

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| after plug in, told me to follow instructions in app but it finished and I had to do nothing. sweet                                                                                                                                                                                                                                                                                                                                                                                                             |                             |                                     | Simplicity                    |                                      | 2022-03-31 |
| Not working for the S22 Ultra                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                             | Independence/ Platform independence |                               |                                      | 2022-03-31 |
| connect in to any device...lights...phone....speaker just sucks                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                             |                                     |                               | Access control                       | 2022-03-31 |
| Clunky with horrible lag (10 to 30 sec) from bloatware recommendations. Often will not recognize my voice commands, access my alexa device or my amazon account info or location. rarely can i send music to device. only works on phone. awful. I have moved and took days to configur with this app. Customer service was baffled as well. I could not update or change any information in this app to my current location. i would like alexa to better understand voice commands from the device . fixable? |                             | Independence/ Platform independence |                               | Response time, Access control        | 2022-03-31 |
| I love that I can tell Alexa what songs to play.                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Enjoying life               |                                     | Entertainment                 |                                      | 2022-03-31 |
| doesn't import contacts from Gmail                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                             |                                     |                               | User-friendliness, Access control    | 2022-03-31 |
| So slow it's impossible to use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                             |                                     |                               | Response time                        | 2022-03-31 |
| The echo dot is great but this app is a prime example of bad design, maybe Amazon should develop regular android and fire versions separately.                                                                                                                                                                                                                                                                                                                                                                  | Enjoying life               |                                     | Entertainment                 | User-friendliness                    | 2022-03-31 |
| Very rarely works correctly with apps that it claims to work with. Very cumbersome and not at all user friendly.                                                                                                                                                                                                                                                                                                                                                                                                |                             |                                     |                               | User-friendliness, Accuracy          | 2022-03-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This app has been consistently declining in quality over time. It seems to less and less recognize what I asked it to do. I have a half dozen alarms in the app that won't delete (thankfully was able to shut them off) - cleared cache and reinstalled and such; no change - issue appears on other phones when I log in. I frequently ask for a reminder and it sets a reminder for a different day or time, or returns unintelligible gibberish. Ask for lights in one room, but another set turns on.. Useless. |                             |                                    |                               | User-friendliness, Accuracy          | 2022-03-31 |
| Device's do what Amazon wants not what you want they are junk!                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                    |                               | Accuracy                             | 2022-03-31 |
| Needs Thermostat Swing Temp ability. It keeps turning on and off the HVAC when the temp is even 1 degree off from Target. This will strain the HVAC and will cause it to wear down faster.                                                                                                                                                                                                                                                                                                                           |                             |                                    |                               |                                      | 2022-03-31 |
| easy to use.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                             |                                    | Simplicity                    |                                      | 2022-03-31 |
| Worst app in play store regarding app boot time                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                    |                               | Response time                        | 2022-03-31 |
| Today I updated my phone and now every 3 seconds as I'm driving it is sending me a notification and then disappearing, this is incredibly annoying and completely unsafe.                                                                                                                                                                                                                                                                                                                                            |                             | Security                           |                               | Accuracy, Trust, User-friendliness   | 2022-03-31 |
| The worst app that can be. Hangs every single screen. Setting up on phone couldn't work even after 1 hr! Either screen hangs or device set up function on speaker ends... horrible.                                                                                                                                                                                                                                                                                                                                  |                             |                                    |                               | Accuracy                             | 2022-03-31 |
| dot keeps disconnecting from Bluetooth tooth                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                             |                                    |                               | Access control                       | 2022-03-31 |
| works good when you get started then it begins 3 minutes for it to work                                                                                                                                                                                                                                                                                                                                                                                                                                              |                             |                                    |                               | Response time                        | 2022-03-31 |
| Takes a while to set up is SA, but after that it's perfect.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                             |                                    |                               | Response time                        | 2022-03-31 |

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| Pros: some things work. Cons: some things don't work. Continually there's issues where features get fixed and work for a while, then suddenly get updated and don't work again afterwards.                                                                                                                                                                                                           |                             |                                    |                               | Usability                            | 2022-03-31 |
| I have to reboot devices every few days it seems to process commands like pause to stop playing, play on group speakers, etc. If I change what alexa is i.e. playing to something else and then retry the command to pause etc. Then sometimes it works. Very inconsistent and often reboots temporarily fixes issues but that is all BShit to have to do. Hopefully this last release fixes things. |                             |                                    |                               | Reliability                          | 2022-03-31 |
| whatever you need to know the answer is there as long as you ask her properly!!                                                                                                                                                                                                                                                                                                                      | Curiosity, Wisdom           |                                    |                               |                                      | 2022-03-31 |
| The app keeps trying to access data from other apps. Uninstall it.                                                                                                                                                                                                                                                                                                                                   |                             | Privacy                            |                               | Trust                                | 2022-03-31 |
| Intrusive. Abusive. Unable to uninstall. And reinstalls updates without permission. Allows unrestrained monitoring of tablet devices via camera and microphone. A privacy and security nightmare from stem to stern.                                                                                                                                                                                 |                             | Privacy, Security                  |                               | Trust                                | 2022-03-31 |
| Slow to react, tap a button and go and make a cup of tea while you wait...                                                                                                                                                                                                                                                                                                                           |                             |                                    |                               | Response time                        | 2022-03-31 |
| She don't listen and is constantly giving the completely wrong answers doesnt listen just won't tell truth. I've had 13 echos from gen 1 till now the latest it sucks!!! Keeps saying need app to CONNECT. I've had the app since the 1st gen.... need help connecting.!!!!!!!                                                                                                                       |                             |                                    |                               | Accuracy, Access control             | 2022-03-31 |
| Poor performance while troubleshooting - won't connect and doesn't resolve the problem or offer work arounds.                                                                                                                                                                                                                                                                                        |                             |                                    |                               | Access control                       | 2022-03-31 |

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| clever way to make shopping lists and to do reminders. plays music and connects to and operates other household appliances (TV microwaves reads books to the kids....) etc... I love it.                                                                                                                                                                                                                                                                                                                 | Enjoying life               |                                    | Entertainment                 |                                      | 2022-03-31 |
| Love this app, but sometimes Alexa doesn't understand what you are saying. The app works very well so far. No real complaints.                                                                                                                                                                                                                                                                                                                                                                           |                             | Curiosity                          |                               |                                      | 2022-03-30 |
| A big danger on privacy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                             | Privacy                            |                               |                                      | 2022-03-30 |
| Calls Are Unreliable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                             |                                    |                               | Reliability                          | 2022-03-30 |
| There is no search option to clear our queries about certain things, for eg. changes in settings or connections. I request and more efficient layout which will be helpful and easier for the users.                                                                                                                                                                                                                                                                                                     |                             | Curiosity                          |                               | Simplicity, User-friendliness        | 2022-03-30 |
| Worst app.. While signing up it shows that I already do have an account eventhough I have never used Alexa before                                                                                                                                                                                                                                                                                                                                                                                        |                             | Security                           |                               |                                      | 2022-03-30 |
| don't buy the echo 15 if you like music, Amazon guys have spend to much time trying to write of over a decade of smart evolution and reinvent the "widgets" anyone with Amazon music will agree that the app is good and easy to use but for some reason Amazon decided to give you a widget which doesn't show anything you need nor does it even look good, you stop music when you leave house and when you come home that's froze meaning when you try play another play list it's paly out of sync, | Enjoying life               | Curiosity                          | Entertainment                 |                                      | 2022-03-30 |
| doesn't work with any of my cameras                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                    |                               | Usability                            | 2022-03-30 |

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| Everything works pretty good but I have to say, it seems that the older versions worked better. Over time the app seems to load slower than it used to. The interface is attractive but way to busy. With the last several updates I've had problems displaying the last line of my lists when scrolling to the bottom. -OnePlus 9 Pro. Android 12.                                                                                  |                             |                                    |                               | Response time, Access control        | 2022-03-30 |
| Simply stopped working. Does not even open anymore, just a black screen.                                                                                                                                                                                                                                                                                                                                                             |                             |                                    |                               | Access control                       | 2022-03-30 |
| My Echo Show only responds to close distance shouting. Original Dot (1) responds to speech from 30 ft away. All recent speakers designed for music being too mellow for spoken word, especially for older listeners.                                                                                                                                                                                                                 |                             | Enjoying life                      |                               | Entertainment                        | 2022-03-30 |
| alexa has problems understanding my accent                                                                                                                                                                                                                                                                                                                                                                                           |                             |                                    |                               | Diversity and inclusion              | 2022-03-30 |
| it keeps crashing when i sign in                                                                                                                                                                                                                                                                                                                                                                                                     |                             |                                    |                               | Access control                       | 2022-03-30 |
| Voice activated spotify is about all it does that is useful                                                                                                                                                                                                                                                                                                                                                                          | Enjoying life               |                                    | Entertainment                 |                                      | 2022-03-30 |
| This is working like a Bluetooth speaker thats all not understanding command waste of money                                                                                                                                                                                                                                                                                                                                          |                             | Curiosity                          |                               |                                      | 2022-03-30 |
| Clunky with horrible bloat ware. Will not allow me to access my alexa device or my amazon account info to new location. nor can i send music app to device. only works on phone. awful. I have moved and took days to configur with this app. Customer service was baffled as well. I could not update or change any information in this app to my current location. i would like alexa to respond from the device and not my phone. |                             |                                    |                               | Access control                       | 2022-03-30 |
| Sucks even more now with the update now when I'm trying to review my reminders and clicking on them it takes like 10 seconds for them to pop up after I click ridiculous                                                                                                                                                                                                                                                             |                             |                                    |                               | Response time                        | 2022-03-30 |
| can't play music from my Spotify playlist on my alexa                                                                                                                                                                                                                                                                                                                                                                                |                             | Enjoying life                      |                               | Entertainment                        | 2022-03-30 |

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| Alexa has gotten progressively less useful and more annoying over time. Useful features have vanished or turned into upsell opportunities. Stops working randomly and inexplicably.                                                                                                                                                                                                                                                                                              |                             |                                    |                               | User-friendliness                    | 2022-03-30 |
| Frustrating ++ I have 1(yes one} device a firetv. Trying to pair two echo dots with your firestick is impossible, works for one day after spending 2 hours + with their customers service, but next day a) no sound at all on anything B) works on one echo only C) works fine 15 minutes then stops suddenly while a song is playing. I use and highly appreciate Amazon products and services but that is the only reason I rated 2 stars, on it's own it is sadly. The worst. |                             | Enjoying life                      |                               | Access control, Entertainment        | 2022-03-29 |
| Ugh, the previous update was working ok but now the latest update made it lose access to my Amazon smart plug! I can't re-add it, even with factory resetting it because Alexa still thinks it's in the system. I can't access it to delete it and reconnect. That's just the latest issue in a long history of difficulties with the system and device connections. I hope it gets resolved soon. My other, 3rd party plugs all work correctly.                                 |                             |                                    |                               | Access control                       | 2022-03-29 |
| I was loving this app until my neighbor Laz got into my account and started stolen my data!!                                                                                                                                                                                                                                                                                                                                                                                     |                             | Security, Privacy                  |                               | Trust                                | 2022-03-28 |
| Crashes after 2FA entered. Used provided email for support, received an immediate response indicating it's not accepting messages...                                                                                                                                                                                                                                                                                                                                             |                             |                                    |                               |                                      | 2022-03-28 |
| Extremely slow between screens very frustrating app to use                                                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                    |                               | Response time                        | 2022-03-28 |
| Just moved house to another area. So easy to transfer and set up                                                                                                                                                                                                                                                                                                                                                                                                                 |                             |                                    | Simplicity                    |                                      | 2022-03-27 |
| does not work with hue lights. keep getting an error unable to liknk with hue.                                                                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Access control                       | 2022-03-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Just love my Alexa, Forget something ,Ask Alexa,and can stream music all day if you want too ,Well worth having , greatly recommend,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Enjoying life               |                                    | Entertainment                 |                                      | 2022-03-27 |
| Changed my original review from 1 star to 3. I hate that Amazon does not respect peoples privacy. This is a good app, but I don't like it listening to me all the time. That is a violation of my privacy. They need to add a PRIVACY mode button on the devices and the app to easily push to tell it to STOP LISTENING TO ME until you toggle the button back on. The phone app for the Alexa devices is too hard to configure. I take my Alexa DOT to hotels with me, but they I have to reconfigure from scratch, and it seems to not stay connected to wifi's well. It is always dropping from my hotel wifi. It loses my settings when updates are pushed, when changing wifi, and it doesn't search the web well at all. Not enough FREE features. I hate that it is always trying to get me to BUY a monthly subscription for music and stuff. Stop trying to get me to spend even more money!! |                             | Privacy, Curiosity                 |                               | Access control                       | 2022-03-26 |
| Every time I tell it to do something it'll only do it the first time. Then it starts playing stupid and forcing me to rearrange the command a different way every day. Now instead of playing through the speaker like always she's launching it on the TV that's already in use. If I wanted useless trash I would have stayed with my ex.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                             |                                    |                               | Access control, User-friendliness    | 2022-03-25 |
| Poor responsiveness. Assistant activates in mere milliseconds in phone but Alexa has so many bugs and it's very inconsistent in terms of activation unlike assistant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Response time                        | 2022-03-25 |
| Horrible... Slow slow slow, and cant add devices. I smashed it against the wall                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                             |                                    |                               | Response time, Access control        | 2022-03-24 |
| I love how it sends messages to my friends and I can play video games on it which is my favorite part                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Enjoying life               |                                    | Entertainment                 |                                      | 2022-03-24 |

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| can't get the correct info on changing wifi. echo does not have a dot to push                                                                                                                                                                                                                                                                                                                                                                                                                                       |                             | Curiosity                              |                               |                                      | 2022-03-24 |
| constantly losing devices and saying skills not enabled then them working randomly                                                                                                                                                                                                                                                                                                                                                                                                                                  |                             |                                        |                               | Access control                       | 2022-03-23 |
| setup was very easy no issues. I tried to setup a nest without learning (and more expensive) and it kept short cycling my furnace. I ordered the Amazon one, much cheaper and less headaches...lovin' it                                                                                                                                                                                                                                                                                                            |                             |                                        | Simplicity                    |                                      | 2022-03-23 |
| I absolutely love my Alexa devices. I'm an 'old fart' and it's made my life so much easier and practical!                                                                                                                                                                                                                                                                                                                                                                                                           |                             |                                        | Simplicity                    |                                      | 2022-03-23 |
| App lags too much, especially while playing songs and you want to manually change the song in app.                                                                                                                                                                                                                                                                                                                                                                                                                  |                             | Enjoying life                          |                               | Response time, Entertainment         | 2022-03-23 |
| Not working in galaxy a 52s :(                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             | Independence/<br>Platform independence |                               |                                      | 2022-03-23 |
| Had to uninstall and now it won't connect to my Firetv as it can't find it. Done everything that the troubleshoot tells you to do and nothing. Ridiculous update. Worked before when I initially set it up. You don't even deserve the one star.                                                                                                                                                                                                                                                                    |                             |                                        |                               | Access control                       | 2022-03-23 |
| No features to block explicit content from children.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                             | Privacy                                |                               | Protectiveness                       | 2022-03-22 |
| Finally fixed the color issue where you can't set a light to the color WHITE in routines. Now they've somehow managed to screw up the routines in general. Running a routine doesn't always work properly. Some lights will flash to the new setting and then revert to the old. Running the routine 8-10 times will eventually fix it but WTH? The lights are obviously being contacted by Alexa or they wouldn't flash so it's not the light or the app/skill. If this doesn't get fixed soon I'll move to Google |                             |                                        |                               |                                      | 2022-03-22 |

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| Ridiculous. Does not sets up my device instead of giving correct wifi password.                                                                                                                                                                                                                                                                                     |                             |                                    |                               | Access control                       | 2022-03-22 |
| Great features but not user friendly. Alexa is a point better than Suri on Apple so good job Bezos.                                                                                                                                                                                                                                                                 |                             |                                    |                               | User-friendliness                    | 2022-03-22 |
| Could not find playlist in spotify. i have a premium account, disables shuffle mode, tried unlinking Spotify, reinstalled both spotify and alexa app, set spotify as default, but still could not find my spotify playlist.                                                                                                                                         |                             | Enjoying life                      |                               | Entertainment                        | 2022-03-22 |
| Having this device in my home it is so cool I was able to set it up on my phone to be able to call people I can actually intercom people that have a device of their own and I can set her up to wake me up tell me jokes and tell me the weather I can have her tell me the news and also she's very handy for playing music I love it it's well worth getting one | Enjoying life, Creativity   |                                    | Entertainment                 |                                      | 2022-03-22 |
| I love Alexa but it isn't simple for me. I can't get her to make calls bc I reached 20, apparently this is the maximum number of calls?                                                                                                                                                                                                                             |                             |                                    |                               | Simplicity, Access control           | 2022-03-21 |
| can even set up the dqm echo dot because the stupid device can't connect to wifi.... back to google nest, don't have that issue with the google nest at all.                                                                                                                                                                                                        |                             |                                    |                               | Access control                       | 2022-03-21 |
| I try to log in with my new phone and I can't delete the other number and the customer service didn't help one bit.                                                                                                                                                                                                                                                 |                             | Privacy                            |                               |                                      | 2022-03-20 |
| Alexa deliberately puts me down and makes me feel bad I tried to get her to listen and she makes me swear I don't know what to do with her anymore why is this talking microphone finishing before I'm done talking anyways as I'm writing this review she's still ignoring me doesn't care but she pretends to                                                     |                             | Obedient                           |                               |                                      | 2022-03-20 |

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| Awful I am 80 years old and have spent 1 1/2 hours trying to log into play store. Screen only show half of characters and sound to hear same doesn't work. I am done done had new password enter it 50 times and does take. Don't need to reset Alexa. Put it in the garbage can.                                                                 |                             | Security                           |                               | Response time                        | 2022-03-20 |
| Completely useless since it stopped controlling my hue lights. That was it's primary purpose in my home because I have a disabled family member. No one in tech support from either company will fix. Don't waste your time with alexa devices if you need your lights controlled. It's an outright lie saying alexa is compatible with lighting. |                             |                                    |                               |                                      | 2022-03-20 |
| Worst app ever ... calling feature not working properly .. connecting to wifi is a huge task .. worstttt so mad at it ... WORST .. please improve this wrist freaking app.                                                                                                                                                                        |                             |                                    |                               | Access control                       | 2022-03-19 |
| app won't let me do anything on show 5. errors constantly saying I need to update software but device says software is up to date. app is getting deleted and show 5 is being returned. massive waste of time, money and effort.                                                                                                                  |                             |                                    |                               | Response time                        | 2022-03-18 |
| not compatible with so many devices like Chromecast, android Auto                                                                                                                                                                                                                                                                                 |                             |                                    |                               | Access control                       | 2022-03-18 |
| Superb. If you have echo devices this is a must have app. Thankfully it's very easy to use and updates continuously add new features.                                                                                                                                                                                                             |                             |                                    | Simplicity                    |                                      | 2022-03-18 |
| Easy setup and the walk through instructions are extremely satisfying for this non-tech individual.                                                                                                                                                                                                                                               |                             |                                    | Simplicity                    |                                      | 2022-03-18 |
| Cannot pair. I can not pair my echo show 15 and 2 echos 4th Gen. I've been trying to get the audio to sync for the past 4 hours. I'm going to have return the echo pair and get different speakers. You would think that the same line of products would just be able to sync the audio. I guess not                                              |                             |                                    |                               | Access control                       | 2022-03-18 |

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| Pls.. Added to tamil language...                                                                                                                                                                                                                                                                                                                                                   |                             | Respect for tradition                  |                               |                                      | 2022-03-17 |
| This app works well on my pixel 3 but doesn't launch at all on the other pixel 3a. As soon as I login, it gives message "An unexpected error has occurred. Please try again. If the problem persists, contact Amazon customer service.". Both my phones are from Google and both are Android 12. I'm also login to the same Amazon account. Could you try to fix this on pixel 3a? |                             | Independence/<br>Platform independence |                               |                                      | 2022-03-17 |
| Has lots of problems with keeping the sound up to a level where we can hear it. Cannot change the Amazon Echo Plus from one room to another room. Doesn't really understand what we're asking Alexa to do even though we have tried to find ways to ask questions clearly and precise. But it still seems not to understand what we're talking about.                              |                             | Intelligence                           |                               |                                      | 2022-03-17 |
| It's a real deficiency that you can't play from most third party apps to speaker groups / zones / even a different discrete alexa device. e.g. Can't play BBC Sounds or My Media to speaker groups, only to specific alexa device access you are talking to. Considering changing my 8 alexa devices for a squeezebox & RPi setup, though it will be deficient in other areas.     |                             | Enjoying life                          |                               | Access control, Entertainment        | 2022-03-17 |
| Fraud app useless app lose                                                                                                                                                                                                                                                                                                                                                         |                             | Honesty                                |                               |                                      | 2022-03-16 |
| junk app and junk developers, don't know what the architect was thinking. just connecting to alexa using Bluetooth seems to be impossible. it does everything except the basic functionality.                                                                                                                                                                                      |                             |                                        |                               | Access control                       | 2022-03-16 |
| app works great with almost everything in my house, easy to navigate and use                                                                                                                                                                                                                                                                                                       |                             |                                        | Simplicity                    |                                      | 2022-03-16 |

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| My blink camera got unlinked from my echo, and won't let me see the camera. It says to go into my app and re-enable it. When I go into the app it shows that everything is enabled, but it still doesn't work. Very aggravating!                                                          |                               |                                    |                               |                                      | 2022-03-16 |
| Stopped allowing access to Nest and Wyze cameras                                                                                                                                                                                                                                          |                               |                                    |                               | Access control                       | 2022-03-16 |
| Alexa doesn't understand simple commands a lot of the time. Even when it does, it doesn't always execute the command on the first time (or second or third)... It will also say a lot of things share that name when we are referring to an item with a unique name.                      |                               | Obedience, Authority               |                               |                                      | 2022-03-16 |
| Absolutely The BEST! I love my Alexa devices. I learn new things every day. Easy to use, easy to set up, inexpensive to own. It's a wonderful way to "smarten" your home, one device at a time! I said I would never use those smart apps, boy was I wrong!!                              | Curiosity, Wisdom, Creativity |                                    | Simplicity                    |                                      | 2022-03-15 |
| this application hangs all the time even when I'm at home. it's hard to navigate through the different UI's when it seems like it's having an issue connecting to the Amazon server even though there's nothing wrong with my internet connection. I can't seem to find an update either. |                               |                                    |                               | Response time, Access control        | 2022-03-15 |
| Useless lately. Constantly saying it's having issues connecting to the internet (internet is fine. Speed is fine. No changes to provider). Doesn't do anything asked. Music keeps pausing during playback. Does the competitor have these issues. Alexa's getting worse and worse.        |                               |                                    |                               | Access control, Response time        | 2022-03-15 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I'm a Spaniard, at this age I still have to get apps and functions limited because I like to have Alexa set in English and not Spanish. In the language section it says that English is not fully supported in my country, and you know how the skills and all that jazz works... Sure I could set my local location to the UK but at least English should be fully supported everywhere without having to do so. I like the homepage doesn't get cluttered with suggestions anymore!                              |                             | Respect for tradition              |                               |                                      | 2022-03-15 |
| The speaker is stupider every day. It doesn't understand commands it has heard hundreds of times.                                                                                                                                                                                                                                                                                                                                                                                                                  |                             | Obedience, Intelligence            |                               |                                      | 2022-03-15 |
| Could be amazing. But it just above average. Is appalling when trying to use iTunes. I don't like Amazon Music but I can only assume it would work better with its own brand. The kids like it. Once set up easy enough to use the basics. I can't get mine to identify as upstairs and downstairs. I just use them independent by being near when speaking to them. I've just got an auto Alexa for the car. So let's see... auto Alexa, gimmicky and unreliable. Incompatible with Apple Music.                  |                             | Enjoying life                      | Simplicity                    | Entertainment, Reliability           | 2022-03-15 |
| She doesn't listen to me and I bought the bulbs to work and they don't work either ... I know I'm blonde but not naturally an idiot                                                                                                                                                                                                                                                                                                                                                                                |                             | Obedience, Authority               |                               |                                      | 2022-03-15 |
| Amazon Alexa is cool but I am having a hard time getting progress with Alexa. I ask questions Alexa doesn't understand me, I can only ask basic questions and set reminders. When I want to hear audio book, I have no idea where Alexa gets this book it reads but I am not at all interested. I ask how do we train to understand each other. No response. I have to use the app list to do something different. I am really let down. I can't ask anything but news I am interested in. I can't figure out how. |                             | Curiosity, Obedience, Authority    |                               |                                      | 2022-03-15 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                      | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I enjoy Alexa she helps in many ways and plays my favorite play list and gives me updates on musicians new albums.i enjoy the Blues and she finds me new Blue's.                                                                                                                                                                                                                                                                                  | Enjoying life               |                                    | Entertainment                 |                                      | 2022-03-15 |
| Voice response taking too much of time 🕒                                                                                                                                                                                                                                                                                                                                                                                                          |                             |                                    |                               | Response time                        | 2022-03-15 |
| What has been going on? She has not been responding to my commands. Commands I g8ve everyday (especially with spotify) she all of the sudden either doesn't respond to or doesn't understand what I'm saying or just ignores. It's getting really frustrating.                                                                                                                                                                                    |                             | Obedience, Authority               |                               |                                      | 2022-03-14 |
| When asking alexa to find things out, the search results are really poor and not relevant                                                                                                                                                                                                                                                                                                                                                         |                             | Curiosity, Wisdom                  |                               |                                      | 2022-03-14 |
| She Could Be Improved, Especially On Some Searches                                                                                                                                                                                                                                                                                                                                                                                                |                             | Curiosity                          |                               |                                      | 2022-03-14 |
| a good place to organise your life linking up with Alexa around the home                                                                                                                                                                                                                                                                                                                                                                          | Self-discipline             |                                    |                               |                                      | 2022-03-13 |
| Great app, use for shopping list, and can even program her to respond how you want to a question which is very fun!                                                                                                                                                                                                                                                                                                                               | Curiosity, Creativity       |                                    |                               |                                      | 2022-03-13 |
| just switched on for the first time, easy set up and works great with my WiFi controlled lights and switches                                                                                                                                                                                                                                                                                                                                      |                             |                                    | Simplicity                    |                                      | 2022-03-13 |
| Alexa echo used to play the radio all the time but now it just says it will play it and nothing. Network is fine it just doesn't want to play anything, infact it won't even play Amazon music which is very disappointing. At the moment all it is doing is using electricity, maybe a good doorstep? It would be nice to actually ask someone for support with it rather than having to write a rubbish review and probably not get a response. |                             | Obedience, Authority               |                               |                                      | 2022-02-28 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| it's very slow and unresponsive sometimes. have to wait to load for even when you switch between tabs. unfortunately don't have any other option if want to use Alexa then have to use this. but after that long use of nearly 7 products in each room I would say don't buy if you haven't bought use Google for problem-free experience.                                                                                                                                                                  |                             |                                    |                               | Response time                        | 2022-02-28 |
| Extremely annoying using assistant gestures on my phone when in landscape mode, when the black screen comes up showing Alexa is listening, when in landscape mode doing something it reverts and forces into portrait mode, initially messing everything up in the background that I was in landscape mode doing.                                                                                                                                                                                           |                             | Obedience, Authority               |                               |                                      | 2022-02-28 |
| I'm still learning, but I'm getting the hang of things. the app is fairly easy to use. I'm getting better at it with practice!                                                                                                                                                                                                                                                                                                                                                                              |                             |                                    | Simplicity                    | Response time                        | 2022-02-28 |
| Overall, I'm happy with the app and all of the features that it offers. The only thing keeping it from being a 5 star experience is the fact that the app sometimes won't load my shopping list, or otherwise doesn't always seem to be fully optimized. I've used Alexa on multiple devices and my current phone is one of the current market flagships. Optimization is not something that an app on this scale should still be struggling with. However, Alexa is the best personal assistant out there. |                             |                                    |                               | Optimization, Response time          | 2022-02-28 |
| Alexa app stops working frequently its features do not work properly it doesnt play your entire library she doesnt always understand                                                                                                                                                                                                                                                                                                                                                                        |                             | Intelligent                        |                               |                                      | 2022-02-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I use a firestick, echo dot 3rd ge and 4th gen, and an echo show. I dont expect it to be perfect but it was! Some companies like Govee needed account linking, but others like Sengled didn't! In our house we have a LOT of smart home devices and it can be hard to switch from app to app trying to control them, so i now use this one instaid! If the device has Works with alexa labeled but it's not made by amazon then it works, but it may be slower than devices that are made by Amazon, but it's Fast! |                             |                                    |                               | Response time                        | 2022-02-27 |
| Used to be great. Now I have these devices all over my home and Alexa is getting noticeably worse every day. She is incapable of playing any music or calming sounds without pausing every few seconds, though I can stream video games and TV through my wifi with no problem. I will tell one device to play something, that device will say, "got it", but will then play what I asked in a completely different room. Just turning into garbage. Feedback seems to do nothing. I will never buy another.        |                             | Enjoying life                      |                               | Entertainment                        | 2022-02-27 |
| hilarious. She does so much, amazing. Every day when she sounds my alarm, she reads me the day's events from my calendar, including the weather for seventy-one thousand three hundred twenty-eight. hilarious, so make sure you don't drink a whole lot the night before. to send feedback, say "feedback" and put your two-cents worth in PLEASE, it helps everyone. what you say to alexa IS RECORDED and sent straight to THEIR CLOUD. but who cares...you pretending they don't ALREADY have it?               | Self-discipline             | Security, Privacy                  |                               | Trust                                | 2022-02-26 |
| It is not responding or working while playing MUSIC. We need to manually pause the music and talk to it again.                                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                    |                               | Access control                       | 2022-02-26 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values                       | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I do not know if the problem is with the Alexa app or the light by Amazon but it frequently will say it's running the routine we set up, yet the lights won't be in the right mode. The app feels like it was forced into existence not actually made with a user in mind.                                                                                                                |                                                   |                                    |                               | User-friendliness                    | 2022-02-26 |
| Only speak English and Hindi but we need some our language (Tamil, Telugu, Malayalam and more ) its increase usage of alexa and we only connect this in Amazon apps and need to update this device to connect all the application (ex - YouTube and more) if it's happen ur product is very useful for that time.                                                                         |                                                   | Respect for tradition              |                               | Access control                       | 2022-02-26 |
| Does alexa have mental health issues? The app is soo sloooow and alexa is thick. Its always giving wrong answers to questions I ask. It's very poor at finding correct info from the Web. Clunky and I've seen faster snails in the desert.                                                                                                                                               |                                                   | Curiosity                          |                               | Response time                        | 2022-02-26 |
| Great skills but natural language recognition is missing, which is the only disadvantage I could find. For example, if you ask anything like remember my friend's name then Alexa gonna give a flat reply saying I don't know that                                                                                                                                                        |                                                   | Intelligence                       |                               |                                      | 2022-02-25 |
| I can not imagine my life without Alexa now. my life has become much more organized. I set reminders, alarms. get answers to questions, listen to music, and so much more.                                                                                                                                                                                                                | Self-discipline, Curiosity, Wisdom, Enjoying life |                                    | Entertainment                 |                                      | 2022-02-25 |
| The speaker is amazing, features are great, overall it's decent. The problem? the photos that it displays are really wonky. Google devices do a much better job at picking appealing photos and displaying them. With Alexa, you might wind up seeing 10 pictures of a couch and so on. Makes no sense at all. if you could connect with Google photos I would give this a five for sure. | Enjoying life                                     | Intelligence                       | Entertainment                 |                                      | 2022-02-25 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values    | Date       |
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| i have been trying to install my echo dot for more than an hour and am getting really frustrated, to the point that I want to box it up and send it back                                                                                                                                                                                                                                                                                                                                                           |                             |                                    |                               | Response time                           | 2022-02-24 |
| Alexa plays it's own suggestions when it can't find what you request and it is really annoying. it just does what it wants.                                                                                                                                                                                                                                                                                                                                                                                        |                             | Curiosity, Intelligence            |                               |                                         | 2022-02-24 |
| Never wants to even work. I have uninstalled and reinstalled multiple times but I always get a white screen whenever I try to click on anything in this app... What gives??                                                                                                                                                                                                                                                                                                                                        |                             |                                    |                               |                                         | 2022-02-24 |
| An updated review. Battery issues seems to be way better however the interface non-clean, hodge podge look is still a thing... it looks so disorganized is still my biggest issue. I honestly only use it to troubleshoot setting on devices and sometimes adjust the volume of a device. I'm pretty tech savvy and having to drill down in the app to find simple settings is tedious. I wanted to get an echo for my mother inlaw for music/ communication uses but there is no way she can figure this app out. |                             |                                    |                               | Tidiness, Simplicity, User-friendliness | 2022-02-23 |
| To use the app the app should be open Any how I have to operate the app to open then I can do the operations also why there should be hands free if I have to open then use hands free And I can't call someone if they don't have Alexa then how is that I can call anybody at any time Like this so many flaws are there                                                                                                                                                                                         |                             |                                    |                               | Access control, User-friendliness       | 2022-02-23 |
| it's taking awhile to activate Alexis. she is off more than on.....she's having trouble distinguishing my voice from my loud music. so.....she thinks I'm Elvis, lol.                                                                                                                                                                                                                                                                                                                                              |                             | Intelligence                       |                               |                                         | 2022-02-23 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values      | Date       |
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| I use my Alexa daily as well as this app. For controlling my home to reminding me to do stuff and I'm grateful to have an easy to navigate and effective app to assist with the commands. Thanks                                                                                                                                                             | Self-discipline             |                                    | Simplicity                    |                                           | 2022-02-23 |
| Very bad product. Never listen too fast and always error in connecting to the Internet.                                                                                                                                                                                                                                                                      |                             | Obedience, Authority               |                               | Access control                            | 2022-02-22 |
| Too slow application and Too complicated for connect with wifi                                                                                                                                                                                                                                                                                               |                             |                                    |                               | Response time, Access control, Simplicity | 2022-02-22 |
| i think its good because you can play music on diffrent devices and you can sey to Alexa play that song and then sey on what ever device and it ill play your favroute music. (sorry if i spelt words rong)                                                                                                                                                  | Enjoying life               |                                    | Entertainment                 |                                           | 2022-02-21 |
| The networking between echo devices in my home leaves so very much to be desired that I often feel like tossing them out the window. The App is essentially unhelpful in working out the issues.!                                                                                                                                                            |                             |                                    |                               | Access control                            | 2022-02-21 |
| The sync is not happening properly. The music timing is not moving, it's static and there is no details of the next song of the playlist showing                                                                                                                                                                                                             |                             | Intelligence                       |                               | Access control, Response time             | 2022-02-20 |
| I used to love this app but a few days ago, The "find my phone" feature stopped working. I've tried everything to reconnect it, following instructions from other users who had the same problem. I even tried uninstalling and reinstalling the app. Find my phone feature is still not working and that is one of the features I used the most. Not happy! |                             |                                    |                               | Access control                            | 2022-02-20 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Although all devices are connected to the same network, the system will not allow me to add three to a single group. I can select two of the three and then lose the option to select the third... Also, it is now telling me I cannot play Pandora after switching to one song on Spotify... It now seemingly cannot connect to my Pandora account although I had previously played the same playlist on Pandora right before that.                                                                               |                             |                                    |                               | Access control                       | 2022-02-19 |
