V·I·V·O

DESK-V111VT Controller
Instruction Manual

SKU: DESK-V111VT Controller

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-v111vt

✉ help@vivo-us.com   www.vivo-us.com   ☎ 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 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 letter "S-" will be displayed. Now press "1", "2", "3" or "4" within five 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 to enter function mode, indicated by "- - -" on the display. If no action is taken for 3 seconds, the desk will return to operating mode.

- **Adjust Display Brightness**: Press the up button to scroll through three different display brightness settings.
- **Change Displayed Unit:** To change the displayed unit of measurement for height, press the 1 button (cm) or 2 button (inches).

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 to enter reset mode. Continue to hold the button until the desk is fully lowered, then release. The desk will then return to operating mode.

TROUBLESHOOTING

Error Code	Description/Resolution
HOT	Heat Warning: Allow desk to rest for 18 minutes.
E1	Motor connection fault: Disconnect desk power, disconnect the motor, reconnect the motor, then reconnect power
E2	Desk overload: Unplug desk for 10 seconds then reconnect to power.
E02	Obstacle protection. Desk will automatically move back 4cm after collision.
E03	Over-voltage (power surge). Will clear automatically when line power is corrected.
E05	Under-voltage (power brown out). Will clear automatically when line power is corrected

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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.

⚠ CAUTION!

Keep monitor and laptop base fully on the desktop.

Follow the cable routing instructions to avoid the potential to pinch cables.

Leave enough slack in cable to allow for full range of vertical motion (15" / 38 cm).

Raise desktop slowly to keep items stable.

Failure to follow these instructions may result in property damage and/or personal injury.

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LAST UPDATED: 09/16/2019

Open **Monday-Friday from 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**