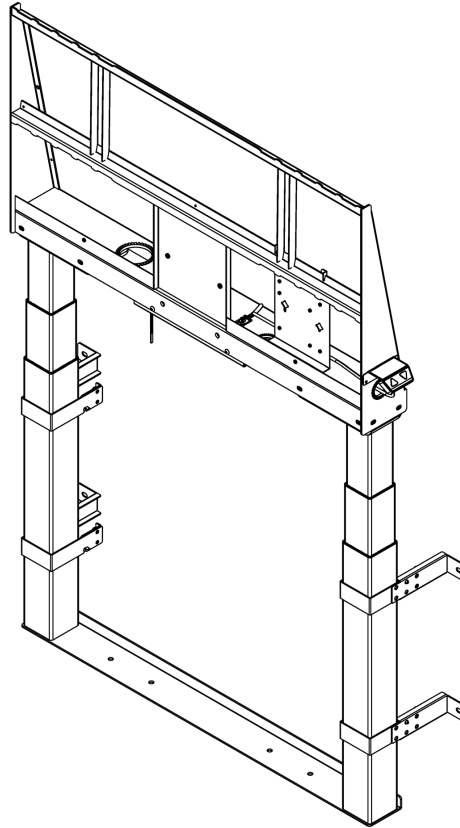




SMART electric height-adjustable wall stand

User guide

WSE-500 (WS5-1)



Was this document helpful?
smarttech.com/docfeedback/171915

SMART[®]

Important information

Before installing or using your SMART electric height-adjustable mobile stand, review the important information included with the stand. If you cannot find this information, it is available online.

See > docs.smarttech.com/kb/171938

Learn more

This guide and other resources for your SMART electric height-adjustable wall 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.



Trademark notice

SMART Board, smarttech, the SMART logo and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. All third-party product and company names may be trademarks of their respective owners.

Copyright notice

© 2019–2026 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of SMART Technologies ULC. Information in this manual is subject to change without notice and does not represent a commitment on the part of SMART.

This product and/or use thereof is covered by one or more of the following U.S. patents:

www.smarttech.com/patents

January 30, 2026

Contents

Features	4
Components	5
Accessories	7
More information	7
Chapter 2 Assembling the stand	8
Environmental requirements	8
Considerations when assembling the stand	9
Chapter 3 Using the stand	10
Calibrating the stand	10
Raising, lowering, and resetting the stand	12
Chapter 4 Troubleshooting the stand	16
Resolving general issues	16
Recalibrating the stand	16
Resetting the circuit breaker	17
Contacting your reseller for additional support	18
Certification and compliance	19
Federal Communication Commission Interference Statement	19
Innovation, Science, and Economic Development Canada Statement	19
EU Declaration of Conformity	20

Chapter 1 About the stand

Features	4
Components	5
Control panel	6
Accessories	7
More information	7

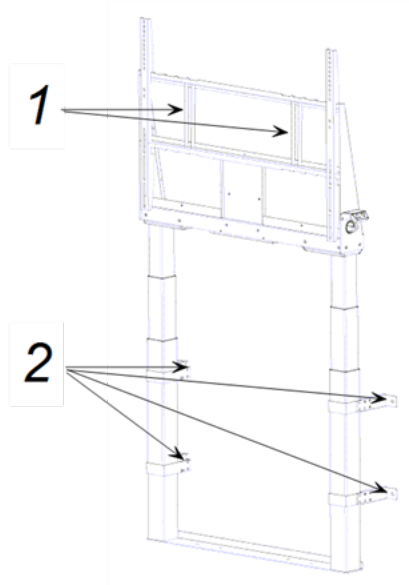
Features

Your SMART electric height-adjustable wall stand has the following features:

Feature	Description
Powered height adjustment	With its 26" (65 cm) of electric-powered height adjustment, you can easily adjust the height of a mounted display with the press of a button.
Height-adjustment limits	The stand features height-adjustment limits to prevent the stand from hitting objects within the height-adjustment path.
Bounce-back mechanism	The stand features a mechanism to prevent 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.
Sturdy steel frame	The sturdy steel frame and wide footprint allows the stand to support displays that range from 55" (139 cm) to 86" (219 cm), and up to 254 lb. (115 kg) total weight, including accessories. Its maximum lift capacity is 254 lb. (115 kg).
Americans with Disabilities Act (ADA) compliance	The stand's design meets Americans with Disabilities Act (ADA) accessibility standards.

Components

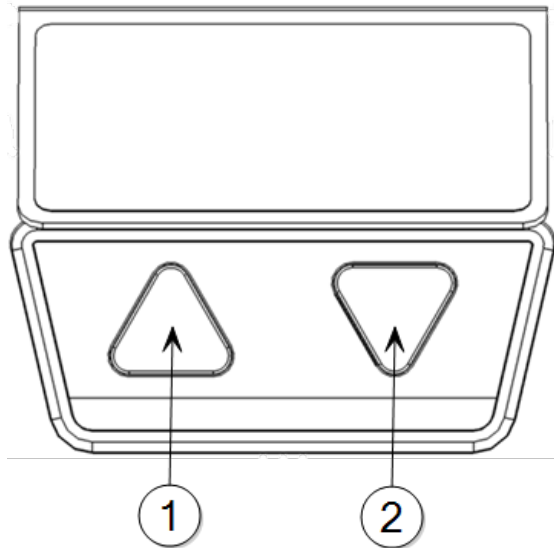
The stand consists of the following components:



No.	Description
1	Vertical VESA mounting brackets
2	Wall mounting brackets

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.



