



**Nutrition and Aging  
Resource Center**

**Connecting Seniors to  
Care: Implementing Amazon Alexa  
Technology into the Homes of Meals on Wheels  
(MOW) Clients**

Appendix Documents

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**Appendix A – Recruitment – Study Team – Call Script**



## Cohort #2 Recruitment Script

Hello Mr./Ms. \_\_\_\_\_,

This is [STATE YOUR NAME] from Meals on Wheels of Interfaith Ministries for Greater Houston.

[wait for response]

We are conducting a 12-week study that assesses how our clients use smart devices. In this study, we will be installing Amazon Echo Show devices for our participants. With this device, we will evaluate usage as well as conduct surveys that will allow us to better understand individual needs.

Do you have WIFI in your home? (Yes response) Do you know or have access to your WIFI name and password if you were to become part of the study? (Yes response) Would you be okay with us connecting the Amazon Echo Show 8 Device to your WIFI? (Yes response, continue)

With Alexa, you can ask her about the weather, to play music, tell time, view recipes and more. Halfway through the study, we will provide you a menu that will offer additional features, such as exercises, games and spiritual services and an option to contact your caregiver. You will continue to receive meals on a regular basis from Meals on Wheels throughout the study.

After the study, you may keep Alexa as thanks for participating in the study.

All that we ask is that we are able to connect the Amazon Echo Show 8 Device to your home WIFI and that you use the device as best as you can. This will better enable us to understand how individuals use it on a daily basis.

Would you be interested in participating in this study? (yes, no) Do you want to include the ability to contact your caregiver? If yes, what is the name, relationship and phone number so we may contact him/her.

Do you have any questions or concerns?

Thank you so much for your time!

---

### **If client does not answer leave a voicemail:**

Hello Mr/Mrs (blank) this is (your name) with Interfaith Ministries for Greater Houston, Meals on Wheels. We are conducting a 12 week study that assesses how our clients use smart devices. In this study we will be installing Amazon echo show devices for our participants. We will evaluate usage as well as conduct surveys that will allow us to better understand individual needs . If you are interested in participating in this study, call us back at (*phone number*). **Thank you!**

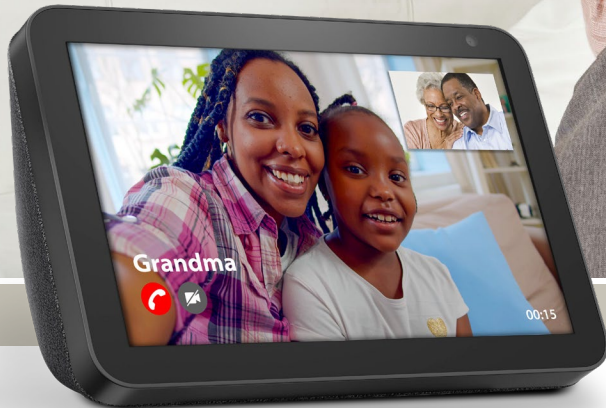
This project was supported, in part by grant number 90INNU0017, from the Administration for Community Living, U.S. Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.



## FAQ

- **What can I use this device for?**
  - This device comes with a variety of built-in applications and games. You can use this device to listen to the news, watch exercise videos, listen to music, and even learn new recipes for your favorite meals! Honestly, anything that you want. If you are interested in learning more about these, please refer to the study handout provided listing out some of the features. Additionally, if there's a feature not available with the device and would like to see it included, please feel free to reach out to use at: *(Phone Number) (\_\_\_\_\_)*
- **Can I purchase products/services through the device?**
  - Unfortunately, you cannot purchase any products or services through the device. However, if there is a feature or product that you would like to be included please reach out to us and we can attempt to find a solution
- **Will I stop receiving meals from Meals on Wheels if I decide to quit the study?**
  - No, these are two separate services. You will NOT stop receiving meals from Meal on Wheels if you decide to withdraw from the study at any given time.
- **What happens if I decide to quit throughout the study?**
  - You will continue to receive meals through Meals on Wheels and a research member will come by your residency to collect the Amazon Echo Show 8 Device and its components if you do not complete the study in its entirety.
- **What if I don't want to keep the device?**
  - Not a problem either, a member from the research team will come to your house and remove the device and all accompanying accessories.
- **What kind of information will this device be gathering from me?**
  - This device will not gather any personal or health-related information from the participant. It will only gather information regarding daily use such as which applications or games are opened the most by the user, etc. Additionally, the answers to the survey questions are confidential and kept within a secure database.

**Appendix B – Drivers – Client Handout**



## Meals on Wheels Alexa Pilot Program

Have you ever used Alexa? It's an amazing box that sits on your table and can talk with you, play music for you, tell you the time or weather. You can even do safe exercises, play games, watch worship services and reach out to your caregivers and family members. You can do all this by talking to Alexa and she will help you. It's like having a friend with you all the time. You can get one free as a Meals on Wheels client. If you will tell us how you liked it and what you did with it after about 12 weeks, we will let you keep the Alexa as a gift from IM.

### What Can I do with Alexa?

- Listen to music
- Search up recipes
- Get weather reports
- Set reminders
- And much more!

### To Get Started

Alexa brings the world to your living room every day. It's an awesome deal. Are you ready for Meals on Wheels to install a device in your home?

### Qualifications:

- Are you willing to have fun listening to music and playing games?
- Must have WiFi internet service in your home and know your password for connecting to WiFi,
- In 12 weeks, a Meals on Wheels representative will ask you what you think of the Alexa device.
- If you have had plenty of fun with the Alexa device with an 8" color screen, we will ask you for feedback about your favorite features.
- The Alexa device (valued at \$129) is yours to keep forever as a gift from Meals on Wheels, with no cost to you.

