

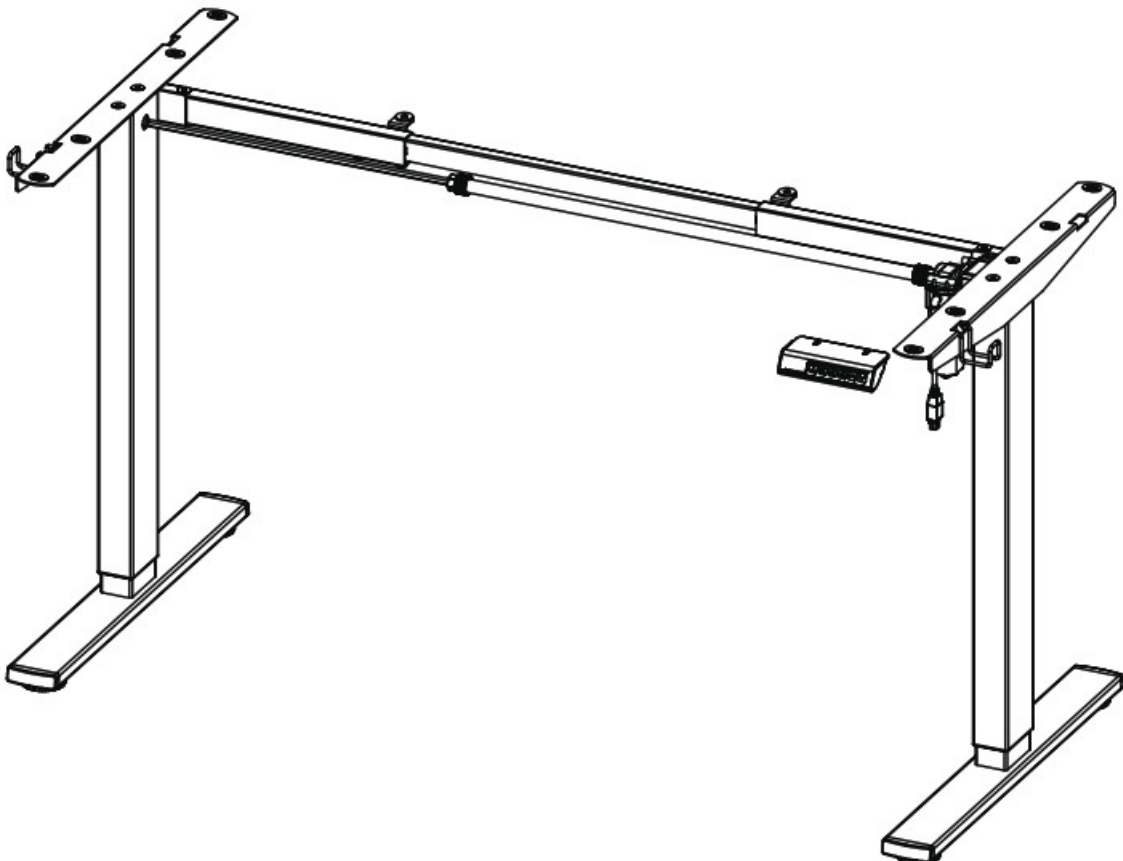


## V I V O DESK-V100EBY Electric Desk with Push Button Memory Controller Instruction Manual

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Black Electric Single Motor Desk Frame  
SKU: DESK-V100EBY  
Instruction Manual



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## DESK-V100EBY Electric Desk with Push Button Memory Controller

### Contact Us First!

#### DO NOT RETURN ITEM




Our friendly product support team is here to help!



### PERSONABLE CUSTOMER SUPPORT

7AM – 7PM

Monday-Friday

	Give us a Call: 309-278-5303
	Chat Us: <a href="http://www.vivo-us.com">www.vivo-us.com</a>
	Email Us: <a href="mailto:help@vivo-us.com">help@vivo-us.com</a>

### We're Here for You!

Our customer-minded support team is here for YOU, Monday-Friday 7am-7pm CST.

We offer immediate assistance with rapid response times from customer service agents and product technicians to help you every step of the way!



#### Missing a Part?

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.

We are happy to replace parts to ensure you have a fully functioning product

## PRE-ASSEMBLY | BEFORE YOU BEGIN



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.

**ELECTRICAL WARNING :**

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.

**WEIGHT CAPACITY**

176lbs  
(80kg)

DO NOT EXCEED WEIGHT CAPACITY. Failure to do so may result in serious injury.

