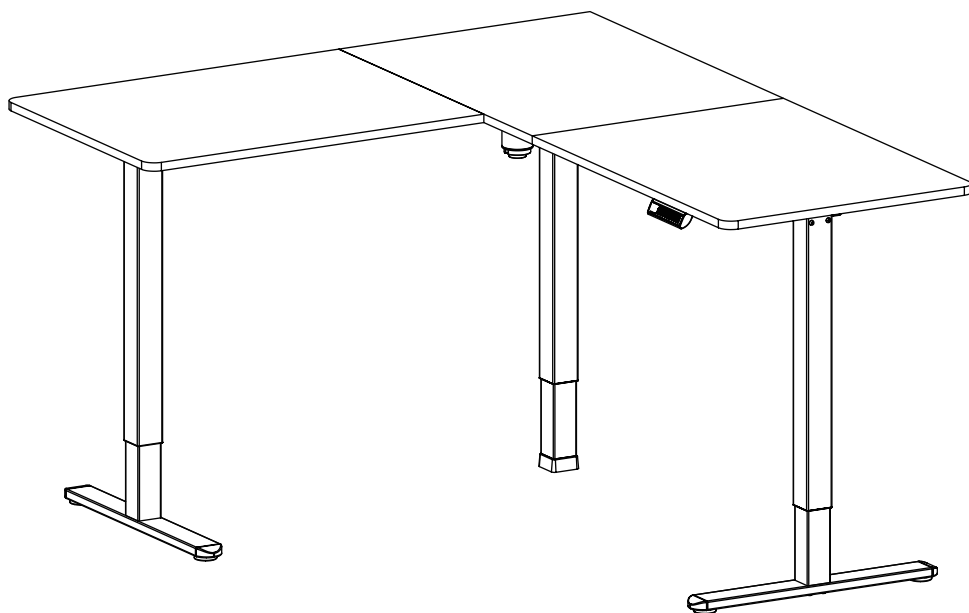




User Manual



63" x 55" Corner Electric Desk

DESK-E3CTB Model Series

Frame:

DESK-E355B

DESK-E355G

DESK-E355W

Desktop:

DESK-E3CTB-A

DESK-E3CTC-A

DESK-E3CTD-A

DESK-E3CTG-A

DESK-E3CTN-A

DESK-E3CTW-A

**** DO NOT RETURN ITEM ****

Contact Us First!

Our friendly US-Based Product Support Team is here to help!



We're Here For You

Monday-Friday from 7am-7pm CST

Saturday 8am-4pm CST

US-Based Customer Support from Trained Professionals



Email Us

help@vivo-us.com



Chat with Live Agent

www.vivo-us.com



Give Us a Call

309-278-5303 ext. 1

Assembly Video Available

Navigate to the middle of the product page to watch as our product specialists walk you through the assembly process.

www.vivo-us.com/products/desk-e3ctb



WATCH NOW



PLEASE READ



General Notice:

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.

Missing Parts:

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.** **PLEASE NOTE:** Failure to report missing parts within the stated time frame may result in denial of free replacement.

Returns:

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.

Product Specific Warnings:



WARNING: CHOKING HAZARD

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



WEIGHT LIMIT: 225lbs(102kg)

DO NOT EXCEED WEIGHT LIMIT. FAILURE TO DO SO MAY RESULT IN
SERIOUS INJURY AND DAMAGE TO PROPERTY.

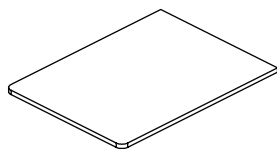


ELECTRICAL SAFETY INSTRUCTIONS

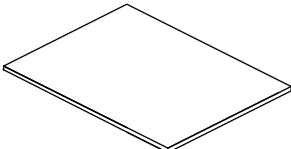
THIS PRODUCT IS POWERED BY ELECTRICITY. IN ORDER TO AVOID BURNS, FIRE AND
ELECTRIC SHOCK, PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

- 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.

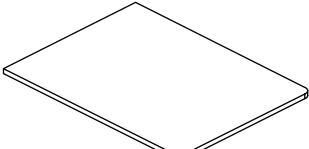
Package Contents



***A** (x1)
Left Desktop



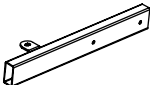
***B** (x1)
Middle Desktop



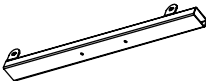
***C** (x1)
Right Desktop



D (x1)
Straight Outer
Crossbar



E (x1)
Short Corner
Crossbar



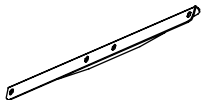
F (x1)
Long Corner
Crossbar



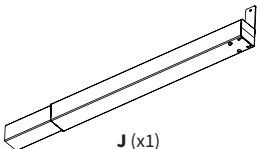
G (x1)
Angled Outer
Crossbar



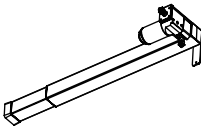
H (x2)
Sync Rod



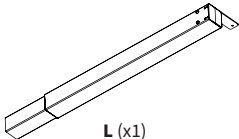
I (x2)
Side Bracket



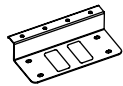
J (x1)
Right Leg



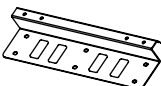
K (x1)
Motorized Leg



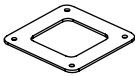
L (x1)
Left Leg



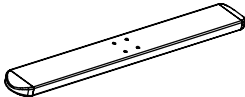
M (x1)
Short Connector
Bracket



N (x1)
Long Connector
Bracket



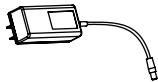
***O** (x4)
Desktop
Connector



P (x2)
Foot



Q (x1)
Control Panel



R (x1)
AC Adapter



S (x1)
Extension Cable



T (x25)
Anti-Vibration Pads



U (x2)
Cable Clips

***Desktop parts are only included in the following combined Desktop/Frame Kits:**

DESK-E3CTB
DESK-E3CTBC
DESK-E3CTBW
DESK-E3CTD
DESK-E3CTG

DESK-E3CTN
DESK-E3CTGB
DESK-E3CTGC
DESK-E3CTGD
DESK-E3CTGG

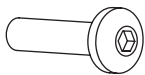
DESK-E3CTGN
DESK-E3CTGW
DESK-E3CTC
DESK-E3CTW
DESK-E3CTWB

DESK-E3CTWD
DESK-E3CTWG
DESK-E3CTWN

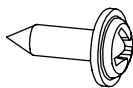
Included Hardware & Tools



S-A (x22)
M6x8mm Screw



S-B (x9)
M6x35mm Screw



S-C (x43)
ST5x16mm Screw

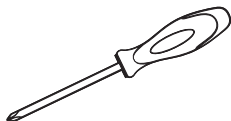


T-A (x1)
5mm Allen Wrench

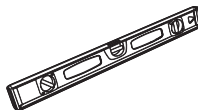


T-B (x1)
2mm Allen Wrench

Tools Needed

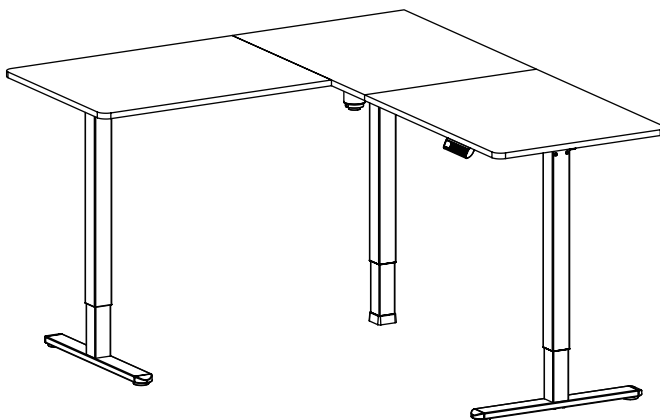


**Phillips
Screwdriver**



Level

Weight Limit



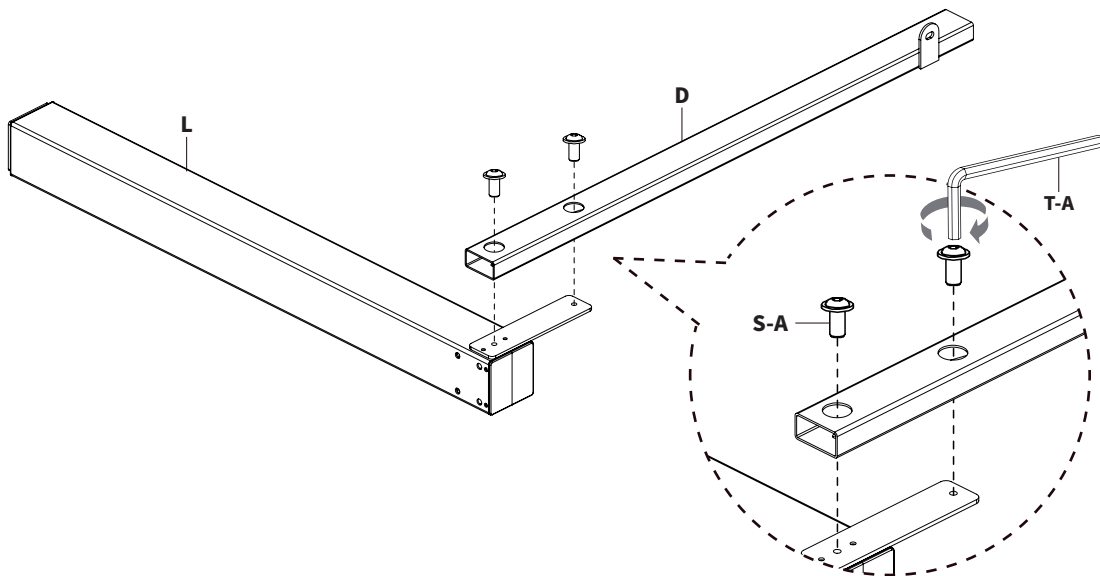
Using Heavy or Ultrawide Monitors?

