



# Monitor Accessory User Manual

Ergo Arm | BSH series

V 1.04

# Copyright & disclaimer

## Copyright

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customers, and thus all contents may be modified from time to time without prior notice. Please visit <http://support.benq.com> for the latest version of this manual.

It is the sole responsibility of the user if problems (such as data loss and system failure) occurred due to non-factory installed software, parts, and/or non-original accessories.

## Product support

You are strongly recommended to upgrade the product to the latest firmware version and refer to the most up-to-date user manual to make best use of the product.

This document aims to provide the most updated and accurate information to customers, and thus all contents may be modified from time to time without prior notice. Please visit the website for the latest version of this document and other product information. Available files vary by model.

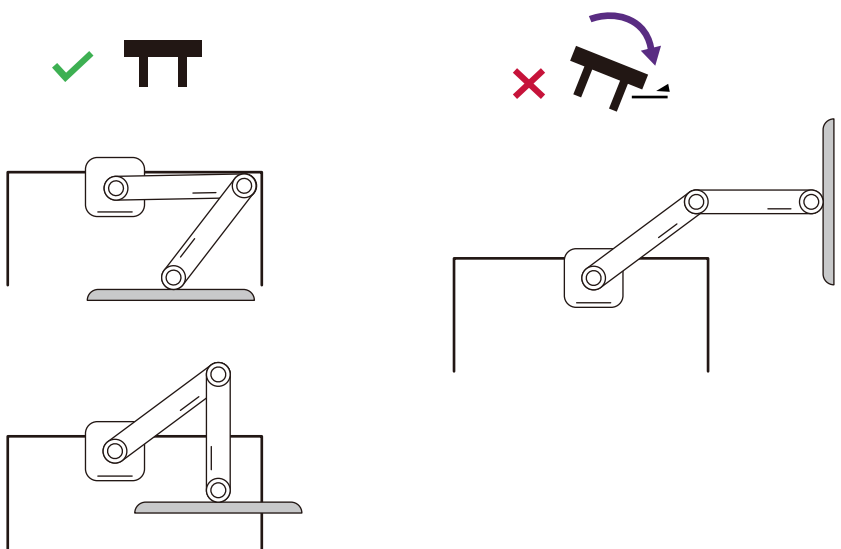
1. Make sure your computer is connected to the Internet.
2. Visit the local website from [Support.BenQ.com](http://Support.BenQ.com).  
The website layout and content may vary by region/country. Look for the following regularly to get the most up-to-date information.
  - User manual and related document
  - Frequently asked questions

# Safety instructions

## Safety precautions

To ensure safe use of this product, it is important that you follow the instructions mentioned in this manual and marked on the product.

- Read this user manual before installation.
- Keep this manual in a safe place for future reference.
- Install the product on a desk with flat surface.
- Ensure the desk and the tabletop are stable enough to support the weight of the monitor. Refer to the monitor specifications for weight information.
- Turn off the monitor and the power before mounting to the ergo arm.
- Keep the monitor within the range of your desk to ensure stability.



# Disposal

To dispose of the product, consult your local environment authorities for regulations.

# Servicing

Scan the QR code on your product or visit the local website from [Support.BenQ.com](https://Support.BenQ.com) for more support.



[Support.BenQ.com](https://Support.BenQ.com)

## **ⓘ Note**

The illustrations and the images shown in this document are for your reference. They may differ from the actual contents and the product supplied for your region.

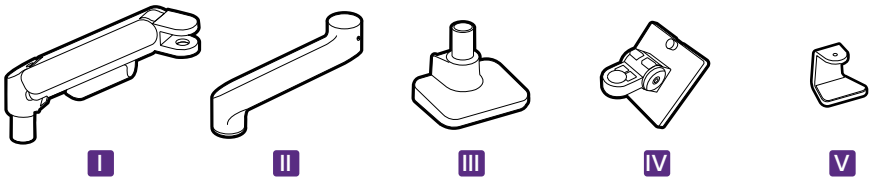
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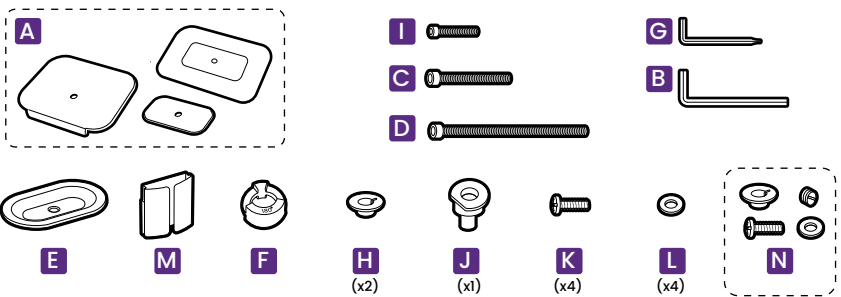
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# Package contents

Carefully unpack and verify that you have all of the items shown below. Some of the items may not be available depending on your region of purchase. If any of these items are missing, please contact your place of purchase.



