



FAQ

Lotus™ DX Sit-Stand Workstation 8080301/8080201

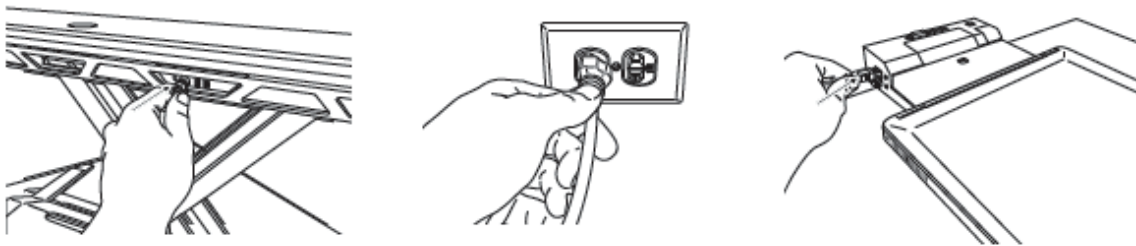
Q: Is there assembly required?

A: The workstation comes fully assembled out of the box. To enable the USB and Wireless Charging functionality you will need to plug in the power cable and connect the rear USB hub to your computer with the provided Type B/USB Cord. Refer to step 1 in the Cord Management section of the instruction manual.

STEP 1

Setup the charging stations by connecting the power cord to the power supply and the power supply to the rear USB hub port 2. Plug the power cord into the nearest outlet. In order to use USB ports 3 and 4 for your mouse and keyboard, you will need to plug the provided Type B/USB cord into port 1 and the USB end into your computer, docking station or monitor*.

*Monitor needs to be connected to computer via additional Type B/USB cord (not included).



Q: How much weight can the Lotus sit stand hold?

A: It can hold up to 35lbs total; 30lbs on the top platform and 5lbs on the keyboard platform. We would not recommend using the product with less than 10lbs. You can adjust the tension with our patent-pending Smooth Lift Technology™ to offset the weight of your equipment and accessories (between 10 – 35lbs).

Q: Can you fit two monitors on the top surface?

A: Monitors may have slightly different sized bases and frames, but if you are using a modern monitor from one of the large manufacturers, you should be able to fit two monitors side by side up to 24”.

Q: Does the Lotus Sit Stand need to be fastened to the desk?

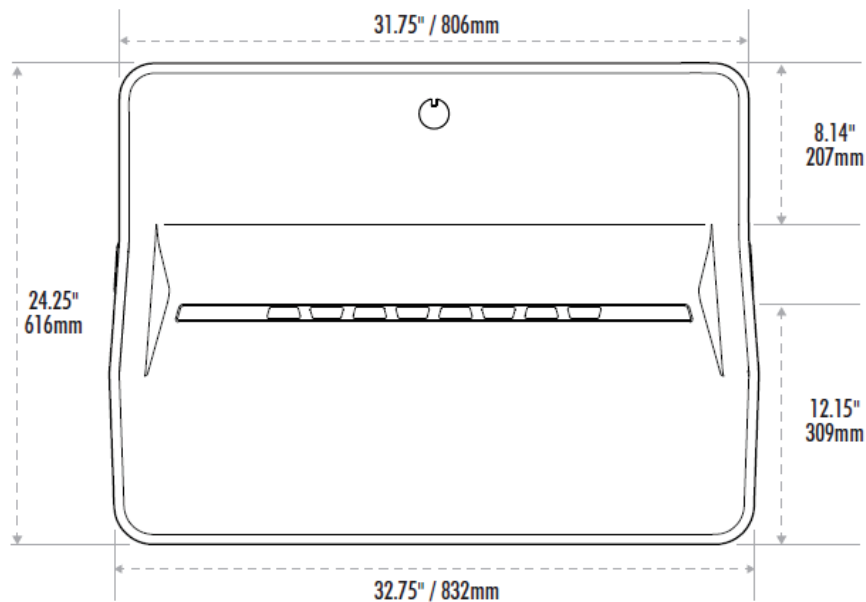
A: No, the Lotus was designed as a stand-alone sit stand that can sit on top of the desk and has been BIFMA tested to ensure stability. The workstation should be placed on a flat surface that can accommodate the entire width and depth of the product without overhang.

Q: I'm concerned it might damage my desk.

A: The Lotus has rubber feet that help protect the desk from scratching the surface of your desk.

Q: What's the minimum size of desk required to successfully install this product?

A: The Lotus should be placed on a sturdy, flat surface at least 26.25" deep and 33.75" wide to have sufficient space for the product.



Q: How stable is the keyboard platform when typing?

A: Under normal use, the platform is stable. If you want to maximize the durability of the product, please do not lean or apply excessive force to the keyboard platform.

Q: I can't understand how to adjust the Smooth Lift Technology™ (patent pending), can you explain it to me?

