

Alexa Together

How To Guide Remote Assist



Remote Assist is an opt-in feature that allows you to help your loved one stay organized and connected. If your loved one chooses to activate it, you can use your phone to set reminders for them, manage their shopping lists, and directly access their Alexa account and help manage their daily routines.



ALEXA TOGETHER

REMOTE ASSIST GUIDE

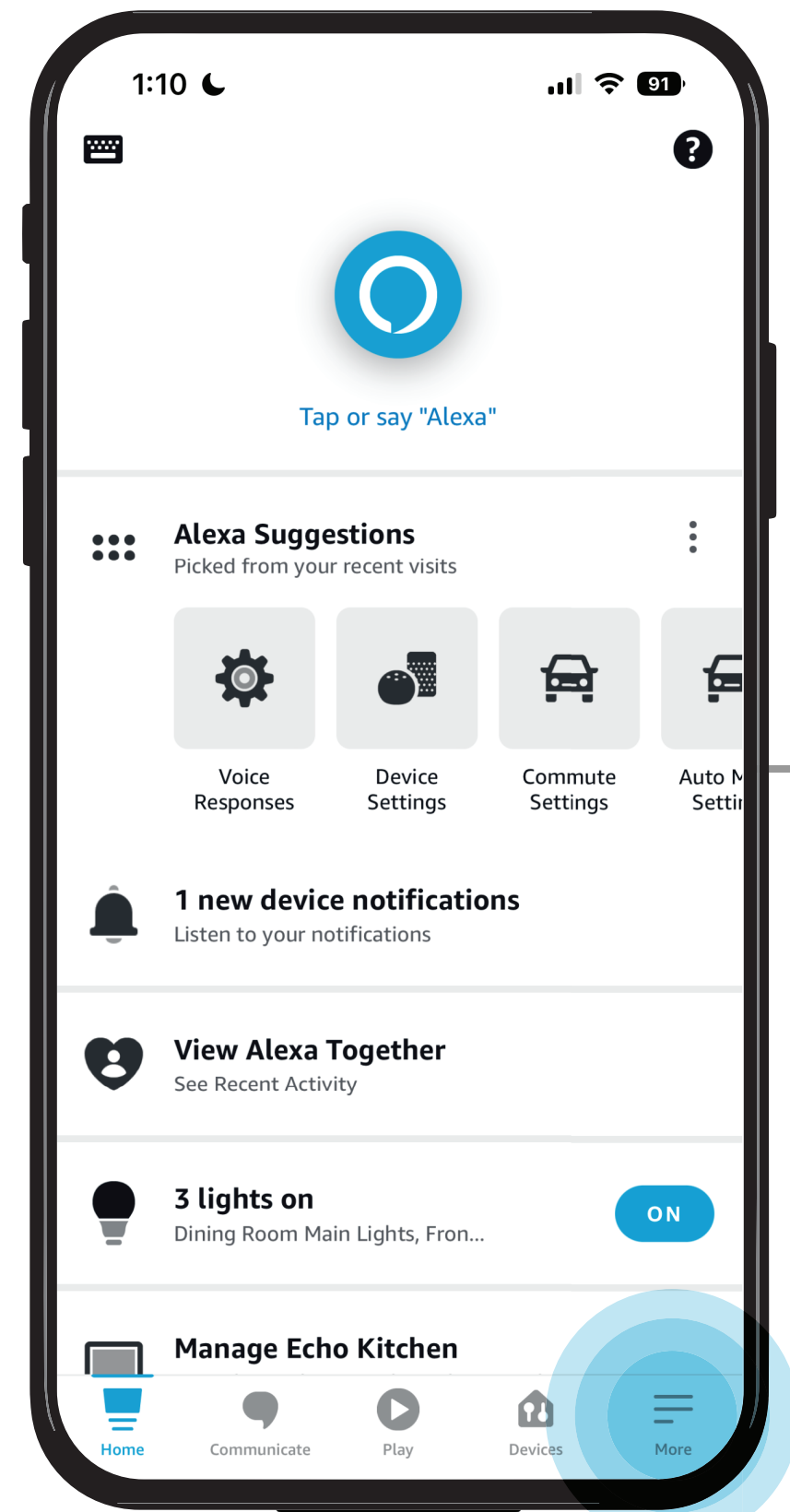
Give them a hand from afar.

Take the first step toward helping your loved one, even when you are away.

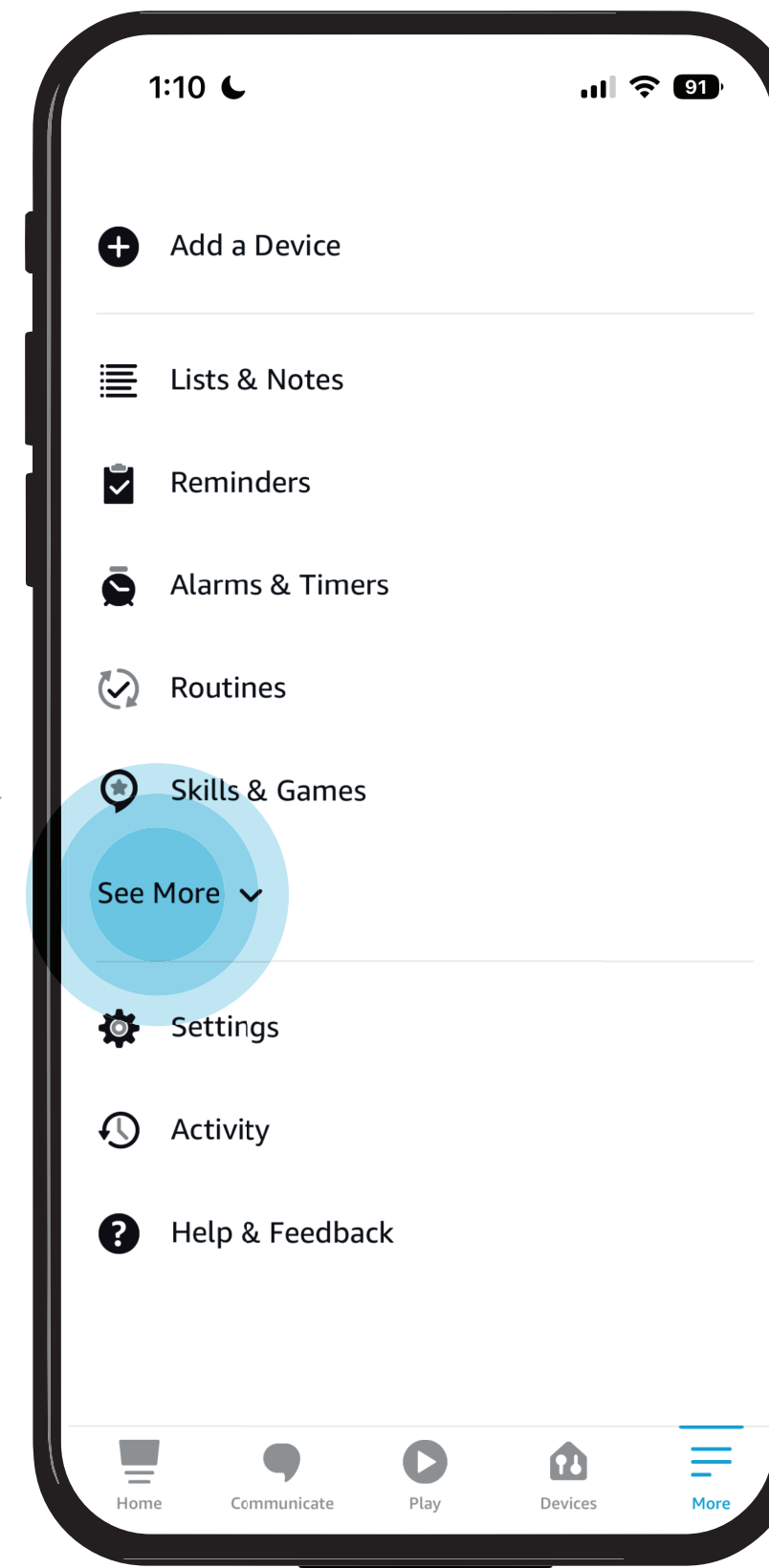
Learn how to here...

- [Open Alexa Together](#)
- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- Set up Music & Podcasts
- Add or edit Reminders
- Add or edit Shopping List
- Manage how Alexa communicates
- Manage Routines

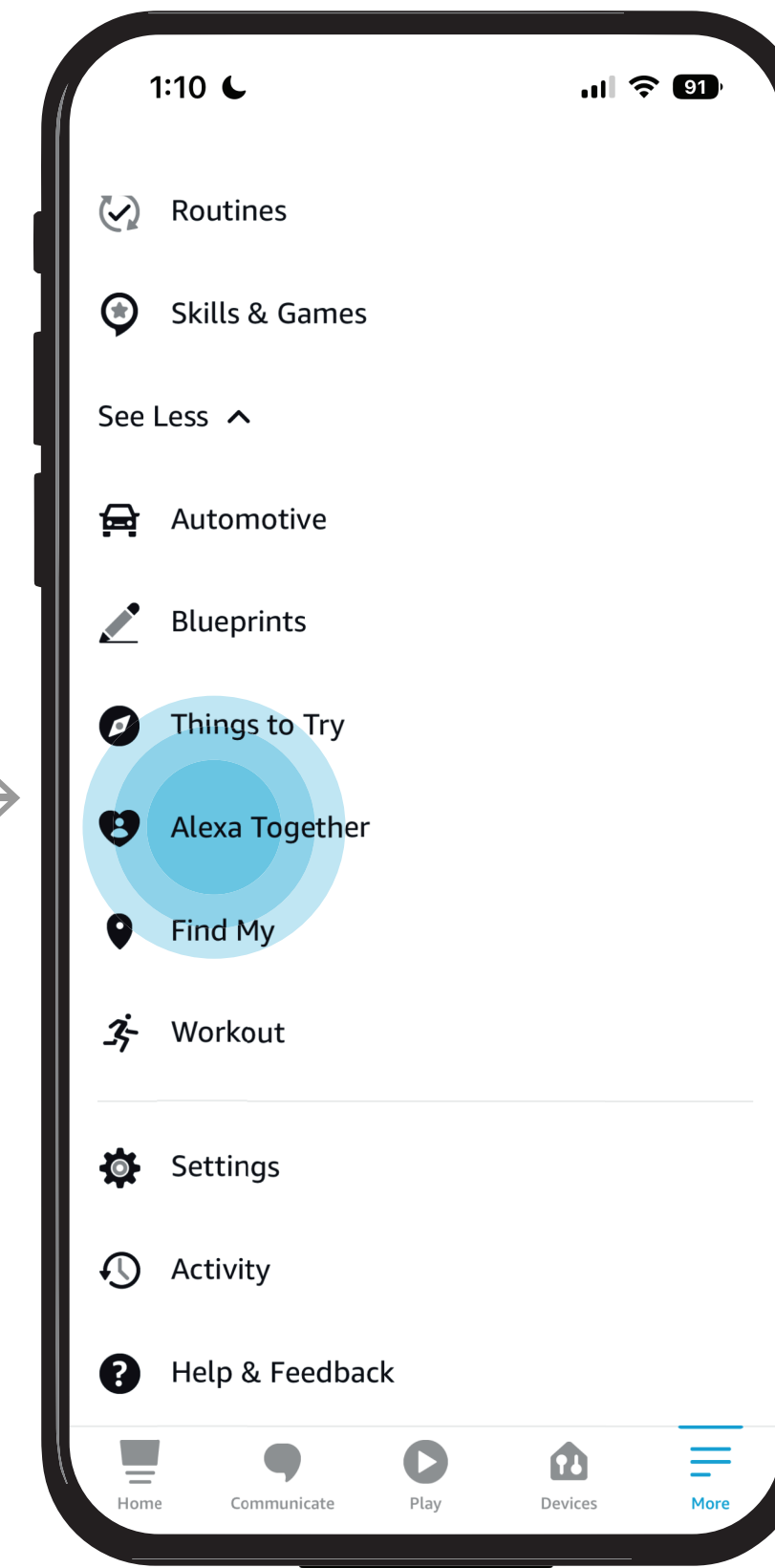
Where to [get more help](#) with Alexa Together Remote Assist



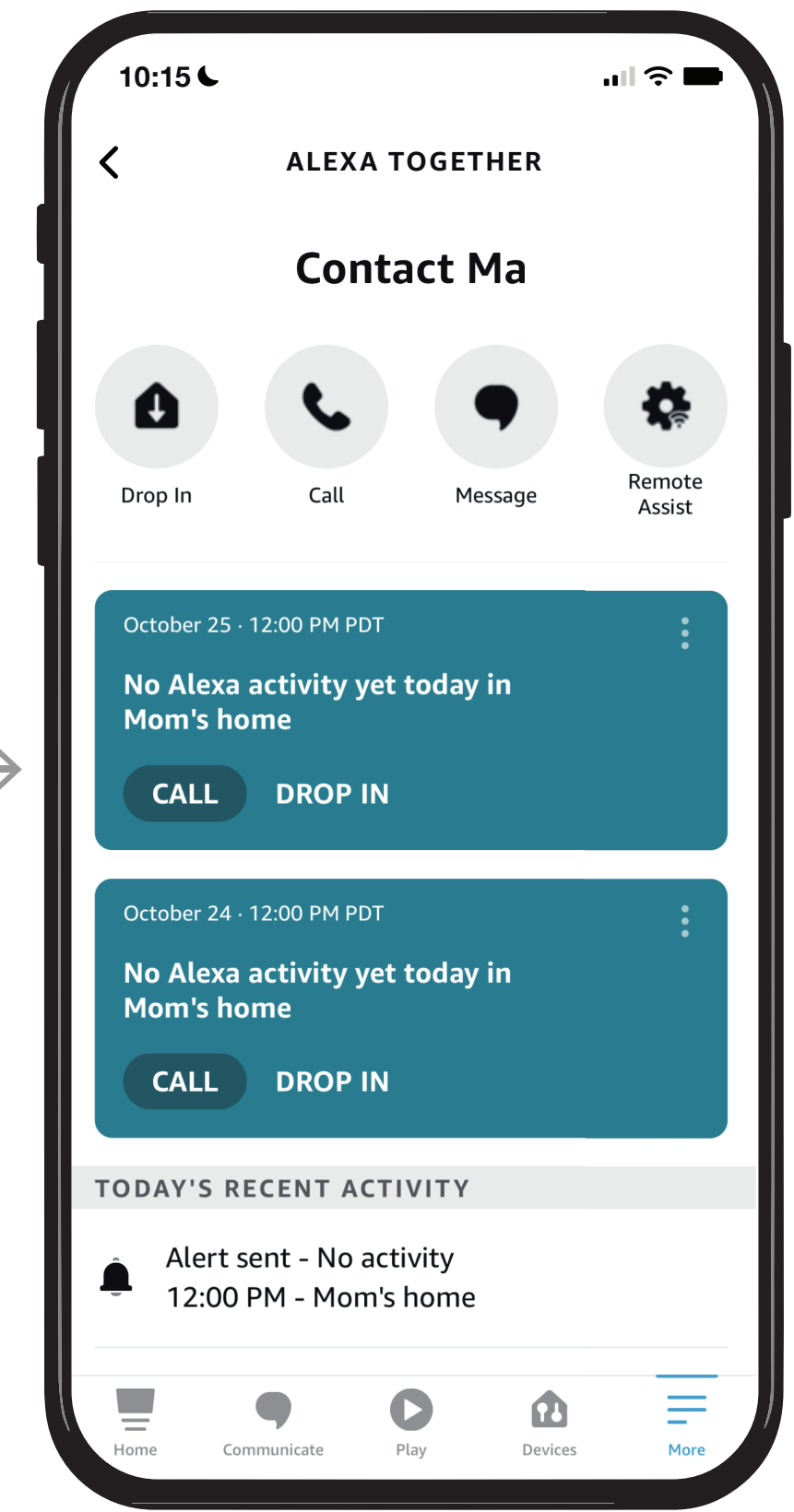
STEP 1 /
[Open the Alexa app](#)
then [Tap on More](#)



STEP 2 /
[Tap on See More](#)



STEP 3 /
[Tap on Alexa Together](#)



STEP 4 /
[View Alexa Together dashboard](#)

ALEXA TOGETHER

REMOTE ASSIST GUIDE

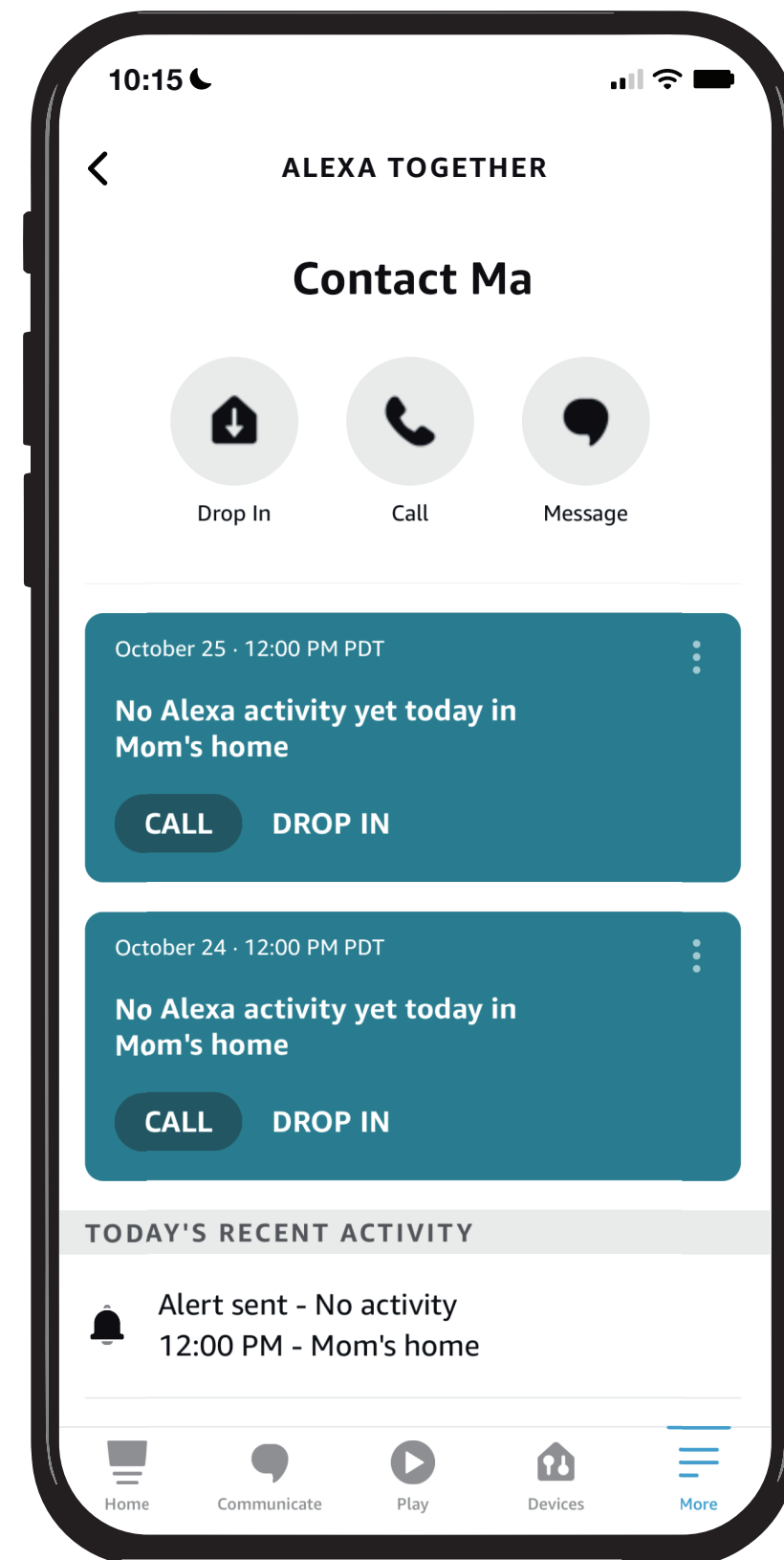
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Once your loved one has enabled Remote Assist, you can start helping them, even when you're apart.

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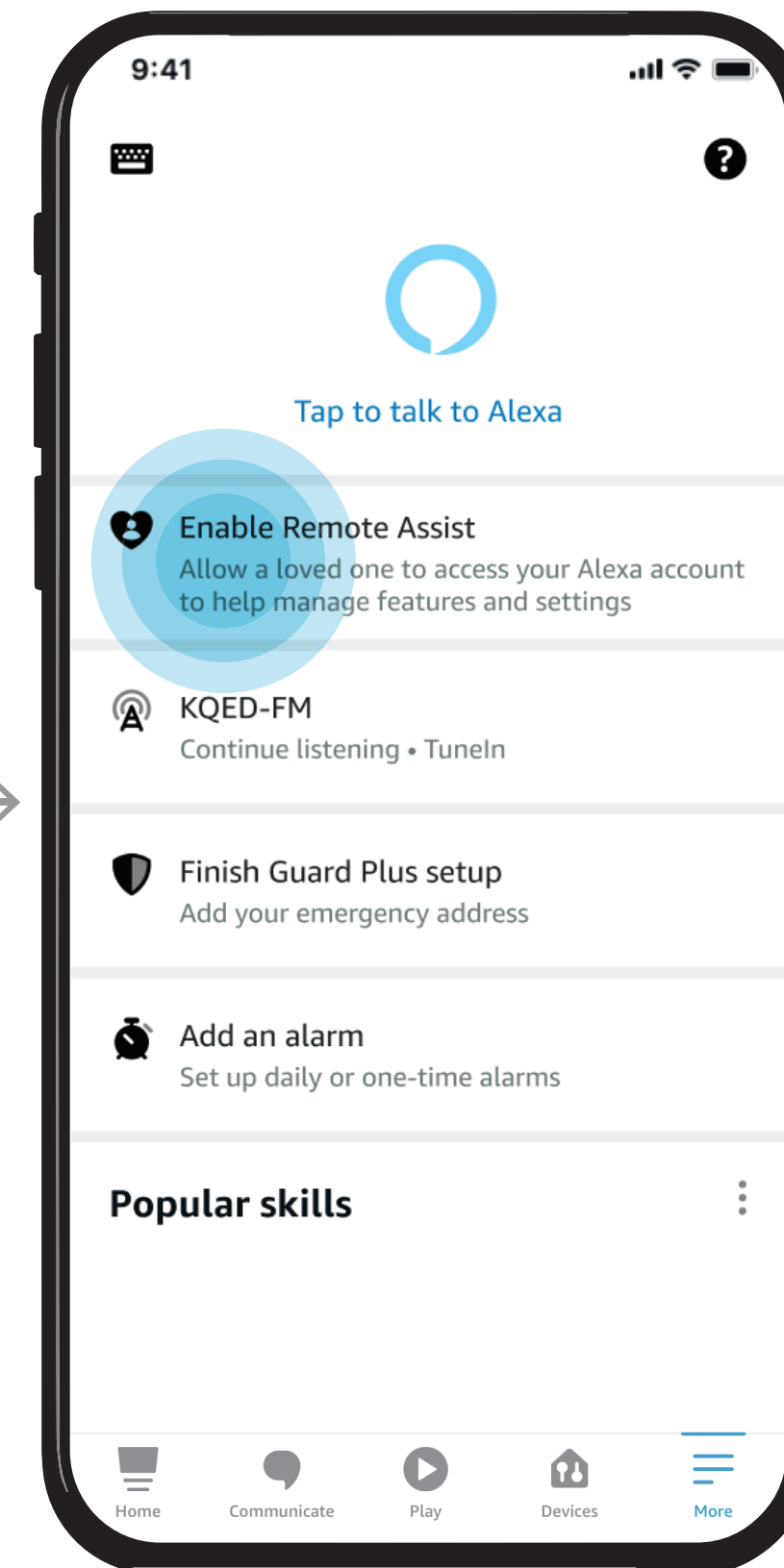
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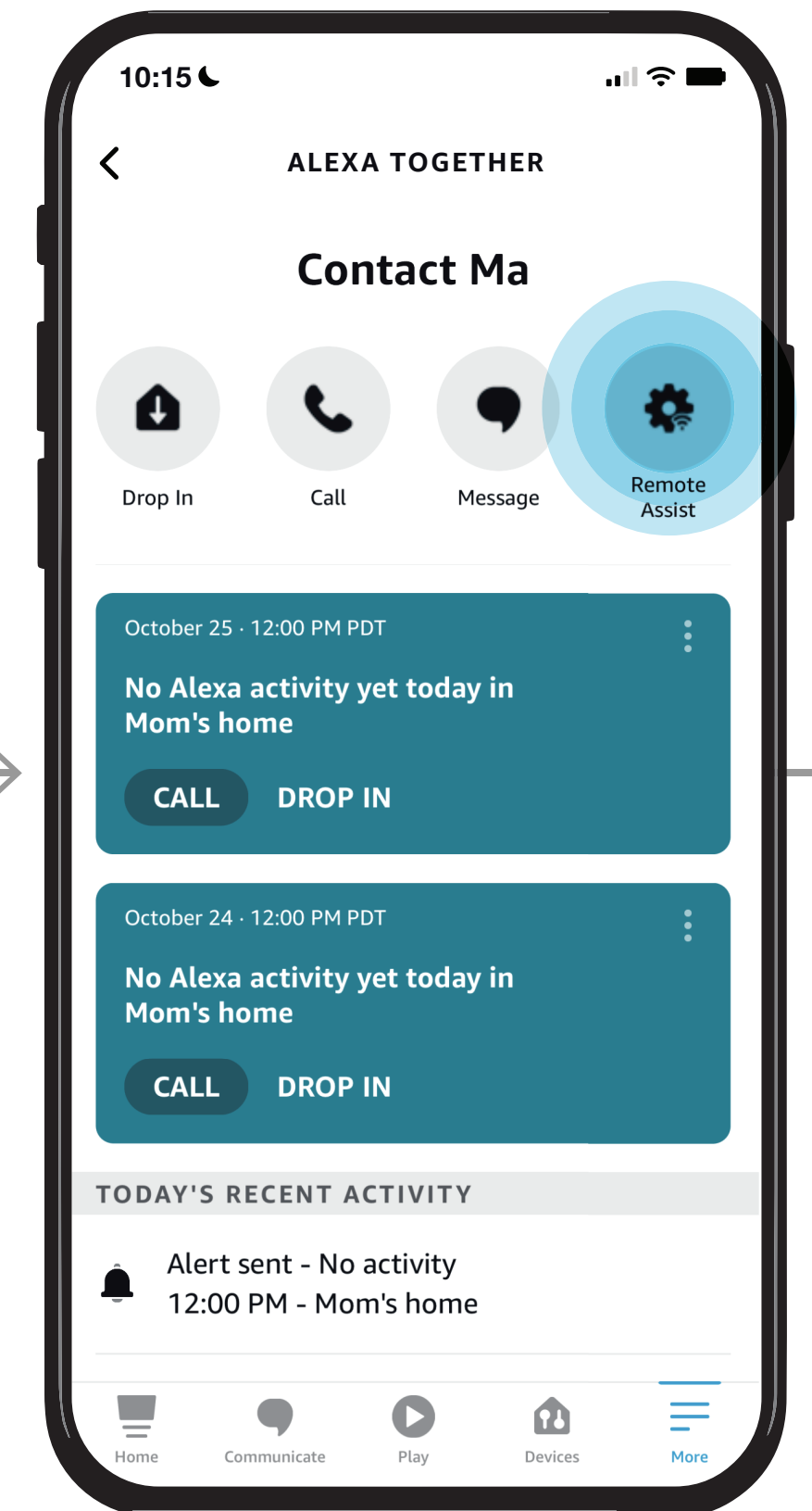
STEP 1 /
[Open Alexa Together](#)



STEP 2 /
During set up, your loved one is invited to turn on Remote Assist



STEP 3 /
Have your loved one Open the Alexa App then [Enable Remote Assist](#)



STEP 4 /
Open Alexa Together then [Tap Remote Assist](#)

NOTES /

Your loved one needs to enable the Remote Assist option before you can use it. Only your loved one and Circle Host can turn Remote Assist on or off.

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

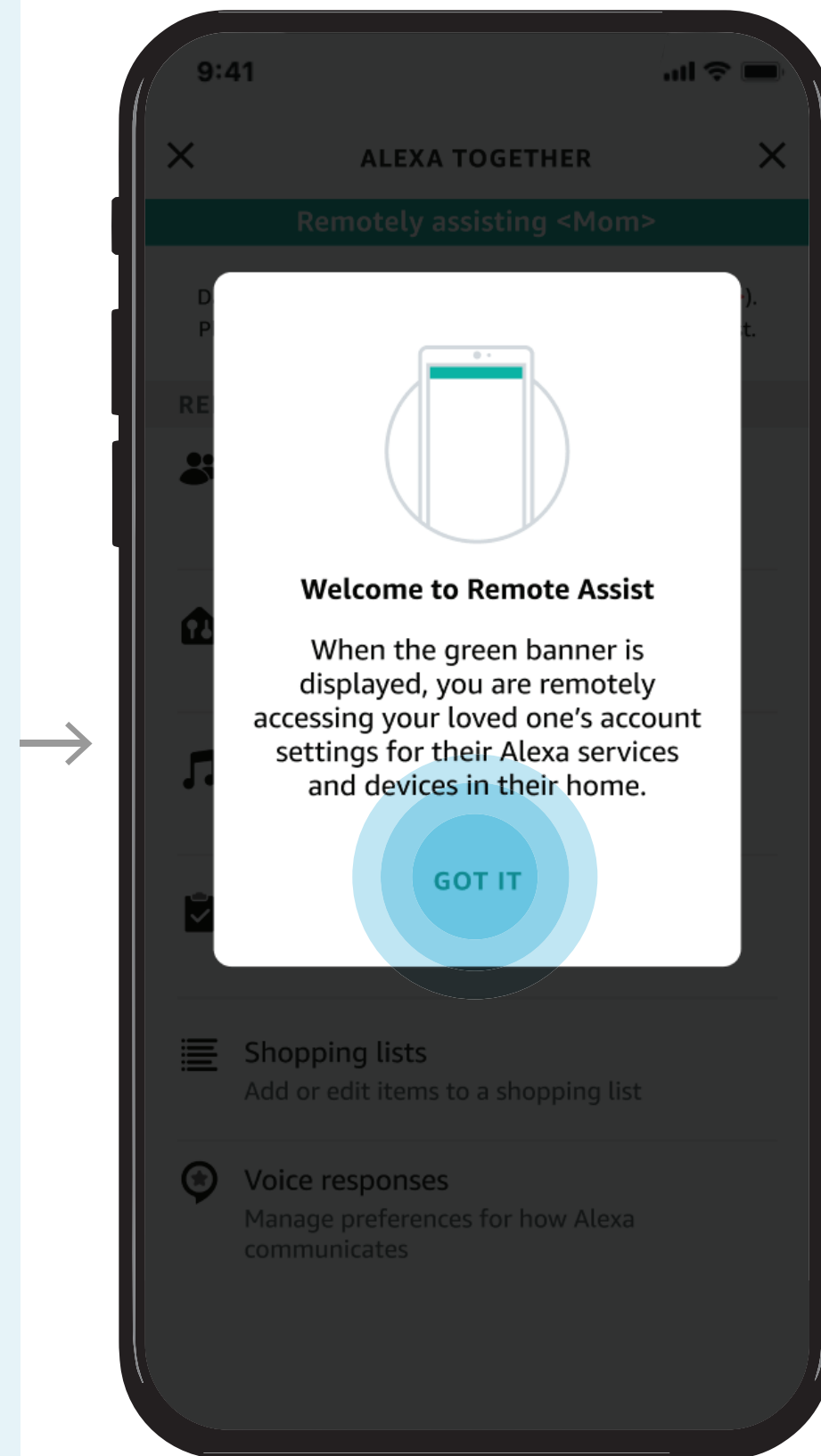


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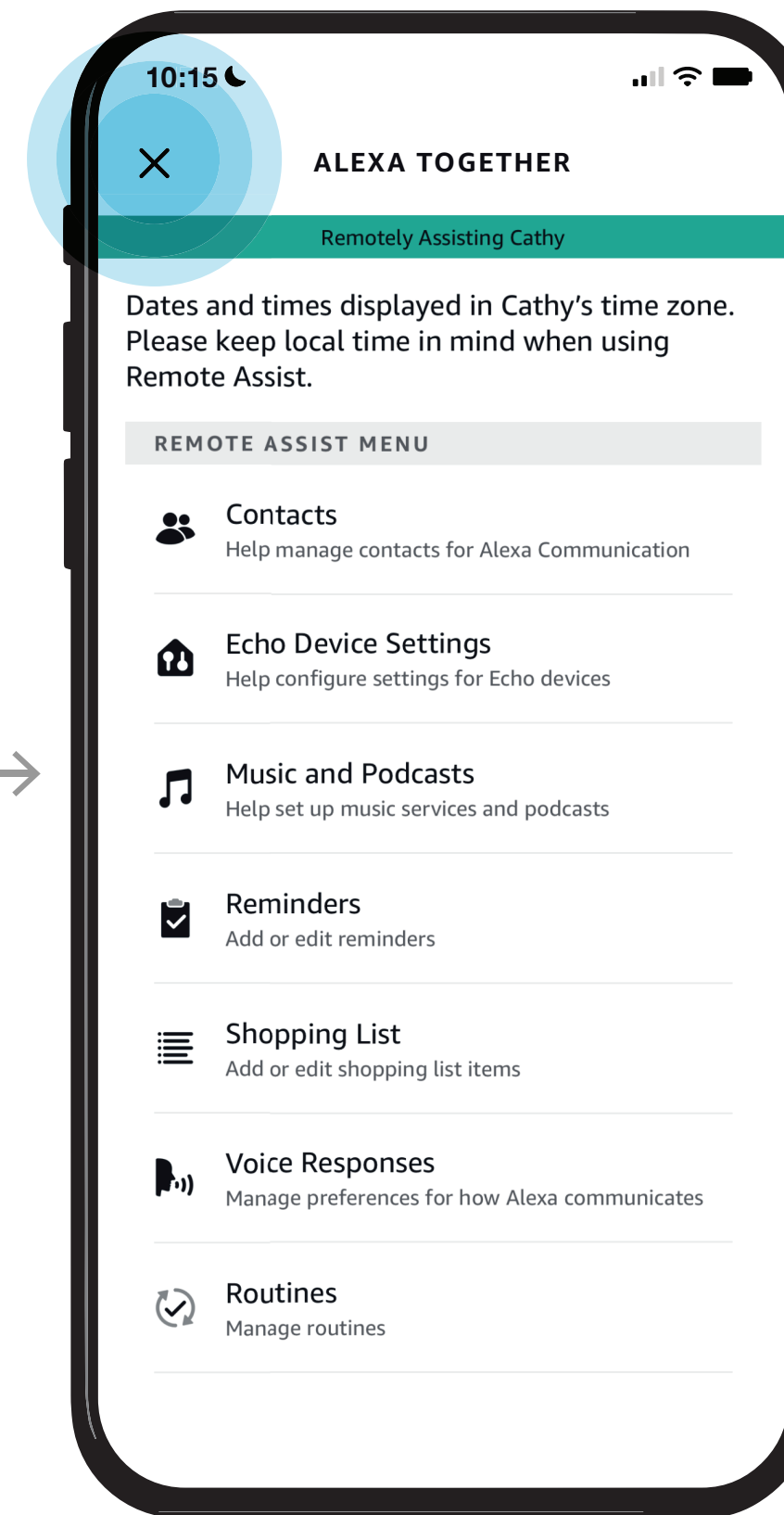
Where to [get more help](#) with Alexa Together Remote Assist



STEP 5 /
[Tap Got It](#)

NOTES /

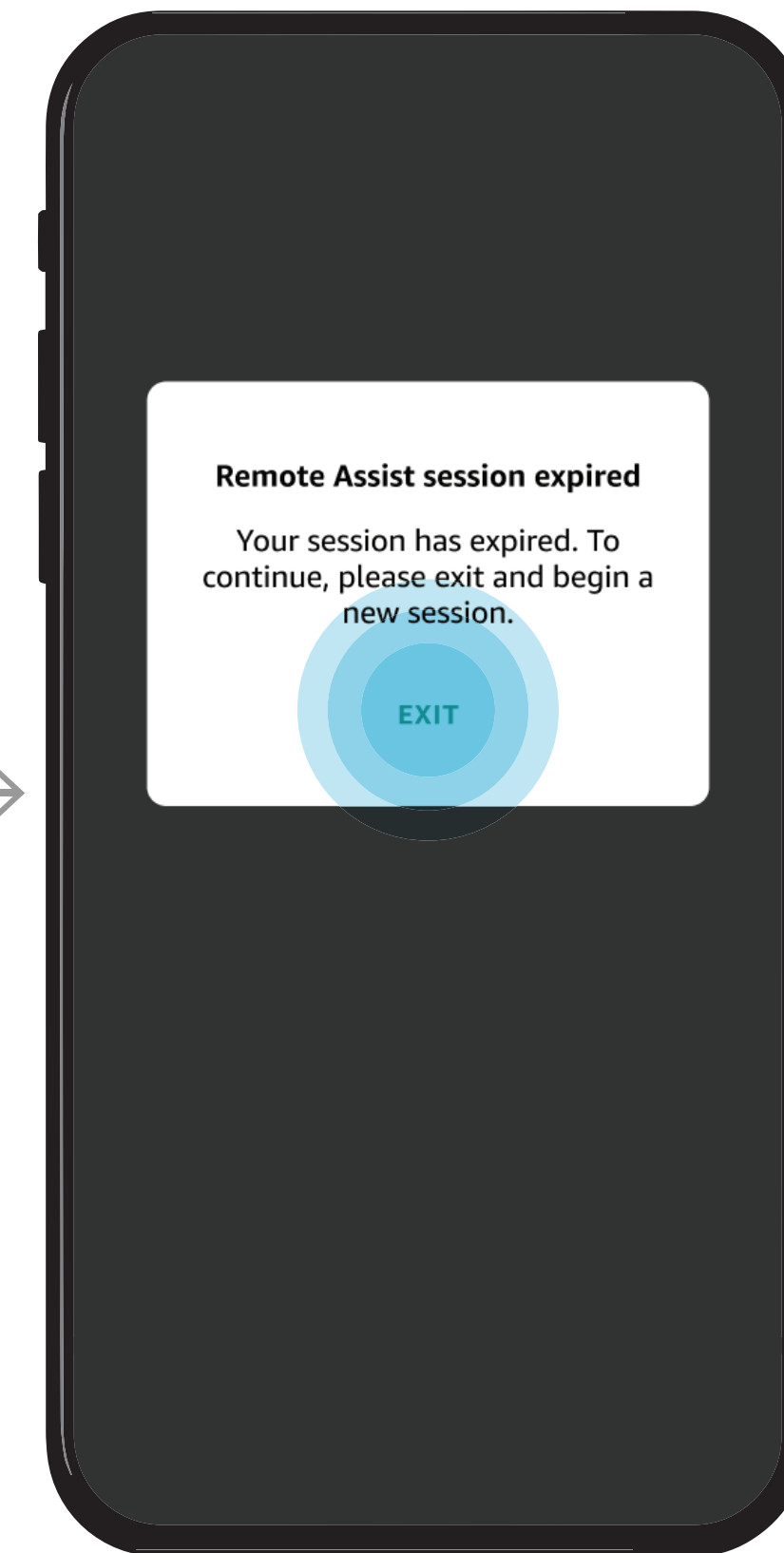
When the green banner is displayed, you are remotely assisting your loved one with their Alexa settings.



STEP 6 /
[Select option from Menu or Tap EXIT](#) to close out of session

NOTES /

Dates and times are displayed in your loved one's time zone. Keep their local time in mind when using Remote Assist.



STEP 7 /
[Once finished your session will expire. Tap Exit to begin a new session.](#)

ALEXA TOGETHER

REMOTE ASSIST GUIDE

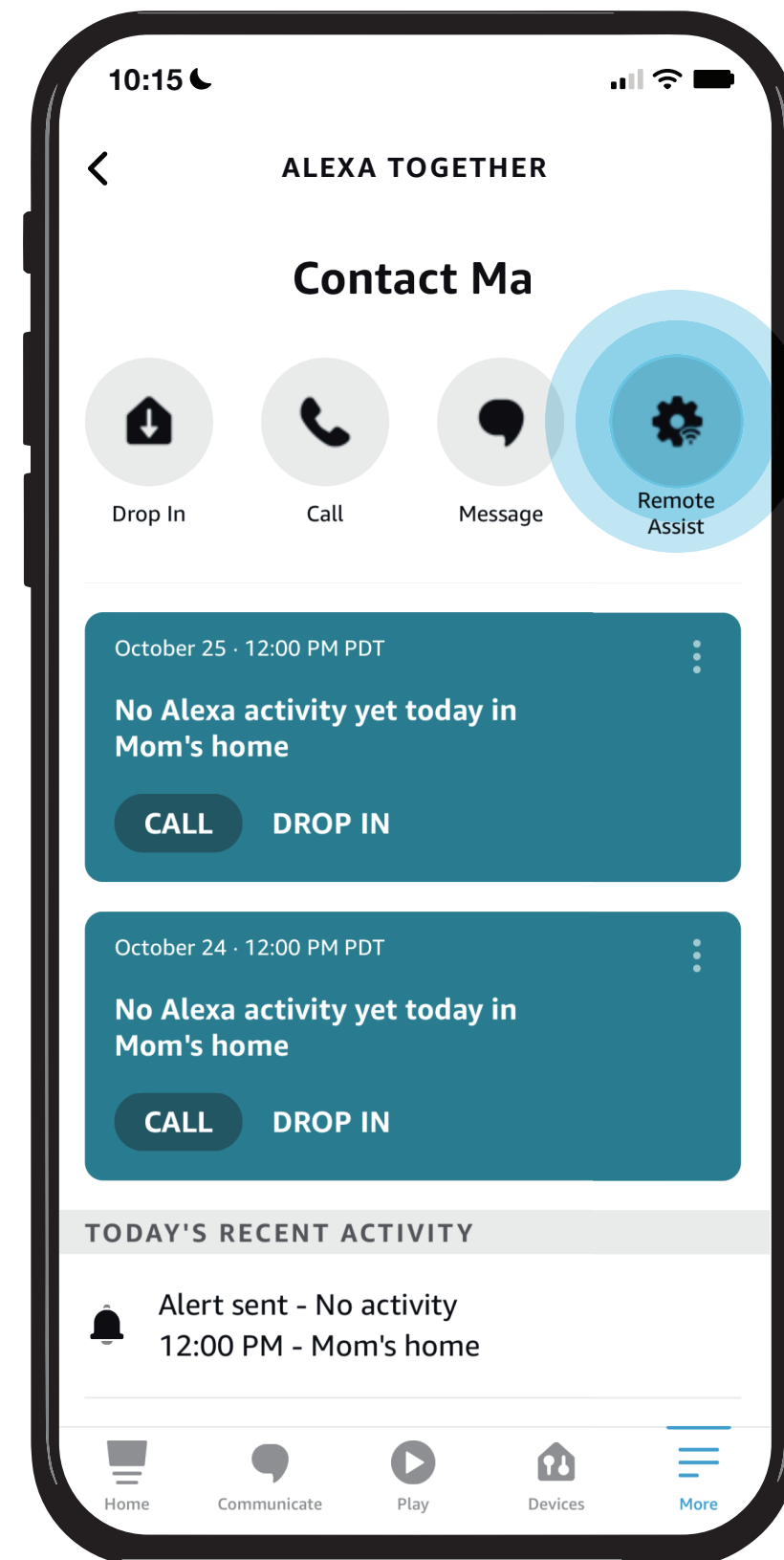
Give them a hand from afar.

Now that your loved one has turned on Remote Assist and you have enabled it, you can start adding Contacts for your loved one.

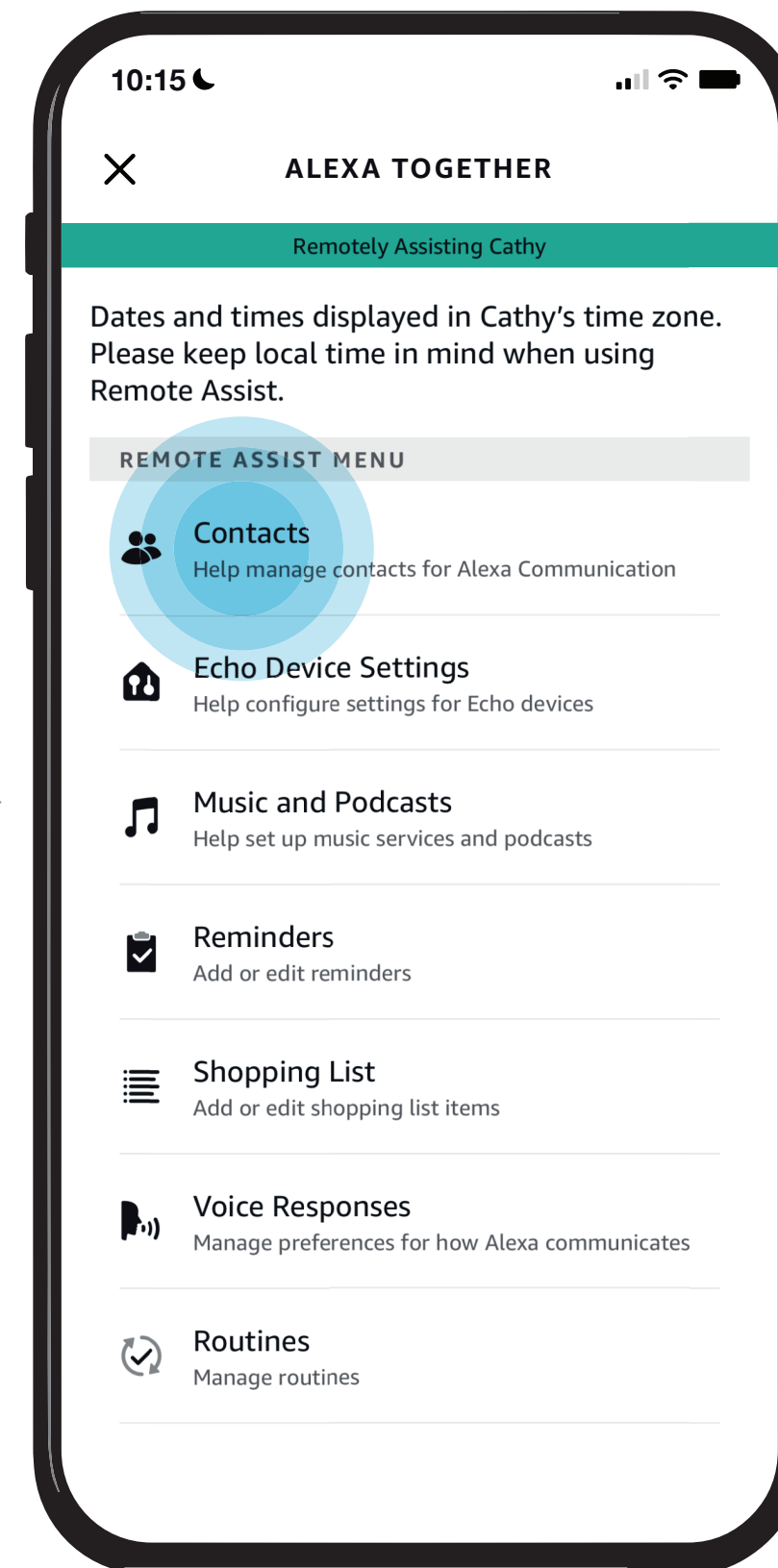
Learn how to here...

