

Ask First 5 Forever: Frequently Asked Questions

I don't have a smart speaker, how can I access First 5 Forever?

It's easy to use Alexa or Google on your smartphone.

On **Android phones** simply download from the playstore here:

https://play.google.com/store/apps/details?id=com.amazon.dee.app&hl=en_AU

<https://apps.apple.com/us/app/google-assistant/id1220976145>

On an **iPhone** (make sure you are running iOS11 or later) download the Alexa app or Google Assistant app here

<https://apps.apple.com/au/app/amazon-alexa/id944011620>

<https://apps.apple.com/us/app/google-assistant/id1220976145>

Using the Amazon Alexa app

Once you've opened the Amazon Alexa app simply touch the three line menu in the top left hand corner and select "Skills and Games" from the menu.

This where you will find suggestions for new things to try. If you touch the search icon (magnifying glass) in the top right corner you can search for "First Five Forever" and enable it on your Alexa device.

Now anytime you want to hear your latest tips and recommendations simply say "Alexa, launch First Five Forever"

Using the Google Assistant app

Google Assistant is preloaded on newer Android phones. You should just be able to press and hold the home button or say "Hey Google" to wake it up. Once Google Assistant is open and listening, simply say "Talk to First 5 Forever".

Google Assistant works on phones with Android 6.0 or higher with Google Play Services with >1.5GB of memory and 720p or higher screen resolution. If you have a compatible phone but it's nowhere to be found, simply download the app from the playstore.

To download from Google Play visit

https://play.google.com/store/apps/details?id=com.google.android.apps.googleassistant&hl=en_AU

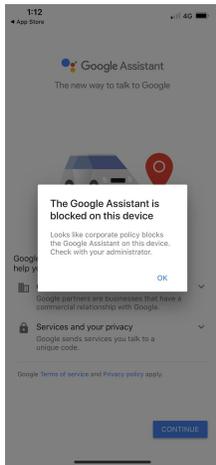
For help with required specifications and further troubleshooting visit

<https://support.google.com/assistant/answer/7172657?co=GENIE.Platform%3DAndroid&hl=en>

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I am seeing the error message “The Google Assistant is blocked on this device. Looks like corporate policy blocks the Google Assistant on this device. Please check with your administrator.”



It looks as though it's a G Suite setting on your iPhone. It may be that you need to contact your G Suite admin to turn on your "search" and "assistant".

To use the Google Assistant with a Google Account that was set up through work or school, you may need to ask your admin to turn on the Search and Assistant services for your Google Account.

See this link for more information on how best to communicate the solution with your admins.

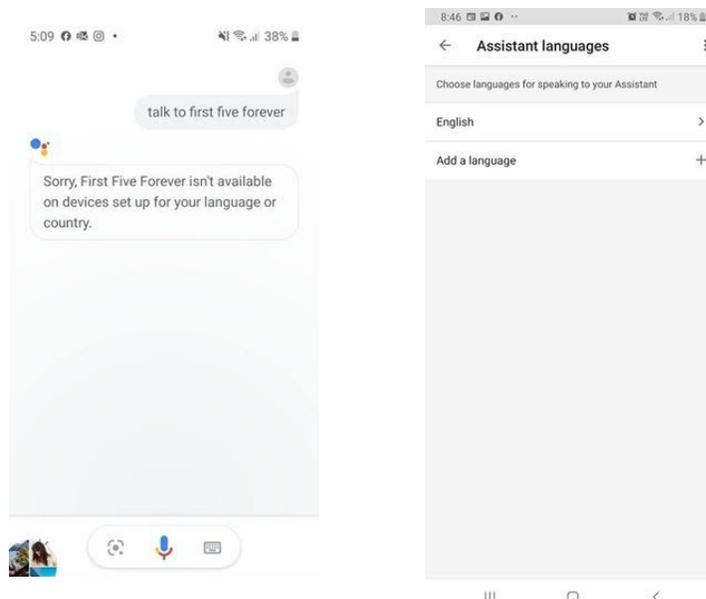
<https://support.google.com/a/answer/6304876>

If settings have been updated successfully by your admins you may need to adjust your settings. See this link.

https://support.google.com/assistant/answer/7172657#turn_on

Google Assistant says “Sorry, First Five Forever isn’t available on devices set up for your language or country”

Unfortunately Google Assistant only allows us to publish in English AU, English UK, English CAN and English US. Please go to your assistant languages settings and change from “default English” to one of these other versions of English. Google Assistant Actions unfortunately don’t recognise English NZ.



It's not understanding the questions I'm asking it

Try using a different phrase. Our website lists some suggestions you can try.

I don't want to give my child's name or date of birth

That's completely fine. This is an optional step so that tips can be personalised and tailored to suit your child's age. If you prefer not to provide this information, you will still receive tips, but they will be general tips suitable for one or more children aged 0-5.

I want to hear the same nursery rhyme again

You can request a specific nursery rhyme or song by saying "ask First 5 Forever for [Twinkle twinkle]."