

Smart Concierge Guide for Residents

Introducing a new amenity:
In-Room Smart Concierge

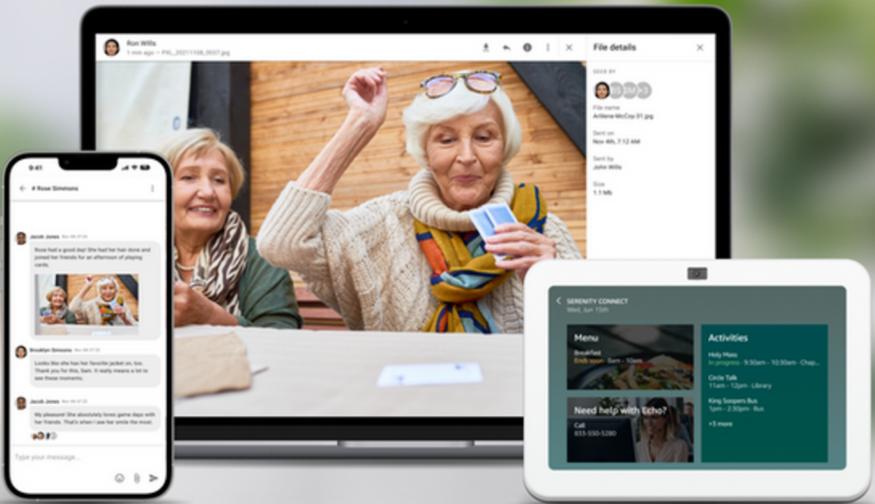


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Introducing Your Personal Community Concierge

Your community has a new amenity to give you greater access to important community information.

This community concierge is an Amazon Echo Show 8 video device running on Amazon Smart Properties and driven by Serenity software. It is a commercial device in a closed, secure network and designed specifically for your community.

Follow this quick start guide to get started.

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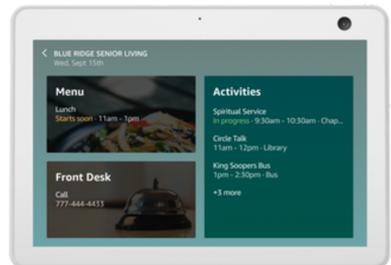
Beyond Your Typical Device

Unlike a retail Echo device, these are fleet-managed and installed in a secure, closed network using Serenity's software.

This allows your community to provide the content on your device, and gives you greater independence, safety, and connectedness.

Ask Echo:

- “What’s for dinner?”
- “Play classical music.”
- “What day is it today?”
- “Read notifications.”
- “What are Sunday’s activities?”
- Set reminders for activities, medications, and more.



HIPAA
COMPLIANT



Concerned about privacy? Serenity and Amazon Smart Properties have built multiple layers of privacy protection with resident and community privacy in mind. No personal information is shared.

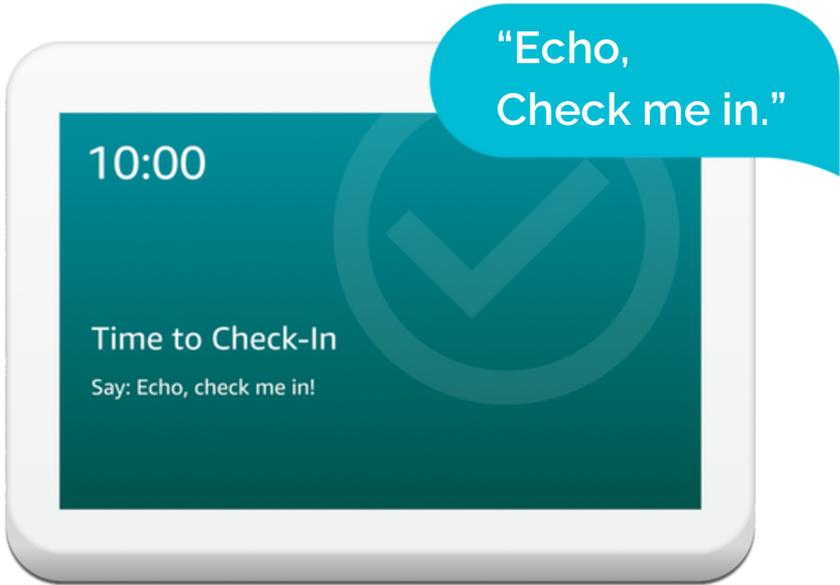
Daily Check-In

for Independent Living Residents

May not be available at all communities.

