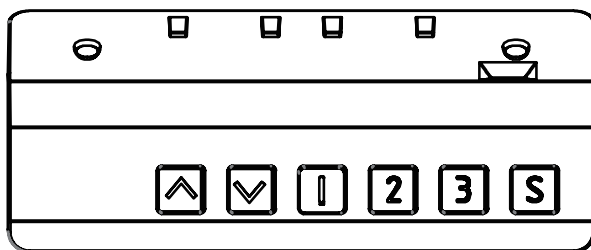


Electric Dual Motor Desk Frame

Control Panel Manual



SKU: DESK-E-200B/W CONTROL PANEL



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-e-200b>

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



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WARNING!

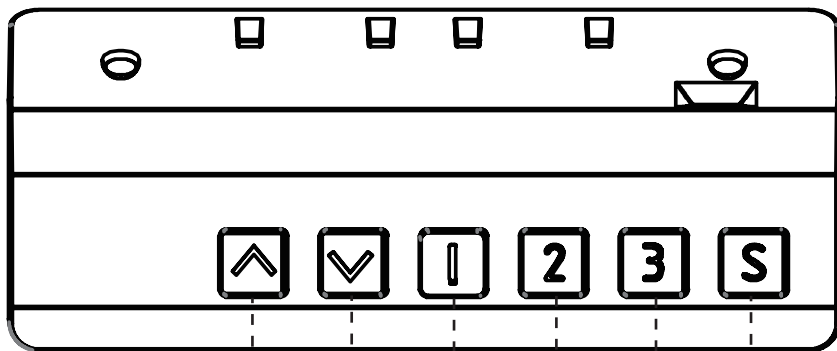
If you do not understand these directions, or if you have any doubts about the safety of the installation, please call a qualified technician. Check carefully to make sure there are no missing or defective parts. Improper installation may cause damage or serious injury. Do not use this product for any 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.

Control Panel Overview



UP ARROW

Press and hold to
raise desk

DOWN ARROW

Press and hold to
lower desk

MEMORY KEYS

Raises or Lowers desk to
user programmed height

SAVE FUNCTION

Program Memory Keys; Access
custom programming.

Using Control Panel

IMPORTANT: Desk must be RESET before first use!

Please follow reset procedure below before proceeding.

RESET PROCEDURE

- 1 Unplug the power cord and hold the  button on the Control Panel for 30 seconds.
- 2 Plug the power cord back in. 
- 3 Hold the  button until the desk reaches its lowest height, then release. Hold the  button again for 10 seconds until the desk lowers a bit more, slightly rises and stops, then releases.
- 4 The Control Panel will now display the current height and is ready for use.

OPERATING INSTRUCTIONS

When the system is powered on, you will hear a beep and the existing desktop height will be displayed on the control panel.

Upward and Downward Movement

Press and hold the  or  arrow until the desk reaches the desired height.

Memory Settings

The Control Panel can save and store up to 3 memory height settings. Use this function to save commonly used desk heights with a quick recall.

Use the  or  button to achieve desired height.

Press the  button.

Press a Memory Key to assign it to the current height.

Press any of the programmed Memory Keys to return desk to the assigned height.

CONTROL PANEL LOCK

The control panel can be locked to prevent accidental activation or movement of desk.

To Lock: Press and hold the  and  arrows simultaneously for 5 seconds until LED screen displays "LOC".

To Unlock: Press and hold the the  and  arrows simultaneously for 5 seconds until LED screen displays desk height.

CUSTOM PROGRAMMING

To enter the custom programming menu, press and hold “S” for 5 seconds. The control panel will begin flashing and display the minimum height. If no action is taken for more than 10 seconds, the control panel will automatically exit the menu. Unsaved settings may be canceled by waiting for 10 seconds. The following instructions assume the control panel is in the beginning minimum height display state.

Minimum & Maximum Height Settings

To set a minimum height limit:

1. Press the up or down arrow to set your desired min. height.
2. Press and hold “S” to save. “SUS” will be displayed if successfully saved, or “FAL” shows if failed.

Note: Default min. height is 73cm (28.8”), and the adjustable range is 73-110cm (28.8”~43.4”).

To set a maximum height limit

1. Tap “S” until the maximum height is displayed.
2. Press the up or down arrow to set your desired maximum height.
3. Press and hold “S” to save. “SUS” will be displayed if successfully saved, or “FAL” shows if failed.

Note: Default max. height is 120cm (47.3”), and the adjustable range is 83-120cm (32.7”~47.3”).

Displayed Height with Desktop Thickness

1. Tap “S” until the desktop thickness (default: 0.0) is displayed.
2. Press the up or down arrow to set the desktop thickness.
3. Press and hold “S” to save. “SUS” will be displayed if successfully saved, or “FAL” shows if failed.

