

Alexa for Hospitality

Administration Guide

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Device Management Request from Grand Hotel

Here are the devices your business partner has requested to manage. Select the devices you agree to be managed.

Accept Request

< 1 2 3 ... 5 >

<input type="checkbox"/> Device Name	Device Type	Serial Number	Managed property address
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What is Alexa for Hospitality?

Alexa for Hospitality is a new experience that brings the simplicity and convenience of Alexa to hotels, vacation rentals and other hospitality properties. Alexa for Hospitality allows you to adapt Alexa to your hospitality venue through tools that make it easy to manage devices, configure settings, enable skills and assign property contacts at scale. You can further customize the Alexa experience by using the [Alexa Skills Kit](#) or a trusted skill developer to build and provision skills that integrate with your property's systems to support guest requests like "Alexa, order room service," "Alexa, can you bring me two more towels," or "Alexa, I'd like to check out." Alexa for Hospitality makes delivering a great customer experience simple. Just ask.

How to Get Started with Alexa for Hospitality

After configuring your Properties and setting up registered devices to your Alexa for Hospitality account, you organize them through the Alexa for Hospitality [management console](#) by creating rooms, creating Room Types and applying them to rooms, and assigning devices to rooms. You can create Room Types to manage skills, settings and contacts centrally for all devices in rooms of a specific type. You can also use the Alexa for Hospitality [management console](#) to discover smart home devices and add smart home device groups in each room. This Administration Guide may periodically be updated and you will be expected to comply with the most up-to-date version of this Administration Guide.

Access to Alexa for Hospitality

Alexa for Hospitality is accessed through the Alexa for Hospitality [management console](#) using an [Amazon Business](#) account. Today APIs are available for gathering some real time information about your Organization, they are detailed in the [Alexa for Hospitality Developer Documentation](#). In the future, developers will also have access to Alexa for Hospitality APIs to configure their Organization, Properties, Rooms and Devices.

Concepts

To help you get started with Alexa for Hospitality, you should review the following concepts:

Alexa: The cloud-based voice service that powers devices such as the Amazon Echo and Amazon Echo Dot.

Alexa device: A device that provides access to the Alexa service. Currently supported devices include the Amazon Echo (1st and 2nd generation), Amazon Echo Dot, and the Amazon Echo Plus.

Device Setup Tool: A Windows-based application you can use to connect Amazon Echo devices to your Wi-Fi network and register them with your Alexa for Hospitality account.

Master account: Some skills require account linking. If you enable a skill and link your account, this becomes the master account and is shared by default for all devices with that skill enabled. You can override this master account and link a different account inside an individual room.

Organization: An Alexa for Hospitality Organization is tied to a single Amazon Business Account and is a collection of Properties that are all managed and billed together.

Private skill: An Alexa skill that is only available on Alexa devices in your Alexa for Hospitality account. A private skill never shows up in the [Alexa Skills store](#).

Property Profile: The property profile contains details about the physical location of the property where registered devices are used. These details allow Alexa to provide weather, time, and other location based information.

Property: The physical location(s) where Registered Devices are made available to guests, typically a collection of Rooms.

Registered device: An Alexa device registered to and managed through your Alexa for Hospitality account.

Room: A physical location within a Property that contains a registered Alexa device, such as a hotel room.

Room Type: A room type is mapped to one or multiple rooms and contains settings and skills used to determine the behavior of Alexa devices.

Skill: A stand-alone capability that you can discover, enable and disable to add new functionality for guests to use on registered Alexa devices in your property. Skills enabled on your Alexa for Hospitality account will be available on all registered devices in rooms within your property.

Smart home device: A smart device that can be controlled by Alexa such as smart lights, thermostats, and drapes. Not to be confused with an Alexa device such as the Amazon Echo.

Resources

The following resources can help you manage your Alexa for Hospitality implementation.

- [Alexa for Hospitality Marketing Guidelines](#) – provides required, recommended and pre-approved marketing content for you to share with your guests and employees.
- [Alexa for Hospitality Support](#) – Contact us about any problems with your account, deployment or other technical issues.
- [Alexa for Hospitality Terms of Use](#) – Detailed information about our copyright and trademark; your account, license, access; and other topics.

Prerequisites

Before you can get started with Alexa for Hospitality, please complete the following tasks:

- Sign up or convert your account to a business account.
- Firewall and Network Requirements

Sign up for Amazon Business

To access Alexa for Hospitality, you must have an Amazon Business account. If you don't already have an Amazon Business account, you can create one for free by following the instructions at <http://amazon.com/business>. Your Amazon Business account credentials will be used to access the Alexa for Hospitality management console. Note: It takes validation a day or two for you to be validated and gain access through Amazon Business. You'll need official documents that contain your EIN, or sole proprietor, or individual status to verify the business account.

Note: We strongly encourage you to sign-up for Alexa for Hospitality using an Amazon Business account unique to each user that will need access. We also encourage each additional user be setup with only the Requisitioner role and having approval workflows enabled on your Amazon Business. This reduces the risk that credentials used to access and manage your Alexa for Hospitality account are also used to purchase physical products from the Amazon Business website without approval. To add a user with the Requisitioner role to your Amazon Business account, follow the instructions below:

1. Log in to your Amazon Business account here: <http://amazon.com/business>.
2. From the **Your Account for Business** dropdown menu, select **Manage Your Business**.
3. Select **People**, enter one or more email addresses, then select **Continue**.
Note: If you are adding a user to a sub-group, click the selected group name, then search and select the sub-group.
4. Select only the **Requisitioner** role for the user.
5. Click **Add People**.

Note: Only one Alexa for Hospitality Organization can be created per Amazon Business. Once a Requisitioner has been added, you can enable workflow approvals so that applicable orders by the Requisitioner over a certain value require approval. To create workflow approvals, follow the instructions below:

1. Log in to your Amazon Business account.
2. From the **Your Account for Business** dropdown menu, select **Manage Your Business**.
3. In the **Buying policies** section, select **Approvals**.
4. Set the minimum order value that requires approval.
5. Input the email address(es) that can approve orders and select the **Save** button.

Firewall and Network Requirements

To make calls from your Echo devices, you must have the ports and protocols below. Additional networking best practices can be found in Appendix A.

