

The Amazon Echo is registered to a single Amazon account, and must be set using an Android or iOS (iPhone or iPad) app. This app can be used to configure an Echo that has been setup, and used to install additional commands (called *Skills*) for you to use. You can also manage your Amazon Echo from [alexa.amazon.com](https://alexa.amazon.com) by logging in with the Amazon account used to setup the Echo.

## EXAMPLE QUERIES

By default, Amazon Echo is triggered using the word “*Alexa*” followed by your query. **For this study, we ask that you don’t change ‘hotword’ Echo listens for**, as this is what the conditional voice recorder (CVR) listens for. The Alexa app provides a history of queries and responses that have been asked to Amazon Echo. Alexa responds to the following queries:

- You can ask questions, such as “why is the sky blue?”, or “what’s the definition of...?” , or “who is the lead singer of [band]?”
- You can ask for Wikipedia summaries by saying “Wikipedia” followed by the topic
- You can play radio stations by saying “play radio [station name]”
- You can find local businesses and restaurants nearby by asking for them, or even the opening hours for local businesses
- You can ask for news and sports results
- You can set alarms and times

## ADDING MULTIPLE AMAZON ACCOUNTS

It is possible to create an “Amazon Household”, consisting of two or more Amazon accounts. With multiple profiles added to an Amazon Echo you can listen to another account’s content (e.g. music and audiobooks), and manage shared features such as to-do lists. To enable this:

1. Visit [alexa.amazon.com](https://alexa.amazon.com) on a computer, and login with the account used to setup Amazon Echo.
2. On the left-hand side, select the *Settings* option, and then *Household Profile*
3. Login with the second Amazon account to link the profiles

To switch profiles on Echo, say “switch accounts” — you can also ask which profile is currently active by asking “which profile is this?”.

## CONFIGURABLE OPTIONS

The Alexa app provides a number of configurable options for Amazon Echo. Note, however, that once set up, you must always use the same instance of the app on the same phone or tablet unless you have configured multiple profiles (see above). The app allows you to configure:

- Accounts for online streaming music (Amazon Prime Music, Spotify and TuneIn Radio) and eBook (Audible) services. If you have Amazon Prime, you can play music from the Amazon Prime Music Library by simply asking for a song, artist, or genre
- To add, edit, and remove items from a to-do list and a shopping list
- To view a list of timers and alarms created by talking to your Amazon Echo
- Configuration options for smart home devices (e.g. Philips Hue light bulbs)

- Settings to configure the Amazon Echo
  - You can set the location of the Amazon Echo, allowing you to ask for local weather information or other location-dependant information (e.g. restaurants)
  - You can choose which news publication provides the “flash briefing” news updates on Amazon Echo
  - You can link Amazon Echo to your Google Calendar to ask questions about your schedule

## ADDITIONAL SKILLS

Amazon Echo can be configured to listen and respond to additional commands, called “Skills”. A large library of skills is available, and can be explored either through the Alexa app, or through the website [alexa.amazon.com](https://alexa.amazon.com).

## USING THE CONDITIONAL VOICE RECORDER (CVR)

The CVR listens for when you use the word “Alexa” and then saves the last minute of audio, and starts recording for one further minute. If you say “Alexa” again in that minute, the recording time is extended. When plugged in, the box takes roughly one minute to activate and during this time a faint blue light on the box shows. Once the system is active, the blue light becomes brighter.

## KEY INFORMATION ABOUT THE CVR

- **When the blue light is on, the box is listening for the word “Alexa”.** It keeps a copy of the last one minute of sound in memory if the blue light is on, but this is never saved to disk unless it believes it hears the word “Alexa”.
- **When the red and blue lights are on, the CVR is recording,** the red light turns off once recording is completed.
- **To disable the CVR from listening, press the button** — the blue light will go out. If the box is currently recording, this recording is never saved, and the red light goes out too. Pressing the button again turns the CVR back on. The CVR is less effective at detecting voice from a distance than Echo. Therefore, for the study, we ask that you mostly try to use the Echo when close to it.
- **If there are no lights visible,** try pressing the button once and waiting. If lights still do not show, restart the CVR by unplugging the USB cable from the plug, and plugging it back in.
- **If the red and blue lights are flashing,** the system has crashed. Restart the CVR by unplugging the USB cable from the plug, and plugging it back in.
- **If the box does not respond to button presses,** the system may have crashed. Restart the CVR by unplugging the USB cable from the plug, and plugging it back in.

## STUDY HELP

For help, concerns, questions, or queries, please contact the researcher, Martin Porcheron, by email at [martin.porcheron@nottingham.ac.uk](mailto:martin.porcheron@nottingham.ac.uk) or by calling [REDACTED FROM THESIS].