V·I·V·O

MOUNT-E-UP80D Remote & Mobile App
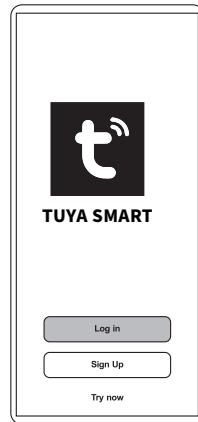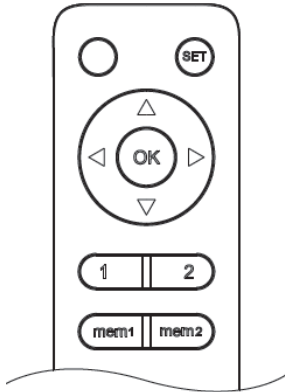Instruction Manual

DOWNLOAD **TUYA SMART** APP

GET IT ON
Google Play

Download on the
App Store

TUYA SMART

Log in

Sign Up

Try now

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

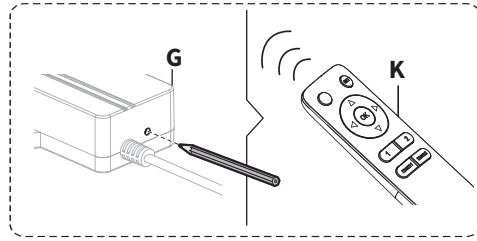<div style="text-align:center">⚠️ **WARNING!**</div>

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.
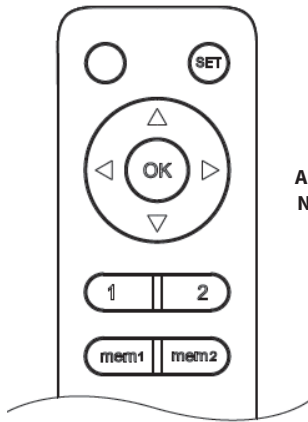
REMOTE CONTROL INSTRUCTIONS

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 paring.

Button Functions

NOTE: SIDE ARROWS HAVE NO FUNCTION

△ UPWARD MOVEMENT

(OK) STOP/RETRACT/ RESET

▽ DOWNWARD MOVEMENT

(SET) SET

mem1 MEMORY SET 1

mem2 MEMORY SET 2

1 MEMORY RECALL 1

2 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 acommpanying recall button. For example, to return to Memory Setting 1, press 1 .

LOWEST HEIGHT LIMIT SETTING
Short press the mem1 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 (OK) button and the mount will automatically retract to the lowest position. To stop it, press the (OK) again.

Reset Mode

Long press the (OK) 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 sucessful 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 attemping 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 proceedng.

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 ontact our Product Support Team at **309-278-5303** or help@vivo-us.com for further assistance.

MOBILE APP INSTRUCTIONS

TUYA® SMART
Mobile App
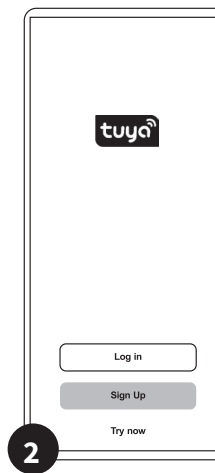
DOWNLOAD **TUYA SMART** APP IN YOUR APP STORE


Setting Up & Creating Account

ON OFF

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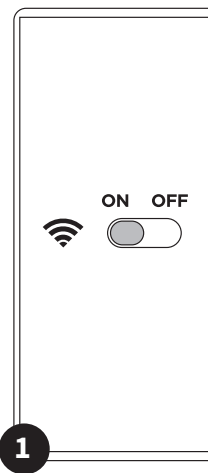
TURN ON WIFI
Before you begin, ensure that Wifi is switched on your phone.

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

1 Selected   Done

Motorized TV Solution

Remove Device
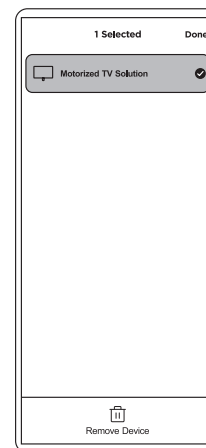
PREPARING MOUNT TO CONNECT
Before pairing to app, ensure that you have paired the mount to the remote.

