CRESTRON

Crestron Control +
Amazon® Alexa® Voice Recognition for Home

CRESTRON | amazon alexa

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Crestron + Amazon

Crestron and Amazon® Alexa® Voice Recognition effortlessly optimize your home and create a luxurious environment that responds to your needs. Together with the Alexa Voice Service, you command your home. Simply say, "Alexa, start my day."

How do I get started?

Talk to your Crestron Technology Professional (CTP) to incorporate the Amazon Alexa modules into your program.

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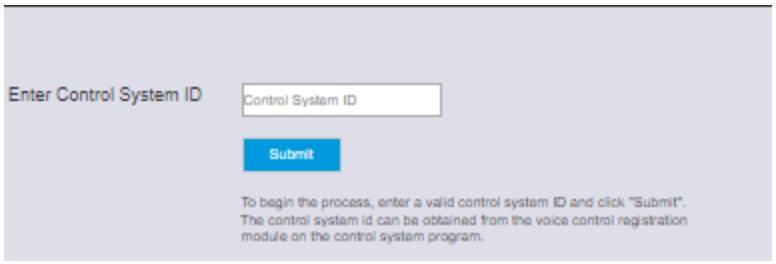
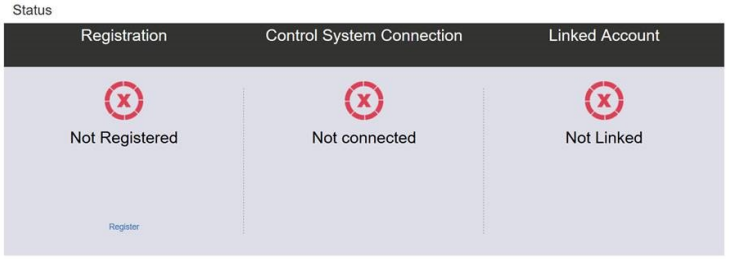
Your CTP must do the following:

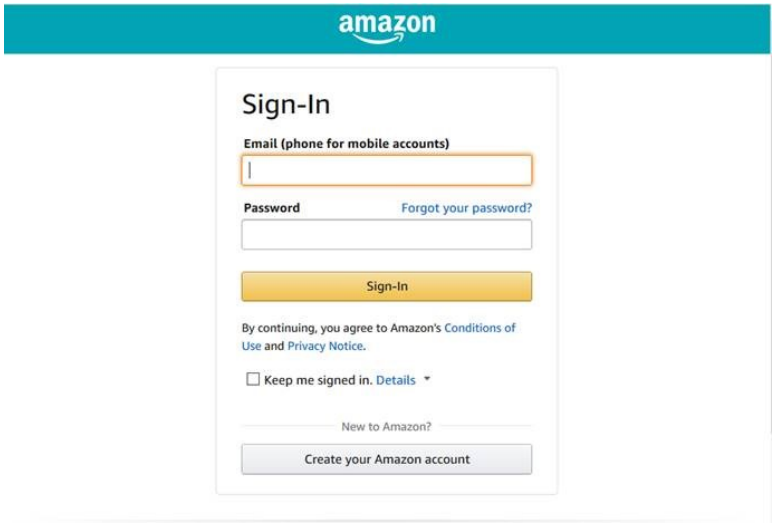
- Register your Crestron Control System.
    - Browse to the appropriate Crestron Admin Portal for Amazon Alexa:
        - USA/North America: https://voicereg-a-na.crestron.io/
        - Europe: https://voicereg-a-eu.crestron.io/
        - Asia/Pacific: https://voicereg-a-apac.crestron.io/
    - Enter the control system ID (the control system MAC address). A unique code is displayed.



    - Click Register to display a six-digit registration code.



