

Electric Flip Down Ceiling TV Mount

MOUNT-E-FD85 Series

Assembly Manual

Individual Product SKUs

MOUNT-E-FD85

MOUNT-E-FD85W

**** DO NOT RETURN ITEM ****

Contact Us First!

Our friendly US-Based Product Support Team to help!



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Monday-Friday from 7am-7pm CST

Saturday 8am-4pm CST

US-Based Customer Support from Trained Professionals



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309-278-5303 ext. 1

Assembly Video Available

Navigate to the middle of the product page to watch as our product specialists walk you through the assembly process.

www.vivo-us.com/products/mount-e-fd85



WATCH NOW



PLEASE READ



General Notice:

If you do not understand these directions, or if you have any doubts about the safety of the installation, please contact our product support team at 309-278-5303 or help@vivo-us.com for further assistance. 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. Do not exceed weight capacity. We cannot be liable for damage or injury caused by improper mounting, incorrect assembly or inappropriate use.

Missing Parts:

If any parts are received damaged / defective OR you are missing a part, please reach out to us ***within 30 days of product delivery to have it replaced at no cost.*** **PLEASE NOTE:** Failure to report missing parts within the stated time frame *may result in denial of free replacement.*

Returns:

We offer a hassle-free 30 day return on all products. Contact customer support at 309-278-5303 or help@vivo-us.com. Please note: For items ordered in error or no longer needed, the return shipping charges will be at the buyer's expense.

Product Specific Warnings:



WARNING: CHOKING HAZARD

SMALL PARTS - NOT FOR CHILDREN UNDER 3 YEARS. ADULT SUPERVISION IS REQUIRED.



DO NOT EXCEED WEIGHT CAPACITY

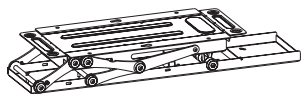
FAILURE TO DO SO MAY RESULT IN SERIOUS INJURY.



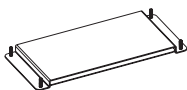
WARNING: PINCH POINT

DO NOT PLACE HANDS ON OR NEAR SUPPORT BARS. MOVING PARTS CAN CRUSH AND CUT. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY RESULT IN SERIOUS PERSONAL INJURY.

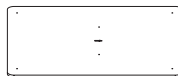
Package Contents



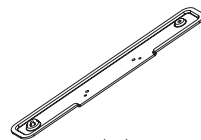
A (x1)
Mount



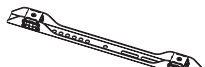
B (x1)
Center Plate



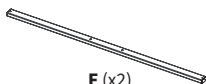
C (x1)
Template



D (x2)
Mounting
Extensions



E (x2)
VESA Bracket



F (x2)
Bracket Rail



G (x1)
Power Adapter



H (x1)
Remote



I (x4)
Cable Tie



J (x4)
End Caps

Included Hardware & Tools



S-A (x4)
Set Screw



S-B (x4)
M6x8mm
Screw



S-C (x4)
M6 Nut



S-D (x4)
M4x8mm
Screw



M-A (x4)
M6x14mm
Screw



M-B (x4)
M8x16mm
Screw



M-C (x4)
M6x30mm
Screw



M-D (x4)
M8x35mm
Screw



M-E (x4)
M8 Washer



M-F (x4)
Small Spacer



M-G (x4)
Large Spacer



W-A (x6)
ST6.3x55mm
Screw



W-B (x6)
Concrete
Anchor



W-C (x4)
M6 Washer



T-A (x1)
3mm Allen
Wrench

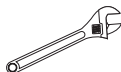


T-B (x1)
4mm Allen
Wrench

Tools Needed:



**Phillips
Screwdriver**



**Adjustable
Wrench**



Drill

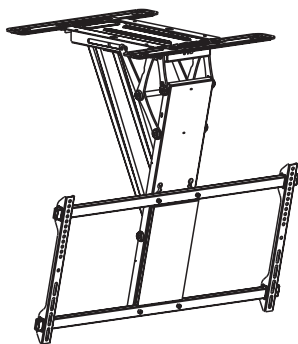


Pencil

Weight Capacity:

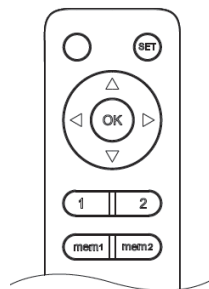


User Guide



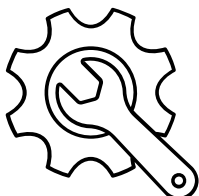
Assembly & Installation

pg.7-19



Remote | Setup & Use

pg.20-23



Troubleshooting

pg.24-25



Tuya App | Setup & Use

pg.19-26



Voice Control | Setup & Use

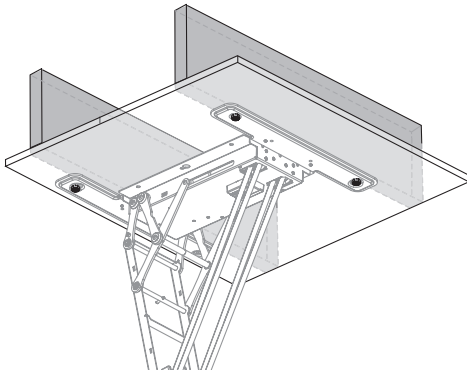
Amazon Alexa & Google Home

pg.27-29

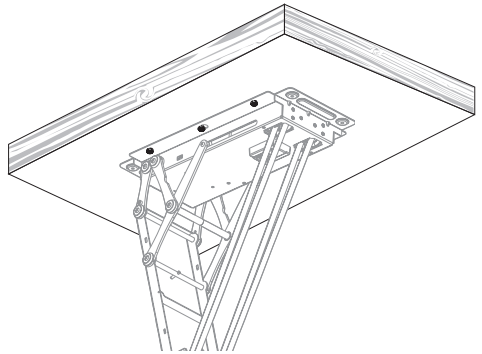
Ceiling Mounting Options

Determine your intended mounting surface and follow instructions as identified below.

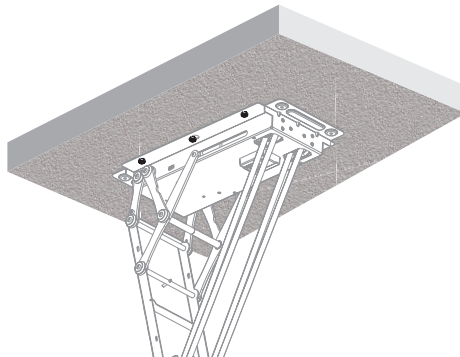
– Option 1 –
Wood Joist
Pages 7–8



– Option 2 –
Solid Wood
Pages 9–10



– Option 3 –
Concrete/Brick
Pages 11–12

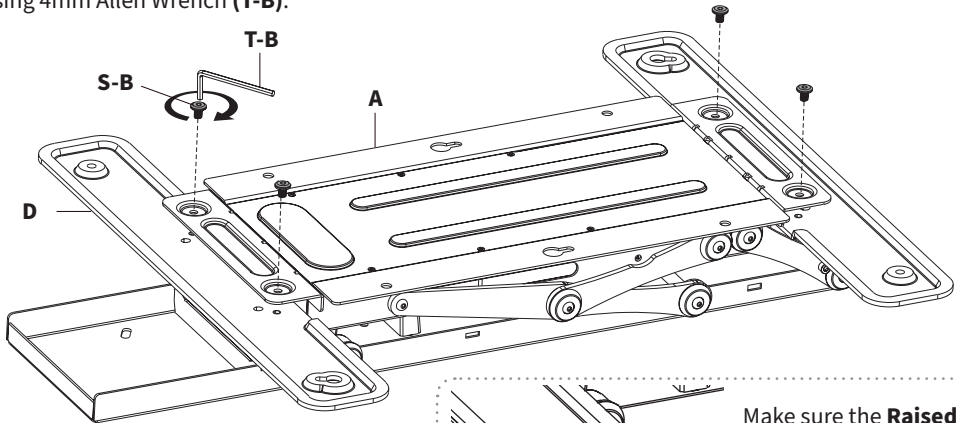


- Option 1 -
Wood Joist Mounting

Assembly Steps

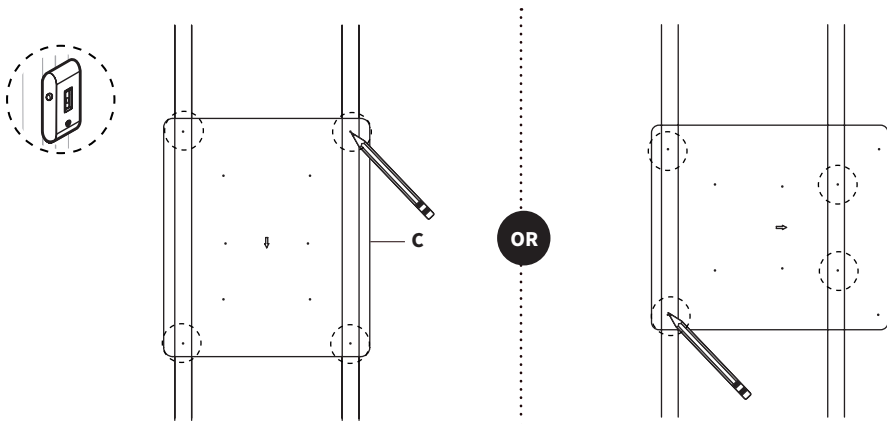
STEP 1

Attach Mount Extensions (**D**) to the top of Mount (**A**) with M6x8mm Screws (**S-B**) using 4mm Allen Wrench (**T-B**).



STEP 2

Mark mounting location as shown using studfinder, Template (**C**), and pencil.



