USER MANUAL · HAND CONTROL PROGRAMMING

Smart standing desk hand control — memory presets, height limits, lock, and app connection.

QG-NE01-RC

Hand control with height display, memory buttons, lock, and USB charging — QG-NE01-RC

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1. User interface guide

CONTROL	FUNCTION
Up and Down buttons	Raise or lower the desk
3-digit display	Shows the desk height and status codes
Memory buttons 1 and 2	Save and recall two height positions
Lock button	Locks and unlocks the hand control
USB ports	Charge electronic devices
Stand Up Pls app (Bluetooth)	Control the desk from your phone (see section 11)

SECTION 2

Reset

2

Up and Down buttons

01 Press **Up** and **Down** together for 3 seconds. Keep pressing until both columns reach the lowest position. When the reset is finished, the control box beeps and you can release the buttons.

02 The display then shows the starting height.

03 You must reset the desk the first time it is operated.

SECTION 3

Adjust the height

3

Press **Up** or **Down** until the desk reaches the height you want.

SECTION 4

Save a memory position

4

Memory buttons 1 and 2

01 Adjust the desk to the height you want.

02 Press memory button 1 or 2 together with **Up** or **Down** for 2 seconds. When the display shows P1 or P2, the position is saved.

03 Press (and hold) button 1 or 2 to move the desk to the saved position.

Note. The hand control supports up to two memory positions. Whether you must hold the memory button depends on the control box setting.

SECTION 5

Set the upper and lower height limits

5

A. Set the upper limit

01 Adjust the desk to the upper limit you want.

02 Press **Up** and **Down** together for less than 3 seconds, keep holding **Up**, and release **Down**.

03 Press **Down** more than 3 times, slowly.

04 A beep confirms the limit is set.

B. Disable the upper limit

01 Move the desk to the upper limit that is set.

02 Repeat steps 2–4 of A.

C. Set the lower limit

01 Adjust the desk to the lower limit you want.

02 Press **Up** and **Down** together for less than 3 seconds, keep holding **Down**, and release **Up**.

03 Press **Up** more than 3 times, slowly.

04 A beep confirms the limit is set.

D. Disable the lower limit

01 Move the desk to the lower limit that is set.

02 Repeat steps 2–4 of C.

Note. Some control boxes do not support height limits. Holding both buttons for more than 3 seconds enters reset mode instead.

SECTION 6

Preset the starting height

6

01 Press **Down** until the desk reaches its lowest position, then release it. Press **Down** again for 5 seconds; the display flashes for 10 seconds.

02 Adjust the starting height number with **Up** or **Down**.

03 After 10 seconds the display stops flashing, confirming the starting height is set.

SECTION 7

Lock and unlock

7

Locked display

01 **Lock:** press the lock button for 1 second, or touch no buttons for 20 seconds. The display shows the lock symbol.

02 **Unlock:** hold the lock button for 3 seconds.

SECTION 8

Switch between metric and imperial units

8

Memory buttons 1, 2, and lock

01 Press memory buttons 1 and 2 and the lock button together for 5 seconds. The display shows C-I. If nothing is pressed within 5 seconds, the system returns to normal operation.

02 Press button 1 for metric: the display shows C (centimeters).

03 Press button 2 for imperial: the display shows I (inches).

SECTION 9

Error codes

9

CODE	DESCRIPTION
000	Resetting
E00	Reset not complete
E01	Overuse protection
E02	Imbalance protection
E03	Anti-collision
E04	Touch protection
E11	M1 motor overcurrent protection
E12	M2 motor overcurrent protection
E13	M3 motor overcurrent protection
E21	No Hall sensor signal from M1
E22	No Hall sensor signal from M2
E23	No Hall sensor signal from M3
E31	No current from M1
E32	No current from M2
E33	No current from M3

Note. Some control boxes do not support every error code.

SECTION 10

Power saving · wake the control

10

If no button is pressed for 25 seconds, the display turns off; press any button to light it again. After 30 seconds without input, the system enters standby (below 0.1 W); long-press any button to wake it, and the display shows the desk height again.

Note. Whether the 0.1 W standby mode is supported depends on the control box.

SECTION 11

Connect the Stand Up Pls app

11

The desk's motor controller has Bluetooth. With the Stand Up Pls app (iOS and Android) you can use your phone for height control, goals, and stand reminders.

Before you start

- The desk is assembled, plugged in and powered.
- If this is the first time the desk is operated, complete the reset in section 2 first.
- You have an Android phone with the Google Play Store or an iPhone with the Apple App Store.

Steps

01 On your phone, download the **Stand Up Pls** app: Android from the **Google Play Store**, iPhone from the **Apple App Store**.

02 Turn on Bluetooth on your phone.

03 Make sure the desk has power. If the hand control display is off, press any button to wake it.

04 Place your phone on the tabletop, directly above the desk's motor controller or as close to it as you can.

05 Open the **Stand Up Pls** app, tap the arrow, and select your desk under **Other devices**. Its Bluetooth name is **stand UP** plus the four-digit number on the motor controller's cover.

06 Once connected, the desk is listed under **My devices**. Use the app for height control, goals, and stand reminders.

⚠ **Caution.** Before you raise or lower the desk from the app, make sure nothing is in the way above or below the desk.

Note. The app and its in-app instructions are provided through the Google Play Store and the Apple App Store. Screens and steps in the app can change with app updates; follow what the app shows.

If the app does not connect

CHECK	WHAT TO DO
Phone too far away	Place your phone on the tabletop above the motor controller, or as close to it as possible.
Desk has no power or is in standby	Make sure the desk is plugged in. Press any button on the hand control; from standby, long-press any button to wake it (section 10).
Bluetooth is off	Turn on Bluetooth on your phone.
App not responding	Close the Stand Up Pls app completely, open it again, and follow the in-app instructions.
The display shows an error code	See section 9.
Still not connecting	Email support@qualgear.com with your model number.

We're here to help. Real people in Anna, Texas.

QUALGEAR CUSTOMER SUPPORT

CALL
+1 (972) 423-5015
Monday to Friday, 9 a.m. to 5 p.m. Central Time

EMAIL
support@qualgear.com
Put your model number in the subject line

ONLINE
qualgear.com
Orders, returns, RMAs, warranty, and product questions

Scan for the Support hub
qualgear.com/pages/support

Before you contact us, have ready

01 Your model number: `QG-NE01-RC`
02 Your order number or dated proof of purchase
03 A short description of the issue, and the step number if it happened during installation
04 Photos of the part or installation, if we ask for them

Warranty claims

This product has a **1-year limited warranty (parts only)** from the original purchase date. Email us with this subject line:

```
Warranty Claim – QG-NE01-RC –
[order number]
```

Do not mail or return anything until we issue an approved RMA or written instructions.

Maintenance

If the desk does not respond as described, check the error code table and reset the desk. If the app does not connect, see section 11. For help, email support@qualgear.com.

USEFUL PAGES

Warranty	qualgear.com/pages/warranty
Returns and RMAs	qualgear.com/pages/qualgear-return-policy
FAQ	qualgear.com/pages/faq
Shipping	qualgear.com/pages/shipping

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