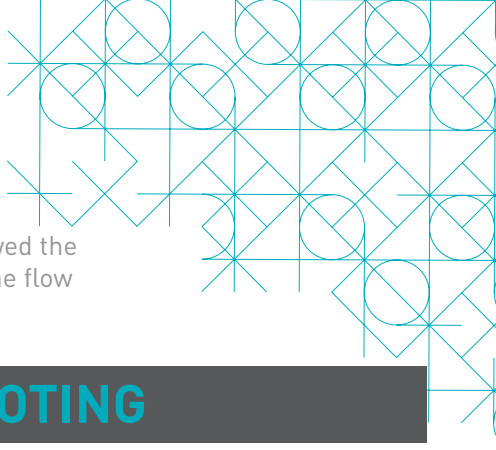
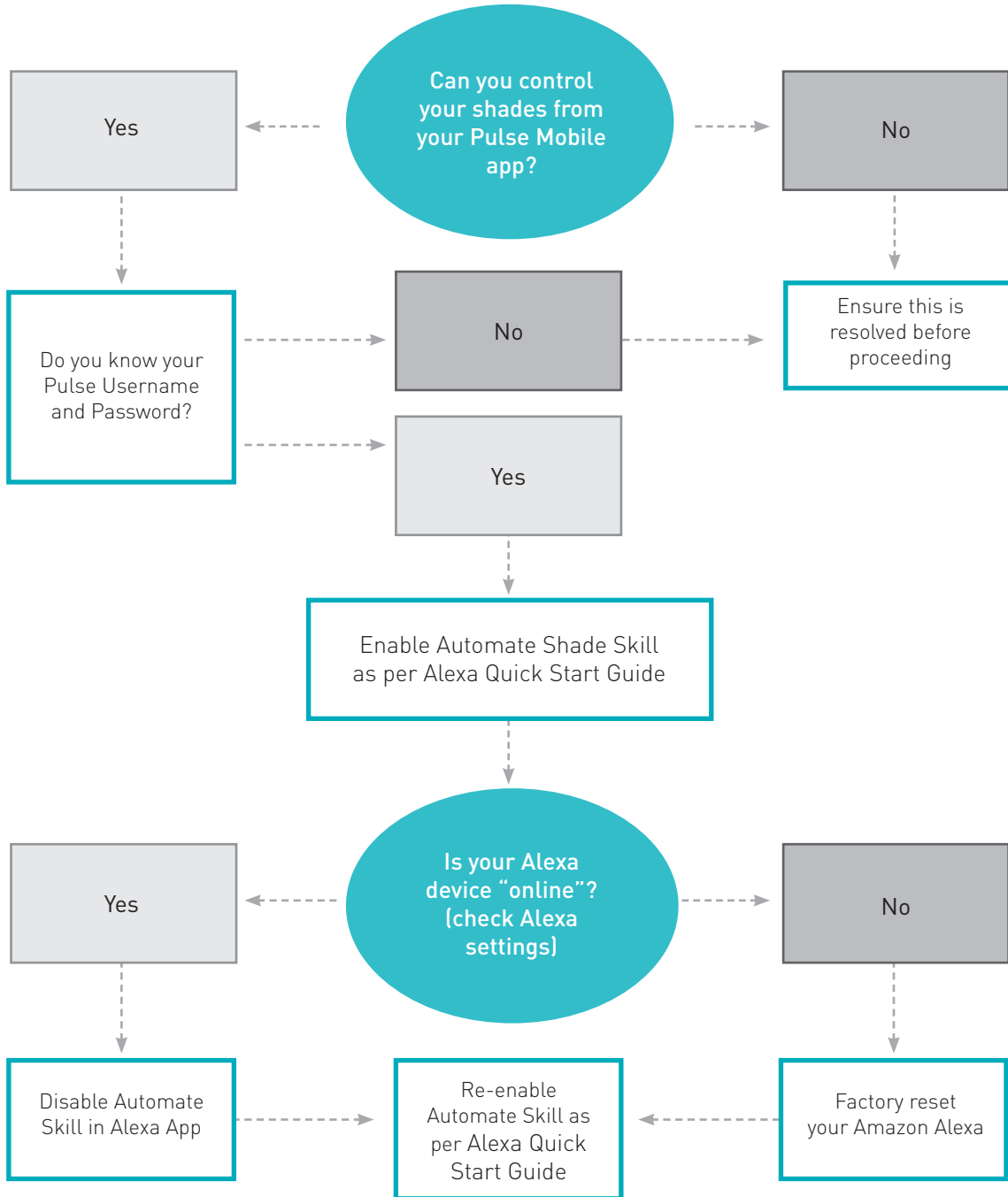


Please follow the **Quick Start Guide** prior to troubleshooting. If you have followed the **Quick Start Guide** and are still having difficulties discovering devices, follow the flow diagram below. Refer to the **FAQs** if you still not able to discover devices.



