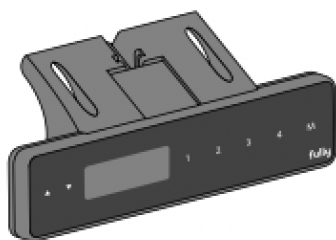


My Jarvis is stuck. How do I reset it?

Select your handset to view your troubleshooting guide.

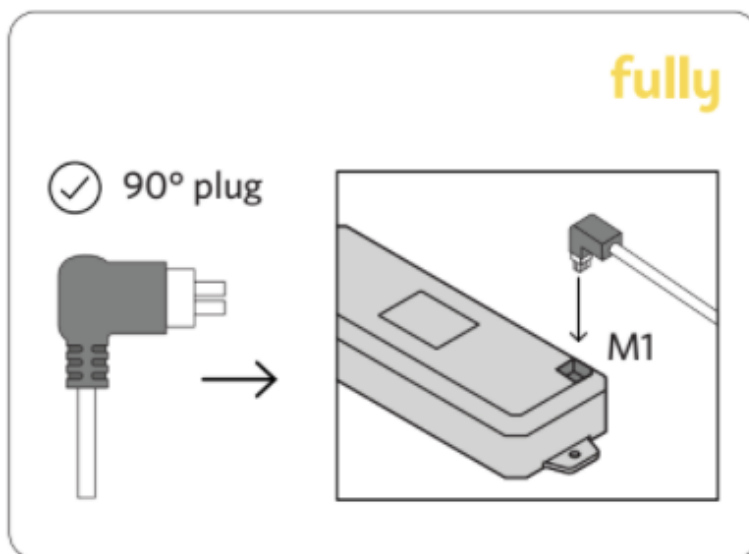


[Jarvis Reset Video Demonstration](#)

Prepare your desk for troubleshooting

1. Remove any obstructions from underneath the desk.

2. Ensure your Control Box (Part H) is firmly attached. Go [here](#) for installation tips.
3. Ensure that you are using the appropriate leg cable(s).
 - Missing the Leg Extension Cable? [Contact us](#) for a replacement.
 - **Failure to install this cable can cause irreparable damage to your desk.**

