Amazon Chime

User Guide
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What is Amazon Chime?

Amazon Chime is a secure, comprehensive communications service that lets you meet, chat, and place business calls inside and outside your organization. Amazon Chime works across your devices so that you can stay connected, helping you to work productively from anywhere.

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

Joining 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 Joining a meeting without the Amazon Chime app (p. 12).

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 Joining a meeting anonymously (p. 13).

How to get started with Amazon Chime

To use Amazon Chime regularly to communicate and join meetings, download the Amazon Chime Pro version. Create an Amazon Chime user account, and use Amazon Chime Pro for free for 30 days. To download Amazon Chime, see Download Amazon Chime. For instructions about how to get started, see Creating an Amazon Chime account (p. 5).

Creating an Amazon Chime administrator account

To continue using the Amazon Chime Pro version after the 30 day free trial period, you or your administrator must create an Amazon Chime administrator account and add you as a user. With an administrator account, you can also manage a team of Amazon Chime users. For more information, see Getting started in the Amazon Chime Administrator Guide.
Getting started with Amazon Chime

To use Amazon Chime to communicate and join meetings, download the Amazon Chime app and create an Amazon Chime user account. You can access Amazon Chime Pro features for free for 30 days. To download Amazon Chime, see Download Amazon Chime.

Note
If you accept an invitation from an Amazon Chime administrator to join a team, your administrator assigns you Pro or Basic permissions.

After the 30-day Pro trial ends, you can continue to use Amazon Chime with Basic permissions for free. Users with Basic permissions cannot host meetings, but they can attend meetings and use chat. For more information about Pro and Basic features, see Plans and pricing.

To continue using Amazon Chime with Pro permissions after the 30-day free trial period ends, you or your administrator must create an Amazon Chime administrator account and add you as a user with Pro permissions. For more information, see Getting started in the Amazon Chime Administrator Guide.

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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 or access it in your web browser and it works.

Windows

Supported versions:
- Windows 10, 32-bit and 64-bit
- Windows 8.1, 32-bit and 64-bit
- Windows 7, 32-bit and 64-bit

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

Software requirements:
- .NET 4.5.2 or later (for the 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**.

**macOS**

Supported versions:

- OS X 10.11 and later

Hardware requirements:

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

**Android**

Supported versions:

- Android OS 4.0 and later

Software requirements:

- OpenGL ES is required for the screen share viewer.
- Google services and a 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 10.0 and later

Hardware requirements:

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

**Browser requirements**

The following browsers are supported for the Amazon Chime web application. To open the application, sign in to [https://app.chime.aws/](https://app.chime.aws/) from your web browser.

- Browsers supported for chat:
• Google Chrome (latest three versions)
• Mozilla Firefox (latest three versions)
• Safari 10 or later for macOS
• Microsoft Edge (latest version)

Browsers supported for meetings and video:
• Google Chrome (latest three versions)
• Mozilla Firefox (latest three versions)

Browsers supported for screen sharing:
• Google Chrome for Windows, macOS, and Linux desktops (latest three versions, version 72 or later)
• Mozilla Firefox for Windows, macOS, and Linux desktops (latest three versions, version 66 or later)

Browsers with limited meeting support:
• Microsoft Edge (latest version)
• Safari 10 or later for macOS

Note
Limited meeting support requires attendees to dial in for audio.

The following browsers are supported for the simple screen share viewer, which provides meeting support for additional browsers and allows attendees to view shared screens and dial in for audio.

• Internet Explorer 9, 10, and 11

Amazon Chime Add-In for Outlook

The Amazon Chime Add-In for Outlook is compatible with Office 365 and recent versions of Microsoft Exchange Server on-premises. To decide whether it is right for your organization, see Choosing the Right Outlook Add-In.

Supported Outlook versions:
• Outlook on the web in Office 365 and Outlook.com
• Outlook 2013 or newer for Windows
• Outlook 2016 or newer for macOS

Supported Exchange versions:
• Office 365
• On-premises Exchange version 2013 or newer, when used with a supported client

Note
macOS users must be on macOS version 10.12 (Sierra) or newer.

Amazon Chime Add-In for Outlook on Windows

For users with Outlook 2010 and Exchange 2010 on Windows, use the Amazon Chime Add-In for Outlook on Windows.

Supported Outlook versions:
• Microsoft Outlook 2010
Amazon Chime Readiness Checker

To see if your device is ready to use with Amazon Chime, use the Amazon Chime Readiness Checker at https://app.chime.aws/check. The Amazon Chime Readiness Checker runs in your browser, but it also ensures that Amazon Chime works on your desktop if you have the client installed.

The Amazon Chime Readiness Checker checks the speaker, microphone, camera, screen sharing, and connectivity for the following conditions.

**Speaker**

Is the speaker device connected and turned on?

Is the volume turned up?

Confirm your default system speaker device.

Check your browser settings to confirm that Amazon Chime is allowed to access your speaker device.

**Microphone**

Is the microphone device connected and turned on?

Confirm your default system microphone device.

Check your browser settings to confirm that Amazon Chime is allowed to access your microphone device.

**Camera**

Is the camera connected and turned on?

Confirm your default system camera.

Check your browser settings to confirm that Amazon Chime is allowed to access your camera.

**Screen share**

Are you using the Google Chrome or Mozilla Firefox browser?

Update your browser to the latest version. Screen share is available for Chrome version 72 and Firefox version 66 or later, and native Amazon Chime desktop applications.

**Connectivity**

For detailed information about connectivity requirements, see Network configuration and bandwidth requirements in the Amazon Chime Administrator Guide.

Creating an Amazon Chime account

To start using Amazon Chime, download Amazon Chime and create a user account. Then you can set a personalized meeting link, add contacts, and schedule meetings.
**Downloading Amazon Chime**

To begin, first download and install the Amazon Chime client from [Download Amazon Chime](https://app.chime.aws/), or access the Amazon Chime web client at https://app.chime.aws/.

**Creating an Amazon Chime user account**

Use the following steps to create your Amazon Chime user account.

**To create an Amazon Chime user account**

1. Open the Amazon Chime app.
2. Do one of the following:
   - If you have an invitation from an Amazon Chime administrator – Enter the email address you use for work.
   - If you are an individual user or part of a group with no administrators – Enter the email address you use for scheduling meetings.
3. Choose **Sign in / Sign up, Create a new Amazon account**.
4. Enter your name and email address, set a strong password, and choose **Create your Amazon account**.
5. If prompted, complete the CAPTCHA or one-time password challenge.
6. Choose **I agree** to grant access for your Amazon account to be used with Amazon Chime, check your email, and choose **Verify Me**.

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

**Setting a personalized link**

If you have Amazon Chime Pro permissions, you can create a personalized meeting link that generates a friendly name for meetings that you host.

**To set a personalized link**

1. Choose the menu in the upper-left corner by your name, and choose **My meeting bridge information**.
2. For **Personalized ID**, choose **Create your personalized ID**.
3. Review the information in the message that displays, and choose **Acknowledge and continue**.
4. Enter the name of your personalized link. It must be between 12-35 characters long. Your personalized link is unique within the Amazon Chime service.
5. Choose **Save**.

**Adding contacts**

Use the following steps to add a contact.

**To add contacts**

1. In the Amazon Chime client, choose **Contacts**.
2. Search for the contact by name, email address, or phone number.
3. If the contact appears in your search, select the contact, and choose **Done**.

If the contact does not appear in your search, choose **Invite contact** to send them an email invitation.

**To add a contact from your history**

1. Do one of the following:
   - From the Amazon Chime desktop or web client, under **Meetings and Calls**, choose **Call history**.
   - From the Amazon Chime mobile app, choose **Calls**.
2. Select the contact to open the actions menu.
3. Choose **Add to my contacts**.

**Scheduling meetings**

If you have Amazon Chime Pro permissions, you can schedule meetings. For more information, see **Scheduling meetings using Amazon Chime (p. 23)**.
Attending meetings using Amazon Chime

Amazon Chime provides several ways to join a meeting, depending on where you join from. After you join a meeting, you can use a number of features, including video, screen sharing, desktop, and other controls.

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Joining an Amazon Chime meeting

Amazon Chime provides several ways to join a meeting. How you join depends on your environment and the features that you want to use. To determine the best way to join, review these criteria to see which items apply to you.

- Audio configurations
  
  **Note**
  To avoid an 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, mobile and desktop. Make sure to connect your device to a stable network.
  - To attend a meeting hosted in 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. To use them, in the Amazon Chime client, select Meetings, Schedule a Meeting.
  - If you want to join a meeting hosted in a room with a built-in video conference system, and that system is compatible with Amazon Chime, you can use the audio from that device.

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

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Joining an auto-call meeting using the Amazon Chime client

If a meeting has been set up for auto-call, you can use the Amazon Chime client to join the meeting.

To join an auto-call meeting using the Amazon Chime client
1. Sign in to the Amazon Chime client app on your Windows or macOS device.
2. When the meeting starts, the Meeting dialog box appears.
3. In the Meeting dialog box, choose Join.
   Note
   If you join a moderated meeting, Amazon Chime blocks the Message all option and other attendee interactions until a moderator joins and starts the meeting. Also, the Running late status only becomes visible after a moderator starts the meeting.
4. In the Choose Meeting Audio dialog box, choose one of the following options:
   • If you have the only audio source in the room, choose Use Mic & Speakers.
   • If you dial in, use an in-room video system, or someone else in the room uses their audio, choose Disable Mic & Speakers.
   • To get the phone number and meeting ID to access a meeting, choose Dial-in.
5. The meeting window opens.
   Note
   If you join a moderated meeting, the meeting window opens after a moderator joins and starts the meeting.

If you don’t see the meeting window open, choose Home and choose your meeting from the list of meetings that appears.

If you are the meeting host or a delegate for a moderated meeting, the meeting starts automatically as soon as you join. If you have the moderator passcode, choose Enter moderator passcode to join as a moderator and start the meeting. For more information, see Scheduling a moderated meeting (p. 34).

Changing your audio source

If you are using the Amazon Chime client for Windows or macOS, you can change which speakers and microphone you use during a meeting.
To change your audio source during a meeting

1. Do one of the following:
   - From the Windows client – Choose More, Change audio.
   - From the macOS client – Choose Settings, Change audio.

2. Under Microphone and Speakers, select your audio sources.

You can choose to select your default audio settings for Amazon Chime before you join a meeting.

To change your default audio settings

1. Do one of the following:
   - From the Windows client – Choose File, Settings, Audio.
   - From the macOS client – Choose Amazon Chime, Preferences, Audio.

2. For Mic and Speakers, select your default audio sources.

3. Choose Done.

Using headset call controls

When you are signed in to the Amazon Chime client app for Windows or macOS, you can use a compatible headset device to join auto-call meetings, leave meetings, answer incoming calls, end calls, mute audio, and adjust volume.

The following headset brands are compatible:

• Jabra
• Poly (including Plantronics)
• Sennheiser

The following headset types are compatible:

• USB
• DECT with USB base station
• Bluetooth with USB dongle

Note
Some headset devices might play audio cues when the headset call controls are used. You can turn off those audio cues by adjusting your headset device settings in the headset vendor’s software.

