

# **Pneumatic Arm Triple Ultrawide Monitor Extra Tall Desk Mount**

STAND-V300D

Assembly Manual

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If you do not understand these directions, or if you have any doubts about the safety of the installation, please contact our product support team at 309-278-5303 or [help@vivo-us.com](mailto:help@vivo-us.com) for further assistance. 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.



### **DO NOT EXCEED WEIGHT CAPACITY**

FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.

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## **We're Here for You**

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.



Give us a Call:  
**309-278-5303**

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



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

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



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

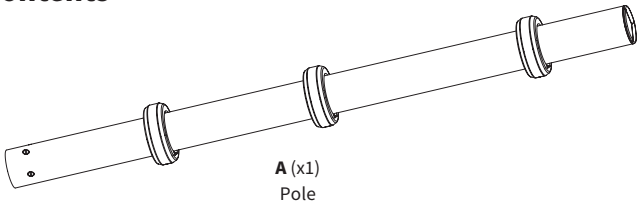
AVG. RESPONSE TIME (*within office hrs*): **1HR 8M**

- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr

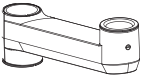
Assembly Video & Product Info  
[www.vivo-us.com/products/stand-v300d](http://www.vivo-us.com/products/stand-v300d)



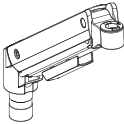
# Package Contents



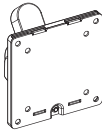
**A (x1)**  
Pole



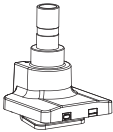
**B (x3)**  
Lower Arm



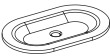
**C (x3)**  
Upper Arm



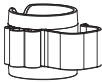
**D (x3)**  
VESA Bracket



**E (x1)**  
Clamp



**F (x1)**  
Grommet  
Plate



**G (x3)**  
Pole Cable  
Clip



**H (x1)**  
Clamp Cable  
Clip

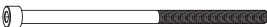


**I (x3)**  
Bushing

## Included Hardware & Tools



**S-A (x3)**  
M8x25mm  
Screw



**S-B (x1)**  
Grommet Bolt



**M-A (x12)**  
M4x12mm  
Screw



**M-B (x12)**  
M5x12mm  
Screw



**M-C (x12)**  
M5 Washer



**T-A (x1)**  
4mm Allen Wrench



**T-B (x1)**  
6mm Allen Wrench



**T-C (x1)**  
Flathead  
Screwdriver

## Tools Needed:



**Phillips  
Screwdriver**

## Weight Capacity:



**Per Arm**



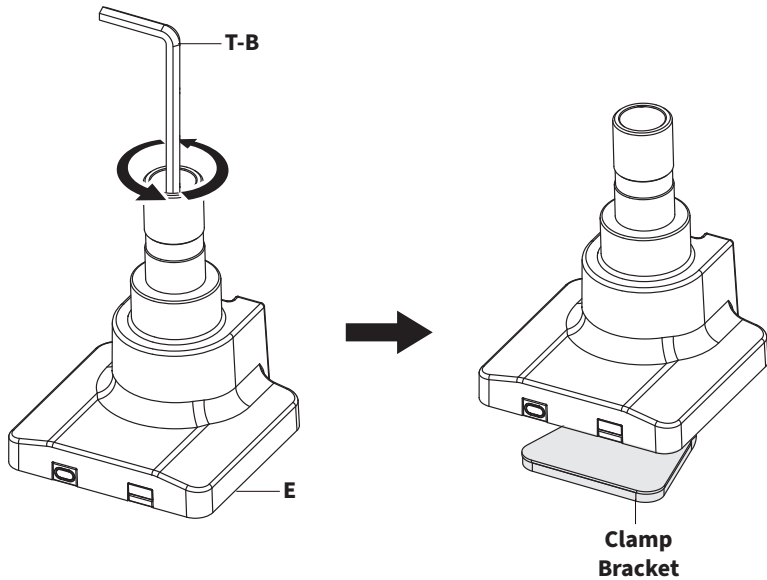
**Total**

## ASSEMBLY STEPS

### STEP 1

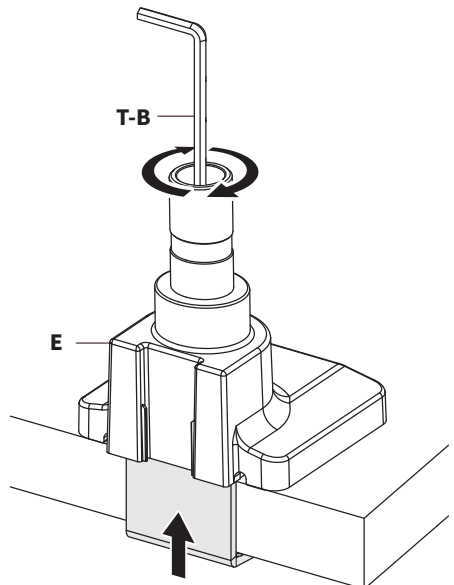
#### Assembly Option #1: Desk Clamp

Using the 6mm Allen Wrench (**T-B**), loosen the **Screw** located inside the Clamp (**E**), lowering the **Clamp Bracket**, creating a space larger than the thickness of your desktop.

