HS-IIoT

USER MANUAL

HS-IIoT-MAN-001

User manual

Monitoring power, generators and water

Everything a user needs: signing in, reading the screen, alarms, notifications, reports.



REVISION	DATE	WEBSITE
1.0	2026-10	hs-iiot.com

Document control

Rev.	Date	Description	Prepared by
1.0	2026-10	First release: the end-user manual.	HS Team

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01 Welcome to HS-IIoT

HS-IIoT monitors the power, generators and water tanks of your facility around the clock, alerts your phone the moment something goes wrong, and keeps the complete record for when you need it. This manual explains everything a user needs: reading the screen, understanding alarms and getting reports.

How the system works

Measuring nodes are installed on your electrical panels, generators and tanks. A gateway at the site collects their readings and sends them over an encrypted link to the platform, where they are stored, evaluated and shown to you on screen and phone.

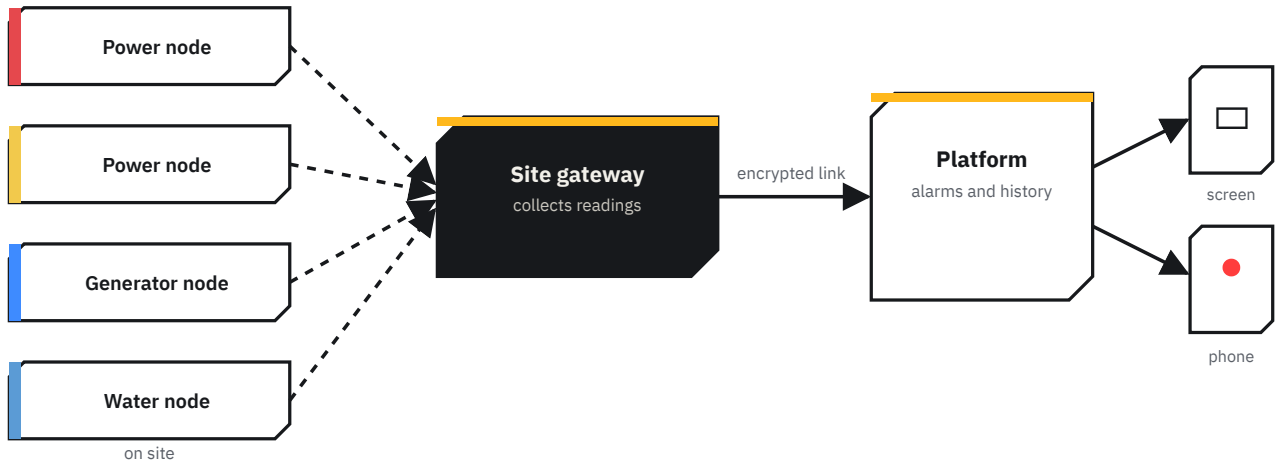


Figure 1.1: From the site to your screen.

What you can do

- See live values: voltage, current, power and frequency, water level and pump state.
- Receive alarms on screen and on your phone, with what to do.
- Look at charts and history for any period.
- Produce PDF or CSV reports.
- Follow generators: run hours, fuel, oil-change due date.

> **Language of the screen**
> The dashboard's words are in English. In this manual every word from the screen appears in a box like `RADAR` followed by its meaning.

02 Signing in and getting started

1. Open https://hs-iiot.com/dashboard/ in your browser, or press **Client login** on our website.
2. Type the e-mail (`Email`) and password (`Password`) that the HS-IIoT team gave you.
3. Press `Sign in` .
4. Choose your site from the `MASTER` list in the second row at the top (or click it on the map). **No site is chosen for you**, and the power and water pages stay empty until you pick one.

The word `MASTER` on the screen means the gateway of your site.

Messages you may see when signing in

Message	Meaning and what to do
`Invalid email or password`	The e-mail or password is wrong, or the account is switched off. Check them, and if it persists contact us.
`Too many failed attempts. Try again in 15 minutes.`	After 10 wrong attempts sign-in is refused for 15 minutes. Wait, then try again.
`Connection Error. Cannot reach server.`	Your device cannot reach the internet. Check your connection.

- You stay signed in for up to 7 days without activity, and 30 days at most. To sign out press the round button at the far right of the top bar (`Logout`).
- Accounts and passwords are managed by the HS-IIoT team. Do not share your password, and if you forget it ask the team to reset it.
- **On a phone:** open the address in the browser, then choose “Install app” or “Add to home screen” from its menu, and it runs like an app. You always need an internet connection to see live values.

