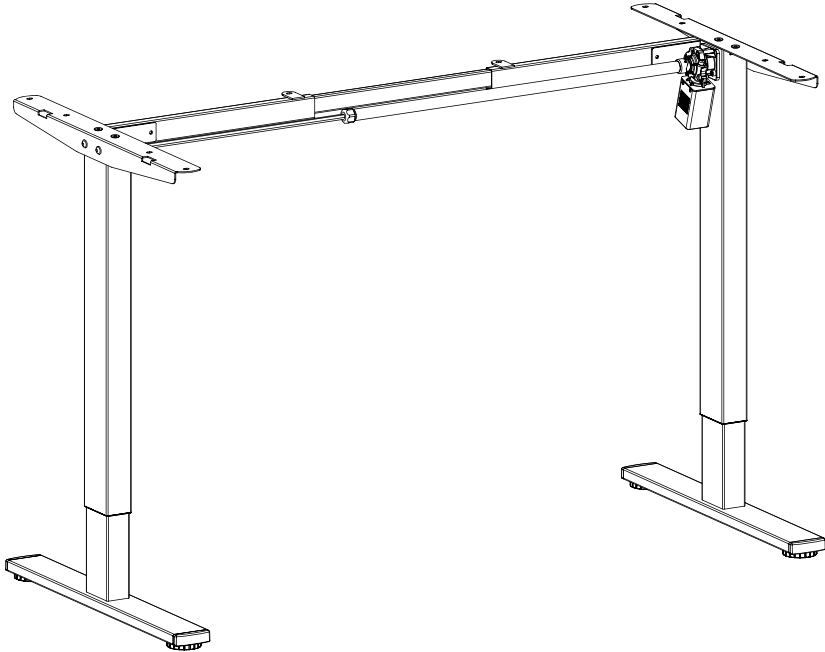




Electric Single Motor Desk Frame

DESK-V100EBY Series

Assembly Manual

Individual Product SKUs

DESK-V100EBY
DESK-V100EWY
DESK-V100EGY

DESK-V100EBY_UK
DESK-V100EWY_UK
DESK-V100EGY_UK

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

Contact Us First!

Our friendly US-Based Product Support Team 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-v100eby



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.



DO NOT EXCEED WEIGHT CAPACITY

FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.



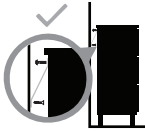
ELECTRICAL SAFETY INSTRUCTIONS

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.



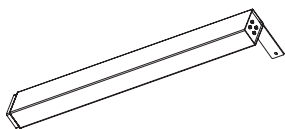
WARNING



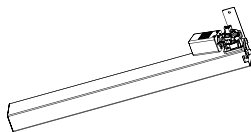
Children have died from furniture tipover.

- ALWAYS secure this furniture with anchor device.
- NEVER allow children to stand, climb, or hang on drawers, or shelves.
- ALWAYS secure your television with an anchor device.

Package Contents



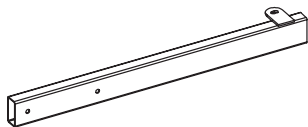
A (x1)
Leg



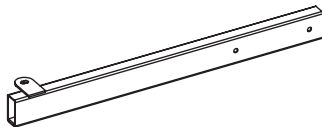
B (x1)
Motorized Leg



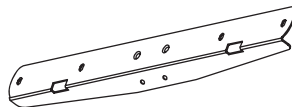
C (x1)
Inner Crossbar



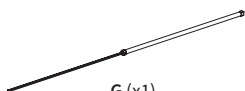
D (x1)
Left Crossbar



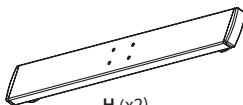
E (x1)
Right Crossbar



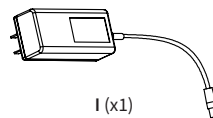
F (x2)
Side Bracket



G (x1)
Sync Rod



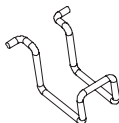
H (x2)
Foot



I (x1)
AC Adapter



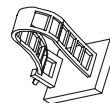
J (x1)
Control Panel



K (x2)
Hook



L (x12)
Anti-Vibration Pad



M (x2)
Cable Clip

Included Hardware & Tools



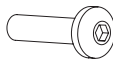
S-A (x14)
M6x11mm Screw



S-B (x5)
M8x18mm Screw



S-C (x14)
ST5x15mm Screw



S-D (x9)
M6x35mm Screw



T-A (x1)
2mm Allen Wrench



T-B (x1)
5mm Allen Wrench

Tools Needed:



**Phillips
Screwdriver**

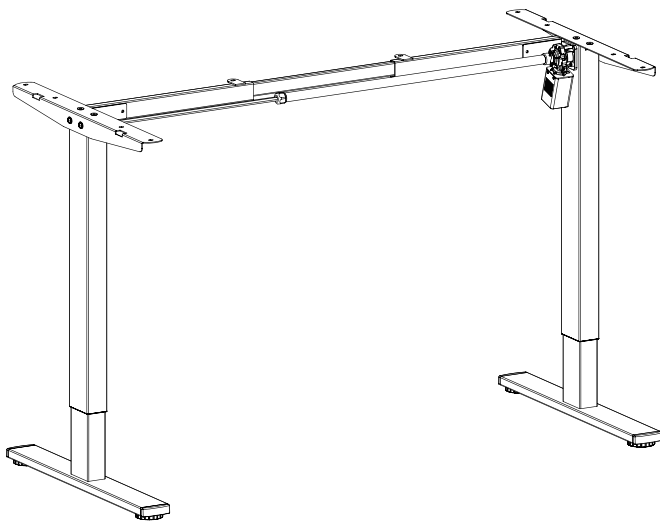


Drill

Weight Capacity:



