



Brandi
YOUR BRAND • YOUR MUSIC

Alexa

USER GUIDE



amazon alexa

FOR YOUR BRANDI MUSIC ACCOUNT
PROVIDED BY EASY ON HOLD®

BRANDI MUSIC FOR ALEXA



GETTING STARTED

INSTALL THE **ALEXA APP** & CONNECT YOUR DEVICES

Here's what you need:

- A Brandi Music account with 1 or more active streams
- Your login credentials for <https://easynholdcloud.com>
- A mobile device (phone)
- Your Amazon account login credentials
- The Amazon Alexa app

1. Download the Alexa app.



2. Plug in your Alexa-enabled device.



3. Be sure you have an available Wi-Fi connection.



4. Is your device already connected? Tap the **Devices** button at the bottom of the app.



5. Tap **All Devices** to see what's connected.



6. To add a device, tap **More** in the bottom right corner, then tap **Add A Device**.



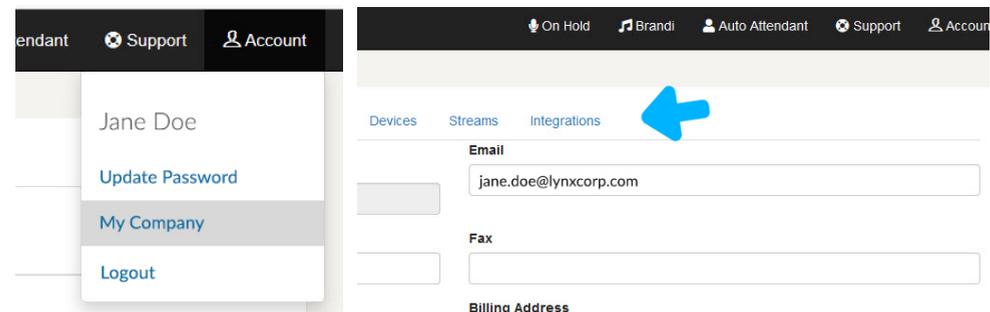
GET YOUR **UNIQUE PROFILE ID** FROM **EASYONHOLDCLOUD.COM**

You will use your unique profile ID to connect your Alexa account to Brandi Music.

1. LOG IN: <https://easonholdcloud.com>

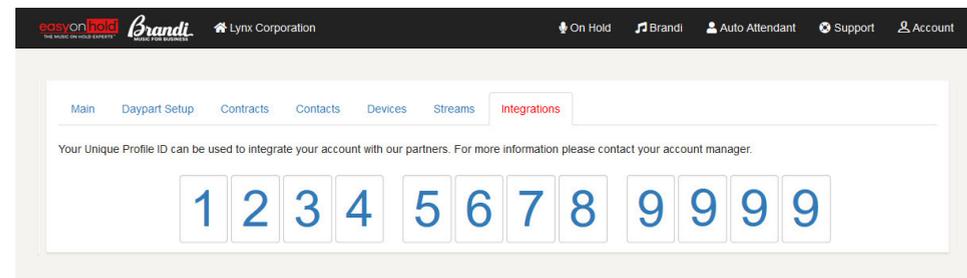
Your Easy On Hold account manager will have introduced you to the control panel when you made your purchase.

2. Click the Account dropdown from the top menu.



3. Select My Company

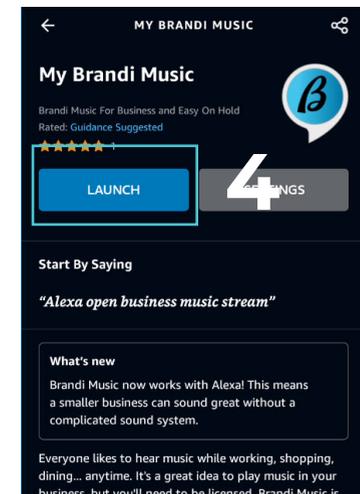
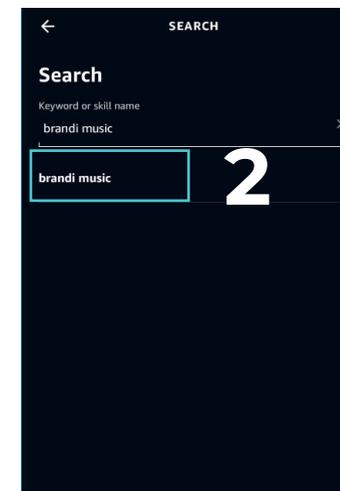
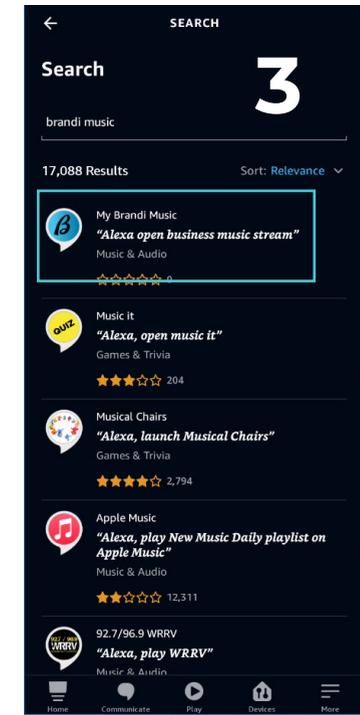
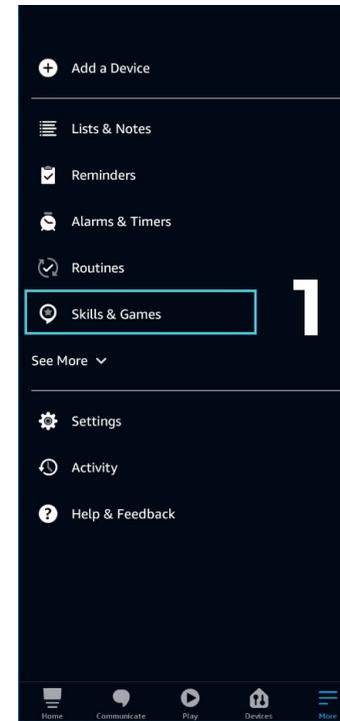
4. Select the Integrations Tab