Please refer to [Page 23](#) for the recommended Mounting Zones when installing heavy or ultrawide monitors on clamp or grommet-mounted stands.

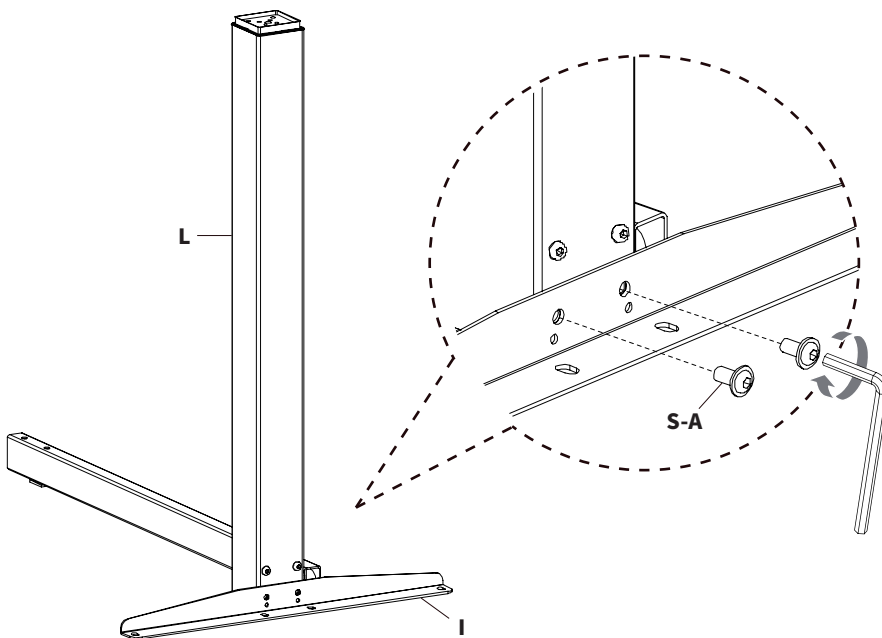
Assembly Steps

STEP 1

Connect Straight Outer Crossbar (**D**) to Left Leg (**L**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

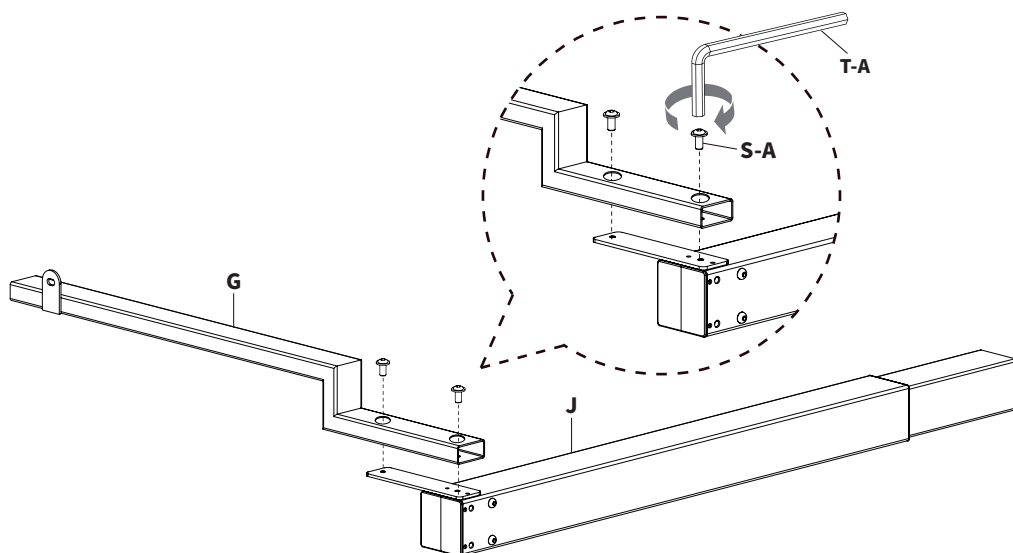


Attach Side Bracket (**I**) to Left Leg (**L**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

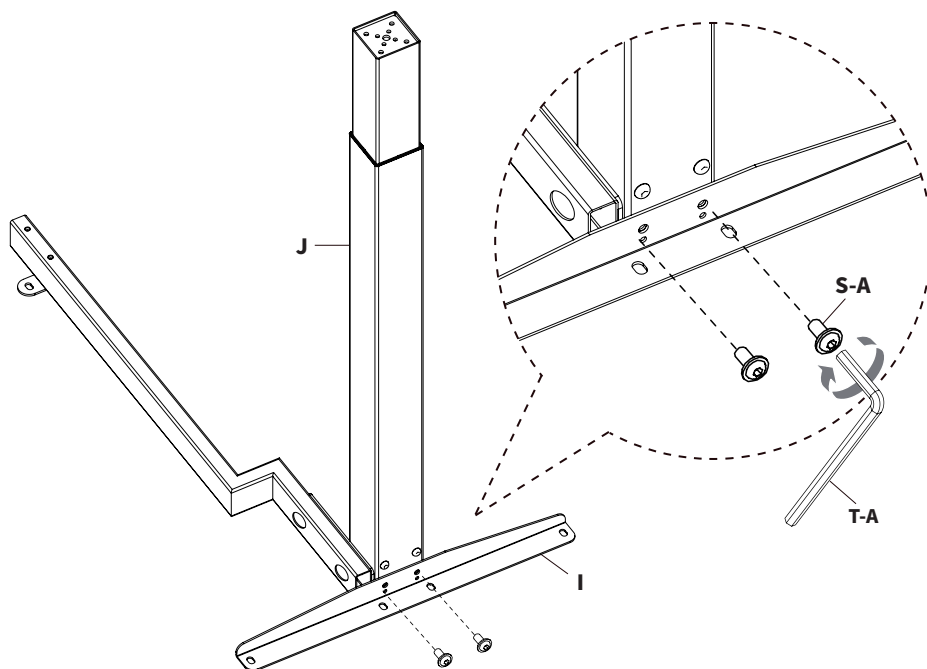


STEP 2

Attach Angled Outer Crossbar (**G**) to Right Leg (**J**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).

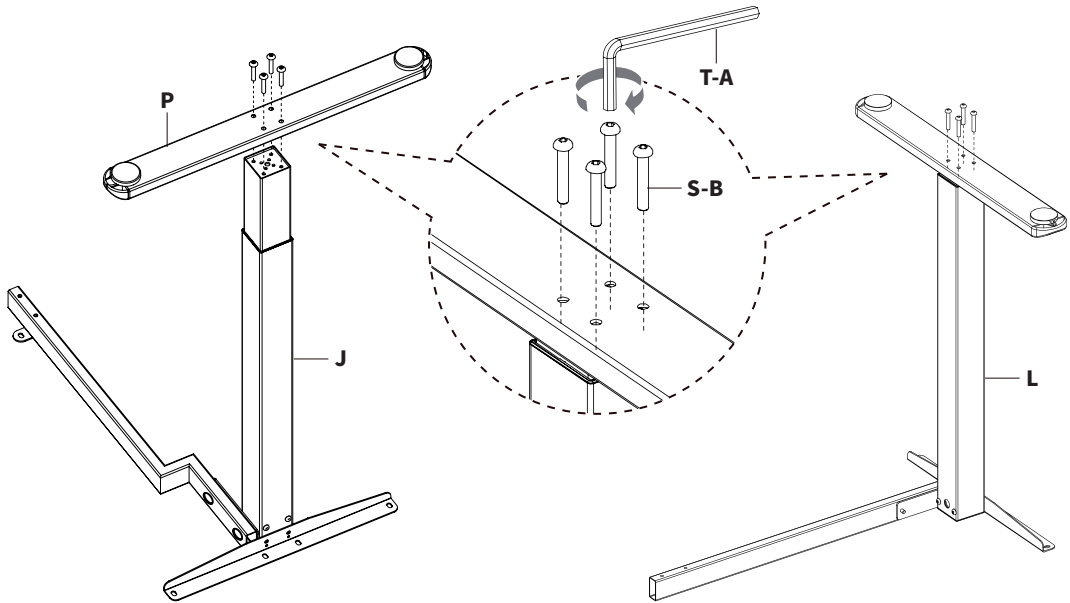


Attach Side Bracket (**I**) to Right Leg (**J**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



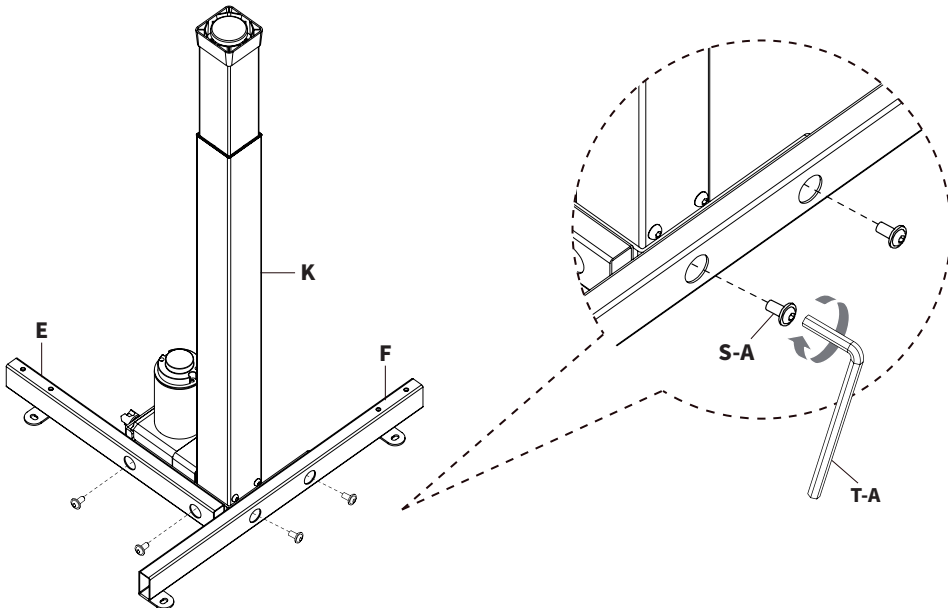
STEP 3

Attach the Feet (**P**) to Right and Left Legs (**J**, **L**) using M6x35mm Screws (**S-B**) and 5mm Allen Wrench (**T-A**).