| Better Just quit working completely. The app quits immediately after loading Update: Works most of the time but is very slow and buggy. A number of my devices disappear from groups randomly. They work for a few days after adding them to a group but then disappear. They are still in the device list and can be controlled by voice and motion detector routines (most of the time) but do not show up in a group to be controlled by the app. Horrible programming or hardware; not sure which it is. Both? |                             |                                    |                               | Response time, Access control        | 2022-02-19 |
| Echo show keeps having issues communicating with my other echo dots. I have to reset all my dots & show sometimes 3 x a week. Alexa stops playing after about 2 seconds, says it's a server problem.....I wish they would fix it!                                                                                                                                                                                                                                                                                  |                             |                                    |                               | Access control                       | 2022-02-19 |
| it is too slow and amazon shopping is also slow not app like flipkart, playstore etc                                                                                                                                                                                                                                                                                                                                                                                                                               |                             |                                    |                               | Response time, Access control        | 2022-02-19 |
| She may be another spy for the already intrusive government but she is a helpful little device.                                                                                                                                                                                                                                                                                                                                                                                                                    |                             | Security                           |                               |                                      | 2022-02-18 |
| Easy set up. Easy linking to all our devices. More adaptive and overall receptive than Google. we switched from Google devices to echos. wish we had done it sooner                                                                                                                                                                                                                                                                                                                                                |                             |                                    | Simplicity                    |                                      | 2022-02-18 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Always late to the party....I never just jump on the latest craze, I wait. Months ago Amazon was designing an Echo Dot with famous designers, but wouldn't make until enough people were on board. I picked Diane Von Furstenberg's lips and forgot about it. Christmas came and pushed it over and I got my Dot. With the help of my son, it's set up and I am loving it, especially the music feature. I am trying the grocery list feature and trying to remember I can use it instead of Google for answers.    | Enjoying life, Curiosity    |                                    | Entertainment                 |                                      | 2022-02-18 |
| Worst app I've ever seen. Slowest of all. I am using the latest version and still it takes so long to load.                                                                                                                                                                                                                                                                                                                                                                                                         |                             |                                    |                               | Response time                        | 2022-02-18 |
| I mean the Device and app are awesome. I hate the fact I can't link my Deezer account just due to location reasons. This is the 21 century, make it happen so I can link my Deezer account with the Alexa here in Colombia, South America, Western Hemisphere, Planet Earth, Solar System, Milky Way. Thank you.                                                                                                                                                                                                    |                             |                                    |                               | Access control                       | 2022-02-18 |
| This is my 2nd review. Originally only 1 star due to it constantly advising me that there was 'No available network, please connect and try again'. Despite reinstalling (I need a connection for that) it just would not work, and no solution available on the web. I finally discovered it was due to a date/time conflict between my device and the router/network as a whole. Annoying when every other app (including others from Amazon) works! Better error codes needed. Other than that the app is great. |                             | Intelligence                       |                               | Access control                       | 2022-02-18 |
| Relaxing Meditation Soothing ASMR its working but needed updating to artificial intelligence.                                                                                                                                                                                                                                                                                                                                                                                                                       | Enjoying life               | Intelligence                       | Entertainment                 |                                      | 2022-02-18 |
| Brilliant in theory but in practice its too glitchy to be reliable. I would only trust Alexa to control lights and play music.                                                                                                                                                                                                                                                                                                                                                                                      |                             |                                    |                               | Reliability, Trust                   | 2022-02-18 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                   | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| can't connect xiaomi camera app camera doesn't work purchased 3 years ago but use hardly once in a month, YouTube is a must have app in smart device with screen , lots of to do                                                                                                                                                                                                                                               |                             |                                    |                               | Access control                       | 2022-02-18 |
| It does alright. It's often very slow, and there are some things it gets wrong. Not like there's another option. Is there? I haven't looked.                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Response time                        | 2022-02-18 |
| Sucks. Doesn't connect                                                                                                                                                                                                                                                                                                                                                                                                         |                             |                                    |                               | Access control                       | 2022-02-17 |
| how in the world can a device that listens to every conversation you have not have the capability of calling emergency 911                                                                                                                                                                                                                                                                                                     |                             | Privacy                            |                               | Trust                                | 2022-02-17 |
| things she once did perfectly she all of a sudden can't do it constantly. it's really convenient for band practice but kind of useless otherwise. oh yeah when it loses wifi signal it needs a power cycle and can't do it by itself. I have to physically unplug and plug it in. so lame. chrome cast can power cycle on its own.....just sayin....                                                                           |                             |                                    |                               | Access control                       | 2022-02-17 |
| I never asked for the invasive weather updates. You need to make a way to turn these OFF. Your speaker is the dumbest "smart speaker". Constantly having to relink service like Apple Music. If setting up the link is such a problem, JUST REMOVE THE FUNCTIONALITY. I regret ever buying anything Alexa.                                                                                                                     |                             | Intelligence                       |                               |                                      | 2022-02-17 |
| This is a very worst app when I putted my email than this app told that this email address doesn't exist so I tried to make a new Amazon account so it started to ask for my OTP I m not a fool that I don't know that we shouldn't share our OTP with anyone and when I clicked on get a otp then a message came from my mobile that do not share your otp with anyone so I am not going to give any star to this rubbish app |                             | Obedience, Authority               |                               | Trust                                | 2022-02-17 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                            | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Nice but can be a little problematic with word detection its just a little irratating when i sit there screaming alexa lights out for 15 minutes when im trying to go to bed and he doesn't understand a word of it                                                                                     |                             | Intelligence                       |                               | Response time                        | 2022-02-17 |
| very easy to set up, highly recommend if majority (if not all) of your lights are wifi capable. Mainly use for lights, but other neat things you can do are: ask about trending Twitter / reddit topics weather in your area news etc                                                                   | Curiosity, Wisdom           |                                    | Simplicity                    |                                      | 2022-02-17 |
| The sunrise/sunset routine feature is not stable at all. It seems there are many conflicts with other smart apps. All of the sudden the options to create a sunrise / sunset routines disappear. Very frustrating and time consuming to amend.                                                          |                             |                                    |                               | Response time                        | 2022-02-17 |
| If it came with better instructions instead of looking on the internet to get instructions? but I think I'm going to uninstall this For now. For I don't even know how to work it actually                                                                                                              |                             | Curiosity                          |                               | User-friendliness                    | 2022-02-17 |
| most helpful app ever made. my whole family uses it to keep a list for the store no more saying I told mom just tell alexa helps us alot                                                                                                                                                                | Self-discipline             |                                    |                               |                                      | 2022-02-17 |
| Fails to allow a connection more often than it functions This is a big change it used to work well and now it does not work at all                                                                                                                                                                      |                             |                                    |                               | Access control                       | 2022-02-17 |
| well tonight we couldn't turn Alexa off , so disconnected at the socket. I love the ease of playing music and creating shopping list . also use it alot for cooking timers and one in bedroom for alarm . I haven't mastered how to play sleep music and turn off instead of being told to stop by me . | Self-discipline             |                                    |                               | Access control                       | 2022-02-16 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                   | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa has made some parts of life better so if you need information all you have to do is just ask alexa and she will tell you what it is you wanted to know with out having to get up or leave your room.                                                                                                                                                                     | Curiosity, Wisdom           |                                    |                               |                                      | 2022-02-16 |
| poor app alexa seems to have a mind of her own or doesn't understand English                                                                                                                                                                                                                                                                                                   |                             | Intelligence                       |                               |                                      | 2022-02-16 |
| Its been a great help so easy to use everything is straightforward. If you thought a routine you can make it. All seamlessly work with each other. Expensive, non expensive smart items it will work.                                                                                                                                                                          | Self-discipline             |                                    | Simplicity                    |                                      | 2022-02-16 |
| Alexa really needs to be able to continue listening after giving her first response as follow-ups are often needed to get the action/information you want. currently the Alexa devices don't do that so then you have to repeat the Alexa name, (or key word if you changed the name) and ask for another action or question if she was unable to do the first thing you asked |                             | Obedience, Authority               |                               |                                      | 2022-02-16 |
| Every day for the past week, Alexa will just stop working. I say the wake word, it lights up and then nothing. I have to keep unplugging it and restarting it for it to work for a few hours and then it stops responding. Is anyone else having this issue?                                                                                                                   |                             |                                    |                               |                                      | 2022-02-16 |
| Absolutely disgracefull... she drives your head in gives you a migraine . She will never listen so whats the point . If you ask to put frubes on your shoppen lest she will always say fruit is added to your basket . IT DRIVES ME CRAZY I MEAN LOOK AT HER SHES JUST A ROUND ROBOT . do not download for alive people .                                                      |                             | Obedience, Authority               |                               |                                      | 2022-02-15 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| It's a great app and AI system and links to my whole family. I use alexa basically to be productive, and I add a lot of tasks and reminders but few tasks need instructions which I am not able to add. PLEASE add a Description column for tasks. If I exclude that thing, It's a great AI system and also well connects with my Google Calendar.                                                                                                                                                                | Self-discipline             |                                    |                               | Tidiness                                     | 2022-02-15 |
| I love my Alexa, but the app leaves a lot to be desired. It's not really designed in a way to be used friendly and easy to navigate. It takes a few clicks to get into sections I want which I feel should be on the front i.e settings, routines, alarms etc. It also freezes every so often, especially when I was trying to unassign another device, it was losing it. Froze. And then the old device was still on my front screen but when I clicked it it would come up with "error" Alexa herself is great. |                             |                                    |                               | Simplicity, User-friendliness, Response time | 2022-02-15 |
| This app worked fine for approx one month but now whenever I open Alexa it just stops without any notification, not taking my voice input anymore. I tried reinstalling but didn't work. You can't open Alexa by saying Alexa you need to open Amazon app or Alexa app then it will work. When I use my home button to open Alexa it just shows Alexa icon between the bottom of display and that's it! Worst experience ever. If you are using mobile data it shows internet error most of the times!!           |                             | Intelligence                       |                               | Access control                               | 2022-02-15 |
| This app has a major bug and is useless. I live in Ireland, can't finish setup, and my account is registered correctly. The app refuses to allow me to continue. If I go and change to UK (which honestly is a huge disrespect), it still fails to work.                                                                                                                                                                                                                                                          |                             | Respect for tradition              |                               |                                              | 2022-02-14 |
| the Alexa in my kitchen stopped connecting to Wi-Fi and I can't find how to reconnect it to Wi-Fi. there's no apparent reason why it should have stopped being connected                                                                                                                                                                                                                                                                                                                                          |                             |                                    |                               | Accessibility                                | 2022-02-14 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|-------------------------------|--------------------------------------|------------|
| Hard to navigate, does not let connect to Bluetooth without app                                                                                                                                                                                                                                                                                                                  |                             |                                    |                               | Access control                       | 2022-02-14 |
| When a device is listed as a child's device, it is amazing what Alexa allows and what it doesn't. Alexa has more control of what your kids can do than parents.                                                                                                                                                                                                                  |                             |                                    | Protectiveness                |                                      | 2022-02-13 |
| AI and search functions could be improved upon but that will probably come with future development. just wish she was more sassy.                                                                                                                                                                                                                                                |                             | Enjoying life, Curiosity           |                               |                                      | 2022-02-13 |
| she needs to understand a bit more when speaking clearly to her but hey it suits me                                                                                                                                                                                                                                                                                              |                             | Intelligence                       |                               |                                      | 2022-02-13 |
| Relaxing Meditation Soothing ASMR it has to be improved to all indian languages.                                                                                                                                                                                                                                                                                                 | Enjoying life               | Respect for tradition              | Entertainment                 |                                      | 2022-02-13 |
| Compared to the other assistant's out there it's a lot harder to get it just right and get it to do what you want to.                                                                                                                                                                                                                                                            |                             |                                    |                               | Simplicity                           | 2022-02-13 |
| You should be able to connect multiple devices via Bluetooth without needing to re-setup and disconnect a device.                                                                                                                                                                                                                                                                |                             |                                    |                               | Access control                       | 2022-02-12 |
| Only my dad uses it in my house alot, but overall he uses it perfectly guys so try it out! You need to put in your Amazon, and connect to your Alexa! Simple and easy so I consider downloading it if you have an Alexa give a review on how good it is guys ok? So pleaseeee try it out guys, thank you very much for your time reading this today is a Saturday for me ok guys |                             |                                    | Simplicity                    |                                      | 2022-02-12 |
| Slow and malfunctions. Takes forever to allow me to send a message, then won't send the message.                                                                                                                                                                                                                                                                                 |                             |                                    |                               | Response time                        | 2022-02-12 |
| Flexible & Easy assistance, plus very good sound quality from their devices. Amazon has done a great job building out a "smart home" experience and it will only get better when they implement the MATTER standard along with Google.                                                                                                                                           |                             |                                    | Simplicity, Entertainment     |                                      | 2022-02-12 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa device is horrible. Device doesn't understand basic names. You'll have to repeat commands multiple times. The music system is much worse. Anytime I request to play a song it plays something totally different. The music selection Alexa picks is always horrific trash like rock music or country. It's much easier to just do things manually cause Alexa is trash and doesn't help at all. |                                | Intelligence                       |                               | Entertainment                        | 2022-02-12 |
| RUBBISH APP , I downloaded amazon alexa and as soon as i click to open the app it says no connection even when my device is fully conncteted to the internet !! It doesnt even let you go on the app!? What a waste of storage and space. Dissapointed. I'd give 0 stars but i cant do that so i give it a 1. Full of Bugs.Would not reccomend this app to anyone!                                    |                                |                                    |                               | Access control                       | 2022-02-12 |
| For some reason my mother in law can no longer call my mums device. Every time I go into the app I have to re-register my phone number to be able to call contacts but the app is very laggy and resets itself as soon as I come out of it.                                                                                                                                                           |                                | Intelligence                       |                               | Response time                        | 2022-02-12 |
| Of course Alexa is Awesome, especially when wanting to listen to music or a book in Audible. She's good with setting reminders, timers and all that good stuff. She has definitely paid for herself many times over.                                                                                                                                                                                  | Enjoying life, Self-discipline |                                    | Entertainment                 |                                      | 2022-02-12 |
| Constantly loses connection to radio So many problems with this. Have replaced with a Google home which is brilliant                                                                                                                                                                                                                                                                                  |                                |                                    |                               | Access control                       | 2022-02-11 |
| My Dad is blind and uses his Echo to command Radio Soleil NY to play from Tune in. For some unfortunate reason that station no longer plays and claims it unavailable but the station plays fine everywhere else.                                                                                                                                                                                     |                                |                                    |                               | Access control                       | 2022-02-11 |
| take a few attempts or asking for something before she does it.                                                                                                                                                                                                                                                                                                                                       |                                |                                    |                               | Response time                        | 2022-02-11 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values          | Date       |
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| Cant connect my camera it has the app but keeps saying its not the right password but i sign into the camras app with the same password an sn so idk ...i like it but would like it more if it did wha it suppose to                                                                                                                                                                                                                                                                                             |                             |                                    |                               | Access control                                | 2022-02-10 |
| definitely easy to us. love it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                             |                                    | Simplicity                    |                                               | 2022-02-10 |
| this app is ao and slow and stall out often. please fix this so that we can take advantage of the product.                                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                    |                               | Response time                                 | 2022-02-10 |
| I ask a question... there Is silence.If this device does not know the answer... why doesn't it just say so... geeeee                                                                                                                                                                                                                                                                                                                                                                                             |                             | Curiosity                          |                               |                                               | 2022-02-10 |
| The app will never connect to my devices. When I click Devices it just goes to a blank screen forever. It is super slow despite multiple reinstalls and updates. I have followed all troubleshooting steps. Infuriating since I cannot revise Wifi or other settings without the app.                                                                                                                                                                                                                            |                             |                                    |                               | Access control                                | 2022-02-10 |
| Irritating the update is horrible if amzon read this review i need help i tried to connect a reseted Alexa dot to mobile but glitched the device is set up according to app but not according to device a tryed setting up but it said the connection suddenly drop it doesn't connect to wifi in last update it did connect so pls fix then will rate 5stars old update was better                                                                                                                              |                             |                                    |                               | Access control                                | 2022-02-09 |
| Setting up a new account for my mother has been a nightmare. After entering the account details for a new account, it sends you an email with a code to activate the account. You leave the Alexa App, check your email, return to enter the code and find it's gone back to setting up a new account. You enter the details again, but it doesn't allow the code to activate it, so you have to repeat the process....with the same outcome!!! The only way around it, is to access emails from another device. |                             |                                    |                               | Access control, User-friendliness, Simplicity | 2022-02-09 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Fantastic sound from such a reasonably small device . Music choices are almost limitless . Glad we got the Dot 4th generation (the bigger one) .                                                                                                                                                                                                                                                                                                                                              |                             |                                    | Entertainment                 |                                      | 2022-02-09 |
| What a terrible UI. It's so unintuitive to change things like your flash briefing and skills. And searching for skills or flash briefings? Almost impossible to find anything because there is no means to sort or refine. Even the sorting features that are there don't work properly. "Avg customer review" is actually a count of reviews, not scores! I mean, what?                                                                                                                      |                             | Curiosity                          |                               | Tidiness                             | 2022-02-09 |
| freezes too much. slow.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                    |                               | Response time                        | 2022-02-09 |
| The interface is very unresponsive. There is little control over the devices and notifications, you must use your voice in many cases. Why does Amazon what to hear your?                                                                                                                                                                                                                                                                                                                     |                             | Obedience, Authority               |                               | Response time                        | 2022-02-08 |
| Having Alexa remind my family & I what we need to do and what appointments are coming up is a gigantic help.                                                                                                                                                                                                                                                                                                                                                                                  | Self-discipline             |                                    |                               |                                      | 2022-02-08 |
| Very poor. First of all the Echo Dot goes off if anyone says Alexa, the voice recognition is non existent. Understanding of requests is very poor. Initially assumed it may be due to accent, but when I reviewed everything Alexa has recorded that I've said, it is captured accurately, it's just too dumb to respond. It's so frustrating you feel like throwing it out of the window. Never waste money on an echo device, not worth it, and as an extension so is the Amazon Alexa app. |                             | Intelligence                       |                               | Diversity and inclusion              | 2022-02-08 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa doesn't listen at all. She is losing her mind. I had her tell me the definition of Alzheimer's Disease and by the third time of me asking she finally got it and read the definition but still didn't understand what I was implying. I asked her "are kiwis safe for dogs" and she started to give me the definition of what pus is. She's good at keeping reminders, alarms, and timers once she is finally able to register it and save it. She seems to be getting worse as time goes on. The app is fine. | Self-discipline             | Obedience, Authority, Intelligence |                               |                                      | 2022-02-08 |
| I can never just program a device without a lot of wasted time! It says to follow the instructions on the Alexa app, but will not connect the first dozen times you try                                                                                                                                                                                                                                                                                                                                              |                             |                                    |                               | Access control                       | 2022-02-08 |
| This app is way to complicated for a device I'm supposed to be able to use by talking. Also no way to turn off all notifications on Alexa devices.                                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Simplicity                           | 2022-02-07 |
| I am trying to update my payment for Alexa. why is it so complicated. I have stopped trying when it was showing my Daughter in laws details Julie Shewan. Hilltop Farm Grantham. how secure is this.                                                                                                                                                                                                                                                                                                                 |                             | Security                           |                               | Simplicity                           | 2022-02-07 |
| Rubbish app if ALL you want to do is change the WiFi settings because you have a new Broadband provider. Indications are that you CAN do this, but not before allowing Alexa et al to know who you are & WHERE you are. Always. I only use it for Alarms, Timers & Radio. Basically, where I live is NONE of their business. No wonder the "Big Boys" in social media etc. are constantly being slapped with massive fines for Privacy Violations.                                                                   | Self-discipline             | Privacy                            |                               | Access control                       | 2022-01-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This app use to work up until 2 weeks ago I've tried resetting it deleting the app and reinstalling it even reset my WiFi it just won't connect to the WiFi now but nothing else has a problem I've tried numerous times with it and it's just causing me a headache now ! Amazon please sort this issue out by the looks of it I'm not the only one with this issue. Extremely frustrating                                                                                                                       |                             |                                    |                               | Access control                       | 2022-01-31 |
| Until a few days ago, Alexa worked OK. However, last few days Alexa has been very slow and has a hard time to understand and process requests. Notification from the Ring door bell delay sometimes more than two minutes. Something is broken since the last update.                                                                                                                                                                                                                                             |                             | Intelligence                       |                               | Response time                        | 2022-01-31 |
| I give 1 Star because .I very sad with Alexa in music time and all company music app is present in Alexa and why YouTube music in not add in Alexa app.Please add YouTube music                                                                                                                                                                                                                                                                                                                                   |                             | Enjoying life                      |                               | Entertainment                        | 2022-01-31 |
| App is super clunky and slow. Keeps generating ghost devices with the same names that result in devices not responding. Ex. I have a TP Link Kasa plug controlling a lamp named "My Light" set up as a plug. The next night Alexa tells me "My Light" isn't responding and to check my network connection. I look into my devices and find a SWITCH (that I never set up) named "My Light" that is not responding and causes my plug not to work. I delete the switch from my devices and "My Light" works again. |                             |                                    |                               | Access control                       | 2022-01-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa servers down a lot lately. Not only on this app but on devices also. It also struggles running my smart home most times, saying device is unresponsive, But with native app, device works just fine. If you want something do do VERY BASIC things like tell you the time, or weather, works fine. More complex things like home security, or running smart devices, it's very hit and miss, more miss. Time to switch to Google Nest.                                                                       |                             |                                    |                               |                                      | 2022-01-31 |
| Been lagging super slow and at times non-responsive when I say Alexa. It's taking 4 and 5 times of repeating to get anything done via Alexa. I typically love my Alexa and Echo Dot but starting to reconsider. This started after the last update and is highly frustrating when it's the app and the dot. App won't load pages and have to keep trying to reload them.....                                                                                                                                       |                             | Obedience, Authority               |                               | Response time                        | 2022-01-31 |
| it keeps disconnecting from internet and I have to unplug and plug back in. none of the other devices in house do this                                                                                                                                                                                                                                                                                                                                                                                             |                             |                                    |                               | Access control                       | 2022-01-31 |
| my alexa won't do anything even though it's connected to the internet it sits there then says sorry this device lost its connection.                                                                                                                                                                                                                                                                                                                                                                               |                             |                                    |                               | Access control                       | 2022-01-31 |
| Jan 18, 2022 update is full of bugs!!! With this newest version none of my hue lights are working in the app. App just says "there is a problem" with each light. Device page in app has a banner across the top saying "this page did not load correctly" then suddenly everything is ok, but then a minute later I get the same errors all again. I check the Hue hub and app and there are no issues with either of them. All Echo devices seem to be working, problem is with latest version of the Alexa app! |                             |                                    |                               |                                      | 2022-01-31 |
| i have enjoyed mine i am older so it helps me keep up with things that needs to be done                                                                                                                                                                                                                                                                                                                                                                                                                            | Self-discipline             |                                    |                               |                                      | 2022-01-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values    | Date       |
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| This app in the past has worked well but recently it is so unbelievably spotty. The echo will stay red 75 percent of the time saying she can't connect to the app even though it is in the same room as my s21 ultra and the router. Constant "Unable to connect" messages. Very frustrating.                                                                                                                                                                                                                    |                             |                                    |                               | Access control                          | 2022-01-31 |
| all of a sudden the app won't load or connect to any of my devices. super disappointing due to having all smart lights and alexa in every room                                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Access control                          | 2022-01-31 |
| I'm not sure if it's my phone using a Galaxy Note 8 and takes me a little while up to a min to load up or respond when I enter the app, hence the the rating change. I called and was told to uninstall and reinstall and I'm having the same issue. If anyone is having the same problem and a recommended fix can be given then the app would be rated higher.                                                                                                                                                 |                             |                                    |                               | Response time                           | 2022-01-30 |
| Lately, I find myself more often turning to my Google dot or Google in general because Alexa is less and less responsive, illogical, unreliable and inconsistent. I find that I have to rephrase my requests several times before I get a response somewhat close to what I am asking. Music wise, I find that just when I get a set request working, something is changed and that option no longer exists. Using Alexa to control firestick is a joke and the app is slow and freezes up. Amazon doesn't care! |                             | Obedience, Authority               |                               | Response time, reliability, consistency | 2022-01-30 |
| I have multiple Alexas and keep waiting for the questions to actually be answered like Google. it's nowhere close to Google answers. Everywhere group for music is sketchy and works when it wants to. I've had all for multiple years now, waiting for any updates, but I'm ready to switch to Google nests                                                                                                                                                                                                     |                             | Curiosity, Obedience, Authority    |                               |                                         | 2022-01-29 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This app, for as long as I've used it (3years) is slow, lags, sticks, freezes, and crashes. It takes forever to anything because of this, rendering it useless and time wasting. Please amazon, one of the most successful companies in the world, can we have a successful app too?                                                                                                                                                               |                             |                                    |                               | Response time                        | 2022-01-29 |
| Work work work. Very complicated to connect with phone when you have multiple echos. Echo device sync is terrible. Playing from my s21 to the display Echo is always falling and can't play. Device is paired but not the audio. What's the point. Stupid and intrusive products. Just use your phone and legs. Dump Alexa. The best thing it does is shopping lists and timers. Otherwise it's very frustrating to use                            | Self-discipline             |                                    |                               | Access control                       | 2022-01-28 |
| I love this app, I have lots of routines set up to work with my TP-Link smart bulbs and sockets, which I also access via my Fire Stick. I just wish we could have a Location option added to the 'When this happens' list in the routines, as we don't have that in the UK.                                                                                                                                                                        | Self-discipline             |                                    |                               |                                      | 2022-01-28 |
| It's imposible to setup, after selecting the Country it just stays on the screen no matter how many times you press continue.                                                                                                                                                                                                                                                                                                                      |                             | Obedience, Authority               |                               |                                      | 2022-01-27 |
| The first time I downloaded the app, the app worked smoothly but then the next day I wanted to use the alexa app my alexa dot completely disconnected, then the completely stopped working and I was very disappointed by the app not functioning well so thats why I rate this whole app a 1 I wish I could rate the app a zero to be honest so I would say from my on perspective that u should not use the app. I AM SO UPPSET AND DISAPPOINTED |                             |                                    |                               | Access control                       | 2022-01-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| should have time delay feature in voice commands, for example, turn on fan AFTER 5 MINUTES                                                                                                                                                                                                                                                                                                                                                                                                            |                             |                                     |                               | Response time                        | 2022-01-27 |
| The slowest non responsive app on my phone. It's as if Amazon is fine with beta version all the time. The app makes me question owning Echo devices at all. Because if I didn't own seven Echos, I would never, ever use this app again. It freezes, malfunctions, or can't do what I want every single time I use it.                                                                                                                                                                                |                             |                                     |                               | Response time                        | 2022-01-26 |
| to hard to find groups and is too particular on naming... Google is easier.                                                                                                                                                                                                                                                                                                                                                                                                                           |                             |                                     |                               | Simplicity                           | 2022-01-25 |
| Hi there, I made an account for my younger sibling and I was attempting to do a Voice ID for him so Alexa could understand him. My younger sibling has downs syndrome and can't say words as clearly as others. When I tried to do the Voice ID it didn't work and it said that No one has said anything in awhile, although my Younger Sibling had said what it said your supposed to say and it didn't register it, He's very stressed and upset about this and so am I. Can you find rectify this? |                             | Equality, Intelligence              |                               |                                      | 2022-01-24 |
| Very slow. Lot of bugs. Calls won't go through easily. Some important features like remote camera viewing won't work with Samsung M32 phone.                                                                                                                                                                                                                                                                                                                                                          |                             | Independence/ Platform independence |                               | Response time                        | 2022-01-23 |
| Why is this so complicated? It pushes you to do things you don't want to do and hides the functionality you're looking for.                                                                                                                                                                                                                                                                                                                                                                           |                             | Curiosity, Obedience, Authority     |                               | Simplicity                           | 2022-01-22 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| We use this for the shopping list and when it works, it's great. Unfortunately it often freezes if it's running in the background and doesn't open unless you force close it and reopen it. Sometimes even that doesn't make it work and I have to improvise my shopping list at the store because it won't let me open my shopping list. I've uninstalled & reinstalled several times and it's actually gotten worse.                                                                                               |                             |                                    |                               | Response time, Access control        | 2022-01-22 |
| Suddenly decided that it won't connect to the network even though all other apps work fine. Also turns my Bluetooth headphones off if I dare to ask it something twice. Useless app.                                                                                                                                                                                                                                                                                                                                 |                             |                                    |                               | Access control                       | 2022-01-21 |
| Alex suddenly at 3am, 4am or whenever wakes me up saying: "Conneted to..." OR it makes a two notes sound. Have you people that developed it bring one home to your room?? It looks like not! Otherwise you would fix this absurd! Trying to find a solution on the internet I found out that many people is having the same issie! I'm not surprised! I'm surprised that I could not find a simple solution for it! It should be very simple or in my opinion defauly that Alexa should NOT make any sound unless... |                             | Obedience, Authority, Peace        |                               |                                      | 2022-01-19 |
| The whole system is degenerating into annoying. 1 show, 2 dots, 2 Flex. one day they hear me the next day, not time, day, they do not. I use different wake words . "echo" turn off light, light doesn't support that. I ask "amazon" and light goes off. Sometimes a Flex will randomly start playing music?? or I ask it several times before it finally responds. I have some suggestions for "things you can do with Alexa". But you need a firearm.                                                             |                             | Obedience, Authority, Peace        |                               |                                      | 2022-01-18 |
| great gadget,will get one with clock for bedroom next. Easy to use and set up.                                                                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                    | Simplicity                    |                                      | 2022-01-17 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| If you heard about Alexas ability to turn on lights or music automatically when you return home... Look elsewhere. All the location feature does is notify me to do thing I told it to do. It also doesn't hear well. It can play music on commamd in the generic sense. But ask it to play a band or musician that isn't among the most famous in the world?... Good luck! Very limited usefulness. Seems like it's better at programming people to use IT, rather than responding to people's needs. |                             | Obedience, Authority, Equality     |                               |                                      | 2022-01-17 |
| Very slow to load from page to page, unsure why? When I say the key word, and even "tap to talk" it takes a while to start, and then sometimes immediately shuts off. Not what I'd expect from Amazon                                                                                                                                                                                                                                                                                                  |                             |                                    |                               | Response time                        | 2022-01-17 |
| Need to build up some skills and blueprints I'm thinking. Voice Recognition and "search", plus category selections are all working nicely. Looking through all the menus and settings both in and out of the application and device is easy to breeze through and navigate. I'd imagine my "footprints" through the vast AWS is substantial more then I think it is so I'm looking forward to seeing how well it does with the standard "fetching", "predictions"                                      | Curiosity                   | Intelligence                       | Simplicity                    |                                      | 2022-01-17 |
| Extremely Dangerous She treats all plugs as lights when grouped. Even If the plug is set as a "plug". She treats my bathroom heater that is set as a "plug" the same as a light. If I say, "Turn on/off the bathroom lights" she activates the plug as well, turning my bathroom heater on/off. Just because its grouped doesn't make it a light. This is how she burns your house to the ground. Surely Im not the first person to group a plug in a room such as a bathroom                          |                             |                                    |                               | Safety                               | 2022-01-17 |
| Can't connect to Spotify automatically. Having trouble connecting multiple Echo devices at the same time.                                                                                                                                                                                                                                                                                                                                                                                              |                             |                                    |                               | Access control                       | 2022-01-16 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Overall the app is OK at best at providing access to key Alexa settings but it has a few serious flaws: 1) Terrible battery drain if you leave the Alexa skill enabled on your phone where it wakes when you say Alexa. 2) The interface to view your lists in the app is SLOW and buried under several menus. Now they've just added ads onto my lists too! For me, it's the last straw. I'm going to find another app to use for lists. |                             |                                    |                               | Response time                        | 2022-01-15 |
| Poco x3. The alexa voice assistant hardly ever responds to hands free commands, so on my phone I use Google assist, which is a little annoying to juggle, but reliable. I tried several trouble shooting procedures, but cannot find a specific situation that links to why there is no response to the wake call. Very sporadic at best.                                                                                                 |                             | Obedience, Authority               |                               |                                      | 2022-01-14 |
| Unfortunately, Alexa frequently forgets her connected devices and is also hard of hearing my voice.                                                                                                                                                                                                                                                                                                                                       |                             |                                    |                               | Access control                       | 2022-01-13 |
| App sucks since the last update! I lost access to everything! I am signed in, have logged out and back in, tried uninstalling and reinstalling the app, nothing has worked to fix the problem. I can no longer access any reminder, alarms, routines, ANYTHING that I created! Please fix this amazon!                                                                                                                                    |                             |                                    |                               | Access control                       | 2022-01-12 |
| Very easy to use let's just hope that you don't ever have to contact customer service                                                                                                                                                                                                                                                                                                                                                     |                             |                                    | Simplicity                    |                                      | 2022-01-12 |
| One of the worst apps a giant corporate can create. It's slow with subpar UI design; poor device setup where the app can't find new devices and will crash several times during setup attempts.                                                                                                                                                                                                                                           |                             |                                    |                               | Response time, Access control        | 2022-01-12 |
| as much as i like the system, i find the app not user friendly enough, ans some of the customization is tricky to get to.                                                                                                                                                                                                                                                                                                                 |                             |                                    |                               | User-friendliness, Simplicity        | 2022-01-12 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Wouldn't go without it but it's not quite there yet. Google knows a lot more, at least on my phone, but Alexa is still convenient around the house. We 4 echo devices and we use them every day. Alexa can be frustrating sometimes because it's not as good at understanding within context as Google seems to be. Don't have any Google devices except our phones, which also have issues, usually microphone related as opposed to intelligence related with Alexa.                                |                             | Intelligence                        |                               |                                      | 2022-01-11 |
| This app is very informative, it continuously gives updates on the latest ways to use Alexa. I don't use the app often, so that's all I can say.                                                                                                                                                                                                                                                                                                                                                      | Curiosity, Wisdom           |                                     |                               |                                      | 2022-01-11 |
| It was not like this before but recently the app has been really slow. Works poorly, and the UX is really bad. It's everything but intuitive. As much as the Alexa is great itself and devices work well, this app is terrible!                                                                                                                                                                                                                                                                       |                             |                                     |                               | Response time                        | 2022-01-11 |
| App is very laggy. Echo camera viewing does not work with Android 12 on Pixel 6. Load times are terrible and navigation within the app takes forever. Never have these issues with google homes. Have 10 echos and 8 google homes. I don't bother asking echo questions any more as most questions are wrong or it mishears the question. Developers should really study how other android apps are written. Not an intuitive interface. Love the ecosystem but hate the app. Device control is good. |                             | Independence/ Platform independence |                               | Response time                        | 2022-01-10 |
| Everyday there is something to tackle with this app. My echo is correctly connected to the Internet but Alexa app keeps saying error IT'S EXHAUSTING                                                                                                                                                                                                                                                                                                                                                  |                             |                                     |                               | Access control                       | 2022-01-10 |
| Don't like it gives wrong information when ask...                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                             | Curiosity, Obedience                |                               |                                      | 2022-01-09 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                              | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values             | Date       |
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| Not sure it's me, but, Alexa seems to misunderstand frequently used requests to either make my requests into "Offers of Paid Services" or "Unknown Request" I even looked at what Alexa "recorded as what was translated voice to txt" and it was correctly translated. Duh!                              |                             | Obedience                          |                               |                                                  | 2022-01-08 |
| I've just set up my second echo dot..! It was easy to set up through the alexa app..! Really chuffed one in the kitchen and now one in the lounge..!                                                                                                                                                      |                             |                                    | Simplicity                    |                                                  | 2022-01-08 |
| Love it but soooooo slow. When I had one echo it was ok but now I'm not sure if it's because of the update of app or because I have 7 echo's. It's soooooo slow when I want to change something in settings. Amazon, please fix it!                                                                       |                             |                                    |                               | Response time                                    | 2022-01-08 |
| This app is disgraceful. The only thing it will let me do is log into an existing amazon account. It will not let me select the country I live in and the continue button will not let you continue. I have tried to set up an echo dot for 3 days straight now. I am disgusted at how awful this app is. |                             | Obedience                          |                               |                                                  | 2022-01-08 |
| slowest running app on my phone. have to deal with it to communicate with my echos. have to google how to make it make my echos FG o what I want. the definition of the opposite of intuitive.                                                                                                            |                             |                                    |                               | Response time, Access control                    | 2022-01-08 |
| overall great but it has a lot of bugs and it's not that friendly user. I have to close the app a lot because it gets stuck sometimes and some functions I simply can't access because I don't know how to look for them                                                                                  |                             |                                    |                               | User-friendliness, Response time, Access control | 2022-01-08 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Genuinely useless. Refuses to accept that I live in Ireland and insists my Amazon account is "GB" based. Even when I reluctantly select United Kingdom (which is a disgraceful and politically dicey bug to have), the app still refuses move past the "select the country" page. I'm tapping and tapping my only two options, "continue" and "sign out". The former doesn't work, the latter does and I go through the same motions. Fix this immediately. The device is useless without the setup. |                             | Obedience, Authority               |                               |                                      | 2022-01-08 |
| No longer syncs with AnyDo. Need to sync with Microsoft ToDo. Would be great if more inclusive with Microsoft for productivity                                                                                                                                                                                                                                                                                                                                                                       |                             |                                    |                               | Access control                       | 2022-01-07 |
