

HYPERION™

User Guide

Hyperion Perimeter Security
Version 2.9.0

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Hyperion Overview

The Hyperion software application manages events and escalations along with the equipment that detects unwanted visitors during times when the system is activated. Once the visitors are detected, Automations determine what steps are taken to encourage the unwanted visitors to leave the premises. Automations are setup in stages that will escalate to stronger warnings if the visitors remain on property. Hyperion instructs the audible and visual equipment on-site (example Modular Security Enclosures and Light Bars) to activate with the specific messaging. The system and all onsite equipment are managed from the Hyperion application.

This document outlines the setup and configuration of the Hyperion application. For hardware installation, refer to the product specific installation guides that are provided with the equipment.

Account Registration

When users are added in Hyperion, they receive an email with a link to complete the account registration. The registration link is valid for 7 days. A welcome email will be sent to users after they've completed their account registration. This email contains useful information on getting started with Hyperion.

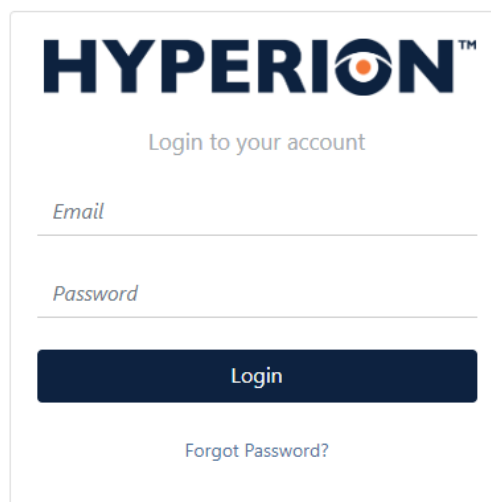
Supported Browsers

The Hyperion application is accessed through a browser on a PC, Tablet or Phone. The following browsers and versions were certified for use with Hyperion at the time of the publication of this guide. Other browsers and versions may not present as seamless a user experience.

| | |
|------------------|--|
| Google Chrome | PC Version 118.0.5993.89 / Android Version 118.0.5993.80 / iOS Version 118.0.5993.92 |
| Mozilla Firefox | PC Version 118.0.2 / Android Version 118.0 / iOS Version 118.2 |
| Safari | iPad Version 15.7.9 / iPhone Version 17.0.3 |
| Samsung Internet | 22.0.6.9 |

Login

From hyperion.wrensolutions.com, enter the email address and password created when registering with the welcome email.



HYPERION™

Login to your account

Email

Password

Login

[Forgot Password?](#)

If users need to reset the password, they can click Forgot Password from the login page and follow the prompts to create a new password.

Account Lockout

To prevent brute force password attacks, user accounts will become locked after 3 failed login attempts. The account will unlock after 4 hours or another user in the organization can login and unlock the account via the Users page.

Location Management and System Operations

This section outlines the steps to connect Hyperion locations to the application, configure devices and setup system operations.

Locations

From the Organization page, users can manage all Hyperion locations.

Connect Gateways

To connect the Gateway to the Hyperion application at setup, log in to the Hyperion application on both the local Gateway and the hosted Hyperion application in the cloud.

1. On the hosted Hyperion application, click on a location on the Organization page and then click Generate Code.
2. On the Gateway application, click Connect to Hyperion Cloud button in the header or from Gateway Settings and type or paste the code generated in step 1. Click Connect.
3. The Gateway will display a confirmation that it is now connected and the connection status in hosted Hyperion application will show Connected.

View Status

From the hosted Hyperion application, users can view the connection status of all locations from the Organization page. The Connection Status column displays the current connection status. If a gateway is offline, the amount of time the gateway has been offline will be displayed.

Manage Locations

Location information can be edited by clicking on a location on the Organization page. The location name and description can be changed at any time. The current connection status can also be viewed here, and the code for connecting a Gateway with Hyperion Cloud can be generated here if the Gateway has not been connected yet or needs to be reconnected. Optionally, an address for the location can be added.

A location can be removed via the Delete option next to each location. You will be required to type the word "delete" before being allowed to proceed with removing a location.

On the Gateway, Administrator users can remove the connection to Hyperion Cloud via the Remove Connection option under the Hyperion Cloud section on the Gateway Settings page.

Locations can be added into groups to streamline management of multiple locations in a region, state or locations that may share similar configurations. Groups can also be used when configuring notification conditions.

Groups can be managed via the Groups tab on the Organization page. From here, Groups can be added or removed. Clicking Edit allows for the group name and description to be changed and locations can be added or removed from the group.

Locations Notifications **Groups**

×
Add

| Name | Description | Actions |
|--------------|-------------|---|
| GA Northeast | | Edit Delete |
| GA Northwest | | Edit Delete |

A location can also be added to a group via the Groups section on the Location page. You can also add a group from here by typing a new group name and clicking Create Group.

- 📍 Store 2855
- 📄 Reports
- ⚙️ Devices
- 🔊 Audio
- 🕒 Schedules

Description
Enter an optional description

Status
Connected Disconnect Gateway

Groups:

Add To Group

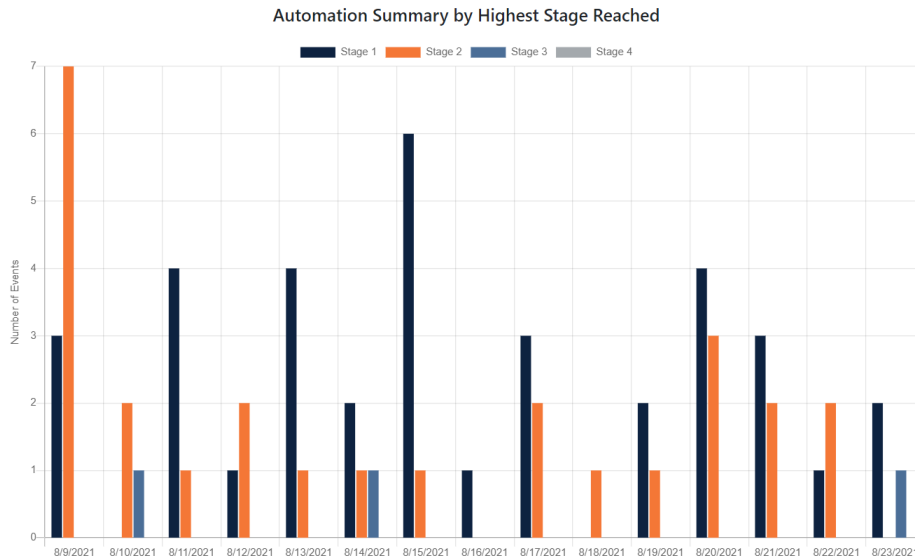
Start typing to add a group

- GA Northeast
- GA Northwest

Address
123 Main St.
Atlanta, GA 30033

Reports

Users can report on Automations, Device Status and System Events. Records can be exported from Hyperion to be used for event investigations and reporting purposes. The Automation Summary shows the highest stages reached for each automation activation by date for the last 14 days.



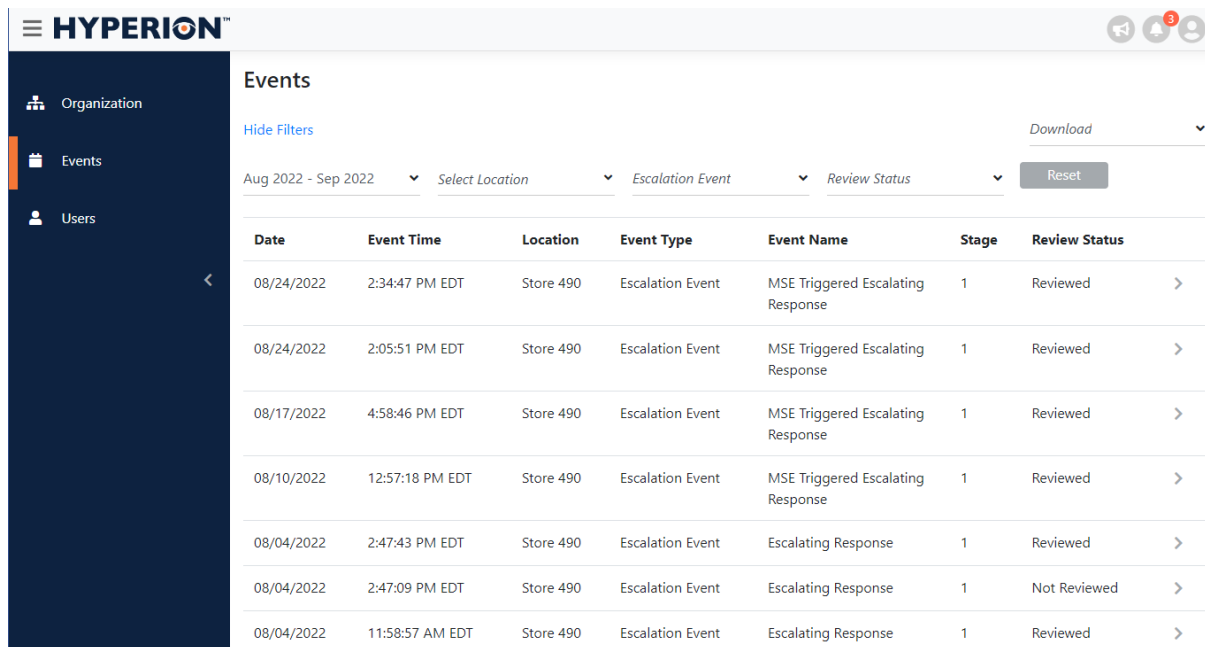
1. From the Reports menu of a location, view all recorded events.
2. Optionally use the Date and Type filters to narrow your search.
3. Click Download to export a file that includes the current filtered data in a .csv format.

