



**RP6503/RP7503/RP8603**  
**Interactive Flat Panel**  
User Manual



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# Product Support

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 and other product information.

Available files vary by model.

- Make sure your computer is connected to the Internet.
- Visit the local website from [www.BenQ.com](http://www.BenQ.com). The website layout and content may vary by region/country.
- User manual and related document: [www.BenQ.com](http://www.BenQ.com) > Business > SUPPORT > Downloads > model name > User Manual
- (EU only) Dismantled information: Available on the user manual download page. This document is provided based on Regulation (EU) 2019/2021 to repair or recycle your product. Always contact the local customer service for servicing within the warranty period. If you wish to repair an out-of-warranty product, you are recommended to go to a qualified service personnel and obtain repair parts from BenQ to ensure compatibility. Do not disassemble the product unless you are aware of the consequences. If you cannot find the dismantled information on your product, contact the local customer service for assistance.

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# Safety warnings and precautions



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



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

## THIS EQUIPMENT MUST BE GROUNDED

To ensure safe operation, the three-pin plug must be inserted only into a standard three-pin power outlet which is effectively grounded through normal household wiring. Extension cords used with the equipment must have three cores and be correctly wired to provide connection to the ground. Wrongly wired extension cords are a major cause of fatalities. The fact that the equipment operates satisfactorily does not imply that the power outlet is grounded or that the installation is completely safe. For your safety, if you are in any doubt about the effective grounding of the power outlet, please consult a qualified electrician.

The mains plug of the power supply cord shall remain readily operable. The AC receptacle (mains socket outlet) shall be installed near the equipment and shall be easily accessible. To completely disconnect this equipment from the AC mains, disconnect the power cord plug from the AC receptacle.

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

## Important safety instructions

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



## Notes on this display

- To prevent the risk of physical injuries, do not attempt to lift the display alone.
- Make sure you have four or more people available to help lift or a flat cart to transport the display to its final location.
- Keep the display horizontal as much as possible.
- Clear a floor space before unpacking.

## Notes on the LCD panel of this display

- The Liquid Crystal Display (LCD) panel of this display has a very thin protective layer of glass which is liable to marking or scratching, and cracking if struck or pressured. The liquid crystal substrate is also liable to damage under excessive force or extreme temperatures. Please handle with care.
- The response time and brightness of the LCD panel may vary with the ambient temperature.
- Avoid placing the display in direct sun or where direct sun or spot lighting will shine onto the LCD panel, as the heat may damage the panel and the external casing of the display, and the bright light will make viewing the display more difficult than necessary.

- The LCD panel consists of individual pixels to display images and is manufactured according to the design specifications. While 99.9% of these pixels work normally, 0.01% of the pixels may remain constantly lit (in red, blue or green) or unlit. This is a technical limitation of the LCD technology and is not a defect.
- LCD screens, like plasma (PDP) and conventional CRT (Cathode Ray Tube) screens, are also susceptible to 'screen burn-in' or 'image retention' which can be found on the screen as visible fixed lines and shades. To avoid such damage to the screen, avoid displaying still images (like On-Screen Display menus, TV station logos, fixed/inactive text or icons) for more than 30 minutes. Change the aspect ratio from time to time. Fill the entire screen with the image and eliminate the black bars whenever possible. Avoid displaying images in 16:9 aspect ratio over a long period of time, otherwise there may be visible burn marks on the screen as two vertical lines.
- Note: Under certain circumstances, condensation may occur on the inner side of the cover glass, it's a natural phenomenon and will not affect the operation of the display. This condensation will usually disappear after around 2 hours of normal operation.
- RP series does not offer image retention function. For more information, please refer to installation guide. If a still image is required for a display, it is recommended to enable Pixel shift.
- RP series does not support portrait use; portrait use may cause display damage. BenQ warranty will not cover faulty usage.

## Notes on cleaning the display

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

1. Before you clean the screen, make sure the display is turned off, and unplug the power cord.
2. Remove dust or dirt from the screen with a dry cleaning cloth. Make sure to use minimal force, and don't press hard on the screen.
  - Never use paper towels or anything that could leave streaks or lint on the screen.
3. Moisten a clean soft, lint-free cloth with some cleaning alcohol such as 70% isopropyl. Gently go over the entire screen and wipe it down.
  - Never use hazardous chemicals or ammonia-based cleaners
  - Never fully soak the microfiber cloths in liquid.
  - Never spray liquids directly onto the screen.

## Safety notice for remote control

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

batteries.

## Battery safety notice

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

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

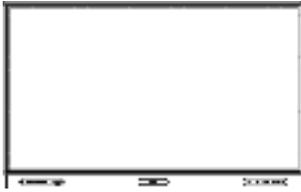
## BenQ ecoFACTS

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

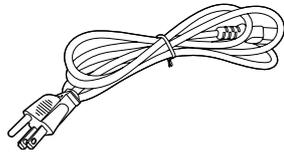


# Package contents

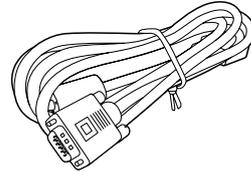
Open the sales package and check the contents. If any item is missing or damaged, please contact your dealer immediately.



LCD display



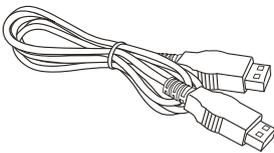
Power cord  
(by region)



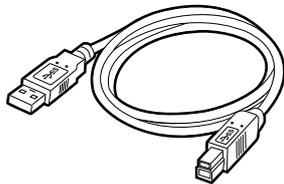
VGA cable x1



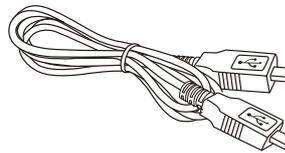
2.4 GHz remote control



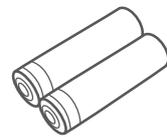
HDMI cable x1



Touch USB cable x1



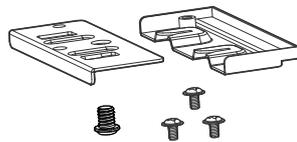
USB Type-C cable x1



AAA battery x2 \*



Touch pen x2



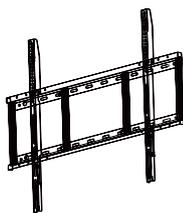
Camera mounting kit



USB cover



Wireless USB Adapter (TDY31) \*



Wall mount  
(with installation screws)



User documents  
(Quick start guide, wall mount installation guide, regulation sheets x3)



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

## Setting up the display

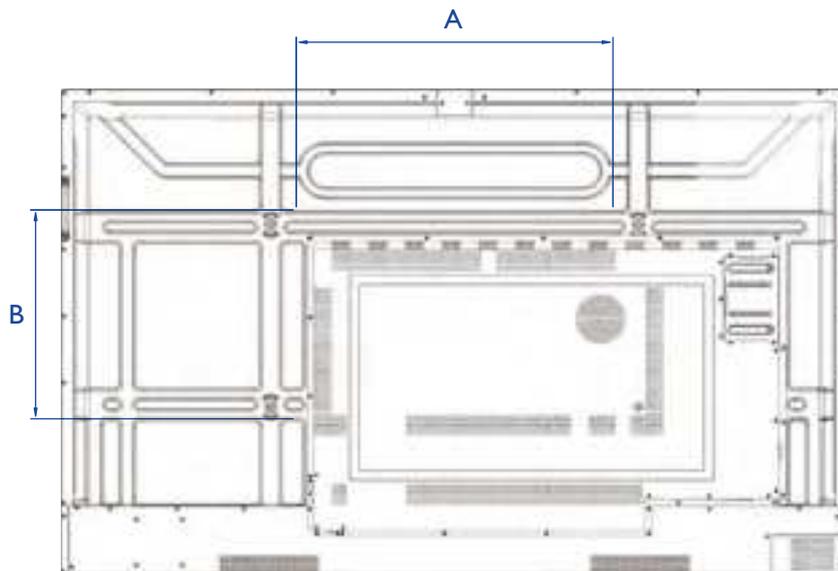


Please pay attention to the following notes during installation:

- This display should be installed by at least two adult persons. Attempting to install this display by only one person may result in danger and injuries.
- Refer the installation to qualified technicians. Improper installation may cause the display to fall or malfunction.
- **Stability Hazard:** The flat panel may fall, causing serious personal injury or death. To prevent injury, this flat panel must be securely attached to the wall in accordance with the installation instructions.

