V·I·V·O

Dual Ultrawide Vertical Monitor Desk Mount
Instruction Manual
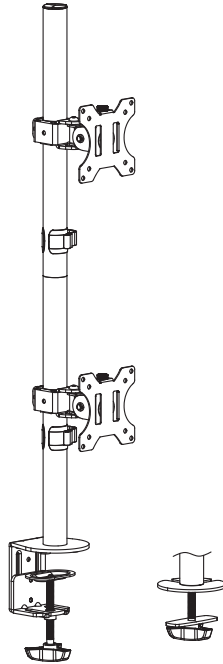
GET IN TOUCH | Monday-Friday from 7:00am-7:00pm CST

help@vivo-us.com   www.vivo-us.com   309-278-5303
Chat live with an agent!

⚠ WARNING!

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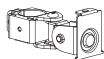
⚠ DO NOT EXCEED WEIGHT CAPACITY.
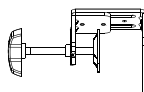Failure to do so may result in serious injury.

**25lbs
(11.3kg)**

PACKAGE CONTENTS

A (x2)
VESA Plate

B (x2)
VESA Bracket

C (x1)
Clamp

D (x1)
Lower Pole

E (x1)
Upper Pole

F (x1)
Pole Cap

G (x2)
Cable Clip

H (x1)
Grommet Plate

I (x5)
Pad

J (x1)
Support Plate

S-A (x3)
M6x16mm
Screw

S-B (x2)
M6x10mm
Thumbscrew

M-A (x8)
M4x12mm
Screw

M-B (x8)
M4x16mm
Screw

M-C (x8)
M5x12mm
Screw

M-D (x8)
M5x16mm
Screw

M-E (x8)
M5 Washer

M-F (x8)
Spacer

T-A (x1)
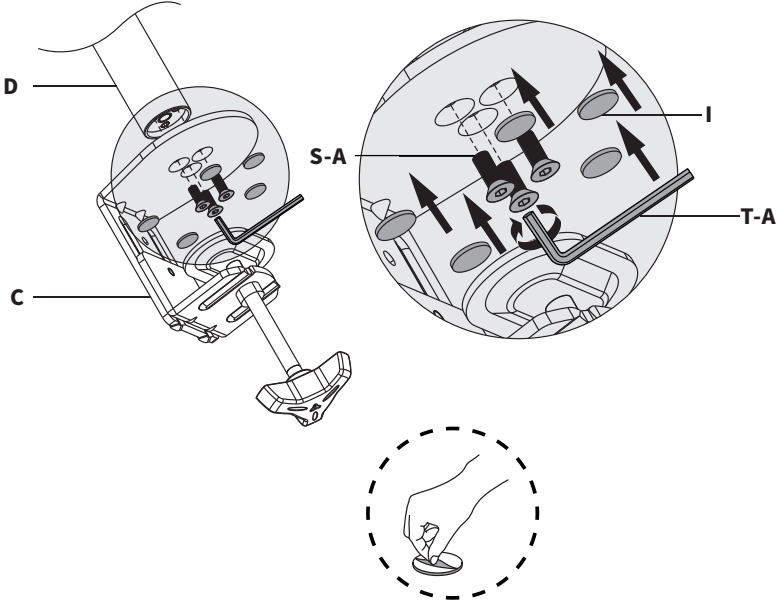4mm Allen
Wrench

T-B (x1)
Long 6mm Allen Wrench

NOTE: SOME HARDWARE MAY NOT BE USED
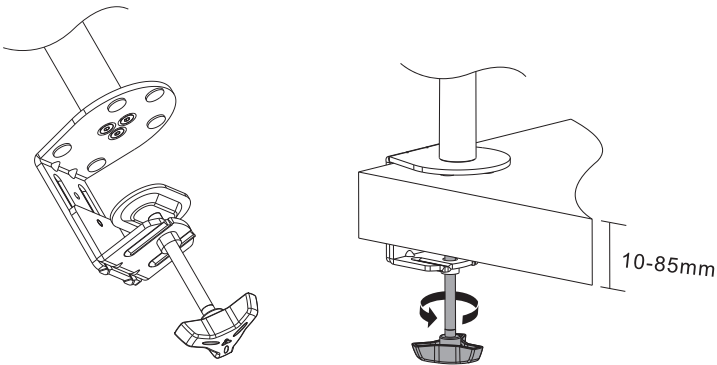
TOOLS NEEDED

**Phillips
Screwdriver**

