Amazon Echo Show 21

Amazon Echo Show 21 (2024 Release) User Manual

Model: Echo Show 21
Brand: Amazon

1. Introduction

This manual provides instructions for the Amazon Echo Show 21 (2024 release) smart display and its accompanying Amazon Premium Adjustable Stand. The Echo Show 21 is a 21-inch Full-HD smart display with built-in Fire TV and Alexa, designed for various uses within your home. The adjustable stand offers flexible placement and viewing angles.



Figure 1.1: The Amazon Echo Show 21 (2024 release) with its premium adjustable stand, showcasing a recipe, calendar, and smart home widgets on its large display. The device is positioned on a kitchen countertop.

2. Setup

2.1 Unboxing and Components

Carefully unpack all items from the box. Ensure the following components are present:

- Echo Show 21 device
- Alexa Voice Remote with batteries
- Power adapter (30W) and 5 ft. cord (white)
- Wall mount, anchors, screws, mounting template (for wall mounting, stand sold separately)
- Quick start guide
- Amazon Premium Adjustable Stand (if purchased as a bundle)

2.2 Assembling the Adjustable Stand

If you are using the Amazon Premium Adjustable Stand, follow these steps to assemble it and attach the Echo Show 21:

1. Place the stand base on a stable, flat surface.
2. Attach the main support arm to the base, ensuring it is securely fastened.
3. Align the mounting plate of the Echo Show 21 with the stand's attachment mechanism. Secure the device to the stand using the provided screws or locking mechanism.

