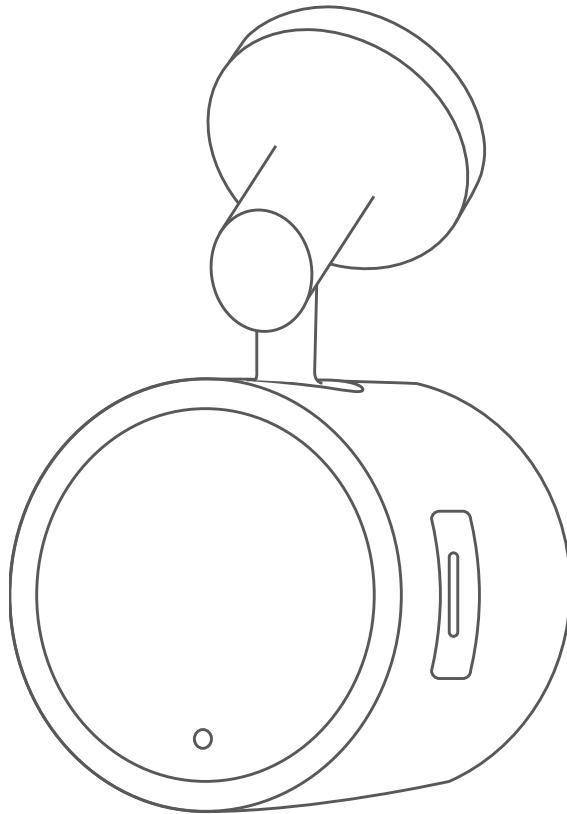


**GARMIN**<sup>®</sup>



# **GARMIN SPEAK™ WITH AMAZON ALEXA**

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## Owner's Manual

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# Table of Contents

Replacing the Adhesive on the Disc ..... 8

<b>Getting Started</b> .....	1
Mounting Considerations .....	1
Installing the Adhesive Disc onto Your Windshield .....	1
Installing and Powering the Garmin Speak Device .....	1
Pairing with Your Smartphone .....	2
Connecting to the Vehicle Stereo .....	2
Connecting to the Stereo Using a Bluetooth® Connection ....	2
Connecting to the Stereo Using an Auxiliary Audio Cable ....	2
Device Overview .....	3
Muting the Microphones .....	3
Turning the Device On or Off .....	3
Speaking to the Garmin Speak Device .....	3
Canceling a Request .....	3
Adjusting the Volume .....	3
<b>Navigation</b> .....	3
Launching the Garmin Skill .....	3
Enabling the Garmin Skill .....	4
Acquiring GPS Signals .....	4
Saving Locations .....	4
Starting a Route .....	4
Going to a Saved Location .....	4
Going to a Business or Named Location .....	4
Going to a City or Intersection .....	4
Going to an Address or Location Using the Garmin Speak App .....	4
Following Your Route .....	4
Navigation Symbols .....	5
Getting Information About Your Route .....	5
Stops and Route Interruptions .....	5
Arriving at Your Destination .....	5
Stopping a Route .....	5
<b>Phone Calls</b> .....	5
Enabling Phone Calls .....	5
Receiving a Phone Call .....	5
<b>Amazon Alexa Skills and Features</b> .....	6
Playing Music .....	6
Stopping or Resuming Playback .....	6
Adding Music Accounts .....	6
Checking the Weather Forecast .....	6
Enabling Skills .....	6
<b>Device Settings in the Garmin Speak App</b> .....	6
Navigation Settings .....	6
Audio Settings .....	6
<b>Device Information</b> .....	6
Software Updates .....	6
Updating the Software Using the Garmin Speak App .....	6
Updating the Software Using a Computer .....	6
Device Care .....	7
Specifications .....	7
Viewing Regulatory and Compliance Information .....	7
<b>Troubleshooting</b> .....	7
Error Symbols .....	7
I cannot hear sound from my device .....	7
When is the Garmin Speak device listening? .....	8
A skill I want to use is not available .....	8
<b>Appendix</b> .....	8
Pairing an Additional Smartphone with Your Garmin Speak Device .....	8
Pairing an Additional Garmin Speak Device with Your Smartphone .....	8
Removing the Adhesive Disc from Your Windshield .....	8



# Getting Started

## ⚠️ WARNING

See the *Important Safety and Product Information* guide in the product box for product warnings and other important information.

## Mounting Considerations

Before you mount the device on your windshield, you should carefully consider the mounting location. The adhesive is extremely sticky, can be difficult to remove, and is not reusable. One extra adhesive pad is included in the product packaging. You should keep it in a safe place so that you can use it if you decide to change the mounting location in the future.