**Product Warranty**

For the most up to date details on your product's warranty, please visit the product's listing on our website or reach out to customer support. [vivo-us.com/products/desk-v100eby](https://vivo-us.com/products/desk-v100eby)

**Returns | Product Didn't Work Out?**

We offer a hassle-free 30 day return on all products. Contact customer support at 309-278-5303 or [help@vivo-us.com](mailto: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.

**TOOLS NEEDED:**

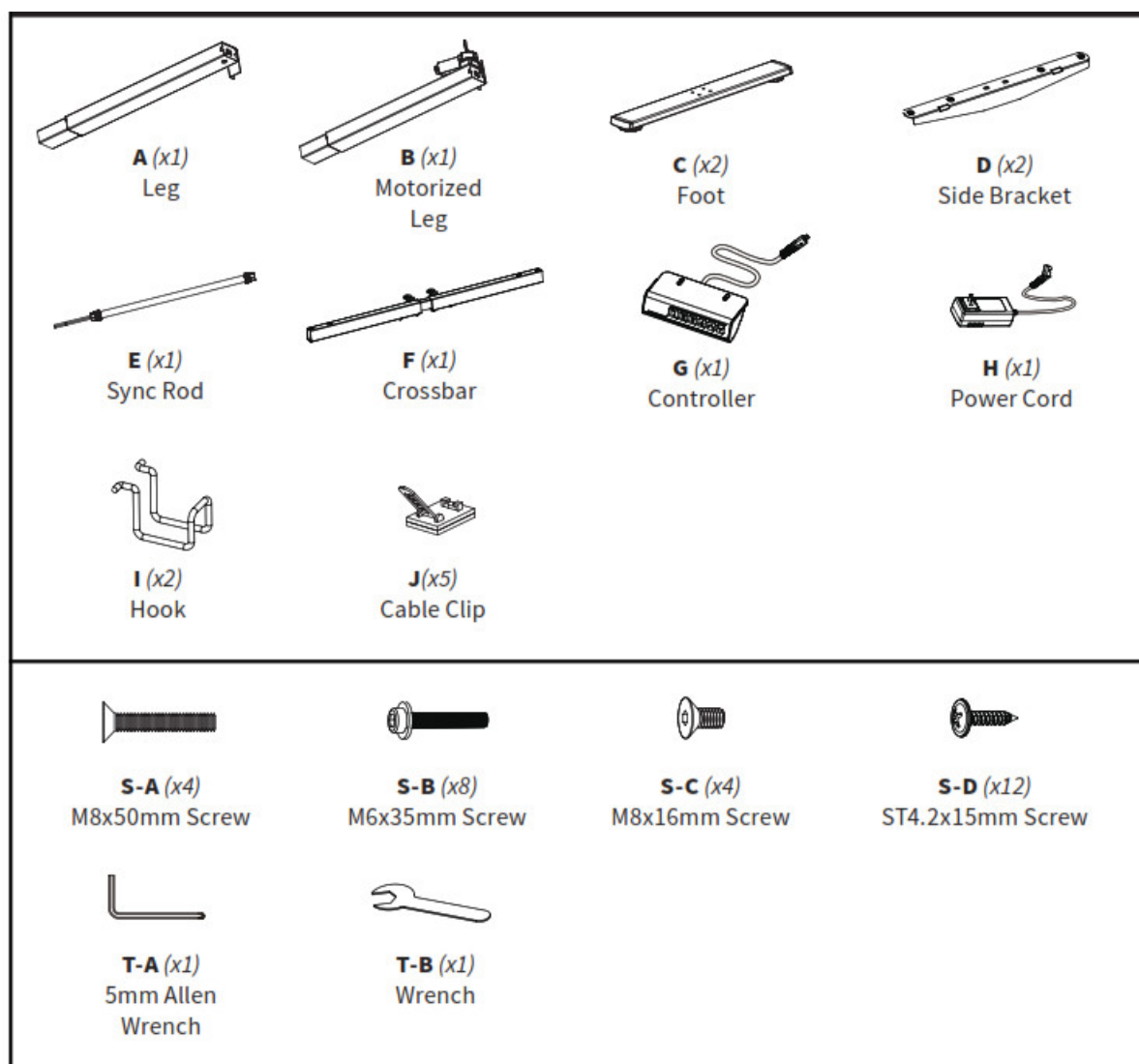
*Phillips Screwdriver*



*Drill*

**DIFFICULTY LEVEL****PACKAGE CONTENTS**

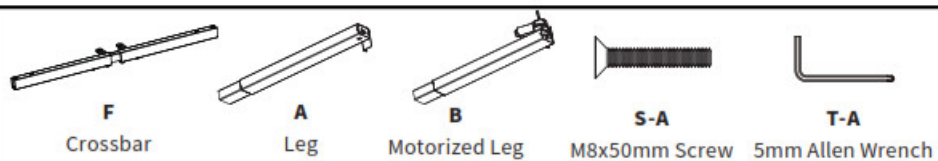
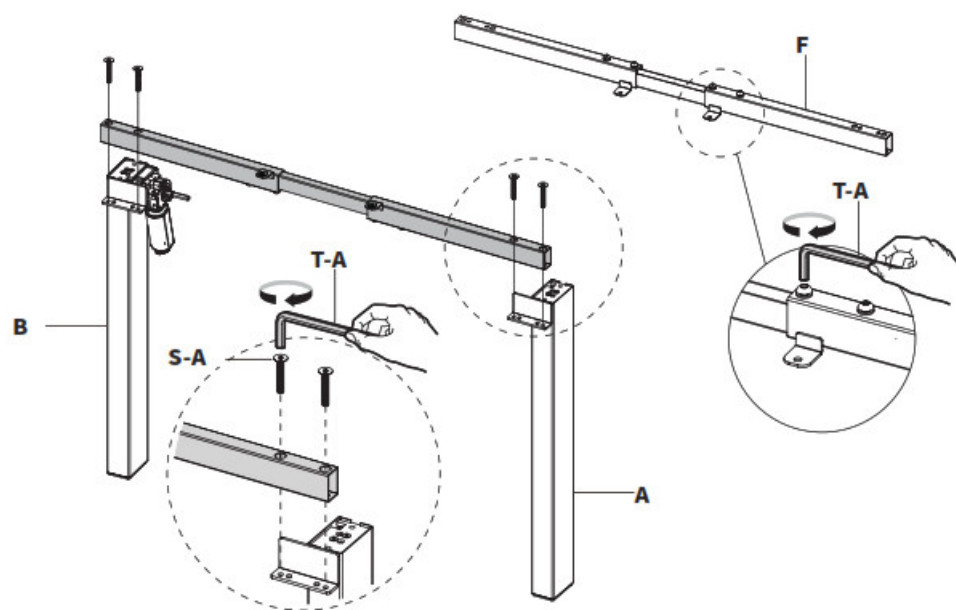
Please consult the parts list below and ensure you have everything you need to assemble your product. If parts are missing or damaged, please contact us.



## ASSEMBLY STEPS

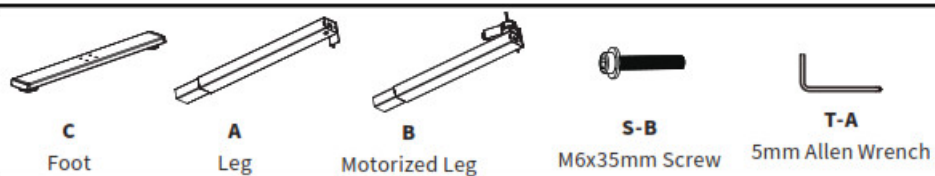
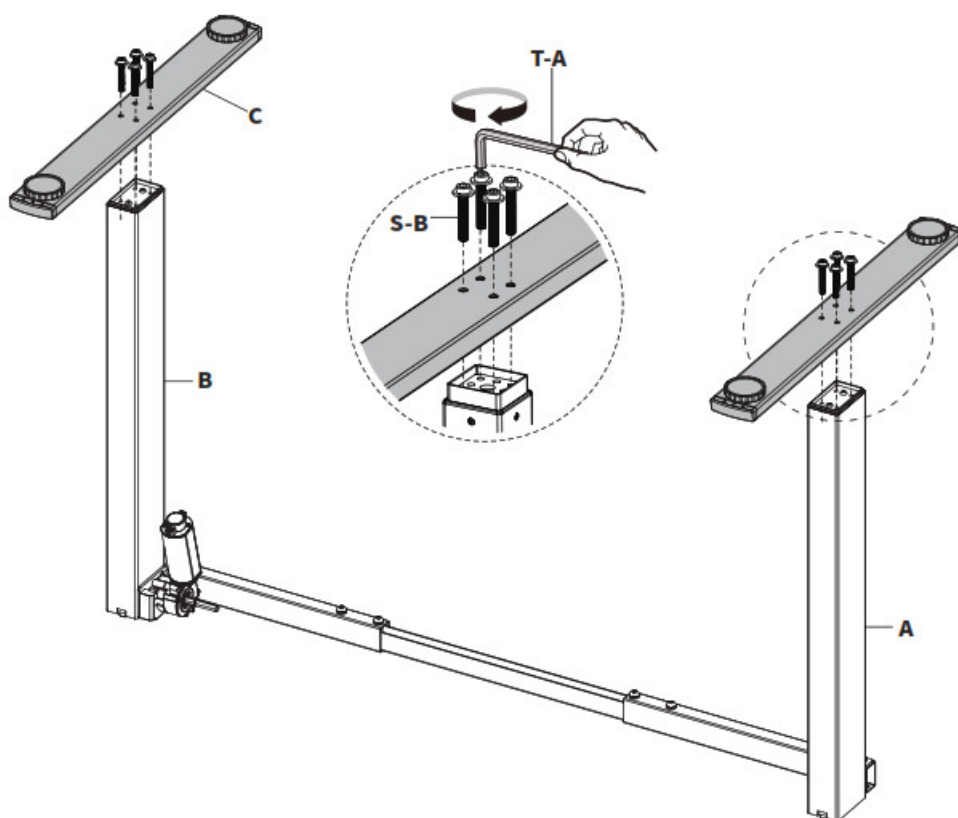
### STEP 1: Mount Crossbar