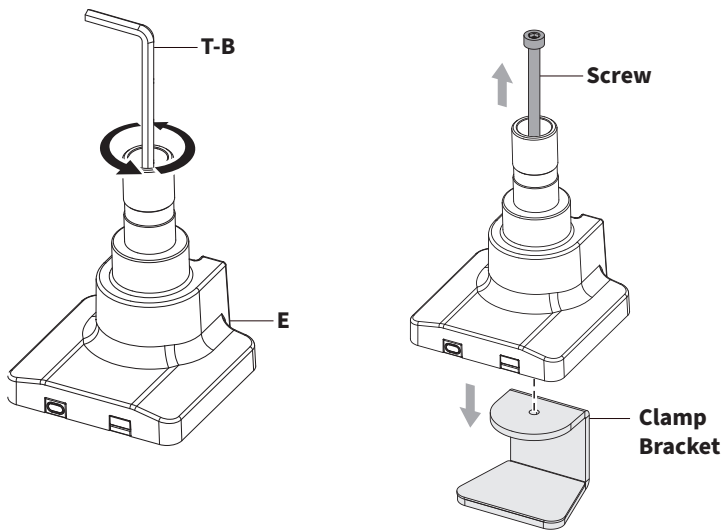


Slide the Clamp (**E**) onto your desktop in your desired position. Secure the Clamp in place using the 6mm Allen Wrench (**T-B**).

**Proceed to Step 2**



Assembly Option #2: Grommet Installation

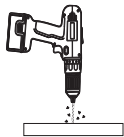
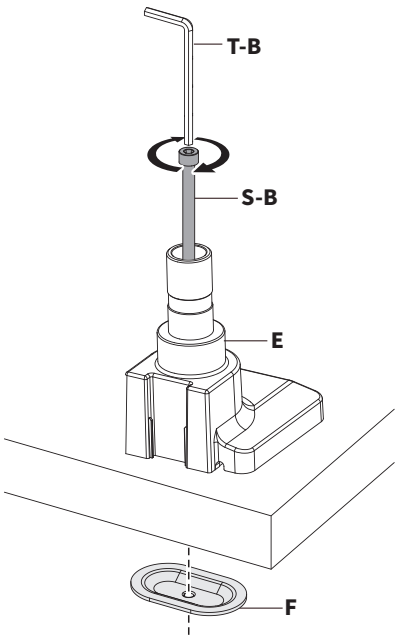


Use 6mm Allen Wrench (**T-B**) to remove the **Screw** and **Clamp Bracket** located inside the Clamp (**E**).

Both pieces can be discarded and will not be used in the remainder of the assembly.

Install Clamp (**E**) to your desktop using the Grommet Bolt (**S-B**), Grommet Plate (**F**), and 6mm Allen Wrench (**T-B**).

