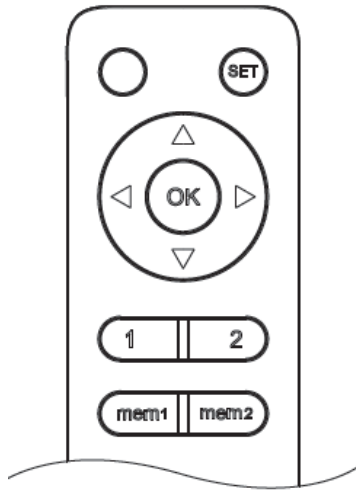


MOUNT-E-FD55 Remote Control

Instruction Manual



SKU: MOUNT-E-FD55 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-fd55>

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

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**



Stop



**Memory Button 1: Press
and hold for 2 seconds,
the mount will beep twice.
Location 1 is saved.**



**Memory Button 2: Press
and hold for 2 seconds,
the mount will beep twice.
Location 2 is saved.**



**Recall Memory
Position 1**



**Recall Memory
Position 2**

REMOTE CONTROL OPERATING INSTRUCTIONS

Install two AAA batteries (*not included*) in the remote.

STEP 1

Plug the mount in. The mount will beep once, and will be ready for operation.

NOTE: The mount relies on gravity for correct operation and will only operate when in the correct orientation. The mount will not operate while resting on a table or other surface.

IF MOUNT IS INSTALLED ON A PITCHED SURFACE:

1. Press and hold the OK button for 6 seconds. The mount will retract to the minimum (folded) position.
2. Press the down button to lower the TV. Press OK when the TV has reached the fully lowered position.
3. Press and hold the mem1 button until the mount beeps. Repeat 4 times. Mount will give a long beep, indicating that the maximum tilt angle has been set. The mount is now ready for use.

SAVE AND RECALL MEMORY

To save a certain location to memory, press and hold the mem1 or mem2 buttons 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.

MANUAL POSITION ADJUSTMENT

To adjust TV mount to minimum position (resting against the ceiling), simply give it a slight push. The mount will automatically return to minimum the position.

NOTE: The mount must be lowered using the remote.

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. 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.

PAIRING A 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 above in "Replacing the Remote Control" for each mount to pair to a single remote.

To change each unit back to using individual remotes, repeat the programming steps using the individual remotes for each.

RESET MOUNT

If the TV ceiling mount operates abnormally, it may be necessary to perform a reset of the mount. To reset the TV ceiling mount, unplug the mount from power for 10 seconds and plug back in. Hold the OK button for 6 seconds to return mount to the minimum (folded) position. Press the down button and allow mount to fully lower.

PROBLEM	SOLUTION
Remote Control Range is Too Short	Replace the batteries. If the problem is not resolved, please contact us to replace the remote control.
Abnormal Operation	Reset the system by following instructions under Reset Mount. If problem is not resolved, contact us to replace the product.
Mount Will Not Operate	Ensure power supply is properly connected to the product. If so, ensure power outlet is working. If there is no beeping sound or red light (power indication) on the TV mount, please contact us to replace the power supply.
Abnormal Noise	Please contact us to replace the product.
Mount beeps when pressing up and/or down and won't move	Follow Reset procedure. Verify that you are using the pitch ceiling function if your mount is installed on a pitched ceiling.



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