

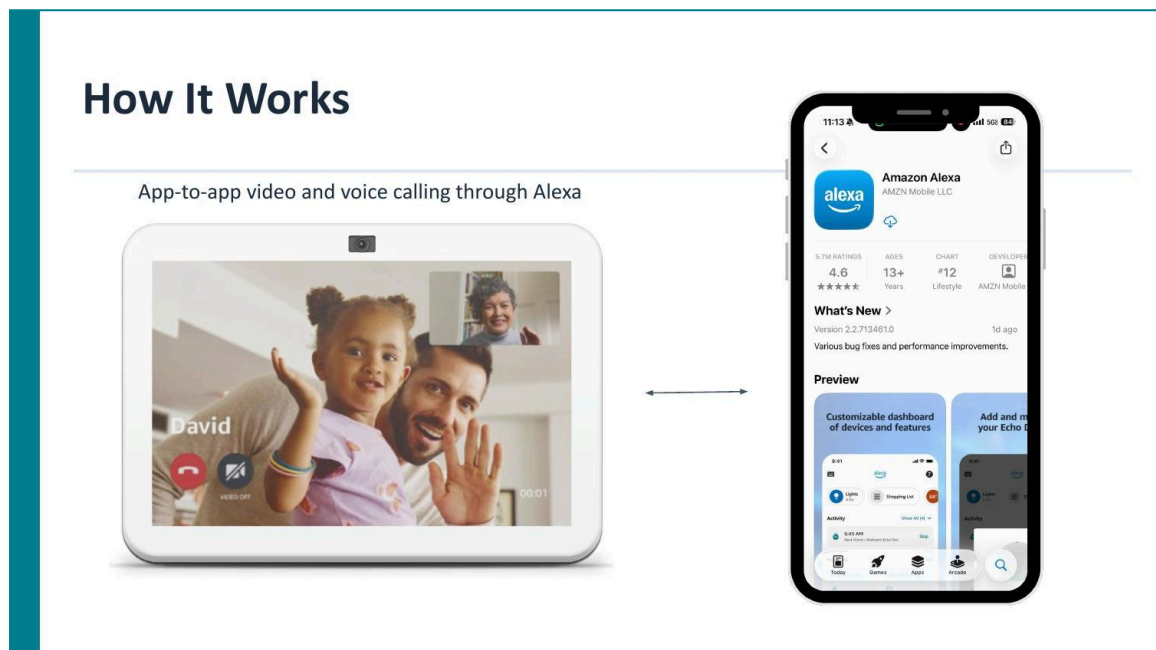
Voice/Video Call Setup for Secure Community Echo Devices

Welcome!

This guide will show you how to set up secure video and voice calls with your loved one using an Echo Show device. Only you and approved contacts will be able to reach them – keeping communication safe and private. [Click here to watch the video.](#)



Your loved one's community has provided an Echo Show in their apartment. You'll connect by using the free Amazon Alexa app on your smartphone for simple video or voice calls.



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When you call, the Echo Show will announce your name out loud. Your loved one can answer by saying the wake word ('Alexa' or 'Echo') followed by 'answer,' or by tapping the green Answer button on their screen

Resident Experience

Voice or Tap to Answer

Incoming calls will announce and show on the screen who is calling.

- Resident simply says "Echo (or Alexa), answer."
- They can also tap the green answer button on the screen if they prefer.

Only authorized callers will be able to reach this device



Here's what this guide covers:

- Downloading the Amazon Alexa app
- Verifying your phone number
- Notifying Serenity that you're ready to call

Family Setup

Below are the steps we will walk through in this video:


- ✓ Download the Alexa app on your mobile smart phone
- ✓ Verify your mobile phone number
- ✓ Let Serenity know you're ready for us to connect you
- ✓ Call your loved one!

Voice/Video Call Setup for Secure Community Echo Devices


Step 1: Download the free Amazon Alexa app

- iPhone: Get it from the [App Store](#).
- Android: Get it from [Google Play](#).

1 Download the App

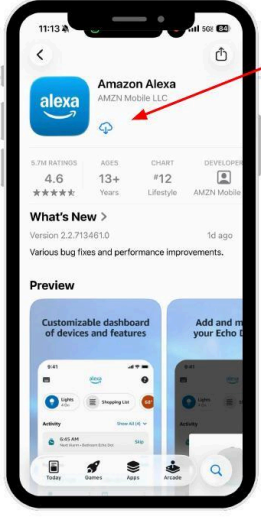
iPhone 

Open the App Store → Search "Amazon Alexa" → Tap Get (free)

Android 

Open Google Play Store → Search "Amazon Alexa" → Tap Install (free)

The app is completely free to download.



