

MARS X FAQ

◆ PARAMETERS

1. What is the wireless transmission range?

MARS X has a transmission range of 300ft line of sight(LOF), with 150ft suggested best performance transmission range.

2. How long could the built-in battery last?

The built-in 1300mAh battery lasts around 1-1.5 hours. The actual battery life also depends on the mobile devices connected to the system, and the transmission range during the shoot. The device supports 5v~12v Type-C charging, including power banks and gimbals, while it is being used on a setup.

3. Does it support HDMI LOOP OUT?

No, it has only one HDMI IN interface and works with smartphones or tablets.

4. How many devices are supported at the same time? And are there any requirements for those mobile devices?

Up to 3 devices are supported in real-time. The devices have to be 5G WiFi supported. For iOS devices, they have to be iOS 12 or above; Android: Android 7 or above.

◆ OPERATIONS

1. How do I switch to another wireless frequency channel?

Single-click the POWER/CHANNEL button to switch to a different frequency channel.

2. Where can I find the Wi-Fi password for the device?

Double-click the POWER/CHANNEL button, the password will then be displayed on the OLED screen. The default Wi-Fi password is **12345678.**

3. How do I connect the APP with the device?

Find the Wi-Fi that begins with “HLD_” under your mobile device’s Wi-Fi setting. Connect to that Wi-Fi with the default Wi-Fi password or the password you changed to. Go back to the APP, and tap CONNECT on the MARS X device page.

**Without the Wi-Fi connection, the CONNECT button is transparent, while with the device’s Wi-Fi connection, the button turns yellow.*

◆ APPLICATIONS

1. Why doesn't the video format information display on the OLED screen?

The MARS X does not support the interlaced/"i" video format. Set the camera's HDMI output to progressive/"p" format.

2. Why the APP cannot connect to the device? And why it shows with the "check the input source" error?

First, confirm if there is a video format displayed on the OLED screen. If not, turn off the cellular data for the HollyView APP on your device and connect the APP again.

3. Can I use MARS X with the receiver of my MARS 300/400/400S?

MARS X does not support any receivers from other MARS systems.

4. Can the HollyView APP do live streaming on Facebook, YouTube, etc.?

The HollyView APP currently does not support live stream services.

◆ COMPATIBILITY

1. Does MARS X support all camera models?

MARS X only supports Progressive/“p” HDMI video input, such as the following models,

- **Canon:** 5D3, 5D4, 6D2, EOS RP, and camcorder series.
- **Sony:** α series (A6, A7, A9), and camcorder series.
- **Fuji:** Mirrorless/ DSLR series
- **Panasonic:** Mirrorless/ DSLR series
- **Nikon:** Mirrorless/ DSLR series



**Note: MARS X does not support other Canon DSLR series, such as: 6D, 60D, 5D2, 80D, 90D are not supported.*

◆ COMPATIBILITY

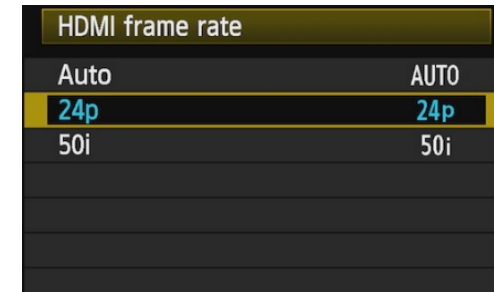
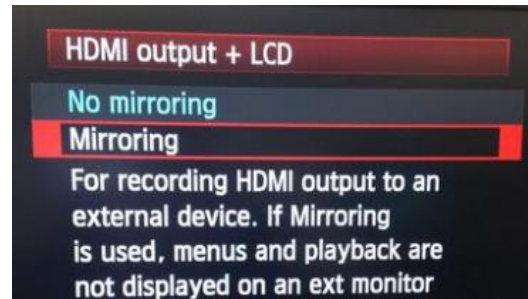
2. Sony cameras settings for MARS X,

- **HDMI Frame Rate: 1080P**
- **HDMI Control: Off**
- **HDMI Info Display: Off**



3. Canon cameras settings for MARS X,

- **Record mode**
- **HDMI Output+ LCD: Mirroring**
- **HDMI Frame Rate: 1080P**
- **HDMI Control: Off**



Note: The required HDMI format is related to (clean) HDMI output, not the Record format.

◆ CONTACT US

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THANK YOU