Date: All Type: All Download

| Date | Start Time | End Time | Duration (seconds) | Priority | Type | Name | Details |
|-----------|-------------|-------------|--------------------|----------|-----------------------|---------------------|---------------------------|
| 4/13/2020 | 10:30:18 AM | 10:30:18 AM | | ↓ | Device Status | Digital Input | Open |
| 4/13/2020 | 10:28:52 AM | 10:28:52 AM | | ↓ | Device Status | Digital Input | Closed |
| 4/13/2020 | 10:28:08 AM | 10:28:23 AM | 15 | ↑ | Automation Activation | Scenario 2 | Reached: Response Stage 1 |
| 4/13/2020 | 10:27:32 AM | 10:28:07 AM | 35 | ↑ | Automation Activation | Scenario 2 | Reached: Response Stage 3 |
| 4/13/2020 | 10:27:13 AM | 10:27:28 AM | 15 | ↑ | Automation Activation | Scenario 2 | Reached: Response Stage 1 |
| 4/13/2020 | 10:26:56 AM | 10:27:11 AM | 15 | ↑ | Automation Activation | Scenario 2 | Reached: Response Stage 1 |
| 4/13/2020 | 10:25:43 AM | 10:25:58 AM | 15 | ↑ | Automation Activation | Scenario 3 - Manual | Reached: Response Stage 3 |
| 4/13/2020 | 10:24:18 AM | 10:24:33 AM | 15 | ↑ | Automation Activation | Scenario 3 - Manual | Reached: Response Stage 3 |
| 4/13/2020 | 10:22:42 AM | 10:22:57 AM | 15 | ↑ | Automation Activation | Scenario 3 - Manual | Reached: Response Stage 2 |

Events

Events are specific points in perimeter response escalation that are designated as an Event for reporting and notification purposes. Device Health events are also logged to indicate potential problems with Hyperion devices at a location. See the Automations section for information on configuring events. Events from all locations can be viewed from the Events page. Filters are available to refine the data being displayed and the event list can be downloaded as a PDF or CSV file.



The screenshot shows the Hyperion Events page. The left sidebar contains navigation options: Organization, Events (selected), and Users. The main content area is titled 'Events' and includes a 'Hide Filters' link and a 'Download' button. Below these are filter dropdowns for 'Aug 2022 - Sep 2022', 'Select Location', 'Escalation Event', and 'Review Status', along with a 'Reset' button. The event list table has the following data:

| Date | Event Time | Location | Event Type | Event Name | Stage | Review Status |
|------------|-----------------|-----------|------------------|-----------------------------------|-------|---------------|
| 08/24/2022 | 2:34:47 PM EDT | Store 490 | Escalation Event | MSE Triggered Escalating Response | 1 | Reviewed |
| 08/24/2022 | 2:05:51 PM EDT | Store 490 | Escalation Event | MSE Triggered Escalating Response | 1 | Reviewed |
| 08/17/2022 | 4:58:46 PM EDT | Store 490 | Escalation Event | MSE Triggered Escalating Response | 1 | Reviewed |
| 08/10/2022 | 12:57:18 PM EDT | Store 490 | Escalation Event | MSE Triggered Escalating Response | 1 | Reviewed |
| 08/04/2022 | 2:47:43 PM EDT | Store 490 | Escalation Event | Escalating Response | 1 | Reviewed |
| 08/04/2022 | 2:47:09 PM EDT | Store 490 | Escalation Event | Escalating Response | 1 | Not Reviewed |
| 08/04/2022 | 11:58:57 AM EDT | Store 490 | Escalation Event | Escalating Response | 1 | Reviewed |

1. From the Events menu, view all system events from most recent to oldest.
2. Optionally, filter the list by clicking Show Filters and selecting desired criteria.
3. Optionally, download the filtered Event report by clicking Download with the desired format (PDF, CSV).
4. Click on a specific event in the list to display the full event details. Event details include information such as the event time (displayed in the location's time zone), automation name, stage, location name and other important details about the event. The Event Status indicates if anyone has reviewed the event details.

Event History provides a detailed log of the system response and will also indicate if the automation is still active.

Review History provides a log of users who have viewed the event details. Users must be logged into Hyperion to see the Review History. If a user views an event from a Notification link, the history will show "Reviewed by Anonymous".

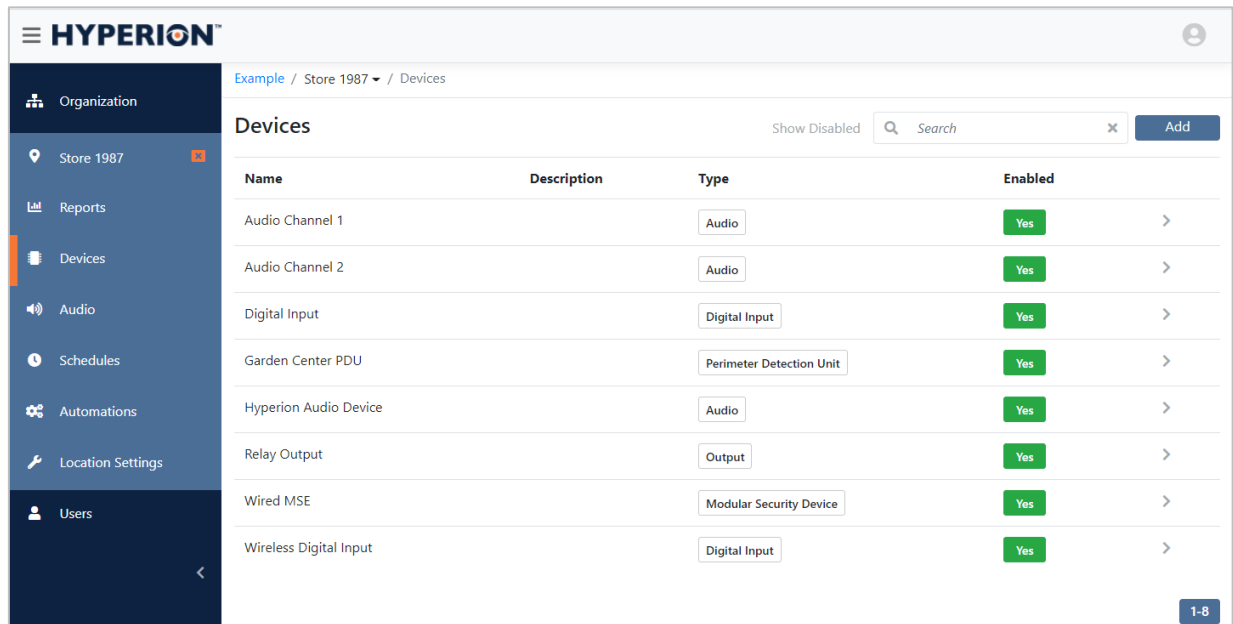
Device Health Events

Device Health events are automatically created when a potential problem has been detected with Hyperion devices at a location. Currently, a device health event will be generated if a gateway, Hyperion camera, All-In-One Device or Network Speaker has been offline for 15 minutes. Notifications can be configured to be sent out when device health events occur.