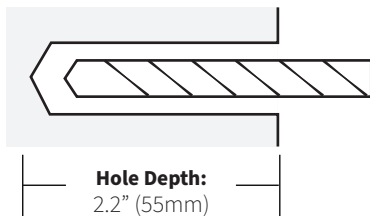
NOTE

Flush to Wall Installation

If you are installing the Mount Assembly with the bottom of the TV against a wall in the up position, it is recommended to leave a 3" (25.4mm) gap between the TV and the wall.

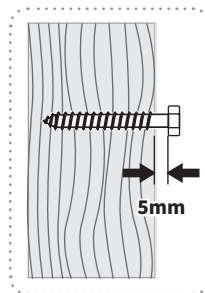
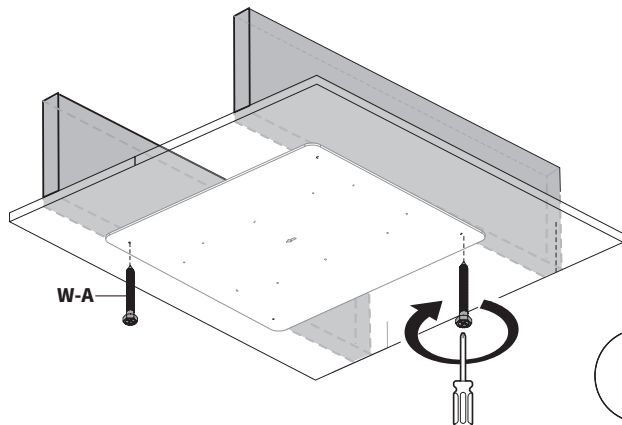
STEP 3

Drill mounting holes at marked locations using infographic below.



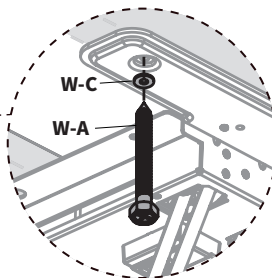
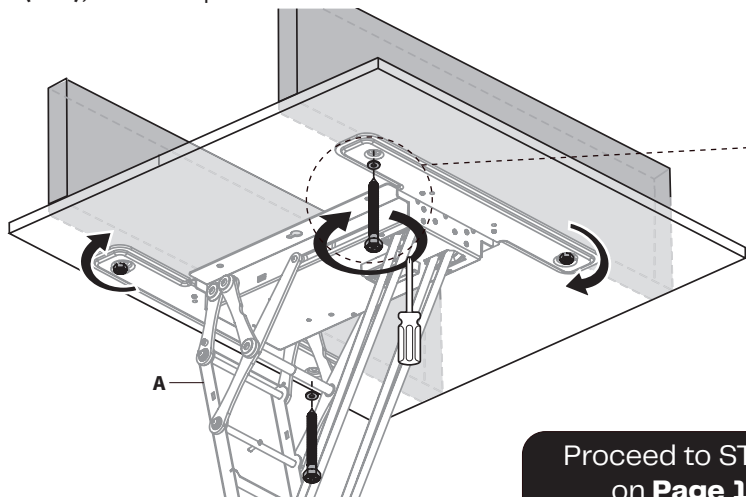
Drill Bit:
3/16" (4.5mm)

For the pilot hole(s) that align with the keyhole slot(s) on the mount, insert ST6.3x55mm Screw (**W-A**), leaving a 5mm gap from the ceiling.



Do NOT use included Anchors (W-B) for wood or drywall.

Hang Mount (**A**) so the screw heads are through the keyhole opening(s) and turn until the mount is support by the screw(s). Secure Mount using the remaining ST6.3x55mm Screws (**W-A**), M6 Washers (**W-C**), and a Phillips screwdriver.

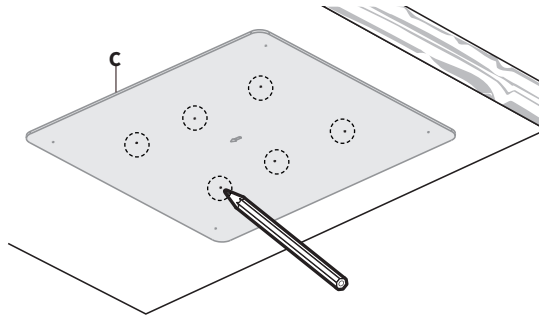


Proceed to STEP 3
on **Page 13**

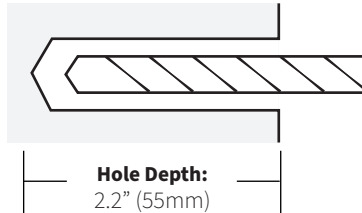
– Option 2 –
Solid Wood Mounting

STEP 1

Using Template **(C)**, mark the inner 6 holes as shown.

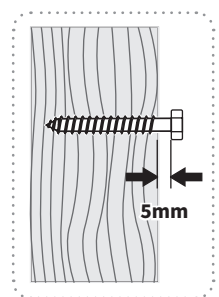
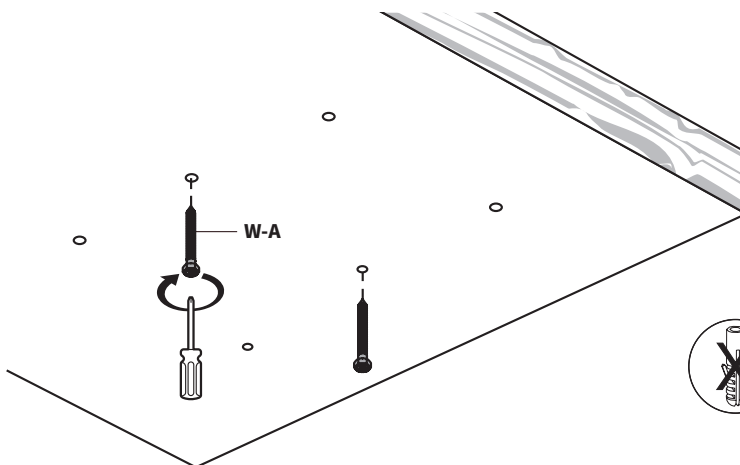


Drill mounting holes at marked locations using infographic below.



Drill Bit:
3/16" (4.5mm)

For the pilot holes that align with a keyhole slot on the mount, insert a ST6.3x55mm Screw **(W-A)**, leaving a 5mm gap from the ceiling.



**Do NOT use included
Anchors (W-B)
for wood or drywall.**

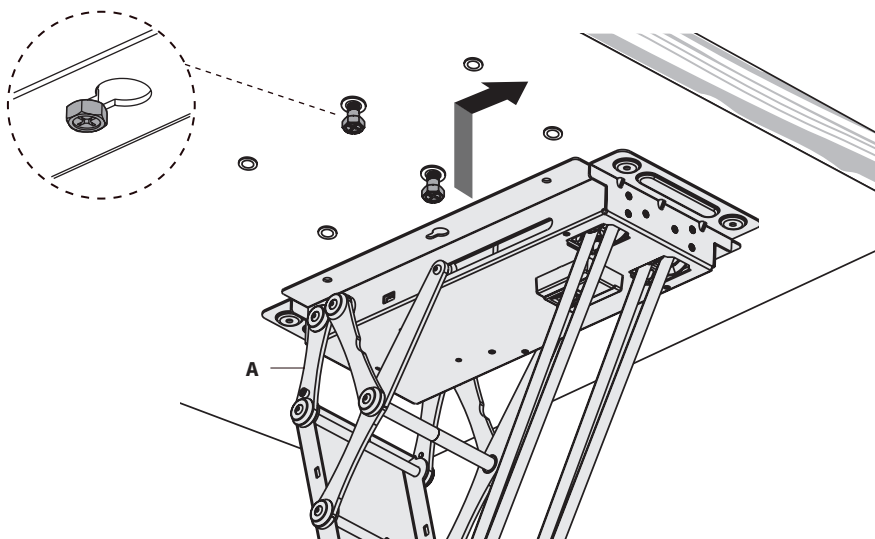
NOTE

Flush to Wall Installation

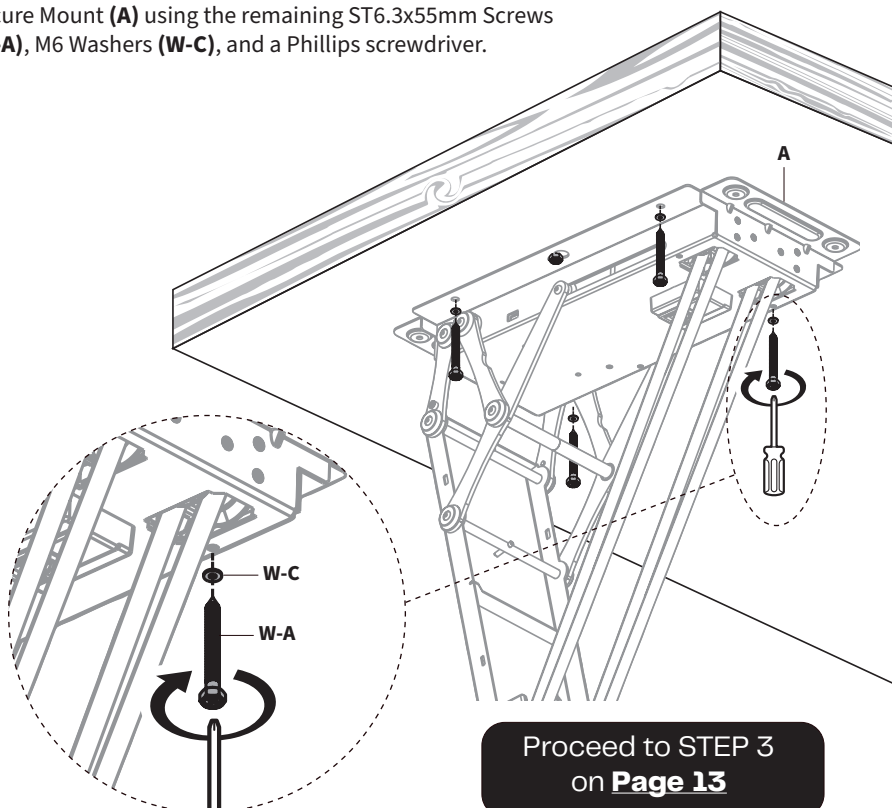
If you are installing the Mount Assembly with the bottom of the TV against a wall in the up position, it is recommended to leave a 3" (25.4mm) gap between the TV and the wall.

