



Eye-CareU User Manual

LCD Monitor Eye-Care Software

V 3.01

Copyright and disclaimer

Copyright

Copyright 2026 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

Copyright and disclaimer	2
Introduction	5
System requirements and compatible monitors.....	5
Installing and launching the Eye-CareU software	6
Selecting a different monitor.....	7
Exiting Eye-CareU	7
Overview	8
Main screen	8
Adjusting the monitor settings	11
Adjusting screen brightness.....	12
Making the screen color warmer	13
Auto color temperature adjustment through daylight cycle (Circadian Mode).....	13
Enabling the light reminder.....	14
Adjusting screen clarity	14
Setting up a break for your eyes	15
Timer overview	15
Selecting a timer	16
Setting up a timer.....	16
Configuring the software	18
Obtaining your screen time report	18
Changing the software language	18
Changing the software theme	19
Rotating your screen (Pivot).....	19
Checking for a software update automatically	19
System information and technical support	20

FAQ 21

 Need more help?22

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

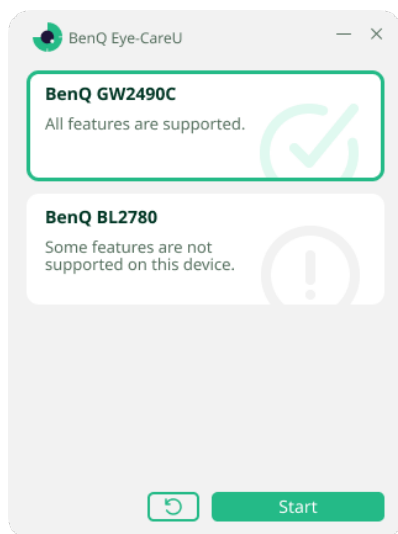
- **Eye-CareU** scans and identifies the connected display(s) to determine which features are supported. Available features vary by model. Therefore, not all controls and features described in this document may appear in your application.
- Images in this document are for reference only and may look 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. (Mac OS only) Make sure you have granted access to this software to use accessibility. Go to **System Settings > Privacy & Security > Accessibility**. Reboot your computer after the setting.
4. 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 7](#) for more information.



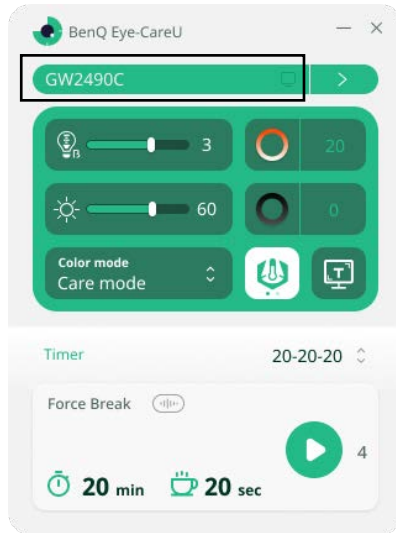
Note

- 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 18](#).

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.

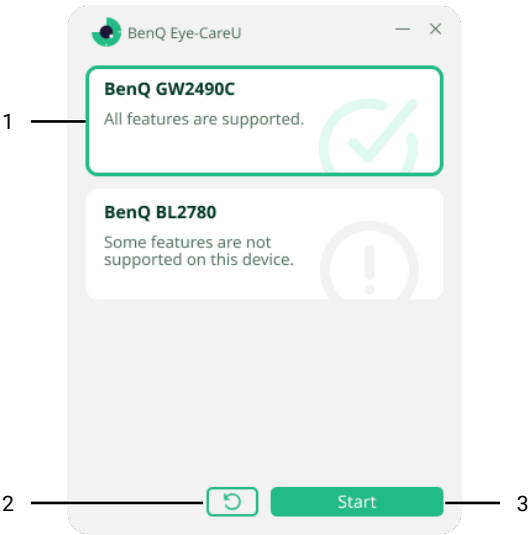
Extend: both the laptop's screen and the connected monitor are available.

Exiting Eye-CareU

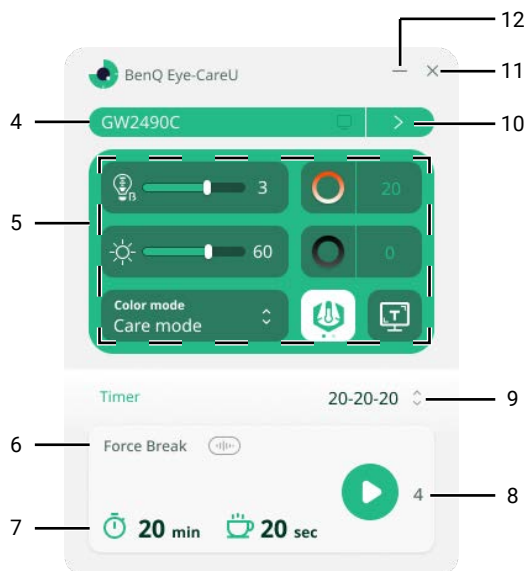
1. Right-click the  icon from the desktop or from the system tray at the bottom-right or top-right corner of the screen.
2. Click **Exit Eye-CareU** to close the software.

