# Platform Guide

HYYP
www.HYYP247.com
support@HYYP247.com

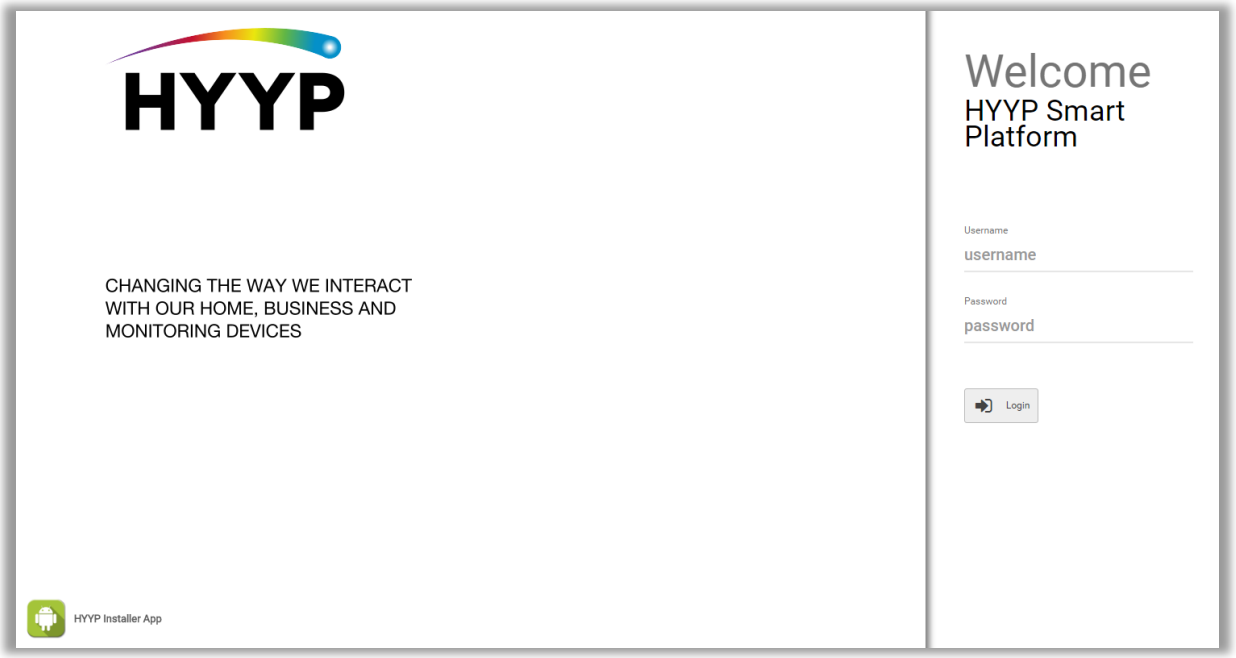
## Introduction

The HYYP platform allows you to monitor the HYYP Devices connected to your account. You can view the status of each devices as well as all events sent from the devices from any location with a secure log in.

HYYP

## 1. Logging In

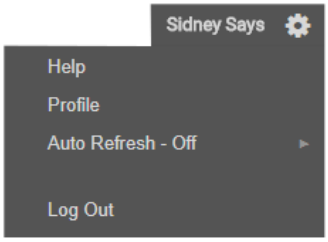
Go to https://hyyp.trintel.co.za on your web browser, there you will come to the HYYP login screen.