**To get started, tell your Meals on Wheels driver. Questions? Call 713-533-4994.**

**Appendix C – Drivers – Recruitment Script**





# **IMGH MOW Drivers**

## **Alexa Project Needs Your Help**

**Please assist us in identifying clients to participate in the Alexa Project.**

### **We are looking for clients that:**

- ✓ Have suitable living conditions (i.e., no hazardous wiring)
- ✓ Has their own Internet/ Wi-Fi
- ✓ Knows network name and password of Wi-Fi
- ✓ Are willing to use Alexa's functions to its full potential
- ✓ Are okay with 1-2 people coming into the house to install Alexa (with masks on)

**Give the client a flyer if you believe they meet the basic requirements and they are interested, take down their information and have them sign your signup sheet. Let them know they will be contacted within a few days to go over the information and set up an appointment for the Alexa to be installed.**



## Frequently Asked Questions:

- **What can I use this device for?**
  - This device comes with a variety of built-in applications and games. You can use this device to listen to the news, watch exercise videos, listen to music, and even learn new recipes for your favorite meals! Honestly, anything that you want. If you are interested in learning more about these, please refer to the study handout provided listing out some of the features. Additionally, if there's a feature not available with the device and would like to see it included, please feel free to reach out to use at: 713-533-4994
- **Can I purchase products/services through the device?**
  - Unfortunately, you cannot purchase any products or services through the device. However, if there is a feature or product that you would like to be included please reach out to us and we can attempt to find a solution
- **Will I stop receiving meals from Meals on Wheels if I decide to quit the study?**
  - No, these are two separate services. You will NOT stop receiving meals from Meal on Wheels if you decide to withdraw from the study at any given time.
- **What happens if I decide to quit throughout the study?**
  - You will continue to receive meals through Meals on Wheels and a research member will come by your residency to collect the Amazon Echo Show 8 Device and its components if you do not complete the study in its entirety.
- **What if I don't want to keep the device?**
  - Not a problem either, a member from the research team will come to your house and remove the device and all accompanying accessories.
- **What kind of information will this device be gathering from me?**
  - This device will NOT gather any personal or health-related information from the participant. All participants will remain anonymous and the information collected will be about how Alexa is used on a daily basis. Additionally, the answers to the survey questions are confidential.
- **What happens at the end of the study?**
  - We will interview the client and reset Alexa to factory defaults. The client gets to install it for themselves and keep Alexa for their personal use.

**Appendix D – Drivers – Template for Recording**



## IMGH MOW Drivers - Recruitment for Alexa Program

**Driver:**

**Route:**

**Date:**

Servtracker ID	First Name	Last Name	Phone #	Client Signature

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**Appendix E – Study Team – Client Study Agreement**



## Interfaith Ministries for Greater Houston Meals on Wheels Alexa Study Agreement

I, \_\_\_\_\_ (print client's name) promise to utilize the Amazon Echo Show 8 device to the best of my ability during the 12-week period for the study. During this time, I will not tamper with the device in a manner that will compromise the study. I am aware that I will be using my own personal WIFI during this study and am solely responsible for the internet charges I receive from my company. I promise not to pay or subscribe to any paid services or conduct any in-app purchases. Once the study has concluded, a member of the study team will come by my home to reset the Amazon Echo Show 8 device for my own personal use (if I so desire) and Alexa will be complimentary for participating in the study. I understand that after the 12-week study is complete, any questions regarding technical issues that I encounter with Alexa will be directed to Amazon customer service.

Client's Printed Name: \_\_\_\_\_

Client's Assigned Study Number: \_\_\_\_\_

Client Device Number: \_\_\_\_\_

Client's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*If applicable:*

Caregiver Name: \_\_\_\_\_

Caregiver Phone Number: \_\_\_\_\_

---

**Study Member Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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## **Appendix F – Amazon Echo Show 8 Data Requirements**



## **Alexa Show 8 data requirements from Wireless Internet and in-home Data Plan options Review** *(as of November 2021)*

Alexa requires 512 Kbps (0.51 Mbps)<sup>1</sup> minimum internet speed. Study has shown “on average, Alexa uses 36MB of bandwidth per day (or 252MB of bandwidth per week | 1.08GB per month). This average is based on the following daily usage: 30 minutes of music streaming, two smart-home commands, one weather inquiry and one question”<sup>2</sup>

Currently, the FCC minimum requirement is 25 Mbps download and 3 Mbps upload<sup>3</sup> for Broadband Internet.

### **Possible Low-cost Internet options for Seniors in Houston:**<sup>4</sup>

#### **Comcast/Xfinity Internet Essentials Home Internet Plan**<sup>5</sup>:

- \$9.95 per month plus fees
- To qualify, must be part of:
  - MEDICAID: card or most recent eligibility letter for any member of your household.
  - Public housing assistance documentation such as your lease, housing assistance payment (HAP) contract, or eligibility documentation from HUD.
  - SNAP: letter indicating you are approved for Supplemental Nutrition Assistance Program benefits.
  - TANF: eligibility letter for Temporary Assistance for Needy Families.
  - SSI: eligibility letter for Supplemental Security Income.
  - NSLP/Head Start: copy of a letter indicating current participation in the National School Lunch Program or Head Start, with your child's name, the school name, and the address of where you are requesting service.
  - LIHEAP: letter confirming your eligibility for Low Income Home Energy Assistance Program.
  - WIC: eligibility letter for the Women, Infants, and Children program.
  - FEDERAL PELL GRANT: documentation from your institution's financial aid office.
  - VA PENSION: veterans pension eligibility determination letter from the Veterans Administration.
  - Tribal assistance eligibility letter, including TTANF, FDPIR, etc.
- 50 Mbps download and 5 Mbps upload<sup>6</sup>
- Does NOT have a data limit<sup>7</sup>

#### **AT&T**<sup>8</sup>

- SNAP participation<sup>9</sup>
- 25 Mbps download<sup>10</sup>
- \$10 per month plus fees<sup>10</sup>
- 150GB data limit per month<sup>10</sup>

#### **Emergency Broadband Benefit Program**<sup>11</sup>

- “The Emergency Broadband Benefit (EBB) Program will provide a discount of up to \$50 per month for broadband services for eligible consumers”<sup>11</sup>





- Qualifies for the FCC’s Lifeline program, including those who are on Medicaid or receive SNAP benefits,
  - Was approved for the free or reduced-price school breakfast/lunch program in the 2019-20, 2020-21, or 2021-22 school year, including through the USDA Community Eligibility Provision,
  - Experienced substantial documented loss of income since February 29, 2020 with a total household income in 2020 below \$99,000 for single filers and \$198,000 for joint filers,
  - Received a federal Pell Grant in the current award year, or
  - Qualifies for a participating provider’s existing low-income or COVID-19 relief program, subject to FCC approval of that provider’s eligibility process.
- “The Emergency Broadband Benefit is temporary. It will expire when funds are exhausted or six months after the Department of Health and Human Services (HHS) declares the end of the COVID-19 health emergency”<sup>11</sup>
  - Benefit can be used for most Internet carriers including broadband and wireless

**Possible Issues with the Alexa having a poor internet connection and unable to function<sup>12</sup>:**

## Other factors affecting latency

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**Congestion:** If too many people are trying to access the same network, everything slows down.