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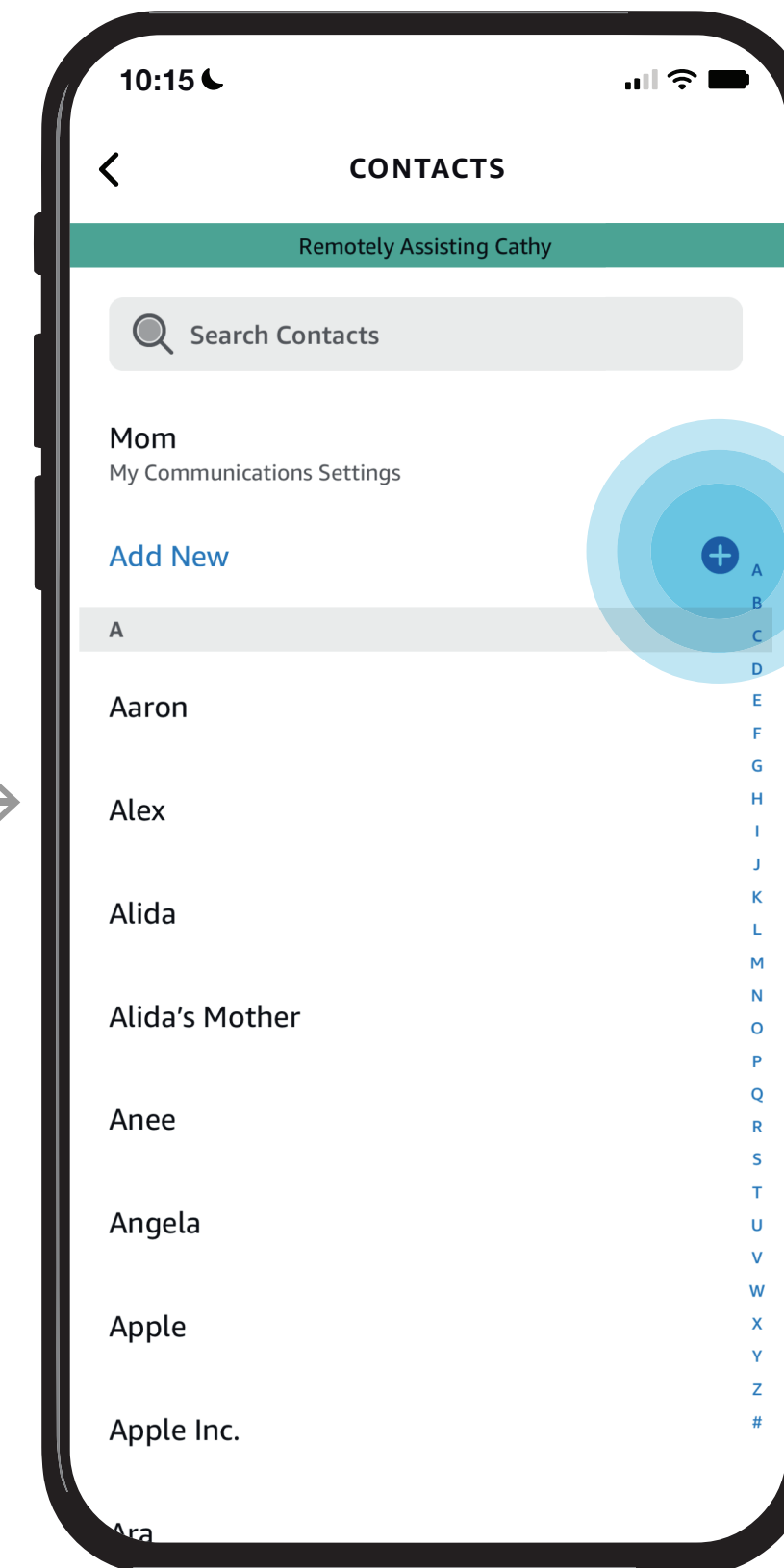
Where to [get more help](#) with Alexa Together Remote Assist



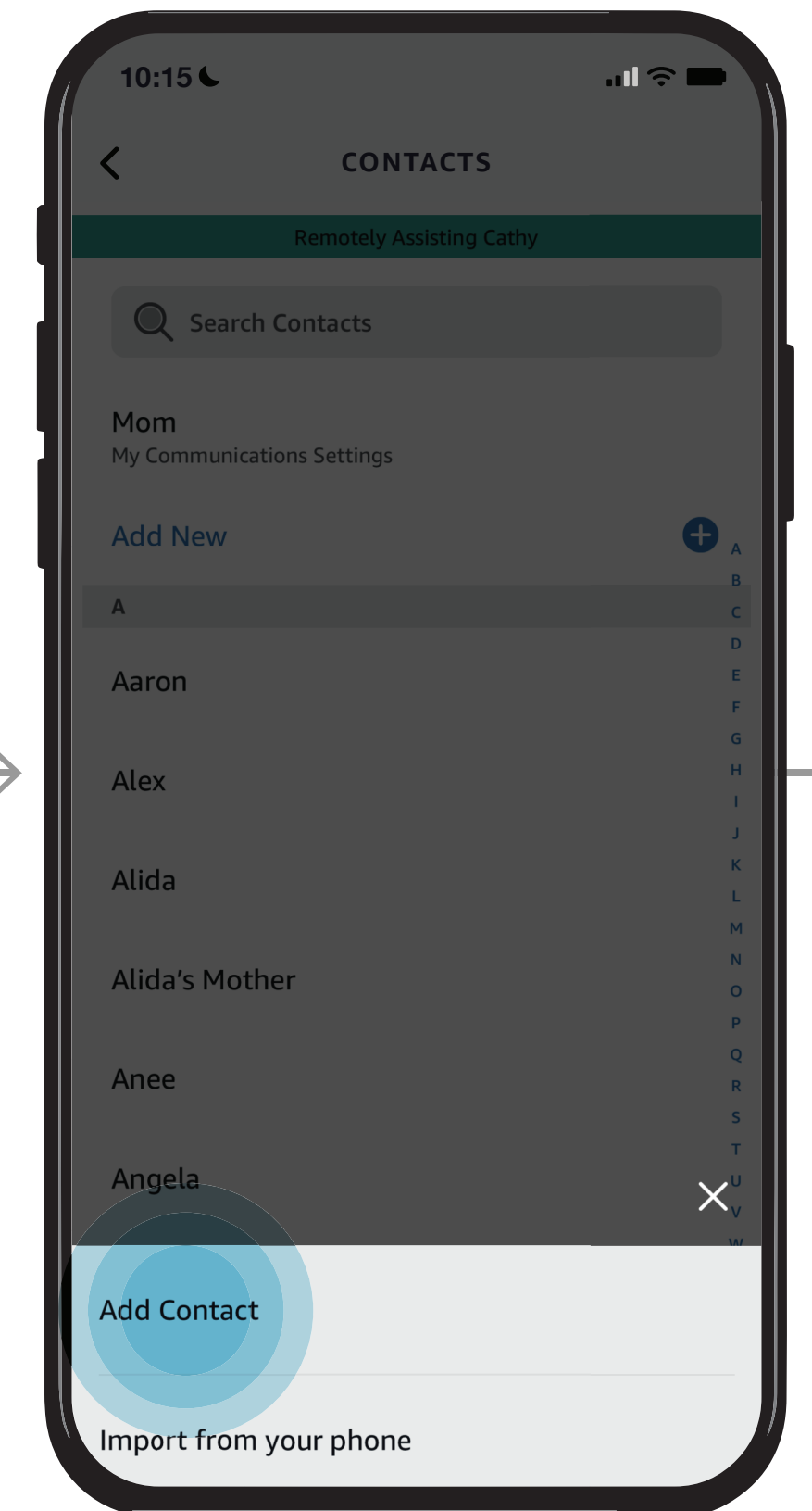
STEP 1 /
Open Alexa Together
then Tap Remote Assist



STEP 2 /
Tap Contacts



STEP 3 /
To add a new Contact, tap
Add New +



STEP 4 /
Tap Add Contact

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.



Now that your loved one has turned on Remote Assist and you have enabled it, you can start adding Contacts for your loved one.

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- Turn on Remote Assist
- [Add a Contact](#)
- Manage Contact preferences
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Where to [get more help](#) with Alexa Together Remote Assist

STEP 5 /
[Enter First / Last / Nickname](#)
then [Tap Relationship](#)

STEP 6 /
[Select option](#)

STEP 7 /
[Tap Add Phone Number](#) to
add additional numbers

STEP 8 /
[Select phone type](#)

NOTES /

You can import contacts from your phone

ALEXA TOGETHER

REMOTE ASSIST GUIDE

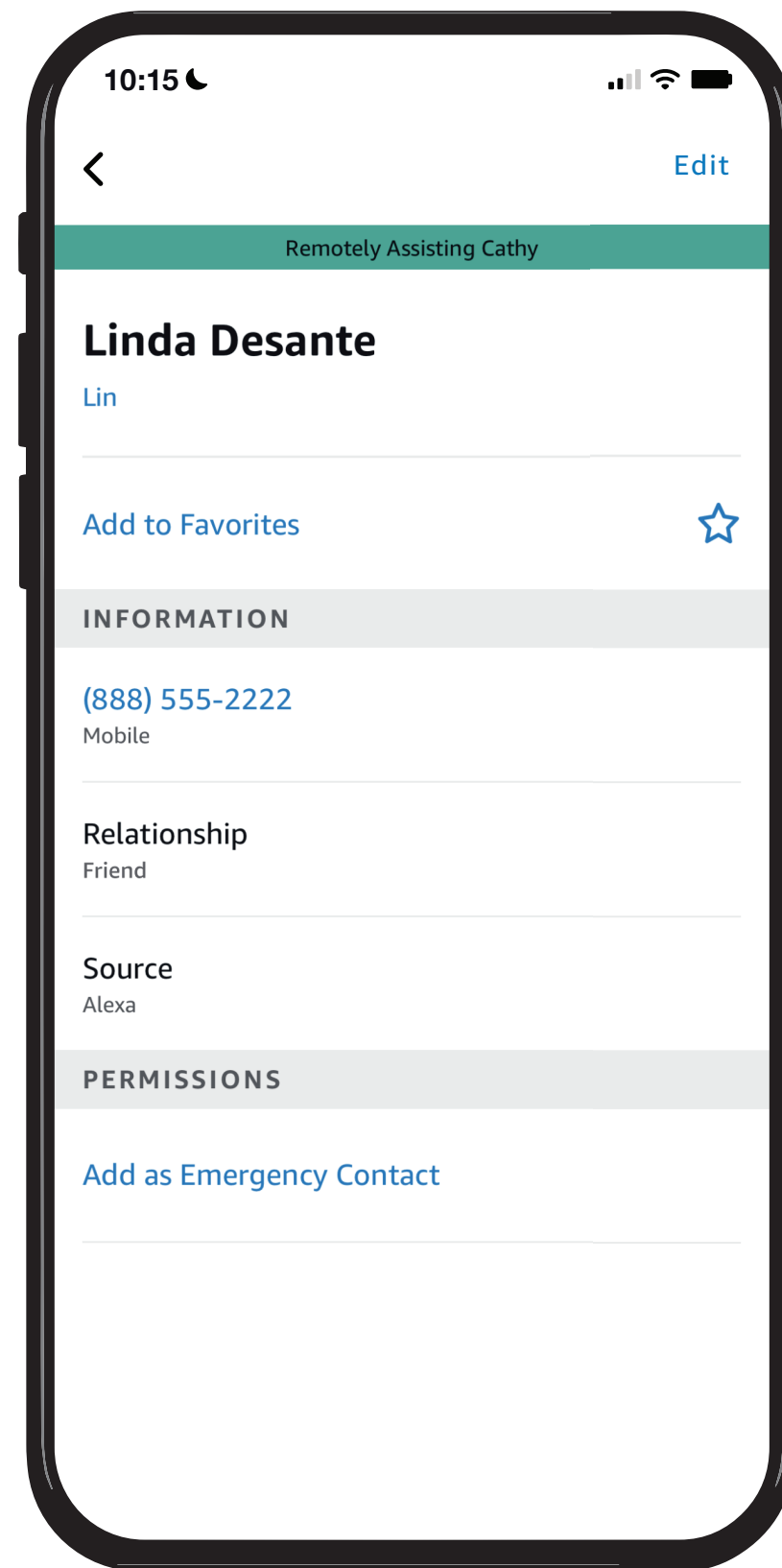
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Where to [get more help](#) with Alexa Together Remote Assist



STEP 9 /
New contact added

ALEXA TOGETHER

REMOTE ASSIST GUIDE

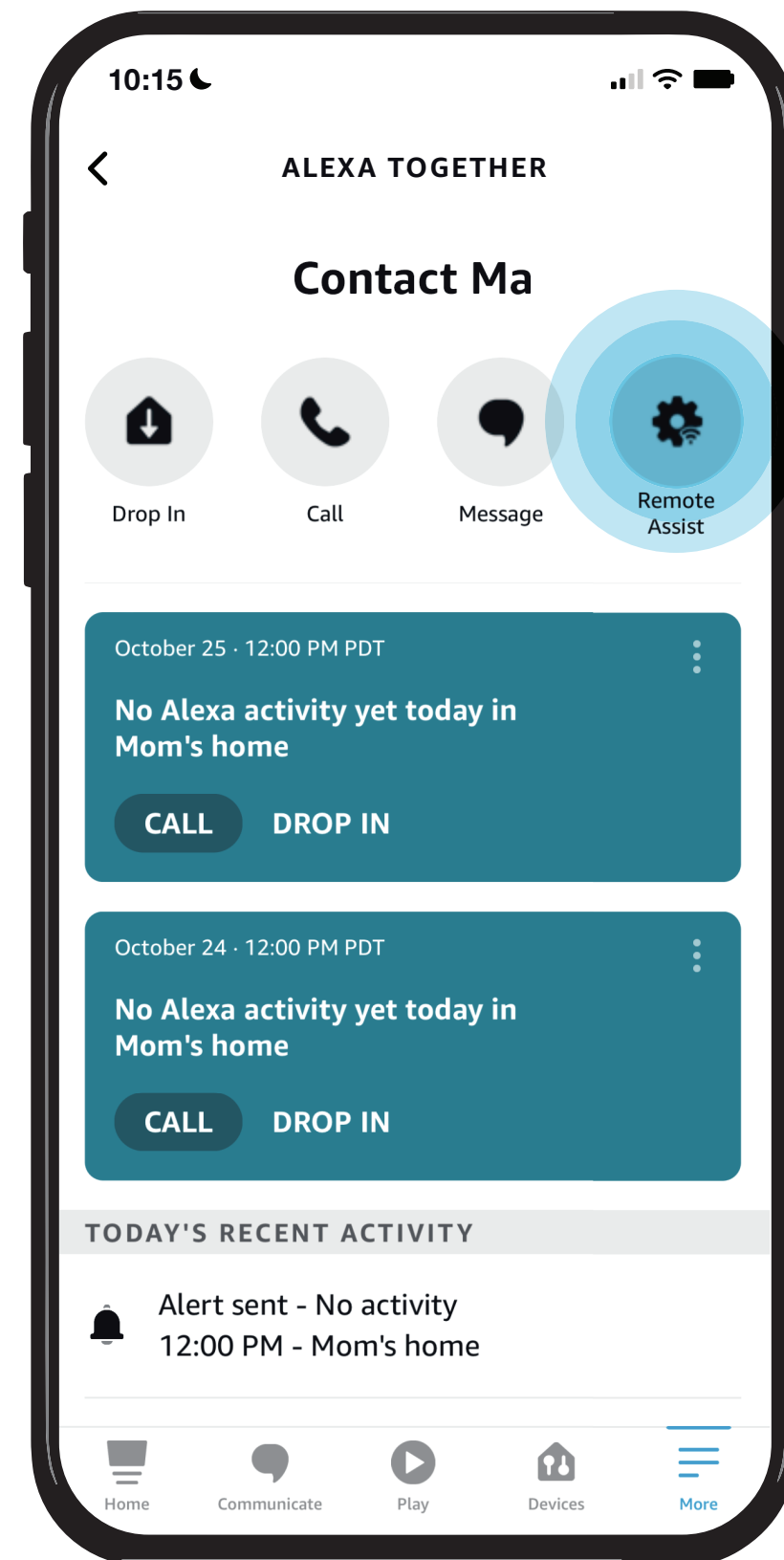
Give them a hand from afar.

You can assist your loved one by updating their Contacts on their behalf so your loved one can do things like call or message their Contacts from their Echo device.

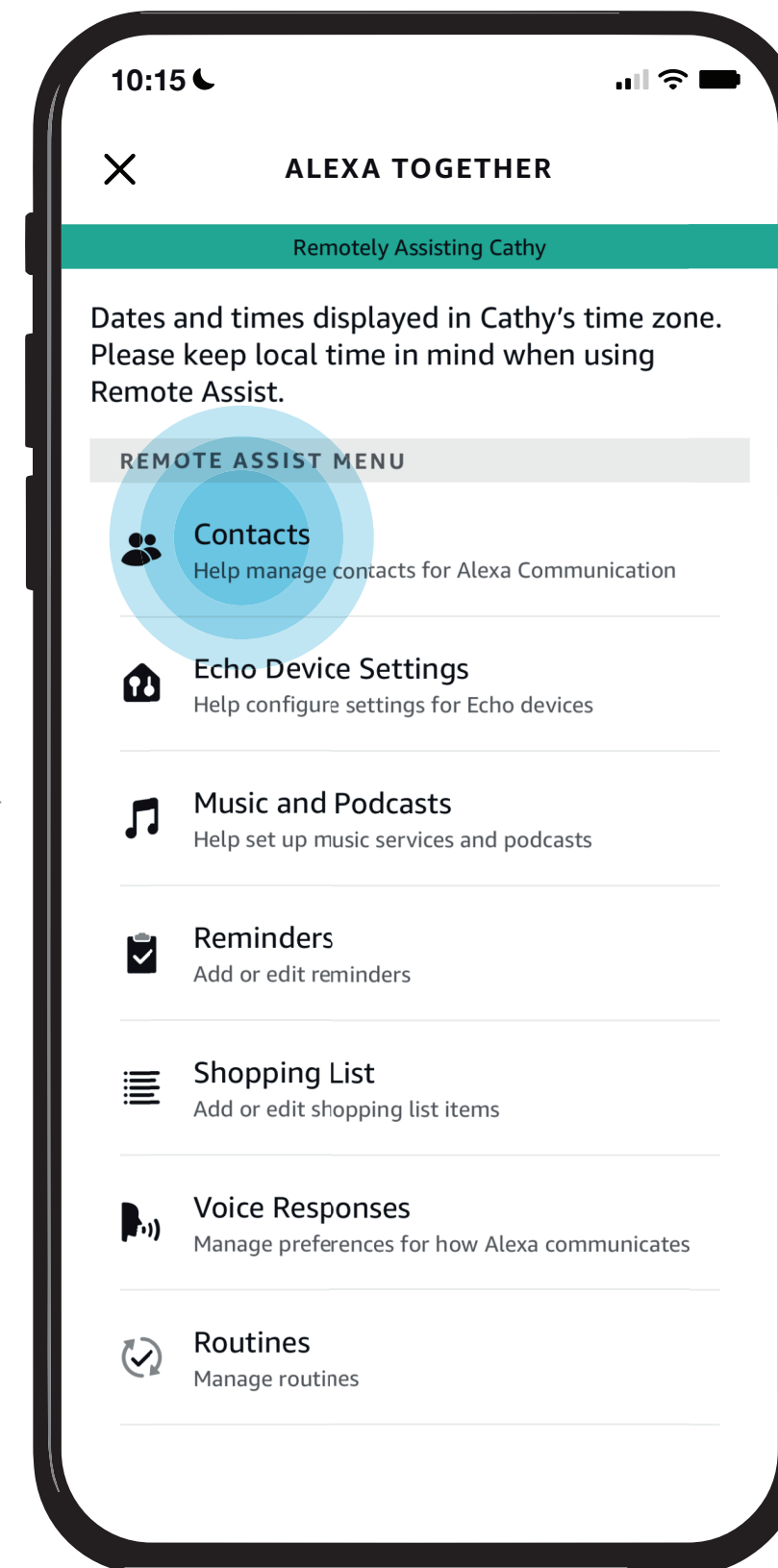
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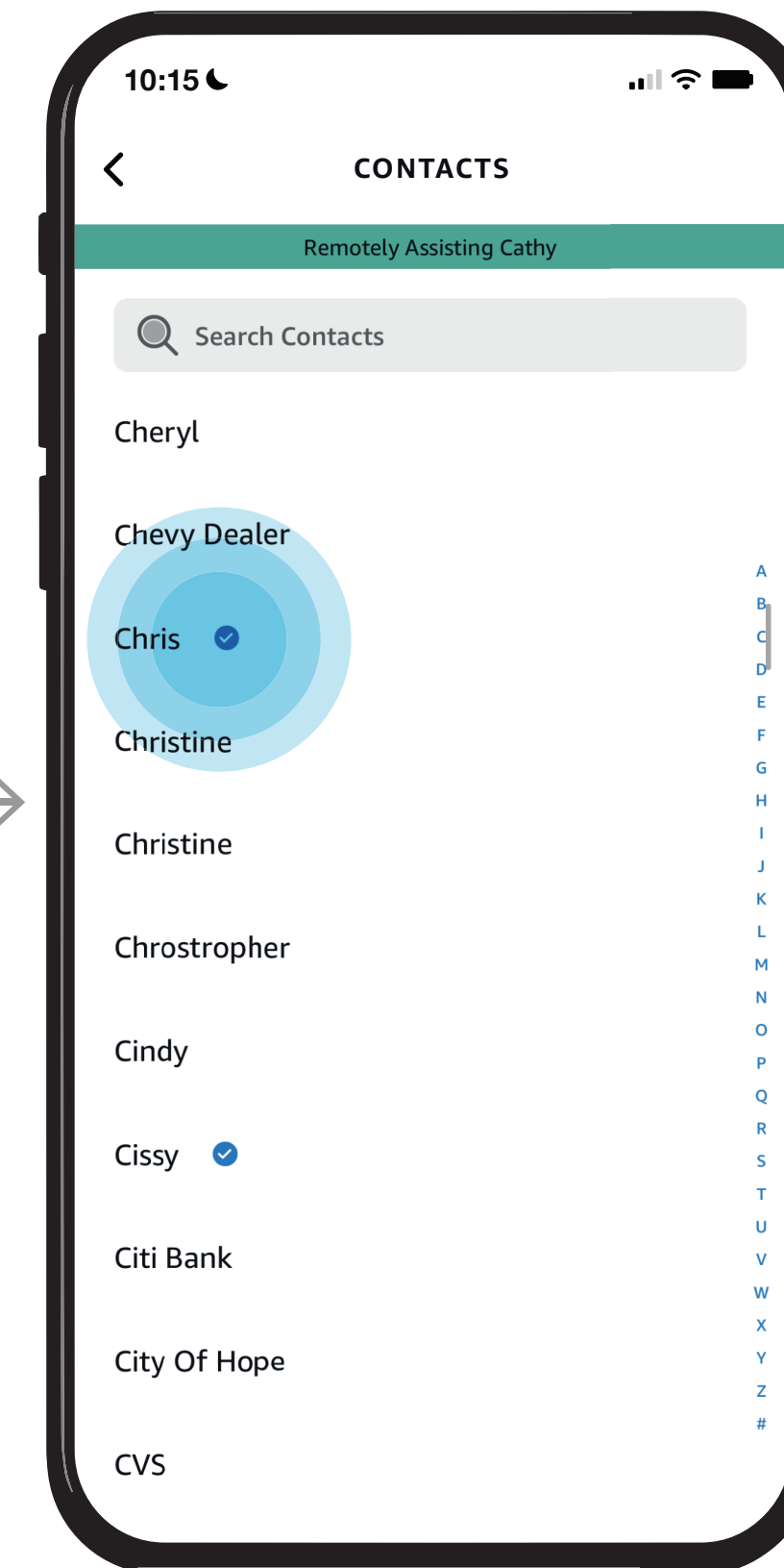
Where to [get more help](#) with Alexa Together Remote Assist



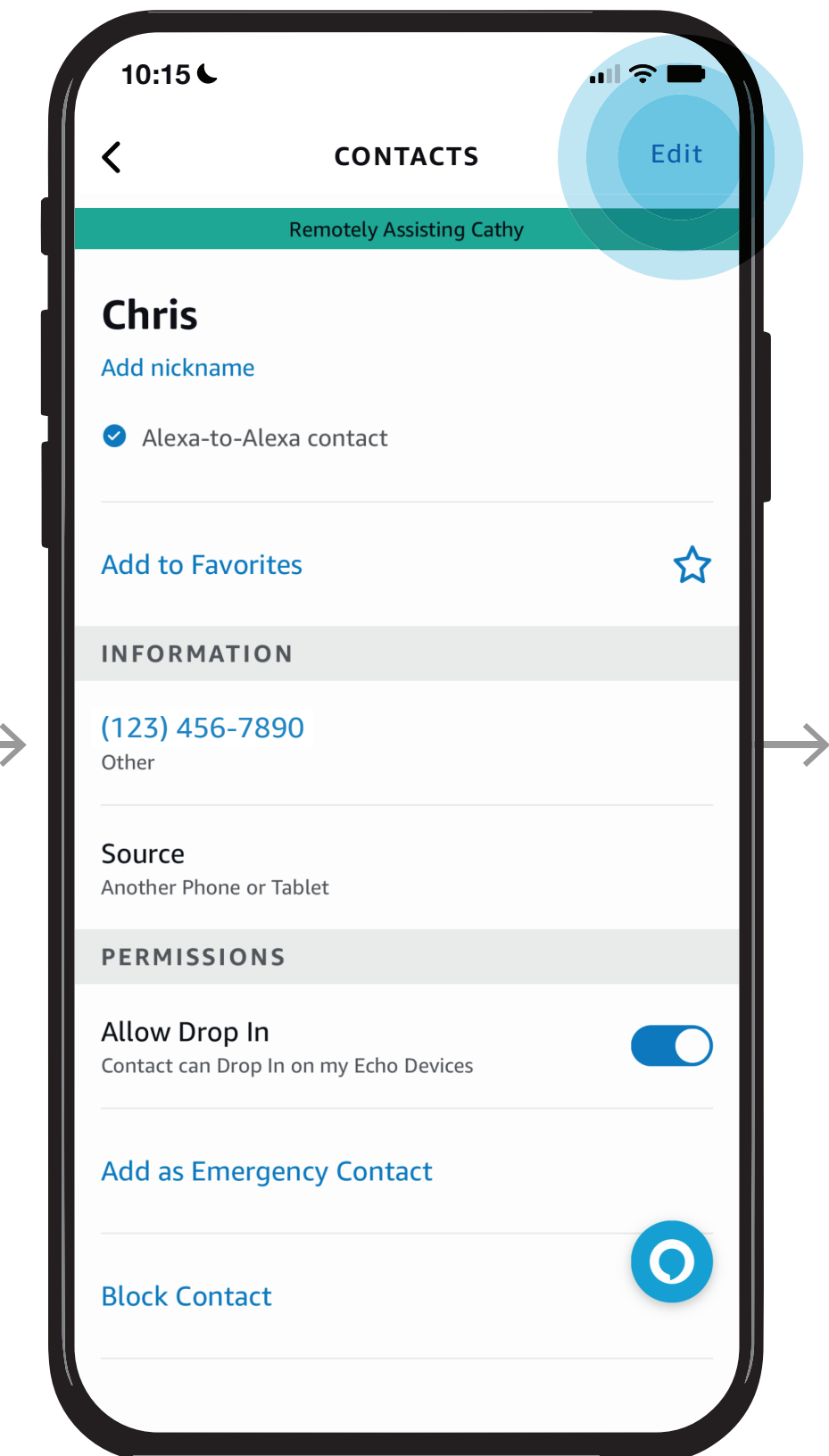
STEP 1 /
[Open Alexa Together](#)
then [Tap Remote Assist](#)



STEP 2 /
[Tap Contacts](#)



STEP 3 /
[To edit a Contact, tap on their name](#)



STEP 4 /
[Tap edit](#)
then [Update name/phone number](#)
then [Tap save](#)

NOTES /

A blue checkmark denotes a contact that has an Alexa device so that you can Drop In, message or call this contact device to device.

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

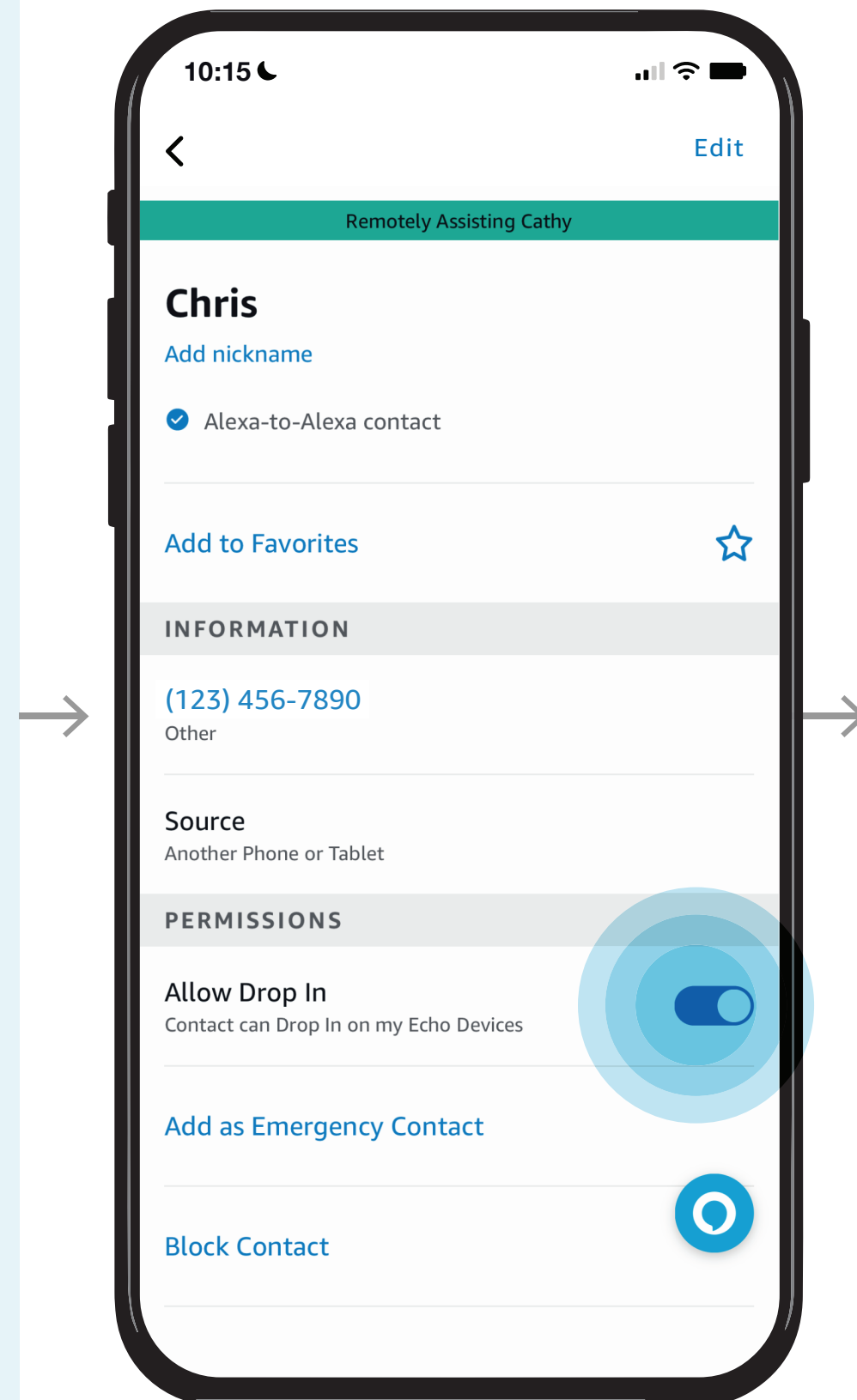


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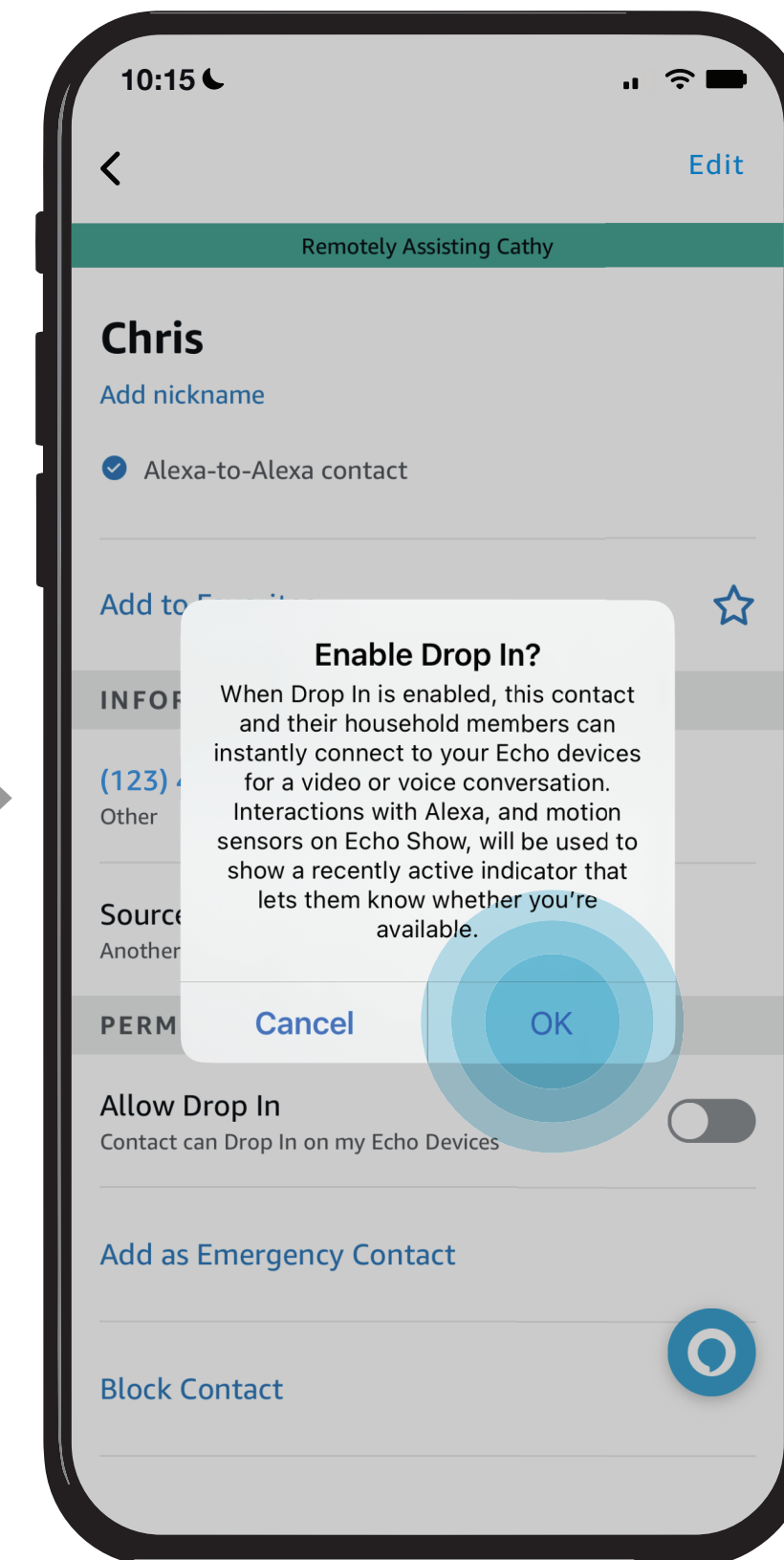
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Where to [get more help](#) with Alexa Together Remote Assist



STEP 5 /
[Select Remove](#) to remove contacts that can drop in



STEP 6 /
[Enable or Disable Drop In](#)

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

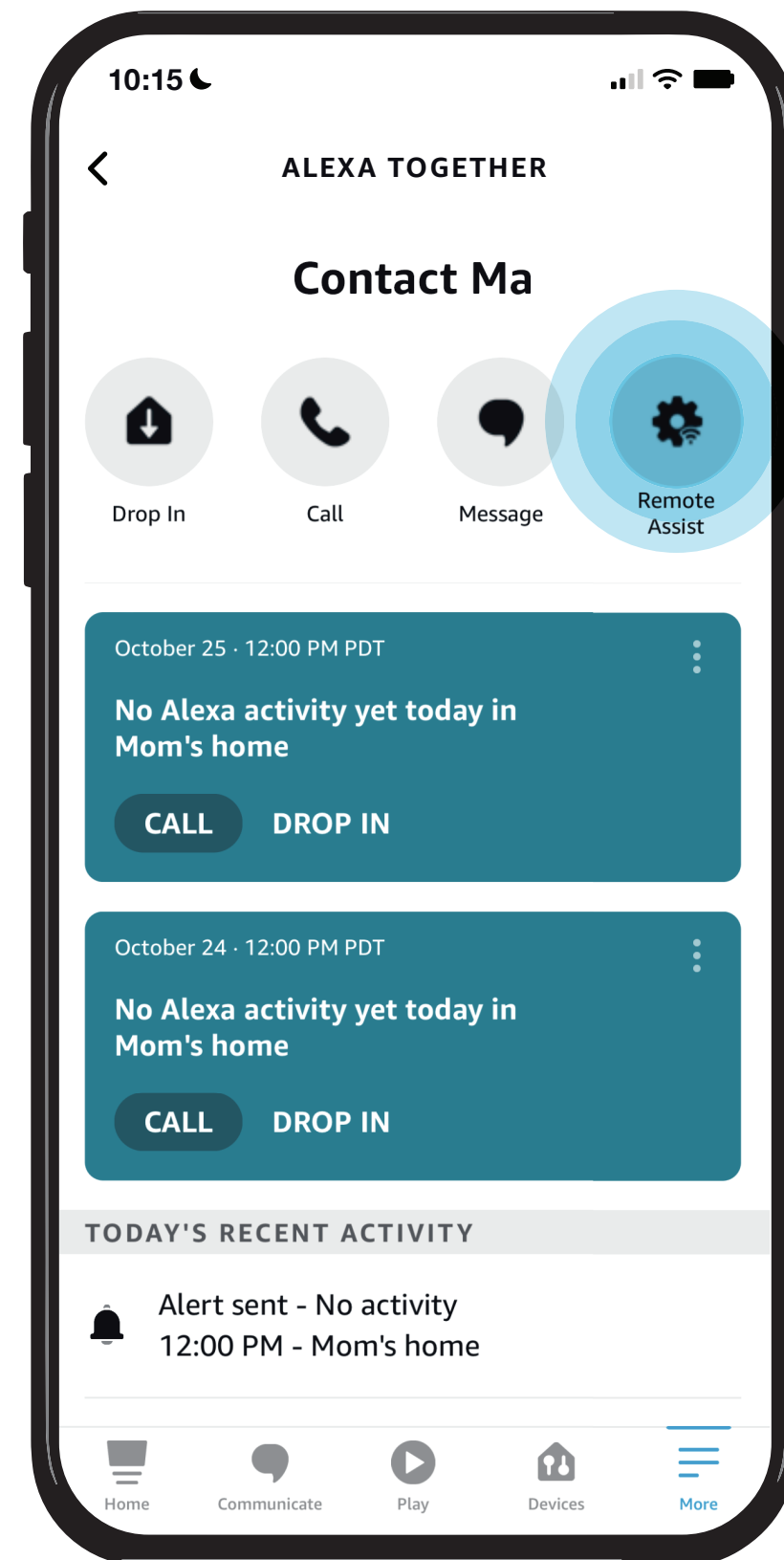


Does your loved one need help configuring their Echo device? Here you can see step by step instructions for enabling their communication preferences so they can use features like Drop In calling and Messaging. You can also set their Time Zone, select their Wake Word, Language preferences, and more.

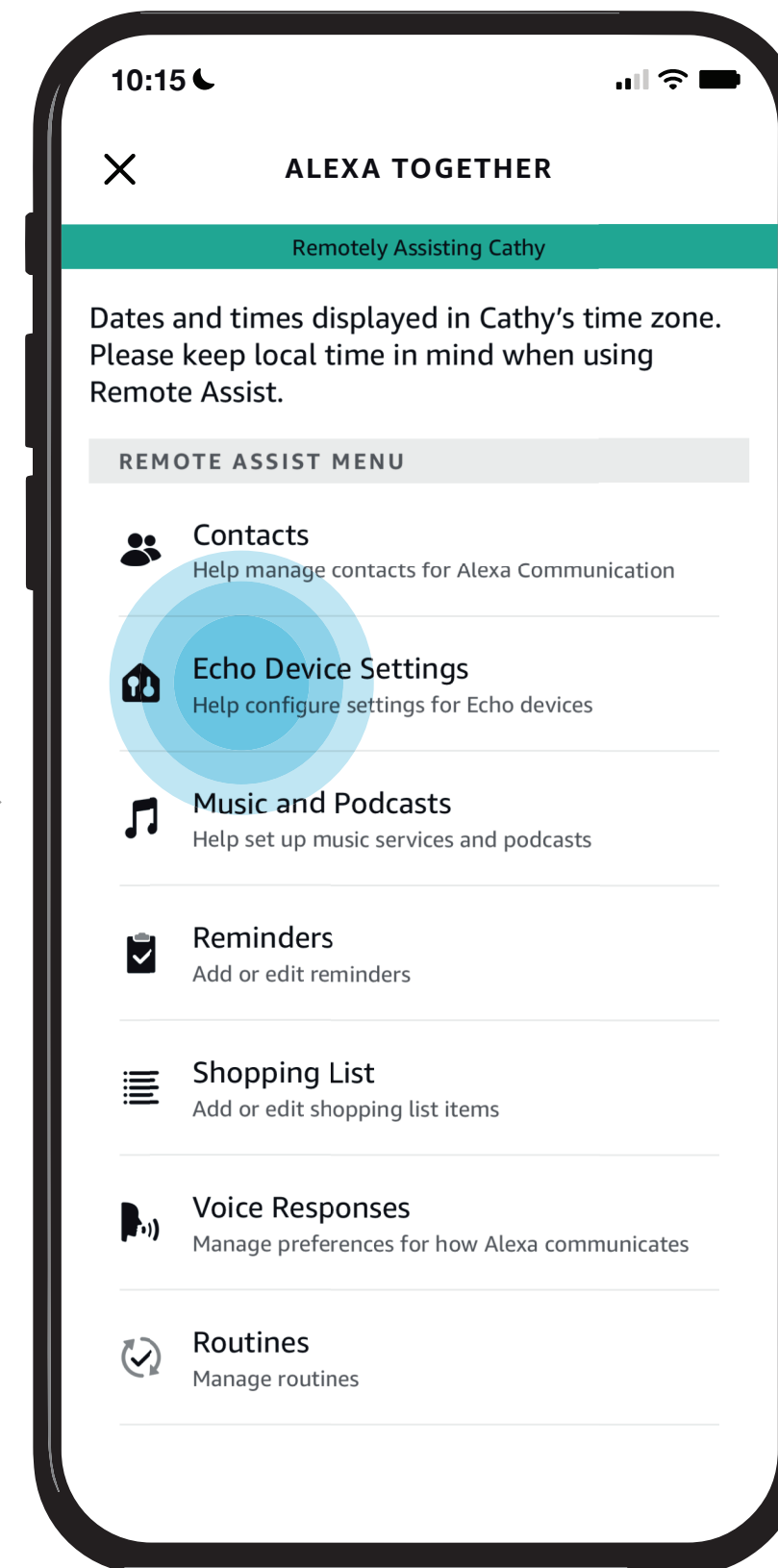
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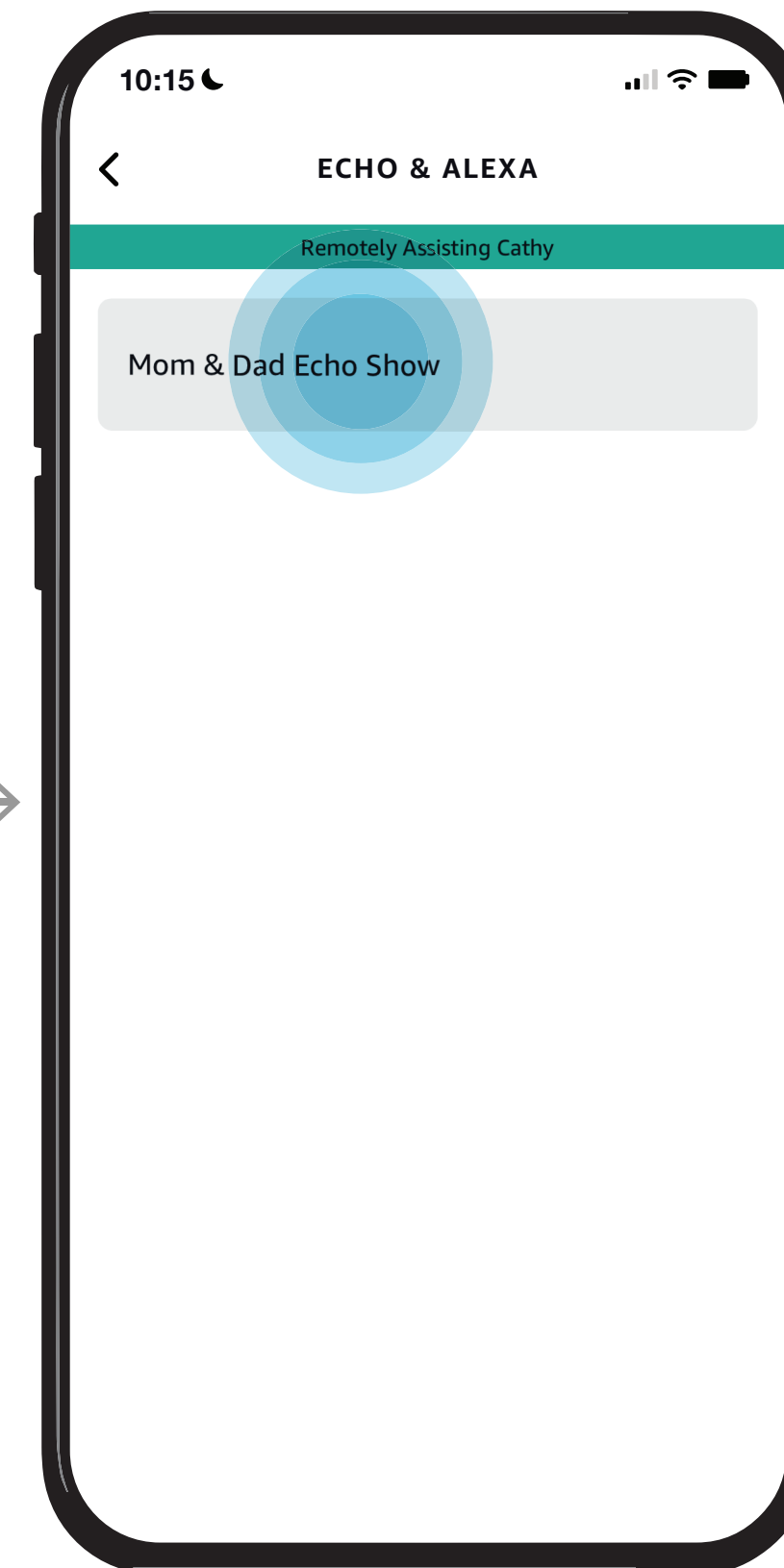
Where to [get more help](#) with Alexa Together Remote Assist



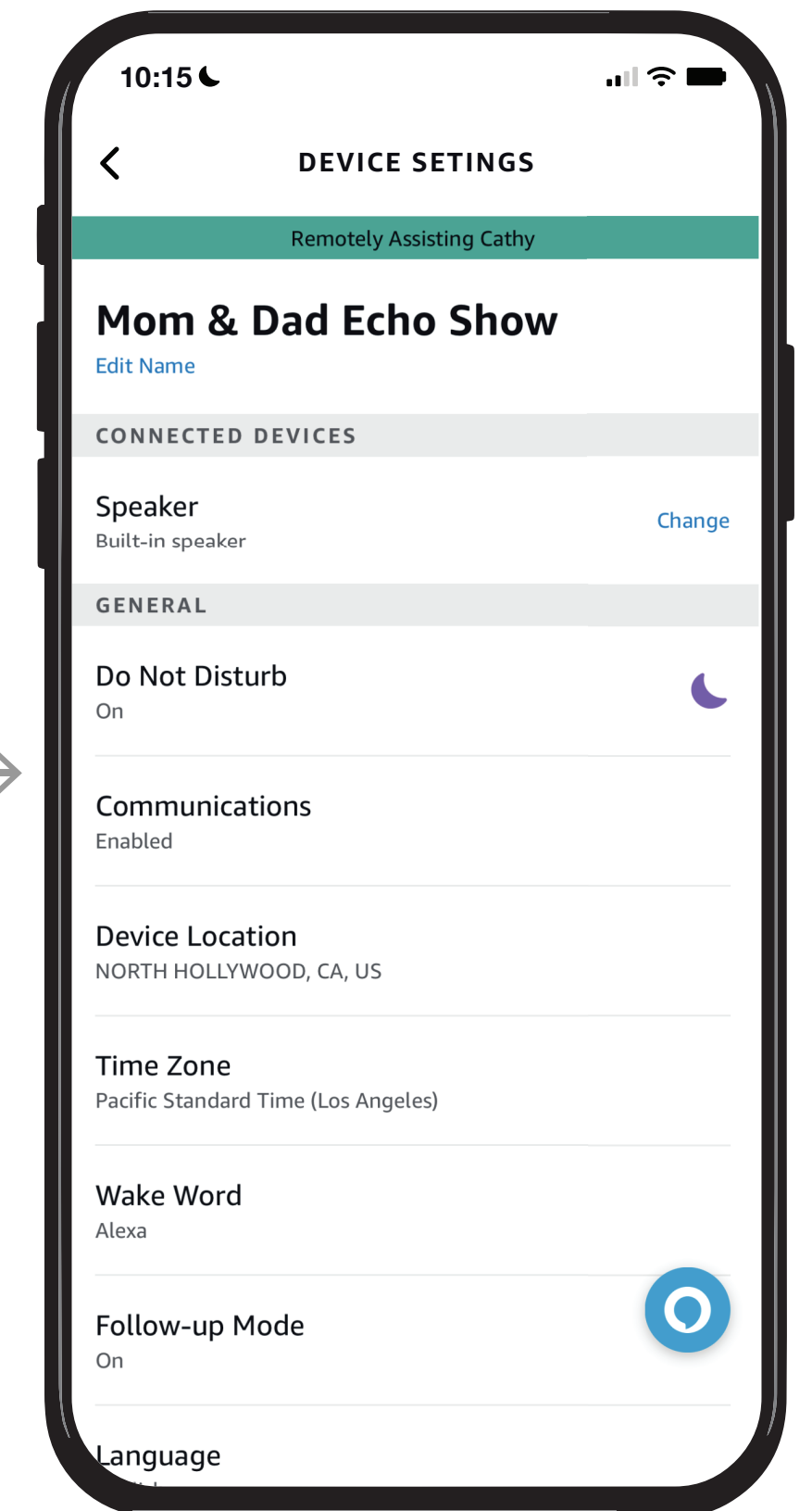
STEP 1 /
Open Alexa Together
then Tap Remote Assist



