



Getting started with Emergency Assist



Now that you've activated your subscription, flip through the following pages to see how to get the most out of it. Including tips that'll ensure you're prepared to get help fast when you need it most.



Get the most out of Emergency Assist



Test 24/7 Urgent Response

To ensure everything is working as you expect it to, you can test Urgent Response as often as you'd like. We recommend testing monthly.

[Learn how](#) on the following pages



Add Emergency Contacts

Notifying family and friends in an emergency isn't always easy, or feasible. Don't forget you can designate up to 25 people as Emergency Contacts who will be notified automatically so you don't have to worry about keeping them in the loop. You can add or remove contacts easily.

[Learn how](#) on the following pages



Save Critical Information

Pre-save information in your profile like medications you are taking, allergies you have, pets in your home, and codes for gates and doors. Anything that will make it easy for first responders to act fast when they arrive.

[Learn how](#) on the following pages



Enable Smart Alerts

Smart Alerts were designed for those moments when you might not hear your smoke and carbon monoxide alarms. Maybe you're not home or are out of earshot. Remember to enable alerts so you'll get notified if your Echo device detects an alarm in your home.

[Learn how](#) on the following pages

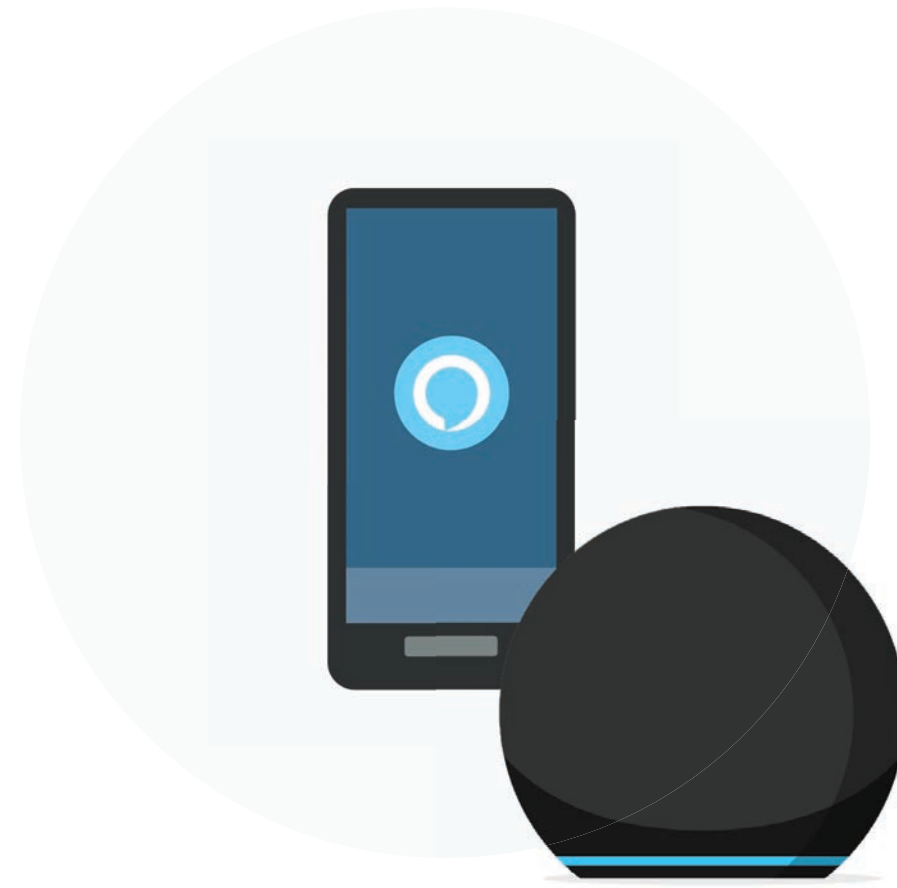


Get ready to use and test Emergency Assist

To use Emergency Assist, you must have an active subscription, a valid emergency address, a verified phone number associated with your Alexa account, a supported Echo device¹ with Alexa Communications turned on, and the Alexa app.

To avoid placing emergency calls by mistake, please ensure other members of your household know that you've enabled Urgent Response within your home.

¹Emergency Assist works with Echo devices including all generations and configurations of Echo, Echo Dot, Echo Plus, Echo Flex, Echo Studio, Echo Spot, and Echo Show. Alexa Emergency Assist is not supported on Alexa-on-the-go devices including Echo Auto and Echo Buds.

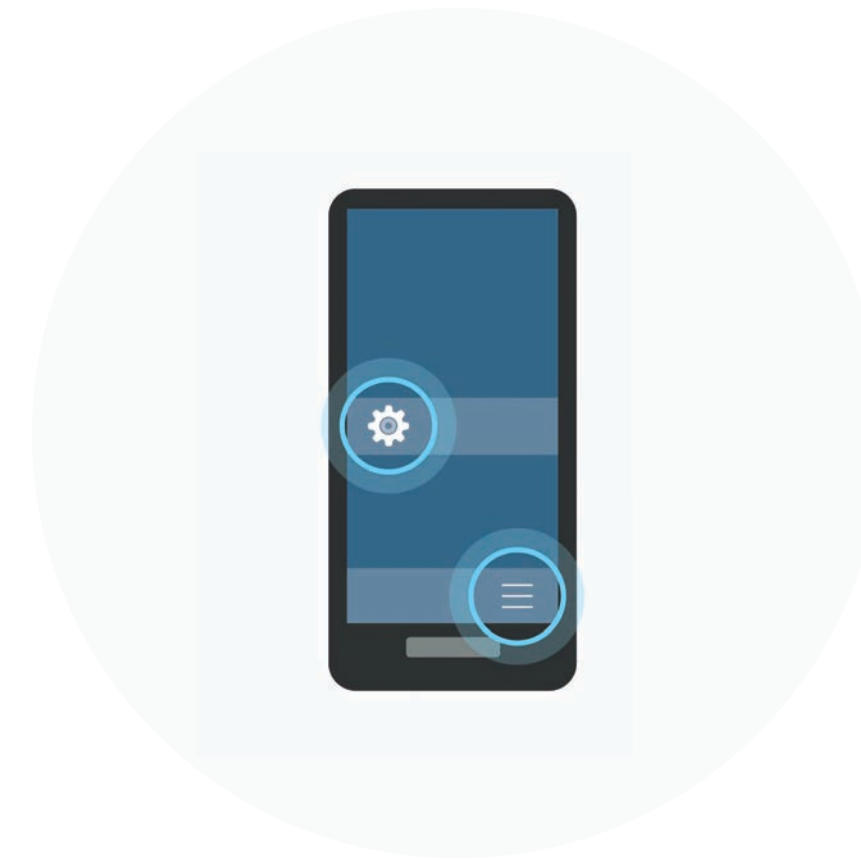


Ensure hardware and software is up to date and in place

Before you begin, make sure you have the latest version of the Alexa app on your phone. Make sure your Echo device software is also up to date. Just ask, "Alexa, is my software up to date?"

TIP: To best ensure that Alexa can detect selected sounds and is within voice range in an emergency, we recommend having at least one Echo device in each room or space in your home.

