

# VIDEO OPERATION GUIDE



Contact us via email is the fastest way. You will have a 24-hour reply!  
After-sales service email: [customerservice@wisholy.co](mailto:customerservice@wisholy.co)

Scan QR codes below or search for "[@WISHOLYProjector](https://www.youtube.com/@WISHOLYProjector)" on YouTube to get videos



@WISHOLYProjector

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## For iOS

### One-Step Screen Mirroring (Quick Connection)

1. On the projector: Go to **Main Menu > Mirroring > iOS One-Tap Projection**.
2. On your iOS device: Open **Control Center**, tap **Screen Mirroring** (ensure WiFi is on for both devices).
3. Select **WISHOLY\_XXXX** from the list and enter password 1234. Screen mirroring will start automatically.

### Under Home WiFi Situation (For Indoor Use)

1. Turn on WiFi on your devices (ensure both phone and projector are on the same network)
2. Open the control center, enable Screen Mirroring, and select **WISHOLY\_XXXX**.
3. Screen mirroring should be successful.

### Under Cellular Data Situation (For Outdoor Use)

1. Turn on cellular data (for online content).
2. Turn on WiFi on your phone and connect to the projector's WiFi (Device ID: **WISHOLY\_XXXX**, Psw: 12345678)
3. Open control center, enable Screen Mirroring, and select **WISHOLY\_XXXX**.
4. Screen mirroring should be successful.

## For Android

### Under Home WiFi Situation (For Indoor Use)

1. Turn on WiFi on your devices (ensure both phone and projector are on the same network)
2. Enable Multi-screen or Screen Mirroring on your Android device.
3. Wait and select **WISHOLY\_XXXX**.
4. Screen mirroring should be successful.

### Under Cellular Data Situation (For Outdoor Use)

1. Turn on cellular data (for online content).
2. Connect your phone to the projector's WiFi (Device ID: **WISHOLY\_XXXX**, Password: 12345678)
3. Enable Multi-screen or Screen Mirroring and select **WISHOLY\_XXXX**.
4. Screen mirroring should be successful.

# TEXT OPERATION GUIDE

If you encounter any issues, please contact our VIP customer service team. We are dedicated to resolving your problem within 12 business hours.



customerservice@wisholy.co



<https://www.youtube.com/@WISHOLYProjector>

## 1. Why is the display of the projector available but without audio?

- ★ The projector or the connected device (PC, TV, etc.) is muted.
- ★ The audio format is not supported by the projector. (Dolby sound is not supported)
- ★ Encryption applied to the videos or media player which holds the video. Try more videos to define this possibility.

## 2. Why is the audio of the projector available but without display?

- ★ Encryption applied to the videos or media player which holds the video.
- ★ Try another HDMI cable if you select the HD input source.
- ★ If the lamp of the projector is off with only audio playing, the lamp is defective. Please contact seller for a replacement.

## 3. How can I do if the remote is unresponsive?

- ★ Make sure the batteries are installed correctly and the power is enough.
- ★ Please make sure the IR receiver is not covered.

## 4. How should I do if there are small dots on display?

- ★ Tap the projector slightly to shake off the dust which may be caused during installing or shipping.
- ★ Clean the lens with clean non-woven fabrics.

## 5. How should I do if there is expanding dark spot or smoke when using the projector?

- ★ Check if the fan noise increases or the fan stops working. Unplug the projector and contact customerservice@wisholy.co for assistance.
- ★ Make sure the outlet and projector power adapter are not wet or humid which will cause sparks or smoke on outlet when power on the projector.

## 6. Why does the projector is shut off during playing?

- ★ Make sure the power plug is working and firmly fitted into the outlet.
- ★ If the LED indicator on the projector is light up, but the fan doesn't work, please contact customerservice@wisholy.co for assistance.
- ★ Overheat on the projector will activate built-in power-off protection panel. Restart the projector when it gets cooler.
- ★ Please check if you set up the shutdown time.

## 7. Why doesn't the projector's lamp light up or power on?

- ★ Please contact customerservice@wisholy.co for assistance when this occurs.