

MOUNT-E-UP80D Remote & Mobile App

Instruction Manual

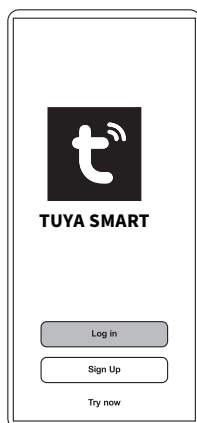
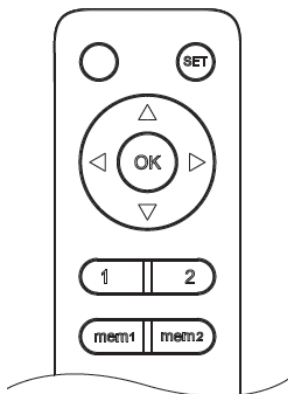
DOWNLOAD **TUYA SMART APP**



GET IT ON
Google Play



Download on the
App Store



SKU: MOUNT-E-UP80D



Scan the QR code with your mobile device or follow the link for helpful videos and specifications related to this product.
<https://vivo-us.com/products/mount-e-up80d>

GET IN TOUCH | Monday-Friday from 7:00am-7:00pm CST



help@vivo-us.com



www.vivo-us.com
Chat live with an agent!



309-278-5303

⚠ WARNING!

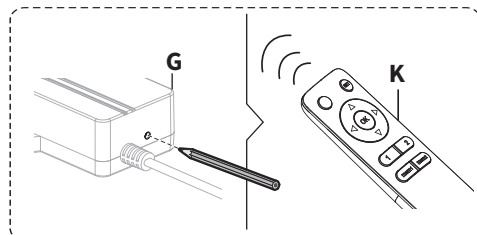
If you do not understand these directions, or if you have any doubts about the safety of the installation, please call a qualified technician. Check carefully to make sure there are no missing or defective parts. Improper installation may cause damage or serious injury. Do not use this product for any purpose that is not explicitly specified in this manual and do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly, or inappropriate use.

REMOTE CONTROL INSTRUCTIONS

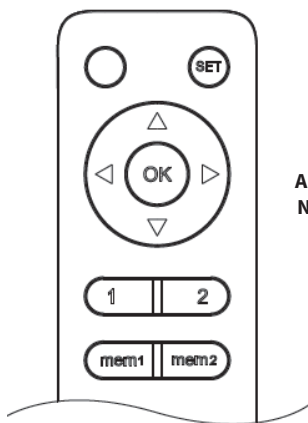
Setting Up & Pairing the Remote

Install two AAA batteries (*not included*) in the remote. Plug the mount in.

Press the side button on Control Unit (**G**) using a pencil or small tool. The lift will beep once, indicating the lift is ready to be paired with the Remote (**K**). Press the **SET** button on the remote. The lift will beep for 10 seconds, and then emit one final beep to indicate successful pairing.



Button Functions



NOTE: SIDE ARROWS HAVE NO FUNCTION



UPWARD
MOVEMENT



SET



STOP/RETRACT/
RESET



DOWNWARD
MOVEMENT



MEMORY
SET 1



MEMORY
SET 2



MEMORY
RECALL 1



MEMORY
RECALL 2

USING ARROW KEYS

Press and hold the button for the mount to begin lifting. Release when at desired height. To lower the mount, press and hold the button until desired height reached.

USING MEMORY FUNCTIONS

Use the up and down arrow buttons to set your desired TV height. Then press and hold any of the Memory Buttons for **3 seconds**. The mount will beep once to indicate that the location has been saved. To return to a preset, simply press the accompanying recall button. For example, to return to Memory Setting 1, press .

LOWEST HEIGHT LIMIT SETTING

Short press the button 5 times. The mount will beep after each press, with a two beeps emitted at final press. This indicates the current height is now saved as the lowest height setting. the lowest height limit will be erased if the lift is ever reset.