Step 2: Open the app and sign in

- **Already have an account?** Log in and skip to Step 8 (verifying phone number)
- **Need an account?** Create a free account. Click Agree & Continue to accept terms.

2 Sign In to Your Amazon Account

Already have an Amazon account?

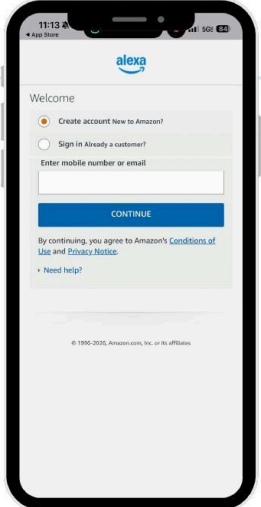
Open the app and tap **Sign In** with your Amazon email and password.

Skip to Slide 8 to verify your phone number.
Required even if you've done this previously.

No Amazon account?

No problem! Tap **Create a New Amazon Account** right in the app — it's free. Let's get started.

You'll use this same Amazon account to connect with your loved one.



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Step 3: Allow notifications

Tap Allow when asked—this is how you'll know when your loved one is calling.

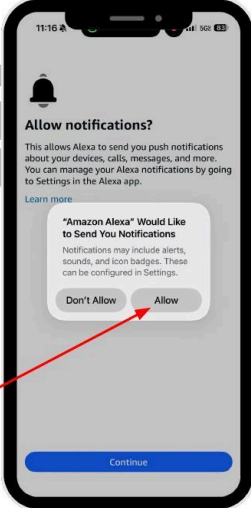
4 Allow Notifications

Get notified when your loved one calls

Tap **Allow** to enable notifications.

This allows you to be notified of incoming Alexa app calls from your loved one if the app is running in the background (which it will be most of the time).

You can always change this setting later.



Step 4: Skip setting up a device

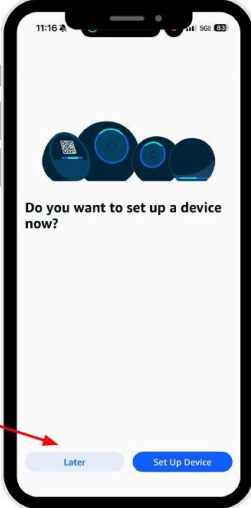
When asked if you'd like to set up a device, tap 'Later.'

5 Skip Setting Up Devices

Amazon will ask if you want to setup other devices.

Tap **Later**, as this is not necessary.

You can always change this setting later.



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Step 5: Skip Alexa+ subscription

Ignore the paid Alexa+ screen. Tap the back arrow in the upper left to continue.

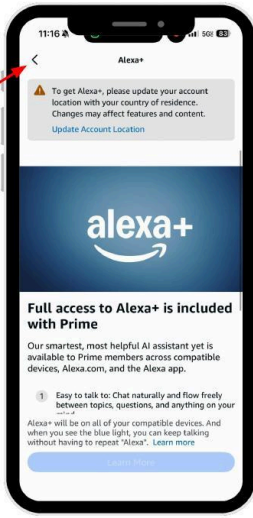
6 Do NOT Enable Alexa+

Amazon will ask you to enable Alexa+

Tap the **back arrow** in upper left corner.

Alexa+ is a premium paid feature of Amazon. You can enable this later if you choose to.

You can upgrade to Alexa+ at a later time if you'd like.



Step 6: Don't import contacts

Tap 'Don't Allow' when asked to import contacts. This avoids conflicts. You can add contacts later if needed.

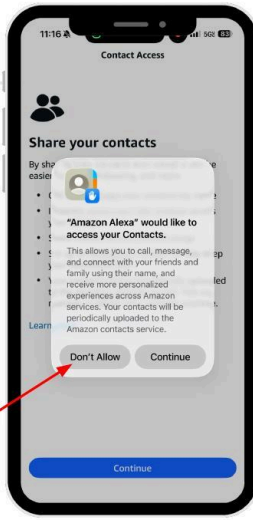
7 DO NOT Import Contacts

It is important to NOT import contacts at this time.

Tap **Don't Allow**.

Importing your contacts will bring your entire phone contact list into Alexa. If your loved one's regular phone number is in that list, it will conflict with this during the initial set up.

You can add your contacts at a later time if you wish to.



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Step 7: Enter your phone number

Use the same phone number you provided on your authorization form. Amazon will text you a code to verify.

