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# Amazon Chime

## User Guide



## **Amazon Chime: User Guide**

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## Table of Contents

What is Amazon Chime? .....	1
Get Started .....	2
Review System Requirements .....	2
Windows .....	2
Mac OS .....	3
Android .....	3
iOS .....	3
Browser Requirements .....	4
Join an Amazon Chime Meeting Quickly .....	4
Create an Amazon Chime Account .....	4
Download Amazon Chime .....	4
Create an Amazon Chime Account .....	4
Set a Personalized Link .....	5
Add Contacts .....	5
Schedule Meetings .....	5
Administer an Amazon Chime Account .....	5
Attend Meetings .....	6
Join a Meeting .....	6
Join Using the Amazon Chime Client .....	7
Join Using the Amazon Chime Mobile App .....	7
Join Using an In-Room Video Conference System .....	8
Join Without the Amazon Chime App .....	8
Join a Meeting Anonymously .....	9
Join a Meeting Early .....	9
Use the Amazon Chime Roster .....	9
Chat with Users .....	10
Enable Video .....	10
Share Your Screen .....	10
Request Desktop Control .....	11
Mute and Unmute .....	11
Switch to Dial-In .....	11
Schedule Meetings .....	12
Choose a Meeting ID .....	12
Schedule Meetings with a Calendar App .....	13
Schedule Meetings with Google .....	13
Schedule Meetings with Outlook .....	14
Start an Instant Meeting or Call .....	15
Host a Meeting .....	15
Assign a Delegate .....	16
Assign Delegates .....	16
Remove Delegates .....	17
Schedule Meetings as a Delegate with a Calendar App .....	17
Schedule Meetings as a Delegate using the Outlook Add-In .....	17
Cancel a Meeting .....	17
Scheduling Best Practices .....	17
Create a Personalized Link .....	18
Help Mobile Users Join Your Meeting .....	18
Enable or Disable Auto-call .....	18
Invite a Distribution List .....	18
Change Meeting Details .....	18
Collaborate Using Chat .....	19
Use One-on-One Chat .....	19
Start a Group Chat .....	19
Create a Chat Room .....	20

Administer a Chat Room .....	20
Send Notifications .....	20
Getting User Support .....	21
Document History .....	22

# What is Amazon Chime?

Amazon Chime is a secure, real-time, unified communications service that transforms meetings by making them more efficient and easier to conduct. The service delivers high-quality audio and video through an application that is easy to use and stays in sync across all of your devices. With Amazon Chime, meetings start on time, and a visual roster makes them easy to manage. Amazon Chime is a fully managed service that runs securely on the AWS cloud, which frees IT from deploying and managing complex infrastructures.

For information about Amazon Chime editions, features, and pricing, see <http://chime.aws>.

# Get Started with Amazon Chime

There are several ways to get started with Amazon Chime, depending on what you want to do. If you received a Amazon Chime meeting invite, you can quickly join the meeting. If you plan to use Amazon Chime regularly to communicate and join meetings, you can create an Amazon Chime account. Lastly, if you want to manage a group of Amazon Chime users, you can create an administrator account with Amazon Chime.

## Contents

- [Review System Requirements \(p. 2\)](#)
- [Join an Amazon Chime Meeting Quickly \(p. 4\)](#)
- [Create an Amazon Chime Account \(p. 4\)](#)
- [Administer an Amazon Chime Account \(p. 5\)](#)

## Review System Requirements

Before you get set up with Amazon Chime, first make sure that you meet the following requirements for your operating system.

Amazon Chime works on common versions of the most popular operating systems. In most cases, you can just download Amazon Chime and it will work.

### Windows

#### Supported versions:

- Windows 7, 32-bit and 64-bit
- Windows 8.1, 32-bit and 64-bit
- Windows 10, 32-bit and 64-bit

#### Hardware requirements:

- Microphone and speakers (for phone calls)
- Webcam (for sharing video)

#### Software requirements:

- .NET 4.0 Full Profile (for Amazon Chime client)

**Note**

If this is missing, Amazon Chime will prompt the user to download it during installation.

Screen share configuration requirements:

- **Screen Share** must be set to **Aero and Non-Aero themes**.
- **Display Setting Scaling** must be set to **100% and custom settings**.

Microsoft Outlook Add-in:

- Microsoft Outlook 2010, 2013, and 2016 are supported.

## Mac OS

Supported versions:

- OS X 10.10 and later

Hardware requirements:

- Microphone and speakers (for phone calls)
- Webcam (for sharing video)

## Android

Supported versions:

- Android OS 3.0 and later

Software requirements:

- OpenGL ES is required for the screen share viewer.
- Google Services and Google Account are required for the best messaging experience.