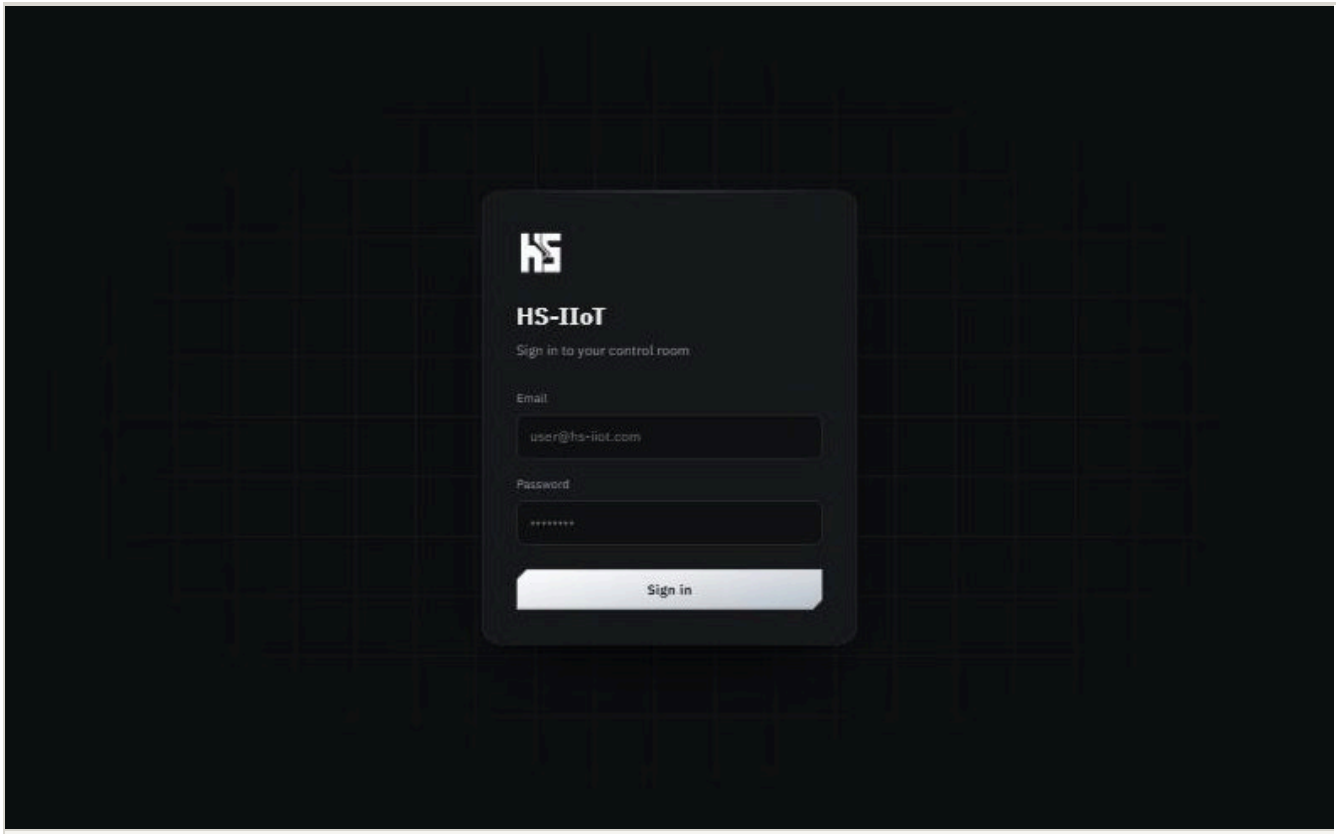


Figure 2.1: The sign-in screen.

03 Know the screen

The side menu

Button	Page	What it shows
`RADAR`	Global Command Center	A map of all your sites and their state, and the panel of the chosen site.
`EXEC`	Executive Dashboard	A quick summary: load, water reserve, devices online and alerts.
`WATER`	Water Management	Tanks: level, volume, salinity, pump and consumption.
`POWER`	Power Metrics	Power sources and generators, phase by phase.
`SETTINGS`	Settings	Settings, reports, maintenance and notifications.
`AI`	AI Insights	Intelligent analysis of the system’s condition (see chapter 12).

The `DOCS` button is meant for panel documents and is not in use at the moment.

The top bar

Item	Meaning
Alarm chip	Appears only while an alarm is active anywhere: the first condition in capitals, coloured by priority. Press it for the alarm list. Only a critical one flashes.
`HISTORY`	System records: alarms and reports. The red counter counts new important alarms.
`AUDIO` / `MUTED`	Turns the alarm sound on or off in this browser only. It resets when the page reloads and does not affect phone messages.
Your name and role	Then the sign-out button.
`MASTER`	The site selector.

> ⚠ **A red bar at the top of the page**
>
> The words `SYSTEM OFFLINE: DATA MAY BE OUTDATED` mean that **your own device** lost the internet, not that the site went down. Check your device’s connection.

04 The map and the site panel

The `RADAR` page is the starting page: a map with a marker for every site you may see. The map needs the internet.

Marker colours

Colour	Meaning
`CRITICAL`	A critical alarm is active. Act at once.
`WARNING`	Warning: outside limits and harmful if it persists.
`INFO`	Information: efficiency or diagnostics.
`LOW`	Low priority.
`ONLINE`	Working, no alarm.
`OFFLINE`	Grey: the site is not sending data. No live values are shown.

The chosen site’s panel

Click a site’s marker on the map and its panel opens on the right:

- `SIGNAL`: gateway signal strength (%), `PING`: response time (ms), `TEMP`: gateway temperature (°C), `UPTIME`: time running without a restart.
- `TOTAL POWER LOAD`: total load (kW), `AVG WATER`: average water level (%), `ACTIVE GENS`: generators running.
- The `POWER` and `WATER` tabs list every source and tank as a card, and the `POWER DETAILS` and `WATER DETAILS` buttons open their pages.
- An orange `OVERLOAD WARNING` strip appears when a source nears its maximum load.
- Double-click a site for the gateway details screen: temperature, memory, signal and a chart with a time range.

> **A site that is not reporting**
>
> The system shows `NO CURRENT READINGS` and the time of the last data, and never presents the last values as if they were live. See chapter 13.

