



AMAZON ECHO & ECHO DOT + ADT PULSE
FREQUENTLY ASKED QUESTIONS



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DEVICE COMMANDS

COMMON AND USEFUL COMMANDS.

Below are just some of the more common commands available to use.

It is important that you state the command exactly as it appears below using the name assigned to your ADT Pulse devices in the Pulse portal and the PIN that you setup in the ADT Pulse skill.

For commands that require a PIN, your Amazon Alexa device will understand if you say: "Alexa, ask ADT to open the Garage Door with PIN 8674" OR "Alexa, ask ADT to open the Garage Door with 8674."



Alexa, ask ADT what is the temperature of my thermostat?



Alexa, ask ADT to set my mode to 'Out for the Day'.



Alexa, ask ADT to take a video clip from my Back Door Camera.



Alexa, ask ADT to arm my system stay.



Alexa, ask ADT to arm my system away.



Alexa, ask ADT to check the status of the security system.



Alexa, ask ADT to lock the Front Door Lock.



Alexa, ask ADT to unlock the Back Door Lock with PIN 1431.



Alexa, ask ADT to close the Garage Door.



Alexa, ask ADT to open the Garage Door with PIN 3159.



Alexa, ask ADT to turn on the Porch Light.



Alexa, ask ADT to turn off the Living Room Lamp.



Alexa, ask ADT is the Front Door Lock battery low?

HOW-TO

ENABLE THE ADT PULSE SKILL.

1. From the left navigation panel, select Skills.
2. Use the search bar to enter "ADT."
3. When you see the ADT Pulse skill, select Enable Skill.
4. For more details from Amazon, [click here](#).

SET UP YOUR ECHO/ECHO DOT.

Please visit Amazon.com. For Echo device, [click here](#).
For Echo Dot device, [click here](#).

CONNECT ECHO/ECHO DOT TO WI-FI.

Please visit Amazon.com. For Echo device, [click here](#).
For Echo Dot device, [click here](#).

ENABLE ALEXA SKILLS.

For more information, please visit Amazon.com by [clicking here](#).

CONNECT TO WI-FI.

For more information, please visit Amazon.com by [clicking here](#).

ALEXA VOICE REMOTE.

For more information, please visit Amazon.com by [clicking here](#).

DELETE RECORDINGS IN THE AMAZON ALEXA APP.

To delete individual recordings, select Delete voice recordings. This removes the audio file streamed to the Cloud, as well as the Home screen cards related to that interaction. For your added security, ADT recommends promptly deleting any history that references your ADT Pulse skill PIN. To delete all of your interactions:

1. Go to Manage Your Content and Devices, and then select the Your Devices tab.
2. From the list of devices registered to your Amazon account, select your Alexa device.
3. Select Manage voice recordings.
4. Select Delete.

GENERAL TROUBLESHOOTING

I GAVE THE WRONG PIN AND NOW I AM NOT ABLE TO ACCESS THE ADT PULSE SKILL IN MY ALEXA APP.

If you say your PIN incorrectly three consecutive times over the course of a few days, the ADT Pulse skill will automatically disassociate from your Amazon Alexa account and your Alexa device will no longer recognize ADT Pulse commands. If this happens, you will need to follow the steps to re-enable the ADT Pulse skill in your Amazon Alexa app and reset your PIN.

I CHANGED MY PASSWORD FOR ADT PULSE AND NOW MY AMAZON ALEXA DEVICE IS NOT ALLOWING ME TO USE THE ADT PULSE SKILL.

If you change your ADT Pulse password, you will need to disable and re-enable the ADT Pulse skill via the Amazon Alexa app.

I DON'T SEE MY ALEXA DEVICE IN MY ADT PULSE APP.

Your Alexa device will not show as a paired device in your ADT Pulse app and cannot be accessed/controlled through your ADT Pulse app. It can only be controlled and accessed via voice command through your Alexa device, or via the Amazon Alexa app.

MY ALEXA DEVICE DID NOT DISARM MY SYSTEM WHEN I ASKED IT TO.

Your Alexa device cannot disarm the system if it is still in the process of arming. If you arm the system and immediately realize that you want to disarm, you must allow the appropriate amount of time for your Alexa device to arm the system before it is able to disarm.

