Understanding Frustration-Free Setup

Frustration Free Setup Overview

Frustration-Free Setup (FFS) technology lowers the complexities of set up for connected devices by using a peer-assisted model for set up. Under this model, a device connected to the internet (provisioner) aids a new device (provisionee) in setting up its internet connection. To do all this, FFS registers the device to a customer's Amazon account, configures the device based on account preferences, and connects it with the Alexa services. FFS does not replace your device's normal setup procedure. If FFS does not work for a specific customer, your normal setup procedure should be the fall back mechanism. The high-level steps of the FFS process are:

1. The provisionee, a participating device that requires set up, broadcasts a 'need for setup' message with its identity information.

2. Provisioner devices, Amazon devices already registered to the customer account or non-Amazon routers with FFS, continually scan for such messages and forward them to the Amazon Device Setup Service, the cloud service that drives FFS.

3. The Amazon Device Setup Service identifies the provisionee device and attempts to confirm its association to the customer.

4. If the Amazon Device Setup Service can confirm the association of the new device to the customer, the Device Setup Service sends the following data to the provisioner device:

   a. A challenge test to confirm provisionee device identity.

   b. The customer's Wi-Fi credentials.

   c. Configuration parameters

Understanding the Different FFS Modes

Frustration-Free Setup has two different modes of operation: Zero-Touch Setup (ZTS) and Barcode Setup (BCS). The FFS process first attempts ZTS to setup a device, and falls back to BCS if ZTS is not possible.

Zero-Touch Setup

Zero-Touch Setup (ZTS), a mode of FFS, requires the customer to purchase the device for themselves from a participating retailer, such as Amazon.com, provide Amazon their Wi-Fi credentials as part of the setup process of another device, and have a provisioner device within range during the setup process. The customer must also have an Alexa skill linked to their account. This linkage associates the customer account

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on your side with their Amazon account. In environments that meet these criteria, FFS attempts to configure the device for use with no customer intervention. The customer takes the device out of its packaging, and powers it on to initiate FFS.

Prerequisites for ZTS:

- The customer purchased the your provisionee device from Amazon.com.

- The customer did not purchase or receive your provisionee device as a gift.

- The customer's Wi-Fi Credentials are available in the Amazon Wi-Fi Locker.

- An Amazon approved barcode is clearly visible on your provisionee device's packaging

- The customer has an Alexa Skill linked to their Amazon account.

- You have implemented Login with Amazon

Barcode Setup

Barcode Setup (BCS) is a mode of Frustration-Free Setup, where the customer uses an app on their mobile device to scan the device's barcode and trigger the setup process. When a customer purchases a device offline or as a gift when purchased on Amazon.com, Amazon is not able to pre-associate the device with a customer's account. By scanning the device barcode with their mobile device, the customer establishes the association between the device and their Amazon account. Successful barcode scanning associates the device with the customer's account and enables the continuation of the setup process. triggers the setup process and it continues in the same way as ZTS. To use Barcode Setup, the customer plugs in the device and uses a mobile app to scan a special 2D barcode printed on the device.

Prerequisites for Barcode Setup::

- The customer's Wi-Fi Credentials are available in the Amazon Wi-Fi Locker.

- The product barcode is clearly visible on the device

- You have implemented Login with Amazon

- You have implemented App to App linking

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Barcode Setup is optional; however, excluding this functionality prevents ZTS
for products purchased as a gift or not purchased from a participating retailer (e.g. Amazon.com).
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Barcode Setup enables the customer to benefit from the Frustration-Fee Setup experience in following situations where ZTS is not possible:

- The Zero-Touch Setup flow fails.

- The customer purchases the device from an off-line retailer.

- The customer receives the device as a gift.

Implementing Frustration-Free Setup

There are a number of other steps required implement with Frustration-Free Setup on your device:

1. **Review the documentation**

2. **Download the SDK**

3. **Get a device Key**

4. **Integrate with the SDK**

5. **Generate your device's barcode**

6. **Start the Certification Process**

You perform each of these steps from the [Frustration-Free Setup developer portal](#).

