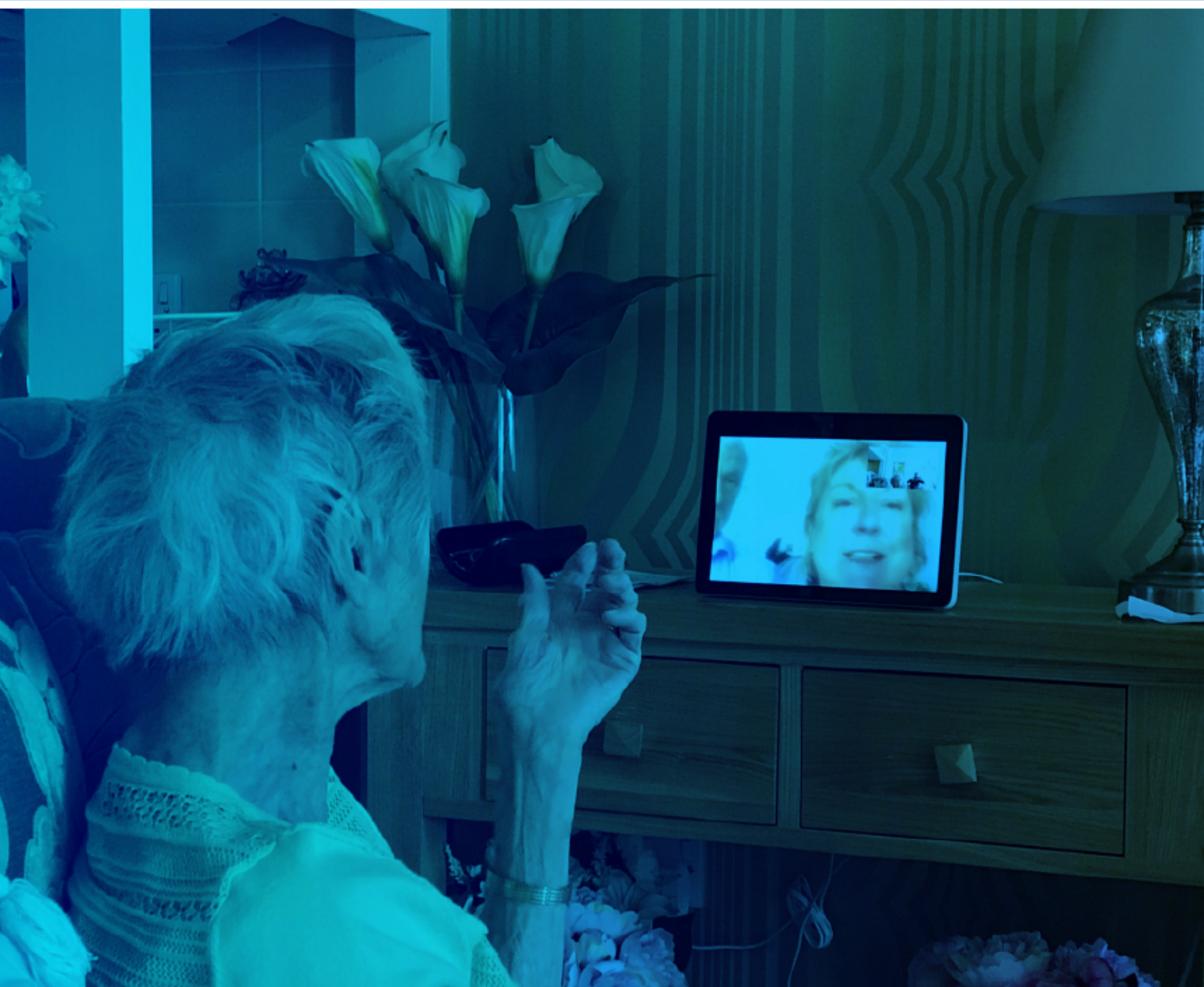


An UNOFFICIAL guide for patients and carers to
AMAZON'S ECHO SHOW
[ALEXA]



An introductory guide for patients and carers to

AMAZON'S ECHO SHOW

“ALEXA”

April 2020

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Disclaimer

All the guidance, ideas and suggestions included in the content of this guide are intended to inform readers about how to use their Alexa device in their own home or other setting. The content is not a substitute for national advice and guidance from professional or regulatory organisations. While every effort has been made to include accurate and up to date information, knowledge and understanding of assistive technology are constantly evolving and being updated. So you need to use the content of the guide to learn more about how you can adopt or enhance your use of Alexa personal digital assistants and weigh up the choices, information and guidance for your own circumstances. Inclusion of named agencies, websites, companies, services or publications in this book does not constitute a recommendation or endorsement. If clinicians and social care workers employed by, or working with, an NHS or social care organisation are involved in signposting service users to use a personal digital assistant for their own self-care, they must endorse national requirements relating to IT security, clinical safety, data quality, the use of patient data, data protection and privacy, information standards.

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Note for using this guide

This guide provides information to help you better understand the device as well as instructions on performing **configuration settings**, **voice commands**, and key **carer notes**. These will be displayed in the following format. Note: commands are in **bold** and variables (items you choose) will be in [square brackets].

Alexa settings (through the smartphone app)



- Setting and configuration options will be noted in an orange box.

Alexa Voice Commands (spoken to the device)



Alexa voice commands will be displayed in a blue box with voice icon.

Steps will be separated by >>>

For example:

Say **“Alexa”** >>> **“Hello”**

Carer notes



The purple box with the heart icon will share key notes for carers, aimed at helping them to get the most from Alexa.

What is the Amazon Echo (Alexa)?

Introduction

Named the Amazon Echo, many people know and refer to it as **Alexa**.

Alexa is a smart speaker that retrieves and plays information and multimedia. Information can be anything from the time, local weather reports, traffic information or news. Multimedia can be music, images and video clips. Depending on the model, this is either played through the speaker or through a display screen and a speaker.



Alexa is also a tool, and can be used to **set alarms, timers, reminders** and even **check what's in your calendar**. It can also **make telephone calls** to allow you to keep in touch easily and conveniently.

Alexa is **controlled using your voice** with no physical interaction necessary. You do not even need to be beside the device, as it can receive commands from across the room (approximately 10m). This is unlike smartphones, tablets and computers, which require the use of a touch screen, keyboard or mouse.

