BILL'S HOME TECH

Home & Small Business Tech Solutions

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Stop Accidental Orders & Lock Purchases

Switch off voice shopping, or lock it behind a code, so no surprise orders happen

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Tech Made Simple. Service Made Personal.

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SUMMARY

The 60-Second Version

You are in full control of Echo shopping. The simplest peace of mind is to turn it off: Alexa app Settings Voice Purchasing Off. If you like ordering by voice, keep it on but add a spoken code (a 4-digit number Alexa asks for before buying) — that also covers grandchildren, since Alexa can't reliably tell voices apart.

Every voice order shows up in your normal Amazon order history, and most can be canceled before they ship or returned after, so a stray word is never a disaster.

1 The Short Version

One worry people have about an Echo is accidental shopping — that a stray "Alexa, order..." or a curious grandchild could buy something you did not mean to buy. The good news is that you are in complete control. You can switch voice purchasing off entirely, or lock it behind a spoken code so nothing is bought without your say-so.

This guide shows both the simple "turn it off" approach and the "keep it but protect it" approach, plus how to check your orders and cancel anything that slipped through. Pick whichever fits how you use the device.

- You can turn voice ordering completely off — the simplest peace of mind.
- Or keep it on but require a spoken code before any purchase.
- Most accidental "orders" are caught before they ship and are easy to cancel.
- Children and guests are easy to account for with these same settings.

WATCH OUT

If you never intend to shop by voice, the cleanest choice is to turn voice purchasing off altogether. Then there is simply nothing to go wrong.

2 How Voice Ordering Works

When voice purchasing is on, saying something like "Alexa, order more coffee" can place an order using the payment and address already saved in your Amazon account. It is meant to be convenient, but that same convenience is why an offhand comment or a child's request can start a purchase.

> **GOOD TO KNOW**
> Alexa almost always reads the item and price back and asks you to confirm before buying. That confirmation step is your friend — but a code or an off switch is surer still, which is what this guide sets up.

3 The Simplest Fix: Turn Voice Purchasing Off

If you would rather the Echo never shop for you, switch it off. It takes under a minute and removes the worry entirely.

1. Open the Alexa app and go to the More or Settings area.
2. Find Account Settings, then Voice Purchasing.
3. Turn the Voice Purchasing switch Off.
4. That is it — the Echo will no longer place orders when anyone speaks.

> **TIP**
> Turning this off does not affect anything else — timers, music, questions, and reminders all keep working exactly as before. You are only switching off shopping.

4 Keep It, But Require a Spoken Code

If you do like ordering by voice sometimes, you can keep it on but add a spoken code — a short number Alexa asks for before completing any purchase. Without the code, nothing is bought.

1. In the Alexa app, open Settings, then Voice Purchasing.
2. Turn on the option for a voice code (sometimes called a confirmation or purchase PIN).
3. Choose a four-digit number you will remember but others will not guess.
4. From then on, Alexa asks for that code out loud before any order is placed.

WATCH OUT

Pick a code that is not an obvious one like 1234 or your house number, and do not say it where a guest or child would hear and remember it. A quiet, private code is what makes this protection real.

5 Children and Grandchildren

Little ones love talking to the Echo, and that is lovely — but it is also the most common source of surprise orders. The same settings handle it completely.

- Turning voice purchasing off means children cannot buy anything, full stop.
- A spoken code they do not know does the same thing while keeping it for you.
- Alexa cannot tell voices apart well enough to block a child on its own, so use the code or the off switch.

GOOD TO KNOW

You do not need a separate "kids' setting" to be safe from accidental orders — the off switch or a private code covers everyone in the house at once.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

6 Digital Purchases and Subscriptions

Voice shopping is not only physical goods — it can also include things like music, audiobooks, or add-on features. The voice-purchasing setting covers these too, but it is worth knowing they exist.

- The same Voice Purchasing off switch or code also governs digital buys.
- Some "skills" (Alexa add-ons) can offer paid features — the code protects these as well.
- You can review anything linked to your account in the Alexa app and on Amazon.

TIP

If you ever hear Alexa offer to buy or subscribe to something you did not ask for, just say "no" or "cancel" — nothing is purchased unless you clearly agree (and give your code, if you set one).

7 Check What You Have Actually Ordered

If you are worried something slipped through, you can see every order plainly. Voice orders appear in your normal Amazon order history, just like anything you buy on the website.

1. Open the Amazon app or website and sign in.
2. Go to Returns & Orders (or Your Orders).
3. Review the recent list for anything you did not mean to buy.
4. You can also ask "Alexa, what did I order?" for a quick spoken rundown.

GOOD TO KNOW

Everything the Echo buys shows up in the same order history as your website purchases — there is no hidden, separate list. If it is not there, it was not ordered.

8 Cancel Something You Did Not Mean to Buy

Most accidental orders have not shipped yet, and those are simple to cancel for a full refund. Even shipped items can usually be returned.

1. In Your Orders, find the item and tap Cancel items (available before it ships).
2. If it has shipped, choose Return or replace items instead.
3. You can also say "Alexa, cancel my order" shortly after placing one.
4. Watch for the refund to appear over the next few days.