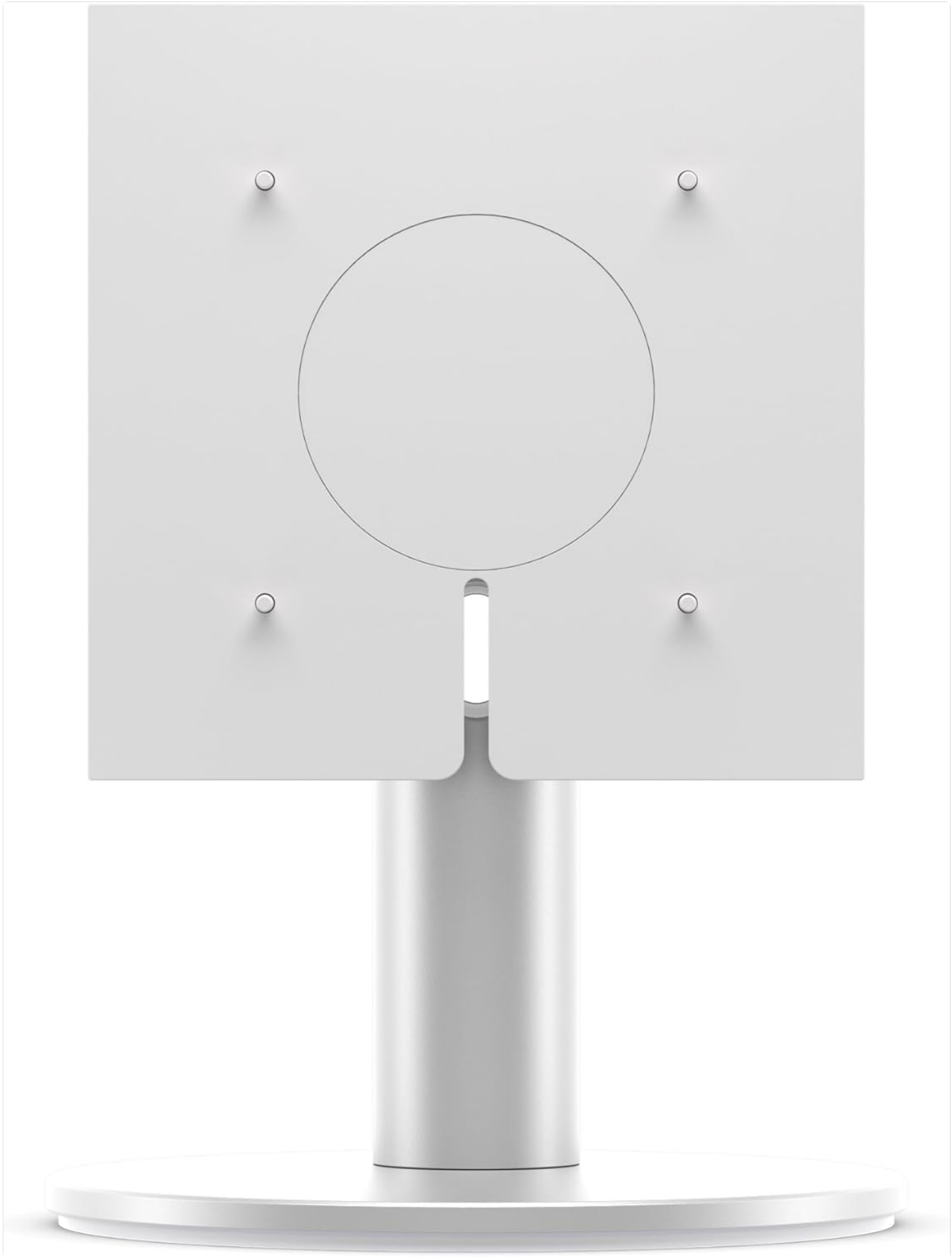


Figure 2.1: The rear mounting plate of the Echo Show 21, designed to securely attach to the adjustable stand. This view shows the circular attachment point and screw holes.



Figure 2.2: The back of the Echo Show 21, mounted on its adjustable stand, illustrating the integrated cable management channel within the stand's arm to keep the power cord tidy.

2.3 Power Connection

Connect the power adapter to the power port on the back of the Echo Show 21. Plug the other end of the adapter into a wall outlet. The device will automatically power on.

2.4 Initial Device Setup

Follow the on-screen instructions to complete the initial setup:

- **Select Language:** Choose your preferred language.
- **Connect to Wi-Fi:** Select your Wi-Fi network and enter the password. The Echo Show 21 supports Wi-Fi 6E (802.1ax) and other common Wi-Fi standards.
- **Amazon Account Login:** Log in with your Amazon account credentials.
- **Alexa App:** For full functionality and advanced settings, download and install the Alexa app on your Fire OS, Android, or iOS device.

3. Operating the Echo Show 21

3.1 Basic Navigation and Voice Control

The Echo Show 21 can be controlled via its touchscreen display or through voice commands using Alexa. Say "Alexa" followed by your command.

- **Touchscreen:** Swipe left/right to navigate through home screen pages, tap icons to open applications or settings.
- **Voice Commands:** Use phrases like "Alexa, what's the weather?", "Alexa, play music," or "Alexa, show me my calendar."

3.2 Adjusting the Stand

The premium adjustable stand allows for optimal viewing. It features a 360-degree swivel and 30-degrees of precision tilting.

- **Swivel:** Gently rotate the display horizontally to adjust the viewing angle.
- **Tilt:** Hold the edges of the display and carefully tilt it up or down to achieve the desired vertical angle.



Figure 3.1: The Echo Show 21 display demonstrating its 360-degree swivel capability on the adjustable stand, allowing for flexible horizontal viewing angles.

