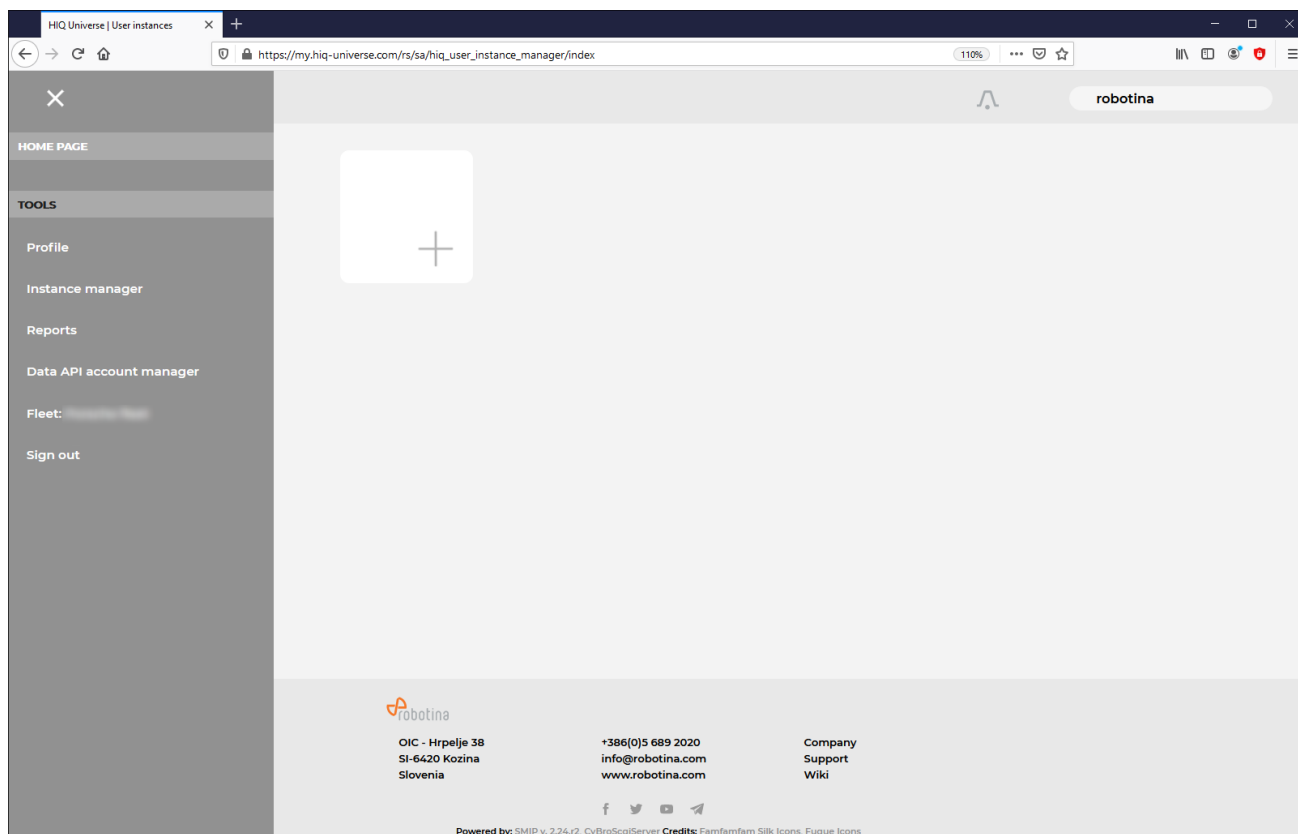


HIQ UNIVERSE - Service provider

Accounts with access level of service provider have additional fields available:

- Instance manager
- Data API account manager
- Fleet manager

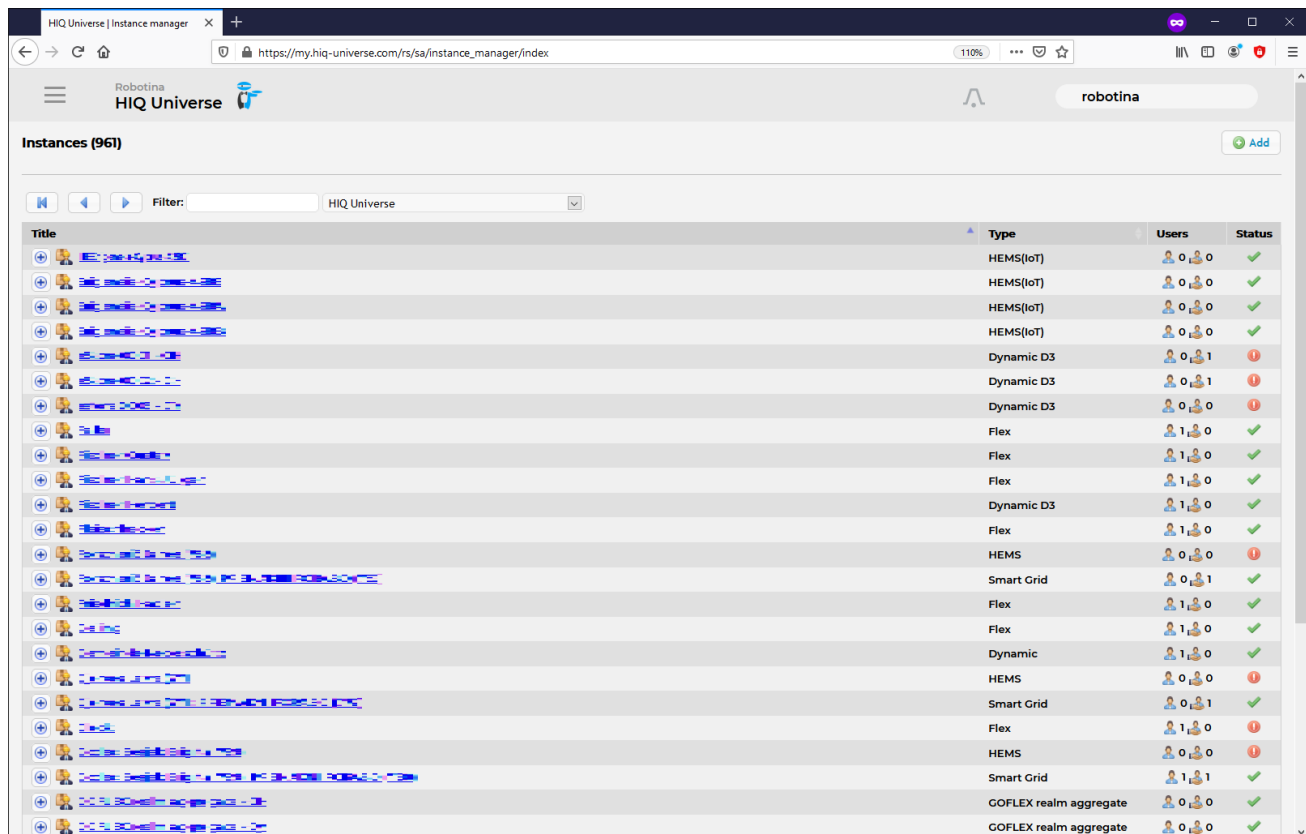
Side menu



Side menu is activated by clicking menu icon (three horizontal lines at top-left). Menu items are dynamically created so they can be different for each service provider:

- **Home page** → section with all your subscribed HIQ Universe devices and services
- **TOOLS** → section with general site tools
 - Profile
 - Instance manager → ["Overview of installed systems"](#)
 - Reports
 - Data API account manager → ["API key management"](#)
 - Fleet manager → ["Aggregation and overview of service providers installed systems"](#)
 - Sign out

Overview of installed systems



The screenshot shows the 'HIQ Universe | Instance manager' interface. The header includes the 'robotina' logo and a search bar. Below the header, there's a section for 'Instances (961)' with a filter set to 'HIQ Universe'. The main table lists various instances with columns for Title, Type, Users, and Status. The instances include HEMS(IoT), Dynamic D3, Flex, Smart Grid, and GOFLEX realm aggregate, each with associated user counts and status indicators (green checkmarks or red exclamation marks).