For residents in Independent Living, we make daily check-in easy! Just say...

"Echo, check me in."



If you forget, Echo will start reminding you an hour before the check in time.

If you hear the reminder, just say...

"Echo, check me in."

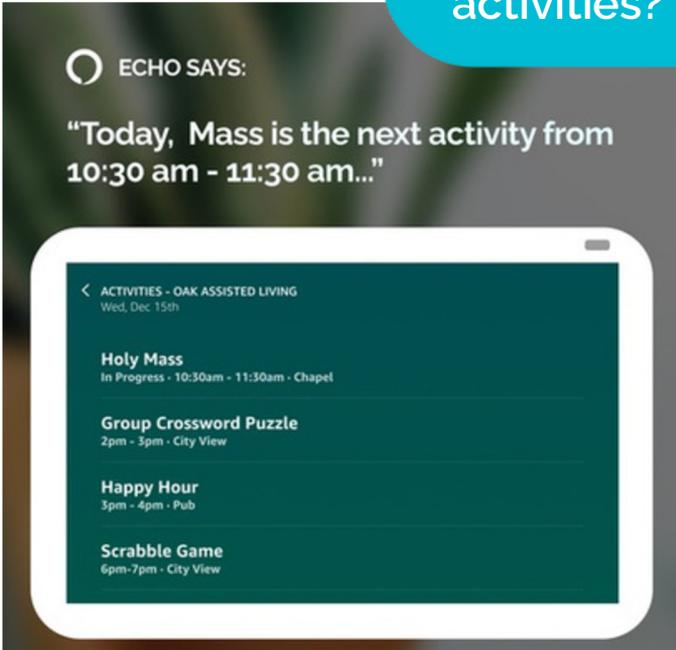
Ask About Activities

May not be available at all communities.



YOU SAY:

"Echo today's activities?"



Echo will read aloud the list of activities in chronological order for the given day.

You can also ask for future dates.
(e.g. "Echo, what are Saturday's activities?")

Note: *You can use your fingers to scroll through the complete list.*

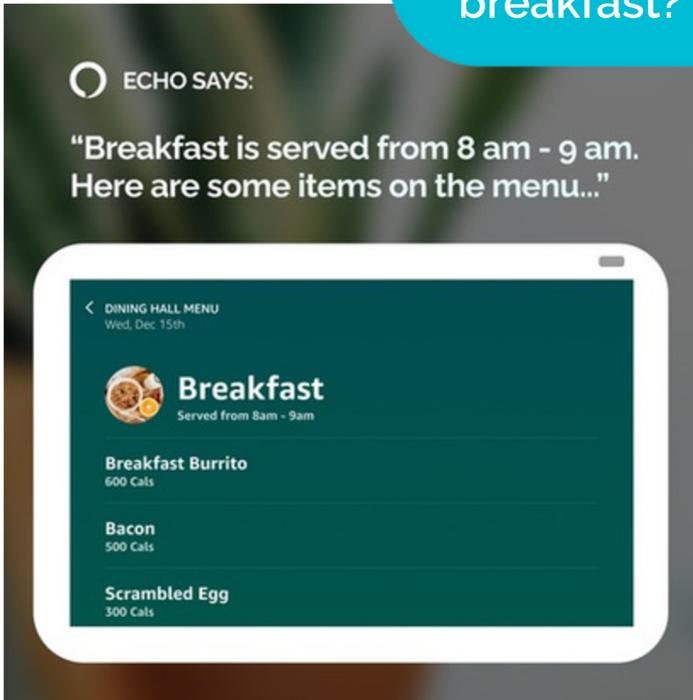
Ask About Dining

May not be available at all communities.



YOU SAY:

“Echo, what’s for breakfast?”