- Choose a location that allows you to route the power cable safely and out of sight.

## ⚠️ WARNING

When installing the device in a vehicle, install the device and power cable securely so they do not interfere with the vehicle operating controls, such as the foot pedals, or the driver's feet. Interference with the vehicle operating controls or feet can result in a collision, which could result in injury or death.

The included long, lightweight power cable is designed to be routed out of sight. To hide the cable, you can route it around the windshield and tuck it into the gap between the windshield and the trim.

- Do not mount the device in a location that obscures the driver's view of the road.
- Choose a location that is within easy reach and provides access to the device buttons.
- Choose a location that allows the device to clearly hear your voice.

For example, you should avoid placing the device near a speaker or air vent, which can introduce noise that interferes with the microphones. Also, placing the device in a central location, such as near the rear-view mirror, allows the device to hear both the driver and the passenger.

- Thoroughly clean the windshield before installing the mount.

## Installing the Adhesive Disc onto Your Windshield

### NOTICE

The adhesive disc is difficult to remove after it is installed. You must carefully consider the mounting location before you install the mount ([Mounting Considerations, page 1](#)).

For the best results, you should install the adhesive disc onto your windshield while the ambient temperature is from 21° to 38°C (from 70° to 100°F).

- 1 Clean the windshield using water or alcohol, and a lint-free cloth.

The windshield must be free of dust, wax, oils, or coatings.

- 2 Remove the protective film from the mount adhesive.



- 3 Position the mount over the mounting location.

**TIP:** The adhesive is extremely sticky. Do not touch the adhesive to the windshield until the mount is properly positioned and aligned.

- 4 Press the mount firmly onto the windshield, and maintain pressure for 30 seconds.



- 5 Pull the device and mount away from the windshield.

The metal adhesive disc remains attached to the windshield.

- 6 Using your finger, press firmly on the disc for 30 seconds. This helps to ensure the disc adhesive has proper contact with the windshield.

For the best results, especially in low temperature environments, you should allow the adhesive on the metal disc to bond to the windshield for 24 hours before installing the device onto the mount. Failure to allow adequate bonding time may cause the adhesive to detach from the windshield.

## Installing and Powering the Garmin Speak Device

**NOTE:** For the best results, especially in low temperature environments, you should allow the adhesive on the metal disc to bond to the windshield for 24 hours before installing the device onto the mount. Failure to allow adequate bonding time may cause the adhesive to detach from the windshield.

- 1 Place the device and mount onto the metal disc.
- 2 Plug the power cable into the USB port on the device.



- 3 Route the power cable to your vehicle power outlet.

The included long, lightweight power cable is designed to be routed out of sight. To hide the cable, you can route it around the windshield and tuck it into the gap between the windshield and the trim.



- 4 Plug the Garmin Speak power cable into a power outlet in your vehicle.
- 5 If necessary, turn on the vehicle ignition switch to provide power to the power outlet in your vehicle.  
The device turns on.
- 6 Follow the on-screen instructions to complete the initial device setup (*Pairing with Your Smartphone*, page 2).

## Pairing with Your Smartphone

The Garmin Speak device requires a connection to the Garmin Speak app to operate. To use the device, you must pair it with your smartphone using the Garmin Speak app and complete the initial setup.

- 1 Connect the device to power (*Installing and Powering the Garmin Speak Device*, page 1).

The first time the device turns on, it enters pairing mode automatically. The LED ring glows amber and animates while the device is in pairing mode.



**TIP:** If the device does not enter pairing mode automatically, you can hold  for 5 seconds to manually enter pairing mode.

- 2 From the app store on your smartphone, install and open the  Garmin Speak app.

The app searches for the device automatically. When it finds the device, your smartphone and the Garmin Speak device display a pairing code.

- 3 Verify the codes match, and press any button on the Garmin Speak device to accept the pairing request.

- 4 On your smartphone, select the option to authorize pairing with the device.

The device connects to your smartphone.

- 5 Follow the on-screen instructions to finish setting up the device.

**TIP:** If multiple people need to use your Garmin Speak device, you can pair it with additional smartphones (*Pairing an Additional Smartphone with Your Garmin Speak Device*, page 8). If you have Garmin Speak devices in multiple vehicles, you pair each of them with your smartphone (*Pairing an Additional Garmin Speak Device with Your Smartphone*, page 8).

## Connecting to the Vehicle Stereo

### Connecting to the Stereo Using a Bluetooth® Connection

If you have a compatible vehicle stereo, you can send the Garmin Speak audio to the vehicle stereo using a wireless Bluetooth connection. This allows you to hear high-quality audio for media, Alexa responses, and phone calls from your vehicle speakers without a wired connection.

