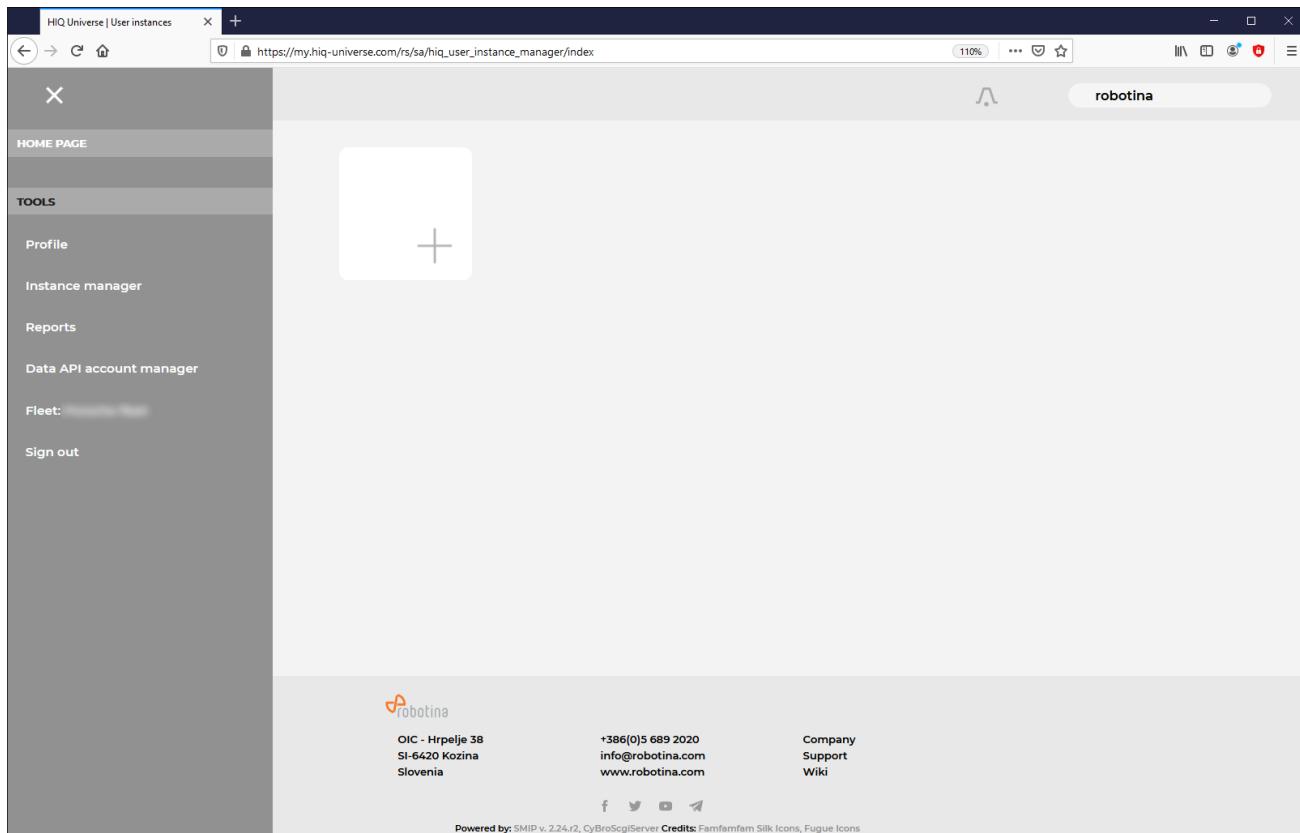


# HIQ UNIVERSE - Service provider

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

- Instance manager
- Data API account manager
- Fleet manager

## Side menu

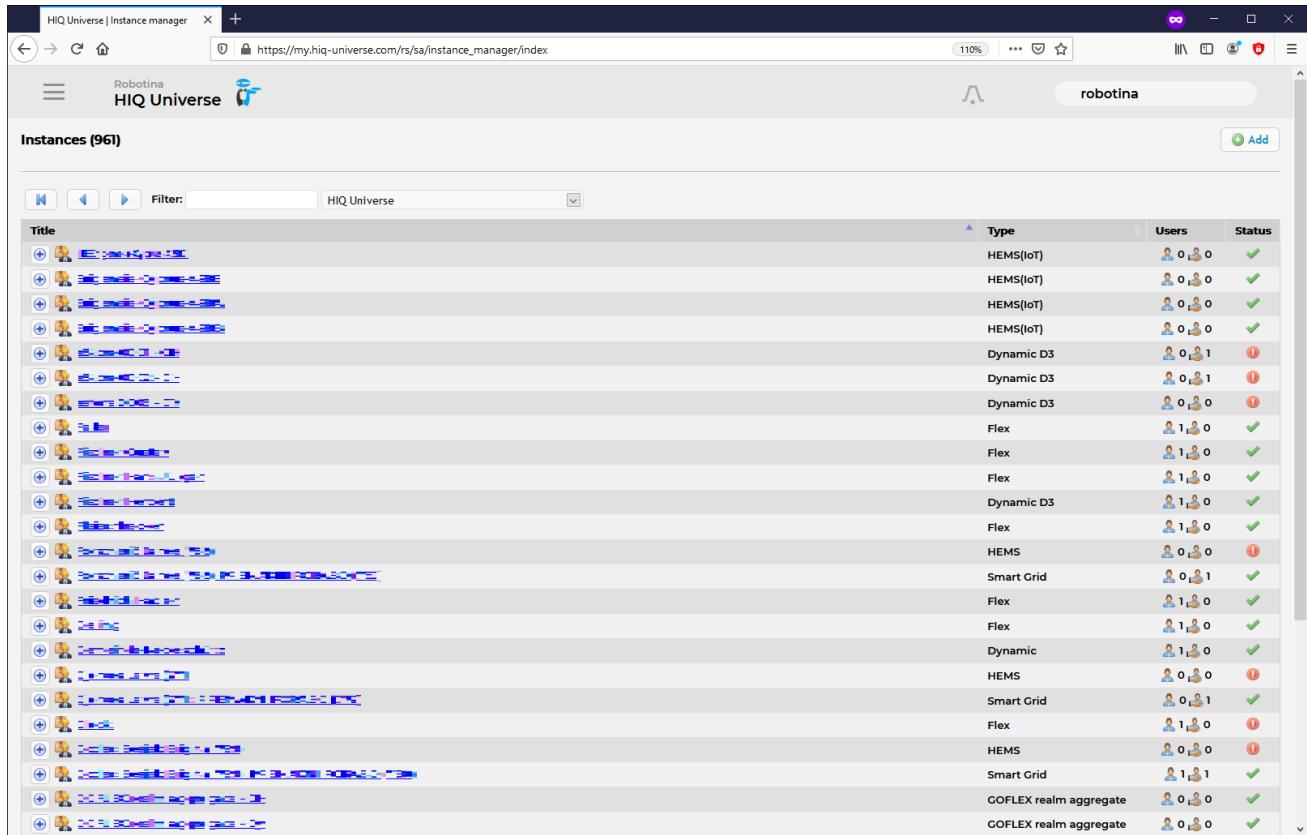


Side menu is activated by clicking menu icon (three horizontal lines at top-left). Menu items are dynamically created so they can be different for each service provider:

- **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 → Subscription to reports (Depending on the installation).
  - 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=1617808117 15:08



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 (nr. of Owners and Guests)
- Status (Online/Offline)

