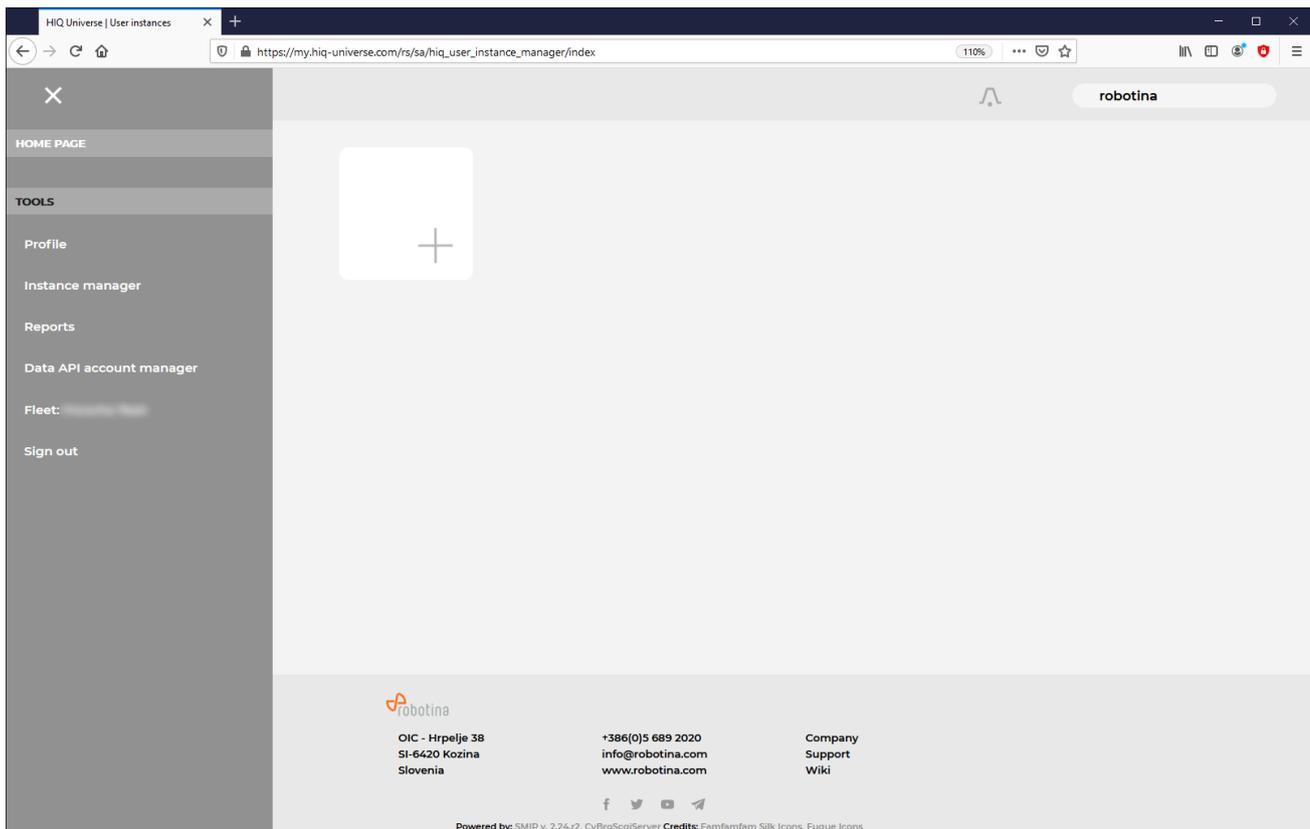


# HIQ UNIVERSE - Service provider

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

- Instance manager
- Data API account manager
- Fleet manager

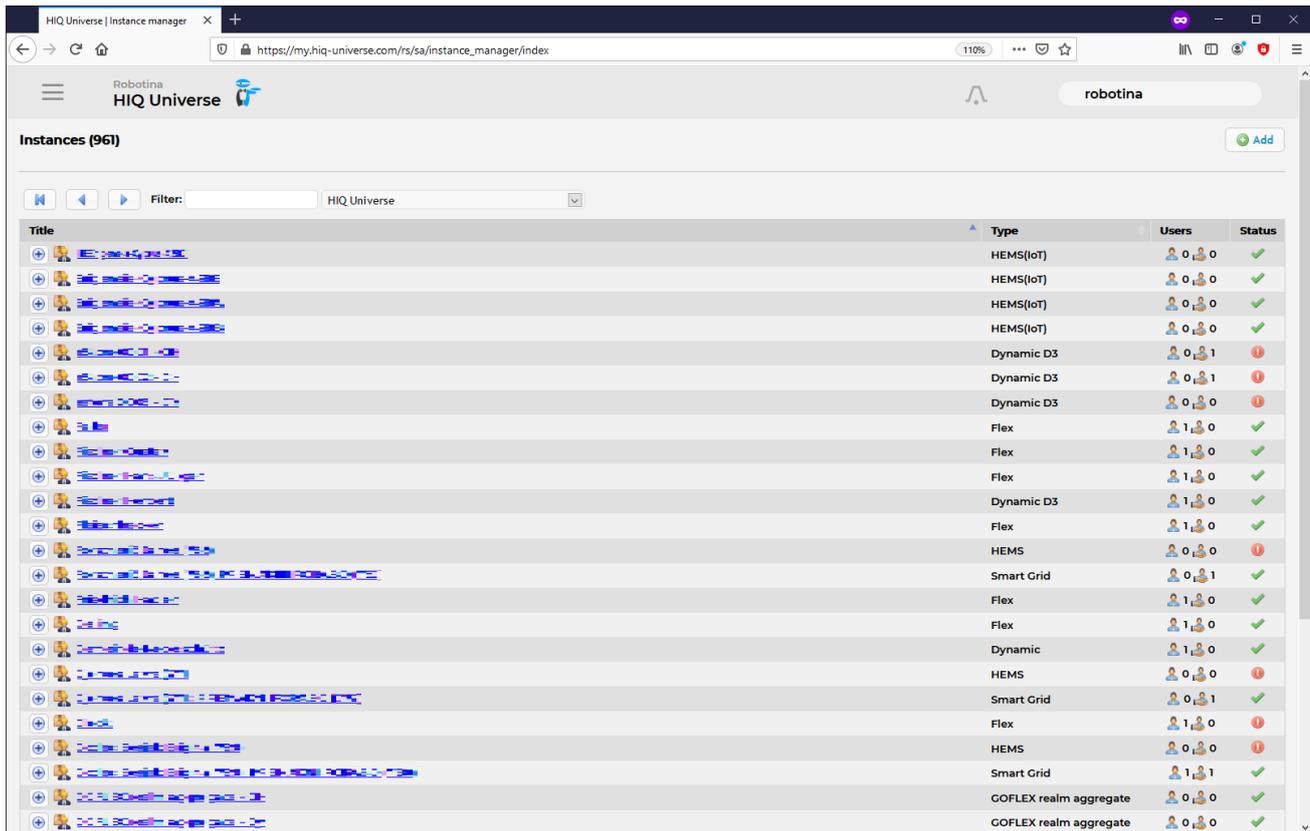
## Side menu



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



The screenshot shows the 'Instances (96)' page in the HIQ Universe Instance Manager. The page has a search bar with 'HIQ Universe' entered and an 'Add' button. Below is a table with columns for Title, Type, Users, and Status. The table lists various system types such as HEMS(iot), Dynamic D3, Flex, Smart Grid, and GOFLEX realm aggregate, along with their respective user counts and status indicators (green checkmarks or red exclamation marks).

| Title          | Type                   | Users | Status |
|----------------|------------------------|-------|--------|
| [Icon] [Title] | HEMS(iot)              | 0/0   | ✓      |
| [Icon] [Title] | HEMS(iot)              | 0/0   | ✓      |
| [Icon] [Title] | HEMS(iot)              | 0/0   | ✓      |
| [Icon] [Title] | HEMS(iot)              | 0/0   | ✓      |
| [Icon] [Title] | Dynamic D3             | 0/1   | !      |
| [Icon] [Title] | Dynamic D3             | 0/1   | !      |
