Third Party Platform Link Troubleshooting Guide

Have trouble linking your Linxura smart controller with a third-party platform? This guide will walk you through some simple steps to get your controller successfully linked with a third-party platform.

Do Not Use Incognito Mode:

- The browser in incognito mode may restrict the linking process between Linxura and third-party platforms.
- If your browser is currently in incognito mode, find the "Exit Incognito" or "Close Incognito" option in the browser interface. This is usually located at the bottom of the tab view or in the upper right corner.

Disable Browse Plugin:

- Browser plugins, especially those designed for privacy, security, or ad-blocking, employ various mechanisms to prevent URL redirections, which may cause failure while Linxura links with third party platform.

Clear Browsing History:

- Go to the browser's settings or options.
- Look for and select "Clear Browsing Data" or a similar option.
- Choose to clear browsing history, cache, and other browsing data.
- Confirm and execute the clearing operation.

Close Other Tabs in Browser:

- Multiple tabs or windows may cause redirect issues while Linxura linking with third-party platform.
- If you have other browser tabs or windows open, close them to ensure that you are operating within the current browser instance.

Set Another Browser as Default(Chrome and Mozilla Firefox recommended):

- If current browser repeatedly failed in Linxura link with third party platform linking, we suggest change another browser and try again.

- Go to the device settings and find the app or default app settings.

- Look for and select browser application settings.

- Set another browser as the default browser.

If you continue to experience issues, please contact Linxura customer support at suppor@linxura.com for further assistance.