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 has a header with the title 'HIQ Universe | Instance manager' and a URL 'https://my.hiq-universe.com/rs/sa/instance\_manager/index'. The top navigation bar includes 'Basic details' (selected), 'Users' details', 'Edit', and 'Delete'.

**Basic information**

Identification	HEMS(IoT)
Realm	my.hiq-universe.com
Time zone	Europe/Berlin
Ping time	2020-10-10 01:32:54
Created	2020-09-30 11:40:25
Modified	2020-10-10 01:32:54
Last accessed	2020-10-10 12:30:29

**Connections**

This instance does not have any connection.

**Instance parameters**

user_menu	my.hiq-universe.com
IoT Linker serial number	12345678901234567890123456789012
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**

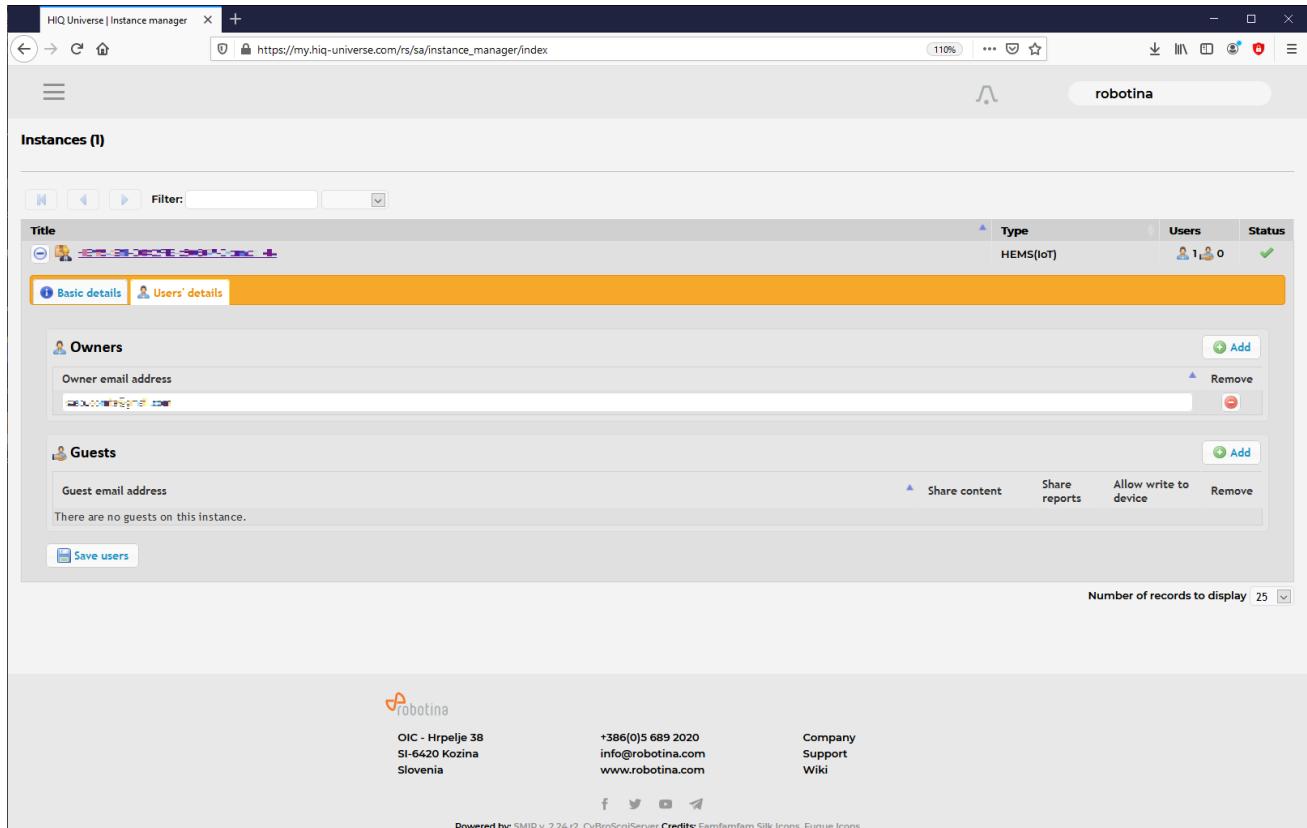
Controller name	Ping time
Icon	error
Value	Error

