# IOS THERMOLINX APP - SERVICE BULLETIN
December 18th, 2019

The latest IOS 13.0 update has caused issues with connecting all HBX Wi-Fi enabled controllers to a Wi-Fi network. The update included a location data sharing permission. This permission is the main cause of the connection issue. HBX has changed the Wi-Fi setup process to connecting to a Wi-Fi network to address this issue. All systems that were already connected to a Wi-Fi network before this update are not affected.

Below are instructions of the new Wi-Fi setup process:
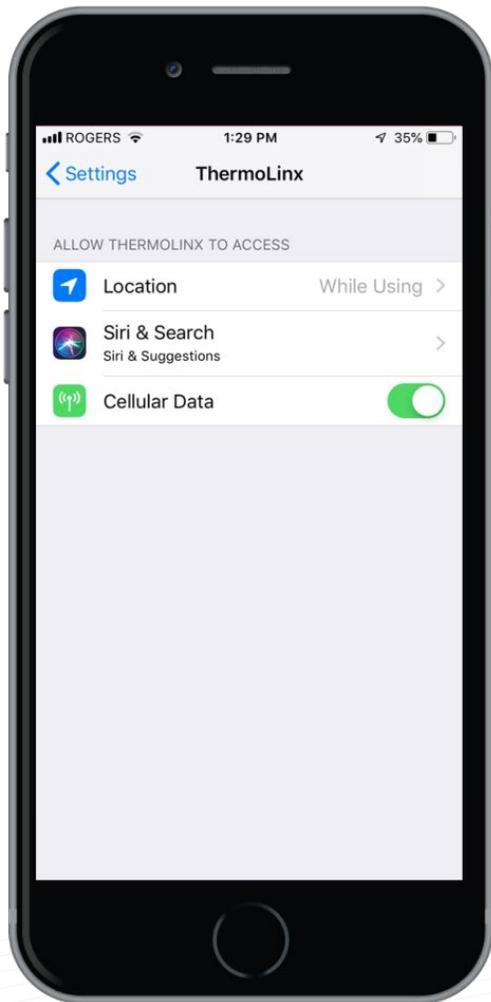
Before You Start Download/update the free ThermoLinx App from the App store for Apple® devices. These steps will guide you through the installation and configuration of the ThermoLinx™ Network. Ensure that your Wi-Fi network is active.

Apple Update Version: 1.293

1. After updating the new ThermoLinx app, please go to the settings page on your device. Select the ThermoLinx app. Select the location tab and select the option "While Using the App".

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2A. ThermoLinx Wi-Fi Module (Wi-Fi Zoning System) or Snow Melt Control (SNO-0550 Version 2.0)

After connecting the TMX-0100 to the ZON-0550 control, wait 60 seconds. If the red LED light (Wi-Fi) on the TMX-0100 is not blinking, press and hold down the reset button for 10 seconds, or until all the LED's on the TMX0100 turn off, and then release.

Go into your smartphone/tablet device settings and then go into your Wi-Fi settings. Here you will see the ThermoLinx Network name with a 4 digit number. Ex. ThermoLinx1234.

Older models of ThermoLinx devices may not have a 4 digit number. In this case, the device will appear as simply "ThermoLinx".

2B.Snow Melt (SNO-0550 Version 2.10 or Higher) or Geothermal (ECO-0550)