DEFAULT SETTING

Short press the button and the mount will automatically retract to the lowest position. To stop it, press the again.

Reset Mode

Long press the button for 3 seconds until you hear a beep and the mount begins to move downwards. Once it reaches the bottom, it will pop up slightly and stop. The mount will emit two beeps indicating successful reset.

Troubleshooting

The Mount Does Not Respond to Remote Control

Solutions - TV Mount

1. **System Error:** The system may have encountered an error. If the mount emits three beeps after pressing a button on the remote, the system needs to be reset. Please follow the instructions above for resetting the mount.
2. **Overheated:** If the mount beeps four times after pressing a button on the remote, the system has overheated. Allow the mount to cool down for 30 minutes before attempting to use again.
3. **Disconnected Cord:** A cord may be loose or no longer connected. Check all power connections and proceed.
4. **Incorrect Operation:** If the mount emits one beep after attempting to perform a function, it may be an incorrect operation attempted. Please refer to “**Button Functions**” for proper functions of remote.

Solutions - Remote Control

1. **Operating Distatance:** The remote may be too far away from the mount and out of proper range. Move closer to the mount so that you are within the 30 ft (10m) range of remote.
2. **Low Batteries:** Batteries may be low or dead. Replacement batteries and attempt use again.
3. **Broken Remote:** If not LED light is found on remote when in use, the remote may be faulty. Please contact our Product Support Team at **309-278-5303** or help@vivo-us.com.

Mount Stops Working Mid-Operation & Emits Long Beep

Solutions:

1. **Obstruction:** There may be an obstruction blocking the movement of the mount. Check for any objects or obstructions and remove before proceeding.
2. **Weight Capacity Exceeded:** The TV may exceed the maximum allowed weight capacity of the mount. Check to ensure your TV is not more than **130 lbs/60 kg**.
3. **Motor Wire:** There may be a faulty wire or broken connection. Attempt to reset mount. If unsuccessful contact our Product Support Team at **309-278-5303** or help@vivo-us.com for further assistance.

TV Mount is Making Abnormal Noise or Sound

Solutions:

1. **Power Connections:** Check to ensure all cables are properly connected or in place. If noise persists, please contact our Product Support Team at **309-278-5303** or help@vivo-us.com for further assistance.

MOBILE APP INSTRUCTIONS

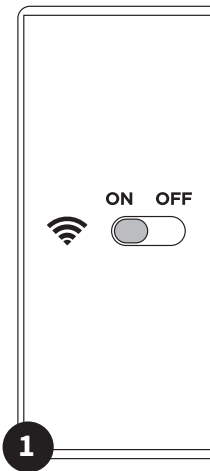


TUYA® SMART
Mobile App

DOWNLOAD **TUYA SMART** APP IN YOUR APP STORE

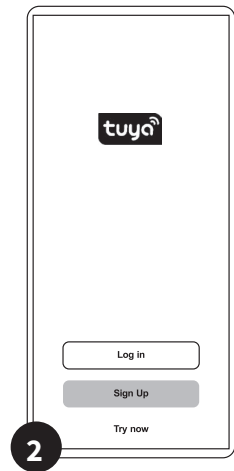


Setting Up & Creating Account



TURN ON WIFI

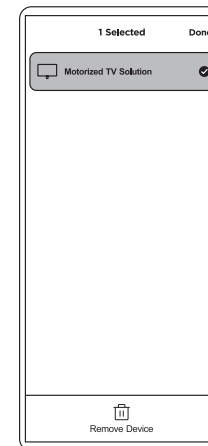
Before you begin, ensure that Wifi is switched on your phone.



CREATE ACCOUNT

Open Tuya Smart App and select **Sign-Up** from start screen. Follow on screen prompts. Only one Tuya Smart account can be synced to mount at one time.