Joining 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 look for the visual notice on your phone.
2. Slide your finger across the notice to launch the Amazon Chime app and choose your meeting.

3. In the **Meeting Starting** dialog box, choose **Answer**.

   **Note**
   If you are joining a moderated meeting, the **Message all** option and other attendee interactions are blocked until a moderator joins and starts the meeting. The **Running late** status is only visible after a moderator starts the meeting.

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 you have a slow cellular data connection or poor signal strength and you want to use your mobile phone to dial in to the meeting, perform the following steps:
     1. Choose **Dial In**.
     2. (Optional) For **Dial-in country**, choose the country to open the **Select Dial-in** menu and select a different country for your dial-in number. You can also choose whether to use a toll-free number.
     3. For **Dial-in**, choose **One-touch dial now**.
     4. Choose **Call**.

If you are the meeting host or delegate for a moderated meeting, the meeting starts automatically as soon as you join. If you have the moderator passcode, choose **Enter moderator passcode** to join as a moderator and start the meeting. For more information, see **Scheduling a moderated meeting** (p. 34).

**Amazon Chime mobile app options**

If you have the Amazon Chime client app installed on a mobile device, you can choose how you receive inbound meetings and calls on that device. The following options are provided in the settings that control how you are notified for Amazon Chime meetings and calls:

- **Call this device for scheduled meetings (on by default)** – Your device rings for both scheduled, occasional, and instant meetings. Turn this setting off if you do not want this device to ring when a scheduled meeting begins. However, the device still rings for occasional and instant meetings.

- **Play Amazon Chime ringtone (on by default)** – The Amazon Chime ringtone plays for calls and meetings. Turn this setting off if you want to turn off the sound and just receive a notification when the call starts.

- **Allow joining from lock screen (iOS only – turned off by default)** – Join your meetings and calls directly from Amazon Chime notifications. Turn this setting on to answer inbound meetings and calls like regular phone calls, without opening the Amazon Chime app.

- **Prompt for feedback (on by default)** – Amazon Chime prompts for meeting feedback when a meeting ends or when you leave the meeting. Turn this setting off to stop receiving feedback prompts on this device.

**Joining a meeting using an in-room video conference system**

To join Amazon Chime meetings with video and audio from an in-room system, you can do so by using the SIP or H.323 protocol.
To join an Amazon Chime meeting using an in-room conference system

1. Turn on your in-room system and choose Video Conference, Dialing, and Keyboard.
2. Enter one of the following as instructed by your Amazon Chime meeting invitation:
   - SIP – 10-digit meeting ID@meet.chime.in, u@meet.chime.in, or meet.chime.in
   - H.323 – 13.248.147.139 or 76.223.18.152
3. Choose Call and wait a few seconds to connect to Amazon Chime.
4. If prompted, type the 10-digit or 13-digit meeting ID from the meeting invitation, followed by #.
   
   Note
   If you enter the 13-digit meeting ID, generated using an Amazon Chime client, your name is displayed in the meeting instead of the in-room video system name.
5. To share your screen with other meeting attendees, plug the system cable into your laptop and enable content sharing.

If you are joining a moderated meeting, you are unable to interact with other attendees until a moderator joins and starts the meeting.

If you have the moderator passcode, enter the passcode to join as a moderator and start the meeting. Moderators who join a moderated meeting using a supported in-room video system can also perform additional actions from the dialpad. For more information about moderator dialpad actions, see Moderator actions using phone or in-room video systems (p. 35). For more information about moderated meetings, see Scheduling a moderated meeting (p. 34).

Joining 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.

If you are using the latest three versions of Mozilla Firefox or Google Chrome, you can join meetings with the Amazon Chime web app. Using the web app lets you share your screen or an application window, and see in your browser when someone shares their screen. You can also hear the meeting’s audio through your computer or dial-in, participate in meeting chat, and use Amazon Chime meeting controls.

If you are joining a moderated meeting, you are unable to interact with other attendees until a moderator joins and starts the meeting. If you have the moderator passcode, choose Enter moderator passcode to join as a moderator and start the meeting. For more information, see Scheduling a moderated meeting (p. 34).

If your administrator has enabled the Amazon Chime call me feature, you can choose Call me at a phone number to have Amazon Chime call you at your preferred phone number.

To join a meeting from the meeting invite with the web app

1. In the calendar invite, open the link to join the meeting from your browser.
2. Identify yourself for the meeting roster.
   a. If you have an Amazon Chime account, choose Sign in now and sign in with your account credentials.
   b. Otherwise, type your name, and choose Next.
3. Select your audio source to join the meeting.
   
   Note
   If the host’s administrator enabled the call me feature, you can choose Call me at a phone number, select a supported country, and provide a phone number for Amazon Chime to call you for the meeting.
Amazon Chime User Guide
Joining a meeting anonymously

Browsers that aren't supported by the web application are supported by the simple screen share viewer. For a complete list of supported browsers, see System requirements (p. 2). With the simple screen share viewer, you can see when someone shares their screen in your browser and can dial in from your phone to hear audio.

**To join a meeting from the meeting invite with the simple screen share viewer**

1. In the calendar invite, open the link to join the meeting.
   
   **Note**
   If you aren't using a browser supported by the web app, you are automatically redirected to the simple screen share viewer.

2. Type the name, and choose **Next**.
3. Dial into the meeting using the phone number and meeting PIN.
   
   **Note**
   If the host's administrator has enabled the call me feature, choose **Call me at a phone number**, select a supported country, and provide a phone number for Amazon Chime to call you for the meeting.

4. Choose **Continue in Browser**.

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

2. Choose **Join Meeting** and enter the **Meeting ID**.
3. Choose your audio source.
   
   **Note**
   If the host's administrator has enabled the call me feature, choose **Call me at a phone number**, select a supported country, and provide a phone number for Amazon Chime to call you for the meeting.

**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.

If the host's administrator has enabled the Amazon Chime call me feature, you can use it to receive a call from Amazon Chime when using the meeting link or web application. Choose **Call me at a phone number**, select a supported country, and provide a phone number for Amazon Chime to call you for the meeting.

**Joining a meeting anonymously**

If you don't have an Amazon Chime 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**, type the **Meeting ID** for the meeting to join, and type the name to display in the meeting roster.
3. Select your dial-in options, and choose **Continue in Amazon Chime app**.

If you are joining a moderated meeting, you are unable to interact with other attendees until a moderator joins and starts the meeting. If you have the moderator passcode, choose **Enter moderator**
passcode to join as a moderator and start the meeting. For more information, see Scheduling a moderated meeting (p. 34).

Joining a meeting early

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

To join a meeting early

1. Do one of the following:
   - From the Amazon Chime desktop client or web app, choose Home, Join a meeting.
   - From the Amazon Chime mobile app, choose Meetings.
2. A list of meetings that start in the next 30 minutes appears. Choose your meeting to join.
   
   **Note**
   If you don't see the meeting in the list, choose Meetings, Join a meeting. Then, enter the meeting ID to join.
3. 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.

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

If you are joining a moderated meeting early, the Message all option and other attendee interactions are blocked until a moderator joins and starts the meeting.

If you are the meeting host or delegate for a moderated meeting, the meeting starts automatically as soon as you join. If you have the moderator passcode, choose Enter moderator passcode to join as a moderator and start the meeting. For more information, see Scheduling a moderated meeting (p. 34).

Removing yourself from a recurring meeting

We recommend that meeting hosts remove attendees from recurring meetings using their calendar app. However, there can be times when Amazon Chime doesn't receive an update indicating that an attendee has been removed. Therefore, Amazon Chime might continue to auto-call an attendee for meetings that are no longer displayed on their calendar. You can remove yourself as an attendee from recurring meetings by following these steps.

   **Note**
   The following steps are supported only for recurring events, and are available only for meeting attendees, not the meeting organizer. Don't use this option if you want to be removed from a single occurrence in a series.

To remove yourself from a recurring meeting as an attendee

1. From the Amazon Chime app, choose Home.
2. In progress meetings and Upcoming meetings meetings starting in the next 30 minutes display.
3. Select a meeting, and choose Remove me from series.
Using 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. Users whose connections have dropped appear in the Dropped section.

If you are an authenticated user, you can mute other attendees from the roster, or unmute attendees who have joined from a phone or an in-room video system. If another attendee is signed into the application, you can message them directly instead of using the meeting chat, which is seen by all attendees. Choose or right-click an individual user to mute or message them directly.

To hide the meeting roster during a meeting, choose >> next to the meeting roster pane. To reopen the meeting roster, choose <<.

If you are the meeting host or delegate, you can also remove individual attendees from the meeting when using the Windows or macOS Amazon Chime clients.

The following indicators provide more information about each user in the roster:

- **Display names**
  - Authenticated users are listed on the roster with the name they have associated with their Amazon Chime profile.
  - Display names appear in brackets for users who have entered a name, dialed in, or joined without signing into an Amazon Chime app. For example, <Jane> or <+15555550100>.

- **Audio icons**
  - Speaker icon – The attendee is using VoIP.
  - Telephone icon – The attendee is using dial-in or the Amazon Chime call me feature.
  - Amazon Echo icon – The attendee is using Alexa for Business.
  - 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.

- **Attendee statuses**
  - Present – 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.
  - Dropped – The attendee was attending the meeting and their connection dropped.
  - Left – The attendee was attending the meeting and chose to leave.

- **Screen share icons**
• Screen icon – The attendee is sharing their 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 their 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.

Using in-meeting chat

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 the chat messages for a meeting, select and copy the messages to save before the meeting ends.

For information about using chat in Amazon Chime, see Collaborating using Amazon Chime chat (p. 37).

Raising your hand

Meeting attendees can raise their hand during an Amazon Chime meeting to get the attention of the meeting presenter. Meeting attendees can also see a queue of all the raised hands in the meeting, clear the queue, or lower their own hand if they no longer have a question. Performing one of these actions results in a response message appearing in the meeting chat.

Meeting attendees can raise their hand by choosing the Raise my hand icon in the meeting chat pane. To lower their hand, they can choose Lower my hand.

To view the queue of raised hands during a meeting, choose the Show queue icon in the meeting chat pane. To clear the queue, choose Clear queue.

Using video during an Amazon Chime meeting

To turn on your webcam and view videos during an Amazon Chime meeting, choose Video. Up to 16 attendee video tiles are displayed on a first-come, first-served basis. To pause or play an attendee’s video, choose their video tile. Attendees don't know when they've been paused.

You don't have to keep your own video on to continue watching other attendees' videos. If you want to turn off your own video, complete the following step.

To turn off your own video during a meeting

• Do one of the following:
  • Hover over your tile and choose the camera icon.
  • Choose Video.
Repeat the preceding step to turn your video back on.

If you'd rather keep your own video on for others to see, but you don't want to see your own video tile during the meeting, complete the following steps.

**To stop seeing your own video during a meeting**

1. Do one of the following:
   - **From the Windows client** – Choose More.
   - **From the macOS client** – Choose Settings.
   - **From the Amazon Chime web application** – Choose More.
2. Clear the checkmark from **Show my own video tile**.

To start seeing your own video tile again, repeat step 1, then select **Show my own video tile**.

