



User Guide

Amazon Chime



Amazon Chime: User Guide

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What is Amazon Chime?

Amazon Chime is a flexible communications service with pay-as-you-go pricing. In turn, the Amazon Chime desktop, web, and mobile clients provide an integrated place to use those services. You can meet, chat, and place business calls using a single application. This guide explains how to use the Amazon Chime clients on your computer desktop, your browser, and mobile devices.

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

Joining an Amazon Chime meeting quickly

If you receive Amazon Chime invitations and want to join meetings quickly, or if you use Linux, you can do so with your internet browser. For more information, see [Joining scheduled meetings](#).

If you have time before a meeting starts, you can install the Amazon Chime desktop client or mobile client and join the meeting anonymously. For more information, see [Joining meetings without an Amazon Chime user account](#) and [Using the Amazon Chime mobile app](#).

Getting started with Amazon Chime

To get started using Chime, see the next section, [Getting started with Amazon Chime](#). Topics in the section explain the system requirements, and how to set up the necessary Amazon Chime accounts, learn the software, and add contacts. If you're new to Amazon Chime this section will help you get going quickly.

Getting started with Amazon Chime

The topics in this section explain how to start using version 5 of Amazon Chime. You have the following options:

- **The desktop client** – If you use Windows or macOS devices, your employer allows you to install software, and you have a reliable network connection, use the Amazon Chime desktop client.
- **The web app** – If you can't install software, or if you run Linux, you can still use Amazon Chime in a supported browser.
- **The mobile app** – For mobile work, you can install the app on supported Android and iOS devices.

Review the following topics in the order listed. They assume that you're new to Amazon Chime. If you already use Amazon Chime, you can skip the first three sections, because the desktop client and the mobile app notify you about updates, and we always keep the web app up to date. For more information about updating the clients, see [Understanding automatic updates](#).

Topics

- [1. Know the system requirements](#)
- [2. Install the software](#)
- [3. Create an Amazon Chime user account](#)
- [4. Get to know the desktop client and web app](#)
- [5. \(Optional\) Set a personalized meeting link](#)
- [6. Add contacts](#)
- [7. Learn how to schedule meetings](#)

1. Know the system requirements

Before you set up Amazon Chime, first verify that your computer or mobile device meets the following requirements.

Topics

- [Windows requirements](#)
- [macOS requirements](#)

- [Android requirements](#)
- [iOS requirements](#)
- [Browser requirements](#)
- [Amazon Chime Add-In for Outlook requirements](#)
- [Amazon Chime Add-In for Outlook on Windows requirements](#)

Amazon Chime provides desktop clients for the following operating systems.

Windows requirements

Supported versions:

- Windows 10 and Windows 11

Hardware requirements:

- Dual core 2GHz or higher, 4Gb RAM or higher
- **For audio calls:** Microphone and speakers.
- **For sharing video:** Built-in or external webcam.

macOS requirements

Supported versions:

- macOS 11 (Big Sur) and later

Hardware requirements:

- **Hardware:** Intel or Apple Silicon
- **For audio calls:** Microphone and speakers
- **For sharing video:** Built-in or external webcam

Android requirements

Supported versions:

- Android OS 8.x 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 only available on devices with Bluetooth, telephony, or WiFi.
- Tablet and phone devices are supported.
- Kindle Fire tablets are currently not supported.

iOS requirements

Supported versions:

- iOS 14.x and later

Hardware requirements:

- Some features are only available on devices with Bluetooth, telephony, or WiFi.
- Tablet and phone devices are supported.

Browser requirements

The Amazon Chime web application supports the following web browsers. We don't support mobile browsers. To open the Amazon Chime web application, sign in to <https://app.chime.aws/> in a supported browser.

- To connect to audio calls from a supported browser, you must have a microphone and speakers.
- Browsers supported for chat:
 - Google Chrome (latest three versions)
 - Mozilla Firefox (latest three versions)
 - Apple Safari (latest three versions)

- Microsoft Chromium Edge (latest three versions)
- Browsers supported for meetings, video, and screen sharing:
 - Google Chrome (latest three versions)
 - Mozilla Firefox (latest three versions)
 - Microsoft Chromium Edge (latest three versions)
- Browsers supported for screen sharing:
 - Google Chrome (latest three versions)
 - Mozilla Firefox (latest three versions)
 - Chromium Edge (version 84 and later)
- Browsers with limited meeting support:
 - Apple Safari (latest three versions)

 Note

Limited meeting support means the following.

- You must dial in for audio.
- You can view video and screen shares.
- You can't share video.

Amazon Chime Add-In for Outlook requirements

The Amazon Chime Add-In for Outlook is compatible with Office 365 and recent versions of Microsoft Exchange Server on-premises. For information about selecting the correct add-in 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 later, when used with a supported client

Amazon Chime Add-In for Outlook on Windows requirements

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

Supported Outlook versions:

- Outlook 2016
- Outlook 2019
- Office LTSC 2021

Supported Exchange versions:

- Office 365
- On-premises Exchange

Visit <https://aws.amazon.com/chime/download> to get all your Amazon Chime apps. You can install the Amazon Chime from the Apple App Store and Google Play.

2. Install the software

After you confirm that your devices meet the system requirements, you can do the following: .

- For Windows and macOS machines, download and install the Amazon Chime client from [Download Amazon Chime](#).
- For browsers on Windows, Mac, and Ubuntu machines, run Amazon Chime by going to <https://app.chime.aws>.
- For mobile devices, go to the Play Store or App Store and install the Amazon Chime mobile app on your Android or iOS device. For more information about using the mobile app, see [Using the Amazon Chime mobile app](#).

3. Create an Amazon Chime user account

Note

The process for creating an Amazon Chime user account can vary, depending on whether you use Amazon Chime at work, at home, or as part of a small business.

For example, your company may have you enter your email address or network credentials the first time you use Amazon Chime, and that creates your user account. Your company may also decide on using a Team or Enterprise account and your permission levels.

The following information assumes that you don't have those types of company support, and that you or someone you know will act as an Amazon Chime administrator.

You can use Amazon Chime without a user account. When you do, you can only join meetings, listen to audio, and view any video feeds and screen shares.

For a richer Amazon Chime experience, use your work or business email address to sign up for a free Amazon Chime user account. When you do, you receive auto-calls for meetings that you're invited to, and you can use the chat features. Sign-up only takes a few minutes. Also, you can use the Amazon Chime Pro features for 30 days at no charge. When that trial period ends, you can use Amazon Chime with basic permissions for free.

If you only want to participate in meetings and use chat, you can stop there. However, if you want to schedule meetings for up to 250 attendees, use other paid features, or manage your company's usage of Amazon Chime, you need to do the following:

- Create an AWS account. For more information about creating an AWS account, see <https://portal.aws.amazon.com/billing/signup>. Creating the account makes you the account owner.
- Create an Amazon Chime administrative user. For more information about creating the user, see [Prerequisites](#) in the *Amazon Chime Administration Guide*.
- Create an Amazon Chime Team or Enterprise account and associate it with the AWS account.
- Assign Pro permissions to your Amazon Chime user account.

Note

You can assign Basic permissions to other user accounts. Those accounts have the same limitations as free accounts. However, you must grant yourself Pro permissions in order to assign permissions to other users.

For more information about creating Team and Enterprise accounts, and about assigning Pro permissions, see [Getting started](#) in the *Amazon Chime Administrator Guide*.

Once you have a Team or Enterprise account, Amazon Chime becomes a pay-as-you-go service, and you only pay for what you use. Users with Pro permissions only incur charges when they host calls for three or more people, or use other Pro meeting features, such as hosting controls. For more information about purchasing Amazon Chime to manage your users and assign Pro and Basic permissions, see <https://portal.aws.amazon.com/billing/signup>.

Basic and Pro accounts provide different levels of access to Amazon Chime's features. For a full list of features, see the [Amazon Chime Pricing](#) page.

- **Basic permissions** – Allow you to use all the chat and chat room features as well as attend meetings. This includes getting called for scheduled meetings, and starting meetings with other Amazon Chime registered users with audio, video, and screen sharing capabilities.
- **Pro permissions** – Include all the chat, chat room, and meeting attendance features included with Basic permissions, plus features that may incur a charge, such as hosting scheduled and instant meetings with up to 250 attendees, recording your meetings, and providing support for attendees to dial-in and join your meetings from an in-room video system.

Using the Pro trial

If you create a free user account that isn't associated with an AWS account, you can use the Amazon Chime Pro features for 30 days at no charge. After that trial period, you can continue using Amazon Chime with Basic permissions for free. To continue using Amazon Chime with Pro permissions after trial period, you or your administrator must create an AWS account, and then an Amazon Chime Team or Enterprise account as described above.

To create an Amazon Chime user account

1. Open the Amazon Chime desktop client, the web app, or the mobile app.

2. In the **Email address** field, enter the email address that you use to receive meeting invitations and attend meetings.
3. Choose **Sign in / Sign up**, and do one of the following:
 - If your company has already setup Amazon Chime for your email domain, you may be prompted to use your work credentials to sign in. Enter them, and the system signs you in.
 - If you use an email address to access an Amazon.com retail account, enter that email address and password and skip to step 4.
 - If your company isn't set up for Amazon Chime and you aren't using an email address associated with an Amazon.com retail account, do the following:
 1. Choose **Create a new Amazon account**.
 2. Enter your name and email address, set a strong password
 3. Choose **Create your Amazon account**.
 4. If prompted, complete the CAPTCHA or one-time password challenge.

 Note

Until you memorize it, store your password in a secure location.

4. Choose **I agree** to grant your Amazon account access to Amazon Chime.

The system sends an email to the address that you entered in step 2.

5. Open the message and choose **Verify Me**.

To set up Amazon Chime on your other devices, use the same credentials to sign in. Amazon Chime automatically syncs all your messages and meetings across all your devices.

 Note

If you sign out of Amazon Chime, you sign back in by providing the email address that you entered in step 2. You sign out by choosing the ellipsis menu next to your name, and then choosing **Sign out**.

4. Get to know the desktop client and web app

The following sections introduce you to the Amazon Chime desktop client and web app. Amazon Chime tries to provide the same features and tools in both clients. However, they have the following differences:

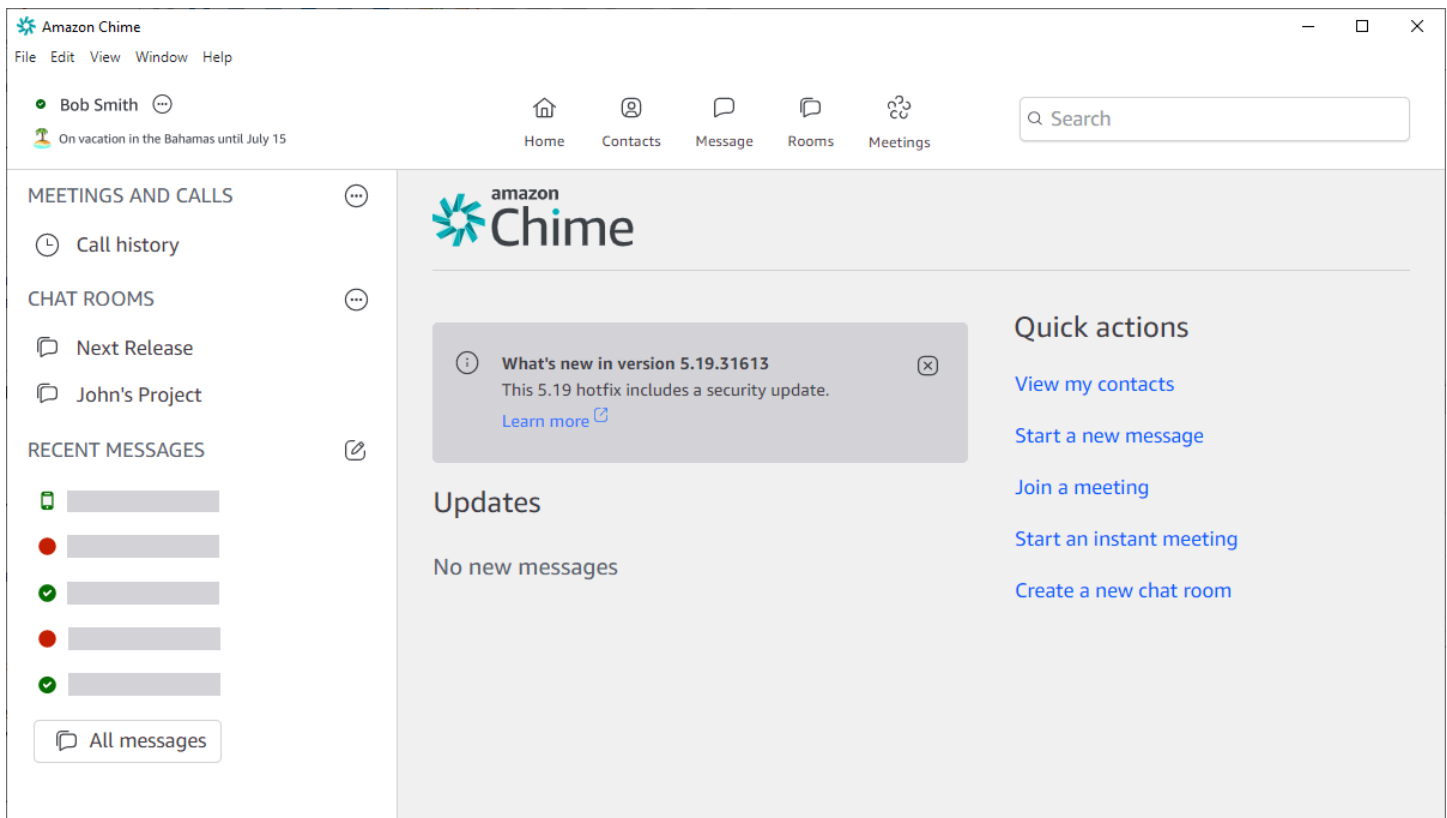
- Only the desktop client provides headset call controls. The controls allow you to interact with the Amazon Chime application during meetings using physical buttons on supported headsets and speakerphones. For more about supported headsets, see [Supported headset brands](#).
- The desktop client and web app use different keyboard shortcuts. To view the keyboard shortcuts on Windows devices, press Ctrl+/. To view the shortcuts on macOS devices, press Command+./.
- The web app does not support undocking video, and you can't message an attendee directly from the meeting roster. The app doesn't support a floating control bar, selected content being shared is not highlighted, and some settings are not available. For example, you can't mirror your video self view or choose to show your self view uncropped, you cannot prevent keyboard focus for incoming calls, you cannot suppress notifications during screen share, and the app doesn't provide a top level menu.
- The desktop client and web app have slightly different user screens. We note any differences in the following topics. Expand them to learn more.

Note

These topics only introduce the desktop client and web app. For information about the Amazon Chime mobile app, see [Using the Amazon Chime mobile app](#), later in this guide.

The Main window

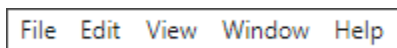
When you start either of the Amazon Chime clients, you see the Home section of the Main window. This image shows the window in the desktop client.



Starting from the upper-left corner, the Home window displays the following items:

Menu bar (desktop client only)

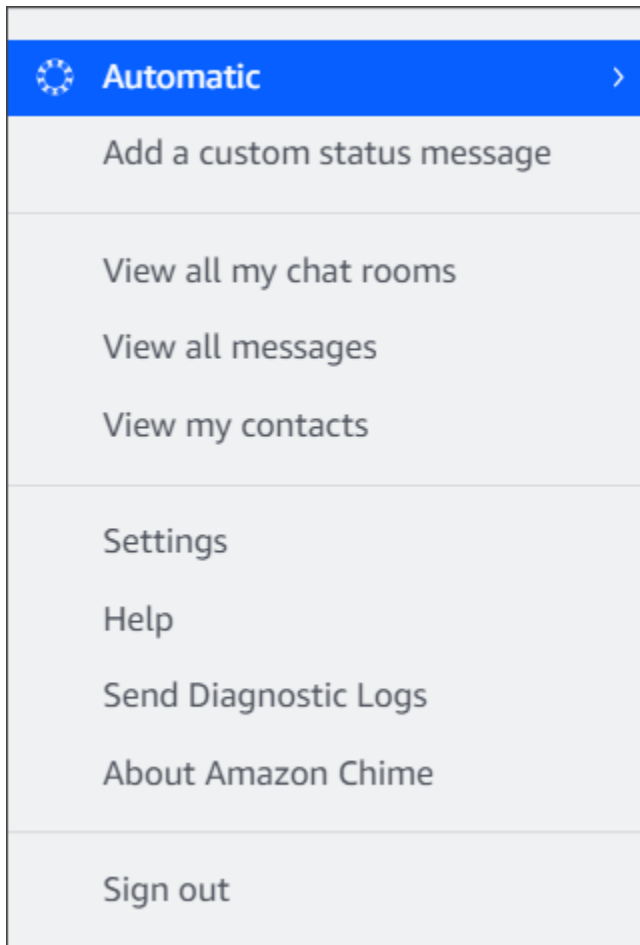
Use these menu options to change program settings, edit text, change the size of the Amazon Chime program window, and get help.



Your name and status

Both clients display your name, along with an icon that shows your status, such as **Available** or **Busy**. You can also add a custom status message.

In either client, choose your name to open the following menu:



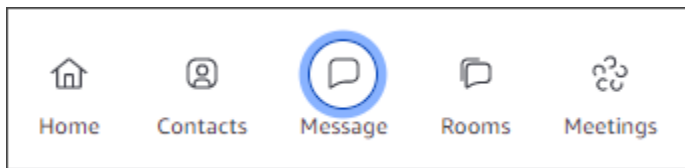
The following list describes the menu commands:

- **Automatic** – (default setting) Choose the command to set your availability status. The text in the menu matches your choice.
- **Add a custom status message** – Create a custom status message with an optional emoji.
- **View all my chat rooms** – Lists all the chat rooms that you belong to.
- **View all messages** – Lists all the messages that you've sent and received. Data retention policies may control how many messages you see.
- **View my contacts** – Opens your **Contacts** list.
- **Settings** – Opens the **Settings** window, where you change global program settings.
- **Help Center** – Takes you to the Amazon Chime Help Center.
- **Send diagnostic logs** – If something goes wrong with Amazon Chime you can send diagnostic logs that help troubleshoot the problem. A reference ID is created and you can send that to your administrator when you are troubleshooting a problem.

- **About Amazon Chime** – Displays the client's version and build number. Support technicians often ask for that information.
- **Sign out** – Signs you out of Amazon Chime

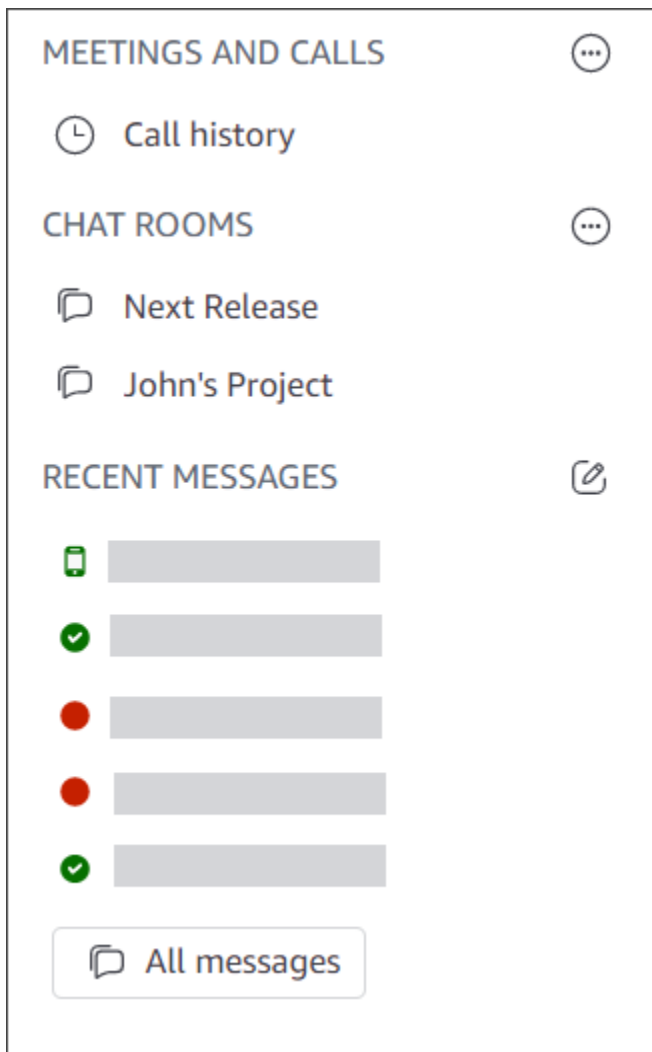
The navigation bar (desktop client only)

The navigation bar in the desktop client provides icons for returning to Home, opening your contacts list, creating a 1:1 or group message, opening your list of chat rooms, joining a meeting, starting an instant meeting, scheduling a meeting, and seeing your meeting bridge information.



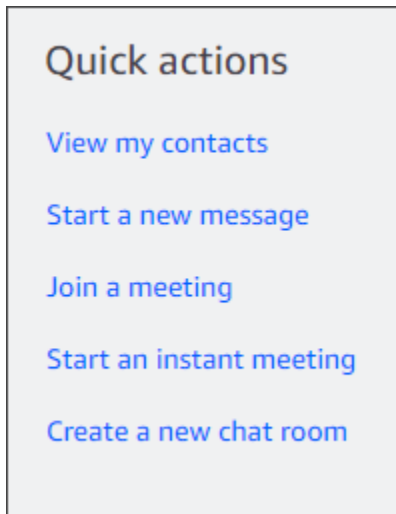
The sidebar

Both clients display the left navigation on the Main window. The sidebar lists your call history, chat rooms, favorites, and the people you've messaged recently.



Quick actions links

These links provide the same functionality as the navigation bar in the desktop client. The desktop client displays these links in the Main window. The web app displays these links all the time.



The chat window

You use the chat window to chat with other Amazon Chime users. In the desktop client, the window appears when you do any of the following:

- Select **Messages** on the navigation bar.
- Select **Message a contact** next to the **Recent Messages** header.
- Select a 1:1 message or group conversation under **Favorites** or **Recent Messages** in the sidebar.

In the web app, the window appears when you do any of the following:

- Select a 1:1 message or group chat under **Favorites** or **Recent Messages** in the sidebar.
- Select the plus sign (+) next to the **Recent Messages** header.
- select **Start a new message** under **Quick actions**.

For more information about using chat, see [Collaborating using Amazon Chime chat](#), later in this guide.

The meetings window

The meetings window appears when you join a meeting, answer a call, or start an instant meeting. When you and other attendees turn on webcams, those feeds appear in a set of *video tiles*. Meetings can display up to 25 tiles, and they appear on a first come, first served basis.

Amazon Chime also makes some content, such as screen shares, more prominent during meetings. We refer to that content as *featured content*. As needed, you can promote two video tiles to featured status, and demote any tile from featured status. What's more, you can hide attendee video tiles that you don't want to see, and display attendee video tiles above or below the featured content. For more information about using video, tiles, and sharing your screen during meetings, see [Using video during meetings](#).

These topics explain how to use the meetings window, and how to participate in meetings and calls.

- [Joining scheduled meetings](#)
- [Participating in meetings](#)
- [Starting instant meetings and calls](#)

5. (Optional) Set a personalized meeting 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. You can do this in the desktop client and web app.

To set a personalized link in the desktop client

1. On the navigation bar, choose **Meetings**



),

then choose **My meeting bridge information**.

2. Choose **Create your personalized ID**.
3. In the message that appears, review the information, then choose **Acknowledge and continue**.
4. In the **Create your personalized ID** dialog box, enter the name of your personalized link. Enter a name between 12-35 characters long.
5. Choose **Save**, then **OK**, then **Done**.

To create a personalized link in the web app

1. In the sidebar, open the ellipsis menu next to **Meetings and calls**.
2. Choose **My meeting bridge information**.

3. Choose **Create your personalized ID**.
4. In the message that appears, review the information, then choose **Acknowledge and continue**.
5. In the **Create your personalized ID** dialog box, enter the name of your personalized link. Enter a name between 12-35 characters long.
6. Choose **Save**, then **OK**, then **Done**.

To change a personalized link

1. Follow steps 1 and 2 in either of the previous procedures to display your meeting bridge information.
2. Choose the **Edit or delete personalized ID** icon
().
3. In the message that appears, review the information, then choose **Acknowledge and continue**.
4. Enter the new name for your link. Enter a name between 12-35 characters long.
5. Choose **Save**, then **OK**, then **Done**.

To delete a personalized link

1. Follow steps 1 and 2 in either of the previous procedures to display your meeting bridge information.
2. Choose the **Edit or delete personalized ID** icon
().
3. In the message that appears, review the information, then choose **Acknowledge and continue**.
4. In the **Edit your personalized ID** dialog box, choose **Delete**.
5. In the **Delete your personalized ID** dialog box, choose **Delete**.
6. Choose **OK**, then **Done**.

6. Add contacts

When you add contacts, you're adding other registered Amazon Chime users. You can invite colleagues from outside of your company account, but they must have their own Amazon Chime accounts, or they must create them.

Typically, you keep your contact list manageable by adding just the colleagues that you interact with the most.

The following steps explain how to use the desktop client and web app to add contacts.

To add contacts in the desktop client

1. On the navigation bar, choose

Contacts(
).

2. In the **Contacts** dialog box, search for the contact by name, email alias, email address, or phone number.

Note

If your search doesn't return a contact, and you know the contact's email address, you can send the contact an email invitation. The last set of steps in this section explains how.

3. Select the contact, then choose **Done**.

To add contacts in the web app

1. Under **Quick actions**, choose **View my contacts**.
2. In the **Contacts** dialog box, search for the contact by name, email alias, email address, or phone number.

Note

If your search doesn't return a contact, and you know the contact's email address, you can send the contact an email invitation. The last set of steps in this section explains how.

3. Select the contact, then choose **Done**.

You can use the desktop client or web app to add contacts from your call history.

To add a contact from your call history

1. In the navigation pane, under **Meetings and Calls**, choose **Call history**.
2. Choose the **Incoming**, **Missed**, or **Outgoing** tabs.

Amazon Chime lists calls in chronological order. Each listing includes the name of the contact who called you, or who you called.

3. Open the ellipsis menu to the right of the call listing, then choose **Add to my contacts**.

To invite a contact

1. Repeat step 1 in either of the first two previous procedures.
2. Choose the **Invite contact** link.
3. In the **Invite contact** dialog box, enter the contact's email address, then choose **Invite**.

Amazon Chime adds the contact to your list and sends the contact an invitation email.

