V·I·V·O

Electric Large TV Wall Mount

Instruction Manual

TUYA® SMART
Mobile App

⚠ CAUTION! ⚠

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.

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: DO NOT INSTALL INTO DRYWALL ALONE

VERIFY YOUR WALL CONSTRUCTION. USE WOOD STUDS TO MOUNT. We include mounting for brick and concrete walls. If unsure, please contact us at vivo-us.com, email at help@vivo-us.com, or call us at 309-278-5303.

ELECTRICAL SAFETY INSTRUCTIONS

THIS PRODUCT IS POWERED BY ELECTRICITY. IN ORDER TO AVOID BURNS, FIRE AND ELECTRIC SHOCK, PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY.
- DO NOT CLEAN PRODUCT WHILE POWER IS CONNECTED.
- DO NOT DISASSEMBLE OR REPLACE COMPONENTS WHILE POWER IS CONNECTED.
- NEVER OPERATE THE SYSTEM WITH A DAMAGED CORD OR PLUG. PLEASE CONTACT YOUR SELLER TO REPLACE DAMAGED PARTS.
- NEVER OPERATE SYSTEM IN DAMP ENVIRONMENTS OR IF ANY ELECTRICAL COMPONENTS HAVE MADE CONTACT WITH LIQUIDS.
- ALTERATIONS OF THE GIVEN POWER UNIT ARE NOT ALLOWED.
- OUTDOOR USE IS PROHIBITED.

We're Here for You

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.

Give us a Call:
309-278-5303

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

Chat Us:
www.vivo-us.com
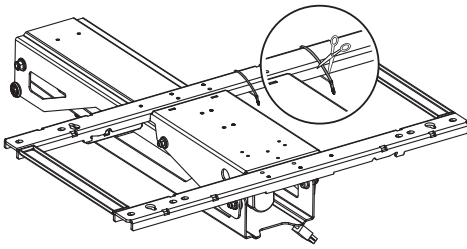
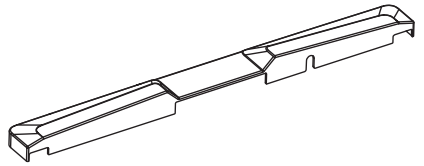AVG. RESOLUTION TIME *(within office hrs)*: **< 15 M**

Email Us:
help@vivo-us.com

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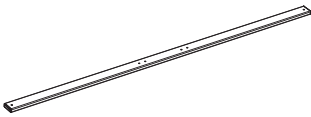- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr
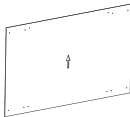
Package Contents

A (x1)
Mount

B (x2)
Cover

C (x2)
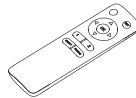VESA Rail
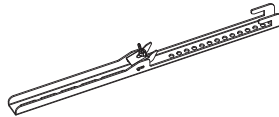
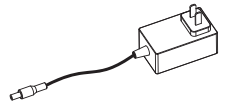**D** (x2)
VESA Bracket

E (x2)
Connecting
Bracket

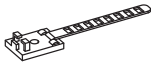**F** (x1)
Template

G (x1)
Remote

H (x1)
AC Adapter

I (x2)
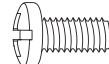Cable Clips

Included Hardware & Tools
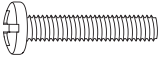
S-A (x4)
M4x20mm
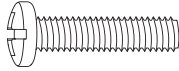Threaded Rod

S-B (x4)
M4x8mm Screw

M-A (x4)
M6x14mm Screw

M-B (x4)
M8x16mm Screw

M-C (x4)
M6x30mm Screw
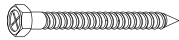
M-D (x4)
M8x35mm Screw
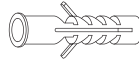
M-E (x4)
M8 Washer

M-F (x4)
Small Spacer

M-G (x4)
Large Spacer

W-A (x6)
ST6.3x55mm Screw

W-B (x6)
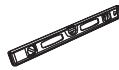Concrete Anchor

W-C (x6)
M6 Washer

T-A (x1)
2mm Allen Wrench

Tools Needed:

Tape Measure

Stud Finder

Level

Pencil

Power Drill

10mm Socket Wrench
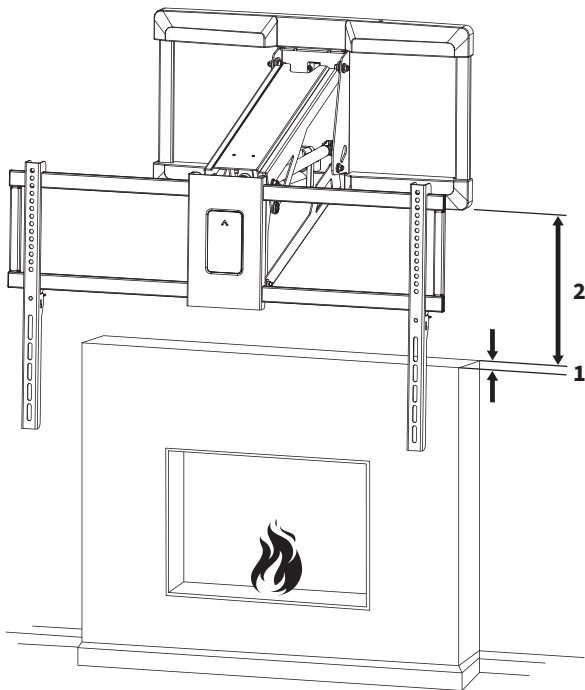
Phillips Screwdriver

Weight Capacity:

110lbs (50kg)

Preassembly

Measure your Mantel Width **(1)** and locate the nearest range on the chart below. Use the Mounting Height **(2)** in the right column that matches up with your Mantel Width.

Locate the Mounting Height that best matches your Mantel Width.

Mantel Width (1)	Mounting Height (2)
≤ 4" (100mm)	≥ 3 ⅛" (80mm)
≤ 7 ⅞ (200mm)	≥ 7 ⅞" (200mm)
≤ 11 ¾ (300mm)	≥ 9 ⅞" (250mm)
≤ 13 ¾ (350mm)	≥ 11 ¾" (300mm)

**Mark your Mounting Height on this chart
and reference back when installing the mount to the wall.**

OVERHEATED WARNING

Ensure the front edge of the mantel does not exceed 110°F (43°C) while in the down position.

