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INNOCN WF29-PRO

INNOCN WF29-PRO 29-inch Ultrawide Monitor User Manual

Model: WF29-PRO

1. Introduction

This manual provides essential information for the proper setup, operation, and maintenance of your INNOCN WF29-PRO 29-inch Ultrawide Monitor. This monitor features a 21:9 aspect ratio with a 2560x1080 resolution, an ADS panel, and a range of connectivity options including Type-C, HDMI, and DisplayPort. It is designed to enhance productivity and provide an immersive viewing experience.



Image 1.1: Front view of the INNOCN WF29-PRO 29-inch Ultrawide Monitor, highlighting its key features like WFHD resolution, 21:9 aspect ratio, USB-HUB, VESA compatibility, and Type-C power delivery.

2. Setup

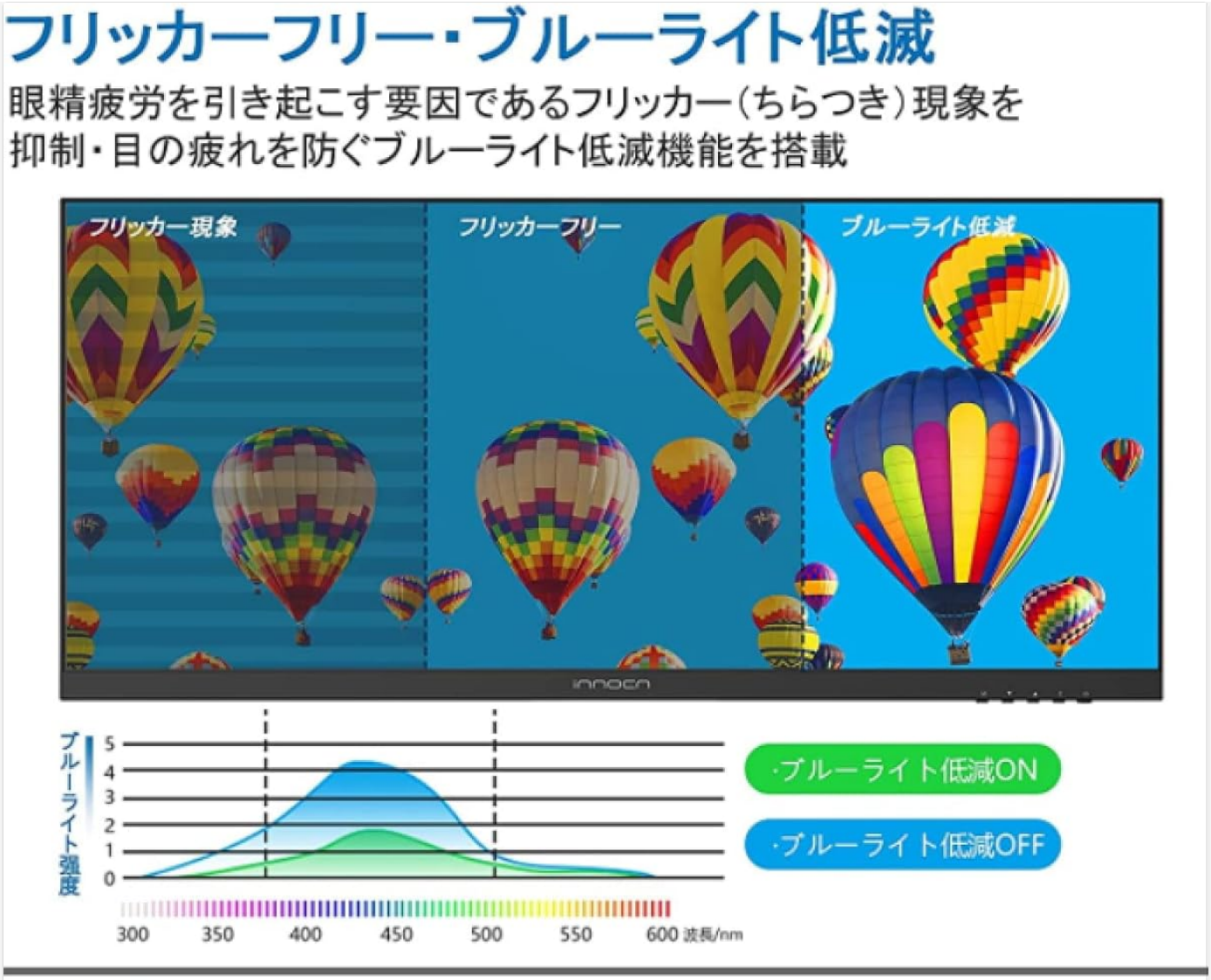
2.1. Assembly

Attach the monitor stand to the display panel. Ensure all connections are secure. The monitor supports VESA 100x100 mounting for alternative setup options.

2.2. Connectivity

The monitor offers various input ports for connecting to your devices:

- **HDMI:** Connects to devices via HDMI cable.
- **DisplayPort (DP):** Connects to devices via DisplayPort cable.
- **Type-C:** Supports video input, data transfer (via integrated USB hub), and power delivery (up to 65W) to compatible devices. Ensure your device's Type-C port supports video output (DisplayPort Alternate Mode) and power delivery for full functionality.
