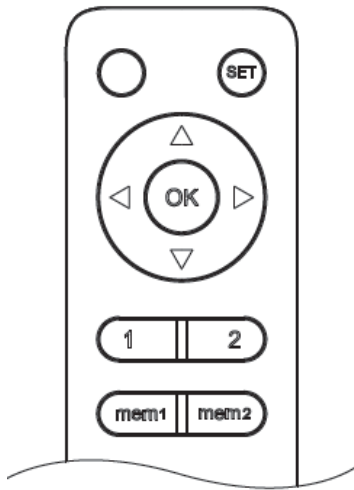


MOUNT-E-MM070 Remote Control

Instruction Manual



SKU: MOUNT-E-MM070 Remote Control



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-mm070>

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



help@vivo-us.com



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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.

BUTTON FUNCTIONS



**Downward
Movement**



**Upward
Movement**



Retract/Reset



Memory Button 1



Memory Button 2



**Recall Memory
Position 1**



**Recall Memory
Position 2**

REMOTE CONTROL OPERATING INSTRUCTIONS

Install two AAA batteries (*not included*) in the remote. Plug the mount in. The mount will beep once, and will be ready for operation.

UPWARD/DOWNWARD MOVEMENT

Press and hold the up button to raise the TV. Press and hold the down button to lower the TV.

SAVE AND RECALL MEMORY

To save a certain location to memory, press and hold the mem1 or mem2 button for 2 seconds. The mount will beep, indicating the position has been saved to memory. To recall memory locations, press the (1) or (2) button. The TV mount will automatically adjust to saved memory locations 1 or 2.

RETRACT TO WALL

To fully raise and retract the arm to the wall, press the OK button. Press any button to stop the movement if needed.

REPLACING THE REMOTE CONTROL

If the original remote has been lost, please contact us for a new one. To pair the replacement remote with the mount:

1. Use a thin tool (such as a paperclip) to press the small button on the left side of the mount's control unit (left box). The mount will beep once.
2. Press the SET button on the replacement remote. The mount will beep repeatedly for 10 seconds to indicate that the remote is being programmed to the mount. When the beeping has stopped, the mount will be ready for operation.

RESET MOUNT

If the TV wall mount operates abnormally, it may be necessary to perform a reset of the mount. To reset the TV wall mount, unplug the mount from power for 10 seconds and plug back in. Hold the OK button for 5 seconds. The mount will raise to the maximum position and beep once, then lower to the minimum position and beep twice.

To clear the memory, use a thin tool (such as a paperclip) to press the small button on the left side of the mount's control unit (left box). The mount will beep once. Press and hold the button again for 10 seconds or until the mount beeps twice to confirm clearing.

(NOTE: The memory clearing process may also be necessary if replacing the remote control)


TROUBLESHOOTING

PROBLEM	SOLUTION
The Mount Will Not Operate	1. The system may be overheating. If the mount beeps twice after pressing a button, allow to cool for 12 minutes. 2. The remote may not be paired with the mount. Refer to REPLACING THE REMOTE CONTROL. 3. Check to make sure the power cable is plugged in.
Abnormal Operation	1. Reset the TV mount. Refer to RESET MOUNT.
Remote Control Range is Too Short	1. Replace the batteries. If the problem is not resolved, please contact us to replace the remote control.
The TV Stops Moving	1. Ensure there are no cables or objects preventing the mount from moving. 2. The TV weight may exceed the 77lb (35kg) weight limit. 3. The motor cable may be damaged. Reset the mount. If the problem continues, contact us for replacement.
Abnormal Noise	Please contact us to replace the product.



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.


 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

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AVG. RESOLUTION TIME (*within office hrs*): **< 15 M**

 309-278-5303

AVG. RESOLUTION TIME (*within office hrs*): **5M 4S**