RESIDENT
PLAYBOOK

Getting Started
with Speak2

You're going to love the access to content and services available through Speak2. It's like having a personal concierge right in your apartment. Find programs and events, view information and most importantly, stay connected to your community's content and services with ease.
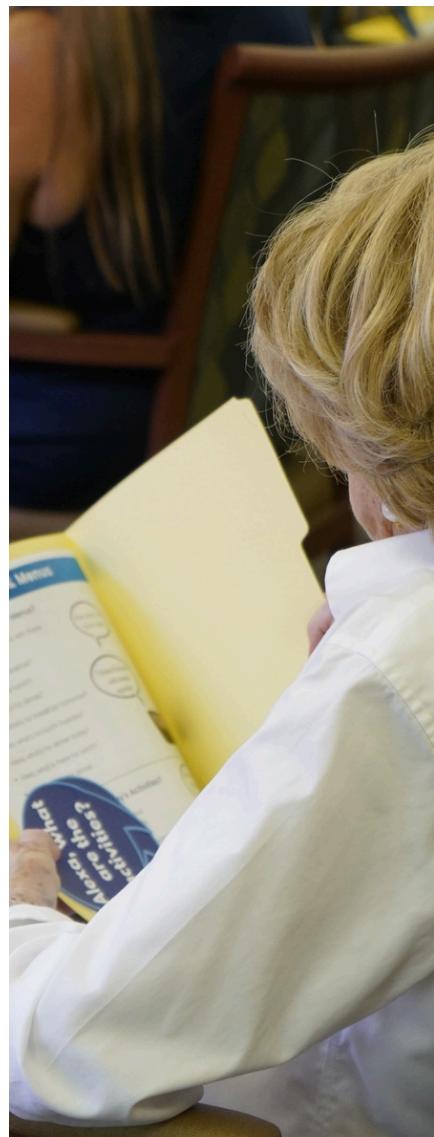
Table of Contents

Welcome

General overview and how to access your community content.

Neighbors App & Web

The Neighbors app is available on the Apple and Google Play Store. You need an invitation from your community to join. You'll learn how to login, navigate the app and quick tips. You can access the same content on the Neighbors web with your login.

Neighbors TV

Access your Speak2 Neighbors account through the Speak2 app on your Amazon FireTV. You'll use the same login information as your app or web account. Order services, view your calendar and more!

Alexa

Your Alexa is a voice-activated device connected just to your community. You can say the name "Alexa" and then ask a question. Learn the different ways to ask for content and hear information.

Welcome!

Speak2 is excited to keep you connected to your community. Get content, place orders and always know the status of anything you need through Speak2.

- Access content and services through the Neighbors app, Neighbors web, Speak2TV app on a FireTV or through your community Alexa.

- If you want to use the app, web or TV, ask your community to invite you so you can download and login.

- Alexa is a voice activated device. Say her name and she will answer. She is like a clock radio you can talk to.

- There is no timeframe or pressure to use Speak2. Use it how you are most comfortable or not at all! The following pages assist you in adopting Speak2 so you can stay connected. And you can always ask Staff for assistance!

> **Do I need to download an app?? How do I login?? I'm confused!**
>
> Your choice! You can use the app, web, TV or Alexa. People have different preferences. Our goal is to provide you with options, so you can choose the best way to stay connected.
>
> Your community staff should be assisting you with these options, along with this booklet.

NEIGHBORS APP
& WEB

Learn about the Neighbors app and web.

NEIGHBORS APP OVERVIEW

Turn on automatic app downloads on your phone, so you always have the latest version of the app!

Request Status
Click to view all requests status.

Services
Click "Order Service" to select from available categories and place an order.

Menu
Click here to access your menu and order food.

QoD, News & Announcements
Answer the Question of the day. View News & Announcements.

Profile
Edit name or password. Check off personal interests and other items.

Calendar
Click "Calendar" to see community wide and personal events.

Check in
Send a greeting or check in

I'm in
Mark yourself as in or out of the community

Home
Click here to navigate back to this page.

Status

9:49

Order Service

Menu

Social

Calendar

Documents

Links

Hello!

No news today

I'm In

PERSONAL GREETING

Let your friends and family know you are up and about by tapping the "Hello" button.
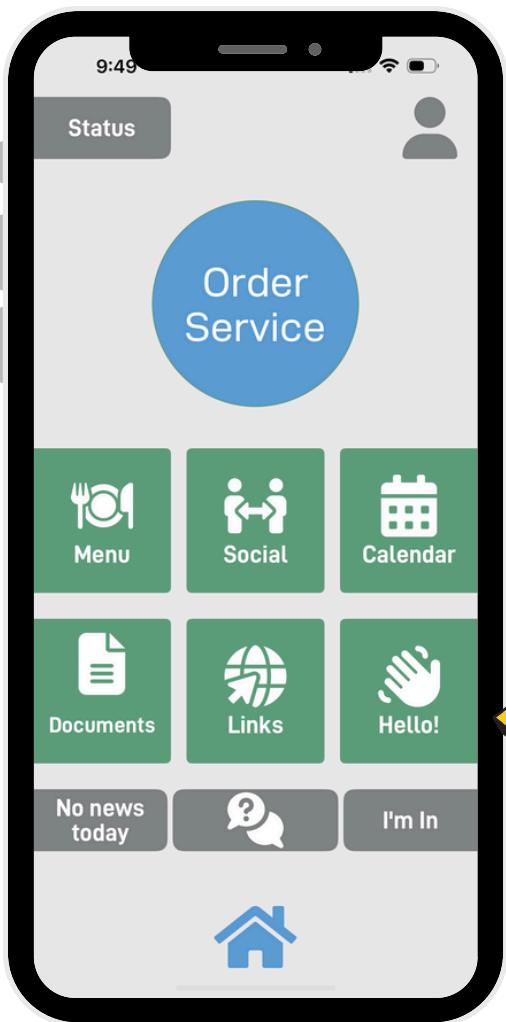
**Enable**
To turn this on, simply check this checkbox.
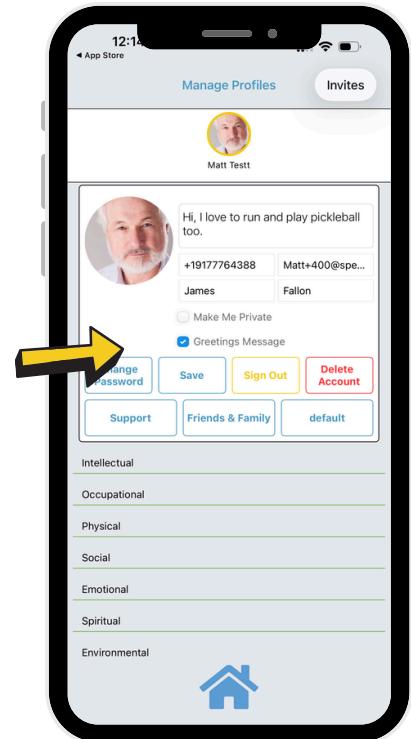
Greeting
This let's your community know you are active today, and send a friendly greeting to your contacts.

