

NISOO

IMPORTANT FAQ

www.nisoovip.com

support@nisoovip.com

Blurry Image

- 1 . Confirm you have removed the lens cover before using.
- 2 . Adjust the focus and projection distance slowly to get it clear .
- 3 .The suggested projection size is 70 inch with projection distance 2 M.
- 4 . It is recommended to use in a dark environment.
- 5 . It is a mini portable projector for movie nights , not recommended for text or PPT.
- 6 . The projector is small and light , it really is a good value for the price ,as it was so inexpensive.
- 7 . If you have problem, please contact the manufacturer customer support at support@nisoovip.com , the problem will be solved within 12 working hours.

USB/TF Unrecognized

1. Make sure your USB stick/TF card is not over 32GB
2. You can format the USB stick to fat 32 or ntFs
3. Click the button “ Source ” to have the projection image full sized.

Fan loud

The fan needs to be turned faster to cool the heat , as the projector is small ,the fan may make some noise but its tolerable If you want to have better movie sound , you can connect an external speaker . If still has problem, please contact the customer support , the problem will be solved within 12 working hours .

Connect With External Speaker

- 1 . Connect the External speaker to the projectors headphone port via Aux cable .
- 2 . If you have a bluetooth transmitter , connect bluetooth transmitter (TX) to the projector ,

then open your bluetooth speaker , the sound will come from the bluetooth speaker .

3 . If you use a fire tv stick usually you can connect the bluetooth speaker with the TV stick , then the sound will come from the bluetooth speaker .

4. Please choose Mstar Demo as the default audio output on your laptop.

No sound

1. Turn off Dolby audio in your device (such as TV stick)

2 . If there is no sound with Blu-ray Disc Player , please try with another HDMI cable or change the sound model to PCM in your DVD player .

3 . If there is no sound with Cable Box , please change the sound model to PCN in your Cable Box

4 . If there is no sound with a USB stick / TF card , please don't download the video with Dolby (AC3)

5 . If there is no sound with the laptop via HDMI connection , please change the laptops sound output device (setting-sound-select sound output device) If it still has no sound , please change another HDMI cable .

Overheat

1 . The high temperature around the environment may cause the projector be heater than normal . For example , if the temperature is high in summer , please don't use it outside at that time .

2. The projector shall be stored far from any heat including heater , heat register and other heat generation devices .

3 . If the bottom of the projector still has a little heater , please don't worry , the machine has a good heat dissipation system and these will not affect the projector and it is safe .

4 . For this small and portable model , we have been working on technical improvements in temperature technology . If you have any questions about the temperature , you can contact us at support@nisoovip.com We will solve the problem within 12 working hours

Connect With laptop

- 1.If your laptop has a native HDMI port, you can use a HDMI cable to connect it to the projectors HDMI port.
2. If your laptop doesn't have a native HDMI port, you need to use a USB-C adapter or Mini DP to HDMI adapter.

Play Netflix, Prime Video, Hulu

- 1.You can enjoy Prime Video , Netflix , iTunes , Hulu and other videos via TV BOX , such as using a Roku or Fire TV Stick.
- 2 . You also can enjoy them from a laptop via HDMI connection to the projector.
- 3 . As the copyright says , you can't play them from **your phone via USB connection**.

Connect With Phone

- 1 . If your phone has an iOS system , you need to use the lightning to HDMI adapter to connect your phone with the projector . The recommended adapter is " Apple Lightning to Digital AV Adapter".
- 2 . If your phone has an Android system , you need to use a USB to HDMI adapter . The recommended adapter is " Google Chrome cast.
- 3 . Many lighting / USB to HDMI adapters can be used , but the recommended ones above will have better connection.
- 4 . Due to the copyright of the Prime Video , Netflix , iTunes , Hulu , you can't play these APPS via phone connection . Please note nearly 99% of projectors on the market can't these APPS.

WiFi Display Troubleshooting

1. Can not find the LOLLIPOP WiFi.

1) Please press the Menu button to find Option settings, choose Restore Factory Default and press OK button. After this step please restart the projector and connect it once again.

2) Please restart your home WiFi router.

2. WiFi connection is stuck or disconnected.

Please ensure your network is stable and the network bandwidth should be greater than 50M. Also ensure your device and home router are in close proximity to the projector.

3. Android phone compatibility.

Please contact our customer support with your smartphone brand name and model directly.

PS4/XboX Connection:

1. Please Choose PCM as the default audio output.

TV Stick/Box Connection:

1. Please turn off the Dolby Digital (AC3) output on the device when you have no sound on the projector.

Contact Customer Support

If you have other problems, please contact the seller, your problem will be solved within 12 working hours. You can find the manufacturer customer support at support@nisoovip.com or Your Account > Your Orders Order Details > Ask Seller.