STEP 4

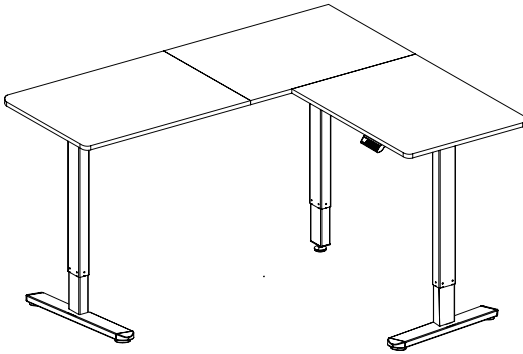
Connect Short Corner Crossbar (**E**) and Long Corner Crossbar (**F**) to Motorized Leg (**K**) using M6x8mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



PLEASE READ

- Assembly Options -

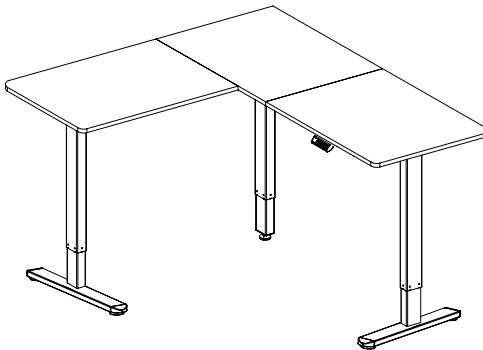
This desk can be assembled with a left or right side extension.
Please select an option and proceed accordingly.



Option A | Left Side Extension

Desk frame will extend out to left side, with a short right side

Pg. 10-15



Option B | Right Side Extension

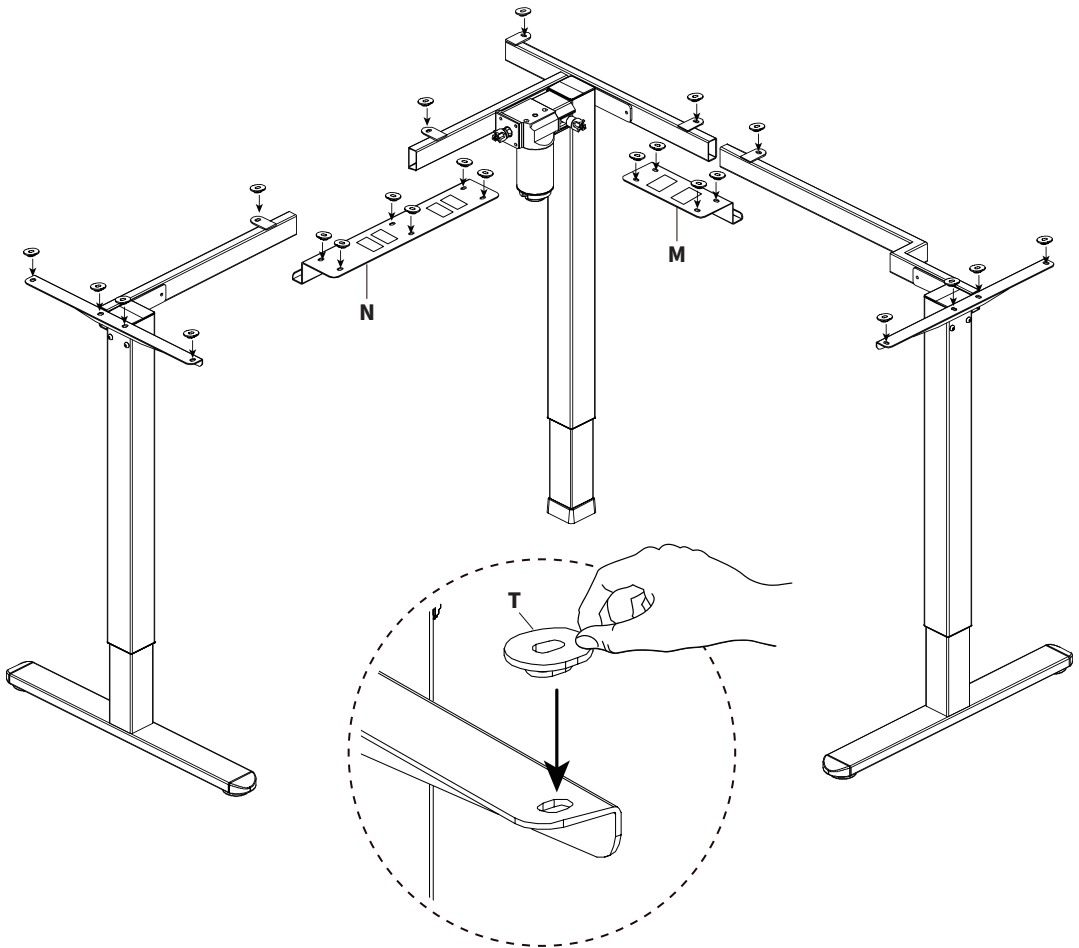
Desk frame will extend out to right side, with a short left side

Pg. 16-21

- Assembly Option 1 -
Left Side Extension

STEP 5

Affix Anti-Vibration Pads (**T**) to desk frame, Short Connector Bracket (**M**), and Long Connector Bracket (**N**). Connector Brackets will be installed in a later step.

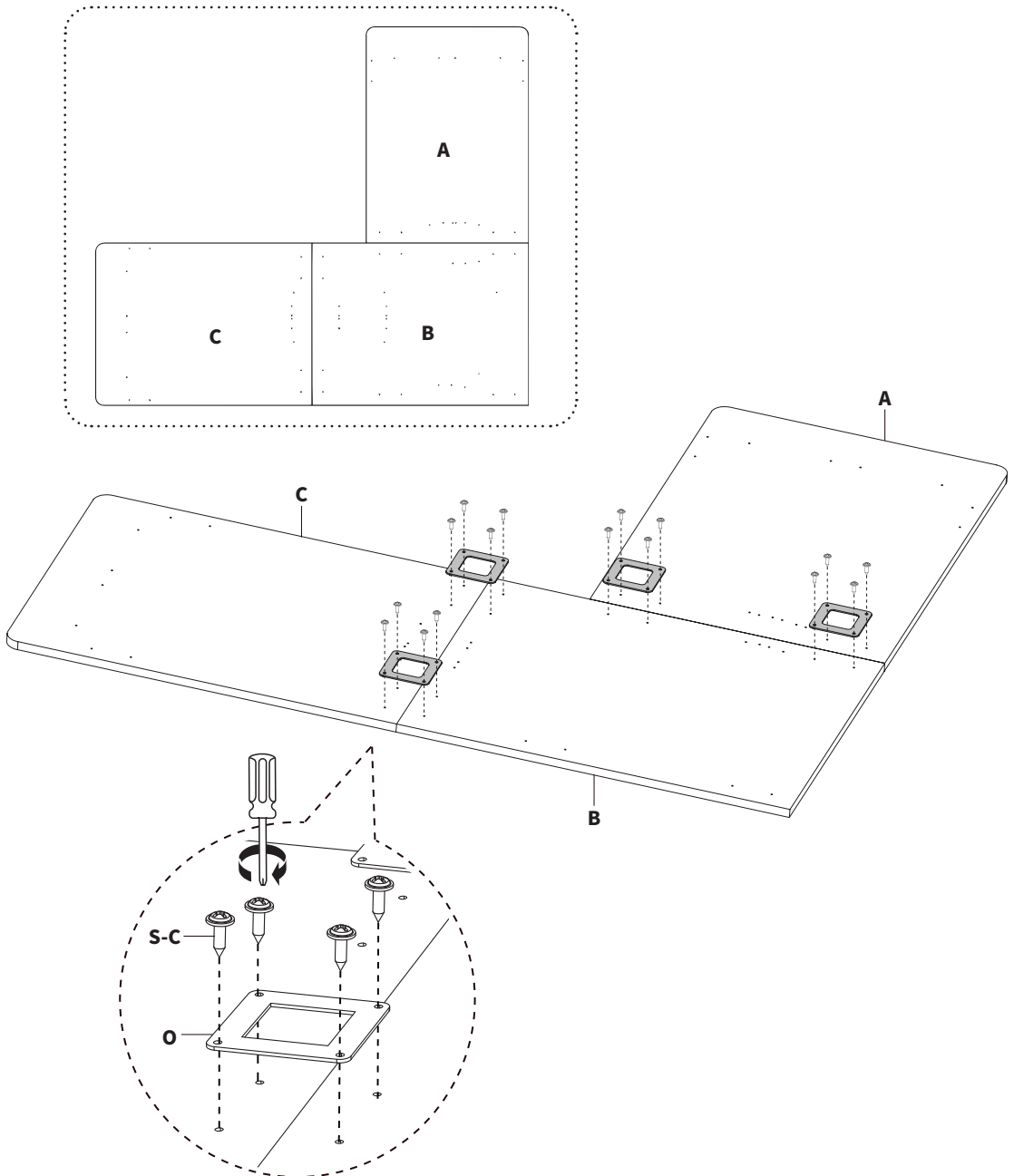


- Left Side Extension -

STEP 6

Connect Left, Middle, and Right Desktop (**A, B, C**) pieces together as shown using Desktop Connectors (**O**), M5x16mm Screws (**S-C**) and a Phillips screwdriver.