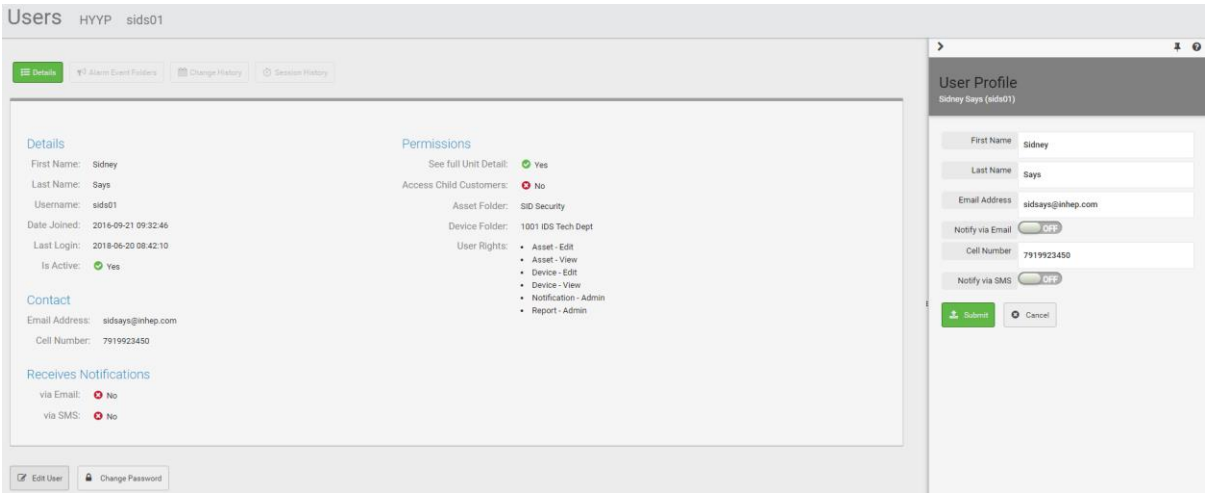

Enter your username and password as provided by IDS.

## 1.1. Edit User Profile

To edit your profile click on the Settings icon and select ‘Profile’.




Here you can change your profile details by clicking ‘Edit User.’ You can also choose whether you receive notifications for offline HYYP devices via SMS or Email.




# 2. Asset and Device

On the HYYP platform each HYYP unit is split into an ‘Asset’ and a ‘Device’.

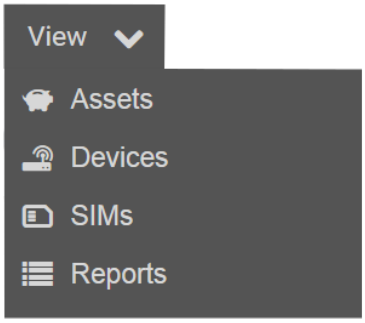
## Assets

The Asset contains all the alarm related data including alarm signals transmitted across the mobile network and platform.

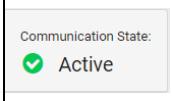
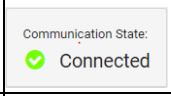
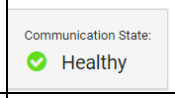
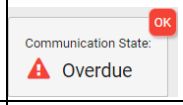
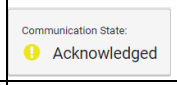
## Devices

The Device contains all the device related data transmitted across the mobile network and platform. This included signal strength and connection status.

Click on the View tab to switch between the Asset and Device Pages.