Hardware requirements:

- Some features are not available on devices without Bluetooth, telephony, or Wi-Fi.
- Tablet and phone devices are supported.
- Kindle Fire tablets are currently not supported.

## iOS

Supported versions:

- iOS 9.0 and later

Supported devices:

- iPad Air, Air 2, Mini, Mini 2, Mini 3, 4th generation, 3rd generation, iPad 2
- iPhone 6 Plus, 6, 5S, 5C, 5, 4S
- iPod Touch 5th generation

**Note**

PSTN dial-in functionality is not available on devices without telephony.

## Browser Requirements

Supported browsers:

- Internet Explorer Edge, 9, 10, and 11 (Desktop and Metro mode)
- Firefox 48 and later
- Chrome 54 and later

## Join an Amazon Chime Meeting Quickly

If you received an Amazon Chime invitation and want to join the meeting quickly, you can do so with your internet browser. For more information, see [Join a Meeting without the Amazon Chime App](#) (p. 8).

If you have some time before the meeting starts, you can install the Amazon Chime client and join the meeting anonymously. For more information, see [Join a Meeting Anonymously](#) (p. 9).

If you will use Amazon Chime regularly, it's a good idea to create an Amazon Chime account and download the app on all your devices. For more information, see [Create an Amazon Chime Account](#) (p. 4).

## Create an Amazon Chime Account

To join a Amazon Chime team, first download Amazon Chime and create an account. Then you can set a personalized meeting link, add contacts, and start to schedule meetings.

### Download Amazon Chime

To begin, first download and install the Amazon Chime client from <http://chime.aws/download>.

### Create an Amazon Chime Account

Use the following steps to create your Amazon Chime account.

**To create an Amazon Chime account**

1. Launch the Amazon Chime app, choose **Sign in / Sign up**, and enter your work email address .
2. Choose **Login with Amazon, Create a new Amazon account**.
3. Enter your name and work email address, set a strong password, and choose **Create your Amazon account**.
4. Choose **I agree** to grant access for your Amazon account to be used with Amazon Chime, check your email, and choose **Verify Me**.

5. If you want to install Amazon Chime on other mobile or desktop devices, repeat the steps above and use the same log-in credentials. All of your devices are synced together.

## Set a Personalized Link

You can create a personalized meeting link to create a friendly name for your meeting.

### To set a personalized link

1. In the upper-left corner, choose **Add Personalized Link**.
2. Enter the name of your personalized link and choose **Save**.

## Add Contacts

Use the following steps to add a contact in Windows or OSX.

### To add contacts

1. At the top of the Amazon Chime window, choose **Add Contact**.
2. Enter the email address of the colleague to collaborate with.
3. Choose **Add Contact**.
4. If the colleague has created an Amazon Chime account using the email address that you entered, they are added to your contacts. To view your contacts, choose **Message** at the top of the Amazon Chime window.

If the colleague has not yet created an Amazon Chime account, they receive an invite.

## Schedule Meetings

For information about how to start scheduling meetings, see [Schedule Meetings Using Amazon Chime \(p. 12\)](#).

# Administer an Amazon Chime Account

To manage a group of Amazon Chime users and create an administrator account, see the [Amazon Chime Administrator Guide](#).

# Attend Meetings Using Amazon Chime

There are several different ways you can join a meeting, depending on where you are joining from. After you join a meeting, you can take advantage of several helpful Amazon Chime features, including the video, screen sharing, desktop control, and other controls.

## Contents

- [Join a Meeting \(p. 6\)](#)
- [Use the Amazon Chime Roster \(p. 9\)](#)
- [Chat with Users \(p. 10\)](#)
- [Enable Video \(p. 10\)](#)
- [Share Your Screen \(p. 10\)](#)
- [Request Desktop Control \(p. 11\)](#)
- [Mute and Unmute Others \(p. 11\)](#)
- [Switch from VoIP to Dial-In \(p. 11\)](#)

## Join a Meeting

There are several ways you can join an Amazon Chime meeting based on the way your environment is set up and the features that you want to use. To determine the best way to join, review the following criteria to see which items apply to you.

- Audio configurations

### Note

To avoid echo, choose one audio source for each room.