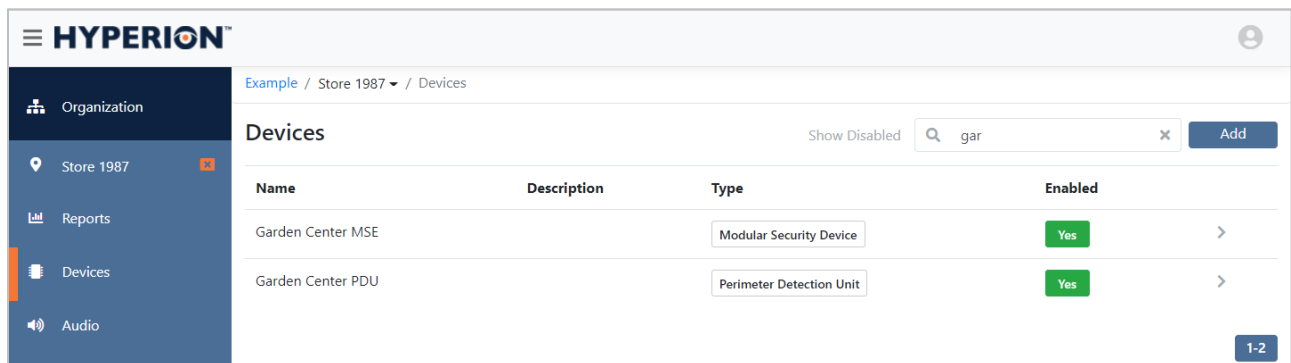
Devices

From the Devices menu of a location, Users can view and manage connected devices.

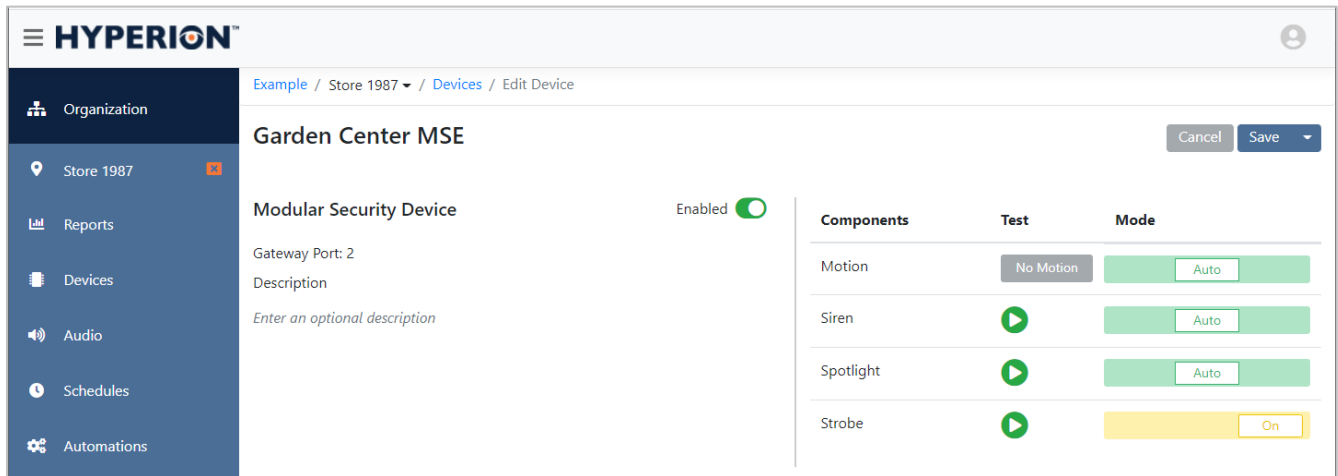
1. Click on the Devices Menu to view a list of Enabled, connected devices.



2. Optionally, click the Show Disabled filter to include disabled devices in the list or enter Search criteria to find a device.
3. Click on the row of a device to view or edit device details.



- From this page, users can view the device range, test device components and optionally, disable/enable the device and individual device components. Some components like the Light Bar and Strobes can be turned ON to always run.

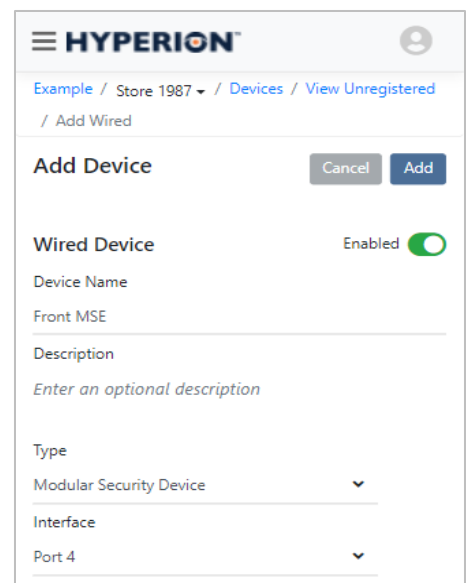


Add Devices

Hyperion devices connect directly to the Gateway, to a Hyperion Port Expander or connect directly to the network. Follow the steps below to add a new device.

The Hyperion All-In-One Security Device and Network Speaker will be automatically detected and added as a device and the steps below will not need to be followed for these two devices.

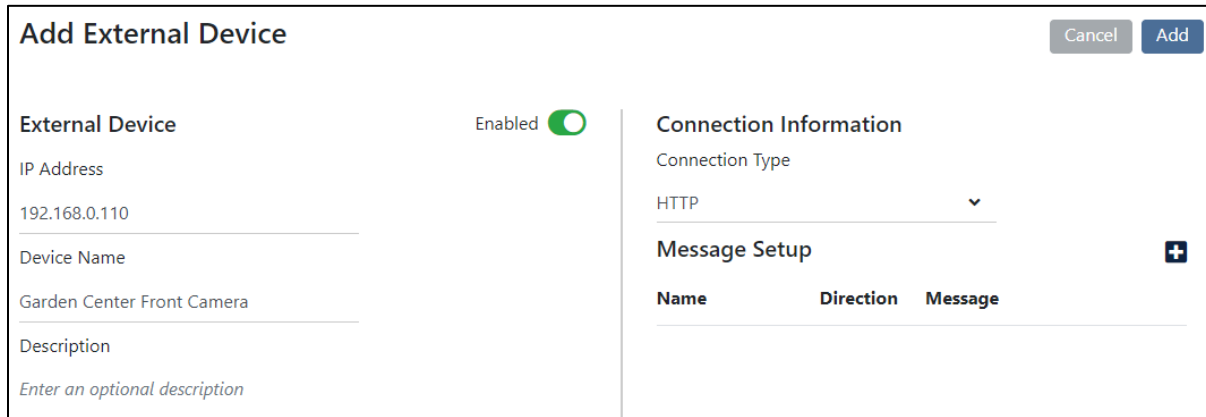
- Connect device to the Gateway, Port Expander or network.
- From the Devices page, click Add to begin.
- To add a device connected directly to the Gateway, click Wired Device. Devices connected via the Hyperion Port Expander will be automatically detected and displayed on the Add Device Page.
 - Select Wired Device to add a Digital Input/Output Expander connected to the Gateway or Port Expander.
 - Hyperion cameras will be automatically detected and displayed on the Add device page.
- Enter the required information including the Type of device and Hyperion Port # for wired devices.
- Click Add.
- Repeat steps 2-5 to add additional devices.



External Devices

Hyperion can send and receive HTTP messages to and from 3rd party devices to be used to activate Automations or notify other systems when events occur. An example of an external device is a security camera with a motion analytic setup and being used for detection. Hyperion can send/receive messages from any device that is capable of sending/receiving an HTTP GET method. Follow the steps below to setup an external device.

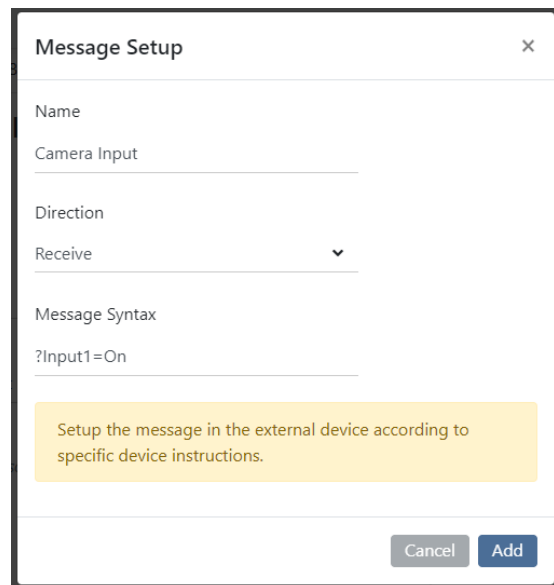
1. From the Devices page of a location, click Add to begin.
2. Click External Device.
3. Enter the IP Address of the device, a Device Name, and optional Description.



