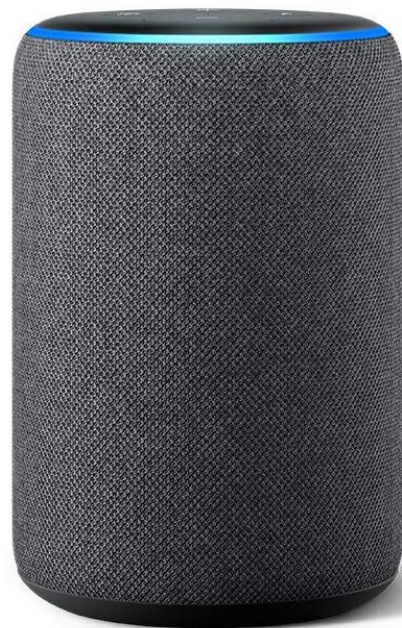
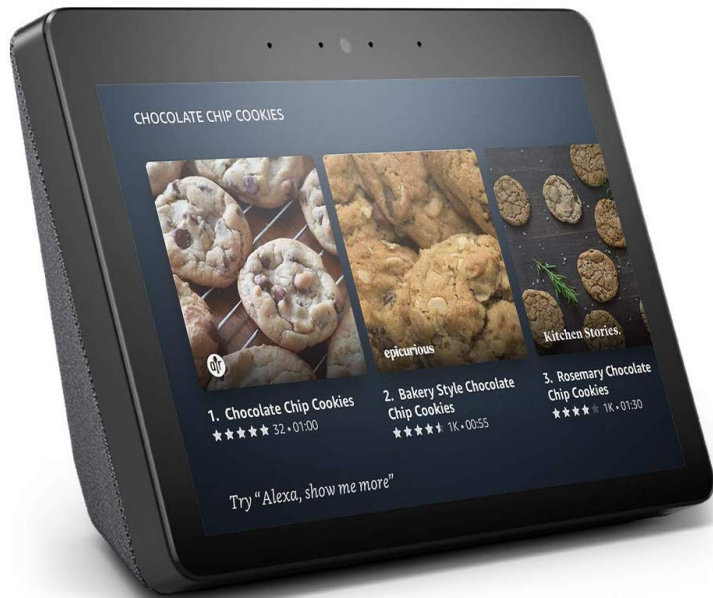


Amazon Echo User Guide:

Setting Up your Amazon Echo Devices



Acknowledgments

The contents of this instructional protocol were developed under a grant from the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR grant number 90REGE0006-01-00) under the auspices of the Rehabilitation and Engineering Research Center on Technologies to Support Aging-in-Place for People with Long-Term Disabilities (TechSAge; www.rerctechsage.org). NIDILRR is a Center within the Administration for Community Living (ACL), Department of Health and Human Services (HHS). The contents of this instructional protocol do not necessarily represent the policy of NIDILRR, ACL, or HHS, and you should not assume endorsement by the Federal Government.

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Introduction

Getting Started

The purpose of this instructional protocol is to provide a useful and easy-to-use support tool to help one successfully set up their Amazon Echo device, as well as assist in ensuring that the device can be properly used to perform the actions or tasks that you want to do. It is important to note that issues or technical problems may arise when using these devices – as is common among all technologies. Thus, our goal is also to provide a repository of resources and other relevant information that can help you resolve any problems that might occur so you can gain the most benefits from these smart and connected technologies.

What is an Amazon Echo?

The Amazon Echo is just one device in a category of what are known as “voice-activated digital home assistants.” Generally, these smart devices allow a user to interact with a virtual assistant known as *Alexa*. *Alexa* can assist you in:

- playing music
- making calls
- setting music alarms and timers
- asking questions
- controlling other smart home devices
- other more specific tasks that can be added to the device through what are known as Skills.



Skills can be thought of similarly to applications like those found on a smartphone. You can enable the Skills on your device and unlock a variety of new features depending on which Skill is added. Examples include Skills that assist with learning health information, playing games, or nutrition tracking.

An Overview of Amazon Echo devices

Smart Speakers



Echo



Echo Plus



Echo Dot

Smart Speakers with Displays



Echo Show



Echo Show 8



Echo Show 5



Echo Spot

Amazon Echo devices come in many shapes and sizes. The devices provide a glimpse at the variety of Amazon Echo devices that can currently be purchased. Despite the clear differences in appearance and form-factor, these devices all utilize *Alexa* in the same manner to provide the information or desired actions of the user. Thus, while this instructional protocol focuses on the two of the more common Echo devices sold (Amazon Echo and Amazon Echo Show), you will find a similar setup and use process across all devices. For example, some Amazon Echo devices have visual displays (e.g., Echo Show, Echo Spot) that complement the information that *Alexa* is providing and can even passively provide useful information throughout the day such as the time, weather, reminders, and news alerts.

Overall, the purpose of the Amazon Echo is to be a supportive tool that aides one in completing the tasks they most desire. How it can and will be used will vary by person, and the goal of this instructional protocol is to provide an easy-to-use and useful companion in helping individuals maximize the potential of the device within their daily lives.

How Do Digital Home Assistants such as the Amazon Echo Work?

As digital home assistants are activated by one's voice and may have a camera on the front of the device to allow for capturing photos or communicating with others, some may be concerned with how these devices work. This is especially due to their imbedded nature in one's home, and the potential concern that they may capture private moments or events in your life that you would prefer them not to do. Although the design of these devices may vary from developer to developer, there are some general similarities among them regarding how they record and process information.

To address how they work, it is important to answer a key question about their functionality: **Are digital home assistants always recording me?**

The answer is **no**, digital home assistants are **not** *always* recording you. One way to understand how these devices work is to think of your digital home assistant as a friend who is reading a book in your room. The friend is attending to the content of the book and playing little attention to the surroundings. However, if you said your friend's name, they would stop reading and start listening to what you say. Digital home assistants work in a similar manner. They are passively listening only for the word(s) that tell it to listen (e.g., "*Alexa*" for Amazon Echo devices). Once they hear this phrase, they then begin recording what is said, which is then sent to remote servers for processing (i.e., converting speech to text and then making sense of the text), after which the information is sent back to your home network for actions to be completed.



It's important to note that these devices are not recording you all the time. This is easily proven by reviewing the amount of data, or information, your device sends and receives. Examining this information has shown that, other than basic status data such as whether the device is on, the data is not sent for processing unless you have given a command. Additionally, you can delete all stored voice recordings through the Alexa application which we will set up below.

Setting Up Your Amazon Echo Products

Setting Up your Amazon Echo Show

The following instructions will assist you in setting up your Amazon Echo Show device. Before beginning, please make sure you have all the hardware and information listed below. Then, follow the instructions in order until the device is setup.

What You Need

- Amazon Echo Show device
- Amazon Echo Show power adapter
- Wireless network (WiFi) login information
 - Username: _____
 - Password: _____
- Amazon account login information
 - Username: _____
 - Password: _____

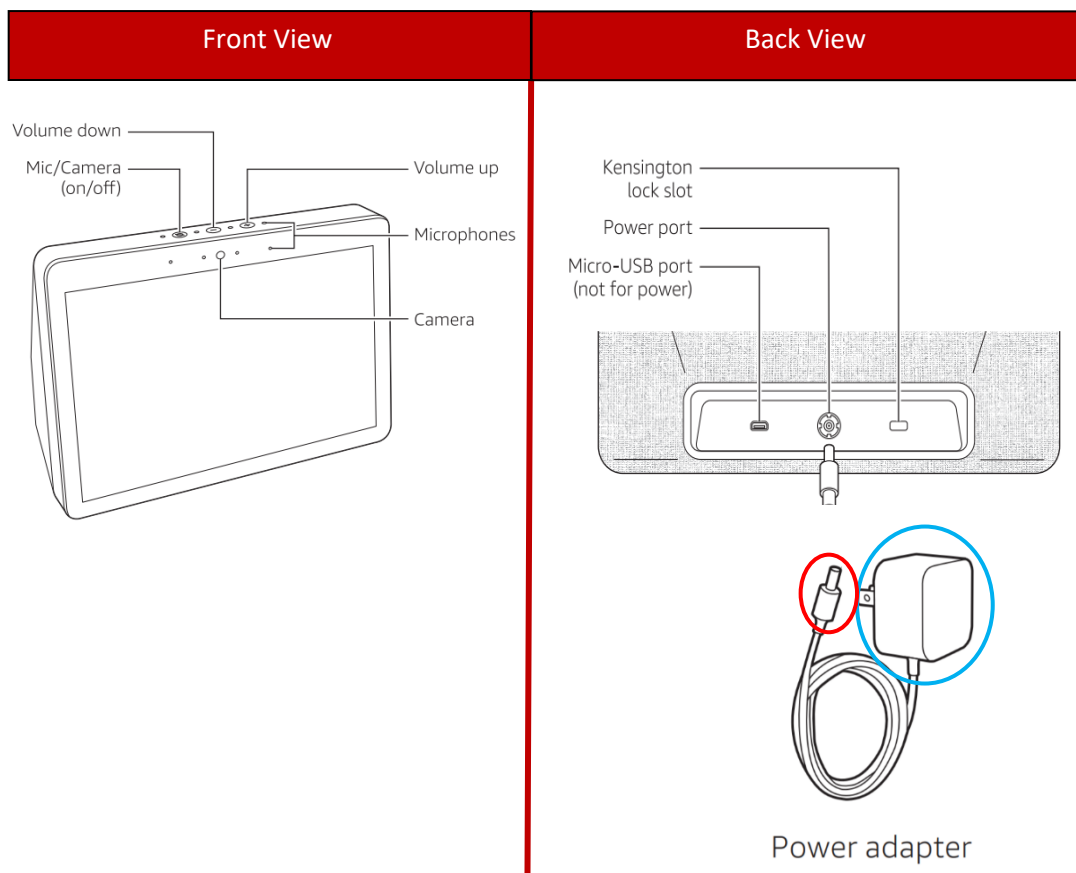
Step 1

of 27

First, you will need to remove the Echo Show and power adapter (see image below) from the box and remove any plastic wrap. You may discard this wrap.

Then, plug the power adapter into the Echo Show. The smaller end (**circled in red**) plugs into the back of your Echo Show device and the bigger end (**circled in blue below**) goes into an open power outlet.

- Note that, depending on which Echo Show device you are using, there may be some slight differences in the location of the buttons and ports on the device. Also, this device **does not** have a power button to turn on. Instead, it will begin to work once it is plugged in. Starting the device for the first time might take about 60 to 90 seconds and it will proceed automatically.



Step 2
of 27



Once turned on, the device will show the amazon logo.



Step 3
of 27

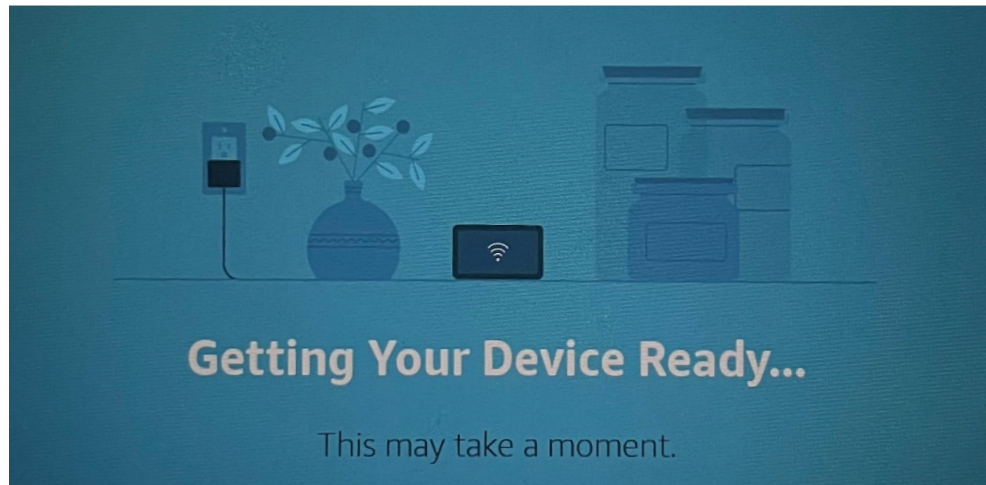
After the amazon logo, the Echo logo will appear.



Step 4
of 27



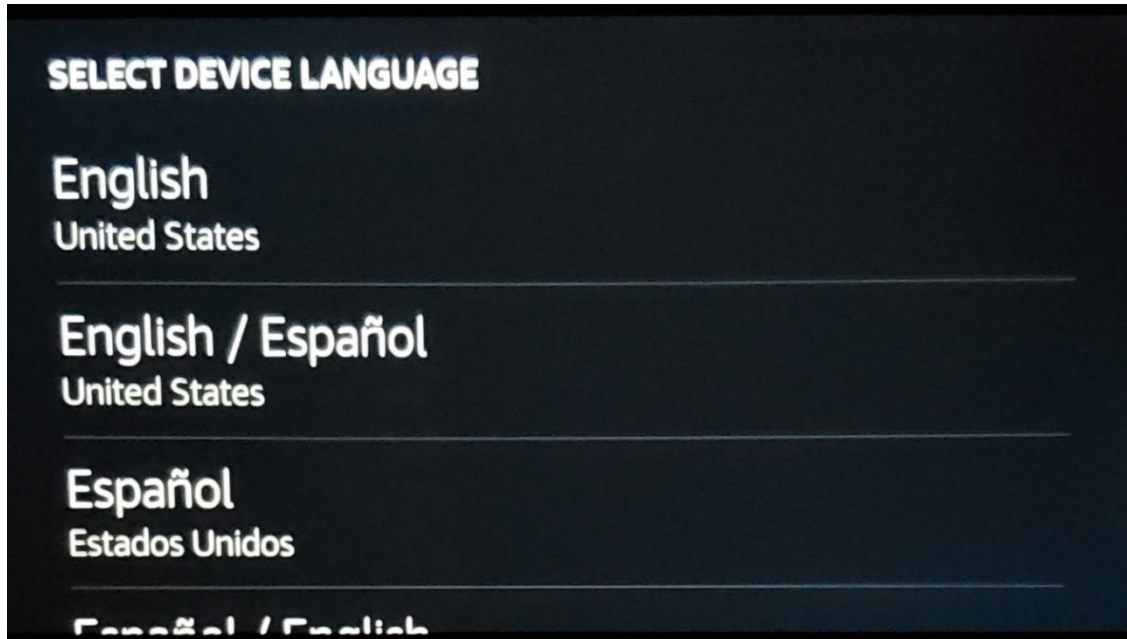
There will now be an image on the screen stating that your device is getting ready to be set up. This may take a up to a minute.