- **USB 3.0 (x2):** For connecting USB peripherals.
- **USB-B:** Upstream port for enabling the monitor's USB hub functionality when connected to a computer.
- **Audio Out (3.5mm):** For connecting external headphones or speakers.



フリッカーフリー・ブルーライト低減

眼精疲労を引き起こす要因であるフリッカー(ちらつき)現象を
抑制・目の疲れを防ぐブルーライト低減機能を搭載

注意事項:

1、黄色症状アップデート修正可能、修正後发色正常になります、アップデートファイル必要があればメールやLINEに連絡ください

メールアドレス: service-japan@innocn.com
サービスLINE: sakana_xy

注意: アップデートについてUSBメモリー必要

2、モニター届いた場合、Type-C接続画像がありません、この場合出力端子を確認ください、Type-C端子Thunderbolt™機能付けていませんならType-Cで接続不能HDMIケーブルが必要、HDMI接続モードを選んでください。

3、電源ケーブル酷いコイル鳴くがある、この場合接続弊社自社の電源ケーブルを利用下さい、また電源タップの接続をもう一度確認ください。

Image 2.1: Rear view of the monitor detailing the input/output ports including USB 3.0, USB-B, Type-C, HDMI, and DisplayPort. The image also illustrates the monitor's adjustable stand capabilities.

3. Operating Instructions

3.1. Physical Adjustments

The monitor stand allows for various adjustments to optimize your viewing angle:

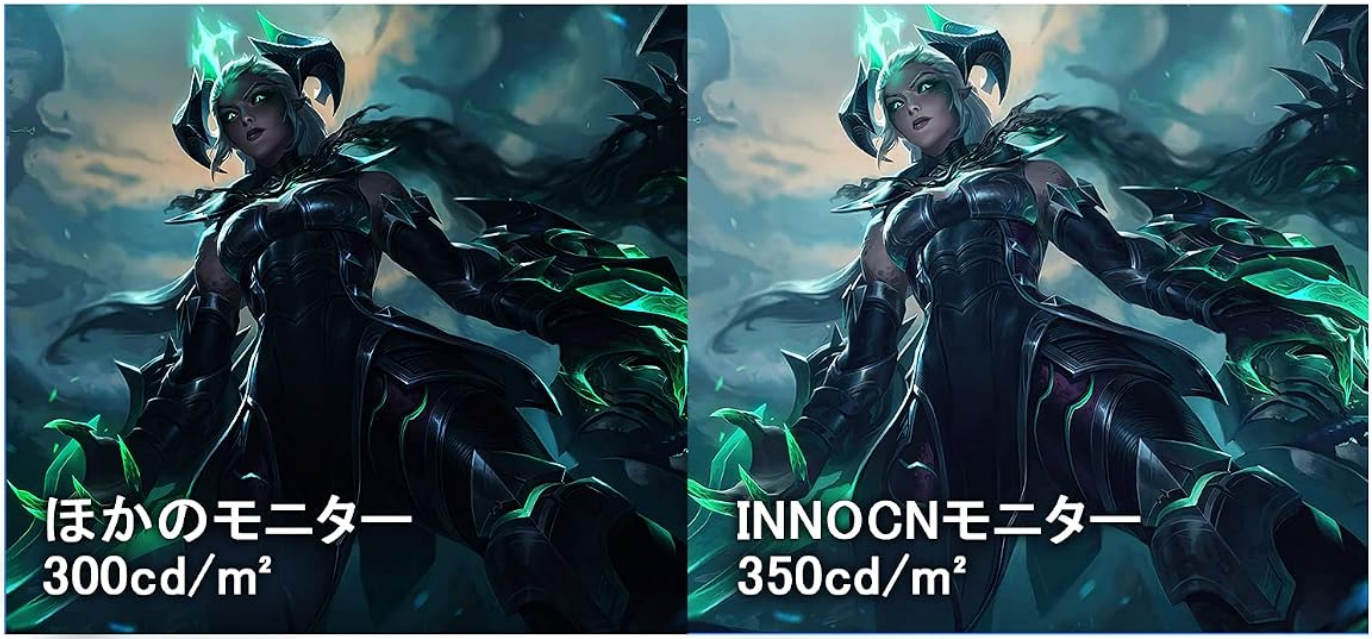
- **Height Adjustment:** Up to 120mm.
- **Tilt Angle:** -5° to +20°.
- **Swivel (Left/Right):** Up to 45° in each direction.
- **Pivot (Vertical Rotation):** 90° for portrait mode viewing.

