



SMART electric height-adjustable mobile stand

User guide

FSE-400



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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). Scan this QR code to view these resources on your mobile device.

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www.smarttech.com/patents

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Important information

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.
- 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.
- 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-400 stand only with SMART Board interactive displays with diagonal measurements that range from 65" (163 cm) to 86" (219 cm) and that weigh between 92.4 lb. (42 kg) and 200 lb. (91 kg). Using the stand with other displays might be 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.
- 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.

Important information

- 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.
- Do not stand (or allow children to stand) on a chair to touch the surface of the display. Rather, adjust the stand so the display is at the proper height.
- 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.
- 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.
- Only use attachments/accessories specified by the manufacturer.
- The stand must be grounded to reduce the risk of electric shock in the event of an electrical short circuit.
- 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 and power bar provided by SMART Technologies or a qualified service technician.
- Do not modify or make changes to the control unit or hand switches.

Important information

- 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.
- 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 power extension cord that is rated for the stand's electrical load.
- 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 includes an article or articles that contain lead, cadmium and Bisphenol A. These are candidate SVHCs under the EU REACH Regulation (EC) 1907/2006.

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Chapter 1 About the stand

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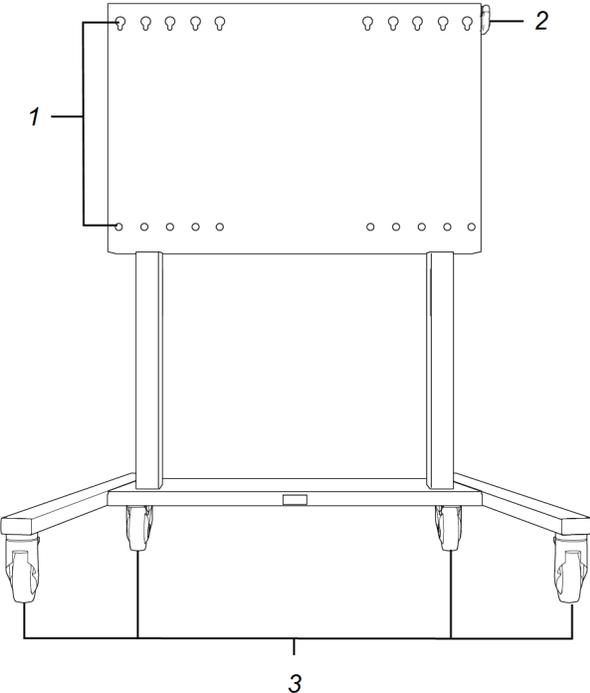
Features

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

Feature	Description
Powered height adjustment	With its 26" (66 cm) of electric-powered height adjustment, you can easily adjust the height of a mounted display with the press of a button.
Locking casters	The stand's plate-mounted casters allow you to easily roll the stand across smooth surfaces and lock the casters to secure the stand.
Safety bounce-back mechanism	The stand features a safety mechanism to prevent injury and 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.
Power bar	The power bar, mounted inside the cabinet, has surge protection and can be used for connecting a display and accessories to power.
Sturdy steel frame	The sturdy steel frame and wide footprint allows the stand to support displays that range from 65" (163 cm) to 86" (219 cm) and that weigh between 92 lb. (42 kg) and 200 lb. (91 kg). It supports a maximum weight of 240 lb. (111 kg) with a display and accessories.
Locking cabinet	The locking cabinet securely 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

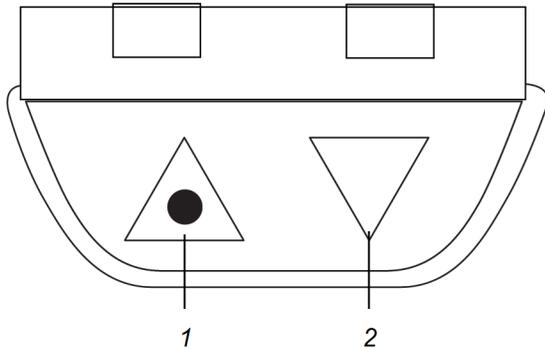
The stand consists of the following components:



No.	Description
1	Mounting holes
2	Control panel
3	Locking casters
[Not shown]	Storage cabinet (rear surface)
[Not shown]	Surge-protected power bar (mounted inside the cabinet)

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 to place a laptop or keyboard when you're using a stand-mounted display.</p> <p>Caution</p> <p>The maximum allowable load is 13 lb. 3 oz. (6 kg).</p>
Handles	<p>The handles are a sturdy place to push and pull when you're moving the stand.</p> <p>Warning</p> <p>Do not use the handles to lift the stand.</p>
Cable hook	<p>The cable hook safely secures cables when you move the stand.</p>
Power bar	<p>The power bar is a convenient place to connect the mounted display and accessories to power.</p> <p>Caution</p> <p>Use only the included six outlet power bar (model TPL615B) with the stand.</p>

More information

See the following resources for more information:

- FSE-400 specifications: smarttech.com/kb/171386
- FSE-400 illustrated installation instructions: smarttech.com/kb/171362

These documents are available in the Support section of the SMART website: smarttech.com/support.

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Moving the stand

Warning

- 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.

To move the stand

1. Shut down the mounted display and accessories.
2. Press and hold the **Down** button on the control panel until the display reaches its lowest position.
3. Flick the power switch to the off position.
4. Remove all loose items from the stand and the storage cabinet.
5. Unplug the stand from the power outlet and 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, flip the caster brakes down to lock them 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.

Caution

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

Calibrating the stand

The stand needs to be calibrated 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 for 5 seconds and then release it.

The stand moves up and down 1 cm.

Resetting the stand

If the stand lowers but does not move when you try raising it or if you replace the controller, perform a factory reset by following the steps below.

To factory reset 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 for five seconds and then release it.

The stand moves up and down 1 cm.

Raising and lowering the stand

To raise the stand

1. Press and hold the **Up** button on the control panel.
2. Release the **Up** button to stop raising the display.

To lower the stand

1. Press and hold the **Down** button on the control panel.
2. Release the **Down** button to stop lowering the display.

Chapter 3 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">• For the FSE-410 model, ensure the height-adjustment mechanism is unlocked (see <i>Raising and lowering the stand</i> on page 12).• Ensure the power cable is connected to the stand.• Check all cables and ensure that they are not damaged.• Ensure the switch on the power bar is turned on.• Ensure the actuators and the control panel are connected to the control box.• Unplug the power cable for the stand. Wait 15 minutes and then reset the stand.
The display doesn't fit on the stand.	<ul style="list-style-type: none">• Ensure you're using the mounting plate supplied with the SMART display.• If you're using the stand with a third-party display, ensure the stand supports the display's dimensions and mounting patterns (see smarttech.com/kb/171626). <p>Tip</p> <p>If the display is outside of the stand's supported dimensions, use a SMART wall mount (see smarttech.com/kb/171405).</p>

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