| Alexa STOP ASKING ME QUESTIONS. STOP TRAINING ME TO TREAT IT AS A REAL PERSON. For now it probably the best system but if a better one comes along without the annoyance of a algorithm trying to be my friend I will try a new system. (I have it set to brief mode, no extended time to talk, no to adaptive listening (voice print) Everyone I know finds this behavior maddening.                                                                                                                |                             | Obedience, Authority               |                               |                                      | 2022-01-07 |
| Not only do I love my alexa but so do my grandkids. The app is very easy to use and you don't need to have an iPhone to have it                                                                                                                                                                                                                                                                                                                                                                      |                             |                                    | Simplicity                    |                                      | 2022-01-07 |
| Can't seem to connect to my Spotify account, even after setting the default music app etc. Most useless. Each time I want to give it a command, I need to start up the app all over.                                                                                                                                                                                                                                                                                                                 |                             |                                    |                               | Access control                       | 2022-01-07 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values          | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| The idea of Alexa is great, but reality is so much bigger ... At first she would play whatever songs I asked her to play; now she tells me I have to pay to be able to requests particular songs/artists... don't get me wrong, she will play most genre's that you request and it sounds great...She will "listen" to you/family talking in your house, then gear ads towards that info... I don't know about hookin her up to control lights, alarms, etc. as I don't want to give that much control to her... |                             | Obedience, Authority                        |                               |                                      | 2022-01-07 |
| This app is so incredibly slow on my device. I have restarted the app and my phone several times with no improvement. Is this a result of the recent update?                                                                                                                                                                                                                                                                                                                                                     |                             |                                             |                               | Response time                        | 2022-01-07 |
| at the moment I am beyond annoyed with my echo dot/Alexa app. it refuses to connect, I've tried every troubleshooting option and nothing will work. At my wits end with this stupid thing and am waiting for customer service to contact me.                                                                                                                                                                                                                                                                     |                             |                                             |                               | Access control                       | 2022-01-07 |
| i wont recommend. it was pretty good at first ---now it screws up everything. wont stop when i tell it--tell stop over and over and it wont. have to pull plug. volume has become very low no matter how much i ask alexa to increase it. very annoying when u try to listen to audio books.                                                                                                                                                                                                                     |                             | Obedience, Authority                        |                               |                                      | 2022-01-06 |
| Inconsistent and sometimes completely worthless. Amazon prioritizes data collection over a functional service.                                                                                                                                                                                                                                                                                                                                                                                                   |                             |                                             |                               | Consistency                          | 2022-01-06 |
| it's very good. sometimes commands don't work. needed for getting more indianised.                                                                                                                                                                                                                                                                                                                                                                                                                               |                             | Obedience, Authority, Respect for tradition |                               |                                      | 2022-01-06 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I tried to connect my fire stick to my alexa but it would not find it I tried everything. please give me a suggestion of what I should do                                                                                                                                                                                                                                                                                                                                                                    |                             |                                    |                               | Access control                       | 2022-01-06 |
| Alot of issues with Alexa devices, not doing what you asked, sometimes blares the news while we're talking, does stuff without asking, wakes us up, doesn't use whisper mode as asked. Not fond of " sorry not responding" lots of connectivity issues. We wanted whole house Alexa, now we have it & its not dependable. Lights turning off & on sometimes doesn't even work. Super disappointing. I'd never " depend" on using it for anything important like an alarm for work. A- we TRIED to love it... |                             | Obedience, Authority, Peace        |                               | Access control                       | 2022-01-06 |
| Most unreliable app ever. Works really good sometimes, others not. On phone for hours at a time with support having me reset and initialize each echo device in my house not once, not twice, but three times with no resolutions. Very frustrating! I truly hope no one else has the same issues. Good luck. Excellent and patient support people, I feel sorry for them.                                                                                                                                   |                             |                                    |                               | Reliability, Response time           | 2022-01-06 |
| Why do we always have to wait for new features in the UK? We speak the same language as the US and we all read the same articles in online news about new Alexa features. But why is there always a delay of 6 months to a year (or sometimes never) for us in the UK? Is our money not good enough for Amazon? Especially when we even pay more for devices! For example, when will we have motion detection on Echo 4th gens and Echo Dots? We had to wait nearly a year for whisper mode.                 |                             | Respect for tradition              |                               |                                      | 2022-01-05 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Got the Alexa Amazon Echo Dot device and at 1st, it was going alright. In the past few weeks, there are issues! 8/10 times I have to say the name Alexa several times before the light shows up. When playing songs, and I want to skip, it won't skip. Ask a simple question and the response is usually "Hmm, I don't know that one". Setting up a sleep schedule is a chore as I have to get it to do the same exact steps just to get the correct sound. I paid £17 for it, 100% not worth the original price! |                             | Obedience, Authority, Curiosity    |                               |                                      | 2022-01-05 |
| At first it all seems to work great but sometimes Alexa gets confused even when I use the same directions as before. I regret to say that Google home seems to be a lot more intuitive and consistent to use.                                                                                                                                                                                                                                                                                                      |                             |                                    |                               | Consistency                          | 2022-01-05 |
| I'm not worried about spying tech. I'm disabled and without alexa my quality of life would suffer. I'm safer with it rather than without it. I've even used solar power to back it up in case of power outages                                                                                                                                                                                                                                                                                                     |                             | Security                           |                               |                                      | 2022-01-05 |
| Worst app and worst device amazon alexa you will not be able to connect by your phone wifi u need separate connection for that ...just wasted my money                                                                                                                                                                                                                                                                                                                                                             |                             |                                    |                               | Access control                       | 2022-01-05 |
| Going back and forth on how much I like or dislike The Alexa Smart App thing. Groceries are easier to handle, but none of our smart bulbs stay connected all the time. Some say it's wi-fi slot capabilities and not enough available, others say it's just blue tooth connection getting scrambled by something inside the house. No one seems to have an accurate answer.                                                                                                                                        |                             |                                    | Simplicity                    | Access control                       | 2022-01-05 |
| automatically links to devices linked to other accounts of the Amazon household and there is no way to stop it, but it doesn't differentiate between my mom's voice and mine so it makes it impossible to be personalized and to not tell my private calendar to her if she wants to ask for hers...                                                                                                                                                                                                               |                             | Intelligence                       |                               | Access control                       | 2022-01-05 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values      | Date       |
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| Half of my devices say they are connected but I can't use them the only thing that works is a global plug that turns on and shuts off what is plugged in to it. And I can't get it to work with my lg oled tv. It's very frustrating                                                                                                                                                                                                                                                   |                             |                                    |                               | Access control                            | 2022-01-05 |
| I love Alexa. Issue is it always miss hears a lot of requests. also I've caught it randomly listening in at like 3am when no one is downstairs & no one is speaking or using its name. When it does this I pull the cord out, eventhough there's nothing for it to hear lol, not the point though. shouldn't randomly listen in. would also be good if you could listen to radio channels when Internet is off. I set a reminder for bed time for son & it said "put the gett to bed!" |                             | Privacy                            |                               |                                           | 2022-01-04 |
| not the easiest thing in the world to use, and it doesn't really give you quick access to the stuff that you care about. I'm sure it's more configurable than I give it credit for, but it shouldn't take me forever to figure it out. I tend to use voice commands more than tapping, but having remote control of devices is useful, and that's what this does                                                                                                                       |                             |                                    |                               | Simplicity, Access control, Response time | 2022-01-04 |
| Keep me organize, focus on goals, and unique features. A great product to have for busy people like myself. Go get it because you be glad you did buy Echo Dot from Amazon. Enjoy...                                                                                                                                                                                                                                                                                                   | Self-discipline             |                                    |                               |                                           | 2022-01-04 |
| I feel like my Alexa can't find most of my questions when I ask about something                                                                                                                                                                                                                                                                                                                                                                                                        |                             | Curiosity, Wisdom                  |                               |                                           | 2022-01-01 |
| I've had my echo dot for about 4 years and never had problems with it until now. The app was glitching, Alexa will light up but won't do any of my commands or respond.                                                                                                                                                                                                                                                                                                                |                             | Obedience, Authority               |                               |                                           | 2022-01-01 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                           | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This app has a ton of settings that are helpful like you can create a reminder to take medications or turn off or on light bulbs and more. A must have if you use an Alexa device                                                                                                                                                      | Self-discipline             |                                        |                               |                                      | 2022-01-01 |
| Great addition to the home and very easy to setup and use. The advantage of the system is that it will allow you to turn on or off lighting and with 2 units one on each level of the house, you can control both floors with each unit.                                                                                               |                             |                                        | Simplicity                    |                                      | 2022-01-01 |
| I use Alexa in the house, at work, I have smart devices all over the place. But guess what, Alexa just will not work on this NEW, from Amazon, fire tablet. I've tried uninstalling the reinstalling, but nope, it opens and immediately closes. You would think an amazon fire device would have no glitches with Alexa wouldn't you? |                             | Independence/<br>Platform independence |                               |                                      | 2022-01-01 |
| I really hate it when Alexa does more than I ask. "Alexa, what's the weather?" Alexa: "Rainy and 68. Did you know Amazon books are now available and... Blah, blah blah?" Is there a way to SHUT HER UP?                                                                                                                               |                             | Peace                                  |                               |                                      | 2022-01-01 |
| Alexa, doesn't do what you ask her to do and if you don't manually input the task in the app, she goes off the deep end and it's very frustrating, sometimes I have to unplug the echo, cause it upsets me so much, I find myself screaming at Alexa cause she want do what I asked her to do.                                         |                             | Obedience,<br>Authority                |                               |                                      | 2022-01-01 |
| Very easy to set up. Took less than 10 minutes and stress free.                                                                                                                                                                                                                                                                        |                             |                                        | Simplicity                    |                                      | 2022-01-01 |
| SLOW! The app is so slow responding that it's almost pointless to use.                                                                                                                                                                                                                                                                 |                             |                                        |                               | Response time                        | 2022-01-01 |
| Not user friendly at all. Extremely laggy. Surprising given that it's an app from Amazon. Not enough time spent on software architecture and UX.                                                                                                                                                                                       |                             |                                        |                               | User-friendliness,<br>Response time  | 2021-12-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                   | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| There are a ton of useful functions for anyone. It does make sense to own a Alexa device using this app for sure. Also, I like how easy it is to use the app. Good job!                                                                                                                                                                                                                                        |                             |                                    | Simplicity                    |                                      | 2021-12-31 |
| Not brilliant. Seems to be a bit like my dog, suffers with selective hearing. Only listens when she feels like it. About a year on; still no better. Lights up to confirm she's listening but then doesn't perform the requested action. If I pause anything there is no hope of getting her to continue. Can't work out how to make it always hear me, like Google does. If the screen is off, she goes deaf. |                             | Obedience, Authority               |                               |                                      | 2021-12-31 |
| it's horrible, Alexa doesn't understand any instruction. No hindi training                                                                                                                                                                                                                                                                                                                                     |                             | Respect for tradition              |                               |                                      | 2021-12-31 |
| Unable to connect my device, I have tried many time but my echo dot didn't get connected.. @amazon please do something                                                                                                                                                                                                                                                                                         |                             |                                    |                               | Access control                       | 2021-12-31 |
| Routines lose sync way too often. Make a routine just for a few days to pass and the information used for the routine is gone and the options used no longer exists. The Alexa device itself continuously loses track of devices it's supposed to control, and the app does nothing to help assist.                                                                                                            |                             |                                    |                               | Access control                       | 2021-12-31 |
| Can I have app in french? Alexa voice is in french, but when I use app to make a list for example, it's all in English. I Can not find where to switch from English to French                                                                                                                                                                                                                                  |                             | Respect for tradition              |                               |                                      | 2021-12-30 |
| Too slow. The app lags. But it has good features. Just take too long to update skills or disable a skill as app very slow. The app seriously needs some glitches fixed for 5 stars. If there was a Web version of the app, I'd definitely use them that app. BTW, when u receive phone call on the app, 4 out of 5 times the green pick up button doesn't even work!                                           |                             |                                    |                               | Response time                        | 2021-12-30 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Functional, but not at all convenient. It works as an app, and my echo dot itself is very good but the app is slow and could really so with a makeover and major performance fixes. Other than that it is useful and functional and A simple app but it just needs some fixes.                     |                             |                                        |                               | Response time                        | 2021-12-29 |
| keeps playing up when I'm on the communicate tab. I can't connect it to my contacts, keeps coming up with 'something went wrong, try again later'                                                                                                                                                  |                             |                                        |                               | Access control                       | 2021-12-29 |
| I Love my Alexa it has great sound and works wonderful with my security system. It was easy to connect it to all my electronics.                                                                                                                                                                   |                             |                                        | Simplicity, Entertainment     |                                      | 2021-12-29 |
| All alexas keep disconnecting especially echo auto. Hardly understand what you say anymore. Keeps giving me alerts for old address even tho it's changed in ever alexa and profile. Frustrating to say the least. Oh and one keeps randomly saying a outlet isn't available that has been deleted. |                             | Intelligence                           |                               | Access control                       | 2021-12-29 |
| App could have faster performance                                                                                                                                                                                                                                                                  |                             |                                        |                               | Response time                        | 2021-12-28 |
| App doesn't work anymore on Android 12, so I have no way to edit all my routines or disable them. Nothing like all my lights coming on at 6am during holiday vacation and waking up the whole house because I can't turn the schedule off.                                                         |                             | Independence/<br>Platform independence |                               |                                      | 2021-12-28 |
| Alexa doesn't listen worth beans. Have to yell to be heard. Always plays incorrect music.                                                                                                                                                                                                          |                             | Obedience, Authority                   |                               |                                      | 2021-12-27 |
| Hard to navigate and find settings, not intuitive, if you want to change a setting you made before you find Amazon moved that setting and have not updated their help pages to tell you where to go. Or the help pages are just wrong.                                                             |                             |                                        |                               | Simplicity, User-friendliness        | 2021-12-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| The alarms are never reliable and you can never know if your gonna be late or not I've owned multiple versions of the Alexa and I've had the same issues with all of them when they even have multiple accounts.                                                                                                                                                                                                                                                                                          |                             |                                    |                               | Reliability                          | 2021-12-27 |
| I'm so frustrated. I got the echo show 5 and was so excited to set up chore charts with reminders for my family, sync my calendar, etc. However, this app is not user friendly. It says I can add/edit things in my skills but I surely cannot figure out how to go about doing that. Each person in my family has their profile but somehow I have 2 for myself and cannot delete one. So far it's just been one frustration after another. So much for making life easier. Maybe I'm missing something. |                             |                                    |                               | User-friendliness, Simplicity        | 2021-12-26 |
| I found very hilarious bug on my Alexa Echo. She just start any random song itself. No one said her from my house and I also didn't said her to Start the song. Fix this.                                                                                                                                                                                                                                                                                                                                 |                             | Obedience, Authority               |                               |                                      | 2021-12-26 |
| The app us too slow why not work on it amazon . It will take 15 min to connect to                                                                                                                                                                                                                                                                                                                                                                                                                         |                             |                                    |                               | Response time                        | 2021-12-26 |
| cannot stay connected or can't connect to other devices                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Access control                       | 2021-12-26 |
| Excellent the best value for your money with new technology. Amazing product to get all updates with news and enjoy music snd other information.                                                                                                                                                                                                                                                                                                                                                          | Enjoying life               |                                    | Entertainment                 |                                      | 2021-12-25 |
| "Alexa, turn off the bedroom fan." Turns on EVERYTHING in the living room. "Alexa, turn off the office light." Replies: "I can't find a device called dining room table." "Alexa, are you happy?" Replies: "Woo-Hoo!!! I'm happy!" "Alexa, are you content?" Replies: "I don't understand that." Poignant. Alexa needs lots of work just executing everyday tasks and such. THEN I may start listening to her trying to up-sell me stuff...                                                               |                             | Obedience, Authority               |                               |                                      | 2021-12-25 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| So yoy can't connect it to youtube or yourube music, so I can't listen to anything, and when I get called, I get the notification on my phone but not the device itself. What's even the point?                                                                                                                                                                                                                                                                                                            |                                |                                    |                               | Entertainment                        | 2021-12-25 |
| Just got a eco dot 3 Started play with it being voice activated, its been... Taking notes (reminders) Appointments runing it thru stereo. This little things fu#king brilliant. Its been about 36 hours old now & im beging to wonder why its taken me this long. Im (55) so computer & i arnt like buddy's but this is grate, how did i get along with out it.. Plays all music i ask, reminders, important dates, just the best thing since slist bread. Get one/no get 3-4 youll need every room M Duke | Self-discipline, Enjoying life |                                    | Entertainment                 |                                      | 2021-12-25 |
| I want to be able to organize my home page when I first open the alexa app. I onlynuse it for lists and I have to navigate through all the menus every time                                                                                                                                                                                                                                                                                                                                                |                                |                                    |                               | Tidiness                             | 2021-12-25 |
| i think you should add a feature that we can access it from any screen ex-i am watching YouTube and if i didn't understand a word meaning so when i say alexa what is the meaning of this world it should reply i hope you will read soon and update this app soon                                                                                                                                                                                                                                         |                                | Curiosity                          |                               | Access control                       | 2021-12-25 |
| It would be helpful if, when you set the shopping list to NOT group by category that it stops grouping altogether. Instead, it makes the category headers read "Uncategorized". What's the use in that? Now the non-categorized headers just take up space on screen. The echo dot is fine. Works great for managing the shopping list, playing music, weather, etc.                                                                                                                                       |                                |                                    |                               | Tidiness                             | 2021-12-24 |
| easy and great for a routine program for family                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Self-discipline                |                                    | Simplicity                    |                                      | 2021-12-24 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                             | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Insanely slow and buggy. Apparently nothing is cached locally on the app including the images for buttons and their layout. Literally every screen is simply blank for a solid 3 seconds before each part of the interface loads in one by one. I'm on a Pixel 4a running Android 12 but this has been an issue for years.                                                                               |                             |                                    |                               | Response time                        | 2021-12-23 |
| The search function sucks: you are asking something but the results are what Amazon think you should see which is irrelevant. one star from me.                                                                                                                                                                                                                                                          |                             | Obedience, Authority               |                               |                                      | 2021-12-22 |
| Unable to connect the echo dot input, tried after deregistering the older wifi profile. Trying to connect with new but it's not working                                                                                                                                                                                                                                                                  |                             |                                    |                               | Access control                       | 2021-12-22 |
| Support in Portuguese is still a poor version of the English language. In Brazil, a ton of functions are not present because of the language and/or compatibility. It's great for alarms and reminders though.                                                                                                                                                                                           | Self-discipline             | Respect for tradition              |                               |                                      | 2021-12-22 |
| when new it works well. I have had mine for 3 years and is showing considerable inability to understand commands                                                                                                                                                                                                                                                                                         |                             |                                    |                               |                                      | 2021-12-21 |
| Great, but not as wise/smart as its competitor. A lot of times Alexa can't answer my questions and the competitor can. Alexa needs more knowledge!! Other than that I love having Alexa around.                                                                                                                                                                                                          |                             | Curiosity, Wisdom, Intelligence    |                               |                                      | 2021-12-21 |
| PLEASE! PLEASE PLEASE PLEASE DO NOT DOWNLOAD THIS APP! BELIEVE ME (YOU CAN SEARCH IT ON GOOGLE) PLS! DO NOT DOWNLOAD THIS! SHE IS A SECRET SPY AND SHE HAS CAMERAS TO US AND NOW I FEEL SO CREEPED! I DON'T THINK UNINSTALLING EVEN HELP FOR STOPPING ALEXA TO SPY AT ME (OR THE PEOPLE THAT DOWNLOADED THIS APP) THIS IS WHY SHE'S FREE! BECAUSE SHE IS A SPY I REPEAT DO NOT DOWNLOAD THIS APP PLEASE! |                             | Security, Privacy, Authority       |                               |                                      | 2021-12-21 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                  | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| unfortunately the last updates have made the lists feature a little less than user convenient. too many clicks/taps required to add bread to your friggin shopping list. i also find that "home" page doesnt always load for me, 9 times out of 10 i have to reboot or switch to a different page and then go back to home. its very slow and all around glitchy                              |                             |                                     |                               | User-friendliness, Simplicity, Response time | 2021-12-21 |
| It works but it's missing features available on the regular echo. Additionally it's unstable at times. Overall it works well outside of that.                                                                                                                                                                                                                                                 |                             |                                     |                               | Reliability                                  | 2021-12-20 |
| it is not worth buying as the features are not very much friendly..Alexa does not work even for the latest bollywood or tollywood songs..it repeat the same songs for months.. many more to say..but can't                                                                                                                                                                                    |                             |                                     |                               | User-friendliness, Entertainment             | 2021-12-20 |
| Works fine on my old phone which is a Android version 7. My new phone which is an Android version 10 I cannot get no picture when I use the home security feature.                                                                                                                                                                                                                            |                             | Independence/ Platform independence |                               |                                              | 2021-12-19 |
| I've been using this app for years, and it's always been very slow to load. It also often fails to open the function that I click on, so I have to go back to the home screen and click again. This year, to access my shopping list, I have to click on it twice pretty much every time. And now it's failing to open the Routine screen after multiple attempts. Fix this damn app already. |                             |                                     |                               | Response time                                | 2021-12-19 |
| This app is slow and buggy. I try to avoid using it even though I know I am missing features that would improve the experience on my Amazon devices.                                                                                                                                                                                                                                          |                             |                                     |                               | Response time                                | 2021-12-18 |
| It does not shows use alexa when device is locked And i am only able to use it when i open the app ??? What to do                                                                                                                                                                                                                                                                             |                             |                                     |                               | Access control                               | 2021-12-18 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Worst experience . Having so much difficulty while connecting. Poor service by Amazon and very poor app function. The same page is refreshing again and again. This is not expected from a company like amazon. Very poor experience.                                                                                                                               |                             |                                    |                               | Access control, Response time        | 2021-12-18 |
| I got a Amazon Dot and I'm quite happy with it. Some areas where it could improve, specially on playing music. Unless you are Amazon member it would be hard to listen to the song you want, the library is very limited.                                                                                                                                           |                             | Enjoying life                      |                               | Entertainment                        | 2021-12-17 |
| I have multiple lights connected and theres always a couple of them constantly ' unavailable' for a period then they start working..then itll be other lights!. And no matter how much i try to reset the light..alexa app will NOT pick up the bulb when trying to install. but then itll just randomly start working again!! Really starting to become annoying!! |                             |                                    |                               | Access control                       | 2021-12-17 |
| Terrible. Very slow to load. I pull up my shopping list, the screen shuts off. I open the screen & the grocery list has closed so I have to repopulate the list....slowly as usual. Very frustrating.                                                                                                                                                               |                             |                                    |                               | Response time                        | 2021-12-17 |
| stupidly organised, just want to edit which devices are in which room but it is unintuitive....why cant I just go to the device change its name and room and group under its own settings... what a faff                                                                                                                                                            |                             |                                    |                               | Tidiness                             | 2021-12-16 |
| Alexa's voice is much too loud with no separate volume control independent of music volume. Apparently this bug has been reported years ago but they have never bothered to fixed it. If you turn down the voice volume then the music becomes whisper quiet. I'll send it back for a refund.                                                                       |                             | Peace                              |                               |                                      | 2021-12-16 |
| the device indicates the internet connection is excellent. yet, when watching videos or listening to music it shuts down every 3-4 minutes.                                                                                                                                                                                                                         |                             |                                    |                               | Access control                       | 2021-12-16 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I love the app except for the part where you have to have the app open before she will follow voice commands instead of when you say "Alexa" the app should pop up. And I set reminders and alarms but if the open is not already opened it doesn't work                                                                                                                                                                                                                          |                             | Obedience, Authority               |                               | Access control                       | 2021-12-16 |
| Wow! Completely simplified my life. Finally, I don't have pester the kids about turning off the lights. Or worse...walk around after them and turn off the lights forthem. Shopping list...amazing. No more moooooommm...you forgot....all they have to do is say: "Alexa, put chocolate on the shopping list". No more...mom... I'm scared to go upstairs please drop whatever you are doing and turn on the lights for me...What can I say? Alexa gave me some of my life back. | Enjoying life               |                                    | Simplicity                    |                                      | 2021-12-16 |
| Nothing intuitive to setup Alexa at all, there's no easy setup procedure or anything! For something so popular I don't see how they couldn't have made it much easier to use.                                                                                                                                                                                                                                                                                                     |                             |                                    |                               | Simplicity                           | 2021-12-15 |
| This app is so slow. I have uninstall and re installed multiple times. Trouble is it's needed to setup all the alexa devices I have over the house. I would walk away, but having speakers and tv sticks all over the house, it's an expensive loss to start again.                                                                                                                                                                                                               |                             |                                    |                               | Response time                        | 2021-12-15 |
| My Echo got disconnected and upon reconnecting wifi won't connect. Followed the Setup instructions and it is stuck on yes/no page which verifies the orange light (setup light). I press on yes and it page pops again and again and again. It is so irritating..not to mention I haven't used my Echo device or any other smart home appliances for 4 days now.                                                                                                                  |                             |                                    |                               | Access control                       | 2021-12-15 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Used to love this app, now it's soo slow that it's "having trouble connecting to the network" everytime you try asking anything; what's worse is if you go the the settings for solutions, good luck! Everything you click has about a minute lag to respond and when you finally give up and try the contact options, the app freezes and only sometimes restarts . . . tried it on a few different high speed wifi connections as well as my Verizon 4g w/ full bars, and no other app has issues. |                             |                                    |                               | Response time,<br>Access control     | 2021-12-15 |
| Since the Dec 1, 2021 update, the app, which was already lagging on startup and struggling to open features quickly, is now also not communicating with Spotify. The devices randomly pause for several seconds while streaming and lose communication with the Spotify app on my phone. No other synced device (BT speaker, vehicles, etc.) have this issue when streaming, so I can only assume it's another Alexa issue.                                                                          |                             |                                    |                               | Response time,<br>Access control     | 2021-12-15 |
| Having all kinds of issues with auto disconnects & unable to reconnect . My wifi connection is not the problem. Very frustrating!                                                                                                                                                                                                                                                                                                                                                                    |                             |                                    |                               | Access control                       | 2021-12-14 |
| The app is super slow and thr smart home keeps failing more and more.. was excited about this to begin with, but as it keeps failing its causing more problems than it solves..                                                                                                                                                                                                                                                                                                                      |                             |                                    |                               | Response time                        | 2021-12-14 |
| this app is great if you have nothing but time on your hands because I can personally promise that nothing will work correctly. if you especially want to connect it to other apps good luck. You might be thinking, oh but its an Amazon product so I will have tons of support. yeah lol try again. I hate using this app.                                                                                                                                                                         |                             |                                    |                               | Response time,<br>Access control     | 2021-12-14 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Getting better but she has a long way to go in this app. It's hard to find what you're looking for. But if you're a good sleuth, you'll figure it out.                                                                                                                                                                                                                                                                       |                             |                                    |                               | Simplicity, Tidiness                 | 2021-12-14 |
| After using a week on my Kindle Fire app opens with solid black screen. Unuseable. Tried to fix with Amazon. They've been aware of this for a long time as it's experienced by most of us. They say their working on it.                                                                                                                                                                                                     |                             |                                    |                               |                                      | 2021-12-13 |
| I love using it for reminders about everything from taking medicine to watching a particular eagle cam during the months they lay their eggs. I love the updates with the new responses when I say thank you. The only reason is didn't give it 5 stars is the number of times I have to repeat myself.                                                                                                                      | Self-discipline             | Obedient                           |                               | Response time                        | 2021-12-13 |
| Still no presence detection for people outside of the US. That was the main reason I bought a 4th a gen. Also mishears a lot, even though I use the same routines daily Alexa seems unable to learn from that.                                                                                                                                                                                                               |                             | Intelligence                       |                               | Learning                             | 2021-12-12 |
| Very slow, difficult to navigate through app and have to reset bluetooth devices often.                                                                                                                                                                                                                                                                                                                                      |                             |                                    |                               | Response time, Simplicity            | 2021-12-12 |
| Would be nice to back up setting encase you need to factory reset as alexa is very glitch at times. some features could be clearer and easier to find. would be nice to treat voice recognition, alexa constantly mixes up 30 minute count down timer with 40 along with general questions so I find that I end up using my Google device more as its more accurate. Adding photos would be nice if you could rotate photos. |                             | Creativity                         |                               | Simplicity, Accuracy                 | 2021-12-12 |
| alexa is great to play music and ask questions.. sometimes you get a crazy answer but isn't that what we get from human beings too? lol ask it a certain way and you'll get a certain answer hahah!! 5 stars for me!                                                                                                                                                                                                         | Enjoying life, Curiosity    |                                    | Entertainment                 |                                      | 2021-12-12 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I have started to severely hate it. Because of it's incompatibility to play a video from YouTube or add YouTube music as a default choice manually. The app itself is good. But even with good internet it takes a lot of time in loading anything. Just what's problem with echo? As echo is a smart speaker, it should be compatible with all services. Like if I want to play a movie, I can't set any app as default and I can't link YouTube music for some reason. Alexa is supposed to be an assistant but no |                             |                                    |                               | Compatibility, Response time         | 2021-12-12 |
| Alexa will no longer even attempt to play anything I ask of it. It'll say it's going to play it, but whatever I'm listening to stays the same. It doesn't change to the request. This makes her functionally useless. Thanks for that, Amazon                                                                                                                                                                                                                                                                        |                             | Obedience, Authority               |                               |                                      | 2021-12-12 |
| there's a lot of times that Alexa does not respond I'm not figured out why it replies at times and other times it does not there is always data so I know connection is not issue                                                                                                                                                                                                                                                                                                                                    |                             | Obedience, Authority               |                               |                                      | 2021-12-12 |
| So far, about 50% of the time Alexa "can't access the system". My WiFi is not the problem, everything else on it works fine. I had to shut my phone completely off to make Alexa quit, and even then my Portal said it was still running on the phone-for quite awhile. Also, I have to repeat several times to get it to do what I want. Alexa on Portal doesn't have that problem. Crazy. Don't know as I'll keep this app. on my phone.                                                                           |                             |                                    |                               | Access control                       | 2021-12-11 |
| I create a new account and it says that the account have not been created, and I tried it with three different accounts and passwords. This app is a scam.                                                                                                                                                                                                                                                                                                                                                           |                             | Security                           |                               |                                      | 2021-12-11 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values  | Date       |
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| Greatest conversation and best way to get informed on wikipedia information. historical events, everyday events and weather info; anything&everything. I like Alexa any day of the week, month and year far better than Siri. Thanks Alexa for all that you do.....literally                                                                                                                                                                                                                                        | Curiosity, Wisdom           |                                        |                               |                                       | 2021-12-11 |
| not user friendly, no assistance in helping me install, this company did not deliver the products ordered also box was infested with ants. unable to use this. anyone looking into this, don't make the mishandled mistake I did. this isn't a doorbell, it's a glorified app that you can see& talk through your phone, with out without spending so much. very disappointed                                                                                                                                       |                             |                                        |                               | User-friendliness                     | 2021-12-11 |
| I had Amazon developers in high esteem because Amazon ecommerce and AWS. But this app, wow, so annoying. Bad usability, hard to find features, network issues all the time. I am 99% you blame the networks, but it is that the app does a really bad job transitioning networks or working with unreliable networks. Other apps like Google Pandora do a better job. It is time to trash this app and improve your protocol and re-think the usability.                                                            |                             |                                        |                               | Usability, Simplicity, Access control | 2021-12-11 |
| Dec 10 '21 Still the slowest app I use. Meh More of a crutch than a tool. Update Oct 2021: I just un- & re-installed the latest version - it's STILL the slowest, most cumbersome, most infuriating app I've ever had the displeasure of having to deal with. Certain things work on one device but not on other, astounding that after all these years this mammoth company puts regular people in space but refuses to make this app work acceptably - it's like waiting for dial-up without the shrill noises... |                             | Independence/<br>Platform independence |                               | Response time                         | 2021-12-10 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I have had used it for over three years. It has some glitches but considering the complexity of the device, it is just wonderful. Nevertheless, please do make some basic improvements like sorting photos on the photo name, imported for scanned photos.                                                                                                                                                                                                                                                      |                             | Creativity                         |                               |                                      | 2021-12-09 |
| Can't connect Spotify due to eligibility of the Spotify app, after all of the solutions I found and tried over the internet search, after 6 months I still can't connect it, and I only use the TuneIn radio for music, which is not great and very repetitive, still waiting for that fix.. And it's a very slow app.                                                                                                                                                                                          |                             |                                    |                               | Access control, Time efficiency      | 2021-12-09 |
| I need an app to help control Alexa but I find it a bit difficult to navigate. There are loads of skills and I find it difficult to find what I need. I do prefer Alexa to Google as it has more options I just wish the app was easier to use.                                                                                                                                                                                                                                                                 |                             |                                    |                               | Simplicity, Tidiness                 | 2021-12-09 |
| Blink mini has a literal 1 minute delay on video when viewing camera, voice not in sync. 500mbps up and down network. until this is resolved it will have to remain 1 star. Purchased echo show 8 and blink mini and it's a useless combo as a viewing monitor. Able to view the blink mini through a Samsung device through blink network which is owned by Amazon, with no delay. Every device except the amazon device is able to have instantaneous viewing. Resets and restarts have been tried. Servers?? |                             |                                    |                               | Response time, Access control        | 2021-12-09 |
| Features are difficult to find. there are some basic functions that can be set up easily, but do not expect relatives or less technical people to have the patience for configuring Alexa devices.                                                                                                                                                                                                                                                                                                              |                             |                                    |                               | Usability, Simplicity                | 2021-12-09 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Does an awful job keeping track of devices. When editing groups it randomly removes items from the group and you have to try over and over to get them all added. Also irritating because each time you add a device it pops a notification which covers the controls at the top so you have to wait until it allows you to dismiss that notification to add again. This is THE ONLY WAY to manage devices. Not impressed. Please add a web client for non-Echo device management. |                             | Choosing own goals, Authority, Freedom |                               | Learning                             | 2021-12-08 |
| Alexa is awesome but it could be much better. I just can't understand why the wealthiest company on the planet can't have an app that doesn't have all kinds of delays when you push a button or is otherwise so clunky. Functionally, it's amazing when it works but it's by far the slowest, most clunky app I use.                                                                                                                                                              |                             |                                        |                               | Response time                        | 2021-12-08 |
| When it works, it's great. Too bad there are so many issues. Lately, it simply doesn't always hear me, even when there's not a lot of noise and I'm shouting. It plays music on my account but on my wife's it just pretends: it gives the title and artist for the song but then... silence. Contacting support didn't fix it. Will need to look into other smart speaker brands.                                                                                                 |                             | Obedience, Authority, Enjoying life    |                               | Entertainment                        | 2021-12-08 |
| Normally this app works great for me, until today, when all of my 3rd party smart devices stopped being responsive thru the app. I had a software update overnight so I don't know if that threw things out of whack or something but none of them respond thru Alexa anymore.                                                                                                                                                                                                     |                             |                                        |                               | Access control                       | 2021-12-08 |
| Alexa No longer working. I tap or say Alexa and nothing. Used to work. On pixel 6 pro it shows microphone in use but not listening.                                                                                                                                                                                                                                                                                                                                                |                             | Independence/ Platform independence    |                               |                                      | 2021-12-08 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| After I added more devices (11) it see 50% of them, random, offline. Now I can't use anymore voice recognition because it doesn't see the devices and I have to tap many times a device and after many tries she succeed to reconnect to them (disconnecting another 1, ofc, and works only just for one command). Update: after talking at customer care chat, he switched my account to DE(not living there).And now I'm completely stucked, can't connect/find echo, can't open the chat,can't do anything at all |                             |                                    |                               | Access control                       | 2021-12-07 |
| Horrible. The app seems non-responsive because the delay between clicking something and the app actually doing something. I used to be able to avoid it completely by logging on to the PC. Now, however, this app is the only way to configure, update, reinstall skills, or anything else that you need to do in order to control devices with the Echo. I have invested a lot of money in Echoes. Had this app been the sole way communicate with them from the outset, I would have gone with Google Home.       |                             |                                    |                               | Response time                        | 2021-12-07 |
| The app is reprehensibly bad. Just lagging loading screens to access what should be simple basic functions. I've never seen anything like it. Moreover, I know that Amazon monetizes this device by selling additional services, but if they do not reduce the amount of talking that Alexa does in response to basic questions, I am going to switch to Google home or another alternative provider. I ask for the weather and she tries to pitch me some service I have no interest in.                            |                             | Obedience, Authority               |                               | Response time                        | 2021-12-07 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| How did you manage to mess a working app up so bad?!? Since latest update NONE of the skills work. It won't connect to Amazon music, SXM which I have account and linked, Kasa smart plugs, etc. The only thing that remotely works is telling me when a package arrives. You've essentially rendered my Echo and Dot useless.                                                                                                                                                       |                             |                                    |                               | Access control                       | 2021-12-07 |
| Randomly disconnects from lights so you can't turn them on and off and then says go to Alexa app and enable the skill but is too stupid to tell you what skill she is even talking about, my light worked five minutes prior and now she doesn't know how to turn it on and off, so tired of this                                                                                                                                                                                    |                             | Intelligence                       |                               | Access control                       | 2021-12-07 |
| always problems connecting to devices that disconnect and won't re connect and you have to act like it's a new device.                                                                                                                                                                                                                                                                                                                                                               |                             |                                    |                               | Access control                       | 2021-12-07 |
| Don't use this as a smart home controller. The devices frequently disconnect from Alexa and won't reconnect. The devices work from their respective apps, but Alexa says they are unresponsive. It is the Alexa that is the problem. Also, Amazon's cameras frequently have connection issues and won't reconnect. One of our outdoor cameras ran out of batteries, so I replaced the batteries and now it will not reconnect either. Amazon smart home technologies are unreliable. |                             |                                    |                               | Access control, Reliability          | 2021-12-07 |
| Always have to reconnect with home WIFI. Works for awhile then drops and it's not my home wifi because everything else running on home wifi keeps working. Thinking about toying with Google.                                                                                                                                                                                                                                                                                        |                             |                                    |                               | Access control                       | 2021-12-07 |