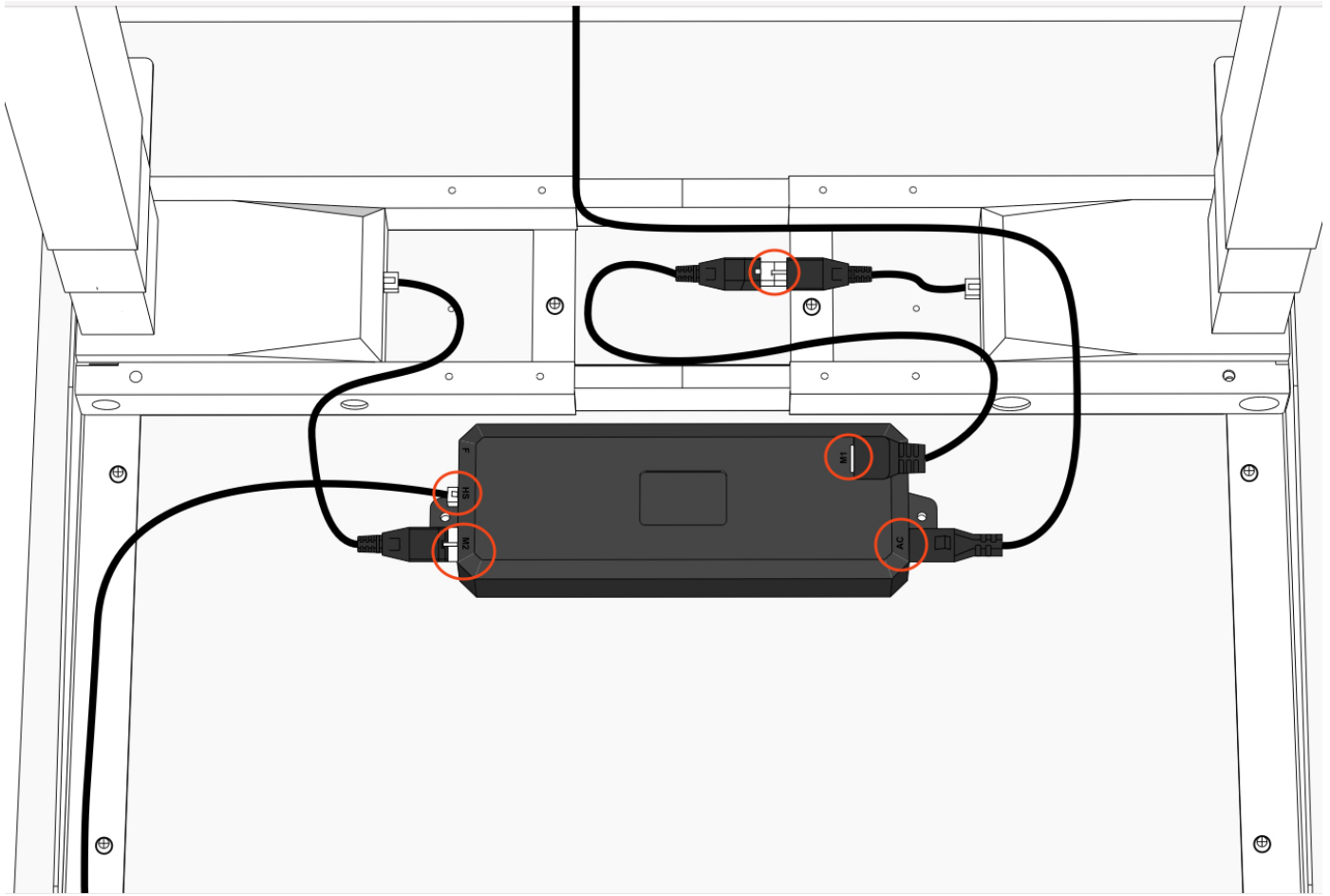


If your desk becomes lopsided at any point, stop troubleshooting and [contact us](#).

Reset the cable connections

1. Unplug the desk from power.

2. Unplug all cable connections under the desk, including any leg cable(s) at both ends.



3. Reconnect all cables except the power cable. Ensure connections are firmly seated.

4. Plug the desk back into power.

Reset the handset

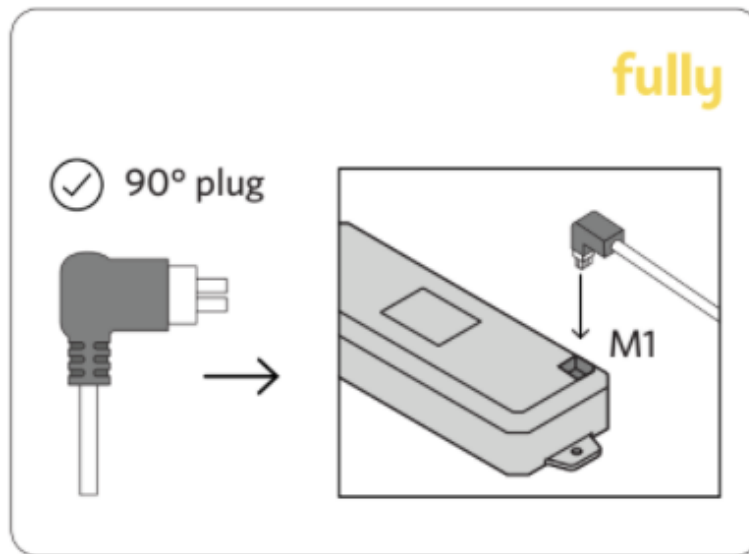
1. Hold the ▼ icon until the desk begins to move down. If the desk doesn't immediately start to move down, you may need to hold for up to 15 seconds, release and hold again.
2. Repeat this step up to three times until the desk begins to go down. The screen should read **RESET**.
3. Once the desk begins moving down, continue to hold the ▼ icon until the desk reaches its lowest height, dips down slightly and then pops back up. If it doesn't pop up after 15 seconds, press and hold it again.

