

# HiveLinx Frequently Asked Questions



## How often does my device report to the cloud?

HiveLinx will report its continually collected data of your IXOM equipment to the cloud every 15 minutes if cellular service is available.

## What cellular networks are supported by HiveLinx?

HiveLinx utilizes a universal cellular service chip. The cellular chip will establish the strongest cellular service provider in the area as a default setting. The cellular modem is currently configured as AT&T being the default service provider. If AT&T service is not available, the universal cellular model will scan additional service providers until a connection is made. If a service provider different than AT&T is most prevalent in your area, the cellular modem can be configured to a different service provider as default.

## How do I create a new HiveLinx account?

If you are an existing HiveLinx customer and want to create an additional HiveLinx account, contact IXOM's Customer Service team. You will need to provide the team with the following information: an email to use as a username on the HiveLinx platform, your device's ID number, and the location of your device.

If you are not an existing HiveLinx customer, please reach out to our Customer Service team to get more information about purchasing HiveLinx.

The Customer Service team can be contacted by email [customerservice@ixom.com](mailto:customerservice@ixom.com) or by phone (866) 437-8076.

## Can one facility/location have multiple users?

Yes, one facility can have multiple users. All user accounts are created by IXOM's Customer Service team. Contact the Customer Service team by email [customerservice@ixom.com](mailto:customerservice@ixom.com) or by phone (866) 437-8076 to add multiple users.

## Can I control my SolarBee® device settings through the HiveLinx web interface?

SolarBee device settings cannot be changed through the HiveLinx web interface. Please contact our Customer Service team if you have any questions or concerns about your SolarBee operation.

The Customer Service team can be contacted by email [customerservice@ixom.com](mailto:customerservice@ixom.com) or by phone (866) 437-8076.

## How do I update the HiveLinx firmware?

The HiveLinx firmware is updated automatically as long as cellular service is available.



**866-437-8076**



**[customerservice@ixom.com](mailto:customerservice@ixom.com)**



**[www.ixomwatercare.com](http://www.ixomwatercare.com)**

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# HiveLinx Frequently Asked Questions (Cont'd)



## Is there a mobile version of the website?

Yes, the HiveLinx website is designed to work on your mobile devices.

## What happens to my collected data if my device loses service?

HiveLinx continually collects data from your IXOM equipment. The collected data is saved and sent to the HiveLinx servers once cellular service is available.

## What do I do if my Ixom device loses connection?

Your HiveLinx device will automatically look for a secondary service provider. After a short period of time, your device's connection should be restored. If you continue to run into issues, please contact our Customer Service team for additional support.

The Customer Service team can be contacted by email [customerservice@ixom.com](mailto:customerservice@ixom.com) or by phone (866) 437-8076.

## How do I check my devices connection status?

On the Device page of the HiveLinx website you can confirm the last date and time that data was reported.

## What should I do if my SolarBee is receiving error notifications?

Review the error notification and determine if action is required. If you need further assistance, please contact our Customer Service team.

The customer service team can be contacted by email [customerservice@ixom.com](mailto:customerservice@ixom.com) or by phone (866) 437-8076.

## Why is my Solarbee motor speed not consistent?

Many SolarBee systems include a seasonal scheduling feature that allows for precise control over motor speed and direction throughout the year. This feature adjusts the system's operation based on seasonal variations in water quality needs. The scheduling may include daily reverse impeller cycling to minimize fouling and ensure efficient performance.

Additionally, SolarBee systems are equipped with a fallback speed feature to protect the battery during low charge conditions. When the battery voltage drops below a certain threshold, the system automatically reduces the motor speed to a lower RPM to conserve energy, prolong mixing, and prevent battery damage. This fallback speed is programmed based on the percentage of the scheduled run speed, ensuring the system continues to operate efficiently even under low battery conditions.

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