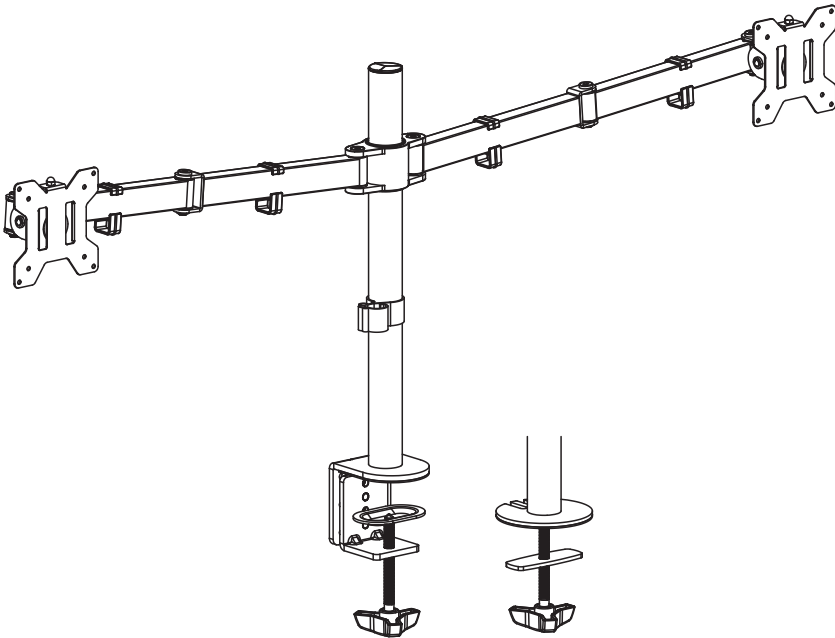


Dual Ultrawide Monitor Desk Mount Instruction Manual



SKU: STAND-V038/W



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-v002>

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. 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:

- 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.



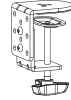
DO NOT EXCEED WEIGHT CAPACITY.

Failure to do so may result in serious injury.

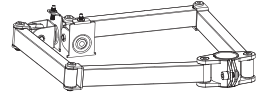
PACKAGE CONTENTS



A (x1)
Pole



B (x1)
Clamp



C (x1)
Swivel Arm



D (x2)
VESA Plate



E (x1)
Grommet
Base Plate



F (x1)
Soft Pad



G (x1)
Support
Plate



H (x1)
Pole Cap



I (x1)
Pole Cable
Clip



J(x4)
Arm Cable
Clip



S-A (x3)
M6x16mm Screw



S-B (x2)
M6 Security
Nut



M-A (x8)
M4x12mm
Thumbscrew



M-B (x8)
M4x30mm Screw



M-C (x8)
M6 Spacer



T-A (x1)
3mm Allen
Wrench



T-B (x1)
6mm Allen
Wrench

TOOLS NEEDED



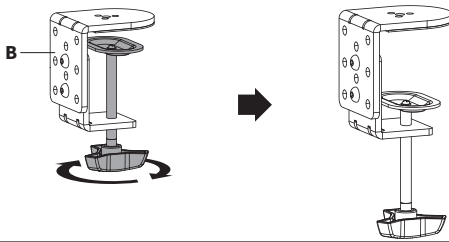
Phillips Screwdriver

NOTE: SOME HARDWARE INCLUDED MAY NOT BE USED

ASSEMBLY STEPS

STEP 1

Loosen knob on Clamp **(B)**.

