BenQ

Eye-CareU
User Manual

LCD Monitor Eye-Care Software   V 2.00

Copyright and disclaimer

Copyright

Copyright 2022 BenQ Corporation. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual or otherwise, without the prior written permission of BenQ Corporation.

All other logos, products, or company names mentioned in this manual may be the registered trademarks or copyrights of their respective companies, and are used for informational purposes only.

Disclaimer

BenQ Corporation makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties, merchantability or fitness for any particular purpose. Further, BenQ Corporation reserves the right to revise this publication and to make changes from time to time in the contents hereof without obligation of BenQ Corporation to notify any person of such revision or changes.

This document aims to provide the most updated and accurate information to customers, and thus all contents may be modified from time to time without prior notice. Please visit the website for the latest version of this document.

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

Servicing

Should you have any queries about the software after reading the document, contact the customer support from the software settings page (**Settings** > **Help** > **Support**). Note that network connection is required.

> **Note**
>
> In this document, the steps needed to reach a menu are shown in condensed form, for example: **System** > **Information**.

Table of contents

Introduction

Eye-CareU is a software utility that helps adjust your Eye-Care related settings quickly as an alternative of the control keys on the monitor. It also helps keep you from eye strain by managing your screen time and reminding you of proper light and distance.
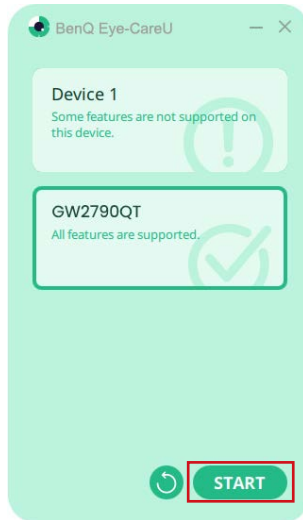
Note

- **Eye-CareU** scans and identifies the connected display(s) to determine which features are supported. Available features vary by model. Therefore, not all controls and features described in this document may appear in your application.
- Images in this document are for reference only and may look different according to the operating system of your computer. The user interface may subject to change without prior notice.

System requirements and compatible monitors

- Supported operating systems: Visit www.BenQ.com > **Eye-CareU** > **Specifications** for more information.
- Compatible BenQ LCD Monitors: Visit www.BenQ.com > **Eye-CareU** > **Specifications** for the compatible model list.
- Other displays: limited functions are available.

Installing and launching the Eye-CareU software

1. Visit the local website from Support.BenQ.com > **Eye-CareU** to download the software.
2. Click the file just downloaded and follow the on-screen instructions to complete the installation. Check **Launch Eye-CareU** in the last step before you finish the installation. Now the software is ready for use.
3. When the software is launched, it scans and identifies the connected display(s) to determine the supported features. The software window is displayed on the supported monitor screen by default. If multiple monitors are available, select one and click **Start**. See Selecting a different monitor on page 6 for more information.
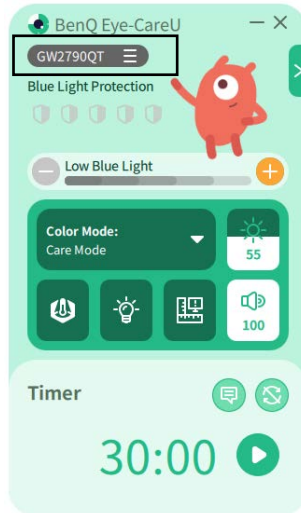

Note

- The order of the devices may change after the monitors are re-connected or the project setting is updated from the computer.
- To change the software language, see Changing the software language on page 14.

Selecting a different monitor

The software works with one monitor at a time. If you have multiple monitors connected to the same computer, the software window is displayed on one of the supported models by default.

To select a different monitor, click device list and select another monitor from the list.

Note

Monitor selection is not available when the timer is activated.

If you use a laptop with an extra monitor connected, available monitors vary depend on the way you want the content to be displayed on the connected monitor.

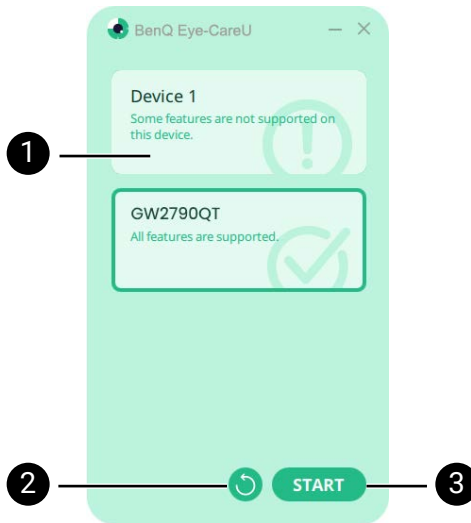**Duplicate**: only the connected monitor is available.