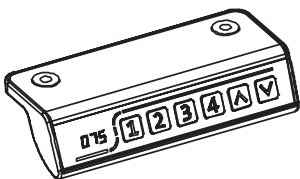
**220 lbs
(100 kg)**



Desk Frame Assembly

pg. 6-14

Control Panel Instructions

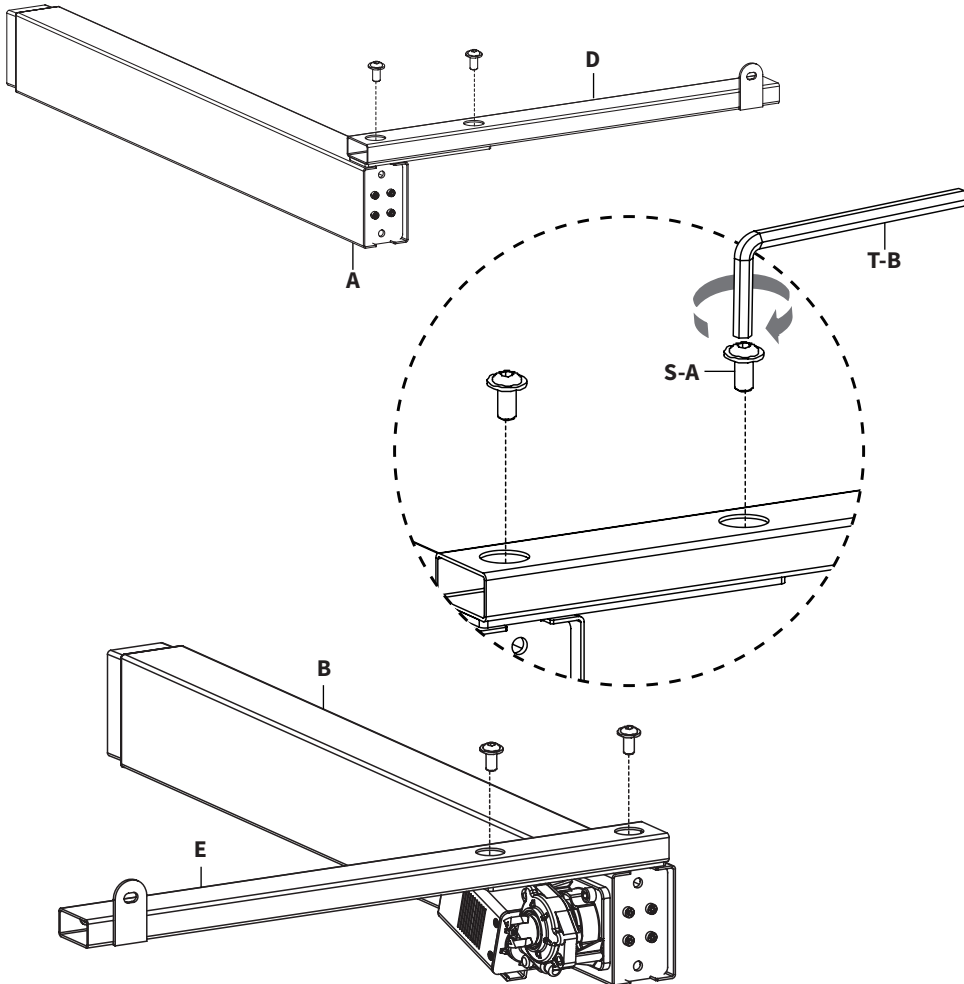


Operating/Overview.....	pg. 16
Troubleshooting.....	pg. 17
Custom Programming.....	pg. 18