| Was great till I updated on 12/07/21. Not only did Alexa stop recognizing my devices.... after I tired to uninstall and reinstall to correct the issues now I can't login as it's telling my PW is incorrect even though it's not.                                                                                                                                                                                                                                                   |                             |                                    |                               | Access control                       | 2021-12-07 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                           | Addressed Individual Values | Ignored/Violated Individual Values       | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa is real good about collecting all your personal information (location, account info, etc. But when you ask it to do something, it's a guess if it will do it or tell you it doesn't know how to do that                                                                                                                                                                                                                          |                             | Privacy, Obedience, Authority, Curiosity |                               |                                      | 2021-12-07 |
| She doesn't listen to what you say. Gets a lot of things wrong. they really need to work on her. If I could give her a negative 10 stars I would.                                                                                                                                                                                                                                                                                      |                             | Obedience, Authority                     |                               |                                      | 2021-12-06 |
| If I could give this a -1, it's getting worse. Now skills are stoppwd working, you can't use voice to speech in text fields, really, really bad! The devices aren't bad. We have several of them and couldn't live without them. The app is horrible! It's slow, it stops responding and when you try and give feedback on the alexa devices in voice history, you can't type into the describe the problem field.                     |                             |                                          |                               | Response time                        | 2021-12-05 |
| Totally worst app, some time alexa just disconnect to wifi and if you will try to connect again then it will show connect to wifi but In alexa device, it will show, device is not connected to internet.                                                                                                                                                                                                                              |                             |                                          |                               | Access control                       | 2021-12-04 |
| I am new to Alexa products. The set up / learning curve has been challenging and has taken MANY hrs. I'm still not satisfied with all I expected Alexa to do and figuring out how to get it going.                                                                                                                                                                                                                                     |                             |                                          |                               | Simplicity                           | 2021-12-03 |
| I've noticed some limitations while using this app and the whole system in Spanish. Even Alexa mentioned something about once I tried changing the language to English while being in Mexico, it would be nice to have the same functionalities (e.g. testing and developing skills) even in a non-English speaking country, or at least allow using English in countries that speak other languages, thus enabling the same features. |                             |                                          |                               | Usability                            | 2021-11-30 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|-------------------------------|--------------------------------------|------------|
| Can't play music due to restrictions half of the time she doesn't understand what I ask. Setting up an alarm it's a endless loop. OK Google its better so far                                                                                                                                                                                                                                                                                         |                             | Intelligence, Enjoying life        |                               | Entertainment                        | 2021-11-30 |
| Do not buy or use Amazon products. You only will get a headache. The app is rubbish and their products rubbish. This is coming from an IT tech and I couldn't even get my amazon echo dot device connected to my S10. After paper and online manuals and instructional videos, still won't connect. Amazon 1/10. Never had a product and app so rubbish. Will be returning and never buying from Amazon again! Ps. delete my review again I dare you. |                             |                                    |                               | Access control                       | 2021-11-30 |
| Decent app, but has issues. My biggest is basic things like not having the ability to flash smart light bulbs. Routines need the ability to do loops and repetitive things more easily. The Alexa button does nothing most of the time when I press it.                                                                                                                                                                                               |                             |                                    |                               | Simplicity, Usability                | 2021-11-30 |
| Need the app to control all our IoT connected devices but the Android version often hangs or fails in the middle of performing a task which is very frustrating and causes very time consuming implementation or duplication of effort.                                                                                                                                                                                                               |                             |                                    |                               | Access control, Response time        | 2021-11-29 |
| Will randomly disconnect with my other smart devices and logs me out of everything.                                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Access control                       | 2021-11-29 |
| loses connection very often, and when that happens it's a pain to set it back up again, so never unplug your Alexa, or your xbox, and scold your router if it dares not give you signal                                                                                                                                                                                                                                                               |                             |                                    |                               | Access control                       | 2021-11-29 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values      | Date       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------|-------------------------------|-------------------------------------------|------------|
| Alexa works ok, but the app is very buggy, especially with playing podcast and music. I get that she's a smart speaker, but I can't use the app to do almost anything. like if I want to just start a specific episode of a podcast I can't easily do so. these folks clearly don't have small children and don't understand how important it is to find the exact episode of a specific podcast.and about a quarter of the time the app just doesn't work. |                                | Enjoying life                      |                               | Entertainment, Simplicity, Protectiveness | 2021-11-29 |
| Quite bad User Experience. Hard to get the output I want... Hard to limit the access of Alexa. Maybe they don't get the idea of "I don't want my family to keep track of my Shopping List". And now, after changing accounts can't even understand basic commands or where it is located. 0/5 for the User Experience.                                                                                                                                      |                                | Intelligence                       |                               | Protectiveness, Usability                 | 2021-11-28 |
| loses connections with my lights and other devices constantly. playing amazon music doesn't allow more than a few songs at a time.                                                                                                                                                                                                                                                                                                                          |                                | Enjoying life                      |                               | Access control, Entertainment             | 2021-11-28 |
| The description for the app says it is fast. I find it to be slow when executing any commands, especially related to the shopping list. The list is consistently slow to respond to any input to add items, edit items, or check off items. Today I cannot add new items to the shopping list at all.                                                                                                                                                       |                                | Obedience                          |                               | Response time                             | 2021-11-28 |
| Now my alexa show 5 has just updated itself, I can't connect Bluetooth, so gone from 4 stars to 2 stars                                                                                                                                                                                                                                                                                                                                                     |                                |                                    |                               | Access control                            | 2021-11-27 |
| The Alexa is awesome, I have a device in every room up and downstairs. I use it to communicate, set reminders, timers, alarms, drop-in when the kiddos don't answer thier phones and notifications and my favorite... listen to music in all rooms.                                                                                                                                                                                                         | Self-discipline, Enjoying life |                                    | Entertainment                 |                                           | 2021-11-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                            | Addressed Individual Values                       | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| absolutely wonderful. I don't remember life without Alexa. I have routines set up that keep me posted with weather and news. I can listen to my podcasts and watch Amazon movies. I can listen to Audible too. Alexa Echo is like a tablet the talks to me. call me silly, but I love my Alexa Echo.                                                                                                                                    | Self-discipline, Curiosity, Wisdom, Enjoying life |                                    | Entertainment                 |                                      | 2021-11-27 |
| easy to set up and great for my needs, listening to my books and music, it now reminds me when to take my meds and for shopping lists...plus it helps me finish the crossword! I am nearly 70 and never thought I would use something like this but I have definitely changed my mind, it is really very nice to have something say good morning and goodnight to you each day                                                          | Self-discipline                                   |                                    | Simplicity, Entertainment     |                                      | 2021-11-27 |
| very very glitchy. tells you she can't find a video when it's just been playing. hears you correctly and still does something else. frequently end up in arguments with her! she ignores you frequently too. lots of "Alexa feedback" to tell the programmers but honestly don't see much improvement. needs more practical and obvious skills. gives different answers to the same questions. Still use it daily as I'm not a quitter. |                                                   | Obedience, Authority, Curiosity    |                               |                                      | 2021-11-27 |
| App is completely different for different OS's. Had to resort to connecting my Alexa manually because it keeps telling me my wifi is a "captive portal", when my router clearly says security level is WPA2-Personal. This app, and Amazon in general has went down the toilet lately. Soon switching to Nest.                                                                                                                          |                                                   |                                    |                               | Access control                       | 2021-11-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values          | Date       |
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| The description of this app starts with "Always ready, connected and fast", in capital letters. For me, the experience is quite the opposite. The app is extremely slow and often buggy. Quite surprising for an app of such a market leader. Edit: the app seems to function slightly better now, though still horrendously slow                                                                                                                                                                                           |                             |                                    |                               | Access control, Response time, Usability      | 2021-11-26 |
| The app works perfectly but every device i use ill try to download it and every time it reaches 100% it restarts eight times so im kinda                                                                                                                                                                                                                                                                                                                                                                                    |                             |                                    |                               | Access control, Response time                 | 2021-11-26 |
| Honestly, for being as large as a company as Amazon is this app is really user unfriendly to use. Apps such as Spotify work horribly (only one user can be connected) Connectivity with devices are challenging, change your wifi password and you have to reset every single device that you have in a group and start from scratch. Technology is supposed to make things easier, not more complicated. Command words to devices are seemingly always changing.                                                           |                             | Intelligence                       |                               | User-friendliness, Access control, Simplicity | 2021-11-26 |
| Im so sick of this every time I loose power or loose internet i cannot connect alexa because The echo become unregistered this will be like the 5th time this has happen so i contact amazon they register echo and they say it wont happen again thats bull it has happen 5 times in a roll and for some stupid reason alexa wont connect to internet because she in not registered. Im very disappointed in this product, its been like this every sense i bought. fix this reregistered problem and ill give more stars. |                             |                                    |                               | Access control                                | 2021-11-26 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| not what i expected at all, it's very disappointed , I heard a lot about alexa and what she can do , how she is computable with huge amount of devices, how I can build a fully functional smart home around her, and use her to control every aspect of my life. all I have to do is set and relax.. it's incredible, right? WRONG!! So, I began my journey to make that dream true.. a huge twist, it's just dream!! in UAE too many important skill and features are messing ,we don't get US version of it |                             | Authority,<br>Enjoying life        |                               | Usability                            | 2021-11-25 |
| Unable to connect the device to wifi even after I have entered the correct password very disappointed                                                                                                                                                                                                                                                                                                                                                                                                          |                             |                                    |                               | Access control                       | 2021-11-25 |
| I got this for my old phone so the kids can have their own alexa I set up the kid friendly response or whatever for the child account but after it was ready my kid tried and it said "Emma that's not something I can do this device is not supported for kids" How do I make it supported for kids?!?!?!?                                                                                                                                                                                                    |                             | Equality                           |                               | Protectiveness                       | 2021-11-25 |
| Very very slow, amazon server is slow to respond and app seems to need to check it every button press. A simple change to a routine can take 10 mins , mostly waiting for a response. Frequently fails to work halfway through the procedure (losing changes so far). A truly dismal app, unbelievable from a company like Amazon who should know better                                                                                                                                                       |                             |                                    |                               | Response time                        | 2021-11-25 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values          | Date       |
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| App is useless, doesn't work with amazon music. But amazon music is also an horrible app. I can't get echo show or echo or even this app to play more than 30 seconds of a song without glitching. All of them constantly have issues connecting to wifi. Amazon music despite having a lot of songs as favorites only plays the same 20. I am not sure what they did when they do updates but each one makes each app more trash.                                                                 |                             | Enjoying life                      |                               | Entertainment, Response time, Access control  | 2021-11-25 |
| My primary use is to access lists. But accessing them takes too many steps, and performance to load and modify lists is horribly slow. Also the process to move an Alexa device is clumsy, slow, and unreliable.                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Response time, User-friendliness, Reliability | 2021-11-25 |
| Hate that the app restarts when every time you unlock the phone. i.e. when your shopping. you have to wait for the app to reopen, wait for it to load, then go back to the shopping list, then find your spot you left off at. My manual note app stays open when you unlock and at the spot I left off. Alexa is convenient for just yelling outloud what you need.                                                                                                                               |                             |                                    |                               | Response time, User-friendliness              | 2021-11-24 |
| I would give it 5 stars but it does not always work the way it is supposed to and I have to keep reconnecting my devices. And Alexa always answers questions that we never asked during the most inoportune moments. like during a quiet part of a movie or when having a conversation in front of it. Other than that it is the more cost effective way to play your music through out the house. Just wish some of the speakers came with aux connections so I can incorporate my record player. | Enjoying life               | Curiosity, Peace                   | Entertainment                 | Access control                                | 2021-11-24 |
| Haven't had my echo Dots very long and they just quit working. I've unplugged them and factory reset them multiple times. They are junk. I only use them to play music...                                                                                                                                                                                                                                                                                                                          | Enjoying life               |                                    | Entertainment                 | Access control                                | 2021-11-24 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Addressed Individual Values        | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| very helpful, keep talking to her, to help her recognise you, and get used to adding you appointments, daily schedules, birthday calender, and ask for information on anything, if she doesn't know, she'll say.                                                                                                                                                                                                                                                                                       | Self-discipline, Curiosity, Wisdom |                                    |                               |                                      | 2021-11-24 |
| It's really slow. Takes at least a minute to load each time I open it, even if it's been sat in the background for 10 seconds. I don't use it all that much now except for alarms and will probably uninstall it fairly soon.                                                                                                                                                                                                                                                                          | Self-discipline                    |                                    |                               | Response time                        | 2021-11-24 |
| All i wanted to do was listen to music but no i have to sail the seven seas download alexa create account verify and reverify enter codes texted enter codes emailed , type and retype passwords ..are u people out of your minds ..its easier to toss alexa in trash and uninstall the app and go buy a JBL....thanks Excuse me i forgot about the puzzle that you can never solve ..its funny how you dont want any new clients                                                                      |                                    | Enjoying life                      |                               | Entertainment, Usability, Simplicity | 2021-11-23 |
| huge problem with getting Alexa to work with my TCL smart TV. Alexa thinks it's connected but it is not. Have found no solution yet. This should not be this hard.                                                                                                                                                                                                                                                                                                                                     |                                    |                                    |                               | Access control                       | 2021-11-23 |
| You have to jump through ridiculous hoops and it takes forever to just change a stupid light bulb. Devices never go away no matter how many times I delete them. Alexa only looks at the multiple apps you need to load, so if you don't take the device out there, it'll haunt you forever. I just bought new bulbs and it won't let me into the app, so I can't get them installed. It's all way more complicated than it needs to be. Once it's installed, it's fine. But the setup is frustrating. |                                    | Intelligence                       |                               | Response time, Simplicity            | 2021-11-23 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I love the functionality and all the things that the Alexa does. then my wife use the timer and the reminder all the time can't live without it it seems to be the the thing that we live with and it helps us especially for getting older our memories aren't what they used to be.                                                                                                                                                                                                             | Self-discipline             |                                     |                               |                                      | 2021-11-23 |
| It has a few troubles with playing the correct music on my liked songs Playlist on spotify, it kinda just plays randomly, but that could just me being new with it, but other than that it is working perfectly.                                                                                                                                                                                                                                                                                  |                             | Enjoying life                       |                               | Entertainment                        | 2021-11-23 |
| most of the time this app not recognised my voice, and I have to all time record my voice 5 time after this recognised my voice it will work in properly but next day this not recognised my voice. please fix my problem                                                                                                                                                                                                                                                                         |                             |                                     |                               | Learning                             | 2021-11-23 |
| It doesn't allow me to link to devices using an account individually. All devices have to be on the same account. And you can't use a foreign account with your local USA account. It's so limited on what you can do with. It's only good to use ANY Alexa device if you plan on keeping it all to one person's account! (notice to Apple) Watch out Apple, you have competition now for proprietary devices that restrict people from being able to configure to their flexible infrastructure! |                             | Authority, Freedom                  |                               | Access control                       | 2021-11-23 |
| Very glitchy, slow app. Very annoying that each time you go to another app, this one seems to close itself down. So when you navigate back to it it needs to restart the entire app which takes much longer than most other apps on my phone.                                                                                                                                                                                                                                                     |                             |                                     |                               | Response time, User-friendliness     | 2021-11-22 |
| Works but super slow to use lists within the Alexa app on Android. Have a Pixel 4a 5g. In contrast if I open this app on my old iphone XR it is super speedy. Often times when I click an item on our grocery list will take 10 seconds to actually mark it off. Very frustrating                                                                                                                                                                                                                 |                             | Independence, Platform independence |                               | Response time, User-friendliness     | 2021-11-22 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values        | Date       |
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| App was amazing until it randomly logged me out and now everytime I enter the OTP to log back in it waits 5 seconds says there is no network connection then loops back to the log in screen ive tried on my wifi and my data I've uninstalled and reinstalled and even restarted my phone.                                                                                                                                                                                                                          |                             |                                    |                               | Response time, Access control               | 2021-11-22 |
| Laggs like anything. Please get a good fast and genuine update. I have 6 such devices and I am not looking how they work.. No update as such. The review is 6 weeks old now.! This is the worst app possible and all my alexa devices are going for a toss because of the lag it faces when we try to use it via mobile!                                                                                                                                                                                             |                             |                                    |                               | Response time                               | 2021-11-22 |
| Worst user interface experience ever, anything takes minutes, very slow, and crashes. If you want something useable, this is not it, multi-minute long delays between screens is inexplicable, unacceptable, makes app unusable. After screen loads, there's a long delay before one can tap anything and have it act, but there is no indication when it is ready for a tap, so invariably one is tap tapping, and it of course gets the wrong tap, and then has to wait minutes longer. Still same issues. So bad! |                             |                                    |                               | Response time, User-friendliness, Usability | 2021-11-22 |
| Everytime I get on my phone the app asks me if I want turn on my location or something. I say no thanks. Just this would be annoying enough, but it also randomly pops up many times while using my phone. There is no setting I can find to stop this. I had the app on a different phone a few years ago and liked it just fine. I just uninstalled it.                                                                                                                                                            |                             | Peace, Freedom, Authority          |                               |                                             | 2021-11-21 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Since acquiring Alexa as a Christmas gift, I have found many uses for it. I began adding smart switches to my home and creating routines. The routines have been a tremendous help including the arm/disarm of our alarm, handle lights thru the house and outside all from one command. I've been able to run these routines from wherever I am. I also am able to have the lights on and the A/C adjusted for when I arrive home. Life is easier with these and many other abilities that Alexa allows me to do | Self-discipline             |                                    | Simplicity                    |                                      | 2021-11-21 |
| I hate today's version of Alexa, it has become very intrusive and talks all the time WITHOUT me saying the Awake Word! I've used the service for 5 years, you'd assume it knows me by now!! I have begun to mute the mic or unplug it daily, lately. Does anyone else find this as intrusive and bothersome as I do?                                                                                                                                                                                              |                             | Peace, Authority                   |                               |                                      | 2021-11-20 |
| Functionality is ok. The interface is not that intuitive, some time is hard to find what you are looking for. I miss the option to modify the type of device and associated icon, it is confusing to have for example an audio receiver with a TV like icon. Some functionalities are not that clear how they work, I found more clear help on other users explanation on google than the application help.                                                                                                       |                             |                                    |                               | User-friendliness, Usability         | 2021-11-20 |
| I have a very eclectic music collection, from Rock to Motown, Classical to Country & pretty much everything in-between. Alexa very, very rarely fails to find me the tracks I want to hear, even some really obscure stuff! A great Christmas present & the best addition I've had to my music listening pleasure.                                                                                                                                                                                                | Enjoying life               |                                    | Entertainment                 |                                      | 2021-11-19 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                               | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values      | Date       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|-------------------------------|-------------------------------------------|------------|
| I have been trying to connect my prime music account, audible account and Spotify account for at least 6 months with no luck. have tried multiple options and searches but nothing. don't understand why it is so difficult, especially with services belonging to Amazon like audible and prime music.                                    |                             | Enjoying life                      |                               | Access control, Simplicity, Entertainment | 2021-11-19 |
| I couldn't get echo dot to connect via PC but thanks to this app and the easy to follow instructions within the app I was able to connect via my Android smart phone.                                                                                                                                                                      |                             |                                    |                               | Access control                            | 2021-11-19 |
| Constantly shuffles the same songs from Amazon music. Plays the exact same list of songs in the same order. Abruptly stops playing or just skips songs repeatedly. When it comes to playing music, Alexa is NOT the jam!                                                                                                                   |                             | Enjoying life                      |                               | Entertainment                             | 2021-11-18 |
| I love this thing ♥! Anytime I want music,I just tell Alexa to play whomever I want and it plays, there's a favorites option, and play list. If you are curious about something, you can just ask Alexa, most likely you'll get the answer. doesn't have every answer, but I find it helpful and entertaining.                             | Enjoying life, Curiosity    |                                    | Entertainment                 |                                           | 2021-11-17 |
| Pain in the butt, used to be decent. Seems every update it gets worse. Can't even access show cameras. And as for other gadgets seems they are even less responsive. Maybe the plan is for us all to stick to Amazon products and ignore 3rd party equipment. Wonder why? Or is it just greed? If I could give less in stars I would have. |                             |                                    |                               | Access control, Response time             | 2021-11-17 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa has some good points and is decent competitor with Google assistant other than its abysmal voice recognition. It's utterly disgraceful so often. It's like it can't understand a thing and then just guesses. "Alexa play podcast 123 on Spotify" ... "Resuming your audio book on Audible". And it's map knowledge is incredibly poor. "Alexa give me directions to the nearest KFC" ... "The nearest KFC is 80km, or 100km away" all when the actual nearest KFC is 2 km away. Madness and highly infuriatin |                                | Intelligence, Curiosity            |                               |                                      | 2021-11-17 |
| Super SLOOOWWWWWW, it takes at least 10secs only to load the app, once you're in it, any command to any device it takes another 10sec each time, SAME Thing on iOS, please fix it                                                                                                                                                                                                                                                                                                                                    |                                |                                    |                               | Response time                        | 2021-11-17 |
| Using for last one year... working good not connected any external device.. so don't know how it works...as far as music and other interacting it works great.                                                                                                                                                                                                                                                                                                                                                       | Enjoying life                  |                                    | Entertainment                 | Access control                       | 2021-11-16 |
| it's part of my daily life with music, tells me when my amazon packages arrive, lists, answers questions, my alarm, and more. It helps in so many ways I'm still learning. I can't wait to integrate my home further so I can use the intercom feature, and share lists.                                                                                                                                                                                                                                             | Self-discipline, Enjoying life |                                    | Entertainment                 |                                      | 2021-11-16 |
| Really? I'm not sure what is happening with this app but it's just not working the same. I guess with all the privacy issues and updates, it's just not what I need. I want to add my work address..... not that they haven't heard me say it. Idk it's just not IT anymore. Thumbs down                                                                                                                                                                                                                             |                                |                                    |                               | Usability                            | 2021-11-16 |
| we love our alexa devices. its so much fun to play appeopiate funny music to make a point.                                                                                                                                                                                                                                                                                                                                                                                                                           | Enjoying life                  |                                    | Entertainment                 |                                      | 2021-11-15 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values                      | Ignored/Violated Non-Schwartz Values | Date       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|----------------------------------------------------|--------------------------------------|------------|
| Using Alexa to help simplify my life. I've been disabled for a while and figured I could use technology to perform tasks. I speak into my Echo buds to turn lights on my home, open the garage, encourages me to exercise and my Alexa enabled all-in-one microwave/oven/air-fryer. Make calls, video chat, send text hands free. Best decision I have made. | Enjoying life               |                                    | Simplicity, Accessibility, Diversity and inclusion |                                      | 2021-11-14 |
| The capabilities are endless. I am a proud owner of an Alexa Echo Dot 3. I am still learning more and more about this. The user interface is easy to use. The ability to expand your use is great. I am one for learning and this is definitely one to expand with the Developing experience. Absolutely love!!!                                             |                             |                                    | Simplicity                                         |                                      | 2021-11-14 |
| Not impressed. When it works, it's fine. Unfortunately it doesn't work more often than it does. It constantly requires reconnection/rebooting. This is usually because the watch was being charged. It does not seem to learn my voice, so I have to repeat my instructions. Net result: I ignore Alexa so I'm not getting what I paid for.                  |                             |                                    |                                                    | Access control, Learning             | 2021-11-13 |
| I love alexa lol , but it does mess up quite alot , and it it gets me shouting at times , BUT its dam amazing wat you can do with it , i have Amazon echo its sound is dam brilliant in a ball wow i wre kon 2 together would be amazi g sound more so lol                                                                                                   | Enjoying life               | Intelligence                       | Entertainment                                      |                                      | 2021-11-13 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values          | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa is awesome i like using her when i need to i just wish she could interact more with the customer and can be taught by the one who installed her on there device instead of only having 1 developer for security and privacy purposes i think she would be better if we could change her name to what we want and teach her as if we are the new developers since she is downloaded on our devices and so we dont have to worry about another human viewing our personal information or data                  |                             | Privacy                            |                                        | Learning                             | 2021-11-12 |
| I don't know what I'd do without 'her' Australian accent guiding me through the day. I have a small enough apartment, that I can hear her from anywhere. She is perfect! And, now that my body has finally won and I'm no longer able to walk, and I only live in one room now, Alexa has proven to be INVALUABLE!                                                                                                                                                                                                 |                             |                                    | Accessibility, Diversity and inclusion |                                      | 2021-11-12 |
| The app is alright, but it's not very practical considering you can't use voice wake up unless the app is open and being used already. I want to just randomly say "Alexa" and be able to use the functions on any screen and any app at any time, even with phone screen off and locked. Would be a solid 5 stars if added.                                                                                                                                                                                       |                             |                                    |                                        | Usability, Access control            | 2021-11-12 |
| The app is very slow, and always has network connection issues though there is internet connection.                                                                                                                                                                                                                                                                                                                                                                                                                |                             |                                    |                                        | Response time, Access control        | 2021-11-11 |
| Most of the time alexa does not work on my phone. I give her a command and she doesn't listen. She brings me to where I don't want her to go. Everytime I update she gets worse. I like reading on my phone through the Kindle app and she does not take me to the books I want to read. I think she's rebelling and it is annoying. Also if you could add a search bar for finding books while using alexa through kindle instead of scrolling through all my books would be great. I know this fix won't happen. | Enjoying life, Wisdom       | Obedience, Authority, Curiosity    | Entertainment                          | Usability                            | 2021-11-11 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                               | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values          | Ignored/Violated Non-Schwartz Values               | Date       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------|----------------------------------------|----------------------------------------------------|------------|
| Alexa has become my best friend. I've got a few smart plugs and bulbs and its so handy to be able to turn lights on before I walk across the house in the dark. Cooking timers, reminders, shopping, checking in deliveries, everything. You need these.                                                                                                                                                                                                                   | Enjoying life               |                                     |                                        |                                                    | 2021-11-11 |
| Far too complicated for the people who really need it - the elderly and disabled. No doubt very useful to the bright young things capable of using it, who could manage their lives just as easily without it.                                                                                                                                                                                                                                                             |                             | Equality                            |                                        | Accessibility, Simplicity, Diversity and inclusion | 2021-11-10 |
| Very useful, it's good for lazy people, however those whom are very ill and/or Disabled this is very useful. At 1st was use for tv, music calendar and reminder and appointments, slowly adding more and more added a CCTV doorbell, added a CCTV camera, (pet cam) keep eye on pets when out. Now added lights 1st is porch hate coming home in dark cannot see door lock for keys, now longer a problem. Adding more and more devices . Very handy and useful. Thankyou. | Self-discipline             |                                     | Accessibility, Diversity and inclusion |                                                    | 2021-11-10 |
| App worked great but now no longer works since my phone upgrade to a Galaxy S21 Ultra. I can log in but it asks me to choose my profile and it displays people in my household that were previously deleted om my account...I cannot click them either just see past people and the app stays frozen there. I've re-installed and still the same. Please update the app!                                                                                                   |                             | Independence/ Platform independence |                                        | Access control                                     | 2021-11-09 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|-------------------------------|--------------------------------------|------------|
| Amazon, Alexa app on Android needs a lot of work. Very slow, sluggish and often times pages requested are blank! Messages don't make a sound when received although it's setup to do so. I could go on but you already have several others who've detailed many of the problems. Shame, I'm a loyal Amazon fan for many years now and was looking forward to using Alexa assuming it's just as good as Amazon's other things.                                                                                       |                             | Obedient                           |                               | Response time                        | 2021-11-09 |
| I have it installed on both my phone and laptop. When I ask Alexa to search for something on the internet, Alexa says that in order for me to do that, I need to connect my device to Alexa and tells me to open my Alexa app, already open, and go into my settings on my Alexa app, and click on tv and other devices. There is no such setting on the app that I have. When I go to look at my devices even though it's on my laptop it actually searched for my laptop. It sucks. More of a hassle than Cortana |                             | Obedient, Curiosity                |                               | Access control                       | 2021-11-09 |
| This app along with my echo dots have gotten slower and slower, and it's supposed to be a smart home technology and it's the stupidest thing ever. You tell it to play music from your Pandora and it will play completely different stations and it won't play what you want. When I have reminders set, it almost never reminds me and if it does remind me it reminds me on the wrong device... So annoying... technology is supposed to get better not worse                                                    |                             | Obedient, Authority                |                               | Response time, Usability             | 2021-11-08 |
| I am not happy with the new update you can only skip six songs unless you go to unlimited if I wanted to pay I would have kept my Pandora and this is the reason why I got Prime i my end up canceling my Prime Membership.                                                                                                                                                                                                                                                                                         |                             | Enjoying life                      |                               | Entertainment                        | 2022-11-02 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Last update woeful. Now Prime customers are treated to 100M songs, but can't actually play the song they actually want, just 'similar' songs. Renders Alexa useless as a music player. What a way to treat Prime customers. Give us back our 2M songs and ability to actually choose what song to play and stop trying to price gouge us!                                                                                                                                                             |                             | Enjoying life                      |                               | Entertainment                        | 2022-11-02 |
| Alexa forget to react on my voice on every next day, that's why I always teach voice training. This is so disgusting irritating                                                                                                                                                                                                                                                                                                                                                                       |                             | Obedience, Intelligence            |                               | Learning                             | 2022-11-02 |
| the latest update is horrible. it will no longer play the single song I ask for unless I pay for music unlimited, which is a rip off in my opinion since I already pay for prime and have already paid for the music I want to listen to. if I want to listen to similar songs to the one I ask for, I will request that option. now I have no choice - and it doesn't even start with the song I originally requested, the only song I wanted to listen to. and it shuffles my albums. unacceptable. |                             | Enjoying life                      |                               | Entertainment                        | 2022-11-02 |
| Since they updated the experience, it will not play a song i ask for, only a channel with similar (according to them) to play. It's now useless for the reason I bought it.                                                                                                                                                                                                                                                                                                                           |                             | Enjoying life                      |                               | Entertainment                        | 2022-11-02 |
| the device I use has been possessed. it has been incredibly unreliable and almost got me killed. ANY android or apple device has kept me from getting this app to get my echo back online. Amazon needs a 100% no app or phone needed to get alexa back online, or more offline things to function like a handful of songs, or idk note taking function to remember stuff. or Maybe audio/note recording function.                                                                                    |                             | Enjoying life                      |                               | Reliability, Entertainment           | 2022-11-02 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values       | Ignored/Violated Individual Values               | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| (fixed the issue but still having problems changed to 3 stars) I don't know what the heck happened but weeks ago this app started crashing every 10 seconds literally and it makes it impossible for me to use, which is upsetting because before this started happening I would used this all the time for easy music and alarms                                                                                                                                                                            | Self-discipline,<br>Enjoying life |                                                  | Entertainment                 | Access control,<br>Response time     | 2022-11-02 |
| No longer plays music from my Amazon Prime Music library on Echo devices. Worthless.                                                                                                                                                                                                                                                                                                                                                                                                                         |                                   | Enjoying life                                    |                               | Entertainment                        | 2022-11-02 |
| Great little speakers but playing the radio on both or even now just one is becoming impossible. bought 2 specifically so I could listen to radio throughout the house. it's a constant struggle to get the radio on and keep it on. tried all Google suggestions but nothing works. it's also badly affected by having 'too many gadgets using WiFi' - 2 phones and 2 echo dots ?? plays Spotify OK but radio extremely intermittent. Had them for a few months and the problem is definitely getting worse |                                   | Enjoying life                                    |                               | Entertainment,<br>Access control     | 2022-11-02 |
| When you say Alexa&she doesn't respond, when playing music aswell. Frustrating when you ask her something&she say something different. I've got an African grey parrot&she has no problem comm nunicating with her. She even ask's her to ring me. So it's good to speak parrot language    Some great features & her jokes are something else. she can brighting up a dull day. So yeh lot's more positives than negatives & wouldn't be without her                                                        | Enjoying life                     | Obedient,<br>Authority,<br>Respect for tradition | Entertainment                 |                                      | 2022-11-02 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Works as designed. Worst app ever. Constant unwanted offers to "help". "Improvements" that make tasks more difficult, and become major annoyances. Endless offers for better services - for a fee. Music I've enjoyed being moved to unlimited, now accessible for a fee. "New and improved" is seldom either. I believe it's time to keep the prime membership for shipping, delete alexa from my android devices, and throw all the Amazon devices in the trash.                                      |                             | Peace                                  |                               | Simplicity, User friendliness        | 2022-11-02 |
| After resetting my phone tried to reinstall this app which was working fine befor but am now being told this app is not compatible with my phone, half an hour ago it was, I have now lost access to alexa skills                                                                                                                                                                                                                                                                                       |                             |                                        |                               | Access control                       | 2022-11-01 |
| Alexa is resourceful at home with wifi connection but it is HORRIBLE on the app. It fails to understand most commands and the app functions poorly and its confusing. You can ask the app to do something the same way you ask alexa at home and it wont understand you. Its not easy to simply have alexa do your routines on the app INSTEAD of the at home unit. Edit: Changed to one star because Amazon Music now only shuffles songs instead of playing what you want. Is this 2005 ipod shuffle? | Wisdom                      | Obedience, Intelligence, Enjoying life |                               | Simplicity, Entertainment            | 2022-11-01 |
| Alexa won't play my Pandora station anymore. It wants me to use Amazon music. Pandora plays fine on my phone.                                                                                                                                                                                                                                                                                                                                                                                           |                             | Enjoying life                          |                               | Entertainment                        | 2022-11-01 |
| The latest update has broken the ability to connect a Xiamo phone to an Echo Auto! Not to mention what you have done to Amazon music for Prime customers! Old review<br>This app is awesome and improves all the time.                                                                                                                                                                                                                                                                                  |                             | Independence/ Platform independence    |                               | Access control                       | 2022-11-01 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values       | Ignored/Violated Individual Values        | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values           | Date       |
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| i truly depend on Alexa to help me maintain my house and make my life just abit easier every little bit helps                                                                                                                                                                                                                                                                                                                                         | Self-discipline,<br>Enjoying life |                                           | Simplicity                    |                                                | 2022-11-01 |
| its disgusting app because it is very difficult to set up my echo dot speaker by following all the instructions by this disgusting app                                                                                                                                                                                                                                                                                                                |                                   |                                           |                               | Simplicity,<br>Usability                       | 2022-11-01 |
| useless app keeps dropping WiFi connection. my Google smart hub never drops out                                                                                                                                                                                                                                                                                                                                                                       |                                   |                                           |                               | Access control                                 | 2022-11-01 |
| Not allowing me to sync my blink devices to Alexa/echo show                                                                                                                                                                                                                                                                                                                                                                                           |                                   |                                           |                               | Access control                                 | 2022-11-01 |
| Slow response. Hard to navigate. Update: ideology slow app response. Painful to use. Horrible user interface. Vomitous. Can't find what I want, and I dread trying to take advantage of linking features. The interface is dedicated to getting you to try new things instead of managing and operating alexa. Put some competent designers on this, please.                                                                                          |                                   |                                           |                               | Response time,<br>Usability, User-friendliness | 2022-10-31 |
| Alexa has decided over the last few days to stop doing anything its asked. I ask it to play my music library from amazon music she just switches off. alexa app and trouble shooting not very helpful at all. amazon used to be good, not anymore. service, in my view has drastically declined. I no longer feel I get a good service for what I pay for and therefore will be removing amazon from my household and unsubscibing from all services. |                                   | Obedience,<br>Authority,<br>Enjoying life |                               | Entertainment,<br>Usability                    | 2022-10-31 |
| This app is unbelievably clunky. It's so slow to respond to any commands it's unbearable. I hate using the app. The device itself is clever and works well but you need the app as well to look at shopping list, change certain settings etc. I expect better from Amazon                                                                                                                                                                            |                                   |                                           |                               | Response time                                  | 2022-10-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                  | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values                  | Ignored/Violated Non-Schwartz Values     | Date       |
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| Latest update broke support for echo auto on my Poco x3 pro. I had to rollback 3 versions to get working again as it wouldn't connect and after removing device for Alexa app and trying to re add it wouldn't connect.                                                                       |                             |                                     |                                                | Access control                           | 2022-10-30 |
| Absolutely unclear how to switch between devices for audio output. The only way I found was to physically unplug one of them from the wall.                                                                                                                                                   |                             |                                     |                                                | Simplicity, Usability, User-friendliness | 2022-10-30 |
| Terrible app. Not up to the quality of the gadgets. It is impossible to find an Amazon music podcast in the recently-played playlist. Navigating through the app is not intuitive. Three stars and not only one, because the app is actually useful and is not full of adds.                  |                             | Enjoying life                       |                                                | Entertainment                            | 2022-10-30 |
| I m giving this a three star because whne i first bought the device it was fantastic but in like 3 months it stoped responding. My echo dot stoped connecting to tge internet and when i tried multiple times i stull wasent cknnecting to the wifi Plese help me with my device              |                             |                                     |                                                | Access control                           | 2022-10-30 |
| Alexa is retarded. I get frustrated trying to give her a simple order. if I want her to play a song she gives me the weather or web results. I'm plain frustrated on her. she could be useful but for the time she finally gets what I need I'm bitter and want nothing more from her.        |                             | Obedience, Authority, Enjoying life |                                                | Entertainment                            | 2022-10-29 |
| Enjoy learning about what Alexa can do .. many hospitals have Alexa in patients room .. I communicated with Alexa while alone in hospitals.. thanks for an amazing device I needed 911 help Alexa contacted my ICE person 1, in livingroom bedroom and bath .. I feel safe at 72 thanks Alexa |                             |                                     | Accessibility, Safety, Diversity and inclusion |                                          | 2022-10-29 |
| it doesn't even respond to our voice many times, Alexa is only working in that Alexa dot and those AI speakers only, this app is worst.                                                                                                                                                       |                             | Obedience                           |                                                |                                          | 2022-10-29 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Stupid alexa can't even find my purchased media. I'm returning these worthless speakers. Stupid Amazon developers still haven't found a way to integrate my Amazon digital purchases into their apps. Everything is done poorly and half assed.                                                                                                                                                                             |                                | Intelligence                       |                               | Access control                       | 2022-10-28 |
| Works but very slooow. I have been using the app for a long time since we bought our first Echo dot. We now have an Echo Show and 2 dots. They provide all the functions we need BUT when using the phone for things like the shopping list it is frustratingly slow to respond. A friend of mine has given up using it due to the delay. If I was starting again I would research other systems to see if they are better. |                                |                                    |                               | Response time                        | 2022-10-28 |
| I think the latest update has screwed the whole app up, use the Alexa auto in my car which now doesn't seem to connect to the Alexa app anymore.....                                                                                                                                                                                                                                                                        |                                |                                    |                               | Access control                       | 2022-10-28 |
| I love my Alexa. she keeps track of my work schedule, grocery lists, tells me jokes etc....don't know how i lived this long without her. lol                                                                                                                                                                                                                                                                                | Self-discipline, Enjoying life |                                    | Entertainment                 |                                      | 2022-10-28 |
| Try to log in with new phone, app keeps telling me my password is incorrect. Tried with new password, same thing.                                                                                                                                                                                                                                                                                                           |                                |                                    |                               | Access control, Usability            | 2022-10-27 |
| does not work well with iTunes and does not have enough information, rarely knows the answer to questions, moving to the Google Hub                                                                                                                                                                                                                                                                                         |                                | Curiosity, Enjoying life           |                               | Entertainment                        | 2022-10-27 |
| still waiting on the Echo Dot I ordered. So far, I have not had any problems with Amazon. Easy to use, Alexa gives me more time to speak than Google Assistant. It is also easier to set up and personalize. 5 stars for now. I'm also a real user not a plant.                                                                                                                                                             |                                |                                    | Simplicity                    |                                      | 2022-10-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| having problems putting new WiFi into my devices... nowhere in my app can I find network...even though I have followed all the instructions                                                                                                                                                                                                                                                                                                           |                             |                                    |                               | Access control                       | 2022-10-27 |