- If you have audio delivered over voice over IP (or VoIP), you can use any of the Amazon Chime clients, both mobile and desktop. Make sure that your device is connected to a stable network.
  - If you are attending a meeting from a large conference room that has built-in microphones and speakers, or if you prefer to use a telephone, choose to dial in to your meeting. Amazon Chime Pro includes international access numbers and toll-free numbers. The link to find the access numbers is in the Amazon Chime client under **Meetings, Schedule a Meeting**.
  - If you are joining a meeting from a room that has a built-in video conference system that is compatible with Amazon Chime, you can choose to use the audio from that device.
- Screen share features

- If you want to share your screen with meeting attendees, you can use either an Amazon Chime client that is running on a supported Windows or Mac device, or a supported in-room video system. Make sure that your device is connected to a stable network.
- If you want to view someone's screen share, you can use any of the Amazon Chime clients (mobile or desktop), or a supported browser by using the web screen viewer. The web screen viewer is ideal for attendees who need to view a screen share but can't install add-ins or other software on their computers.
- Video features
  - If you want to use the video features, you can use the Amazon Chime client running on a Windows, Mac, or iOS device, or via an in-room video system.

#### Contents

- [Join an Auto-call Meeting Using the Amazon Chime Client \(p. 7\)](#)
- [Join a Meeting Using the Amazon Chime Mobile App \(p. 7\)](#)
- [Join a Meeting Using an In-Room Video Conference System \(p. 8\)](#)
- [Join a Meeting without the Amazon Chime App \(p. 8\)](#)
- [Join a Meeting Anonymously \(p. 9\)](#)
- [Join a Meeting Early \(p. 9\)](#)

## Join an Auto-call Meeting Using the Amazon Chime Client

If a meeting has been set up for Auto-call, you can join the meeting by using the Amazon Chime client.

### To join an Auto-call meeting using the Amazon Chime client

1. Log in to the Amazon Chime client app on your Windows or Mac device.
2. When the meeting starts, you receive a notification in a dialog box.
3. In the **Meeting** dialog box, choose **Join**.
4. In the **Choose Meeting Audio** dialog box, choose one of the following options:
  - If you are the only audio source in the room, choose **Use Mic & Speakers**.
  - If you are dialing in, using an in-room video system, or if there is another user in the room using their audio, choose **Disable Mic & Speakers**.
  - If you want to get the phone number and meeting ID to access the meeting, choose **Dial-in**.
5. The meeting window opens, and you see a list of meetings that have started or will start in 30 minutes, with names and scheduled start times.

#### Note

If you don't see this window, choose **Home, Join Meeting**.

## Join a Meeting Using the Amazon Chime Mobile App

If you have the Amazon Chime client app installed and have signed in from your iOS or Android device at least one time, you can join a meeting using the Amazon Chime mobile app.

### To join a meeting using the Amazon Chime mobile app

1. When the meeting starts, listen for the ring notification and see the visual notification on your phone.

2. Slide your finger across the notification to launch the Amazon Chime app and choose your meeting.
3. In the **Meeting Starting** dialog box, choose **Join**.
4. Choose one of the following audio options:
  - If you are the only audio source in the room, choose **Use My Audio**.
  - If you are dialing in or if there is another user in the room using their Audio, choose **Don't Use My Audio**.
  - If your cellular data isn't strong and you want to use your mobile phone to dial into the meeting, choose **Dial In**. Dial the number that appears on the screen and choose **Call**.

## Join a Meeting Using an In-Room Video Conference System

If you want to join Amazon Chime meetings with video and audio from an in-room system, you need the meeting ID and the Amazon Chime H.323 bridge information.

For more information about supported devices, protocols, and the latest Amazon Chime video conference bridge IP address, search for H.323 in the [Amazon Chime Help Center](#).

### To join an Amazon Chime meeting using an in-room conference system

1. Turn your in-room system on and choose **Video Conference**.
2. Dial into the Amazon Chime bridge.
3. When prompted, enter the 10-digit meeting ID from the meeting invite, followed by "#".
4. To share your screen with other meeting attendees, plug the system cable into your laptop and enable content sharing.

## Join a Meeting without the Amazon Chime App

If you don't have the Amazon Chime app installed, you can still join a meeting if the host includes meeting instructions in the calendar invite. You can see when someone shares their screen in your browser, and use all of the typical Amazon Chime controls, including remote mute and seeing volume indicators. There are three ways to do this.

### To join a meeting from the meeting invite

1. In the calendar invite, open the link to join the meeting.
2. In the prompt, choose **Browser**.
3. Enter the name, and choose **Join Meeting**.

### To join a meeting from the Amazon Chime website

1. Go to <http://chime.aws>.
2. Choose **Join Meeting** and enter the **Meeting ID**.

### To join a meeting by using the dial-in number

- Dial the conference number provided in your meeting invitation and enter the meeting ID when prompted.

## Join a Meeting Anonymously

If you don't have an account, you can join a meeting anonymously.

