



## Crestron Skill for Amazon Alexa FAQ's



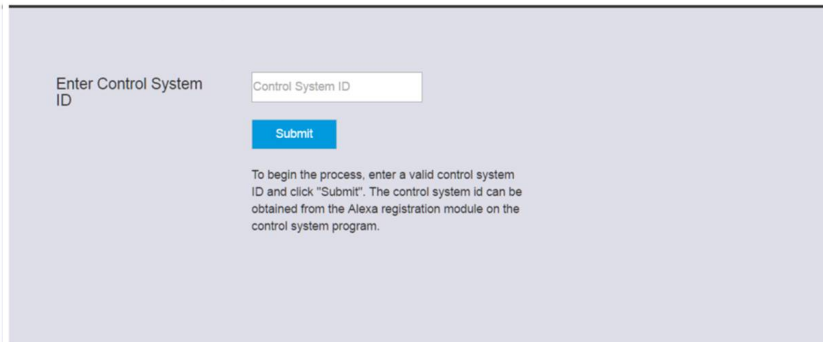
Where technology starts

## How do I get started with Amazon Alexa and Crestron?

- Talk to your integrator to incorporate the Amazon Alexa programming modules into your program.
- Have the integrator register your system.
- Browse to <https://echoadminportal.crestronfusion.com> and enter the control system ID:

### Crestron Admin Portal for Amazon Alexa

This is a tool that allows resellers and installers to register a Crestron control system that has been programmed for integration with Amazon Alexa, and configure the Amazon account to use that system.



The screenshot shows a web form with the title "Enter Control System ID". It features a text input field labeled "Control System ID" and a blue "Submit" button. Below the button, there is instructional text: "To begin the process, enter a valid control system ID and click 'Submit'. The control system id can be obtained from the Alexa registration module on the control system program."




- After your integrator has entered the ID, a unique code will be displayed that has to be entered in the control system.
- Once the unique code is entered, your integrator will ask you to log in with your Amazon account used for your Amazon Echo / Echo Dot / Amazon Tap.
- Once linked, the screen should look like this:

### Crestron Admin Portal for Amazon Alexa

This is a tool that allows resellers and installers to register a Crestron control system that has been programmed for integration with Amazon Alexa, and configure the Amazon account to use that system.

Control System ID:

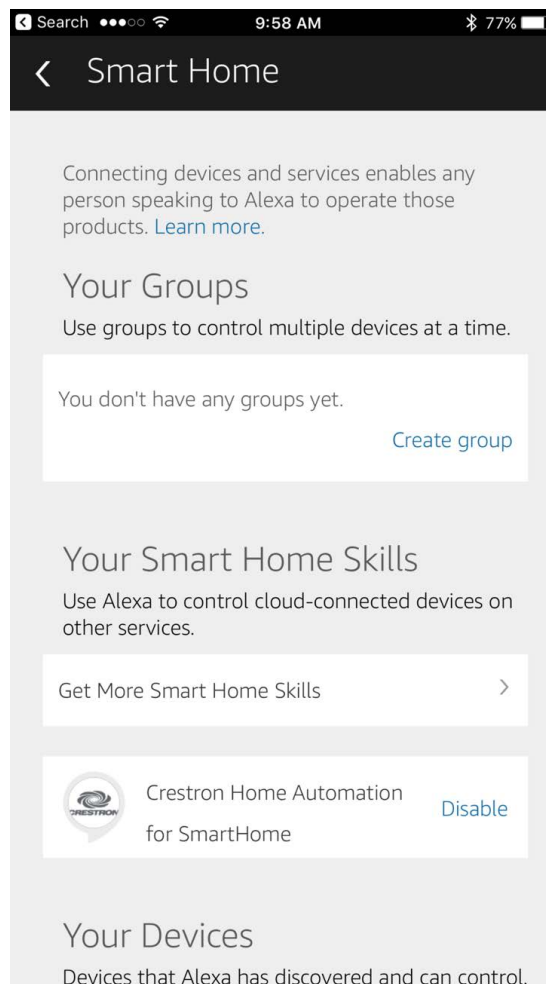
Status

Registration	Control System Connection	Linked to Amazon
 Registered	 Connected	 Linked

Delete 00:10:7f:34:f3:69

- This means that the control system is now linked to your Amazon account.
- Now you have to configure your Alexa enabled to talk to your Crestron Control System. For this, all you have to do is:
  - Open the Alexa App on your smart device.
  - Click the menu button, and select "Smart Home".
  - Click "Get More Smart Home Skills" and select "Crestron Home Automation for SmartHome" from the list.

- Once done, your screen should look like this:



- Say "Alexa, discover devices" for the Smart Home Skill to discover all your Crestron devices.
- Alexa will respond with how many Smart Home devices she's found. You now have the Smart Home Skill enabled and configured.
- Next, go to the menu in the Alexa App again and go to "Skills".
- Find the "Crestron Home Automation" skill and add it to your profile. You now have the Custom Skill enabled and configured.

## How do I control my home using Alexa?

- There are two ways to interact with Crestron via Alexa:
  - Crestron's Smart Home Skill for Amazon Alexa. You can read how to use it in Amazon's help section:  
[https://www.amazon.com/gp/help/customer/display.html/ref=hp\\_left\\_v4\\_sib?nodeId=201749260](https://www.amazon.com/gp/help/customer/display.html/ref=hp_left_v4_sib?nodeId=201749260)
  - Crestron's Custom Skill for Amazon Alexa, which is where Crestron's power really shines; you won't just talk to devices, but rather to your house.
  - To use this skill, all your requests will take the form of: "Alexa, ask Crestron" or "Alexa, tell Crestron".
  - You will also have to indicate the room in your requests. There are some examples of what you can say opposite:

"Alexa, tell Crestron it's too dark in the kitchen."

"Alexa, tell Crestron it's too bright in the family room."

"Alexa, tell Crestron it's too cold in the dining room."

"Alexa, tell Crestron it's too warm in the basement."

"Alexa, ask Crestron to turn on the kitchen light."

"Alexa, ask Crestron to turn off the fan light in the family room."

"Alexa, tell Crestron I'd like to read in the bedroom."

"Alexa, tell Crestron I'd like to watch TV in the family room."

"Alexa, tell Crestron I'd like to listen to radio in the master bedroom."

"Alexa, ask Crestron to raise the light in the kitchen by 25 percent."

"Alexa, ask Crestron to dim the scone in the family room by 50 percent."

"Alexa, tell Crestron to open the shades in the family room."

"Alexa, ask Crestron to close the shades in the sunroom."

"Alexa, tell Crestron to set the temperature to 70 degrees in the whole house."

"Alexa, tell Crestron to raise the temperature in the family room by 4 degrees."

"Alexa, ask Crestron to list the rooms."

"Alexa, ask Crestron to list the presets in the kitchen."

### What if Alexa says "OK," but turns on/off the wrong lights or controls the wrong device?

- Open the Alexa App on your smart device and check the history to make sure Alexa heard you correctly. • Refer to Amazon's help page if you can't find it: <https://www.amazon.com/gp/help/customer/display.html?nodeId=201602040>
- If so, verify with your integrator that what Alexa heard matches what's in your system (room names, device names and preset names).
- If Alexa misheard you, try the request again, speaking slower/clearer.
- If Alexa continues to misunderstand you, when you check the Alexa history, be sure to click on "No" to the question "Did Alexa do what you wanted?" to send direct feedback to Amazon so they can improve your experience. Please also reach out to your integrator for additional help.

### What if Alexa says "OK," but does nothing?

- Open the Alexa App on your smart device and check the history to make sure Alexa heard you correctly. Refer to Amazon's help page if you can't find it: <https://www.amazon.com/gp/help/customer/display.html?nodeId=201602040>
- Try asking it in a slightly different way, such as "lights in the kitchen" instead of "kitchen lights".
- If Alexa continues to misunderstand you, when you check the Alexa history, be sure to click on "No" to the question "Did Alexa do what you wanted?" to send direct feedback to Amazon so they can improve your experience. Please also reach out to your integrator for additional help.

### What if Alexa says it doesn't understand your request?

- Try saying "Alexa, ask Crestron".
  - If she responds with "Welcome to the Crestron Home Automation Skill..." your skill is configured correctly.
  - If not, follow the steps in the "Getting started" section.
- If Alexa continues to misunderstand you, when you check the Alexa history, be sure to click on "No" to the question "Did Alexa do what you wanted?" to send direct feedback to Amazon so they can improve your experience. Please also reach out to your integrator for additional help.



## What are some of the responses from Alexa I can expect?

- "OK"
  - The request was accepted and is executed.
- "Error, unknown source detected, please ensure you are using the official Crestron Skill."
  - Make sure you have enabled and linked the correct skills, as described in the "Getting started" section.
- "Sorry, I couldn't understand your request."
- "Sorry, I couldn't find a device with the name [device name] in the room [room name]."
  - Contact your integrator to make sure the room name and device name are in your system.
- "Sorry, I found multiple devices with the name [device name] in the room [room name]."
  - Contact your integrator to make sure you don't have multiple devices with the same name in a single room.
- "This device doesn't support that action."
  - The action you requested does not apply to the device (for example, trying to dim a switched load).
- "There was an invalid [parameter]. Here is a list of valid parameters: [list]."
  - The parameters in the request are invalid.
- "There was an invalid value for [parameter]. The minimum valid value is [min] and the maximum valid value is [max]."
  - The value you provided in your request is outside the acceptable range. Try a value within the range provided by Alexa.
- "Please contact the installer or reseller to link your account to your Crestron Control System."
  - Alexa is unable to detect a control system. Contact your reseller/installer to resolve the connection.
- "Control System response failure."
  - Unable to establish a connection with the control system. Contact your reseller/installer.