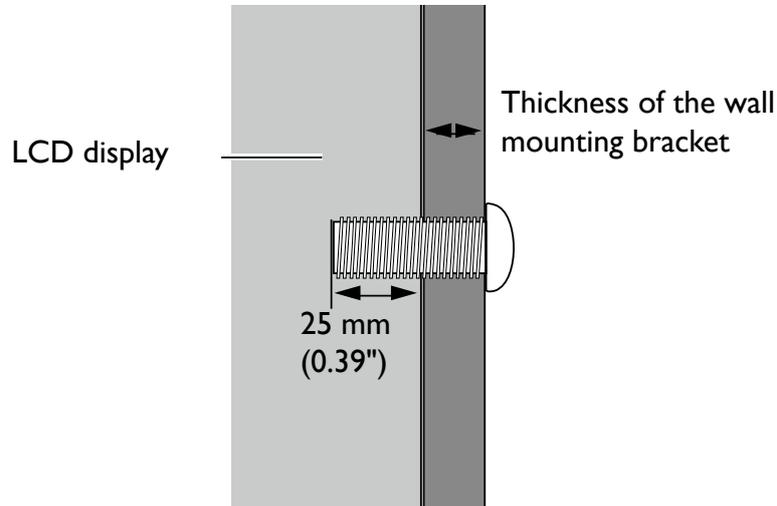
### Installing the display on a wall

1. Place a clean, dry and lint-free cloth on a flat, horizontal and object-free surface. Make sure that the size of the cloth is larger than the display.
2. Gently lay the display on the cloth with the LCD screen facing down.
3. Identify the wall mounting screw holes on the back of the display as shown in the illustration.

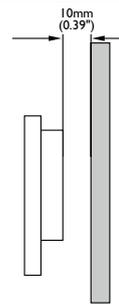


Dimension	VESA spec. (A x B)	Screw type	Quantity
65"	600 x 400 mm	M8 x 25L	4
75"	800 x 400 mm	M8 x 25L	4
86"	800 x 600 mm	M8 x 25L	4

4. Install the wall mounting bracket on the display and attach the display to the wall according to the mounting bracket's instructions. The length of the screw should exceed the thickness of the wall mounting bracket by at least 25 mm. Make sure that all screws are tightened and secured properly. (Recommended torque: 470 - 635N•cm). The mounting means should be strong enough to bear the weight of the display.

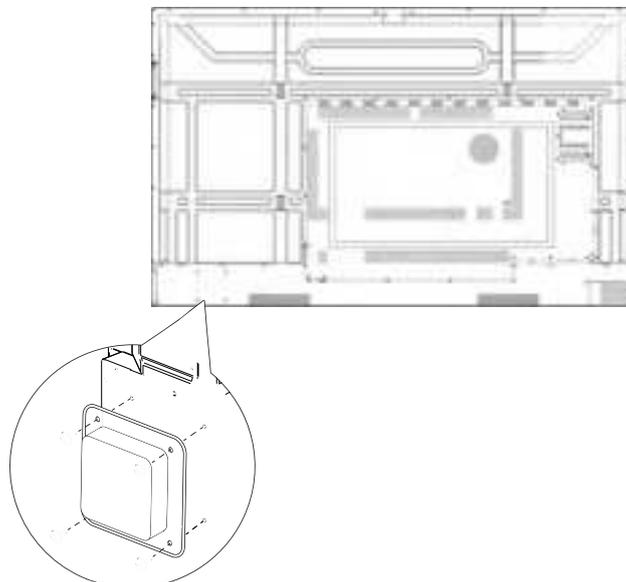


- To maintain proper ventilation, keep at least 10 mm of clear space from the back cover of the display to the wall.
- Please consult a professional technician for wall mount installations. The manufacturer accepts no liability for installations not performed by a professional technician.



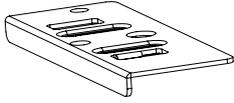
## Installing an external PC

The back of the display has four screw holes at its bottom-left side with a dimension of VESA mount 100x100mm. You can secure the PC onto the display with four screws (maximum torque: 4-5 kgf-cm).

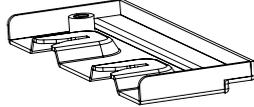


## Installing a camera mount

Check the mounting component list before installing:



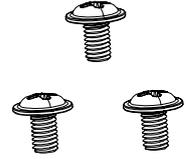
Upper mount



Lower mount

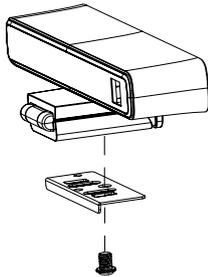


1/4" screw (8mm)

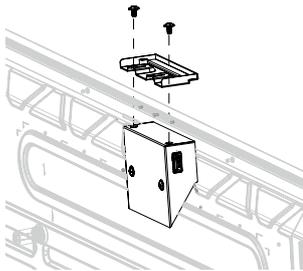


M3x5 mm screw x 3

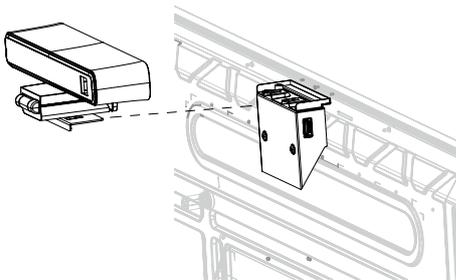
To install the camera mount:



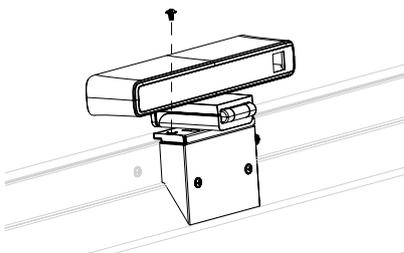
1. Place your camera onto the upper mount and secure the camera by screwing the 1/4" screw into the camera's screw hole.



