

Electric Single Ultrawide Monitor Desk Mount

SKU: STAND-E-149

Instruction Manual

Assembly Video & Product Info
www.vivo-us.com/products/stand-e-149



Contact Us First!

DO NOT RETURN ITEM

Our friendly product support team is here to help!



PERSONABLE CUSTOMER SUPPORT

7AM - 7PM

Monday-Friday



Give us a Call:
309-278-5303



Chat Us:
www.vivo-us.com



Email Us:
help@vivo-us.com

We're Here for You!

Our customer-minded support team is here for YOU,

Monday-Friday 7am-7pm CST.

We offer immediate assistance with rapid response times from customer service agents and product technicians to help you every step of the way!



Missing a Part?

If any parts are received damaged / defective OR you are missing a part, please reach out to us ***within 30 days of product delivery to have it replaced at no cost.***

We are happy to replace parts to ensure you have a fully functioning product

⚠ CAUTION! ⚠

If you do not understand these directions, or if you have any doubts about the safety of the installation, please contact our product support team at 309-278-5303 or help@vivo-us.com for further assistance. 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. Do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly or inappropriate use.



WARNING: CHOKING HAZARD

SMALL PARTS - NOT FOR CHILDREN UNDER 3 YEARS. ADULT SUPERVISION IS REQUIRED.



DO NOT EXCEED WEIGHT CAPACITY

FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.



ELECTRICAL SAFETY INSTRUCTIONS

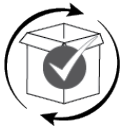
THIS PRODUCT IS POWERED BY ELECTRICITY. IN ORDER TO AVOID BURNS, FIRE AND ELECTRIC SHOCK, PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

- 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.



Product Warranty

For the most up to date details on your product's warranty, please visit the product's listing on our website or reach out to customer support. vivo-us.com/products/stand-e-149



Returns | Product Didn't Work Out?

We offer a hassle-free 30 day return on all products. Contact customer support at 309-278-5303 or help@vivo-us.com. Please note: For items ordered in error or no longer needed, the return shipping charges will be at the buyer's expense.

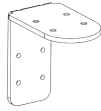
Package Contents



A (x1)
Electric Stand



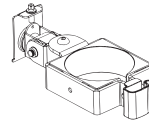
B (x1)
Lower Clamp
Bracket



C (x1)
Upper Clamp
Bracket



D (x1)
Clamp Cable Clip



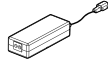
E (x1)
Arm Bracket



F (x1)
VESA Plate



G (x1)
Cable Sleeve



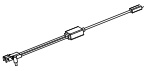
H (x1)
AC Adapter



I (x1)
Power Cable



J (x1)
Control Panel



K (x1)
Power Cable



L (x1)
Large Pad



M (x2)
Small Pad



N (x2)
Cable Clip

Included Hardware & Tools



S-A (x4)
M6x12mm
Screw



S-B (x1)
Screw Cap



S-C (x1)
M3x8mm
Screw



S-D (x2)
ST3.5x18mm
Screw



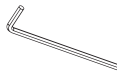
M-A (x4)
M4x12mm
Screw



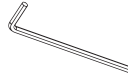
M-B (x4)
M5x12mm
Screw



M-C (x4)
M5 Washer



T-A (x1)
4mm Allen
Wrench

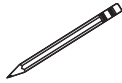


T-B (x1)
6mm Allen
Wrench

Tools Needed:



**Phillips
Screwdriver**



Pencil



Scissors



Drill

Weight Capacity:

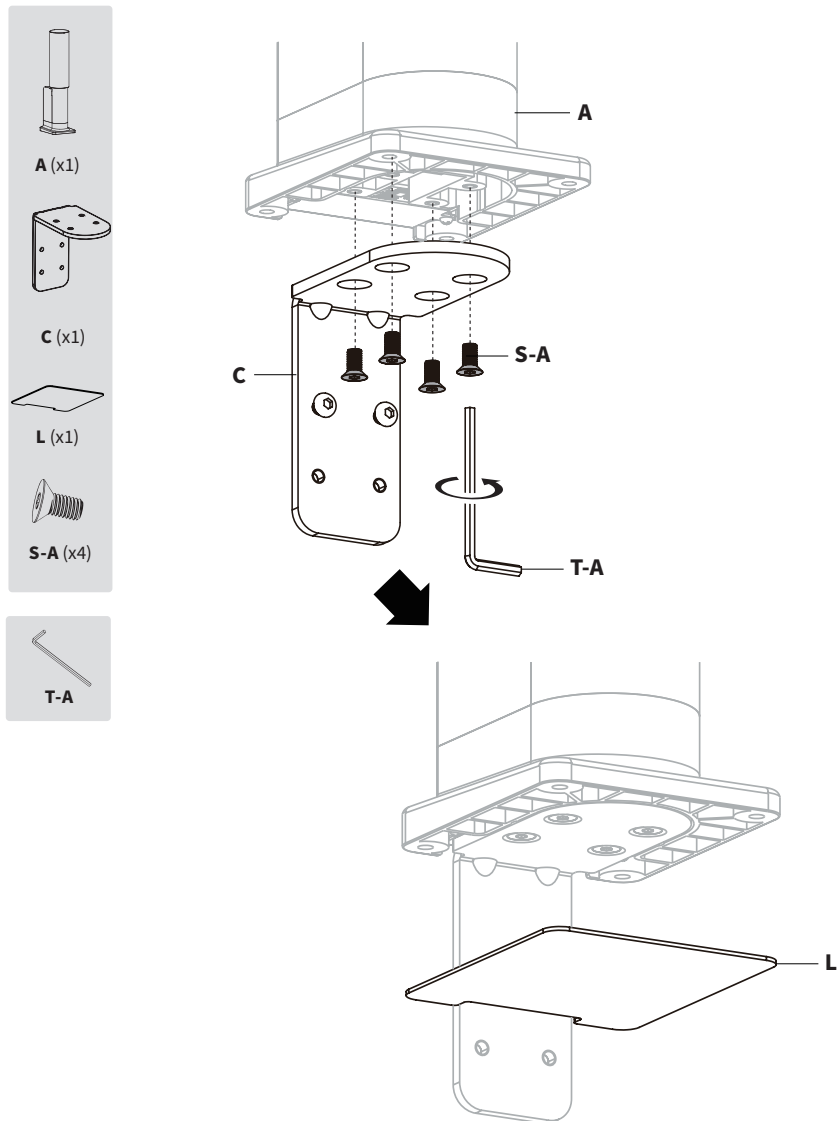


ASSEMBLY STEPS

STEP 1

SECURE CLAMP BRACKET

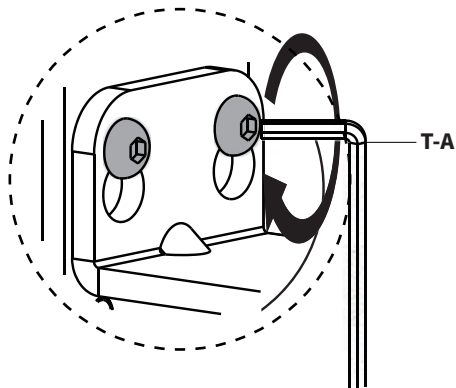
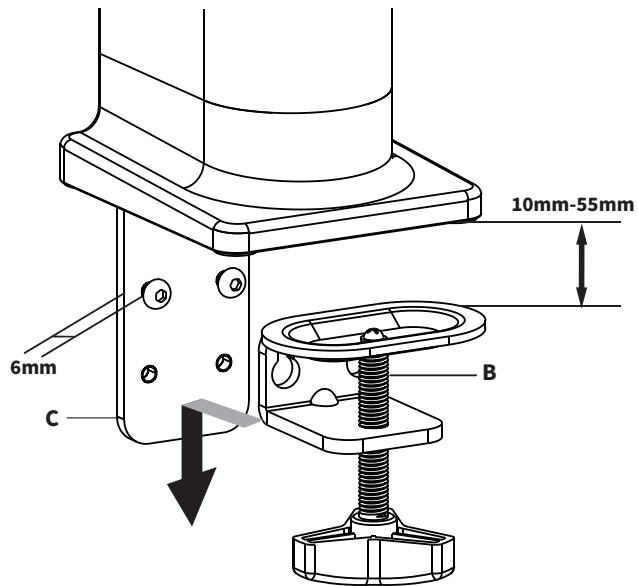
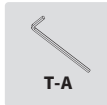
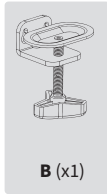
Attach Upper Clamp Bracket (C) to the bottom of the Electric Stand (A) using M6x12mm Screws (S-A) and 4mm Allen Wrench (T-A). Remove protective film from Large Pad (L) then attach it to the bottom of the stand.



STEP 2**A. DESKTOPS 10-55mm (0.40"-2.15")****FOR DESKTOPS 10-55mm (0.40"-2.15")**

Align the key slots on Lower Clamp Bracket **(B)** with the screws on Upper Clamp Bracket **(C)**.

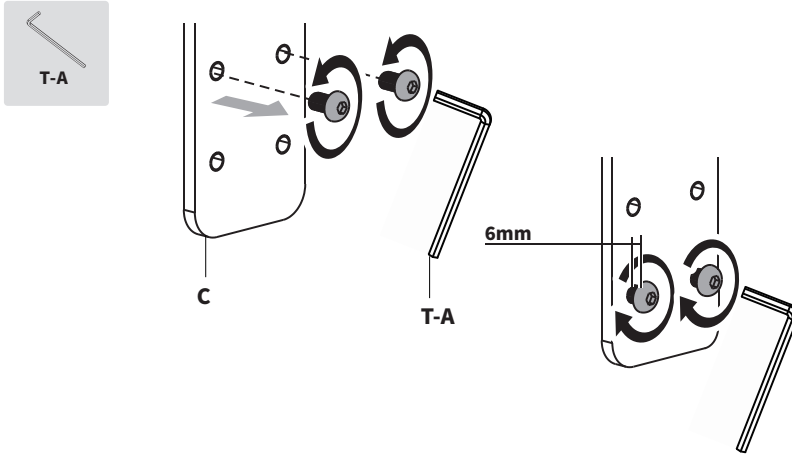
Pull Lower Clamp Bracket **(B)** down and lock the screws on Upper Clamp Bracket **(C)** in place with the 4mm Allen Wrench **(T-A)**.



