

# PRIOR TO SET-UP

Here is what you will need to Set-up  
Alexa (Echo Device)



## WiFi

A wireless internet connection is required to set-up Alexa. You will need the **name of the WIFI network** and the **password** to connect the Echo Device(s).



## Smart Phone

A smart phone (Android or IOS) is needed to set- up and to optimize the Alexa experience. If you do not have a smart phone, but have a basic cellphone service, Constant Companion can provide one for a nominal cost (usually around \$99).



## Amazon Account

A basic account with Amazon.com is all that is needed to access the Constant Companion solutions for caregivers, end users and their families. The Amazon.com account and Alexa App are free for everyone to access. Amazon Prime is also compatible, but has an annual fee.

Go to [amazon.com](https://www.amazon.com) to learn more and to setup an account.

# SETTING REMINDERS

## Alexa Reminders for Medications, Meals & Appointments



*"Alexa, remind me to take my medication every day at 4pm."*



Amazon Alexa is a virtual assistant, and it is easy to use "her" to remind you of important events, appointments and even daily to-dos like medication and meal reminders.

Asking Alexa to set a reminder couldn't be easier - just ask her. However, to cancel or change reminders, updating or canceling them with Alexa, you will need to access the smart phone app to do so.

### How to Set a Reminder Using Alexa Voice Commands

The easiest way to set a general reminder is to simply tell Alexa you want to be reminded. Simply say, "Alexa, create a new reminder," and she will ask what the reminder is for and when you want to be reminded.

To simplify the process even more is to give Alexa all the details at once. Commands such as the following will set instant reminders, which Alexa will confirm by repeating back to you:

"Alexa, remind me to call Mom tomorrow at noon."  
"Alexa, set a reminder to turn off the sprinklers in 15 minutes."

You can even set recurring reminders using straightforward voice commands, such as the following:

"Alexa, please remind me to take out the trash every Monday at 7 p.m."

**Note:** You can only use voice commands to set daily and weekly reminders. You are not able to set monthly or date-specific reminders by voice command. These must be set in the Alexa App only.

# VIRTUAL NURSE

Providing you information about medication,  
first aid, and illnesses

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*"Alexa, how do I perform CPR?"*



Virtual Nurse offers detailed information about illnesses, medications and first aid advice. Enable this skill by saying "Alexa, enable Virtual Nurse", or select enable in the Alexa App.

Our team continually updates Virtual Nurse with new features daily and our content has been provided by NHS Choices for quality assurance. If you like Virtual Nurse, please leave us a 5-star review, which will really help progress the development of Virtual Nurse.

You can ask things like:

"Tell me the normal temperature of a baby?"

"How do I perform CPR?"

"What are the symptoms of heatstroke?"

NOTE: Virtual Nurse is for informational and educational purposes only, and is not a substitute for professional medical advice, treatment or diagnosis of any medical condition. Call your doctor to receive medical advice. If you think you may have a medical emergency, please dial 911. If you are outside of the United States, please call your country's equivalent emergency number.

This skill is developed and maintained by Lowaire Digital. If your medication or illness isn't listed within our skill, feel free to request it here: <http://virtualnurseapp.com/add>

## SUPPORTED LANGUAGES

- English (AU), English (CA), English (GB), English (IN), English (US)
- To use this skill in a different language, you can change the device language in your device settings.

# ALEXA SKILLS

Skills are voice-driven capabilities that enhance and personalize your Echo devices.



*"Alexa, what is the date today?"*



**How To:** You can search for and enable skills in the Alexa app and from the Alexa Skills store on the Amazon website. (Go to: [www.Alexa.Amazon.com](http://www.Alexa.Amazon.com) )

If you know the exact name of the skill you want, you can say, "Enable (skill name)." Skill availability varies by country. For information about enabling and using skills for smart home devices, go to Connect Smart Home Devices to Alexa. You don't need Alexa skills to use the services available with Amazon Cloud Cam.

## To enable Alexa skills in the Alexa app:

1. From the menu, select **Skills & Games**.
2. Find a skill you want to use, and then select it to open the skill detail page.
3. Select **Enable Skill**, or ask Alexa to open the skill.