ASSEMBLY STEPS

STEP 1a | Wood Stud Installation

Using the Mounting Height **(2)** in the Preassembly, hold the Mounting Template **(F)** up to the wall and mark the four inner holes using a pencil and a level. Use of a stud finder is also highly recommended.
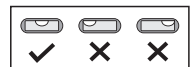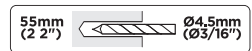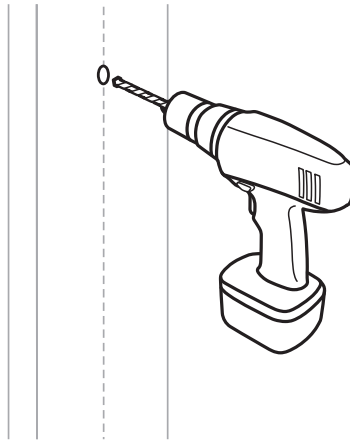

F
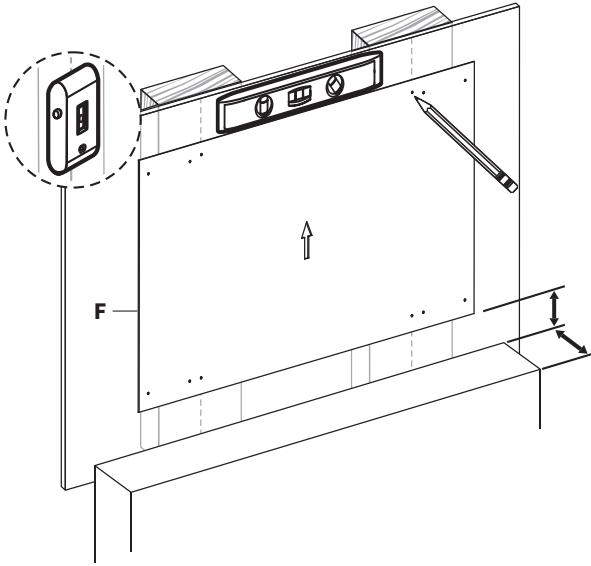
Note: The inner 4 holes have a 16" (406mm) spacing ideal for most studs along with the top 2 being the keyhole attachment point for easier mounting.
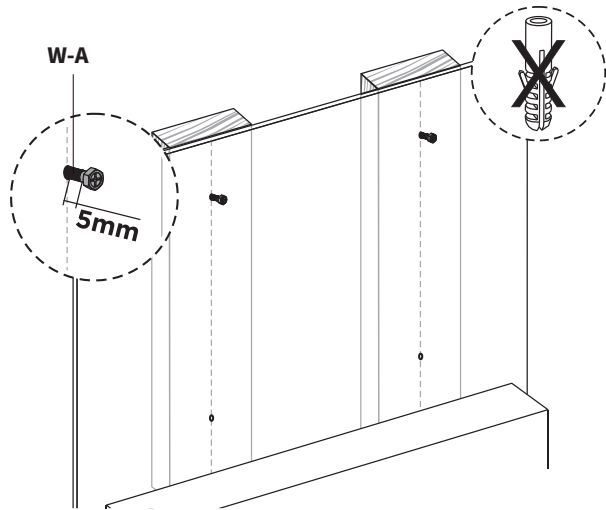
The middle holes are spaced 17.7" (450mm) and the outer holes are 24" (610mm).

Drill 2.2" (55mm) deep pilot holes using a 3/16" (4.5mm) drill bit.

3/16"
(4.5mm)

55mm
(2 2")   Ø4.5mm
(Ø3/16")

Partially install two ST6.3x55mm Screws **(W-A)** into the top holes using a 10mm Socket Wrench, leaving a 5mm gap between the wall and the screw head.

Hang the Mount **(A)** onto the partially installed screws through the keyhole sections and slide into place. Secure the bottom of Mount using ST6.3x55mm Screws **(W-A)** and M6 Washers **(W-C)**. Tighten all of the screws using a 10mm Socket Wrench.

Using the Mounting Height **(2)** in the Preassembly, hold the Mounting Template **()** up to the wall and mark the four inner holes and the top 2 outermost holes using a marker and a level.

Note:
The inner 4 holes have a 16" (406mm) spacing with the top 2 being the keyhole attachment point for easier mounting.

The middle holes are spaced 17.7" (450mm) and the outer holes are 24" (610mm).
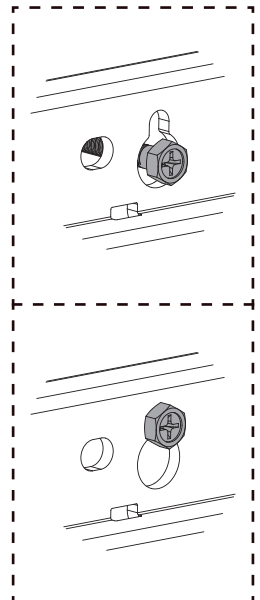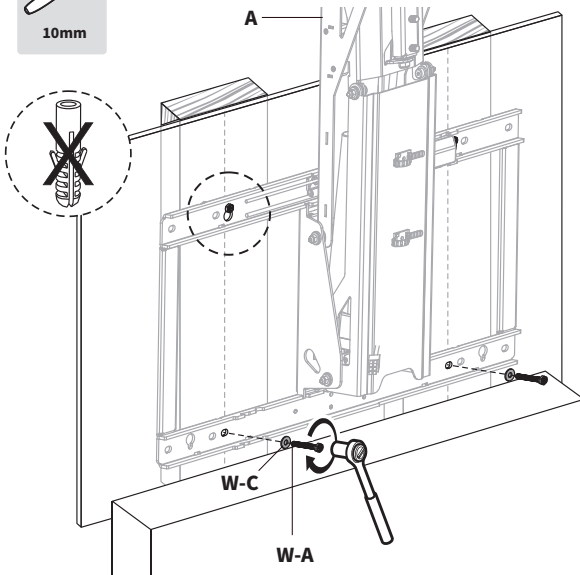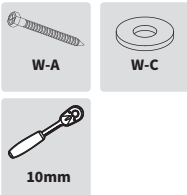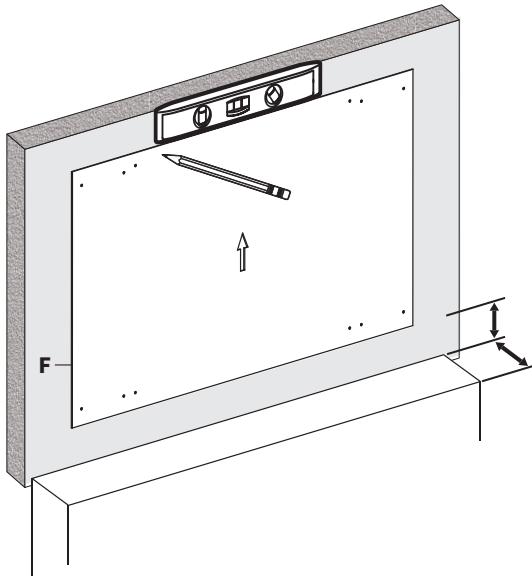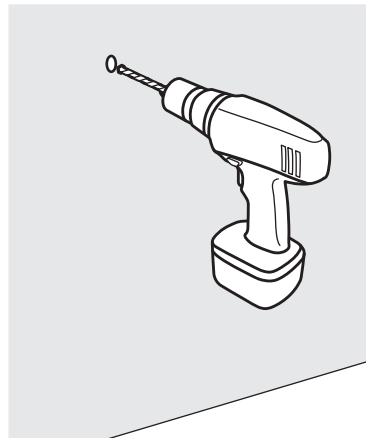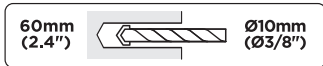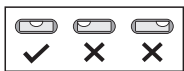
- -

