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Say, "What are my notifications?" or "What are my messages?"Cyan on blue:What it means:A cyan spotlight on a blue ring means that Alexa is listening.The light ring glimmers briefly when Alexa has heard and is processing your request. A briefly glimmering blue light might also mean the device is receiving a software update.Red:What it means:Solid red light shows when the microphone on/off button is pressed.

That means the device microphone is disconnected and Alexa is not listening. Press it again to enable your microphone.On Echo devices with a camera, a red light bar means that your video will not be shared.Spining cyan:What it means:Slowly spinning teal and blue means that your device is starting up. If the device has not been set up, the light turns to orange when the device is ready for setup.Note: The device may restart due to a software update. In that case, slowly spinning teal and blue means that your device is restarting after the update is complete.Orange:What it means:Your device is in setup mode, or is trying to connect to the Internet.Green:What it means:A pulsing green light means that you're receiving a call on the device.If the green light is spinning, then your device is on an active call or an active Drop In.Purple:What it means:When the Do Not Disturb feature is on, the light briefly shows purple after you make any request.During initial device setup, purple shows if there are Wi-Fi issues.White:What it means:When you adjust device volume, white lights show the volume levels.A spinning white light means Alexa Guard is turned on and in Away mode. Return Alexa to Home mode in the Alexa app.Wi-Fi and Bluetooth:Update the Wi-Fi Settings for Your Echo DeviceUse the Alexa app to update the Wi-Fi settings for your Echo device.Echo devices connect to dual-band Wi-Fi (2.4 GHz / 5 GHz) networks that use the 802.11a / b / g / n standard. Echo devices can't connect to ad-hoc (or peer-to-peer) networks.Open the Alexa App .Select Devices .Select Echo & Alexa.Select your device.Select Change next to Wi-Fi Network and follow the instructions in the app.If you don't see your Wi-Fi network, scroll down and select Add a Network (for hidden networks) or Rescan.Echo Device Is Having Wi-Fi IssuesEcho device can't connect to Wi-Fi or has intermittent connectivity issues.Tip: Try saying, "Are you connected to the internet?" Alexa will provide network diagnostics for compatible Alexa-enabled devices. Note: If your device loses its Internet connection and won't reconnect, first try to Restart Your Alexa Enabled Device. If that doesn't work, or if your device has intermittent connectivity issues, try the following steps to resolve most Wi-Fi issues:Make sure that your Echo device is within 30 feet (or 10 meters) of your wireless router.Check that your Echo device is away from any devices that cause interference (such as microwaves, baby monitors, or other electronic devices).Check that your router is working. Check the connection with another device to determine if it's an issue with your Echo device or with your network.If other devices can't connect, restart your Internet router and/or modem. While your network hardware restarts, unplug the power adapter from your Echo device for 3 seconds, then plug it back in. Make sure that you're using the included power adapter for your Echo device.If other devices are able to connect, check that you are using the correct Wi-Fi password. You can also try turning off some of your other devices temporarily to reduce interference and see if that affects your Echo device's ability to connect.If you have several devices connected to your Wi-Fi network, turn some of them off temporarily.