You can also turn off all videos for a meeting by closing the video pane. To turn the video pane back on again during the meeting, choose **Video**.

**Changing your video source**

If you are using the Amazon Chime client for Windows or macOS and you have more than one available video source, you can change your video source during a meeting.

**To change your video source during a meeting**

1. Do one of the following:
   - **From the Windows client** – Choose More, **Change video**. Select your video source.
   - **From the macOS client** – Choose Settings, **Change video**. Select your video source.

If you are using the Amazon Chime web application, you can select your video source when you turn on video in the meeting.

You can choose to select your default video settings for Amazon Chime before you join a meeting.

**To change your default video settings**

1. Do one of the following:
   - **From the Windows client** – Choose File, Settings, Video.
   - **From the macOS client** – Choose Amazon Chime, Preferences, Video.
2. Select your default video source.
3. Choose **Done**.

**Sharing your screen during an Amazon Chime meeting**

Anyone joining a meeting from an Amazon Chime Windows or macOS client or a supported in-room video system can share their screen. You can also stop notifications from appearing while you're sharing your screen.
To share your screen during a meeting

1. Choose **Screen**.
2. Do one of the following:
   - Choose **Share Screen** to share your whole screen.
   - Choose **Share Window** to share a specific window.

Desktop users in the meeting see a **Shared screen** pop-up, and mobile users see an alert to either view or ignore the shared screen. Meeting attendees who view your shared screen can zoom in on it by using their pointer.

If you're sharing your entire screen with the Amazon Chime client for Windows or macOS, one or multiple attendees can request keyboard and pointer control of your desktop by choosing **Share, Request Shared Control**. For more information, see Requesting desktop control (p. 18).

To stop notifications from appearing while you share your screen, update your Amazon Chime settings.

To suppress notifications while screen sharing

1. Do one of the following:
   - **From the Windows client** – Choose **File, Settings, Notifications**.
   - **From the macOS client** – Choose **Amazon Chime, Preferences, Notifications**.
2. Select **Suppress all notifications while screen sharing**.
3. Choose **Done**.

**Note**
The Amazon Chime web application supports screen sharing on Google Chrome and Mozilla Firefox browsers for Windows, macOS, and Linux desktops without requiring a plugin or extension. If you installed the Amazon Chime screen share extension for Google Chrome (used to provide screen sharing for Google Chrome versions 34 – 71), and you're running a more recent version of Google Chrome, Amazon Chime will bypass the extension and use the native Web API provided in the browser.

### Requesting desktop control

Requesting desktop control can be useful for demonstration or troubleshooting purposes. If you want to take control of another attendee’s desktop, you must meet the following requirements:

- Both you and the other attendee must be using the Amazon Chime desktop client for Windows or macOS.
- The other attendee must share their entire desktop instead of only a window.

For more information about screen sharing, see Sharing your screen during an Amazon Chime meeting (p. 17).

**To request desktop control**

1. The other user shares their entire desktop instead of only a window.
2. Choose **Share, Request Shared Control**.
3. The other user chooses **Allow** to allow shared control. The gold band around the desktop turns red, and cursors of both users are labeled.
Muting and unmuting

You can mute and unmute your audio using the Amazon Chime application.

To mute or unmute audio

- From the Amazon Chime application, do one of the following:
  - Choose Mute at the top of the meeting window.
  - Choose the microphone icon at the top of the Chat window.
  - For Windows, type the keyboard shortcut Ctrl+Y.
  - For macOS, type the keyboard shortcut Cmd+Y.

Meeting attendees that are signed in to the Amazon Chime application can mute other meeting attendees, as well as themselves. They can also unmute other attendees who have joined the meeting from a phone or an in-room video system.

Note
If attendees join the meeting using their computer audio or the Amazon Chime client (VoIP audio), they cannot be unmuted by others. Only they can unmute themselves.

To mute or unmute meeting attendees

- On the meeting roster, do one of the following:
  - Choose the audio icon next to the attendee's name.
  - Choose or right-click the attendee's name, and choose Mute or Unmute.

Attendees who join the meeting from a phone, in-room video system, or other SIP or H.323 device can override Amazon Chime mute controls using their local device. For example, if they push the mute button on their local device, this overrides any unmute requests from the Amazon Chime application. They can also press *7 to mute and unmute themselves.

Meeting hosts, delegates, and moderators who are signed in to the Amazon Chime app can choose Disable Attendee Unmute to keep others from unmuting attendees.

Using Amazon Voice Focus

Amazon Voice Focus reduces the sound levels of noises that can intrude on a meeting, such as:

- Environment noises – wind, fans, running water.
- Background noises – lawnmowers, barking dogs.
- Foreground noises – typing, papers shuffling.

Note
Amazon Voice Focus doesn't eliminate those types of noises; it reduces their sound levels. To ensure privacy during a meeting, use the Mute button to silence yourself or others.
Amazon Chime enables Amazon Voice Focus by default. You can tell it's on by the check mark next to **Voice Focus (noise suppression)** on the More menu. Amazon Voice Focus processes your voice; however, it never records you or uses what you say to train itself.

You can turn Amazon Voice Focus off at any time during a meeting. For example, you might turn it off when:

- You're in a conference room, and you want remote attendees to hear the conversation between the other people in the room.
- You want other attendees to hear your ambient noise, such as music playing before the start of a presentation.

**To turn off Amazon Voice Focus**

1. In the meeting window, choose More.
2. Choose **Voice Focus (noise suppression)** to clear the check mark.

Repeat those steps to turn Amazon Voice Focus on again.

**Note**

Currently, Amazon Voice Focus runs on these devices:

- Windows 7 SP1 and later on computers running at least 4th generation Intel processors, or the AMD equivalent.
- macOS machines from 2007 or later.

---

**Switching from VoIP to dial-in**

When attending Amazon Chime meetings, you can switch from VoIP to dial-in at any time.

**Switching to dial-in with the Amazon Chime desktop client**

If your internet connection is poor, you can switch to dial-in using the Amazon Chime desktop client.

**To switch to dial-in using the desktop client**

1. Choose **More, Change audio, Switch to dial-in**.
2. Use the dial-in number shown or select an international number.
3. Enter the **Meeting ID** followed by the # key when prompted.

The Amazon Chime desktop client also prompts you to switch to dial-in if your internet connection is poor. When prompted, dial the number shown to rejoin the meeting.

**Switching to dial-in with the Amazon Chime web application**

If your internet connection is poor, the Amazon Chime web application prompts you to switch to dial-in.

**To switch to dial-in using the web application**

1. When Amazon Chime prompts you to do so, choose **Switch to dial-in**.
2. (Optional) For **Dial-in number**, open the dropdown menu next to the country to select a different country for your dial-in number. You can also choose whether to use a toll-free number.
3. Use the dial-in number shown.

If you know you'll want to dial in manually before your meeting starts, you can choose to do so when joining the meeting. For more information, see Meeting audio options for the Amazon Chime web application (p. 48).

Switching to dial-in with the Amazon Chime mobile app

If you have a slow cellular data connection or poor signal strength, the Amazon Chime mobile app prompts you to switch to dial-in.

To switch to dial-in using the mobile app

1. When Amazon Chime prompts you to do so, choose Dial In.
2. (Optional) For Dial-in country, choose the country to open the Select Dial-in menu and select a different country for your dial-in number. You can also choose whether to use a toll-free number.
3. For Dial-in, choose One-touch dial now.
4. Choose Call.

If you know you'll want to dial in manually before your meeting starts, you can choose to do so when joining the meeting. For more information, see Joining a meeting using the Amazon Chime mobile app (p. 10).
Starting an instant meeting or call

To start an Amazon Chime meeting right away rather than scheduling 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 *My personal meeting ID* or *Generate a new ID.*
3. Choose *Mic & Speakers* or *Dial-in.*
4. Add the users to invite to your call.

**To start a call from chat**

1. Do one of the following:
   - Follow the steps in *Chatting with another user in Amazon Chime (p. 37).*
   - Follow the steps in *Chatting with multiple users in Amazon Chime (p. 38).*
2. Choose the phone icon in the top-right corner of the screen.
3. The call starts with all the chat users immediately.

**To start a call from your history**

1. Do one of the following:
   - From the Amazon Chime desktop or web client, under *Meetings and Calls,* choose *History.*
   - From the Amazon Chime mobile app, choose *Calls.*
2. Select the contact to open the actions menu.
3. Choose *Call.*
Scheduling meetings using Amazon Chime

Amazon Chime Pro users can schedule Amazon Chime meetings from their calendar app, including apps such as Outlook and Google Calendar. They can also use auto-call to automatically call their meeting attendees. For more information, see the following topics.

Calendar options for Amazon Chime meetings

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Amazon Chime Pro users can choose whether to allow external attendees to join their meetings. They can also assign other Amazon Chime Pro users to schedule meetings on their behalf as delegates. Delegates can attend meetings and access the same meeting actions that a meeting host can. For more information about the meeting actions available to a delegate, see Hosting a meeting (p. 30).

Meeting hosts and delegates with Pro permissions can schedule moderated meetings, which only start when a moderator joins. Meeting attendees who enter the moderator passcode can access additional meeting actions, such as locking, recording, and ending meetings, and muting all other attendees. For more information, see Moderator actions using the Amazon Chime app (p. 35).

For more information about allowing external attendees, assigning delegates, and scheduling moderated meetings, see the following topics.

Access options for Amazon Chime meetings

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Choosing a meeting type

The following meeting types are available when scheduling an Amazon Chime meeting:

- **Generate a new ID** – This option generates a new, unique meeting ID that can be used for individual or recurring meetings that you host. There is no limit to the number of unique IDs that can be associated with your Amazon Chime account. Using a unique meeting ID provides meeting attendees with instructions that are specific to joining the meeting or meeting series. This helps prevent back-to-back meetings from merging if one runs overtime. This type of meeting is ideal for external, confidential, overlapping, and back-to-back meetings.
- **Generate a new ID and require moderator to start** – This option generates a new, unique meeting ID for a moderated meeting, and prompts you to assign a 4-8 digit moderator passcode to the meeting ID. Moderated meetings start only when a moderator joins by entering the moderator passcode. Moderators are also granted host controls. Meeting hosts and delegates who are signed...
in to their Amazon Chime client when they join the meeting are recognized as meeting moderators by default. When joining over the phone or an in-room video system, hosts and delegates can join as moderators by entering their 13-digit meeting ID. For more information, see Scheduling a moderated meeting (p. 34).

- **My personal meeting ID** – This option generates meeting instructions using the personal meeting ID assigned to you when you registered for Amazon Chime. It is recommended for internal meetings and can be used for individual or recurring meetings. If you have set up a personalized meeting link, it is included in the meeting instructions sent to your meeting attendees. For more information, see Setting a personalized link (p. 6). This type of meeting starts as soon as anyone joins. Because this meeting type is more open, it should not be used for confidential or back-to-back meetings. To limit access to your meeting, select one of the preceding meeting types.

Attendees from your company and invited attendees who are signed in can always join your meetings. Invited attendees must sign in to Amazon Chime using the email address in the meeting invite. Also, you must invite meet@chime.aws to your meeting. For more information, see Using auto-call (p. 29).

