

Setting up an Aladdin Connect Device with Amazon Alexa

The process to connect Amazon Alexa to the garage door for all users is to first set up the skill, then link accounts, then add devices. This document starts at the beginning of the Amazon Alexa app with account set up. (pp. 3-7)

There are three different starting points for users trying to get Amazon Alexa smart home skills paired with Aladdin Connect devices

1. New users, accounts not previously linked – the user has an Amazon account and/or an Aladdin Connect account, but they have never been linked. In this case, users need to do the following steps.
 - a. Find and add a new Amazon Skill (pp. 8-10)
 - b. Link accounts (pp. 11)
 - c. Device discovery (pp. 16-17)
 - d. Device set up (pp. 19-22)
 - e. Device grouping (pp. 23-26)
 - f. Device settings (pp. 27-30)
2. Existing custom skill user – An Aladdin Connect user has already connected their Aladdin Connect account and device to the Amazon Aladdin Connect custom skill. In this case, users need to do the following steps.
 - a. Find and add a new Amazon Skill (pp. 12-13)
 - b. Link accounts (pp. 14-15)
 - c. Device discovery (pp. 16-17)
 - d. Device set up (pp. 19-22)
 - e. Device grouping (pp. 23-26)
 - f. Device settings (pp. 27-30)
3. Existing smart home skill user, adding a new device – the user has already all the smart home skill and linked their Amazon account with their Aladdin Connect account and is using one device, but needs to add another device. In this case, users need to do the following steps.
 - a. Add new device (pp. 18)
 - b. Device set up (pp. 19-22)
 - c. Device grouping (pp. 23-26)
 - d. Device settings (pp. 27-30)

Frequently Asked Questions

Q. I want to disable the PIN required to open my door using Alexa.

A. While the Aladdin Connect custom skill allowed users to disable the PIN, Amazon's policy is that all products that provide access to the home MUST require the user to give a PIN code.

Q. After asking "Alexa, open/close my garage," Alexa says, "Door not responding" but the door is moving.

A. Alexa will issue the command to your device and will wait for 60 seconds before deciding that the door was not responsive. Depending on the network connectivity strength sometimes the device does not respond with an updated status in time. If the user is in a remote location from the door and hears "Door not responding," they can ask for the door status by saying, "Alexa, is my garage door open/close?" or "Alexa, what is the status of my garage door?" They can also check the Aladdin Mobile app to check that your door is in the desired state.

Q. I have unique garage door names but when I ask "Alexa, open/close my garage," I get "Sorry, I cannot open/close multiple doors at once."

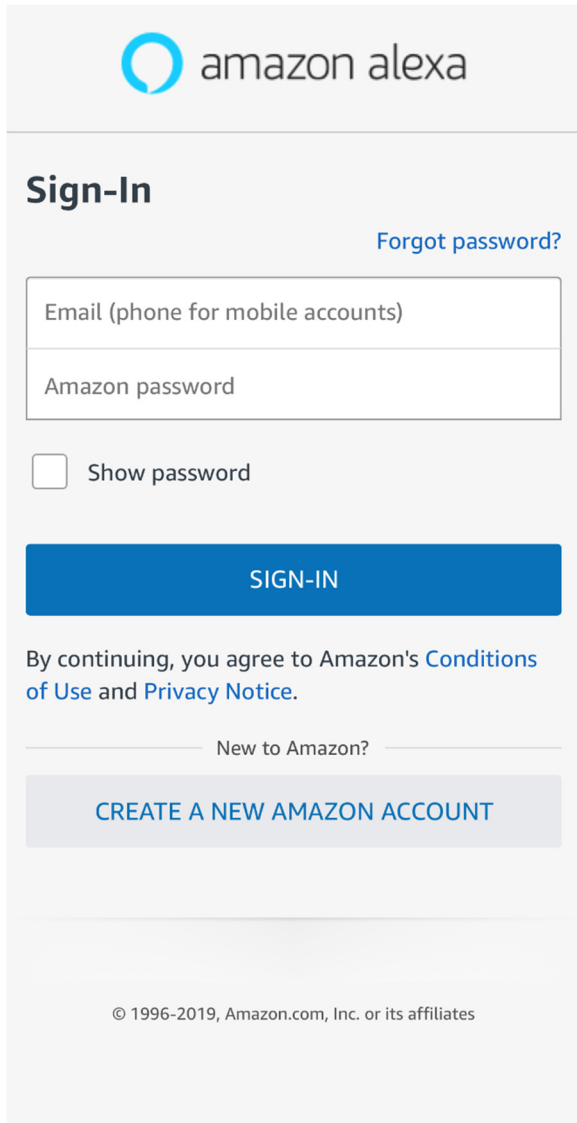
A. This can happen when Alexa maps devices multiple times or has difficulty identifying devices uniquely due to faulty internal mappings. Delete all the devices under the account. Add Devices by going to Device > and then click on the "+" in the top right corner. In the next screen select Add Device and choose other from the bottom of the scrolling list. Once the device is added, the user should see all their devices and should be able to operate them.

Q. I have tried deleting existing devices and added them back but Alexa still says, "I don't know any device with name 'your device name.'"

A. If the process of deleting and re-adding devices didn't work then the user can try to re-link the skill. Delete all the existing devices. Go to "Skill and Games" and select "Your Skill" Choose "Enabled" tab. Click "Aladdin Connect Smart Home" and disable the skill. Once you have disabled the skill you can select to "Enable to Use" again.

Amazon Alexa Sign-In

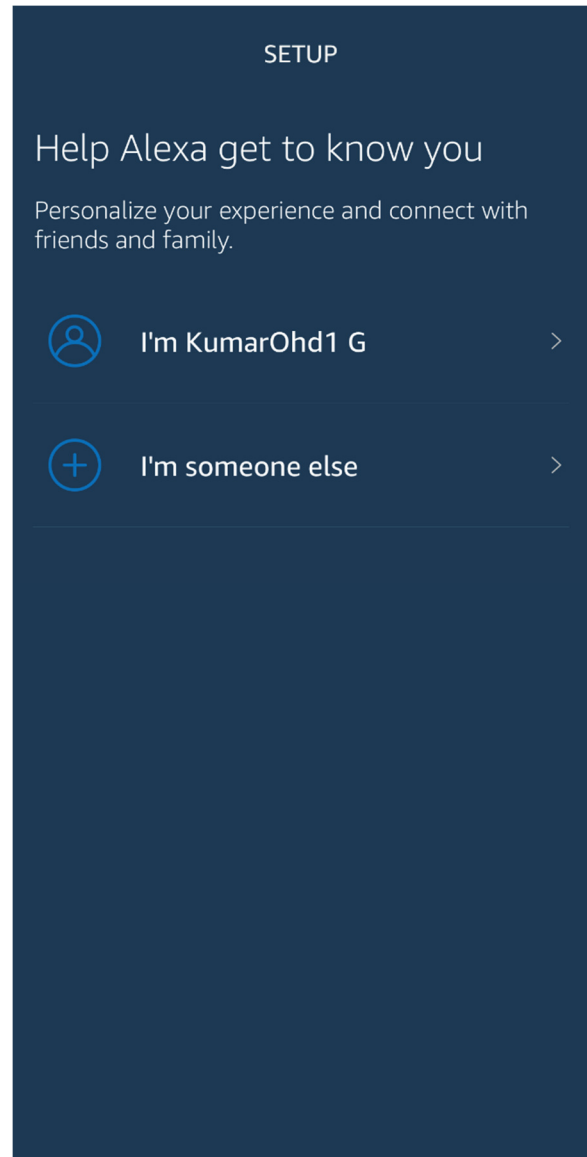
When you first open the Amazon Alexa app, the user has to either create an account or sign in to an existing Amazon account.



The screenshot shows the Amazon Alexa sign-in interface. At the top is the Amazon Alexa logo. Below it, the heading "Sign-In" is displayed, with a link for "Forgot password?". There are two input fields: "Email (phone for mobile accounts)" and "Amazon password". A checkbox labeled "Show password" is located below the password field. A prominent blue "SIGN-IN" button is centered below the inputs. Underneath the button, a line of text states: "By continuing, you agree to Amazon's [Conditions of Use](#) and [Privacy Notice](#)." Below this is a link for "New to Amazon?" which leads to a "CREATE A NEW AMAZON ACCOUNT" button. At the bottom of the screen, the copyright notice "© 1996-2019, Amazon.com, Inc. or its affiliates" is visible.

Setup – Name

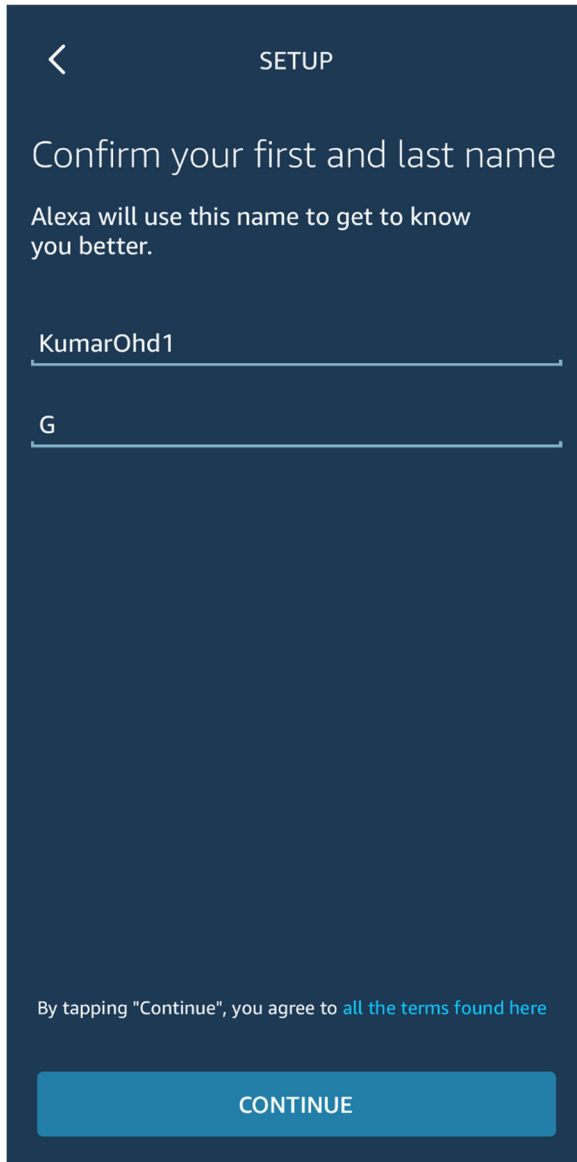
Once the user signs in there is a verification screen. If the user already had an Amazon Account, they are asked to verify that they are the person that set up the account initially or someone else.



The screenshot shows the "SETUP" screen in the Amazon Alexa app. The heading "Help Alexa get to know you" is displayed, followed by the text "Personalize your experience and connect with friends and family." Below this, there are two options for name verification: "I'm KumarOhd1 G" (with a person icon) and "I'm someone else" (with a plus icon). Both options have a right-pointing chevron. The background is a dark blue color.

Setup – Enter / Confirm Name

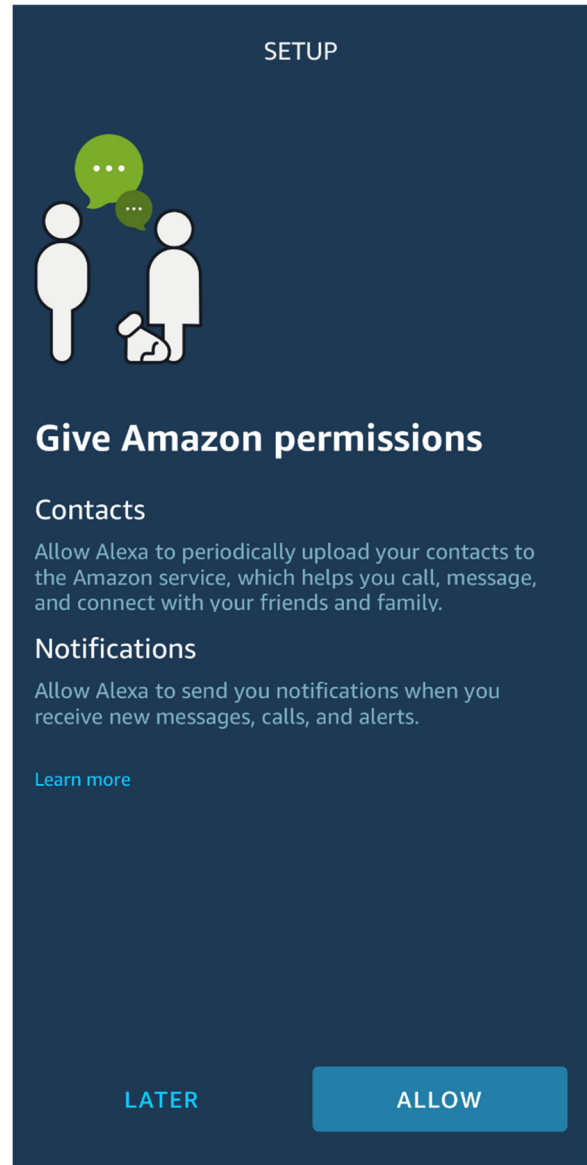
After the user selects their name or someone else, they are asked to enter their first and last name and then press continue.



The screenshot shows a dark blue 'SETUP' screen with a back arrow in the top left. The main heading is 'Confirm your first and last name'. Below it, a sub-heading reads 'Alexa will use this name to get to know you better.' There are two text input fields: the first contains 'KumarOhd1' and the second contains 'G'. At the bottom, there is a blue 'CONTINUE' button and a line of text: 'By tapping "Continue", you agree to [all the terms found here](#)'.

Set up - Permissions

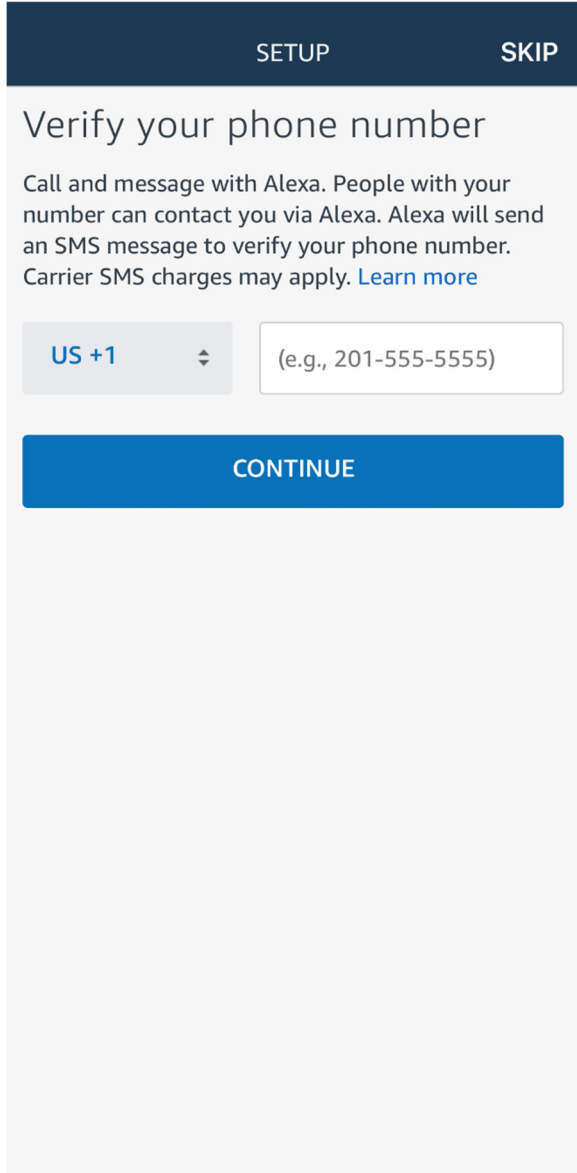
The user can then either allow or skip giving Amazon permission to get contact information from their mobile phone and send notifications through Alexa.



The screenshot shows a dark blue 'SETUP' screen with an icon of two people and speech bubbles. The main heading is 'Give Amazon permissions'. There are two sections: 'Contacts' with the text 'Allow Alexa to periodically upload your contacts to the Amazon service, which helps you call, message, and connect with your friends and family.' and 'Notifications' with the text 'Allow Alexa to send you notifications when you receive new messages, calls, and alerts.' Below these is a blue link 'Learn more'. At the bottom, there are two buttons: 'LATER' and 'ALLOW'.

Setup – Phone Number

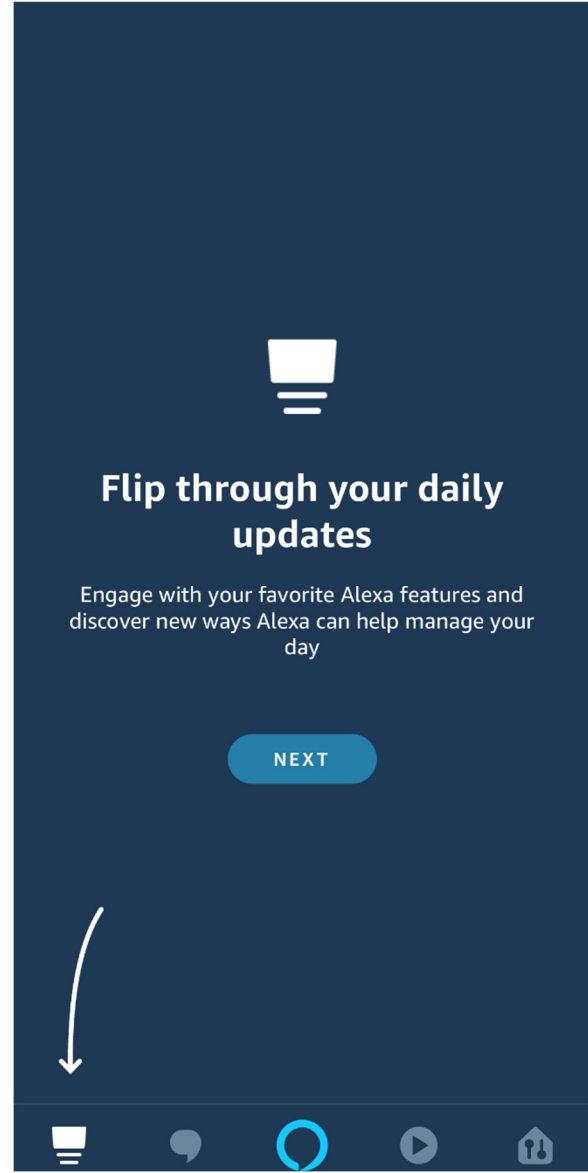
If the user wants to allow people to call them via voice, they must enter their phone number and press continue otherwise press skip.



The screenshot shows a mobile app setup screen titled "Verify your phone number". At the top, there are two buttons: "SETUP" and "SKIP". Below the title, there is explanatory 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. [Learn more](#)". Below the text is a form with a dropdown menu set to "US +1" and a text input field containing "(e.g., 201-555-5555)". At the bottom of the form is a large blue button labeled "CONTINUE".

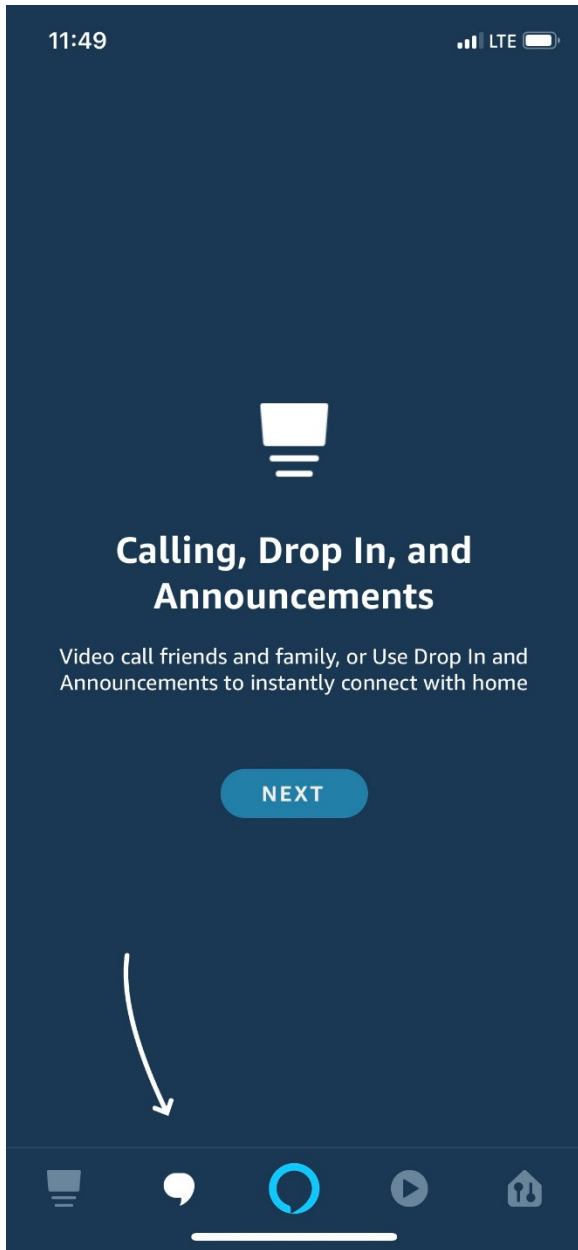
Bottom Tray Icon Education

After setup is complete the app educates users on the function of the icons on the bottom tray. The user can swipe left next to see what each icon does.



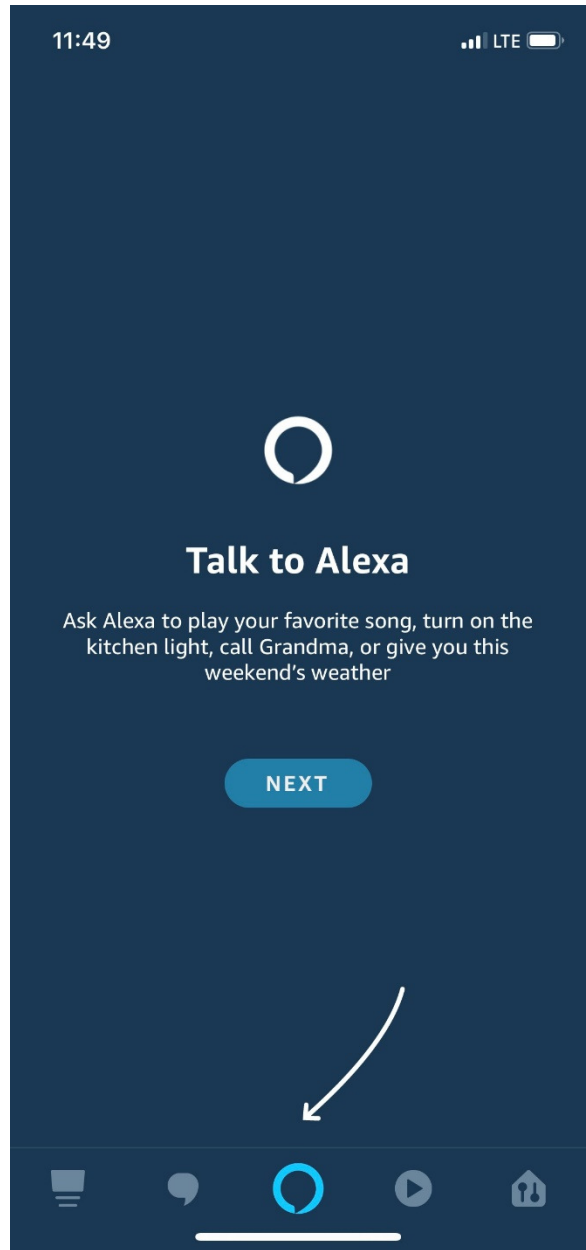
Bottom Tray Icon Education

As the user scrolls through or hits next, a brief explanation of the function of the icons is provided.



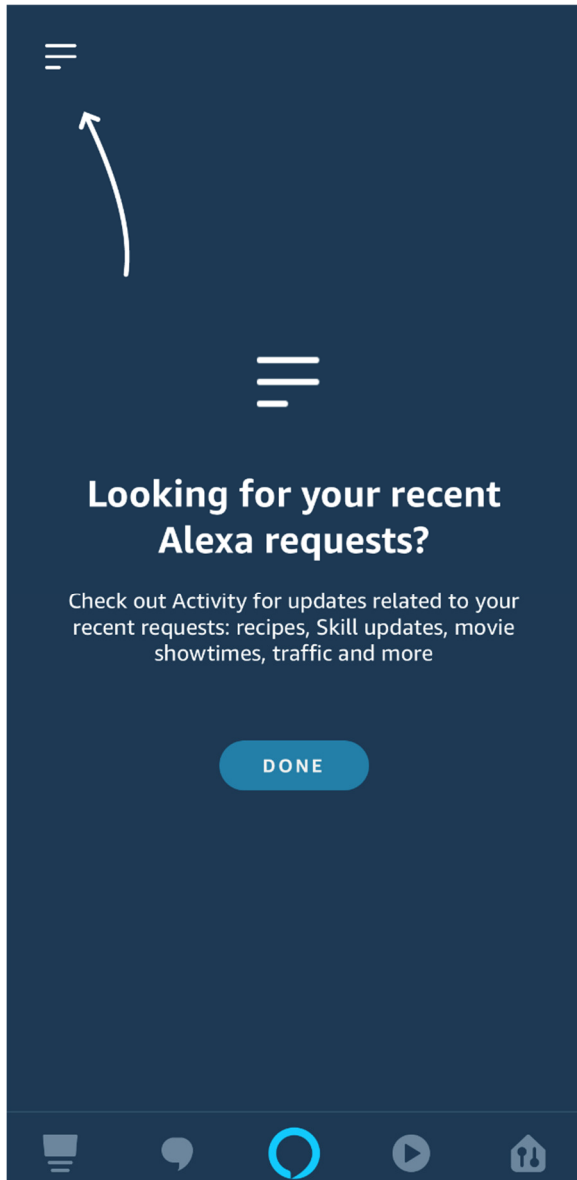
Bottom Tray Icon Education

As the user scrolls through or hits next, a brief explanation of the function of the icons is provided.



Recent Request Education

After going through all of the bottom tray icons, the user is also shown how to view a history of recent Alexa requests and then the user presses done.



Home Screen

The home screen is then displayed, providing whether and a prompt to set the location.