STEP 2 /
Tap Echo Device Settings



STEP 3 /
Select the Echo Device you
want to configure



STEP 4 /
Device Settings screen will
be displayed

ALEXA TOGETHER

REMOTE ASSIST GUIDE

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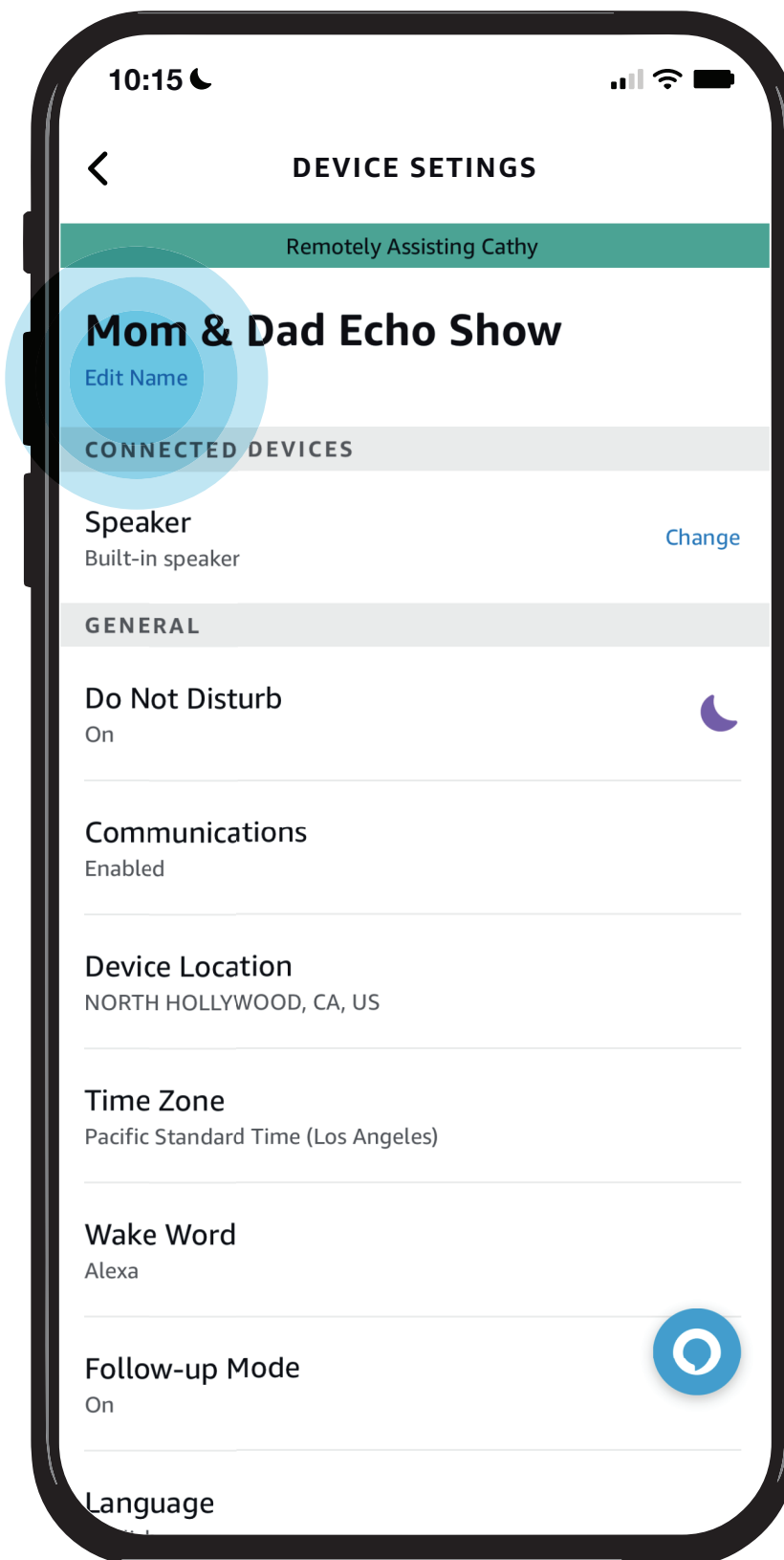


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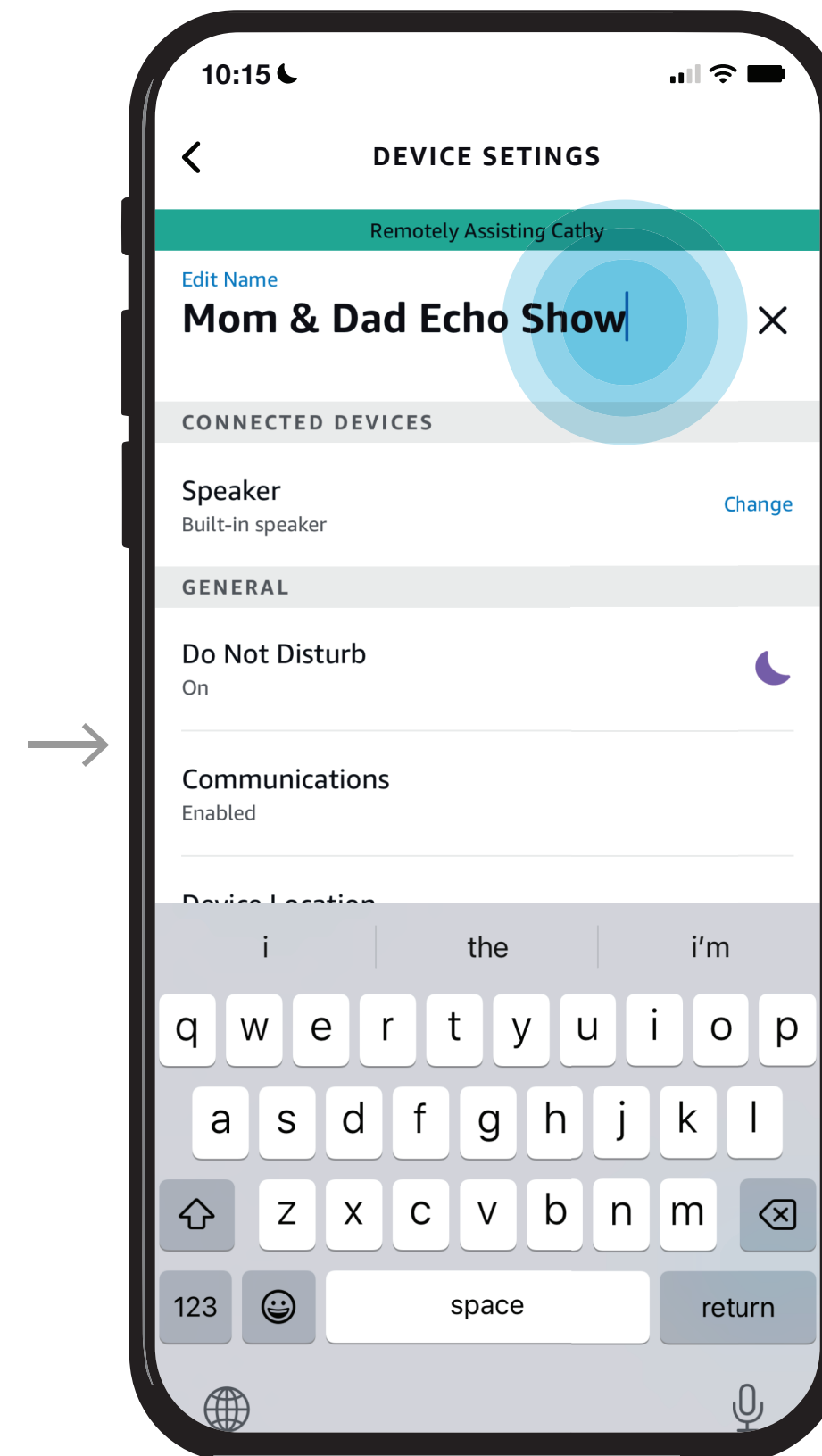
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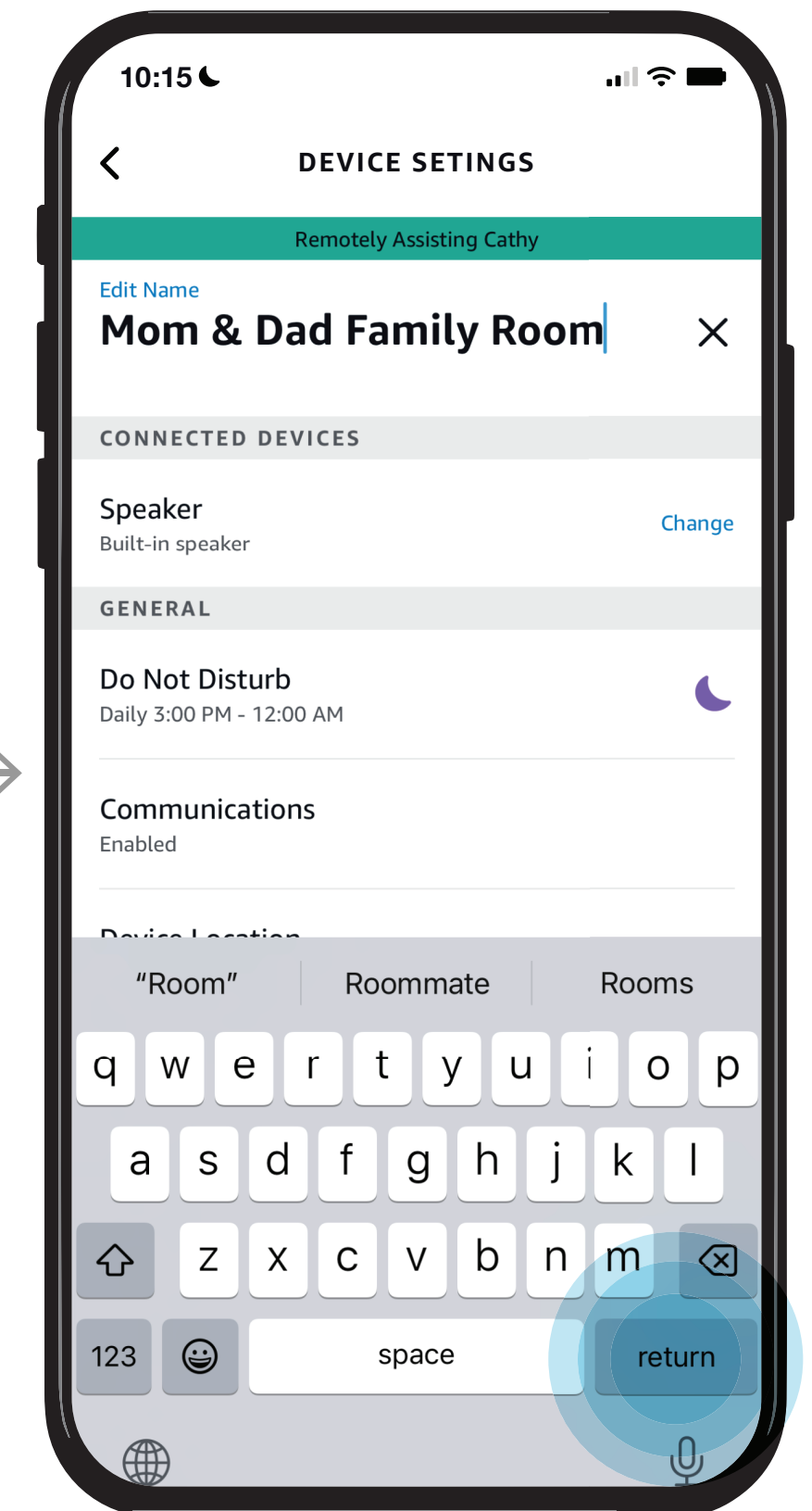
DEVICE SETTINGS SCREEN
Tap Edit Name to help your loved one change the name of their device

Things you can do from the settings screen:

- **Edit the name of your loved one's device**
- Activate Do Not Disturb Mode
- Enable Communications
- Set Device Location
- Set Time Zone
- Set Wake Word
- Enable Follow-up Mode
- Set Preferred Language
- Set Measurement Units



STEP 1 /
Type new name



STEP 2 /
Tap return

ALEXA TOGETHER

REMOTE ASSIST GUIDE

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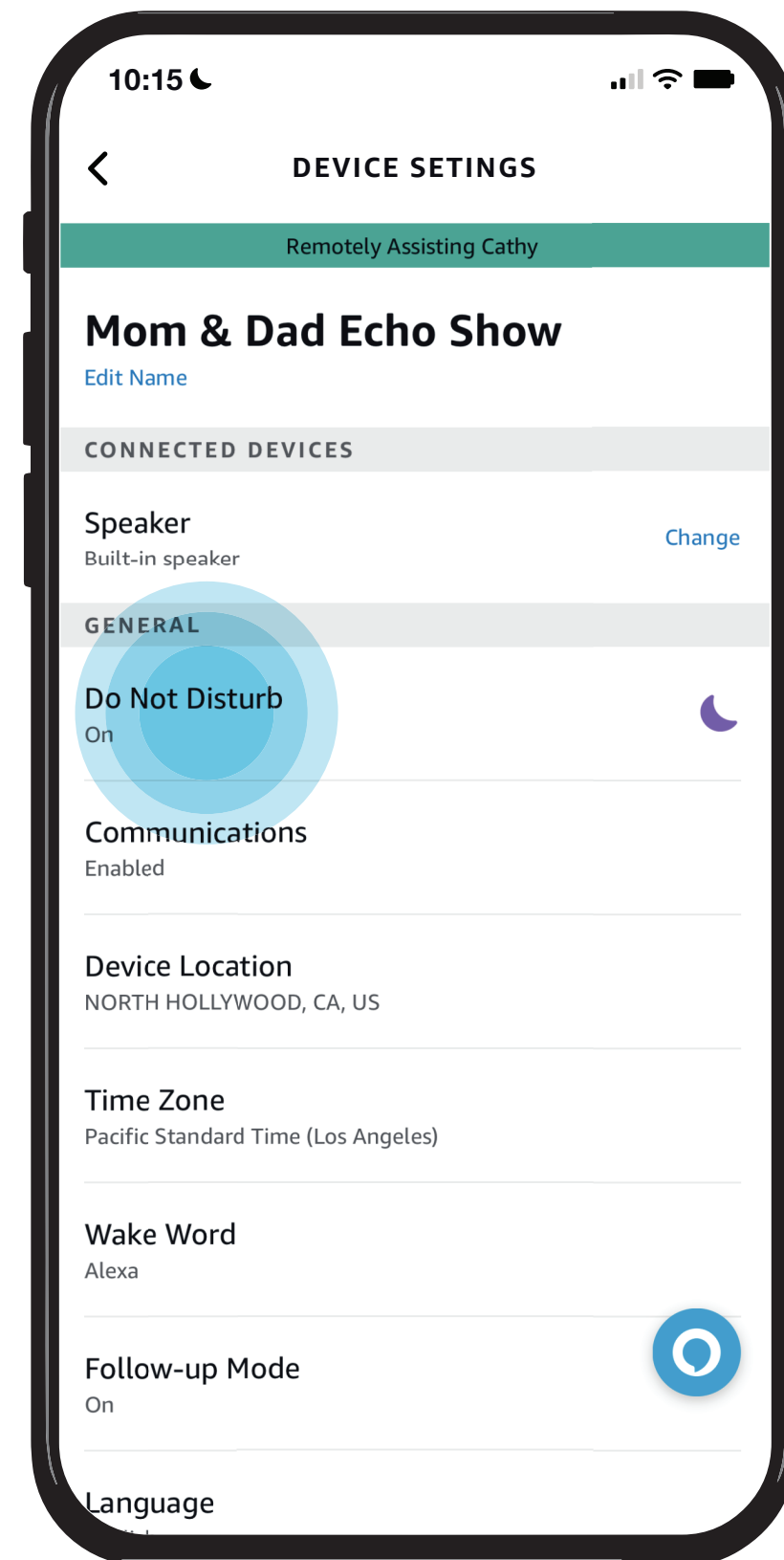


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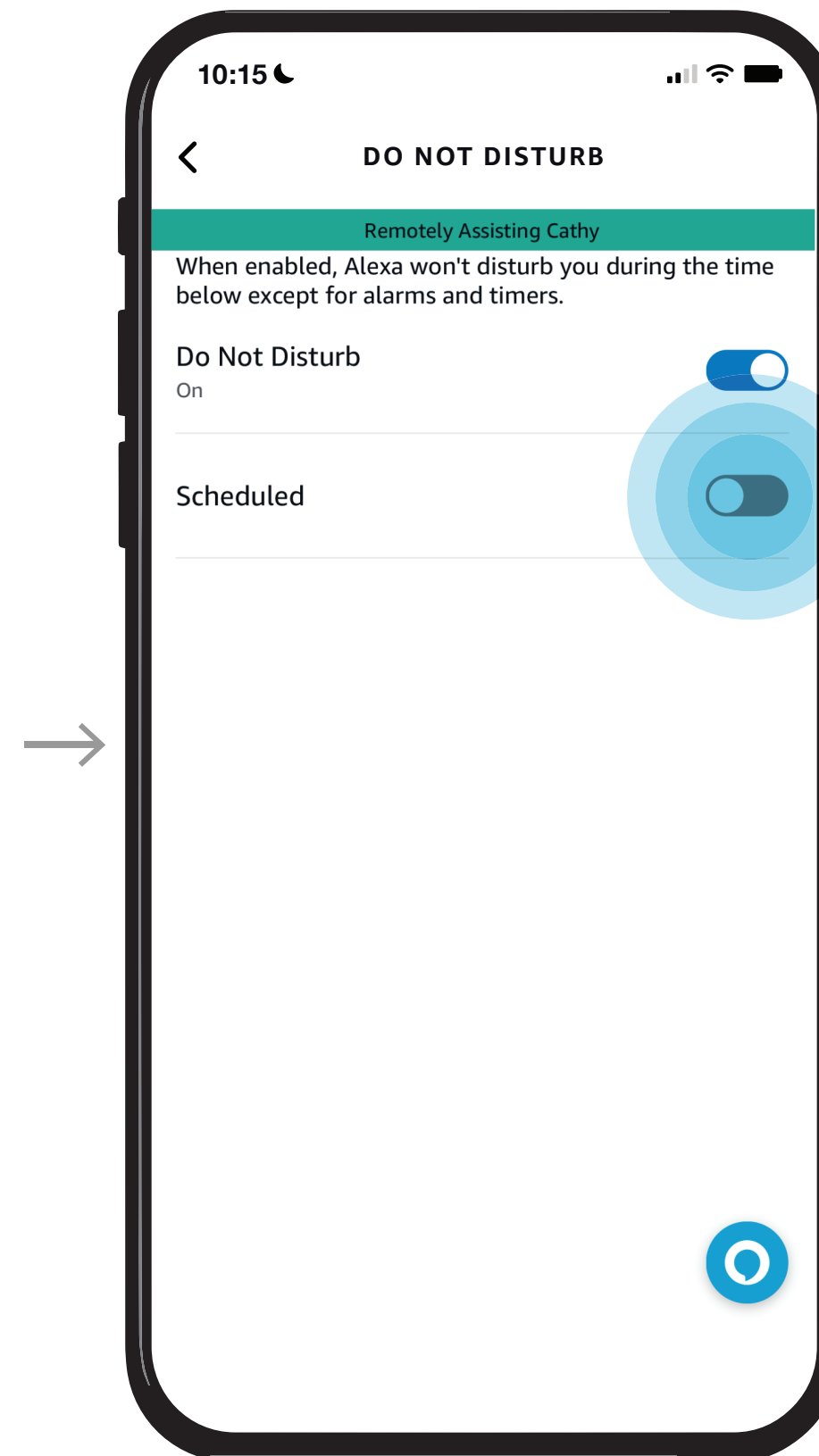
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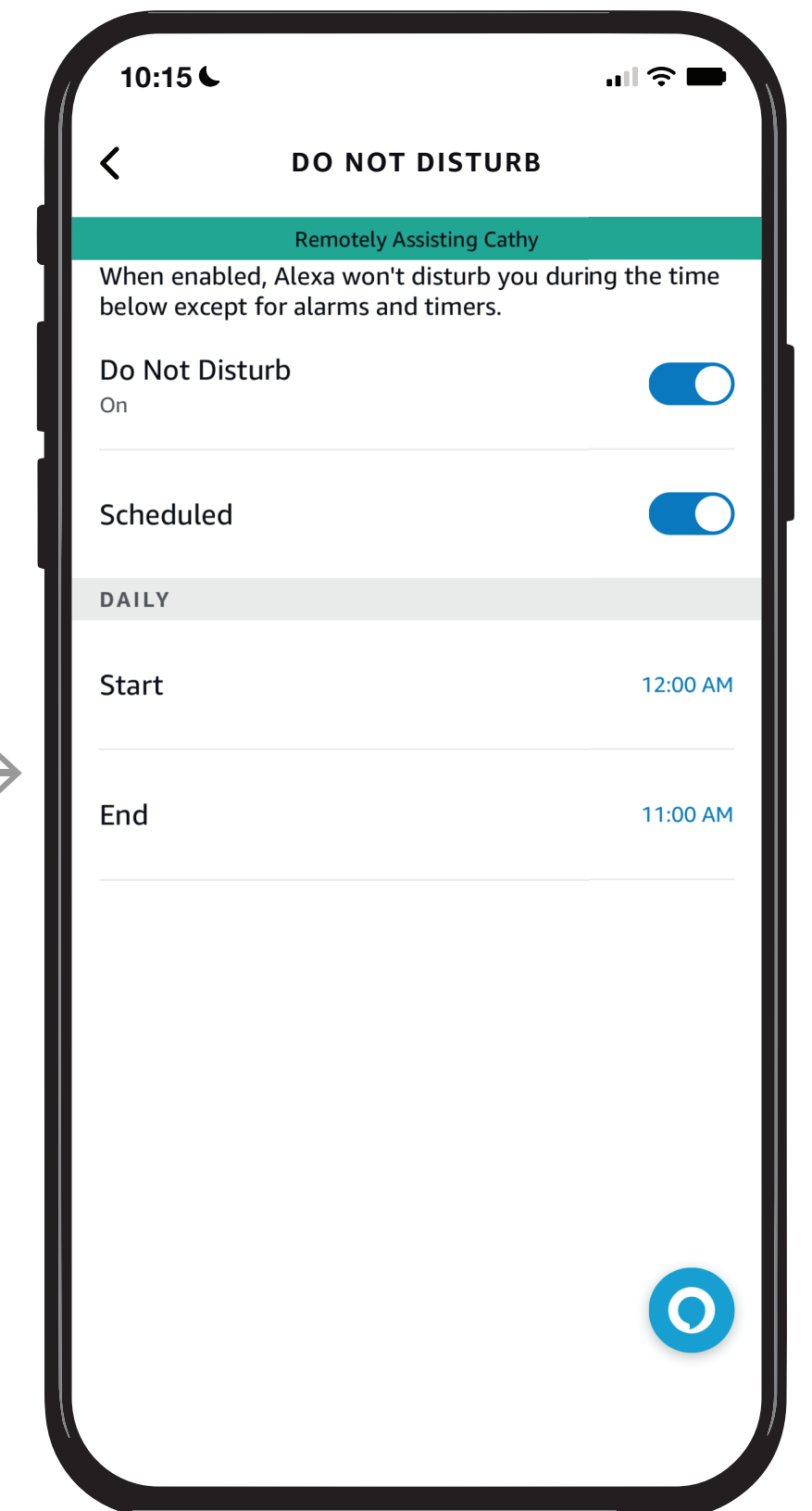
DEVICE SETTINGS SCREEN
Tap Do Not Disturb to help your loved one turn Do Not Disturb On or Off for the times they don't want to be disturbed.

Things you can do from the settings screen:

- Edit the name of your loved one's device
- **Activate Do Not Disturb Mode**
- Enable Communications
- Set Device Location
- Set Time Zone
- Set Wake Word
- Enable Follow-up Mode
- Set Preferred Language
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STEP 1 /
Toggle Do Not Disturb On/Off
and/or **Toggle Scheduled to set a time**



STEP 2 /
Set Start and End time

ALEXA TOGETHER

REMOTE ASSIST GUIDE

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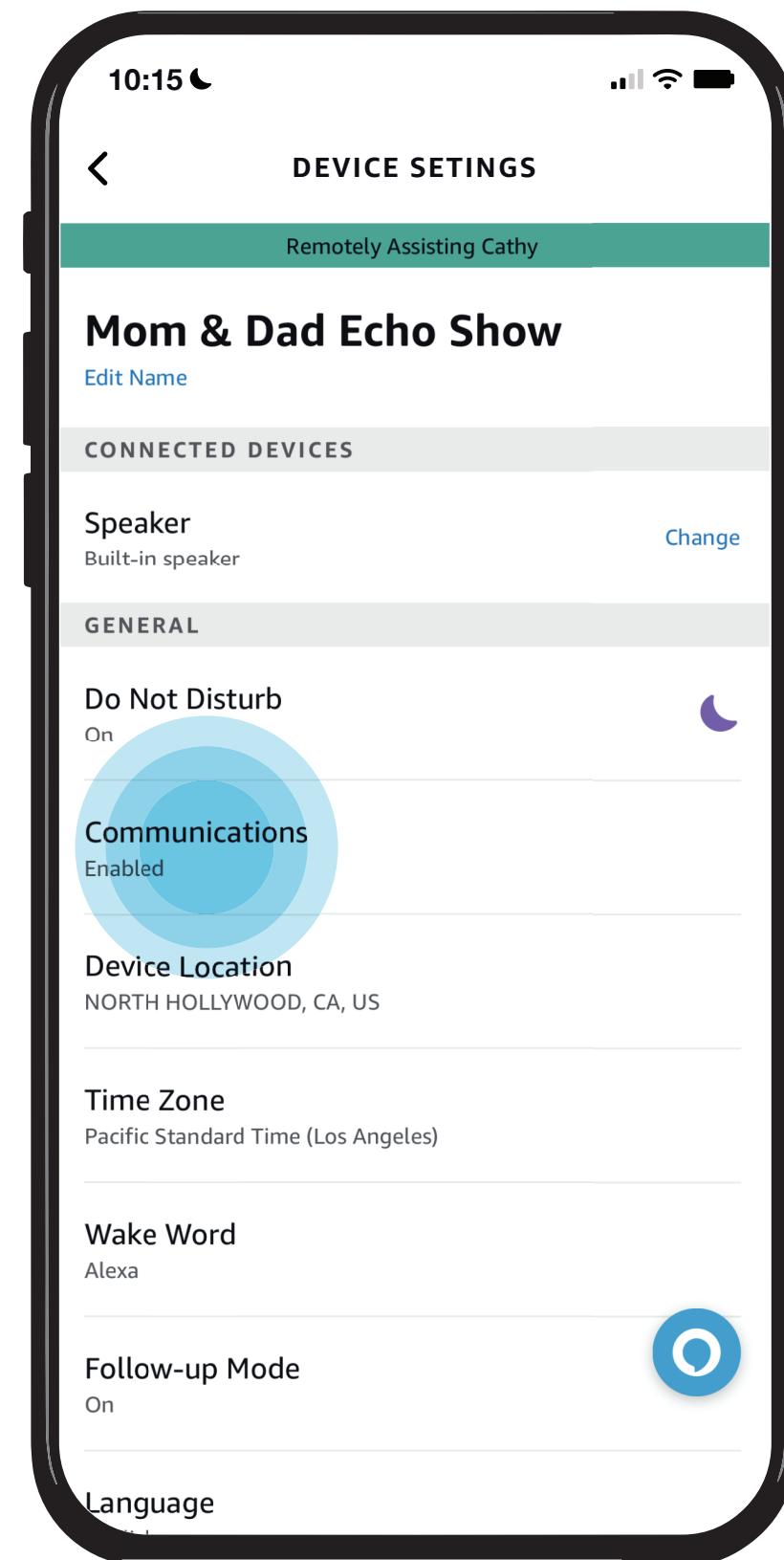


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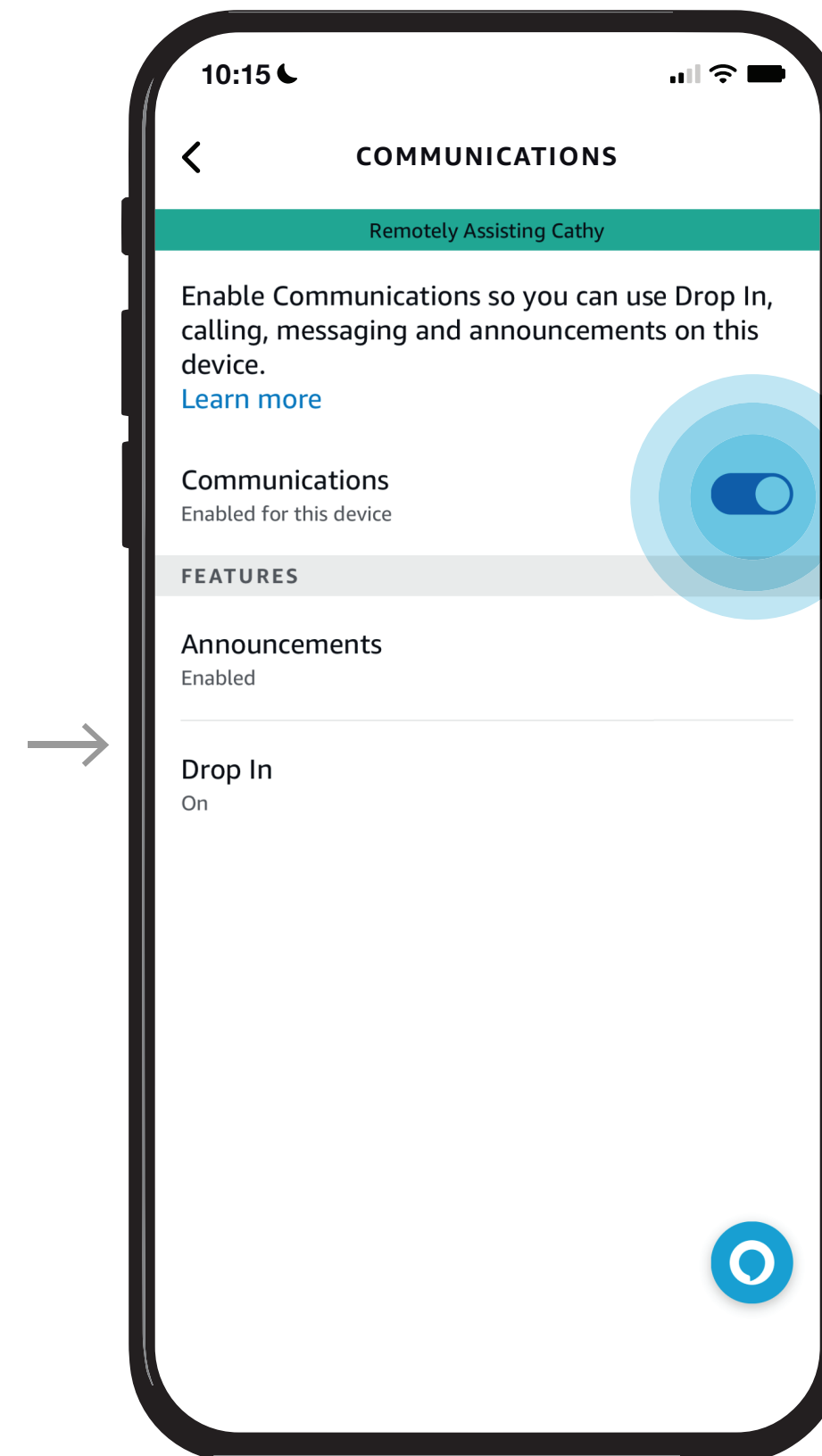
Where to [get more help](#) with Alexa Together Remote Assist



DEVICE SETTINGS SCREEN
Tap Communications to help your loved one establish their communication settings

Things you can do from the settings screen:

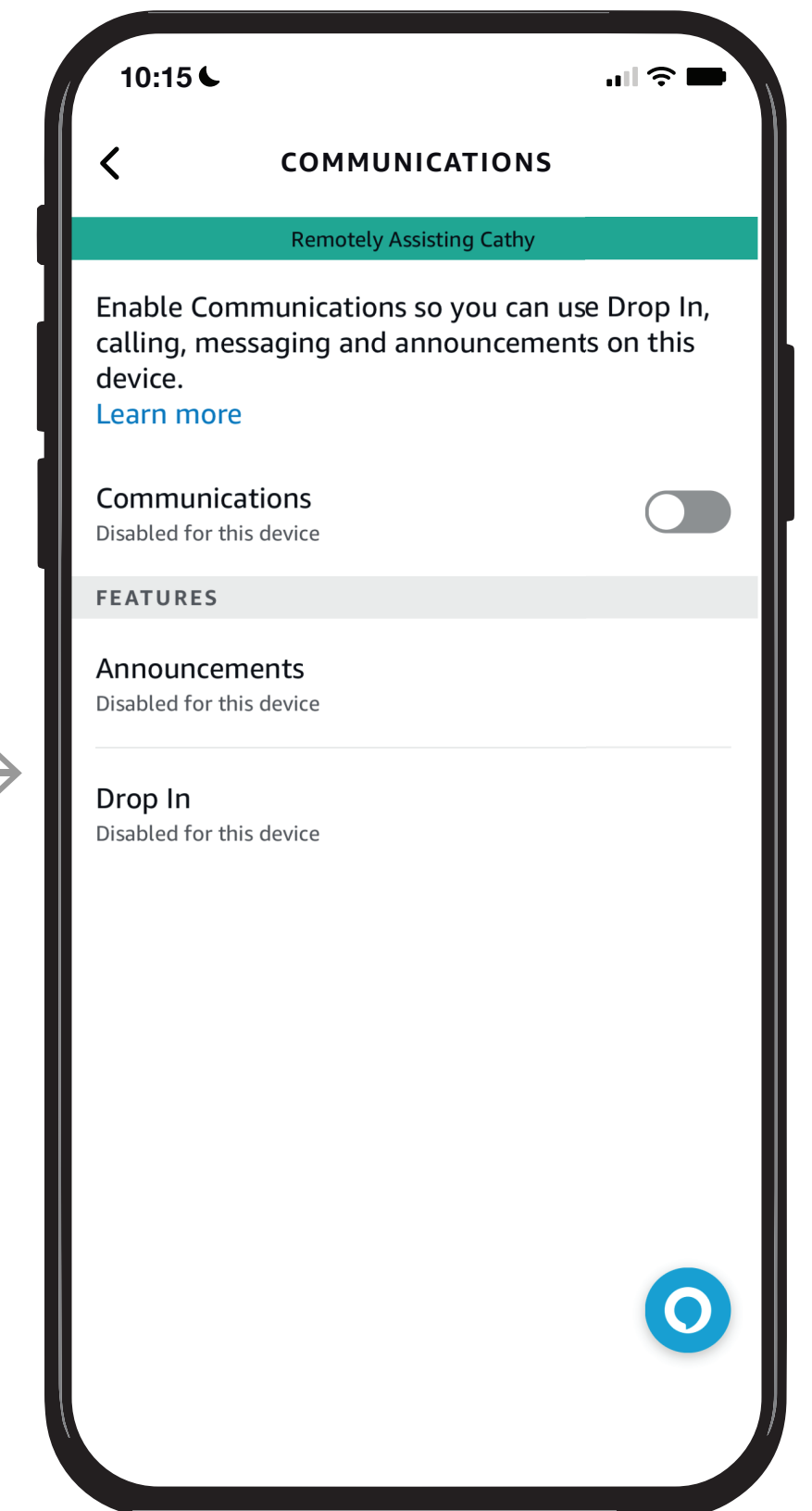
- Edit the name of your loved one's device
- Activate Do Not Disturb Mode
- **Enable Communications**
- Set Device Location
- Set Time Zone
- Set Wake Word
- Enable Follow-up Mode
- Set Preferred Language
- Set Measurement Units



STEP 1 /
Toggle Communications On/Off

NOTES /

This allows your loved one to ask follow up questions without having to repeat the wake word



STEP 2 /
Confirmed change

NOTES /

Changes made will only affect this device

ALEXA TOGETHER

REMOTE ASSIST GUIDE

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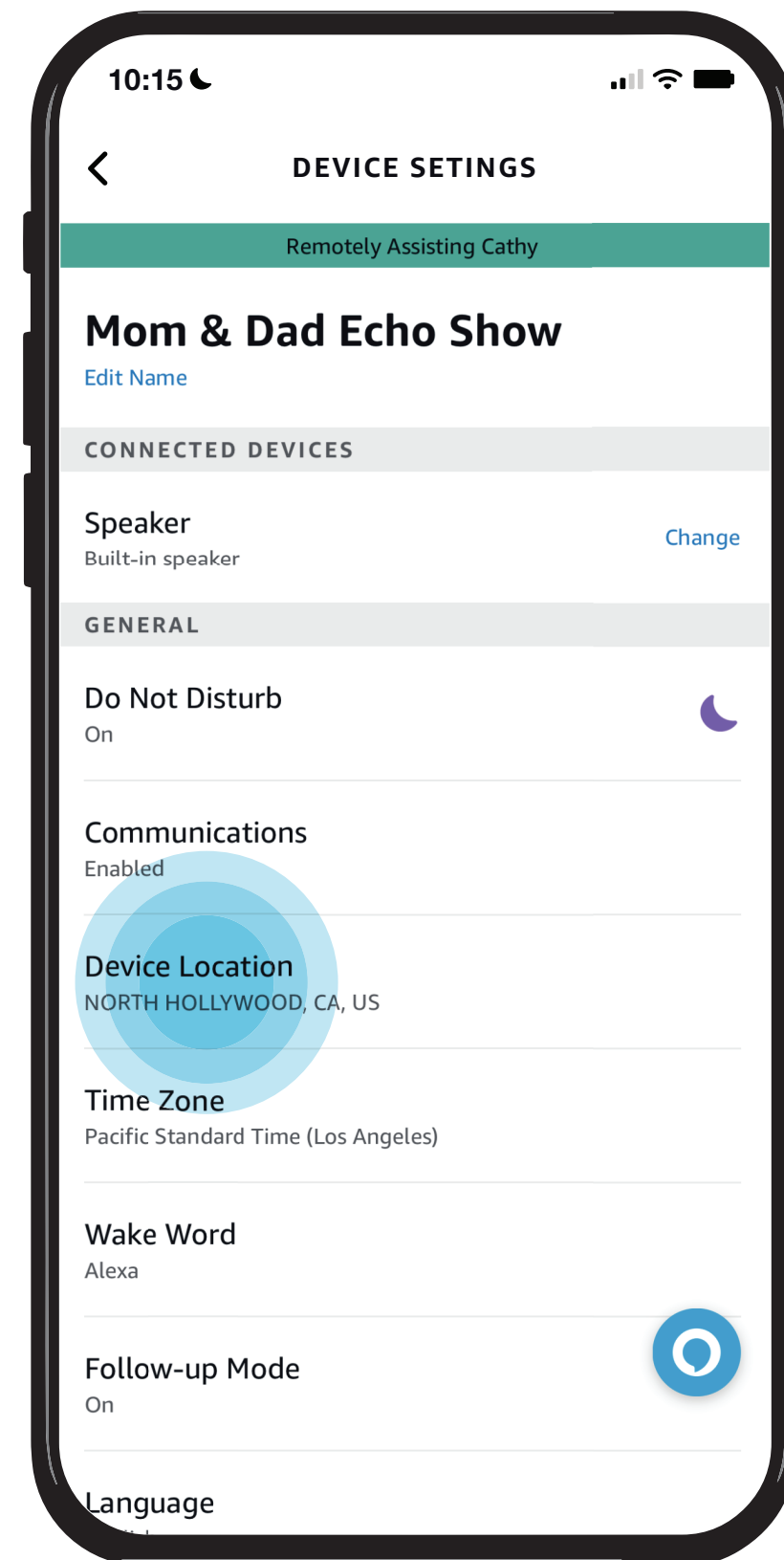


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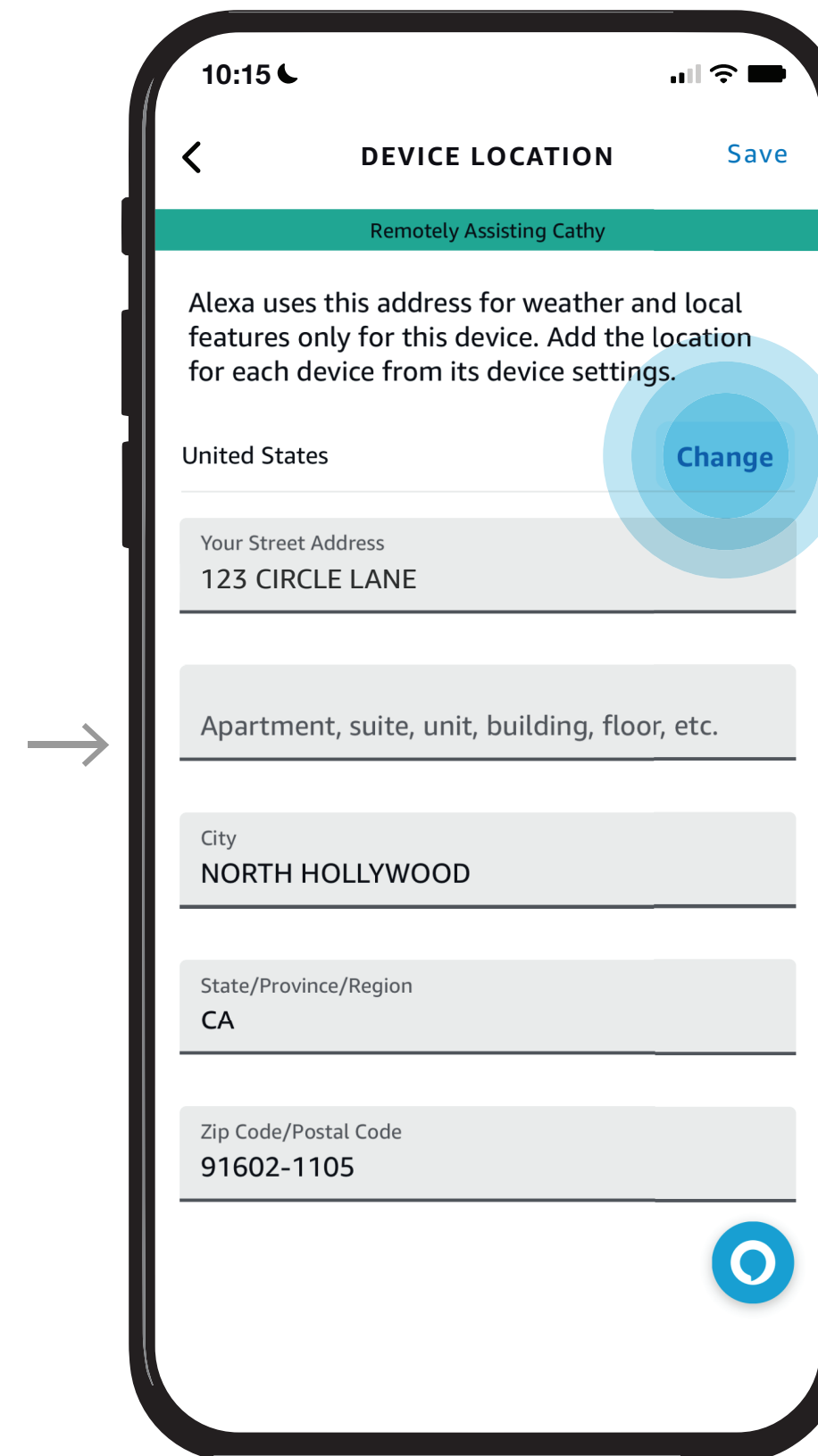
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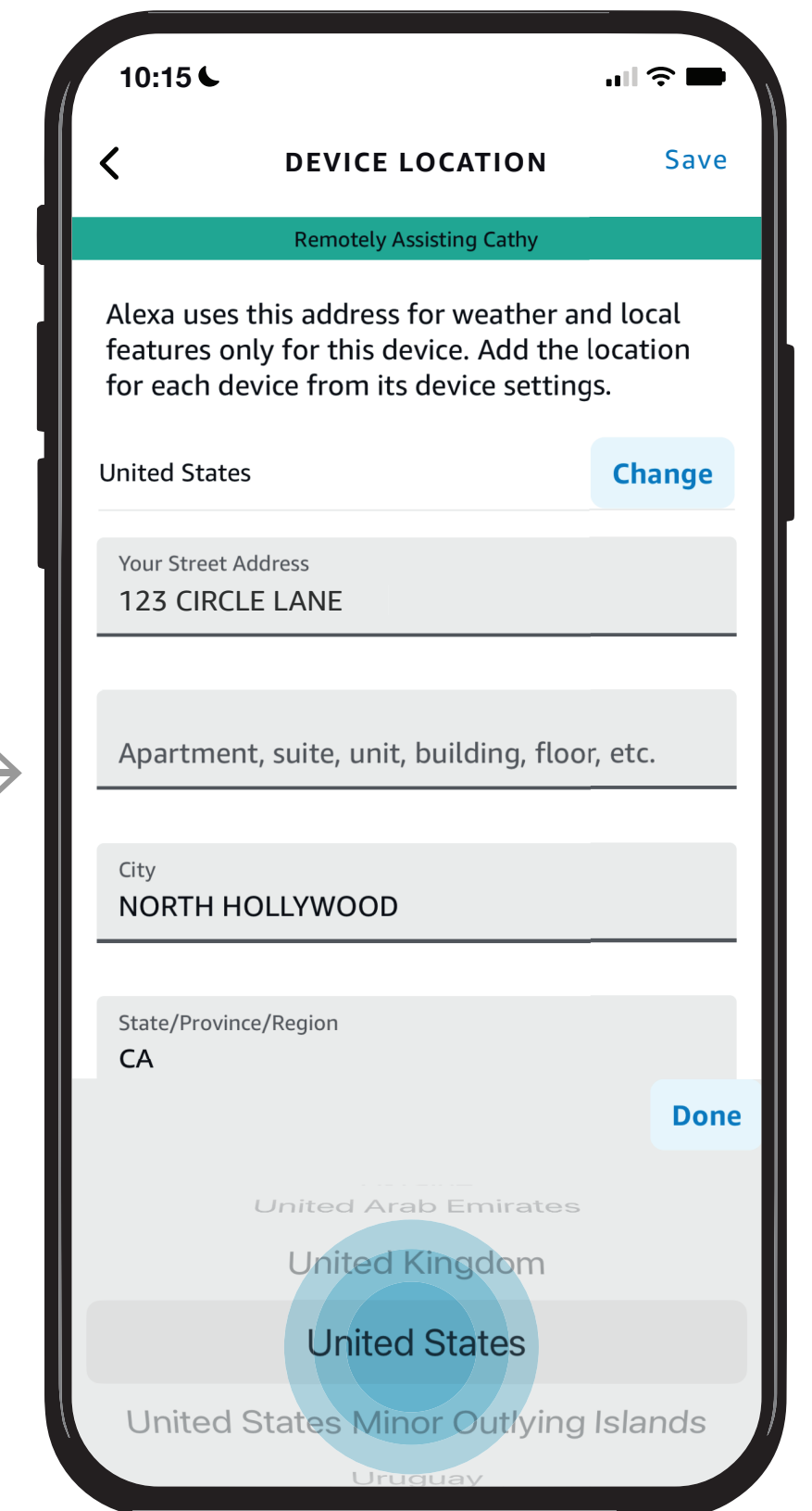
DEVICE SETTINGS SCREEN
Tap **Device Location** to help your loved one set their address location

Things you can do from the settings screen:

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- Activate Do Not Disturb Mode
- Enable Communications
- **Set Device Location**
- Set Time Zone
- Set Wake Word
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STEP 1 /
Tap **Change**