The Alexa device can offer much more when paired with additional hardware and service subscriptions including playing music, reading books, controlling lights, switches and even the central heating. New items and functionality is being added all the time but, of course, this functionality requires you to pay for additional service subscriptions (Spotify, Amazon Music etc) or hardware (smart plugs and lights etc.) which come at a cost.

Below is a brief overview of what Alexa can do out of the box (without any additional items), with service subscriptions, or with additional hardware.

Out of the box

- Answer questions (Alexa will search the internet and find you the answer)
- Tell the time
- Make calls
- Alert you with alarms
- Remind you to do things. (This could be medication or could be to water the plants.)
- Tell you the weather forecast
- Check your calendar
- Tell you what's in the news
- Play the radio

Service subscriptions

Some features on Alexa will require additional service subscriptions which vary in cost. These are generally monthly payments and cannot be purchased as a 'one-off'.

Amazon Prime customers will benefit from a range of TV Shows, Movies, and a limited music catalog to enjoy through the device. The subscription charge for Amazon Prime is currently £7.99*. [*April 2020]

To play music Alexa will need to be linked to a premium service for **Spotify** or **Amazon Music**. These are available as a monthly subscription and cost approximately £9.99* per month. They can be cancelled at any time and do not have a minimum time period.

To listen to audiobooks you'll need to link Alexa to an **Audible** service. This also costs approximately £9.99 per month but only allows for one book per month at that cost. Additional books, outside of this limit, are extra. Although Audible can be cancelled at any point, it's a little more difficult to cancel and requires logging into a website on a computer.

NOTE: You do not need to be subscribed to a music service to listen to radio stations.

*Correct as of April 2020

Hardware items

Alexa can do all kinds of things to help you around the home but you'll need additional pieces of hardware to allow it to do so. These could be:

Smart plugs: switch items on or off if they're connected to a smart plug.

Smart lights: turn lights on or off and, sometimes, even change the brightness and colour.

Security cameras: see who's at the front door or in a particular room of the house if you have an Alexa enabled security camera. Smart doorbells are available and usually include a camera for viewing.

Central heating: Using a Hive kit, control your central heating by turning it on and off whenever you ask. The home can also be kept at a particular temperature.

Smart kettle: Turn the kettle on or heat the water to a particular temperature.

Other hardware add-ons are coming out all the time, allowing more and more functionality and to assist you in everyday living.

Summary

- Control Alexa's functions by using your voice.
- When connected to the internet, Alexa will allow you to:
 - set alarms, reminders, and create lists.
 - make telephone calls.
 - get date, time, weather and traffic information, as well as news highlights.
 - play music, radio stations, and general information.

Different models of Alexa

Alexa comes in a number of different versions or models*. Each has various pros and cons, features, and options - the core one being whether the device does or doesn't have a screen.

Voice activated speaker

Echo Dot

Entry level device at an affordable cost. Great for all Alexa sound only features, but due to size the sound quality for music is not as good as other models.



Echo (2nd generation)

The next model up from the **Dot** offers all the same functionality but with better speaker technology, adding more depth and quality to the sound, especially noticeable when listening to music.



Echo Plus (3rd generation)

Slightly larger in size than the standard **Echo**, this offers even more sound quality, featuring a subwoofer for greater bass. The Echo Plus also features a built in smart hub, allowing for the connection of some other smart devices.



Echo Studio

The current flagship model for the Alexa smart speaker range. Offering amazing high fidelity sound quality featuring 3D audio technology.



Voice activated speaker with display screen

Echo Spot

Entry level device that features a touch screen and camera. Good for all Alexa features including video calls, but due to size the sound quality for music playback is not as good as other models, although perfectly adequate for the average listener.



Echo Show 5

The next model up from the **Spot** offers all the same functionality but with a larger 5-inch screen and better speaker technology. The camera also features slide cover, allowing you to physically block off the camera.



Echo Show 8

The next model up from the **Show 5** offers all the same functionality but with a larger 8-inch screen and better speaker technology, adding more depth and quality to the sound. The camera also features slide cover as with the Show 5. A well balanced size and great for viewing content.



Echo Show 10.1 (2nd generation)

Currently the largest Echo Show model in the range, the screen size is 10.1-inches. Unlike the Show5 and Show 8, this model does not feature a physical slider to block off the camera.



*Models correct as of April 2020

Setup, installation and settings

In this guide we'll be covering the Echo Show. These models offer the most functionality, and feel a model with a screen is best to have when in a patient and carer environment, as not only does it have more features, but also aids in the use and accessibility of the device.

What does Alexa need?

Before you begin setting up your Alexa device, you will need:

Item	Check
Internet connection - [Have your Wi-Fi ID and password ready] [Alexa requires an active internet connection to function, and will not work without one]	
Power socket [One mains power socket is required to power Alexa]	
Email Account - [have your information and password ready] [Google, Microsoft Outlook and iCloud are supported for calendar syncing]	
Amazon Account - [have your information and password ready] [An account is free to setup and is required to enable the Alexa device for use]	
Mobile telephone number [note: this is required for voice and video calls, but does not affect your phone bill]	
A smartphone or tablet [Although not essential to the setup, you will need a smartphone or tablet should you wish to configure optional settings in Alexa, such as enabling voice calls, video calls and calendar synchronisation]	

Useful Links

Google [Email accounts]	https://accounts.google.com/
Microsoft Outlook [Email accounts]	https://outlook.live.com/
Amazon [Alexa Account]	https://www.amazon.com



Carer note: You will need to use the app (via a smartphone or tablet) to enable Alexa to make voice and video calls.

