About This Guide

This guide provides a brief introduction to the Wi-Fi smart light bulbs&Plugs, Matter and regulatory information.

Please note that features available in **Linkind** may vary by model and software version. **Linkind** availability may also vary by region.

All images, steps, and descriptions in this guide are only examples and may not reflect your actual **Linkind** experience.

More Info

- Specifications can be found on the product page at **https://www.linkind.com/matter**
- Our Technical Support can be found at **https://www.linkind.com/contact-us**
- Feel free to request extra 6- months warranty below:



Introduction

- 【Easy Setup, One Control】With Matter, Skip the step of downloading and registering multiple manufacturers' apps every time you buy a new device. Instead, head straight to certified smart home platforms like Apple Home, Alexa, Google Home, SmartThings, or AiDot to control all your Matter devices.
- 【Offline-Ready Control】Once you've set up your Matter-certified devices on your LAN, they'll be able to communicate with each other directly, using the Matter protocol. This means that if your home internet connection goes offline, your Matter-certified devices will still be able to communicate and be controlled within your LAN, without relying on the internet or cloud services.
- 【Remote Control from Anywhere】Use the app to turn electronics on before you arrive home and off after you leave, no matter where you are. Using the smart plug that work with alexa manage your power usage and save money.
- 【Hands-free Voice Control】Control linkind homekit plug using simple voice commands through Apple HomeKit, Siri, Amazon Alexa, Google Assistant, and SmartThings, without the need for physical input such as buttons or switches.
- 【Flexible Scheduling & Timer】Effortlessly reduce energy usage with automatic device shutdown after a set time. For example Chrismas Tree, TV, Lamp, Fan, Humidifier,Blenders, Lightbulbs, an
- 【Design with Safty and Compact】Linkind alexa plugs are FCC certified with fire-resistant materials and provide 1800W 15A power capacity, as well as protection against short-circuits and overloads. Despite safety features, the smart outlet plug has a small form factor that won't take up too much space.
- 【Important Tips】Linkind wifi plug only support 2.4GHz WiFi and IPv6 network. To use them, you'll need a Matter-certified hub or controller such as Apple Home, Alexa, Google Home, or SmartThings. Alternatively, you can use the AiDot app without a hub

Appearance


Linkind
matter
1234-567-8901
Linkind
Linkind


Linkind
matter
Secure, Reliable And
Seamless Integration


Linkind
matter
works with Apple Home
Linkind
works with alexa
works with Google Home
works with SmartThings

TROUBLESHOOTING

Refer to the following and you can resolve most setup issues

Special troubleshooting for Apple Home Setup failures

Special troubleshooting for Alexa setup failures

Frequently Asked Question

Refer to the following and you can resolve most setup issues

1. Please enable IPv6 Internet connection.
2. Ensure your phone and Matter hub are both connected to a stable 2.4 GHz Wi-Fi network, and that it has internet access during the setup process.
3. If consecutive network pairing attempts fail, please reset the plug to factory settings **(press and hold the plug button for more than 10 seconds until the indicator light flashes red)** and reconnect
3. Restart your smartphone and clear the cache of the Smart Home app.
4. Make sure the firmware of your Matter hub(or called Matter controller which is required for providing ecosystem that could be paired with Matter-certified device.) and Smart Home app is updated to support Matter.
5. Power cycle the Matter-enabled device.
6. Matter setup mode is active for 15 minutes after the device is powered on,if this time period has expired, you will need to power cycle the matter-enabled device to restart the clock.

7. If the Matter-enabled device has already been added to another ecosystem, you will need to get a new setup code for pairing.

If you fail to set up my connected Matter device with another smart home system, please refer to the following troubleshooting steps:

(1) If your Matter-enabled device does not show up or the pairing code cannot be created on the app where pairing has been completed. Please reboot your Matter-certified device.

(2) **Don't** create pairing codes in apps of multiple smart home systems in a row. If the first created pairing code is not used or has not expired, the subsequently created codes are invalid.

(3) Make Sure to complete the setup process before the matter code expires:

Notes:

In Google Home, the code will expire 3 minutes after it is generated.

In Apple Home, the code will expire 5 minutes after it is generated.

In Alexa, the code will expire 15 minutes after it is generated.

In Samsung SmartThings, the code will expire 15 minutes after it is generated.

