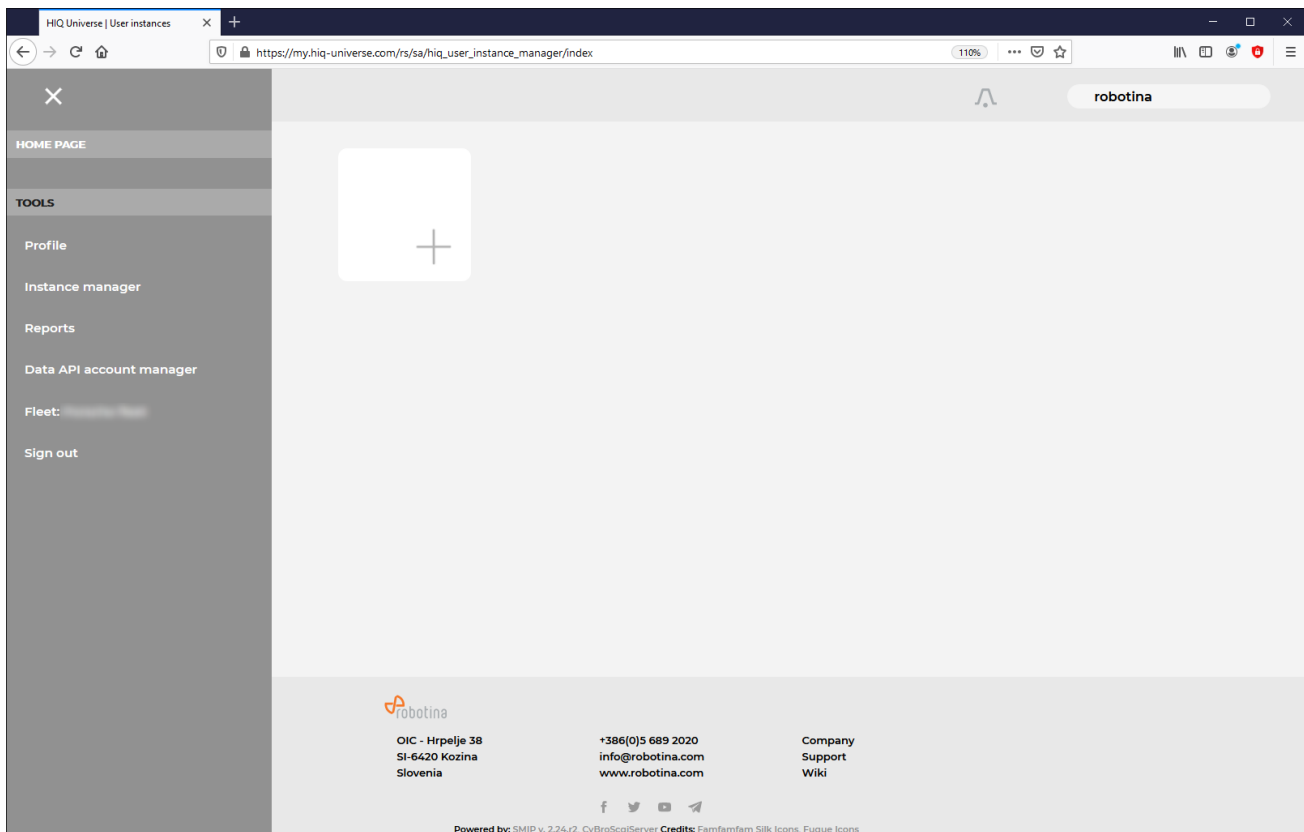


# HIQ UNIVERSE - Service provider

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

- Instance manager
- Data API account manager
- Fleet manager

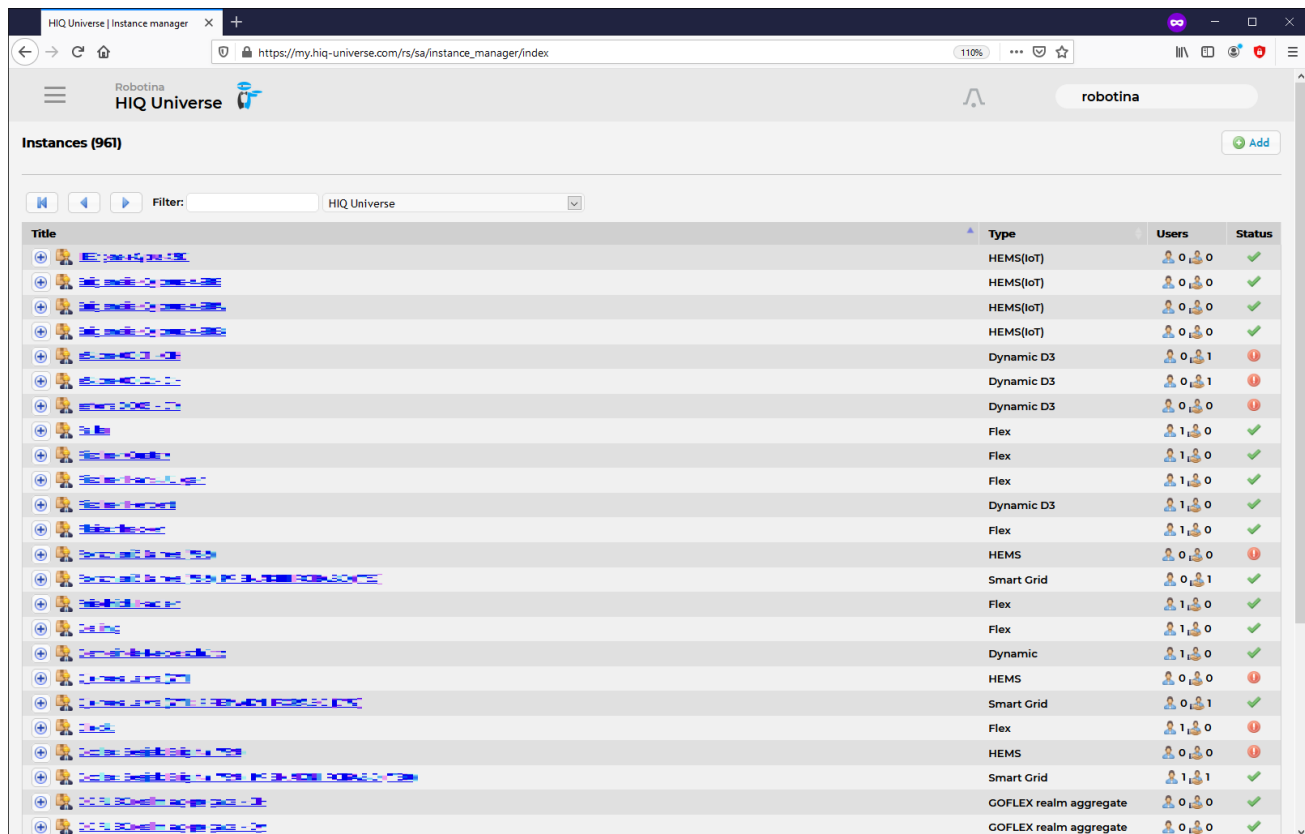
## Side menu



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 (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. Each row in the table represents an instance with columns for Title, Type, Users, and Status. The table lists various system types such as HEMS(IoT), Dynamic D3, Flex, HEMS, Smart Grid, and COFLEX realm aggregate, along with their respective user counts and status indicators (green checkmarks for online, red exclamation marks for offline).

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	0/0	✓
Flex	Flex	1/0	✓
HEMS	HEMS	0/0	!
Smart Grid	Smart Grid	0/1	✓
Flex	Flex	1/0	✓
Flex	Flex	0/0	✓
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	✓
COFLEX realm aggregate	COFLEX realm aggregate	0/0	✓
COFLEX realm aggregate	COFLEX 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 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	
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 'Instances (1)' section of the HIQ Universe Instance Manager. The instance 'robotina' is selected, and the 'Users' details tab is active. The interface displays a table with columns for Title, Type, Users, and Status. Below the table, there are sections for 'Owners' and 'Guests'. The 'Owners' section shows a list of owners with their email addresses and a 'Remove' button. The 'Guests' section shows a list of guests with their email addresses and a 'Remove' button. There are also buttons for 'Add', 'Share content', 'Share reports', 'Allow write to device', and 'Save users'. The footer of the page includes the Robotina logo, contact information, and a note about the software being powered by SMIP v. 2.24.r2, CyBroSciServer, 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 'Data API account manager' section of the HIQ Universe interface. It displays a message: 'No Data API account' with a 'Create account' button. The footer of the page includes the Robotina logo, contact information, and a note about the software being powered by SMIP v. 2.24.r2, CyBroSciServer, 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 12:34:51	10.31	1.5	4	68	475	0	2021-04-07 13:55:25	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 15:08**