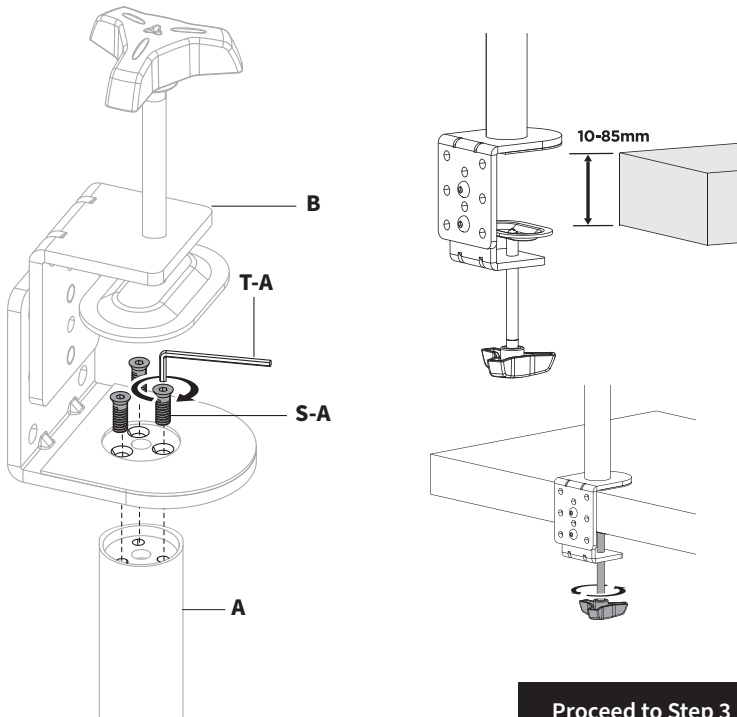


*** IMPORTANT NOTE ***

Monitor mount can be assembled as a Desk Clamp (2a) or Grommet Mount (2b).
Follow steps below for desired mounting method.

STEP 2a - Desk Clamp

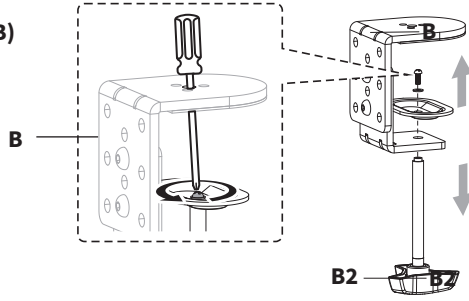
Mount Clamp **(B)** to Pole **(A)** using M6x16mm Screws **(S-A)** and 3mm Allen Wrench **(T-A)**.
Secure assembly to desktop by tightening knob on Clamp **(B)**.



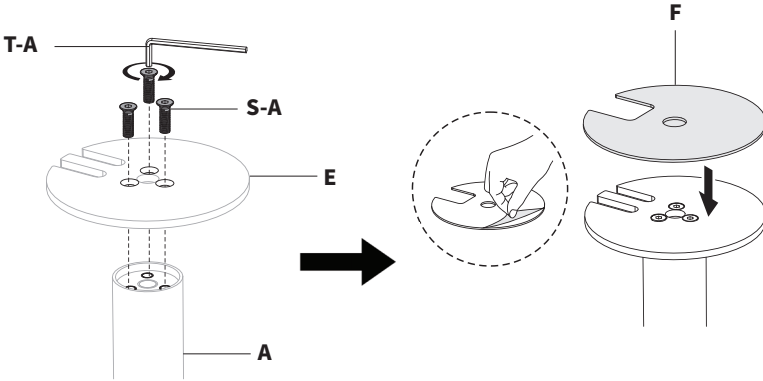
Proceed to Step 3
on page 6

STEP 2b - Grommet Mount

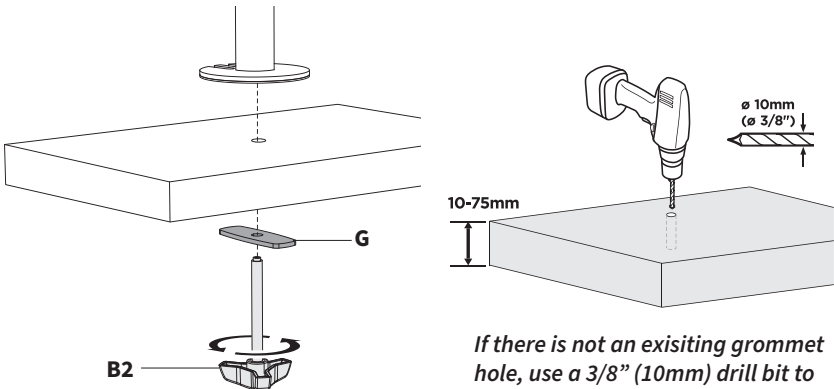
Using a Phillips screwdriver, remove the screw from Clamp (**B**) and disassemble. Set Knob (**B2**) aside.



Mount Grommet Plate (**E**) to Pole (**A**) using M6x16mm Screws (**S-A**) and 3mm Allen Wrench (**T-A**). Remove adhesive backing from Soft Pad (**F**) and adhere to Grommet Plate (**E**).