You can choose whether to allow other external attendees to join your meetings, also. Select one or more of the following attendee access options:

- **Attendees outside of my company who are signed in** – Allows external attendees to join your meeting, but only if they are signed in to Amazon Chime.
- **Anyone with the meeting ID** – Allows anyone to join your meeting if they have the meeting ID. This option allows attendees without registered Amazon Chime accounts to join.
- **In-room video systems** – Allows any in-room video system to join your meeting if the attendee has the meeting ID.
- **Dial-in** – Allows anyone to dial in and join your meeting if they have the meeting ID.

### Scheduling 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. Select your meeting options, and choose Next.
3. For Select your calendar app, choose Other.
4. In your calendar app, create a new meeting.
5. In the Amazon Chime app, choose Copy addresses, and paste the required email addresses into your calendar invitation.
6. Choose Copy invitation, and copy the invitation text into your calendar invitation.
7. (Optional) If you created a moderated meeting with a passcode, choose Copy moderator info and send the moderator information to one or more attendees who will act as meeting moderators. Moderator information is not included in the Amazon Chime meeting invite and must be sent to moderators separately. For more information, see Scheduling a moderated meeting (p. 34).
8. In your calendar app, update the meeting invitation with additional attendees as needed.
9. Send the meeting invitation from your calendar app.
10. In the Amazon Chime app, choose I am done.

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.
Scheduling meetings with Google Calendar

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

To schedule a meeting using Google Calendar

1. From the Amazon Chime app, choose Meetings, Schedule a meeting.
2. Select your meeting options, and choose Next.
3. For Select your calendar app, choose Google Calendar.
4. Review the Meeting instruction preview field, which is automatically populated.
5. Choose Schedule with Google.
6. A new tab opens in your default browser. Make sure that this browser is signed into your Google account with the same email address that you used to create your Amazon Chime account.
7. A Google invite appears. It includes meeting instructions and an invite to Amazon Chime. The invitation also includes Amazon Chime in the list of invitees. It enables auto-call and automatically starts the meeting for registered attendees at the scheduled start time.
8. Enter the name, date, time, additional attendees, and any recurrence.
9. Send the meeting invitation.
10. (Optional) If you created a moderated meeting with a passcode, choose Copy moderator info and send the moderator information to one or more attendees who will act as meeting moderators. Moderator information is not included in the Amazon Chime meeting invite and must be sent to moderators separately.

To add Amazon Chime to an existing Google Calendar meeting

1. From the Amazon Chime app, choose Meetings, Schedule a meeting.
2. Select your meeting options, and choose Next.
3. For Select your calendar app, choose Other.
4. Choose Copy addresses.
5. Go to your Google calendar and open the meeting to update.
6. For Add guests, paste the attendee email addresses and choose Add.
7. In the Amazon Chime app, choose Copy invitation.
8. In Google Calendar, paste the invitation details into the Description field and choose Save, Send.
9. (Optional) If you created a moderated meeting with a passcode, choose Copy moderator info and send the moderator information to one or more attendees who act as meeting moderators.
Moderator information is not included in the Amazon Chime meeting invite and must be sent to moderators separately.

Scheduling meetings with the Add-In for Outlook

Amazon Chime provides two add-ins for Outlook: the Amazon Chime Add-In for Outlook on Windows and the Amazon Chime Add-In for Outlook. These add-ins offer the same scheduling features, but support different types of users.

- **Amazon Chime Add-In for Outlook** – Recommended for Microsoft Office 365 subscribers and organizations using on-premises Microsoft Exchange 2013 or later. Also recommended for Amazon Chime delegates who are using macOS.
- **Amazon Chime Add-In for Outlook on Windows** – Must be used by Windows users with an on-premises Exchange server running Exchange Server 2010 or earlier and Outlook 2010 users. Also recommended for Amazon Chime delegates who are using Windows.

For information about which add-in is right for you and your organization, see Choosing the Right Outlook Add-In. For more information about installing these add-ins, see Amazon Chime Add-in for Outlook Installation Guide for End Users.

No matter which add-in you use, the steps to schedule your meeting from Outlook are similar, with the following differences:

- **Amazon Chime Add-In for Outlook** – Opens in a side panel within Outlook and prompts you to select your options within a form.
- **Amazon Chime Add-In for Outlook on Windows** – Opens a new window and prompts you to choose your meeting ID type before populating your event.

**To schedule a meeting from Outlook**

1. Open a meeting date and time, or choose Appointment, New Meeting, and Schedule Amazon Chime Meeting.
2. (Optional) If you are a delegate, make sure the email of the Amazon Chime user you are scheduling for matches the calendar you select in Outlook.
3. Select the Meeting ID type.
4. (Optional) Include international phone numbers by selecting them from the dropdown menu under Invitation additions in the Outlook side panel.
5. The invite is automatically populated with meet@chime.aws, instructions, meeting link, dial-in info, and meeting ID.
6. Edit the meeting instructions if necessary, and choose Schedule.
7. (Optional) If you created a moderated meeting with a passcode, you must also send the moderator passcode to one or more attendees who will act as meeting moderators. Moderator information is not included in the Amazon Chime meeting invite and must be sent to moderators separately. For more information, see Scheduling a moderated meeting (p. 34).

**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.
3. (Optional) If you are a delegate, make sure the email of the Amazon Chime user you are scheduling for matches the calendar you select in Outlook.
4. Select the **Meeting ID type**.
5. (Optional) Include international phone numbers by selecting them from the dropdown menu under **Invitation additions** in the Outlook side panel.
6. The invite is automatically populated with meet@chime.aws, instructions, meeting link, dial-in info, and meeting ID.
7. Edit the auto-populated instructions as necessary, and choose **Save, Send the update to all**.

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

1. From the Amazon Chime app, choose **Meetings, Schedule a meeting**.
2. Select your meeting options, and choose **Next**.
3. For **Select your calendar app**, choose **Microsoft Outlook**.
4. Review the **Meeting instruction preview** field, which is automatically populated.
5. Choose **Schedule with Outlook**.
   **Note**
   If you haven't installed the Outlook add-in, you receive a prompt to install the Amazon Chime Add-In for Outlook on Windows. 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.
6. An Outlook invite appears, which includes meeting instructions.
   **meet@chime.aws** is included, which enables auto-calling and automatically starts the meeting for registered attendees at the scheduled start time.
7. Enter the date, time, additional attendees, and recurrence (if any).
8. Send the invite.

### Canceling a meeting

Meeting hosts can cancel a meeting from the original calendar application in which the meeting was created.

If prompted, send the cancellation to all attendees. Because **meet@chime.aws** is included in the invitation, Amazon Chime is notified of the cancellation and won't start the meeting.

Although we recommend that you cancel meetings using your calendar app, there can be times when Amazon Chime, via **meet@chime.aws**, doesn't receive the necessary information to delete recurring meetings. Therefore, Amazon Chime might continue to auto-call attendees for meetings that no longer appear on your calendar. To cancel that type of recurring meeting, follow these steps.

**Note**
Only meeting hosts can use these steps to cancel recurring meetings, and these steps apply only to recurring events.

### To cancel a recurring meeting

1. From the **Amazon Chime** app, choose **Home**.
2. **In progress meetings** and **Upcoming meetings** meetings starting in the next 30 minutes appear.
3. Select a meeting that you host, and choose **Delete meeting series**.
4. When prompted, confirm that you want to delete the series.
5. **Amazon Chime** ends the meeting for all attendees, if it has already started. The host and invited attendees won’t receive an auto-call for any upcoming or future meetings in the recurring series.

---

### Scheduling best practices

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

#### Creating 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.

#### Helping 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**.

#### Using 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 use auto-call, make sure that **meet@chime.aws** is invited to your meeting.

You can remove **meet@chime.aws** from the meeting invite to avoid having everyone’s devices ring at the same time; for example, if everyone is in the same office. You can also remove **meet@chime.aws** if your attendees would rather open the invite and choose the meeting link.

**Note**

Meeting auto-calls are muted for users whose status is set to **Do not disturb**.

#### Inviting 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.aws**. To have Amazon Chime initiate the call, you must list individual users.

#### Changing meeting details

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

The meeting host, delegate, or moderators who are signed in to the Amazon Chime app can perform additional actions during a meeting. For more information about moderated meetings, see Scheduling a moderated meeting (p. 34).

Mute attendee actions

The meeting host, delegate, or moderators can perform the following muting actions:

- **Mute All Others** – Mutes meeting attendees. Use this 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. (Moderators must be signed in to the Amazon Chime app to perform this action.)
- **Enable Attendee Unmute** – Returns unmute control to meeting attendees. (Moderators must be signed in to the Amazon Chime app to perform this action.)

Record meeting actions

The meeting host, delegate, or moderators can perform the following recording actions:

- Start and stop recording the meeting by choosing the More menu, then Start Recording or Stop Recording. From a phone or in-room video system, press *2.

When meeting attendees join, they are notified audibly and visually that their meeting is being recorded. When meeting recording is stopped, the attendees receive an update that the meeting is no longer being recorded. Recording automatically stops when the meeting ends.

The meeting host, delegate, or moderator that started the recording receives a file of the recording in an Amazon Chime chat message. If a moderator started the recording from a phone or in-room video system, or joined the meeting without signing into the Amazon Chime app, the recording is sent to the meeting host only.

Amazon Chime sends .m4a files for recordings that include audio only. If screen share is active during a recording, Amazon Chime sends an .mp4 file. Any portions of the meeting that do not include screen sharing are blank during playback.

**Note**

Recorded meeting files tend to be a large size. To share them with attendees, upload them to a file-sharing service, such as Amazon WorkDocs, and share the file link. Videos are not included in the recordings.

Event mode actions

The meeting host, delegate, or moderators who are signed in to the Amazon Chime app can turn on Event Mode after the meeting has started. Turning on Event Mode causes the following to happen:

- The meeting host, delegate, or moderators who are signed in to the Amazon Chime app are automatically granted presenter permissions.
- Attendees who are already in the meeting are muted.
- Attendees who join the meeting during Event Mode are muted, unless they are joining from an in-room video conference system. These attendees can mute themselves by using their video conference device, or another attendee can mute them in the Amazon Chime app.
• Only the attendees that are presenters can mute other presenters, share their screen, or turn on their webcam.
• Notifications are not displayed for the following roster event changes:
  • Attendees joining the meeting
  • Attendees leaving the meeting
  • Attendees dropping from the meeting
  • Attendees who try to perform a restricted task receive a message that the action has been turned off by the host.
• If attendees join from an in-room conference system after Event Mode is turned on, the video from their room is blocked and they are unable to share content. Other attendees can view videos only from presenters or from in-room conference systems that join before Event Mode is turned on. Presenters can allow new rooms to join with video by turning off Event Mode before the new room joins. However, any other rooms that joined while Event Mode was on must leave the meeting and join again to share their video and content.
  
  **Note**
  If attendees join from an in-room conference system before Event Mode is turned on, the video from their room is not blocked and they are able to share content.

The meeting host, delegate, or moderators who are signed in to the Amazon Chime app can promote an attendee to a presenter by following these steps:

**To promote an attendee to presenter**

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.