Loosen screws on Crossbar (**F**) using 5mm Allen Wrench (**T-A**), extend, and then re-tighten screws. Mount Crossbar (**F**) to Leg (**A**) and Motorized Leg (**B**) using M8x50mm Screws (**S-A**) and 5mm Allen Wrench (**T-A**).



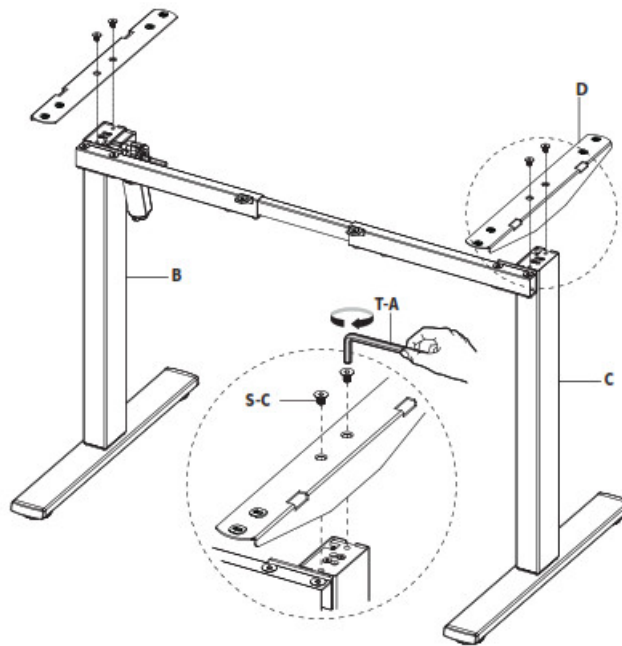
STEP 2: Install Feet

Assemble Foot (E) to Leg (B) and Motorized Leg (C) using M6x35mm Screws (S-B) and 5mm Allen Wrench (T-A).



### STEP 3: Attach Side Brackets

Install Side Brackets **(D)** on Leg **(A)** and Motorized Leg **(B)** using M8x16mm Screw **(S-C)** and 5mm Allen Wrench **(T-A)**.



