

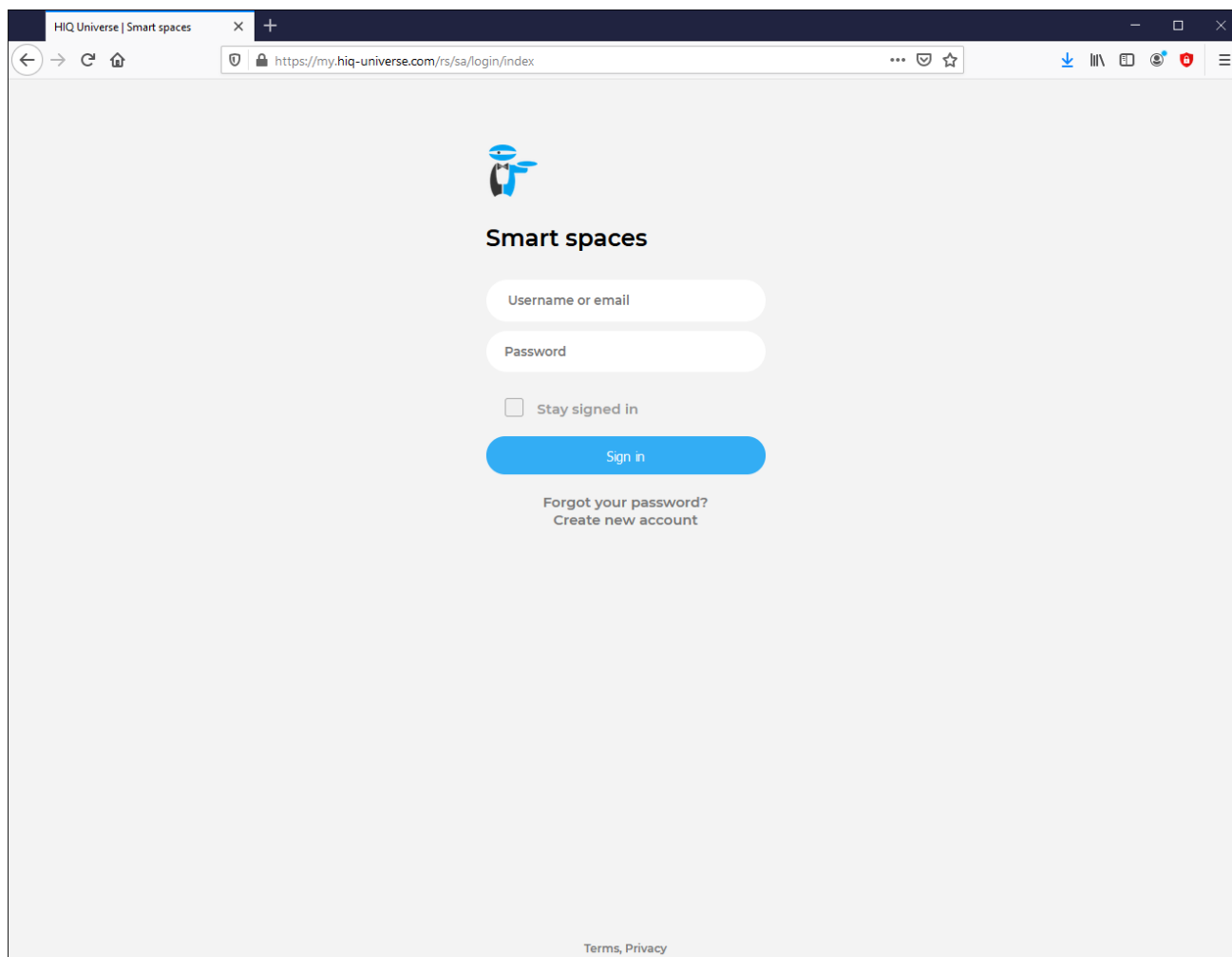
# HIQ UNIVERSE

HIQ Universe is a cloud service that enables:

- An overview of current power consumption
- An overview of the history of electrical power and energy consumption and production
- An overview and control of connected devices

Access point: <https://my.hiq-universe.com>

## HIQ Universe Log-in

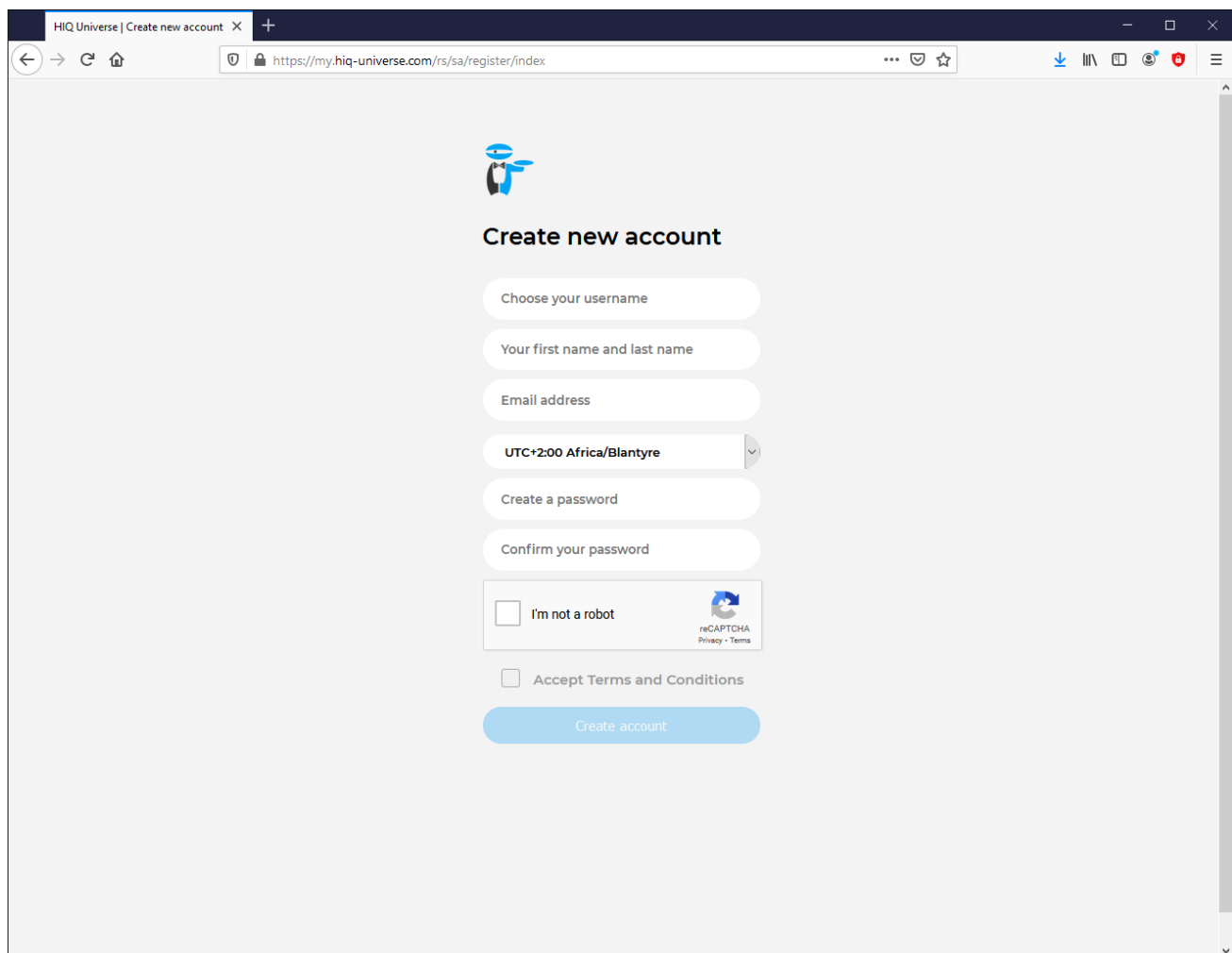
A screenshot of a web browser showing the login page for 'Smart spaces' on the 'my.hiq-universe.com' domain. The page has a light gray background. At the top center is a blue robot-like icon. Below it, the text 'Smart spaces' is displayed. There are two white input fields with rounded corners: the first is labeled 'Username or email' and the second is labeled 'Password'. Below these fields is a checkbox labeled 'Stay signed in'. A prominent blue button with the text 'Sign in' is centered below the checkbox. Underneath the button, there are two links: 'Forgot your password?' and 'Create new account'. At the very bottom of the page, there is a small link for 'Terms, Privacy'. The browser's address bar shows the URL 'https://my.hiq-universe.com/rs/sa/login/index'.