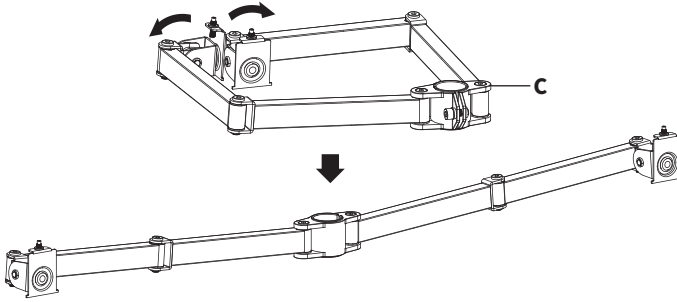
Secure assembly to grommet hole in desk using Knob (**B2**) and Support Plate (**G**), as shown below.



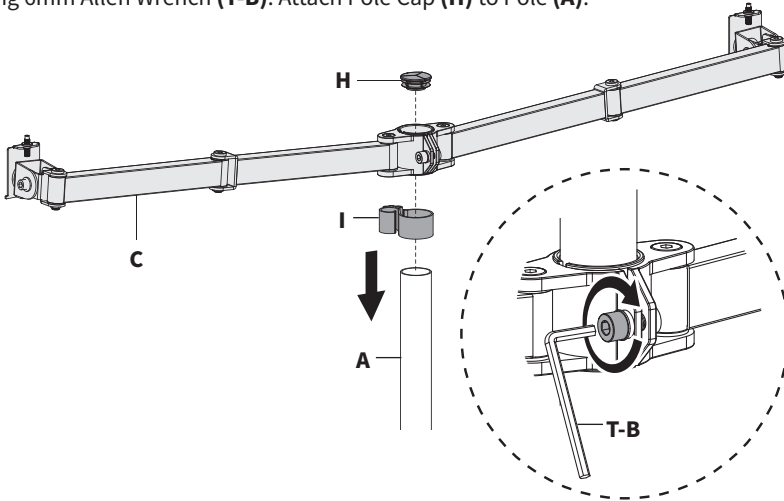
If there is not an existing grommet hole, use a 3/8" (10mm) drill bit to drill through desktop surface.

STEP 3

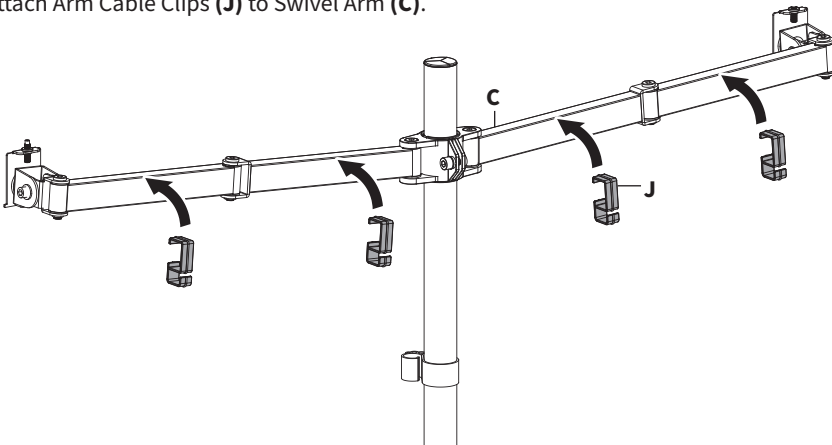
Unfold Swivel Arm (C) and extend into one straight line.



Slide Pole Cable Clip (I) and Swivel Arm (C) onto Pole (A). Secure Swivel Arm (C) in place using 6mm Allen Wrench (T-B). Attach Pole Cap (H) to Pole (A).