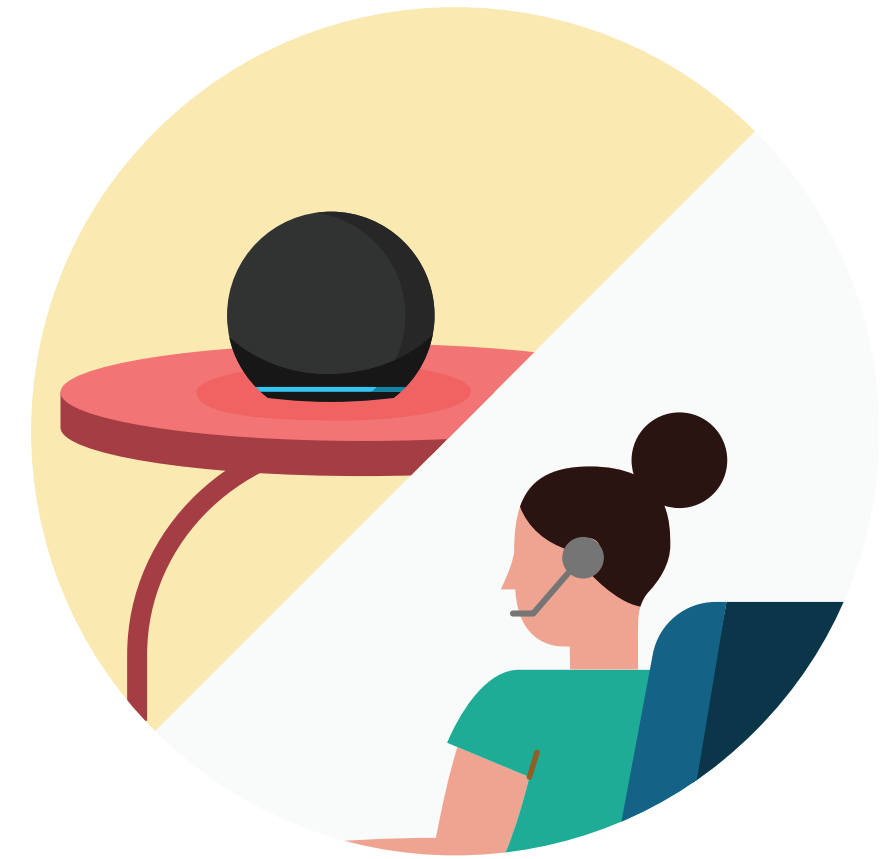
TIP: To best ensure Alexa detects selected sounds in your home, place your Echo devices close to the smoke or carbon monoxide detector that you want to monitor.



Enter or confirm emergency address and number

If you don't already have an emergency address and phone number associated with your Alexa account, you'll need to add one.

TIP: When you call for help, the Urgent Response agent will confirm your address before requesting dispatch. However, in some circumstances (e.g., if the call drops, or if you cannot be understood) the agent may be unable to verbally verify your address, so the address you provide during sign-up will be used.



Test that everything is working as expected.

24/7 Urgent Response Sound Detection

To test Urgent Response, go to your Echo device and say "Alexa, test the emergency helpline." Stay on the line until you hear the message that you have successfully tested the helpline.

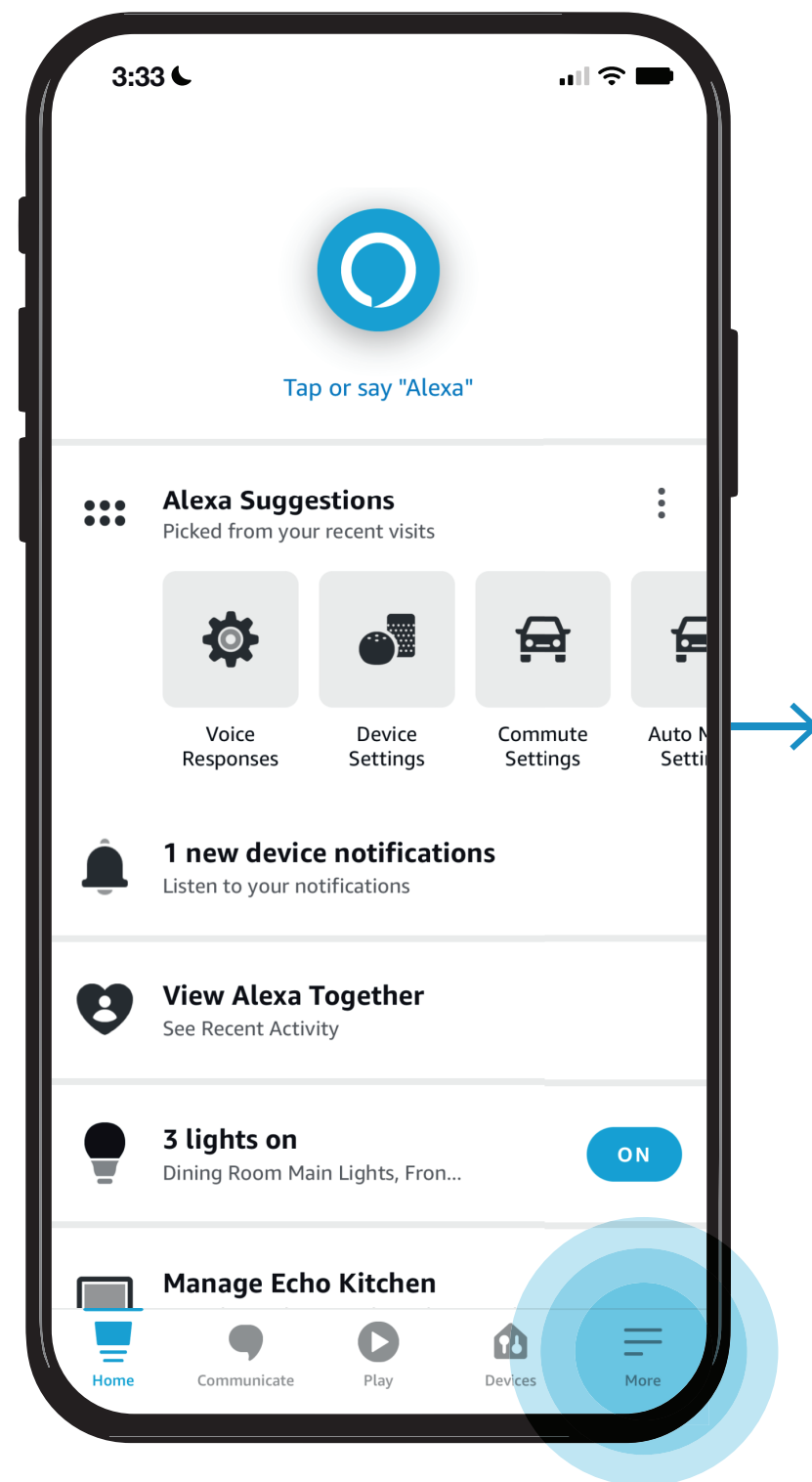
TIP: Inform your all of your Emergency Contacts that you are testing Emergency Assist as they will receive a notification when you do.

To test Sound Detection locate either a smoke or CO detector in your home and press the "test" button until it emits an audible tone for at least 30 seconds. If detected, Alexa will make an announcement.

TIP: If your smoke/CO detector is integrated with a security alarm then we recommend playing a sound recording in lieu of activating a device.