2. Install the lower mount with two M3x5mm screws and secure it on the top of the display.



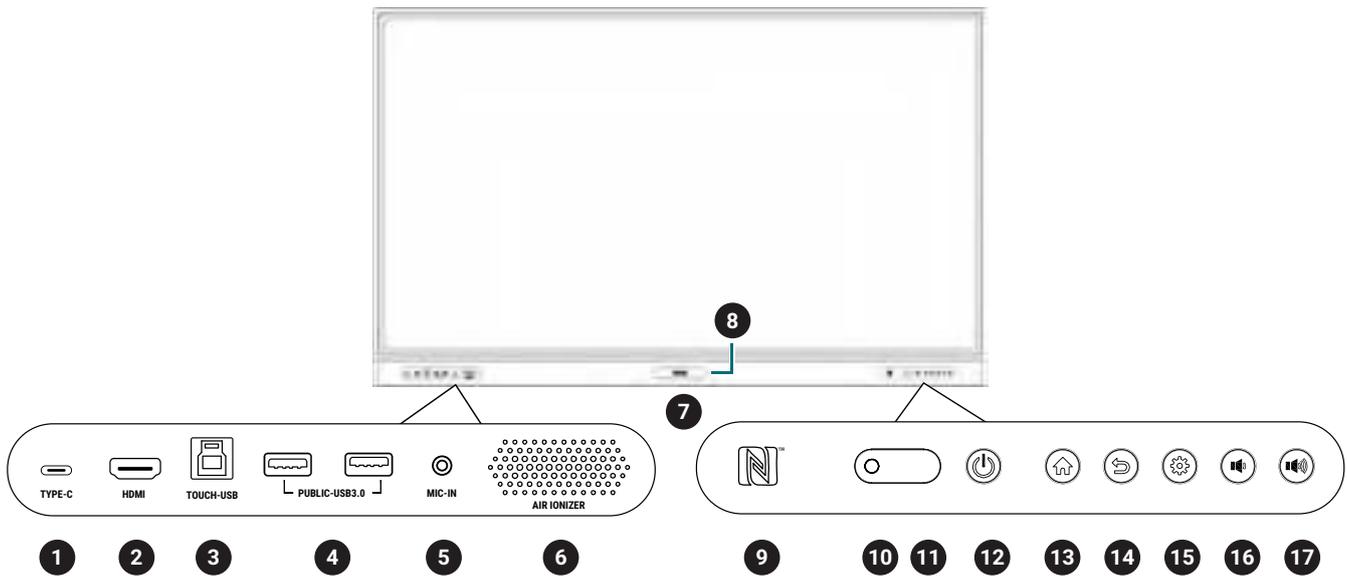
3. Insert your camera with the upper mount attached into the lower mount.



4. Secure the camera mount by screwing a M3x5mm screw into the screw hole at the left side of the upper mount.

# Parts of the display and their functions

## Front panel

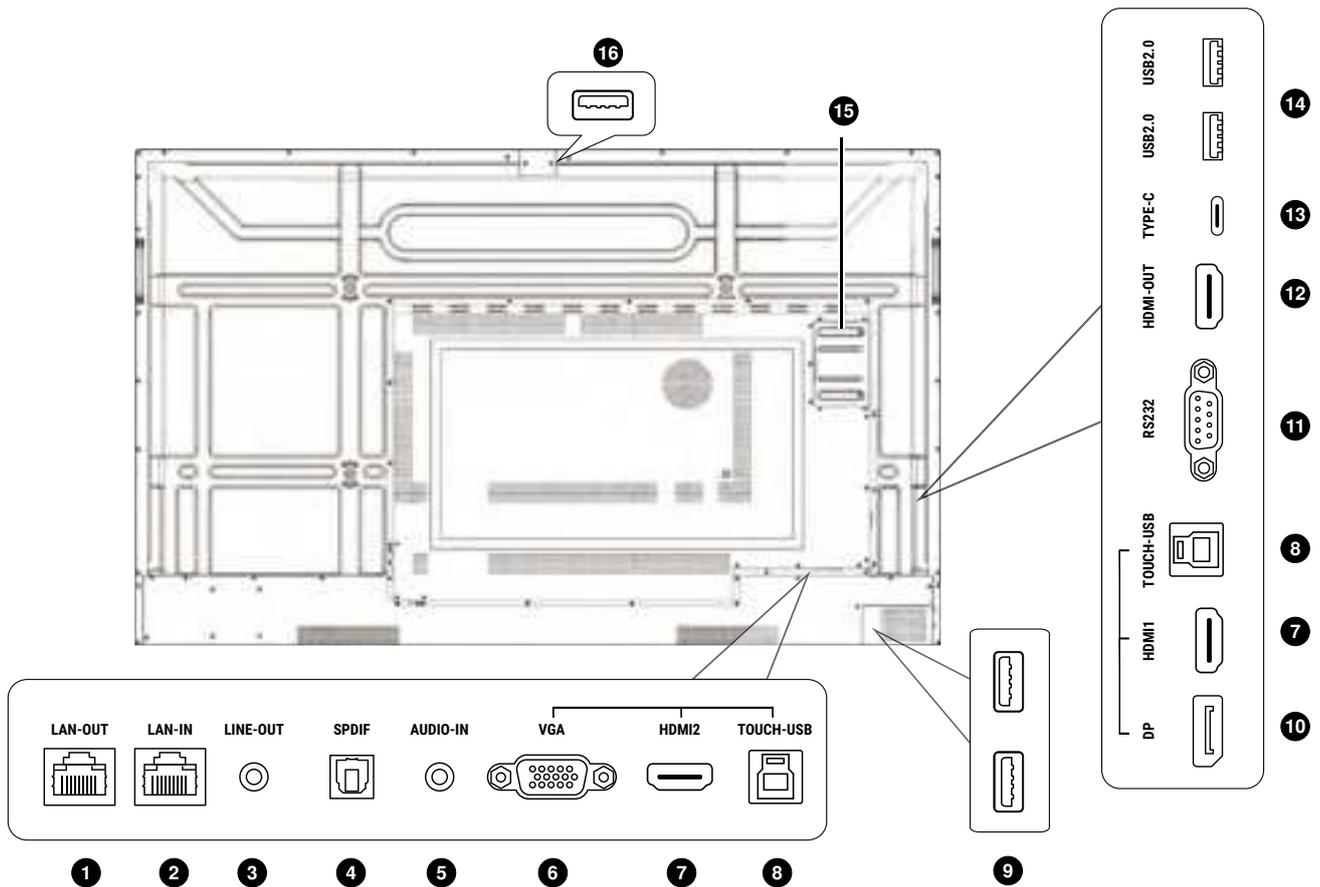


No.	Name	Description
1	<b>TYPE-C</b>	Connects to USB-C devices for charging and data transfer. Allows the transmission of video, audio, and touch function.
2	<b>HDMI</b>	Connects to a source device using a HDMI cable.
3	<b>TOUCH-USB</b>	Supports touch signal input from an external computer.
4	<b>USB 3.0</b>	Connect USB devices such as keyboards, mouse, and USB flash drives.
5	<b>MIC-IN</b>	Receives sound from a source device (e.g. microphone) via an audio cable.
6	<b>AIR IONIZER</b>	Releases negative ions.
7	<b>Array microphones</b>	Receives and transmits sound from near the display.
8	<b>PIR sensor</b>	Triggers the air ionizer when detecting human body near the display.
9	<b>NFC sensor</b>	<ul style="list-style-type: none"> <li>• Tap NFC card for AMS login.</li> <li>• Use touch pen to launch EZWrite. Refer to <a href="#">Using touch pen to launch EZWrite on page 15</a> for more information.</li> </ul>
10	<b>Ambient light sensor</b>	Detects the ambient light around the display.
11	<b>IR signal receiver</b>	Receives infrared signals from remote control.

No.	Name	Description
12	<b>Power</b>	Tap to enter energy saving mode. Press and hold for 4 seconds or more to power off.
13	<b>Home</b>	Press to return to the main screen.
14	<b>Return</b>	Press to return to the previous menu.
15	<b>Menu</b>	Press to enter the function menu.
16	<b>Volume down</b>	Press to decrease the volume.
17	<b>Volume up</b>	Press to increase the volume.

