

Chat, voice, documents and images

Superchat Box Pro

User Manual

AMD Ryzen AI Max+ 395 | 128 GB | Genie Lite + Genie Pro | Works offline

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superchat.in/box

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Safety information

Read this page before you set up your Superchat Box. Keep this manual for later.

> **Warning**
> Use only the power supply and cord supplied with your Superchat Box. Another supply may damage the box or cause a fire. Do not use a damaged cord.

Where to put it

- Place the box on a firm, level surface with at least 10 cm of clear space around it for air to flow.
- Do not cover the grille or stand anything on top of the box. Do not run it inside a closed cupboard or drawer.
- Keep it away from radiators, direct sunlight, water and damp places.
- Use it indoors only. To confirm: operating temperature and humidity range

Power

- Connect the power supply to an earthed wall socket that is easy to reach, so you can unplug it quickly.
- Unplug the box during lightning storms or if you will not use it for a long time.
- To switch the box off completely, shut it down and then unplug the power cord.

Do not open the case

There are no parts inside that you need to service yourself. Adding storage or any other work inside the case should be done by Superchat or an authorised partner.

> **Caution**
> Parts inside, including the processor and power circuits, can be hot or carry electrical charge after the box is switched off.

Children and pets

This is not a toy. Keep the box, its cables and its packaging away from small children.

What is in the box

Check that your package contains the items below. If anything is missing or damaged, contact Superchat before you set the box up.

Superchat Box

With Genie Lite and Genie Pro and the Genie apps pre-installed.

Power adapter and cord

External adapter, 19.5 V 11.8 A, with a cord for your region.

This manual

Also available at superchat.in/box.

You will also need

- A network cable (Cat 6A or better for 10 Gigabit, Cat 5e or better for 2.5 Gigabit).
- A free port on your office network switch or router.
- Any computer, tablet or phone with a web browser on the same network, to use Genie.
- Optional: a monitor, keyboard and mouse, only if you want to use the box directly.

Keep the packaging

The box is easiest to move or return in its original packaging.

Getting to know your box

180 × 180 × 78 mm and about 2.3 kg. The dark front panel has the power button and quick-access ports; network and display connections are on the back. The aluminium sides carry the grille and the Genie mark.



Front, top to bottom

1. **Power button.** Press to switch on. The small light beside it shows the box has power.
2. **Superchat mark.**
3. **2 × USB 3.2 Gen 2 (10 Gbps).** Keyboards, drives and update sticks.
4. **USB4.** Fast external storage or a display, through USB-C.
5. **SD card slot.**

Back

Port	Use it for
10 Gigabit Ethernet	Your main network connection. Recommended when many people use Genie at once.
2.5 Gigabit Ethernet	A second network, for example a separate management network.
USB4	Fast storage, a display or a USB-C dock.
4 × USB 3.2 Gen 1 (5 Gbps)	Keyboard, mouse and other accessories.
HDMI 2.1 and DisplayPort 2.1	A monitor, if you want to use the box directly. Not needed for normal use.
3.5 mm audio, Wi-Fi antennas	Headset or speakers; Wi-Fi 7 and Bluetooth 5.4 antennas.
DC in	The supplied 19.5 V adapter.

Setting up

Most offices are up and running in under fifteen minutes.

1. **Choose a spot.** Somewhere secure, ventilated and near a network point. A desk, a shelf or a communications room all work.
2. **Connect the network.** Plug a network cable into the 10 Gigabit Ethernet port and into your switch or router.
3. **Connect the power.** Plug the power supply into the box, then into the wall.
4. **Switch it on.** Press the power button at the top of the front panel. The box starts Ubuntu, then loads Genie Lite and Genie Pro into memory; the first start takes a few minutes. To confirm: how long first start takes and what tells you Genie is ready
5. **Open Genie.** On any computer on the same network, open a web browser and go to the address on your welcome sheet. To confirm: default address or how the box is found on the network
6. **Create the first account.** The first person to sign in becomes the administrator and can then invite colleagues.