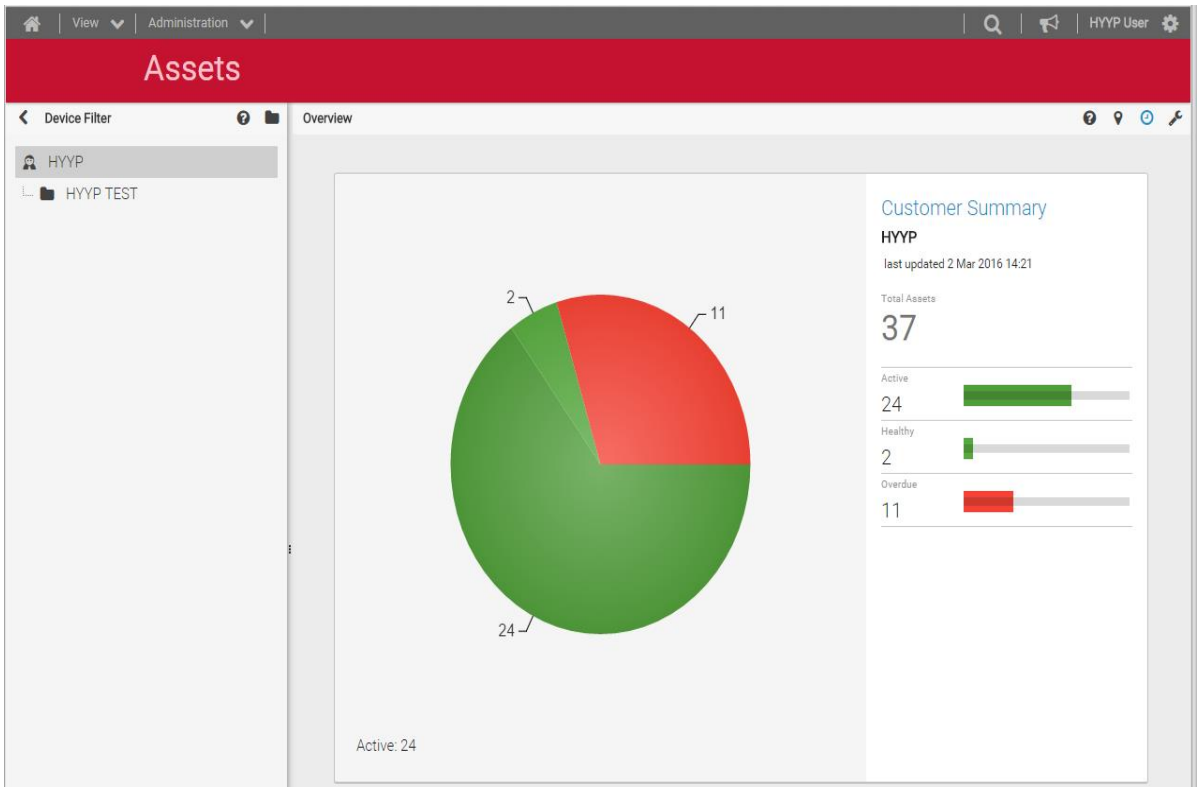


## 2.1. Asset/Device States

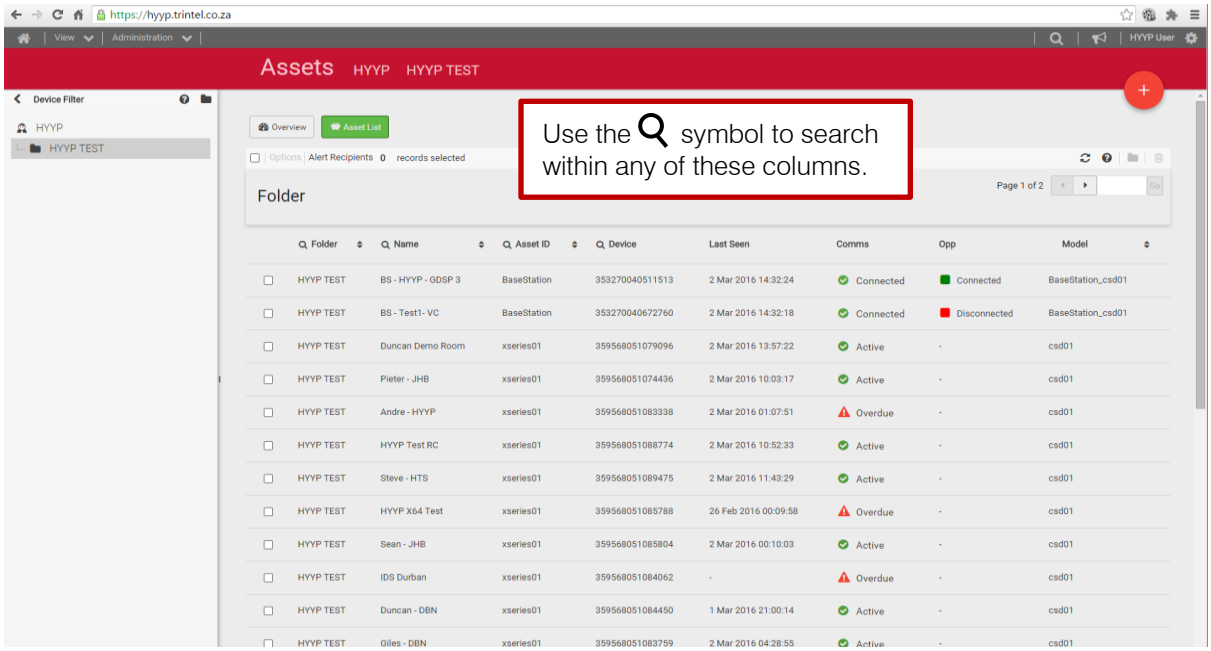
| | State | Description |
|---|---|---|
| 1. |  Communication State | Indicates asset/device connectivity to a mobile network. |
| 2. |  Connected | Data is currently being transmitted via the platform. |
| 3. |  Healthy | Data was recently transmitted via the platform. |
| 4. |  Overdue | Device has not reported within its Required Communications Period. |
| 8. |  Acknowledged | Units assigned to you that you have acknowledged are not in use. |
