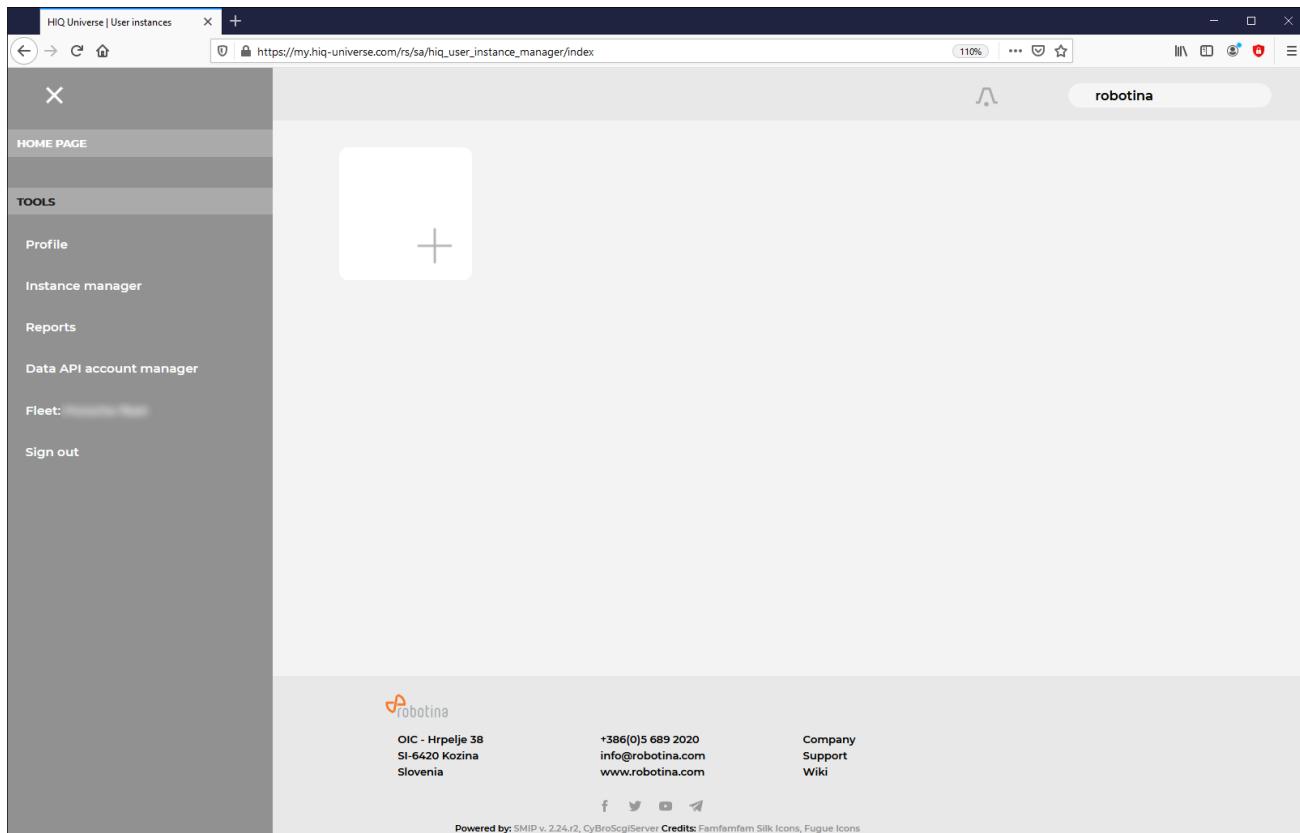


HIQ UNIVERSE - Service provider

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

- Instance manager
- Data API account manager
- Fleet manager

Side menu

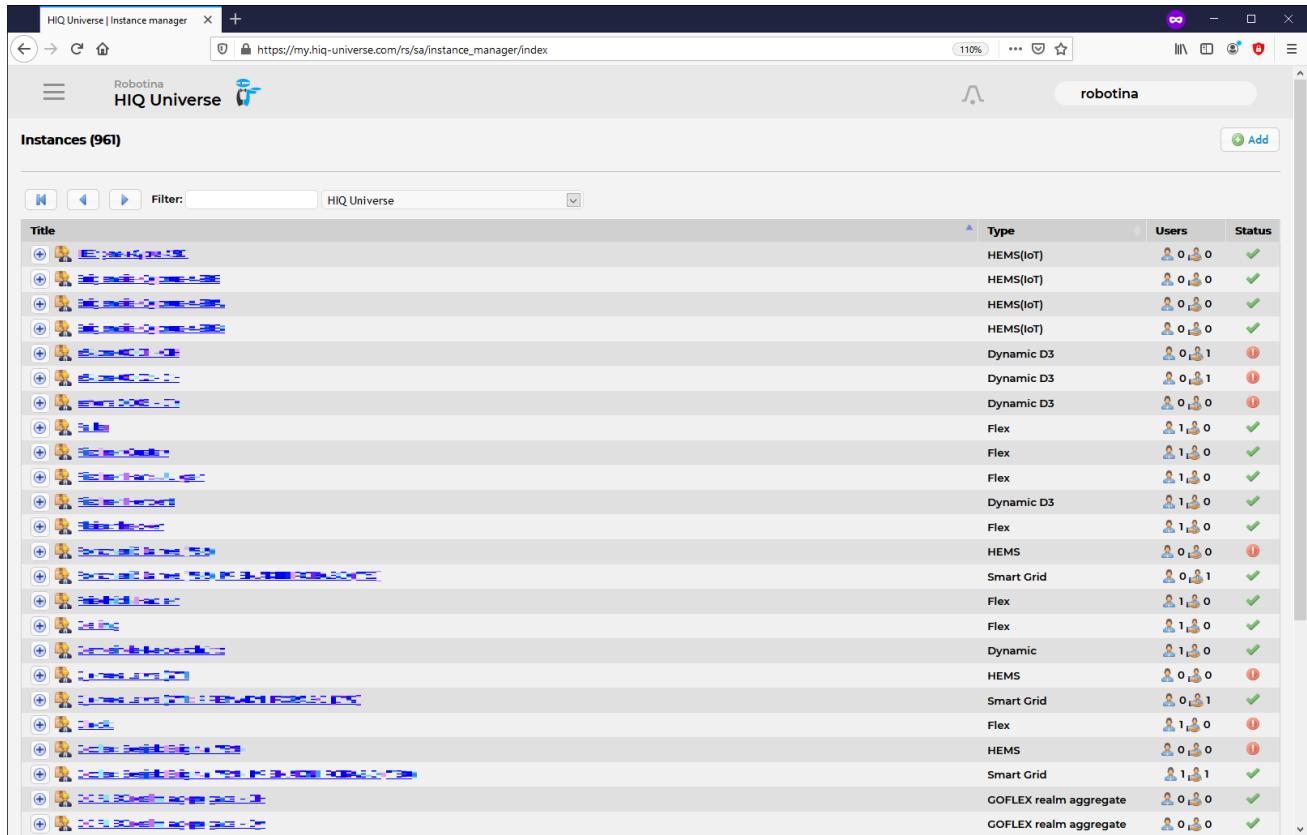


Side menu is activated by clicking menu icon (three horizontal lines at top-left). Menu items are dynamically created so they can be different for each service provider:

- **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

Last update: 2021/04/07 en:hems_v1_2_0:universe_service_provider http://wiki.hiq-home.com/doku.php?id=en:hems_v1_2_0:universe_service_provider&rev=1617806388 14:39



