
Amazon Chime

User Guide



Amazon Chime: User Guide

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What is Amazon Chime?

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

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

Get Started with Amazon Chime

There are several ways to get started with Amazon Chime, depending on what you want to do. If you received an Amazon Chime meeting invite, you can quickly join the meeting. If you plan to use Amazon Chime regularly to communicate and join meetings, you can either download a Amazon Chime client from <http://chime.aws/download> or access the Amazon Chime web app at <https://app.chime.aws/> and then create an Amazon Chime account. Lastly, if you want to manage a group of Amazon Chime users, you can create an administrator account with Amazon Chime.

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Review System Requirements

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

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

Windows

Supported versions:

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

Hardware requirements:

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

Software requirements:

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

Note

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

Screen share configuration requirements:

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

Microsoft Outlook Add-in:

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

macOS

Supported versions:

- OS X 10.10 and later

Hardware requirements:

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

Android

Supported versions:

- Android OS 4.0 and later

Software requirements:

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

Hardware requirements:

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

iOS

Supported versions:

- iOS 10.0 and later

Supported devices:

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

Note

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

Browser Requirements

The following browsers are supported for the Amazon Chime web app. To open the app, sign in to <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
 - Microsoft Edge (latest version)
 - Internet Explorer 11
- Browsers supported for meetings:
 - Google Chrome (latest three versions)
 - Mozilla Firefox (latest three versions)

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

Join an Amazon Chime Meeting Quickly

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

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

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

Create an Amazon Chime Account

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

Download Amazon Chime

To begin, first download and install the Amazon Chime client from <http://chime.aws/download>, or access the Amazon Chime web client at <https://app.chime.aws/>.

Create an Amazon Chime Account

Use the following steps to create your Amazon Chime account.

To create an Amazon Chime account

1. Launch the Amazon Chime app, choose **Sign in / Sign up**, and enter your work email address .
2. Choose **Login with Amazon, Create a new Amazon account**.
3. Enter your name and work email address, set a strong password, and choose **Create your Amazon account**.

4. Choose **I agree** to grant access for your Amazon account to be used with Amazon Chime, check your email, and choose **Verify Me**.
5. If want to install Amazon Chime on other mobile or desktop devices, repeat the steps above and use the same log-in credentials. All of your devices are synced together.

Set a Personalized Link

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

To set a personalized link

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

Add Contacts

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

To add contacts

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

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

Schedule Meetings

For information about how to start scheduling meetings, see [Schedule Meetings Using Amazon Chime \(p. 13\)](#).

Administer an Amazon Chime Account

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

Attend Meetings Using Amazon Chime

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

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- [Use the Amazon Chime Roster \(p. 9\)](#)
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Join a Meeting

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

- Audio configurations

Note

To avoid 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, both mobile and desktop. Make sure that your device is connected to a stable network.
 - If you are attending a meeting from a large conference room that has built-in microphones and speakers, or if you prefer to use a telephone, choose to dial in to your meeting. Amazon Chime Pro includes international access numbers and toll-free numbers. The link to find the access numbers is in the Amazon Chime client under **Meetings, Schedule a Meeting**.
 - If you are joining a meeting from a room that has a built-in video conference system that is compatible with Amazon Chime, you can choose to use the audio from that device.
- Screen share features
 - To share your screen with meeting attendees, you can use either an Amazon Chime client that is running 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 Amazon Chime clients (mobile or desktop), or a supported browser by using the web screen viewer. The web screen viewer is ideal for attendees who need to view a screen share but can't install add-ins or other software on their computers.
 - Video features

- If you want to use the video features, you can use the Amazon Chime client running on a Windows, macOS, or iOS device, or via an in-room video system.

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- [Join a Meeting Using the Amazon Chime Mobile App \(p. 7\)](#)
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- [Join a Meeting without the Amazon Chime App \(p. 8\)](#)
- [Join a Meeting Anonymously \(p. 9\)](#)
- [Join a Meeting Early \(p. 9\)](#)

Join an Auto-call Meeting Using the Amazon Chime Client

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

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

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

Note

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

Join a Meeting Using the Amazon Chime Mobile App

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

To join a meeting using the Amazon Chime mobile app

1. When the meeting starts, listen for the ring notification and see the visual notification on your phone.
2. Slide your finger across the notification to launch the Amazon Chime app and choose your meeting.
3. In the **Meeting Starting** dialog box, choose **Join**.
4. Choose one of the following audio options:
 - If you are the only audio source in the room, choose **Use My Audio**.
 - If you are dialing in or if there is another user in the room using their Audio, choose **Don't Use My Audio**.

