

BumbleBee F.A.Q.

Q: BumbleBee is logged in but is not yet visible?

A: By factory, the BumbleBee is transmitting its location every 24 hours, therefore it can take up to 24 hours until the BumbleBee is visible. However, this can be adjusted in your personal profile settings.

Q: How long does it take before my profile is uploaded?

A: This can take up to 12 hours. If the device is supplied with power by connecting the adapter and then disconnecting the adapter, then it will take about 5 minutes.

Q: What is the maximum number of messages per day?

A: The SigFox network sets us a limit in a maximum of 140 uplinks and 4 downlinks per day

Q: BumbleBee does not connect to SigFox at speeds above 5KM / H?

A: At speeds above 5KM / H, the BumbleBee will disconnect from the SigFox network but the GPS points are recorded and will transmit this data when the BumbleBee reaches speeds below 5KM / H. This can be adjusted in your personal profile settings

Q: Does the battery have an overload circuit?

A: Yes, the battery of the BumbleBee is equipped with an overload circuit

Q: When is the battery fully charged?

A: The battery is fully charged when the green LED is off.

Q: What kind of charger can I use to charge my Bumblebee?

A: A general 5V adapter with Micro USB connection can be used.

Q: What is the best way to install the BumbleBee?

A: Upright with the USB connector facing down, not under metal surfaces. The antenna is located under the logo

Q: Why don't I get access to the "Asset" of a "Company"

A: A "Reseller" has no access to the "Asset" of a "Company"

Q: When does the license period start?

A: The license period starts when an "Asset" is connected to a Node.

Q: Who connects the Nodes with "Resellers"?

A: BumbleBee-IOT is responsible for connecting Nodes with "Resellers".

Q: Who connects the Nodes with a "Company"?

A: The user can do this.

Q: How can I create an Asset?

A: The user can do this him/herself by entering the Node number. Go to "Companies" and Create a new Asset under "Assets"

Q: Can I create a profile per group of Nodes?

A: Yes, it is possible to create a profile per Node, or per group of Nodes.

Q: Will I be notified when my device is out of the GeoFence Zone?

A: No notification is currently being sent but this is being logged and is available by API. GeoFence will also be displayed in the "Logbook"

Q: How can I use the Map?

A: If you bought the "Full Version" license you can check your assets on the map.

Q: Where can I see the latest history?

A: When enter the "Show logbook" you can see the latest history.

Q: How many levels of user are available?

A: There are 2 levels of users, "Reseller" and "Company"