SPEAK2

PLAYBOOK

FOR FAMILIES & FRIENDS

WELCOME!

Speak2 is excited to connect you with your community content and services. Your community wants to ensure residents and families have access to the most up-to-date content and can get the services they need. With Speak2, everyone can have access using the tools they are most suited for. Speak2 can be accessed via app, web, or Amazon Alexa.

Your community uses Speak2 for a wide range of things. Staff can manage community events and calendars, take attendance, manage services and logistics, and track resident interactions. By doing all of this in one place, everyone can have insights into the well being of residents and their day-to-day activities.

Speak2 works with Alexa, which means residents can simply use their voice and don't need to learn a new app. Alexa can play music, read the news, tell the time, and answer questions, but she also knows about the menu, calendar, and you can ask for help.

While friends, family, and staff use Speak2 apps, residents are often best suited to use Alexa, as it's an excellent tool for those who struggle with viewing and tapping small screens.

SPEAK 2

THE SPEAK2 COMMUNITY APP

As a friend or family member, your way of accessing content and connecting with your loved one in the community is through the Speak2 Community app. You can download this from the app store.
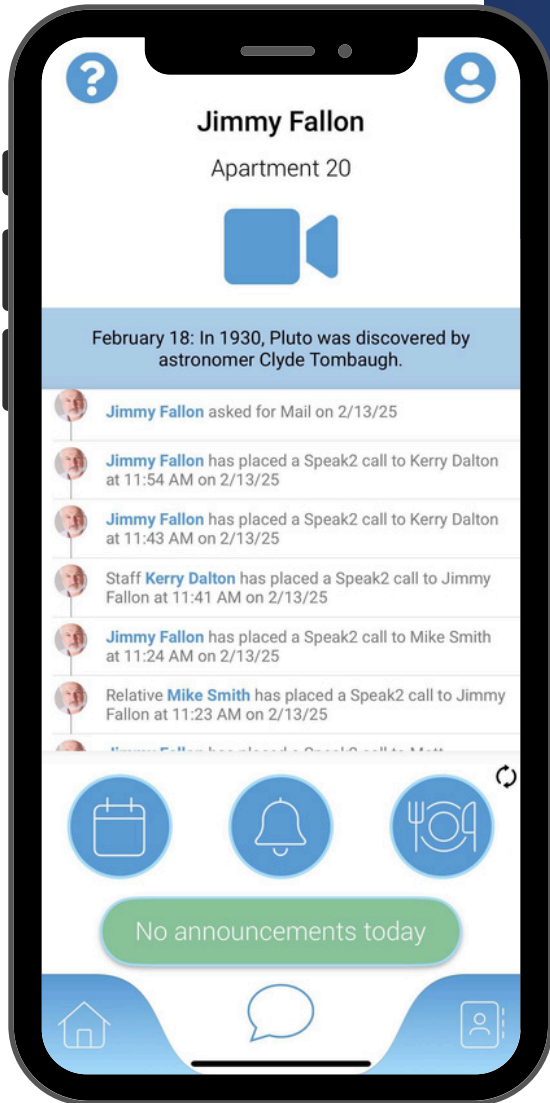
Speak2 Community
Connect with your Community.

Open

Available on iOS and Android

MAKE CALLS

VIEW EVENTS & ATTENDANCE

SET NOTIFICATIONS

SEE THE MENU

GET ANNOUNCEMENTS

CHAT, SEND PICTURES

Jimmy Fallon
Apartment 20

February 18: In 1930, Pluto was discovered by astronomer Clyde Tombaugh.

Jimmy Fallon asked for Mail on 2/13/25

Jimmy Fallon has placed a Speak2 call to Kerry Dalton at 11:54 AM on 2/13/25

Jimmy Fallon has placed a Speak2 call to Kerry Dalton at 11:43 AM on 2/13/25

Staff **Kerry Dalton** has placed a Speak2 call to Jimmy Fallon at 11:41 AM on 2/13/25

Jimmy Fallon has placed a Speak2 call to Mike Smith at 11:24 AM on 2/13/25

Relative **Mike Smith** has placed a Speak2 call to Jimmy Fallon at 11:23 AM on 2/13/25

No announcements today

SPEAK2 COMMUNITY APP

Ask your community for an invite to join the Community App. It is a simple app to video call, manage contacts or view community content.

SIGN UP INSTRUCTIONS

1. You will receive a text message from Speak2 with a link to download the Speak2 Community app and a one time 4 digit code.

2. Download the Speak2 Community App on the iOS or Google Play store.

3. Click **Sign Up** and enter your 4 digit code, cell phone, first name, last name and create a password.

4. Check off Agree with Terms & Conditions, and Submit
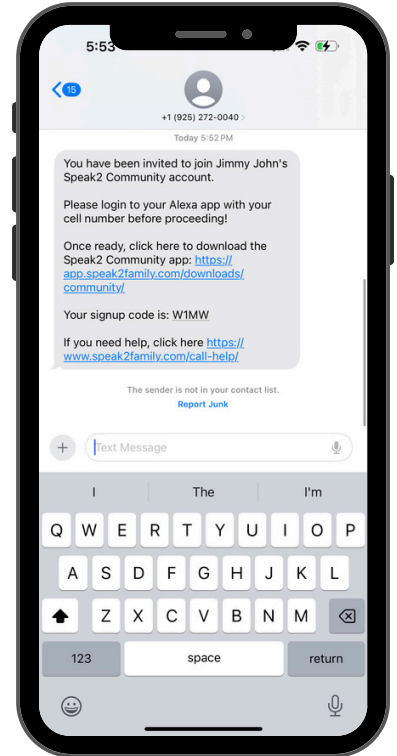
ABOUT THE COMMUNITY APP

1. Click the Call icon to make a video call

2. Click the Address Book icon (bottom right corner) to add contacts

3. Click the Message icon (bottom center) to send and hear messages

4. You can also view the Menu, Calendar or Announcements.
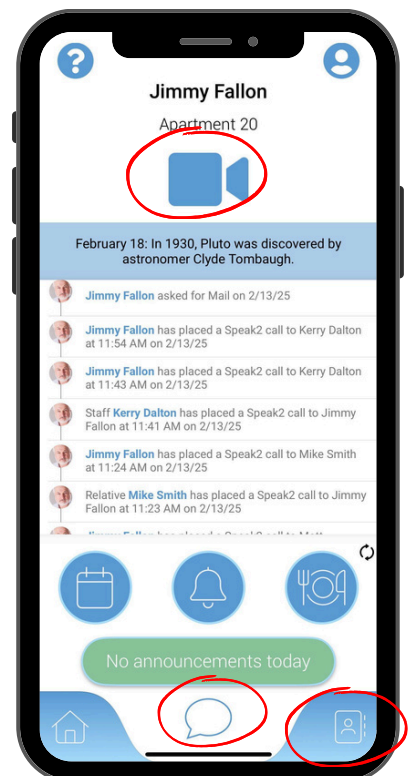
Getting Started
with Alexa and Speak2

Having Alexa is like having a personal concierge. Ask it just about anything - hear music, play the news, set reminders, and most importantly, connect with your community content and services!
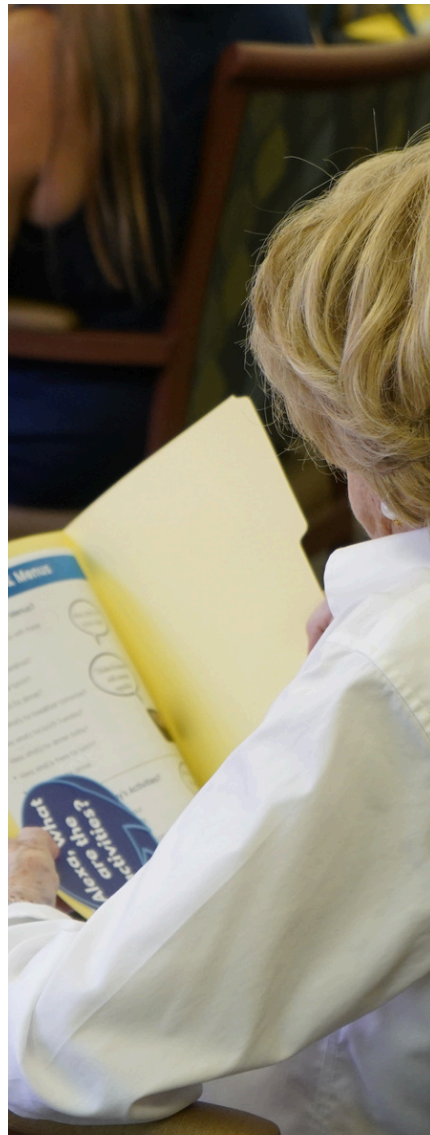
ABOUT SPEAK2 & ALEXA

The devices set up by Speak2 are different than personal devices that you may have at home. Alexa can share the community calendar, menu, make announcements or even ask for help. See below for some key differences.

Speak2 Managed	Consumer/Personal
No set up required. Devices set up on the Alexa for Senior Living platform.	Set up with the Alexa App or a personal Amazon account
No Amazon Account, email or phone number.	Amazon Account required
No personal information. No credit cards.	Order from Amazon Prime
Play radio stations from iHeart Radio. Paid subscriptions(Apple Music, Audible) cannot be securely connected.	Connect Apple Music, Spotify, Audible, Amazon Music
Drop in disabled. Contacts must be added and answered to connect.	Drop in (intercom) is enabled.
No data is collected or stored. Please see privacy document.	Questions, preferences and interests are stored.

Top things to try:

- Ask Alexa for the calendar or menu. Just say, "Alexa, what's on the calendar tomorrow?"
- Call the Front Desk or add your contacts using the Community app. Ask your community to send you an invite.
- Set reminders, play music or ask questions about a favorite topic. Say "Alexa, play Elvis music."

Encourage and show your loved one how to use Alexa. All it takes is using your voice. Everyone has different paces and finds Alexa useful for different things. Find out what works best for you!

Alarms, Reminders, Timers

Setting Alarms or Reminders

Step 1: Say, **"Alexa, set a reminder."**

Step 2: Alexa will then confirm with you, normally questioning what the reminder is for, what time, etc. You can also add as many alarms or reminders as you want, so it's fine to add as many as helpful.

Step 3: When your reminder or alarm sounds, just say, **"Alexa, off"** - or whatever you can muster. But don't forget **"Alexa, snooze"** for that all-important 10 extra minutes.

Step 4: Or tap "dismiss" on the device and it will snooze your alarm.

To view all your reminders/alarms: Say, "Alexa view reminders."
To cancel an reminders/alarms: Say, "Alexa cancel reminders."

Reminders

Use Alexa to set reminders for appointments, activities & more
- "Alexa, set a reminder to call Matt for his birthday at 11."
- "Alexa, set a reminder to watch the Blue Bloods show at 8."
- "Alexa, set a reminder to take my medication at 2 PM."
- "Alexa, set a reminder to take my medication at 9 AM."

Timers

Set timers with Alexa. Just say:
- "Alexa, set a timer for [time]."

HOW
THIS STARTED

Speak2 got its origin from co-founder, Matt Smith wanting to help his Mom, Arlene. As she aged, screens and tablets became difficult for her to use. Everyone around her was staring down at their phones and she was left out. Technology was a big barrier to her being included.

Speak2 and Alexa broke this barrier. With Alexa, Arlene is once again able to make calls, text and get all the same content as everyone else. She can communicate worry-free and her family has peace of mind. Grandma is back in the loop.

Speak2 now helps thousands of people like Matt's mom, and with your participation, we can help even more.

Alexa Cheat Sheet

Alexa is like a clock radio you can talk to. Use her for trivia or catch up on the news.

Try these with Alexa:

- Alexa, set a reminder
- Alexa, set an alarm for 7 AM tomorrow
- Alexa, what's the weather?
- Alexa, what time is it?
- Alexa, what's today's date?
- Alexa, play 50's music
- Alexa, play Frank Sinatra music
- Alexa, play the news
- Alexa, spell the word hippopotamus

Other things to try with Alexa:

Alexa is just like an encyclopedia or Google.

- Alexa, what's the population of New York state?
- Alexa, what year did The Wizard of Oz premier?
- Alexa, when is Tom Selleck's birthday?
- Alexa, what time are the New York Jets playing Sunday?

PRIVACY POINTS

The Amazon Echo Devices provided by your community and Speak2 are managed under Amazon's Senior Living platform. These devices are **anonymous**. No credit card, email, or cell number are stored. Your security and privacy are of the utmost importance and we protect you from any marketing or direct contact by outside, unwelcome sources. Amazon, Speak2, nor your community see any information other than when explicitly and directly requested.

The devices provided have been programmed to work **only** in the intended community. They cannot be reset or used outside of the specific WiFi and address of the location for which they've been programmed. If they are moved outside the community, they will not work and will not reset.

