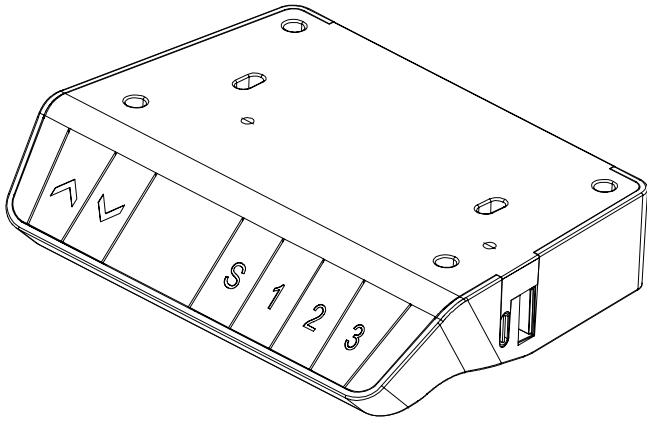




Electric Dual Motor Desk Frame Controller Instruction Manual



SKU: DESK-V122EB/EW



Scan the QR code with your mobile device or follow the link for helpful videos and specifications related to this product.

<https://vivo-us.com/products/desk-v122eb>

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



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309-278-5303

WARNING!

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. ***PLEASE NOTE:** The controller features an internal gyroscope sensor and MUST be attached to the desk to operate properly.

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, press the "S" button until the LED screen flashes, then press "1", "2", or "3" within six seconds to store the current height in memory. Each number can store a different height. Once in memory, you can recall any of the three height settings by pressing the corresponding button. Touching any button will stop the automatic adjustment.

Function Mode

Press and hold the "S" button for 3 seconds, or until "S -" begins flashing on the display. Press "S" again to enter Function mode. Within function mode, use the up and down buttons to scroll through settings, and use the "S" 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 "S" to select. Press up or down to select "SI" (metric) or "In" (imperial). Press "S" to save the setting.
- **Change Brightness (br):** Press the up or down buttons until the display shows "br", and press "S" to select. Press up or down to select Low (L), Normal (n) or High (H) brightness. Press "S" to save the setting.
- **Collision Force Detection (CF):** Press the up or down buttons until the display shows "CF", and press "S" to select. Press up or down to select "OFF", Low (L), Normal (n) or Heavy (H) collision force detection. Hold "S" for 2 seconds to save the setting.

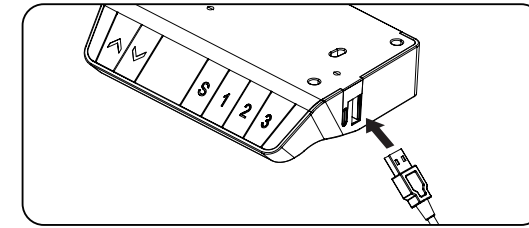
Reset Mode

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 or until "rES" is displayed to enter reset mode. The desk will move down to the lowest possible height and then move back up slightly. The desk will then return to operating mode.

USB CHARGING

USB-A and USB-C device charging is available on the side of the control panel.

- USB-A Output: 5V/2A
- USB-C Output: 5V/2A



TROUBLESHOOTING

***PLEASE NOTE:** The controller has a gyroscope sensor and MUST be fixed to the desk for correct operation.

Error Code	Description/Resolution
HOT	Heat Warning: Warning will show when motor has been in continuous use for 2 minutes. Allow desk to rest for at least 18 minutes before adjusting height again.
E10	Motor Connection Error: Indicates the motor sense cannot be detected. Disconnect desk power and cable from controller. Then reconnect the cables and restore power. Error should clear.
E20	Desk Overload: Desk load is too heavy for motor to operate. Unplug desk for 10 seconds, remove heavy items, reconnect to power, and try again.
E02	Rebound Protection: Code appears when collision has occurred. Desk will automatically move back 4cm after collision. Check for collision and clear if needed. Follow Reset instructions.
E31	Under-Voltage: Voltage is less than required. Unplug desk, check connections between desk and controller, and reconnect power. Error should clear when connections are made successfully. Will clear automatically when line power is corrected.
E32	Over-Voltage: Voltage is more than required. Unplug desk, check connections between desk and controller, and reconnect power. Error should clear when connections are made successfully. Will clear automatically when line power is corrected.
E60	Uneven Desk Leg Height: Desk legs are uneven. Power off desk and ensure legs are even with each other. If not level, power desk back on and perform reset process.

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.



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.



309-278-5303

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



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



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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