

SPEAK 2

SPEAK2 UNIVERSITY

WITH JILLIAN

THIS WEEK: TROUBLESHOOT ALEXA



AGENDA

TROUBLESHOOT ALEXA

- What settings are available?
- How do I troubleshoot and fix Family app calling?
- What if the device is connected but not to Speak2?
(Sorry, only the owner can do that)
- Alexa is showing the wrong location.
- How do I add a new device?
- How do I move a device to a new room?
- How do I know if Alexa is assigned correctly?





What settings are available?



ALEXA DEVICE

- Do Not Disturb
- Brightness
- Volume
- Mute
- What room

STAFF APP

- Move a device
- What room

STAFF WEB

- Add a device
- Move a device
- Location/timezone
- Skills
- Change WiFi
- Wake word, Volume, Do Not Disturb

How do I troubleshoot and fix Family app calling?

COMMON FAMILY APP PROBLEMS

- Calls drop
- Call goes blank after 30 seconds
- Contacts are not showing up
- Alexa is not ringing
- No Alexa is showing in their resident record
- Call hangs up after a few minutes

How do I troubleshoot and fix Family app calling?

STEP 1: Check Alexa

- Check Do Not Disturb, Volume and Mute
- Power cycle (unplug & replug)
- Check Alexa in the room matches the Alexa assigned
 - "Alexa, what room am I in?"
 - Staff app > Question Mark > Move a Device > Scan QR
 - Staff web > Search for resident > Alexa tab
- Make a call (Alexa, call contact name)
- Send a message (Alexa, send a message)

STEP 2: Address Book & Web

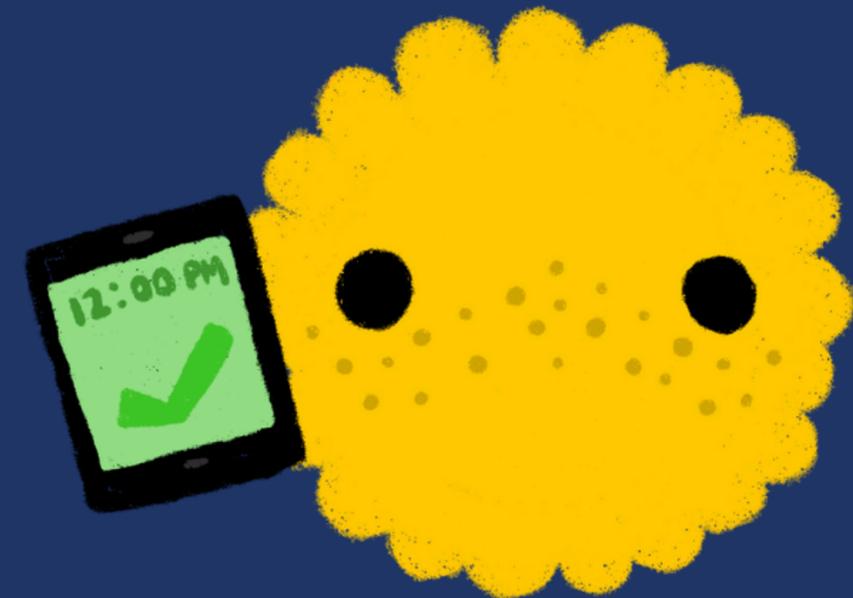
- Confirm Address Book contacts
- Confirm they have the Family (not Neighbors) app
- Check the Call logs
- Add yourself as a contact to the Family app

How do I troubleshoot and fix Family app calling?

STEP 3: Test your contact

- After you've added yourself as a Family contact, call the Alexa device.
- Call from the Alexa device to your contact.
- Reach out to Speak2!!!!

The Family app requires strong WiFi connection on Alexa and the app.***



What if the device is connected but not to Speak2?

COMMON DEVICE PROBLEMS

- Alexa says, "Sorry, only the owner can only add skills."
- Alexa says, "I can't help you with that."
- Device is wrong location or timezone
- Device is in wrong room
- No device in room
- Alexa isn't answering

What if the device is connected but not to Speak2?

Sorry I can't help you with that...

Only the owner can add skills...

Please try something else...

