Alarms and notifications

The following page provides the description of the alarms and reports that can be configured and used by end-users.

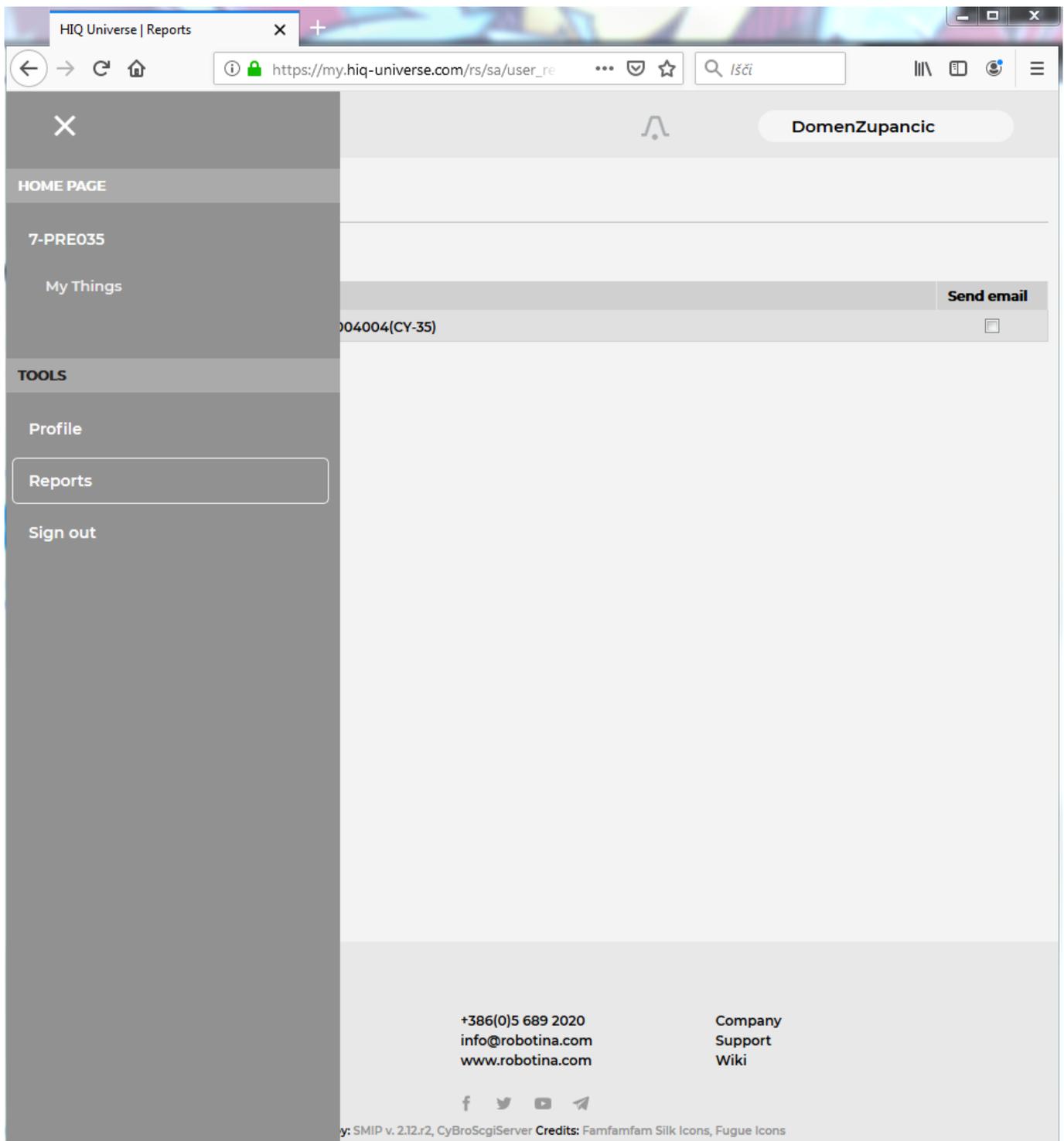## Description

GoFlex HEMS supports the following alarms:

- FOA service is not reachable (for more than 1 hour)
- Home linker is offline (for more than 1 hour)
- HEMS controller is not reachable (for more than 1 hour)

and notification:

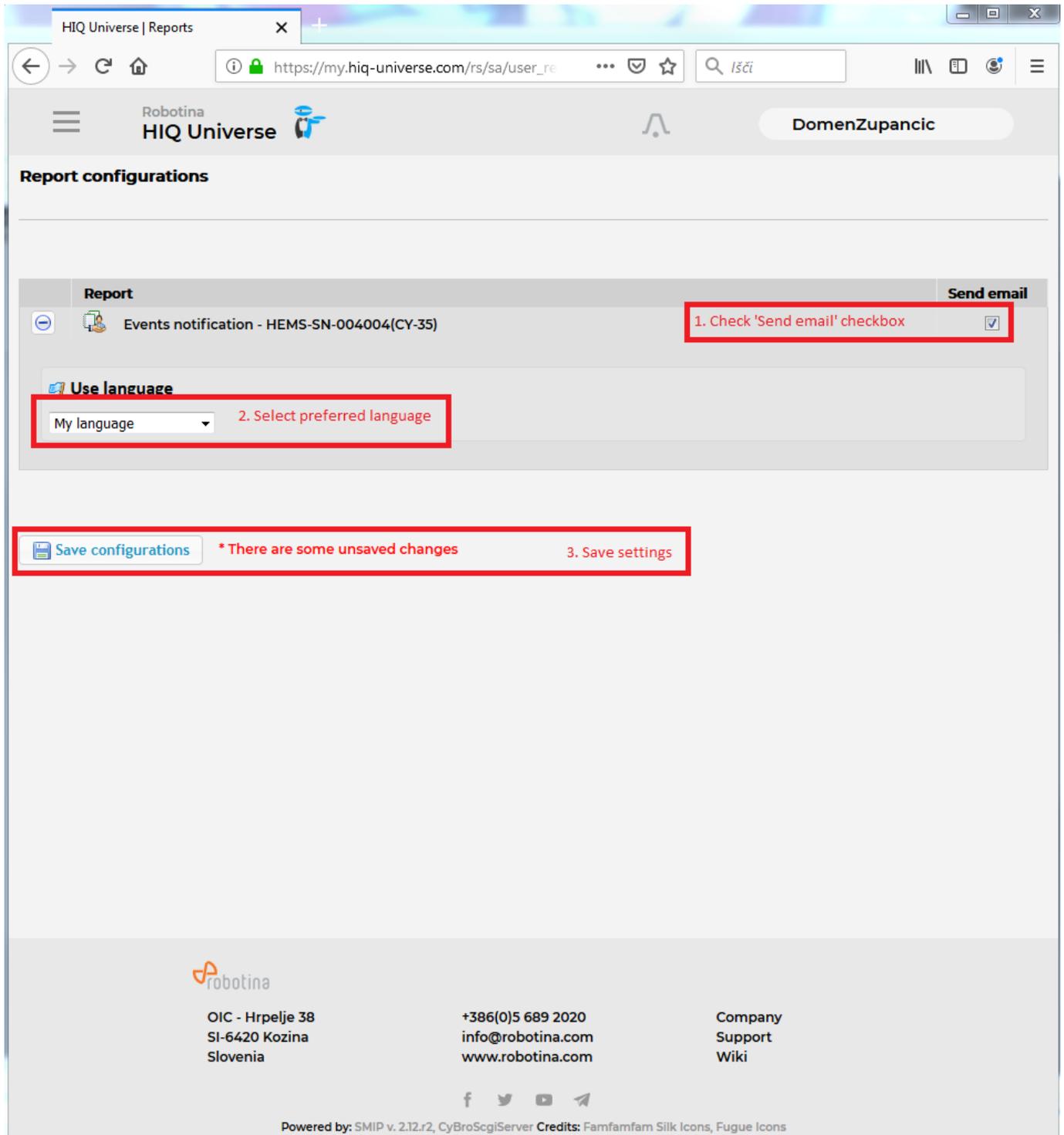- Cyclic device started the operation cycle

Configure alarms and notifications

From side menu select **Reports** as shown in the following figure.

Apply the following steps (see figure below):

1. Check **send email** checkbox
2. Select language (optional, default is English)
3. Save changes

Note for site-managers

Site manager is able to do similar procedure, as described in [previous section](#) for end-user. In addition to end-users, he is able to select **multiple** HEMS instances from his area and check **send-email** per instance, he would like to monitor and recieve email notifications.

Alarm report example

pon 9.9.2019 13:35

SMIP XEMS <noreply@smipcloud.com>

HEMS(IoT) GOFLEX Events notification

To   Domen Zupancic

ℹ️ If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Domen Zupančič,

Events report for brisi test SN-002005

	Raised	Message
	09/09/2019 01:31:00 PM	Device A just started the cycle.

Note that the message was generated automatically. Do not replay directly to the message. If you want to disable cyclic devices notification service, please uncheck the option "send email" on your HIQ Universe reports configuration page.

Best regards, your HiQ Universe!

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