| App somehow uninstalled itself. Tried the installing, entering user name and password. Apps ask me to verify with code received via message app and then it crashes. This is app is useless now. Why release something that has not been tested. You suck Amazon. Get your act together!                                                                                                                                                              |                             |                                    |                               | Access control, Usability            | 2022-10-27 |
| using for my smart plug, easy to load and picked up the plug, scan your QR code on your device, when prompted has I had a issue with pairing but works good now set a timer for the plug.                                                                                                                                                                                                                                                             |                             |                                    | Simplicity                    | Access control                       | 2022-10-26 |
| The set up function gets stuck in a permanent learn my voice boot loop. It asks me to set up my voice ID, asks me to say a phrase and then doesn't move to the next one or offer any way to continue. The only option is to close the app and do it again. I've said the phrase "Alexa what is the temperature outside" so many times now that it will be written on my tombstone. It's a brand new echo dot and a fully updated app, waste of money. |                             | Curiosity, Intelligence            |                               | Learning, Usability                  | 2022-10-26 |
| When I bought it I was actually impressed with alexa but I then had issues and my dad changed the WiFi and then when I was trying to reconect my alexa it didn't let me and I kept saying turn on location permissions and I did but it kept saying turn location on, turn location on, turn location on turn location on turn location on turn location on turn location on                                                                          |                             |                                    |                               | Access control                       | 2022-10-26 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values       | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values                   | Date       |
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| Great for playing music, setting alarms and timers, scheduling holiday lights, and basic tv commands. An excellent value. The app is cumbersome and navigation is not intuitive but it's still great. I added a couple of Echo Dot 4's to my house recently and now have weird glitches that never occurred when I only had Dot 3's, but even still will say they are great. Lol...despite the many minor annoyances I love having voice control over my lamps and reminders to check the stove. | Self-discipline,<br>Enjoying life |                                    | Entertainment                 | Simplicity                                             | 2022-10-26 |
| Takes a long time to populate the content even with a good internet connection. User interface is not intuitive at all, and you have to do some digging to find what you need.                                                                                                                                                                                                                                                                                                                   |                                   |                                    |                               | Access control,<br>Response time,<br>User-friendliness | 2022-10-26 |
| Oh my. 2 updates in 2 days and things still aren't working correctly. Today, neither the Alexa icon nor the keyboard are responding to my requests. As a preschool teacher, I'm not trying to wake my kids up during naptime by having to loudly speak my requests to Alexa. If the app won't work on a consistent basis, at least give us other ways to control Alexa and her many functions.                                                                                                   |                                   | Peace,<br>Obedience                |                               | Usability,<br>Consistency                              | 2022-10-26 |
| Terrible experience and waste of money. I tried to add Philips Hue to use my voice to control lights. It will never connect and whole skill had s 1.6 start review. Waste of money, whole set up is going to bin                                                                                                                                                                                                                                                                                 |                                   |                                    |                               | Access control                                         | 2022-10-25 |
| This app is very good for general purposes but does not give enough flexibility to enable people searching for specific websites the choice to enable people to be able to write their own skill or blueprint                                                                                                                                                                                                                                                                                    |                                   | Curiosity,<br>Wisdom               |                               |                                                        | 2022-10-25 |
| what is the point of buying alexa dot when you cannot stream music from popular music streaming apps... there are so many music unavailable on amazon music                                                                                                                                                                                                                                                                                                                                      |                                   | Enjoying life                      |                               | Entertainment                                          | 2022-10-25 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values     | Date       |
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| Very frustrating that I have been told if I downloaded the app that I could have more than one phone connected to my Alexa at once. This is NOT true.                                                                                                                                                                                                                                                                                                                                                             |                                | Honesty, Loyalty                   |                               | Access control                           | 2022-10-24 |
| Confusing to control when you have so many devices, had to deregister some devices in my living room to make the Show 8 to work correctly.                                                                                                                                                                                                                                                                                                                                                                        |                                |                                    |                               | Access control                           | 2022-10-24 |
| Works pretty well in terms of setting timers and alarms and controlling the Fire TV when I can't find the remote. But I have noticed there are many limitations with answering questions as well as some minor bugs (such as sometimes being unable to press play on the TV even though it was paused just fine; also often stops listening in the middle of voice games like Heads Up).                                                                                                                          | Self-discipline, Enjoying life | Curiosity, Obedience               | Entertainment                 |                                          | 2022-10-24 |
| This app has come a long way from the early days. It is getting easier to manage devices, the lists are more accessible (I would get rid of the grocery-picture functionality), and I have more insight into the health of my Alexa/Kindle empire. I would LOVE some kind of centralised WiFi password locker so that hooking up to a new network (router upgrades etc) wouldn't be such a chore. I have seven Alexa devices, and a new WiFi router is a nightmare scenario.                                      |                                |                                    | Simplicity                    | Access control, Usability                | 2022-10-23 |
| Alexa herself is stupid gets times and words wrong and when you say something like delete previous reminder she freaks out and doesn't know what to do, the interface could be better took me a while to find that there's a separate set of groups just for speakers and can't use the other groups for targeting where you want alexa announcements, no feature from what I can see that can change Alexa's volume dynamically based on presence detection I want far away Alexa at max volume if not in a room |                                | Curiosity, Obedience, Intelligence |                               | Response time, Access control, Usability | 2022-10-23 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                             | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values                         | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa as well as app both are deteriorating day by day. App frequently gets update but still feels laggy and clunky                                                                                                                                                                                                      |                                |                                    |                                                       | Response time                        | 2022-10-23 |
| App was unable to discover and connect my brand new Echo Dot (with clock) to the Internet, rendering it an expensive (and inaccurate) device. Not much use at all.                                                                                                                                                       |                                |                                    |                                                       | Access control, Usability            | 2022-10-23 |
| I am not impressed with my Alexa, she continually stops playing. I have tried resetting her by unplugging her power cord. It used to work great when I first got it, but for right now I only give it a 2 rating.                                                                                                        |                                |                                    |                                                       | Access control, Usability            | 2022-10-22 |
| amazon alexa is the best ....I have lost the use of right arm and leg is working but not well...alexa saves me from using my phone for all sorts of information weather time of day timer when I exercise and numerous other things like health questions music and recipes....I don't know what I did before I got her! | Self-discipline, Enjoying life |                                    | Entertainment, Accessibility, Diversity and inclusion |                                      | 2022-10-22 |
| Hii, Amazon Alexa. This Alexa is very good product. But one thing is not in this Alexa is Marathi language. I request you to add ( Marathi ) language. Plz read my request.                                                                                                                                              |                                | Respect for tradition              |                                                       |                                      | 2022-10-22 |
| trying to set up routines and skills that work without Alexa saying the device is not connected ,is a nightmare ,                                                                                                                                                                                                        |                                |                                    |                                                       | Access control                       | 2022-10-22 |
| connectivity is a real problem... this request for review just so happened to come in during another Alexa outage... karma I guess                                                                                                                                                                                       |                                |                                    |                                                       | Access control                       | 2022-10-21 |
| Getting more and more laggy, and now it speaks out temperature i Fahrenheit, mineraler has been set to Celsius since years and still is                                                                                                                                                                                  |                                |                                    |                                                       | Response time, Reliability           | 2022-10-21 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values        | Date       |
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| Slower devices will be very overwhelmed and freeze because of this busy app. Opening page should be for those using Alexa as their phone AI. From there, Echos and other Alexa devices and Settings should be the available tabs. Then appropriate features within those tabs. Separate downloads for alt. features would reduce size and memory usage too.                         |                             |                                    |                               | Response time, Usability, User-friendliness | 2022-10-21 |
| it keeps disconnecting from my phone and has a persistent random beep and flashes yellow like it has a message but when asked what my notifications are it replies that there are infact none. I have tried unplugging it and tried multiple plugs in my home.                                                                                                                      |                             |                                    |                               | Access control                              | 2022-10-21 |
| The features available are exceptional providing convenient accessibility to music and podcasts. Personal playlists and podcasts that you follow within the Amazon Music app can be played on your devices using voice commands. Highly recommend based upon my positive user's experience.                                                                                         | Enjoying life               |                                    | Entertainment                 |                                             | 2022-10-20 |
| This is so complicated. One of the worst designs ever. Hard to keep track what we are looking for                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Simplicity, User-friendliness               | 2022-10-20 |
| SO SLOW !!! The Alexa App is just too slow. Shopping List takes about 20 seconds to open! It shouldn't be this slow. Everything else on my phone responds well. But Alexa App is badly programed or too heavy and suffers from slow response time. I followed their advice to clear cache and data and re-install, but it didn't do anything! A VERY DISAPPOINTING USER EXPERIENCE. |                             |                                    |                               | Response time                               | 2022-10-20 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values      | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I'm having headache already with setting up alexia app on my phone. Once I connect to amazon WiFi there won't be Internet access. The device and I are just looking at ourselves I wish I can give no star. Certainly returning it because I don't think that it worths this headache it's giving me. And the app might not even allow boom play app.                                                                                                                                       |                                  |                                    |                               | Access control                       | 2022-10-19 |
| Worsted app ever Amazon become very hifi if you already have an Amazon account if you forget your Amazon account password you never log in again becouse the didn't give otp always say resend but not received any OTP any monetary I always try to log in my Amazon account but they didn't send any OTP always show resend but didn't receive if you want to create a new account with new mobile number they accept in few seconds but if you forget your password they didn't send OTP |                                  | Security                           |                               | Access control                       | 2022-10-19 |
| find it hard to use as it doesn't always play something when you ask and can't work out how to play all 5 with different things playing                                                                                                                                                                                                                                                                                                                                                     |                                  |                                    |                               | Simplicity, User-friendliness        | 2022-10-19 |
| This is one helpful app my grandkids enjoyed it and I myself have a ton of questions and I get most answers quickly. I also recommend this to several friends for emergency purposes and information. thanks Alexa                                                                                                                                                                                                                                                                          | Curiosity, Wisdom                |                                    |                               |                                      | 2022-10-18 |
| I purchased premium sounds, but they won't play when requested on my alexa device!                                                                                                                                                                                                                                                                                                                                                                                                          |                                  | Enjoying life                      |                               | Entertainment, Access control        | 2022-10-18 |
| Alexa is my Brain!!!!!! Instead of going on line to find things out I just ask her! There's only a few things she doesn't know but she'll probably tell you where to find out if she can't! She's funny too. My granddaughter's love her funny jokes and stories. Alexa is one of the best gifts I've ever had.                                                                                                                                                                             | Curiosity, Wisdom, Enjoying life |                                    | Entertainment                 |                                      | 2022-10-18 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                            | Addressed Individual Values | Ignored/Violated Individual Values                 | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values     | Date       |
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| difficult to play a song of choice from Amazon music app to a connected echo dot                                                                                                                                                                                                                                                                                                                        |                             | Enjoying life                                      |                               | Entertainment                            | 2022-10-18 |
| I think its convenient to have the app. I can easy control amazon devices with on app anywhere I am right on my phone. like this app                                                                                                                                                                                                                                                                    |                             |                                                    | Simplicity                    |                                          | 2022-10-18 |
| Doesn't allow to search, play or loop songs using the Alexa app when I want to be quiet. Is often unresponsive and misunderstands requests/queries, especially for songs.                                                                                                                                                                                                                               |                             | Enjoying life, Obedience, Intelligence, Curiosity  |                               | Entertainment                            | 2022-10-18 |
| Horrible performance on Galaxy S10+. Super slow to load, super slow to navigate, most often doesn't play the songs Sent to Echo devices. Sadly disappointing.                                                                                                                                                                                                                                           |                             | Independence/ Platform independence, Enjoying life |                               | Response time, Entertainment             | 2022-10-18 |
| Great, except when I need to enable Apple Music. Every ti. e, takes forever to find my way through settings to get that simple task completed.                                                                                                                                                                                                                                                          |                             | Enjoying life                                      |                               | Response time, Entertainment, Simplicity | 2022-10-17 |
| When Lifx LED lights are connected the app shows duplicate devices and when lights are on app shows then off. App also identifes my Samsung TV as a wifi device to where commands are defunct (cannot turn TV on or off). As much I would like to give this app more than 2 stars. I cannot/will not until these bugs which have not been corrected since 2017. Much work is needed regarding this app. |                             |                                                    |                               | Access control                           | 2022-10-17 |
| Will never open my local radio app says it doesn't exist and have to manually open it on my app. Very very poor quality listening and help. Tell it to turn off the news and it won't keeps playing it and very selective in what info it provides.                                                                                                                                                     |                             | Obedience, Authority                               |                               | Access control                           | 2022-10-17 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values    | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I love my Alexa. I use mostly for reminders, timers and amazon communication but she can do all sorts of things like play music, communicate with/through other people's alexa, even set up for my dad to call for help and so much more I haven't even tried like grocery lists and so on.                                                                                                                                                  | Self-discipline, Enjoying life |                                     | Entertainment                 |                                      | 2022-10-17 |
| Wow this app needs so much work. For starters it needs to stop starting with a loaded homepage full of junk that I don't want to use or to add. And it needs to stop putting them back after I've already removed them from that home page. The constant need to delete things so that they're more like the way I want them makes this app almost useless. The time you saved turning on a light bulb you lose removing junk over and over. |                                |                                     |                               | Usability                            | 2022-10-17 |
| still finds the same devices and calls them new every day. I've given up trying to fix this.                                                                                                                                                                                                                                                                                                                                                 |                                |                                     |                               | Access control, Learning             | 2022-10-16 |
| timer is great. nice to set it with my voice. keeping a shopping or grocery list is soso because it will waste time asking if I want to order from Amazon, but at least it gets my list on my phone and at home. photo background on Echo is a pain at times: more Amazon suggestions that pictures.                                                                                                                                         | Self-discipline                |                                     |                               | Response time                        | 2022-10-16 |
| Why is it so difficult to set alexa up after password change? Make it easier!!                                                                                                                                                                                                                                                                                                                                                               |                                |                                     |                               | Simplicity, User-friendliness        | 2022-10-16 |
| It's okay. Sometimes got to something multiple times to finally getting it to work like you want. Delay or not accepting new settings on devices.                                                                                                                                                                                                                                                                                            |                                | Obedience                           |                               | Response time, Access control        | 2022-10-16 |
| App dosent work. Can't use it on any phone except the very latest. Works on my dad's iPhone 11 but my Samsung a6, a20 and a51 app does nothing freezes. Takes ten minutes to load or acknowledge a response!! I can't change any settings meaning my vodaphone calling is messed up!!                                                                                                                                                        |                                | Independence/ Platform independence |                               | Response time, Usability             | 2022-10-15 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                | Addressed Individual Values | Ignored/Violated Individual Values                | Addressed Non-Schwartz Values                      | Ignored/Violated Non-Schwartz Values         | Date       |
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| Near impossible to navigate! And, don't even bother if you have multiple devices!                                                                                                                                                                                                                                           |                             |                                                   |                                                    | Access control, Usability, Simplicity        | 2022-10-15 |
| Can't connect echo show to ring like it's supposed to.                                                                                                                                                                                                                                                                      |                             |                                                   |                                                    | Access control                               | 2022-10-14 |
| Doesn't listen to what you say properly has a mind of its own                                                                                                                                                                                                                                                               |                             | Obedience, Authority, Choosing own goals, Freedom |                                                    |                                              | 2022-10-14 |
| Very easy to set up for a 63 yr old grandma. a gift from my daughter. I love it. I don't have to get out of bed to turn off the light!                                                                                                                                                                                      | Enjoying life               |                                                   | Simplicity, Accessibility, Diversity and inclusion |                                              | 2022-10-14 |
| Doesn't work with Spotify anymore, even though I've relinked it several times. My echo dot tells me it's sent things to my Alexa app, but they don't arrive.                                                                                                                                                                |                             | Enjoying life                                     |                                                    | Access control, Entertainment                | 2022-10-13 |
| When I have to set up Alexa in Manual Mode, the app asks me to connect to the device in the WiFi settings. When I go to the WiFi settings, and then I come back, the Alexa app restarts and won't bring me back to the last screen where I was. Impossible to set up Alexa using manual mode.                               |                             |                                                   |                                                    | Access control, Usability, User-friendliness | 2022-10-13 |
| Keeps making me have to relink my apple music account, not sure if it's apple music which is causing the problems, or is it because amazon doesn't want me using another music streaming site                                                                                                                               |                             | Enjoying life                                     |                                                    | Access control, Entertainment                | 2022-10-13 |
| Amazon India has removed urdu from their list. Pity for such a waste product. I might have to throw this junk piece now. When Alexa can't cater to customer requirements. They don't have Indian accent English,Hindi and removed Urdu. Words pronunciation and other voice features have degraded over the period of time. |                             | Respect for tradition                             |                                                    | Diversity and inclusion                      | 2022-10-13 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| This app used to work great, but now it's constantly showing my Alexa devices as OFF LINE. Tried everything they suggested and nothing works. Just got the Echo 10 and this app is useless.                                                                                                                                                                                                                                                                         |                             |                                    |                               | Access control, Usability                    | 2022-10-13 |
| I think this app is way to difficult. if I want to find a song that I palyed recently there is no way to find it again. this app should be more precise like YouTube an just have a play history an also I hate the fact that it doesn't have a quick way to recognize the song unless you have a name an expesific name for the song you looking for unlike shasam you play the song an it immediately finds the name of the song an the artist who is singing it. |                             | Enjoying life                      |                               | Simplicity, User-friendliness, Entertainment | 2022-10-12 |
| My son got me an Echo Dot aproximately 2 years ago. I'm old school so I rarely used it, and only for the weather. I've since discovered what a great help Alexa is. I can ask her anything. She always has the information I need. I've wasted a lot of time looking for info. Not anymore. Thanks to. Alexa. I'm planning on getting the latest upgrade very soon.                                                                                                 | Curiosity, Wisdom           |                                    |                               |                                              | 2022-10-12 |
| Slow slow slow. Awful. Other Amazon apps don't work. Uses Apple podcasts, why? Can't control anything from phone, only voice. Google wins. Edit: 2022 and app is still awful. So unintuitive. Especially trying to set up Echo Dot for a kid. VPC for Amazon kids podcast is broken.                                                                                                                                                                                |                             | Authority, Freedom                 |                               | Timne efficiency                             | 2022-10-12 |
| I love my Echo with Amazon Alexa its great, very easy to use, and set up!!! I have fun with the qusetion of the day, and i love, love, love amazon music!!!!                                                                                                                                                                                                                                                                                                        | Curiosity, Enjoying life    |                                    | Entertainment, Simplicity     |                                              | 2022-10-11 |
| it's just too much. I feel that Google makes a whole lot easier being so user friendly a lot more so than Amazon Alexa is. so out of the two Google's nest hub or Alexa echo, I would go with Google all the way.                                                                                                                                                                                                                                                   |                             |                                    |                               | Simplicity, User-friendliness                | 2022-10-11 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa is great, We use Her for morning weather, timers, and music, much more, Once you get used to Alexa and Echo Dot, its really hard to do without her                                                                                                                                                                                                                                                                                                                                                     | Enjoying life                  |                                    | Entertainment                 |                                      | 2022-10-10 |
| pretty handy thing to have if you have children. great for reminders, alarms, homework etc although my kids decided to argue with each other through it love the fact it controls Alexa led light bulbs. no more kids rooms lights left on or any in the house for that matter. oh and the drop in facility is brilliant. nothing better than being able to hear your children argue with eachother before one comes down with the tale lol it can get quite frustrating at times tho as it's not fool proof | Self-discipline, Enjoying life |                                    | Entertainment                 |                                      | 2022-10-09 |
| Worst app ever when i instruct to call my mom as(mummy) ot did no response and when i open the app and then told Alexa to call my mom (mummy) it says there is not any content saved as mom (mummy) ot is the waisting of time pls don't download and stay happy with Google assistant                                                                                                                                                                                                                       |                                | Obedience, Authority               |                               | Learning                             | 2022-10-09 |
| Alexa keeps losing the connection to my wifi router. that means my Hue lights won't work.                                                                                                                                                                                                                                                                                                                                                                                                                    |                                |                                    |                               | Access control                       | 2022-10-09 |
| When working is great, but after power outage the smart lights(multiple brands) loose comunication with Alexa and they don't work, sometimes it recovers hours later and sometimes not at all.                                                                                                                                                                                                                                                                                                               |                                |                                    |                               | Response time, Access control        | 2022-10-08 |
| When I had my old phone, alexa app was so slow , I thought it was the problem of my phone, but when I purchased a brand new one and used alexa app on it, It was so slow, it takes a lot of time to process, when I press smth It takes a lot of time to load.                                                                                                                                                                                                                                               |                                |                                    |                               | Response time                        | 2022-10-08 |
| Amazon was updated and Now you can not find Any of your ORDERS WHO WAS THE DUMBO????                                                                                                                                                                                                                                                                                                                                                                                                                         |                                | Obedience, Authority, Intelligence |                               |                                      | 2022-10-07 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                   | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Two star because I literally just sign in and I was I trying to sign in into my account and I couldn't because I had to sign out this app is horrible and the app stopped working and sign me out worst app ever                                                                                                                                                               |                             |                                    |                               | Access control                       | 2022-10-07 |
| slow. very slow on my phone. annoying little things that should be fixed, like when it goes back to the home screen instead where you left off when you switch to another app and then go back                                                                                                                                                                                 |                             |                                    |                               | Response time                        | 2022-10-07 |
| was sceptical but once got used to asking right questions am enjoying the music some times have to ask questions several times to make alexa understand                                                                                                                                                                                                                        | Enjoying life               | Obedience, Intelligence            | Entertainment                 |                                      | 2022-10-06 |
| I like this app for all it does but it is honestly one of THEE SLOWEST apps ever! It's frustrating. Not only that, but not all of my announcements or notifications will come through my app in real time. I regularly get those delayed by a few hours to even a day later. Having the technology behind Alexa, I'm surprised this app is so frustratingly slow all the time. |                             |                                    |                               | Response time                        | 2022-10-06 |
| i use this app a lot, for my grocery list, to play music, etc. love it. however for some reason that i can't figure out, it doesn't hear my voice when i tap the voice command. but that might only be my phone settings...                                                                                                                                                    | Enjoying life               | Obedience                          |                               |                                      | 2022-09-30 |
| so frustrated. how do you play music when two musicians have the same name. I want to listen to Koop but Alexa plays Coop.                                                                                                                                                                                                                                                     |                             | Intelligence, Enjoying life        |                               | Entertainment                        | 2022-09-30 |
| No wake word unless open. Yep that's the reason for the one star. I understand that they want to sell Alexa speakers but that doesn't excuse treating your app like an afterthought. Google still has speakers yet you can say "Hey Google" to wake it up. Nothing stopping Alexa from doing this except Amazon's greed.                                                       |                             |                                    |                               | Access control, Usability            | 2022-09-30 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values             | Date       |
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| misunderstands questions, side by side Google answers questions, Alexa echo show answered the wrong question time after time. no longer a fan, may be going to Google.                                                                                                                                                                                                                                                                                                                |                             | Curiosity                          |                               |                                                  | 2022-09-30 |
| step it up. User experience is not friendly. glitchy, slow, needs all around updating, streamlining and cohesiveness.                                                                                                                                                                                                                                                                                                                                                                 |                             |                                    |                               | User-friendliness, Response time, Access control | 2022-09-29 |
| This app is almost COMPLETELY USELESS. It doesn't let you do anything as far as updating things for any of the Alexa devices. I'm not sure if it lags but from what I've, myself, have experienced, it's just frozen.                                                                                                                                                                                                                                                                 |                             | Enjoying life                      |                               | Usability                                        | 2022-09-29 |
| After this update my alexa echo works fine, but this echo flex got wifi issues , not even connecting to wifi,                                                                                                                                                                                                                                                                                                                                                                         |                             |                                    |                               | Access control                                   | 2022-09-29 |
| so far so good i think i love Alexa by far,atleast i have someone to talk to,she helps me big time around the house when i feel lazy like having to reach for my phone,i just call on Alexa she never disappoints-easy and interactive customer experience in the app.Thumbs up Amazon                                                                                                                                                                                                |                             |                                    | Simplicity, Interactive       |                                                  | 2022-09-28 |
| Experience so bad.....bcoz his connecting speed is very low and take longer time to connect please improve this app                                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Response time                                    | 2022-09-28 |
| I think it's a wonderful invention for homes and for families with children and just single people one thing I would make a suggestion on and I hope any of the developers of Alexa see this but I was thinking it would be very very helpful to so many people around the country if Alexa itself had the ability even not connected to a phone just your Alexa if it had the ability to call 911 not everyone has their phone on them 24/7 you can yell out anywhere in your house. | Enjoying life               |                                    |                               | Safety                                           | 2022-09-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                               | Addressed Individual Values | Ignored/Violated Individual Values                               | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This app gets worse and worse. SLOW. Auto enables skills you cannot remove because the skills section wont load across multie devices. Amazon, it's time to release the api's and let a competent 3rd party write an app for you. Old review: Constant ads via "by the way" at the end of every command I give this thing. |                             | Peace, Enjoying life                                             |                               | Response time, Access control        | 2022-09-27 |
| does not stop listening even though I don't ask it a question during conversations will just drop in and start referencing things that are not revelant to what we're talking about plus I didn't sat alexia blah blah blah but I need echo to run with my front door ring and alexia to run on phone for other devices    |                             | Obedience, Authority, Freedom, Choosing own goals                |                               |                                      | 2022-09-27 |
| I hate Alexa. It's unresponsive, mishears and seems to have a mind of its own. Like, why has it now decided to disregard Spotify after playing stuff on it for months. We spend more time shouting 'Alexa, shut UP' than anything else as it, once again, gets instructions completely wrong. I totally regret buying it.  |                             | Obedience, Choosing own goals, Freedom, Enjoying life, Curiosity |                               |                                      | 2022-09-27 |
| I installed Amazon Alexa and got into my account, but when I tapped on the Alexa button to ask a question, Alexa didn't say anything. Even typing something to Alexa had no effect. There must be a bug or the server to Amazon must be out. Please fix her so that other people can use her. Thanks                       |                             | Obedience, Curiosity                                             |                               | Usability                            | 2022-09-27 |
| unable to connect to my husband's home profile and to all devices at home                                                                                                                                                                                                                                                  |                             |                                                                  |                               | Access control                       | 2022-09-27 |
| Alexa had been going for nearly 10 years and STILL is an absolute pain to deal with. Simple Bluetooth, Audible and music streaming functions are still broken. How aggravating.                                                                                                                                            |                             | Enjoying life                                                    |                               | Entertainment, Access control        | 2022-09-26 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values                 | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values  | Date       |
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| I am loving Alexa. sometimes I get frustrated when we miscommunicate. I enjoy how she plays my music, games, jokes, stoies, reads my kindle books and more. I am ready for my next one!                                                                                                                                                                                                                                                      | Enjoying life               | Obedience                                          | Entertainment                 |                                       | 2022-09-26 |
| I had givin 5 stars if the app would be responsive very slow Takes minimum 1 miniute to answer my question and many times when I ask a question without answering it disappears THESE THINGS NEED TO BE IMPROVED                                                                                                                                                                                                                             |                             | Curiosity, Obedience, Authority                    |                               | Response time                         | 2022-09-26 |
| Everything is good, but I expected more intelligence from Alexa like Google Assistant. When I said "wake me up after 7 hrs" it has set a timer for 7 hrs. I expected it to set an alarm after 7 hrs. Need some improvements in terms of understanding. And it'll not understand kannada song names, even though those songs are available on Amazon Music. Amazon need to work on this and add more speech recognition for kannada language. |                             | Intelligence, Respect for tradition, Enjoying life |                               | Entertainment                         | 2022-09-26 |
| It's truly a great service. It makes my life incredibly easier everyday, the more I learn how to use Alexa the easier my day to day functioning becomes more optimized.                                                                                                                                                                                                                                                                      | Enjoying life               |                                                    | Simplicity                    |                                       | 2022-09-25 |
| Overall no a bad app at all ,coz uk you have to use it to set up your alexa ,but The app is extreamly slow and buggy I first thought it was just on my phone coz it is not powerful enough but when i used a more powerful phone ,it was still very buggy                                                                                                                                                                                    |                             |                                                    |                               | Response time, Usability, Reliability | 2022-09-25 |
| Please add create playlist option for custom playlist...it is so bad. alexa is playing only limited songs again and again same songs YouTube music need to add it will be appreciated                                                                                                                                                                                                                                                        |                             | Enjoying life                                      |                               | Entertainment                         | 2022-09-25 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values                         | Date       |
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| 09/21 It's works great for me! 09/22 I purchased the 4th generation of the echo Dot and now I am unable to ask for my TV to be turned on. It used to turn on when I requested it with the third generation, but not with the fourth. Very frustrating!!!!                                                                                                                                                                                                                                                           |                             | Obedience                          |                               | Access control                                               | 2022-09-24 |
| I don't like this app because it again and again saying me sign up and it was not responded it is not like that app which we have seen in the advertisement.                                                                                                                                                                                                                                                                                                                                                        |                             |                                    |                               | Access control, Response time, Usability                     | 2022-09-24 |
| barely user-friendly for music, the app takes over Amazon music but doesn't allow any real control in the music being played. it veers off regularly and it's really only a slight annoyance... but this app was made with the intention to fix small inconveniences in communication between Amazon products and applications. hell without it, my echo dot will just ignore my Amazon music app after 3 songs; with it... maybe 4 max.                                                                            |                             | Enjoying life                      |                               | User-friendliness, Entertainment, Access control             | 2022-09-24 |
| I like the fact that I can play any kind of music at any time I want                                                                                                                                                                                                                                                                                                                                                                                                                                                | Enjoying life               |                                    | Entertainment                 |                                                              | 2022-09-23 |
| Spent 30+ minutes trying to find what the name of this device is in my Amazon account, devices, Alexa is installed on. in the app, you can only see "Alexa on this phone", and only a 30+ character serial number in the About for this Alexa app on my phone. on the Amazon/manage content and devices/devices/Amazon Alexa webpage I get an unhelpful L's 7th Amazon Alexa, L's 6th Amazon Alexa etc. all the way to the first device I installed Alexa to. Can edit the names on the webpage but which is which? |                             |                                    |                               | Response time, Access control, Simplicity, User-friendliness | 2022-09-23 |
| a fantastic device helps make my life just that much easier, eliminating the need to remember tasks also automating my home and many of my general needs.a great addition to my home, Alexa is like my personal Assistant I am not a paid sponsor just an elated customer. thank you Amazon.                                                                                                                                                                                                                        | Self-discipline             |                                    | Simplicity                    |                                                              | 2022-09-23 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I was able to make phone calls on my Alexa and now I can't. Now I can't call or send messages from the Alexa app if I don't have AT&T or Verizon carriers. I have Straight Talk. I used that feature all the time and now it won't let me even do drop in calls from my phone to my kids Echos. I used to be able to call my kids if I was out to the store because they didn't have phones at the time and be able to talk to then through the app. Super ticked. I hope they upgrade that list of carriers soon. |                             |                                    |                               | Access control                       | 2022-09-23 |
| App freezes sometimes. Also, there is an issue with Echo studio when audio streamed through linked apps the Studio kicks out the bluetooth device connected to it. This issue was not present in echo dot 4th gen. Pls resolve.                                                                                                                                                                                                                                                                                    |                             |                                    |                               | Response time, Access control        | 2022-09-22 |
| my alexa echo show has suddenly decided not to play BBC news. have tried relinking to BBC but she will play everything except the news ! sooooo frustrating !!!                                                                                                                                                                                                                                                                                                                                                    |                             | Curiosity, Wisdom, Obedience       |                               |                                      | 2022-09-22 |
| Not user friendly. Gives a lot of useless recommendations and hard to find the service you're looking for.                                                                                                                                                                                                                                                                                                                                                                                                         |                             |                                    |                               | User-friendliness, Simplicity        | 2022-09-22 |
| The slowest app on my phone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                    |                               | Response time                        | 2022-09-21 |
| She constantly misunderstands what I'm asking her to say. very frustrating.                                                                                                                                                                                                                                                                                                                                                                                                                                        |                             | Intelligence, Obedience, Curiosity |                               |                                      | 2022-09-21 |
| I want to download amazon alexa app but when go for download this app saying= this item is not compatible to your device.please solve my problem                                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Access control                       | 2022-09-21 |
| Alexa shares data (utterances, notifications) between household accounts violating the users privacy. There's no way to disable this sharing, even by calling Amazon. The only to fix this is to use a separate account that's not part of the household...                                                                                                                                                                                                                                                        |                             | Privacy                            |                               |                                      | 2022-09-21 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Addressed Individual Values | Ignored/Violated Individual Values               | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------------------------------|-------------------------------|----------------------------------------------|------------|
| Always have a hard time connect and navigating this app. Always have to YouTube how to find or complete actions. So frustrating                                                                                                                                                                                                                                                                                                                                                               |                             |                                                  |                               | Access control, User-friendliness            | 2022-09-20 |
| Every time I try to log in, after I enter the OTP, the app closes. I have done this LITERALLY 10 times today alone. Have been trying to log in for the past week after having to re-download the app because it stopped working.                                                                                                                                                                                                                                                              |                             |                                                  |                               | Access control, Response time                | 2022-09-20 |
| Alexa forces you to download this bloated piece of garbage to turn off suggestions. Well, they did, but now the setting is outright gone. Whoever is in charge of developing this app intentionally made this abomination overly complicated and bloated just so you'd use it longer. If you're here to turn off Alexas annoying "By the way..." Suggestions, drill a hole through it and destroy it. Amazon will use it, and the app to actively spy on you. Don't bother with this garbage. |                             | Obedience, Authority, Freedom, Privacy, Security |                               | Simplicity                                   | 2022-09-19 |
| Alexa made me do an update and now it disconnected all of my connected devices on my Alexa --terrible! now I have to reconfigure my router back to only 2.4 shut off the 5G and then start to reconnect every device it's terrible time consuming ugh                                                                                                                                                                                                                                         |                             |                                                  |                               | Access control                               | 2022-09-19 |
| norifications hard to find in app. also hard to stop timers alarms from across rhe gouse so i open the app and it takes a long time to find sub menu to stops the alexa beeping.                                                                                                                                                                                                                                                                                                              |                             |                                                  |                               | Simplicity, User-friendliness, Response time | 2022-09-19 |
| Only works about 50% of the time. The app itself also dosent work for weeks or months everytime I update my phone- which means you can't access the alexa on your phone. I'd just buy a google                                                                                                                                                                                                                                                                                                |                             |                                                  |                               | Access control                               | 2022-09-19 |
| Alexa gets disconnected from Wifi very often. The worst experience ever                                                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                                  |                               | Access control                               | 2022-09-19 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values     | Date       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|-------------------------------|------------------------------------------|------------|
| connection to some things is difficult but I love the music and control it allows me for my other gadgets. the echo hub is by far the best! high quality audio but I doubt the security and privacy.                                                                                                                                                                                                                                                      | Enjoying life               | Security, Privacy                  | Entertainment                 | Simplicity, Access control               | 2022-09-19 |
| App will not let me click on anything but Home tab... Can't open devices, communication, play or more tabs... Not impressed... These used to work great..                                                                                                                                                                                                                                                                                                 |                             |                                    |                               | Access control, Usability                | 2022-09-18 |
| It works, but it's slow, I mean VERY slow, kind of hanging out, slow response to clicks, almost nerve-racking                                                                                                                                                                                                                                                                                                                                             |                             |                                    |                               | Response time                            | 2022-09-18 |
| Love my Alexa's. I have a regular one, an echo dot, and 2 echo shows! I control my lights, my music, my shopping, plus the Shows are set to show my security cameras instantly.                                                                                                                                                                                                                                                                           | Enjoying life               |                                    | Entertainment                 |                                          | 2022-09-18 |
| New (male) voice is available, but doesn't initiate on speakers. 1.I appreciate the inclusion of Customised Commands, but as you can only put one in per routine and only at the end of the routine, it is very limited. 2. Can we have routines separated into different trigger sections like Voice, Sensor, Schedule, Notifications. 3. I have multiple 'Wait' actions in the same routine and would like to see the time each action is taking place. |                             |                                    |                               | Access control, Response time, Usability | 2022-09-17 |
| Amazing addition to any household. Works brilliantly as a room-to-room communication device. Play music in all rooms for parties. Order and have groceries delivered to the door. We wouldn't know how to go about some tasks without her.                                                                                                                                                                                                                | Enjoying life               |                                    |                               |                                          | 2022-09-17 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                          | Addressed Individual Values                       | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Can't even create an account. each time it sends me an email and I check it, come back into the app and I HAVE TO START OVER AGAIN. Plus, I can't use a OTP from previous attempts because it doesn't register. if your app can't even let somebody sign up, you need to fix that mf QUICK. And to think I couldn't hate Amazon more. |                                                   |                                     |                               | Access control, Response time        | 2022-09-17 |
| Worst app. App is not working, rather it is very slow in Samsung S10 plus device. Having a tough time in figureing up things and setting up new devices. Amazon engineers are doing a very bad job.                                                                                                                                   |                                                   | Independence/ Platform independence |                               | Response time                        | 2022-09-17 |
