

GVTC ELEVATE

GVTC Elevate Voice Control with Amazon Alexa Setup Guide

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Contents

| | |
|---|---|
| Introduction | 3 |
| Subscriber requirements | 3 |
| Subscriber set-up | 3 |
| Step 1: Enable ELEVATE in the Alexa App on your smartphone | 3 |
| Step 2: Pair your Internet-connected ELEVATE or STB with Amazon Alexa | 4 |
| Get help | 4 |

Introduction

Starting with the Elevate 17.9 release, next-generation voice-control was offered on the Elevate platform using Amazon's Alexa products (Amazon Echo, Dot, Tap). We are excited to offer this feature, Elevate Voice Control with Amazon Alexa, which is a key differentiator from our competition and leverages the massive industry investment in promoting voice control.

This guide lists the subscriber requirements to enable Elevate Voice Control with Amazon Alexa, and describes how subscribers can setup Alexa on the Elevate platform in just a few easy steps. For more information, see the "Elevate Voice Control with Amazon Alexa: Troubleshooting Guide."

Subscriber requirements

For subscribers to use Alexa with their Elevate device, they must have the following:

- An Amazon account
- A working Alexa device—Echo, Echo Dot, or Tap device—linked to their Amazon account
- The Amazon Alexa app
- Wi-Fi connection with Internet access
- ELEVATE service and compatible STB running software version 17.9 or higher

Subscriber set-up

The following are instructions for your subscribers to set up Elevate Voice Control with Amazon Alexa. This assumes they already have a working Alexa device. **Please note that only one Elevate device can be paired with one Alexa.**

Step 1: Enable ELEVATE in the Alexa App on your smartphone

Note: If you don't have a smartphone, go to alexa.amazon.com to enable ELEVATE from a computer connected to your Wi-Fi network. Follow the steps on this page using your computer instead of smartphone.

- a) Open the Alexa App on your mobile device.
- b) Open the side menu by tapping the three bars on the upper left.
- c) Tap Music, Video, & Books.
- d) If not already logged in, you will first have to log in using your Amazon account credentials.
- e) Tap ELEVATE from the Video section of the list.
- f) Tap ENABLE SKILL. You will see a screen asking you to get a code from the Elevate menu. Leave this screen open and proceed to Step 2.

Step 2: Pair your Internet-connected ELEVATE device or STB with Amazon Alexa

- a) On your Elevate device, use the remote control to navigate to Settings.
- b) Navigate vertically through the list of cards to focus on Amazon Alexa. Press OK on the remote control.
- c) Select get code and click OK on the remote. Note: This code is only valid for one hour.
- d) Enter the code in the Alexa App on your smartphone and tap Pair.
- e) When you see this message on your smartphone, "To continue, close this window to discover devices you can control with Alexa," tap Done. (Do not tap the "X" to close the Amazon Alexa app.)
- f) Select the Elevate device you would like to control with Alexa and tap CONTINUE.
- g) Select the Alexa device you want to use to control your Elevate device and tap LINK DEVICES. You will see a screen confirming that your Elevate device is linked to your Alexa device.

To pair additional Elevate STBs on the same Elevate account with different Alexa devices (only one Elevate device per Alexa), follow step g above.

Get Help

For issues with the Amazon Echo, Echo Dot, or Amazon Tap (like connecting to Wi-Fi or if Alexa is having a hard time understanding you)

www.amazon.com/contact-us