

Moto Smart Speaker

User Guide

Troubleshooting tips - Motorola Smart Speaker

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For best performance, keep your Moto Smart Speaker software up to date.

A software update for your speaker may fix a problem you're experiencing. Your phone notifies you when an Moto Smart Speaker software update is available, but you can check for updates anytime.

To check if a software update is available:

1. Attach speaker to phone.
2. Go to **Settings > Moto Mods > About this Moto Mod**.
3. Touch **Software updates**. If an update is available, follow the on-screen instructions to install it.
4. Check if a [Moto Voice](#) app update is available.

Restarting the Moto Smart Speaker can also clear up some issues.

Go to **Settings > Moto Mods > About this Moto Mod > Restart Moto Mod**

Motorola Smart Speaker with Amazon Alexa - Supported Alexa features

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Moto Smart Speaker - Alexa Features

The Moto Smart Speaker with Amazon Alexa lets you play music, get news and weather, ask questions, and more. Since it's integrated with your phone, Alexa is able to provide both audible responses as well as helpful visual cards on your phone's display. And with four built-in microphones, Alexa is able to hear you from a distance and respond, even if your phone is locked.

Here's some things you can do with Alexa on your Moto Smart Speaker.

Communications

Alexa-to-Alexa calling, Alexa-to-Alexa Messaging and place Mobile/Landline calls in the U.S is easy. Simply say "Alexa", followed by a command.

Things you can say:

- “Alexa, drop in on the Kitchen”
 - “Alexa, send a message to Jeff”
 - “Alexa, Broadcast dinner is ready”
-

News, Weather, and Questions

Asking Alexa questions, the weather, or for the latest headlines is easy. Simply say “Alexa”, followed by a command.

Things you can say:

- “Alexa, play my flash briefing”
 - “Alexa, what’s the weather in Chicago?”
 - “Alexa, will it rain tomorrow?”
 - “Alexa, how many teaspoons are in a tablespoon?”
-

Music

Use Alexa to stream music hands-free on your Moto Smart Speaker. While streaming, album art and media controls will appear on your phone’s display. All music is streamed from Amazon Prime Music, Amazon Music Unlimited, or from your Amazon cloud library. If you do not have an account, you can set one up at music.amazon.com.

Things you can say:

- “Alexa, play <artist name> on Amazon Music”
- “Alexa, play smooth jazz”
- “Alexa, next song”
- “Alexa, volume 10”

You can also listen to other music services, such as Spotify, Pandora, or YouTube, by manually opening those apps on your phone and pressing play. Just attach your Moto Smart Speaker and turn up the volume.

Skills & Smart Home Skills

The Moto Smart Speaker supports many Alexa Skills that you can control by voice. To use this feature, make sure to download the [Amazon Alexa app](#) to setup skills first. You can learn more about Alexa skills on [Amazon’s website](#), as well as available [Smart Home skills](#).

Things you can say:

- “Alexa, play Jeopardy”
- “Alexa, ask Uber to request a ride”
- “Alexa, turn off the lights in the living room”
- “Alexa, ask Fitbit for how many steps I’ve taken”

Books

Sit back, relax, and listen to a book with Kindle and Audible books.

Things you can say:

- “Alexa, play the Kindle book, Wildwood.”
- “Alexa, pause.”
- “Alexa, play the apothecary on Audible.”

Timers and Alarms

You can set an alarm with the Moto Smart Speaker using Alexa.

Things you can say:

- “Alexa, set an alarm for 5 a.m.”
- When an alarm is going off, say, “Alexa, stop.”

Note: If you want to manually manage alarms previously setup, make sure to download the [Amazon Alexa app](#), as alarms set by Alexa will not appear in your phone’s Clock application.

Shopping List

You can manage your shopping list with Alexa.

Things you can say:

- “Alexa, add milk, butter and eggs to my shopping list”
- “Alexa, remind me to buy cheese when i get home”

Unsupported Features

Some features available on other Alexa-enabled devices are not currently supported on the Moto Smart Speaker. This includes:

- Hands-free music streaming from non-Amazon music services, such as Spotify, Pandora, iHeartRadio, or TuneIn.
- Viewing song lyrics during music playback.