**Proceed to Step 2**

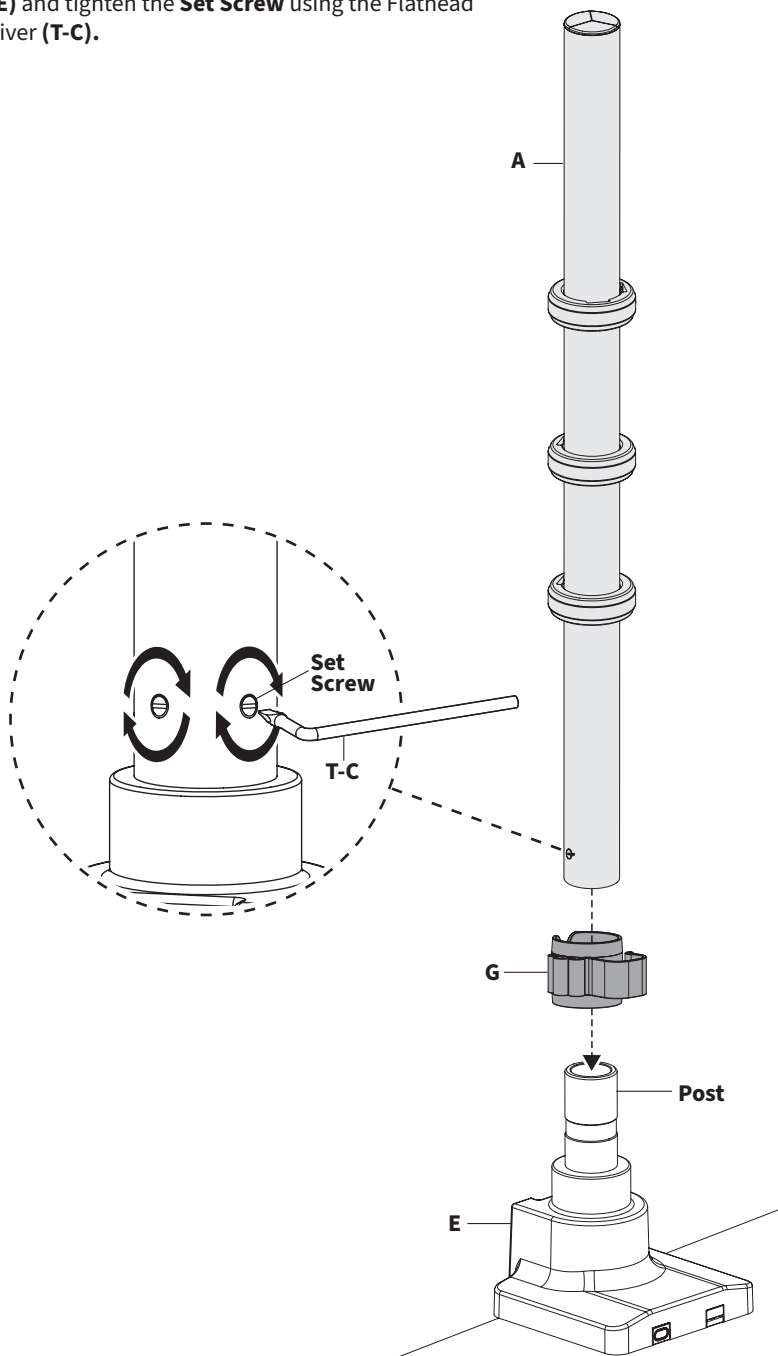


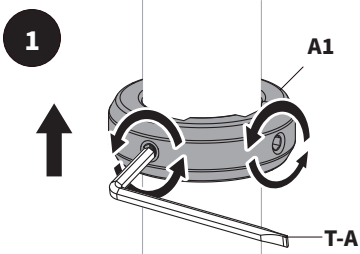
**No Grommet Hole?**

If you do not have an existing hole for installation, drill a hole through your desktop in your desired mounting location using a ½" (10mm) drill bit.

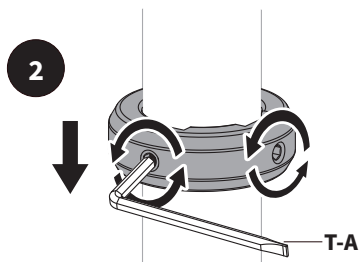
## STEP 2

Slide Pole Cable Clip (**G**) and Pole (**A**) over the **Post** on Clamp (**E**) and tighten the **Set Screw** using the Flathead Screwdriver (**T-C**).

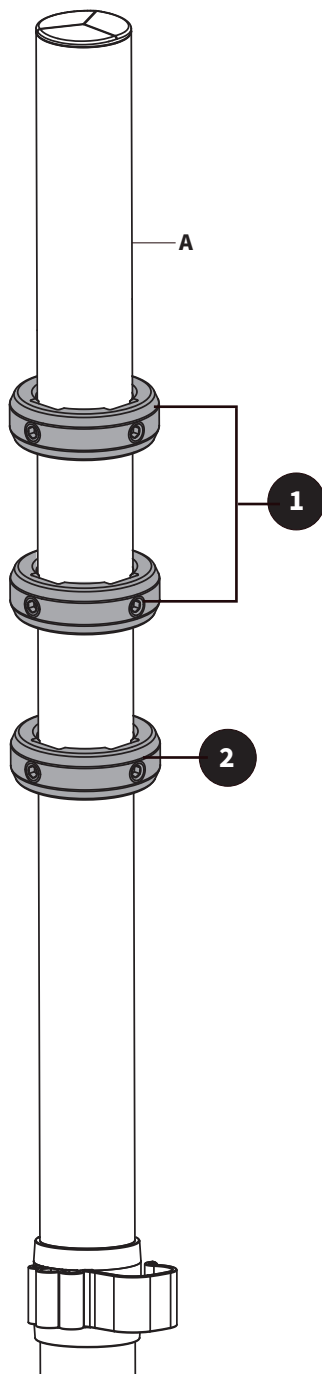




Loosen the set screws on the top two pre-installed Height Collar (**A1**) using the 4mm Allen Wrench (**T-A**) and remove from the pole assembly. Set aside for use in a later step.



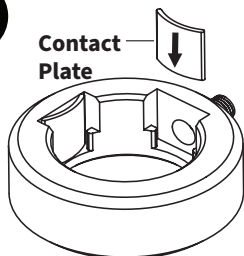
Use 4mm Allen Wrench to loosen the set screw on the remaining Height Collar (**A1**) and slide down the pole. Leave in lowest position until arms are installed in next step.



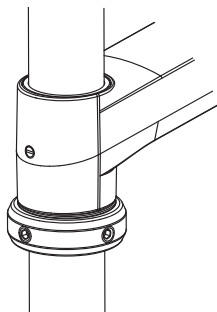


## STEP 4

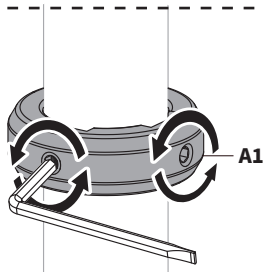
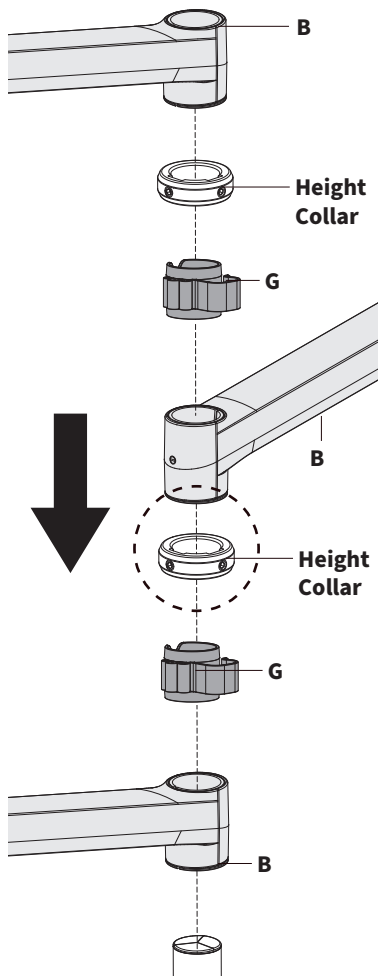
**4.1** Slide Lower Arms (**B**), Pole Cable Clips (**G**), and the previously removed **Height Collars** onto the pole assembly as shown below.