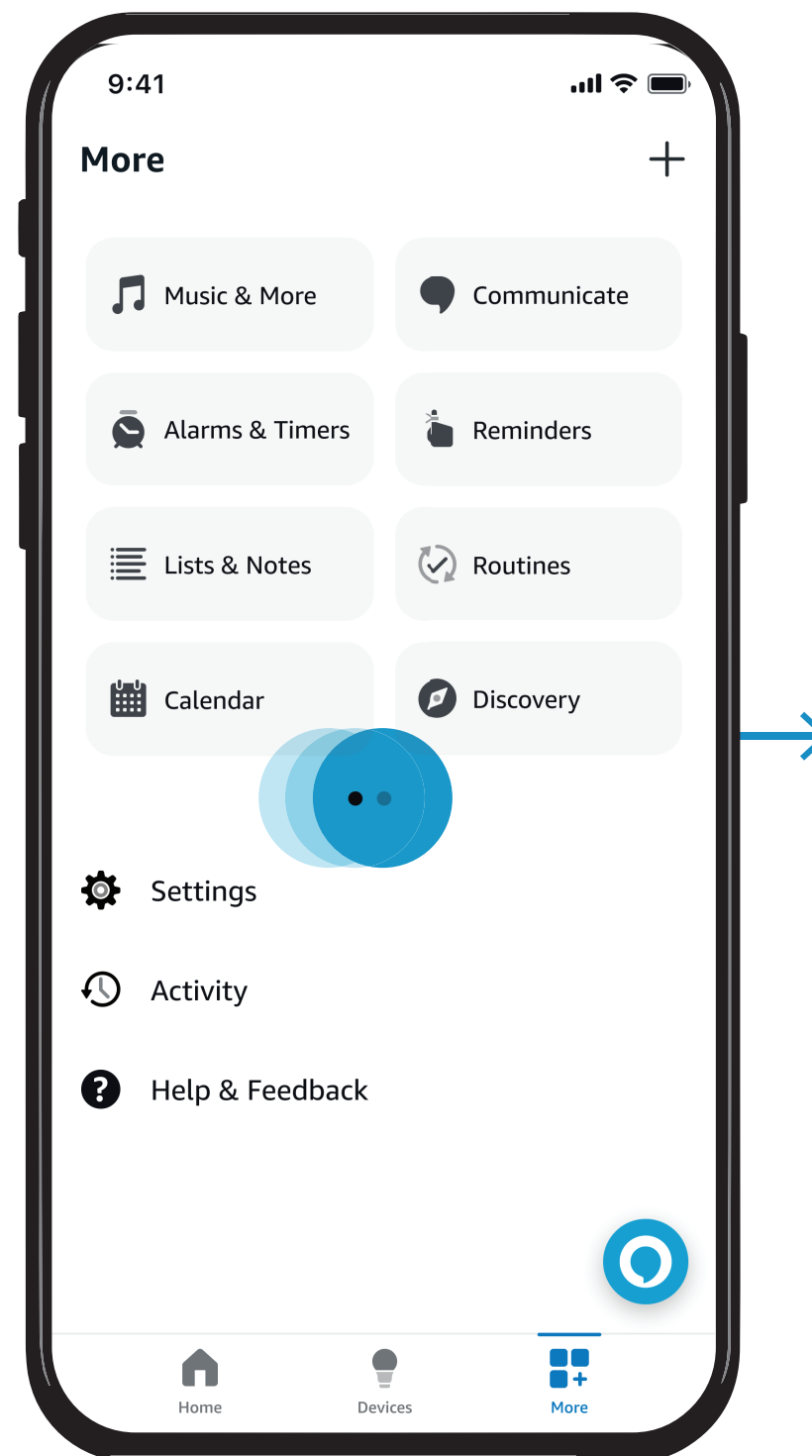


How to access your **Emergency Assist** dashboard



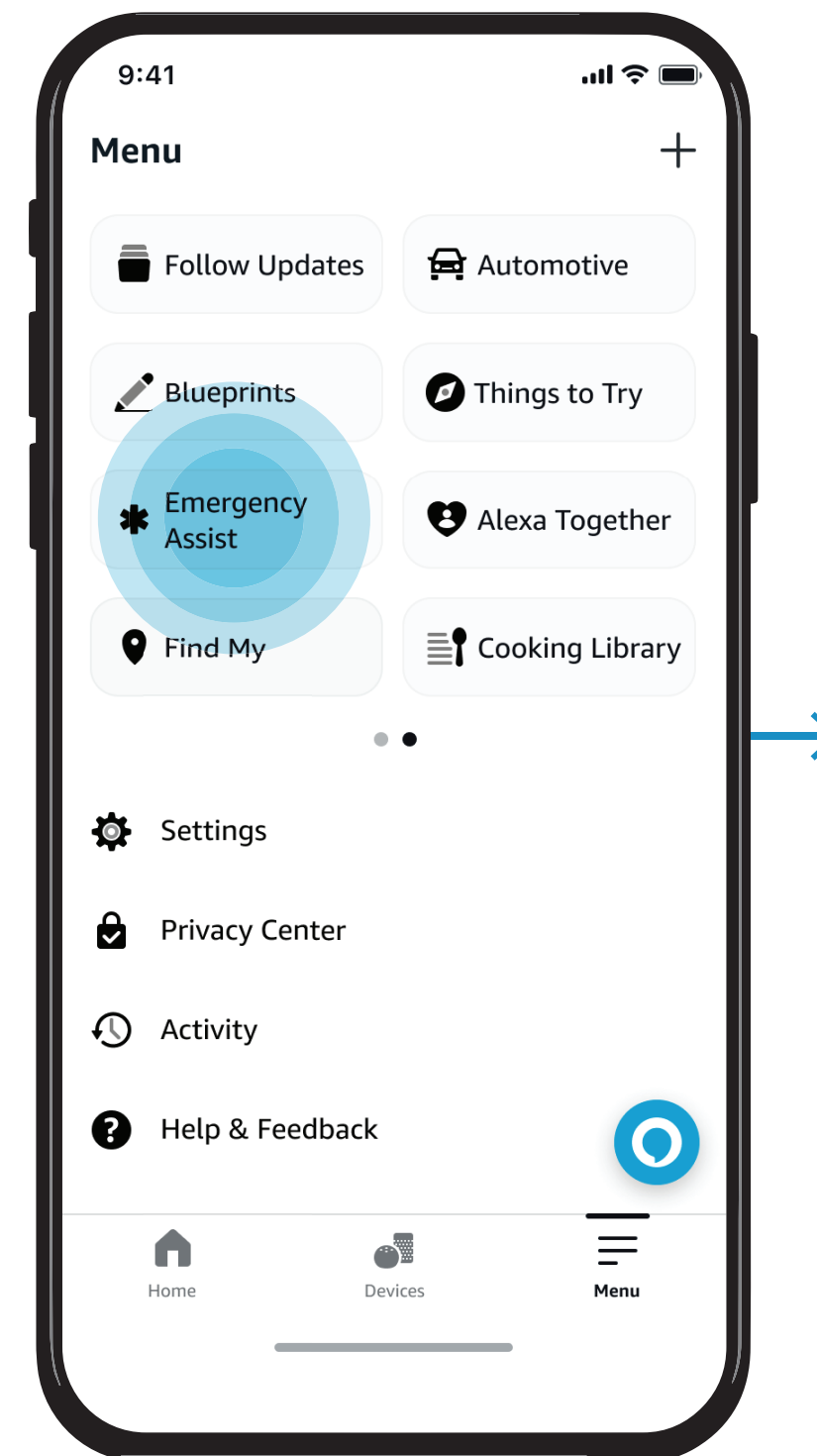
1

Open the Alexa app,
then **tap More**



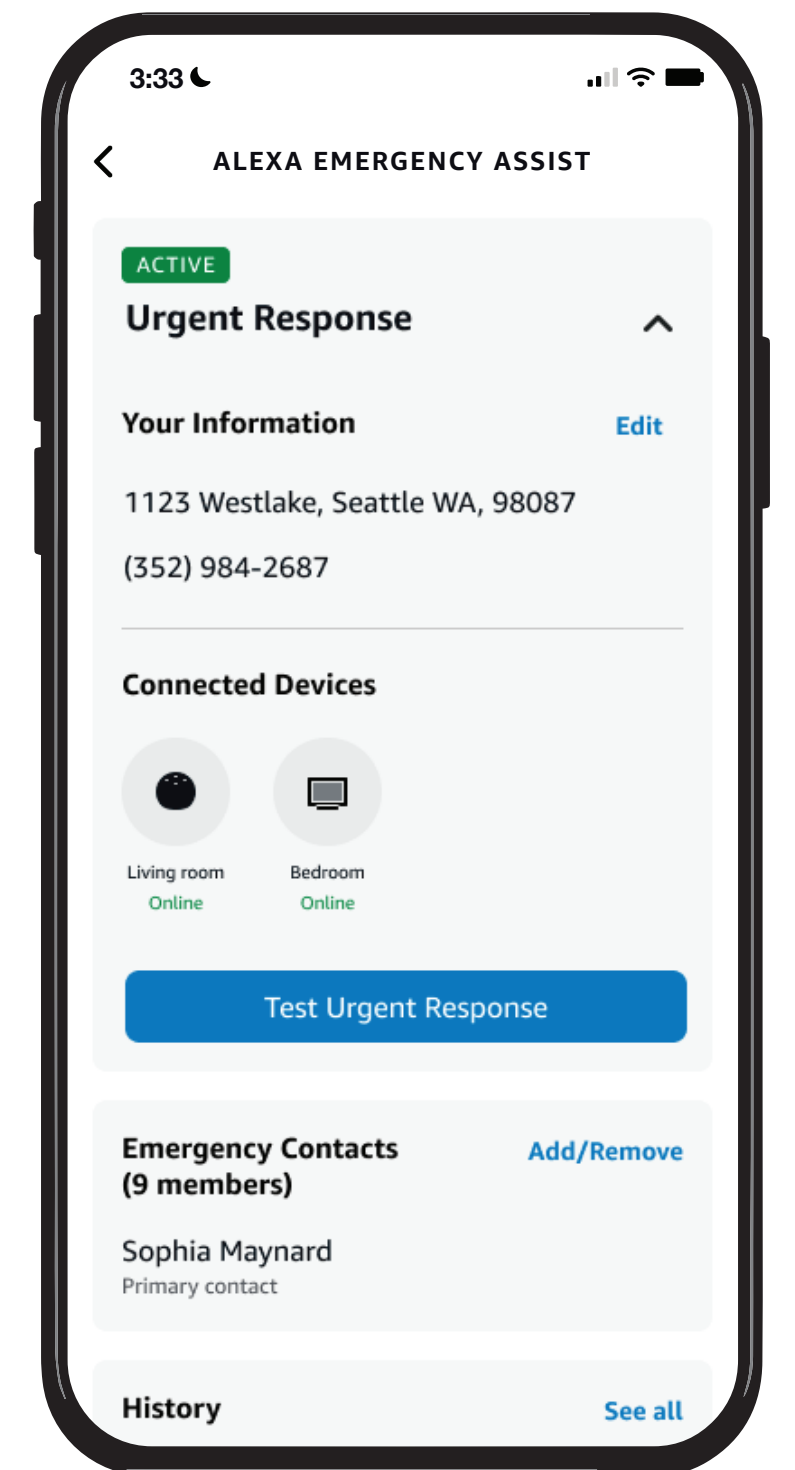
2

From the more menu,
swipe on ● ●



3

From this menu,
tap Emergency Assist



4