New Alexa features are being added all the time. To ensure your Moto Smart Speaker performs at its best with the latest available functionality, please update or install the latest version of the following apps from the Google Play Store:

[Moto Mod Manager](#)

[Moto Voice](#)

[Moto Alexa](#)

[Amazon Alexa](#)

Frequently Asked Questions for moto z3 play Promotion

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Frequently Asked Questions for moto z³ play Promotion

What is the promotion?

With the purchase of the Eligible Motorola Product at authorized retailers, the customer will receive the Eligible Gift with Purchase upon successful validation of their submission.

What are the Eligible Motorola Products for this promotion?

Moto Z3 Play unlocked (SKU Number: PA9S0000US)

What is the Eligible Gift with Purchase for this promotion?

Smart Speaker with Amazon Alexa Moto Mod™ (SKU Number: PG38C02060)

Can anyone register for this promotion?

This offer is intended for participants in the United States, D.C., and Puerto Rico age 18 or older and must be a legal resident of the 50 United States, D.C., or Puerto Rico.

Do I qualify if I purchased a refurbished or used Eligible Motorola Product?

Unfortunately, this promotion is only available for new device purchases from authorized retailers of Eligible Motorola Product.

I purchased a Motorola device other than the Moto Z3 Play unlocked. Do I qualify to redeem this promotion?

No. To be eligible for this promotion you must purchase the Eligible Motorola Product during the Promotion Period at a participating retailer.

How many times can I apply for this promotion?

You are eligible to receive one (1) Eligible Gift with Purchase for each new Eligible Product device purchased within the "Promotion Period", unless set forth otherwise by your retailer. Redemptions for multiple phones will need to be individually submitted with valid proof of purchase and device IMEI number for each. Decisions regarding eligibility to receive an Eligible Gift with Purchase in situations of combined offers are to be made in Motorola's sole discretion, whose decision is final and binding.

How do I redeem this promotion?

To redeem for authorized retailers except Amazon.com and B&H, go to <https://motorola.rewardpromo.com> and complete the redemption process. For authorized retailers, Amazon.com and B&H, redemption is made at time of purchase only. You must provide a valid purchase receipt from an authorized retailer with proof of purchase made between Promotional Period. Make sure to include submit a valid IMEI and a copy of your valid receipt. Online submissions must be received by 11:59:59 PM Eastern Time on or before 30 days after the Promotion Period ends. The

earliest deadline is November 5, 2018 at 11:59:59 PM Eastern Time.

What do I do if I can't find my IMEI/MEID number?

IMEI/MEID number can be found on the product box, near the UPC code. Please note your IMEI # is 15 digits. From your phone dialer screen, press *#06# to find your IMEI / MEID (HEX) #.

IMEI number can also be found with the settings of the Eligible Product

1. From a Home screen, navigate:
 - Apps icon > **Settings** > **About phone** (System section).
2. Tap **Status**.
3. Tap **IMEI information**.
4. View the IMEI.

The website won't accept my IMEI number. An error message appears telling me that my IMEI number is invalid/ incorrect.

The number was either entered incorrectly, the phone was purchased from a non-participating retailer, or an ineligible IMEI. Please note your IMEI # is 15 digits. Please do not include any spaces or dashes when inputting your information. If you continue to have issues entering what appears to be a valid number, please call or email Motorola Customer Care at Call: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT.

Can I redeem this promotion before I receive my phone (i.e. purchased online or during pre-order period)?

No. You must have the phone to be able to provide that device's IMEI number during the submission process. All Eligible Products that are returned are not eligible for the promotion.

I lost the receipt to verify my purchase of the Eligible Product. If I can provide the IMEI number, can I still redeem this promotion?

A valid proof of purchase is required to participate in this promotion.

Do I need to pay taxes or shipping fees?

The participant is responsible for all federal, state, local and income taxes associated with receiving the Moto Mod. Motorola will cover the cost of shipping fees.

Can I mail in a submission form?

No. Mail-in forms will not be accepted for this promotion.

I have not received the email confirming my redemption. What should I do?

- Check your Spam folder for the confirmation email
- Visit motorola.com/contactus or call Motorola Customer Care at Call: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT

I experienced issues with the website and was unable to submit. What should I do?

Please try again within 30 days after the Promotion Period end date. Upgrade or try a different browser if necessary (Chrome, Firefox, Explorer, Opera, etc.). For additional assistance, visit motorola.com/contactus or call Motorola Customer Care: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT.