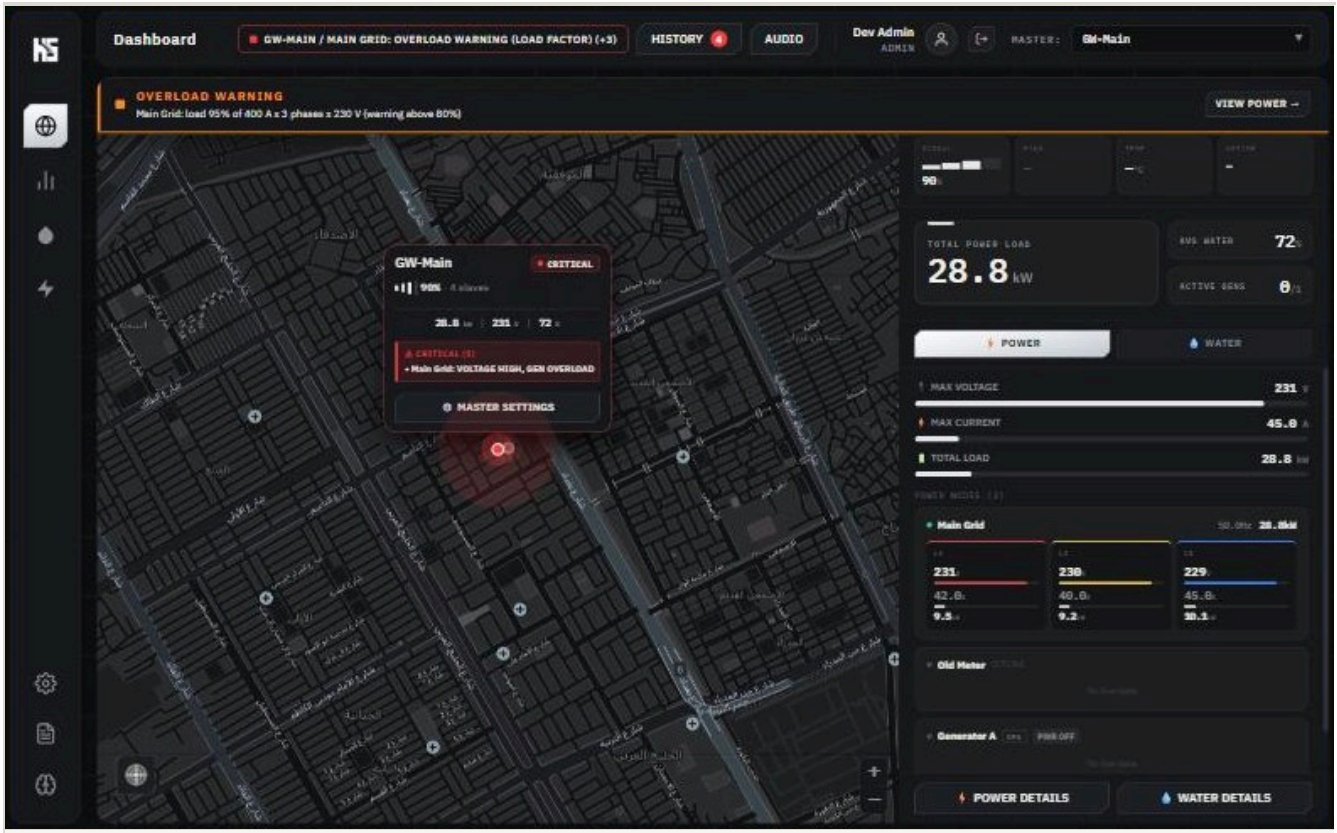


Figure 4.1: The map and the site panel.

05 Power and generators

The `POWER` page shows every power source of the chosen site as a card: grid lines and generators.

The state of a source

Badge	Meaning
`ONLINE`	Working: has voltage and load.
`STANDBY`	Has voltage but practically no load (below 0.1 kW).
`POWER OFF`	A grid line with no voltage: an outage. This is a *state*, not a fault.
`STOPPED`	A generator with no voltage: stopped.
`ALARM`	An alarm is active, coloured by its priority.
`OFFLINE`	Not reporting: `NO CURRENT READINGS` is shown.

A card also shows total power (kW), a load bar (turns orange above 80 % of the limit), voltage, current, frequency, and gauges for phases L1, L2 and L3. To search use `Search node…` and the filters `All` `Online` `Offline` `Alarm` `Gen`.

The details page

Press a card for its details page:

- `POWER SUMMARY`: real power (kW), apparent power (kVA) and unbalance (%). `ENVIRONMENT`: panel temperature and humidity, and frequency. `SYSTEM STATUS`: the state, how long it has lasted and the previous state.
- For every phase: voltage, current, power and power factor (PF), with the highest and lowest value.
- Charts `VOLTAGE TREND`, `CURRENT TREND`, `POWER / PHASE` and `TEMP & HUMIDITY` with a time range: `LIVE` (the last minutes since you opened the page), `1 HOUR`, `1 DAY`, `1 WEEK` or `CUSTOM...` (from a date to a date, up to 31 days).
- A gap in a chart means **no data** at that moment, not zero.

Generators

Every generator has its own view of run hours, fuel consumption, engine health and oil and filter due dates:

- **Fuel** is an estimate from the load (litres per hour), not a fuel-meter reading.
- **Engine health** is a 0-100 score computed from frequency stability, current balance, power factor and load: 80 and above is good, 60 fair, 40 poor, below that critical.

- **Oil:** a bar shows the share of the change interval used (default 250 hours): yellow above 70 %, orange above 90 %, with `OIL CHANGE REQUIRED` when due, and you get a notification. Only an administrator resets the timer after the change from `Oil / Gen`.

The terms in plain words

Term	Meaning
V	Voltage: the “push” of the electricity. Normal is about 230 V per phase.
A	Current: how much electricity is drawn. It rises with load.
kW	Real power that does work (a thousand watts).
kVA / kVAR	Apparent power, and reactive (non-working) power.
PF	Power factor from 0 to 1: the closer to 1, the more efficient the use. Below 0.8 means an inefficient load.
Hz	Frequency: 50 Hz on the grid. Drift signals engine speed or an unstable source.
Unbalance	The difference in voltage or current between the three phases. Unbalanced loads heat motors.

