

EXHIBIT 20



Echo (2nd Generation) - Smart speaker with Alexa - Charcoal Fabric

by Amazon 44,235 customer reviews | 1000+ answered questions

Amazon's Choice for "echo"

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Color: **Charcoal Fabric**



Configuration: **Echo**

- Echo** | Echo + Echo Dot (Charcoal) | Echo + Echo Dot (Heather Gray) | Echo + Echo Dot (Sandstone) | Echo Stereo Pair + Echo Sub

- With \$15 Smart Plug | With \$20 Smart Lighting Kit

- Echo connects to Alexa to play music, read the news, set alarms and timers, answer questions, control compatible smart home devices, and more.
- Just ask for a song, artist, or genre from Amazon Music, Apple Music, Spotify, Pandora, SiriusXM, and more. With multi-room music, you can play music on compatible Echo devices in different rooms. Echo can also play Audible audiobooks, radio stations, news briefs, and more.
- Powerful speakers with Dolby technology play 360° audio with clear vocals and dynamic bass response. You can also use your voice to adjust equalizer settings or pair with another Echo (2nd Gen) for stereo sound.
- Call almost anyone hands-free. Instantly drop in on other rooms in your home or make an announcement to every room with a compatible Echo device.
- With seven microphones, beamforming technology, and noise cancellation, Echo hears you from any direction—even while music is playing.
- Use your voice to turn on lights, adjust thermostats, lock doors, find TV shows, and do more with compatible connected devices.
- Alexa is always getting smarter and adding new skills like tracking fitness, playing games, and more.

Jump to: [Compare devices](#) | [Technical details](#)

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Warranty and Accident Protection (delivered via e-mail): **2 year \$44.99 \$9.99**

Echo Wall Clock \$29.99

Amazon Smart Plug: Smart Plug \$24.99

Echo Buttons — Play games with your Echo \$19.99

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What can Alexa do now?

[Learn more](#) about Alexa features and find a new favorite.

"The all-new Echo is the smart-speaker sweet spot."

- The Wall Street Journal

"It's one of the most powerful Echo devices yet."