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.
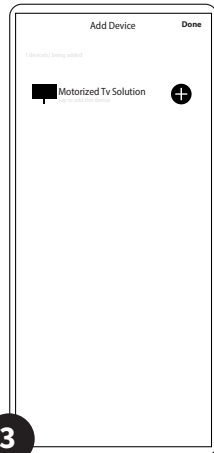

Add Device

Home   Smart   me

1
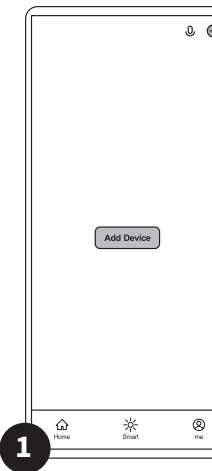
ADD DEVICE
Tap **Add Device** or the **+** icon in upper right corner to begin device pairing.
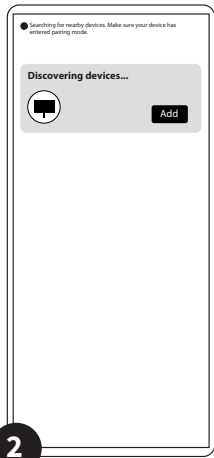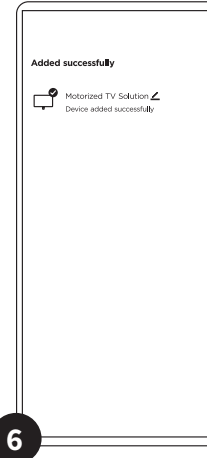
2

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

3

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

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.
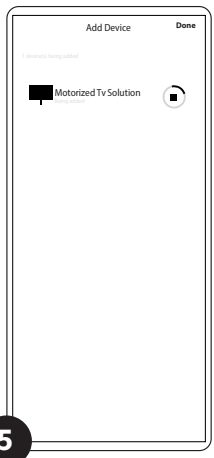

7

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

4

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


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.

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

Motorized TV Solution

△ OK ▷

UPWARD MOVEMENT

OK — STOP

DOWNWARD MOVEMENT
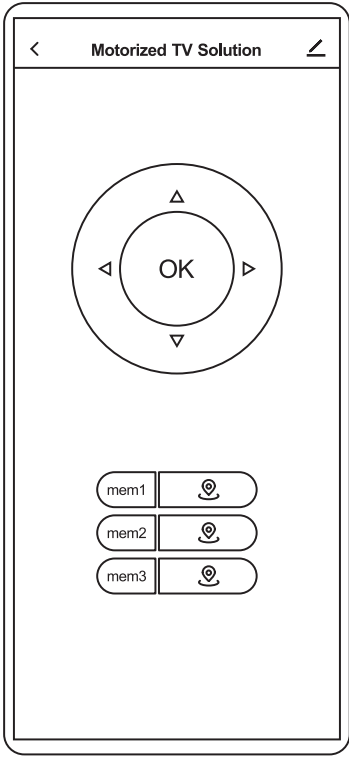
NOTE: SIDE ARROWS HAVE NO FUNCTION

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 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 acommpanying recall button. For example, to return to Memory Setting 1, press ⬭ 1 .

DEFAULT SETTING
Short press the OK button and the mount will automatically retract to the lowest position. To stop it, press the OK again.
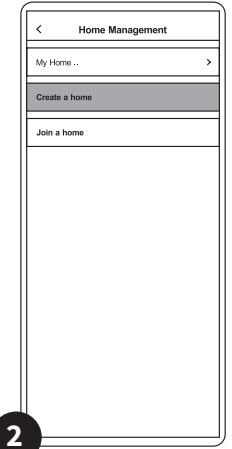
Syncing Other Mobile Devices
To allow other mobile devices to control the TV mount, you will need to first create **Home** in the app and then invite other users to your Home.
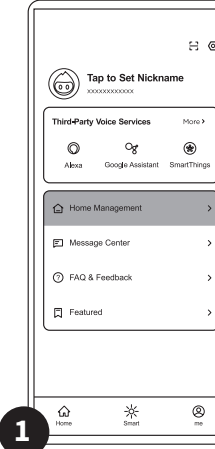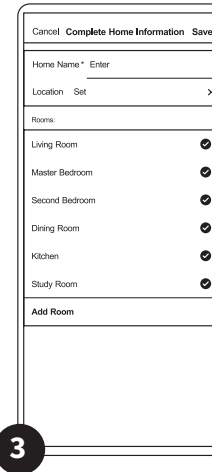