Drill 2.4" (60mm) deep pilot holes using a 3/8" (10mm) drill bit.

**3/8"
(10mm)**

✓ ✗ ✗

**60mm
(2.4")**   **Ø10mm
(Ø3/8")**

Press Concrete Anchors **(W-B)** into the previously drilled holes. Partially install ST6.3x55mm Screws **(W-A)** into the top inner holes using a 10mm Socket Wrench, leaving a 5mm gap between the wall and the screw head.

W-A
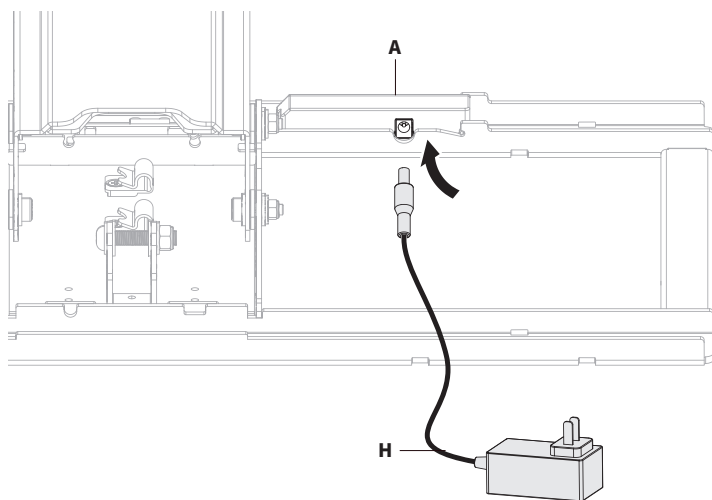
W-B

10mm

W-A

W-B

5mm
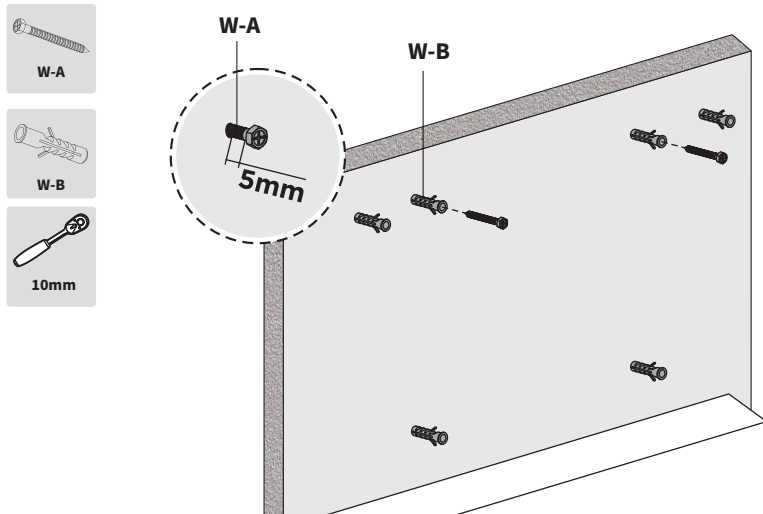
Hang Mount **(A)** onto the partially installed screws through the keyhole sections. Secure Mount to the remaining Concrete Anchors **(W-B)** using ST6.3x55mm Screws **(W-A)** and M6 Washers **(W-C)**. Tighten all of the screws using a 10mm Socket Wrench.