**Traffic exchange:** How well does your ISP hand off your traffic to the broader internet? Is it well connected to other “freeways?”

**Home connection quality:** Is your house set up well? Do you have good routers and modems? Are there physical barriers, like brick walls?

**WiFi interference:** In high-density areas, too many people trying to connect at the same time can have a negative effect on your WiFi.



Mashable



## Conclusion:

The minimum broadband plan of any major carrier will meet the needs of Alexa. If issues arise, could be related to outdated hardware (modem/router/etc.) and would be advised to run a speed test of the current Wi-Fi to see if below 1mbps. <https://www.speedtest.net/>

<sup>1</sup><https://developer.amazon.com/pt-BR/docs/alexa/alexa-smart-properties/alexa-for-hospitality-networking-best-practices.html>

<sup>2</sup><https://goodhomeautomation.com/how-much-bandwidth-does-alexa-use/>

<sup>3</sup><https://broadbandnow.com/report/fcc-broadband-definition/>

<sup>4</sup><https://dailycaring.com/7-sources-of-low-cost-internet-for-seniors/>

<sup>5</sup><https://www.internetessentials.com/>

<sup>6</sup><https://arstechnica.com/tech-policy/2021/02/comcast-lifts-uploads-to-5mbps-amid-complaints-its-low-income-plan-is-too-slow/>

<sup>7</sup><https://www.xfinity.com/support/articles/data-usage-what-is-the-terabyte-data-usage-plan>

<sup>8</sup><https://www.att.com/shop/internet/access/index.html>

<sup>9</sup><https://www.fns.usda.gov/snap/eligibility/elderly-disabled-special-rules>

<sup>10</sup><https://www.everyoneon.org/find-offers>

<sup>11</sup><https://www.usac.org/about/emergency-broadband-benefit-program/>

<sup>12</sup><https://mashable.com/article/low-income-internet-comcast>

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# **Appendix G – Installation – Client – Alexa Virtual Assistant**

# Meals on Wheels: ALEXA Virtual Assistant Guide

## For Privacy:

I want to: \_\_\_\_\_ I need to: \_\_\_\_\_ I will see: \_\_\_\_\_

Turn **OFF** microphone  
Push the button below.



A red line = Alexa cannot hear you



Extra privacy tips:

- 1) Avoid mentioning real names of medications. Suggestion: *"Remind me to take my morning medicine."*
- 2) Avoid mentioning sensitive personal information like scheduling a reminder for a medical appointment. Suggestion: *"Remind me to make an appointment with my doctor in The Medical Center."*
- 3) Keep camera closed.

## To Talk to Alexa:

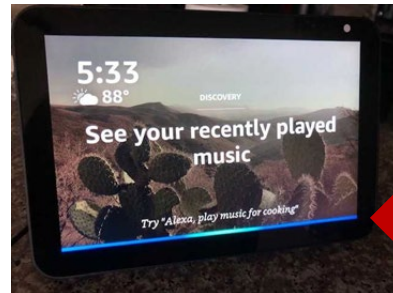
I want to: \_\_\_\_\_ I need to: \_\_\_\_\_ I will see: \_\_\_\_\_

Turn **ON** microphone

Push to activate microphone and the red light will go away, then say "Alexa".



A blue line = Alexa hears you



## Alexa Needs Troubleshooting When:

A gold line = Alexa **NOT** connected to the network



# SUGGESTIONS ON HOW TO USE ALEXA

<b>I want to:</b>	<b>I need to say:</b>
<b>See the Weather</b>	“Alexa, how is the weather in Houston?” <b>OR</b> “Alexa, will it rain today?” <b>OR</b> “Alexa, notify me of severe weather alerts?”
<b>Know the Time</b>	“Alexa, what time is it?” <b>OR</b> “Alexa what time is it in California?”
<b>Play Music</b>	“Alexa, play Gospel music.” <b>OR</b> “Hey Alexa, play Elvis radio.”
<b>Hear the Bible</b>	“Alexa read me today’s Bible verse.”
<b>Set Reminders</b>	“Alexa, remind me to take my medicine in an hour.”
<b>Set an Alarm</b>	“Alexa, set an alarm for 7am every morning.”
<b>Hear a Joke</b>	“Alexa, tell me a joke.”
<b>Know a Holiday</b>	“Alexa, when is Easter?” <b>OR</b> “Alexa, what day is Thanksgiving this year?”
<b>Know Information</b>	“Alexa, what is the number/business hours to Interfaith Ministries?”
<b>Learn to Bake</b>	“Alexa, show me the recipe for a western omelet.”
<b>Entertainment</b>	“Alexa, tell me a quote from Star Wars.”
<b>Learn Facts</b>	“Alexa, when did Texas gain its independence?”

**Appendix H – Study Team – Detailed Device**



# Connecting Seniors to Care Project: Alexa for Hospitality Installation Guide

The following guide will illustrate a general step-by-step procedure for the registration of the **Amazon Echo Show 8 (powered by Alexa) device** to the **Alexa for Hospitality** network. The Amazon Echo Show 8 will be referred to as “Alexa device”.