3.2. Display Features

The WF29-PRO monitor offers several features to enhance your visual experience:

- **Ultrawide Display (21:9):** Provides an expansive workspace, ideal for multitasking with multiple applications side-by-side.
- **Resolution:** 2560x1080 pixels (WFHD).
- **Color Gamut:** Supports 99% sRGB and DCI-P3 for accurate and vibrant color reproduction.
- **High Brightness:** 350 cd/ with HDR functionality for improved contrast and detail.
- **High Refresh Rate:** 75Hz for smoother motion compared to standard 60Hz monitors.
- **Flicker-Free Technology:** Reduces screen flickering to minimize eye strain during prolonged use.
- **Blue Light Reduction:** A feature designed to reduce harmful blue light emissions, protecting your eyes.

1000:1の高コントラスト・高輝度 350cd/m²
明るい画面が、高い認識性を実現



高リフレッシュレートディスプレイ
スピード感溢れる映像美

低遅延、75Hzのリフレッシュレートにより、
シームレスで滑らかな映像が流れます。



Image 3.1: The monitor showcasing its wide color gamut (99% sRGB) and 178° ultra-wide viewing angles, ensuring consistent image quality from various perspectives.



Image 3.2: Visual representation of the monitor's Flicker-Free and Blue Light Reduction technologies, designed to enhance user comfort and reduce eye fatigue.



Image 3.3: The ultrawide display in action, showing a large spreadsheet and a video playing simultaneously, demonstrating enhanced productivity.

3.3. Advanced Features (PIP/PBP)

The monitor supports Picture-in-Picture (PIP) and Picture-by-Picture (PBP) functions, allowing you to view content from multiple sources simultaneously.

- **Picture-by-Picture (PBP):** Divides the screen into multiple sections, each displaying input from a different source.

- **Picture-in-Picture (PIP):** Displays the main input source across the full screen, with a secondary input source shown in a smaller overlay window.

Refer to the On-Screen Display (OSD) menu for specific settings and configurations for PIP/PBP modes.