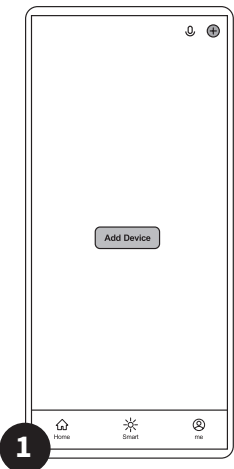
Pairing App to Mount



PREPARING MOUNT TO CONNECT

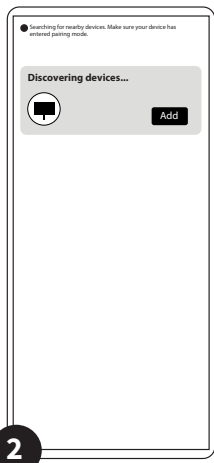
Before pairing to app, ensure that you have paired the mount to the remote.

Short press the “mem2” button on the remote five times, after each press you will hear a beep and at the fifth press two beeps, which indicates the mount is ready to be paired with the app.



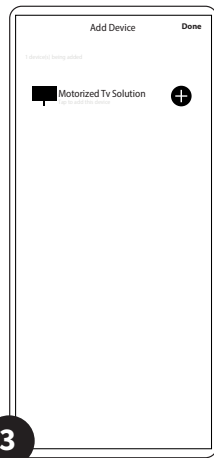
ADD DEVICE

Tap **Add Device** or the + icon in upper right corner to begin device pairing.



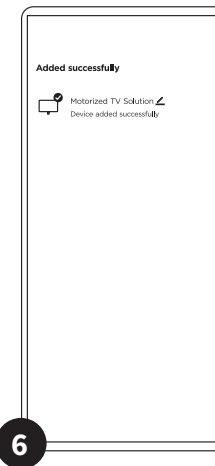
DISCOVERING DEVICES

Screen will begin searching for nearby devices. Tap **Add** next to **Discovering Devices** when it appears.



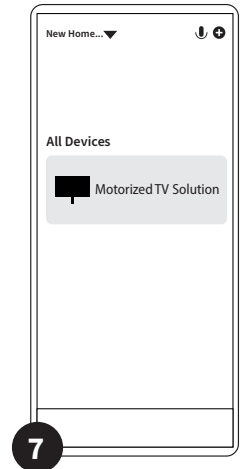
MOTORIZED TV SOLUTION

Your TV Mount will show under **Add Device** as *Motorized TV Solutiuon*. Select this device and tap + to continue.



DEVICE ADDED SUCCESSFULLY

Once connection is made, a confirmation screen will show. From here, you can tap the ✓ icon to change the name of your TV mount, if desired.



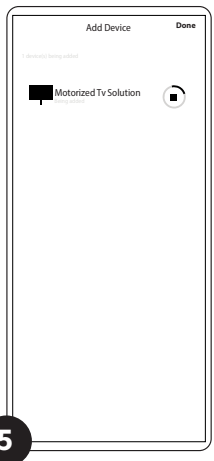
MOUNT ADDED

Mount has been added successfully. Click on mount name to activate controls.



CONNECT TO WIFI

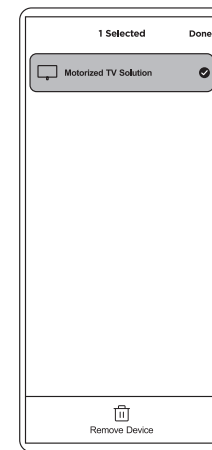
Select your Wifi from available list and enter password to enable mount access.