STEP 2

Hang Mount **(A)** so the screw heads are through the keyhole openings, then slide the Mount until it is supported by the screw heads.



Secure Mount **(A)** using the remaining ST6.3x55mm Screws **(W-A)**, M6 Washers **(W-C)**, and a Phillips screwdriver.

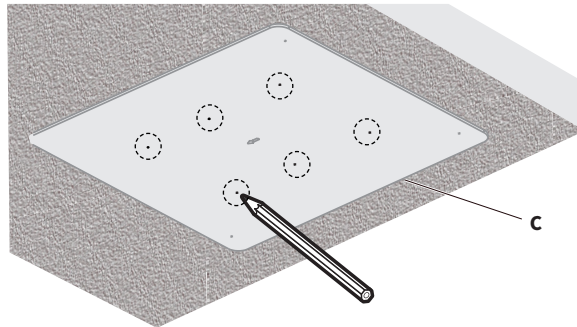


Proceed to **STEP 3**
on **Page 13**

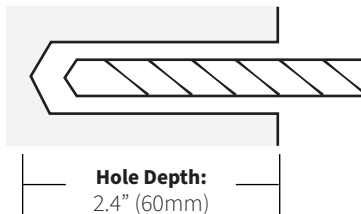
- Option 3 -
Concrete Mounting

STEP 1

Using Template (C), mark the inner 6 holes as shown.

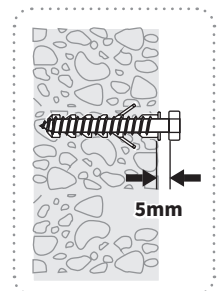
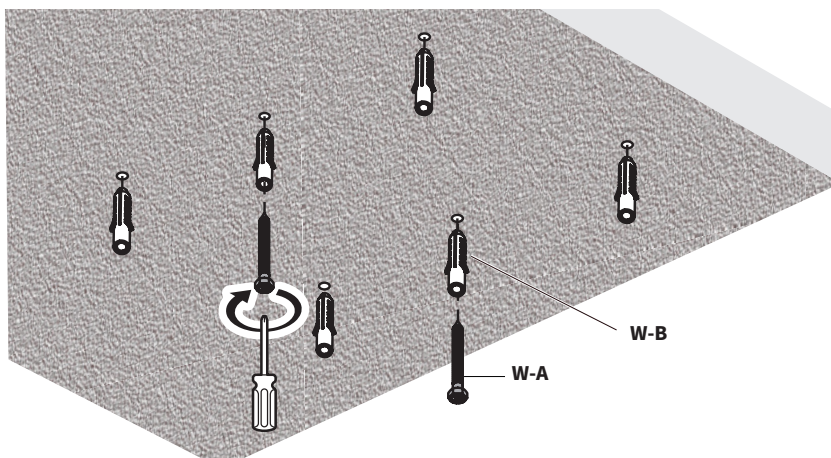


Drill mounting holes at marked locations using infographic below.



Drill Bit:
3/8" (10mm)

Insert Concrete Anchors (**W-B**) into holes. For the Concrete Anchors that align with a keyhole slots on the mount, insert a ST6.3x55mm Screw (**W-A**), leaving a 5mm gap from the ceiling.



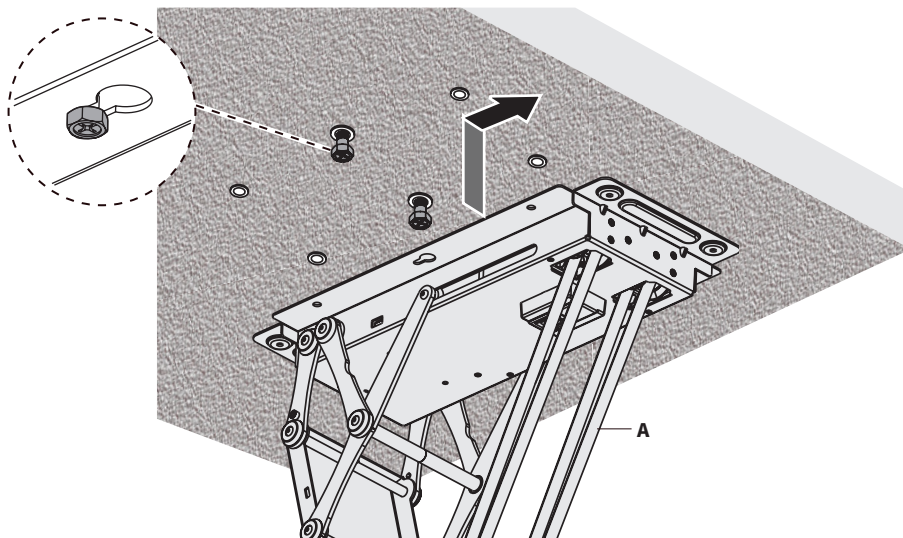
NOTE

Flush to Wall Installation

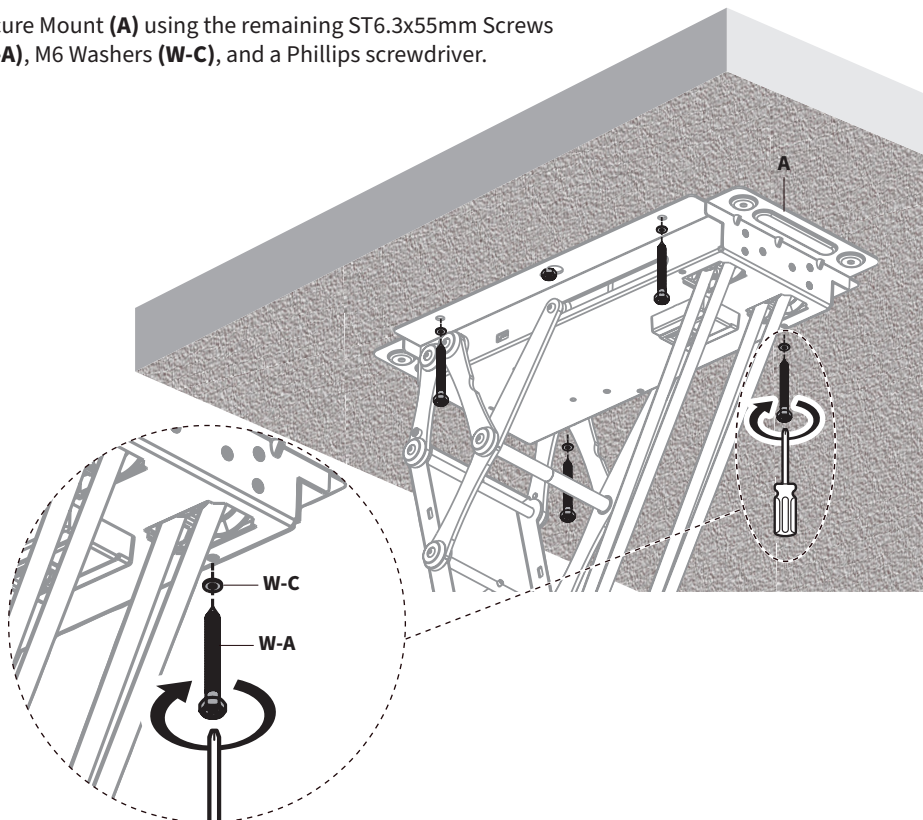
If you are installing the Mount Assembly with the bottom of the TV against a wall in the up position, it is recommended to leave a 3"(25.4mm) gap between the TV and the wall.

STEP 2

Hang Mount **(A)** so the screw heads are through the keyhole openings, then slide the Mount until it is supported by the screw heads.

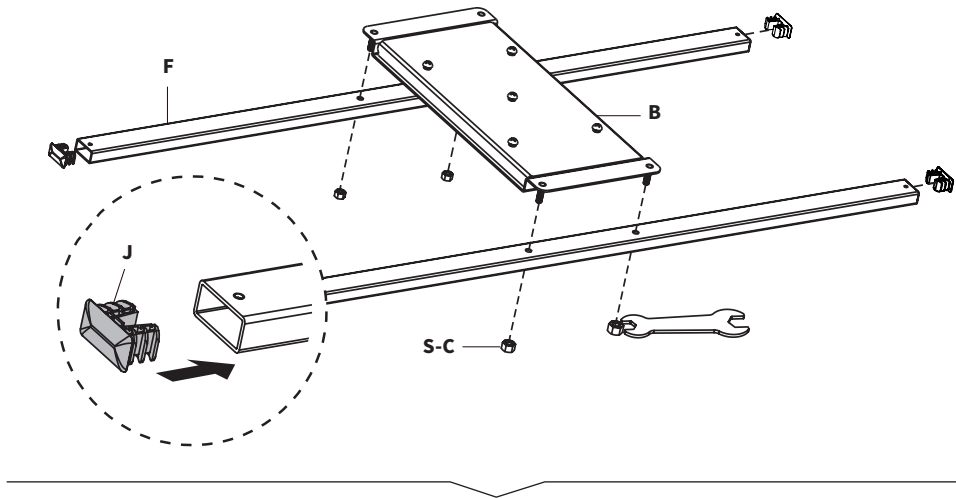


Secure Mount **(A)** using the remaining ST6.3x55mm Screws **(W-A)**, M6 Washers **(W-C)**, and a Phillips screwdriver.