Personalize
Choose a greeting ro type your own.
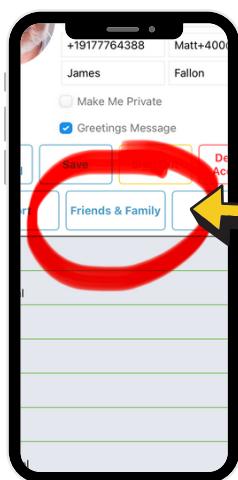
Don't forget, you can manage your contacts here.

REQUESTS ON NEIGHBORS APP
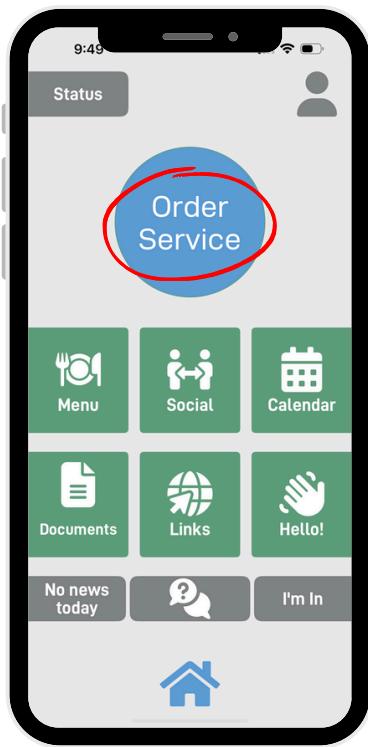
1. Click "Order Service"

Use your finger to scroll up and down to view more departments.

Click the department to select your specific request.
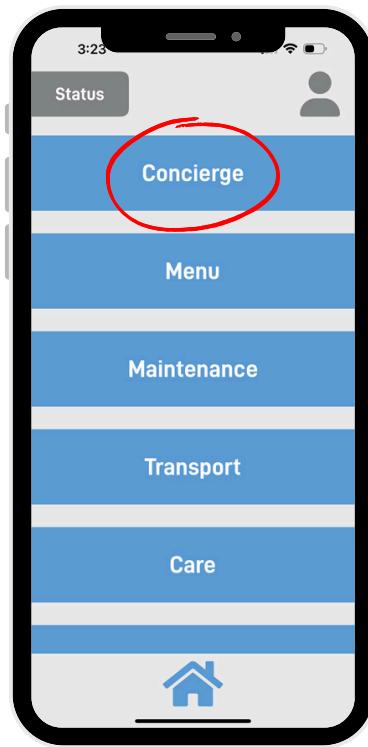
2. Select your category

Each category will present a set of available services.
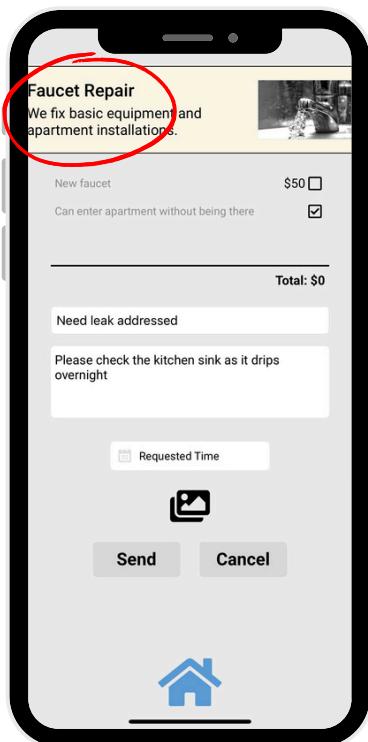
3. Send service request

If available, select any add ons. Check to make sure all details are correct.

Choose if you want this request now or schedule it for the future.

Your community will ultimately approve and schedule the request, and alert you once the request is accepted and scheduled.

To view your status, click the bell icon on the top center on the home page.

PROFILE ON NEIGHBORS APP
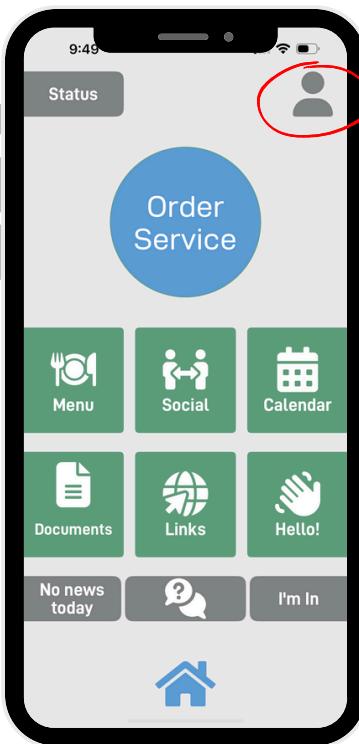
1. Select your Profile icon

This is in the top right corner.
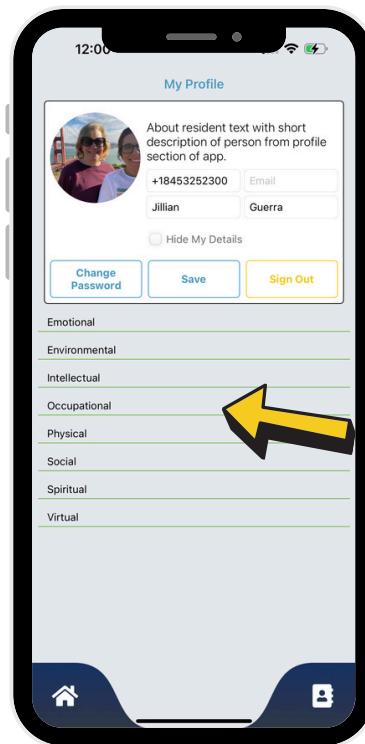
2. Edit your Profile

Update your name, email, or password.