7. Learn how to schedule meetings

You can schedule meetings if you have Amazon Chime Pro permissions. Amazon Chime provides several ways to schedule meetings. For example, you can use the Outlook Add-In or a calendar app. For more information, see [Scheduling meetings using Amazon Chime](#).

General Amazon Chime tasks

Amazon Chime provides a set of general tasks that you can perform at almost any time. The following sections explain how to complete them.

Topics

- [Signing in to Amazon Chime](#)
- [Switching visual modes \(desktop client only\)](#)
- [Finding meeting IDs](#)
- [Using the Amazon Chime help](#)
- [Sending diagnostic logs](#)
- [Finding your client's build number](#)
- [Signing out of Amazon Chime](#)

Signing in to Amazon Chime

The steps in this section explain how to sign in to the Amazon Chime desktop client and web app. For information about signing in to the Amazon Chime mobile app, see [Signing in to the mobile app](#), later in this guide.

To complete these steps, you must have a registered Amazon Chime user account, and you must use your account credentials.

Note

You can join Amazon Chime meetings without a registered user account, or by using an alternate method of joining. For example, you can use the phone number in a meeting invitation to dial in to a meeting. However, when you do that, you go to the Waiting Room until an authorized attendee admits you. Once admitted, *you only join the meeting*. You have limited ways to participate in the meeting, and the rest of Amazon Chime, such as chat rooms, remains unavailable. For more information about joining meetings without an account, see [Joining a meeting](#), later in this guide.

To sign in with your account credentials

1. Start the Amazon Chime desktop client.

—or—

Go to app.chime.aws to start the web app.

2. Enter the email address that you use to sign in to your Amazon Chime account.
3. Choose **Sign in / Sign up**.
4. Provide your username and password when prompted.

Switching visual modes (desktop client only)

You can switch the desktop client between light and dark modes at any time.

To switch modes

1. Open the ellipsis menu next to your name and choose **Settings**.
2. On the **General** tab, under **Appearance**, select one of the options.

Finding meeting IDs

Look in the following locations for meeting IDs:

- If the meeting appears on your calendar, open the meeting invitation. The ID appears under the link to the meeting.

Click to join the meeting: <https://chime.aws/0123456789>

Meeting ID: 0123 45 6789

A headset is recommended or you may use your computer's microphone and speakers.

- If you don't have a meeting invitation, contact the meeting organizer or an attendee who has an invitation.

Using the Amazon Chime help

Amazon Chime provides the following types of help:

- The Help Center, a set of release notes and blog post.
- The Amazon Chime User Guide, comprehensive how-to steps for using Amazon Chime.

The following steps explain how to start both types of help.

To start the Help Center

1. Open the ellipsis menu next to your name and choose **Help**.
2. As needed, search for a solution to your issue, or use the Forward and Back controls at the bottom of the page.

To start the user guide

1. Open the ellipsis menu next to your name and choose **Help**.
2. Choose **Documentation**.
3. On the **Amazon Chime Documentation** page, choose **User Guide**.

Sending diagnostic logs

If something goes wrong with Amazon Chime, you can send diagnostic logs to help troubleshoot any problems.

To send diagnostic logs

1. Open the ellipsis menu next to your name and choose **Send diagnostic logs**.
2. In the **Send diagnostic logs** dialog box, choose **Send**.
3. (Optional) To copy the log's ID for later use, in the **Diagnostic logs successfully sent** dialog box, choose **Copy reference ID**.

Finding your client's build number

Support technicians sometimes ask for the build number of your Amazon Chime client.

To find your build number

- Open the ellipsis menu next to your name and choose **About**.

Signing out of Amazon Chime

You can sign out of and back into Amazon Chime at any time. Remember to use your Amazon Chime credentials to sign back in.

To sign out of Amazon Chime

1. Open the ellipsis menu next to your name and choose **Sign out**.
2. Do one of the following:
 - a. To sign out of the client that you currently have open, choose **Sign out**.
 - b. To sign out of Amazon Chime on all your devices, choose **Sign out of all devices**.

Joining scheduled meetings

The sections in this topic explain how to join scheduled meetings. You have a scheduled meeting when a meeting organizer uses a calendar app, such as Google Calendar or Microsoft Outlook, to create a meeting and invite at least one other attendee.

If your Amazon Chime administrator enables auto-calling for meetings, scheduled meetings call you when they start.

To have an instant meeting instead, call another Amazon Chime user, or answer a call from an Amazon Chime user. You can also invite a user to an ongoing instant meeting. For more information about instant meetings, see [Starting instant meetings and calls](#).

Note

Scheduled meetings may open in your web browser instead of the desktop client. This can happen if you sign in to Amazon Chime from the web or open a meeting from a link in an email, Slack conversation, or other source. If you run the desktop client, you can switch from your browser to the client. For more information, see [Why meetings sometimes open in your browser](#).

Topics

- [Best practices for joining meetings](#)
- [Getting ready for a meeting](#)
- [Supported headset brands](#)
- [Finding meeting IDs](#)
- [Joining a meeting](#)
- [Why meetings sometimes open in your browser](#)
- [Switching from the web to the desktop client](#)

Best practices for joining meetings

You can connect to any Amazon Chime meeting with the desktop client, web client, or mobile app. Make sure you have a stable network connection.

You can join a scheduled meeting in Amazon Chime in multiple ways, depending on your device and environment. To determine the best way to join, expand each section and review the criteria.

Using conference room audio

If you attend a meeting in a conference room that has a telephone or speakerphone system, you can dial in to the meeting using the phone number provided in the meeting invite. If you use Amazon Chime Pro, you can include international and toll-free access numbers as additional options for attendees. To learn how to configure a dial-in number, see [Setting phone numbers](#).

To attend a meeting in a conference room that has a built-in audio system that is compatible with Amazon Chime choose the meeting from the audio system's user interface. See your conference system's documentation for device-specific guides on how to join a meeting.

Note

To avoid an echo, choose one audio source for each room.
The conference calling system must be compatible with Amazon Chime to call in to a meeting. For information about compatibility, contact your Amazon Chime administrator or your supervisor.

Sharing your screen

- You can share your device's screen from the desktop client and web app, the mobile app, and supported in-room video systems. You must have a stable network connection to share your screen.
- You can view screen shares from other users in the desktop client, the web app, and the mobile app. A stable network connection is highly recommended to view a screen shares.

Video features

You can share video from a web cam or a mobile device's built-in camera. You can use from the desktop and web app, as well as the mobile app. You can also use cameras connected to a conference call system compatible with Amazon Chime.

Getting ready for a meeting

Before a meeting, make sure your device works with Amazon Chime. You can choose your preferred video and audio sources before entering a meeting. If using an external device for audio or video, such as a headset or web cam, ensure the devices are compatible with Amazon Chime. You can also set up phone numbers for dialing in to a meeting from a phone, as well as have Amazon Chime call you when a meeting starts.

Topics

- [Using the Amazon Chime Readiness Checker](#)
- [Setting video and audio sources](#)
- [Using the Call me feature](#)

Using the Amazon Chime Readiness Checker

To verify that your device is compatible with Amazon Chime, use the Amazon Chime Readiness Checker at <https://app.chime.aws/check>. The Amazon Chime Readiness Checker runs in your browser and verifies that your device is compatible with the Amazon Chime desktop client, web app, and mobile app.

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 and confirm that Amazon Chime has permission 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 has permission 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 has permission 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, as well as the Amazon Chime desktop client.

Connectivity

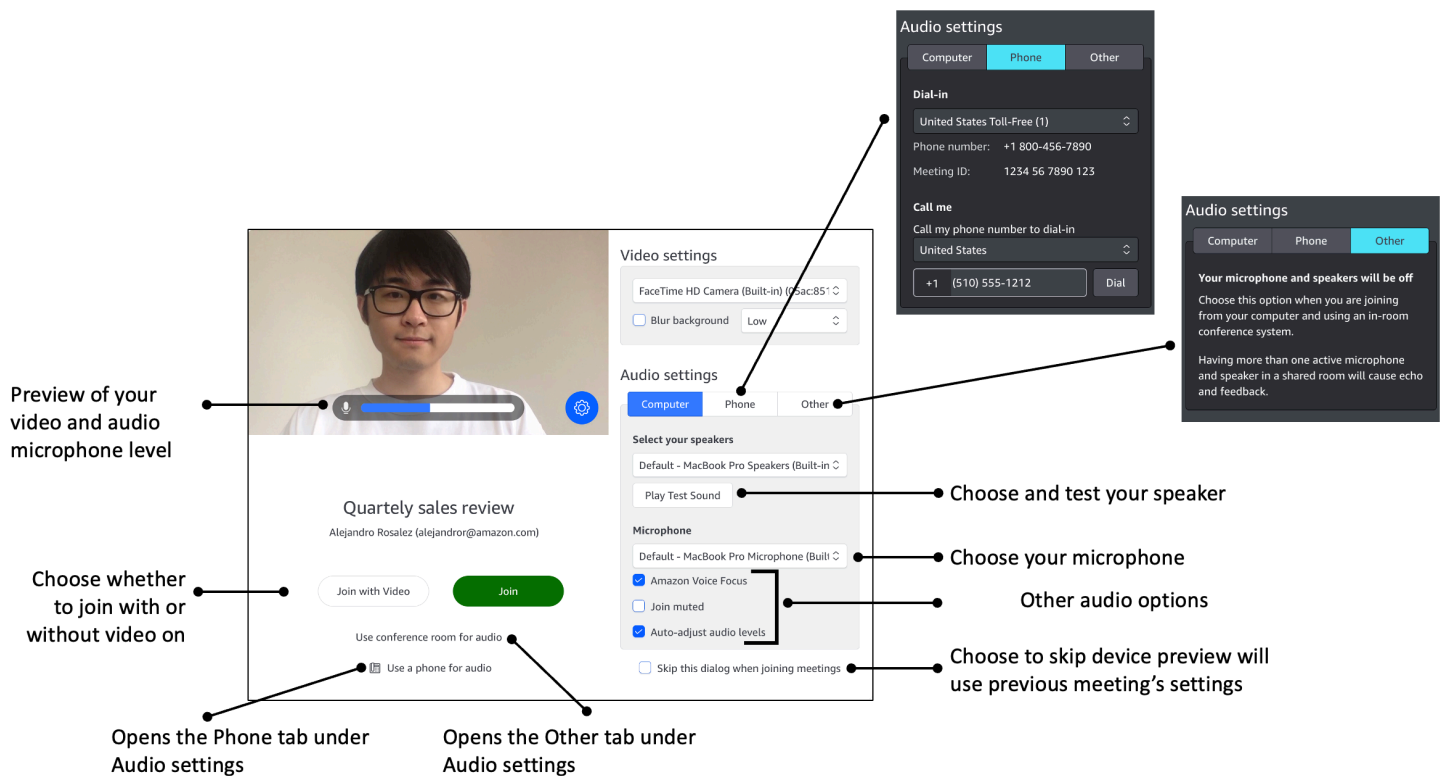
For information about connectivity requirements, contact your Amazon Chime administrator.

Setting video and audio sources

In the desktop client and web app, you can set your video and audio sources before you join an Amazon Chime meeting. If you know that your current video and audio sources work, you can [join the meeting](#).

When you accept a call from a meeting, or you choose a link to a meeting, the **Device preview** dialog box appears. You can use the dialog box to change your audio and video sources before you join.

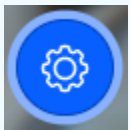
This image shows the **Device preview** dialog box.



Note

If the Device preview dialog box doesn't appear, you can change your audio and video sources while in the meeting. For more information, see [Using audio during meetings](#) and [Using video during meetings](#).

If you see the Device preview dialog box, but you don't see your video or audio sources, choose the Settings icon.



If you chose to hide the Device preview dialog box, and you want to show again, change the global setting. For more information, see [Amazon Chime global program settings](#).

The following topics explain how to use the options shown in the image above.

Topics

- [Setting video sources](#)
- [Setting audio sources](#)

- [Setting phone numbers](#)

Setting video sources

If you have more than one video device available, such as an external and built-in camera, you can choose between them. You can also enable or disable background blurring and set the blur strength.

To set video sources

1. Answer the call from a meeting, or select the link the link in the meeting invitation.

The **Device preview** dialog box appears.

2. Under **Video settings**, from the dropdown list of available cameras, select the one that you want to use.
3. (Optional) Select or clear the **Blur background** check box.
4. (Optional) If you turn on **Blur background**, open the dropdown list and choose the blur strength.

Setting audio sources

If you have more than one set of speakers or microphones available, you can choose between them. You can also enable or disable Voice Focus noise reduction, choose to join a meeting with your audio muted, and enable or disable automatic sound leveling.

To change audio settings

1. Answer the call from a meeting, or select the link the link in the meeting invitation.

The **Device preview** dialog box appears.

2. Under **Audio settings**, choose the **Computer** tab.
3. Under **Select your speakers**, choose a device from the dropdown menu.
4. Under **Microphone**, choose a device from the dropdown menu
5. (Optional) To turn on Amazon Voice Focus, select the **Amazon Voice Focus** checkbox. To turn this feature off, clear the checkbox.
6. (Optional) To mute your microphone when you first join the call, select the **Join muted** checkbox. To join the call with your microphone turned on, clear the checkbox.

Note

Meeting organizers can mute all attendees until after they join. When this feature is turned on, the **Join muted** checkbox is turned on and becomes unavailable to change.

7. (Optional) To turn on automatic adjustment of audio levels during a call, select the Auto-adjust audio levels checkbox. To turn this feature off, clear the checkbox.

Note

If you turn off automatic adjustment of audio levels, you will need to adjust your microphone and speaker volume manually.

Setting phone numbers

In addition to setting video and audio sources, you can configure phone numbers for dialing in to a meeting from a phone.

Note

If you don't need to configure additional dial-in phone numbers, you can skip this section and [join the meeting](#).

To change your dial-in settings

1. Answer the call from a meeting, or select the link the link in the meeting invitation.

The **Device preview** dialog box appears.

2. Under **Audio settings**, choose the **Phone** tab.
3. Under **Dial-in**, select a phone number from the dropdown list. Amazon Chime provides a range of default phone numbers, but you may see additional numbers specific to your organization.
4. Choose **Dial**.

Using the Call me feature

The **Call me** feature enables Amazon Chime to call your phone and add you to a meeting, regardless of whether you have the mobile app. **Call me** works over cellular connections instead of network connections, so you can attend a meeting even if you aren't connected to a network.

Note

You system administrator must enable **Call me**. If you can't complete the following steps, contact your administrator.

To enable Call me

1. Answer the call from a meeting, or select the link the link in the meeting invitation.

The **Device preview** dialog box appears.

2. Under **Audio settings**, choose the **Phone** tab.
3. Under **Call me**, choose a country from the **Call my phone number to dial in** list.
4. In the box below the list, enter the desired phone number.

Supported headset brands

When you use the Amazon Chime desktop client, you can use a compatible headset device to join auto-call meetings, leave meetings, answer incoming calls, end calls, mute audio, and adjust volume.

Amazon Chime supports these headset brands:

- Jabra
- Poly (including Plantronics)
- EPOS (formerly Sennheiser Communications)

Amazon Chime also supports these headset types:

- USB
- DECT with USB base station

- Bluetooth with USB dongle

Note

Some headsets play audio cues when you use their call controls. You can turn these cues off by adjusting the settings in the headset's software.

Finding meeting IDs

To join Amazon Chime meetings without a registered user account, or to join meetings early, you need to enter a meeting ID. You find meeting IDs in meeting invitations.

To find a meeting ID

1. Open your calendar app.
2. Choose the meeting's entry on your calendar.
3. From the meeting invitation, copy the meeting ID. You can also use this ID to call in to an Amazon Chime meeting.

Joining a meeting

The topics in this section explain how to use the desktop client and web app to join an Amazon Chime meeting. The method you use depends on your device, location, and network availability. For information about joining meetings in the mobile app, see [Signing in to the mobile app](#), later in this guide.

You can sign in to the Amazon Chime desktop client or web app and join meetings as an *authenticated user*, or without signing in as an *anonymous user*. Authenticated users sign in with their Amazon Chime account credentials. Anonymous users don't have Amazon Chime accounts, or they use another method of joining, such as dialing into the meeting using the 10-digit meeting ID provided in the meeting invite.

Topics

- [Joining an auto-call meeting](#)
- [Joining meetings in the web app](#)

- [Joining moderated meetings](#)
- [Joining a meeting using the Amazon Chime mobile app](#)
- [Joining a meeting using an in-room conference system](#)
- [Joining meetings without an Amazon Chime user account](#)
- [Joining meetings as an external user](#)
- [Joining a meeting early](#)
- [Joining a meeting with muted audio](#)

Joining an auto-call meeting

You can use the desktop client and web app to join an auto-call meeting.

Meeting organizers create auto-call meetings by adding **meet@chime.aws** to the list of meeting attendees. When a meeting is set to auto-call, attendees receive a prompt just before meeting time to join or decline the meeting.

To join an auto-call meeting

1. When Amazon Chime calls you, choose **Join**.
2. (Optional) In the **Device preview** dialog box, use the options under **Video settings** and **Audio settings** to change your video and audio sources. For more information choosing video and audio settings, see [Setting video and audio sources](#).
3. Choose an option for joining the meeting:
 - **Join** – Adds you to the meeting with just audio.
 - **Join with video** – Adds you to the meeting with audio and video.
 - **Use a conference room for audio** – Uses a conference room audio system that's compatible with Amazon Chime to add the room to the meeting.
 - **Use a phone for audio** – Call into the meeting from a cell phone, landline phone, or from a conference room audio system that isn't compatible with Amazon Chime.

Note

Moderated meetings only start when a moderator or a delegate joins 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 moderated meetings](#).

Joining meetings in the web app

If you don't have the Amazon Chime desktop client, you can use the web app to join meetings. See [1. Know the system requirements](#) to confirm that your web browser is compatible with Amazon Chime.

Amazon Chime provides the following ways to join meetings in the web app:

- **Using a link in a meeting invitation** – When a meeting organizer uses Amazon Chime to schedule a meeting, the meeting invitation contains a link to the meeting. Choosing the link takes you to the meeting in the web app. Once there, complete steps 2 and 3 in [Joining an auto-call meeting](#).
- **Going directly to the web app** – You can start your browser and go to <https://app.chime.aws>. Ongoing meetings, and meetings scheduled to start within the next 30 minutes, appear on the Home window. When the meeting starts, complete steps 2 and 3 in [Joining an auto-call meeting](#).

Joining moderated meetings

To join a moderated meeting, follow the steps for [joining an auto-call meeting](#). The meeting only starts when the moderator joins. Amazon Chime blocks the **Message all** option for moderated meetings, and the **Running late** status only becomes visible when the moderator joins.

Joining a meeting using the Amazon Chime mobile app

After you install the Amazon Chime mobile app, you must sign in to receive calls and meetings. For more information, see [Signing in to the mobile app](#) and [Using Meetings view](#) in *Using the Amazon Chime mobile app*, later in this guide.

Joining a meeting using an in-room conference system

To join Amazon Chime meetings with audio and video from an in-room system, you enter either an SIP address or an H.323 address.. These addresses allow your conference system to connect to Amazon Chime..

To join a meeting using an in-room conference system

1. Turn on the conference system, choose **Video Conference, Dialing**, and then choose **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**.
4. Once connected to Amazon Chime, enter the 10-digit or 13-digit meeting ID from the meeting invitation if prompted, followed by #.

Note

If you enter the 13-digit meeting ID generated using an Amazon Chime client, your name appears in the meeting instead of the in-room conference system name.

5. To share your screen with other meeting attendees, plug the appropriate media cable from the conference system into your laptop and turn on content sharing.

When you join a moderated meeting, you can't interact with other attendees until a moderator joins and starts the meeting.

To join the call as a moderator, enter the moderator passcode to start the meeting. Moderators who join a moderated a meeting using a supported in-room video system can also perform additional actions from the conference system dial pad. For more information about moderator dial pad actions, see [Moderator actions using phone or in-room video systems](#). For more information about moderated meetings, see [Scheduling moderated meetings](#).

Joining meetings without an Amazon Chime user account

Note

- You must have a meeting ID to join without an account. You can copy the ID from the meeting invite. For information about other ways to find meeting IDs, see [Finding meeting IDs](#).
- When you join anonymously, you automatically go to the Waiting Room. You remain there until an authorized attendee admits you to the meeting. If you have a moderator passcode, you can enter it in the Waiting Room and start the meeting.

To join a meeting without an account

1. Start the Amazon Chime desktop client.

—or—

Sign in to the web app at app.chime.aws.

2. Choose **Join a meeting without an account**, enter the **Meeting ID**, then choose **Next**.
3. In the **Device preview** dialog box, use the options under **Video settings** and **Audio settings** to change your video and audio sources. For more information choosing video and audio settings, see [Setting video and audio sources](#).
4. Choose an option for joining the meeting:
 - **Join** – Adds you to the meeting with just audio.
 - **Join with video** – Adds you to the meeting with audio and video.
 - **Use a conference room for audio** – Uses a conference room audio system that's compatible with Amazon Chime to add the room to the meeting.
 - **Use a phone for audio** – Call into the meeting from a cell phone, landline phone, or from a conference room audio system that isn't compatible with Amazon Chime.
5. Remain in the Waiting Room until an authorized attendee admits you to the meeting.

When you join a moderated meeting, you can't interact with other attendees until a moderator joins and starts the meeting.

Joining meetings as an external user

If you try to join an Amazon Chime meeting created by someone outside your company, you may join by going through the Waiting Room, where you wait to be admitted to the meeting. This applies even if you're a registered user and you sign in to your Amazon Chime account.

Joining a meeting early

If you need to set up for a meeting before it starts, or just prefer to stay ahead of schedule, you can join a meeting early. The following steps explain how to use the desktop client and web app to join early.

Note

You need a meeting ID to join early. For information about obtaining meeting IDs, see [Finding meeting IDs](#).

To join a meeting early from an invitation

1. Open the invitation from Amazon Chime.
2. Choose the Amazon Chime link in the invitation.
3. Select any audio and video settings you need before you start the meeting, then choose **Join**.

To join a meeting early with a meeting ID

1. Get the meeting ID for the meeting you want to join. For information about obtaining meeting IDs, see [Finding meeting IDs](#).
2. On the Amazon Chime Home screen in either the desktop or web app, under **Quick actions**, choose **Join a meeting**.
3. In the **Join a meeting** dialog box, enter the **Meeting ID**, and choose **Join**.
4. Select any audio and video settings you need before you start the meeting, then choose **Join**.

If other attendees join early, you can see their information and communicate with them before the meeting starts.

When you join a moderated meeting early, Amazon Chime blocks the **Message all** option and all other attendee interactions until a moderator joins and starts the meeting.

If you host 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 moderated meetings](#).

Joining a meeting with muted audio

You can join meetings with your audio already muted. Follow these steps.

To join with muted audio

1. In the desktop client or the web app, choose your name, and on the menu that appears, choose **Settings**.
2. On the **Settings** page, in the left bar, choose **Audio and video**.
3. Under **Audio settings**, select the **Join muted** checkbox.
4. Close the **Settings** page.

Amazon Chime now mutes your audio each time you join a meeting. You can unmute your audio at any time by selecting the **Unmute mic** icon at the bottom of the meeting window.



To join meetings with your audio unmuted, repeat the steps listed above and clear the **Join muted** checkbox.

Why meetings sometimes open in your browser

When a meeting organizer uses Amazon Chime to schedule a meeting, the meeting invitation contains a link to the meeting. Choosing that link always starts Amazon Chime in your browser. The same thing happens when you use the Amazon Chime Meetings App for Slack. The following steps explain how to switch to the desktop client.

To switch to the desktop client

1. In the meeting, on the left control bar, open the **More options** menu (...) and choose **Switch to native desktop app**.
2. Choose **Launch this meeting in the native app**.
3. If prompted, choose **Open**.

For information about using the Amazon Chime Meetings App for Slack, see [Using the Amazon Chime Meetings App for Slack](#).

Switching from the web to the desktop client

When meetings open in your browser, you can switch to the Amazon Chime desktop client if you run the client. The switching process also enables you to download and install the client if your company allows you to run it.

The following steps assume that you have a meeting open in your browser.

To switch to the desktop client

1. In the left control bar, open the **More options** menu (...) and choose **Switch to native desktop app**.
2. (Optional) In the **Switch to native desktop app** dialog box, choose **Download** to download and install the Amazon Chime desktop client. After you install the client, return to the dialog box to launch the meeting.
3. Choose **Launch this meeting in the native app**.
4. In the desktop app, use **Device preview** dialog box to set any options and join the meeting.

Participating in meetings

Amazon Chime provides several tools for interacting with other attendees in a meeting. For example, you can raise your hand, show or hide video tiles, and use the in-meeting chat panel to send messages to meeting attendees. The following topics start from the left side of the meetings window.

Topics

- [Understanding the left control bar](#)
- [Using meeting bridge information](#)
- [Using the meeting roster](#)
- [Using in-meeting chat](#)
- [Using closed captions](#)
- [Changing your media layout](#)
- [Taking other actions during a meeting](#)
- [Recording a meeting](#)
- [Raising your hand during meetings](#)
- [Using the floating call control bar](#)
- [Using audio during meetings](#)
- [Using video during meetings](#)
- [Sharing your screen during an Amazon Chime meeting](#)

Understanding the left control bar

The left control bar contains icons you use during a meeting to manage the meeting window panels. You can also take additional actions to manage yourself and other attendees during the meeting. The following list briefly describes each action, starting from the top of the control bar.

Meeting bridge information (



)

Displays your meeting ID or custom meeting name. You can also copy your contact information and add someone to a meeting. You can also view a list of available international phone

numbers you can use to dial into a meeting. For more information, see [Using meeting bridge information](#).

Attendees panel



Opens and closes the **Attendees** panel. This panel shows the meeting roster. A small icon with a number in it appears next to this icon. This smaller icon shows the number of people currently in the meeting. For more information, see [Using the meeting roster](#).

Chat panel



Opens and closes the **Chat** panel. You use this panel to send in-meeting chat messages. For more information, see [Using in-meeting chat](#).

Closed captions



Starts and stops machine-generated closed captions. You must attend meetings hosted by someone at Amazon to use this feature. For more information, see [Using closed captions](#).

Media layout



Displays a menu of commands you can use to show or hide video tiles during a meeting. For more information, see [Changing your media layout](#).

More options



Opens a menu of additional options that apply to the current meeting, such as adding or muting attendees. This menu lists different options for attendees than for meeting hosts. For more information, see [Taking other actions during a meeting](#).

Record meeting



Starts and stops recording a meeting. Only meeting hosts, moderators, or delegates can record meetings. For more information, see [Recording a meeting](#).

