

# Alarms and notifications

The following page provides the description of the alarms and reports that can be configured and used by end-users.

## Description

GoFlex HEMS supports the following alarms:

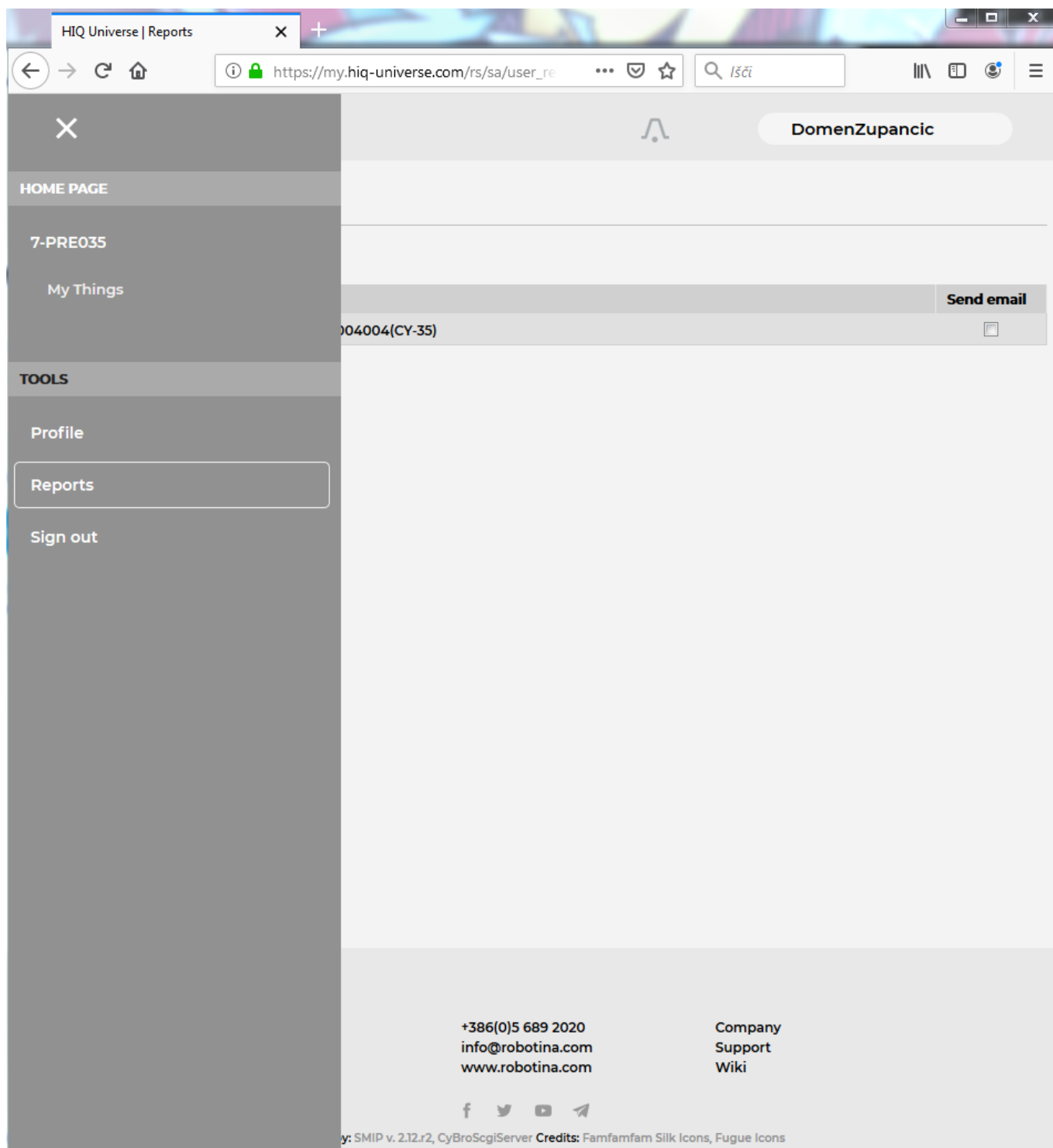
- FOA service is not reachable (for more than 1 hour)
- Home linker is offline (for more than 1 hour)
- HEMS controller (CyBro controller, Master controller) is not reachable (for more than 1 hour)

and notification:

- Cyclic device started the operation cycle

## Configure alarms and notifications

From side menu select **Reports** as shown in the following figure.



Apply the following steps (see figure below):

1. Check **send email** checkbox
2. Select language (optional, default is English)
3. Save changes

HIQ Universe | Reports

https://my.hiq-universe.com/rs/sa/user\_re

Robotina HIQ Universe

DomenZupancic

### Report configurations

| Report                                      | Send email                          |
|---------------------------------------------|-------------------------------------|
| Events notification - HEMS-SN-004004(CY-35) | <input checked="" type="checkbox"/> |

1. Check 'Send email' checkbox

Use language

My language

2. Select preferred language

Save configurations

\* There are some unsaved changes

3. Save settings

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Powered by: SMIP v. 2.12.r2, CyBroScgiServer Credits: Famfamfam Silk Icons, Fugue Icons

## Note for site-managers

Site manager is able to do similar procedure, as described in [previous section](#) for end-user. In addition to end-users, he is able to select **multiple** HEMS instances from his area and check **send-email** per instance, he would like to monitor and receive email notifications.

## Alarm report example

Last update: 2019/10/07 12:07 en:goflex\_hems:universe:alarms\_notifications https://wiki.hiq-universe.com/doku.php?id=en:goflex\_hems:universe:alarms\_notifications



pon 9.9.2019 13:35

SMIP XEMS <noreply@smipcloud.com>

HEMS(IoT) GOFLEX Events notification

To Domen Zupančič

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Domen Zupančič,

#### Events report for brisi test SN-002005

| Raised                 | Message                          |
|------------------------|----------------------------------|
| 09/09/2019 01:31:00 PM | Device A just started the cycle. |

Note that the message was generated automatically. Do not replay directly to the message. If you want to disable cyclic devices notification service, please uncheck the option "send email" on your [HIQ Universe reports configuration page](#).

Best regards, your HiQ Universe!

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