Step 5
of 27



Once turned on, the device's screen will show a language selection. Choose the language that you would like to use in this device by tapping it with your finger.

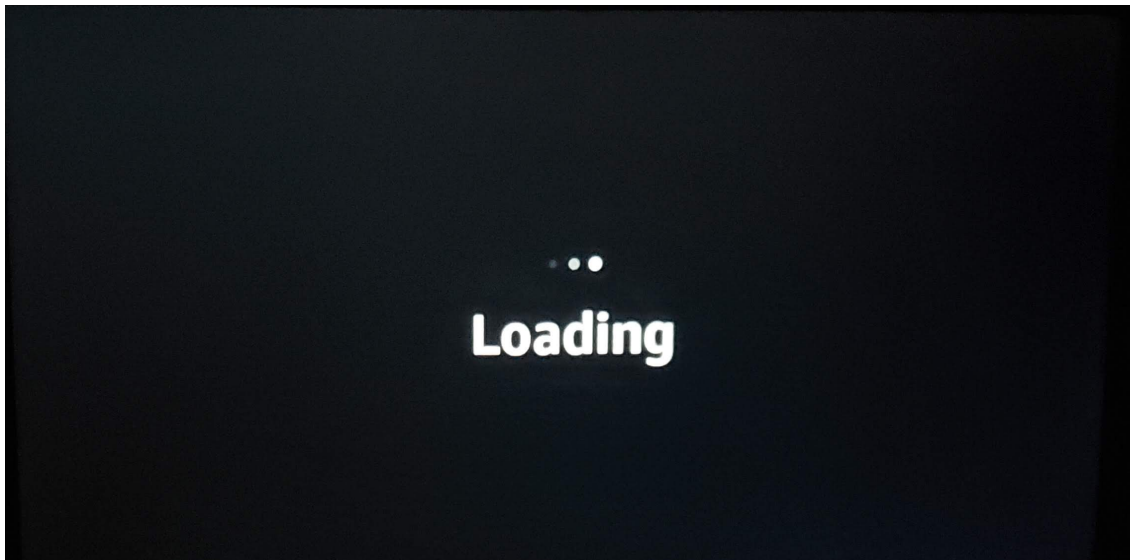


Step 6

of 27



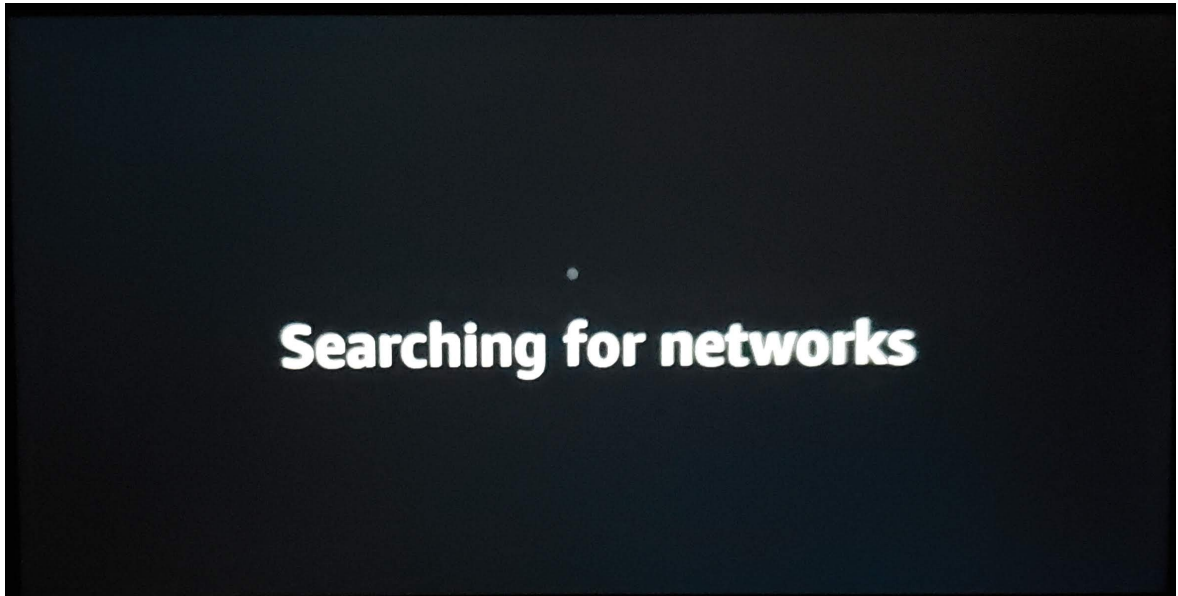
The device will load and show a series of screens (as shown in the example picture). Continue waiting for this process to complete and then proceed to step 7.



Step 7 of 27



The device will now need to connect to an internet connection to function properly. Make sure that you have a wireless connection – known as WiFi – setup and available for this to occur successfully. The device will begin searching for possible connections so simply wait while it proceeds through the screens below.



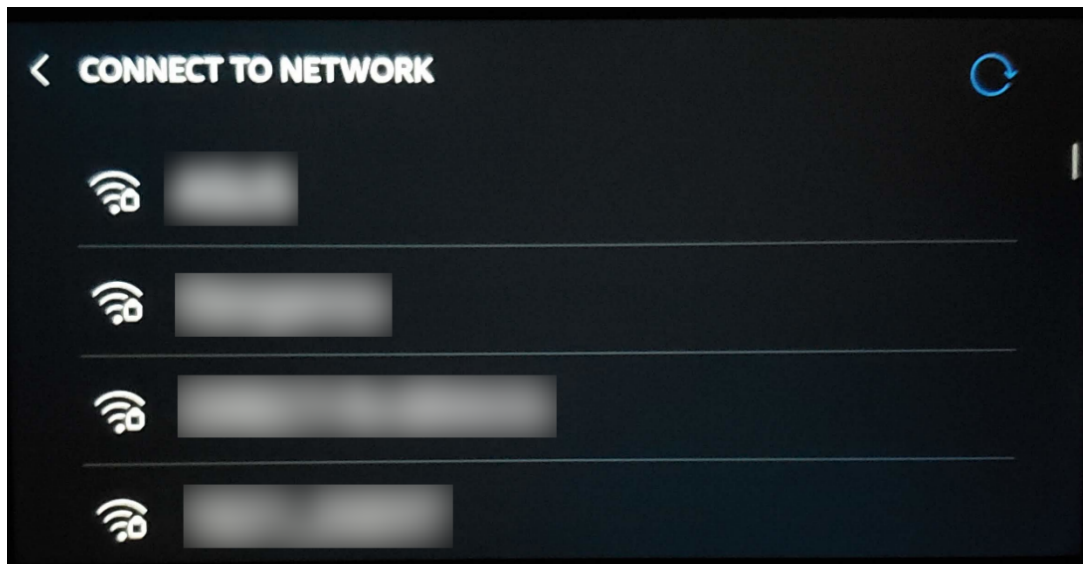
Step 8

of 27



Alexa will now greet you and announce that you are ready to set up your Echo Show. *Alexa* will then present a list of available wireless networks to which your Echo Show can connect.

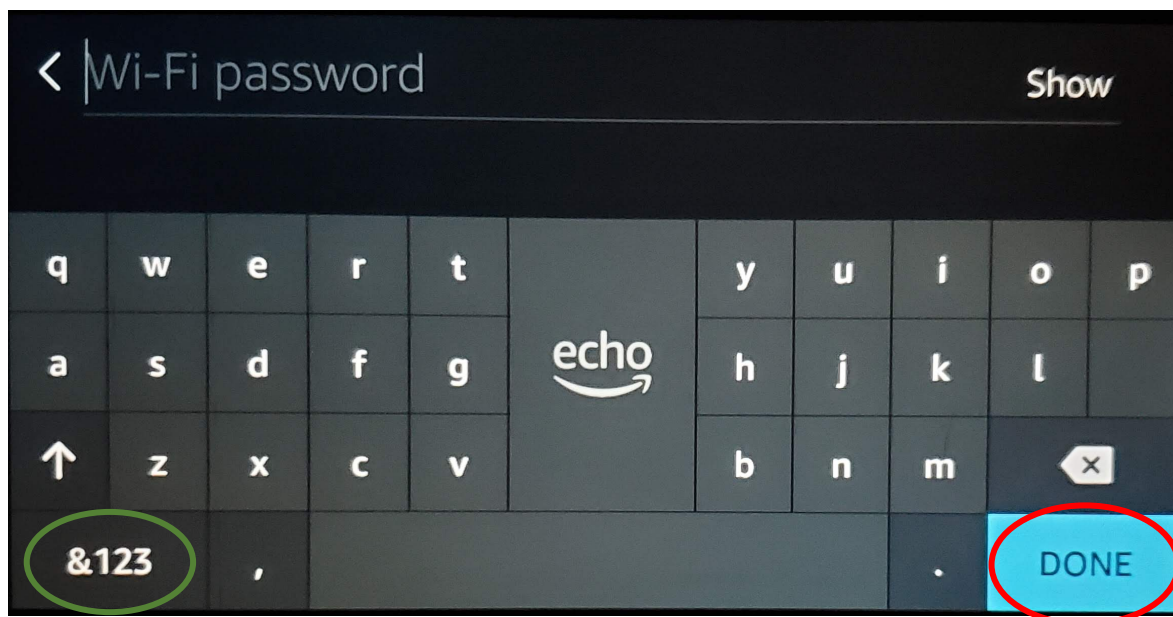
Now, select the name of the wireless network (WiFi) to which you would like to connect by tapping it with your finger. Usually, this will be the same network you use for other devices like laptops or your smartphone. If you are unsure, try checking which network those devices are connected to, and use that same network.



Step 9 of 27



You will now enter the password for the wireless network (WiFi) you just selected. Enter the password by tapping each character with your finger. As a reminder, if you need to enter a symbol or other character not currently displayed, tap the **&123** button (circled in green below). This will reveal a secondary keyboard and should contain the symbol you need. To return to the first keyboard, tap the same button once again. Since your password is private, Amazon will hide it by default. If you would like to see what you are typing, press “Show” in the top right of the screen. This can be done for any future passwords you enter on the device. Once you have finished entering your password, tap **DONE** (circled in red) with your finger.

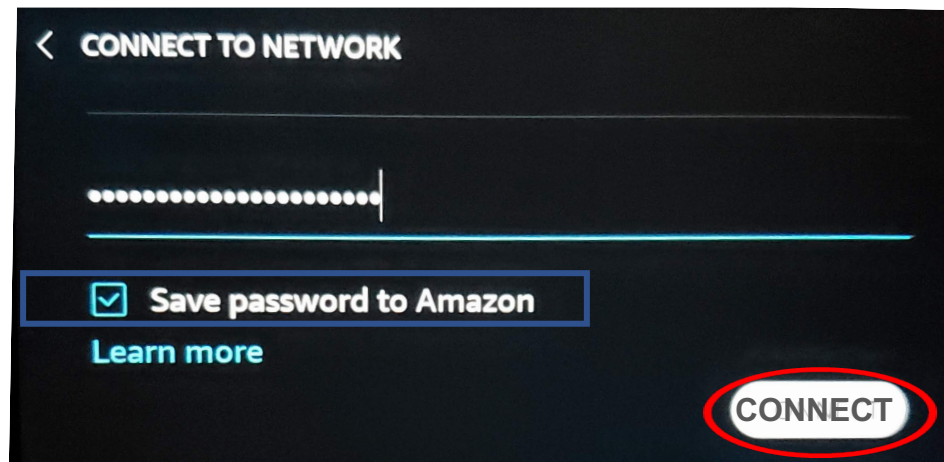


Step 10

of 27



Review the information to make sure the network name and password is correct. It is recommended that you also tap “Save password to Amazon” (outlined in blue) as it will reduce the need for re-entering your password again in the future. Next, tap “**CONNECT**” (circled in red) when you have confirmed the network name and password.



Step 11

of 27



Your device is now connecting to the wireless network. This may take some time, depending on the strength of your network, and will progress automatically to the next step.



Step 12

of 27



Now you must log in to your Amazon account by entering the associated email and password. The keyboard will appear once you tap either of the unfilled text entry boxes (e.g., Email/Phone or Password). If you do not have an Amazon account, please visit the following web address to create one: bit.ly/newaccts

A screenshot of the Amazon account login screen. At the top, there is a back arrow and the text "AMAZON ACCOUNT". Below this, it says "To create a new account, visit Amazon.com". There are two text entry fields: "Email/Phone" and "Password". Both fields have a light blue underline. At the bottom right, there is a rounded rectangular button with the text "SIGN IN".