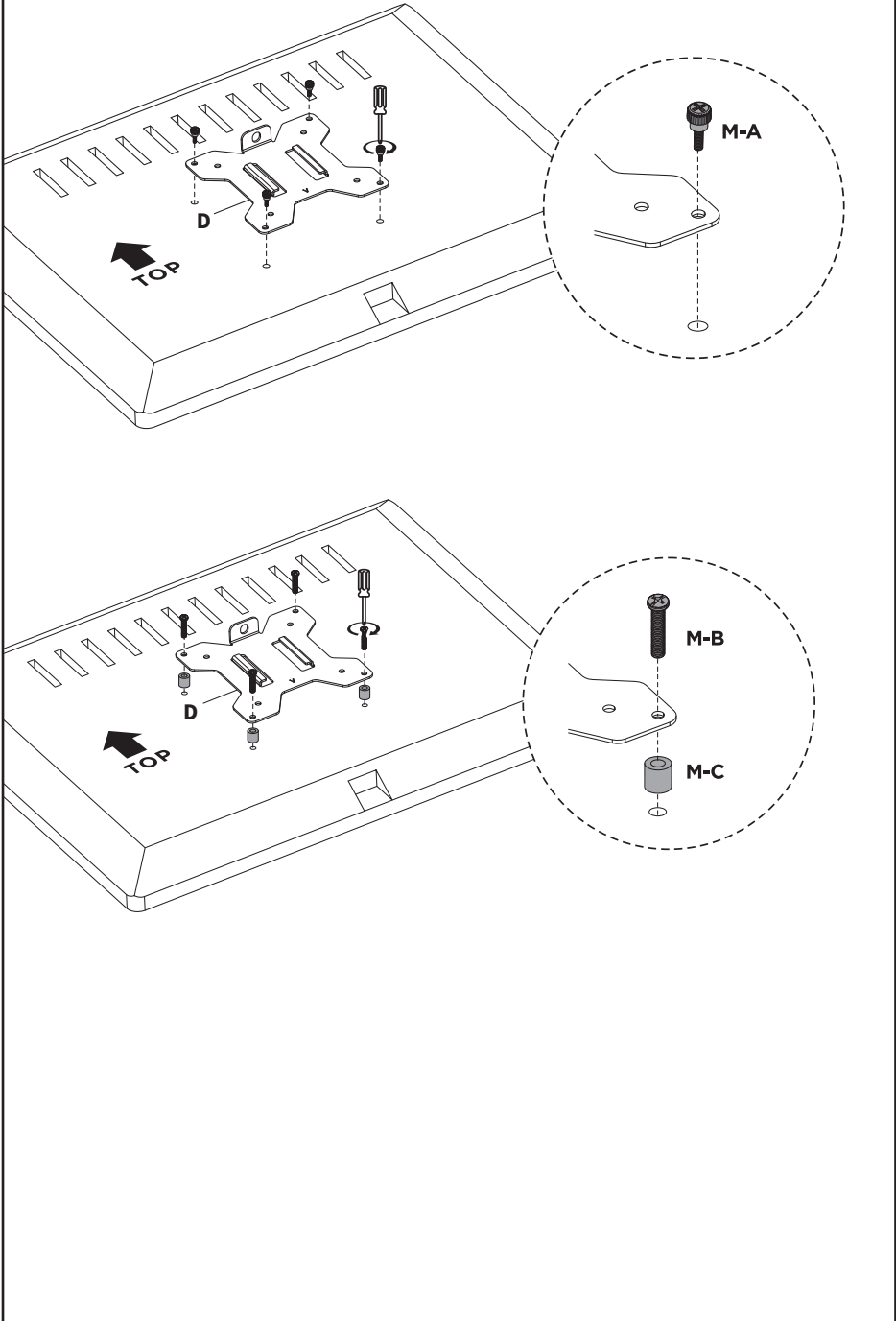


Attach Arm Cable Clips (J) to Swivel Arm (C).



