

HyperCube

Smart Backup device

iOS guide



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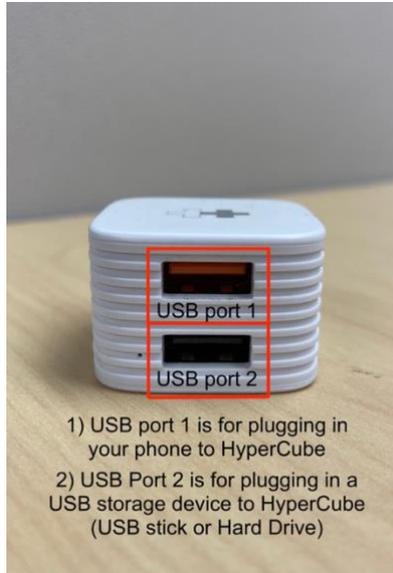
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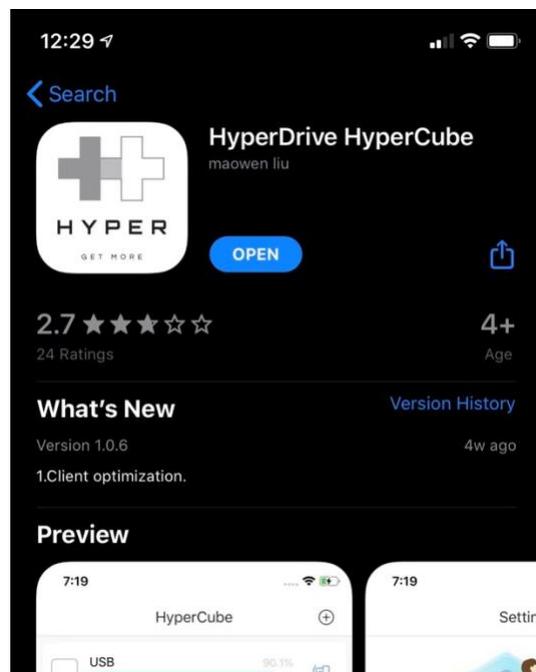
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HyperCube unboxing and set up

When you open HyperCube for the first time, you will notice that it has two USB ports in the front, and a slot in the back. Here is what they are:

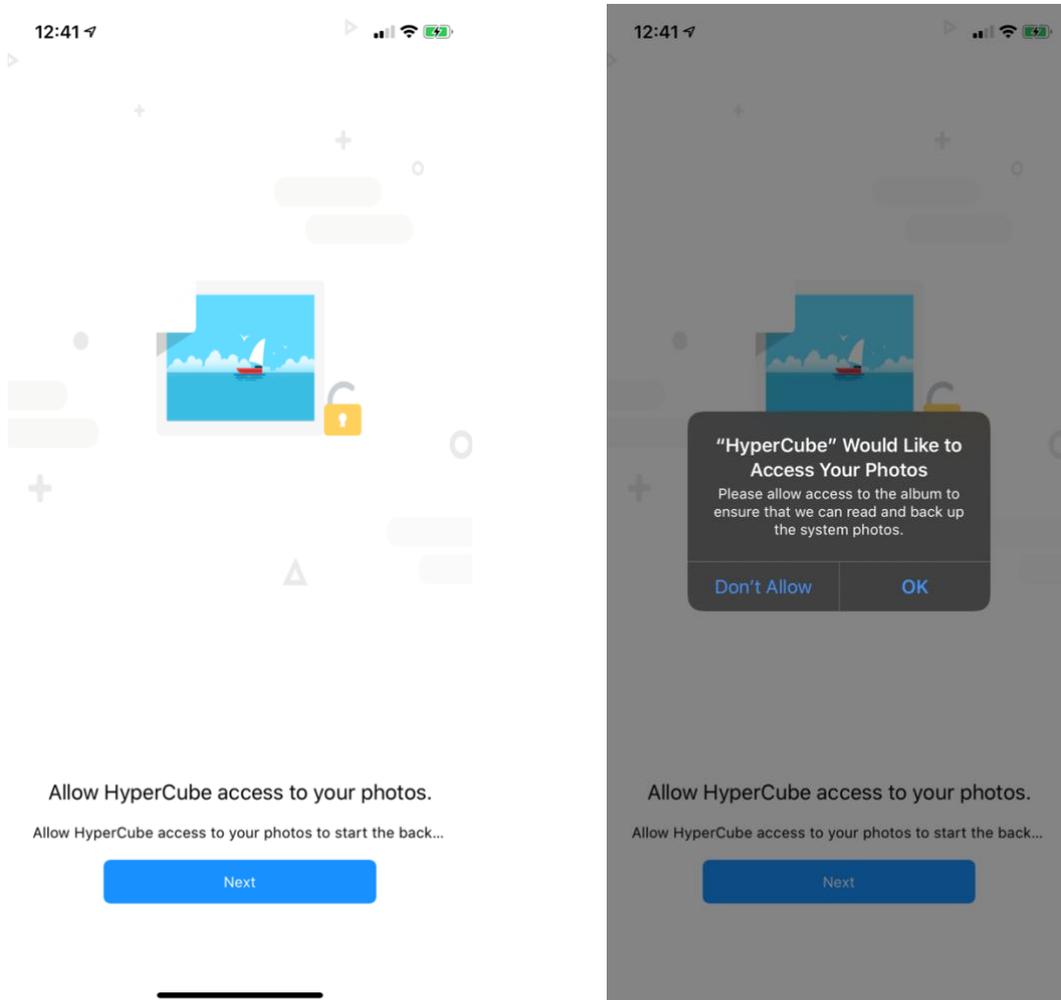


To use HyperCube, download the HyperCube app in the App Store



Unboxing and set up – App launch Accepting permissions

Once you have the app on your phone, insert your storage device into HyperCube, and launch the HyperCube app. Once the HyperCube app launches, you will notice this screen:



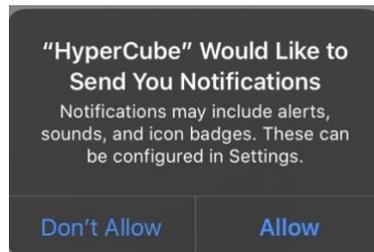
Please click next on this screen

Please hit accept here, permission is needed to allow HyperCube to work with your images

Please do the same with contacts, the screens will be similar.

Unboxing and set up – App launch Notifications and main page

After accepting permissions, HyperCube will ask if you want to receive notifications:



This is totally optional; however, it is recommended that you do. HyperCube will send you push notifications when your backup is complete.

If your phone has **not** been plugged into HyperCube, you will see this:

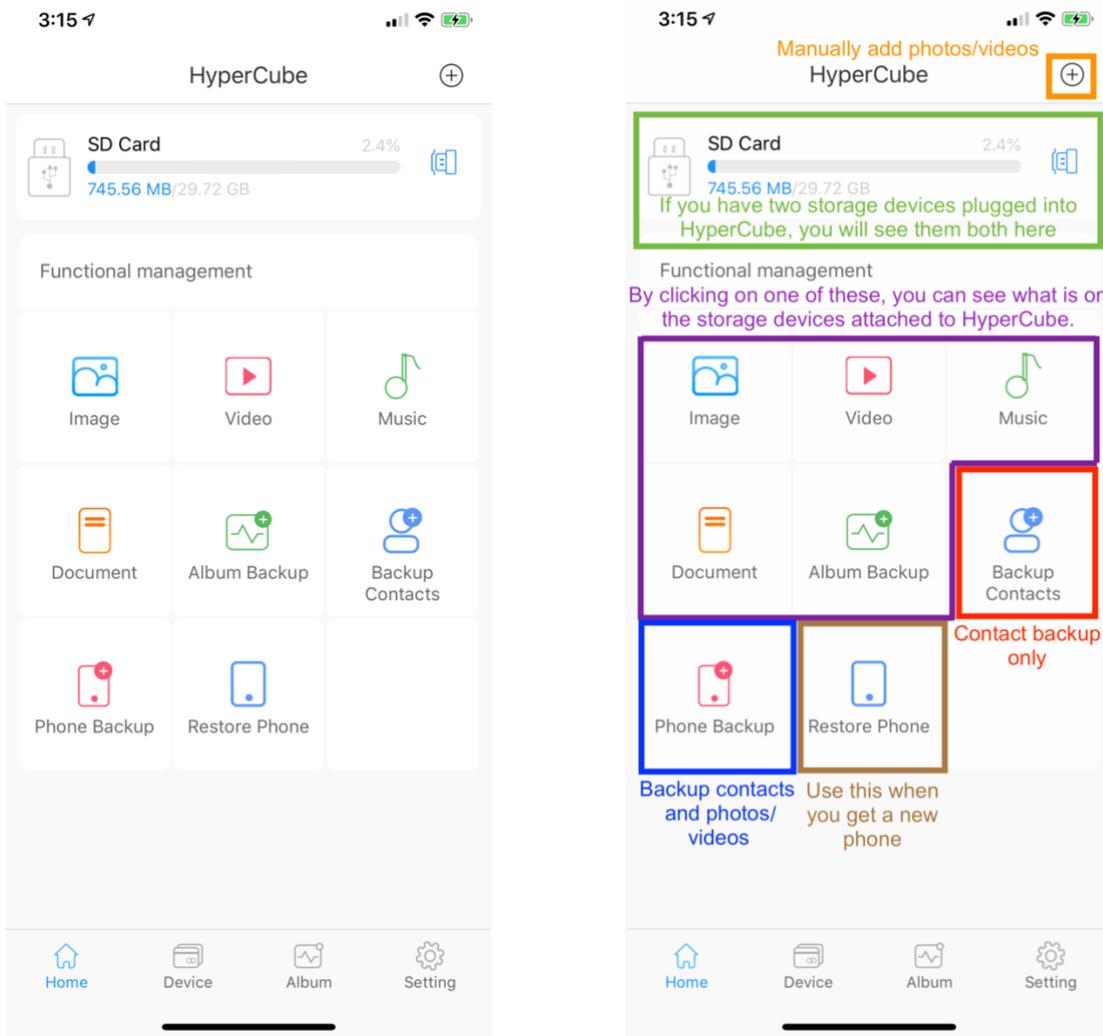


If your phone has been plugged into HyperCube, you will see this:



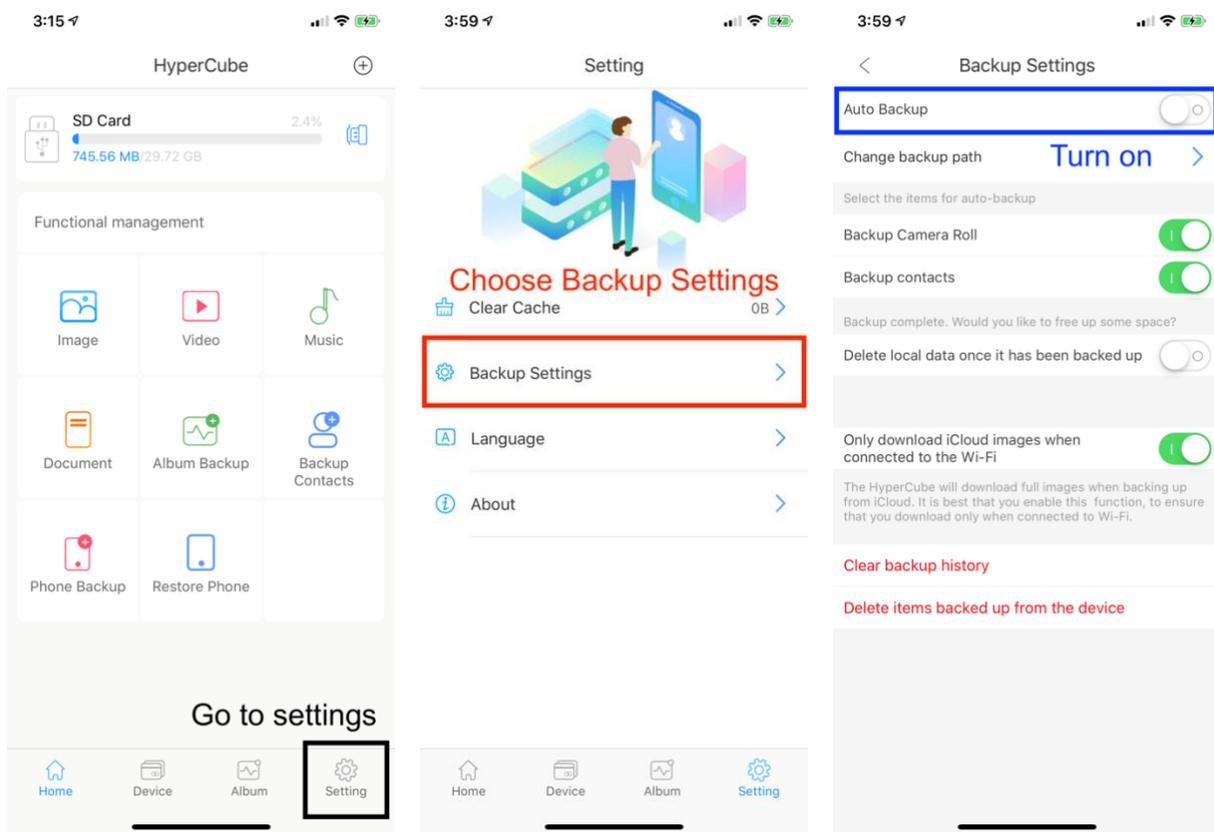
HyperCube Home Page

Now that you have HyperCube plugged into a power supply with a storage device and you have your phone plugged in, you will reach this page (left for page, right for explanations):



Setting up Auto Backup

To set up Auto Backup, complete the following:

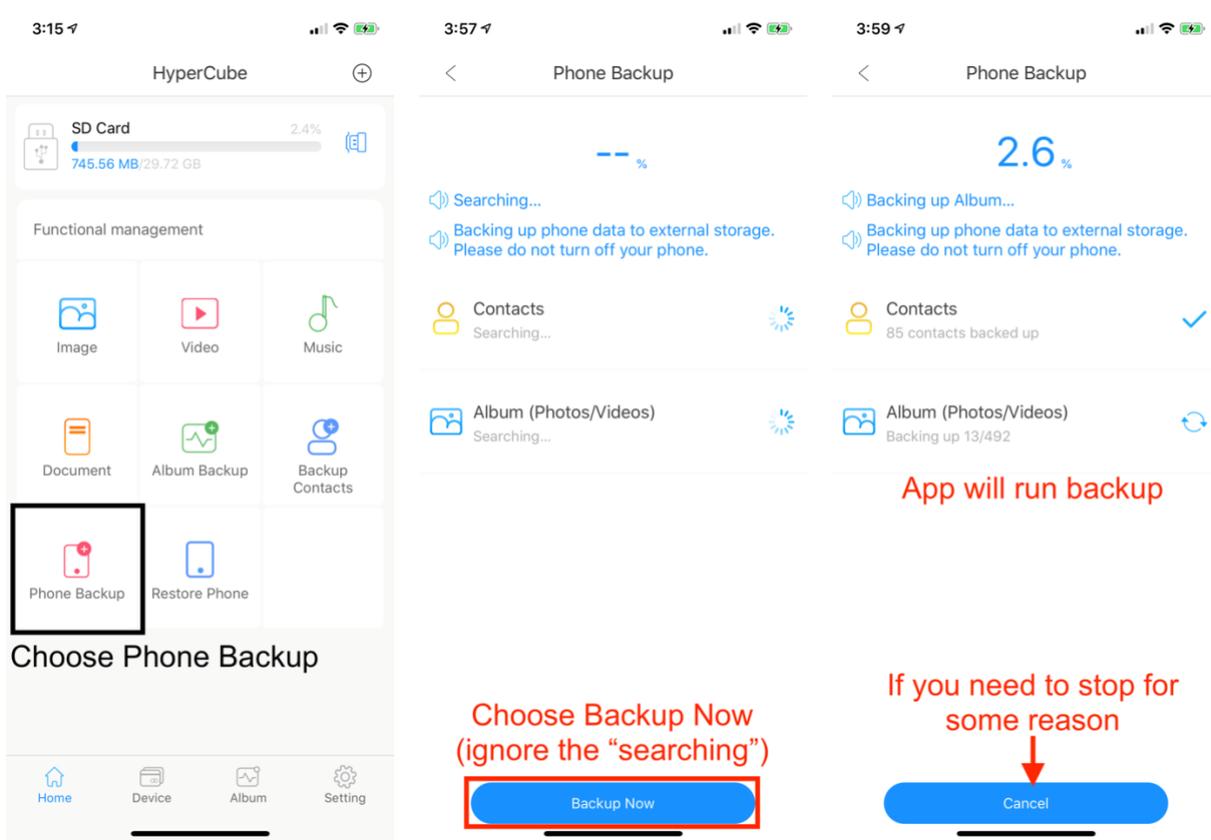


IMPORTANT!

For the phone to automatically launch Auto Backup, the HyperCube app **must not be force closed**. It can be open in the background and still run (if you have notifications on, the app will let you know when the backup starts and finishes).

Completing a Manual Backup

To complete a manual backup, complete the following:



Note: When in phone backup, it may continue to search and show no progress. This is something we are working on. Just choose backup now and it will run.

HyperCube Troubleshooting

Q: I see the permissions, but I only want to back up my photos. How do I only allow photos?

A: Accept all the permissions at first (App needs them to be okayed at first), then go to Settings > scroll down to the HyperCube app > Uncheck "Contacts"

Q: My phone is stuck on "Device not found." What do I do?

A: Check the following:

- 1) Is the HyperCube plugged into your computer? Please plug in HyperCube to a power adapter.
- 2) Are you plugged into the orange USB port? If not, please plug the phone cable into the orange USB port.
- 3) Try changing the cables and see if that fixes the issue

Q: I keep getting this error message that says, "Failed to reach root directory." What do I do?

A: Check the following:

- 1) Is the storage device plugged into HyperCube? If not, plug in a storage device to HyperCube.
- 2) Please check that the HyperCube is properly formatted. Formatting instructions can be found here:
<https://www.premiumusb.com/blog/how-to-reformat-a-usb-drive>
- 3) Try changing the storage device and see if that fixes the issue.

Contact Us

You can reach out to us anytime at
support@hypershop.com

We are available on chat M-F, 9:30 AM to 5:30 PM PST.
Go to <https://hypershop.zendesk.com> and click on “Chat
Now.”

We can be called at [1-888-202-1888](tel:1-888-202-1888) as well, with the
same operating hours.