No internet needed

The box does not need an internet connection to work. It only needs to be on the same network as the people using it.

Using Genie

Your box comes with two Genie models and three apps that use them.

Genie Lite
The fast model. Instant replies for everyday chat, website support and voice.

Genie Pro
The 120B-equivalent model, for reasoning, long documents, analysis and code.

Genie Chat

A private assistant for everyone on your network. Ask questions, draft and summarise documents, analyse spreadsheets and write code. Uploaded files stay on the box.

Genie Live Support

The assistant for your website. Add your website and documents, copy the one-line code snippet into your site, and Genie starts answering your visitors from your own information. Leads arrive in your dashboard.

Genie Orb

A voice agent. Speak to it in English or Hindi and it answers out loud. It can sit on a reception tablet, a kiosk or, with a telephony partner, your phone line.

How fast is it?

48	1,175	3.5 s
tokens per second when writing	tokens per second when reading	to read a 2,540-token contract and answer

Genie Pro, measured 8 November 2026, one request at a time. Speed is shared when several people use the box at once.

Privacy, offline use and updates

Everything Genie needs to answer is already on the box.

Working offline

You can disconnect the box from the internet completely. Genie keeps answering anyone on your local network. Many customers run the box on a network with no internet route at all.

Where your data lives

Questions, answers, uploaded files and chat history are stored on the box's own SSD. Nothing is sent to Superchat or anyone else to produce an answer.

Updates

Superchat publishes updates to Genie and its apps. You choose how they arrive:

- **Over the network,** if your box can reach the internet and you have switched updates on.
- **On a USB drive,** for boxes kept offline. Plug the drive into a USB4 port and follow the steps on screen.

> **Do not switch off during an update**
> Wait until the update has finished and Genie is available again before you unplug the box.

Operating system

Your box runs Ubuntu with Genie pre-installed. From March 2027, every Superchat Box will be upgraded to Genie OS, our own operating system built around private AI.

Backing up

Administrators can export chat history and settings to a USB drive. Store backups somewhere as secure as the box itself.

Care and maintenance

Cleaning

- Shut down and unplug the box first.
- Wipe the case with a soft, dry, lint-free cloth. For marks, dampen the cloth slightly with water.
- Do not use sprays, solvents or abrasive cleaners. Do not let liquid get into the grille.
- Remove dust from the grille every few months with a soft brush or low-pressure air.

Shutting down

Shut the box down from the Genie administrator settings, or press the power button briefly. Hold the power button for several seconds only if the box has stopped responding.

Moving the box

Shut it down and unplug all cables before moving it. Carry it with both hands from underneath.

Adding storage

The box has four M.2 storage slots, one of which holds the 1 TB system drive. Contact Superchat to add storage; we will advise on compatible drives and fit them for you.

Troubleshooting

Most problems are solved by one of the steps below.

Problem	What to try
The box does not switch on	Check the power cord is pushed fully into the box and the wall, and the socket works. Try another socket.
Genie does not open in the browser	Wait five minutes after switching on. Check the network cable and the light on your switch port. Make sure your computer is on the same network as the box.
Genie opens but answers slowly	Answers slow down when many people ask at the same moment. Check whether a large file is being processed. If slowness continues, contact support.
The box is loud or warm	Make sure there is 10 cm of space around it and the grille is free of dust. A busy box running a large model is normally warm to the touch.
Live Support is not showing on my website	Check the snippet is on every page and your website domain is listed in the Live Support settings.
The Orb does not hear me	Allow microphone access in your browser. Check the right microphone is selected in your computer's sound settings.
The box has stopped responding	Hold the power button for about ten seconds until it switches off, wait a moment, then switch it on again. If that does not work, press the reset hole on the box with a straightened paper clip.
I forgot the administrator password	Contact Superchat support. For your security we will verify your identity before resetting it.

Still stuck?