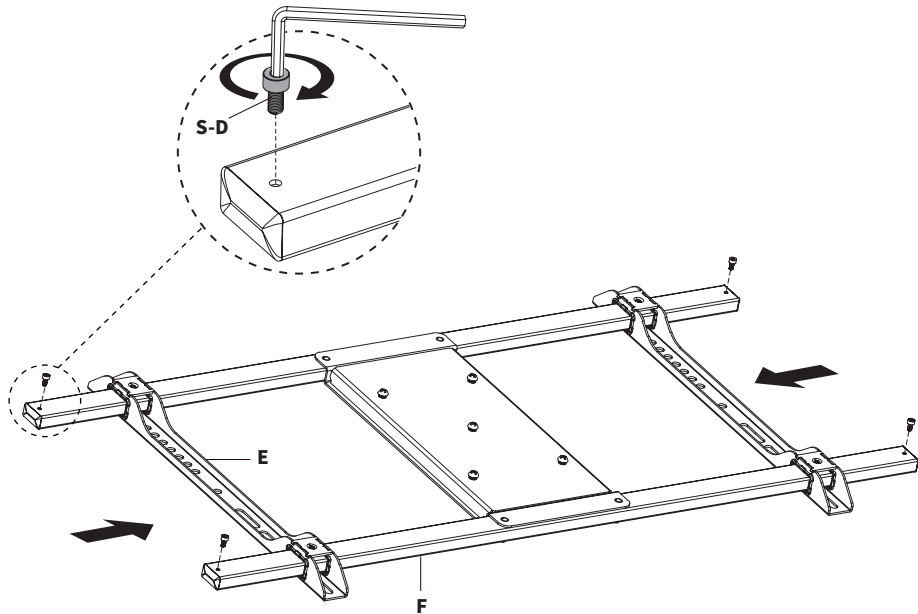


STEP 3

Attach Bracket Rails (**F**) to Center Plate (**B**) using M6 Nuts (**S-C**) and a wrench. Insert End Caps (**J**) into the ends of Bracket Rails.

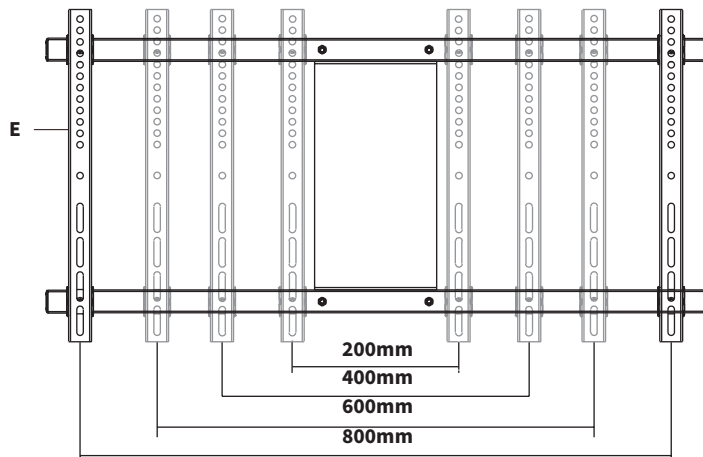


Slide VESA Brackets (**E**) onto Bracket Rails (**F**). Attach M4x8mm Screws (**S-D**) to the ends of Bracket Rails using 3mm Allen Wrench (**T-A**).

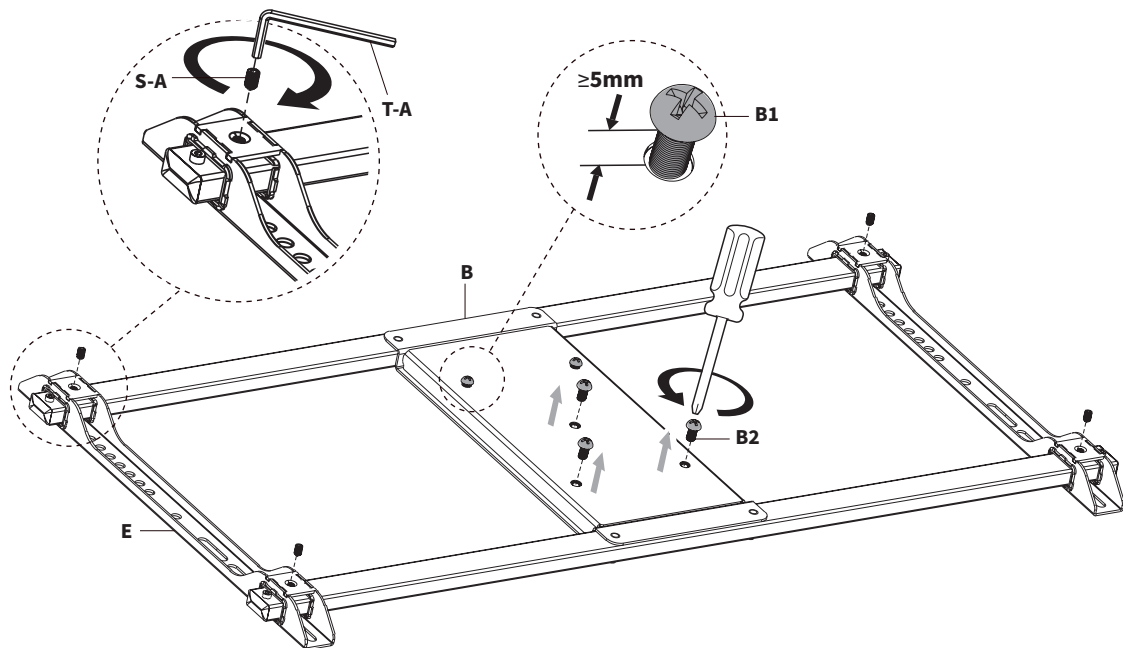


STEP 4

Slide VESA Brackets (**E**) to match your TV's VESA pattern.

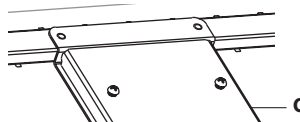
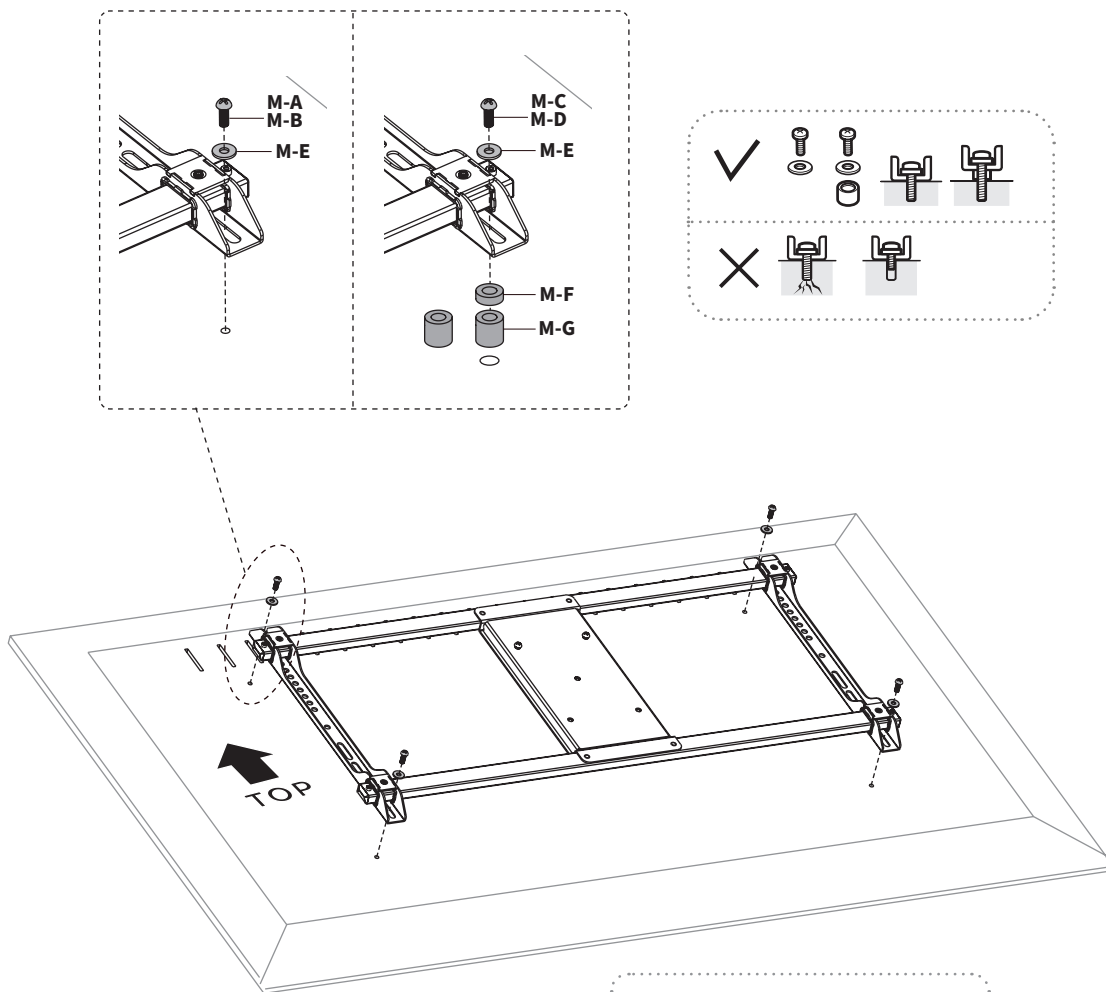


Insert Set Screws (**S-A**) into the ends of VESA Brackets (**E**) to lock them in place. Tighten using 3mm Allen Wrench (**T-A**). Loosen the top two Preinstalled Screws (**B1**) on Center Plate (**B**) until 5mm of threading is exposed. Remove the remaining 3 preinstalled screws (**B2**) and set aside for later.



