

# Echo Setup Quick Start Guide & Tip Sheet

## A computer, smartphone, or tablet is required to setup an Echo.

- To set up on a computer, go to alexa.amazon.com. Google Chrome cannot be used to setup an Echo.
- To set up on a smartphone or tablet, use the Alexa app. The Alexa app can be downloaded for free from the App Store on iPhone and iPad, or the Play Store on Android.
- If you already have the Alexa app installed, check for updates in the App Store or Play Store. If an update is available for the Alexa app, install it before proceeding.
- If the resident has a smartphone, it is recommended to install the Alexa app on their phone and sign them in, so they have access to its features. Their phone can be used for the entire setup process.
- Certain generations of Echo may not be able to be set up using the browser. If you run into issues when setting up an Echo on the browser, it means that model of Echo cannot be set up using a web browser. You will need to switch to the Alexa app for Echo setup.

## Setup begins at the Sign-in page on the Alexa app or website.

- If you do not see the Sign-in page, you need to log out of the current account.
- To sign out of the Alexa website, click **Sign Out**.
- To sign out of the Alexa app, tap the **More**, then tap **Settings**. Scroll down to the bottom and tap **Sign Out**.
- After each Echo setup, you will need to sign out before beginning setup for another resident.

## Each resident needs a free Amazon account in order to use an Echo.

- If the resident does not have an Amazon account, you can create one for them. Select **CREATE A NEW AMAZON ACCOUNT** on the Sign-in page.
- An email address is required to create an Amazon account. During account creation, you will need to retrieve a One Time Password that is sent to the resident's email. If the resident does not have an email address, you can create one for them at gmail.com.

## During Amazon account creation, you may be asked to add a mobile number.

- This does not need to be a smartphone. It just needs to be able to receive standard SMS text messages.
- You cannot use a phone number that is already associated with an Amazon account.
- If the resident does not have a mobile phone, click **Not now** or tap **Skip**.
- If you are not given the option to skip after multiple attempts, you may not be able to setup a device using that email address. Try creating a different email address for the resident, then creating the Amazon account with it.

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## If you are not prompted to setup an Echo after logging in on the Alexa website or app...

- On the Alexa website, click **Settings**, then click **Set up** a new device.
- In the Alexa app, tap **Devices**, then tap the plus sign.

## During Echo setup...

- If the light ring on the Echo is not orange, hold down the Action button (the button on the Echo with a dot on it) and wait until Alexa says “Now in setup mode. Follow the instructions in the Alexa app.” This is referring to the app or website, whichever you are using for setup.
- When Alexa says, “Now, go back to the Alexa app,” this is referring to the app or website, whichever you began setup on.
- You may be prompted to set up voice ID. This is optional and can be setup later if you tap **Skip**.
- While setting up an Echo using a smartphone or tablet, you may be prompted to allow access to your contacts. This is optional and should only be done if you are setting up a device with the resident’s smartphone. Tap **CANCEL** to skip.
- While setting up an Echo using a smartphone or tablet, you may be prompted to allow notifications from the Alexa app. This is optional and should only be done if you are setting up a device with the resident’s smartphone. Tap **CANCEL** to skip.