

What is the lead time for custom sizes?

3-5 weeks for standard HYPEBOX. 3-8 weeks for HYPEBOX touch.

Is there an additional cost for custom colours?

1-4 units +10% uplift in price, 5+ free. 84" HYPEBOX - free of charge.

Are integrated speakers available?

2 x 5w speakers are integrated into the 10", 19" and 21" non-touch variants only.

Can a separate pc/media player be used with the HYPEBOX?

Yes, any video source can be connected via HDMI. Touch functionality can also be enabled using any supported device using a USB type-A cable.

Which operating systems can be used for touchscreen functionality? (HYPEBOX Touch only)

Windows 10/8/7/Vista/XP, Mac OS X, Ubuntu/Fedora, Android.

What touch technology does the HYPEBOX Touch use?

Infrared; 2 touch-points on the 21.5" model, 10 touch-points on the 32" model and above.

Is the LCD on the HYPEBOX Touch protected?

Yes, the LCD is protected using 4mm thick toughened glass.

How do I play video content?

Video content can be played using either the internal media player by connecting a USB drive with the video file(s) into the HYPEBOX, or using an external PC or other media player.

What file types can the media player run?

.MP4, .AVI, .MPG, .WMA, .AAC, .MP2, .MP3.

How do I optimise my video content for the HYPEBOX media player?

We recommend using a video encoded using the H.264 codec, running at 25 frames-per-second with 8-bit colour depth. File size should be under 100MB.

What is the difference between the cinema, cube and panorama HYPEBOX?

The standard cinema size uses the common 16:9 (widescreen) aspect ratio, cube uses an aspect ratio of 4:3, panorama uses an aspect ratio of 21:9.

Can the HYPEBOX be used in both portrait and landscape?

There are two different variants for use in portrait and landscape. The landscape variant has a backlight at the top of the unit, whereas the portrait variant has backlights at both sides of the unit. Unfortunately, the two variants cannot be used interchangeably between portrait and landscape.

What packaging is used to deliver the HYPEBOX?

The HYPEBOX is delivered in a robust wooden crate. A shock sensor on the crate will show if the crate suffered a strong impact.

If the above troubleshooting steps are unsuccessful, please contact us via the contact technical support form on our website, or by calling us on +44 (0)1480 455114.