STEP 1: Check the device

- Check the device is assigned to the room
- Alexa, what room am I in?
- Staff app > Question Mark > Move a device > Scan QR code

STEP 2: Check Skills

- Sync the Speak2 Skills
- Go to the Staff web > Alexa > Skill Management > Speak2 Content > Assign





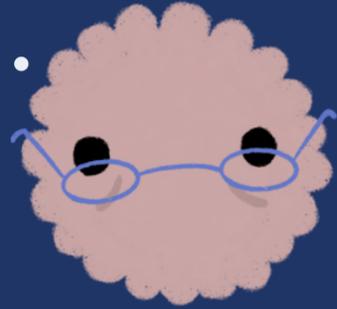
Alexa is showing the wrong location.

STEP 1: Update the location

- Update the Address, Weather and Timezone
- Go to the Staff web > Alexa > Settings
- Click "Update" under Update Address, Weather and Timezone
- This will update all devices. You can see a report below.

STEP 2: Check the device

- Check the device
- Power cycle the device to force it



How do I add a new Echo Show?

STEP 1: Set up the device

- Plug the device in.
- Enter in the `setup@Speak2Software.com` credentials
- Enter in your WiFi network
- Skip ALL settings. Seriously.

STEP 2: Add the device on the Staff web

- Go to the Staff web
- Alexa > Alexa Management > Add
- Enter the DSN
- Select the room
- Click Assign
- You'll see the status on the right

How do I add a new Echo Dot?

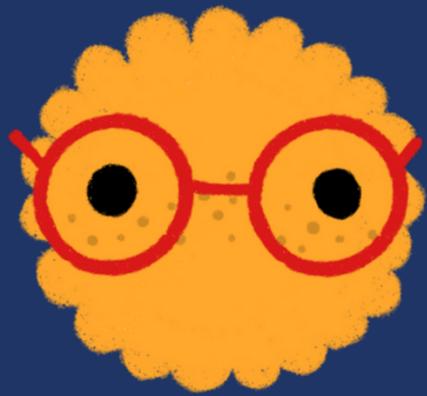


STEP 1: Set up the device

- Change your phone to the right WiFi
- Login to the Alexa App with `setup@Speak2Software.com` credentials
- Put the device in setup mode
- Follow the steps
- Skip all the information. Do NOT create a profile or add a number
- Once it's finished, go to Step 2

STEP 2: Add the device on the Staff web

- Go to the Staff web
- Alexa > Alexa Management > Add
- Enter the DSN
- Select the room
- Click Assign
- You'll see the status on the right



How do I move a device to a room?

STAFF APP

- Click the Question Mark > Move a Device
- Scan the QR code or type in the full DSN
- Select the new room
- Click Move
- Keep the device plugged in!

STAFF WEB

- Go to the Staff web
- Alexa > Alexa Management > Move (the first tab)
- Enter the DSN
- Select the room you want the device in
- Click "Move"
- Check the table on the right for a status



How do I know if Alexa is assigned correctly?

Try the following ways to see if Alexa is assigned:

- “Alexa, what room am I in?”
 - Scan the QR code or enter the DSN in Staff App > Move a Device
 - “Alexa, I need help”
 - Check the resident record > Alexa
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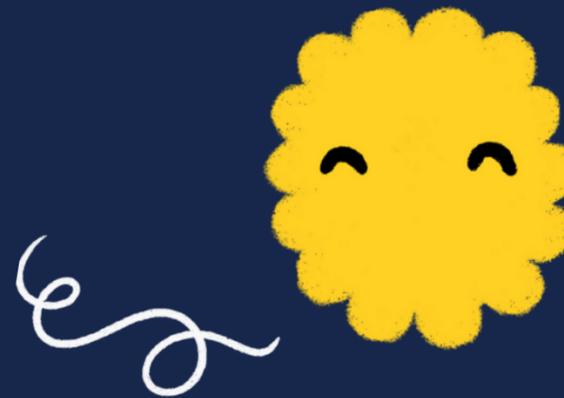
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THANK YOU

NEXT WEEK: HANG WITH MATT

Every Tuesday at 1PM EST, Matt is available to troubleshoot and supply 1-1 help.

Take our survey!!!



GLOSSARY

Alexa – Echo Show

DSN – device serial number

Power cycle – unplug and replug Alexa device

FEEDBACK

- Improve Move/Add instructions on the web
- Add “Add a Device” to the Staff app
- Allow for users to see a status of a device (what room, if assigned, etc.)