**Tip:** Refer to the skill's detail page for examples of things to say and to learn more.

## Manage Your Skills

You can view and manage your skills from the Alexa app.

1. From the menu, select **Skills & Games**.
2. Select **Your Skills**.

Select a skill to open the skill detail page and access available options, including:

- **Disable skill** - When you no longer want to use a skill, select the Disable option. Or say, "Disable (skill name)."
- **Manage Permissions** - Approve or revoke requested access from the Settings section of the skill detail page.
- **Notifications** - Use the toggle to turn them On or Off. To learn more, go to Manage Your Alexa Skill Notifications.

# FAQs

## Frequently Asked Questions



### **How does Companion - Call for Help work?**

Companion is a powerful medical alert and personal emergency response system (or "PERS") that works hands-free with Amazon Alexa.

**Breakthrough:** No Pendant or Panic Button Needed. Wearables are often forgotten - and left on the nightstand. They can't save you if you don't have them on.

**Companion:** Always on 24/7. Nothing you have to wear. Nothing to recharge - ever.

- Alexa hears your voice (anywhere at home - or with mobile app)
- Emergency? Just say: "Alexa, Call for Help"
- Connects you instantly (hands-free) to Companion professional help 24/7.

### **Why is this better than an alert pendant or button?**

Wearables are often forgotten - and left on the nightstand. They can't save them if they don't have them on. A recent study showed that 83% of people involved in an accident were not wearing their pendants or near their alarms.

### **Do they really need a medical alert device?**

In the critical moments of a medical emergency, shower emergency or home intrusion - they may not be able to reach a phone. If they live alone - that can spell disaster. Companion services can help seniors remain independent by sending help fast in the event of a fall, slip in the shower or home invasion emergency. Senior health and longevity is as simple as a "Call for Help" allowing independent seniors to live alone without ever being alone.

### **Why is this better than calling 911?**

With Constant Companion, emergency help is available even if the phone is out of reach. With two-way voice, our urgent response representative is able to speak with the individual, sending help immediately! Having all the client's vital information in our system avoids any delays in that critical moment, especially if the client is incapacitated and unable to clearly communicate.

Simply ask Alexa to Call for Help and be connected by 2-way voice to our trained professional operators within seconds. They will assess your situation & your location, and get you the help you need. If you are unable to speak further, they will assume you need urgent help and 911

emergency services will be dispatched to your location. Companion will already have your address, key contacts (family, friends and neighbors) and key medical information. Calling 911 **does not** have those powerful advantages.

### **Will this be simple and easy for them to use?**

Companion and Alexa can be set up in just minutes and are the most simple technology ever. They respond just to the sound of your voice.

They will need a cell phone and Wifi internet connection. That's it. Alexa and Companion will do the rest for you. Using natural spoken voice, from anywhere in your home, makes Companion the simplest emergency response system ever.

Simply ask Alexa to Call for Help and be connected by 2-way voice to our trained professional operators within seconds. They will assess your situation & your location, and get you the help you need. If you are unable to speak further, they will assume you need urgent help and 911 emergency services will be dispatched to your location. Companion will already have your address, key contacts (family, friends and neighbors) and key medical information. Calling 911 does not have those powerful advantages.

### **Does Medicaid pay for Personal Emergency Response Services (PERS)?**

The short answer is no, but certain insurance companies and state-run programs do offer reimbursement. Which programs pay for medical alert devices (PERS)? What do they pay for? Will they cover hardware or the ongoing service costs or both? What defines a PERS / Medical Alert device and can the advanced features available in today's electronic safety and fall monitoring systems even be considered simply a PERS? To explore this topic more fully, it helps to begin with a description of this category which we'll call Personal Safety Monitoring.

<https://www.companionhelp.com/for-yourself/faqs>

# FLASH BRIEFING SET-UP

News updates from your favorite sources

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*"Alexa, what's my flash briefing?"*



Start by saying...

"Alexa, what's my Flash Briefing?"

Alexa kicks off whatever news skill or service is already part of your flash briefing, which could be something like NPR News, CNN, Bloomberg, or Associated Press.

## SET-UP

To add more skills or to modify your flash briefing, open your Alexa app on your smart phone. From the Alexa home screen, tap the icon in the top left corner. As the menu appears, select skills and games from the list. A number of categories will offer a wide selection to customize your Alexa experience.

