

## Linxura Configuration Troubleshooting Guide

If you are encountering issues with your Linxura device not responding to operations executed from the Linxura application—such as adding, modifying, or deleting buttons, updating firmware, making Wi-Fi modifications, changing device names, or other related application operations—this guide is designed to help you diagnose and resolve the issue.

### **Ensure the Linxura Controller is Powered On:**

- Check for display activity: When the device is powered on, the screen will actively display information, either the serial number or other relevant content.
- Be mindful of auto-power off: To conserve battery life, the device will automatically power off after 5 minutes of inactivity when not connected to the network.
- Turn on the controller: If the screen is blank, press and release the power button on the back of the controller to turn it on. You should hear a single beep and see content appear on the screen.

### **Restart the Linxura Smart Controller:**

1. Locate the button on the back of the Linxura controller.
2. Press and hold the button for 3 seconds until the screen turns off. Once the screen is off, press and release the power button to turn the controller back on.

### **Keep Linxura Application Updated:**

1. iOS Users:
  - To update the Linxura app, simply head to the App Store on your device, search for the Linxura application, and tap "Update" if available. Ensure your device is connected to the internet during this process.
2. Android Users:
  - For updating the Linxura app on Android, open the Google Play Store, find the Linxura application through the search function, and select "Update" if an update is available. Make sure your device has an active internet connection.

### **Keep Linxura Firmware Updated:**

1. Guidelines for Updating Linxura Firmware:

- Launch the Linxura app on your device.
- Identify and select the controller you wish to update from the list.
- Tap on the gear icon to access the controller's settings.
- Select the "Linxura Update" option and proceed by clicking "Update."

**Stable Network Connection:**

- Firmware updates are reliant on a stable and reliable Wi-Fi connection. An unstable connection may cause interruptions or failures, resulting in an incomplete firmware installation. To mitigate this, ensure your Linxura controller maintains a stable connection to a trustworthy Wi-Fi network throughout the update process.

If you continue to experience issues, please contact Linxura customer support at [support@linxura.com](mailto:support@linxura.com) for further assistance.