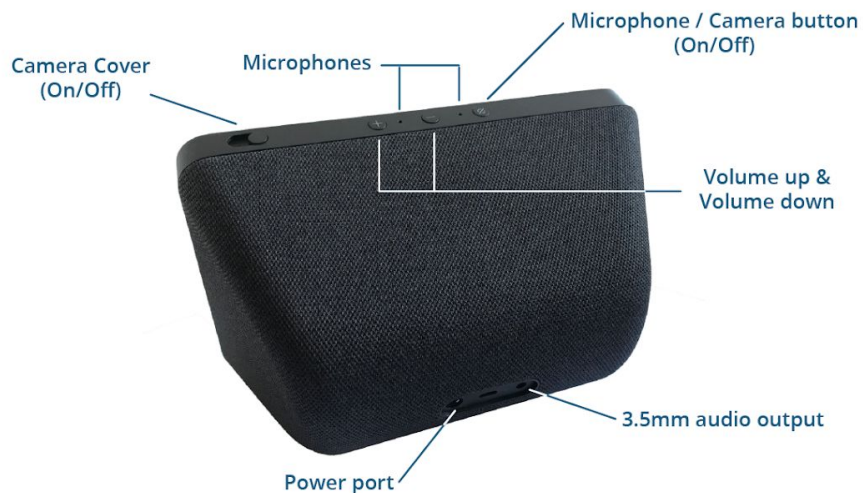
However, once this is done, the smartphone is not needed for everyday use so the device can be configured using a family member or carer's smartphone.

Overview of Echo Show device

Front



Rear



Setting up your Echo Show

Getting started couldn't be easier. Follow the step by step process below and Alexa will be up and running in no time.

1. Plug Alexa in

Alexa needs just one plug socket. Plug it in and switch it on. There are no power switches on the device itself. With the exception of when the device is updating, Alexa can be unplugged and moved at any point.



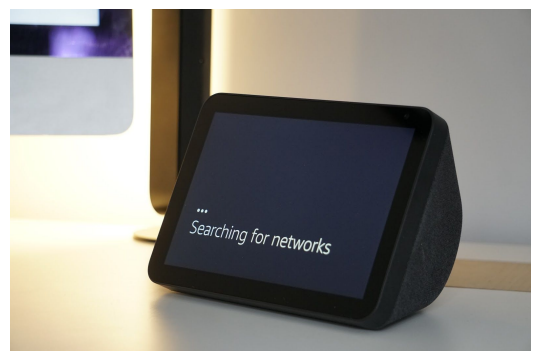
2. Wait for Alexa to startup

Once the power is connected and switched on, Alexa will take a few minutes to initialize. Once on, **select the language you'd like to use** by tapping on the screen.



3. Connect to your Wi-Fi (Internet)

- Select your wireless network from the list
- Enter the password



4. Sign in with your Amazon account

Using the touch screen, enter your Amazon username and password when prompted.

- Enter **email** and tap **Done**
- Enter **Password** and tap **Done**
- Tap **Sign in**



5. Select timezone

*Note, this setting generally doesn't need changing as the Alexa device gathers this information from the internet. If the information isn't correct then it can be changed.

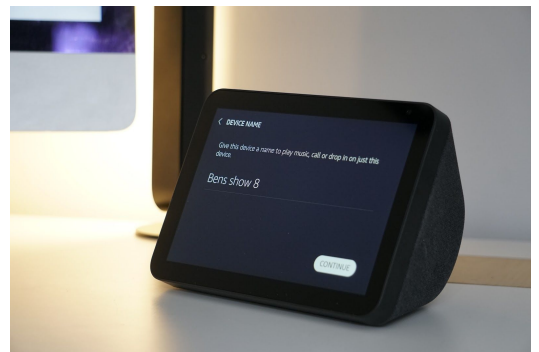
- Select region
- Choose between GMT and BST
- Tap **Continue**



6. Device Name

Type in the name that you would like your Echo Show to have by tapping on the name that is currently set.

This could be anything but we recommend using the standard, which is **[your name]** followed by **Echo Show**. This information is generally pre-populated using the Amazon account holder's name. **If this person differs from the patient then be sure to change it.**



7. Install updates

New devices often have updates available. Updates ensure the device operates correctly, fixing faults in the software and sometimes adding new features. Alexa will check and notify you of an available update and provide a progress bar whilst updating. The initial installation update takes approximately 15 minutes.



Note: You may be prompted to install the app on your smartphone. Press the **Skip** button to allow the device to continue setup.

8. You're good to go!

Once the updates are complete Alexa will restart and display a video. This introduces you to Alexa and demonstrates some of the features available.

You can now start to ask Alexa anything you want.

Try: **“Alexa... hello”**



Configuration options

To get the most from your Alexa device you will need to complete the configuration and let it know things like where you live, where you work, and how to access your calendar etc.

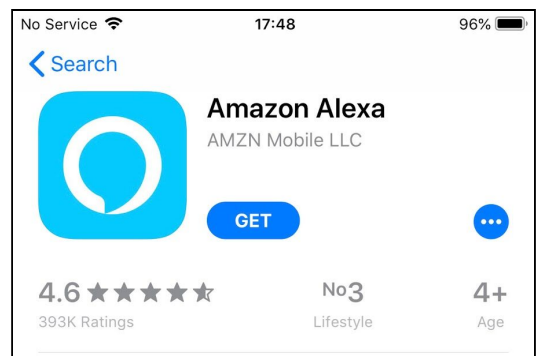
Customising and configuring your Alexa device requires the use of the Alexa app by using a tablet or smartphone. Here we cover the steps you need to take to get the app and configure core settings.

In some cases patients may not have access to a smartphone or tablet device, and therefore we advise that a carer or family member install the app and take on the ‘management’ of the Alexa device.

1. Download the App

To download the Alexa app visit your respective app store on your smartphone or tablet . The Alexa App is available on Android, iOS (Apple) or Amazon. **The app is free.**

Note: Ensure you choose the correct app by the publisher Amazon (**AMZN Mobile LLC**) as there are other third party apps available. We do not recommend the use of these.



- App Store (on smartphone or tablet)
- Search >>> Alexa App
- Install / Get

App overview

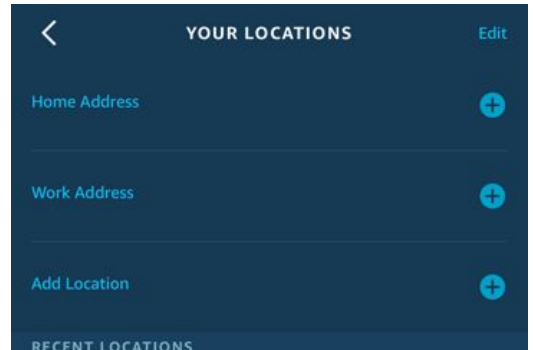
Below is an overview of the app screen. It highlights the main areas in which we'll be referring to in this guide.

The **Menu** is where the majority of settings will be changed.




2. Set your location

To allow Alexa to give local weather information, without the need for you to state the location each time, you can set the location of the device (your home).



