



# SMART Electric Height-Adjustable Floor Stand

## User guide

FSE-520-B (FS5-3)



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**SMART**<sup>®</sup>

## Important information

Before installing or using your SMART electric height-adjustable floor stand, review the important information included with the stand. If you cannot find this information, it is available online.

See > [docs.smarttech.com/kb/171939](https://docs.smarttech.com/kb/171939)

## Learn more

This guide and other resources for your SMART electric height-adjustable floor stand are available in the Support section of the SMART website ([smarttech.com/support](https://smarttech.com/support)). Scan this QR code to view these resources on your mobile device.



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[www.smarttech.com/patents](https://www.smarttech.com/patents)

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# Chapter 1 About the stand

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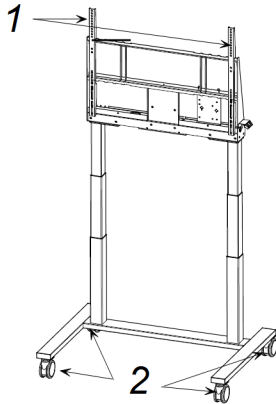
## Features

The SMART electric height-adjustable floor stand has the following features:

Feature	Description
Powered height adjustment	With its 26" (65 cm) of electric-powered height adjustment, you can easily adjust the height of a mounted display with the press of a button.
Bounce-back mechanism	The stand features a mechanism to prevent damage when raising and lowering a display. If an obstruction is encountered while the stand is being raised or lowered, the stand will stop and reverse direction briefly.
Sturdy steel frame	The sturdy steel frame and wide footprint allows the stand to support displays that range from 55" (139 cm) to 86" (219 cm), and up to 254 lb. (115 kg) total weight, including accessories. Its maximum lift capacity is 254 lb. (115 kg).
Storage cabinet	The cabinet stores a computer, accessories, and cables.
Americans with Disabilities Act (ADA) compliance	The stand's design meets Americans with Disabilities Act (ADA) accessibility standards.

# Components

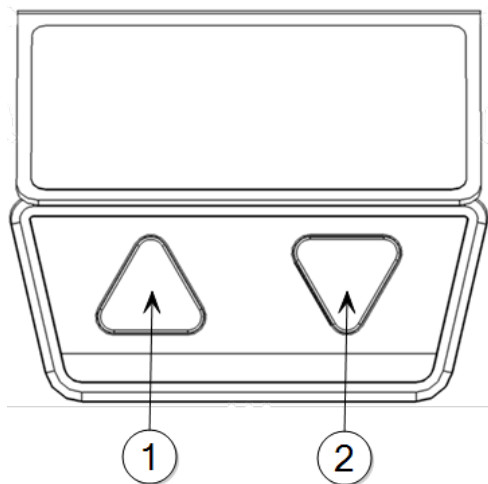
The stand consists of the following components:



No.	Description
1	Vertical VESA mounting brackets
2	Dual-locking 4" casters
[Not shown]	Back cover (rear surface)

## Control panel

You can raise and lower the stand with the control panel. It's located on the right side of the stand, but you can remove and attached it to a mounted display. See the [illustrated installation instructions](#) for information on how to move the control panel.



No.	Name	Procedure
1	Up	Press to raise the stand.
2	Down	Press to lower the stand

## Accessories

The following accessories are available for the floor stand:

Accessory	Description
Laptop shelf	<p>The laptop shelf is a convenient place for a laptop or keyboard when you're using a stand-mounted display.</p> <p><b>Caution</b></p> <p>The maximum allowable load is 5 kg.</p>
Camera bracket	<p>Use the camera bracket to mount a compatible camera on the stand.</p> <p><b>Note</b></p> <p>The camera bracket is not compatible with 218 cm SMART Board GX (V2) or 218 cm SMART Board 6000S (V3) displays.</p>

### Warnings

- Accessory loading of the stand is restricted to 5 kg for the optional laptop tray, 3 kg for an optional webcam and 10 kg for other accessories. It is the installers' responsibility to ensure the total weight of all accessories and equipment attached to the product up to (and including) the display is less than 120 kg. Using the stand outside of these limitations may make the stand unstable and could result in injury.

## More information

See the following resources for more information:

- FSE-520 specifications: [docs.smarttech.com/kb/171923](https://docs.smarttech.com/kb/171923)
- FSE-520 illustrated installation instructions: [docs.smarttech.com/kb/171928](https://docs.smarttech.com/kb/171928)

These documents are available in the Support section of the SMART website: [smarttech.com/support](https://smarttech.com/support).