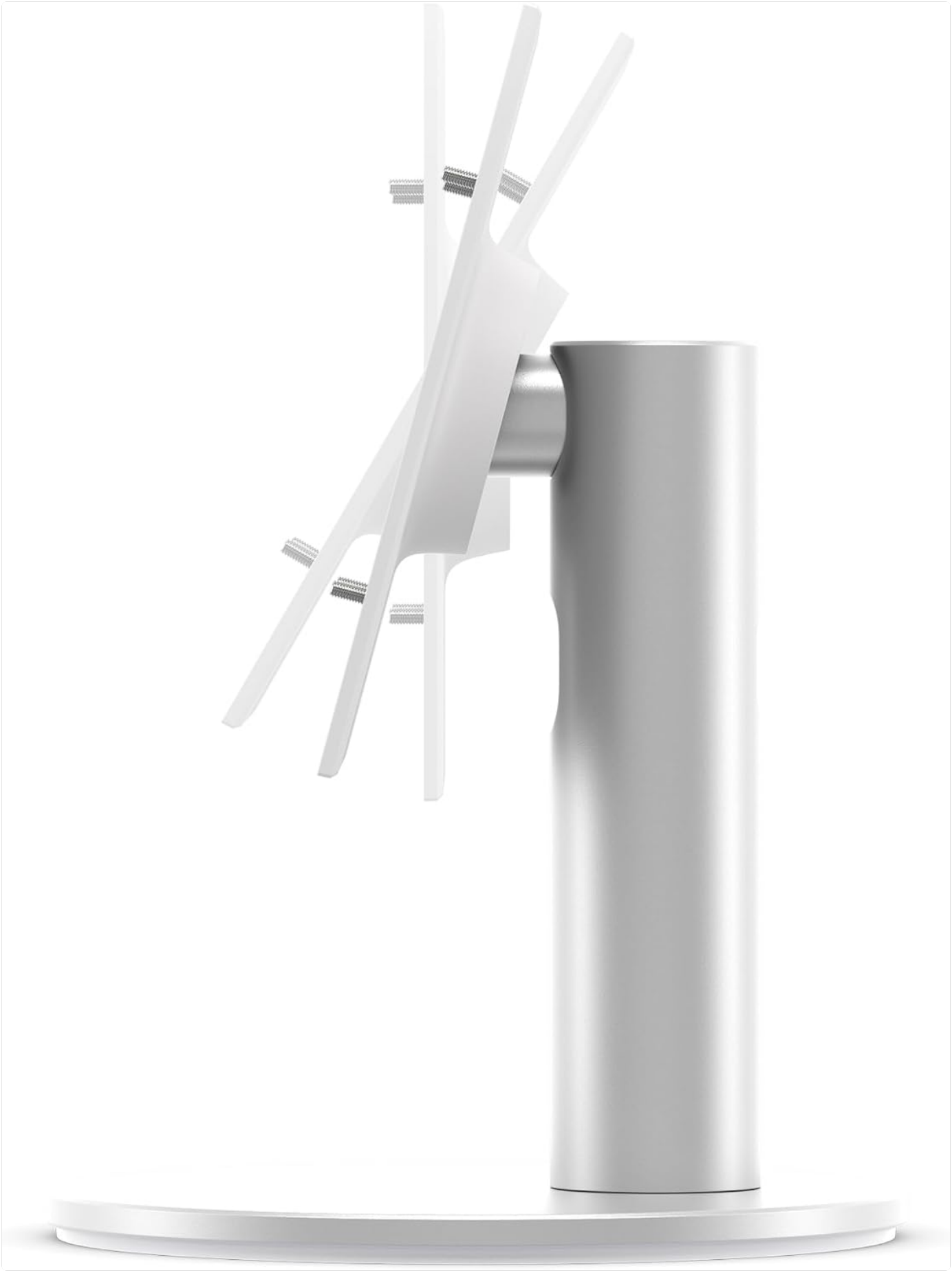


Figure 3.2: The Echo Show 21 display demonstrating its vertical tilt adjustment on the adjustable stand, allowing users to optimize the screen angle for comfortable viewing.

3.3 Fire TV Integration

The Echo Show 21 includes built-in Fire TV. Use the included Alexa Voice Remote or voice commands to access

streaming services like Prime Video, Netflix, YouTube, and Apple TV. Subscriptions may be required for certain services.

3.4 Smart Home Control

Control compatible smart home devices using your voice or the smart home dashboard on the display. The device includes Zigbee, Matter, and Thread Border Router capabilities for broad compatibility.

3.5 Personalization and Widgets

Customize your home screen with widgets for calendars, shopping lists, weather, and more. You can also turn the display into a digital photo frame to showcase your memories.



Figure 3.3: A detailed view of the Echo Show 21's display, highlighting customizable widgets such as a calendar, smart home controls, weather forecast, and a recipe, demonstrating its personalization capabilities.