## Important notes:

- **Deregister device => back to factory settings and consumer device (\*\*AVOID AT ALL COSTS\*\*)**
  - Registration is the process to connect an Alexa device to a hospitality platform/network
- **Disassociate device => is ok, will just pop up on the list of available devices**
  - Associations are between Alexa devices and a ‘room’
    - Can be relocated from room to room without deregistration

## DEVICE (AMAZON ECHO SHOW 8)

- Turn on device (plug in)
- General device settings (these are standard settings that need to be managed when turning on the device)
  - Choose language
  - Connect to the network -> Add local Wi-Fi Network:
    - May change the network name when switching networks (e.g., local wi-fi, hotspot)
  - Sign into existing Amazon Smart Properties account (do not create a new account)
- The device will now show the prompt “Hi Alexa Project Admin”
  - Once logged in click continue
  - Confirm time zone
    - North America, central daylight time (e.g., Chicago)
    - Click continue
  - Where is your Echo Show 8 device?
    - Address
    - Country: United States- Save
  - Which room is your Echo Show 8 device in?
    - Skip (continue)
  - Give this device a name: Default: Alexa’s Echo Show
    - Skip (continue)
  - Choose wallpaper
    - Select Nature- Continue

**Do not download the latest Alexa application on your phone; give it a minute and skip**

- **Disable Amazon Sidewalk: Select Disable**



- **Disable Amazon Music: Select No Thanks**
  - The next steps are to be completed on a web browser (use Chrome)
    - **WEBSITE: [www.amazon.com/alexahospitality/newconsole/properties](http://www.amazon.com/alexahospitality/newconsole/properties)**
  - Go to the website listed above and sign in
- Under the properties heading, select the **PROD – Meals on Wheels** link
  - PROD – production
  - QA – quality assessment

Try out the new console experience.

**Alexa for Hospitality**

OnGuardian Apps LLC's properties

Organization users

Address Books

Analytics

Sign Out

Terms of Use

### Properties

All Properties(2) Delete Create Property

Search property name or address

<input type="checkbox"/>	Property Name	Address
<input type="checkbox"/>	PROD - Meals on Wheels	3303 MAIN ST HOUSTON TX 77002-9322 US
<input type="checkbox"/>	QA - Meals on Wheels	3303 MAIN ST HOUSTON TX 77002-9322 US

## Select the “Rooms” tab on the left panel

Alexa Smart PropertiesX

OnGuardian Apps LLC's properties

Organization users

Address Books

Billing and subscriptions

Analytics

Administration

PROD - Meals on Wheels

Room Templates

Devices

**Rooms**

Property Users

Sign Out

Terms of Use

Properties > PROD - Meals on Wheels

### PROD - Meals on Wheels

Property details Edit Delete Property

Address

3303 MAIN ST HOUSTON TX 77002-9322 US

Room Templates	Devices	Rooms	Property users
2	1 All online	59	9
<span>Create a new template</span>	<span>Associate Devices</span>	<span>Create a new room</span>	<span>Add Property User</span>





## Create a room (top right corner)

The screenshot shows the 'Rooms' management page for 'PROD - Meals on Wheels'. The left sidebar contains navigation options like 'OnGuardian Apps LLC's properties', 'Organization users', 'Address Books', 'Billing and subscriptions', 'Analytics', 'Administration', 'PROD - Meals on Wheels', 'Room Templates', 'Devices', 'Rooms', and 'Property Users'. The main content area shows a list of rooms with columns for 'Room Name', 'Devices', 'Template last applied', and 'Last applied on'. A 'Create Room' button is highlighted with a red box in the top right corner of the room list.

<input type="checkbox"/>	Room Name	Devices	Template last applied	Last applied on
<input type="checkbox"/>	A MOW Wellbeing Demo	1	Prod Template	8/1/2022 1:58:55 PM
<input type="checkbox"/>	AA BC Test	0		
<input type="checkbox"/>	AA BC TEST 2	0	MOW PROD Rollout Template	1/28/2022 9:54:44 AM
<input type="checkbox"/>	ACL CSC Room #02	0	MOW PROD Rollout Template	11/18/2021 3:24:04 PM
<input type="checkbox"/>	ACL CSC Room #03	0	MOW PROD Rollout Template	3/8/2022 12:15:16 PM
<input type="checkbox"/>	ACL CSC Room #06	0	MOW PROD Rollout Template	12/3/2021 4:16:17 PM
<input type="checkbox"/>	ACL CSC ROOM #07	0	MOW PROD Rollout Template	12/1/2021 5:03:41 PM
<input type="checkbox"/>	ACL CSC ROOM #08	0	MOW PROD Rollout Template	1/11/2022 3:10:46 PM
<input type="checkbox"/>	ACL CSC ROOM #09	0	MOW PROD Rollout Template	12/3/2021 4:18:03 PM

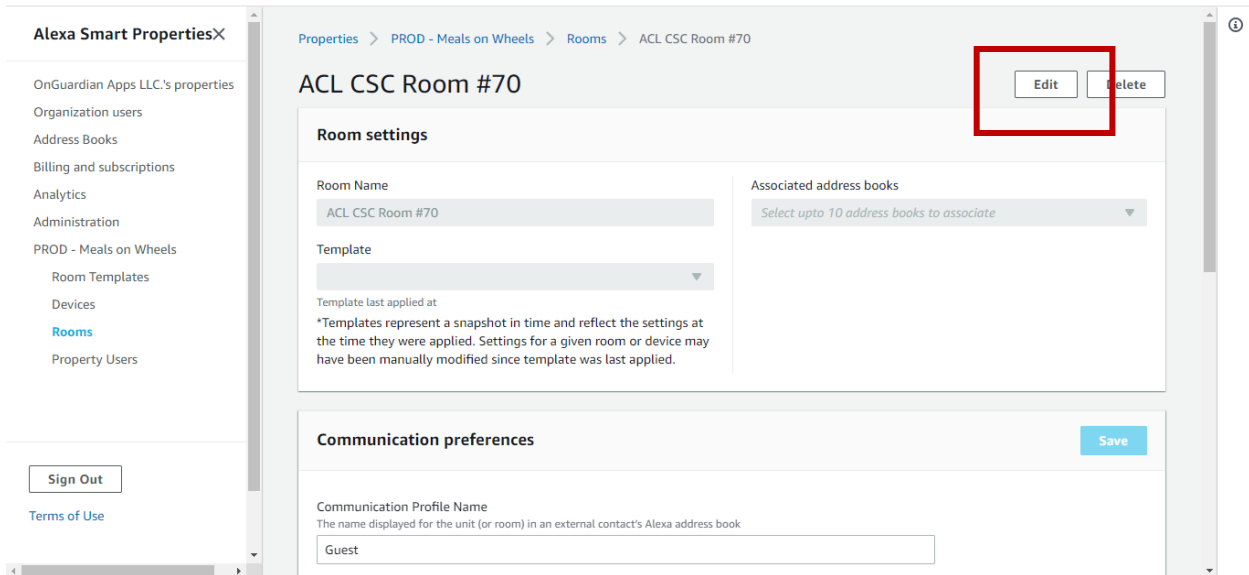
## Room name: ACL CSC Room #\_ (include #)- Click Create

The screenshot shows the 'Create Room' form. The 'Room Name\*' field is highlighted with a red box and contains the text 'ACL CSC Room #7d'. The 'Create' button is also highlighted with a red box. A legend indicates that '\*' denotes a required field.