No.	Descriptions
I.	Upper arm
II.	Lower arm (with 2 stop screws)
III.	Mount base
IV.	Display bracket
V.	C-clamp



No.	Descriptions
A.	Reinforcement plates and cushion mat

No.	Descriptions
B.	6 mm Allen key
C.	Screw for clamp x 1 (M8 x 75)
D.	Screw for grommet x 1 (M8 x 150)
E.	Clamp plate
F.	Retainer (rotation stopper)
G.	4 mm Allen key
H.	Hinge washer x 2
I.	Hinge screw
J.	Hinge joint
K.	Screw x 4 (M4 x 12)
L.	Washer x 4 (D5)
M.	Cable clip
N.	Spare parts (stop screw, hinge washer, M4 screw, D5 washer, one for each) Keep them properly for future use.

**① Note**

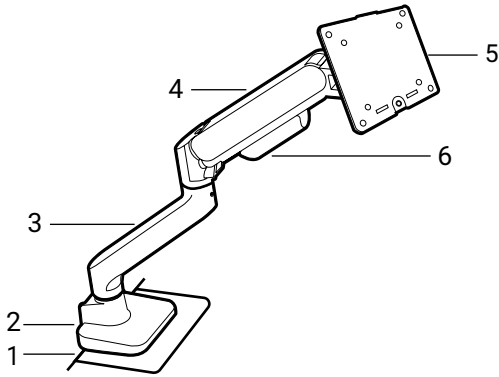
- Actual product's features and specifications are subject to change without notice.
- The warranty card is only supplied in some specific regions. Please consult your dealer for detailed information, or check warranty information online.
- Use original accessories to ensure compatibility.

**① Warning**

Always keep the product, the packaging, and accessories out of reach of small children.

# Introduction

## Product overview



No.	Descriptions
1.	Reinforcement plates See <a href="#">Getting ready for desk protection on page 15</a> for details.
2.	Mount base See <a href="#">Installing mount base for clamp mounting on page 17</a> / <a href="#">Installing mount base for grommet mounting on page 20</a> for details.
3.	Lower arm See <a href="#">Installing the lower arm on page 23</a> for details.
4.	Upper arm See <a href="#">Installing the display bracket and upper arm on page 25</a> for details.
5.	Display bracket and VESA plate See <a href="#">Installing the display bracket and upper arm on page 25</a> for details.

No.	Descriptions
6.	Cable cover See <a href="#">Managing the cables on page 32</a> for details.

# Installation requirements

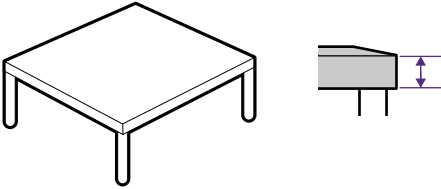
- A VESA-compliant monitor  
Compatible VESA mounting patterns: 75x75 mm, 100x100 mm
- Weight capacity: 2 ~ 20 kg (4.4 ~ 44 lbs)  
Apart from the monitor weight, additional weight from peripherals such as a web cam or a monitor light should be considered as well.  
Note that a curved monitor can be heavier than rated due to different weight distribution.
- Desk thickness:  
12 ~ 45 mm when working with both reinforcement plates  
17 ~ 50 mm when working without both reinforcement plates
- 10 cm between the desk edge and the wall behind the monitor, or limit the swivel range to 180°
- A desk of at least 90 cm in width and 45 cm in depth to ensure stability
- Enough room for height and articulation adjustments  
Maximum height: 70 cm from the desk surface  
Extension: 45 cm
- Additional tool you may need: a cross-pointed screwdriver (not included in the package) to secure your monitor to the VESA plate

# Installation

## Mounting options

Depending on your desk type, follow the steps below to assemble your monitor.