**NOTE:** If your stereo does not have Bluetooth technology, you can send audio to the stereo using an auxiliary audio cable (*Connecting to the Stereo Using an Auxiliary Audio Cable*, page 2).

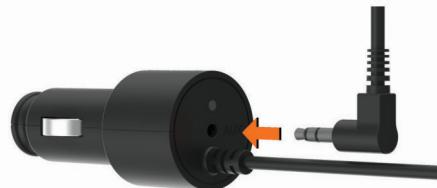
- 1 From the Garmin Speak app, select an option:
  - During the initial device setup, select **Yes** when the app asks whether you currently use Bluetooth technology to connect your smartphone to your vehicle.
  - After the initial device setup, select  > **Audio**, and verify **Other** is selected in both the **Alexa and Media** section and the **Phone Calls** section.
- 2 Set the audio source for your vehicle stereo to the Bluetooth input.

### Connecting to the Stereo Using an Auxiliary Audio Cable

If your Garmin Speak is not connected to the vehicle stereo using a Bluetooth connection, you can send the Garmin Speak audio to the vehicle stereo using a 3.5 mm stereo auxiliary audio cable (not included).

**NOTE:** For the best audio quality, a Bluetooth connection to the stereo is recommended, when available (*Connecting to the Stereo Using a Bluetooth® Connection*, page 2).

- 1 Connect one end of the cable to the 3.5 mm audio output jack on the Garmin Speak power cable plug.



- 2 Connect the other end of the audio cable to the auxiliary input jack for your vehicle stereo.

This jack may be labeled AUX or Line In. See your vehicle owner's manual for more information.

- 3 From the Garmin Speak app, select an option:
  - During the initial device setup, select **No** when the app asks whether you currently use Bluetooth technology to connect your smartphone to your vehicle.
  - After the initial device setup, select  > **Audio**, and verify **Garmin Speak** is selected in both the **Alexa and Media** section and the **Phone Calls** section.
- 4 Set the audio source for your vehicle stereo to the auxiliary input.

## Device Overview



①	Mute button. Press to mute or unmute the microphones. When you receive an incoming phone call, press to ignore the call. Hold to manually enter pairing mode.
②	Action button. Press to start speaking to the device. <b>TIP:</b> You can also say <i>Alexa</i> to start speaking to the device. When you receive an incoming phone call, press to accept the call. When an alarm or timer sounds, press to dismiss the alarm or time. Press to turn on the device manually. Hold for two seconds to turn off the device manually.
③	LED ring. Provides device status and navigation information, such as volume, listening mode, or upcoming turns.
④	OLED screen. Provides device status and navigation information using symbols and text.
⑤	Microphones.

### Muting the Microphones

You can mute the microphones to prevent the device from listening for spoken requests.

Press .

While the microphones are muted, the LED ring is solid red.



### Turning the Device On or Off

The device automatically turns off after an extended period of non-use. When the device is connected to an ignition-switched power outlet, it turns off automatically when you turn off the vehicle.

You can also turn the device on or off manually. This is useful when the device is connected to an always-on power outlet.

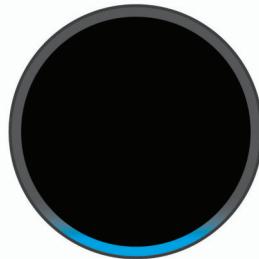
- To turn off the device, hold  for two seconds.
- To turn on the device, press .

### Speaking to the Garmin Speak Device

The Garmin Speak device uses natural language processing to understand the intent of your requests. You can ask questions or speak commands in natural language, using complete sentences. Many example phrases are provided throughout the manual, but you can experiment with speaking to the device using the language most comfortable to you.

- 1 Start each request by either saying *Alexa* or pressing .

The bottom of the LED ring glows cyan while the device listens to your request.



### 2 If necessary, specify a skill.

For example, to make a navigation request from the Garmin® skill, say *ask Garmin* or *tell Garmin*.

### 3 Speak your request or command clearly toward the device.

For example, you can try these complete commands to practice.

- *Alexa, ask Garmin to take me to work.*
- *Alexa, what's the weather today?*
- *Alexa, play some classical music.*

When you are finished speaking, the LED ring animates with blue and cyan while the device processes your request.

### 4 Listen to the voice response, and respond to prompts by speaking to the device, if necessary.

If the device did not understand your request correctly, you can phrase your request differently to try again.