# Chapter 2 **Assembling the stand**

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The stand requires assembly. Consult the *SMART electric height-adjustable floor stand illustrated installation instructions* ([docs.smarttech.com/kb/171906](https://docs.smarttech.com/kb/171906)) included with the stand for assembly instructions.

Refer to the *Important safety instructions* ([docs.smarttech.com/kb/171939](https://docs.smarttech.com/kb/171939)) included with the stand for full safety information.

## **Warning**

Failure to follow the installation instructions included with the stand could result in personal injury or product damage.

## **Caution**

Ensure any display you install on the stand weighs no more than 220 lb. (100 kg).

## Environmental requirements

Before installing the stand, refer to the following environmental requirements.

## **Caution**

- Do not operate the stand immediately after moving it from a cold location to a warm location. Allow the stand to reach room temperature before operation to prevent possible product damage.
- Do not place the stand in hot locations, such as near heating equipment.

## Considerations when assembling the stand

### **Warning**

- Two people are required to safely assemble the stand and to mount or remove the display.
- Lock the casters before installing or working with the display on the stand or adjusting its height.
- Use only a junior service thermoplastic (SJT) power extension cord with 16 AWG conductor size minimum.
- Only use the stand with a nominal 120-volt circuit that has a grounding plug that looks like the plug in the illustration below.
- Only connect the stand to an outlet that has the same configuration as the plug.

### **Notes**

- You require ample work space to assemble the stand.
- Do not set up or use the stand in an area with excessive levels of dust, dirt, humidity, or smoke.
- Install all *Accessories* on page 6 before mounting the display.

# Chapter 3 Using the stand

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## Calibrating the stand

After assembling the stand, you must calibrate it before you start to use it.

### To calibrate the stand

1. Connect the stand to a power outlet.
2. Press the **Down** button and lower the stand to the lowest position.



3. Press the **Down** button again and hold for five seconds. The stand lowers then bounces up slightly.
4. Release the **Down** button

## Moving the stand

### **Warning**

- Do not move the stand while external cables are connected or when the power is on.
- Move the display to its lowest position before you move the stand.
- Secure all cords and cabling before you move the stand.
- Two or more people are required to move the stand.
- Move a floor stand-mounted display with care. Quick stops, excessive force, and uneven surfaces can cause the stand to overturn.
- Do not use the handles to lift the stand.

### **To move the stand**

1. Shut down the mounted display and accessories.
2. On the FSE-500 and FSE-520 models, press and hold the **Down** button on the control switch until the display reaches its lowest position.
3. Turn off all connected devices.
4. Remove all loose items from the stand and the storage cabinet.
5. Unplug the stand and any other connected devices or appliances, then secure all cables.
6. Flip the caster brakes up to unlock them.
7. Carefully push the center point of the legs to move the stand. Do not push on the upper part of the stand, as this might cause it to tip over.
8. After the stand is moved, lock the caster brakes and secure the stand in place.
9. Connect the power cable to the outlet and secure any cables that run along the floor.

## Raising and lowering the stand

### **Warnings**

- Ensure the locking bolts are securely tightened before operating the stand.
- Operating the stand can create a hand-crushing or hand-pinching hazard. To prevent injury, keep hands and people away from crush and pinch locations on the stand.
- Allow adequate clearance above and below the stand to ensure safe raising and lowering.

- Use the stand only on a flat surface.
- Ensure cables will not be pulled out or tangled when you lower and raise the display.
- The FSE-520 (FS5-3) stand is certified for Usage Area III. This means the stand is intended for an office setting where children or people with cognitive disabilities are not expected to be present unsupervised.

 **Caution**

Do not raise and lower the stand for more than two minutes at a time.

 **Important**

- When operating the stand, you must be familiar with the entrapment hazard of the stand, the mounted display, and of mounted accessories. In some cases, there can be less than 12" (30.5 cm) of clearance between the bottom of the display and the stand's base. This can cause a person to be pinned and injured. Installed accessories, such as the laptop shelf, can also cause people to be pinned between the stand and fixed objects or furniture. Those who operate the stand must ensure that they and others stay clear of entrapment locations when raising and lowering the stand.
- This product may contain substances that are candidate SVHCs under the EU REACH Regulation (EC) 1907/2006. Check <https://echa.europa.eu/scip-database> for the latest information.

## Raising and lowering the stand manually

### To raise the stand

1. Press and hold the Up button on the control switch.



The stand rises.

2. Release the Up button to stop raising the stand.

### **To lower the stand**

1. Press and hold the Down button the control switch.



The stand lowers.