| It's very slow App, every time I open it I feel I want to delete it permanently before I get a heart attack                                                                                                                                                                                                                           |                                                   |                                     |                               | Response time                        | 2022-09-17 |
| I can not get it to connect to the WiFi, I've tried everything from the book and check everything with no joy. Very disappointed                                                                                                                                                                                                      |                                                   |                                     |                               | Access control                       | 2022-09-17 |
| I really like my Amazon Alexa! You can ask for anything and get an answer in no time! I don't always have much time, so Amazon helps me cut straight to the important things I need. My music, Calendar and what's going on in the world. News, and up to date info about related and most recurring issues in the US.                | Curiosity, Wisdom, Enjoying life, Self-discipline |                                     |                               |                                      | 2022-09-17 |
| it works considerably well with my Alexa and it's functions however the app itself is incredibly slow                                                                                                                                                                                                                                 |                                                   |                                     |                               | Response time                        | 2022-09-17 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Addressed Individual Values | Ignored/Violated Individual Values                | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values                                  | Date       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------------------------|-------------------------------|-----------------------------------------------------------------------|------------|
| I am a Disabled Combat Infantryman that is in a power wheelchair, I purchased lights for my house under a grant to make my home more accessible since I'm in a wheelchair. I've spent 20 plus hours on the phone troubleshooting with no resolve. They do not care about Disabled Vetrans or any of their other customers. They treat you horribly while on the phone and nothing gets fixed. Do not recommend wasting anyone's hard earned money especially when they have no care for you as a customer. |                             |                                                   |                               | Simplicity, User-friendliness, Accessibility, Diversity and inclusion | 2022-09-16 |
| I've been having an issue lately where the main screen opens... but nothing on the screen will load. I have to keep opening and closing the app until it decides it wants to work. Terribly frustrating since this is an app I use almost every day.                                                                                                                                                                                                                                                       |                             |                                                   |                               | Access control, Usability, Response time                              | 2022-09-16 |
| The Amazon Alexa app is a great way to control your smart devices, but it can be frustrating at times. The app can have issues loading configurations, which can cause your room and smart devices to not show up correctly. Additionally, the app can take a long time to open, which can be frustrating. Finally, connecting with third-party devices can be confusing and painful, but thankfully it usually only happens once.                                                                         |                             |                                                   |                               | Response time, Access control                                         | 2022-09-16 |
| Still Keeps force closings... Constantly no matter if I clean cache or restart app. Also the suggestions, please STOP.. I don't want suggestions on with varies skills. A person should have to ability to see this or not. Every time, when I can use the app, I get suggestions for fart sounds or morning routines, I not an idiot and have what I need. Please allow this to be turned off. Samsung note 10 plus 5G                                                                                    |                             | Obedience, Authority, Choosing own goals, Freedom |                               |                                                                       | 2022-09-16 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------|-------------------------------|--------------------------------------|------------|
| Right now if I could do zero stars I would. The app has worked for a long time but recently all of my devices (except my echos) have disappeared from the app. Support says to delete the devices but that's impossible to do since I do not see the devices. Reinstalling the app does not work. Re-enabling skills does not work. The Alexa app does not detect new devices either. Even devices connected to the built in zigbee hub do not show. Support stated this is a known issue but cant say how to fix. |                             |                                     |                               | Access control                       | 2022-09-15 |
| my Alexa dot is not working properly. it doesn't play certain stations that I ask for at certain times. something happened and not sure what.                                                                                                                                                                                                                                                                                                                                                                      |                             | Obedience, Authority, Enjoying life |                               | Entertainment                        | 2022-09-15 |
| I use this to keep in contact with my kids and when they call me it rings through but nothing will pop up on my phone, even though it was my phone so got a new S22 and still won't show the screen to answer the call but the call tone rings through when he tries to call but I can't answer it EVER super frustrating so I end up just opening my Blink security camera and talk to him through that but the reminder function works well I use it for daily reminders for brushing teeth and taking meds.     | Self-discipline             |                                     |                               | Access control, Usability            | 2022-09-14 |
| This app is so slow... And it doesn't even start on my Samsung device, it keeps crashing again and again, I'm frustrated.. Didn't expect this from Amazon..                                                                                                                                                                                                                                                                                                                                                        |                             | Independence/ Platform independence |                               | Response time, Usability             | 2022-09-14 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Addressed Individual Values    | Ignored/Violated Individual Values                      | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---------------------------------------------------------|-------------------------------|----------------------------------------------|------------|
| I've become dependant on Alexa. It's removed the everyday stress. My family & household work more efficiently & smoothly with the use of lists, lights, timers, reminders & routine reminders. Alexa, turn the light off, tell me when the cookies are done baking & please add milk! Free suggestion you never asked for: let me move my list entries around. I like to organize my to-do list by priority level and my shopping list by the layout of my store.                                        | Enjoying life, Self-discipline |                                                         |                               |                                              | 2022-09-14 |
| so unorganized with how to properly connect with other devices                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                |                                                         |                               | Simplicity, Tidiness                         | 2022-09-13 |
| Keeps getting stuck on black screen, have tried uninstalling and reinstalling several times and resetting phone, can never get past the black screen to set up my device, this useless app has rendered my echo dot completely useless. Thanks a bunch.                                                                                                                                                                                                                                                  |                                |                                                         |                               | Usability                                    | 2022-09-12 |
| glitchy and difficult to get alexa compatable smart devices to work or stay working properly.                                                                                                                                                                                                                                                                                                                                                                                                            |                                |                                                         |                               | Access control, Simplicity                   | 2022-09-12 |
| Lots of improvements required. Firstly app is very slow. When i have multiple devices only one can be played and second device cannot play songs thrown error "unable to play try again later". There must be a option to select song from Alexa app to play instead of selecting only from recently played. Also cannot select skills from this app. Editing after 5yrs of using alexa: Even after years, this app is still like a tortoise. Never got any performance improvement and faster features. |                                | Enjoying life, Obedience, Authority, Choosing own goals |                               | Response time, Access control, Entertainment | 2022-09-11 |
| I've been trying to connect my alexa to the internet, and I've done it 4000 times I went to customer service we did all the ways we could and he said I have to buy a new one, I'm mad.                                                                                                                                                                                                                                                                                                                  |                                |                                                         |                               | Access control, Response time                | 2022-09-10 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                             | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| most useless app I have ever used. as soon as I attempt to answer incoming call it hangs up, all the time. this happened after an untested update. to make a video call they changed the one touch to three confirmations. back to one touch reliable messenger , I regret wasting money on akexa products., overpriced garbage.                                                                                                                                         |                             |                                    |                               | Usability, Reliability               | 2022-09-10 |
| So many issues that doesn't seem to have an answer even with help from tech support. Currently I can no longer link Facebook photos to display on my device (Echo Show 10).                                                                                                                                                                                                                                                                                              |                             |                                    |                               | Access control                       | 2022-09-10 |
| Not able to pair with Bluetooth speakers Many a times the Echo dot is unresponsive                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                    |                               | Access control                       | 2022-09-09 |
| App works alright for set up, but it will continue to search for echo devices with settings turned off. Not cool for an app to continue to do something that it is specifically instructed not to do. I decided to just download it when I need to set up a new device, and then delete it after all my routines and commands run properly. Also notifications are broken. They need to be turned off completely or else they are permanently stuck in notification bar. |                             |                                    |                               | Access control, Usability            | 2022-09-08 |
| Echo can't connect to my wifi keeps saying password invalid when it's not                                                                                                                                                                                                                                                                                                                                                                                                |                             |                                    |                               | Access control                       | 2022-09-07 |
| Lots of bugs i cannot drop in on alexa echo dot can't call my phone looks like the network is not working but i am using wifi very disappointing fix this as soon as possible                                                                                                                                                                                                                                                                                            |                             |                                    |                               | Access control                       | 2022-09-07 |
| I used to be able to use this app every day, then it disappeared from my screen. I tried the update in the hope that it would put it back on my screen, but it is still hidden and can't be found other than opening it in the store. i dont like the white background... i use alexa in the dark, but hopefully this can be changed. Otherwise, get my old alexa back, and where i can find it.                                                                         |                             | Creativity                         |                               | Usability, Access control            | 2022-09-07 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                | Addressed Individual Values | Ignored/Violated Individual Values             | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| it work awesome with my last galaxy but for some odd reason I cant get it to connect to my new phone. ive unpaired it, deleted last phone context from the app, it wouldnt connect to my spotify account. i guess ima have to keep playing with it. otherwise I would it rate 5                             |                             | Independence/<br>Platform independence         |                               | Access control                       | 2022-09-06 |
| I really hate the Alexa.....it automatically ordering the items from Amazon...I had to check the mail every day and had to cancel them.... It getting me headache, either I should delete my Amazon ID or i should deactivate Alexa ... please look into it.... And it's zero rating from my side.          |                             | Obedience,<br>Choosing own goals, Authority    |                               |                                      | 2022-09-06 |
| Amazon! Alexa products! The app is amazing as well. It is easy to navigate, easy to understand and makes your day so much easier and not to mention better! Thanks Amazon! And thank you Alexa!                                                                                                             | Enjoying life               |                                                | Simplicity                    |                                      | 2022-09-06 |
| I don't use Alexa to it's fullest, but the little I do use it, it works good. The exception and reason for a four star review is it doesn't play some songs that I ask. A popular song, for example, would be "Easy on me", by Adele. It'll just choose one of her songs at random but never ever that one. |                             | Obedience,<br>Authority,<br>Choosing own goals |                               |                                      | 2022-09-05 |
| Alexa will not support new device...always tells internet not connected...suddenly off mode....worst experince from 3 weeks.                                                                                                                                                                                |                             |                                                |                               | Access control                       | 2022-09-05 |
| I do NOT want your app on my phone ( web version only eanted ) Your spp is to invasive of privacy and my control of what you can look at?.                                                                                                                                                                  |                             | Privacy                                        |                               |                                      | 2022-09-05 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| terrible , cant find songs I have purchased even though it confirms it has heard the right song . no Improvement over the years , lack of development is shocking for such a big company . I think the not finding items is a deliberate attempt to get people to sign up for music unlimited.... terrible service .                                                                                                                                                                                             |                             | Enjoying life                      |                               | Entertainment                        | 2022-09-04 |
| Slowest app I've ever downloaded. The Alexa device itself is pretty useful, don't get me wrong. But the app... great as a concept, with all the options and uses, pretty straightforward, but simply not worth the time you have to wait to get anything done. But after reading more reviews, it baffles me how this app has 4.5 stars, since it seems to be a problem to many users.                                                                                                                           |                             |                                    |                               | Response time                        | 2022-09-04 |
| This app has the absolute slowest interface of any app I've ever used. If you try and use it in a store with not the best connectivity, its near impossible to use.                                                                                                                                                                                                                                                                                                                                              |                             |                                    |                               | Response time                        | 2022-09-04 |
| awful, can't remember group names, starts speaking when trigger word isn't spoken. can't answer the simplest queries. turns light on and off with commands not being spoken. Echo device 40' away answers when I'm stand one foot away from a second device. "turn Office lights on" becomes " turn the sun on" really? or " turn the house on" or " there is no office device". usually will turn the office on after 4-5 tries, so it knows it exists. it's on the app. really a poor device, not recommended. |                             | Intelligence, Curiosity            |                               | Learning, Usability                  | 2022-09-04 |
| This app should be amazing but is often slow, fails to load, and the shopping list feature will make you want to throw your phone in the store as it randomly jumps around the page.                                                                                                                                                                                                                                                                                                                             |                             |                                    |                               | Response time, Access control        | 2022-09-03 |
| I am having a real nightmare trying to get the device to connect and whatever I try I go back to the same useless and unhelpful screen. So very frustrating...                                                                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Access control                       | 2022-09-03 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Addressed Individual Values | Ignored/Violated Individual Values       | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values          | Date       |
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| App is good but when I start it, it is not responding properly when I call Alexa it is not coming on my home screen.                                                                                                                                                                                                                                                                                                                                                                                          |                             |                                          |                               | Access control                                | 2022-09-03 |
| There's commonly misunderstandings in a lot of very bad content comes up that I would never want my children hearing                                                                                                                                                                                                                                                                                                                                                                                          |                             | Obedience, Authority, Choosing own goals |                               | Protectiveness                                | 2022-09-03 |
| I can't find Amazon guest connect. Is it not available in Canada? How's that even possible?                                                                                                                                                                                                                                                                                                                                                                                                                   |                             |                                          |                               | Access control                                | 2022-09-03 |
| But Tamil not available that device please update our language to better voice clarity                                                                                                                                                                                                                                                                                                                                                                                                                        |                             | Respect for tradition                    |                               |                                               | 2022-09-02 |
| Completely ridiculous that I can't add my 18yo son that lives us to our household and connect his Alexa device to our account. Simple things are impossible. Like we have 6 devices in our house but there aren't enough "built-in" wake words to make each differently. So I have to hear multiple answer when anyone calls the one in the room they're in. I'm just about fed up and want to just throw them all away.                                                                                      |                             |                                          |                               | Access control, Simplicity, User-friendliness | 2022-09-02 |
| The echo dot is working good and fast but the app is very very very very very very very very very very very very very very very SLOW so remove the app and I would suggest to THROW stupid speaker IN DUSTBIN                                                                                                                                                                                                                                                                                                 |                             |                                          |                               | Response time                                 | 2022-09-02 |
| Alexa you ask WAY too many follow up questions, even in brief mode! PLEASE for the love of God, add an option to disable follow-up questions! No, I don't "want to set another alarm for 15 minutes" or I would have asked! No, I don't want to "hear the weather for the rest of the week." And I want to throw you out the window every time you say "Did you know..." Used to love you, but you are annoying now. I like you better than Google Home, but I've seriously been considering switching lately |                             | Peace, Enjoying life                     |                               |                                               | 2022-09-02 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values          | Ignored/Violated Non-Schwartz Values     | Date       |
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| You'd think Amazon could make a better app than this garbage. You can request everything this thing has recorded on you, and mine had tens of thousands of audio files. Only like 1/50 were me talking to Alexa. The rest it was just recording me. And not only does it have the audio, it has the transcripts, so you don't even have to listen to the audio files you can read it all. So creepy. |                                | Privacy, Security                  |                                        |                                          | 2022-09-02 |
| Annoying max! Won't let me enter WiFi password and keeps telling me I'm not connected to internet. Disappointed.                                                                                                                                                                                                                                                                                     |                                |                                    |                                        | Access control                           | 2022-09-01 |
| Really hate that I can't stream music through my YouTube music. Please add YouTube music.                                                                                                                                                                                                                                                                                                            |                                | Enjoying life                      |                                        | Entertainment                            | 2022-09-01 |
| Best thing I ever did. Amazon helps me in so many ways. From waking me up in the morning to helping me with my tasks throughout the night and day. Being disabled I rely on Amazon/Alexa to help me. Smart home controls, security, shopping, memory reminders and events, communicating with my family, listening to music and sometimes just someone to talk back to me in an empty house.         | Enjoying life, Self-discipline |                                    | Accessibility, Diversity and inclusion |                                          | 2022-09-01 |
| Spent HOURS trying to get this app to install. Still trying. I have had Alexa for years with no problems...this is ridiculous!                                                                                                                                                                                                                                                                       |                                |                                    |                                        | Access control, Usability, Response time | 2022-09-01 |
| It lags sometimes doesn't load fast enough probably not their fault but it also doesn't let me go on some songs can't get into it but it's 3                                                                                                                                                                                                                                                         |                                | Enjoying life                      |                                        | Response time, Entertainment             | 2022-08-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values     | Date       |
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| It's getting 1 star simply bc I need to leave a review. You would think an app like this, made for devices such as an Amazon device, should work very well. Truthfully, it is completely worthless. So unreliable and slow that it makes no sense to even have it. Simple tasks take forever to complete. If you can even complete it. Most times you have to just try again at some other point. You say Alexa and she starts to listen then closes. Sometimes closes the app entirely. Sad. Frustrating. |                             |                                    |                               | Reliability, Response time, Usability    | 2022-08-31 |
| Very Bad response not working properly not getting correct answers from alexa whenever we ask questions to alexa alexa give different answers                                                                                                                                                                                                                                                                                                                                                              |                             | Curiosity                          |                               |                                          | 2022-08-31 |
| Application is a bit too busy and sometimes hard to find the information you need.                                                                                                                                                                                                                                                                                                                                                                                                                         |                             | Curiosity                          |                               | User-friendliness, Simplicity            | 2022-08-30 |
| For such a popular platform, this Alexa app is slow to respond and often does not allow access the simple things like lists. These problems cause Alexis day-to-day functions to be practically useless.                                                                                                                                                                                                                                                                                                   |                             |                                    |                               | Response time, Access control, Usability | 2022-08-30 |
| I love my Alexa Show. Use it for so many things. My favorite is Qluestion of the day but whatever you did to it is horrible. It was great, now it misfires, takes an answer I didn't choose. Terrible. Please change it back to the way it was. I love the trivia but the change/ update is awful. Alex gets 5 stars but Question of the Day gets 1 or less.                                                                                                                                               |                             | Obedience, Authority               |                               |                                          | 2022-08-29 |
| great for all I only got mine sunday and set up loads of lights radio music and I have now bought one with a clock for the bedroom and thinking of one for the kitchen at 84 quite proud of myself                                                                                                                                                                                                                                                                                                         | Enjoying life               |                                    | Entertainment                 |                                          | 2022-08-29 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values   | Date       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|-------------------------------|----------------------------------------|------------|
| Whenever i try and login on mobile it says no internet connection,when the app used to work suddenly it disconnected and wont even lrt my echo dot connect to my internet. The damn app has too many bugs guys trust me                                                                                                                                                                                                                                                                                      |                             |                                    |                               | Access control                         | 2022-08-29 |
| This app only works for some things and even then only works some of the time. You can't find the device you want you can't get it to work the way it needs to and it takes too long to load everything up! I can't even look at pictures I can't use things on my list cuz it takes so long to load them up that it's not even worth trying to do anything with! You need to fix this app and make it work correctly or people will move to Google quickly!!                                                |                             |                                    |                               | Access control, Response time          | 2022-08-28 |
| This app never listen to my voice and never act like Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                             | Obedience, Authority               |                               |                                        | 2022-08-28 |
| Extremely slow and over thought. To do basic things it is very frustrating. As am example why is a shopping list so slow to respond? You click to check it off, you're not sure if it clicked or not, you click again and it checks 2 items off your list and you may not catch what the 2nd one was. They need to stop trying to do too much and go back to the basics. Gain performance and lose the hassle. Alexa does the same, always trying to do more than you ask of it. Do the simple things right! |                             | Freedom, Authority, Obedience      |                               | Response time, Simplicity              | 2022-08-28 |
| This app is Bloated, slow and unstable. Very poorly integrated vs the simplicity of Google Home                                                                                                                                                                                                                                                                                                                                                                                                              |                             |                                    |                               | Response time, Reliability, Simplicity | 2022-08-27 |
| the app is super slow to open, and the homepage sometimes doesn't open at all. I've uninstalled and reinstalled the app and it still same thing                                                                                                                                                                                                                                                                                                                                                              |                             |                                    |                               | Response time                          | 2022-08-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values      | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Alexa rarely answers with the correct answers and the other times she says she can't help me. I have to ask the same simple question 3 times to get an answer. it's very frustrating!                                                                                                                                                                                                                                                                                                                              |                                  | Curiosity, Intelligence            |                               |                                      | 2022-08-27 |
| She's not perfect but I live her and would hate to be without her after all these years together. Most of the time she gets it right, and I can't blame her when it's actually the wife's fault. I listen to "Audible" books, tons of music with my Amazon unlimited music subscription, I also listen to the news and get important news alerts asap! I always know the weather, ( not always correct, but who is?) I know when my Amazon order has been delivered, I listen to thunderstorms all night long.♥    | Curiosity, Wisdom, Enjoying life |                                    |                               |                                      | 2022-08-26 |
| Alexa gets worse everyday!Google's AI is much more advanced. Alexa is hard to respond. Have to call ALEXA 3-4 times very loud. Can disturb other rooms n home. Alexa misunderstands what I say often. When I ask her to take /send message, she says I have no message.Many messages are never sent / often not recieved. I have 3 Alexa Echo 5's in my home. My sister has 5. We regret not investing more in Google Nest. Have to go from room to room to stop reminders or Alarms. Makes us sad. WE LOVE AMAZON |                                  | Intelligence, Obedience            |                               | Simplicity, User-friendliness        | 2022-08-25 |
| I normally like amazon but the process required to move an echo device to a new address and back again ie different WiFi, is easily the most clumsy I have encountered in 30 years of sware development and also fails to work the majority of the time. In contrast the Google home devices just WORK-- effortlessly connecting & reconnecting in each location with no user involvement necessary. Other processes are almost as duff. Shame on amazon - - must do better                                        |                                  |                                    |                               | Access control                       | 2022-08-24 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                             | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I can't even use it outside of the app, i have to open the app and say Alexa in order to use it, what kind of nonsense is this?                                                                                                                          |                             |                                     |                               | Access control                       | 2022-08-24 |
| we love Alexa, she does stuff we just couldn't believe. She is able to do pretty much everything a smart phone can do. she's entertaining also, you can ask her any kind of question and she'll come up with an answer.                                  | Enjoying life, Curiosity    |                                     | Entertainment                 |                                      | 2022-08-23 |
| Forever slow and buggy on my Android tablet and phone. Shopping list is practically useless in a store. It is also the ONLY app on both devices to be so SLOW.                                                                                           |                             |                                     |                               | Response time, Usability             | 2022-08-22 |
| Several dozen devices in my home which work with Google, all work fine, 1 device that is Alexa only and frequently have to pull the breaker to reset it and it keeps loosing wifi. What good is remote control if it has to be manually reset frequent!. |                             |                                     |                               | Access control                       | 2022-08-21 |
| Hesitates when I ask it for something & it takes awhile to respond or doesn't respond at all. Been acting weird since the month of August hit.                                                                                                           |                             | Curiosity                           |                               | Response time                        | 2022-08-21 |
| This app is very slow and I cannot understand anything in this like I have to do communication settings but I am not able to do this because this app is very very slow whenever I click on communication it goes blank                                  |                             |                                     |                               | Response time, Access control        | 2022-08-21 |
| Slowest app I've ever installed. On a Samsung Galaxy A11, it's unusable. I own several Amazon Echo's, so I feel like I've been scammed because of this app. Regretting not buying google home. Again, all because of this app.                           |                             | Independence/ Platform independence |                               | Response time                        | 2022-08-20 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| i have an echo dot 1st gen... so far so good! i am happy with it and how it works. to be honest i use for simple things but works without major issues: control lighting, check for the weather, play music and notifications. the communication feature from the phone to the echo is great, very useful.                                                                                                                                                                                                 | Enjoying life               |                                    | Entertainment                 |                                      | 2022-08-19 |
| I've had a few echo devices for about 2 years after getting frustrated with Google home. On the whole, Alexa can do a lot of neat stuff and works well enough when you're standing right in front of it. But Alexa also does a lot of weird and creepy stuff. If you whisper, it'll whisper. Then it starts whispering randomly and without prompting it. The next time it'll have a male voice. As well, the amount of processing power hasn't changed for years so it's slow as hell, misses things, etc |                             | Obedience                          |                               | Response time, Usability             | 2022-08-18 |
| some times she gets an attitude, doesn't listen to my requests, even cuts off. One time she didn't do what was requested and started telling several sick jokes about farting!?!?                                                                                                                                                                                                                                                                                                                          |                             | Obedience, Authority, Curiosity    |                               |                                      | 2022-08-18 |
| Slow and Clunky but a necessary evil. If I didn't have to use it I wouldn't. Update: Months later this app still sucks. It is without a doubt the absolute slowest app on my phone. There has been times when it was so slow it was literally unusable. No other app on my devices performs as poorly as the Alexa app does. Not that Amazon cares.                                                                                                                                                        |                             |                                    |                               | Response time, Usability             | 2022-08-17 |
| super slow. locks up all the time. frustrating to use. however there's no other option for many key functions and settings for the echo dot.                                                                                                                                                                                                                                                                                                                                                               |                             |                                    |                               | Response time, Usability             | 2022-08-16 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values                     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This app is extremely slow to load that, unless I'm not near a device (eg. out of town), it's often much less stressful and frustrating to instead just go to a device and change something from a device instead of the app. It has potential with a wide range of options and customizations for Alexa devices, but the hassle and frustration of the darned thing even loading is enough to keep me away from it except for exceptional circumstances.                                                          |                             |                                                        |                               | Response time                        | 2022-08-15 |
| Worst app not connecting or get disconnect .time waste.no customer support. Trying my 4th exho dot but all are having problem GOOGLE assistant is good .                                                                                                                                                                                                                                                                                                                                                           |                             |                                                        |                               | Access control                       | 2022-08-15 |
| Not brilliant. Seems to be a bit like my dog, suffers with selective hearing. Only listens when she feels like it. About a year on; still no better. Lights up to confirm she's listening but then doesn't perform the requested action. If I pause anything there is no hope of getting her to continue. Can't work out how to make it always hear me. Another year on, it's still basically useless in the car. Google assistant will always play spotify for me from a locked screen when Alexa is totally deaf |                             | Intelligence, Obedience, Authority, Choosing own goals |                               | Usability                            | 2022-08-14 |
| Alexa has a habit of dropping connections and then claiming that the other end is still on a call when you try to reconnect.                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                                        |                               | Access control                       | 2022-08-14 |
| It seems to get harder and more complicated to use and navigate with every release!                                                                                                                                                                                                                                                                                                                                                                                                                                |                             |                                                        |                               | Simplicity, User-friendliness        | 2022-08-14 |
| Worst app ever. Slow to load, most times a black screen. Do not recommend the app or product                                                                                                                                                                                                                                                                                                                                                                                                                       |                             |                                                        |                               | Response time                        | 2022-08-13 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| So I've had my Amazon echo for a long time now. And it works great. But recently I've had some network issues. And I've tried everything to set up the wifi but every single time I get to the choose your network part my alexa shots setup mode OFF I've tried everything, unplugging it several times, updating the app and the device, and connecting my phone to the echo, fix this or like help?                                                                                    |                             |                                     |                               | Access control                               | 2022-08-13 |
| Very slow to respond volume control works after 3 4 sec delay. Even after selecting song in list it continues to play first song                                                                                                                                                                                                                                                                                                                                                          |                             | Enjoying life, Obedience            |                               | Response time, Entertainment                 | 2022-08-12 |
| Very disappointing app, slow, outdated no longer communicates with my Lix bulbs or Tapo devices Bought a Google Home hub. Problem solved.                                                                                                                                                                                                                                                                                                                                                 |                             |                                     |                               | Response time, Access control                | 2022-08-12 |
| A bad experience with Amazon Alexa. Not responding whenever you call Alexa. There is a issue with the AI                                                                                                                                                                                                                                                                                                                                                                                  |                             | Obedience                           |                               | Access control                               | 2022-08-11 |
| We constantly have issues with our echos not working correctly. it will say it's playing music We requested yay nothing plays. Or just doesn't respond to the wake word at all. Other times it will randomly come on and listen when no one said the wake word or anything close.                                                                                                                                                                                                         |                             | Obedience, Authority, Enjoying life |                               | Entertainment                                | 2022-08-11 |
| More than a complete piece of junk! How is it possible that the Alexa stinks so bad? Addition Feedback as of 8/9/2022: This app is incredibly slow. It takes a tremendous amount of time to respond to taps, will just shut down periodically, and sometimes will not respond at all. Also, it is so poorly laid out that trying to do seemingly simple task will take forever to just figure out where the setting exists. The poor layout coupled with the slowest is very frustrating. |                             | Obedience                           |                               | Response time, Simplicity, User-friendliness | 2022-08-09 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This got to be one of the worst and most frustrating apps to use. Very poorly written. It is slow to open. It is slow to respond to any input. It constantly refreshes and makes the screen jump around so I cannot keep up with what I am looking at. Amazon excels at getting stuff delivered to my house but they are horrific at writing apps for your phone.                                                                                                                                                     |                             |                                    |                               | Response time, Usability             | 2022-08-08 |
| The setup procedure makes you hate this device before you can get it started. My cell phone says it's set up but it won't recognize the fact that it's connected.                                                                                                                                                                                                                                                                                                                                                     |                             |                                    |                               | Access control                       | 2022-08-07 |
| In the last YEAR, For some reason My ALEXA does not stop when TOLD TO STOP. BUT can hear if you whisper grocery list. So thinking about getting rid of it. I have also noticed, all my songs they want me to pay MORE for. Getting ridiculous. Amazon already jacked price up of membership 2 day or next day shipping doesn't exist. ALL the people that think that minimum wage had to go up to 15.00 an hr. Well you put yourselves in a higher tax bracket raised cost of everything. Didn't work out so well duh |                             | Obedience, Authority, Privacy      |                               |                                      | 2022-08-07 |
| Asked alexa for the weather for my area, gives weather for concord new hampshire instead. Device location is correct for the device itself and in the alexa app.                                                                                                                                                                                                                                                                                                                                                      |                             | Curiosity                          |                               |                                      | 2022-08-07 |
| changing wifi requires a full format of the device, all my timers I set up for daily things disappeared all because I had to hit "change" under what network it was assigned to. why I had to do that instead of just swapping the wifi it uses? I have no idea.                                                                                                                                                                                                                                                      |                             |                                    |                               | Access control, Usability            | 2022-08-07 |
| Horrible It use to tell me when someone's at my front door now it doesn't. It's connected to my ring device and it use to say, "Someone's at your front door" but nope they messed that up. I won't be with this app for long I am looking for better devices                                                                                                                                                                                                                                                         |                             | Intelligence                       |                               | Usability                            | 2022-08-06 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| One of the worst app and worst Amazon app. Takes forever to load or doesn't open at all even after reinstall. Drop in function takes just as long. can't broadcast to 1 alexa / firestick device. doesn't load all address book contacts-impossible to contact/call others alexa devices. Amazon doesn't care-you're stuck with it as there is no alternative. AM NOT THE ONLY ONE WITH same issue SEE THE ARROGANCE if amazon which hasn't responded to anyone on the posts |                                |                                    |                               | Response time, Usability             | 2022-08-05 |
| Alexa is a part of my life. I use her at home, work and in my car. I'm saving up for the ear buds now. She makes chores convenient, she entertains my cats and dog when I'm not home. She helps me sleep, exercise, cook and remember things. I have three Echos at home, I'm buying another, and one at work and in the car. I've given her as a gift twice. She is an important tool that makes life easier.                                                               | Self-discipline, Enjoying life |                                    | Entertainment                 |                                      | 2022-08-05 |
| Kindly add emergency numbers like 100, 101, 108 etc..... so it will be helpful at some point of situation for emergency purposes for home uses. Tamil language not there many news channels not working and there are many bugs in information and also some maths calculation is unknown to alexa and also some fm stations are not working and also many gk questions not working Kindly give regular updates for alexa                                                    |                                | Respect for tradition, Curiosity   |                               | Safety                               | 2022-08-05 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values | Ignored/Violated Individual Values                       | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I love all of the options but the permissions it needs is a little lot scary. It has the option to delete my entire sims card, ignore my save battery option, and it starts the app the second my phone starts loading and may cause my phone to lag? Why do you need that? And it randomly will listen to my surroundings and conversations when I have my phone on other apps and this one closed out completely. It's creepy. If it wasn't so helpful I would uninstall. |                             | Security, Privacy                                        |                               |                                      | 2022-08-04 |
| I can't connect my Fire TV or my Amazon Fire TV. I'm trying to go to the help section I can't find it. It's telling me that I can't connect what I want to connect because one thing is already connected. You need serious directions to even use this app                                                                                                                                                                                                                 |                             |                                                          |                               | Access control, Usability            | 2022-08-04 |
| Worst connection settings Changing wifi also consumes atleast 30 min to 2hours Doesn't get connected to mobile wifi properly Frequent disconnections etc etc                                                                                                                                                                                                                                                                                                                |                             |                                                          |                               | Access control, Response time        | 2022-08-04 |
| Can't access none of my devices to change anything. Recently changed my internet & I can't even access the devices in the app to configure it in setup mode. It's ridiculous                                                                                                                                                                                                                                                                                                |                             |                                                          |                               | Access control                       | 2022-08-04 |
| Keeps force closings... Constantly no matter if I clean cache or restart app. Also the suggestions, please STOP... I don't want suggestions on with varies skills. A person should have to ability to see this or not. Every time, when I can use the app, I get suggestions for fart sounds or morning routines, I not an idiot and have what I need. Please allow this to be turned off. Samsung note 10 plus 5G                                                          |                             | Obedience, Authority, Choosing own goals, Freedom, Peace |                               |                                      | 2022-08-03 |
| I'm having issues with samsung tv not connecting and roku not working either power always off and alexa doesn't recognize I am lost with all of this all new to me.                                                                                                                                                                                                                                                                                                         |                             |                                                          |                               | Access control                       | 2022-08-03 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values                 | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| It's good and getting better. Notice that Echo Show has problems compared to Echo Plus. I have to repeat questions to Echo Show as off it's not listening so I ask Echo Plus and get an immediate response.                                          |                             | Obedience, Authority                               |                               |                                      | 2022-08-02 |
| Response got slow and thats when it works and and cant answer anything on occassions tpld was internet issue and to reset four times and same.result                                                                                                 |                             | Curiosity                                          |                               | Response time, Access control        | 2022-08-02 |
| alexa is pretty useless for anything except the weather. Mostly she says she's sorry she doesn't know that, or she gives answers only relevant to America, we're in England! Quite often it's quicker to Google on your phone what you want to know. |                             | Curiosity, Respect for tradition                   |                               |                                      | 2022-08-02 |
| having trouble keeping dot connected to my alexa app. cant register for communication and its very frustrating.                                                                                                                                      |                             |                                                    |                               | Access control                       | 2022-08-02 |
| Refuses to acknowledge books. I can play music but when it comes to linking with Audible there is no book option for my Samsung S10                                                                                                                  |                             | Independence/ Platform independence, Enjoying life |                               | Entertainment                        | 2022-07-31 |
| Could be very good in theory, but is rather limited and unreliable in practice.                                                                                                                                                                      |                             |                                                    |                               | Reliability                          | 2022-07-31 |
| Took me a while to program Alexa, but I don't give up easily! At 85 years old, it takes me a while to catch up with today's technology. The app really was a great help!                                                                             |                             | Equality                                           |                               | Response time, User-friendliness     | 2022-07-31 |
| nearly impossible to connect an echo device as a Bluetooth speaker if you want to use Spotify app on pixel phone to select music. easy to set up control on voice command thru Alexa so Amazon vacuums more of your data though                      |                             | Enjoying life                                      | Simplicity                    | Access control, Entertainment        | 2022-07-31 |
| Worse app do not use it. I installed in my redmi note 9 pro max want ask her any this it says tha I have problem in connecting to the network. Only some time it works..                                                                             |                             |                                                    |                               | Access control                       | 2022-07-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Addressed Individual Values | Ignored/Violated Individual Values                | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Worst idea I ever had! I just got done smashing my Echo to pieces with a hammer. The English language is incapable of expressing how worthless this thing is. I could not get to play my Audible books or even function as a speaker at all. Total rubbish                                                                                                                                                                                                                                             |                             | Respect for tradition, Enjoying life              |                               | Entertainment                        | 2022-07-31 |
| wont connect to my Spotify account even though its linked. gone through several trouble shooting methods still no bloody luck. she's driving me nuts!!                                                                                                                                                                                                                                                                                                                                                 |                             | Enjoying life                                     |                               | Access control, Entertainment        | 2022-07-30 |
| It doesn't follow instructions. It needs to be instructed many times. some times its given wrong songs.                                                                                                                                                                                                                                                                                                                                                                                                |                             | Obedience, Authority, Choosing own goals, Freedom |                               |                                      | 2022-07-30 |
| I got an Alexa TV and it impacted all of my speakers I no longer have a play everywhere group that works, constantly single speakers are cutting out even though they look like they are set up right. something is glitchy and there is literally no support                                                                                                                                                                                                                                          |                             |                                                   |                               | Access control                       | 2022-07-29 |
| Alexa disconnected my samsung Smartthings connection which is used every day for being "old" and required me to reauthorize it. upon reauthorization Alexa required registering every device connected to the Samsung hub again. this is an agenda problem as the Samsung Smartthings app itself never stopped working flawlessly                                                                                                                                                                      |                             |                                                   |                               | Access control                       | 2022-07-29 |
| So useful but at the same time so frustrating and inconsistent. You can tell your Echo to do the same thing 5 times and get 3 different responses. I'm not talking about it misunderstanding you. There is a setting where it is supposed to just make a noise when you give it a command but sometimes there is a lengthy response about the app which is never what I want. It has a feature where if you whisper it also whispers but it works 1 in 10 times. I honestly never know what to expect. |                             | Obedience, Intelligence                           |                               | Consistency, Response time           | 2022-07-28 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Extremely Sluggish - I have installed this on multiple devices and use on multiple networks and it's just mijd bogglingly slow. Amazon is an industry leader in speed so it is ironic how bad the speed of this application is.                                                                                                                                                                                                                                                                                 |                             |                                    |                               | Response time                        | 2022-07-27 |
| It works very slowly, i wanted to change alarm sound but i am abel to heard it when i am choosing diffrent options. Sometimes works sometimes doesnt.                                                                                                                                                                                                                                                                                                                                                           |                             |                                    |                               | Response time                        | 2022-07-26 |
| Alexa is very polite and let's you know when she's listening. Unlike that intrusive annoyance Google assistant. Ga does not let you know when it's listening to you and your guests. it also has a very bad tendency to blurt in when I m in the middle of entering important information. When it does it totally takes control of the app you are using which dumps any work you have already entered. Ga offers a inactive switch to prevent this from happening but some how mysteriously always turns back | Politeness                  |                                    |                               |                                      | 2022-07-26 |