STEP 5

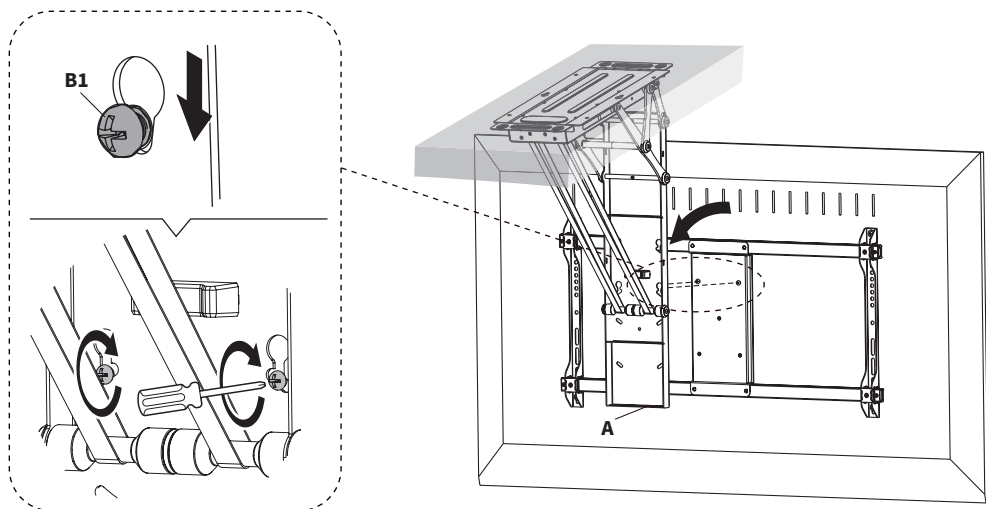
Attach VESA assembly to TV using appropriate mounting screws (**M-A through M-D**), M8 Washers (**M-E**), and Spacers (**M-F, M-G**).



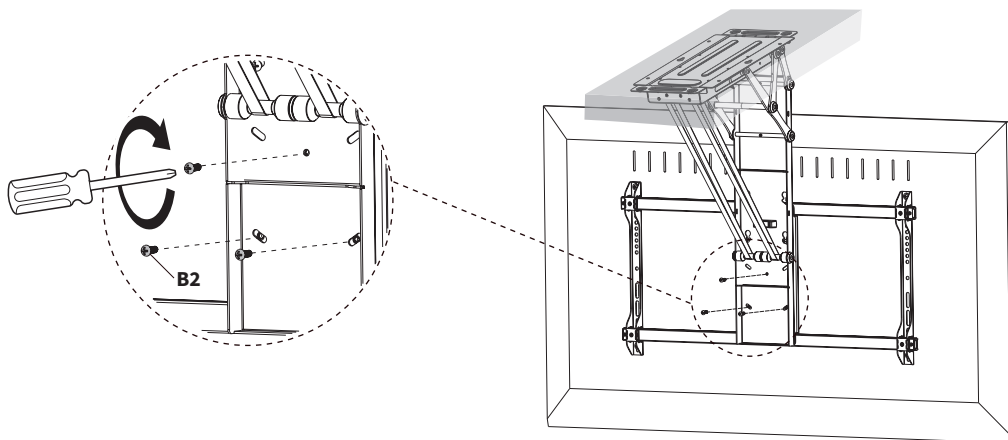
Ensure the end of Center Plate (**C**) with 2 loosened Screws is facing the *top* of the TV.

STEP 6

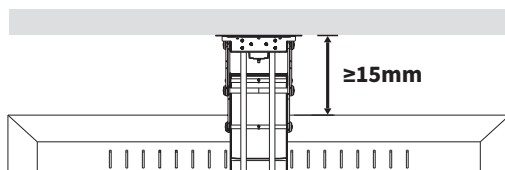
Place the TV with VESA bracket assembly onto Mount **(A)** by lining up top 2 loosened Screws **(B1)** and inserting into keyholes at desired height. Tighten Screws.



Secure Mount **(A)** using previously removed Screws **(B2)** and tighten with a Phillips screwdriver.

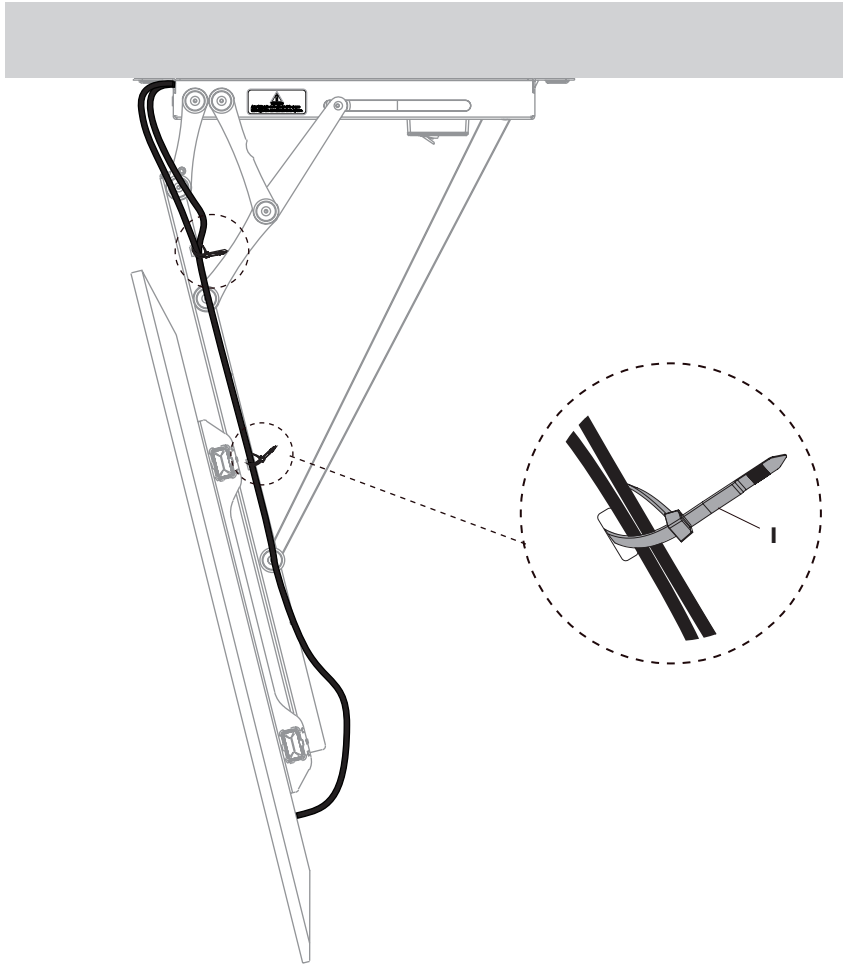


Clearance between the ceiling and top edge of TV should be no less than **15mm** when TV is in the fully lowered position.



STEP 7

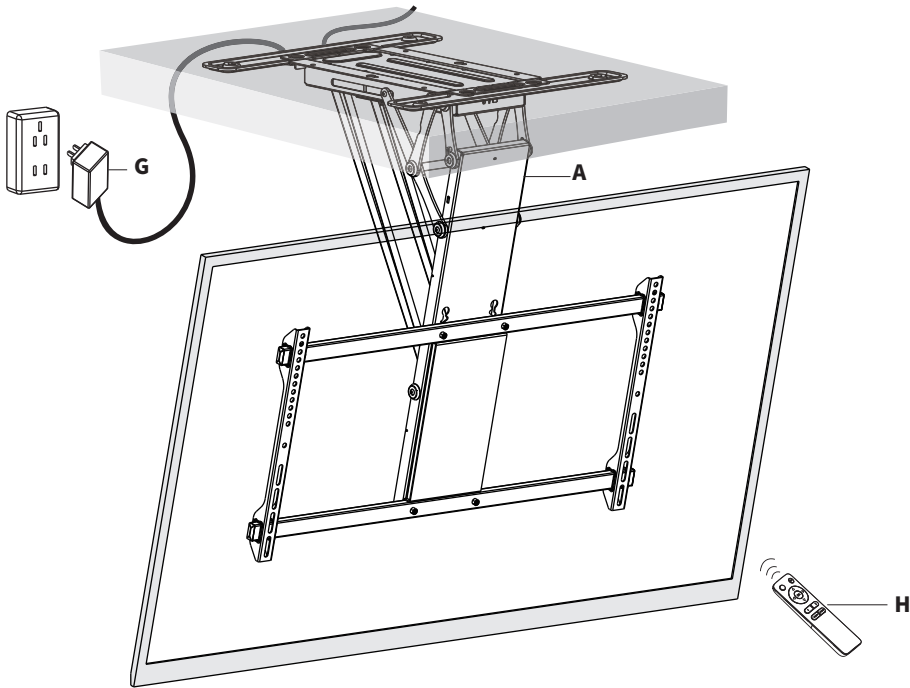
Run cables along mount and use Cable Ties (I) to secure in place. NOTE: Leave some slack in cables to allow for arm movement.



Leave some slack in cables to allow for arm movement.

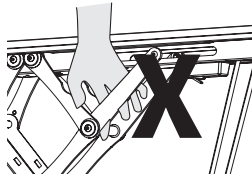
STEP 8

Plug AC Adapter (**G**) into Mount (**A**), and connect to an AC outlet. Use the Remote (**H**) manual for operating instruction. If Remote is not paired, follow the “Pairing the Remote” instructions on Page 22 to pair the Remote to the Mount.