Service	Protocol	Destination Port	Transport
Signaling	HTTPS	443	TCP
Media port/connectivity negotiation	ICE/STUN/TURN	3478	TCP/UDP Note UDP is preferred. Only open TCP 3478 if UDP 3478 isn't allowed
PSTN calling audio Note G.711 audio codec	SRTCP	49152 - 65535	UDP

Getting Started with Alexa for Hospitality

You'll need to complete the following tasks to get started with Alexa for Hospitality:

- Acquire Hardware
- Prepare Your Devices
- Run the Device Setup Tool

Acquire Hardware

If you haven't already done so, you'll need to obtain Alexa devices that are compatible with Alexa for Hospitality. The following devices can be set up as registered Alexa devices through Alexa for Hospitality:

- Amazon Echo (1st and 2nd generation)
- Amazon Echo Dot (2nd generation)
- Amazon Echo Plus

Compatible Alexa devices can be purchased through your [Amazon Business](#) account. We also recommend that you obtain the following hardware to simplify the device setup process:

- Power strips appropriately spaced for Amazon Echo or Echo Dot power adapters
- Extra power adapters
- Windows laptop or desktop with Wi-Fi controller (**Note:** The Device Setup Tool requires a Windows laptop).

Prepare Your Devices

Below are several tips for preparing your devices before setup:

- After you unpack a brand new device, plug in the device and keep it connected for at least 15 minutes to download the latest firmware. If your device doesn't have the latest firmware, assigning the device to a room fails.
- As you unpack your Alexa devices, label them with the last three characters of the device serial numbers (DSN), printed on the box. DSNs are not printed on some devices, and clearly labeling them helps you track them during setup. You can also create identification tags that have the full DSNs and barcode on the label.
- You need to be within a certain distance of your Alexa devices, so we recommend that you use power strips and set them up on one or two long tables.
- If it's the first time the Alexa devices are turned on, they will automatically enter setup mode. If the devices have been turned on previously, hold the action button on the top of the devices for 7 seconds until the light ring turns

orange. Putting devices into setup mode allows them to be discovered by the Device Setup Tool and registered to you Alexa for Hospitality account.

- If you are setting up hundreds of Alexa devices, leave the power cord for each Amazon Echo or Echo Dot plugged into the power strips and move the devices without power cords through your setup station.

Run the Device Setup Tool

Follow these steps to run the Device Setup Tool

To run the Device Setup Tool:

1. In your internet browser, navigate to the Property of your Alexa for Hospitality [management console that you wish to add the device to](#). **Note:** [Devices cannot be moved from one property to another, they will have to be re-setup.](#)
2. Navigate to the **Alexa Devices** page.
3. Select the **Add devices** button.
4. Select the **Device Setup Tool** text link.
5. Download, install, and open the Device Setup Tool on a Windows computer enabled with Wi-Fi. **Note:** **Always ensure you are using the latest version.**
6. From the home page of the Device Setup Tool, choose **Get started**.
7. Return to your internet browser and select the **Copy Property Token** text link.
8. Return to the Device Setup Tool and enter the Property Token from the management console, and choose **Next**. **Note:** Property Tokens rotate every 60 days. Any Property Tokens previously saved in the Device Setup Tool may need to be replaced before additional Alexa devices can be added.
9. Enter the Wi-Fi information of the network to connect to your computer during setup, and choose **Next**. **Note:** To change this information later, choose Change Wi-Fi from the **Device setup** home page.
10. Put your Alexa devices into setup mode by powering them on for the first time, or by holding the action button on top of the Alexa device.
11. From the **Device setup** home page, choose **Start setup** to scan for all Alexa devices in setup mode nearby and register them to your Alexa for Hospitality account. **Note:** If you don't want to set up all Alexa devices in setup mode near your computer, choose **Select devices** and select from the list the Alexa devices to set up. To download a .csv file with the MAC address for your selected Alexa devices, choose **Download MAC info**.
12. Wait for the tool to complete. You can monitor progress in the tool to see which device is being set up, as well as the status of each device (**Successful** or **Failed**). **Note:** After the status for an Alexa device changes to **Successful**, you can unplug the device even if the light ring is still orange. If all Alexa devices show as **Failed**, make sure that you have a strong connection to the network and that the Wi-Fi information is entered correctly.

After all of your Alexa devices have been setup, they are listed on the **Alexa Devices** page of the Alexa for Hospitality management console.

Note: If adding devices to more than one property, you will need to sign out of the Device Setup Tool and repeat steps 5 through 12 above for each additional property. To sign out of the Device Setup Tool, select the menu option in the top left corner of the Device Setup Tool and choose **Sign out**.

Managing Your Alexa for Hospitality Experience

After setting up your Alexa devices, you are ready to setup your property profile and add or edit rooms, registered devices, skills, and contacts.

- Managing your Organization
- Managing Your Property Profile
- Managing Rooms
- Managing Room Types
- Managing Alexa Devices

- Managing Contacts
- Managing Skills

Managing Your Organization

Only an Amazon Business Admin is authorized to create an Alexa for Business Organization. Your organization details are provided when your Alexa for Hospitality account is created, and can only be updated by contacting Alexa for Hospitality Support.

Organization Users: You can assign other members of your Amazon Business account as Organization Admins. Organization admins have full control over all Properties inside the Alexa for Hospitality Organization.

Managing Your Property Profile

Your property profile contains details about the physical location of the property where Alexa devices will be deployed and used. Details include the property name, physical address and time zone. **COMING SOON:** Properties can be added in the Properties Dashboard, but can only be updated by contacting [Alexa for Hospitality Support](#).

Property Users: Organization Admins can assign members from any Amazon Business account as Property Admins or Property Staff users. Property admins have full control over a specific Alexa for Hospitality Property. Property Staff users have read only access over a specific property, except the ability to clear a room when guests check out. Property Admin users can add other members of their Amazon Business account as either Property Admin or Property Staff users.

Managing Rooms

A room is a physical location inside a Property that contains a registered device, such as a hotel room. Room names must be unique to a Property and we recommend using meaningful identifiers that are easily understood. If you are planning to enable smart home skills in your room, we recommend naming rooms with only alphanumeric characters and the following special characters (no dots, no spaces): _ - = # ; : ? @ &. Once you've selected the Property you wish to edit follow these steps to manage rooms.

To create a room:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Rooms** page.
2. Choose **Create a room**.
3. In the **Room name** field, enter a unique room name.
4. Choose a **Room type**. The room type will determine the settings and skills that are applied to rooms. The default property room type will be selected by default. For more information about managing room types, see the Managing Room Types section of this Administration Guide.
5. (Optional) To add an Alexa device to the room, select the respective Alexa device from the **Devices** list.
Note: Currently, only one Alexa device can be added to each room. Only devices that aren't already associated to a room are available in the **Devices** list.
6. Choose **Create Room**.

You can edit the room name and room type from the **Rooms** page.

To edit a room:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Rooms** page.
2. Select the name of the room to edit.
3. Edit the **Room Name** or selected **Room Type** and choose **Save**.

You can also add or remove devices to or from a room from the **Rooms** page.

