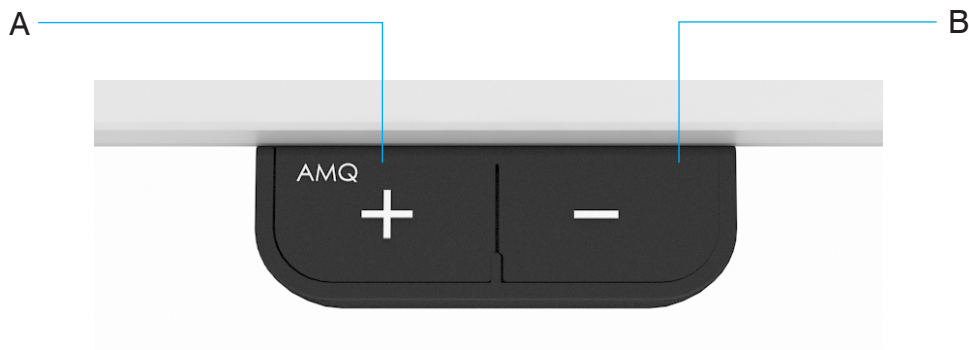


## Standard Handset — Up/Down Controls



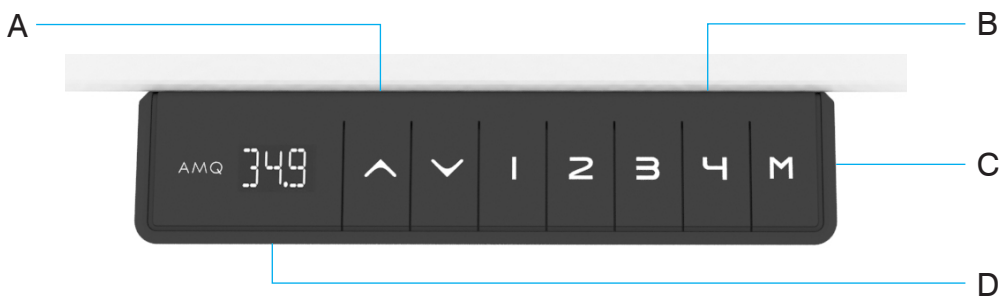
A. Up Button  
B. Down Button

**Height Ranges:**

2-Stage Legs: 27"-46.7"  
3-Stage Legs: 22"-48"

For questions or support, please contact AMQ Customer Care at [cc@amqsolutions.com](mailto:cc@amqsolutions.com) or (877) 801-0370.

## Upgraded Handset — 4 Memory Presets



- A. Height Adjustment Buttons
- B. Memory Position Buttons
- C. Memory Setting Button
- D. Digital Display

### Height Ranges:

2-Stage Legs: 27"-46.7"  
3-Stage Legs: 22"-48"

### Programming Memory Presets

1. Press the up or down arrow to set the worksurface to the desired height.
2. Press and hold the "M" button until the display blinks. After it starts blinking, press one of the preset number buttons (1, 2, 3 or 4) on the LED screen.
3. The table will automatically reset to this height whenever the preset number is pressed and held until the preset height is reached.

### Power Saving Mode - Waking up the Hand Set

1. Press any button to wake up handset.

### Resetting the Base

1. Simultaneously press the up and down arrows for 5 seconds and the desk will begin to go down.
2. Hold the up and down arrow buttons simultaneously until the digital display shows "00" and flashes for 2 seconds.
3. The beeping sound will indicate that the base is reset.

**Note:** Please make sure there is nothing under the base before setting to its lowest level. If the cable is obstructed it will not reset properly.

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# troubleshooting **GUIDE**

# KINEX

## Most issues will resolve by re-setting the base

Reset the Base by holding the Up and Down arrows together for 5-10 seconds. After the display stops flashing and you hear a beeping sound, the base is reset.

**Note:** Please make sure there is nothing under the base before setting to its lowest level. If the cable is obstructed it will not reset properly.

Please ensure that all connections are tight and in tact before further troubleshooting.

Issue	Solution
Base is not moving or operates irregularly.	<ol style="list-style-type: none"><li>1. Make sure that all connections are intact and that the outlet has power.</li><li>2. Once connections are verified, reset the base.</li><li>3. If the issue persists, please contact AMQ Customer Care.</li></ol>
Base stops and can only move downwards.	<ol style="list-style-type: none"><li>1. Base might be overloaded.</li><li>2. Remove some of the weight on the worksurface and try again.</li><li>3. If the issue persists, please contact customer service</li></ol>
Movement only in one leg.	<ol style="list-style-type: none"><li>1. Make sure that all connections are intact and that the outlet has power.</li><li>2. Once connections are verified, reset the base.</li><li>3. If the issue persists, contact AMQ Customer Care for a replacement leg.</li></ol>

If your issue persists, please contact AMQ Customer Care at [cc@amqsolutions.com](mailto:cc@amqsolutions.com) or (877) 801-0370.