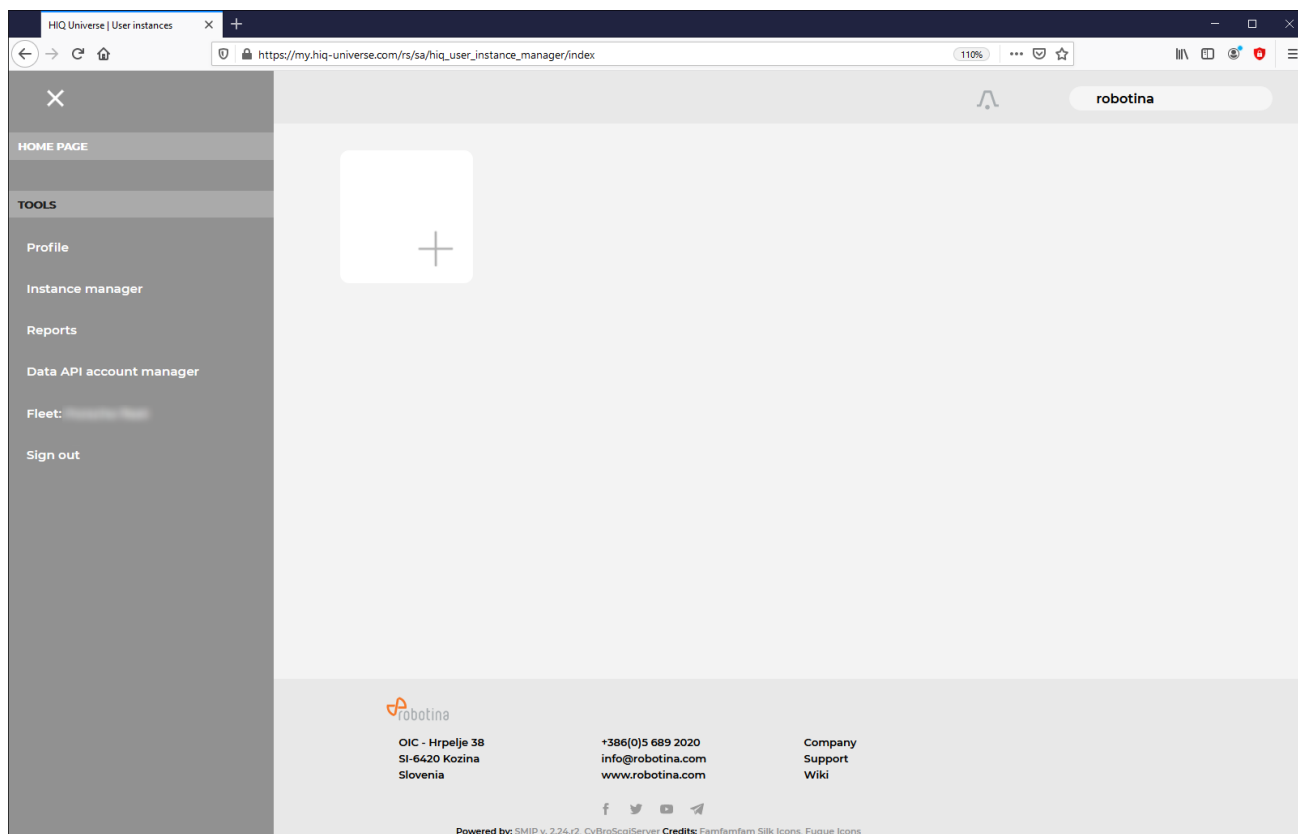


HIQ UNIVERSE - Service provider

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

- Instance manager
- Data API account manager
- Fleet manager

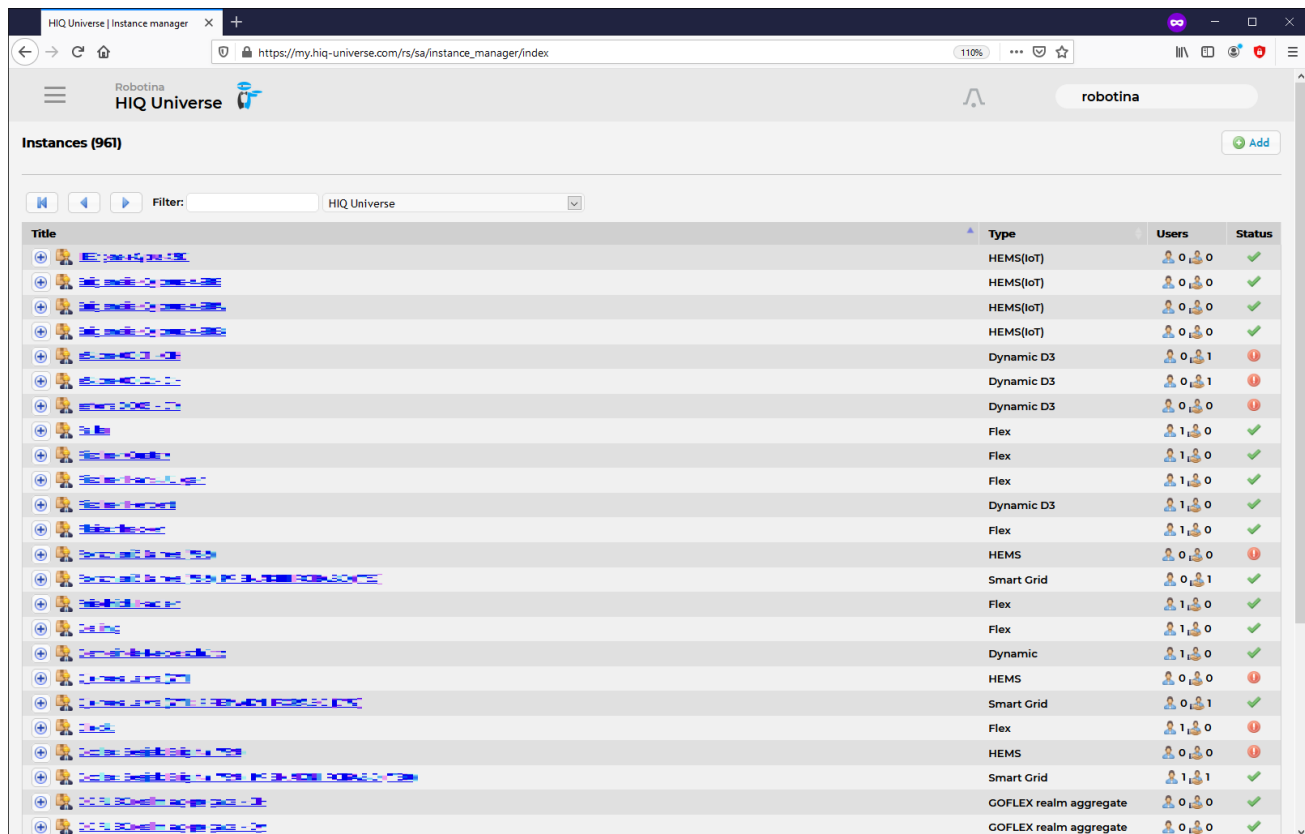
Side menu



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 'HIQ Universe | Instance manager' interface. The header includes the 'robotina' logo and a search bar. Below the header, there's a section for 'Instances (96)' 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 (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 interface includes a navigation bar with 'Basic details' and 'Users' details' tabs. Below the navigation bar, there 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	
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

Parameter	Value
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 a click on Edit button.

The screenshot shows the 'HIQ Universe | Instance manager' interface in a web browser. The URL is https://my.hiq-universe.com/rs/sa/instance_manager/index. The page title is 'Instances (1)'. Below the title, there is a filter input and a table with columns: Title, Type, Users, and Status. The table shows one instance named 'robotina' of type 'HEMS(IoT)' with 1 user and a status of '0'. Below the table, there are tabs for 'Basic details' and 'Users' details'. The 'Users' details tab is active, showing 'Owners' and 'Guests' sections. 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 of the 'Users' details tab. The footer of the page contains the Robotina logo, contact information (OIC - Hrpele 38, SI-6420 Kozina, Slovenia; +386(0)5 689 2020; info@robotina.com; www.robotina.com), and company support/wiki links. It also mentions 'Powered by: SMIP v. 2.24.r2, CyBroScgiServer' and 'Credits: Famfamfam Silk Icons, Fugue Icons'.

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

The screenshot shows the 'HIQ Universe | 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 'Data API account manager'. Below the title, there is a large grey box with the text 'No Data API account' and a 'Create account' button. The footer of the page contains the Robotina logo, contact information (OIC - Hrpele 38, SI-6420 Kozina, Slovenia; +386(0)5 689 2020; info@robotina.com; www.robotina.com), and company support/wiki links. It also mentions 'Powered by: SMIP v. 2.24.r2, CyBroScgiServer' 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

HIQ Universe | Instance manager

HIQ Universe | Fleet

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Robotina

HIQ Universe

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
robotina

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Realm

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 Filter:

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

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