Step 13

of 27

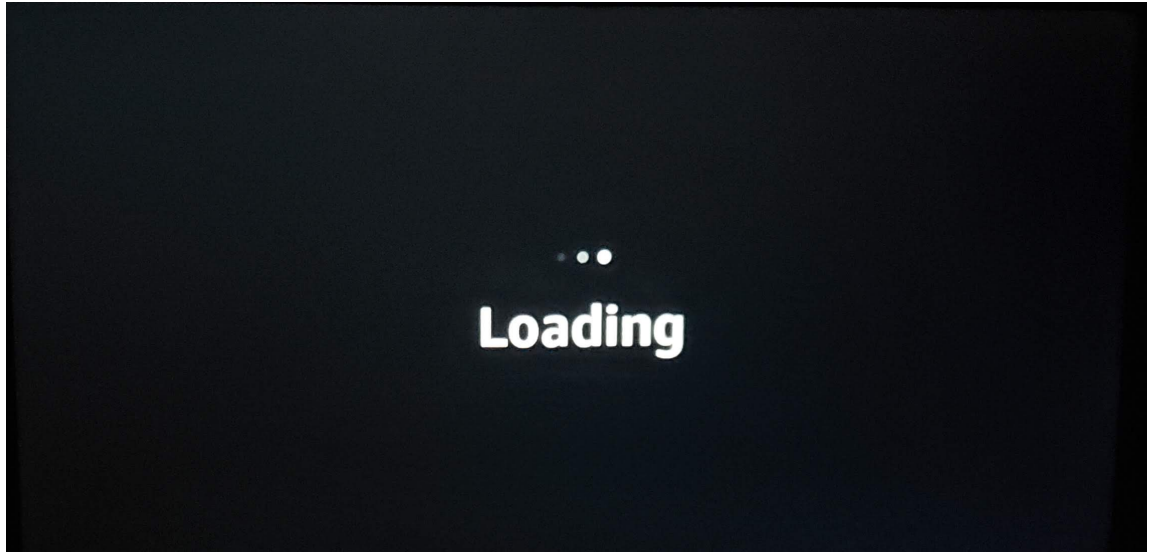


Type in your email and password of your Amazon account by tapping in the designated areas on the device. Once you have filled out your email and password, tap “SIGN IN” (**circled in red**).

A screenshot of the Amazon account sign-in screen. The background is dark. At the top left, there is a back arrow and the text "AMAZON ACCOUNT". Below this, it says "To create a new account, visit Amazon.com". Then, there is a label "Email/Phone Number" followed by a grey rectangular input field. Below that is a label "Password" followed by a password input field with white dots and a cursor. At the bottom right, there is a "SIGN IN" button, which is a light grey oval with the text "SIGN IN" in black. This button is circled in red.

Step 14
of 27

The screen will progress and may load for about 10 seconds.



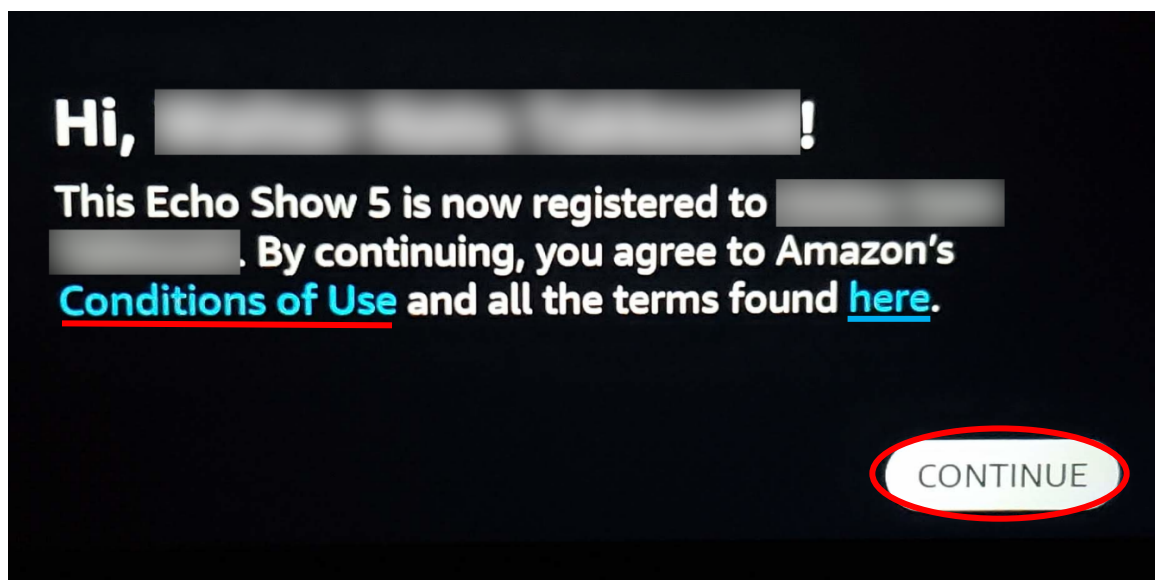
Step 15

of 27



When the loading ends, the screen will show “Hi, [your name]!”. Tap “CONTINUE” (**circled in red**) to go to the next step.

Optionally, if you want to read more detailed information about Amazon’s conditions and terms, you can tap on “Conditions of Use” (**underlined in red**) or tap on “here” (**underlined in blue**).



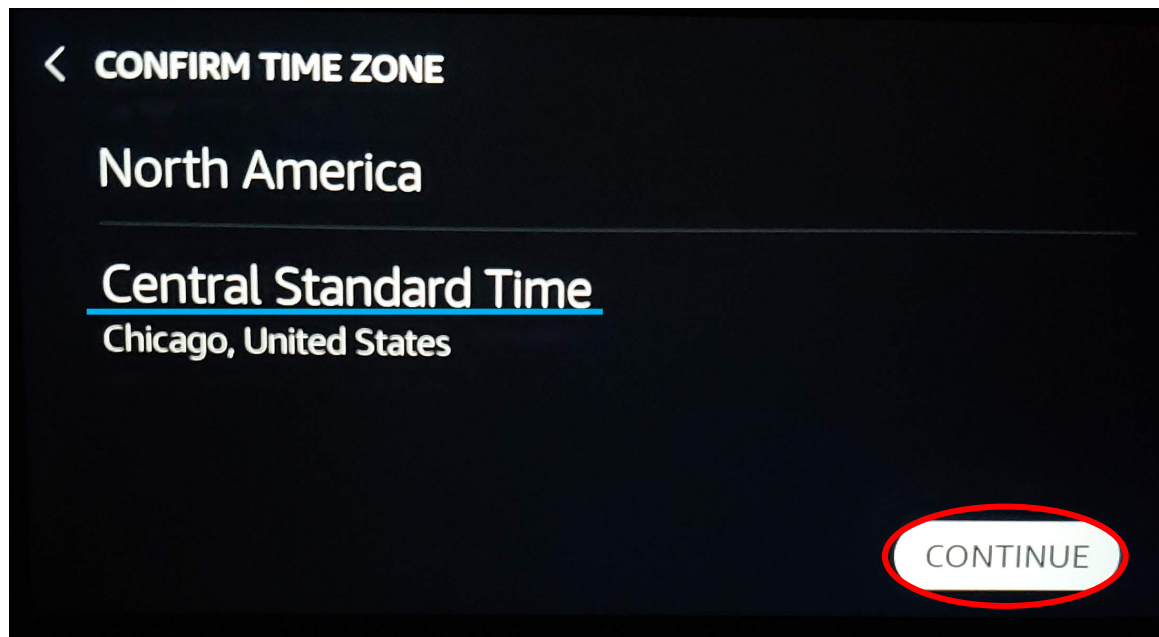
Step 16

of 27



Typically, the device automatically assigns the correct location and time zone. If this information is correct, tap “CONTINUE” (**circled in red**).

*If the time zone shown is not correct, tap on the time zone (**underlined in blue**) to show a list of time zones. To select the correct time zone, tap the name of your time zone from the list with your finger. Then, tap “CONTINUE” (**circled in red**).*



Step 17

of 27

Alexa will now ask for the location so you can get updates on the current weather and traffic. After you type in your current address, tap **CONTINUE** (circled in red).



< WHERE IS YOUR ECHO SHOW 5?

Alexa can give you local weather, traffic and more. The addresses below are from your Amazon.com address book.



Amazon Shipping

SKIP

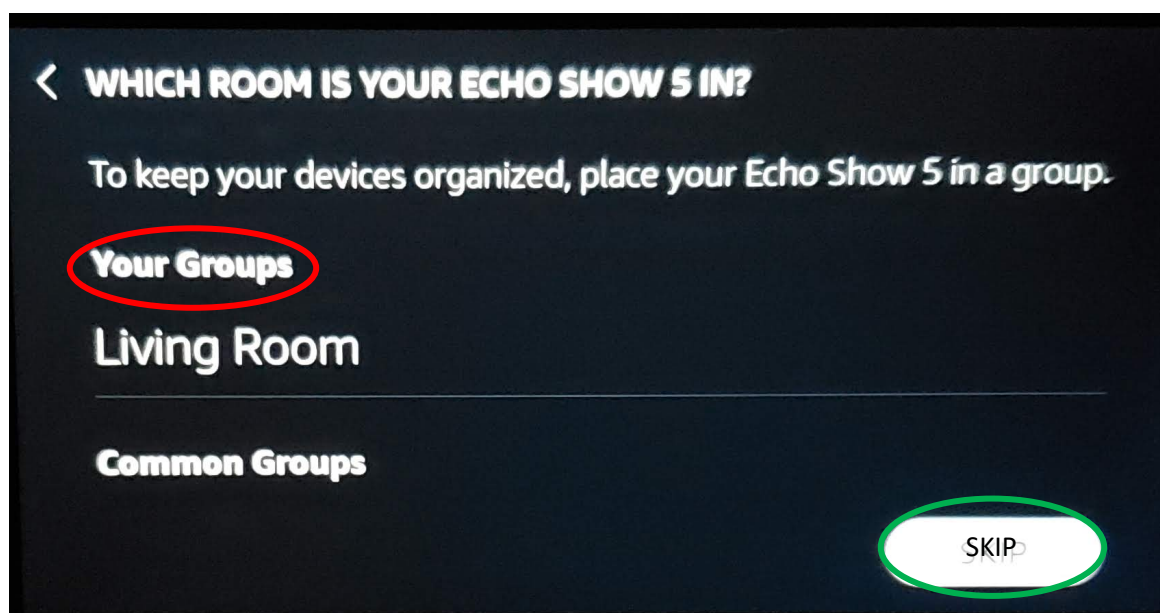
CONTINUE

Step 18

of 27



Next, designate which room your Echo Show is in. This will make grouping it with other smart devices (e.g., smart lights) easier in the future. If you have already created a group, you can select it here under “Your Groups” (circled in red). If you have not, you can select from a list of common groups by tapping “Common Groups”. Additionally, you may skip this step if it is not important to you by tapping “Skip” (circled in green). Finally, you may change this setting later through the Alexa smartphone application.



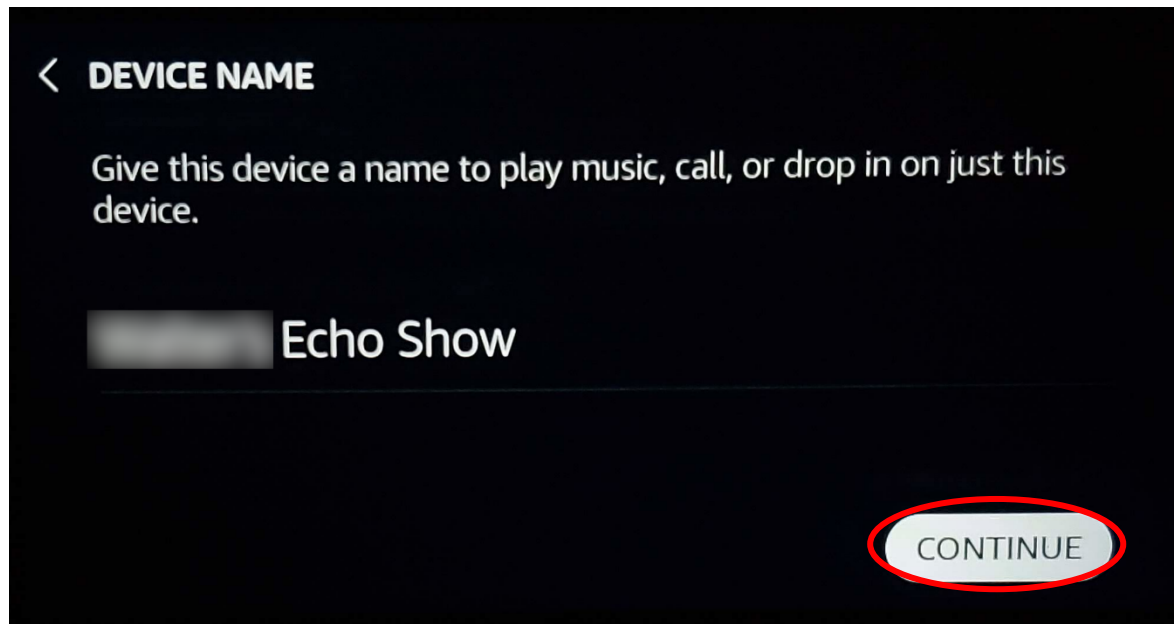
Step 19

of 27



Enter your desired name for the device. This can be anything you wish but it is recommended to relate the name to the location of the device or to the device's owner (e.g., "Living Room Echo Show" or "Walter's Echo Show"). The reason for naming the device is to help identify it, especially if you have or plan to have multiple devices in your home. You can also change this name at any time through the Alexa smartphone application. Once you are done typing your device name, you will tap "CONTINUE" (circled in red).