## Input/output terminals

See [Connections on page 16](#) for connection details.



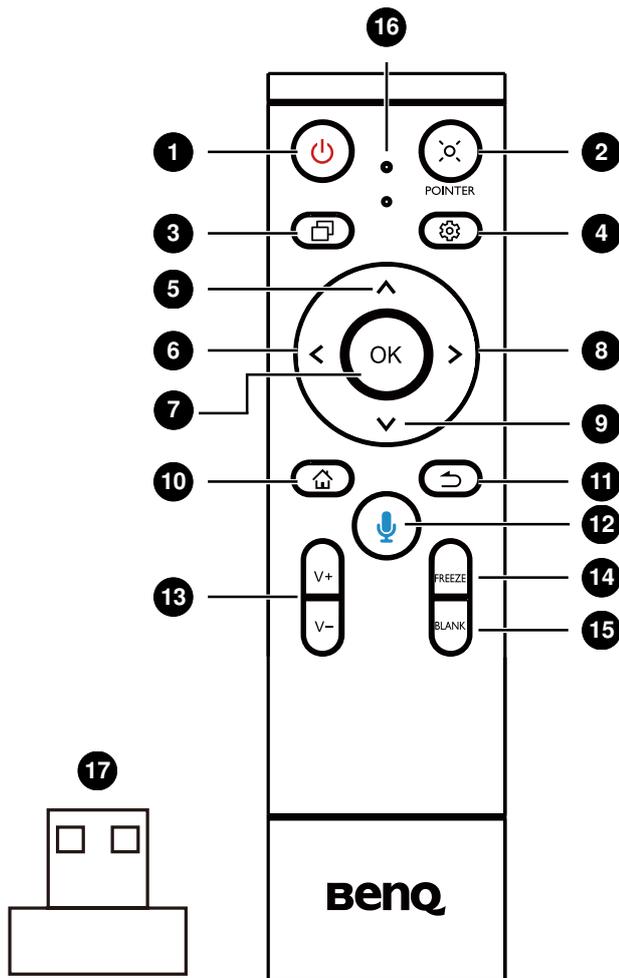
No.	Name	Description
1	<b>LAN-OUT</b>	Supports LAN Out, 10/100/1000 Mbps for external device.
2	<b>LAN-IN</b>	Supports LAN In, 10/100/1000 Mbps for Android system and OPS.

No.	Name	Description
3	<b>LINE-OUT</b>	Connects to external speakers or earphones.
4	<b>SPDIF</b>	Connects the SPDIF cable from external audio devices to the display for audio out.
5	<b>AUDIO-IN</b>	Receives audio input from an external device.
6	<b>VGA</b>	Receives input from an external device (such as a computer).
7	<b>HDMI 1/HDMI 2</b>	Connects to PC with an HDMI output, a set-top-box, or other video devices.
8	<b>TOUCH-USB</b>	Supports touch signal input from an external computer.
9	<b>USB 3.0</b>	Unscrew the USB cover to access the USB slot for the wireless USB adapter and the remote control USB receiver.
10	<b>DP</b>	Connects to a PC, or audio/video equipment that supports the DisplayPort interface.
11	<b>RS232</b>	Serial interface, used for mutual transfer of data between devices.
12	<b>HDMI-OUT</b>	Connects to display devices with an HDMI input.
13	<b>TYPE-C</b>	Connects to USB-C devices for data transfer.
14	<b>USB 2.0</b>	Connects USB devices such as keyboards, mice, and USB flash drives.
15	<b>OPS Slot (Port)</b>	Supports installation of an OPS (Open Pluggable Specification) device.
16	<b>USB 3.0</b>	Connects to USB devices such as web cameras or USB flash drives.



- USB 2.0= 5V  $\equiv$  500mA / USB3.0= 5V  $\equiv$  900mA
- Rear Type-C = 5V  $\equiv$  0.9A
- Front Type-C =5V  $\equiv$  3A; 9V  $\equiv$  3A; 12V  $\equiv$  3A; 20V  $\equiv$  3.25A
- OPS= 18V  $\equiv$  5A; 90W
- $\equiv$  : Direct Current / DC
- $\sim$  : Alternating Current /AC
- The maximum length for the cables to be used with the USB slots are 5m (USB 2.0) and 3m (USB 3.0).

## Using remote control



Turns the display on or off.



Pointer key. Press to activate the spotlight or pointer function and follow the instructions on the screen.



Press to open Task Switcher to switch between recent apps and input sources.



Press to open or close the menu.



Direction key. Press for upward selection.



Direction key. Press for left selection.



Press to proceed



Direction key. Press for right selection.



Direction key. Press for downward selection.



Android system main screen button.



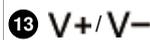
Return key



Voice command key. Press to activate Saffi (BenQ Voice Assistant), hold the button and say the supported command. Release the button until you finish the command.



Speak directly to the microphone built into the top portion of the remote control. Position the microphone closer to your mouth or speak in a loud and clear voice.



Volume up/down.



Freeze screen



One key for blank screen.

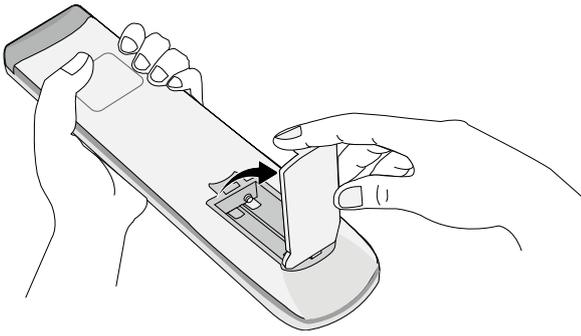


Microphone

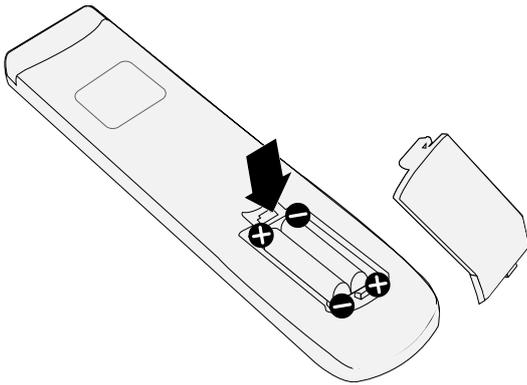


The USB receiver to pair with the remote control. See [Using the BenQ Interactive Flat Panel by remote control on page 14](#) for more information.