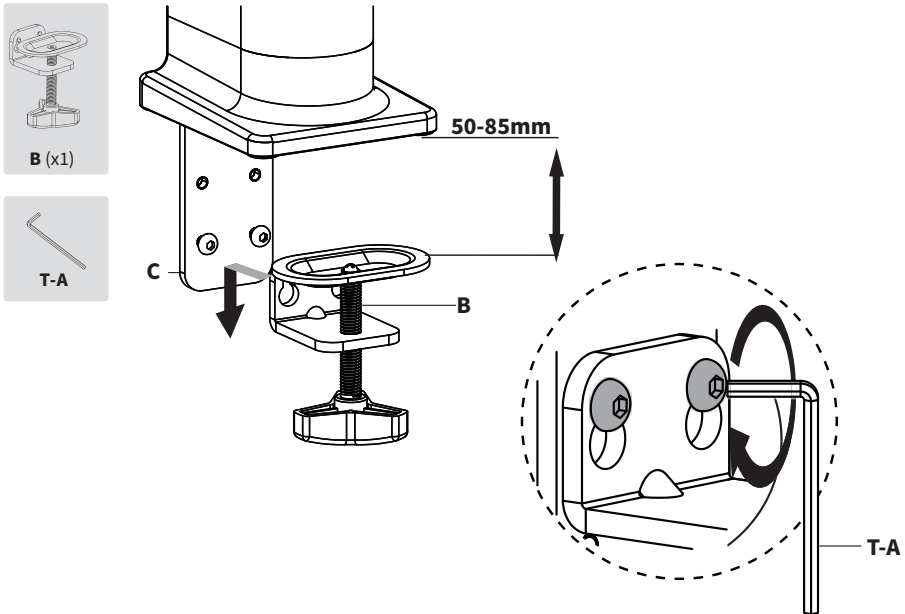
**PROCEED
TO STEP 3**

STEP 2**B. DESKTOPS 50-85mm (2"-3.35")****FOR DESKTOPS 50-85mm (2"-3.35")**

Remove the screws on Upper Clamp Bracket (C) and reassemble them into the lower set of holes using 4mm Allen Wrench (T-A).



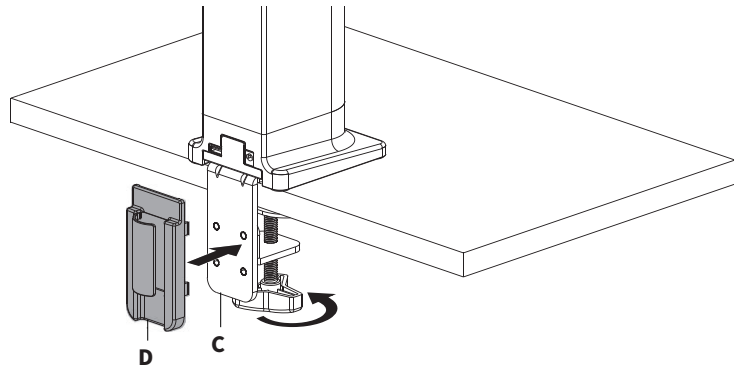
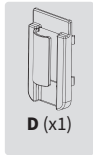
Align the key slots on Lower Clamp Bracket (B) with the screws on Upper Clamp Bracket (C). Pull Lower Clamp Bracket (B) down and lock the screws on Upper Clamp Bracket (C) in place with the 4mm Allen Wrench (T-A).



STEP 3

SECURE CLAMP TO DESKTOP

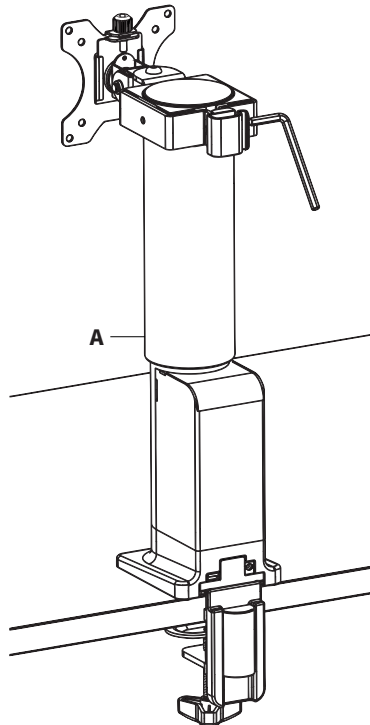
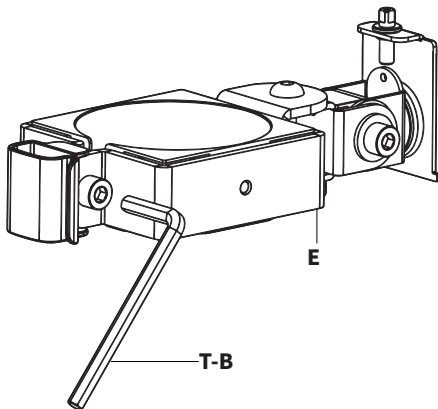
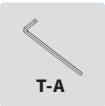
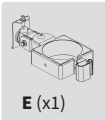
Clamp the stand assembly onto desk and press the Clamp Cable Clip (**D**) onto Upper Clamp Bracket (**C**).