You will speak these numbers to Alexa when you are asked for your **unique profile ID**.

LAUNCH THE MY BRANDI MUSIC SKILL IN THE ALEXA APP

- 1 OPEN SKILLS & GAMES**
In the Alexa app, select **Menu** in the lower right corner. Select **Skills & Games**.
- 2 TYPE BRANDI MUSIC IN SEARCH**
Search for the My Brandi Music skill. In the search area, type **Brandi Music** or **My Brandi Music**
- 3 SELECT MY BRANDI MUSIC RESULT**
This will show you details about the Brandi Music skill.
- 4 LAUNCH THE MY BRANDI MUSIC SKILL**
Click the **LAUNCH** button. This will enable the My Brandi Music skill in Alexa.



HOW TO TALK TO ALEXA WHEN YOU HAVE JUST **ONE STREAM** IN YOUR ACCOUNT.

THE SITUATION

Launching the My Brandi Music skill for the first time. You click LAUNCH button on Alexa app.

ALEXA SAYS...

“Welcome to Brandi Music. It looks like you still need to set up your unique ID, which you can get from your dashboard at [easyonholdcloud dot com](http://easyonholdcloud.com). To get started, say, ‘my unique profile ID is...’ followed by your ID.”

THEN YOU SAY...

“My unique profile ID is (speak the ID, for example, ‘one, two, three, four, five...’)”

THEN ALEXA SAYS...

“Your unique profile ID is... (repeats the numbers you just spoke).” If there is an account with that ID, Alexa will say “You are now connected to your Brandi Music account”. Otherwise, Alexa will say “I don’t have an account with that ID. Please try again.”

THE YOU SAY...

“Play my stream.”

THE SITUATION

You want to stop or pause the music.

YOU SAY...

“Alexa, pause,” or, “Alexa Stop.”

THEN ALEXA SAYS...

“Goodbye.”

YOU HEAR..

The music no longer plays.

THE SITUATION

You want to start your stream.

YOU SAY...

“Alexa, open business music stream.”

THEN ALEXA SAYS...

“Hi. Thanks for using Brandi Music. What can I do for you?”

THEN YOU SAY...

“Play my stream!”

YOU HEAR..

*“Starting your stream.”
Your music stream begins to play.*

HOW TO TALK TO ALEXA WHEN YOU HAVE MULTIPLE STREAMS IN YOUR ACCOUNT.

THE SITUATION

Launching the My Brandi Music skill for the first time. You click LAUNCH button on Alexa app.

ALEXA SAYS...

“Welcome to Brandi Music. It looks like you still need to set up your unique ID, which you can get from your dashboard at [easynholdcloud dot com](http://easynholdcloud.com). To get started, say, ‘my unique profile ID is...’ followed by your ID.”

THEN YOU SAY...

“My unique profile ID is (speak the ID, for example, ‘one, two, three, four, five...’)”

THEN ALEXA SAYS...

“Your ID is... (repeats the numbers you just spoke). (If ID is verified) You’re now connected to your Brandi Music account. (If not correct) I don’t have an account with that ID. Please try again.”

THE SITUATION

After you have provided your unique profile ID, and Alexa has told you that you’re now connected to your Brandi Music account, you should let Alexa identify your streams by name and number, so you can choose which to play.

YOU SAY...

“What are my streams?”