Click into any category to select your interests, likes, and hobbies.
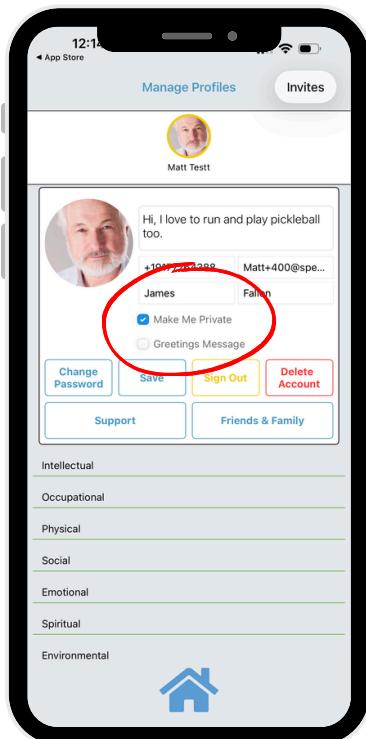
Make Me Private

If you would like your account and details to be private, click this box and hit "Save".

By clicking this, the following is enacted:
- Other residents cannot see your profile
- Your daily activity is hidden from family
- Others cannot sign you up for events and meals

Mark yourself as in or out of the community. When it says "I'm in", that means you're in the community. When it says, "I'm out", that means you are not. Click the button to change it from one to another.
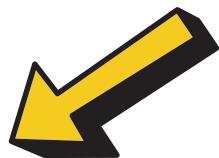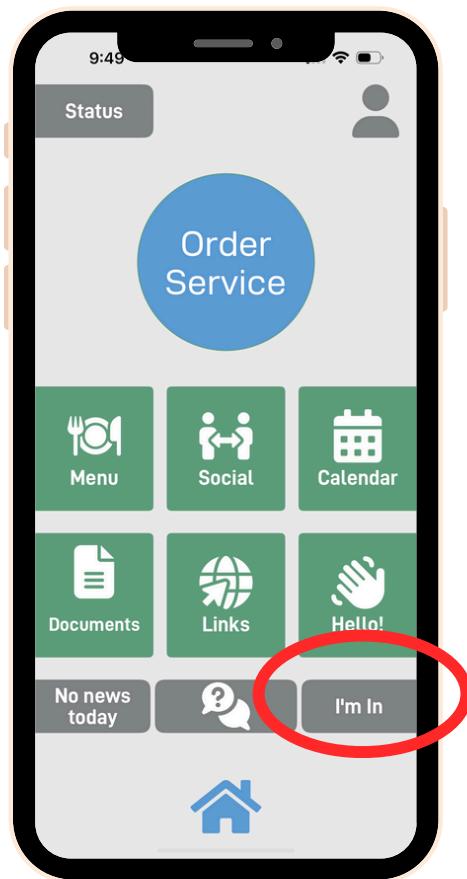
"I'm in"

Click "I'm in" when you are in the community. You will show as active.
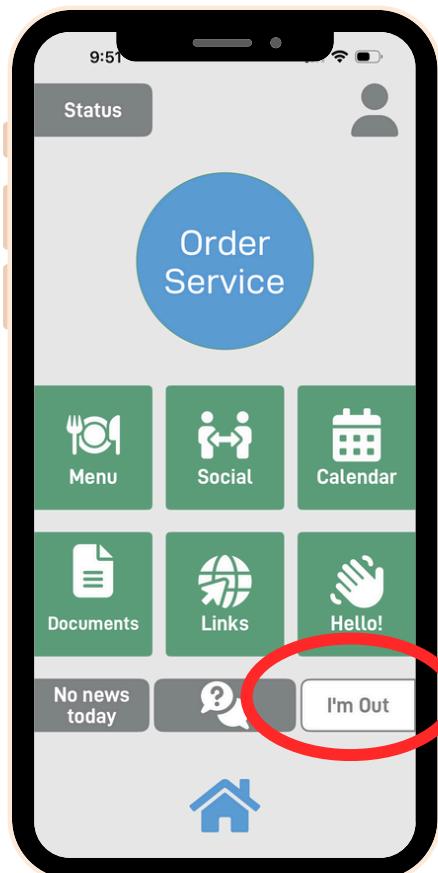
"I'm out"

Click the button and it will change to a white button when you leave.

"Im out" means that you are OUT of the community.

Click the button to change from one to another!
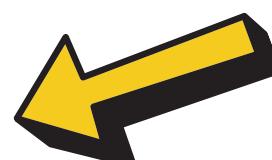
Tips on the Speak2 Neighbors App:

- Turn on automatic app downloads on your phone, so you always have the latest version of the app!

- If you do not have the latest app version, the app will not work properly.

- Turn on Notifications on your phone to hear important alerts like Announcements or updates to Requests.

- If the app isn't working right, check the latest version is updated, your phone is up to date and reach out to your community for help!

How do I login?

You need an invite to create an account and login to the Neighbors app. Ask your community for an invite to join the app!

I was I signed in and all of a sudden, I was signed out. What happened?

Sometimes apps will sign users out for security or when updates are released. Simply sign back in with your username and password.

I can't login. I forgot my password and username.

Your username is your phone number! Click "Forgot Password" to reset your password. You'll receive a text message with a one-time code to create a new password.

The app is frozen. I can't open it! Help!!!

Follow these steps:

1. Check your Network (Do you have a strong WiFi connection?)
2. Close the app by swiping up
3. Shake the phone to force a Log Out. Log out and log back in.

Neighbors Web Link: **neighbors.speak2family.com**
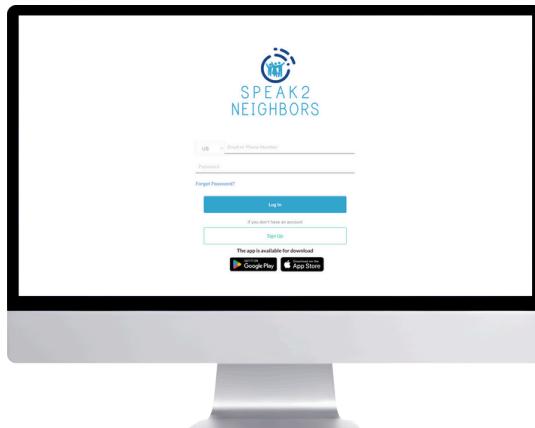
We recommend using Google Chrome to access the Neighbors Web.

