

# Platform Guide

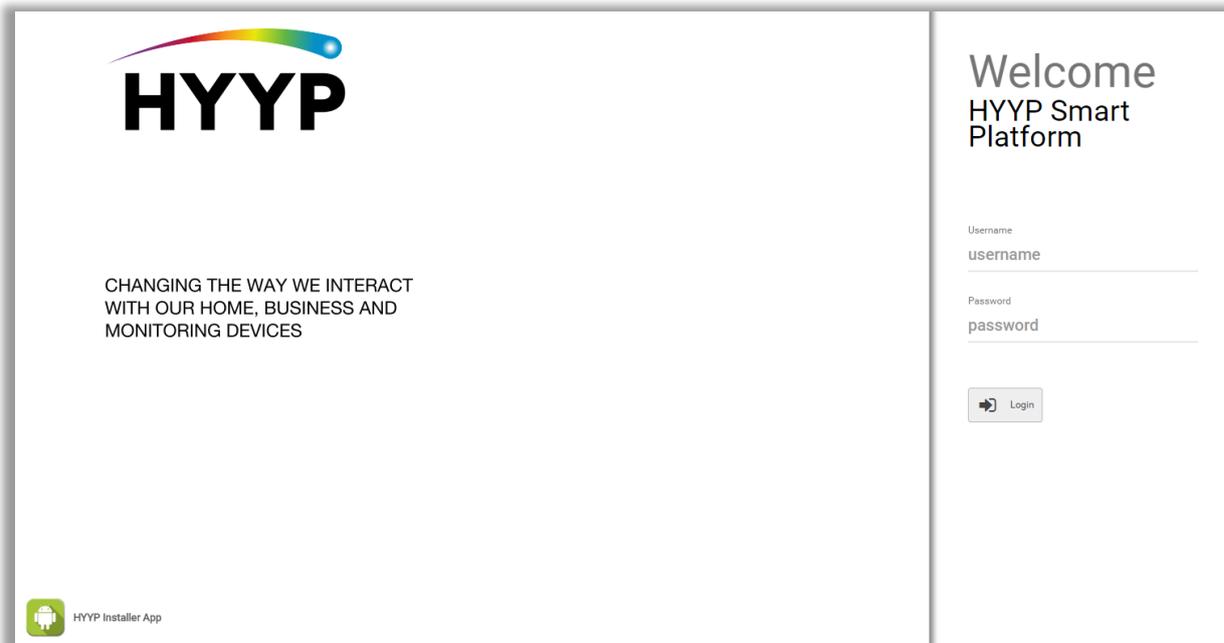
## Introduction

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



## 1. Logging In

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



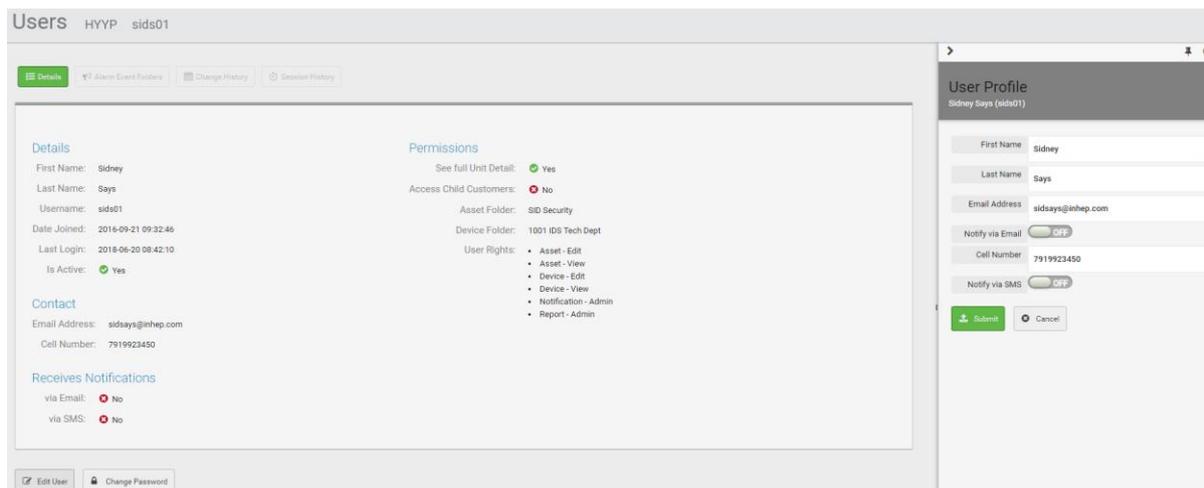
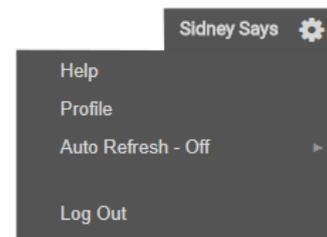
The screenshot shows the HYYP login interface. On the left, the HYYP logo is displayed above the tagline: "CHANGING THE WAY WE INTERACT WITH OUR HOME, BUSINESS AND MONITORING DEVICES". At the bottom left, there is a small icon for the "HYYP Installer App". On the right, the text "Welcome HYYP Smart Platform" is shown above two input fields: "Username" with the placeholder text "username" and "Password" with the placeholder text "password". Below these fields is a "Login" button with a right-pointing arrow icon.