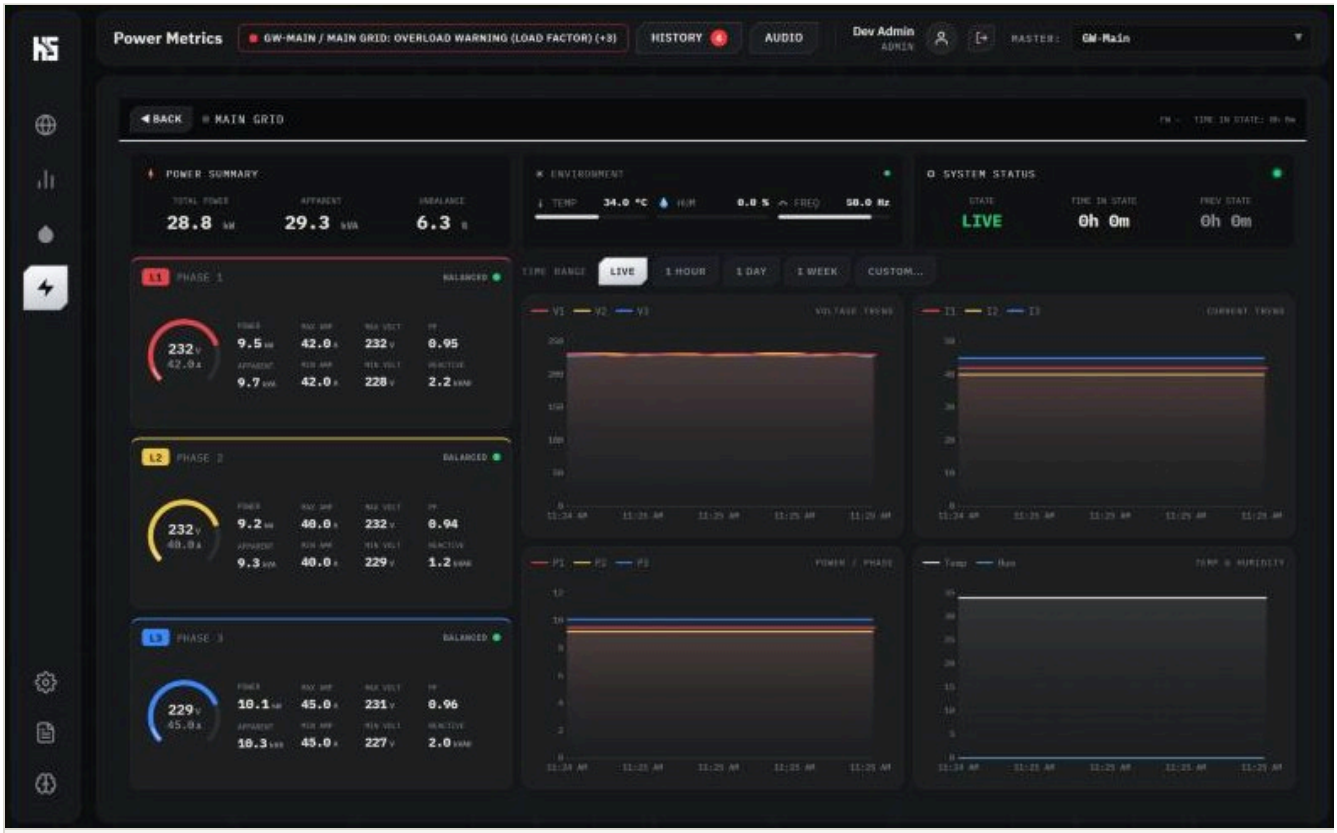


Figure 5.1: The details of a power source.

06 Tanks and pumps

The `WATER` page shows every active tank as an animated card, four per page.

Field	Meaning
`LEVEL`	Water level in percent.
`VOL (L)`	Volume in litres, from the tank's registered capacity.
`SALINITY`	Salinity as a word: `FRESH` (below 300 ppm), `GOOD` (300-599), `FAIR` (600-999), `SALINE` (1000 and above).
`PUMP`	`RUN` the pump is running, `STOP` it is stopped.
Movement line	`FILLING` filling, `IN USE` being used, `STILL` not moving, with the pace in litres per hour.

The tank page

- `WATER NOW`: a sentence on what is happening now (filling at this pace, being used, no change).
- `TANK HYGIENE`: `CLEAN`, `NEEDS CLEANING` (high salinity at a low level: sediment at the bottom) or `CONTAMINATED` (very high salinity: check the source).
- `WATER QUALITY`: `EXCELLENT` / `GOOD` / `FAIR` / `POOR` by salinity (TDS).
- `LITERS PER DAY`: used and added today, in the last 7 days, last 30 days and this month, with a daily chart. Days follow Baghdad time.
- Charts of level, salinity and pump operation use the same time ranges as the power pages.

> **The quality words are a guide**
>
> The words rest on salinity (TDS) only, and their limits differ slightly between a tank's card and its details page. They are a general guide, not a laboratory analysis. Consumption is calculated from the change in level, so water used while the pump is filling is not seen.