Or tap the Settings icon (⚙️) and select Flash Briefing to add or delete content.

## SUGGESTIONS FOR NEWS AND CURRENT EVENTS

Editors Choice Award: PBS News.

Other resources for today's current events: NPR, CNN, Fox News, MSNBC, Blaze TV, Free Speech TV, Fusion., Newsmax TV, etc.



PBS News: PBS NewsHour is one of the most trusted news programs in television and online.

# STREAMING MUSIC

Ways to Listen to Music & Media

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Alexa supports a growing number of free and subscription-based streaming services on Echo devices. To see which services are available, in the Alexa app, select **Menu, Settings, and TV & Video**.

You can ask Alexa to stream music and media through one or more of your Echo devices. After you register an Echo device to your Amazon account, you automatically have access to your Amazon Music library.

**Note:** Some services require you to link an existing account or subscription to your Amazon account in the Alexa app. To learn more, go to [Link a Third-Party Music Service to Alexa](#).

Spotify Premium on Alexa supports Spotify Connect and allows you to:

- Play music on your Echo device.
- Use the Spotify app on your phone or tablet as a remote

Editor's Choice Award: Get a Free Pandora account and stream up to a 100 custom channels to your Echo device.



pandora®



AMAZON MUSIC, APPLE MUSIC, PANDORA, SPOTIFY, YOUTUBE

# VOICE PROFILES

Teach Alexa to Recognize You by Name



*"Alexa, learn my voice?"*



## Compatible Devices

Once you create your voice profile, Alexa is able to recognize your voice on most Alexa-enabled devices. For compatibility, check the Alexa app or try using the feature on your device.

## Create Your Voice Profile

To create a voice profile using your voice, just say, "Alexa, Learn my voice." Then, follow the instructions.

**Note:** If Alexa automatically recognizes your voice, simply confirm your name to complete voice profile setup.

## Add New Users

Other adults in your home can create their own voice profile using your shared Alexa-enabled devices. They must log into the Alexa app with the account credentials used to register your shared Alexa devices. Once logged in, they select their personal profile and say, "Learn my voice."

**Note:** If other users in your home don't have a personal profile set up, they select "I'm someone else", and follow the on-screen instructions to set up their personal profile. Once they've created their profile, they can tell Alexa to "Learn my voice" to create a voice profile.

If you've created an Amazon Household, other members in the Household can say, "Switch accounts." Once they're in their own account, they can say, "Learn my voice" to create a voice profile.

## Delete Your Voice Profile

To delete your voice profile, in the **Settings** menu of the Alexa app, select **Alexa Account**, **Recognized Voices**, **Your Voice**, and then **Delete My Voice**. When you delete your voice profile, you no longer have a personalized experience with supported features. However, you can recreate your voice profile at any time by saying, "Learn my voice."

# MAKE PHONE CALLS

Alexa Can Make Phone Calls to Your Contacts



*"Alexa, call John Smith at home."*



To initiate a phone call using an Echo device or the Alexa smartphone app, say:

*"Alexa, call John Smith."*

To make a call from your compatible device, just ask Alexa to call the person or contact you want to reach by name.

If there is more than one entry for a person in your contacts list (ex: home or cell), Alexa will ask you to specify which entry to use. Or, if you know the number you want to dial, say each digit (including the area code).

**Tip:** Alexa uses voice profiles to determine who is making a call. If you have a voice profile and Alexa is able to recognize your voice, your contacts list is automatically used to find the person or number you want to reach. When Alexa connects the call, the person on the other end of the line also sees your mobile phone number via caller ID. Not all devices support voice profiles. To learn more about voice profiles, go to [About Alexa Voice Profiles](#).

Here are some examples of things you can say:

To do this . . . .	Say this . . . .
Make a call to another compatible Echo device	"Call (Name's) Echo."
Tip: To make calls with your compatible tablet or smartphone, use the Alexa app.	"Call (Name's) mobile." "Call (Name) on his home phone." "Call (Name) at work." "Call (Name's) office."
Make a call to a mobile or landline number saved to your contacts	"Call 8-4-4-5-8-2-5-3-9-2."

