



# SMART electric height-adjustable floor stand

## User guide

FSE-510-W (FS5-2)



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**SMART**<sup>®</sup>



## Learn more

This guide and other resources for your SMART electric height-adjustable mobile 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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March 21, 2024

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# Chapter 1 About the stand

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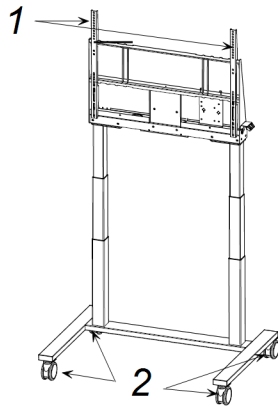
## Features

The SMART electric height-adjustable mobile 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.
Automatic height-adjustment safety lock	The stand's height-adjustment mechanism locks automatically after 20 seconds of inactivity (FSE-510 only).
Height-adjustment safety limits	The stand features height-adjustment limits to prevent the stand from hitting objects within the height-adjustment path.
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

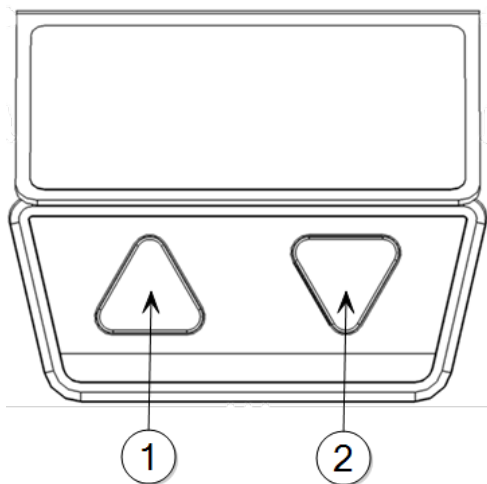
The stand consists of the following components:



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 mobile 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> The maximum allowable load is 11 lb. (5 kg).</p>
Camera bracket	<p>Use the camera bracket to mount a compatible camera on the stand.</p> <p><b>Note</b> The camera bracket is not compatible with 86" (218 cm) SMART Board GX (V2) or 86" (218 cm) SMART Board 6000S (V3) displays.</p>

# Chapter 2 **Assembling the stand**

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

## **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.

### **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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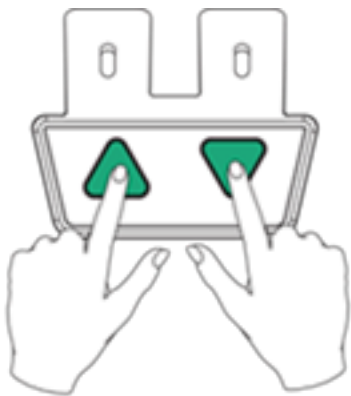
## Calibrating the stand

### 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. To unlock the stand, simultaneously press the **Up** and **Down** buttons and hold for four seconds.



3. Press the **Down** button and lower the stand to the lowest position.



4. Press the **Down** button again and hold for five seconds. The stand lowers then bounces up slightly.
5. 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 may cause the stand to overturn.

### **To move the stand**

1. Shut down the mounted display and accessories.
2. On the stand, press down and hold the control switch until the display reaches its lowest position.  
If using the stand for the first time, unlock the stand by simultaneously pressing the **Up** and **Down** buttons and holding for four seconds.
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.
- Do not allow children or people who are not able to safely operate the stand to use it.
- Lock the casters before raising or lowering 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.

### **Caution**

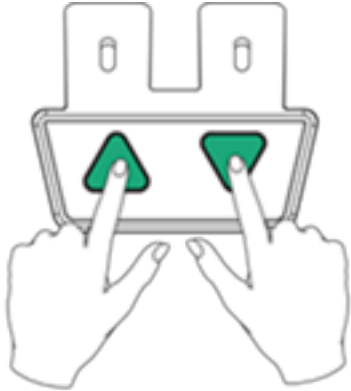
Do not raise and lower the stand for more than two minutes at a time.

