# R·TEC AUTOMATION® by Rowley®

Instructions - Amazon Alexa

Amazon Alexa - just ask Alexa to open and close your window treatments with the power of your voice. This skill works with all Amazon Alexa-enabled devices including Echo, Echo Dot and Echo Show.
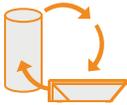
About the Automate Skill

Your R-TEC Automation window treatments just got smarter. Amazon Alexa works with our R-TEC Hub to take control of your window treatments with your voice. All you need is a R-TEC Hub that's already set up, then you can add the Automate Skill to your Amazon Alexa. This allows you to control individual or groups of window treatments with precision.

Getting Started

Before connecting Alexa to your R-TEC Hub, please ensure the R-TEC Hub and window treatments are working.

In order to control your window treatments with your voice, you will need the following:
- R-TEC Hub already setup and working
- R-TEC Automation® App and account
- Working window treatments with your R-TEC Automation® App
- Alexa App and account

Controlling your R-TEC window treatments through Amazon Alexa

To create a seamless experience to hands free voice activation, consider the natural way you and your family would call a window treatment on your Amazon Alexa. You may want to consider changing the name from Shade 1 to Living room Shade in your R-TEC Automation® App. Also consider if the shade will be controlled individually or in a group and name it accordingly in the R-TEC Automation® App.

Alexa - On/Off

Alexa treats window treatments as if they were switches, so Alexa will respond to turn on or turn off Living room shade.

Example commands:
- To lower an individual shade, simply say, "Alexa, turn on Bedroom Shade."
- To raise an individual shade, simply say, "Alexa, turn off Bedroom Shade."

Custom Commands

If you want to use custom commands like open/close, raise/lower, the Alexa App can create routines. Routines are sequences of actions. A routine can be triggered by a custom command and the action can be for a group or single shade to move. We suggest testing a few commands that sound natural that Alexa will accept. Not all commands will work. Prior to setup, ensure you have groups setup that you would like to control.

Example Commands that work well:
- "Alexa, raise all the shades."
- "Alexa, lower bedroom shade."

Scene Control

Scene Control is different than Group Control; a scene can be multiple shades set to different positions. If you plan to trigger scenes through Alexa, consider the most meaningful, easy to remember scene names. Scenes can only be created in the R-TEC Automation® App not in Alexa App.

For instance, a scene named "Good Morning" is easy to remember and accurately describes the experience one might look for in that scene. Then remember to configure that scene in your R-TEC Automation® App. To activate a scene created in the R-TEC Automation® App, simply say, "Alexa, turn on Good Morning."

Group Control

Another method of operating window shades through Alexa is through groups. These groups are often individual rooms, multiple room groupings or a whole home. Please be aware that the rooms you have programmed into your R-TEC Automation® App will not automatically show up in your Alexa App. Once that group has been created in Alexa, triggering it to operate, is as simple as asking Alexa to turn on that group. Example:
- "Alexa, turn on Living Room."

Percentage Control

75% **50%**

An individual window treatment or group can be sent to any percentage of openness. The percentage will be based on the programmed limits on the motor.

A shade that is completely raised to its upper limit is at 100%, while a shade that is completely lowered to its lower limit is at 0%.

Examples:
- To move an individual shade only a little down, simply say "Alexa, set Bedroom Shade to 22%."

Quick Tips

QUICK TIPS

- Alexa responds to names created in the R-TEC Automation® App. Consider using "one" when numbering shades instead of "1". Avoid using all special characters like % and numbers.
- If you have changed the name of your shade or scene in your R-TEC Automation® App, please ensure you force close the R-TEC Automation® App, then reopen the R-TEC Automation® App. Only then can you rediscover the devices and scenes in your Alexa App.