No.	Name	Procedure
1	Up	Press to raise the stand.
2	Down	Press to lower the stand.

Accessories

The following accessories are available for your wall stand:

Accessory	Description
Laptop shelf	The laptop shelf is a convenient place to place your laptop or keyboard when you're using a stand-mounted display.  Caution The maximum allowable load is 11 lb. (5 kg).
Camera bracket	Use the camera bracket to mount a compatible camera on the stand. Note The camera bracket is not compatible with 86" (218 cm) SMART Board GX (V2) or 86" (218 cm) SMART Board 6000S (V3) displays.

Warnings

Accessory loading of the stand is restricted to 11 lb (5 kg) for the optional laptop tray, 7 lb (3 kg) for an optional webcam and 22 lb (10 kg) for other accessories. It is the installers' responsibility to ensure sure the total weight of all accessories and equipment attached to the product up to (and including) the display is less than 264 lb (120 kg). Using the stand outside of these limitations may make the stand unstable and could result in injury.

More information

See the following resources for more information:

- WSE-500 specifications: docs.smarttech.com/kb/171950
- WSE-500 illustrated installation instructions: docs.smarttech.com/kb/171924

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

Chapter 2 **Assembling the stand**

Environmental requirements	8
Considerations when assembling the stand	9

The stand requires assembly. Consult the *SMART electric height-adjustable wall stand illustrated installation instructions* (docs.smarttech.com/kb/171924) included with the stand for assembly instructions.

Refer to the *Important safety instructions* (docs.smarttech.com/kb/171938) included with the stand for full safety information.

Warning

Failure to follow the installation instructions included with the stand could result in personal injury or product damage.

Caution

Ensure any display you install on the stand weighs no more than 220 lb. (100 kg).

Environmental requirements

Before installing the stand, refer to the following environmental requirements.

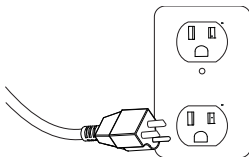
Caution

- Do not operate the stand immediately after moving it from a cold location to a warm location. Allow the stand to reach room temperature before operation to prevent possible product damage.
- Do not place the stand in hot locations, such as near heating equipment.

Considerations when assembling the stand

Warning

- Two people are required to safely assemble the stand and to mount or remove the display.
- Lock the casters before installing or working with the display on the stand or adjusting its height.
- Use only a junior service thermoplastic (SJT) power extension cord with 16 AWG conductor size minimum.
- Only use the stand with a nominal 120-volt circuit that has a grounding plug that looks like the plug in the illustration below.



- Only connect the stand to an outlet that has the same configuration as the plug.

Notes

- You require ample work space to assemble the stand.
- Do not set up or use the stand in an area with excessive levels of dust, dirt, humidity, or smoke.
- Install all *Accessories* on page 7 before mounting the display.

Chapter 3 Using the stand

Calibrating the stand	10
Raising, lowering, and resetting the stand	12
Raising and lowering the WSE-500 stand manually	13
Raising and lowering the stand using the SMART Electric Stand app	14
Calibrating the stand using the SMART Electric Stand app	15
Setting and using favourite positions	15

Calibrating the stand

After assembling the stand, you must calibrate it before you start to use it.

To calibrate the stand

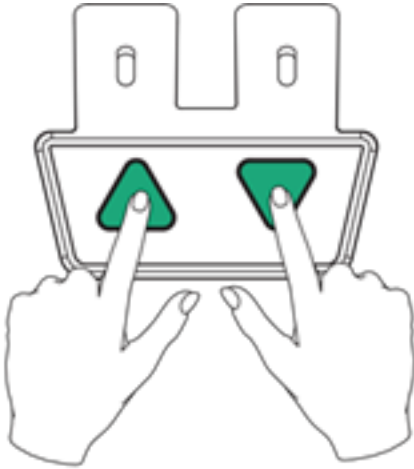
1. Connect the stand to a power outlet.
2. Press the **Down** button and lower the stand to the lowest position.



3. Press the **Down** button again and hold for five seconds. The stand lowers then bounces up slightly.
4. Release the **Down** button

To calibrate the stand

1. Connect the stand to a power outlet.
2. To unlock the stand, simultaneously press the **Up** and **Down** buttons and hold for four seconds.



3. Press the **Down** button and lower the stand to the lowest position.



4. Press the **Down** button again and hold for five seconds. The stand lowers then bounces up slightly.
5. Release the **Down** button.