(4) Please ensure that the pairing code page of the app remains open when you enter the numeric code (or scan the QR code) for your Matter device to pair with another app.

(5) If you still cannot connect your device, reboot your Matter Hub and Smart Device, clear the cache of the apps, and restart your phone. Then try to set up the device normally.

Note:

Before you set up your connected Matter device with **Alexa**, please upgrade the software version of your **Alexa Echo** to 8624646532 or later.

8. If the above steps did not help solve your problem, it’s recommended that you try to factory reset the Matter-enabled device or use another smartphone to configure it.

9. If you cannot directly connect to the third-party APP following above steps, you may try to download our AiDot APP first, and then connect to the third-party APP through skills (such as Alexa, Google Home and SmartThings).

Follow the steps below to get started with your Matter device:

Step 1. Download AiDot App

Get the AiDot app from the App Store or Google Play, or by scanning the QR code below.

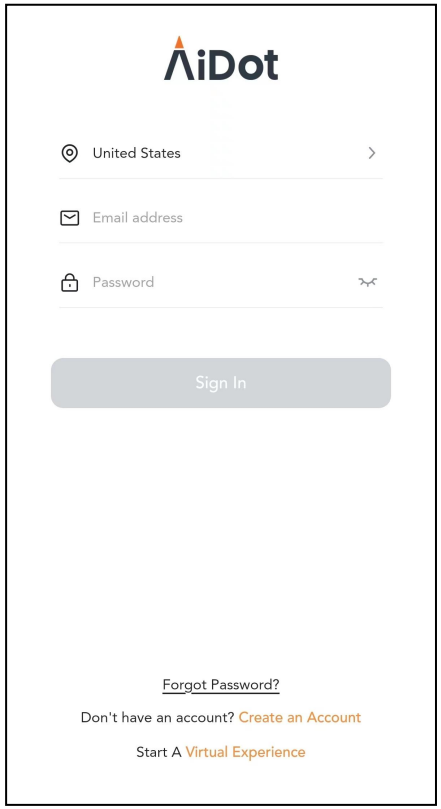
Download on the App Store

GET IT ON Google Play

OR

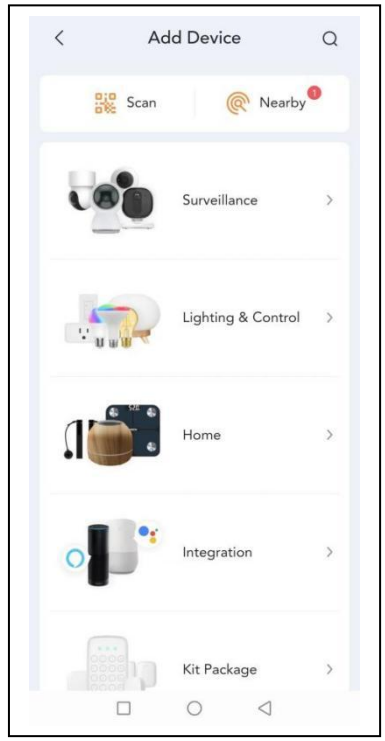
Step 2. Log In

Open the app, and log in with your AiDot account.If you don't have an account, create one first.



Step 3. Add Your device

Tap the ＋ button in the AiDot app, choose Lighting & Control, and select your model such as Matter light Bulbs or Plug. Follow the instructions in the AiDot app to complete the setup. Then Click”Aidotor” to go into Integration Page.



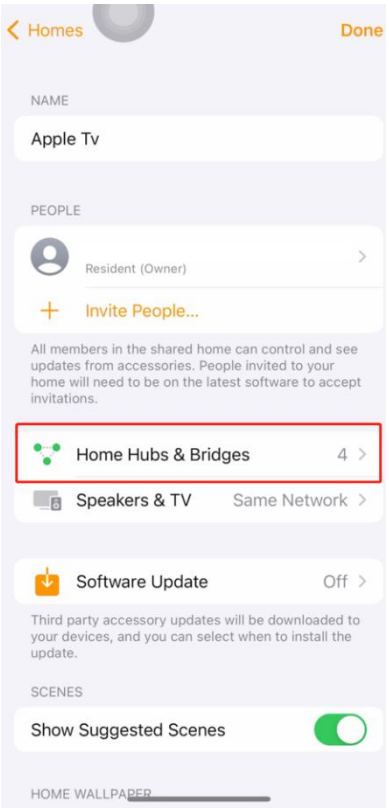
Special troubleshooting for Apple Home Setup failures