  **Note**
  The presenter role does not affect in-room video conference systems.

The meeting host, delegate, or moderators who are signed in to the Amazon Chime app can also perform the following actions in Event Mode:

• Turn off an attendee’s ability to present by choosing a name on the roster and Remove from Presenters.
• Turn Event Mode off by choosing More, Disable Event Mode. This allows attendees to mute, unmute, share their screen, and turn on video.

**Remove attendee actions**

The meeting host, delegate, or moderators who are signed in to the Amazon Chime app can remove other attendees from a meeting as long as the other attendees are not a host, delegate, or moderator. To remove another attendee, choose or right-click the attendee’s name in the meeting roster and choose Remove from meeting. If the removed attendee was previously invited, they are also removed from the meeting invitation and the meeting is no longer displayed as an ongoing meeting in their Amazon Chime app.

**Lock meeting actions**

To prevent a removed attendee or an uninvited or unauthenticated user from joining a meeting, the meeting host, delegate, or moderators can lock the meeting. If attendees with no Amazon Chime
account or attendees who are not invited try to join a locked meeting, they receive a message that the meeting is locked. Attendees who are signed in to their Amazon Chime accounts and are invited can still join the meeting, even if they have to drop and reconnect after the meeting is locked. Attendees who join a locked meeting from an in-room video system or by using the **Dial-in** or **Switch to dial-in** options must enter the 13-digit meeting ID that appears in the Amazon Chime client or web app in order to join.

### Large meeting experience settings

For meetings that you host with more than 25 invitees and attendees, Amazon Chime applies the following large meeting experience settings:

- New attendees are muted when they join the meeting, unless they are joining from an in-room video system.
- Notifications are not displayed for the following roster event changes:
  - Attendees joining the meeting
  - Attendees leaving the meeting
  - Attendees dropping from the meeting
  - Invitees declining the meeting
- Join and leave tones are turned off.
- Attendees who join from an Amazon Chime app receive a message in the meeting chat with information about the changed meeting experience for the large meeting.

You can turn off large meeting experience settings for meetings that you host.

**To turn off large meeting experience settings**

1. In the Amazon Chime app, open the Amazon Chime menu next to your name.
2. Choose **Settings**.
3. Choose **Meetings**.
4. Under **Meeting experience**, clear the check box for **Mute new attendees, turn off join and leave tones, and suppress roster notifications**.
5. Close the **Settings** pane to return to the **Home** screen.

To turn on large meeting experience settings again, repeat steps 1-3. Select the check box for **Mute new attendees, turn off join and leave tones, and suppress roster notifications**.

### Assigning a delegate

If you have Amazon Chime Pro permissions, you can assign delegate status to other Pro users. This status allows them to schedule meetings on your behalf and to attend meetings with access to the same actions that a meeting host has. For more information about the additional meeting actions available to a delegate, see **Hosting a meeting** (p. 30).

### Assigning delegates

Assign delegates using the Amazon Chime desktop client or web application.

**To assign delegates**

1. On the **Amazon Chime** menu next to your name, choose **Settings**.
2. Under **Settings**, choose **Meetings**.
3. Choose **Add delegates**.
4. Search for and select the name of the contact, then choose **Add**.

## Removing delegates

Remove delegates using the Amazon Chime desktop client or web application.

### To remove delegates

1. On the **Amazon Chime** menu next to your name, choose **Settings**.
2. Under **Settings**, choose **Meetings**.
3. Choose an existing delegate from the list, and choose **Remove**.

## Scheduling meetings as a delegate with a calendar app

If you are a delegate who schedules meetings for another user on their calendar, and you are not using one of the Amazon Chime Outlook add-ins (p. 27) with a Microsoft Outlook calendar, you can schedule meetings by asking the meeting host to follow these steps.

Before your meeting host begins this procedure, ask them to make sure that you are set up as their delegate in Amazon Chime. For more information, see Assigning delegates (p. 32).

### To delegate a meeting using a calendar app

1. From the Amazon Chime desktop client or web application, choose **Meetings, Schedule a meeting**.
2. Select **Generate a new ID**.
3. Choose **Next**.
4. For **Select your calendar app**, choose **Other**.
5. Choose **Copy addresses**, and paste the addresses into the body of a new email message.
6. Choose **Copy attendee invitation**, and paste this information into the same email.
7. In the Amazon Chime app, choose **I am done**.
8. Repeat steps 1-7 to generate three sets of meeting IDs.
9. Send an email with the meeting information to your delegate.

After you receive this information from your meeting host, schedule the meeting for them by following these steps.

### To schedule a meeting as a delegate

1. From the meeting host's calendar, open or create the meeting appointment.
2. Copy and paste one of the three sets of email addresses into the **To** field. For example, the email addresses would be **meet@chime.aws** and **pin+meeting-id@chime.aws**.
3. Copy and paste the corresponding meeting instructions into the body of the appointment. Make sure that it includes the link to join the meeting. An example is **https://chime.aws/meeting-id**.
4. Add the other meeting attendees to the appointment and finish scheduling it.

If you are scheduling back-to-back meetings, or if it's possible that a meeting might run over into the time slot for another meeting, use a different set of meeting information to schedule the other meetings.
Scheduling 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 Scheduling meetings with the Add-In for Outlook (p. 27).

Scheduling a moderated meeting

Meeting hosts and delegates with Pro permissions can schedule moderated meetings, which only start when a moderator joins. Until a moderator joins, moderated meeting attendees cannot interact with each other using audio, video, screen sharing, meeting chat, or the visual roster features. After moderated meetings start, they continue until the meeting is ended, even if the moderators drop or leave the meeting.

Meeting hosts and delegates are meeting moderators by default. If a meeting host or delegate shares the moderator passcode with other attendees, they can also join the meeting as moderators. There can be multiple moderators for a moderated meeting. Meeting attendees who enter the moderator passcode can access additional host actions. They can lock, record, and end meetings, and mute all other attendees. For more information, see Moderator actions using the Amazon Chime app (p. 35) and Moderator actions using phone or in-room video systems (p. 35).

Joining a meeting as a moderator

Meeting moderators can enter the moderator passcode when prompted to join moderated meetings via phone, supported SIP or H.323 in-room video systems, or the Amazon Chime mobile, desktop, or web apps. When meeting hosts or delegates join their moderated meetings and are signed in to the Amazon Chime app, they are automatically connected to the meeting as moderators without having to enter the moderator passcode.

Note
Joining a meeting as a moderator is currently not supported for Alexa for Business.

Scheduling a moderated meeting

Schedule moderated meetings from the Amazon Chime app.

To schedule a moderated meeting

1. From the Amazon Chime app, choose Meetings, Schedule a meeting.
2. In the Meeting scheduling assistant, select Generate a new ID and require moderator to start.
3. Enter a 4-8 digit moderator passcode.
4. Finish selecting your other meeting options.
5. Choose Copy moderator info to copy and paste the moderator information for your moderated meeting.
6. Send the moderator information to one or more attendees who will act as meeting moderators. To protect the moderator passcode, moderator information is not included in the Amazon Chime meeting invite and must be sent to moderators separately.
Note
Moderator passcodes cannot be changed or added to an existing meeting. If you forget the moderator passcode, reschedule the meeting with a new meeting ID and passcode.

If you are scheduling a moderated meeting using one of the Amazon Chime Outlook Add-Ins, select Generate a new ID and require moderator to start and enter a moderator passcode when scheduling the meeting. Send the moderator passcode to one or more attendees who will act as meeting moderators.

Meeting attendees who have the moderator passcode can become moderators by entering the passcode after they join the meeting. To enter the moderator passcode during a meeting in progress, choose More from the Amazon Chime app, then choose Enter moderator passcode.

Moderator actions using the Amazon Chime app

When signing in to join a moderated meeting using the Amazon Chime app, moderators can perform the same actions as meeting hosts and delegates. For a list of available actions, see Hosting a meeting (p. 30).

If a moderator joins a moderated meeting without signing in, they can use the following subset of host actions:

- Mute all other attendees.
- Start and stop recording the meeting.
- Lock and unlock the meeting.
- End the meeting for all attendees.

Moderator actions using phone or in-room video systems

When joining a moderated meeting over the phone or a supported SIP or H.323 in-room video system, moderators can perform the following additional meeting actions from the dialpad:

- Mute all other attendees – *97
- Start and stop meeting recording – *2
- Lock and unlock meeting – *4
- End meeting for all – ##
- See menu (in-room video system only) – *0

Any meeting attendee, including moderators, can press *7 to mute and unmute themselves.

Note
Recordings started over the phone or an in-room video system are sent to the meeting host by default.

Rescheduling a meeting when the host leaves

When meeting hosts leave their organizations, an administrator or a system such as Active Directory suspends their accounts and their meetings become inactive.

Auto-call stops working when that happens, but recurring and individual meetings may still appear in your calendar app.
Also, you can't create another meeting bridge ID for an existing meeting, or use a former host's meeting ID. You have to reschedule the meeting. Follow these steps:

1. If the former host made you a delegate for the meeting, use your calendar app to cancel the meeting. If you aren't a delegate, go to step 2.
2. Create and schedule a new meeting. Then, invite the attendees from the old meeting. You can host the meeting, or ask someone else to host.

For more information about canceling meetings, see Canceling a meeting (p. 28). For more information about scheduling meetings, see the topics in Scheduling meetings using Amazon Chime (p. 23).
Collaborating 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, search contacts, conversations, and chat rooms, and read conversations across all devices. Go to Recent Messages to see the latest one-on-one and groups messages from the past 7 days, or choose All messages to browse through all of your chat conversation history. Use Favorites to organize important threads.

**Note**

Amazon Chime deletes all chats at the end of a meeting. To retain your chats and comments, copy and paste them into a text editor before the meeting ends.

The following statuses indicate whether a user is available to chat.

- Green checkmark – The user is available.
- Red – The user is busy.
- Blue clock icon – The user is idle.
- Gray forward slash – The user is offline.
- Green mobile icon – The user is available on mobile.
- Gray lock icon – The user's presence is hidden. To set this status, from a mobile device or the Amazon Chime web application, choose Settings, Share availability information with No one.
- Do not disturb icon – The user's status is set to Do not disturb. Their chat notifications and meeting auto-calls are muted.

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- Chatting with multiple users in Amazon Chime (p. 38)
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- Using chat features (p. 40)
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**Chatting with another user in Amazon Chime**

You can have a one-on-one chat conversation with another user using Amazon Chime. It’s also easy to turn that chat into an instant meeting. Prefer a message to a chat? You can use your call history to find and select a contact to message.

**To chat directly with another user**

1. From the Amazon Chime client, do one of the following:
   - Choose the person's name in the left pane.
Chatting with multiple users in Amazon Chime

To message another user from your history

1. Do one of the following:
   - From the Amazon Chime desktop or web client, under Meetings and Calls, choose Call history.
   - From the Amazon Chime mobile app, choose Calls.
2. Select the contact to open the actions menu.
3. Choose Message.

To send the same message to multiple users

1. Do one of the following:
   - From the Amazon Chime desktop client, choose Messages.
   - From the mobile app, choose Messages and Rooms.
2. In the To field, add up to 50 users.
3. Enter your message.

