware, click the **Firmware Upgrade** button in the **New Firmware Version** field.

### ▶ Host Firmware Upgrade

OTA	<b>New Firmware Check</b> <input checked="" type="checkbox"/> Periodical Check
Firmware Version	WDC30(R)_0.51.29
New Firmware Version	<b>Firmware Upgrade</b> <b>Firmware Upgrade</b>
Firmware File	Select File Firmware Upgrade



To perform an OTA ensure that the Host is connected via the WAN port to a router with access to the Internet.



When performing any type of upgrade DO NOT do any of the following:

- Power off or press the reset button on the Host or Button.
- Close the browser window of the web management interface.

Failure to follow these warnings will result in firmware upgrade failure and subsequent product failure.

To perform a direct upgrade from an upgrade file located on your local computer follow the steps below:



Before executing a direct firmware upgrade, please contact your BenQ regional office for access to the upgrade files.

1. Click the **Select File** button in the **Firmware File** field.

### ▶ Host Firmware Upgrade

OTA	<b>New Firmware Check</b> <input checked="" type="checkbox"/> Periodical Check
Firmware Version	WDC30(R)_0.51.29
New Firmware Version	Firmware Upgrade
Firmware File	Select File Firmware Upgrade

2. Navigate to and select the firmware upgrade file.

3. Click the **Firmware Upgrade** button in the **Firmware File** field.

▶ **Host Firmware Upgrade**

OTA	<b>New Firmware Check</b> <input checked="" type="checkbox"/> Periodical Check
Firmware Version	WDC30(R)_0.51.29
New Firmware Version	<b>Firmware Upgrade</b>
Firmware File	WDC30(R)_0.51.29 <input type="button" value="Select File"/> <b>Firmware Upgrade</b>



When performing any type of upgrade DO NOT do any of the following:

- Power off or press the reset button on the Host or Button.
- Close the browser window of the web management interface.

Failure to follow these warnings will result in firmware upgrade failure and subsequent product failure.

• **Upgrading the Button's Firmware**

You can upgrade the Button's firmware using an upgrade file located on your local computer or directly from your Host via the connection between the Button and Host.

To upgrade the Button's firmware using an upgrade file located on your local computer follow the steps below:

1. Select **from a local file** in the **Firmware File** field and then click the **Select File** button.

▶ **Button Firmware Upgrade**

Button firmware version in Host	WDC30(T)_0.51.25
Firmware File	<input checked="" type="radio"/> from a local file <input type="button" value="Select File"/> <input type="radio"/> from RX
Upgrade selected InstaShow S button	<b>Firmware Upgrade</b>

**Warning**

Don't power off or press the reset button during the process of firmware upgrading.

Don't close the window during the process of firmware upgrading.

2. Navigate to and select the firmware upgrade file.

3. Select the Button you want to upgrade and then click the **Firmware Upgrade** button in the **Upgrade selected InstaShow X button** field.

▶ **Button Firmware Upgrade**

Button firmware version in Host	WDC30(T)_0.51.25
Firmware File	<input checked="" type="radio"/> from a local file <input type="button" value="Select File"/> <input type="radio"/> from RX
Upgrade selected InstaShow S button	<input checked="" type="radio"/> B0:C5:CA:72:2B:D0 WDC30(T)_0.51.25 <input type="button" value="Firmware Upgrade"/>

**Warning**

Don't power off or press the reset button during the process of firmware upgrading.  
 Don't close the window during the process of firmware upgrading.



When performing any type of upgrade DO NOT do any of the following:

- Power off or press the reset button on the Host or Button.
- Close the browser window of the web management interface.

Failure to follow these warnings will result in firmware upgrade failure and subsequent product failure.

To upgrade the Button's firmware directly from your Host follow the steps below:

1. Select **from RX** in the **Firmware File** field.

▶ **Button Firmware Upgrade**

Button firmware version in Host	WDC30(T)_0.51.25
Firmware File	<input type="radio"/> from a local file <input type="button" value="Select File"/> <input checked="" type="radio"/> from RX
Upgrade selected InstaShow S button	<input checked="" type="radio"/> B0:C5:CA:72:2B:D0 WDC30(T)_0.51.25 <input type="button" value="Firmware Upgrade"/>

**Warning**

Don't power off or press the reset button during the process of firmware upgrading.  
 Don't close the window during the process of firmware upgrading.