ASSEMBLY STEPS

STEP 1a - Clamp Installation

Install Lower Pole **(D)** to Clamp **(C)** using M6x16mm Screws **(S-A)** and 4mm Allen Wrench **(T-A)**. Remove protective film from Pads **(I)** and apply them to Clamp **(C)** as shown.
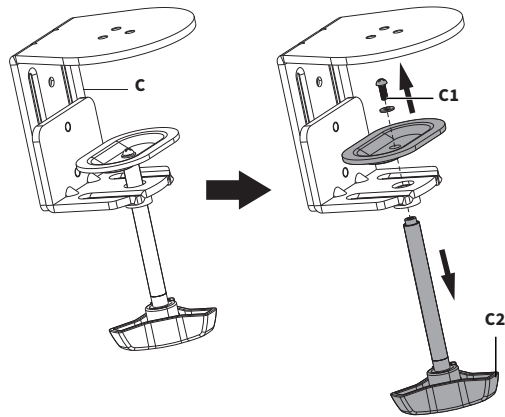
D

S-A

I

T-A

C

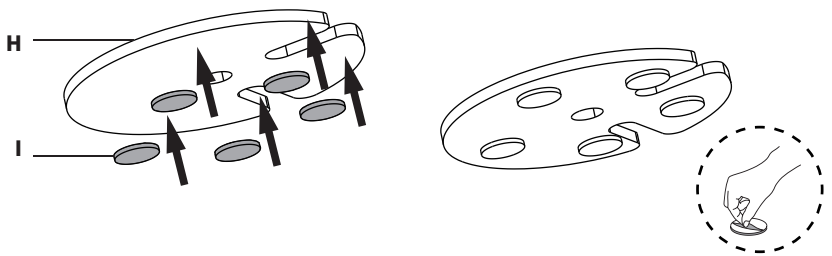Secure clamp assembly to desktop by tightening hand bolt.

10-85mm

STEP 1b - Grommet Installation

Remove the Screw **(C1)** from the Clamp Bolt **(C2)** and remove the Clamp Bolt from Clamp **(C)**.

Remove protective film from Pads **(I)** and apply them to the bottom side of Grommet Plate **(H).**

Align the pin on top of Grommet Plate **(H)** with the small hole on the bottom of Lower Pole **(D)** and position the parts over the grommet hole. Attach to the desktop using Support Plate **(J)** and Clamp Bolt **(C2)**. If there is no existing grommet hole available, drill a 13/32" (10mm) hole or larger in your desired mounting location.
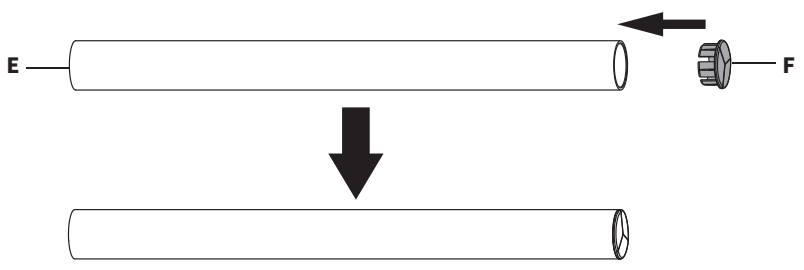
10-75mm
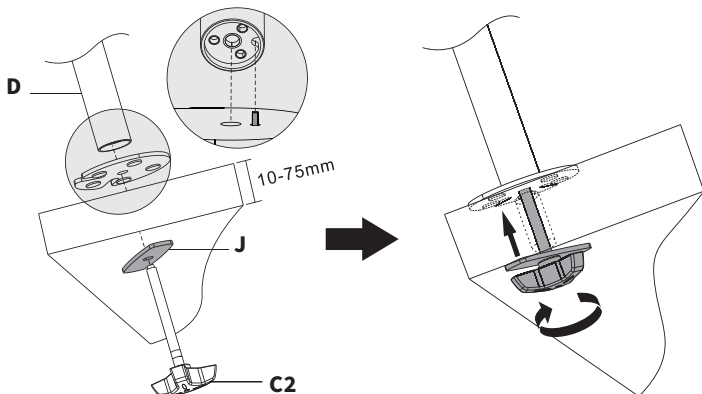
STEP 2