| Title | Type | Users | Status |
|------------------------|------------------------|-------|--------|
| HEMS(IoT) | HEMS(IoT) | 0/0 | ✓ |
| HEMS(IoT) | HEMS(IoT) | 0/0 | ✓ |
| HEMS(IoT) | HEMS(IoT) | 0/0 | ✓ |
| HEMS(IoT) | HEMS(IoT) | 0/0 | ✓ |
| Dynamic D3 | Dynamic D3 | 0/1 | ! |
| Dynamic D3 | Dynamic D3 | 0/1 | ! |
| Dynamic D3 | Dynamic D3 | 0/0 | ! |
| Flex | Flex | 1/0 | ✓ |
| Flex | Flex | 0/0 | ✓ |
| Flex | Flex | 0/0 | ✓ |
| Dynamic D3 | Dynamic D3 | 1/0 | ✓ |
| Flex | Flex | 0/0 | ✓ |
| HEMS | HEMS | 0/0 | ! |
| Smart Grid | Smart Grid | 0/1 | ✓ |
| Flex | Flex | 0/0 | ✓ |
| Flex | Flex | 1/0 | ✓ |
| Dynamic | Dynamic | 1/0 | ✓ |
| HEMS | HEMS | 0/0 | ! |
| Smart Grid | Smart Grid | 0/1 | ✓ |
| Flex | Flex | 1/0 | ! |
| HEMS | HEMS | 0/0 | ! |
| Smart Grid | Smart Grid | 1/1 | ✓ |
| GOFLEX realm aggregate | GOFLEX realm aggregate | 0/0 | ✓ |
| GOFLEX realm aggregate | GOFLEX realm aggregate | 0/0 | ✓ |

Table shows all installed systems by the service provider and their additional info:

- Name
- Type
- Users
- Status

Clicking on the instance name will take you to instance home page as seen by end users. Clicking on the plus sign displays additional instance info:

- **Basic details**
- **User's details**

The screenshot shows the 'Basic details' tab of the HIQ Universe Instance Manager. The interface includes a navigation bar with 'Basic details' and 'Users' details' tabs. Below the tabs are 'Edit' and 'Delete' buttons. The main content area is divided into four sections: 'Basic information', 'Connections', 'Instance parameters', and 'Instance controllers'.

Basic information

| | |
|----------------|-------------------------------|
| Identification | [Bar chart] |
| Realm | [Bar chart] |
| Time zone | [Bar chart] |
| Ping time | [Bar chart] |
| Created | Sep 30, 2020 11:40:25 AM CEST |
| Modified | Oct 10, 2020 01:32:54 PM CEST |
| Last accessed | Oct 10, 2020 12:30:29 AM CEST |

Connections

This instance does not have any connection.

Instance parameters

| | |
|---------------------------------------|--------------|
| user_menu | [Bar chart] |
| IoT Linker serial number | [Bar chart] |
| Scripts Enabled | false |
| HEMS version | HEMS2 |
| location_name | time_on_site |
| location_latitude | ? |
| location_longitude | ? |
| Description | |
| Maximum daily power (kW) | 5 |
| Maximum daily energy (kWh) | 40 |
| Maximum monthly energy (kWh) | 500 |
| Maximum production or consumption (W) | 1000 |
| Currency | EUR |
| Maximum daily value (EUR) | 3 |
| Maximum monthly value (EUR) | 15 |
| Maximum price (EUR) | 1 |
| icon | hems_ikona |
| Type label | HEMS |
| orig_var | 1 |

Instance controllers

| Controller name | Ping time |
|-----------------|-----------|
| [Icon] | Error |

Basic details displays information about the system. Here you can find:

- Basic info
- Connections
- Instance parameters
- Instance controllers

Parameters can also be changed with click on Edit button.

