



Meet Your Echo Show

Feature Comparison of Enterprise Managed Devices Versus Consumer Owned Devices

This document provides a quick comparison of the features and capabilities between an Echo Show purchased by an individual in a retail environment, and an Enterprise-Managed Echo Show purchased via K4Connect.

Topic	Personal Device	K4Connect Managed Device
Device Setup	<p>Residents must set up the device using their own phone and the Alexa mobile app.</p> <p>Requires:</p> <ul style="list-style-type: none">• Smart Phone• Alexa App• Email address	<p>Enterprise-managed devices are set up and provisioned for an entire community by K4Connect before they are shipped to the community. This setup includes setting the location and WiFi information specific to the community and will only work when connected to the K4Community SSID. <i>The device is associated with a residence in the community, not the individual.</i></p> <p>Upon unboxing the device, the unit is completely functional and does not require any additional setup.</p>
Subscriptions and Skills	<p>Yes, the user can change the settings on the device from the device itself or the Alexa app. Requires smart phone.</p>	<p>Due to the privacy protection mentioned above, users cannot associate a personal Amazon account with the device. Thus, third party subscriptions are not supported. For more detailed information regarding what features are available, please reference the detailed comparison document.</p>
Home Automation and K4Community Smart Home	<p>To operate K4Community Smart Home, or any third party smart home systems, users must download the K4Community Smart Home Skill. Once downloaded, residents can then control smart home with the personal Alexa.</p>	<p>Upon unboxing the device, the unit is completely functional and does not require any additional setup to operate the home's K4Community Smart Home system. Truly a plug and play experience!</p>
Community Information	<p>To access community information published to K4Community from staff, users must download the K4Community Voice skill.</p>	<p>Upon unboxing the device, the unit does not require any additional setup to access community information.</p>



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Feature Comparison of Enterprise Managed Devices Versus Consumer Owned Devices

This document provides a detailed comparison of the features and capabilities between an Echo Show purchased by an individual in a retail environment, and an Enterprise-Managed Echo Show purchased via K4Connect.

For this document, we are only comparing the features and capabilities of the **Amazon Echo Show 8" Second Gen device** as this is the only Echo Show device currently supported by K4Connect.

Device Setup

Feature	Personal Device	K4Connect Managed Device
How is the device set up for use?	Consumer devices are set up and provisioned one at a time by the individual user at the time the unit is unboxed. Setup is done directly on the device and using the Alexa Mobile App and is associated with an individual's Amazon account. The setup includes associating the device to WiFi, specifying the device's location (for features like weather), and other personalization settings.	Enterprise-managed devices are set up and provisioned for an entire community by K4 before they are shipped to the community. This setup includes setting the location and WiFi information specific to the community and will only work when connected to the K4Community SSID. The device is associated with a residence in the community, not the individual. Upon unboxing the device, the unit is completely functional and does not require any additional setup.
Can the user change the device's settings?	Yes, the user can change the settings on the device from the device itself or the Alexa app. Requires smart phone.	No, all settings are changed by the community or K4Connect Support.
Can the community change the device settings?	No. Each user's device is associated with their Amazon account. In general, users don't share their Amazon accounts with 3rd parties.	Yes, configurations can be changed for all devices at once or on a device-by-device basis by K4Connect. Settings that can be changed include wake word, speaking rate, and accessibility features such as captioning.



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Home Screen Content

Your community's ability to display information on the device's screen is an essential feature of enterprise-managed devices.

Feature	Personal Device	K4Connect Managed Device
Can the community display information on the screen of the device when the device is idle?	No, the device will only show content controlled by Amazon. Users can select what categories of content they want to see, but there is no way for the community to display their information such as events and notices.	Yes, communities can publish information using the K4Connect Team Hub, including notices, menus, etc., to the enterprisemanaged devices in the community.

Built-In Alexa Requests

Built-in Alexa Requests are top-level questions a user can ask Alexa without the need to invoke a specific skill. Generally, the user will say the device's wake word and then a question. The chart below is not an exhaustive list, but in general, ***if the request requires the device to know personal information about the user, the enterprise-manged device will not fulfill it.***

Feature	Personal Device	K4Connect Managed Device
Can the user put items on a list, for example: "Alexa, add eggs to the shopping list."	Yes	No, lists require an Amazon account and enterprise-managed devices are not associated to individual users due to Amazon's privacy policy.
Can the user ask the device for current news stories, for example: "Alexa, what's in the news?"	Yes, the user is presented with news videos and they can choose from various news sources.	Yes, the user is presented with news videos and they can choose from various news sources. Available news sources are determined by Amazon. Users can not add or remove news sources.



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Entertainment

Entertainment includes music and videos directly from Amazon and third party providers such as IHeart Radio, Netflix, Apple Music, and many other content providers. The table below highlights the general differences between the two devices, and it does not focus on any particular content provider unless specified.

Feature	Personal Device	K4Connect Managed Device
What music services can the device play music from?	<p>The device can play music from any of the available music services Amazon Alexa offers including Apple, Amazon, Spotify, IHeart Radio, Pandora, and others. The features available for playing music vary depending on the service used.</p> <p>The majority of music services require a paid subscription that is associated with the user.</p>	<p>The device plays music from the IHeart Radio service. This is included with the device.</p> <p>Users cannot link their personal subscriptions such as Amazon Music or Spotify to device because device cannot be associated with individual.</p>
Can the user ask to play a certain genre, for example: "Alexa, play jazz music"	<p>This depends on the music services configured on the user's Alexa account.</p> <p>If there is no service configured, Amazon Music will fulfill the request. If the user is not an Amazon Music subscriber, a few songs will play and they will be prompted to subscribe.</p>	<p>Yes, IHeart Radio will play a station that matches the genre requested.</p>
Can the device play music from a bluetooth device like a phone?	<p>Yes, the device can act like a bluetooth speaker.</p>	<p>No, bluetooth is not supported by Amazon enterprise-managed devices.</p>
Can the user ask to play music by a certain artist, for example: "Alexa, play songs by The Eagles"	<p>If there is no music service configured, Amazon Music will fulfill the request. If the user is not an Amazon Music subscriber, a few songs will play and they will be prompted to subscribe.</p>	<p>Yes, IHeart Radio will play a song by the requested artist then continue playing a station that matches the genre of the artist.</p>



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Third-Party Home Automation Skills

Home automation is another area where third parties can extend the capabilities of Alexa devices including smart appliances, entertainment devices, and home comfort and security devices like lights, cameras, and thermostats.

Feature	Personal Device	K4Connect Managed Device
Can the user install the K4Community Home Automation skill on their device?	Yes, the K4Community Home Automation skill is available in the Skill stores. The user must install the skill themselves using the credentials used to access K4Community on the web or mobile app.	Yes, the device is pre-configured with the K4Community Home Automation Skill and it is associated to the user's room when the device is unboxed and turned on. Further customization available through K4Connect Support.
Can the user incorporate K4Community Home Automation devices in Alexa Scenes and Routines?	Yes	No, Alexa Device groups require the device to be associated to an Alexa Account. To learn more about K4Community Smart Home scene options, please contact K4Connect Support.
Can the user install other third party home automation skills on the device?	Yes, personal devices support both paid and unpaid home automation skills.	No, only the K4Community Home Automation skill and devices are available.