Enabling your Automate Alexa Skill on the Alexa App

First ensure your Alexa account is setup and working. To test this, ask Alexa the time; if Alexa responds, this will confirm Alexa is working. Also, test the R-TEC Automation® App and ensure the R-TEC Hub and window treatments are working.
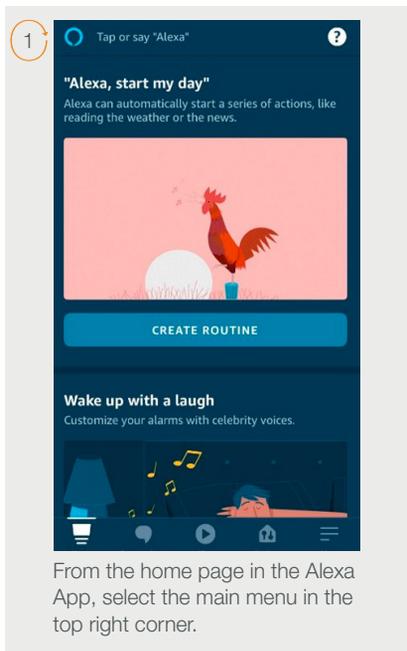
From the home page in the Alexa App, select the main menu in the top right corner.
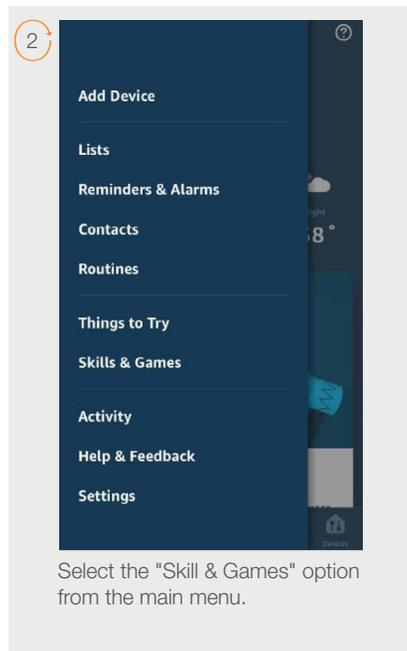
Select the "Skill & Games" option from the main menu.
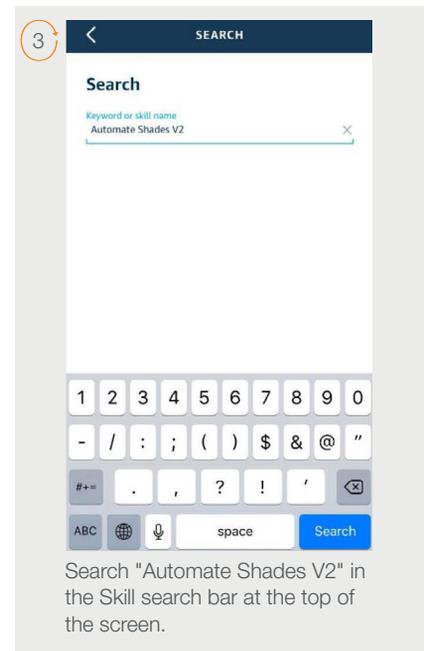
Search "Automate Shades V2" in the Skill search bar at the top of the screen.
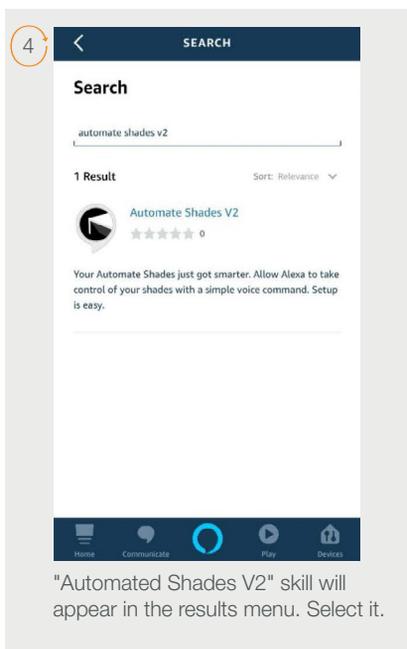
"Automated Shades V2" skill will appear in the results menu. Select it.

In order to activate the Automate Shades V2 skill, you must link to your R-TEC Automation® App.

Enabling your Automate Alexa Skill on the Alexa App cont.

7 | Link Account | X
Done 🔒 arc-automate.auth0.com

Log In   Sign Up

✉ Email
🔒 Password
Don't remember your password?

