

Third-Party Platform Troubleshooting Guide

Having trouble linking your Linxura smart controller to third-party platform, or controlling devices on third-party platform? This guide will walk you through some simple steps to troubleshoot the issue.

Check the Quick Start Video for the setup process of the third-party platforms.

<https://www.linxura.com/pages/quick-start-video>

Unlink and Relink the Platform

1. Access Third-Party Services

- Begin by accessing your profile within the application.
- Within your profile page, locate and click on the 'Third Party Service' option. This will display the list of third-party platforms currently linked to your account.

2. Unlink the Third-Party Platform

- Identify the third-party platform you had issue with. Select the option to "Unlink" or remove this connection. Confirm the action if prompted to ensure the platform is successfully unlinked from your account.

3. Relink the Third-Party Platform

- After successfully unlinking, initiate the process to link the third-party platform again. Choose the option to "Link" or "Add" a third-party service, which will guide you through the setup process from the start.

4. Complete the Linking Process

- Follow the on-screen instructions to authorize the connection between your account and the third-party platform. This may involve logging into the third-party service and granting permissions for integration.

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 for further assistance.