### A. Clamp mounting

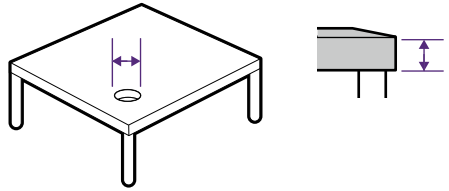


Desk thickness: 17  
~ 50 mm (without  
reinforcement plates)

Procedures:

1. Prior to assembling
2. Installing mount base  
for clamp mounting
3. Installing the lower arm
4. Installing the display  
bracket and upper arm
5. Installing the monitor

### B. Grommet mounting



- $\Phi = 12 \sim 60$  mm
- Desk thickness: 17  
~ 50 mm (without  
reinforcement plates)

Procedures:

1. Prior to assembling
2. Installing mount base  
for grommet mounting
3. Installing the lower arm
4. Installing the display  
bracket and upper arm
5. Installing the monitor

**① Note**

The provided reinforcement plates may not work with all desks. Use of the plates is optional yet highly recommended. Use both of them or at least the big one if possible.

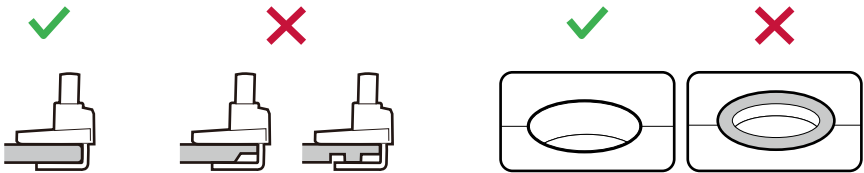
# Prior to assembling

## Checking where to install the arm

The desk should be placed on a flat even area and should be stable enough to hold the weight of the ergo arm stand and the monitor.

The ergo arm stand works for clamp and grommet mounting to suit your need.

Make sure the mount base is fixed to a flat desk area without a protrusion or a grommet ring.



## Getting ready for desk protection

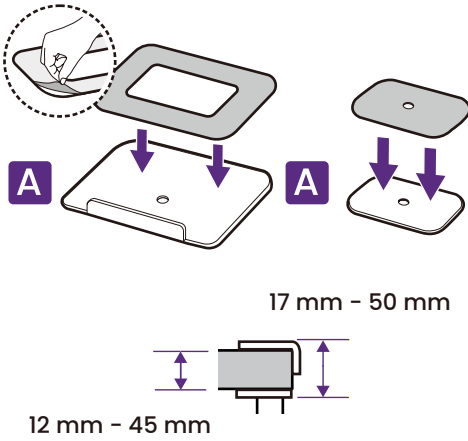
The included reinforcement plates (A) help spread the weight of the arm and monitor, and thus protect desk surface and enhance stability. The big one goes on the desk surface and the small one goes under the desk.

Note that the reinforcement plates are required for glass or fragile tabletops. In other cases, use of the plates is optional yet highly recommended. Use both of them if possible.

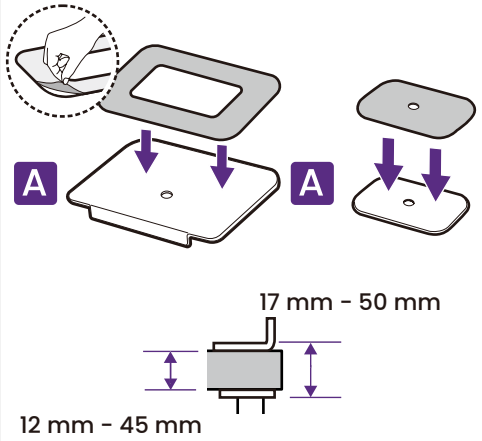
Depending on the way of mounting, you may need to flip the big reinforcement plate.

Attach the cushion mat to the plate side that will be contacted with the desk surface as illustrated.

## A. Clamp mounting



## B. Grommet mounting

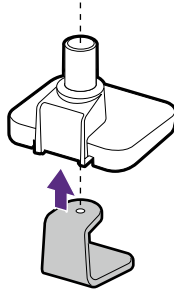


Using the plate upside down does not change desk protection or arm stability, though it changes where to attach the cushion mat.

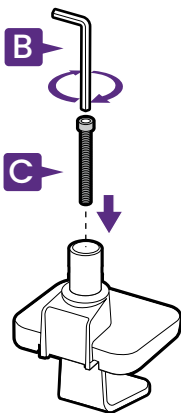
Note that the thickness range the mount base can clamp is from 17 to 50 mm. With both reinforcement plates, the desk thickness should be 12 ~ 45 mm.