To add devices to a room:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Rooms** page.
2. Select the name of the room to edit.
3. Select the checkbox next to the **Device Serial Number** for the device being added to the room.
4. Choose **Add device**

To remove devices from a room:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Rooms** page.
2. Select the name of the room to edit.
3. Choose **Remove** next to the device being removed from the room.

Deleting rooms is not yet available. We encourage you to rename existing rooms until this capability is available.

Managing Room Types

To simplify the process of creating and managing rooms, first define room types. Room types contain the settings and skills that apply to registered devices in your property with that room type. For example, VIP suites can have their own room type with unique settings and skills.

When you create a room, you must select a room type. If you have not created one, a default room type is provided. You can modify the settings and skills associated with a room type, or the default room type, at any time. Skills must already be enabled for the property before they can be enabled or disabled within a room type.

To create a room type:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Room Types** page.
2. Choose **Create room type**
3. Select the following settings:
 - **Temperature units** – Choose **Fahrenheit** or **Celsius**.
 - **Distance units** – Choose **US** or **Metric**.
 - **Device setup mode** – When turned **On**, this setting allows users to place your registered Alexa devices into setup mode by holding the action button for 7 seconds. After you initially setup devices in your property, we recommend turning the setting to **Off** to prevent guests from putting registered devices into setup mode and registering them to their account.
 - **Wake word** – Select the voice command that turns on the device. To prevent guest confusion, we recommend always leaving this option set to **Alexa**.
 - **Maximum volume** – Choose a value between **6 – 10** to limit the volume output of Alexa devices to this value.
 - **Default music station** – Choose the default music station that will play when guests ask “Alexa, play music.”
 - **Skills** – Enable or disable skills that have been enabled for the property. For more information about managing skills for the property, see the Managing Skills section of this Administration Guide.
4. Choose **Create room type**

To edit a room type:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Room Types** page.
2. Choose the name of a room type to edit.
3. Edit any of the options and choose **Save settings**.

To change the default room type:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Room Types** page.
2. Choose the room type to be selected as the default.
3. Choose **Set as Default**.

To define the default room type across all properties in your organization:

1. Navigate to your organization’s **Room Types**. **NOTE:** This is not nested within a given property. This sets the default experience for all your properties. You can override this experience for any property by navigating to Property > Create Room Type. You cannot apply a default Room Type and property Room Type concurrently: the property Room Type will apply.
2. Choose **Create room type**
3. Edit any of the options and choose **Save settings**.
4. Once the settings are saved, all rooms created with the default room type at organization level will begin to sync to the saved settings.
5. Note that only skills that do not require any special permissions like account linking, purchase permissions or child-directed content permissions, can be enabled using default room type at organization level. Skills that require any of these special permissions will need to be enabled at the property level.

Deleting room types is not yet available. You can edit existing room types.

Managing Alexa Devices

You can setup your Alexa devices (Amazon Echo, Echo Dot or Echo Plus) using the Device Setup Tool. This connects your device to your Wi-Fi network and registers it with Alexa for Hospitality. After you setup your devices, you can assign them to your rooms.

To set up an Alexa device:

1. If you haven't already, install the Device Setup Tool. See the Run the Device Setup Tool section for more information.
2. Note the last 3 characters of the DSN printed on the Alexa device box. These characters are included in the Wi-Fi network that the device broadcasts while you are setting it up. They are required when you assign your Alexa device to a room.
3. Plug your Alexa device into a power outlet and wait until the device tells you that it is ready for set up and the light ring turns orange. If the device has already been set up before, you can manually enter setup mode by pressing and holding the **Action** button for 7 seconds.
4. Open the Device Setup Tool, which discovers your Alexa device.
Note: If the Device Setup Tool doesn't discover your Alexa device, choose **Discover devices**.
5. Choose the devices to set up and choose **Set up devices**.
6. Enter your Wi-Fi network details and choose **Next**.

To assign an Alexa device to a room:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Rooms** page.
2. Select the name of the room you want to add the Alexa device to.
3. Choose the device from the list of Alexa devices in the **Add device to room** section.
4. Select the **Add device** option.
5. (Optional) Unplug the device and plug it back in to restart it. Restarting will trigger updated settings to propagate to the device.

Note: We recommend that you label the devices with the room to help ensure that the device remains in the correct room. To move devices from one room to another, unassign and then re-assign the devices.

To view Alexa device information:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Alexa Devices** page.
2. You will see a list of the registered Alexa devices registered to your account with the following information:
 - Device Serial Number – The serial number of the Alexa device.
 - Device Name – The name of the Alexa device, if named.
 - Device Type – The type of Alexa device (e.g., Amazon Echo Dot).
 - Room Name – The name of the room to which the Alexa device is assigned, if assigned to a room.
 - Availability – The availability status of the Alexa device.
 - Synced – The device is connected to the network and all skills and settings have been applied.
 - Offline – The device isn't connected to the network. The device might be unplugged or the network might not be working.
 - Sync in progress – The device is connected to the network, and Alexa for Hospitality is applying skills and settings to the device.
 - Sync needed – The device is connected to the network, but not all skills and settings have been applied to the device. This usually happens when the device was offline when Alexa for Hospitality tried to apply all skills and settings. To sync devices with this status, select applicable devices from the table and choose the **Sync devices** button.
 - MAC address – The media access control address used to identify a device on a wireless network.

Note: You can disable device information columns from displaying on the **Alexa Devices** page by selecting the  icon.

To deregister a device:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Alexa Devices** page.
2. Select the check box next to the Alexa device to deregister.
3. Select the **Deregister devices** button.

Note: This action removes the Alexa device from the Alexa for Hospitality management console.

To clear a device:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Alexa Devices** page.
2. Select the check box next to the Alexa device to clear.
3. Select the **Clear devices** button.

Note: This action clears all personal settings from the Alexa device including alarms, timers, and reminders. Devices should be cleared every time a guest checks out of their room.

Alexa for Hospitality manages Alexa device accounts and settings through rooms. When you add Alexa devices to a room, change the room of a device, update specific settings in the property profile (including the wake word, maximum volume, device setup mode, and default music station), or when you clear a device, the device must be connected to the internet for the update to complete successfully. Alexa for Hospitality retries these requests for one hour, and then the device is placed into a Sync needed availability status. To implement your changes, plug in the Alexa device, ensure that it's connected to Wi-Fi, and sync the device.

To sync a device:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Alexa Devices** page.
2. Select the check box next to the Alexa device with the status of **Sync needed**.
3. Select the **Sync devices** button.

Managing Contacts

Alexa for Hospitality allows guests to use Alexa as a speakerphone. Guests can call property contacts that you define in the Alexa for Hospitality console by saying the contact name out loud or specifying a number. For example, your guests can say "Alexa, call front desk" or "Alexa, call 206-555-0123."

To create contacts within your property that guests can call, follow the instructions below.