Assembly Steps

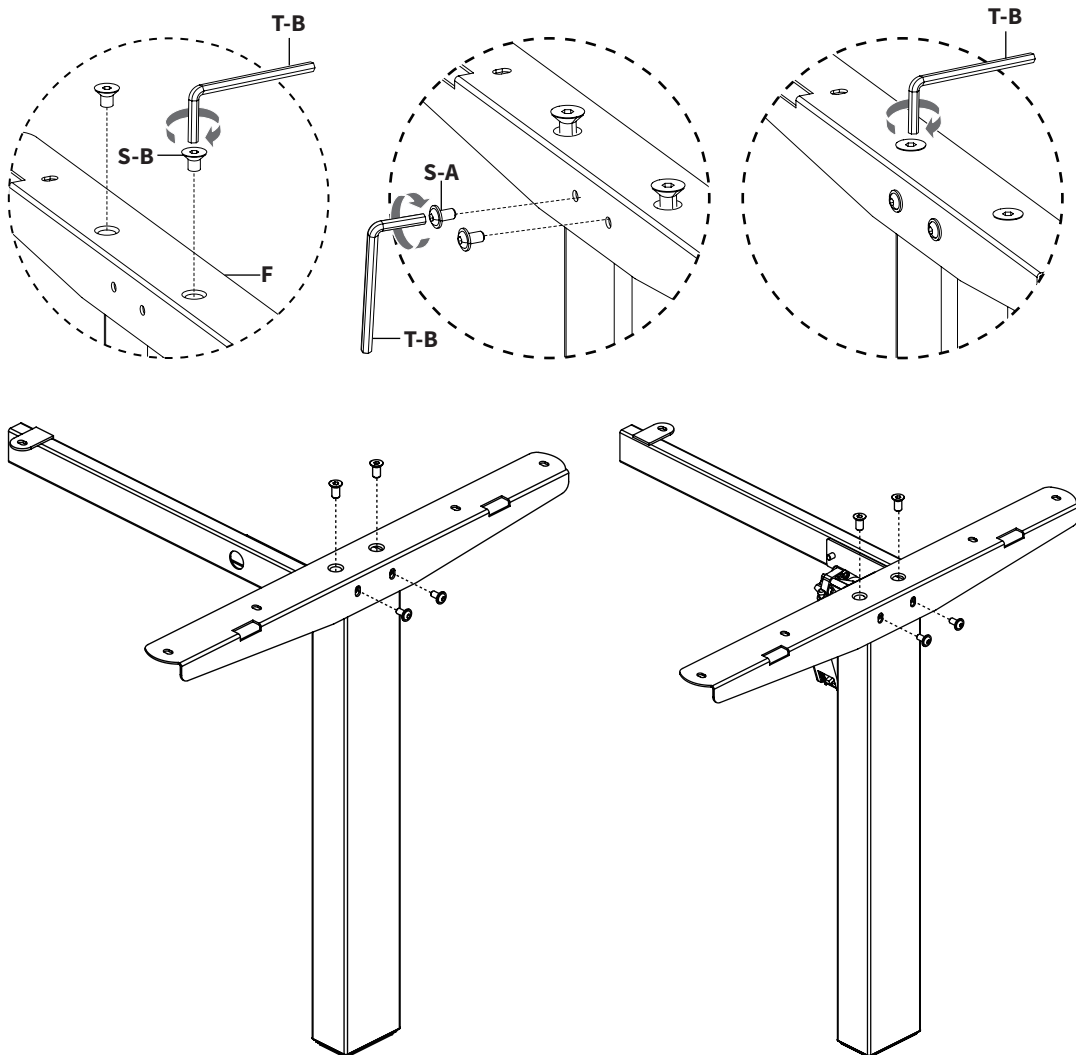
STEP 1

Assemble Right Crossbar (E) to Motorized Leg (B) and Left Crossbar (D) to Leg (A) using M6x11mm Screws (S-A) and 5mm Allen Wrench (T-B).



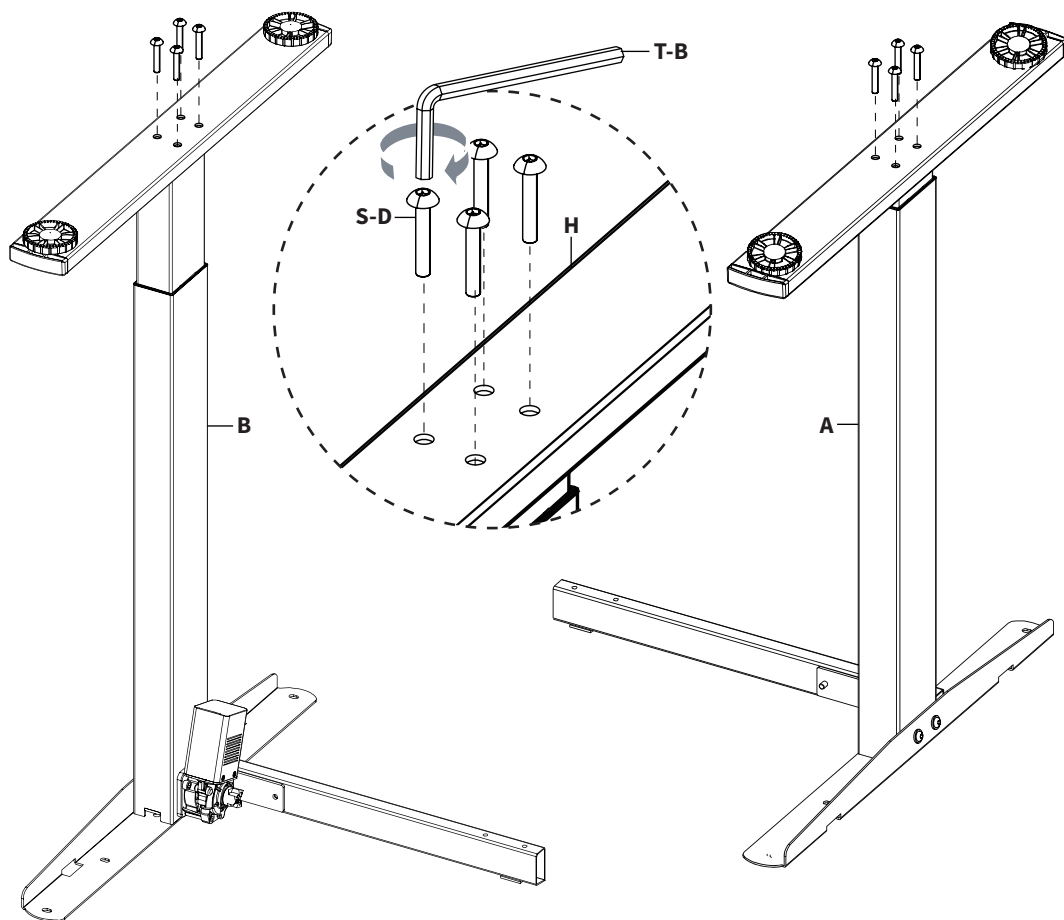
STEP 2

Partially attach Side Brackets (**F**) to the top of Motorized Leg (**B**) and Leg (**A**) using M8x18mm Screws (**S-B**). Secure using M6x11mm Screws (**S-A**) on the sides and tighten all screws using 5mm Allen Wrench (**T-B**).