You should also be sure that you are stating the command correctly. You may refer to the "Device Commands" section of this guide. Please also check your ADT Pulse app or web portal to be sure that you are referring to your ADT Pulse devices by the correct names.

ALEXA DID NOT RECOGNIZE MY DEVICES.

The names of your devices must match exactly how they are written in the portal. Sometimes Alexa will break up the command and misunderstand the utterance. For instance, if the command is too long or if there is a pause between "Alexa" and "ask ADT", sometimes Alexa may not understand the correct device name.

To find out what your Amazon Alexa device heard, you can view your history within the Settings menu in your Amazon Alexa app.

I ENABLED THE ADT PULSE SKILL IN MY AMAZON ALEXA APP, BUT MY ALEXA DEVICE IS NOT RECOGNIZING THE COMMANDS.

If there are multiple Amazon accounts in your household that are linked to your Alexa device(s), each account must have the ADT skill enabled in their Alexa app.

If you would prefer that not all accounts in your Household have access to the ADT Pulse skill, you can say "Alexa, switch profile". Once you switch to the desired profile, you will be able to control your ADT system from your Alexa device(s) through the authorized account.

FREQUENTLY ASKED QUESTIONS

IS THERE A FEE TO USE THE ADT PULSE SKILL?

The ADT Pulse skill is available to all ADT Pulse customers as an added service with no additional costs associated outside of your standard monthly fees.

WHAT ARE THE SECURITY FEATURES OF THE ADT PULSE SKILL?

Some actions require a PIN to be activated. In order to be able to use features such as disarming your system and unlocking your door, you will need to set up a PIN that your Alexa device will need to hear to perform the given command. We recommend making this PIN different from the ones that you use with your panel and ADT Pulse app.

HOW CAN I SET UP MY ADT PULSE PIN?

You will be prompted to create a PIN while enabling the ADT Pulse skill if you choose to control certain security features through your Amazon Alexa device. You can set your PIN to any 4-digit combination that you want. We recommend making this PIN different from the ones that you use with your panel and ADT Pulse app.

For your added security, ADT recommends that you change your PIN every 60 days. However, you are not required to change it at any point in time unless you have given your PIN incorrectly 3 consecutive times. In this situation, the ADT Pulse skill will disassociate from your Amazon Alexa app, requiring you to re-enable the skill and reset your 4-digit PIN.

If you have forgotten your ADT Pulse skill PIN, you can reset it through the Amazon Alexa app.

WILL ALL OF MY HOME AUTOMATION DEVICES BE ACCESSIBLE THROUGH THE ADT PULSE SKILL?

You can arm and disarm your system and control your ADT Pulse connected lights, thermostat, cameras, locks and garage door through your Alexa device.

WHERE DOES THE ADT PULSE SKILL STORE MY PIN?

Your PIN and ADT Pulse account information will not be associated with your Amazon account. ADT highly recommends that the ADT Pulse skill PIN you choose when enabling the Amazon Alexa ADT Pulse skill be different than the PIN associated with your ADT Pulse account. We highly recommend that you do not share your ADT Pulse skill PIN, or any other PIN or password associated with your ADT account, with others, to ensure the security of your home.

Please note, however, that your PIN may nevertheless be visible in transcribed voice recordings of your commands to your Amazon Alexa device in your Amazon account. For your added security, ADT recommends promptly deleting any recording in the history that references your ADT Pulse skill PIN. ADT also recommends creating a passcode to access your smartphone as an added measure of security.

FREQUENTLY ASKED QUESTIONS

IS THE ADT PULSE SKILL COMPATIBLE WITH AMAZON TAP OR FIRE TV?

The ADT Pulse skill has only been tested and approved for all Amazon Alexa products and devices. While the skill may work on other Amazon devices, ADT does not support the skill on those devices at this time.

CAN I GET AN ALEXA DEVICE FROM ADT?

The Amazon Echo and the Amazon Echo Dot is available through ADT if you are subscribed to any service level. However, you will need a ADT Pulse service level to be able to connect Alexa with ADT. You will also be able to purchase them through Amazon.com or other available retailers.

WHAT IF I ALREADY HAVE AN AMAZON ECHO/ECHO DOT?

If you already have an Amazon Echo or Echo Dot, you will be able to enable the ADT Pulse skill at no additional cost.

DO I NEED TO MAKE ANY CHANGES IN MY ADT PULSE APP TO CONNECT MY ADT PULSE SKILL?

