

CARLINK™ Alexa Help

Important: To use the CARLINK™ Skills on the Alexa, it will require a connection to the internet via Wi-Fi.



Linking CARLINK™ with Amazon Alexa on your Apple iOS or Android device.

NOTE: Ensure that you have the latest Alexa App from the App store or Google Play store on your device. You can download it from the following links



NOTE 2: You must link your CARLINK™ account with the Alexa Skill to use this service. Before enrolling the Alexa Skill Service, make sure to have your CARLINK™ login and password handy.

1. Download and open the “Alexa App” on your Apple iOS or Android device.
2. On the bottom right-hand side, tap the More icon to open the side menu within the Alexa App.
3. Go to “Skills & Games” section.
4. On the top of the page, tap the magnifying glass and search for: “CARLINK™”.
5. From the search results, tap on the CARLINK™ skill and tap “ENABLE TO USE”.
6. The CARLINK™ skill account linking page will open. You will need to enter your CARLINK™ Login and Password used to log in to your CARLINK™ account. This will link your CARLINK™ account to your Amazon Alexa enabled device. If you cannot remember your email or password used to log in to your CARLINK™ account, please see "My Account" section inside the CARLINK™ app.

7. Lastly, you will need to "Allow" access to link the accounts.

NOTE: At any time you can ask Alexa for Help by saying: "Ask CARLINK™ for help"

Multiple vehicle control using Alexa

IMPORTANT NOTE: If you have more than one vehicle in your account, we strongly recommend re-naming your vehicle name to something easy to pronounce. This will avoid confusion when Alexa searches for a specific vehicle name in the "MY GARAGE" section. By

default, Alexa will always use your favorite vehicle marked with a "★" in "MY GARAGE" section. If you only have one vehicle in your account, this part will be optional as Alexa will always use your default vehicle.

NOTE 2: A video tutorial is available [HERE](#) on how to change your vehicle name.

1. Open your CARLINK™ app on your iOS or Android device.
2. Tap the Menu icon on the top left of the screen to open the side menu within the CARLINK™ App.
3. Go inside "MY GARAGE" section.
4. Tap on the vehicle you would like to change the name.
5. Tap on the "Gear" icon on the top right of the screen. This will open the vehicle configuration section.
6. Then tap "Settings". The first line will be your vehicle name.
7. Tap on the current vehicle name and edit it to something simple. i.e.: "Honda" or "Civic" and tap "Done" on the top Right-hand corner of the screen when finished.

Please make sure to not use any special characters in your vehicle name as it probably will not be recognized by Alexa.

Voice Command details



VARIOUS INTERACTION METHODS

There are numerous ways to control your vehicle using Alexa. Below are two different methods that we recommend to control your vehicle with Alexa.

Please see the different methods below and determine the one that is the most convenient for you.

METHOD #1: USING A COMPLETE SENTENCE

It is possible to request any command execution by saying a complete sentence to Alexa.

This sentence word flow structure is very important. It consists of the following: **"Alexa, use CARLINK™ to {Your Command} {your Vehicle name}. Here are some examples.**

"Alexa, use CARLINK™ to "Lock" "Honda".

"Alexa, use CARLINK™ to "Start" "Civic".

"Alexa, use CARLINK™ to "Open Trunk" on "Honda".

METHOD #2: USING TWO STEP COMMAND SENTENCES

It is possible to request any command execution by saying two consecutive sentences to Alexa.

This sentence word flow structure is very important. It consists of the following: - **"Alexa, use CARLINK™."**

"Alexa will answer back: Hi, what command would you like to send"

"{Your Command} {your Vehicle name}." Here are some examples.

"Alexa, use CARLINK™.

"Alexa will answer back: Hi, what command would you like to send"

"Unlock the doors on" "Civic".

"Alexa, use CARLINK™.

"Alexa will answer back: Hi, what command would you like to send"

"Stop engine on" "Civic".

"Alexa, use CARLINK™.

"Alexa will answer back: Hi, what command would you like to send"

"Status of" "Honda".



SECURE CONTROL ACCESS

To secure the commands sent to your vehicle and prevent any serious injuries, it is **MANDATORY** to add security PIN code to execute the command requested. This pin code can also be used to prevent a child or an unauthorized user from sending a command to your vehicle.

We also **STRONGLY RECOMMEND** you teach Alexa to recognize your personal voice for added security. Please see below on how to do this.

NOTE: Ensure that you have the latest Alexa App from the App store or Google Play store on your device.

