Help Residents Thrive
Using Echo

Your Guide to Being a SerenitySmart™ Champion

As a valued team member at our SerenitySmart™ Community, you have the exciting opportunity to help residents gain independence through our voice-activated smart concierge. This technology makes their lives easier - and your job more rewarding!

Make a Difference Every Day
Assist Residents to.....

Improve Safety and Wellness

Check in Daily (IL Only) or Call for Help
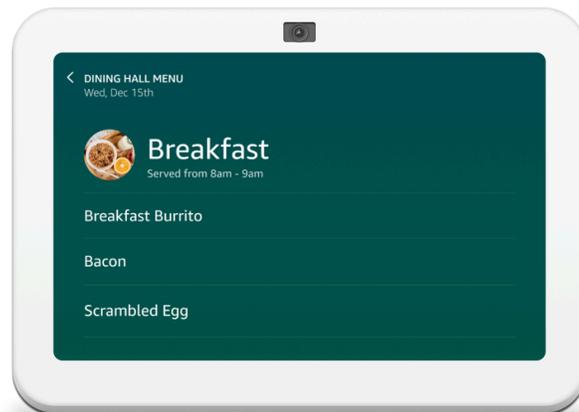
Be in the Loop

Check community announcements

Access Menus & Activities

See and hear information to plan their day

Stay Close to Family

Set up video calls to keep loved ones connected

Serenity Echo Device Basics

Resident Commands

All residents need to do is say "Echo..." followed by what they want. Your encouragement helps them gain confidence with these simple commands:

Check-in for the day

"Check Me In"

Find out the Menu

"What's for dinner?"

Learn about today's Activities

"Activities for today"

Find community announcements

"Read notifications"

Create Personal Reminders

"Remind me to...."

Video call Family

"Call my daughter Jane"

Call for emergency help

"Call Help"

Check the weather

"What's the weather forecast"

Play music

"Play classical radio"

Have fun

"Sing happy birthday"

Contact specific staff

"Call Front Desk"

Exit any screen

"Exit"

Common Resident Questions

- "Is it always listening?" - No, only when the resident uses the wake word
- "Who can hear me?" - Only the device for processing commands
- "What can I ask it?" - Anything! (but refer to common commands above)
- "Can I move the device?" - Yes, but only within the unit it is assigned, simply unplug and move

Basic Troubleshooting

- Device not connecting to wifi - Contact your Maintenance or IT Department
- No Response to "Echo" - Check for Red Light at top and press to turn off, or try "Alexa" instead
- Incorrect information displayed - Contact Serenity in your "Serenity Support" channel
- The device is "stuck" - Unplug for 30 seconds