How to Login to the Neighbors Web

- Go to neighbors.speak2family.com on your computer web browser

- Login with your Neighbors username and password. This is the same information you use on the Neighbors app or TV.

- That's it! You now can access content on your computer.

Use the Navigation on the left side to click for the Calendar, Menu, News, Announcements, **make a request,** or view Documents.
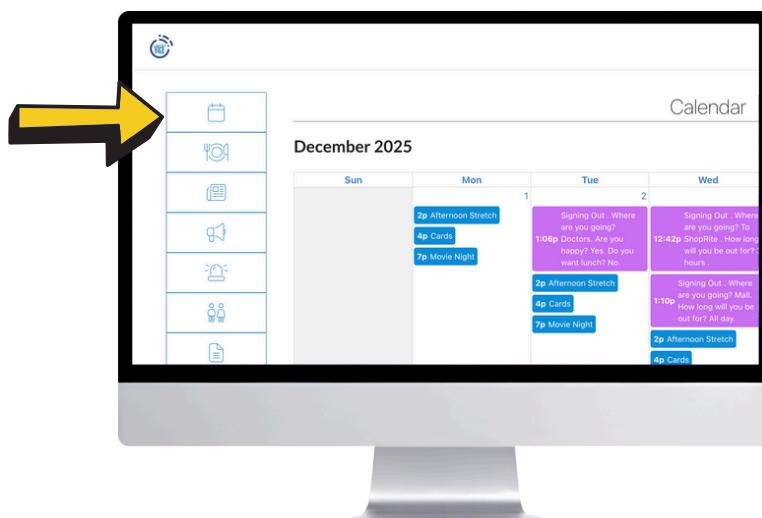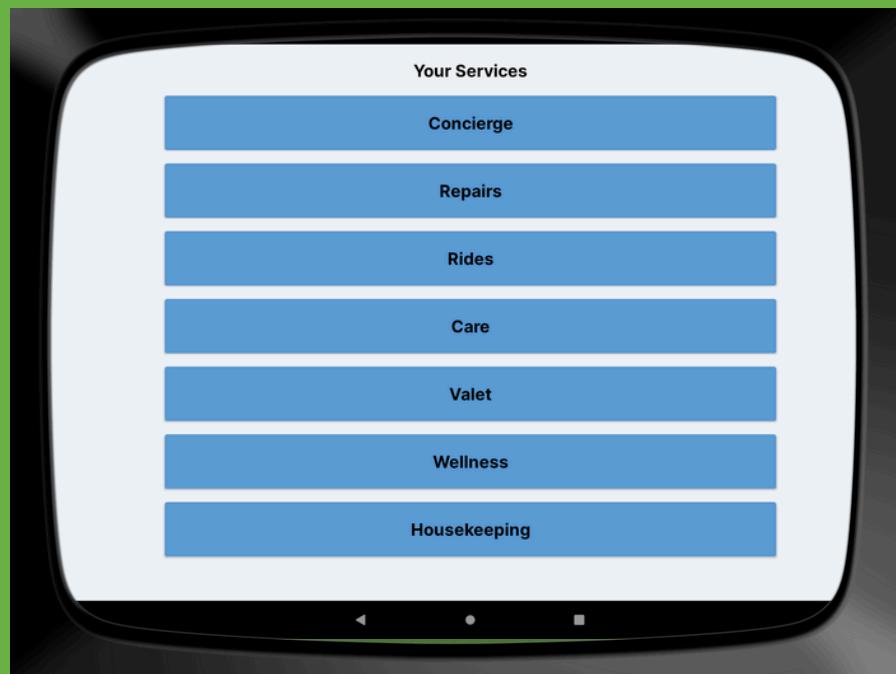
NEIGHBORS
TV

Access content and services on the Speak2 app with your FireTV.

Tap the screen or click your remote for your community features on the right side of the screen.

Greeting
Let everyone know you are up and started your day.

Orders
Create a request for services.

Meals
See your meals or place an order for delivery.

Survey Question
Answer your communities survey questions.

Calendar
View and register for your community events.

Profile
Update your personal details, news scroll, and greeting message.

Meet Your Neighbors

4:00 PM

Villa de Guerra

Mix and Mingle and get to know each other!

Place an Order

To place an order, click on the orders icon on your screen. This will present the available services in your community.

Select the Category and Service of your order.
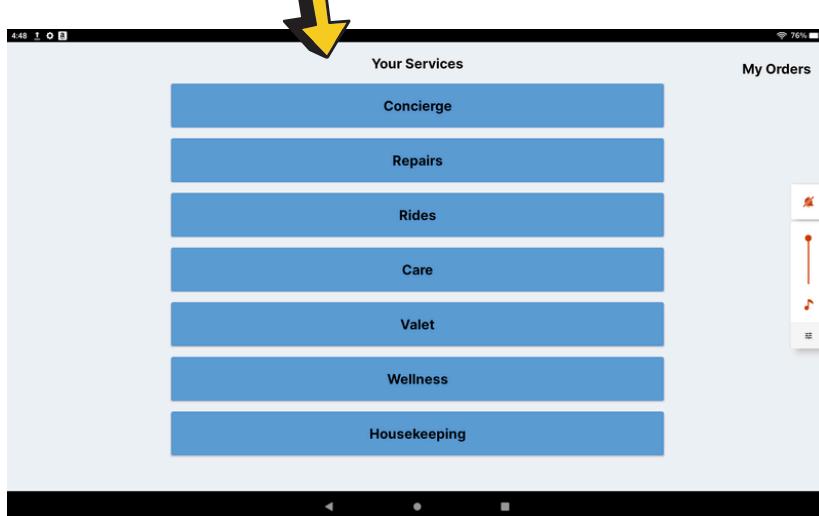
Tap this button to enable speech entry.