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 HYPY devices via SMS or Email.



## 2. Asset and Device

On the HYPY platform each HYPY unit is split into an 'Asset' and a 'Device'.

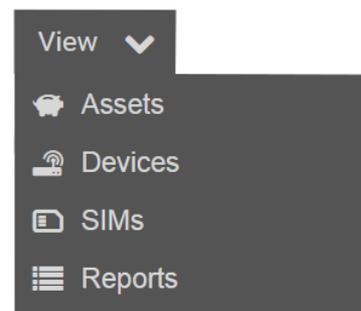
### Assets

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.

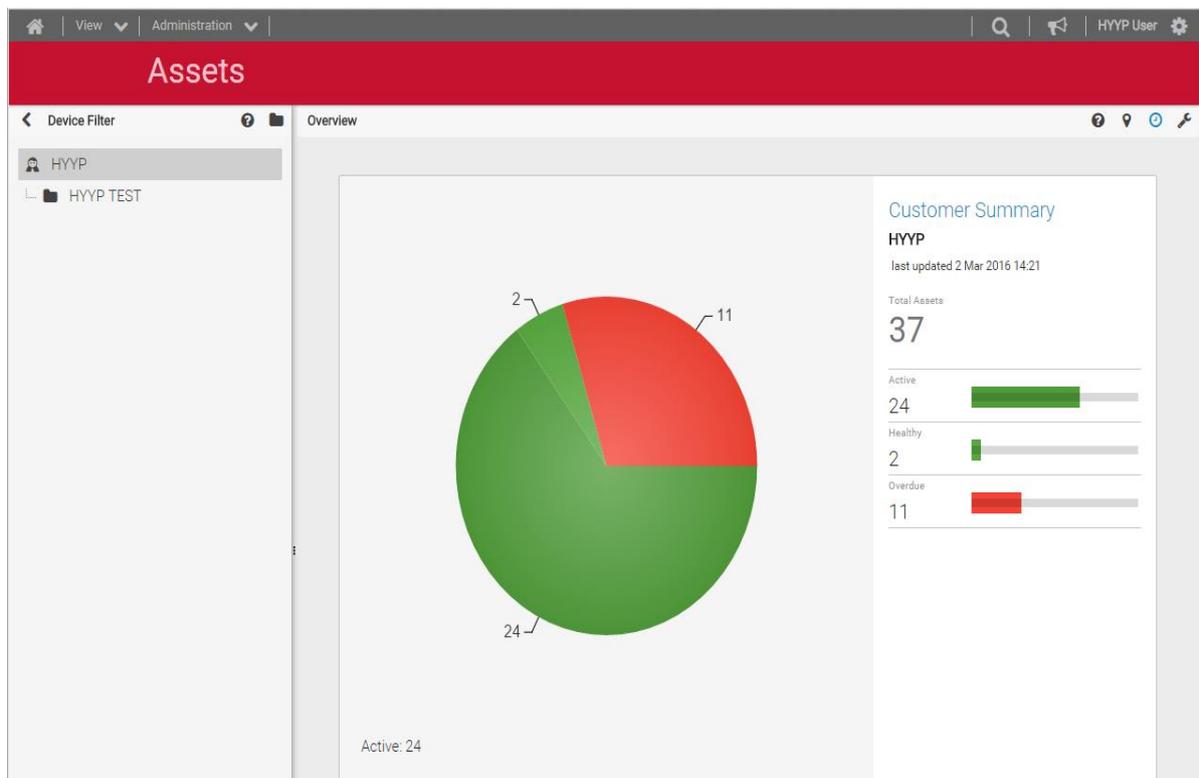


## 2.1. Asset/Device States

	State	Description
1.	Communication State:  Active	Communication State Indicates asset/device connectivity to a mobile network.
2.	Communication State:  Connected	Connected Data is currently being transmitted via the platform.
3.	Communication State:  Healthy	Healthy Data was recently transmitted via the platform.
4.	Communication State:  Overdue	Overdue Device has not reported within its Required Communications Period.
8.	Communication State:  Acknowledged	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 Refers to monitoring software	Green = Base Station connected. 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.

The screenshot shows the 'Assets' page in the HYYP interface. A red box highlights a search icon and the text: 'Use the Q symbol to search within any of these columns.' The table below lists various assets with columns for Folder, Name, Asset ID, Device, Last Seen, Comms, Opp, and Model.

Folder	Name	Asset ID	Device	Last Seen	Comms	Opp	Model
HYYP TEST	BS - HYYP - GDSP 3	BaseStation	353270040511513	2 Mar 2016 14:32:24	Connected	Connected	BaseStation_csd01
HYYP TEST	BS - Test1- VC	BaseStation	353270040672760	2 Mar 2016 14:32:18	Connected	Disconnected	BaseStation_csd01
HYYP TEST	Duncan Demo Room	xseries01	359568051079096	2 Mar 2016 13:57:22	Active	-	csd01