STEP 2 /
Select preferred country

ALEXA TOGETHER

REMOTE ASSIST GUIDE

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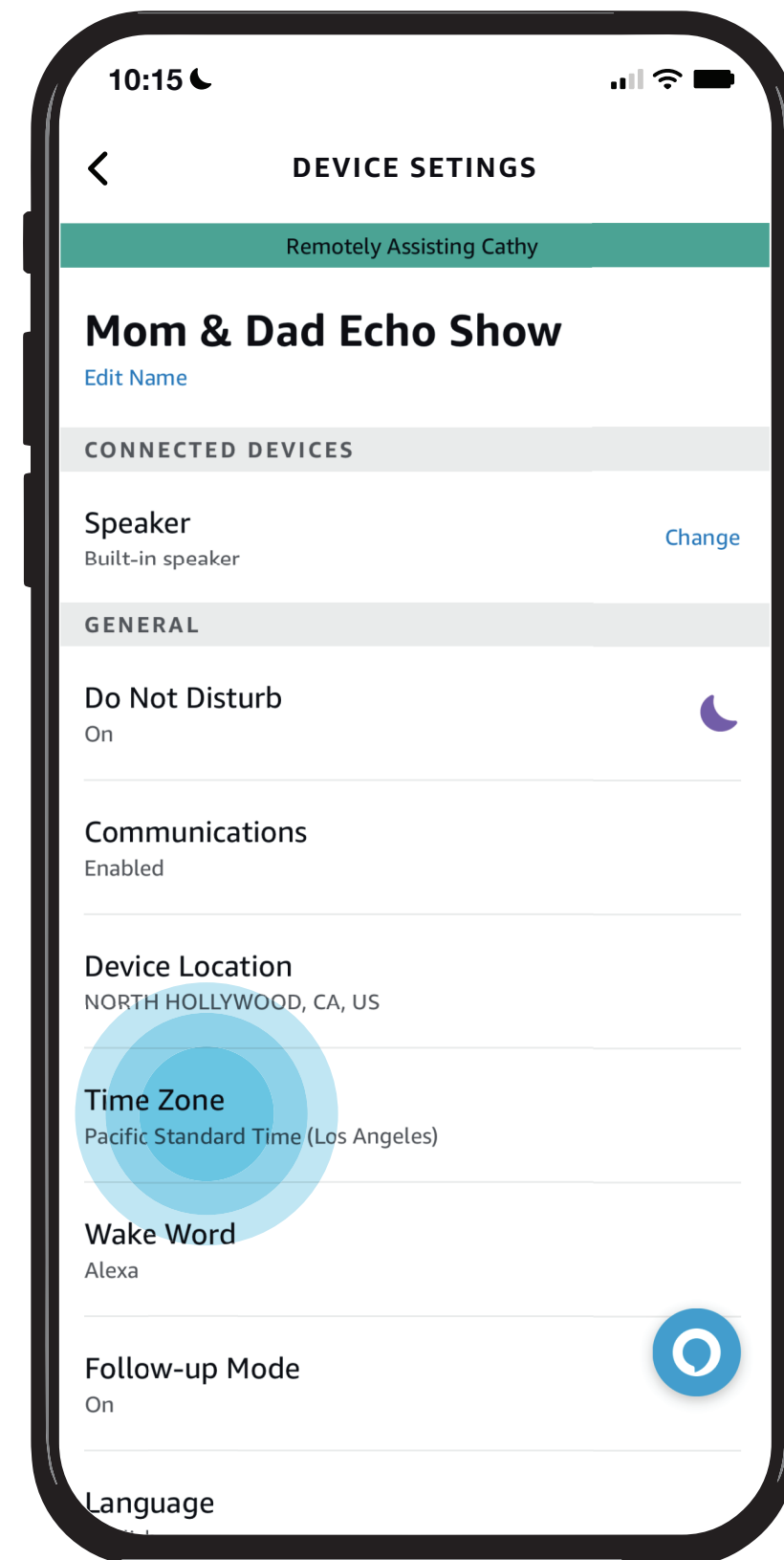


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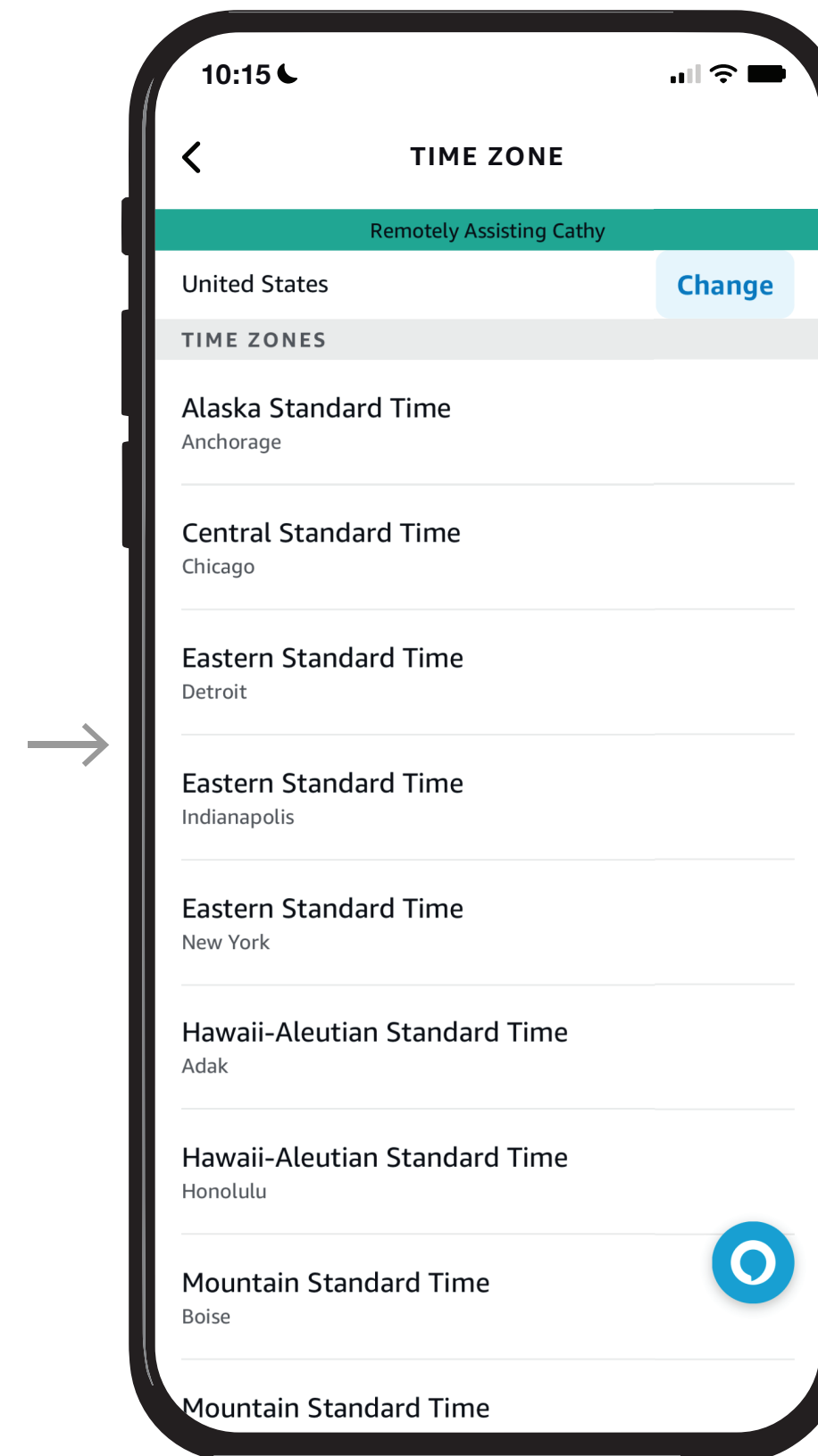
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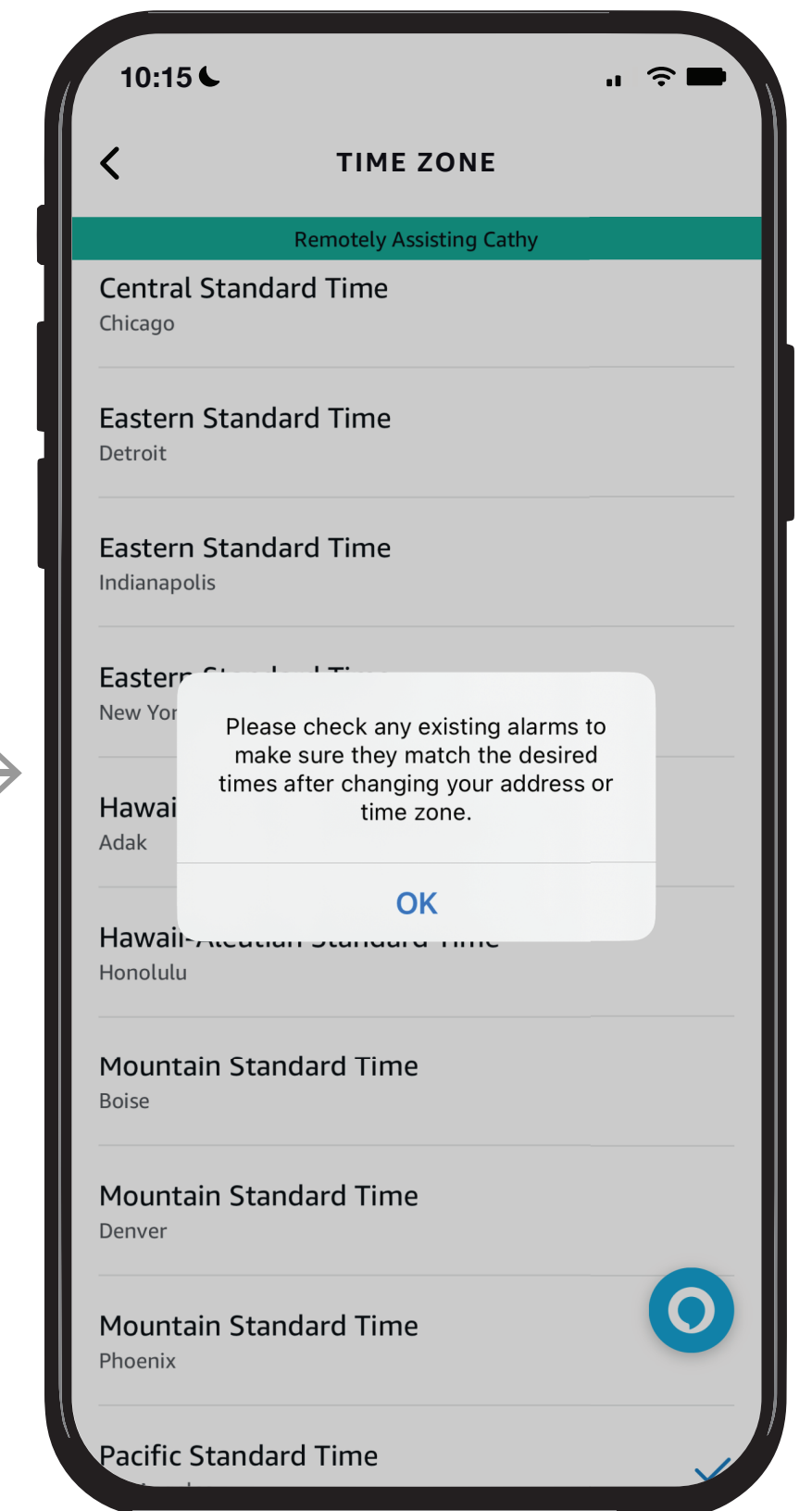
DEVICE SETTINGS SCREEN
Tap **Time Zone** to help your loved one set their time zone

Things you can do from the settings screen:

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- Activate Do Not Disturb Mode
- Enable Communications
- Set Device Location
- **Set Time Zone**
- Set Wake Word
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STEP 1 /
Tap on preferred Time Zone



STEP 2 /
Confirmed change

ALEXA TOGETHER

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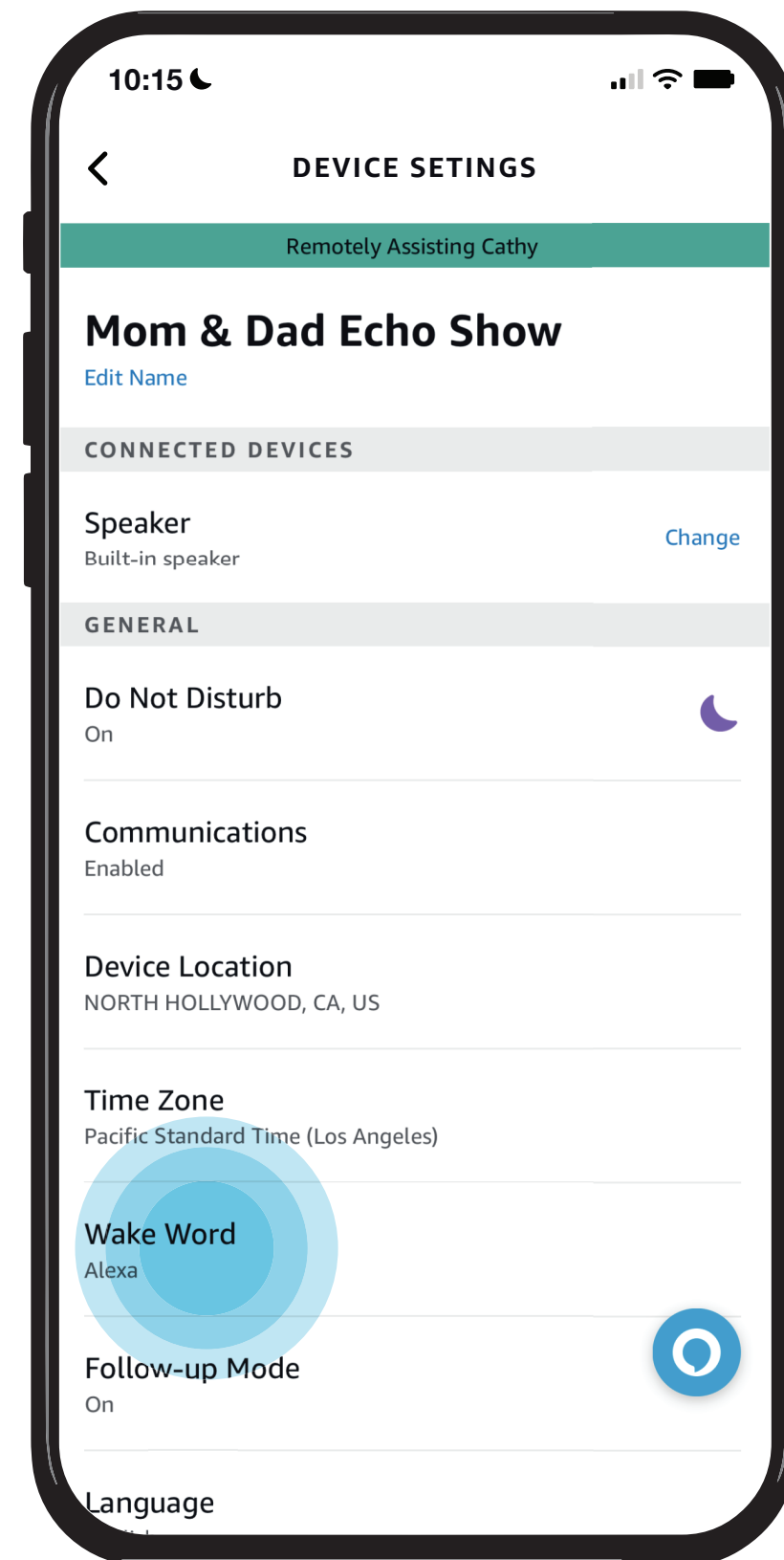


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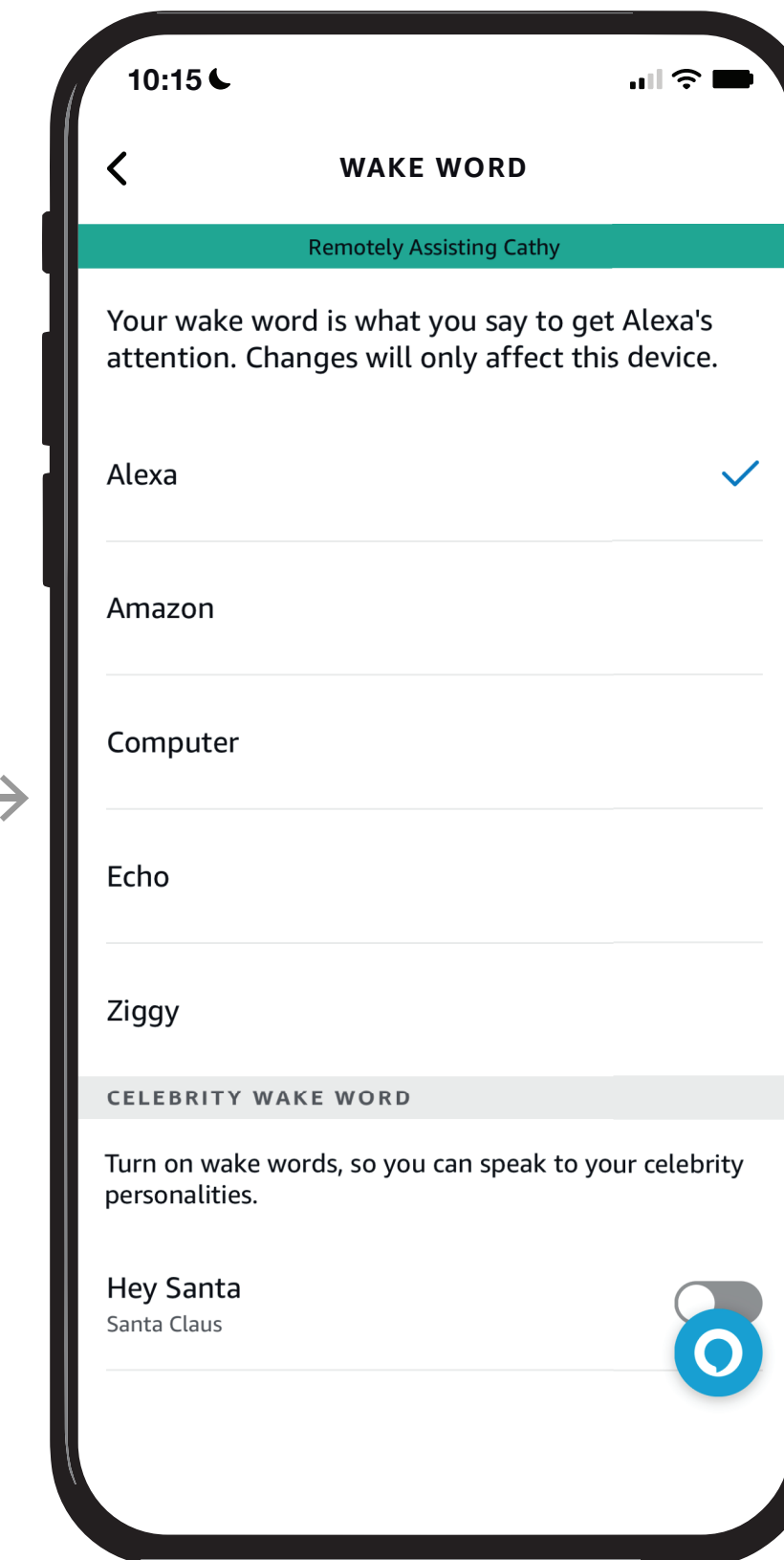
DEVICE SETTINGS SCREEN
Tap Wake Word to help your loved one set up their wake word

NOTES /

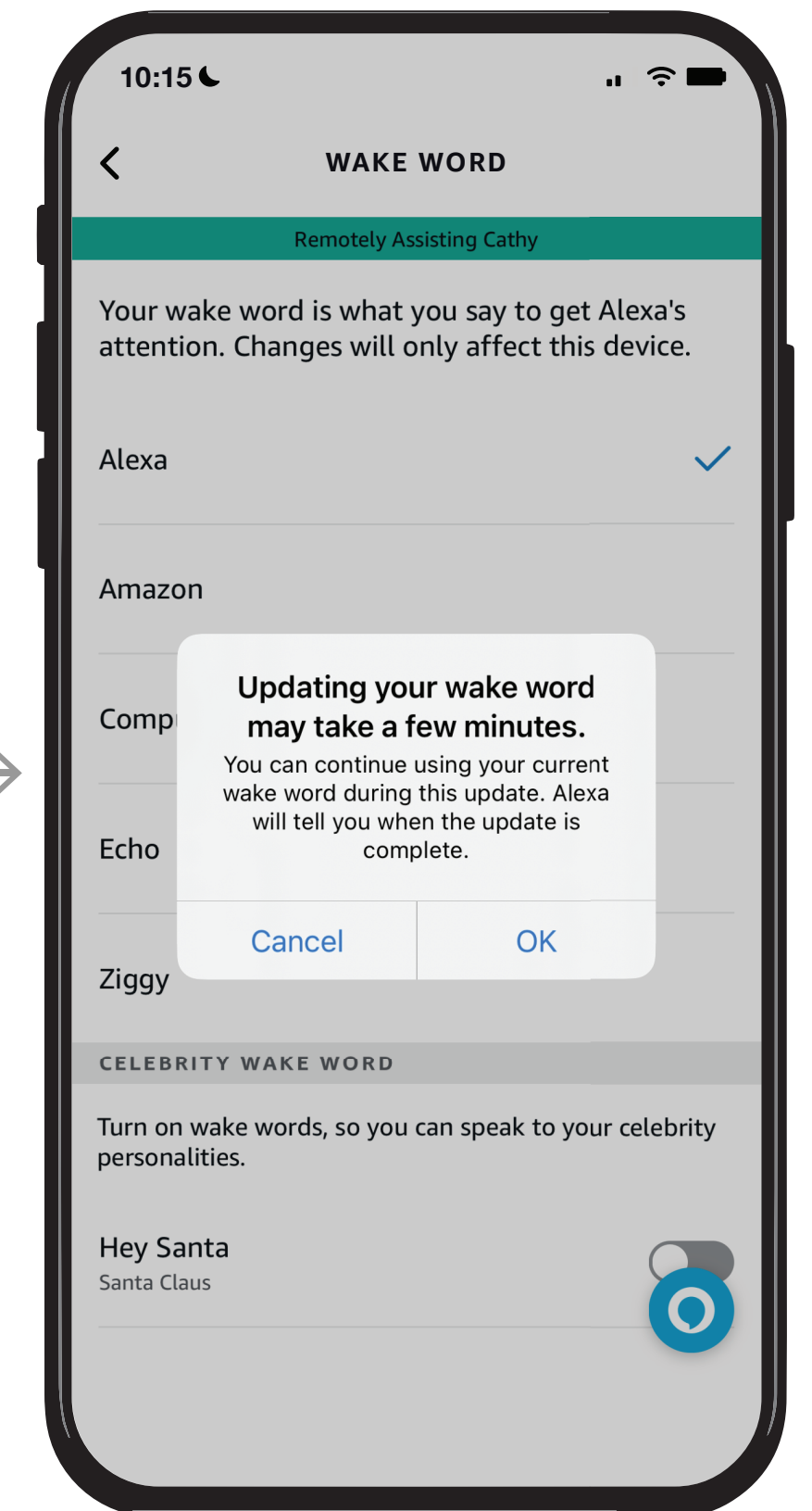
The word "Alexa" is the default wake word for Echo devices. If your loved one wants to change theirs you can help them by choosing one of five wake words.

Things you can do from the settings screen:

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- Activate Do Not Disturb Mode
- Enable Communications
- Set Device Location
- Set Time Zone
- **Set Wake Word**
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STEP 1 /
Select preferred Wake Word



STEP 2 /
Confirm change

ALEXA TOGETHER

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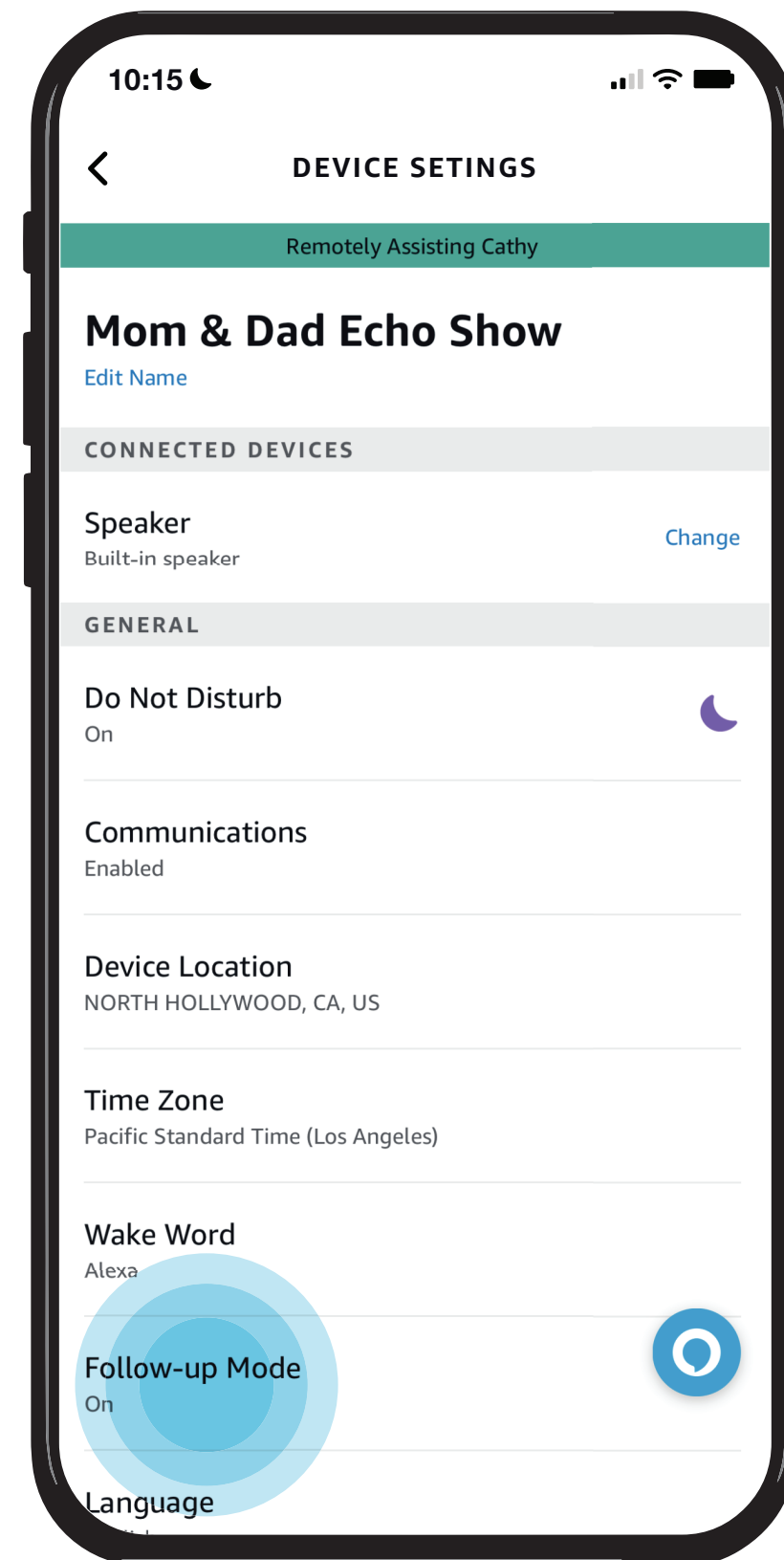


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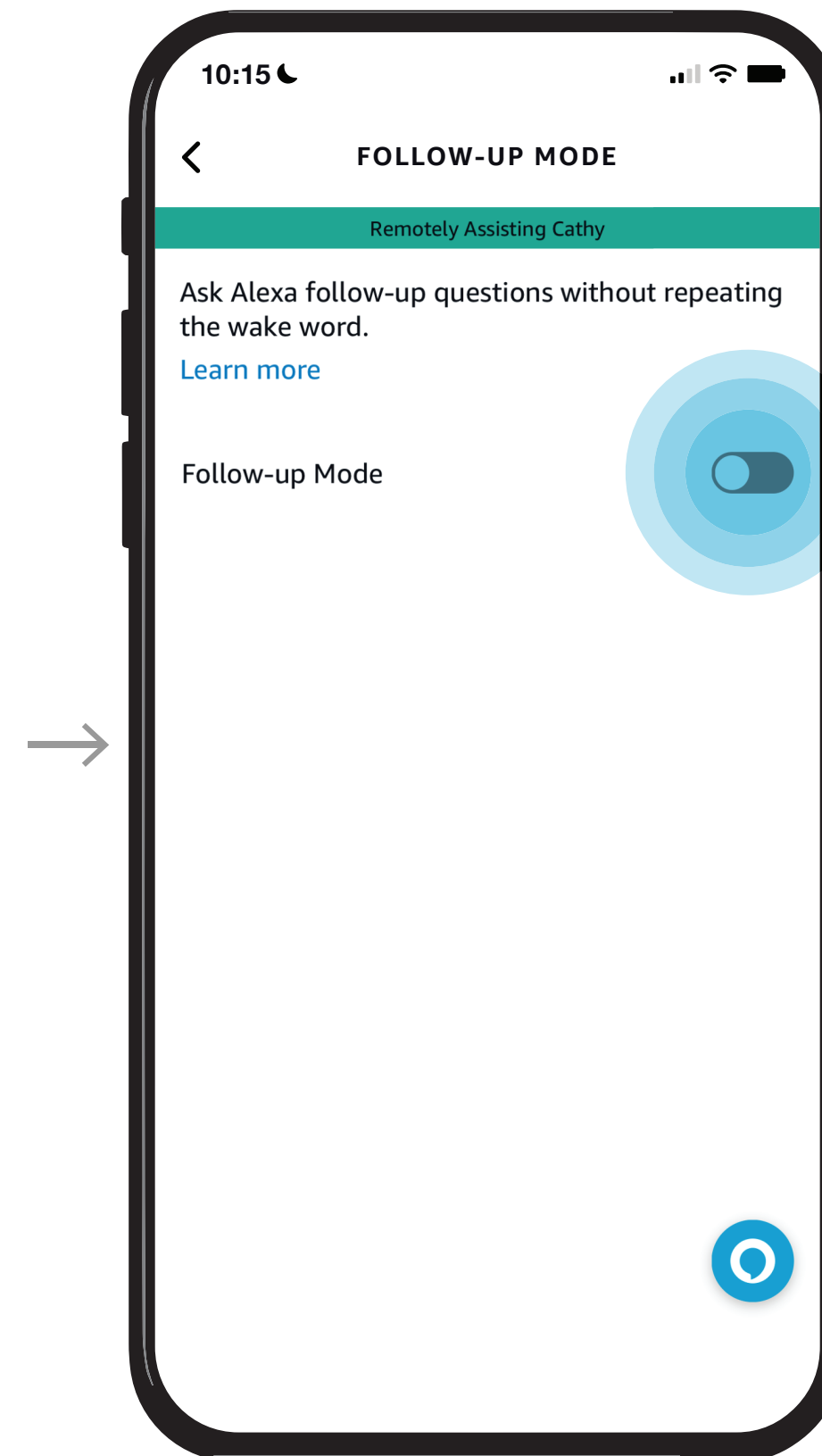
Where to [get more help](#) with Alexa Together Remote Assist



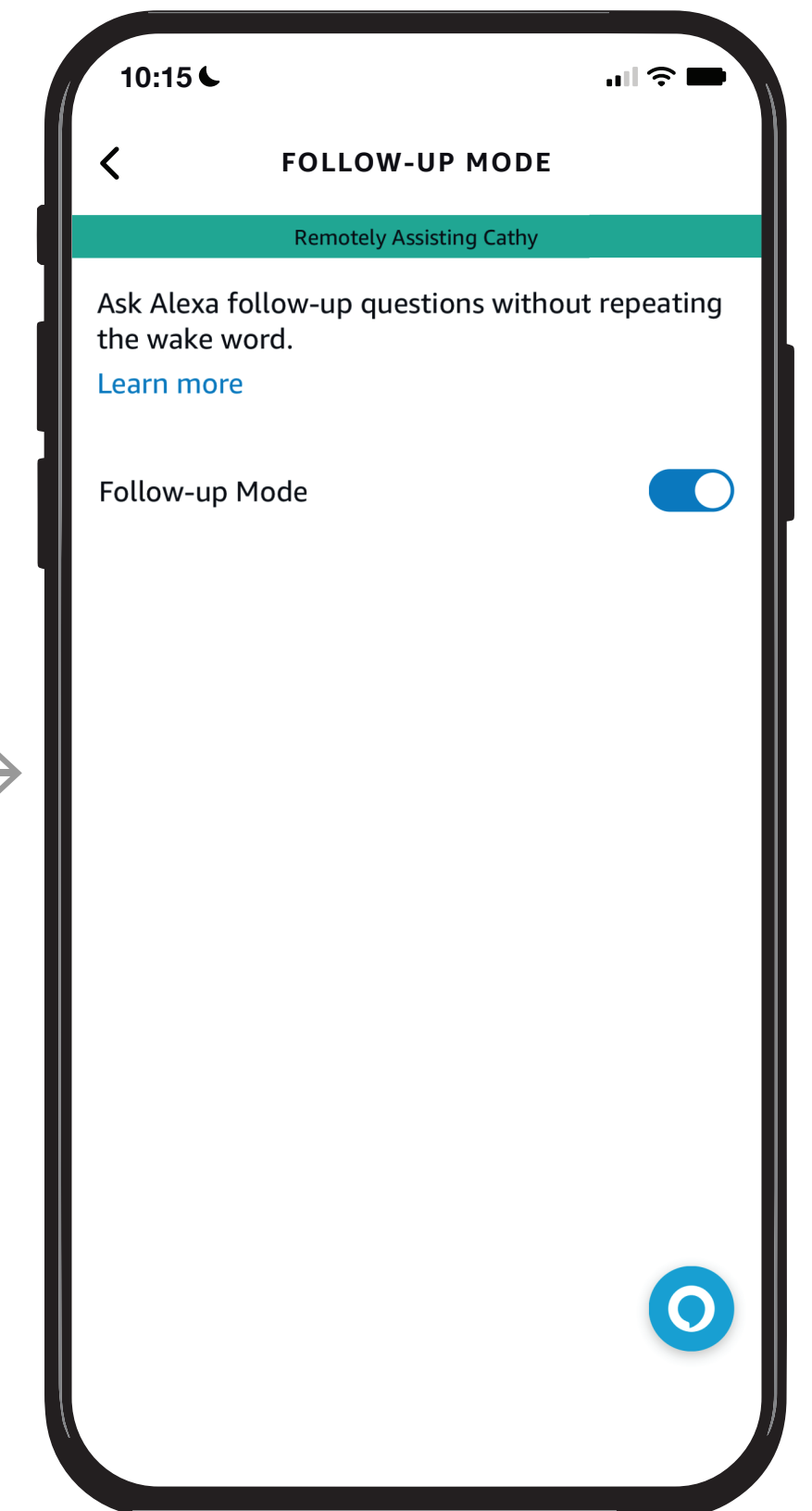
DEVICE SETTINGS SCREEN
Tap Follow-up Mode to allow your loved one to ask Alexa (or chosen wake word) a follow up question without repeating the wake word. Help your loved one set it up

Things you can do from the settings screen:

- Edit the name of your loved one's device
- Activate Do Not Disturb Mode
- Enable Communications
- Set Device Location
- Set Time Zone
- Set Wake Word
- **Enable Follow-up Mode**
- Set Preferred Language
- Set Measurement Units



STEP 1 /
Toggle Follow-up Mode On/Off



STEP 2 /
Confirmed change

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

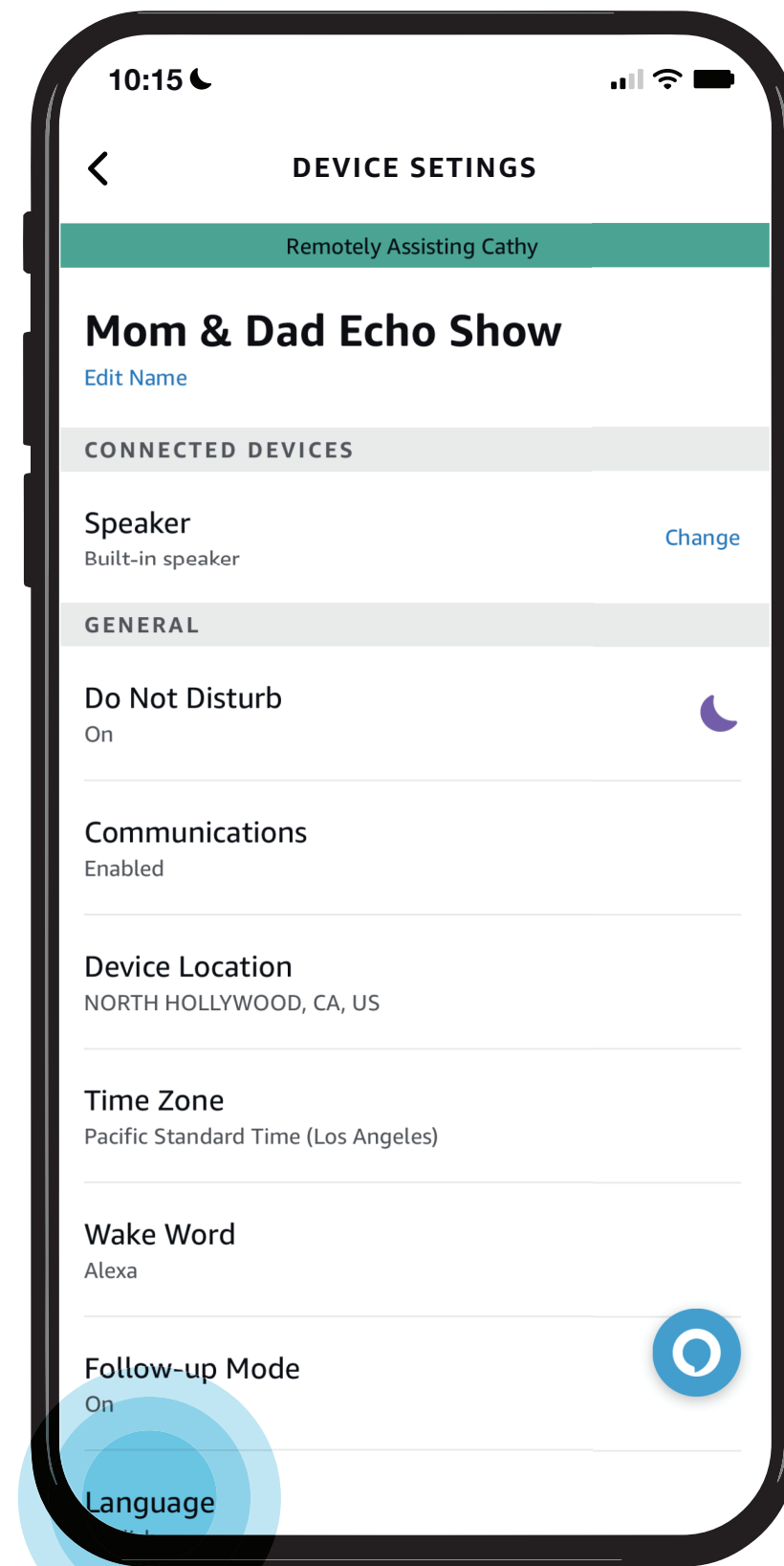


Does your loved one need help configuring their Echo device? Here you can see step by step instructions for enabling their communication preferences so they can use features like Drop In calling and Messaging. You can also set their Time Zone, select their Wake Word, Language preferences, and more.

Learn how to here...

- Open Alexa Together
- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- **Configure Device**
- Set up Music & Podcasts
- Add or edit Reminders
- Add or edit Shopping List
- Manage how Alexa communicates
- Manage Routines

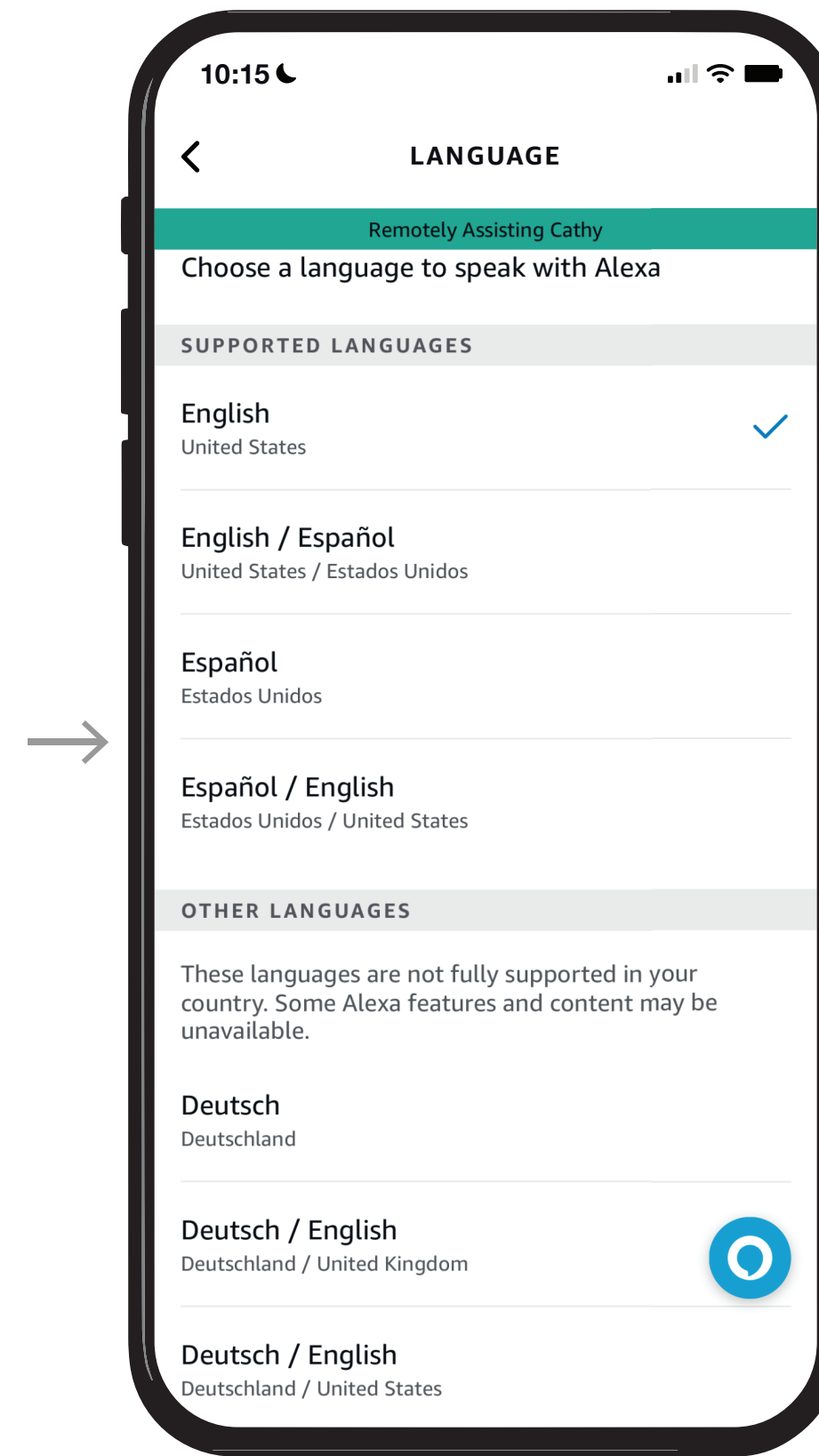
Where to [get more help](#) with Alexa Together Remote Assist



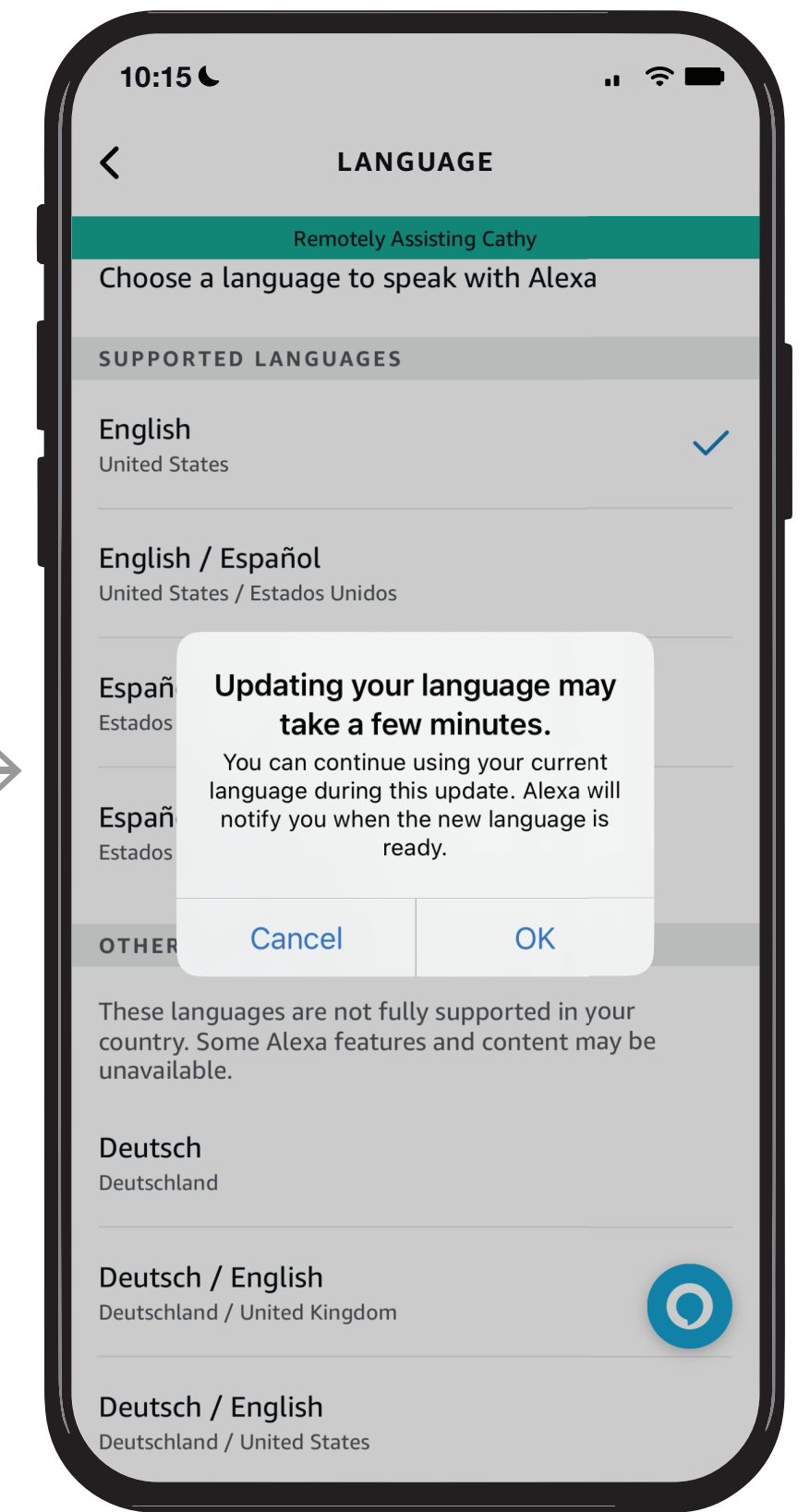
DEVICE SETTINGS SCREEN
Tap Language to help your loved one set up their language preference.