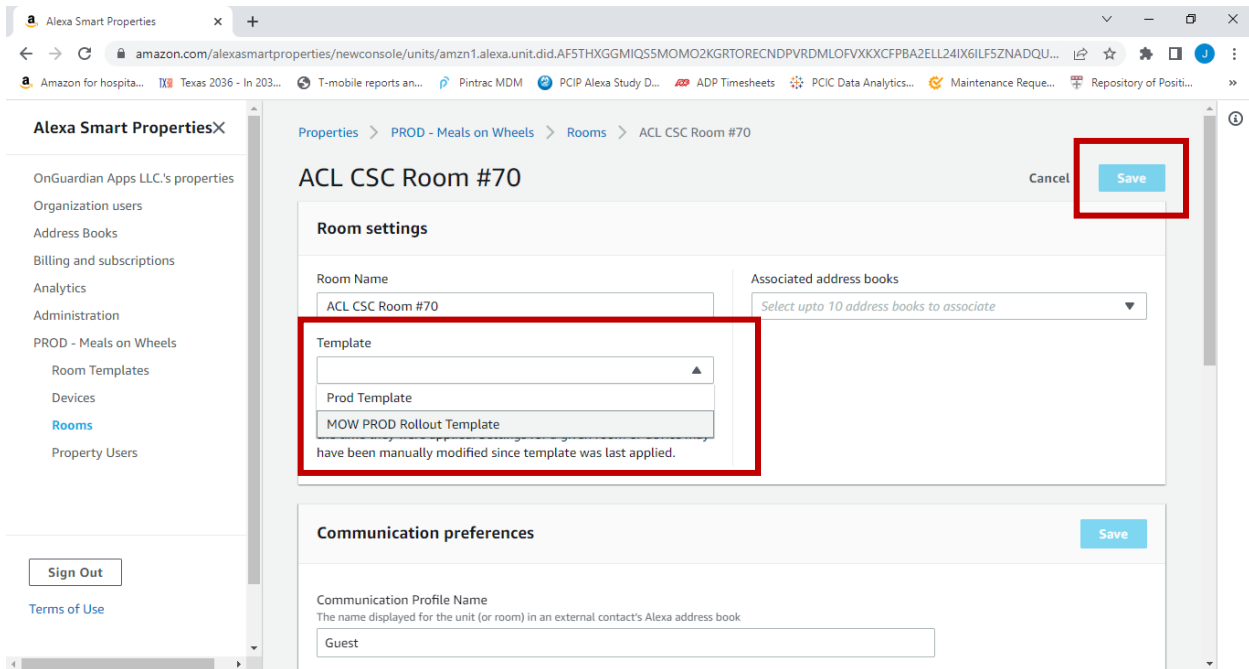
\* = Required



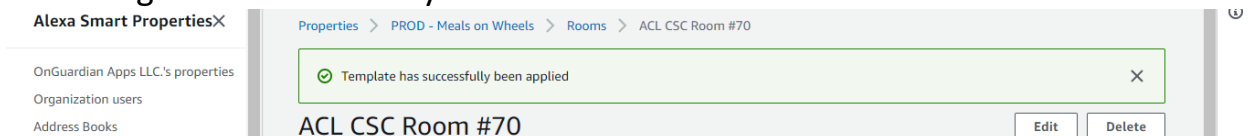
Click “Edit”:



From the template drop down menu, select “MOW PROD Rollout Template” and SAVE



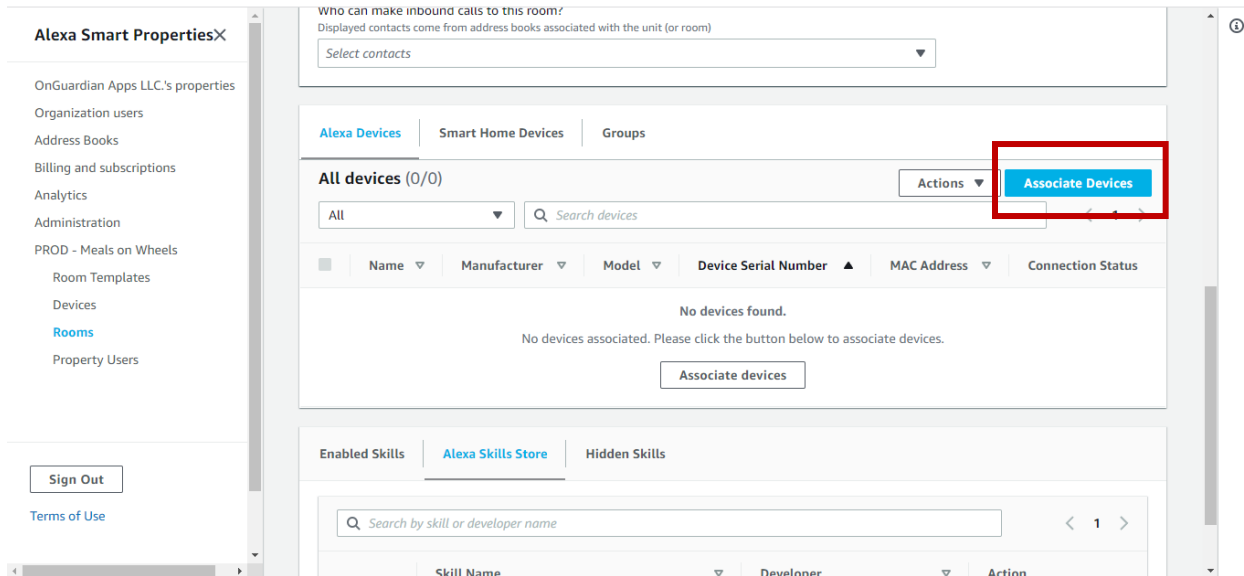
Once the room is successfully created, a green pop up on the top will appear indicating it was successfully created



