

## How Your Chime Works



Press Doorbell >> Trigger Routine >> Chime Rings Instantly

## Chime not ringing?

Let's get it fixed!

Please try these three quick checks:

### ✔ Step 1

Verify your **Routines** to make sure everything is set up right

### ✔ Step 2

Make sure your **Google Nest** is talking to Alexa.

### ✔ Step 3

Ensure your **SmartLife** app is successfully linked to Alexa.

# Step 1 Double-check Your Routines

Open your **Alexa** app

> Tap **More(≡)**

> Tap **Routines**


> Check your settings:

## ① Set the Trigger (WHEN)

Choose your actual **Nest Video Doorbell** here.

⚠ Heads up: Make sure you don't accidentally select the chime!

**WHEN**

 Video Doorbell - 1HTK is pressed 




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Anytime 


## ② Set the Action (ALEXA WILL)

Choose our CHIME (the one you linked through the SmartLife app).

**ALEXA WILL**

  Indoor chime   
Alert Mode: Flash and Sound

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[Add another action](#) 

## Step 2 Double-check Google Home

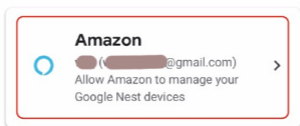
Open your **Google Home** app:

- > Tap your **Profile Icon** (top right)
- > Tap **Home settings** > **Services** > **Amazon Alexa skill**
- > Tap **Partner Connections**

If you see the **Amazon/Alexa box**, it means your Nest is already linked to Alexa! You're halfway there—just tap on it to continue.

home

If you have allowed Google partners to access your data, devices, or services you can manage that access here.



**Critical Step: Ensure ALL toggles are ON and all boxes are Checked (as shown below).**

**⚠ Missing even one permission may prevent the chime from ringing.**

Google



Home

Allow Amazon to view information about your home



Information about your home includes your home nickname and room names.

Access and control

Allow Amazon to show you your camera's live video using Alexa and when there's a person in front of the camera, you can talk to them.



Note: This is sensitive data. Make sure you trust Amazon before you give them access.

Front door doorbell  
Front door



Events

Allow events and associated snapshots to be sent to Amazon so that you can receive notifications of events and view associated snapshots using Alexa.



An event can include a camera seeing a motion or a person or a doorbell press event. This permission will also allow Alexa to know your camera's status, like if your camera is offline.

Front door doorbell  
Front door



## Step 3 Double-check SmartLife App

Open your **Smartlife** app:

1. Tap **Me** at the bottom right
2. Tap **Third-party Service**
3. Tap **Alexa**

If it says "**Linked**," you're all set!

This confirms that your Smartlife account is successfully connected to Alexa.



**"SmartLife" skill has been linked**