

Amazon Echo Show

Alexa Together

What Does It Do?

Alexa Together is a subscription service correlated with the Amazon Echo. It is designed to give individuals with various impairments more independence while giving caregivers peace of mind. The service has many features including:

- 24/7 hands-free access to professional urgent response agents that can get someone the assistance they need if they say “Alexa call for help”.
- If a compatible third party device detects a fall or a button is pressed on the device, the device can send a signal to prompt Alexa to ask if the person receiving support wants to call Urgent Response.
- The opt-in remote assist feature allows a caregiver to manage device settings, remotely set reminders, or connect a music service on a loved one’s devices.
- The activity feed shows a generalized view of a loved one’s interactions, so a caregiver knows they are active around the house.
- A caregiver can also create alerts to know when a loved one first uses Alexa or if no activity is detected between certain times.
- The Circle of Support feature allows a caregiver to add up to 10 additional family members or friends to support their loved one.

How Do I Use It?

To set up this service, you need:

- 2 unique Amazon accounts, one for the person providing support and one for the person receiving support
- A mobile phone number
- The home address of the person receiving support
- An Echo registered to the Amazon account of the person receiving support
- A purchased subscription to Alexa Together.

Once you have these materials, the person providing support will initiate the set-up:

1. Click on activate after purchasing the description.
2. Sign in to their Amazon account.
3. Select their profile and then *Provide Support*.
4. Enter the name and email address of the person they want to support. Make sure this email address is the one they use for their Amazon account.
5. Verify the mobile number that they will use by entering their mobile number and then the verification code received via text message.
6. An Alexa Together invitation has been sent to their loved one via email. They will need to accept the request and add a valid emergency address before the subscription is active and the free trial will start.
7. Add a PIN so they can access the feature in the app once the invite is accepted.

Then the person receiving support will then need to do the following:

8. Look for the email from Alexa Together that includes the invitation link.
9. Sign into their Amazon account.
10. Select their profile.
11. Watch the Alexa Together overview video.
12. Review the information from the requester to join Alexa Together.
13. Select *Accept Invitation*.
14. If Alexa Communications is not enabled, they must verify the phone number that they will use. Enter their mobile number and then the verification code received via text message.
15. Select their emergency address in case emergency responders are dispatched via 24/7 Urgent Response. The account will not be activated until this step is complete.

Once the service is activated, use the Alexa app to customize which features you want and how you want them to be used. Follow the in-app instructions to complete each feature.

How Can It Help Me?

Impairment/Difficulty	How Device/Feature Can Help	What To Do
Mobility	<ul style="list-style-type: none"> ● Safety <ul style="list-style-type: none"> ○ Fall detection ○ Customized alerts ○ 24/7 urgent 	<ul style="list-style-type: none"> ● Connect a compatible wearable device to your Echo Show <ul style="list-style-type: none"> ○ If a fall is detected (either automatically or when a button is pressed), Alexa will ask your loved one if

	response	<p>they need help</p> <ul style="list-style-type: none"> ○ If they say yes, Alexa will connect them to Urgent Response and send notifications to connected caregivers ● Urgent Response can also be activated by your loved one saying, “Alexa, call for help” ● Set-up activity alerts and an activity feed in the Alexa app <ul style="list-style-type: none"> ○ Sends notifications when an Alexa-enabled device is activated ○ Sends notifications when there is no activity by a certain time and gives you an option to call or drop-in to check on your loved one
Memory	<ul style="list-style-type: none"> ● Remote assist 	<ul style="list-style-type: none"> ● You can use the Alexa app to set reminders, manage shopping lists, and manage certain settings on your loved one’s Echo device from anywhere <ul style="list-style-type: none"> ○ Ex: set a reminder, “Take my medicine at 6pm” on dad’s Echo Show through in-app instructions. Alexa will announce the reminder on dad’s Echo Show at the set time.

What Else Do I Need To Know?

Because Alexa Together is a subscription service, it requires a monthly fee of \$19.99. When you activate the service, it includes a 6-month free trial.

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The fall detection feature on Alexa Together requires a third-party wearable device. This device must be purchased separately. Compatible devices include:

- Vayyar
- SkyAngelCare
- AltumView

Ready to Purchase?



Alexa Together Information Page: <https://www.amazon.com/Alexa-Together/b?ie=UTF8&node=21390531011>



Frequently Asked Questions: <https://www.amazon.com/b/?node=23666031011>