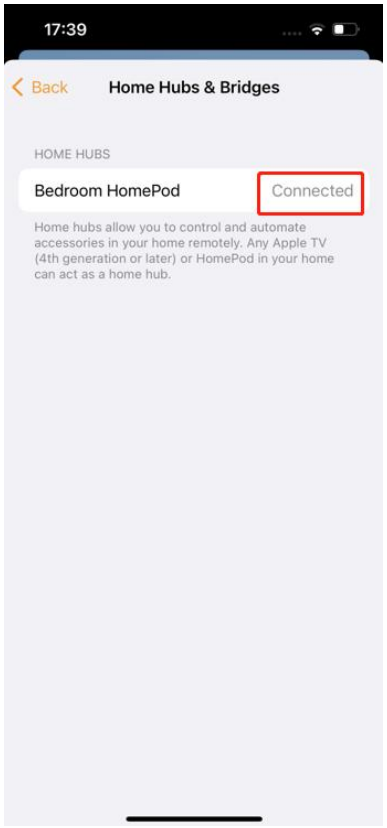
- Upgrade to the new, more reliable, and more efficient Home architecture.
- Please reboot your phone and then create a new home in Apple Home and reset your Matter device to pair it to the new home.
- If you've set up more than one Hub in one of your Home, please check if the hub that is listed as the first one (primary) in the Home is connected.

Process to check:

Step 1. Tap the '…' icon in the top right corner of the Home APP > Tap Home Settings > Home Hubs & Bridges.







Step 2. If the Hub listed as the first one is not located, delete the hub(s) until one of the other Hubs of the Home comes up as first.

Step 3. If the Hub listed as the first one in the Home is offline, please reboot or reset the Hub to get it connected.

Special troubleshooting for Alexa setup failures

Note: Please ensure to select the 2.4GHz Wi-Fi for your Matter device as soon as possible:

Step 1. Close the Alexa app, then disable and re-enable Bluetooth on your phone to set up your Matter device again.

Step 2. When the Wi-Fi page in the Alexa APP pop up, please select the SSID of your 2.4GHz Wi-Fi for your Matter device within 5 seconds.

Notes:

(1) Some platforms or apps may automate the setup process further automatically detecting matter-enabled devices when they're plugged in and providing an audible or voice notification to guide you through the process.

(2) Some platforms support sharing the Matter-certified device with other accounts after it’s configured successfully. Device sharing to other accounts would not occupy the quota of ecosystem/fabric paired with a Matter-certified device.

Frequently Asked Question

1. Q:Scan code prompt error / no response

A:Please confirm whether the App software version meets the minimum version requirements.

2. Q:Can't scan the QR code on the device

A:The QR code may not be scanned when the device is turned on, you can try to scan the QR code on the instruction manual.

3. Q:Prompt that the device cannot be found

A:

a.Network distribution for the first time (the device is in the factory state): please power on the device again, and confirm that the device is in the factory state.

Confirm that the power-on time does not exceed 15 minutes.

b.Multi-ecological distribution network (the device has been configured and shared with other hub/apps): please confirm that all devices are in the same office

In the local area network (connected to the same router), and the device pairing mode has been turned on (see the above Share to other ecology

step).

4. Q:Failed to add device

A:

a.Please confirm that the mobile phone using the App is connected to 2.4GHz WiFi and the hub(controllers) is also connected to the same router

Down.

a. You can try to restart the hub/controller, App or mobile phone.

5. Q:Device shows offline

A:

a.Please try controlling the device to see if it responds normally

b.If the device does not respond, please try to power on the device again, and wait for 2 minutes to check whether the device is back online.

6. Q:How to reset the device

A: Please press and **hold the button (>10s)until the red light is on**,release the button, The device enters the initial network configuration state again

7. Q：The device name is inconsistent with what I set

A：

a. Do not restart the device while adding the device.

b. After adding, please wait for data synchronization or manually refresh to view.

8. Q:Appears offline after adding a device

A:The network may be unstable, you can try to manually refresh.

9. Q:The state of the app in the device control process jumps

A:We are currently working with Apple to resolve this issue.

10. Q: How to get support and extend the warranty?

A: Email: service@linkind.com

Support Phone: 1-877-770-5727 (Monday-Friday 9:00am-5:00pm)