Using meeting bridge information

You use your meeting bridge information to invite others to an Amazon Chime meeting. This information includes your name, your meeting ID, a link to the meeting, and phone numbers an attendee can dial in from. The steps in this section explain how to copy your meeting bridge information to a chat message or email. You can also invite someone from your Contacts list by using the meeting from the meeting bridge information. For more information about contacts, see [Add contacts](#).

To view meeting bridge information

1. On the left control bar, choose the **Meeting bridge information** icon (), or press **Ctrl+I**.
2. Do either of the following:
 - Choose **Copy** to copy the information to your device's clipboard.
 - Choose **View international dial-in number guide** to see a list of available international phone numbers attendees can use to join a meeting.
3. Use email or chat messages outside of your meeting to send the information to the invitee.

To add attendees from your Contacts list

1. On the left control bar, choose the **Meeting bridge information** icon (), or press **Ctrl+I**.
2. Choose **Add attendee**.
3. Select one or more attendees from your Contacts.
4. Choose **Add**.

Using the meeting roster

The meeting roster appears in the **Attendees** panel during a meeting. The roster lists everyone on the meeting invitation, including anyone added during the meeting. You can use the panel to

take several actions, such as adding or searching for attendees, or sending messages directly to a specific attendee.

Topics

- [About meeting roster sections](#)
- [About the icons in the roster](#)
- [Opening or closing the Attendees panel](#)
- [Adding an attendee](#)
- [Searching for attendees](#)
- [Using the Waiting Room](#)
- [Messaging attendees directly](#)
- [Muting attendees](#)

About meeting roster sections

The meeting roster groups attendees into several sections. The sections you see during a meeting vary based on an attendee's status. An attendee can have one of the following statuses:

Note

You can open or close the sections in the meeting roster by choosing the caret (^) next to the section name.

Speaker

Displays the name of the person currently speaking.

Waiting Room

Displays a list of anonymous attendees, meaning attendees who don't have Amazon Chime accounts, or who have accounts but don't sign in with their account credentials. For more information about the waiting room, see [Using the Waiting Room](#).

Guests

Lists the attendees who don't have Amazon Chime accounts, who join without signing in, who dial in to the meeting, or who use the CallMe feature.

 Note

Attendees must belong to the same Amazon Chime account as the host in order to appear as guests.

Present

Lists the authenticated users who join the meeting. By default, the roster displays attendees signed in to their Amazon Chime account by the name listed on their account.

Names appear in angle brackets (for example, **<Mary Major>**) when:

- An attendee enters a different name from the one on their Amazon Chime account when they join the meeting.
- An attendee joins a meeting without signing in to their Amazon Chime account.
- An attendee without an Amazon Chime account joins a meeting.

Attendees who dial in appear as phone numbers surrounded by angle brackets, such as **<2075551212>**.

Invited

Lists the attendees invited to the meeting but who aren't **Present** yet.

Running late

Lists the attendees who mark themselves as late, along with an estimated time until they join the meeting.

Left

Lists the attendees who leave the meeting.

Dropped

Lists the attendees who were disconnected due to a network connection problem.

About the icons in the roster

The roster displays icons next to each attendee's name to indicate certain statuses about that attendee. These icons can change throughout the meeting, depending on actions attendees take. For example, when someone shares a window or screen, the screen share icon appears next to the

attendee's name. If another attendee takes over the screen share, the icon appears next to that attendee's name.

The following table lists and describes the icons.

Icon	Status
	Indicates the meeting organizer.
	The attendee's camera is on.
	The attendee's microphone is on. The inside of the microphone icon displays the audio level as that attendee talks.
	The attendee's microphone is muted. Changes to a  when the attendee unmutes their microphone.
	Indicates that the attendee dialed in from a phone.
	Indicates the attendee currently sharing their screen.

Opening or closing the Attendees panel

You can open or close the **Attendees** panel at any time during a meeting. Closing the panel hides the meeting roster.

To open or close the panel

- Choose the **Attendee panel** icon



—OR—

Choose the **Close attendees panel** icon



) to close the panel.

Adding an attendee

You can add an attendee at any time during a meeting. However, the attendee must belong to your list of contacts. They must also accept your invitation. For more information about contacts, see [Add contacts](#) in the *Getting started* section of this guide.

To add an attendee

1. Choose the **Add attendee** icon at the top of the panel (



),

or press **Ctrl+N**.

2. In the **Add attendees** dialog box, enter and select the name of the attendee you want to add. Then, choose **Add**.

Searching for attendees

You can search for specific attendees during a meeting. When you search for an attendee, you can view their contact information or send them a direct message.

To search for an attendee

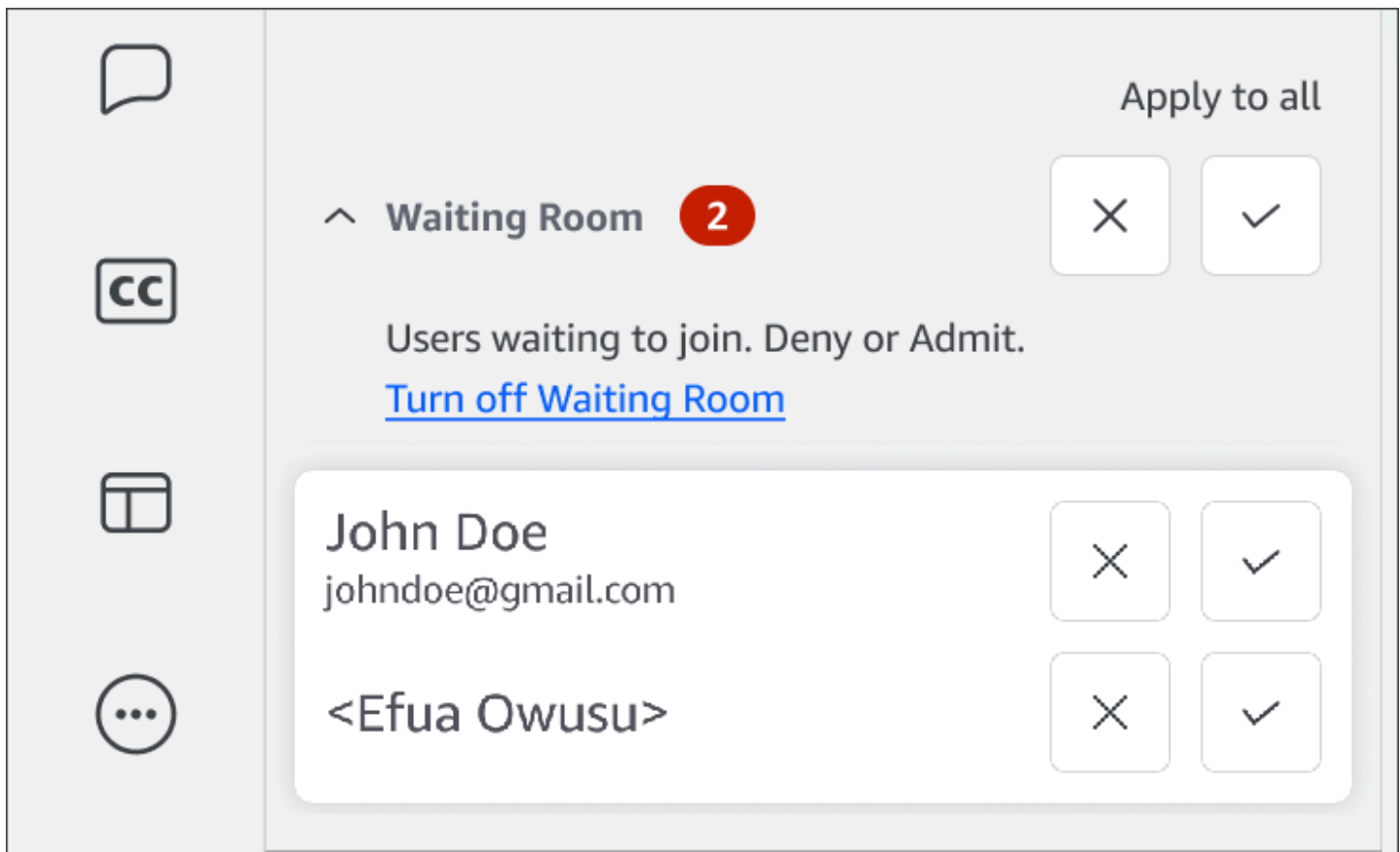
- Choose the **Search attendees** icon at the top of the **Attendees** panel



).

Using the Waiting Room

The Waiting Room appears in the **Attendee** panel whenever an anonymous user tries to join a meeting. You can admit anonymous users to the meeting. For more information, see [Using the Waiting Room](#).



Messaging attendees directly

When you use in-meeting chat, everyone in the meeting sees your message. If you want to communicate with a specific attendee, use regular Chime chat to message them directly.

To message directly

- Open the horizontal ellipsis menu next to the attendee that you want to message, and then choose **Message directly**.

Muting attendees

If needed, you can mute an attendee's microphone.

To mute an attendee

- Open the horizontal ellipsis menu next to the attendee that you want to mute, and then choose **Mute**. To unmute the attendee, open the menu and choose **Unmute**.

Using in-meeting chat

Amazon Chime gives you two ways to chat—in-meeting chat and regular Amazon Chime chat. The topics in this section explain how to use in-meeting chat. For information about regular Amazon Chime chat, see [Collaborating using Amazon Chime chat](#).

Showing or hiding the Chat panel

You can show or hide the **Chat** panel at any time during a meeting.

To show or hide the Chat panel

- On the left control bar, choose the **Meeting chat panel** icon



).

Sending in-meeting chat messages

You send chat messages during an Amazon Chime meeting from the **Chat** panel. The **Chat** panel appears by default when a meeting starts. You can take a number of actions on chat messages, such as quoting another attendee's message or attaching files of up to 50 MB to your own messages.

When using the in-meeting chat, remember the following:

- All attendees see every chat message. If you want to send a message to a specific meeting attendee, send a message directly to that attendee or send them an Amazon Chime message outside of the meeting.
- Amazon Chime deletes all chat messages when a meeting ends. You can save the messages, but you must do so *before* the meeting ends. To save the messages, select them, and then copy and paste them to a text editor.

To send chat messages

- In the **Message all attendees** box, enter your message, then press **Enter**.

Your messages, as well as messages from other attendees, appear in the **Chat** pane.

Quoting in-meeting chat messages

You can quote any message sent during a meeting. Quoting a previous message when you reply in chat gives your message context. This can help when multiple conversations happen at once during a meeting.

To quote a chat message

1. Open the ellipsis menu next to the message you want to quote, then choose **Quote message**.
2. The quoted message appears in the **Message all attendees** box, along with Markdown tags that format the quoted message. Enter your message below the quoted text, and then press Enter.

The markdown indents the quoted message and adds a vertical bar. If the quoted message exceeds the width of the chat window, a scroll bar appears under the message text.

Copying in-meeting chat messages

You can copy any message sent during a meeting.

To copy a chat message

1. Open the ellipsis menu next to the message you want to quote, then choose **Copy**.
2. Paste the quoted message into the **Message all attendees** box or an appropriate text editor.

Saving all the messages from a meeting

You can save all the chat messages from an Amazon Chime meeting, but you must do so before the meeting ends. By default, Amazon Chime deletes all in-meeting messages when the meeting ends.

To save all messages

1. Before the meeting ends, manually highlight all the messages.
2. Copy the highlighted messages.
3. Paste the copied messages into an appropriate text editor.

Attaching files to in-meeting chat messages

You can attach files to the your in-meeting chat messages. The attachments disappear along with all chat messages when the meeting ends.

To attach files to messages

1. In the lower-left corner of the **Chat** panel, choose the paperclip icon.
2. In the dialog box that appears, select the file that you want to attach and choose **Open**.

Adding emojis to in-meeting chat messages

Amazon Chime provides a set of emojis that you can add to your in-meeting chat messages.

To add emojis to messages

- In the bottom-left corner of the **Chat** panel, choose the smiling face icon, and then choose an emoji.

Hiding chat notifications while sharing your screen

The following steps explain how to hide meeting chat notifications while you share you screen.

To hide meeting chat notifications

1. In the Amazon Chime desktop client or web app, choose your name, and on the menu that appears, choose **Settings**.
2. In the navigation bar, choose **Meetings**.
3. Under **Notifications**, clear the **Suppress all Amazon Chime notifications while screen sharing** checkbox.
4. Close **Settings**.

Using closed captions

When you attend a meeting hosted by someone from Amazon, you can view machine-generated closed captions. You can start and stop the captions at any time during the meeting. You can also adjust the settings for closed captions, such as language and font size. The following sets of steps explain how.

To show or hide closed captions

1. On the left control bar, choose **Closed captions**
).
2. In the **Language Preference** dialog box, open the **Language** list and choose your language.
3. Choose **OK**.

The captions appear at the bottom of the meeting window.

To adjust the caption settings

1. Repeat step 1 in the previous set of steps.
2. In the upper-right corner of closed-caption box, choose **Caption settings** (the gear icon).

The following list describes the settings.

Use machine generated caption for all my meetings

When selected, closed captions automatically start for all meetings hosted by someone at Amazon. You can turn the captions off at any time during a meeting.

Language for my meetings

Open the list and select a default language. That language will apply to all closed captions until you change it.

Caption type size

Select a comfortable font size from the list.

Caption type color

Select a color from the list.

3. When finished, choose **OK**.

Changing your media layout

You use the **Media layout** menu to change the layout of the video and media tiles during an Amazon Chime meeting. You can open and close your video tile, and those of all attendees. You can also toggle settings for when you share your screen, and show the active speaker's video tile.

Important

Hiding your video tile doesn't turn off your camera. Other attendees can see your video tile until you turn your camera off.

To change the media layout

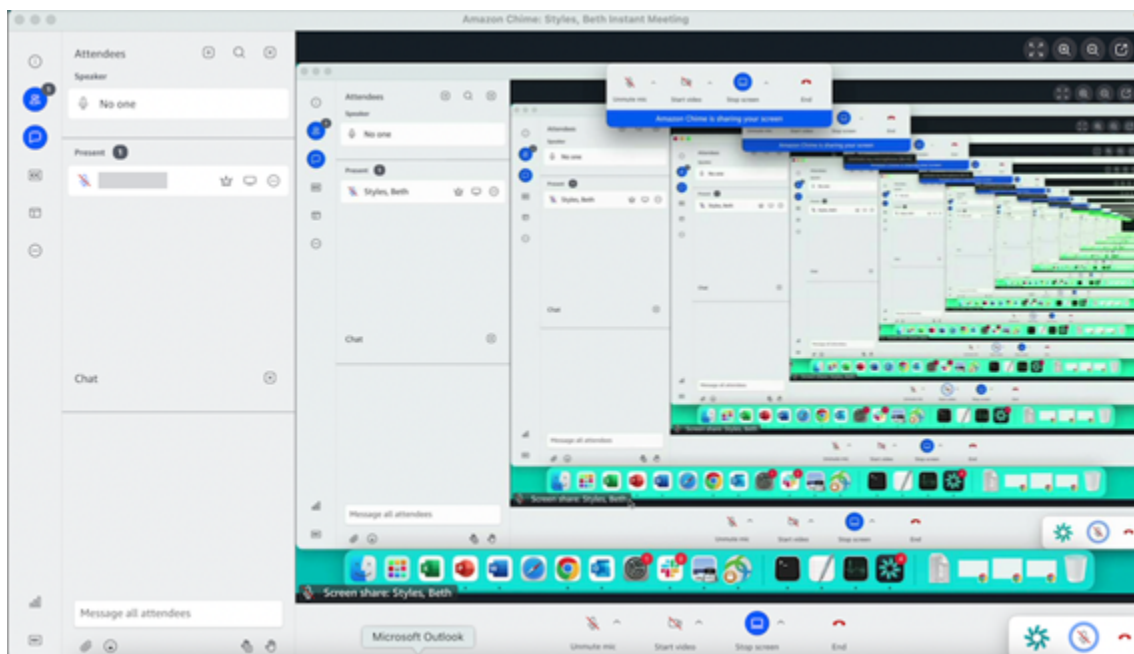
1. On the left control bar, choose the **Media layout** icon



).

2. Choose a command from the **Media layout** menu:

- **Hide all available video** – Hide all video tiles, including your own. This doesn't turn off screen share media tiles.
- **Hide my own video tile** – Your video tile is hidden. This doesn't turn off your camera; other attendees can still see your video tile.
- **Sort active speaker into view** – Ensures that the video tile for the active speaker is always visible. This setting is turned on by default.
- **Hide my own screen share view** – Prevents the "infinite windows" effect. If you clear this setting, you and others see the effect when you select the meetings window while sharing your screen. Amazon Chime enables this setting by default.



Taking other actions during a meeting

You use the **Other actions** menu to take additional actions during an Amazon Chime meeting. The actions available depend on your role in the meeting. For example, attendees can adding other attendees or change their notifications during a meeting. Organizers, hosts, and delegates can lock or record meetings, mute other attendees, and more.

To use attendee actions

1. On the left control bar, choose the ellipsis menu (...).
2. Choose any of the following:
 - Choose **Add attendee** to add someone to a meeting.
 - Choose **Notify for all meeting events** to receive event notifications. By default, Amazon Chime notifies meeting hosts when:
 - Attendees join or leave a meeting.
 - When network issues cause an attendee to drop from a meeting.
 - When attendees decline a meeting.

However, in event mode, Amazon Chime turns these notifications off by default. For more information about event mode and meeting events, see the next list of actions and [Hosting meetings](#).

- Choose **Send call tones** to respond to requests for dial-tone input.
- (Web app only) Choose **Switch to native desktop app** to join a meeting in the Amazon Chime desktop client.
- Choose **View keyboard shortcuts** to see a list of available shortcuts.
- Choose **Send product feedback** to send feedback to the Amazon Chime team about the web and desktop clients.

Meeting organizers, hosts, and delegates can use all attendee actions, plus these actions:

To use the organizer's actions

1. On the left control bar, choose the ellipsis menu (...).
2. Do any of the following:

- Choose **Lock meeting** to lock a meeting and prevent new attendees from joining.
- Choose **Record meeting** to record the meeting. For more information, see [Recording a meeting](#)
- Choose **Start event mode** to start event mode. You use event mode for meetings of more than 25 attendees. Event mode automatically restricts some attendee actions, such as the ability to use audio. For more information, see [Hosting meetings](#).
- Choose **Mute all others** to mute all attendee audio.
- Choose **Disable attendee unmute** to prevent attendees from unmuting their audio.

For more information about those options, see [Hosting meetings](#) and [Scheduling moderated meetings](#).

Recording a meeting

Meeting organizers, delegates, and moderators can record meetings. Recordings have the following limitations:

- You can record audio and screen sharing for up to 12 hours.
- Amazon Chime only records video when someone shares their screen. Any parts of a meeting without a screen share appear as blank during playback.
- Amazon Chime doesn't record any attendee video tiles. That includes host, moderator, and delegate tiles.
- You can only start to record a meeting after it begins.

To record a meeting

1. At the bottom of the left control bar, choose the **Record meeting** icon (



).

2. To stop recording, choose the **Record meeting** icon again.

Amazon Chime processes the recording as soon as you stop recording the meeting. By default, the system creates MP4 files for meetings with screen sharing, and MP4a files for meetings without screen sharing. The processing time varies based on the length of the recording. Once processing

ends, Amazon Chime sends you a chat message in regular chat with a link to the recording. For security reasons, Amazon Chime packages the file as a download and places it in your device's downloads folder.

Raising your hand during meetings

You can raise your hand during an Amazon Chime meeting to get the attention of the presenter. You can also lower your hand if you no longer have a question. In addition, you can see a queue of all the raised hands in the meeting, and you can clear the queue. When you take any of these actions, a response message appears in the meeting chat.

To raise or lower your hand

- In the bottom-right corner of the **Chat** panel, choose the **Raise my hand** icon.
- Choose the **Raise my hand** icon again to lower your hand.

To show the queue

- In the bottom-right corner of the **Chat** panel, choose the **Raise hands queue control** icon, and then choose **Show queue**.

To clear the queue

- In the bottom-right corner of the **Chat** panel, choose the **Raise hands queue control** icon, and then choose **Clear queue**.

Using the floating call control bar

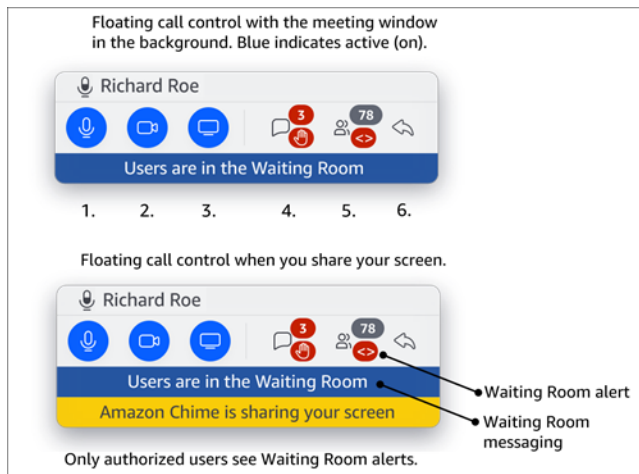
When you join a meeting, a floating call control bar appears whenever you put the meeting window in the background, such as when you share your screen. Whenever you navigate away from the meeting window, the bar enables you to start and stop your microphone, web cam, and screenshare. The bar also provides a set of alerts, and it enables you to return to the meeting window quickly. Remember the following:

- The bar appears by default, but you can turn it off. During the meeting, choose **File**, then **Settings**. Choose **Meetings**, then clear the **Show floating meeting control bar when in**

background checkbox. This turns the bar off except for screen shares. The bar appears at all times while you share your screen.

- You can drag the bar to another location during a meeting, and Amazon Chime uses that location for subsequent meetings until you change it.

This image shows the floating control bar. Numbers in the image text correspond to numbers in the text below.



In the image:

1. Mute and unmute your audio.
2. Start and stop your web cam.
3. Start and stop a screen share.
4. The **View meeting messages** icon returns you to the meeting window and opens the **Chat** pane. The icon includes an unread chat indicator and a count of the attendees who have their hands raised.
5. The **Open attendees panel** icon returns you to the meeting window and opens the **Attendees** panel. The icon includes the number of attendees present and an alert when the Waiting Room contains one or more anonymous users (<>).
6. The **Show main meeting window** icon returns you to the meeting window.

Note

Only authorized users can admit attendees from the Waiting Room. For more information about anonymous and authorized users, see [Using the Waiting Room](#).

Using audio during meetings

The topics in this section explain how to use audio during an Amazon Chime meeting. You can talk with other attendees, and listen to what they say.

Note

Amazon Chime prioritizes audio over video if your network connection slows down. The system pauses all video except your video tile and the screen share, and the following error message appears: **Video paused to prioritize your audio connection**. Once your network connection improves, Amazon Chime resumes playing any paused video share tiles.

Topics

- [Changing audio devices during a meeting](#)
- [Muting and unmuting](#)
- [Running the device troubleshooters](#)
- [Using other audio features](#)
- [Using Amazon Voice Focus](#)
- [Switching from VoIP to dial-in](#)

Changing audio devices during a meeting

After you join an Amazon Chime meeting, you can change to a different microphone or different speakers if you have them available. You can switch between an internal microphone and a headset or other external microphone, or between an internal speaker and headphones or other external speakers.

To change audio devices

1. Choose the **Audio menu** icon located next to the microphone icon



).

2. Under **Speakers**, choose any available device.

Muting and unmuting

The following sections explain how to mute and unmute audio during an Amazon Chime meeting. The steps apply to the desktop client and web app. For information about muting audio with the mobile app, see [Muting and unmuting your audio](#), later in this guide.

Expand each section to learn more.

Muting and unmuting your audio

You can mute and unmute your audio at any time during an Amazon Chime meeting.

To mute or unmute your audio in the desktop client and web app

- Select the **Mute mic** icon at the bottom of the meeting window.



To unmute yourself, select the icon again.

Muting and unmuting other attendees

If you sign in to your Amazon Chime account before you join the meeting, you can mute and unmute other attendees, including those who join from mobile devices or in-room conference systems.

To mute or unmute other attendees

- On the meeting roster, open the ellipsis menu (...) next to the attendee's name and choose **Mute** or **Unmute**.

Muting and unmuting with in-room systems

If you join a meeting from an in-room conference system, the mute button on your device overrides any unmute requests from Amazon Chime.

To mute and unmute

- If your device has a mute button, press it.

—or—

On your device's keypad, press ***7**.

Preventing attendees from unmuting

You must be a meeting host, delegate, and moderator to complete these steps. Also, you must first sign in to the Amazon Chime app.

To prevent attendees from unmuting

1. In the left control bar, open the **More options** menu



).

2. Choose **Prevent attendees from unmuting**.

Running the device troubleshooters

During a meeting, if you have trouble with a mic, speakers, or a Bluetooth connection, you can start the Microsoft Windows troubleshooters for those items. You can use the troubleshooters without leaving the meeting.

Note

These steps only apply to Windows devices.

To start a troubleshooter

1. Choose the **Audio menu** icon, located next to the microphone icon



2. Under **Device Assistance**, choose the desired troubleshooter.
3. Follow the steps in the troubleshooter.

Note

If the troubleshooter fails to resolve your problem, contact your system administrator.

Using other audio features

You can use the **Audio** menu to start and stop a number of meeting features. The following steps menu item.

1. Choose **Audio menu** menu, the caret (^) next to the microphone icon.
2. Choose the feature or features that you want to turn on or off. A checkmark appears next to features that you turn on. Available features:
 - **Voice Focus (noise suppression)** – Reduces unwanted background noises. For more information about using it, see [Using Amazon Voice Focus](#).
 - **Auto-adjust audio levels** – Automatically adjusts audio levels to keep your voice at an audible, comfortable volume.
 - **Auto-detect microphone problems** – Detects any problems with your microphone and notifies you if your microphone isn't picking up audio.
 - **Mute detection** – Displays a notification when you try to talk on a muted mic.
 - **Push-to-talk (Spacebar)** – Allows you to press and hold the spacebar to unmute your microphone. Release the spacebar to mute your microphone.
 - **Switch to dial-in** – Starts a dialog box that allows you to choose a phone number and dial in to a meeting. As a best practice, you should dial in to meetings hosted in conference rooms, or when you don't have a stable network connection. For more information, see [Switching from VoIP to dial-in](#).

- **Disable mic and speakers** – Turns off your microphone and stops playing meeting audio through your speakers.

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. Instead, it makes them less audible. To ensure privacy during a meeting, use the **Mute** button to silence yourself or others.