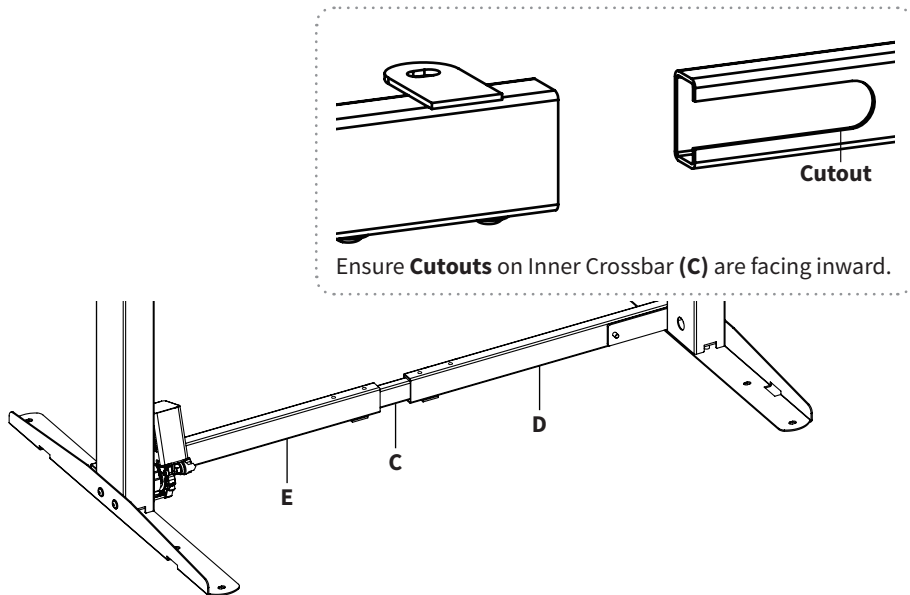
STEP 3

Attach Feet (**H**) to Motorized Leg (**B**) and Leg (**A**) using M6x35mm Screws (**S-D**) and 5mm Allen Wrench (**T-B**).

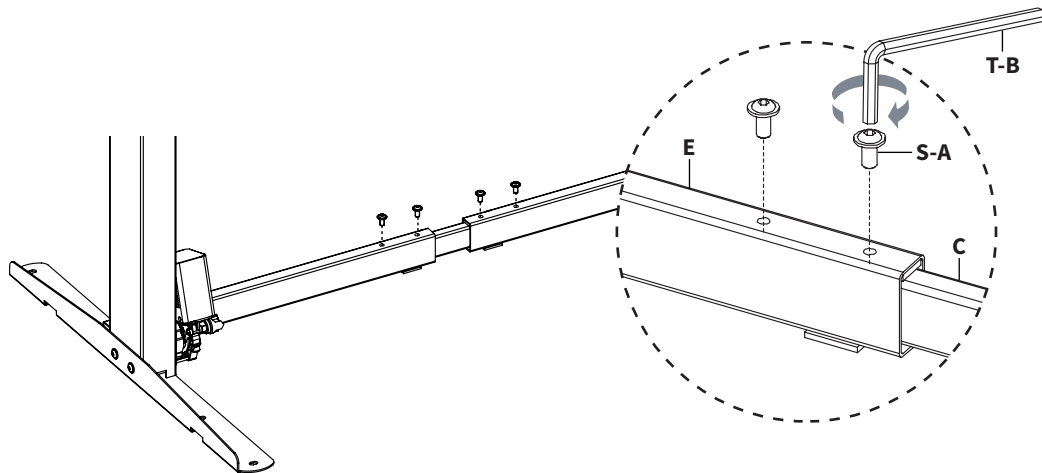


STEP 4

Insert Inner Crossbar (**C**) into Left Crossbar (**D**) and Right Crossbar (**E**).



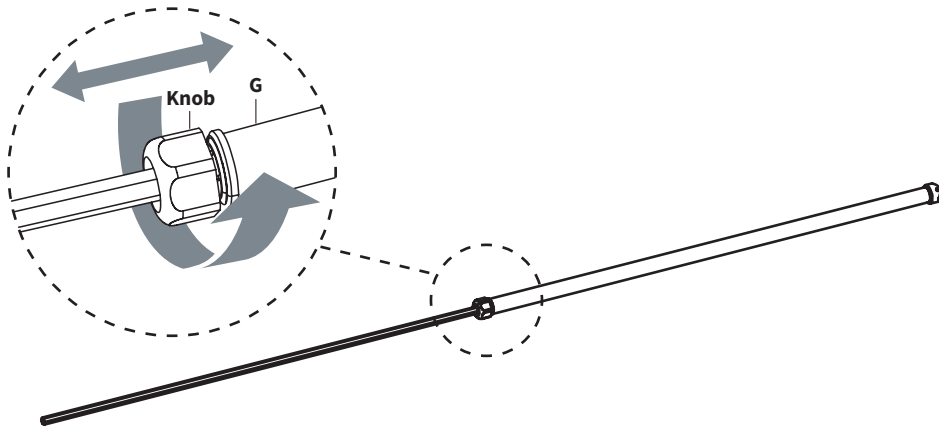
Partially thread M6x11mm Screws (**S-A**) into the Left and Right Crossbars (**D,E**) using 5mm Allen Wrench (**T-B**). Do not fully tighten.