| 5. | Unknown | Device still to sync with platform i.e. Not installed yet. |
| 7. | Operational State<br>Refers to monitoring software | Green = Base Station connected.<br>Red = Not connected or monitoring software error. |

## 2.2. Assets

On the Assets landing page you will see a summary of all your assets and their status'. From here you can quickly tell how many of your units are offline.

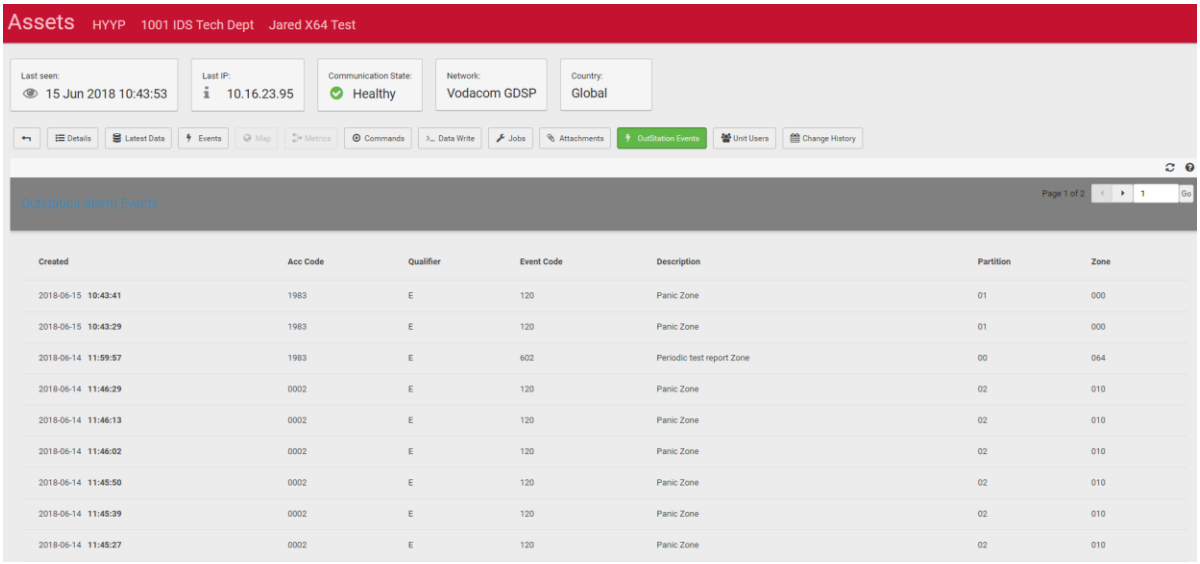


To view more details on a specific asset, select Asset List. This will bring up a list of all your assets with their operational status.