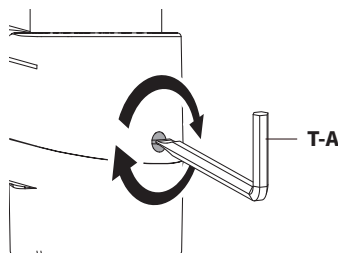
Height Collars feature **Contacts Plates** that may have slid out of place when removing the Collars. Ensure Plates are secure when mounting Height Collars.



The **Height Collars** must then be installed directly below the Lower Arms to provide stability when mounted.



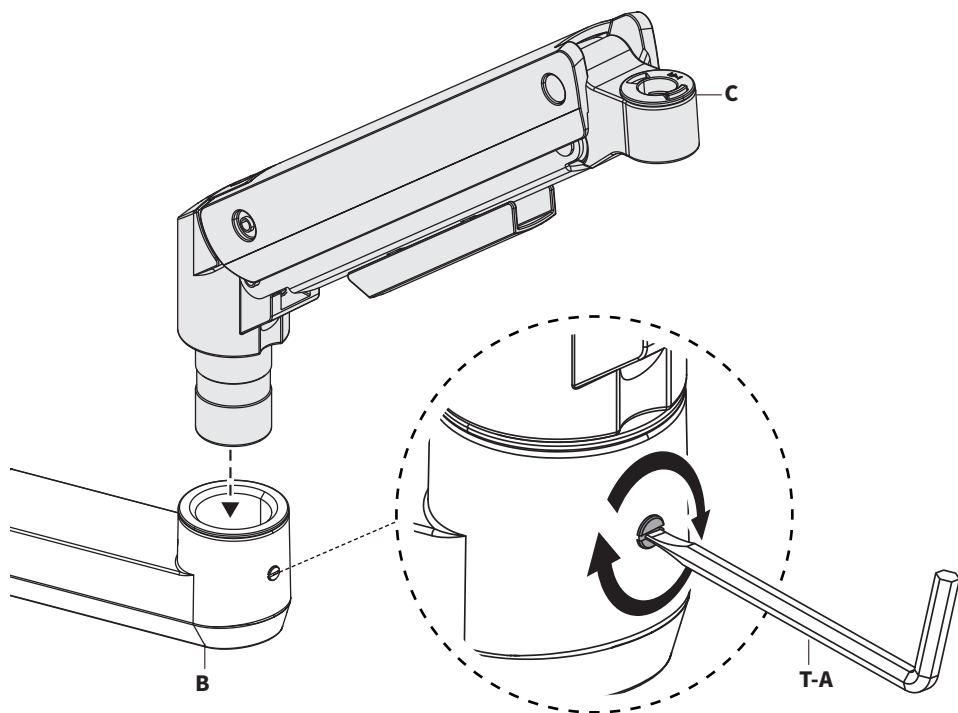
**4.2** Secure the Height Collars (**A1**) in position using the 4mm Allen Wrench (**T-A**).



**4.3** With each Lower Arms positioned directly above each Height Collar, tighten the set screw on Lower Arms (**B**) using the flat head end of 4mm Allen Wrench (**T-A**).

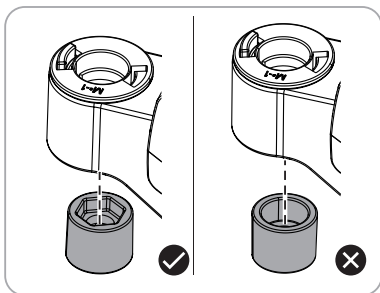
## STEP 5

Slide the Upper Arms **(C)** into the Lower Arms **(B)**. Secure by tightening the set screws using the flat head end of the 4mm Allen Wrench **(T-A)**.