To create a contact:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Property Contacts** page.
2. Select the **Create Contacts** button.
3. Input the **Contact name**, **Phone number** and **Description**.
4. Select the **Create Contact**.

Note: The following types of calls are currently not supported:

- Emergency services numbers (for example, "911")
- Premium-rate numbers (for example, "1-900" numbers or toll numbers)
- N-1-1 numbers or abbreviated dial codes (for example, "211" or "411")
- International numbers (numbers outside of the US, Canada, or Mexico)
- Dial-by-letter numbers (for example, "1-800-FLOWERS")

After you create contacts, they will be available on registered devices in all the rooms in your property. You can delete contacts at any time.

To delete a contact:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Property Contacts** page.
2. Select the check box next to the contact name that you want to delete.
3. Select the **Delete contact** button.

Managing Skills

Skills are voice-driven capabilities that enhance the functionality of your Alexa devices. Alexa for Hospitality allows you to define the skills that are enabled on registered Alexa devices in your property.

To enable a skill:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Skills** page.

2. Select the **Alexa Skills Store** tab.
3. Find the skill to add by browsing the list of available skills, filtering by category, or searching by keyword. You can get more details about the skill and how to add it in the skill details.
Note: Skills that are child-directed, contain mature content, or require a customer to provide personal information (e.g., account information) cannot be enabled at this time.
4. Select the **Enable** button.
5. If the skill requires it, link your master account by following the account linking steps. When you are done, you will receive a success message in the console.

Once complete, the skill can be enabled on room types within your property. To enable a skill for room types, see the Managing Room Types section of this Administration Guide.

Note: If there are a large number of rooms associated in your property, this step may take up to five minutes.

To remove a skill:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Skills** page.
2. Select the **Property Skills** tab.
3. Select the **Disable** button next to skill you want to disable.

Linking a master account to a skill:

Some skills require the ability to connect with a user in another system. This is called account linking, which links an Alexa for Hospitality account to a user account in another system. When you add a skill that requires account linking, you are prompted to open the sign in page of the skill provider and sign in with your user account. After you successfully sign in, all registered devices in your Alexa for Hospitality account are authenticated with the skill provider, making this your master account.

If you want to link a unique account for the devices in a specific room, you can override the linked account. For example, to use some smart home skill to control the lights in one of your rooms, you must link to the user account for that room in the smart home system. Details about linking skills to rooms, and configuring skill scopes and parameters can be found in Appendix B.

Building and publishing private skills:

In addition to public Alexa skills, developers can use the Alexa Skills Kit to publish skills privately to Alexa for Hospitality accounts without making the skill available to the general public through the Alexa Skills Store.

Public and private skills share many of the same features. They are both developed in the same way using the Alexa Skills Kit, and they can both use account linking to map users to a backend system. There are, however, areas where private skills are different from public skills. When considering whether to make a skill public or private, refer to the list below.

- The skill isn't discoverable in the public Alexa Skills Store.
- The skill developer can whitelist which accounts can review the skill, including its description and functionality, as well as enable it.
- The skill developer can control which accounts can enable the private skill and therefore limit attempts to authenticate against backend systems for account linking.

As a general guideline, if the skill is intended for a limited audience, such as your account or property, it's a good candidate for a private skill. Details about building and publishing private skills are available in Appendix C.

Managing Experiences in Bulk

You can use a CSV to create new properties; create, edit, and delete rooms; and associate devices with rooms in bulk. You can set a global room type for these properties to define experiences such as the default music station or skills using the Alexa for Hospitality console. You can override this by clicking into the property on the console as described above.

NOTE: You can create up to 6,000 properties within one Alexa for Hospitality account, and upload 25,000 rows of data within one CSV. Skills that require property-level account linking must be linked within a property room type instead of a global room type.

For any of the following actions taken via CSV, Organization Administrators can select the **History** section of the console to view past exports and imports, when they were made, and which user made them. You have the option to revert to a

version prior to any specific update you made by downloading a snapshot of the CSV and uploading it. You are able to download prior exports.

To set up properties and rooms using a CSV, follow the instructions below. See sample CSV content in Appendix D.

To create new properties:

1. Navigate to the **Properties** tab of your Alexa for Hospitality console. Select **Actions** then **Export All**. You have the option to select a specific property to export, or export all.
2. Type the **Property Name**, **Property Address**, and **Property Time Zone** in their labeled fields. Fill out one row per property you wish to create.

NOTE: Property Address has to follow the following format : <Address line> <City>, <State Code> <Zip code>, <Country Code>. For example: 300 Pine St Seattle, WA 98101, US

NOTE: You can choose from the following time zones: **America/Anchorage**, **America/Adak**, **America/Honolulu**, **America/Los Angeles**, **America/Phoenix**, **America/Boise**, **America/Denver**, **America/Chicago**, **America/Detroit**, **America/Indianapolis**, **America/New York**

3. Type **CREATE** for each new property in the **Property Action** column.
4. Save the file locally.
5. Select **Actions** then **Import**.
6. Select the file you saved. This uploads the file and begins the process of creating the properties that you defined.
7. Navigate to the **History** tab to see import status and if there were any errors. If there are no errors, you will see 'Complete' in the 'Status' column. If there are errors, you will see 'Partial Success' in the 'Status' column. When errors exist in a CSV, we will process unaffected rows of the CSV and generate an error file for rows with errors. To download it, select the radio button next to the file, select **Actions**, and click 'Download Errors File.' These will include an error code describing what went wrong and how to fix it. See Appendix F for a list of error codes. Fix the errors and import the file with the corrected information.

To create, edit or delete rooms:

1. Navigate to the **Properties** tab of your Alexa for Hospitality console. Select **Actions** then **Export All**.
2. Within a given property, type the **Room Name**. *Fill out one new row per room you wish to create in that property.*
3. Type **CREATE** under Room_Action column to create a new room within the property.
4. Type **UPDATE** to edit an existing room within the property.
5. Type **DELETE** to delete an existing room within the property.
6. Fill out one row per property you wish to create.
7. Navigate to the **History** tab to see import status and if there were any errors. If there are no errors, you will see 'Complete' in the 'Status' column. If there are errors, you will see 'Partial Success' in the 'Status' column. When errors exist in a CSV, we will process unaffected rows of the CSV and generate an error file for rows with errors. To download it, select the radio button next to the file, select **Actions**, and click 'Download Errors File.' These will include an error code describing what went wrong and how to fix it. See Appendix F for a list of error codes. Fix the errors and import the file with the corrected information.

To associate or disassociate devices with rooms:

1. Navigate to the **Properties** tab of your Alexa for Hospitality console. Select **Actions** then **Export All**.
2. Type the **Device Serial Number** of the device you wish to associate with a room.
3. Type **ASSOCIATE** to associate the device with a given room.
4. Type **DISASSOCIATE** to disassociate the device from a given room.