To do this, open the Alexa app and go to:



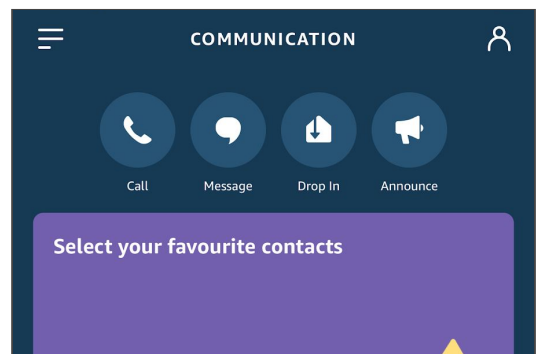
- **Menu >>> Settings >>> Your Locations**

Here you can set your home location by tapping on **Home Address**. Enter your address and select **Save**.


Additionally, **you can add your work address** as well as other custom addresses.

3. Communication and address book

When first selecting the Communicate tab within the Alexa app, you'll be prompted to enter a mobile telephone number. This is your unique number and how Alexa will reference your device and allow voice and video calls. However, please note that your phone line is not used for billing and this feature comes at no additional cost (other than what it already costs to access the internet).



To set up your device for voice and video calls, open the Alexa app and go to:



- **Communicate (tab) >>> *enter your mobile number***



Carer note: This is a useful feature to check up on your patient. Before enabling, always test with your patient when paying a visit to ensure they are comfortable with the feature and functionality.

Address Book

Once you have entered your phone number, you will need to enter phone numbers into your Alexa phonebook.

To view and manage contacts open the Alexa app and go to:



- **Menu >>> Contacts**

Tapping the button in the **top right-hand corner** will bring up the **Manage Contacts** screen.

Here you can add new contacts or import them from your smartphone's address book.

4. Choose your flash briefing news service

Choose who you'd like your news from. Choose from services like the BBC and Sky News.



To do this open the Alexa app and go to:

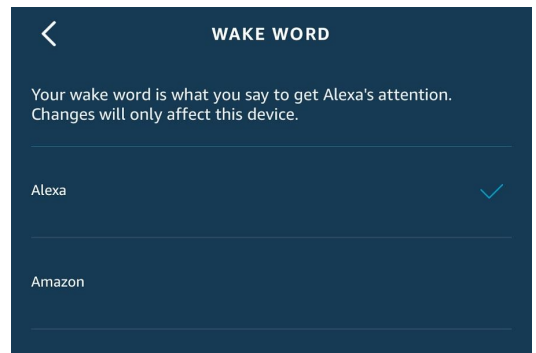


- **Menu >>> Settings >>> Flash Briefing >>> (+) button**
- *Search and select news service*

5. Changing the [wake] name


By default, the activation (wake) word is set to **Alexa** but it doesn't have to be. In the settings you can choose between three other names:

- Computer
- Echo
- Amazon



Unfortunately, you can't choose any other names at the moment but this may change in the future.

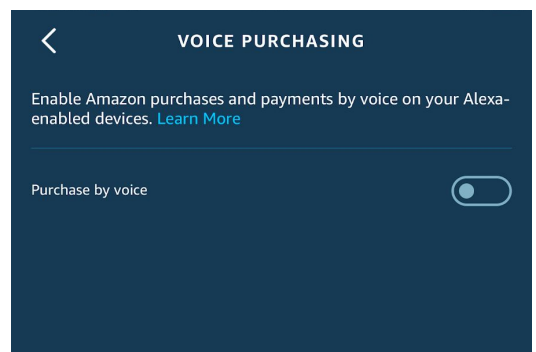
To change the name open the Alexa app and go to:




- **Menu >>> Settings >>> Device Settings >>> [Your name]'s Echo Show >>> Wake Word**
- *Select alternative name [Amazon / Computer / Echo]*

6. Turn off voice purchasing

By default, the purchase by voice option is switched on. Don't worry, Alexa won't start ordering random items but if you do have a credit card linked to your account, or have Prime, then you could accidentally order something. We recommend switching this feature off to avoid any unwanted purchases.



To change the name open the Alexa app and go to:

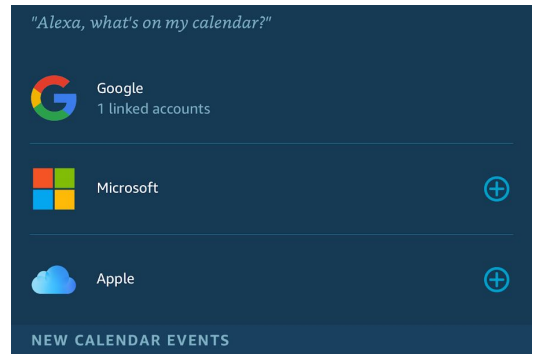


- **Menu >>> Settings >>> Account Settings >>> Voice Purchasing**
- *Switch the 'Purchase by voice' slider off*

7. Add your calendar to Alexa

If you have a Google, Microsoft Outlook or Apple iCloud email address then you can link it to your Alexa.

Linking your calendar allows Alexa not only to tell you what's in it, but also add and remove items too.



To link your calendar, open the Alexa app and go to:



- **Menu >>> Settings >>> Calendar >>>**
- *Select your email / calendar provider.*
- *Enter your username and password when prompted.*

Keep a track of your calendar on your other devices

To get the most from your calendar, access your calendar from a range of other devices such as computers, smartphones or tablets. An internet browser can be used on a computer, and accessed by logging into your email account. Smartphones and tablets can require a specific app that will need to be installed.



Carer note: You can use shared calendars and have the ability to add to and view a patient's / family member's calendar.

Skills

What is a skill?