4. Click the + button in the Message Setup section to add a message. Specify a name, direction and the message contents.

Note: Messages can be edited, added or removed while adding the External Device or by editing the External Device after it has been added.

5. Click Add.



Hyperion All-In-One Device & Network Speaker

The Hyperion All-In-One Security Device and Network Speaker will be automatically detected by Hyperion and added as devices when connected to the same network as the Gateway and powered on. The sections below can be used to configure these two devices.

All-In-One Security Device

The All-In-One device will appear in the Devices list after being detected and initialized by Hyperion. Click on the device in the list to edit the configuration. You will need to input the height of the device when editing the device configuration the first time.

Hyperion All-In-One

Enabled

IP Address: 192.168.0.187


MAC Address: 00:02:D1:AE:A8:E2

Description:
Enter an optional description

Device Height (inches):
60

Detection Area

Camera Analytic: People Detection



Reset

Components

Network Camera Stream

| Components | Test | Mode |
|-------------|-------------------------------------|------|
| Blue Strobe | <input checked="" type="checkbox"/> | Auto |
| Red Strobe | <input checked="" type="checkbox"/> | Auto |
| Siren | <input checked="" type="checkbox"/> | Auto |

Speaker Volume

8

Detection Area

To set the detection area, click and drag the four corners of the blue box around the All-In-One's view. You can reset the detection area back to its previous setting using the option under the Reset button or you can reset the detection area back to default (includes entire view). Click Save in the upper right to save the detection area changes.

Components

Each of the All-In-One's components are list under the components tab on the right side of the page. You can use the test button next to each to run a 5 second test of the individual components. Each component can also be renamed by clicking on the label and components can be disabled/enabled under the mode column.

Network Settings

Network settings can be set under the Network tab. Here you can switch between DHCP or Static IP.

Network Speaker

The Network Speaker will appear in the devices list after being detected and and initialized by Hyperion. Click on the device in the list to edit the configuration. From here, the volume of the speaker can be adjusted and audio files can be played to test the speaker.

Hyperion Camera Setup

The Hyperion camera can be used in place of a traditional passive infrared sensor to detect potential threats via the use of camera analytics. The camera analytics can accurately detect that motion is coming from a person as opposed to other objects in the camera's field of view. This leads to more accurate threat detection and reduces the chances of false automation activation.

Follow the steps below to add a Hyperion camera. The camera should be installed and powered on before proceeding.

1. Select a location on the Organization page, then click Devices on the left.
2. Click the Add button.
3. Hyperion will detect cameras on the network and display them on the Add Devices page. Click on a Wren camera in the list.
4. Enter a name for the camera.
5. On the right side of the screen, enter the camera height then click Initialize Camera.
6. You will be prompted to create a root password for the camera. Enter a password and click submit (password must be at least 8 characters or more). Be sure to keep this password as it will be needed to access the camera directly.
7. The camera will be initialized. Click Add to finish adding the camera.

Add Camera Cancel Add

Camera Enabled

IP Address
192.168.0.239

Device Name

Front Lot

Description
Enter an optional description

Connection Information

Device Manufacturer
Wren

Username
root

Password

Camera Height (inches)
41

Test Connection

- Connected To IB9367-EHT-v2
- SD Card Connected
- Cyclic Storage Enabled
- Recording Profile Setup
- Analytics are Configured
- People Detection Analytic Configured
- Auto Focus Set

Help

The camera will now display in the devices list and can be used as an input in automations.

Detection Area

Hyperion will set the detection area to include the camera's entire field of view. To change the detection area, select the camera from the Devices list in Hyperion. A snapshot from the camera will be displayed. Drag the 4 corners of the blue box around the image to include or exclude portions of the camera's field of view. Use the reset options to go back to defaults.



Audio

Add and manage audio files for use in Automations.

1. Click on the Audio menu for a location to view a list of audio files.
2. Click Add to upload new audio files.
3. Click Choose Files and select one or more .mp3 formatted files.
Note: .mp3 file format is required for all audio files.
4. Optionally, rename the files. Click Add.

| Name | Duration | Size | Actions |
|--|---------------|----------|------------------|
| Authorities Have Been Notified - Fe... | 10.44 seconds | 39.1KB | Download |
| Authorities Have Been Notified - Ma... | 10.51 seconds | 38.46KB | Download |
| Authoritieshavebeennotifiedandarere... | 19.1 seconds | 746.25KB | Download, Delete |
| Closed Return When Open - Female Vo... | 20.12 seconds | 64.34KB | Download |
| Closed Vacate Premises - Female Voi... | 20.16 seconds | 80.33KB | Download |
| E1 S1.mp3 | 10.72 seconds | 209.3KB | Download, Delete |
| E1 S2.mp3 | 11.04 seconds | 215.63KB | Download, Delete |
| E2 S1.mp3 | 10.54 seconds | 205.78KB | Download, Delete |
| E2 S2.mp3 | 10.32 seconds | 201.56KB | Download, Delete |
| Final Warning To Vacate - Female Vo... | 20.16 seconds | 83.25KB | Download |

System Volume: You can modify the default volume setting and test audio files under individual Audio Channels and Hyperion Audio Devices from the Devices menu.

Schedules

Schedules are used in defining the operational periods for Hyperion automations. Automations can be activated by a time-based period or external digital input.

From the Schedules menu, Administrators can view and manage schedules.

1. Click on the Schedules menu for a location.
2. Click on the row of a named schedule to view or edit details.

| Name | Description | Type |
|-------------------------|-------------|-----------------|
| 24x7 | | Time Based |
| Alarm Panel Activati... | | Input Triggered |

Add Schedules

1. From the Schedules menu for a location, click Add to create a new schedule.
2. Enter a Name, an optional Description and select a Schedule Type.

Note: Schedules determine when Automations are active, similar to a traditional intrusion panel. When not active, the input conditions will not set off the responses.

- a. If time based, select and add time periods for each day of the week

The screenshot shows the 'Add Schedule' form in the Hyperion interface. The left sidebar contains navigation options: Home, Organizations, Store 1354, Reports, Devices, Audio, Schedules, Automations, Location Settings, Users, and Connections. The main content area is titled 'Add Schedule' and includes a 'Cancel' button and an 'Add' button. The form fields are: 'Schedule Name' (Weekday), 'Description' (placeholder: Enter an optional description), and 'Schedule Type' (Time Based). Below these is the 'Schedule' section with the instruction: 'Select time ranges for each day and click + to setup time periods for the schedule.' It shows a table with three rows: Monday, Tuesday, and Wednesday. Each row has a time range of 07:00 AM to 10:00 PM, with a plus sign icon to add more periods. A 'Help' button is visible in the bottom right corner.

- b. If Input Triggered, select the Input Device and optionally add a delay after activation.

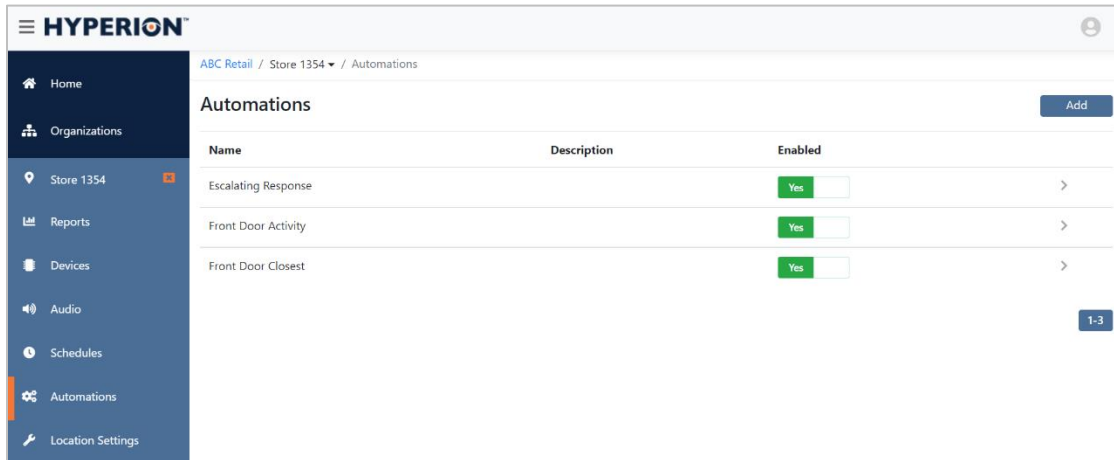
The screenshot shows the 'Add Schedule' form in the Hyperion interface, similar to the previous one. The left sidebar is the same. The main content area is titled 'Add Schedule' and includes a 'Cancel' button and an 'Add' button. The form fields are: 'Schedule Name' (Burglar Alarm Activation), 'Description' (placeholder: Enter an optional description), and 'Schedule Type' (Input Triggered). Below these is the 'Input' section with the instruction: 'Select the input device and optionally add a delay after activation.' It shows 'Input Device' set to Gateway: Digital Input and a toggle for 'Include Delay' which is checked, with a value of 5 Minutes. A 'Help' button is visible in the bottom right corner.