STEP 4

ATTACH ARM BRACKET

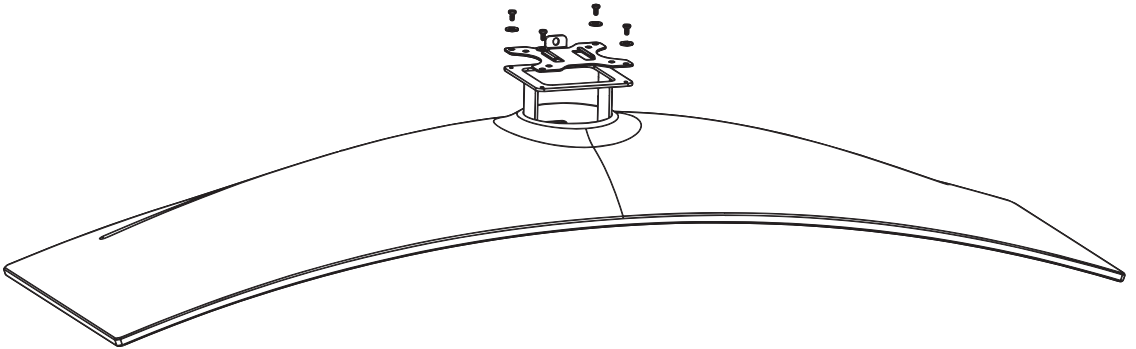
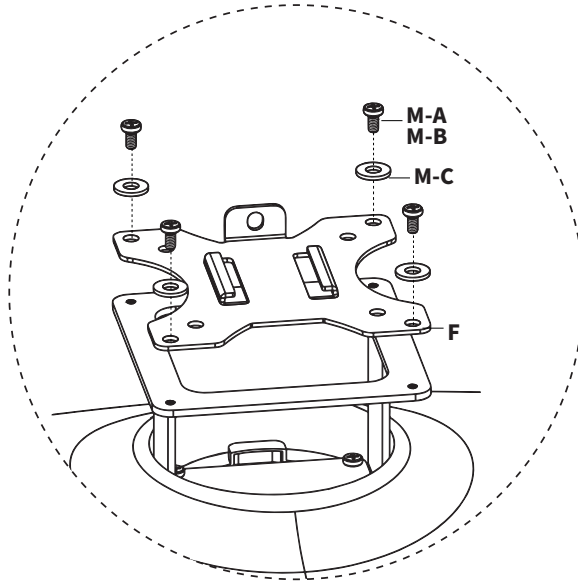
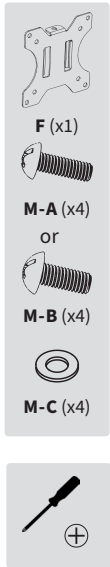
Partially loosen the screw on side of Arm Bracket (**E**) using 6mm Allen Wrench (**T-B**). Slide Arm Bracket onto the post of Electric Stand (**A**) and secure using 6mm Allen Wrench.



STEP 5

CONNECT VESA PLATE TO MONITOR

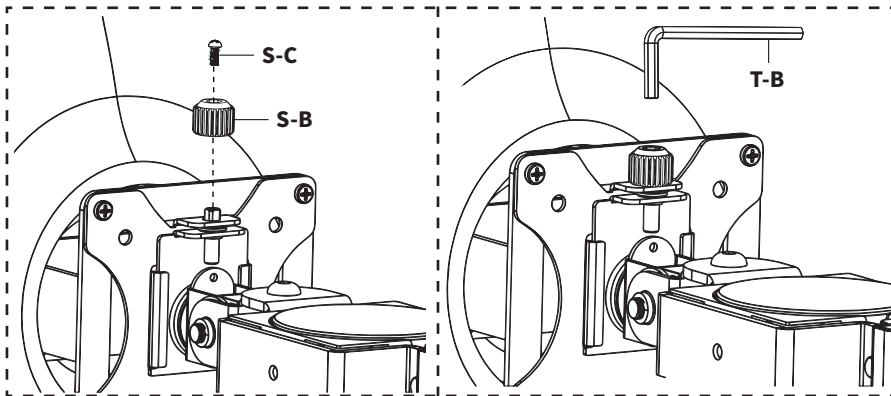
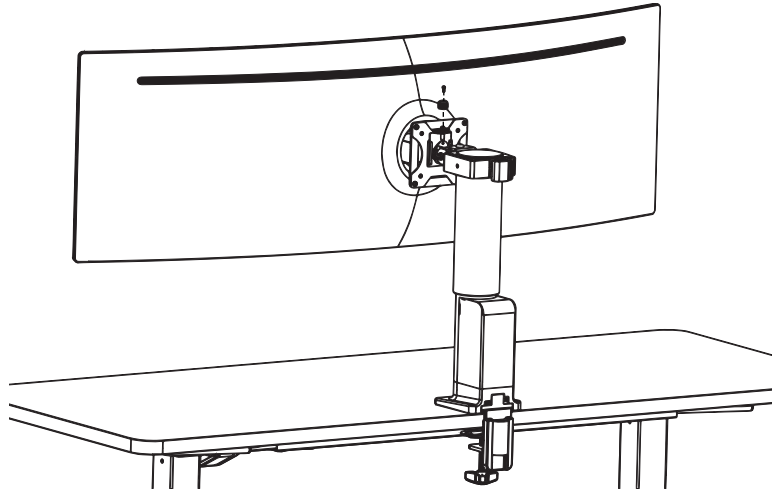
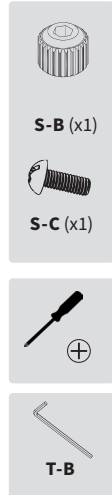
Attach VESA Bracket (E) to the monitor using either M4x12mm (M-A) or M5x12mm Screw (M-B) and Washers (M-C) along with a Phillips Screwdriver.



STEP 6

SECURE MONITOR ON STAND

Slide the monitor onto tilt joint of the Arm Bracket (E) and lock VESA Plate (F) in place using Screw Cap (S-B), M3x8mm Screw (S-C) and a Phillips Screwdriver. Adjust monitor height alignment by turning Screw Cap by hand or using 6mm Allen Wrench (T-B).



