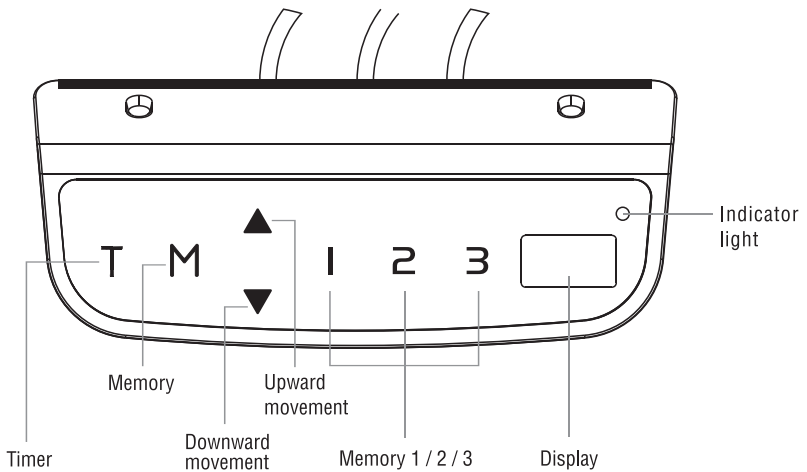


STAND-E-102A Control Panel

Instruction Manual



SKU: STAND-E-102A Control Panel



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/stand-e-102a>

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

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 THE CONTROL PANEL

OPERATING INSTRUCTIONS: When the system is powered on, you will hear a beep and the existing frame height will be displayed on the control panel. Check that the frame height is between 39-52cm. If the height reads over 73cm, or "ER3" is displayed, press and hold "M" for two seconds to cycle back to the stand height display.

Note: If the control panel is used for the first time, please follow the reset process below before any further operation.

Reset Mode

When the monitor stand height display is incorrect, run it to the highest point 52.0cm and then lowest point 39.0cm, the monitor stand will self-adjust the height level.

Upward and Downward Movement

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

Timed Reminder Mode

To set the timer, press "T". The display will flash "0.5h" representing 30 minutes. Press "T" repeatedly to increase 0.5 hours at a time. The maximum timer setting is 2 hours. The timer is set when the display stops flashing and the indicator light in the top right corner of the controller is on. When the timer has reached the set time, three beeps will sound reminding the user to adjust the working position. Once the timer setting has expired, the unit's timer is canceled. To deactivate the timer, press "T" five times or until the current height is displayed and the indicator light in the upper right corner is turned off.

Memory Mode

To store a device height in the control panel's memory, first press "M". "S-" will be displayed. Now press "1", "2", or "3" within five seconds to store the current device height in memory. Shift Device Display and repeat to set second device to the same memory. Each number can store a different height. Once desired memories are set, you can recall any of the three height settings by pressing the corresponding number button. Touching any button will stop the automatic adjustment.

Shift Device Display

Hold "M" button for 2 seconds to shift device display. The stand height displays 39.0cm-52.0cm. The desk frame height displays 73.0cm-123cm if a compatible frame is connected.

Switch the Display from Centimeter to Inch

The preset measurement shown on the display is cm. If you would like to change cm to inch, restart the system by unplugging for at least 5 seconds and plug back in, then press "T" for at least 3 seconds. The control panel will beep twice (beeps twice if changing to inch, and beeps once changing to cm) and change the displayed unit. Repeat to switch back from inch to cm.

Sleep Mode

After resting for 1 minute, the screen will turn off to prevent accidental operation. Touch the screen to exit sleep mode and operate the desk.

TROUBLESHOOTING

Error Code Description/Resolution

- | | |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ER3 | Desk Frame Connection Fault. Press "M" for 2 seconds to cycle back to the stand height display. This is normal if a compatible frame is not paired with the electric stand. |
| ER6 | Connection error between control panel and electric monitor arm cable. Reconnect the USB cable and the connector. Ensure the USB cable is being routed away from the cable sleeve and outside the cable clip to avoid any interference. |



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