Raising, lowering, and resetting the stand

Warning

- 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.
- To prevent injury, keep hands and people away from crush and pinch locations on 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.
- Ensure cables will not be pulled out or tangled when you lower and raise the display.
- The WSE-500 (WS5-1) stand is certified for Usage Area IA. This means the stand is intended for use in a classroom setting where children under 8 and users with cognitive disabilities may be present.

Caution

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

Important

- When operating the stand, you must be familiar with the entrapment hazard of the stand, the mounted display, and of mounted accessories. In some cases, there can be less than 12" (30.5 cm) of clearance between the bottom of the display and the stand's base. This can cause a person to be pinned and injured. Installed accessories, such as the laptop shelf, can also cause people to be pinned between the stand and fixed objects or furniture. Those who operate the stand must ensure that they and others stay clear of entrapment locations when raising and lowering the stand.
- This product may contain substances that are candidate SVHCs under the EU REACH Regulation (EC) 1907/2006. Check <https://echa.europa.eu/scip-database> for the latest information.

Raising and lowering the WSE-500 stand manually

To raise the stand

1. Press and hold the up button on the control switch.



The stand rises.

2. Stop pressing the up button to stop raising the stand.

To lower the stand

1. Press and hold the down button the control switch.



The stand lowers.

2. Release the down button to stop lowering the stand.

Raising and lowering the stand using the SMART Electric Stand app

You can control the stand using the SMART Electric Stand app. To download and install the app to your display, see support.smarttech.com/docs/accessories/stands-and-wall-mounts/fse-500/en/home.cshtml.

To open the SMART Electric Stand app

1. Ensure the stand is connected to the display with a USB cable.
2. On the display, go to where the display's apps are located.
3. Tap the **SMART Electric Stand** icon to open the app.

Options:

- **Up.** Raise the stand.
- **Down.** Lower the stand.
- **Memory 1** and **Memory 2.** Set a favourite position.

Calibrating the stand using the SMART Electric Stand app

To calibrate the stand

After assembling the stand, you must calibrate it before you start to use it. If you haven't already calibrated the stand manually, you can use the SMART Electric Stand app to do it.

1. Press the **Down** button and lower the stand to the lowest position.
2. Press and hold the **Down** button for five seconds. The stand lowers then bounces up slightly.
3. Release the **Down** button.

Setting and using favourite positions

You can save up to two positions in the stand's memory. You can then raise or lower the stand to these favorite positions.

To set a favorite position

1. Raise or lower the stand to the height you want to set as the favorite position.
2. On the display, go to where the display's apps are located.
3. Tap the **SMART Electric Stand** icon to open the app.
4. Press and hold the Memory 1 button until the display shows **SMART electric stand position added**.

Now when you select the Memory 1 button, the stand will move to this assigned position.

You can use the Memory 2 button to set a second saved position.

Chapter 4 Troubleshooting the stand

Resolving general issues	16
Recalibrating the stand	16
Resetting the circuit breaker	17

This section describes how to troubleshoot the wall stand.

Resolving general issues

Issue	Possible solution
The stand does not raise or lower	• Ensure the power cable is connected to the stand. • Check all cables and ensure that they are not damaged. • Check that the circuit breaker has not been tripped. • 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. • Recalibrate the stand (see below)
The display doesn't fit on the stand.	• 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 weight.

Recalibrating the stand

If the stand lowers but does not move when you try raising it, or if you replace the controller, you may need to calibrate the stand again.

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 again and hold for five seconds. The stand lowers then bounces up slightly.
4. Release the **Down** button

Resetting the circuit breaker

If the stand's circuit breaker trips and the stand loses power, you must reset the circuit breaker to restore power.

1. Ensure the stand is connected to a power outlet.
2. Push the button beside the AC power inlet.

Power will be restored to the stand.

Contacting your reseller for additional support

If an issue you're experiencing with the display persists or isn't covered in this chapter or the knowledge base, contact your authorized SMART reseller (smarttech.com/where) for support.

Your reseller might ask you for the serial number for the stand. The serial number is on a label located on the stand's control panel (pictured).



Tips

- Scan the QR code on the label to view the stand's support pages on the SMART website.

Certification and compliance

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their expense.

Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment

FCC

Suppliers Declaration of Conformity
47 CFR § 2.1077 Compliance Information
Unique Identifier: WS5-1

Responsible Party – U.S. Contact Information

SMART Technologies (Seattle) Inc.
11100 NE 8th St., Suite 210
Bellvue, WA 98004
compliance@smarttech.com

Innovation, Science, and Economic Development Canada Statement

This device complies with CAN ICES-003(A) / NMB-003(A) of the Innovation, Science and Economic Development Canada Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

Ce dispositif est conforme à la norme CAN ICES-003(A) / NMB-003(A) d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes:

1. le dispositif ne doit pas produire de brouillage préjudiciable, et
2. ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

EU Declaration of Conformity

Hereby, SMART Technologies ULC declares that the WS5-1 complies with Directive 2014/30/EU.

The full text of the EU and UK declaration of conformity is available at the following Internet address: smarttech.com/compliance

SMART Technologies

smarttech.com/support

smarttech.com/contactsupport

docs.smarttech.com/kb/171915