Frustration-Free Setup Technical Documentation

The technical documentation contains important information about implementing Frustration-Free Setup. Amazon recommends that you review all the documentation for your specific needs. The following technical documents are available:

[Understanding Frustration-Free Setup](#) - This Guide

[Provisionee C SDK Integration Guide](#) - Integrating the FFS Provisionee SDK into your firmware

[Provisionee App and Backend Integration Guide](#) - Mobile application and cloud APIs required to complete post Wi-Fi and account association with the customer.

[Provisionee Manufacturing](#) - The provisioning of DHA/barcode material during the manufacturing of devices

[Provisionee Certification](#) - Information necessary for getting your FFS Provisionee certified from Amazon

Downloading the SDK

Device manufacturers implement Frustration-Free Setup by integrating with the Provisionee SDK. Amazon makes the SDK available for download from https://developer.amazon.com/frustration-free-setup. The Provisionee SDK handles most of the device-server communication on behalf of device manufacturers. Device manufacturers only need to implement the various compatibility-layer functions within SDK. For example, one function enables the SDK to make an HTTPS request to an endpoint. Another function provides a list of network credentials to the integrator's code so that they can hand the credentials off to their Wi-Fi connectivity layer and connect the device to the network.

Getting a Device Key

A device key enables authenticated and encrypted communications between your device and the Amazon Frustration-Free Setup backend. You requests devices keys through the [Amazon Frustration-Free Setup developer portal](#).

Integrating with the SDK

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After the device has successfully connected to the customer's home Wi-Fi network, the Simple Setup Provisionee SDK provides the device with a Session Token. The provionee uses this token to complete *Post-Wi-Fi Workflows*. You must also complete an account association using two Smart Home APIs, Skill Device Association Event (SDAE) and Customer Device Association Directive (CDAD). The App & Backend Integration Guide provides detailed API specs. For more information, see the [Provisionee App and Backend Integration Guide](#).

Manufacturing Requirements for Amazon barcode specification

In addition to integrating the Provisionee SDK into your device, there are important manufacturing considerations required to support the Frustration-Free Setup functionality. These require firmware changes on the device that allow you to install unique chained certificates per device and physical changes on the device and associated printed material (including exterior packaging) to support the inclusion of a specific 2D barcode. The Manufacturing Guide provides detailed guidance on 2D Barcode and installing certificates into your device firmware. For more information, see [Provisionee Manufacturing](#).

Starting the Certification Process

Amazon requires your devices (and application if applicable) to go through our simple setup certification process. This certification process is different than other Amazon certifications, such as Works with Alexa and Built for Alexa. For more information, see [Provisionee Certification](#).

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amazon prime

All ▾

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Returns
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28
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Amazon Frustration-Free Setup Frequently Asked Questions

1. What is Frustration-Free Setup?

Frustration-Free Setup can help reduce or remove complicated steps necessary to connect and setup smart devices through a collection of features such as Wi-Fi simple setup, Bluetooth simple setup, and Zigbee simple setup. For example, Frustration-Free Setup can help you connect and configure compatible devices without having to remember and re-enter your Wi-Fi password on each device. If you are an Alexa user, Frustration-Free Setup can also automatically connect certain compatible third-party smart home devices to your Alexa account.

2. How does Frustration-Free Setup work?

Frustration-Free Setup utilizes a network of helper devices (such as compatible Echo devices, Fire TV devices, or routers) that are already connected to the internet to help you set up new devices in fewer steps. When you turn on a new compatible device purchased from Amazon.com, helper devices in range can help it connect to your network and/or to Alexa via Wi-Fi, Zigbee, or Bluetooth. If you purchase a compatible device from Amazon.com and link the device to your account during checkout, Frustration-Free Setup can begin as soon as you power on your device. If you buy a compatible device somewhere other than Amazon.com, follow your device's setup instructions.

3. What data is shared when I set up a new third-party device using Frustration-Free Setup?

If your new device uses Wi-Fi, a helper device securely shares Wi-Fi credentials you've saved for networks in range of your new device to help connect it to your network. If your new device uses Zigbee or Bluetooth, a helper device securely sends your new device an access code for your local network. Frustration-Free Setup shares credentials/codes with your new device only if you link the device to your account at Amazon.com checkout.

4. What data does Amazon collect when a third-party smart home device is connected to Alexa?

When you link your device to Alexa, we may receive information about your device, such as device type, name, features, status, and usage. To more accurately control smart home devices and to offer Alexa experiences like Hunches, we receive and maintain a record of the status and use of your smart home devices (e.g., light on/off) when you control them with Alexa or other controls. Learn more.