You will not need to access your ADT Pulse app in order to enable the ADT Pulse skill in your Amazon Alexa account.

WHAT ADT SERVICE IS AMAZON ALEXA COMPATIBLE WITH?

The ADT Pulse skill is available to all ADT Pulse customers.

DO I NEED MY SMARTPHONE WITH ME OR NEARBY IN ORDER TO USE THE ADT PULSE SKILL ON MY ALEXA DEVICES?

You do not need a smartphone with you or nearby to use the ADT Pulse skill.

DO I NEED AN INTERNET CONNECTION IN ORDER TO USE THE ADT PULSE SKILL?

Your Alexa device needs to be connected to the internet in order to use the ADT Pulse skill.

CAN MY ALEXA DEVICE PERFORM MULTIPLE COMMANDS IN A SINGLE PHRASE, FOR EXAMPLE "ALEXA, ASK ADT PULSE TO TURN ON MY KITCHEN LIGHT AND ARM MY SYSTEM"?

Your Alexa device cannot send a secondary command to your ADT Pulse system before the initial command has been carried out. Your Alexa device can only send one command at a time.

WHY IS MY AMAZON ALEXA DEVICE SLOW TO RESPOND WHEN I TRY TO DISARM MY SYSTEM?

Some panels are radio-based and need to be "woken up" before an action can be performed which may cause a delay. If you find that your system is not being disarmed quickly enough, be sure to say the command the moment you walk through your door to allow enough time for your Amazon Alexa device to communicate with your panel before the alarm is set off.

FREQUENTLY ASKED QUESTIONS

HOW WILL MY AMAZON ALEXA DEVICE KNOW WHICH ADT PULSE DEVICE I MEAN? FOR EXAMPLE, HOW CAN I SPECIFY WHICH DOOR I WANT TO LOCK?

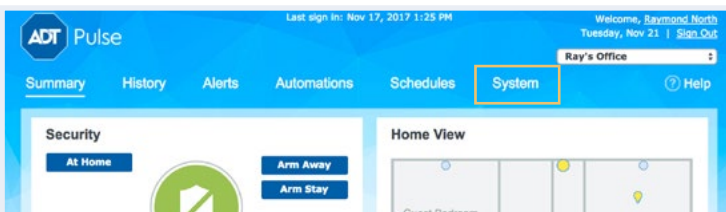
Your Amazon Alexa device will recognize each of your ADT Pulse devices by the name that you assigned to it in your ADT Pulse portal. When asking your Alexa device to perform a task, you will need to refer to the ADT Pulse device by that name.

For example, if you named your door "Front Door" in your ADT Pulse portal, you will need to say "Alexa, tell ADT to lock the 'Front Door'."

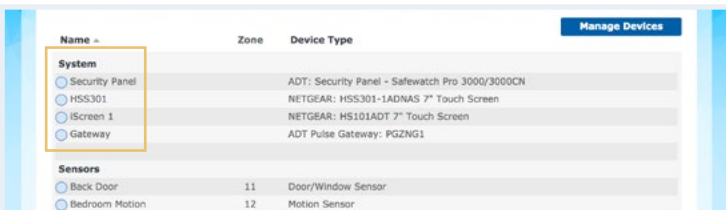
HOW CAN I CHANGE THE NAMES OF MY DEVICES?

Follow the directions below for each individual device name that you would like to change:

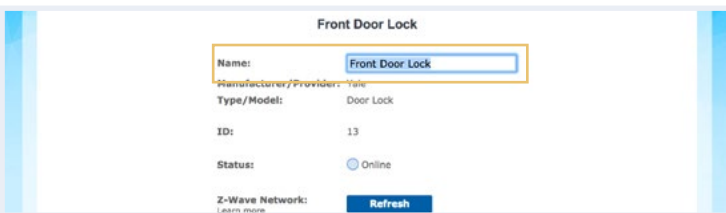
1. Log into the ADT Pulse web portal at portal.adtpulse.com
2. Select the "System" tab.



3. Click on the name of the device that you would like to change.



4. Edit the "Name" field to what you would like to call your device.



5. Click "Save."

Once you have completed these steps, your Amazon Alexa device will recognize the new name that you have assigned to your Pulse device(s). You will also see the Pulse device name change in your ADT Pulse app.

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