CONNECTION SCREEN

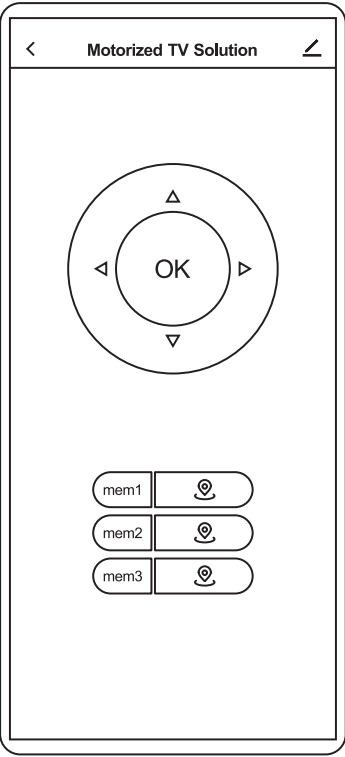
If Wifi connection was successful, connection to your TV mount will begin. Please allow 10-60 seconds for connection process to be completed.

Unpairing Mount from App

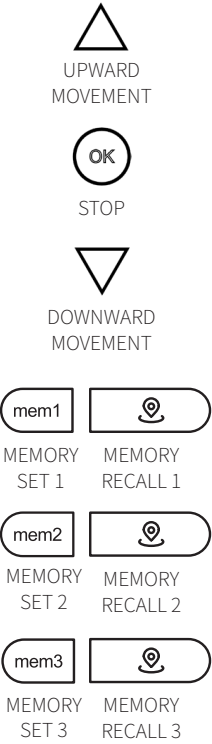


From the Home screen, locate your TV mount, then long press to open device options. Select **Remove Device** at the bottom of the screen to unpair the mount from your app. OR short press  5 times on the app. The mount will beep after each press, with two beeps emitted at final press, indication successfully unpairing of the app.

Button Functions



NOTE: SIDE ARROWS HAVE NO FUNCTION



USING ARROW KEYS

Press and hold the button for the mount to begin lifting. Release when at desired height. To lower the mount, press and hold the button until desired height reached.

USING MEMORY FUNCTIONS

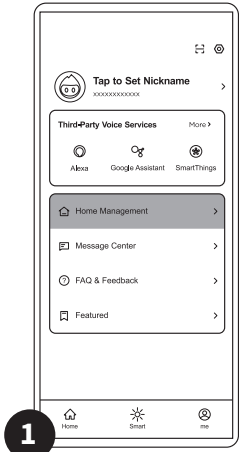
Use the up and down arrow buttons to set your desired TV height. Then press and hold any of the Memory Buttons for **3 seconds**. The mount will beep once to indicate that the location has been saved. To return to a preset, simply press the accompanying recall button. For example, to return to Memory Setting 1, press .

DEFAULT SETTING

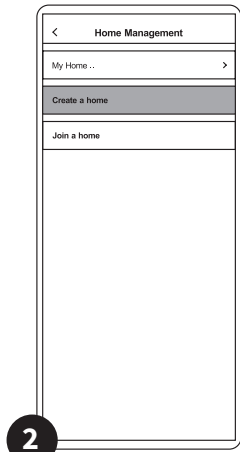
Short press the button and the mount will automatically retract to the lowest position. To stop it, press the again.

Syncing Other Mobile Devices

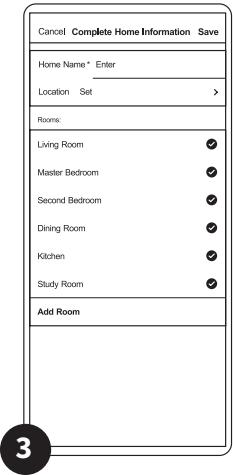
To allow other mobile devices to control the TV mount, you will need to first create **Home** in the app and then invite other users to your Home.



HOME MANGEMENT
Select the to navigate to the Home screen. Tap **Home Management**.

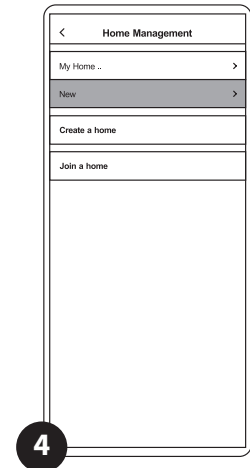


CREATE A HOME
Tap **Create A Home** to proceed.