## Installing remote control batteries

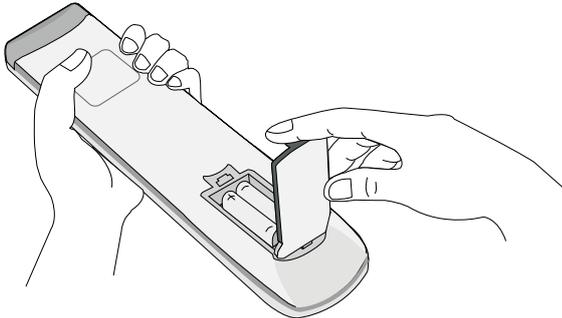


1. Open the remote control battery cover.



2. Insert the supplied batteries, ensuring the positive and negative ends are facing in the correct direction.

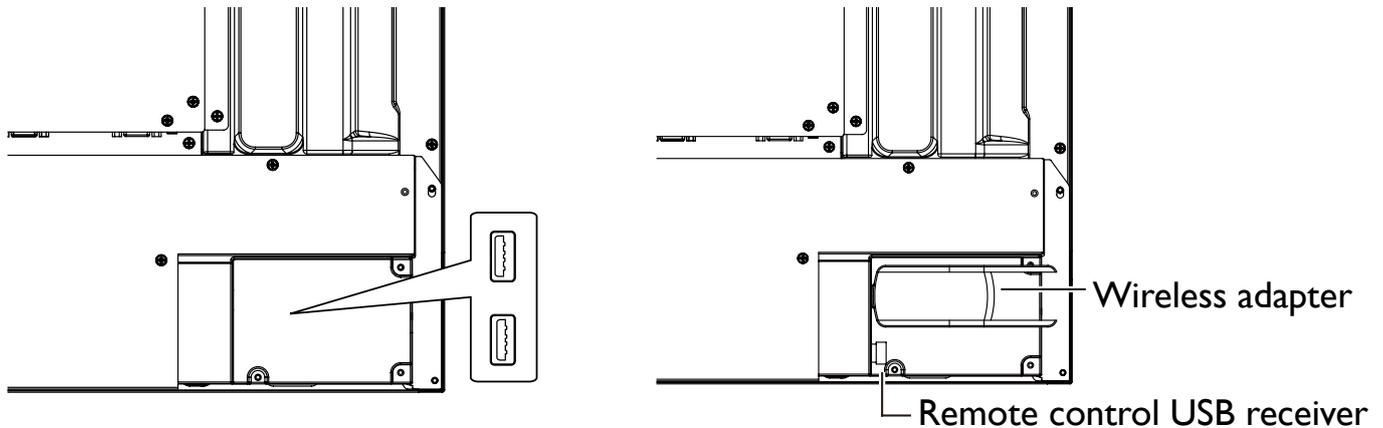
 The supplied batteries are provided for your convenience so that you can operate the display straight away. You should replace them as soon as possible.



3. Put the cover back on.

## Using the BenQ Interactive Flat Panel by remote control

Insert the remote control USB receiver into the USB ports at the bottom right corner of the back of the display.



- The remote control and the USB receiver have been paired by default.
- This remote control applies only to a specific model and operating systems. Contact your reseller if you have any question.

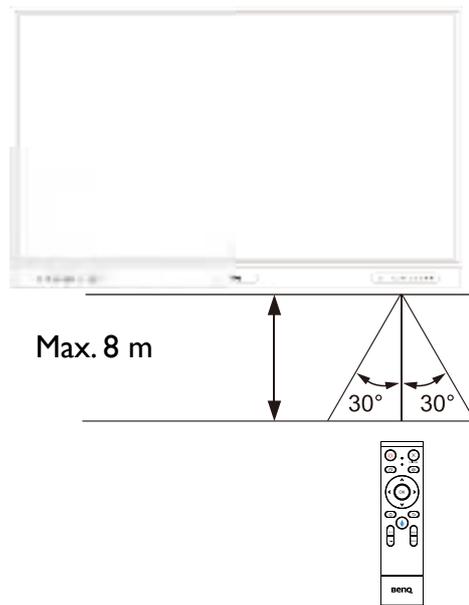
## Pairing remote control and the USB receiver

If you are experiencing issues using the function key on the remote control, please follow the steps and pair again the remote control to resolve the issue:

1. Insert the USB receiver to Interactive Flat Panel's USB port and place the remote control near it.
2. Press the **V-** and **BLANK** at the same time, and the indicator light will start flashing.
3. The pairing is completed once the indicator stops flashing.

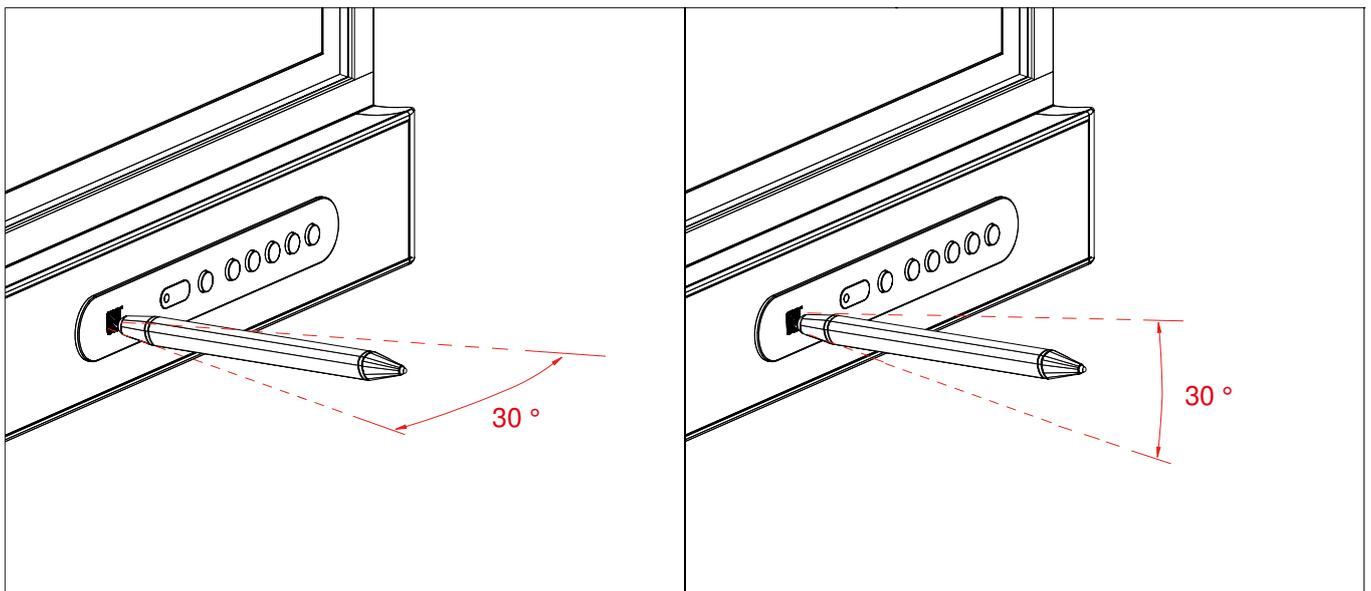
## Remote control usage tips

- When using the remote control, aim the remote control at the sensor at the display's bottom-right side within a distance of less than 8m, and a horizontal and vertical angle of less than 60 degrees.
- Avoid getting the remote control wet or store 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.



