

# Pneumatic Arm Dual Ultrawide Monitor Wall Mount

*SKU: MOUNT-V120K*  
Instruction Manual

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Assembly Video & Product Info  
[www.vivo-us.com/products/mount-v120k](http://www.vivo-us.com/products/mount-v120k)



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# ! 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.



## WARNING: DO NOT INSTALL INTO DRYWALL ALONE

VERIFY YOUR WALL CONSTRUCTION. USE WOOD STUDS TO MOUNT. We include mounting for brick and concrete walls. If unsure, please contact us at [vivo-us.com](http://vivo-us.com), email at [help@vivo-us.com](mailto:help@vivo-us.com), or call us at 309-278-5303.

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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**

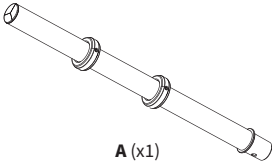


Email Us:  
**[help@vivo-us.com](mailto:help@vivo-us.com)**

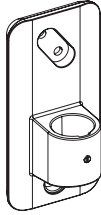
AVG. RESPONSE TIME (*within office hrs*): **1HR 8M**

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

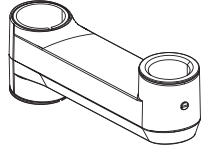
# Package Contents



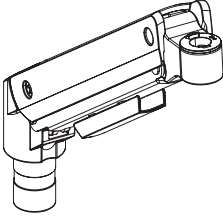
**A (x1)**  
Pole



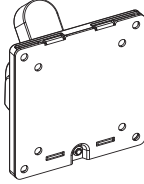
**B (x1)**  
Wall Mount



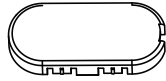
**C (x2)**  
Lower Arm



**D (x2)**  
Upper Arm



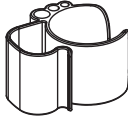
**E (x2)**  
VESA Bracket



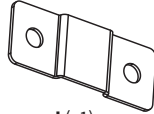
**F (x1)**  
Large Cap



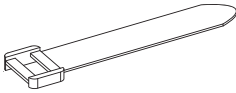
**G (x1)**  
Small Cap



**H (x1)**  
Cable Clip



**I (x1)**  
Wall Bracket



**J (x1)**  
Strap

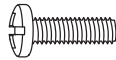
## Included Hardware & Tools



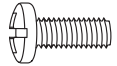
**S-A (x2)**  
Plastic Spacer



**S-B (x2)**  
M8x25mm Screw



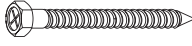
**M-A (x8)**  
M4x12mm Screw



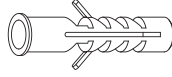
**M-B (x8)**  
M5x12mm Screw



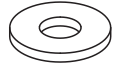
**M-C (x8)**  
M5 Washer



**W-A (x5)**  
ST6.3x55mm Screw



**W-B (x5)**  
Concrete Anchor



**W-C (x5)**  
M6 Washer



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



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

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## Tools Needed:



**Stud Finder**



**Pencil**



**Level**



**Drill**



**10mm Socket Wrench**

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## Weight Capacity:



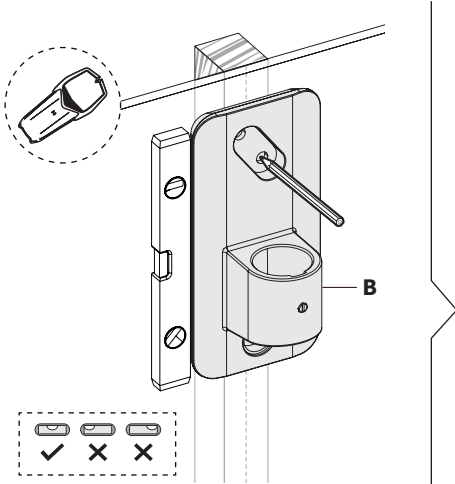
**4.4 - 33.5 lbs**  
**(2 - 15.2 kg)**

**Per Arm**

# ASSEMBLY STEPS

## STEP 1

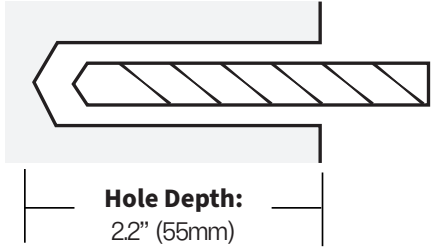
### Option 1: Wood Stud Installation



Hold Wall Mount (**B**) up to the desired mounting position on a stud and mark drilling locations with a Pencil. Use of a stud finder and level is recommended.

### Wood Stud Predrilling

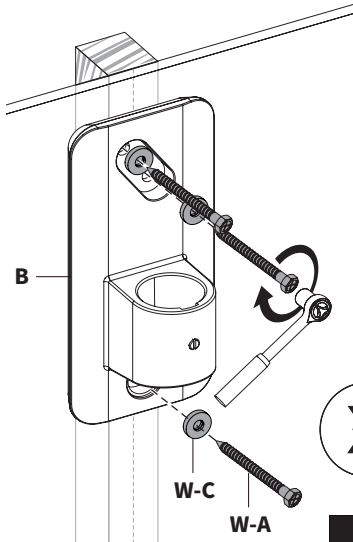
Drill Bit: 3/16" (4.5mm)



Hole Depth:

2.2" (55mm)

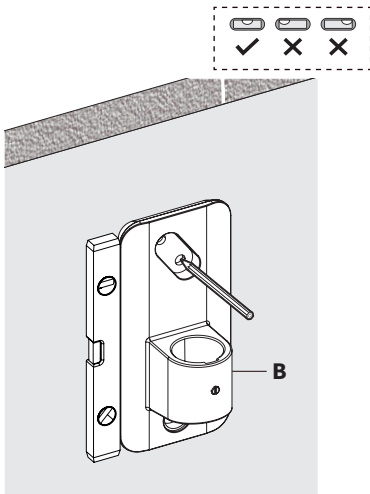
Secure Wall Mount (**B**) to the wall using ST6.3x55mm Screws (**W-A**), M6 Washers (**W-C**) and a 10mm Socket wrench.



Do NOT use included Anchors (**W-B**) for wood or drywall.

Proceed to **STEP 2**  
on **Page 8**

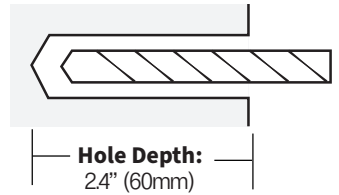
## Option 2: Concrete/Brick Installation



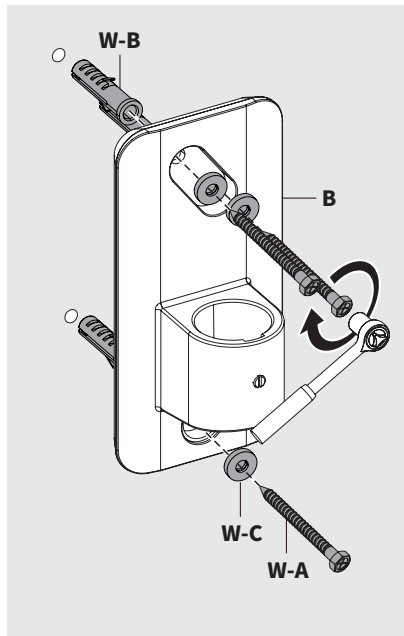
Hold Wall Mount (**B**) up to the desired mounting position and mark drilling locations with a Pencil. Use of a level is recommended.

### Concrete/Brick Predrilling

Drill Bit: 3/8" (10mm)

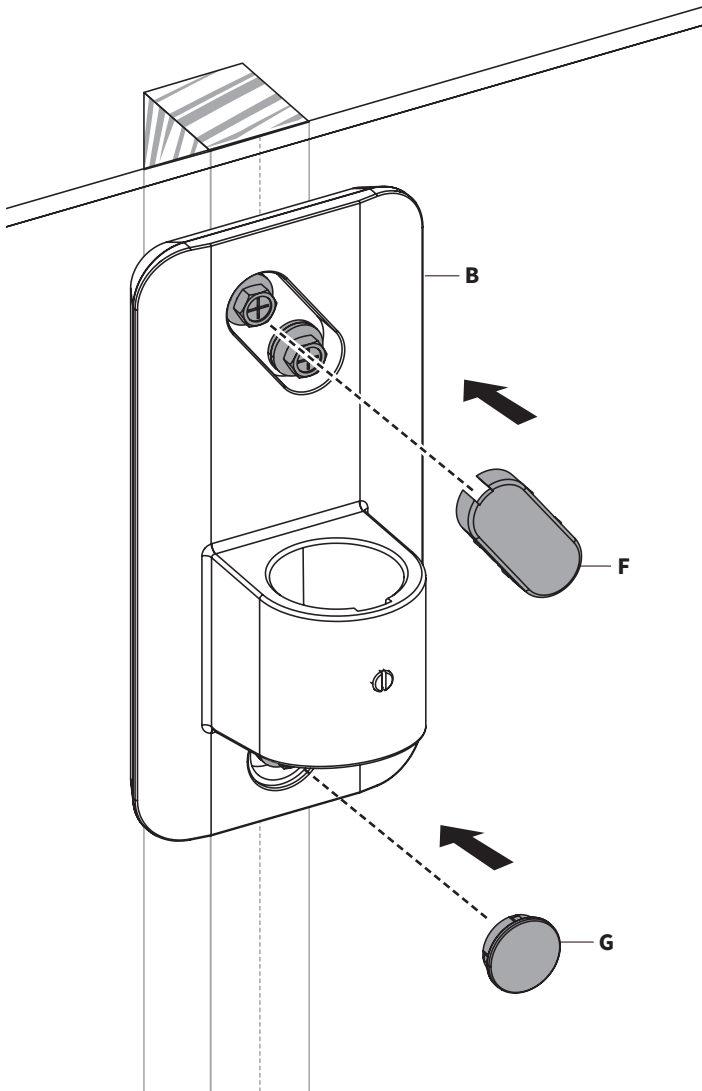


Press Concrete Anchors (**W-B**) into the drilled holes. Secure Wall Mount (**B**) to the wall using ST6.3x55mm Screws (**W-A**), M6 Washers (**W-C**) and a 10mm Socket wrench.



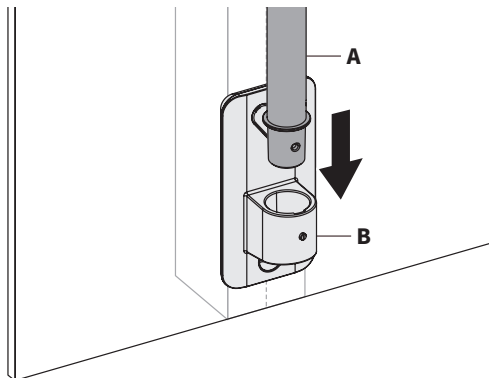
## STEP 2

Press Large Cap (F) into the top hole and Small Cap (G) into the bottom hole of the Wall Mount (B).

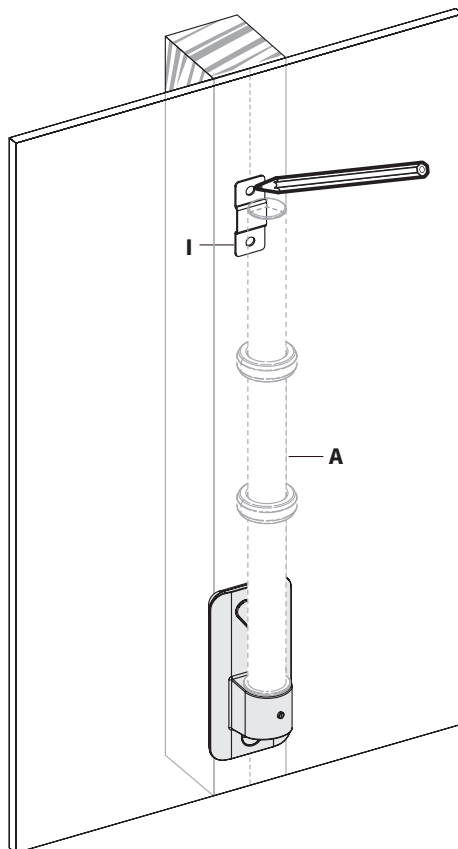


### STEP 3

Insert Pole **(A)** fully into the Wall Mount **(B)**.



Line up the Wall Bracket **(I)** just under the top of the Pole **(A)** as shown and mark drilling locations using a Pencil. Remove the Pole.

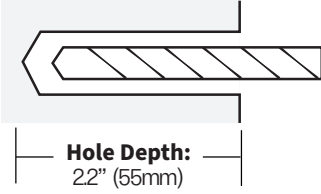


## STEP 4

Using predrilling information by chosen application provided below, drill two holes into marked locations.

### Wood Stud Predrilling

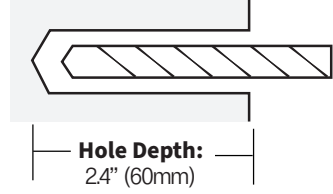
Drill Bit: 3/16" (4.5mm)



OR

### Concrete/Brick Predrilling

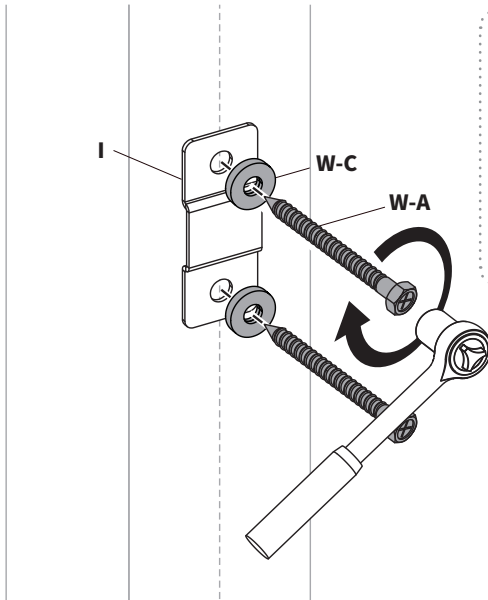
Drill Bit: 3/8" (10mm)



## STEP 5

### Option 1: Wood Stud Installation

Secure Wall Bracket (**I**) to the wall using ST6.3x55mm Screws (**W-A**), M6 Washers (**W-C**) and a 10mm Socket wrench.



### Do Not Over-Tighten

Carefully tighten Screws so that the Bracket is snug to the wall. Over-tightening can cause damage to mounting surface.

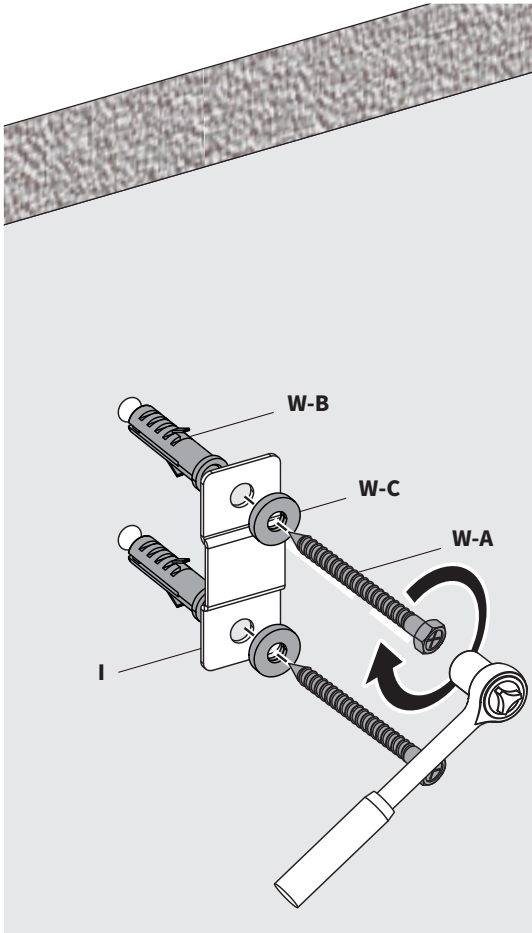


Do NOT use included Anchors (**W-B**) for wood or drywall.

Proceed to STEP 6  
on Page 12

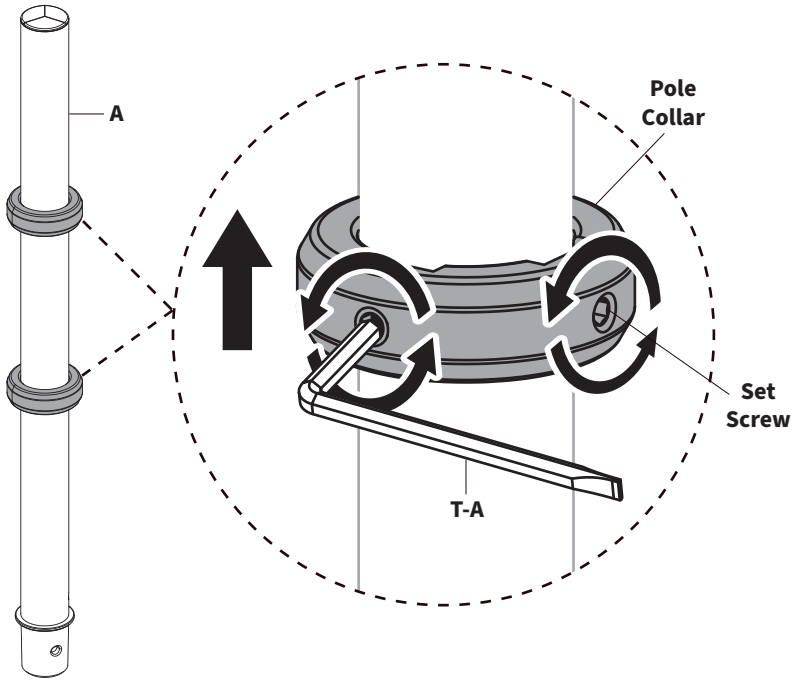
## Option 2: Concrete/Brick Installation

Press Concrete Anchors (**W-B**) into the drilled holes. Secure Wall Bracket (**I**) to the wall using ST6.3x55mm Screws (**W-A**), M6 Washers (**W-C**) and a 10mm Socket wrench.

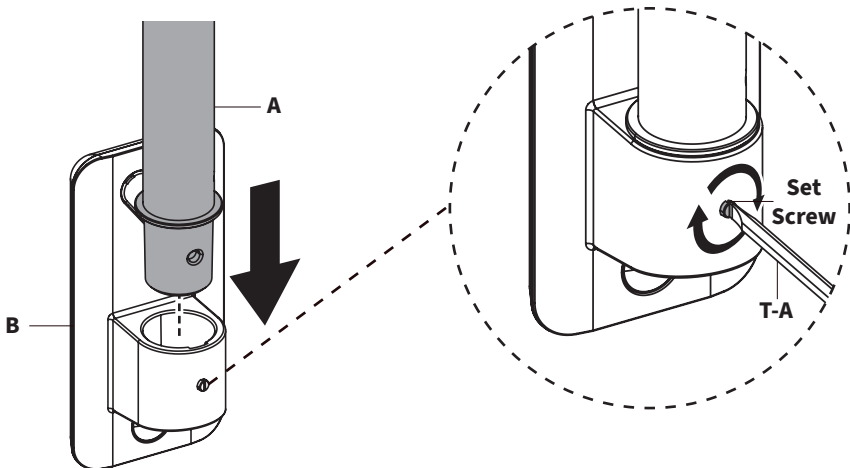


## STEP 6

Loosen the **Set Screws** on both **Pole Collars** using 4mm Allen Wrench (**T-A**) and slide them off the Pole (**A**).

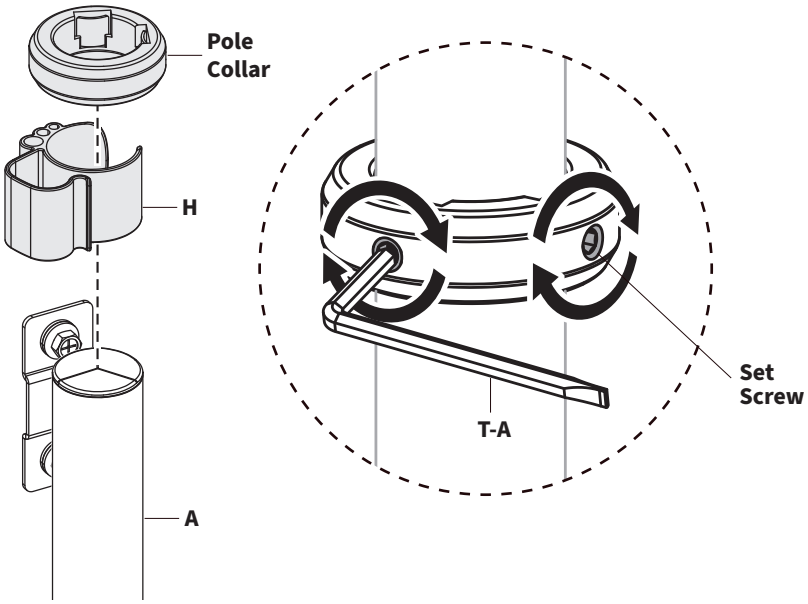


Insert Pole (**A**) into the Wall Mount (**B**) and secure by tightening the **Set Screw** using 4mm Allen Wrench (**T-A**).

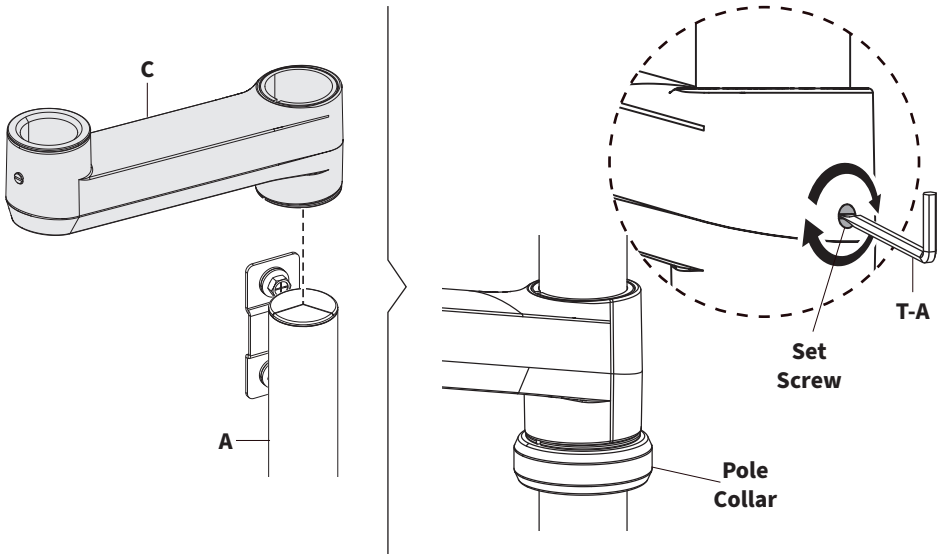


## STEP 7

Slide Cable Clip (**H**) down the Pole (**A**). Slide one of the **Pole Collars** onto the Pole at the desired height and secure by tightening the **Set Screws** using 4mm Allen Wrench (**T-A**).

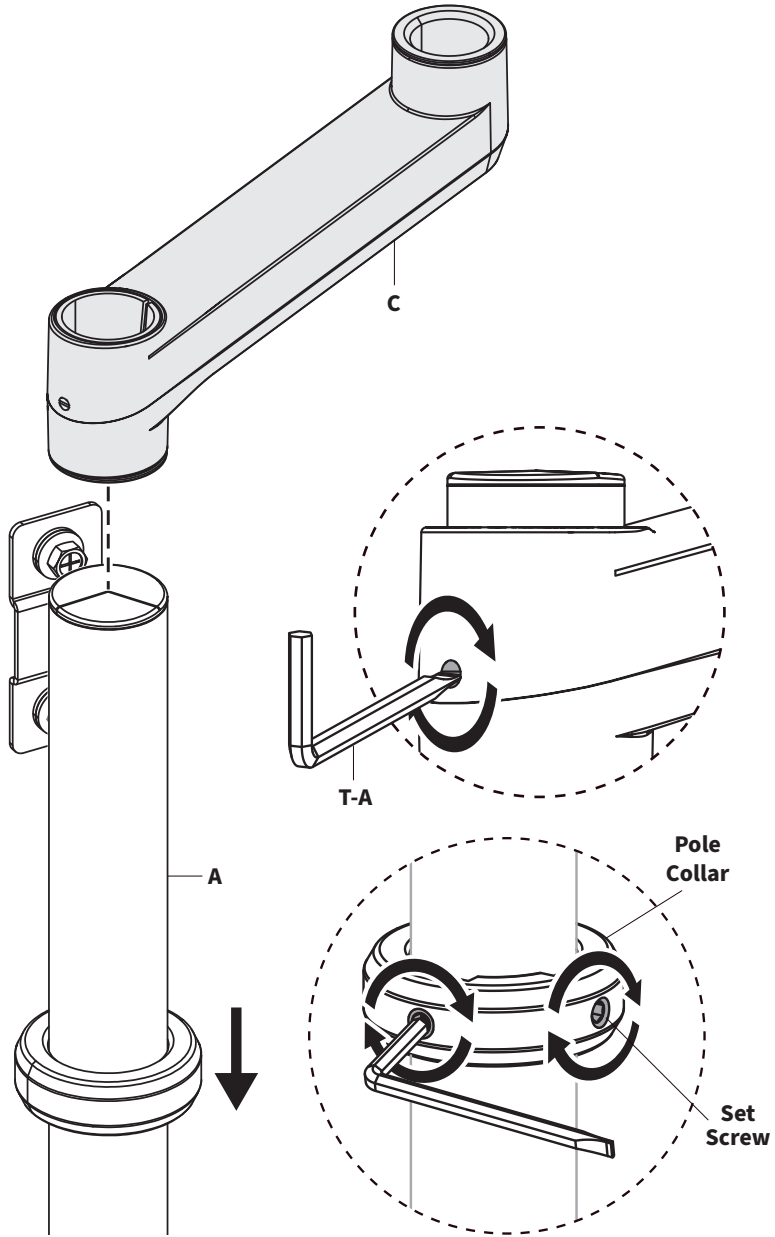


Slide one of the Lower Arms (**C**) down the Pole (**A**) so that it rests on the **Pole Collar**. Secure by tightening the **Set Screw** on the Lower Arm using 4mm Allen Wrench (**T-A**).



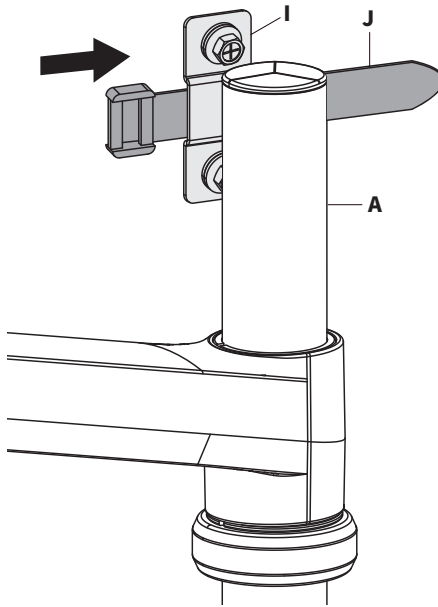
## STEP 8

Slide the remaining Pole Collar and Lower Arm (C) down the Pole (A) at the desired height and secure by tightening all of the **Set Screws** with 4mm Allen Wrench (T-A).

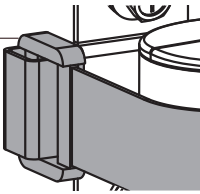


## STEP 9

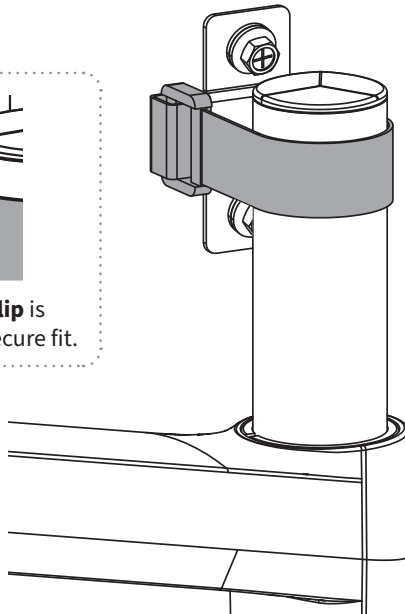
Fasten the Strap (**J**) around the Wall Bracket (**I**) and Pole (**A**).



Clip



Make sure the Strap's **Clip** is against the Bracket for a secure fit.

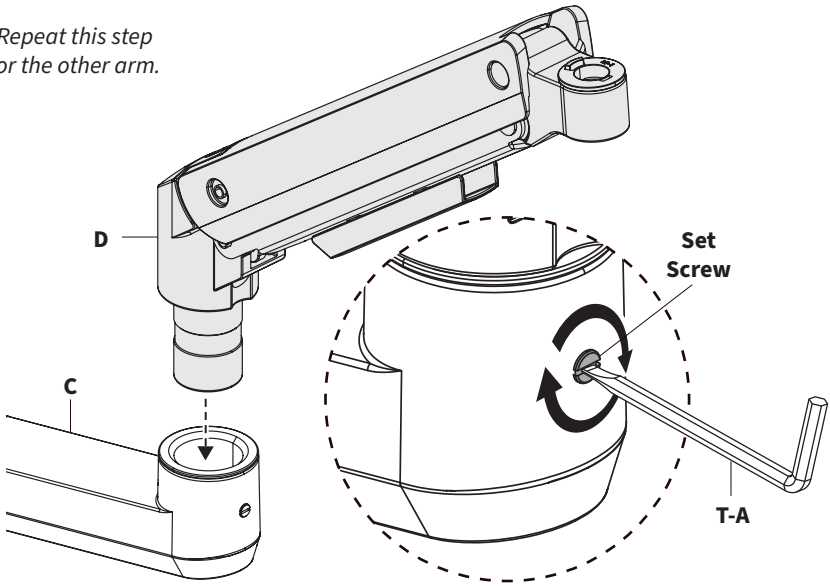


## STEP 10

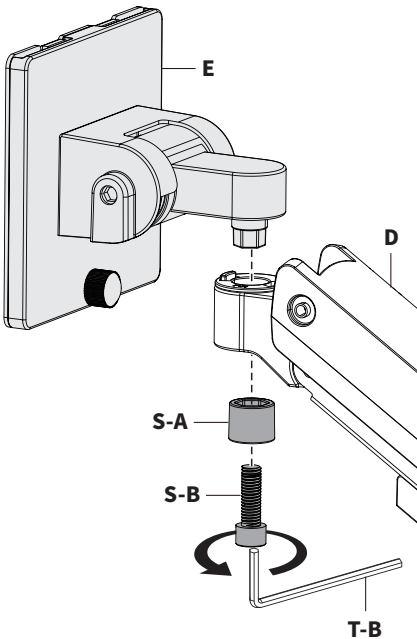
Insert the Upper Arm (D) into the Lower Arm (C) and secure by tightening the **Set Screw** using 4mm Allen Wrench (T-A).



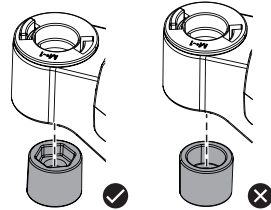
*Repeat this step for the other arm.*



Secure VESA Brackets (E) to the Upper Arms (D) using M8x25mm Screws (S-B), Plastic Spacers (S-A), and 6mm Allen Wrench (T-B).

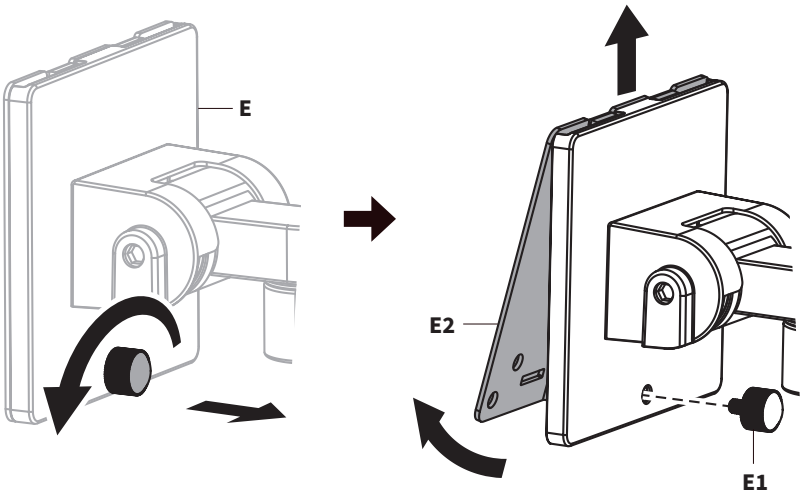


Ensure the hex side of Plastic Spacer (S-A) is facing up into the arm.

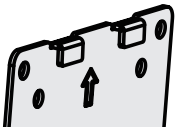


## STEP 11

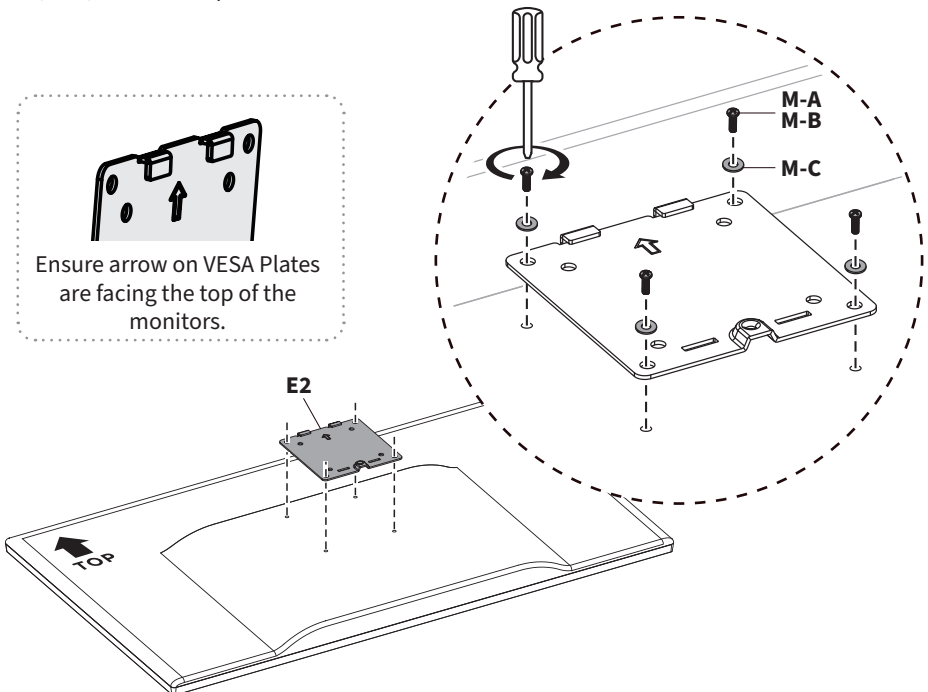
Remove Thumbscrews (**E1**) from VESA Brackets (**E**) and remove VESA Plates (**E2**). Set Thumbscrews aside.



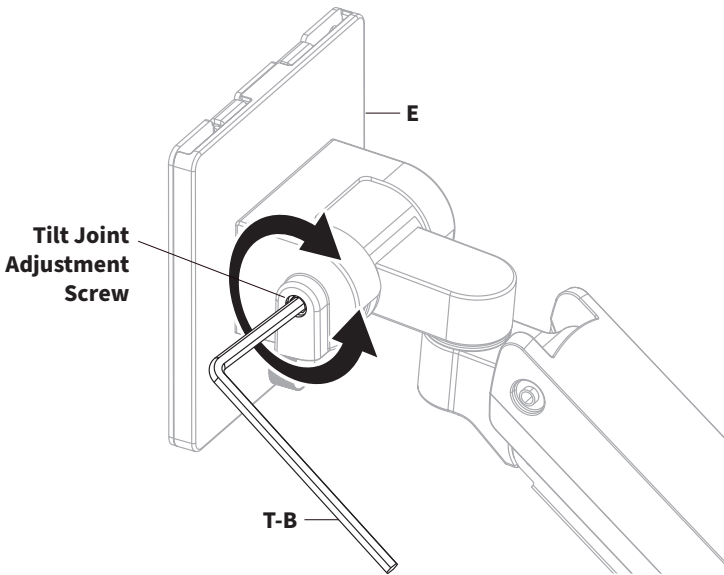
Attach VESA Plates (**E2**) to your monitors using appropriate Screws (**M-A, M-B**), Washers (**M-C**), and a Phillips screwdriver.



Ensure arrow on VESA Plates are facing the top of the monitors.



## Adjusting the Tilt Joint



### 1 Loosen Tilt Joint:

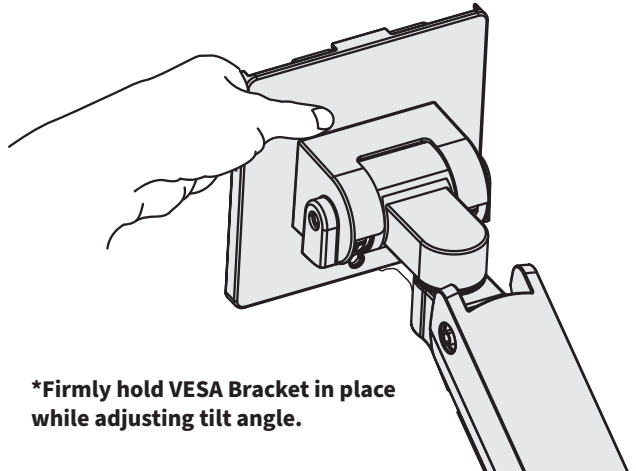
Use 6mm Allen Wrench (**T-B**) to loosen the **Tilt Joint Adjustment Screw**, located on the side of VESA Bracket (**E**).

### 2 Set Angle

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

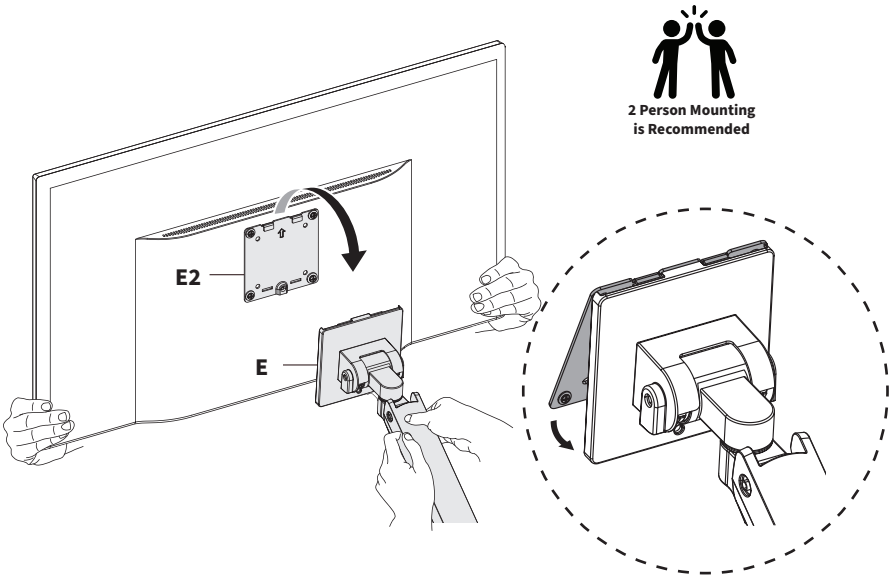
### 3 Lock Angle

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

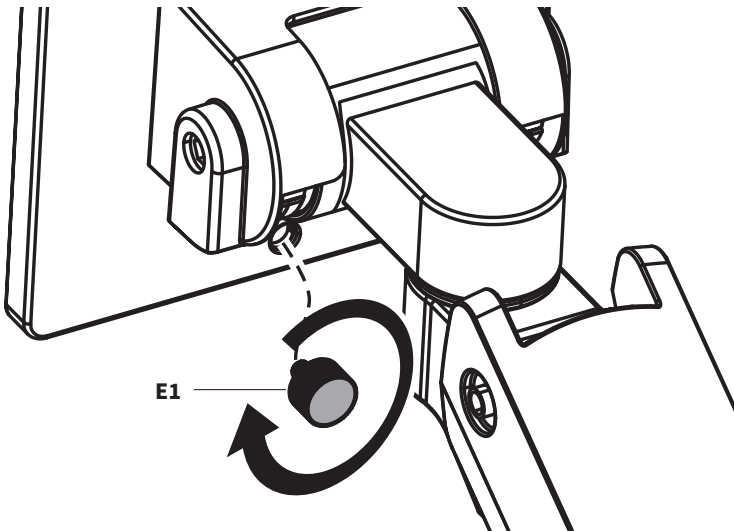


## STEP 12

Line up the VESA Plates (**E2**) on your monitors with the VESA Brackets (**E**) and tilt the monitors down into the VESA Brackets as shown.

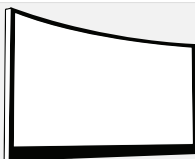


Secure using previously removed Thumbscrews (**E1**).



## Fine Tune Tilt Angle

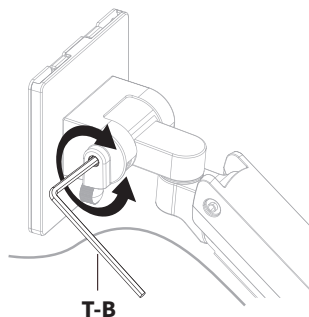
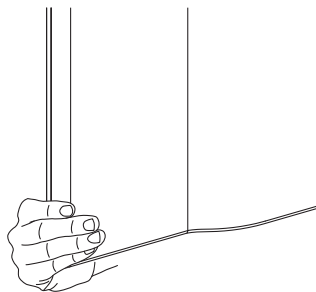
*If the monitor is angled further than intended...*



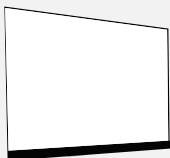
### Heavy Weighted/ Ultrawide Monitors

[ 22 - 33.5 lbs ]

- 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 (**E**).
- 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**



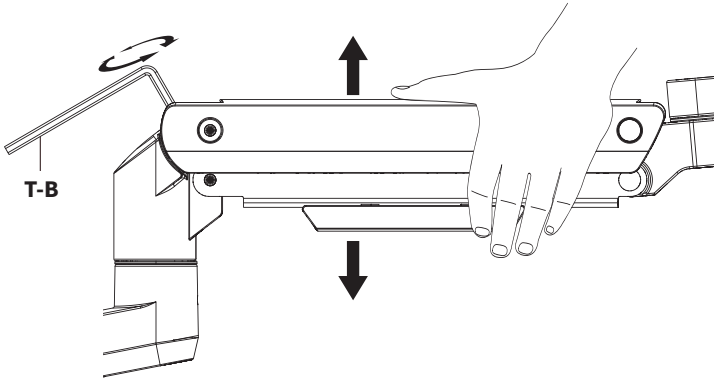
### Ultra Thin Monitors



#### **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

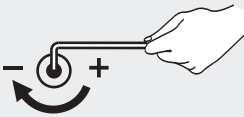
Insert the 6mm Allen Wrench (T-B) in to the adjustment screw on the back of the monitor arm.

### 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.

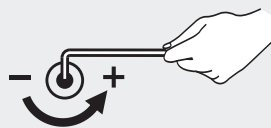
## Tension Adjustment Guide

**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]*

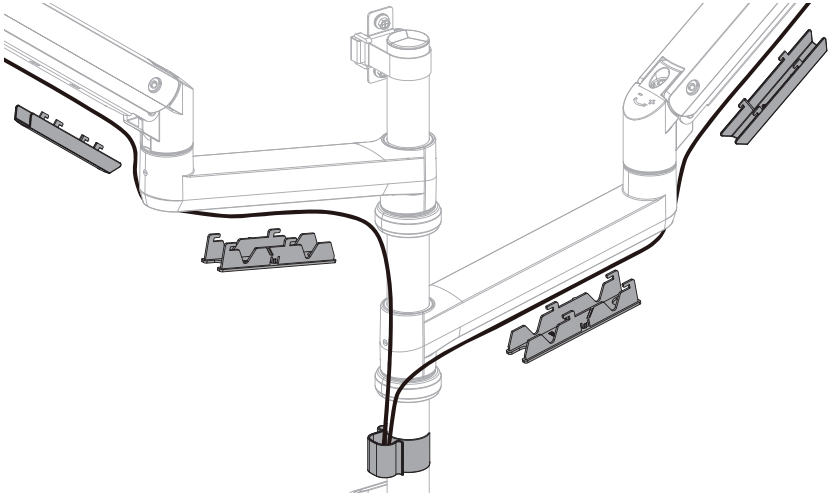


Turn the adjustment screw **counter-clockwise** to **increase** the support for your monitor, allowing it to be raised up.

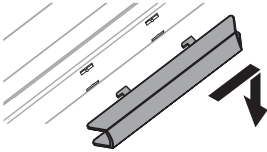
**Note: Requires 10-20 Turns**

## STEP 13

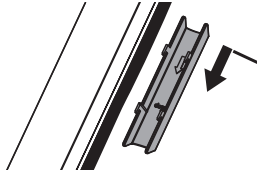
Route cables through the built-in cable covers.



Remove the covers by sliding them forward.

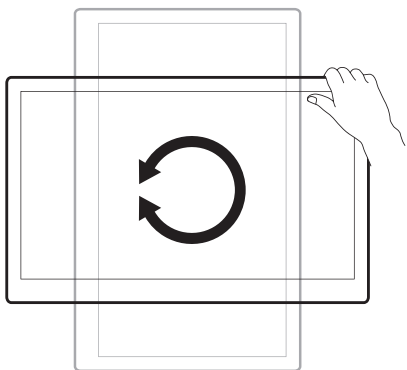
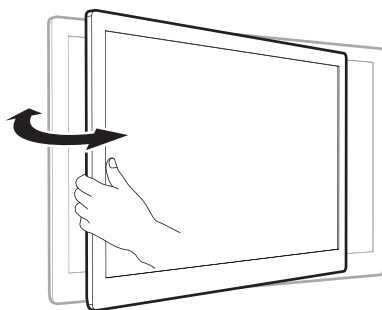
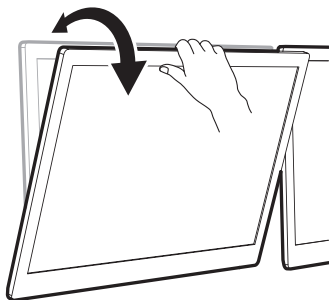
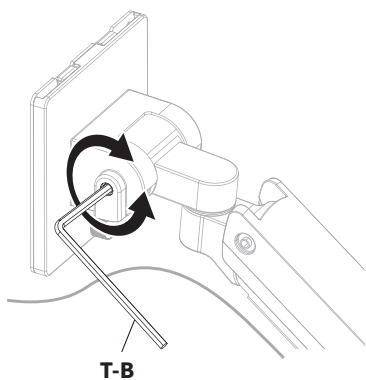


Slide them back on when finished routing cables.



## Monitor Tilt Adjustments

Use the 6mm Allen Wrench (T-B) to adjust the tilt of your monitor as desired.





## **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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