

# Dual Ultrawide Monitor Desk Stand

SKU: STAND-V249FG

Instruction Manual

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Assembly Video & Product Info  
[www.vivo-us.com/products/stand-v249fg](http://www.vivo-us.com/products/stand-v249fg)



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



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

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## 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

## ! CAUTION !

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.



### **TIPOVER WARNING**

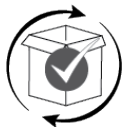
**TO PREVENT TIPPING, BE CAREFUL NOT TO EXTEND THE ARMS  
BEYOND THE CENTER OF THE BASE.**

SCREEN WEIGHT MUST REMAIN CENTERED FOR STAND TO REMAIN BALANCED.  
FAILURE TO PROPERLY POSITIONING MONITORS MAY RESULT IN ACCIDENTAL INJURY  
TO SELF AND/OR DAMAGE TO SCREENS.



### **Product Warranty**

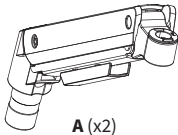
For the most up to date details on your product's warranty, please visit the product's listing on our website or reach out to customer support.  
[vivo-us.com/products/stand-v249fg](https://vivo-us.com/products/stand-v249fg)



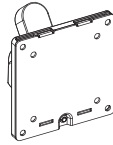
### **Returns | Product Didn't Work Out?**

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.

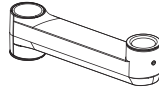
## Package Contents



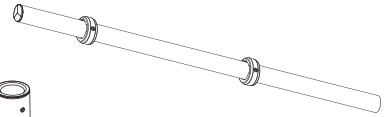
**A (x2)**  
Upper Arm



**B (x2)**  
VESA Bracket



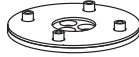
**C (x2)**  
Lower Arm



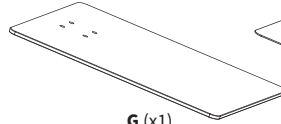
**D (x1)**  
Pole



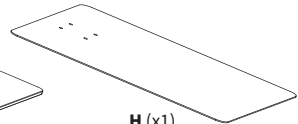
**E (x1)**  
Pole Cover



**F (x1)**  
Mounting Plate



**G (x1)**  
Glass Plate



**H (x1)**  
Metal Plate



**I (x2)**  
Cable Clip



**J (x4)**  
Rubber Pads



**K (x2)**  
Bracket  
Spacer

## Included Hardware & Tools



**S-A (x4)**  
M6x15mm  
Screws



**S-B (x3)**  
M6x16mm  
Screws



**S-C (x2)**  
M8x25mm  
Screws



**S-D (x4)**  
D6 Washers



**M-A (x8)**  
M4x12mm  
Screw



**M-B (x8)**  
M5x12mm  
Screws



**M-C (x8)**  
D5 Washers



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



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

## Tools Needed:



**Phillips  
Screwdriver**

## Weight Capacity:

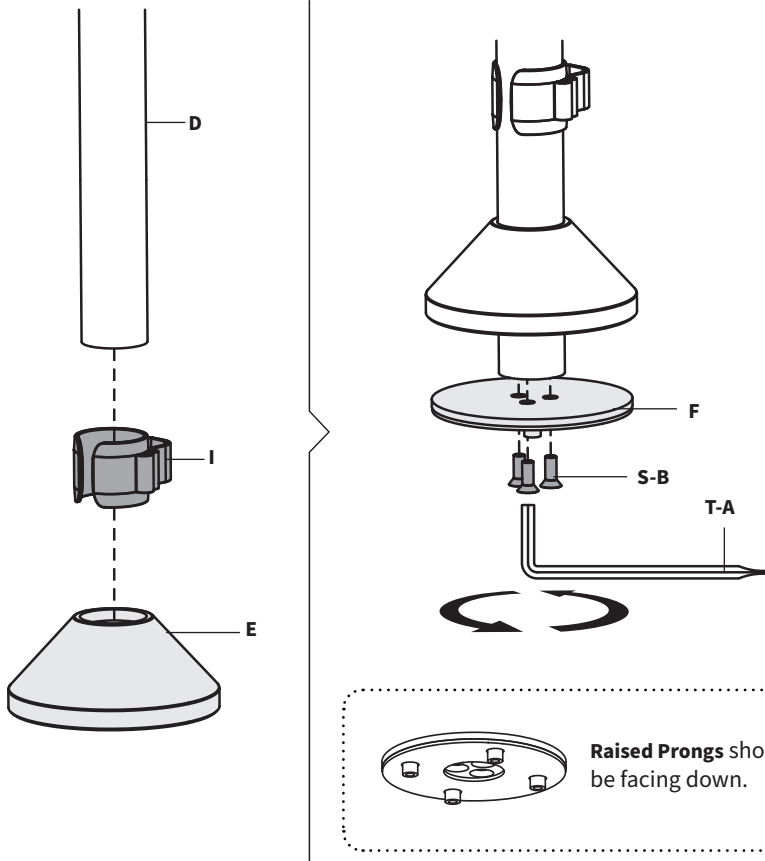


**Per Arm**

## ASSEMBLY STEPS

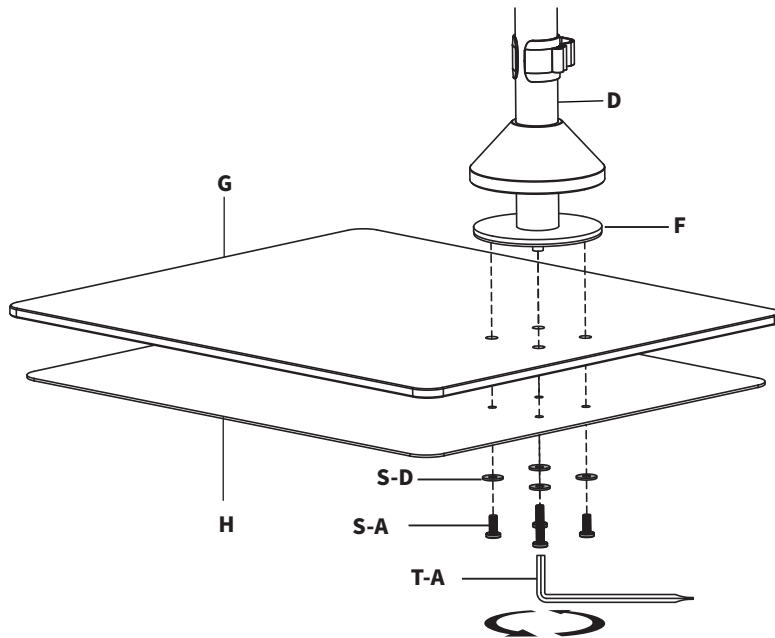
### STEP 1

Slide a Cable Clip (**I**) and Pole Cover (**E**) onto the lower portion of Pole (**D**). Attach the Mounting Plate (**F**) to the bottom of Pole using the M6x16mm Screws (**S-B**) and 4mm Allen Wrench (**T-A**).