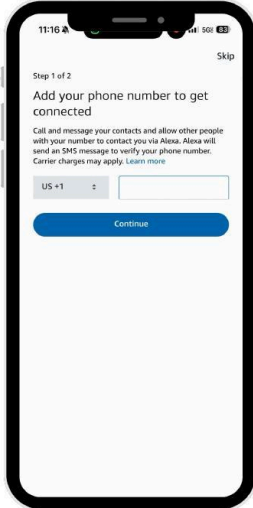
8 Verify Your Mobile Number

This must be the same number entered in the authorization form.

Enter **your mobile phone number**.

Amazon will send you a one-time password to verify your phone number.

⚠️ Required to receive calls from your loved one's community.



Step 8: Skip adding family members

For now, tap 'That's Everyone.' You can add more contacts later.

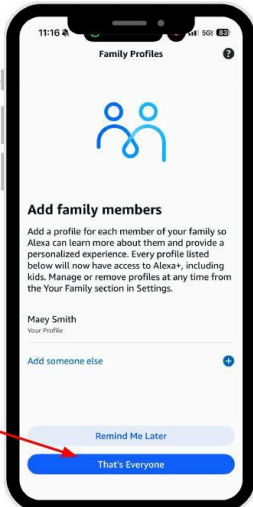
9 Do Not Add Family Members

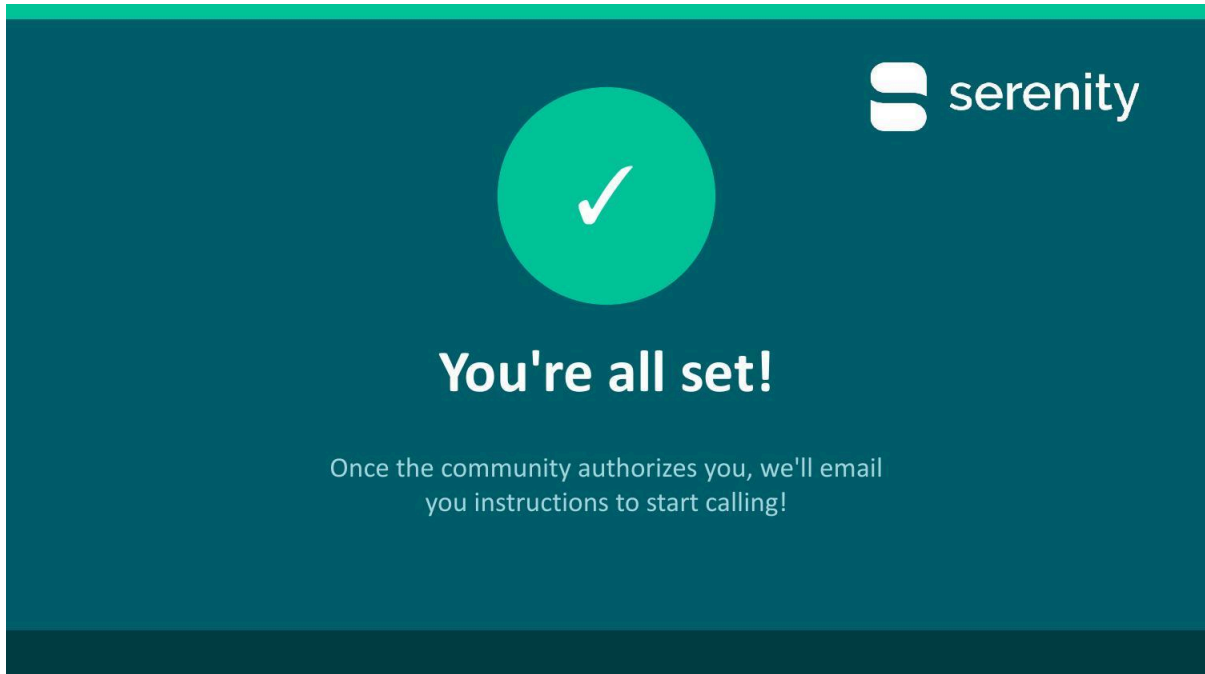
This must be the same number entered in the authorization form.

Tap **That's Everyone** for now.

This can be added at a later time, and allows you to create separate profiles for each of your family members.

You can always change this setting later.





Step 9: Wait for authorization

You're all set! Serenity will authorize your account. Once approved, you'll get an email with instructions on making your first call.

Now you're ready to stay connected! Your loved one is looking forward to hearing from you.

Questions?

Contact us at support@serenitysmart.com.