By default, Amazon Chime uses Amazon Voice Focus for the desktop and mobile clients. When turned on, a checkmark appears next to the **Voice Focus (noise suppression)** option on the **Audio** 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 if:

- 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 in the desktop client

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

Amazon Voice Focus requires a device that meets the following requirements:

- Windows 8.1 and later on computers running at least 4th generation Intel processors, or the AMD equivalent
- macOS machines from 2007 and later
- Android version 4.5 and later
- iOS version 10.0 and later

Switching from VoIP to dial-in

When attending Amazon Chime meetings, you can switch from VoIP to dial-in at any time. You typically switch when you join from a conference room, or when you have a poor network connection.

Switching to dial-in with the Amazon Chime desktop client

If you want to switch to a dial-in connection to a meeting, you can do so in the Amazon Chime desktop client.

To switch to dial-in using the desktop client

1. Choose **Audio menu**, then **Change audio**, then choose **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.

Using video during meetings

If you connect a web came to your computer or other device, you can start the camera at any time during an Amazon Chime meeting. Your video appears as a *tile*, a small window.

You can also use cameras connected to conference call systems if they're compatible with Amazon Chime.

Amazon Chime displays up to 25 attendee video tiles during a meeting. They appear on a first come, first shown basis as attendees turn on their cameras. You can take action on video tiles, such as undocking them, muting them, and pausing their video feed.

 Note

Amazon Chime does not support virtual backgrounds.

Topics

- [Turning your camera on or off](#)
- [Changing video sources during a meeting](#)
- [Blurring your video background](#)
- [Using your video tile](#)
- [Undocking video tiles \(desktop client only\)](#)
- [Hiding attendee video tiles during a meeting](#)
- [Hiding your video tile during a meeting](#)
- [Changing the video row location](#)
- [Sorting active speakers into view](#)
- [Unmirroring your self view](#)
- [Uncropping your video tile](#)

Turning your camera on or off

When you join a meeting, you can choose to join with audio or audio and video. If you join a meeting without turning video on, you can start your camera at any time during the meeting.

To turn on your webcam

- In the call control bar at the bottom of the meeting window, choose the **Video** icon.
- To turn your camera off, choose the **Video** icon again.

Changing video sources during a meeting

In the Amazon Chime desktop client and web app, you can change video sources during a meeting. To switch, you must have more than one video source connected to your device. The source that you choose becomes your new default setting.

To change video sources during a meeting

1. If your video is turned on, choose the **Video** icon in the call control bar to turn it off.
2. Open the **Video** menu (^) and choose one of the available video sources.

Blurring your video background

If you want to reduce visual distractions in your video tile during a meeting, you can turn on background blur. You can turn this feature on or off before you join a meeting, as well as adjust the strength of the blurring effect. To turn this setting on or off, or adjust the blur strength during the meeting, you use the **Video** menu.

Note

- Background blur does not support virtual backgrounds.
- Currently, background blur only runs in the desktop clients on Windows 10 and macOS Mojave 10.14 or later. The feature uses your computer's graphics processing unit (GPU) for best performance. Older GPUs may not have the power to run it. If you try to use background blur on a computer with an unsupported operating system or an older GPU, Amazon Chime displays a message to let you know. You can't turn on background blur on unsupported devices. If you have an older computer and your video starts to lag, confirm that your video driver is up to date. If updating your video driver doesn't help, turn off background blur.

To blur your background

1. In the call control bar at the bottom of the meeting window, choose the **Video** menu (^).
2. Select **Blur my video background** to turn on background blur. Select **Blur my video background** again to turn the feature off.

To change blur strength

1. In the call control bar at the bottom of the meeting window, choose the **Video** menu (^).
2. Hover over **Blur strength**, then choose one of the options from the menu.

Background blurring and privacy

Video background blurring uses a pre-trained model to distinguish between you and your background. Because it's pre-trained, the feature never uses facial recognition. It never gathers or stores biometric data, and it never uses images stored in a database. Because of this pre-trained model, background blurring may not always distinguish between you and the elements behind you.

Follow these best practices when you use background blur during a meeting:

- Wear clothing that contrasts strongly against your background.
- If your video looks grainy, turn on or increase the amount of light around you. Most webcams, including those built into laptops, don't perform well in low light.
- Sit directly in front of the camera, with a distance of about three feet between you and the lens. Look directly towards the camera when speaking.
- The pre-trained model doesn't recognize hats and other headwear. They may be blurred during a meeting.

Providing feedback

If you have any feedback on this feature, leave a comment in the online form that appears when you leave a meeting, or contact your AWS IT Administrator to file a ticket with AWS Support.

Using your video tile

Your video tile shows the view that other attendees have of you when you use your camera during an Amazon Chime meeting. Your tile appears when you turn your camera on. Meeting attendees can mute your video or hide your tile, and you can do the same with other attendees' tiles. Unless otherwise noted, the steps in this section apply to both the desktop client and web app. For information about using video tiles in the Amazon Chime mobile app, see [Using video](#) in the <Amazon Chime mobile app guide.>

Note

Amazon Chime prioritizes audio over video if your network connection slows down. The system pauses any video or screen share tiles if a slowdown occurs. When this happens, Amazon Chime displays the following message: **Video paused to prioritize your audio connection**. Once your network connection improves, Amazon Chime resumes playing any video and screen share tiles.

To turn your video tile on or off

- In the call control bar at the bottom of the meeting window, choose the **Video** icon.

Undocking video tiles (desktop client only)

If you run the desktop client, you can undock the video tiles from the rest of the meeting window during a meeting. For example, if you have dual monitors, you can drag the video tiles to one screen and make it easier to see screen shares and chat messages in the meeting window.

Undocking moves all the video tiles, and they appear in a separate grid.

Note

At least one meeting attendee must have their camera on in order to undock video tiles.

To undock video tiles

1. On the left toolbar, open the **Media layout** menu
().
2. Choose **Undock video from meeting window**.
3. As needed, drag the tiles to the desired location.

To dock video tiles

1. On the left toolbar, open the **Media layout** menu
().

2. Choose **Dock video to meeting window**.

Hiding attendee video tiles during a meeting

If you need more room for a screen share, or if you find attendee video tiles distracting, you can hide them during a meeting.

Note

Your video tile remains visible after you hide the other videos. For information about hiding your video tile, see [Hiding your video tile during a meeting](#), later in this guide.

To hide all video

1. On the left toolbar, open the **Media layout** menu
().
2. Choose **Hide all available video**.

To show the video tiles, repeat these steps.

Hiding your video tile during a meeting

If you don't want to watch your video, or you want to make more room for a screenshare, you can hide your tile. When you hide your tile, other attendees still see your video. If you don't want others to see your video, turn your camera off.

To hide your video tile

1. On the left toolbar, open the **Media layout** menu
().
2. Choose **Hide my own video**.

To show your video tile, repeat these steps.

Changing the video row location

By default, attendee video tiles appear in a row at the top of the meetings window. You can move that row to the bottom of the window before and during a meeting. Typically, you move the row to make featured content easier to see.

To change the location before a meeting

1. Open **Settings**. For more information, see [Amazon Chime global program settings](#).
2. Choose **Meetings**.
3. Under **Video row location**, choose **Above featured content** or **Below featured content**.

To change the location during a meeting

1. In the left control bar, choose the **Media layout** icon ).
2. Point to **Video row location**, and on the menu that appears, choose **Above featured content** or **Below featured content**.

Note

You can also use the **Settings** page to change the location. For more information, see

The **Audio and video** tab provides the following settings.

Video settings

Blur background

Starts or stops background blur during meetings. Also sets a default blur strength. During meetings, you can turn background blur on and off and change the blur strength.

Mirror my self view

Starts or stops mirroring. When on, you see a mirror image of yourself. For example, with mirroring on, your left hand appears on the left side of your screen.

Show me my self view uncropped

When selected, keeps your video tile in the 16:9 format.

Hide the undocked video when sharing my screen

When selected, hides any undocked video tiles while you share your screen.

Audio settings

Join muted

When selected, automatically mutes your microphone whenever you join a meeting.

Voice Focus (noise suppression)

When selected, starts or stops Voice Focus, which helps reduce background noise during meetings.

Auto-adjust audio levels

When selected, prevents the audio from becoming too loud or soft. When off, you need to adjust levels manually.

Auto-detect microphone problems

Automatically detects microphone problems and displays a message with information about troubleshooting steps.

Mute detection

When selected, displays an alert when you speak into a muted microphone.

Push to talk

When selected, allows you to mute and unmute your microphone by pushing the space bar on your keyboard.

Auto-correct system audio settings.

When selected, automatically adjusts your system audio to its previous settings.

Headset call control device interactions

Mute and unmute microphone

When selected, allows you to use your headset controls to mute and unmute your microphone.

Answer and leave meetings and calls.

When selected, allows you to use your headset controls to answer calls and join meetings.

Device preview

Skip device preview dialog when joining meetings and calls

When selected, hides the Device preview dialog box and joins you directly to a meeting or call. Use this setting when you have stable audio and video inputs. For example, when you always join meetings in a conference room or on your laptop.

Sorting active speakers into view

In a meeting with a lot of video tiles, you may not always see the tile of the person speaking. To solve that problem, you can automatically sort the active speaker's tile into view.

To sort speaker tiles

1. In the left control bar, choose the **Media layout** icon



).

2. Choose **Sort active speaker into view**.

A check mark appears next to the option, which remains selected until you change it.

Unmirroring your self view

By default, your video tile displays a mirror image of you during meetings. For example, your left hand appears on the right side of your video tile, and any text appears in reverse. When you present during a meeting, unmirroring your self view allows you to see what the other attendees see. For example, if you use a whiteboard during the meeting, you don't need to see it in reverse.

To unmirror your view

1. Open the **Video** menu, located below the screenshare window.



2. Select the **Mirror my self view** command to clear the checkmark.

Repeat these steps to mirror your self view.

Uncropping your video tile

By default, Amazon Chime crops all video tiles during a meeting. Amazon Chime does that in order to include more tiles in the meeting window. You can undo that cropping whenever you display your video tile. Un-cropping changes your tile's aspect ratio to 16:9. Only you see the change.

To uncrop your video tile

1. On the Call control bar, open the Video menu (^).
2. Choose **Show me my self view uncropped**.

Repeat these steps to crop your video tile.

Sharing your screen during an Amazon Chime meeting

You can share your screen if you use the desktop client or web app to join a meeting, or you have a supported in-room video system. If you use the desktop client, you can also stop notifications from appearing while you're sharing your screen. Remember the following:

- If your network connection slows down, Amazon Chime prioritizes audio over video. The system pauses all video except your video tile and the screen share, and the following error message

appears: **Video paused to prioritize your audio connection.** The system restores video after it resolves the network problem.

- The Amazon Chime web app supports screen sharing on Google Chrome and Mozilla Firefox for Windows, macOS, and Linux desktops. You don't need a plugin or extension. If you installed the Amazon Chime screen share extension for Google Chrome versions 34 -71, and you now run a more recent version of Google Chrome, Amazon Chime bypasses the extension and uses the browser's native capabilities.

Note

If you want others to see your mouse pointer while you present, you must share your entire screen instead of an individual window.

The steps in the following sections explain how to share your screen and use the various screen sharing tools.

Topics

- [Sharing your screen](#)
- [Using the screen share control bar](#)
- [Stopping notifications while sharing](#)
- [Playing videos while sharing your screen](#)
- [Hiding your screenshare view](#)

Sharing your screen

When you share a screen, you can share any open program window, or you can share your entire screen. The following steps explain how to do both.

Note

If you want others to see your mouse pointer while you present, you must share your entire screen instead of an individual window.

To share your screen during a meeting

1. On the call control bar at the bottom of the meeting window, choose **Start screen**.

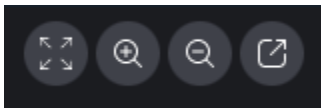
The **Choose what to share** dialog box appears and displays thumbnail images of the applications that you're currently running.

2. Do one of the following:
 - To share an application window, choose the desired thumbnail image.
 - To share your screen, choose **Entire screen**, then choose **Entire screen** again.
3. Choose **Share**.

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 use their pointers to zoom in and out.

Using the screen share control bar

When a meeting host or attendee shares their screen, the screen share control bar appears:



Moving from left to right:

- **Hide all video** – Hides all attendee video tiles, including yours.
- **Zoom in** – Zooms in on the shared screen.
- **Zoom out** – Zooms out of the shared screen.
- **Undock screen to share in a new window** – Moves the shared screen to a separate window. Other attendees continue to see the undocked window. To re-dock, close the undocked window. The shared screen appears in its original location.

Stopping notifications while sharing

To stop notifications from appearing while you share your screen, update your Amazon Chime settings. This only applies to the desktop client.

To stop notifications

1. In the desktop client, open the horizontal ellipsis menu next to your name and choose **Settings**.
2. Choose **Meetings**, and under **Notifications**, choose **Suppress all notifications while screen sharing**.

Playing videos while sharing your screen

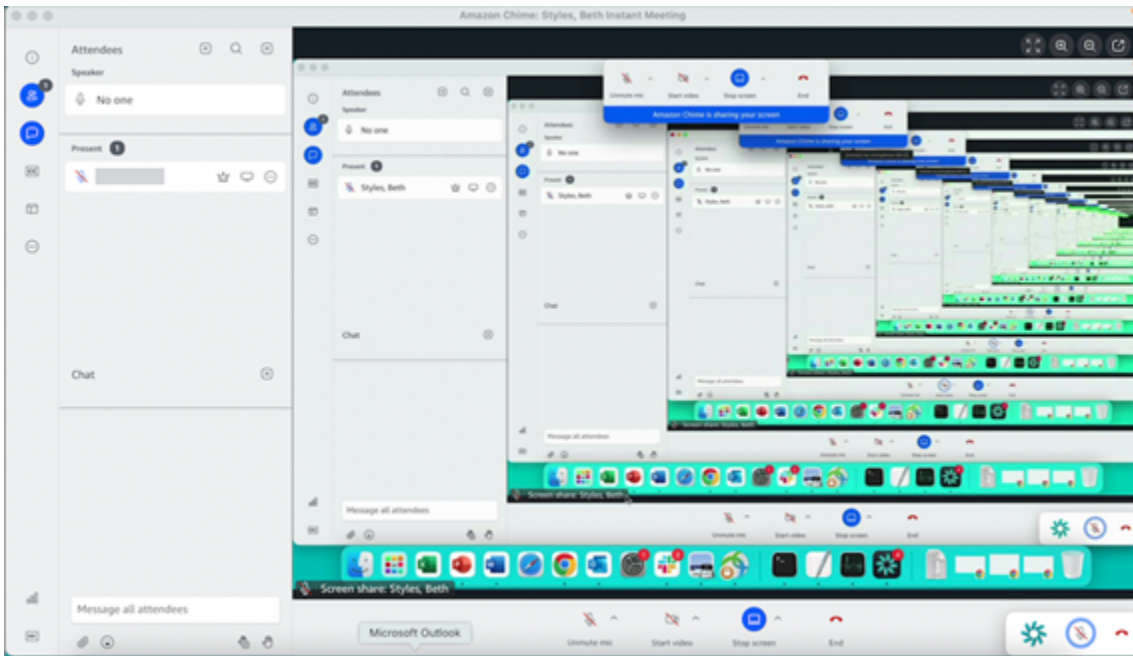
When you play a video while sharing your screen, other meeting attendees can see the video, but they can't hear the audio. Why? By design, Amazon Chime only captures and distributes audio from microphones.

To include audio with a video, you can use the following tools to redirect the audio as a mic input to Amazon Chime.

- OBS and a virtual camera: <https://streamlabs.com/streamlabs-obs>.
- VB Cable: <https://vb-audio.com/Cable/index.htm>.
- An HDMI to USB adapter cable. You route the signal out from HDMI and back in via USB.
- Loopback: <https://rogueamoeba.com/loopback/>.

Hiding your screenshare view

If you select the Amazon Chime meeting window while sharing your screen, you and others see an infinite number of meeting windows. For example:



Hiding your screenshare view prevents that from happening.

To hide the view

1. In the left control bar, choose the **Media layout** icon ).
2. Choose **Hide my own screenshare view**.

A check mark appears next to the option, which remains selected until you change it.

Scheduling meetings using Amazon Chime

Amazon Chime Pro users can schedule Amazon Chime meetings from a calendar app such as Outlook or Google Calendar. They can also use auto-call to automatically call their meeting attendees.

Note

When Amazon Chime Pro users schedule a meeting, or someone schedules a meeting on their behalf, they become the meeting *host*. Hosting allows you to take several actions, such as enabling event mode. For more information about hosting, see [Hosting meetings](#), and the [Who is the host of a meeting and what can they do?](#) blog post.

Topics

- [Meeting size limits](#)
- [Setting meeting options](#)
- [Scheduling meetings with a calendar app](#)
- [Scheduling meetings with Google Calendar](#)
- [Scheduling meetings with the Add-In for Outlook](#)
- [Canceling meetings](#)
- [Scheduling best practices](#)
- [Creating delegates](#)
- [Scheduling moderated meetings](#)
- [Rescheduling a meeting when the host leaves](#)

Meeting size limits

A maximum of 250 attendees can join Amazon Chime meetings scheduled by users with Amazon Chime Pro permissions. If you want to use auto-call, you must include `meet@chime.aws` in the meeting invite.

However, meeting invitations can include a maximum of 300 attendees. Amazon Chime supports that number because some attendees decline the meeting, some don't join the meeting, and some drop out of the meeting.

Auto-call doesn't count as an attendee. Distribution lists count as single attendees unless you expand them. Also, you must expand distribution lists if you want to use auto-call.

If you invite more than 300 individual users:

- Amazon Chime disables auto-call and notifies the meeting organizer.
- Attendees must join the meeting manually at the scheduled time.
- Attendees do not see the meeting name or scheduled ending time.
- The **Attendees** panel and its subsections, such as **Invited** and **dropped**, can display a combined maximum of 300 items. If the panel reaches the 300-item limit, or 250 attendees connect to the meeting, new attendees receive a "meeting full" notice and can't join the meeting.

For more information about running large meetings, see [Conducting large meetings using Amazon Chime](#), on the **Amazon Chime Help Center**. For more information about using auto-call, see [Using auto-call](#), later in this section. For more information about the various Amazon Chime permissions, see the [Amazon Chime pricing page](#).

Setting meeting options

When you schedule an Amazon Chime meeting, you can set or change the following options:

- **Meeting IDs** – You can choose several types of meeting IDs. Your choice can prevent back-to-back meetings from overlapping, block unwanted attendees, or set a moderator passcode.
- **External users** – You can allow or block attendees from outside your company, and control whether they can use video conference systems or phones to connect to a meeting.

Topics

- [Choosing a meeting ID](#)
- [Allowing external attendees](#)

Choosing a meeting ID

When you schedule an Amazon Chime meeting, you start by choosing a meeting ID. The right type of ID can block unwanted users, prevent back-to-back meetings from overlapping, and more.

- **Generate a new ID** – This option generates a unique meeting ID that you can use to host individual or recurring meetings. We recommend this external, confidential, overlapping, and back-to-back meetings. You can use as many unique IDs as needed. Also, a unique ID provides instructions for joining a meeting or meeting series. This helps prevent back-to-back meetings from merging if one runs overtime.
- **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 ID. Moderated meetings start only when a moderator joins by entering the passcode. Moderators also have host controls. Meeting hosts and delegates who sign in to the Amazon Chime client when they join the meeting become moderators by default. When joining over a phone or an in-room conference system, hosts and delegates can join as moderators by entering their 13-digit meeting ID. For more information, see [Scheduling moderated meetings](#).
- **My personal meeting ID** – This option generates meeting instructions using the meeting ID assigned to you when you registered for Amazon Chime. We recommend this for internal meetings, and you can use it for individual or recurring meetings. If you set up a personalized meeting link, it's included in the meeting instructions sent to your attendees. For more information, see [5. \(Optional\) Set a personalized meeting link](#). This type of meeting starts as soon as anyone joins. Because this meeting type is more open, don't use personal meeting IDs for confidential or back-to-back meetings. To limit access to your meeting, select one of the other meeting types.

Allowing external attendees

After you select a meeting ID, you choose whether to allow other external attendees to join your meetings. 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 sign in to Amazon Chime. These attendees skip the waiting room and join the meeting directly.

If you clear this checkbox, external attendees who sign in will go to the waiting room.

- **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.

Clearing this options blocks in-room systems from the meeting.

- **Dial-in** – Allows anyone with the meeting ID to dial in to the meeting.

Note

Attendees from your company can always join your meetings. Invited attendees can also join, but they must sign in to Amazon Chime using the email address in the meeting invite. Also, you must add **meet@chime.aws** as a meeting attendee. For more information, see [Using auto-call](#).

Scheduling meetings with a calendar app

You can schedule meetings with your existing calendar app.

To schedule a meeting with a calendar app

1. In the desktop client, choose the **Meetings** icon in the navigation bar at the top of the screen, and then choose **Schedule a meeting**.

—OR—

In the web app, under **Quick links**, choose **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 information to the attendees who will act as moderators. The meeting invite doesn't contain moderator information. You must send it separately. For more information, see [Scheduling moderated meetings](#).
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 normal, 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. In the desktop client, choose the **Meetings** icon in the navigation bar at the top of the screen, and then choose **Schedule a meeting**.

—OR—

In the web app, under **Quick links**, choose **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, then choose **Schedule with Google**.
5. A meeting invitation appears in a new tab in your default browser. The invite includes **meet@chime.aws** on the guest list. That enables auto-call and automatically starts the meeting for registered attendees at the scheduled start time.

Do the following:

- At the top of the form, replace **Add title** with the meeting name.
 - Use the controls below the title to choose a date, start time, and end time.
 - On the **Event details** tab, add a location and set any notification options.
 - (Optional) Edit the invitation text as needed.
 - (Optional) On the **Find a time** tab, use the calendar to find a date and time.
 - Under **Guests**, choose **Add guests** and select the meeting attendees.
6. Choose **Save**.
 7. When asked if you want to send the invitation, choose **Send**.

8. (Optional) If you created a moderated meeting with a passcode, choose **Copy moderator info** and send the moderator information to the attendees who will act as moderators. Amazon Chime meeting invites don't include moderator information. You must send it separately.

To create a moderated meeting as a delegate, ask the meeting host to complete the previous procedure to create a meeting ID and moderator passcode. Then, have the meeting host copy and paste the following information from their Amazon Chime app, and send it to you:

- For **Copy addresses**, the attendee email addresses.
- For **Copy attendee invitation**, the instructions in the meeting invitation.
- For **Copy moderator info**, the moderator meeting instructions and passcode, to be sent only to the meeting moderators.

Create a new meeting on the host's calendar and use the information above to populate the **Add guests** and **Add description** fields. Send the moderator passcode to the meeting moderators separately. For more information about moderated meetings, see [Scheduling moderated meetings](#).

To add Amazon Chime to an existing Google Calendar meeting

1. From the Amazon Chime app, choose **Meetings**, then **Schedule a meeting**.
2. Select your meeting options, then choose **Next**.
3. For **Select your calendar app**, choose **Other**.
4. Choose **Copy addresses**, then navigate to your Google calendar and open the meeting that you want to update.
5. Under **Add guests**, paste the attendee email addresses and choose **Add**.
6. Go back to Amazon Chime and choose **Copy invitation**.
7. Return to your Google calendar, paste the invitation details into the **Description** field, choose **Save**, then **Send**.
8. (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 for Amazon Chime delegates who use macOS.
- **Amazon Chime Add-In for Outlook on Windows** – If you run Windows and Outlook 2010, you must use this add-in. Also recommended for Amazon Chime delegates who use Windows.

For information about selecting an add-in for you and your organization, see [Choosing the Right Outlook Add-In](#).

For information about installing the add-ins, see [Amazon Chime Add-in for Outlook Installation Guide for End Users](#).

Both add-ins provide similar methods for scheduling meetings from Outlook, but the add-ins have some differences:

- **Amazon Chime Add-In for Outlook** – Opens in a side panel in Outlook and displays the options in 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.

The following steps explain how to use both add-ins.

To schedule a new meeting using the add-in for Outlook

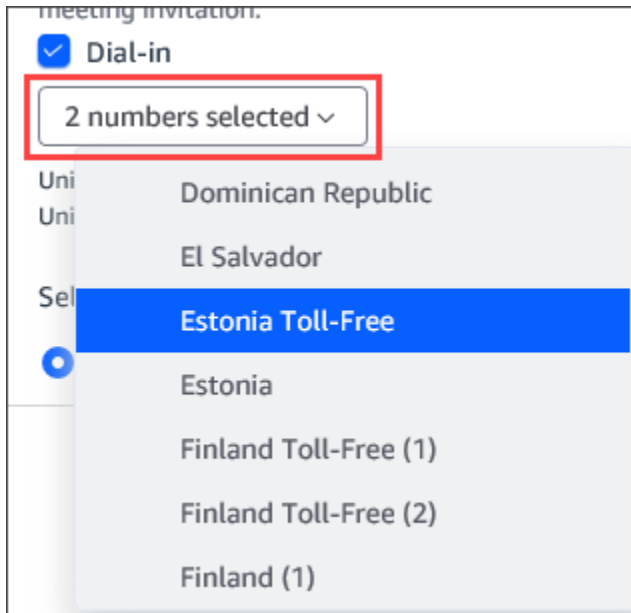
1. In your Outlook calendar, on the **Home** tab, choose **New Meeting**.
2. On the blank meeting that appears, choose **Schedule Chime Meeting**.



3. Select a **Meeting ID type**. For more information about the ID types, see [Choosing a meeting ID](#).
4. (Optional) Under **Select others who are allowed to join my meeting**, choose one or both options.

5. (Optional) Under **Allow anyone with the meeting ID to join using**, choose one or both options.

If you choose **Dial-in**, you can keep the default phone numbers or open the list and choose different numbers, including international phone numbers.



6. Choose **Add to invite**.
7. (Optional) Do any of the following:
 - Edit the meeting instructions.
 - If you're a delegate, make sure the email of the Amazon Chime user that you schedule for matches the calendar that you select in Outlook. For example, if you schedule a meeting on behalf of Martha Rivera, make sure you select her calendar.
 - If you create a moderated meeting with a passcode, you must send the moderator passcode to the attendees who will act as moderators. Moderator information is not included in the Amazon Chime meeting invite. You must send it to the moderators separately. For more information, see [Scheduling moderated meetings](#).

To add Amazon Chime to an existing meeting using the add-in for Outlook

1. Open a meeting on your Outlook calendar.
2. In the meeting's window, choose **Schedule 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. For example, if you schedule a meeting on behalf of Martha Rivera, make sure you select her calendar.
4. Select the **Meeting ID type**. For more information about the ID types, see [Choosing a meeting ID](#).
5. (Optional) Include international phone numbers by selecting them from the dropdown menu under **Invitation additions** in the Outlook side panel.
6. The system populates the invite with **meet@chime.aws**, instructions for joining, a link to the meeting, dial-in info, and the meeting ID.
7. Edit the auto-populated instructions as necessary, choose **Save**, then **Send the update to all**.