STEP 7



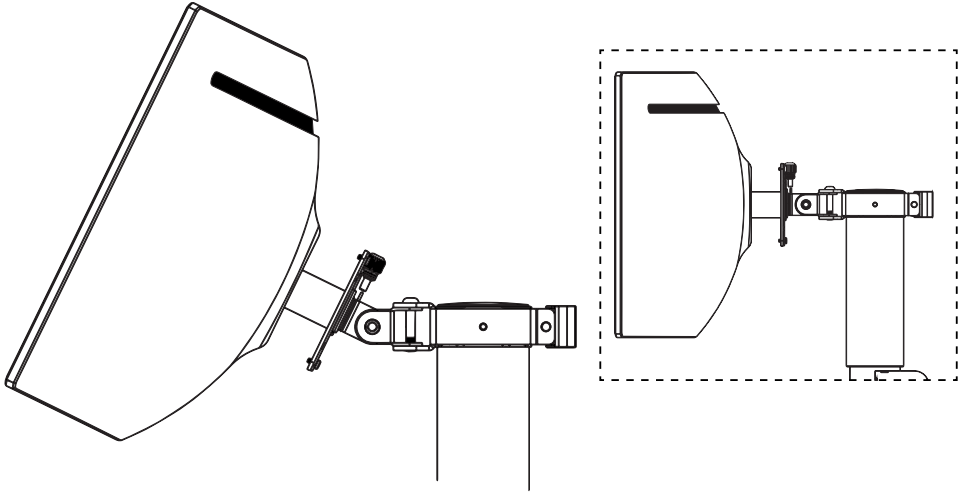
WARNING



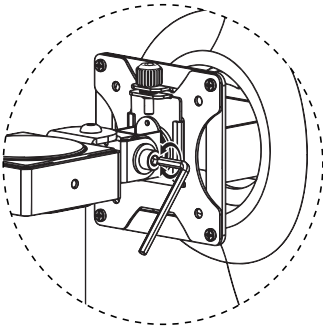
Large monitors can be very difficult to adjust by yourself. Please use caution and have someone assist you with adjusting your monitor to avoid possible damage or injury.

ADJUST TILT JOINT

The tilt-joint has been pre-tightened and larger monitors may tilt upward when mounted. Slowly adjust the monitor angle downward by hand until it is at your desired angle.

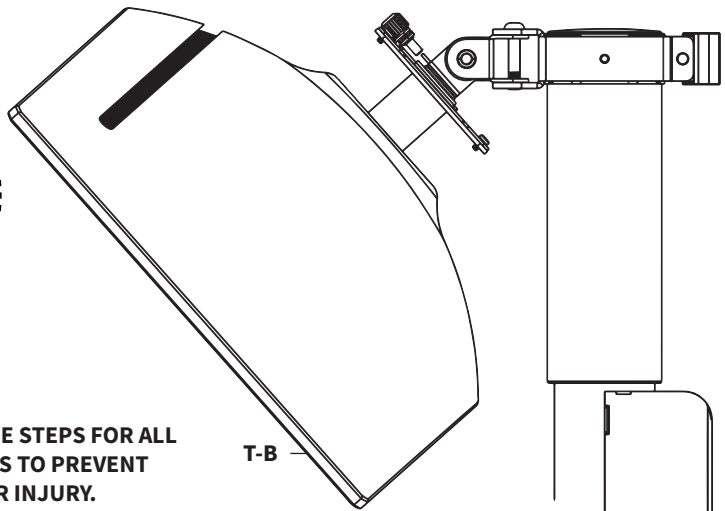


If you go past your desired angle and want to adjust the monitor angle upward, use 6mm Allen Wrench (**T-B**) to loosen the tilt-joint then adjust monitor to desired angle and retighten the tilt-joint.



PLEASE FOLLOW THESE STEPS FOR ALL FUTURE ADJUSTMENTS TO PREVENT POSSIBLE DAMAGE OR INJURY.

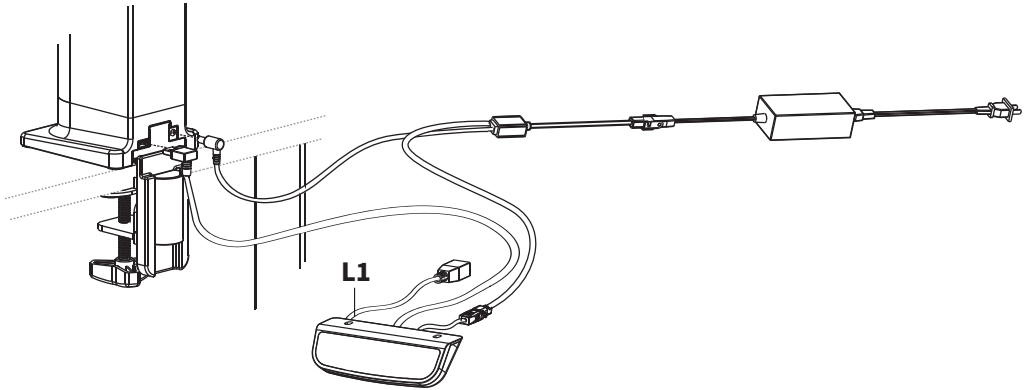
T-B



STEP 8

CONNECT POWER

Connect cables between Electric Stand (**A**), Control Panel (**L**), Splitter Cable (**M**), AC Adapter (**J**), and Power Cable (**K**) as shown below.