How do I know if my request was submitted successfully?

You will receive an email confirming that the request has been received and is being processed within 24 hours of submitting the request. Please note: this is **NOT** a confirmation of approval.

Why did my submission get rejected? Can I resubmit again?

The submission was rejected for one or more of the following reasons:

1. Missing receipt or the receipt was invalid for one or more of the following reasons:
 - A non-participating retailer
 - A purchase made outside of the Promotion Period
 - A different product other than the Eligible Product
 - Illegible, or mechanically reproduced (i.e. Photoshopped to appear correct)
2. Invalid or missing identification of the device's IMEI number. The IMEI number can be found printed on the side of the box
3. Mailing address or contact information was illegible or incorrect

The customer will receive an email requesting the additional information and instructions for resubmission.

How do I know if I am approved?

You will receive an email confirming your approval status after the return window has closed and within 5 processing business days of submission confirmation.

How soon will I receive my Eligible Gift with Purchase?

Pending submission approval, please allow 4 - 6 weeks for the product to arrive. You will receive an e-mail confirmation once your gift has shipped. You can check your status anytime on <https://motorola.rewardpromo.com>.

My family member/friend/spouse/etc. was approved before me, but purchased the phone after me.

Submissions are reviewed in the order that they were received. Please check your confirmation e-mail to see if your submission was rejected due to a missing back up document.

I need to update the mailing address for my Eligible Gift with Purchase.

Contact Motorola Customer Care: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT to provide the updated mailing address.

My package was delivered, but I never received it.

Visit motorola.com/contactus or contact Motorola Customer Care: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT. A customer care representative will be able to provide you with shipping and tracking information.

How will my package ship? USPS? UPS? FedEx?

All valid and approved customer submissions for the Eligible Product Promotion will be shipped via FedEx except customers in Puerto Rico. Puerto Rico customers will receive Eligible Product Promotion via UPS.

My package was lost by FedEx, can you send another?

Visit motorola.com/contactus or contact Motorola Customer Care: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT. A customer care representative will be able to provide you with shipping and tracking information.

What happens if my package is missing the Eligible Gift with Purchase

Visit motorola.com/contactus or contact Motorola Customer Care: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT

What happens if I've received a defective Eligible Gift with Purchase? Can I return it to a carrier or retail store location?

The Eligible Gift with Purchase cannot be returned to retail stores, carriers, or to Motorola for monetary value. Offer is valid while supplies last and quantities are limited. For warranty assistance, visit motorola.com/contactus.

Does the Eligible Gift with Purchase come with a warranty?

The Eligible Gift with Purchase comes with a one (1) year warranty. For warranty assistance please contact Motorola.

I purchased the Eligible Product for this promotion after the deadline. The salesperson never told me that I had to apply and that there was an expiration date.

Motorola is not responsible for any miscommunication regarding the details of this promotion. Visit us at motorola.com/contactus or contact Motorola Customer Care: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT.

For questions specific to the Eligible Product -- device functionality, software, warranty, repairs, etc. -- or other Motorola products, please direct customers to Motorola's Customer Care Team.

Motorola

1-800-734-5870

<http://www.motorola.com/support>

How will you use and/or share my information?

Participation in this promotion sponsored by Motorola Mobility LLC. is completely voluntary. In order to be a valid submission, you will need to provide the requested information listed on the form/submission page.

By participating in this promotion, you will be asked if you'd like to receive news and special offers from Motorola and its partners. If you agree, you will receive occasional promotional emails from Motorola. You can unsubscribe from these emails by using the provided unsubscribe link within the email.

Motorola has a very strict privacy policy to protect its consumers. Full privacy policy is available at <https://www.motorola.com/us/legal/privacy-policy>.

Where can I find the terms and conditions for this promotion?

The full terms and conditions can be found at <https://motorola.rewardpromo.com> at the bottom of the page.

If I have questions regarding this promotion, who can I contact?

Please visit motorola.com/contactus or contact Motorola Customer Care: 1-800-734-5870, Monday to Friday, 7 a.m. - 10 p.m. CT, Saturday and Sunday, 9 a.m. - 6 p.m. CT

Set up software on the Motorola Smart Speaker

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You need an Amazon account in order to use Alexa.