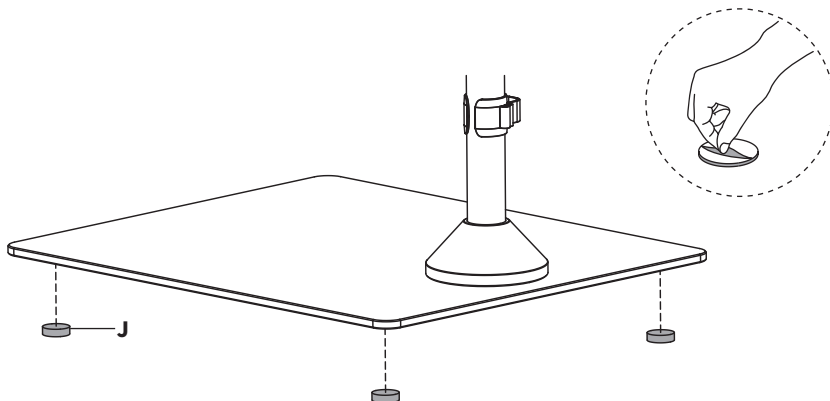
## STEP 2

Place the Glass Plate (**G**) on on top of the Metal Plate (**H**) then fasten the Pole (**D**) and Mounting Plate (**F**) onto the two Plates using the M6x15mm Screws (**S-A**) and D6 Washers (**S-D**) with the 4mm Allen Wrench (**T-A**).

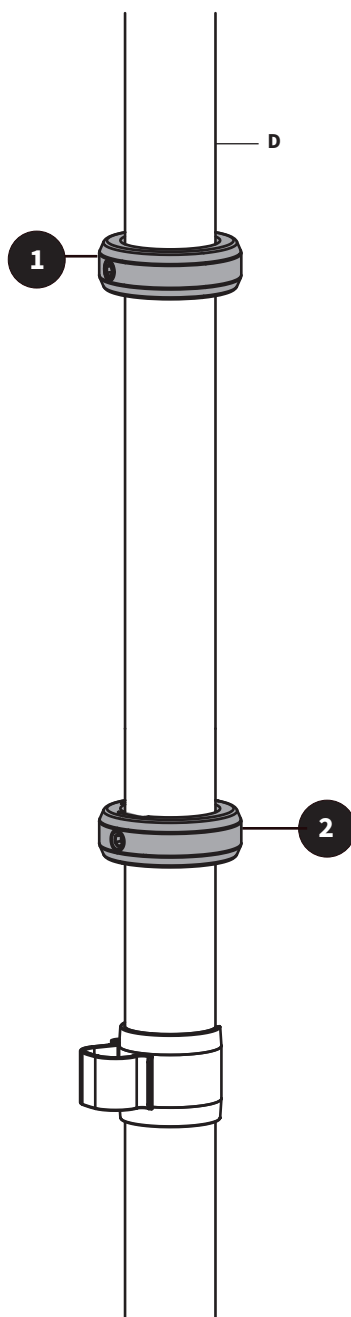
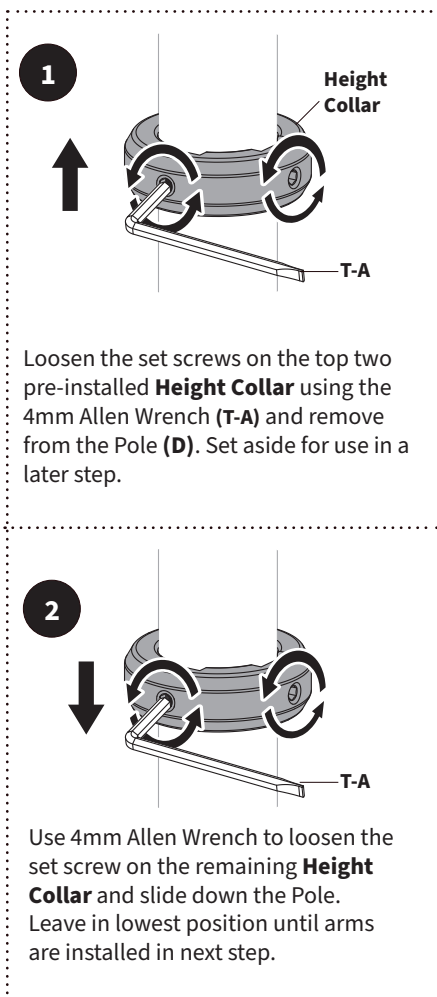


## STEP 3

Remove adhesive backing from Rubber Pads (**J**) and apply them to each corner on the bottom of the base assembly.



## STEP 4



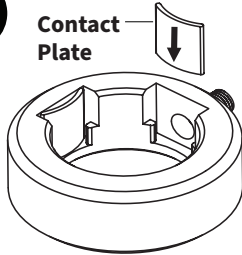


## STEP 5

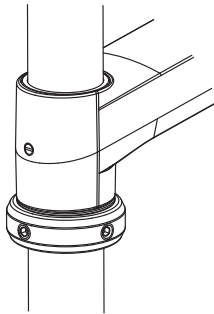
Slide a Lower Arm (**C**) onto the **Height Collar** on Pole (**D**). Slide a Cable Clip (**I**), the previously removed Height Collar, and the second Lower Arm onto Pole (**D**).