- If your cellular data isn't strong and you want to use your mobile phone to dial into the meeting, choose **Dial In**. Dial the number that appears on the screen and choose **Call**.

Join a Meeting Using an In-Room Video Conference System

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. Type **meet.chime.in** for a SIP call or **52.23.133.56** for an H.323 call.
3. Choose **Call** and wait a few seconds to connect to Amazon Chime.
4. After you hear the greeting, type the 10-digit meeting ID from the meeting invite, followed by "#".
5. To share your screen with other meeting attendees, plug the system cable into your laptop and enable content sharing.

Join a Meeting without the Amazon Chime App

If you don't have the Amazon Chime app installed, you can still join a meeting if the host includes meeting instructions in the calendar invite.

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

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.
 - 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.

Browsers that aren't supported by the web app are supported by the simple screen share viewer. For a complete list of supported browsers, see [the section called "Review 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.
4. Choose **Continue in Browser**.

To join a meeting from the Amazon Chime website

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

To join a meeting by using the dial-in number

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

Join a Meeting Anonymously

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

To join a meeting anonymously

1. Open the Amazon Chime app.
2. Choose **Join a meeting without an account**, 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**.

Join a Meeting Early

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

To join a meeting early

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

Note

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

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

Use the Amazon Chime Roster

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

You can also mute or message users from the roster.

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

- Audio icons
 - Speaker icon—The attendee is using VoIP.
 - Telephone icon—The attendee is using dial-in.
 - No audio icon—The attendee joined without their microphone and speaker enabled, and is probably using a different audio source, such as shared in a room, dial-in, or in-room video.

- Gray audio icon—The attendee is muted.
- Red audio icon—The attendee's connection is weak.
- Status icons
 - Attendee—The attendee is in the meeting.
 - Invited—The attendee has been invited but has not joined yet.
 - Declined—The attendee selected **Decline** on the **Join** screen.
 - Running late—The attendee selected **Running late** on the **Join** screen.
 - Left—The attendee was attending the meeting and chose to leave.
- Status colors
 - Green—The attendee is available.
 - Red—The attendee is busy.
 - Private—The attendee is only available on mobile devices. To set this status, choose **Settings, Share availability information with No one**.

Screen share icons

- Screen icon—The attendee is sharing 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.

Chat with Users

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

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

Messages can include both file attachments and emojis.

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

For information about using chat in Amazon Chime, see [Collaborate Using Amazon Chime Chat \(p. 20\)](#)

Enable Video

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

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

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

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

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

Share Your Screen

Anyone who has the Amazon Chime desktop app installed can share their screen or get remote access, not only the meeting organizer.

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

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

Note

You can't share your screen when using the Amazon Chime web app, but you can still view screens shared with you.

Request Desktop Control

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

To use request desktop control

1. The other user shares their entire desktop instead of only a window.
2. Choose **Call, Request Shared Control**.
3. The other users choose **Allow** to allow shared control. The gold band around the desktop turns red, and cursors of both users are labeled.
4. To end the shared session, either the viewer or the sharer chooses **End**.

Note

Request desktop control is not available for the Amazon Chime web app.

Mute and Unmute Others

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

You can also mute yourself or other callers individually. On the meeting roster, select the microphone icon next to the caller to mute. When a caller is on mute, only they can unmute themselves.

Switch from VoIP to Dial-In

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

To switch to dial-in

1. Choose **Settings, Change Audio, Switch to Dial-In**.

2. Use the dial-in number shown or select an international number.
3. Enter the **Meeting ID** when prompted.

Schedule Meetings Using Amazon Chime

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

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

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Choose a Meeting ID

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

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

A **One-time Meeting ID** is a unique ID used for individual meetings or a meeting series. This ensures that meeting attendees have dial-in information specific to the meeting or meeting series, preventing back-to-back meetings from merging. These are ideal for confidential, overlapping, and back-to-back meetings.