Overview

Main screen



No.	Function	Descriptions
1.	Device list	Shows a list of connected monitors and compatibilities.
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 7 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 11 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.	Resting mode	Shows the resting mode. See Resting mode on page 9 for more information.
7.	Timer	Adjusts/shows the countdown timer before the screen is locked for a break. See Setting up a break for your eyes on page 15 for more information.

No.	Function	Descriptions
8.	Timer activation & repeat	Enables the timer. See Setting up a break for your eyes on page 15 for more information. You can decide how the timer is repeated. See Setting up a break for your eyes on page 15 for more information.
9.	Timer mode	Chooses a preferred timer or customize one. See Selecting a timer on page 16 for more information.
10.	Settings	Accesses to the software Settings page. See Configuring the software on page 18 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.	Low Blue Light / Low Blue Light Plus	Adjusts the low blue light setting. The greater the value, the more the blue light has been reduced.
2.	Brightness	Adjusts the brightness.
3.	Color mode setting	Switches to a color mode (picture mode). Available options vary by monitor model.
4.	Visual Optimizer (V. O.)	(Availability varies by model) Enables/disables V. O. sensor on the monitor to adjust screen brightness and color temperature automatically. See Adjusting screen brightness on page 12 for more information.
5.	Scaled resolution	Adjusts screen scaling quickly.
6.	Dark dimming	Adjusts screen brightness manually. Increase the value to dim the screen. See Dim the screen brightness as much as possible on page 12 for more information.
7.	Warm tint	Adds a warm tint to the screen. Increase the value to make the screen color warmer.

Note

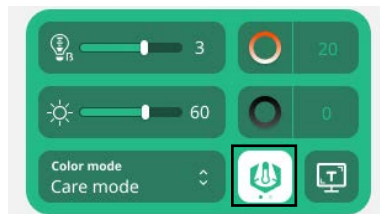
Change of color mode (picture mode) is not available for the following reasons:

- 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.

Adjusting screen brightness

You are provided with several ways to adjust the screen brightness.

- Automatic adjustment (recommended)
Enable the V. O. function to adjust the screen brightness and color temperature automatically. Support of auto color temperature function may vary by model.



- : V. O. is disabled.
- : Auto brightness is enabled. The screen brightness changes with the ambient brightness.
- : Auto brightness and auto color temperature are enabled.

The screen color temperature changes with the ambient coloring.

- Manual adjustment
Slide to adjust brightness as desired.



- Dim the screen brightness as much as possible

In case you want to reduce the screen brightness as much as possible, click the dark dimming icon and click the value for adjustment. Increase the value to dim the screen.



Making the screen color warmer

With the V. O. function the monitor is able to adjust brightness and color temperature automatically. In case you want to apply a warm tint to the screen, click the warm tint icon and click the value for adjustment. Increase the value to make the screen color warmer.



Auto color temperature adjustment through daylight cycle (Circadian Mode)

The software provides **Circadian Mode**, which automatically adjusts your screen's color temperature throughout the day, mirroring the natural sunrise to sunset cycle.

1. Go to **Settings > General > Circadian Mode**.
2. Enable **Circadian Mode**. Related settings are available.
3. Choose to set the sunrise and sunset times through auto detection (**Sunrise to Sunset**) or adjust manually (**Manual**).

Enabling the light reminder

For compatible BenQ monitors only

Get notified when the room is too dark.

Enable Light Reminder from **Settings > General > 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.

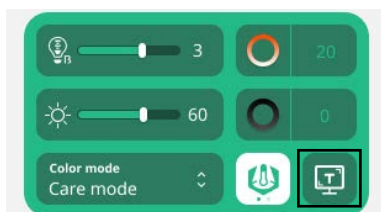
Tips

Alternatively, enable Visual Optimizer (V. O.) to adjust screen brightness automatically as ambient light changes.

Adjusting screen clarity

You can adjust screen clarity to suit your need.

To adjust resolution, click **Scaled Resolution**.

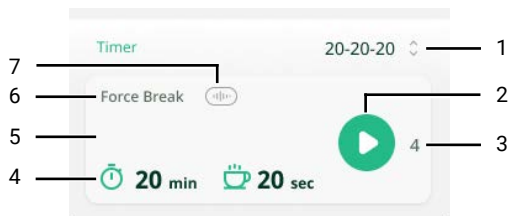


To improve text clarity, go to **Settings > General > ClearType Text** and change settings from your operating system.

Setting up a break for your eyes

The software provides you with three different timers for breaks. You can set to repeat a timer and take a break on a regular basis as well.

