

## ***Frequently asked Questions for Electro-Matic Products Electronic Message displays***

### ***Q: How quickly can I get a display?***

**A:** We believe we are best in the industry for delivery of your sign. The Hyperion outdoor display comes in many models and colors. Many of these can be ready to ship in 2 weeks or less. Even special sizes, which we are happy to do, can be ready in 4 to 6 weeks. The 4U2SEE indoor/Outdoor displays are typically built and stocked on our shelves ready for same day shipment for tricolor, Sunbrite red and Sunbrite yellow. Our Factory Vision Industrial displays can be ready to ship in 2-3 weeks for the smaller models and for the larger models we can fit your needs most of the time.

### ***Q: How can I determine the viewing distance?***

**A:** Our rule of thumb is 60 feet for every inch of the character size. I.e. 2" characters can be read from 120 ft. So by knowing the size of the character on the display, you can determine how far away the message can be read.

### ***Q: What does Master/Slave mean?***

**A:** Master/Slave means that there are two single sided displays supplied by Electro-Matic that the installer can mount together typically back to back. This facilitates installations on poles. Some refer to this as double sided or back to back displays. For communication purposes, the Master/Slave requires only one connection so that it acts like one sign.

### ***Q: Can the Hyperion Master/Slave displays run independently?***

**A:** The Hyperion Master/Slave displays can be set to Master/Master, which will allow the displays to run independently. This is a setting feature, which can be changed anytime within 5 seconds. This feature allows for different messages to be displayed on each side simultaneously. Don't worry, if you are not sure or change your mind, this can be changed in seconds through the provided Sigma software effortlessly.

### ***Q: Can the Hyperion be set up with 2, 3 or more Slave displays to form a triangle or square and will this delay the delivery?***

**A:** The Hyperion displays can be set to can have up to 7 Slave displays to form many complex shapes and sides for viewing. There are no extra charges or delays in shipment for this. As shown in the previous question, the faces of the sign can all have the same information or different information. Don't worry, if you are not sure or change your mind, this can be changed in seconds through the provided Sigma software effortlessly.

### ***Q: Do you offer displays that can be used in the food industry?***

**A:** Yes. Electro-Matic has engineered special Stainless Steel enclosures that have met health code rules and regulations. These displays Meet NEMA4X specifications.

***Q: Can I display pictures, graphics and/or videos? What type of resolution will I get?***

***A:*** All Hyperion displays can have pictures, graphics and videos placed on the display and scheduled for a time or date to show on the display. Specifically, Pictures can be displayed utilizing .jpg or .bmp file formats, Videos can be displayed utilizing source files from 13 different formats (.avi,swf,gif,asf,wmv,mpg,mpeg,mp4,3gp,mov,qt,rm,rmvb). Graphics can utilize font files, .jpg, or .bmp formats. With 4098 shades for monochrome displays and 8.6 billion shades of color for RGB displays, the resolution of colors is awesome. Hyperion customers also utilize Sigma Software, provided at no charge, to size the pictures for the display, convert and edit your movie's and provide numerous other functionality to the display.

***Q: Can you service the Hyperion Outdoor Displays from the front?***

***A:*** Absolutely!! Because most outdoor displays are usually constructed in enclosures and existing frames of other signs, Electro-Matic has engineered a service friendly display. All of the Hyperion displays can be serviced completely through the front of the display.

***Q: How many LED's are there per pixel on the Hyperion Displays?***

***A:*** Hyperion offers monochrome (red or amber) and full color displays. Our 16mm, 20mm and 25mm have 1 LED per pixel for monochrome and 3 LED's per pixel for Full Color (1-Red, 1-Green and 1 Blue). Our 32mm and 40mm have 4 LED's per pixel for monochrome. The 32mm has 4 LED's per pixel for full color (2-Red, 1-Green and 1-Blue). The 40mm has 8 LED's per pixel for full color (3-Red, 3-Green and 2-Blue). The number of LED's is not as important as the overall brightness of the LED's. Hyperion displays exceed 5000 NIT's for monochrome and 10,000 NIT's for full color with the LED's provided because we use very high grade, high brightness premium LED's in our products.