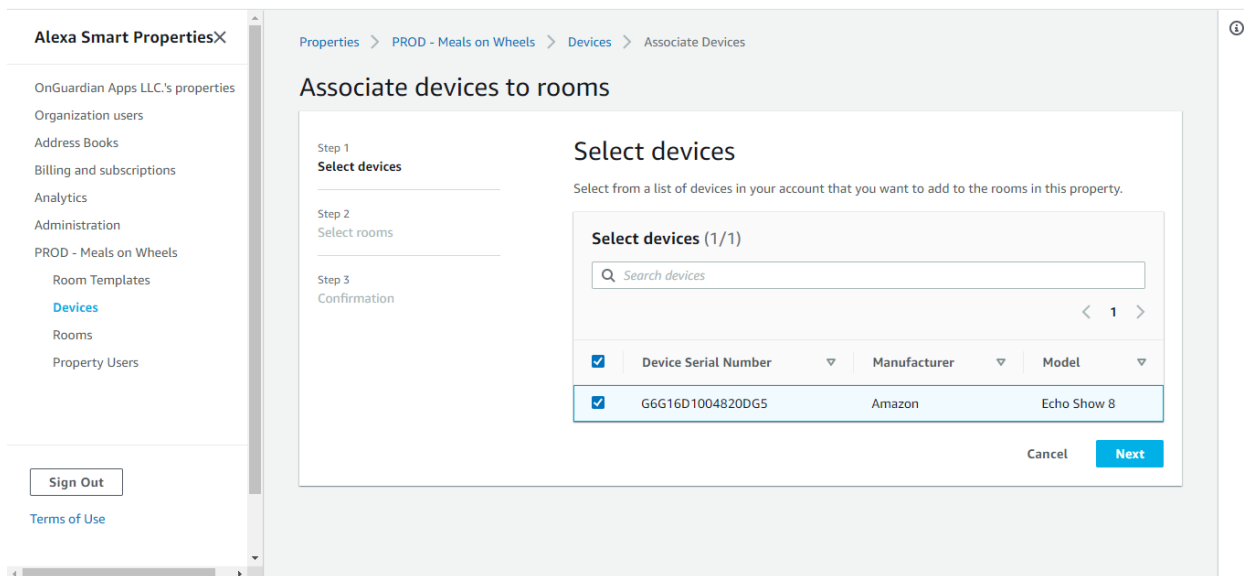


## TO DO AFTER Alexa has been assigned and installed at Client's Home

Once the room is successfully created, scroll down on the same page and select "Associate devices" (bottom right corner)



The device serial number should pop up on the list and select it. Click next twice, then submit.



The device is now registered and ready



**Miscellaneous Notes:**

- Deregister device => back to factory settings and consumer device (\*\*AVOID AT ALL COSTS\*\*)
- Disassociate device => is ok, will just pop up on the list of available devices
- When study course is over => deregister then reset to factory setting

## **Appendix I – Installation – Study Team – Alexa Commands**



## Alexa Available Features

For all features you can start all sentences with “Alexa...” followed by whichever action you would like it to do. Some examples below:

"Alexa, mute" or, "Alexa, unmute."

Stop or pause: "Alexa, stop" or, "Alexa, shut up."

Change volume: "Alexa, set the volume to 5," "Alexa, louder" or "Alexa, turn up/down the volume." A4H (all of these commands work and you can also set the volume to 10 or 0 by stating the number) Regular (all of the previous commands work for the regular Alexa too)

Feel Free to ask Alexa any of the following!

- Movie showtimes
- Forecast and weather
- Recipes
- Set a timer or an alarm
- Ask the date or day
- Specific song, artist, or album
- "Alexa, wake me up every day at 8 am to music" allows users to set their mornings off right with music from Pandora, Spotify, TuneIn, iHeartRadio and Vevo
- Create reminders by saying for example: "Alexa, remind me to check the oven in 5 minutes."
- Ask for current events or news
- Traffic
- Movie quotes
- Verse from a religious text
- Operating hours or a phone number for a business
- Converting units; "Alexa, how many [units] are in [units]?"
- Basic math or advanced math (factorials etc)
- Flipping a coin, rolling a die, pick a number, etc
- Sports game updates or results
- Holidays
- Just about anything and everything you can imagine!



## Basic commands

- Mute or unmute: "Alexa, mute" or "Alexa, unmute."
- Stop or pause: "Alexa, stop"
- Change volume: "Alexa, set the volume to 5," "Alexa, louder" or "Alexa, turn up/down the volume."
  
- **Coronavirus commands**
  - Ask for coronavirus information: "Alexa, what is the coronavirus?"
  - Ask for help timing your handwashing for 20 seconds: "Alexa, help me wash my hands."
  
- **Music**
  - Queue specific song or artist: "Alexa, play music by [artist]."
  - Play a song based on context: "Alexa, play the latest Avett Brothers album" or "Alexa, play that song that goes '*speak lyric*.'"
  - Music controls: "Alexa, play" or "Alexa, next."
  - "Alexa, wake me up every day at 8 am to music" allows users to set their mornings off right with music from Pandora, Spotify, TuneIn, iHeartRadio and Vevo.
  - Play a bedtime story: "Alexa, open Storytime"
  
- **Timer and Alarms**
  - Set a sleep timer: "Alexa set a sleep timer for 45 minutes" or "Alexa, stop playing in 45 minutes."
  - Time and date
  - Set an alarm: "Alexa, set an alarm for 7 a.m." or "Alexa, wake me up at 7 in the morning."
  - Set a music alarm: "Alexa, wake me up to [artist, song, genre, playlist or album] at 8 a.m.," "Alexa, set an alarm to Band of Horses" or "Alexa, wake me up to Kiss FM on TuneIn."
  - Set a repeating alarm: "Alexa, set a repeating alarm for weekdays at 7 a.m."
  - Set a timer: "Alexa, timer" or "Alexa, set a timer for 15 minutes."
  - Create a named timer: "Alexa, set a pizza timer for 20 minutes."
  - Set multiple timers: "Alexa, set a second timer for 5 minutes."
  - Check timer status: "Alexa, how much time is left on the pizza timer?" or "Alexa, what are my timers?"
  - Cancel a timer: "Alexa, cancel the pizza timer" or "Alexa, cancel the 15-minute timer."
  - Ask the time: "Alexa, what time is it?"
  - Ask the date: "Alexa, what's the date?"
  - Ask when the next alarm is: "Alexa, when's my next alarm?"
  - Cancel an alarm: "Alexa, cancel my alarm for 2 p.m."
  - Check dates: "Alexa, when is [holiday] this year?"
  - Create a reminder: "Alexa, reminder" or "Alexa, remind me to check the oven in 5 minutes."