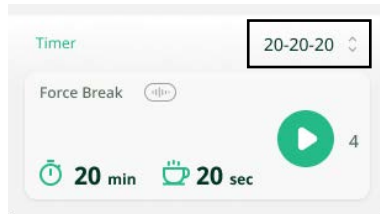
Timer overview



No.	Function	Descriptions
1.	Timer mode	Shows the current timer and accesses to timer options. See Selecting a timer on page 16 for more information.
2.	Start button	Starts the timer to countdown.
3.	Repeat times	Displays how many times the timer is repeated.
4.	Timer	Shows the work and break times of the current timer.
5.	Timer settings	Adjusts timer settings. Available settings vary by timer mode. See Setting up a timer on page 16 for more information.
6.	Resting mode	Displays the current resting mode. See Resting mode: Sets the monitor behavior during the break. on page 17 for more information.
7.	Sound notification	Shows the sound notification is enabled.

Selecting a timer

Select a timer mode.

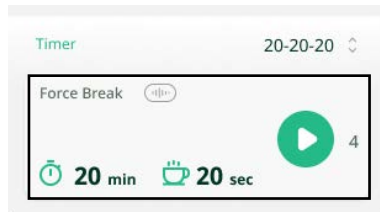


- **20-20-20:** Take 20 seconds of break every 20 minutes. Look at something 20 feet away to relax.
- **Pomodoro Timer:** Take 5-minute of break every 25 minutes.
- **Custom Timer:** Set your preferred timer.

After setup, 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 .

Setting up a timer

Press the timer to bring up the setting menu.



Available settings vary by timer.

Custom Timer

Work duration

30 min

5

120

Break duration

04 min

0

30

Rounds

04

10

∞

Resting mode

Force Break

⌵

Sound Notification

ON

☒

Cancel

Save

- **Work duration:** Sets the work time. Available to **Custom Timer** only.
- **Break duration:** Sets the break time. Available to **Custom Timer** only.
- **Rounds:** Sets the repeat times of a timer.
- **Resting mode:** Sets the monitor behavior during the break.
 - **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. You can keep using the monitor during the break.
 - **Force Break:** When the time is up, the screen is locked during the break. 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.
- **Sound Notification:** Sets to get text and sound notifications whenever this setting is applicable.

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

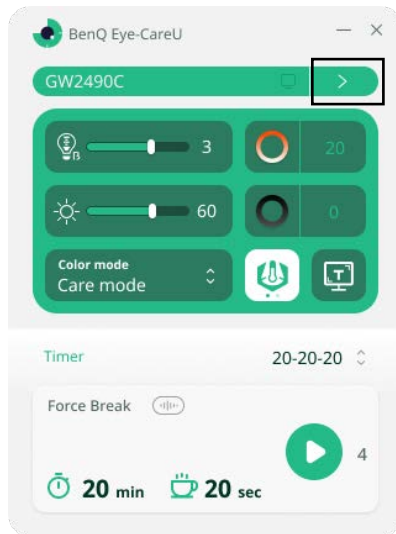
Minimize Eye-CareU when Timer turned ON from the software **Settings > Advanced** to keep the software page on the display.

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 model list. There are three setting tabs. You can set how the software is launched, operated, minimized and updated from the software settings page.

Obtaining your screen time report

The software tracks your screen time under either of the following conditions:

- Enable **Keep Eye-CareU running after closing the window** under **Settings > Advanced** to allow background operation.
- Keep the **Eye-CareU** window open on your desktop.

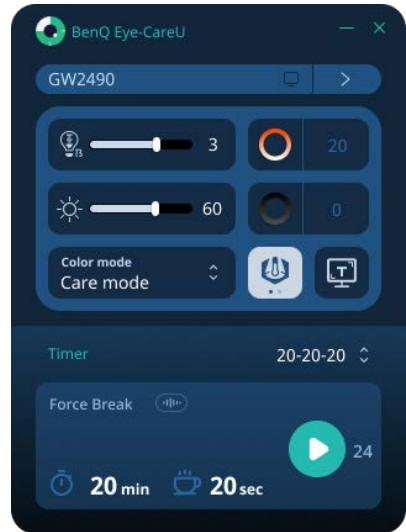
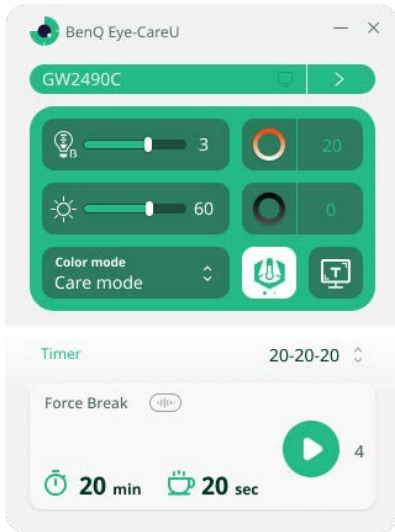
To check your daily and weekly screen time, go to **Settings > General > Eye Care Report**. You can check the blue light protection and ambient light stability.

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**.



Rotating your screen (Pivot)

When the screen is set to be rotated, the on-screen display is rotated as well.

1. Go to **Settings > General > Pivot**.
2. Select a rotation angle. The setting will take effect immediately.

Checking for a software update automatically

1. Go to **Settings > Help** and check **Auto Update**. The system will automatically check for updates upon launch when a network connection is available. 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 6](#).

To update the software automatically, see [Checking for a software update automatically on page 19](#).

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

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