Wi-Fi simple setup

1. What is Wi-Fi simple setup?

Wi-Fi simple setup can help you connect smart devices to your Wi-Fi network in fewer steps if you saved your Wi-Fi passwords to Amazon. If you purchased a supported device on Amazon.com and linked the device to your account during checkout, simply power it on and it will attempt to connect to your home Wi-Fi using your stored credentials.

2. How does Wi-Fi simple setup work?

Wi-Fi simple setup uses a supported device with an internet connection – like an Echo Show or eero Router – to create a simple setup network. Supported new devices can use this secure, low-bandwidth network to temporarily connect to the Amazon cloud and help you complete the device setup process in fewer steps. Once the setup process is complete, the new device can then use Wi-Fi passwords saved to Amazon to connect the device to your regular Wi-Fi network.

3. What devices can be easily set up through Wi-Fi simple setup?

Quick solutions

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View purchased books
& apps

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Echo (2nd Gen and newer), Echo Dot (2nd Gen and newer), Echo Show, Echo Spot, and Echo Plus, as well as select Fire TV devices, Fire tablets, Kindle e-readers, and smart home devices – including those offered by partners like TP-Link Kasa – can use helper devices to connect to your Wi-Fi network.

4. What devices can help me set up my devices and connect them to my Wi-Fi?

Echo (2nd Gen and newer), Echo Dot (2nd Gen and newer), Echo Show, Echo Show 5, Echo Spot, and Echo Input, as well as select Fire TV devices and Fire tablets, can act as helper devices that create a simple setup network to support new device setup. Select routers from brands including eero, TP-Link, Arris, and ASUS can also act as Wi-Fi simple setup helper devices. Consult your router manufacturer to review your router's compatibility with Wi-Fi simple setup.

5. Do I need to own a helper device to take advantage of Wi-Fi simple setup?

No. Your device can use any simple setup-enabled helper device (like supported Echo or Fire TV devices or routers) that is in range to take advantage of Wi-Fi simple setup.

6. How does Wi-Fi simple setup use routers to set up new devices?

Supported routers create a separate network, typically called 'simple_setup,' to which new simple setup-enabled devices can temporarily connect to enable device setup securely. When a supported device connects to the separate network, it establishes a secure, encrypted connection to an Amazon server to confirm that the device has been pre-registered to your account, retrieve your saved Wi-Fi credentials, and provide them to your new device. Information sent over the network is encrypted end-to-end.

7. Can I choose not to use Wi-Fi simple setup?

Yes. You can turn off simple setup for all of your devices by visiting the Manage Your Content and Devices page. From this page, you can prevent new Wi-Fi simple setup enabled devices from accessing your stored Wi-Fi credentials. If you own a router with Wi-Fi simple setup turned on, consult your router manufacturer on how to disable Wi-Fi simple setup.

Zigbee simple setup

1. What is Zigbee simple setup?

Zigbee simple setup helps you connect new Zigbee-supported smart home devices to Echo devices with a built-in Zigbee hub (Echo Plus and Echo Show (2nd Gen)). Just power on supported devices and say, "Alexa, discover my devices." Your Echo device can automatically detect and set up Zigbee-supported devices so you can control them with your voice and in the Alexa app.

2. What devices support Zigbee simple setup?

Echo Plus and Echo Show (2nd Gen) can seamlessly connect to new Zigbee smart devices such as light bulbs, door locks, switches, plugs, and sensors – including those from brands like Phillips – without the need for a separate hub or app.
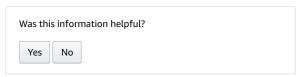
Bluetooth simple setup

1. What is Bluetooth simple setup?

Bluetooth simple setup can help you connect smart devices to new Bluetooth devices in fewer steps. Just power on supported devices and say, "Alexa, discover my devices." Your Echo device will automatically detect and set up those Bluetooth devices so you can control them with your voice and in the Alexa app.

2. What devices support Bluetooth simple setup?

Echo (2nd gen and above), Echo Dot (2nd gen and above), and Echo Plus can seamlessly connect to new Bluetooth devices – including those from brands like Phillips.

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