2. Select the Button you want to upgrade and then click the **Firmware Upgrade** button in the **Upgrade selected InstaShow X button** field.

▶ **Button Firmware Upgrade**

Button firmware version in Host	WDC30(T)_0.51.25
Firmware File	<input type="radio"/> from a local file <input type="button" value="Select File"/> <input checked="" type="radio"/> from RX
Upgrade selected InstaShow S button	<input checked="" type="radio"/> B0:C5:CA:72:2B:D0 WDC30(T)_0.51.25 <input type="button" value="Firmware Upgrade"/>

**Warning**

Don't power off or press the reset button during the process of firmware upgrading.  
 Don't close the window during the process of firmware upgrading.



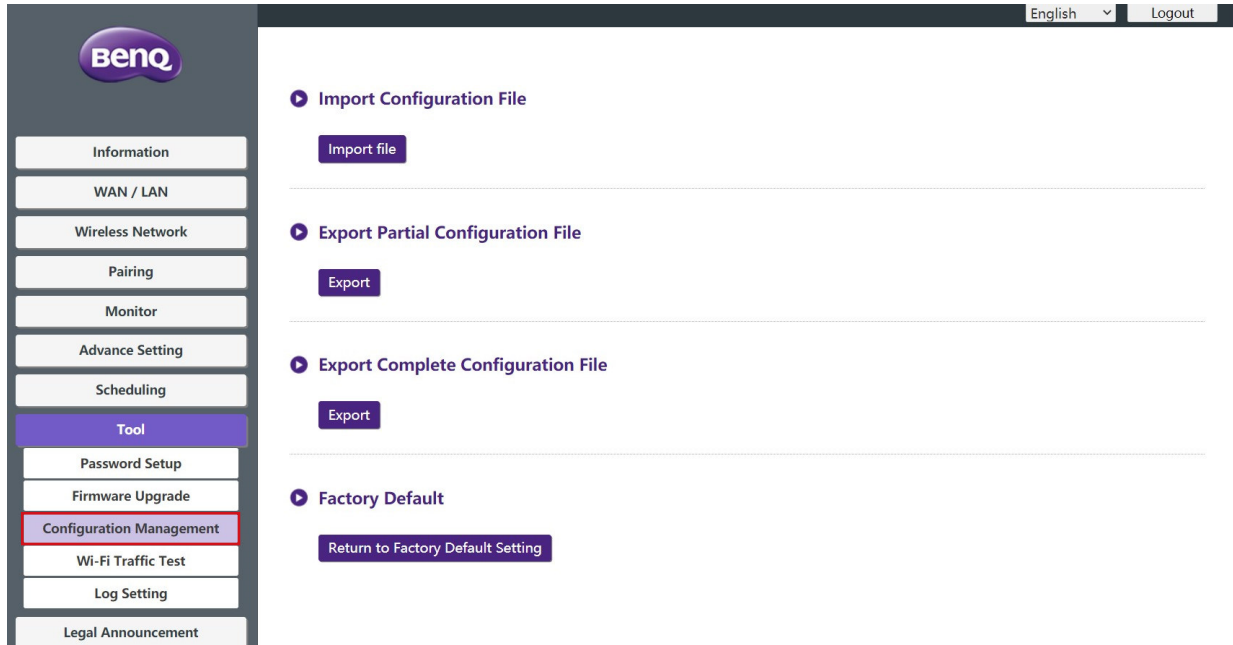
When performing any type of upgrade DO NOT do any of the following:

- Power off or press the reset button on the Host or Button.
- Close the browser window of the web management interface.

Failure to follow these warnings will result in firmware upgrade failure and subsequent product failure.

## Configuration Management

Configuration backup files feature the configuration settings for your Host except for the host name, SSID and wireless password settings, and pairing status. In **Configuration Management**, you can choose **Import Configuration File**, **Export Partial Configuration File**, **Export Complete Configuration File**, and **Factory Default**.