The screenshot shows the 'Instance Manager' interface in a web browser. The URL is https://my.hiq-universe.com/rs/sa/instance_manager/index. The page title is 'HIQ Universe | Instance manager'. The main content area is titled 'Instances (1)' and shows a table with one instance: 'robotina'. The instance details are expanded, showing 'Basic details' and 'Users' details. The 'Users' details section shows a list of users with columns for 'Title', 'Type', 'Users', and 'Status'. The 'robotina' instance has a status of 'HEMS(IoT)' and 1 user. Below the table, there are sections for 'Owners' and 'Guests'. The 'Owners' section has a form to add or remove owners, and the 'Guests' section has a form to add or remove guests. The footer contains contact information for Robotina, including address, phone, email, and website, along with social media links and a note about the software being powered by SMIP v.2.24.v2.

User's details shows all user that have access to this instance. Owners can be added or deleted and have control and overview over this instance.

API key management

The screenshot shows the 'Data API account manager' interface in a web browser. The URL is https://my.hiq-universe.com/rs/sa/dataapi_account_manager/index. The page title is 'HIQ Universe | Data API account manager'. The main content area shows a message 'No Data API account' and a button to 'Create account'. The footer contains contact information for Robotina, including address, phone, email, and website, along with social media links and a note about the software being powered by SMIP v.2.24.v2.

An application programming interface key (API key) is a unique identifier used for calling program with an API.

Clicking on Create account will create a new Data API key that can be renewed or deleted.

Aggregation and overview of service providers installed systems

| Instance | SN | Is online | Online status changed | Linker online (last day in seconds) | Last reboot | Linker SW ver | Types version | Init Phase | CPU Temperature | MEM Available | Unpublished messages | at | MC | Last MC online | Prog MC | Documentation | DB Status |
|----------|-----------|-----------|-----------------------|-------------------------------------|---------------------|---------------|---------------|------------|-----------------|---------------|----------------------|---------------------|-------|---------------------|---------|--|-----------|
| | 34400+250 | 1 | 2021-04-07 06:41:28 | 86249 | 2021-04-06 12:14:51 | 10.31 | 1.5 | 4 | 68 | 475 | 0 | 2021-04-07 13:35:25 | 30529 | 2021-04-07 13:40:25 | 113 | ["VANILLA":"0005","log4j":"updated"] | 0 |
| | 34400+250 | 0 | 2021-04-01 07:25:48 | 0 | 2021-03-30 12:49:11 | 10.31 | 1.5 | 4 | 58 | 511 | 0 | 2021-04-01 07:19:32 | 30525 | 2021-04-01 07:24:32 | -1-1-1 | ["VANILLA":"0003","SYSUP-0007":"2020-06-05","SYSUP-0015":"2020-06-05","SYSUP-0016":"2020-06-05"] | 0 |
| | 34400+250 | 0 | 2021-04-06 12:14:26 | 44054 | 2021-04-01 09:10:08 | 10.31 | 1.5 | 4 | 62 | 469 | 0 | 2021-04-06 12:10:37 | 30528 | 2021-04-06 12:10:37 | -1-1-1 | ["VANILLA":"0003","SYSUP-0007":"2020-06-05","SYSUP-0015":"2020-06-05","SYSUP-0016":"2020-06-05"] | 0 |
| | 34400+250 | 1 | 2021-04-07 05:50:36 | 86400 | 2021-03-09 17:04:17 | 10.41 | 1.5 | 4 | 59 | 383 | 0 | 2021-04-07 13:34:41 | 30549 | 2021-04-07 13:39:41 | 113 | ["VANILLA":"0003","SYSUP-0007":"2020-06-05","SYSUP-0015":"2020-06-05","SYSUP-0016":"2020-06-05"] | 0 |
| | 34400+250 | 1 | 2021-04-07 11:38:06 | 86245 | 2021-04-06 12:15:57 | 10.36 | 1.5 | 4 | 59 | 533 | 0 | 2021-04-07 13:36:27 | 30546 | 2021-04-07 13:41:27 | 113 | ["VANILLA":"0003","SYSUP-0007":"2020-06-05","SYSUP-0015":"2020-06-05","SYSUP-0016":"2020-06-05"] | 0 |

Aggregation and overview or so called fleet is a section where all relevant data from installed systems is collected and displayed. This section can vary amongst providers as the interface can be modified to suit the needs of individual service provider.

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