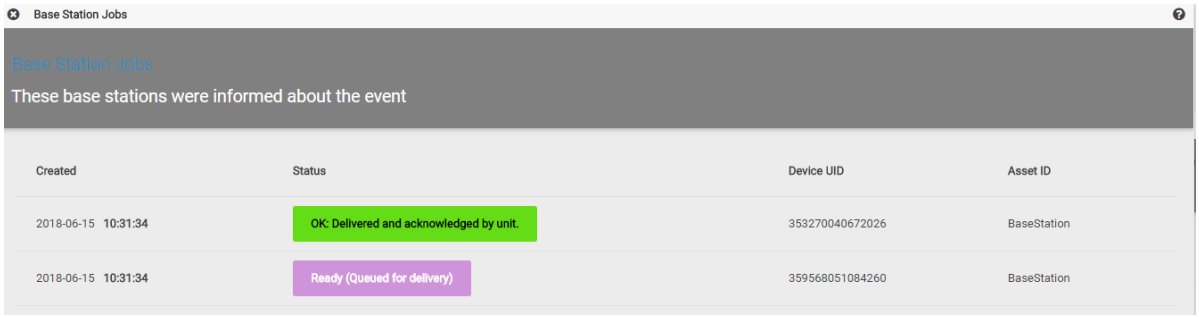

Here you can click on any asset for a more detailed view of its status and all the events it has sent. From the units Asset page you can see the last time the unit sent an alarm signal, and what events are being sent from the alarm panel

Last Seen: The last time the platform received an alarm panel signal from this unit. This is a great way to see if the HYYP unit is properly connected to the panel.




All alarm panel signals received by the platform are shown under the Outstation Events tab.

Click on an event to tell if it was successfully delivered to your Basestation.