## Unlocking the height-adjustment safety lock

On FSE-510 stands, the stand's height-adjustment mechanism locks automatically after 20 seconds of inactivity. Unlock the height-adjustment lock before you raise or lower the stand.

### To unlock the stand's height adjustment

Press and hold the up and down buttons on the control switch for four seconds.



## Raising and lowering the stand manually

You can raise and lower the stand manually, or using the on-screen control panel.

### To raise the stand manually

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



The stand rises.

2. Stop pressing the up button to stop raising the stand.

### **To lower the stand manually**

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



The stand lowers.

2. Stop pressing the down button to stop lowering the stand.

## **Using the Electric Stand app**

You can control the stand using the SMART Electric Stand app that comes installed on your display.

If the app is not installed on your display, download it here [XXX](#).

### **To open the 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. When you first open the app the settings cog is red, indicating it's locked
4. To unlock the app, hold the **Up** and **Down** buttons down for four seconds. The settings cog turns green and the app is ready to use.

Options:

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

### **To calibrate the FSE-510 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. To unlock the stand, simultaneously press the **Up** and **Down** buttons and hold for four seconds.
2. Press the **Down** button and lower the stand to the lowest position.
3. Press and hold the **Down** button for four seconds. The stand lowers then bounces up slightly.
4. Release the **Down** button.

### **Setting and using favorite 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. When the app is opened, the cog wheel is red, showing that it's locked.
4. To unlock the app, hold the **Up** and **Down** buttons down for four seconds. The cog turns green, and the app is read to use.
5. 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 mobile stand.

## Resolving general issues

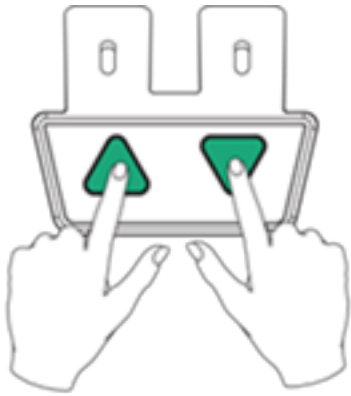
Issue	Possible solution
The stand does not raise or lower	<ul style="list-style-type: none"><li>• Ensure the power cable is connected to the stand.</li><li>• Check all cables and ensure that they are not damaged.</li><li>• Check that the circuit breaker has not been tripped.</li><li>• Ensure the actuators 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. To unlock the stand, simultaneously press the **Up** and **Down** buttons and hold for four seconds.



3. Press the **Down** button and lower the stand to the lowest position.



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



## Resetting the stand after a surge

If the stand loses power from a surge, you must reset it 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 will be restored to the stand.



# Important information

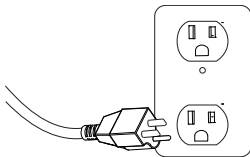
## IMPORTANT SAFETY INSTRUCTIONS: SAVE THESE INSTRUCTIONS

### Note

Refer to the [illustrated installation instructions](#) for important information about installing and setting up the stand.

### Warning

- Read the following warnings carefully. Failure to read the warnings below or to follow the installation instructions included with the stand could result in personal injury or product damage.
- DANGER: to reduce the risk of shock, always unplug the stand from the electrical outlet before cleaning or servicing the stand.
- Closely supervise the operation of the stand when it's used near children under the age of 8 or people with cognitive disabilities.
- Use the stand only for its intended use as described in these instructions. Do not use attachments not recommended by SMART Technologies.
- Do not operate the stand if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or if it has been dropped into water. Return the stand to a service center for examination and repair.
- Keep the power cord away from heated surfaces.
- Do not drop or insert any object into any opening.
- Do not use the stand outdoors.
- Connect the stand only to a properly grounded outlet.
- 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.

