

Amazon Alexa, Echo & Fire TV | Medium | 2 min read

Alexa calls, messages and Drop In: how they work and how to keep them private

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Echo devices can make calls and send messages to other Alexa users, and a feature called Drop In lets approved people start talking to your Echo without you answering. It is worth understanding so you are in control.

What each one does

- **Calls and messages:** you can call a contact who also uses Alexa, or send a voice message. The Echo's light ring pulses green for an incoming call, and spins green during a call or Drop In.
- **Drop In:** an approved contact can connect straight to your Echo, like an intercom. It is meant for family. You choose who is allowed.

Controlling who can contact you

Calling and messaging need setting up with your phone number and contacts in the Alexa app. Look for Communication or Calls and Messages in the app's settings. Menu names in the Alexa app change from time to time, so if yours looks slightly different, look for the closest wording rather than worrying.

In those settings, look for options for who can Drop In, such as nobody, only your household, or chosen contacts. If you do not want it, choose the most limited option, or turn the feature off. Also look for Do Not Disturb, which can stop calls arriving at certain times.

Privacy sensible steps

- Only approve people you trust, and review the list now and then.
- If you have an Echo Show, remember a Drop In may show video. Use the camera shutter or camera button when you do not want that.
- Pressing the microphone button turns the microphone off, and the ring goes red. The device is then not listening.
- Tell any visitors if an Echo is in the room.

Stopping an unwanted call

Say, "Alexa, hang up" or "Alexa, end call". If you keep getting calls from someone you do not know, block the contact in the app and change the settings above.

When to get more help

If you think someone has accessed your Echo without your permission, change your Amazon password straight away and ask for help to review the settings. Vision Tech can go through the privacy settings with you.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.