



Hand this to
family
members

AVAILABLE
NOW

2 Easy Ways to help your loved one talk with you Using Alexa



Talking with your loved one is now easier than ever. With Alexa, you elderly loved one can reach you anytime — instantly — using Alexa. Alexa will automatically call the phone number saved for you or other family members in the Zemplee app, giving your elderly loved one a simple, hands-free way to stay connected.



You can choose how you want to receive calls — through the Alexa App on your mobile phones OR directly on your phone with a familiar, known caller ID.



Available for both US and international numbers, this feature empowers families to connect safely, reliably, and conveniently across any distance. Help your elderly loved one activate this feature today and experience the peace of mind that comes with effortless communication.

3 Simple Steps to get started

1

Request your loved one's care team to add yours and other family member's contact and phone numbers in the Zemplee app. Alexa uses these numbers to call you or your other family members.

2

Download the Alexa App* on your mobile phone and remind other family members too.

3

Save the Zemplee phone number 661-347-2791 in your phone contacts as “Zemplee Alerts” or “Zemplee Notifications” so when your elderly loved one calls, you will know they are trying to reach you.

**Depending on how your loved one's Alexa device is set up, incoming calls to the Alexa App may display a name, member ID, room number, or a combination of these. Please contact your care team for details.*





OR



No Alexa App Required

Receive calls or voice mails
with a known caller ID from
your elderly loved one

Family member Alexa App Required

Reach your elderly loved
one live through the
Alexa App



Your elderly loved
one will say
**"Alexa Message
my [Relation]"**



Alexa responds to
them : "Ok, calling
your [Relation]"



You or other family
members receive
phone call with
known caller ID for ex.
("Zemplee Alerts")



You can listen to the
message and call
them back on their
phone



Your elderly love one
will say **"Alexa
Call [Name of
Relation]"**



You will receive a
notification on your
Alexa App



You receive the call
and converse live
via Alexa App from
your phone to their
Alexa device



*Some phones may
allow call-back from
the call log.

**Supported on iOS devices.*



How to setup your phone to talk with your loved one on Alexa



- Open the App Store
- Tap the Search bar at the bottom.
- Type “Amazon Alexa.”
- Tap the Amazon Alexa app in the list.
- Tap Get (or the cloud icon).
- Enter your Apple ID password if asked.
- Once it finishes, tap Open.



- Open the Google Play Store
- Tap the Search bar at the top.
- Type “Amazon Alexa.”
- Tap the Amazon Alexa app in the list.
- Tap Install.
- When it is done, tap Open.

After Installing the App, Open the App

1. Sign in with your Amazon account.
2. If you do not have one, tap Create a New Amazon Account.
3. Go to Communications Settings and make sure your phone number is saved.
4. Share this phone number with your loved one’s care team and request it to added to the Zemplee App. Once the phone number is added wait for 24 hours for the call functions to start working.



For troubleshooting or assistance with setup, please contact Zemplee Support in one of the following ways

- Email: support@zemplee.com.
- Call 1-888-508-5908.
- Chat with a Zemplee Support agent on www.zemplee.com