To schedule a meeting using the add-in for Outlook on Windows

1. In your Outlook calendar, choose **Schedule Amazon Chime meeting**, then **Schedule Meeting**.

Note

On first use, the add-in prompts you to sign in to Amazon Chime. Enter the credentials that you use to sign in to your other Amazon Chime clients, then choose **Sign in / Sign up**.

2. (Optional) If you're a delegate, a dialog box appears and asks you to select an account. Select one from the list, then choose **OK**.
3. Set the meeting options, then choose **Schedule**.
4. An Outlook invite appears and displays meeting instructions, plus **meet@chime.aws**. That enables auto-calling and automatically starts the meeting for registered attendees at the scheduled start time.
5. Enter the date, time, additional attendees, and recurrence (if any).
6. Send the invite.

Canceling meetings

If you schedule meetings for yourself, or you schedule them as a delegate for someone else, you can cancel your meetings. You can cancel individual and recurring meetings, including meetings that continue to auto call after you cancel them.

Contents

- [Canceling individual meetings](#)
- [Canceling recurring meetings](#)
- [Removing yourself from a recurring meeting that you don't own](#)

Canceling individual meetings

If you use a calendar application to create an individual meeting, you use that same app to cancel the meeting. If your calendar app prompts you, send the cancellation to all attendees.

We assume that you know how to use your calendar app to do that task.

Canceling recurring meetings

If you use a calendar app to create a recurring meeting, you use that app to cancel the meeting. Make sure you send the cancellation to **meet@chime.aws**. If your calendar app prompts you to do so, send the cancellation to all attendees.

Note

Your calendar app needs to send an iCalendar (.ics) file to **meet@chime.aws** to cancel the meeting. However, some calendar apps don't send ICS files. As a result, Amazon Chime may auto-call attendees even though the meeting doesn't appear on their calendars. When that happens, you must cancel the meetings during a specific timeframe. You can cancel meetings from 30 minutes before they start until they reach their scheduled end time or someone ends the meeting. You must wait for that timeframe.

To cancel a recurring meeting during the window

1. In the desktop client or web app, choose **Home**.
2. A list of **In progress meetings** and **Upcoming meetings**—meetings starting in the next 30 minutes—appears.
3. Select a meeting that you host, then choose **Delete meeting series**.
4. When prompted, confirm the deletion.
5. Amazon Chime ends the meeting for all attendees, if it has already started. The host and invited attendees won't receive auto-calls for that meeting.

Removing yourself from a recurring meeting that you don't own

You own a meeting when you create and host that meeting, or when you have a delegate create the meeting for you. To remove yourself from a recurring meeting that you don't own, follow the steps in [Removing yourself from a recurring meeting](#).

Scheduling best practices

No matter which app you use to schedule your Amazon Chime meeting, these tips can help you schedule 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. For more information, see [5. \(Optional\) Set a personalized meeting link](#).

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 a calendar reminder appears for a meeting on their mobile devices, they can choose the string to dial in automatically.

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, add **meet@chime.aws** to the list of invitees when you schedule a meeting.

You can remove **meet@chime.aws** from the meeting invite to avoid having everyone's devices ring at the same time. For example, when 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

- Auto-call doesn't work if the meeting invitation contains a distribution list, such as **myteam@amazon.com**. Make sure to use the email addresses of individual attendees.

- The system mutes auto-calls for users who set their Amazon Chime status to **Do not disturb**.

Inviting large numbers of attendees quickly

You can invite up to 300 people to an Amazon Chime meeting. To add a large number of people quickly, you invite **meet@chime.aws** and a distribution list, if one exists. You then expand the distribution list. That adds each attendee separately and enables auto-calling.

To invite a distribution list

1. Follow any of the steps listed earlier in this section to create an Amazon Chime meeting. As a best practice, use a unique meeting ID, or an ID with a moderator passcode. Doing so generates a PIN that attendees can use to join the meeting.
2. Add the distribution list to the invite.
3. Expand the distribution list.
4. Add or remove attendees as needed.
5. Set the date, time, and any recurrence.
6. Edit the meeting instructions as needed.
7. Send the invitation.

Inviting a distribution list without auto-calling

If you need to schedule a meeting with a large team, you can invite the team's distribution list. However, doing so prevents Amazon Chime from auto calling when the meeting starts.

To invite a distribution list

1. Follow any of the steps listed earlier in this section to create an Amazon Chime meeting. As a best practice, use a unique meeting ID, or an ID with a moderator passcode. Doing so generates a PIN that attendees can use to join the meeting.
2. Add the distribution list to the invite.
3. Delete **meet@chime.aws**, but leave the PIN that the system adds.
4. Set the date, time, and any recurrence.

5. Edit the meeting instructions as needed.
6. Send the invitation.

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

Changing meeting details

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

Creating delegates

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 use the meeting host actions. For more information about the host actions available to delegates, see [Hosting meetings](#).

Topics

- [Creating delegates](#)
- [Setting delegate permissions in Microsoft Outlook](#)
- [Removing delegates](#)
- [Scheduling meetings as a delegate with a calendar app](#)
- [Scheduling meetings as a delegate using the Outlook Add-In](#)

Creating delegates

You use the Amazon Chime desktop client or web apps to create delegates.

To create delegates

1. On the ellipsis menu next to your name, choose **Settings**.
2. Choose **Delegates**.
3. Choose **Add delegates**.
4. Search for and select the name of your delegate, then choose **Add**.

Setting delegate permissions in Microsoft Outlook

If you use Amazon Chime with Microsoft Outlook, some delegates may not be able to schedule meetings unless they have **Owner** permissions to your inbox. If your delegate can't schedule meetings, follow these steps:

To set delegate permissions

1. In Outlook, open the context (right-click) menu for your inbox and choose **Properties**.
2. In the **Inbox Properties** dialog box, choose the **Permissions** tab, and then choose **Add**.
3. In the **Add Users** dialog box, search for and select your delegate's name, and then choose **OK**.
4. In the **Inbox Properties** dialog box, under **Permissions**, open the **Permissions** list and choose **Owner**, then choose **Apply**.

Removing delegates

You use the Amazon Chime desktop client or web apps to remove delegates.

To remove delegates

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

Scheduling meetings as a delegate with a calendar app

If you schedule meetings for another user, and they use a calendar app other than Microsoft Outlook, ask the meeting host to follow these steps.

Before the host begins this procedure, ask them to ensure that you're their delegate in Amazon Chime. For more information, see [Creating delegates](#).

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. Do the following:
 - Choose **Copy addresses**, and paste the addresses into the body of a new email message.
 - Choose **Copy attendee invitation**, and paste this information into the same email.
 - In the Amazon Chime client, choose **I am done**.
6. Repeat steps 1-5 to generate three sets of meeting IDs.
7. Send an email with the meeting information to your delegate.

After you receive this information from your meeting host, follow these steps to schedule the meeting.

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, **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 the instructions include the link to the meeting, such as **https://chime.aws/meeting-id**.
4. Add the other meeting attendees to the appointment and finish scheduling it.

When scheduling back-to-back meetings, use a different set of meeting details to schedule them. Doing so prevents the meetings from overlapping.

Note

As a delegate, do not use your personal Amazon Chime meeting ID. Doing so can cause a scheduling failure, or split meeting attendees onto different meeting bridges.

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](#).

Scheduling moderated meetings

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. The audio, video, screen sharing, meeting chat, and visual roster remain unavailable. After moderated meetings start, those features become available until the meeting ends, even if the moderators leave the meeting.

By default, meeting hosts and delegates have moderator permission, and a meeting can have more than one moderator. Hosts and delegates can share the moderator passcode with other attendees, and they can also join the meeting as moderators. When they do, they can lock, record, and end meetings, and mute all other attendees. For more information, see [Moderator actions using the Amazon Chime app](#) and [Moderator actions using phone or in-room video systems](#).

Topics

- [Joining a meeting as a moderator](#)
- [Scheduling a moderated meeting](#)
- [Moderator actions using the Amazon Chime app](#)
- [Moderator actions using phone or in-room video systems](#)

Joining a meeting as a moderator

To join a meeting, moderators enter the moderator passcode. Moderators can enter the passcode via phone, supported in-room video systems, or the Amazon Chime desktop client, web app, or mobile app. When meeting hosts or delegates join while signed in to the desktop client, they automatically connect to the meeting as moderators without having to enter the moderator passcode.

 Note

Alexa for Business doesn't support joining a meeting as a moderator.

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 the attendees who will moderate the meeting. To protect the moderator passcode, the Amazon Chime meeting invite doesn't contain moderator information. You must send that information to moderators separately.

 Note

You can't add or change the moderator passcodes for an existing meeting. If you forget the moderator passcode, reschedule the meeting with a new meeting ID and passcode.

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

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

If moderators sign in to a moderated meeting using any of the Amazon Chime apps, those moderators can perform the same actions as meeting hosts and delegates. For a list of available actions, see [Hosting meetings](#).

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 an in-room video system, moderators can perform the following additional meeting actions from the dial pad:

- **Mute all other attendees** – *97
- **Start and stop meeting recording** – *2

Note

If you use a phone or in-room conferencing system to start recording, the host receives the recording by default.

- **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.

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.

When that happens, auto-call stops working. However, recurring and individual meetings scheduled by that host may still appear in your calendar.

You can't create another meeting bridge ID for those inactive meetings, or use the former host's meeting ID. You must reschedule the meeting.

To reschedule a meeting

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, and 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 meetings](#). For more information about scheduling meetings, see the topics in [Scheduling meetings using Amazon Chime](#).

Removing yourself from a recurring meeting

The following sections explain how to remove yourself from a recurring meeting. You start by removing the meeting from your calendar. If the meeting still calls you, you then use the desktop client or web app to stop those calls.

Topics

- [Removing meetings from your calendar](#)
- [Stopping calls from deleted meetings](#)

Removing meetings from your calendar

To schedule recurring meetings, organizers use a calendar application, such as Google Calendar or the Microsoft Outlook Add-in for Amazon Chime. You leave a recurring meeting by deleting it from your calendar. For example, if you use the Outlook Add-in, you follow these steps:

To delete a recurring meeting

1. On your calendar, choose an instance of the recurring meeting.
2. On the **Meeting Series** tab, choose **Delete**.
3. On the menu that appears, under **Series**, choose one of the notification options:
 - Edit the Response before Sending
 - Send the Response Now
 - Do Not Send a Response

If the meeting continues to call you, follow the steps in the next section.

Stopping calls from deleted meetings

If you receive auto calls from a meeting series that you deleted, you use the Amazon Chime desktop client or web app to stop the calls.

Note

- You can only follow these steps at a specific time, from 30 minutes before the meeting starts until the meeting ends. For example, if a meeting occurs weekly, you need to wait until 30 minutes before that meeting starts to complete the steps below.
- Don't follow these steps to remove yourself from a single meeting in a series. Also, don't follow these steps if you organize or host a meeting. Instead, see [Canceling meetings](#).

To remove yourself from a recurring meeting

1. In Amazon Chime, choose **Home**.
2. A list of **In progress meetings** and **Upcoming meetings** appears.
3. Select a meeting, and choose **Remove me from series**.

Note

If you don't see this command, do the following:

- Wait until 30 minutes before the meeting starts. The command remains available until the meeting ends.
- During that time, refresh the **Home** window. To do that, go to another part of Amazon Chime, such as chat, then return to the **Home** window.

4. When prompted, confirm the deletion.

Amazon Chime stops auto-calling you for the remaining meetings in the series, and your name stops appearing on the meeting roster.

Note

If you ask to be removed but you're still on the calendar invitation, you may receive auto calls if someone updates the event. To ensure removal, contact the meeting organizer and ask to be removed from the meeting series.

Hosting meetings

If you have an Amazon Chime Pro account, you can schedule meetings in Amazon Chime. When you schedule a meeting, you automatically become the *host*. Hosts can use a set of meeting management tools that aren't available to attendees.

When you schedule a meeting, you can also appoint moderators and delegates, and they can also use the management tools. The tools available to hosts, moderators, and delegates vary, depending on whether you join the meeting as an authenticated user, meaning you use your Amazon Chime credentials to join the meeting. Authenticated hosts, moderators, and delegates can take the following actions:

- Add attendees.
- Admit attendees from the waiting room.
- Remove attendees. (Only the host can remove themselves, moderators, and delegates from a meeting.)
- Lock and unlock meetings.
- Record meetings.
- Start and stop Event Mode.
- Turn meeting notifications on or off.
- Mute all attendees.
- Turn off attendees' ability to unmute themselves.
- End the meeting for all attendees.

Unauthenticated hosts, moderators, and delegates can take the following actions:

- Lock and unlock meetings.
- Record meetings.
- Mute all attendees.
- End the meeting for all attendees.

For more information about moderated meetings, see [Scheduling moderated meetings](#).

Topics

- [How meetings change when you turn on Event Mode](#)
- [Adding attendees](#)
- [Using the Waiting Room](#)
- [Removing attendees](#)
- [Locking a meeting](#)
- [Recording meetings](#)
- [Using Event Mode](#)
- [Using meeting event notifications](#)
- [Muting all attendees](#)
- [Managing attendee unmute](#)
- [Ending a meeting for all attendees](#)
- [Using the large meeting settings](#)

How meetings change when you turn on Event Mode

When you turn on Event Mode, the meeting changes in the following ways:

- Hosts, delegates, or moderators automatically receive presenter permissions when they join the meeting.
- The system mutes any attendees already in the meeting.
- The system mutes attendees who join the meeting after you turn on Event Mode unless they join from an in-room video conference system. Attendees who join from a conference system can use their video conference device to mute themselves. Other attendees can also mute them in the Amazon Chime client.
- Only presenters can share their screens, turn on their video, or mute other presenters.
- Notifications don't appear for the following roster changes:
 - Attendees who join the meeting.
 - Attendees who leave the meeting.
 - Attendees who drop from the meeting.
- Attendees who try to perform a restricted task receive a message that the host turned off the chosen action.

- If attendees join from an in-room conference system with Event Mode on, Amazon Chime blocks content sharing and video. Other attendees can view videos only from presenters or from in-room conference systems that join before you turn Event Mode on.

To let new conference rooms join with video or present, turn off Event Mode before the new room joins. If a room joins before you turn off Event Mode and wants to share media or video, they must leave and rejoin the meeting after you turn off Event Mode.

Note

If attendees join from an in-room conference system before you turn on Event Mode, they can use the conference system to share media and video.

Adding attendees

Hosts, delegates, and moderators can add attendees to a meeting after it starts. For example, you can add an attendee who wasn't invited to the meeting but has expertise that you or other attendees need.

To add attendees

1. In the left control bar, open the **More options** menu
, then choose **Add attendees**.
2. In the **Add attendees** dialog box, select the attendees that you want to add, then, choose **Add**.

Using the Waiting Room

When anonymous users try to join an Amazon Chime meeting, they automatically go to the Waiting Room, and the **Waiting Room** section appears in the **Attendees** panel.

You become an anonymous user when:

- You don't have an Amazon Chime account.
- You have an Amazon Chime account, but you don't use your account credentials to sign in.

External users who are registered and signed in but not part of the meeting organizers Amazon Chime group also go to the Waiting Room. However, the meeting organizer can choose to let external users skip the Waiting Room. For more information about doing that, see [Allowing external attendees](#), in this guide.

Authenticated users always join Amazon Chime meetings without going to the Waiting Room. You become an authenticated user when:

- You use your Amazon Chime credentials to sign in to the meeting and you belong to the same Amazon Chime group as the organizer.
- The organizer includes `meet@chime.aws` in the meeting invitation and adds you to the attendee list.
- The organizer makes you a delegate or a moderator.
- You're the organizer.

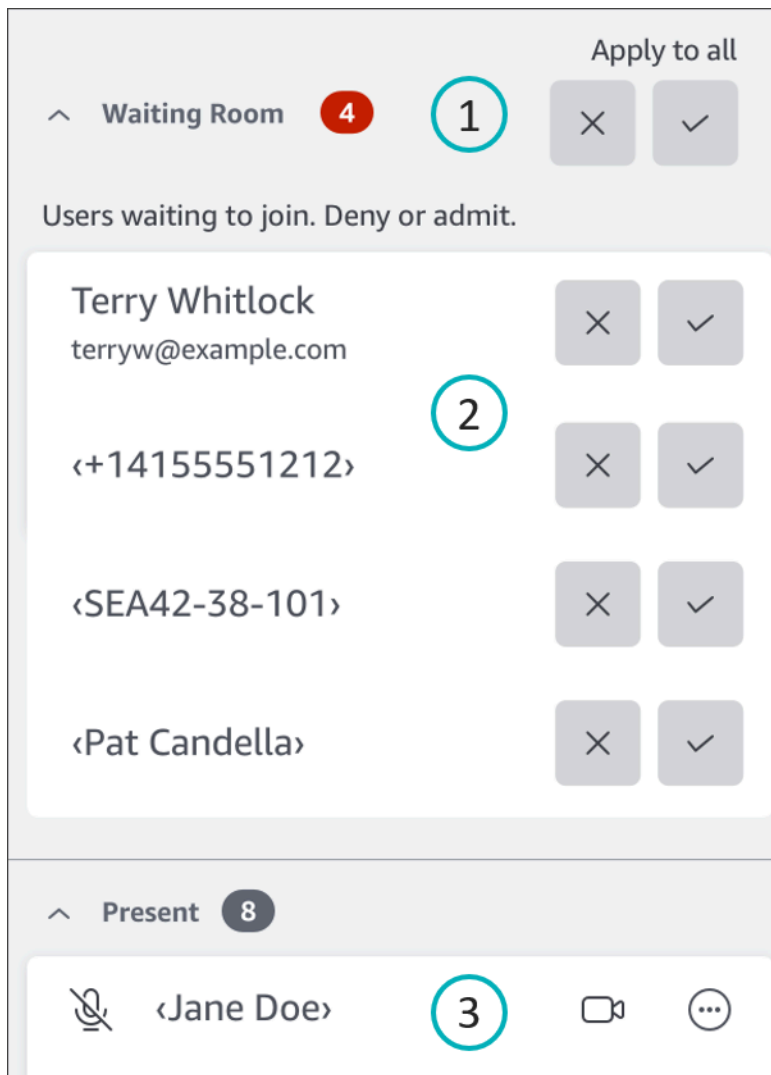
For more information about delegates and moderators, see [Creating delegates](#) and [Scheduling moderated meetings](#), in this guide.

Topics

- [Visual quick start guide](#)
- [Admitting or denying anonymous users](#)
- [Turning the Waiting Room off or on](#)
- [Leaving the Waiting Room](#)

Visual quick start guide

When anonymous users try to join a meeting, the **Waiting Room** section appears in the **Attendees** panel. The following image shows the section. Numbers in the image correspond to the numbered text below.



In the image:

1. The red oval displays the number of users in the Waiting Room. Under **Apply to all**, choose the **X** to deny all users, or select the checkmark to admit all users.
2. To deny or admit individual users, select the **X** or checkmark next to that user's name, phone number, or conference room ID.
3. Users that you admit to the meeting appear in the **Present** section. The brackets (< >) indicate anonymous users.

Admitting or denying anonymous users

Meeting hosts, moderators, delegates, and authorized attendees can admit anonymous users or prevent them from attending.

You're an authorized attendee when:

- You use your Amazon Chime credentials to sign in to the meeting.

—and—

You belong to the same Amazon Chime account as the meeting organizer.

The following sets of steps explain how to do both tasks.

To admit an attendee from the Waiting Room

- In the **Waiting Room** section of the **Attendees** panel, select the checkmark next to the attendee that you want to admit.

—or—

To admit everyone in the Waiting Room, select the checkmark under **Apply to all**.

To deny an attendee in the Waiting Room

- In the **Waiting Room** section of the **Attendees** panel, select the X next to the attendee that you want to deny.

—or—

To deny admission to everyone in the Waiting Room, select the X under **Apply to all**.

Turning the Waiting Room off or on

The steps in this section explain how to turn the Waiting Room off and on during a meeting. You can also turn the waiting room off for external attendees. For more information about doing that, see [Setting meeting options](#), in this guide.

Important

- You must be a meeting host, delegate, or moderator to turn the Waiting Room off or on.
- When you turn the Waiting Room off, all current and future anonymous attendees can join the meeting directly.

- If you subsequently turn the waiting room on, new anonymous or restricted users must wait to be admitted

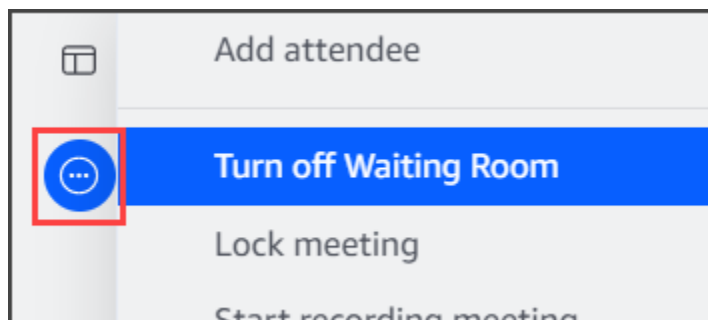
Hosts, moderators, and delegates can also lock meetings to prevent unauthorized attendees from joining. When you lock a meeting, only current and invited attendees can join. For more information, see [Locking a meeting](#), in this guide.

Note

You must have at least one person in the waiting room in order to turn it off.

To turn off the Waiting Room

1. On the left control bar, open the More menu (...).
2. Choose **Turn off Waiting Room**.



To turn the Waiting Room on, repeat the steps listed above.

Leaving the Waiting Room

If you find yourself in the Waiting Room, you can leave at any time.

To leave the Waiting Room

1. Choose **Leave meeting**.
2. In the **Are you sure you want to leave this meeting** dialog box, choose **Leave meeting**.

 Note

The dialog box does not appear when you leave a moderated meeting.

Removing attendees

Hosts, moderators, and delegates can remove other attendees from a meeting unless the other attendees are also hosts, moderators, or delegates. If you remove an attendee that you invited to the meeting, Amazon Chime also removes them from the meeting invitation and removes the meeting from their Amazon Chime home screen.

To remove an attendee

1. In the meeting roster, choose the horizontal ellipsis next to the attendee's name.
2. In the attendee options menu, choose **Remove from meeting**.

Locking a meeting

Hosts, moderators, and delegates can lock meetings. When you lock a meeting, removed attendees can't rejoin the meeting. Also, uninvited and unauthenticated users can't join a locked meeting.

To lock a meeting

1. In the left control bar, choose the **More options** menu ).
2. Choose **Lock meeting**

The following rules apply to your meeting when you lock the meeting:

- If an attendee doesn't have an Amazon Chime account, or wasn't invited to the meeting, they receive a message that the meeting is locked if they try to join.
- If an invited attendee signs into their Amazon Chime account, they can join the locked meeting. They can also drop and reconnect after you lock the meeting.

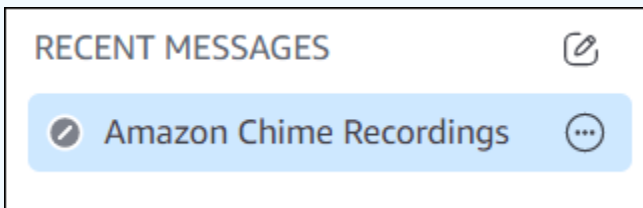
- An attendee can join a locked meeting from an in-room conference system, or with the **Dial-in** or **Switch to dial-in** options. However, they must enter the 13-digit meeting ID from the Amazon Chime desktop or mobile client, or from the Amazon Chime web app.

Recording meetings

A meeting host, moderator, or delegate can record meetings. When you record a meeting, Amazon Chime records the audio and, if you share media during the meeting, the content of any media tiles. The host, moderator, or delegate who turns on recording receives the recording in a chat message once the meeting ends.

Note

- Amazon Chime only records video when someone shares their screen. Any parts of a meeting without a screen share are blank during playback. Meeting recordings don't include attendee video tiles.
- Recording files appear in the regular Amazon Chime chat window, not the meeting window. The recording files appear in the navigation pane under **Recent Messages**. This image shows a typical recording message.



To start or stop meeting recording

1. To start recording, do one of the following:

- In the left control bar, choose the **Record meeting** icon



- In the left control bar, choose the **More options** menu



then choose **Record meeting**.

- If you joined the meeting from a phone or in-room conference system, press *2.

2. To stop recording, do one of the following:

- In the left control bar, choose the **Record meeting** icon, located at the bottom of the bar.
- Open the **More options** menu



and choose **Record meeting**.

- From a phone or in-room video system, press *2.

When meeting attendees join a meeting that you record, Amazon Chime notifies them that you've started recording. When you stop recording, the attendees receive an update that you've stopped recording. Recording automatically stops when the meeting ends.

The meeting host, moderator, or delegate that started the recording receives the recording in a regular Amazon Chime chat message, not the meeting window. However, if a moderator or delegate starts the meeting from their phone or a conference system, only the host receives the recording. The host also receives the recording if the moderator or delegate who started recording isn't signed in to Amazon Chime.

Amazon Chime sends M4A files for recordings that only include audio. If a presenter uses screen share during a recorded meeting, Amazon Chime sends an MP4 file. Any portions of the meeting that don't include screen sharing are blank during video playback.

Note

Recorded meeting files can be large. To share them with attendees, we recommend that you upload them to a file-sharing service. Once uploaded, you can share the file link with attendees.

Using Event Mode

You use Event Mode to minimize background noise, control who presents their screen, and control who starts their video. Only meeting hosts, moderators, and delegates can turn on Event Mode after a meeting starts. Event Mode changes a meeting in several ways:

- Hosts, moderators and delegates must sign in with their Amazon Chime credentials in order to start Event Mode.
- Only hosts, moderators, and delegates can present during a meeting.

- Event Mode doesn't automatically mute in-room conference systems. Attendees must use the mute button on the in-room hardware. Hosts, delegates, moderators, or other presenters can use the meeting roster to mute and unmute the conference room, but the in-room hardware mute overrides muting from the Amazon Chime roster.
- If an in-room conference system joins a meeting with Event Mode already on, the attendees in the room can't start video or share content.
- To allow an in-room system to start video and share content, meeting hosts can wait for the rooms to join before they enable Event Mode. As needed, hosts, delegates, moderators, and presenters can disable Event Mode, then have the room join.

Topics

- [Starting and stopping event mode](#)
- [Adding and removing presenters](#)

Starting and stopping event mode

To manage Event Mode, do the following:

To start Event Mode

1. Open the **More options** menu
,
then choose **Start event mode**.
2. In the **Start event mode** dialog box, review the information about Event mode, then choose **Start event mode**.

