côr™
HOME AUTOMATION
The heart of a smarter home.

CÔR™ THERMOSTAT USER'S GUIDE

AMAZON ALEXA

Amazon Echo includes Alexa, a cloud-based voice service that can be used to give commands to the Côr™ thermostat. Once you integrate the Côr thermostat with Amazon Echo, you can control your Côr thermostat simply by speaking your commands.

REQUIRED COMPONENTS

- Côr™ thermostat
- Côr thermostat registered account (email and password)
- Amazon Echo, Amazon Tap, or Echo Dot product
- Amazon Alexa app
- Wi-Fi® network connection

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PAIRING THE AMAZON ALEXA APP WITH YOUR CÔR™ THERMOSTAT ACCOUNT

You need to pair the Amazon Alexa app with your Côr thermostat account before you can give voice commands to Côr thermostat.
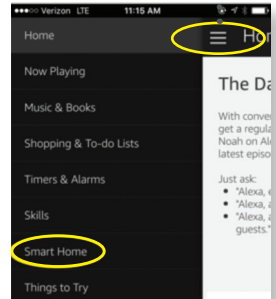
Note: This procedure assumes that your Côr thermostat and your Amazon Echo are configured, running, and meet the requirements listed in *Required Components.*

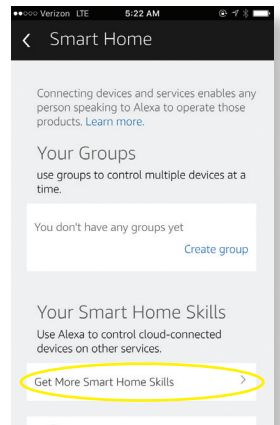## STEP-BY-STEP SET-UP INSTRUCTIONS WITH VISUAL GUIDES

1 Open the Alexa app and Login using your Alexa app account.

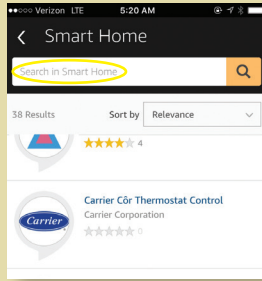**2** Tap the Menu icon (the three horizontal lines in the upper left corner).
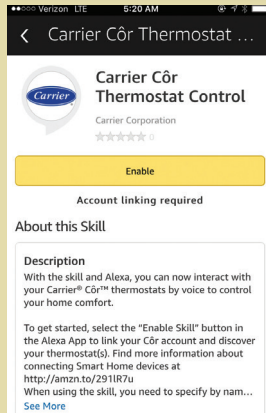
3 Select *Smart Home* from the menu options.

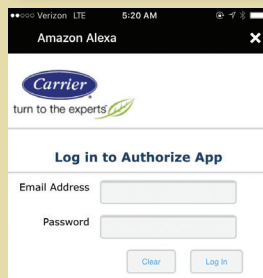**4** Click on *Get More Smart Home Skills.*

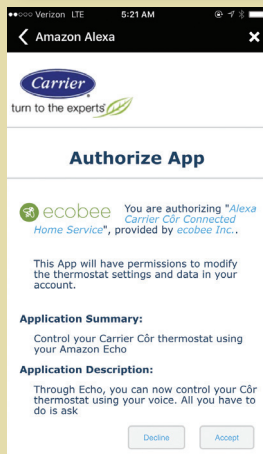**5** Search for "Côr" (or "Cor") in the Search field.

6 Select *Enable*.

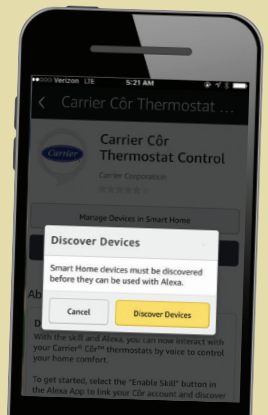**7** Provide your registered thermostat Login information to link the accounts.

8 Select *Accept* under the Authorize App screen.

YOU ARE NOW SUCCESSFULLY LINKED!

COMPLETE THE PAIRING PROCESS BY CLICKING ON *DISCOVER DEVICES*

GIVING VOICE COMMANDS

When using the skill, you need to specify by name which thermostat to use.
There are two ways to define this/these names:

- Use the thermostat name(s) you set up already. These are shown in the Côr™ thermostat app and can be changed (go to *Settings > Preferences > Thermostat > Input* the new name), *or*

- Create an Alexa group, like Bedroom or Downstairs, and add the thermostat and/or one or more sensors to the group. More information at *http://amzn.to/2965dCE.*

Once you have established the naming, you need to start with the wake word, "Alexa," and then tell Amazon Echo you want the command to apply to the name or group of your thermostat(s).

CURRENT ALEXA VOICE COMMANDS FOR THE CÔR™ THERMOSTAT

The following voice commands can all be used to control your Côr™ thermostat with your Amazon Echo. Stay tuned as we continue to add more voice commands!

Set your Côr thermostat to a specific temperature

"Alexa, set my (thermostat name) to (75) degrees"

"Alexa, set (thermostat name) temperature to (75)"

"Alexa, set (thermostat name) to (75)"

"Alexa, set my (thermostat name) to (75)"

"Alexa, change temperature to (75)"
Alexa will ask you to confirm which device, just say your thermostat's name.

Fri 10/7/16   5:50 pm

72°
45% humidity

55°F

Turn UP the temperature a set amount

"Alexa, raise the (thermostat name) by (3) degrees"

"Alexa, raise the (thermostat name) temperature by (3) degrees"

Turn UP the temperature by 2 degrees

"Alexa, increase the (thermostat name) temperature"

"Alexa, increase my (thermostat name)"

Turn DOWN the temperature a set amount

"Alexa, lower the (thermostat name) by (3) degrees"

"Alexa, lower the (thermostat name) temperature by (3) degrees"

"Alexa, decrease the (thermostat name) temperature by (3) degrees"

Turn DOWN the temperature by 2 degrees

"Alexa, lower the (thermostat name) temperature"

"Alexa, decrease my (thermostat name)"

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." 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 72°F (22°C) and you have your minimum heat / cool temperature delta set to 4°F (3°C), your heat set point will become 70°F (72-2) (20.5°C) and your cool set point will become 74°F (72+2) (23.5°C).

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* 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.

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 Côr™ thermostat.

Here are a few things you can do:

1. "Make sure you're using your Côr thermostat's name correctly. To confirm what you've named your Côr thermostat, go to *Settings > Preferences > Thermostat* on your thermostat.

2. "Make sure that your Côr 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 Côr 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 Côr™ thermostat into an indefinite Hold?

Yes, right now if you change your Côr 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 Côr™ thermostat:

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

How can I check if my Côr™ thermostat and my Amazon Echo are connected?

If you're having issues controlling your Côr 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 Côr thermostat listed.

Then, check your Côr thermostat.

1. Login to 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 Côr™ 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 Côr 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.

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(844) My-Cor-Home
(844) 692-6746