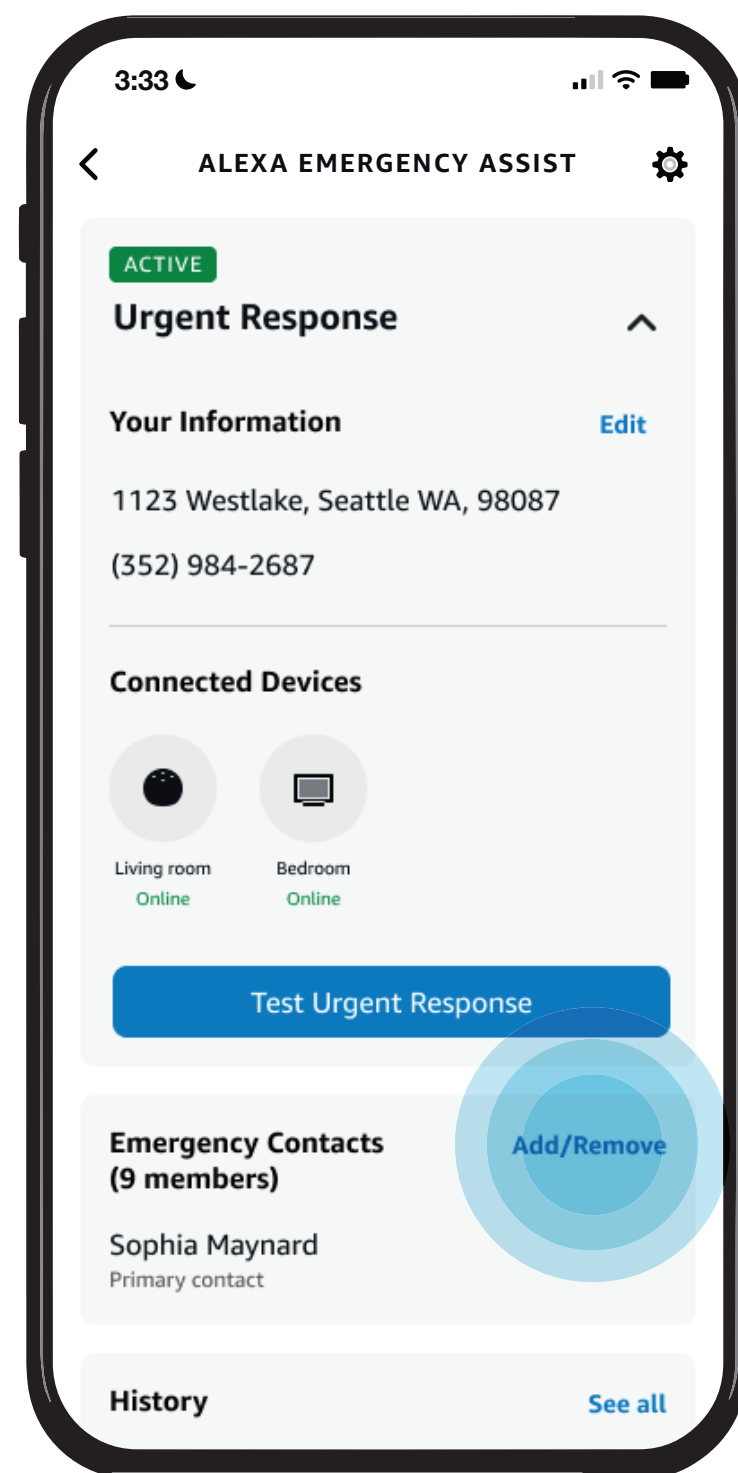
This is your Emergency Assist dashboard.
Scroll to see more.



How to add, edit, and remove Emergency Contacts

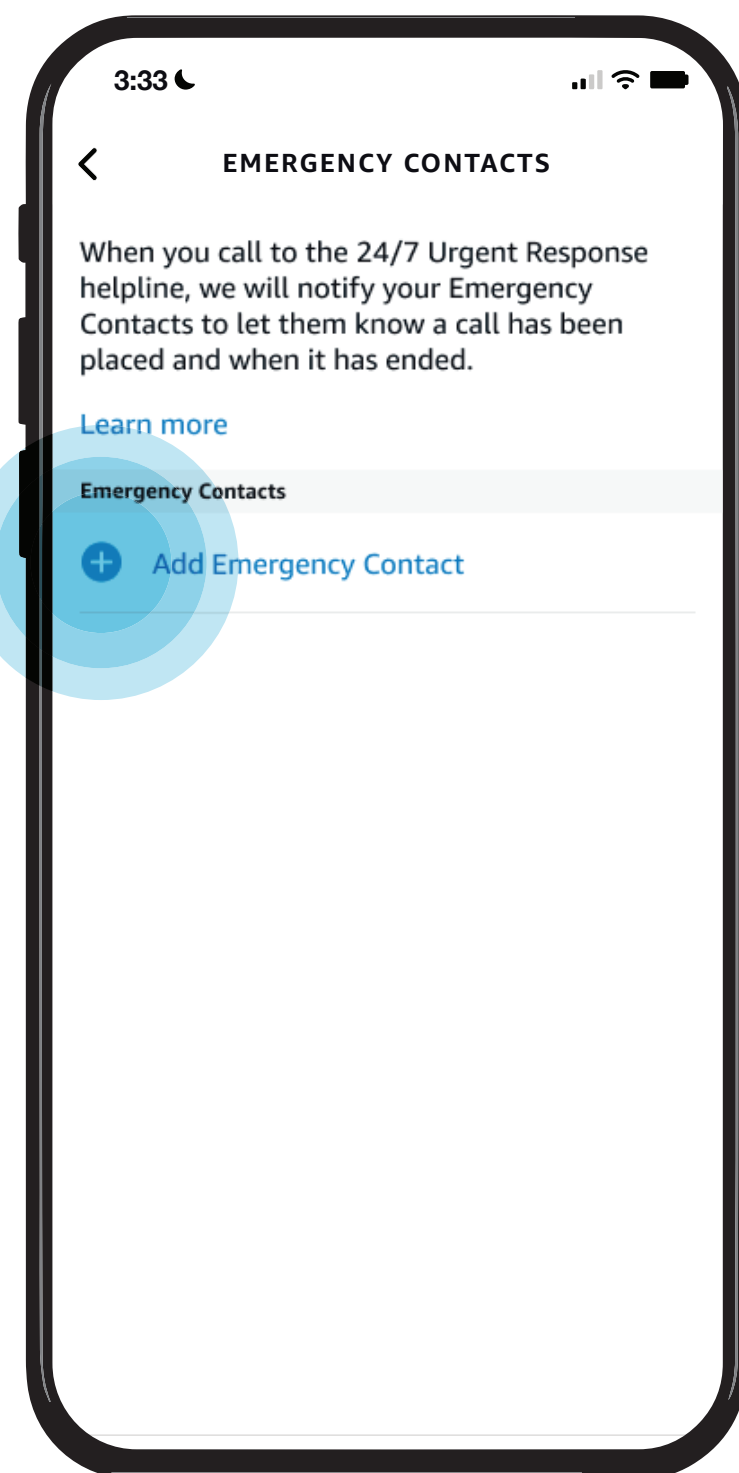
When you add a contact, both an SMS and a push notification are sent to their phone informing them they've been selected as your Emergency Contact.