**D**  
Side Bracket



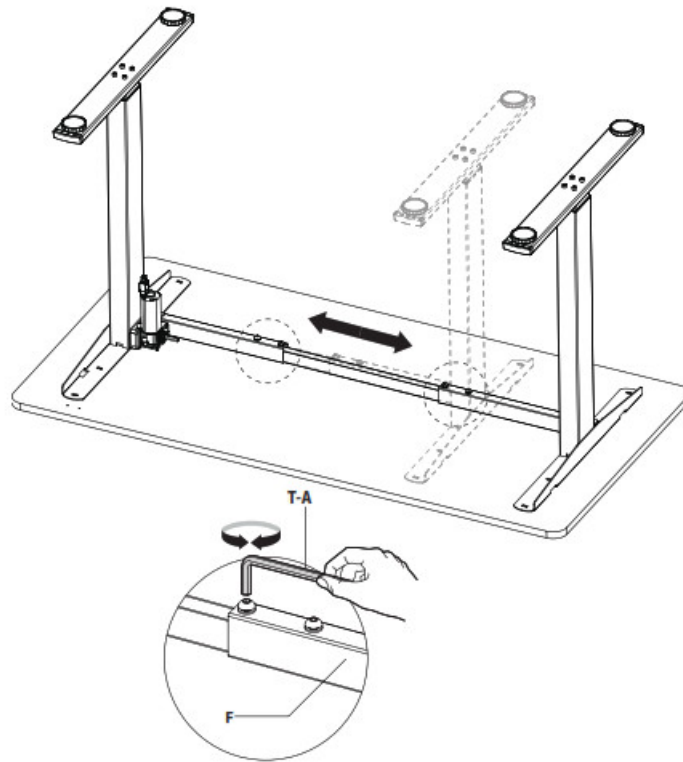
**S-C**  
M8x16mm Screw



**T-A**  
5mm Allen Wrench

#### STEP 4: Adjust Desk Frame Width

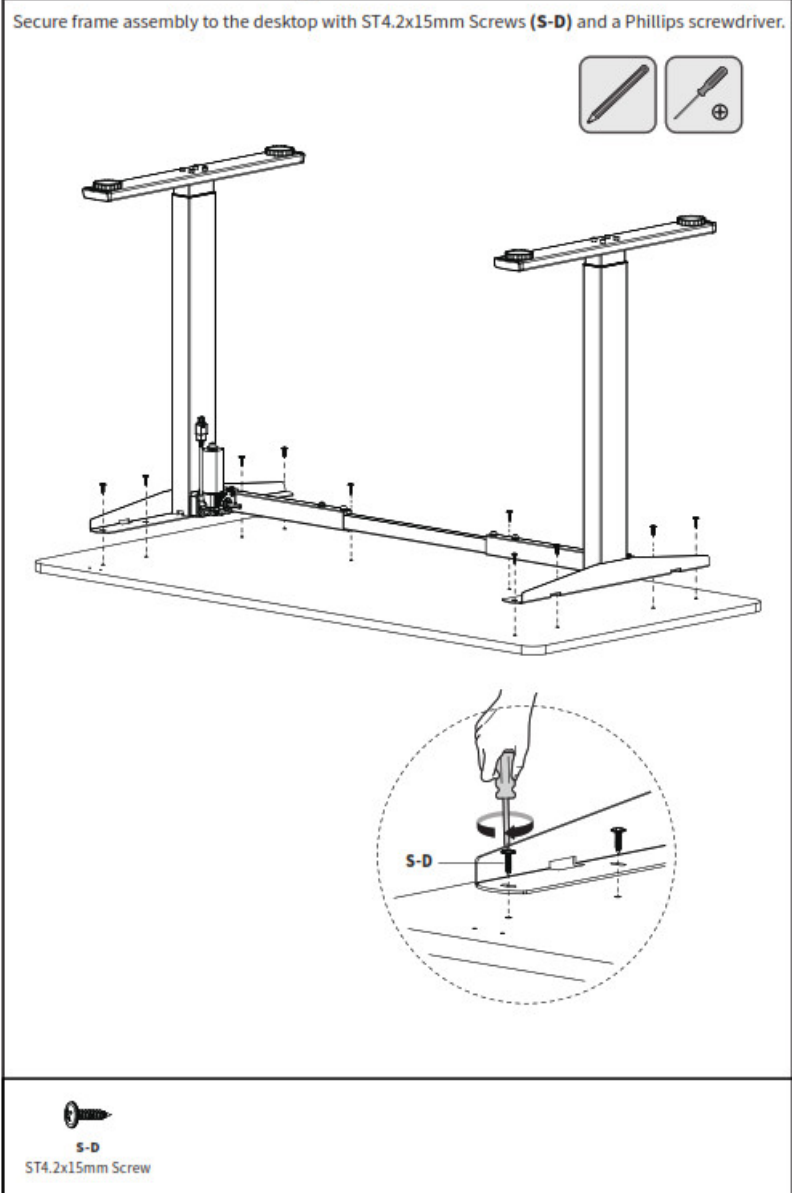
Use 5mm Allen Wrench (**T-A**) to loosen set screws on Crossbar (**F**) and adjust to fit width of desktop. Re-tighten to secure.



