



Dear Shadow Wood Residents:

Fision TV Voice Control Is Here!

We are pleased to announce that our new voice control products are now available. We have amazing Amazon Alexa skills that can control your Fision TV, and we also have a handheld remote control that has a new voice control feature.

Plus, if you have your own Alexa-enabled device, you can pair it with your set-top box. If you have multiple Alexa enabled devices and Fision TV boxes in your home, you can connect them, too! (Note: one Alexa device can control one Fision TV box at a time.)

Instructions on how to complete this pairing can be found on our website:

www.gethotwired.com/alexa. We have also posted the list of voice commands that you will use to control your Fision TV box. For example: "Alexa, Tune to CNN," "Alexa, Go to CNN," or "Alexa, Switch to CNN."

At the request of your Association, we are sending this notification to the entire Shadow Wood community to advise you with details on how to obtain your voice control devices.

Hotwire Communications will provide two (2) voice control devices (your choice of either the Amazon Echo Dot or Hotwire's handheld voice remote control).

To get your devices, please e-mail voicecontrolswf12@hotwiremail.com

We have a dedicated team of Technicians and Fision Educators ready to help you with this process. Appointments will be available Monday through Friday, with start times offered from 8:00 AM through 3:30 PM, beginning on January 28, 2019.

- Appointments will be made on first-come, first-served basis, dependent on scheduling availability.
- Each appointment is scheduled for 1.5 hours.
- If you prefer a handheld voice remote, please let us know. This device may require that we swap out your set-top box. If the box is a DVR, you would lose your recorded programs and scheduled recordings.

In your email, please include your name, address, and the best contact phone number to reach you. A representative will contact you within 5 (five) business days to schedule your appointment. We hope you enjoy this new feature.

Sincerely,

Hotwire Communications - Voice Control Pairing Team
voicecontrolswf12@hotwiremail.com
Monday – Friday, 9:00 AM – 5:00 PM