Log in with your username or email and password to see your [HIQ Universe subscription dashboard](#).

To reset forgotten password click on "[Forgot your password?](#)"

To create new account click on "[Create new account](#)".

## Create HIQ Universe account



The screenshot shows a web browser window with the URL <https://my.hiq-universe.com/rs/sa/register/index>. The page title is "HIQ Universe | Create new account". The form is titled "Create new account" and features a blue robot icon. The fields are: "Choose your username", "Your first name and last name", "Email address", "UTC+2:00 Africa/Blantyre" (a dropdown menu), "Create a password", and "Confirm your password". Below these fields are two checkboxes: "I'm not a robot" (with a reCAPTCHA logo) and "Accept Terms and Conditions". At the bottom is a blue "Create account" button.

In the appropriate fields, enter:

- **Username**
- **First and Last name**
- **E-mail address**
- **Timezone**
- **Password**

Click on "I'm not a robot"

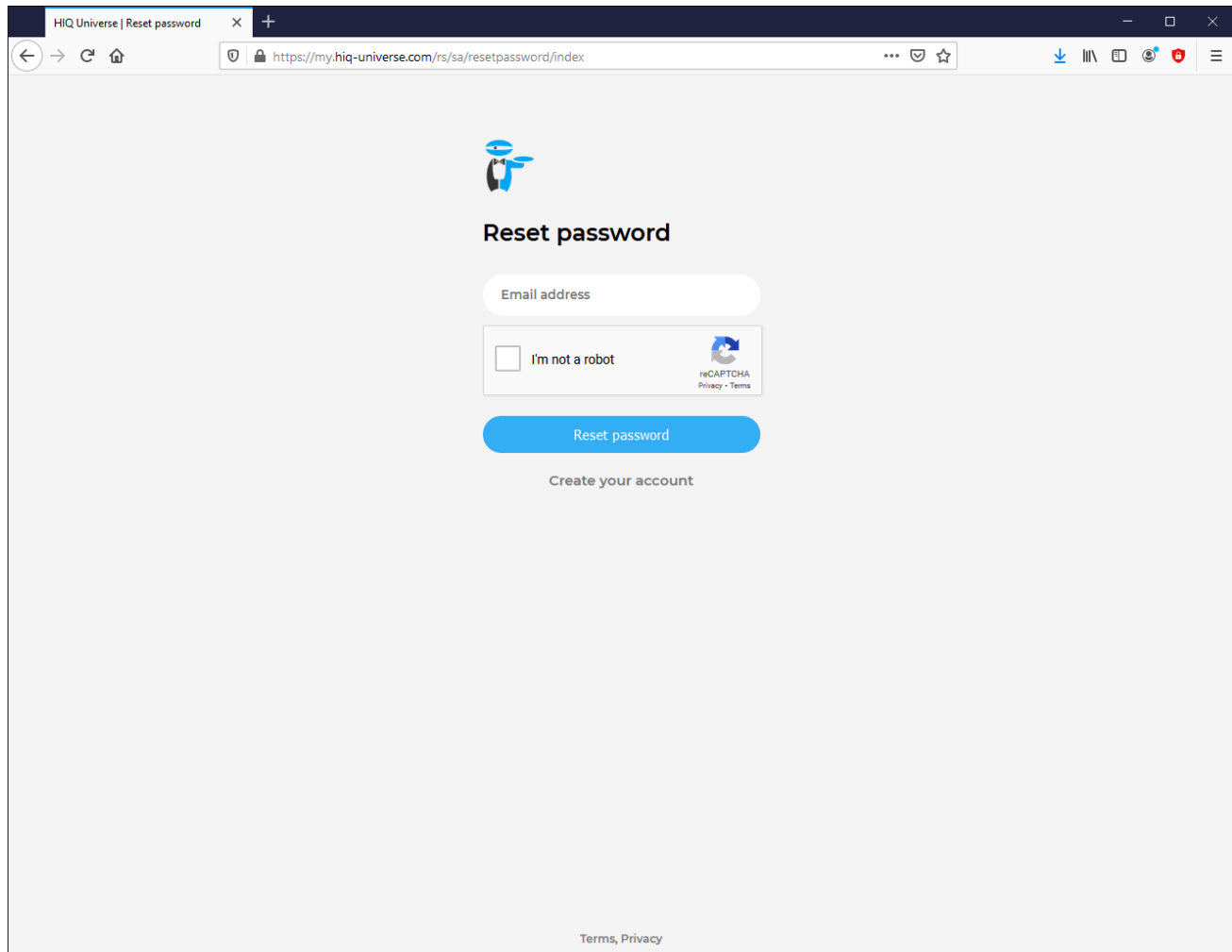
Accept Terms and Conditions.

Click on Create account.

A confirmation link will be sent to your email address.

Proceed to ["HIQ Universe Log-in"](#) screen.

## Reset forgotten password



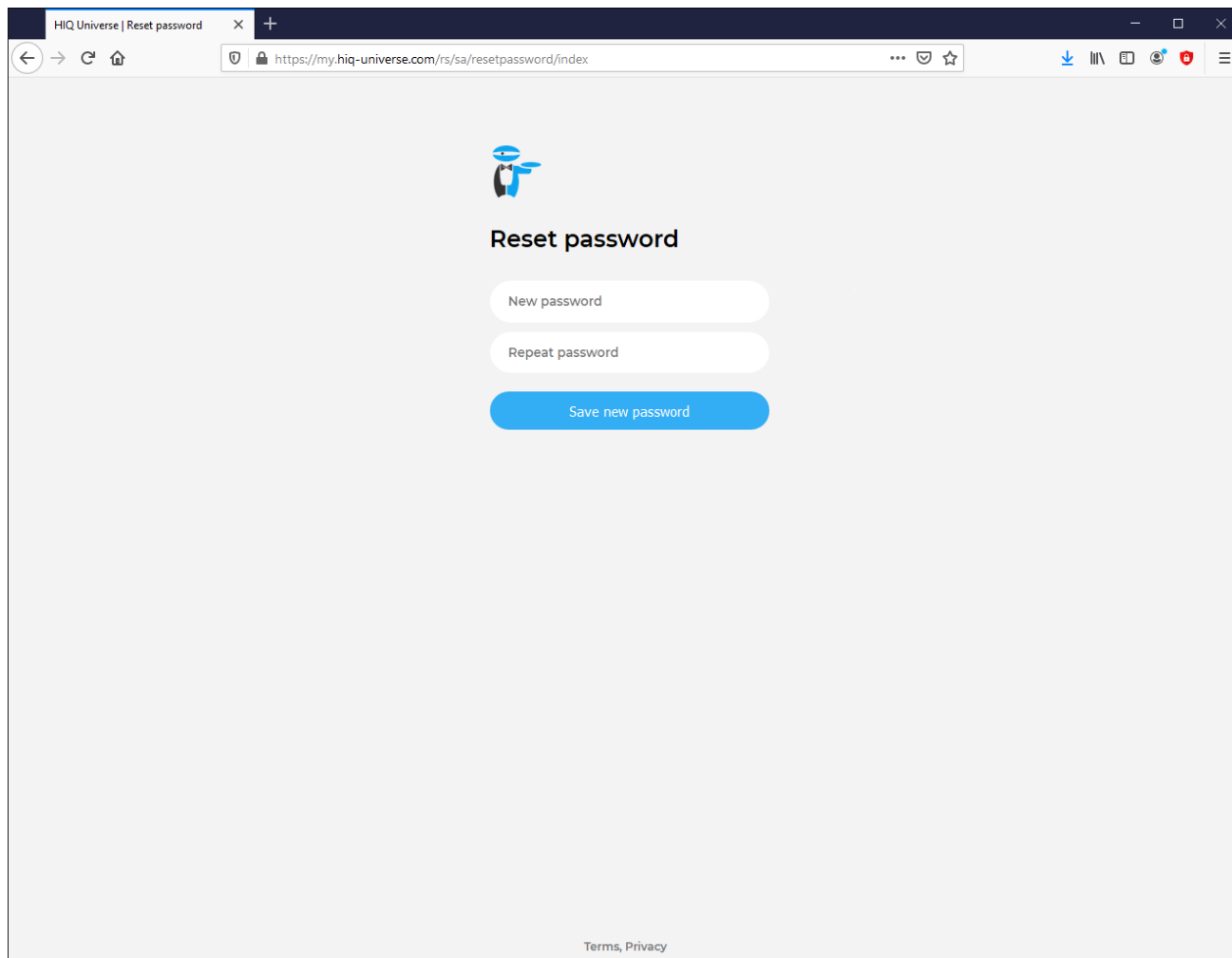
The screenshot shows a web browser window with the title "HIQ Universe | Reset password". The address bar displays the URL "https://my.hiq-universe.com/rs/sa/resetpassword/index". The page content features the HIQ Universe logo at the top, followed by the heading "Reset password". Below the heading is a text input field labeled "Email address". Underneath the input field is a reCAPTCHA widget with a checkbox labeled "I'm not a robot" and a "reCAPTCHA" logo with links for "Privacy" and "Terms". A prominent blue button labeled "Reset password" is positioned below the reCAPTCHA. At the bottom of the form area, there is a link that says "Create your account". The footer of the page contains the text "Terms, Privacy".