### Cancelling a Request

If you make a mistake while speaking a phrase, you can cancel your request using your voice or the device buttons.

- While you are speaking to the device, pause briefly and say *cancel* or *nevermind*.
- While the device is listening, press .

### Adjusting the Volume

The device provides ten volume levels. You can say phrases like these to adjust the volume level.

- *Alexa, turn it up.*
- *Alexa, turn it down.*
- *Alexa, set the volume to four.*

A portion of the LED ring briefly glows white to indicate the volume level. For example, if half of the ring is white, the volume level is set to five.

## Navigation

### Launching the Garmin Skill

The Garmin skill provides access to exclusive navigation features for your Garmin Speak device, including location searching, routing with turn-by-turn directions, traffic conditions, and more.

You can specify the Garmin skill as part of a request to the device, or you can start the Garmin skill before you make a request.

- To use the Garmin skill directly in a request, start your request with *Alexa, ask Garmin* or *Alexa, tell Garmin*.  
For example, you can say phrases like these to request information from the Garmin skill:
  - *Alexa, ask Garmin to take me to work.*
  - *Alexa, ask Garmin, where's the library?*
- To open the Garmin skill separately, say *Alexa, open Garmin*.

The device prompts you to speak a request to the Garmin skill. You can say phrases like these:

- *Take me home*
- *Find a nearby coffee shop*

## Enabling the Garmin Skill

To use the navigation features for your device, the Garmin skill must be enabled. The Garmin skill is enabled during the pairing and setup process. If you have disabled the skill, you can enable it again at any time.

*Say Alexa, enable the Garmin skill.*

## Acquiring GPS Signals

When you turn on your device, the GPS receiver must collect satellite data and establish the current location. The time required to acquire satellite signals varies based on several factors, including how far you are from the location where you last used your device, whether you have a clear view of the sky, and how long it has been since you last used your device.

The device must acquire GPS signals before it can calculate a route. If the device has not acquired GPS signals when you attempt to start a route,  appears on the screen.

If  appears, go to an open area with a clear view of the sky, away from tall buildings and trees.

## Saving Locations

You can save your home, school, and work locations to quickly start routes to them (*Going to a Saved Location*, page 4).

- 1 From the Garmin Speak app, select  > **My Locations**.
- 2 Select **Home, School, or Work**.
- 3 Enter the location address.  
As you type, suggestions appear below the address entry field.
- 4 Select a suggested address.

## Starting a Route

### Going to a Saved Location

It is useful to start a route on your Garmin Speak device each time you travel to a saved location, even though you may already know how to get there. Your device can help you avoid reported traffic delays and construction that may affect your route.

You can say phrases like these to start a route to your saved locations for home, work, and school (*Saving Locations*, page 4).

- *Alexa, ask Garmin to take me home.*
- *Alexa, ask Garmin to navigate to work.*
- *Alexa, ask Garmin to start a route to school.*

### Going to a Business or Named Location

You can say phrases like these to find and navigate to a business or location by name or category.

#### Nearby locations:

- *Alexa, ask Garmin to find a coffee shop.*
- *Alexa, ask Garmin to find a library.*
- *Alexa, ask Garmin to take me to Starbucks.*

#### Locations near a different city:

- *Alexa, ask Garmin to find Mexican food near Denver, Colorado.*
- *Alexa, ask Garmin to find The Field Museum near Chicago, Illinois.*
- *Alexa, ask Garmin to find Casa Bonita near Denver, Colorado.*

### Locations near an intersection:

- *Alexa, ask Garmin to find barbecue near 12th Street and Vine.*
- *Alexa, ask Garmin to find Arthur Bryant's Barbecue near 12th Street and Vine.*

## Going to a City or Intersection

You can say phrases like these to find and navigate to a city or intersection.

- *Alexa, ask Garmin to find Chandler, Arizona.*
- *Alexa, ask Garmin to find Michigan Avenue and Erie Street.*

## Going to an Address or Location Using the Garmin Speak App

You can use the Garmin Speak app to search for an address, business, or point of interest, and send it to your Garmin Speak device for navigation.

- 1 From the Garmin Speak app, select **Where To?**.
- 2 Select an option:
  - To search for an address near you, enter the house number and street name.
  - To search for an address in another city, enter the house number, street name, city, and state.
  - To search for a business name, enter all or part of the name.
  - To search for a city, enter the city and state.As you type, suggestions appear below the search field.
- 3 Select a suggested search result.  
The app displays the location on a map.
- 4 Select **Go!** to start a route.

The Garmin Speak device starts navigating to the selected location, and the location is added to your recent searches in the **Where To?** menu.