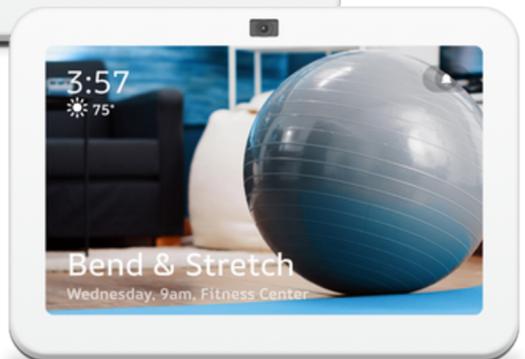
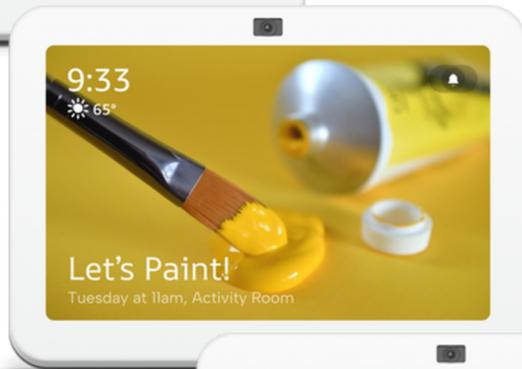
Menu view displays and reads aloud available items for each meal period. (e.g. Breakfast, Lunch and Dinner)

Note: *You may scroll up and down to browse the complete meal menu.*

Rotating Community Info

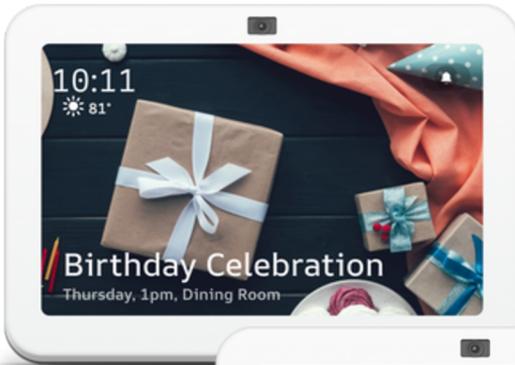
Community information rotates on the screen, keeping you up-to-date on what's happening.

(Information is determined by your community.)



Community Info

Note: You can scroll through these by using your fingers to swipe the screen to the right or to the left.



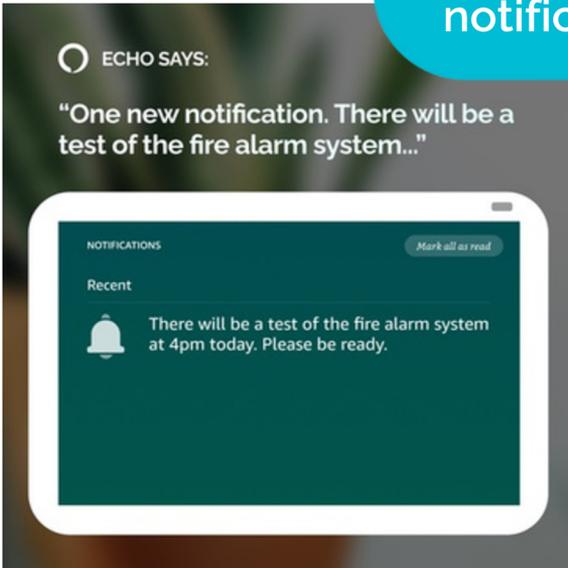
See & Hear Notifications

Notifications are announcements sent by your community staff with important information.

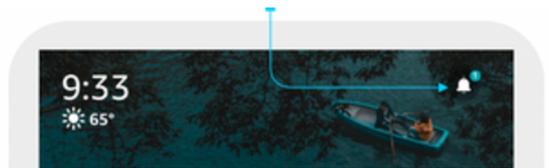


YOU SAY:

“Echo,
notifications.”



If you missed the notification, tap the bell icon, or say: “Echo, notifications”



Pro Tip: If Echo responds with “No new notifications,” say “Echo, read old notifications.”

