

# Amazon Echo Show

## Troubleshooting

## Common Troubleshooting Problems and Solutions

### Screen is Flickering

1. Complete a hard reset of the device. Unplug the Echo Show from the wall outlet, wait about 15 seconds, then plug it back in.
2. Try lowering the brightness. Swipe down on the screen and select *Settings*. Scroll down and tap *Display*. Scroll down to the brightness adjuster. If it's all the way up, lower it.
3. Try turning the adaptive brightness off. The option to toggle on/off is right below the brightness bar described above.
4. If the Echo Show is in a room with other power-heavy devices, move the Echo (or the other devices) to a different room.

### Distorted Sound

1. Make sure the Echo Show is receiving good Wi-Fi signal
2. Try adjusting the device volume. This can be done through the Alexa app, with voice commands, or with the volume toggle/buttons on the Echo Show.
3. Complete a hard reset of the device. Unplug the Echo Show from the wall outlet, wait about 15 seconds, then plug it back in.
4. Try adjusting a few EQ settings. Swipe down and tap *Settings > Sound > Equalizer*. Try adjusting the treble and bass options.

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## Touchscreen is Unresponsive

1. Wipe the Echo Show's display with a proper LCD cleaner, especially around the edges of the screen where the sensors are located.
2. Make sure these edges are free from obstructions. Move things out of the way or move the Echo to a place with more space.


## Trouble Connecting to Wi-Fi

1. Ask Alexa, "*Are you connected to the internet?*" The Echo Show will read off network diagnostics for the Alexa-enabled devices on the network.
2. Complete a hard reset of the device. Unplug the Echo Show from the wall outlet, wait about 15 seconds, then plug it back in.
3. Try relocating the Echo Show closer to the router or to a room without as many devices in it.
4. If the Wi-Fi password has been recently changed, swipe down from the top of the screen, tap *Settings > Network*, then enter in the latest password.

## Calling Isn't Working

1. Make sure the Echo Show has a solid Wi-Fi connection.
2. Alexa may not recognize the contact name if voice control is being used to make the call. Ask, "*Alexa, what did you hear?*" to have the assistant repeat what she heard.
3. Make sure all of the contact information is correct. To update a contact, launch the Alexa app, choose *Communicate*, tap the Contacts icon, then find the contact that needs to be updated.

## Camera Isn't Working

1. Make sure the privacy shutter isn't engaged. The shutter is controlled by a toggle switch next to the camera.
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2. Complete a hard reset of the device. Unplug the Echo Show from the wall outlet, wait about 15 seconds, then plug it back in.
  3. Complete a factory reset. Press down the Volume Down + Mute buttons at the same time. Hold for about 15 seconds until you see the Amazon boot screen
  4. If none of these work and the Echo Show is under warranty, reach out to Amazon for a replacement.

## Trouble Pairing with Other Devices

1. Make sure both the Echo Show and the device to be connected are on the same network.
2. If the device uses an Alexa skill, try deleting and re-adding the skill to the Alexa account. Open the Alexa app, tap *Skills & Games*, locate the device's skill, select it, then tap *Delete*. Then re-add the skill and try connecting the device again (A skill can also be re-added using voice commands).

## Unresponsive

1. Check to make sure the microphone is turned on. If the mic/camera button is glowing red, then it is turned off. To re-enable, tap the button to toggle on.
2. Try relocating the Echo Show to a quieter location.
3. Reset everything. Complete a hard reset of the router/modem. Then complete a hard reset of the device. Unplug the Echo Show from the wall outlet, wait about 15 seconds, then plug it back in.
4. Move the Echo Show closer to the router.
5. Upgrade network components.

## Playing Music on the Wrong Device

1. Designate which device for Alexa to play music on by saying the device name at the end of the command.

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2. Choose the Echo Show as the preferred speaker in the Alexa app. Navigate to the Groups page (under devices), choose the group to designate a default speaker for, then tap *Preferred Speaker*.

## Trouble Finding a Specific Device

1. Make sure the brand of the smart home product is compatible with Alexa. Look for Alexa marketing somewhere on the box of the device, or search for compatibility online.
2. Make sure the smart home product is on the same Wi-Fi network as the Echo Show (including either 2.4 GHz or 5GHz).
3. Try deleting the device's skill from the Echo Show and then re-adding it.
4. Complete a hard reset of the device. Unplug the Echo Show from the wall outlet, wait about 15 seconds, then plug it back in. Then complete a hard reset of the smart home product.

## Trouble with Bluetooth

1. Try moving your external speaker closer to the Echo Show.
2. Check the class of the Bluetooth profile on the device. It needs to be Advanced Audio Distribution Profile (A2DP SNK) or Audio/Video Remote Control Profile.
3. Make sure that the Bluetooth device is running the latest software and fully charged.

## Need More Help?

Amazon Echo Show Support:

<https://www.amazon.com/gp/help/customer/display.html?nodeId=202138870>

Alexa Help Videos:

[https://www.amazon.com/gp/help/customer/display.html?nodeId=G202016320&ref\\_=hp\\_202138870\\_c\\_Alexa-Help-Videos](https://www.amazon.com/gp/help/customer/display.html?nodeId=G202016320&ref_=hp_202138870_c_Alexa-Help-Videos)