W-A

W-C
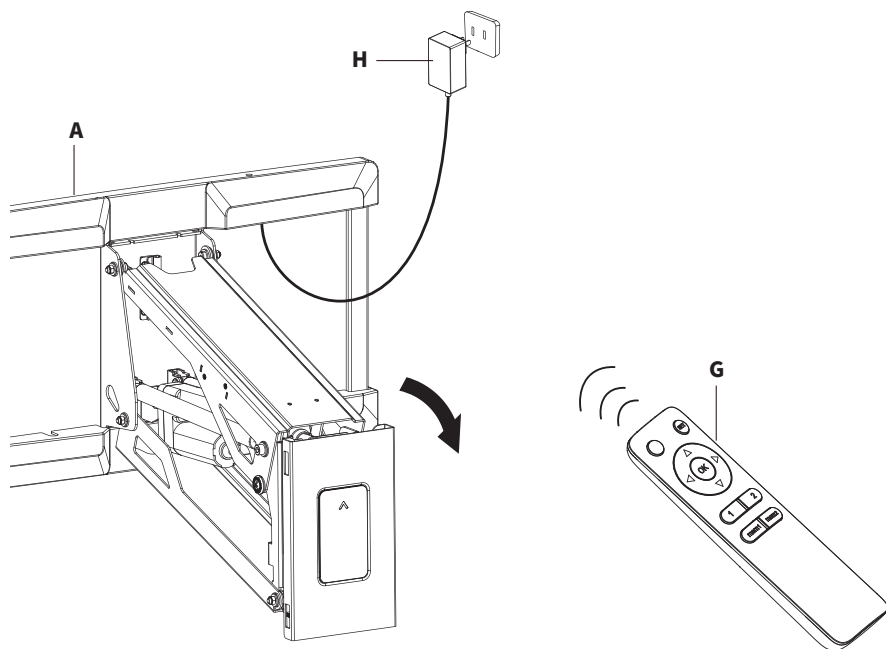
10mm

A

W-B

W-C

W-A
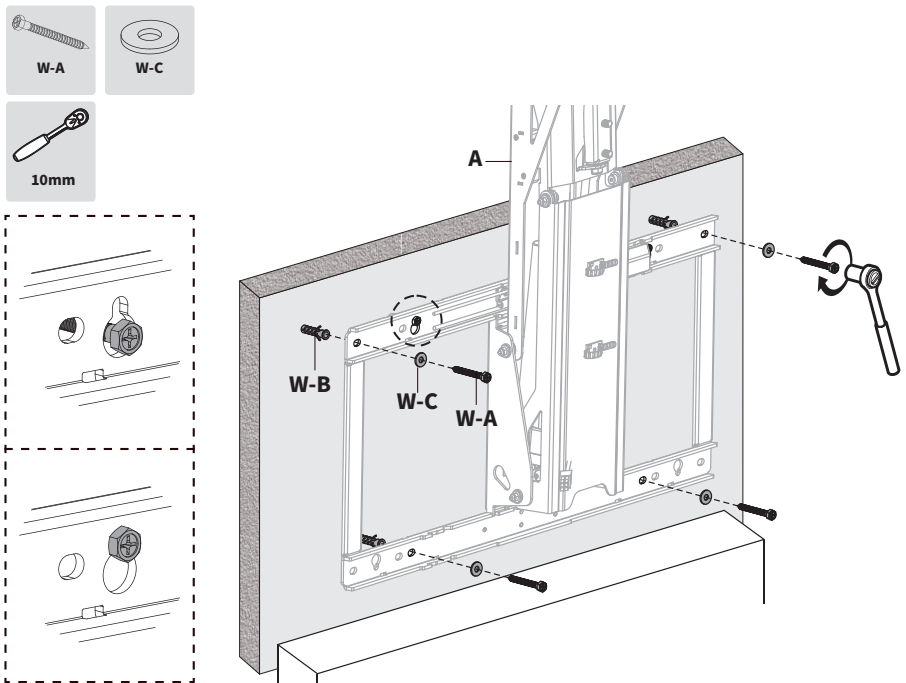
STEP 2

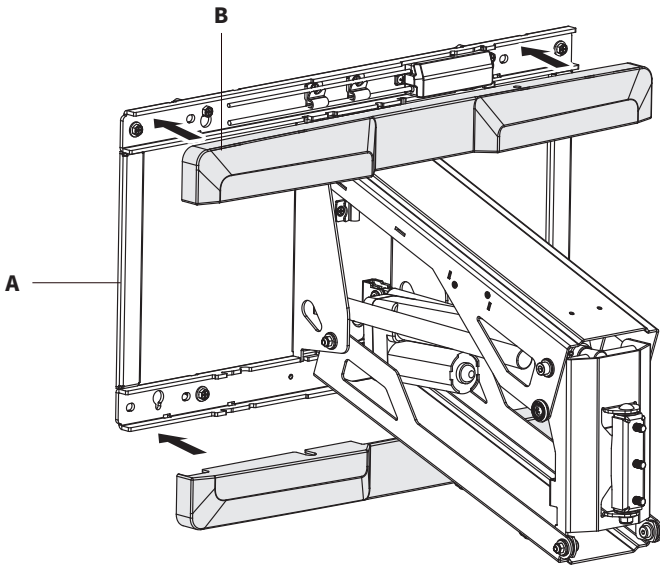Plug AC Adapter **(H)** into Mount **(A)**.

STEP 3

Plug AC Adapter **(H)** into an outlet. Review the **Remote Instructions** on page 15 and lower the mount to its lowest position using Remote **(G)**. Press Covers **(B)** onto front of Mount **(A)**.

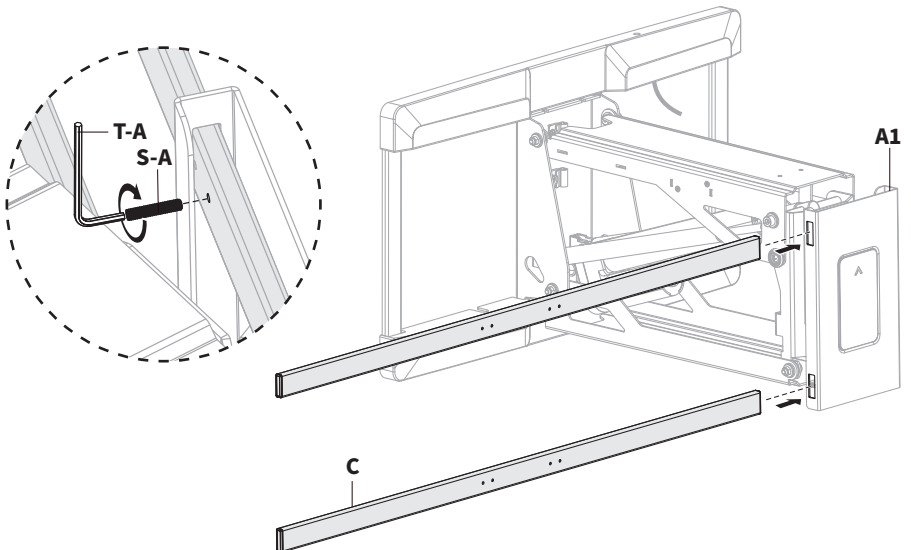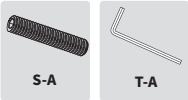**PLEASE REFER TO
REMOTE INSTRUCTIONS
ON PAGE 15**

Press Covers **(B)** onto front of Mount **(A)**.