3.6 Accessibility Features

The Echo Show 21 offers various accessibility features. Access these settings via**Settings** → **Accessibility** on your device. Features include:

- **Tap to Alexa:** Interact with Alexa via touch.
- **Adaptive Listening:** Provides more time for speaking before Alexa responds.
- **Preferred Speaking Rate:** Adjust Alexa's speaking speed.
- **Captioning:** Alexa Captioning, Call Captioning, and Closed Captioning for supported content.
- **Show and Tell:** Helps identify products for visually impaired users.

- **VoiceView screen reader:** For blind or visually impaired users.
- **Screen Magnifier:** Zoom in/out and pan the screen.
- **Notify When Nearby:** Plays notification sounds when detected near the device.
- **Kindle Read Aloud:** Alexa reads Kindle books aloud.
- **Real Time Text:** Type live text during video calls.
- Additional settings for Color Inversion, Color Correction, Request Sound, and more.

4. Maintenance

4.1 Cleaning the Device

To clean your Echo Show 21, use a soft, lint-free cloth. For the screen, a slightly damp cloth can be used. Avoid abrasive cleaners, solvents, or aerosol sprays directly on the device.

4.2 Software Updates

The Echo Show 21 receives automatic software security updates. Ensure your device is connected to Wi-Fi to receive these updates, which improve performance and add new features.

5. Troubleshooting

If you encounter issues with your Echo Show 21, consider the following common solutions:

- **No Power:** Ensure the power adapter is securely connected to both the device and a working wall outlet.
- **Wi-Fi Connectivity Issues:**
  - Check if your Wi-Fi router is on and functioning.
  - Restart your router and the Echo Show 21.
  - Verify your Wi-Fi password.
- **Alexa Not Responding:**
  - Ensure the microphone is not muted (check for a red light indicator).
  - Speak clearly and directly to the device.
  - Restart the device.
- **Screen Freezing:** If the screen becomes unresponsive, try restarting the device by unplugging it for a few seconds and then plugging it back in.
- **Video Playback Issues:** Check your internet connection speed. For streaming services, ensure your subscriptions are active.

For further assistance, refer to the online help resources available through the Alexa app or Amazon's support website.

6. Specifications

Echo Show 21

Feature	Detail
Size	21.4"W x 13.2"H x 1.5"D

Weight	10.7 lb
Display	21" with 1920 x 1080 resolution (Landscape or portrait)
Camera	13 MP + Shutter
Audio	Two 2" woofers + two 0.6" tweeters
Wi-Fi Connectivity	Wi-Fi 6E (802.1ax), Tri-band, dual-antenna (MIMO). Supports 802.11a/b/g/n/ac.
Smart Home Hub	Zigbee + Matter + Thread Border Router
Bluetooth Connectivity	A2DP, AVRCP. (PIN codes for speakers not supported, Mac OS X hands-free not supported)
Processor	Octa-core SoC with Amazon AZ2 neural network engine
Sensor	ALS RGB + Accelerometer
Language	English and Spanish

Alexa Voice Remote

Feature	Detail
Size	1.5" x 5.6" x 0.7" (38.68 mm x 141.3 mm x 17.6 mm)
Weight	0.1 lb (45g) (without batteries)
Batteries	2 AAA (included)
Technology	Bluetooth
Compatibility	Echo Show 15, Echo Show 21, Fire TV Stick 4K (1st Gen and later), Fire TV Stick 4K Max (1st Gen and later), Fire TV Stick (3rd Gen)

7. Warranty and Support

7.1 Product Warranty

The Echo Show 21 includes a 1-year limited warranty and service. Optional extended warranties (1-year, 2-year, and 3-year) are available for U.S. customers and sold separately. Use of the Echo Show 21 and Fire TV features are subject to their respective terms of service.

The Alexa Voice Remote includes a 90-Day Limited Warranty and service.

7.2 Customer Support

For assistance, visit the Alexa Privacy Hub to understand privacy features, or refer to the Alexa app and Amazon's official website for comprehensive support resources, FAQs, and troubleshooting guides. You can also manage your device information and content via "Manage Your Content and Devices" on the Amazon website.

For information on software security updates, please refer to the Amazon website. This device receives guaranteed software security updates for at least four years from its last availability for purchase as a new unit.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question