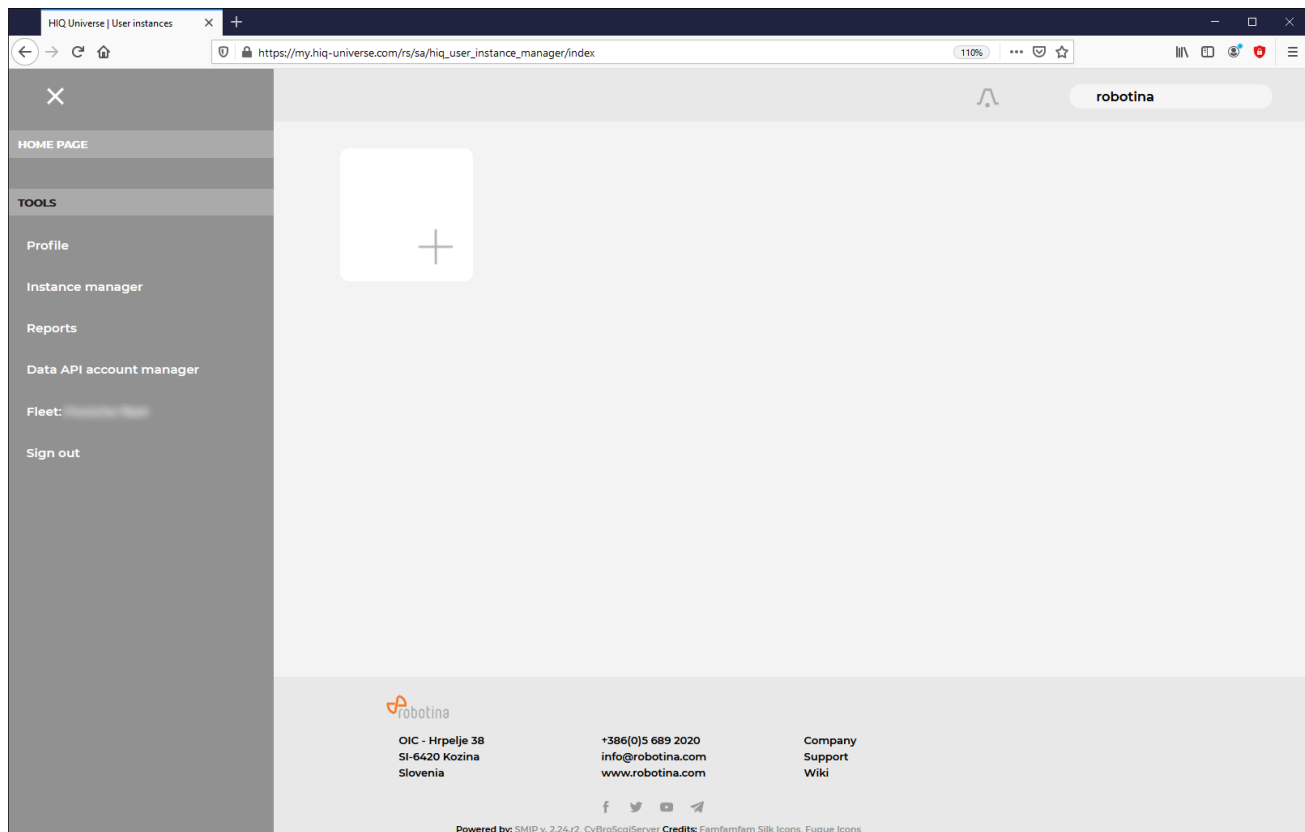


# HIQ UNIVERSE - Service provider

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

- Instance manager
- Data API account manager
- Fleet manager

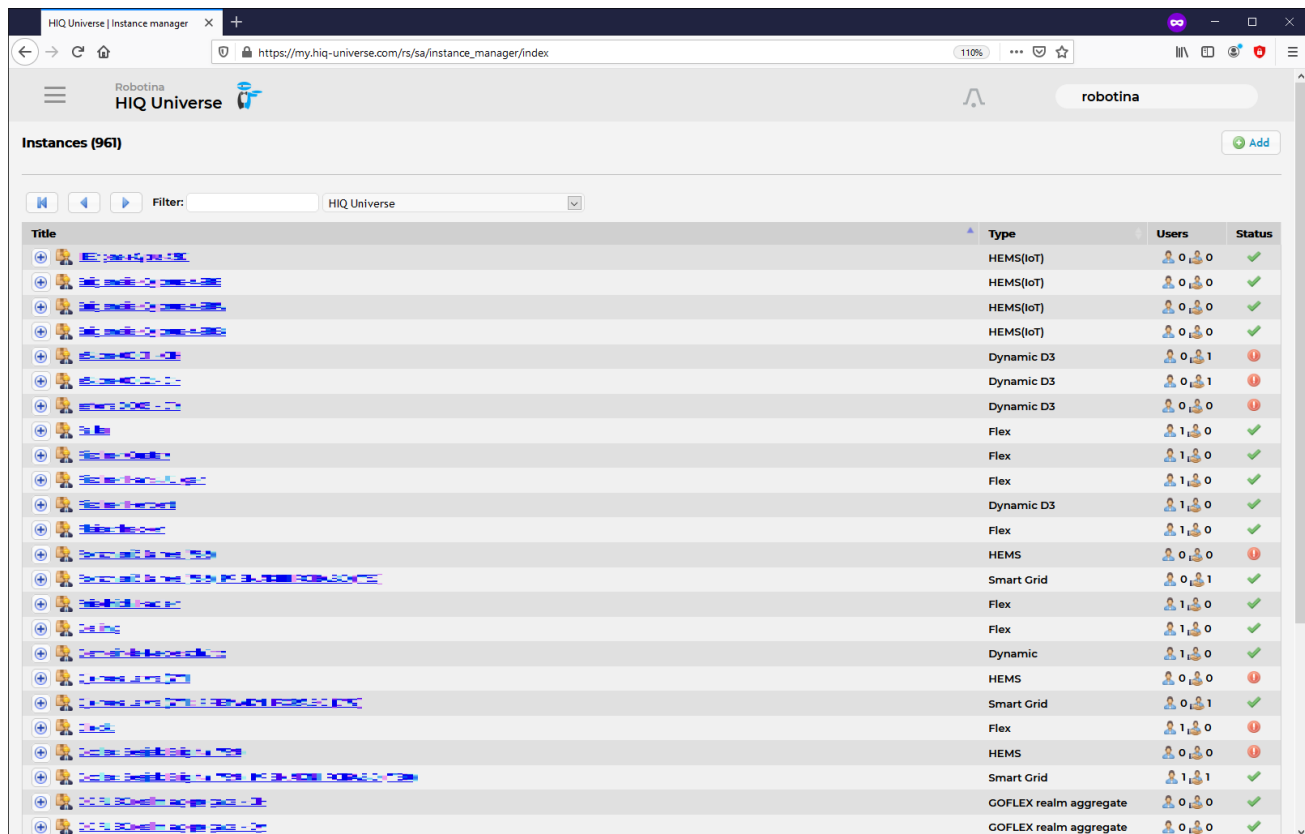
## Side menu



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
  - 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 (961)' page in the HIQ Universe Instance Manager. The interface includes a search bar, a filter dropdown set to 'HIQ Universe', and a table of installed systems. The table has columns for Title, Type, Users, and Status. The 'Title' column contains instance names with a plus icon for expansion. The 'Type' column lists various system types. The 'Users' column shows the number of users for each instance. The 'Status' column indicates the health of each instance with a green checkmark for 'OK' and a red exclamation mark for 'Error'.

Title	Type	Users	Status
HEMS (IoT)	HEMS(IoT)	0 / 0	OK
HEMS (IoT)	HEMS(IoT)	0 / 0	OK
HEMS (IoT)	HEMS(IoT)	0 / 0	OK
HEMS (IoT)	HEMS(IoT)	0 / 0	OK
Dynamic D3	Dynamic D3	0 / 1	Error
Dynamic D3	Dynamic D3	0 / 1	Error
Dynamic D3	Dynamic D3	0 / 0	Error
Flex	Flex	1 / 0	OK
Flex	Flex	0 / 0	OK
Flex	Flex	0 / 0	OK
Dynamic D3	Dynamic D3	0 / 0	OK
Flex	Flex	1 / 0	OK
HEMS	HEMS	0 / 0	Error
Smart Grid	Smart Grid	0 / 1	OK
Flex	Flex	1 / 0	OK
Flex	Flex	0 / 0	OK
Dynamic	Dynamic	1 / 0	OK
HEMS	HEMS	0 / 0	Error
Smart Grid	Smart Grid	0 / 1	OK
Flex	Flex	1 / 0	OK
HEMS	HEMS	0 / 0	Error
Smart Grid	Smart Grid	1 / 1	OK
COFLEX realm aggregate	COFLEX realm aggregate	0 / 0	OK
COFLEX realm aggregate	COFLEX realm aggregate	0 / 0	OK

Table shows all installed systems by the service provider and their additional info:

- Name
- Type
- Users
- Status

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 displays the 'Basic details' tab of the HIQ Universe Instance Manager. The interface includes a top navigation bar with 'Basic details' and 'Users' details' tabs. Below the tabs 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	[Bar chart]
Realm	[Bar chart]
Time zone	[Bar chart]
Ping time	[Bar chart]
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	[Bar chart]