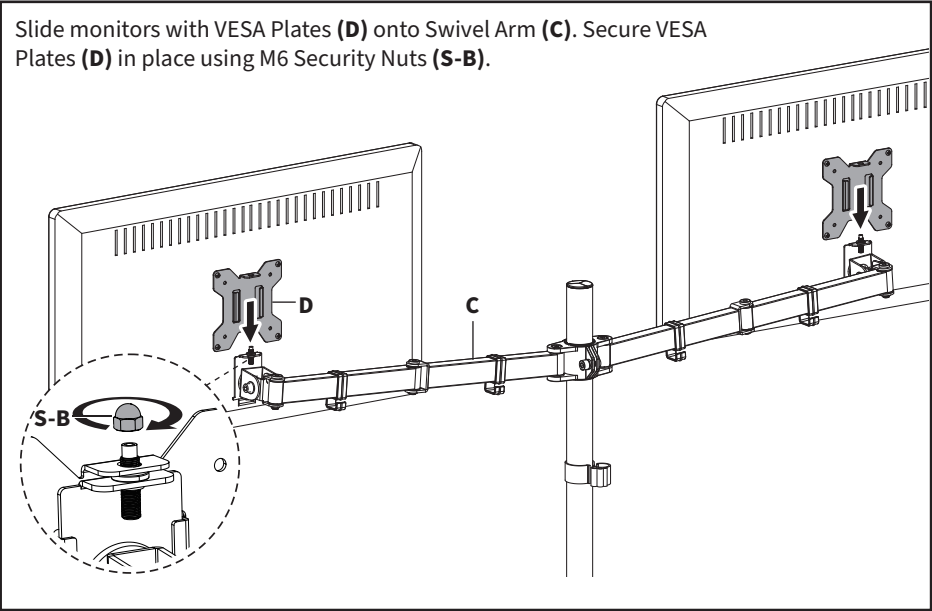
STEP 4

Secure VESA Plates (**D**) to monitors using M4x12mm Thumbscrews (**M-A**) or M4x30mm Screws (**M-B**). M6 Spacers (**M-C**) may be required.



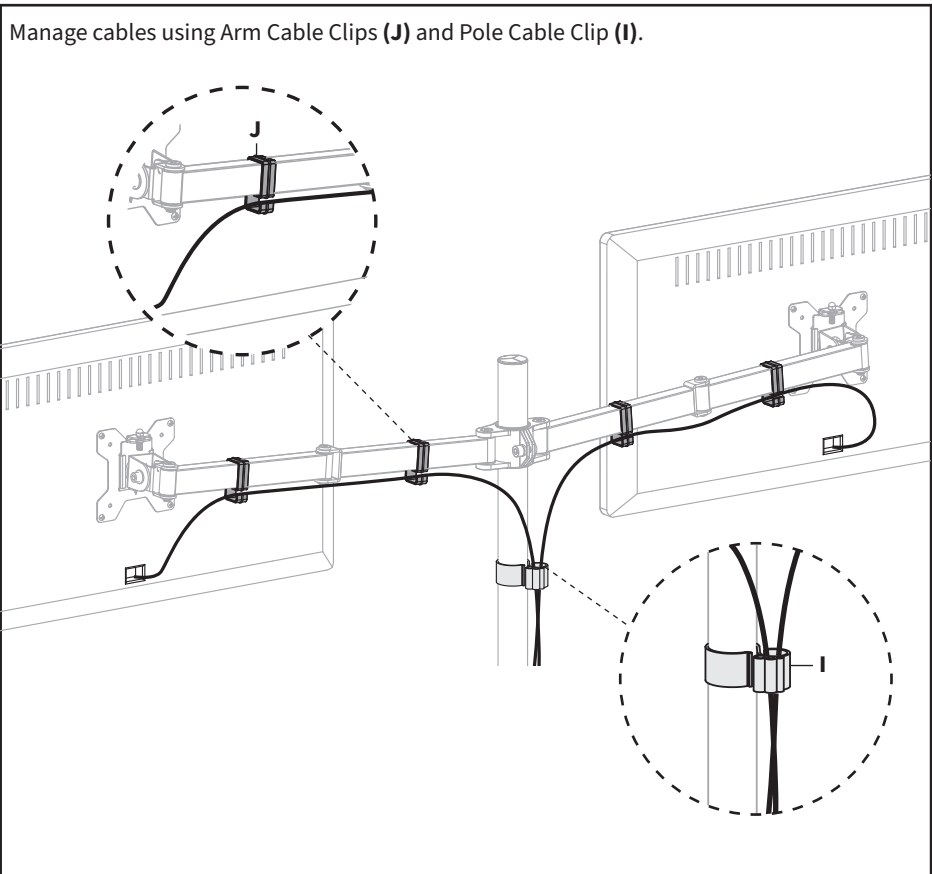
STEP 5

Slide monitors with VESA Plates (**D**) onto Swivel Arm (**C**). Secure VESA Plates (**D**) in place using M6 Security Nuts (**S-B**).



STEP 6

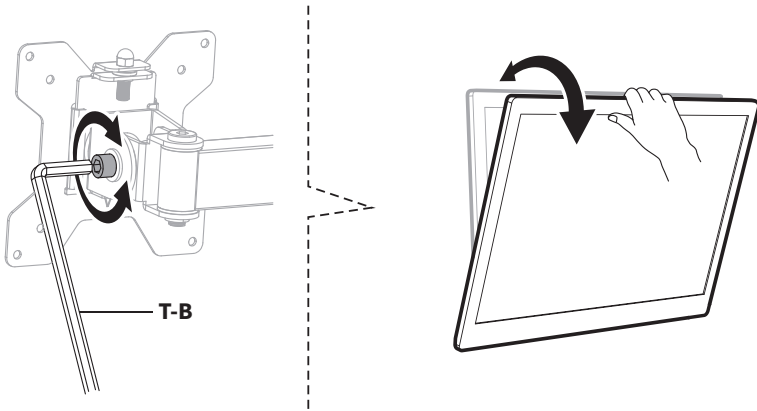
Manage cables using Arm Cable Clips (**J**) and Pole Cable Clip (**I**).