HYYP TEST	Pieter - JHB	xseries01	359568051074436	2 Mar 2016 10:03:17	Active	-	csd01
HYYP TEST	Andre - HYYP	xseries01	359568051083338	2 Mar 2016 01:07:51	Overdue	-	csd01
HYYP TEST	HYYP Test RC	xseries01	359568051088774	2 Mar 2016 10:52:33	Active	-	csd01
HYYP TEST	Steve - HTS	xseries01	359568051089475	2 Mar 2016 11:43:29	Active	-	csd01
HYYP TEST	HYYP X64 Test	xseries01	359568051085788	26 Feb 2016 00:09:58	Overdue	-	csd01
HYYP TEST	Sean - JHB	xseries01	359568051085804	2 Mar 2016 00:10:03	Active	-	csd01
HYYP TEST	IDS Durban	xseries01	359568051084062	-	Overdue	-	csd01
HYYP TEST	Duncan - DBN	xseries01	359568051084450	1 Mar 2016 21:00:14	Active	-	csd01
HYYP TEST	Giles - DBN	xseries01	359568051083759	2 Mar 2016 04:28:55	Active	-	csd01

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.

The screenshot shows the 'Outstation Alarm Events' tab for a specific asset. It displays a table of alarm events with columns for Created, Acc Code, Qualifier, Event Code, Description, Partition, and Zone.

Created	Acc Code	Qualifier	Event Code	Description	Partition	Zone
2018-06-15 10:43:41	1983	E	120	Panic Zone	01	000
2018-06-15 10:43:29	1983	E	120	Panic Zone	01	000
2018-06-14 11:59:57	1983	E	602	Periodic test report Zone	00	064
2018-06-14 11:46:29	0002	E	120	Panic Zone	02	010
2018-06-14 11:46:13	0002	E	120	Panic Zone	02	010
2018-06-14 11:46:02	0002	E	120	Panic Zone	02	010
2018-06-14 11:45:50	0002	E	120	Panic Zone	02	010
2018-06-14 11:45:39	0002	E	120	Panic Zone	02	010
2018-06-14 11:45:27	0002	E	120	Panic Zone	02	010

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.