Note that the device may begin installing updates following this step, only if your Echo Show is not currently up to date. If this is the case, it will download and install them automatically. Also, the device may prompt you to install the Alexa application at this time. We recommend doing this later so, if a screen asking you to do this appears, please press "Skip" and the device will proceed with the setup.



Step 20

of 27

If you would like your photos to be added and automatically appear on your Echo Show, simply tap on the small circle (circled in green). You do not have to do this if you do not want to. Once you have decided and are ready for the next step, tap CONTINUE (circled in red).

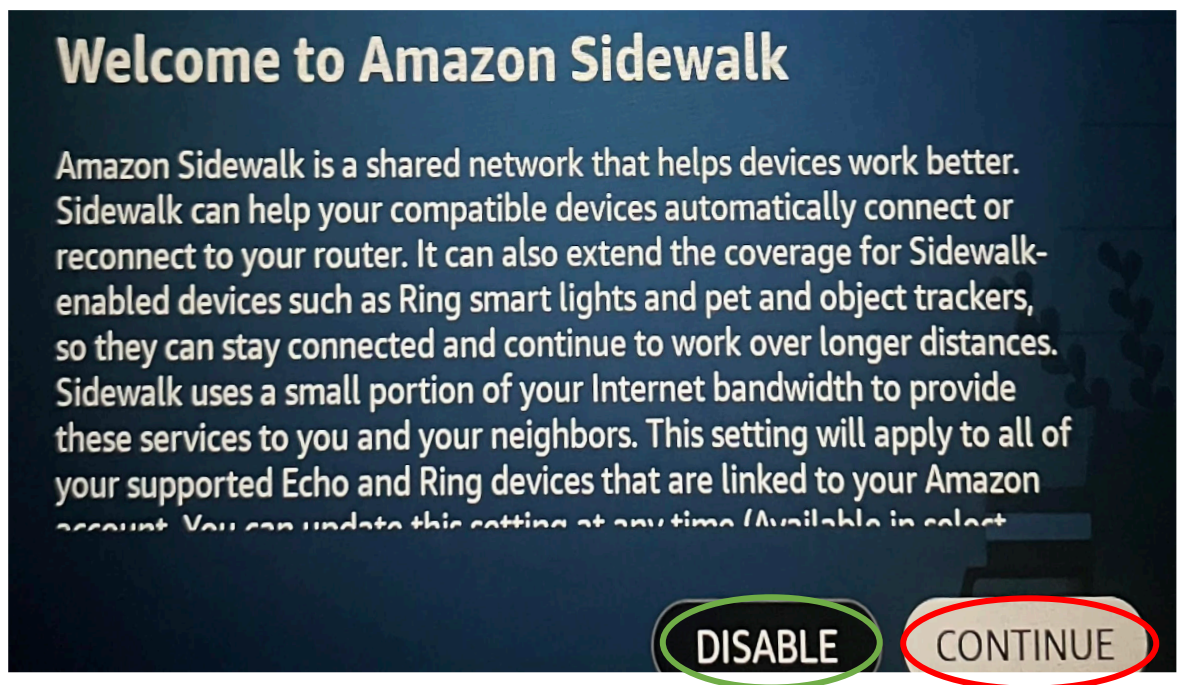


Step 21

of 27



Amazon Sidewalk is a program that allows Amazon devices to use part of a home's Wi-Fi bandwidth to help devices work better on your network as well as extend the network coverage. When these signals meet other nearby Amazon devices, they connect to form a network. Amazon Sidewalk networks are designed to help neighbors extend the reach of their Amazon devices. If you want this feature to apply to your Amazon Echo, click CONTINUE (circled in red). Otherwise, tap "DISABLE" (circled in green) and continue to Step 25.

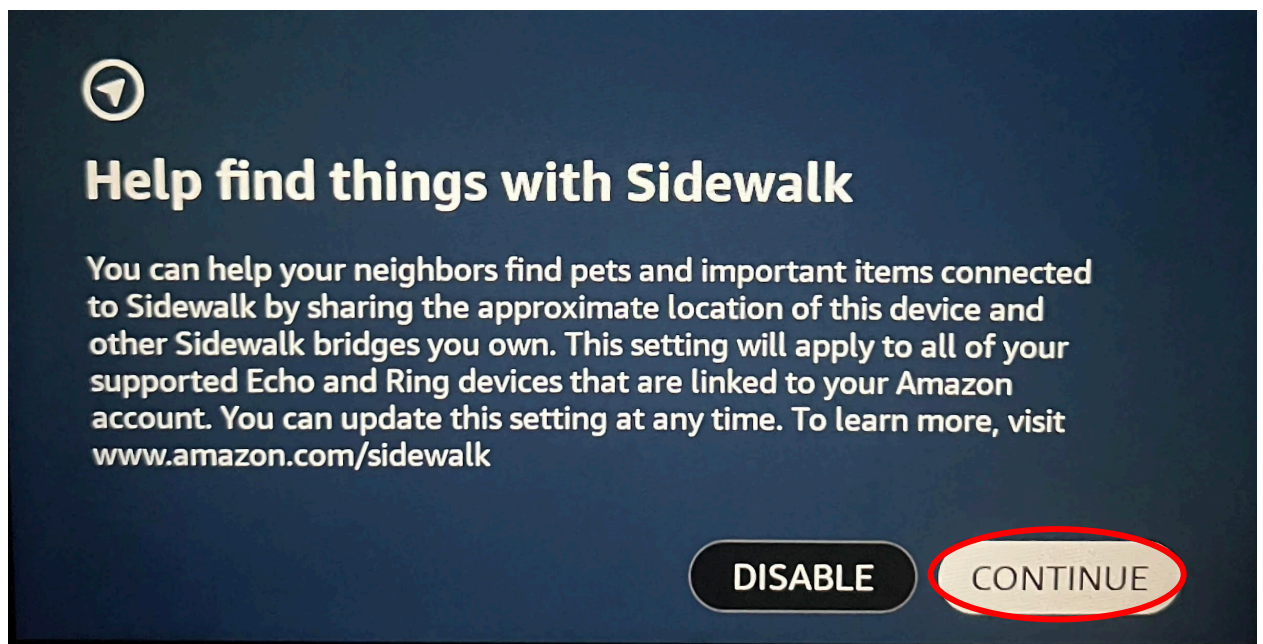


Step 22

of 27



Once again, Amazon Sidewalk is a shared network aimed to keep your smart devices connected to the internet even if your internet is down. While this sounds promising, the Sidewalk feature achieves this by sharing a small portion of your internet with nearby Amazon devices. If you want this feature to apply tap CONTINUE (circled in red).



Step 23

of 27



Next, if you want to make your device child-friendly, which will filter explicit content, tap “Yes” (circled in red) otherwise tap “No”(circled in green).

Make this device child-friendly with Amazon Kids

Make your Echo Show child-friendly. Automatically filter explicit content, set bedtime limits and review activity. Allow independence with calling and video chat only with approved Alexa contacts.

NO

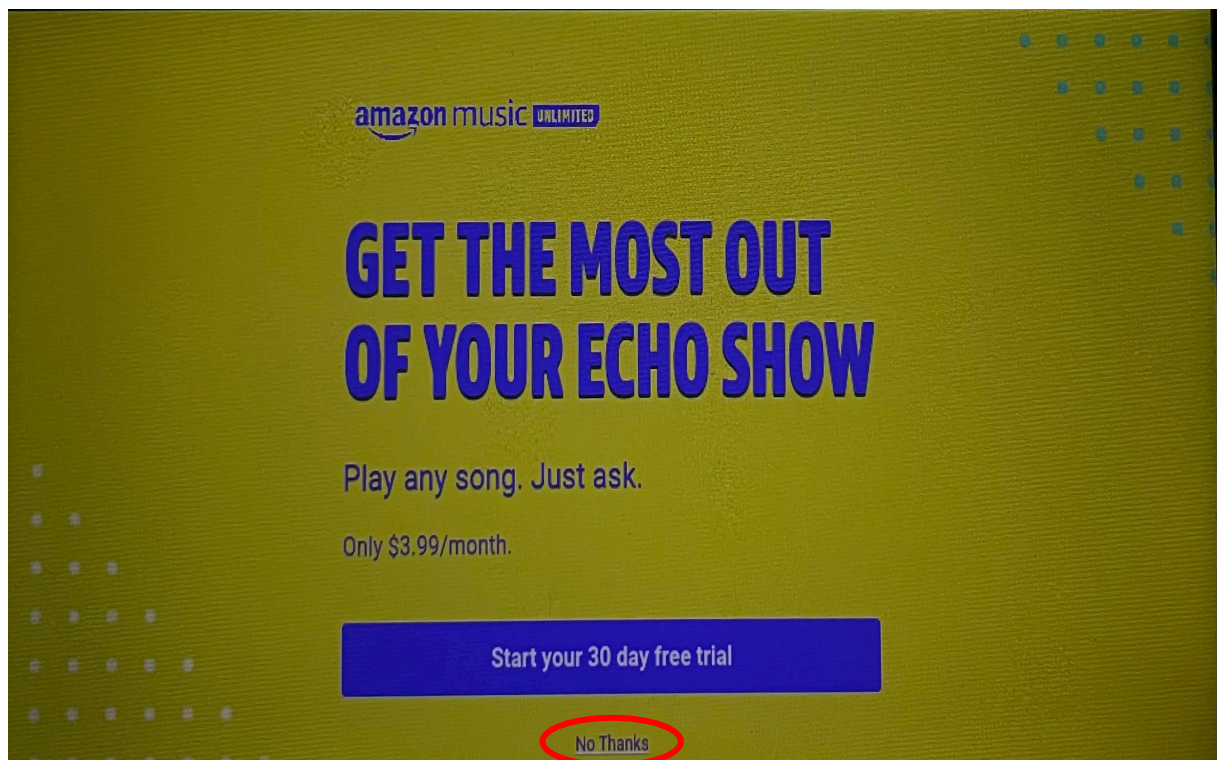
YES

Step 24

of 27



Now, there will be a few advertisements displayed on your device. While the advertisements may change over time, the example below is an advertisement asking if you would like to start a free trial for Amazon Music which is a music-streaming platform and online music store operated by Amazon. You can start your 30-day free trial if this sounds appealing, or you can tap on “No thanks” (circled in red) to proceed to the next screen. You can always do this at another time if you do desire.



Step 25

of 27



The next ad you might encounter is from Audible which is an online audiobook service that allows users to purchase and stream audiobooks and other forms of spoken word content. Once again, you can start your 30 days free trial or simply tap “No Thanks” (**circled in red**) to continue.

audible

Experience stories like never before

As a Prime member, receive 2 credits with an Audible Premium Plus free trial.

Start your 30 day free trial **No thanks**

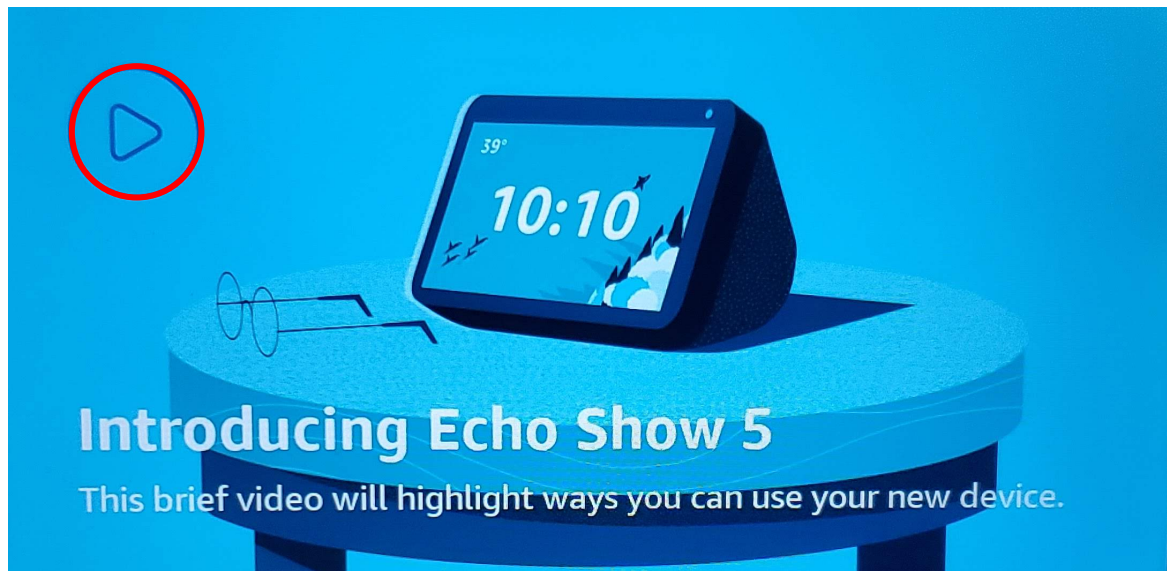
By tapping “Start your 30 day free trial,” you agree to Audible’s Conditions of Use and permit Audible to charge your default card or another card on file after your 30-day free trial. Your Audible Premium Plus membership continues until cancelled for \$14.95 per month + any tax. Cancel anytime by visiting your Account Details on Audible.com.