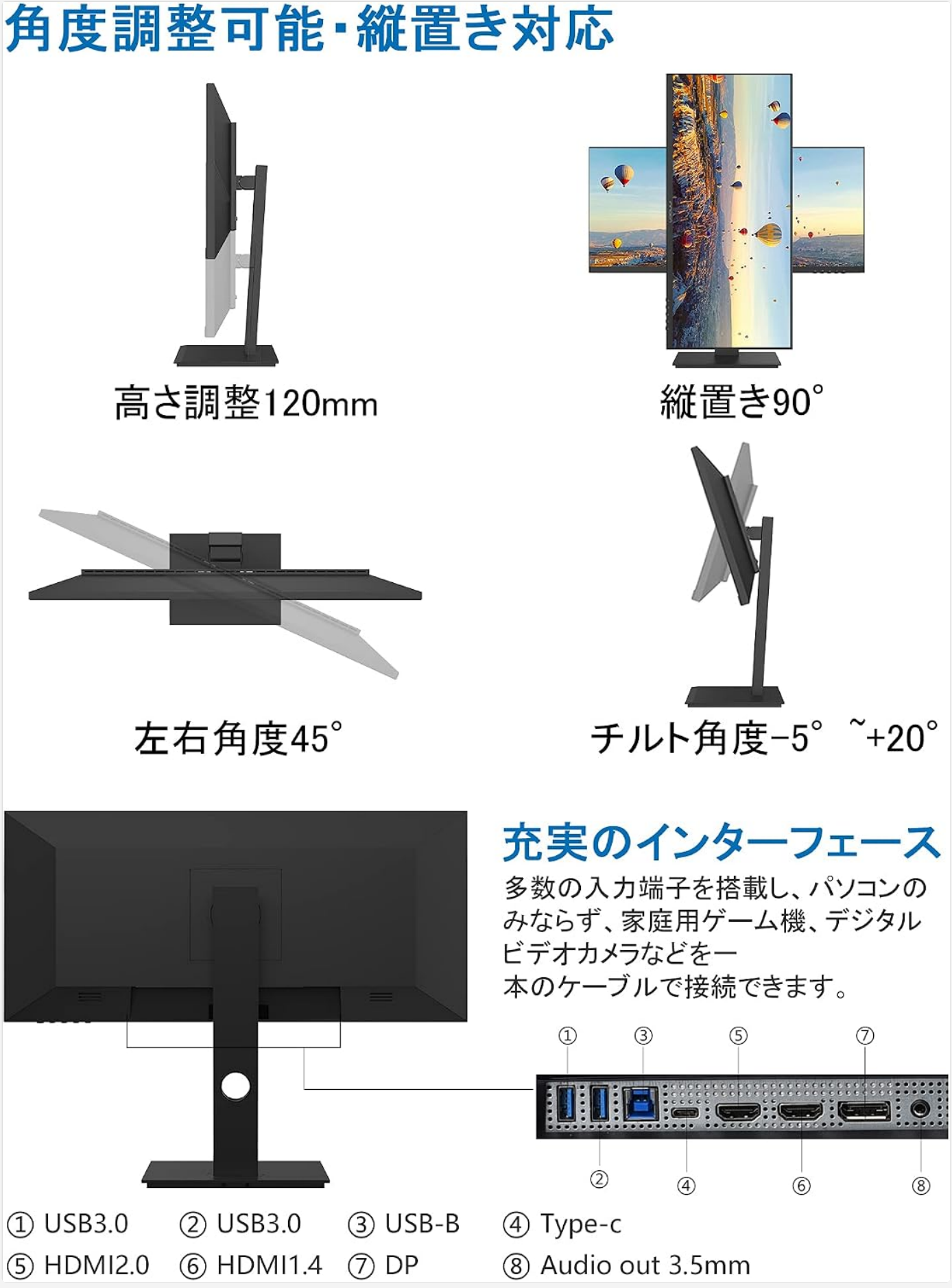


Image 3.4: The monitor illustrating its Picture-by-Picture (PBP) mode, showing two distinct inputs side-by-side, and Picture-in-Picture (PIP) mode, displaying a secondary input in an overlay.

4. Maintenance

To ensure the longevity and optimal performance of your monitor, follow these maintenance guidelines:

- **Cleaning the Screen:** Use a soft, lint-free cloth lightly dampened with water or a specialized screen cleaner. Avoid harsh chemicals or abrasive materials.
- **Cleaning the Casing:** Wipe the monitor casing with a soft, dry cloth.
- **Ventilation:** Ensure the monitor's ventilation openings are not blocked to prevent overheating.
- **Power Off:** Always turn off the monitor and unplug it from the power outlet before cleaning or if it will not be used for an extended period.

