

neovideo

MARS 300 PRO FAQ

◆ VERSION DIFFERENCE

1. What is the difference between the 2 version Transmitters?

A: The Built-in antenna version is with lighter weight and convenient to use with gimbal.

The common antenna version is portable and users could choose different antenna in different occasions.



Bulit-in Antenna

Common Antenna

◆ PARAMETERS

1. How could I power on the device?

A: It supports the common NP-F batteries and also you could charge it via the Type- C interface(5~12V).



◆ PARAMETERS

2. Is there any battery indication?

A: Yes, we have the battery voltage display on the OLED screen and the working voltage is higher than 6.8V.

3. How long will the battery last?

A: NP-F 970 will work around 4-6 hours, 750 will work 4 hours and 550 will last 2-3 hours.

4. Could I use the Type-C and battery charge at the same time? Will it still work if I unplug the battery or the Type-C cable?

A: Yes, it is supported. It will continue to work even you unplug the battery or the charge cable.

5. Which one is charging the device if I use the 2 charge methods at the same time?

A: The one with higher Voltage will be charging the device.

◆ PARAMETERS

7. What information could I get from the OLED screen?

- **WiFi SSID**
- **Signal Strength**
- **Fan status**
- **Battery Voltage**
- **Channel**
- **Video Format**



8. Does it support the audio and video at the same time?

A: Yes, it supports the HDMI embedded audio.

◆ INSTALLATIONS

1. How should I install the common transmitter to get the best performance?

A: The antenna is required to open into a claw shape and the antenna should be put upper if you install it vertically.



2. How should I install the built-in transmitter to get the best performance?

A: Keep the antenna part away from metal things.



◆ INSTALLATIONS

3. How should I install the receiver to get the best performance?
- **Keep the antenna part way from metal things**
 - **Receiver is limited to use Vertical installation**
 - **Receiver is suggested to place higher than 1.7m**
 - **Receiver should face up to the transmitter**



◆ APP CONNECTION

1. Where could I download the HollyView App?

A: Download “ HollyView” App from your phone app store-Apple store or Google Play.

2. How could I find the wifi password?

A: Hold on the joystick and select the WiFi password option to check the password.

3. How to do the firmware upgrade from App?

A: Select the Firmware Upgrade option under Me and the device will upgrade automatically.

◆ OPERATIONS

1. How could I choose different Fan mode?

A: Hold on the middle button and select the Fan Control. You will be able to choose the mode you want.

2. How could I switch the channel?

A: Pull up or down the joystick to switch the channels and then click it to confirm.

3. How to fast and easily identify channels with interference?

- **Power on the Receiver only and ahead to the menu**
- **Select “Channel Scan”**
- **Numbers in White means the channel is clear of interference while Black means it is with interference**

4. How do I connect the HollyView App?

- **Find the WiFi-Password via the menu on the device**
- **Connect to WiFi begin with HLD under phone wifi settings with the password**
- **Open the HollyView App and select Mars 300Pro to connect**

◆ APPLICATIONS

1. What should be paid attention to when using multiple sets Mars 300pro?

- **Choose different Frequency and interval between each should be at least 2**
- **Distance among each receiver is suggested to over 0.5m**
- **All the receivers are suggested to place higher than 1.7m**

2. Why do I get no video output when recording 4K video?

A: This is caused by the limitation of some DSLR/Mirrorless cameras. We suggest you use the Mobile App to monitor the live feed or connect the camera to the ATOMOS first, then to our device.

3. Why there is no video display when using with my switcher?

- **Check if there is Video Format on the screen of Transmitter**
- **Based on the requirement of the switcher, output format of camera should be set to 1080p/i**

4. Why there is no video when using SONY camera?

- **CTRL FOR HDMI: Off**
- **HDMI Resolution: 1080P**
- **HDMI info Display: Off**

THANK YOU