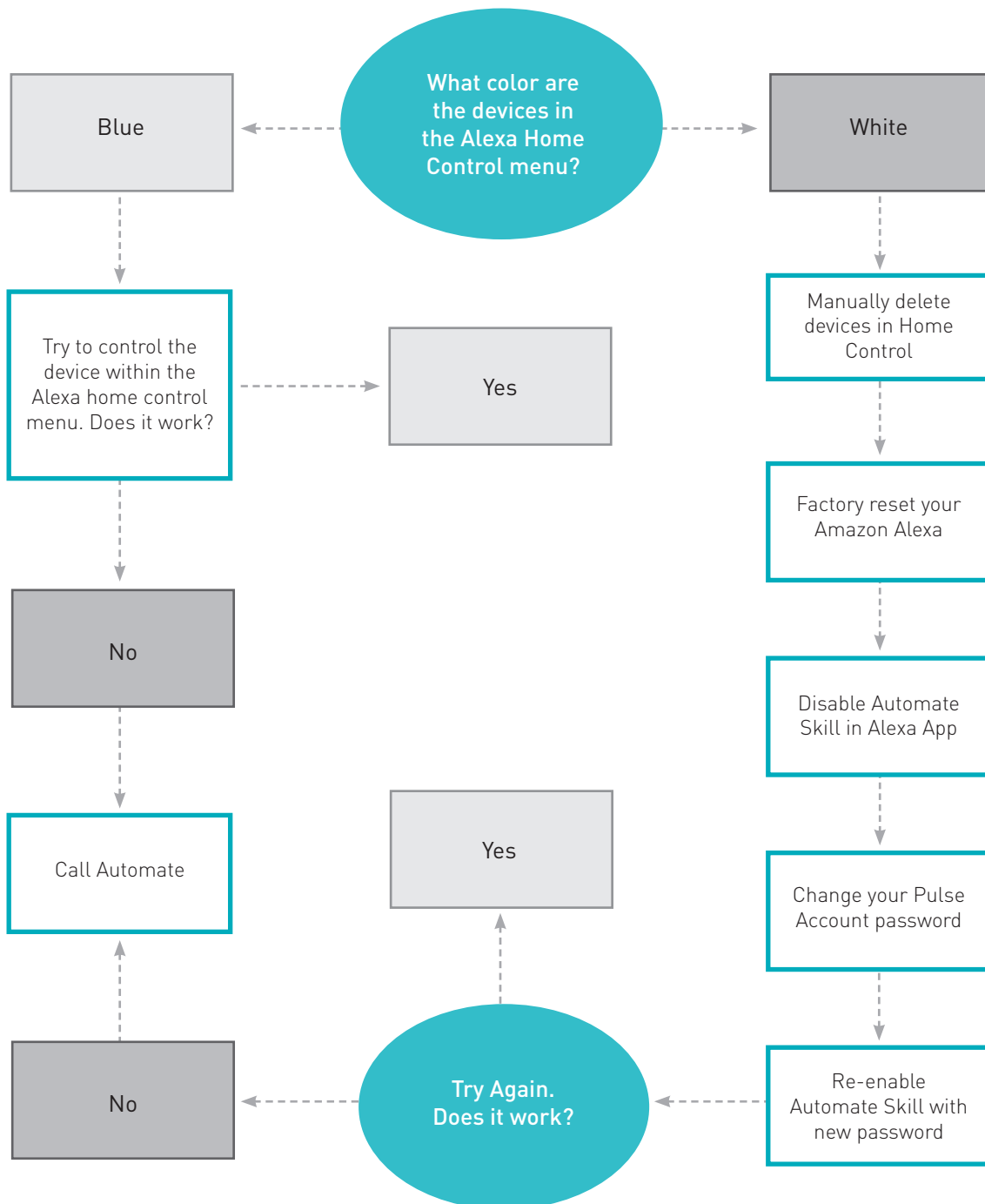
# ALEXA AND AUTOMATE TROUBLESHOOTING

- Cannot control Automate Shades with Alexa



# ALEXA AND AUTOMATE TROUBLESHOOTING

- Need to add more shades to Alexa app but they won't discover
- Updated the name of the shades in the pulse app but they won't update in Alexa
- Shades are discovered in the Alexa app but does not respond



# FAQ's - AMAZON ALEXA

## **Q: How do I find the Alexa skill to enable control of my Automate shades?**

A: From the main menu in the Alexa App, click "Skills". In the search bar for Skills, type "Automate Shades". The Automate skill will present once the search is complete.

## **Q: How do I enable the Automate skill?**

A: Once you have found the Automate skill in the Alexa App, click "Enable". You need to enter the account credentials that are used to login to the Automate mobile App (user email and password).