4. Once the desk dips down and pops back up again, the reset is complete. The desk should move in both directions and display the height on the screen.



Prepare your desk for troubleshooting

1. Remove any obstructions from underneath the desk.
2. Ensure your Control Box (Part H) is firmly secured. Go [here](#) for installation tips.
3. Make sure that you are using the appropriate leg cable(s).
 - Missing the Leg Extension Cable? [Contact us](#) for a replacement.
 - **Failure to install this cable can cause irreparable damage to your desk.**

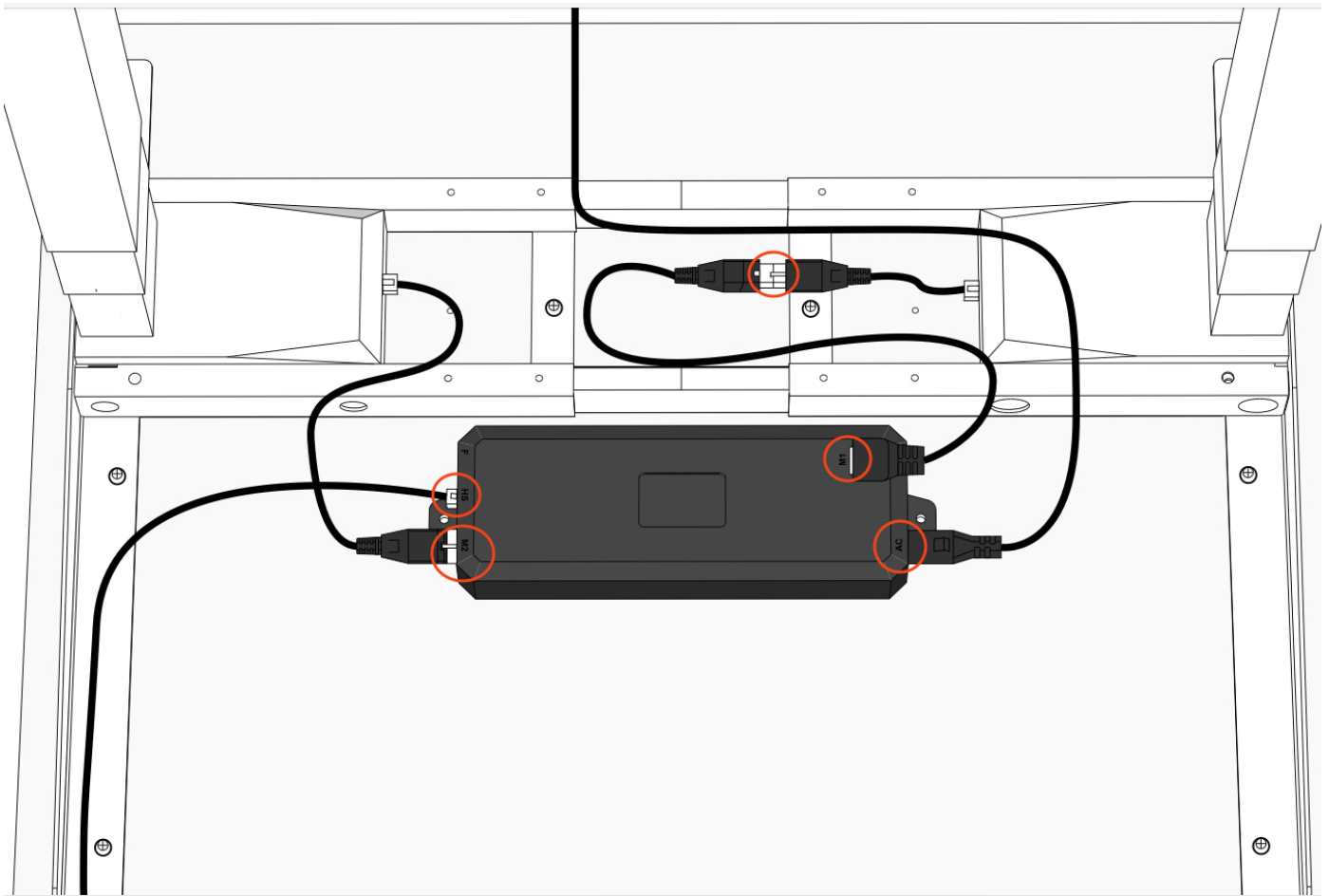


If the desk becomes uneven at any point, stop troubleshooting and [contact us](#).