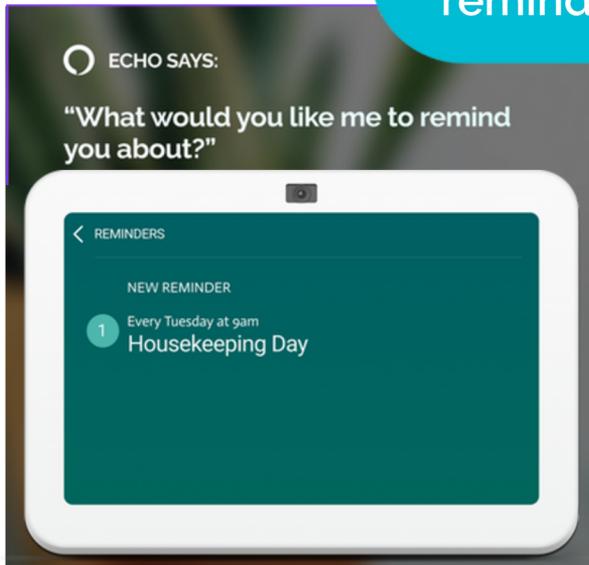
Set Reminders

Set up one-time or repeat reminders to do something at a certain time. Simply say, "Echo, set reminder" and you will be prompted for the required information.



YOU SAY:

"Echo, set a reminder."



Echo will verbally and visually remind you at the appropriate time.

To remove reminder say "Echo, delete reminder to ..."

Family Instructions

NOTE: This feature requires the use of the Alexa mobile app to place and receive calls to the Echo/Alexa device.

Too many older adults fall victim to phone scams. Because of this, the secure community-provided Echo devices require a multistep process to enable only authorized callers. Once set up, it is easy to use and enhances connection.

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

Step 1

Obtain the form at the front desk to be added as an authorized caller.

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.

IMPORTANT: Do not import contacts (you can do this later if you'd like).

Step 4

Enable Communications

- Tap "More" in bottom middle (3 horizontal lines)
- Tap Settings
- Tap Your Profile
- Tap Mobile Number - enter your mobile phone number
- When prompted, enable communications

Step 5

ONLY AFTER YOU'VE COMPLETED STEP 4:
Scan this QR code and let us know you've 'Enabled Communications' in your Alexa app. This allows us to finalize your connection.



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 an Alexa device.

Make Voice or Video Call

Try saying...



echo
says...

"Echo, call
Susie in 120."

"Calling Susie
Sunshine 120 Echo
Devices"

"Echo, call
front desk"

"Calling Front
Desk's Phone."

Common Calling Commands

"Echo...

... answer call

... hang up

... end call



Note: *Calls can be video or phone (voice only).
Calling for "Help" may be available at your location,
but does not replace current emergency call systems,
which should be used first.*

Common Commands

"Echo...

... stop

... exit

... cancel

... pause

... turn volume up

... turn volume down

... what day is it?

... what time is it?

... what's the weather?

... answer call

Other Fun Things To Ask

"Echo...

- ... play animal game.
- ... open daily affirmations.
- ... start memory quiz.
- ... open sleep sounds.
- ... start the yes or no game.
- ... start neck relax.
- ... set a timer for 20 minutes.
- ... open math game.
- ... how do you spell _____?
- ... remind me to feed the dog at 5PM.
- ... how do you say beautiful in Spanish?
- ... what time does the sun set in Paris?
- ... who was the 32nd president of the US?

Play Radio & News

Try saying...

"Echo, play
101.1 radio."



Echo
says...

"Playing KOSI
101.1 radio."

To stop music...

"Echo, stop."



Echo
says...

"...(turns silent)..."

Try saying...

"Echo, play 98.5 radio"

"Echo, play sports radio"

"Echo, play news radio"

"Echo, play a classical music station"

Note: If Echo gets 'stuck', swipe down from top of screen, tap "Home."

Play Music

Try saying...

"Echo, play classical music."



Echo says...

"Here's a station you might like, free on Amazon music."

To pause music...

"Echo, pause."



Echo says...

"...(turns silent)..."

Tips

Ask for genres, not specific artists.

Say "Echo, play 60's music."

Avoid "Echo, play Beatles music."

Control volume with your voice.

Say, "Echo, turn volume up"

Note: If Echo gets 'stuck', say "Echo, exit."