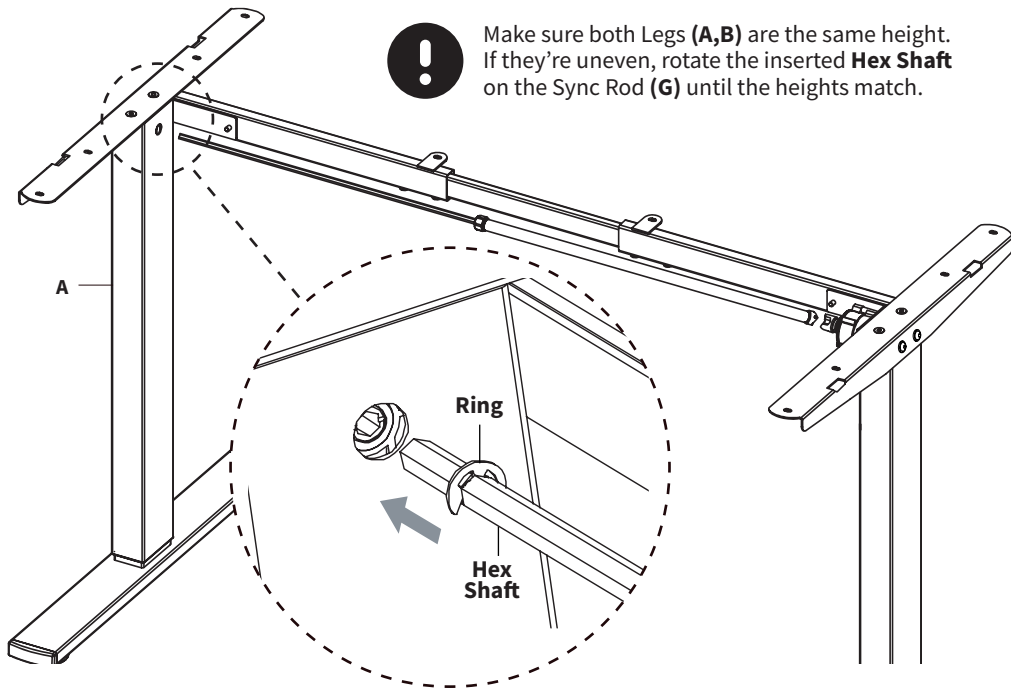
Note: Leave the screws loosely installed.

STEP 5

Loosen the **Knob** on Sync Rod (**G**) so that it can freely extend.



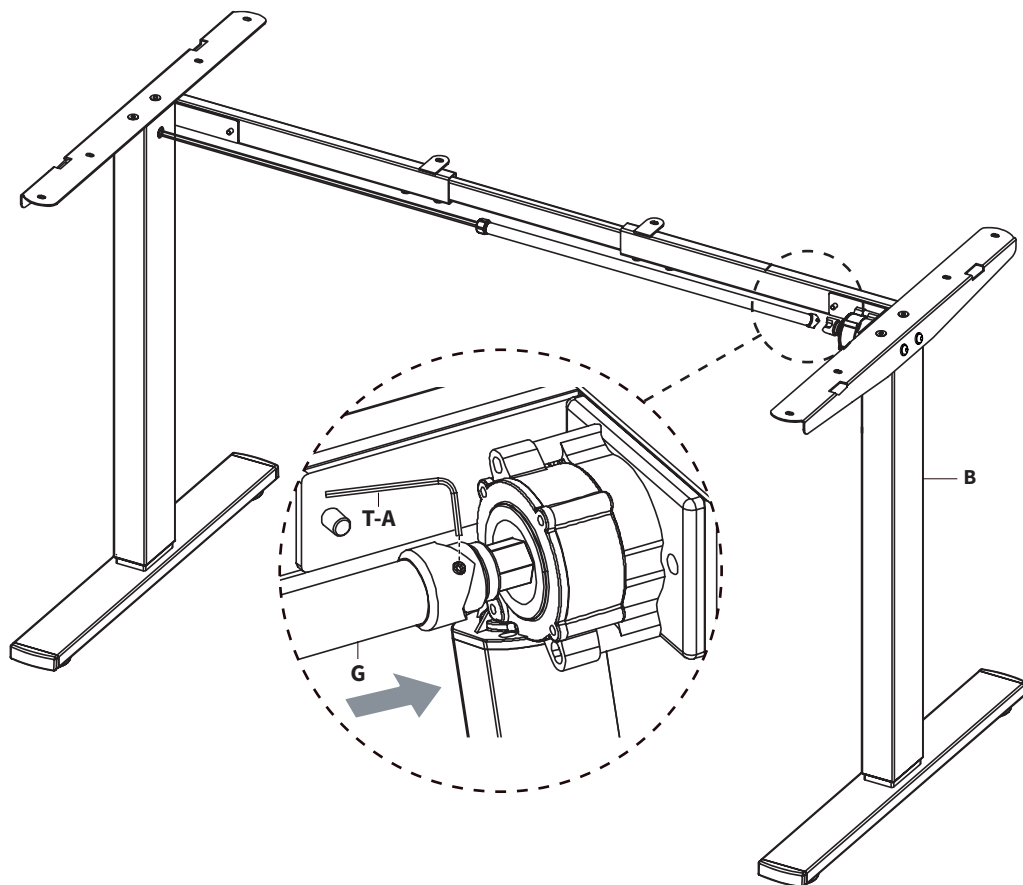
Fit the **Hex Shaft** on Sync Rod (**G**) into Leg (**A**) until the metal **Ring** makes contact.



STEP 5 - Cont'd

While holding the hex end of the Sync Rod (**G**), extend and fit the opposite end into the Motorized Leg (**B**). Secure by tightening the set screw using 2mm Allen Wrench (**T-A**).

Leave the **Knob** on Sync Rod (**G**) loosened.



