FAQ1: Introduction of the Foscam cameras working with Amazon's Alexa

Foscam cameras support live streaming on Amazon's Alexa device **Echo show** now. You only need to speak directly to the **Echo show** to get the camera's live stream shown up after completing some basic settings.

Notes:

1. The supported camera models and required firmware versions are listed below:

Camera models	Firmware version
R2D V2	2.x.2.38 or higher
D2EP/FI9961EP V4	
R2M/R2C	
G2EP/ QJ2/FI9912EP	
G2/FI9902P/FI9912P	
G4/G4P	2.x.2.37 or higher
R4M/R4S	
G4EP/QJ4	
C2M	2.x.2.10 or higher

2. The Foscam app version should be 2.2.9 or higher.

Here is the demo video of how Foscam cameras work with Amazon's Alexa:

(链接至市场部的宣传视频)

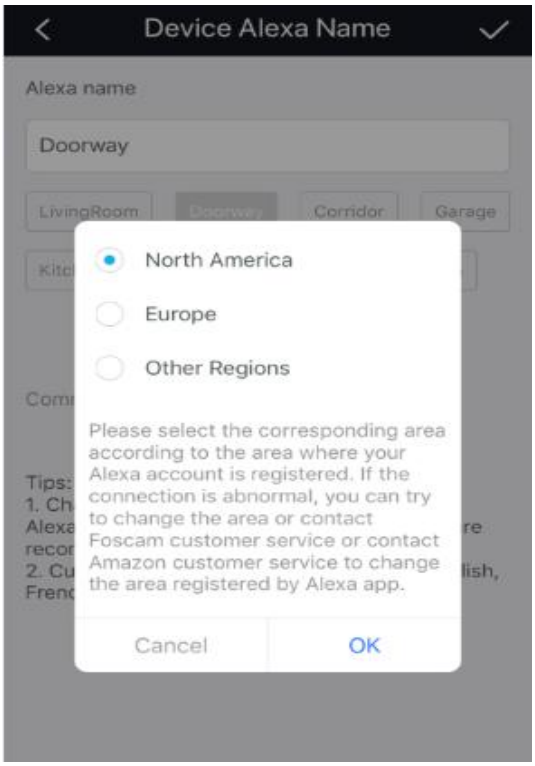
FAQ2: How to set up Foscam cameras working with Amazon's Alexa?

1. Please make sure your Foscam camera and Foscam app supports Alexa.

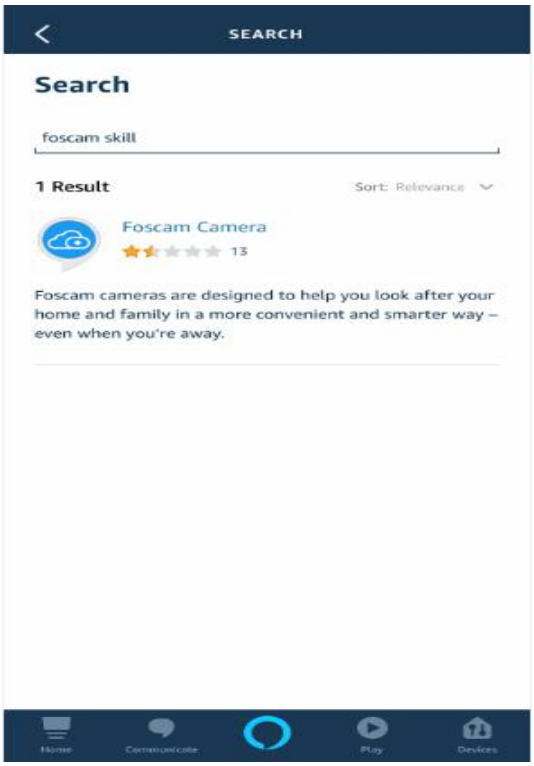
2. Please login the camera on Foscam app, go to **camera's settings→Advanced Settings→Smart Control** to enable the "Work With Alexa" and set an name for your camera. If you re-name your camera in the Foscam app, you will need to ask your Echo show to re-discover the camera in order for the new camera name to be refreshed in the Alexa app.

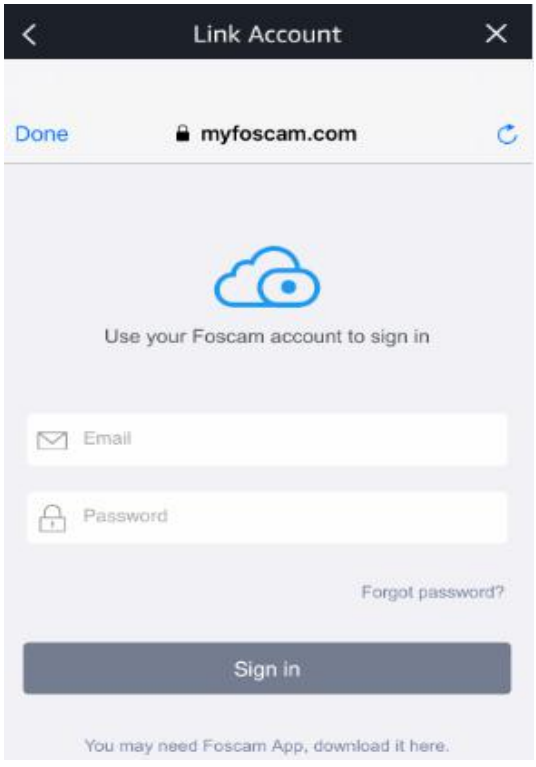
3. Please choose the correct region according to your Alexa account's Host name.
If you are not sure what host name of your Alexa account is, please refer here.

(链接至 How to confirm the Host name of Alexa account)



4. Please open the Alexa app to search for Foscam skill, enable to use it and link your Foscam account to the Alexa app.


SEARCH
Search
foscam skill
1 Result
Sort: Relevance
Foscam Camera
13
Foscam cameras are designed to help you look after your home and family in a more convenient and smarter way – even when you're away.


Link Account
Done
myfoscam.com
Use your Foscam account to sign in
Email
Password
Forgot password?
Sign in
You may need Foscam App, download it here.

5. Then you can choose the option “DISCOVER DEVICES” to add Foscam camera to the Alexa app or speak “Alexa, discover” to the Echo show directly.

6. After camera is added to the Alexa app, you can speak directly to the Echo show to get the camera’s live stream shown up by voice command.

The voice commands:

Once your Foscam camera is connected to your Echo show, you can use the following voice commands to get and stop the camera's live stream.

Get the live streaming:

· Alexa, show me the [camera name].

Stop the live streaming:

·Alexa, close.

Currently, Foscam cameras working with Amazon's Alexa supports English, French, German, Italian and Spanish.

Troubleshootings:

FAQ3: How to deal with the Echo show's response "the [camera name] is not responding"?

Below are the reasons and solutions:

1. Foscam camera offline. Please confirm if you can view your camera's live video on Foscam app by WiFi and cellphone's cellular data.
2. Foscam camera's name has been changed. Please make sure the name of your camera you have set under the Smart Control option is as same as the one on Alexa app.
3. The network environment is not good. Please make sure the Echo show has at least 4Mbps network bandwidth.

FAQ4: How to deal with Echo show's response "sorry, I didn't find device named [camera name]?

1. Your Foscam account was not linked to the Foscam camera skill on Alexa app.
Please login the Alexa app to link the account first.
2. Your Foscam camera was not added to the Alexa app. Please add your camera to Alexa app first.
3. The camera's name you have set under Smart Control option is not as same as the one in your voice command. Please make sure they are the same one.

FAQ5: How to confirm if your Foscam camera supports working with Alexa or not?

1. The supported camera models and required firmware versions are listed below:

Camera models	Firmware version
R2D V2	2.x.2.38 or higher
D2EP/FI9961EP V4	
R2M/R2C	
G2EP/ QJ2/FI9912EP	
G2/FI9902P/FI9912P	
G4/G4P	2.x.2.37 or higher
R4M/R4S	
G4EP/QJ4	
C2M	2.x.2.10 or higher

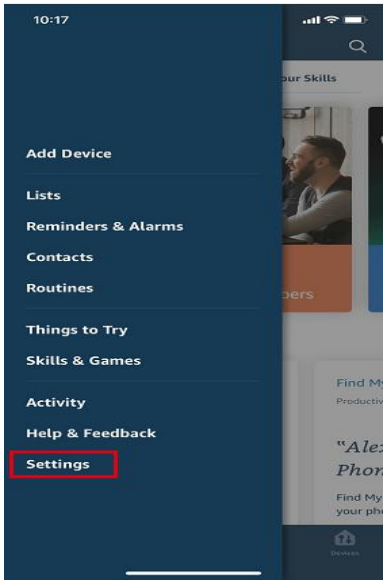
2. The Foscam app version should be 2.2.9 or higher.

FAQ6: How to deal with the “buffering“ on Echo show?