# Installing mount base for clamp mounting

1. Attach c-clamp to the mount base.

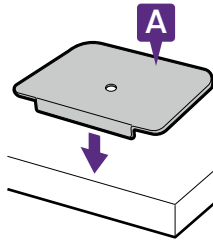


2. Fix c-clamp and the mount base with the screw (C) and the 6 mm Allen key (B). Do not tighten the screw all the way down at this moment. Keep the c-clamp adjustable to fit your desk later.

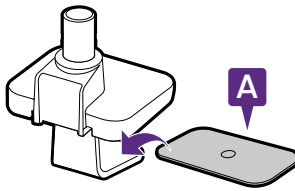


Turn the screw about 5 circles to fasten the screw halfway.

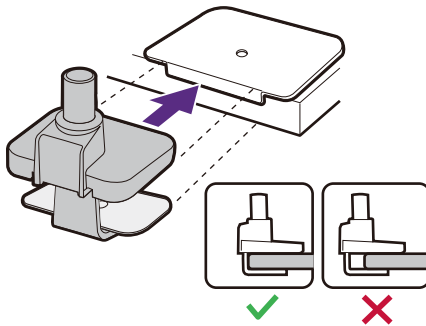
3. Place the big reinforcement plate on an appropriate desk area. The plate side with the cushion mat should be contacted with the desk surface for protection properly.



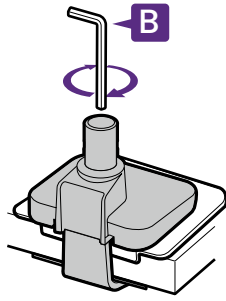
4. Place the small reinforcement plate between the c-clamp and the mount base.



5. Attach the mount base together with the small reinforcement plate to your desk. Hold the parts carefully and keep them from falling. Keep them as close to the desk edge as possible to ensure stability.



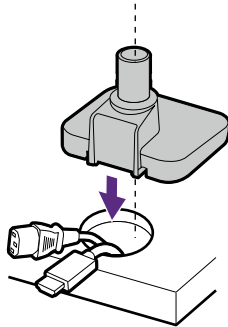
6. Fully tighten the screw to secure all parts together by the 6 mm Allen key (B).



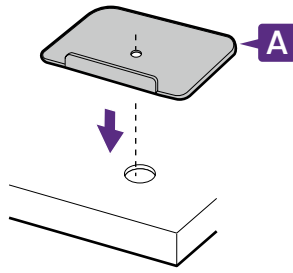
# Installing mount base for grommet mounting

## ① Note

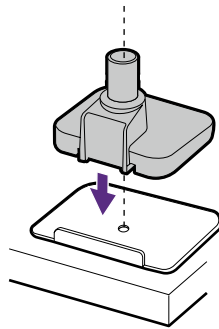
- The provided reinforcement plates may not work with all desks. Use of the plates is optional yet highly recommended. Use both of them or at least the big one if possible.
- In some cases you can mount the base and route the cable through the same grommet hole. Evaluate the hole size first. If the grommet hole is not big enough to pass through the cable connectors after the mount base is installed, route the cable through the hole before mount base installation.



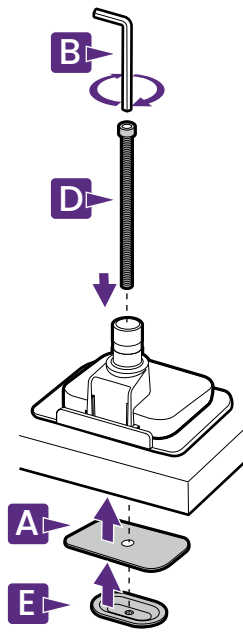
1. Place the big reinforcement plate on an appropriate desk area, as you have evaluated in [Getting ready for desk protection on page 15](#). The plate side with the cushion mat should be contacted with the desk surface for protection properly.



2. Place the mount base on top of the big reinforcement plate.

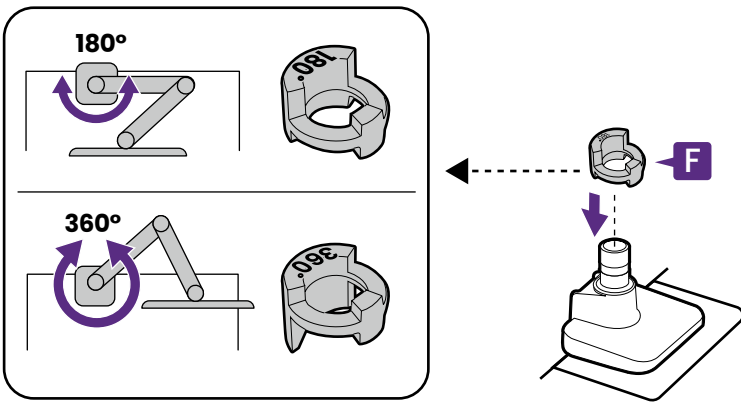


3. Stack the small reinforcement plate and grommet plate (E) under the desk as illustrated. Align all parts properly. Fully tighten the grommet screw (D) to secure all parts together by the 6 mm Allen key (B).