STEP 4

Slide the VESA Rails **(C)** into the side slots of Mount Bracket **(A1)** until the threaded holes on the Rails are fully inside of the Bracket. Secure M4x20mm Threaded Rods **(S-A)** into the holes VESA Rail, tightening with 2mm Allen Wrench **(T-A).**

S-A   T-A

T-A
S-A

A1

C

STEP 5

Install the Connecting Brackets **(E)** on the ends of VESA Rails **(C)** using M4x8mm Screws **(S-B)**. Tighten with a Phillips screwdriver.

S-B

S-B

E   **C**
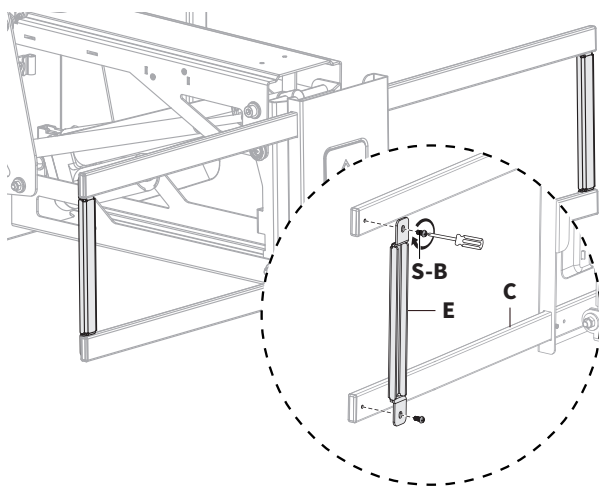
STEP 6

Install VESA Brackets **(D)** to your display making sure the hook sections are oriented towards the top. Secure using Screws **(M-A thru M-D)**, Washers **(M-E)**, Spacers **(M-F, M-G)**, and a Phillips screwdriver.

TOP

D

✕   Too Long   Too Short

✕

✓

M-A
M-B
M-E

M-C
M-D
M-E
M-F
M-G
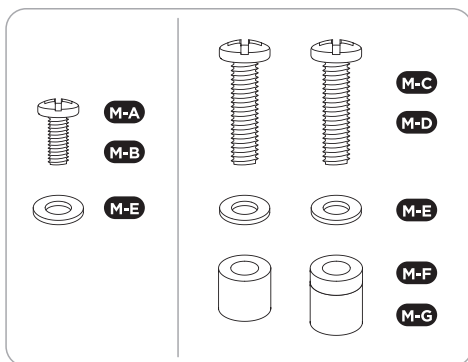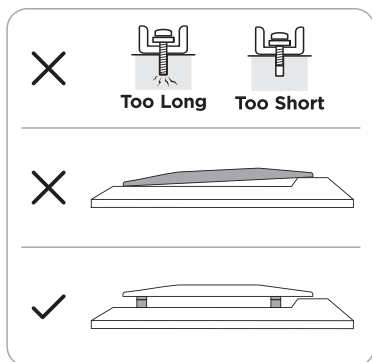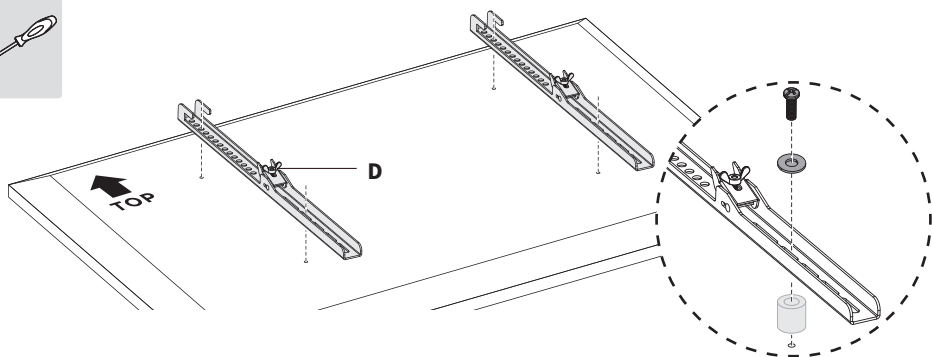
STEP 7

Remove the preinstalled Wing Nuts **(D2)** on VESA Brackets **(D)** and flip down the Locking Bracket (**D1**). With the help from a second person, hang TV onto Mount **(A)**. Reinstall the wing nuts with Locking Brackets flipped back up.
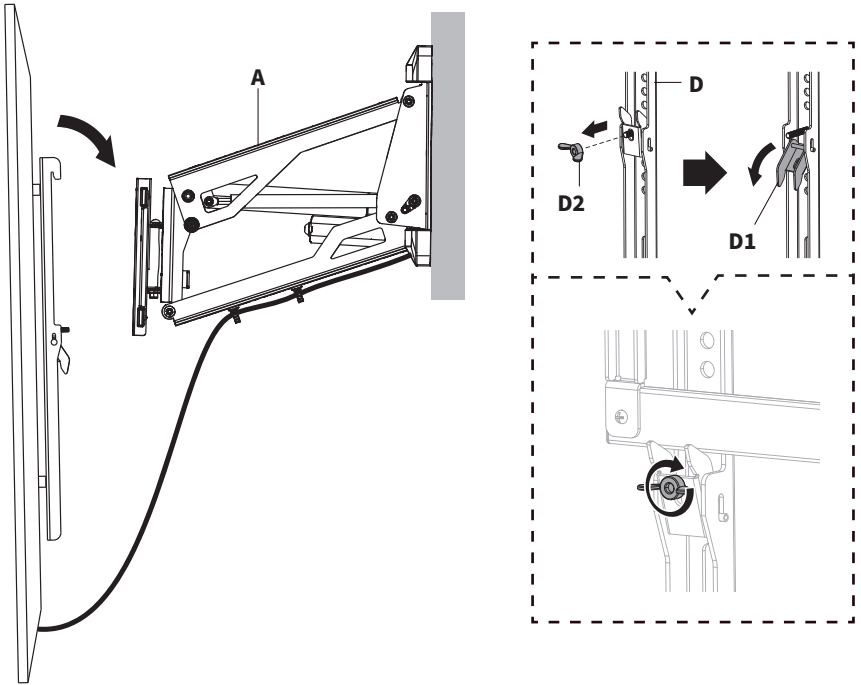
Remove the protective film off Cable Clips **(I)** and attach where desired. Route cables over the Cable Clips and secure by feeding the clip strap through the other end.
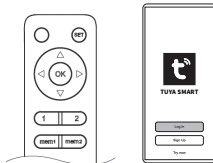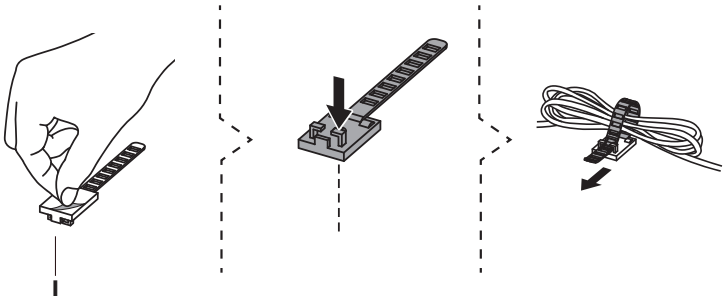
Remote/Mobile App Instructions
[next page]