That way you can check if multiple connected devices are impacting your Echo device's ability to connect.Check if your router has separate network names (also called SSID) for the 2.4 GHz and 5 GHz bands. If you have separate network names, try moving your device from one network to the other.For example, if your router has both "MyHome-2.4" and "MyHome-5" wireless networks. Disconnect from the network that you're using (MyHome-2.4) and try to connect to the other one (MyHome-5).If your Wi-Fi password recently changed, Update the Wi-Fi Settings for Your Echo Device or Update the Wi-Fi Settings on Your Echo Show.If your device is still having intermittent connection issues, Reset Your Echo Device.Tip: If you are experiencing connection issues on multiple devices, it might be a network issue. You can wait a few hours and try again in case of a network outage, or contact your Internet Service Provider.Echo Device Can't Connect to Wi-Fi During SetupYour device won't connect to the Internet during setup.Echo Device Is Having Bluetooth IssuesYour Echo device can't pair to Bluetooth or your Bluetooth connection drops.Make sure your Echo device has the latest software update. Say, "Check for software updates."Make sure that your Bluetooth device uses a supported Bluetooth profile. Alexa supports:Advanced Audio Distribution Profile (A2DP SNK)Audio/Video Remote Control ProfileMove your Bluetooth and Echo devices away from sources of possible interference (such as microwaves, baby monitors, and other wireless devices).Make sure that your Bluetooth device is fully charged and close to your Echo device when pairing.If you've previously paired your Bluetooth device, remove your paired Bluetooth device from Alexa. Then try pairing it again.Pair Your Phone or Bluetooth Speaker to Your Echo DeviceUse the Alexa app to pair your phone or Bluetooth speaker with your Echo Device.Put your Bluetooth device in pairing mode.Open the Alexa app .Select Devices .Select Echo & Alexa.Select your device.Select Bluetooth Devices, and then Pair A New Device.Next time you want to connect, enable Bluetooth on your phone or Bluetooth speaker and say, "Pair Bluetooth." Once the initial pairing is complete, certain Bluetooth devices may automatically reconnect to your Echo when in range.Use the Alexa App to remove previously paired Bluetooth devices.Open the Alexa app .Select Devices.Select Echo & Alexa.Select your device.Select Bluetooth Devices.Select the device you want to remove, and then select Forget Device. Repeat this step for each device you want to remove.Device Software and Hardware:Alexa Device Software VersionsAlexa-enabled devices receive software updates automatically when connected to the Internet. These updates usually improve performance and add new features.Amazon Echo (1st Generation)Latest Software Version: 669701420Amazon Echo (2nd Generation)Latest Software Version: 8289072516Amazon Echo (3rd Generation)Latest Software Version: 8624646532Amazon Echo (4th Generation)Latest Software Version: 8624646532Amazon Smart OvenLatest Software Version: 304093220Amazon Smart PlugLatest Software Version: 205000009Amazon Smart ThermostatLatest Software Version: 16843520Amazon TapLatest Software Version: 663643820AmazonBasics MicrowaveLatest Software Version: 212004520Echo AutoLatest Software Version: 33882158Echo Auto (2nd Generation)Latest Software Version: 100991435Echo Buds (1st Generation)Latest Software Version: 318119151Echo Buds Charging Case (1st Generation)Latest Software Version: 303830987Echo Buds (2nd Generation)Latest Software Version: 578821692Echo Buds Charging Case (2nd Generation)Latest Software Version: 571153158Echo ConnectLatest Software Version: 100170020Echo Dot (1st Generation)Latest Software Version: 669701420Echo Dot (2nd Generation)Latest Software Version: 8289072516Echo Dot (3rd Generation)Latest Software Version: 8624646532Echo Dot (4th Generation)Latest Software Version: 8624646532Echo Dot (5th Generation)Latest Software Version: 8624646532Echo Dot Kids Edition (2018 Edition)Latest Software Version: 649649820Echo Dot Kids Edition (2019 Edition)Latest Software Version: 5470237316Echo Dot (4th Generation) Kids EditionLatest Software Version: 5470238340Echo Dot (5th Generation) KidsLatest Software Version: 8087719556Echo Dot (3rd Generation) with clockLatest Software Version: 8624646532Echo Dot (4th Generation) with clockLatest Software Version: 8624646532Echo Dot (5th Generation) with clockLatest Software Version: 8624646532Echo FlexLatest Software Version: 8624646532Echo Frames (1st Gen)Latest Software Version: 