### To join a meeting anonymously

1. Open the Amazon Chime app.
2. Choose **Join a meeting without an account**, enter the **Meeting ID** for the meeting to join, and enter the name to display in the meeting roster.
3. Select your dial-in options and choose **Continue in Amazon Chime** app.

## Join a Meeting Early

If you need to get set up for a meeting before the start time, or just prefer stay ahead of schedule, you can join a meeting early.

### To join a meeting early

1. From the Amazon Chime app, choose **Meetings, Join a Meeting**.
2. Meetings that start in the next 30 minutes appear. Select the meeting you want to join.

#### Note

If you don't see the meeting in the list, enter the meeting ID to join.

3. If anyone else joins early, you can see their information and communicate with them before the meeting starts.

## Use the Amazon Chime Roster

The Amazon Chime meeting roster gives you visibility into who is on the call, running late, using video, muting, and more. Users appear in the list of attendees after they join, and users that were invited but haven't joined yet appear in the **Invited** section. Users that are running late appear under **Running Late**, and users that leave appear under **Left**.

You can also mute or message users from the roster.

To get more information about a user's status, the following icons are available within the roster:

- Audio icons
  - Speaker icon—The attendee is using VoIP.
  - Telephone icon—The attendee is using dial-in.
  - No audio icon—The attendee joined without their microphone and speaker enabled, and is probably using a different audio source, such as shared in a room, dial-in, or in-room video.
  - Gray audio icon—The attendee is muted.
  - Red audio icon—The attendee's connection is weak.
- Status icons
  - Attendee—The attendee is in the meeting.
  - Invited—The attendee has been invited but has not joined yet.
  - Declined—The attendee selected **Decline** on the **Join** screen.
  - Running late—The attendee selected **Running late** on the **Join** screen.
  - Left—The attendee was attending the meeting and chose to leave.

- Status colors
  - Green—The attendee is available.
  - Red—The attendee is busy.
  - Private—The attendee is only available on mobile devices. To set this status, choose **Settings, Share availability information with No one**.

#### Screen share icons

- Screen icon—The attendee is sharing his or her screen.
- Eye icon—The attendee is viewing the screen share in the Amazon Chime app or web screen viewer.
- Video icons
  - Video camera icon—The attendee has his or her webcam enabled.
  - Video tiles—A maximum of 16 tiles are displayed on a first-come basis.

#### Note

Meeting attendees can view video tiles without enabling their webcam.

## Chat with Users

All meeting attendees who have the Amazon Chime app have access to chat. Chat for a meeting is available after a meeting begins, and becomes unavailable when the meeting ends.

All chat messages are public, meaning any message posted is visible to all meeting attendees.

Messages can include both file attachments and emojis.

To save all of the chat messages for a meeting, press Ctrl + A to copy the messages before the meeting ends.

For information about using chat in Amazon Chime, see [Collaborate Using Amazon Chime Chat \(p. 19\)](#)

## Enable Video

Amazon Chime provides an HD video experience that makes meetings more productive and engaging.

To enable your webcam and open the video bar, choose **Video**. Up to 16 attendees video tiles are displayed in the video bar, on a first-come, first-served basis. A camera icon is displayed next to the name of anyone sharing their video.

You can also watch videos without enabling your own. To disable video, either hover over your tile and choose the camera icon, or choose **Video**. If you don't want to see the video of yourself, choose **Settings, Show Preview for my Own Video**.

To pause or play an attendee's video, choose the video tile. Attendees don't know when they've been paused.

To move the video bar, choose **Pop-out** or **Pop-in**, or choose **Exit** to remove it completely.

## Share Your Screen

Anyone who has the Amazon Chime desktop app installed can share their screen or get remote access, not just the meeting organizer. To do this, choose **Screen**, and then choose **Share Screen** to share your

whole screen or **Share Window** to share a specific window. Desktop users see a **Shared screen** pop-up, and mobile users see an alert to ignore or view the shared screen.

If you're sharing your entire screen on your Windows or Mac desktop app, one or multiple attendees can request keyboard and mouse control of your desktop by choosing **Share, Request Shared Control**.

## Request Desktop Control

If you want to take control of another attendee's desktop, you can do so as long as both of you are using the Windows or Mac desktop app. This is especially useful for demonstration or troubleshooting purposes.

### To use request desktop control

1. The other user shares his or her entire desktop (not just a window).
2. Choose **Call, Request Shared Control**.
3. The other users chooses **Allow** to allow shared control.
4. The gold band around the desktop turn red, and cursors of both users are labeled.
5. To end the shared session, either the viewer or the sharer chooses **End**.

## Mute and Unmute Others

Mute and unmute audio, either by choosing **Mute** at the top of the meeting window, or by choosing the microphone icon at the top of the **Chat** window.