Slide Pole Cable Clip **(G)** and one VESA Bracket **(B)** onto Lower Pole **(D)**. Adjust the height location of VESA Bracket **(B)** and tighten using Long 6mm Allen Wrench **(T-B)**.
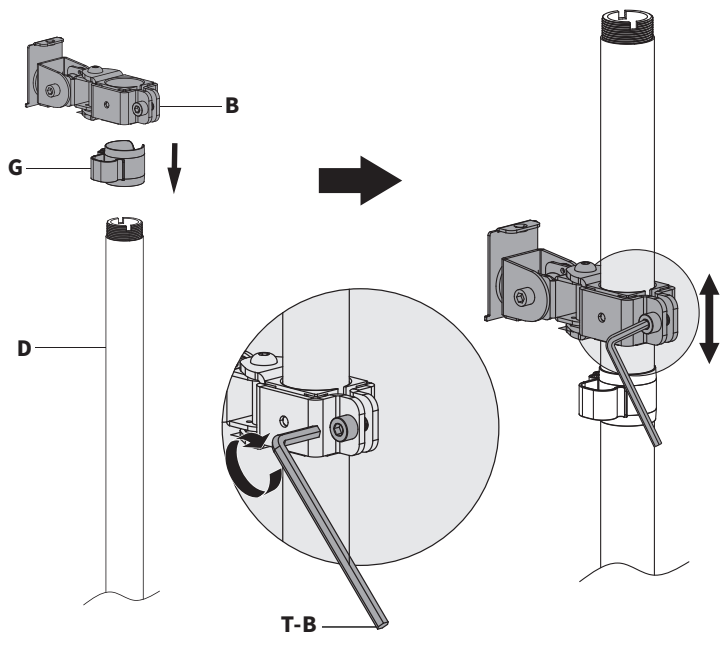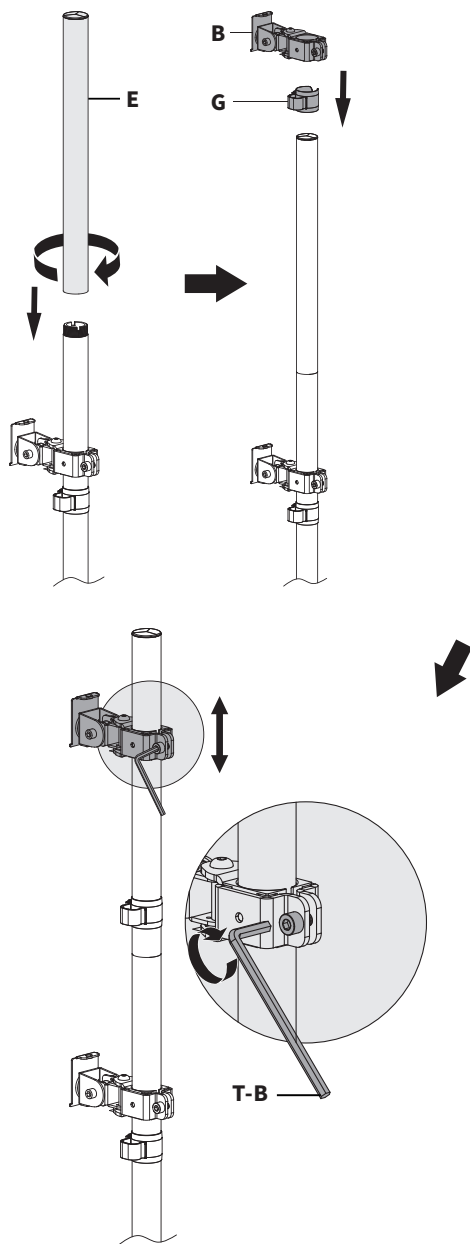
STEP 3

Press Pole Cap **(F)** into Upper Pole **(E)**, using the side without internal threading .
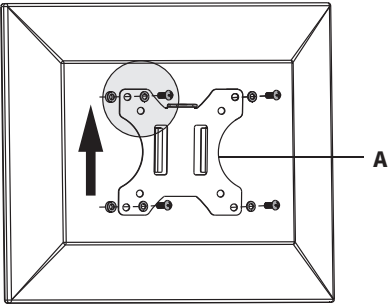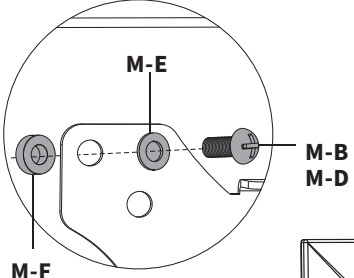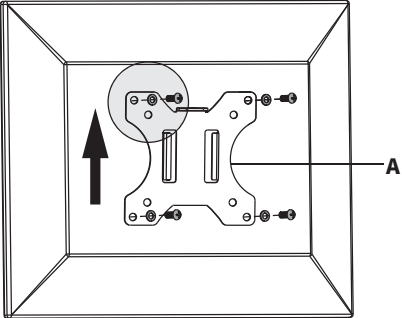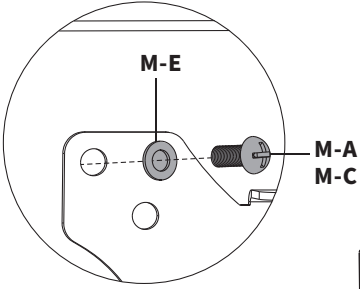
STEP 4