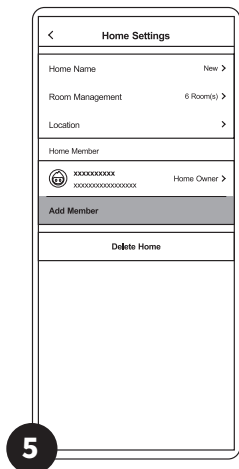


SET UP HOME
Complete required information to set up a HOME and tap **SAVE** to continue.

Please note: The **Home Name** has a 25 character limit.



HOME
Return to Home Management screen and tap the **Home** you just created.



5

INVITE OTHER MEMBERS

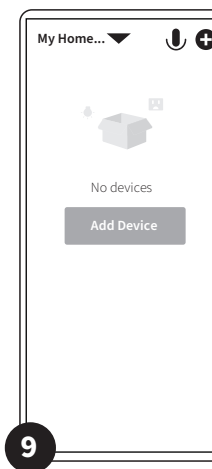
Tap **Add Member** and choose an invitation method. New users will receive link to download Tuya Smart app with an invitation code to join your **Home**. Users will need to download app and create an account to proceed.



6

JOINING A HOME

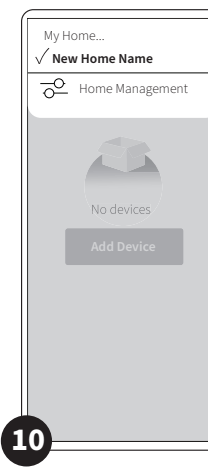
Once app is installed and registered, new user will tap the **ME** (👤) icon on the bottom of the screen. From that screen, tap **Home Management** and then **Join a Home**.



9

CHANGING HOME SCREEN

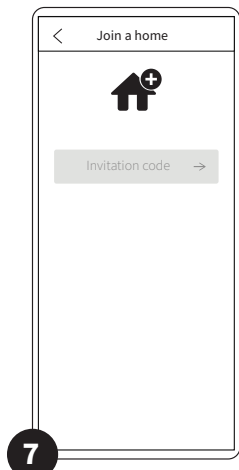
Select the 🏠 icon to navigate to the Home screen. Tap the ▼ next to *My Home...* at the top of the screen.



10

SELECT NEW HOME

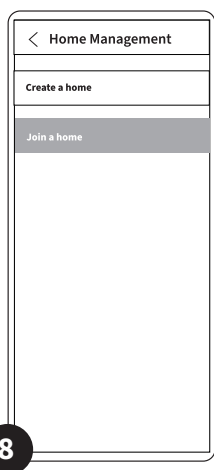
From dropdown, select the name of the new home you were invited to. Please note: You may be asked to allow Wifi permissions.



7

ENTER INVITATION CODE

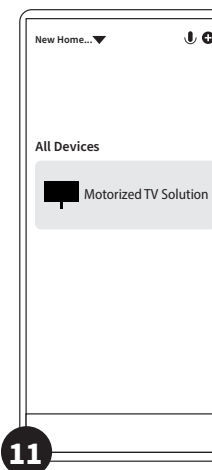
Enter the code that was received with the invitation and tap ➕ to continue.



8

HOME ADDED

The new **Home** will now show under **Home Management**.



11

DEVICE ADDED

New home screen will now show mount. Click on mount name to activate controls.



Open **Monday - Friday 7:00am - 7:00pm CST**,
our dedicated support team can offer immediate assistance with rapid response times. If any
parts are received damaged or defective, please contact us. We are happy to replace parts to
ensure you have a fully functioning product.

 309-278-5303 **AVG. RESOLUTION TIME** *(within office hrs):* **5M 4S**

 www.vivo-us.com **AVG. RESOLUTION TIME** *(within office hrs):* **< 15 M**
Chat live with an agent!

 help@vivo-us.com **AVG. RESPONSE TIME** *(within office hrs):* **1HR 8M**
- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr