

Troubleshooting Steps

Item Number	Item Name	Question	Answer	Keywords
M08888	SupaBoy	Warranty Information	<p>Upon purchasing, please register your SupaBoy at our warranty site: http://www.hyperkin.com/warranty</p> <ul style="list-style-type: none"> • First 30 Days: If there is an issue with SupaBoy within the first 30 days, we ask that the customer contact the store they purchased it from and ask for an exchange. • After 30 Days: If issue arises with the SupaBoy after the 30 days, we will then determine whether their product is covered under warranty. • The warranty period (for Hyperkin-branded products) is twelve(12) months from the original date of purchase. • If we do honor the warranty, then the customer will receive a 90 day warranty on their second SupaBoy unit. Once we send out the replacement unit for the third time, there is no longer any warranty. 	Warranty Information
M08888	SupaBoy	General Defective: I think my SupaBoy's defective, what should I do?	<ul style="list-style-type: none"> • If your SupaBoy has issues within the first 30 days, contact the store you purchased it from and ask for an exchange. Exchange this way is the fastest way to get a replacement system. Otherwise, If your SupaBoy has issues after the 30 days, contact Technical Support at (877) 337-1238 (Monday-Friday, 9AM-5PM PST), or e-mail support@hyperkin.com. 	General Defective SupaBoy
M0888	Supaboy	Buttons Unfunctional while AV Out: Help! My Supaboy isn't responding to commands/d-pad/anything after I use the AV output to play games on my television!!!	<p>This may be a hardware issue. Please email support1@hyperkin.com with the detailed problem, proof of purchase and shipping address.</p>	Buttons Unfunctional While AV Out

M0888	SupaBoy	TV Output problem	<p>Check to see that the cables are connected properly.</p> <p>If there is no display on the television, it may be a hardware issue. Please email support1@hyperkin.com with the detailed problem, proof of purchase and shipping address.</p>	TV Output Problem
M0888	SupaBoy	Loss Saves	<p>Loss Saves can happen a couple of ways:</p> <p>Game Cartridge Battery: Game cartridge may need to have a replacement battery. Because the game cartridges have been around for so long, you may have to replace the batteries inside the cartridge which is necessary for the game to be saved.</p> <p>Game Cartridge Moving: Usually, this occurs when the cartridge gets loose from the cartridge slot. We recommend sliding the lock-in cartridge toggle in the back handheld to secure the cartridge in place. The pins on the cartridge and the Supaboy may have been disconnected caused by rapid or abrupt movements. (Glitches out after hours of play)</p>	Loss Saves
M08888	SupaBoy	No Power: My SupaBoy does not turn on...	<p>Please charge the battery for a minimum of 3 hours, as your battery may be depleted.</p> <p>If this does not work, please remove the battery from the system (by removing the screw in the back to open the battery door). Then, Plug the Mini USB AC Adapter into the SupaBoy and turn the unit ON.</p> <ul style="list-style-type: none"> * If the unit turns ON, then the source of the issue is the battery. * If the unit stays OFF, then the source of the issue is the system. <p>Please email support1@hyperkin.com with the detailed problem, proof of purchase and shipping address.</p>	Dead Battery

M08888	SupaBoy	<p>Issue: If the screen turns blue, OR starts to flicker...</p>	<p>Please go ahead and perform the following steps:</p> <p>1) Please check that battery is charged. We recommend that you charge the battery for a minimum of 3 hours.</p> <p>2) If screen is still blue or continues to flicker, please remove the battery from the system (by removing the screw in the back to open the battery door). Then, Plug the Mini USB AC Adapter into the SupaBoy and turn the unit ON.</p> <p>* If the unit turns ON, then the source of the issue is the battery. * If the unit stays OFF, then the source of the issue is the system.</p> <p>Please email support1@hyperkin.com with the detailed problem, proof of purchase and shipping address.</p>	<p>Blue or Flickering Screen</p>
M08888	SupaBoy	<p>Not Reading: If the SupaBoy is not reading the cartridge...</p>	<p>Please follow these steps:</p> <ul style="list-style-type: none"> • Make sure the battery on the SupaBoy is not depleted. * Check the pins on the Supaboy and make sure none of the pins are bent or broken. • Blow air into the pin connectors on the SupaBoy to remove any residue or debris. • Check the pin on the cartridge and make sure that the pin is clear or any residue or debris; the user may need to clean the pins. • If the cartridge still does not play, please try a different cartridge, as it may be defective. <p>If the problem persists, then it may be a hardware issue. Please email support1@hyperkin.com with the detailed problem, proof of purchase and shipping address.</p>	<p>Cartridges Not Reading</p>

M08888	SupaBoy	<p>Pal Cartridges: Does the SupaBoy play PAL cartridges?</p>	<p>The SupaBoy was designed to play US SNES and Japanese Super Famicom cartridges. The original SNES and Super Famicom cartridges were not region locked and both run at the same speeds. During our testing phase, the Supaboy was able to play some PAL games (ie. Super Mario World) but could not play others. The main issue with PAL compatibility is the Audio/Visual (AV) Output. Most modern TVs will have no problem converting the SupaBoy's NTSC signal to the local standard. However, this remains untested. Most likely, older TVs will not be able to accept the SupaBoy's AV Output. We are currently in the process of compiling a list of PAL games that are compatible with the SupaBoy.</p>	<p>PAL cartridges on SupaBoy</p>
M08888	SupaBoy	<p>Cartridge Flap: Can I replace the cartridge flap?</p>	<p>No, we are unable to because of the cartridge flap being embedded in the system. If the cartridge flap is impeding on the experience of play with the SupaBoy, repairs will be need to be done.</p> <p>Please email support1@hyperkin.com with the detailed problem, proof of purchase, and shipping address.</p>	<p>Cartridge Flap</p>
M08888	SupaBoy	<p>Battery Door Cover: Can I replace the battery door?</p>	<p>Yes, we can send out a replacement door if the Supaboy is still under warranty. All Hyperkin-branded items have a 1-year warranty from when they were purchased.</p> <p>Please email support1@hyperkin.com with the detailed problem, proof of purchase, and shipping address.</p>	<p>Battery Door</p>
M08888	SupaBoy	<p>Controller Ports: The controller ports is not working.</p>	<p>Check to see if the port is free of debris. You may use an air can to blow out any debris that may be in the way. Please also make sure that the SNES controllers do work.</p> <p>If you are still having issues afterwards, it may be a hardware issue. Please email support1@hyperkin.com with the detailed problem, proof of purchase, and shipping address.</p>	<p>Controller Ports are not working</p>

M08888	SupaBoy	<p>Question: Can the Supaboy be played using the controllers, but not connected to the TV?</p>	<p>Yes, you are able to use a SNES controller for the ports. You can even connect a SNES controller to the 2nd port to play two player games.</p> <p>Aaron: Tested a game, was able to use a separate SNES controller connected to the Supaboy and was able to work without the need of plugging into a television.</p>	<p>Controllers on the Small Screen</p>
M08888	SupaBoy	<p>Versions: Which version of the Supaboy do I have?</p>	<p>The box may have been in either a black or plastic box.</p> <p>Version 1 utilizes a Plastic box.</p> <p>Version 2 utilizes a Black box.</p>	<p>Version of SupaBoy</p>
M08888	SupaBoy	<p>Status of LED Light: What does it mean?</p>	<p>Solid: Either it is charging or unit is ON with adequate battery life.</p> <p>Blinking: Either Low on batteries or something wrong with the system not being able to obtain a charge</p> <p>Off: Means the system is off.</p>	<p>LED Light Status</p>