3. Click Add.

Automations

Automations define conditional, escalating system responses using onsite equipment. Automations can be triggered by manual response through a Push Button device and by automated detection of activity using input devices. All automations are tied to a schedule to determine the active periods for the conditional responses.

1. Click on the Automations menu for a location.
2. Click on the row of a named automation to view or edit an automation.



Automations allow users to create two types of response:

Escalating response – Used with a conditional input device(s) to trigger a set of responses, increasing in severity of response with each stage until the condition is removed. The last stage is repeated until the condition is removed.

Independent, non-escalating response – Commonly used with manual response selection, Associates can select the appropriate response to a situation with a button selection on a 4 Button keypad.

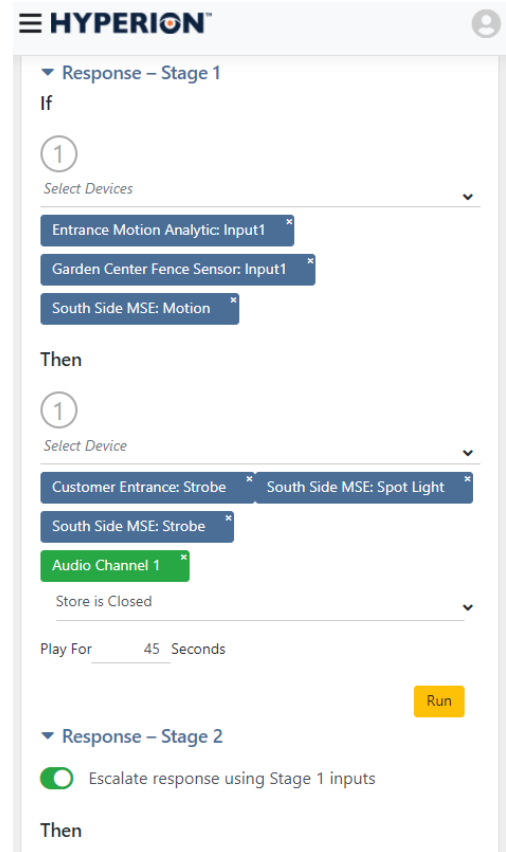
Add Automation

1. From the Automations menu for a location, click Add to create a new automation.
2. Enter a Name, an optional Description and select a Schedule.
3. If an existing automation should take priority when active over the current automation, optionally select the automation under Priority Interrupt. This will stop the current automation if active when the priority automation goes active.
4. In Response – Stage 1, select one or more devices under If to trigger a response. If multiple devices are added, any one of the devices will trigger the related responses. It is an OR operation. If using Wren cameras for detection, you will first need to add the camera as an External Device. See the [Devices](#) section of this guide for more information. Once added, you will be able to select the Wren camera as a trigger for the automation in the If portion of the stage setup.
5. Select one or more responses under Then. If multiple devices are added, all will be activated simultaneously. It is an AND operation. If one or both Audio Channels are added, one audio file can be selected to play per stage.
6. The “Create Event” checkbox is used to designate the point in the escalation that you want to record a system event for reporting or notification purposes.

Response – Stage 2 Escalate response using Stage 1 inputs

| | |
|---|---|
| If <i>Select Devices</i> ▼ <div>Customer entrance PDU: Motion Left</div> <div>Customer entrance PDU: Motion Right</div> | Then <i>Select Action</i> ▼ <input checked="" type="checkbox"/> Create Event i And <div>Customer entrance PDU: Strobe ×</div> And <div>Audio Channel 1 Please Leave - Male Voice.mp3 ▼</div> Play For <input type="text" value="30"/> Seconds Run |
|---|---|

7. Select the duration in seconds for all devices in the stage to respond.
8. To add an additional response option, click the + button. The next response stage will default to utilizing the same input trigger(s) from Response – Stage 1 in an escalating response setup. Optionally, you can toggle this option off to setup an independent, non-escalating response.
9. Repeat step 6 until the automation is fully defined.
10. Click the “Create Event” checkbox on a stage to log a system event when the stage is reached. Notifications can optionally be sent when events occur. See Notifications for more information.
11. Optionally, add an expiration for the automation so that the system will stop an active automation after a defined amount of time or number of cycles.
Note: The automation can be retrIGGERED after an expiration in the event of a new event based on a PIR Motion trigger or Digital Input state change.
12. Click Add.

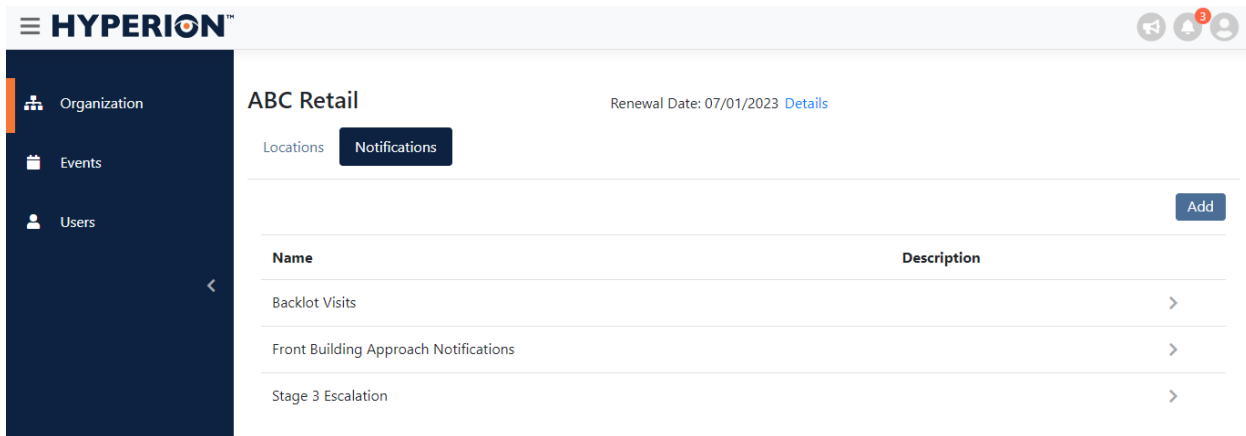


Note: Installers can test escalating system responses by triggering the automation inputs even if the set Schedule isn't active. For example, if the schedule is based on an activated alarm panel and the system is being configured and tested when the panel is not active, this feature would allow the entire automation to be tested.

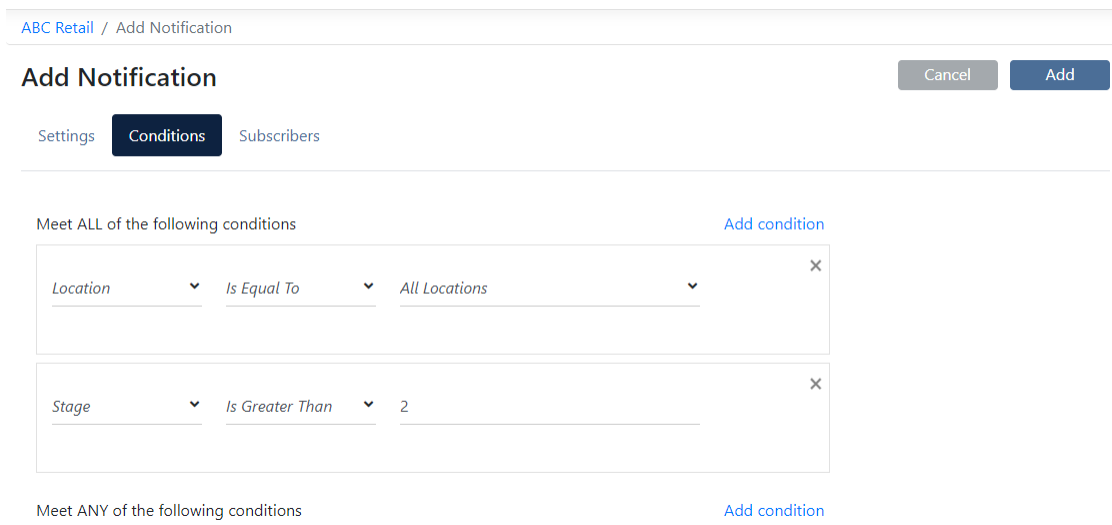
Enable a Temporary Schedule in the Automation header for the desired amount of time, then head out to trigger the responses. Users can monitor the amount of time remaining on the temporary schedule from the automation header and reset the time as needed. The temporary schedule can be stopped by clicking on the temporary schedule timer and this will immediately stop the automation if it's currently running.

