V·I·V·O

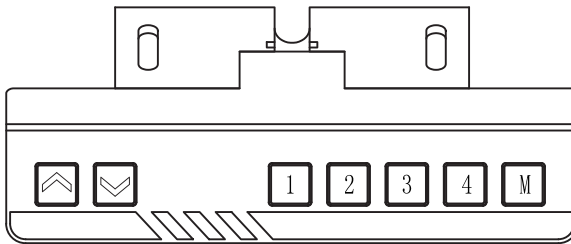## Black Electric Multi Motor Corner Desk Frame Controller

Instruction Manual

SKU: DESK-V123EB

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-v123eb

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⚠️ WARNING!

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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: When the system is powered on, the existing desktop height will appear on the control panel.

Upward and Downward Movement
Press and hold the up or down arrow until the desk reaches the desired height.

Memory Mode
To store a certain height in the controller's memory, first press "M". The current height will begin flashing on the display. Now press "1", "2", "3" or "4" within six seconds to store the current height in memory. Each number can store a different height. Once in memory, you can recall any of the four height settings by pressing the corresponding button. Touching any button will stop the automatic adjustment.

Power-Saving Mode
When no actions are made for over 2 minutes, the system will enter power-saving mode. Touch any button to enter operating mode.

Function Mode
Press and hold the "M" button for 3 seconds, or until "S - -" begins flashing on the display. Press "M" again to enter Function mode. Within function mode, use the up and down buttons to scroll through settings, and use the "M" button to select options. If no action is taken for 20 seconds, the desk will return to operating mode.

- **Change Displayed Unit (Un):** Press the up or down buttons until the display shows "Un", and press "M" to select. Press up or down to select "SI" (metric) or "In" (imperial). Hold "M" for 2 seconds to save the setting.
- **Change Brightness (br):** Press the up or down buttons until the display shows "br", and press "M" to select. Press up or down to select Low (L), Normal (n) or High (H) brightness. Hold "M" for 2 seconds to save the setting.

- **Collision Force Detection (CF):** Press the up or down buttons until the display shows "CF", and press "M" to select. Press up or down to select "OFF", Low (L), Normal (n) or Heavy (H) collision force detection. Hold "M" for 2 seconds to save the setting.

Reset Mode

While the unit is powered on, press the down arrow until the desk moves to the fully lowered position. Press and hold the down arrow for 5 seconds or until "rES" is displayed to enter reset mode. The desk will move down to the lowest possible height and then move back up slightly. The desk will then return to operating mode.

- **E20 - Desk Overload:** If overloaded while moving up, error will clear after 3 seconds. If overloaded moving down, unplug desk for 10 seconds then reconnect power.

- **Circuit Protection:** If motor or controller becomes disconnected, the desk will cease operation. Error will clear after all components are reconnected.

TROUBLESHOOTING

Error Code	Description/Resolution
HOT	Heat Warning: Allow desk to rest for 18 minutes.
E10	Motor connection fault: Disconnect desk power, disconnect the motor, reconnect the motor, then reconnect power.
E20	Desk overload: Unplug desk for 10 seconds then reconnect to power.
E02	Obstacle protection. Desk will automatically move back 4cm after collision.
E31	Under-voltage (power brown out). Will clear automatically when line power is corrected.
E32	Over-voltage (power surge). Will clear automatically when line power is corrected.
E60	Legs are at different heights. Reset the desk to align the legs.
RSR/RST	An error has occurred and entered reset mode for protection; complete reset process to clear error.

NOTES

- **Self-protection function:** The unit will enter a protective mode should the system operate continuously in excess of 2 minutes with "HOT" on the controller display. The system will return to normal operation after approximately 18 minutes.
- Do NOT remove or reconnect power to reset the unit when in a protective or "HOT" state, as this may damage the electronics.

PLEASE NOTE: The control unit has a gyroscope sensor and MUST be fixed to the desk for correct operation.

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REV1.0

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