**T-A**  
5mm Allen Wrench

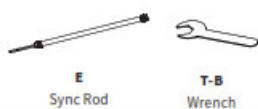
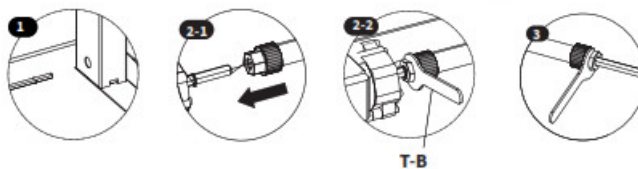
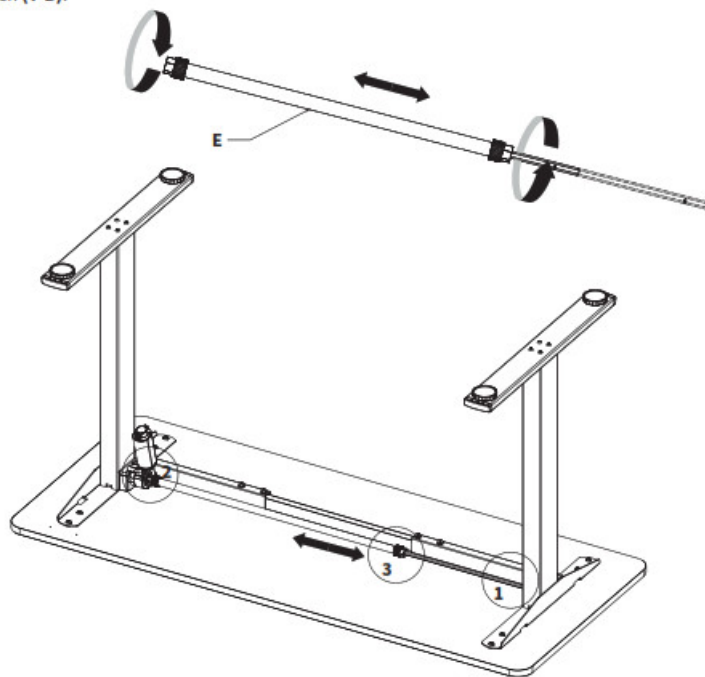
## STEP 5: Attach Frame to Desktop





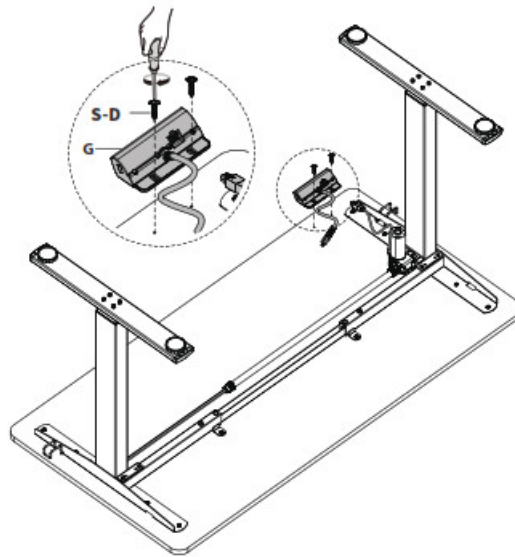
## STEP 6: Install Sync Rod

Loosen the knobs on the Sync Rod (**E**) and extend the hex shaft. Insert hex shaft into the Leg (**A**), making sure the metal retaining ring makes contact with the Leg. While holding the hex shaft with one hand, extend Sync Rod onto the spline shaft of Motorized Leg (**B**). Retighten knob with Wrench (**T-B**).



## STEP 7: Attach Controller

Attach Controller (**G**) to desktop using ST4.2x15mm Screws (**S-D**) and a Phillips Screwdriver.



