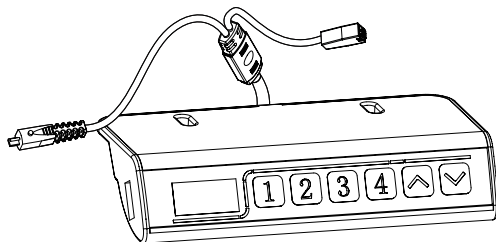


DESK-V100EBY Controller

Instruction Manual



SKU: DESK-V100EBY Controller



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/desk-v100eby>

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



help@vivo-us.com



www.vivo-us.com
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 and do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly, or inappropriate use.

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 CONTROL PANEL

OPERATING INSTRUCTIONS: Press the up arrow, the desk will automatically raise to the highest position. Pressing the down arrow will automatically lower the desk to the lowest position.

Memory Mode

To store a certain height in the controller's memory, press the 1 button for more than three seconds. "S-1" will be displayed, indicating that the current height has been saved to the 1 button successfully. Repeat the process using buttons 2,3, and 4.

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, press and hold buttons 1 and 4 for more than three seconds.

Reset Mode

1. If the height of the desk is incorrect, press the down arrow until the desk moves to the fully lowered position. Press and hold the down arrow again for at least three seconds and release. "rSt" will be displayed.
2. If the system displays "Er1", press and hold the down arrow for more than three seconds and release. "rSt" will be displayed.

Collision Avoidance Settings

Press and hold the down and up buttons together for more than three seconds to enter the Collision Avoidance Settings Mode. Use the arrow buttons to adjust the sensitivity level. Once the sensitivity has been selected, press the up and down arrows again for more than three seconds to save the setting.

Collision Avoidance Sensitivity Levels: 0-9

0: Turn off collision avoidance.

1-9: Level 1 is the lowest sensitivity and level 9 is the highest.

Setting the Minimum/Maximum Height

Press the 1 and 2 buttons at the same time for more than three seconds to set the current height as the maximum. "Hon" will be displayed. To cancel the maximum height, repeat the process. "HoF" will be displayed. When the maximum height is reached during operation, the panel will display "Hl" notifying the upper limit has been reached.

Press the 3 and 4 buttons at the same time for more than three seconds to set the current height as the minimum. "Lon" will be displayed. To cancel the minimum height, repeat the process. "LoF" will be displayed. When the minimum height is reached during operation, the panel will display "Lo" notifying the lower limit has been reached.

Child Lock

TO LOCK: Press and hold the up arrow and the down arrow simultaneously for five seconds until the LED reads “Loc”.

TO UNLOCK: Press and hold the up arrow and the down arrow simultaneously for five seconds until the LED switches from “Loc” to the height display.

ADVANCED SETTING

Press and hold the “1” button and the “2” button simultaneously for 20 seconds until the LED flashes. The menu contains 7 items as the table below.

Menu	Setting Range	Remarks
Minimum Height	73cm-110cm (28.8"-43.4")	The setting value should be at least 10cm (3.9") less than the Maximum Height.
Maximum Height	83cm-120cm (32.7"-47.3")	The setting value should be at least 10cm (3.9") less than the Maximum Height.
Starting Height	0cm-30cm (11.8")	Increase the Starting Height to the current height range.
Upward Anti-Collision	U-0 - U-9	0 shut down 1~9: The higher the number, the higher the sensitivity.
Downward Anti-Collision	d-0 - d-9	0 shut down 1~9: The higher the number, the higher the sensitivity
Display Decimal Point	F-0	The decimal point is not displayed.
	F-1	The decimal point is displayed.
Display Unit	L-0	Change the display to show height in centimeters.
	L-1	Change the display to show height in inches

TROUBLESHOOTING

Error Code
Description/Resolution
ER1

Press the and hold the down arrow to perform a reset.

Hot

The desk is overheated. Allow the desk to rest for more than 18 minutes before operating.


CAUTION!


Keep monitor and laptop base fully on the desktop.



Follow the cable routing instructions to avoid the potential to pinch cables.



Leave enough slack in cable to allow for full range of vertical motion (15" / 38 cm).



Raise desktop slowly to keep items stable.

Failure to follow these instructions may result in property damage and/or personal injury.



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**



www.vivo-us.com
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