In the appropriate field, enter email address.

Click on "I'm not a robot"

Click on "Reset password".

You will receive email with password reset link.

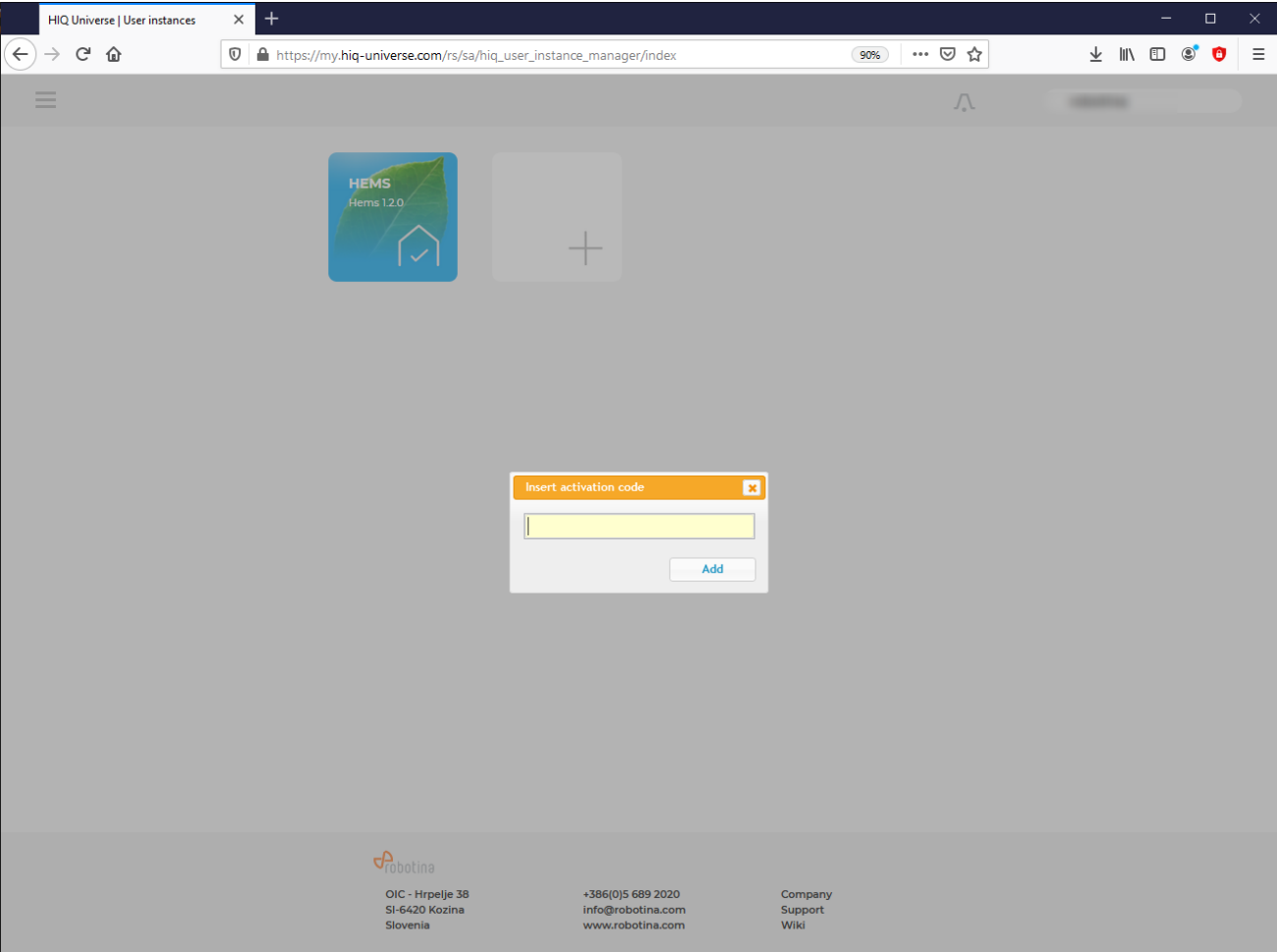


The screenshot shows a web browser window with the title "HIQ Universe | Reset password". The address bar displays the URL "https://my.hiq-universe.com/rs/sa/resetpassword/index". The page content features a blue robot icon at the top, followed by the heading "Reset password". Below the heading are two input fields: "New password" and "Repeat password". A blue button labeled "Save new password" is positioned below the input fields. At the bottom of the page, there is a link for "Terms, Privacy".

Enter new password and click on "Save new password".

Proceed to "[HIQ Universe Log-in](#)" screen.

## Add HEMS controller



Enter HEMS activation code from “HEMS Quick Set-Up Guide” found in HEMS box.