To review the status of an import:

1. Navigate to the **History** tab
2. Review the 'Status' column. If there are no errors, you will see 'Complete.' If there are errors, you will see 'Partial Success.' **NOTE:** If errors exist, we will process unaffected rows of the CSV and generate an error file for rows with errors.
3. When a file is marked 'Partial Success,' select the radio button next to it, select **Actions**, and click 'Download Errors File.'
4. Read the error code describing what went wrong and how to fix it. See Appendix F for a list of error codes.
5. Fix the errors and import the file with the corrected information.

Transferring Device Management

If you plan to manage devices that aren't physically nearby or in your Alexa for Hospitality account, you can send a request to manage a device instead of using the Device Setup Tool. For example, if you manage hundreds of vacation rentals, property owners can use the Alexa companion app to set up devices and you can use the following directions to assume management of these devices, with the device owner's permission. Currently, this process can only be used to transfer Echo Family Devices without a screen.

To import devices:

1. Navigate to the **Properties** tab of your Alexa for Hospitality console. Select **Actions** then **Export All**.
2. *Using the CSV, type the following within the property you want to transfer devices to:*
 - **REQUEST_DEVICE_TRANSFER** in the column Device.Action.
 - **Device Serial Number** of the device you wish to import in the column Device.SerialNumber. This can be found on the outside of the device.
 - **Add Device.Request.Email** as a column and type the email to which you want to send an invitation to import devices
3. Save the file.
4. Select **Actions** then **Import**.
5. Select the file you saved. This uploads the file and sends an email to the email address you specified to request permission to manage the device associated with the device serial number you specified. **NOTE:** The email should arrive within 15 minutes. A device does not have to be online when you send the email.
6. The device management request email will explain that your company is requesting to manage their devices. It will prompt them to set up the devices using the Alexa companion app and confirm they wish to allow the devices to be managed by your Alexa for Hospitality account. **NOTE:** we will only allow management of devices that match the device serial number you specify and the email recipient selects that device for import.
7. Follow the steps listed in the "Managing Experiences in Bulk" section to associate devices with a room.

To cancel a device import:

1. Navigate to the **History** tab of your Alexa for Hospitality console.
2. Select the transfer you want to cancel.

Managing Guest Personalization

Alexa for Hospitality allows Amazon customers to temporarily connect their Amazon account to the Alexa-enabled device in their room. To connect their personal account, guests can simply say, "Alexa, connect my account" and provide their phone number when prompted. The guest will receive a text message with a link to log into Amazon.com. They will then confirm the date they will check out and tap "connect." Once connected, they can play their personal music from Amazon Music, Prime Music, and services that they've linked to Alexa, such as Spotify, and Pandora. Guests' voice recordings are not saved, and guests can review and delete text transcripts at www.amazon.com/alexaprivacy. Alexa will disconnect their Amazon account from the device when they are checked out. Guests can also ask, "Alexa, disconnect my account" anytime.

This feature is only available at properties that have integrated with the Alexa for Hospitality UpdateOccupancyStateBatch API to send check in and check out events to Amazon so Alexa can disconnect guests' Amazon accounts at check out. Instructions for integrating with the API are available in the [Alexa for Hospitality Developer Documentation](#). Guidelines for marketing the Amazon Account connection feature in your property are available in the [Alexa for Hospitality Marketing Guidelines](#). Guidelines for marketing the Amazon Account connection feature in your property are available in the Alexa for Hospitality Marketing Guidelines.

Viewing Analytics

Alexa for Hospitality allows you to view aggregated analytics data for your installed devices. You will see a link to Analytics in the left navigation pane on the Alexa for Hospitality [management console](#). Clicking on it opens the Analytics page in the console with default data visualization for the most recent 30 days for which data is available, displayed using [AWS QuickSight](#). The default visualizations include:

- Gauge chart showing total number of unique devices associated with rooms under your account, along with a percentage of devices that are active. Active devices are devices with at least one dialogue in the selected time period

(default is 30 days). A dialogue is defined as a conversation with multiple turns in which the **user** asks questions and Alexa responds with an answer.

- Active device trend chart showing number of active devices on a daily basis. You can click on the graphic to change time granularity for the data to daily or weekly.
- Top 10 dialogue categories or domains by number of dialogues from device users.
- Top 10 skills by number of dialogues from device users.
- Dialogue distribution for customer's private skills by intent.
- Dialogue trend chart showing number of dialogues on a daily basis. You can click on the graphic to change time granularity for the data to daily or weekly.

Organization Admin will see data for all their properties by default. They can also view data for individual properties by clicking the property filter in the analytics visualization and selecting the property they wish to view. Property Admin and Property Staff will see data for the properties they are associated with.

If you want to access the underlying data used to build these charts, you can download this data in a csv format. To do so, navigate to the Domain data tab or the Private Skills data tab by selecting one of them at the top of the page, and click on the table to view options to download the data. When there is not sufficient aggregated data for a particular time period, analytics will not be displayed for that period. In such cases, you can select a greater time period (e.g., from a day to a week) to see aggregated data. Here are definitions of common dialogue categories for reference:

- Auto – Dialogues related to local search and navigation, for example “Alexa, how is the traffic on the way to the airport?”
- Communications – Dialogues related to calling, for example “Alexa, call front desk.”
- Music – Dialogues related to listening to Music, for example “Alexa, play country music.”
- Video – Dialogues related to watching videos, for example “Alexa, play cat videos.”
- Books – Dialogues related to reading books or audiobooks, for example “Alexa, read me the Sleeping Beauty.”
- Health – Dialogues related to health information, for example “Alexa, what is the cure for sunburn?”
- Household – Dialogues related to household tasks like setting timers and adding reminders, for example “Alexa, add a reminder to reserve a table for dinner tomorrow.”
- Information – Dialogues related to general information, including weather, for example “Alexa, what is the capital of Austria?”, or “Alexa, will it rain tomorrow morning?”
- Language Services – Dialogues related to translations, for example “Alexa, how do you say hello in Spanish?”
- News – Dialogues related to current news and events, for example “Alexa, what’s up?”
- Other – A category for dialogues which cannot be categorized in any other listed categories or domains, for example “Alexa, connect my phone via Bluetooth.” Or “Alexa, stop.”
- Personality – Dialogues related to jokes or chatting with Alexa, for example “Alexa, tell me a joke.”
- Skills – Dialogues with custom skills enabled on the device, for example “Alexa, let’s play Jeopardy.” This category will include interactions with your custom private skill, if enabled.
- Smart Home – Dialogues related to controlling smart devices, for example “Alexa, turn on the room lights.”