## Following Your Route

As you travel, the device guides you to your destination with voice prompts and on-screen information.

- Refer to the on-screen information to prepare for your next turn.  
The device screen displays the distance to your next turn, exit, or other action, and a symbol to indicate the type of turn (*Navigation Symbols*, page 5). As you approach your turn, the LED ring fills with green from the bottom to the top. When the LED ring is fully green, you are at your turn.



- Say phrases like these to repeat the most recent voice prompt:
  - *Alexa, ask Garmin, what's my next turn?*
  - *Alexa, ask Garmin, how far is my next turn?*
  - *Alexa, ask Garmin, which lane should I be in?*
- Ask the Garmin Speak device for information about your route, such as arrival times, distances, or traffic conditions (*Getting Information About Your Route*, page 5).

## Navigation Symbols

While you are navigating a route, the device screen displays the distance to your next turn, exit, or other action, and a symbol to indicate the type of turn.

▲ **Start route:** The arrow points toward the starting point of the calculated route. This symbol appears when you need to drive through an unmapped area, such as a parking lot, to reach the starting point for the route.

↑↑ **Left or right turn:** The device displays the distance to an upcoming left or right turn.

↗ **Sharp turn:** The next turn is a sharp turn. You should prepare to reduce your speed more than usual to complete the turn.

↗ **Highway exit:** Your next turn requires you to exit the road using an exit ramp. The arrow indicates whether you should exit on the left or on the right.

↑↑↑↑ **Lane guidance:** The upcoming turn or exit must be completed from a specific lane or lanes. You should move into one of the lanes indicated by the filled arrow or arrows. If the road has more than four lanes, ... indicates more lanes exist to the left or right of the lanes shown.

♦ **Roundabout:** The arrow indicates the exit you should use to exit the roundabout.

↻ **U-turn:** You should make u-turn at the next safe and legal opportunity to return to your route.

✖ **Destination arrival:** Your destination is ahead. The arrow indicates the direction of your destination. This can help you determine which side of the street your destination is on, or help you navigate to your destination through an unmapped area, such as a parking lot.

## Getting Information About Your Route

With a route active, you can say phrases like these to learn about the route ahead of you.

### Turns on your route:

- Alexa, ask Garmin, what's my next turn?
- Alexa, ask Garmin, what lane should I be in?

### Traffic conditions:

- Alexa, ask Garmin, how's traffic?

### Time and distance:

- Alexa, ask Garmin, are we there yet?
- Alexa, ask Garmin, how much farther?
- Alexa, ask Garmin, what time will we arrive?

## Taking a Detour or Alternate Route

You can ask the device to calculate an alternate route to take a detour, such as avoiding a traffic delay or a road closure. If a significant traffic delay is reported on your route, the device alerts you, provides the delay time, and tells you when you are still on the fastest route.

At any time, you can say phrases like these to search for and start an alternate route, if one is available.

- Alexa, ask Garmin to start an alternate route.
- Alexa, ask Garmin to take a detour.
- Alexa, ask Garmin to find a faster route.

## Stops and Route Interruptions

If you make a stop and turn off your vehicle while navigating a route, your device resumes the route automatically the next time you start your vehicle.

If you depart from the route while navigating, the device automatically recalculates a new route to your destination and starts guiding you to it. To recalculate your route, the device may require your phone to have an active mobile data connection with access to the internet. If no internet connection is available, the device displays the distance and a directional

pointer to your destination until an internet connection becomes available.

## Arriving at Your Destination

When you approach your destination, the device displays a checkered flag, a directional pointer, and the distance to your destination.

- The pointer points to the approximate physical location of your destination. You can use the pointer to determine which side of the street your destination is on, or to navigate to your destination through an unmapped area, such as a parking lot.



- If you must turn onto a road to enter your destination, a turn symbol appears next to the checkered flag.



- When you stop at your destination, the device automatically ends the route. If the device does not detect your arrival automatically, you can say, Alexa, ask Garmin to stop the route.

## Stopping a Route

You can say phrases like these to stop navigating a route.

- Alexa, ask Garmin to stop the route.
- Alexa, ask Garmin to stop navigating.

## Phone Calls

If you enable the Garmin Speak for phone calls, you can accept or ignore incoming calls using the device, while your phone is stowed away. You can use the Garmin Speak device microphones to communicate and hear the caller's voice through your vehicle speakers or the Garmin Speak speaker.

## Enabling Phone Calls

You can enable phone calls during the initial Garmin Speak device setup in the Garmin Speak app. You can also enable phone calls at any time from the Garmin Speak app settings.