# GETTING STARTED

## Things to Try



**Once you have Alexa connected to WIFI – you are ready to begin!**

### Ask Alexa...

- “Alexa, what all can you do?”
- “How are you?”
- “Why are you called Alexa?”
- “Do you prefer cats or dogs?”

### Ask about Alexa’s favorites

- “What’s your favorite color?”
- “Who is your favorite actor?”
- “What’s your favorite sci-fi movie?”

### Useful Phrases

#### Ask Alexa...

- “Turn up the volume”
- “What time is it?”
- “How is the weather today in Sarasota?”

### Questions & Answers

Ask about science, math, and geography

#### Ask Alexa...

- “What are Newton’s three laws of motion?”
- “What is 100 divided by 16?”
- “Who is the Prime Minister of Denmark?”
- “Alexa, why is the sky blue?”

## More Things to Try

### Translations

Ask Alexa...

- "How do you say 'I love you' in French?"
- "How do you say 'good morning' in Japanese?"
- "How do you say 'thank you' in Italian?"

### Jokes

"Alexa, tell me a joke"

Knock, knock. Alexa knows lots of jokes.

### Fun with Alexa

"Alexa, sing a song"

Alexa has many ways to keep you entertained

Ask Alexa...

- "Sing a country song"
- "Tell me a limerick"
- "Flip a coin"
- "Tell me a story"

### Weather

"Alexa, what's the weather?"

Ask about local, national, and international weather

Ask Alexa...

- "Will it rain tomorrow?"
- "How's the weather in Seattle this weekend?"
- "What's the temperature in Austin?"

### Shopping Lists

"Alexa, add milk to my shopping list"

### Reminders

"Alexa, set a reminder"

Alexa can help remind you about things

### Timers

"Alexa, set an egg timer for 3 minutes"

Set timers and also give your timers names

### Alarms

"Alexa, set an alarm for 6:00am"

Alexa can wake you up and also let you snooze

Ask Alexa...

- "Wake me up in the morning"
- "Set a weekday alarm at 7:00am"
- "What alarms are set?"
- "Snooze..." (enjoy 9 more minutes of Zzz...)

### To-do Lists

"Alexa, add 'feed pets' to my to-do list"

# INVOLVEMENT TECHNIQUE

The Best Teaching Technique for Caregivers



*“Alexa, what time is it?”*



## New Users Started with Alexa...

Say, “Alexa, What time is it?”

To demonstrate Alexa once.

Now it is their turn... Ask them to say...

“Alexa, Why did the chicken cross the road?”

“Alexa, How far is it to the moon?”

“Alexa, what is the weather?”

## Using the Wake Word

Tip: Remember to pause one (1) second after you say “Alexa ...” That gives her time to wake up and hear everything you will say next. Alexa doesn’t “Wake up, and start operating until you say her name.”)

# What About Security?

Is it safe to use Alexa?

What about hackers & security?



## Security Features on Alexa:

- **Mute Button:** Press the Microphone Button on top or your Echo device, until the Red light ring appears. Alexa is now muted and cannot hear a thing.
- Delete your Alexa History and Recordings:
  - Option 1: To delete specific recordings, go to the Amazon Echo app > Settings > History.
  - Option 2: Delete everything: delete all voice data in one fell swoop. Head to [www.amazon.com/myx](http://www.amazon.com/myx), sign in, and click Your Devices. Find your Echo in the list, click the three-dot option button to the left of it, then click "Manage Voice Recordings".

It is just as true as it sounds and as simple as it seems, we live in a more complex world today - full of technology. Daily a major company or government agency gets hacked.

## So what about Alexa? Evesdropping? How do we know if we are safe?

**The Answer:** No device that is connected to the internet can ever be totally safe – no matter how much we spend on security systems – the bad guys can find a way to get in.

**Risk Assessment:** That being said, consider these two points:

1. The vast majority of all hackers (72% according to a recent report) do it for money. So, targeting a device like your computer, tablet or smart phone where you store banking or credit card information is the usual target they are after. Alexa does not store any financial information of any type.
2. **What is the benefit? (Risk vs Reward):** Is living a safe and independent life and the ability to age in place (at home) versus an Adult Living Facility worth the small risk of getting "hacked" one day and a hacker being able to listen in on our casual conversations at home? Alexa for caregiving give a LOT of strong benefits versus the limited risk (no financial upside for hackers exist with Alexa).

