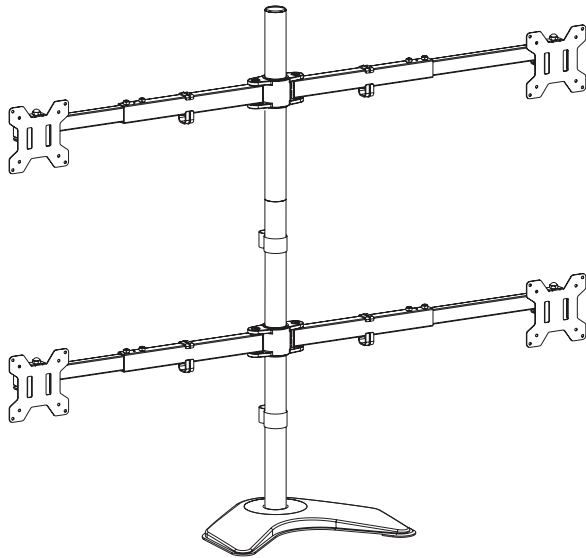




Telescoping Quad Monitor Desk Mount

Instruction Manual



SKU: STAND-TS38B-4



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-ts38b-4>

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



help@vivo-us.com



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Chat live with an agent!



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. Do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly or inappropriate use.

TIPOVER WARNING

SERIOUS OR FATAL CRUSHING INJURIES CAN OCCUR FROM TIPOVER. TO HELP PREVENT TIPOVER:

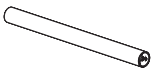
- **TO PREVENT TIPPING, PLEASE BE CAREFUL NOT TO EXTEND THE ARMS TOO FAR FORWARD OR BACKWARD.**
- NEVER ALLOW CHILDREN TO CLIMB, STAND, HANG, OR PLAY ON ANY PART OF MONITOR OR STAND.
- USE TIPOVER RESTRAINT OR ANCHOR STAND TO WALL

USE OF TIPOVER RESTRAINTS MAY ONLY REDUCE, BUT NOT ELIMINATE RISK OF TIPOVER.

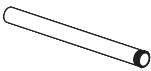
WARNING: CHOKING HAZARD

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

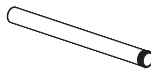
PACKAGE CONTENTS



A (x1)
Bottom Pole



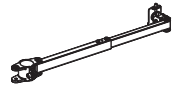
B (x1)
Middle Pole



C (x1)
Top Pole With Cap



D (x1)
Base



E (x2)
Arm with Pole
Collar



F (x2)
Arm



G (x4)
VESA Plate



H (x2)
Pole Cable Clip



I (x4)
Arm Cable Clip



S-A (x3)
M5x16mm Screw



S-B (x2)
M8x42mm Screw



S-C (x4)
M6 Cap Nut



M-A (x16)
M4x12mm Thumbscrew



M-B (x16)
M4x30mm Screw



M-C (x16)
M4 Spacer



T-A (x1)
3mm Allen Wrench



T-B (x1)
5mm Allen Wrench



T-C (x1)
6mm Allen Wrench

TOOLS NEEDED

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED



**Phillips
Screwdriver**

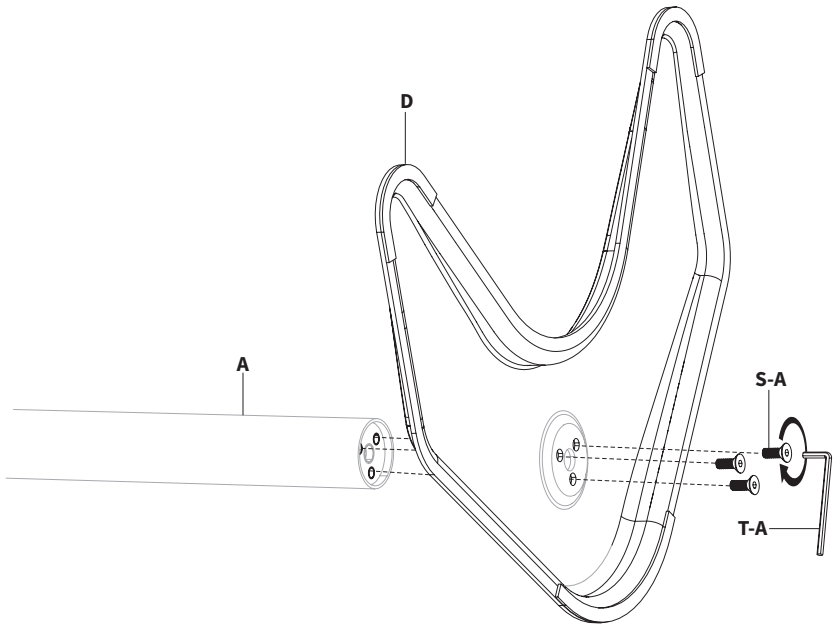
DO NOT EXCEED WEIGHT CAPACITY.
Failure to do so may result in serious injury.



