

## Alexa for Hospitality Q&A

1. What is Alexa for Hospitality?

Alexa for Hospitality is an experience that brings the simplicity and convenience of Alexa to hotels, vacation rentals, senior living, and other hospitality properties using property-managed Echo devices.

2. Can I review what I say to Alexa in the room?

No, voice recordings are not saved for Alexa for Hospitality devices.

3. Can I bring my own content to personalize my experience?

You can stream music from your phone via Bluetooth. Just say, "Alexa, pair my phone" to link it with the device and "Alexa, unpair my phone" to unlink it.

Alternatively, in select properties, you can temporarily connect your Amazon account to the Alexa-enabled device. Just ask, "Alexa, connect my account," and Alexa will text you a link to connect your account, if the property supports it. Once connected, you can play your personal music from Amazon Music, Prime Music, and services you've linked to Alexa, such as Spotify and Pandora. Guests' voice recordings are not saved. You can review and delete text transcripts at [www.amazon.com/alexaprivacysettings](http://www.amazon.com/alexaprivacysettings). The property will automatically disconnect your Amazon account from the device in your room after you check out. You can also say, "Alexa, disconnect my account" at any time.

4. Do I have to own an Echo at home to use Alexa in the room? No.

5. What are some of Alexa's security and privacy features?

We've built in multiple layers of privacy protections:

- **Wake word:** The device will not stream audio to the cloud until it detects the wake word, usually "Alexa." When you want to use Alexa, just say the wake word.
- **Microphone controls:** Using Alexa is optional. Echo devices are equipped with a microphone off button. When the button is pressed, the microphones are electronically disconnected and a dedicated red light is illuminated. When the microphones are turned off, the device cannot stream audio to the cloud, even when you say the wake word.
- **Camera controls:** Echo Show devices approved for use at properties include a built-in shutter that allows you to easily cover the camera for additional peace of mind.
- **Indicator:** When Echo devices detect the wake word or when the Action button available on some Echo devices is pressed to activate Alexa, a visual indicator appears on the device to indicate that the device is streaming your request to the cloud. For instance, a light ring on the Echo will turn blue or a blue bar will appear on the Echo Show.
- **Privacy:** Voice recordings are not saved. Amazon handles any personal information it receives through Alexa in accordance with Amazon's Privacy Notice ([amazon.com/privacy](http://amazon.com/privacy)).

6. What are some of the ways I can use Alexa in the room?

When you stay in a property with Alexa, you can play music, check the weather, set alarms, and ask for general information. Properties can also create custom experiences with Alexa to help you enjoy your stay. For example, you may be able to ask information about the property such as gym and pool hours, get local recommendations, contact the front desk, control smart home features such as lights or room temperature, entertainment, and more, all by simply asking Alexa.

7. Can I use Alexa in the room to shop?

The property may allow you to use Alexa to purchase services from the property, like room service or spa services. These charges will appear on your property bill and are not charged through your Amazon account. Amazon shopping is not currently available on these devices.

8. What should I do if I run into technical issues?

Alexa is designed to give you a delightful experience throughout your stay. You should contact a property administrator if you experience unexpected issues with the device.