To stop Event Mode

- Open the **More options** menu
,
then choose **Stop event mode**.

Adding and removing presenters

By default in Event Mode, only hosts, moderators, and delegates can act as presenters. However, hosts, moderators, and delegates who sign in to their Amazon Chime account can grant presenter status to other attendees.

To promote an attendee to presenter

1. In the left control bar, open the **More options** menu



).

Then, choose **Add event mode presenters**.

2. In the dialog box that appears, select one or more attendees and choose **Add**.

The selected attendees receive a notification, and the event mode icon



)

appears next to their names in the roster.

To demote an attendee from presenter

1. In the meeting roster, open the horizontal ellipsis menu next to the attendee you want to demote.
2. Choose **Remove from presenters**.

Meeting hosts, moderators, or delegates who sign in to the Amazon Chime app can also perform the following actions in Event Mode:

- To remove an attendee from the presenters list, choose their name on the roster, then choose **Remove from Presenters**.
- To turn off Event Mode, open the **More options** menu



),

then choose **Disable Event Mode**. Once you turn off Event Mode, attendees can mute and unmute themselves, share their screens, and turn their video off or on.

Using meeting event notifications

By default, Amazon Chime displays notifications for a variety of meeting events. For example, attendees see notifications when others join or leave a meeting. Meeting hosts, moderators, and delegates can turn off all notifications. We recommend that you turn off meeting notifications when you run a meeting where large numbers of attendees may join or leave.

To turn off notifications for all attendees, do the following:

1. In the left control bar, open the **More options** menu



).

2. Choose **Notify for all meeting events** to clear the check mark.

Muting all attendees

Meeting hosts, moderators, and delegates can mute all attendees. This gives hosts, moderators, and delegate more control over who can speak during a meeting. We recommend that you turn off meeting notifications while this feature is on when you host a large meeting.

To mute all attendees

1. In the left control bar, open the **More options** menu



).

2. Choose **Mute all others**.

To unmute all attendees, repeat the previous steps.

Managing attendee unmute

Meeting hosts, moderators, and delegates can prevent attendees from unmuting themselves. When you control who can unmute their microphone, you have more control over who can speak during a meeting. We recommend that you turn on this feature when you host a large meeting.

To turn off attendee unmute

1. In the left control bar, open the **More options** menu



).

2. Choose **Disable attendee unmute**.

To turn on attendee unmute, repeat the previous steps and choose **Enable attendee unmute**.

Ending a meeting for all attendees

Meeting hosts, moderators, and delegates can end a meeting for all attendees.

To end a meeting for all attendees

- In the call control bar below the meeting window, choose **End**. In the **End this meeting** dialog box, choose **End meeting for all**.

Using the large meeting settings

When you host a meeting with more than 25 invitees, Amazon Chime does the following when the meeting starts:

- Mutes attendees when they join the meeting unless they join from an in-room conference system.
- Turns off notifications when attendees join, leave, drop, or decline the meeting.
- Turns off join and leave tones.
- Displays a message in the meeting chat about these changes.

Hosts, moderators, and delegates can turn off large meeting experience settings. To do that, use the desktop or web app. The procedure varies depending on which client you use.

To turn off large meeting settings in the desktop client

1. Open the **File** menu, then choose **Settings**.
2. Choose **Meetings**.
3. Under **Large meetings**, clear the check box for **Mute new attendees, turn off join and leave tones, and suppress roster notifications**.
4. Close the **Settings** pane to return to the Home window.

To turn off large meeting settings in the web app

1. Choose your profile icon. The profile icon in the web app is the gray circle that contains your initials.
2. Choose **Settings**.
3. Choose **Meetings**.
4. Under **Large meetings**, 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 window.

To turn on large meeting settings, repeat the steps for the client you choose and select **Mute new attendees, turn off join and leave tones, and suppress roster notifications**.

Starting instant meetings and calls

If you need a quick meeting, you can:

- Start an instant meeting. When you start an instant meeting, you invite one or more contacts before the meeting starts. You can also invite others to join after the meeting starts.
- Call a contact. You can call contacts from the chat pane, or from your contacts list. The call starts when the contact answers. Again, you can invite others to join the call.
- Call a chat room. You can call one or more of the members in a chat room. You can also call everyone in the chat room.
- Use your call history to call a contact or chat room again.

Instant meetings and calls take place in the Meetings Window. When you start an instant meeting or call, you become the host, and you can use additional meeting controls. For more information about those controls, see [Hosting meetings](#).

Topics

- [Starting instant meetings](#)
- [Calling a contact](#)
- [Using your call history to call others](#)

Starting instant meetings

Instant meetings allow you to you invite one or more contacts before the meeting starts. You can invite others to join after the meeting start. Invitees can decline to join.

To start an instant meeting

1. In the desktop client or web app, choose **Meetings, Start an Instant Meeting**.
2. Choose **My personal meeting ID** or **Generate a new ID**. For more information about meeting IDs, see [Choosing a meeting ID](#).
3. Choose **Start**.
4. In the preview pane, choose **Join** or **Join with video**.
5. In the **Add attendees** dialog box, select one or more contacts and choose **Add**.

The meeting window appears when you choose **Add**. The people you invite can accept or decline the invitation.

Calling a contact

The steps in this section explain how to call a contact. The steps assume that you have one or more contacts in Amazon Chime.

To call a contact

1. Do one of the following:
 - Follow the steps in [Chatting with another user](#).
 - Follow the steps in [Chatting with a group](#).
2. Choose the phone icon in the top-right corner of the window.

The call starts with all the chat users immediately. Users can decline the call, and they can leave the call at any time.

Using your call history to call others

To start a call from your history

1. Do one of the following:
 - From the Amazon Chime desktop client or web app, under **Meetings and Calls**, choose **History**.
 - From the Amazon Chime mobile app, choose **Calls**.
2. Select the contact that you want to call, and on the menu that appears, choose **Call**.

Collaborating using Amazon Chime chat

Amazon Chime gives you two ways to chat—regular Amazon Chime chat and in-meeting chat. The topics in this section explain how to use regular Amazon Chime chat. For information about using chat in meetings, see [Using in-meeting chat](#).

You use regular chat to collaborate with the people on your contacts list. When you choose a contact for chat, that person's name appears in the side bar. You can:

- Chat with a contact directly.
- Add emojis to your messages and use markdown to format your message text.
- Share attachments of up to 50 MB.
- Create group chats by adding multiple contacts to a message.
- Create chat rooms and send messages to everyone in the room.
- Create a Favorites list of conversations and chat rooms.
- Search contacts, conversations, and chat rooms.
- Read conversations on all supported devices.
- Call a contact, some or all of the people in a group chat, or everyone in a chat room.

Important

By design, Amazon Chime doesn't allow you to delete chat messages after you send them. Amazon Chime does this to comply with data retention policies. If you need to delete a message, you must contact your system administrator or IT department. However, data retention policies may also prevent administrators from deleting messages.

Topics

- [Understanding the chat window](#)
- [Chatting with another user](#)
- [Chatting with a group](#)
- [Finding past chats](#)
- [Using call history to chat](#)

- [Adjusting the size of chat text](#)
- [Deleting sent messages](#)
- [Using chat notifications](#)
- [Using chat rooms](#)
- [Administering chat rooms](#)
- [Using additional chat features](#)
- [Using status messages](#)

Understanding the chat window

If you're new to Amazon Chime this section introduces you to Amazon Chime's chat features. Expand each section to learn more.

Availability statuses

In the chat window, the following statuses indicate whether a user is available to chat.

- Automatic
- Available
- Busy
- Do not disturb
- Private

If you create a custom status message, you can also use these statuses.

- Be right back
- Commuting
- On call
- Out sick
- Vacationing

For more information about setting your status and using custom statuses, see [Using status messages](#).

The sidebar

The home and chat windows display the sidebar on the left. The sidebar organizes your calls, chat rooms, and contacts into the following sections.

Meetings and calls

This section displays any ongoing meetings and calls until they end. Open the ellipsis menu (...) on the right to join a meeting, start an instant meeting, schedule a meeting, and view your meeting bridge information.

Choose **Call history** to view a list of your incoming, missed, and outgoing past calls.

Chat rooms

Lists your chat rooms. Select a chat room to open it and send messages. Use the ellipsis menu (...) on the right to hide a room from the side bar, leave the chat room, and change your notification settings.

Recent messages

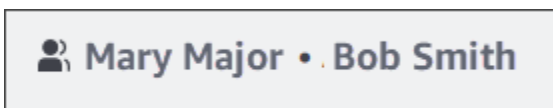
Lists the contacts that you've chatted with during the past seven calendar days. The section can list 25 contacts. Choose a contact to send a message and see any past messages.

All messages

Displays past messages from all the contacts that you've chatted with during the data-retention period set by your company.

The message list

The messages you exchange with a contact or a group appear to the right of the sidebar. The name of the contact appears above the messages. For a group chat, the names of everyone in the group appears above the messages. When you use a chat room, the room name appears above the messages. This image shows a group chat:

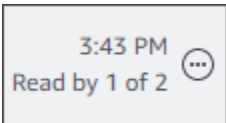


A set of icons appears to the right of the names. Use them to call the contact or group, change your notification settings, and open the actions menu, respectively.



The message controls and menus

Another set of controls appears to the right of each message. They show you when the message was sent, plus another actions menu. You use the menu to quote a message, copy a message, or copy a message's ID. For group chats, you also see the number of group members who've read the message. That number changes as more group members open the chat thread.



Chatting with another user

You can have a one-on-one chat conversation with any of your Amazon Chime contacts.

Important

Be careful about the messages that you send. By design, Amazon Chime doesn't allow you to delete chat messages after you send them. Amazon Chime does this to comply with data retention policies. If you need to delete a message, you must contact your system administrator or IT department. However, data retention policies may also prevent your administrator from deleting messages. For more information, see [Deleting sent messages](#), later in this section.

To chat directly with another user

1. In the desktop client or web app, do one of the following:
 - In the sidebar, choose the contact.
 - If the sidebar doesn't show the contact, go to the navigation bar, choose **Contacts**, then scroll to and select the contact.
2. Enter your message.
3. (Optional) to add line breaks to a message, press Ctrl+Enter or Shift+Enter.

4. (Optional) Choose **Attach a file**



to attach a file to the message. You can attach files of up to 50 MB.

5. (Optional) Choose **Pick an emoji**



to add an emoji.

Note

You can also add emoji codes to a message, such as :-) or :(. The emojis appear after you send the message.

6. Choose send



or press **Enter**.

Chatting with a group

You can start a group chat with up to 50 users in Amazon Chime. While you're in a group chat, you can do the following:

- Start an instant meeting with some or all of the contacts in the group.
- Create additional group chats with only the contacts that you select.

The following sections explain how to start and use group chats. The steps apply to the desktop client and web app.

Topics

- [Starting a group chat](#)
- [Calling everyone in a chat room](#)
- [Adding and removing group members](#)
- [Leaving a group chat](#)

Starting a group chat

When you start a group chat, the people you invite can decline the invitation. A list of the people who join the chat appears at the top of the chat window. A set of controls, including a search box, appears to the right of list.

To start a group chat

1. In the sidebar, next to **Recent Messages**, choose the **Message a contact** icon
().
)
 2. In the **To** field, add up to 50 users. The first two names that you enter appear in the sidebar, along with this icon:
()
 3. Enter your message.
 4. (Optional) Choose **Attach a file**
()
)
to attach a file to the message. You can attach files of up to 50 MB.
 5. (Optional) Choose **Pick an emoji**
()
)
to add an emoji.
-  **Note**
- You can also enter emoji codes to a message, such as :-) or :(. The emojis appear after you send the message.
6. Choose send
()
)
or press **Enter**.

Group chats appear in the sidebars of the desktop client and web app. If you use the Amazon Chime mobile app, group chat messages appear as push notifications if you enable that service. For more information about push notifications in the mobile app, see [Additional Amazon Chime settings](#).

Calling everyone in a chat room

The following steps apply to the desktop client and web app.

To start an instant meeting

- In the sidebar, open the ellipsis menu (...) next to the group chat.

—OR—

Choose the phone icon in the upper-right corner of the chat window



).

Adding and removing group members

Once you create a group chat, you can add or remove users. When you do, Amazon Chime creates a new group chat that includes just the new users.

To edit group chat users

1. In the side bar of either client, choose the group chat that you want to edit.

The names of everyone in the chat appear at the top of the chat window.

2. Choose **Chat settings (...)**, to the right of the list of names, then choose **Edit members**.
3. In the **To** field, enter any new names. To remove names, just choose them.

As you add or remove members, Amazon Chime loads any previous conversations with the group of users that you select. If you had no previous conversations with the group, Amazon Chime creates a new, blank group chat.

Leaving a group chat

To leave a group chat, contact the person who created the chat and ask to be removed from the conversation.

Finding past chats

When contacts no longer appear in the sidebar, you can use the following methods to restore them and view the messages you've exchanged.

Use your Contacts list

When a contact disappears from the sidebar, open your **Contacts** list and select the contact.

To add a contact (desktop client)

1. On the navigation bar, choose **Contacts**.
2. In the **Contacts** dialog box, select the contact.

To add a contact (web app)

1. Under **Quick actions**, choose **View my contacts**.
2. In the **Contacts** dialog box, select the contact.

Using the All messages command

Your contacts list may not display some of your past contacts. For example, a contact may have left your company. If you need to see the messages you exchanged, use the All messages command. These steps apply to both clients.

To use the command

1. In the sidebar, choose **All messages**.
2. Scroll through the messages and select the contact.

Note

The number of past contacts and messages varies, depending on your company's data retention policy. For more information about your company's policy, contact your manager or IT administrator.

Using call history to chat

Amazon Chime keeps a list of the calls (instant meetings) that you make, calls that you miss, and calls that you receive. The listings for each call include the contact who sent or received the call. You can message those contacts directly from your call history.

To message a contact from your call history

1. In the desktop client or web app, under **Meetings and calls**, choose **Call history**.
2. In the **Call history** window, choose **Incoming**, **Missed**, or **Outgoing**.
3. In the listing for the call, open the ellipsis menu (...) and choose **Message**.
4. Enter your message.
5. (Optional) Choose **Attach a file**



to attach a file to the message. You can attach files of up to 50 MB.

6. (Optional) Choose **Pick an emoji**



to add an emoji.

Note

You can also enter emoji codes to a message, such as :-) or : (. The emojis appear after you send the message.

7. Choose send



or press **Enter**.

Adjusting the size of chat text

To select your chat font size

1. In the desktop client or web app, choose your name



().

2. Choose **Settings**, and then choose **Accessibility**.
3. Under **Chat type size**, select a size.
4. Close the **Settings** pane to return to the Home window.

Deleting sent messages

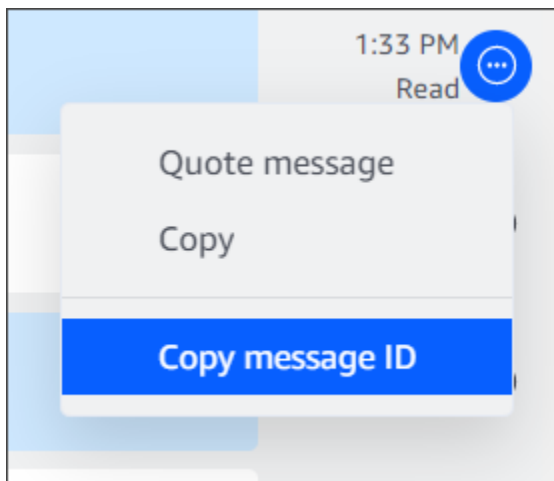
By design, Amazon Chime prevents you from deleting chat messages after you send them. This applies to messages sent in conversations, groups, and chat rooms. Amazon Chime does this in order to comply with data retention policies.

If you need to delete a chat message, you must copy the ID of the message, and the ID of the conversation or chat room, and send those values to your Amazon Chime system administrator.

The following steps explain how to find and copy the IDs needed to have a message deleted.

To copy message IDs

1. In a conversation, group, or chat room, open the ellipsis menu next to the message that you want to delete.
2. Choose **Copy message ID**.



Amazon Chime copies the ID of the message and the ID of the conversation or the chat room, depending on the message's location. The administrator needs both values.

3. Send the IDs to your Amazon Chime administrator and request to have the message deleted.

Using chat notifications

By default, Amazon Chime displays a notification whenever you receive a chat message. You can take several actions on notifications. For example, you can use your operating system settings to turn off notifications. You can also drag the notification to another part of your screen, or use Amazon Chime's settings to turn off just the notification sound.

Note

For information about turning off chat notifications during meetings, see [Hiding chat notifications while sharing your screen](#), in this guide.

Topics

- [Turning off notifications](#)
- [Moving the notification window](#)
- [Turning off the notification sound](#)

Turning off notifications

To turn off chat notifications, you change your operating system's notification settings. We assume that you know how to change those settings. For more information, see the help for your operating system.

Moving the notification window

You can move the notification at any time. Just drag and drop.

Turning off the notification sound

You use the Amazon Chime settings to turn off the notification sound.

To turn off the sound

1. In the desktop client or the web app, choose your name, and on the menu that appears, choose **Settings**.

The **General** settings page appears by default.

2. Under **Application**, clear the **Play sound for notifications** checkbox.
3. Close the settings window.

Using chat rooms

The topics in this section explain how to create and use chat rooms. You can create a chat room whenever you need to collaborate with a group of people, usually for ongoing issues or projects. You can invite any number of users to your chat rooms, and users can join any number of chat rooms.

Note

To comply with data retention policies, Amazon Chime doesn't allow you to delete chat rooms. Instead, you hide chat rooms to remove them from the sidebar. For more information, see [Hiding a chat room from the sidebar](#), in this section.

Unless otherwise noted, the steps in the following sections apply to the desktop client and web app.

Topics

- [Creating chat rooms](#)
- [Joining a chat room](#)
- [Sharing chat room URLs \(web app only\)](#)
- [Sending messages in chat rooms](#)
- [Calling the members of a chat room](#)
- [Viewing chat room details.](#)
- [Changing a chat room's notification settings](#)
- [Hiding a chat room from the sidebar](#)
- [Deleting chat rooms](#)
- [Leaving a chat room](#)
- [Sending @ notifications](#)

Creating chat rooms

The steps in this section explain how to use the Amazon Chime desktop client and web app to create chat rooms.

You can create as many chat rooms as you need. When you create a chat room, you automatically become the administrator. For information about administering a chat room, see [Administering chat rooms](#), later in this topic.

To create a chat room (desktop client)

1. In the desktop client, on the navigation bar, choose **Rooms**.
2. In the **View all chat rooms** dialog box, choose **Create a chat room**.
3. In the **Create a chat room** dialog box, enter a name for the chat room, then choose **Create**.
4. In the **Add members to *name of new chat room*** dialog box, select one or more contacts, then choose **Add**.

To create a chat room (web app)

1. In the web app, under **Quick actions**, choose **Create a new chat room**.
2. In the **Create a chat room** dialog box, enter a name for the chat room, then choose **Create**.
3. In the **Add members to *name of new chat room*** dialog box, select one or more contacts, then choose **Add**.

The new chat room appears in the sidebar under **CHAT ROOMS**.

Invitees receive an Amazon Chime notification about the room. Mobile users receive push notifications. Invitees can decline to join a chat room, and they can leave at any time.

Joining a chat room

To join a chat room, accept the chat room invite. If you decline the invite by mistake, contact the chat room administrator.

To find a chat room administrator

1. In the sidebar, select the chat room.

The room opens, and a pane on the right shows the chat room members. A crown icon denotes the room's administrator.

2. Contact the administrator and ask to be added to the chat room.

If you use the web app, you can share the chat room URL with other users. For more information, see [Sharing chat room URLs \(web app only\)](#).

Sharing chat room URLs (web app only)

Web app users can invite others to a chat room by sharing the room's URL.

To share a room URL

1. In the web app, open the chat room.
2. In your browser's address bar, copy the entire URL.
3. Paste the URL into a chat message, email, or other communication channel and send it to the desired recipients.

Sending messages in chat rooms

When you send messages to a chat room, everyone in the room sees them. If you want to communicate privately, send messages to just that contact.

To send messages in a chat room

1. In the sidebar, select the chat room.

The room opens and displays any messages. A pane on the right shows the members who are present in the chat room, and the members who aren't present. A crown icon denotes the room's administrator.

2. Enter your message.
3. (Optional) Attach files or add emojis to the message.
4. Choose **Send**.

Calling the members of a chat room

You can call one or more members of a chat room. You can also call the entire chat room.

All calls take place in the Meetings Window. When you start a call you automatically become the meeting host, and you can use additional meeting controls. For more information, see [Starting instant meetings and calls](#) and [Hosting meetings](#).

To call a chat room

1. In the sidebar, select the chat room.
2. Choose the **Select people to call** icon, to the right of the chat room name
().
3. In the **Select people to call** dialog box, choose one or more people.

—OR—

To call the entire room, choose **Add all room members**.

4. Choose **Start**.

If you add someone to a call by mistake, you can remove them before you start the call.

To remove someone from a call

- In the **Select people to call** dialog box, choose the person you want to remove.

Viewing chat room details.

A chat room's details provide information about the room, including who created it and how long messages are retained.

To view details

1. Open the chat room.
2. Open the **Room settings** menu (...), to the left of the Search box.
3. Choose **Room details**.

Changing a chat room's notification settings

By default, Amazon Chime notifies you when messages arrive in a chat room. You can change the notification settings at any time.

To change settings

1. In the sidebar, open the actions menu (...) next to the chat room.

2. Choose **Notification settings**.
3. In the **Room notifications for *room name*** dialog box, select one of the options, then choose **Save**.

Hiding a chat room from the sidebar

Chat rooms often become inactive, usually when a project ends. You can manage your list of chat rooms by hiding them from the side bar.

To hide a chat room

1. In the sidebar, open the chat room.
2. Choose the ellipsis menu located to the right of the chat room name, then choose **Hide from side bar**.

To restore a hidden chat room

1. In the side bar, open the ellipsis menu next to **CHAT ROOMS**.
2. Choose **View all my chat rooms**.
3. Select the chat room.

Deleting chat rooms

To delete a chat room, contact your Amazon Chime administrator. Administrators can only delete chat rooms in enterprise accounts.

To manage the list of chat rooms in your sidebar, see the previous topic, [Hiding a chat room from the sidebar](#).

Leaving a chat room

You can leave a chat room at any time, but you must be re-invited to return. The following steps apply to the desktop client and web app.

To leave a chat room

1. In the sidebar, open the chat room.

2. Choose the ellipsis menu (...) to the right of the chat room name.
3. Choose **Leave chat room**.

Note

You can't leave a chat room if you're the only administrator. You must promote another member to administrator before you can leave. For more information, see

Sending @ notifications

Because chat rooms are continuous conversations, you can send an audible notification to call attention to new messages. The desktop client and web app send a sound. The mobile client sends a push notification.

Enter **@** 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 names highlighted. If they're online but the chat room is closed, the chat room opens automatically on their screens.

Note

Chat rooms with more than 50 users do not support **@all** and **@present** notifications. Also, Windows users who enter **@** to mention a chat room member do not see that member's presence status in the **At-mention** user list when a chat room has more than 50 users.

Administering chat rooms

When you create a chat room, you automatically become the room's administrator. Chat room administrators can perform a number of tasks, such as adding members.

For more information about creating chat rooms, see [Creating chat rooms](#).

The following sections list and describe the tasks that administrators can complete. Expand them to learn more.

Topics

- [Adding members to a chat room](#)

- [Promoting members to administrator](#)
- [Adding webhooks to a chat room](#)
- [Adding chat bots to chat rooms](#)
- [Editing a chat room](#)
- [Deleting a chat room](#)

Adding members to a chat room

You can add anyone on your Amazon Chime contacts list to a chat room. By default, all members can send messages, and read all sent messages.

To add room members

1. In the sidebar, open the chat room.
2. Choose the ellipsis menu located to the right of the chat room name, then choose **Add members**.
3. In the **Add members to *room name*** dialog box, select the contacts that you want to add.
4. Choose **Add**.

Amazon Chime notifies the contacts that you add. They can accept or decline the invitation.

Promoting members to administrator

By default, chat room members can only send and read messages. As needed, you can promote members to administrator, and they can perform the tasks listed in this section. Also, if you want to leave a chat room, and you're the only administrator, you must promote someone to administrator before you can leave.

To promote room members

1. In the sidebar, open the chat room.
2. Choose the ellipsis menu located to the right of the chat room name, then choose **Manage members**.
3. Locate the member that you want to promote, open the list in the **Role** column, and choose **Administrator**.
4. Choose **Done**.

Adding webhooks to a chat room

Webhooks send messages to chat rooms programmatically. 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.

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.

Note

Chat room members can't interact with webhooks or send messages back to them.

To add a webhook to a chat room

1. In the sidebar, open the chat room.
2. Choose the ellipsis menu located to the right of the chat room name, then choose **Manage webhooks and bots**.
3. In the **Manage incoming webhooks and bots in *chat room name*** dialog box, choose **Add webhook**.
4. In the **Create webhook for *chat room name*** dialog box, enter a name for the bot.
5. Choose **Create**.
6. Choose the **Copy URL** link to copy the webhook's URL.
7. 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)**.

Adding chat bots to chat rooms

Chat bots provide conversational interfaces for a chat room. For example, a chat bot can answer frequently asked questions, then route users to more information about their issues. Chat bots can also enable voice conversations with the members of a chat room.

Important

To use chat bots, you must have an Amazon Chime Enterprise account. Also, your Amazon Chime account administrator must create the bots before you can add them to rooms. After the administrator creates the bot, get the bot's email address from the administrator.

To add a chat bot to a chat room

1. Obtain the email address of the chat bot from your Amazon Chime system administrator.
2. In the sidebar, open the chat room.
3. Choose the ellipsis menu located to the right of the chat room name, then choose **Manage webhooks and bots**.
4. In the **Manage incoming webhooks and bots in *chat room name*** dialog box, choose **Add bot**.
5. Enter the email address provided by your administrator.
6. Choose **Add**.

Editing a chat room

When you edit a chat room, you can change the room's name, and control who can invite new members.

To edit a chat room

1. In the sidebar, open the chat room.
2. Choose the ellipsis menu located to the right of the chat room name, then choose **Edit chat room**.
3. In the **Name** box, enter a new name for the room.
4. Under **Who can invite new members into this room?**, choose **Administrator only** or **All members**.
5. Choose **Save**.

Deleting a chat room

Chat room administrators can delete chat rooms at any time. Deleting a chat room also deletes all messages and other data, such as attachments. Deletions are permanent. You can't undo them.

To delete a chat room

1. In the sidebar, open the chat room.
2. Choose the ellipsis menu located to the right of the chat room name, then choose **Delete chat room**.
3. Choose **Delete**.

