GVTC ELEVATE

GVTC Elevate Voice Control with Amazon Alexa Troubleshooting Guide

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Introduction

The Elevate 17.9 release introduces next generation voice-controlled television with Elevate Voice Control with Amazon Alexa. This document describes some common troubleshooting procedures for operators and their subscribers in setting up and using Alexa with Elevate. This document assumes that the subscriber already has a working Alexa device.

For additional information, see the "Elevate Voice Control with Amazon Alexa: Setup Guide."

Troubleshooting Setup

Errors in the Elevate UI

I don't see the Amazon Alexa card.

Possible cause: You are not in Settings.
- From the main Elevate menu, navigate left or right to Settings (the gear icon), then navigate up or down to find the Amazon Alexa card.

Possible cause: Your set-top box (STB) has not been updated with the Alexa entitlement.
- Try rebooting your STB. You can simply unplug the power plugs to your media gateway (and media player if you have a separate player) and plug them back in and they will reboot automatically. If this fails to fix the problem, contact your provider.

Errors in the Alexa App

During setup, I don't see any devices that I can control with Alexa.

Possible cause: When the app says to "close this window to discover devices you can control with Alexa," in iOS, if you tap X (instead of Done) the app closes and setup is aborted.
- Get a new pairing code in Elevate (from the Amazon Alexa card in Settings) and restart the process of enabling Elevate in the Alexa App. When you reach the page with the message to close the window, look for Done. Note that Done may only appear when you swipe the page down. This is a quirk of the Alexa App on some devices.

During setup, I get an "Invalid Code" error after entering my pairing code.

Possible cause: You may have entered the code incorrectly.
- Verify that you have entered the code correctly. Ensure 0s (zeros) and Os are correct.

Possible cause: The pairing code may have expired.
- Pairing codes are only valid for 1 hour. To get an updated pairing code, go to Elevate, Settings, Amazon Alexa and select get code. If the code has been used or is expired, a new code will be provided.

Possible cause: Another Elevate device is already paired with Alexa.

- Only one Elevate device can be paired with an Alexa device. If you had a previous device paired and now want to pair a new device, you need to delete the previous Elevate device from the Alexa app. Follow this procedure:
     1. Launch the Alexa app.
     2. Disable Skill.
     3. Go into Devices tab > All devices.
     4. Find the device that was initially paired with Elevate.
     5. If it shows as connected via Espial, then delete that device.
     6. Log out of the Alexa app.
     7. Start the normal pairing process where you go to the Media Player and get the code from Settings > Alexa > get code.
     8. Log into Alexa app.
     9. Go to your provider's skill.
     10. Add the pairing code.

Setup completes successfully, but my TV doesn't respond to voice commands.

Possible cause: You may have paired Alexa with the wrong player (if you have more than one player in your home).

- If you have multiple players on the Elevate system in your home, make sure you choose the correct player in your Alexa app when selecting the device to connect with Alexa. This will be the player you obtained the code for in the Amazon Alexa card in the Elevate UI.

Troubleshooting Voice Commands

Search Errors

Alexa fails to find search term.

Possible cause: unclear command

- The most reliable search command is "find." If your searches often fail, use "find" instead of "search on," "show me," or "search for."

Possible cause: Complex search term

- Keep your search term as simple as possible. For instance, asking Alexa to find "action movies" can fail because there are two terms for Alexa to focus on: action and movies. Simply ask Alexa to "find action"; this will result in Alexa finding all shows with the genre "action" or "action" in their title or description. (In other words, it is a keyword search.)
- Likewise, instead of asking Alexa to find "Seattle Seahawks," which is likely to fail, simply ask Alexa to find "Seahawks." This search will succeed.

Possible cause: Apostrophe in search term

- At this time, the apostrophe is not in Alexa's "vocabulary." So for instance, asking Alexa to find "What's Eating Gilbert Grape" will fail. We are working to fix this issue.

Tuning Errors

Alexa fails to tune to the station I want.

Possible cause: unclear command
* The most reliable commands for tuning to a particular station are "tune to" or "watch." Use these tuning commands for better results.

Possible cause: Alexa doesn't recognize local station
* Alexa may have difficulty recognizing local station names. Whenever possible, use the national station name instead of the local affiliate station name. For instance, instead of asking Alexa to tune to KOMO (the ABC affiliate station in Seattle), say, "tune to ABC."

Playback Errors

Alexa fails to pause after starting playback via the remote control

Possible cause: Alexa's player context may be associated with another skill. For example, Spotify.
* Simply add elevate to the end of the command. For example. Say "Alexa, pause Elevate."

Alexa fails to stop playback of a recording; playback only pauses.

Possible cause: Alexa equates the command "stop" with pause.
* At this time, Alexa interprets "stop" as pause. There is no voice command to end playback of a recording as in using the stop button on the remote control. This is an Alexa issue; we are working with Amazon to fix this

Get Help

Alexa TV & Video Support
* [Set Up Alexa Video Skills](#)
* [Use Alexa to Control Your TV or Video Service](#)
* [Manage Alexa Video Skills & Linked Devices](#)
* [Quick Fixes for Alexa Video Skills](#)

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