HIQ UNIVERSE

<https://my.hiq-universe.com>

user name

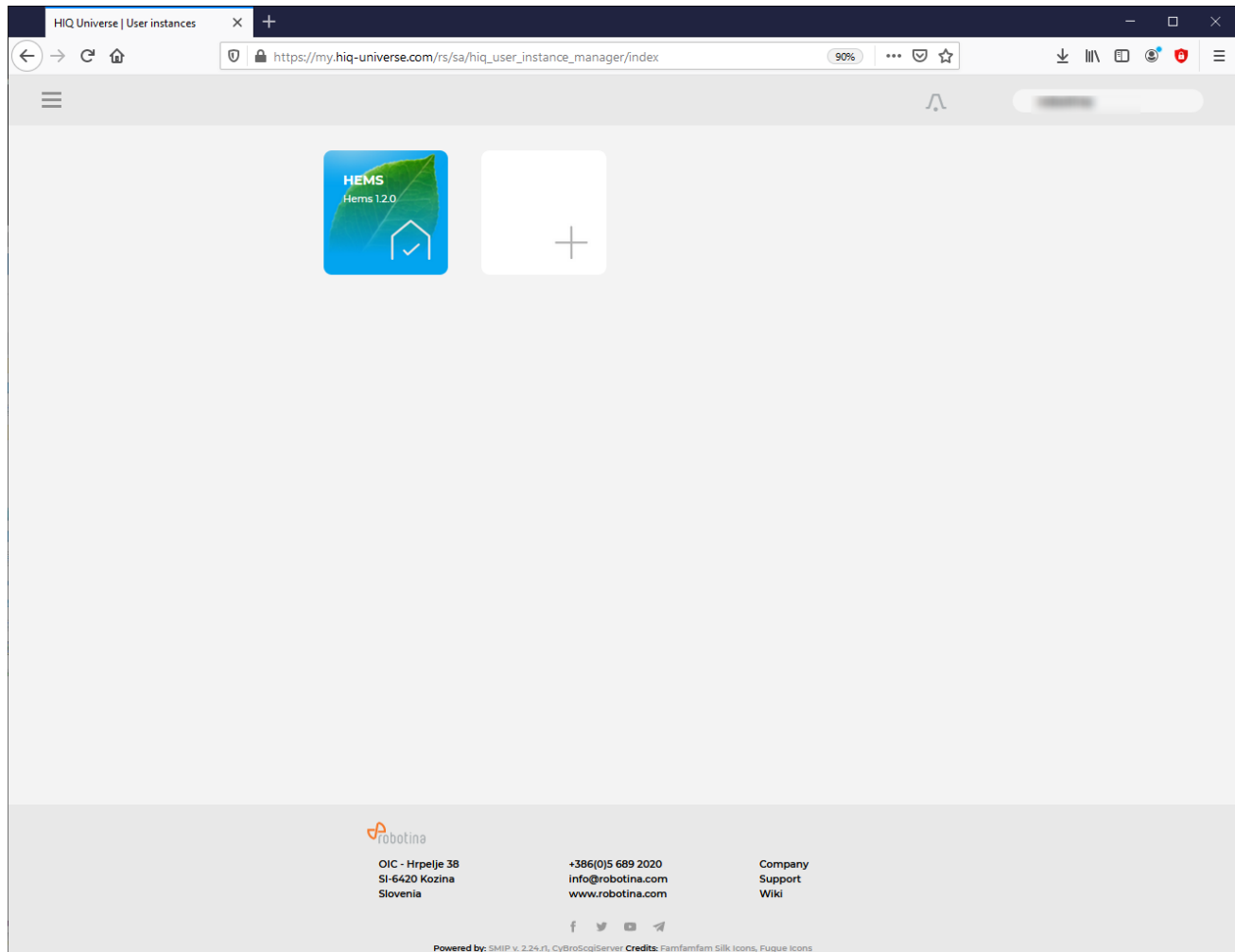
email

password

ACTIVATION CODE

SN-0012345A-85212FC25-685D-BEBE

HIQ Universe subscription dashboard



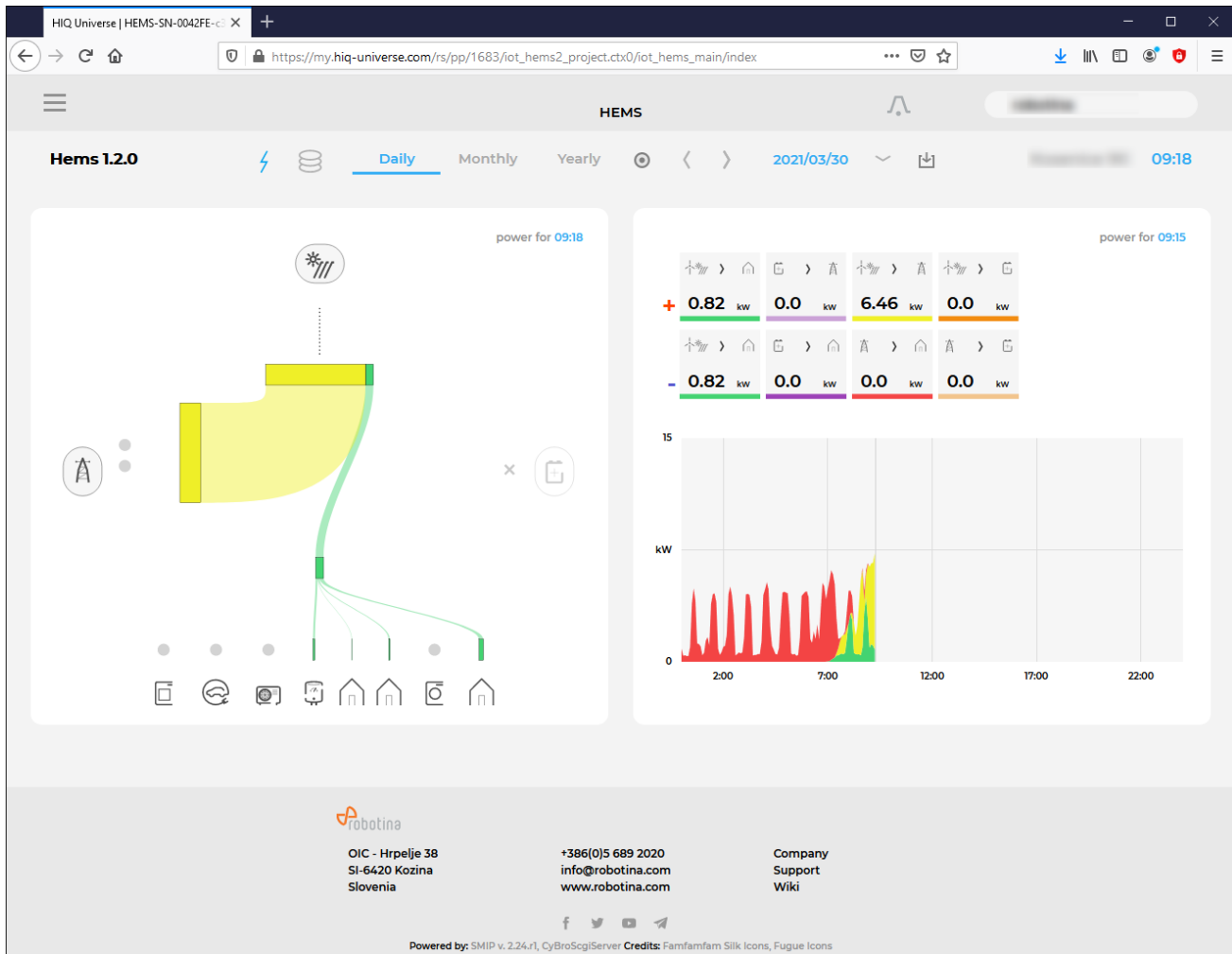
You will see tiles for all your subscribed HIQ Universe devices and services.

Go to [Main HEMS view](#) by clicking on HEMS tile or

add [new HEMS device](#) by clicking on blank tile with + sign.

"[User profile set-up](#)" is invoked by clicking on user name on top right.