5. Troubleshooting

If you encounter issues with your INNOCN WF29-PRO monitor, refer to the following common problems and solutions:

5.1. No Display / Unstable Connection via Type-C (Especially with M1 Macs)

- **Symptom:** Monitor does not display an image, or the connection is unstable when using a Type-C cable, particularly with Apple M1 Mac devices.
- **Possible Cause:** Incomplete compatibility with M1 chip graphics settings, or outdated monitor firmware. Firmware updates often require a Windows PC.
- **Action:**
    1. Ensure your device's Type-C port supports DisplayPort Alternate Mode for video output.
    2. If using a Mac, be aware that firmware updates for the monitor typically require a Windows PC. Contact INNOCN support for the latest firmware and instructions.
    3. If the issue persists, try connecting via HDMI or DisplayPort as an alternative.

5.2. Unstable Type-C Power Delivery / Charging

- **Symptom:** Devices connected via Type-C do not charge reliably or the power delivery is intermittent.
- **Possible Cause:** Incompatibility with the connected device's charging protocol, or an issue with the Type-C cable or monitor's power delivery circuit.
- **Action:**
    1. Verify that your device supports Type-C power delivery and the required wattage (monitor provides up to 65W).
    2. Try a different, certified Type-C cable.
    3. Ensure the monitor's power adapter is securely connected and functioning correctly.

5.3. Monitor Power Cuts Out / Does Not Turn On

- **Symptom:** The monitor repeatedly loses power due to slight vibrations, or it is difficult to turn on, requiring repeated plugging/unplugging of the power cable.
- **Possible Cause:** Loose power connection, faulty power cable, or an internal power issue.
- **Action:**
    1. Ensure the power cable is firmly connected to both the monitor and the power outlet.
    2. Try using a different power outlet.
    3. If possible, test with a different compatible power cable.

4. If the problem persists, it may indicate an initial defect. Contact customer support.

5.4. Initial Defects (e.g., Yellow Lines on Screen)

- **Symptom:** Visible defects on the screen, such as yellow lines, upon initial use.
- **Possible Cause:** Manufacturing defect or shipping damage.
- **Action:** This is likely a hardware issue. Contact INNOCN customer support immediately for warranty service or replacement.

5.5. Support Email Not Delivering

- **Symptom:** Emails sent to customer support addresses bounce back with an error.
- **Possible Cause:** Incorrect email address, server issues, or email filtering.
- **Action:** Double-check the support email address. If the issue persists, try alternative contact methods such as a contact form on the official website or social media channels if available. The provided support email is **service-japan@innocn.com**.

6. Specifications

Brand	INNOCN
Model	WF29-PRO
Manufacturer	Guangxi Century Innovation Display Electronics Co.,Ltd
Screen Size	29 inches
Aspect Ratio	21:9
Resolution	2560 x 1080 pixels (WFHD Ultra Wide 1080p)
Panel Type	ADS Panel
Brightness	350 cd/
HDR Support	Yes
Color Gamut	sRGB, DCI-P3
Connectivity	DisplayPort, HDMI, Type-C (with 65W PD), USB 3.0 (x2), USB-B, Audio Out
Speakers	Built-in
Product Dimensions (W x H x D)	69 x 53.4 x 21.8 cm
Item Weight	9.6 kg

7. Warranty and Support

INNOCN products typically come with a manufacturer's warranty. For specific warranty terms and conditions, please refer to the documentation included with your product or visit the official INNOCN website.
For technical support, troubleshooting assistance, or warranty claims, please contact INNOCN customer service:

- **Email:** service-japan@innocn.com

- **Online Store:** Visit the INNOCN Store on Amazon for product information and support resources.

When contacting support, please have your monitor's model number (WF29-PRO) and serial number ready. The serial number can usually be found on a label on the back of the monitor.

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Name

Anonymous

Email

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

Why did my INNOCN WF29-PRO monitor stop displaying video via USB Type-C after a Windows update, even though connected peripherals like the mouse and keyboard still work?

It is common for Windows updates to occasionally reset display drivers or alter power management settings for USB-C ports. Since your mouse and keyboard (connected via the monitor's hub) are still working, the data...

Read full answer

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