****Warning****

Keep hands clear of moving mount to prevent injury.



Be sure to plug the AC Adapter (**G**) into a power outlet AFTER connecting it to the Mount. Connecting the Adapter in the wrong order may cause a large spark.



Mount Installed On Angled/Sloped Ceiling?

**** PLEASE FOLLOW PROGRAMMING INSTRUCTIONS BELOW ****

FAILURE TO PROPERLY PROGRAM THE MOUNT PRIOR TO USE ON A SLOPED, PITCHED, OR ANGLED CEILING MAY RESULT IN DAMAGE TO THE INTERNAL MOTOR CAUSING THE MOUNT TO FAIL AND REMAIN STUCK IN THE UP POSITION.

1 Retract Mount to Upright Position

Press and hold the OK button on the Remote (**H**) for 6 seconds. The mount will retract upward to it's folded position against the ceiling.

BELT TENSION APPEAR LOOSE?

If the belt tension is loose (fig. 2) firmly grasp both **Inner Belts** before proceeding to establish tension (fig. 3). Proceed with retracting mount and release **Inner Belt** when tension is tight (fig. 1)

2 Lower Mount

Short press and release the down button begin lowering the TV. Short press OK when the TV has reached the lowest position and has a secure tension (fig 1).

If the belt is loose (fig. 2), the mount was NOT stopped soon enough. Firmly grasp both Inner Belts (fig. 3) to establish tension, then short press and release the up arrow to begin raising the mount. Short press the OK button when tension is secure (fig.1).

3 Set Maximum Lowered Position


Press and hold the  button until the mount beeps. **Repeat 4 times.** After the 4th time, the mount will give a long beep, indicating that the lowest angle has been set. The mount is now ready for use.

Fig 1:
Belt is Tight:

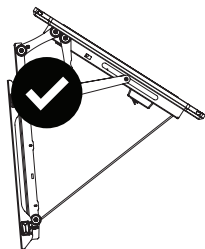


Fig 2:
Belt is Loose

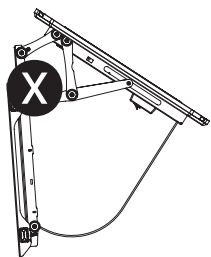
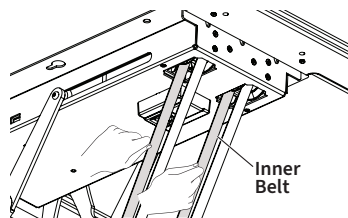
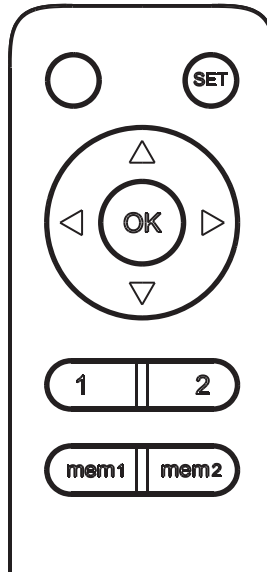


Fig 3:
Inner Belt

Hold Inner Belt tight while lowering mount in Step 2, releasing when tension matches fig 1.

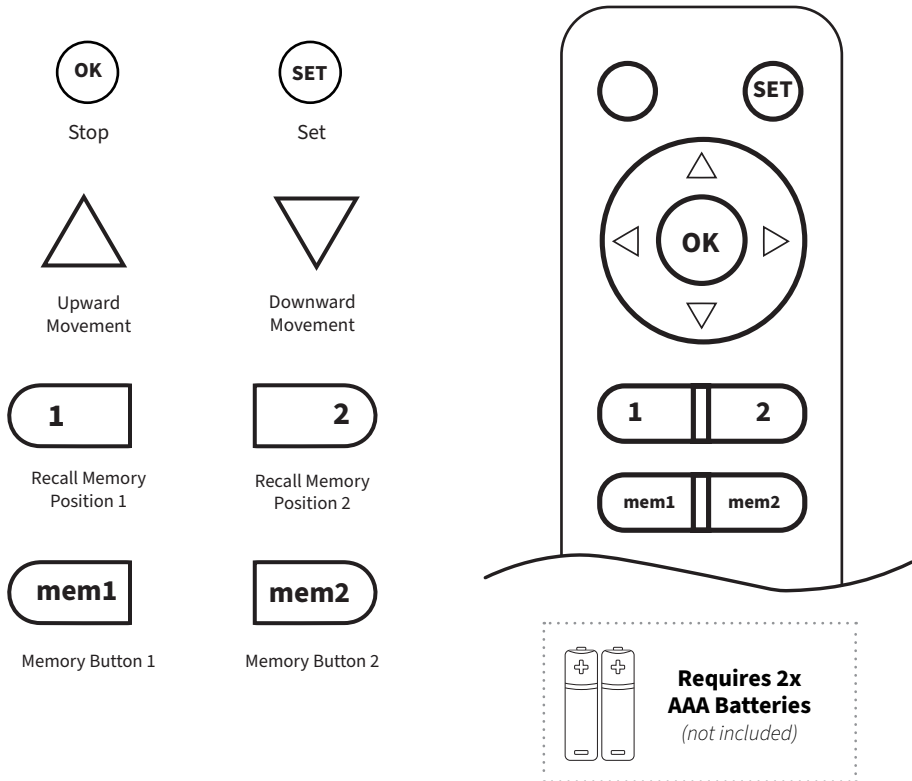








Remote

User Guide

Remote Control Manual



First Time Use

1. Install two AAA batteries (*not included*) in the Remote.
2. Plug the mount in. The mount will beep once, and will be ready for operation.
3. Press the  button to move the TV upward toward the ceiling. Press the  button to stop the motion.
4. Press the  button to move the TV downwards toward the lowest position (75° angle). Press the  button to stop the motion.

Save & Recall Memory Settings

To save a certain location to memory, press and hold the **mem1** or **mem2** button for 1 seconds. The mount will beep, indicating the position has been saved to memory.

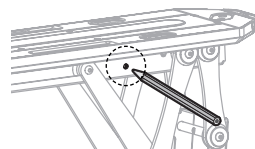
To recall memory locations, press **1** or **2** and the TV mount will automatically adjust to saved memory location of the corresponding memory button.

Reset

Unplug the power for 10 seconds, then re-plug the power. Press the **OK** button for 6 seconds. The Mount will retract to the highest position, indicating that the system has been successfully reset.

Pairing the Remote

Step 1: With the Mount powered on, quick press the small button on the left side of the Mount with a thin tool (such as a paperclip) as shown. The unit will beep, indicating readiness for pairing.

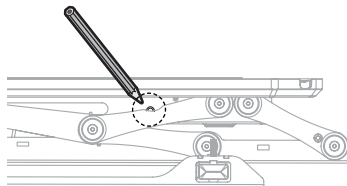


Step 2: Immediately quick press the **SET** button on the Remote (you have 3 seconds to complete this after pressing the button on the Mount).

The Mount will beep repeatedly for 10 seconds, indicating that the Remote is being programmed to the Mount. When the beeping has stopped, the Mount will be ready for operation.

Note: The Mount can be paired with up to 20 Remotes.

Folded Mount Pairing: If the Remote needs to be paired while the Mount is folded, the small button may be partially obscured. Angle your thin tool to reach the button.



Unpairing the Remote

Press and hold the small button on the control box with a thin tool until two beeps are heard. The two beeps indicates that the Mount is successfully unpaired from all Remotes and the App.

Pairing Remote to Multiple Units

The included Remote may be paired to multiple units, allowing all installed Mounts to be controlled simultaneously. Follow the steps outlined in “Pairing the Remote” on Page 22 for each Mount to pair to a single Remote.

To change each unit back to using individual Remotes, first unpair the Mounts from the Remote following the “Unpairing the Remote” instructions on Page 22. Then repeat the pairing steps using the individual Remotes for each Mount.

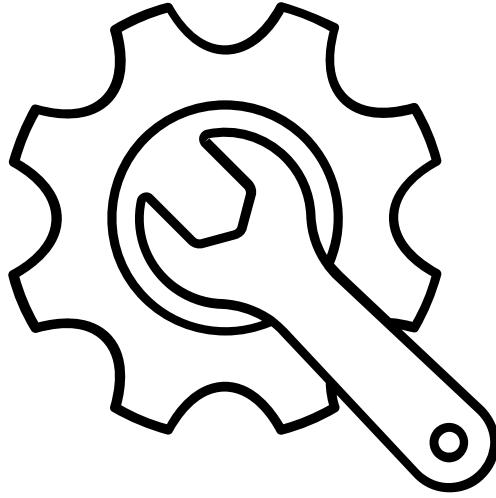
Replacing Remote

Replacing the Remote

If the original remote has been lost, please contact us 309-278-5303 or help@vivo-us.com.

To pair the replacement Remote with the Mount, follow the “Pairing the Remote” instructions on Page 22.

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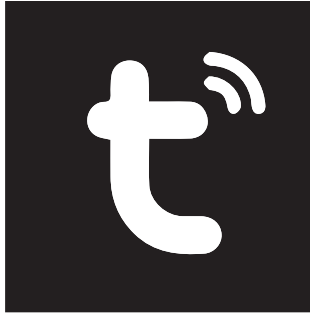


Troubleshooting

Troubleshooting

Find solutions to possible issues in the chart below.