ASSEMBLY STEPS

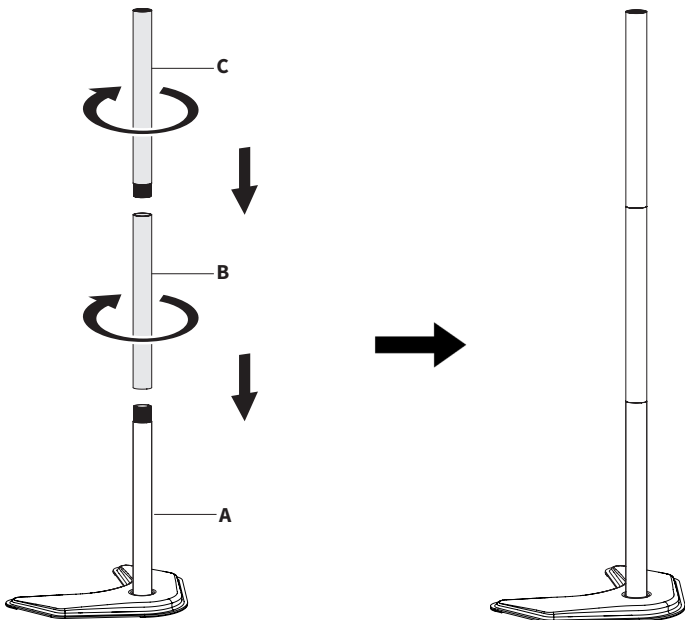
STEP 1

Install Bottom Pole (A) to Base (D) using M5x16 Screws (S-A). Tighten with the 3mm Allen wrench (T-A).



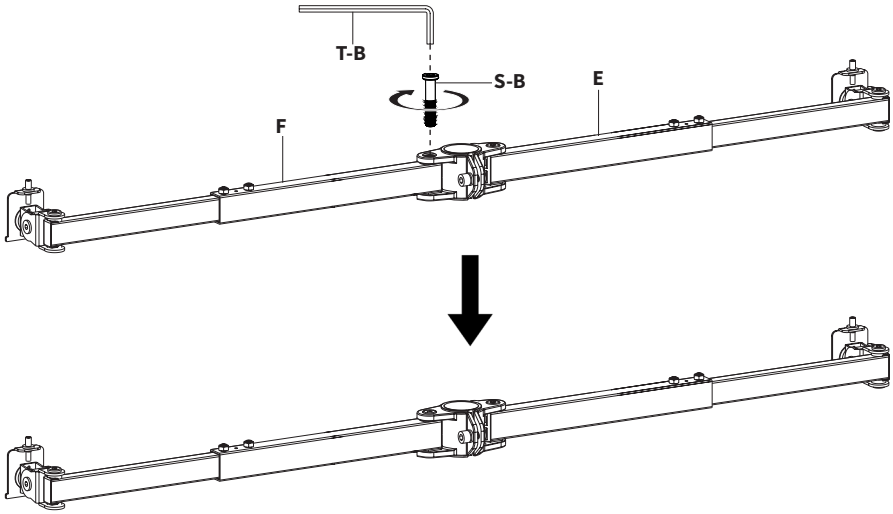
STEP 2

Thread Middle Pole (B) onto Bottom Pole (A), and Top Pole With Cap (C) onto Middle Pole (B).