Screw Upper Pole **(E)** onto Lower Pole **(D)**. Slide remaining Cable Clip **(G)** and VESA Bracket **(B)** onto Upper Pole **(E).** Adjust the height location of VESA Bracket **(B)** and tighten using the Long 6mm Allen Wrench **(T-B)**.
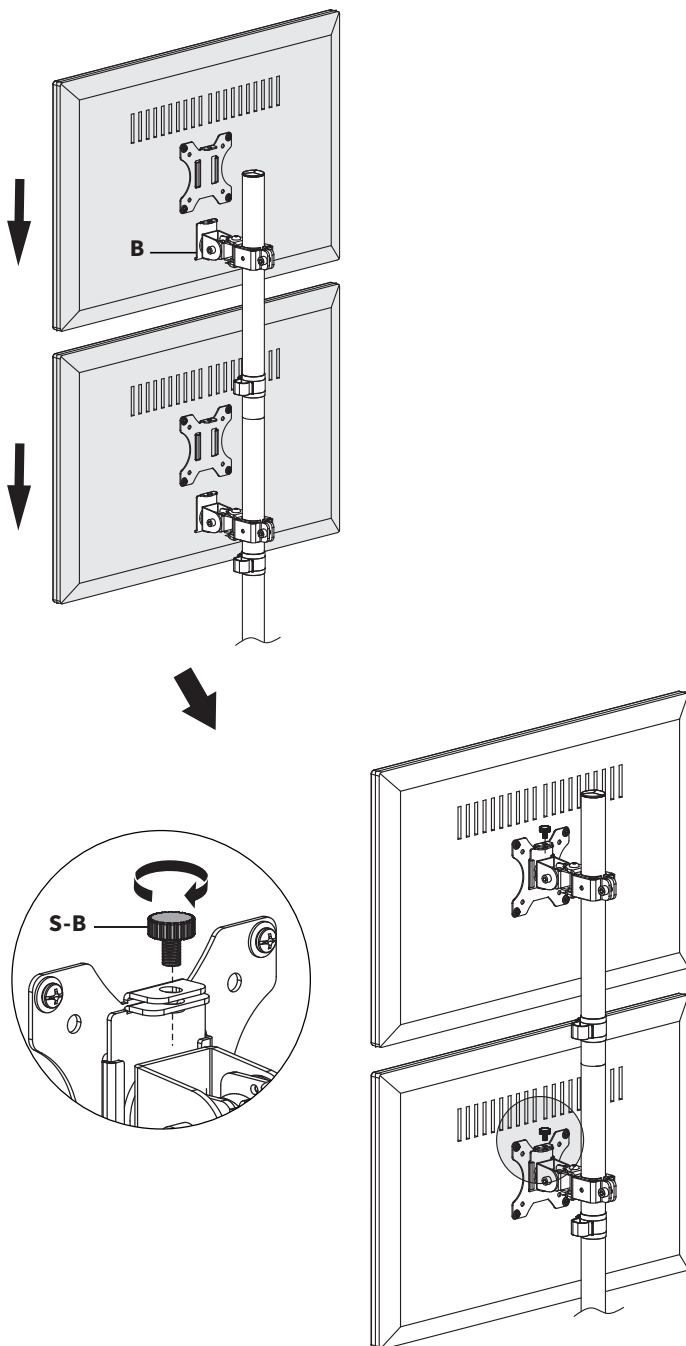
STEP 5