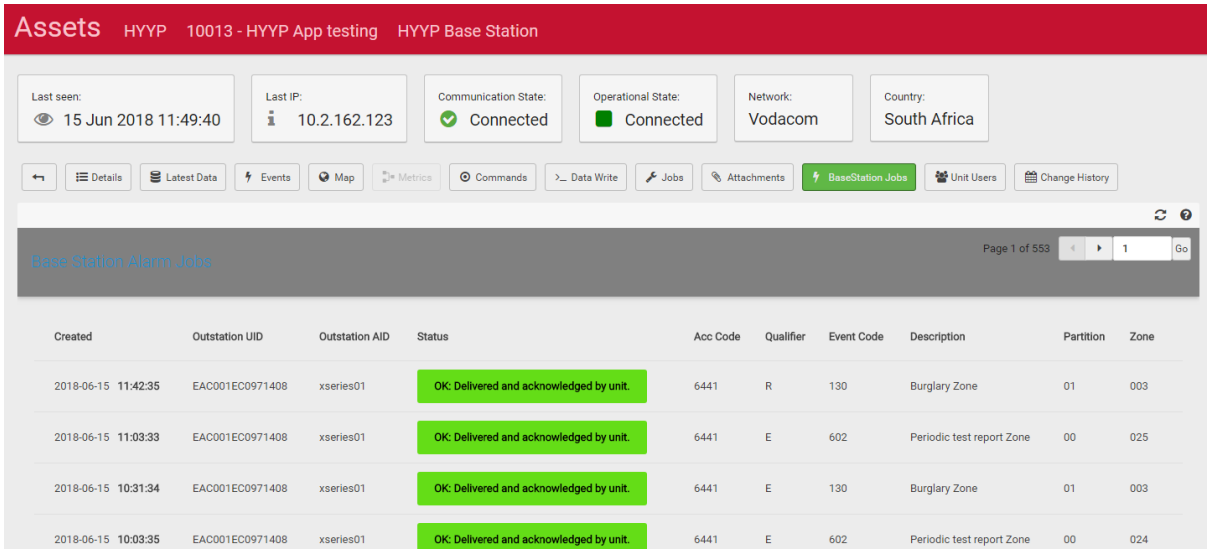



| Status | Description |
|---|---|
| OK: Delivered and acknowledged by unit. | Basestation received event and sent it to the monitoring software. |
| Ready (Queued for delivery)/Time out | Message never got to basestation, basestation likely offline. |
| Delivered but rejected by unit | Basestation received the event but is not connected to any monitoring software. |

## 2.3. Basestation Asset

On the basestation Asset page you can see all events received from all connected outstations in the Basestation Jobs Tab.

The Operational State tells you if the basestation is connected to the monitoring software. This is very helpful if you see events on the platform but not the monitoring PC.

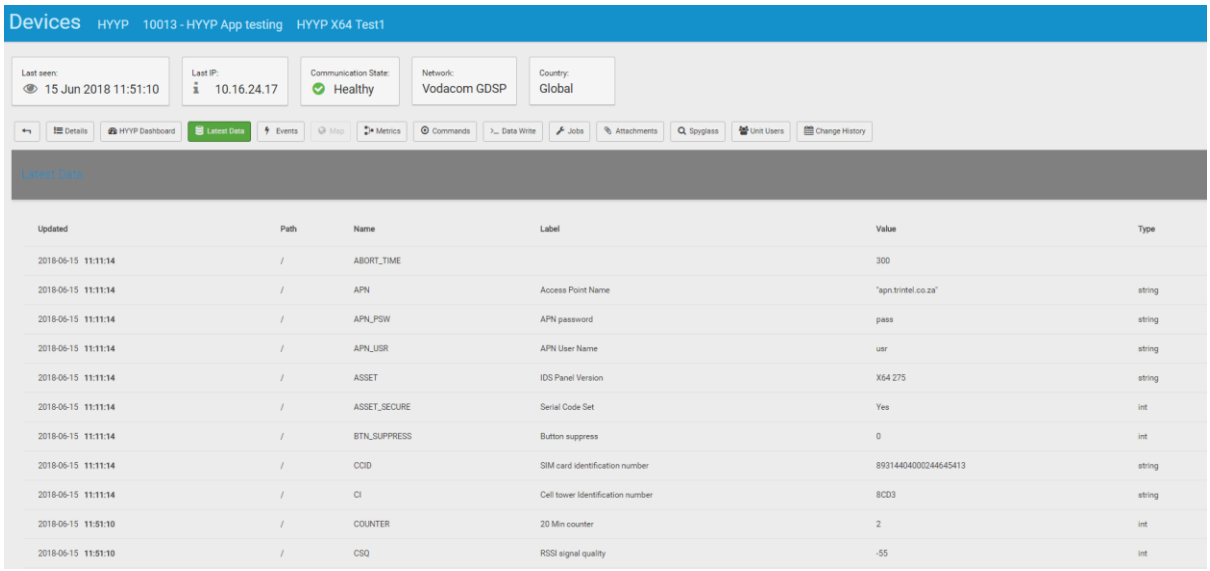


## 2.4. Devices

On the Device landing page you will see a summary of all your devices and their status'. From here you can quickly tell how many of your units are offline.

To view more details on a specific device, select Device List. This will bring up a list of all your devices with their operational status. Here you can click on any device for a more detailed view of its status, and the quality of its signal.

Last Seen: The last time the platform received any signal from this unit. This is a great way to see if the HYYP unit is connected to the cellular network.