Step 26

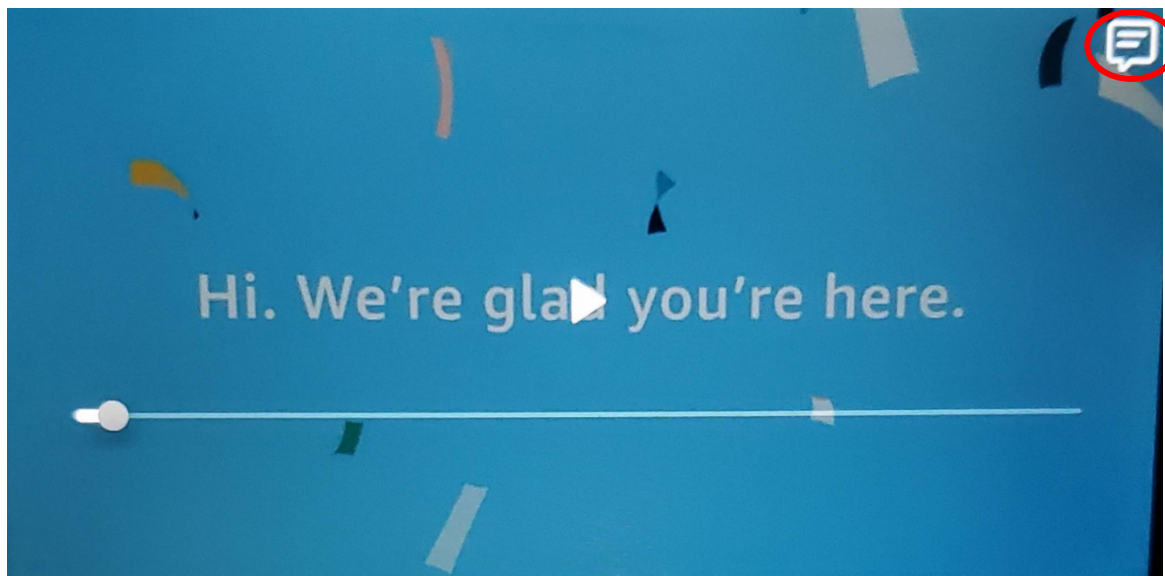
of 27



The device will now play an Echo Show Introduction video, introducing the device and its features. This video may vary depending on which type of Echo Show you are setting up. Tap on the play icon (circled in red) to begin playing the welcome video.



If you decide that you would like subtitles after the video has started, tap the screen in any location to show the subtitle icon. Then, click on the subtitle icon on the top right corner of the screen (circled in red).

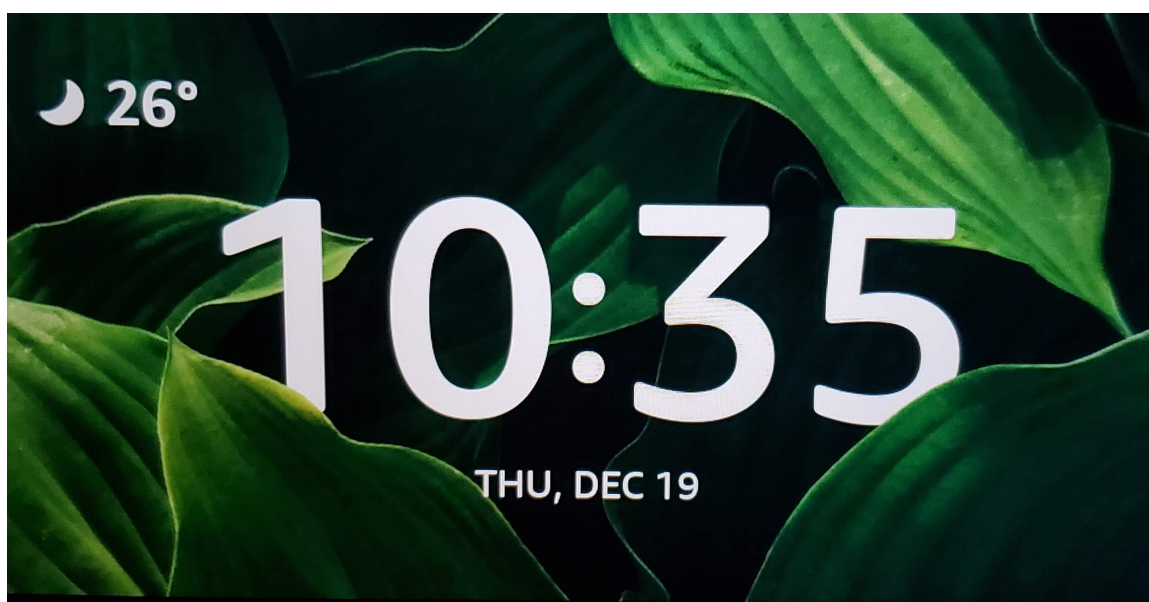


Step 27

of 27



Congratulations! Your Echo Show is ready to use. The home screen should look like the example picture. While your device is idle, it will transition between different scenes with information such as the weather, news, recipes, or other useful tips for using your device. You do not need to turn it off as it is always designed to do this. To get the most out of your device, see the next section to set up the Alexa application which will allow you to do a wide range of things, such as set up new Skills and change device settings.



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Alexa Application Installation and Alexa Account Setup


Installing the Alexa smartphone application is helpful to connect your Echo device with your Amazon account as well as allows you to add other smart and/or connected devices that can interact with your Echo device. Installing the application will also allow you to install *Skills* that enable your Echo device to perform other useful tasks that have been developed by third-party developers other than Amazon. The following instructions will walk you through the setup process. Before you begin, make sure you have all of the required devices and information.

What You Need

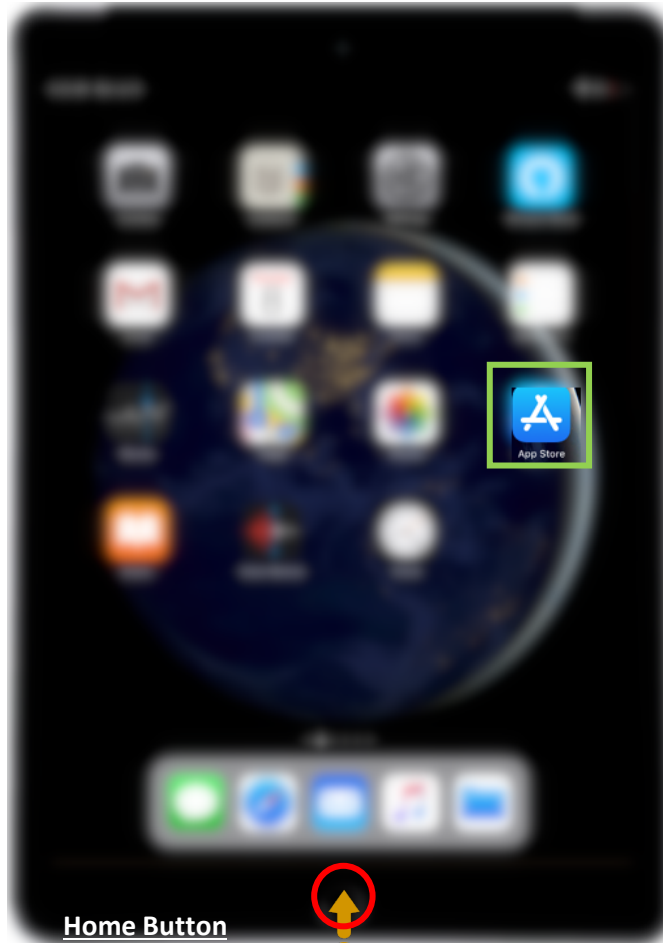
- An Apple iPhone (smartphone) or iPad (tablet)
- A wireless internet connection
- Amazon account login information
 - Username: _____
 - Password: _____

Step 1 of 21

To begin, we need to download the Alexa application from Apple's App Store. Press the home button on your device, as seen in the example picture below. Note that some newer devices do not have a physical home button (**circled in red**). Instead, swipe up from the bottom center of the screen (shown in the **yellow** hand icon).

Pressing the home button will take you to the home screen where you will need to find the App store, which has the following icon: 

Tap this icon (**squared in green** but note that it may be in a different location on your personal device's home screen). If it is not on the current page, swipe with your finger either left or right to change the page, revealing more app icons.



Home Button

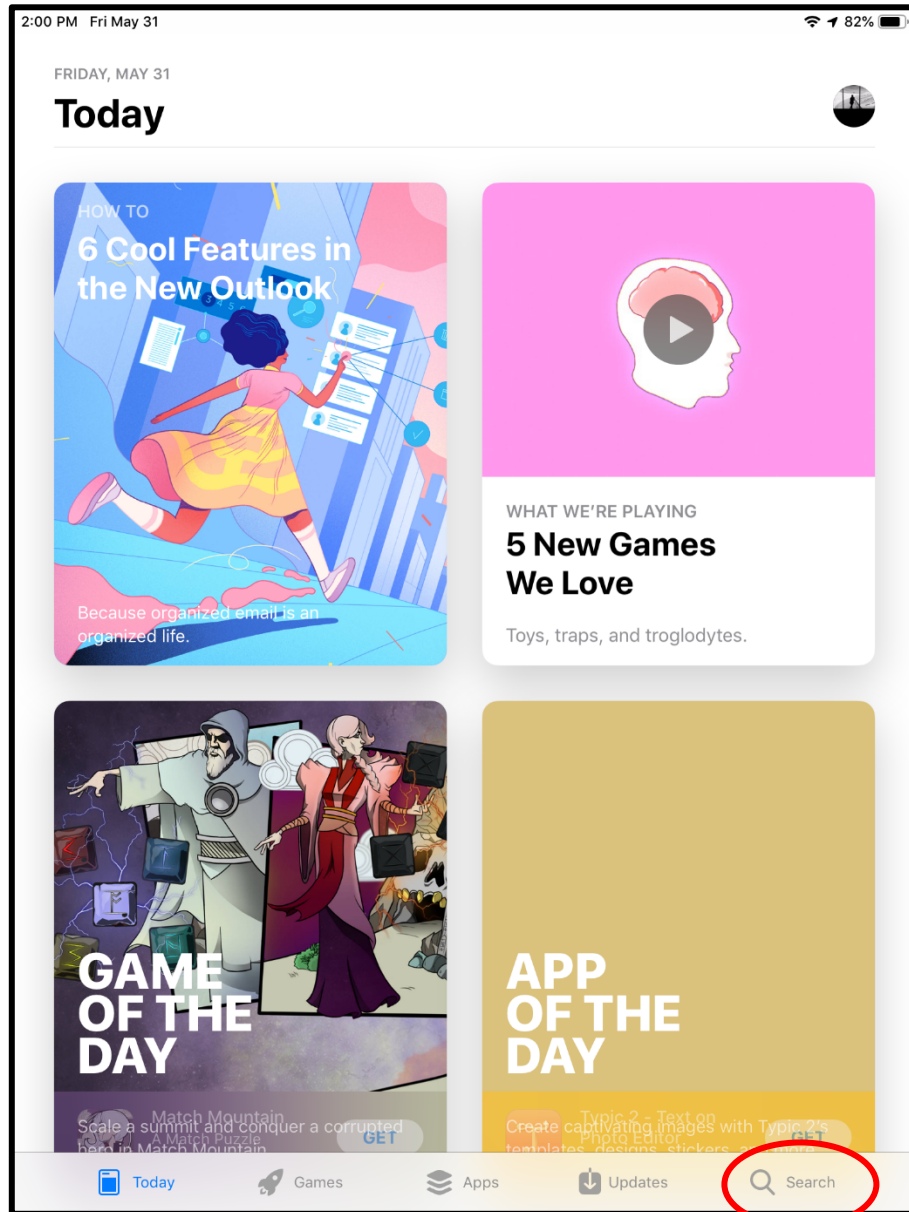
Note: Swipe up from this spot if you do not have a physical home button



Step 2 of 21



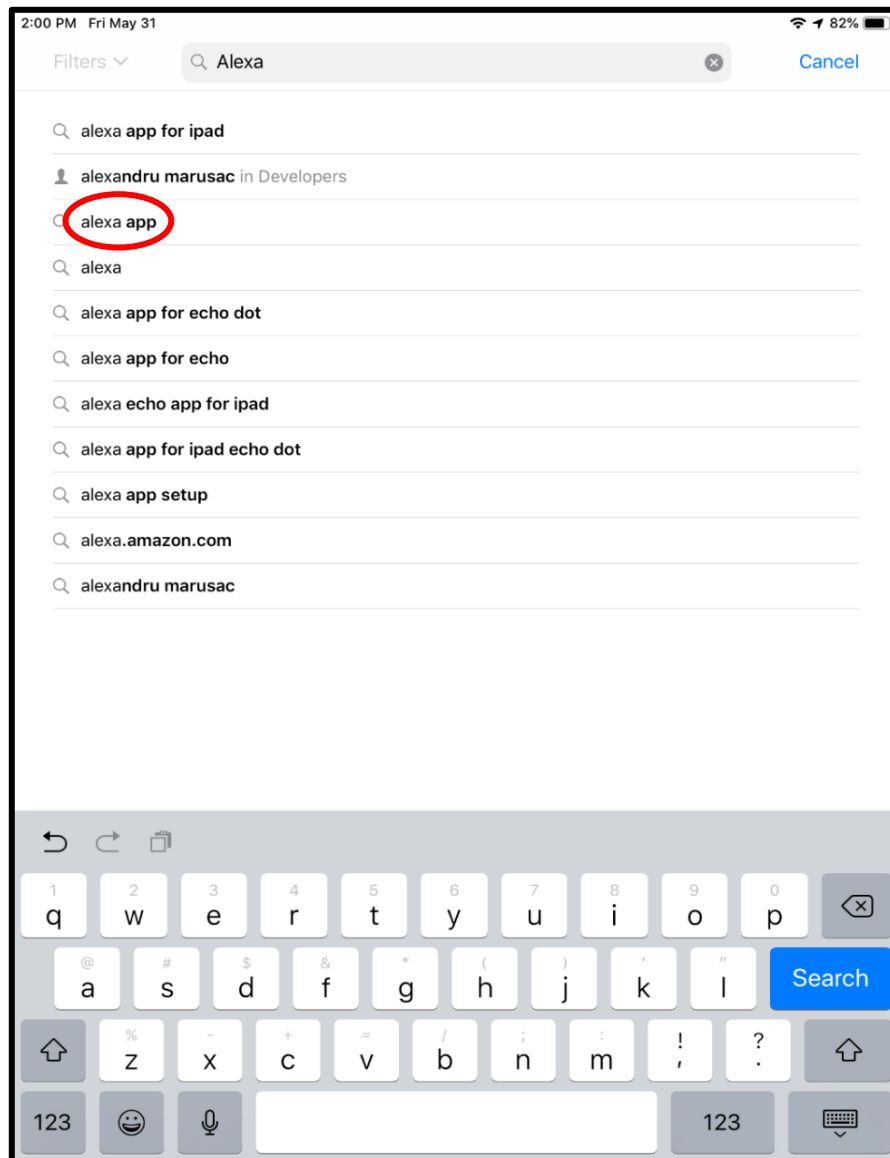
Click on “Search” in the bottom right corner of the screen (circled in red).