Notifications

Notifications are sent out via text and email when events occur and provide Hyperion users immediate awareness of active situations onsite by text or email. The notification includes a link to view the event details in Hyperion.



1. From an Organization page, click the Notifications tab.
2. Click Add to create a new notification.
3. On the Settings tab, add a name and optional description.



4. On the Conditions tab, add conditions that when met, will trigger the notification.
 - "Meet ALL of the following conditions" requires each of the conditions to be true for an Event to trigger the notification.
 - "Meet ANY of the following conditions" requires only one of the conditions to be true for an Event to trigger the notification.
5. On the Subscribers tab, click +Subscribe to add yourself. Optionally, add other recipients to include other system users in the notification. Text and email can be toggled on and off for each subscriber. Note: Users that do not have a phone number defined or who have not opted into receiving text messages in the User profile will not be able to enable text.
6. Click Add.

Click on an existing notification in the list to subscribe to the notification, view or edit.

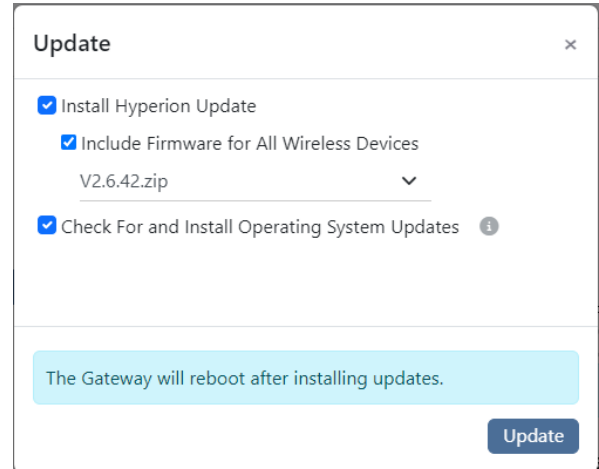
Location Settings

System Updates

Users can view the current version of the software on the Location Settings page. From here, software updates can be administered.

Software Update

1. From the Location Settings menu of a location, click Update.
2. Available updates will be visible in the drop down.
3. Optionally check “Check for and Install Operating System Updates” to check for updates for the Gateway operating system. These updates provide patches for critical security issues and are delivered directly from Hyperion. Clicking the info icon provides a link to view the list of security fixes.
4. Click the Update button to start the update. The gateway on location will restart and the Location Settings page will reload once the gateway is back online.



Backup & Recovery

Each gateway creates a backup file nightly and stores it on the SD card in the gateway. A weekly backup is also created and stored in the cloud. Users can create additional backup files and download a local copy to a connected device. Downloaded backups or cloud backups can be used for disaster recovery or other restore options later.

The restore function returns the gateway's database to a previous state with all devices and system configurations. If the Hyperion software was upgraded after a backup file was created, the software update will need to be reapplied after the restore has been completed.

Date & Time

The gateway will attempt to obtain the current date and time from Hyperion cloud at startup. If the date and time cannot be obtained, NTP servers can be specified or the date and time can be set manually.

Timezone

The timezone of the gateway can be specified by selecting a timezone from the dropdown. The timezone dropdown can be filtered by country. Changing the timezone will cause a restart of the gateway.

Jobs

Jobs can be used to perform tasks for multiple locations at once. From the Jobs page, you can add a job to run now or at a scheduled time. The jobs list can be filtered to show all jobs, completed jobs and scheduled jobs.

Two job types are currently available:

- Gateway Update can be used to deploy Hyperion updates to multiple locations.
- Add Audio files can be used to add audio files to multiple locations.

Follow the steps below to add a job.

1. Log into Hyperion and click Jobs on the navigation bar.
2. Click Add. The Add Job dialog will open.
3. Select the job type.
4. Select Run Now to run the job immediately or Schedule and set a date and time to run the job.
5. Optionally enter a description. This may be useful to identify the job later.
6. For Gateway Update jobs, select the update options on the right column of the dialogue. The newest version of Hyperion will be selected by default.

Add Job [X]

Type: Gateway Update [v]

Run Now Schedule

Date: 04/26/2023 [calendar] Time: 11:49 AM [clock]

Description: Update North GA regions

Install Hyperion updates
 Include firmware for all wireless devices
V2.6.39.zip [v]

Install gateway operating system updates [i]

Apply Updates To
 All Locations
GA Northeast [x] GA Northwest [x]

Select Groups & Locations [v]

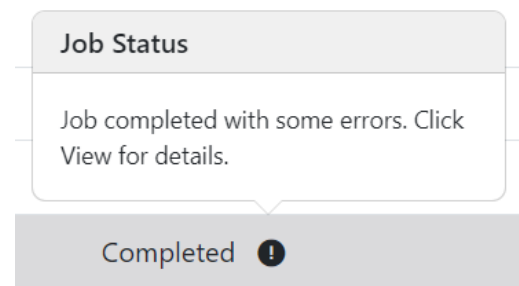
Cancel Add

For Add Audio Files jobs, click choose files to select audio files.

7. Select to apply updates to all locations or select specific groups and locations using the dropdown.
8. Click Add to add the job.

The job will run immediately if Run Now is selected and the specified groups and locations will be instructed to update.

Completed jobs with errors will include an indicator in the job list. Viewing the job will provide specific error information.



Live Response

Hyperion's Live Response features allow users to receive notifications of escalated events and includes a video clip from the time of the event, ability to view live video at the location and utilize talk down to address and deter unwanted behavior taking place at a location. These features provide users with the capability to take action when automated system response isn't enough stop unwanted activity and human intervention is needed.

Emergency Contacts

Video events can be sent out to emergency contacts for review. These contacts may be store personnel such as a manager or loss prevention associate. The emergency contact will receive a text and email containing a unique link to view the event's video package. From here, the emergency contact can verify or dismiss the event and add notes on actions taken or final resolution of the problem. Follow the steps below to add emergency contacts for a location.

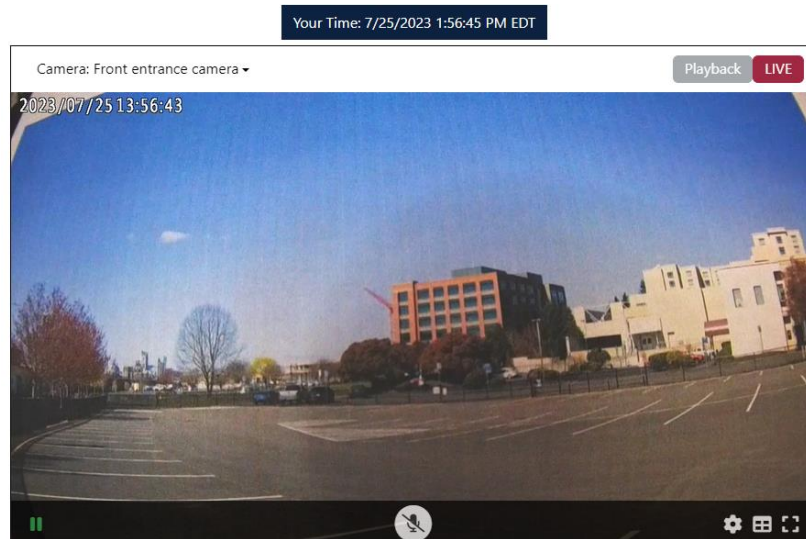
1. Select a location on the Organization page, then click the Emergency Contacts tab on the location page.
2. Click the Add button.
3. Enter a name, title, email and phone number for the emergency contact then click Add.
4. Click Save at the top of the location page to save the changes.

Camera List & Viewing Live Camera Streams

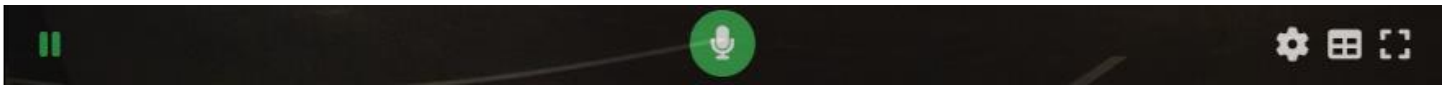
From the Organization page, click on a location in the list to access the Location Page. Available cameras at the location will be listed under the Cameras tab. Any offline cameras will be indicated in the list.

| Name | Description | Actions |
|-----------------------|-------------|----------------------|
| Front entrance camera | | View |
| Side entrance camera | | View |

Click the View link to view a live stream from the camera. You can switch to a different camera via the camera drop down in the upper left corner.