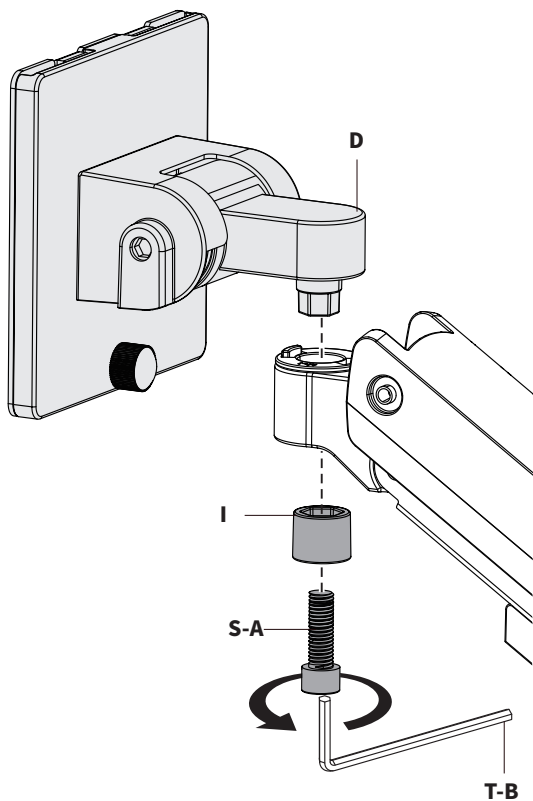


## STEP 6

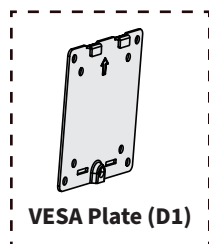
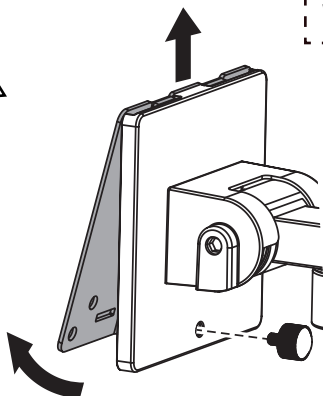
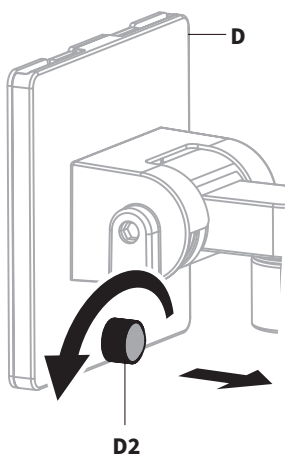
Place the VESA Brackets (**D**) into the Upper Arms (**C**) and install using Bushings (**I**) with the hex side up, and M8x25mm Screw (**S-A**). Tighten using the 6mm Allen Wrench (**T-B**).



**Note:** Ensure the hex side of Bushings are facing up.

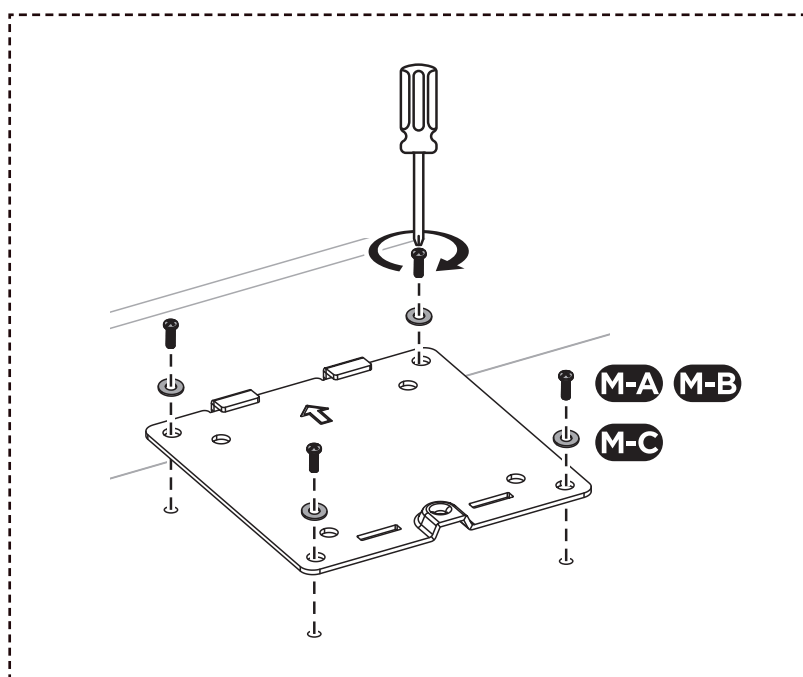
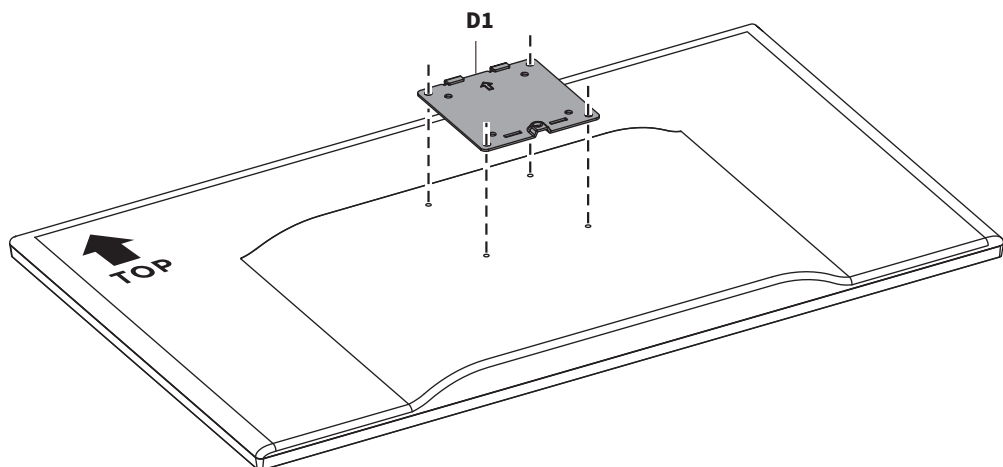


Loosen the Thumbscrew (**D2**) on each VESA Bracket (**D**) and remove the VESA Plate (**D1**) by pulling away and sliding upwards.