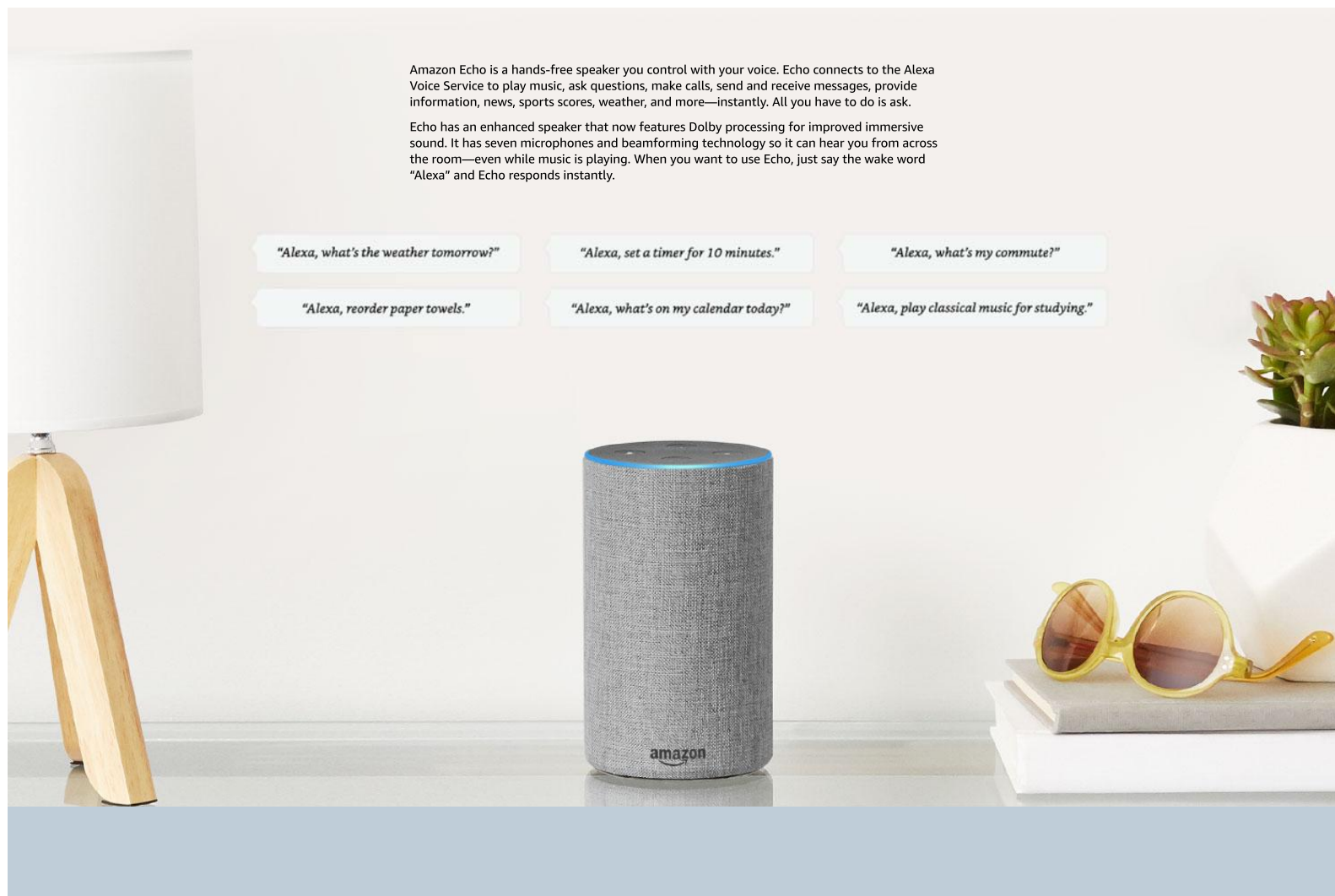
- CNBC

"It's a no-brainer..."

- Gear Patrol

"Sound quality is richer and more robust..."

- Reviewed.com



Amazon Echo is a hands-free speaker you control with your voice. Echo connects to the Alexa Voice Service to play music, ask questions, make calls, send and receive messages, provide information, news, sports scores, weather, and more—instantly. All you have to do is ask.

Echo has an enhanced speaker that now features Dolby processing for improved immersive sound. It has seven microphones and beamforming technology so it can hear you from across the room—even while music is playing. When you want to use Echo, just say the wake word "Alexa" and Echo responds instantly.

"Alexa, what's the weather tomorrow?"

"Alexa, set a timer for 10 minutes."

"Alexa, what's my commute?"

"Alexa, reorder paper towels."

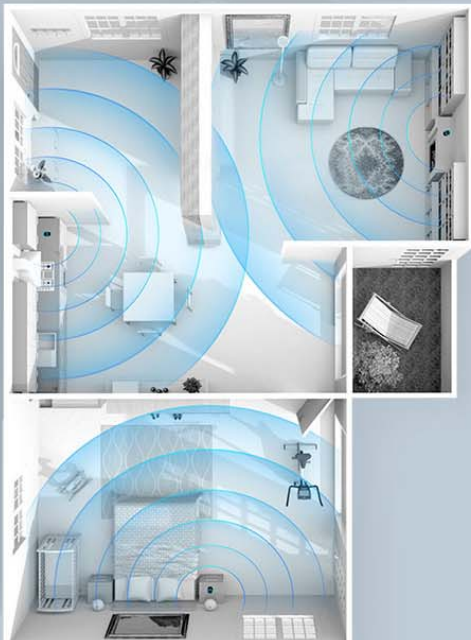
"Alexa, what's on my calendar today?"

"Alexa, play classical music for studying."

Voice control your music

The 2nd generation Echo has a 2.5" downward-firing woofer and 0.6" tweeter powered by Dolby to deliver crisp vocals and dynamic bass throughout the room. You can play music from Amazon Music, Apple Music, Spotify, Pandora, SiriusXM, and more. With [Amazon Music](#), you can search by lyrics, time-period, or let Alexa pick the music for you. Set a music alarm to wake up to your favorite song or playlist. You can also listen to audiobooks from Audible, podcasts, radio stations, news briefs, and more.