***Q: Does the Hyperion Outdoor Displays have a surge protector?***

***A:*** Not only does the Hyperion display come with a surge protector already installed, it also features a lightning arrester as well. This provides maximum protection for your investment and reliable performance.

***Q: What is the viewing angle for the Hyperion Outdoor Displays?***

***A:*** The Hyperion Outdoor Display has a 150° horizontal viewing angle. That translates into more viewing time for your customers as they pass by the sign.

***Q: How long will information remain stored due to a power outage on the Hyperion displays?***

***A:*** Forever. The messages are stored in what is called Flash ROM. This is a permanent memory very similar to what you'd use on a digital camera. It has no need for power once the message is stored and there for it will remain until changed or deleted. There are no batteries or charge devices to drain and loose your info. This offers premium worry free operation as a standard.

***Q: How far in advance can information be stored into the sign, if we know the date of an event can it be stored now?***

**A:** Yes. You can store any message for any date in the future, the only limitation is the amount of memory and we have the largest standard size memory of anyone in the industry of 266MB or 64,000 messages on average. For most other sign manufacturers the memory size is only 64K or 4000 times smaller than Hyperion.

***Q: What is the refresh rate for the Hyperion Outdoor Displays?***

**A:** Up to 60 frames per second, this translates into 30 frames per second for movie playback. This presents true movie playback with no limitations. This is a standard feature on all Hyperion signs and is typically a premium service for other manufacturers.

***Q: Can the Hyperion Outdoor Displays show the Time, Temperature and Date?***

**A:** Yes. Time, date and temperature can be shown on all Hyperion Outdoor Displays. The temperature probe and our Sigma 3000 Software are standard features and are included with the displays. The Sigma Software allows you to program the display to show the time and temperature. The displays have a built in memory and control so once it is programmed the sign needs nothing attached to it to keep accurate time, date and display the temperature. The date can be displayed in several ways as well as the temperature and time. In addition to this we have a count up or count down feature for functions like "Days till Christmas", "Cars Sold to Date" that changes the message automatically based on time and date.

***Q: Is the Time and Temperature a standard feature?***

**A:** Time and Temperature are included with all our Hyperion displays. The temperature probe is included with the sign and there are no extra charges involved. In addition, we have added a standard feature which is called a counter. The Counter is based off the built in calendar and you can count down (or up) automatically within your message event. EX: XX days till Final Exams. The sign will automatically decrement the number (XX) each day without anyone needing to touch the sign.

***Q: When installing the Hyperion Master/Slave display are there restrictions as to how far apart they need to be?***

**A:** The two displays will need to be at least 4" apart when installed for cooling air flow. The fans are installed on the back of the displays. The installation guide depicts several installation options that are available for proper air flow.

***Q: Does the Hyperion Outdoor Displays have a Plexiglas panel of the front?***

**A:** No they do not. Our Hyperion Outdoor displays have LED tiles that are sealed from the back to prevent moisture from entering the tiles. This allows the true vibrant color of the LED to shine brightly to get your message across. It has been proven that the shield can shorten the LED life due to heat buildup. Also, the unsightly moisture buildup in the lens can not exist giving your audience the best of everything, long-lasting display, bright and vibrant. Of course a Plexiglas shield is available as an option on Hyperion displays.

***Q: How far can the RF be from the display to communicate properly?***

**A:** We have several RF options; depicted by a 2, 8, 9, B, W and Z. Option 2, 8 and B can be ¼ mile away, option 9 can be several miles away, option W can be .5 mile away and Option Z can be 5-10 miles away. All RF antenna needs to have a direct line of sight to the display in order to communicate effectively. The choice made is based on several factors such as speed required to update the display (the 8, B, W, Z options are the fastest), amount of interference (physical barriers and electronic noise) as well as distance between the computer source running Sigma software and the sign itself (the 9, Z options are the most powerful units to overcome noise and interference). Your Hyperion salesmen can help to make the best choice or schedule a site survey to ensure the right choice. Please understand that with any RF wireless remote, having a site survey done is the only way to make sure that the radios will work in your environment.

