

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

Alexa does not respond or keeps hearing me wrong

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.

If Alexa ignores you, answers the wrong question or wakes up by itself, the cause is usually something simple such as the microphone being off, background noise or the Echo's position.

Check the basics

1. Look at the light ring. If it is solid red, the microphone is off. Press the microphone button on top of the Echo to turn it back on.
2. Check the Echo is online. If the light ring is orange, it is struggling to connect to Wi-Fi.
3. Unplug it for 30 seconds and plug it back in.
4. Check the volume by saying, "Alexa, volume five".

Help it hear you

- Keep the Echo away from walls, corners and the TV.
- Keep it a little distance from other speakers, as they can drown out your voice.
- Say "Alexa" clearly, then pause slightly before your request.
- Speak a normal speed. Shouting does not help.

If Alexa keeps waking when nobody has said its name, the wake word may sound like something on the TV. In the Alexa app you can change the wake word to Echo, Computer or Amazon for that device. Look in the device 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.

Wrong answers

Alexa sometimes picks the wrong music or the wrong person. Be specific, for example, "Alexa, play BBC Radio 2 on TuneIn". If your voice is misheard repeatedly, you can look through your voice history in the Alexa app to see what it thought you said. Please read our guide on voice recordings first, as deleting history can make Alexa a bit less accurate.

If it is only one room

Echo speakers in the same room can both answer. Amazon devices normally decide which one is nearest, but it can be confusing. Try giving each Echo a different name or moving them apart.

When to get more help

If the Echo ignores you completely even with a good connection and the microphone on, it might need a closer look. Vision Tech can check the setup and 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.