- Check on existing reminders: "Alexa, what are my reminders this weekend?" or "Alexa, what reminders do I have tomorrow?"
- News and weather
  - Add music news to your Flash Briefing: "Alexa, enable Today in Music."
  - Check headlines: "Alexa, what's in the news?"
  - Check weather: "Alexa, what's the weather like?" or "Alexa, will it rain today?" You can also ask "Alexa, will I need an umbrella today?"
  - Get a weather forecast: "Alexa, what's the weather going to be like this weekend?"
  - Get traffic information: "Alexa, what's my commute look like?" or "Alexa, what's traffic like?"
- Entertainment
  - Find movies in nearby theaters: "Alexa, what movies are playing?" or "Alexa, what action movies are playing tonight?"
  - Get information on movies playing: "Alexa, tell me about the movie [title]."
  - Get casting for a movie or show: "Alexa, who plays in [movie or TV show]?"
  - Find out who an actor is: "Alexa, who plays [character] in [movie or TV show]?"
  - Find an actor's latest work: "Alexa, what is [actor]'s latest movie?"
  - Find out who sings a particular song: "Who sings the song [title]?"
  - Get the names of band members: "Who is in the band [name]?"
  - Get album information: "What year did [band] release [song or album]?"
  - Find popular music from an artist: "Alexa, what's popular from [artist]?"
  - Find a particular album or song: "Alexa, find [song or album] by [artist]."
- Food and businesses
  - Get operating hours or a phone number for local businesses: "Alexa, find the address for Bank of America" or "Alexa, find business hours for Harris Teeter."
- Math
  - Convert units: "Alexa, how many [units] are in [units]?"
  - Convert units: "Alexa, how many [units] are in 2 [units]?"
  - Basic math: "Alexa, what's 5 plus 7?" or "Alexa, what's 56 times 33?"
- Settle a score
  - Roll a die: "Alexa, roll a die" or, "Alexa, roll a 26-sided die."
  - Flip a coin: "Alexa, flip a coin."
  - Pick a number: "Alexa, pick a number between 1 and 50."
- Definitions and spelling
  - Get the definition of a word: "Alexa, what's the definition of [word]?"
  - Get the spelling of a word: "Alexa, how do you spell [word]?"
- Sports





- Check the results of a finished game: "Alexa, what was the score of the [team] game?"
- Ask if a team won: "Alexa, did the [team] win?"
- Ask when the next game is scheduled: "Alexa, when do the [team] play next?"
- Find out the results of your favorite teams: "Alexa, give me my Sports Update."
- Get league standings: "Alexa, what are the MLB standings?"
  
- Search
  - Get Wikipedia information: "Alexa, Wikipedia: [subject]."
  - Tell Alexa to continue reading a Wikipedia entry: "Alexa, tell me more."
  - Ask a general question: "Alexa, how tall is [person or object's name]?"
  - Get a "Game of Thrones" quote: "Alexa, give me a 'Game of Thrones' quote."
  
- Holidays
  - Find out when a holiday is: "Alexa, when is [holiday]?"
  - Holiday limerick: "Alexa, tell me a holiday limerick."
  - Learn about a holiday: "Alexa, why do we celebrate [holiday]?"
  - Ask about Santa: "Alexa, how old is Santa Claus?" "Alexa, is Santa Claus real?" or "Alexa, where does Santa Claus live?"
  - Ask about Santa's reindeer: "Alexa, who's your favorite reindeer?" "Alexa, what can you tell me about Santa's reindeer?" or "Alexa, what do you know about Rudolph the red-nosed reindeer?"
  - Sing a Christmas carol: "Alexa, sing a Christmas carol."
  - Have Alexa read "The Night Before Christmas": "Alexa, read "The Night Before Christmas."
  - Spin the dreidel: "Alexa, spin the dreidel."
  - Ask for holiday jokes: "Alexa, open my gift," "Alexa, how ugly is your/my holiday sweater?" or "Alexa, tell me a snowman joke."
  - Ask for holiday movies?: "Alexa, what's your favorite holiday movie?" or "Alexa, what are the top holiday movies?"

**Appendix J – Phase 2 – Study Team – Call Script**



## Phase 2 Study Team Preliminary Call Script

### DETERMINE IF CLIENT HAS A CAREGIVER ON RECORD OR NOT

Good morning Mr./Mrs. \_\_\_\_\_

This is [STATE YOUR NAME] from Meals on Wheels of Interfaith Ministries for Greater Houston. Thank you for being a participant in our Alexa Pilot Program. I am calling to inform you that you are starting Phase 2 of the pilot study, which means you will have new added features to your device.

Before we get started however, we would like to ask you a couple of questions:

#### 1. Technology Acceptance Measures

Perceived Ease of Use	<b>Question #1:</b> Do you find the Alexa Echo Show device to be easy to use?	Strongly agree, Agree, Neutral, Disagree, Strongly disagree
Perceived Ease of Use <i>Continued</i>	<b>Question #2:</b> Do you find it easy to get the Alexa Echo Show to do what you want it to do?	Strongly agree, Agree, Neutral, Disagree, Strongly disagree
Behavioral Intention	<b>Question #3:</b> Given that you have access to the Alexa Echo Show, do you intend to use it?	Strongly agree, Agree, Neutral, Disagree, Strongly disagree
Computer Self-Efficacy	<b>Question #4:</b> Do you think you could use the Alexa Echo Show if you had no one around to tell you what to do?	Strongly agree, Agree, Neutral, Disagree, Strongly disagree
Perceived Enjoyment	<b>Question #5:</b> Do you find using the Alexa Echo Show device to be enjoyable?	Strongly agree, Agree, Neutral, Disagree, Strongly disagree

#### 2. Caregiver

- a. Does the client have a caregiver? If yes, **request contact information** or **confirm with previous records**.
  - i. We can also include a new feature in this phase that allows you to contact your caregiver directly from the Alexa device, would you be interested in learning more about this feature?
  - ii. It is called OnGuardian and it is a built-in app that allows users to send text messages to their caregivers directly from their Alexa device.
- b. We will contact your caregiver to confirm this information and we will proceed to add this added function to your device. We will give you a call next week to let you know that this function is working as expected.



