

1. What is Alexa Smart Properties?

Alexa Smart Properties is an experience that brings the simplicity and convenience of Alexa to hotels, vacation rentals, retirement homes, and other facilities through Echo smart home devices.

2. Can I listen again to what I said to Alexa in the room?

No, Alexa Smart Properties devices do not save voice recordings.

3. Do I need an Amazon account or to use my name or email address, disclosing my personal information (e.g., username and Amazon account), to use Alexa in this room?

No, with Alexa Smart Properties you do not link your Amazon account to the device with Alexa built-in, and Amazon does not associate your name, email address, or other contact details with your use of Alexa Smart Properties.

4. Can I bring my own content to personalize the experience?

You can play music from your phone via Bluetooth. Just say: "Alexa, pair my phone" to connect it to the device and "Alexa, unpair my phone" to disconnect it.

5. Do I need to have an Echo device at home to use Alexa in the room?

No.

6. What are Alexa's security and privacy features?

We have built in several layers of privacy protection:

- Wake word: the device will not stream audio to the cloud until it detects the wake word, usually "Alexa." When you want to use Alexa, simply say the wake word.
- Microphone controls: using Alexa is optional. Echo devices are equipped with a button to mute the microphone. When you press the button, the microphones are electronically disconnected, and a dedicated red light turns on. When the microphones are off, the device cannot send audio to the cloud, even if you say the wake word.
- Indicator: when Echo devices detect the wake word or when you press the Action button available on some Echo devices to activate Alexa, a visual indicator on the device lights up to show that the device is streaming your request to the cloud. For example, the light ring on the Echo device turns blue.
- Privacy: voice recordings are not saved. Amazon handles all personal information it receives through Alexa in accordance with Amazon's privacy policy ([www.amazon.it/privacy](http://www.amazon.it/privacy)).

7. In what ways can I use Alexa in the room?

When you use Alexa in a property, you can play music, check the weather, set alarms, and ask for general information. Alexa Smart Properties can also create personalized experiences with Alexa to help you enjoy your stay. For example, you can ask for information about the property, such as gym and pool opening hours, get recommendations about local places, contact the front desk, control smart home functions such as lights or thermostat, entertainment, and more—all simply by asking Alexa.

8. Can I use Alexa in the room to make purchases?

The property may allow you to use Alexa to purchase services such as room service or spa services. These charges will appear on your bill with the property and will not be charged through your Amazon account. Purchases on Amazon are not currently available on these devices.

9. Can I use custom third-party Alexa Skills?

Skills are Alexa features you use with your voice. The property may allow you to use certain third-party Skills on Alexa to help you enjoy your stay. When you use third-party Skills on Alexa Smart Properties, Amazon exchanges the related information (but not voice recordings) with those third parties so they can provide the service. The use of any Alexa Skills will be subject to the developer's terms and privacy policies. You can find the terms and privacy policies provided by Alexa Skill developers on the detail page of those Skills at <https://www.amazon.it/skills>

Alexa is designed to provide you with an enjoyable experience throughout your stay. If you encounter unexpected issues with the device, you should contact the property administrator.

For more information: <http://www.amazon.it/privacy> <https://www.amazon.it/skills>