Schedule Meetings with a Calendar App

You can schedule meetings with your existing calendar app.

To schedule a meeting with a calendar app

1. From the Amazon Chime app, choose **Meetings, Schedule a Meeting**.
2. For **Calendar app**, choose **Other**.
3. Choose your meeting settings and choose **Copy**.

4. Go to your calendar app and open the meeting to update.
5. Paste the attendee details into the calendar invite.
6. If you are using your Personal Meeting ID, you only need to add meet@chime.aws as an attendee to your meeting.

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

7. Choose **Send**.

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

Schedule Meetings with Google Calendar

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

To schedule a meeting using Google Calendar

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

To add Amazon Chime to an existing Google Calendar meeting

1. From the Amazon Chime app, choose **Meetings, Schedule Meeting**.
2. For **Calendar app**, choose **Other**.
3. Choose your meeting settings and choose **Copy**.
4. Go to your Google calendar and open the meeting to update.
5. For **Add guests**, paste the attendee details and choose **Add**.
6. Copy the meeting instructions from the **Amazon Chime Schedule Meeting assistant**.

7. In Google Calendar, paste the instructions into the **Description** field and choose **Save, Send**.

Schedule Meetings with the Outlook Add-In

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

To schedule a meeting using Outlook from the Amazon Chime app

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

Note

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

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

meet@chime.aws is included, which enables Auto-call and automatically starts the meeting for registered attendees at the scheduled start time.
8. Enter the date, time, additional attendees, and recurrence (if any).
9. Send the invite.

To schedule a meeting from Outlook

1. Include international phone numbers by choosing **Schedule Amazon Chime Meeting** on the Outlook Calendar ribbon, **International Dial-ins**.
2. Open a meeting date and time, or choose **Appointment, New Meeting**, and **Schedule Amazon Chime Meeting**.
3. Select the **Meeting ID type**.
4. The invite is automatically populated with **meet@chime.aws**, instructions, meeting link, dial-in info, and meeting ID.
5. Edit the meeting instructions if necessary, and choose **Send**.

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

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

Start an Instant Meeting or Call

To start a 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 **Personal** or **One-time Meeting ID**.
3. Choose **Mic & Speakers** or **Dial-in**.
4. Add the users to invite to your call.

To start a call from chat

1. Use [One-on-One Chat \(p. 20\)](#) or [Start a Group Chat \(p. 20\)](#).
2. Choose the phone icon in the top-right corner of the screen.
3. The call starts with all the chat users immediately.

Host a Meeting

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

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

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

The host can perform the following recording actions:

- Start and stop recording the meeting by choosing the record icon, or by choosing the **More** menu, **Stop Recording**.
 - Note**
Meeting attendees receive an update that the meeting is no longer being recorded. Recording automatically stops when the meeting ends.
- Confirm that the meeting is being recorded by seeing the record icon next to the meeting ID.
 - Note**
Meeting attendees are notified audibly and visually that their meeting is being recorded when they join.
- Receive a file of the recording in an Amazon Chime chat message. Amazon Chime sends .mp3 files of audio-only recordings, and .mp4 files of screen share meetings.
 - Note**
These 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.

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

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

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

Assign a Delegate

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

Assign Delegates

Assign delegates from the desktop client.

To assign delegates

1. From the **Amazon Chime** menu, choose **Amazon Chime, Preferences, Meetings**.
2. Choose **Add Delegate** and enter the name of the contact to add as a delegate.

Remove Delegates

Remove delegates from the same location in the client.

To remove delegates

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

Schedule Meetings as a Delegate with a Calendar App

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

To schedule a meeting as a delegate with a calendar app

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

Schedule Meetings as a Delegate using the Outlook Add-In

When scheduling meetings with the Outlook add-in, you receive a prompt to select who you are scheduling the meeting for. For more information, see [Schedule Meetings with the Outlook Add-In](#) (p. 15).

