Family Instructions to Set Up Calling via Echo/Alexa Devices

Too many older adults fall victim to phone scams. Because of this, the secure community-provided Echo/Alexa device in your loved one's senior living apartment requires a multistep process to enable only authorized callers. Once set up, it is easy and greatly enhances connection with loved ones.

To be added as an authorized caller, follow the steps below.

Step 1

Provide the senior living community with:

- Your name (as displayed in the Echo device)
- The mobile phone number you used when setting up your Alexa app
- Your email address

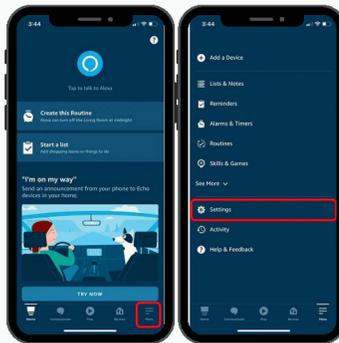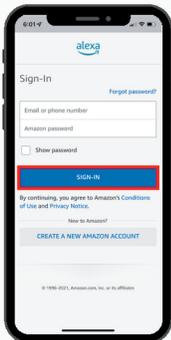The Senior Living Community will notify Serenity to authorize you.

Step 2

Download or open the Amazon Alexa App from your mobile device's App Store

Step 3

Sign in with your Amazon account OR create an account and follow prompts to enable communication.

Step 4

Tap "More" in bottom right

- Tap Settings
- Tap Your Profile & Family
- Tap Mobile Number - enter your mobile phone number
- When prompted, enable communications

Step 5

Scan this QR code or visit https://qr1.be/7YDU via a Web browser to let us know you've 'Enabled Communications' in your Alexa app. This allows us to finalize your connection.

SCAN ME

Your loved one can voice or video call you directly from their Echo device without the Alexa app. You will only be able to call their device via the app or another Alexa device.

Questions? Email support@serenitysmart.com.

serenity

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Complete this form to add friends and family numbers to your
Echo/Alexa Personal Address Book.

Please PRINT CLEARLY.
Clear handwriting helps us connect your family quickly.

Resident Full Name *	Apartment Number *
Community Name *	

Family & Friends Information
* ALL* information is required

First Name *	Last Name *	Phone Number *	Email Address *

Submit to Your Senior Living Community Front Desk

Instructions for Front Desk:
Please ensure the writing is fully legible, then send a photo or PDF of this document to Serenity via your Serenity Support channel. This indicates your authorization for Serenity to add these phone numbers to this device.