Things you can do from the settings screen:

- Edit the name of your loved one's device
- Activate Do Not Disturb Mode
- Enable Communications
- Set Device Location
- Set Time Zone
- Set Wake Word
- Enable Follow-up Mode
- **Set Preferred Language**
- Set Measurement Units



STEP 1 /
Tap preferred language



STEP 2 /
Confirm selection

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

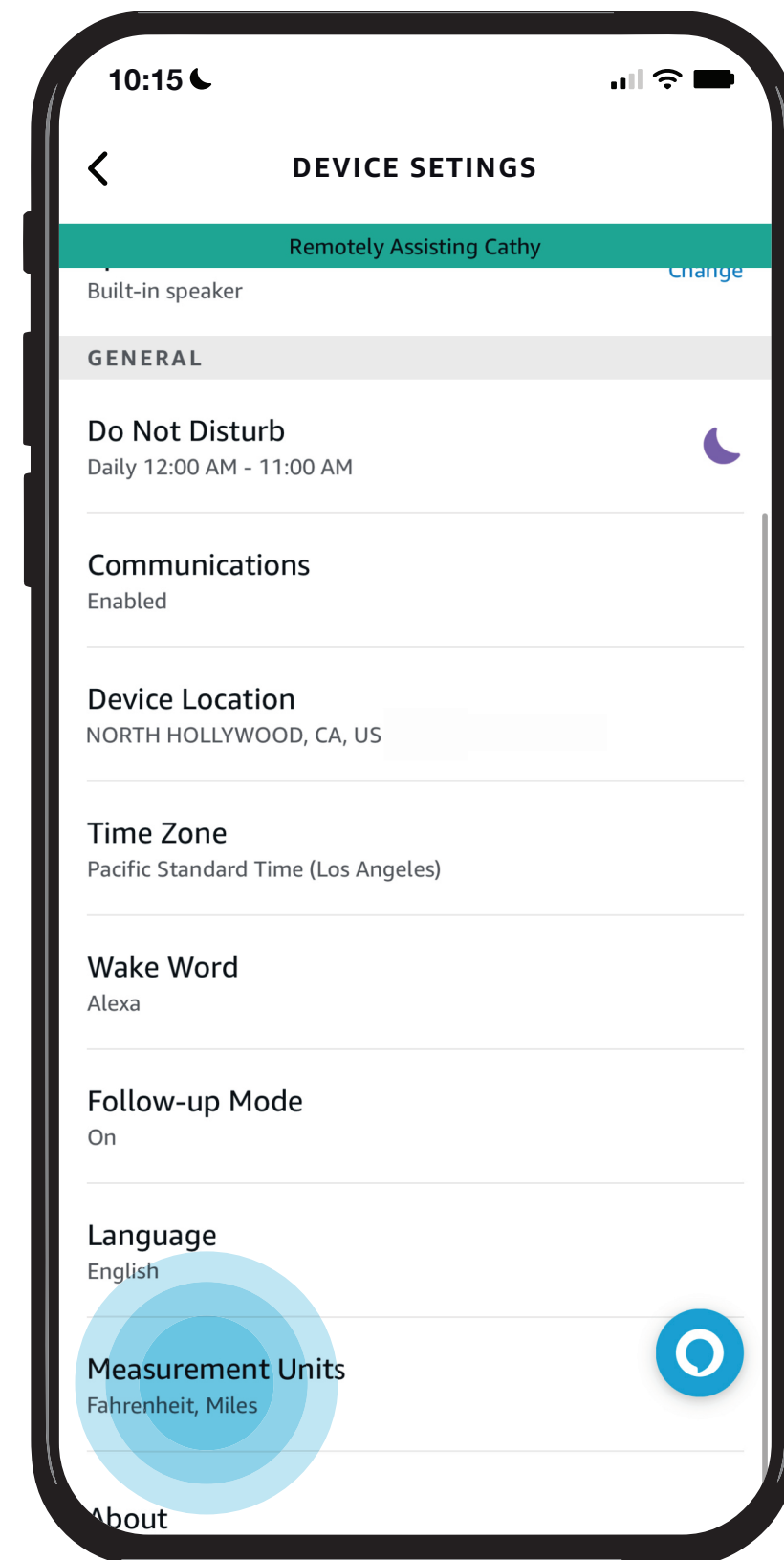


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- Manage Routines

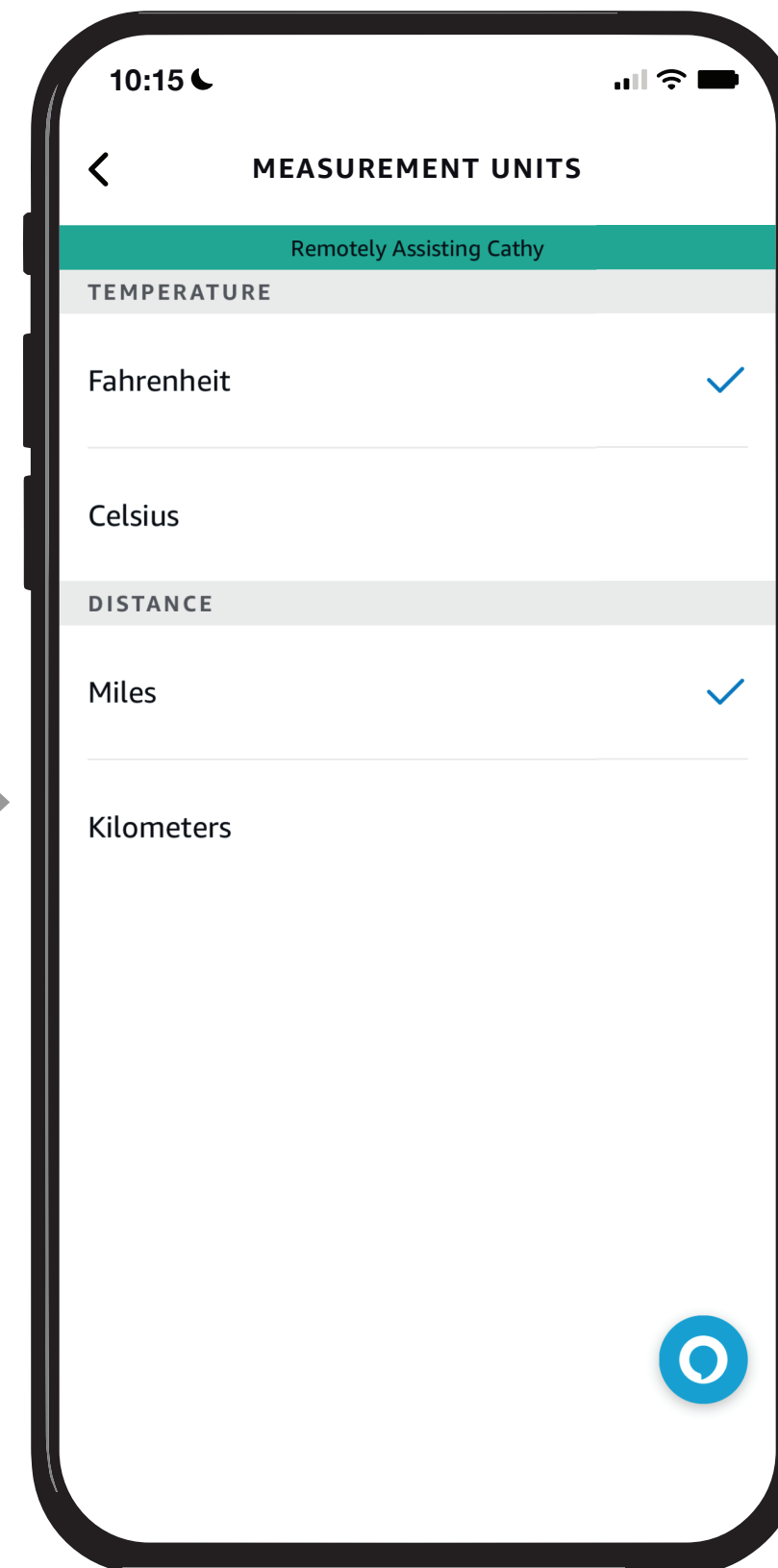
Where to [get more help](#) with Alexa Together Remote Assist



DEVICE SETTINGS SCREEN
Tap Measurement Units to help your loved one set up their preferred measurement units

Things you can do from the settings screen:

- Edit the name of your loved one's device
- Activate Do Not Disturb Mode
- Enable Communications
- Set Device Location
- Set Time Zone
- Set Wake Word
- Enable Follow-up Mode
- Set Preferred Language
- **Set Measurement Units**



STEP 1 /
Select your preferences

ALEXA TOGETHER

REMOTE ASSIST GUIDE

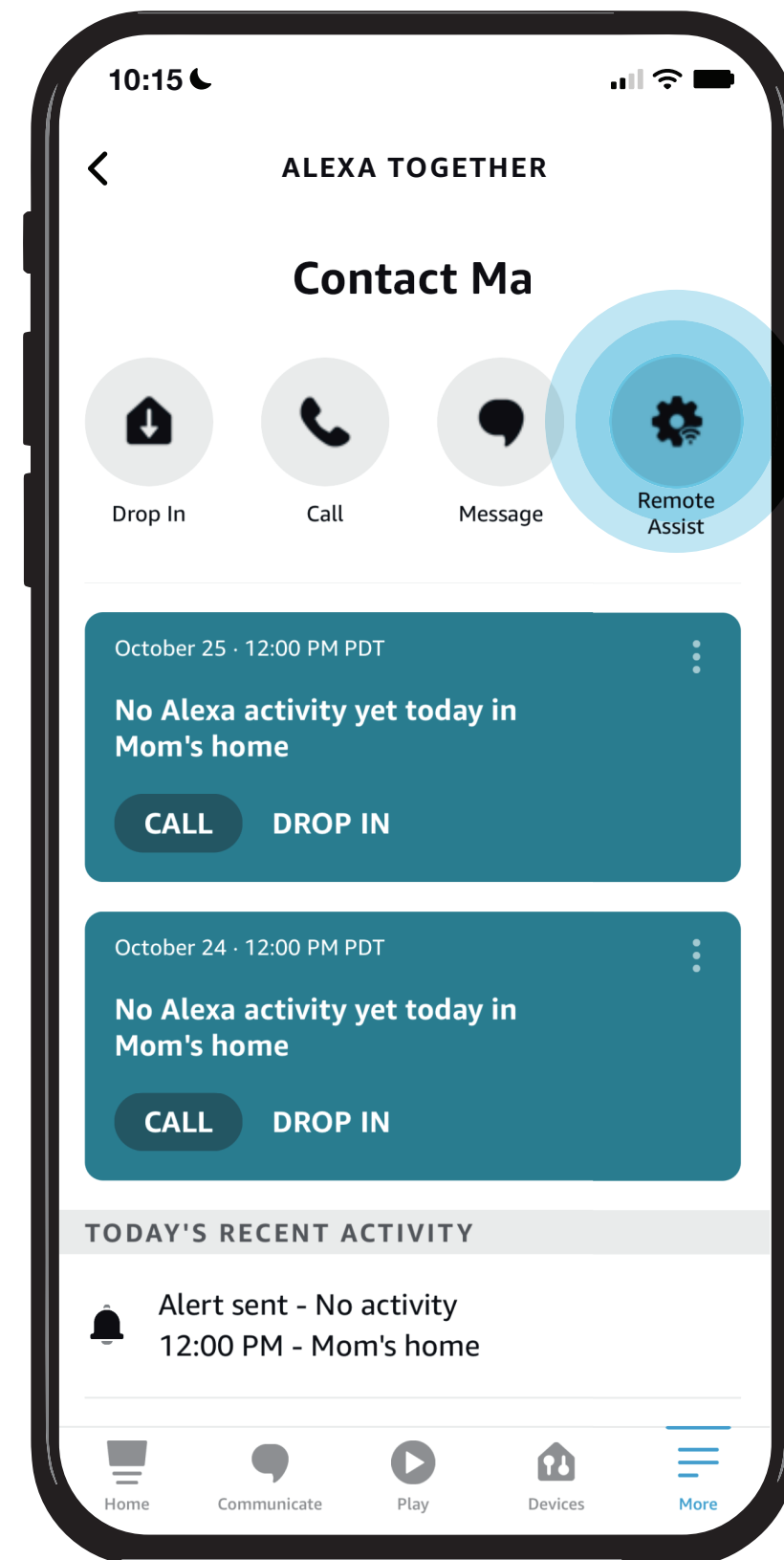
Give them a hand from afar.

In just a few steps, delight your loved one by linking your Music or Podcast service to their account.

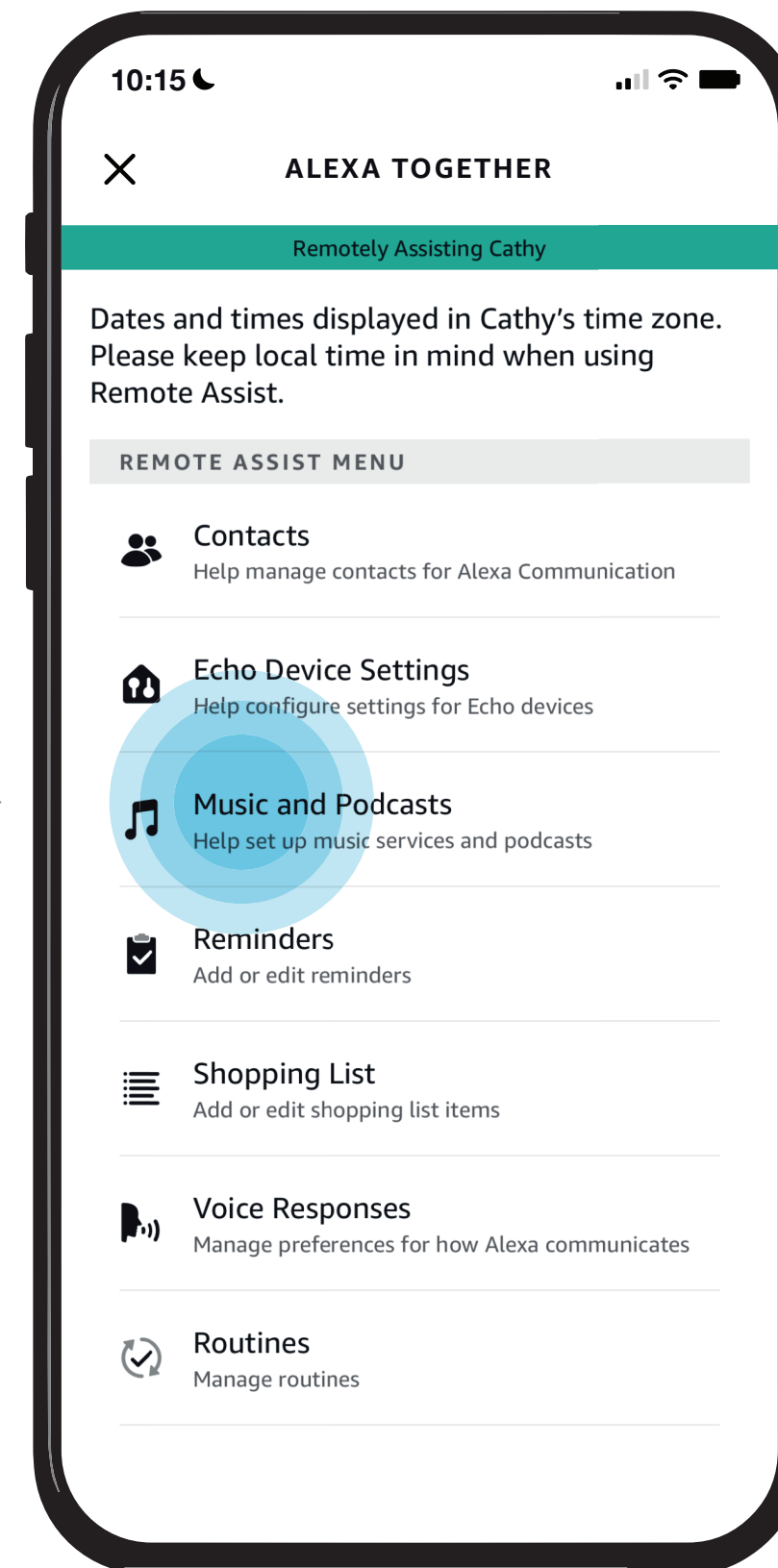
Learn how to here...

- Open Alexa Together
- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- **Set up Music & Podcasts**
- Add or edit Reminders
- Add or edit Shopping List
- Manage how Alexa communicates
- Manage Routines

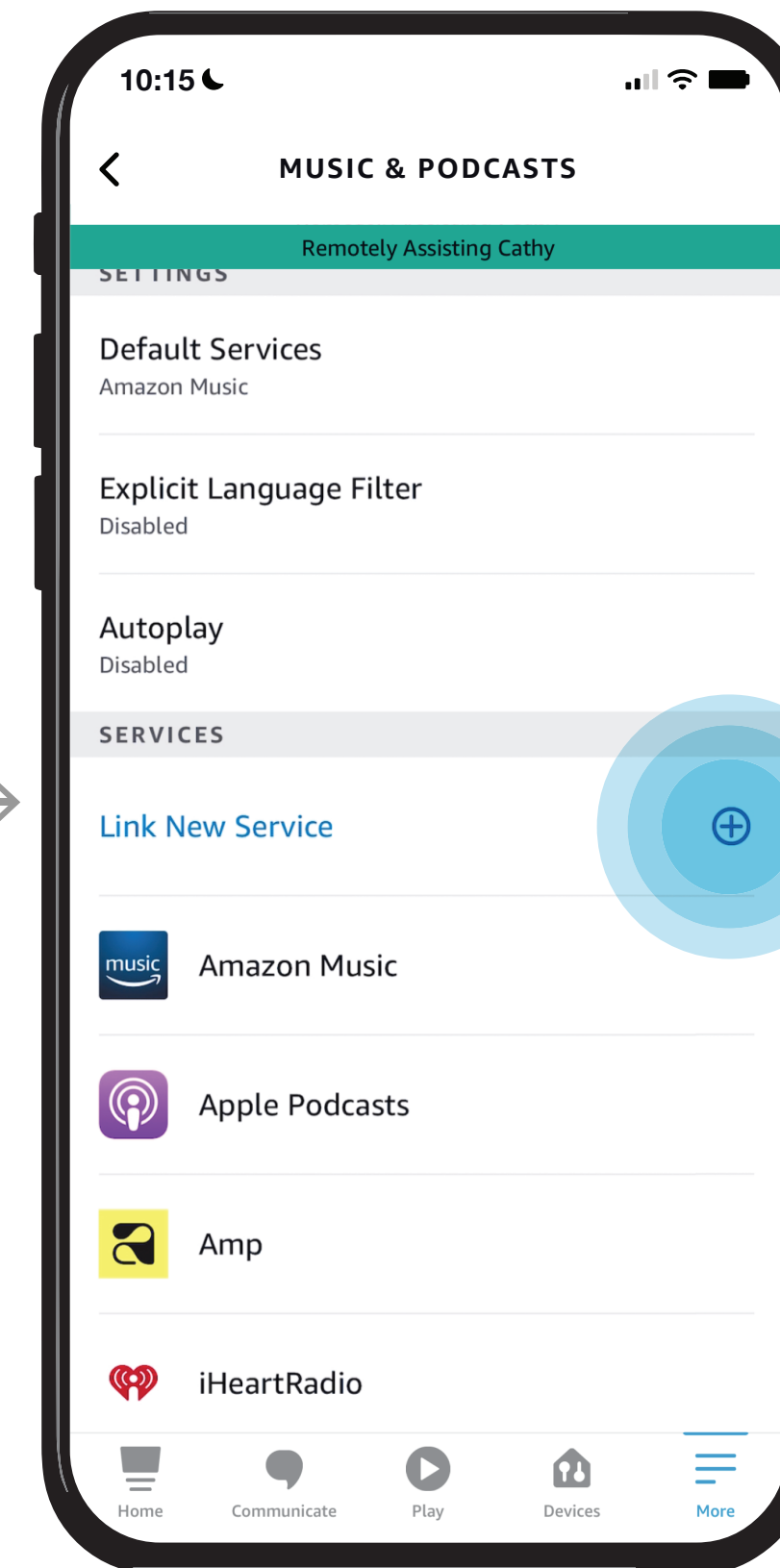
Where to [get more help](#) with Alexa Together Remote Assist



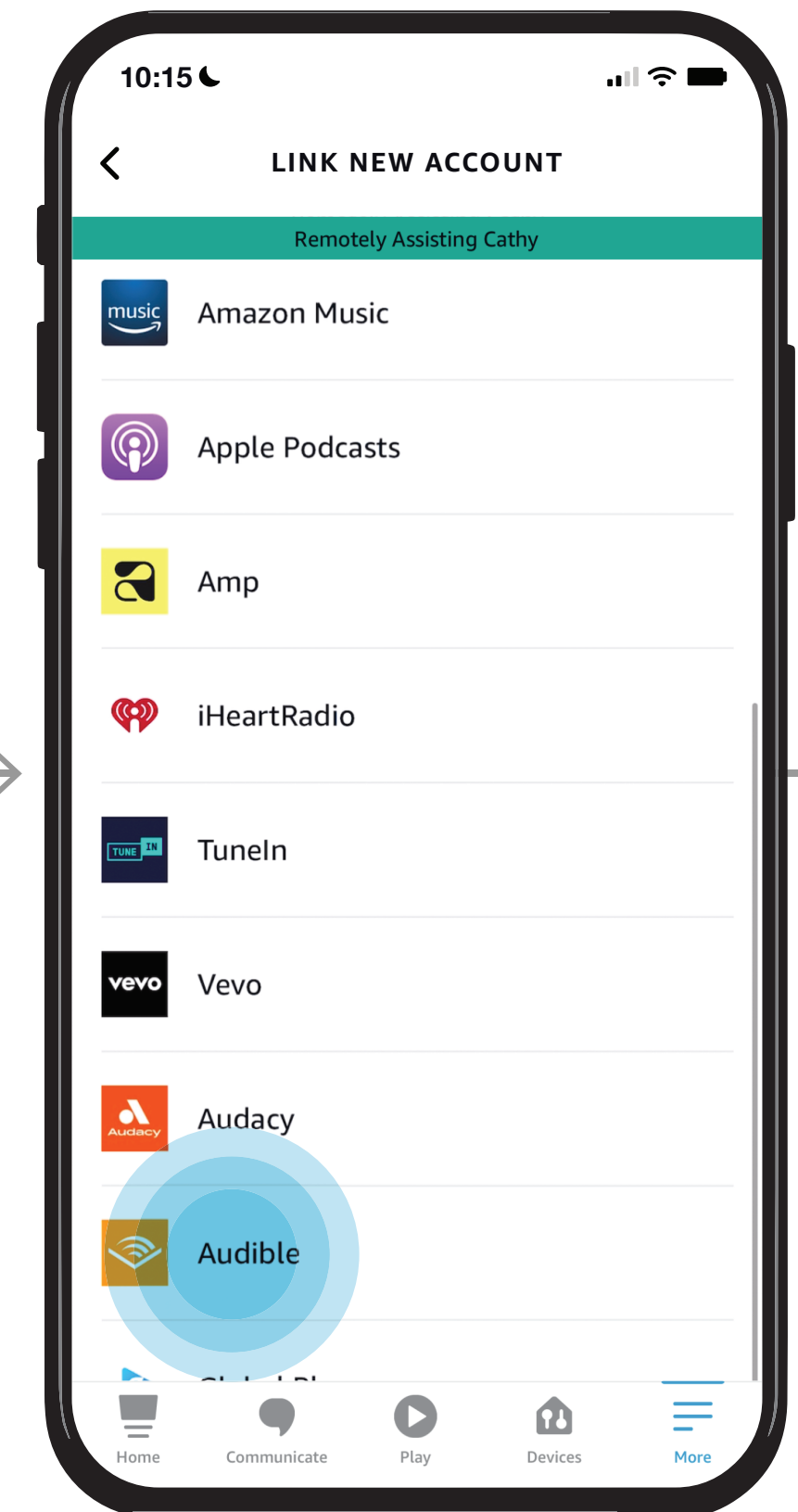
STEP 1 /
Open Alexa Together
then Tap Remote Assist



STEP 2 /
Tap Music and Podcasts



STEP 3 /
Update Settings, Enable, or
Link a New Service



STEP 4 /
Select Service to Enable

ALEXA TOGETHER

REMOTE ASSIST GUIDE

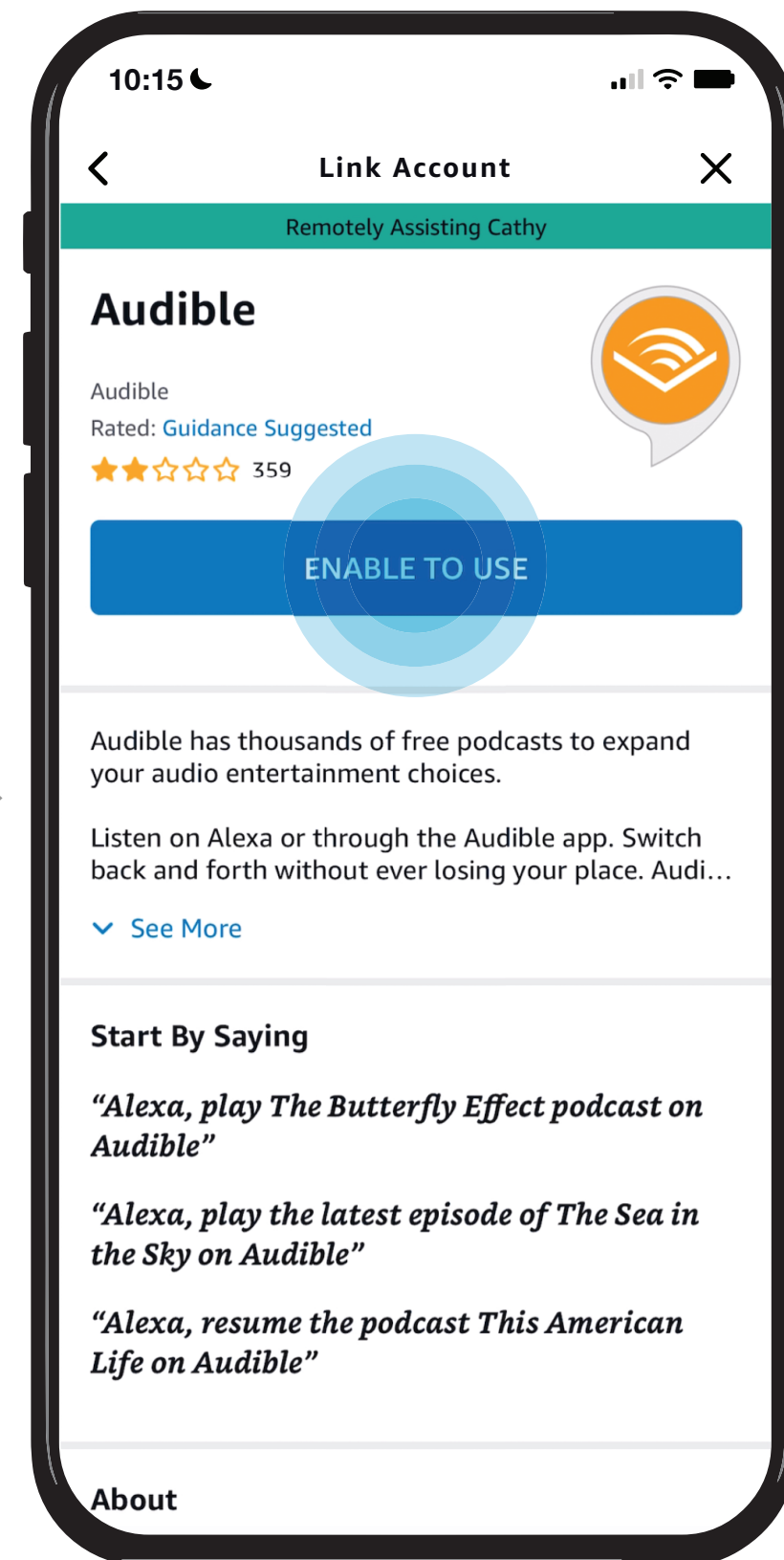
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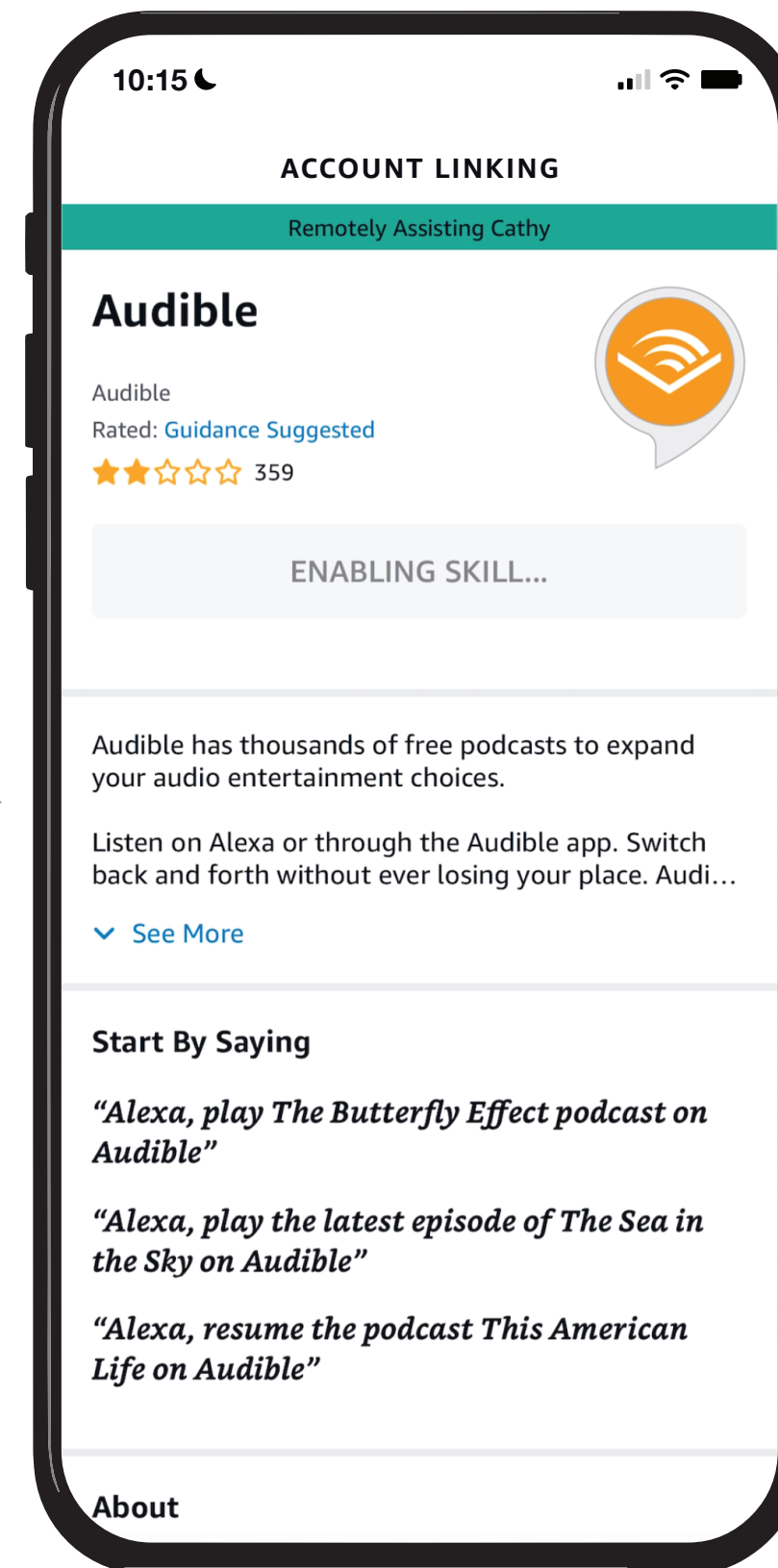
Learn how to here...

- Open Alexa Together
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- Add a Contact
- Manage Contact preferences
- Configure Device
- **Set up Music & Podcasts**
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- Add or edit Shopping List
- Manage how Alexa communicates
- Manage Routines

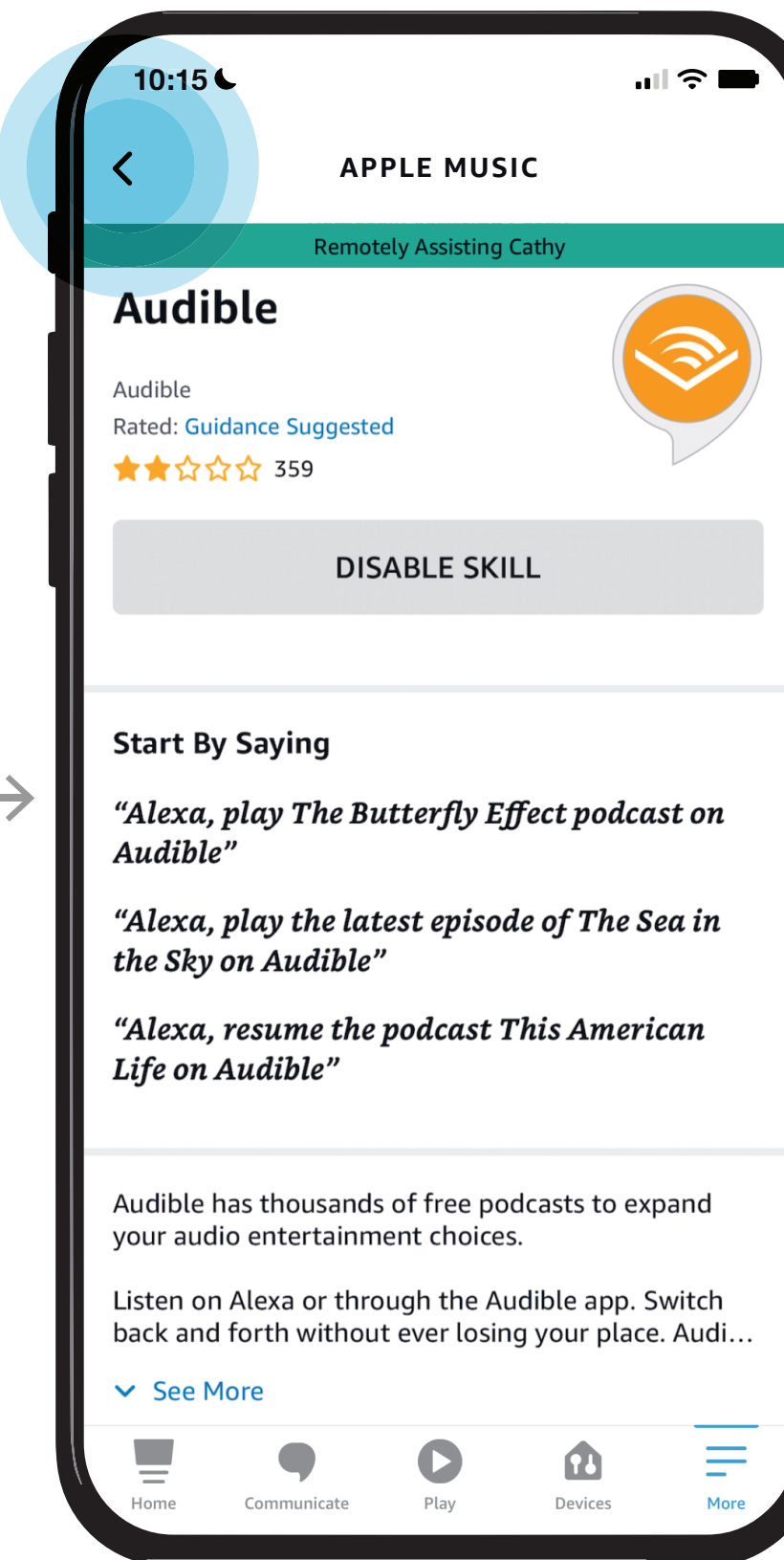
Where to [get more help](#) with Alexa Together Remote Assist



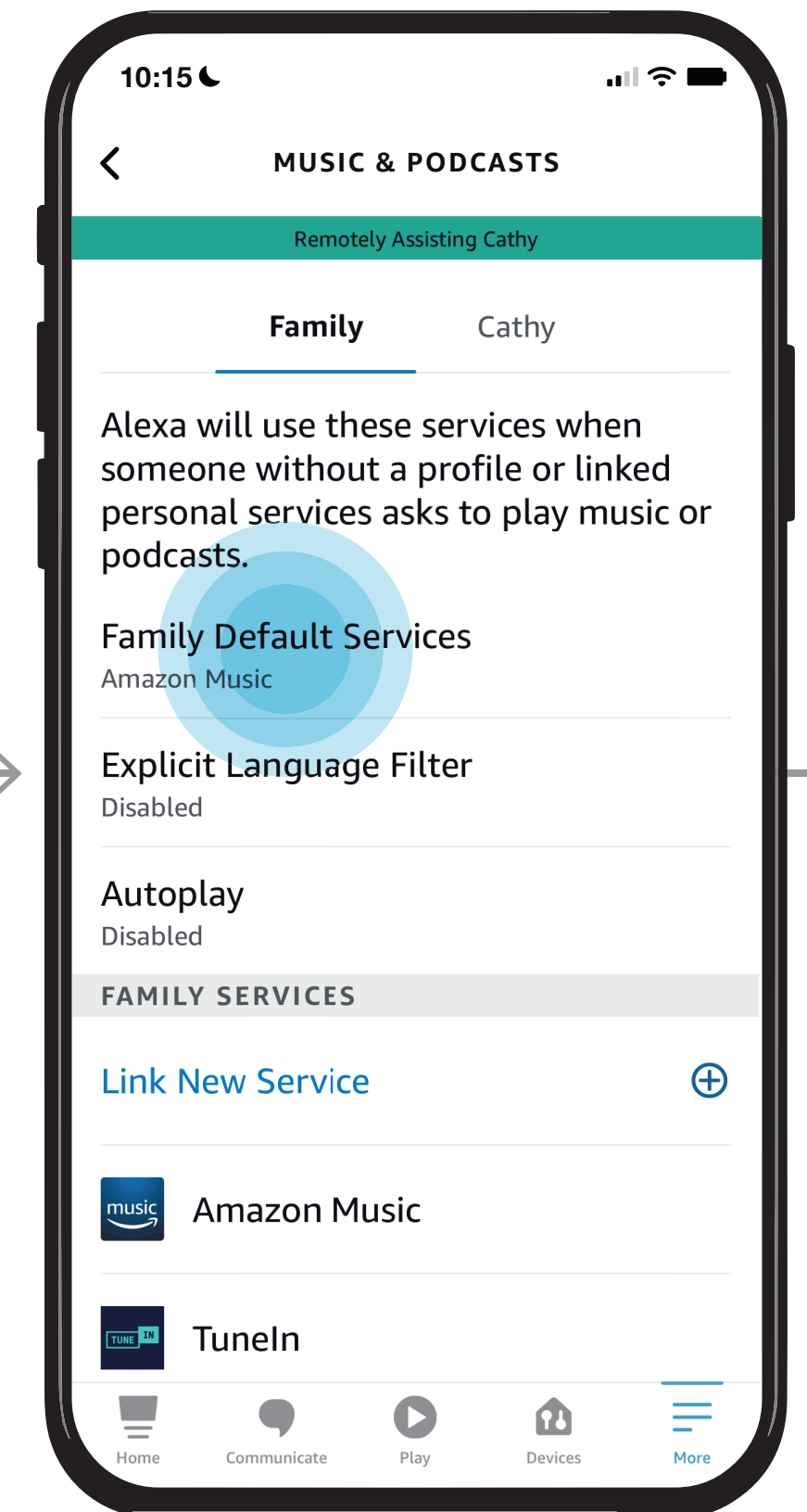
STEP 5 /
Tap Enable to link your service



STEP 6 /
Skill will be enabled



STEP 7 /
To disable skill, Tap Disable.
To return to the Music & Podcasts menu, Tap <



STEP 8 /
Tap Family Default Services

NOTES /

Default services (music/artists and genre stations/podcasts) are what Alexa will use when you say "Alexa, Play Music", "Alexa, Play a rock station", or "Alexa, resume my podcast."

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

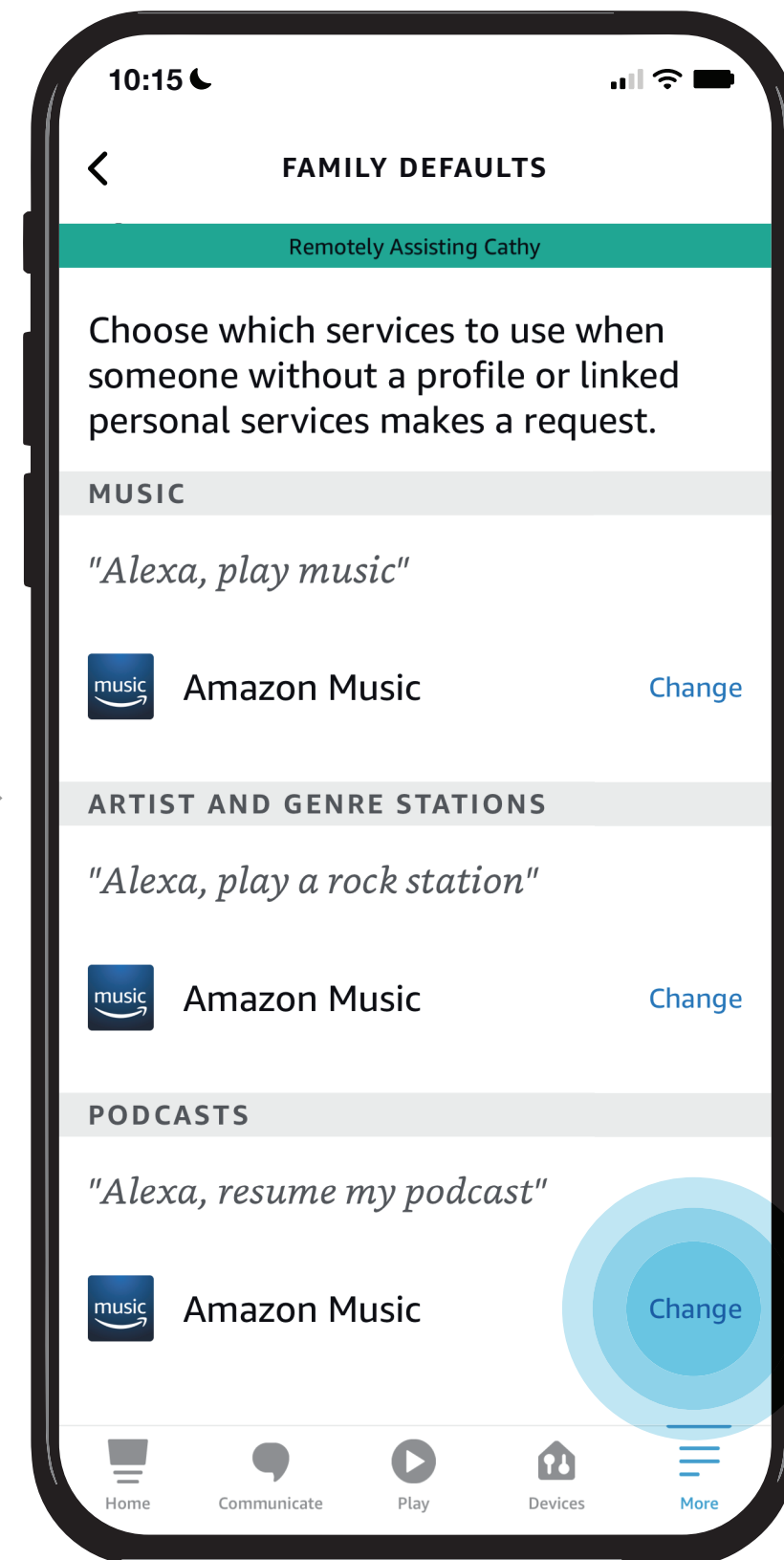


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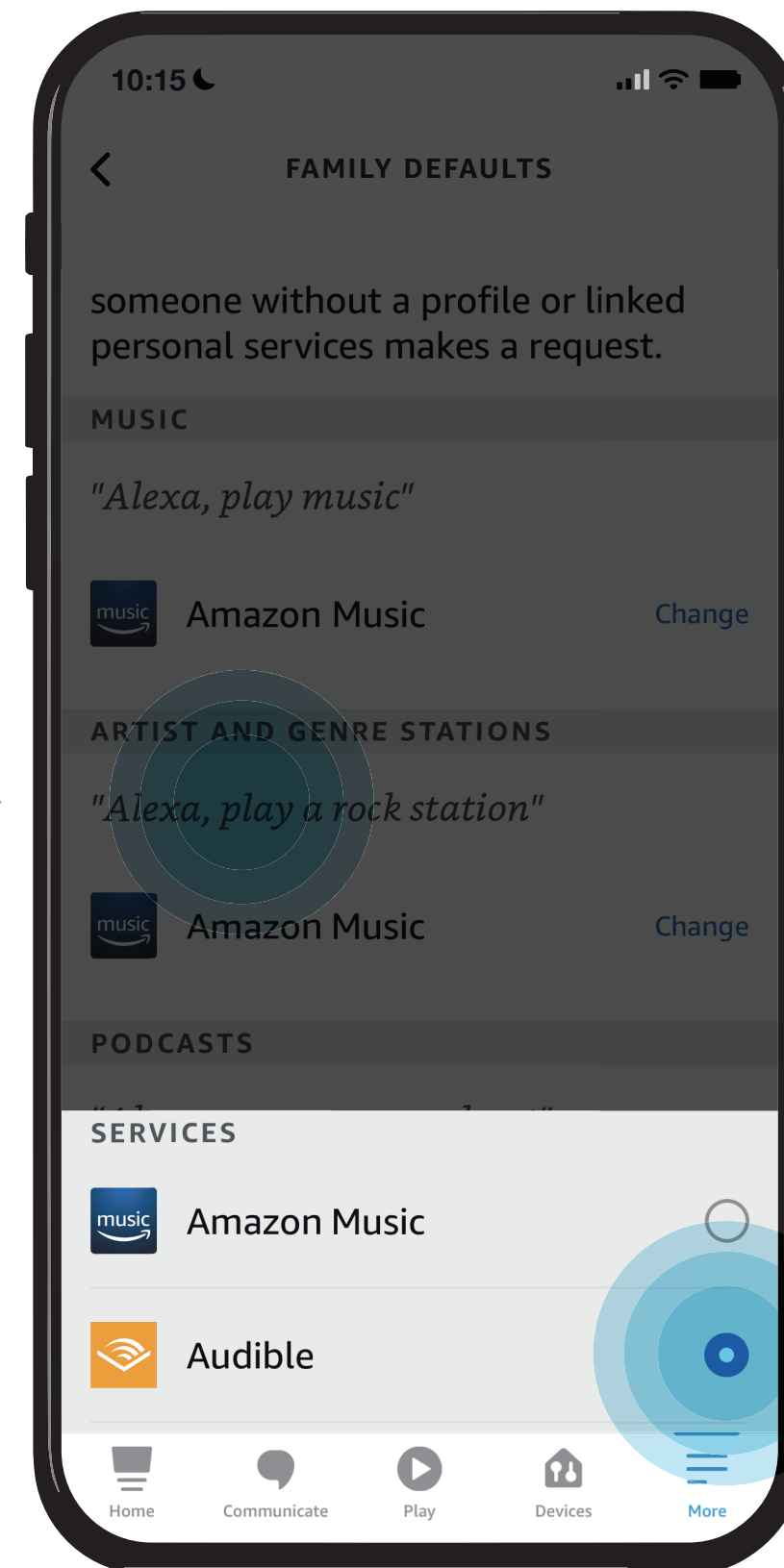
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- Turn on Remote Assist
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- Manage Contact preferences
- Configure Device
- **Set up Music & Podcasts**
- Add or edit Reminders
- Add or edit Shopping List
- Manage how Alexa communicates
- Manage Routines

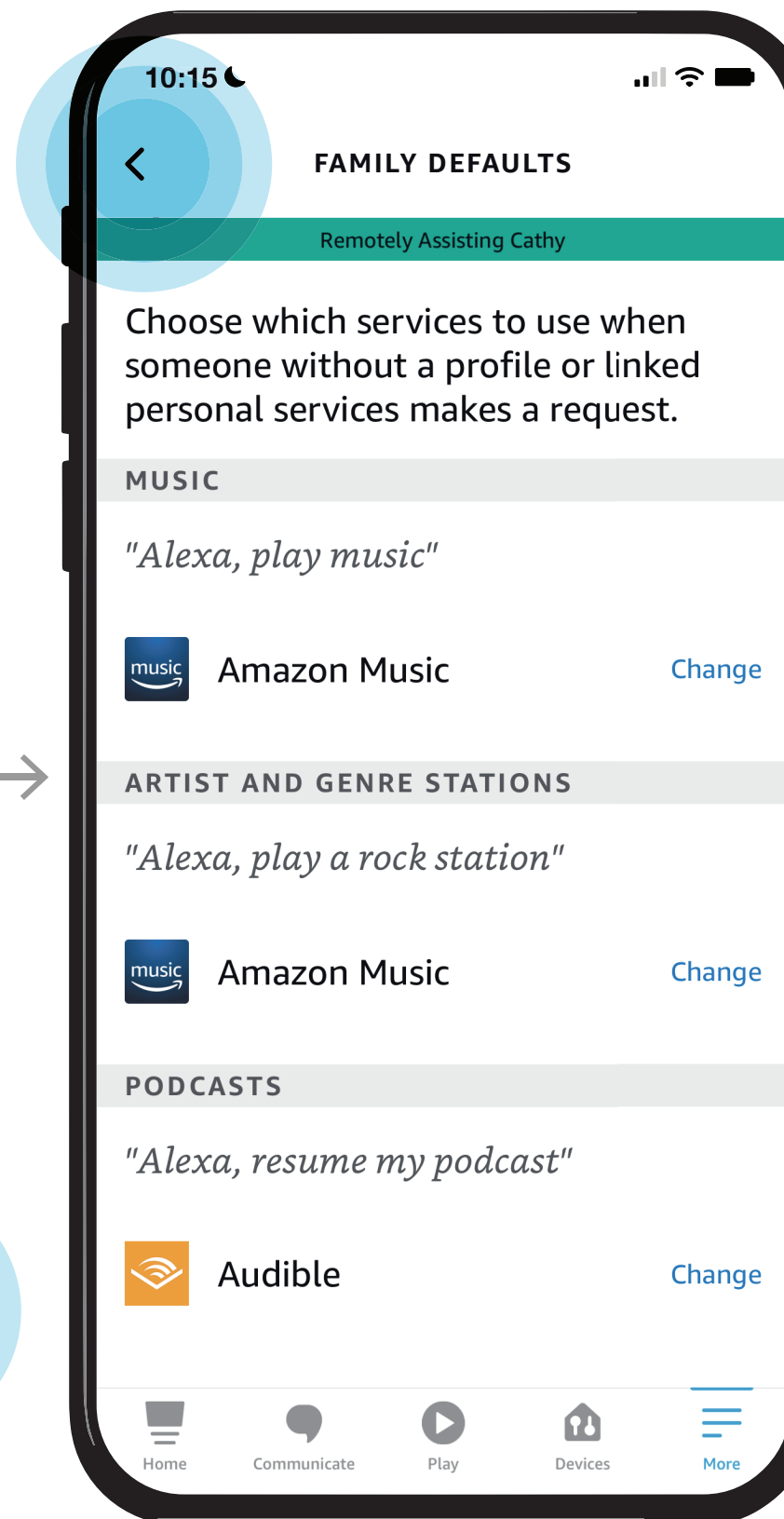
Where to [get more help](#) with Alexa Together Remote Assist



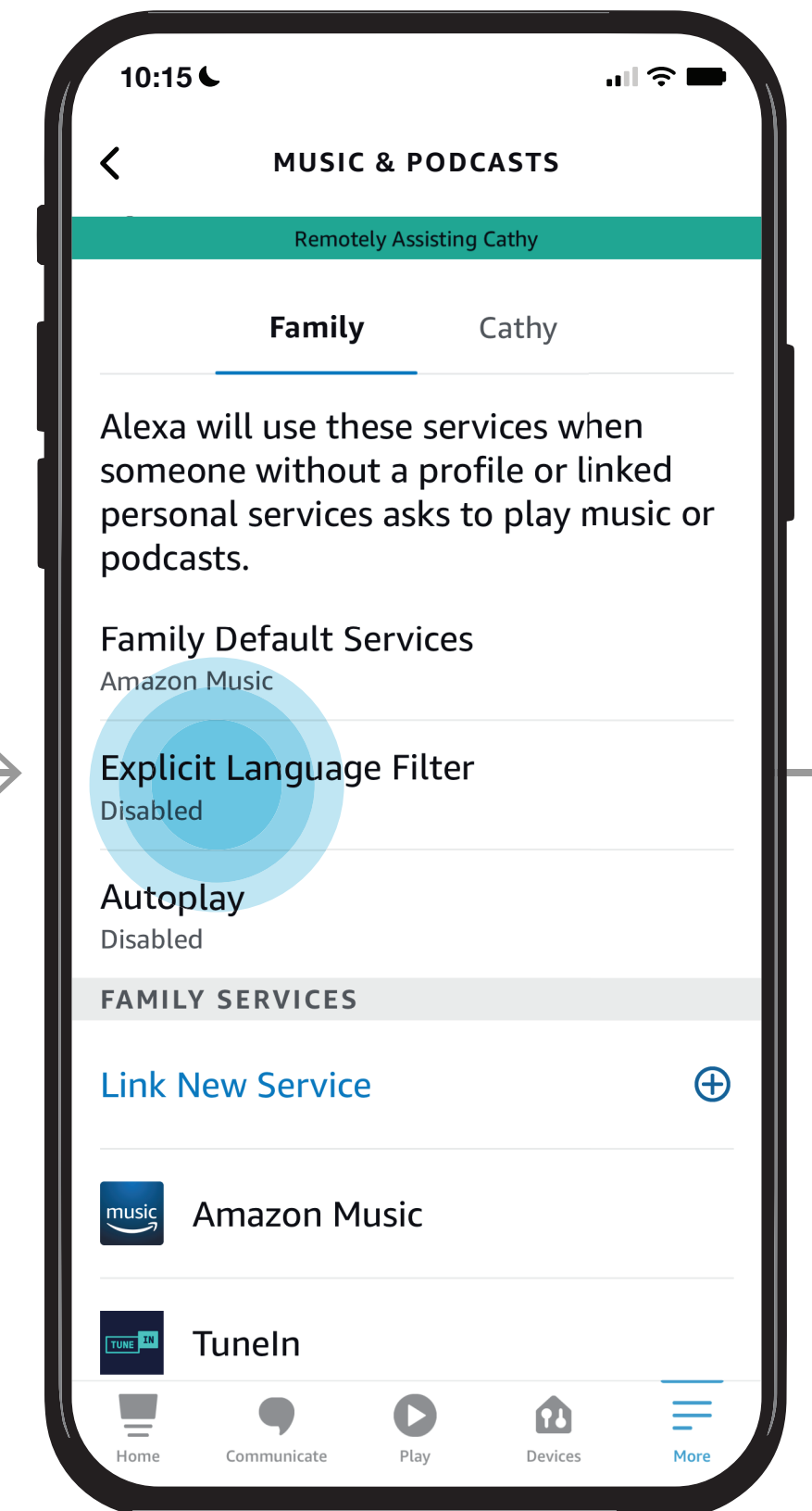
STEP 9 /
Tap Change



STEP 10 /
Select your default service



STEP 11 /
Tap <



STEP 12 /
Tap Explicit Filter

NOTES /

Use this to filter and block songs with explicit lyrics and to allow filter to be turned on and off by voice with "Alexa, turn off the explicit filter."

