



ALEXA SHOW VIDEO CALLING

This guide has been prepared to get you started making your first video call using an Amazon Alexa device. It includes an overview of system requirements, how to add contacts into the address book and then step-by-step pictorial guides for how to make a call. We've included some common trouble shooting advice, but should you have any other difficulties please don't hesitate to get in touch at info@tltechsmart.com.

1. REQUIREMENTS

You will need the following to be able to initiate video calls between Alexa devices or apps:

1. (a) Alexa device with video functionality, e.g. Echo Show, Echo Show 5, Echo Show 8, Echo Spot or Fire HD Tablet.

Echo Spot



Echo Show



Echo Show 8



Echo Show 5



Fire HD 8





1. (b) Alexa app on a device with video functionality, e.g. mobile phone with camera.



https://play.google.com/store/apps/details?id=com.amazon.dee.app&hl=en_GB

<https://apps.apple.com/us/app/amazon-alexa/id944011620>

<https://alexa.amazon.co.uk>

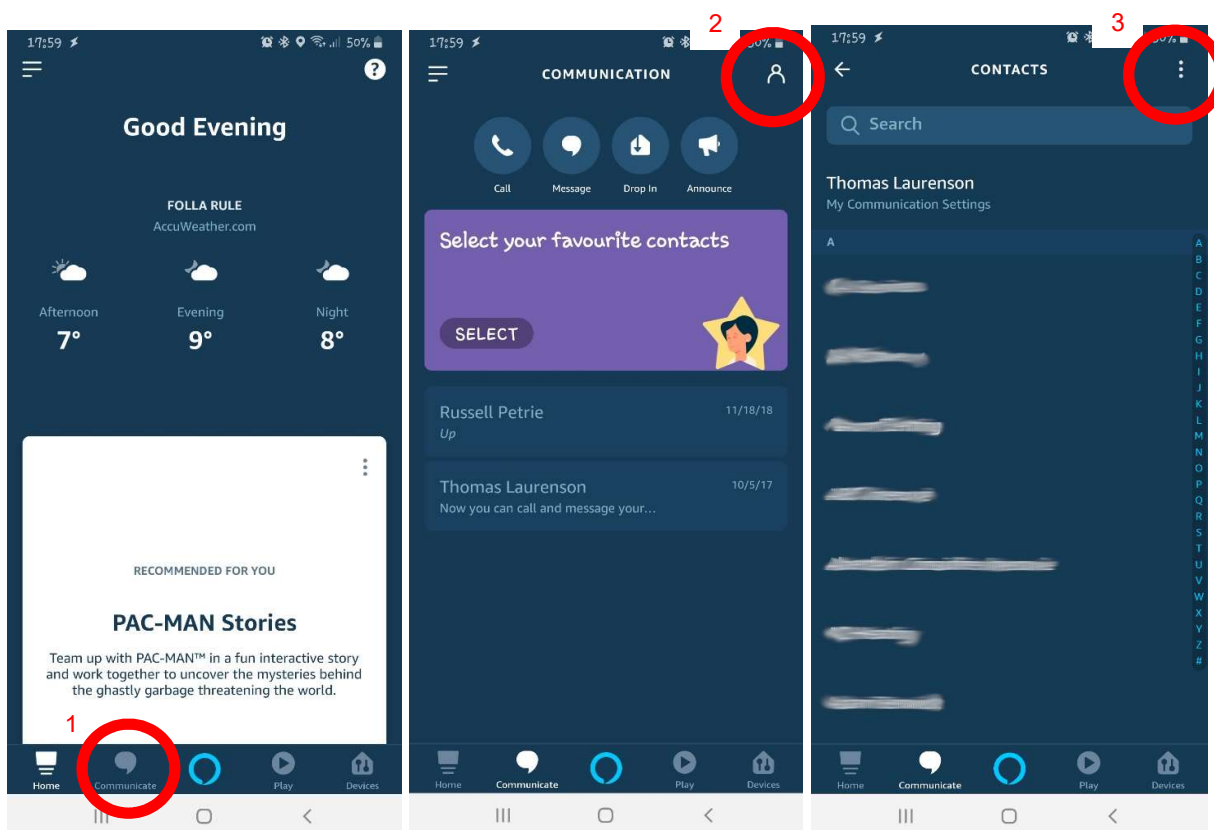
2. Contact details for someone with one of the above devices.

2. ADDING CONTACTS

Contacts need to be added in the Alexa app.