Fill in your details. NOTE: you can press the Alexa button on your remote to speak your details into the form.
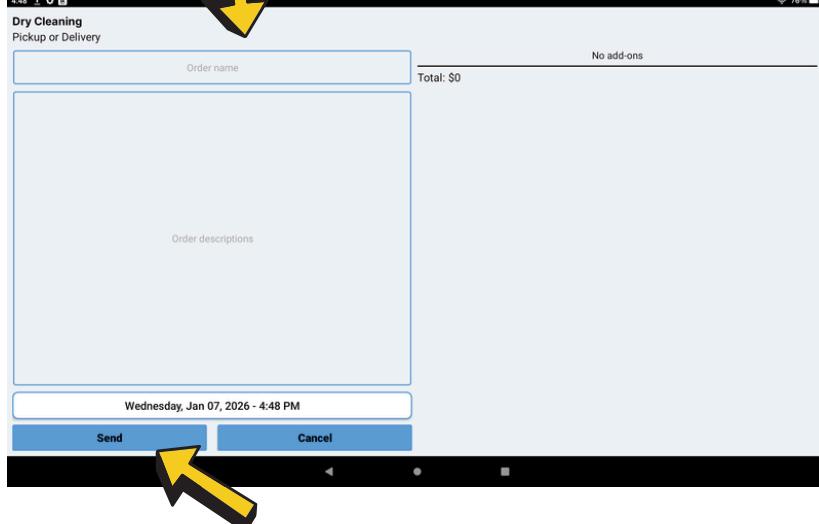
Click send when you are ready.

View the calendar. Click any event to see the details.

Calendar

View your meals and order button (if available).

Menu
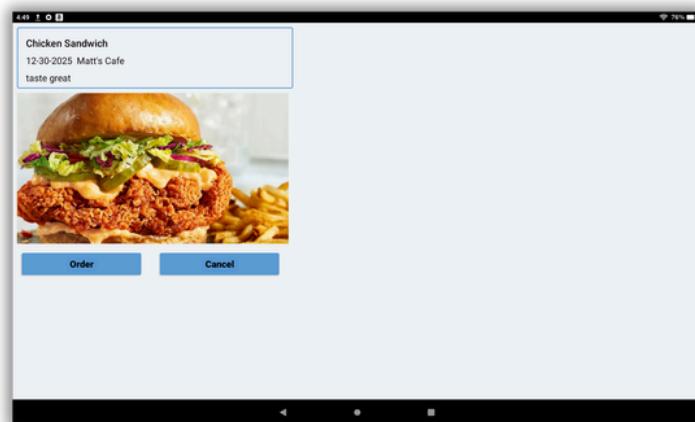
Answer your survey question.

Survey
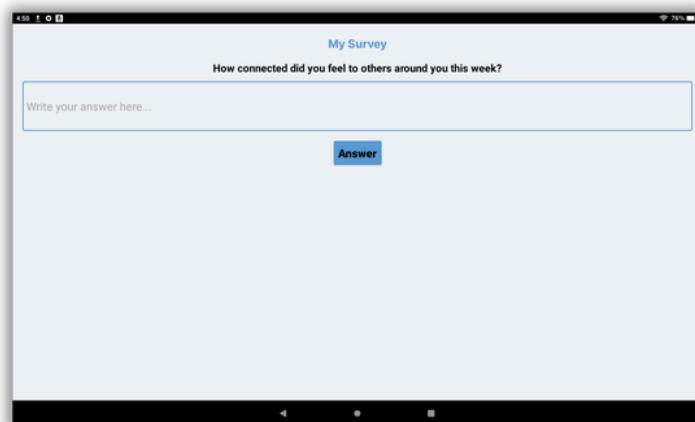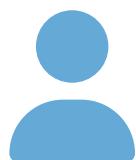
Profile
In your profile you can edit your personal information, edit the way in which the TV app works, and update your Greeting to friends and family.

Greeting
When you press the he Greeting button on your home screen, it sends a notification to your community and enabled contacts. You can customize the message sent.

You can select one of the pre-defined greetings.