# VOICE MESSAGING

Alexa-to-Alexa Messaging helps you keep in touch with friends and family who also have supported Echo devices or the Alexa app.



*"Alexa, send a message to Mary Smith."*



Messaging with Alexa is one of those features you either don't know how you managed without or you're completely uninterested in. For those falling into the former category, there are a few quick tricks for getting the most out of this new Alexa-based messaging system.

## Here's what you need to know in 5 easy steps!

- **STEP 1**  
Say: "Alexa, send a message to Mary Smith."
- **STEP 2**  
Alexa replies: "What is the message"
- **STEP 3**  
Speak the message you want to send.
- **STEP 4**  
Alexa replies: "Send the message?"
- **STEP 5**  
Say: "Yes!" and it is on its way...

## DID YOU KNOW?

You can send Alexa-to-Alexa messages from the Alexa app on a compatible Android or iOS device. Alexa delivers messages to the recipient's Alexa app as well as to all of their supported Echo devices associated with their Amazon account. When there is an incoming message, lights on supported Echo devices pulse yellow, and the devices chime. On a Fire tablet, iOS, or Android device, you receive a device notification for incoming messages.

To learn more about viewing messaging transcripts on your Echo device home screen, go to [Calling and Messaging Without Speech on Echo Devices with a Screen](#).

Note: Alexa can't send attachments like photos. To learn more about SMS messaging with Alexa, go to [Send SMS Messages with Alexa](#).

# ECHO DROP IN

Use Your Echo Like an Intercom with Drop In



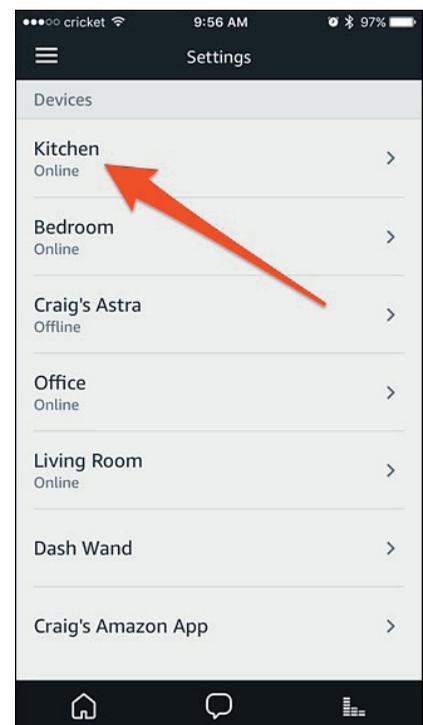
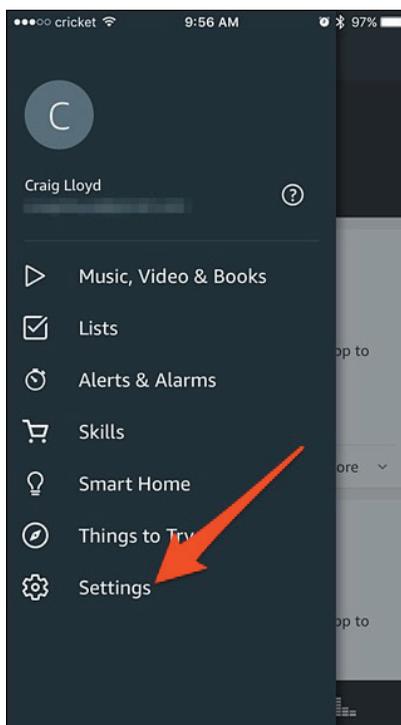
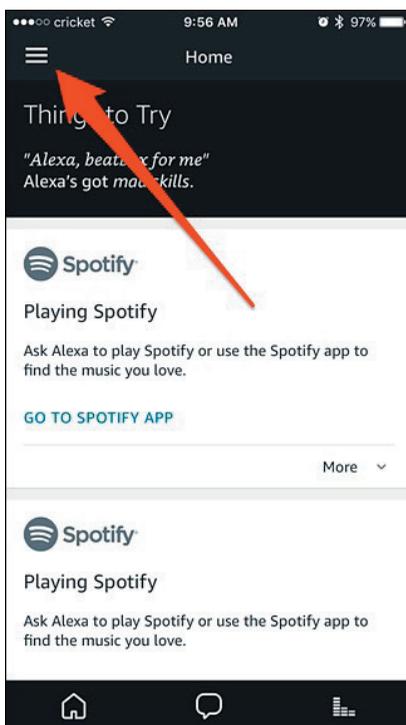
The Amazon Echo always seemed like a perfect device to use as an intercom within your house. This is now a reality, as Amazon has released its "Drop In" feature on all Echo devices.