| Lacking ability to use Alexa even you already set Alexa as your Voice Assistant, You can't call Alexa without holding the home button. While google can be called without touching anything Please add Automatically Call Alexa even the app is closed or not holding the home button                                                                                                                                                                                                                           |                             |                                    |                               | Access control, Usability            | 2022-07-26 |
| On Android Alexa only listens part of the time. On Eco it listens all the time. What's the use of "Hands free" when I have to bring up the microphone & tap on it to make it work??????????                                                                                                                                                                                                                                                                                                                     |                             | Obedience, Enjoying life           |                               | Entertainment                        | 2022-07-25 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                             | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Pretty easy to work with in terms of setting up my growing smart-home network. But it's kind of lame that Alexa isn't eligible to be my main on-board phone assistant on my Galaxy S20 FE. Having to merely open an app to speak commands isn't difficult at all, but "Hey Google" wakes my phone automatically, so it has Alexa beat for convenience there. Otherwise, the rest of my Alexa Echo devices work great at controlling my smart appliances. |                             | Independence/<br>Platform independence | Simplicity                    | Usability                            | 2022-07-25 |
| keeps disconnecting from the Internet and not listening to commands                                                                                                                                                                                                                                                                                                                                                                                      |                             | Obedience,<br>Authority                |                               | Access control                       | 2022-07-24 |
| App randomly removes bulbs from rooms, claims they are not connected when they are, and it's missing really obvious simple features like pinning shortcuts to the home screen and setting a timer from the app.                                                                                                                                                                                                                                          |                             |                                        |                               | Access control                       | 2022-07-23 |
| I thought removing all the devices I would solve the problem... nope... 1) network error to connect between speakers .. 2) I modified routines.. and they are still working with the old parameters.. 3) routines sometimes doesn't work (not even with old parameters) Not a reason= 1gb network connection ..                                                                                                                                          |                             |                                        |                               | Access control                       | 2022-07-23 |
| Very slow app. Some time gone crash when setup the devices.. I'm trying to connect smart LG TV but can't detected..                                                                                                                                                                                                                                                                                                                                      |                             |                                        |                               | Access control,<br>Response time     | 2022-07-23 |
| Frustrated The 'supported language' on my phone is Japanese and i can not change it meaning i can not use the app properly. HELP!! Ps i have selected English a thousand times so please don't tell me to do that                                                                                                                                                                                                                                        |                             | Respect for tradition                  |                               |                                      | 2022-07-23 |
| devices may or may not respond . resetting a device may buy a couple days of correct function. not dependable. it's like some people.                                                                                                                                                                                                                                                                                                                    |                             | Obedience                              |                               | Response time                        | 2022-07-23 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values            | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Nothing extraordinary, but still useful app. Especially for controlling the various devices or the drop-in calls are really nice. However since the latest update of my phone to Android 12, the app doesn't work with a Bluetooth headset anymore for the "drop-in" calls. It very much looks like version incompatibility. Sometimes it shows me that there is a Bluetooth headset connected, but even if selected the voice still comes through the phone's speakers and mic. |                             | Independence/<br>Platform independence        |                               | Compatibility,<br>Access control     | 2022-07-23 |
| Wont let me turn on my ecobee. Its connected, it knows the ambient temp in my home, but I can't use the app to remotely turn my ecobee back on. That's pretty much the main reason to have this app installed...                                                                                                                                                                                                                                                                 |                             |                                               |                               | Access control                       | 2022-07-22 |
| Horrible support I needed, when u can email, pertaining to the trash app that just says sorry connection lost with a blank screen, like wowwww, horrible app, dose no even work when needed to change password u have to go thru and write a gd autobiography and guess what, it stilllllllllll dose not work, trash do not get a Alexa or the app, and since this is a negative feedback ot prolly won't be posted so I'll be checking and keep is pasted.                      |                             |                                               |                               | Access control,<br>Usability         | 2022-07-22 |
| My echo show takes me almost yelling to pick up on my que. Then when it does pick up on my que it takes me asking for what I want several times. I don't understand why it takes so many ques to pick up and then when it does it hardly understands me.                                                                                                                                                                                                                         |                             | Peace, Enjoying life, Obedience, Intelligence |                               |                                      | 2022-07-22 |
| won't play Spotify anymore for some reason. the echo devices work fine but when I try on my phone or tablet it won't play (which means my echo auto also won't work)                                                                                                                                                                                                                                                                                                             |                             | Enjoying life                                 |                               | Entertainment                        | 2022-07-21 |
| issues connecting Alexa to the internet. Not quite user friendly initial setup. good device. appealing to the eye                                                                                                                                                                                                                                                                                                                                                                |                             |                                               |                               | Access control,<br>User-friendliness | 2022-07-21 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Need to be able to make it more personal, AI has come a long way , but this thing has been stagnant for a while,, come on and make this thing work as we expect it to. UPDATE, there is great strides that have made alexa so much better.                                                                                                                                                                                                                                                                       |                             | Privacy                            |                               |                                      | 2022-07-20 |
| Not responsive. and stops all the time. it's really annoying to see the pop up that says "Amazon Alexa keeps stopping". Basically the application is slow and not at all responsive. you have to wait several minutes before seeing some interfaces when you navigate between menus. it's outdated and old fashioned guys. honestly we can do better                                                                                                                                                             |                             | Obedience                          |                               | Response time, User-friendliness     | 2022-07-20 |
| Now this stupid app doesn't even respond when you're trying to setup your echo speakers. It just repeats it needs an app to work. It used to say to you that please say I have feedback then when you tell it, it'll respond now it just clicks off and ignores you. Of course I was cussing by this point,I just wasted an hr of my life and mind you I've had these things for at least a couple years so I know how to connect them. Then I told it to disable the connection to I ♥ it said it did, NOPE!!!! |                             | Obedience                          |                               | Access control, Response time        | 2022-07-19 |
| Bought a new tablet so I could keep on using the app to control my echo devices. And I wish I didn't, the app is so slow, keeps on making suggestions that either don't work in Europe or are of no interest to me. My family keeps on asking me why I stay with Alexa and they are wright. Why do I sty with something that never works?                                                                                                                                                                        |                             | Obedience, Respect for tradition   |                               | Response time                        | 2022-07-19 |
| Doesn't really understand natural language dialog. Can't answer a lot of things that are readily available via web search (i.e, Google). Routines based on device location do not work.                                                                                                                                                                                                                                                                                                                          |                             | Curiosity, Intelligence            |                               |                                      | 2022-07-19 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Addressed Individual Values                       | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values             | Date       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|------------------------------------|-------------------------------|--------------------------------------------------|------------|
| Not Able to log in, the apps not even opening, it just shows the message "connection problem, please retry" and my connection is good either it's this or some error while logging in when once in like 100 times the log in page comes up                                                                                                                                                                                                                                                    |                                                   |                                    |                               | Access control                                   | 2022-07-18 |
| big task to connect with mobile also very slow                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                   |                                    |                               | Access control, Response time                    | 2022-07-18 |
| Can't disable auto mode and connection with my car. This is super invasive and I've been on the phone over an hour with a tech trying to resolve this issue. Do not accept any requests to connect with your car.                                                                                                                                                                                                                                                                             |                                                   |                                    |                               | Access control, Response time                    | 2022-07-18 |
| This app is extraordinarily slow and resource intensive, and even on a flagship phone drags. In an old phone it is just way too slow. It literally requires waiting minutes to do various things that it should do in seconds.                                                                                                                                                                                                                                                                |                                                   |                                    |                               | Response time                                    | 2022-07-18 |
| laggy and confusing mish mash of interfaces and processes. only the most committed of geeks can muster the enragingly laggy responses and confusing menu options to automate their toaster or AC. sometimes it's just easier to walk over and press on or off vs the blood pressure raising exercise of logging into multiple accounts with conflicting password processes and i consistent cut and paste responses (do I really need to manually type in my complex password from Lastpass?) |                                                   |                                    |                               | Access control, Response time, User-friendliness | 2022-07-17 |
| Alexa is best assistant My family members used it to communicate each other our smart switches also work with alexa My MARYAM gets help in study.listen music,sets alarm , reminder, listen news,forecast ,jock, connect Bluetooth,and much more                                                                                                                                                                                                                                              | Self-discipline, Curiosity, Enjoying life, Wisdom |                                    |                               |                                                  | 2022-07-17 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values                    | Date       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|-------------------------------|---------------------------------------------------------|------------|
| Amazon Alexa is the Most used application on my phone. I use it 24 hours/day. I'm a senior in an assisted living facility. I'm constantly using Alexa to adjust my Echo speakers and to change music from radio stations to Spotify and back to radio! They sound GR8 when I listen to talk and music radio and FANTASTIC when I listen to SPOTIFY and its WIDE variety of music. 5                                                                                                                              | Enjoying life               |                                    | Entertainment                 |                                                         | 2022-07-17 |
| I have tried 5-6 times to set up an Amazon account to use my downloaded & installed app for Alexa. I get a message from Amazon telling me to go to my email account and get my OTP to verify it is me. Having done this several times, then try to go back to where I was to enter this OTP I am asked if I want to create a new account? This starts me back to square one, asking for my Amazon account, don't have one so they send me a new OTP to my email. I jump out of create new account to get my OTP. |                             |                                    |                               | Access control, Response time                           | 2022-07-16 |
| I'm 32 years old. I've been around electronic devices all my life. I've used hundreds of phone apps. NOTHING HAS BEEN MORE DIFFICULT AND FRUSTRATING THAN TRYING TO MAKE A SIMPLE CALL BETWEEN A MOBILE DEVICE AND AN ECHO SHOW. I had high hopes for group calls too. But no matter how many hours I spend looking up amazon instructions and youtube videos, this just feels hopeless. Please make this app easier to use...                                                                                   |                             |                                    |                               | Usability, User-friendliness, Simplicity, Response time | 2022-07-16 |
| Unintuitive, slow, unable to set up devices correctly. I can get them to play music sometimes but this is So much wasted money time and effort for what is little more than a talking alarm clock. Easier to just use headphones and listen to YouTube and Spotify. Extra expenditure on better quality echo devices is wasted, as the quality is no better than a cheap Bluetooth speaker                                                                                                                       |                             |                                    | Entertainment                 | Response time, Access control                           | 2022-07-16 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values                | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values          | Date       |
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| STILL TERRRIBLE! 7/15/22 STILL TERRIBLE! Locks up, shuts down, just bad! It could be good. Sloooooow and crashes every few minutes. Terrible. Literally won't stay open more than 15 seconds without crashing! Aent dozens of crash reports over the past 2 years, ZERO response.                                                                                                                                                                  |                             |                                                   |                               | Access control, Usability, Response time      | 2022-07-15 |
| as it was disconnected once i was trying to get it reconnect from 10 days but it was unable to connect to wifi                                                                                                                                                                                                                                                                                                                                     |                             |                                                   |                               | Access control                                | 2022-07-15 |
| The app is often slow to open. It takes many steps to get to the shopping list and the smart home screens. It is impossible to work with thermostat schedules for the Amazon thermostat because the app crashes as soon as a thermostat schedule is accessed. This app is in serious need of a fix as it is the only way to access Amazon smart home devices on a cell phone.                                                                      |                             |                                                   |                               | Response time, Access control, Usability      | 2022-07-15 |
| way too complicated to set up Alexa devices and too many problems getting personal devices paired                                                                                                                                                                                                                                                                                                                                                  |                             |                                                   |                               | Simplicity, User-friendliness, Access control | 2022-07-14 |
| trying to rectify simple problem like my echo dot listen to me but plays on other speaker. it is very very very irritating                                                                                                                                                                                                                                                                                                                         |                             | Obedinece, Authority                              |                               |                                               | 2022-07-14 |
| When it works it's great. All of a sudden it won't do certain things like turning on lights or it says I don't have the authority to do things I usually do everyday. I had to unplug my light in the bedroom because it asked me over and over to chose one of several things with the same name. Each plug, light, lock and devise has it's own individual name. I'm afraid I will have to uninstall everything including the app and start over |                             | Obedience, Authority, Choosing own goals, Freedom |                               |                                               | 2022-07-13 |
| We love Alexa! We have 6 people in our household with their own agendas, responsibilities, and questions. Alexa definitely lends a helping hand in multiple ways thus keeping our house running smoothly.                                                                                                                                                                                                                                          | Enjoying life, Curiosity    |                                                   |                               |                                               | 2022-07-13 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                    | Addressed Individual Values | Ignored/Violated Individual Values              | Addressed Non-Schwartz Values                      | Ignored/Violated Non-Schwartz Values | Date       |
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| alexa not working automatically with sengled, have to create sengled account then connect each bulb to that app, link the sengled account, then add each device, then you can use with alexa. why did amazon make this so difficult? alexa used to just discover the bulbs on her own, but no longer, thus you get 2 stars amazon, spent hours trying to fix this til found a reddit thread on how to fix it!!! |                             | Obedience                                       |                                                    | Access control, Response time        | 2022-07-13 |
| All I use my Alexa for is Sleep sounds and notifications of my package arrivals. Alexa is doing everything Except what I need her to do. My Thunderstorm sounds cut off and refuse to Loop for all night play. She no longer tells me when packages Arrive but will tell me they're on the way. Bezos needs to fix his products and payhis workers. The Prime payment increase was not earned.                  |                             | Obedience, Authority, Peace                     |                                                    |                                      | 2022-07-12 |
| Bad in connecting with OnePlus tv, customer service don't know how to solve.even they made me to change all accounts and register it in one account but didn't resolve. even it's in different account the devices are all in one wifi server . Never buy echo dot.i purchased two other one gifted what Will be the reaction I don't know.                                                                     |                             |                                                 |                                                    | Access control                       | 2022-07-12 |
| Tamil language not there many news channels not working and there are many bugs in information and also some maths calculation is unknown to alexa and also some fm stations are not working and also many gk questions not working                                                                                                                                                                             |                             | Enjoying life, Respect for tradition, Curiosity |                                                    | Entertainment                        | 2022-07-12 |
| I've been using this Echo dot for several years now. I really don't have a smart home but the features that I do use are great it makes parts of my life very easy since I am disabled and allows me to communicate with my wife when my phone isn't near me. so this does exactly what I intended for it to do and I'm very happy                                                                              |                             |                                                 | Accessibility, Simplicity, Diversity and inclusion |                                      | 2022-07-11 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                  | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values     | Date       |
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| Device control is extremely buggy and the app constantly freezes. Freezing most commonly occurs when updating connected device list or configuring connected devices/connecting new devices.                                                                                                  |                             |                                    |                               | Access control, Usability, Response time | 2022-07-11 |
| No consistency. Tried to connect 4 devices (echos and dots) for a party. Kept on dropping (offlining) intermittently different devices. Extremely hit and miss.                                                                                                                               |                             |                                    |                               | Consistency, Access control              | 2022-07-10 |
| I was having trouble with my echo dot not responding. The instructions said to uninstall the app from my phone and reinstall. I uninstalled and now It won't let me reinstall it. It says it's not compatible with my phone. How am I supposed to access my shopping lists and alarms?        |                             | Obedience                          |                               | Access control, Compatibility            | 2022-07-09 |
| super easy to use and setup. its so nice to come inside, hands full, and say, "echo turn on the lights." and then they come on. Or even more fun, "alexa turn on party favorites on youtube." and on pops the tv playing the music requested. i couldnt be more amazed. i feel like a jetson! | Enjoying life               |                                    | Simplicity, Entertainment     |                                          | 2022-07-08 |
| I really like the concept of this app. I'd like to give it a five as it COULD be VERY handy EXCEPT the execution is SLOWER THAN THE SEVEN YEAR ITCH!!! It tells you you have a wrather alert and then doesn't give you the alert!                                                             |                             |                                    |                               | Response time                            | 2022-07-05 |
| Cumbersome. Music controls are pathetic. I think Bezos expects that we all want to speak commands for music... and then spend minutes correcting Alexas' misinterpretation of those commands. Thought I would switch from Sonos...not going to happen.                                        |                             | Intelligence, Enjoying life        |                               | Entertainment                            | 2022-07-03 |
| won't connect to my new broadband service                                                                                                                                                                                                                                                     |                             |                                    |                               | Access control                           | 2022-06-30 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values                     | Date       |
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| It was working okay. Some features were a bit cumbersome to find, but it was nice that they existed. However, lately it has been crashing throughout the day. I tried updating, reinstalling, but I'm done with the constant notifications when it fails.                                                                                                                                                                                                                                                    |                             |                                    |                               | Simplicity, User-friendliness, Tidiness, Usability       | 2022-06-30 |
| Good idea, but horribly executed. Syncing across multiple Alexa devices and other amazon apps (music) is borderline amateur - not what you would expect from a pioneer in home automation. The UI is difficult to navigate and not at all seamless with all amazon & Compatible products and smart home devices. Away mode should control lights based on your patterns and routines not simply turn every light on in the house all at once. how does hunches work with multiple people in a household?     |                             |                                    |                               | Access control, Simplicity, User-friendliness, Usability | 2022-06-30 |
| I tried it on multiple Android devices bt the app is too slow to respond always laggs needs improvement. Please update the app as it is too slow and keeps crashing                                                                                                                                                                                                                                                                                                                                          |                             |                                    |                               | Response time, Usability                                 | 2022-06-30 |
| Lately the app has been crashing non stop, even when I haven't opened it. The constant pop ups saying that the app has stopped are annoying and make it extremely difficult to use my phone. I don't know if it's due to a buggy update, but I'll be deleting the app if it doesn't get fixed soon. The app in general could improve. You have to go through too many screens to get to what you want, and my lists don't always load while I'm out at the store. Overall, I'm not very happy with this app. |                             | Curiosity                          |                               | Usability, Simplicity, Tidiness, User-friendliness       | 2022-06-29 |
| constant problems with it disconnecting or abruptly stopping the task requested and if you need anything from alexa she just refers you to the app when the point of her is so you don't have to have your phone all the time.                                                                                                                                                                                                                                                                               |                             |                                    |                               | Access control                                           | 2022-06-29 |
| Suddenly the bluetooth connectivity to Alexa from phone has stopped working..                                                                                                                                                                                                                                                                                                                                                                                                                                |                             |                                    |                               | Access control                                           | 2022-06-29 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values                    | Date       |
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| I just love inviting in a device that recorded everything I say, takes that information to exploit me to sell products and then have my information sold to other rotten corporations to attempt to exploit me further. Too bad I'm aware and I don't allow shiny things to grab my attention and warp my mind into being the obedient consumers so many really are. Obedient consumers sounds a bit to me like a form of enslavement. Enslaved to material goods, enslaved to your debt doing a job you hate!!!!!! |                             | Privacy                            |                               |                                                         | 2022-06-28 |
| Smart Home devices keep on getting disconnected without any user disturbance. Even my Amazon Echo devices fail to recognise that the internet is working even though it is. Alexa assistant and smart home services are there to make our lives easier but I often find Alexa doing the complete opposite.                                                                                                                                                                                                          |                             | Enjoying life                      |                               | Access control                                          | 2022-06-28 |
| Garbage! Can't drop in to my devices or communicate like I was previously able to. Can't do anything with the app anymore, it is useless!                                                                                                                                                                                                                                                                                                                                                                           |                             |                                    |                               | Access control, Usability                               | 2022-06-27 |
| This app is horrible. Nothing works the way it should. Everything takes longer to do because of lags and error codes. Took me 2 hours to set it up and it still says offline because it throws an error code. Worthless.                                                                                                                                                                                                                                                                                            |                             |                                    |                               | Response time, Access control                           | 2022-06-27 |
| I can't believe Amazon would possibly make an app as flawed as this available to the public. When it is actually working, it is extremely slow. I uninstalled and reinstalled app hoping it would help, but now I can't even get any of the menus to work, so now my Alexa auto is basically a paperweight.                                                                                                                                                                                                         |                             |                                    |                               | Response time, Usability, User-friendliness, Simplicity | 2022-06-26 |
| I will rate this down by one because you can't have more than one device connected to have a personal experience. And it doesn't support Spotify where I have my music account and playlists.                                                                                                                                                                                                                                                                                                                       |                             | Enjoying life                      |                               | Access control, Entertainment                           | 2022-06-26 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values                       | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| it's not the greatest..alot of questions it should know-it doesn't. Today it started making a constant ringing tone and I asked it, "Alexa, what is that? and she would just pause and keep ringing. I checked on my app ...no reason it should have been ringing. unplugged for a few & it stopped. Also, the app is a little dated & it crashes alot.. but, on a positive note--I like my music. so it's good for that. & my grocery list is essential. | Enjoying life                                     | Peace                              | Entertainment                 | Reliability                          | 2022-06-25 |
| Though most of the times it responds properly, sometimes as if it doesn't know, it will irritate us like anything. Only consolation is Amazon support but few of the representatives also doesn't understand the problem and irritate us                                                                                                                                                                                                                  |                                                   | Curiosity, Obedience, Authority    |                               |                                      | 2022-06-25 |
| I love Alexa! She's my homegirl who controls all my lights, music, streaming and she even keeps me informed on what's going on in the world. Then still has time to let me know what my schedule for the day is. Gotta that girl. Couldn't live without her                                                                                                                                                                                               | Enjoying life, Curiosity, Wisdom, Self-discipline |                                    |                               |                                      | 2022-06-24 |
| Amazon Alexa is great for switching on plugs and lights etc. it's also very good at answering any questions you might want to ask it.The one thing that I find a bit annoying is if you have the follow on mode switched on and let's say you've said alexa put the television on, it's still listening so it will try to answer something that someone has said on the television, or it will say sorry I don't know that one.                           | Curiosity, Wisdom                                 | Intelligence, Obedience            |                               |                                      | 2022-06-24 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values | Ignored/Violated Individual Values                              | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Not of much use. It is very irritating. Sometimes doesn't follow instructions. Doesn't understand names correctly and sometimes misunderstand names. For example : it always understand name Sangya as Sanjay. Sometimes action and reply are not matching. It switches bulbs on or off, but says- I am having trouble in connecting network. It needs many improvements. In my opinion, it is not worth. |                             | Obedience,<br>Authority,<br>Choosing own goals,<br>Intelligence |                               | Access control                       | 2022-06-24 |
| it sucks now. Alexa devices rarely respond with correct info, and never play anything from studio albums in my library. you always say Only available on subscription to Amazon Unlimited. plus you only play bad live concert recordings or suggest a playlist of other artists. your Prime Music app is now garbage. an abject failure because of your greed.                                           |                             | Curiosity,<br>Enjoying life                                     |                               | Entertainment                        | 2022-06-23 |
| My cameras will work for a while connecting to the my Amazon show but with each update it stops working for weeks until the next update then it quirks for a week and does connecting again                                                                                                                                                                                                               |                             |                                                                 |                               | Access control                       | 2022-06-23 |
| STOP BREAKING MY PLAYLISTS I've had an alexa for 4 years. I've also had two special playlists for putting my daughter to bed for 4 years. Everything worked fine until this year! Suddenly Alexa can't recognize the difference between "play Playlist One" and "Play Playlist Two". Now, a couple months later, the one Playlist that still works just stops playing mid song for no reason.             |                             | Enjoying life                                                   |                               | Entertainment,<br>Protectiveness     | 2022-06-23 |
| When you type a command to Alexa, the app will scream back. It should respond via text if the input was text. It also keeps feeling the need to teach me how to use Alexa including the features I always use. Southpark was right on how annoying Alexa can be.                                                                                                                                          |                             | Obedience,<br>Authority,<br>Freedom,<br>Choosing own goals      |                               |                                      | 2022-06-22 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| Great for music etc but when connect tk ring door bell i have to reconneng it all time, not sure if ring doorbell or alexa that is a fault                                                                                                                                                                                                                                                                                                                                                                          | Enjoying life               |                                    | Entertainment                 | Access control                               | 2022-06-22 |
| I agree with others' comments about this app — it's essentially worthless. I'd enjoy and find this app very useful if it did WHAT it was supposed to WHEN it was supposed to. I set up a routine to turn off all lights and plugs and arm the security camera whenever I leave, and another routine to reverse those steps whenever I arrive back home. But they only work about 10% of the time, while I have to do it myself, groceries in hand, or whatever, the other 90%. That defeats the purpose altogether. |                             | Loyalty, Enjoying life             |                               | Usability                                    | 2022-06-21 |
| Please fix the app, it wont let me connect spotify to my alexa, I've tried with 3 different phones and the spotify popup still won't appear.                                                                                                                                                                                                                                                                                                                                                                        |                             | Enjoying life                      |                               | Access control, Entertainment                | 2022-06-21 |
| It's fine, kind of clunky. I'd expect something more intuitive from Amazon. Also, it's annoying that if you select an item on a list and then click back to return to the list, it always returns you to the top of the list, rather than spot that you were at. Lastly, I had my Echo controlling my Fire Stick. Now, it will only pause the show. If I give it any other command it tells me I need to come to this app and connect the two devices, which I can't because they're already connected.             |                             |                                    |                               | User-friendliness, Access control, Usability | 2022-06-21 |
| Very slow, can't use the drop in feature from phone, cameras is mirrored no full screen app is very unresponsive crashes constantly better off going with Google                                                                                                                                                                                                                                                                                                                                                    |                             |                                    |                               | Response time, Usability                     | 2022-06-20 |
| For someone who's bilingual, I wish she would be able to respond to both French on top of English at the same time without having to change settings.                                                                                                                                                                                                                                                                                                                                                               |                             | Respect for tradition              |                               | User-friendliness                            | 2022-06-20 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values      | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I love having the ability to turn lights on from your voice or cell phone but my lights keep losing connection. if that was fixed it would be perfect.                                                                                                                                                                                                    | Enjoying life                    |                                     |                               | Access control                       | 2022-06-18 |
| Alexa is so perfect and helpful I love it .just does everything I ask and helps me with any question I have and even tells me jokes when I'm sad and makes me smile I love it.                                                                                                                                                                            | Curiosity, Wisdom, Enjoying life |                                     | Entertainment                 |                                      | 2022-06-17 |
| App worked fine, but my older phone (Galaxy S8) was starting to get unusably slow and unresponsive to the point where I was considering getting a new phone. Today when it was locking up on me, it said the Alexa app (which I hadn't even opened since last restart) was not responding. I uninstalled this app and now my phone is working great again |                                  | Independence/ Platform independence |                               | Response time                        | 2022-06-16 |
| Artificial intelligence my @ss... For the past 9 months I've listened to the same 2 radios just about every day. You would expect it would have learned by now that these two are my preferences but no.... What it's good for: speaker (at least it does not only play from the phone over BT) and asking for fart sounds. Huge disappointment....       |                                  | Enjoying life                       |                               | Entertainment                        | 2022-06-16 |
| I can't connect my Lenovo light to my Alexa it says. "If your on this page you're using a lower version of this app upgrade the app"                                                                                                                                                                                                                      |                                  |                                     |                               | Access control                       | 2022-06-15 |
| Alexa doesn't understand the commands I tell it, and quite frequently stops my music playback throughout the day. It's very frustrating, now I'm receiving duplicate notifications of weather watches/warnings and I'm trying to figure out how to tell the Alexa app.....                                                                                |                                  | Intelligence, Obedience, Curiosity  |                               |                                      | 2022-06-14 |
| There are so many options for music apps to link up except for YouTube Music. Is there anyway they can add YouTube Music?                                                                                                                                                                                                                                 |                                  | Enjoying life                       |                               | Entertainment                        | 2022-06-13 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values | Ignored/Violated Individual Values                      | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Google listens to everything and messes with the shows and news you watch. turned alexa off and no more issues. How convenient.                                                                                                                                                                                                                                                                                             |                             | Privacy, Enjoying life                                  |                               | Entertainment                        | 2022-06-12 |
| Garbage! Doesn't listen, shuts your music off every 30 minutes or less than when you tell it to play music you get to listen to it give you the same dumb excuse for turning it off. I have seriously listened to this excuse atleast 2000 times in the last year. Enough already. I don't care!! This app and Amazon music are garbage and I'll never pay them for the headache                                            |                             | Obedience, Authority, Choosing own goals, Enjoying life |                               | Entertainment                        | 2022-06-11 |
| Frustration!!! Each time I need my Echo device it says it is not connected to the Internet. I have to unplug it wait to connect. I might as well go to my laptop and boot that up each time I need an answer. What is happening? I have 3 devices connected on the network but the main Echo device is the one I want to use.                                                                                               |                             |                                                         |                               | Access control                       | 2022-06-11 |
| Can't go 1 week without it disconnecting from the internet or my connected devices. Should have went with Google Home                                                                                                                                                                                                                                                                                                       |                             |                                                         |                               | Access control                       | 2022-06-11 |
| Needs a lot of improvement with the many bug issues. The app crashes frequently and needs to be reset just as often. The app runs slow and does not update my account when I want to turn a setting off or on.                                                                                                                                                                                                              |                             |                                                         |                               | Usability, Response time             | 2022-06-10 |
| Love it. Alexa and echo are great. Love the hands free verbal commands. I end up treating them like real people, with please and thank yous. Responds very well to my verbal commands, although I am having some problems with some of the meditation skills. Alexa can't seem to access them when needed. Asked for help through feedback but haven't gotten a response. Wish the Amazon Alexa folks were more responsive. | Enjoying life               | Intelligence                                            |                               |                                      | 2022-06-10 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                              | Addressed Individual Values | Ignored/Violated Individual Values                | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| show 5, 2nd gen, when works, works fine. but most of the time I'm cursing at my Alexa device. Does not understand basic requests. switched accounts to kids and can't switch it back. camera stopped working and can't get it back on. very frustrating. wanted to throw it out the window on many an occasion and may still yet do that.                                                                                                                                 |                             | Intelligence                                      |                               | Protectiveness, Usability            | 2022-06-09 |
| not reliable, devices sometimes stop working and must be reconnected. now voice command is telling me to edit security settings                                                                                                                                                                                                                                                                                                                                           |                             |                                                   |                               | Reliability, Access control          | 2022-06-09 |
| Isn't user friendly. I love my Alexa and smart devices but major improvements need to be done. Not enough improvements in skills for the Echo Show. Has been having a lot of issues lately.                                                                                                                                                                                                                                                                               |                             |                                                   |                               | User-friendliness, Entertainment     | 2022-06-09 |
| No matter how many times a week you update, it's still a buggy, slow "POS" of collection of apps.                                                                                                                                                                                                                                                                                                                                                                         |                             |                                                   |                               | Response time                        | 2022-06-08 |
| Crashes and send crash notifications every 30 seconds. If this isn't fixed within the next week I'm going to have to delete this app which is sad because I use it for a lot of different things but I cannot continue to keep having this notification pop up this is unbelievable the last update was supposed to have bug fixes it did not fix the bug issue I have this app crashes every 30 seconds and it is completely unacceptable and must be fixed immediately. |                             |                                                   |                               | Usability, Response time             | 2022-06-08 |
| It can do a lot, just not what you want it to do. Another failed concept out there... I even see people using this App for setting up an alarm. Has the Human mind gone this low?                                                                                                                                                                                                                                                                                         |                             | Obedience, Authority, Choosing own goals, Freedom |                               |                                      | 2022-06-08 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                            | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| she is acting like she has no answers . she is acting stupid . in the past no matter what I asked her she would respond. now if I ask her to tell me if she thinks I am beautiful she has nothing to say . this is not what I signed up for . she no longer anticipates my needs. maybe I need to be able to understand how to program this app for optimal usage . help me or . prepare for eeminit doom mahaha jajajajaa mmmm hmmm                    |                             | Curiosity, Intelligence, Enjoying life |                               | Entertainment                        | 2022-06-08 |
| I have been using Alexa to turn off & on a few of my smart lights for a couple years now. we just moved but kept all of our network info. I plugged everything back in and made sure the plugs were connected to the same band of wifi. Alexa finds them and I can turn them on & off from the Alexa app on my phone, but if I ask Alexa to do it she will no longer do it and says she can't find it or it isn't responding. very frustrating.         |                             |                                        |                               | Access control                       | 2022-06-08 |
| Oh boy. I had uninstalled it from my phone a while ago for various reasons but having lost my connectivity due to the 5G switch over I reinstalled this monster to keep in contact with one of my friends who lives very far away now. It took over an hour to set up. It made the battery not charge to the point where it took four and a half hours in standby to get it to 38%. Gone, period, end of report. GPS doesn't even cause that to happen. |                             |                                        |                               | Access control, Response time        | 2022-06-07 |
| Why do the new gen alexa not have the replies as the original. Are the new programmers so selfish and disrespectful that they don't know how to say thankyou or your welcome, since when did politeness come at a cost .. an thats nit just a financial one. Wake up Amazon and sort yr staff out .                                                                                                                                                     |                             | Politeness                             |                               |                                      | 2022-06-07 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                               | Addressed Individual Values    | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| Doesn't connect properly with TVs. It doesn't turn on TV nor connect to other streaming apps on TV. Eecovac deepot malfunctioning, and it doesn't connect instead when trying to add it, it shows the old vacuums that have been deleted.                                                                  |                                |                                     |                               | Access control                               | 2022-06-07 |
| I love my Alexas but with each update I find it harder and harder to get them to work properly. Wont play music when asked to. Won't stop playing when told to. One of my echo dots won't work at all, granted it's older, but I never had an issue with it until the last 2 weeks                         |                                | Obedience, Authority, Enjoying life |                               | Simplicity, User-friendliness, Entertainment | 2022-06-07 |
| I love it but it still needs a lot of improvement. The voice recognition has a long way to go. It misunderstands you a lot. It is incredibly difficult to turn off reminders because it never recognizes what reminder you want to turn off oh, so you keep hearing it forever! That's just one example.   |                                | Intelligence, Peace                 |                               | Simplicity, User-friendliness                | 2022-06-06 |
| Devices are such a mess! Impossible to tell which Android device is which. Home automation devices are never organized in any way shape or form! You can only group by room not by certain devices! Randomly starts itself with persistent notification you can only exit from if you force close the app. |                                |                                     |                               | Tidiness, Simplicity, User-friendliness      | 2022-06-06 |
| Recently, I can't open my shopping list for more than 6 secs. After 6 secs. the app kicks me out to my phone's home screen. Very frustrating as this is my primary app when I'm out shopping for groceries. Please fix!!                                                                                   |                                |                                     |                               | Response time, Usability                     | 2022-06-06 |
| The app used to work great. I had set up some routines and would play music etc through my alexa device. Now, it is constantly crashing on my galaxy S9 and is completely unusable. Until they release a fix I will be uninstalling because the constant pop up errors is extremely annoying.              | Self-discipline, Enjoying life |                                     | Entertainment                 | Usability                                    | 2022-06-06 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values                               | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This app is not working!!! This app crashes all the time now. It was working well until update a couple weeks ago. Since then, there have been at least 2 updates (presumably to fix the now trashed application). Why have Alexa if the app to work it doesn't work? Why should I buy from Amazon when I'm not being supported? App is crashing on Samsung S7 phone and Samsung Tablet S5E. |                             |                                                                  |                               | Usability                            | 2022-06-06 |
| Alexa is not able to search songs properly even though these songs are available in linked skills. It tries what ever others it finds, it's better if confirms before playing.                                                                                                                                                                                                               |                             | Intelligence, Enjoying life                                      |                               | Entertainment                        | 2022-06-05 |
| it always starts playing bollywood even if I ask to play instrumental. I can't even play anything from my phone and listen on echo dot. At least put a search option in the alexa app so that the desired song can be searched and played when the AI is unable to play the exact song as per the input keywords.                                                                            |                             | Obedience, Authority, Choosing own goals, Freedom, Enjoying life |                               | Entertainment                        | 2022-06-05 |
| the devices keep disconnecting, and Alexa keeps telling me that they are not supported (when they worked for the past year or so). frustrating experience                                                                                                                                                                                                                                    |                             |                                                                  |                               | Access control                       | 2022-06-04 |
| I ask it to play Amazon music. But when I ask it to stop, the app won't respond anymore (it was fine, the 1st time I installed it) This all happened after I update the app. . I tried to stop it manually, but it won't stop nor remove from my notifications bar nor the app itself. Was stuck until even the song ended. So had to use Force Close.                                       |                             | Obedience, Authority, Peace                                      |                               |                                      | 2022-06-04 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values     | Date       |
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| Echo auto has serious issues with android 12.1 Device setup works fine but once you disconnect once you will never be able to pair to the echo auto again unless you reset it which is a hassle every time you get in the car. This was tested on 3 different devices from different manufacturers all running Android 12.1, before the 12.1 update all these devices worked fine. Also it is so slow for controlling the smart home. Takes ages to load so Google is the default now for any of the hue bulbs. |                             |                                    |                               | Access control, Response time            | 2022-06-03 |
| How about working on manners and just common courtesy Maybe. I always use please and thank you as I have it I wish you could make your a eyes a little more human. Other than that keep working doing good! You should probably post this because I'm Asian American haha I'm sorry I just think it's funny everybody thinks they needed a day or a week. How about me month? LOL mark in Nebraska                                                                                                              |                             | Politeness                         |                               |                                          | 2022-06-03 |
| Love my Alexa's, she's not the greatest with the Kiwi accent unfortunately, but I'd be lost without her now... Shame you can't individually name them custom names...                                                                                                                                                                                                                                                                                                                                           |                             | Respect for tradition              |                               | Diversity and inclusion                  | 2022-06-01 |
| Still bad. Crashes nonstop and you can't play music you want without the awful music app. Now it's even worst don't any app connected stuff.                                                                                                                                                                                                                                                                                                                                                                    |                             | Enjoying life                      |                               | Entertainment, Usability, Access control | 2022-06-01 |
| This app would get 5 stars if I was able to link my iheart radio app to it. I've been having this issue for over 6 months and after countless updates nothing was done. It sucks cause I work from home and would like to have a variety of radio stations while working. Very disappointed                                                                                                                                                                                                                     |                             | Enjoying life                      |                               | Entertainment                            | 2022-06-01 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Addressed Individual Values | Ignored/Violated Individual Values             | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| This app used to work extremely well, and communicate with my Alexa products without issue. As time goes by, I've noticed it's unresponsive at times. It doesn't respond to the on/off switch for my smart plug all the time. Its also very buggy when trying to sync photos to my echo show. I used to be able to pair my roomba with my Alexa using this app, but now it can't even find my roomba. The worst is the background usage and what it does to my phone battery though. Also force closes all the time |                             |                                                |                               | Usability, Access control            | 2022-05-31 |
| My wife and I both have the Alexa app on our phones. I have a galaxy S9, and my wife has a galaxy S8+. We both run a VPN. On my phone the Alexa app responds when I talk to it, but on my wife's phone the Alexa app will not take any commands while the VPN is on. Is there a fix for this.                                                                                                                                                                                                                       |                             | Independence/ Platform independence, Obedience |                               |                                      | 2022-05-31 |
| Application interface is worst : 1. While connecting echo in Setup mode, Even though Alexa is connected to phone's Bluetooth/WiFi also echo says device is connected, but App says something went wrong, then it directly throws you out of page and App doesn't show already connected devices it asks for searching devices again. Then it is not possible to search device which is already connected. It is simply UI bug, poor UX, poor UI architecture. "Setup mode is not required, it's making it complex"  |                             |                                                |                               | Access control, Usability            | 2022-05-31 |
| It's an everyday life saver. Don't have to pick up my phone to know the weather, traffic, messages and honestly just makes my days easier when you have little ones running around, even helps with their white noise. What else can I ask for ;)                                                                                                                                                                                                                                                                   | Curiosity, Wisdom           |                                                |                               |                                      | 2022-05-31 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                           | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values    | Date       |
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| Alexa frequently struggles with understanding voice commands, even when they are clearly spoken. Optimistic that this may improve someday -- we'll see. Actually, I'm amazed that it works as well as it does given it is nascent technology. Keep working on it...                                                                    |                                | Intelligence, Obedience            |                               |                                         | 2022-05-30 |