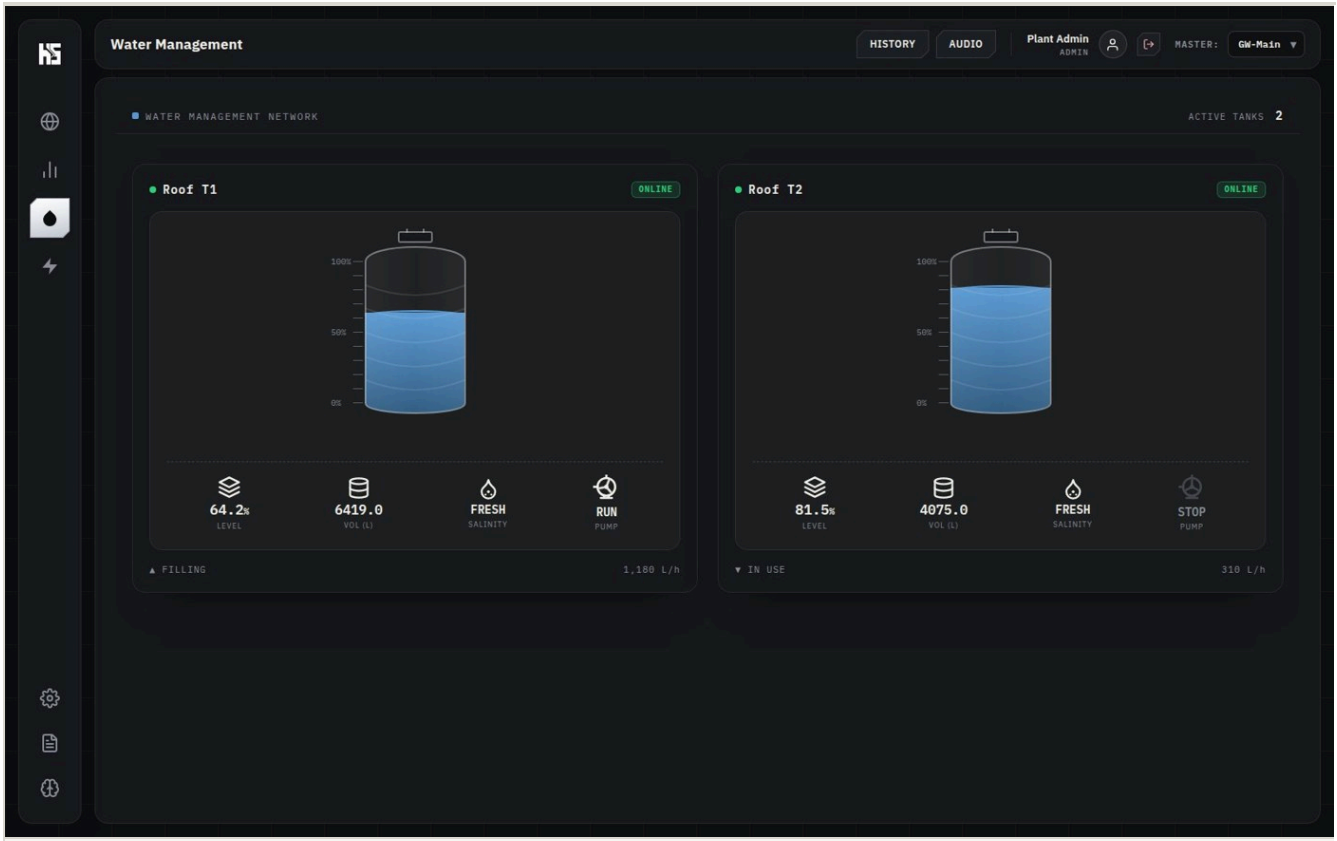


Figure 6.1: The tanks.

07 The executive summary

The `EXEC` page is made for the manager: one look at the state of the chosen site.

Item	What it shows
`Live Power Load`	The present electrical load (kW).
`Total Water Reserve`	Total stored water in litres.
`Devices Online`	The share of devices online (turns to a warning below 90 %).
`Active Alerts`	The number of active alerts.
`Live System Load (kW)`	A chart of the load since you opened the page (not stored).
`Live System Events`	The main event of each device in a simplified form. The full alarm record is in `HISTORY`.
`Current Network Status`	Devices connected, average voltage and the gateway's response time.

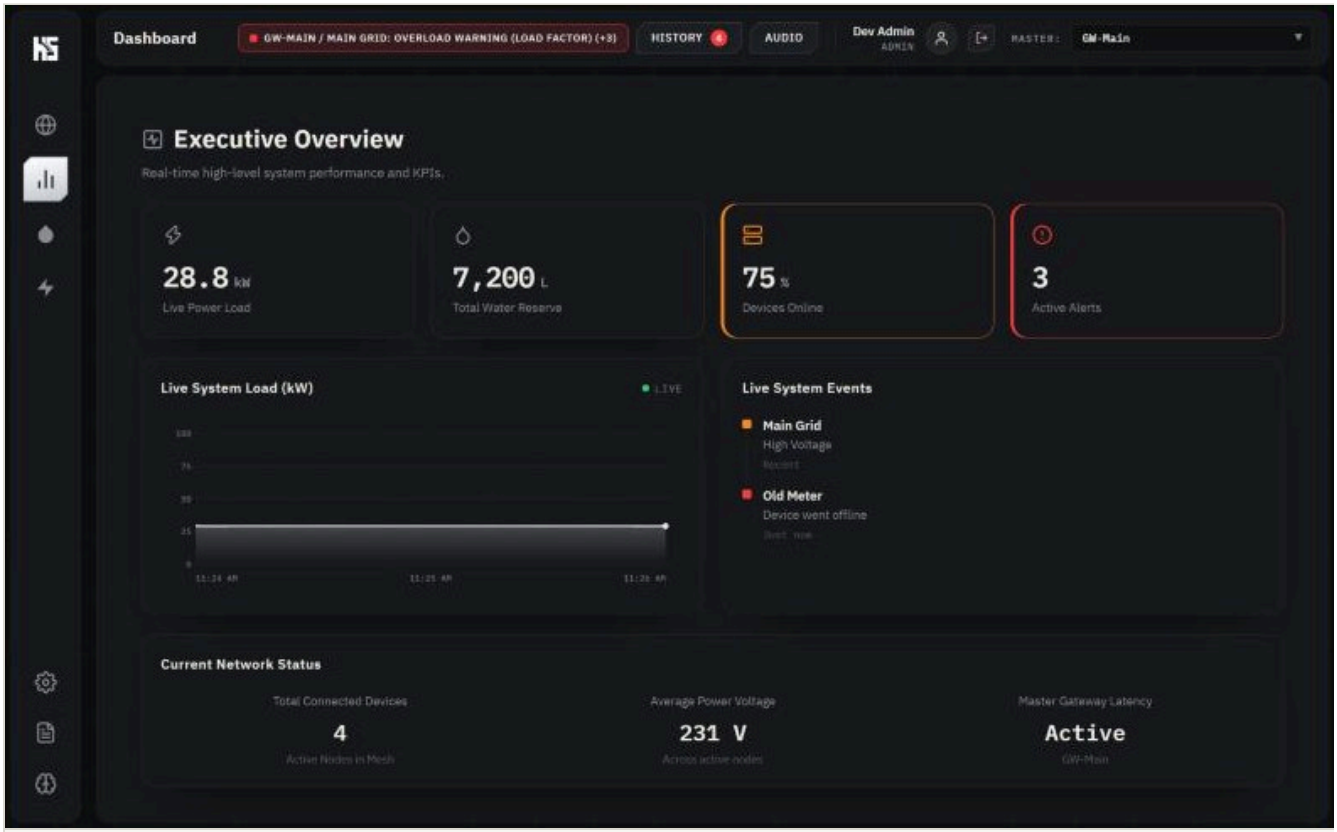


Figure 7.1: The executive summary.

08 Alarms

An alarm tells you about an abnormal condition that needs action. Every alarm has a priority, a cause and a suggested action. Alarms are evaluated continuously on the platform and reach you whether or not the screen is open.