LOG IN ▸
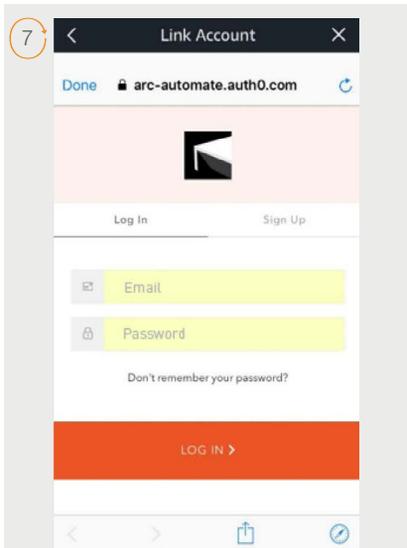
Enter the email and password associated with your R-TEC Automation® App you would like to link.

8 | Link Account | X
Done 🔒 skills-store.amazon.com

amazon alexa

Automate Shades V2 has been **successfully linked.**

What to do next:
→ Close this window to discover smart-home devices you can control with Alexa.
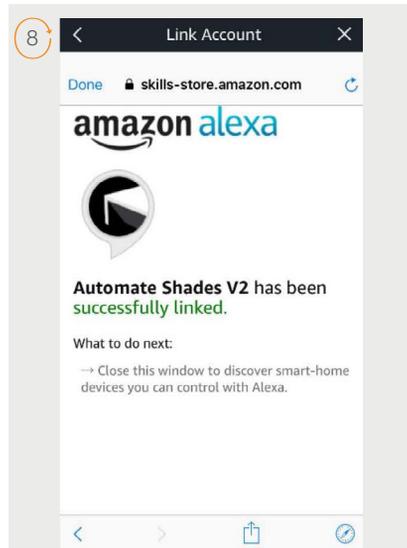
Once the account is linked, this page will appear. Select done in the top left corner.

Discovering Devices

1
Discover Devices

Smart Home devices must be discovered before they can be used with Alexa.

CANCEL   **DISCOVER DEVICES**

You will now be prompted to discover your window treatments. Click "Discover Devices."

2
Alexa is discovering devices...
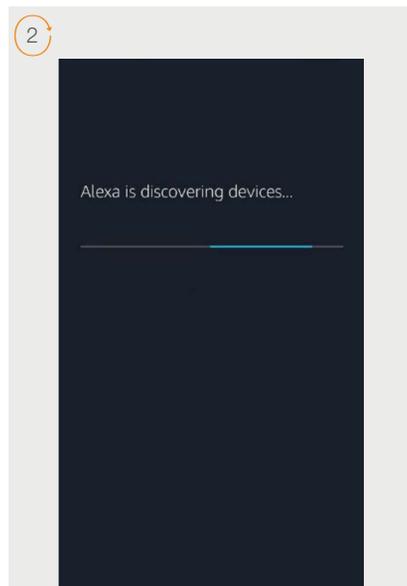
Your Alexa device will search for the window treatments associated to your R-TEC Automation® App.

3
SETUP

6 devices and 3 scenes discovered

Next, we will set the devices up one at a time to ensure proper setup. Choose which device you'd like to set up first.

CHOOSE DEVICE
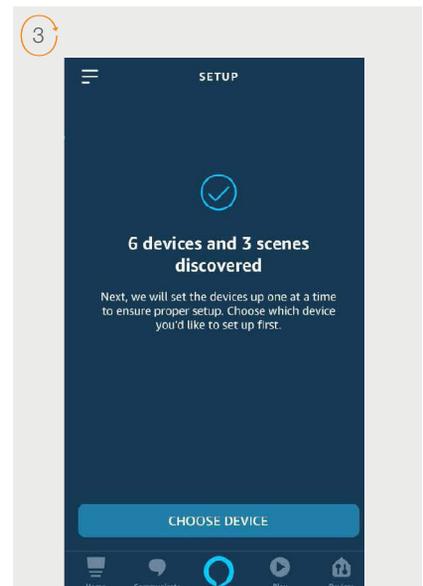
After the Alexa App discovers all the devices, click in "Devices" on the bottom of the Alexa App.