Check for Exposed Metal Shaft at Motorized Leg

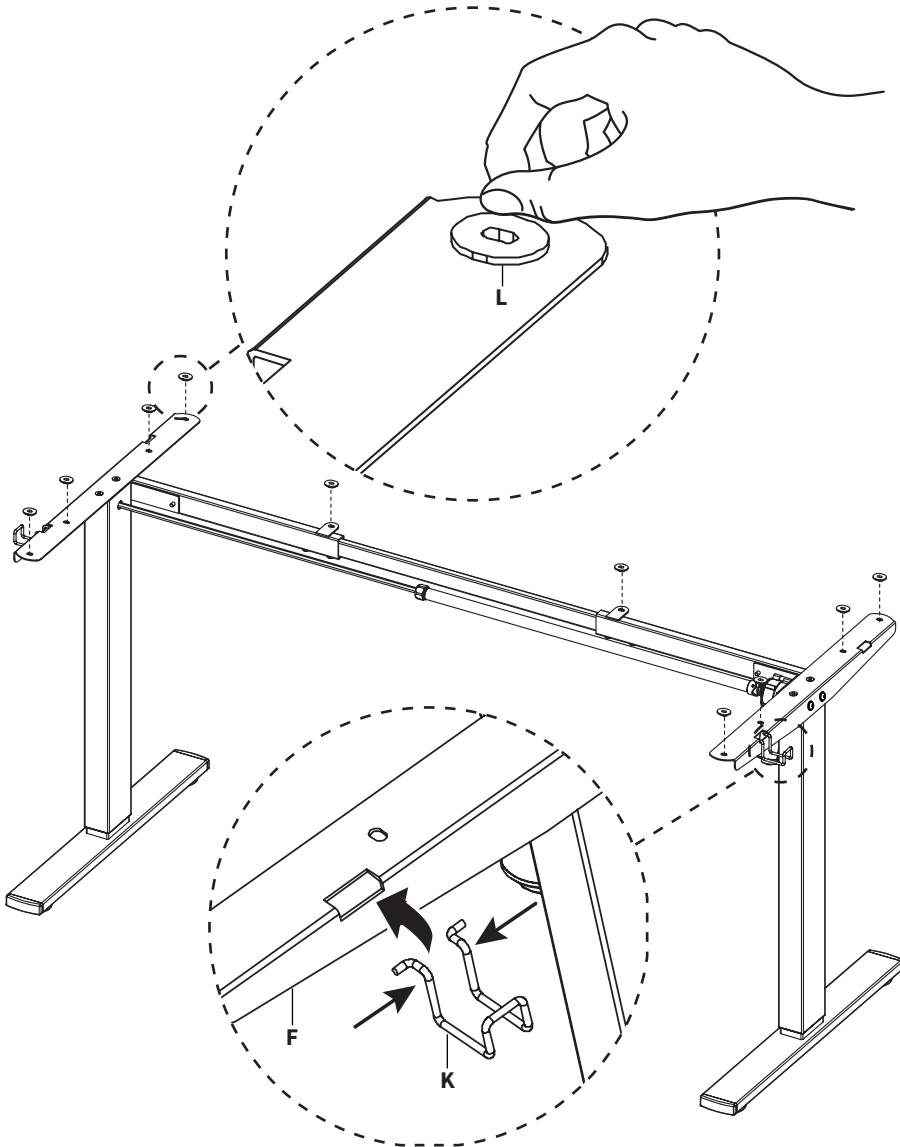
Make sure the Sync Rod (**G**) remains fully inserted into the Motorized Leg. If it slips out and partially exposes a metal shaft, push it back in before proceeding.

If the Rod won't push back into the Motorized Leg, slightly raise or lower Motorized Leg (**B**) until Rod will push in fully.

If the Rod still won't push into Motorized Leg, connect the AC Adapter (**I**) and Control Panel (**J**) to the Motor. Lightly tap the Up or Down button until the Sync Rod will push in fully.

STEP 6

Insert Anti-Vibration Pads (L) into the frame assembly. Install Hooks (K) by pinching sides and inserting into small notch in Side Brackets (F).