Select "SETUP WIFI" on the SNO-0550 or ECO-0550 control. The control will display a ThermoLinx Network name with a 4 digit number. Ex. ThermoLinx1234
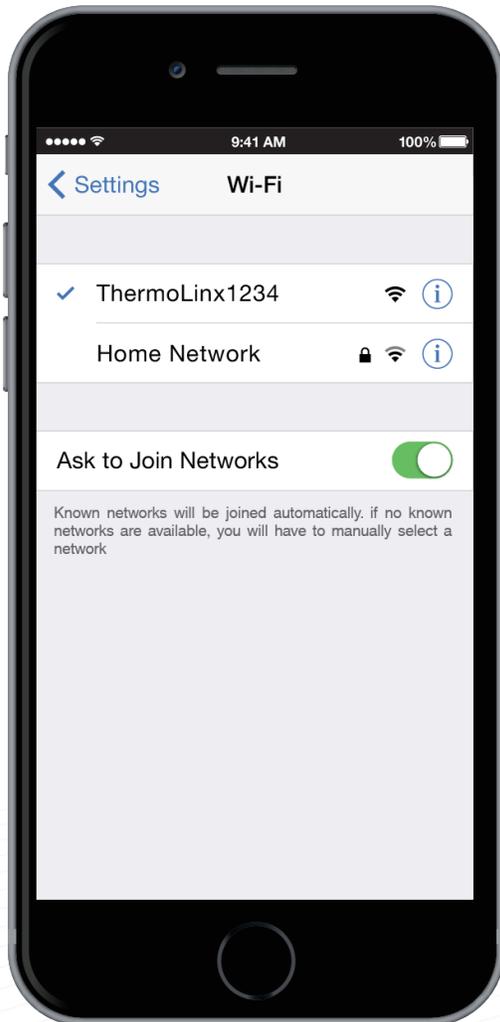
2C. In settings on your apple device go to WiFi settings and select the ThermoLinx device you are trying to connect to. This may take a few attempts. It may display "Unable to Join ThermoLinx XXXX". If this continues to happen, click on the info button beside the ThermoLinx option and select "Forget this Network", and then toggle your WiFi off then on and reset power to the ThermoLinx controller device.

●●●●● 🛜   9:41 AM   100% ▮

‹ Settings   **Wi-Fi**

✓   ThermoLinx1234   🛜 ⓘ

Home Network   🔒 🛜 ⓘ

Ask to Join Networks   🟢

Known networks will be joined automatically. if no known networks are available, you will have to manually select a network

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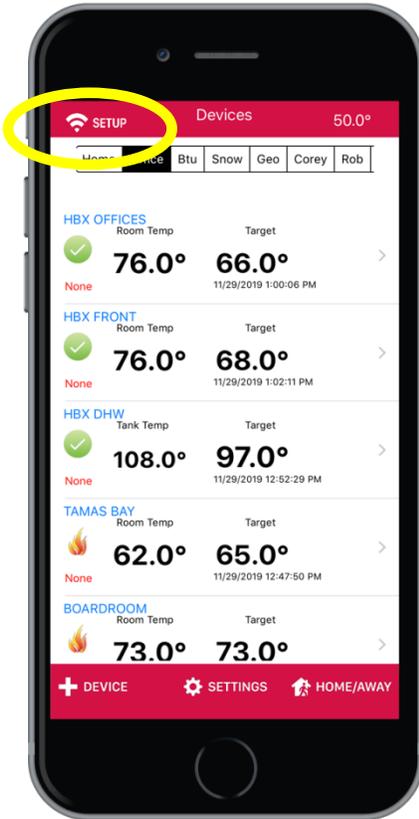
3. Start the ThermoLinx App. Here you will see a Wi-Fi Setup icon. Select the Wi-Fi Setup Icon.

3B. If you selected and connected to the ThermoLinx network in your Wi-Fi settings, the app will have a popup screen that will direct you to setup Wi-Fi screen.

4. Wi-Fi Setup

ThermoLinx: **Enter the 4 digits** of your ThermoLinx Network name. If using an older ThermoLinx device, it may not have any digits. In this case, leave the top 2 lines blank.

TLBTU: This is for only SensorLinx Heat Sensors. Please do not enter any information.

Network SSID: Enter the Wi-Fi network name that the system will connect to. **(Case Sensitive)**

Password: Enter the Wi-Fi network password.

*Network name cannot contain more than 30 characters. The password should not contain any special characters. If using WEP 64bit or 128bit security must not be in Shared Mode. If using WEP 128bit, the password/key must be 26 characters long
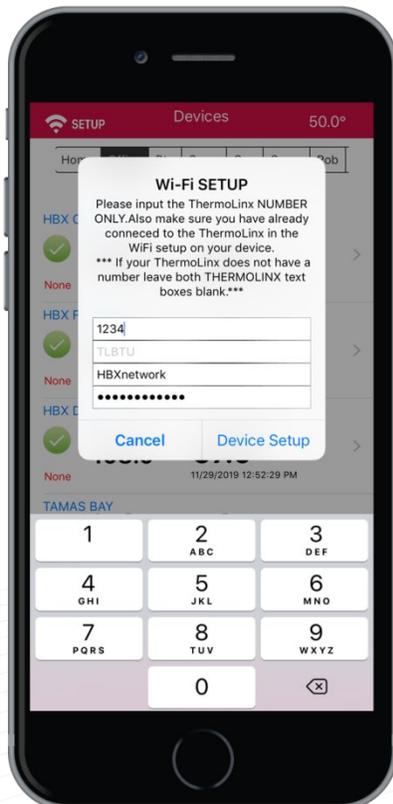
After entering all the required information please select "Device Setup". At this point the phone will establish a connection to the ThermoLinx device. You should see the display on your phone say "Sending Password" and "Sending SSID". It should also reset the WiFi inside the ThermoLinx device. If, after the reset, the ThermoLinx device is not connected to your WiFi network, reset the ThermoLinx Device/Controller to refresh the connection. If you get an error message during the connectionprocess, retry this procedure from step 4.

