Amazon Echo with Alexa

Setting up an Emergency Contact

Alexa can be used to call an emergency contact. This can be most useful if you have fallen over in the house and can't reach a telephone.

In order for the emergency contact feature to work, the telephone number of the contact must be stored in the Contacts section of the Alexa app on your Smartphone or Tablet. This document outlines the steps involved to specify the emergency contact number and then how to call it!

Note: The instructions in this document have been created using the Alexa app on an iPhone, running iOS 16. You may find some differences if you are using an Android device.

Specifying an Emergency Contact

To specify an emergency contact, follow these steps:

1.   Open the **Amazon Alexa** app on your Smart Phone or Tablet.

2.   Activate the Communication tab, situated at the bottom of the screen, towards the left corner. Visually, this looks like a speech bubble with a line underneath it. Upon doing this, the Communication screen will be displayed.

3.   Activate the Contacts button, situated at the upper right corner of the screen. Visually, this looks like two people, with one standing behind the other. Upon doing this, the Contacts screen will be displayed.

4.   In the Contacts screen, activate the Manage Contacts button. Visually, this looks like 3 dots, arranged vertically. Upon doing this, the Manage Contacts screen will be displayed.

5.   In the Manage Contacts screen, activate the button labelled Emergency Contact. Upon doing this, the Emergency Contact screen will be displayed.

The Emergency Contact screen provides you with information about how the Emergency Contact feature works. It also informs you that you can't call the Emergency Services using this feature.

6.   Activate the button labelled "Continue", situated at the bottom of the screen. Upon doing this, a list of all of your contacts will be displayed.

7.   Locate the person you would like to be contacted in an emergency. Then, activate the Next button, situated at the lower left corner of the screen. Upon doing this, a popup menu will be displayed, which includes options for the telephone number to be used.

8.   Activate the button associated with the telephone number you wish to use, for example Work, Home or Mobile. Upon doing this, you will be returned to the list of contacts.

9.   Activate the button labelled "Next", situated at the bottom centre of the screen. Upon doing this, a screen will be displayed which informs you that you have selected your emergency contact. There is also some other information, which pertains to who will be contacted and what happens if you change the telephone number of the emergency contact.

10.   Activate the button labelled "Done", situated at the bottom centre of the screen. Upon doing this, a final screen will be displayed, informing you that the contact has been added.

11.   Finally, activate the Home tab, situated at the lower left corner of the screen. Upon doing this, you will be returned to the Alexa main screen.

Congratulations, you have successfully specified an emergency contact!

Calling your Emergency Contact

All you need to do in order to call your emergency contact, is to say "Alexa, call for help", or "Alexa, call my emergency contact". Upon doing this, Alexa will dial the person you specified as your emergency contact on any Alexa-enabled device, including the Echo Dot, Echo Show and the Alexa app on your Smartphone.

Hopefully, you will never need to use the Emergency Contact feature. However, having it set up will provide you with peace of mind that in the event of a fall, you can call for help.

For more information on what your Amazon Echo and Alexa can do, see the document called " Amazon Echo with Alexa - 20 Useful Skills and Functions" available at https://sightforsurrey.org.uk/get-help/vision-impairment/technology-and-equipment/ict-handouts-tutorials/.