Click the muted microphone icon at the bottom of the player to use utilize talk-down. This will allow you to speak through your device's microphone and the audio will be played via a speaker connected to the camera. The icon will turn green when talk-down is active. Click the icon again to turn off talk-down.

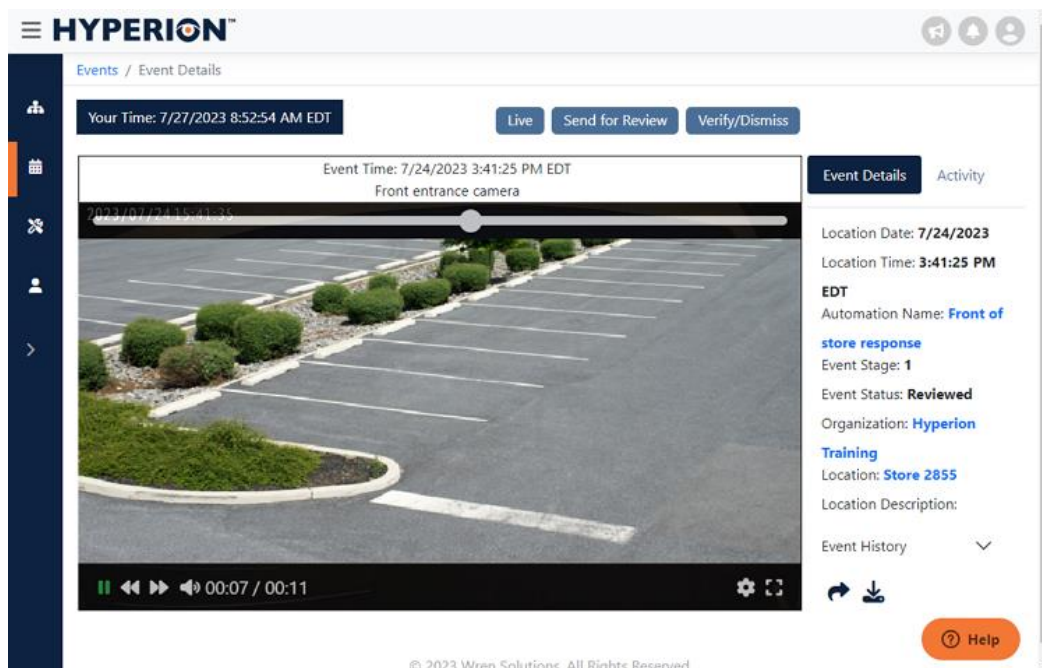


Click the gear icon to switch the stream quality between standard and high definition. The grid icon to the right of the gear will allow you to open a live stream from a second camera.



Responding to Events

A video event package is generated when an automation is triggered and reaches a defined stage. An event will be created in Hyperion and a video clip will be obtained from a specified camera. The video event package provides the ability to see what is taking place at a location and determine the severity of a potential threat. Email and text alerts can be sent out when a video event is logged, and the included link can be used to view the video package from any desktop computer or mobile device.

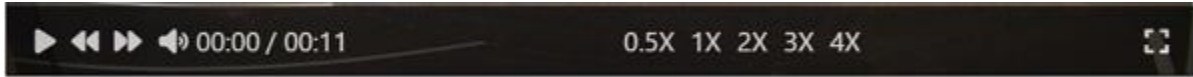


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Your current time is displayed in the blue rectangle in the top left, and the event time is displayed in the location's time zone above the video clip.

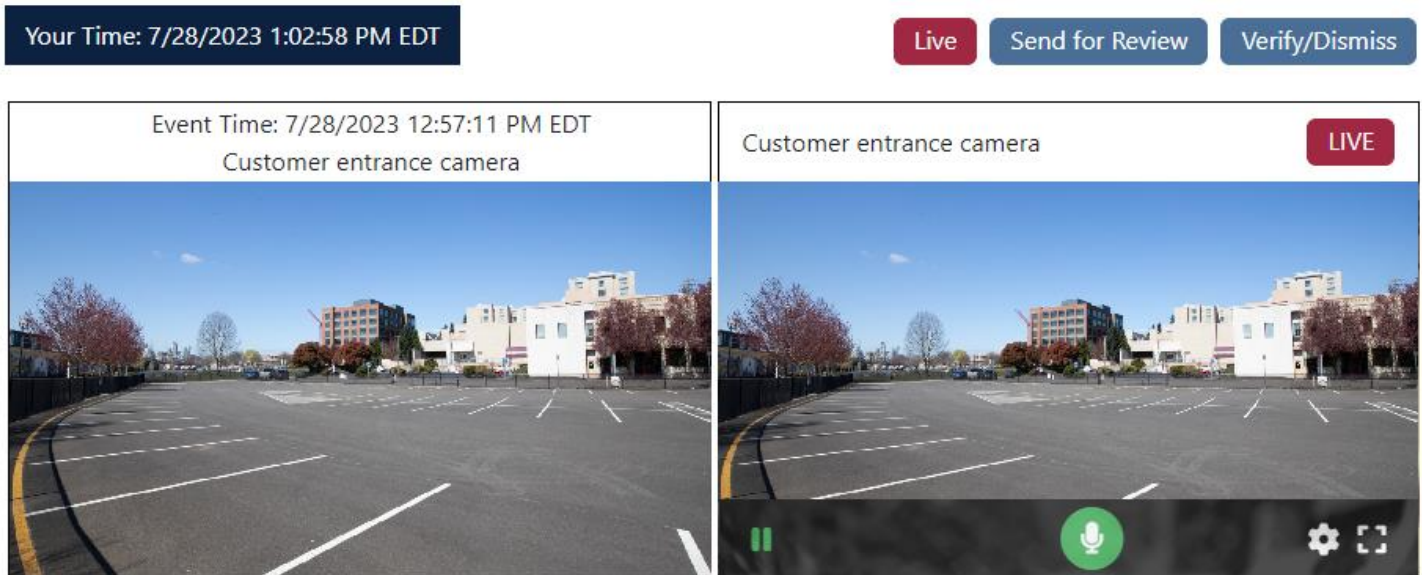
Video Clip

A short video clip will be taken from a camera designated in the automation setup. Use the player controls to pause, move forward/back or scrub through the video clip. Use the speed controls (available under the gear icon on mobile and smaller screens) to alter the playback speed.



View Live & Talk Down

Click the Live button to open a live stream from the camera that generated the video clip. Once the live stream from the camera is active, click the microphone icon along the bottom of the player to use talk down. Note that you may be prompted to grant permission to use your device's microphone.

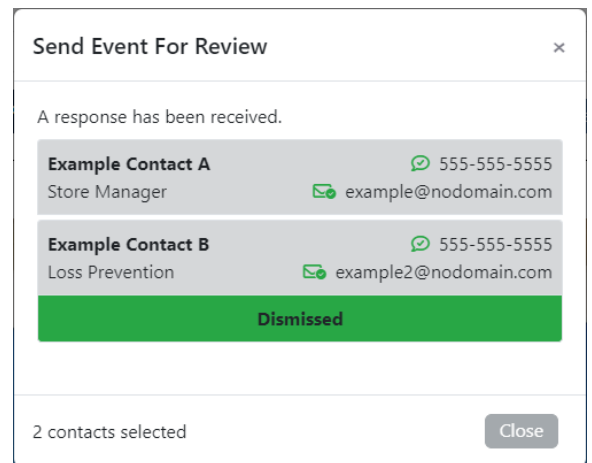


Send Event for Review

Click the Send for Review button to send the video package to the location's emergency contacts for review. All emergency contacts are selected by default. Click on a contact in the list to deselect or select the contact.