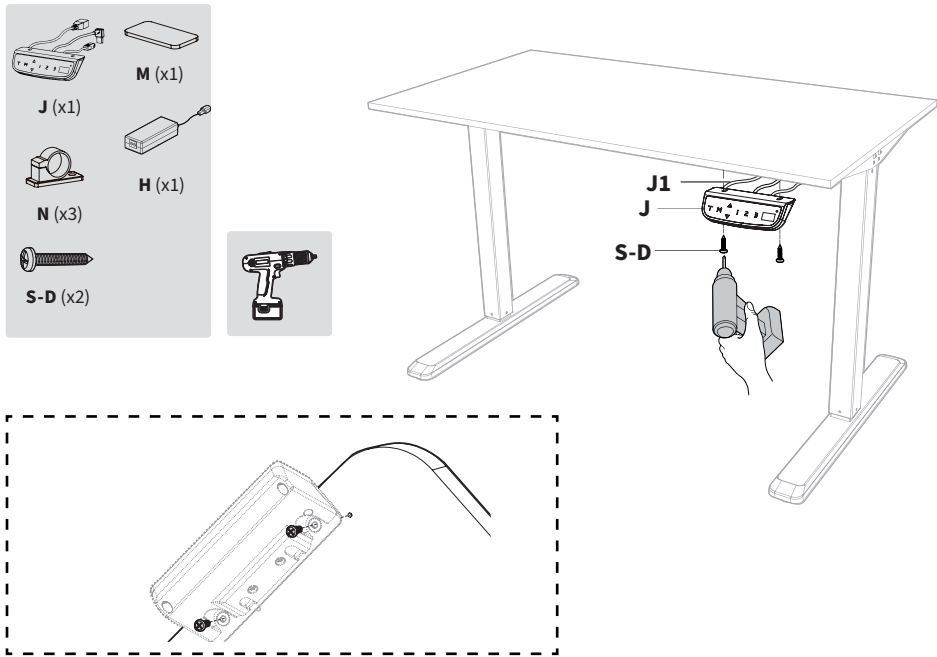


Note: Extra Cable (L1) relates to a feature not available on this product and is left unconnected. For more information, please contact Product Support at 309-278-5303 or help@vivo-us.com.

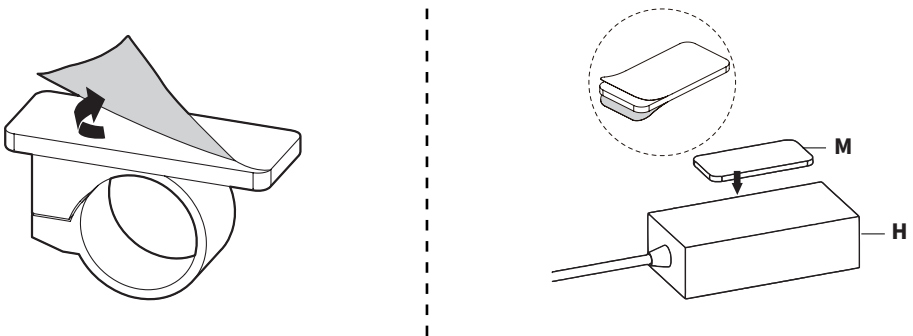
STEP 9

CONNECT CONTROL PANEL TO DESKTOP

Attach the Control Panel (**J**) to the underside of the desktop using ST3.5x18mm Screws (**S-D**) as shown. Remove protective film from Cable Clip (**N**) and secure the Extra Cable (**J1**) to the desktop.



If desired, attach AC Adapter (**H**) to desktop using Small Pad (**M**), making sure the protective film is removed.



STEP 10

SETUP PROCEDURE

The stand will now be setup for electric height adjustments.

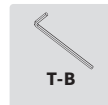
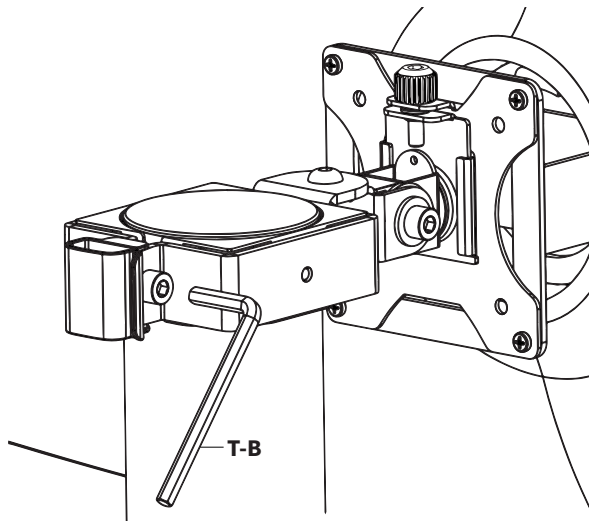
1. Set Device Display: Press and hold the “M” button on Control Panel for 2 seconds. The screen should display 39.0cm. If the display shows 73.0cm, press and hold the “M” button for 2 seconds again. *Note: the 73.0 corresponds to a feature not available on this product.*

2. Adjust Desk Height (if applicable): If you are using a height adjustable desk, move your desk to a comfortable sitting height. It is recommended to follow general ergonomic guidelines for working posture while considering your desk frame height.