Cancel a Meeting

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

Scheduling Best Practices

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

Topics

- [Create a Personalized Link](#) (p. 18)
- [Help Mobile Users Join Your Meeting](#) (p. 19)
- [Enable or Disable Auto-call](#) (p. 19)
- [Invite a Distribution List](#) (p. 19)
- [Change Meeting Details](#) (p. 19)

Create a Personalized Link

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

Create a name that is easy for people to associate with you, like your email address prefix or your name. The name must be at least 12 alpha-numeric characters or longer (special characters are not included in

the character count). Amazon Chime makes sure it's unique in the system, and automatically adds it to your meeting instructions.

Help Mobile Users Join Your Meeting

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

Enable or Disable Auto-call

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

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

To avoid having everyone's devices ring at the same time (for example, if everyone is in the same office), remove **meet@chime.aws** from the invitee list. You can also remove **meet@chime.aws** if your attendees would rather just open the invite and choose the meeting link,

Invite a Distribution List

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

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

Use caution when using distribution lists with **meet@chime.com**. To have Amazon Chime initiate the call, you must list individual users.

Change Meeting Details

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

Collaborate Using Amazon Chime Chat

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

Contents

- [Use One-on-One Chat \(p. 20\)](#)
- [Start a Group Chat \(p. 20\)](#)
- [Create a Chat Room \(p. 21\)](#)
- [Automate Chat Messages with Webhooks \(p. 21\)](#)

Use One-on-One Chat

To chat directly with a colleague

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

Note

If you don't see the name that you want, choose **My Contacts, Add Contact**.
If the colleague's email address is not associated with an Amazon Chime account, they receive an invite.

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

Start a Group Chat

To send the same messages to more than one person

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

Create a Chat Room

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

To create a chat room

1. Choose **Rooms, New Room**.
2. Enter a name for the 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**.

Administer 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**.

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**.

Send Notifications

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

Type @ or choose **At-mention** and select a member's name, the entire 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.

Join a Chat Room

To join a chat room, accept the invite from the chat room administrator. Only administrators can send chat room invites.

Automate Chat Messages with Webhooks

You can use incoming webhooks to programmatically send messages to chat rooms. For example, you 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 room. Webhooks require custom development or third-party tools that can help integrate external systems with Amazon Chime. You can create up to 10 webhooks for each chat room.

Webhooks messages are plaintext and can include emojis. HTTP links and email addresses render as clickable links. Messages can also include @All and @Present annotations to alert all members and present members of a chat room, respectively. Attachments and direct @mentions are currently not supported.

To create a webhook for a chat room

Note

Webhooks can only be a part of a chat room and can't be shared.

1. A chat room administrator creates a webhook for a chat room and copies the webhook URL into an application or script that the administrator has tasked with updating the chat room:
 - a. Open the Amazon Chime desktop client (Windows or macOS).
 - b. Choose the gear icon in the upper-right corner and choose **Manage webhooks**.
 - c. In the **Manage webhooks** dialog box, choose **New**, enter a name for the webhook, and choose **Create**.
 - d. Verify that the webhook that you created is listed, and choose **Copy webhook URL** to send the webhook URL to the webhook developer.
2. The script or application uses the webhook URL to send messages from an external system to a chat room:
 - a. The URL accepts an HTTP POST request.
 - b. Amazon Chime webhooks accept a JSON payload with a single key **Content**. The following is a sample curl command with a sample payload:

```
curl -X POST "<Insert your webhook URL here>" -H "Content-Type:application/json"
--data '{"Content": "Message Body emoji test: :) :+1: link test: http://sample.com
email test: marymajor@example.com All member callout: @All All Present member
callout: @Present"}'
```

3. After the external program sends the HTTP POST to the webhook URL, the server validates that the webhook is valid and has an assigned chat room.
4. The server relays the message to the chat room members in the Amazon Chime client (mobile and desktop).

Note

You can confirm that a webhook is in a chat room by seeing its name in the chat room roster with a webhook icon. Every webhook post in the chat room shows the webhook name followed by "(Webhook)".

5. Amazon Chime users read the messages in the corresponding chat room.

Note

Users can't interact with webhooks or send messages back.

6. Repeat the process for each chat room in which you would like to use incoming webhooks.

Webhooks Errors

The following is a list of webhook-related errors:

- The incoming webhook rate limit for each webhook is 1 TPS per chat room. Throttling results in an HTTP 429 error.
- Messages posted by a webhook must be 4 KB or less. A bigger message payload results in an HTTP 413 error.
- If the webhook URL is regenerated, using the old URL results in an HTTP 404 error.