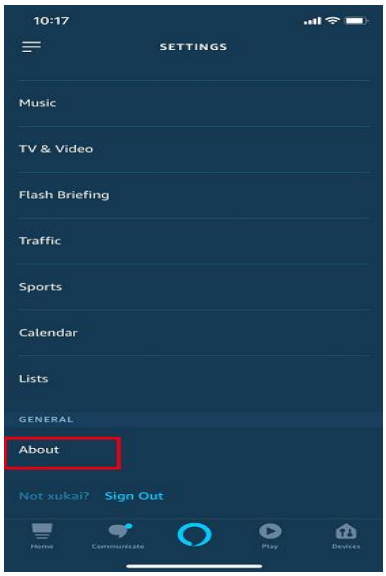
1. Please make sure the Echo show has at least 4Mbps network bandwidth.
2. Please confirm if you can view Foscam camera’s live video on Foscam app without problem.

FAQ7: How to confirm the Host name of Alexa account?

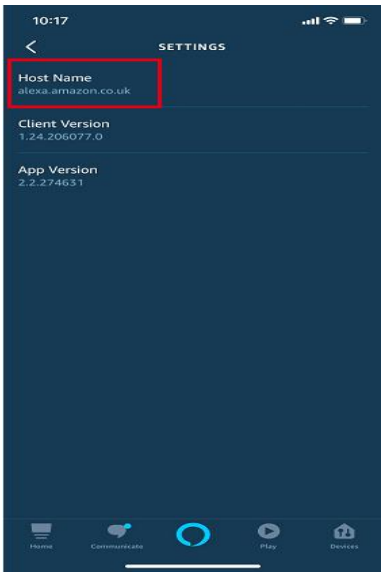
1. Please login the Alexa app and go to “Settings”.



2. Please choose “About”.



3. Then you will see the Host name of your Alexa account.

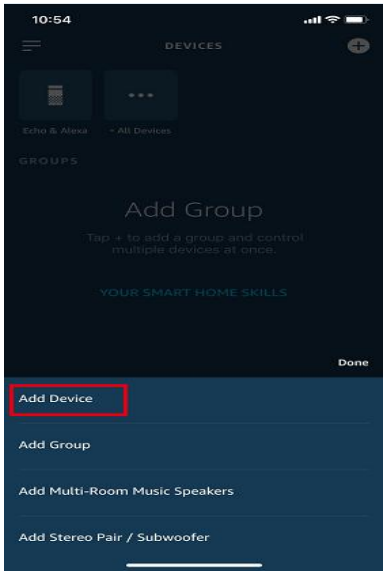


FAQ8: How to add Foscam cameras to Alexa app manually?

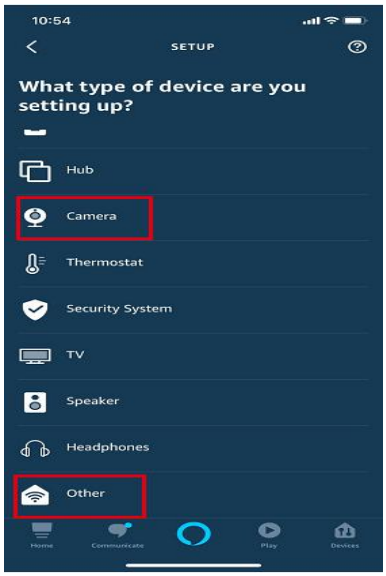
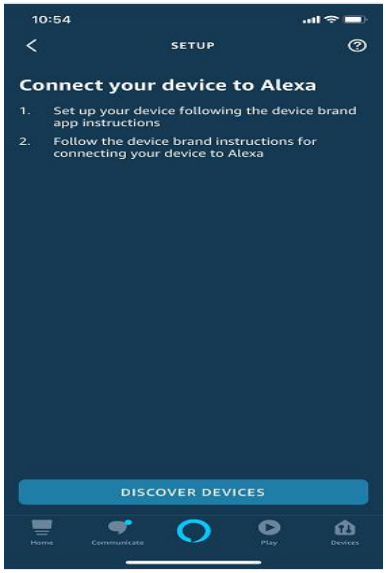
1. Please make sure you have enabled the “Work With Alexa” and set an name for your camera on Foscam app.

2. Please login the Alexa app and choose “Devices” and tap on “+” symbol.

3. Please choose “Add Device”.



4. Please choose “Camera”. If there is no camera option, please choose “Other”.



5. Please choose “DISCOVER DEVICES” to search for Foscam cameras. Then your camera will be added to the Alexa app.