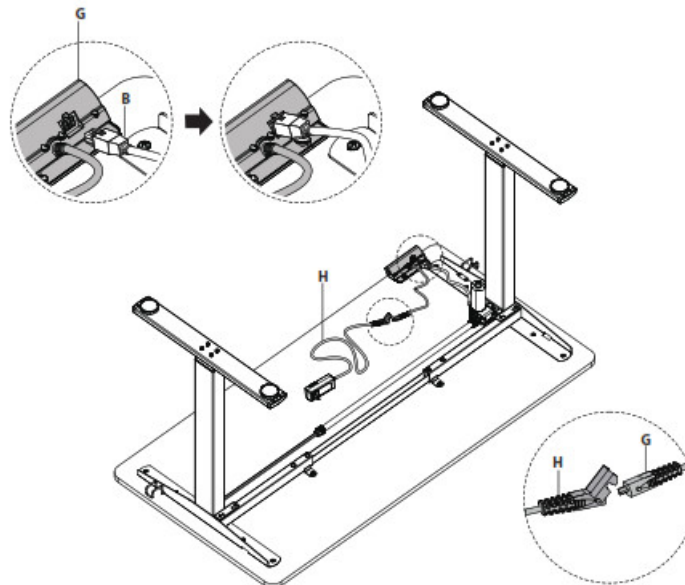
Controller



ST4.2x15mm Screw

#### STEP 8: Connect Cords

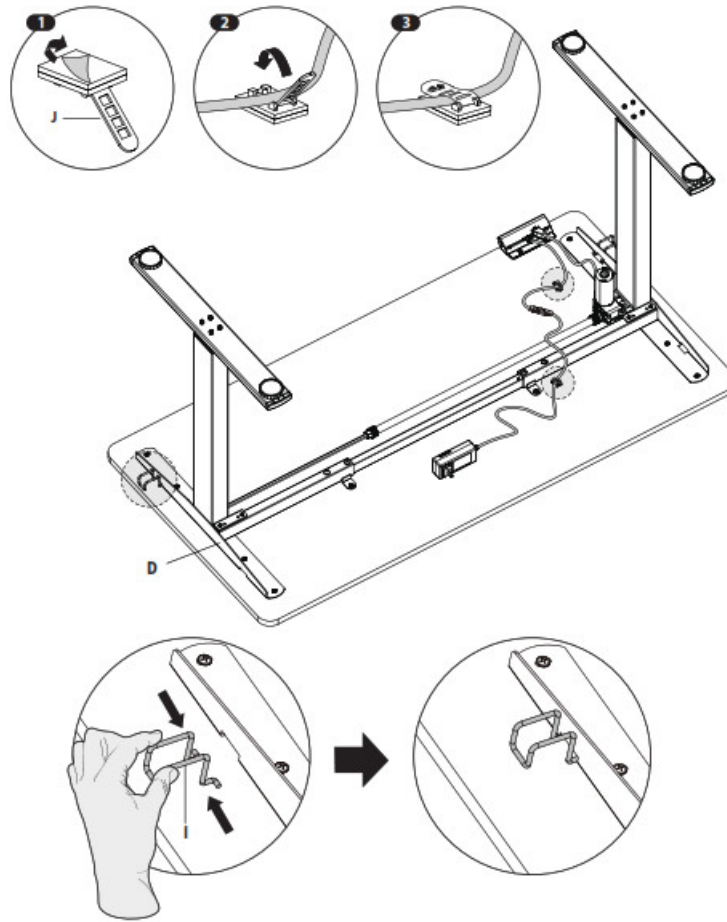
Connect cord from Motorized Leg (**B**) directly to Controller (**G**), then connect Power Cord (**H**) to cord from Controller.



Power Cord

### STEP 9: Attach Frame to Desktop

Use Cable Clips (**J**) to secure cords to desktop, as shown below. Then connect Hook (**I**) to Side Bracket (**D**).