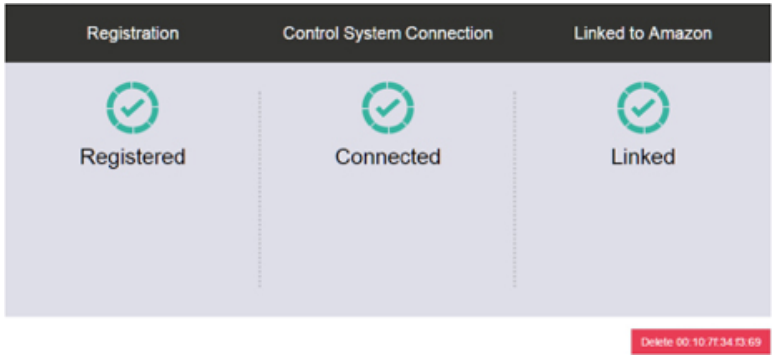
    - Connect your Crestron Control System by entering the registration code from the Crestron Admin Portal in the control system. (See Voice Control Registration module.)
    - Next, register with your Amazon account
        - Click **Link to Amazon** in the Crestron Admin Portal.
        - When registering US devices, a dialog box is displayed asking whether the linked account is for a smart home or for an Alexa for Business (AWS) account. Click **Smart Home**.



The Crestron Admin Portal shows green checkmarks when the control system is registered and successfully linked to your Amazon account.

Sample Control System ID: 00:10:7f:34:f3:69

Status



How do I configure my Crestron Control System with my Alexa enabled device?

Configure your Alexa enabled device to communicate with your Crestron Control System.

- Open the Alexa App on your smart device.
- Configure the Crestron for Smart Home and Conference Room skill:
    - Click the menu button and select **Smart Home**.
    - Click **Get More Smart Home Skills** and select **Crestron Electronics** from the list.
    - Allow the Crestron for Smart Home and Conference Room skill to discover your Crestron device(s) by giving Alexa the required command. Say, "Alexa, discover devices."
      When Alexa responds with the number of Smart Home devices it discovers, the Crestron for Smart Home and Conference Room skill is enabled and configured.
- Configure Crestron Home Automation skill (US region only):
    - In the Alexa app menu, select **Skills**.
    - Find the Crestron Home Automation skill and add it to your profile. The Crestron Home Automation skill is now enabled and configured.

The Crestron for Smart Home and Conference Room skill is available in the following regions:

- United States (English and Spanish)
- Canada (English and French)
- United Kingdom
- Mexico
- Brazil
- Germany
- Australia

How do I control my home using Alexa?

There are two ways to interact with Crestron via Alexa:

1. Crestron for Smart Home and Conference Room skill.
   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.
2. Crestron's Home Automation skill for Amazon Alexa.
   To start using this skill, all requests must begin with "Alexa, ask Crestron" or "Alexa, tell Crestron" and indicate the room.

Commands for Alexa:

"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, turn on the kitchen light."

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

"Alexa, dim the sconce in the family room by 50 percent."

"Alexa, open the shades in the family room."

"Alexa, close the shades in the sunroom."

"Alexa, open the family room shades."

"Alexa, close the sunroom shades."

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

"Alexa, 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."

"Alexa, what is the basement thermostat set to?"

"Alexa, what is the bedroom thermostat temperature?"

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What if Alexa says, "OK," but controls the wrong device?

Open the Alexa App on your smart device and check the Dialog History to make sure Alexa heard you correctly. Refer to Amazon's help page if you can't find the Dialog History: https://www.amazon.com/gp/help/customer/display.html?nodeId=201602040

- If Alexa heard you correctly, verify with your CTP 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 slowly and clearly.

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

Open the Alexa App on your smart device and check the Dialog History to make sure Alexa heard you correctly. Refer to Amazon's help page if you can't find the Dialog History: 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."

What if Alexa says she doesn't understand the request?

Try saying, "Alexa, ask Crestron."

- If Alexa responds with "Welcome to the Crestron Home Automation Skill..." your skill is configured correctly.
- If not, follow the configuration steps described on page 4.

If Alexa continues to misunderstand commands:

- Check the Alexa history and be sure to click **No** to the question "Did Alexa do what you wanted?" to send direct feedback to Amazon so they can improve your experience.
- Reach out to your CTP 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 configuration steps on page 4.

"Sorry, I couldn't find a device with the name [device name] in the room [room name]."

Contact your CTP to make sure the room name and device name are in your system.

"Sorry, I couldn't understand your request."

Alexa did not understand your request.

"Sorry, I found multiple devices with the name [device name] in the room [room name]."

Contact your CTP 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 CTP to resolve the connection.

"Control System response failure."

Alexa is unable to establish a connection with the control system. Contact your CTP.

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Getting Started - DOC. 8321C
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