- 1 From the Garmin Speak app, select  > Audio.
- 2 In the Phone Calls section, select **Garmin Speak**.

## Receiving a Phone Call

Before you can receive a phone call using your Garmin Speak device, you must enable phone calls for your device ([Enabling Phone Calls, page 5](#)).

When you receive a phone call, the LED ring flashes magenta, and the device displays the contact name or phone number of the caller.

- To accept the phone call, press ● on the Garmin Speak device.

Your phone accepts the call, and you can speak to the caller using the Garmin Speak microphones and speaker. If the audio cable is connected to your vehicle stereo ([Connecting to the Stereo Using an Auxiliary Audio Cable, page 2](#)), the device broadcasts the call audio to your vehicle speakers.

- To decline the phone call, press ✕ on the Garmin Speak device.

## Amazon Alexa Skills and Features

In addition to the navigation features offered by the Garmin skill, the Garmin Speak device provides access to many Amazon Alexa features, such as playing music, checking the weather, or listening to the news. You can use the Amazon Alexa app to customize features and to explore thousands of skills in the Alexa Skills Store. Some skills require linking to your Amazon account.

**NOTE:** Some skills may not be compatible with the Garmin Speak device. Device compatibility is determined by the skill developer.

### Playing Music

You can play streaming music from your Amazon Music library and subscriptions, or from compatible streaming music services. You can use the Alexa app to add your streaming music service accounts ([Adding Music Accounts, page 6](#)).

You can play music based on genre, artist, title, album, recent releases, and more. You can say phrases like these to play music.

- Alexa, play music.
- Alexa, play some popular new rock music.
- Alexa, play my driving music station on Pandora.

### Stopping or Resuming Playback

- To stop music or audio playback, say Alexa, stop.
- To resume music or audio playback, say Alexa, resume.

### Adding Music Accounts

You can use the Amazon Alexa app to connect your Garmin Speak to your streaming music service accounts, such as Amazon Music service or Pandora® internet radio. Not all streaming music services are compatible with the Garmin Speak device.

See the Amazon Alexa app documentation on the Amazon web site for more information about adding streaming music service accounts.

## Checking the Weather Forecast

You can say phrases like these to check the weather forecast near you or in another area.

### Today's weather:

- Alexa, how's the weather?
- Alexa, what's the temperature today?

### Future weather:

- Alexa, will it rain tomorrow?
- Alexa, what's the weather this weekend?

### Weather in another location:

- Alexa, what's the weather in Atlanta?
- Alexa, will it snow in Chicago this weekend?

## Enabling Skills

You can enable additional skills by speaking to your Garmin Speak device, or by using the Amazon Alexa app.

- To enable a skill using your voice, say a phrase like *Alexa, enable the Garmin skill*.
- To browse and enable skills from the Amazon Alexa app, select **Skills** from the Amazon Alexa app menu.

## Device Settings in the Garmin Speak App

You can use the Garmin Speak app to customize the device settings.

### Navigation Settings

To change the settings, your Garmin Speak device must be turned on and connected to the Garmin Speak app.

From the Garmin Speak app, select > **Navigation**.

**Units:** Sets the units of measure to use for navigation distances.

**Avoidances:** Allows you to select features you want to avoid in your routes, such as toll roads, highways, or unpaved roads. You can select the check box next to each feature.

### Audio Settings

To change the settings, your Garmin Speak device must be turned on and connected to the Garmin Speak app.

From the Garmin Speak app, select > **Audio**.

**Phone Calls:** Sets whether to use the Garmin Speak device as a hands-free calling device. If you usually connect to your vehicle for hands-free phone calls, you should select Other.

**Alexa and Media:** Sets whether to play media and Alexa audio through the Garmin Speak device. If you are connected to your vehicle using Bluetooth wireless technology or your smartphone's headphone jack, you should select Other. If you are using the Garmin Speak speaker or the audio output jack on the Garmin Speak power cable plug, you should select Garmin Speak.

**Guide Me:** Allows you to answer guided questions to determine the best audio settings for your Garmin Speak device.

**Start of Alexa Request Sound:** Sets the device to play a tone when the device detects the Alexa keyword and starts listening to your request.

**End of Alexa Request Sound:** Sets the device to play a tone when the device detects you are finished speaking and starts processing your request.

## Device Information

### Software Updates

#### Updating the Software Using the Garmin Speak App

When an update is available, the Garmin Speak app sends it to the device automatically.

The next time you start your device, it displays **Software Updating** while it installs the update.

Do not turn off your vehicle or unplug the device while the update is installing.

After the update is complete, the device restarts and operates as usual.