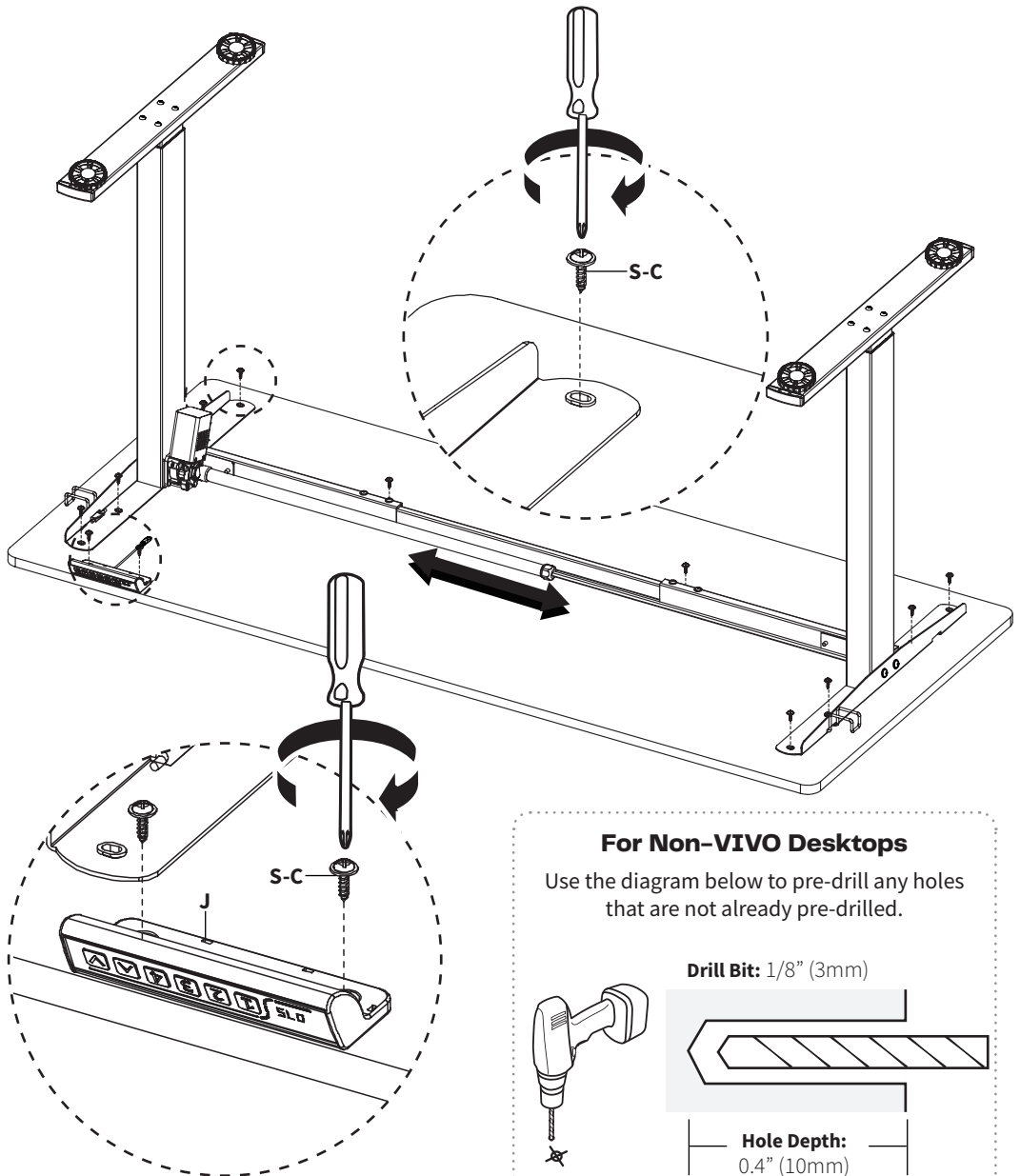
Before Proceeding

Follow the instructions included with your desktop (not included) to assemble your desktop.

STEP 7

For VIVO Desktops

Flip the frame upside down onto the desktop and extend the frame until the holes on Side Brackets (**F**) line up with the desktop pilot holes. Secure frame assembly and Control Panel (**J**) to the desktop using ST5x15mm Screws (**S-C**) and a Phillips screwdriver or drill.



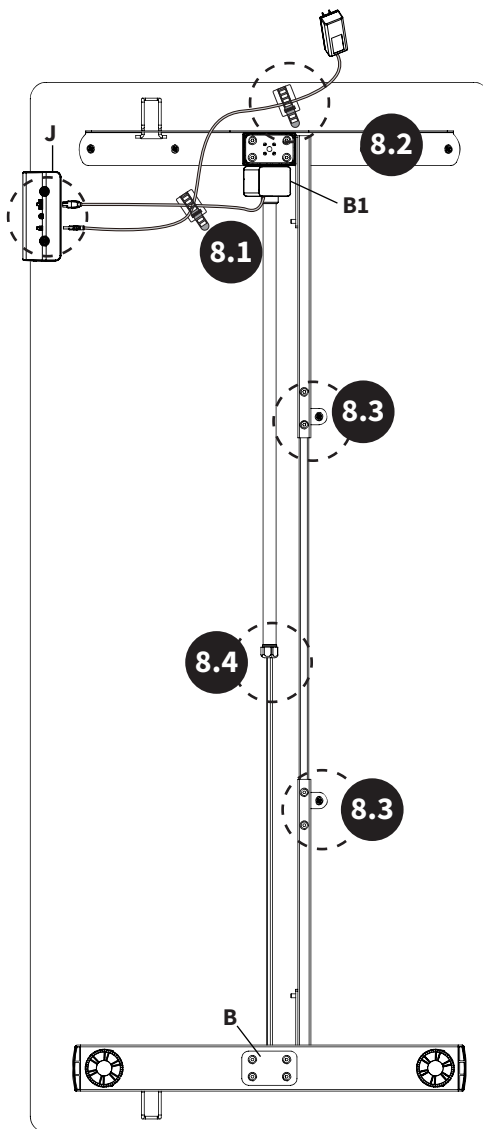
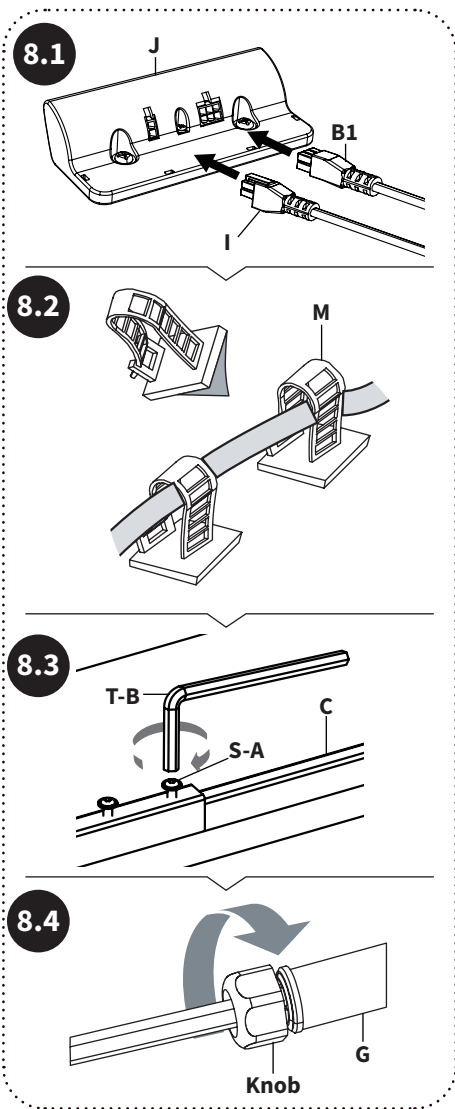
STEP 8

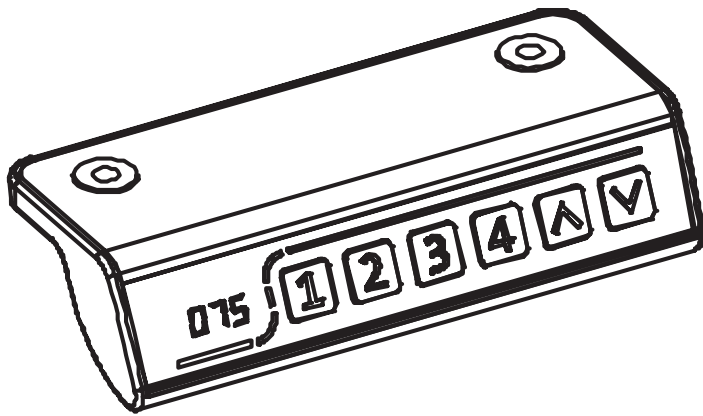
8.1 Connect AC Adapter (**I**) and Motor (**B1**) to Control Panel Cable (**J**).