One of your contacts can be designated as a Primary Emergency Contact. In the event of an emergency, this person may be called to approve dispatch of emergency services.



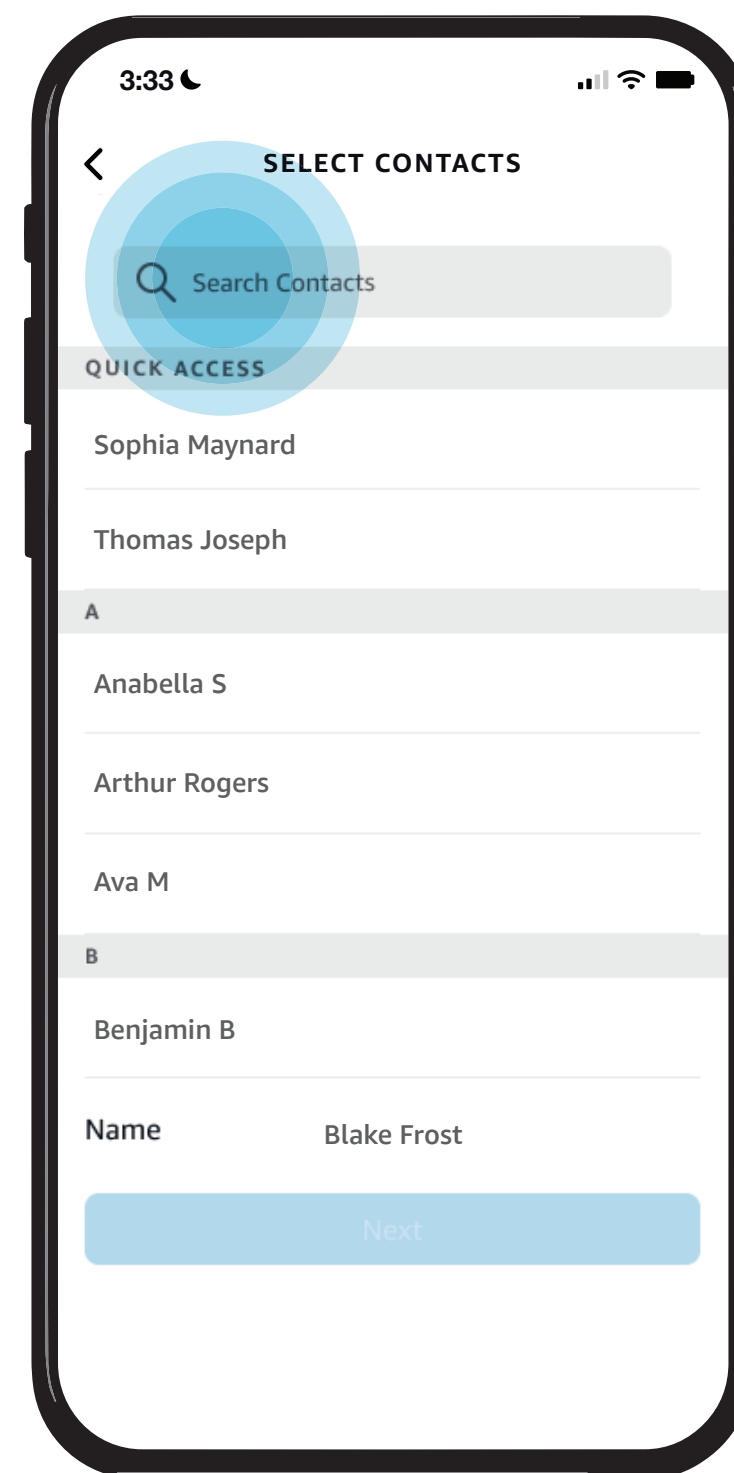
1

Go to your dashboard and tap **Add/Remove** next to Emergency Contacts



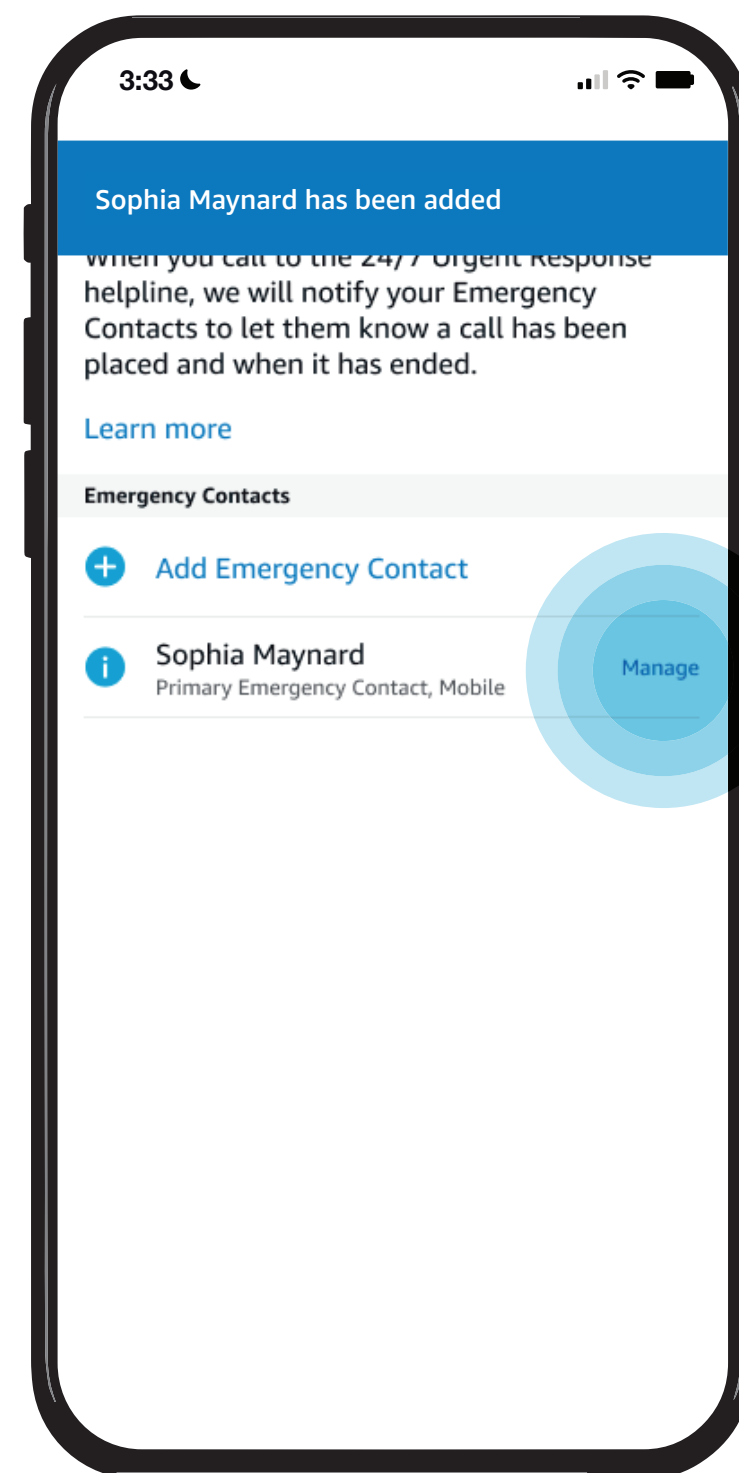
2

Tap **+** to add an Emergency Contact



3