## Switch from VoIP to Dial-In

If your internet connection is poor, you can switch from VoIP to Dial-In at any time.

### To switch to dial-in

1. Choose **Settings, Change Audio, Switch to Dial-In**.
2. Use the dial-in number shown or select an international number.
3. Enter the **Meeting ID** when prompted.

# Schedule Meetings Using Amazon Chime

Amazon Chime Pro users have the ability to schedule meetings, as well as assign other Amazon Chime users to schedule meetings on their behalf as delegates.

Amazon Chime makes scheduling meetings easy, whether you are using Outlook, Google Calendar, or another calendar app.

## Contents

- [Choose a Meeting ID \(p. 12\)](#)
- [Schedule Meetings with a Calendar App \(p. 13\)](#)
- [Schedule Meetings with Google Calendar \(p. 13\)](#)
- [Schedule Meetings with the Outlook Add-In \(p. 14\)](#)
- [Start an Instant Meeting or Call \(p. 15\)](#)
- [Host a Meeting \(p. 15\)](#)
- [Assign a Delegate \(p. 16\)](#)
- [Cancel a Meeting \(p. 17\)](#)
- [Scheduling Best Practices \(p. 17\)](#)

## Choose a Meeting ID

There are two types of meeting IDs: Personal Meeting IDs and One-time Meeting IDs.

Using a **Personal Meeting ID** is similar to using a traditional meeting bridge. It's a convenient way to schedule meetings, because you don't have to remember meeting details for each new meeting that you schedule. To set them up, add `meet@chime.aws` as a meeting attendee in your meeting invite. This type of meeting is more open, and should not be used for confidential or back-to-back meetings.

A **One-time Meeting ID** is a unique ID used for individual meetings or a meeting series. This ensures that meeting attendees have dial-in information specific to the meeting or meeting series, preventing

back-to-back meetings from merging. These are ideal for confidential, overlapping, and back-to-back meetings.

## Schedule Meetings with a Calendar App

You can schedule meetings with your existing calendar app.

### To schedule a meeting with a calendar app

1. From the Amazon Chime app, choose **Meetings, Schedule a Meeting**.
2. For **Calendar app**, choose **Other**.
3. Choose your meeting settings and choose **Copy**.
4. Go to your calendar app and open the meeting to update.
5. Paste the attendee details into the calendar invite.
6. If you are using your Personal Meeting ID, you only need to add meet@chime.aws as an attendee to your meeting.

If you are using a One-time Meeting ID, add meet@chime.aws and the pin+ email address as attendees to your meeting.

7. Choose **Send** to send the invitation.

To update a meeting, update in your calendar app as you normally would, but make sure to send the invite to all attendees. This ensures that the invite is updated in Amazon Chime as well.

## Schedule Meetings with Google Calendar

If you use Google Calendar, you can also schedule Amazon Chime meetings.

### To schedule a meeting using Google Calendar

1. Open the Amazon Chime app.
2. Choose **Meetings, Schedule a Meeting**.
3. In the **Schedule Meeting assistant**, choose **Google Calendar**.
4. Choose your meeting settings, including dial-in numbers, which will be added to the meeting instructions.
5. Choose one of the following options:
  - **Personal Meeting ID** - This is a personal meeting ID that is assigned to you. It's a convenient way to schedule meetings, because you don't have to remember new meeting details for each new meeting.
  - **One-Time Meeting ID** - This is a 10-digit pin that Amazon Chime generates to use for single or recurring meetings. This is ideal for back-to-back, overlapping, or confidential meetings.
6. Review the **Schedule Meetings Instructions** field, which is automatically populated.
7. Choose **Schedule with Google**.
8. A new tab opens in your default browser. Make sure this browser is signed into your Google account with the same email address that you used to create your Amazon Chime account.
9. A Google invite appears, which includes meeting instructions and an invite to Amazon Chime. Having Amazon Chime in the list of invitees enables Auto-call and automatically starts the meeting for registered attendees at the scheduled start time.

10. Enter the name, date, time, additional attendees, and recurrence (if any).
11. Send the invite.

### To add Amazon Chime to an existing Google Calendar meeting

1. From the Amazon Chime app, choose **Meetings, Schedule Meeting**.
2. For **Calendar app**, choose **Other**.
3. Choose your meeting settings and choose **Copy**.
4. Go to your Google calendar and open the meeting that you want to update.
5. Paste the attendee details into the **Add guests** field and choose **Add**.
6. Copy the meeting instructions from the **Amazon Chime Schedule Meeting assistant**.
7. In Google Calendar, paste the instructions into the **Description** field and choose **Save, Send**.