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

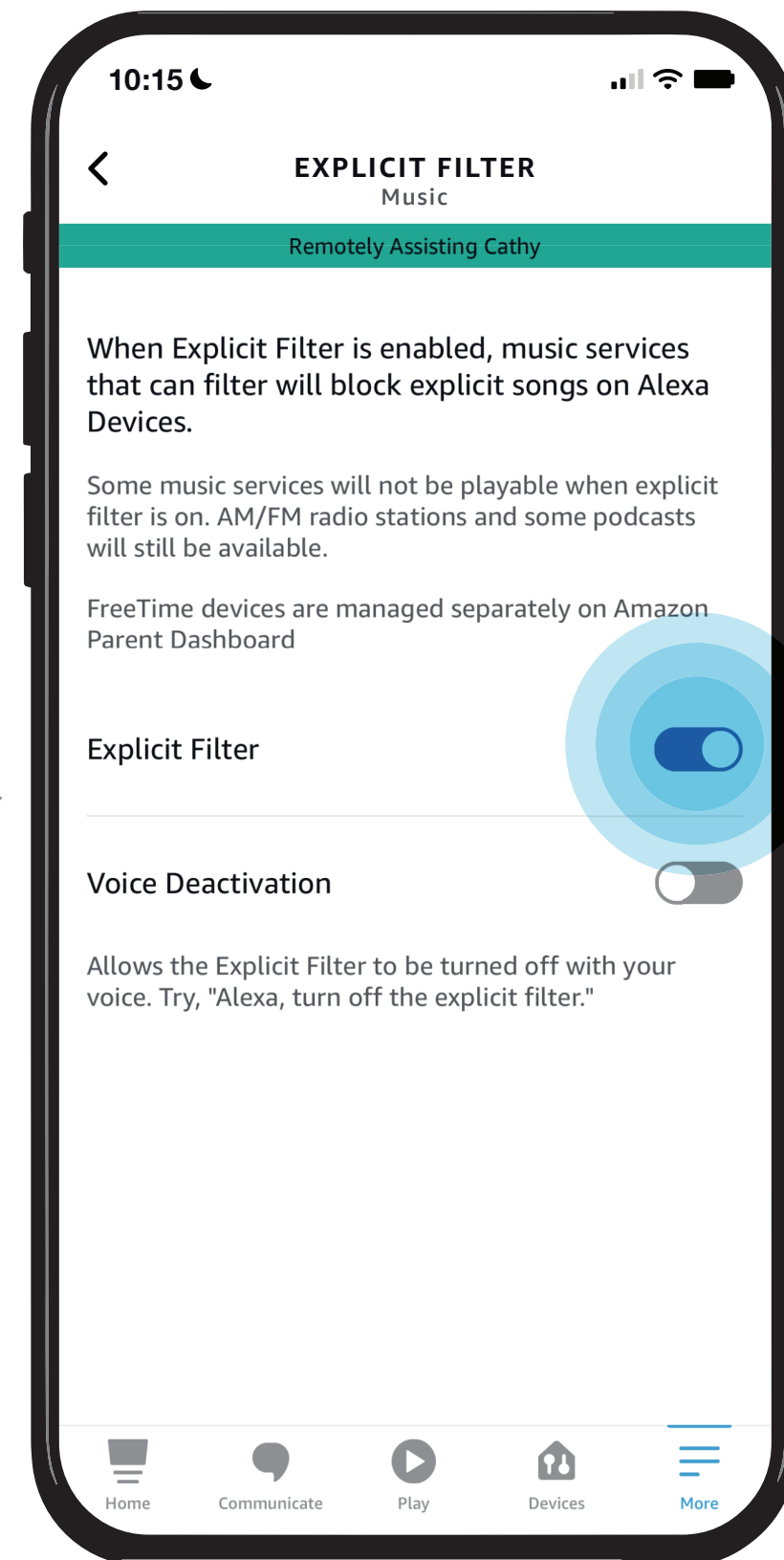


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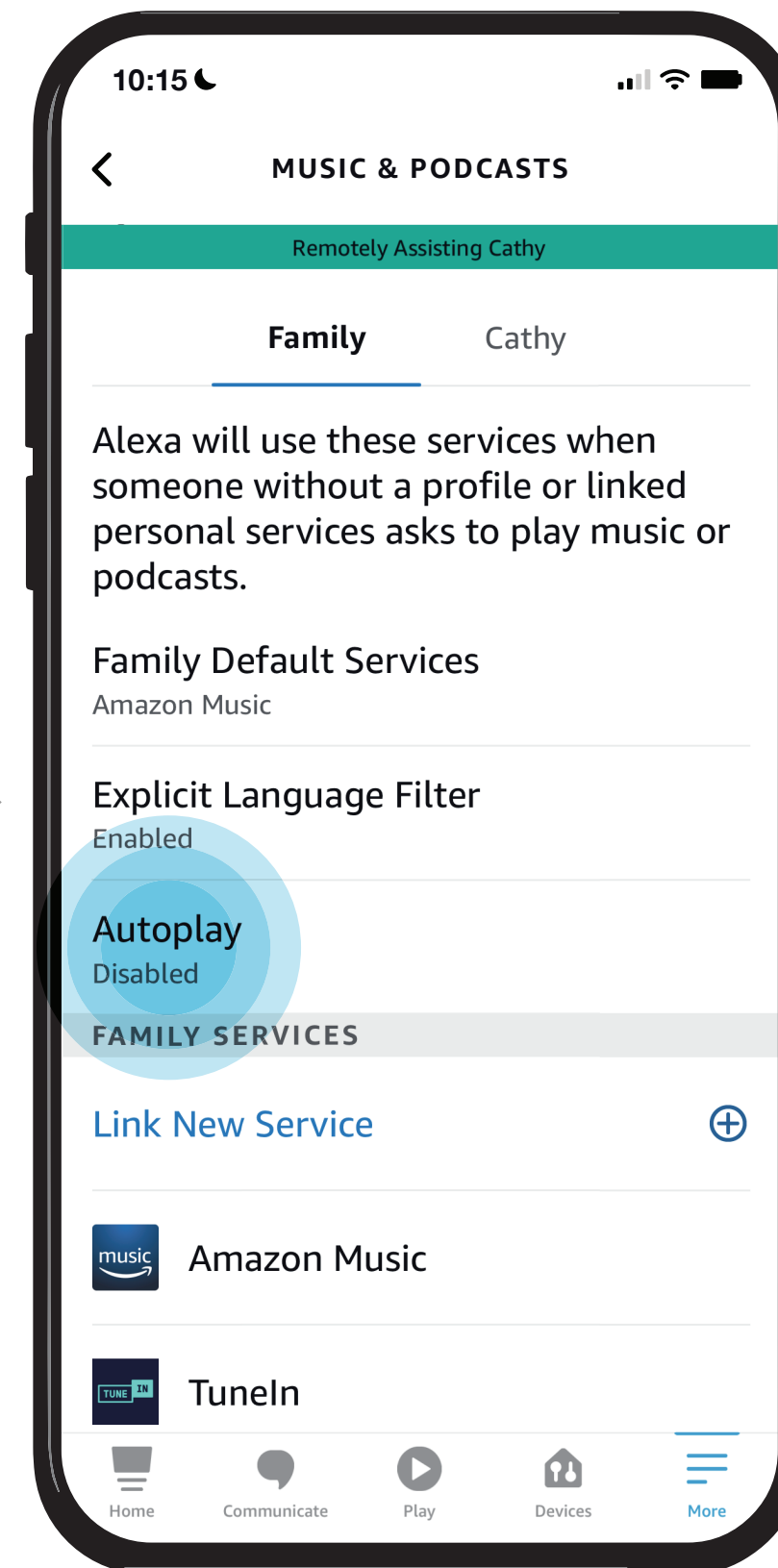
Learn how to here...

- Open Alexa Together
- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- [Set up Music & Podcasts](#)
- Add or edit Reminders
- Add or edit Shopping List
- Manage how Alexa communicates
- Manage Routines

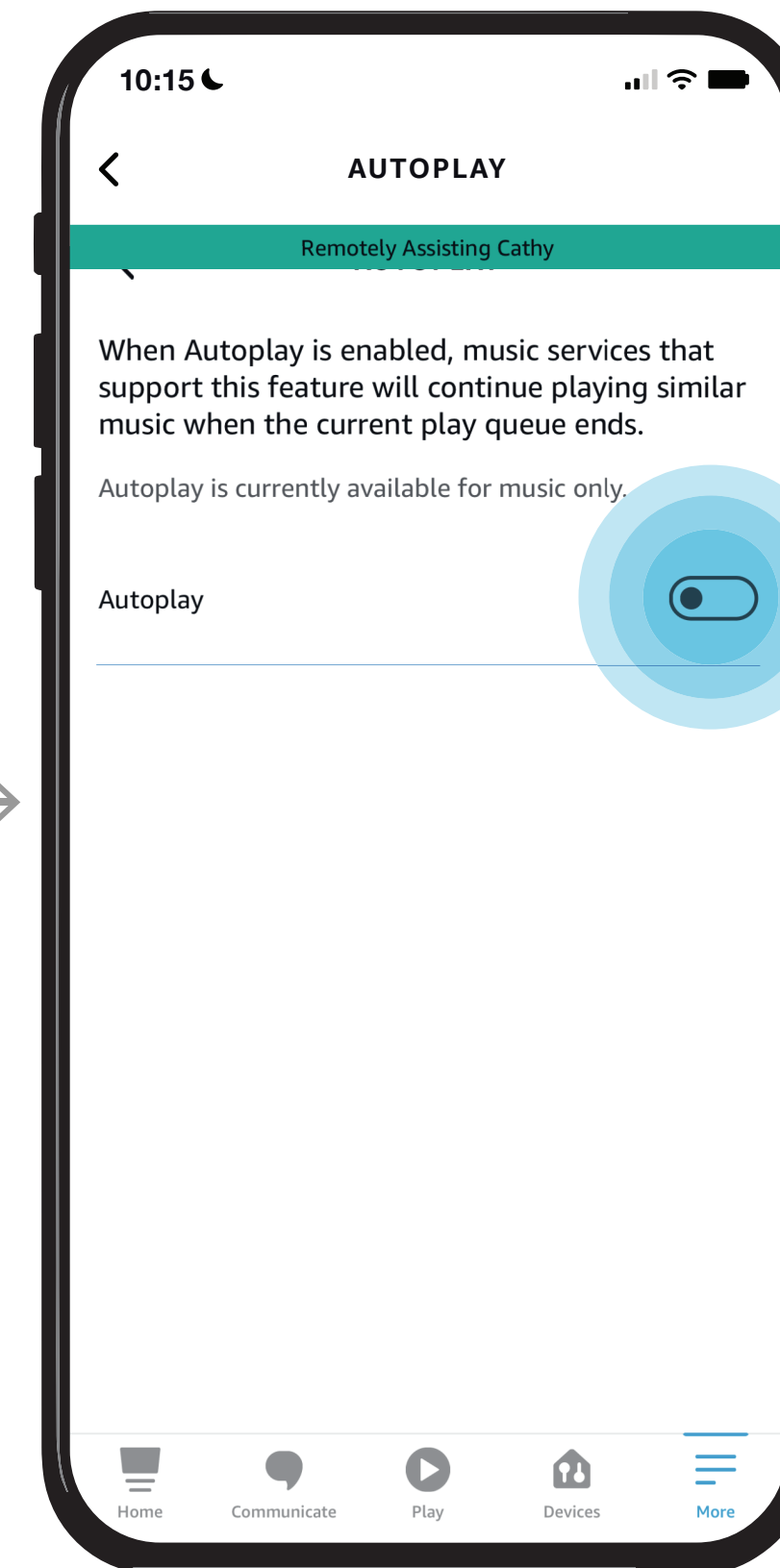
Where to [get more help](#) with Alexa Together Remote Assist



STEP 13 /
[Turn Filter ON/OFF](#)
then Tap <



STEP 14 /
[Tap Autoplay](#)



STEP 15 /
[Turn Autoplay ON/OFF](#)
then Tap <

NOTES /

Use Autoplay to enable continuous playing of similar music when music service supports this feature

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.



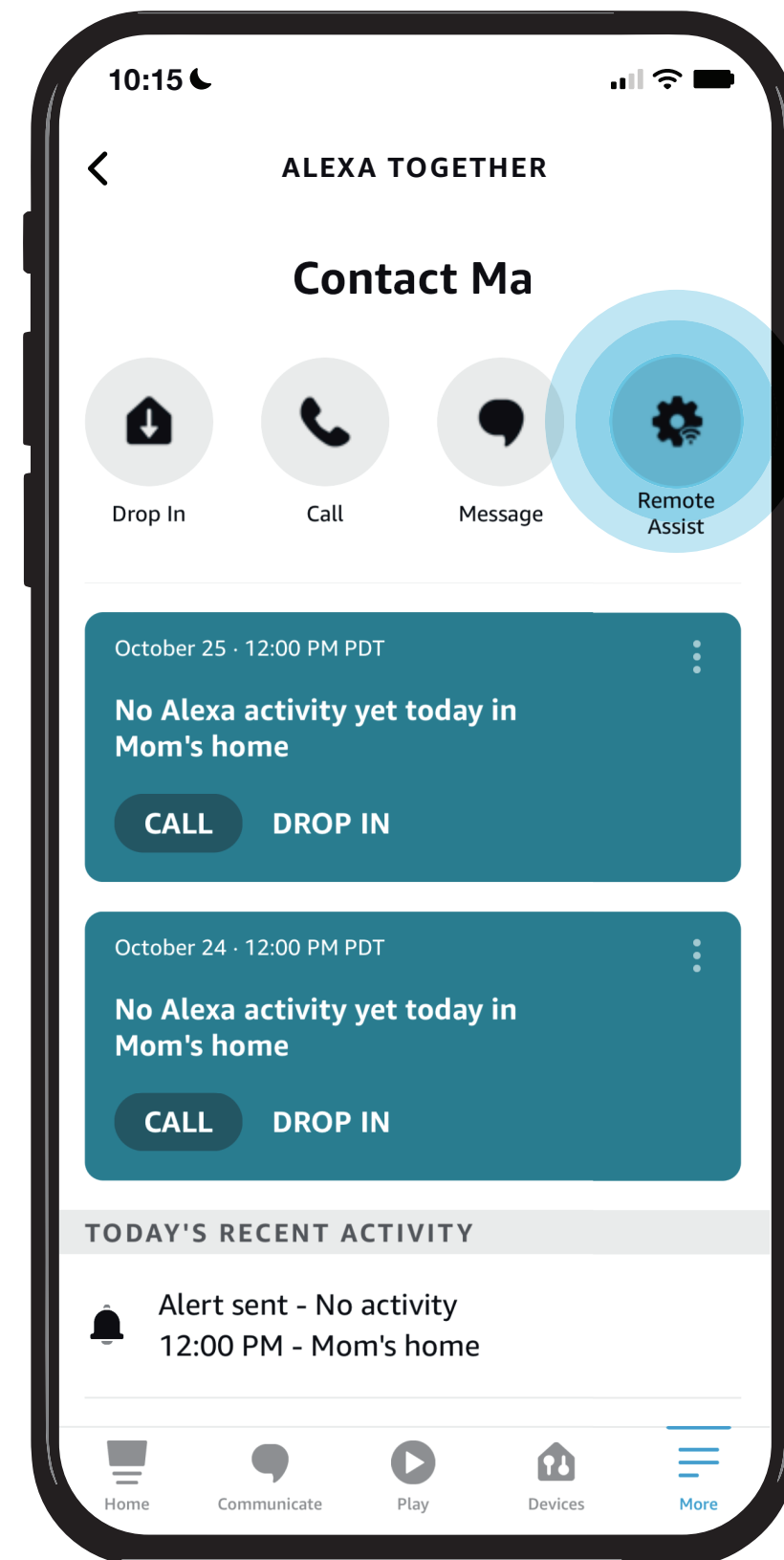
Reminders can help your loved one stay organized and connected. Take the steps here to set reminders on behalf of your loved one.

Reminders will play on your loved one's device at the date, time, and frequency you set. Your loved one can say or tap "Stop Alexa" when the reminder has played.

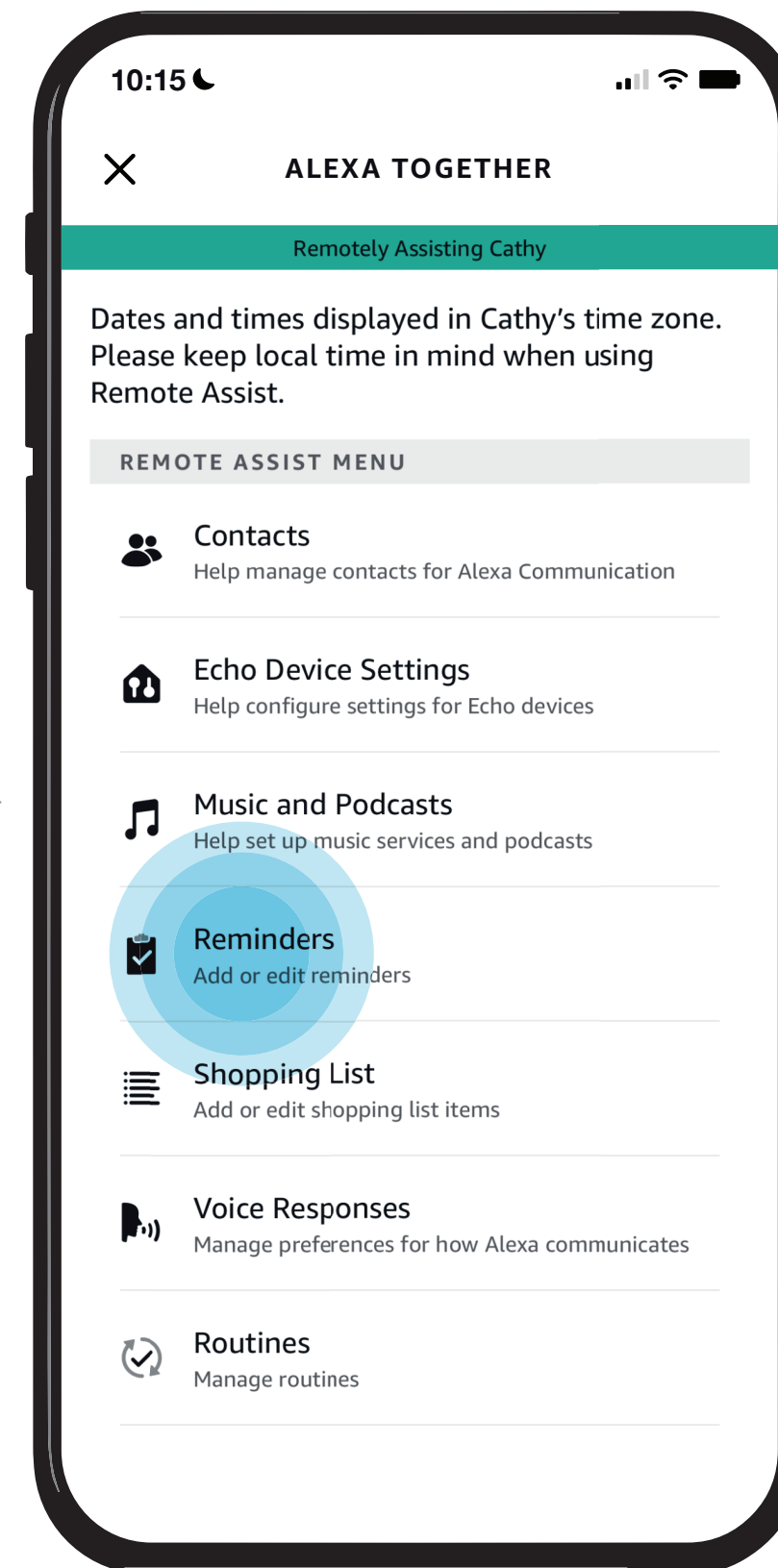
Learn how to here...

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- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- Set up Music & Podcasts
- **Add or edit Reminders**
- Add or edit Shopping List
- Manage how Alexa communicates
- Manage Routines

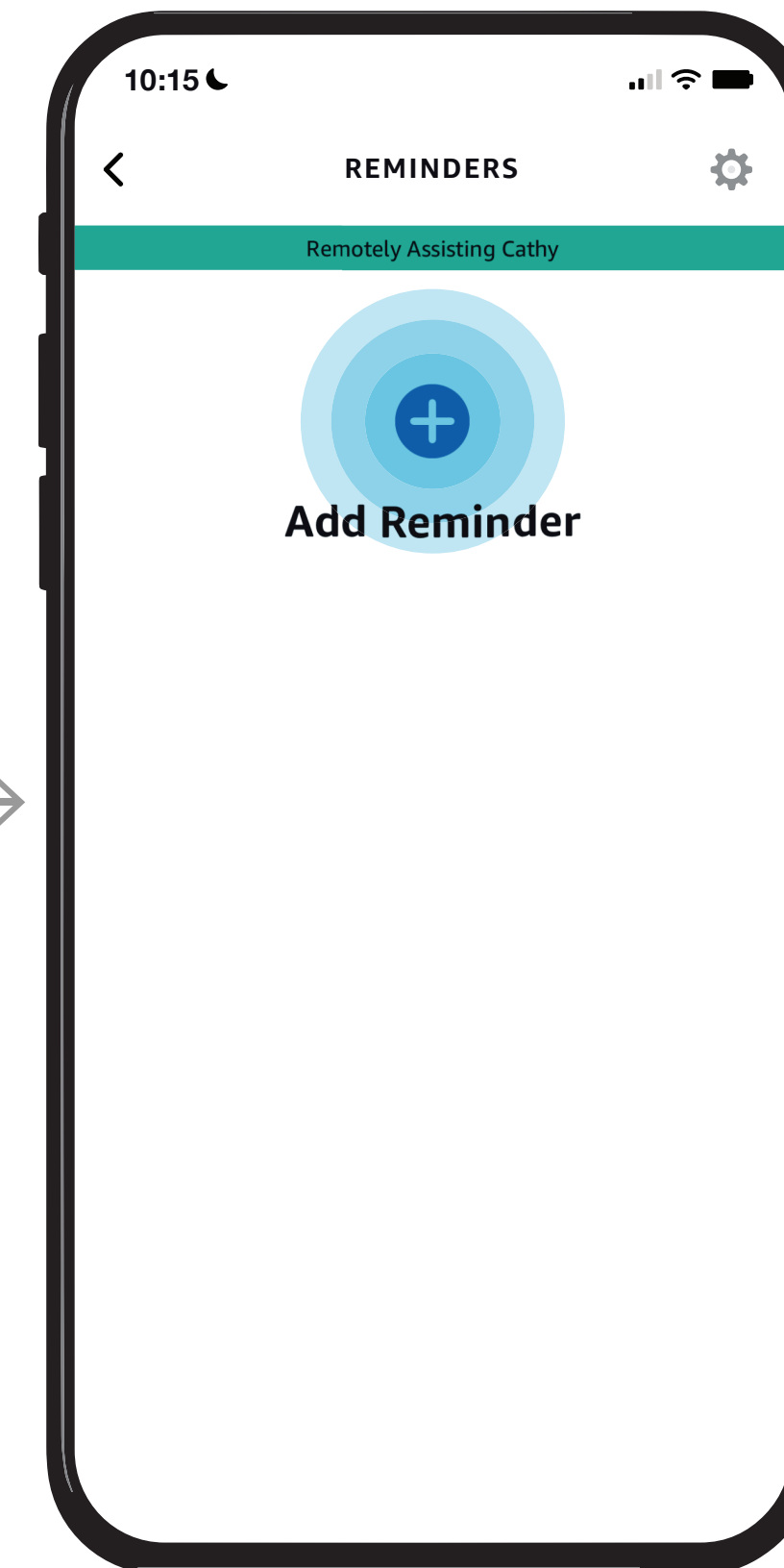
Where to [get more help](#) with Alexa Together Remote Assist



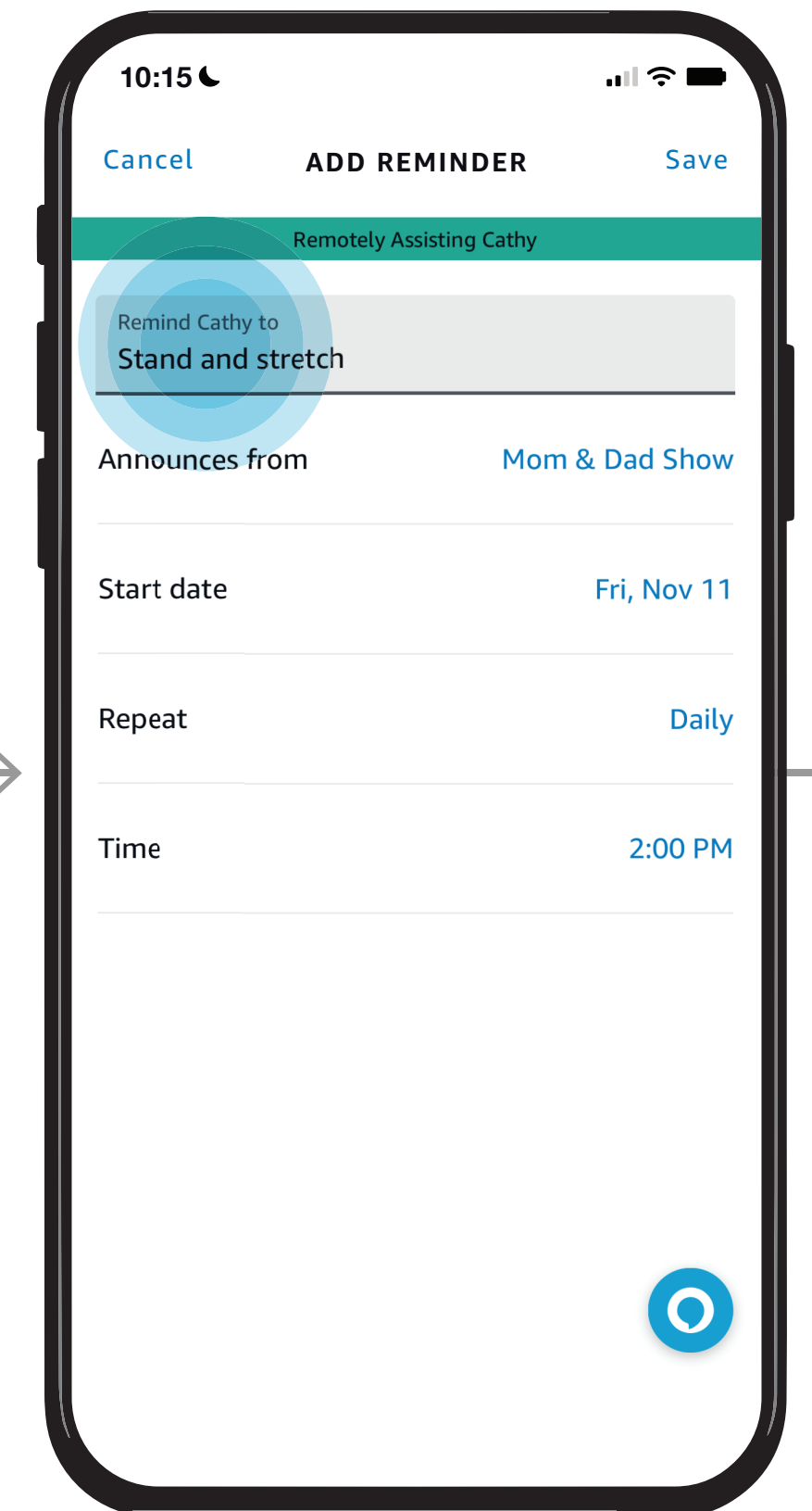
STEP 1 /
Open Alexa Together
then Tap Remote Assist



STEP 2 /
Tap Reminders



STEP 3 /
Tap Add Reminder



STEP 4 /
Type in your reminder

NOTES /

Reminders will play on your loved one's device at the date, time, and frequency you set. Your loved one can say or tap "Stop Alexa" when the reminder has played.

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.



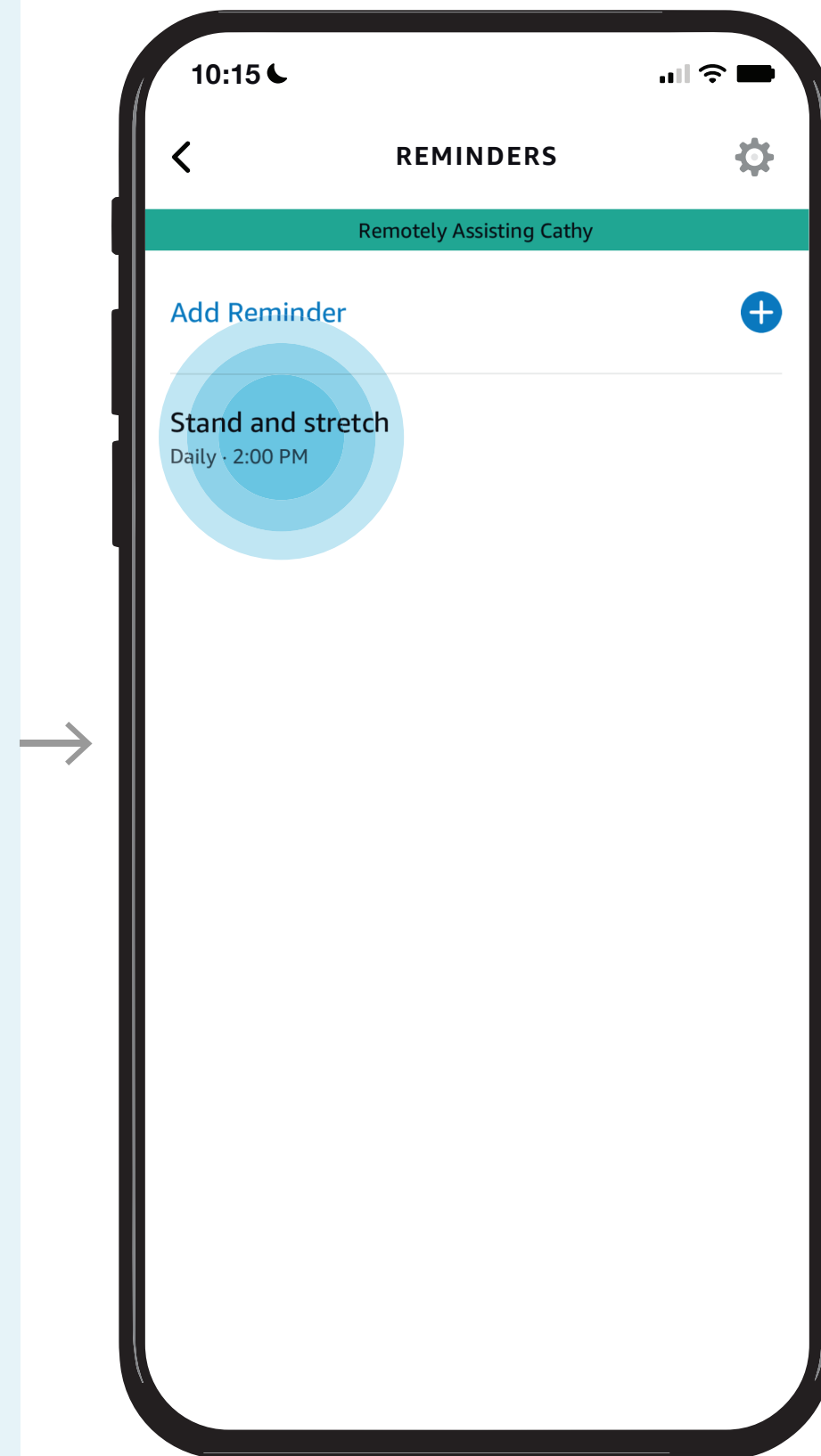
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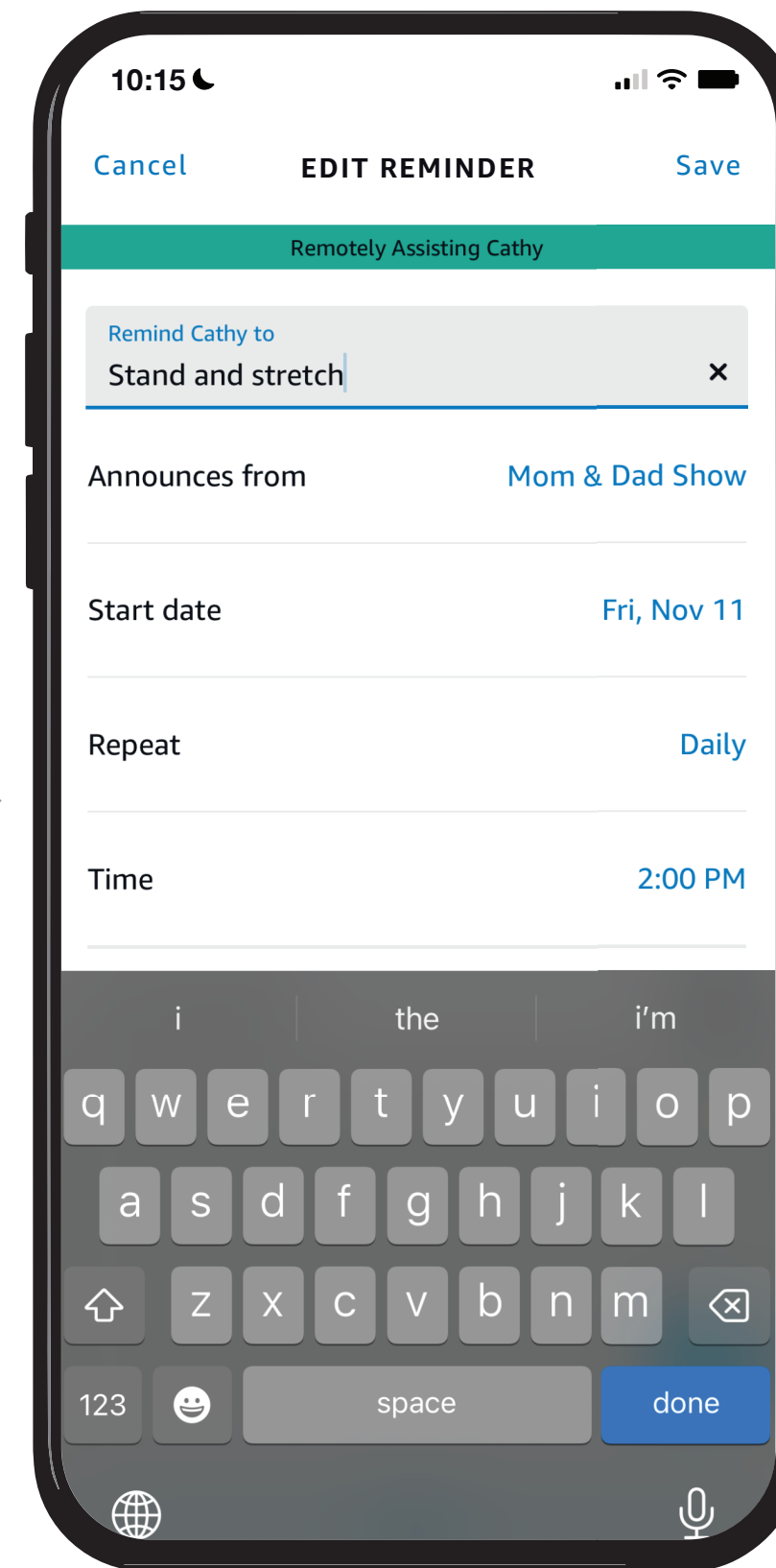
Learn how to here...

- Open Alexa Together
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- Add a Contact
- Manage Contact preferences
- Configure Device
- Set up Music & Podcasts
- [Add or edit Reminders](#)
- Add or edit Shopping List
- Manage how Alexa communicates
- Manage Routines

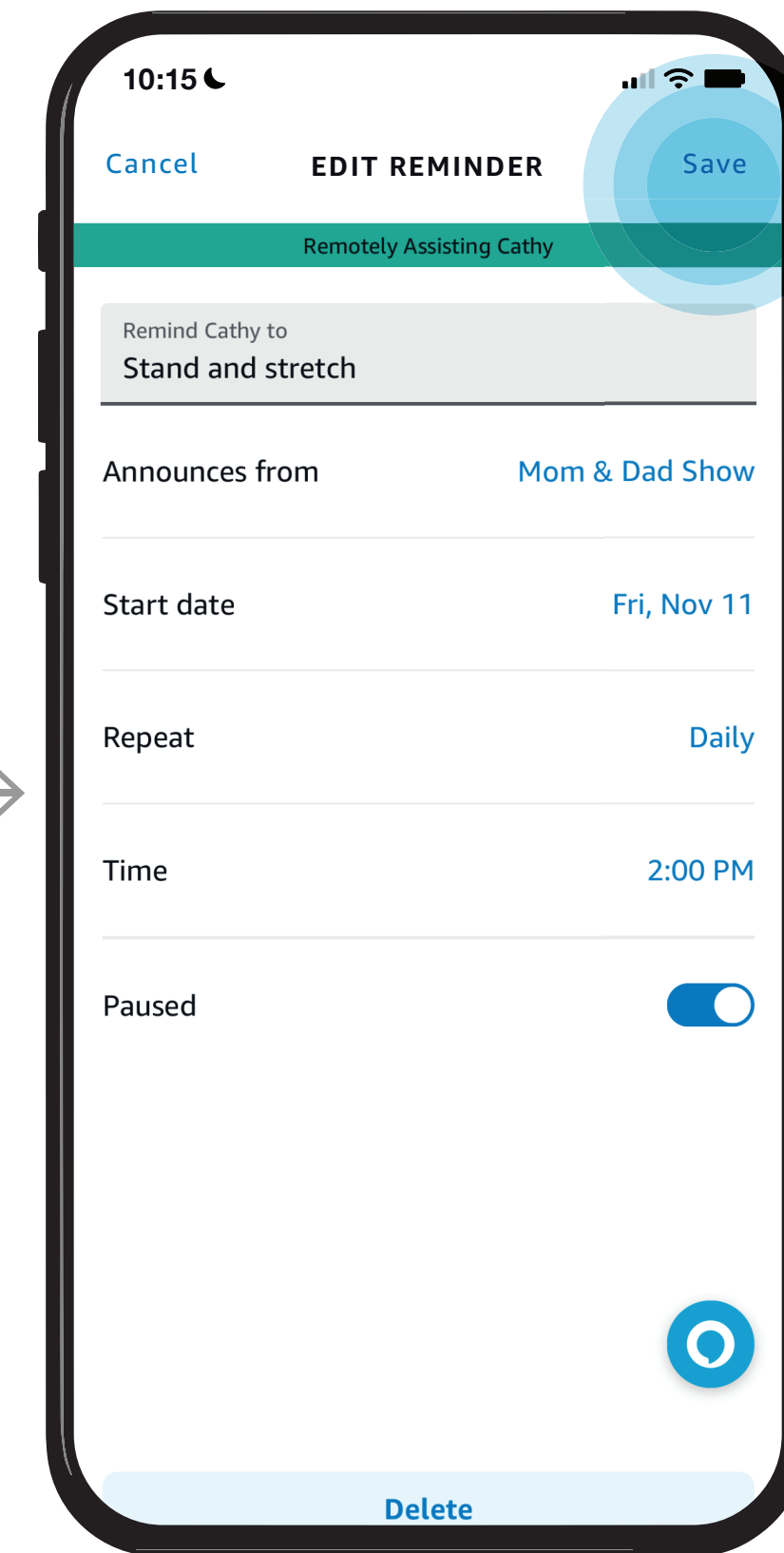
Where to [get more help](#) with Alexa Together Remote Assist



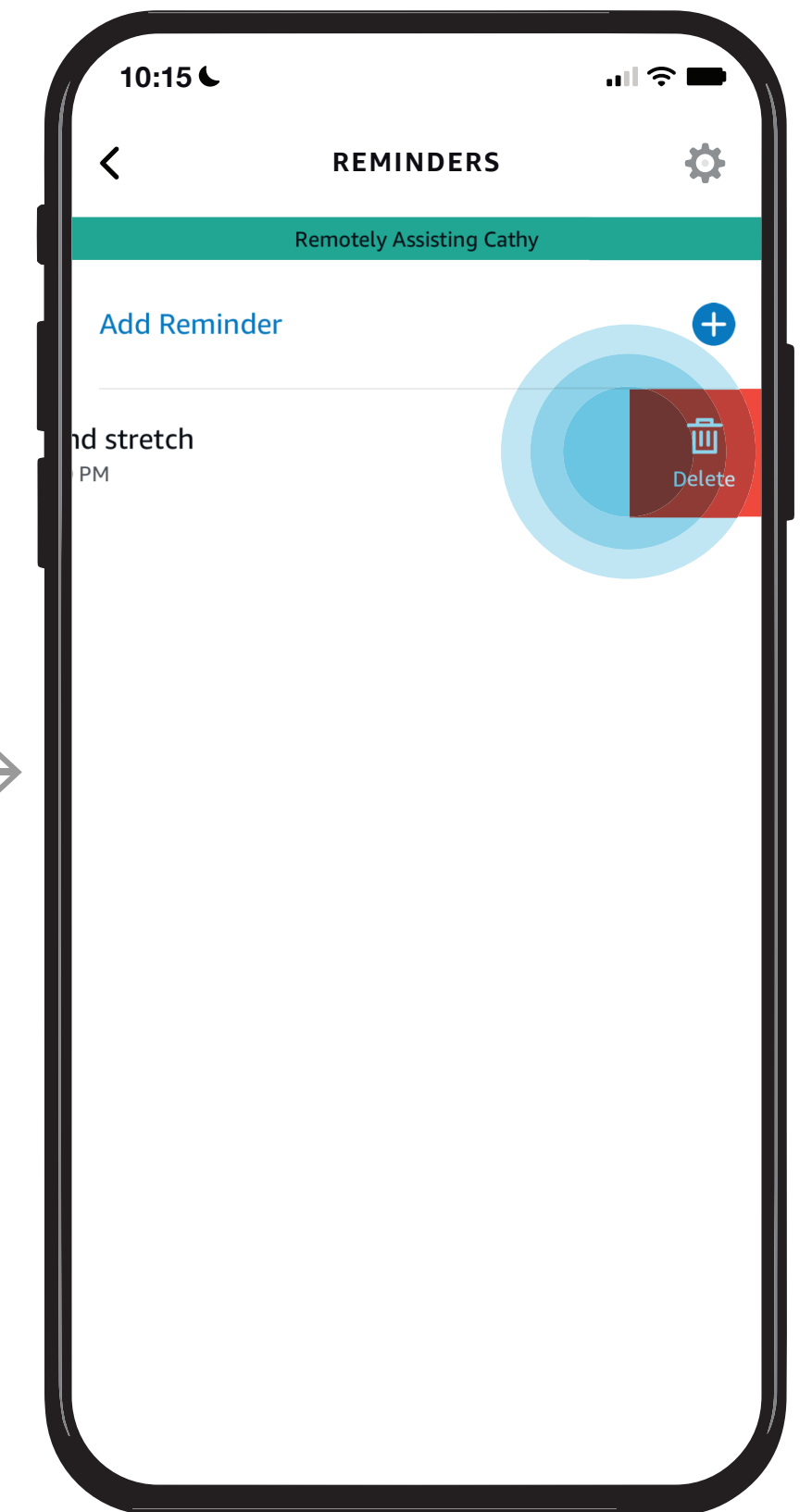
STEP 5 /
Tap reminder to edit



STEP 6 /
Make preferred changes



STEP 7 /
Tap save



STEP 8 /
Swipe left on Reminder to delete it

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

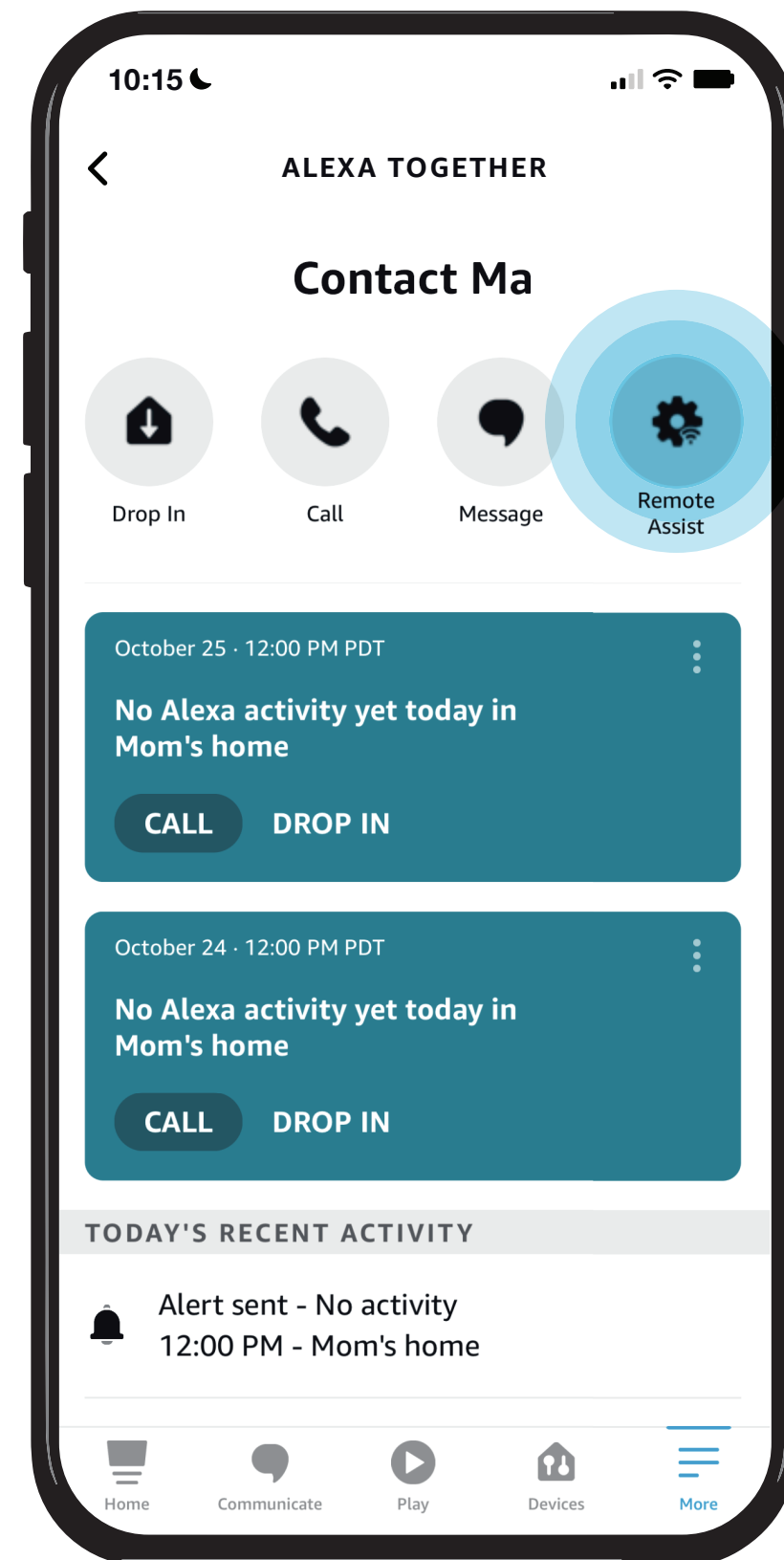


Help your loved one manage their Shopping Lists. Follow the steps here to add or edit items on their list so they get what they need. Your loved one will see the updates you made to their shopping cart.