Click "Devices" tab and all individual window treatments configured in your R-TEC Automation® App will now appear.

Discovering Scenes

1

SCENES

Good Morning

Good Night

Lunch Time

Discover Scenes

LEARN MORE

Home   Communicate   Play   Devices
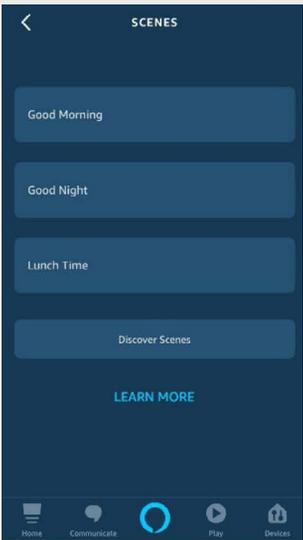
Click "Scenes" tab and all the preconfigured scenes in your R-TEC Automation® App will now appear here.

Create Groups

1

DEVICES ➕

6 devices discovered. View ✕

Echo & Alexa   Scenes   • All Devices

GROUPS

Add Group

Tap + to add a group and control multiple devices at once.

YOUR SMART HOME SKILLS
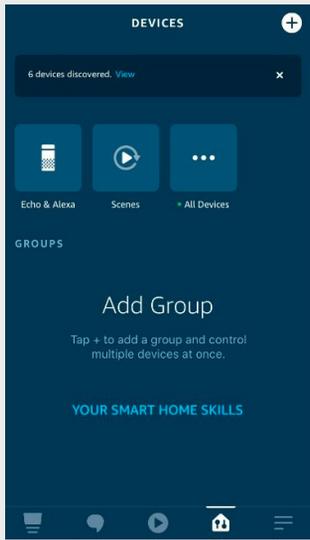
In the left corner, tap the + button to add a new group.

2

DEVICES ➕

Echo & Alexa   • Switches   Scenes   • All Devices

GROUPS

Add Group

Tap + to add a group and control multiple devices at once.   Done

Add Device

Add Group

Add Multi-Room Music Speakers

Add Stereo Pair / Subwoofer
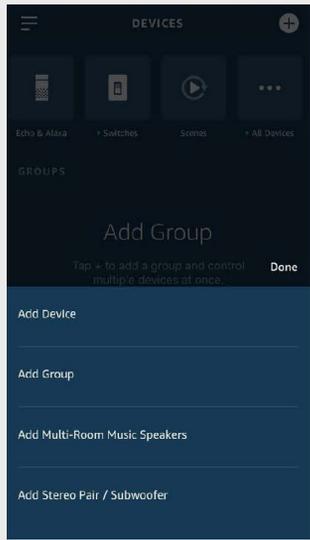
Select the "Add Group" in the list to create a new group.

3

GROUP NAME

Rollease Office ✕

COMMON NAMES

Kitchen

Dining Room

Bedroom

Master Bedroom

Family Room

NEXT

Home   Communicate   Play   Devices

Name the group. Select from a predefined list or create a custom group name.

4

DEFINE GROUP

Rollease's 2nd Echo Dot

DEVICES

Shade Five   ✓

Shade Four   ✓

Shade One   ✓

Shade Thee   ✓

Shade Two   ✓

SCENES

SAVE

Home   Communicate   Play   Devices
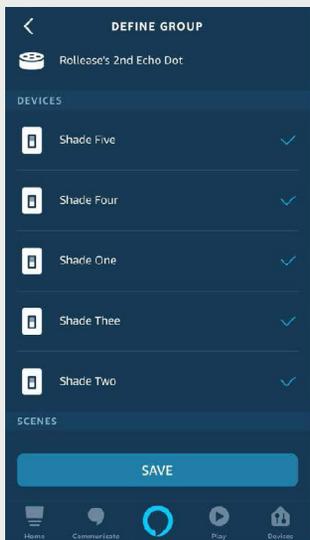
Select the device "Shades" that should be included in that group.

5

DEVICES ➕

Echo & Alexa   • Switches   Scenes   • All Devices

GROUPS

Rollease Office
• 5 New Devices

On

YOUR SMART HOME SKILLS

Home   Communicate   Play   Devices

On the home page of the Alexa App, should be shown the group(s) created within the devices "Shades."

