



## K4Community Voice: Alexa

# FAQs for Staff

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### **How do we allow our residents to call areas of the community through Alexa?**

To allow residents to call a number from their Alexa device, simply add the phone number as a new Alexa contact in the Community Directory of Team Hub.

*(Admin > Community Directory)*

### **How will the residents know what to ask Alexa?**

We've created a list of commands to help them get started, please reference the Get To Know Alexa Flyer. They can also say, "Alexa, what should I ask you?" for some ideas.

### **Any advice on how to best help residents learn to use Alexa?**

Yes! We've seen great results with weekly classes and general encouragement. Once they get past the initial awkward feeling of talking to her by trying a few things out on their own, they're much more comfortable with using her. Posting an Alexa question of the day around the community can get them talking about it with their neighbors and make them more feel more at ease with the new technology.

### **What does a red light around the Alexa mean?**

The device has been muted and Alexa can't hear you, simply press the microphone button on the device to unmute it.

### **What does a blue light around the Alexa mean?**

Alexa has heard the wake word, Alexa, and is listening to hear your next command.

### **If a resident has questions about Alexa that I am unable to answer, where can we get help answering the question?**

Have them contact K4Connect Support; our team is happy to help!



**Need help?**  
**Contact K4Connect Support!**

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Call: 1 (855) 876-9673

Email: [support@k4connect.com](mailto:support@k4connect.com)