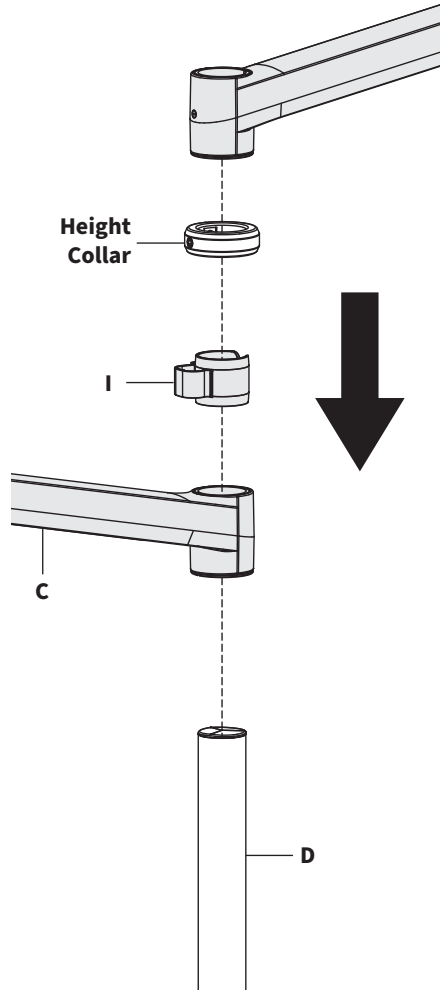
**Contact Plate**



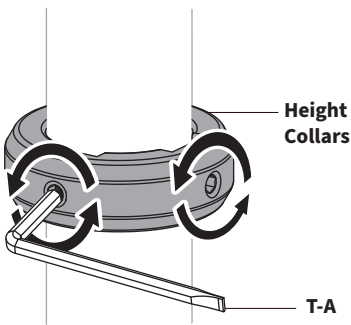
Height Collars feature **Contacts Plates** that may have slid out of place when removing the Collars. Ensure Plates are secure when mounting Height Collars.



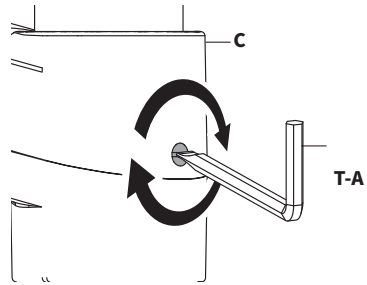
The **Height Collars** must then be installed directly below the Lower Arms to provide stability when mounted.



## STEP 5 Cont'd



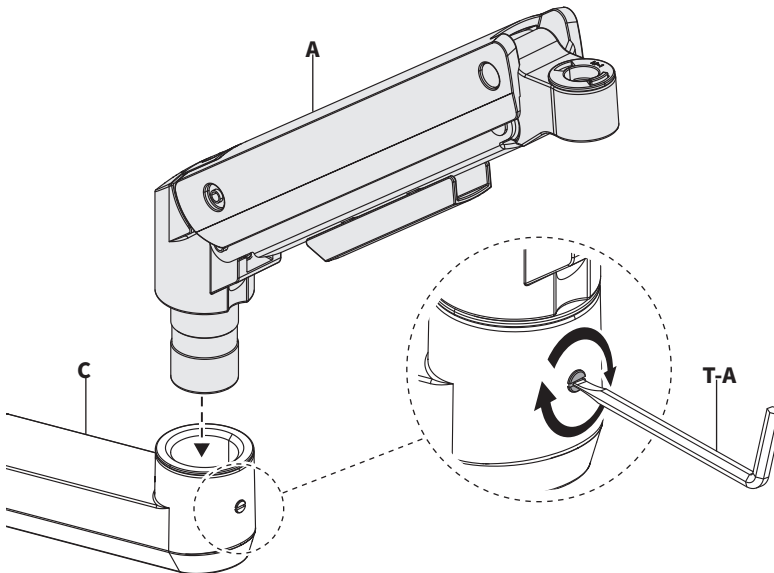
Secure the **Height Collars** in position using the 4mm Allen Wrench (**T-A**).