#### Updating the Software Using a Computer

You can use Garmin Express™ software to download and install the latest software updates for your device. Garmin Express is available for Windows® and Mac® computers.

- 1 On your computer, go to [garmin.com/express](http://garmin.com/express).
- 2 Select an option:
  - To install on a Windows computer, select **Download for Windows**.
  - To install on a Mac computer, select **Download for Mac**.
- 3 Open the downloaded file, and follow the on-screen instructions to complete the installation.
- 4 Open the Garmin Express application.
- 5 Connect your Garmin Speak device to your computer using a micro-USB cable.
- 6 When the device prompts you, press ● to enable USB mass storage mode.

The device connects as a USB mass storage device, and  appears on the device screen.

- 7 From the Garmin Express application, click **Add a Device**.  
The Garmin Express software detects your device.
- 8 Click **Add Device**.
- 9 Follow the on-screen instructions to register your device and add it to the Garmin Express software.  
When setup is complete, the Garmin Express software searches for software updates for your device.
- 10 Select an option:
  - To install all available updates, click **Install All**.
  - To install a single update, click **View Details** and select an update.

The next time you start your device, it displays **Software Updating** while it installs the update.

- 11 Do not turn off your vehicle or unplug the device while the update is installing.

## Device Care

### NOTICE

Avoid dropping your device.

Do not store the device where prolonged exposure to extreme temperatures can occur, because it can cause permanent damage.

Do not expose the device to water.

## Specifications

Input voltage	5 V, 1 A DC using the included vehicle power cable
Operating temperature range	From -20 to 55°C (from -4 to 141°F)
Wireless frequencies and protocols	Bluetooth 2.4 GHz @ 4dBm nominal

## Viewing Regulatory and Compliance Information

You can view the unit ID, software version, and e-label regulatory information.

Hold  and ● for 5 seconds.

The device automatically scrolls through the information screens.

## Troubleshooting

### Error Symbols

These error symbols may appear on the device screen to indicate a problem with the device or the device connections.

 **Poor GPS reception:** The device has not acquired GPS satellites and cannot determine your location.

Go to an open area and verify the device has a clear view of the sky through the windshield ([Acquiring GPS Signals, page 4](#)).

 **Smartphone is not connected:** The device is not connected to your smartphone.

Verify Bluetooth technology is enabled on your smartphone and the device is paired with your smartphone ([Pairing with Your Smartphone, page 2](#)).

 **Garmin Speak app is not connected:** The device has established a Bluetooth connection to your smartphone, but it cannot connect to the Garmin Speak app.

On your smartphone, open the Garmin Speak app.

 **No internet connection:** The device is connected to the Garmin Speak app, but no internet connection is available. Verify your smartphone is receiving a mobile data or Wi-Fi® signal with access to the internet.

 **High device temperature:** The device temperature is too high, and the device cannot operate.

- Move the device to a cooler location, and allow it to cool down before operating it.
- Avoid leaving the device in direct sunlight when your vehicle is parked.

### I cannot hear sound from my device

The Garmin Speak device and app provide several options for audio output to accommodate different vehicles and installation methods. If you cannot hear audio from the device, verify the device settings and connections for your installation method below.

- For all installation methods, verify each of these items:
  - Verify your Garmin Speak device is paired with your smartphone and connected to the Garmin Speak app ([Pairing with Your Smartphone, page 2](#)).
  - Verify the Garmin Speak device volume is loud enough to hear.  
You can say *Alexa, turn it up* or use your smartphone volume controls to increase the volume.
  - Verify the media volume setting on your smartphone is not muted.
- If you want to connect to your vehicle or vehicle stereo using a Bluetooth connection, verify each of these items:
  - In the Garmin Speak app, select  > **Audio**, and verify **Other** is selected in the **Alexa and Media** section.
  - Verify your smartphone is paired with your vehicle and connected using Bluetooth wireless technology.  
For more information about pairing your smartphone with your vehicle, see your vehicle owner's manual.
  - Verify your vehicle stereo is set to the Bluetooth audio source.
- If you want to connect to your vehicle stereo using the Garmin Speak auxiliary audio output, verify each of these items:
  - Verify that a 3.5 mm audio cable is connected to the audio output jack in the Garmin Speak power cable plug and to the auxiliary input jack for your vehicle stereo ([Connecting to the Stereo Using an Auxiliary Audio Cable, page 2](#)).
  - In the Garmin Speak app, select  > **Audio**, and verify **Garmin Speak** is selected in the **Alexa and Media** section.
  - Verify your vehicle stereo is set to the auxiliary input audio source.