You can import configurations files by:

1. Clicking **Import File** to choose the file to import.

▶ **Import Configuration File**

**Import file**

2. Navigating to and selecting the configuration file you want to import from your local computer.

You can export a partial configuration backup in the **Export Partial Configuration File** sub-menu by:

1. Clicking **Export**.

▶ **Export Partial Configuration File**

**Export**

2. Navigating to the folder you want to save the backup file to in your local computer and then choosing **Save**.

3. The following set values will not be exported:

a.	<b>Information: Host Name</b>
b.	<b>Wireless Network: SSID setting and password setting</b>
c.	<b>Pairing: Pairing Status</b>

You can export a full configuration backup in the **Export Complete Configuration File** sub-menu by:

1. Clicking **Export**.

▶ **Export Complete Configuration File**

**Export**

2. Navigating to the folder you want to save the backup file to in your local computer and then choosing **Save**.



The exported configuration file can only be imported by the same Host that exported the file. The configuration file cannot be imported by any other Hosts.

You can have the Host restore to **Factory Default** by clicking **Return to Factory Default Setting**.

▶ **Factory Default**

**Return to Factory Default Setting**

When the process is confirmed the Host will begin restoring to **Factory Default** and the LED will quick flash red (flash red twice every second) then restart. After the Host restarts the entire process is complete.

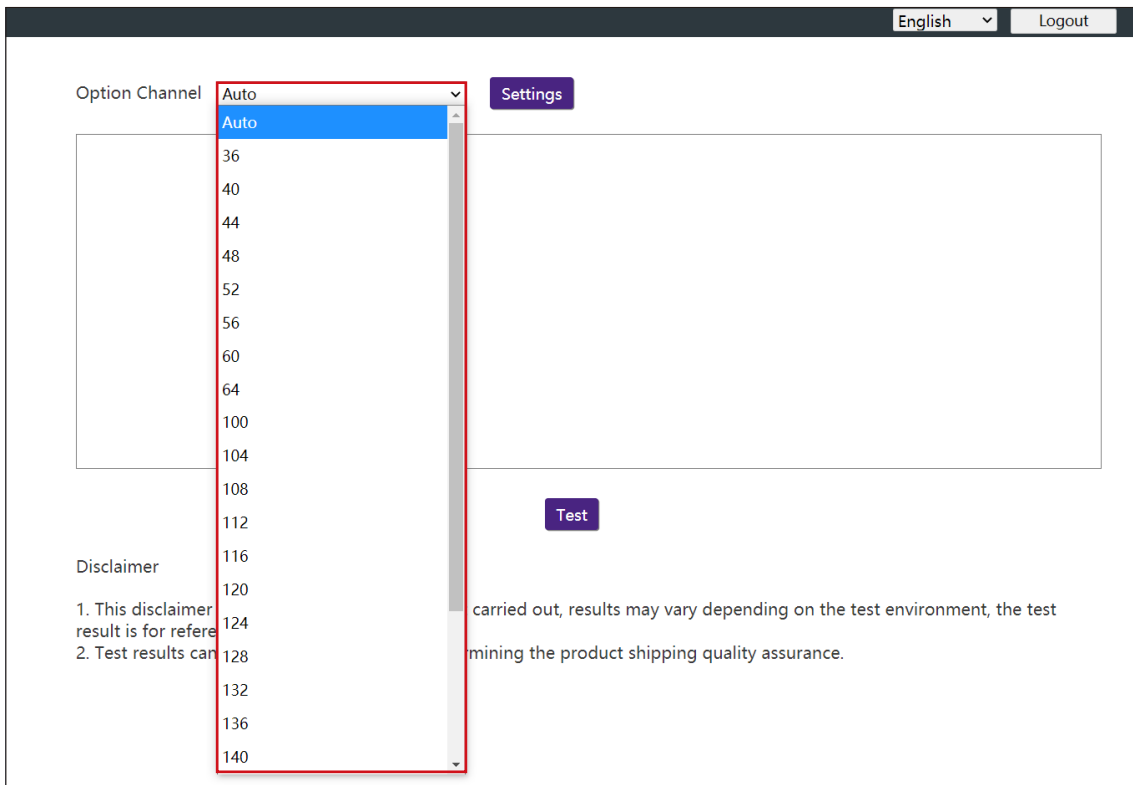
## Wi-Fi Traffic Test

The **Wi-Fi Traffic Test** sub-menu allow you to test the speed of the connection between your Host and the Button.