IoT Linker serial number	[Bar chart]
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 click on Edit button.

The screenshot shows the 'Instances (1)' page in the HIQ Universe Instance Manager. The instance 'robotina' is selected, showing its details. The 'Users' tab is active, displaying a table of users. The table has columns for Title, Type, Users, and Status. The instance is of type 'HEMS(IoT)' and has 1 user. The 'Users' section shows the 'Owners' and 'Guests' lists. The 'Owners' list has one entry with the email address 'info@robotina.com'. The 'Guests' list is empty. There are buttons to 'Add', 'Remove', and 'Save users'. The footer contains contact information for Robotina and the version number 'SMIP v. 2.24.r2'.

Title	Type	Users	Status
robotina	HEMS(IoT)	1	0

Owner email address	Remove
info@robotina.com	Remove

Guest email address	Share content	Share reports	Allow write to device	Remove
There are no guests on this instance.				

User's details shows all user that have access to this instance. Owners can be added or deleted and have control and overview over this instance. Guest account can be added or removed and will have an overview of an instance but will not be able to control it.

## API key management

The screenshot shows the 'Data API account manager' page in the HIQ Universe. The page displays 'No Data API account' and a 'Create account' button. The footer contains contact information for Robotina and the version number 'SMIP v. 2.24.r2'.

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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🔒 https://my.hiq-universe.com/rs/sa/fleet\_manager/6/index

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Robotina  
HIQ Universe






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robotina

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Realm  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 12:34:51	10.31	1.5	4	68	475	0	2021-04-07 13:35:25	30529	2021-04-07 13:40:25	11.3	["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	11.3	["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	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 13:48**