- If the webhook in a room is deleted, using the old URL results in an HTTP 404 error.
- Invalid webhook URLs result in HTTP 403 errors.
- If the service is unavailable, the user receives an HTTP 503 error in the response.

Using the Amazon Chime Web App

The Amazon Chime web app brings Amazon Chime meetings and chat to your browser. The web app makes it easy for clients, vendors, and other third parties to join your meetings, even if they're new to Amazon Chime. There's no need to create an account and no downloads are required to participate in meetings. With the web app, the full Amazon Chime experience is available in the browser for users that choose to create an account. 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 apps.

Joining and scheduling meetings from the web app works the same way as the Amazon Chime desktop and mobile apps. For more information, see [Attend Meetings Using Amazon Chime \(p. 6\)](#) and [Schedule Meetings Using Amazon Chime \(p. 13\)](#). Attendees that choose to join your meetings on the web app can view shared screens, use the meeting roster, participate in meeting chat, and join audio by dialing in on their phone or through their computer's audio.

The Amazon Chime web app also lets you format messages in rich text, search as you type, request chat room access using a web app URL, and preview external content URLs. For more information, see [Chat Features in the Amazon Chime Web App \(p. 24\)](#) and [Additional Features in the Amazon Chime Web App \(p. 25\)](#).

To use the Amazon Chime web app, 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 Web App Browsers

Amazon Chime web app 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 App

Chat features in the Amazon Chime web app include the ability to send direct messages, request chat room access using web app URLs, navigate with browser controls, and view your complete conversation history.

To send a direct message using a web app 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 app URL for a chat room

1. In the Amazon Chime web app, 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've visited. Each room and conversation in the Amazon Chime web app has its own URL,

To view the complete conversation history

- Under **Recent Messages**, choose **All messages** to view complete conversation history arranged by time sent, from most to least recent.

Meeting Audio Options for the Amazon Chime Web App

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

Use my computer's microphone and speakers

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

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 app 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.

Additional Features in the Amazon Chime Web App

The Amazon Chime web app lets you search as you type, preview external content URLs, and use rich text messages formatting, keyboard shortcuts, emojis, and .gif files.

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, or thumbnails, when pasting URLs to external sites.

Rich text support

Supports formatting, such as bold, lists, or heading levels, in messages you send to other web app users. To send a rich text message, type `/md` and then compose your message using [markdown syntax](#).

Keyboard shortcuts

Type `Ctrl + /` to view Windows shortcuts, or `cmd + /` to view macOS shortcuts.

Emoji and .gif support

To insert an emoji, choose **Pick an emoji** next to the chat input field. Upload saved .gif files into the chat input field to play it inline, or use markdown to display .gif files from the web.

Note

If Amazon Chime users aren't using the web app, they see messages in plain text.

Unsupported Features in the Amazon Chime Web App

The following features are not currently supported in the Amazon Chime web app.

Screen sharing

You can't share your screen with other users from the Amazon Chime web app. However, you can view screens that are shared with you.

Remote Desktop Control

Remote desktop control is not supported at this time.

Use 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 are a registered user.
- You're using an Amazon Chime client.
- You aren't a managed user associated with an Amazon Chime account (that is, you didn't accept a team invite or weren't added to an enterprise account).

Contents

- [Set Up the Amazon Chime Assistant \(p. 27\)](#)
- [Supported Commands \(p. 27\)](#)

Set Up the Amazon Chime Assistant

You must set up the 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 \(p. 27\)](#).

Supported Commands

The 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 Amazon Chime Assistant's commands.

Get User Support

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

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

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

Document History

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

- **Latest documentation update:** May 17, 2018

Change	Description	Date
Web app launch	Using the Amazon Chime Web App (p. 24)	May 17, 2018
Use the Amazon Chime Assistant to get attachments or delete your account	Use the Amazon Chime Assistant (p. 27)	April 23, 2018
Webhooks support	Automate Chat Messages with Webhooks (p. 21)	November 21, 2017
Initial release	Initial release	February 14, 2017