## Using touch pen to launch EZWrite

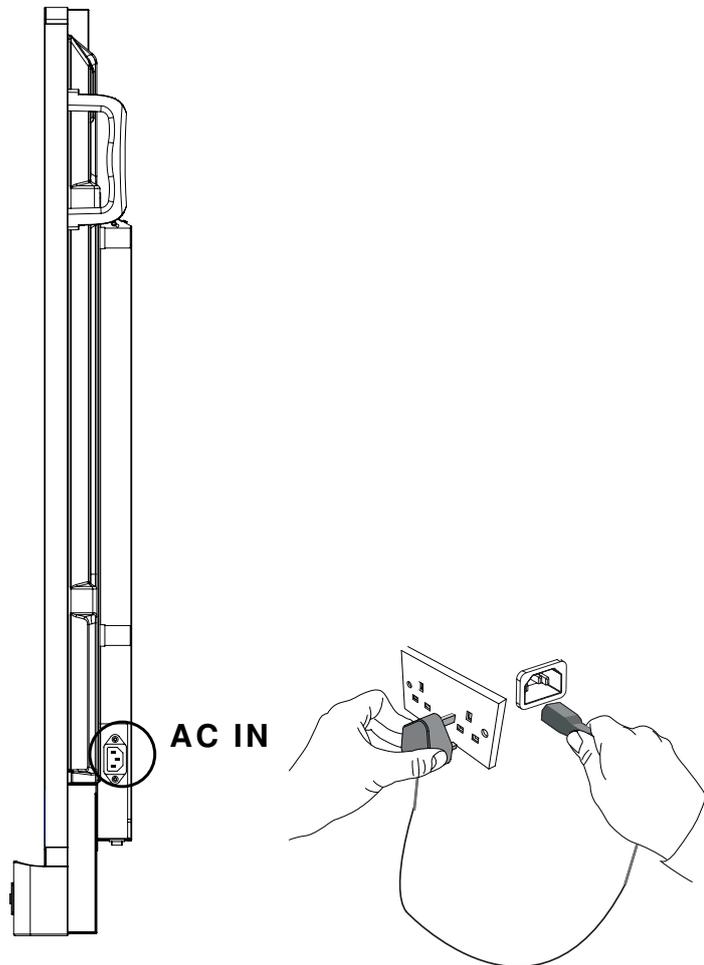
Tap the thick tip of the touch pen on the display's NFC sensor to launch EZWrite. Note that the horizontal and vertical angle should be less than 30 degrees.



# Connections

## Connecting power

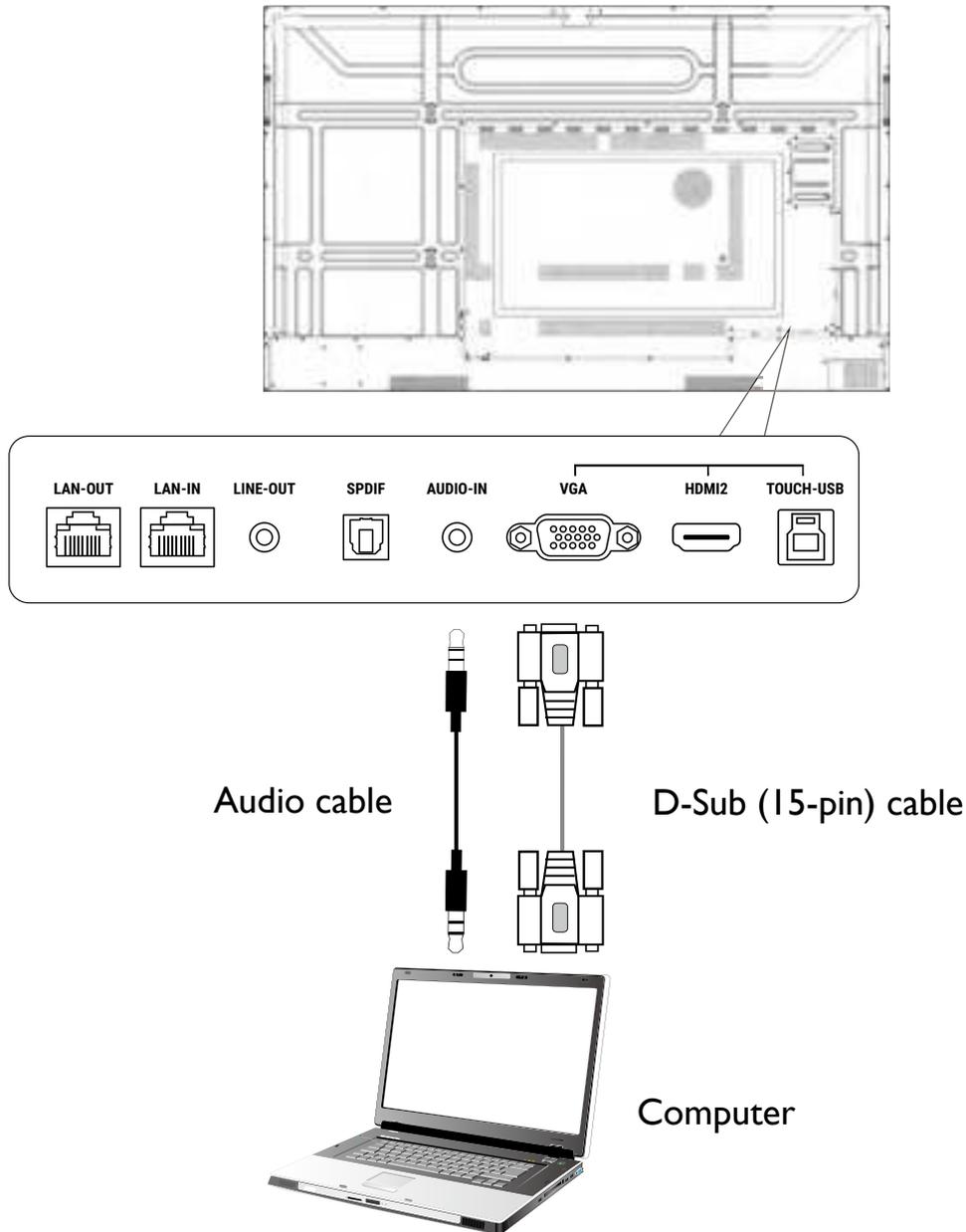
Plug one end of the power cord into the power jack on the display and the other end into an appropriate power outlet.



- The supplied power cord is suitable for use with 110-240V 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.
- The illustration is for your reference only.