| [Icon] [Title] | Dynamic D3             | 0/0   | !      |
| [Icon] [Title] | Flex                   | 1/0   | ✓      |
| [Icon] [Title] | Flex                   | 1/0   | ✓      |
| [Icon] [Title] | Flex                   | 1/0   | ✓      |
| [Icon] [Title] | Dynamic D3             | 1/0   | ✓      |
| [Icon] [Title] | Flex                   | 1/0   | ✓      |
| [Icon] [Title] | HEMS                   | 0/0   | !      |
| [Icon] [Title] | Smart Grid             | 0/1   | ✓      |
| [Icon] [Title] | Flex                   | 1/0   | ✓      |
| [Icon] [Title] | Flex                   | 1/0   | ✓      |
| [Icon] [Title] | Dynamic                | 1/0   | ✓      |
| [Icon] [Title] | HEMS                   | 0/0   | !      |
| [Icon] [Title] | Smart Grid             | 0/1   | ✓      |
| [Icon] [Title] | Flex                   | 1/0   | !      |
| [Icon] [Title] | HEMS                   | 0/0   | !      |
| [Icon] [Title] | Smart Grid             | 1/1   | ✓      |
| [Icon] [Title] | GOFLEX realm aggregate | 0/0   | ✓      |
| [Icon] [Title] | 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' page for a HEMS instance in the HIQ Universe Instance Manager. The page is divided into several sections:

- Basic information:**
  - Identification: [Progress bar]
  - Realm: [Progress bar]
  - Time zone: [Progress bar]
  - Ping time: [Progress bar]
  - 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:**

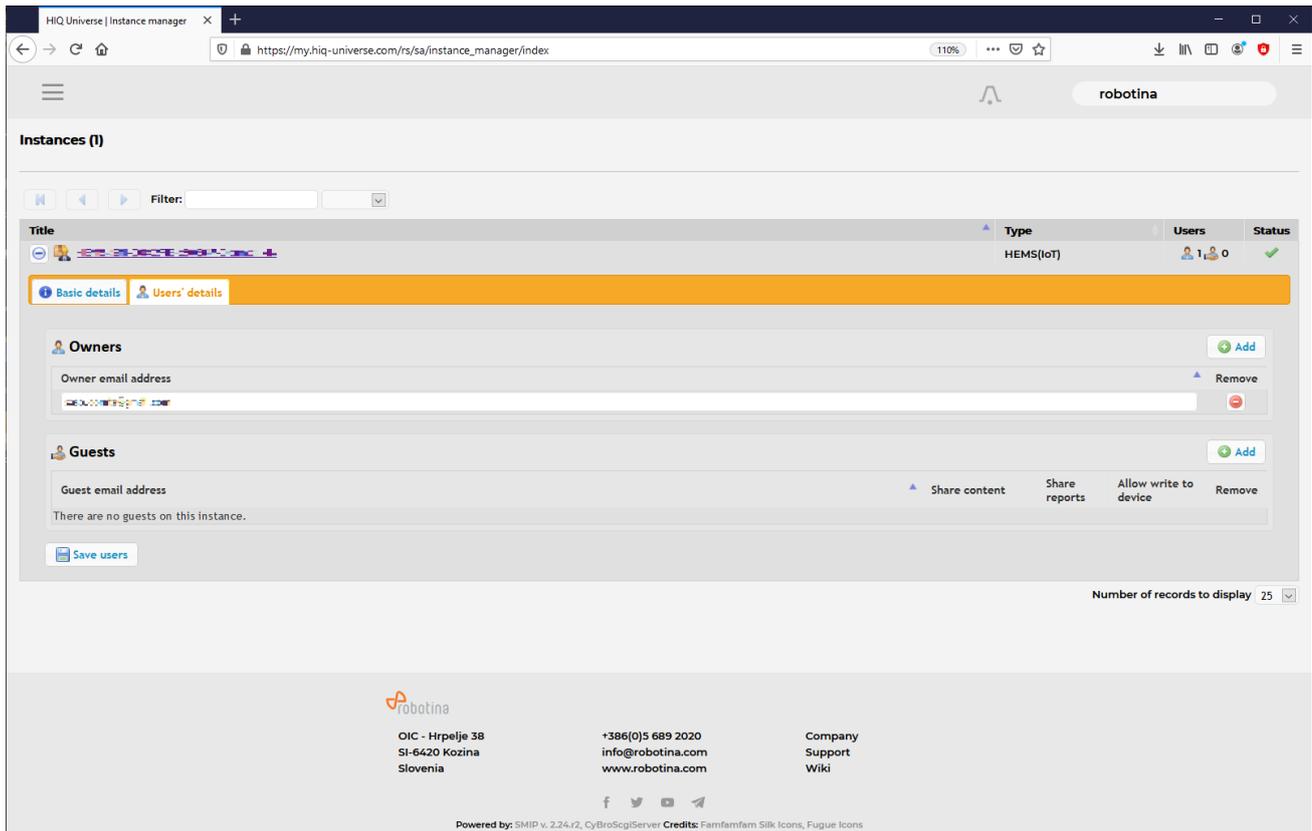
|                                       |                |
|---------------------------------------|----------------|
| user_menu                             | [Progress bar] |
| IoT Linker serial number              | [Progress bar] |
| Scripts Enabled                       | false          |
| HEMS 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:

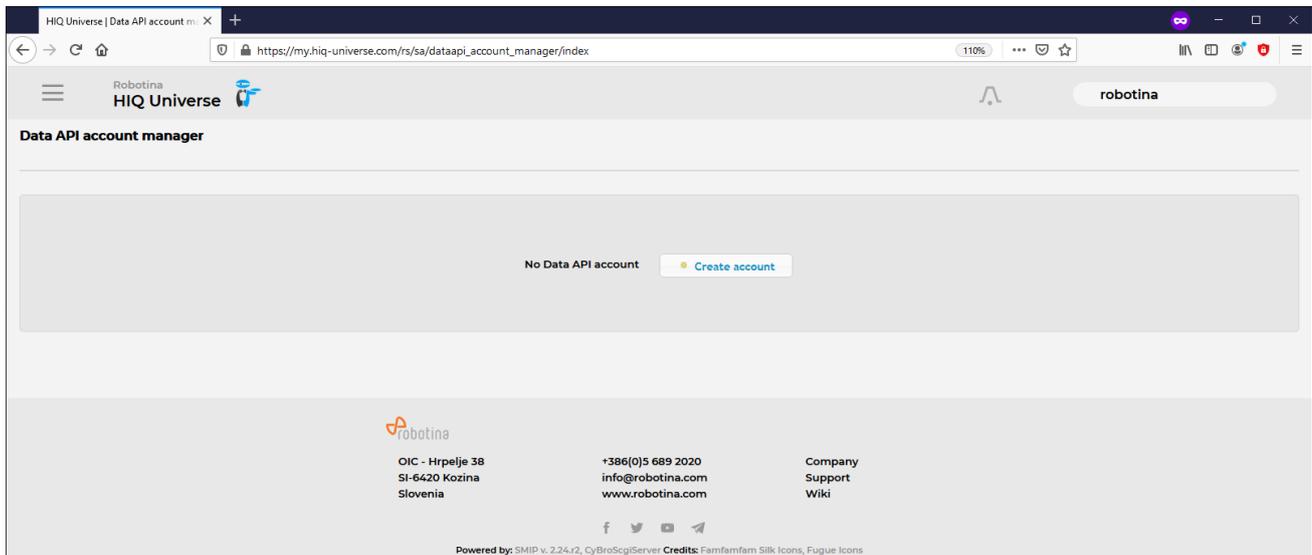
- Basic info
- Connections
- Instance parameters
- Instance controllers

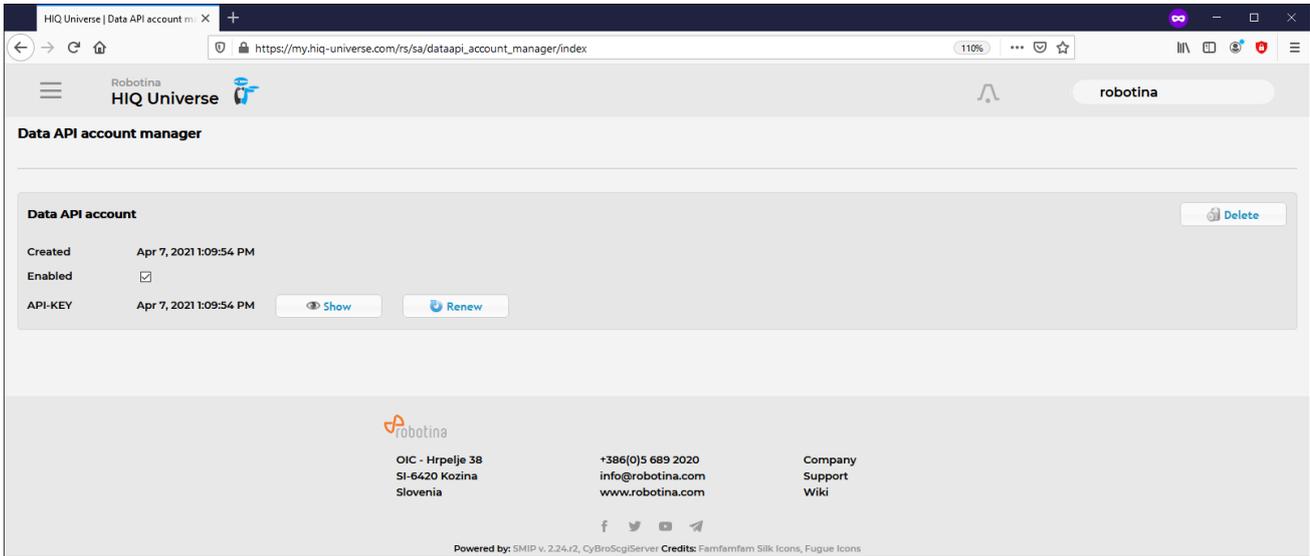
Parameters can also be changed with a click on Edit button.



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





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 06:43:28   | 86249                               | 2021-04-06 12:44:51 | 10.31         | 1.5           | 4          | 68              | 475           | 0                    | 2021-04-07 13:55:25 | 30529 | 2021-04-07 13:49:25 | 11.3    | ["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 07:38:32 | 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+251 | 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 | 11.3    | ["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 | 11.3    | ["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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Last update: 2021/04/07 15:08