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

- Basic info
- Connections
- Instance parameters
- Instance controllers

Parameters can also be changed with a 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=1617808117 15:08



HIQ Universe | Instance manager

Instances (1)

Basic details

Owners

Owner email address: info@robotina.com

Guests

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

Save users

Type: HEMS(IoT) Users: 1 Status: ✓

Number of records to display: 25

robotina

OIC - Hrpelje 38  
SI-6420 Kozina  
Slovenia

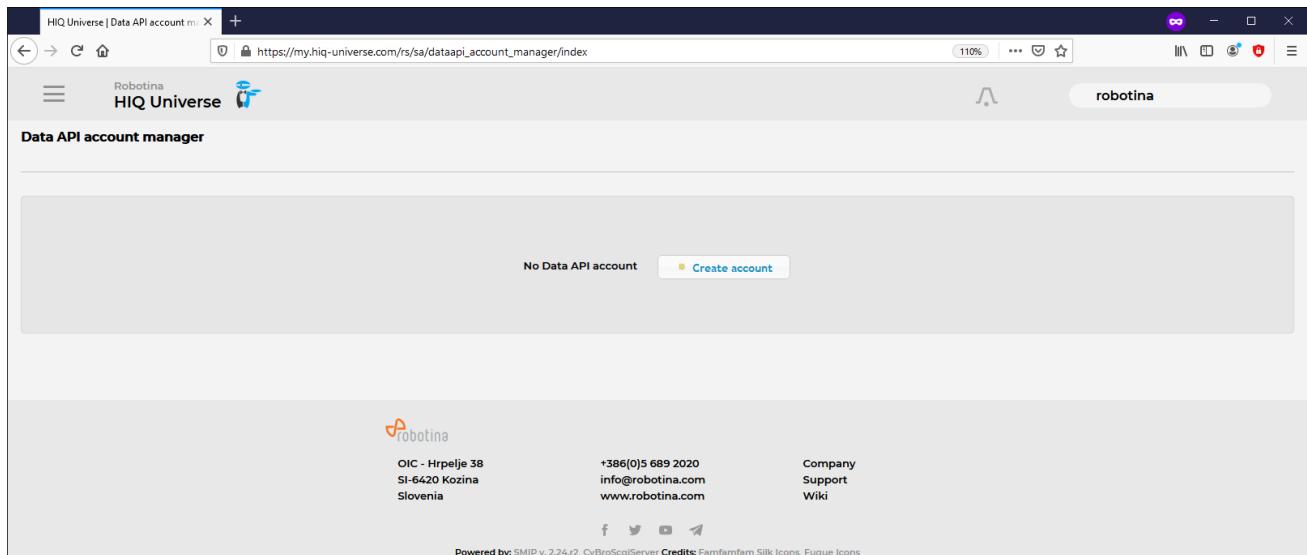
+386(0)5 689 2020  
info@robotina.com  
www.robotina.com

Company  
Support  
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User's details shows all user that have access to this instance. Owners can be added or removed and have overview, control and settings over this instance. Guest account can be added or removed and will have an overview of an instance. We can select if we want to share reports with guests and to allow writing to the device. Guests can not change the settings.

## 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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Slovenia

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www.robotina.com

Company  
Support  
Wiki

Powered by: SMIP v. 2.24/r2, CyBroScgiServer 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

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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Last update: **2021/04/07 15:08**