## Here's how to set it up...

Start by opening up the Alexa app on your phone and tapping on the menu button in the top-left corner of the screen.

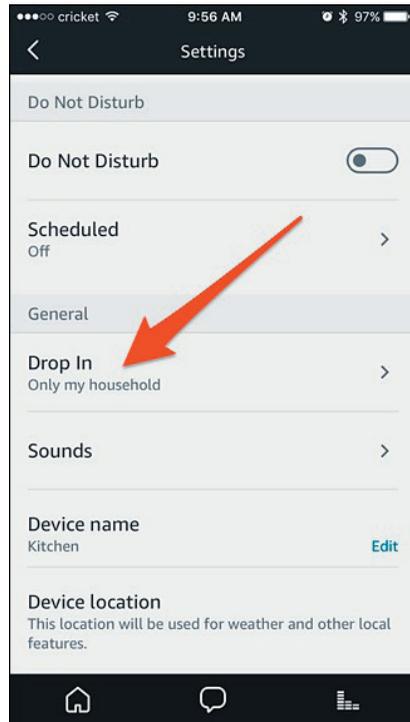
Select "Settings" at the bottom.

Select an Echo Device that you want to enable Drop In on.

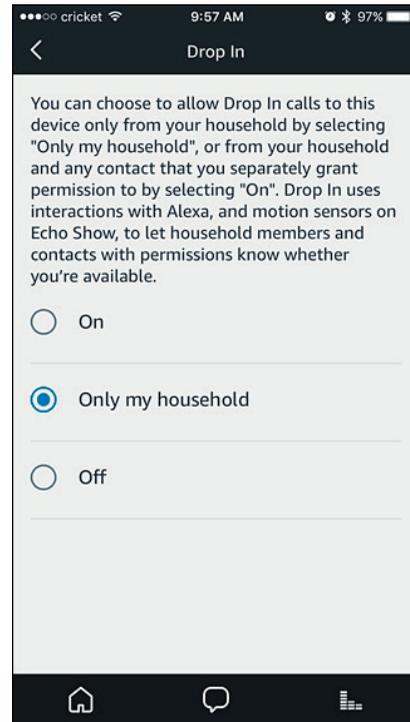


## Drop In, con't.

Scroll down a bit and tap on "Drop In".



Select either "On" or "Only My Household". The latter option will only allow drop-in calls from your own Echo devices.



This feature works not only amongst your own Echo devices in your house, but you can also use it with friends and family if they have it set up as well. However, that means that those contacts can talk to you on your Echo without you having to "pick up" the phone—which can definitely be off putting for some. Thankfully, you have to allow certain contacts to Drop In before they can use the feature. You can also restrict Drop In to only Echos in your house, if you prefer, or disable it completely.

# BROADCAST YOUR VOICE



Alexa can now broadcast your voice to every Echo in the house

*“Alexa, tell Sarah I need a glass of water.”*



**Caregiver Reminders & Announcements:** This is a great way for caregivers to announce meals, medication reminders or special messages in a fun way.

**Paging Your Caregiver:** Also, it is a great way for a client to “page” her caregiver or ask for something they need (“Could I have a glass of water please?” etc).

Note: Users already had the intercom-style ability to carry on two-way conversations between rooms, but the one-way Announcements function is meant for the kind of grand pronouncements that you want everyone to hear. They’ll play back on all supported devices, which include the Echo, Echo Plus, Echo Dot, Echo Show, and Echo Spot.

You send an Alexa Announcement by saying “Alexa, announce that...” followed by your message. “Alexa, tell everyone...” and “Alexa, broadcast...” will also trigger the simultaneous one-way broadcasts.