① HOME MANGEMENT
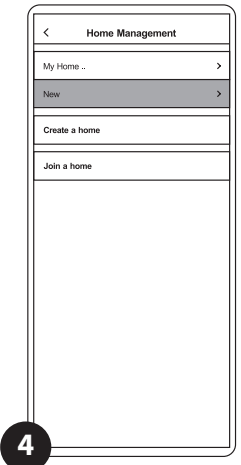Select the ⌂ icon to navigate to the Home screen. Tap **Home Management**.

② CREATE A HOME
Tap **Create A Home** to proceed.

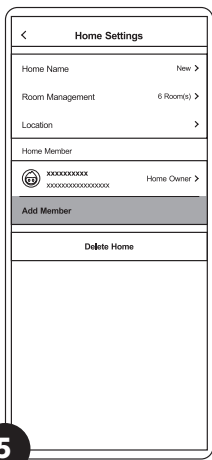**③ SET UP HOME**
Complete required information to set up a HOME and tap **SAVE** to continue.
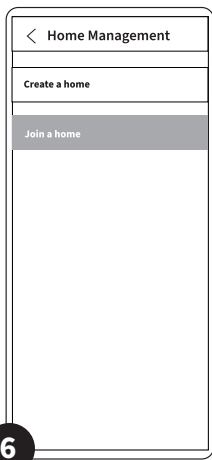
Please note: The **Home Name** has a 25 character limit.

④ 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.
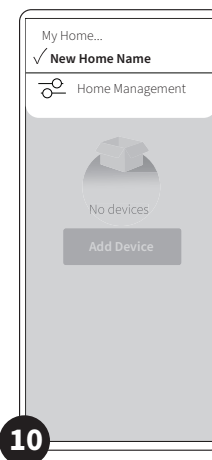
6

JOINING A HOME
Once app is installed and registered, new user will tap the **ME ( )** icon on the bottom of the screen. From that screen, tap **Home Management** and then **Join a Home.**
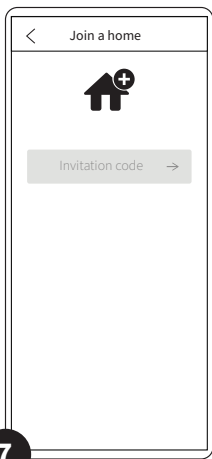
9
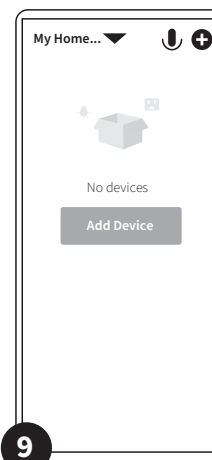
CHANGING HOME SCREEN
Select the ⌂ icon to navigate to the Home screen. Tap the ▼ next to *My Home...* at the top of the screen.
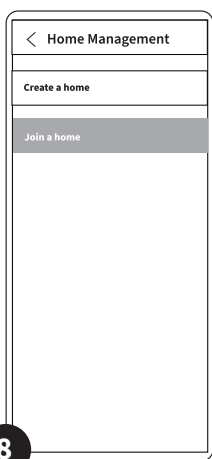
10

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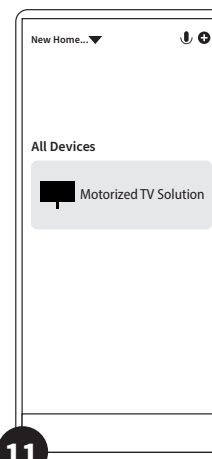Please note: You may be asked to allow Wifi permissions.

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.

Love your new VIVO setup and want to share?
Tag us in your photo! **@vivo_us**

LAST UPDATED: 10/10/2023
REV1

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
Chat live with an agent!

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

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