1. Open the “Alexa App” on your Apple iOS or Android device.
2. On the bottom right-hand side, tap the More icon to open the side menu within the Alexa App.
3. Go to “Settings” section.
4. Go to “Account Settings” section.
5. Go to “Recognized Voices” section.
6. Now simply follow the Alexa guidance to complete your voice training.



ADDING A SECURITY PIN CODE

It is **MANDATORY** to create a security PIN code to confirm a command request. This PIN code will be required by Alexa once you have requested your command. Upon requesting the 1st command to Alexa, it will prompt to SET A PIN CODE or follow the method below.

1. Say "Alexa, use CARLINK™."
"Alexa will answer back: Hi, what command would you like to send"
2. Say "SET PIN CODE".
3. Follow the prompts from Alexa.
4. When prompted to say your 4-digit PIN Code to Alexa, simply say verbally your 4-digit PIN code that you would like to use.

NOTE: Only digits from 0 to 9 and a maximum of 4 digits can be used as a valid PIN code.



LOST YOUR SECURITY PIN CODE

After 3 unsuccessful pin code entries, Alexa will disable the account for security reasons. To re-enable your account, you must re-link your CARLINK™ account with the Alexa Skill.

1. Open the “Alexa App” on your Apple iOS or Android device.

2. On the bottom right-hand side, tap the More icon to open the side menu within the Alexa App.
3. Go to "Skills & Games" section.
4. On the top of the page, tap "Your Skills" tab.
5. Tap on the CARLINK™ skill and tap "ENABLE TO USE".
6. The CARLINK™ skill account linking page will open. You will need to enter your CARLINK™ Login and Password used to enter in to your CARLINK™ account. This will link your CARLINK™ account to your Amazon Alexa enabled device. If you cannot remember your email or password used to login your CARLINK™ account, please see "My Account" section inside the CARLINK™ app.
7. Lastly, you will need to "Allow" access to link the accounts.



CHANGING A SECURITY PIN CODE

It is possible to change your security PIN code to confirm your command request.

1. Say "Alexa, use CARLINK™".

"Alexa will answer back: Hi, what command would you like to send"

2. Say "CHANGE PIN CODE".
3. Follow the prompts from Alexa.
4. When prompted, say your current PIN CODE.
When prompted again, simply say your new 4-digit PIN code that you would like to use.

NOTE: Only digits from 0 to 9 and a maximum of 4 digits can be used as a valid PIN code.



DELETING A SECURITY PIN CODE

It is possible to delete your security PIN code.

1. Say "Alexa, use CARLINK™".

"Alexa will answer back: Hi, what command would you like to send"

2. Say "DELETE PIN CODE".

3. Follow the prompts from Alexa.
4. When prompted say your current PIN code.

FULL CARLINK™ COMMAND LIST

Here are several variations of all the commands you can send using Alexa.

Remote Start

- Alexa, Use CARLINK™ to Remote Start.
- Alexa, Ask CARLINK™ to Start GMC.
- Alexa, Tell CARLINK™ to Start engine.

Remote Stop

- Alexa, Use CARLINK™ to Remote Stop engine.
- Alexa, Ask CARLINK™ to Stop GMC.
- Alexa, Tell CARLINK™ to Stop engine.

Lock

- Alexa, Use CARLINK™ to Lock doors.
- Alexa, Ask CARLINK™ to Lock GMC.
- Alexa, Tell CARLINK™ to Lock doors.

Unlock

- Alexa, Use CARLINK™ to Unlock doors.
- Alexa, Ask CARLINK™ to Unlock GMC.
- Alexa, Tell CARLINK™ to Unlock doors.

Status

- Alexa, Use CARLINK™ to check status.
- Alexa, Ask CARLINK™ to check status of GMC.
- Alexa, Tell CARLINK™ to check status.

Trunk Release / Power Hatch

- Alexa, Use CARLINK™ to open Trunk.
- Alexa, Ask CARLINK™ to Open hatch of GMC.
- Alexa, Tell CARLINK™ to Close liftgate.

Auxiliaries

- Alexa, Use CARLINK™ to turn on defrost.
- Alexa, Ask CARLINK™ to enable Auxiliary One of GMC.

- Alexa, Tell CARLINK™ to turn on heat on driver seat.
- Alexa, Use CARLINK™ to Open right sliding door.
- Alexa, Ask CARLINK™ to Open windows of GMC.

NOTE: All Auxiliaries requires to be set and enabled by your installer inside the CARLINK™ app.

Pin Code

- Alexa, Use CARLINK™ to Set pin code.
- Alexa, Ask CARLINK™ to Delete pin code.
- Alexa, Tell CARLINK™ to Change pin code