3. Calibrate Lift: Press and hold ▲ on the Control Panel and bring the stand up to it’s highest point (52.0 on screen), then press and hold ▼. The stand will return back to it’s lowest setting (39.0) and then move back up slightly.

3. Set Sitting Height: Loosen Arm Bracket (E) using 6mm Allen Wrench (T-B). Manually adjust the Bracket along pole until the top of the monitor screen is at eye level while in your normal sitting position. In some cases, the Bracket may be positioned at the very top or the very bottom of the electric stand post respectively. Re-tighten the arm bracket screw to secure the arm assembly in this position.

4. Save Sitting Height: Press the M key and “S-” will be displayed on screen. Now press the 1 key within five seconds to save your preferred sitting height. This can be adjusted later if desired. Please refer to Control Panel instructions on Page 19.



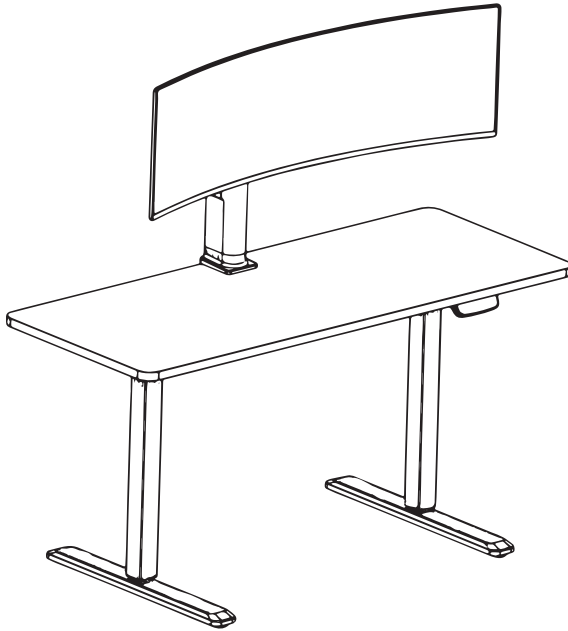
? “Why do I have to set the monitor manually first?”

Because a comfortable viewing height is 3-4” higher when you are standing, the sitting height of your monitor is initially set manually. This allows the motorized adjustment to be more personalized when adjusting for standing height. Going forward, the monitor can be set electrically for both sitting and standing.

STEP 11

SETTING VIEWING HEIGHT FOR STANDING

Set your height adjustable to a comfortable standing position. Then press ▲ on Control Panel to adjust the monitor to a comfortable ergonomic viewing height while standing. Press the **M** and “**S-**” will be displayed. Now press the **2** key within five seconds to save your preferred standing height.

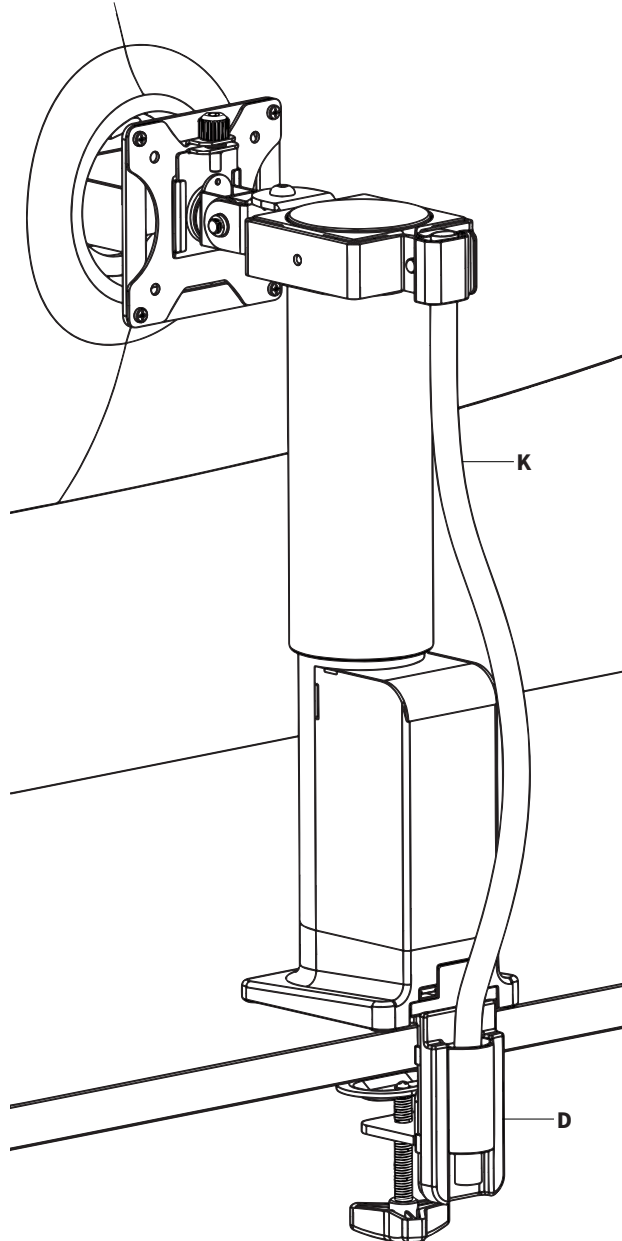
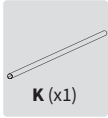


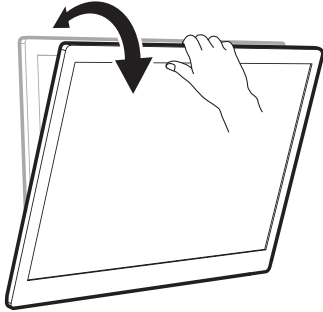
Repeat this process to store a third working posture in memory setting **3** if desired. This can be adjusted later if needed. Please refer to Control Panel instructions on Page 19.

