V·I·V·O

DESK-V111VT Controller
Instruction Manual

GET IN TOUCH | Monday-Friday from 7:00am-7:00pm CST

help@vivo-us.com

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309-278-5303

<div style="border: 2px solid black; text-align: center;">

⚠️ WARNING!

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If you do not understand these directions, or if you have any doubts about the safety of the installation, please call a qualified technician. Check carefully to make sure there are no missing or defective parts. Improper installation may cause damage or serious injury. Do not use this product for any purpose that is not explicitly specified in this manual and do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly, or inappropriate use.

⚠️ ELECTRICAL SAFETY INSTRUCTIONS

THIS PRODUCT IS POWERED BY ELECTRICITY. IN ORDER TO AVOID BURNS, FIRE AND ELECTRIC SHOCK, PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.
- DO NOT CLEAN PRODUCT WHILE POWER IS CONNECTED.
- DO NOT DISASSEMBLE OR REPLACE COMPONENTS WHILE POWER IS CONNECTED.
- NEVER OPERATE THE SYSTEM WITH A DAMAGED CORD OR PLUG. PLEASE CONTACT YOUR SELLER TO REPLACE DAMAGED PARTS.
- NEVER OPERATE SYSTEM IN DAMP ENVIRONMENTS OR IF ANY ELECTRICAL COMPONENTS HAVE MADE CONTACT WITH LIQUIDS.
- ALTERATIONS OF THE GIVEN POWER UNIT ARE NOT ALLOWED.
- OUTDOOR USE IS PROHIBITED.

OPERATING CONTROL PANEL

OPERATING INSTRUCTIONS: When the system is powered on, the existing desktop height will appear on the control panel.

Upward and Downward Movement
Press and hold the up or down arrow until the desk reaches the desired height.

Memory Mode
To store a certain height in the controller's memory, first press "M" (do not hold). The display will begin flashing. Now press "1", "2", "3" or "4" within five seconds to store the current height in memory. Each number can store a different height. Once in memory, you can recall any of the four height settings by pressing the corresponding button. Touching any button will stop the automatic adjustment.

Power-Saving Mode
When no actions are made for over 2 minutes, the system will enter power-saving mode. Touch any button to enter operating mode.

Function Mode
Press and hold the "M" button for 3 seconds, or until "S - -" begins flashing on the display. Press "M" again to enter Function mode. Within function mode, use the up and down buttons to scroll through settings, and use the "M" button to select options. If no action is taken for 20 seconds, the desk will return to operating mode.

- **Change Displayed Unit (Un):** Press the up or down buttons until the display shows "Un", and press "M" to select. Press up or down to select "SI" (metric) or "In" (imperial). Press "M" to save the setting.
- **Change Brightness (br):** Press the up or down buttons until the display shows "br", and press "M" to select. Press up or down to select Low (L), Normal (n) or High (H) brightness. Press "M" to save the setting.
- **Beeper (bEE):** Press the up or down buttons until the display shows "bEE", and press "M" to select. Press up or down to select "OFF" or "On". Press "M" to save the setting.
- **Collision Force Detection (CF):** Press the up or down buttons until the display shows "CF", and press "M" to select. Press up or down to select "OFF", Low (L), Normal (n) or Heavy (H) collision force detection. Press "M" to save the setting.
- **Set Height Limit (SH):** Press the up or down buttons until the display shows "SH", and press "M" to select. Press up or down to select Original Height (O), Low (L) or High (H). Press "M" to select the adjustment setting.
  - **-Original:** Press the up or down buttons until the displayed height matches the height of the desk surface, then press "M" to save the setting. For accuracy, this adjustment should be made with the desk lowered to the minimum height (60cm/23.6"). The maximum adjustment is 80cm/31.6".
  - **-Low:** Press the up or down buttons to set the low limit of the desk, then press "M" to save the setting. The minimum height cannot be adjusted lower than the desk's minimum 60cm/23.6" height.
  - **-High:** Press the up or down buttons to set the high limit of the desk, then press "M" to save the setting. The maximum height cannot be adjusted higher than the desk's maximum 125cm/49.2" height.

- **Display Serial Number (SN):** Press the up or down buttons until the display shows "SN", and press "M" to select. The serial number will slowly scroll through in a repeating XXX-XX-XX format. Press any button to return to operating mode.
- **Demo Mode (dE):** Press the up or down buttons until the display shows "dE", press "M" to select, then enter password "11111" to unlock. Press up or down to select "OFF", "S1", "S2", "S3" or "S4".

Press "M" to save the setting.

OFF: Turn Demo Mode off.

S1: Run for 2 minutes, then rest for 18 minutes.

S2: Cycle every 4 minutes.

S3: Cycle every 6 minutes.

S4: Cycle every 10 minutes.

Reset Mode

While the unit is powered on, press the down arrow until the desk moves to the fully lowered position. Press and hold the down arrow for 5 seconds to enter reset mode. Continue to hold the button until the desk is fully lowered, then release. The desk will then return to operating mode.

TROUBLESHOOTING

Error Code	Description/Resolution
HOT	Heat Warning: Allow desk to rest for 18 minutes.
E10	Motor connection fault: Disconnect desk power, disconnect the motor, reconnect the motor, then reconnect power
E20	Desk overload: Unplug desk for 10 seconds then reconnect to power.
E02	Obstacle protection. Desk will automatically move back 4cm after collision.
E31	Under-voltage (power brown out). Will clear automatically when line power is corrected.
E32	Over-voltage (power surge). Will clear automatically when line power is corrected.

NOTES

- **Self-protection function:** The unit will enter a protective mode should the system operate continuously in excess of 2 minutes with "HOT" on the controller display. The system will return to normal operation after approximately 18 minutes.
- Do NOT remove or reconnect power to reset the unit when in a protective or "HOT" state, as this may damage the electronics.

⚠ CAUTION!

Keep monitor and laptop base fully on the desktop.

Follow the cable routing instructions to avoid the potential to pinch cables.

Leave enough slack in cable to allow for full range of vertical motion (15" / 38 cm).

Raise desktop slowly to keep items stable.

Failure to follow these instructions may result in property damage and/or personal injury.

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LAST UPDATED: 11/13/2020
REV1

Open **Monday - Friday 7:00am - 7:00pm** CST,
our dedicated support team can offer immediate assistance with rapid response times. If any
parts are received damaged or defective, please contact us. We are happy to replace parts to
ensure you have a fully functioning product.

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AVG. RESPONSE TIME *(within office hrs)*: **1HR 8M**
- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr

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AVG. RESOLUTION TIME *(within office hrs)*: **< 15 M**

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AVG. RESOLUTION TIME *(within office hrs)*: **5M 4S**