Step 3 of 21



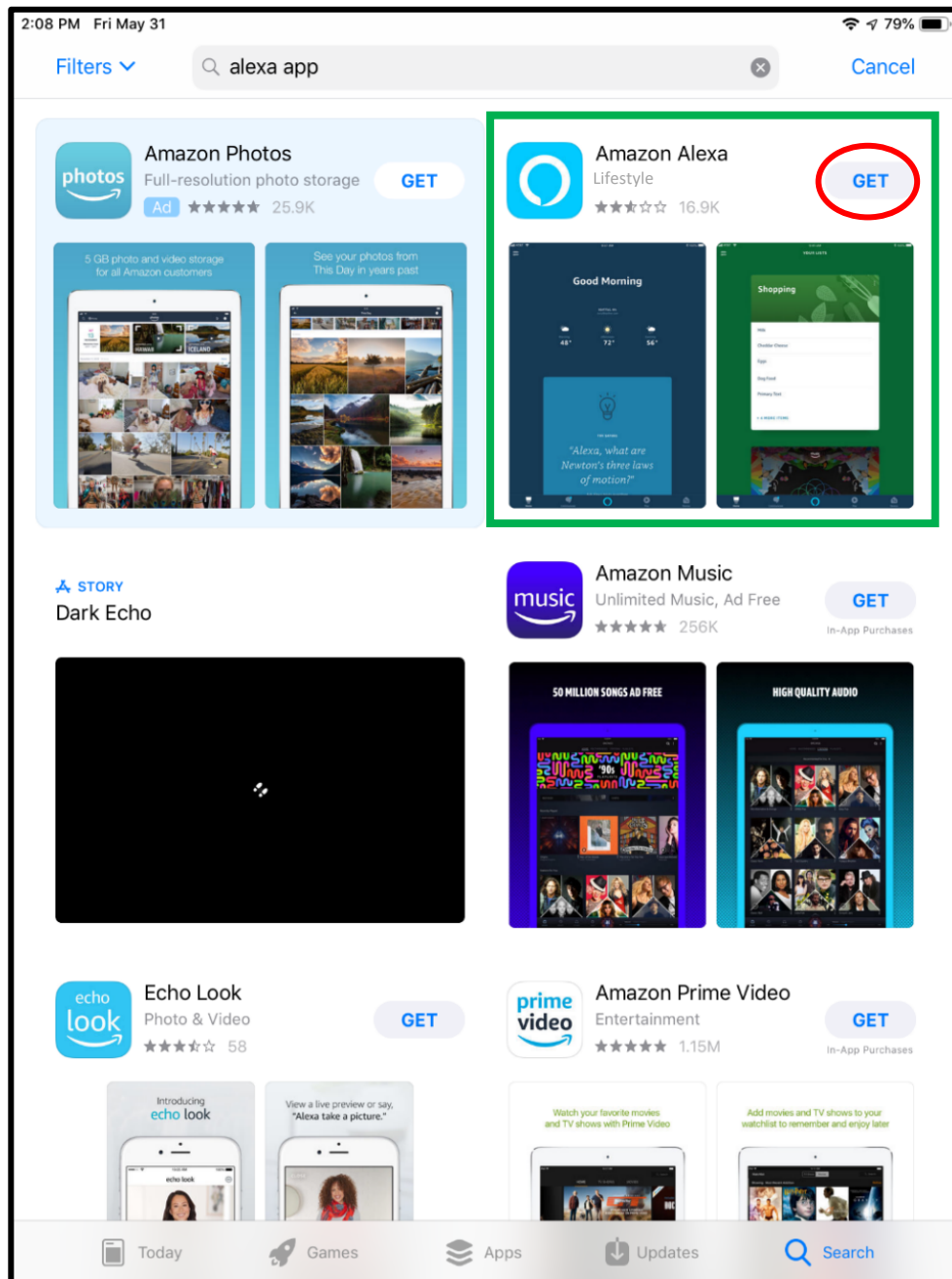
Type in “Alexa” by tapping each relevant letter on the keyboard with your finger. A list of recommendations will display below the search bar. Tap on the “Alexa app” (circled in red) to streamline the process.



Step 4 of 21



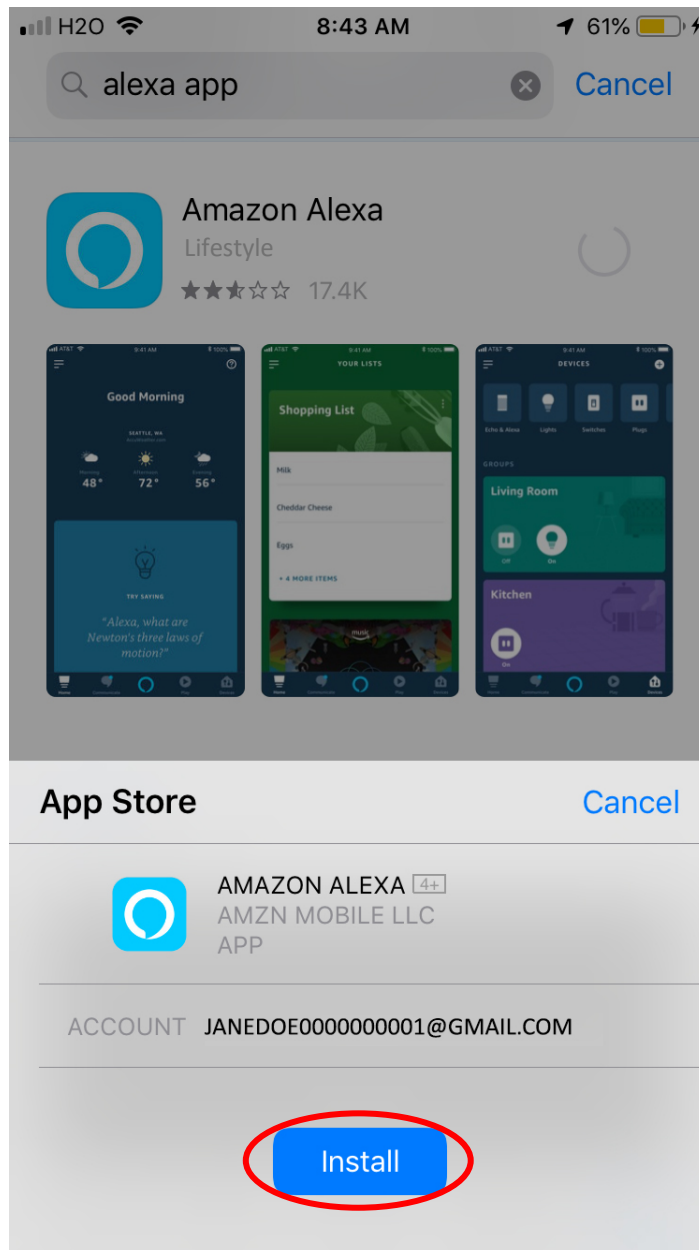
You should see the “Amazon Alexa” option that matches the version below (outlined in green). Next, click on the “GET” button (circled in red) to start downloading the application to your iPhone or iPad.



Step 5 of 21



You will see a pop-up message to confirm your decision to install the Alexa app. Click “Install” (circled in red) to start the installation process. Depending on your settings, you may be prompted to enter your Apple ID password. If so, enter your password and press the blue “Enter” button on the keyboard.

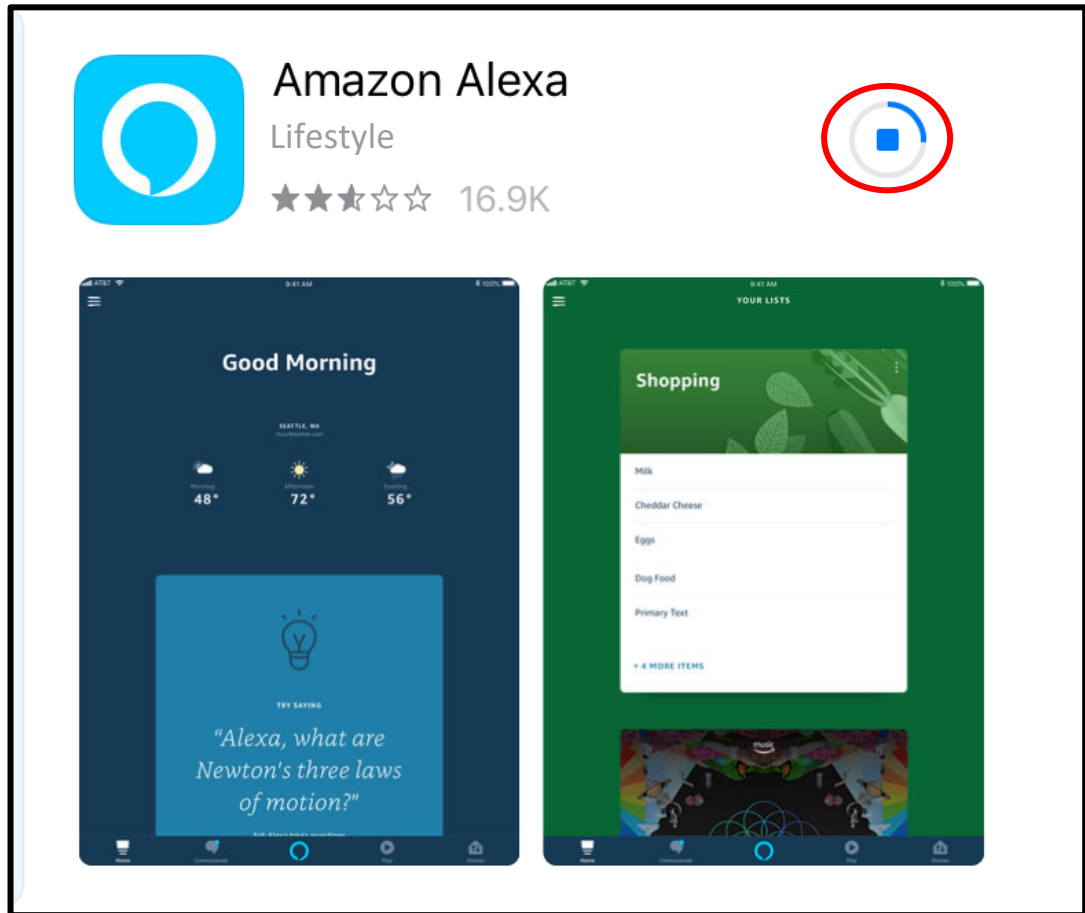


Step 6

of 21



There should be a loading icon on the screen. Wait until the blue line indicator (circled in red) forms a complete circle; this means it has completely downloaded and installed the application.