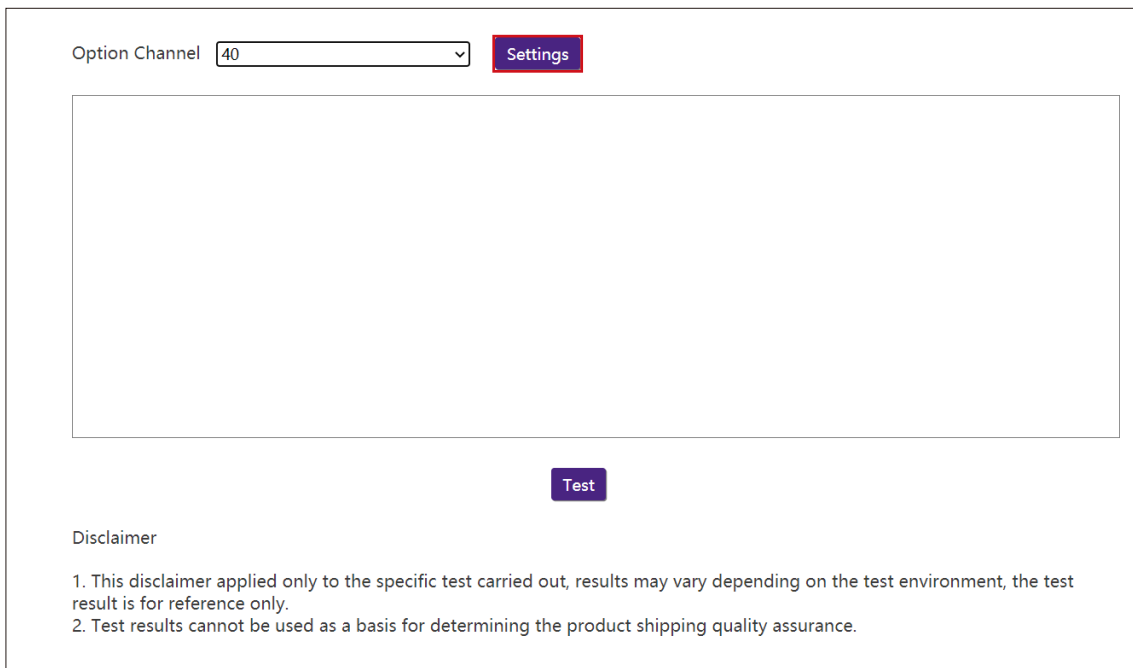
The screenshot shows the BenQ web interface. On the left is a navigation menu with the BenQ logo at the top. The menu items are: Information, WAN / LAN, Wireless Network, Pairing, Monitor, Advance Setting, Scheduling, Tool (highlighted in purple), Password Setup, Firmware Upgrade, Configuration Management, **Wi-Fi Traffic Test** (highlighted with a red border), Log Setting, and Legal Announcement. The main content area has a top right corner with 'English' and 'Logout'. Below that is an 'Option Channel' dropdown menu set to 'Auto' and a 'Settings' button. A large empty rectangular box is in the center. Below the box is a 'Test' button. At the bottom, there is a 'Disclaimer' section with two numbered points: 1. This disclaimer applied only to the specific test carried out, results may vary depending on the test environment, the test result is for reference only. 2. Test results cannot be used as a basis for determining the product shipping quality assurance.

To test the speed of the connection follow the steps below:

1. Select the channel you want to test the speed of in the **Option Channel** field.



2. Click the **Settings** button to set the channel test.





3. Click the **Test** button. The results of the test will be shown in the main window.

Option Channel

Disclaimer

1. This disclaimer applied only to the specific test carried out, results may vary depending on the test environment, the test result is for reference only.
2. Test results cannot be used as a basis for determining the product shipping quality assurance.

