

# 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.**



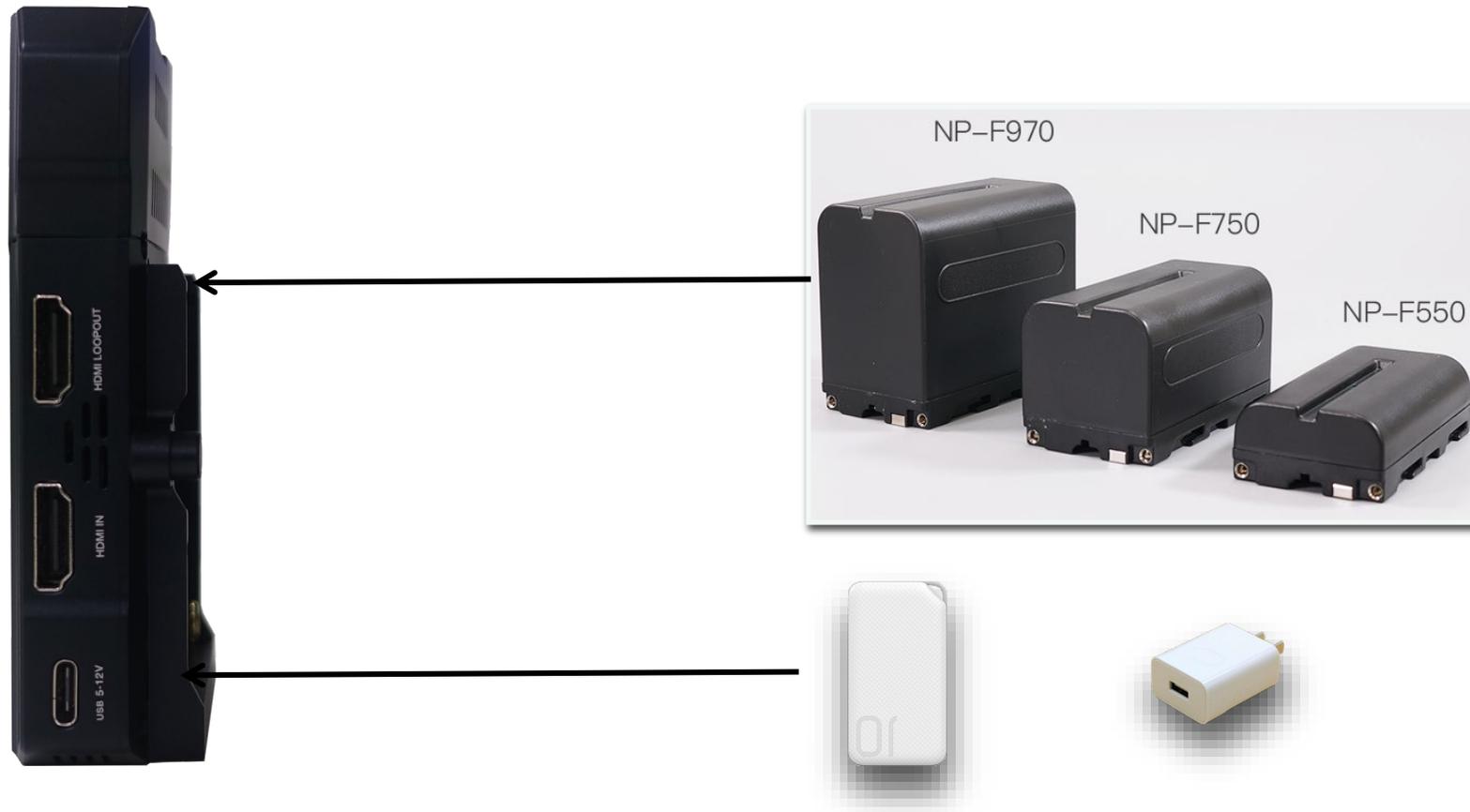
**Bulit-in Antenna**

**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.**

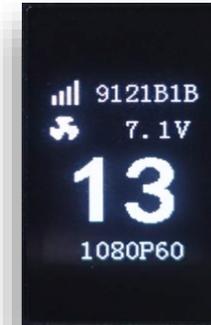
## ◆ PARAMETERS

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**