Note: If you are using your own desktop (not included with this frame kit), assemble it now by following the instructions provided with your desktop before proceeding to the next step.

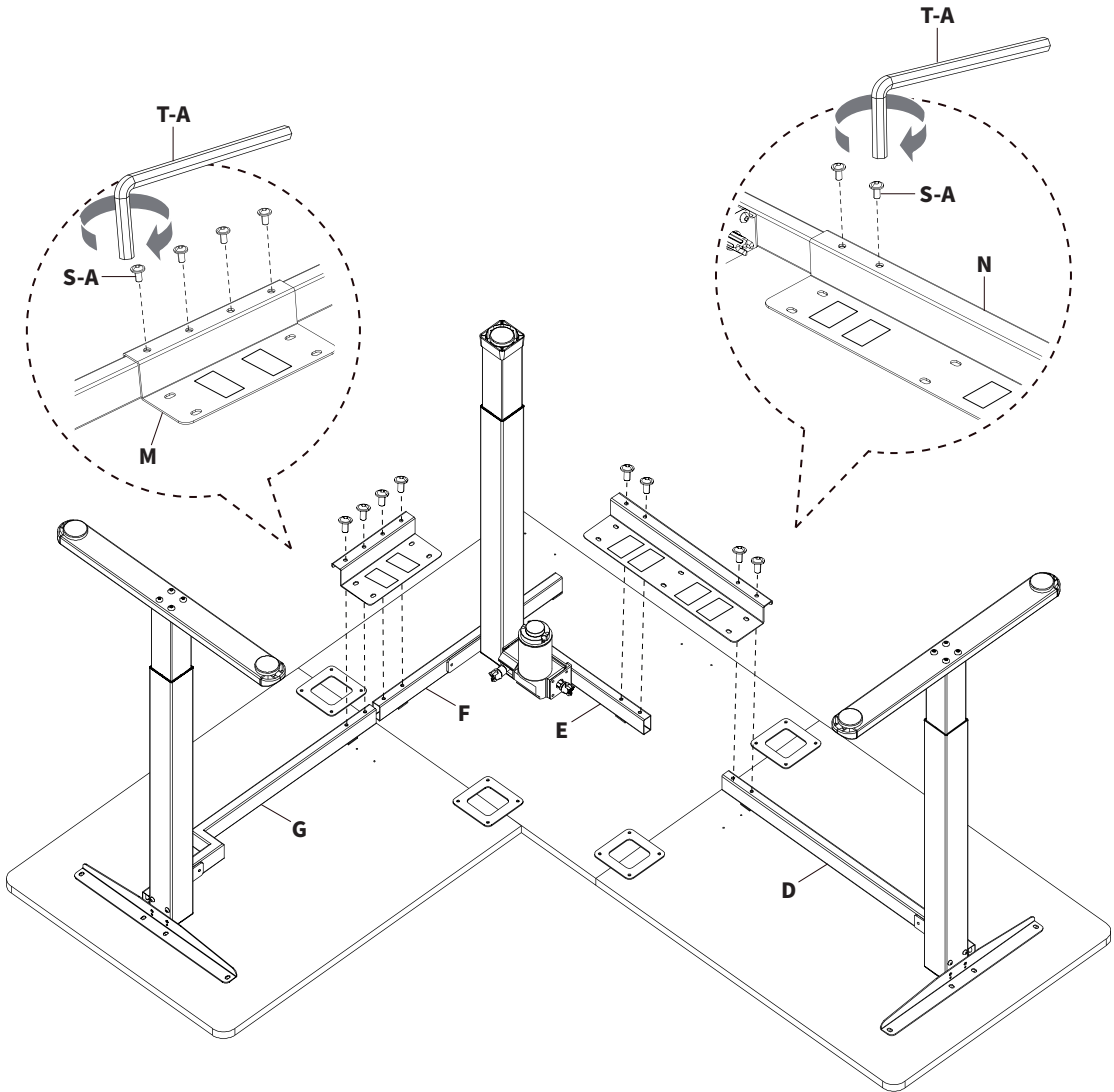


- Left Side Extension -

STEP 7

Begin connecting frame to desktop by placing assemblies on desktop as shown below. Connect Angled Outer Crossbar (**G**) and Long Corner Crossbar (**F**) with Short Connector Bracket (**M**), M6x8mm Screws (**S-A**), and 5mm Allen Wrench (**T-A**).

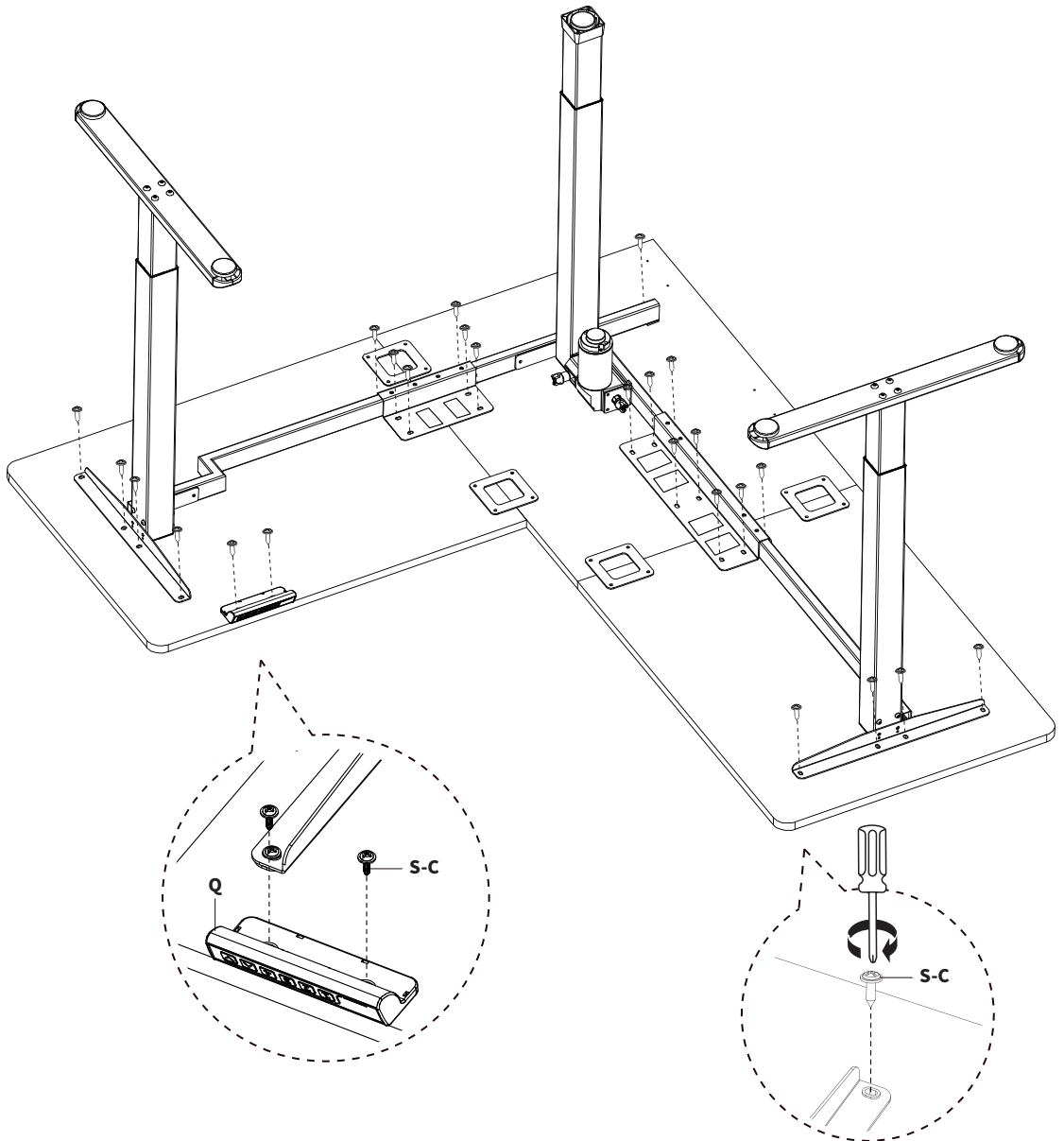
Connect Long Connector Bracket (**N**) to Short Corner Crossbar (**E**) and Straight Outer Crossbar (**D**), using M6x8mm Screws (**S-A**), and 5mm Allen Wrench (**T-A**).



- Left Side Extension -

STEP 8

Secure to desktop with M5x16mm Screws (**S-C**) and a Phillips screwdriver, using the screw locations shown below. Connect Control Panel (**Q**) to desktop using M5x16mm Screws (**S-C**) and a Phillips screwdriver.