THEN ALEXA SAYS...

“Your streams are, Stream number one (examples) Office, stream number two, Warehouse, stream number three, Laboratory.”

THEN YOU SAY...

“Play stream number (desired stream).”

THE SITUATION

You want to stop or pause the music.

YOU SAY...

“Alexa, pause,” or, “Alexa Stop.”

THEN ALEXA SAYS...

“Goodbye.”

THE SITUATION

You want to start your stream.

YOU SAY...

“Alexa, open business music stream.”

THEN ALEXA SAYS...

“Hi. Thanks for using Brandi Music. What can I do for you?”

YOU SAY...

“Play stream number ____ (number of your desired stream).”

OTHER COMMANDS

A FEW HELPFUL PHRASES

THE WAKEUP WORD

By default, the word that triggers Alexa to listen to you is, Alexa.

TO ADJUST THE VOLUME, SAY...

“Alexa, set the volume to five (choose a number between 1 and 10).”

You can also say, *“Alexa, louder,”* and, *“Alexa, quieter.”*

TO MUTE AND UNMUTE, SAY...

“Alexa, mute.”

“Alexa, unmute.” (The volume of the music will be the same as it was when muted.)

ADJUST BASS AND TREBLE

You can say, *“Alexa turn up the bass...”*, or *“Alexa set the bass to 4...”* and likewise for treble. To return settings to default, say, *“Alexa, reset the equalizer.”*

Alternatively, you might try using the Equalizer on the Alexa App.

WHAT SONG IS PLAYING?

Alexa, ask business music stream, ‘what song is this?’

If you want to know the song title and artist of the song you’re hearing, you can ask Alexa, “what song is this?”. Like other commands, you’ll need to use the correct phrase to get a response. You must say it like this: *“Alexa, ask business music stream what song is this?”*. You’ll quickly hear Alexa tell you the song name and artist!

WAYS TO USE ALEXA SPEAKERS IN BUSINESS

BRANDI + ALEXA MULTI-ROOM MUSIC

There are many ways to configure Alexa equipped speakers in your business. Using one speaker or several, the wireless connectivity and Alexa app let you put the right music in all the right places.

A small office can use a single, small speaker, such as the Echo Dot, to add background music to a small space. Imagine a veterinarian office waiting room easily and inexpensively upgrading to Fear Free Certified Brandi Pet Care music.

A larger office could connect several Alexa enabled speakers together to share the same music in many rooms. Or, different streams can be played to individual speakers or groups of speakers. This could be light music in the waiting room and more upbeat music in the office, for example.

GROUP SPEAKERS FOR MULTI-ROOM AUDIO

1. Open the **Alexa app**

2. Open **Devices**



3. Tap the **Plus** icon



4. Choose **Combine Speakers**

Combine speakers

Set up multi-room music, a home theater or a stereo pair

5. Choose **Multi-room music**

Using the Alexa app, you can create groups of speakers and name them. For example, you can have 2 speakers groups as “Waiting Room” and another 2 grouped as “Office”.

In this scenario, you would say, “Alexa, play stream one on Waiting Room,” and “Alexa, play stream two on Office.”

In multi-room mode, Alexa does not set up stereo pairs. In other words, each speaker will put out both left and right channels of the stereo sound.

PLAY ONE STREAM OF MUSIC ON ALL SPEAKERS

Once you have all speaker devices registered with the Alexa app and your Brandi Music stream, you can say, “Alexa, play music everywhere.” All supported devices will play your stream.

SPEAKER OPTIONS

ALEXA WORKS WITH MANY BRANDS

THESE SPEAKERS PROVIDE A BIGGER, MORE PROFESSIONAL SOUND FOR AROUND \$200.

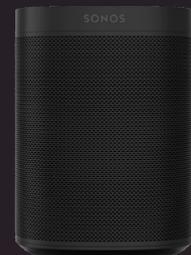


Alexa works with some of the best-sounding wireless (Wi-Fi) speakers around, including Amazon's new **Echo Studio**. This device works like all the other Alexa speakers, but adds depth to your listening experience.

The **Bose Home Speaker 300** (shown), performs well for \$199. You could also go with the **Smart Speaker 500** (\$299) or **Sounbar 700** (\$799).



The **SONOS One** (shown, \$199) is consistently awarded high marks for great sound. Alexa also works with the **SONOS Roam** (\$169), **Move** battery powered speaker (\$399), **Beam** (\$399) and **Arc** (\$799).



The **Denon HEOS** speaker lineup includes 6 options, starting with the **HEOS 1** (shown, \$199). For a richer sound, the **HEOS 3** is \$299. There's also the **HEOS 5** (\$399), and **HEOS 7** (\$599).



ALEXA

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Brandi Music is exclusively represented by Easy On Hold®

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