Thank you so much for this information. Let's talk about the new added features for phase 2:

1. To enable these new features, go to your device and say "Hey Alexa, start Meals on Wheels program"
2. From here, you will see a new menu pop up and Alexa can be directed by either clicking on the device's screen, or giving it voice commands.
3. With these new features, you can now browse different spiritual services, exercise routines, and interactive brain games directly from Alexa.
4. If you want to go back to the home screen, you can just say "Alexa, take me to the home screen"

Thank you so much for participating in this study. We will continue to add new features and expand on the usability of Alexa throughout the study, all of which will become available to you through the device. If you have any questions regarding this study or how to use Alexa, feel free to call our office at (phone number).

**Appendix K – Phase 2 – Study Team – Technology  
Acceptance**



## Technology Acceptance Measures

Perceived Ease of Use	I find the Alexa Echo Show to be easy to use.	Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree
Perceived Ease of Use <i>Continued</i>	I find it easy to get the Alexa Echo Show to do what I want it to do.	Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree
Behavioral Intention	Given that I have access to the Alexa Echo Show, I intend to use it.	Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree
Computer Self-Efficacy	I could use the Alexa Echo Show if I had no one around to tell me what to do as I go.	Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree
Perceived Enjoyment	I find using the Alexa Echo Show to be enjoyable.	Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree

*This project was supported, in part by grant number 90INNU0017, from the Administration for Community Living, U.S. Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy.*

**Appendix L – End of Study – Study Team Process**



# Alexa Project Cohort 2

## End of Study (EOS)

### Prior to EOS Visit

1. Call client and thank them for participating in the program.
2. Conduct final Technology Acceptance Measure survey
3. Inform them that Alexa needs to be reset and schedule a day for that.
4. Also let the client know that an hour or so before the reset time, Alexa may act up, tell them to not follow any prompt given by Alexa (because the room disassociation will cause Alexa to ask for account information).
5. Make sure client understands they will need an active Amazon account (tied to an email address) to continue using Alexa (Amazon accounts are free to create)

### Day of Alexa Reset

1. Disassociate Alexa from A4H room 30-45 minutes prior to appointment
2. Upon visiting the client at their residence, Reset Alexa to factory defaults
3. Ask EOS questions
  - a. How do you like Alexa?
  - b. What have you used Alexa to do?
  - c. Are there things you don't like about Alexa?
  - d. Did you run into any difficulties?
  - e. Are there any features that you wished you had available to use?
  - f. Would you recommend Alexa to other older adults?
  - g. Would you be willing to participate in future programs or focus groups?

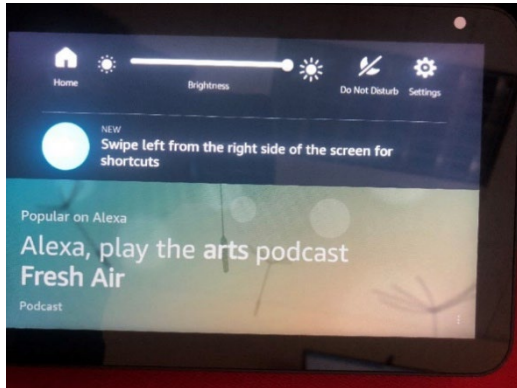


## **Appendix M – End of Study – Study Team – How to Reset Alexa**

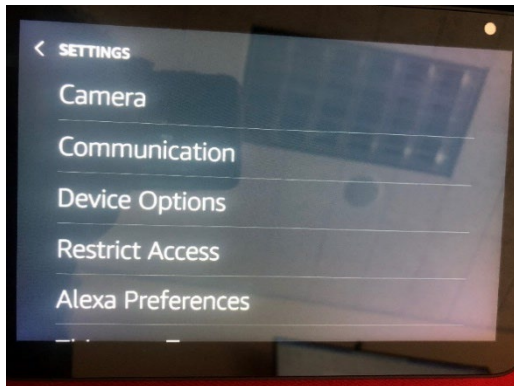


## How to Reset Alexa Echo Show to Factory Default Settings:

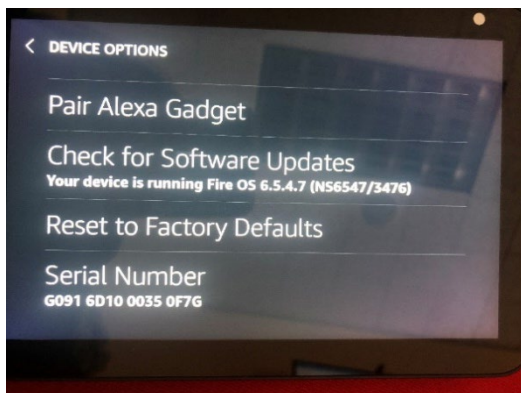
**Step 1: Open “Settings” menu by selecting the icon that looks like a gear (labeled settings)**



**Step 2: Look for “Device Options” by scrolling down**



**Step 3: Navigate to near bottom of List for “Reset to Factory Defaults”**



**Allow about 5 minutes for reset to be complete. Alexa will restart and ask questions as if it was new from the box (starting with choosing a language). Device can be turned off by holding the left button down until it asks to shut down.**

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**Appendix N – End of Study – Study Team – Questions  
Sheet**



## EOS Question Form

1. How do you like Alexa?
2. What have you used Alexa to do?
3. Are there things you don't like about Alexa?
4. Did you run into any difficulties?
5. Are there any features that you wished you had available to use?
6. Would you recommend Alexa to other older adults?
7. Would you be willing to participate in future programs or focus groups?