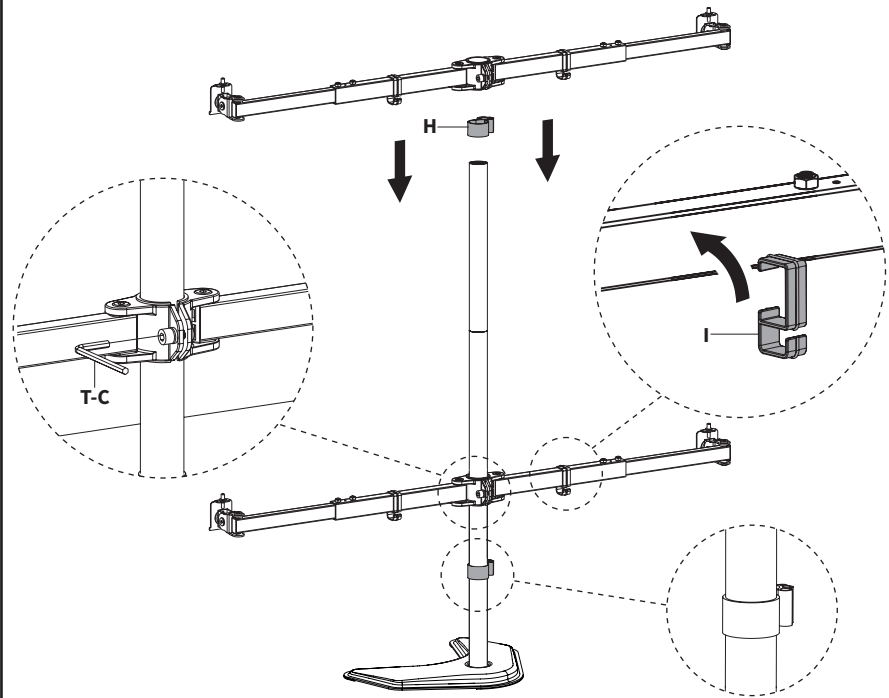
STEP 3

Install Arms (F) to Arms with Pole Collar (E) using M8x42mm Screws (S-B) and the 5mm Allen Wrench (T-B). Ensure the tilt joints are facing in the same direction during installation.



STEP 4

Slide Pole Cable Clips (H) and arm assemblies onto the pole assembly. Secure arm assemblies using 6mm Allen Wrench (T-C). Attach Arm Cable Clips (I) to arms.

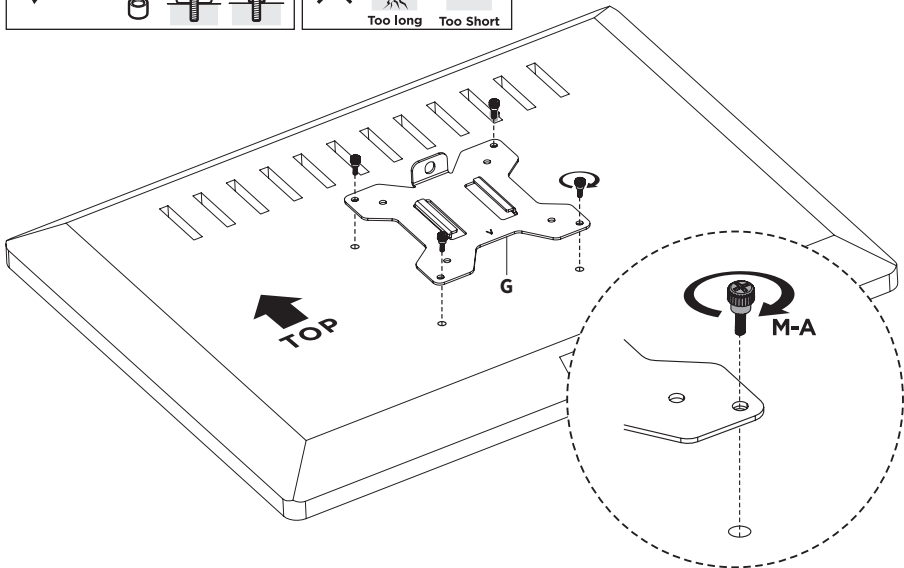
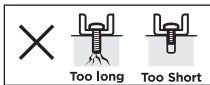
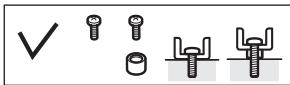


STEP 5

OPTION A: Flat Back Monitor

Attach the VESA Plates (G) to the monitor with Thumbscrews (M-A).