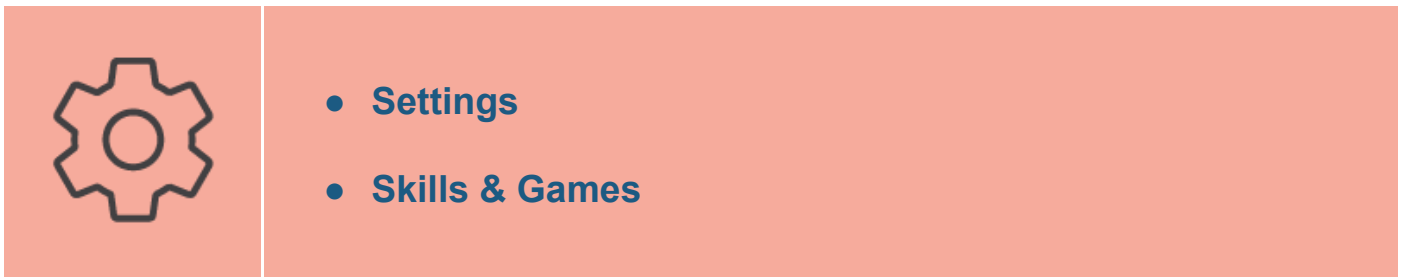
In the context of Alexa, a **Skill** is another name for an app (or application). A skill adds extra functionality and allows you to get the most from your Alexa device. Thousands of skills are available, with new ones being released everyday. They cover many different categories, including:

- Health, fitness and wellbeing
- Kids
- Movies and TV
- Music and audio
- Games
- News
- Novelty and humour
- Productivity

Skills are enabled, not installed, since your device does not actually have built-in storage. Instead, the device allows you to use skills by connecting to Amazon's main systems (through an internet connection) where the skills are kept. A key benefit is that you can enable as many skills as you like.

Enabling a skill

To **find** a skill, open the Alexa app and go to:



Here a dedicated skills store will be displayed. Similar in the way the app store works on a phone or tablet, the skills store allows you to browse and search for new skills, as well as see what skills are currently installed.

The majority of the skills currently available are free, but always read the description before installing. We also recommend reading a few user reviews to ensure the skill does what it is supposed to and to see if it is right for your needs.

Note: Some skills may be free but require a subscription to an additional service. If so, this will be stated in the description. Don't worry, you won't be automatically signed up for anything you do not want.

To **enable** the skill:



- *Select skill*
- **Enable**

Suggested Apps to aid health and wellbeing

Chair Workout



The Chair Workout is a fun, 5-exercise daily routine that walks you through a series of easy stretches for different parts of the body, all while seated in a chair. Whether it's to keep exercising while at your desk, staying active at home, or staying fit with a group of fellow residents or neighbors, use Chair Workout to stay mobile and loosen up for the day! Chair Workout helps with flexibility, strength and balance - the fuel for a healthy and happy life!

Mindful Breathing



Deep breathing exercises yield a host of different health benefits that can be useful throughout our daily lives. It's a good idea to try to implement these exercises throughout your day, if only to trigger the diaphragm on a regular basis. Within just a few days of performing these exercises, you will begin to notice positive changes in your physical and mental health.

Virtual Vacation



Virtual Vacation - experience a vacation without leaving home, it's the most relaxing way to travel!

Close your eyes and let Virtual Vacation's realistic and authentic soundscapes transport you around the globe. Whether you want to relax or virtually experience a destination you love or have always wanted to visit, Virtual Vacation has something for you.

Park Walk



A relaxing audio experience exploring the park. Close your eyes and let the realistic and authentic soundscapes transport you. Rather than have one short repeating loop of the same sound, this skill allows you to experience an entire relaxing environment, perfect for bedtime or any time you need to escape and unwind!

Stress Relief Music



Relieve your stress with this skill that relaxes and calms you through serene, ambient music

You can say:

"Alexa, open Stress Relief Music"

"Alexa, start Stress Relief Music"

Healing Sounds



Ambient noise is proven to help boost your focus at work, sleep better at night, or just help improve your mindfulness altogether.

All you need to do is say Alexa start Healing Sounds, and she will play the track for 30 minutes. Saying Alexa loop on will keep her playing until you say stop. This is a perfect skill to leave on while you are asleep, to use for relaxation and meditation, or to tune in and focus on your work.

How to use, talk to, and interact with, Alexa

Alexa can do many things. In this guide we will cover the core uses of the device in a patient and carer environment. Skills are available to aid in the management of specific health conditions, although in this guide we'll only cover the core functionality of Alexa and how that can help you manage and improve your health and wellbeing.

Getting Started

To get started, just say the name “**Alexa**”.

Wait until a **blue horizontal** bar at the bottom of the screen will illuminate. This indicated that the device is listening.

Now a command or question can be given.



- **Say the wake word - Alexa”**
- Wait for the blue light to appear
- Say your command

Try it out with the commands below.



“**Alexa**” >>>> **Hello**



“**Alexa**” >>>> **How are you?**



“Alexa” >>>> What time is it?



“Alexa” >>>> What day is it?



“Alexa” >>>> Play BBC Radio 2

You can stop Alexa at any point, no matter what it is doing. Just say:



“Alexa” >>>> Stop

You can also return to the home screen by saying:



“Alexa” >>>> Go home

That’s it. We’ll go into other commands and features you can do with Alexa but, like above, all commands start with the wake word **[Alexa]** followed by the request.

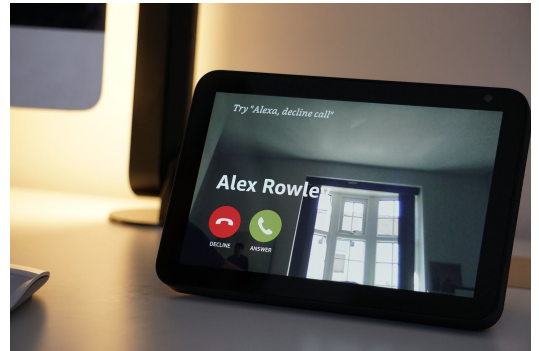
Summary

- Say **“Alexa”**.
- Wait for the blue bar on the device to illuminate.
- Say command or question.
- Stop whatever Alexa is doing by saying **“Alexa, Stop”**.

Video and Voice Calling

Alexa can call anyone who is in your address book. This could be through a landline or mobile telephone numbers.

Video calling and messaging can only be achieved with contacts who have either an Alexa device of their own or the Alexa mobile app installed on their smartphone or tablet.



Voice Calling



“Alexa” >>>> call [Jane Smith]

If you have more than one phone number for a particular contact, then you can specify whether you'd like to call their mobile or their landline. Just say:



“Alexa” >>>> call [Jane Smith] mobile



“Alexa” >>>> **call [Jane Smith] landline**

To stop calling at any point:



“Alexa” >>>> **End call**

Or



“Alexa” >>>> **Stop**

Video Calling

Alexa can video call with other Alexa devices or phones with the Alexa app installed. Just say:



“Alexa” >>>> **video call [Jane Smith]**

Note: You may need to add contacts to ‘**my address book**’ before you can call people. To do this, open the Alexa app on your smartphone and follow the instructions below.