Extend: both the laptop's screen and the connected monitor are available.
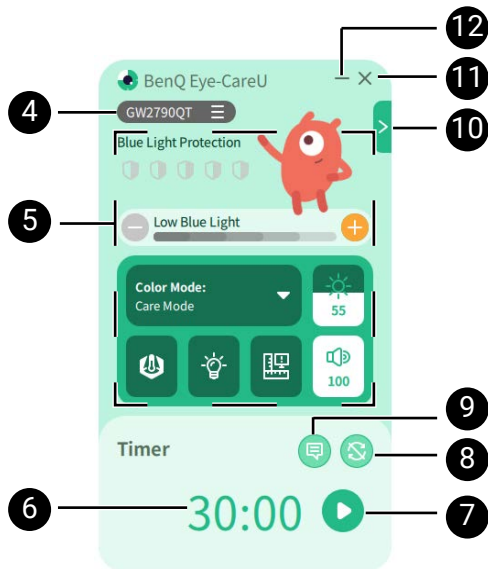
Exiting **Eye-CareU**

1. Right-click the icon from the desktop or from the system tray at the bottom-right or top-right corner of the screen.
2. Click **Exit Eye-CareU** to close the software.

Overview

Main screen

No.	Function	Descriptions
1.	Device list	Shows a list of connected monitors and compatibilities. Name of a BenQ LCD monitor model will be displayed as well.
2.	Device update	Scans and updates the connection status. If the monitor connection has been changed or the computer is waken up from Sleep mode, press to update the connection.
3.	Start	Enters the software main page.

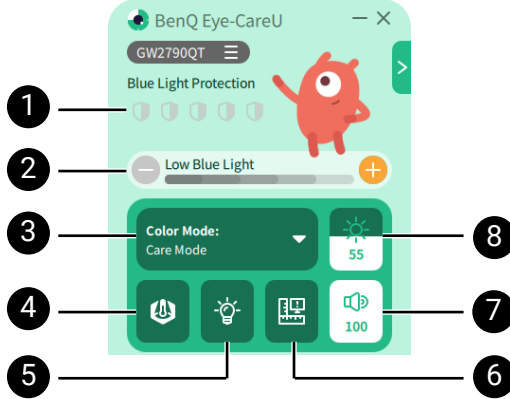| No.	Function	Descriptions
4.	Device name	Shows the name of the current display that runs with the software. You can select another connected monitor from here. See Selecting a different monitor on page 6 for more information.
5.	Monitor settings/ Eye-Care information	• (Compatible models) Accesses to monitor's Eye-Care related OSD settings. Available options vary by model or setting. See Adjusting the monitor settings on page 10 for more information. • (Not compatible models) Displays BenQ Eye-Care solution information. You can click on the image to access more information on the BenQ website. (Network connection required.)
6.	Timer	Adjusts/shows the countdown timer before the screen is locked for a break. See Setting up a break for your eyes on page 12 for more information.
7.	Timer activation	Enables the timer. See Setting up a break for your eyes on page 12 for more information.

No.	Function	Descriptions
8.	Timer repeat	Decides how the timer is repeated. See Setting up a break for your eyes on page 12 for more information.
9.	Break mode	Chooses a preferred break mode. See Setting up a break for your eyes on page 12 for more information.
10.	**Settings**	Accesses to the software **Settings** page. See Configuring the software on page 14 for more information.
11.	Close	Closes the window while the software is still running in the background by default.
12.	Minimize	Minimizes the software window.

Adjusting the monitor settings

For compatible BenQ monitors only

When a compatible monitor is detected by the software, its Eye-Care related OSD settings are synced up with and can be adjusted from the software.

Available settings and options vary by model.

No.	Function	Descriptions
1.	Blue light status	Shows how well the blue light protection is. The protection changes with the following Low Blue Light setting and is better with more highlights.
2.	Low Blue Light setting	Adjusts the Low Blue Light / Low Blue Light Plus setting. More blue light is emitted from the display if more bars are selected.
3.	Color mode setting	Switches to a color mode (picture mode). Available options vary by monitor model.
4.	B.I.	Enables/disables B.I. sensor on the monitor to adjust screen brightness automatically. When B.I. is enabled, manual change of brightness may not be available depending on your model.
5.	Light Reminder	Reminds you if the ambient light is too dark. See Setting up reminders for eye protection on page 11 for more information.