ADJUST AS DESIRED

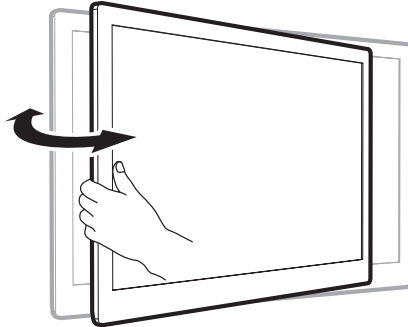
+90° to -90° TILT:

If monitors are sagging or need repositioned, loosen the bolt on the side of the VESA Head (**C1**) on Swivel Arm (**C**). Use 6mm Allen Wrench (**T-B**) to loosen, then adjust. Tighten to secure. .



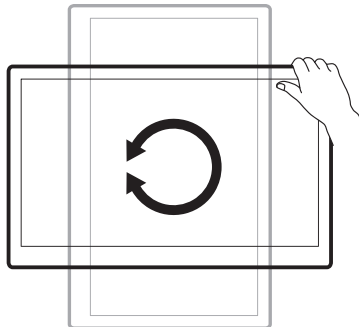
180° SWIVEL:

Lighten pull monitors left or right to adjust swivel.



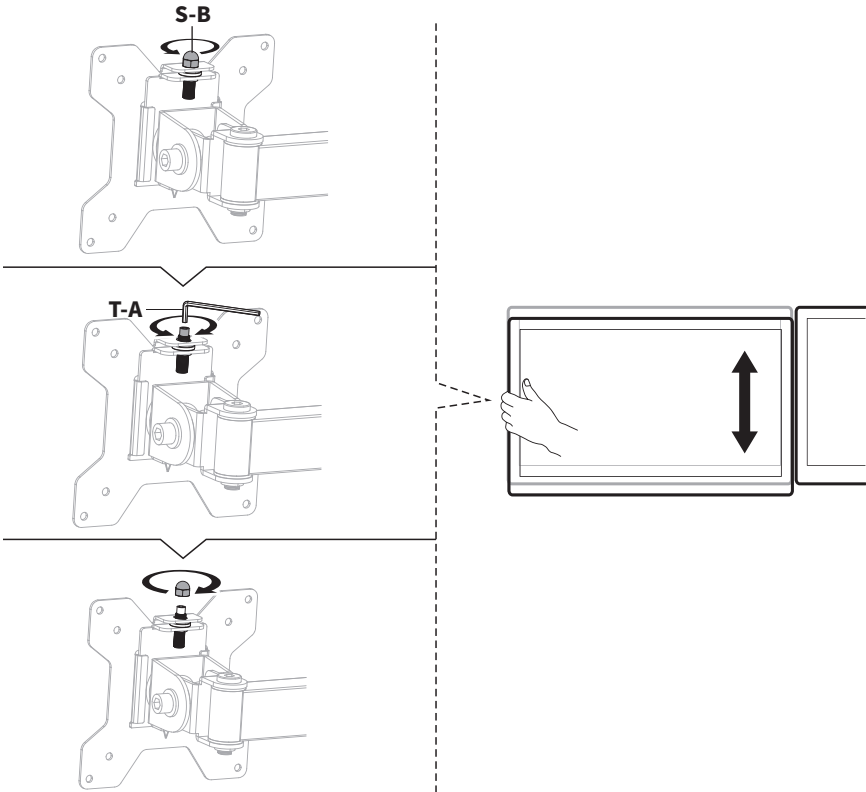
360° ROTATION:

Lighten pull monitors left or right to adjust swivel.



ADJUST MONITOR HEIGHT

To level monitors, remove M6 Security Nuts (**S-B**) and tighten or loosen adjustment screws using 3mm Allen Wrench (**T-A**). Once level, fasten M6 Security Nuts (**S-B**) back into place.



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LAST UPDATED: 11/29/2023
REV1



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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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