## Schedule Meetings with the Outlook Add-In

You can schedule Amazon Chime meetings one of two ways using the Outlook for Windows Add-in: either from the Amazon Chime app, or from Outlook itself. You can also add Amazon Chime to an existing meeting on your Outlook calendar.

### To schedule a meeting using Outlook from the Amazon Chime app

1. Open the Amazon Chime app, and choose **Meetings, Schedule Meeting**.
2. For **Schedule Meeting**, choose **Outlook Calendar**.
3. For **Meeting Settings**, enter your information, including dial-in numbers, which will be added to the meeting instructions.
4. Choose one of the following options:
  - **Personal Meeting ID**—This is a personal meeting ID that is assigned to you. It's a convenient way to schedule meetings, because you don't have to remember new meeting details for each new meeting.
  - **One-Time Meeting ID**—This is a 10-digit pin that Amazon Chime generates that you can use for single or recurring meetings. This is ideal for back-to-back, overlapping, or confidential meetings.
5. Review the **Schedule Meetings Instructions** field, which is automatically populated.
6. Choose **Schedule with Outlook**.

#### Note

If you haven't installed the Outlook add-in, you receive a prompt to install it. Follow the instructions in the prompt. When asked to sign in to Amazon Chime, use the same credentials that you used to sign in to your other Amazon Chime clients. Confirm that the add-in was installed by seeing the Amazon Chime Outlook Add-In at the top of Outlook.

7. An Outlook invite appears, which includes meeting instructions.

**meet@chime.aws** is included, which enables Auto-call and automatically starts the meeting for registered attendees at the scheduled start time.

8. Enter the date, time, additional attendees, and recurrence (if any).
9. Send the invite.

### To schedule a meeting from Outlook

1. Include international phone numbers by choosing **Schedule Amazon Chime Meeting** on the Outlook Calendar ribbon, **International Dial-ins**.

2. Open a meeting date and time, or choose **Appointment**, **New Meeting**, and **Schedule Amazon Chime Meeting**.
3. Select the **Meeting ID type**.
4. The invite is automatically populated with meet@chime.aws, instructions, meeting link, dial-in info, and meeting ID.
5. Edit the meeting instructions if necessary, and choose **Send**.

#### To add Amazon Chime to an existing meeting on your Outlook Calendar

1. Open an existing meeting from your Outlook calendar.
2. Choose **Schedule Amazon Chime Meeting** and select the type of **Meeting ID**.
3. Edit the auto-populated instructions as necessary, and choose **Save, Send the update to all**.

## Start an Instant Meeting or Call

If you want to start a meeting right away rather than schedule one in advance, you can use instant meetings or call another user directly from chat.

#### To start an instant meeting

1. Choose **Meetings, Start an Instant Meeting**.
2. Choose **Personal** or **One-time Meeting ID**.
3. Choose **Mic & Speakers** or **Dial-in**.
4. Add the users to invite to your call.

#### To start a call from chat

1. [Use One-on-One Chat \(p. 19\)](#) or [Start a Group Chat \(p. 19\)](#).
2. Choose the phone icon in the top-right corner of the screen.
3. The call starts with all the chat users immediately.

## Host a Meeting

The host, or meeting organizer, can perform additional actions during a meeting. The controls are available above the **Chat** window or in the **More** menu.

The host can perform the following muting actions from the audio icon or the **More** menu:

- **Mute All Others** - Mutes meeting attendees. Use this if you want to eliminate an echo or external noise. Attendees are able to unmute themselves to resume audio.
- **Disable Attendee Unmute** - Meeting attendees are not able to unmute themselves.
- **Enable Attendee Unmute** - Returns unmute control to meeting attendees.

The host can perform the following recording actions:

- Start and stop recording the meeting by choosing the record icon, or by choosing the **More** menu, **Stop Recording**.

**Note**

Meeting attendees receive an update that the meeting is no longer being recorded. Recording automatically stops when the meeting ends.

- Confirm that the meeting is being recorded by seeing the record icon next to the Meeting ID.

**Note**

Meeting attendees are notified audibly and visually that their meeting is being recorded when they join.

- Receive a file of the recording in an Amazon Chime chat message. Amazon Chime sends .mp3 files of audio-only recordings, and .mp4 files of screen share meetings.

**Note**

Videos are not included in the recording.