There is an option to include all the contacts from the phone/device the Alexa app is on or you can add contacts manually. The guide which follows shows you how to add in details manually.

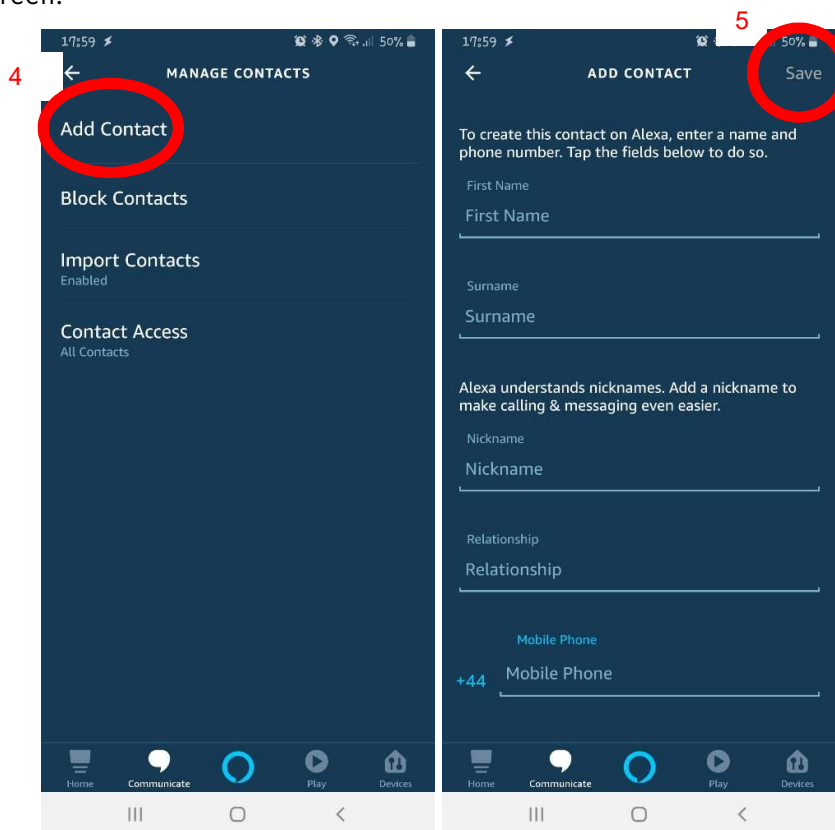
- Open the Alexa app and select Communicate ¹.
- Then select the Contacts symbol ².
- In the contacts screen click on the 3 dot menu ³, top right of screen.





Select Add Contact ⁴.

- And fill in the contact information, followed by clicking Save ⁵, in the top right corner of the screen.