Carer note: You can voice or video call any Alexa device from the Alexa smartphone app.

To call from the Alexa app:



- **Communicate (tab)**
- **Call**
- **Select contact**



- Choose **“Alexa Voice Call”** or **“Alexa Video Call”**

Drop-in

With Alexa, you can ‘*drop-in*’ on other Alexa devices or allow friends and family to drop in on you.

Drop In is when your Alexa automatically answers a video call. This feature is **disabled by default** but can be enabled in the settings for the device (covered previously).

If someone drops in on you then you will hear Alexa chime to indicate the incoming drop in (call).

The chime cannot be disabled due to privacy features.

Friends, family and carers can drop in on your Alexa device from their smartphone or tablet by using the app.

To **enable drop-in**, open the Alexa app and go to:





- **Communicate (tab)**
- **Drop In**

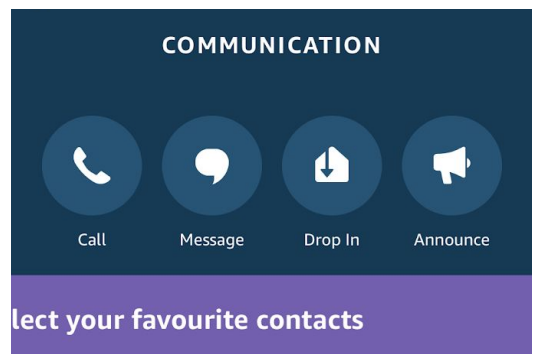


Carer note: This is a useful feature to check up on your patient. Before enabling, always test with your patient when paying a visit to ensure they are comfortable with the feature and functionality.

Drop in from the Alexa Smartphone app

To drop-in on a family member or patient from the Alexa app:

- Open Alexa App.
- Tap **Communicate** tab.
- Tap **Drop In** from the top buttons.
- Select the device or contact you wish to drop-in on.



To drop in on a family member from an Alexa device:



“Alexa” >>>> drop in on [mum’s Alexa]

Summary

- Alexa can be used for voice and video calling.
- Alexa can call any phone number that is in your contacts list.
- Alexa can only video call other Alexa devices and smartphones with the Alexa app.
- Voice and video calls do not cost anything and will not be charged to your phone bill.

Flash briefing (news)

Alexa can keep you up to date with the news and current affairs.



To try it out, just say:



“Alexa” >>>> What’s my news?

Or



“Alexa” >>>> What’s my flash briefing?

The current news report will now be played. This can be stopped at anytime by saying:



“Alexa” >>>> Stop

Sports

Alexa can also give you the latest sports news. Just say:



“Alexa” >>>> What’s my sports news?

You can also ask something more specific, such as:



“Alexa” >>>> What was [Stoke City’s] score at their last game?

Summary

- Alexa can give you up-to-date news reports.
- Alexa can give you sports news.
- Alexa can give you specific sports information.

Get the weather forecast

Alexa can let you know what the weather report is like, for not only your local area but, for any location in the world.

It can tell you the weather for the current day, a specific day, or just a general forecast for the week.

You can even ask human-like questions, like “Will I need an umbrella today?”

To find out what the weather is like for you local area, just say:





“Alexa” >>>> What’s the weather like today?

Or



“Alexa” >>>> Do I need an umbrella today?

To find out what the weather is like somewhere else, just say:



“Alexa” >>>> What’s the weather like in [London] this weekend?

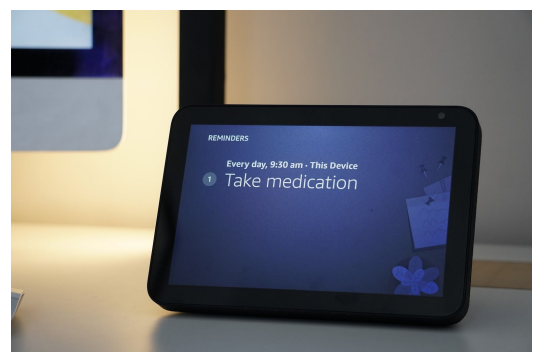
Summary

- Alexa can give you up to-date weather reports.
- Alexa can give you weather information for anywhere in the world.

Alarms and Reminders

You can ask Alexa to remind you about almost anything. This can be short-term reminders like to check the oven in 10 minutes or repetitive ones like reminding you to take your medication everyday at 2:00pm.

Each Alexa works independently therefore, if you have more than one device in the home, the alarm or reminder will only alert on the Alexa device on which it has been set.





Carer note: You can set alarms and reminders from the Alexa smartphone app. This could be more convenient and ensures you can review the information before saving the command.

Alarms and reminders can also be managed and canceled from the Alexa app.

Alarms

Alarms are easy to set and can be set for anything. When alarms go off, they will continuously chime and alert you until you ask Alexa to stop.

To **set** an Alarm, just say:



“Alexa” >>>> set an alarm for 7:00am

To **check** what alarms are set, just say:



“Alexa” >>>> what are my alarms?

To **cancel** an alarm, just say:



“Alexa” >>>> cancel my [7:00am] alarm

To **stop** an alarm that is going off, just say:



“Alexa” >>>> Stop

Reminders

Reminders are incredibly useful and can be used as a one-off or a repeat reminder. For example, you can use them to remind you to check your food in the oven or to take your medication each day at 8:00am.

Unlike alarms, reminders will chime twice then stop. You do not need to stop a reminder once it is going off.

To **set** a one-off reminder just say:



“Alexa” >>>> remind me to [put the kettle on] in [one minute]

Or



“Alexa” >>>> remind me to [attend my hospital appointment tomorrow] at [11:00am]

If you want to be reminded to do something **everyday** just say:



“Alexa” >>>> remind me to [take my medication] everyday at [8:00am]

To set a weekly reminder on a particular day, just say:



“Alexa” >>>> remind me to [put the bins out] every [Wednesday] at [6:00pm]

To set a reminder on a particular date in the future, just say:



“Alexa” >>>> remind me on [6th September] at [3:00pm]

Alexa will then ask what the reminder is for. At this point, state what you’d like to be reminded about.