Priorities and colours

Priority	Colour on screen	What it means	Response
High	Red `CRITICAL`, flashes, siren sound	Damage or loss of supply is imminent: missing phase, overcurrent, overload	At once
Medium	Orange `WARNING`, intermittent beeps	Out of range and harmful if it persists: voltage, frequency, unbalance, panel temperature, a device offline, a tank empty or full	Within minutes
Low	Yellow `INFO` or blue `LOW`, soft tone	Efficiency or diagnostics: power factor, current balance, Wi-Fi	When convenient

> **A small detail**
> The colour of the bar can differ slightly from the written priority for a few alarms (such as overcurrent and a gateway going offline). Always rely on the alarm's name and its written action. Flashing red is the most serious.

Rules that help you read alarms

- **An outage is not a fault:** a source with no voltage (a grid outage or a stopped generator) shows `POWER OFF` or `STOPPED` and is recorded as an event, without electrical alarms.
- **Confirmed and cleared on their own:** an alarm appears after the condition has lasted about 20 seconds and clears by itself about 20 seconds after it ends. Its record changes from `ACTIVE` to `RESOLVED`.
- **There is no "acknowledge" button:** do not look for one. An active alarm stays until the condition is dealt with. Muting (`AUDIO`) silences the browser sound only.
- **A repeating alarm:** if the same alarm comes back 4 times within an hour you get one message about it and its messages then pause; it stays on screen and in the record.
- **Events:** "grid power outage" and "generator running" are information, recorded with their duration, without sound or flashing.
- **Each site has its own limits:** limit values (such as minimum voltage and maximum current) are set per site in the settings. Factory defaults: voltage 180-260 V, maximum current 100 A, frequency 48.5-51.5 Hz, load warning 80 %.

The alarms and what to do

Priority	Alarm (and as shown on screen)	Suggested action
High	Missing phase (L1 / L2 / L3) `Phase 1/2/3 Missing (V<50V)`	Disconnect three-phase loads (motors, pumps) at once and check the breaker and fuse of the missing phase.
High	Overcurrent on a phase (L1 / L2 / L3) `Overcurrent (L1/L2/L3)`	Reduce the load on that phase before the breaker trips or the cables overheat.
High	Source overloaded `Overload Warning (Load Factor)`	Reduce the load or start the backup source before the source trips.
High	Grid and generator both on `Grid and generator both on`	Check the transfer switch (ATS) at once: feeding both sources together endangers the generator and the grid.
High	Gateway offline `Gateway offline (no data for 5 minutes)`	The gateway has sent nothing for 5 minutes: check its power supply and the internet or Wi-Fi.
Medium	Low or high voltage `Low Voltage / Over Voltage`	Check the source voltage and disconnect sensitive equipment (air conditioners, motors) if it persists.
Medium	Low or high frequency `Frequency Low / Frequency High`	Generator: reduce the load and check engine speed and governor. Grid: watch the source and report it.
Medium	Phase meter not responding `Sensor Failure (phase 1/2/3)`	The other phases are live: check the wiring and supply of that phase's meter.
Medium	Voltage unbalance between phases (over 5 %) `Voltage Unbalance (>5%)`	Check the source connections and spread the loads across the phases.
Medium	Panel overheating (over 65 °C) `Panel Overheating (Temp>65°C)`	Check the ventilation of the panel and look for loose connections.
Medium	A measuring node stopped reporting (over 2 minutes) `Slave Offline (Timeout)`	Check the node's supply, its distance from the gateway and any large metal obstacle between them.
Medium	Gateway temperature high `Gateway temperature high`	Check the ventilation of the gateway box and keep it away from sun and heat sources.
Medium	Tank level low (5 % or less) `Tank Empty (<=5%)`	Start the pump or check the water source.
Medium	Tank full (95 % or more) `Tank Full / Overflow (>=95%)`	Stop the pump and check the float or the level sensor.
Medium	Water level sensor fault `Water Sensor Fault`	Check the level sensor and its wiring.

Priority	Alarm (and as shown on screen)	Suggested action
Low	Current unbalance between phases (over 20 %) `Current Unbalance (>20%)`	Spread single-phase loads evenly across the phases.
Low	Low power factor (below 0.8) `Low Power Factor (PF<0.8)`	Check the power-factor correction capacitors and inductive loads.
Low	Weak Wi-Fi signal at the gateway `Gateway WiFi signal weak`	Move the gateway closer to the router or add a signal repeater.
Low	High electromagnetic noise at the gateway `Gateway electromagnetic noise high`	Move the gateway away from cables and motors and check the earthing.

The alarm record

Press `HISTORY` in the top bar to open **SYSTEM RECORDS**, then the `ALARMS` tab:

- Four tabs: `CRITICAL`, `WARNING`, `INFO` and `OFFLINE`, each with a counter.
- Two filters, `All Sources` (the device) and `All Types` (power, water or the gateway), with 15 rows per page.
- Each row: the device name, the relative time (“5m ago”), the status `ACTIVE` or `RESOLVED`, and the message. Press a row for its details.
- The list covers **every site you have access to**, not only the chosen one.