Custom Voice Commands

If you want to use custom commands like open/close or raise/lower, the Alexa App can create routines. Routines are sequences of actions. A routine can be triggered by a custom command and the action can be for a group or single shade to move. We suggest testing a few commands that sound natural that Alexa will accept. Not all commands will work. Prior to setup, ensure you have groups setup that you would like to control.

Example Commands that work well:
- "Alexa, raise all the shades."
- "Alexa, lower bedroom shade."

From the main menu, select "Routines" option.

Select the + button in the top right corner.

Select the "enter routine name" + button.

Enter the name of the routine and press next to move to select the "When this happens" button.

Select the "Voice" control option.

Enter the phrase of the custom command and press next to move to select the "Add action" button.

7

ADD NEW

♫♫ Music

📰 News

⊕ Skills

🏠 Smart Home

♫ Sounds

🚌 Traffic

⏱ Wait

🌦 Weather

Home Communicate Play Devices More
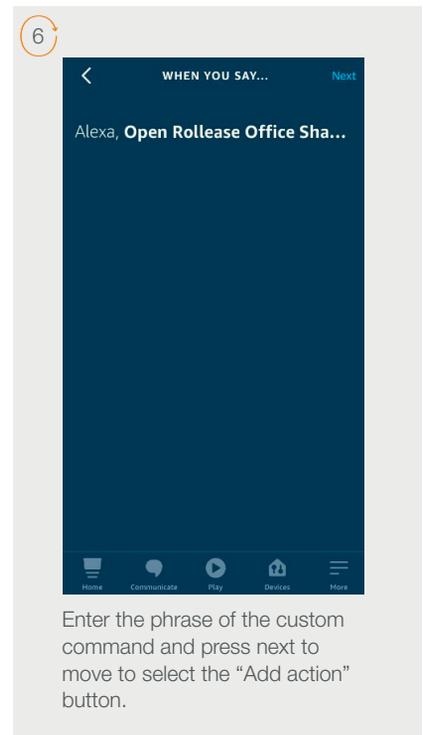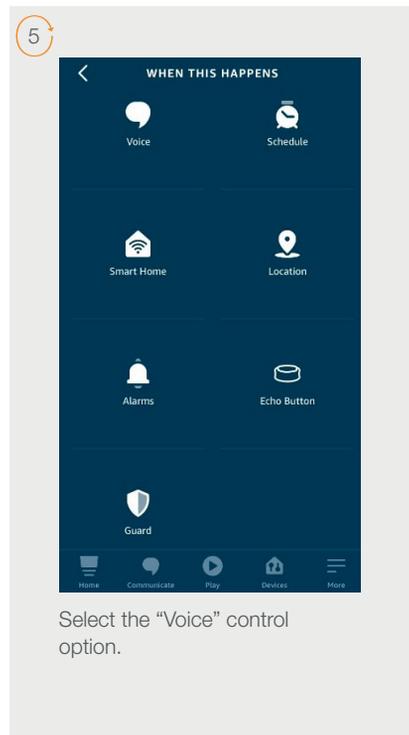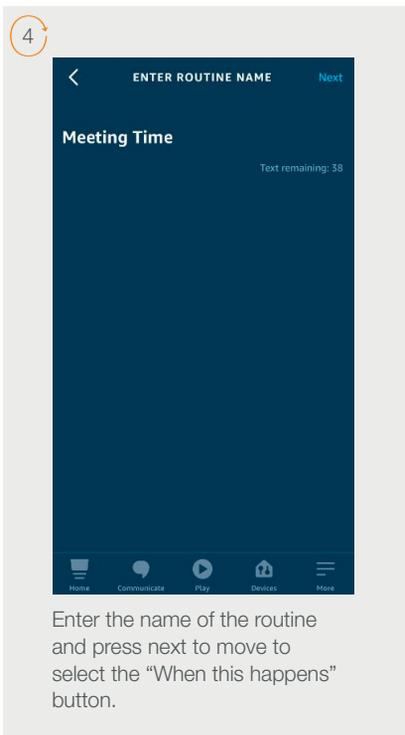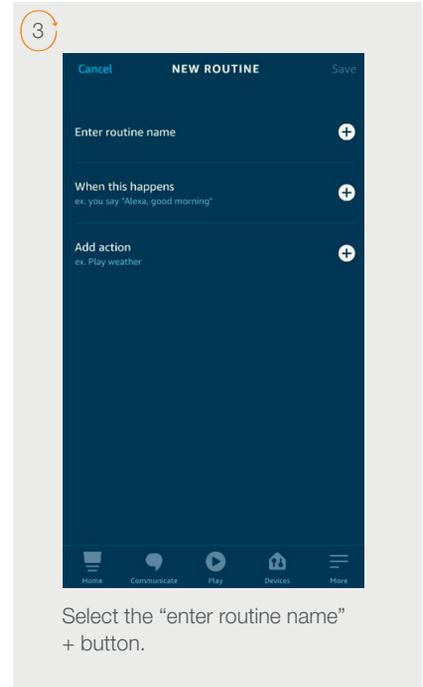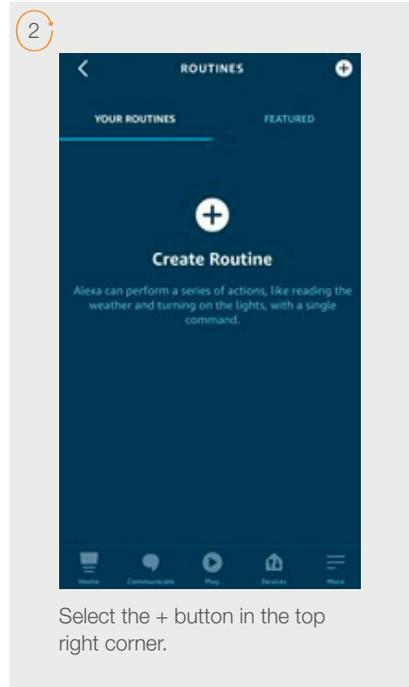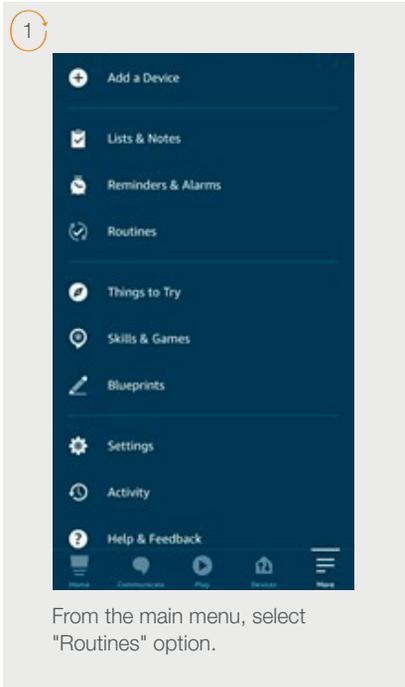
Select the "Smart Home" option.

