

FAQ

MotionMount NEXT 7355, NEXT 7356

Mount

Q. What is the minimum screen size of the TV in combination the wall mount?

A. The minimum screen size is 40 inch (102 cm).

Q. What is the maximum screen size and weight of the TV in combination with the tv wall mount?

A. The maximum screen size is 65 inch (165 cm) and maximum weight is 30 kg. The Screen Protection System (SPS®) with anti-bump is active up to a screen size of 65 inch.

Q. Does this product have a tilt function?

A. There is no tilt in this product.

Q. Can the DesignMount NEXT 7345 be upgraded to MotionMount?

A. No, that's not possible.

Q. What is the guarantee of this wall mount?

A. Vogel's gives you a lifelong guarantee for defects in materials and manufacturing of the wall mount. The guarantee is 2 years for the motor units and electronics.

Q. What is the standby power consumption of this wall mount?

A. The standby power consumption is less than 0.5 Watt.

Q. Is it possible to turn the TV manually ('manual override')?

A. Yes, it is possible to turn the TV manually.

Q. What is the maximum turn angle?

A. The maximum turn angle is 120° (2x 60°).

Q. What is the maximum distance the TV can move from the wall?

A. The maximum distance from the wall is 72 cm.

- Q. Is there any risk for trapping, squeezing or injury to people while mount is moving automatically?
- A. The integrated slip-hinge and electronic protection circuit (which switches off the motors in case of too much friction), pinching will be prevented.
- Q. What is the difference between MotionMount NEXT 7355 and MotionMount NEXT 7356?
- A. MotionMount NEXT 7356 has a maximum VESA of 400 by 200 mm. This bracket is suitable for TVs with a hole pattern of up to 400 mm wide and up to 200 mm high and is especially designed for (LG) OLED TVs and other TVs with a low VESA (in bump of TV). The NEXT 7355 has a maximum VESA of 600 by 400 mm.
- Q. Can the MotionMount also be used in combination with LG Signature Wallpaper TV?
- A. There is a special MotionMount available for the 65 inch LG Signature Wallpaper TV (suitable for W7, W8, W9). The type number of this MotionMount is NEXT 7555.

Control

- Q. Do I need to adjust settings to my TV after installation?
- A. No special settings are required.
- Q. Is the this mount provided with a remote control?
- A. No, there is no dedicated remote control needed. The TV automatically turns to the viewer (last position) when TV is switched on and automatically returns to the wall position when TV is switched to standby. For additional functionality, MotionMount app can be downloaded from App Store / Google Play free of charge (search for 'motionmount').
- Q. Which devices support the MotionMount app?
- A. Apple devices with iOS 8 and higher, with Bluetooth (iPhone: 4S and newer, iPad: 2 and newer, iPad Air: 1 and newer, iPad Mini: 1 and newer, iPod Touch) and most Android devices with Android OS 4.3 (Jelly Bean / v18) and higher, with Bluetooth. The following Android smart phones are guaranteed to support the MotionMount app: HTC U11, Huawei Mate 10 Pro, Mate 20, Mate 20 Pro, P10, P10 Plus, P20, P20 Pro, P Smart 2019, P30, P30 Pro and P30 Lite, LG G7 ThinQ, Samsung S8, S9, S10 and A70, Sony Xperia 10, Xperia XA2 and Xperia XZ3 and Nokia 8.
- Q. How many preset positions can be stored with the app?
- A. Up to ten preset positions can be stored.

- Q. Does the app control make use of Bluetooth connection with the MotionMount?
- A. Indeed, the app control makes use of Bluetooth ('low energy') 4.0 connection. The Bluetooth of your smartphone / tablet needs to be switched on while using the app.
- Q. What does 'Freeze position' function do?
- A. The Freeze position function can be found in the app (Settings – Automatic Motion Management). In case Freeze position is disabled, your TV will return to last used position when TV is switched on. In case Freeze position is enabled, your TV will always return to the same position when TV is switched on.
- Q. Is it possible to operate the MotionMount with the remote control of my LOEWE BILD TV?
- A. If you combine the MotionMount with a recent LOEWE BILD TV (2016 and newer), it is possible to control the MotionMount with the LOEWE TV remote control.

Installation

- Q. How many wall sockets for powering the TV and this product do I need?
- A. You only need one wall socket. Integrated 'power distribution' is part of the MotionMount proposition.
- Q. Can I use the Vogel's cable cover NEXT 7840 together with this product?
- A. Yes, the NEXT 7840 cable cover can also be used. Please mount the wall mount at a height of 116 cm from the floor.
- Q. Are all cables and mounting materials included?
- A. Yes, all cables and mounting materials are included.
- Q. Is the drilling template of the MotionMount NEXT 7355 the same as of the DesignMount (NEXT 7345)?
- A. Yes, the drilling template is the same for all NEXT Series products.
- Q. What mains voltage range and frequency are suitable for this wall mount?
- A. The mains (AC) voltage range is 100 – 240 Volt, 50 / 60 Hz (from 2019 models onwards).

- Q. Do I need to connect my TV power socket to the power cable from this wall mount?
- A. Yes, you need to connect the power socket of the TV with the power cable from the mount. This makes that TV is automatically moving to last position when switching on the TV and is automatically moving back to the wall when TV is switched off.
- Q. Can I level this mount both in horizontal and vertical direction?
- A. Yes, it can be levelled in both directions.