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

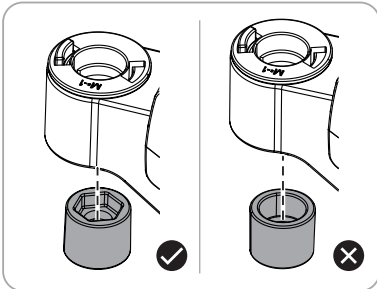
## STEP 6

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

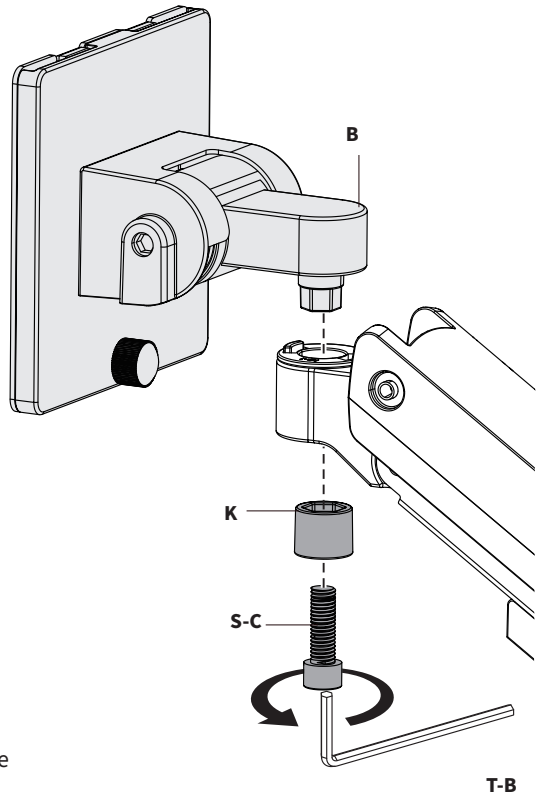


## STEP 7

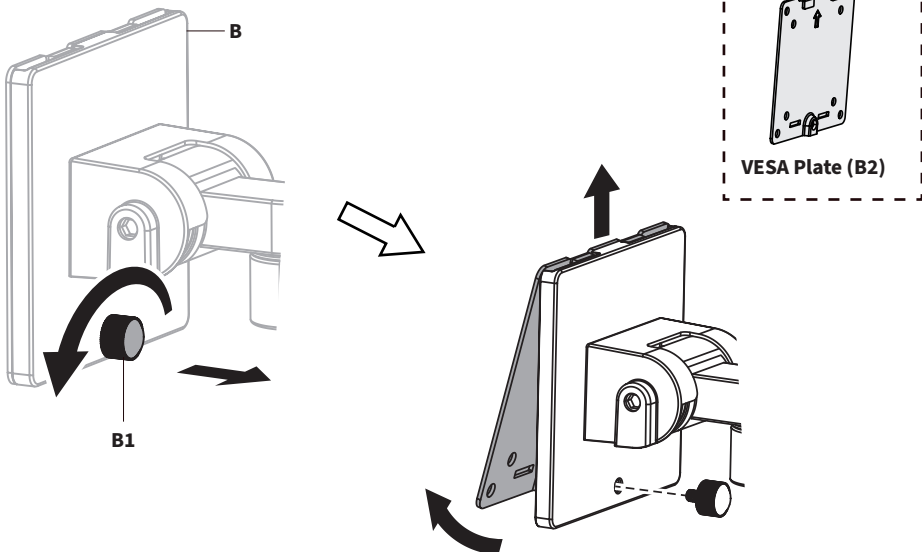
Place the VESA Brackets (**B**) into the Upper Arms (**A**) and install using Bracket Spacers (**K**) with the hex side up, and M8x25mm Screw (**S-C**). Tighten using the 6mm Allen Wrench (**T-B**).



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

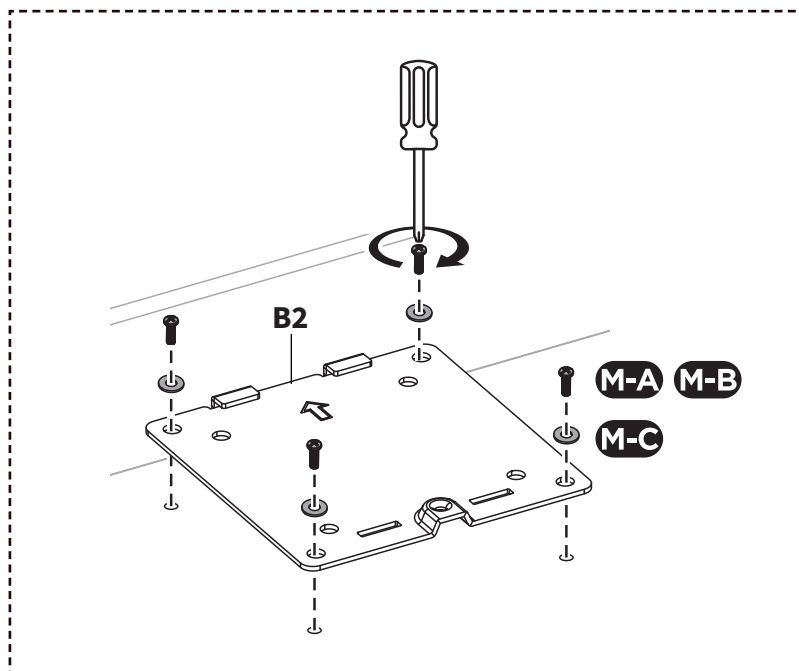
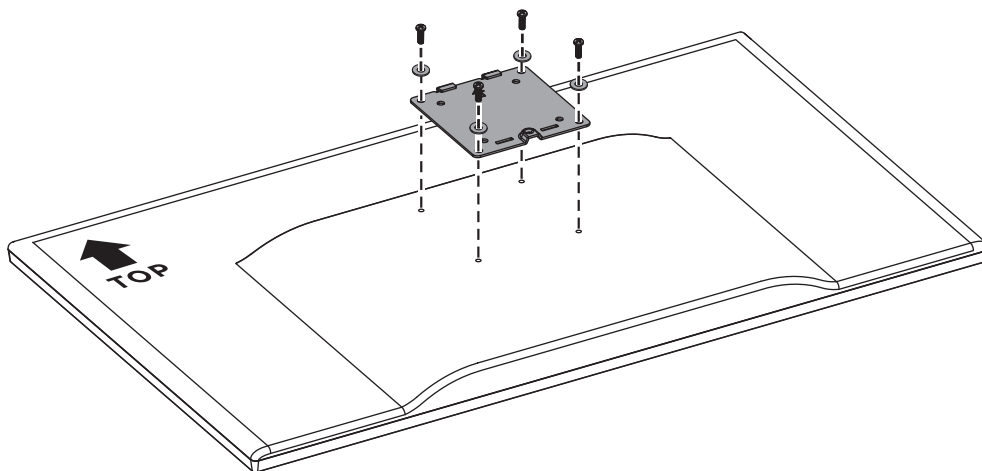


Loosen the Thumbscrew (**B1**) on each VESA Bracket (**B**) and remove the VESA Plate (**B2**) by pulling away and sliding upwards.

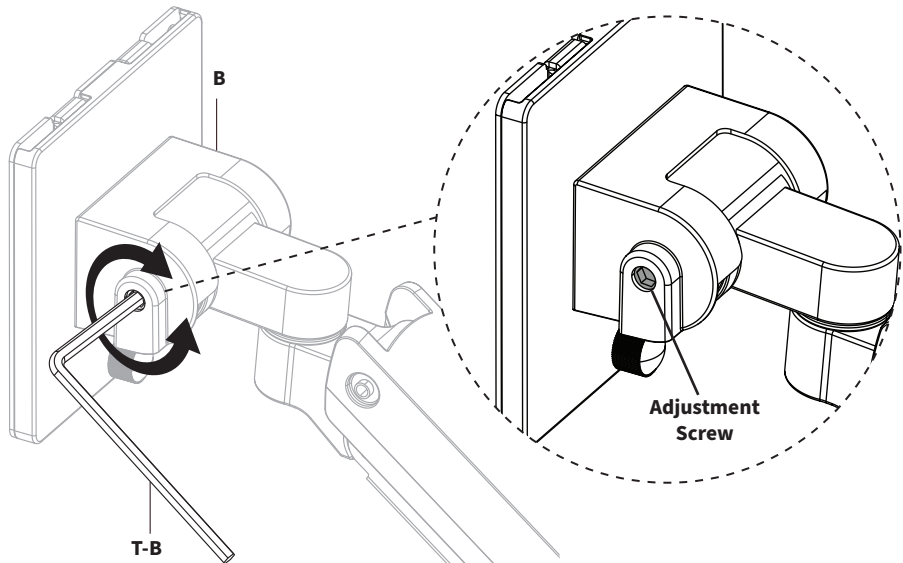


## STEP 8

Attach the VESA Plates (**B2**) to the monitors using the M4x12mm Screws (**M-A**) or M5x12mm Screws (**M-B**) with the D5 Washers (**M-C**) and a Phillips screwdriver.



