

## Wi-Fi Connection Troubleshooting Guide

Having trouble connecting your Linxura smart controller to your Wi-Fi network? This guide will walk you through some simple steps to get your controller online and working seamlessly.

### 1. 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.

### 2. Update the Linxura App:

- Open the App Store or Google Play Store on your mobile device.
- Search for the "Linxura" app.
- Tap "Update" if a new version is available.

### 3. Connect to a 2.4GHz Wi-Fi Network:

The Linxura smart controller only supports 2.4GHz Wi-Fi networks. If you have a dual-band router broadcasting both 2.4GHz and 5GHz networks, make sure you connect your controller to the 2.4GHz network. Here's how to identify the network frequency:

- Open your Wi-Fi settings on your computer or mobile device.
- Look for the network name (SSID) followed by either "2.4GHz" or "5GHz". The network name might also have different indicators like "\_24G" or "\_5G" appended.
- If you're unsure, consult your router's manual or contact your internet service provider (ISP) for assistance.

### 4. Double-Check Your Wi-Fi Password:

Typos in your Wi-Fi password are a common cause of connection failures. Ensure you've entered the correct password, paying close attention to uppercase and lowercase letters, symbols, and special characters. Try the following:

- Manually re-enter the Wi-Fi password in the Linxura app.
- Connect another device, like a laptop or phone, to the same Wi-Fi network using the same password to confirm if it's the password issue.

#### 5. Manage Connected Devices:

- Check for device limits: Some routers have a limit on the number of devices that can be connected simultaneously. To ensure optimal performance, consider disconnecting any unused devices from your Wi-Fi network.
- Prioritize the Linxura controller: If possible, temporarily disconnect other devices while connecting the Linxura controller to prioritize its connection.

#### 6. Restart Your Router:

Sometimes, a simple router restart can fix temporary glitches and refresh the network connection.

1. Unplug your router's power cable.
2. Wait for 30 seconds.
3. Plug the power cable back in and wait for the router to restart completely.

#### 7. Restart the Linxura Smart Controller:

If restarting the router doesn't help, try restarting your Linxura controller as well:

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.

#### 8. Address "Not Connected to Server" Message:

- Understand the message: This message typically indicates temporary network instability during the connection process. It usually means the device is successfully connected to your router but hasn't yet established a connection with the Linxura server.

- Wait for connection: Leave the device idle for a few seconds to a few minutes, as it should automatically connect to the server.
- Restart if needed: If the connection doesn't establish within a reasonable time, power off and restart the device.

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