## Main HEMS view



Main HEMS page consists of 3 sections:

- "Title and view selection row" at the top
- "Power flow chart" on left side
- "Power and energy time-plot" on right

#### Title and view selection row

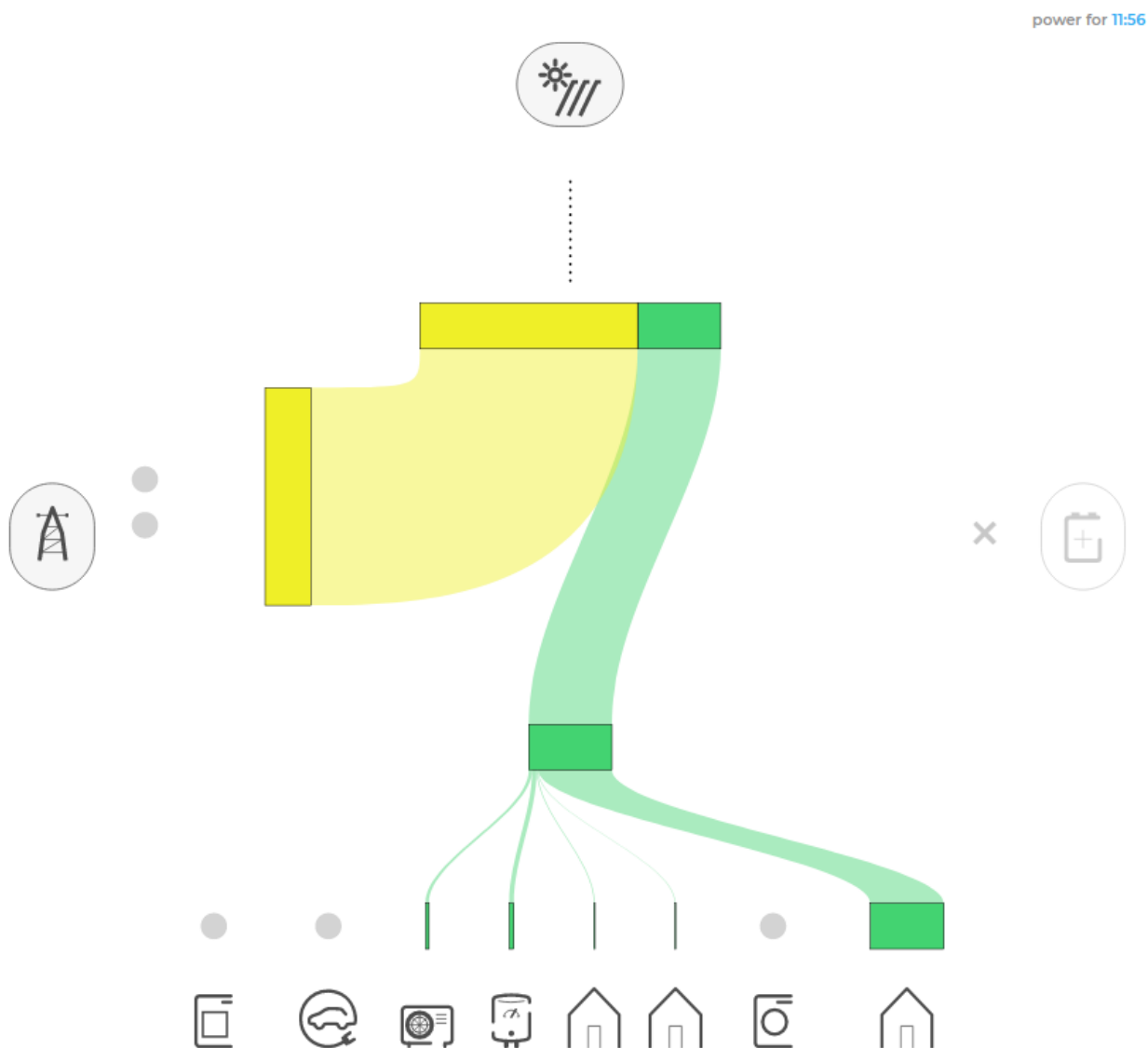


From the left:

- **Application name** → HEMS name
- **Lighting icon** → time-plot displays energy or power
- **Currency icon** → time-plot overlays currency graph
- **Daily** → time-plot displays power
- **Monthly** → time-plot displays energy per day
- **Yearly** → time-plot displays energy par month
- **Target icon** → time-plot go to now
- **<** → time-plot goes to previous term
- **>** → time-plot goes to next term
- **Date** → Select term for time-plot

- **Download icon** → Download “csv” data for displayed time-plot period
- **Location** of HEMS installation
- **Time** at HEMS installation site.

### Power flow chart



Displays actual power flow with:

- **Power sources** (Local PV, wind, co-generation plants) at top
- **Grid** (divided by tariffs) on left side
- **Storage** (battery) systems on right side and
- **Consumers** on bottom.

Unused items are soft greyed out with X. Items without actual power are displayed as dots.  
Clicking on a devices displays current power flow for selected device.

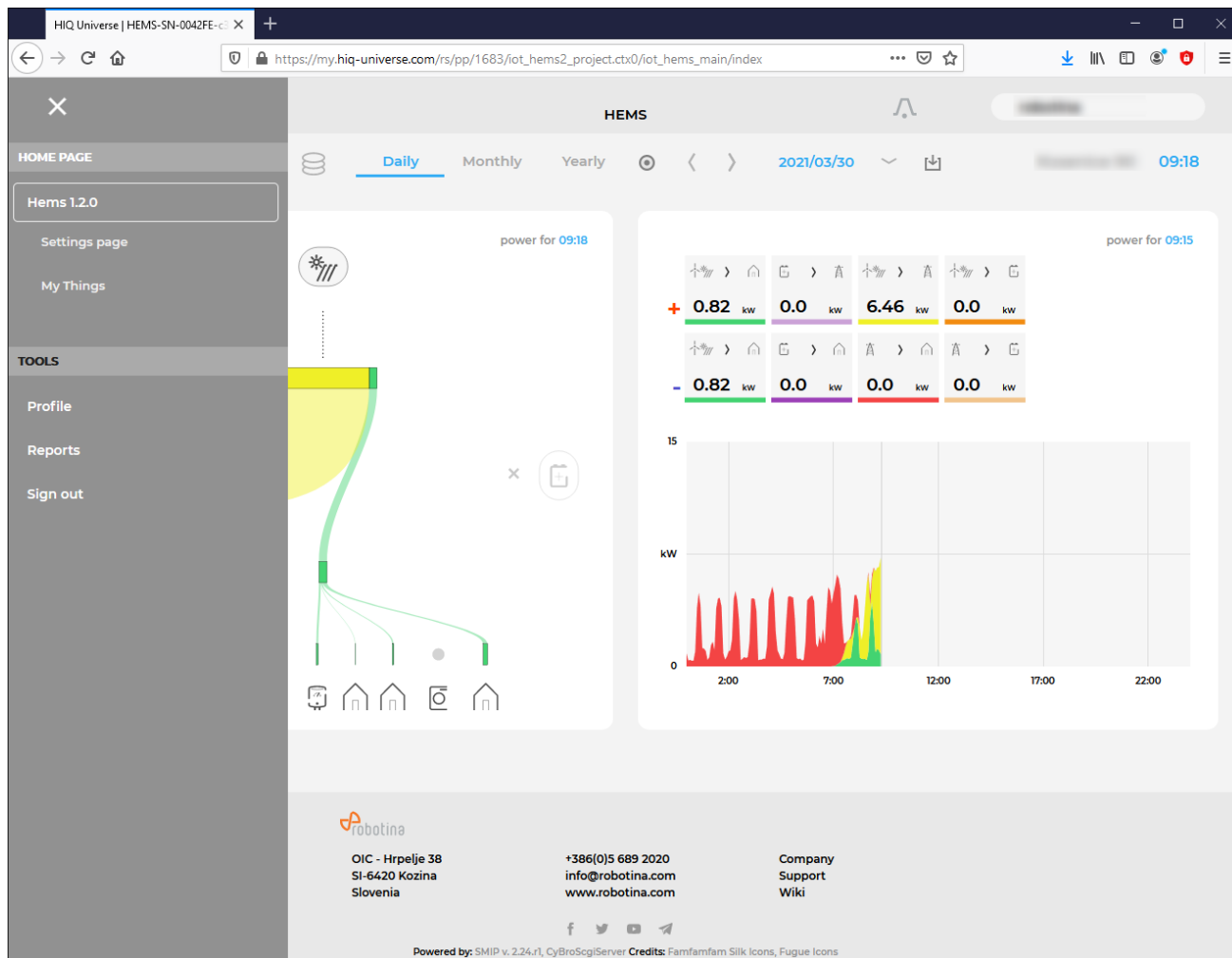


Power and energy time-plot



On bottom is time-plot for selected time period (in title row). By clicking on time plot a term for legend display is selected. Above there is power/energy legend.