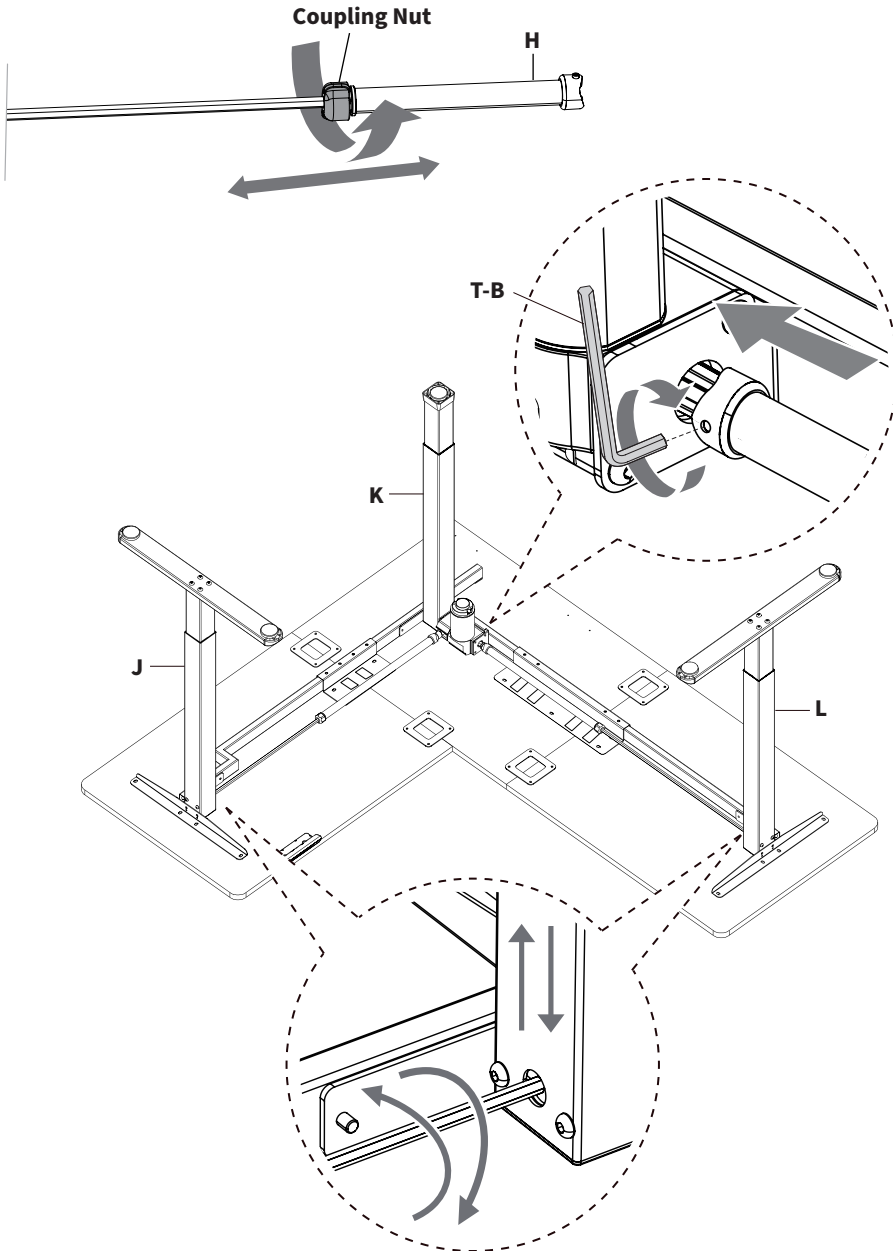


- Left Side Extension -

STEP 9

Loosen the **Coupling Nut** on Sync Rods (**H**) and insert hex shaft into Left and Right Leg (**L, J**), making sure the metal retaining ring makes contact with the leg. Ensure that all three legs are the same height. If not, turn the Sync Rod to raise or lower the leg until it's level with the leg of the motor.

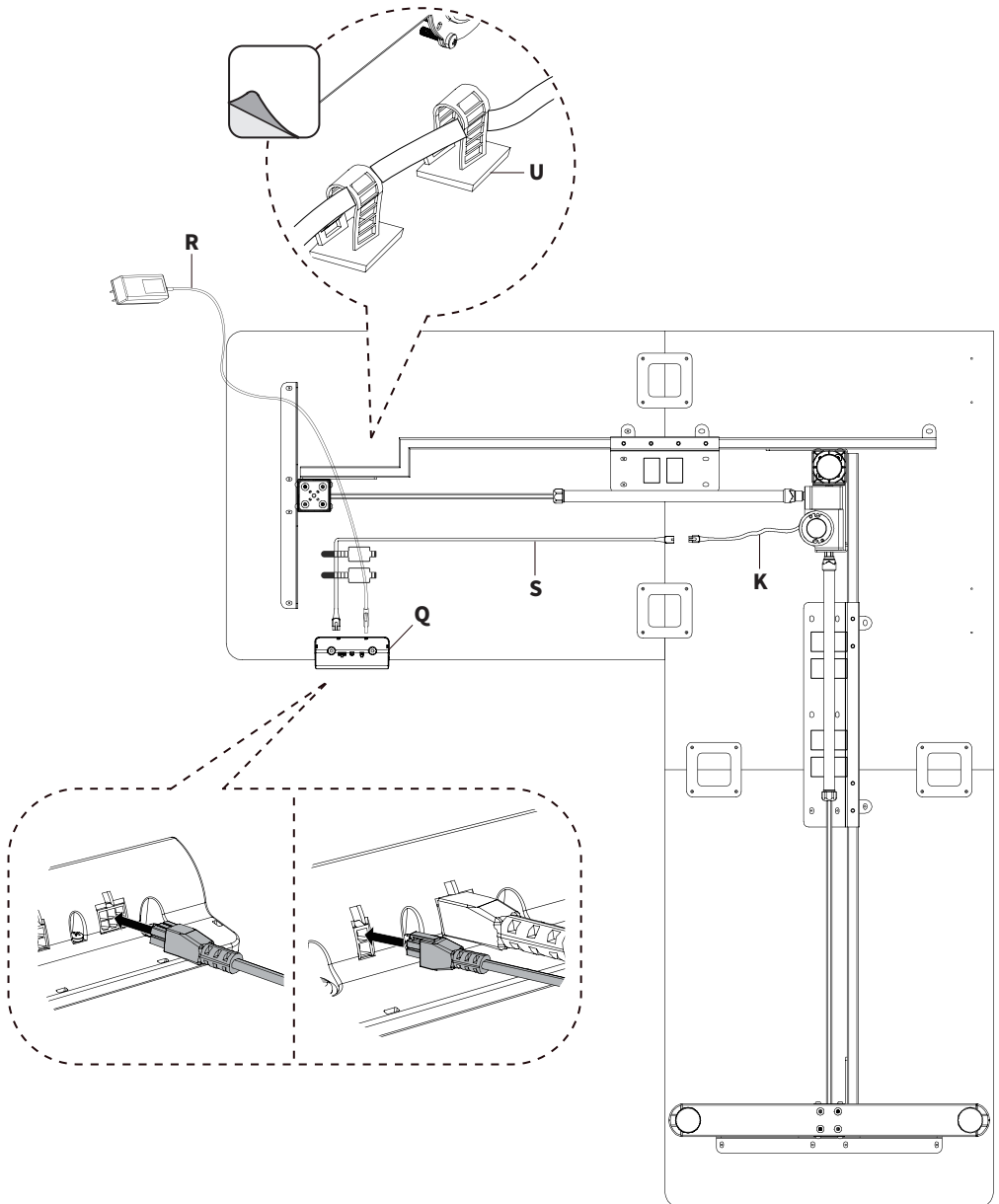
Loosen coupling nuts on Sync Rods (**H**) and extend onto Motorized Leg (**K**). Tighten coupling nuts, then tighten both set screws on the end of Sync Rods using 2mm Allen Wrench (**T-B**).



- Left Side Extension -

STEP 10

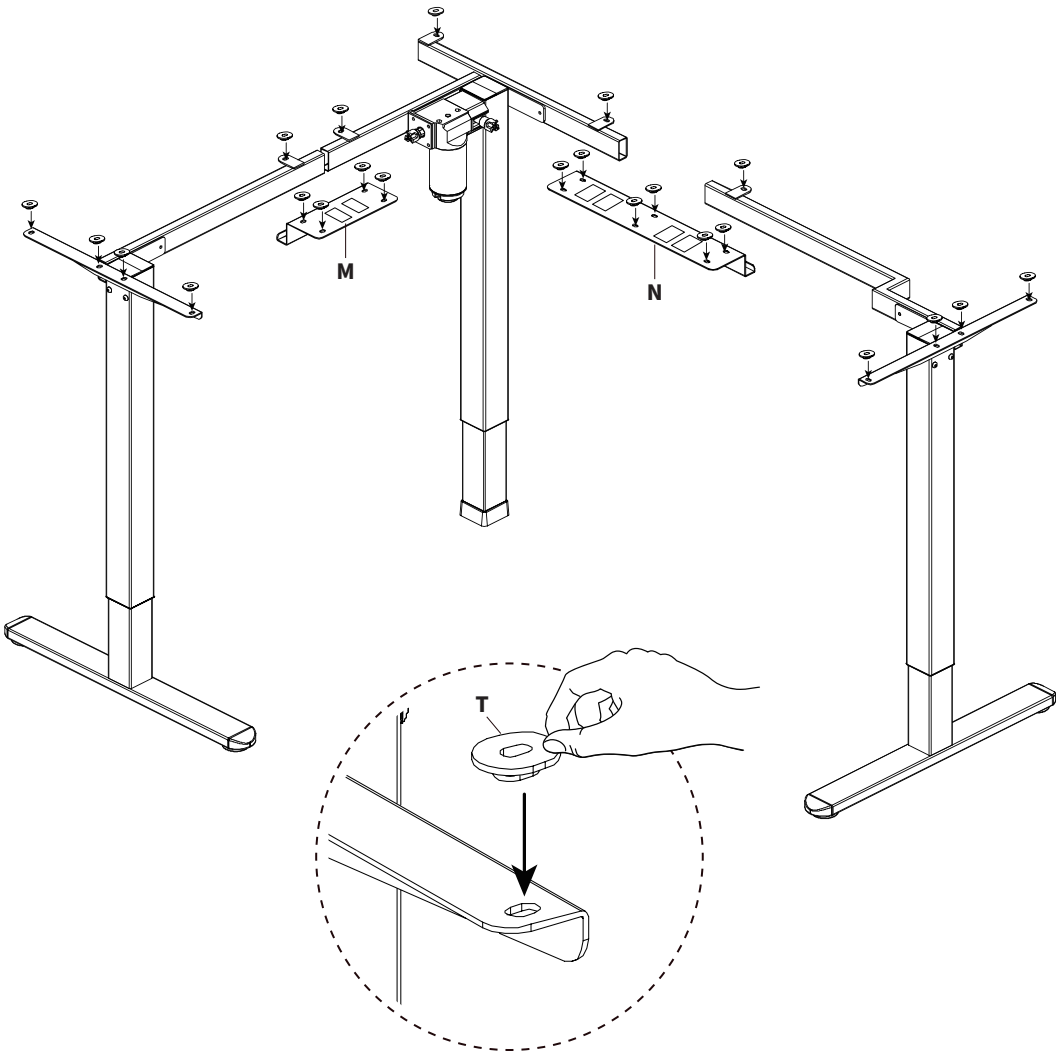
Connect AC Adapter (**R**) and cable from Motorized Leg (**K**) to Control Panel (**Q**). If needed, use Extension Cable (**S**) for cable from Motorized Leg (**K**) to extend length. Use Cable Clips (**U**) to secure cables to desktop.