Option Button

Option Channel

```
[ 4] 78.0-79.0 sec 18.1 MBytes 152 Mbbits/sec
[ 4] 79.0-80.0 sec 16.2 MBytes 136 Mbbits/sec
[ 4] 80.0-81.0 sec 18.4 MBytes 155 Mbbits/sec
[ 4] 81.0-82.0 sec 18.1 MBytes 152 Mbbits/sec
[ 4] 82.0-83.0 sec 17.0 MBytes 142 Mbbits/sec
[ 4] 83.0-84.0 sec 15.5 MBytes 130 Mbbits/sec
[ 4] 84.0-85.0 sec 18.2 MBytes 153 Mbbits/sec
[ 4] 85.0-86.0 sec 17.9 MBytes 150 Mbbits/sec
[ 4] 86.0-87.0 sec 18.5 MBytes 155 Mbbits/sec
[ 4] 87.0-88.0 sec 17.8 MBytes 149 Mbbits/sec
[ 4] 88.0-89.0 sec 17.9 MBytes 150 Mbbits/sec
[ 4] 0.0-90.0 sec 1.51 GBytes 144 Mbbits/sec
```

Test over...  
-----

Disclaimer

1. This disclaimer applied only to the specific test carried out, results may vary depending on the test environment, the test result is for reference only.
2. Test results cannot be used as a basis for determining the product shipping quality assurance.

## Log Setting

Logs are records of all system activity for your Host, which may be used by support technicians to track errors or locate bugs. In the **Log Setting** menu, download the system log to your local computer by clicking **Download To PC**, clear the system log by clicking **Clear Log**, and view the system log in the **System Log View** window.

The screenshot displays the BenQ router's web interface. On the left is a navigation sidebar with the BenQ logo and various menu items. The 'Log Setting' item is highlighted in red. The main content area is titled 'Log Setting' and contains three sections: 'Download to PC' with a corresponding button, 'Clear Log' with a corresponding button, and 'System Log View'. The 'System Log View' section shows a scrollable list of system logs, including timestamps and messages such as 'Wed Mar 31 08:41:31 2021 kern.warn kernel: [ 6.563138] [LOG] Ethernet Port1 Link Up' and 'Wed Mar 31 08:41:36 2021 user.info : [LOG] WiFi Interface ra0 DOWN!!!'.

## Legal Announcement

For information about disclaimer or privacy policy, press **Legal Announcement** to find out more.

# Troubleshooting

Category	Problem	Cause	Solution
Your screen	Your screen is not appearing on the display when pressing the Button.	The system is locked.	<b>Web Management &gt; Advanced Setting &gt; Screen Lock &gt; Disable</b>
		The Button is connecting to another Host.	The Button should be paired again with the Host.
		Pressing time is not enough.	Press the Present key until the LED indicator turns from green to blue.
	The screen turns blank or flickers when the Host is presenting.	Insufficient power supply	Make sure the product's power is properly supplied or connected.
	The screen lags seriously and the audio breaks up sometimes.	Insufficient power supply for the Button. An laptop with USB 2.0 port may be used as the power supply for the Button.	<ul style="list-style-type: none"> <li>• Make sure you use USB 3.0 as the power supply for the Button.</li> <li>• If the USB 2.0 port is the only option for the power supply for the Button, try to reduce the power consumption of the Button by changing <b>Picture Quality Mode</b> to <b>Low Power</b> in the web management.</li> </ul>
		Wi-Fi interference or signal attenuation	<ul style="list-style-type: none"> <li>• Make sure the transmission distance is within 15M and with no obstacles.</li> <li>• Restart the Host in order to rescan the Wi-Fi 5G channel.</li> <li>• Log in <b>Web Management &gt; Wireless Network &gt; Wi-Fi Radio Setup &gt;</b> toggle the <b>Rescan</b> button.</li> </ul>

Category	Problem	Cause	Solution
Your screen	The message, "NOHDMISIGNAL", from the Host is shown on the display when the Button is presenting, or your screen is blank gray.	The HDMI connection between your laptop and the Button is loose.	Reconnect the HDMI cable of the Button.
		Your laptop cannot detect the second monitor.	<ul style="list-style-type: none"> <li>• Reconnect the USB cable of the Button.</li> <li>• Reboot your laptop.</li> </ul>
	Your screen is shown, but your audio is not playing on the audio system of the meeting room.	The audio signal on your laptop is muted.	Right click on the speaker icon and switch off the mute.
		The audio output of the laptop hasn't been set to the second screen (BenQ InstaShow™ X) from the EDID of the Button.	Change the default audio output to the second screen (BenQ InstaShow™ X) on the laptop.
The Button	Your content is removed from the display and the LED indicator of your Button is blinking red.	The wireless connection is lost between the Button and Host.	<ol style="list-style-type: none"> <li>1. The Host will restore the Wi-Fi connection automatically.</li> <li>2. If this fails, the LED indicator of your Button starts blinking red.</li> <li>3. Unplug the Button from your laptop and try again.</li> </ol>
		Wi-Fi interference or signal attenuation	Make sure the transmission distance is within 15M and with no obstacles.
	The LED indicator of the Button is blinking red when the power is on.	The Host has not been turned on.	Make sure the Host is turned on.
		The Host has not paired with a Button.	The Host should pair with the Button again.
		Wi-Fi interference or signal attenuation	Make sure the transmission distance is within 15M and with no obstacles.
	The LED indicator of the Button is always off.	There is no power supply.	Check the USB port of your laptop. If the port fails to function, try other USB ports.