Privacy

Alexa for Hospitality was built with guest privacy in mind. Guests’ voice recordings are not saved. No personal information needs to be shared with Alexa to use the device.

For more information, please refer to <https://developer.amazon.com/en-US/alexa/alexa-for-hospitality>

Appendix A. Networking Best Practices for Alexa for Hospitality

Network and security settings:

- A dedicated SSID should be configured (see section b) that will only have the Echo devices connected to it.

- Configuration of Alexa devices using Alexa for Hospitality through captive portals is currently not supported
- Setup the DHCP server on the backend to only provide IPv4 address. We recommend disabling IPv6 if it is an option.
- The following ports and protocols should be whitelisted on the Network Firewall:

Port	Protocol	URL
123	UDP	
443	TCP	pindorama.amazon.com:443 https://firs-ta-g7g.amazon.com/FirsProxy:443 https://todo-ta-g7g.amazon.com/FionaTodoListProxy:443 guipitan.amazon.com:443 https://det-ta-g7g.amazon.com/DeviceEventProxy:443 https://device-metrics-us.amazon.com/metricsBatch:443
4070	TCP/UDP	
5353	UDP	
40317	TCP/UDP	pins.amazon.com
49317	TCP/UDP	
33434	TCP/UDP	

Access point configuration:

- In heavy traffic environments, we recommend to setup dedicated access points operating on Wi-Fi channels other than the Hotel Wi-Fi/Guest Wi-Fi to prevent interference and bandwidth starvation for the Alexa devices.
- 5GHz Wi-Fi band is recommended over the 2.4GHz band for device operation to prevent interference from adjacent overlapping Wi-Fi channels in the 2.4GHz, Bluetooth interference and ZigBee interference. Also make sure the device is away from sources of possible interference, such as microwave ovens or baby monitors.
- Alexa devices do not support DFS channels so we recommend avoiding DFS channels on the access point/router.
- We recommend setting up an Access Control List (ACL) on your routers to whitelist the MAC Address of specific Alexa devices to connect to a particular access point. In the event of a temporary access point outage, this setting will prevent Alexa devices from connecting to an access point further away.
- Setup the access point/router to operate on a fixed channel. This will prevent the access point from hopping between channels and avoid disconnection issues on the Alexa device. Additionally, disable channel bonding on the access point/router and use 20MHz channel bandwidth.
- Setup the Access Point/Router to operate within a specific Transmit Power range based on the type of room.
 - For smaller rooms: Set the access point/router's transmit power between 8dBm to 10dBm such that the access point is not detectable through adjacent rooms. In addition to adjusting the transmit power on the access point, try to place the Alexa device at least 3 feet away from the access point/router.
 - For larger rooms: Set the access point/router's transmit power preferably between 15dBm to 18dBm such that the AP is detectable throughout the suite. In addition to adjusting the transmit power on the access point/router, try to place the Alexa device at least 3 feet away from the access point. Maximum recommended distance between the Alexa device and the access point is approximately 70 feet.
- Channel allocation for the access point/router in the room would be based on the availability of channels. Assuming there are at least 4 channels available to Alexa devices, the table below provides an example channel allocation in a building that contains 9 rooms across 3 floors (each box represents a room).

149	48	149
161	36	161
149	48	149

Bandwidth:

- An intermittent internet connection or low bandwidth is often the cause of streaming issues. To stream music, audiobooks, and other content through Alexa, your internet connection should be at least 512 Kbps (0.51 Mbps).

Appendix B. Linking Skills to Rooms, Configuring Skill Scopes and Parameters

Some skills allow or require you to provide additional information about the Alexa devices to which they are associated. You can provide this information on the **Room details** page, in the **Configuration** column of the **Skills** section, depending on the skill type and account linking status:

Skill type	Account linking status		
	Master account linked	Account linked to room	No account linking
Smart home skill	Require scope	Require scope	N/A
Private skill	Optional skill parameters	Optional skill parameters	Optional skill parameters

To configure the scope of a smart home skill:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Rooms** page.
2. Select the room for which you want to define a scope.
3. In the **Skills** section, choose the edit icon next to the field and enter the scope for a smart home device with a master account skill linked.
4. Select the **Save** button.

Note: Not all smart home skills use scopes. Check with the skill developer to see if they do, and if so, what the value should be.

To configure a skill parameter of a private skill:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Rooms** page.
2. Select the room for which you want to define a parameter.
3. In the **Skills** section, choose the edit icon next to the text field and enter the skill parameter value.
4. Select the **Save** button.

Note: Not all private skills require a scope. Check with the skill developer to determine if this value is needed, and if so, what it should be. Only devices that have a scope defined can be discovered or forgotten from the Room Details page.

Appendix C. Building and Publishing Private Skills

Guidelines for building and publishing private skills are below.

To build private skills:

- For information about how to build private skills, see [Build Skills with the Alexa Skills Kit](#).
Note: If you are building a private skill and want to use any information from a registered device that requires permission, follow the instructions in the Alexa Skills Kit. For more information, see [Permissions](#).

To publish private skills:

To publish a private skill to your Alexa for Hospitality account, use the [developer console beta](#).

Note: Alexa for Hospitality uses the same publishing process for private skills as Alexa for Business. For publishing purposes, your Alexa for Hospitality account should be treated as an Alexa for Business organization.

To use the developer console to publish a private skill, you must have the following:

- An Amazon developer account.
- The skill Id for a skill that is under development.
- The Amazon Resource Name (ARN) for one or more Alexa for Hospitality accounts to which you want to grant access to the private skill.

Note: Your Alexa for Hospitality ARN can be found using the following steps:

- Open the Alexa for Hospitality [management console](#) and navigate to the **Skills** page.
- Select the **Private Skills** tab.
- Select the **Show IAM ARN** button.

When you are ready to make your skill available to select organizations, do the following:

- [Open the skill in the developer console](#).
- Navigate to the [Distribution page](#).
- Make sure you have completed all fields in the **Skill Preview** section for each language.
- In the left-hand navigation, click **Availability**.
- For the availability option, select **Alexa for Business Organizations**, then click **Save and continue**.
- Click **Submission**, then click **Submit for review**.

Note: When you publish a skill privately, its status changes to **Live** in the developer portal. This process can take up to two hours.

Once your skill has been published (privately) to the live stage, you can:

- Add the skill to a specific Alexa for Hospitality account or Alexa for Business organization.
- Remove the skill from a specific Alexa for Hospitality account or Alexa for Business organization.
- View the Alexa for Hospitality accounts and Alexa for Business organizations that have access to the private skill.

You can manage the Alexa for Hospitality accounts and Alexa for Business organizations with access to your private skill from the **Distribution > Availability** section of the developer console. The **Manage access to your skill** section contains controls to add and remove accounts and organizations. The list of accounts and organizations that currently have access are displayed as well.