- If you want to use the internal device speaker, verify each of these items:
  - In the Garmin Speak app, select > **Audio**, and verify **Garmin Speak** is selected in the **Alexa and Media** section.
  - Verify no cable is connected to the audio output jack in the Garmin Speak power cable plug.
- If you want to connect to your vehicle stereo using your smartphone's headphone jack, verify each of these items:
  - In the Garmin Speak app, select > **Audio**, and verify **Other** is selected in the **Alexa and Media** section.
  - Verify that an appropriate audio cable is connected to your smartphone's headphone jack and to the auxiliary input jack for your vehicle stereo.
  - Verify your vehicle stereo is set to the auxiliary input audio source.

## When is the Garmin Speak device listening?

While the Garmin Speak device is turned on and the microphones are not muted, the device continuously listens for you to say *Alexa* to start a request. The device itself does not record or store any audio data. After you say *Alexa* or press , the audio data of your request is sent to the Alexa system for processing. You can view a record of your processed requests in the Amazon Alexa app.

If you want to prevent the device from hearing any audio, you can mute the microphones by pressing (*Muting the Microphones*, page 3).

## A skill I want to use is not available

The Garmin Speak device is compatible with many Alexa skills and features. However, some skills and features are exclusive to certain devices or are not available for the Garmin Speak device. Skill compatibility is determined by the skill developer.

If a skill you want to use is not available, you can contact the skill developer to suggest adding support for the Garmin Speak device.

## Appendix

### Pairing an Additional Smartphone with Your Garmin Speak Device

If multiple people need to use your Garmin Speak device, you can pair it with additional smartphones.

- 1 With the Garmin Speak turned on, hold for 5 seconds to manually enter pairing mode.

The LED ring glows amber and animates while the device is in pairing mode.



- 2 From the app store on your smartphone, install and open the Garmin Speak app.
- 3 Follow the on-screen instructions to pair and set up the device.

Each time the Garmin Speak turns on, it attempts to connect to the most recently connected smartphone first. If that smartphone

is not within range, it connects to another paired smartphone within range.

### Pairing an Additional Garmin Speak Device with Your Smartphone

If you have Garmin Speak devices in multiple vehicles, you can pair each of them with your smartphone. You must use the Bluetooth settings on your smartphone to pair additional devices.

**NOTE:** Only one device can have an active connection to the app at a time.

- 1 Turn off all your Garmin Speak devices except the one you want to pair.
- 2 With the Garmin Speak turned on, hold for 5 seconds to manually enter pairing mode.

The LED ring glows amber and animates while the device is in pairing mode.



- 3 On your smartphone, go to the Bluetooth settings, select the Garmin Speak device from the list of nearby devices, and select the option to pair with the device.

For more information about pairing your smartphone with Bluetooth devices, see your smartphone owner's manual.

Your smartphone and the Garmin Speak device display a pairing code.

- 4 Verify the codes match, and press any button on the Garmin Speak device to accept the pairing request.
- 5 On your smartphone, select the option to authorize pairing with the device.
- 6 Open the Garmin Speak app.
- 7 Say *Alexa, ask Garmin to register my device*.

After the device is paired and registered, your smartphone and the Garmin Speak app connect to it automatically in the future.

### Removing the Adhesive Disc from Your Windshield

The adhesive metal disc is intended for a long-term installation and can be difficult to remove.

- 1 Using a non-sharp, non-metal object, carefully pry one edge of the disc away from the windshield, applying steady pressure until the adhesive releases from the windshield.
- 2 Remove all remaining adhesive from the windshield and disc.
- 3 Clean the windshield and disc.

You can replace the adhesive on the disc to attach it to another location (*Replacing the Adhesive on the Disc*, page 8).

### Replacing the Adhesive on the Disc

You can replace the adhesive on the metal disc to install the device in a new location. Your device includes one extra adhesive pad. Go to [buy.garmin.com](http://buy.garmin.com) to purchase additional adhesive pads.

- 1 If necessary, remove the old adhesive pad from the disc.
- 2 Clean the disc.

The disc must be free of dust, wax, oils, or coatings.

- 3** Remove one side of the protective film from the new adhesive pad.
- 4** Position the adhesive pad over the disc.  
**TIP:** The adhesive is extremely sticky. Do not touch the adhesive to the disc until the adhesive pad is properly aligned.
- 5** Press the adhesive pad firmly onto the disc, and maintain pressure for 30 seconds.
- 6** Place the metal disc into the device mount, and install it onto your windshield (*Installing the Adhesive Disc onto Your Windshield*, page 1).

[support.garmin.com](http://support.garmin.com)



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