Refer to the [Fellowes® Lotus™ Sit Stand Workstation - Smooth Lift Technology Video](#)

A: Ensure your workstation is raised to the highest position and all of your items are placed on it. As per the image below, turn the knob clockwise (toward the + sign) to offset heavier weights and counter clockwise (towards the – sign) to offset lighter weights. Lotus is shipped at the lowest setting which will help offset 10lbs. To get to the highest setting which will help offset 35lbs is 29 full rotations. *For example, if you have two monitors that weigh 11lbs each and a keyboard and mouse that combined weigh 1.5lbs, you would turn the knob clockwise approximately 10 full rotations*. The exact number of rotations depends on your personal comfort raising and lowering the platform. Once you have properly adjusted the Lotus, it should feel effortless to raise and lower.

*This is just a guideline – every person will have a different preference.

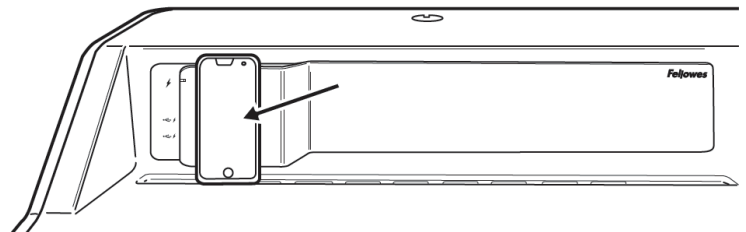
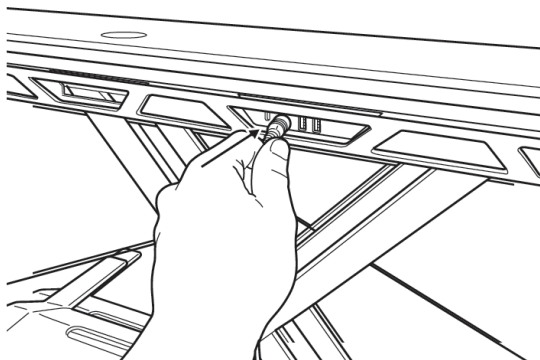


Q: I did not line up my Velcro properly the first time and now it's not usable. Can I have more sent to me? Is there a product you would recommend to replace?

A: These are meant for single use as specified in the manual. We have spare parts for purchase that we can supply. You could also go to your local hardware store and purchase adhesive discs (3.5mm).

Q: How do I set up the wireless charging pad? How do I use it?

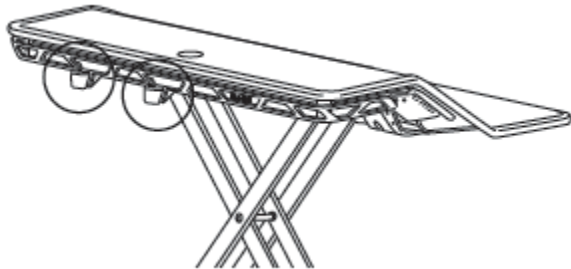
A: To set up the wireless charging pad all you need to do is plug in the power cord to an outlet and into the rear USB hub. Once you do this, the LED on the wireless charging pad will light up then turn off. Now you're ready to wirelessly charge your Qi-enabled phone! Simply place your Qi-enabled phone onto the wireless charging pad within the guide lines. Your phone should now be charging!



Q: How does the cord funnel attach to the Lotus sit stand?

Refer to the [Fellowes® Lotus™ Sit Stand Workstation - Cord Management Video](#)

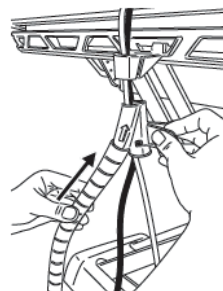
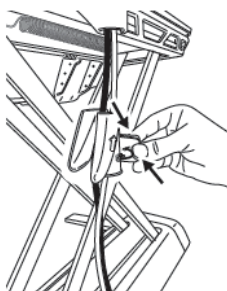
A: There are three (2) locations in the rear cord channel that you can choose from. Find the slot that will best accommodate your setup and place the cord funnel into the slot. You will feel it magnetically attach to the Lotus. The cord funnel should now be in place.



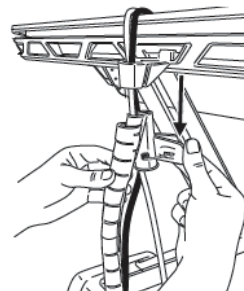
Q: How can I apply the cable zip using the cable zip tool?

Refer to the [Fellowes® Lotus™ Sit Stand Workstation - Cord Management Video](#)

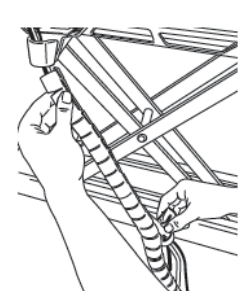
A: Refer to step 3 in the instruction manual. First you will need to clamp the cable zip tool around all cords below the cord funnel (make sure the arrow on the cable zip tool is pointing upward). Next, take the cable zip and push upward into the tool so that the cable zip begins wrapping around the tool. Make sure the seam of the cable is facing the tool. Once it's started, pull downward on the cable zip tool while holding the top of the cable zip. Continue sliding the tool until all cords are in the cable zip.



Push the Cable Zip upward into the Cable Zip Tool.



Pull down on the Cable Zip tool while holding the top of the Cable Zip.



Q: How long should the power cables be?