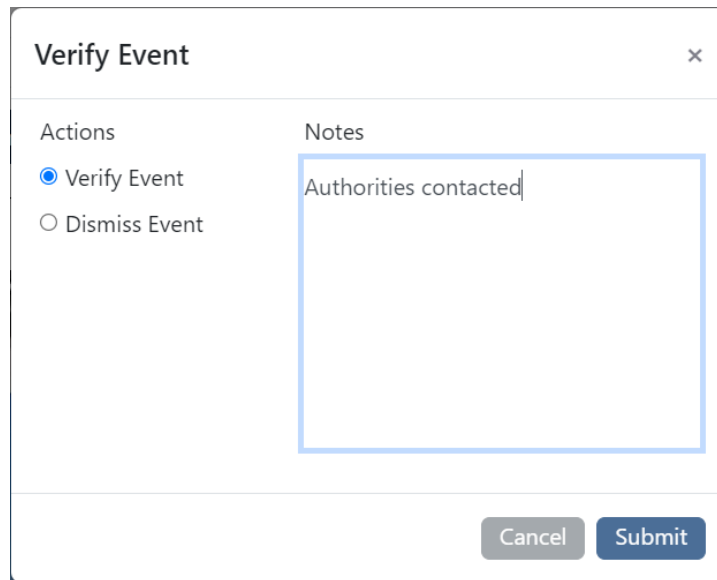
Each emergency contact will receive a text and email with a unique link to view the video package and will have the ability to verify or dismiss the event.

The Send For Review dialogue will update as emergency contacts review the video package. The Activity log will also update as the event is reviewed. Actions such as verify or dismiss will be recorded and displayed along with any notes that are added.



Verify & Dismiss Events

The event can be marked as verified or dismissed via the Verify/Dismiss button. Notes can optionally be added and are useful for recording actions taken for a verified event or noting why an event was dismissed. Verifying or dismissing the event will update the event status and this action will be visible under the Activity tab along with any notes entered.

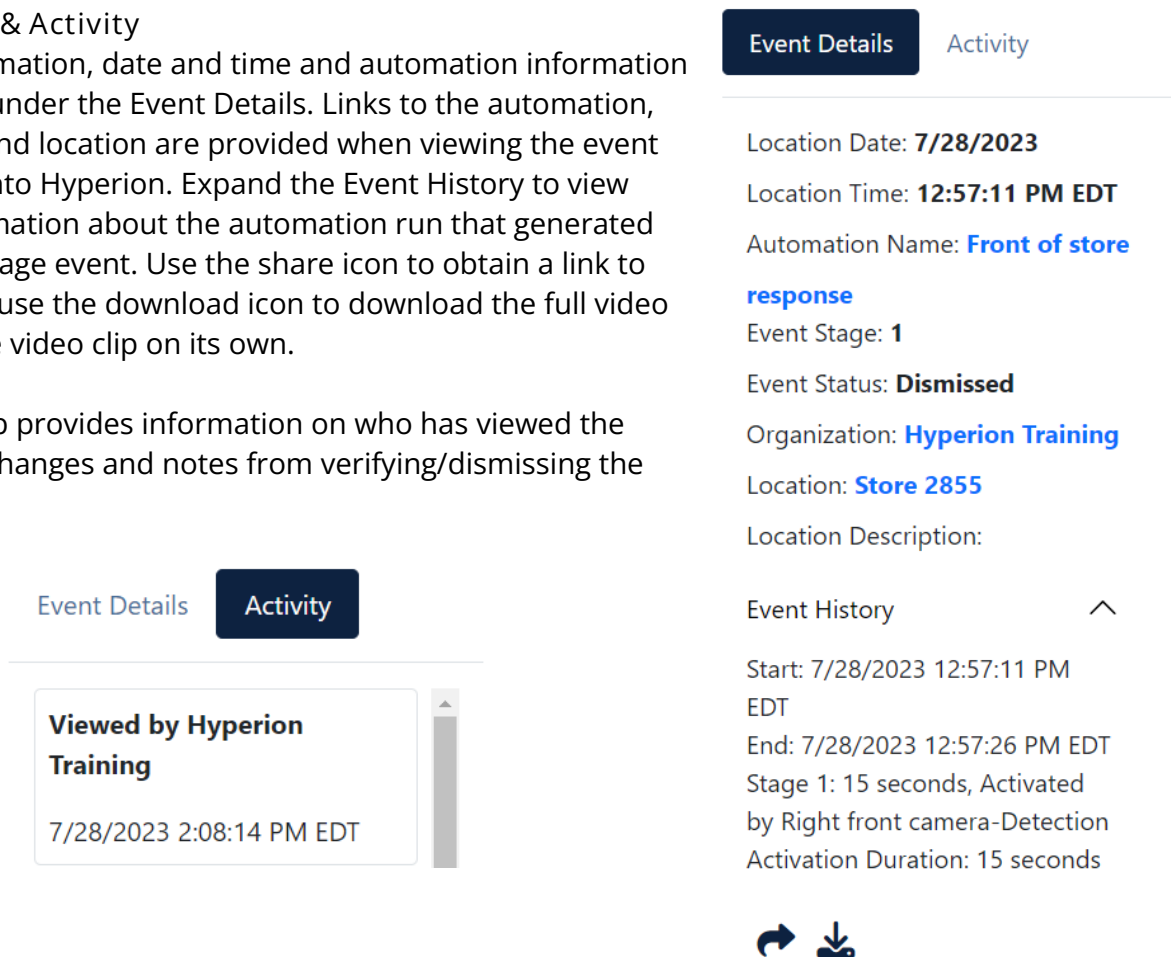


The image shows a 'Verify Event' dialog box. It has a title bar with 'Verify Event' and a close button. Below the title bar, there are two sections: 'Actions' and 'Notes'. In the 'Actions' section, there are two radio buttons: 'Verify Event' (which is selected) and 'Dismiss Event'. In the 'Notes' section, there is a text input field containing the text 'Authorities contacted'. At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Submit'.

Event Details & Activity

Location information, date and time and automation information can be found under the Event Details. Links to the automation, organization and location are provided when viewing the event while logged into Hyperion. Expand the Event History to view detailed information about the automation run that generated the video package event. Use the share icon to obtain a link to the event and use the download icon to download the full video package or the video clip on its own.

The Activity tab provides information on who has viewed the event, status changes and notes from verifying/dismissing the event.



The image shows a user interface for viewing event details and activity. At the top, there are two tabs: 'Event Details' (which is active) and 'Activity'. Below the tabs, there is a list of event details:

- Location Date: **7/28/2023**
- Location Time: **12:57:11 PM EDT**
- Automation Name: **Front of store response**
- Event Stage: **1**
- Event Status: **Dismissed**
- Organization: **Hyperion Training**
- Location: **Store 2855**
- Location Description:

Below the event details, there is an 'Event History' section with an expand/collapse icon. The event history shows:

- Start: 7/28/2023 12:57:11 PM EDT
- End: 7/28/2023 12:57:26 PM EDT
- Stage 1: 15 seconds, Activated by Right front camera-Detection
- Activation Duration: 15 seconds

At the bottom of the event history section, there are two icons: a share icon and a download icon.

Users

This section details the steps to add and manage users. Users can be added and managed from the Users page.

1. On the Users page, click the Add button to add a new user.
2. Enter the User information including phone number. If the user will receive text notifications, select the checkbox to agree to opt into SMS messages on the number.
Note: users can opt out of text messages any time by texting STOP to messages received from Hyperion. They can text START to (484) 249-3210 to begin receiving messages again.
3. New users will receive a registration email. The registration link will expire after 7 days.

Note: A Resend Registration Link is available under Edit User in the event the user did not complete the registration process before expiration.

Disabling Users

Users can be marked as disabled in Hyperion in order to revoke user access to the system. To disable a user, click the Disable link next to the user name on the Users page. You will be asked to confirm this action. The user will no longer be able to log into Hyperion and will not receive notifications. User history will be retained (such as viewing events, etc.).

Clicking the Show Disabled Users link at the top of the Users page will display disabled users in the user list. Users cannot be reenabled at this time, but it is possible to add a new user and use the same email address as a disabled user.

Two-factor Authentication

After registering and logging in, users can add a mobile phone number to their user account and enable two-factor authentication as an added security measure.

Help

This section provides a list of helpful resources.

Support Center

The Wren Support Center can be accessed at this [link](#) or from our website at www.wrensolutions.com. From the Support Center users can access and search FAQs and knowledge base articles as well as submit a support request.

Help Widget

Users can access resources on the Support Center from the Help widget in the bottom right corner of the Hyperion application. Users can easily search the Support Center FAQs and Knowledge base to access articles without having to navigate to another web site. Users can also open a support request from the Contact Us option.

Contact Support

Users can contact Support via the Support Center link above or from within the Help Widget in Hyperion. Additionally Support can be contact at support@wrensolutions.com or via phone at (800) 881-2249.

Network & Connectivity Trouble Shooting

If the Hyperion Gateway is not connecting to the Hyperion software upon initial installation or after a change to the network has occurred, a connection test utility can be used to troubleshoot the connection. Login to the Hyperion Gateway with Installer or Administrator credentials. Under Gateway Settings, select the Connection Test button and start the test.