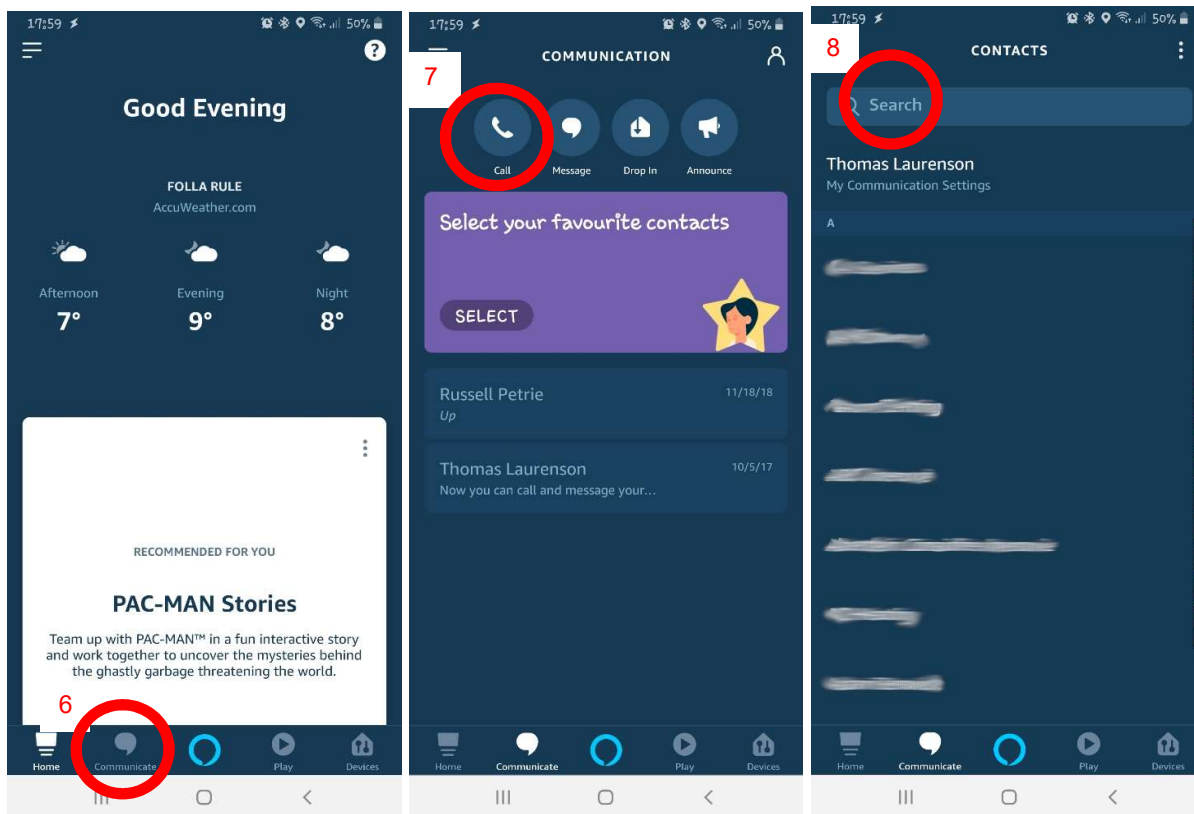


3. PLACING A VIDEO CALL

To place a video call through Alexa you can either use the Alexa app (see Section 0) on a device with a camera or an Alexa device with a camera (see Section 0), as described in Section 1 of this document.

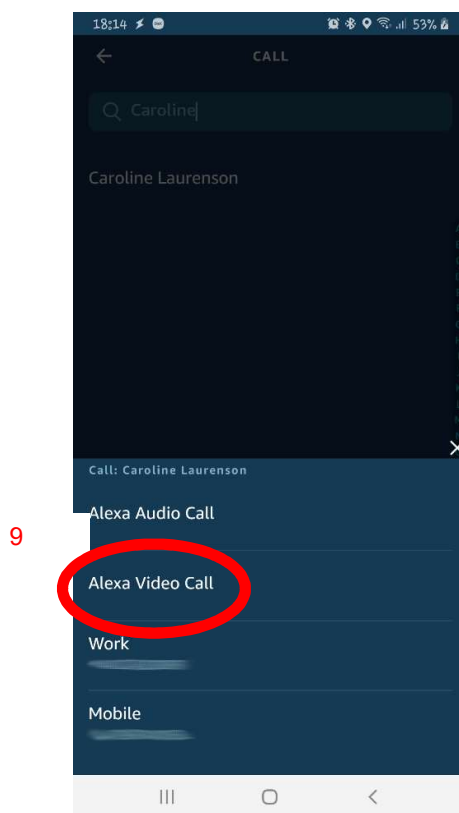
Alexa App

- Open the Alexa app and select Communicate ⁶.
- Then select Call ⁷.
- Search for the contact ⁸, or scroll to the contact in the list and click on them.





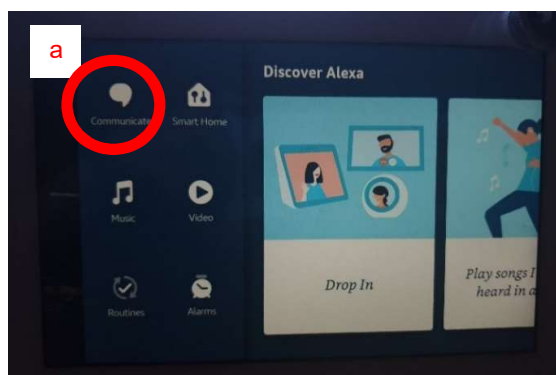
- Select the type of call you want to place from the options on the screen ⁹.