The host can perform the following actions in event mode, which enables the organizer to quickly mute attendees and control other interactions:

- Turn on event mode by choosing **Event Mode** after the meeting has started. This sets the following controls:
  - Attendees are muted and anyone who joins is muted immediately.
  - Attendees who are not presenters cannot mute other attendees, choose to share their screen, or turn on their webcam.
  - Roster notifications for attendees who join, leave, or change status are disabled.
  - Attendees who try to perform a restricted task receive a message that the action has been disabled by the host.
- Promote an attendee to a presenter by following these steps:
  1. Choose **More, Add Presenters**.
  2. Check the boxes next to the attendees and choose **Add**.
  3. Attendees who are given permission to present are notified and identified by the Event Mode icon in the roster.
- Disable an attendee's ability to present by choosing a name on the roster and **Remove from Presenters**.
- Turn Event Mode off by choosing the event mode icon and **Disable Event Mode**. This enables attendees to mute, unmute, share their screen, and enable video.

Lastly, the host can prevent unauthenticated users from joining the meeting by locking the meeting. Attendees with no Amazon Chime account that try to join the meeting with the 10-digit dial-in, web screen viewer, or the Amazon Chime add-in receive a message that the meeting is locked.

## Assign a Delegate

If you have a pro license, you can give other users delegate status to enable them to schedule meetings on your behalf and attend meetings with full organizer privileges.

### Assign Delegates

Assign delegates from the desktop client.

**To assign delegates**

1. From the **Amazon Chime** menu, choose **Amazon Chime, Preferences, Meetings**.

2. Choose **Add Delegate** and enter the name of the contact to add as a delegate.

## Remove Delegates

Remove delegates from the same location in the client.

### To remove delegates

1. From the **Amazon Chime** menu, choose **Amazon Chime, Preferences, Meetings**.
2. Choose an existing delegate from the list, and choose **Remove**.

## Schedule Meetings as a Delegate with a Calendar App

If you are a delegate who schedules meetings on behalf of others and you are not using the Outlook add-in, follow these steps.

### To schedule a meeting as a delegate with a calendar app

1. When you are first assigned as a delegate, ask the user you are scheduling meetings for to follow these steps:
  1. From the **Amazon Chime** app, choose **Meetings, Schedule a Meeting**.
  2. Under **Meeting Settings**, choose **Personal Meeting ID**.
  3. Under **Steps to Schedule a Meeting**, choose **Copy** and send the text to you.
2. Use the Meeting ID provided in the instructions to create an email address with the following format: **pin+{meeting\_ID}@chime.aws**. Save this address and the full meeting instructions on your computer.
3. To schedule an Amazon Chime meeting as a delegate, schedule the meeting in your calendar app as you normally would. Be sure to include in your invite the user you are scheduling the meetings for, **meet@chime.aws**, and the pin+ email address you created in step 2. Optionally, you can also include the full meeting instructions in your invite.

## Schedule Meetings as a Delegate using the Outlook Add-In

When scheduling meetings with the Outlook add-in, you receive a prompt to select who you are scheduling the meeting for. For more information, see [Schedule Meetings with the Outlook Add-In \(p. 14\)](#).

## Cancel a Meeting

To cancel a meeting, cancel the meeting in your calendar app. Because **meet@chime.aws** is included in the invitation, Amazon Chime is notified of the cancellation and won't start the meeting.

## Scheduling Best Practices

No matter which app you schedule your meeting from, here are some helpful tips to follow when setting up meetings.

#### Topics

- [Create a Personalized Link](#) (p. 18)
- [Help Mobile Users Join Your Meeting](#) (p. 18)
- [Enable or Disable Auto-call](#) (p. 18)
- [Invite a Distribution List](#) (p. 18)
- [Change Meeting Details](#) (p. 18)

## Create a Personalized Link

When you create an account with Amazon Chime, you receive a 10-digit Personal Meeting ID. To make it easier for attendees to join your meetings, you can create a personalized link by choosing **Add Personalized Link** under your name.

Create a name that is easy for people to associate with you, like your email address prefix or your name. The name must be at least 12 alpha-numeric characters or longer (special characters are not included in the character count). Amazon Chime makes sure it's unique in the system, and automatically adds it to your meeting instructions.

## Help Mobile Users Join Your Meeting

When inviting mobile users to your meeting, copy and paste the **One-click Mobile Dial-in** into the **Location** field of your meeting invite. When the calendar reminder appears for the meeting on their mobile devices, they can choose the string to dial-in automatically and enter the **Personal Meeting ID**.

## Enable or Disable Auto-call

When your meeting starts, Amazon Chime can call every attendee automatically on all registered devices with Auto-call. You and your attendees don't have to watch the calendar to join the meeting.

To enable Auto-call, make sure **meet@chime.aws** is invited to your meeting.

If you don't want everyone's devices to ring at the same time (for example, if everyone is in the same office), or if your attendees would rather just open the invite and choose the meeting link, remove **meet@chime.aws** from the invitee list.

