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Elevate / Alexa Setup Guide

1.0
August 2017

Contents

Introduction

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

This guide lists the operator and subscriber requirements to enable the Elevate skill for Alexa, and describes how subscribers can setup Alexa on the Elevate platform in just a few easy steps. For more information, see the Elevate / Alexa Troubleshooting Guide.

Operator requirements

In order to offer the Alexa feature for your subscribers, operators must upgrade to Elevate 17.9 release (or later) and be on the 2017 Espial SAAS agreement. For more information, contact support@espial.com.

Operator configuration requirements

To enable the Elevate skill for Alexa for your subscribers, you have two options:
- Add the feature to your base rate code (for example, moxi_basic), which will enable the Alexa entitlement for all of your accounts.
- Create a separate rate code that only adds the Alexa entitlement per account, and apply that to individual accounts.

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 Device(s)

Subscriber set-up

The following are instructions for your subscribers to set up the Elevate skill for Alexa. This assumes they already have a working Alexa device.

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 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 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 with Alexa, follow steps a – e in step 1 above, enabling Elevate on the Alexa App, then tap **Manage and Link Devices,** and follow the prompts.

Amazon Alexa Guidelines and Contacts

The following table provides important guidelines and contacts for implementing and marketing the Elevate Skill for Alexa.

Content	Description	Contact Info/URL
Amazon Alexa Branding and Marketing Guidelines	This page provides an Amazon Alexa brand and messaging overview for how to integrate Amazon Alexa into your marketing including packaging, promotional materials, advertising. It also includes an overview of marketing	https://developer.amazon.com/public/solutions/alexa/alexa-voice-service/content/marketing-brand-guidelines

	recommendations and opportunities.	
Marketing Approval Process	All marketing materials, which include press releases, packaging, retail fixtures, websites, crowdfunding sites, Amazon product detail page content, and videos that reference Amazon Alexa must be sent for marketing approvals. Approvals may take up to 10 business days.	avs-marketing-review@Amazon.com
Trademark Guidelines	Trademark, Brand, and Marketing Guidelines	https://developer.amazon.com/public/support/legal/tuabg
Amazon Alexa Support	For support on all things Alexa	https://www.amazon.com/alexasupport
Hardware Purchasing	For bulk orders of Amazon Alexa-enabled devices	https://www.amazon.com/gp/feature.html?ie=UTF8&docId=1000598511

Get Help

For technical support pairing ELEVATE or STB with Amazon Alexa
support@espial.com

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

Contact Information

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