Using additional chat features

The following sections list additional Amazon Chime chat features and explain how to use them.

Topics

- [Features and actions](#)
- [Sending markdown messages](#)
- [Sending code blocks in messages](#)

Features and actions

The following list describes additional features that you can use, and actions that you can take, when using 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 appear 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](#) and [Sending code blocks in messages](#).

Emoji and .gif support

To insert an emoji in regular Amazon Chime chat—not the chat in a meeting—choose **Pick an emoji** next to the chat input field. You can also 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.

You can also send emojis in chat messages during meetings, but the method you use depends on your machine and how you run Chime. If you run the Amazon Chime desktop client on a PC or a Mac, you use *emoji codes*, words or numbers surrounded by colons. If you run Amazon Chime in a browser, or on iOS and Android machines, you use an emoji picker. For more information about using markdown, see [Sending markdown messages](#). For more information about using emoji codes in meeting chats, see [Adding emojis to in-meeting chat messages](#).

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](#), enter `/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 message looks like this when sent.

```
Hello world!
```

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

```
/md 
```

Sending code blocks in messages

To send a code block in an Amazon Chime chat message, enter `/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);
```

Using status messages

Amazon Chime provides several preset status messages, such as **Available** and **Busy**. You can also choose from a set of common status messages, such as **Be right back** and **Out sick**. Finally, you can enter a 40-character custom message, such as **Meeting a huge deadline**, and you can add an emoji or other graphic to the message.

The following sets of steps explain how to use status messages.

To use a preset status

1. In the desktop client or web apps, choose your name.
2. On the menu that appears, point to **Automatic**.
3. On the menu that appears, choose a status, either **Automatic**, **Available**, **Busy**, **Do not disturb**, or **Private**.

Your choice remains in effect until you change it.

To use other status messages

- Repeat step 1 in the procedure above, then do one of the following.

Create a custom status message

1. Choose **Add a custom status message**.
2. In the **Status message** dialog box, under **Enter an emoji and status below**, enter a status message.
3. (Optional) Choose the smiling-emoji next to your message, then choose an emoji.
4. When done, choose **Save**.

Use a preset message

1. Under **Quick select options**, choose a message.
2. (Optional) Choose **Do not disturb**. or **Internal only**.
3. (Optional) Choose **Add a message**, then enter a message that others see while **Do not disturb** is on.
4. (Optional) Choose **Internal only** to hide your status from anyone outside your organization.
5. When done, choose **Save**.

Dialing phone numbers with Amazon Chime

If your Amazon Chime administrator enables the calling options for your account, you can use the Amazon Chime desktop client and web app to dial phone numbers. You can also send text messages, phone numbers, add phone numbers to your contacts, and access voicemail. For more information, contact your Amazon Chime administrator or your manager.

You can also use **Call history** to call or send messages to phone numbers or people on your contacts list from the past 30 days.

Note

Amazon Chime is not always a replacement for your telephone. You can only make emergency calls in the U.S.

Topics

- [Dialing phone numbers](#)
- [Sending an SMS message to a phone number](#)
- [Adding a phone number to your contacts](#)
- [Accessing voicemail](#)
- [Making emergency calls with Amazon Chime](#)

Dialing phone numbers

The following steps explain how to dial a phone number in Amazon Chime.

Note

Your company may limit you to phone numbers in the corporate address book.

To dial a phone number

1. In the sidebar, next to **Recent Messages**, choose the **Message a contact** icon



).

2. In the **To** line of the message that appears, search for and select a phone number.

—OR—

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. Because you started the meeting, you automatically become the host. If you have an Amazon Chime Pro account or Pro permissions, you can invite others to the call and use the host's meeting controls. For more information, see [Hosting meetings](#).

To call a phone number from your history

1. Do one of the following:
 - From the Amazon Chime desktop client or web app, 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 enables SMS messages for your account, you can send an SMS message to a phone number in your contacts.

To send a message

1. From the Amazon Chime client, choose **Message**.
2. Do one of the following:
 - For a new contact, enter the country code and phone number to call, without any dashes. For example, **+12065550100**. Choose **Create a new contact**.
 - For an existing contact, search for and select the contact.
3. Enter your message. Press **Enter** to send it.

An SMS message is sent to the phone number, and a chat conversation between you and the recipient opens in Amazon Chime. To call the chat recipient, choose the phone icon in the chat conversation.

 Note

Text messaging to and from short codes is not supported.

To send an SMS message to a phone number from your history

1. Do one of the following:
 - From the Amazon Chime desktop client or web app, 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 **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 client or web app, 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 public switched telephone network (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 in your **Contacts** list, you can access the voicemail file under **Recent Messages** from that contact.

Making emergency calls with Amazon Chime

If you have an Amazon Chime Business Calling phone number and have outbound calling enabled, you can make emergency calls in the United States.

Outbound calling enables you to initiate a call from the desktop client and web app.

- Windows, macOS, and the web app:
 - On the **Home** tab, choose **Dial a phone number** from the **Quick actions** list.
 - Choose **Meetings**, then choose **Dial a phone number**.
 - In the navigation pane, choose the **Meeting and call actions** icon, located to the right of **MEETINGS AND CALLS**, then choose **Dial a phone number**.

- Choose **Call history** under **MEETINGS AND CALLS**, select a previous outbound number entry from the **Incoming**, **Missed**, or **Outgoing** list, choose the **Call log actions** icon, then choose **Call**.
- iOS and Android:
 - Choose **Calls**, then choose the dial pad icon
 - Choose **Calls**, then **Call history**, then select a previous outbound number

All users with a Business Calling number and outbound calling enabled see the following banner after choosing **Dial a phone number: Amazon Chime is not a replacement for your telephone and can't be used for emergency calling outside the United States.**

To use Amazon Chime Business Calling, your device must be connected to a network. If not, calls made by choosing **Dial** will not be completed.

Using the Amazon Chime mobile app

The topics in this section explain how to install and use the Amazon Chime mobile app. You can install the Amazon Chime mobile app on Android devices from Google Play, and on iOS devices from the App Store. Your devices must run a supported version of those operating systems. For more information about supported operating systems, see [1. Know the system requirements](#).

Topics

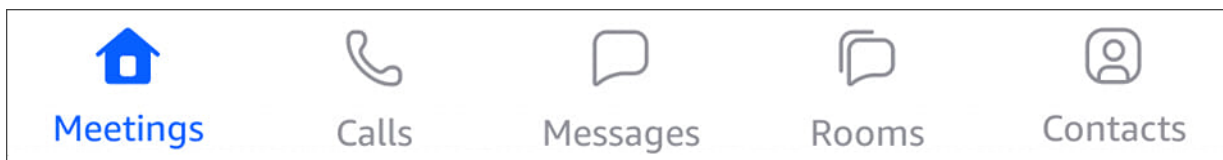
- [Quick start guide](#)
- [Signing in to the mobile app](#)
- [Using Meetings view](#)
- [Using Calls view](#)
- [Using Messages view](#)
- [Using Rooms view](#)
- [Using Contacts view](#)
- [Changing your status](#)
- [Getting additional support](#)
- [Changing mobile app settings](#)

Quick start guide

The following tutorial explains how to navigate in the Amazon Chime mobile app.

The navigation bar

Use the navigation bar at the bottom of the Amazon Chime mobile app window to move around the app.



You can join meetings, view your call history, send instant messages, and manage your chat rooms and contacts.

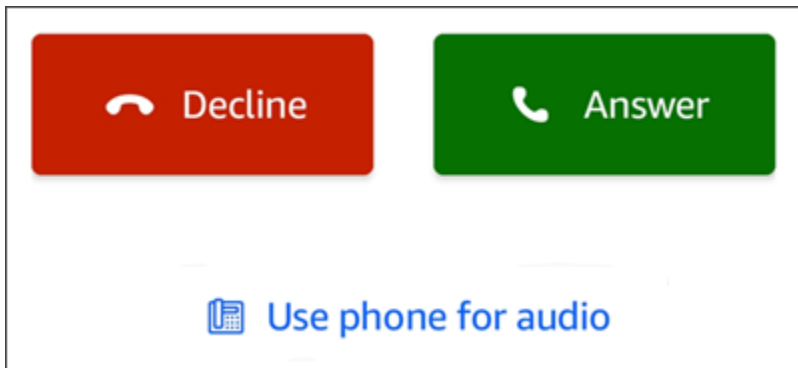
Choosing an item on the navigation bar opens its corresponding *view*. Each view contains *pages*. For example, when you choose the **Calls** view, the **Call history** page appears. The app displays the **Meetings** view by default.

Note

On certain pages in the app, the navigation bar won't be visible. For example, the navigation bar disappears when you message someone. To see the navigation bar, choose the Back button on your device.

The Answer control

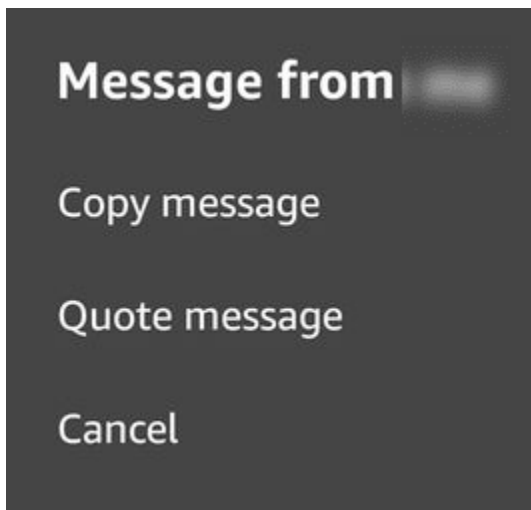
When a meeting or person calls you on Amazon Chime, the **Answer** control appears.



The control appears in any view within the app. On iOS devices, the control can also appear on the lock screen. To use the Answer control from the lock screen on iOS devices, see [Meeting and call settings](#)

Actions menus

You can take multiple actions on your contacts, messages, and chat rooms. To see the actions you can take on a given item, tap the item to open its actions menu. For example, a **Message from** action menu appears when you tap any chat message:



The commands on the menu vary depending on the item that you tap. When you tap to open the **Message from** action menu, you can copy or quote a message, or cancel to close the menu.

Ellipsis menus

When you join a meeting, a vertical ellipsis icon appears in the upper-right corner of the app window.



When you chat with someone or enter a chat room, a horizontal ellipsis icon appears in the upper-right corner.



Choosing either type of ellipsis opens a menu of options for meetings and chats. To learn more about these options, see [Additional meeting actions](#).

Signing in to the mobile app

The steps in this section explain how to sign in to the Amazon Chime mobile app. To complete these steps, you must have a registered Amazon Chime user account, and you must use your account credentials.

Note

You can join Amazon Chime meetings without a registered user account, or by using an alternate method to join a meeting. For example, you can use the phone number in a

meeting invitation to dial in to a meeting. However, when you do that, *you only join the meeting*. You have limited ways to participate in the meeting, and the other Amazon Chime features, such as chat rooms, remain unavailable. For more information about joining meetings without an account, see [Joining meetings without an Amazon Chime user account](#), later in this guide.

To sign in with an account

1. Start the Amazon Chime mobile app.
2. Enter the email address that you use to sign in to your Amazon Chime account.
3. Choose **Sign in / Sign up**.
4. Provide your user name and password when prompted.

Using Meetings view

The following sections explain how to use the **Meetings** view in the Amazon Chime mobile app.

Topics

- [Joining scheduled meetings](#)
- [Starting instant meetings](#)
- [Scheduling meetings](#)
- [Using the Amazon Chime mobile app during a meeting](#)

Joining scheduled meetings

In Amazon Chime, you have a *scheduled meeting* when someone puts the meeting on a calendar and invites at least one attendee. If your administrator enables auto-calling, the meeting calls you just before it starts.

To join a scheduled meeting in the Amazon Chime mobile app, you first need to install the app from Google Play or the App Store. Once you sign in to the app, Amazon Chime notifies you when a meeting starts, even if you don't have the app open. You can join meetings while connected to a network, or by dialing in from your phone.

As a best practice, install your calendar app on your phone. That allows you to look up meeting invitations and schedule meetings. For more information about scheduling meetings, see [Scheduling meetings](#).

 Note

If you're a host or delegate for a moderated meeting, the meeting only starts when you join. For more information, see [Scheduling moderated meetings](#).

Topics

- [Joining a meeting](#)
- [Dialing in to a meeting](#)
- [Setting a meeting to call you](#)
- [Letting others know you're running late](#)
- [Messaging all meeting attendees](#)

Joining a meeting

While connected to either a cellular or WiFi network, the Amazon Chime mobile app automatically uses your device's network connection to receive calls.

If your Amazon Chime administrator enables auto-calling for a meeting, you hear a ring notification when the meeting starts. The **Answer** control also appears on your device's screen. The **Answer** control also displays when someone calls you for an instant meeting.

The following sets of steps explain different ways to join a meeting using auto-call.

To join an auto-call meeting

1. When the meeting calls, the **Join meeting** page appears and displays a set of meeting options. Choose **Answer**.

—OR—

Choose one of the options, such as **Mute**, and then choose **Answer**.

 Note

If you join a hosted meeting, you can't use the **Answer** control's options until the host joins.

2. If you miss the ring notification, or you accidentally decline the call, the **Meetings** page lists the current meeting in progress. You are also shown any meetings scheduled to start within the next 30 minutes. Choose a meeting to join it.

To join a scheduled meeting from all other views

- When the meeting calls you, the **Answer** control appears. To join the call, choose **Answer**. To dismiss the call, choose **Decline**.

To join a meeting when your device is locked (iOS only)

1. When the meeting calls you, the **Answer** control appears on the lock screen. Your device also plays a ring notification.
2. From the **Answer** control, choose **Answer**. Your device may prompt you to unlock it before opening Amazon Chime.

Dialing in to a meeting

If the meeting organizer includes dial-in information in a meeting invitation, you can dial in to the meeting using your phone.

To dial in to a meeting

1. On the **Join meeting** screen, or from the **Answer** control, choose **Use phone for audio**.
2. From the **Use phone for audio** page, choose **Dial-in now**.

Setting a meeting to call you

You can use the **Call me** feature to have a meeting call your phone just before it starts. Follow these steps to use **Call me** to join a meeting:

To use Call me

1. From the **Join meeting** screen, or on the **Answer** control while elsewhere in the app, choose **Use phone for audio**.
2. Choose the **Call me** tab.
3. Enter your country code and phone number.

For a list of the country codes that Amazon Chime supports with the **Call me** feature, see [Country requirements for phone numbers](#) in the *Amazon Chime SDK Administration Guide*.

4. Choose **Call me**.

Letting others know you're running late

You can let the other attendees know you're running late to a meeting by using the **Running late** control. This control appears on the **Join meeting** screen.

Note

If you join a moderated meeting, you can't use the **Running late** control until the moderator joins the meeting.

To let others know you're late

- On the **Join meeting** screen, choose **Running late**. Then choose how long Amazon Chime should wait before it rings you again for the meeting.

The other meeting attendees can see your name in the **Running late** section of the meeting roster. They can also see the length of time you selected when you chose the **Running late** feature. The meeting rings you again after your chosen time elapses.

Messaging all meeting attendees

If you think you'll be late to a meeting, or need to contact other attendees, you can message them without joining that meeting.

To message all attendees

1. On the **Join meeting** screen, choose **Message all**.
2. From the meeting chat control, enter your message and choose the **Send** icon.

Starting instant meetings

To start a meeting immediately instead of scheduling one in advance, you can start an instant meeting. You can start instant meetings from multiple places in the app. However, if you want to invite multiple attendees, you must start the meeting from the **Meetings** view.

Instant meetings provide the same controls as scheduled meetings. For more information about using those controls, see [Using the Amazon Chime mobile app during a meeting](#).

To start in instant meeting in Meetings view

1. On the navigation bar, choose **Meetings**.
2. From the **Meetings** page, choose **Instant**.
3. From the **Instant meeting** page's list of contacts, choose one or more contacts, or choose a chat room.
4. To call the chosen contacts and start the meeting, choose **Start** from the upper-right corner of the app window.

To start an instant meeting in all other views

- Choose a contact, and on the menu that appears, choose **Call**.

Note

You can also choose a chat room instead of a contact. When you do, the meeting calls all members of that room.

Scheduling meetings

If you have a calendar app on your phone, such as Microsoft Outlook or Google Calendar, you can use the Amazon Chime mobile app to schedule meetings.

To schedule a meeting

1. Choose **Meetings**, and then choose **Schedule**.
2. On the **Schedule meetings** page, read the scheduling tips, and then choose **Schedule** to open your calendar app.
3. Use the tools and controls in your calendar app to schedule your meeting.

For more information about scheduling meetings, see [Scheduling meetings using Amazon Chime](#).

Using the Amazon Chime mobile app during a meeting

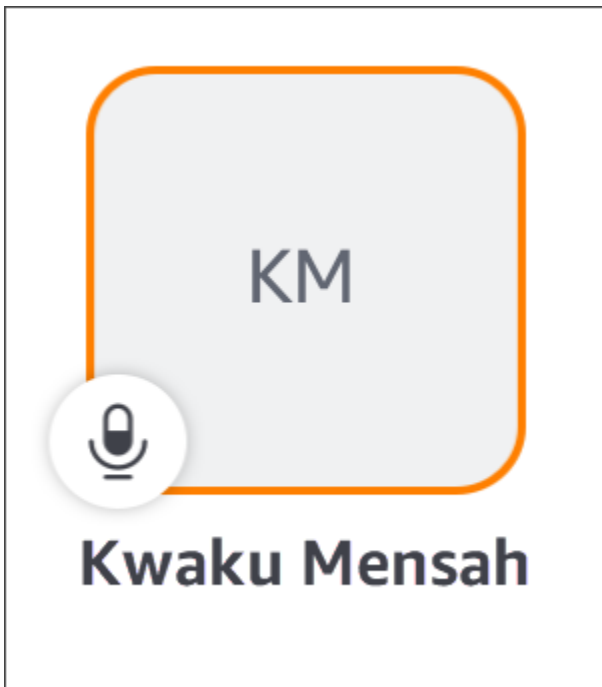
When in a meeting, the Amazon Chime mobile app provides a meeting roster, in-meeting chat, and controls for using audio and video. These sections explain how to use each of these features.

Topics

- [Using the meeting roster](#)
- [Using in-meeting chat](#)
- [Using the audio control](#)
- [Muting and unmuting your audio](#)
- [Using video](#)
- [Recording a meeting](#)
- [Additional meeting actions](#)

Using the meeting roster

By default, the meeting roster appears when you first join a meeting. The roster displays tiles with the name and initials of each meeting attendee. A colored border indicates the active speaker.



A crown icon,



represents the meeting organizer or host.

The microphone indicates whether an attendee is muted.



To see other pages, such as a shared screen or other attendee's video tiles, just swipe left or right.

Using in-meeting chat

To start in-meeting chat, choose the **Chat** icon at the top of the app window.



The chat controls in the mobile app work the same way as the controls in the desktop and web clients. When using the in-meeting chat, remember the following:

- The chat window covers all other meeting controls. To return to other meeting pages, choose the Back arrow in the upper-left corner of the Chat page.

- All meeting attendees can see your messages.
- Amazon Chime deletes in-meeting chat messages when the meeting ends.
- You can copy or quote individual messages during the meeting. To copy or quote a message, tap and hold the message until the **Message from *sender*** menu appears. Then choose **Copy message** or **Quote** message.

Using the audio control

You can use the audio control to mute and unmute audio during a meeting. You can also use the control to switch between your phone's speaker and either a Bluetooth-connected device or another audio device. The audio control appears on all meeting pages except the meeting chat page. Choosing the audio control opens a menu, where you can take any of the following actions:

- Disconnect (mute) your audio. When you choose this action, a message appears that asks you to confirm your choice. Choose **Turn off** to confirm.
- Listen through your phone's handset.
- Listen through your phone's speaker.

Muting and unmuting your audio

You can mute and unmute your audio at any time during a meeting unless the meeting host mutes all attendees.

To mute and unmute your audio

- Choose the microphone icon at the bottom of the meeting window.

Using video

The video control appears on all meeting pages except the meeting chat page. Choosing the video control starts your camera and displays your video tile.

The following sections explain how to use video in meetings.

Moving between video tiles

The Amazon Chime mobile app can display 25 video tiles. When a meeting has too many tiles to fit your screen, the app moves the extra tiles to additional pages. To move between pages of video tiles, swipe from the left or right sides of the device's display.

Featuring a video tile

When you feature a video tile, the featured tile replaces the active speaker's tile. You can feature any attendee's tile, including yours. You only see the chosen, featured tile.

- Choose the tile that you want to feature. From the menu that appears, choose **Feature this video**.

Muting attendee audio

You can mute another attendee's audio from either the meeting roster or their video tile. You can also mute your own audio using either method.

To mute audio in the roster

- Choose the attendee's tile. From the menu that appears, choose **Mute**.

—OR—

If you choose your tile, choose **Mute myself**.

To mute audio from a video tile

- Choose the attendee's video tile. From the menu that appears, choose **Mute**.

—OR—

If you choose your video tile, choose **Mute myself**.

Messaging another attendee during a meeting

You can send messages directly to another attendee during a meeting. When you do, the app switches you to the **Messages** view.

1. Choose the attendee's video tile. From the menu that appears, choose **Message Directly**.

2. Use the chat controls in the **Messages** view to write and send your messages.

Copying another attendee's email address

You can copy another attendee's email address and use it email that attendee. You can also use their email address to add them to your contacts.

- Choose the attendee's video tile. From the menu that appears, choose **Copy email address**.

Recording a meeting

Only meeting organizers or hosts can record a meeting. When you finish recording, Amazon Chime processes the video and sends it to you as a regular chat message in your **Messages** view.

To record a meeting

1. Choose the vertical ellipsis, then choose **Meeting settings**.
2. Choose **Record this meeting**, then choose **Record Meeting**.

To stop recording a meeting

1. Choose the vertical ellipsis, then choose **Meeting settings**.
2. Choose **Stop recording**.

Additional meeting actions

When you join a meeting, a vertical ellipsis appears in the upper-right corner on all meetings pages except for the **Chat** page. Choosing the ellipsis opens a menu of additional actions you can take during the meeting. The following sections explain how to use the menu's commands:

Adding attendees to a meeting

You can add a new attendee while in a meeting. You can only add attendees from your contacts list.

To add attendees

1. Open the menu and choose **Add attendees**.
2. From the **Contacts** list, select one or more contacts.

3. Choose **Send**.

The people you add hear a ring notification and see the **Answer** control.

Muting all attendees

Only meeting hosts and their delegates can mute attendees. When you mute all attendees, they can't unmute themselves.

To mute attendees

1. Choose the vertical ellipsis, then choose **Meeting settings**.
2. Choose **Mute all others**.

Meeting hosts and their delegates can also prevent attendees from unmuting themselves. When you choose this option, only you, moderators, and presenters can talk during the meeting.

To prevent attendees from unmuting themselves

1. Choose the vertical ellipsis, and then choose **Meeting settings**.
2. Choose **Disable attendee unmute**, and then choose **Prevent attendees from unmuting**.

Starting Event mode

Only meeting hosts and their delegates can start Event mode. For more information about Event mode, see [Using Event Mode](#).

To start event mode

1. Choose the vertical ellipsis, then choose **Meeting settings**.
2. Choose **Start event mode**, then choose **Start Event Mode**.

Locking a meeting

When you lock a meeting, new attendees can't join.

To lock a meeting

1. Choose the vertical ellipsis, then choose **Meeting settings**.

2. Choose **Lock meeting**, then choose **Lock This Meeting**.

Switching to dial-in during a meeting

You can switch to dial-in at any time before or during a meeting.

To switch to dial-in

1. Choose the vertical ellipsis, then choose **Call options**.
2. Choose **Switch to dial-in**, then choose **Dial-In Now**.

Turning off Amazon Voice Focus

Amazon Voice Focus reduces the sound levels of noises that can intrude on a meeting. The Amazon Chime mobile app enables Amazon Voice Focus by default. You can turn it off or on as needed. For more information about Amazon Voice Focus, see [Using Amazon Voice Focus](#).

To turn off Amazon Voice Focus

1. Choose the vertical ellipsis, then choose **Call options**.
2. Choose **Turn off Voice Focus**.

Repeat these steps to turn on Amazon Voice Focus.

Sharing meeting bridge information

Your meeting bridge information allows you to schedule meetings and start instant meetings. It also allows others to join your meetings.

You can share your meeting bridge information with others so that they can join your meetings. You can share your information in any of the following ways:

- Copying and pasting it into a message.
- Using Share on Android or Airdrop on iOS to share with people nearby who have Bluetooth enabled.
- Sending it to a recent SMS contact.
- Sending it to other contacts through another messenger app on your device, such as Facebook Messenger, Slack, and others.

Using Calls view

The **Calls** view displays a list of your recent instant meetings. This view doesn't include any scheduled meetings you attended.

To use Calls view

1. On the navigation bar, choose **Calls**.
2. From the **Call history** list, choose a contact from the list, then choose an action from the menu that appears.
 - **Call** starts an instant meeting with the contact.
 - **Message** takes you to the **Messages** view. If you've already messaged the contact, the app takes you to the messages that you've previously exchanged.
 - **Remove from history** deletes the contact from the **Call history** list.
 - **Cancel** closes the menu.

Using Messages view

You use the **Messages** view to:

- Send messages to individual contacts, as well as groups of contacts. You can send a message to a maximum of 50 people at once. To send messages to a chat room, use the [Rooms view](#).
- Call a contact or group of contacts.
- Include still images and videos with your messages.
- Mute notifications and manage the contacts in a group.

Note

The steps in this topic assume you've entered at least one contact. If not, see [Using Contacts view](#) for help entering and managing contacts.

To send messages to a contact

1. On the navigation bar, choose **Messages**, then choose a contact.

2. Choose **Type a new message** to start your keyboard and enter the message.
3. To attach an image to your message, choose the camera icon. You can upload an existing image or video, or use your device to capture a photo or video.
4. Choose the **Send** icon.

To send messages to a group of contacts

1. On the navigation bar, choose **Messages**, then choose the **New message** icon



).

2. From the list on the **New message** view, choose a contact to add them to the **To** field.
3. Enter the names or email aliases of any other contacts to include in this message. Each contact you choose is added to the **To** field.
4. After you enter your contacts, choose **Type a new message** to enter the message.
5. To add an image to your message, choose the camera icon



).

You can upload an existing image or video, or use your device to capture a photo or video.

6. Choose the **Send** icon.

To call a contact or group of contacts

1. On the navigation bar, choose **Messages**.
2. Choose a contact or a group message.
3. Choose the phone icon in the upper-right corner of the page. When you call a group, you call everyone in that group.

To mute notifications

1. On the navigation bar, choose **Messages**.
2. Choose a contact or group message, then choose the horizontal ellipsis in the upper-right corner of the page.
3. To hide notifications from a person or group, choose **Mute notifications**.

To add or remove contacts in a group message, choose **Edit**.

To edit the members of a group

1. On the navigation bar, choose **Messages**.
2. Choose a contact or a group message, then choose the horizontal ellipsis in the upper-right corner of the page.
3. From the actions menu, choose **Edit**.
4. Choose a contact name to delete it.
5. Tap a blank area in the **To** box to add a contact.

Using Rooms view

You use the **Rooms** view to message or call people in a chat room. You can also change notification settings and remove yourself from a chat room.

To use Rooms view

- On the navigation bar, choose **Rooms**. Choose a chat room and do any of the following:

To send a message to the room

- Choose **Type a new message**, enter your message, and then choose the Send icon.

To call the room

- Choose the horizontal ellipsis in the upper-right corner, and choose **Call** from the menu. Then, choose **Call** in the upper-right corner.

To change notification settings

1. Choose the ellipsis in the upper-right corner.
2. On the menu that appears, choose **Notification settings**, and then choose a setting.

To contact a room member

1. Choose the ellipsis in the upper-right corner, and then choose **Members**.
2. Choose a person from the **Members** list. To call that person, choose **Call**. To send a message to them, choose **Message**.

To leave a chat room

- Choose the ellipsis in the upper-right corner, and then choose **Leave chat room**.

Using Contacts view

Amazon Chime provides two types of contacts: personal contacts and registered users from your Amazon Chime account. Personal contacts are people that you invite to open an Amazon Chime account. You add them once they open their account. You add registered users by entering their email addresses. You can also search for registered users. You can use **Contacts** view to invite personal contacts and find registered contacts. You can also use the view to call, message, change notification settings for, and delete the contacts on your list.

To use Contacts view

1. On the navigation bar, choose **Contacts**.
2. From the **Contacts** list, do any of the following:

To add a personal contact

1. Choose the plus sign icon in the upper-right corner.
2. From the **Invite** dialog box, enter the contact's email address, and then choose **Send**.

Once sent, your contact receives an email inviting them to create a free Amazon Chime account. If the contact accepts the invitation and creates the account, you follow the steps in the next section to add them to your contacts list.

To add a registered contact

1. Enter a name or email alias in the **Search** box.
2. From the list of names that appear below the **Search** box, choose a name, and then choose **Add to my contacts**.

To message a contact

- Choose the contact, and then choose **Message** from the menu.

To call a contact

- Choose the contact, and then choose **Call** from the menu.

To mute notifications

- Choose the contact, and then choose **Mute notifications**.

Changing your status

You can change your status when you want to let others know you're busy or in transit. Your status shows whether you are available, busy, or in transit while using Amazon Chime. You can also choose not to share your status. When you choose not to share your status, other users see a lock icon next to your name.

Follow these steps to change or not share your presence status:

To change your status

1. From the Amazon Chime app, choose the **Settings** icon
).
2. From the Settings page, under **Status**, choose the current status.
3. From the **Change status** page, choose a new status, and then choose **Done**.

To change whether your status is shown publicly

1. From the Amazon Chime app, choose the **Settings** icon
).
2. Under **Share presence with**, select **Everyone** to share your status with other. To hide your status, select **No one**.

Note

When you select **No one** from the **Share presence with** screen, other users see a lock icon next to your name.

Getting additional support

If an administrator or administrative group invited you to use Amazon Chime, contact that person or group for assistance if you need technical support with the Amazon Chime mobile app.

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](#).

You can also use the online forum at <https://answers.chime.aws/>.

Changing mobile app settings

You use the **Settings** page in the Amazon Chime mobile app to control meeting and audio settings, block users, and turn the Amazon Chime push notification service on or off.

To open your settings, choose the **Settings** icon



from anywhere in the app. The **Settings** page appears and groups available settings by category. The following sections explain how to use the settings in each category.

Meeting and call settings

The Amazon Chime mobile app turns these settings on by default unless otherwise noted.

- **Call this device for scheduled meetings** – When on, your device rings for scheduled and instant meetings. When off, your device only rings for instant meetings.
- **Play Amazon Chime ringtone** – The Amazon Chime ringtone plays for calls and meetings. If you turn this setting off, the ringtone doesn't play for calls and meetings. You only receive a notification when a meeting starts.
- **Allow joining from lock screen** – Join Amazon Chime meetings and calls directly from your phone's lock screen. When on, you can answer inbound calls without opening the Amazon Chime app. By default, this setting is turned off.

Note

The **Allow joining from lock screen** setting is only available on iOS devices.

- **Prompt for feedback** – When on, Amazon Chime asks you for feedback when a meeting ends or when you leave a call or meeting. When off, you don't see that prompt.

Audio settings

The Amazon Chime mobile app turns this setting on by default.

- **Auto-adjust audio levels** – When on, the app prevents audio from becoming too loud or soft. When off, you'll need to adjust levels manually.

Privacy settings

You block someone by blocking their email address. You can block both individual addresses and distribution groups.

To block a user or group

1. Under **Privacy**, choose **Manage Blocking**.
2. From the **Manage Blocking** page, choose the plus sign icon.
3. From the **Add to blocked users list** dialog box, enter the email address of the person or distribution list that you want to block. Then choose **Block**.

Additional Amazon Chime settings

The following settings provide additional diagnostic information about the Amazon Chime app. You can also turn push notifications on and off from this screen.

- **Send diagnostic logs** – Send diagnostic information to Amazon Chime when something goes wrong.
- **About** – Display the app's version and copyright information.
- **Amazon Chime push service** – When on, you receive device push notifications whenever someone messages you. When off, you don't receive push notifications and must open the Amazon Chime app to see new messages.

Using the Amazon Chime Meetings App for Slack

You use the Amazon Chime Meetings App for Slack to start instant meetings or calls with the people in your Slack organization or workspace. You can also use the Amazon Chime Meetings App for Slack to join scheduled meetings in your Slack workspace.

To use the Amazon Chime Meetings App for Slack, you only need to provide your Slack user credentials once, and you don't need an Amazon Chime account or user profile.

Topics

- [Setting up the Amazon Chime Meetings App for Slack](#)
- [Starting calls or meetings](#)

Setting up the Amazon Chime Meetings App for Slack

Note

Your Amazon Chime administrator must install the Amazon Chime Meetings App for Slack before you can use it. If you can't complete these steps, contact your supervisor or system administrator.

The following steps explain how to set up the Amazon Chime Meetings App for Slack in your Slack workspace.

To set up the Amazon Chime Meetings App for Slack

1. In a Slack thread or channel, enter **/chime @attendee**, where *attendee* is the name of one other attendee. Enter the name as it appears in Slack. You can enter your name, if you'd prefer. For example, **/chime @jane doe**.
2. On the *Terms and Conditions* page, choose **Continue**.
3. On the next page, choose **Allow**.

When the setup process finishes, a phone icon



)

appears in the upper-right corner of the Slack screen. The icon only appears in your message threads, not your channels.

Starting calls or meetings

The steps in this topic explain how to start Amazon Chime Meetings App for Slack calls and meetings. You can do either of the following:

- In a direct message thread, use the **Call** command ).
- In a channel, enter **/chime @attendee1 @attendee2**. You must use this command to start meetings in channels. You can also use it in direct message threads.

To use the **Call** command

1. In a direct message thread, choose the **Call** icon in the upper-right corner of the Slack window.
2. Choose **Amazon Chime Meeting**.
3. Choose **Open Link**.

The call automatically opens in your browser. The person you invite can decline your call. For information about switching from your browser to the desktop client, see [Why meetings sometimes open in your browser](#).

To use the **/chime** command

1. In a channel or message thread, enter **/chime @attendee @attendee** where *attendee* is the name of another channel member, or of someone on the message thread. Enter the names as shown in Slack. You can enter a maximum of 100 names.
2. Press Enter.
3. In the resulting call block, choose **Join**.

The call automatically opens in your browser. The person you invite can decline your call. For information about switching from your browser to the desktop client, see [Why meetings sometimes open in your browser](#).

Resetting your password

How you reset your password depends on whether you use Amazon Chime at work or at home.

- **At work** – Contact your system administrator.
- **At home** – You use the [Amazon.com](https://www.amazon.com) site to change your Amazon Chime password. You can change forgotten passwords, and passwords that you remember, but want to change for security reasons. The following sets of steps explain how to do both types of resets.

To change a password that you forgot

1. In your browser, go to [Amazon.com](https://www.amazon.com).
2. Choose **Accounts & Lists**, then choose **Sign Out**.
3. Navigate to <https://app.chime.aws/>.
4. Enter the email address that you use to sign in to Amazon Chime, and choose **Sign in/Sign up**.

Note

This is usually not the email address that you use to shop at Amazon.

5. Choose **Forgot your password**.
6. Follow the prompts to reset your password.

To change a password that you remember

1. In your browser, go to [Amazon.com](https://www.amazon.com).
2. If you're already signed in, choose **Accounts & Lists**, then choose **Sign Out**.
3. Sign in to [Amazon.com](https://www.amazon.com) again by entering the email address that you use to log in to Amazon Chime.

Note

This is usually not the email address that you use to shop at Amazon.

4. Choose **Accounts & Lists**, then choose **Login & Security**.

5. Next to the **Password** box, choose **Edit** and enter your new password.

Understanding automatic updates

Amazon Chime provides different ways to update its clients. The method varies, depending on whether you run Amazon Chime in a browser, on your desktop, or on a mobile device.

The Amazon Chime web application – <https://app.chime.aws> – always loads with the latest features and security fixes.

The Amazon Chime desktop client automatically downloads updates when they become available. A message on the Home screen notifies you about the update. To install it, just restart the client. You can select the message to restart, or open the **File** menu, located above your name in the upper-left corner, and choose **Restart Amazon Chime**.

On your mobile device – Amazon Chime mobile applications use the update options provided by the App Store and Google Play to deliver the latest version of the Amazon Chime client. If your company manages your mobile device, updates may come through your IT department's mobile device management systems.

Getting support from an Amazon Chime administrator

Note

For help with your Amazon shopping account, go to [Customer Service on amazon.com](https://www.amazon.com/customer-service).

The following sections explain how to get support from an Amazon Chime administrator, and how to use the Amazon Chime Assistant.

You can request administrator support if an administrator invited you to join Amazon Chime. You use the Amazon Chime Assistant when an administrator *did not* invite you to use Amazon Chime and you need to get files attached to chat messages, or you need to delete your Amazon Chime account.

Topics

- [Getting administrator support](#)
- [Using the Amazon Chime Assistant](#)

Getting administrator support

If an Amazon Chime administrator invited you to join Amazon Chime, and you later have trouble with Amazon Chime, contact that administrator for support. If you don't know who that is, contact your manager.

The administrator will solve your problem or reach out for additional support.

Note

You must belong to a Team or Enterprise account to work with an administrator.

If you can, provide your Amazon Chime administrator with the following information:

- 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, open the menu next to your name
(☰))
and choose **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, open the menu next to your name (open the menu next to your name
(☰))
and choose **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](#). You can also use the online user forum at <https://answers.chime.aws/> and watch the Amazon Chime [user videos](#).

Using the Amazon Chime Assistant

The Amazon Chime Assistant is a self-service tool that you can use to get any files attached to chat messages, or to submit a request to delete your account.

You must meet the following requirements to use the tool:

- You have an Amazon Chime account.
- You use the Amazon Chime desktop client or the mobile app.
- You don't belong to a Team or Enterprise account, meaning an administrator didn't invite you to join Amazon Chime.

Contents

- [Setting up the Amazon Chime Assistant](#)
- [Supported Assistant commands](#)

Setting up the Amazon Chime Assistant

You must set up the Amazon Chime Assistant before you can use it.

To set up the Amazon Chime Assistant

1. Log into your Amazon Chime account using the desktop client or the mobile app.
2. Invite **assistant_no_reply@chime.aws** as a contact:
 - On the desktop client choose **Contacts, Invite contact**.
 - On the 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 the next section, [Supported Assistant commands](#).

Supported Assistant commands

The Amazon Chime Assistant supports the following commands:

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

After you send this command as a chat message to the Assistant, you receive instructions similar to the following.

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