## Connecting the VGA input

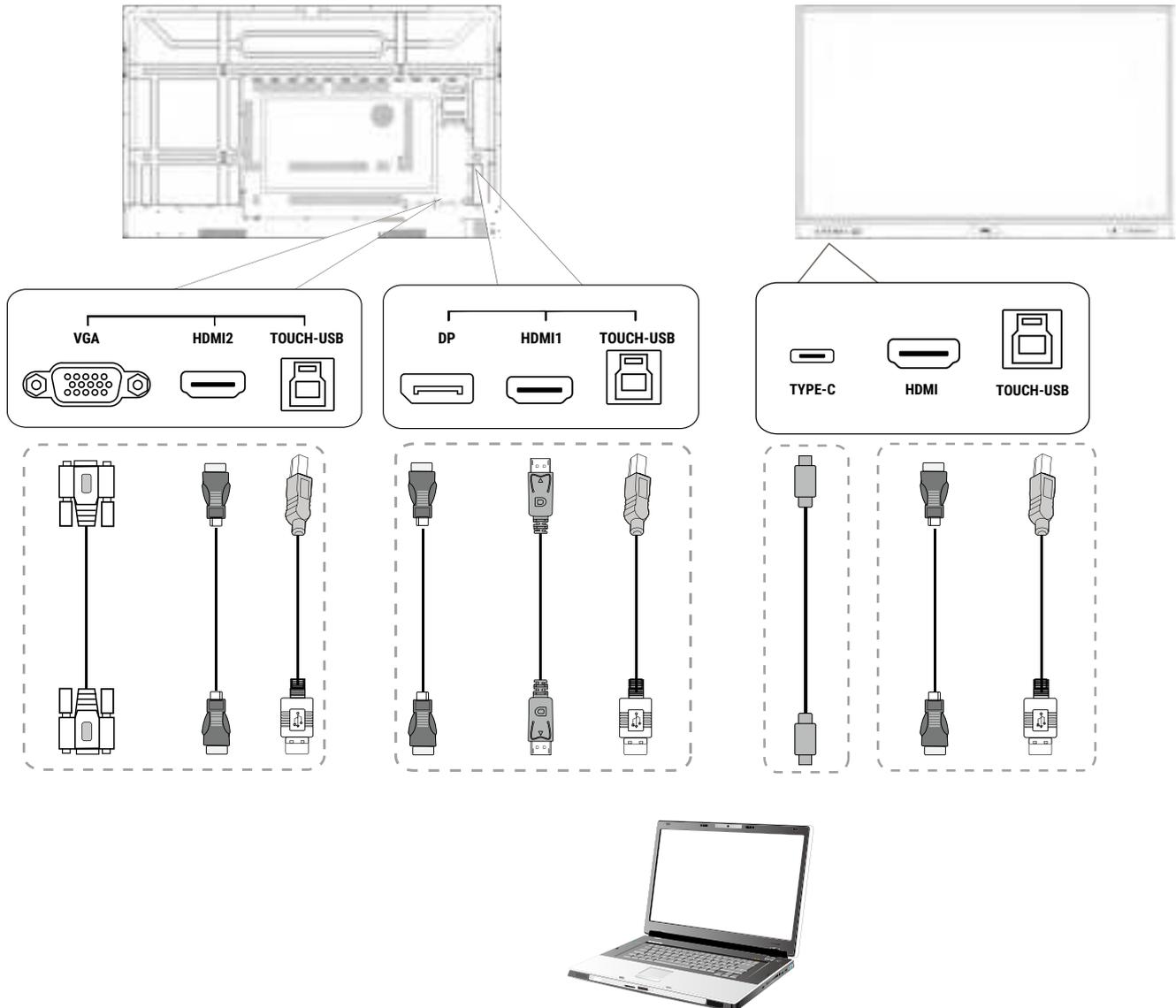
1. Connect the **VGA** port on the display to the VGA output port on a computer using a D-Sub (15-pin) cable.
2. Connect the computer's audio output port to the **AUDIO-IN** jack on the display using a suitable audio cable.



## Connecting the touch module

Connect the **TOUCH-USB** port 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.

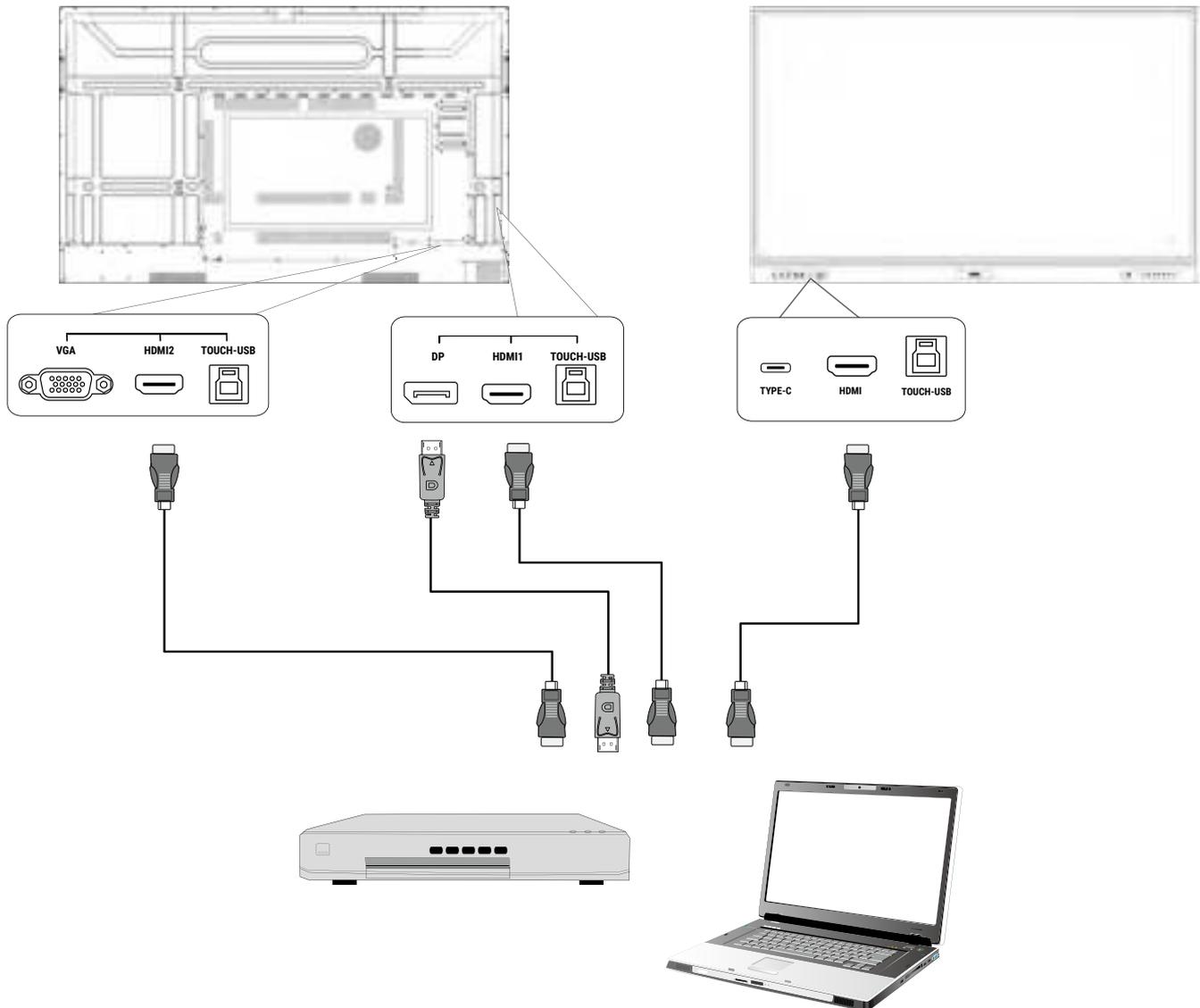
- Connect **TYPE-C** port with the computer.
- **HDMI** must be used with **TOUCH-USB** at the front panel.
- **HDMI 1** or **DP** must be used with the **TOUCH-USB** next to **HDMI 1**.
- **HDMI 2** or **VGA** must be used with the **TOUCH-USB** next to **HDMI 2**.



- 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 Type-A cable.

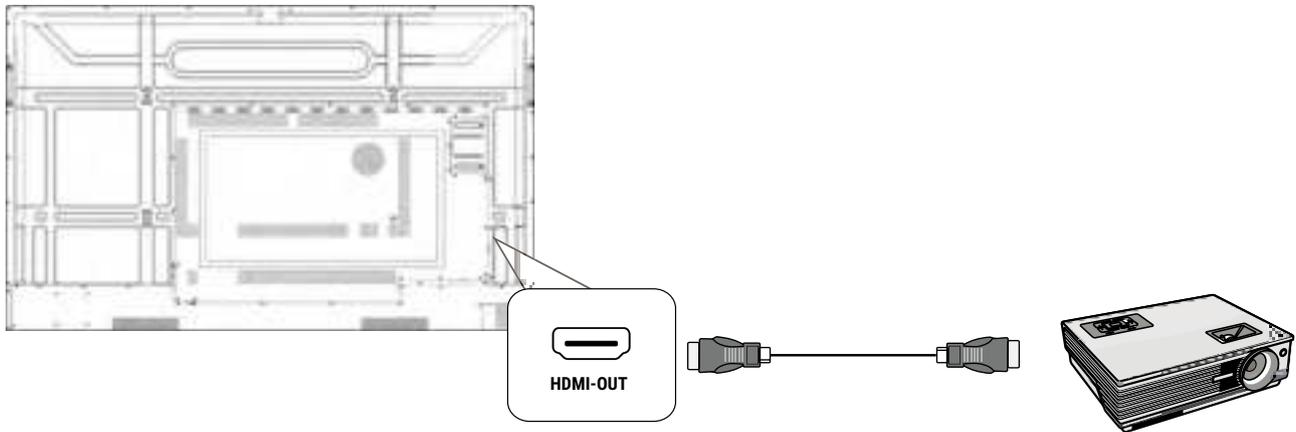
## Connecting the digital inputs

1. Connect the HDMI or DisplayPort output port of a computer or A/V device (such as a settop box or DVD player) to the **HDMI 1/HDMI 2/HDMI/DP** input port on the display using an HDMI or DisplayPort cable.
2. To view video from this input, press  on the remote control to switch to the respective input source.