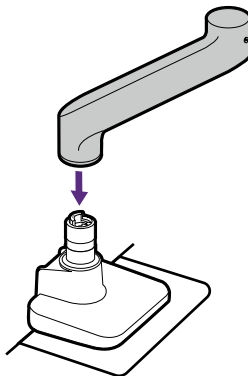


# Installing the lower arm

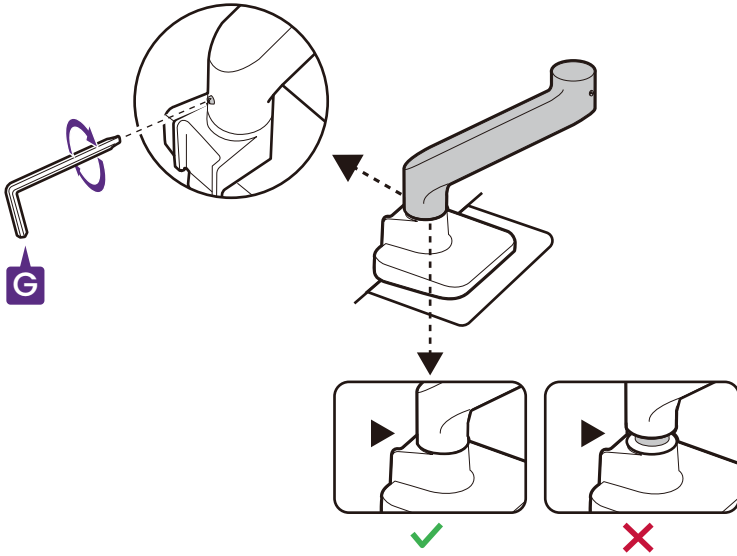
1. Decide the swivel range by the retainer (F). The degree marked on the retainer indicates how far the ergo arm could go. If there is no space behind the monitor, choose 180° so the arm will not hit the wall. Place the retainer into the mount base.



2. Align the lower arm with the mount base and place it properly without the metal part being seen. Make sure the cable management faces down.

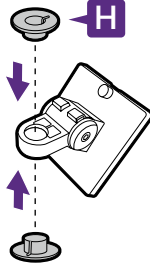


3. There is a stop screw attached to each side of the lower arm. Use the 4 mm Allen key (G) to secure the lower arm and the mount base by the stop screw. Do not overtighten the screw.

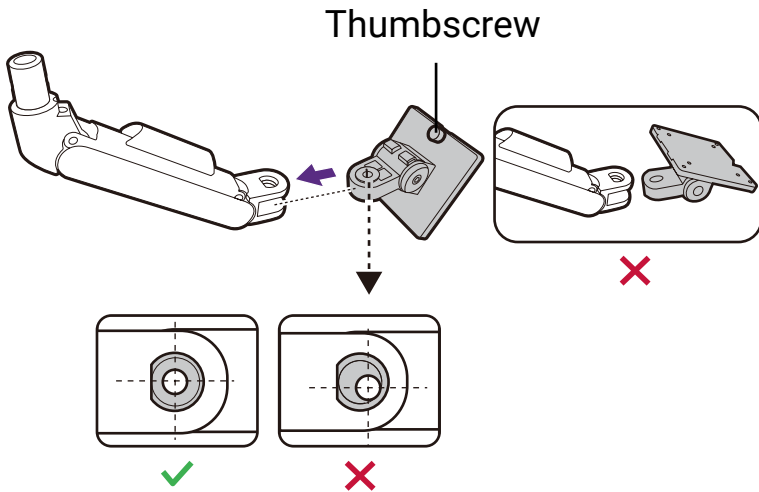


# Installing the display bracket and upper arm

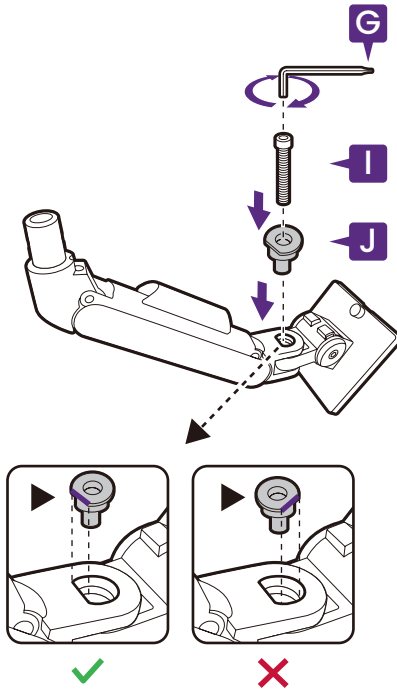
1. Insert the hinge washers (H) to the display bracket.