8

SMART HOME

All Devices

Control group

Control scene

Home Communicate Play Devices More

Select the device, group or scene that you want to control.

9

SELECT SCENE

AVAILABLE

🛜 Good Afternoon

🛜 Good Morning

🛜 Good Night

Home Communicate Play Devices More

If your command is to raise the shades, select the "on" option. Select next.

10

EDIT ROUTINE ⋮

Enabled ⬤

NAME

Open Rollease Office Shades   Change

WHEN YOU SAY

Alexa, Meeting time

Edit

ALEXA WILL

Add action ⊕

⊖ Good Morning
   Scene ≡

Home Communicate Play Devices More

Select the "Enable" button in the top right corner to save the new routine.

11

ROUTINES ⊕

YOUR ROUTINES   FEATURED

Filter / Sort ≡↓

💬 Open Rollease Office Shades ▶

Home Communicate Play Devices More

Select the list of custom commands that was created.

Troubleshooting

Please follow the Instructions on pages 1 - 6 prior to troubleshooting. If you have followed the Instructions and are still having difficulties discovering devices, follow the relevant flow diagrams on pages 7 - 8. Refer to the FAQs on pages 9 - 10 if you still aren't able to discover devices.

Troubleshooting for:
- Cannot Control R-TEC Automation® Window Treatments With Alexa

Yes	Can you control your window treatments from your R-TEC Automation® App?	No

Do you know your R-TEC Automation® Username and Password?	No	Ensure this is resolved before proceeding
	Yes	

Enable Skill as per Alexa Instructions

Yes	Is your Alexa device "online"? (check Alexa settings)	No

Disable Skill in Alexa App	Re-enable Skill as per Alexa Instructions	Factory reset your Amazon Alexa

Troubleshooting for:
- Need to Add More Window Treatments to the Alexa App, But They Won't Discover
- Updated the Name of the Window Treatments in the R-TEC Automation® App, But They Won't Update in Alexa
- Window Treatments are Discovered in the Alexa App, But They Do Not Respond

```
                          ┌──────────────────────┐
                          │  What color are      │
   ┌──────────┐           │  the devices in      │          ┌──────────┐
   │   Blue   │ ◄─────────│  the Alexa Home      │─────────►│  White   │
   └──────────┘           │  Control menu?       │          └──────────┘
        │                 └──────────────────────┘                │
        ▼                                                          ▼
┌────────────────┐                                      ┌──────────────────┐
│ Try to control │                                      │ Manually delete  │
│ the device     │      ┌──────────┐                    │ devices in Home  │
│ within the     │─────►│   Yes    │                    │ Control          │
│ Alexa home     │      └──────────┘                    └──────────────────┘
│ control menu.  │                                               │
│ Does it work?  │                                               ▼
└────────────────┘                                      ┌──────────────────┐
        │                                                │ Factory reset    │
        ▼                                                │ your Amazon Alexa│
   ┌──────────┐                                          └──────────────────┘
   │    No    │                                                   │
   └──────────┘                                                   ▼
        │                                                ┌──────────────────┐
        ▼                                                │ Disable Skill in │
   ┌──────────┐          ┌──────────┐                    │ Alexa App        │
   │Call Rowley│         │   Yes    │                    └──────────────────┘
   └──────────┘          └──────────┘                             │
        ▲                     ▲                                   ▼
        │                     │                          ┌──────────────────┐
        │                     │                          │ Change your R-TEC│
        │           ┌──────────────────┐                 │ Automation®      │
        │           │ Try Again.       │                 │ Account password │
   ┌──────────┐     │ Does it work?    │ ◄───────────    └──────────────────┘
   │    No    │ ◄───│                  │                          │
   └──────────┘     └──────────────────┘                          ▼
                                                         ┌──────────────────┐
                                                         │ Factory reset    │
                                                         │ your Amazon Alexa│
                                                         └──────────────────┘
```

Frequently Asked Questions

Q: How do I find the Alexa skill to enable control of my R-TEC Automation® window treatments?
> A: From the main menu in the Alexa App, click "Skills." In the search bar for Skills, type "Automate Shades." The Automate skill will present once the search is complete.

Q: How do I enable the Automate skill?
> A: Once you have found the Automate skill in the Alexa App, click "Enable." You need to enter the account credentials that are used to login to the R-TEC Automation® App (user email and password).

Q: I enabled the skill, but I cannot control any window treatments?
> A: Once the Automate skill is enabled, you need to discover devices to control them with Alexa. The simplest way to do this is to instruct Alexa "Alexa, discover devices." Alternatively, you can follow the instructions above to discover devices through the Alexa App.

Q: The Automate skill is enabled in Alexa, but I cannot discover my window treatments and scenes?
> A: Make sure that the R-TEC Hub with Wi-Fi is online. This can be done from within the R-TEC Automation® App - in the main menu, choose your location then choose the Hub within that location. The fifth category in the Hub list is Hub Time - if this category has a value (time), the Hub is connected to the web. If there is no value, check the Wi-Fi network connectivity.

Q: I cannot control the rooms I have configured in the R-TEC Automation® App?
> A: Automate integration with Alexa supports device level control and scene activation. Rooms, as configured in the R-TEC Automation® App, are not pulled into Alexa when devices are discovered. If you would like to control entire rooms/groups, you can configure that experience from within the Alexa App.