Once the skill is distributed from the developer console to an Alexa for Hospitality account or Alexa for Business organization, the skill can be accepted by the respective administrator and enabled on registered devices.

Note: You cannot access the options to manage the account list until the skill has moved from *certification* to *live* (which can take up to a few hours after submission). [Open your list of skills](#) in the developer console and note the **Status** column. A live, private skill also has a **Manage Access** link in the **Actions** column.

To add an account:

- [Open your list of skills](#) in the developer console.
- Select the **Manage Access** link in the **Actions** column. Alternatively, you can select **View** to open the skill, then navigate to **Launch > Availability**.

3. Under **Manage access to your skill**, enter the account ID to add in the edit box and select **Add**, then **Save**.
Note: The account ID should be in the form of `arn:aws:iam::123456789012:root`, where 123456789012 is a placeholder for an account ID.

To remove an account:

1. [Open your list of skills](#) in the developer console.
2. Select the **Manage Access** link in the **Actions** column. Alternatively, you can select **View** to open the skill, then navigate to **Launch > Availability**.
3. Under **Manage access to your skill**, click the **Revoke access** link next to the account to remove.

To manage skill access from the Alexa for Hospitality management console:

1. Open the Alexa for Hospitality [management console](#) and navigate to the **Skills** page.
2. Select the **Private Skills** tab.
Select the **Review** button and then **Enable** button to enable the private skill.

Appendix D. Managing Experiences in Bulk - Example CSV

Template for Bulk Import (available to download from the Alexa for Hospitality console)

Property.Action	Property.Id	Property.Name	Property.Address	Property.Timezone	Room.Action	Room.Id	Room.Name	Device.Action	Device.SerialNumber	Device.Request.Email	Description
CREATE		<Property Name>	<Property Street Address City, St Zip, US>	<Country/City>	CREATE		<Room Name>				Creates a Property
CREATE		<Property Name>	<Property Street Address City, St Zip, US>	<Country/City>	CREATE		<Room Name>				Creates a Property and a Room at the same time
	<Property ID>	<Property Name>	<Property Street Address City, St Zip, US>	<Country/City>	CREATE		<Room Name>				Creates a Room with an already existing Property
	<Property ID>	<Property Name>	<Property Street Address City, St Zip, US>	<Country/City>	UPDATE		<Room Name>				Updates an existing Room of a Property
	<Property ID>	<Property Name>	<Property Street Address City, St Zip, US>	<Country/City>	DELETE		<Room Name>				Deletes a Room from a Property
	<Property ID>	<Property Name>	<Property Street Address City, St Zip, US>	<Country/City>		<Room ID>	<Room Name>	ASSOCIATE	<Device Serial Number>		Associates a Device to a Room
	<Property ID>	<Property Name>	<Property Street Address City, St Zip, US>	<Country/City>		<Room ID>	<Room Name>	DISASSOCIATE	<Device Serial Number>		Disassociates a Device from a Room
	<Property ID>	<Property Name>	<Property Street Address City, St Zip, US>	<Country/City>				REQUEST_DEVICE_TRANSFER	<Device Serial Number>	<Email Address>	Request a particular Device from their owner using an Email Address

Sample Content for Bulk Import

Example Action	Property.Action	Property.Id	Property.Name	Property.Address	Property.Timezone	Room.Action	Room.Id	Room.Name	Device.Action	Device.SerialNumber	Device.Request.Email
Create a property	CREATE		Grand Hotel	300 Pine St Seattle, WA 98101, US	America/Los_Angeles						
Create a property and a room	CREATE		Grand Hotel	300 Pine St Seattle, WA 98101, US	America/Los_Angeles	CREATE		Room 201			
Create a room in an existing property		amzn1.oms	Grand Hotel	300 Pine St Seattle, WA 98101, US	America/Los_Angeles	CREATE		Room 301			
Edit a room		amzn1.oms	Grand Hotel	300 Pine St Seattle, WA 98101, US	America/Los_Angeles	UPDATE	amzn1.on	Room 401			
Delete a room		amzn1.oms	Grand Hotel	300 Pine St Seattle, WA 98101, US	America/Los_Angeles	DELETE	amzn1.on	Room 1101			
Request a device transfer via email		amzn1.oms	Grand Hotel	300 Pine St Seattle, WA 98101, US	America/Los_Angeles		amzn1.on	Room 501	REQUEST_DEVICE_TRANSFER	G000AA11111111AA	manager@hotel.com
Associate a device with a room		amzn1.oms	Grand Hotel	300 Pine St Seattle, WA 98101, US	America/Los_Angeles		amzn1.on	Room 601	ASSOCIATE	G000BB22222222BB	
Disassociate a device with a room		amzn1.oms	Grand Hotel	300 Pine St Seattle, WA 98101, US	America/Los_Angeles		amzn1.on	Room 701	DISASSOCIATE	G000CC33333333CC	

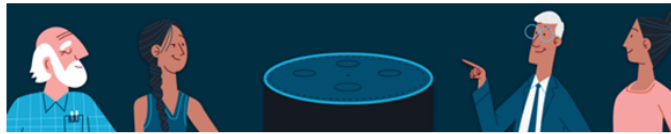
Appendix E. Error Codes

Managing Experiences in Bulk refers to the following error codes.