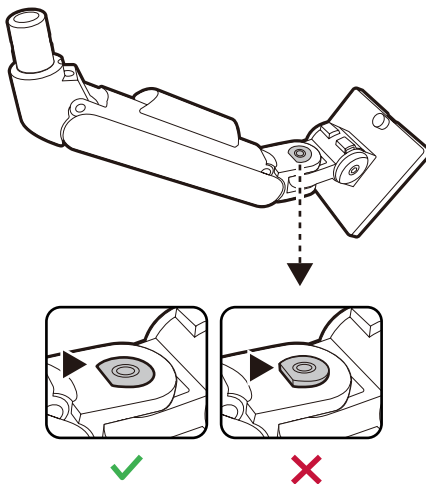
2. Pay attention to the direction of the display bracket and make sure the thumbscrew is facing upward. Attach the display bracket to the upper arm. Align the holes properly.



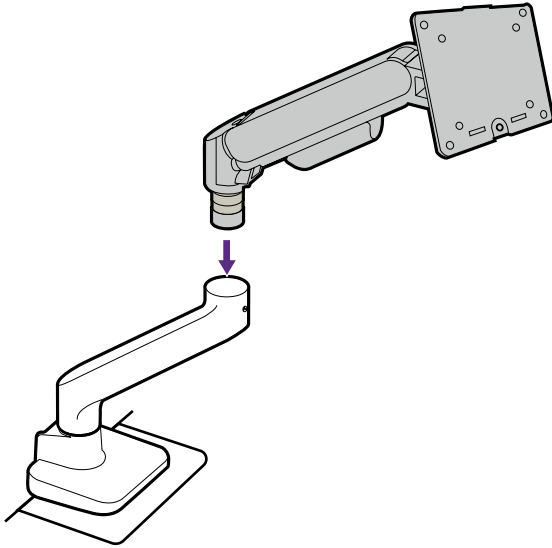
3. Align the hinge joint (**J**) with the holes properly and fasten it with the hinge screw (**I**). Secure them with the 4 mm Allen key (**G**).



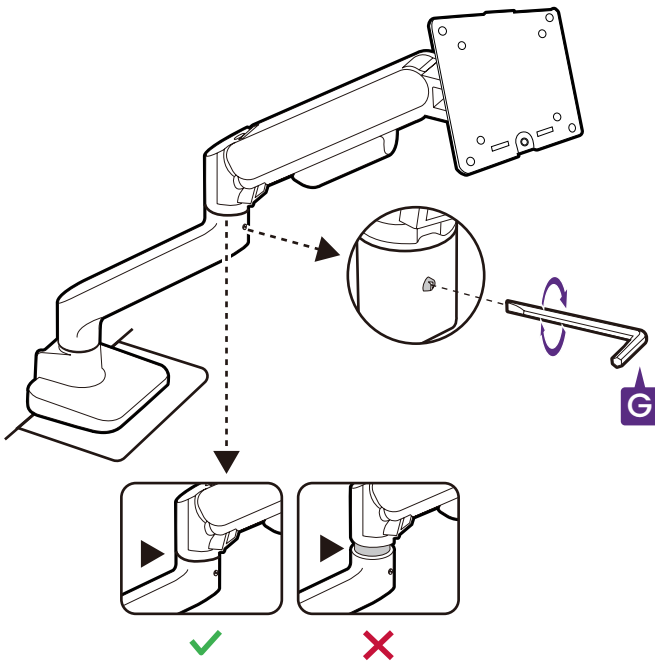
4. Check if all parts are secured. The hinge joint and its screw should be flat without protrusions.



5. Align the upper arm with the lower arm and place it properly without the metal part being seen.



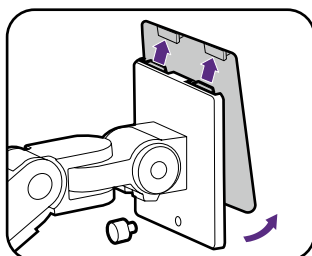
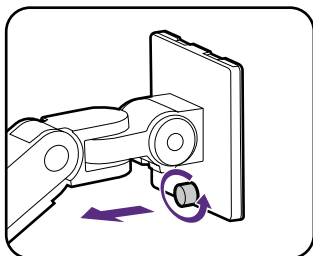
6. Use the 4 mm Allen key (G) to secure the arms by the stop screw. Do not overtighten the screw.