- "Alexa, play music."*
- "Alexa, play pop songs from the 90's."*
- "Alexa, play the song that goes 'love is all you need.'"*



"Alexa, play music everywhere."

Want to play music on an Echo in another room? Now with multi-room music, you can tell Alexa to play across your compatible Echo devices. Tell Alexa to play jazz in the kitchen, top pop in the family room, or play the same song throughout your whole home. [Learn more](#)

Voice control your home

Switch on the lamp before getting out of bed, turn on the coffee maker on your way to the kitchen, or dim the lights from the couch to watch a movie—all without lifting a finger.

Control multiple devices with a single voice command, like locking the doors and turning off the lights at night. [Learn more](#) about over 10,000 compatible smart home devices, including lights, thermostats, TVs, and more.

You can also enable Alexa Guard to get Smart Alerts if your Echo device detects the sound of smoke alarms, carbon monoxide alarms, or glass breaking. [Learn more](#) about how Guard can help you keep your home safe when you're away.



fireTV

"Alexa, play Bosch."



"Alexa, dim the living room lights."



"Alexa, set living room to 68 degrees."



100s of devices
[Learn more](#)



Connect with others

With Echo, you can talk to almost anyone hands-free—no tapping or searching required. Use Drop In to instantly connect to another compatible Echo at home or send an announcement across Echo devices, like calling the family for dinner or reminding the kids to go to bed. Plus, now with Skype calling stay in touch with friends and family in over 150 countries.

"Alexa, drop in on home."

"Alexa, call Mom."

"Alexa, announce that dinner's ready."

Far-field voice recognition

Tucked under the light ring is an array of seven microphones that use beamforming technology and enhanced noise cancellation. The 2nd generation Echo has improved wake-word performance to hear you ask a question from any direction—even in noisy environments or while playing music at loud volumes.

When you want to use Echo, simply say the wake word, "Alexa," and Echo lights up and connects to the cloud, where the Alexa Voice Service recognizes and responds to your request instantly. [Learn more](#) about voice recognition on Echo.



Stock up with Alexa

When you are running low on household essentials, Alexa makes it easy to refill your fridge or replenish your pantry. You can add everything from AA batteries to zucchini noodles to your shopping list, reorder favorite products from Amazon, or ask Alexa the status of your recent orders.



Alexa has skills

Alexa has more than 50,000 skills and counting. Skills are like apps and help you do more such as playing Jeopardy!, meditating with Headspace, and falling asleep to rain sounds. Create your own personal skills and custom responses with [Alexa Skill Blueprints](#). Just say "Alexa, help me get started with skills."

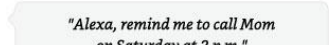
New skills are being added all the time. Discover them in the skills section of the Alexa app or visit the [skills store](#).



Always getting smarter

Alexa is always getting smarter—the more you use Echo, the more Alexa adapts to your speech patterns, vocabulary, and personal preferences. And because Echo is always connected, updates are delivered automatically.

Just in the last few months we've added Alexa calling and messaging, multi-room music, voice profiles, and reminders, along with skills from third-party developers. [Explore more things to try with Alexa.](#)