Messages are sent to your desktop app if your desktop is the most active device. If you’re away from your desktop or on a mobile device, Amazon Chime sends messages to your mobile app as push notifications.

To start an instant meeting from a group chat, choose the phone icon in the upper-right corner to call everyone in the group.

When you’re in a chat conversation, you can edit the members of the chat to create a new chat conversation with only the users you select.

To edit chat conversation members

1. From the Amazon Chime desktop client or mobile app, choose the chat conversation to edit.
2. Choose Chat settings.
3. Choose Edit members.
4. In the To field, add or remove users from the group chat.
As you add or remove members, Amazon Chime loads any previous conversations with the group of users you select. If there are no previous conversations with the group you select, Amazon Chime creates a new, blank group chat.

Creating a chat room

Creating a chat room

To collaborate informally on projects, invite others during escalations, or discuss topics and teams on an ongoing basis, you can create a chat room. There is no limit to the number of users that can be invited to a chat room, nor is there a limit to the number of chat rooms that an individual user can join.

To create a chat room

1. Choose Rooms, New Room.
2. Enter a name for the chat 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 chat room.
7. To close the chat room but remain a member, choose the red X next to the name of the chat room.
8. To leave the chat room (you must be re-invited to return), choose Settings, Leave the chat room.

If you are using the Amazon Chime web application, you can share the chat room URL with other users. For more information, see Chat features in the Amazon Chime web application (p. 47).

Administering a chat room

Chat room administrators have a crown icon next their names. Administrators can add or edit members, edit the chat room name and invite policy, and delete the chat room and thread history under Settings. Chat room administrators can also add chatbots to chat rooms if the Amazon Chime account administrator has enabled chatbots for the account. For more information, see Using chatbots (p. 42).

Administrators can't leave the chat 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.

Sending 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 chat room, or present members. Chosen members see new messages 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.

Note

@all and @present notifications are not enabled for chat rooms with more than 50 users.
Windows users who type @ to mention a chat room member will not see the member’s presence status in the At-mention user list in chat rooms with more than 50 users.
Joining a chat room

To join a chat room, accept the chat room invite. By default, only chat room administrators can invite new members to the chat room. To allow all chat room members to invite new members, administrators can choose Chat room settings, Edit chat room. Then, for Who can invite new members to this room?, select All members.

Using chat features

You can use the following features with Amazon Chime chat.

Search as you type

Searches your contacts, conversations, and chat rooms and starts displaying results as you type in the search bar. Press Enter to search all content.

External content URL previews

Shows a preview of content, such as titles, descriptions, and thumbnails, when pasting URLs to external sites.

Message actions

Message actions display in the menu next to a message. Choose Copy to copy the message to your clipboard. Choose Quote message to insert the selected message into your compose message field as a quotation. To report a message to your administrator for removal, choose Copy message ID to copy the message ID information to your clipboard, then send the information to your administrator.

Rich text support for markdown and code blocks

Use markdown syntax to format text using bold font, lists, and heading levels, and other options. Amazon Chime also supports sending code blocks. For more information, see Sending markdown messages (p. 40) and Sending code blocks in messages (p. 41).

Emoji and .gif support

To insert an emoji, choose Pick an emoji next to the chat input field. Choose Attach a file to upload a saved .gif file into the chat input field and play it inline, or use markdown to display .gif files from the web. For more information about using markdown, see Sending markdown messages (p. 40).

Drag and drop files

Drag and drop files into the chat pane, or copy and paste images directly from your clipboard.

Sending markdown messages

To send an Amazon Chime chat message using markdown syntax, type /md followed by a space at the beginning of your message. Compose your message using markdown syntax. Press Enter to send.

The following example demonstrates how to format an Amazon Chime chat message using markdown syntax.

/md **Hello world!**

The following example demonstrates how the sent message appears in Amazon Chime.
Hello world!

The following example demonstrates how to format a web link to a .gif file using markdown syntax. This displays the .gif file in your Amazon Chime chat message.

/\markdown ![](https://example.com/filename.gif)

## Sending code blocks in messages

To send a code block in an Amazon Chime chat message, type `/code` followed by a space at the beginning of your message. Copy and paste your code block into the message. Press Enter to send.

The following example demonstrates how to send a code block in an Amazon Chime chat message.

/code CreateBotRequest createBotRequest = new CreateBotRequest()
     .withAccountId("chimeAccountId")
     .withDisplayName("exampleBot")
     .withDomain("example.com");

chime.createBot(createBotRequest);

The following example demonstrates how the sent message appears in Amazon Chime.

CreateBotRequest createBotRequest = new CreateBotRequest()
     .withAccountId("chimeAccountId")
     .withDisplayName("exampleBot")
     .withDomain("example.com");

chime.createBot(createBotRequest);

## Adjusting your chat settings

Adjust your chat settings in the Amazon Chime app. You can choose whether to share your availability status. You can also select a chat font size.

### To share or stop sharing your availability status

1. In the Amazon Chime app, open the Amazon Chime menu next to your name.
2. Choose Settings, General.
3. For **Share availability status with**, choose one of the following:
   - Everyone
   - No one
4. Close the Settings pane to return to the Home screen.

### To select your chat font size

1. In the Amazon Chime app, open the Amazon Chime menu next to your name.
2. Choose Settings, General.
3. For **Chat font size**, select one of the available font sizes.
4. Close the Settings pane to return to the Home screen.
Adding webhooks to chat rooms

Incoming webhooks can programmatically send messages to chat rooms. For example, a webhook can notify a customer service team about the creation of a new, high-priority ticket and add a link to the ticket in the chat message. Webhooks require custom development or third-party tools that can help integrate external systems with Amazon Chime. For more information, see Webhooks for Amazon Chime in the Amazon Chime Developer Guide.

Webhooks only work with chat rooms. You can't share them. Amazon Chime chat room administrators can add up to 10 webhooks to a chat room.

You can format webhook messages with markdown, and you can include emojis. HTTP links and email addresses render as clickable links. Webhooks currently don't support attachments. Messages can include @All and @Present annotations to alert all members and present members of a chat room, respectively. To directly @mention a chat room participant, use their alias or full email address. For example, @alias or @alias@domain.com.

Note
Amazon Chime chat room members can't interact with webhooks or send messages back.

To add a webhook to a chat room

Note
You must be an Amazon Chime administrator to complete these steps.

1. Open the Amazon Chime desktop client (Windows or macOS), then open the desired chat room.
2. Choose the gear icon in the upper-right corner and choose Manage webhooks.
3. In the Manage incoming webhooks and bots dialog box, choose Add webhook, enter a name for the webhook, and choose Create.
4. Verify that the webhook that you created is listed, and choose Copy URL to copy the webhook URL to your clipboard.
5. Send the webhook URL to the webhook developer.

The webhook developer uses the webhook URL in their application to allow it to send messages to the Amazon Chime chat room. The webhook appears in the chat room roster with a webhook icon next to its name. Chat room messages sent by the webhook appear in the chat room under the webhook name followed by (Webhook).

Using chatbots

Amazon Chime supports integration with chatbots that your Amazon Chime Enterprise account administrator creates. With chatbots, you can use the power of Amazon Lex, AWS Lambda, and other AWS services to streamline common tasks with intelligent conversational interfaces that are accessible to users in Amazon Chime chat rooms.

When Amazon Chime administrators integrate chatbots with Amazon Chime, users can interact with the chatbot in chat rooms created by members of the same Amazon Chime account. For more information about how administrators can integrate a chatbot with Amazon Chime, see Chatbots in the Amazon Chime Developer Guide.

Adding a chatbot to a chat room

Only chat room administrators can add chatbots to chat rooms. The chat room must be created by a member of an Amazon Chime Enterprise account.
Before you begin, get the chatbot’s email address from your Amazon Chime account administrator.

**To add a chatbot to a chat room**

1. Open your Amazon Chime desktop client or web application.
2. Choose the gear icon in the upper-right corner and choose *Manage webhooks and bots*.
3. Choose *Add bot*.
4. For *Email address*, enter the chatbot email address provided by your administrator.
5. Choose *Add*.

The chatbot name appears in the chat room roster. Details about how to use the chatbot should be provided by your Amazon Chime account administrator.

If you are a member of a chat room with a chatbot added to it, you can interact with the chatbot. Type `@botDisplayName` and include any of the commands enabled for the chatbot. Because each chatbot is unique to your Amazon Chime account, contact your administrator for assistance with chatbot commands.
Dial a phone number with Amazon Chime

If your Amazon Chime administrator has enabled the corresponding calling options for your account, you can use the Amazon Chime client to dial phone numbers in the public switched telephone network (PSTN). You can also send SMS messages to PSTN phone numbers, add PSTN phone numbers to your contacts, and access voicemail. For more information, see Managing phone numbers in Amazon Chime in the Amazon Chime Administrator Guide.

You can also call or message phone numbers or contacts from the past 30 days in Call history, under Meetings and Calls.

Note
Amazon Chime is not a replacement for your telephone. It cannot be used for emergency calling.

Dial a phone number

To dial a phone number

1. From the Amazon Chime desktop or web client Home page, choose Dial a phone number.
2. For Phone number, enter the country code and phone number without any dashes. For example, +12065550100.
3. Choose Dial.

When the person you call answers their phone, an instant meeting opens in Amazon Chime. As a meeting host with Amazon Chime Pro permissions, you can choose More to invite others to the call, or to change your meeting settings. For more information, see Hosting a meeting (p. 30).

To call a phone number from your history

1. Do one of the following:
   - From the Amazon Chime desktop or web client, under Meetings and Calls, choose Call history.
   - From the Amazon Chime mobile app, choose Calls.
2. Select the phone number or contact to open the actions menu.
3. Choose Call.

Sending an SMS message to a phone number

If your Amazon Chime administrator has enabled SMS messages for your account, you can send an SMS message to a phone number in your contacts.

To send an SMS message to a phone number in your contacts

1. From the Amazon Chime client, choose Message.
Adding a phone number to your contacts

You can add phone numbers to your Contacts list. To edit the contact name after you create it, search for and select the contact in your Contacts list, and choose Edit contact name.

To add a phone number to your contacts

1. From the Amazon Chime client, choose Contacts.
2. Enter the country code and phone number to add, without any dashes. For example, +12065550100.
3. Choose Create a new contact.

To add a phone number from your history to your contacts

1. Do one of the following:
   - From the Amazon Chime desktop or web client, under Meetings and Calls, choose Call history.
   - From the Amazon Chime mobile app, choose Calls.
2. Select the phone number or contact to open the actions menu.
3. Choose Add to my contacts.

Accessing voicemail

If your administrator enables inbound calling, unanswered and declined calls from PSTN phone numbers are redirected to your voicemail.

Note
Voicemail is currently supported only for calls received from PSTN phone numbers. Incoming calls from Amazon Chime users are not routed to voicemail.
To access voicemail in Amazon Chime

- From the Amazon Chime client, under Recent Messages, choose Amazon Chime Voicemail.

Each voicemail is accessible as a linked MP3 file.

