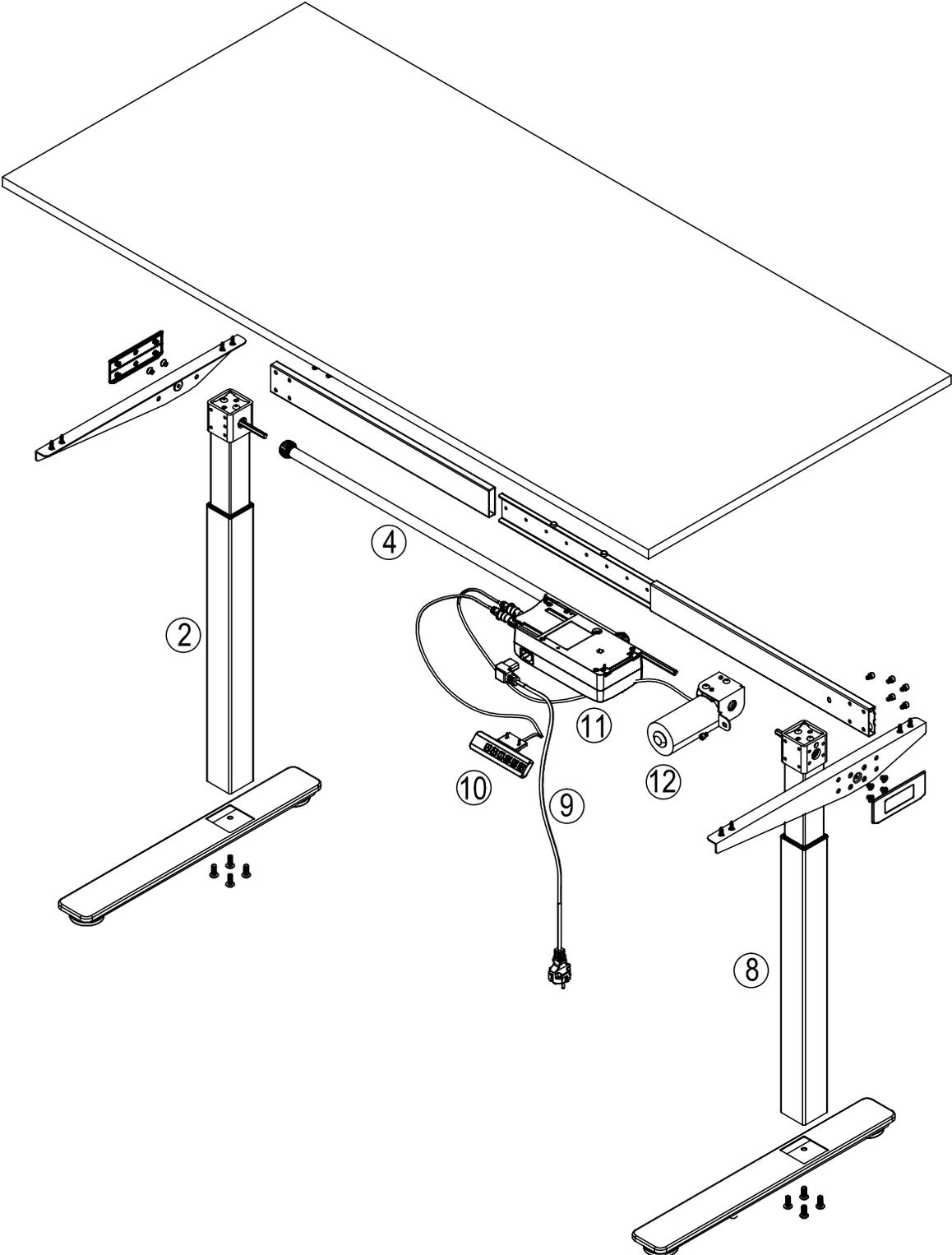


OTGHABASE2 TROUBLESHOOTING GUIDE



GLOSSARY OF COMMON TERMS

- ② or ⑧ **Desk Leg or Column** — The lifting columns with power coated steel profiles, responsible for lifting the desk.
- ④ **Hex Bar** — Hex rod that drives the desk legs up and down.
- ⑨ **Mains Cable (Power Cord)** — Transmits high voltage power to the control box.
- ⑩ **Handset** — The user interface. It is used to activate the application, set memory positions, display the height and display error codes.
- ⑪ **Control Box** — Both the computer and power supply of the system.
- ⑫ **Motor** — Drives hex rod to move legs up/down and transmits low voltage power from the control box to the motor.

Other

- **Reset / Initialization** — Procedure to reset all desk legs to the fully retracted position so that the control box knows where they are.

STANDARD TROUBLESHOOTING PROCEDURES

1. Initialize the Control Box / Power Supply (“Reset”)

STEP A Please be sure the area around the table is clear of any obstructions.

STEP B Press and hold the **^** and **S** at the same time for about three seconds. The screen will flash “**SET**” and begin the reset process. The table will automatically go to the lowest position, then the highest position, then back down to the lowest position.

STEP C The reset process is now done, and your table is ready for use.

2. Check All Cable Connections

STEP A Mains Cable — Connected to both the control box and power outlet.

STEP B All Motor Cables — Connected to both the control box and motor.

STEP C Handset Cable — Connected to the control box.

3. Check for Obstructions

STEP A Check under, above and on the sides of the desk for any obstructions that could prevent movement in either direction.

4. Check for Error Codes:

H0t	Overheat Protection	If table is used continuously for 5 minutes (cycling up / down) the table base will stop and the handset readout will display “ HOT ”. The table will remain locked for a one minute “cool down” before allowing operation.
E01	Overload Protection	Lifting capacity has been exceeded. Remove excess weight and continue operation.