– Assembly Option 2 –
Right Side Extension

STEP 5

Affix Anti-Vibration Pads (**T**) to desk frame, Short Connector Bracket (**M**), and Long Connector Bracket (**N**). Connector Brackets will be installed in a later step.

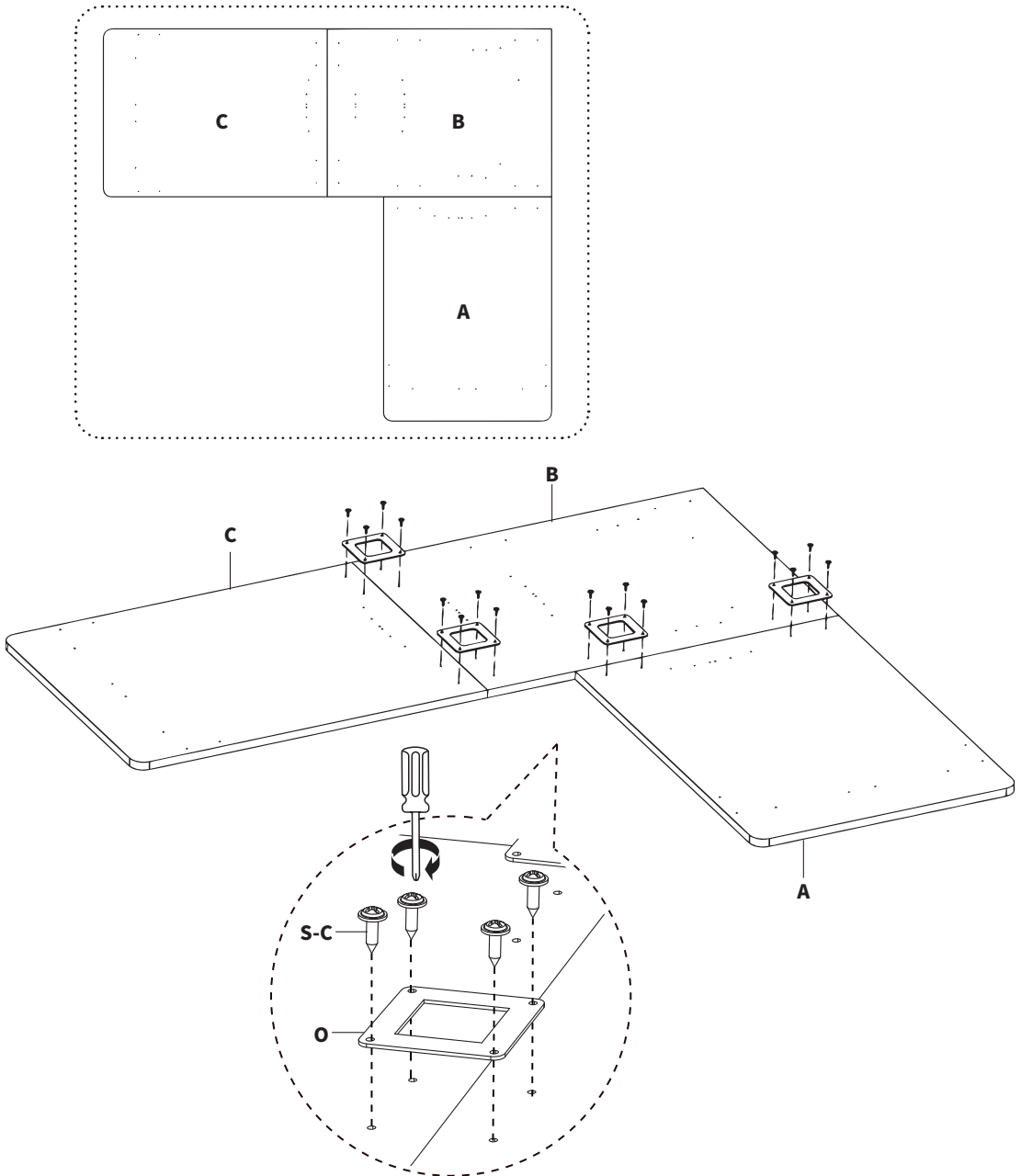


- Right Side Extension -

STEP 6

Connect Left, Middle, and Right Desktop (**A, B, C**) pieces together as shown using Desktop Connectors (**O**), M5x16mm Screws (**S-C**) and a Phillips screwdriver.

Note: If you are using your own desktop (not included with this frame kit), assemble it now by following the instructions provided with your desktop before proceeding to the next step.

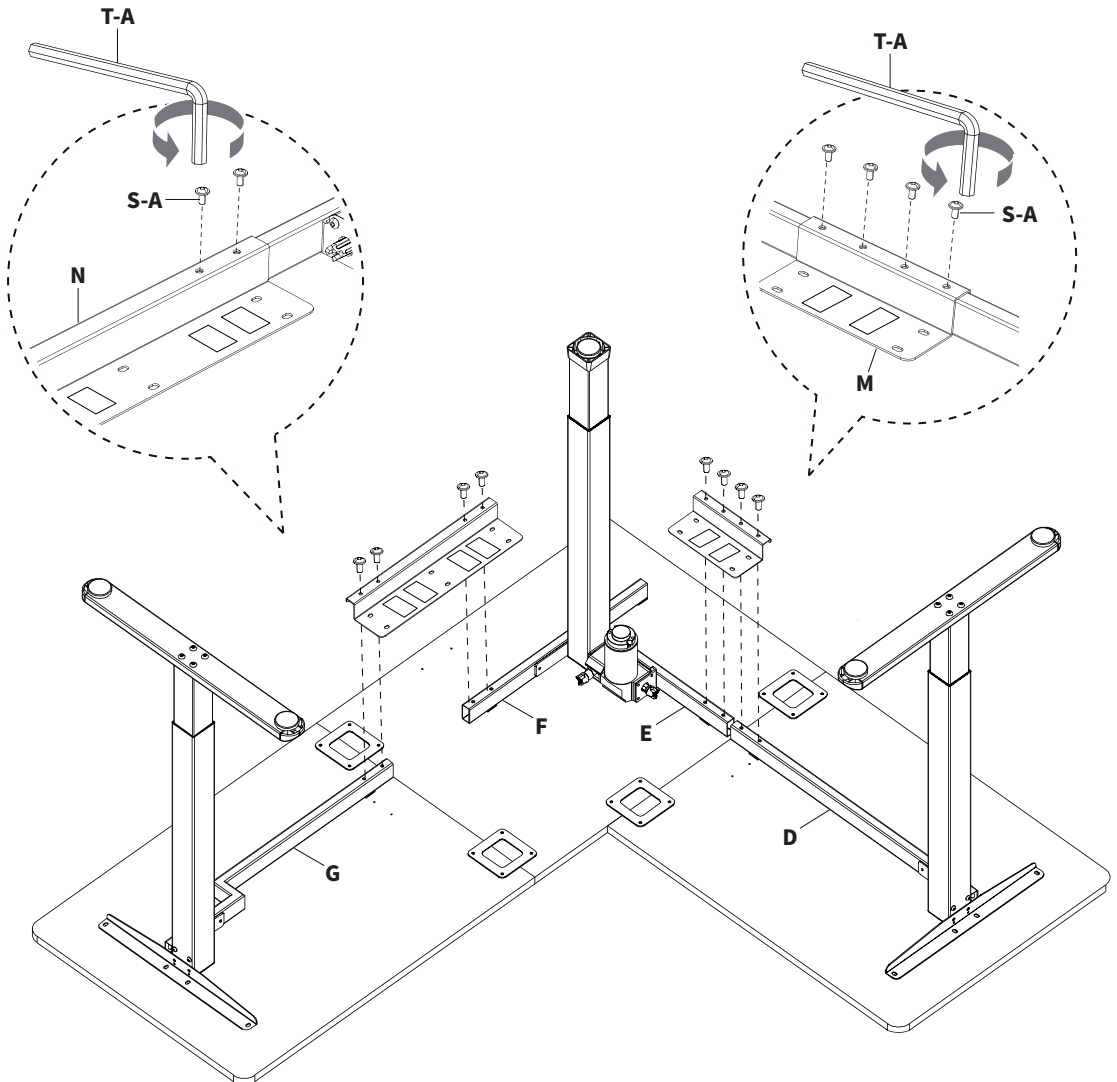


- Right Side Extension -

STEP 7

Begin connecting frame to desktop by placing assemblies on desktop as shown below. Connect Angled Outer Crossbar (**G**) and Long Corner Crossbar (**F**) with Long Connector Bracket (**N**), M6x8mm Screws (**S-A**), and 5mm Allen Wrench (**T-A**).