Problem	Solution
The Mount is Making a Buzzing Alarm Sound	This signals an error in Mount position. Reset the system by following the “Reset” instructions on page 22.
Remote Battery Drains Too Quickly	Make sure that your Remote has fresh batteries. If problem persists with fresh batteries, please contact us at 309-278-5303 or help@vivo-us.com to replace the Remote.
Remote Buttons Don’t Work	Check to make sure the Remote has working batteries. If the problem persists, try to re-pair the Remote following the “Pairing the Remote” instructions on page 22. If the problem persists, please contact us at 309-278-5303 or help@vivo-us.com to replace the Remote. If the problem persists with the replacement Remote, contact us to replace the product.
Remote Has Limited Range	If your Remote has a limited range and won’t function unless it is within 10 feet (3 meters) of the Mount, replace the batteries. If the problem persists, please contact us at 309-278-5303 or help@vivo-us.com to replace the Remote.
Mount Has Limited Tilt Range	If your TV can’t reach the angles of 0° or 75°, reset the system following the instructions of the “Reset” section on page 22. If the problem persists, please contact us at 309-278-5303 or help@vivo-us.com to replace the product.
Mount Won’t Operate	Check to see if the Power Adapter is properly connected to the Mount. If so, plug the Power Adapter into a power source. If there is no buzzer tone or red light power indication, please contact us at 309-278-5303 or help@vivo-us.com to replace the Power Adapter. If the problem persists with the replacement Power Adapter, contact us to replace the product.
Mount Makes an Abnormal Noise	Please contact us at 309-278-5303 or help@vivo-us.com to replace the product.



TUYA[®] Smart | Mobile App

Setup & Use

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



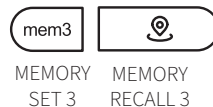
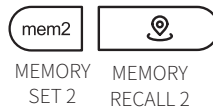
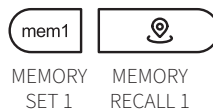
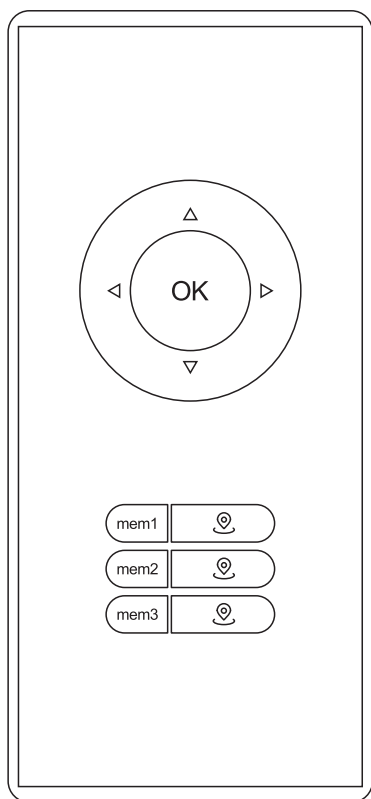
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Google Play



Download on the
App Store






Tuya App | Basic Functions






Standard Operation

Using Arrow Keys

UP: Tap the  button to move the TV upward toward the ceiling. Press the  button to stop the motion.

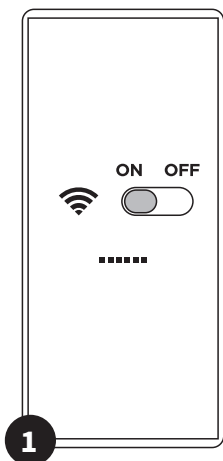
DOWN: Tap the  button to move the TV downwards toward the lowest position. Press the  button to stop the motion.

Saving & Using Memory Settings

Use the arrow buttons to set your desired TV position. Then select one of the 3 Memory Buttons to save the position as a preset. To return to a preset, simply select the  icon next to the desired Memory setting. For example, to return to Memory Setting 2, select the  icon next to .

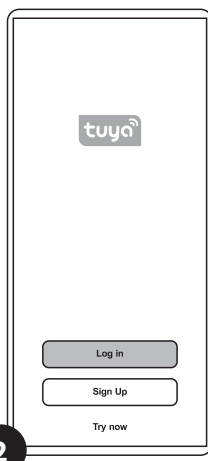
Please note: Tuya Smart app has three memory functions, while the standard remote has only two.

Setting Up & Creating an Account



TURN ON WIFI

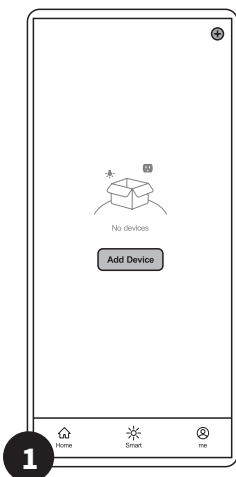
Before you begin, ensure that Wifi is enabled on your phone.



CREATE ACCOUNT

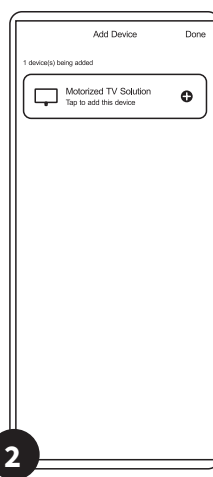
Open Tuya Smart App and select **Sign-Up** from start screen. Follow on-screen prompts.

Pairing to Mount



ADD DEVICE

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

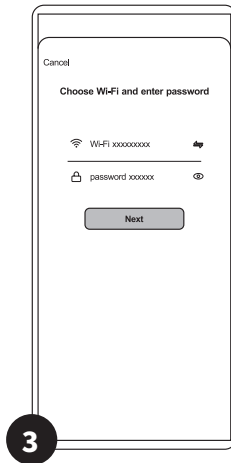


MOTORIZED TV SOLUTION

Tap **Motorized TV Solution** in the Auto Scan page and go to “Next”.

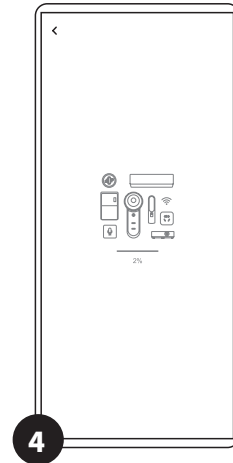
Only one Tuya Smart account can be synced to Mount at one time.

If Mount does not appear, refer to “Unpairing Mount from App (option 2)”



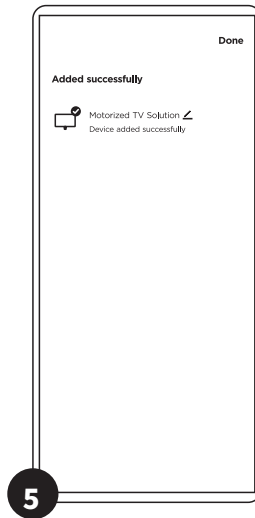
CONNECT TO WIFI

Select your Wifi from available list and enter password to enable mount access. Tap “Next”.




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.



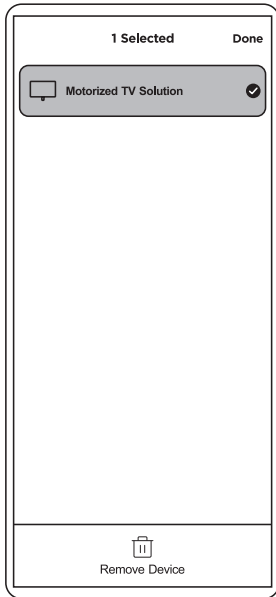
DEVICE ADDED SUCCESSFULLY

Once connection is made, a confirmation screen will show. Click “Done” to enter the Remote Dashboard.

Note: From here, you can tap the  icon to change the name of your TV mount, if desired.

Turn to **Page 27** for operation instructions.

Unpairing Mount from App



From the Home screen, locate your TV mount, then long press to open device options.

Option 1: Select **Remove Device** at the bottom of the screen to unpair the mount from your app.

Option 2: Long press the **(SET)** button on the Remote for 5 seconds. A beep is emitted signaling the Mount is disconnected from the app.

Reset Mount with App

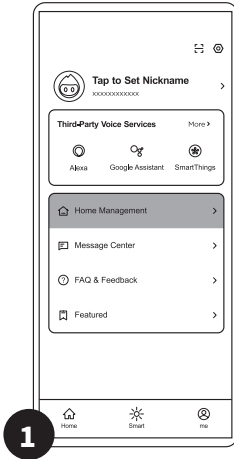
RESET MODE

If the Mount operates abnormally, it may be necessary to perform a reset of the Mount.

To reset, unplug the mount from power for 10 seconds and plug back in. Press and hold the **(OK)** button for 6 seconds. The Mount will go up to it's highest position and the control box will emit 2 short beeps, indicating that the process is complete.

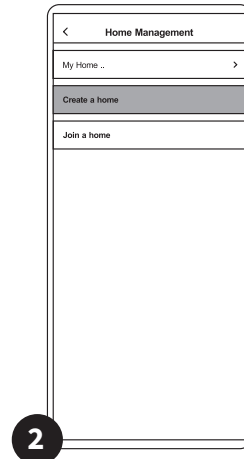
Syncing Other Mobile Devices

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.



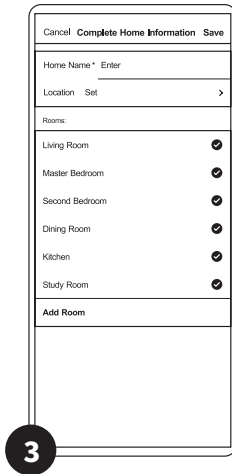
HOME MANGEMENT

Select the **ME** (👤) icon to navigate to the Home screen. Tap **Home Management**.



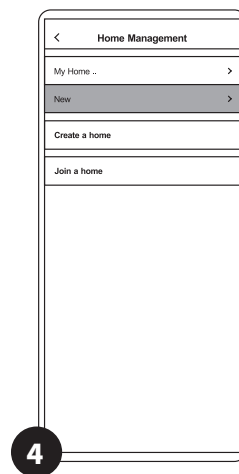
CREATE A HOME

Tap **Create A Home** to proceed.