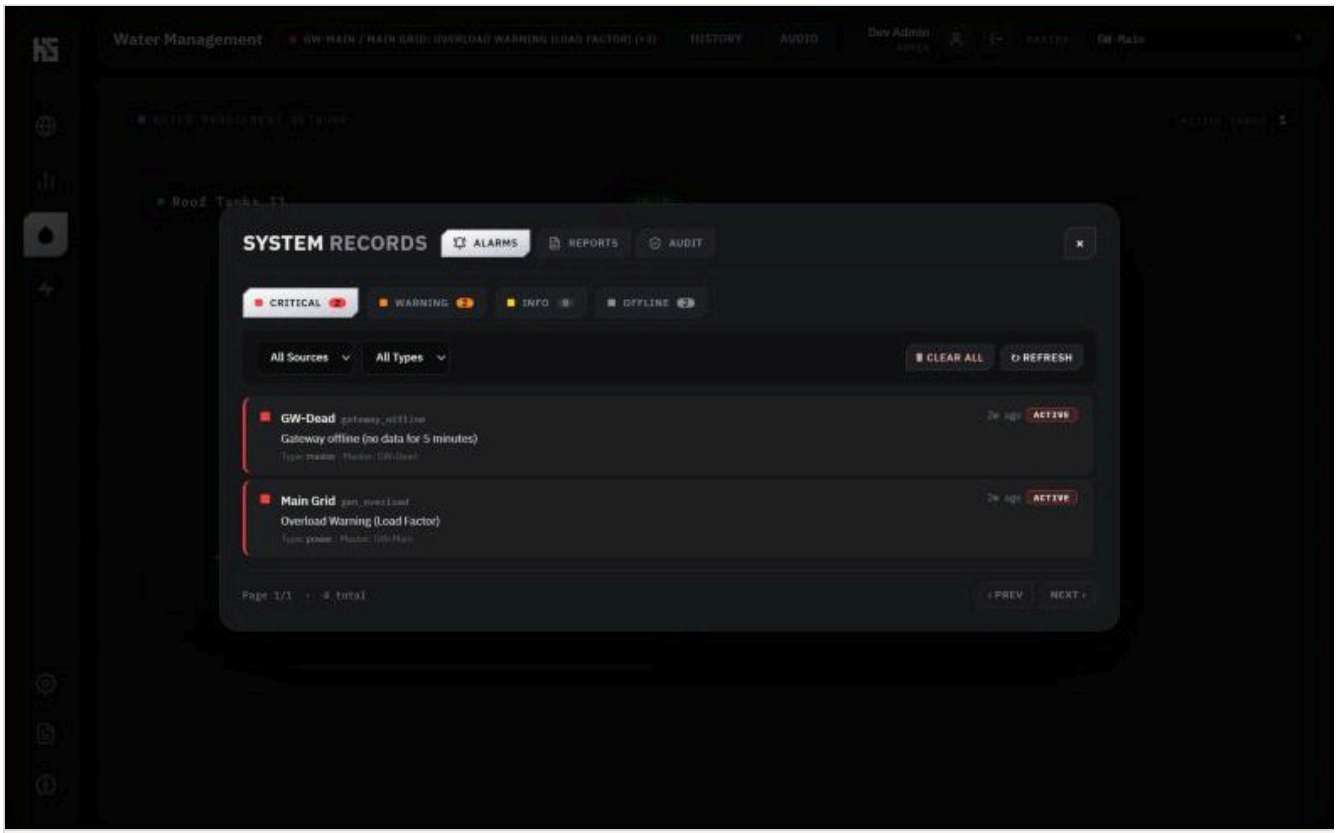


Figure 8.1: System records: alarms.

09 Notifications on your phone

You do not need to sit in front of the screen: important alarms reach your phone through more than one channel.

Channel	Who sets it up	How
Browser / phone push	You, for yourself	`SETTINGS`, then `Notifs`, then `ENABLE PUSH NOTIFICATIONS`, and allow notifications in the browser. You receive only what concerns the devices you may see, and the message stays on screen until you dismiss it.
Telegram	The HS-IIoT team	The team adds you to your site's group. You receive Arabic messages for every alarm and event, including the suggested action.
SMS and WhatsApp	An administrator	Escalation for critical alarms: if the alarm is still active after a delay (default 5 minutes) a message goes to the registered numbers (up to 20, in international format). Set from `Notifs`.
Screen and sound	Automatic	The top-bar chip and the browser sound (chapter 3).

How to read an alarm message

Line	Meaning
🔴 High priority	The priority: 🔴 high, 🟠 medium, 🟡 low.
The alarm name	For example "Overcurrent on phase L2".
Site / device	The name of your site and the device concerned and its type (power line, generator, tanks, the gateway).
Reading and limit	The value that crossed the limit (⚠️ next to the phase concerned) and the limit set for the site.
Action	What to do now.
Time	In Iraq time (UTC+3).
✅ Ended	When the alarm clears: start time, end time and duration.

> **Make sure it works**
>
> After enabling notifications ask our team to send a test. Remember that some channels may not be switched on for your site: ask us which ones are running.

10 Reports and history

Creating a report

1. Open `SETTINGS` then `Reports` (or `HISTORY` then `REPORTS`).
2. Choose the `Data Source`: `Power Generators (kW, Hz, Amp)` or `Water Tanks (Liters, TDS)`.
3. Choose the `Time Range`: `Today`, `Last 24 Hours`, `Last 7 Days` or `Custom Range` (from a date to a date, at most 31 days).
4. Choose the `Output Format`: `PDF` or `CSV`, then press `GENERATE PDF REPORT` or `GENERATE CSV REPORT`.

Topic	Detail
Power columns	Time, site, device, voltage, current and power per phase, frequency, temperature.
Water columns	Time, site, tank, level %, volume in litres, salinity (TDS).
Scope	Every site you have access to, not only the chosen one.
The PDF file	A preview of the first 40 rows. For the complete data use CSV (opens in Excel).
Limit	The most recent 20,000 snapshots of the period.
Time zone	Baghdad time (UTC+3).
Not included	Energy (kWh), power factor, alarms, fuel and run hours: you see them on the screens. The alarm record is read on screen only.

Charts and history

- The data is kept, and any period up to 31 days can be shown in one request.
- A chart shows about 100 points spread over the period. A missing point means no data, not zero.
- After an internet outage at the site, charts fill with the stored data when it returns, without gaps (chapter 13).

11 Settings and maintenance

Every user sees the settings page, but changing a site's settings is for **administrators only**. A normal user sees the values read-only.

Tab	What it holds	Who can change
`Gateway`	Alarm limits (voltage, current, frequency, load warning, water level) and the report interval, and the settings of each device: name, role, current-transformer ratios, generator and tank data.	Administrator. Changes are refused while the site is offline.
`System`	The site's location (GPS) on the map.	Administrator
`Power` / `Water`	The chart scales (minimum and maximum) of each source and tank.	Any user (for their own account only)
`Oil / Gen`	The generator view: health, stability, fuel, run hours, and resetting the oil timer after a change.	Administrator
`Maintenance`	The maintenance log and schedule (see below).	Everyone sees, an administrator saves
`Notifs`	Browser notifications, and SMS and WhatsApp escalation.	Everyone for themselves, an administrator for escalation
`Reports`	The report generator (chapter 10).	Everyone

> ⚠ **Changing limits changes when alarms occur**
> Limits (especially current-transformer ratios) affect the correctness of readings and alarms. Do not change them without coordinating with the HS-IIoT team.