## Adjusting the Tilt Joint



### 1 Loosen Tilt Joint:

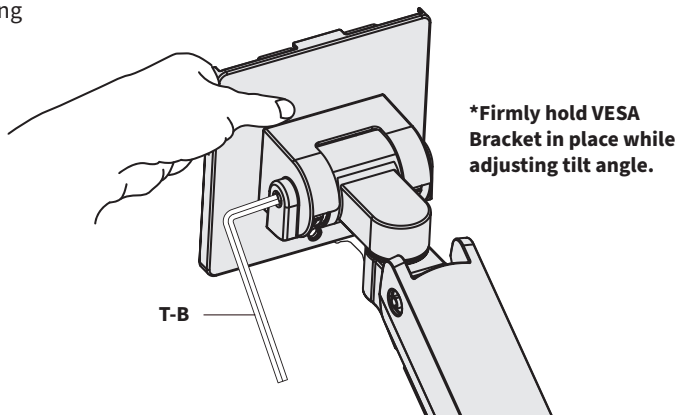
Use 6mm Allen Wrench (**T-B**) to loosen the tilt joint **Adjustment Screw**, located on the side of VESA Bracket (**B**).

### 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.

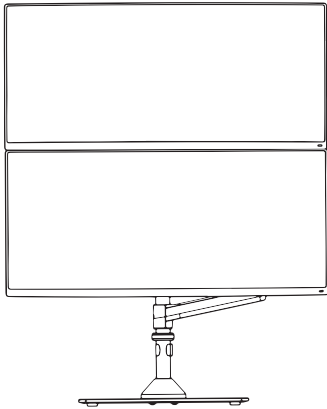


## \*\* Setup Options \*\*

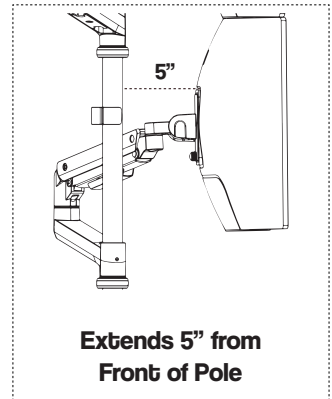
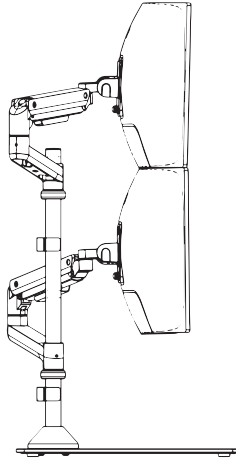
Choose a setup option from the three options and follow mounting instructions.

### Option A: Stacked | Screens Centered [pg 16-18]

Arms will Extend 5" from Front of Pole to VESA Plate

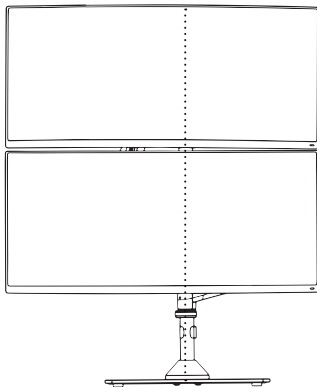


**Screens Centered**

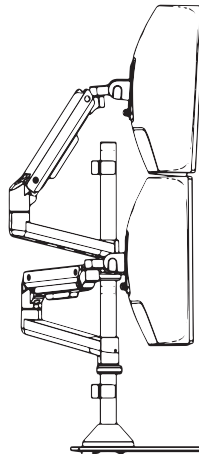


### Option B: Stacked | Low Profile, Off Center [pg 16-18]

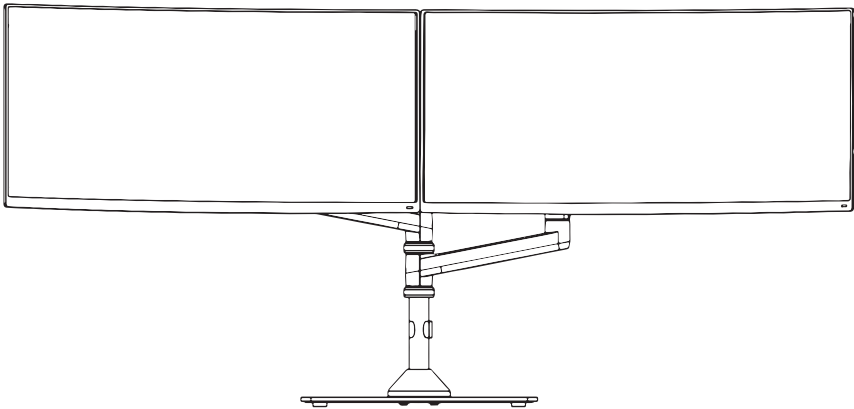
Screens will be off-centered and allows your monitors to sit further back



**Screens Off-Centered**



**Option C: Side by Side [pg 19-22]**



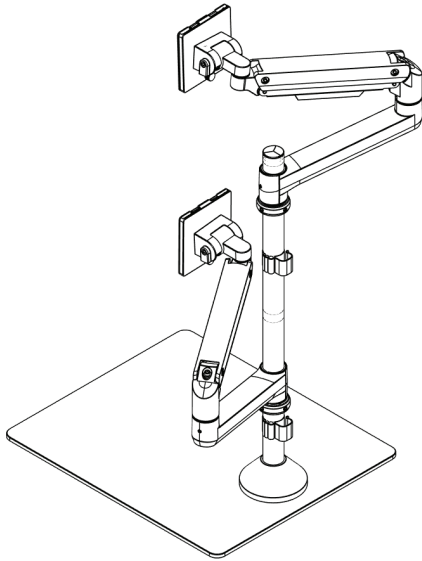
## Mounting Your Monitors

Follow the steps below for your chosen setup.