Search for, and select the contact you'd like to add



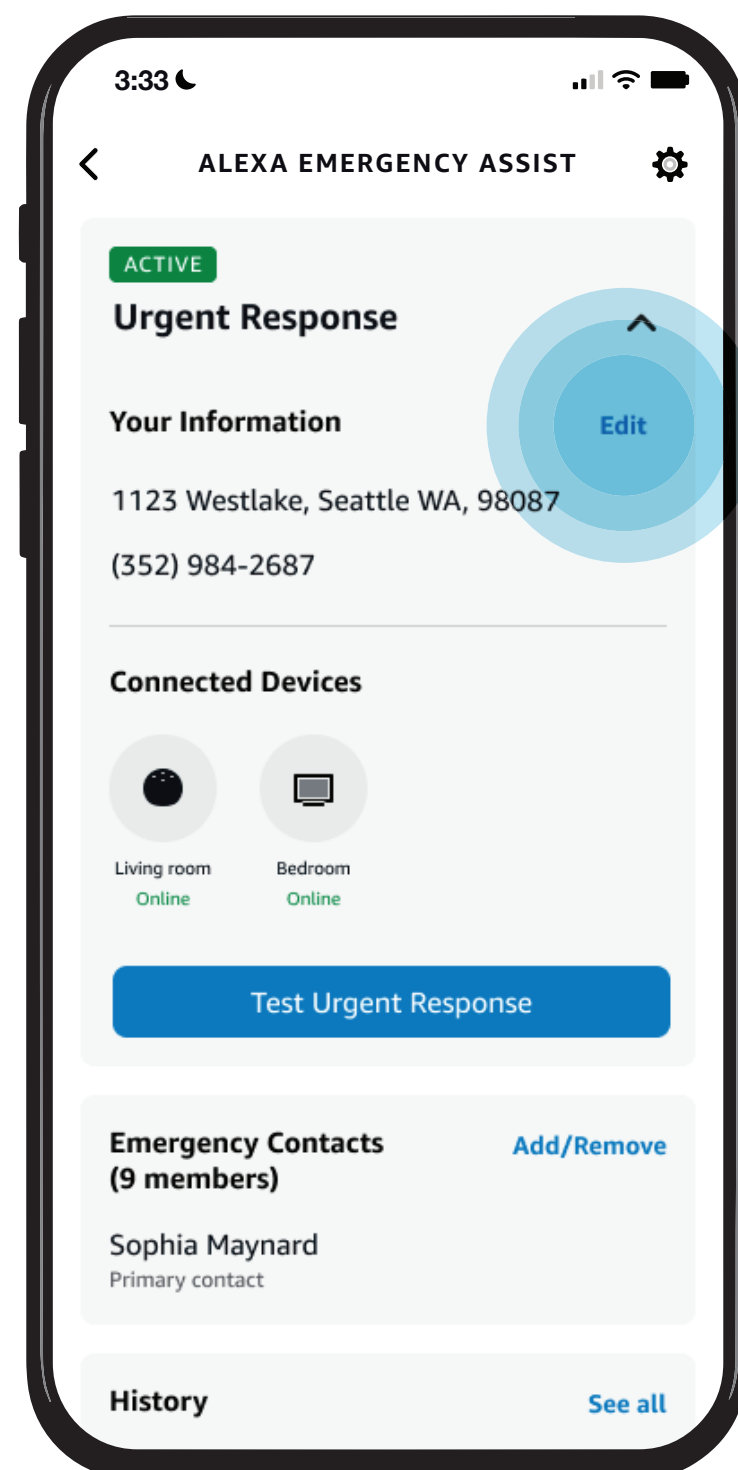
4

Once added, you can tap **Manage** next to their name to delete or edit their information



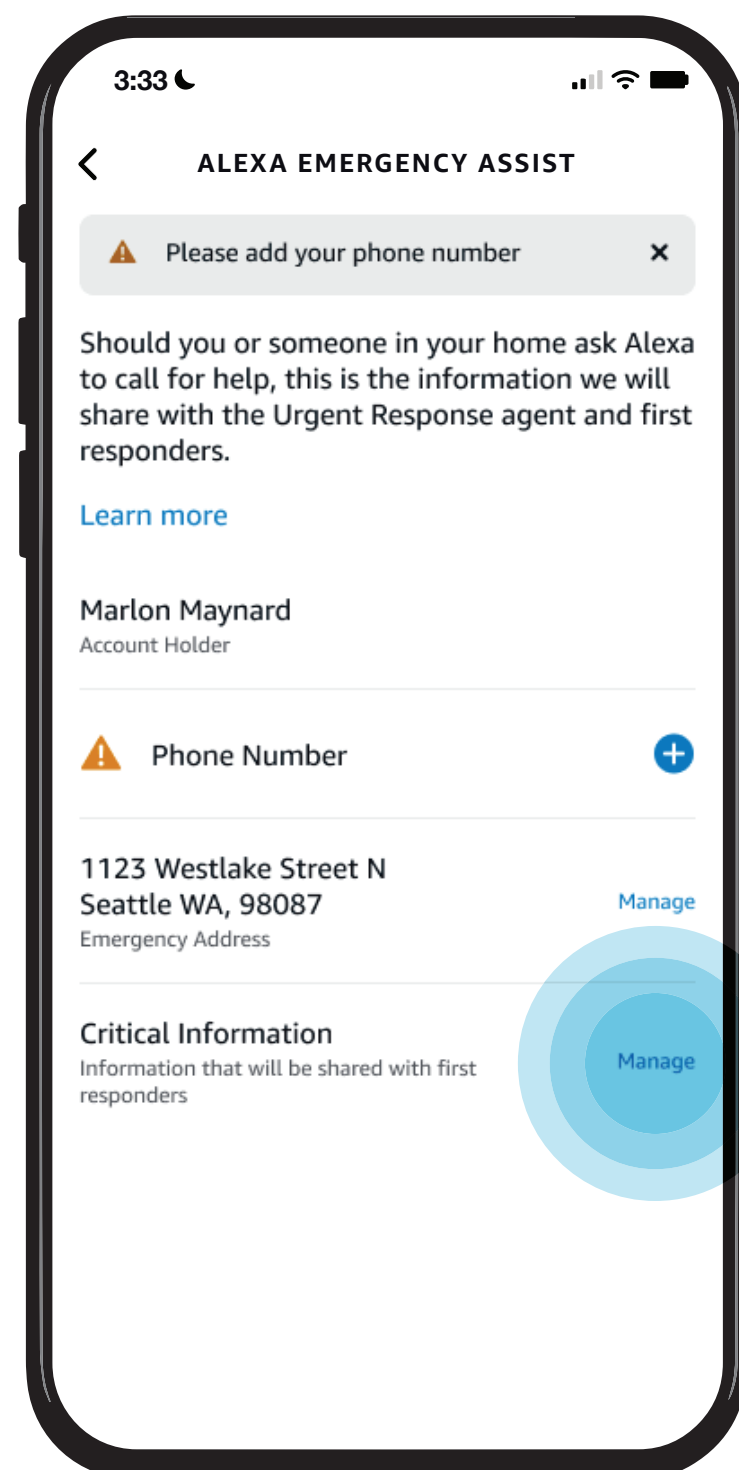
How to add, and edit **Critical Information** in your profile

It is important to keep your emergency information including address, phone number, and critical information up to date.