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REMOTE & MOBILE APP
Setup & Troubleshooting

TUYA SMART

Log in

Sign Up

Try now

DOWNLOAD TUYA SMART APP

GET IT ON
Google Play

Download on the
App Store

REMOTE CONTROL - INSTRUCTIONS

UPWARD
MOVEMENT

SET

STOP

DOWNWARD
MOVEMENT

mem1
MEMORY
SET 1

mem2
MEMORY
SET 2

1
MEMORY
RECALL 1

2
MEMORY
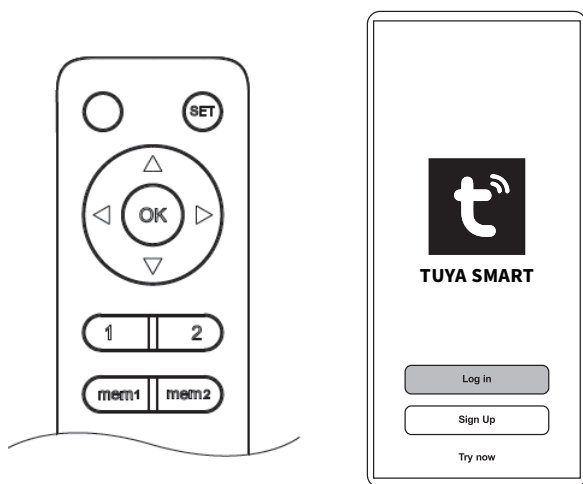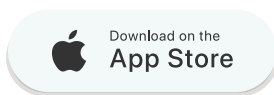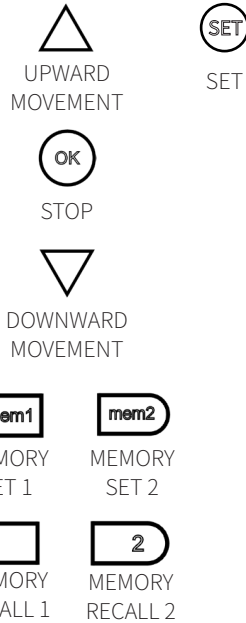RECALL 2
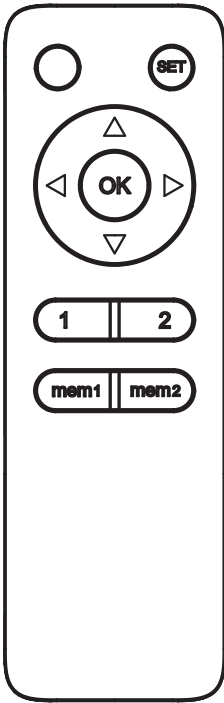
REQUIRES TWO AAA BATTERIES
[not included]

General Use
....

Install Batteries
Before first use, install two AAA batteries (NOT INCLUDED) in the remote.

Adjusting Height
Press and hold the △ or ▽ to raise or lower the mount. Be sure to clear all obstacles within the range of motion before adjusting.

Using Memory Functions
Use the arrow buttons to set your desired TV position. 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 acommpanying recall button. For example, to return to Memory Setting 1, press ⬭1 .

Default Setting
Press the ⊛ button for the mount to automatically retract to it's highest position. Press any button to stop the motion.

Connecting to Mount

1). With mount plugged into power source, use a pencil or a thin tool to press the small button on the top of Mount. The Mount will emit a single beep.
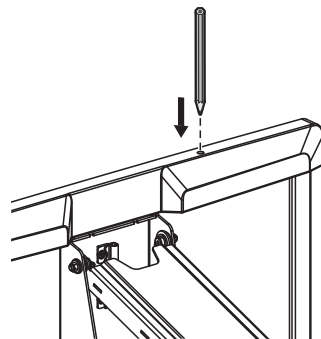
2). Press the (SET) button on the Remote. The Mount will beep repeatedly for approximately 10seconds, indicating that the Remote is being connected. The end of the beeping cycle signals a sucessful pairing.

Follow these steps when replacing Remote.

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 height position and the control box will emit 2 short beeps. The process is complete.

Troubleshooting

Mount Stops Moving & Emits a Beep
Please review possible causes and steps below.

> **1). Obstacle**
> There may be an obstacle obstructing the mount from moving. Check the Mount and remove any obstacles or objects.
>
> **2). Weight Capacity Exceeded**
> The weight of your TV may exceed the 100lb (50kg) weight limit.
>
> **3). Broken or Damaged Wire**
> Perfrom a Reset. If problem still persists, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com.

If the Mount still does not respond to Mount, please reach out to our Product Support Team 309-278-5303 or help@vivo-us.com for further assistance.

Mount is Making Abnormal Sound

Please check all power connections and perform a Reset. If sound does not go away, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com.

Mount Doesn't Respond to Remote:

Please review possible causes and steps below.

1). Mount Overheated
If the Mount beeps 4 times when the a button on the Remote is pressed, the unit may be overheated. Let Mount cool down for 15 minutes and try again.

2). Power Cord Error
Check to ensure that the power cord is still connected to the Mount and a power source.

3). Out of Range
The Remote may be out of range. Be sure Remote is within the 30ft (10mm) range.

4). Low or Dead Batteries
Batteries in Remote may be low or dead. Replace batteries and attempt to use Remote again.