Alexa Device with Camera

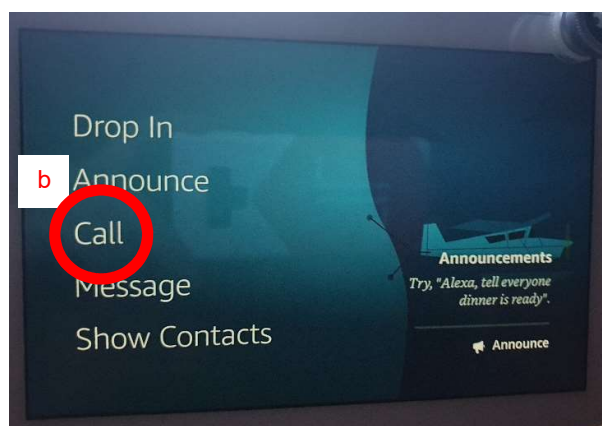
There are two methods to place a video call through an Alexa device:

1. Voice – Say “Alexa, Video Call *Caroline*”. Note that if you have more than one Caroline in your contacts list Alexa will ask you to confirm the full name of the person you would like to call, just respond by saying the full name, i.e. “*Caroline Laurenson*”.
 2. Touch Screen – Some Alexa devices allow you to swipe in from the right side of the screen.
- Select Communicate ^a.

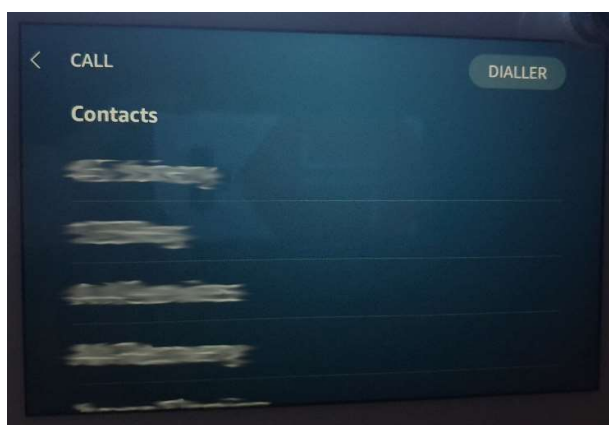




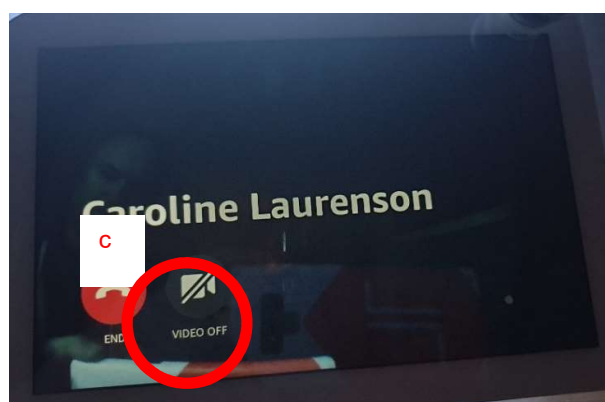
- Select Call ^b.



- Select the contact you wish to call.



- If the video is off you can turn the video on by clicking on the Video camera icon ^c.

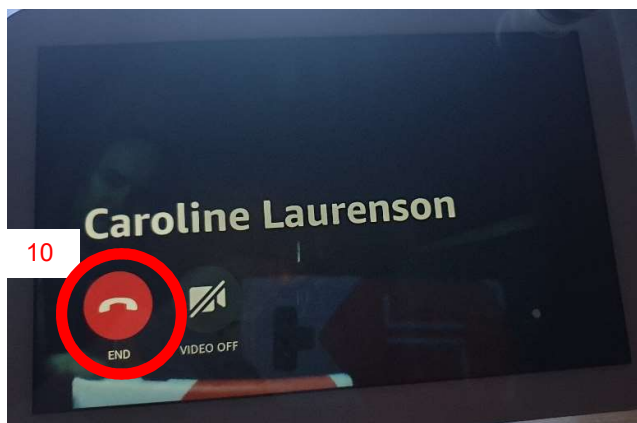




4. ENDING CALL

To end the call either click on the End button ¹⁰ on the screen or say “Alexa, End Call”.

If you do not see the End button on the screen try tapping on the screen to make it appear.



5. TROUBLE SHOOTING ADVICE

1. Video not visible

If you cannot see video from the other person ask them to check if their video is activated, they can check if the Video Off / Video On button is visible on the screen.

Some of the newer Alexa devices have a switch or slider to block off the camera for privacy. This needs to be Off / Open to allow video calls.

2. Alexa says “I don’t know which *contact* you mean”

Manually scroll to and select the contact in the contacts list.

This is caused by there being more than one entry in the contacts list with the same, or very similar, names.