

FAQ

General questions

What is the AKK?

The AKK is an interactive Alzheimer's disease calendar in form of an Alexa skill.

Who is the skill for?

The skill was developed especially for Alzheimer's disease patients. It allows you and your loved ones to have a common calendar. You can set appointments for your loved one and he/she will be reminded in time with the help of the voice output by Alexa.

What does the skill cost?

The use of the skill is free.

What can I use the skill for?

The AKK can be used to manage own appointments and to enter appointments for other users.

How does the skill work from Alexa?

The skill is activated and operated via the voice input of Alexa. Alternatively, the AKK can be visually displayed on the website and in the app.

What do I need to use it?

All you need is a compatible device - an Amazon Echo, Amazon Dot or a Windows, Android or Apple device, an internet connection to download the skill and the Alexa App.

Will the skill be improved over time?

Yes, new features and improvements will be added over time. If you have any suggestions or improvements, please contact our service team.

Is there a backup function?

No, unfortunately there is no backup function at the moment. A backup function may be added in a later version.

Does the skill require a connection to the internet?

Yes, an internet connection is necessary because the voice output is done by the servers.

Can I use the skill without installation?

No, the skill must be downloaded first.

Do I need an Echo to be able to use the AKK?

No, the skill can also be used with Windows, Apple and Android devices.

What devices are supported?

The skill can be used on Amazon Echo, Amazon Dot, Apple, Android and Windows devices.

How do I activate AKK?

If you want to activate the skill on an Amazon Echo, say "Alexa, activate AKK", alternatively you can search for the skill on the Amazon website and activate it. In the Alexa app, you can search for AKK in the "Skills and Games" menu and select "Activate Skill" on the details page.

Features

How can I start the skill?

Start your Alexa and say "Alexa, start AKK".

Before using the skill for the first time, however, you must first activate it once with "Alexa, activate AKK".

How can I enter a new appointment?

Start the AKK and say "Alexa, create a new appointment".

How can I change an appointment?

Start the skill and say "Alexa, change the appointment" followed by the date and time or the occasion. You can then adjust the date, time, occasion and reminder settings.

How do I delete an appointment?

Start the skill and say "Alexa, delete the appointment on <date> at <time>" or "Alexa, delete the appointment on <occasion>". If your entries match multiple appointments, you will be presented with a list of all matching appointments to choose from.

How can I add an appointment to another person's account?

You need to link your accounts first by making a link request to another user by saying "Alexa, make a link request to" followed by the other user's name. Once he/she confirms your request, you can add unlimited appointments to his/her calendar. The other user will then be asked for each appointment if he/she would like to accept the appointment. The first user then receives a notification about the acceptance or denial of the appointment request.

Is there a visual calendar?

Yes, on the website or app all entered appointments can also be looked up directly.

Can I change the volume?

Yes, on the device there are volume buttons through which the volume can be adjusted individually.

How can I set the reminders?

When you enter a new appointment, you will automatically be asked when and how often you want to be reminded of it. If you want to change the reminders for an existing appointment, you can do this in the menu under "Change appointment".

Can I change the language of the AKK?

The skill has only been released in German, so unfortunately the language cannot be changed (yet).

Can I use the skill on multiple devices?

You can use the skill on all your Alexa-enabled devices at the same time, just log in directly to the AKK on each device.

Do other people need my permission to add appointments to my calendar?

Yes, you first need to connect to another user to be able to add appointments to his/her account. If you do not want to receive appointments from a certain person anymore, you can block them.

Problem solving

The download does not start. What should I do?

Restart your device, check the internet connection and try again. If the download is still not possible, contact customer service.

The skill does not start. What should I do?

Restart your device, check the internet connection and try again. If the skill still does not work, please contact customer service.

What should I do if the AKK does not respond?

Turn off the device and restart it. If the skill still does not respond after restarting, please contact customer service.

I have entered an appointment for another person, but the other person does not receive it. What can I do?

Check if your accounts are linked or if the other person has blocked you. If this is not the case, please contact customer service.

I have blocked a user by mistake. How can I unblock them?

Say: "Alexa which contacts have I blocked". Alexa will then tell you which contacts you blocked. Say: "Alexa I don't want to block <name of user> anymore". Alexa will then tell you which contact is then no longer blocked.

I have another problem, who can I contact?

You can always contact customer service, please note the opening hours.

Privacy

How can I restrict other users from accessing my calendar?

You can block users you are connected to if you no longer want to receive appointments from them as well as users from whom you no longer wish to receive link requests. You can do this by saying "Alexa, block" followed by the name of the person that you want to block. You can get a list of all the users you blocked by saying "Alexa, which users have I blocked?".

What data does AKK record?

To provide our services, we record personal data, such as name, age, and location, as well as usage data and troubleshooting data (e.g., crash reports).

What is my data used for?

Your data is used to train the software to constantly improve its reliability and ensure the highest possible ease of use.

Can I check what data has been recorded?

Unfortunately, this is not possible due to the high volume of data.