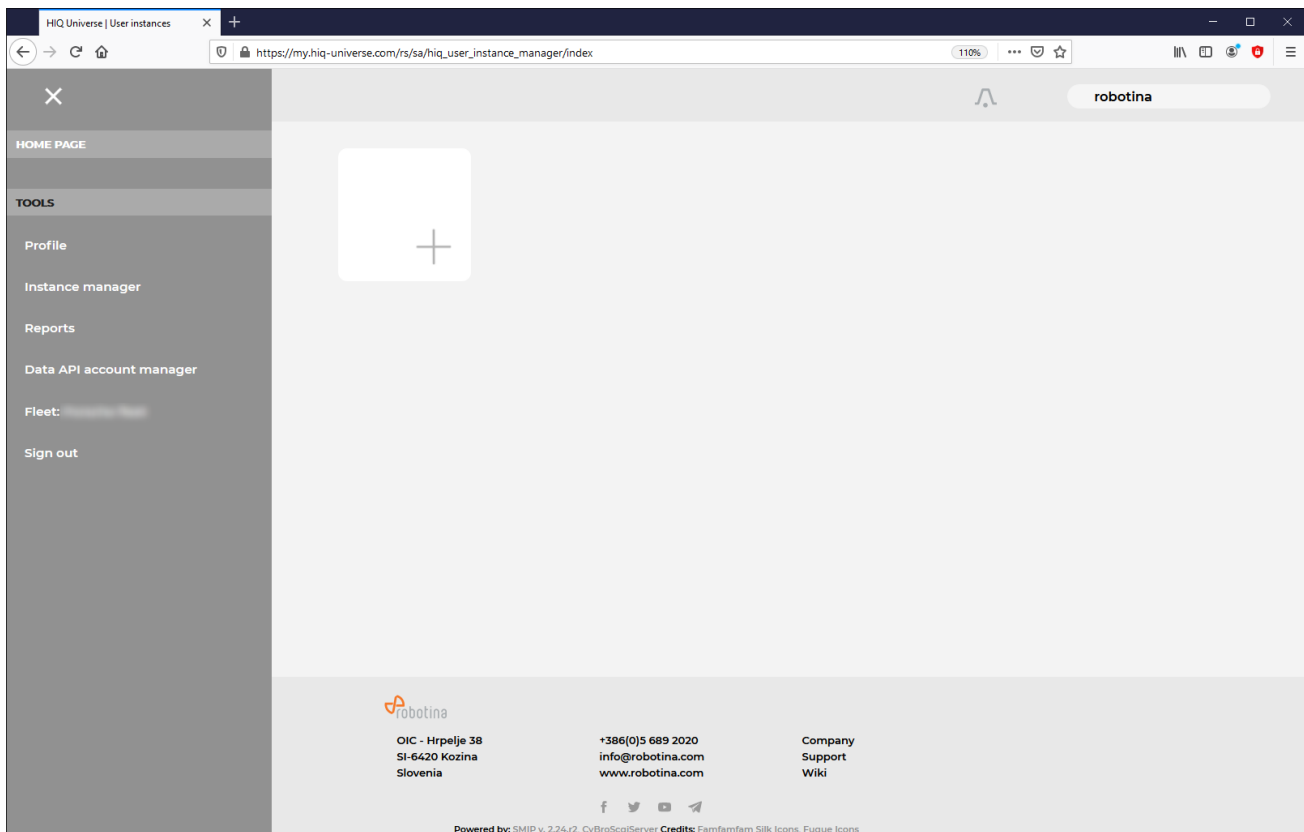


# HIQ UNIVERSE - Service provider

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

HIQ Universe | Instance manager

https://my.hiq-universe.com/rs/sa/instance\_manager/index

robotina

Instances (961)

Filter: HIQ Universe

Title	Type	Users	Status
+	HEMS(IoT)	0 0	✓
+	HEMS(IoT)	0 0	✓
+	HEMS(IoT)	0 0	✓
+	HEMS(IoT)	0 0	✓
+	Dynamic D3	0 1	!
+	Dynamic D3	0 1	!
+	Dynamic D3	0 0	!
+	Flex	1 0	✓
+	Flex	0 0	✓
+	Flex	0 0	✓
+	Dynamic D3	1 0	✓
+	Flex	0 0	✓
+	HEMS	0 0	!
+	Smart Grid	0 1	✓
+	Flex	0 0	✓
+	Flex	1 0	✓
+	Dynamic	1 0	✓
+	HEMS	0 0	!
+	Smart Grid	0 1	✓
+	Flex	1 0	!
+	HEMS	0 0	!
+	Smart Grid	1 1	✓
+	GOFLEX realm aggregate	0 0	✓
+	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 top 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	[Icon]
Realm	[Icon]
Time zone	[Icon]
Ping time	[Icon]
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	[Icon]
IoT Linker serial number	[Icon]
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 'Instances (1)' section of the HIQ Universe Instance Manager. The instance 'robotina' is selected, showing its details. The 'Users' tab is active, displaying a table with columns: Title, Type, Users, and Status. The table shows one user with the title 'HEMS(IoT)', type 'HEMS(IoT)', 1 user, and a status of '0' with a green checkmark. Below the table, there are sections for 'Owners' and 'Guests'. The 'Owners' section has a form to add or remove owners, with fields for 'Owner email address' and 'Remove'. The 'Guests' section has a form to add or remove guests, with fields for 'Guest email address', 'Share content', 'Share reports', 'Allow write to device', and 'Remove'. There is a 'Save users' button at the bottom left and a 'Number of records to display' dropdown set to 25 at the bottom right. 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.r2, CyBroSciServer, and Credits: Famfamfam Silk Icons, Fugue Icons.

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. Guest account can be added or removed and will have an overview and control of an instance. Guest can not change the settings.

## API key management

The screenshot shows the 'Data API account manager' section of the HIQ Universe interface. It displays a message 'No Data API account' with a 'Create account' button. 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.r2, CyBroSciServer, and Credits: Famfamfam Silk Icons, Fugue Icons.

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+240	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+242	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+252	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+256	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.

From:  
<http://wiki.hiq-home.com/> -

Permanent link:  
[http://wiki.hiq-home.com/doku.php?id=en:hems\\_v1\\_2\\_0:universe\\_service\\_provider&rev=1617806300](http://wiki.hiq-home.com/doku.php?id=en:hems_v1_2_0:universe_service_provider&rev=1617806300)

Last update: **2021/04/07 14:38**