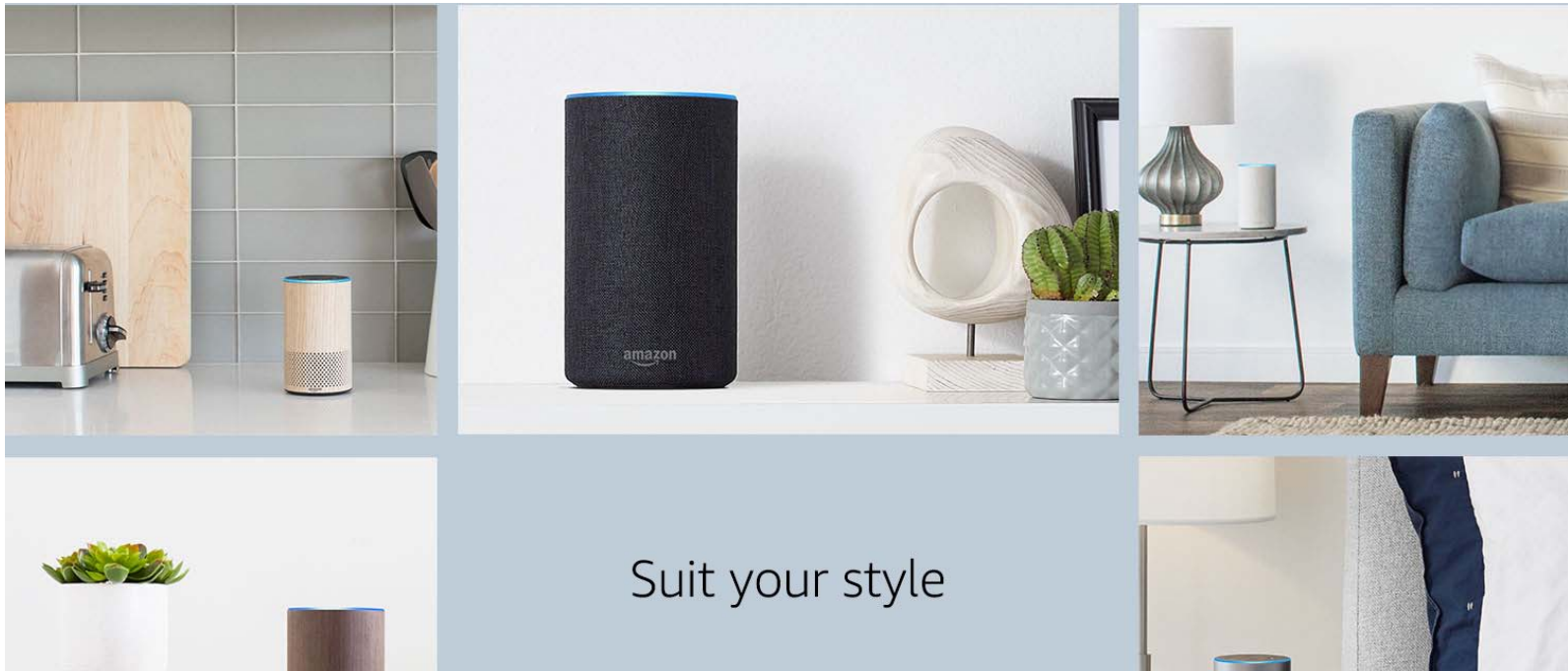
on Saturday at 2 p.m.

"Alexa, what are the hours for Whole Foods?"

Alexa for kids

Make your Echo, Echo Dot, or Echo Plus just for kids at no extra charge by enabling Amazon FreeTime in the Alexa app. Automatically filter explicit songs, add approved contacts, set time limits, or review activity with easy-to-use parental controls in the Amazon Parent Dashboard.

With an Amazon [FreeTime Unlimited](#) subscription (starting at \$2.99 per month), your kids can access over 1,000 Audible books, premium kids skills from brands like Disney and Nickelodeon, ad-free radio stations and playlists, and more.



Suit your style



Compare Echo Devices



Price	\$49.99 \$29.99	From: \$99.99 \$79.99	\$149.99
Overview	Add Alexa to any room	Room filling sound in various styles	Premium room-filling sound and built-in smart hub
Speaker size	1.6" speaker	2.5" woofer and 0.6" tweeter	3" neodymium woofer and 0.8" tweeter
Dual speakers, powered by Dolby		✓	✓
Controls smart home devices	✓	✓	✓
Built-in Zigbee smart home hub			✓
Streaming music	✓	✓	✓
Line-out with 3.5 mm cable or Bluetooth	✓	✓	Line in or out
Free audio calls to US, Mexico, and Canada	✓	✓	✓

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Technical Details



Size	5.8" x 3.4" x 3.4" (148 mm x 88 mm x 88 mm)
Weight	29.0 oz. (821 grams) <i>Actual size and weight may vary by manufacturing process</i>
Wi-Fi connectivity	Dual-band Wi-Fi supports 802.11 a/b/g/n (2.4 and 5 GHz) networks. Does not support connecting to ad-hoc (or peer-to-peer) Wi-Fi networks.
Bluetooth connectivity	Advanced Audio Distribution Profile (A2DP) support for audio streaming from your mobile device to Echo or from Echo to your Bluetooth speaker. Audio/Video Remote Control Profile (AVRCP) for voice control of connected mobile devices. Hands-free voice control is not supported for Mac OS X devices. Bluetooth speakers requiring PIN codes are not supported.