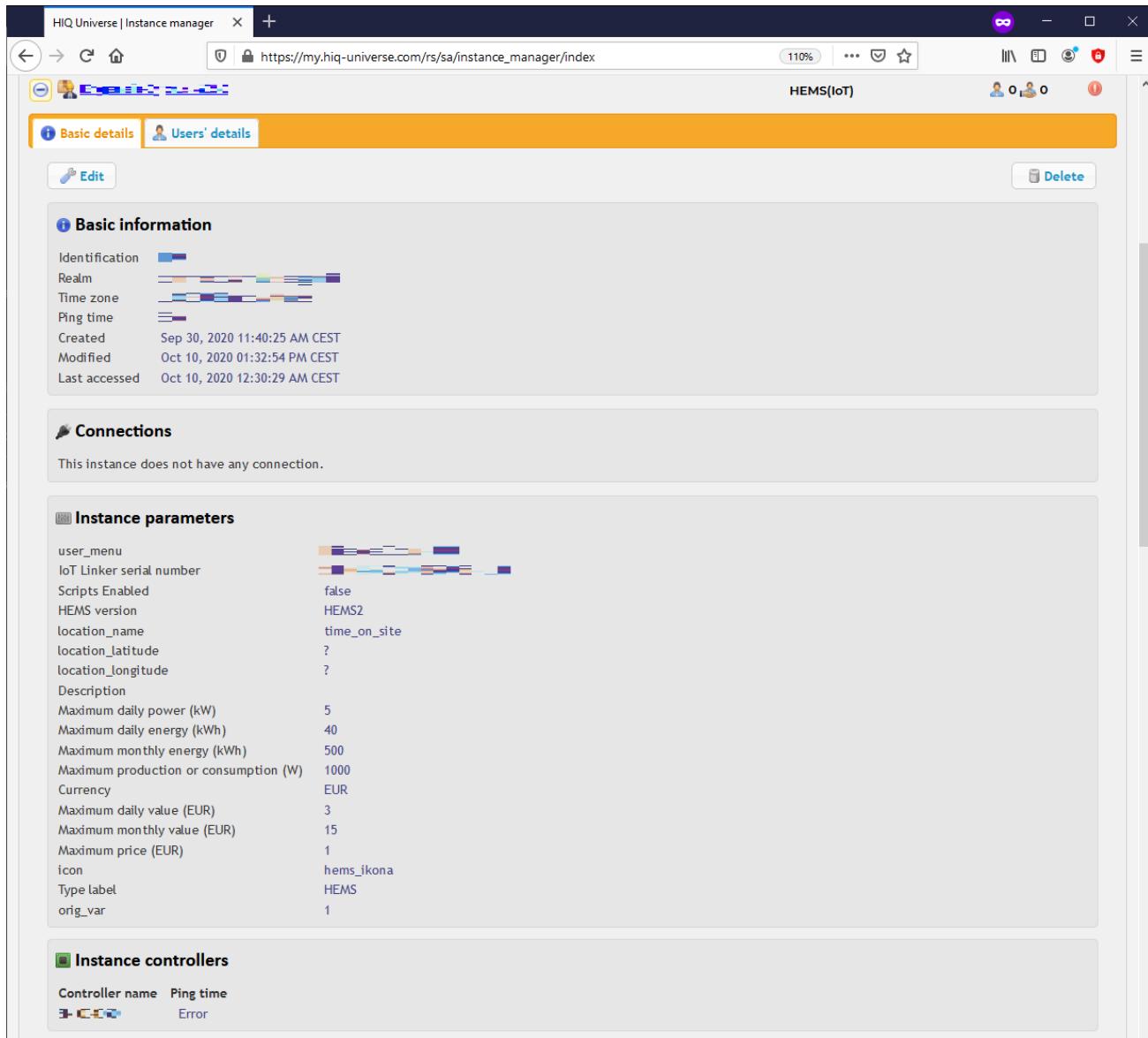
Title	Type	Users	Status
+	HEMS(IoT)	0, 0	✓
+	HEMS(IoT)	0, 0	✓
+	HEMS(IoT)	0, 0	✓
+	HEMS(IoT)	0, 0	✓
+	Dynamic D3	0, 1	⚠
+	Dynamic D3	0, 1	⚠
+	Dynamic D3	0, 0	⚠
+	Flex	1, 0	✓
+	Flex	1, 0	✓
+	Flex	1, 0	✓
+	Dynamic D3	1, 0	✓
+	Flex	1, 0	✓
+	HEMS	0, 0	⚠
+	Smart Grid	0, 1	✓
+	Flex	1, 0	✓
+	Dynamic	1, 0	✓
+	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 page title is 'HIQ Universe | Instance manager'. The URL is 'https://my.hiq-universe.com/rs/sa/instance_manager/index'. The instance name is 'HEMS(IoT)'. The 'Basic details' tab is selected, showing the following information:

Identification	Value
Realm	...
Time zone	...
Ping time	...
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	...
IoT Linker serial number	...
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

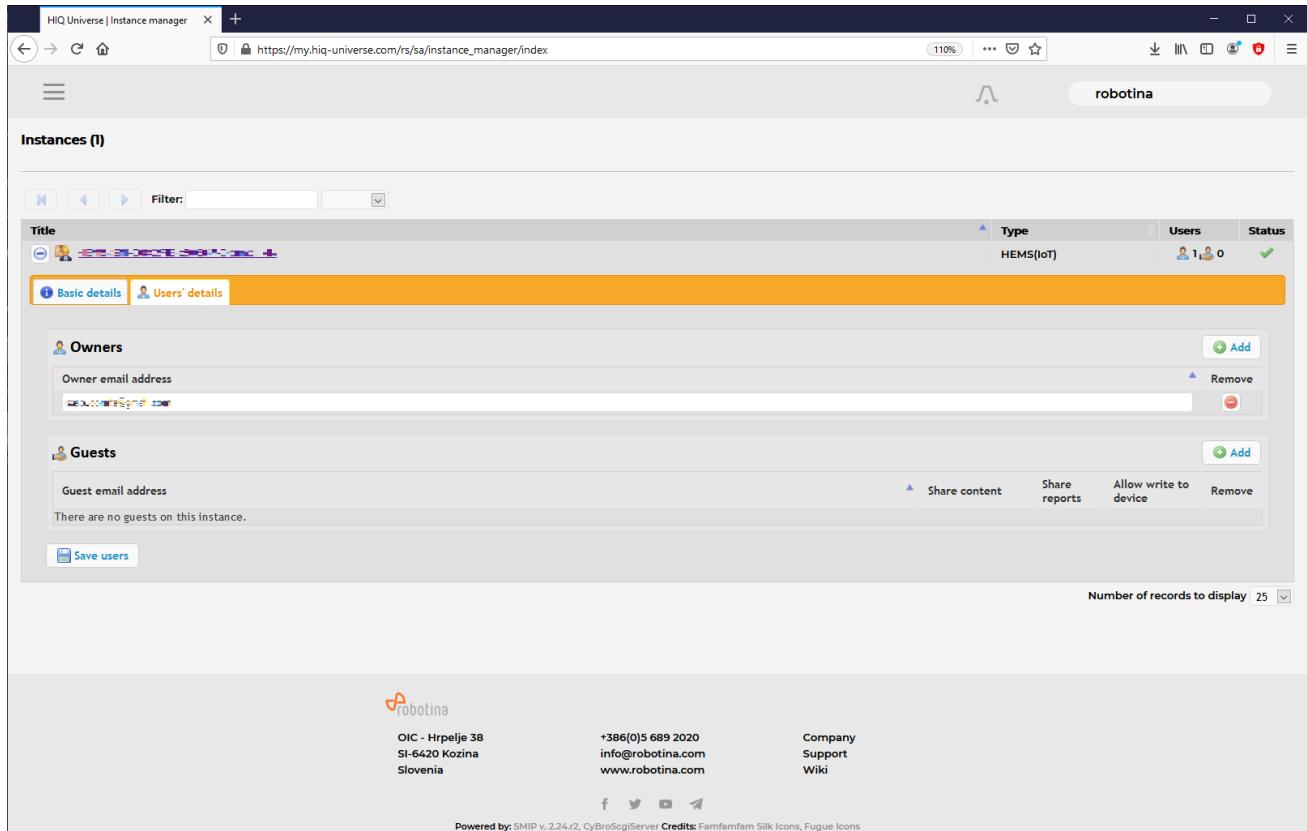
Controller name	Ping time
...	Error

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.