Contact Superchat at superchat.in/contact. Have the serial number from the underside of the box ready. To confirm: where the serial number label is

Technical specifications

Processor	
Processor	AMD Ryzen™ AI Max+ 395
Architecture	Zen 5, 16 cores / 32 threads
Clock speed	3.0 GHz base, up to 5.1 GHz boost
Graphics	AMD Radeon™ 8060S, 40 compute units; runs voice and image
NPU	AMD XDNA™ 2, up to 50 TOPS
AI compute	Up to 126 total TOPS; up to 60 FP16 TFLOPS on the GPU
Processor power	Up to 140 W in this chassis
Memory and storage	
Memory	128 GB LPDDR5X-8533, soldered
Graphics memory	Up to 96 GB of the 128 GB can be assigned to the GPU
Storage	1 TB NVMe SSD installed
Expansion	4 × M.2 2280 NVMe slots (2 × PCIe 4.0 ×4, 2 × PCIe 4.0 ×2), up to 8 TB each
Connectivity	
Front	Power button, 2 × USB 3.2 Gen 2 (10 Gbps), 1 × USB4, SD card slot
Back	10 Gigabit Ethernet, 2.5 Gigabit Ethernet, 1 × USB4, 4 × USB 3.2 Gen 1 (5 Gbps), HDMI 2.1, DisplayPort 2.1, 3.5 mm audio, DC in
Wireless	Wi-Fi 7, Bluetooth 5.4
Displays	Up to four, at up to 8K 60 Hz

Processor figures are AMD's published specifications. TOPS and TFLOPS are peak theoretical values.

Design, software and warranty

Design	
Size	180 × 180 × 78 mm
Weight	About 2.3 kg
Cooling	Vapour chamber, copper heatsink and dual fans
Power supply	External adapter, 19.5 V 11.8 A

Capacity	
Answers at once	4 at full speed, about 22 tokens per second each
Total output	About 75 tokens per second, shared by everyone using the box
Typical team	About 25 people chatting at the same time: an office of 50 to 100 for everyday use

Operating system	
Available now	Ubuntu, with Genie pre-installed
From March 2027	Genie OS. Every Superchat Box will be upgraded to it.

Software	
AI models	Genie Lite and Genie Pro, pre-installed
Genie Lite	Fast model for chat, website support and voice
Genie Pro	120B-equivalent model for reasoning, documents and code
Included apps	Genie Chat, Genie Live Support, Genie Orb (voice), image creation and reading
Operation	Runs fully offline. No account, licence server or cloud link required to answer.
Updates	Delivered by Superchat on a USB drive or over the network, your choice

Warranty	
Hardware warranty	1 year

Platform figures are the manufacturer's. Specifications may change without notice.

Warranty, support and legal

Warranty

Your Superchat Box hardware is covered by a one-year warranty from the date of delivery.

To confirm: full warranty terms, what is excluded and how to claim

Support

Web: superchat.in/contact
Email: hello@superchat.in

Regulatory

To confirm: certification marks (for example BIS, CE, FCC) and the compliance statements that go with them

Disposal

Do not throw the box away with household waste. Return it to Superchat or take it to an authorised electronic waste collection point.

Trademarks

Superchat, Genie, Genie Lite, Genie Pro and the Superchat logo are trademarks of Superchat. AMD, Ryzen, Radeon and XDNA are trademarks of Advanced Micro Devices, Inc. Other names may be trademarks of their owners.

Manual version 0.9 (review draft), November 2026. The latest version is at superchat.in/box.

Review checklist

This draft cannot be published until each item below is confirmed and filled in. This page is removed from the final manual.

#	Still to confirm
1	operating temperature and humidity range
2	how long first start takes and what tells you Genie is ready
3	default address or how the box is found on the network
4	where the serial number label is
5	full warranty terms, what is excluded and how to claim
6	certification marks (for example BIS, CE, FCC) and the compliance statements that go with them



Your AI. Your data. Nobody else's cloud.

superchat.in