***Q: When using RS232 or RS485 what is the best option to use when communicating 100 feet away?***

**A:** If you are communicating using the RS232 you shouldn't go over 50 feet, because this could cause problems in your communication. For anything over 50 feet you should use the RS485 which is good for 4000 feet. Ethernet, which is good for 330 feet, would be the proper choice if you want to make the sign updates go faster.

***Q: Do I have to have another connection device or buy another optional thing if I have Ethernet?***

**A:** No. All of Electro-Matic displays come with Ethernet as a standard along with RS232 and RS485. With Ethernet, the only cable needed is the following: if connecting direct from the computer to the sign a crossover cable is required, and if connecting from a network (hub, switch, or wall socket) to the sign, a patch cable is required. Ethernet cable, by industry standards, can be up to 300 feet long. You can go farther than 300 feet with ethernet if you put a HUB or SWITCH every 300 feet.

***Q: What is included in the graphic package and animation software?***

**A:** We have a CD that the Hyperion dealer can supply the customer that contains over 700MEG of AVI files/JPG picture files that the customer may use. This is supplied one time at no charge to our sign dealers and they can reproduce these at will. In addition the display will accept any AVI files and with the provided Sigma software can easily be put on the sign. For graphics it will accept any JPEG or Bitmap file format.

***Q: If I need more than what is supplied on the graphics CD, what are my options?***

**A:** In addition to the CD you have several options. First you can utilize Sigma software, which is included with the display, to create your own messages, insert pictures, convert and edit your movies along with many more options to create unique content for your sign.

If you do not feel creative or do not have the time, Electro-Matic Products also offers a low cost service for content creation to be done for you by a professional staff of designers. Simply search Content Creation on our website to find out more about this option.

***Q: Is the sign structure covered with power-coated paint?***

**A:** Yes. The entire Hyperion display is constructed of aluminum and then black powder-coat paint is applied. This provides for superior protection against fading and peeling. Of course the entire sign is made of Aluminum so rust is NEVER an issue.

***Q: Approximately how many times within the initial warranty period will a panel need to be replaced?***

**A:** Rarely will any panels need to be replaced however, in the first few months of install there may be one or two tiles that will need replacement due to shipping and handling issues.

***Q: Approximately how often over the next 10 years and once the warranty expires will a panel need to be replaced?***

**A:** The LED's are rated for 100,000 hours of operation. An LED is very similar to a mercury vapor light, past the initial installation phase, rarely will they burn out, and they will just get dimmer. You can expect that most of the LED's will run for 10 years before they get to the point of needing replacement.

***Q: What is the cost of a replacement panel?***

**A:** This answer varies depending on the model and color of the Hyperion Product you have. As of 12/28/09 the range of cost of a replacement tile is \$215 to \$1075.

***Q: What comes in the box with the 4U2SEE?***

**A:** The 4U2SEE box comes with the following: the display, approximately 32 feet of USB cable and the power supply.

***Q: How far away from the 4U2SEE display can I be when using the handheld remote?***

**A:** You can be up to 100 feet in the line of sight of the 4U2SEE display as long as you are not going through glass.

***Q: How many different hanging methods are there for the Factory Vision Displays?***

**A:** There are two: Models FV401-FV404 using the hanging eyes and models FV405-FV408 use the hanging eyebolts. In any case, Electro-Matic Products has kits available for mounting.

***Q: How do I get technical support for my display?***

**A:** There are many avenues to get support. There is a website available that contains technical information, manuals and training videos for Sigma software. There is an email address for support and there is an application support phone number. In addition to this there are training classes offered on various subjects pertaining to the Visual display products. Many of which can be accessed right from your computer. Contact your local dealer or distributor to sign you up for access to all of these options.