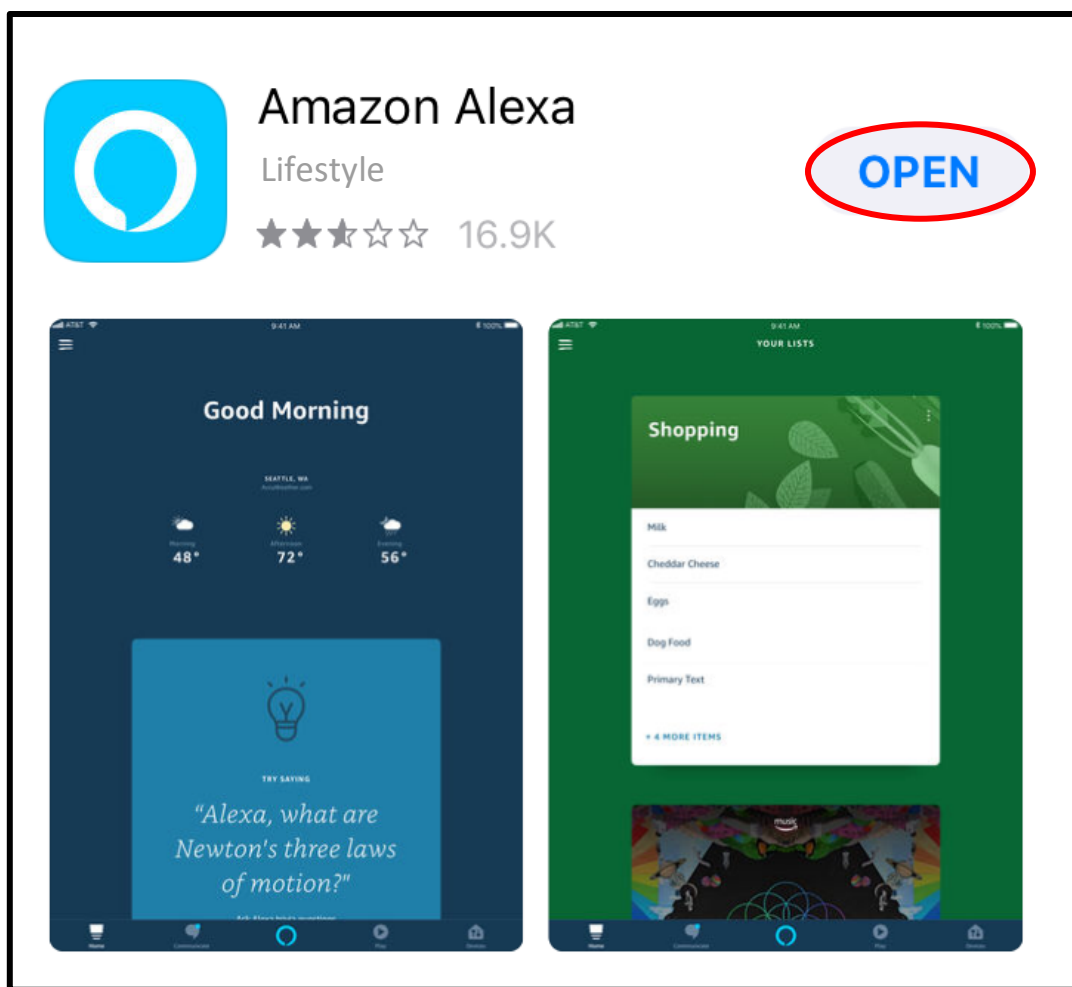


Step 7

of 21



Once the installation is complete, the loading icon will turn into an “OPEN” icon, click on this icon (**circled in red**) to start using your Alexa app. You might be prompted to allow Alexa to use your device’s Bluetooth connection. If so, press “OK” to allow this connection to occur, and you will be taken to the next screen.



Step 8
of 21

You should now briefly see the loading screen of the Alexa application as shown in the example picture. It will continue automatically.



Step 9 of 21



Sign in by entering the same email and password that you use for your Amazon account (see example picture for useful tips). This is done by tapping the boxes designated below, one at a time, and tapping each character with your finger of your email or password on the keyboard that appears. When done entering this information, press “Sign In” (outlined in red).

The screenshot shows the Amazon Sign-In interface. At the top is the Alexa logo. Below it is the title "Sign-In" and a link for "Forgot password?". There are two input fields: "Email or phone number" and "Amazon password". A checkbox labeled "Show password" is below the password field. A blue "SIGN-IN" button is at the bottom, outlined in red. Annotations with arrows point to the email and password fields, and the "SIGN-IN" button.

Enter your email here

Enter your password here

password for amazon.com
7739835840

Done

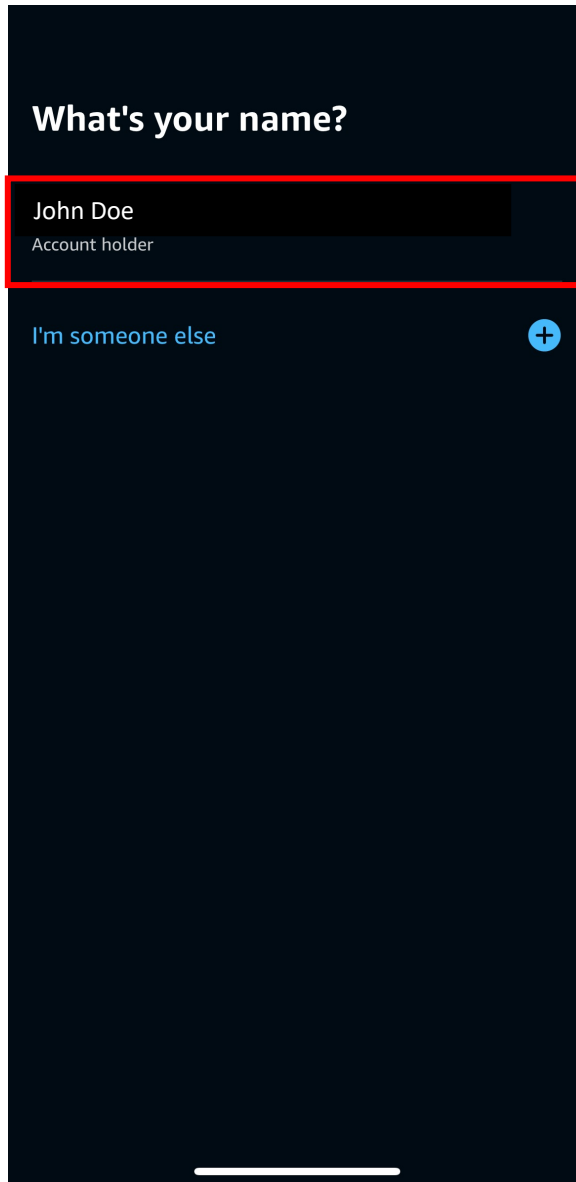
q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m ↵
123 space @ . go

Step 10

of 21



The application will now ask you to confirm your identity through the name registered to your Amazon account. Confirm this by selecting the first option (outlined in red).



Step 11

of 21



The application will now double check that your name is correct. . If you want to edit these names, tap one name at a time with your finger and use the keyboard that appears to enter your desired names. If it is correct, confirm this by tapping on the blue box that says “Agree and Continue” (outlined in red).

A screenshot of a mobile application screen titled "YOUR NAME". The screen has a dark blue background. At the top left is a back arrow icon. Below the title, the text "Double check that your name is correct" is displayed in white. Underneath, there are two input fields. The first is labeled "Your First Name" and contains the text "John". The second is labeled "Your Last Name" and contains the text "Doe". At the bottom of the screen, there is a blue button with the text "AGREE AND CONTINUE" in white. This button is outlined with a red border. Above the button, there is a small line of text: "By tapping 'Agree and Continue', you agree to Amazon's Conditions of Use and all the terms found here."

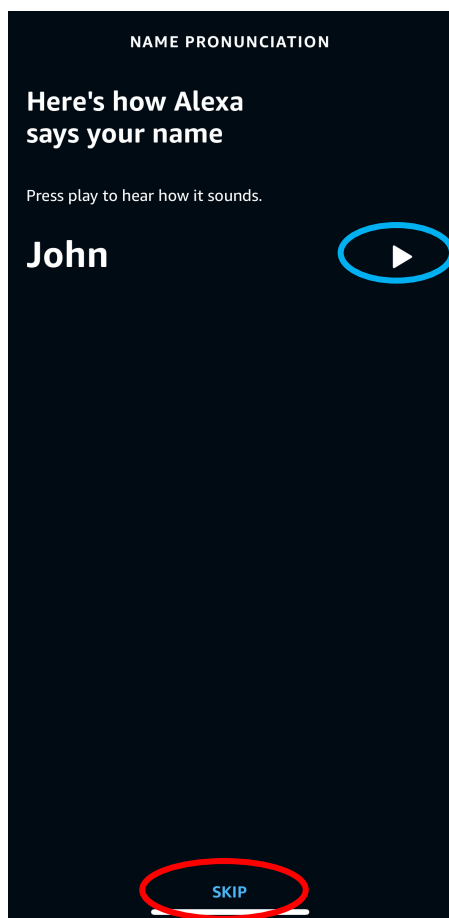
Step 12

of 21



Alexa will now learn to pronounce your name. If you would like to hear your name be pronounced, click on the play button (circled in blue). If you would like to skip this step, click on “Skip” (circled in red).

If you tapped on the play button, Alexa will pronounce your name. If Alexa pronounced it correctly, please tap on “Nailed It” (circled in green). If Alexa pronounced it incorrectly, tap on “Let’s Fix That” (circled in orange).



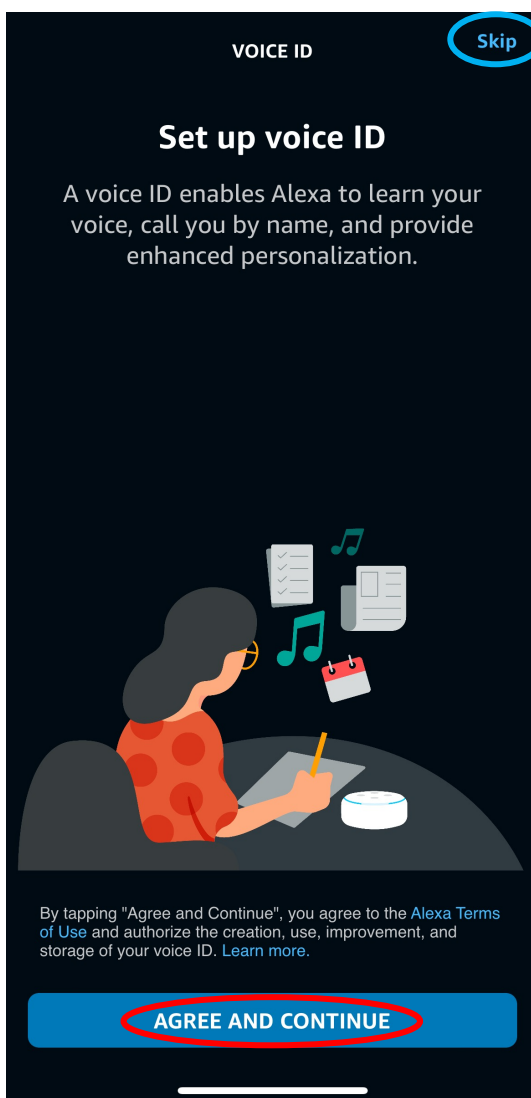
Step 13

of 21



The next screen will introduce you to voice ID. A voice ID allows Alexa to learn your voice, call you by your name, and provide enhanced personalization. If you would like to use voice ID for a more personalized experience, please tap on “Agree and Continue”(circled in red). If you would not like to use this feature, please tap on “Skip”(circled in blue).

Note that a small window may also appear to allow Alexa to access the microphone of your smart device. If you wish to do so, affirm your decision once again by tapping the appropriate option with your finger.

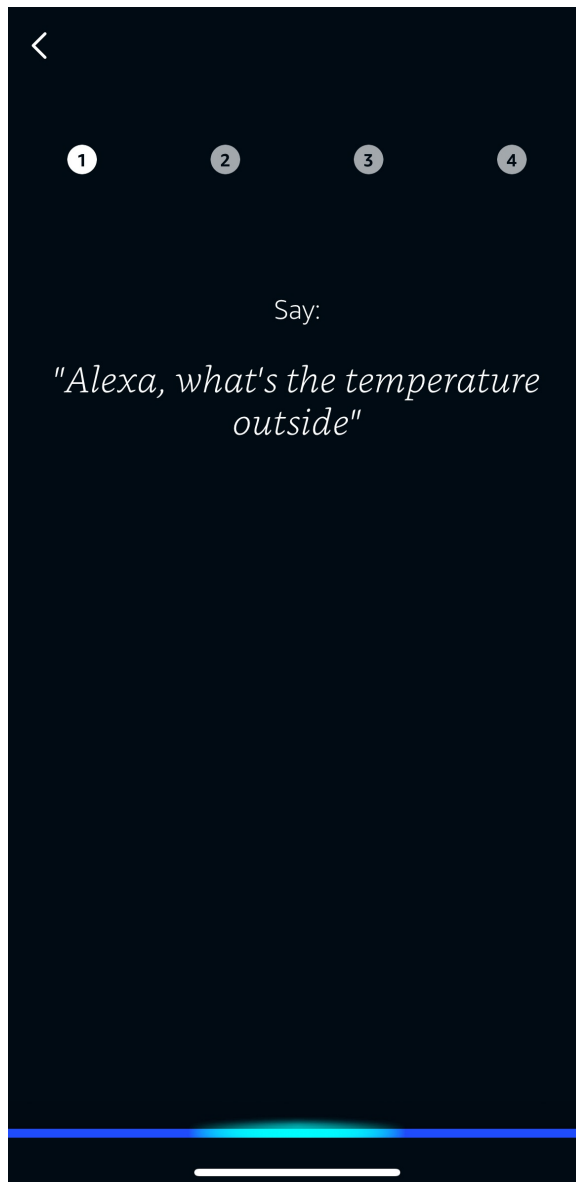


Step 14

of 21



If you tapped on “Agree and Continue” in the previous step, you will be prompted to a screen that asks you to say specific phrases for Alexa. This will help with voice ID and give a more personalized experience. Please say all four phrases and you will move on to the next step automatically.