Q: Can I control each window treatment individually?
> A: Yes, each window treatment that is controlled in the R-TEC Automation® App can be voice controlled through Alexa.

Q: How do I lower a shade?
> A: To lower an individual shade, simply say, "Alexa, turn on [Unique Shade Name]".

Q: How do I raise a shade?
> A: To raise an individual shade, simply say, "Alexa, turn off [Unique Shade Name]".

Q: How do I move a window treatment to a position between fully open and fully closed?
> A: To move a window treatment to an intermediate position, simply say, "Alexa, set [Unique Name] to [desired] %. Example: "Alexa, set North Facing to 40%." 0% is fully open and 100% is fully closed.

Q: Do I have to say "set"?
> A: "Set" is the most relevant trigger word to activate a window treatment to move. "Dim" is another trigger word, however it is not as natural when using the window treatment as "set."

Q: I try to move one window treatment, but Alexa replies that there is more than one device with that name?
> A: It is important to name window treatments uniquely. Review your names in the R-TEC Automation® App and name each one distinctly different from others. Once you have update names in the R-TEC Automation® App, instruct Alexa, "Alexa, discover devices" - once the device discovery is complete, you can instruct Alexa to control the window treatments using the updated names.

Q: Can I control groups of window treatments?
> A: Yes, however you must configure the groups in the Alexa App. The integration does not pull the Rooms information from the R-TEC Automation® App into the Alexa experience.

Q: How do I lower a group of shades (that were configured in the Alexa App)?
A: To lower a group of shades, simply say, "Alexa, turn on [Unique Group or Room Name]".

Q: How do I raise a group of shades (that were configured in the Alexa App)?
A: To raise a group of shades, simply say, "Alexa, turn off [Unique Group or Room Name]".

Q: Can I trigger the scenes that I have setup in the R-TEC Automation® App?
A: Yes, scenes that are set up in the R-TEC Automation® App will pull into the Alexa experience during the "Device discovery" process. Additionally, you can create scenes that include over devices (lights, audio, etc.) from within the Alexa App.

Q: How do I trigger a scene?
A: To trigger a scene created in the R-TEC Automation® App, simply say, "Alexa, turn on [Unique Scene Name]".

Q: Are there any preconfigured scenes available?
A: No, all scenes are custom. They can be configured from the R-TEC Automation® App or within the Alexa App.

Q: "Turn on" and "Turn off" are strange trigger words. Can I just say "open" or "close"?
A: "Open" and "Close" are not options currently. The Smart Home functionality in Alexa is relatively new. Window treatments currently fall under the lighting category - as such, the language associated with window treatment control is the same as is used to control lights (on/off, dim/set).

Custom commands: You can create routines in the Alexa App and create custom commands for routines like: "Alexa, raise or lower Living Room Shades" works well. You can set many routines - one for each room.

Q: Do I have to frequently login to my R-TEC Automation® account through Alexa?
A: No, the first time you login and authenticate your R-TEC Automation® account from within the Alexa App Automate Skill, the App will hold a "token," which allows for continuous integration without having to repeatedly sign in.

Q: I changed the name of a window treatment in my R-TEC Automation® account. Does the name change in Alexa automatically?
A: Name changes that originate in the R-TEC Automation® account will normally "propagate" automatically to Alexa in a few minutes. If there is a delay, you may need to close the Alexa App and reopen it to refresh the device list. If it still does not resolve the issue, delete the device in the Alexa App and re-discover.

Q: How do I add a new window treatment to my existing account?
A: After adding a window treatment to your R-TEC Automation® account, ask Alexa to "discover devices." The new window treatment should appear in the App and be available for voice activation.

Q: I deleted a window treatment from my R-TEC Automation® account, but it still appears in my Alexa App. How do I remove it?
A: To delete a window treatment in your Alexa account, go to the window treatment in the Alexa App, select edit and click on the trash can in the user right corner of the screen.

Still have Questions?
Contact our R-TEC Automation® in-house experts at 866.985.3423. Email us at RTECAutomation@RowleyCompany.com.