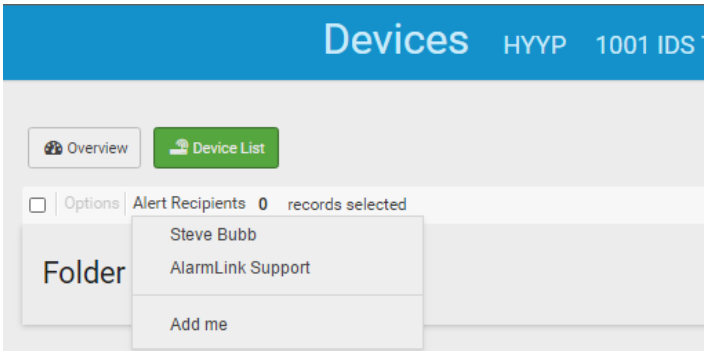

All network and device related data is shown under the Latest Data tab. There is some good information on this page to let you know what is happening with your HYYP unit.
You can see how good the devices signal is by looking at the value of the CSQ. -51 to -75 is a decent signal, anything lower than -75 is getting low and anything below -85 is very poor and will cause issues.

You can see if your unit is switching between networks by checking the Operators.

You can see if your HYYP unit is restarting by checking the Counter, the Counter increments every 20 minutes and resets at when the HYYP unit restarts.

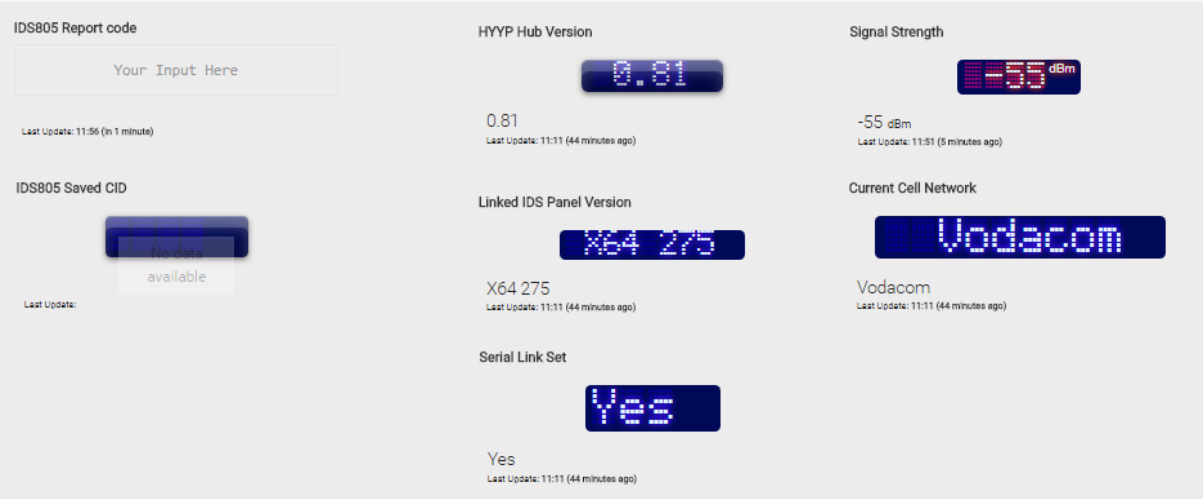
## 2.5. Alert Recipients

From the Device list you are able to select Alert Recipients, and click 'Add me.' This will enable notifications to be sent to you when a unit goes offline or comes online.



# 3.Troubleshooting

The HYYP Dashboard tab in the units Device is a great place to troubleshoot.




HYYP Devices Version – This is the version of your HYYP devices unit.

Linked IDS Panel Version – This is the firmware version of your IDS panel. Must be 2.50 or higher to work with the HYYP Home App.

Serial Link Set – This must be a Yes to work with the HYYP Home App. If No then check serial cable and re-enter location serial code on the IDS panel.

Signal Strength – -51 to -75 is a decent signal, anything lower than -75 is getting low and anything below -85 is very poor and will cause issues.

Current Cell Network – This is the network the HYYP Devices is currently connected to.