E16	Anti-Pinch Protection	Pinch + Collision Protection allows the table to “sense” when it encounters an obstruction while moving up or down. This feature will automatically stop the table and reverse it slightly to prevent any damage to the motor or obstructions. The handset readout will display “ E16 ”. Remove the obstruction from the tables path and continue operation.
888	Power Check Failure	Double check all connections from motor to control box, handset to control box and control box to power outlet. Ensure all plugs are tightly secured. If connections are tight, test the power outlet using another device (lamp, phone charger, etc.) to ensure it’s working properly. Reset the base (Reference Operating Instructions, Step F). If these fail to resolve the issue, the control box and handset must be replaced.
000	Handset and Control Communication Failure	Double check all connections from motor to control box, handset to control box and control box to power outlet. Ensure all plugs are tightly secured. If connections are tight, test the power outlet using another device (lamp, phone charger, etc.) to ensure it’s working properly. Reset the base (Reference Operating Instructions, Step F). If these fail to resolve the issue, the control box and handset must be replaced.
A32	The Edition Number of Control Box	This is system version of the control box. If the handset still operates properly but “ A32 ” still shows, the handset must be replaced.
bFO	The Edition Number of Handset	This is system version of the handset. If the handset still operates properly but “ bFO ” still shows, the handset must be replaced.
24A	Inner Configuration	This is a system configuration readout. If the handset still operates properly but “ 24A ” still shows, the handset must be replaced.
L	Inner Configuration	This is a system configuration readout. If the handset still operates properly but “ L ” still shows, the handset must be replaced.

5. The Desk is Uneven

STEP A Initialize the Desk (see Step 1, above). If both legs begin to run down, complete the initialization. If only one leg moves, stop the operation by tapping either the up or down arrow and move to Step B.

STEP B Check Hex Rod Connections. One end of the long hex rod should be inserted at least ½” into the motor and the other end at least ½” into the column opposite the motor. ([Reference Assembly Instructions, Step 4](#)).

STEP C Try Initializing Again. If it still will not initialize, please contact Customer Care.