



K4Community Voice: Alexa

FAQs for Staff

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

Contact the K4Connect Support team and they can help add phone numbers for your community. As long as the phone number is a direct line with no extension, it can be added. This will enable commands like **“Alexa, Call the Front Desk.”**

How will the residents know what to ask Alexa?

We’ve created a list of commands to help them get started. 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 Member Support!

Call or text: 1 (855) 876-9673
Email: support@k4connect.com

