

Alexa Smart Properties End-User FAQs

1. What are Alexa Smart Properties solutions?

Alexa Smart Properties solutions bring the simplicity and convenience of Alexa to properties in industries such as hospitality, residential, senior living, and healthcare using property-managed Echo devices.

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

No, devices enrolled in Alexa Smart Properties will process your request, but voice recordings are not stored.

3. Can I connect my Alexa Profile to personalize my experience on an in-room Echo device?

No. Linking your personal account to the shared device in your room is not supported at this time.

4. Can I use Alexa in the property room even if I don't have an Echo at home?

Yes, just ask Alexa what you want and start interacting! Alexa allows you to ask questions and make requests using just your voice.

5. How does Alexa minimize the amount of data sent to the cloud?

Alexa and Echo devices are designed to record as little audio as possible and minimize the amount of background noise streamed to the cloud. By default, Alexa-enabled devices only stream audio to the cloud if the wake word is detected (or Alexa is activated by pressing a button). When an Alexa-enabled device detects the wake word and begins streaming audio to the cloud, Alexa performs a "cloud verification" of the wake word using the more powerful processing capabilities of the cloud to double-check the audio to confirm detection of the wake word. If the cloud verification does not also detect the wake word, Alexa stops processing the audio and ends the audio stream to the cloud. If Alexa confirms that the wake word was spoken, Alexa will continually attempt to determine when your request has ended and then immediately end the audio stream.

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

- 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 with Alexa Smart Properties include a built-in shutter so you can easily cover the camera for additional peace of mind.
- Visual 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 it is recording audio to stream 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 from devices in Alexa Smart Properties are not stored. Amazon handles any personal information it receives through Alexa in accordance with Amazon's Privacy Notice (amazon.com/privacy).

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

When you stay in a property served by an Alexa Smart Properties solution, 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 make the most of your stay. For example, you may be able to ask for information about the property such as gym, cafe or pool hours, get local recommendations, contact the front desk or care staff, control smart devices such as lights or room temperature, access entertainment options, stay connected and more, all by simply asking Alexa.

8. 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. Voice purchasing through Amazon's retail site is not currently available on these devices.

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

Alexa is designed to give you a delightful experience throughout your stay. Contact a property administrator if you experience unexpected issues with an in-room Echo device.