Error Code	Action
VALIDATION_PROPERTY_INVALID_ACTION	Revise and resubmit property action ('CREATE' or leave blank)
VALIDATION_PROPERTY_ID_WITH_CREATE	Export CSV. Without editing property IDs, add your new data and upload.
VALIDATION_PROPERTY_UPDATE_WITHOUT_ID	Export CSV. Without editing property IDs, add your new data and upload.
VALIDATION_PROPERTY_DELETE_WITHOUT_ID	Export CSV. Without editing property IDs, add your new data and upload.
VALIDATION_PROPERTY_NO_ACTION_OR_ID	Export CSV. Without editing property IDs, add a property action and upload.
VALIDATION_PROPERTY_MISSING_ID	Export CSV. Without editing property IDs, add your new data and upload.
VALIDATION_PROPERTY_MISSING_NAME	Revise and resubmit property name.
VALIDATION_PROPERTY_MISSING_ADDRESS	Revise and resubmit address. Use this format: <Address line> <City>, <State Code> <Zip code>, <Country Code>. For example: 300 Pine St Seattle, WA 98101, US
VALIDATION_PROPERTY_MISSING_TIMEZONE	Revise and resubmit time zone. Choose from: America/Anchorage, America/Adak, America/Honolulu, America/Los Angeles, America/Phoenix, America/Boise, America/Denver, America/Chicago, America/Detroit, America/Indianapolis, America/New York
VALIDATION_PROPERTY_INVALID_TIMEZONE	Revise and resubmit time zone. Choose from: America/Anchorage, America/Adak, America/Honolulu, America/Los Angeles, America/Phoenix, America/Boise, America/Denver, America/Chicago, America/Detroit, America/Indianapolis, America/New York
VALIDATION_PROPERTY_INVALID_ADDRESS	Revise and resubmit address. Use this format: <Address line> <City>, <State Code> <Zip code>, <Country Code>. For example: 300 Pine St Seattle, WA 98101, US
VALIDATION_ROOM_INVALID_ACTION	Revise and resubmit room action.
VALIDATION_ROOM_ID_WITH_CREATE	Export CSV. Without editing room IDs, add your new data and upload.
VALIDATION_ROOM_UPDATE_WITHOUT_ID	Export CSV. Without editing room IDs, add your new data and upload.
VALIDATION_ROOM_DELETE_WITHOUT_ID	Export CSV. Without editing room IDs, add your new data and upload.
VALIDATION_ROOM_NO_ACTION_OR_ID	Export CSV. Without editing room IDs, add your new data and upload.
VALIDATION_ROOM_UPDATE_WITH_PROPERTY_CREATE	Create a property and room first. Then, update room as needed.
VALIDATION_ROOM_DELETE_WITH_PROPERTY_CREATE	Create a property and room first. Then, delete room as needed.
VALIDATION_ROOM_ACTION_WITH_PROPERTY_DELETE	Cannot delete a property and edit room information at the same time. Choose one.
VALIDATION_ROOM_MISSING_ID	Export CSV. Without editing room IDs, add your new data and upload.
VALIDATION_ROOM_MISSING_NAME	Revise and resubmit room name.
VALIDATION_DEVICE_INVALID_ACTION	Revise and resubmit device action.
VALIDATION_DEVICE_MISSING_ACTION	Revise and resubmit device action.
VALIDATION_DEVICE_INVALID_ACTION_WHEN_ROOM_MISSING	Create a room. Then, associate or disassociate a device with it.
VALIDATION_DEVICE_ASSOCIATE_WITH_PROPERTY_CREATE	Create a property and a room. Then, associate a device with the room.
VALIDATION_DEVICE_DISASSOCIATE_WITH_PROPERTY_CREATE	Create a property and a room. Then, associate a device with the room. Then, disassociate a device with the room.
VALIDATION_DEVICE_ACTION_WITH_PROPERTY_DELETE	Cannot delete a property and take a device action at the same time. Choose one.
VALIDATION_DEVICE_MISSING_SERIAL_NUMBER	Revise and resubmit device serial number. You can find a device's number in 'Alexa Devices' tab of your Alexa for Hospitality console, or in the Alexa companion app under 'Settings.'
VALIDATION_DEVICE_INVALID_SERIAL_NUMBER	Revise and resubmit device serial number. You can find a device's number in 'Alexa Devices' tab of your Alexa for Hospitality console, or in the Alexa companion app under 'Settings.'
VALIDATION_DEVICE_MISSING_REQUEST_EMAIL	Revise and resubmit email address.
VALIDATION_DEVICE_INVALID_REQUEST_EMAIL	Revise and resubmit email address.
ERROR_CREATING_PROPERTY	Revise and resubmit property information.
ERROR_PROPERTY_ALREADY_EXISTS	Revise and resubmit property information.
ERROR_CREATING_ROOM	Revise and resubmit room information.
INTERNAL_ERROR_WHILE_CREATING_ROOM	Revise and resubmit room information.
ERROR_ROOM_ALREADY_EXISTS	Revise and resubmit room information.
ERROR_UPDATING_ROOM	Revise and resubmit room information.
ERROR_DELETING_ROOM	Revise and resubmit room information.
ERROR_ASSOCIATING_DEVICE_TO_ROOM	Revise and resubmit device association information.
ERROR_DISASSOCIATING_DEVICE_FROM_ROOM	Revise and resubmit device association information.
ERROR_REQUESTING_DEVICE_TRANSFER	Revise and resubmit device serial number and email address.
ERROR_READING_ROW	Revise and resubmit row information. See expected format in example templates.
ROW_SCHEMA_MISMATCH	Revise and resubmit row information. See expected format in example templates.

Appendix F: Transferring Device Management

After a company (e.g., Grand Hotel) initiates a request to manage a device, an email will be sent to the email they designated. The individual is prompted to click “Select Your Devices.”



Grand Hotel is requesting to manage your properties' Alexa devices on your behalf.

If you haven't already setup your devices, open the companion app and proceed with the setup instructions. Once your devices have been setup, review the devices you would want managed.

[Select your devices](#)

Thank you,
Alexa Smart Properties

The individual reads about the process and agrees to the Alexa for Hospitality Terms of Use



Transfer your business devices

Your solution provider has requested to manage your Alexa devices. [Terms of Use](#)

Here is how it works:



1 Setup your Alexa devices using the Alexa companion app. Use the Amazon account associated with the email at which you received this link.



2 Review the Terms of Use and sign in using the Amazon account from the previous step.



3 Review and approve the device transfer request. Keep your devices plugged in for a few minutes while the transfer completes. Once completed, the devices will no longer be registered to your Amazon account.

By continuing to sign in you are agreeing to the [Terms of Use](#)

[Continue](#)

The individual is prompted to provide their authorization.

Alexa for Hospitality would like access to:

Alexa


List your Alexa built-in devices

Transfer your Alexa built-in devices to Alexa for Hospitality

Cancel


Allow

The individual is prompted to select the devices they want to allow management of and hit "Accept Request."

 alexa for hospitality [Sign out](#)

Device Management Request from Grand Hotel
Here are the devices your business partner has requested to manage. Select the devices you agree to be managed.

Accept Request

< 1 2 3 ... 5 > 

<input type="checkbox"/> Device Name	Device Type	Serial Number	Managed property address
--------------------------------------	-------------	---------------	--------------------------

Appendix G. Document History

The table below describes changes to the Alexa for Hospitality Administration Guide, beginning in July 2018.

Change	Version	Change description	Published date
Privacy	1.6	Guest privacy experience	February 18, 2021
Managing Experiences in Bulk and Device Transfers	1.5	Users can create actions in bulk	June 11, 2020
Analytics	1.4	Users can view analytics	April 23, 2020
Guest Personalization and Multiple Properties Change to Device Setup Tool	1.3	Users can enable Guest Personalization and setup Multiple Properties.	July 11, 2019
Free Trial	1.2	Users can try Alexa for Hospitality for free with up to 1 device	March 12, 2019
Create and manage room types, assign multiple Alexa devices to rooms	1.1	Users can create room types to easily apply settings and skills to multiple rooms. Users can add multiple Alexa devices to rooms.	September 14, 2018
Initial release	1.0	Initial release	July 5, 2018