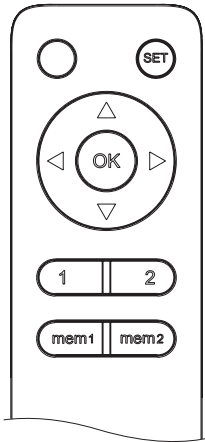




MOUNT-E-UP44 Remote Control

Instruction Manual



SKU: MOUNT-E-UP44 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-up44>

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. Use a pencil or other thin tool to press the button on the front of the mount's control unit, then press the SET button on the remote. The control unit will beep repeatedly for about 10 seconds. The mount is ready for operation when the beeping stops.

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 3 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 LOWERED (DEFAULT) POSITION

To fully lower the mount into the cabinet, press the OK button. Press the OK button again to stop the movement if needed.

LOWEST HEIGHT LIMIT SETTING

Short press the "mem1" button five times, after each press you will hear a beep and at the fifth press two beeps. This indicates the current height is now saved as the lowest height setting. The lowest height limit will be erased should the remote control be reset.

PAIRING THE REMOTE CONTROL

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

RESETTING THE MOUNT

If the TV mount operates abnormally, it may be necessary to perform a reset of the mount. To reset the TV mount, unplug the mount from power for 10 seconds and plug back in. Hold the OK button for 3 seconds. The mount will lower to the minimum position, stop, then raise slightly. The unit will then beep twice if the reset was successful.

To clear the memory, use a thin tool (such as a paperclip) to press the small button on the front of the mount's control unit. The unit will beep once. Press and hold the button again for 5 seconds or until the mount beeps again 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	<ol style="list-style-type: none">1. The system may be in an error state. If the unit beeps 3 times after pressing a button, reset the mount.2. The system may be overheating. If the mount beeps four times after pressing a button, allow to cool for 30 minutes.3. The remote may not be paired with the mount. Refer to REPLACING THE REMOTE CONTROL.4. Check to make sure the power cable is plugged in.
Abnormal Operation	<ol style="list-style-type: none">1. Reset the TV mount. Refer to RESET MOUNT.
Remote Control Range is Too Short	<ol style="list-style-type: none">1. Replace the batteries. If the problem is not resolved, please contact us to replace the remote control.2. Ensure the remote is being used within 30 feet (10m) of the mount.
The TV Mount Stops Moving	<ol style="list-style-type: none">1. Ensure there are no cables or objects preventing the mount from moving.2. The TV weight may exceed the 110lb (50kg) weight limit.3. The motor cable may be damaged. Reset the mount. If the problem continues, contact us for replacement.
Abnormal Operation	<ol style="list-style-type: none">1. 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.



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



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



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AVG. RESPONSE TIME (*within office hrs*): **1HR 8M**

- 23% within < 15m
- 38% within < 30m
- 61% within < 1hr
- 83% within < 2hr
- 92% within < 3hr