## Invite a Distribution List

If you have a weekly or monthly meeting with a large team or department, and you don't want to invite individual users one-by-one, schedule the meeting with **meet@chime.aws**, then delete **meet@chime.aws**.

Attendees can open the meeting link in the instructions, choose **Meetings, Join a Meeting**, and enter the PIN manually.

Use caution when using distribution lists with **meet@chime.com**, which doesn't call individual attendees. You must list individual users to have Amazon Chime initiate the call.

## Change Meeting Details

When changing meeting details or adding **meet@chime.com** to an existing meeting, remember to choose **Send Updates to All**.

# Collaborate Using Amazon Chime Chat

You can use Amazon Chime to chat with colleagues directly, in a group, or in a chat room. You can share attachments up to 50 megabytes, include emojis and emoticons, adjust font size, search messages, and read messages across all devices. Go to **Recent Messages** to see the latest one-on-one and groups messages from the past 7 days, and use **Favorites** to organize important threads.

## Contents

- [Use One-on-One Chat \(p. 19\)](#)
- [Start a Group Chat \(p. 19\)](#)
- [Create a Chat Room \(p. 20\)](#)

## Use One-on-One Chat

### To chat directly with a colleague

1. Access chat from the left side of the Amazon Chime desktop app or the **Messages and Rooms** tab in the mobile app.
2. Choose the person's name in the left pane, or choose **Message** and select a name.

#### Note

If you don't see the name that you want, choose **My Contacts, Add Contact**.

If the colleague's email address is not associated with a Amazon Chime account, they receive an invite.

3. Messages are sent to your desktop app if it's the most active device. If you're away or on a mobile device, Amazon Chime sends them to your mobile app as push notifications.
4. To start an instant meeting, choose the phone icon in the upper-right corner to call the other person.

## Start a Group Chat

### To send the same messages to more than one person

1. Access chat from the left side of the Amazon Chime desktop app or the **Messages and Rooms** tab in the mobile app.
2. Choose **Group Message** and add up to 50 users to the **To:** field.
3. Messages are sent to your desktop app if it's the most active device. If you're away or on a mobile device, Amazon Chime sends them to your mobile app as push notifications.
4. To start an instant meeting, choose the phone icon in the upper-right corner to call everyone in the group.

## Create a Chat Room

To collaborate in a less direct way on projects, invite others during escalations, or discussions topics or teams on an ongoing basis, you can create a chat room.

### To create a chat room

1. Choose **Rooms, New Room**.
2. Enter a name for the room and choose **Create**.
3. Add members from your contact list.
4. Invitees receive an Amazon Chime notification and the chat room automatically opens on their desktop app. (Mobile users receive push notifications.)
5. Members are listed on the right side of the chat room.
6. To start an instant meeting, choose the phone receiver icon and choose a single member, multiple members, or the entire room.
7. To close the chat room but remain a member, choose the red X next to the name of the room.
8. To leave the chat room (you must be re-invited to return), choose **Settings, Leave the chat room**.

## Administer a Chat Room

Chat room administrators have a crown icon next their names. Administrators can add or edit members, edit the room name and invite policy, and delete the room and thread history under **Settings**.

Administrators can't leave the room if they are the only administrator. They must promote another member to administrator before they leave.

To make someone an administrator, choose **Settings, Edit Members**, select a member, and then choose **Make Administrator**.

## Send Notifications

Because chat rooms are continuous conversations, you can send an audible notification (a sound on your desktop or a push notification on your mobile device) to call attention to new messages.

Type **@** or choose **At-mention** and select a member's name, the entire room, or present members. Chosen members see new message in bold with their name highlighted. If they're online but the chat room is closed, the chat room pops open automatically on their screens.

# Getting User Support

If you are a member of an Amazon Chime team or enterprise account and need to contact support, ask your administrator to submit a ticket for you. For more information, see [Getting Administrator Support](#).

It's helpful to provide your administrator with the following information to include in the ticket:

- A detailed description of your issue.
- The time the issue occurred, including your time zone.
- Your Amazon Chime version. To find your version number:
  - In Windows, choose **Help, About Amazon Chime**.
  - In OSX, choose **Amazon Chime, About Amazon Chime**.
  - In iOS and Android, choose **Settings, About**.
- The Log Reference ID. To find this ID:
  - In Windows and OSX, choose **Help, Send Diagnostic Logs**.
  - In iOS and Android, choose **Settings, Send Diagnostic Logs**.
- If your issue is related to a meeting, the Meeting ID.

# Document History

The following table describes the documentation for this release of Amazon Chime.

- **Latest documentation update:** February 14, 2017

Change	Description	Date
Initial release	Initial release	February 14, 2017