Audio	2.5" (63.5 mm) woofer and 0.6" (16 mm) tweeter
Alexa App	The Alexa App is compatible with Fire OS, Android, and iOS devices. A list of supported operating systems can be found here .
Accessibility Features	The Alexa app and Alexa-enabled products include several features for customers with accessibility needs related to vision, hearing, mobility, and speech. Learn more about Alexa accessibility .
Warranty and Service	1-year limited warranty and service included . Optional 1-year , 2-year , and 3-year extended warranty available for U.S. customers sold separately. Use of Echo is subject to the terms found here .

Customer questions & answers

Have a question? Search for answers

▲
353
votes
▼

Question: Does it have a rechargeable battery inside?

Answer: All Echo's are corded, not battery powered.

I just want to add this to Amazon users. If you don't know an answer, don't answer to say you don't know. It wastes peoples time sorting through nonsense.

By J. Kennedy on November 1, 2017

▼ See more answers (77)

▲
55
votes
▼

Question: Can I use Alexa to make phne calls thru my iPhone, or does it do it some other way?

Answer: You cannot make calls through your iPhone using the Echo. What Amazon has done is spoof your phone. So that you can make calls from the Echo. It uses the contacts that your phone has stored so you can call anyone you currently have stored in your phone's contact list. It also uses your phone number as the Caller ID the... [see more](#)

By NikkiRoxi1 on May 17, 2018

▼ See more answers (40)

▲ **Question:** Can i request any song to play

50 votes

Answer: Echo Music: WiFi and an Amazon Account is required. It does not have to be a Prime account. The Echo's will default to the free Amazon Music. In Alexa Setup, Skills listed that you can enable:

- 1. Amazon Music (free) default, auto enables ... [see more](#)

By Dnmcdy on November 15, 2017

[See more answers \(50\)](#)

33 votes

Question: Will it work with my rachio smart sprinkler controller?

Answer: Yes, Rachio has Alexa integrations.

By Fractal Coyote on June 19, 2018

[See more answers \(6\)](#)

[See more answered questions \(996\)](#)

Sponsored products related to this item



Smart Plug Works with Alexa Google Assistant IFTTT for Voice Control, Teckin Mini S...

★★★★★ 291

\$18.99 [prime](#)

Amazon Certified: Works with Alexa



Smart plug, Gosund Mini Wifi Outlet Works With Alexa, Google Home & IFTTT, No Hub R...

★★★★★ 1,759

\$32.99 [prime](#)

Amazon Certified: Works with Alexa



Smart Bulb: WiFi Light Bulb Compatible with Alexa & Google Home Assistant No Hub Re...

★★★★★ 75

\$24.95 [prime](#)



EFUN SH331W 2.4GHz Wi-fi Smart Plug,Energy Motoring,No Hub Required,Outlet Socket,1...

★★★★★ 34

\$18.99 [prime](#)

Amazon Certified: Works with Alexa



Outlet Wall Mount Holder Stand Hanger for Smart Speaker - A Space Saving Solution f...

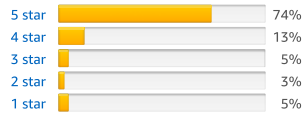
★★★★★ 138

\$5.69 [prime](#)

[Ad feedback](#)

44,235 customer reviews

★★★★★ 4.5 out of 5 stars



By feature

Sound quality ★★★★★ 4.7

Volume control ★★★★★ 4.6

Voice Recognition ★★★★★ 4.6

[See more](#)

By customer groups & interests

Kitchen ★★★★★ 4.5

Customer images



[See all customer images](#)

Read reviews that mention

- sound quality
- still learning
- living room
- much better
- highly recommend
- easy to use
- voice recognition
- every day
- christmas gift
- alexa app
- sounds great
- grocery list
- alexa to play

Showing 1-8 of 44,235 reviews

Top Reviews

Sherry the Dog Lady

Smart Home ★★★★☆ 4.5

Amazon Devices ★★★★☆ 4.6

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Is this feature helpful?