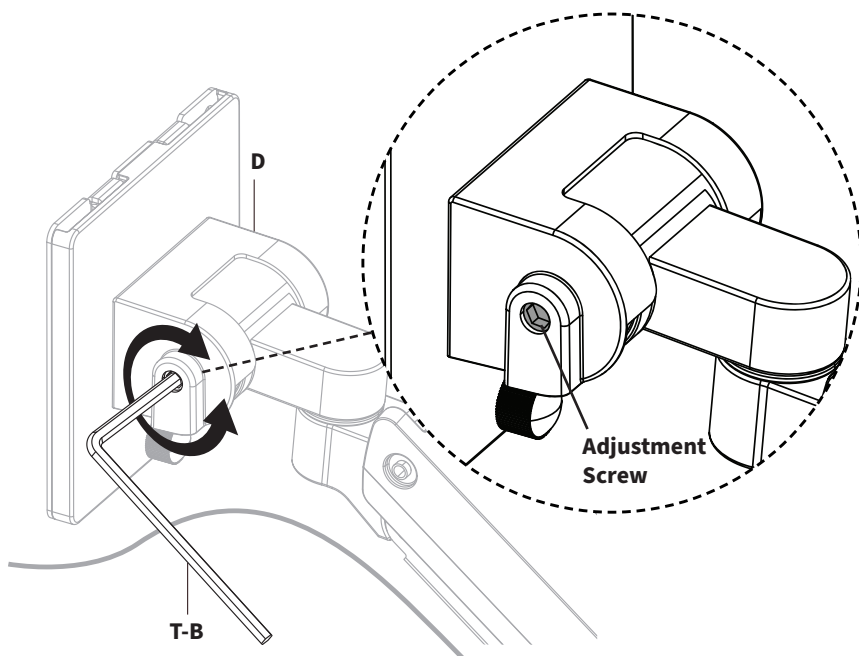


## STEP 7

Place the VESA Plates (**D1**) onto the back of your monitors with the arrow pointing up. Secure to screens using M4x12mm Screws (**M-A**) or M5x12mm Screws (**M-B**), M5 Washers (**M-C**), and a Phillips screwdriver, making sure not to over tighten.



## Adjusting the Tilt Joint



### 1 Loosen Tilt Joint:

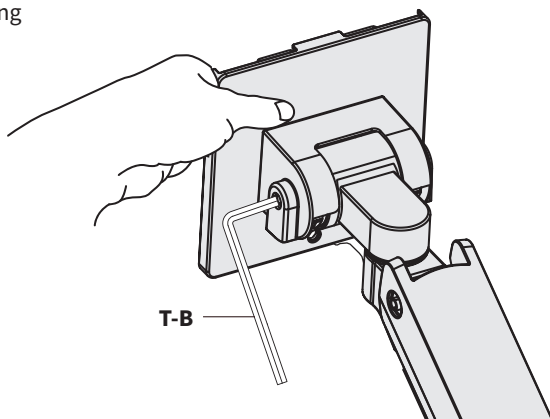
Use 6mm Allen Wrench (T-B) to loosen the tilt joint **Adjustment Screw**, located on the side of VESA Bracket (D).

### 3 Lock Angle

Tighten as much as possible using the 6mm Allen Wrench (T-B) to lock the angle.

### 2 Set Angle

Firmly grip the VESA Bracket and adjust to your desired viewing angle, and hold in place.



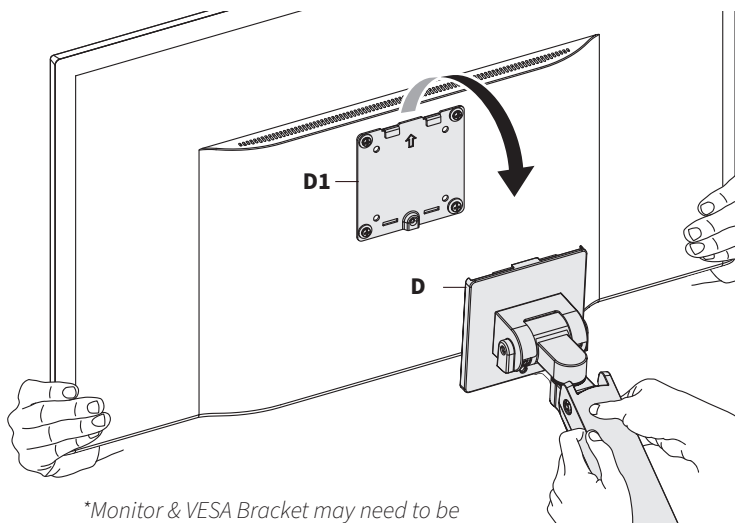
**\*Firmly hold VESA Bracket in place while adjusting tilt angle.**

## STEP 9

With the assistance of a second person, line up the VESA Plate (**D1**) on your monitor with the VESA Bracket and the Plate Hooks into the pockets of the VESA Bracket (**D**).