> **WATCH OUT**
>
> If an order already shipped and you are not sure how to send it back, I can walk through the return with you so the refund goes through cleanly — it is a small thing that is easy to get stuck on.

9 A Gentle Reassurance

It is worth saying plainly: a single accidental order is not a disaster. There is a confirmation step, a visible order history, a cancel window before shipping, and a return option after. Several safety nets stand between a stray word and a charge you are stuck with.

> *You are never one sentence away from a mistake you cannot undo — there are several steps in between, all of them in your control.*

10 When It Is Not Behaving

If the settings do not seem to take, or Alexa still offers to buy things, check these.

- Make sure you saved the Voice Purchasing setting in the app (it should show Off or show a code is set).
- Confirm you are signed into the correct Amazon account in the Alexa app.
- If you set a code and forgot it, you can change it in the same Voice Purchasing screen.
- Restart the Echo (unplug 10 seconds) if a setting seems stuck.

WATCH OUT

If you share an Amazon account with family, remember a change you make applies to the shared account — so coordinate the code or off switch with whoever else uses it.

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11 Get an Alert the Moment Anything Is Ordered

Beyond locking purchases, it is reassuring to be told right away if an order is ever placed — so nothing can happen quietly. Amazon can email or notify you for every order.

1. In the Amazon app or website, open Your Account, then look for notification or alert settings.
2. Turn on order confirmation emails or texts so you hear about every purchase.
3. Make sure the email or number on file is one you actually check.
4. Now any order — voice or otherwise — lands in your inbox within moments.

WATCH OUT

Order confirmations are your early-warning system. If one ever arrives for something you did not buy, you will know in time to cancel it before it ships.

12 A Quick Comparison of Your Options

There are a few ways to protect yourself, and the right one depends on whether you ever want to shop by voice. This table lays them side by side.

Your situation	Best choice
I never shop by voice	Turn Voice Purchasing off entirely
I sometimes shop by voice	Keep it on, add a spoken code
Grandchildren visit	Off, or a code they don't know
I want a heads-up on any order	Turn on order confirmation emails too
I share an Amazon account	Agree a code with the household

GOOD TO KNOW

Most people land on one of two choices: off completely for simplicity, or a spoken code if they enjoy the convenience. Either one closes the door on surprise orders.

13 If You Share One Amazon Account

Many households share a single Amazon account, and that is worth a thought, because a shopping setting you change affects everyone who uses it.

- A code you set applies to the whole account — so share it only with those who should spend.
- Turning voice purchasing off stops ordering for everyone on that Echo.

- Order history shows everyone's purchases together, which helps you keep an eye on things.
- If different people want different limits, that is a sign to talk about separate profiles or accounts.

> **WATCH OUT**
> Before changing a shared account's settings, give the others a heads-up — otherwise a spouse may be puzzled when their usual voice order suddenly asks for a code they do not know.

14 Common Questions

A few things people often ask about accidental orders, answered plainly.

- Can the TV or radio trigger an order? It is very rare — Alexa asks you to confirm, and a code or the off switch removes the worry entirely.
- Does turning off shopping break anything else? No — timers, music, reminders, and questions all keep working.
- If a grandchild orders something, can I get the money back? Almost always — cancel before it ships, or return it after.
- Where do voice orders show up? In your normal Amazon order history, the same as website purchases.
- I forgot my code — am I locked out? No — you can change it in the Voice Purchasing screen any time.

> **GOOD TO KNOW**
> The thread through all of these is that nothing about Echo shopping is hidden or irreversible. There is always a confirmation, a visible record, and a way to undo it.

15 When to Call Bill

Shopping settings are quick, but it is the kind of thing where you want to be sure it is right — especially with grandchildren in the house. If you want it locked down properly, a code set the safe way, or help canceling something that got through, I am glad to help.

I come to you, set voice purchasing exactly how you want it, test that it is truly off or truly protected, and show you where to check your orders if you ever wonder. You will leave the visit certain that no surprise orders can happen.

- You want to be certain voice shopping is off or safely locked.
- A code will not set, or you forgot the one you had.
- Something was ordered by accident and you want help canceling or returning it.
- Grandchildren visit and you want the Echo made child-safe.

CHEAT SHEET

Everyday Cheat Sheet

Keep this handy. Either switch off voice shopping, or protect it with a code.

I want to...	Do this...
Turn voice shopping off	Alexa app Settings Voice Purchasing turn Off
Keep it but protect it	Same screen turn on a voice code choose 4 digits
Make it child-safe	Turn it off, or use a code the children don't know
See what was ordered	Amazon app Your Orders; or "Alexa, what did I order?"
Cancel an order	Your Orders Cancel items (before it ships)
Return a shipped item	Your Orders Return or replace items
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

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Outside the area? Remotely — $49 for a screen-share session (free for Support Plan members, $39/mo), refundable if I can't fix it — and credited toward a visit if you'd rather have me in person. Book either at billshometech.com/book.

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

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