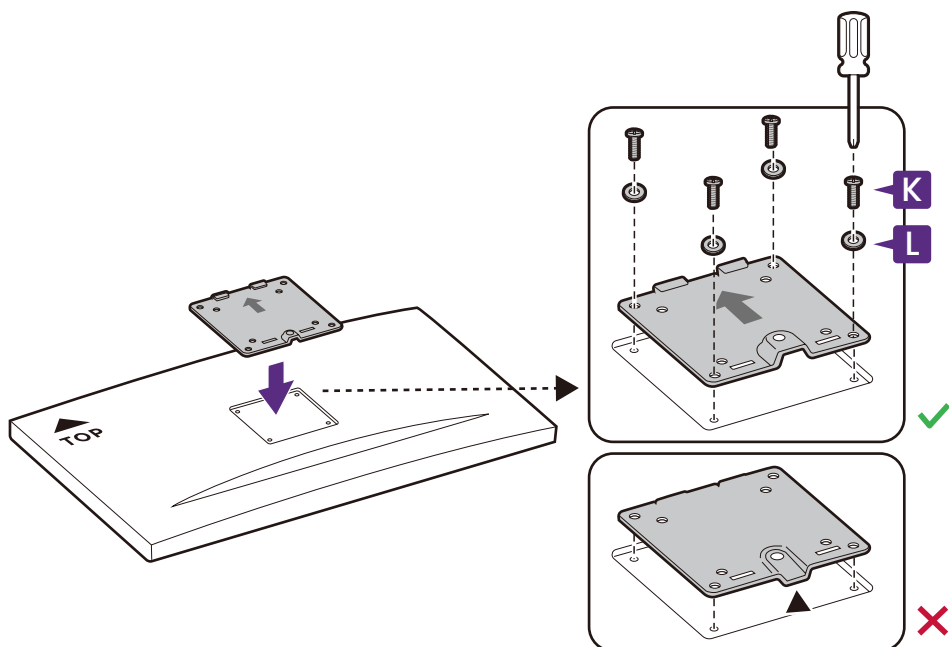
# Installing the monitor



1. Release the thumbscrew on the display bracket and detach the VESA plate.



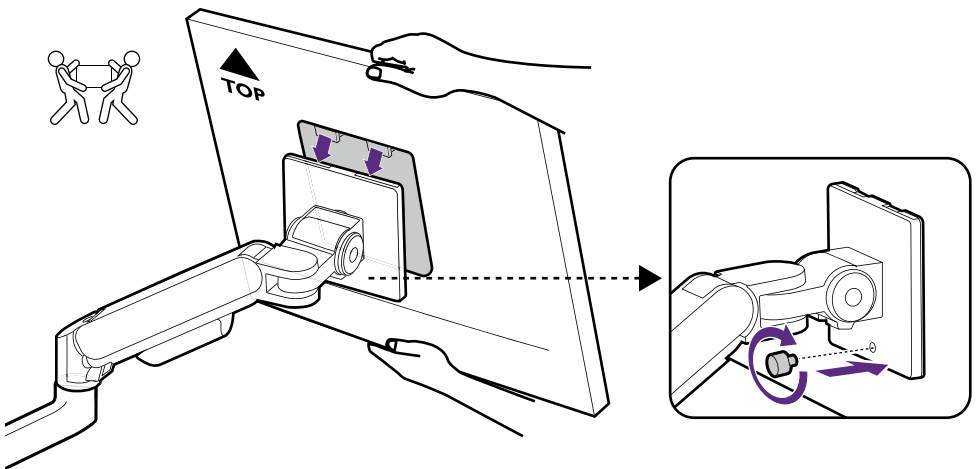
2. Attach the VESA plate to the VESA holes on the rear of your VESA-compliant monitor and fasten it with washers (L) and screws (K) by a cross-pointed screwdriver (not included in the package). Make sure the arrow on the VESA plate faces upward as illustrated.



**i Note**

- The provided VESA mounting screws (**K**) are M4 x 12. As the monitor designs vary, you might need longer mounting screws (purchased separately) to fix the VESA plate to your monitor to keep it stable. Check the monitor's user manual for mounting screw information.
- An additional VESA adapter may be required for a curved monitor. Check with the monitor manufacturer.

