



## CÔR™ THERMOSTAT/AMAZON ALEXA FREQUENTLY ASKED QUESTIONS

### How does my Amazon Echo work with Auto mode?

If you use Auto mode, you can still ask Alexa to change the temperature by saying, “Alexa, set (Thermostat Name) to x degrees.” Alexa will respond to you by saying, “Thermostat in Auto Mode. Aiming for x degrees.” Your CÔR™ thermostat will then use this temperature as the midpoint between your heat and cool set points (based on what you’ve set your minimum heat / cool temperature delta to).

For example, if you’re in Auto mode and you ask Alexa to set the temperature to 22°C (72°F) and you have your minimum heat / cool temperature delta set to 3°C (4°F), your heat set point will become 20.5°C (22-1.5) (70°F) and your cool set point will become 23.5°C (22 + 1.5) (74°F).

### How do I delete or reset my connect between my Amazon Echo device and my CÔR™ thermostat?

Unplugging your Amazon Echo will not reset the connection with your CÔR thermostat.

You can reset your CÔR thermostat’s connection to your Amazon Echo by following these steps:

1. In the Alexa app, select *Settings*.
2. Select *Connected Home*.
3. Under Device Links, click *Unlink from CÔR*.
4. Under Devices, click *Forget* next to the device you would like to delete. To delete all, select *Forget all devices and groups*.
5. In the confirmation box, confirm *Forget* or if you don’t want to reset the connection, select *Cancel*.
6. Follow the steps at the beginning of this document to reconnect your CÔR thermostat.

If you want to completely remove your CÔR thermostat account from your Amazon Echo, complete 1-5 above and:

1. Login to the [www.carrier.com/myhome](http://www.carrier.com/myhome) web portal go to *My Apps > Amazon Connected Home Services > Remove*.

### My Amazon Echo is set to Celsius! How do I change it to Fahrenheit?

To change your settings from Celsius to Fahrenheit or vice-versa, simply:

1. Open your Alexa app.
2. Tap on *Settings* in the upper left corner.
3. Select your Amazon Echo.
4. Under *Metrics Measurements*, select *OFF* for Fahrenheit, and *ON* for Celsius.

### Alexa is saying “Sorry, device (name of CÔR™ thermostat) is not responding.” What do I do?

This is most likely happening because your CÔR thermostat is not connected to Wi-Fi® or your CÔR thermostat app. There are a few things you can try:

1. Make sure your CÔR thermostat is connected to Wi-Fi. To check your CÔR thermostat’s Wi-Fi connection, from your CÔR thermostat select *MENU > Settings > Wi-Fi > Wi-Fi Enabled > Network*.
2. Login to the CÔR thermostat app and ensure your thermostat is connected.

### Alexa is saying “Sorry, I can only set the temperature between (X) and (X) degrees.” What do I do?

Alexa will always follow the minimum and maximum temperatures you have set on your CÔR™ thermostat. If your minimum is set to 60°F, and you ask Alexa to change the temperature to 58°, you’ll receive this error message. To change your minimum and maximum temperature ranges, from your CÔR thermostat select *MENU > Settings > Preferences > Cool (or Heat) Temperature Ranges*. If you get this error message, but you’re saying a temperature that is within your minimum and maximum, there’s a chance that your CÔR thermostat is set to Celsius instead of Fahrenheit.

### Alexa is saying “Sorry, which device did you mean?” What do I do?

Just repeat the name of your CÔR™ thermostat.

### Alexa is saying “Sorry, I did not understand the request.” What do I do?

Alexa might not be hearing you properly. There are a few things you can try:

1. Make sure there is no background noise when you’re speaking, and speak slowly and clearly.
2. Check to see if Alexa is hearing you properly. On your Alexa App go to *Settings > History* and check to see how Alexa has recorded what you’ve said. If it’s not what you said, you should complete **Voice Training** in your Alexa app.

## FREQUENTLY ASKED QUESTIONS (con't)

### **Alexa is saying “Sorry, I could not find any devices or groups named (thermostat name) in your account.” What do I do?**

This means Alexa might not be able to understand the name of your C r™ thermostat.

Here are a few things you can do:

1. “Make sure you’re using your C r thermostat’s name correctly. To confirm what you’ve named your C r thermostat, go to *Settings > Preferences > Thermostat* on your thermostat.
2. “Make sure that your C r thermostat’s name is easy to understand. For instance, a name that is spelled differently, ie) ‘b3dr00m’ instead of ‘bedroom’.

You can change the name of your C r thermostat at any time by going to *Settings > Preferences > Thermostat > Input* the new name. Once you’ve changed it, you’ll need to ask Alexa to discover devices again.

### **Does changing the temperature through my Amazon Echo put my C r™ thermostat into an indefinite Hold?**

Yes, right now if you change your C r thermostat’s temperature from your Amazon Echo, it will create an indefinite Hold, regardless of what your Hold preferences are set to.

### **Alexa is saying, “Discovery is complete. I couldn’t find any devices.”**

If Alexa can’t discover your C r™ thermostat:

1. Make sure your C r thermostat and your Amazon Echo are connected to a Wi-Fi® network.
2. To check your C r thermostat’s Wi-Fi connection, from your C r thermostat select *MENU > Settings > Wi-Fi > Wi-Fi Enabled > Network*.
3. Login to the C r thermostat app and ensure your thermostat is connected to your mobile app.

### **How can I check if my C r™ thermostat and my Amazon Echo are connected?**

If you’re having issues controlling your C r thermostat with Alexa, you can check to make sure they’re connected.

First, check your Alexa app.

1. Click Settings in the upper left corner.
2. Scroll down and click Connected Home.
3. Under Devices, you should see your C r thermostat listed.

Then, check your C r thermostat.

1. Login to [www.carrier.com/myhome](http://www.carrier.com/myhome)
2. Go to My Apps.
3. Make sure that **Amazon Connected Home Service** is listed.

If it’s not listed, you should try the device discovery process again.

### **Do my C r™ thermostat and my Amazon Echo need to be on the same Wi-Fi® network?**

No. They do both need to be connected to Wi-Fi networks, but they can be on separate Wi-Fi networks.

In fact, you could ask Alexa to turn your heat down at your cottage if you have a C r thermostat there.

### **During the Login to Authorize App screen, I received an error message that says, “The Email Address field must contain a valid email address” after I entered my login credentials. What’s wrong?**

Make sure there are no spaces before or after your email address before you login to your account.

**For more information, visit [corhomeautomation.com](http://corhomeautomation.com)  
(844) My-Cor-Home  
(844) 692-6746**

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