Category	Problem	Cause	Solution
The Button	The Button automatically restarts sometimes.	Insufficient power supply.	<ul style="list-style-type: none"> <li>• Make sure you use USB 3.0 as the power supply for the Button.</li> <li>• If the USB 2.0 port is the only option for the power supply for the Button, try to reduce the power consumption of the Button by changing <b>Picture Quality Mode</b> to <b>Low Power</b> in Web Management.</li> </ul>
	The LED indicator on the Button remains static red even after it has been powered on for 30seconds.	The Button has not been properly powered off during the resetting process	Reset the Button.
	The pairing function cannot be executed via the <b>MODE</b> key while the Button is powered on and the LED starts flashing red.		
The Host	Nothing is shown on the display at all.	The display is switched off.	Switch on the display.
		The wrong input is selected.	Select the correct input.
		The display cable is not connected properly.	Insert the HDMI cable between the Host and the display device again.
		The display fails to show the Host's output resolution at 1080p in "Guide Screen" or "Idle Screen".	Replace the display with a new one that supports output resolution at 1080p.
		The Host is in <b>Network Standby Mode</b> when network standby function is enabled.	Press the Present key of the Button to start presentation.
The Host	Nothing is shown on the display at all.	The Host is powered off.	Briefly press the standby button on the Host.
		Insufficient power supply	Change power supply of Host to a power adapter.

Category	Problem	Cause	Solution
EDID	After connecting the Button to your laptop, the second screen (InstaShow™ X) cannot be detected.	The HDMI connection between your laptop and the Button is loose.	Reconnect the HDMI cable of the Button.
		Laptop problem	Reboot your laptop.
		The Button is shutdown.	Reconnect the USB cable of the Button.
Pairing	The message, "Pairing failed", from the Host is shown on the display when the Host is pairing with the Button.	1. Error: 004 2. The Host has reached the maximum number of pairing.	Log into the web management, then select <b>Pairing Status</b> > <b>Delete</b> Delete unnecessary pairings.
		Wi-Fi interference or signal attenuation	Make sure the transmission distance is within 15M and with no obstacles.
		The Button has not entered the pairing mode in time.	When the Host enters pairing mode, the Button should also enter pairing mode within two minutes.
Windows Software	When presenting a video file via Gom Media Player, the full-screen image is cut into upper and lower halves.	Media player	Use other media players to play video files, such as Windows Media Player.
Web management	Cannot Login	Forget the account and password.	1. Reset the Host. 2. The default log in account: admin 3. The default log in password: 0000. You may be required to change the password at the first access to web management or after a firmware upgrade.
	Laptop cannot connect the SSID with the correct password by Wi-Fi.	Laptop Wi-Fi module cannot support 802.11 AC.	Laptop can connect to the Host with an Ethernet cable instead of Wi-Fi connection.

## **Class B: (Section 15.105)**

### **FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

### **(Section 15.21)**

**CAUTION:** Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

### **RF Exposure Information (SAR)**

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the EUT transmitting at the specified power level in different channels.

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of [www.fcc.gov/eot/ea/fccid](http://www.fcc.gov/eot/ea/fccid) after searching on FCC ID: **JVPWDC30TH , JVPWDC30THS**

### **Canada, Innovation, Science and Economic Development Canada (ISED) Notices**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

### **Avis du Canada, Innovation, Sciences et Développement économique Canada (ISED)**

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### **Indoor use**

This device is for indoor use only when operated in the frequency band 5150 -5250 MHz

Ce dispositif est limité à une utilisation en intérieur seulement dans la bande 5150-5250 MHz.

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.



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