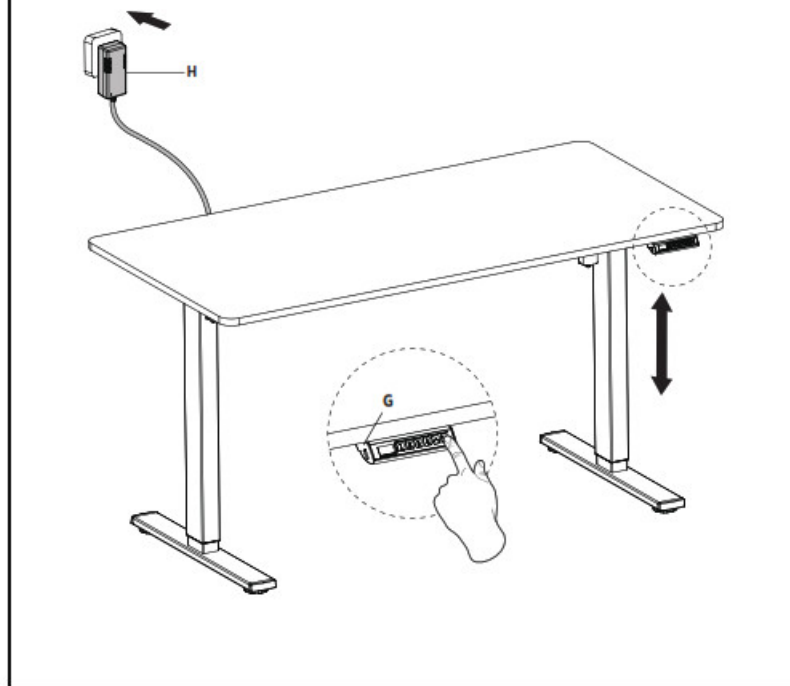
**I**  
Hook



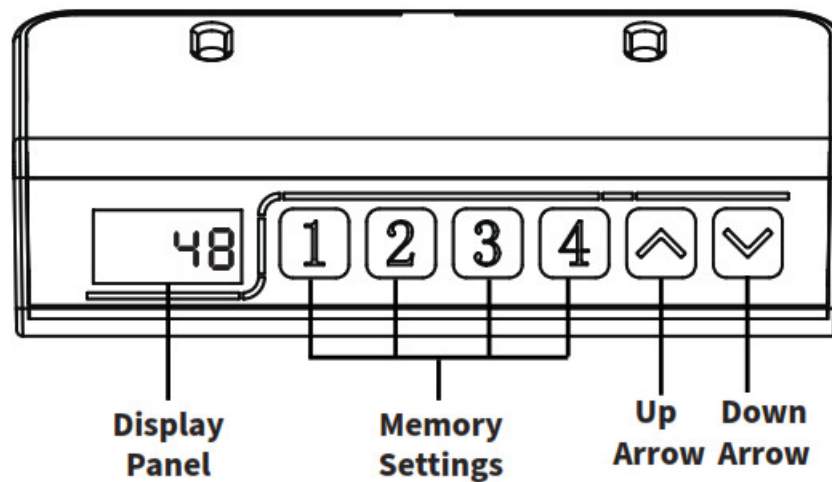
**J**  
Cable Clip

#### STEP 10: Power Desk

Plus Power Cord (H) into outlet and press the down arrow on Controller (G) to perform reset process.



#### CONTROLLER



**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.

#### 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.

### 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	73.0cm-110cm (28.8"-43.4")	The setting value should be at least 10cm(3.9") less than the Maximum Height.
Maximum Height	83.0cm-120cm (32.7"-47.3")	The setting value should be at least 10cm(3.9") less than the Maximum Height.
Starting Height	0.0-30.0cm (11.8")	Increase the Starting Height to the current height range.
		0: shut down
Upward Anti-Collision	U-0—U-9	1-9: The higher the number, the higher the sensitivity
		0: shut down
Downward Anti-Collision	d-0—d-9	1-9: The higher the number, the higher the sensitivity
	F0	The decimal point is not displayed.
Display Decimal Point		
	F-1	The decimal point is displayed.
	L-0	Change the numeric display to show heights in centimeters.
Display Unit		
	L-1	Change the numeric display to show heights in inches.

Short press the "1" button and the "2" button simultaneously to select the item you'd like to set.

Short press up arrow and the down arrow simultaneously to adjust the value.

Press and hold the "1" button and the "2" button simultaneously for eight seconds until the LED reads "888", which means the setting is saved successfully.

### 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.

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**WHO WE ARE**

VIVO is more than a brand of ergonomic office furniture. We are a team of creative and innovative individuals working together to offer high quality, affordable ergonomic solutions. We think and work outside of the box to serve you, our customer, to the best of our ability.



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#### We Would Love to Help!

Personable Customer Support | Mon-Fri 7am-7pm We offer immediate assistance with rapid response times from customer service agents and product technicians to help you every step of the way!



Call Us: 309-278-5303

Average Resolution Time: 5m 4s



Chat Us: [www.vivo-us.com](http://www.vivo-us.com)

Average Resolution Time: < 15m



Email Us: [help@vivo-us.com](mailto:help@vivo-us.com)

Average Resolution Time: 1HR 8M

23% within < 15m

38% within < 30m

61% within < 1hr

83% within <2hr

92% within < 3hr

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LAST UPDATED: 08/29/2022

REV1LF



<https://vivo-us.com/products/desk-v100eby>

ASSEMBLY VIDEO AVAILABLE: Follow along step-by-step with our video walk through by scanning the QR code with your mobile device or by following the product link:

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## Documents / Resources

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