



Smart reorders for Blink camera batteries

Amazon Dash Replenishment is an Amazon service integrated with Alexa that device makers can add to connected devices to make reordering supplies or replacement parts easy for customers. Once set up, customers can track supply levels within the Alexa app, receive notifications when supplies are running low or parts need replacement, and automatically reorder from Amazon when needed. Dash Replenishment takes advantage of Amazon's payment systems, customer service, and fulfillment network to give your customers access to Amazon's low prices, great selection, and reliable delivery.

Blink cameras run on two standard 1.5v AA Lithium batteries that last up to two years. When the time comes to replace these batteries, it might not be top of mind for customers since it's been a number of months since they installed their camera, or customers just might not feel like making a trip to the store. It's important to ensure camera batteries are always working, to prevent any video outages and maintain the same level of security for your home. This is where smart reorders through Dash Replenishment can help. Customers can automatically receive batteries from Amazon.com when replacements are needed. Smart reorders help ensure a customer's security camera is always up and running.

Customers can set up smart reorders for batteries by enabling the Blink Smart Home Skill in the Alexa app and opting in to the service.

Easy integration

Not completely new to Alexa, Blink already had an Alexa Smart Home Skill that helped customers view their security camera footage, and execute some custom commands through Alexa such as arming or disarming their home. Blink was also already able to send asynchronous events to Alexa – for example, a customer could say "Alexa, show me my front door at 3pm yesterday" and immediately receive the footage. To onboard with Dash Replenishment, Blink expanded their existing AWS lambda function to be configured with specific replenishment IDs to transmit two types of information: a discovery response adding in the Dash Replenishment level sensor capability and subsequent inventory updates. With this expansion, Blink could now send Alexa cues when a customer's battery life reached a certain level.

Blink integrated the smart reorder capability into three camera models, worked through QA with the Dash team to finalize the customer experience, and successfully launched in the United States. After the U.S. launch, Blink initiated the required work streams to get up and running in EU5. This included loading compatible battery information, localizing languages for metadata, and one more round of testing. The Blink Software Engineer on the project noted, "Most of the work carries over for other markets".

Alexa & Blink – better together

In the first two months of launching with smart reorders, there were more than 700,000 Blink devices enrolled to receive low-supply notifications about their camera battery life. This number continues to grow.

Learn more [here](#) about how to activate smart reorders on a Blink camera.