Or you can customize your own.
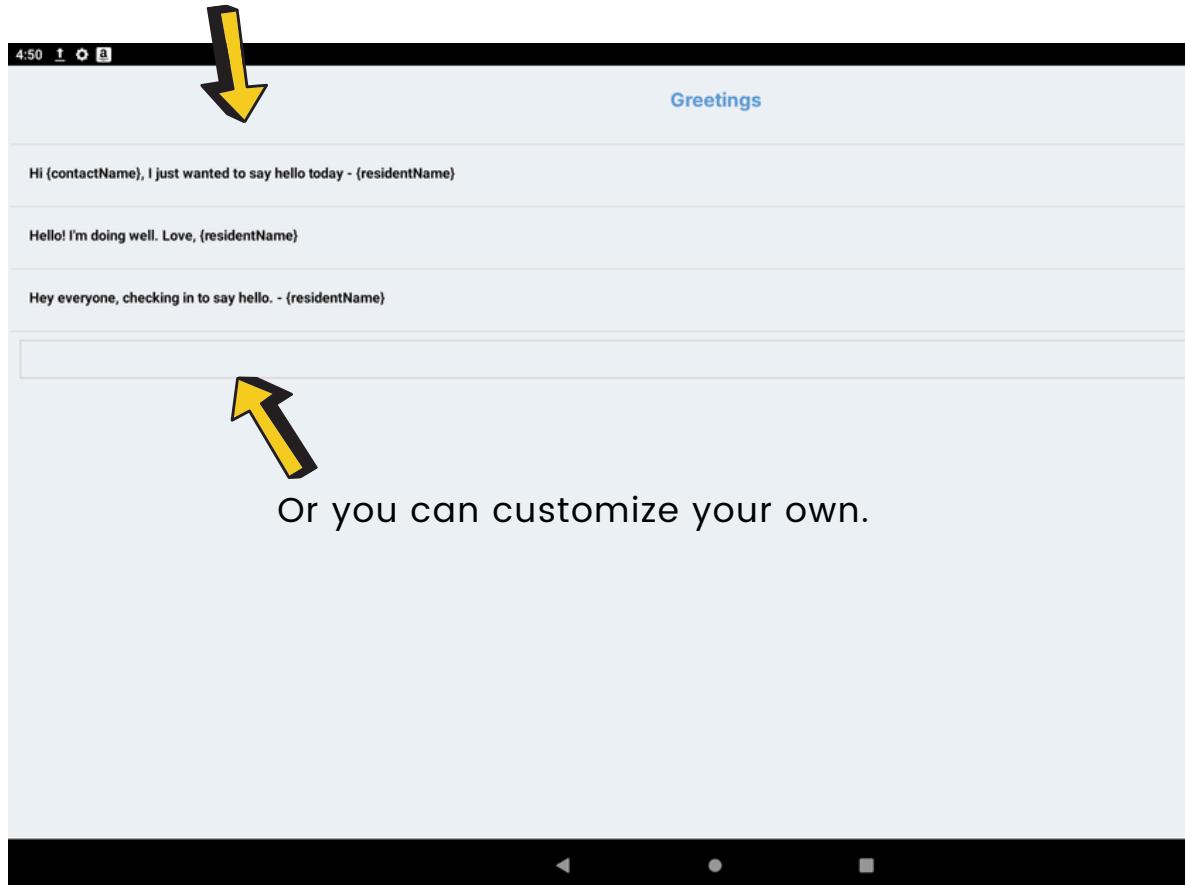
ALEXA

Your Alexa is a voice-activated device connected just to your community. Say the name "Alexa" and then ask a question.

Learn the different ways to ask for content and hear information.

About Alexa

Your Alexa is **VOICE** activated. When you have a request for Alexa, you need to say **"Alexa."** Only after your device detects the wake word is Alexa listening to your requests.

You will always be able to tell when Alexa is listening to your request because a blue light indicator will appear on your device.

Blue light bar on Echo Show

TIP: Talk at a normal pace and volume. Be direct and give Alexa time to respond. Sometimes it takes a few seconds for her to respond to you.

Front facing camera

Camera Shutter (on/off)

Camera Button (on/off)

Mics

Volume Up

Volume Down

Screen

Power Port

Power cord to plug into external power source
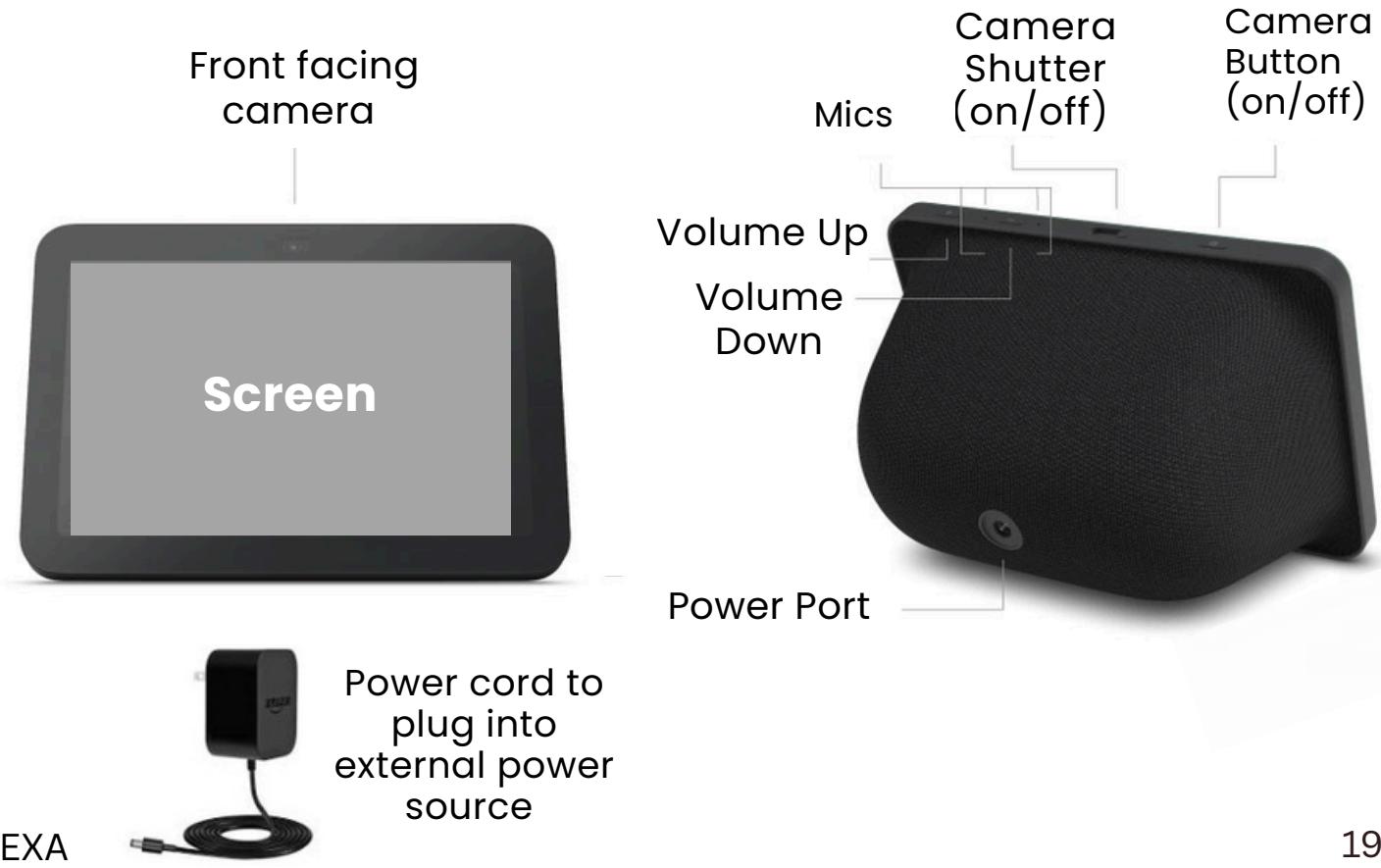
About the Device

Keep Alexa plugged in to use her. To turn her on, say ALEXA loud and clear. You do not need to turn her off. She goes off automatically.

Volume Control

- "Alexa, volume lower"
- "Alexa, maximum volume"
- "Alexa, louder."
- "Alexa, volume 10"

The Amazon Show has a built in front-facing camera that enables video calls. To enhance the device's privacy it also has a built in camera shutter.

Stopping Alexa

- "Alexa, stop"
- "Alexa, exit"
- "Alexa, off"

Weather

- "Alexa, what's the weather?"
- "Alexa, what's the weather on Wednesday?"
- "Alexa, what's the temperature outside?"
- "Alexa, will it rain today?"