Created	Status	Device UID	Asset ID
2018-06-15 10:31:34	OK: Delivered and acknowledged by unit.	353270040672026	BaseStation
2018-06-15 10:31:34	Ready (Queued for delivery)	359568051084260	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.

**Assets** HYYP 10013 - HYYP App testing HYYP Base Station

Last seen: 15 Jun 2018 11:49:40	Last IP: 10.2.162.123	Communication State: <span style="color: green;">✔</span> Connected	Operational State: <span style="color: green;">✔</span> Connected	Network: Vodacom	Country: South Africa
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<a href="#">Details</a>	<a href="#">Latest Data</a>	<a href="#">Events</a>	<a href="#">Map</a>	<a href="#">Metrics</a>	<a href="#">Commands</a>	<a href="#">Data Write</a>	<a href="#">Jobs</a>	<a href="#">Attachments</a>	<a href="#">BaseStation Jobs</a>	<a href="#">Unit Users</a>	<a href="#">Change History</a>
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Created	Outstation UID	Outstation AID	Status	Acc Code	Qualifier	Event Code	Description	Partition	Zone
2018-06-15 11:42:35	EAC001EC0971408	xseries01	OK: Delivered and acknowledged by unit.	6441	R	130	Burglary Zone	01	003
2018-06-15 11:03:33	EAC001EC0971408	xseries01	OK: Delivered and acknowledged by unit.	6441	E	602	Periodic test report Zone	00	025
2018-06-15 10:31:34	EAC001EC0971408	xseries01	OK: Delivered and acknowledged by unit.	6441	E	130	Burglary Zone	01	003
2018-06-15 10:03:35	EAC001EC0971408	xseries01	OK: Delivered and acknowledged by unit.	6441	E	602	Periodic test report Zone	00	024

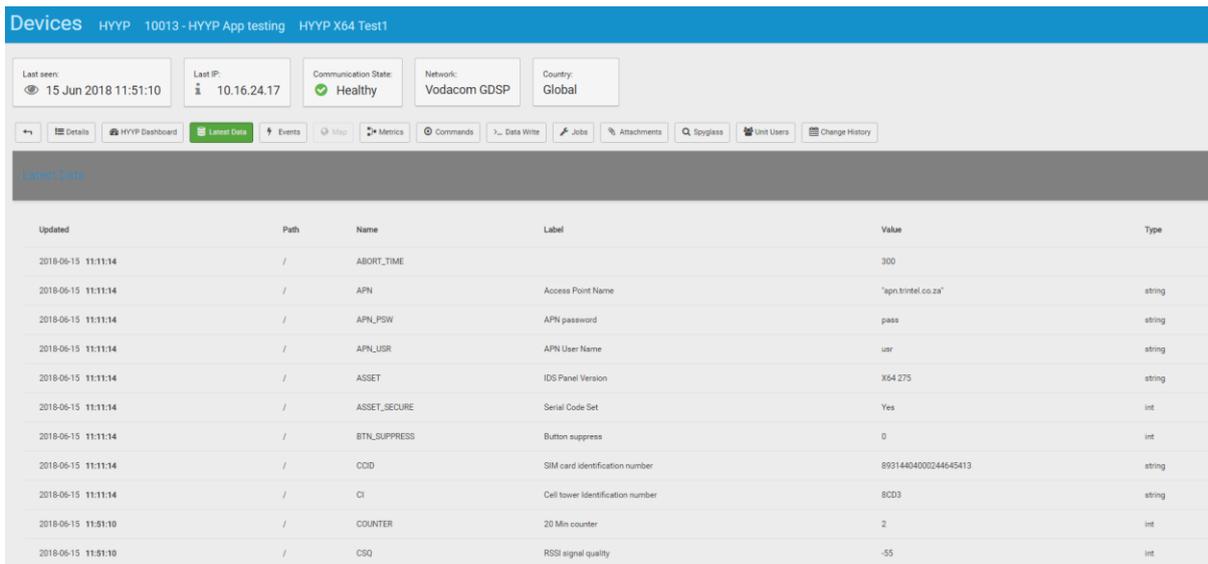


## 2.4. Devices

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 HYPY unit is connected to the cellular network.