The maintenance log and schedule

- `Maintenance Log`: record every service with `Add Entry`: device, type (`Preventive`, `Corrective`, `Emergency`), technician name, notes, duration in minutes, date, then `Save Log`.
- `Schedule`: upcoming tasks with `Add Schedule`. Late ones show `Overdue` in orange, and those due within 7 days in yellow.

12 AI Insights

The `AI` page shows an automated analysis of your facility: an overall efficiency rating (`GOOD`, `DEGRADED` or `CRITICAL`), a diagnosis of likely causes of faults (symptom, probable cause, evidence, action), maintenance predictions and efficiency recommendations. Hover over any text to see its Arabic translation.

- The analysis runs automatically on a schedule, and an administrator can run it from `Run Analysis` choosing a period (`Since Last Report` or the last 1, 4 or 8 hours), at most once a minute.
- A normal user sees the analysis of the sites they may access only.

> ⚠ **An automated result**
> The analysis text is generated by an artificial-intelligence tool and may be inaccurate. Treat it as a thinking aid, not a decision: check the figures on the screens before acting.

13 Status words and outages

Status words

Word	Meaning
`ONLINE` / `LIVE`	Reporting normally.
`OFFLINE`	Not reporting. No live values are shown.
`NO CURRENT READINGS`	No readings for more than two and a half minutes. The time of the last data is written, and old numbers are not shown as if live.
`POWER OFF` / `STOPPED`	The source has no voltage: a state, not a fault.
`ACTIVE` / `RESOLVED`	An alarm in force / an alarm that has cleared (neutral colour).

- **Colours:** the interface is neutral, and colour appears only on a deviation. A small green dot means online, grey means offline, and a cleared alarm is not coloured green.
- **Refresh:** values arrive from the site when they change or every report interval (up to 60 seconds), so live values may lag by seconds up to a minute.

If the internet drops at the site

The site gateway keeps every reading in its memory before sending it and deletes it only after the platform confirms it is stored. When the internet returns, the delayed readings are sent with their original time, so charts fill without gaps (with the storage card fitted to the gateway). During the outage the screen shows the site as `OFFLINE`, and after 5 minutes you receive a “gateway offline” alarm.

If power is cut at the site

- If the *measured* source goes (for example the grid), `POWER OFF` shows and a “grid power outage” event is recorded with its duration, and the site keeps working if the gateway is on another source.
- If *the gateway itself* loses power it goes offline and after 5 minutes you get a “gateway offline” message. It is advisable to feed it from a backup source.

14 Devices on site: lights and buzzer

A user does not need to touch the devices, but it helps to know what their lights and buzzer say.

The site gateway

Signal	Meaning
Steady light	Joined to the site's wireless network.
Light blinking once a second	Direct mode (no network): it broadcasts its own network for the engineer.
Light off	Not connected to the network.
Light and buzzer together	An alarm is active at the site.
3 short beeps at start-up	The clock module is missing: it waits to set the time from the internet.

The alarm buzzer's rhythm tells the kind: the faster the pulses, the more serious: high voltage is the fastest, then high current, then frequency, then low voltage, then water level, and the slowest is the gateway's own alarm.

The measuring node

Signal	Meaning
Fast blink every 0.2 s	Not paired with the gateway and searching for it.
A short flash	Working; it has just sent a reading.

> ⚠ **Do not press the device's button**
> Holding a node's button for 3 seconds **erases its pairing and settings**. That is the engineer's job only.

The gateway's local page

The gateway has a local page that works without internet at hs-system.local inside the site's network, with a PIN login. The "operator" level sees the overview, the alarms and the devices, and can only **silence the buzzer** (15 minutes, an hour or 4 hours) then `Resume horn`. Settings are the engineer's.

15 Users and access

The HS-IIoT team creates the accounts. Every account has a role and a list of the sites or devices it may see, and a user sees nothing beyond what was granted.

Capability	Administrator (admin)	Viewer (viewer)
See every site	✓	Granted ones only
Live values, charts, alarms, reports	✓	✓
Browser notifications for oneself	✓	✓
Change site limits, ratios, delete a device	✓	—
Set the map location (GPS)	✓	—
Save the maintenance log, reset the oil timer	✓	—
Set up SMS and WhatsApp escalation	✓	—
Run the AI analysis	✓	—
Clear the alarm record and see the audit log	✓	—

Signed in and see nothing?

If your account was not granted any site you will see no data. Ask our team to link your account to your site.

16 Troubleshooting and support

What you see	Likely cause	What to do
The pages are empty	No site chosen, or your account has no access.	Choose from `MASTER`, otherwise ask for access.
`NO CURRENT READINGS`	The device or gateway is not sending: power, internet or signal.	Check the site's power and internet, and if it lasts beyond 5 minutes contact us.
No phone notifications	You did not enable notifications or refused the permission, or the channel is not on for your site.	Enable it from `Notifs` and grant permission in the browser settings, and ask us about the channels.
No alarm sound	The browser blocks sound until you click in the page, or it is muted `MUTED`.	Click anywhere in the page and check the `AUDIO` button.
The report is empty	No data in the chosen period, or no access.	Widen the period and check the chosen source.
A value looks wrong	The current-transformer ratio or calibration is not right.	Compare with a reference meter and tell us, with a picture.
`Too many failed attempts…`	You exceeded 10 wrong attempts.	Wait 15 minutes.

Contact us

Channel	Details
E-mail	info@hs-iiot.com
Website	https://hs-iiot.com (the request form: we call back within one working day)
The team	Eng. Hussein, Eng. Abdulameer (WhatsApp: the numbers are in the contact section of our website)
When you write, mention	The site name, the device, the time of the event, and the message text or a screenshot.



Thank you for choosing HS-IIoT

Our team stays with you after commissioning. Write to us with any question or remark.

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