




LINKSTYLE B313070 MATRIX Key Lock Box User Manual

[Home](#) » [LINKSTYLE](#) » LINKSTYLE B313070 MATRIX Key Lock Box User Manual 

LINKSTYLE B313070 MATRIX Key Lock Box User Manual



Contents

1 FAQ – LINKSTYLE Matrix Lockbox

2 Q: I tried to program my lockbox, but I didn't do the factory reset part. Now, the lockbox won't open with my key cards or the unlock password. What should I do?

3 Q: I have the Nexohub Bluetooth gateway. How do I set up the remote App Control function?

4 Q: How can I see when someone opens and shuts the lockbox? How can I see this info in realtime when I am away from home?

5 Q: I purchased the Linkstyle Matrix Lock Key Box but do not have a 2.4 GHz modem, so I am unable to use the device remotely. Can I purchase a separate hub that is compatible with the lock key box and works on a 5 GHz modem?

5.1 Documents / Resources

5.1.1 References

FAQ – LINKSTYLE Matrix Lockbox

Default Lockbox Setup and Unlock Issue

—

Q: I tried to program my lockbox, but I didn't do the factory reset part. Now, the lockbox won't open with my key cards or the unlock password. What should I do?

Setting Up Remote App Control Function

—

Q: I have the Nexohub Bluetooth gateway. How do I set up the remote App Control function?

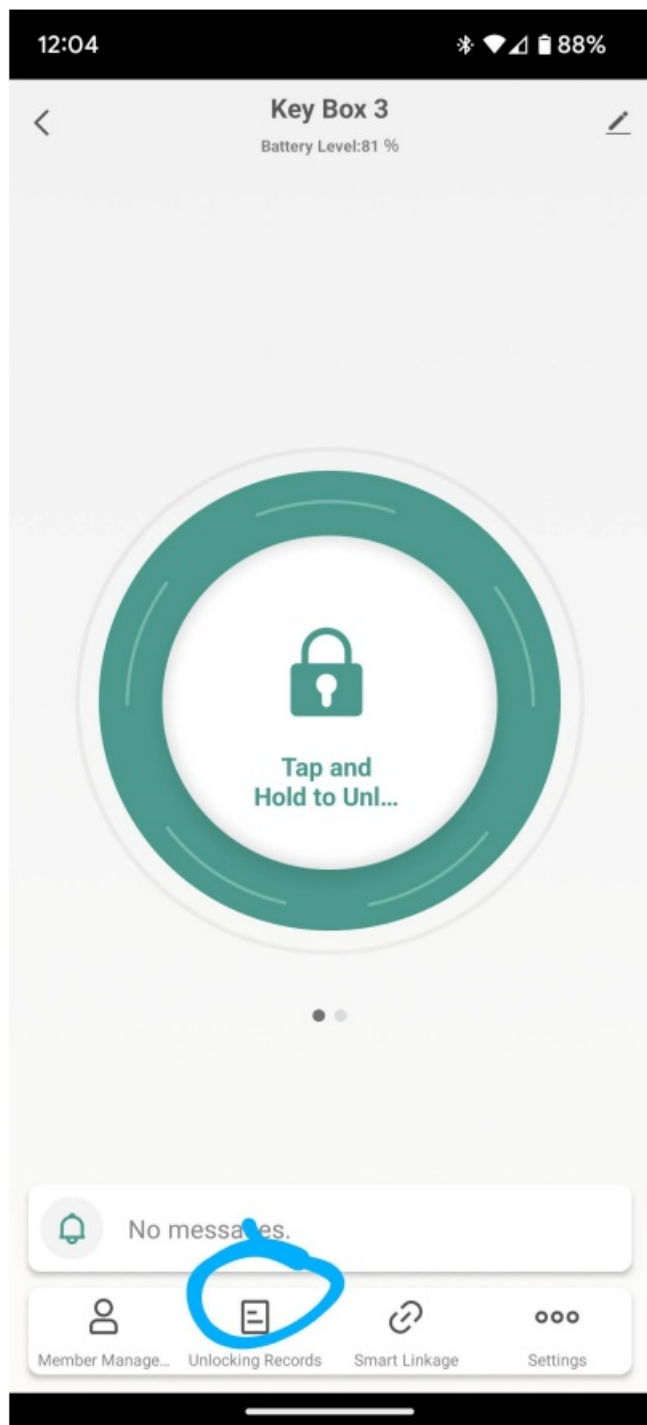
A: Open your Linkstyle App and add a sub-device under your Bluetooth Gateway Hub. (Note: you can't add it under the only Zigbee function Gateway). Once done, you can control the Matrix Lockbox remotely.

Tracking Lockbox Activity in Real-time

—

Q: How can I see when someone opens and shuts the lockbox? How can I see this info in realtime when I am away from home?

A: The unlock notification is enabled by default, and you will receive a push notification whenever someone unlocks the device as long as app notifications are enabled.




Compatibility Issue with 5GHz Modem

Q: I purchased the Linkstyle Matrix Lock Key Box but do not have a 2.4 GHz modem, so I am unable to use the device remotely. Can I purchase a separate hub that is compatible with the lock key box and works on a 5 GHz modem?

A: We apologize for the inconvenience caused by the compatibility issue with your 5GHz modem. Unfortunately, we do not have a separate hub that is compatible with the Linkstyle Matrix Lock Key Box and works on a 5GHz modem. However, you may try connecting the device to a 2.4 GHz Wi-Fi hotspot created by a smartphone or tablet or consider purchasing a separate 2.4 GHz Wi-Fi extender or access point to extend the range of your 2.4 GHz Wi-Fi signal and help you use the device remotely.

FOR ADDITIONAL QUESTIONS OR TECHNICAL SUPPORT
VOICE MAIL: 1-888-419-4888
OR
EMAIL: SUPPORT@LINKSTYLE.LIFE (RESPONSE TIME WITHIN 24HRS)

Documents / Resources

	<p>LINKSTYLE B313070 MATRIX Key Lock Box [pdf] User Manual B313070 MATRIX Key Lock Box, B313070, MATRIX Key Lock Box, Key Lock Box, Lock Box, B OX</p>
---	--

References

- [User Manual](#)