[GP appointment at 4:00pm]

To **check** what reminders are set, just say:



“Alexa” >>>> what are my reminders?

To **cancel** a reminder, just say:



“Alexa” >>>> cancel my [put the bins out] reminder

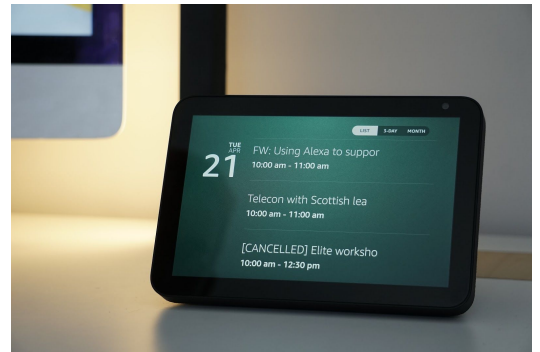
Summary

- Alexa can be used for alarms and reminders.
- One-off reminders can be used and set for any time period.
- Repeat reminders can be used to take medication daily.
- Reminders can be set for any date and time, for example, to attend a GP appointment.

Using your calendar

Alexa can be linked to an online calendar. Online calendars are often supplied with your email address and are free of charge. Alexa supports calendars that are linked to your **Apple iCloud**, **Google**, or **Microsoft** account.

Calendars are linked using the Alexa app. This is covered in the setup and configuration section earlier in this guide.



To **Add** a calendar entry, just say:



“Alexa” >>>> **add [hospital appointment] to my calendar?**

Alexa will then ask what day and time:



[15th September at 10:00am]

To see what’s in your calendar, just say:



“Alexa” >>>> What’s in my calendar today?

Or



“Alexa” >>>> What’s in my calendar this week?

Or



“Alexa” >>>> What’s in my calendar on the [5th November]?

Summary

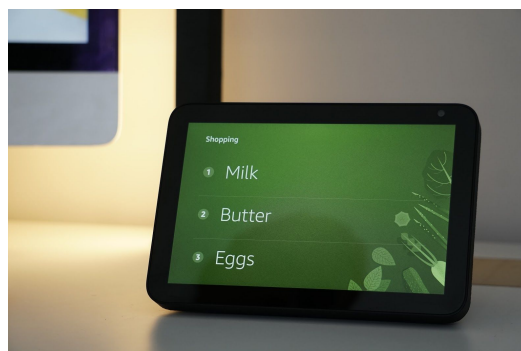
- Alexa can link to your online calendar.
- You can add items to your calendar.
- You can remove items from your calendar.
- Alexa can tell you what’s in your calendar for the current day, week, or day in the future.

Make lists

You can make lists with Alexa. Lists can be recalled on the Alexa device or displayed in the Alexa App.


You can make as many lists as you want. These could be:

- Shopping lists.
- To-do lists.
- Medication lists (your tablets or medicine).



This feature helps to make the smaller tasks in life a little easier, helps you remember and, more importantly, makes sure you do not have to return to the shop.


To **Add** something to a list, just say:


	<p>“Alexa” >>>> Add [milk] to my [shopping] list</p>
---	---

To **hear** what’s on your list, just say:

	<p>“Alexa” >>>> what’s in my [shopping] list?</p>
--	--

To **remove** something from your list:

	<p>“Alexa” >>>> remove [milk] from my [shopping] list</p>
---	--

	<p>Carer note: Lists can be accessed from the Alexa app. This could be useful should you need to pick up some essential items for your patient prior to your visit.</p>
---	--

Summary

- Alexa can create lists.
- You can add and remove items from your Alexa.
- Lists can be read back to you by Alexa.
- Lists can be retrieved from the **Alexa app on a smartphone**.

Play music and media

Alexa can be used to play music and videos. It can do a lot straight out of the box, although some features may require extra service subscriptions such as Spotify or Amazon Prime.

Out of the box media

Without any additional services, Alexa can:

- Play radio stations.
- Play videos from YouTube.



To listen to the radio, just say:



“Alexa” >>>> Play [BBC Radio 2]

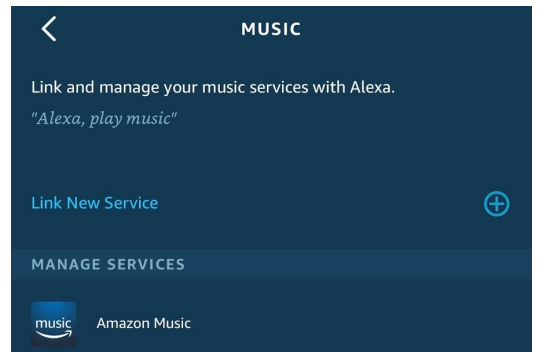
To watch a video on YouTube, just say:



“Alexa” >>>> Play [Mozart] on YouTube

Additional services

When additional subscription services are linked to your Alexa, you can listen to specific music and watch TV episodes and films on your Echo Show.



To listen to a particular genre of music with **Spotify Premium**, just say:



Or



***** Note: This can only be done with Spotify Premium or Amazon Music accounts. *****

To watch a TV programme or film with **Amazon Prime**, just say:



Or



Alexa” >>>> Play [Jurassic Park]

***** Note: This can only be done with Amazon Prime accounts *****

***** Note: Only a limited number of videos are available for free *****

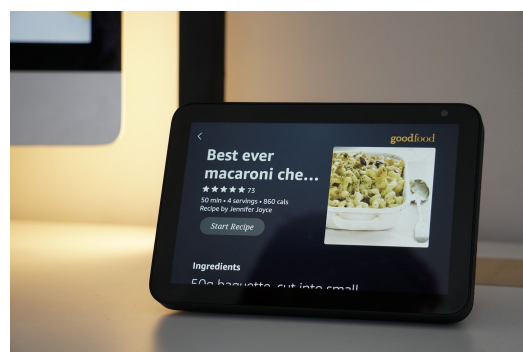
Summary

- Alexa can play radio stations.
- Alexa can play videos from YouTube.
- Premium services can be used to play specific music (Spotify & Amazon Music).
- Premium services can be used to play TV and Film (Amazon Prime)

Cooking with Alexa

Alexa can help you in the kitchen in a number of ways. Your device can:

- Give you recipes.
- Convert units of measurement from one to another.
- Tell you how many calories are in a particular food.