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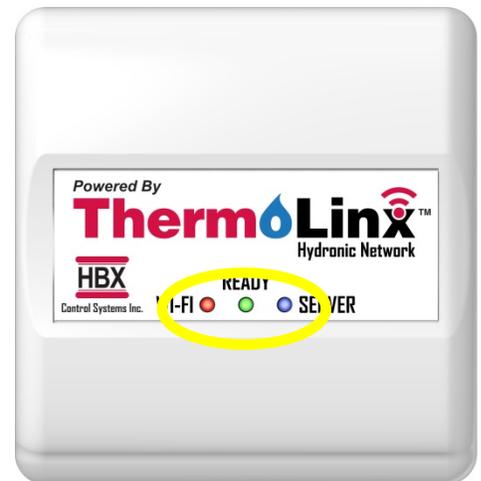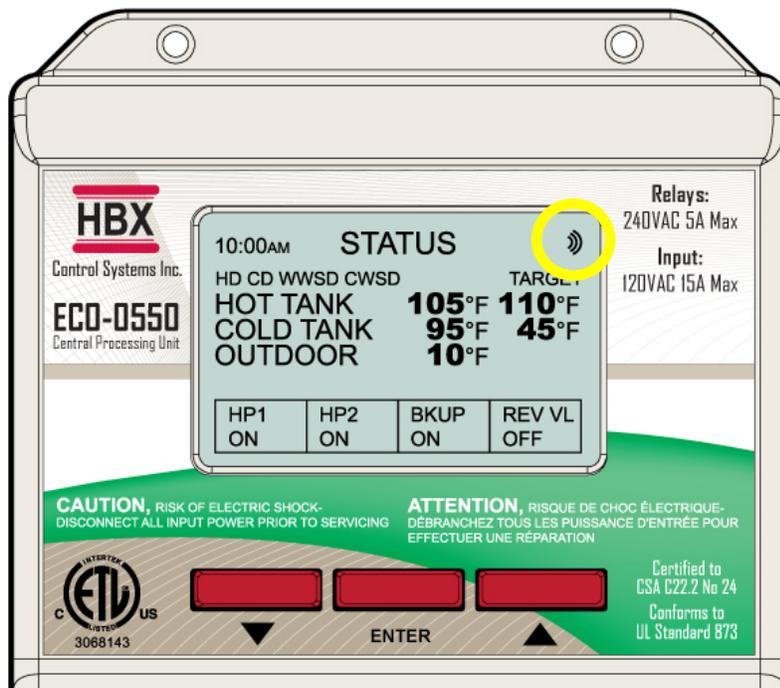
5A. ThermoLinx Wi-Fi Module (Wi-Fi Zoning System)

Once connected check the red, green, and blue LED lights on the TMX-0100. All LED lights should be steady. If you do not see the above description on the control you are not connected to a Wi-Fi network. Only solid green = incorrect password, only solid red and green = ThermoLinx is connected to your Wi-Fi but your network port 1314 is closed and not allowing communication to the HBX server, please contact your internet provider to rectify this.

5B. Snow Melt (SNO-0550 Version 2.10 or Higher) or Geothermal (ECO-0550)

Once connected, the SNO-0550 or ECO-0550 control will display a constant Wi-Fi Symbol on the top right corner of the main status screen, and in the Wi-Fi menu Connection will say SERVER.

⚠ **If you do not see the above description on the control, you are not connected to a Wi-Fi network and will need to repeat the above process.**

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