No.	Function	Descriptions
6.	Distance reminder	Reminds you of keeping a proper distance to the screen. See Setting up reminders for eye protection on page 11 for more information.
7.	Volume	Adjusts speaker volume.
8.	Brightness	Adjusts screen brightness manually. When B.I. is enabled, manual change of brightness may not be available depending on your model.

Note

Change of color mode (picture mode) is not available for the following reasons:

• The selected monitor is not compatible with the software. Limited functions are available.

• The selected monitor is switched to HDR mode because HDR content is detected. All color modes are not available by now. The setting stays to the HDR mode previously chosen for HDR content by default. The color modes will be available again when the monitor is disconnected with the HDR input.

Setting up reminders for eye protection

For compatible BenQ monitors only

You can work with Light Reminder and Distance Reminder to protect your eyes.

Light Reminder

Once enabled, the software works with the built-in light sensor on your monitor and reminds you by a pop-up message on the lower part of the screen if the room is too dark.

Apart from the reminder message, sound notification can be set as well. See Enabling sound notification on page 15 for more information.

Distance Reminder

Availability may vary by model

Once enabled, the software works with the proximity sensor on your monitor to detect the distance between you and the monitor. You will be
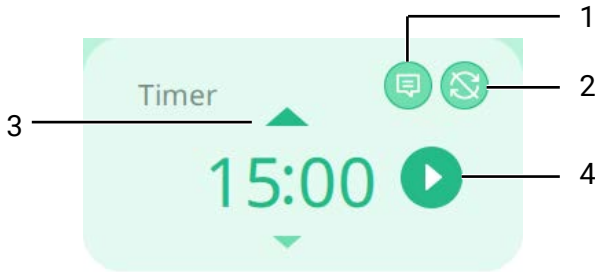
notified by a pop-up message on the lower part of the screen if you are too close to the monitor.

The detection varies by sensor. The colors and the materials of your clothes or the ambient light may affect the detection.

Apart from the reminder message, sound notification can be set as well. See Enabling sound notification on page 15 for more information.

Setting up a break for your eyes

The software provides you with three different ways to set a break for eyes. You can set to take a break on a regular basis as well.

1. Select a break mode.

Icon	Break mode	Descriptions
🗩	**Break Reminder**	When the time is up, you will be notified to take a break. The message may show again depending on your timer repeat setting.
ⓘ	**Force Break**	When the time is up, the screen is locked for 10 minutes. You can simply wait until the break ends or regain the access by stopping the timer and answering a pre-set question. You will be notified at specific time before the break starts. Get ready and save your work or pause the video playback if necessary. The audio playback is not affected though.

Icon	Break mode	Descriptions
🔒	**Lock Screen**	When the time is up, the screen is locked. You can regain the access by stopping the timer and answering a pre-set question.
		You will be notified at specific time before the break starts. Get ready and save your work or pause the video playback if necessary. The audio playback is not affected though.

2. Decide how the timer is repeated by clicking 🔄 for more repeat options.

3. Set the countdown timer. You can set your timer from 5 to 55 minutes as desired. To change the time, click the arrow above or below the timer.

4. Start the timer by clicking ▶. It starts the countdown. You can pause or stop the timer at any time as the pause (⏸) and stop (⏹) buttons are available. To stop the timer, press ⏹ and answer the preset question.
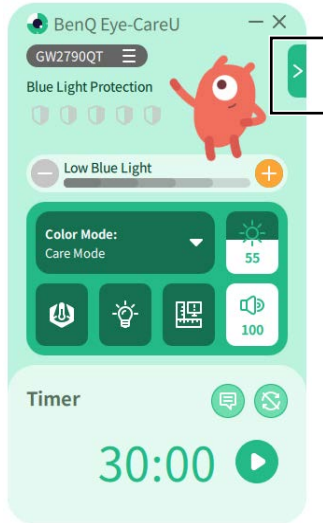
Tips

If the software window disappears after a timer starts, go to the system tray at the bottom-right corner of the screen. Double-click ▶ to bring the software page back. Disable **Minimize Eye-CareU when Timer turned ON** from the software **Settings** > **Advanced** to keep the software page on the display.