3. Align to hook the monitor up on the display bracket. You might need assistance to hold the monitor together if the monitor is heavy or wide. Do not let go of your hands immediately after the monitor is hooked up. Secure the monitor and the bracket with the thumbscrew while holding the monitor with another hand. Make sure the monitor is properly installed and the arm is not drooping.



# Tension adjustments

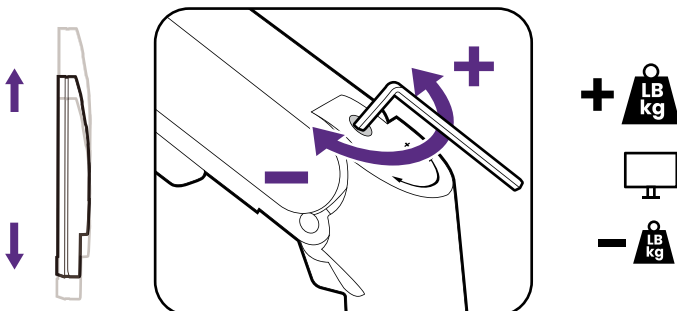
The supported mounting weight of this product is from 2 to 20 kg (4.4 ~ 44 lbs).

The ergo arm should be able to hold the mounting weight between 5 to 7 kg without further adjustment. Try to lift, lower, or tilt the monitor after the monitor installation. If the monitor does not stay at the preferred height/angle, you can adjust the tensions, which determine the lift strength or tilt strength. Use the 6 mm Allen key (**B**) to adjust the screws. Do not over or under tighten an adjustment screw.

## Adjusting lift strength

If the mounted weight is heavier than expected, the ergo arm goes lower than desired. Increase lift strength by turning the tension adjustment screw counterclockwise to **+**.

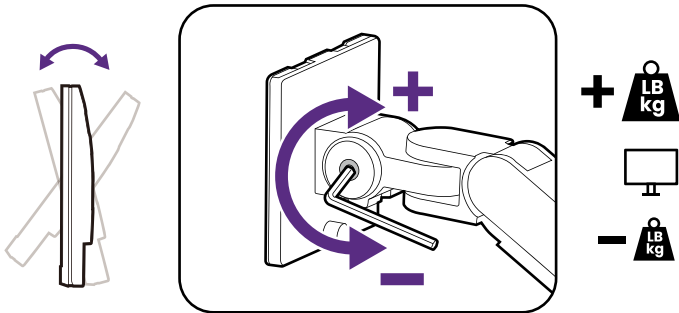
If the mounted weight is lighter than expected, the ergo arm goes higher than desired. Decrease the lift strength by turning the tension adjustment screw clockwise to **-**.



## Adjusting tilt strength

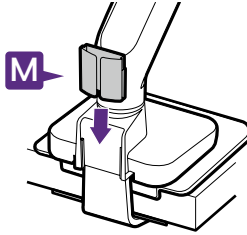
If the monitor keeps rising or drooping, increase tilt strength by turning the tilt adjustment screw clockwise to **+**.

If the monitor can hardly be tilted, decrease the tilt strength by turning the tilt adjustment screw counterclockwise to **-**.

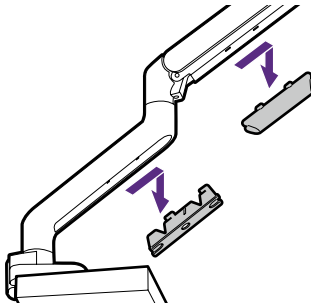


# Managing the cables

1. Insert the cable clip (M) to the rear of the mount base. Note there is one direction to install the clip properly.



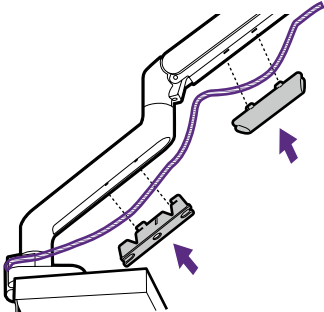
2. Remove the cable covers on the arms. Slide the covers toward the monitor carefully to detach them from the arms.



3. Route the cables properly as illustrated. Remember to leave slack in cables (near the monitor) to prevent connectors from being pulled out inappropriately during monitor angle adjustments (tilt, swivel, and rotation) or arm moves.

Re-install the cable covers after the cables are routed. Attach and slide the covers toward the mount base carefully. Alternatively, check the marks inside the cable covers to find out the

correct direction of installation.



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