Updated	Path	Name	Label	Value	Type
2018-06-15 11:11:14	/	ABORT_TIME		300	
2018-06-15 11:11:14	/	APN	Access Point Name	'apn.trintel.co.za'	string
2018-06-15 11:11:14	/	APN_PSW	APN password	pass	string
2018-06-15 11:11:14	/	APN_USR	APN User Name	usr	string
2018-06-15 11:11:14	/	ASSET	IDS Panel Version	X64 275	string
2018-06-15 11:11:14	/	ASSET_SECURE	Serial Code Set	Yes	int
2018-06-15 11:11:14	/	BTN_SUPPRESS	Button suppress	0	int
2018-06-15 11:11:14	/	CCID	SIM card identification number	89314404000244545413	string
2018-06-15 11:11:14	/	CI	Cell tower identification number	8CD3	string
2018-06-15 11:51:10	/	COUNTER	20 Min counter	2	int
2018-06-15 11:51:10	/	CSQ	RSSI signal quality	-55	int

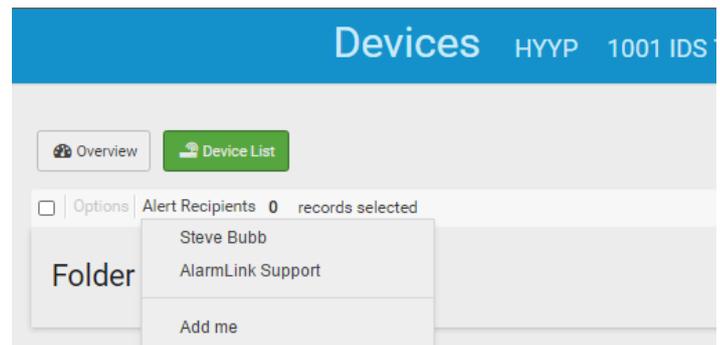
All network and device related data is shown under the Latest Data tab. There is some good information on this page to let you know what is happening with your HYPY unit. You can see how good the devices signal is by looking at the value of the CSQ. -51 to -75 is a decent signal, anything lower than -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 HYPY unit is restarting by checking the Counter, the Counter increments every 20 minutes and resets at when the HYPY unit restarts.

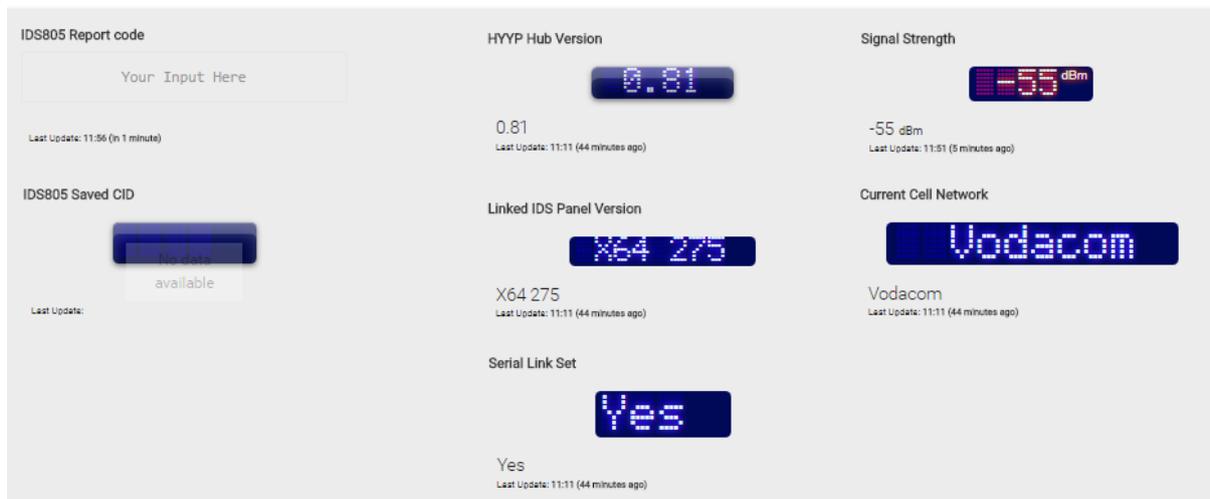
## 2.5. Alert Recipients

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.