To start with a **recipe**, just say:



“Alexa” >>>> What can I cook with [chicken]?

To **convert a measurement**, just say:



“Alexa” >>>> How many grams are in [3 ounces]?

To find out more information about a food item, just say:



“Alexa” >>>> How many calories are in [a chicken fillet]?

Or



“Alexa” >>>> How much sugar is in [a can of coke]?

Routines

Alexa can be configured with routines. These are common tasks you may ask for every morning, but rather than ask for each item individually, they can all be bundled up into one routine.

For example, every morning you may ask Alexa:

- What is the news?
- What is the weather going to be like?
- Play BBC Radio 2.

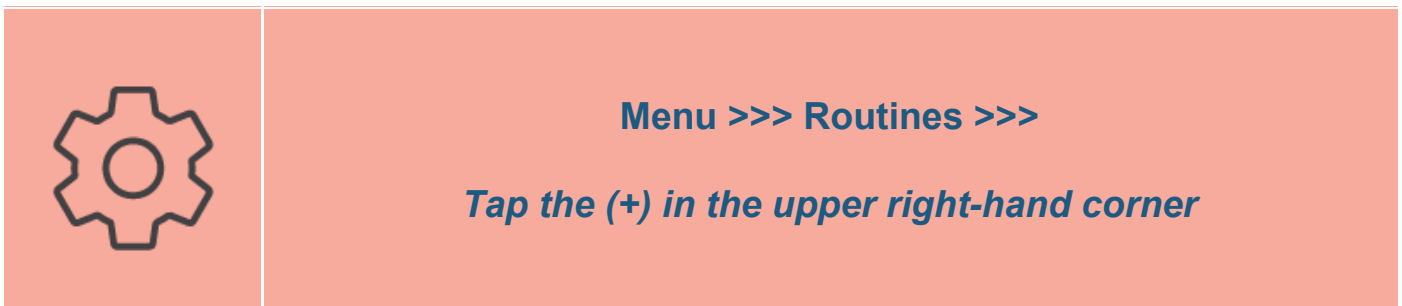


Instead of asking Alexa three separate things, you could **bundle these into a routine** and just say “**Alexa, start my day**”.

Routines are configured through the Alexa App and can be considered an advanced feature. If you’re not confident in setting these up, please speak to your carer or family member who may be able to help.

To setup a routine, open the Alexa app and:

1. Tap the **menu** button in the top-left corner.
2. Tap **Routines**.
3. Tap the **+** button in the upper right hand corner.
4. Next to **When this happens** tap the **+** and choose from the options.
5. Next to **Add action** tap the **+** and choose from the options.
6. Save your settings.
7. Under the **FROM** section, choose the Alexa device on which you'd like to activate this. If you only have one Alexa device then this will be selected by default.



Privacy and Security

Although Alexa is always listening for the wake word (Alexa), it does not record and store everything it hears.

In fact, Alexa is only listening to **2 seconds** of background noise prior to the wake word being said. Your voice is not recorded and, until the wake word is said, **nothing** is sent to the Amazon servers (over the internet) to be processed.



Stop Alexa Listening

If you don't want the Echo to wake and respond, there's a mute button on top of the speaker that you can press at any time. Simply press the mute button again when you want the Echo to respond to your voice. This mute button disables the camera also.

Voice Purchasing

As mentioned previously in this guide, voice purchasing can be turned off. If you don't use Amazon to shop, and don't have any payment details saved, then you do not need to worry. However, if you do then we advise to switch this mode off. Information on how to do this is on page 15.

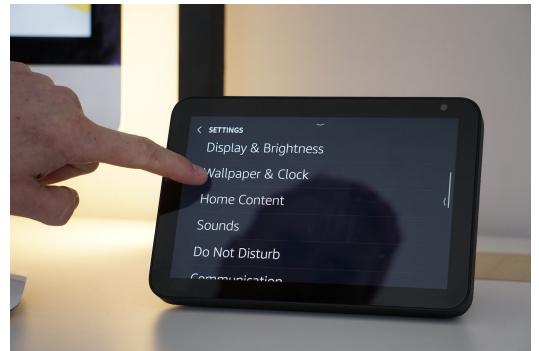
View your voice data

You can view your voice data by accessing your Alexa App or Amazon account. Here you can delete particular records or all if you wish. You can also choose a setting to automatically delete any recordings, either after 3 or 18 months.

Troubleshooting

From time to time, Alexa might fail to respond or let you know it cannot connect to the internet at the moment. Many of these faults or '*glitches*' can be rectified by simply switching Alexa off and on again. This can either be done by pulling the plug out of the back of the device, or by turning it off at the wall. Whichever method you choose, be sure to leave the device off for at least 10 seconds.

You may have other issues or queries with Alexa. Here are some common issues:



Alexa cannot connect to the Wifi (Internet)

Alexa may have trouble connecting to the internet from time to time. If your device has stopped working then try these steps to fix the problem.

If your device has a screen, check the light on the device. If it is orange, the Wi-Fi connection is not working properly. Try these steps to resolve the issue.

1. Turn off your Alexa device.
2. Turn off your wireless router.
3. Wait 30 seconds.
4. Switch the wireless router back on.
5. Wait a further 60 seconds then switch on your Alexa device.

Alexa cannot connect to the Wifi

On the Alexa device screen, swipe down from the top to access the menu and follow these steps:

1. Go to **Settings** and select **Connection**.
 2. Select your **wireless network**.
 3. Enter the network password. *This is not the same as your Amazon password.*
-

Alarm is too loud or too quiet

Using the volume buttons on the top of the device, adjust the volume to the required setting.

Screen is too bright or too dim

Screen brightness can be adjusted by swiping down from the top of the device. Place your finger next to the camera and swipe down. A menu bar will be displayed which has a brightness slider. Use your finger to slide this up or down depending on your needs.

Alexa doesn't understand me

Alexa can be trained to better recognise your voice. By saying a series of sentences, Alexa can learn how you sound and speak.

To do this, open the Alexa app on your smartphone or tablet and:

1. Tap the **menu** button in the top-left corner.
2. Tap **Settings**.
3. Tap **Alexa Account**.
4. Tap **Recognized Voices**.
5. Tap **the** switch next to **Automatically Recognize Voices** to allow **your Echo** to automatically build a **voice** profile for you over time.

***** End of guide *****