5). Damaged Remote
The Remote may be damaged or broken. Check to see if the LED light is shown on the Remote when a button is pressed. If not, please contact our Product Support Team at 309-278-5303 or help@vivo-us.com for a replacement.
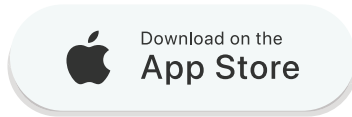
If the Mount still does not respond to Mount, please reach out to our Product Support Team 309-278-5303 or help@vivo-us.com for further assistance.
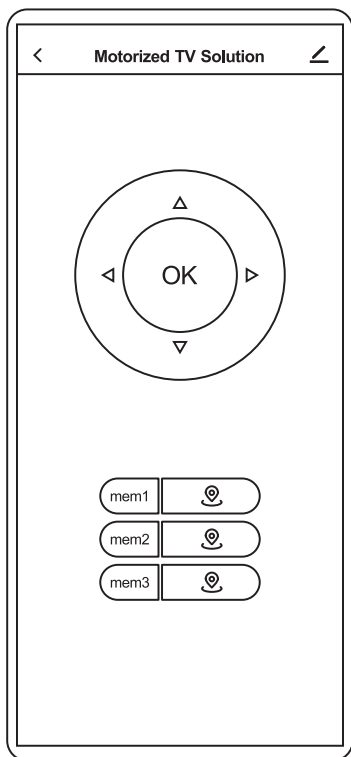
TUYA SMART - MOBILE APP INSTRUCTIONS

TUYA® SMART
Mobile App

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

Button Functions

UPWARD MOVEMENT

STOP

DOWNWARD MOVEMENT

mem1	
MEMORY SET 1   MEMORY RECALL 1

| mem2 | |
MEMORY SET 2   MEMORY RECALL 2

| mem3 | |
MEMORY SET 3   MEMORY RECALL 3

USING ARROW KEYS

Press and hold either arrow key (up △ or down ▽) to begin movement, then release to **STOP** movement. There is no function for swiveling right or left. Press the ⊙ button to return the mount to the highest position.

USING MEMORY FUNCTIONS

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 mem2 .
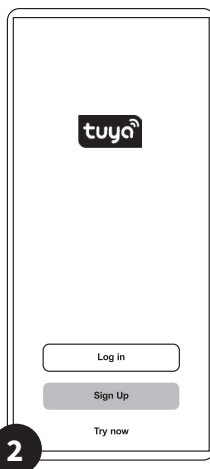
Please note: Tuya Smart app has three memory functions, while the standard remote has only two.

Setting Up & Creating Account

ON   OFF

1
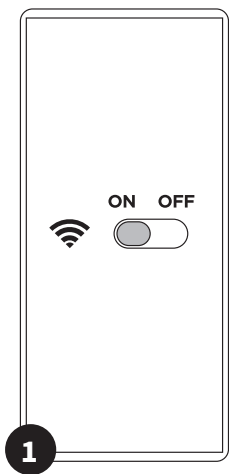
TURN ON WIFI
Before you begin, ensure that Wifi is switched on your phone.

tuya

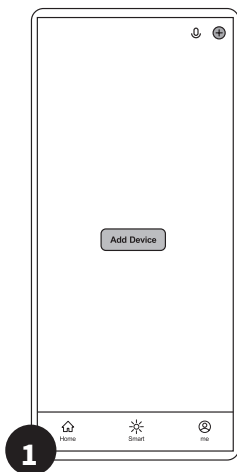Log in

Sign Up

Try now

2

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

Add Device

⌂   ☀   ⊚
Home   Smart   me

1

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

Searching for nearby devices. Make sure your device has entered pairing mode.
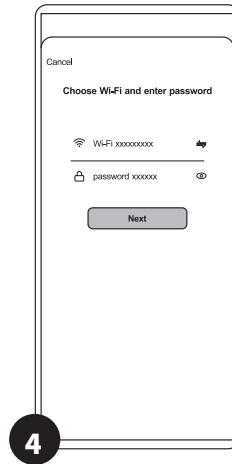
Discovering devices...

Add

2
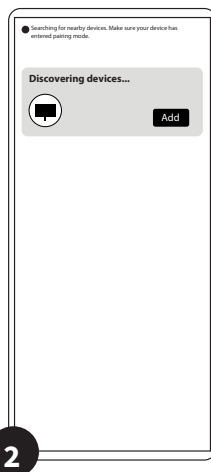
DISCOVERING DEVICES
Screen will begin searching for nearby devices. Tap **Add** next to **Discovering Devices** when it appears.

Add Device   **Done**

1 device(s) being added

Motorized Tv Solution

3
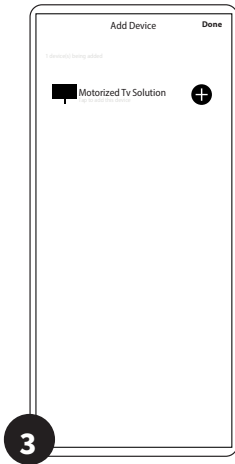
MOTORIZED TV SOLUTION
Your TV Mount will show under **Add Device** as *Motorized TV Solutiuon.* Select this device and tap **+** to continue.

Cancel

Choose Wi-Fi and enter password

Wi-Fi xxxxxxxxx

password xxxxxx

Next

4

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

Add Device   **Done**

1 device(s) being added

Motorized Tv Solution

5
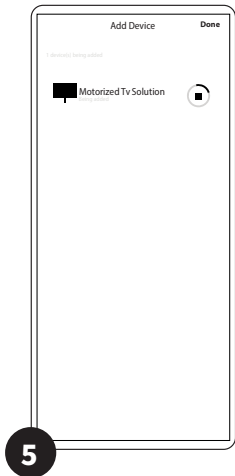
CONNECTION SCREEN
If Wifi connection was successful, connection to your TV mount will begin. Please allow 10-60 seconds for connection process to be completed.
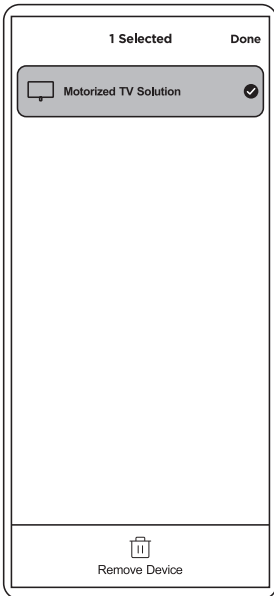

Added successfully

Motorized TV Solution
Device added successfully

6
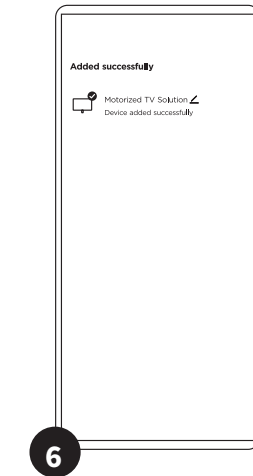
DEVICE ADDED SUCCESSFULLY
Once connection is made, a confirmation screen will show. From here, you can tap the ∠ icon to change the name of your TV mount, if desired.