1177303Echo Frames (2nd Gen)Latest Software Version: 2281206Echo GlowLatest Software Version: 101000004Echo InputLatest Software Version: 8624646020Echo LinkLatest Software Version: 8087717252Echo Link AmplLatest Software Version: 8087717252Echo LookLatest Software Version: 642553020Echo LoopLatest Software Version: 1.1.3750.0Echo Plus (1st Generation)Latest Software Version: 683785720Echo Plus (2nd Generation)Latest Software Version: 8624646020Echo Show (1st Generation)Latest Software Version: 683785820Echo Show (2nd Generation)Latest Software Version: 683785820Echo Show 5 (1st Generation)Latest Software Version: 8624646532Echo Show 5 (2nd Generation)Latest Software Version: 8624646532Echo Show 5 (2nd Generation) KidsLatest Software Version: 5470238340Echo Show 8 (1st Generation)Latest Software Version: 8624646532Echo Show 8 (2nd Generation)Latest Software Version: 27012189060Echo Show 10 (3rd Generation)Latest Software Version: 27012189060Echo Show 15Latest Software Version: 25703745412Echo SpotLatest Software Version: 683785820Echo StudioLatest Software Version: 8624646020Echo SubLatest Software Version: 8624646020Echo Wall ClockLatest Software Version: 102Check Your Echo Device's Software VersionView your current software version in the Alexa app.Open the Alexa app .Select Devices.Select Echo & Alexa.Select your device.Select About to see your device's software version.Update the Software on Your Echo DeviceUse Alexa to update to the latest software version for your Echo device.Say, "Check for software updates" to install software on your Echo device.Change Your Echo Device's NameUse the Alexa app to update your device's name.Open the Alexa app .Select Devices.Select Echo & Alexa.Select your device.Select Edit Name.Change the Wake Word on Your Echo DeviceUse the Alexa app to set the name you call to start conversations with Alexa.Open the Alexa app .Open Devices.Select Echo & Alexa and then select your device.If your device has active Reminders or Routines, you might have to select settings to reach the Device Settings page.Scroll under General and select Wake Word.Select a wake word from the list, and then select OK.Tip: Changing the wake word applies to only one device, not to all of your devices at once. You can change the wake word on other devices, to the same word or to different ones.Troubleshooting:Set Up Doesn't Work on Your Echo DeviceYour Echo device doesn't complete set up.To fix setup issues with your Echo device:Check that your device is connected to Wi-Fi.Check that you have the latest version of the Alexa app.Restart your Echo device.Reset your Echo device.Alexa Doesn't Understand or Respond to Your RequestAlexa doesn't respond or says she can't understand you.To fix issues with your Echo device not responding:Make sure you're using the power adapter that was included with your device.Make sure you have an active internet connection.Check that your device isn't muted. The light indicator is red when your device is muted.For devices without a screen: press the Action button to see if your Echo device responds.To make sure that Alexa hears you, move your device away from walls, other speakers, or background noise.Speak naturally and clearly.Rephrase your question or make it more specific. For example, there are many cities around the world called "Paris." If you want to know the weather in Paris, France, say, "What's the weather like in Paris, France?"Try saying, "Did you hear me?"Unplug your device and then plug it back in.Restart Your Alexa Enabled DeviceRestart your device to resolve most intermittent issues or if it is unresponsive.To restart your device:Unplug your device or the power adapter from the power outlet. Then plug it back in.For devices with removable batteries, remove and reinsert the batteries to restart the device.Reset Your Echo InputIf your Echo Input isn't responding and you've tried to restart it, reset your device.Reset Your Echo InputTo reset your device and keep your smart home connections:Press and hold the Action button for 20 seconds.Your device enters setup mode. For setup instructions, go to Set Up Your Echo Input.To reset your device to its factory settings:Press and hold the Microphone off button for 20 seconds.Your device enters setup mode. For setup instructions, go to Set Up Your Echo Input.Note: This reset erases all your personal information and any device and smart home connections.Tip: If resetting your device isn't helpful or you no longer want to use your device, Deregister Your Device from your Amazon account. 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