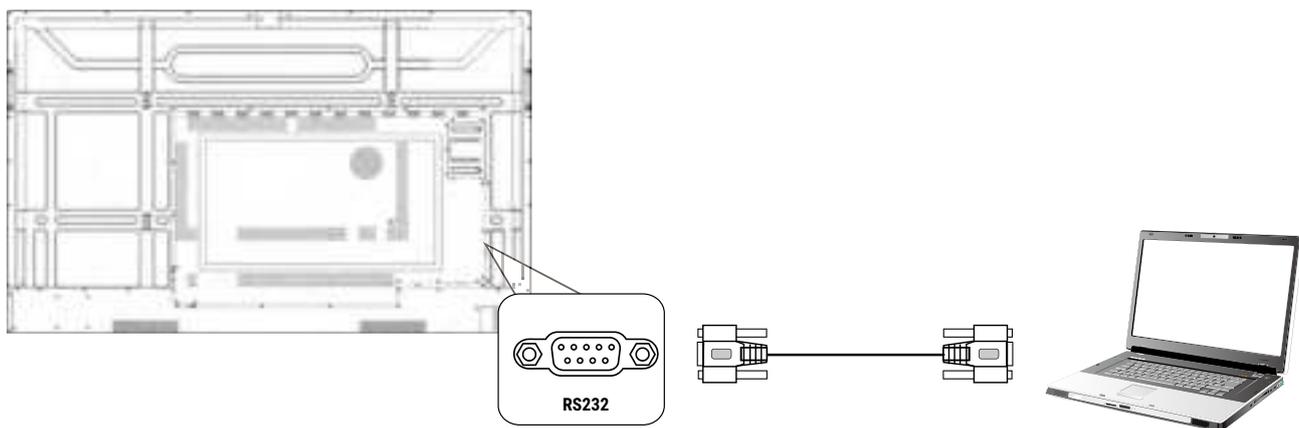
## Connecting the video output

1. Use an HDMI cable to connect the **HDMI-OUT** port to the respective input port on the device.
2. Plug in the power cord and switch the power on.
3. Press  on the remote control to turn on the display.



## Connecting to serial port

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

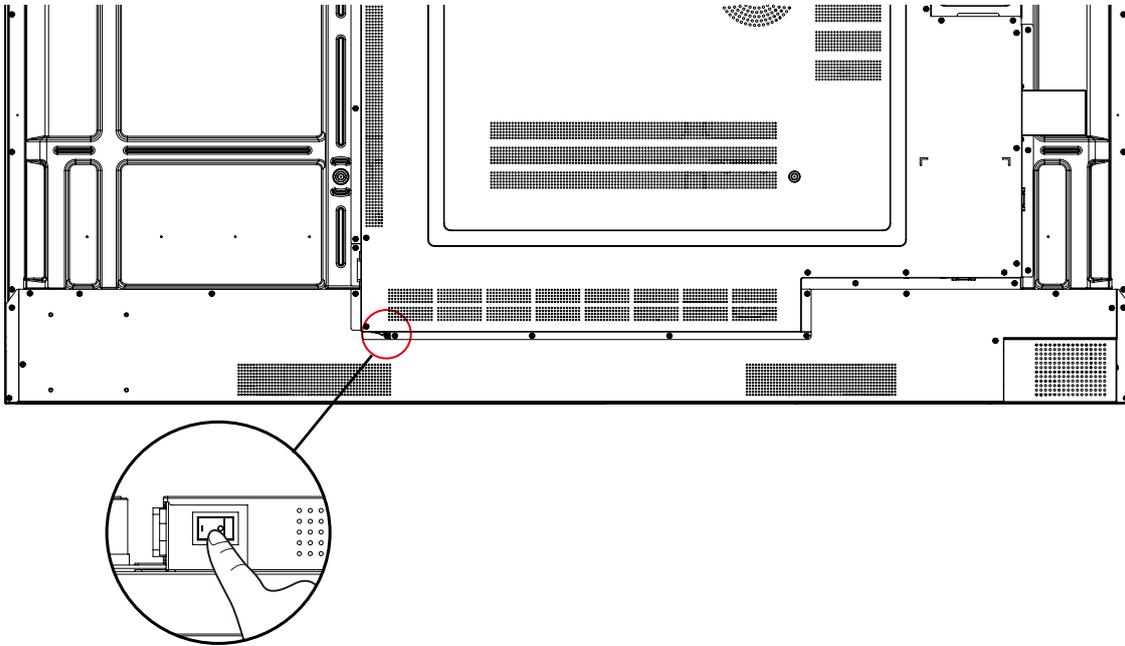


- The applicable cable is not supplied and should be purchased separately.
- This connection is applicable to straight-through RS-232C cable only.
- After using serial port line to connect central control equipment and machine, certain function of the machine can be controlled via central control equipment,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

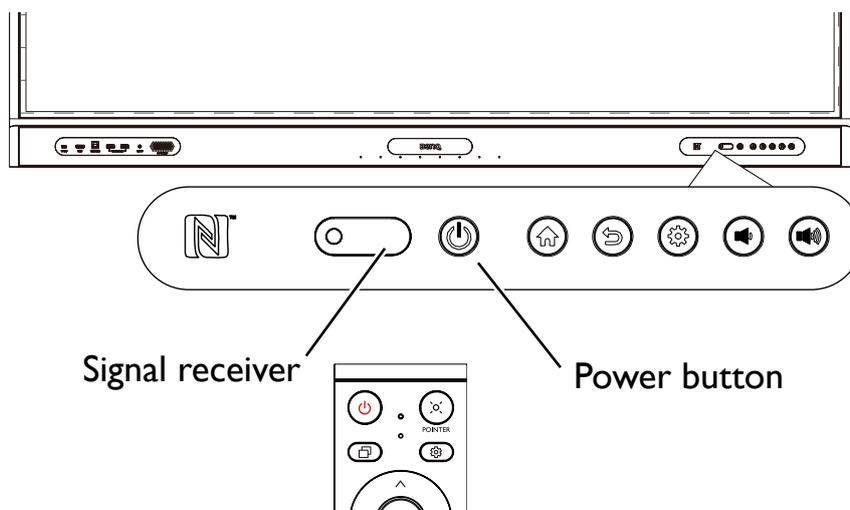
# Basic operations

## Turning the display on or off

1. Be sure to follow the instruction of [Connecting power on page 16](#).
2. At the back of the display, flip on the power switch located on the lower left side to **On**. The system will enter standby mode.



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



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