*\*See page 19-21 for Option C*

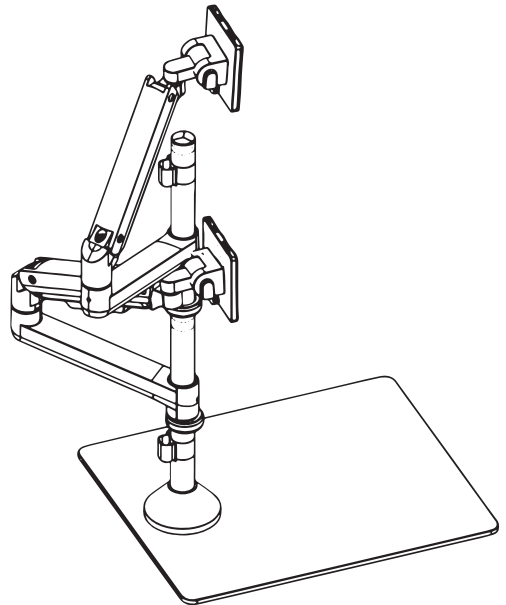
### Options A & B | Stacked Setups

Align the arms based on the images shown for your setup.



#### A. Stacked | Screens Centered

Position the arms as shown.



#### B. Stacked | Low Profile

Position the arms as shown.



#### **\*\* TIP OVER WARNING \*\***

Please follow **ALL** steps to avoid accidental damage to your screens.

**Cont'd on Next Page >>**

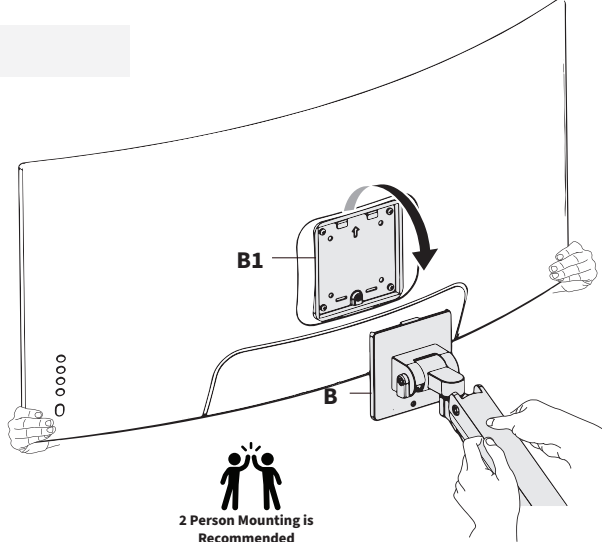


## Options A & B - Cont'd

### 1 Mount Lower Monitor

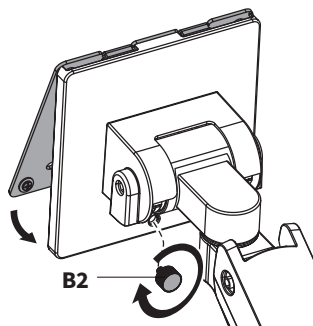
With the assistance of a second person, line up the VESA Plate (**B1**) on your monitor with the VESA Bracket and the Plate Hooks into the pockets of the VESA Bracket (**B**) on the lowest arm

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



### 2 Secure in Place

Gently release the monitor and secure using the previously removed Thumbscrew (**B2**).

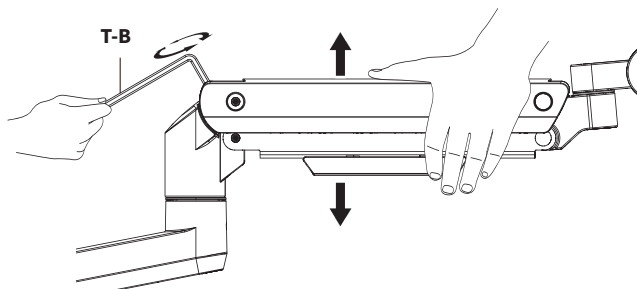


### 3 Adjust Arm Tension

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

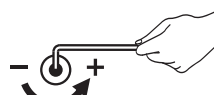
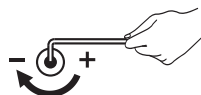
**3.2** Insert the 6mm Allen Wrench (**T-B**) in to the adjustment screw on the back of the monitor arm.

**3.3** 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.



**Clockwise:  
Decrease Support**  
*[if monitor will not lower]*

**Counter-Clockwise  
Increase Support**  
*[if monitor will not raise]*



**Cont'd on Next Page >>**

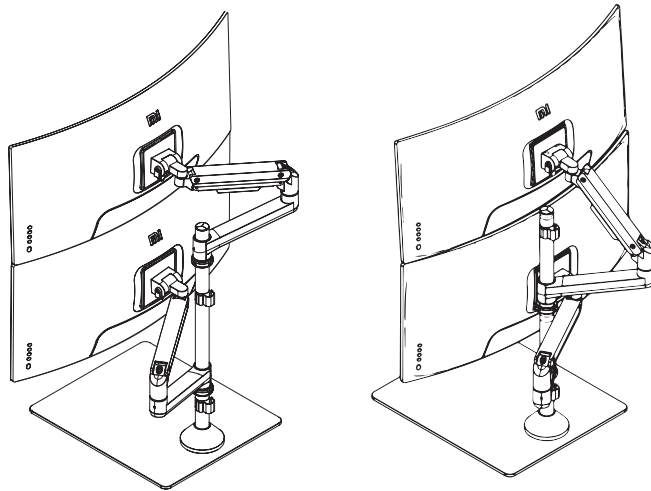
### 4 Mount Upper Monitor

Repeat mounting steps 1-3 from previous page mount second monitor on the top arm.



#### **\*\* WARNING \*\***

To prevent monitor from dropping, position the arm slightly offset when mounting the monitor and hold in place while adjusting tension. Once securely held, move over lower monitor tension is adjusted.



**Proceed to Cable Management on Page 24**



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

Refer to instructions on **page 22** to adjust. **DO NOT try to adjust angle freely.** Doing so may result in accidental damage to your screen.

## Option C | Side by Side

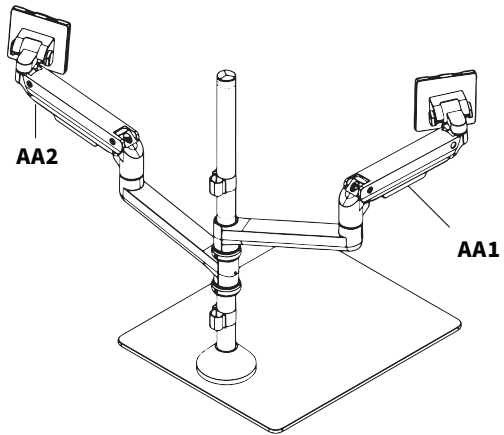


### \*\* TIP OVER WARNING \*\*

Please follow **ALL** steps below to avoid accidental damage to your screens.

