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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 anternna in different occasions.



Bulit-in Antenna

Common Antenna

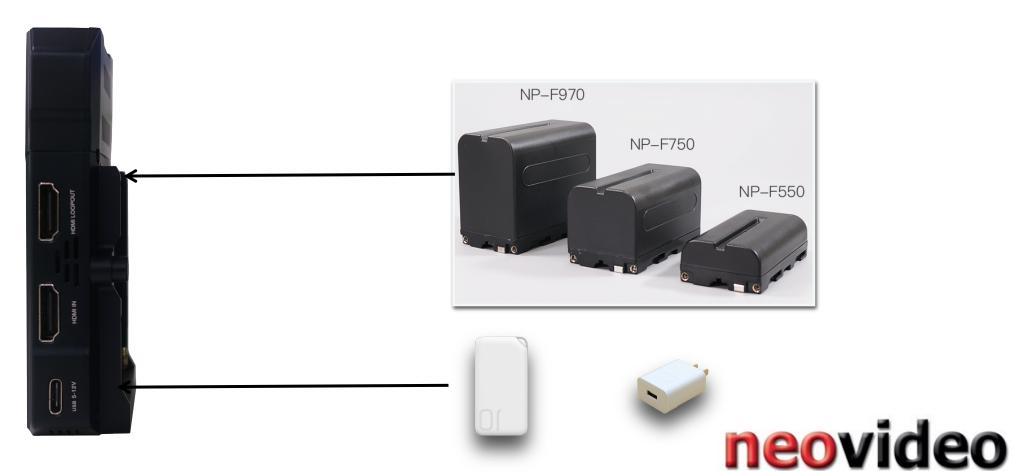




# **◆** PARAMETERS

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 ther 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 4hours 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 contibue to work even you unplug the battery or the charge cable.

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

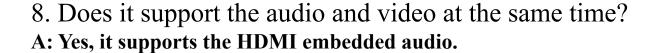
A: The one with higher Voltage will be charing the device.





#### **◆** PARAMETERS

- 7. What information could I get from the OLED screen?
- WiFi SSID
- Signal Strength
- Fan status
- Battery Voltage
- Channel
- Video Format









# **◆** <u>INSTALLATIONS</u>

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.



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# **◆** INSTALLATIONS

- 3. How should I install the receiver to get the best performance?
- Keep the antenna part way from metal things
- Reciever 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





# **◆** <u>APPLICATIONS</u>

- 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 tan 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