More details and common topics are discussed below:

1. The Device in the room (Echo Family Device or "EFD") is not constantly recording or streaming data to Amazon. We use an on-device wake word detection engine to listen for the assigned wake word. (currently, you can choose Alexa, Echo, Amazon, or Computer)

2. When the wake word detection engine hears the wake word, it streams the next 8 seconds (approx) of audio to Amazon for processing by our Natural Language Processor. The recording status is indicated by the blue LED ring on the device. If the blue ring is not lit, no audio data is streaming to Amazon.

3. If someone wishes not to have the device listen for the wake word, they can press the mute button on the top of the device. This electrically disconnects the microphone inside the device and is indicated by the red LED ring on the device. When the red ring is on, the device will not respond to commands, as it cannot hear anything.

4. The Alexa for Senior Living (A4H) system is designed to be generally anonymous in nature, in that A4H does not have any detail as to who is in the room. All we know is that a device in the room was spoken to.

5. Further - we delete all utterance details and recordings made to the device every 24 hours. Once the 24-hour mark has passed, we have no detail at all from utterances made to the device in the room. The property operators, System Integrators, and Solution Providers do NOT have access to the voice recordings from an A4H Device, ever.

6. Amazon further takes steps to ensure that inside those 24 hours, even our employees are restricted from accessing the recordings, and it is done on a "need to have" basis. Any access is logged and tracked. For instance, I cannot listen to recordings, and I would have to escalate to our support teams for that level of detail if needed.

If you have any questions, contact support@speak2family.com.

GETTING HELP FROM **STAFF**

If you aren't sure what to do with Alexa, or if you would like help changing your settings, just ask any of your staff and they will be able to help.

If the staff is unsure of what to do, they will get in touch with Speak2 for more help.

There are lots of people to help! You may also notice staff using Alexa while they are doing their daily tasks. Alexa is a great way for staff to keep track of their schedule and make notes.

SAFETY STORY

It was very early in the morning, before 7:00 AM. Lucy had gotten up in her apartment, felt dizzy and had a pretty scary fall. As she laid on the floor, she thought about getting to her cell phone, but she was having trouble moving and was concerned that she may put herself in an even worse situation if she moved too much.

Lucy kept her cool. She knew she had a companion in the room with her that could help. "Alexa, call Jan." Lucy called out to Alexa, whom she regularly uses to call her daughter Jan. The call went through, and Lucy told Jan what happened and that she needed help. Jan made a call, and Lucy was taken care of by some medics and back to her community in no time.

So why do we love Lucy? Never one to sit idle, Lucy went out of her way to let her community know what happened and how much the Alexa they gave her helped. As Lucy says, "I really wanted them to know so that everyone can be made aware of how Alexa can help. It really is a wonderful thing and I want others to benefit like I did. If it weren't for Alexa, I would've been there for who knows how long."

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FAQs

Do we need both a phone and an Alexa?
Residents in the community may receive an Alexa. People outside the community do not use Alexa, theya re expected to download teh app or use the community web.

Can Alexa play a specific song?
You cannot request a specific song. You can only play radio stations or music genres. Alexa cannot connect to personal Amazon Music, Spotify, Pandora, etc. accounts. If you ask for a specific artist, she will play a song by that artist and similar artists. The music default is iHeart Radio. If you're having trouble, say "Alexa, play [ARTIST] on iHeart Radio."

Can I order anything from Alexa?
No, you cannot purchase anything or connect subscriptions such as Amazon Prime, Amazon music, Audible, Spotify,etc.

How many contacts can I add?
Unlimited. The best way to add contacts is to invite them through the Speak2 Community App.

How do we make phone or video calls?
Inform your community you'd like to join the Community app. You can add contacts, make video calls, audio calls or send messages back/forth. They will send you a text message invite.
Alexa can't call 911, international or extension numbers.

Will this replace pendants or emergency systems?
No, Alexa is an addition and will not replace any emergency call systems. Please reach out to your community for more details.

Can Alexa connect to TVs or lights?
Alexa cannot connect to TVs, but some Alexa can connect to smart lights, plugs, or thermostats. They must be an Echo Show 3rd generation.

ENJOY YOUR
JOURNEY

Have fun! Alexa can be a very powerful tool.

Get the Speak2 Community app, send messages and stay in touch with the community!