2. Release the Down button to stop lowering the stand.

### **Raising and lowering the stand using the SMART Electric Stand app**

You can control the stand using the SMART Electric Stand app. To download and install the app to your display, see [support.smarttech.com/docs/accessories/stands-and-wall-mounts/fse-500/en/home.cshtml](https://support.smarttech.com/docs/accessories/stands-and-wall-mounts/fse-500/en/home.cshtml).

#### **To open the SMART Electric Stand app**

1. Ensure the stand is connected to the display with a USB cable.
2. On the display, go to where the display's apps are located.
3. Tap the **SMART Electric Stand** icon to open the app.

Options:

- **Up.** Raise the stand.
- **Down.** Lower the stand.
- **Memory 1** and **Memory 2.** Set a favourite position.

## Calibrating the stand using the SMART Electric Stand app

### To calibrate the stand

After assembling the stand, you must calibrate it before you start to use it. If you haven't already calibrated the stand manually, you can use the SMART Electric Stand app to do it.

1. Press the **Down** button and lower the stand to the lowest position.
2. Press and hold the **Down** button for five seconds. The stand lowers then bounces up slightly.
3. Release the **Down** button.

### Setting and using favourite positions

You can save up to two positions in the stand's memory. You can then raise or lower the stand to these favorite positions.

### To set a favorite position

1. Raise or lower the stand to the height you want to set as the favorite position.
2. On the display, go to where the display's apps are located.
3. Tap the **SMART Electric Stand** icon to open the app.
4. Press and hold the Memory 1 button until the display shows **SMART electric stand position added**.

Now when you select the Memory 1 button, the stand will move to this assigned position.

You can use the Memory 2 button to set a second saved position.

# Chapter 4 Troubleshooting the stand

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This chapter describes how to troubleshoot the floor stand.

## Resolving general issues

Issue	Possible solution
The stand does not raise or lower	<ul style="list-style-type: none"><li>• Ensure the power cable is connected to the stand.</li><li>• Check all cables and ensure that they are not damaged.</li><li>• Check that the circuit breaker has not been tripped.</li><li>• Ensure the actuators and the control panel are connected to the control box.</li><li>• Unplug the power cable for the stand. Wait 15 minutes and then reset the stand.</li><li>• Recalibrate the stand (see below)</li></ul>
The display doesn't fit on the stand.	<ul style="list-style-type: none"><li>• Ensure you're using the mounting plate supplied with the SMART display.</li><li>• If you're using the stand with a third-party display, ensure the stand supports the display's dimensions and weight.</li></ul>

## Recalibrate the stand

If the stand lowers but does not move when you try raising it, or if you replace the controller, you may need to calibrate the stand again.

### To calibrate the stand

1. Connect the stand to a power outlet.
2. Press the **Down** button and lower the stand to the lowest position.



3. Press the **Down** button again and hold for five seconds. The stand lowers then bounces up slightly.
4. Release the **Down** button

## Resetting the circuit breaker

If the stand's circuit breaker trips and the stand loses power, you must reset the circuit breaker to restore power.

1. Ensure the stand is connected to a power outlet.
2. Push the round, black reset button beside the AC power inlet.

Power is restored to the stand.

# Certification and compliance

## Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their expense.

### **Caution**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment

FCC

Supplier's Declaration of Conformity

47 CFR § 2.1077 Compliance Information

Unique Identifier: FS5-3

Responsible Party – U.S. Contact Information

SMART Technologies Inc.

2401 4th Ave, 3rd Floor

Seattle, WA 98121

[compliance@smarttech.com](mailto:compliance@smarttech.com)

## Innovation, Science, and Economic Development Canada Statement

This device complies with CAN ICES-003(A) / NMB-003(A) of the Innovation, Science and Economic Development Canada Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

## Certification and compliance

2. this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CAN ICES-003(A) / NMB-003(A) d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes:

1. le dispositif ne doit pas produire de brouillage préjudiciable, et
2. ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

## EU Declaration of Conformity

Hereby, SMART Technologies ULC declares that the FS5-3 complies with Directive 2014/30/EU. The full text of the EU and UK declaration of conformity is available at the following Internet address:  
[smarttech.com/compliance](http://smarttech.com/compliance)

**SMART Technologies**

[smarttech.com/support](https://smarttech.com/support)

[smarttech.com/contactsupport](https://smarttech.com/contactsupport)

[docs.smarttech.com/kb/171920](https://docs.smarttech.com/kb/171920)