7
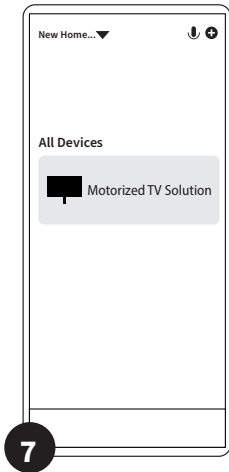
MOUNT ADDED
Mount has been added successfully.
Click on mount name to activate
controls.

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 press the mem2 button on the remote 5 times. A beep is emitted signaling the mount is disconnected from the app.

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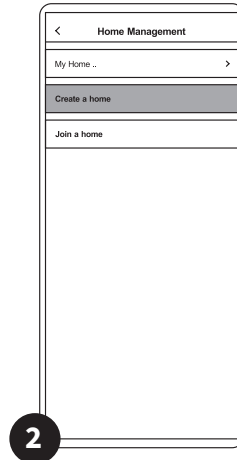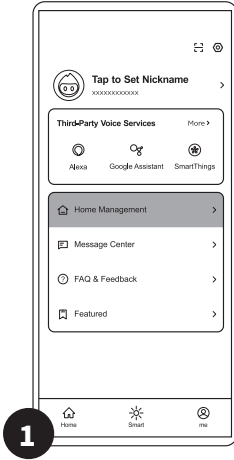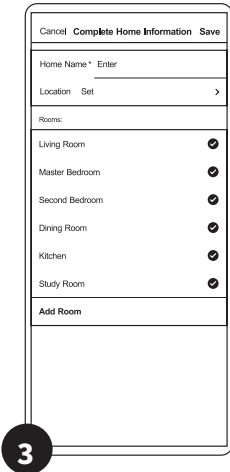
HOME MANGEMENT
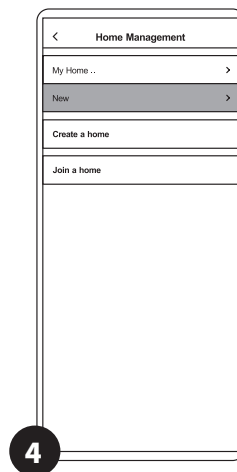Select the ⌂ icon to navigate to the Home screen. Tap **Home Management**.

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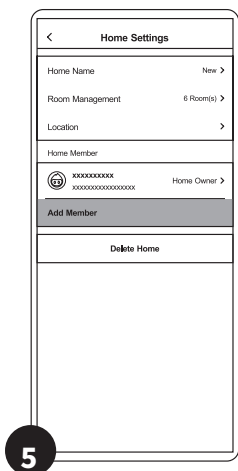Tap **Create A Home** to proceed.

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

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

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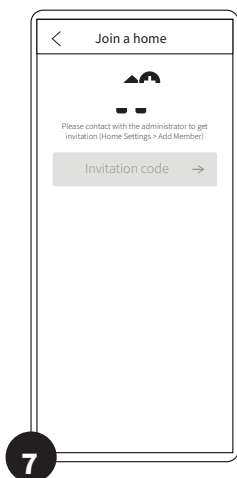Return to Home Management screen and tap the **Home** you just created.

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 procced.
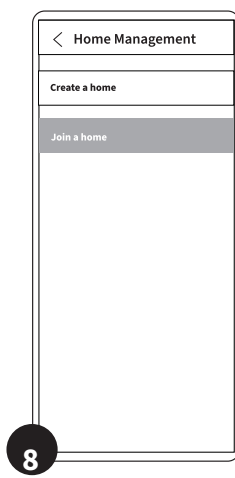

6
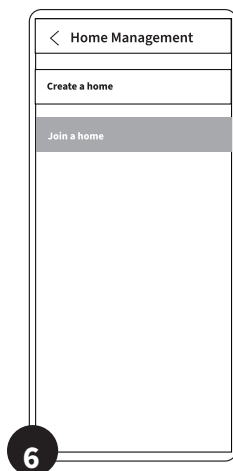
JOINING A HOME
Once app is installed and registered, new user will tap the **ME (⊖)** icon on the bottom left. From that screen, tap **Home Management** and then **Join a Home.**
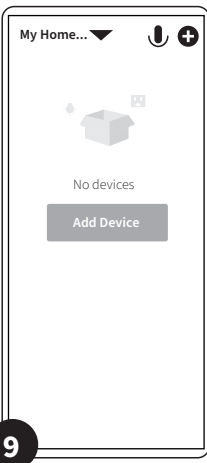

7

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**.

My Home... ▼

No devices

Add Device

⑨

My Home...
√ **New Home Name**
⚬ Home Management

No devices
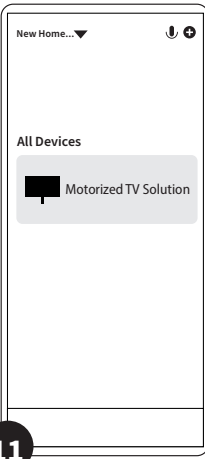
Add Device

⑩

CHANGING HOME SCREEN
Select the ⌂ icon to navigate to the Home screen. Tap the ▼ next to *My Home…* at the top of the screen.
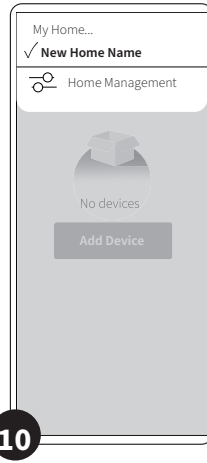
SELECT NEW HOME
From dropdown, select the name of the new home you were invited to.

Please note: You may be asked to allow Wifi permissions.

New Home... ▼

All Devices

Motorized TV Solution

⑪

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

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 height position and the control box will emit 2 short beeps. The process is complete.

Need Help? 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

VIVO-us @vivo_us