Reset the cable connections

1. Unplug the desk from power.

2. Unplug all cable connections under the desk, including any leg cable(s) at both ends.



3. Reconnect all cables **except** the power cable. Ensure connections are firmly seated.

4. Plug the desk back into power.

Reset the Handset

1. Press and hold the pad of your finger on the Fully logo until the desk begins to move down.

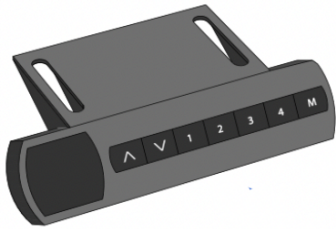
- Don't touch the underside of the handset during this step.
- If the desk doesn't immediately start to move down, hold your finger on the Fully logo again up to 15 seconds, release and hold again.
- Repeat this step up to three times until the desk begins to move down.

2. Once the desk begins moving down, continue to hold the Fully logo until the desk reaches its lowest height, dips down slightly, and then pops back up.

- If it doesn't pop up after 15 seconds, press and hold it again.

3. Place your finger on the underside of the toggle.

- If the desk begins to rise, the reset was successful.



Prepare your desk for troubleshooting

1. Remove any obstructions from underneath the desk.
2. Ensure your Control Box (Part H) is firmly attached. Go [here](#) for installation tips.

If the desk becomes uneven at any point, stop troubleshooting and [contact us](#).

Reset all cable connections

1. Unplug the desk from power.
2. Unplug all cable connections under the desk, including any leg cable(s) at both ends.
3. Reconnect all cables **except** the power cable. Ensure all connections are firmly seated.
4. Plug the desk back into power.

Reset the handset

1. Hold the down arrow until the desk begins to move down.
 - If the desk doesn't immediately start to move down, hold the down arrow for up to 10 seconds, release, and hold again.
 - Repeat this step up to three times until the desk begins to move down.
 - The screen should read RST (looks like ASR).
2. Once the desk begins moving down, continue to hold the down arrow until the desk reaches its lowest height, dips down slightly, and then pops back up.
 - If it doesn't pop up after 10 seconds, press and hold it again.
3. Once the desk dips down and pops back up again, the reset is complete.
 - The desk should move in both directions and display the height on the screen.



Prepare your desk for troubleshooting

1. Remove any obstructions from underneath the desk.
2. Ensure your Control Box (Part H) is firmly attached. Go [here](#) for installation tips.

If the desk becomes uneven at any point, stop troubleshooting and [contact us](#).

Reset all cable connections.

1. Unplug the desk from power.
2. Unplug all cable connections under the desk, including any leg cable(s) at both ends.
3. Reconnect all cables except the power cable. Ensure connections are firmly seated.
4. Plug the desk back into power.

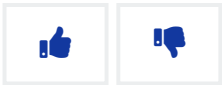
Reset the handset

1. Hold the down arrow until the desk begins to move down. If the desk doesn't immediately start to move down, you may need to hold for up to 15 seconds, release and hold again.
 2. Repeat this step up to three times until the desk begins to go down.
 3. Once the desk begins moving down, continue to hold the down arrow until the desk reaches its lowest height, dips down slightly and then pops back up. If it doesn't pop up after 10 seconds, press and hold it again.
 4. Once the desk dips down and pops back up again, the reset is complete.
-

Your Jarvis is backed by a [15-year warranty](#) on all frame and electrical parts. If these steps don't resolve your issue, we'll provide personalized support until your desk is up and running again.

Get in touch with us.

Was this article helpful?



0 out of 0 found this helpful