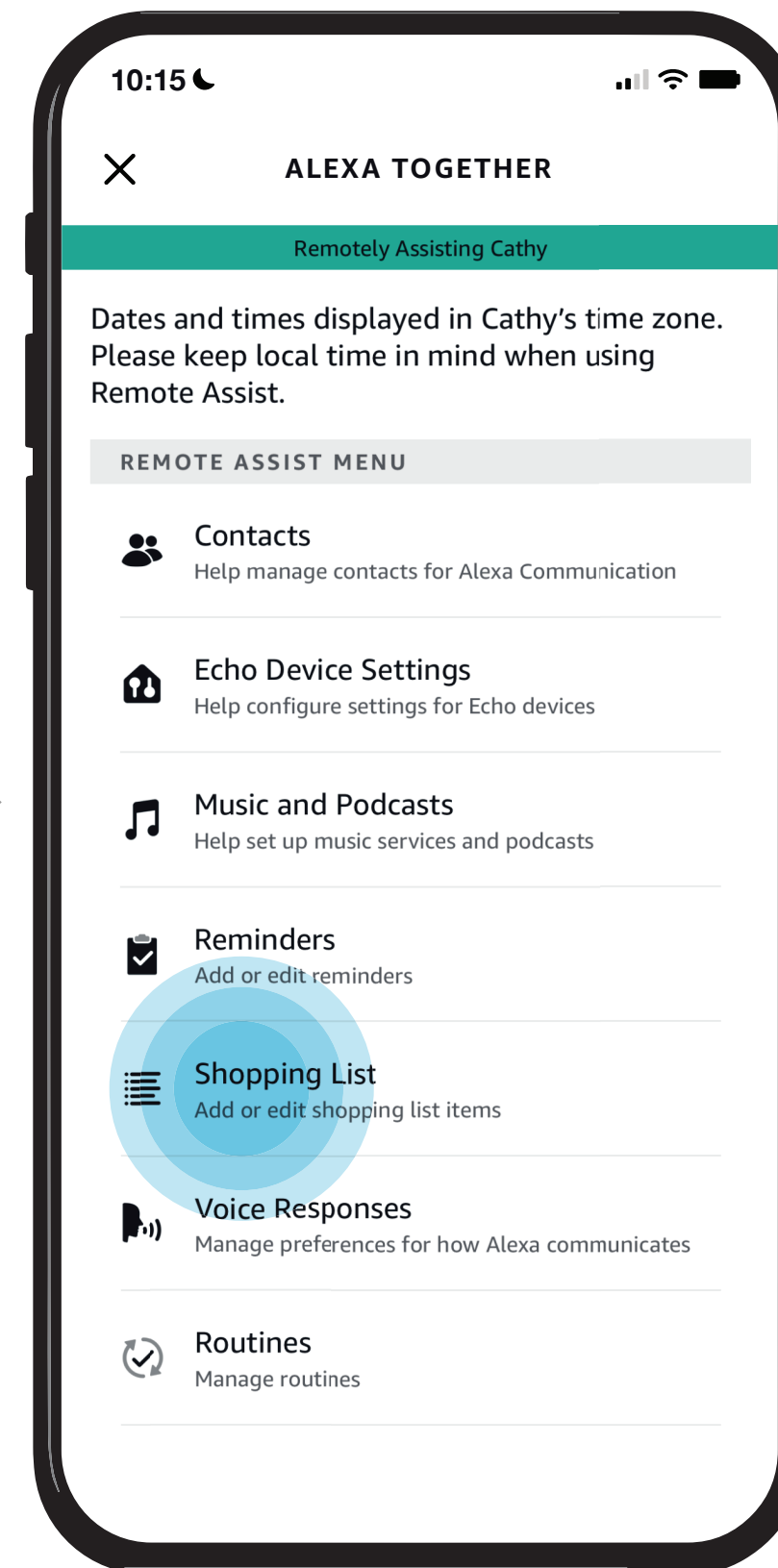
Learn how to here...

- Open Alexa Together
- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- Set up Music & Podcasts
- Add or edit Reminders
- **Add or edit Shopping List**
- Manage how Alexa communicates
- Manage Routines

Where to [get more help](#) with Alexa Together Remote Assist



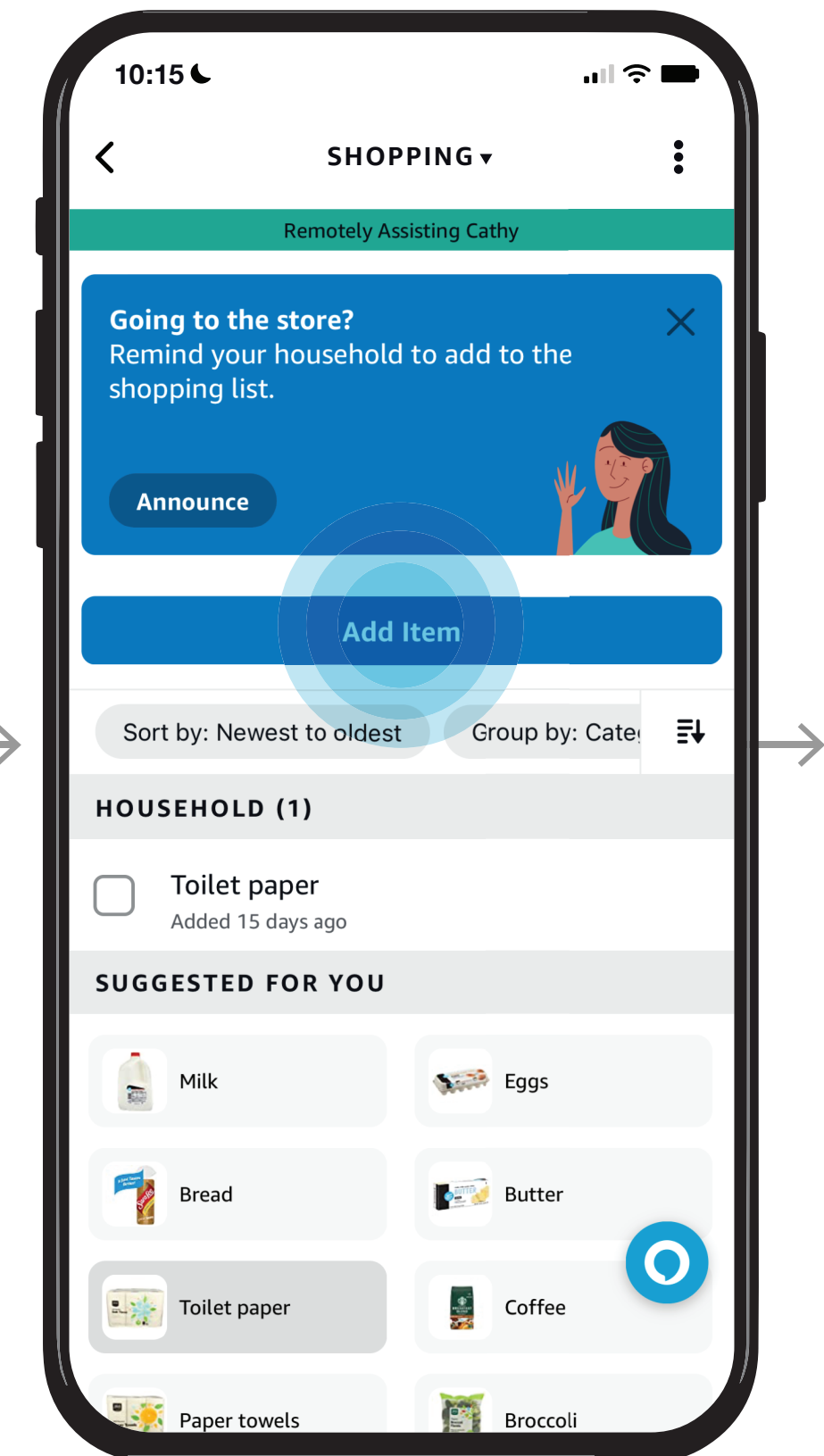
STEP 1 /
Open Alexa Together
then Tap Remote Assist



STEP 2 /
Tap Shopping List



STEP 3 /
Tap Shopping



STEP 4 /
Tap Add item

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.

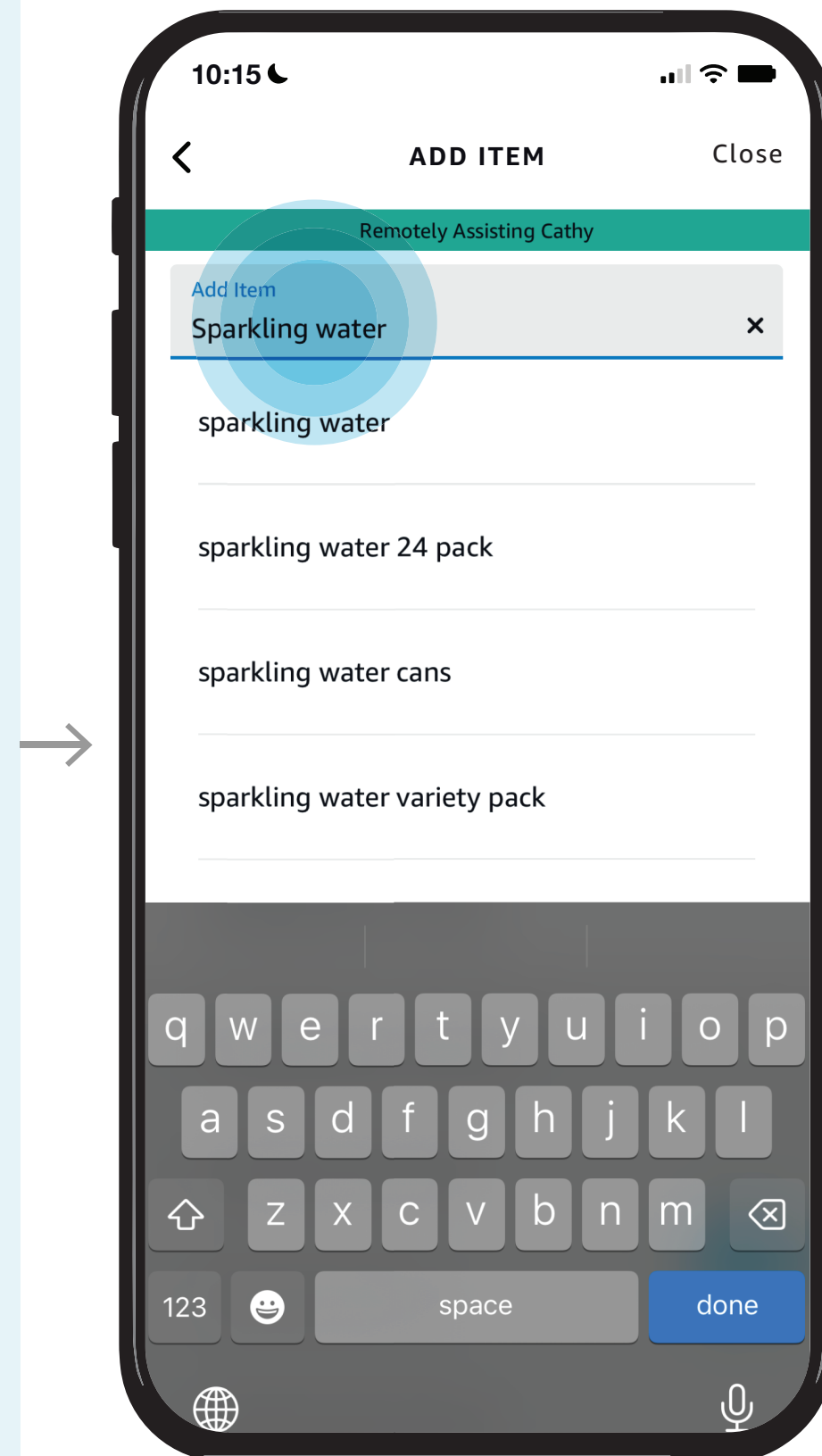


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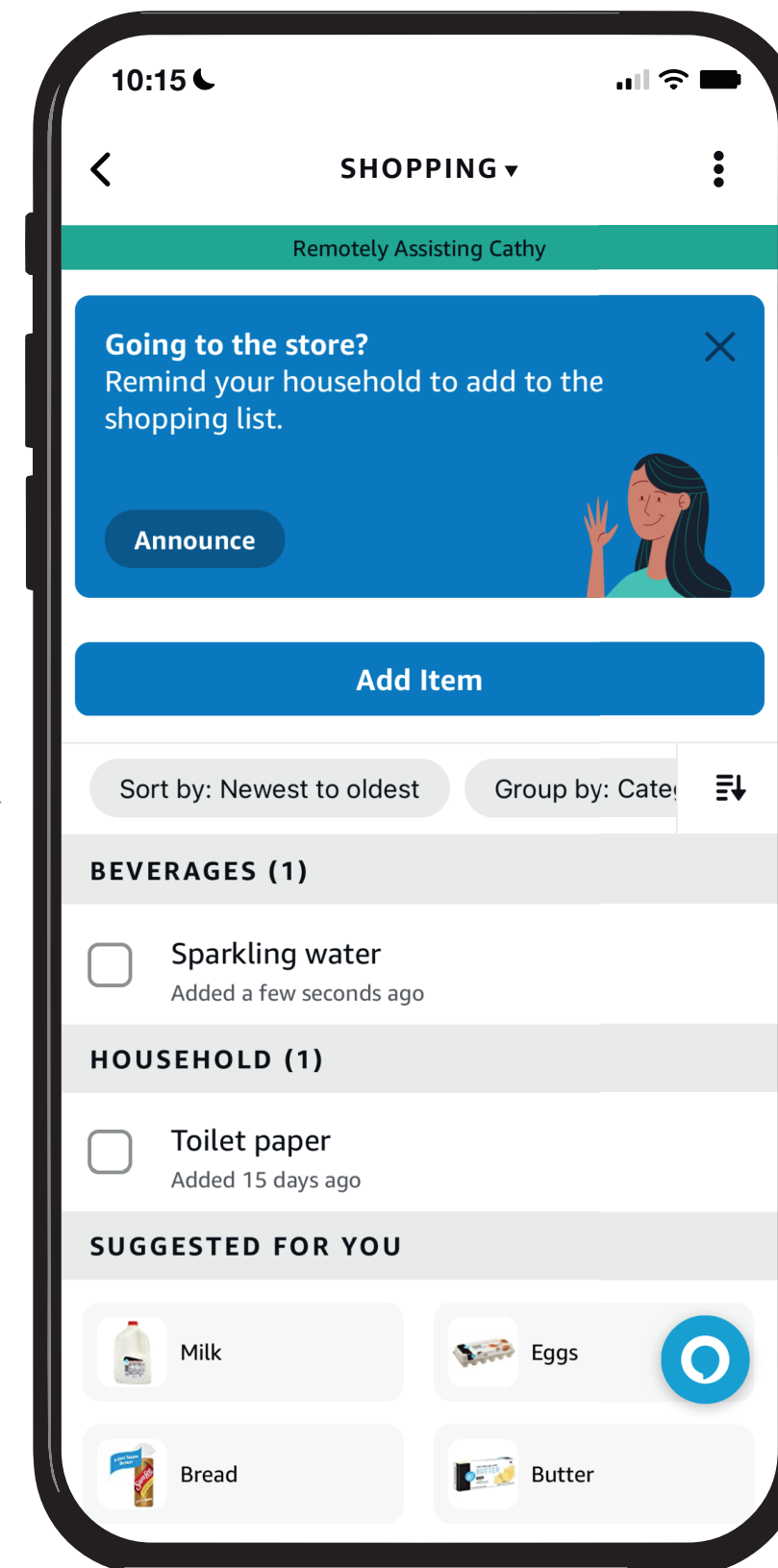
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- Manage Routines

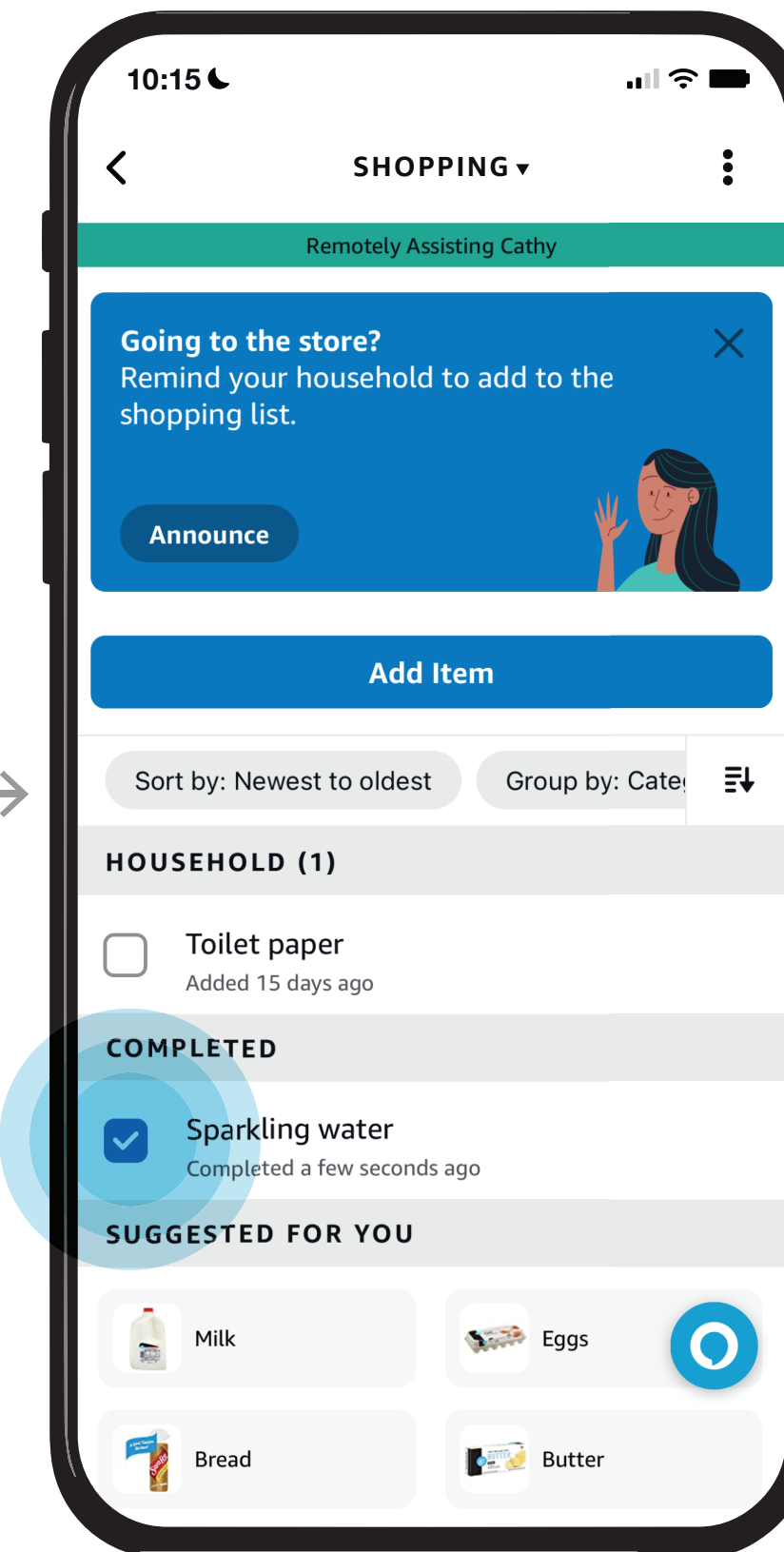
Where to [get more help](#) with Alexa Together Remote Assist



STEP 5 /
Enter item



STEP 6 /
Item is added



STEP 7 /
You or your loved one can check off items as they are purchased.

ALEXA TOGETHER

REMOTE ASSIST GUIDE

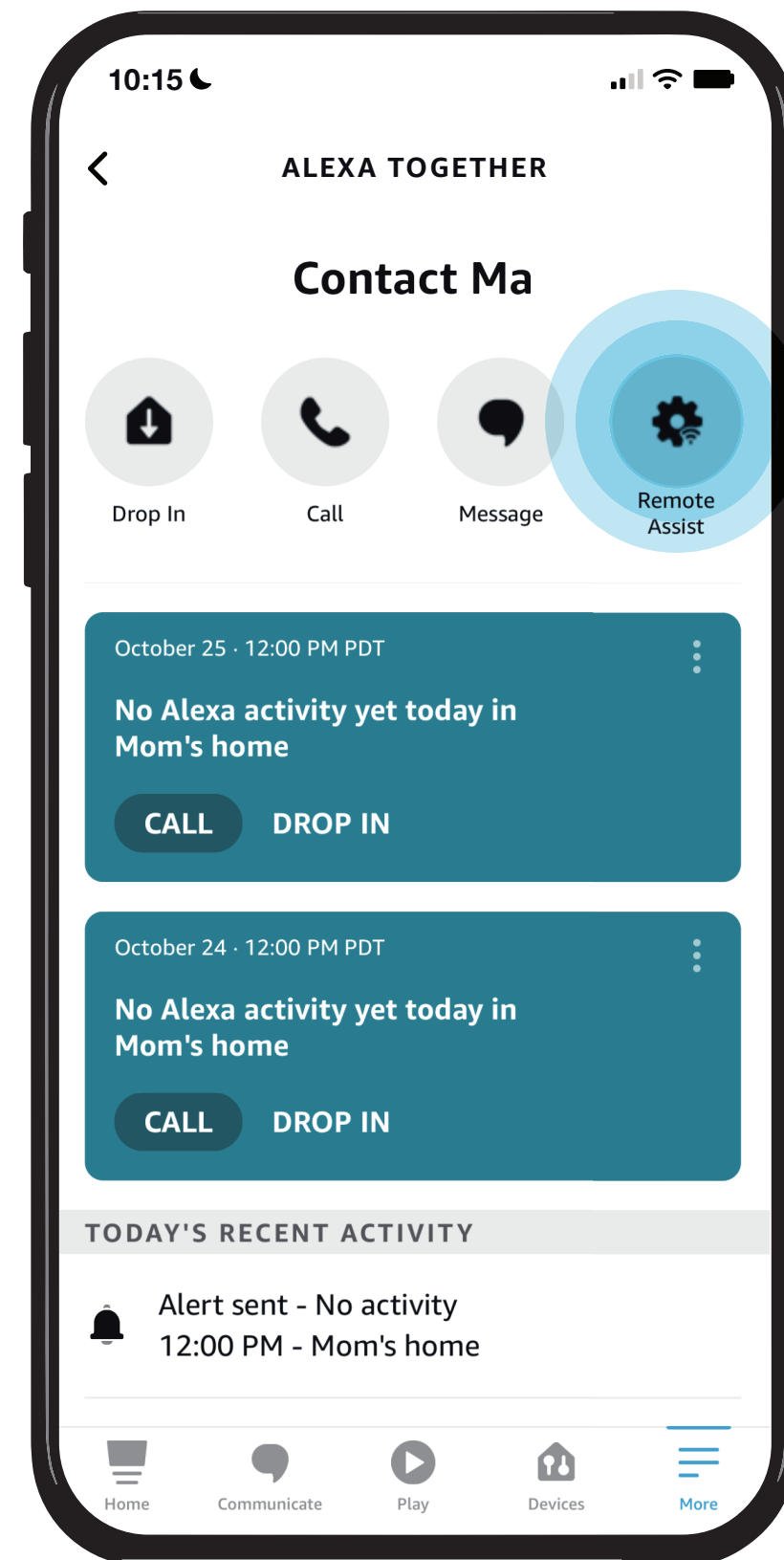
Give them a hand from afar.

On behalf of your loved one you can manage how Alexa communicates with them. Here you can enable brief mode, whisper mode, and adaptive volume.

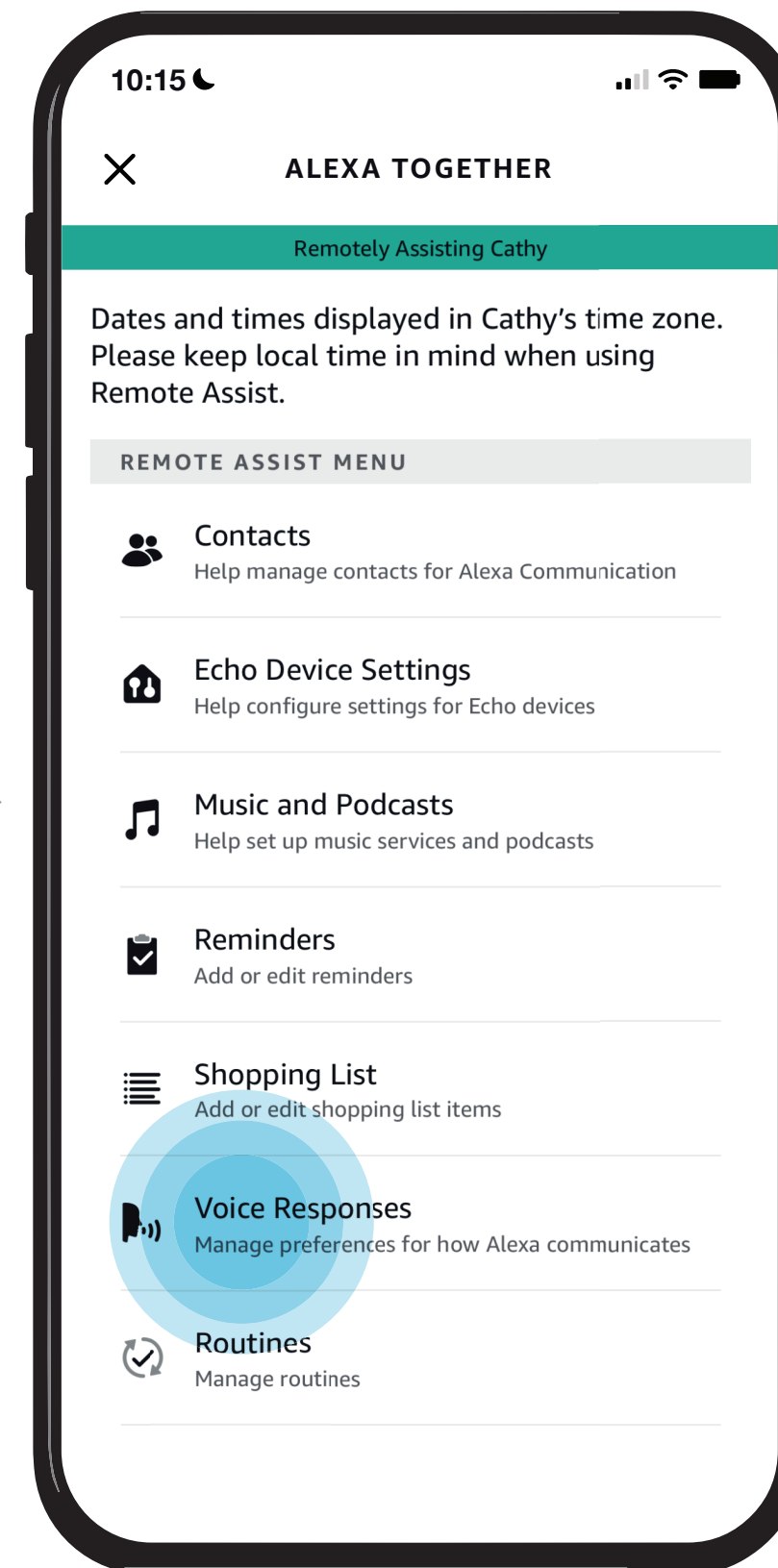
Learn how to here...

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- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- Set up Music & Podcasts
- Add or edit Reminders
- Add or edit Shopping List
- [Manage how Alexa communicates](#)
- Manage Routines

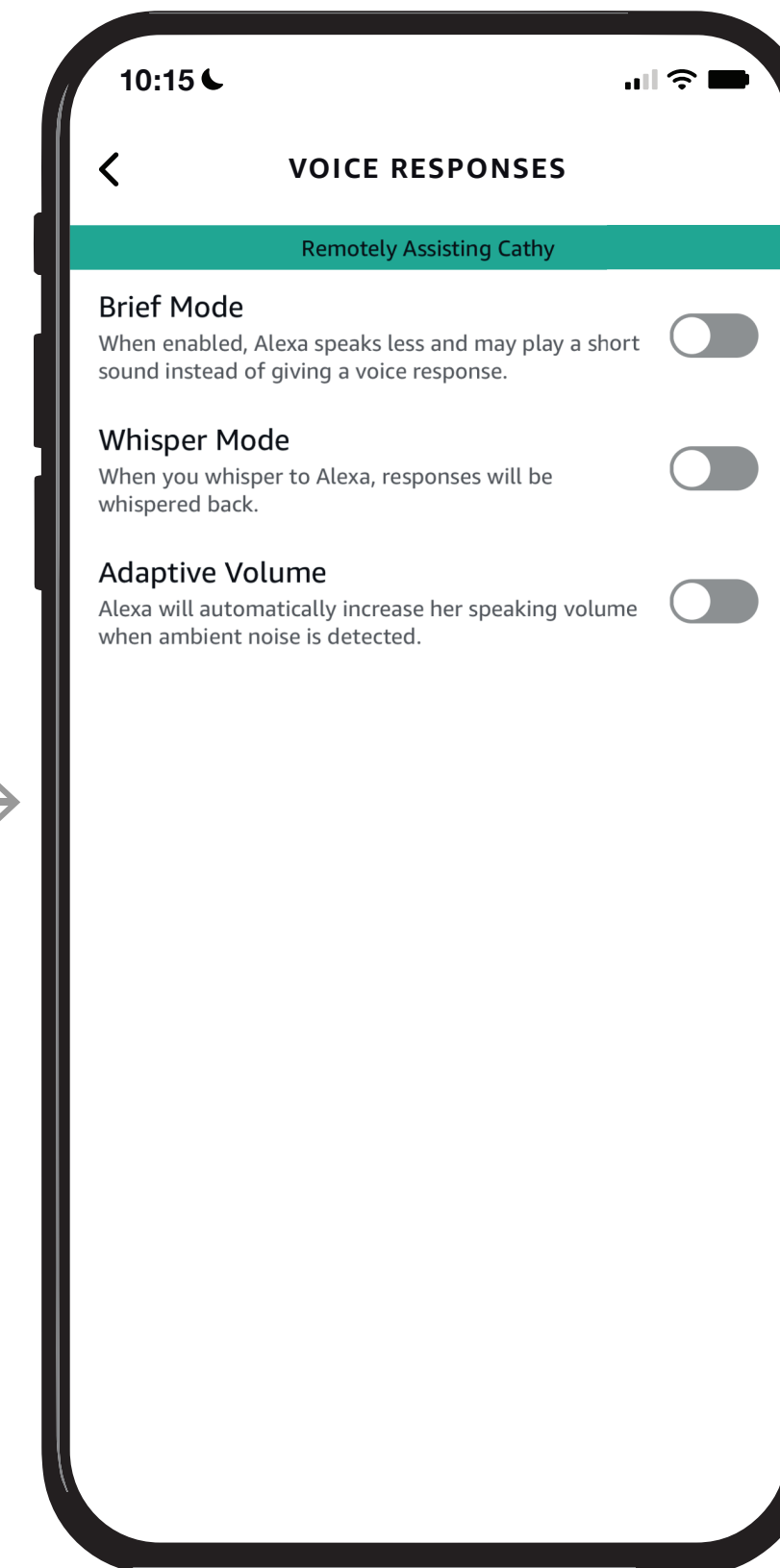
Where to [get more help](#) with Alexa Together Remote Assist



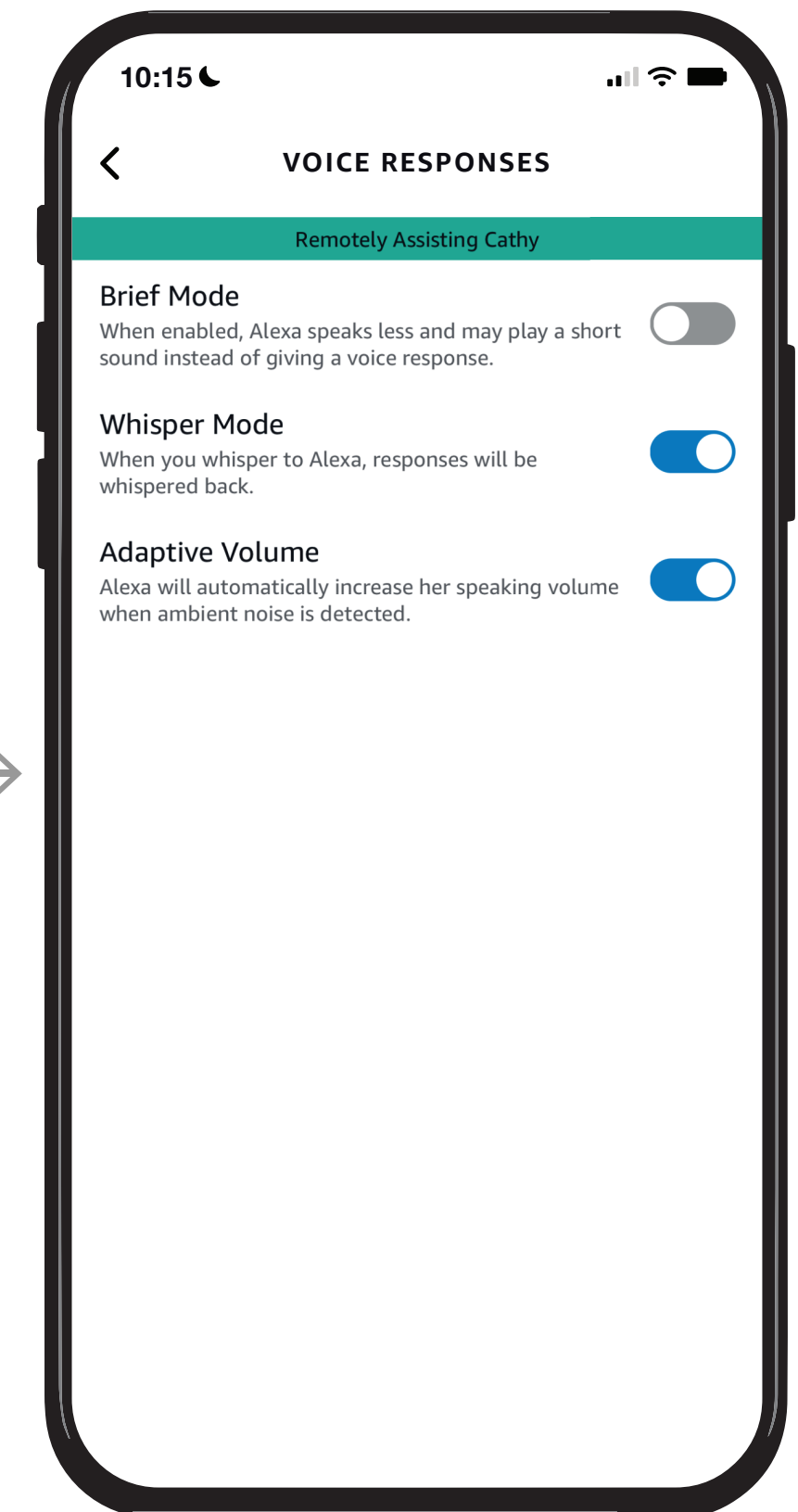
STEP 1 /
[Open Alexa Together](#)
then [Tap Remote Assist](#)



STEP 2 /
[Tap Voice Responses](#)



STEP 3 /
[Toggle your preferred settings](#)



STEP 4 /
[Confirm choices](#)

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.



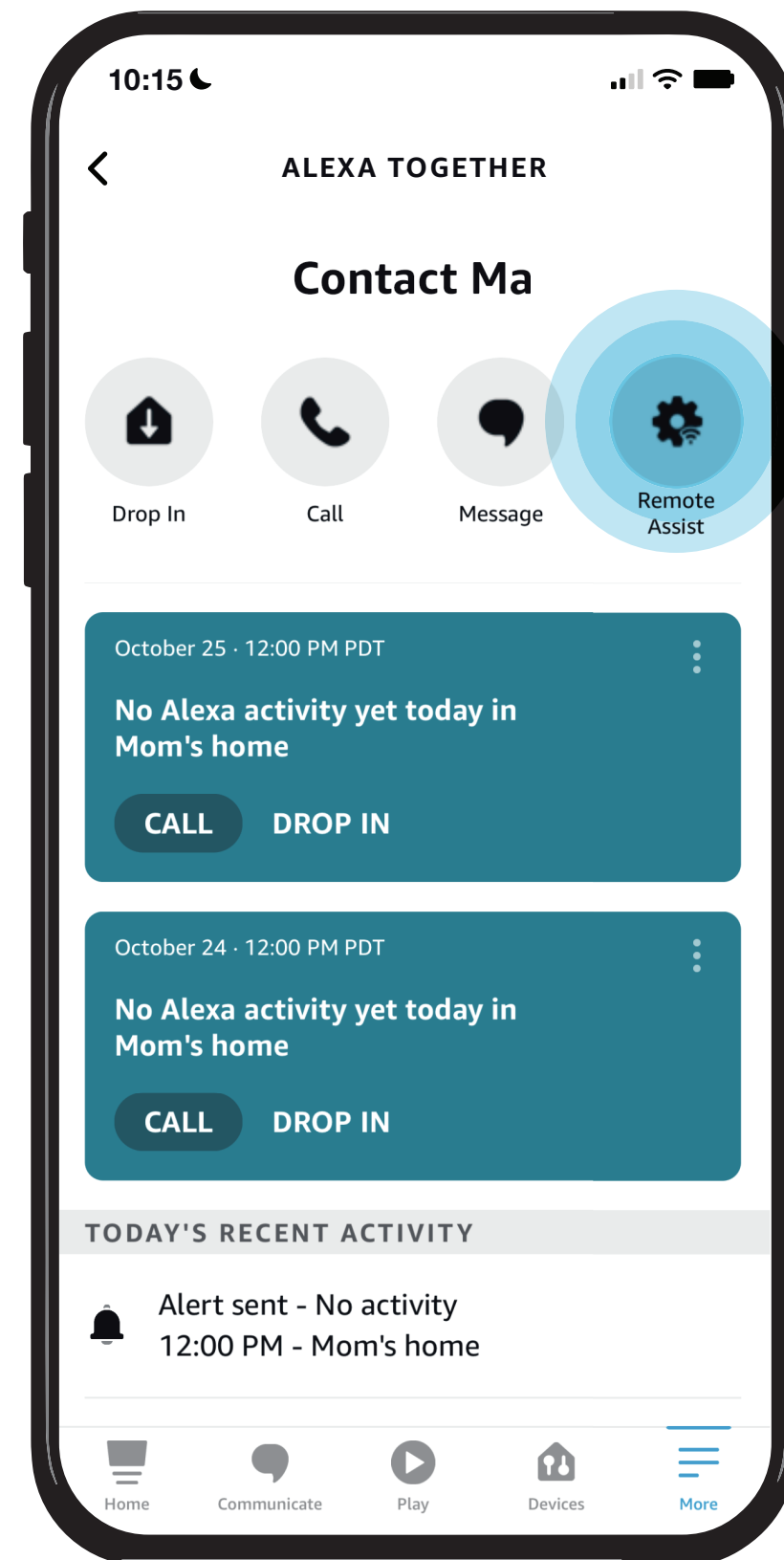
You can directly access your loved one's Alexa account and help them manage their daily routines. An Alexa Routine sets an action for things your loved one does frequently.

E.g. If they like to watch evening television, you can set a routine for the lights to come on in their family room, or wherever their television is located.

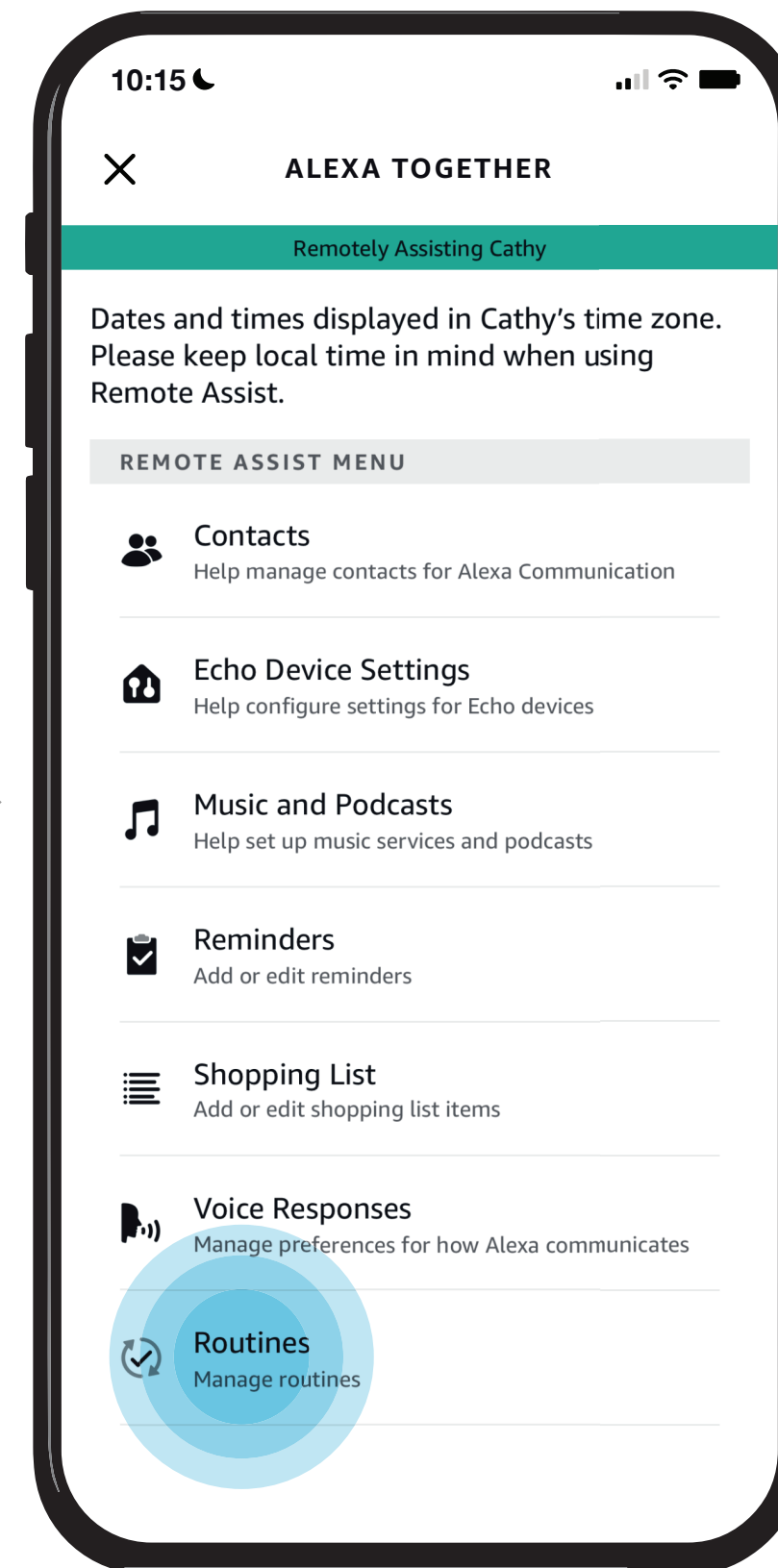
Learn how to here...

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- Add a Contact
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- Configure Device
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- Add or edit Shopping List
- Manage how Alexa communicates
- **Manage Routines**

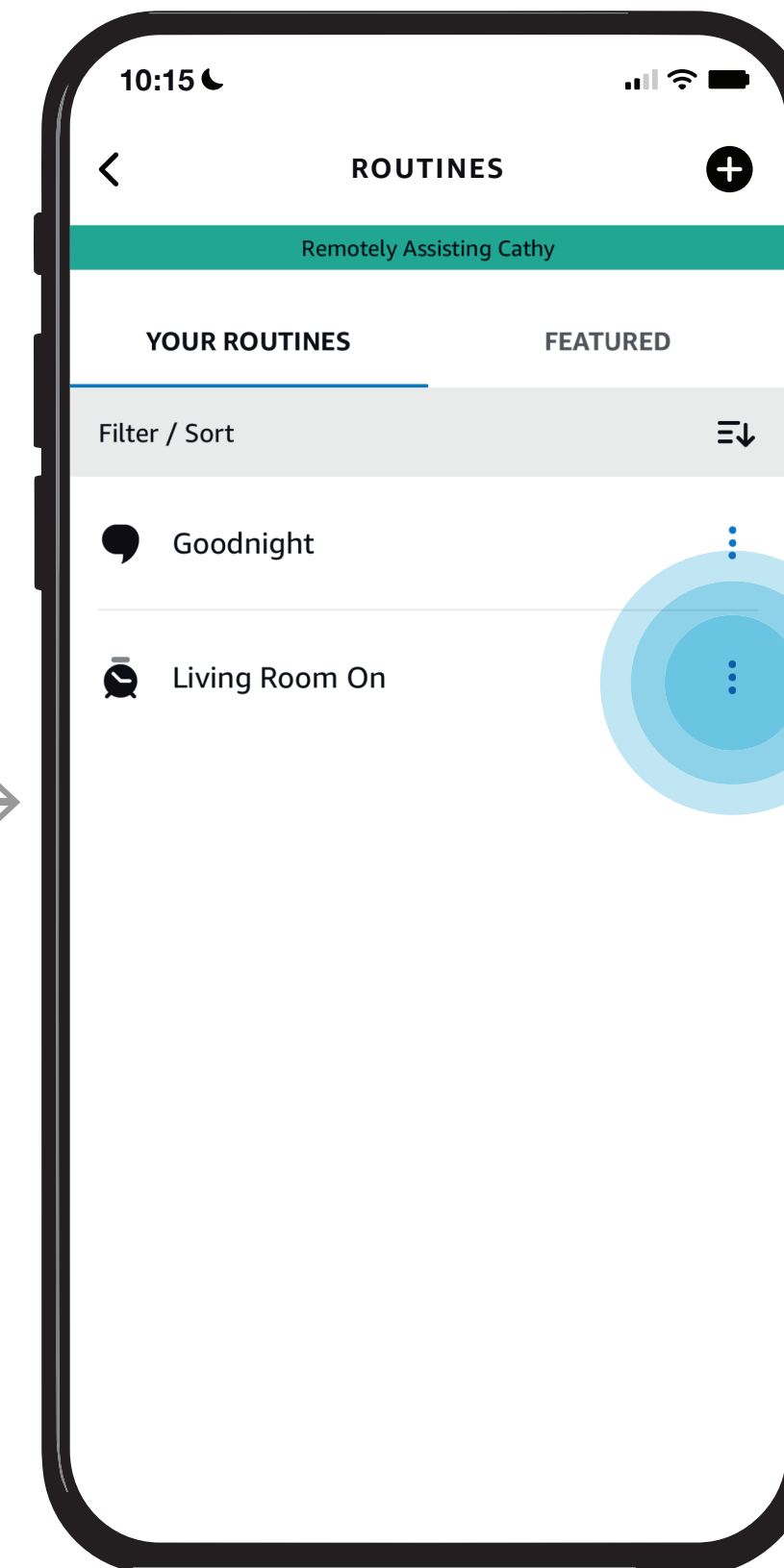
Where to [get more help](#) with Alexa Together Remote Assist



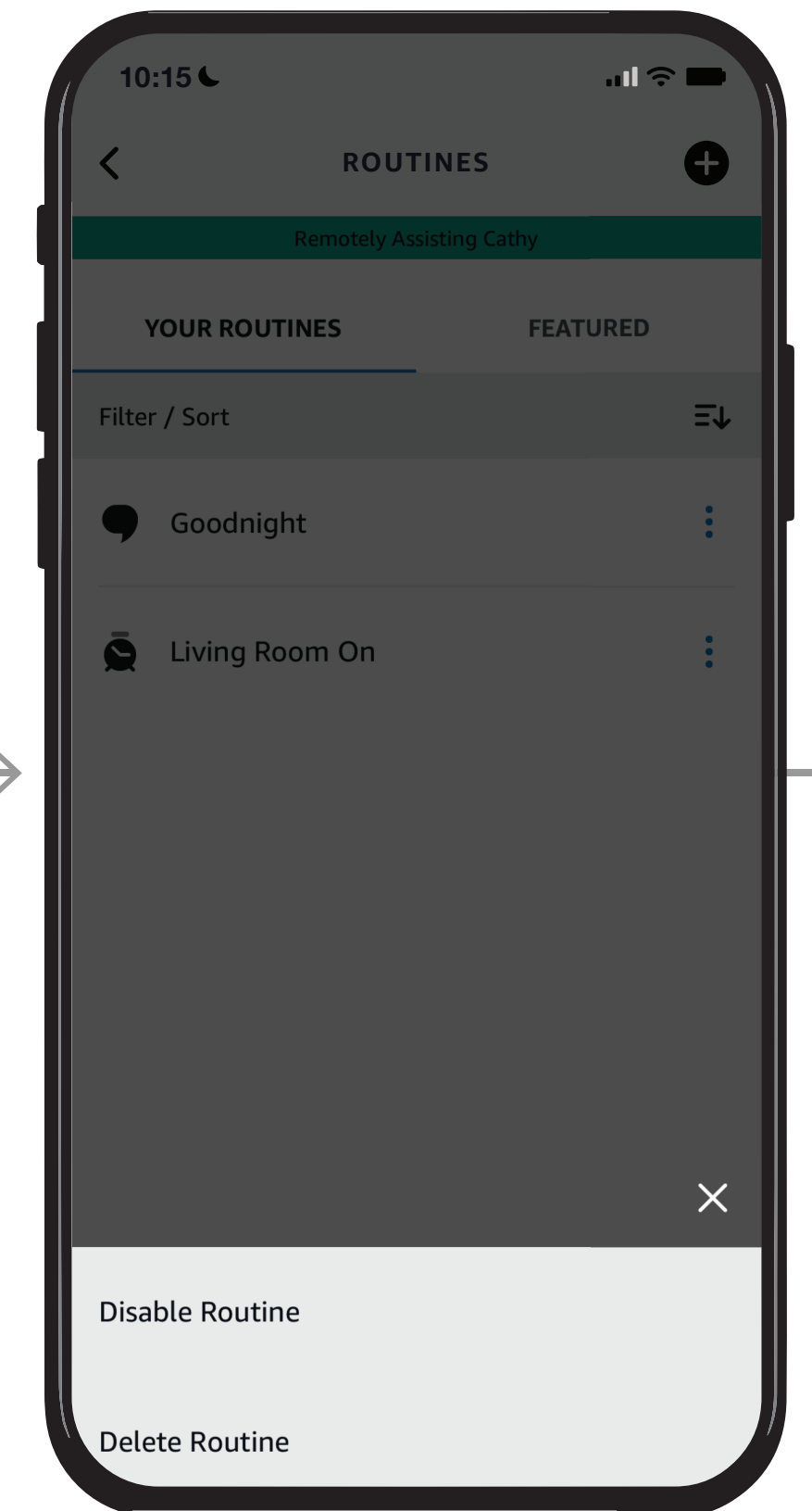
STEP 1 /
Open Alexa Together
then Tap Remote Assist



STEP 2 /
Tap Routines



STEP 3 /
Tap routine menu ⋮ to disable
or delete



STEP 4 /
Make selection

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.