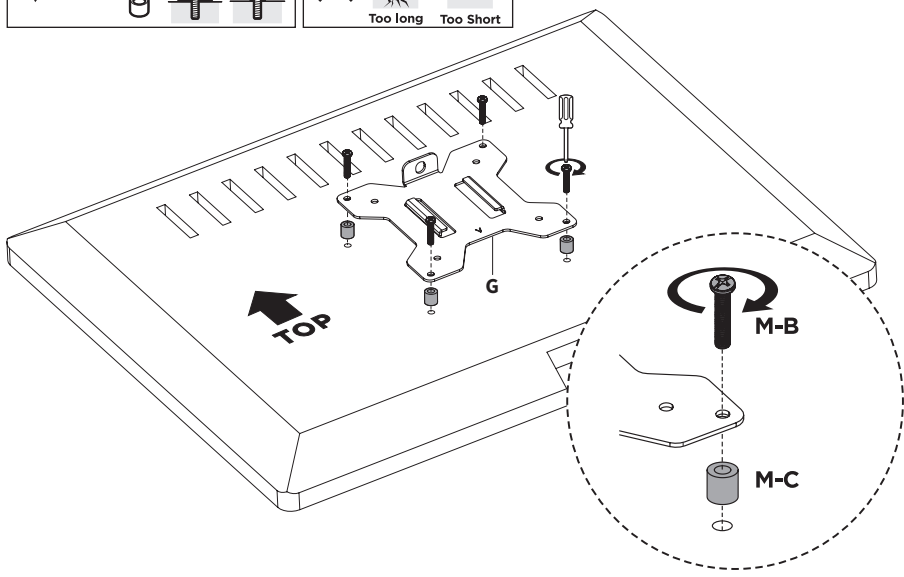
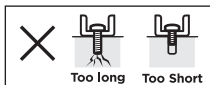
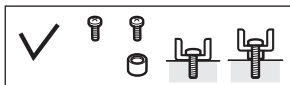
NOTE: Hand tighten screws to avoid over tightening.



OPTION B: Curved Back Monitor

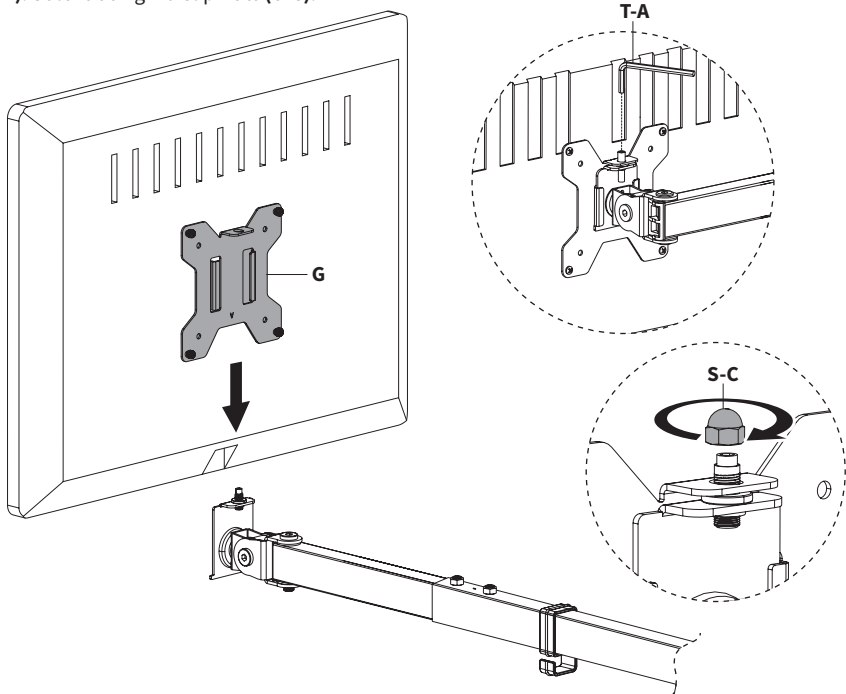
Attach VESA Plate (G) to the monitor with M4x30mm Screws (M-B) and M4 Spacers (M-C).

