

# MARS 400S

## FAQ

## ◆ PARAMETERS

1. What are the requirements of the DC adapter?

- **Voltage: 6~16V**
- **Current: 1~2A**
- **DC Jack: 5.5\*2.1mm**

2. What battery does MARS 400S use?

**L-Series batteries: NP-F 970/750/550.**

3. How long will a supported battery last?

**One NP-F970 lasts for about 4~5 hours with a full charge; NP-F750, 2~3 hours, and NP-F550, 2 hours.**

4. Can one use a V-mount battery to power MARS 400S?

**Yes. The dimensions of the DC adaptor on the DC to D-tap cable should be 5.5\*2.1mm**

5. Does MARS 400S support audio transmission?

**Yes. It supports the HDMI embedded audio.**

## ◆ OPERATIONS

### 1. How to switch to another channel?

Press the “ Up” or “ Down” button TX and press the “ OK” button to confirm the switch.

### 2. How to pair a new receiver with the system?

- Go to the menu on TX and new RX by long-pressing the “ OK” button.
- Choose “ Pair” under “ System” at the same time.
- Both devices will start to pair automatically

### 3. How to connect a mobile device to the HollyView App?

- Find the WiFi password via the menu on the device. Default password: 12345678
- Connect to the WiFi begins with “HLD\_” under mobile device’s WiFi Settings with the password
- Open the HollyView App, go to the MARS 400S page and tap “Connect”

### 4. How to fast and easily identify the channels with interference?

- Go to the menu on RX
- Select “Channel Scan”
- “√” means the channel is clear of interference while “×” means it is with interference

## ◆ DISPLAY

1. Why there is a battery icon on the screen?

**The battery icon indicates that battery level is low, and the device could only work for about 30 more minutes.**

2. Why “X” is on the signal bar for device 1 or 2?

**It is normal. MARS 400S supports 1 TX connects to 2 RX. If only 1 RX is connected, the display of the signal for the other device will be “X”.**

3. How to confirm if the device detects the USB flash?

**A USB icon will appear on the OLED screen once the device detects it.**



4. Where to find the SSID required in the App connection?

**The WiFi name of the device consists with “HLD\_” + the device’s SSID. The SSID with seven digits of numbers and letters is displayed on the screen of both TX and RX.**

## ◆ APPLICATION

1. How to set them up when multiple sets of MARS 300 PRO are used at the same location?

- **Choose different frequency channels with the number difference between each two channels bigger than 2**
- **Place each RX at least 0.5m away from the other**
- **Place all RX 1.7m above the ground**

2. Why there is no video output when recording 4K?

**This is limited by DSLR/Mirrorless cameras. We suggest you use the mobile App to monitor the feed, or connect the camera to an ATOMOS monitor first, then output the feed to the device.**

3. Why there is no video display when using the system with a 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 a SONY camera?

- **HDMI Control: Off**
- **HDMI Display: Camera and HDMI at the same time**
- **HDMI info Display: Off**

# THANK YOU