## **Q: I enabled the skill, but I cannot control any shades?**

A: Once the Automate skill is enabled, you need to discover devices to control them with Alexa. The simplest way to do this is to instruct Alexa "Alexa, discover devices". Alternatively, you can follow the instructions above to discover devices through the Alexa App.

## **Q: The Automate skill is enabled in Alexa, but I cannot discover my shades and scenes.**

A: Make sure that the Automate Wi-Fi hub is online. This can be done from within the Automate App – in the main menu, choose your location then choose the hub within that location. The fifth category in the hub list is hub time – if this category has a value (time), the hub is connected to the web. If there is no value, check the Wi-Fi network connectivity.

## **Q: I cannot control the rooms I have configured in the Automate mobile App**

A: Automate integration with Alexa supports device level control and scene activation. Rooms, as configured in the Automate App, are not pulled into Alexa when devices are discovered. If you would like to control entire rooms/groups, you can configure that experience from within the Alexa App.

## **Q: Can I control each shade individually?**

A: Yes, each shade that is controlled in the Automate App can be voice controlled through Alexa.

## **Q: How do I lower a shade?**

A: To lower an individual shade, simply say, "Alexa, turn on (Unique Shade Name)".

## **Q: How do I raise a shade?**

A: To raise an individual shade, simply say, "Alexa, turn off (Unique Shade Name)".

## **Q: How do I move a shade to a position between fully open and fully closed?**

A: To move a shade to an intermediate position, simply say, "Alexa, set (Unique Shade Name) to (desired) %". Example: "Alexa, set North Facing to 40 percent". 0% is fully open and 100% is fully closed.

## **Q: Do I have to say "set"?**

A: "Set" is the most relevant trigger word to activate a shade to move. "Dim" is another trigger word, however it is not as natural when using with a shade as "set".

## **Q: I try to move one shade, but Alexa replies that there is more than one device with that name?**

A: It is important to name shades uniquely. Review your shade names in the Automate App and name each one distinctly different from others. Once you have updated shade names in the Automate App, instruct Alexa, "Alexa, discover devices" – once the device discovery is complete, you can instruct Alexa to control the shades using the updated names.

**Q: Can I control groups of shades?**

A: Yes, however you must configure the groups in the Alexa App. The integration does not pull the Rooms information from the Automate App into the Alexa experience.

**Q: How do I raise a group of shades shade (that were configured in the Alexa App)?**

A: To raise a group of shades, simply say “Alexa, turn off (Unique Group or Room Name)”.

**Q: How do I lower a group of shades shade (that were configured in the Alexa App)?**

A: To lower a group of shades, simply say, “Alexa, turn on (Unique Group or Room Name)”.

**Q: Can I trigger the scenes that I have setup in the Automate App?**

A: Yes, scenes that are set up in the Automate App will pull into the Alexa experience during the “Device discovery” process. Additionally, you can create scenes that include other devices (lights, audio, etc.) from within the Alexa App.

**Q: How do I trigger a scene?**

A: To trigger a scene created in Automate App, simply say “Alexa, turn on (Unique Scene Name)”.

**Q: Are there any preconfigured scenes available?**

A: No, all scenes are custom. They can be configured from the Automate App or within the Alexa App.

**Q: “Turn on” and “Turn off” are strange trigger words. Can I just say “open” or “close”?**

A: “Open” and “Close” are not options currently. The Smart Home functionality in Alexa is relatively new. Window shades currently fall under the lighting category –as such, the language associated with shade control is the same as is used to control lights (on, off, dim/set).

Custom commands: You can create routines in the Alexa App and create custom commands for these routines like: Alexa raise or lower Living room Shades works well. You can set many routines one for each room if needed.

**Q: Do I have to frequently login to my Automate account through Alexa?**

A: No, the first time you login and authenticate your Automate account from within the Alexa App AUTOMATE skill, the App will hold a “token” which allows for continuous integration without having to repeatedly sign-in.

**Q: I changed the name of a shade in my Automate account. Does the name change in Alexa automatically?**

A: Name changes that originate in the Automate account will normally “propagate” automatically to Alexa in a few minutes. If there is a delay, you may need to close the Alexa App and reopen it to refresh the device list. If it still does not resolve the issue delete the device in the Alexa App and re-discover.

**Q: How do I add a new Shade to my existing account?**

A: After adding a Shade to your Automate account, ask Alexa to “discover devices”. The new shade should appear in the App and be available for voice activation.

**Q: I deleted a shade from my Automate account, but it still appears in my Alexa App. How do I remove it?**

A: To delete a shade in your Alexa account, go to the shade in the Alexa App, select edit and click on the trash can in the user right corner of the screen.