SET UP HOME

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

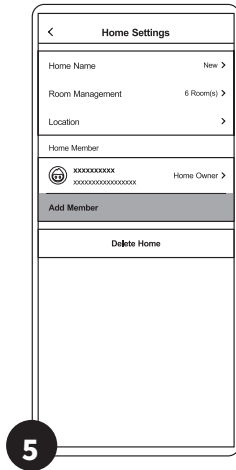


HOME

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

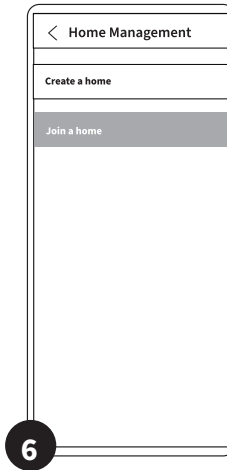
Please note: The **Home Name** has a 25 character limit.

Syncing Other Mobile Devices – Cont'd



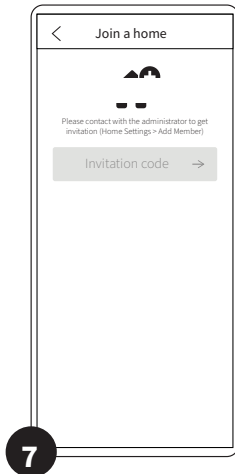
INVITE OTHER MEMBERS

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.



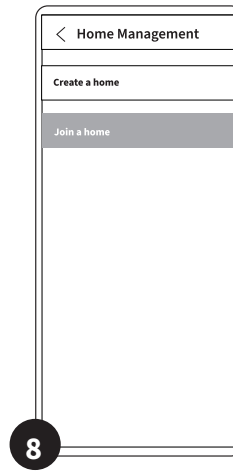
JOINING A HOME

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



ENTER INVITATION CODE

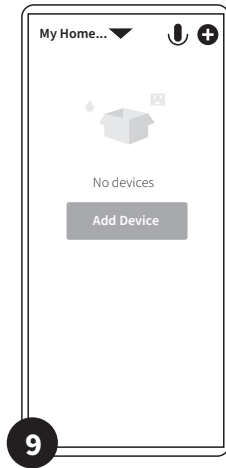
Enter the code that was received with the invitation and tap ➡ to continue.



HOME ADDED

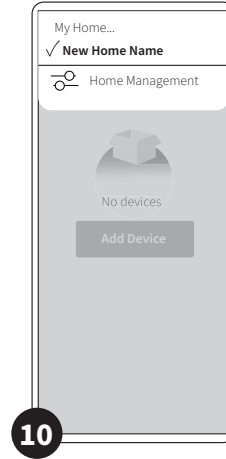
The new **Home** will now show under **Home Management**.

Syncing Other Mobile Devices – Cont'd



CHANGING HOME SCREEN

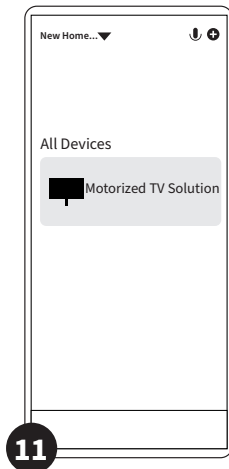
Select the 🏠 icon to navigate to the Home screen. Tap the ▼ next to *My Home...* at the top of the screen.



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.



DEVICE ADDED

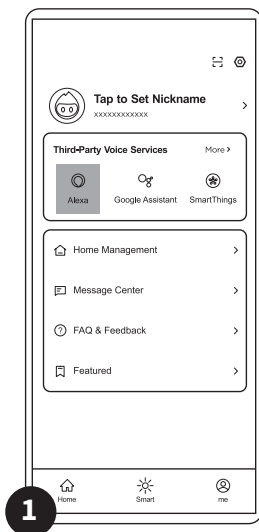
New home screen will now show mount. Click on mount name to activate controls.



Voice Control

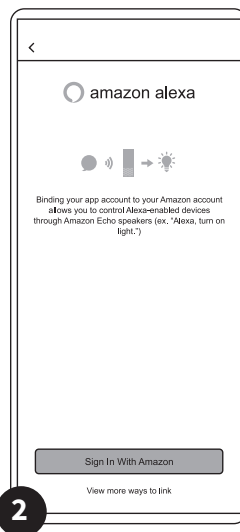
Amazon Alexa® & Google Home®
Setup & Use

Setting Up Amazon Alexa



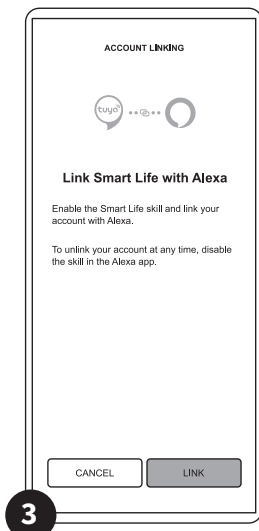
DOWNLOAD AMAZON ALEXA APP

Download the Amazon Alexa app from the App Store or Google Play. Once installed, return to the Tuya app and tap on "me" in the bottom right corner, and tap "Alexa".



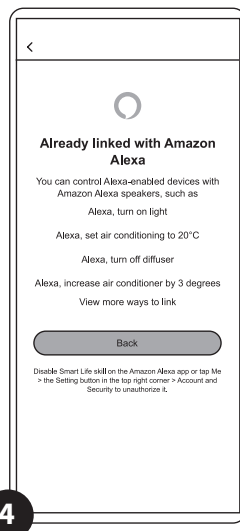
SIGN IN

Click "Sign in with Amazon".



LINK

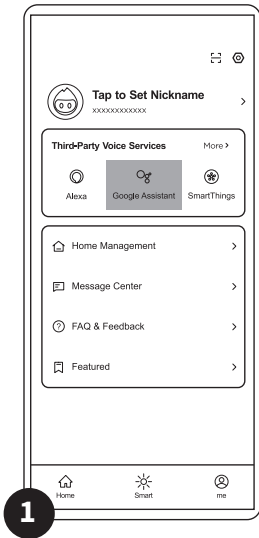
Tap "Link" to begin the linking process.



DEVICE ADDED

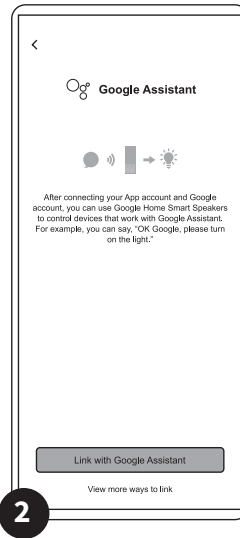
Once the linking is complete, you can start controlling the TV mount via Amazon Alexa.

Setting Up Google Home



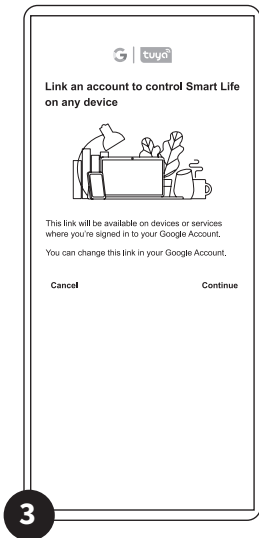
DOWNLOAD GOOGLE HOME APP

Download the Google Home app from the App Store or Google Play. Once installed, return to the Tuya app and tap on "me" in the bottom right corner, and tap on "Google Assistant".



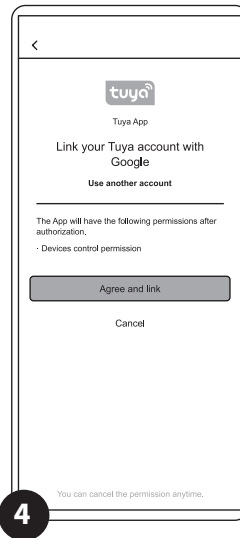
LINK

Tap "Link with Google Assistant" to launch the Google Home app.



CONTINUE

Tap "Continue" to return to the Tuya App.



DEVICE ADDED

Tap "Agree and link" to return to the Google Home app. The linking is complete, and you can start controlling the TV mount via Google Home.

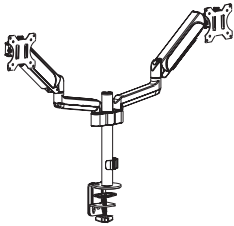
Voice Commands

Action	Amazon Alexa®	Google Home®
Upward Movement	Alexa, set <devicename> to up	OK Google, set , <deviceName> to up
Downward Movement	Alexa, set <devicename> to down	OK Google, set <deviceName> to down
Stop	Alexa, set <devicename> to stop	OK Google, set <deviceName> to stop
Save Current Position as Memory 1	Alexa, set <devicename> to Memory one	OK Google, set <deviceName> to Memory one
Save Current Position as Memory 2	Alexa, set <devicename> to Memory two	OK Google, set <deviceName> to Memory two
Save Current Position as Memory 3	Alexa, set <devicename> to Memory three	OK Google, set <deviceName> to Memory three
Move to Memory Position 1	Alexa, set <devicename> to Position one	OK Google, set <deviceName> to Position one
Move to Memory Position 2	Alexa, set <devicename> to Position two	OK Google, set <deviceName> to Position two
Move to Memory Position 3	Alexa, set <devicename> to Position three	OK Google, set <deviceName> to Position three
Move to Initial Position	Alexa, set <devicename> to Home	OK Google, set <deviceName> to Home



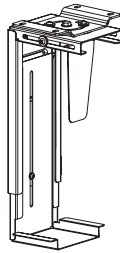
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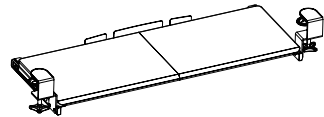
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