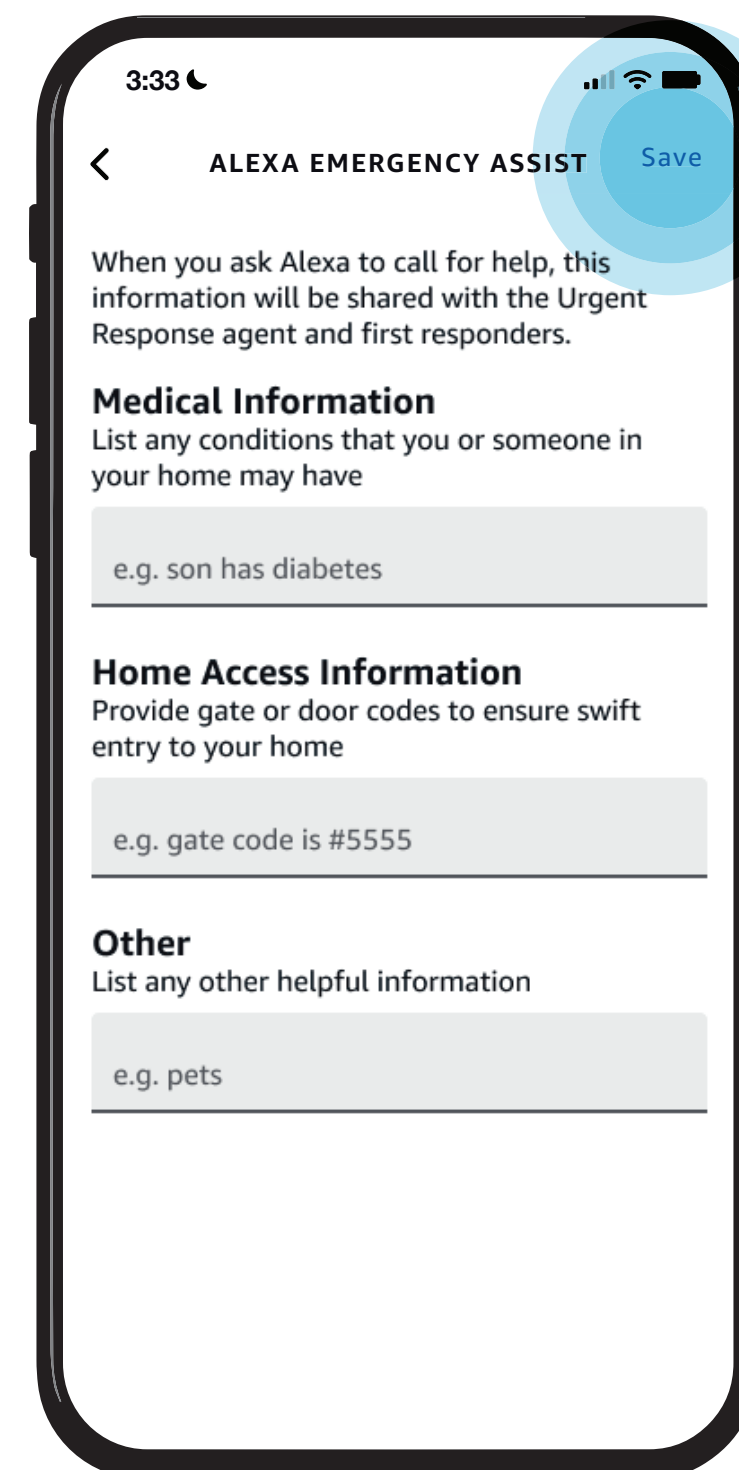
1

Go to your Emergency Assist dashboard, then **tap Edit** next to Your Information



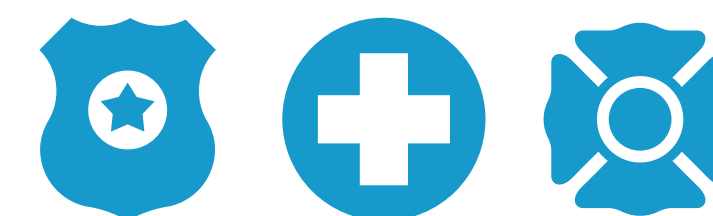
2

Add your phone number or edit your address. **Tap Manage** to add Critical Information



3

Enter Medical, Home Access, and Other helpful information, then **tap Save**



The information you save will be passed on to first responders during an emergency.



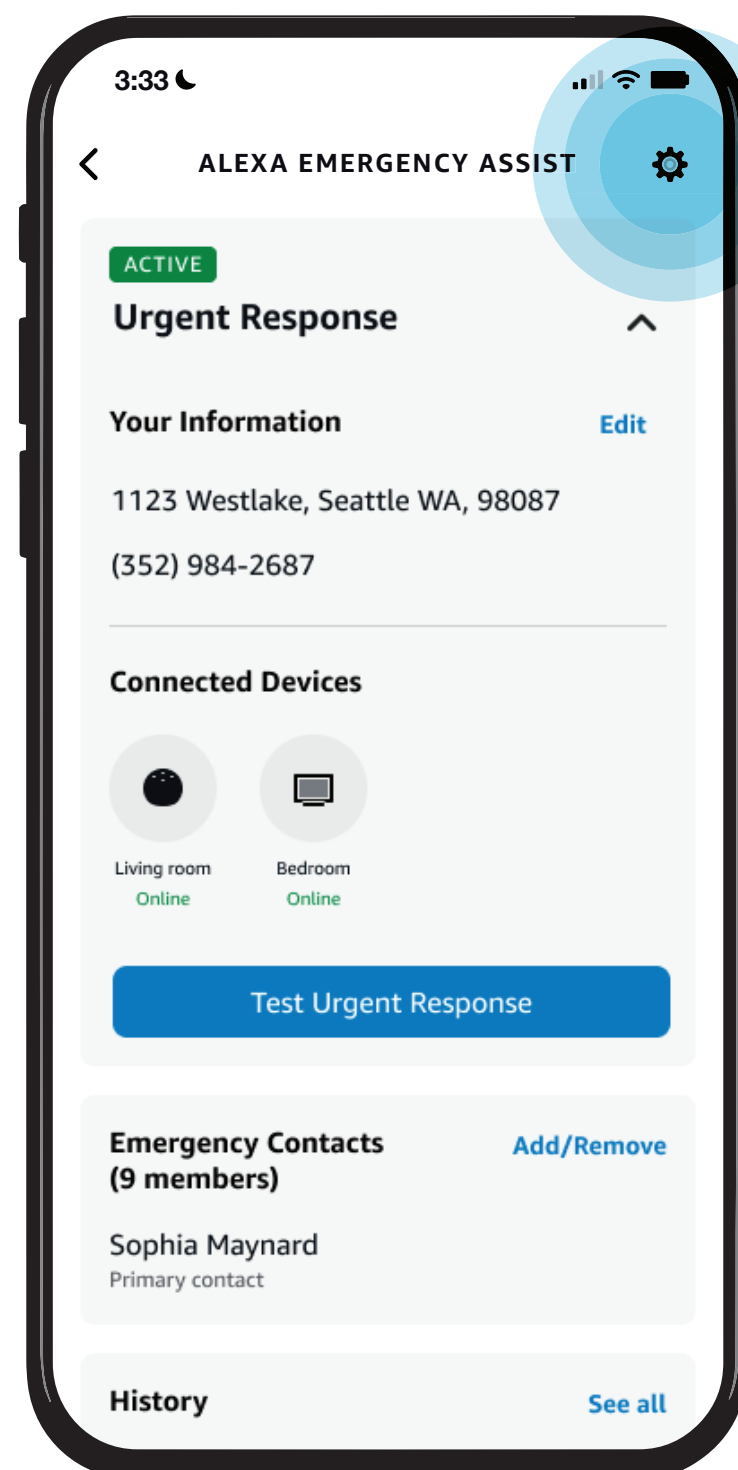
How to enable and view Smart Alerts

To enable Smart Alerts, go to Settings and select the type of alert you would like to receive.

Once alerts are enabled, if a smoke or carbon monoxide alarm is detected, Alexa will announce on all your Echo devices that an alarm has been detected and instruct you to leave the home and call for help.