Important Information

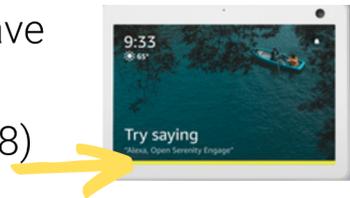
When asking Echo to do something, say the command “Echo” and wait for the blue line at the bottom of the screen. Then say the action you want Echo to take.

A **BLUE** line means that Echo is waiting for your command.



A **RED** line means the microphone is off. Echo can't hear you. To speak to Echo, push the top left button that is currently lit up red.

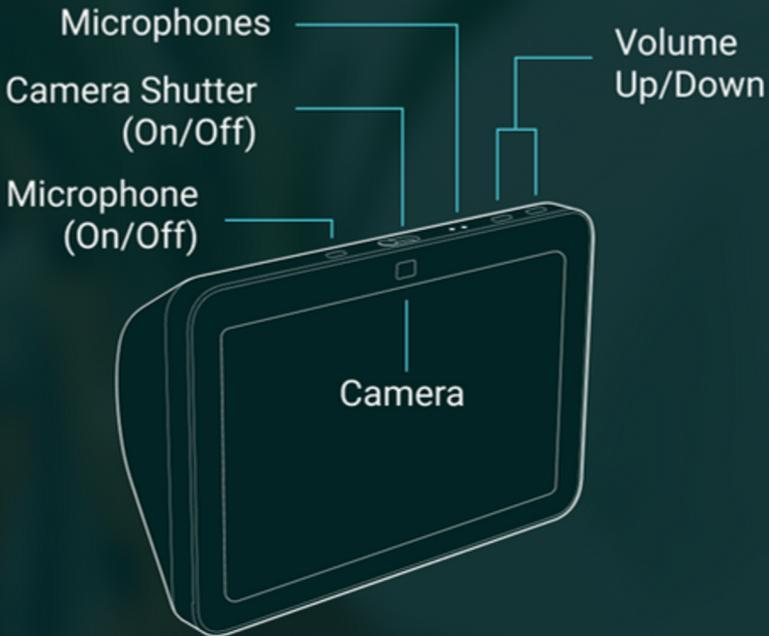
A **YELLOW** line means you have a new notification. Say, “Echo, read notifications.” (See page 8)



An **ORANGE** line means the device is not connecting to WiFi. Wait for the line to disappear. Still there? Contact your community staff.

Device Controls

Echo Show 8 Controls



Designed to protect your privacy

Amazon designs Alexa and Echo devices with multiple layers of privacy and security—from built-in protections to controls and features you can see, hear, and touch.

Frequently Asked Questions

My Echo is not responding.

Is the top left button red? If so, your microphone is off. Press the button to turn it back on.

I think my Echo is 'stuck'.

If this happens, say "Echo, exit." Or reset the device by unplugging it, and plugging it back in.

Can I move my device?

Yes! Unplug it and place it where it convenient for you within your apartment. Then plug it back in and you're all set.

Can I turn off the notification sound?

You can turn the volume down, but there is not an option to turn it off

How far away can it hear my voice?

There is no set distance for Echo to hear your voice. We recommend trying it from several places in your apartment.

Will this work without power or Internet?

No. The device requires power and Internet.

Frequently Asked Questions

Can I mount this device to a wall?

You are welcome to purchase something that will mount the device. It is not community-provided.

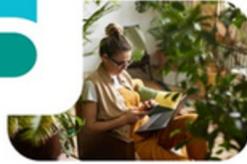
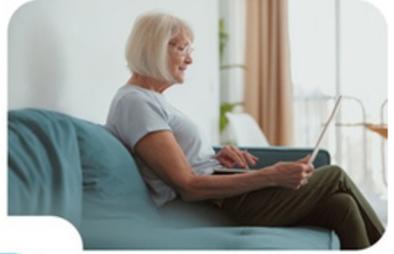
Can I have more than one device?

If you have your own personal Alexa device, you can keep both devices. Or you may find that you can do everything you need on the community-provided Echo device.

If you would like to add a 2nd community-provided device, there will be a device fee and a monthly fee. Speak with your community for details.

Do you have more questions about your new in-room smart concierge?

Please ask your community staff. They have been trained on the Echo devices and would be delighted to help! If they don't have the answer, they have a direct connection to our support team so we can get you a response right away.



 serenity