## Important information

- Do not defeat the safety purpose of the grounding-type plug. A grounding plug has two blades or pins and a third grounding prong. The third prong is provided for your safety. If the provided plug does not fit into the outlet, consult an electrician for replacement of the obsolete outlet.
- Do not alter or remove the grounding prong from the power cord.
- Improper use of the grounding plug can result in electric shock.
- Do not use a mains power adapter plug.
- The stand must be grounded to reduce the risk of electric shock in the event of an electrical short circuit.
- The assembly and installation of the stand is intended for a trained professional.
- The installer must follow the installation instructions. Not doing so can result in injury or damage to equipment.
- The FSE-510 (FS5-2) stand is certified for Usage Area II, and the display includes a lockout feature on the control panel. This means while only trained personnel should operate the display, it is not expected that constant supervision will be maintained, and the stand may be left unattended.
- Use only SMART-supplied mounting hardware or hardware that is designed to properly support the weight of the mounted display and accessories.
- Use the FSE-510 (FS5-2) stand only with displays with diagonal measurements that range from 55" (139 cm) to 86" (219 cm) and that weigh no more than 220 lb. (100 kg).
- Accessory loading of the stand is restricted to 11 lb (5 kg) for the optional laptop tray, 7 lb (3 kg) for an optional webcam and 22 lb (10 kg) for other accessories. It is the installers' responsibility to ensure sure the total weight of all accessories and equipment attached to the product up to (and including) the display is less than 264 lb (120 kg). Using the stand outside of these limitations may make the stand unstable and could result in injury.
- Use the stand only for lifting a display that meets the size and weight limitations indicated in the product specifications. Do not use the stand to lift people or objects.
- Do not overload the stand with too much weight, as this can cause injury or damage to the stand.
- Lock the casters before raising or lowering 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.
- Do not operate the stand if it is damaged.
- Do not use the stand near water.

## Important information

- Allow only adults who are trained and able to use the stand safely to operate it.
- Do not allow children or people who are not able to safely operate the stand to use it.
- Do not allow children to operate or play with the stand.
- Do not climb (or allow children to climb) on a wall- or stand-supported display. Climbing on the display could result in injury or product damage.
- Ensure that any cables extending across the floor to the stand are properly bundled and marked to avoid a trip hazard.
- Do not use the handles to lift the stand.
- 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 may cause the stand to overturn.
- Unplug the power cord before cleaning the stand. Use only a dry or slightly dampened cloth to clean the stand.
- Do not allow children to clean or maintain the stand without supervision.
- Only use attachments/accessories specified by the manufacturer.
- Not to be used in locations where children, or people with cognitive disabilities are anticipated to be present and not supervised.
- Unplug the power cord before connecting and disconnecting the control panel.
- Unplug the power cord if the stand malfunctions.
- To reduce the risk of fire or electric shock, do not expose the stand to rain or moisture.
- Do not use the stand if the power cord is damaged. Replace a damaged power cord only with a new cord provided by SMART Technologies or a qualified service technician.
- Do not modify or make changes to the control unit or hand switches.
- Do not open the control box. There is danger of electric shock.
- Allow only qualified service technicians to service the stand. Allowing anyone else to service the stand will void the warranty/guarantee.

## Important information

- Refer all servicing to qualified service personnel. Servicing is required when the stand has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the stand, the stand has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Use only original accessories and replacement parts. Using other accessories or parts will void the warranty/guarantee.
- Make sure the stand's power cord is easily accessible at all times.

### **Caution**

- Operate the stand only indoors.
- Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the stand.
- Use only a junior service thermoplastic (SJT) power extension cord with 16 AWG conductor size minimum.
- Do not exceed the duty cycle written on the product label.

### **Important**

- Keep these instructions.
- Make sure an electrical socket is near the stand and remains easily accessible during use.
- Plug the stand into its own electrical outlet for best operation.
- The stand is intended to be used by a trained operator in a commercial setting. It is not intended to be used in an area where children or people with disabilities are not supervised.
- 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.

# 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: FS5-2

Responsible Party – U.S. Contact Information

SMART Technologies Inc.

2401 4th Ave, 3rd Floor

Seattle, WA 98121

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
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 FS5-2 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**

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[docs.smarttech.com/kb/171919](https://docs.smarttech.com/kb/171919)