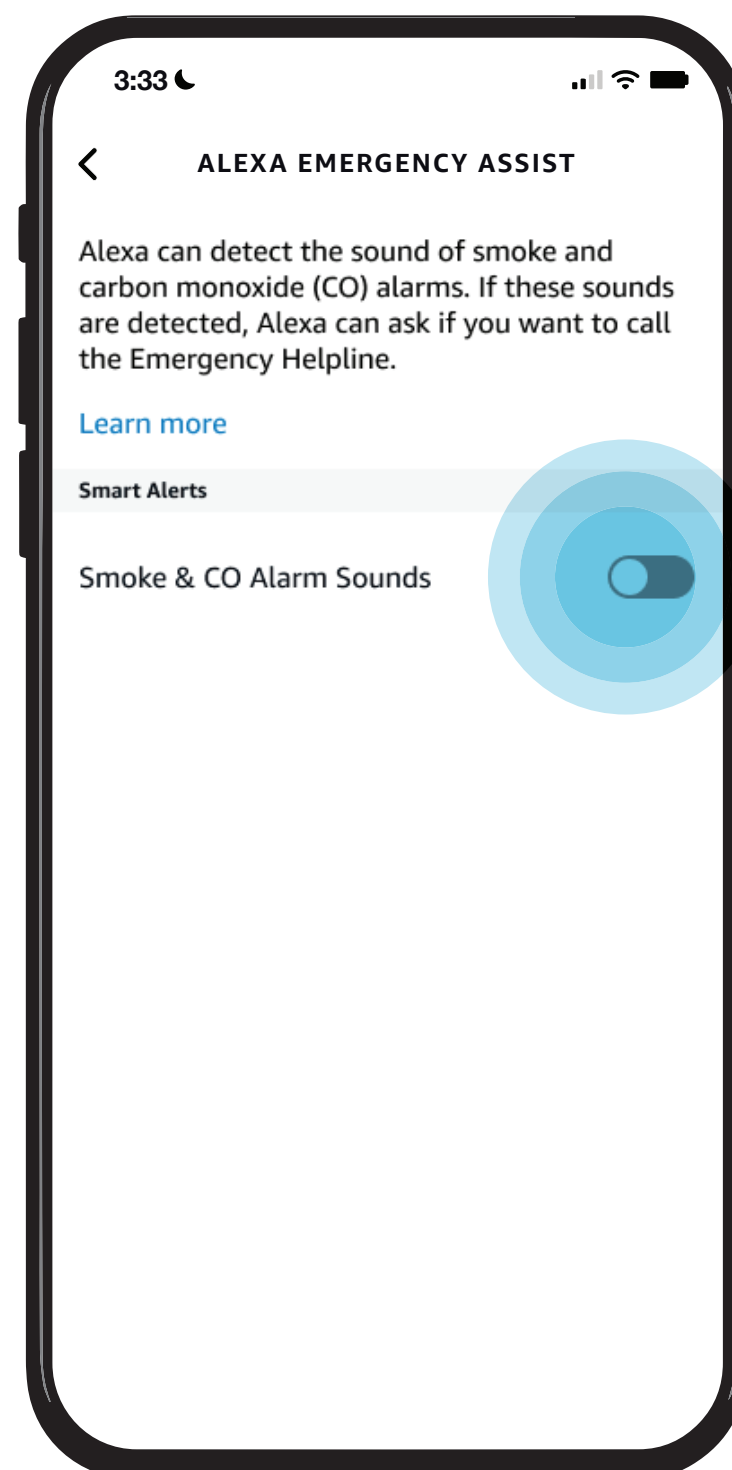
You will also receive a notification where you can listen to a sound snippet of the alarm or Drop In on the device if you're away from home. From here you can call Urgent Response quickly to get help.

Enable alerts



1

Go to your Emergency Assist dashboard, then tap **Settings**



2

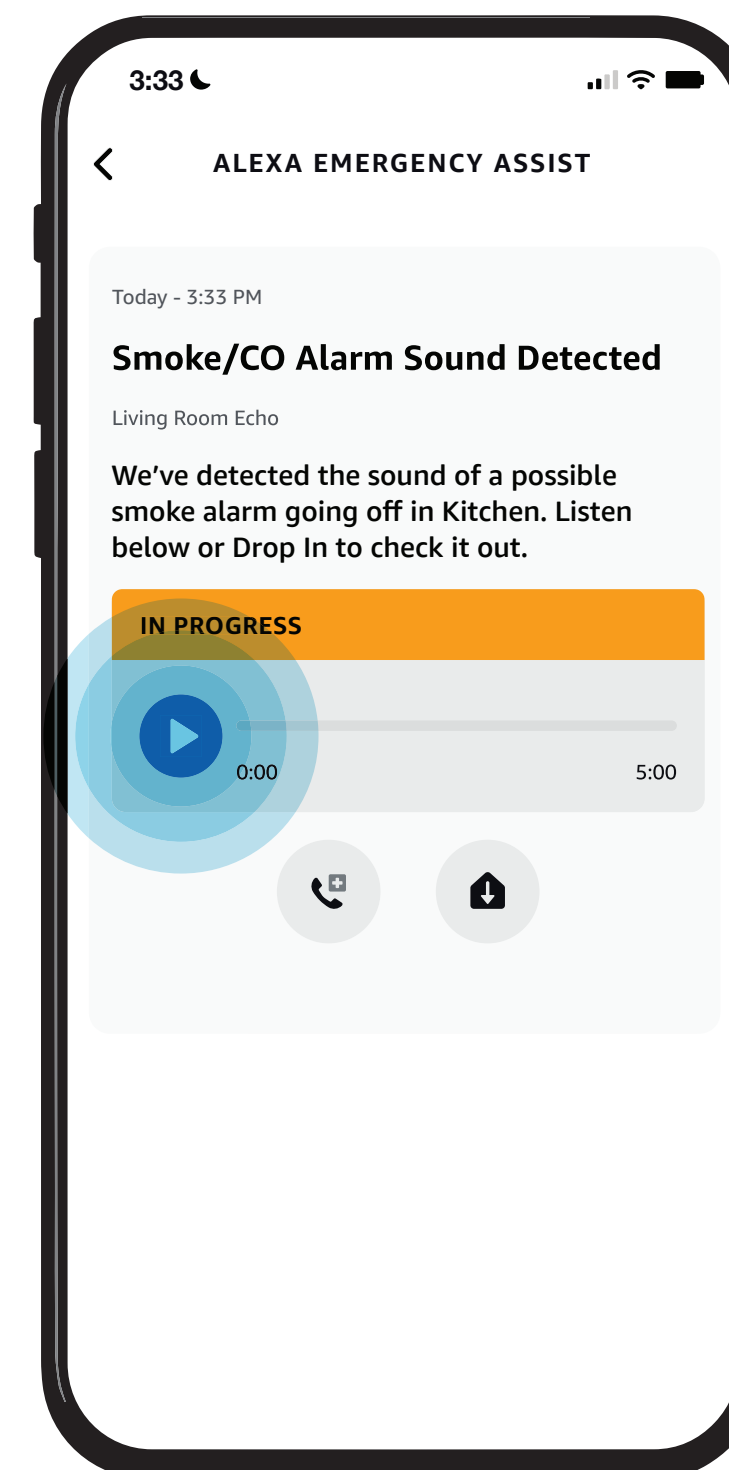
To enable or disable an alert, tap to **toggle alert On/Off**

View alerts



1

When receiving a message, from your home screen, tap the **notification**



2

From here, you can **play the recording**, call **Urgent Response**, or **Drop In** on your device



A few **extra things** (*and links*) you may find helpful to get the most out of Emergency Assist

Have more questions about Alexa Emergency Assist? Visit our [FAQs](#) and our [Help Topics](#)

Want to see all the ways Alexa can help add to your day? Explore [Alexa Skills](#)

Want to see all the features of your Alexa Echo device? Visit [Alexa Device Help](#)

Support: In the event you are having issues with your activation or subscription, please contact [Customer Support](#)

You can manage your account and billing anytime by visiting [Your Membership & Subscriptions](#) on amazon.com

Amazon designs Alexa and Echo devices with multiple layers of privacy and security, including Alexa Emergency Assist. Learn more about [Alexa Privacy](#)

Get help fast. Just ask. “Alexa, call for help!”

“This is Nic from Urgent Response, do you need emergency assistance?”