#### 1 Position Arms

Align your Arm Assemblies (**AA1**, **AA2**) as shown, with **AA2** angled away from the base, and **AA1** overhanging the base with the head slightly angled.

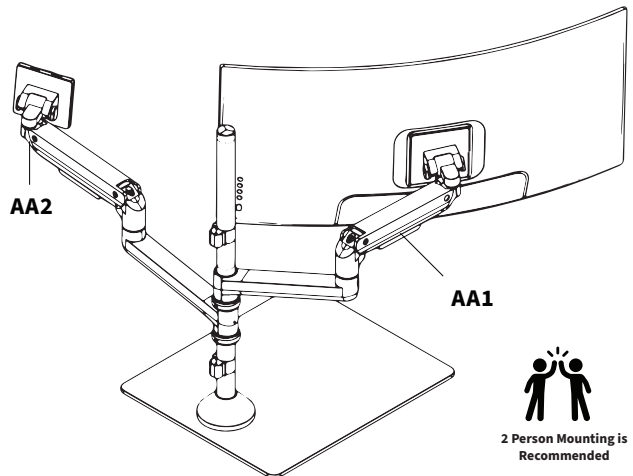


#### 2 Mount First Monitor

With the assistance of a second person, line up the VESA Plate on your first monitor with the VESA Bracket and the Plate Hooks into the pockets of the VESA Bracket on the first Arm Assembly (**AA1**).



**WARNING: Do not attempt to install the second monitor yet.**

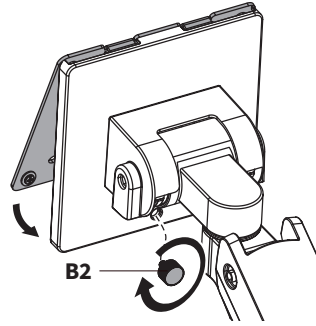


2 Person Mounting is Recommended

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### 3 Secure in Place

Gently release the monitor and secure using the previously removed Thumbscrew (**B2**).

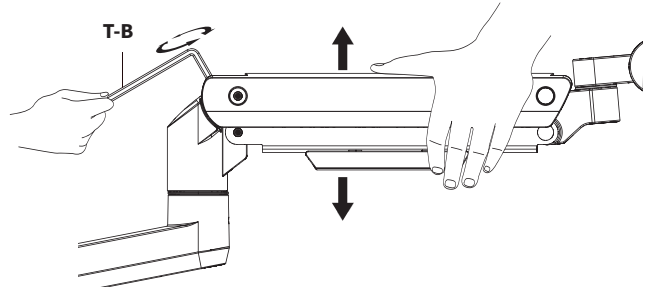


### 4 Adjust Arm Tension

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

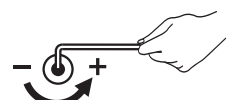
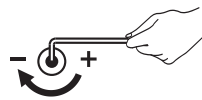
**5.2** Insert the 6mm Allen Wrench (**T-B**) in to the adjustment screw on the back of the monitor arm.

**5.3** 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.



**Clockwise:**  
**Decrease Support**  
*[if monitor will not lower]*

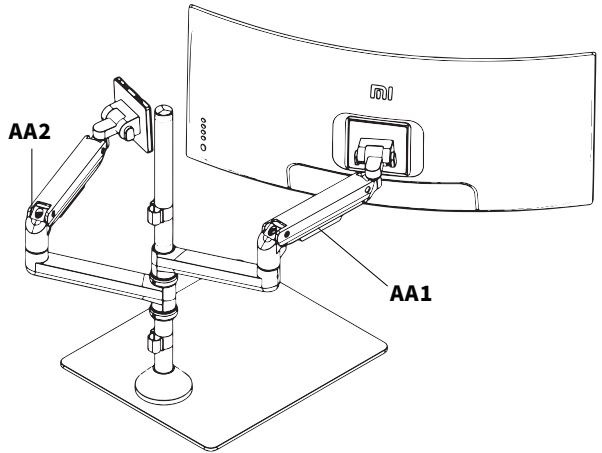
**Counter-Clockwise**  
**Increase Support**  
*[if monitor will not raise]*



**Cont'd on Next Page >>**

### 5 Re-Position Arms

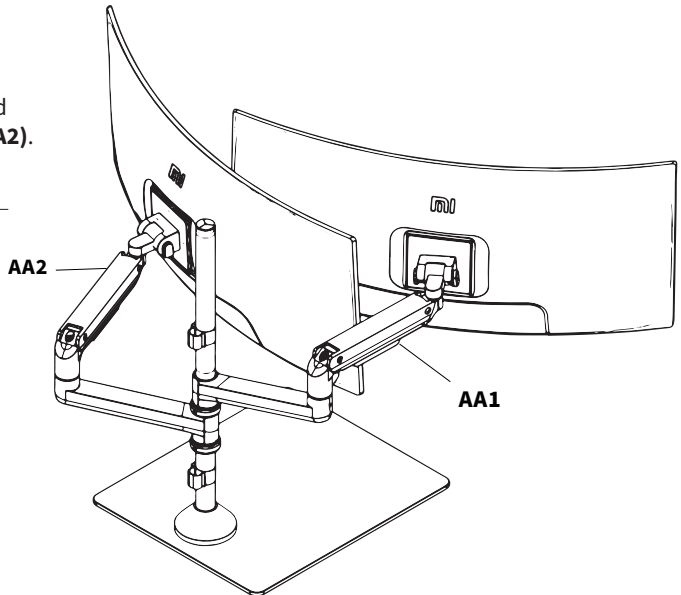
Carefully move Arm Assembly 1 (AA1) forward and position over the base, then adjust Arm Assembly 2 (AA2) so that it overhangs the base, leaving room to install the second monitor.