```
Get my attachments ktsben
```

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

After you provide the requested confirmation, a link to a file appears in the chat thread. The file takes about 24 hours to appear, and it contains a list of digitally signed links to your attachments. If no attachments meet the criteria, the file is empty. The chat message included with the file includes the date and time when the links expire, about 6 days after delivery.

Anyone who obtains the file can download the attachments, so keep the file safe.

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

After sending the command as a chat message to the Assistant, you receive instructions similar to the following.

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

```
Delete me aofrkq
```

You receive a confirmation message. The confirmation is valid for 10 minutes. If you don't confirm within 10 minutes, or you don't enter the command correctly, the Assistant provides a new confirmation code, and you can retry the request.

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

 Note

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. Your amazon.com account is provided by amazon.com. To delete your associated amazon.com account, go to <http://amazon.com>.

- **Help** provides a description of, and instructions for, using the commands described here.

Amazon Chime global program settings

The topics in this section explain how to manage Amazon Chime's global settings. The sections in this topic correspond to the sections that you see when you open the **Settings** window in the desktop client and web app.

Topics

- [Desktop client settings](#)
- [Web app settings](#)

Desktop client settings

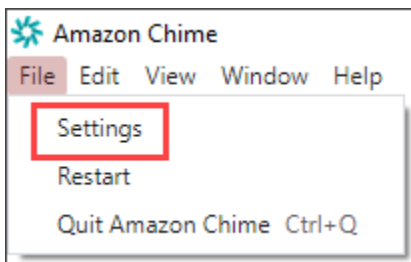
Expand the following sections as needed to enable or disable settings for the Amazon Chime desktop client.

Opening the Settings pane

Follow these steps to open the Amazon Chime **Settings** pane.

To open the Settings pane

- In the desktop app, choose **File**, then **Settings**.



—OR—

Choose your name, and on the menu that appears, choose **Settings**.

General settings

The **General** tab provides these settings:

Sync with OS setting

Syncs Amazon Chime's visual mode with your operating system's visual mode. For example, when you switch your operating system to dark mode, Amazon Chime also switches to dark mode.

Light mode

Keeps Amazon Chime in light mode regardless of your operating system's mode.

Dark mode

Keeps Amazon Chime in dark mode regardless of your operating system's mode.

Start Amazon Chime when computer starts up

When selected, starts Amazon Chime automatically when you start your computer.

Animate application icon continuously when messages are received

When selected, the Amazon Chime icon on the Windows taskbar or Macintosh carousel flashes.

Play sound for notifications

When selected, Amazon Chime plays a sound when it receives a notification.

Audio and video settings

The **Audio and video** tab provides the following settings.

Video settings

Blur background

Starts or stops background blur during meetings. Also sets a default blur strength. During meetings, you can turn background blur on and off and change the blur strength.

Mirror my self view

Starts or stops mirroring. When on, you see a mirror image of yourself. For example, with mirroring on, your left hand appears on the left side of your screen.

Show me my self view uncropped

When selected, keeps your video tile in the 16:9 format.

Hide the undocked video when sharing my screen

When selected, hides any undocked video tiles while you share your screen.

Audio settings

Join muted

When selected, automatically mutes your microphone whenever you join a meeting.

Voice Focus (noise suppression)

When selected, starts or stops Voice Focus, which helps reduce background noise during meetings.

Auto-adjust audio levels

When selected, prevents the audio from becoming too loud or soft. When off, you need to adjust levels manually.

Auto-detect microphone problems

Automatically detects microphone problems and displays a message with information about troubleshooting steps.

Mute detection

When selected, displays an alert when you speak into a muted microphone.

Push to talk

When selected, allows you to mute and unmute your microphone by pushing the space bar on your keyboard.

Auto-correct system audio settings.

When selected, automatically adjusts your system audio to its previous settings.

Headset call control device interactions

Mute and unmute microphone

When selected, allows you to use your headset controls to mute and unmute your microphone.

Answer and leave meetings and calls.

When selected, allows you to use your headset controls to answer calls and join meetings.

Device preview

Skip device preview dialog when joining meetings and calls

When selected, hides the Device preview dialog box and joins you directly to a meeting or call. Use this setting when you have stable audio and video inputs. For example, when you always join meetings in a conference room or on your laptop.

Meeting settings

The **Meetings** tab provides these settings:

Auto-call settings

Auto-call

Play ringtone for incoming calls and meetings

When selected, Amazon Chime plays a ring tone when calls and meetings start.

Call this device for scheduled meetings

Amazon Chime calls the device on which you choose this setting. For example, if you use a tablet to choose this setting, Amazon Chime always calls that tablet.

Take keyboard focus for incoming call and meeting dialogs

When selected, enables you to use keyboard shortcuts when joining a meeting.

Large meetings

Mute new attendees, turn off join and leave tones, and suppress roster notifications

When selected, during large meetings, Amazon Chime automatically mutes all attendees, turns off the join and leave tones, and turns off roster notifications. For more information, see [Using the large meeting settings](#).

Notifications

Suppress all Amazon Chime notifications while screen sharing

When selected, turns off notifications from Amazon Chime while you share your screen.

Feedback

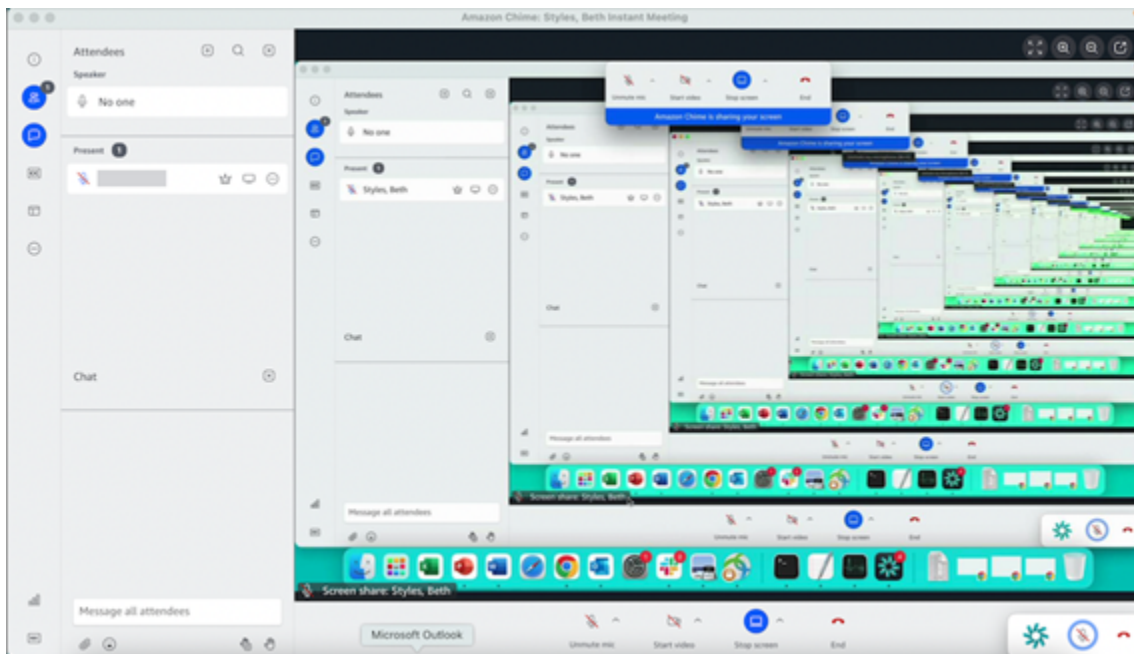
Prompt for feedback

When selected, a message appears at the end of each meeting and asks for your feedback.

Layout

Hide my own screenshare view when I am sharing.

When selected, this setting prevents you and others from seeing an infinite number of Amazon Chime meeting windows if you select the meeting window while you share.



Show floating meeting control bar when in background

When selected, the meeting control bar remains visible when you switch to another program window.

Video row location

Above featured content

When selected, places any video tiles above the screen share window.

Below featured content

When selected, places any video tiles below the screen share window.

For more information, see [Using video during meetings](#).

Chat settings

The **Chat** tab provides these settings:

Automatic markdown

Use markdown for all messages

When selected, you don't need to enter `/md` to add markdown syntax to your text messages. For more information, see [Collaborating using Amazon Chime chat](#) and [Participating in meetings](#).

Emoji

Convert emoji shortcut to emoji

When selected, automatically converts emoji shortcuts, such as `: - )` to emojis. For more information, see [Collaborating using Amazon Chime chat](#) and [Adding emojis to in-meeting chat messages](#).

Accessibility settings

The **Accessibility** tab provides these settings:

Machine generated captions

Use machine generated captions for all my meetings

When on, Amazon Chime automatically generates closed captions during meetings.

Language for my meetings

Open the list to choose the language for closed captions.

Caption type size

Open the list to change the size of the closed-caption text.

Caption type color

Open the list to change the color of the closed-caption font.

Chat type size

Controls the size of the text in the meeting chat window. You have the following choices:

- **Smallest**
- **Small**
- **Standard**
- **Large** (default)
- **Larger**
- **Largest**

Optimize text entry for screen reader

Alternate text entry

When selected, optimizes screen reader performance.

Delegate settings

The **Delegates** tab provides these settings:

Add delegates

Choose the button to add one or more contacts to your list of meeting delegates. For more information, refer to [Creating delegates](#) in this guide.

Web app settings

Expand the following sections as needed to enable or disable settings for the Amazon Chime web app.

Opening the Settings pane

Follow these steps to open the Amazon Chime **Settings** pane.

To open the Settings pane

- In the web app, choose your name, and on the menu that appears, choose **Settings**.

General settings

The **General** tab provides these settings:

Web browser cookie preferences

Allows or prevents several types of cookies.

Note

Preventing functional cookies will turn off some of the web app's features.

To allow or prevent cookies

1. Choose **Customize cookie preferences**
2. Select or clear the **Allowed** checkbox next to the desired type of cookies.
3. Choose **Save preferences**.

Sync with OS setting

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Keeps Amazon Chime in light mode regardless of your operating system's visual mode.

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When selected, automatically mutes your microphone whenever you join a meeting.

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When selected, prevents the audio from becoming too loud or soft. When off, you need to adjust levels manually.

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Automatically detects microphone problems and displays a message with information about troubleshooting steps.

Mute detection

When selected, displays an alert when you speak into a muted microphone.

Push to talk (Spacebar)

When selected, allows you to mute and unmute your microphone by pushing the space bar on your keyboard.

Auto-correct system audio settings.

When selected, automatically adjusts your system audio to its previous settings.

Device preview

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When selected, during large meetings, Amazon Chime automatically mutes all attendees, turns off the join and leave tones, and turns off roster notifications. For more information, see [Using the large meeting settings](#).

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When selected, the meeting control bar remains visible when you switch to another program window.

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Caption type size

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- **Largest**

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Alternate text entry

When selected, optimizes screen reader performance.

Delegate settings

The **Delegates** tab provides these settings:

Add delegates

Choose the button to add one or more contacts to your list of meeting delegates. For more information, refer to [Creating delegates](#) in this guide.

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.

Change	Description	Date
Amazon Chime 5 User Guide released	The guide explains how to use the tools and features provided by the Amazon Chime 5 desktop, web, and mobile clients. For more information, see Getting started .	July 27, 2023
Video background blurring	Meeting attendees can now use background blurring to help increase privacy by obscuring the people or objects behind them during an Amazon Chime meeting. For more information, see Using background blur .	September 9, 2020
Amazon Voice Focus	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 .	August 20, 2020

[Raise hand](#)

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.

August 4, 2020

[Amazon Chime on Dolby Voice Huddle](#)

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.

June 3, 2020

[Attendee access options](#)

Set attendee access options for meetings that you schedule. For more information, see [Choosing a meeting type](#) in the Amazon Chime User Guide.

May 4, 2020

[Large meeting experience](#)

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.

March 25, 2020

Do not disturb status	Do not disturb status is available for Amazon Chime users. For more information, see Collaborating using Amazon Chime chat in the Amazon Chime User Guide.	February 5, 2020
Amazon Chime Meetings App for Slack	Amazon Chime supports the Amazon Chime Meetings App for Slack. For more information, see Using the Amazon Chime Meetings App for Slack in the Amazon Chime User Guide.	December 4, 2019
Amazon Chime on Dolby Voice Room	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.	October 29, 2019
Screen share browser support	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.	October 8, 2019

Edit conversation members	Edit the members of a chat conversation. For more information, see Using group chats in the Amazon Chime User Guide.	September 11, 2019
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 . For more information, see Amazon Chime Readiness Checker in the Amazon Chime User Guide.	September 6, 2019
Call history	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.	August 19, 2019
Quoting messages	Amazon Chime supports quoting a message in chat. For more information, see Using chat features in the Amazon Chime User Guide.	August 6, 2019
Moderated meetings	Amazon Chime supports moderated meetings. For more information, see Scheduling a moderated meeting in the Amazon Chime User Guide.	July 25, 2019

[Using chatbots with Amazon Chime](#)

Amazon Chime supports integration with chatbots that your Amazon Chime Enterprise account administrator creates. For more information, see [Using chatbots](#) in the Amazon Chime User Guide.

May 14, 2019

[Dial phone numbers with Amazon Chime](#)

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 [Dialing phone numbers with Amazon Chime](#) in the Amazon Chime User Guide.

March 18, 2019

[Amazon Chime iOS inbound calling options](#)

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 [Using the Amazon Chime mobile app for iOS](#) in the Amazon Chime User Guide.

March 14, 2019

[Amazon Chime 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. For more information, see [Scheduling meetings with the Add-In for Outlook](#) in the Amazon Chime User Guide.

March 12, 2019

[Supported browsers for screen sharing and recurring meeting cancellation](#)

Google Chrome for Windows, macOS, and Linux desktops are supported for screen sharing. Also, you can cancel a recurring meeting. For more information, see [Canceling a meeting](#) and [Removing yourself from a recurring meeting](#) in the Amazon Chime User Guide.

March 5, 2019

[Meeting attendee unmuting and removal](#)

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.

February 7, 2019

[Amazon Chime updated Scheduling Assistant and chat enhancements](#)

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.

December 6, 2018

[Amazon Chime web application video support in Firefox](#)

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.

October 1, 2018

Amazon Chime call me feature	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.	August 22, 2018
Amazon Chime web application video support in Chrome	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.	July 31, 2018
Amazon Chime web application	The Amazon Chime web application is available. For more information, see Using the Amazon Chime Web App in the Amazon Chime User Guide.	May 17, 2018
Amazon Chime Assistant	The Amazon Chime Assistant is available. For more information, see Using the Amazon Chime Assistant in the Amazon Chime User Guide.	April 23, 2018