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 user. Typical menu items from top:

- **Home page** → section with all your subscribed HIQ Universe devices and services
  - Hems 1.2.0 → "Main HEMS view"
    - Settings page → "HEMS settings"
    - My Things → "My Things"
- **TOOLS** → section with general site tools
  - Profile → "User profile set-up"
  - Reports → "System reports"
  - Sign out → Log off from HIQ Universe

## HEMS settings

HIQ Universe | Settings page

https://my.hiq-univers70%

Settings page

Device

HEMS-SN-0042FE-c30567-Dorniz-Wiki

MC serial number?

Device nameHems 1.2.0

Location

Location name

Location latitude

Location longitude

Time ZoneUTC+2:00 Europe/Ljubljana

Energy price

CurrencyEuro

Low tariff price (€/kWh)0.122

High tariff price (€/kWh)0.122

Feed-in tariff price (€/kWh)0.122

### Timeplots range

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**Electricity**

Max daily power (kW)	<input type="text" value="15"/>
Max daily energy (kWh)	<input type="text" value="150"/>
Max monthly energy (kWh)	<input type="text" value="1000"/>

**Cost**

Max daily value (€)	<input type="text" value="15"/>
Max monthly value (€)	<input type="text" value="150"/>

[Save settings](#)

### Share your device

---

**Owner**  [-](#)

**Guest account**

**Guest email address** [Remove guest](#)

[+ Add](#)

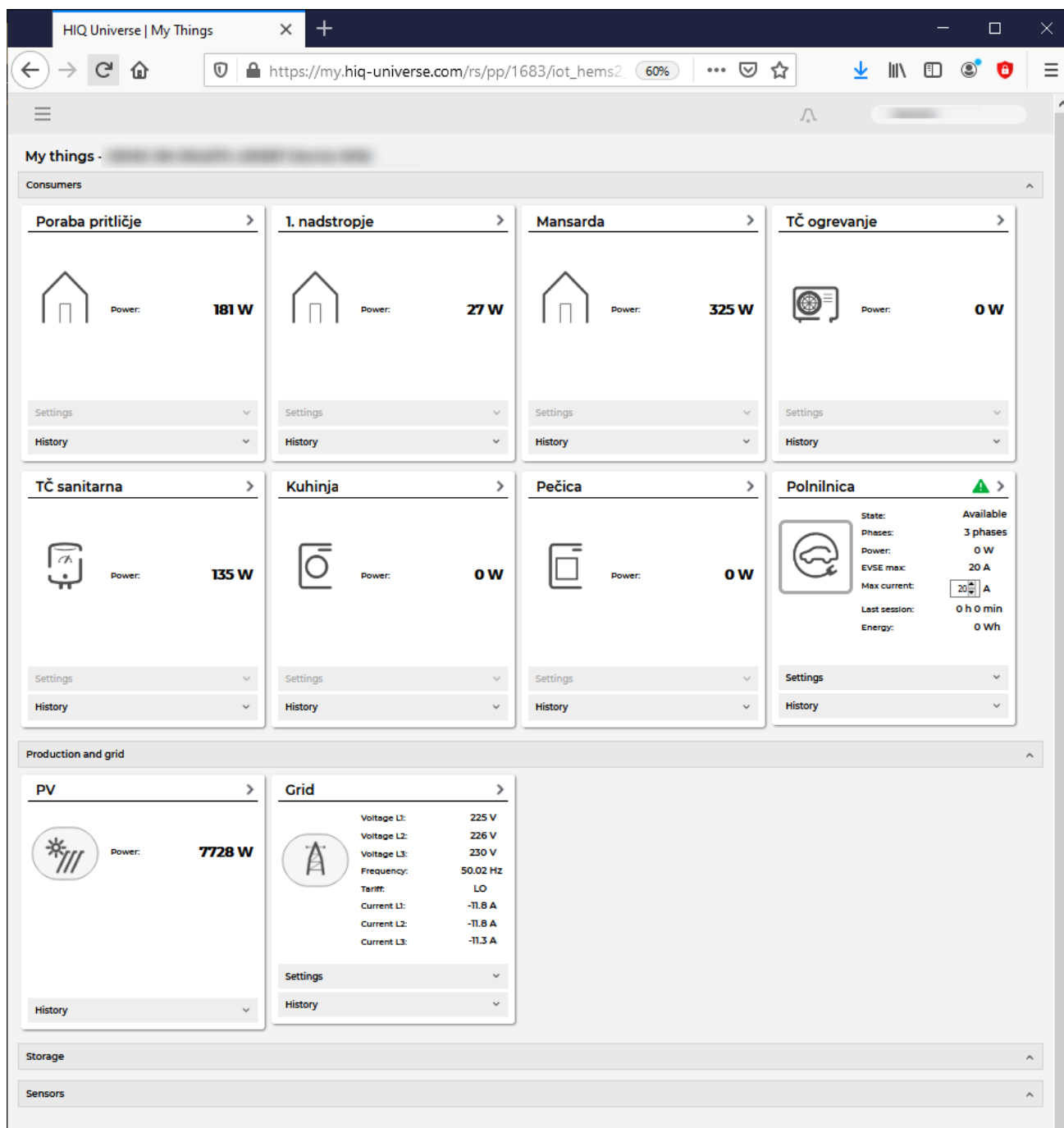
[Save guests](#)

Basic settings and info about HEMS.

Sections:

- **Settings:**
  - Device serial number
  - Device name
  - Location name and coordinates, timezone
- **Energy price:** per tariff energy price
- **Timeplots range:** ranges for various timeplots
- **Share your device:** manage device sharing guest accounts

**My Things**



My Things GUI could be accessed within the HiQ Universe platform by clicking the My Things item within the main menu. Individual devices are presented as a group of cards, divided on four groups:

- **Consumers**

- Up to 8 consumers
- On/Off control
- Overview of energy and status
  - Settings:
    - Manual override (Minute countdown of manual control until cloud can perform optimizations again)
    - Cloud optimizations with timetable
    - Current limiter with priorities
  - History:

- Power overview

- **Production and grid**

- Overview of grid and up to 3 other energy sources

- **Storage**

- Overview of up to 2 battery sources

- **Sensors**

- Supported for temperature and humidity sensor

## Consumers

## Polnilnica



State: Available  
Phases: 3 phases  
Power: 0 W  
EVSE max: 20 A  
Max current: 20 A  
Last session: 0 h 0 min  
Energy: 0 Wh

## Settings

Manual override: 0

## Smart grid

Cloud optimization: ☒

Smart grid status: Idle

Enabled: from: 0 : 0  
to: 0 : 0

Max duration: 15 min

Max request: 1

Suspend time: 15 min

## Current limiter

Limiter priority: limit first min

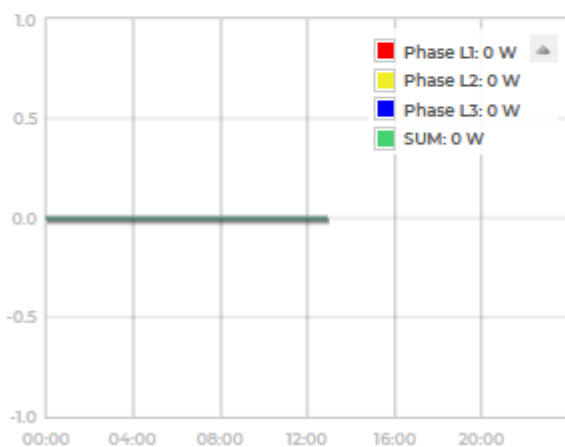
## History

Span

Date

Day

2021/03/31



Consumers present devices, that consume electric energy. Within the group of Consumers, the first card present a general consumption of the object - a background consumption. The following items present real controllable devices, such as EV charger, Heat pump, wireless socket, etc. An

example of a device is shown in the following image.

The form of a card of each consumer is composed of the general part, history and settings part.

General part contains:

- **Name** of a device, which can be changed by user.
- **Icon** (button) enables toggling the device operation state (Switch on / Switch off).
- **State** label contain the information of device operation state.
- **Phases** label contain the information of EV utilized phases.
- **Power** label contain the information of device consumption power in watts.
- **EVSE max** label contains EVSE max charging current,
- **Max current** label is user desired max charging current, which can be changed by user.
- **Last session** label contains the information of charging duration and energy.

Settings:

- **Manual override** are minutes after switch on/off button is pressed that the smart-grid service is not allowed to switch on/off the device.
- **Cloud optimization** enables or disables smart grid service.
- **Smart grid status** label shows smart grid operation state with the following states:
- **Enabled** section specify the temporal range between **from** and **to** in the form of *hh:mm*, in which the device is allowed to be switched off from according to the smart-grid service. If **from** is larger than **to**, then temporal range is the opposite. If **from** and **to** are equal, then the smart-grid service is enabled 24 hours a day.
- **Max duration** setting limits the duration of time, the smart-grid service switches off (activates) the device. After smart-grid service activates the device, the device will deactivate (switch back on) after max-duration minutes at the latest.
- **Max request** setting limits the maximum daily activations from the smart-grid service.
- **Suspend time** presents the time in minutes, which has to pass between two activations (between the stop of one activation and start of another).
- **Limiter priority** setting can be no limiter, limit last, limit second and limit first. If DCL is enabled and inactive a green warning icon is displayed on the card. If DCL is active the icon turns yellow and if DCL is disabled there is no icon on the card. Limit first is a group of devices that are dynamically regulated first if the main grid current is over the preset threshold. If main grid current is still over the preset threshold, regulating other groups will follow with limit second and after that with limit last.

History:

- **History** part shows historical consumption of a device. The temporal range can be selected as daily, weekly, monthly or yearly. Daily and weekly range shows power consumption in watts, while monthly and yearly range shows energy consumption in kilowatt-hours. The interface enables time-frame selection and time-frame alignment to current time.

**Production and grid**



## Grid



**Voltage L1:** 230 V  
**Voltage L2:** 231 V  
**Voltage L3:** 231 V  
**Frequency:** 50.00 Hz  
**Tariff:** LO  
**Current L1:** -11.3 A  
**Current L2:** -11.2 A  
**Current L3:** -7.8 A

### Settings



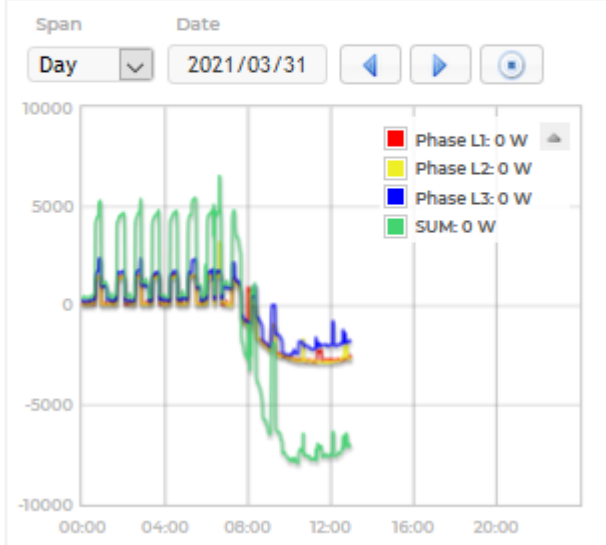
#### Current limiter

**Max current L1:**  A  
**Max current L2:**  A  
**Max current L3:**  A

### History



Power & Energy Current



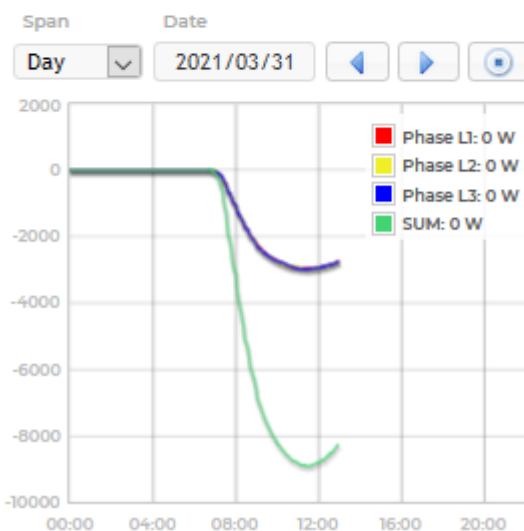
## PV elektrarna



Power:

**7961 W**

### History



Producers present devices or systems that produce electrical energy. Example of such devices are solar power plant, wind power plant, diesel generator and others. An example on the following figure shows solar power plant.

General part contains:

- **Name** of a plant, which can be changed by user.
- **Icon** represent the type of producer.
- **Voltage** represents voltage of the grid.
- **Frequency** represents frequency of the grid.
- **Tariff** represents active tariff of the grid.
- **Current** represents current of the grid.

- **Power** label contain the information of device production power in watts.

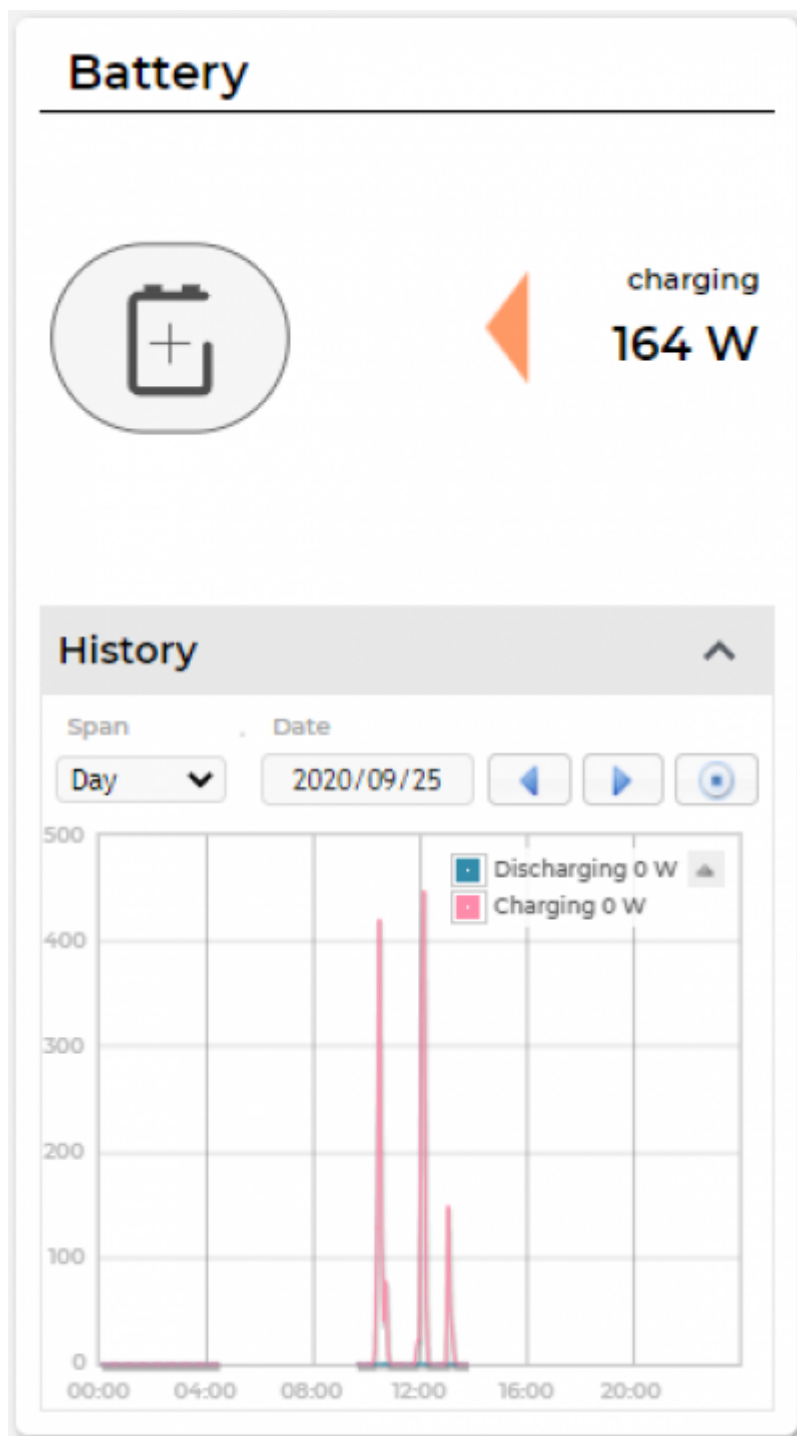
Settings:

- **Dynamic Current Limiter** represents grid current threshold. The DCL will manage devices to keep the current under this threshold. Settings are per phase.