Note

- If you choose to duplicate the computer screen on multiple monitors, the software works on the first detected monitor, yet all the screens will be locked on countdown end.
- The ⏹ and ⏸ buttons disappear at the last 6 seconds before the countdown timer ends. You cannot pause or stop the timer then.
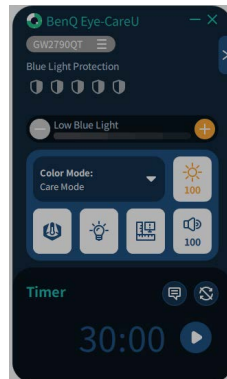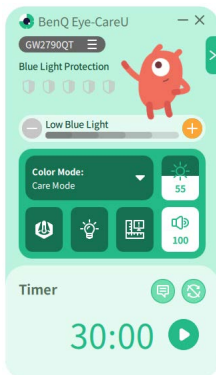
Configuring the software

To enter the software **Settings** page, click the arrow next to the theme IP. There are three setting tabs. You can set how the software is launched, minimized and updated from the software settings page.

Changing the software language

1. Go to **Settings** > **General** > **Language** to select a preferred language.
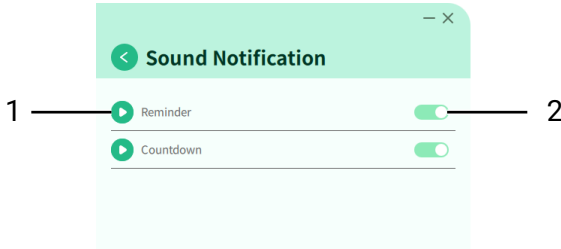2. Restart the software to apply the setting.

Changing the software theme

To change the software theme, go to **Settings** > **General** > **Theme**.

Enabling sound notification

Once enabled, you will get text and sound notifications whenever this setting is applicable.

1. Click ▶ to get familiar with the notification sound first.
2. Switch sound notification on.
   - **Reminder**: for Light Reminder and Distance Reminder.
   - **Countdown**: for countdown timer.

Checking for a software update automatically

1. Go to **Settings** > **Help** and check **Auto Update**. The system will then check for an update automatically when it is launched with network connection. Note that the software update will not be performed automatically.
2. If a software update is available, you will be guided to **Settings** > **Help** to download and install the update.
   - **DOWNLOAD**: an update is ready for download.
   - **INSTALL NOW**: an update version has been downloaded and is ready for installation.

Note

- If the network is disconnected while downloading an update, click **TRY AGAIN** after the network is re-connected. The download will be resumed.
- If manual update is preferred, select **CHECK FOR UPDATES** from **Help** when needed.

System information and technical support

To find out the system information, go to **Settings** > **Help**.

Should you need technical support, select **Support**. Note that network connection is required.

FAQ

What is Eye-Care?

BenQ Eye-Care technology works by reducing your eye strain, headaches from monitors or blurred vision. At BenQ, we bring a viewing comfort for work, play and study in everyday life for you and your family. You can discover more about BenQ Eye-Care solution from www.BenQ.com > **Eye-CareU** > **Overview**.

Is Eye-CareU compatible with all BenQ monitors?

Eye-CareU is compatible with certain BenQ monitors. All functions are supported on these monitors. Visit www.BenQ.com > **Eye-CareU** > **Specifications** for the compatible model list.

Can I use Eye-CareU on a monitor that is not compatible?

The software provides limited functions on monitors that are not compatible. You are encouraged to use a compatible monitor though, to have all the functions designed for eye care. Visit www.BenQ.com > **Eye-CareU** > **Specifications** for the compatible model list. You can discover more about BenQ Eye-Care solution from www.BenQ.com > **Eye-CareU** > **Overview** as well.

When I disconnect my monitor with Eye-CareU, will the timer continue?

If a monitor is disconnected or the computer enters Sleep mode, the monitor is considered disconnected. You will be requested to update the connection status from the restarted software page. The timer will be reset.

Will Eye-CareU keep running after closing the software window?

Yes, the software keeps running after closing the window by default.

To change the setting, go to **Settings** > **Advanced**. Disable **Keep Eye-CareU running after closing the window**.

No response when I try to launch Eye-CareU from the ⬤ icon on the computer desktop or from the Start menu.

The software is running in the background after the window is closed by default. You can bring the software window back from the system tray on the bottom-right of your screen.

How can I download and update Eye-CareU software?

To download the software, see Installing and launching the Eye-CareU software on page 5.

To update the software automatically, see Checking for a software update automatically on page 15.

Can I use Eye-CareU on my laptop and the connected external monitor at the same time?

1. The software works with one monitor at a time. Select the main screen you use to help protect your eyes.

Need more help?

If your problems remain after checking this manual, please visit the local website from Support.BenQ.com for more support and local customer service.

Support.BenQ.com