Last update: 2021/04/07 en:hems_v1_2_0:universe_service_provider http://wiki.hiq-home.com/doku.php?id=en:hems_v1_2_0:universe_service_provider&rev=1617806388 14:39



HiQ Universe | Instance manager

Instances (1)

Basic details

Users' details

Type: HEMS(IoT)

Users: 1 (1)

Status: ✓

Owners

Owner email address: info@robotina.com

Guests

Guest email address: There are no guests on this instance.

Save users

Number of records to display: 25

robotina

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SI-6420 Kozina
Slovenia

+386(0)5 689 2020
info@robotina.com
www.robotina.com

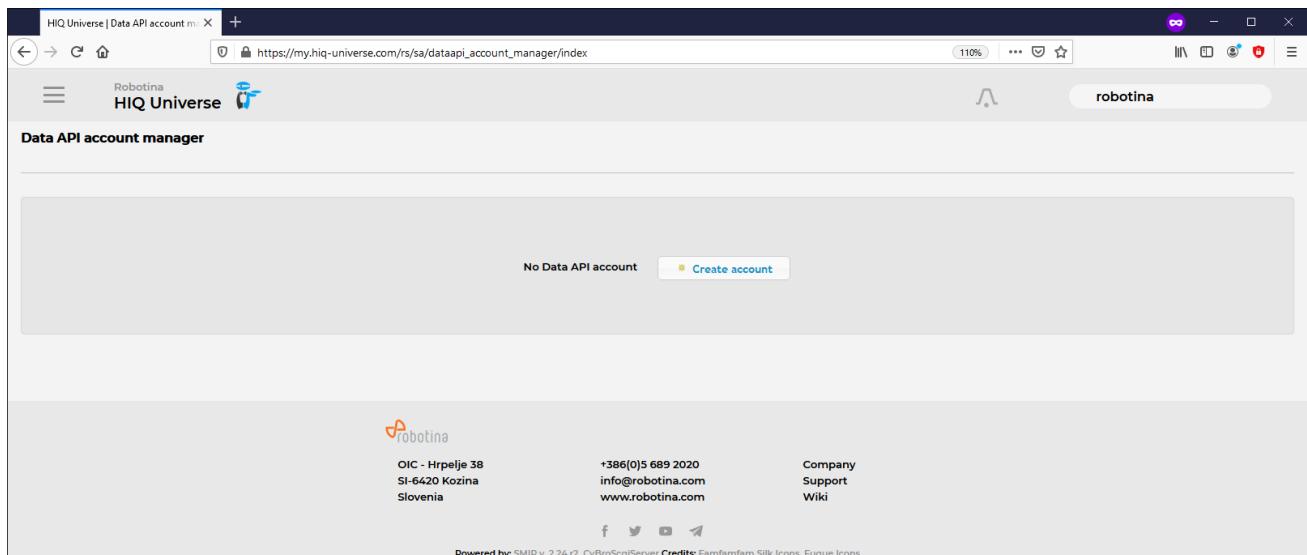
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User's details shows all user that have access to this instance. Owners can be added or deleted and have control, overview and settings over this instance. Guest account can be added or removed and will have an overview and control of an instance. Guest can not change the settings. Each instance can have max 1 owner and several guests.

API key management



HiQ Universe | Data API account manager

Robotina

HiQ Universe

Data API account manager

No Data API account

Create account

robotina

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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

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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