

METRONET

VOICE CONTROL

USER GUIDE

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1 Overview

1.1 Purpose and Scope

MetroNet Voice Remote enables control of Mediaroom set top boxes through an Amazon Alexa Skill or Google Home Action. This document provides basic instructions for end users.

1.2 Definitions

The following defines the applicable definitions:

- STB: Set Top Box – Mediaroom receiver that transmits video signals to TV via HDMI or component cables.
- Alexa – Amazon’s name for the voice-activated assistant that works with Echo-enabled devices
- Skill – Amazon’s name for the applications that Alexa uses to perform specialized services like operating MetroNet TV.
- Google Home – App or device for Google’s voice-activated assistant
- Action – Google’s name for the applications that Alexa uses to perform specialized services like operating MetroNet TV.

2 Installation Instructions

2.1 Amazon Alexa Skill Installation

- 1. Install Primary Echo Device |** You'll need to get your Echo or Echo Dot device ready for use, including installation of the Alexa App. If you already have an Echo/Echo Dot device in use in your home, move on to the next step. If you have not yet setup your Echo/Echo Dot, please take a moment to setup the device by following the directions provided by Amazon with your Echo/Echo Dot.
- 2. Complete Alexa Voice Training |** Training Alexa improves speech recognition to maximize understanding of commands and channel names. To start an Alexa Voice Training session, say, "Alexa, learn my voice," then follow the prompts to repeat words that Alexa asks you to say. Speak normally and ensure that you're in a quiet environment.
- 3. Position the Echo |** Volume from the TV can overwhelm your voice. Position the Echo close to where you typically sit when watching TV so the Echo hears your commands instead of the TV sound.
- 4. Download the MetroNet Skill |** In the Alexa app on your phone, tablet, or mobile device, go to Skills and Games, then search for "MetroNet" to download the MetroNet TV skill.
- 5. Link the skill to your MetroNet account |** In the Alexa app, tap the three horizontal lines at the upper left of the screen, select Skills, then Your Skills then Select the MetroNet TV skill. Select "Enable," then click Settings to link your account by signing in with the email address and password used to login to the MetroNet Customer Portal (metronetinc.com/portal).

2.2 Google Home Action Installation

- 1. Install Google Home Device |** You'll need to get your Google Home Hub or Mini device ready for use, including installation of the Google Home App. Follow the instructions that came with the Google device to setup the device.
- 2. Position the Hub or Mini |** Volume from the TV can overwhelm your voice. Position the Hub or Mini close to where you typically sit when watching TV so the Echo hears your commands instead of the TV sound.
- 3. Download the MetroNet TV Action |** Just say, "Hey Google, tell MetroNet TV to tune to channel 3." The device will respond that it's getting the Action.
- 4. Link the action to your MetroNet account |** In the Google Assistant app,
 - Tap the compass to bring up the search menu and type your Action name "MetroNet"
 - Tap the MetroNet TV skill and scroll follow the prompts to link your account by signing in with the email address and password used to login to the MetroNet Customer Portal (metronetinc.com/portal).

3 Voice Commands

3.1 Command Guidelines

The following guidelines provide approved terminology when interacting with Alexa or Google. Speak to Alexa or Google in a normal voice,

Channel change: You may tune to channel by number, call letters or name. Using the following language, you may ask Alexa or Google to ask MetroNet to...

- “watch”
- “tune to”
- “go to”
- “switch to”
- “change to”

Watch currently airing program: You may watch a program that is currently airing on live TV. Using the following language, you may ask Alexa or Google to ask MetroNet to...

- “watch”
 - “play”
- followed by the title of the program as it appears in the guide. Searches of partial titles are supported.

Initiate search: Search is conducted by program name, actor or director. Using the following language, you may ask Alexa or Google to ask MetroNet to...

- “find”
- “search for”

The app launches Search and enters the term you say. Use the TV remote to select a program.

Change which TV Alexa or Google controls: If you have multiple Set Top Boxes in the home, you may switch which Set Top Box Alexa controls. **Note:** *Alexa’s or Google’s response to the commands below is that it will show a number on all your TVs, and you should say the number of the TV that you want to control. By default, Alexa or Google controls the DVR. If no DVR is present on the account, any of the other STB may be controlled by default.*

Using the following language, you may ask Alexa to ask MetroNet to...

- “set TV” or “set the TV”
- “change TV” or “change the TV”
- “set receiver” or “set the receiver”
- “change receiver” or “change the receiver”
- “change set top box” or “change the set top box”

Time Shifting: The app can control playback of live TV or recordings. Using the following language, you may ask Alexa or Google to ask MetroNet to...

- “pause”
- “play” (Play command resumes normal play after pause, FF or Rew.)
- “Fast Forward”
- “Rewind”

3.2 Sample Commands - Alexa

The following list includes sample commands that the TV2 Alexa voice skill understands.

1. Alexa, ask MetroNet to go to channel 421.
2. Alexa, tell MetroNet to tune to Discovery HD
3. Alexa, ask MetroNet to switch to ESPN
4. Alexa, tell MetroNet to find Seinfeld
5. Alexa, ask MetroNet to search for Kevin Bacon
6. Alexa, tell MetroNet to search for Sherlock
7. Alexa, ask MetroNet to change the receiver
8. Alexa, tell MetroNet to watch *<say the name of any currently playing program>*
9. Alexa, ask MetroNet to tune to NBC.
10. Alexa, tell MetroNet to go to PBS.
11. Alexa, ask MetroNet to pause.
12. Alexa, tell MetroNet to play.
13. Alexa, ask MetroNet to rewind.
14. Alexa tell MetroNet to fast forward.

3.3 Sample Commands – Google

The following list includes sample commands that the TV2 Google Assistant understands.

1. Hey Google, ask MetroNet to go to channel 421.
2. OK Google, tell MetroNet to tune to Discovery HD
3. Hey Google, ask MetroNet to switch to ESPN
4. Hey Google, tell MetroNet to find Seinfeld
5. Hey Google, ask MetroNet to search for Kevin Bacon
6. Hey Google, tell MetroNet to search for Sherlock
7. Hey Google, ask MetroNet to change the receiver
8. Hey Google, tell MetroNet to watch *<say the name of any currently playing program>*
9. Hey Google, ask MetroNet to tune to NBC.
10. Hey Google, tell MetroNet to go to PBS.
11. Hey Google, ask MetroNet to pause.
12. OK Google, tell MetroNet to play.
13. Hey Google, ask MetroNet to rewind.
14. OK Google, tell MetroNet to fast forward.

4 Support

For support with the use of the MetroNet TV Skill, please call MetroNet Technical Support at

1-877-407-3224

For support with the Amazon Echo device, please refer to Amazon online support resources or call

1 (888) 280-4331

For support with Google Home devices or app, visit <https://support.google.com/googlehome/>

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