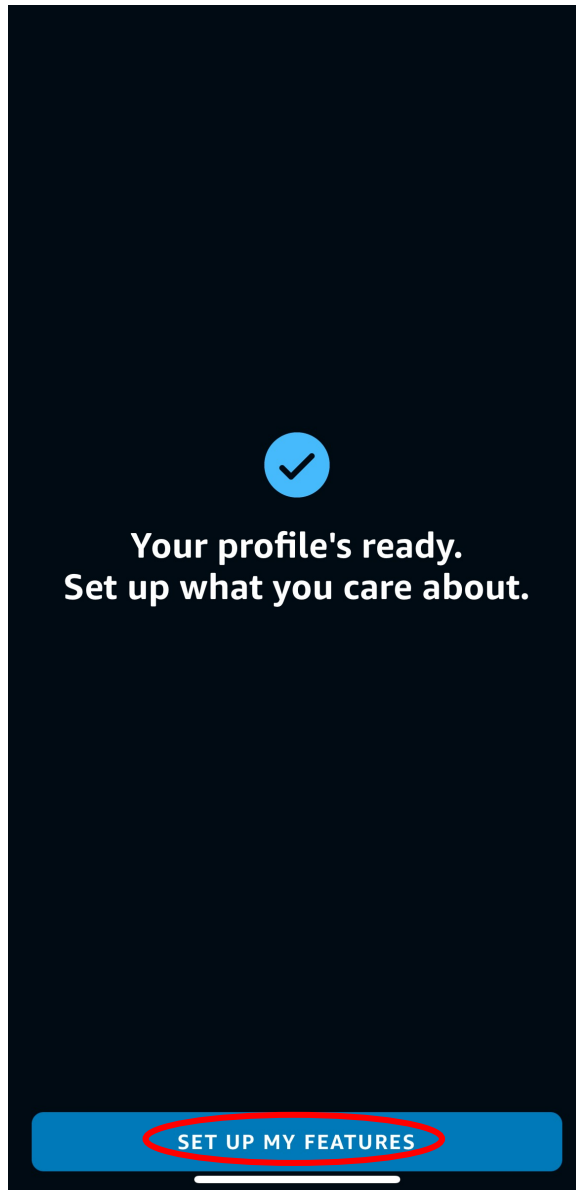


Step 15

of 21



The next screen will say that your profile is now ready. Next you will be able to set up features such as Contacts Access, Verify Phone Number, Allow Notifications, and Your Family. Tap on “Set Up My Features”(circled in red) to continue with the set-up.



Step 16

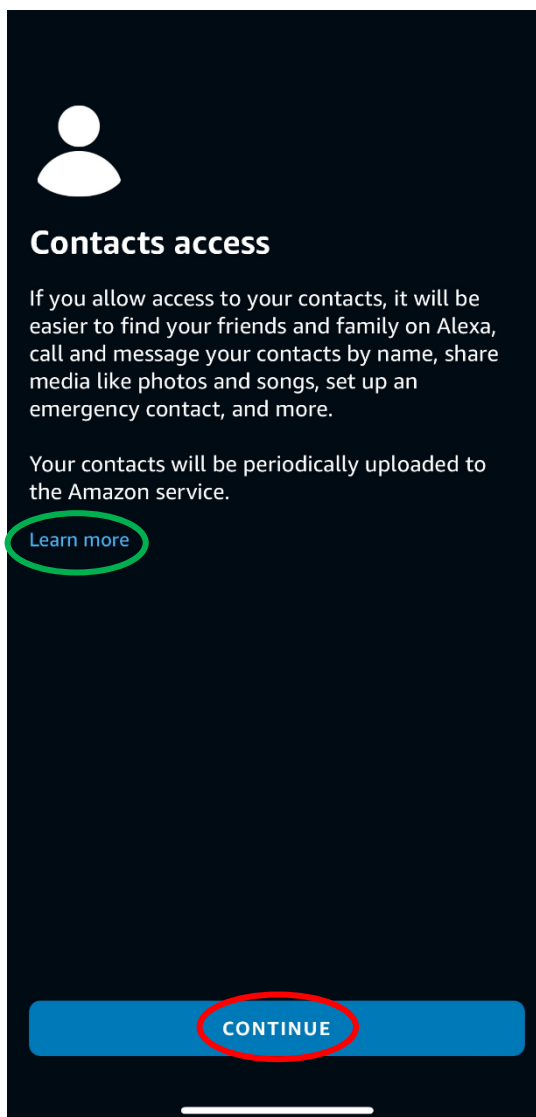
of 21



To allow communication with friends and family, Alexa will need access to your stored contacts. This will allow you to share photos, send messages, and perform other tasks that involve those you care about. If you would like to learn more about this, tap “Learn More” (circled in green).

To give these permissions and to move to the next screen, tap “Continue” (circled in red).

Note that a small window may also appear to confirm this action. If so, affirm your decision once again by tapping the appropriate option with your finger.



Step 17

of 21



To finish setting up the ability to call and message your friends and family with Alexa, you will need to verify your phone number. Once again, if you would like to learn more about why your phone number must be verified, tap “Learn More” (outlined in green). Now, enter your phone number by tapping the box (outlined in blue) and entering your phone number using the keyboard that appears. Next, select “Continue” (circled in red).

A screenshot of a mobile app screen titled "Verify your phone number". The screen has a light gray background with a dark blue border. At the top, the title "Verify your phone number" is in bold. Below it, there is a paragraph of text: "Call and message with Alexa. People with your number can contact you via Alexa. Alexa will send an SMS message to verify your phone number. Carrier SMS charges may apply." To the right of the last sentence is a link "Learn more" with a green outline. Below the text is a country code dropdown menu showing "US +1" and a phone number input field with a blue outline and placeholder text "(e.g., 201-555-5555)". At the bottom is a large blue button with the word "CONTINUE" in white, which is circled in red.

Step 18

of 21



A code was sent to the mobile phone number you entered via a text message. Please retrieve this code and enter it in the box (outlined in blue) using the keyboard that pops up. When finished, tap “Continue” (circled in red).

A screenshot of a mobile app interface for entering a verification code. The screen has a dark blue header and footer. The main content area is light gray. At the top, the title "Enter verification code" is in dark blue. Below it is a black rectangular field for a phone number, followed by a blue "Change" link. A disclaimer in gray text states: "A code has been sent to the number below. By tapping 'Continue,' you acknowledge that calling and messaging to emergency services are not supported." Below this is the label "Enter OTP" in dark blue. Underneath is a white rectangular input field with a blue border. Below the input field is a blue button with the word "CONTINUE" in white, which is circled in red. At the bottom is a blue "Resend OTP" link.

Step 19

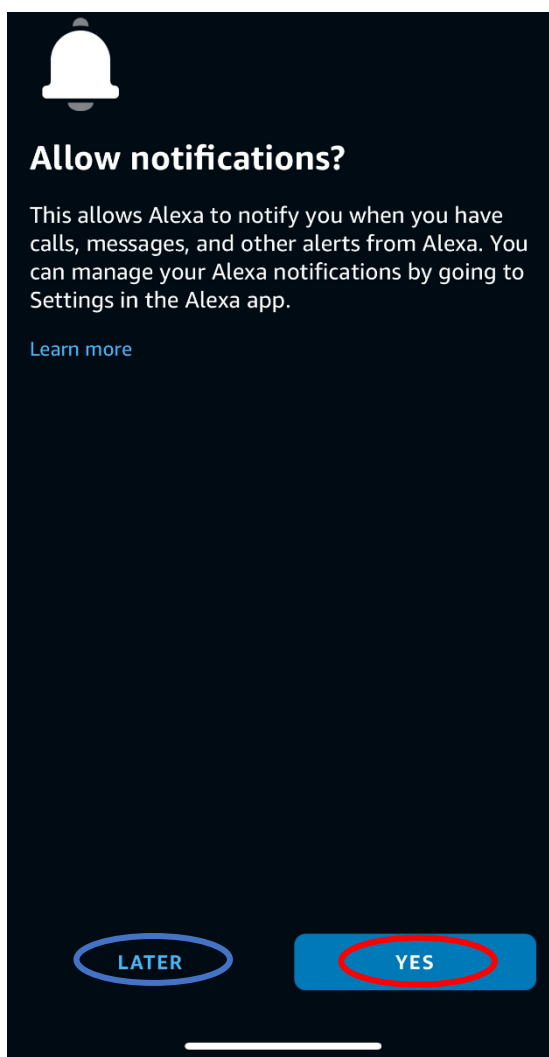
of 21



The next screen will ask for permission for notifications. Notifications allow Alexa to notify you when you have calls, messages, and other alerts from Alexa. You can manage your Alexa notifications by going to Settings in the Alexa app. -If you would like to learn more about this, tap “Learn More” (circled in green).

To give the permission and to move on to the next screen, tap “Yes” (circled in red). However, you may decide to do this later by tapping “Later” (circled in blue) and skipping to Step 20.

Note that a small window may also appear to confirm this action. If so, affirm your decision once again by tapping the appropriate option with your finger.

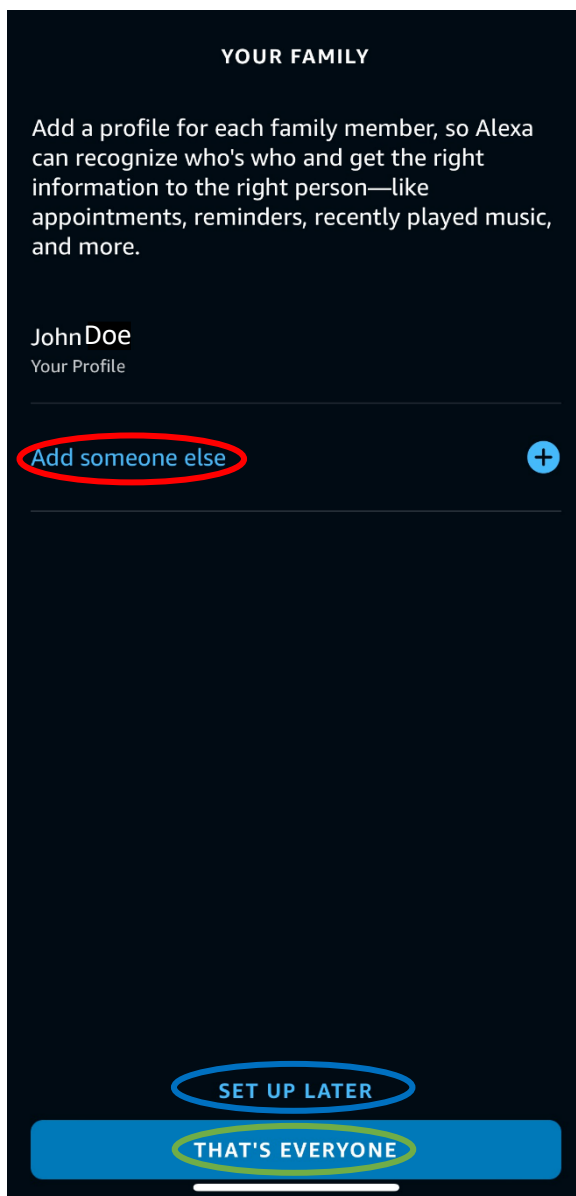


Step 20

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Alexa will now ask to add a profile for each family member that you have. If you would like to add someone else, please tap on “Add someone else”(circled in red). If you would like to set this up later, tap on “Set Up Later”(circled in blue). If there is no one to add, tap on “That’s Everyone”(circled in green).

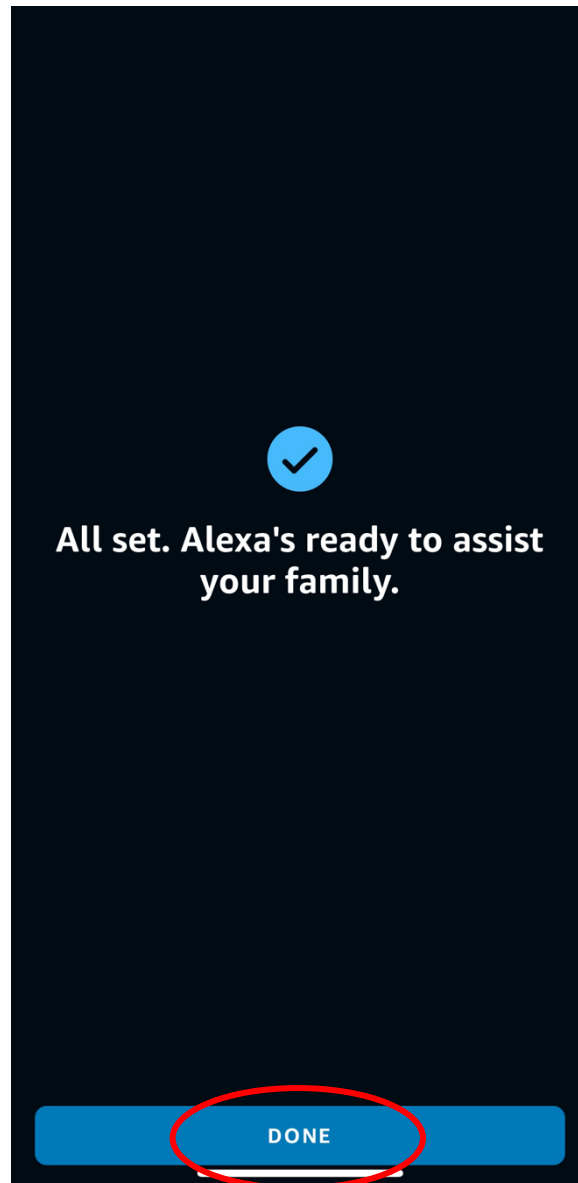


Step 21

of 21



Congratulations! You have now finished setting up the Alexa application on your smartphone. Now that your Echo Show and the Alexa application are set up and paired, you are ready to use your Echo Show to its full potential! Please tap on “Done”(circled in red) to access the Alexa App. To learn the basics of how to use the Echo Show, see the complementary *Amazon Echo User Guide: Basic Uses of Amazon Echo Devices*.



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