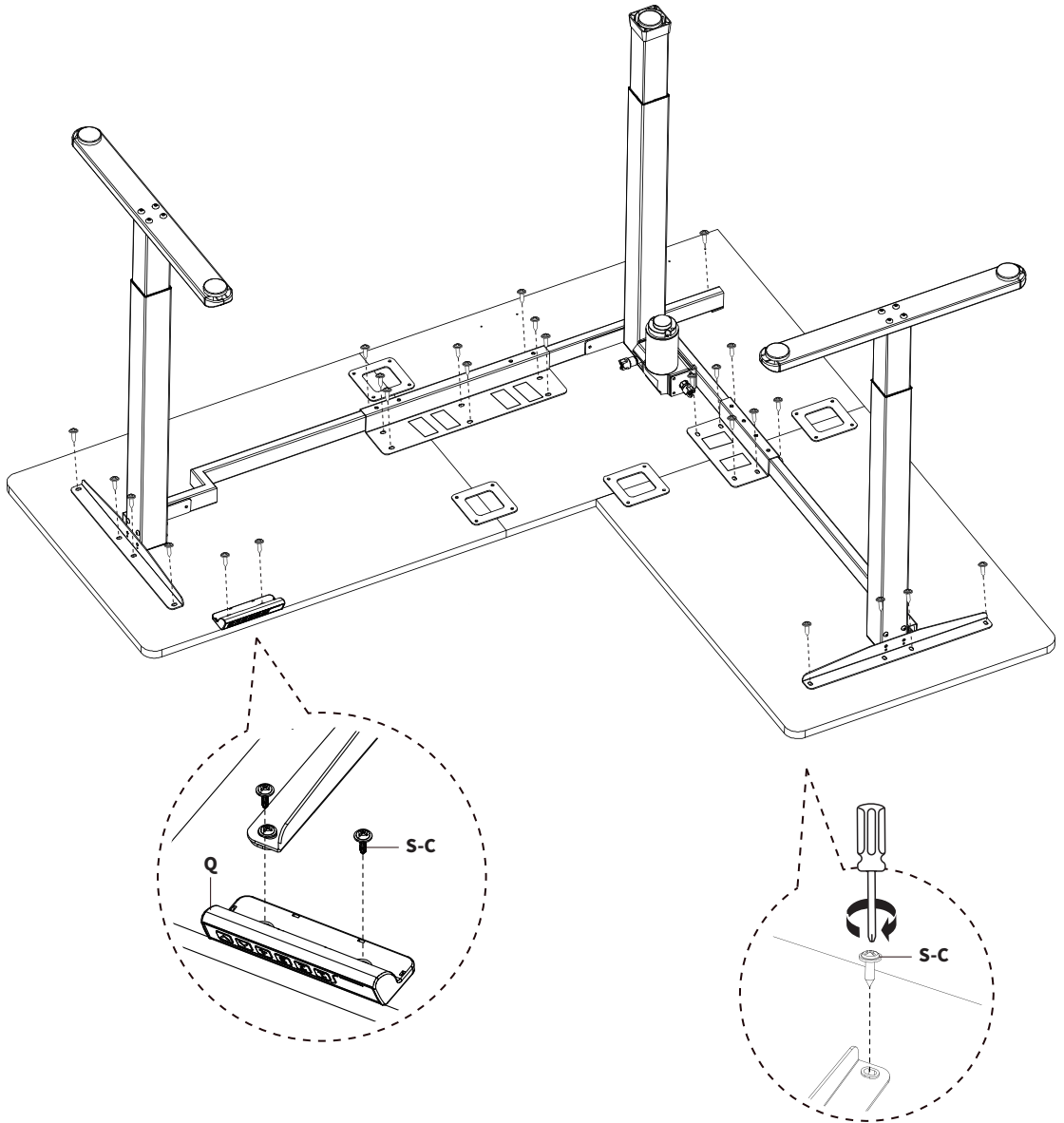
Connect Short Corner Crossbar (**E**) to Straight Outer Crossbar (**D**) with Short Connector Bracket (**M**), M6x8mm Screws (**S-A**), and 5mm Allen Wrench (**T-A**).



- Right Side Extension -

STEP 8

Secure to desktop with M5x16mm Screws (**S-C**) and a Phillips screwdriver, using the screw locations shown below. Connect Control Panel (**Q**) to desktop using M5x16mm Screws (**S-C**) and a Phillips screwdriver.

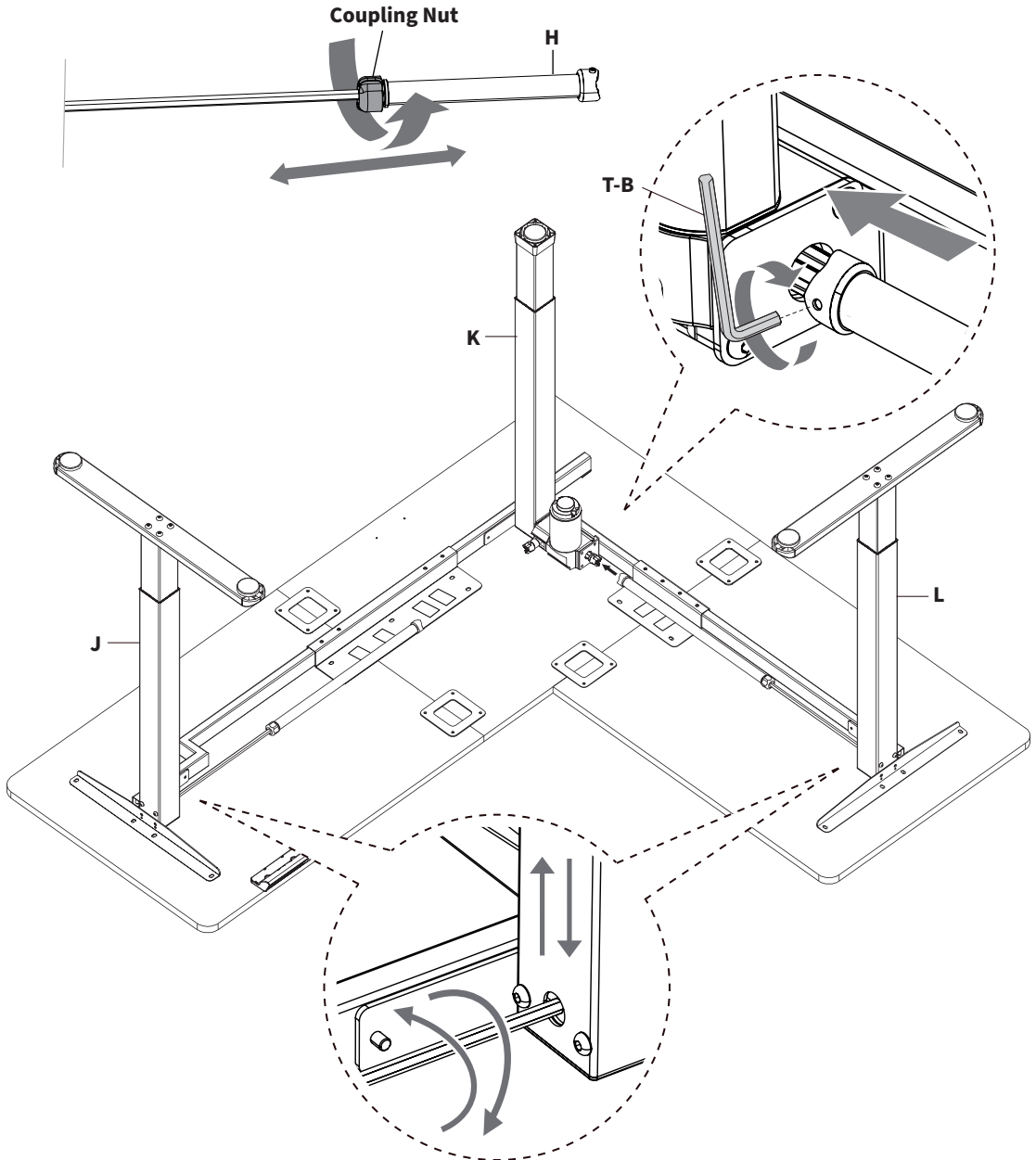


- Right Side Extension -

STEP 9

Loosen the **Coupling Nut** on Sync Rods (**H**) and insert hex shaft into Left and Right Leg (**L, J**), making sure the metal retaining ring makes contact with the leg. Ensure that all three legs are the same height. If not, turn the Sync Rod to raise or lower the leg until it's level with the leg of the motor.

