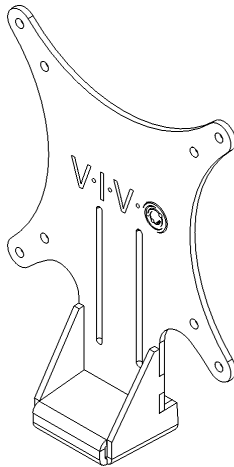


VESA Adapter for Compatible HP Monitors

Instruction Manual



SKU: MOUNT-HP27ER



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/mount-hp27er>

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



help@vivo-us.com



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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. 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.

PACKAGE CONTENTS



A (x1)
VESA Adapter



B (x4)
M4x10mm
Thumbscrew



C (x12)
M4x1.5mm THK
Washer



D (x1)
U-shaped
Adhesive Pad

TOOLS NEEDED

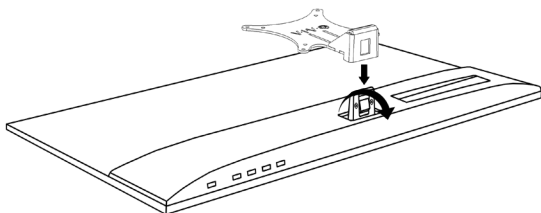


**Phillips
Screwdriver**

ASSEMBLY STEPS

STEP 1

With the original base removed, install the VESA adapter (**A**) to the monitor. Tilt the male plug connector on your monitor towards the bottom of the monitor to allow the mating female connector of the VESA adapter (**A**) to fully lock onto the monitor. Make sure the VESA adapter (**A**) “clicks” onto the male plug connector of the monitor before mounting in Step 2.

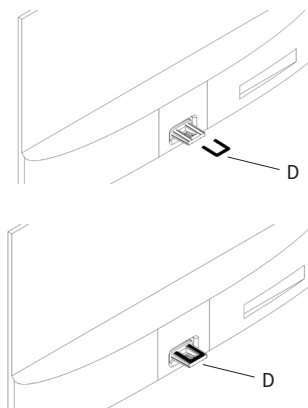


STEP 2 (Optional)

Due to variance in manufacturing, our VESA adapter may exhibit a slightly loose fit on your monitor. If you find this is the case and you are not satisfied, you can use the U-shaped adhesive pad (D) provided to create a more desirable fit.

Release VESA adapter (A) from monitor using the release tab. Apply U-shaped adhesive pad (D) to the monitor male adapter plug as shown. Use your finger to smooth out adhesive pad (D) to make sure it lies flat on the monitor male adapter plug. Reinsert VESA adapter (A) onto monitor by repeating Step 1.

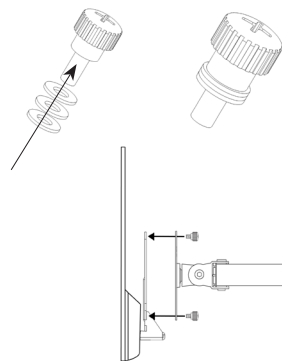
Note: Your monitor will be fully secured either way, and there is no risk of it falling off as long as the adapter “snaps” onto the monitor in Step 1.



STEP 3

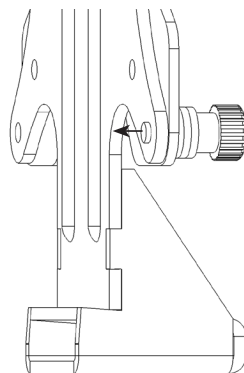
Mount your monitor with VESA adapter (A) now attached from Step 1 to your VESA monitor mount and secure using 3X - M4 washers (C) and 1X - M4x10mm thumbscrew (B) per hole.

Note: Once the thumbscrews are finger-tight, it is not necessary, but recommended to tighten slightly more with a phillips screwdriver.



⚠ IMPORTANT!

Depending on the thickness of your monitor mount VESA plate (very thick VESA plates may require no washers), it may be necessary to remove M4 washers (C) in order for the M4x10mm thumbscrews (B) to fully engage the threads in VESA adapter (A). The best way to determine this is to check that the M4x10mm thumbscrew (B) is protruding out the back of VESA adapter (A), as shown in figure below. Be sure to also check that removing M4 washers (C) does not allow the M4x10mm thumbscrew (B) to contact the back of your monitor. If you experience difficulties, please contact customer support.





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.


 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

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

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AVG. RESOLUTION TIME (*within office hrs*): **5M 4S**