History:

- **History** part shows historical production of a device. The temporal range can be selected as daily, weekly, monthly or yearly. Daily and weekly range shows power production in watts, while monthly and yearly range shows energy production in kilowatt-hours. The interface enables time-frame selection and time-frame alignment to current time. Grid has additional current history.

**Storage**



Storage present battery as shown in an example figure on the left.

General part contains:

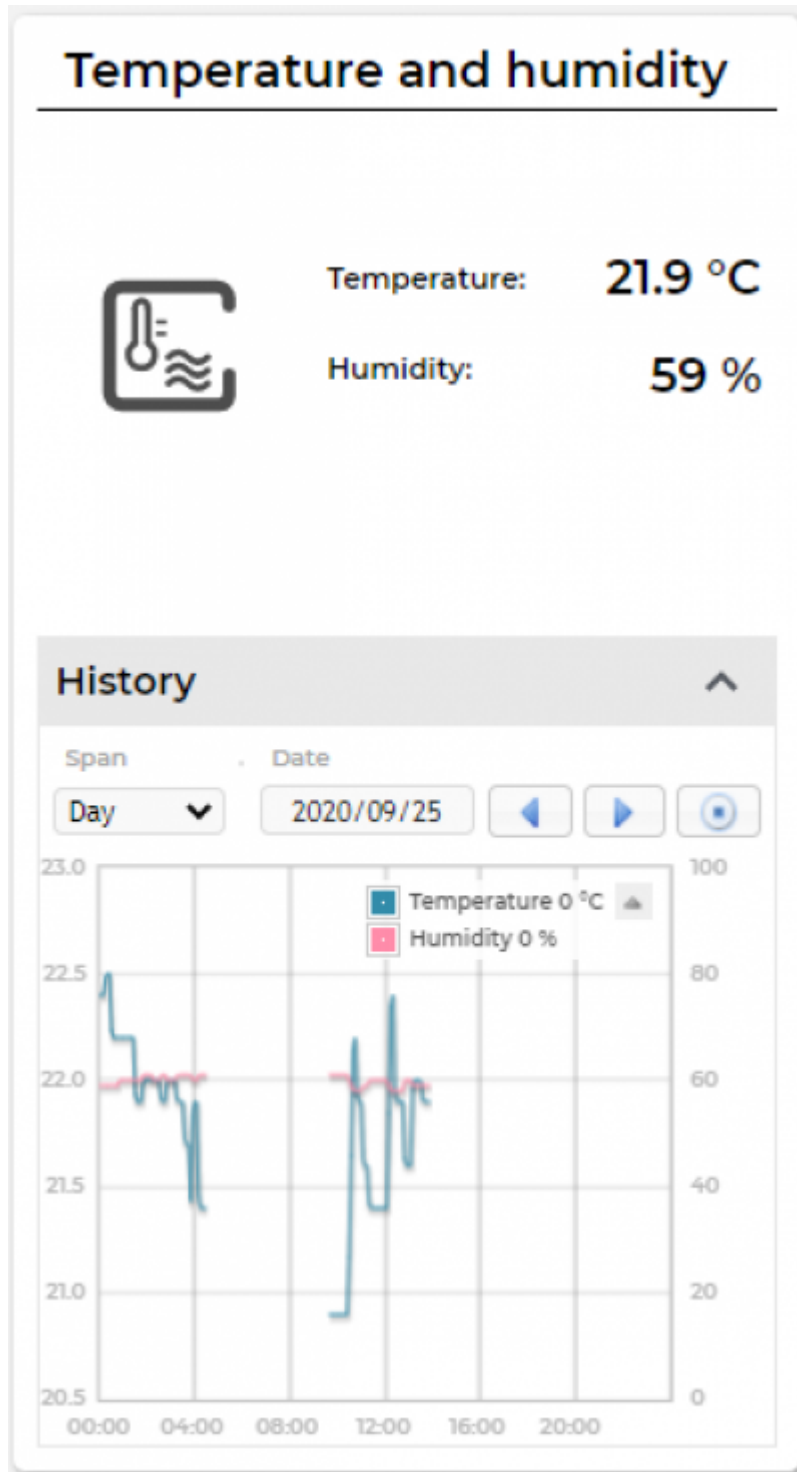
- **Name** of a battery, given by the user.
- **Icon** representing the battery.
- **Power** label contain the information of charging or discharging power in watts.

History:

- **History** part shows historical charging or discharging power of a device. The temporal range can be selected as daily, weekly, monthly or yearly. Daily and weekly range shows

power charging or discharging in watts, while monthly and yearly range shows energy charged or discharged in kilowatt-hours. The interface enables time-frame selection and time-frame alignment to current time.

## Sensors



Sensors present devices or systems that measure various quantities, such as temperature, humidity. The left figure represent a combined temperature and humidity sensor.

General part contains:

- **Name** of a sensor, which can be changed by user.
- **Icon** represent the type of sensor.
- **Temperature** label contain the information of temperature measurement in °C.
- **Humidity** label contain the information of relative humidity in %.

History:

- **History** part shows historical sensor measurements. The temporal range can be selected as daily, weekly, monthly or yearly. The interface enables time-frame selection and time-frame alignment to current time.

#### User profile set-up

HIQ Universe | Profile

https://my.hiq-universe.com/rs/s/ 90%

### Basic information

Username

Created

Previous login

Last login

Last password change

Use language

English

### Profile

Main realm

Full name

Email address

Timezone

UTC+0:00 WET

Save changes

### Password

Old password

New password

Repeat password

Change password

### Persistent logins

ID	Last login	From IP	Delete
No persistent logins			

Basic information section:

- **Username**
- **Created date and IP**
- **Previous and last login date and IP**
- **Last password change date and IP**
- **User language**

Profile section:

- **Main realm display**
- **Full name, email address and timezone edit fields**

Password:

- **Fields for password changing**

Persistent logins:

- **Data of access from persistent logins**

## System Reports

HIQ Universe | Reports

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

### Report configurations

Report	Project	Send email
There are no active reports for your devices.		

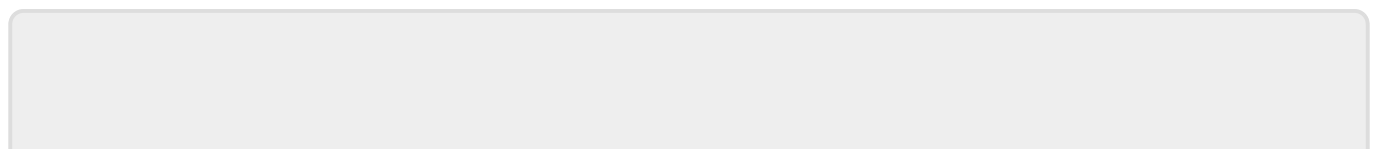
Save configurations

**robotina**  
OIC - Hrpelje 38  
SI-6420 Kozina  
Slovenia

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

Company  
Support  
Wiki

System generated reports can be found here.



Last update: 2021/11/19  
11:29

en:hems\_v1\_2\_0:universe [http://wiki.hiq-universe.com/doku.php?id=en:hems\\_v1\\_2\\_0:universe&rev=1637321366](http://wiki.hiq-universe.com/doku.php?id=en:hems_v1_2_0:universe&rev=1637321366)

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