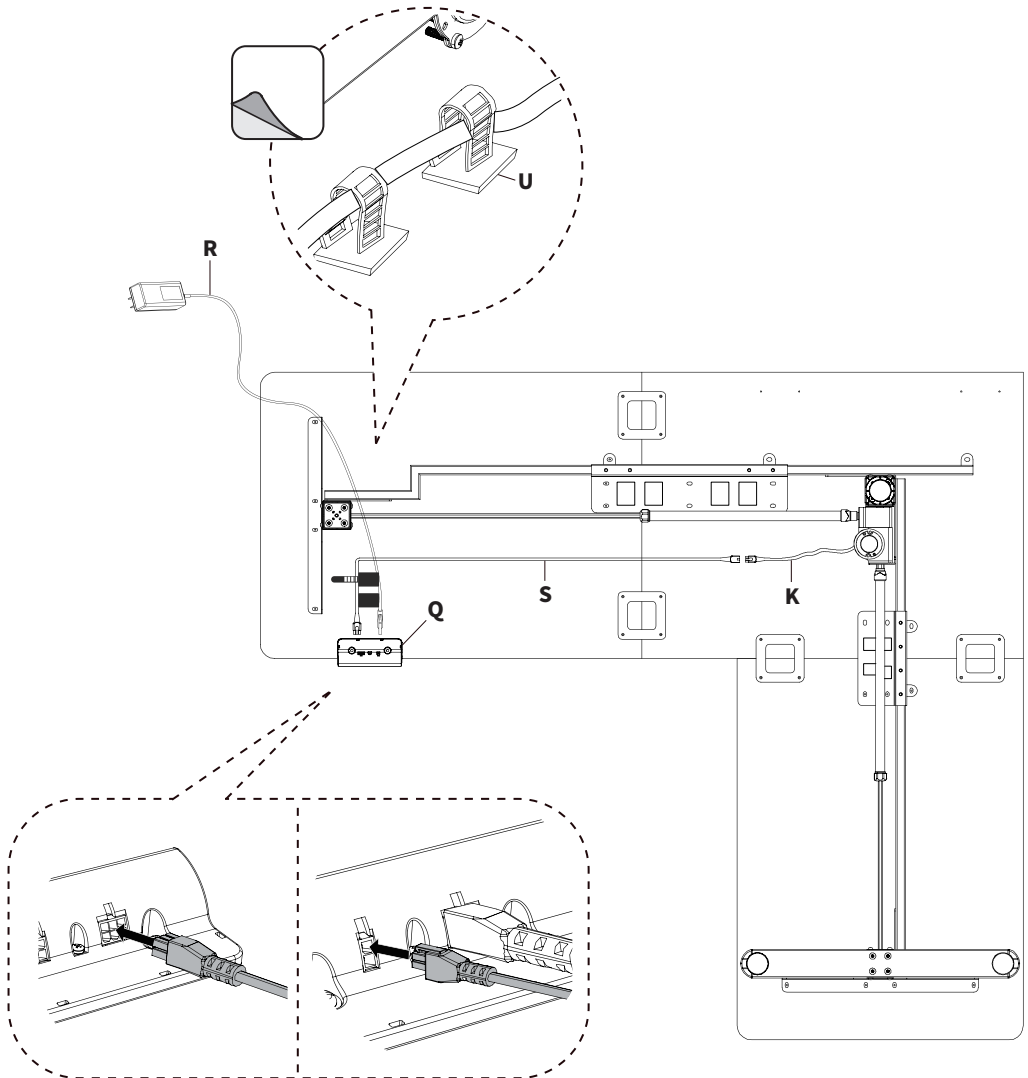
Extend Sync Rods (**H**) into Motorized Leg (**K**), making sure set screw faces out. Tighten coupling nuts, then tighten both set screws on the end of Sync Rods (**H**) using 2mm Allen Wrench (**T-B**).



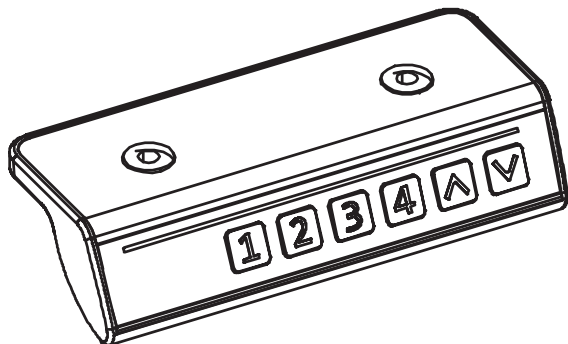
- Right Side Extension -

STEP 10

Connect AC Adapter (**R**) and cable from Motorized Leg (**K**) to Control Panel (**Q**). If needed, use Extension Cable (**S**) for cable from Motorized Leg (**K**) to extend length. Use Cable Clips (**U**) to secure cables to desktop.



Controller Guide



Reset Mode

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. “RES” will be displayed and the leg will lower and rebound upwards. Release the down arrow and your frame has been reset.

Child Safety Lock

Child Safety Lock: Press and hold buttons 1 & 2 for two seconds. LOC will be displayed when the controller is locked. Repeat process to unlock.

Switching Units

Press and hold buttons 1 & 3 for two seconds.

Change Detection Sensitivity

Press and hold buttons 1 & 4 for two seconds until the Display shows “n”. Use the up and down arrows to select “OFF,” Low (L), Normal (N), or Heavy (H). Wait two seconds to save.

Troubleshooting

Error Code	Description/Resolution
E10	Sensorless Alarm: This alarm triggered when the sensor cannot be detected. Power off desk and check the connection between the motor and control panel, then re-power.
E20	Overload Alarm: Remove desk items and try again.
E02	Rebound Protection: Check for desk vibration, obstacles, or desk incline. If no issues found, complete the reset process and try again.
E32	Overvoltage Alarm: Voltage is higher than allowed value. Power off desk and check connection between power and control panel. Power on again.
E31	Undervoltage Alarm: Voltage is lower than required value. Power off desk and check connection between power and control panel. Power on again.
HOT	Overheated Alarm: Power off and wait 18 minutes before use again.

Memory Presets

Press any number and the desk will return to the programmed height. See *Programming Memory Presets* to program presets.

Arrow Keys

Press and hold the UP arrow for the desk to begin raising. Release when desk reaches desired height. Press and hold DOWN arrow to lower desk. Release button when desired height is reached.

Memory Mode

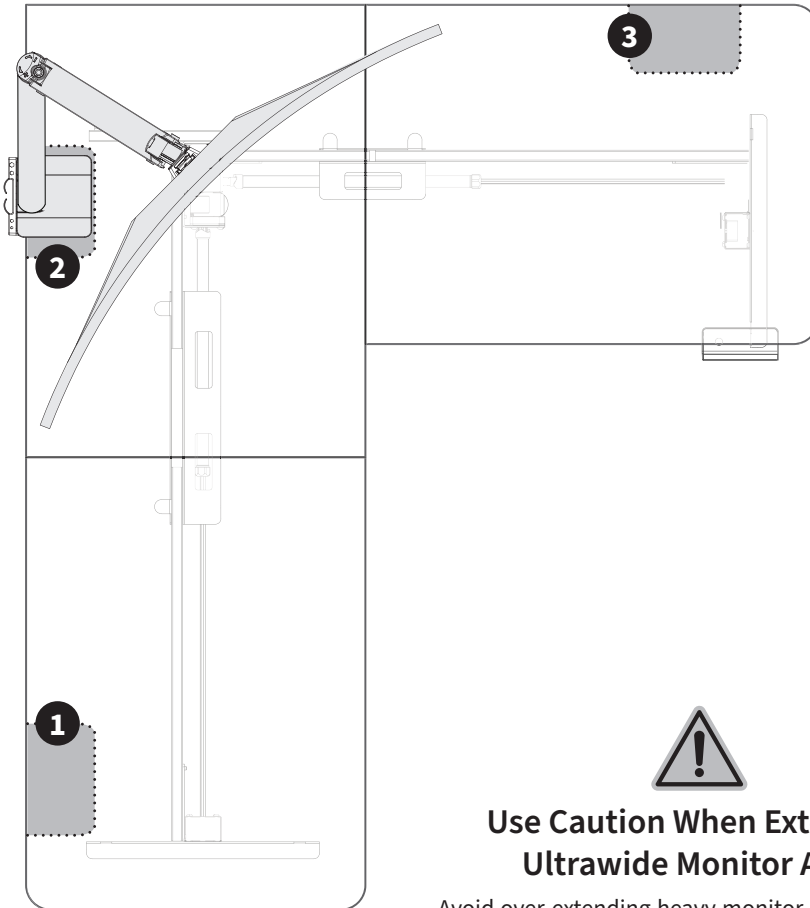
To save a set height, press and hold the “1” button for 5 seconds until “H1” appears. Your height setting is now stored. Follow steps for the other numerical buttons to save up to four height settings.

Mounting Guide for 32" – 57" Ultrawide Monitors

Recommended Mounting Zones for Monitor Stands with Clamp or Grommet

For best stability, attach your monitor stand's clamp or grommet within one of the three recommended Mounting Zones shown below.

(not applicable for freestanding or OEM monitor stands)



Use Caution When Extending Ultrawide Monitor Arms

Avoid over-extending heavy monitor arms on clamp or grommet mounted monitor stands, as this may cause damage to your desktop and/or screen.

To reduce risks, use a recommended Mounting Zone for clamp-on monitor stands, and keep arm(s) folded close to the base as shown in the graphic above.

LAST UPDATED: 11/13/2025

REV4

DESK-E3CTB-A: v2.2

DESK-E3CTC-A: v2.1

DESK-E3CTD-A: v2.1

DESK-E3CTG-A: v1.1

DESK-E3CTN-A: v2.2

DESK-E3CTW-A: v2.1

DESK-E355B: v2.5

DESK-E355G: v1.4

DESK-E355W: v2.5



Need Help? **We're Here For You**

Monday-Friday from 7am-7pm CST

Saturday 8am-4pm CST



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309-278-5303 ext. 1



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