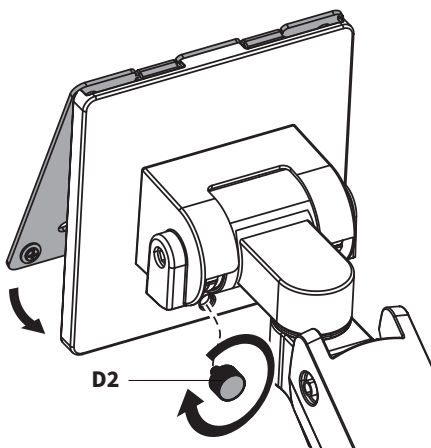


**2 Person Mounting is  
Recommended**



*\*Monitor & VESA Bracket may need to be angled backwards slightly when sliding on.*

Gently release the monitor and secure using the previously removed Thumbscrew (**D2**).



### **Monitor Tilted Too Far?**

**\*\* See Next Step \*\***

Refer to instructions in next step to adjust. **DO NOT** try to adjust angle freely. Doing so may result in accidental damage to your screen.

## Fine Tune Tilt Angle

*If the monitor is angled further than intended...*



### Heavy Weighted/ Ultrawide Monitors

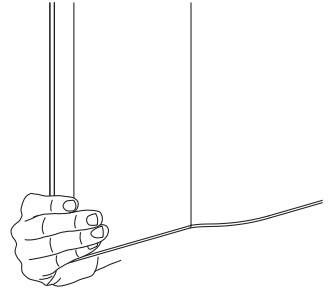
[ 22lbs - 44lbs ]

#### 1 Firmly Hold Monitor

Firmly grasp and hold the monitor in place. Do NOT release monitor until you have completed steps below.

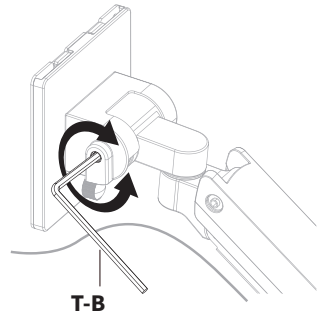
#### 2 Loosen Tilt Joint:

With a hand still on the monitor, use 6mm Allen Wrench (**T-B**) to loosen the tilt joint **Adjustment Screw**, located on the side of VESA Bracket (**D**).



#### 3 Set & Lock Angle

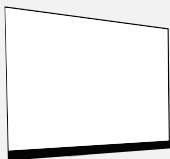
Adjust screen slightly past your desired viewing angle, then tighten the screw as much as possible using 6mm Allen Wrench (**T-B**).



#### 4 Straighten Angle

Slowly adjust the monitor down until your desired angle is reached. Release monitor and check angle. Repeat process as necessary

2 Person  
Adjustment is  
Recommended



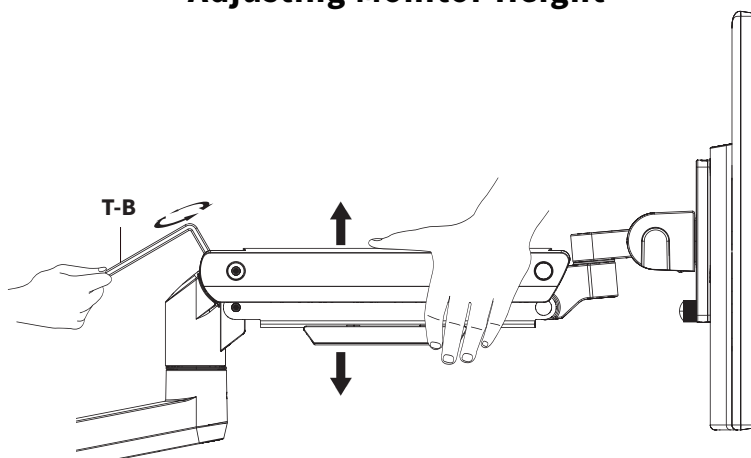
### Ultra Thin Monitors



#### ALWAYS REMOVE MONITOR BEFORE RE-ADJUSTING

To prevent accidental damage to your screen, remove monitor and then follow Tilt Adjustment instructions. Reinstall monitor when desired angle is reached.

## Adjusting Monitor Height



### 1 Position Mount Arm

Position the arm horizontally, as shown above, and firmly hold in place.

### 2 Insert 6mm Allen Wrench (T-B) Into Adjustment Screw

Insert the mm Allen Wrench (T-B) in to the adjustment screw on the back of the monitor arm.

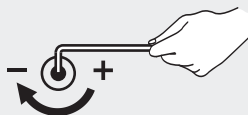
### 3 Turn 10-20x to Set Monitor Height

Turn 6mm Allen Wrench (T-B) 10-20 times to obtain proper support for your monitor. Use the guide below to adjust the tension according to the amount of counterbalance needed to support the monitor.

## Tension Adjustment Guide

### Clockwise: Decrease Support

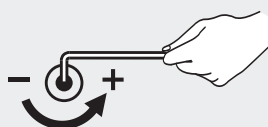
*[if monitor will not lower]*



Turn the adjustment screw **clockwise** to decrease the support for your monitor, allowing it to be lowered.