Mount VESA Plates **(A)** to monitors using appropriate Screws **(M-A thru M-D)**, M8 Washers **(M-E)**, and Spacers **(M-F)**.
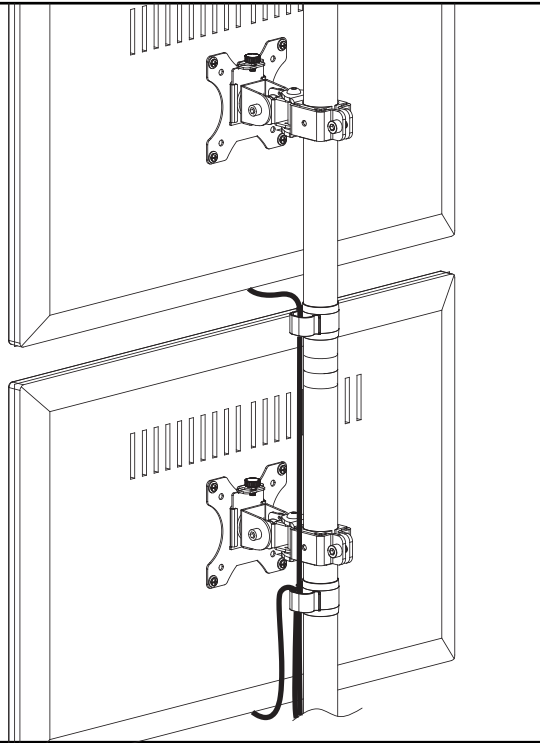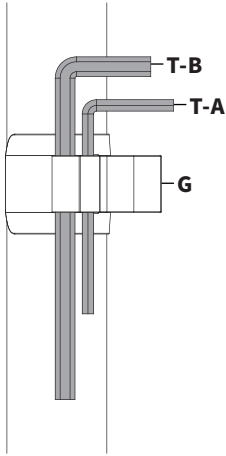
M-E

M-A
M-C

A

M-E

M-B
M-D

M-F

A

STEP 6

Slide monitors with VESA Plates onto VESA Brackets **(B)** and secure using M6x10mm Thumbscrew **(S-B)**.
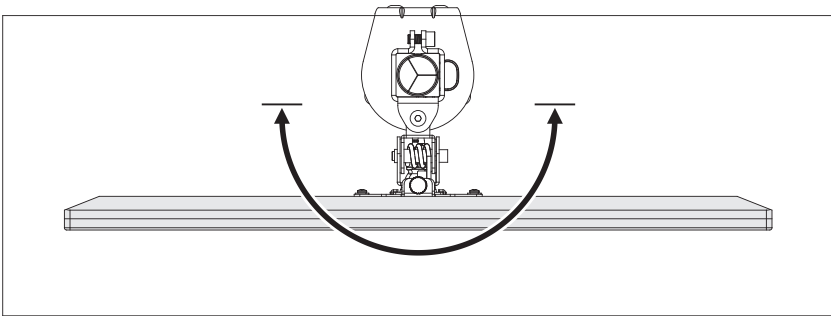
B

S-B

STEP 7

Use Cable Clips **(G)** to route cables. Store Allen Wrenches **(T-A, T-B)** in slots of Clips.
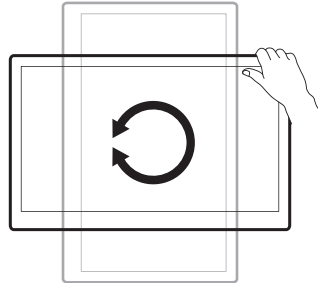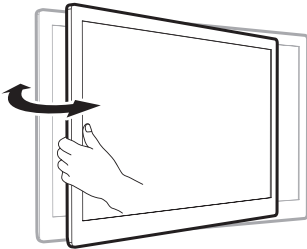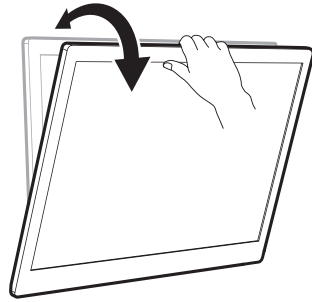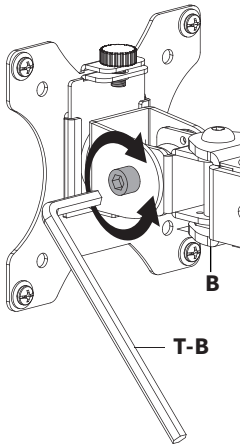
T-B

T-A

G

WARNING

Keep the displays positioned over the desktop within the arrow range shown.

ADJUST AS DESIRED

Use Long 6mm Allen Wrench **(T-B)** to loosen or tighten Monitor Bracket **(B)** tension.

B

T-B

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LAST UPDATED: 01/22/2024
REV1.1
v1.1

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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Chat live with an agent!

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

help@vivo-us.com

AVG. RESPONSE TIME *(within office hrs)*: **1HR 8M**
- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr