



## OTGHABASE3 HEIGHT ADJUSTABLE TABLE OPERATING INSTRUCTIONS + TROUBLESHOOTING GUIDE

### A. INITIAL SETUP

1. Make sure the worksurface is securely affixed to the mechanism.
2. Please be sure the area around the table is clear of any obstructions.
3. Your Offices to Go Height Adjustable Table Base comes out of the box ready to use. Just plug into a standard outlet and enjoy.

### B. OPERATION

1. Press and hold the **▲** or **▼** to set the table to your desired position. The table will reach a maximum height of 45.5" and minimum height of 27.8" when measured to the top of the Offices to Go (OtG) 1" Laminate Top.

### C. MEMORY SETTINGS

Once you have adjusted the desk to your desired height, you can set the height to a memory key on the handset.

1. Press the **S** button. Then press the number on the handset where you want the position stored. You may store up to three positions using numbers **1** through **3** on the handset.
  - a. If no selection is made within 10 seconds, the screen will stop flashing and will leave the Memory Settings mode.
2. Once you have set your memory position, simply press the number on the handset and the table will automatically adjust to the stored height. To stop the table during automatic adjustment, tap any button on the handset.

### D. SETTINGS MENU

1. Press and hold the button **S** for about three seconds; the screen will flash the **S-1** indicating that the settings menu has been entered.
2. Press the **▲** and **▼** buttons to selection **S-1, S-2, S-3, S-4, S-5**.
3. If no selection is made within 10 seconds, the screen will stop flashing and will leave the Settings menu.

MODE	FUNCTION	SETTING STEPS
S-1	Pinch and Collision Protection  <i>Change the sensitivity of the pinch and collision protection settings.</i>	<ol style="list-style-type: none"> <li>1. While the display shows <b>S-1</b>, press and hold the <b>S</b> button for 3 seconds to enter the Pinch + Collision Protection settings menu, and the screen will display the current parameters.   <b>L1</b> = Lowest Sensitivity  <b>L2</b> = Medium Sensitivity  <b>L3</b> = Highest Sensitivity  <b>OFF</b> = Turn off this function</li> <li>2. Press <b>▲</b> or <b>▼</b> buttons to select <b>L1, L2, L3</b> or <b>OFF</b>. Once your selection is made, press and hold the <b>S</b> button for 3 seconds to save it.</li> <li>3. Press the <b>S</b> button again to leave this settings menu.</li> </ol>



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### D. SETTINGS MENU

MODE	FUNCTION	SETTING STEPS
5-2	<p>Calibrating the Height</p> <p><i>Changes the height readout on the handset.</i></p>	<ol style="list-style-type: none"> <li>Your table comes out of the box calibrated to its height limits when paired with an Offices to Go Laminate 1" Laminate Top. However, there may be a need after installation to adjust the handset readout, i.e., if using alternate tops of varying thicknesses.</li> <li>Adjust the table to the lowest height position before entering the settings menu.</li> <li>Measure the distance in inches from the floor to the top of the worksurface using a tape measure.</li> <li>While the display shows 5-2, press and hold the <b>S</b> button for 3 seconds to enter Height Calibration settings menu. The screen will display 27.8". Press the <b>▲</b> or <b>▼</b> to adjust the readout of the base height.</li> <li>Once you have matched the handset readout to your measurement, press the <b>S</b> button for 3 seconds to save it.</li> <li>Press the <b>S</b> button again to leave this settings menu.</li> </ol>
5-3	<p>Lower Height Limit</p> <p><i>Sets a limit to how low the table can move to.</i></p>	<ol style="list-style-type: none"> <li>Adjust the table to the lower height limit desired before entering the settings menu.</li> <li>While the display shows 5-3, press and hold the <b>S</b> button for 3 seconds to enter settings menu. The screen will display it's current height. If the screen displays <i>non</i>, it means that the lower height limit has not been set.</li> <li>Press <b>▲</b> or <b>▼</b> buttons to select <i>SEt</i> to set a new lower height limit or <i>CLr</i> to clear an existing limit. Press the <b>S</b> button for 3 seconds to confirm your selection.</li> <li>Press the <b>S</b> button again to leave this settings menu.</li> </ol>
5-4	<p>Upper Height Limit</p> <p><i>Sets a limit to how high the table can move to</i></p>	<ol style="list-style-type: none"> <li>Adjust the table to the upper height limit desired before entering the settings menu.</li> <li>While the display shows 5-4, press and hold the <b>S</b> button for 3 seconds to enter settings menu. The screen will display it's current height. If the screen displays <i>non</i>, it means that the upper height limit has not been set.</li> <li>Press <b>▲</b> or <b>▼</b> buttons to select <i>SEt</i> to set a new upper height limit or <i>CLr</i> to clear an existing limit. Press the <b>S</b> button for 3 seconds to confirm your selection.</li> <li>Press the <b>S</b> button again to leave this settings menu.</li> </ol>
5-5	<p>Restore to original factory settings</p>	<ol style="list-style-type: none"> <li>While the display shows 5-5, press and hold the <b>S</b> button for 3 seconds to enter the setting menu. The screen will display "PU I"</li> <li>Press the "I" button four times. Each time you press "I", the screen will cycle through <i>PU1</i>, <i>PU2</i>, <i>PU3</i> and <i>PU4</i>. Once cycled through, the screen will display <i>FAC</i>.</li> <li>Press the "5" button for 3 seconds confirm the reset and to leave this settings menu.</li> <li>The screen will display 5-5. Press <b>S</b> one more time to exist the settings menu.</li> <li>The system is now restored to its original factory settings and the screen will display "R5T".</li> <li>Press and hold the <b>▼</b> button until the table reaches the lowest point.</li> <li>Once the process is complete, the handset will read 27.8". The factory reset is now complete and the table is ready for use.</li> </ol>

**NOTE:** (1) The display will turn off after 1 minute of inactivity. A tap of any button will turn the display back on.



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### E. RESETTING THE BASE AFTER RECONFIGURATION

1. Please be sure the area around the table is clear of any obstructions.
2. Press and hold the ▲ and ▼ for 3 seconds.
3. The screen will flash *n5t* and begin the initialization process. The table will automatically go to the lower limit of the table.
4. Once the process is complete, the handset will read *27.8*. The table is now ready for use.

### F. ERROR CODE SUMMARY

ERROR CODE	DEFINITION	DESCRIPTION	DISPOSITION
<i>H0t</i>	Overheated	The motor is overheating from continuous use.	Pause the operation of the table for about 1 minute and then return to normal.
<i>E20</i>	Overloaded	The motor is overloaded with too much weight. The error code will disappear automatically after about 3 seconds of display and show current height. If the table is operated again and the load has not changed, the error code will show once again.	Please reduce the load before operating. The table will not function until the weight load is reduced below 220 lbs.
<i>E15</i>	Pinch & Collision Protection	When the desktop senses a collision or is blocked during operation, the Pinch & Collision Protection function is triggered to automatically retreat for a short distance. The error code <i>E 15</i> will automatically disappear and the current height will be displayed.	Remove the obstruction and operate the table per instructions.
<i>E11</i>	Motor 1 Abnormal	Motor 1 or Motor 2 are not properly syncing with the control box. The error code <i>E 11 / E 12</i> will not disappear.	Check the connection between the motor cable and the control box to make sure the connection is tight.
<i>E12</i>	Motor 2 Abnormal		
<i>E60</i>	Sync Failed	Occurs when the synchronization between the legs and control box fails when the table is raised or lowered. The error code <i>E60</i> will not disappear.  This error also occurs if the height difference between the two lifting column exceeds 1/4"	Perform a reset.



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### F. ERROR CODE SUMMARY

ERROR CODE	DEFINITION	DESCRIPTION	DISPOSITION
<i>E31</i>	Motor 1 Not Connected	The motor cable is disconnected or loose during operation.	Insert the motor plug back into the control box.  Perform a reset.
<i>E32</i>	Motor 2 Not Connected		
<i>E00</i>	Low Voltage	The power supply is not providing enough power for the table.	Unplug the power supply from its source and wait 10 seconds. Plug the table back in.  Perform a reset.
<i>E40</i>	Position Error	The position of the table is mismatched from its synchronized position.	Perform a reset.
<i>888</i>	Communication Abnormal	The communication between the handset and the control box may have been interrupted.	Check the connection between handset and control box to make sure the connection is tight.  Unplug the power supply from its source and wait 10 seconds. Plug the table back in.  Perform a reset.