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★★★★★ AMAZING SOUND!!

July 20, 2018

Color: Charcoal Fabric | Configuration: Echo | [Verified Purchase](#)

I got some smart plugs so that I could turn on inside lights if we come home after dark with the app on my phone. My 82 y.o. Dad lives with me & has a hard time walking & he's also losing his ability to see at all in the dark, because of Macular Degeneration. So the last thing I need is him tripping over something in the dark, trying to turn lights on!!

I have an Echo & Dot in my room, which I mostly use to stream music with my Amazon Music Unlimited.

I was controlling even his bedroom light & the hallway light with the app on my phone as well as my Echo.

So I bought two more Dots during prime day sale.

It's been a game changer!! My Dad struggled, even with the app on his phone to control the lights. Now that we have a Dot in his bedroom & an Echo & Dot in the living room, he's very easily learned how to ask Alexa to turn on the hallway light, his bedroom light when he's going to bed!! NO MORE STUMBLING AROUND IN THE DARK or trying to remember where he put his flashlight!!

Since the Echo Dots all sync together, once he gets to his bedroom, he tells Alexa to turn off the living room light & the hallway light when he gets to his bedroom!! This little device is a SAVING GRACE, not only for my Dad, but for me!! I don't have him calling me to "Show me again how to turn the lights on/off" with his phone app!!

It's like having someone else here that helps me take care of my Dad!!

[Read more](#)

1,361 people found this helpful

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M. Moore

★★★★★ My Echo was secretly listening in on me.

March 28, 2018

Color: Charcoal Fabric | Configuration: Echo | [Verified Purchase](#)

I have 3 Echo's and each one is now unplugged. If you go to the Alexa app and choose your device ---> settings and then history you'll find a long list of recordings the echo has made while secretly listening into your home. I had no idea this was happening and I find it very creepy. Nobody was using the wake word, etc. It just listened in and then recorded bits of conversation. I'm getting rid of them.

****UPDATE**** I discussed this issue with Customer Service who, by the way, have the best Rep's in the world. Their engineers reviewed my data and concluded the sounds being recorded were coming from a TV in the room. At first it was hard to agree with them but after I listened over and over to a few of the recordings it was apparent it was from the TV. My Bad!! I'm back to being an Echo fan. 😊

776 people found this helpful

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Gaylord [TOP 500 REVIEWER](#)

★★★★★ Remember GEN 2 is an updated version of the original. be sure you're reading reviews and online info that are up to date.

March 1, 2018

Color: Charcoal Fabric | Configuration: Echo | [Verified Purchase](#)

Let me preface this review by revealing a few facts about myself. I am male, aged 75 years old, and more tech savvy than most people my age, but if you can use a modern computer, and own one, you should have not problem using this device. IT IS SO FAR, MIRACULOUS, and intriguing! I bought mine about a week ago, and waited till a couple days ago to jump in with "both feet" and set it up. Even though I once did computer tech support for Dell computers, it was a long time ago now, and a lot of tech has evolved since then, and i have the same fear of new things as most people my age, though admittedly higher skills. I also own an Iphone 6s plus, of which I have mixed emotions. The Iphone is made by apple, and Apple's idea of "intuitive" and mine are very different. Microsoft is much better at designing "intuitive" into an operating system than Apple. Anyway, You will need some type of connected WIFI device to use this product. (read that Cell Phone with it's own WIFI abilities, and Bluetooth built in) You will need to download the "Alexa App. " on that device to set up the Alexa products.

From that point on, simply plug in the Echo device into a regular 110V. wall outlet, it comes with a plug in adapter. There are no batteries in this device, although some have them. A NOTE HERE" YES, YOU CAN UNPLUG IT WITHOUT IT LOSING ITS BRAINS AND REQUIRING REPEAT SET UP. So though not specified anywhere I read it evidently has some on board nonvolatile memory built in that will allow this. (i spent several research sessions

4,229 people found this helpful

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