NOTE: Gently tighten using a screwdriver



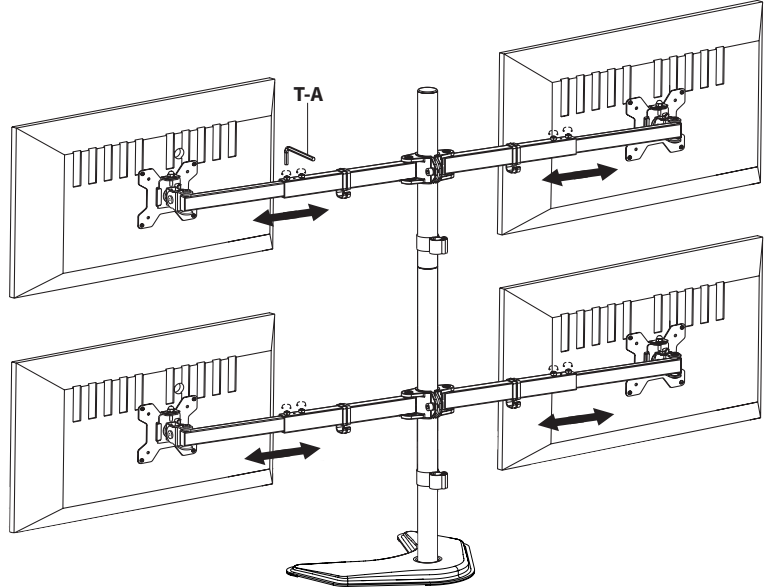
STEP 6

Slide VESA Plates (**G**) onto the arm assemblies. The monitors can be leveled using 3mm Allen Wrench (**T-A**). Secure using M6 Cap Nuts (**S-C**).



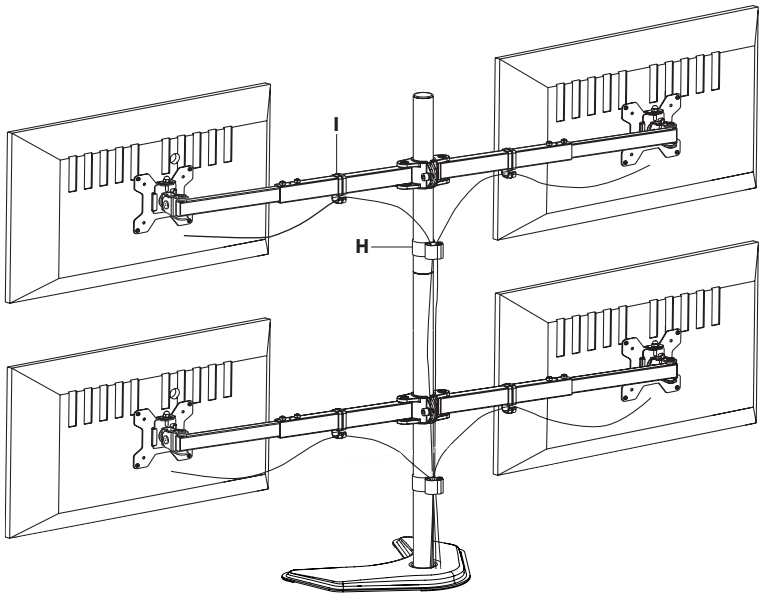
STEP 7

Adjust the length of arm assemblies using 3mm Allen Wrench (**T-A**).



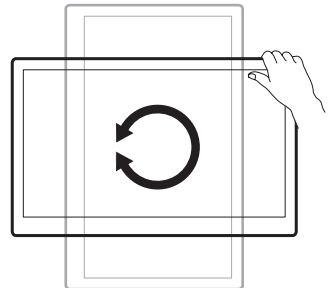
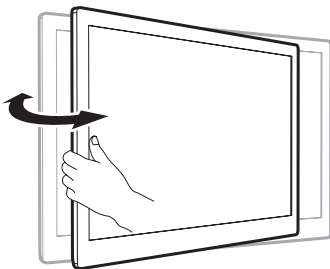
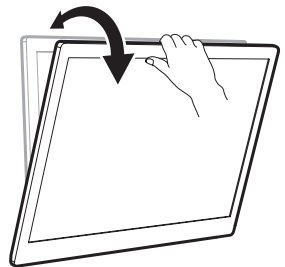
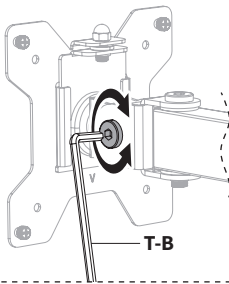
STEP 8

Manage cables using Arm Cable Clips (**I**) and Pole Cable Clips (**H**).



STEP 9

Adjust the tilt using 5mm Allen Wrench (**T-B**).





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LAST UPDATED: 05/02/2023
REV1.1



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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. 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

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