### 6 Mount Second Monitor

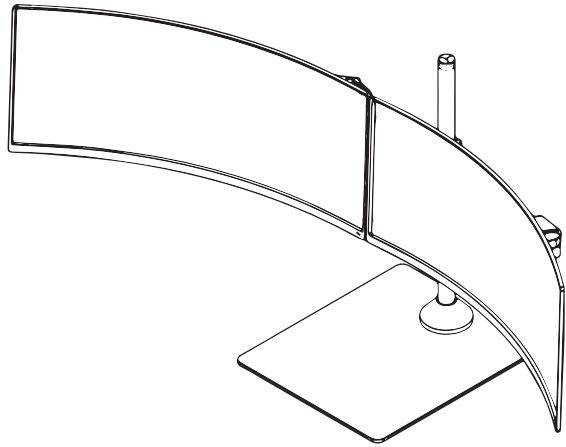
Repeat steps 2-4 to mount second monitor onto Arm Assembly 2 (AA2).

Cont'd on Next Page >>



### 7 Position Monitors

Carefully move and position monitors side by side, ensuring they remain extended over the base.



Proceed to Cable Manangement on Page 24



#### Monitor Tilted Too Far?

Refer to instructions on **page 23** 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

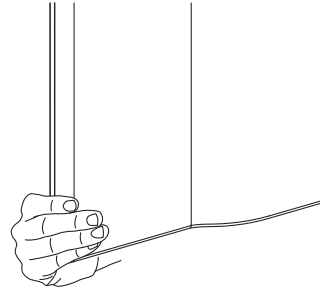
[ 22lbs - 44lbs ]

#### 1 Firmly Hold Monitor

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

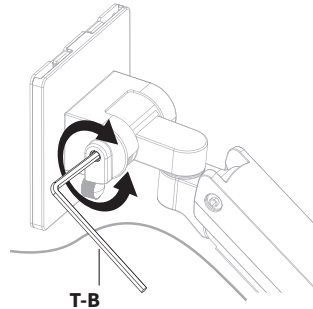
#### 2 Loosen Tilt Joint:

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.



#### 3 Set & Lock Angle

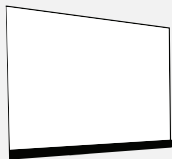
Adjust screen slightly past your desired viewing angle, then tighten the screw as much as possible using 6mm Allen Wrench (**T-B**).



#### 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

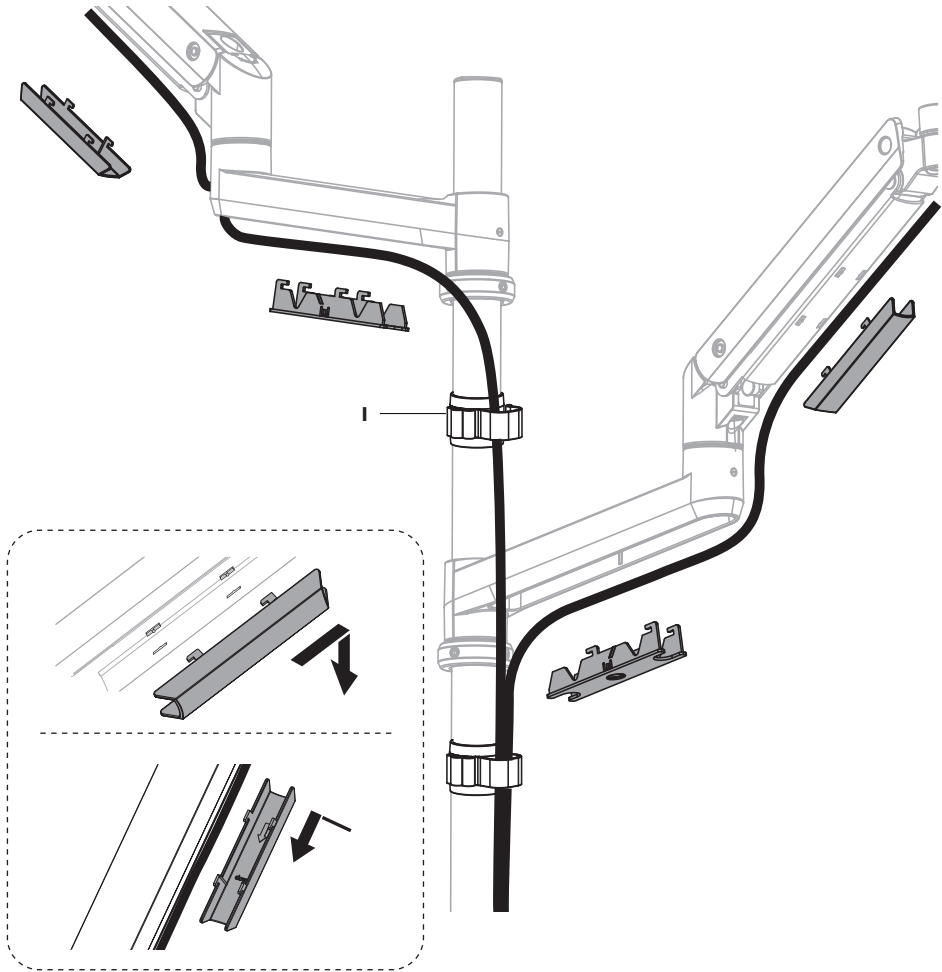


#### **ALWAYS REMOVE MONITOR BEFORE RE-ADJUSTING**

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

## STEP 11

Remove the cable management clips from the bottoms of the arm segments by pressing forward to unlock them. Route the cables from the monitors through Cable Clips (1), then re-install the cable management clips.





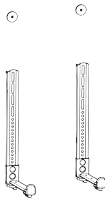
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CHECK OUT OTHER GREAT PRODUCTS FROM



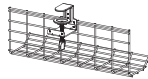
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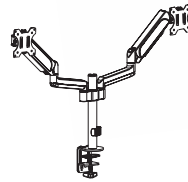
#### **SPEAKER MOUNTS & STANDS**

Whether you're mounting a soundbar or surround sound system, we've got a mounting solution to fit your needs



#### **CABLE MANAGEMENT**

Clear the cable clutter with our sleek under desk cable management systems.



#### **MONITOR MOUNTS**

From single monitor mounts to hex mount, grommet or clamp-ons, we've got a mounting solution for your setup.



## **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.



# Need Assistance?

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*



## Need Help? Get In Touch

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



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



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

*Chat live with an agent!*



309-278-5303



VIVO-us



@vivo\_us

FOR MORE GREAT VIVO PRODUCTS,  
CHECK OUT OUR WEBSITE AT: [WWW.VIVO-US.COM](http://WWW.VIVO-US.COM)