A: Most cable lengths are an average of 6.5ft, which should be sufficient for working when standing however it would be important to consider where the power sockets are located. The sit stand raises 17" above the desk. Have the Lotus in the highest position when putting items on to ensure proper cord length.

Q: What is the best way to clean the Lotus Workstation?

A: Use a soft cloth with any surface cleaner.

Q: Is Lotus BIFMA certified?

A: At this time there are no BIFMA certifications for sit-stands. Our Lotus Sit-Stand Workstations have passed a series of BIFMA tests which are most applicable to sit stand desk converters.

Q: How long does it take to charge a phone – is it same as using a cable?

A: It's not a straight answer, depends on the size of the phone's battery, if you're using it while charging, and the battery level when you start charging (20% life will charge faster than 85% life). See below for estimate per type of phone:

Device	Battery size (mAh)	*2A (time in hours) *Front USB ports	*1A (time in hours) *Wireless Charger
Galaxy S8	3000	1.5	3
Galaxy S8+	3500	1.75	3.5
10.5 iPod Pro	6080	3.04	6.08
12.9 iPod Pro	8200	4.1	8.2
iPhone 7	1960	0.98	1.96
iPhone 7+	2900	1.45	2.9
iPhone 8	1821	.91	1.82
iPhone 8+	2675	1.34	2.68
iPhone X	2716	1.36	2.71

Q: Is wireless charging dangerous?

A: No, it is not dangerous. Wireless charging is safe. Wireless charging system must follow rules and regulations for electromagnetic interference (EMI/EMC), sometimes also called “radio disturbance”, and magnetic fields. The device will become warm in use, but this normal.

Q: Do you need to remove your phone’s case or any other accessories from your phone? E.g. ear phones

A: Depending on the thickness of the case it may not register. Most thin/normal size cases will work properly. It may be required to remove the case from the phone to get the charger to work. Wireless charging works by distance, and that distance is very small, and the more obstructions there are the slower the charge will be (wall thickness, thickness of phone cases, pop sockets, etc).

Q: How much power does it take (voltage)?

A: The entire system is 5V. The wireless charger pulls up to 1 Amp.

Q: Will wireless charging affect my battery performance?

A: No. Follow all proper charging procedures outlined in the manual.

Q: Could it damage my phone?

A: Ensure you’re using a Qi certified phone and follow all warnings and instructions in the owner’s manual.

Q: Does it just charge phones or any electronic device enabled with Qi tech?

A: It is designed for use with phones.

Q: Can we advise customers that they can use the i-Phone adapters?

A: Yes, you can use a Qi-certified adapter. These adapters plug into your charging slot and lay flat against the back of your phone (see image below).



Q: Why can't I use my USB in front for USB Memory Drives or Mice and Keyboard?

A: Front is only charging, no data transfer. You can plug the device into the two rear USB ports which do allow data transfer.

Q: Why is the download speed slow when using the two rear USB ports?

A: If you are using Windows 10, this is a known issue with all devices. The download speeds are significantly slow no matter what USB port you use (even directly into the computer)! This is not an issue with the Lotus DX, but rather with Windows 10.

Q: What is wireless charging and how does it work?

A: Wireless charging means, as the name suggests, you no longer need to plug a cable into your smartphone to charge it. Simply placing it face up on the charging pad is enough to start charging up your smartphone's battery. Wireless charging works by transferring energy from the charger to a receiver in the back of the phone via electromagnetic induction. The charger uses an induction coil to create an alternating electromagnetic field, which the receiver coil in the phone converts back into electricity to be fed into the battery. The closer the phone is to the wireless charging pad, the better the charge.

Q: If my device is charging wirelessly can you still use the USB ports?

A: Yes, if your device is charging wirelessly you can still utilize the USB ports to charge additional devices.

Q: Can I charge one device with the wireless charging pad and a USB cable at the same time?

A: Yes, you can but it does not act as a “dual” charge. Your device will automatically pick one charging source (usually USB).

Q: What phones are capable of wireless charging without any adapters?

A:

Apple iPhone 8, X

Samsung Galaxy: S8, S7, S7 Edge, Note 5, S6, S6 Edge

Microsoft Lumia: 1520, 1020, 930, 929, 928, 920

Google Nexus: 4, 5, 6, 7 (2013)

BlackBerry: Priv

Q: Can I leave my phone on the charger forever or do I need to remove?

A: Yes, it will limit the power once fully charged.

Q: Can the rear USB ports charge?

A: Yes, but it's going to be slower than the front USB ports. The rear USB ports are best for data transfer devices such as keyboard, mouse or USB Memory Drives.

Q: Can you charge multiple devices at once on the wireless charger?

A: No, however you can still utilize the USB ports to charge additional devices. The front two USB ports will provide the quickest charge.

Q: How do you clean the wireless charging station?

A: Use a soft, clean, dry cloth.

Q: Can I use my own power supply?

A: No, you must use the power supply provided.

Q: What does the LED indicator light mean on the front?

A: The white light means that your phone is charging.

Q: What does a blinking indicator light mean?

A: Foreign object – not a Qi-enabled device is located on the charging pad.