If you receive a voicemail from a PSTN phone number that is in your Contacts list, you can access the voicemail file under Recent Messages from that contact.
Using the Amazon Chime web application

The Amazon Chime web application brings Amazon Chime meetings and chat to your browser. The web application makes it easy for clients, vendors, and other third parties to join your meetings, even if they are new to Amazon Chime. There's no need to create an account and no downloads are required to participate in meetings. Users with Amazon Chime accounts can sign in to access many of the same features available on our downloadable clients. It's a great option for users on operating systems that aren't supported by the Amazon Chime desktop and mobile apps, users that can't download the Amazon Chime desktop and mobile apps, or users that prefer web applications.

Joining and scheduling meetings from the web application works the same way as the Amazon Chime desktop and mobile apps. For more information, see Attending meetings using Amazon Chime (p. 8) and Scheduling meetings using Amazon Chime (p. 23). Attendees that join your meetings using the web app can view and share screens, view and share video, use the meeting roster, participate in meeting chat, and join audio by dialing in on their phone or through their computer's audio.

Additionally, if your administrator has enabled the Amazon Chime call me feature, your meeting attendees can choose Call me at a phone number to have Amazon Chime call them at their preferred phone number.

To use the Amazon Chime web application, sign in to https://app.chime.aws/ from your web browser.

Note
The downloadable clients available in Amazon Chime provide the most consistent experience for video, screen sharing, remote desktop control, and other features on supported operating systems. For more information, see downloadable clients.

Supported browsers

The Amazon Chime web application works best with Google Chrome or Mozilla Firefox. Mobile browsers are not currently supported.

For a complete list of supported browsers, see Browser requirements (p. 3).

Chat features in the Amazon Chime web application

Chat features in the Amazon Chime web application lets you send direct messages, request chat room access using web application URLs, and navigate with browser controls.

You can also use keyboard shortcuts in the web application. Type Ctrl + / to view Windows shortcuts, or cmd + / to view macOS shortcuts.
To send a direct message using a web application URL

- Open a direct message to a user in your browser with a URL. You can message other users with a link from internal web pages, such as a corporate directory or wiki.

  The URL format is https://app.chime.aws/conversations/new?email=joe@email.com, where joe@email.com is the email address of the message recipient. The intended recipient must be in the sender’s contacts.

To send users a web application URL for a chat room

1. In the Amazon Chime web application, go to the chat room.
2. Copy the chat room URL from your web browser's navigation bar and send it to the users to join the chat room discussion or request access to it.
3. Users can use the URL to open the chat room if they have access or request access to if they do not.
4. Chat room administrators receive a notification in the chat room that the user requested access and can grant access using the link provided in the notification.

To navigate with browser controls

- Use the back and forward buttons in your browser to navigate through rooms and conversations you have visited. Each room and conversation in the Amazon Chime web application has its own URL.

Meeting audio options for the Amazon Chime web application

Choose from the following audio options when you join a meeting using the Amazon Chime web application:

**Use my computer's microphone and speakers**

Amazon Chime provides high-quality audio using your computer's internet connection.

**Call me at a phone number**

If your administrator has enabled the Amazon Chime call me feature, Amazon Chime calls you at your preferred phone number. This feature is recommended for unreliable or slow internet connections. Depending on the destination country of the phone number that Amazon Chime calls, different rates apply. For more information about Amazon Chime pricing, see [http://chime.aws](http://chime.aws).

**I will dial in manually and enter the meeting PIN**

Amazon Chime provides dial-in phone numbers and a unique meeting ID. This option is recommended for unreliable or slow internet connections. Depending on the dial-in option that you choose, charges may apply.

**I am using another audio source or already connected**

This option is recommended if you are already dialed in using a phone, or if you're in the same room with another attendee who is already connected to audio on their computer.

The Amazon Chime web application uses your default audio device. If you use Mozilla Firefox to join your meeting, you can select a different audio input source in your browser's settings.
Screen sharing options for the Amazon Chime web application

You can share your screen or an application window, if you are using the latest three versions of Mozilla Firefox or Google Chrome. Screen share is available for Chrome version 72 and Firefox version 66 or later.

To share your screen or application window

1. In the Amazon Chime web application, choose Screen, Start screen share.
2. From the drop-down menu, choose the application window or screen that you want to share.
3. If prompted, choose Allow the browser to share.
4. To choose a different application window or screen, choose Screen, Change screen share source.
5. When you're ready to stop sharing, choose Screen, Stop screen share.

Note
If another attendee takes over the meeting, or if the meeting ends, sharing automatically stops.

Unsupported features in the Amazon Chime web application

The following feature is not currently supported in the Amazon Chime web application.

Remote Desktop Control

Remote desktop control is not supported at this time.
Using the Amazon Chime Meetings App for Slack

An administrator can install the Amazon Chime Meetings App for Slack from the Slack App Directory, and set the default Call action to Amazon Chime. Then, you can start an instant meeting or call with other people in your Slack workspace.

To start an instant meeting or call using the Amazon Chime Meetings App for Slack

1. In a Slack thread or channel, do one of the following:
   • Choose **Call**.
   • Enter `/chime`.
2. If this is your first time using the Amazon Chime Meetings App for Slack, follow the authentication prompts to sign in to it.

The call automatically opens in your browser. The other people in the Slack thread or channel choose **Join** to join the meeting or call.

If you are a Slack workspace administrator, you can set up the Amazon Chime Meetings App for Slack for your workspace. For more information, see Setting up the Amazon Chime Meetings App for Slack in the Amazon Chime Administrator Guide.
Using Amazon Chime on Dolby hardware

If Dolby Voice Room or Dolby Voice Huddle is enabled with Amazon Chime, you can join an Amazon Chime meeting quickly from a conference room. With in-room calendar integration, you can select a meeting with a single tap. If Amazon Chime Business Calling is enabled, you can receive inbound and place outbound calls.

When Alexa for Business is enabled for Dolby Voice Room, you can also ask Alexa to join a meeting.

Scheduling meetings

You can use any of the Amazon Chime schedule meeting tools to schedule meetings. From an Amazon Chime desktop or web client, choose More and Schedule a meeting, or use either of the Outlook add-ins. When meet@chime.aws is invited to your meeting, along with the meeting room or a user that has a dedicated device, you can use the one-touch option to join the meeting displayed on the device.

When Alexa for Business is enabled for Dolby Voice Room, you can also use a voice command to join the meeting.

Joining meetings

You have several options to choose from when joining a meeting.

To join a meeting

• From the home screen of the device, choose one of the following options:
  • If the device is paired with a single user and meet@chime was included in the meeting invite, join from the Dolby device by choosing Answer when prompted.
  • If meet@chime was added to the meeting and the conference room was invited, choose from a current list of meetings, and tap the arrow or Join button next to the meeting name.

  Note
  If you’re not on the home screen, first tap Meetings to see this option.

  • Do one of the following:
    • To join with a meeting ID with Dolby Voice Room, tap Join, enter the meeting ID, and then tap the arrow above Join meeting.
    • To join with a meeting ID with Dolby Voice Huddle, tap Join, enter the meeting ID, and then tap Join.
    • (Optional) For Dolby Voice Room, to ask Alexa to join the meeting, say “Alexa, join the meeting.”

  Note
  If there's no meeting, Alexa prompts you for the meeting ID.

If the meeting is moderated and you are the moderator, choose Enter moderator passcode when prompted.
Attending meetings

During meetings, you can perform the following actions for Dolby devices.

**Dolby Voice Room meeting actions**

During meetings, you can perform the following actions:

- To stop or start sharing video from the room, choose Video controls, My video.
- To stop or start viewing attendee videos, choose Video controls, Attendee videos.
- To share content, choose Share content and one of the following options:
  - If your administrator has set up the whiteboard, choose Whiteboard to share content on a whiteboard in your room.
  - To share content from your laptop screen, attach an HDMI cable from the hub to your laptop and choose HDMI. You can also share content when you're not in a meeting by choosing Share, HDMI.
  - If Event Mode is on, make sure the host or delegate adds the room or user as a Presenter from the More menu.
- To see the list of attendees on the phone screen, choose Attendees on the left.
- To see the list of attendees on the large screen, choose Show attendees on the right.
- To turn Alexa off or on, use the Alexa toggle switch.
- To mute and unmute the device, press the microphone button on the conference phone. When the device is muted, the ring on top of the phone turns red.
- To exit the meeting, choose Leave meeting.

**Dolby Voice Huddle meeting actions**

During meetings, you can perform the following actions:

- To stop or start sharing video from the room, choose Video.
- To share content from your laptop screen, attach an HDMI cable from the hub to your laptop. Your screen is automatically shared, as long as another user is not sharing their screen. Turn content sharing on or off by choosing Share content, HDMI. You can also share content when you're not in a meeting by choosing Share content, HDMI.
- If Event Mode is on, make sure the host or delegate adds the room or user as a Presenter from the More menu.
- To see the list of attendees on the phone screen, choose Attendees.
- To see the list of attendees on the large screen, choose Screen options, Show attendees.
- To mute and unmute the device, press the microphone button on the touch screen.
- To adjust the meeting volume, use the volume slider on the touch screen. When you're not in a meeting, you can use the volume slider to adjust the incoming ring volume. Incoming call rings are muted if the Dolby Voice Huddle device is already in a meeting.
- To exit the meeting, choose Leave.

Making Amazon Chime Business Calling phone calls

This section assumes that your administrator has enabled outbound and inbound calling using Amazon Chime Business Calling.
If you want to make an outbound call, from the Amazon Chime home screen of the device, tap **Call**, enter the phone number, and then tap **Call** to place the call.

If you want to receive an inbound call, from the Amazon Chime home screen of the device, tap **Answer** to connect to the incoming call. If you're on a Dolby Voice Room device with Alexa for Business enabled, you can also say “Alexa, answer the call.”

### Viewing meeting and phone information

From any Amazon Chime screen on the device, tap **Settings** and **Meeting and phone information** to view the following information:

- **Meeting room name**
- **Chime meeting ID**
- **Business calling number** (if applicable)
- **Device phone number** (if applicable)
Getting user support

If you joined Amazon Chime after receiving an invitation from an Amazon Chime administrator to join their Team or Enterprise account, contact your administrator for support. They can submit a ticket to request support on your behalf. For more information, see Getting administrator support in the Amazon Chime Administrator Guide.

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 OS X, choose Amazon Chime, About Amazon Chime.
  - In iOS and Android, choose Settings, About.
  - In the web application, next to your name, choose Amazon Chime menu, About Amazon Chime.
- The Log Reference ID. To find this ID:
  - In Windows and OS X, choose Help, Send Diagnostic Logs.
  - In iOS and Android, choose Settings, Send Diagnostic Logs.
  - In the web application, next to your name, choose Amazon Chime menu, Settings, Send Diagnostic Logs.
- If your issue is related to a meeting, the Meeting ID.

Note
If you created your Amazon Chime account as an individual user or as part of a group with no administrators, you can use the Amazon Chime Assistant to get attachments or delete your account. For more information, see Using the Amazon Chime Assistant (p. 54).

Using the Amazon Chime Assistant

The Amazon Chime Assistant is a self-service tool that you can use to get attachments or submit a request to delete your account.