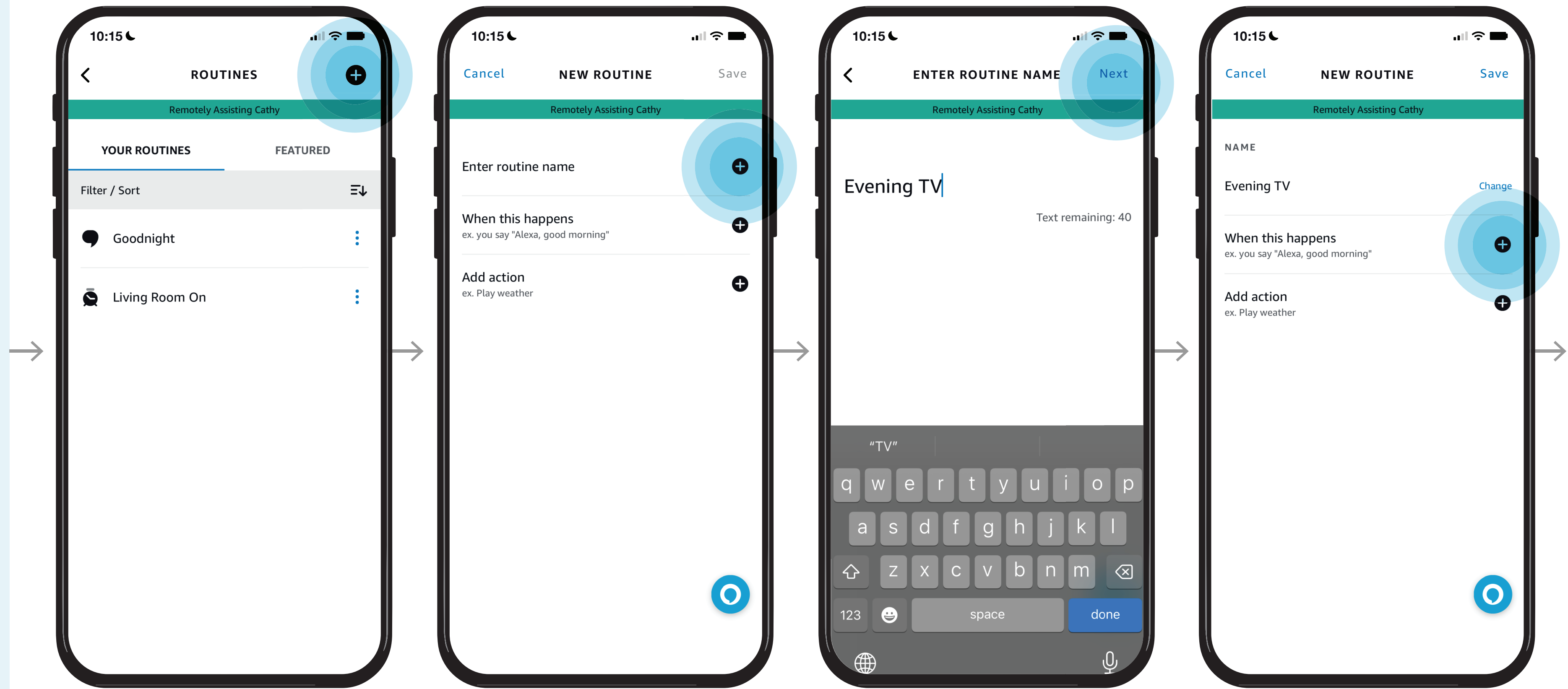
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Learn how to here...

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- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- Set up Music & Podcasts
- Add or edit Reminders
- Add or edit Shopping List
- Manage how Alexa communicates
- **Manage Routines**

Where to [get more help](#) with Alexa Together Remote Assist



STEP 5 / Tap **+** to add a new routine

STEP 6 / Tap **Enter routine name** **+** to give your routine a name

STEP 7 / Give your Routine a name then Tap **Next**

STEP 8 / Tap **When this happens**

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.



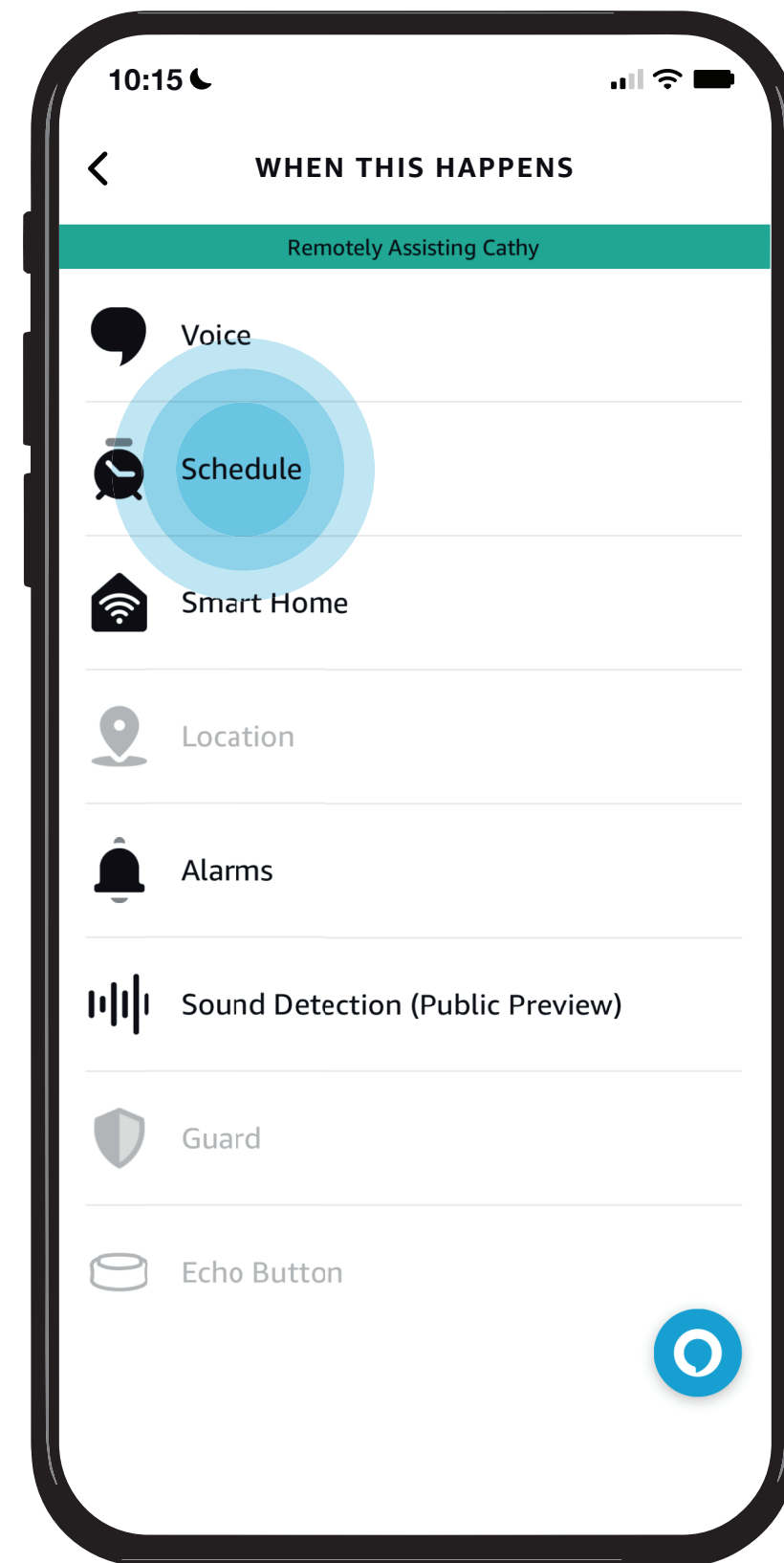
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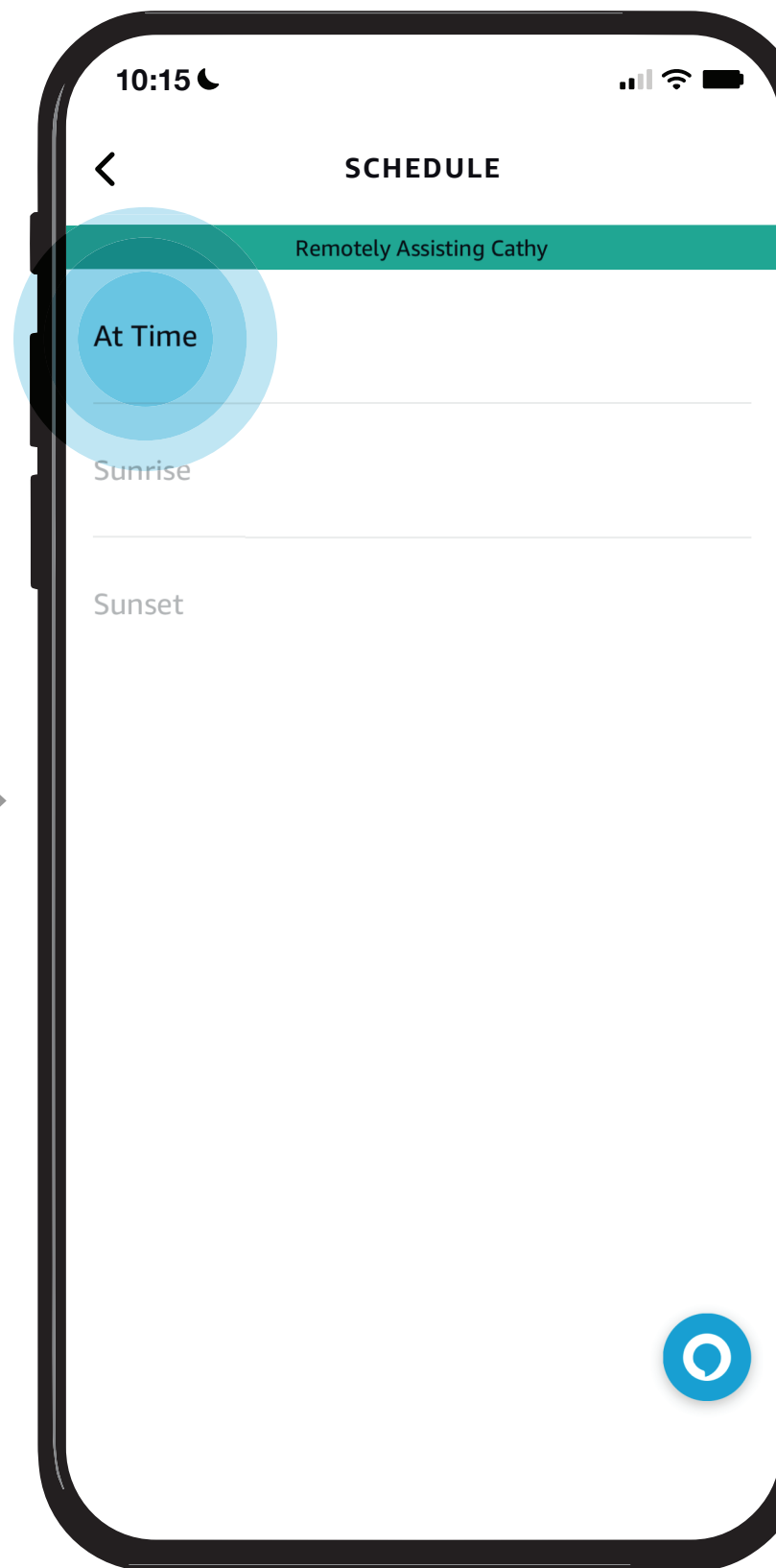
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- Turn on Remote Assist
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- Manage Contact preferences
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- Manage how Alexa communicates
- **Manage Routines**

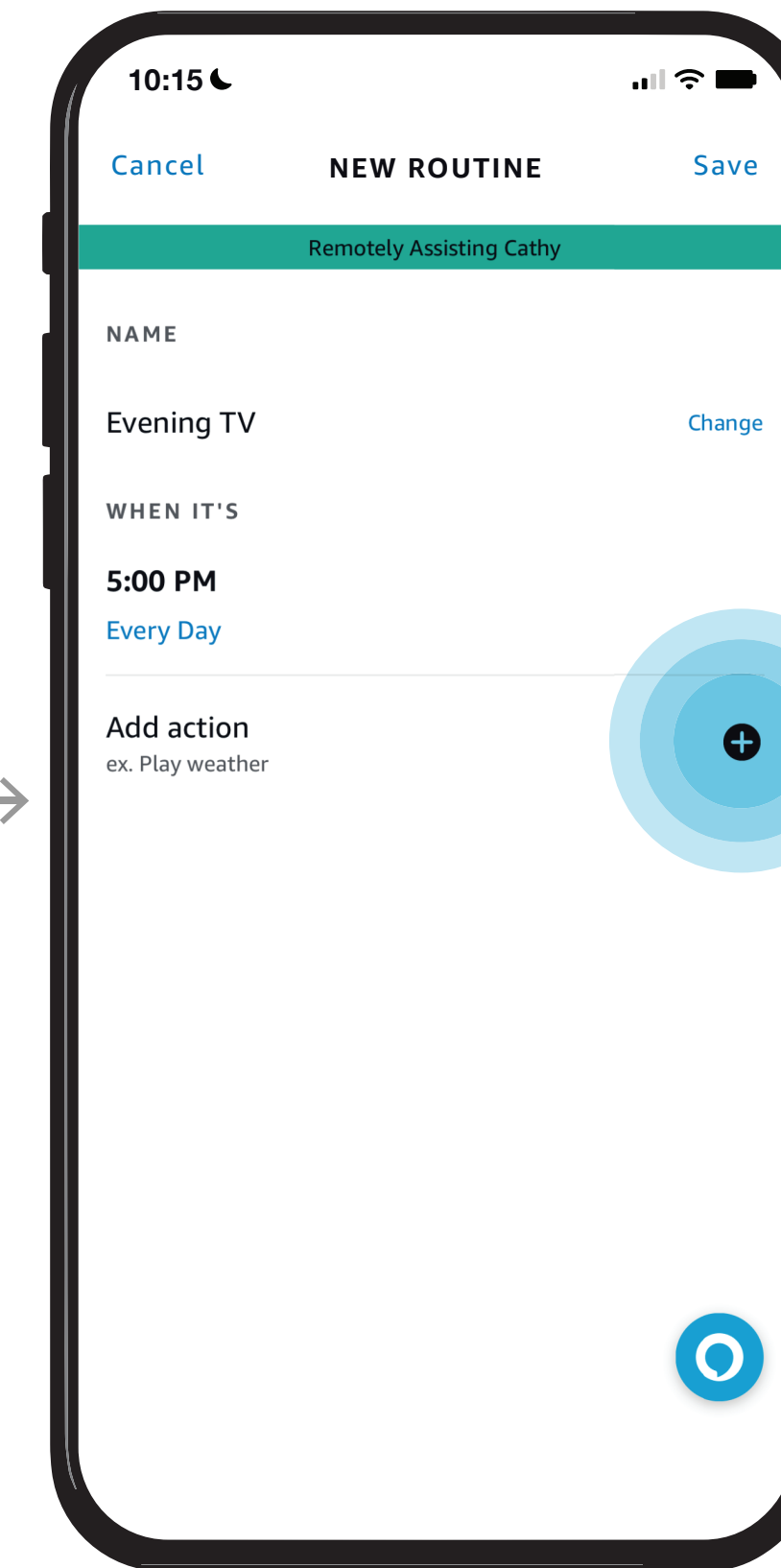
Where to [get more help](#) with Alexa Together Remote Assist



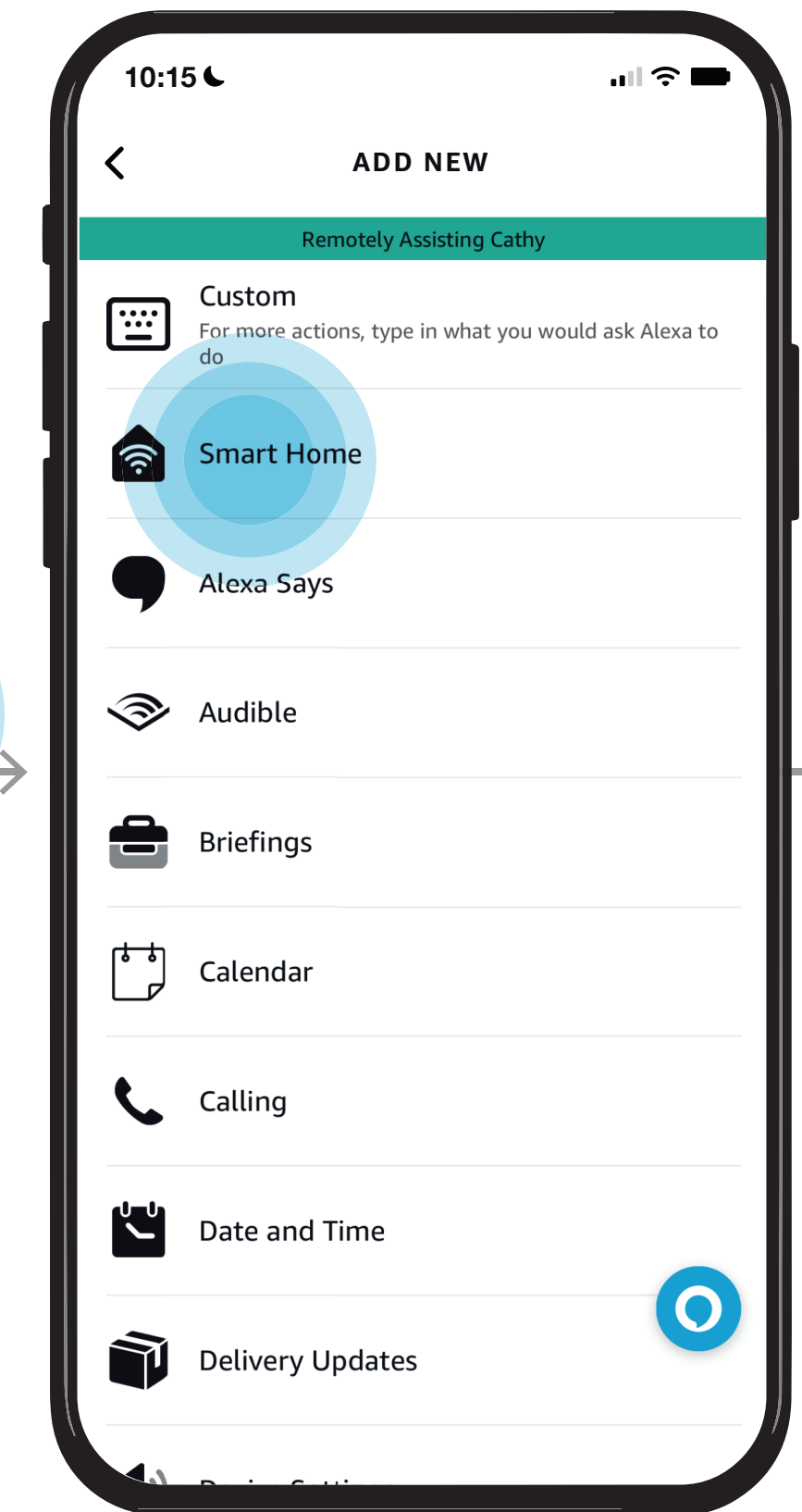
STEP 9 /
For a time based routine,
Tap Schedule



STEP 10 /
Tap At Time



STEP 11 /
Set time
then Set frequency
then Tap + to add action



STEP 12 /
Tap desired action

NOTES /

In this example we are adding a routine to turn lights on at a specific time each day.

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.



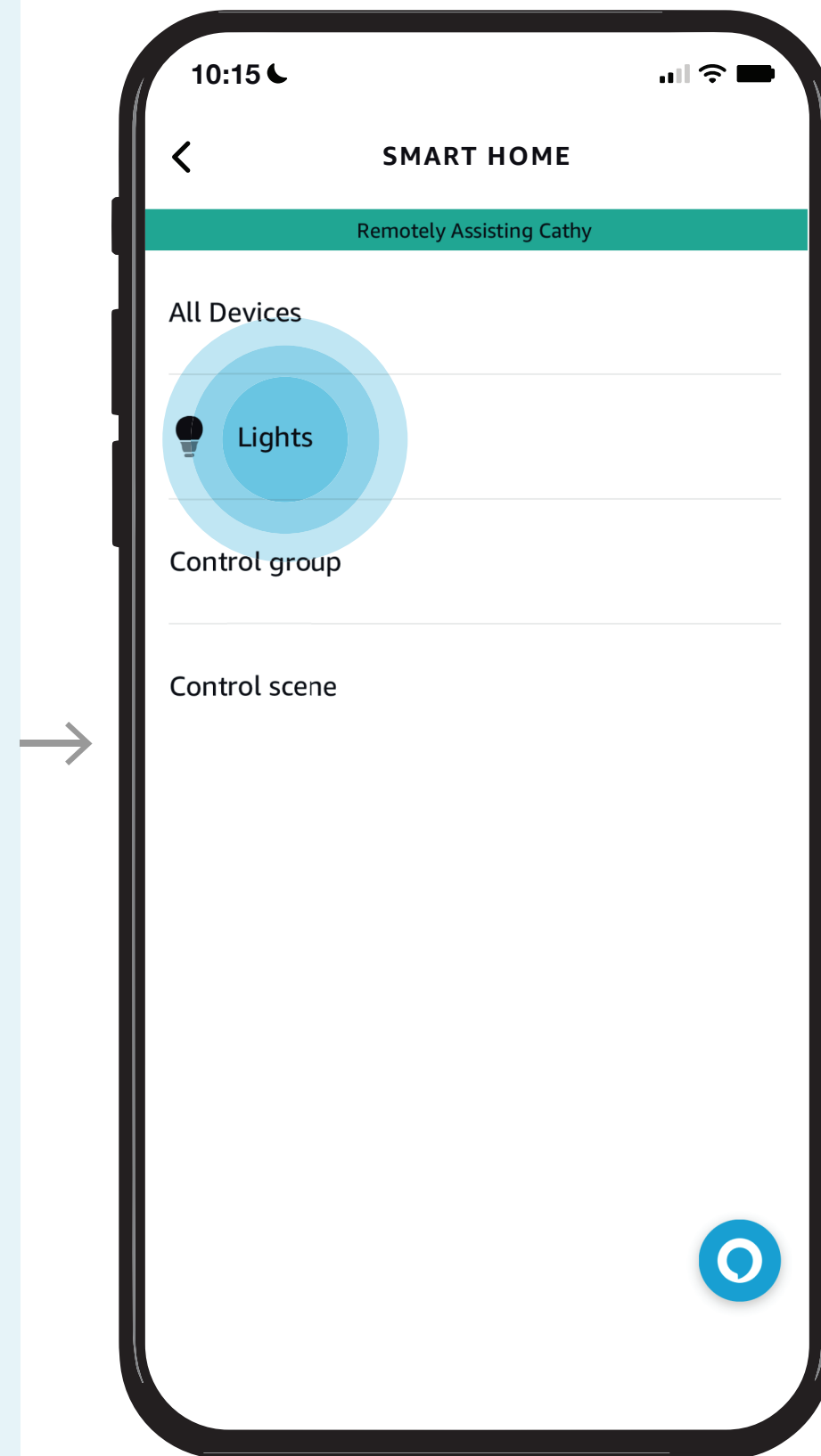
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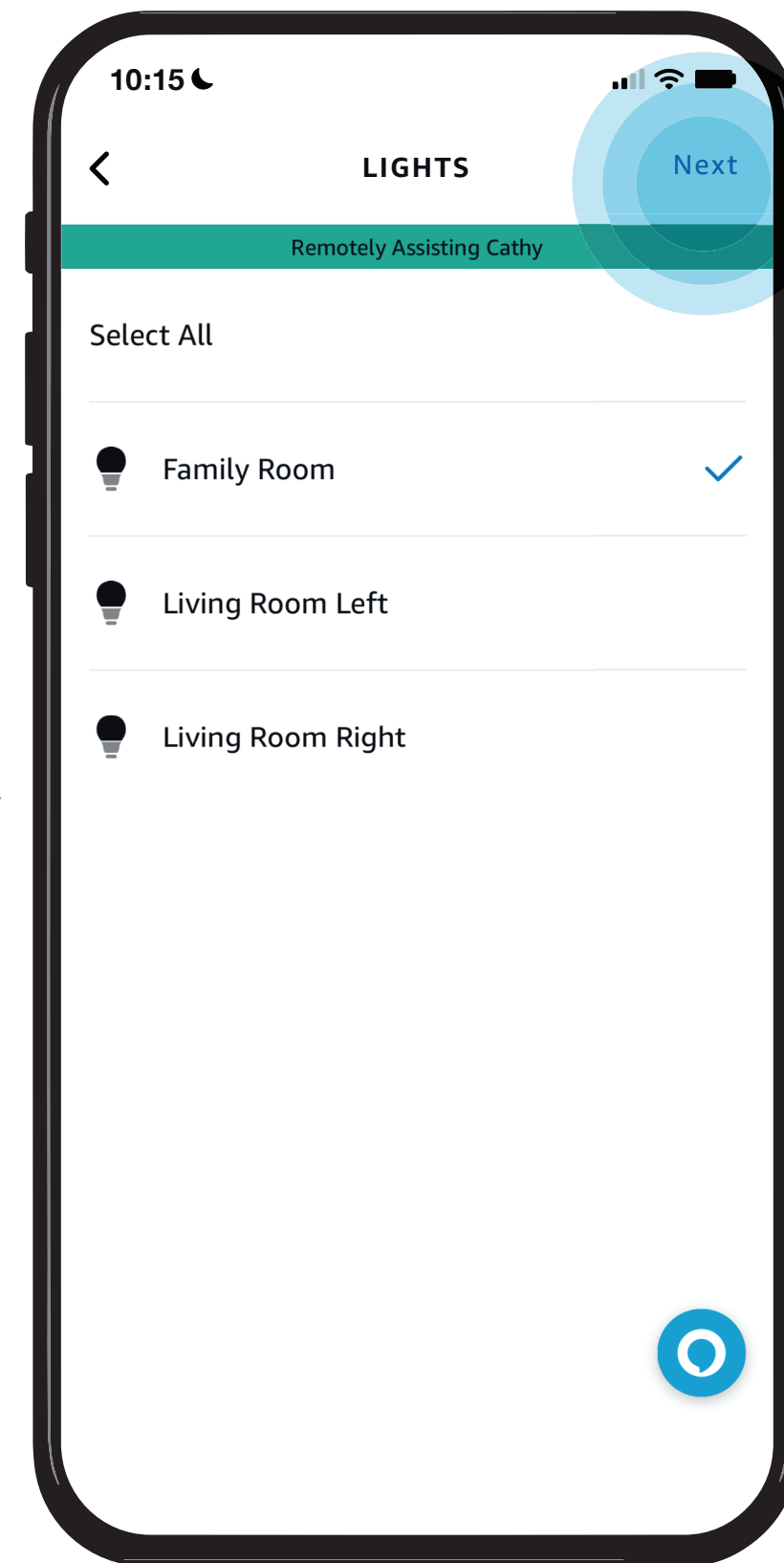
Learn how to here...

- Open Alexa Together
- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- Set up Music & Podcasts
- Add or edit Reminders
- Add or edit Shopping List
- Manage how Alexa communicates
- [Manage Routines](#)

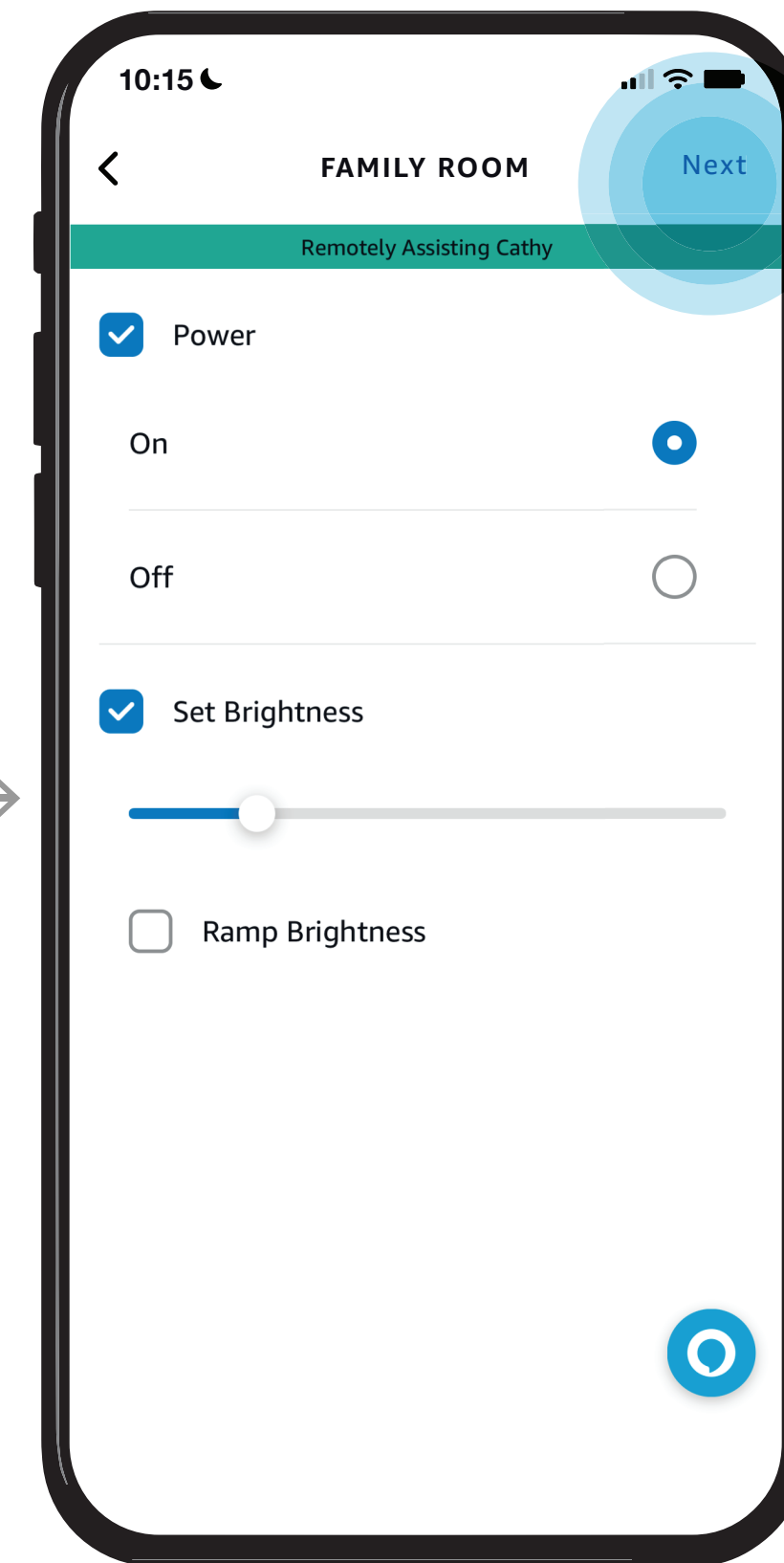
Where to [get more help](#) with Alexa Together Remote Assist



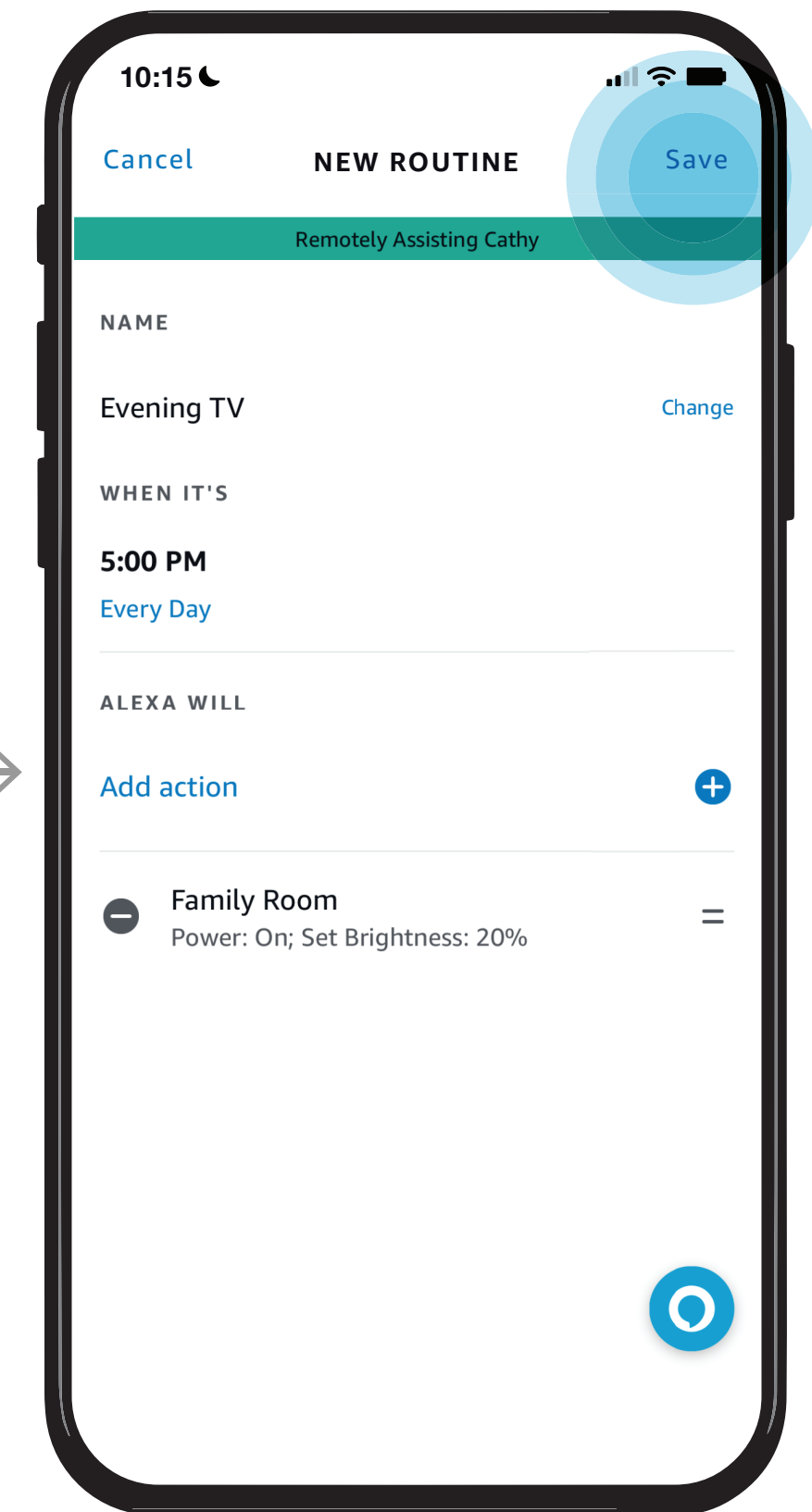
STEP 13 /
Tap Lights



STEP 14 /
Tap on your desired Smart Home device to schedule your routine then Tap Next



STEP 15 /
Set your preferences then Tap Next



STEP 16 /
Confirm choices then Tap Save

NOTES /

Now, every day at 5:00 PM the lights will go on in your loved one's Family Room.

ALEXA TOGETHER

REMOTE ASSIST GUIDE

Give them a hand from afar.



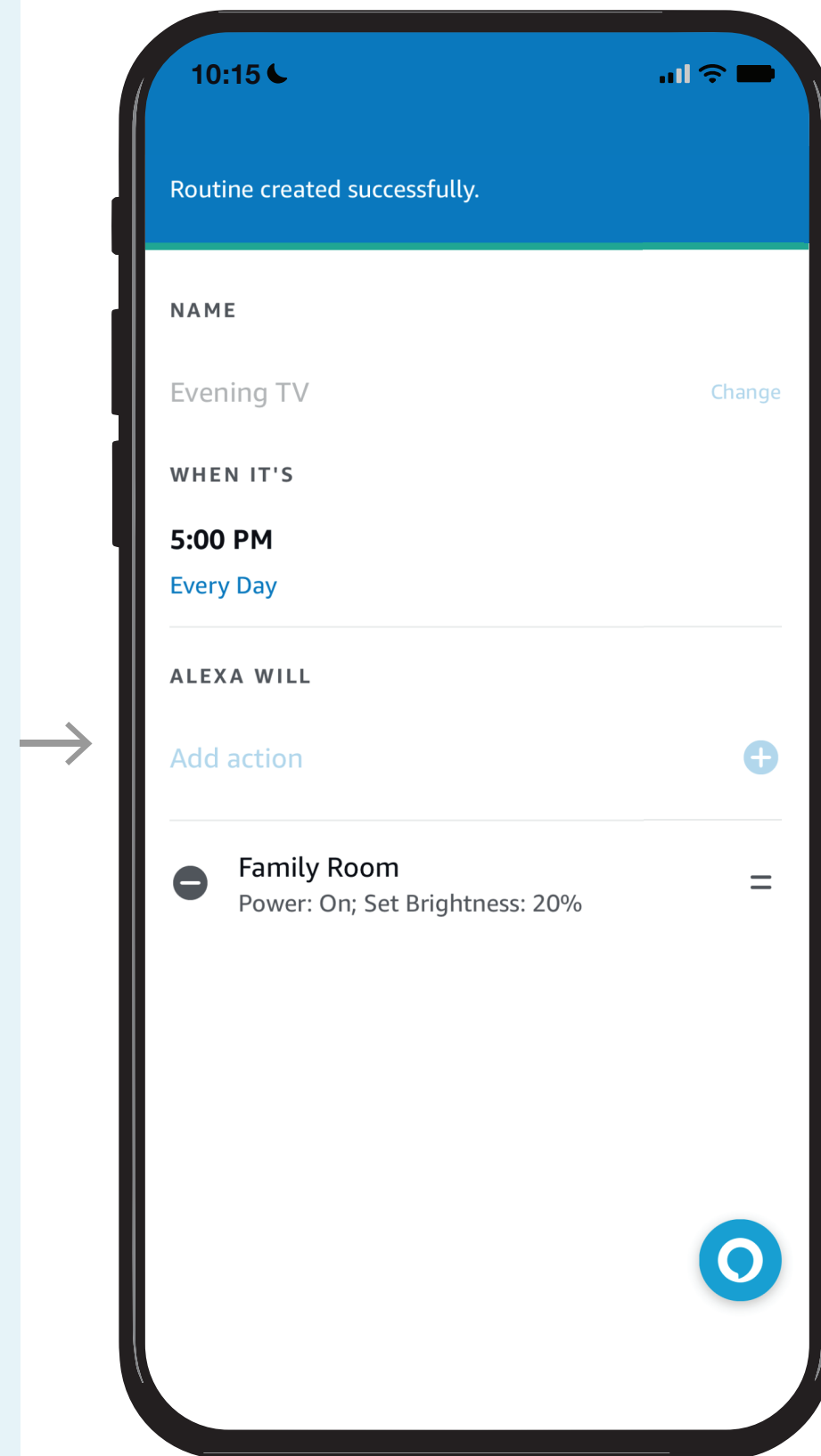
You can directly access your loved one's Alexa account and help them manage their daily routines. An Alexa Routine sets an action for things your loved one does frequently.

E.g. If they like to watch evening television, you can set a routine for the lights to come on in their family room, or wherever their television is located.

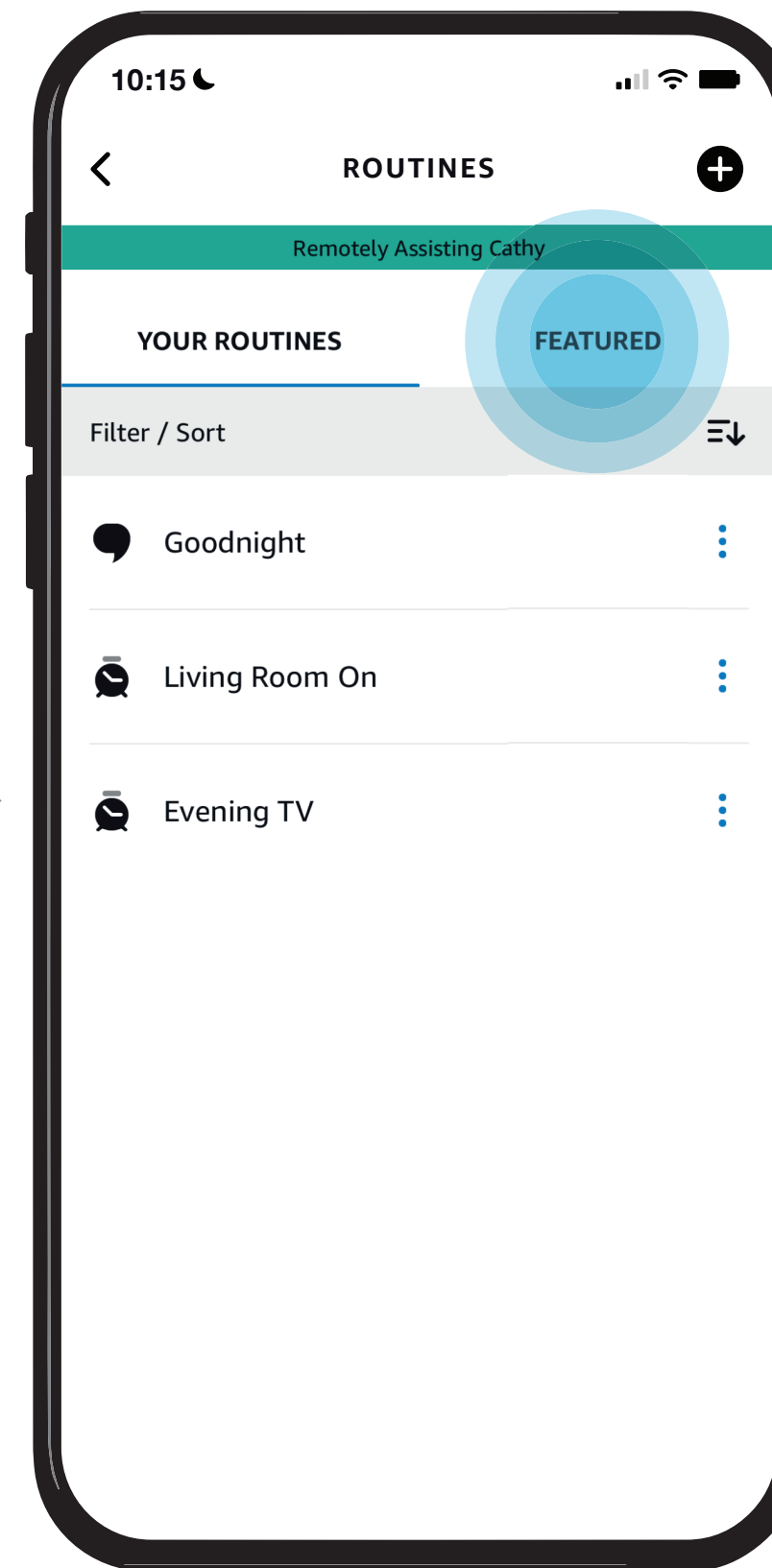
Learn how to here...

- Open Alexa Together
- Turn on Remote Assist
- Add a Contact
- Manage Contact preferences
- Configure Device
- Set up Music & Podcasts
- Add or edit Reminders
- Add or edit Shopping List
- Manage how Alexa communicates
- **Manage Routines**

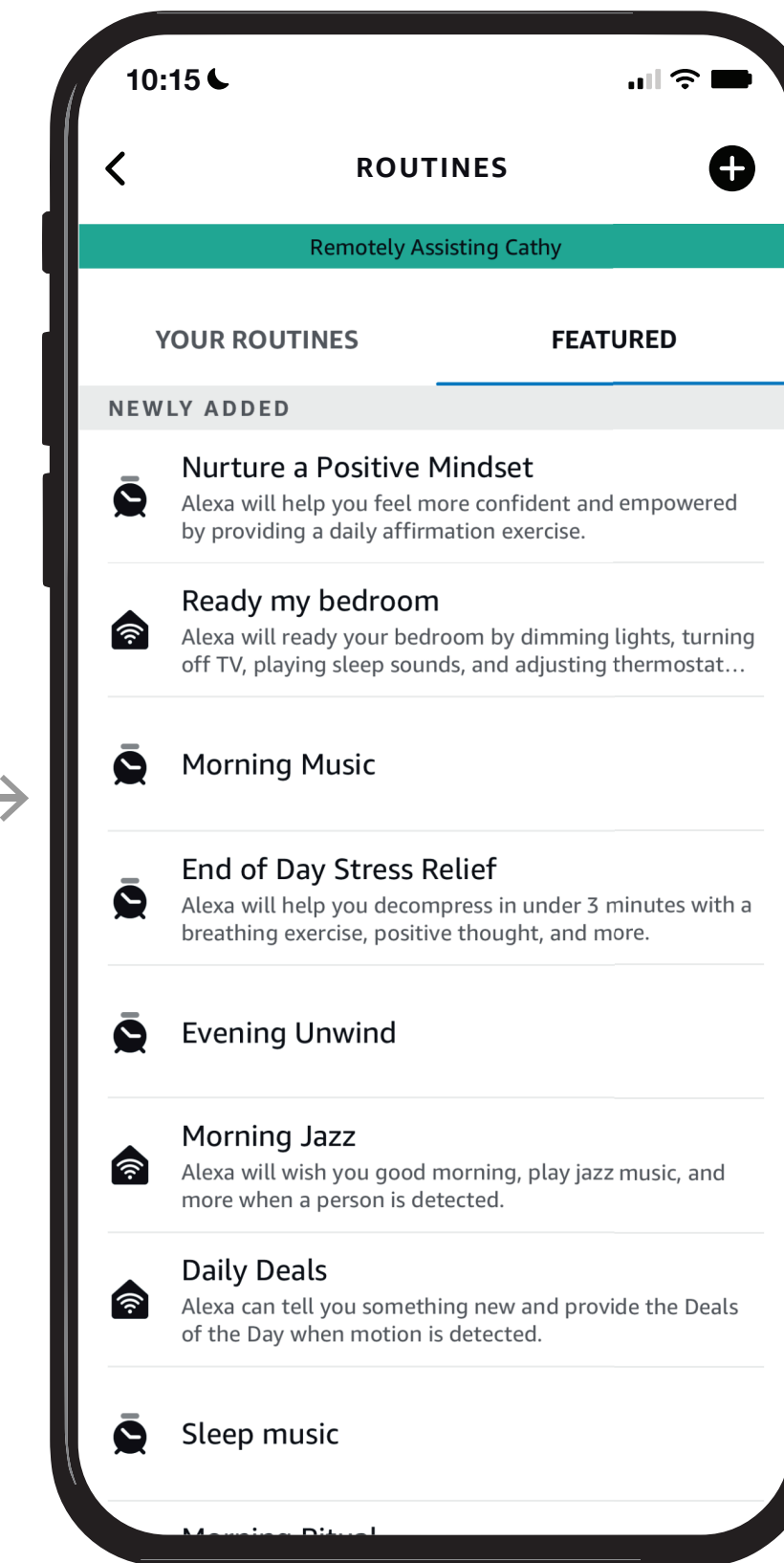
Where to [get more help](#) with Alexa Together Remote Assist



STEP 17 /
Routine confirmed



STEP 18 /
Tap on featured to view a list of preset Routines based on your loved one



STEP 19 /
Tap featured routine to edit settings

NOTES /

Alexa offers a list of preset routines based on your settings that you can easily modify