STEP 12

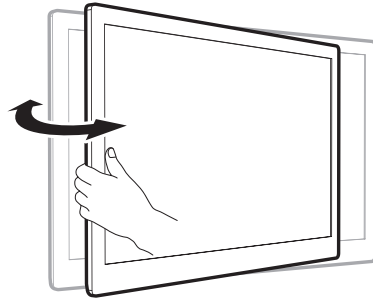
ROUTE CABLES

Route cables through Cable Sleeve (**K**). Make sure there is enough slack in the cables and sleeve when the electric stand is at its tallest height. Run Cable Sleeve down the back of the stand and secure into Clamp Cable Clip (**D**).

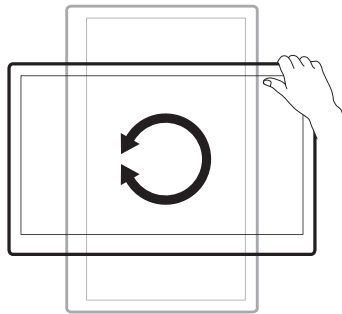




+90° to -90° Tilt



360° Swivel

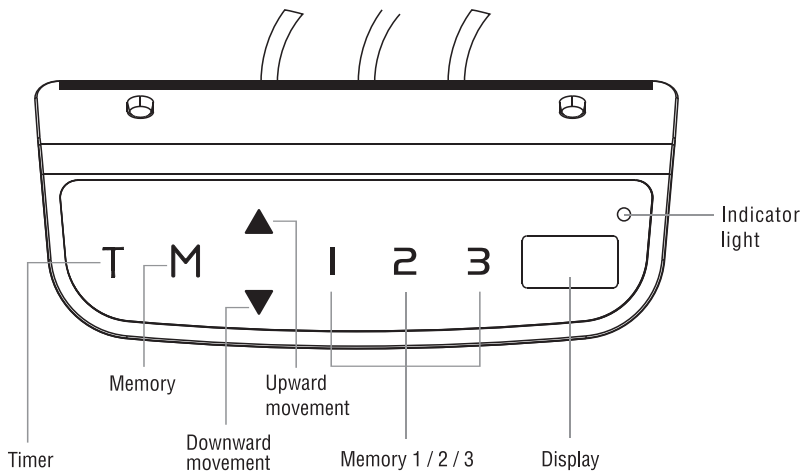


360° Rotation



! WARNING !

Large monitors can be very difficult to adjust by yourself.
Please use caution and have someone assist you with
adjusting your monitor to avoid possible damage or injury.



UPWARD AND DOWNWARD MOVEMENT

Press and hold the ▲ or ▼ until the monitor reaches the desired height.

MEMORY PRESETS

The control panel features 3 memory presets that allow you to save a height setting to easily return to it.

1. Press **M** and “S-” will be displayed.
2. Press **1**, **2**, or **3** within five seconds to store the current device height in 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.

RESET PROCESS

If screen display height does not match the monitor height, a reset can be performed. Press and hold ▲ on the Control Panel and bring the stand up to it's highest point (52.0 on screen), then press and hold ▼. The stand will return back it it's lowest setting (39.0) and then move back up slightly.

TIMED REMINDER MODE

Set a timer to remind you to transition from sitting to standing or vice versa.

1. Press **T** and the screen will flash “0.5h” representing 30 minutes.
2. 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.

3. 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.

SLEEP MODE

Sleep mode turns off the screen display after 1 minute, helping to prevent accidental operation. To exit, simply touch the screen and the control panel will awake.

SWITCH THE DISPLAY FROM CENTIMETER TO INCH

The control panel is set to CM by default. To switch it to Inch, follow these steps.

1. Restart the system by unplugging the unit for at least 5 seconds, then plug it back in.
2. Press and hold **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.

TROUBLESHOOTING

Error Code Description/Resolution

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.
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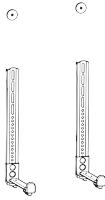
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We offer a wide array of home & office products to fit your needs. From height adjustable desks to monitor mounts to keyboard trays and more!



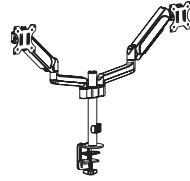
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CABLE MANAGEMENT

From single monitor mounts to hex mount, grommet or clamp-ons, we've got a mounting solution for your setup.



MONITOR MOUNTS

From single monitor mounts to hex mount, grommet or clamp-ons, we've got a mounting solution for your setup.



WHO WE ARE



VIVO is more than a brand of ergonomic office furniture. We are a team of creative and innovative individuals working together to offer high quality, affordable ergonomic solutions. We think and work outside of the box to serve you, our customer, to the best of our ability.



Need Assistance?

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Call Us: **309-278-5303**

Average Resolution Time: **5m 4s**



Chat Us: **www.vivo-us.com**

Average Resolution Time: **< 15m**



Email Us: **help@vivo-us.com**

Average Resolution Time: **1HR 8M**

23% within < 15m

38% within < 30m

61% within < 1hr

83% within < 2hr

92% within < 3hr



Need Help? Get In Touch

Monday-Friday from 7:00am-7:00pm CST



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