# Alexa FAQ for Dealers

**Q:** How does my customer add Alexa to their Control4 system?
**A:** Links to customer documentation on adding Alexa to their Control4 system, including more frequently asked questions, can be found at ctrl4.co/alexa-help. Links to dealer documentation, including setting up the Voice Scene driver, can be found at ctrl4.co/alexa-setup.

**Q:** What is the Entertainment section that I see on the customer.control4.com website?
**A:** To simplify video source control, room control is disabled by default until enabled by your customer. Video sources in enabled rooms can be selected as a source, "Alexa, turn on Theater Apple TV," and be controlled with standard transport commands, "Alexa, turn on pause on the Theater Apple TV."

**Q**: What if my customer already has the Control4 Smart Home skill for Amazon Alexa? How do I upgrade to get the new Entertainment features?
**A**: Your customer can start the upgrade process to the new Control4 Smart Home skill by pressing the **Upgrade** button in the Amazon Alexa page in their customer.control4.com account. They can follow the on-screen prompts or see the Upgrade Guide (ctrl4.co/alexa-upgrade).

**Q**: Can my customer use Alexa to control video sources?
**A**: Video devices can be selected in rooms by saying, "Alexa, turn on Living DVD." Transport controls for video devices are also available, for example, "Alexa, play next on Living DVD." For a complete list of available commands, see the Amazon Alexa section in the customer account at customer.control4.com.

**Q**: Do I need to go and update the Control4 Smart Home skill for all my customers?
**A**: No. The Control4 Smart Home skill updates automatically, and we add the Voice Scene driver to each project connected to Alexa. If the customer wants to enable the entertainment features (video source selection, room transport control, and volume control), they can upgrade from their customer.control4.com account. See the Alexa Entertainment Experience Upgrade Guide (ctrl4.co/alexa-upgrade) for more information on the upgrade process.

**Q**: If my customer already has the Control4 Smart Home skill for Amazon Alexa, do they need to upgrade the Entertainment features to control locks and fans?
**A**: No. The Control4 Smart Home skill automatically upgrades to control locks and fans the next time the customer instructs Alexa to discover devices.

**Q:** My customer has asked me to add audio, video, and whole-home scenes to their Control4 system with Alexa. How do I do that?
**A:** With the Voice Scene driver, you can create a list of scenes to be triggered with voice commands. Each scene you create has two event types, a Turn On event and a Turn Off event. Use these events to program what you would like to have happen in the system when each scene is triggered by a voice command. As of June 2018, video sources can be controlled without the Voice Scene driver. If your customer previously used the Control4 Smart Home skill, they can upgrade to the get the new entertainment controls by following the *Alexa Entertainment Experience Upgrade Guide* (ctrl4.co/alexa-upgrade).

**Q:** Are there any restrictions on what can be programmed with the Voice Scene driver?
**A:** Yes. Programming actions which have security or safety considerations are prohibited. Some security or safety devices have specific allowed and prohibited programming options. Examples of these commands include:

**Allowed commands**
- Locking door locks
- Closing garage doors
- Arming security systems

**Prohibited commands**
- Unlocking door locks
- Opening garage doors
- Disarming security systems

All programming actions for other security and safety devices are prohibited. Examples of these devices include:
- Security sensors
- Cooking appliances
- Cameras

**Q:** Do I need to add a Voice Scene driver for each Alexa device?
**A:** No. When your customer connects the Control4 Smart Home skill to Alexa, the Voice Scene driver is added into the project. The Voice Scene driver can be used to create multiple Voice Scenes. Use the project tree search to make sure there is only one driver in the project.

**Q:** I made changes in Composer Pro; why are my changes not showing in customer.control4.com or the Alexa app?
**A:** For changes in the local project to show up in customer.control4.com and the Alexa app, you need to ask Alexa to discover devices either through voice or the Alexa app.

**Q:** What are some examples of scene names?
**A:** Scene names that have house- or room-related words in the name are preferable. Below are some examples:

**Room scenes**
- Kitchen
- Family Room
- Office
- Living Room
- Dining Room
- Master Bedroom
- Game Room
- Theater

**Whole-home scenes**
- House
- Party Mode
- Vacation Mode
- Goodnight
- Welcome
- Entertain
- Cooking
- Movie Time

**Q:** What device and scene names should I avoid?
**A:** Avoid using numbers in device names like "Kitchen 1 Light." Avoid using on or off as part of the device or scene name. Avoid combining personal names and music in the same scene name, for example: "Joe's TuneIn." Alexa will send that command to your Amazon device for audio playback rather than passing it to Control4.

**Q:** My homeowner changed a scene or device name in customer.control4.com, but then asked me to change it in Composer; what will happen?
**A:** The new Composer name will override the previous customer name change. Remember to ask Alexa to discover devices after changing the name in Composer.

**Q**: Can my customer use Alexa to control audio sources?
**A**: No, audio sources are not available to use with Alexa. Alexa sends audio commands, like "Alexa, play TuneIn," to its own media services.

**Q:** Can I use the Echo Dot audio output with my Control4 system?
**A:** Yes, you can use the Amazon Echo Dot driver to connect your Echo Dot to an amplifier or AV receiver. Then, use either a navigator device or a Voice Scene to select it as your source.

**Q:** Why would Alexa stop working after an update?
**A:** The Control4 integration with Alexa will not work if the project is locked. During an update, the project is locked, so if Update Manager is waiting to update an offline device, Alexa will not work at that time. Go to Update Manager and check the update status.

**Q**: What is the maximum number of devices that Amazon Alexa can control?
**A**: Alexa supports up to 300 end points. Rooms, lights, and other devices are all counted as end points.