News

- "Alexa, play CBS News"
- "Alexa, what's in the news?"
- "Alexa, play CNN."

Everyday Questions

- "Alexa, what time is it in [city or country]?"
- "Alexa, how do you spell [word]?
- "Alexa, what time is it?"

ALEXA

Alarms, Reminders, Timers

Setting Alarms or Reminders

Step 1: Say, **"Alexa, set an alarm for [time]."**

Step 2: Alexa will then confirm with you, normally questioning AM/PM, if you forgot to say. You can also add as many alarms as you want, so it's fine to add ones for you and your partner.

Step 3: When your alarm sounds, just say, **"Alexa, turn 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 alarms: Say, "Alexa view alarms."
To cancel an alarm: Say, "Alexa cancel alarms."

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 Andy Griffith 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 was born from a simple but powerful idea: co-founder Matt Smith wanted to help his mom, Arlene. As screens and tablets became harder for her to use, technology that once promised connection became a barrier instead. While everyone around her stared down at their phones, Arlene was left out.

Speak2, together with Alexa, broke that barrier. With voice as the interface, Arlene can once again make calls, send messages, and access the same content as everyone else. She communicates with confidence, and her family has peace of mind. Grandma is back in the loop.

Today, Speak2 helps thousands of people like Matt's mom. With your participation, we can help even more stay connected, included, and independent.

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.

Lights on Alexa

Blue light = Alexa is listening

A blue bar shows to indicate that Alexa is listening to you and processing your request.

Red light = Alexa is muted and will not answer

Your device's microphone is turned off (muted). Press the microphone button on the top of Alexa to turn it back on.

Orange light = Connectivity issues

An orange bar appears when your device is experiencing connectivity issues.

Yellow light = You have a notification

It stays until you ask or delete the notification by saying "Alexa, what are my notifications?

Green light = You have are receiving a call

It will stay green during your call and turn off when the call is done. Say, "Alexa, answer"

Purple light = Alexa is on Do Not Disturb

A purple bar appears when Do Not Disturb is on. To turn it back on, say, "Alexa, turn off Do Not Disturb."

Ask Alexa! Say, "Alexa, what does your light mean?"

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."

How do I ask for the day's Activities?

You can ask her for today, tomorrow or another day of the week. She'll only share what is upcoming.

- ## Alexa, what are the activities?

- ## Alexa, what are the activities tomorrow?

How do I hear my personal calendar?

Ask for the calendar to hear the community activities AND any personal calendar items added like appointments or personal events.

- ## Alexa, what's on the calendar?

Add an event to your calendar

- ## Alexa, add a calendar event?

TIPS!

- You cannot ask for specific dates. For example, "Alexa, what are the activities for the 30th?" This will not work.
- If it doesn't work the first time, try again!

Dining Menu

How do I ask for the day's Menus?

- Alexa, what's on the menu?

- Alexa, what's for breakfast?

- Alexa, what's for lunch?

- Alexa, what's for dinner today?

- Alexa, what's for lunch Tuesday?

- Alexa, what's for [breakfast, lunch, dinner] tomorrow?

Alexa, what is for lunch?

"For lunch, there is turkey, and avocado sandwiches with sweet potato fries "

TIPS

- You cannot ask for specific dates. For example, "Alexa, what is for lunch on the 30th?". This will not work.
- If it doesn't work the first time, try again!
- If no meals come up, there is no infomration available.

Music with Alexa

How do I ask for Music?

- Alexa, play Elvis radio.

- Alexa, play Ella Fitzgerald radio.

- Alexa, play The Beatles radio.

- Alexa, play classic rock music.

- Alexa, play jazz music.

- Alexa, play [name of radio station].

Alexa, play jazz music.

"Playing jazz music."

How do I control the Music with Alexa?

- Alexa, turn up the volume.

- Alexa, lower the volume.

- Alexa, pause music.

- Alexa, stop the music.

- Alexa, set volume to 5.

Note: 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."

MY SURVEY

Take a survey with Alexa.

Step 1: Say, **"Alexa, open my survey"**

Step 2: Alexa will ask the question

Step 3: Provide your answer

Step 4: Alexa will say, **"I've noted your response"**

Alexa, open my survey

Here is your question, do you like yoga?

Yes!

"I've noted your response"

Question of the Day

Ask Alexa about your Question of the Day

Alexa can ask you questions from your community. She'll wait a few seconds for your response after you ask. There are no right and wrong answers!

- Alexa, what is the question of the day?

- Alexa, what is my daily question?

- Alexa, tell me the question of the day

Alexa, what is the question of the day?

"Do you prefer yoga in the courtyard or the PE room ?"
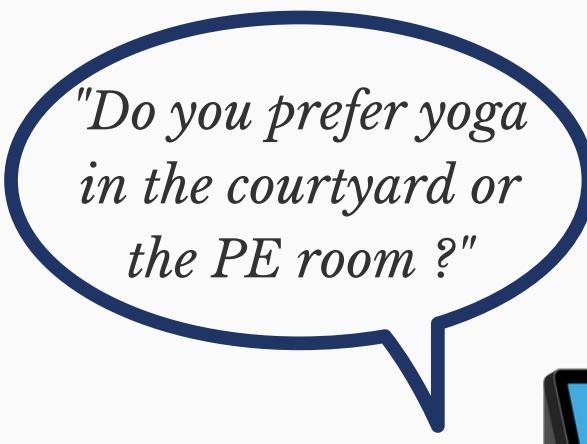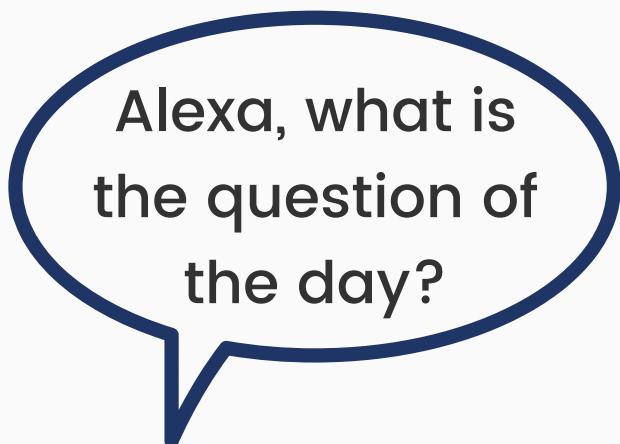
TIPS

- These questions are set by your community. No one besides your community staff can see your responses.