8.2 Remove adhesive backing from Cable Clips (**M**) and place them on the underside of the desktop to route cables.

8.3 Secure the Inner Crossbar (**C**) by tightening the previously installed M6x11mm Screws (**S-A**) using 5mm Allen Wrench (**T-B**).

8.4 Tighten the **Knob** on the Sync Rod (**G**). If the Sync Rod has disconnected, insert back into Leg (**B**).

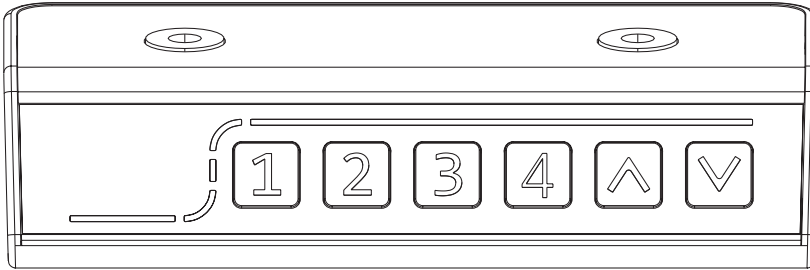




Controller

Overview & Troubleshooting

Controller Manual



Standard Operation



LED Panel

Displays the current desk height



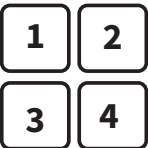
Up Arrow

Press and hold to raise the desk. Release when desired height is reached.



Down Arrow

Press and hold to lower the desk. Release when desired height is reached.



Memory Settings

Use these settings to save and return to your desired height. These can be used to save a sitting and standing height for easy sit-to-stand transitions.

Programming a Memory Setting

Use the arrow keys to adjust the desk height. To program, press and hold the desired Memory Button. For example, press and hold the **1** button until “H1” displays. Height is now saved.

Once the height is saved, quick press the corresponding **Memory Setting** Button to return to that position.

Troubleshooting

Reset Process

If the height of the desk does not match the displayed height, the desk will need to be reset. Unplug the desk for 10 seconds, then plug it back in and lower the desk to its lowest position. Press and hold  for 10 seconds. The display will show **rES** and the legs will move to their lowest setting. When the desk no longer lowers, you can release button.

Desk Stuck at Lowest Position?

If the desk is stuck at the lowest position, the Reset process may have been unintentionally triggered while lowering it. Press and hold  for 10 seconds until **rES** is no longer displayed to complete the Reset process. The desk will slightly rebound indicating a successful Reset.

Error Codes

Code	Description/Solution
HOT	Overheated: If the desk motor has been running continuously for 5 more minutes, the motor will automatically shut off prevent damage from overheating. Wait at least 18 minutes before attempting any further height adjustments.
E10	Sensor Malfunction: Motor safety sensor cannot be detected. Power off the desk, unplug the cables, and wait 5mins. Reconnect cables and restore power to the desk. Perform RESET process before proceeding with height adjustments.
E20	Overload Warning: The 220lbs/100kg weight capacity of the desk has been exceeded. Unplug the desk and remove extra items on desk. Restore power to the desk and attempt height adjustment again.
E02	Operation Warning: If vibration, collision, or incline is detected the desk will stop raising/lowering. If the warning in error, follow the RESET process before attempting height adjustments.
E32	Overvoltage Warning: The input voltage is too high. If correct AC adapter is being used, unplug the desk from the wall and disconnect all cables from the controller. Wait 5 minutes then plug the cables back in and restore power. Perform RESET process. If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance
E31	Undervoltage Warning: The input voltage is too low. If the correct AC adapter is being used, unplug the desk from the wall and disconnect all cables from the controller. Wait 5 minutes then plug the cables back in and restore power. Perform RESET process. If error persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for further assistance

Custom Programming

Change Displayed Height Metric

To switch between inches and Centimeters, press and hold buttons 1 & 3 for 2 seconds. Repeat process to switch again.

Child Safety Lock

To activate the child safety lock, press and hold buttons 1 & 2 for 2 seconds. LOC will be displayed when controller is locked, and normal display height will show when unlocked. Repeat process to switch back.

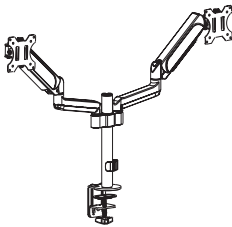
Collision Force Detection (CF)

To change the sensitivity of the Collision Force Detection, press and hold buttons 1 & 4 for 2 seconds until the display shows “H”. Press up or down to select “OFF”, Low (L), Normal (n) or Heavy (H) collision force detection. Wait for 2 seconds to save the setting.



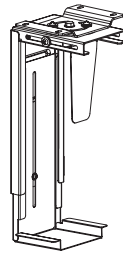
Better Products for a Better Workspace Experience

We are dedicated to creating high-end ergonomic solutions for the office with top of the industry support.



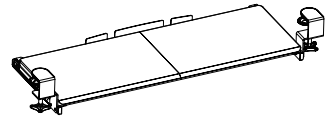
Monitor Mounts

Mount ultrawide monitors and more with our clamp-on and wall mount solutions.



PC Carts & Mounts

Securely store your PC in an under desk mount or cart for easy access.



Keyboard Trays

Clamp on & under desk keyboard tray options for all setup types.

Explore Endless Workspace Solutions
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LAST UPDATED: 06/18/2026

REV2.7

DESK-V100EBY/EWY: v4.3

DESK-V100EGY: v2.3



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