Note: The adjustable range is 0.0-30cm (0.0”~1.2”).

Adjust the Anti-Collision Sensitivity

To set collision sensitivity for upward movement

1. Tap “S” until “PC3” is displayed.
2. Press the up or down arrow to change the sensitivity level.
3. Press and hold “S” to save. “SUS” will be displayed if successfully saved, or “FAL” shows if failed.

Note: Default sensitivity is 3, and the adjustable range is 0-5. (0: off, 5: maximum)

To set a downwards current sensitivity

1. Press the up or down arrows until “DC3” is displayed.
2. Press “S” once, then press the up or down arrow to change the sensitivity level.
3. Press and hold “S” to save. “SUS” will be displayed if successfully saved, or “FAL” shows if failed.

Note: Default sensitivity is 3, and the adjustable range is 0-5. (0: off, 5: maximum)

To set collision sensitivity for the gyro sensor

1. Press the up or down arrows until “SS3” is displayed.
2. Press “S” once, then press the up or down arrow to change the sensitivity level.
3. Press and hold “S” to save. “SUS” will be displayed if successfully saved, or “FAL” shows if failed.

Note: Default sensitivity is 3, and the adjustable range is 0-5. (0: off, 5: maximum)

Displayed Unit

- 1. Tap "S" until "U-0" is displayed.
- 2. Press the up or down arrow to change the display setting to 0 (cm) or 1 (inches).
- 3. Press and hold "S" to save. "SUS" will be displayed if successfully saved, or "FAL" shows if failed.

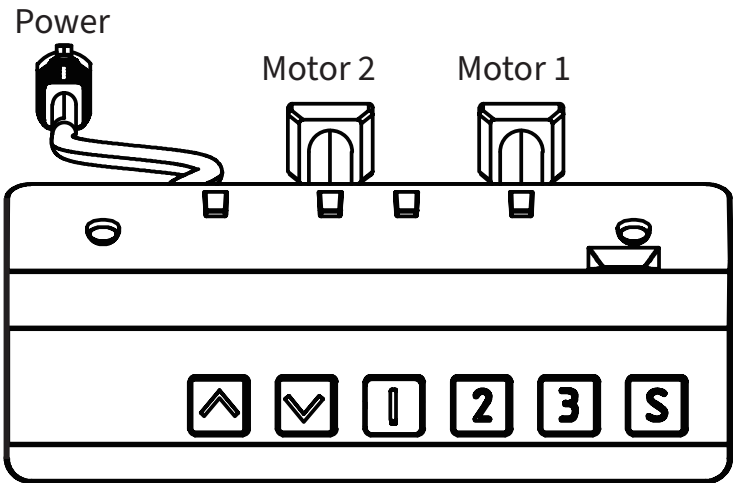
TROUBLESHOOTING

If your desk does not respond when you try to raise or lower it, or if the handset displays error messages, check to make sure all the cables are secure (Legs to cables, cables to Control Panel). If the problem persists, perform the reset procedure below.

General Error Code Key: E= Error X= Leg Number (see below diagram) #= Error code

General Error Codes

Description	Code	Troubleshooting Solution
Short Circuit	EX0	Power on again. If the code persists, replace Control Panel
Overload	EX1	Reduce the load on desk
Motor Open Phase	EX2	Perform Reset procedure. If code persists, replace the leg
Wrong Running Direction	EX3	Perform Reset procedure. If code persists, replace the leg
Collision Protection	EX4	The desktop will stop and retract 5cm (2")
Motor Stalling	EX5	Perform Reset procedure. If code persists, replace the leg
Disconnections of Motor Cable	EX6	Check the connection between leg and Control Panel
Reset Not Completed	RST	Continue step three of reset procedure
Overheated	HOT	Let the desk rest for 18 minutes



Control Panel Wiring Diagram

Advanced Error Codes

Description	Code	Troubleshooting Solution
Abnormal Standby Current	SC0	Power on again. If code persists, replace the Control Panel
Abnormal Power Supply Board	SC1	Power on again. If code persists, replace the Control Panel
Abnormal Memory	SC2	Power on again. If code persists, replace the Control Panel
Abnormal Sensor	SC3	Power on again. If code persists, replace the Control Panel
Collision Protection by Sensor	R-2	The desktop will stop and retract 5cm (2")
Unsynchronized Legs	R-3	Perform Reset procedure
Communication Failure	R-5	Check connection between Control Panel
Abnormal Voltage	R-6	Power on again. If code persists, replace the Control Panel
Mechanical Failure	R-8	Perform Reset Procedure. If the code persists, replace Control Panel

If the error message persists after performing the troubleshooting procedure, contact our customer support team.



In the event of a power outage or if the power cord is unplugged, you may need to follow the reset procedure.

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LAST UPDATED: 04/28/2023
REV2.1



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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.



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



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



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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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