You must meet the following requirements to use the tool:

- You're a registered user of Amazon Chime.
- You're using an Amazon Chime client.
- You aren't a managed user who is associated with an Amazon Chime account. (That is, you didn’t accept an invitation to a Team account, and you weren't added to an Enterprise account).

Contents
- Setting up the Amazon Chime Assistant (p. 54)
- Supported commands (p. 55)

Setting up the Amazon Chime Assistant

You must set up the Amazon Chime Assistant before you can begin using it.
To set up the Amazon Chime Assistant

1. Log into your Amazon Chime account using one of the clients.
2. Invite assistant_no_reply@chime.aws as a contact:
   - On a desktop app, choose Contacts, Invite contact.
   - On a mobile app, on the Contacts tab, choose + in the upper-right corner.
3. Start a 1:1 chat thread with Amazon Chime Assistant (Webhook).
4. Choose Message and add Amazon Chime Assistant in the To: field.
5. Enter a supported command. For more information, see Supported commands (p. 55).

Supported commands

The Amazon Chime Assistant supports the following commands:

- **Get my attachments** allows you to access attachments that you uploaded to 1:1 chat, group chat, and chat rooms that you created.

  After you enter this command as a chat message to the Assistant, you receive instructions that look similar to the following text in the chat message:

  **To confirm your attachment request, copy and paste this exact command:**

  Get my attachments ktsben

  After you provide the requested confirmation, Amazon Chime processes your request and sends you a link to a file in the chat thread within about 24 hours. The file contains a list of digitally signed links to your attachments. If there are no attachments that meet the criteria, the file is empty. The chat message included with the file from the Assistant includes the date and time when the links expire (about 6 days after delivery).

  Any user that obtains the file can use the provided list of URLs to download the associated attachments. Make sure to maintain an appropriate level of access control on the delivered file.

  You can submit this command one time per 7-day period.

- **Delete me** allows you to delete your profile and data from the Amazon Chime system.

  After entering the command as a chat message to the Assistant, you receive instructions that look similar to the following text from the assistant in the chat message:

  **To confirm your account deletion request, copy and paste this exact command:**

  Delete me aofrkq

  The confirmation is valid for 10 minutes. If you don't confirm within 10 minutes of the request or if you don't enter the command correctly, the Assistant provides a new confirmation code for you to use to retry the request.

  After you provide the requested confirmation, you are signed out of Amazon Chime on all your devices. You no longer have access to your chat, chat rooms, contacts, or scheduled meetings.

  **Note**
  While the **Delete me** command removes the link between your Amazon Chime profile and your amazon.com account, which you use to sign into Amazon Chime, that account is provided by amazon.com. To delete your associated amazon.com account, go to http://amazon.com.
- **Help** provides a description and instructions for the commands available in the Amazon Chime Assistant.
## Document history

The following table describes important changes to the *Amazon Chime User Guide*, beginning in April 2018. For notifications about updates to this documentation, you can subscribe to an RSS feed.

<table>
<thead>
<tr>
<th>update-history-change</th>
<th>update-history-description</th>
<th>update-history-date</th>
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<tbody>
<tr>
<td>Amazon Voice Focus (p. 57)</td>
<td>Meeting attendees can now use Amazon Voice Focus to suppress unwanted background and foreground noises during an Amazon Chime meeting. For more information, see Using Amazon Voice Focus.</td>
<td>August 20, 2020</td>
</tr>
<tr>
<td>Raise hand (p. 57)</td>
<td>Meeting attendees can raise their hands during an Amazon Chime meeting to get the attention of the meeting presenter. For more information, see Raising your hand in the Amazon Chime User Guide.</td>
<td>August 4, 2020</td>
</tr>
<tr>
<td>Amazon Chime on Dolby Voice Huddle (p. 57)</td>
<td>If Dolby Voice Huddle is enabled with Amazon Chime, you can join an Amazon Chime meeting quickly from a conference room. For more information, see Using Amazon Chime on Dolby Hardware in the Amazon Chime User Guide.</td>
<td>June 3, 2020</td>
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<tr>
<td>Attendee access options (p. 57)</td>
<td>Set attendee access options for meetings that you schedule. For more information, see Choosing a meeting type in the Amazon Chime User Guide.</td>
<td>May 4, 2020</td>
</tr>
<tr>
<td>Large meeting experience (p. 57)</td>
<td>For meetings that you host with more than 25 invitees and attendees, Amazon Chime applies large meeting experience settings. For more information, see Large meeting experience settings in the Amazon Chime User Guide.</td>
<td>March 25, 2020</td>
</tr>
<tr>
<td>Do not disturb status (p. 57)</td>
<td><strong>Do not disturb</strong> status is available for Amazon Chime users. For more information, see Collaborating using Amazon Chime chat in the Amazon Chime User Guide.</td>
<td>February 5, 2020</td>
</tr>
<tr>
<td>Amazon Chime Meetings App for Slack (p. 57)</td>
<td>Amazon Chime supports the Amazon Chime Meetings App</td>
<td>December 4, 2019</td>
</tr>
<tr>
<td>Feature</td>
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<tr>
<td>Amazon Chime on Dolby Voice Room (p. 57)</td>
<td>If Dolby Voice Room is enabled with Amazon Chime, you can join an Amazon Chime meeting quickly from a conference room. For more information, see Using Amazon Chime on Dolby Voice Room in the Amazon Chime User Guide.</td>
<td>October 29, 2019</td>
</tr>
<tr>
<td>Screen share browser support (p. 57)</td>
<td>Mozilla Firefox is now supported for screen sharing. For more information, see Screen sharing options for the Amazon Chime web application in the Amazon Chime User Guide.</td>
<td>October 8, 2019</td>
</tr>
<tr>
<td>Edit conversation members (p. 57)</td>
<td>Edit the members of a chat conversation. For more information, see Using group chats in the Amazon Chime User Guide.</td>
<td>September 11, 2019</td>
</tr>
<tr>
<td>Amazon Chime Readiness Checker (p. 57)</td>
<td>To see if your device is ready to use with Amazon Chime, use the Amazon Chime Readiness Checker at <a href="https://app.chime.aws/check">https://app.chime.aws/check</a>. For more information, see Amazon Chime Readiness Checker in the Amazon Chime User Guide.</td>
<td>September 6, 2019</td>
</tr>
<tr>
<td>Call history (p. 57)</td>
<td>Call or send messages to phone numbers or contacts from your Call history. For more information, see Dialing phone numbers with Amazon Chime in the Amazon Chime User Guide.</td>
<td>August 19, 2019</td>
</tr>
<tr>
<td>Quoting messages (p. 57)</td>
<td>Amazon Chime supports quoting a message in chat. For more information, see Using chat features in the Amazon Chime User Guide.</td>
<td>August 6, 2019</td>
</tr>
<tr>
<td>Moderated meetings (p. 57)</td>
<td>Amazon Chime supports moderated meetings. For more information, see Scheduling a moderated meeting in the Amazon Chime User Guide.</td>
<td>July 25, 2019</td>
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<tr>
<th>Topic</th>
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<tr>
<td>Using chatbots with Amazon Chime (p. 57)</td>
<td>Amazon Chime supports integration with chatbots that your Amazon Chime Enterprise account administrator creates. For more information, see <a href="#">Using chatbots</a> in the Amazon Chime User Guide.</td>
<td>May 14, 2019</td>
</tr>
<tr>
<td>Dial phone numbers with Amazon Chime (p. 57)</td>
<td>If your administrator has enabled the corresponding telephony options for your Amazon Chime account, you can use the Amazon Chime client to dial phone numbers and send and receive text messages. For more information, see <a href="#">Dialing phone numbers with Amazon Chime</a> in the Amazon Chime User Guide.</td>
<td>March 18, 2019</td>
</tr>
<tr>
<td>Amazon Chime iOS inbound calling options (p. 57)</td>
<td>If you have the Amazon Chime client app installed on an iOS device, you can choose how to receive inbound meetings and calls on that device. For more information, see <a href="#">Using the Amazon Chime mobile app for iOS</a> in the Amazon Chime User Guide.</td>
<td>March 14, 2019</td>
</tr>
<tr>
<td>Amazon Chime Add-In for Outlook (p. 57)</td>
<td>Amazon Chime provides two add-ins for Outlook: the Amazon Chime Add-In for Outlook on Windows and the Amazon Chime Add-In for Outlook. These add-ins offer the same scheduling features, but support different types of users. For more information, see <a href="#">Scheduling meetings with the Add-In for Outlook</a> in the Amazon Chime User Guide.</td>
<td>March 12, 2019</td>
</tr>
<tr>
<td>Supported browsers for screen sharing and recurring meeting cancellation (p. 57)</td>
<td>Google Chrome for Windows, macOS, and Linux desktops are supported for screen sharing. Also, you can cancel a recurring meeting. For more information, see <a href="#">Canceling a meeting and Removing yourself from a recurring meeting</a> in the Amazon Chime User Guide.</td>
<td>March 5, 2019</td>
</tr>
<tr>
<td>Feature</td>
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<tr>
<td>Meeting attendee unmute/removal (p. 57)</td>
<td>Meeting attendees can unmute other meeting attendees who have joined the meeting audio from a phone or in-room video system. Meeting hosts who are using the Windows or macOS Amazon Chime clients can also remove attendees from meetings. For more information, see Muting and unmuting and Hosting a meeting in the Amazon Chime User Guide.</td>
<td>February 7, 2019</td>
</tr>
<tr>
<td>Amazon Chime updated Scheduling Assistant and chat enhancements (p. 57)</td>
<td>The Amazon Chime meeting scheduling assistant is updated and chat room features are enhanced. For more information, see Scheduling meetings with a calendar app and Using chat features in the Amazon Chime User Guide.</td>
<td>December 6, 2018</td>
</tr>
<tr>
<td>Amazon Chime web application video support in Firefox (p. 57)</td>
<td>Video support is available for the Amazon Chime web application in Mozilla Firefox. For more information, see Browser requirements in the Amazon Chime User Guide.</td>
<td>October 1, 2018</td>
</tr>
<tr>
<td>Amazon Chime call me feature (p. 57)</td>
<td>If your administrator has enabled the Amazon Chime call me feature, you can have Amazon Chime call you at a preferred phone number. For more information, see Joining a meeting without the Amazon Chime app in the Amazon Chime User Guide.</td>
<td>August 22, 2018</td>
</tr>
<tr>
<td>Amazon Chime web application video support in Chrome (p. 57)</td>
<td>Video support is available for the Amazon Chime web application in Google Chrome. For more information, see Browser requirements in the Amazon Chime User Guide.</td>
<td>July 31, 2018</td>
</tr>
<tr>
<td>Amazon Chime web application (p. 57)</td>
<td>The Amazon Chime web application is available. For more information, see Using the Amazon Chime Web App in the Amazon Chime User Guide.</td>
<td>May 17, 2018</td>
</tr>
<tr>
<td>Amazon Chime Assistant (p. 57)</td>
<td>The Amazon Chime Assistant is available. For more information, see Using the Amazon Chime Assistant in the Amazon Chime User Guide.</td>
<td>April 23, 2018</td>
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AWS glossary

For the latest AWS terminology, see the AWS glossary in the AWS General Reference.