

ECHO SMART SPEAKER SETUP MANUAL

OUR MISSION

AINC's mission is to provide news and information in audio format for the blind, low vision and print disabled community of Colorado. Audio services empower individuals to be self-sufficient, connected to community, and continuously learning.

[Manual](#)
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Audio Information Network of Colorado

303-786-7777

www.aincolorado.org

For installation questions, please contact

Alex Flynn, x105 or

Dan Diaz de Leon, x100

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Introduction to AINC

AINC envisions a future where everyone has access to news and information regardless of physical ability or financial status.

AINC's mission is to provide news and information in audio format for the blind, low vision and print disabled community of Colorado. Audio services empower individuals to be self-sufficient, connected to community, and continuously learning.

A print disability is anything that prevents an individual's access to printed matter.

AINC's audio programs are not transmitted via commercial radio waves and require either a specialized receiver or access to the internet.

This manual provides instruction on setting up Amazon Echos for people with internet access. A separate manual is available for all other access types.

Echos can change the game for people who are blind, low vision or print disabled.

Many potential AINC listeners, however, do

not have access to the internet. Often, it is because they cannot afford market-rate internet or need assistance negotiating cumbersome application processes. AINC can facilitate the process for interested individuals who qualify. With internet access, they become eligible for a smart speaker.

Internet access and training can help empower individuals to self-sufficiency, community connection, and continuous learning.

Listener Qualifications

Potential new listeners should meet minimum requirements. It is best if these are determined ahead of time in order to avoid a visit that leaves the new listener unhappy or frustrated (not to mention the installer!)

Minimum requirements:

- ☐ access to WiFi internet and password
- ☐ an email address with password or would accept assistance in creating one

- ☐ an Amazon account with password or would accept assistance in creating one
- ☐ good voice projection
- ☐ minimal hearing loss
- ☐ lives alone or with an accepting roommate
- ☐ access to an electricity outlet
- ☐ space (table, shelf, etc.) for unit
- ☐ resides within an hour's drive of AINC or partner organization

Preparing for Installation

General Information

- Equipment is assigned to listeners and tracked by part number and serial number.
- AINC will provide inventory to partner organizations. Use only equipment from AINC's inventory. *Please do not go out and buy your own.*
- Older Echos work only with wireless internet (WiFi).
- Echo Dot 3s or newer work with hotspots. (more on hotspots on page 20)

- Check on-site inventory. If you are a partner and are low on inventory, please call AINC.
- Internet access and a mobile phone, tablet or laptop is necessary to activate an Echo device.
- If using a mobile device, download and install the free Amazon Alexa and Speedcheck apps.



- If using a laptop, use the websites directly once on site:
alex.amazon.com and
speedcheck.org.

Do Before On-site Installation

After listener lead is received and inventory is confirmed, schedule a date and time for setup with the new listener. Make sure to coordinate with appropriate on-site staff if installation is in group home situation.

☐ If installing at group site, ask staff to run Speedcheck from a computer. This indicates whether WiFi on-site is likely to

be adequate (a minimum 1 Mbps is required).

☐ Go to aincolorado.org and click on *Interested in Listening?* button. Fill out the online form or download the *Listener Interest* form, fill in known data (at a minimum include the name, address and phone number) then scan and email or copy and snail mail it to AINC (if you are a partner).

☐ To save time and/or if more than one setup will be conducted at one site (e.g. assisted living sites), on the *Inventory Checkout Form* (see appendix) fill in:

- resident first name and last name
- room number
- internet username and password
- assigned equipment part number
- email address name
- Amazon account name

☐ Assign and track equipment using the part number written on the box that is of the format AMZ XXXX-XX-XXXX. Part numbers are tied to the serial number and

less prone to error when tracking without a scanner.

☐ Make sure each Echo unit is on factory setting, especially if unit has been previously assigned.

NOTE: On an Echo Dot 3, press “Action” button down for 25 seconds. Light ring will turn orange then blue.



Figure 1-Action Button

☐ If new listener does not already have an email address and/or Amazon account, assign names to use for creating new accounts once you are on site.

NOTE: In order to obtain listener consent, they must complete and sign Listener Consent form.

Checklist Prior to On-site Departure

The following list will help in gathering items needed for a smooth installation.

Gather and take with:

- 1 Echo per listener + 1 extra
- Listener Interest Forms
- Inventory Checkout Form
- Consent Forms
- Training poster for each resident
- Headphones (optional for hard of hearing listeners)
- Extension Cord/Power Strip

Double check:

- Smart phone, tablet or laptop with access to Alexa and Speedcheck apps
- Each Echo for power cables

Contact and organizational information:

- Business cards
- AINC Brochures
- Other useful items for handout

On-site Procedure

Once on site, test each new listener's site Wifi with Speedcheck before each setup. A minimum of 1 Mbps is necessary for proper Echo functionality. If minimum is not met, ***do not proceed with installation.***

Creating an Amazon Account

If a new listener does NOT have an Amazon account, follow these steps to create a new account if the new listener does not have one.

NOTE: In order to obtain listener consent, they must complete and sign Listener Consent form.

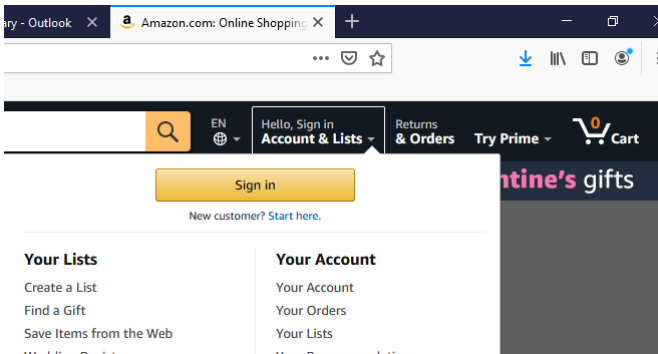


Figure 2

- Have listener sign consent form
- Go to Amazon.com

- Select Account & Lists
- Click on Start Here
- Enter name
- Enter a valid email address
- Enter desired password

NOTE: Use a temporary password for listener to reset.

- In a separate browser tab, check email for verification message from Amazon
- Copy the 6 digit code
- Go back to Amazon website tab and authenticate by pasting the code

Process steps may request:

- **A mobile phone number**, *skip and do not enter*
- **A birthdate**, enter 1/1/1950
- **Credit card information**, *do not enter*, decline if listener insists

NOTE: Temporary password on page 12 should be changed by caregiver or family member.

Echo Activation

Connect Echo to power. Wait 1 or 2 minutes for light ring to turn blue.

NOTE: Make sure you are logged out of Alexa app.

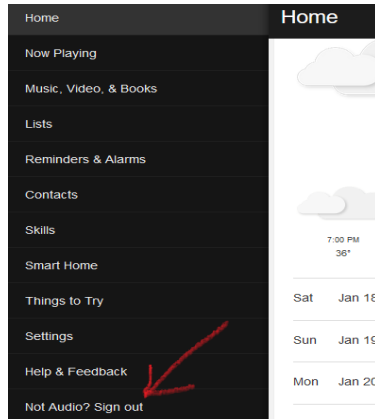


Figure 3-Logout

Using the Alexa app or by going to alexa.amazon.com, login to the new listener's Amazon account.

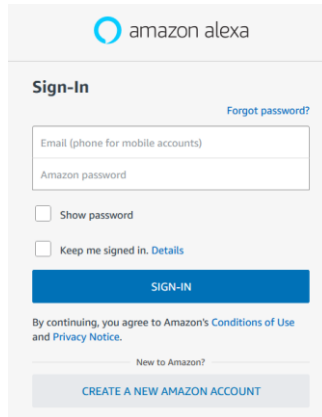
The image shows the Amazon Alexa sign-in interface. At the top is the Amazon Alexa logo. Below it, the heading "Sign-In" is displayed. To the right of the heading is a link for "Forgot password?". There are two input fields: "Email (phone for mobile accounts)" and "Amazon password". Below these fields are two checkboxes: "Show password" and "Keep me signed in. Details". A blue "SIGN-IN" button is positioned below the checkboxes. Under the button, a line of text states: "By continuing, you agree to Amazon's Conditions of Use and Privacy Notice." Below this text is a link for "New to Amazon?". At the bottom of the screen is a button labeled "CREATE A NEW AMAZON ACCOUNT".

Figure 4-Login

The Alexa app will guide you through the process.

Troubleshooting

- If the app is not guiding the process: in Alexa app, go to Settings → Device settings → Update wifi network → Amazon-XXX (temporary WiFi)
- If the Echo ring does not turn orange: press and hold down the “Action” button (see page 10) for 5 seconds.
- If Echo does not connect to site WiFi, i. e. it times out, repeat above. It can take several tries before successful connection.

NOTE: temporary Amazon WiFi names can be confused if more than Echo activation is occurring in proximity.

Once process is complete:

□ Assign the part number (AMZ 000X-0X-XXXX) as the device name by going to Settings → Devices → *select unit undergoing set up* → Device name, click on Edit.

□ Run through the voice calibration routine with the new listener. In Alexa app, go to Settings → Alexa Account → Recognized Voices → select the switch, go to a quiet place and get 1-5 feet from the Echo and say “Alexa, learn my voice” and have the *resident* follow Alexa’s directions.

Pairing Bluetooth Headphones (Optional)

Before starting:

- Make sure Echo and Bluetooth devices are in close proximity.
- Disconnect other Bluetooth devices from Echo. Echo can connect to only one Bluetooth device at a time.

To connect a Bluetooth device to Echo:

- on Bluetooth device, turn on pairing mode (refer to the Bluetooth device user guide if necessary)
- In the Alexa app, select (devices icon)
- Choose Device
- Select Bluetooth Devices
- Select Pair a New Device

When a list of available devices appears, select your Bluetooth device and follow the instructions on the screen.

Once paired, say "connect" to reconnect.

Basic Echo Commands

Once the Echo is up and running, try the following simple commands to get started by saying, "Alexa:

- **Add command for activating AINC skill (in process) and some program examples.**
- Turn up (or down) the volume."
- What's the weather?"
- What time is it?"
- Set alarm for (time)."
- Set timer for (duration)."

- What's the news?"
- Let's play jeopardy!"
- Play Music."
- Tell me a joke."
- Ask any question about math and geography!"
- Stop!" --- to turn Alexa off

AINC has flyers and posters available with a few commands to leave behind with new listeners (see Appendix).

Low Cost Internet Access

Introduction

AINC can facilitate signing up for low cost internet access.

If a potential listener is interested in internet access, AINC determines if and which discount internet service provider can serve that listener based on income and/or location. AINC then helps facilitate the process of signing up.

NOTE: AINC can pay for initial setup fee or modem. AINC does not cover ongoing monthly fees.

AINC has established partnerships with several internet providers.

Partners

Live Wire Networks, Inc.

LiveWireNet® provides broadband service using multiple technologies. Their broadband technology mix allows for several service options to match any performance or budget requirement. Rates as low as \$15/month and no qualification requirements.

Use the listeners address to check for service at livewirenet.com and click on Check Service Availability button on the center of the homepage.

If the map is bright green at the address entered service may be available, call 303-458-5667 to double check.

After confirmation of service availability, to sign up, go to livewirenet.com/pay/recurring.

Enter the quote number using the format Q-FL-MMDDYY, where F=First Name,

L=Last Name, MM=month, DD=day,
YY=year.

Complete the online form and submit.
AINC will pay installation fee, listener is
responsible for ongoing monthly
subscription. **Need to establish process to
separate AINC paid installation fee from
recurring.**

Comcast Internet Essentials

To apply online go to
apply/internetessentials.com or call 1-855-
846-8376. If the individual lives in a HUD
(Housing and Urban Development)
building, they likely qualify. Cost is
\$9.95/month plus taxes and fees.

If a person already has Comcast internet,
they will not immediately qualify. To
qualify they would need to cancel their
service and apply after a period of 90 days.

NOTE: More details in shared Google Drive
folder.

PCs for People

PCs for People uses the Sprint Network to
provide hotspot access to the internet.

Verify that service is available at the address at:

coverage.sprint.com

AIRC covers the cost of hotspot modems. Listener is responsible for the ongoing monthly cost of about \$15.

Qualifying criteria through PCs for People:

- Have a net income of \leq 200% poverty level or
- Receive employment Services or
- Receive food Support or
- Receive Low-Income Home Energy Assistance Program (LIHEAP) or
- Have Medicaid or Medical Assistance or
- Section 8, Federal Public Housing Assistance, or Group Residential Housing (GRH) or
- Social Security Disability (SSD)/Supplemental Security Income (SSI) or
- A Statement of benefits from Social Security, General Assistance, Veteran

Administration, Retirement/Pension
or Unemployment Benefits

NOTE: More details in shared Google Drive folder.

Service Summary

Service	Qualify	Monthly*
LiveWireNet	No	\$15
Comcast	Yes	\$9.95
PCs for People	Yes	\$15

*Taxes not included

APPENDIX

AINC will provide access to the *Current Listener and Outreach Partner Docs* folder in our Google Drive. Files reflecting any updates made to the forms, flyers and posters should be promptly uploaded to this folder.

List of documents:

- Listener Interest Form
- Listener Consent Form
- Inventory Checkout
- Senior Cheat Sheet poster
- How to Use Alexa flyer
- Broadcast schedules
- Manuals



1700 55th Street, Suite A, Boulder, CO 80301

303-786-7777