### Counter-Clockwise Increase Support

*[if monitor will not raise]*



Turn the adjustment screw **counter-clockwise** to increase the support for your monitor, allowing it to be raised up.

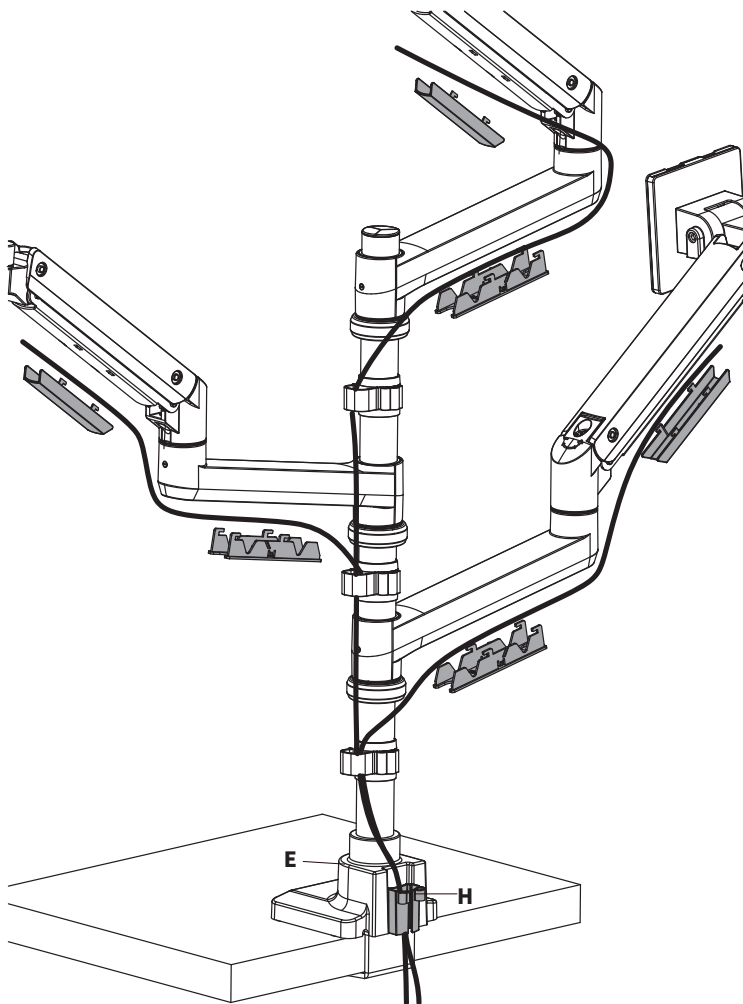
**Note: Requires 10-20 Turns**



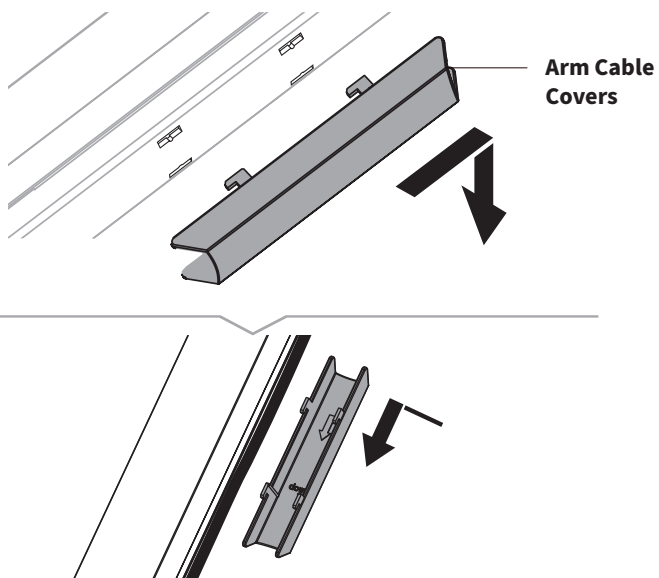
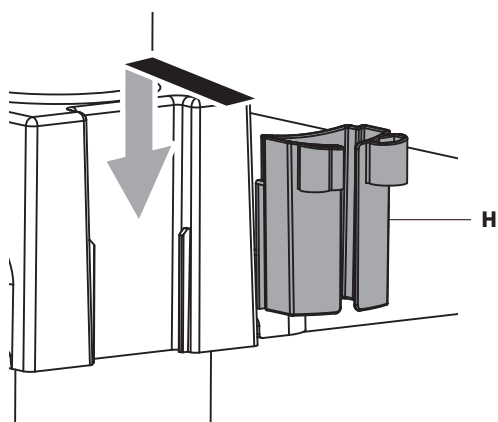
## STEP 11

Remove the **Arm Cable Covers** by sliding up and away from Arms (**B,C**). Route cables as needed and reinstall the cable covers.

Install the Clamp Cable Clip (**H**) onto Clamp (**E**) by placing it inside the top of the channel and sliding down.



**See close-up step images  
on next page**



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## Need Help? Get In Touch

Monday-Friday from 7:00am-7:00pm CST



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



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