Set up your speaker to use Alexa:

1. Attach speaker to phone.
 2. Follow the on-screen instructions.
-

If you didn't install the Moto Alexa app during setup:

1. Attach speaker to phone.
2. Touch **Settings > Moto Mods > About this Moto Mod.**
3. Touch **Available downloads**, then select **Moto Alexa**.

Attach and remove the Motorola Smart Speaker

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1. Remove your phone case if you use one.
2. Make sure the connectors are clean and dry.
3. Align the sides of your phone with the sides of the speaker until they snap together. When connected you feel a vibration, see a message on your screen, and hear a sound.



To remove your speaker, lift up your phone from the side pick out area.




Using voice on the Motorola Smart Speaker

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Train your voice



You can configure the speaker to listen to anyone's voice or train it to recognize only your voice. If you want to use voice commands on your phone when your speaker is not attached, you need to train Alexa to recognize your voice.

To train Alexa to recognize your voice:

1. From the Moto Alexa app, touch  > **Train voice**.
2. Follow the on-screen instructions.

The speaker can be trained for only one voice. To delete the existing voice training, or retrain your voice, touch **Retrain voice**.


Enable and disable voice activation

To disable voice activation, touch  in the Moto Alexa app. When this is disabled, the light ring on the speaker and the  icon turn red to indicate that Alexa cannot listen or respond to voice commands.

To talk to Alexa when voice activation is disabled, touch  when you want to talk.

Touch  to enable voice activation.

Enable Alexa voice activation when display is locked

To enable Alexa to respond to voice commands when your phone is locked, touch  > **Show on lock screen**.

Charge the Motorola Smart Speaker

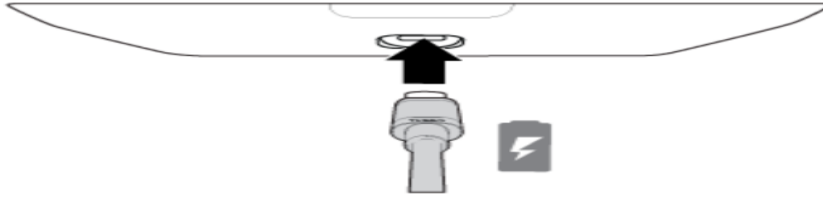
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Use the charger provided with your phone to charge your speaker.

Don't use other chargers with a USB-C connector, which can slow charge speed, and avoid incompatible USB-B (micro USB) chargers and uncertified adapters and cables.

To charge, do one of the following:

- For fastest charge, connect your speaker to a power outlet with a USB-C cable.



- To charge the phone and the speaker simultaneously, attach speaker to your phone, then connect your TurboPower charger to either the phone or speaker.


Notes:

- Place your speaker on a table to use it as a charging dock for your phone.
- Your phone and speaker will continue to charge if you turn your phone off.
- The speaker’s battery does not charge your phone, but does use your phone’s battery when its battery is depleted.

Motorola Smart Speaker Status lights

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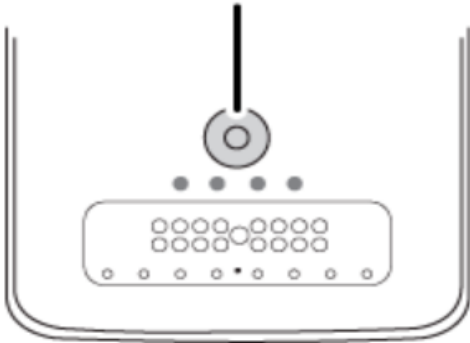
Alexa uses lights to visually communicate what it’s doing.

Light status	Description
All lights off	Alexa is active and waiting for request
Solid blue light	Listening
Pulsing cyan light	Thinking
Alternating cyan and blue lights	Speaking
Red light	Voice activation is off. Touch  to enable voice activation.
Orange light	System error or Alexa is connecting to your Wi-Fi network. Check that phone has a data connection, then try request again.
Pulsing yellow light	Message or notification is waiting for you. Say “Play my messages”.

Check charge level on the Motorola Smart Speaker

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Press the battery check button to check the charge level.



The LEDs indicate the charge level.

LEDs	Charge %
4 full brightness	100
4	75 to 100
3	50 to 74
2	25 to 49
1	0 to 24