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.

Use Alexa to ask for help. Alexa will notify staff and tell you when they are on their way.

1.

> Alexa, I need help

2. Alexa will ask you for details. Tell her what you need like you have a headache, need coffee or that you'd like help.

3. Staff will be notified and Alexa will send an announcement when someone is on their way. If you get a call from a staff member, say "Alexa, answer."

Ask Alexa for Staff Help

Use Alexa to ask for help. Alexa will notify the specific staff department and tell you when they are on their way.

Ask for a Caregiver

- Alexa, I need help
- Alexa, I need a caregiver
- Alexa, I've fallen

Ask for Maintenance

- Alexa, I need maintenance

Ask for Housekeeping

- Alexa, I need housekeeping

Ask for Transport

- Alexa, I need a ride

Ask for a Med Tech

- Alexa, get a med tech
- Alexa, need my meds

ASK ME A QUESTION

Alexa has a ton of questions to find out what you like and don't like.

Step 1: Say, **"Alexa, ask me a question"**

Step 2: Alexa will ask the question

Step 3: Provide your answer

Step 4: Alexa will say, **"I have updated your interests"**

Alexa, ask me a question.

Yes!

Do you like pilates?

"Great, I have updated your interest"

ALEXA SIGN IN AND SIGN OUT

Sign in and sign out on Alexa. Say "Alexa, sign in" or "Alexa, sign out. "

Sign in on Alexa

Step 1: Say, **"Alexa, sign in"**

Step 2: Alexa will say, **"Thanks for signing in."**

Step 3: Alexa will broadcast a note that "Name" is signing out at "Time".

Step 4: Alexa will ask you to confirm. If you do not confirm, Alexa will stop and start over.

Sign out

Step 1: Say, **"Alexa, sign out"**

Step 2: Alexa will say **"Thanks for signing out."**

**Step 3:** Alexa will ask you any additional questions.

Step 3: Alexa will broadcast a note that "Name" is signing out at "Time".

Step 4: Alexa will ask you to confirm. If you do not confirm, Alexa will stop and and start over.

ORDER A SERVICE

Orders available services in your community through Alexa. Alexa will walk you through the order process.

Step 1: Say, "**Alexa, Order Service**"

**Step 2:** Select the department

Step 3: Select the service
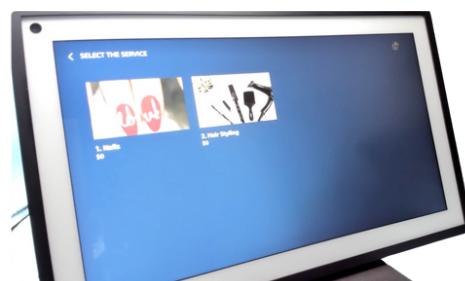
Step 4: Select any add-ons

Alexa will prompt you through the order process.
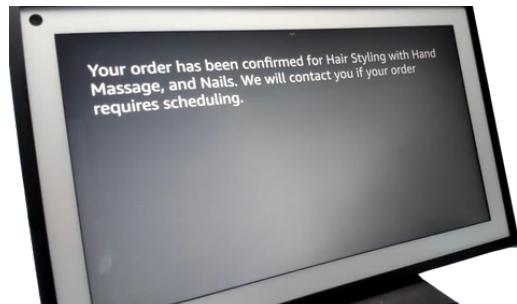
After you confirm (Step 5), your order will be sent to the department.

Step 5: Confirm the order

TRANSPORTATION REQUEST

Step 1: Say, **"Alexa, I need a ride"**

Step 2: Alexa will say **"Where do you want to go?"** Tell it your destination.

Step 3: Alexa will ask **"At what time?"** Reply back with the day/date..

Step 4: Alexa will ask **"On what day?"** Reply back with the time.

Step 5: Alexa will repeat back your interaction and confirm the requested items

Alexa, I need a ride.

"Where do you want to go?"

To my doctor's office

"At what time?"

3:00 PM

"On what day?"

Friday

ALEXA

SPEAK 2

Mail is in!

Ask Alexa if the mail is in. Say, "Alexa, is the mail in?" and she'll say yes or no.

- "Alexa, is the mail in?"
- "Alexa, did the mail arrive?"
- "Alexa, checking the mail"
- "Alexa, is the mail here?"

Alexa, is the mail in?

"Yes..."

How do I hear my community message?

- Alexa, listen to my daily messages

- Alexa, can I hear the daily messages?

- Alexa, what are the daily messages today?

- Alexa, what is the messages today?

Alexa, what is the community message?

"Here are your daily messages..."

Notifications

A yellow light indicates you have a Notification. Notifications are personalized or important messages from your community. If you see a yellow light or a bell icon, ask Alexa! Notifications start at 9 AM and clear every night.

How do I hear my notifications?

- Alexa, what are my notifications?

How do I delete my notifications?

- Alexa, clear my notifications
- Alexa, delete my notifications

Alexa, what are my notifications?

"Here are your notifications..."

ALEXA

Troubleshoot your Alexa

Follow these steps to troubleshoot your Alexa.

1. **Unplug and replug your device**

   The first way to troubleshoot your Alexa is to unplug and replug your device in. We call this a "Power Cycle."

2. **If your device is not connected to the internet, tell your community.**

   Your device may have lost internet connected. Please tell your community liaison if this occurs.

3. **Is Alexa muted or on Do Not Disturb?**

   If Alexa has a red light, that means she is muted and will not answer. Click the mute button on top of the device. If Alexa has a purple light, that means she is on Do Not Disturb. Say, "Alexa, turn off Do Not Disturb."

4. **Ask Alexa Questions**

   - Alexa, where am I?
   - Alexa, play music
   - Alexa, what are the activities?

5. **Reach out to your Community**

   If these steps do not work, please reach out to your community to help further troubleshoot.

ENJOY YOUR
JOURNEY

Have fun with Alexa! The previous pages share lots of ideas to get you started, but you can talk to Alexa anytime - about just about anything. Check content anytime on the app and explore the amazing things your community has to offer.

We hope you enjoy having your new personal concierge.