| sometimes the echo dot doesn't work linking Spotify or right now not even letting me change the network. And even when I try to solve the issue, it's so messy and unorganized. I'll put it this way, guidance how to fix your Alexa, is better than the guidance in the Alexa app.                                                    |                                | Enjoying life                      |                               | Access control, Entertainment, Tidiness | 2022-05-30 |
| Keeps me sane at night playing the radio very quietly. Alarms and timers are great, informs me when someone is at the front door and lets me send voice messages to my wife in the kitchen. Also useful for following online recipes and playing music.                                                                                | Self-discipline, Enjoying life |                                    | Entertainment                 |                                         | 2022-05-30 |
| extremely slow. buttons take minutes to change to next page. one of worst apps I have used.                                                                                                                                                                                                                                            |                                |                                    |                               | Response time                           | 2022-05-29 |
| I'm 50. I remember telephones and telephone cords. I remember getting up to change the channel. I remember rabbit ears. I remember a time before computers and cell phones. He!! I remember leaded gas!! lol Alexa, along with all her other counterpart brothers & sisters (Google Microsoft Apple Etc.) is nothing short of amazing. | Enjoying life                  |                                    |                               |                                         | 2022-05-29 |
| Frustrating at first, but pleasant outcome. I had a difficult time connecting both dots to my device, but since I was not giving up, I finally got it and now have sound around the house.                                                                                                                                             |                                |                                    |                               | Access control                          | 2022-05-28 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                             | Addressed Individual Values        | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values          | Ignored/Violated Non-Schwartz Values    | Date       |
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| the Amazon Alexa app is awesome. I have a lamp that is in a corner and hard to access. with the app I don't have to struggle to turn it on and off. I can find out the weather, set cooking timers, find out where my packages are and lots more.                                                                                                                                                                                        | Curiosity, Self-discipline, Wisdom |                                     | Accessibility                          |                                         | 2022-05-28 |
| Confusing. It takes forever and a trip to Google to add a smart plug to an existing routine. That should right there but its not. Upgraded to a Samsung Galaxy S22Plus and now the shopping list causes the app to crash. Thought it was the phone but then my wife's Alexa app started crashing when using the shopping list. Must have been an update. No way to go back to an earlier version.                                        |                                    | Independence/ Platform independence |                                        | Response time, Usability                | 2022-05-28 |
| Great experience. I've used Alexa for a long time and always liked it but wasn't truly impressed until I helped set it up for my blind neighbor. I am amazed how well a blind person can do and figure out on their own once the very basics are set up like connecting the wifi and echo devices. I would recommend this to friends and family for sure. I love Alexa controlling my TV, music, lights and such.                        | Enjoying life                      |                                     | Accessibility, Diversity and inclusion |                                         | 2022-05-28 |
| The app is very slow on my Android. Often taking up to 10 seconds to respond, frustrating, particularly when you need a quick response!                                                                                                                                                                                                                                                                                                  |                                    |                                     |                                        | Response time                           | 2022-05-27 |
| 5/28/22 UPDATE: My morning routine won't play my music. When asked to play any music, it just keeps skipping after a few seconds, from one song to the next with no sound. It has sound, just not for the music. Ugh! So frustrating!! App crashes all the time and tonight, decided to flash my light on and off about 5 times. I think it was using a hunch and malfunctioned. Not sure though...hope it's not got a bug or something. |                                    | Obedience, Authority, Enjoying life |                                        | Entertainment, Usability, Response time | 2022-05-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                            | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I really wanted this app because I like a hands-free phone however I am having trouble signing into it it seems like every time I sign into it I'd got the wrong email or the wrong password once again hacking is a big situation for me...                            |                             |                                    |                               | Access control                       | 2022-05-26 |
| In general, the Alexa app works really well. Lately, it's been giving me a notification that "Alexa is listening" even when I haven't opened the app. Alexa is not set as my default assistant so this should 't be happening. I may have to delete it and start again. |                             | Privacy, Obedience, Authority      |                               |                                      | 2022-05-26 |
| Relatively easy to use and set up but it can't hook up to my Wi-Fi settings and it will not answer how much the price of prostitution is in Ocean Park                                                                                                                  |                             | Curiosity                          | Simplicity                    | Access control                       | 2022-05-25 |
| app itself (not the echo dot) refuses to acknowledge my phones wifi connection. will not work at all. maybe im just dumb, who knows was real excited to use it too. echo works just fine.                                                                               |                             |                                    |                               | Access control                       | 2022-05-24 |
| Can't do anything on the app to customize or set up my echo or echo show because it constantly closes out on me in the middle of setting u. Highly frustrating. Or tells me my account isn linked up even though I've set it up multiple times.                         |                             |                                    |                               | Usability, Access control            | 2022-05-24 |
| I've had to lower my review of this app for the reason many others have. It's useless if it crashes halfway through attempting to use it. Every time I look at my shopping list, it closes. Uninstalling and re-installing does not fix the problem.                    |                             |                                    |                               | Usability                            | 2022-05-24 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| It consistently misunderstands commands. ex: "Alexa, I am hot." programmed to reduce the temperature on the thermostat ecobee+ but instead, it gives me a compliment. ex: I am sure you are beautiful. "Alexa, turn on the light and instead it gives me the time AND if it gets the command correct then I have to endure a preamble of more things it can do ex: by the way did you know I can alert you tell you a joke or play music for you? My advise, get Google home instead and save your sanity. |                             | Enjoying life, Intelligence, Curiosity |                               | Entertainment                        | 2022-05-24 |
| can someone please make a good grocery and home inventory manager? Connects with home spreadsheets and possibly quick books so you can know what you have existing and what you need to buy and what your budget is altogether? Connected shopping with Amazon and Walmart for food and items. reminders when things expire or need replaced and possibly how long you stored food in the refrigerator. also a program that competes with speechify better.                                                | Self-discipline             |                                        |                               |                                      | 2022-05-24 |
| Keeps connecting then disconnecting to auto mode and I'm not even Bluetooth connected to my car. In fact, I have removed/unpaired my car just bc of this reason. I've even turned off my power to audio and made sure not to be connect via cable. Yet the connecting disconnecting is consistent and actually counter productive to being safe when in my car. This is really a horrible and dangerous experience.                                                                                        |                             |                                        |                               | Access control                       | 2022-05-23 |
| Since last update I am unable to link my siriusxm which is the main use I have for Alexa. I have been using sirius through my alexas for a year with no issues very disappointing                                                                                                                                                                                                                                                                                                                          |                             |                                        |                               | Access control                       | 2022-05-23 |
| Terrible app. Slow and at times unresponsive. One star is too much!! Please fix up.                                                                                                                                                                                                                                                                                                                                                                                                                        |                             |                                        |                               | Response time, Usability             | 2022-05-23 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Addressed Individual Values | Ignored/Violated Individual Values       | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values   | Date       |
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| Too many annoying problems to list. I spend way too much time managing home devices via this and several 3rd party apps. Why? Devices being forgotten. Or weirdly moved. Then the inability to parse actual compound sentences. Or how it just won't STF up sometimes... Or if you're misunderstood suddenly every light in the house turns on. Without even verifying first, which Alexa otherwise does lot. And won't shut up if you don't reply. ugh. Honestly, The Clapper was more reliable |                             | Obedience, Authority, Choosing own goals |                               | Access control, Reliability            | 2022-05-23 |
| I listen to Audible primarily through Alexa. I used to open Alexa, press audible, and designate where it would play. Not anymore, I have to touch the play button twice. I have an Ultra 22. This app would get more stars, but the changes to the homepage are continuous and without any real improvement, only more "Things to Try." Meh! It could be great.                                                                                                                                  |                             |                                          |                               | Usability, Tidiness, User-friendliness | 2022-05-22 |
| The app is quirky. Often nonresponsive or extremely slow to respond. For example, when pulling up the shopping list, it stalls. And when trying to delete or add items, it often stalls for what seems like a minute. AD- HOW DOES THIS APP GET A 4+ RATING WHEN ALMOST EVERY REVIEW I SEE IS BELOW 4???                                                                                                                                                                                         |                             |                                          |                               | Response time                          | 2022-05-22 |
| This app needs a total revamp, more than half the stuff I used to use echo for have stopped working, it's basically like the other electronics just don't exist anymore to it, every time I try to enable a new skill it just gets reset and goes back the home page of the skills, and nothings changed. I used to use it to control my LED lights, but now they just don't connect. If you bought an echo and are now reading this, I hope you kept your receipt.                              |                             |                                          |                               | Usability, Access control              | 2022-05-22 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Absolutely horrible experience. Won't connect to my Xbox or my Samsung QLED tv. I've tried YouTube, faq, reddit, and source I could think of and nothing. I also purchased a Amazon dot and it won't allow voice control for my tv because Samsung isn't in list of combinable devices.                                                                                                                                                                                     |                             |                                    |                               | Access control                       | 2022-05-22 |
| Please developers add the Youtube Music option for a skill, I've music membership for it.                                                                                                                                                                                                                                                                                                                                                                                   |                             | Enjoying life                      |                               | Entertainment                        | 2022-05-21 |
| I love my Echo speaker but the app is horrible. Extremely slow and sluggish and sometimes certain parts of the app don't load up as if you have a bad Internet connection even tho other apps perform perfectly... Setting up can be hit and miss sometimes as the app occasionally hangs and your just waiting endlessly... Philips Hue lights work great with an Echo speaker but the app randomly duplicates each light so it doesn't work until I delete the duplicate. |                             |                                    |                               | Response time, Access control        | 2022-05-21 |
| Alexa keeps disappearing only in my shopping list when swipe down to bottom of list. Tried to reinstall, clear cache and clear data nothing stops it from this. Got help form Amazon and tried all that suggested but nothing worked.                                                                                                                                                                                                                                       |                             |                                    |                               | Usability                            | 2022-05-21 |
| if you want slow grade torture, try and setting up Alexa with Philips Hue's lights. once I finally set it up after hours and hours, I've decided I'm never going to add anything, because it's just too complicated, too many interrelated Parts which no ordinary person would be able to follow, just a mess.                                                                                                                                                             |                             |                                    |                               | Response time, Tidiness              | 2022-05-20 |
| not working properly.. very slow more over struggle to accept the correct commands                                                                                                                                                                                                                                                                                                                                                                                          |                             | Obedience                          |                               | Response time                        | 2022-05-20 |
| Super slow! I hoped this last update would improve it but it did not. Very disappointed. Also it doesn't prompt anything when I try to enable the skill for Roku TV                                                                                                                                                                                                                                                                                                         |                             |                                    |                               | Response time, Access control        | 2022-05-20 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                            | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| so annoying, half the time she doesn't answer the question properly. she makes a totally unrelated statement. my shopping list used to have categories, example meat, dairy, vegetables. just like I sort my own list. this feature has disappeared 2 years ago!                                                                                                        |                             | Curiosity, Obedience, Authority    |                               | Usability, Tidiness                  | 2022-05-19 |
| I can't find aux option in alexa app... even i searched under General and connected devices in device settings. But i could find aux "line in" and "line out" option. I have Echo 4th generation...                                                                                                                                                                     |                             |                                    |                               | Access control                       | 2022-05-19 |
| There should be an Android widget to enable single click on/off switches for devices/device groups. I shouldn't have to tap into the app, then into Devices, then turn something on/off. I won't be buying any more Amazon/Alexa devices - not a user friendly. Seems like they want to force you to use the app or voice controls. That doesn't meet everyone's needs. |                             | Freedom                            |                               | Access control, User-friendliness    | 2022-05-19 |
| This was jumping in and out of sound when listening to music today again, it was updated 2 days ago so I uninstall it to reinstall and I can't even download it now, very frustrating to say the least, even more so as I pay for the music and can't even listen to it this isn't the 1st time I have had issues and is really annoying.                               |                             | Enjoying life                      |                               | Entertainment                        | 2022-05-18 |
| Cannot open the app to set up my Alexa Dot in my home. Tried a force stop, cleared the cache, but no response. Uninstalled, then reinstalled with no results. Very aggravating.                                                                                                                                                                                         |                             |                                    |                               | Access control                       | 2022-05-18 |
| My echo dot used to play music for my classroom directly from Amazon music but now (for almost a year) every time I ask it to play one of our most used songs it says "I'm sorry but I'm having trouble playing the music from your library"                                                                                                                            |                             | Enjoying life                      |                               | Entertainment                        | 2022-05-18 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------|-------------------------------|--------------------------------------|------------|
| Alexa keeps repeating. "everything seems to be working. If something looks wrong you can use the Alexa app to submit" Also the light is white. Alexa csn not tell me what the light means. Alexa is very broken. Whats up Amazon? How do I fix this?                                                                                                                                                                                                                                                         |                             | Curiosity, Intelligence            |                               |                                      | 2022-05-17 |
| Alexa is like that friend who was great and then became an Amway salesman, and became a ghastly irritant. Amazon now uses Alexa to constantly 'pitch' new add-ons. And, its ability to recognize requests has become inconsistent. Alexa in 2022 is very tedious and frustrating compared to the sleek voice activated do-all device from six years ago. FYI - we own a total of six, the best ones are the old Taps, which are no longer take updates.                                                      |                             | Obedience, Authority               |                               | Consistency                          | 2022-05-16 |
| I like Alexa, but updates are not happening, and network connectivity is no longer reliable. This should be easier. I had to reinstall to get the latest app on my Android phone. A nightmare, lost passwords, you would think a configuration file would be something I had the option to backup. Shame on Amazon help quality seems to be going down hill since Jeff left. I am regretting committing to Amazon's smart home Alexa technology. What a financial loss it will be to change to someone else. |                             |                                    |                               | Access control, Reliability          | 2022-05-16 |
| More useless Amazon bloatware. If there are two accounts in a household, only one can set this trash heap up, it's 100% useless for the other. This is why I am moving away from anything Amazon, you know tech created by D-Head looking Bezos' company is junk, just look at how horrible Blue Origin is doing, they designed their rocket to look like a giant D, inspired by how Bezos appears in features, and still haven't been to orbit and are years behind on everything else, lmao                |                             |                                    |                               | Access control                       | 2022-05-16 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                             | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| It is broken and will not let me in the app or takes forever to load and I am on an amazon product so I cannot uninstall and reinstall                                                                                                                                                                                                                                                                                                   |                                |                                    |                               | Access control                       | 2022-05-15 |
| Bengali language should to be added soon                                                                                                                                                                                                                                                                                                                                                                                                 |                                | Respect for tradition              |                               |                                      | 2022-05-15 |
| I swore I would never get an alexa even though my partner kept begging me.I got 3 in the end and now can't live without it/her. so helpful for every day things like reminders and I play my spotify though the house. sometimes she doesn't answer the question I ask but it's not the end of the world. I don't know if you can get outside alexa so you can stream your music outside good idea for the summer months don't you think | Self-discipline, Enjoying life | Curiosity                          | Entertainment                 |                                      | 2022-05-15 |
| Alexa, alexa wake up. It's not there yet, super slow app, hard to navigate, super hard to learn how to talk to that thing. So frustrating. The worst device is the slow as heck Echo show 5 2nd gen. Where's the upgrade?                                                                                                                                                                                                                |                                |                                    |                               | Response time, Simplicity            | 2022-05-15 |
| Constant crashes. Can't look at or scroll a list anymore without the app closing. Scrolling lists is also unusable. The list jumps all around. It didn't used to be this horrible                                                                                                                                                                                                                                                        |                                |                                    |                               | Usability                            | 2022-05-14 |
| app is pretty slow and buggy. I gotta restart the app frequently when I actually want to do something on it                                                                                                                                                                                                                                                                                                                              |                                |                                    |                               | Response time                        | 2022-05-14 |
| Amazon has experienced a great decline in the training of their employees. My 4 year old has purchased Amazon music unlimited 5 times in the past 24 hours and 4 out of 415 phone calls later finally someone was able to explain how to stop this from repeatedly happening. Not impressed and tired of paying for Amazon when I spend hours upon hours fixing their mistakes also at my expense.                                       |                                |                                    |                               | Response time, Simplicity            | 2022-05-14 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values       | Date       |
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| Junk! This app has so many bugs and glitches. Unresponsive, unreliable, just aggravating all together! Multi room music is a joke! Smart home device control is mediocre at best. Come on Amazon! Get your act together and concentrate more on this app! My home is on the Alexa smart home platform. I have more devices and audio controlling than most people. I'm borderline switching to Google home! So fed up with this not working and forget seamless integration with Amazon music.. canceling that too.. |                             |                                    |                               | Reliability, Entertainment, Access control | 2022-05-13 |
| The app is not working correctly. Every single time I open it, I have to put in my full name before I can use it. It didn't use to do that before. I've tried uninstalling and I have the same problem. Please, fix this bug if you care at all.                                                                                                                                                                                                                                                                     |                             |                                    |                               | Learning, Usability                        | 2022-05-13 |
| Would be great but unless you are single this is a pain to link with your household devices and smart items. Unless you share a log in you can either access all the routines etc or access your own account, not both, unless you duplicate everything, which is a pain as the app sometimes loses devices. As for playlists, you can't access them because they are on your partner's account not yours and Amazon won't let you share music accounts.                                                             |                             | Enjoying life                      |                               | Access control, Entertainment              | 2022-05-12 |
| Attempted to sign in and the "security" text confirmation text states an attempt to sign in was made from a different state. So I can't sign in to use the Amazon Echo. Spoke with Amazon rep... can't fix the problem....was hung up on...so much for security                                                                                                                                                                                                                                                      |                             | Security                           |                               |                                            | 2022-05-11 |
| Really hard and frustrating to reconnect. My device is making a meowing noise and it's really frustrating to figure out how to get rid of it. I've tried disconnecting and then reconnecting my device from my phone but it didn't seem to work.                                                                                                                                                                                                                                                                     |                             |                                    |                               | Access control, Simplicity                 | 2022-05-11 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                           | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| So slow its almost unusable. In fact it is unusable. - uninstalled it and reinstalled it and its much better. It has been an issue for a while though. Obviously an update gone wrong.                                                                                                                                 |                             |                                    |                               | Response time                                | 2022-05-10 |
| Still awful!!! Slow, buggy, horrible!!! I wish I could take it away from this app, to it sucks so much! 3rd review: it's just horrible lately. Can't communicate with other devices via drop in, doesn't always sync for alarms, and refused to connect to Amazon Music app. Such a disappointment!                    |                             | Enjoying life                      |                               | Response time, Access control, Entertainment | 2022-05-09 |
| I bought Echo show 10 and I see that Alexa or Amazon controls everything and I see that it is slow, I have a YouTube music account and it does not allow it, apart from that I have music on my phone and it does not allow it either... A big mistake buying devices that connect with Amazon. It's very complicated. |                             |                                    |                               | Response time, access control, Simplicity    | 2022-05-09 |
| Only gave it one star because I can't give it zero. Awful software, won't open even though I'm using an Amazon device. Thought it might be a temporary bug they would solve but it's not improving. Tried going back to my old tablet but doesn't work on that one either.                                             |                             |                                    |                               | Access control                               | 2022-05-08 |
| Horrible experience. There is so much delay in pressing a button, and getting a response. Plus, it lags when scrolling anywhere in the app (example, the Alexa skills page). I literally have to spend 2 minutes just for triggering a routine from the app, it takes so much time to load! Please fix this            |                             |                                    |                               | Response time                                | 2022-04-30 |
| trying to figure out to get my girls phone connected to the same device this seems impossible Bluetooth won't connect it to hers                                                                                                                                                                                       |                             |                                    |                               | Access control                               | 2022-04-29 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                             | Addressed Individual Values | Ignored/Violated Individual Values                     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| App is not easy to use or easy to setup a new device, spent 10 minutes going in circles thru the same thing over and over until I just uninstalled it. Also don't like not being able to have location and other settings off, the app forces you to have it on.                                                                                                                                                         |                             | Privacy                                                |                               | Simplicity, User-friendliness, Response time | 2022-04-29 |
| For the first 2 months of this year the experience was good but with the updates they definitely ruined it all and rendered the device useless by trying to push us to Buy their PRIME MEMBERSHIP which costs extra.. You can't use 3rd party music streaming service for all your needs except for their own app. Now I'm considering selling the device.. Hope the Amazon take this into consideration and fix it soon |                             | Enjoying life                                          |                               | Entertainment                                | 2022-04-29 |
| Alexa isn't working great for some odd reason. I will ask her to play music or even talk to her and she's not responding to me at all. Can you please fix the problem because I like to listen to music when I am cleaning. Thank you!                                                                                                                                                                                   |                             | Obedience, Authority, Enjoying life                    |                               | Entertainment                                | 2022-04-28 |
| Good for listening to music and radio. Anything else, forget it. I spend a disproportionate amount of time telling it how useless it is.                                                                                                                                                                                                                                                                                 | Enjoying life               |                                                        | Entertainment                 | Usability                                    | 2022-04-28 |
| I have to tell Alexa to do something 4 times for it to do it and since the update today when I tell it to turn on the light it's starts playing a random song. Stop updating this stupid app.                                                                                                                                                                                                                            |                             | Obedience, Authority, Choosing own goals, Intelligence |                               |                                              | 2022-04-28 |
| My Alexa won't turn lights on when I ask her to an she's very slow on the app. So I give her a 1 star. Plus there are times were she just starts talking without anyone asking her to. Fix my problem ASAP                                                                                                                                                                                                               |                             | Obedience, Authority, Choosing own goals, Peace        |                               | Response time                                | 2022-04-27 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                   | Addressed Individual Values | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Individual pages in the app take forever to load - page jumps up and down sometimes so when I go to select something it Auto clicks the wrong thing. Slow and frustrating.                                                                                                                                                     |                             |                                    |                               | Response time                        | 2022-04-27 |
| Absolute blacksheep in the AI family. This works fine when you first install then after a couple of weeks it starts failing to connect to the already added device and no way can you get them detected. It's frustrating!                                                                                                     |                             |                                    |                               | Access control                       | 2022-04-27 |
| not intuitive, won't play music by voice request, doesn't answer to my children. pretty much overall useless and a waste of money                                                                                                                                                                                              |                             | Equality, Enjoying life            |                               | Entertainment, Usability             | 2022-04-26 |
| Totally useless for Eco Dot I don't see how anyone gets these working!! I've greved the day to try again I just spent a good 2 hours trying to connect this Eco Brick to my network, works one month then it's trash along with the Eco Dot Smart microwave can't stay connected either. Expensive mistake!! Buyer be warned!! |                             |                                    |                               | Access control, Response time        | 2022-04-26 |
| I love having Alexa. There's very questions that she can't answer. My grandson often uses Alexa to help with his homework assignments!                                                                                                                                                                                         |                             | Curiosity                          |                               |                                      | 2022-04-25 |
| strong WiFi but keeps losing connection on Alexa only not happy , it's ok on my phone in the same room but the Alexa device big let down                                                                                                                                                                                       |                             |                                    |                               | Access control                       | 2022-04-24 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values       | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Although I love having the Alexa devices, they do very little to enhance my home. They get the answers to my questions right about 50% of the time and the drop-in on the devices absolutely sucks. You can't hear the other end when you drop in on the devices. I have tested it many different ways and you can't hear it from your phone. I could hear someone talk to my device when they dropped in but not from the app on the phone when dropping into the device and device settings don't work properly. |                             | Curiosity                                |                               | Access control                       | 2022-04-24 |
| For me using the Amazon Alexa app has been an excellent experience, it's really easy to use and it's really good                                                                                                                                                                                                                                                                                                                                                                                                   |                             |                                          | Simplicity                    |                                      | 2022-04-24 |
| Alexa never hears or understands me on the first request. Ever. Now when she's selling Amazon music unlimited or whatever it's called - she acts like she doesn't understand the word NO. I just know that one day it'll "start my free trial" no matter what I say. I regret ever buying this, the dots, and every gift I've ever given to people containing this inept monstrosity. Some days it even struggles to tell me the fucking weather!                                                                  |                             | Obedience, Authority, Loyalty, Curiosity |                               |                                      | 2022-04-24 |
| slowest app on my phone. and I'm on my 2nd phone with it. sort of like an old baud modem back in the day. I've told them about it, but they claim it's not true. I suppose you can put your head in the sand if you're a super rich oligopoly.                                                                                                                                                                                                                                                                     |                             |                                          |                               | Response time                        | 2022-04-23 |
| Slow, buggy, unresponsive, but needed. We have no choice but to use this app and I question our investment in these devices because of this app alone. Utter rubbish.                                                                                                                                                                                                                                                                                                                                              |                             |                                          |                               | Response time, Usability             | 2022-04-23 |
| very helpful when asked questions about most subjects of interest or importance                                                                                                                                                                                                                                                                                                                                                                                                                                    | Curiosity, Wisdom           |                                          |                               |                                      | 2022-04-23 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Extremely slow on Samsung S22 Ultra. Magically erased all of its data and now I have to add all devices etc manually                                                                                                                                                                                                                                                                                                                                                                        |                             | Independence/<br>Platform independence |                               | Response time,<br>Access control     | 2022-04-23 |
| Communication..drop in..doesnot work in samsung fold 2                                                                                                                                                                                                                                                                                                                                                                                                                                      |                             | Independence/<br>Platform independence |                               | Access control                       | 2022-04-23 |
| It's just not that great. Everbody makes Alexa out to be Mother from the Alien movie. Alexa's capabilities and command of human language are far more rudimentary. And I'm still not comfortable with big tech (big brother) listening to and recording my every word.                                                                                                                                                                                                                      |                             | Intelligence,<br>Privacy               |                               |                                      | 2022-04-22 |
| This is the worst app on my phone, hands down. Literally every single time I'm not on wifi, alexa is "having trouble connecting to the network" and is totally nonfunctional. I will have full bars on my phone and every other internet-based app and service is working perfectly, but for some reason alexa just can't connect to the network. Have had to uninstall/reinstall, clear cache, force stop, restart phone, etc. so many times to get this to work as intended. Total trash. |                             |                                        |                               | Access control,<br>Response time     | 2022-04-22 |
| Absolutely brilliant could not do without it helps me with my spelling it teaches me about any subject I need to no 100%                                                                                                                                                                                                                                                                                                                                                                    | Curiosity,<br>Wisdom        |                                        |                               |                                      | 2022-04-21 |
| it misunderstands anything more than weather and adds irrelevant info on the web without being asked.                                                                                                                                                                                                                                                                                                                                                                                       |                             | Curiosity,<br>Obedience                |                               |                                      | 2022-04-21 |
| At first I was eligible to use Spotify but after resetting my phone I am suddenly not eligible to use Spotify it shows "you are not eligible due to geographical restriction. I really hate this app                                                                                                                                                                                                                                                                                        |                             | Enjoying life                          |                               | Entertainment                        | 2022-04-20 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Addressed Individual Values        | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| Can't set up multi room in the app. It just gives a list of things you might want to say to the stupid machine that just refers you back to the app.                                                                                                                                                                                                                                                                                                                                    |                                    | Intelligence                       |                               | Access control                       | 2022-04-20 |
| I have come to rely on my Alexa units. I have them in all the rooms and in my car. It helps me not forget things like Dr appointments and alarms. I use also to remind me every day to take my medication.                                                                                                                                                                                                                                                                              | Self-discipline                    |                                    |                               |                                      | 2022-04-20 |
| Alexa is more A. I. (artificial intelligence) that just proves itself to be just "artificial ", and not very intelligent... yet. However, their are some aspects of Alexa that tend to astound some humans.                                                                                                                                                                                                                                                                             |                                    | Intelligence                       |                               |                                      | 2022-04-19 |
| Please add ability to play custom music through echo dot groups via Bluetooth. Song repeat function does not work. Please add function of gapless playback that cross mixes end of song with start of next song.                                                                                                                                                                                                                                                                        |                                    | Enjoying life                      |                               | Entertainment                        | 2022-04-19 |
| I love these devices, they Allow me to listen to music/chat all over the house. I thourally recommend them.                                                                                                                                                                                                                                                                                                                                                                             | Enjoying life                      |                                    | Entertainment                 |                                      | 2022-04-18 |
| only thing this app is missing is a "favorite devices" card on the home screen. takes quite a bit of time for the "devices" page to load, so you'd think they'd give you a quick way to turn on/manage your most used devices right from the jump. hope they implement that someday.                                                                                                                                                                                                    |                                    |                                    |                               | Access control, User-friendliness    | 2022-04-18 |
| Great for brief BBC news, weather, alarm, reminders, etc, but a disappointing addition to Amazon Music, which crashes 30s into a song or an album. The ability to play on multiple Alexa speakers also fails...even with Audible (Amazon). Its comes as no surprise that these products can be found in secondhand shops like CEX. Either Amazon need to drop the product altogether or put some heavy investment in its technology, making it more fluid in its response and delivery. | Curiosity, Wisdom, Self-discipline | Enjoying life                      |                               | Entertainment, Response time         | 2022-04-18 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Addressed Individual Values | Ignored/Violated Individual Values            | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values  | Date       |
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| Alexa comes on when it's not asked to. Alexa has limited knowledge when u ask certain questions.                                                                                                                                                                                                                                                                                                                                                                                                                   |                             | Obedience, Intelligence, Curiosity            |                               |                                       | 2022-04-18 |
| your effing app is very un user friendly ffs all I want to do is link it to my ALREADY paid for unlimited music - whyyyyyyyyy is it impossible                                                                                                                                                                                                                                                                                                                                                                     |                             | Enjoying life                                 |                               | User-friendliness, Entertainment      | 2022-04-17 |
| Way too many bugs. Slow, unpredictable, and unreliable.                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                             |                                               |                               | Response time, Reliability            | 2022-04-17 |
| HUGE WASTE OF TIME. I have a brand new S22 and the app keeps crashing. When it does work it is slow. When using video call you are locked into portrait mode which is a waste of screen space if using an Echo device. Overall I expect more from Amazon in support of a platform that has been around for long enough to...well...actually be smart for the user. Do not waste your time. Return your Amazon device and look for a more reliable smart home device.                                               |                             |                                               |                               | Response time, Usability, Reliability | 2022-04-17 |
| Alexa is so far from AI it's ridiculous. It can't even handle the simplest request. For example, I got a National Weather notification today but it was noisy & I didn't hear it so I said, "Alexa, repeat last notification." She said (and I hesitate to call it "she" because it's an insult to women, but it's a female voice) but she said, "Sorry, I don't know that one." I rephrased & got the same answer... twice. Alexa is programmed for extremely basic interactions - that's it. Borderline useless. |                             | Obedience, Authority, Curiosity, Intelligence |                               | Usability                             | 2022-04-16 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Addressed Individual Values | Ignored/Violated Individual Values  | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| Cannot connect to wifi.? Everything has been great for year or 2 with echo dots and new echo spot with clock all connected. Then last today all devices disconnected and cannot connect to wifi with the app? Constant disconnected error? Useless now. 4 devices just decided today to go offline. I have other Amazon devices, 4k stick and max connected fine. It's just all variat9of echo dot gone offline. Reboot no good. Reinstall no good. Turning off and restart no good. Completely useless now??? |                             |                                     |                               | Access control, Usability                    | 2022-04-16 |
| All my echo devices have disconnected and gone offline and will not reconnect.                                                                                                                                                                                                                                                                                                                                                                                                                                 |                             |                                     |                               | Access control                               | 2022-04-16 |
| This is so awesome lol. I've asked difficult things but every time she's fantastic at answering. Ask her to sing it's a fabulous response. only problem is she doesn't speak Greek! I have a small knowledge of Greek and would love to have been able to expand. I can expand my Italian and Spanish bit haven't tried German yet.                                                                                                                                                                            | Curiosity, Wisdom           | Respect for tradition               |                               |                                              | 2022-04-15 |
| super slow when trying to control my devices. I usually get distracted and never complete my task while waiting for it too load. I like the shopping list funxtions though                                                                                                                                                                                                                                                                                                                                     |                             |                                     |                               | Response time                                | 2022-04-15 |
| app will not work. I have Samsung S21 Ultra and the app won't seem to work. it doesn't load my profile and won't stay logged in                                                                                                                                                                                                                                                                                                                                                                                |                             | Independence/ Platform independence |                               | Access control                               | 2022-04-14 |
| Alexa, alexa wake up. It's not there yet, super slow app, hard to navigate, super hard to learn how to talk to that thing. So frustrating.                                                                                                                                                                                                                                                                                                                                                                     |                             |                                     |                               | Response time, Simplicity, User-friendliness | 2022-04-13 |
| This app like every Amazon app is slow af and takes forever to do anything. Alexa is useful but is really annoying sometimes and the app is complete dog                                                                                                                                                                                                                                                                                                                                                       |                             |                                     |                               | Response time                                | 2022-04-13 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Addressed Individual Values    | Ignored/Violated Individual Values | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values | Date       |
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| I cannot pair a Bluetooth device using the android app and a 2 gen eco dot... With works with the same echo dot but using the app for ios                                                                                                                                                                                                                                                                                                                                                            |                                |                                    |                               | Access control                       | 2022-04-11 |
| We love our Amazon Alexa (Echo)!! Ever since receiving it we have had unending fun discovering what she was capable of. The organizational and life skills available on her app make our lives so much easier and help keep us up to date on appointments and so much more!!!                                                                                                                                                                                                                        | Enjoying life, Self-discipline |                                    |                               |                                      | 2022-04-11 |
| Slow af on my poco x3 pro. Swipe up from bottom and its very slow in processing, hearing etc. Sometimes doesnt even launch Connected to fast wifi                                                                                                                                                                                                                                                                                                                                                    |                                |                                    |                               | Response time, Access control        | 2022-04-10 |
| I loved how this synced to Spotify and played the music I pay for, but this doesn't work at all now. I am immensely disappointed. The music suddenly stops, choosing a Playlist is impossible, and I can no longer skip songs. Please fix the bugs.                                                                                                                                                                                                                                                  |                                | Enjoying life                      |                               | Entertainment                        | 2022-04-09 |
| I agree I have an echo dot and I tell her to play ambient noise eaiter thunderstorm or distant thunderstorm and she will play for like five minutes then pause then play again then stop completely and I have to ask Alexa to play ambient noise again I ended up unplugging my Amazon echo dot because she would play ambient noise for 5 minutes then pause then play again then stop please fix this issue I have been using the app on my phone and it's been working ok but then it won't play |                                | Enjoying life, Obedience           |                               | Entertainment, Usability             | 2022-04-09 |
| It's so handy! The one in my office is my assistant, the one in the kitchen is my timer, and the one in the bedroom tells me the time, the weather, and acts as my alarm clock. Plus I can call my children from any one of them.                                                                                                                                                                                                                                                                    | Self-discipline, Curiosity     |                                    |                               |                                      | 2022-04-08 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                 | Addressed Individual Values | Ignored/Violated Individual Values     | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values         | Date       |
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| App is unable as it take 5 minutes just to load the device list on a new Samsung Fold3.                                                                                                                                                                      |                             | Independence/<br>Platform independence |                               | Response time                                | 2022-04-08 |
| It's okay but seems to have connectivity issues intermittently with wifi....even when placed two feet from a node. Update: Most of my issues with this app seem to have been addressed and it's working well now....so I'm adding another star to my review. |                             |                                        |                               | Access control                               | 2022-04-08 |
| Still not seeing any bluetooth devices .. cannot connect to speakers ... getting very frustrated... I have 8 dots all with the same problem ... fix it now or roll back to working version (about 3 weeks back !)                                            |                             |                                        |                               | Access control                               | 2022-04-07 |
| I have hundreds of kindle audible books, there needs to be a way to search or filter them. Or send from the kindle/audible app. The voice search does not cut it, nor nor scrolling from my most recent purchase.                                            |                             |                                        |                               | User-friendliness, Tidiness                  | 2022-04-07 |
| utter garbage. can't understand anything. doesn't listen and does not know answers to anything. loads for minutes at a time for anything. couldn't be more complicated or useless. will likely be deleting this and hiding my echo dot yet again.            |                             | Obedience, Authority, Curiosity        |                               | Response time, Simplicity, User-friendliness | 2022-04-06 |
| All things ok but Bluetooth connectivity was big problem i facing now if i use it as Bluetooth can able to search any device. Plz fix i can able 2 conn4 my speaker.                                                                                         |                             |                                        |                               | access control                               | 2022-04-06 |
| Won't shut up while I am driving. Been happy with the app for a long time. Starting a few days ago it won't shut up when I am in the car. I don't need the distraction so I had to remove the app.                                                           |                             | Peace                                  |                               | Safety                                       | 2022-04-05 |

| User Reviews of Amazon Alexa                                                                                                                                                                                                                                                                                                                                                                                                                                    | Addressed Individual Values | Ignored/Violated Individual Values                           | Addressed Non-Schwartz Values | Ignored/Violated Non-Schwartz Values                               | Date       |
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| a bit difficult to use. I installed a thermostat today. added the device on Alexa. it's spring but we had snow today. I want to turn on the heat. Alexa won't let me. I assume because it's spring. are you kidding me.                                                                                                                                                                                                                                         |                             | Obedience, Freedom                                           |                               | Simplicity, User-friendliness                                      | 2022-04-05 |
| MY ECHO DOT WILL NOT CONNECT TO THE WIFI, CAN YOU PLEASE FIX IT                                                                                                                                                                                                                                                                                                                                                                                                 |                             |                                                              |                               | Access control                                                     | 2022-04-04 |
| It used to work, sort of. But I could at least control the majority of my lights and drop in on my echo show. Now I can drop in on any of my devices, but they can't hear me or see me. My kids know it's me trying to communicate with them, not some weird ghost. It keeps happenning. Very disappointed. I hope there's a fix soon, I rely heavily on being able to drop in when I cannot be home. This mobile app is on my Android Samsung Galaxay 9 phone. |                             |                                                              |                               | Access control                                                     | 2022-04-03 |
| There is bluetooth issues going on while connecting with soundbars the soundbar is not recognising for the recent products who has been willing to purchase so don't buy.....                                                                                                                                                                                                                                                                                   |                             |                                                              |                               | Access control                                                     | 2022-04-03 |
| This thing is aggravating, it doesn't always do what it's supposed to, it randomly listens in without the wake word, the forecasts are inaccurate and its limited to what it knows and can do. also, if you don't pay for the music, it plays "similar" music.                                                                                                                                                                                                  |                             | Obedience, Authority, Curiosity, Intelligence, Enjoying life |                               | Entertainment                                                      | 2022-04-02 |
| Not currently working. Need to log in each time it boots but shuts itself down immediately after logging in, so cant use. Ive uninstalled and reinstalled and still does the same. When it used to work it was tricky to navigate and find the option you want                                                                                                                                                                                                  |                             |                                                              |                               | Access control, Usability, Simplicity, User-friendliness, Tidiness | 2022-04-01 |