# Amazon Chime
## User Guide

VERSION 3

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# Amazon Chime

Nextiva's newest partnership with Amazon Chime aims to elevate team collaboration centered around a robust video conferencing platform.

Use Amazon Chime to:

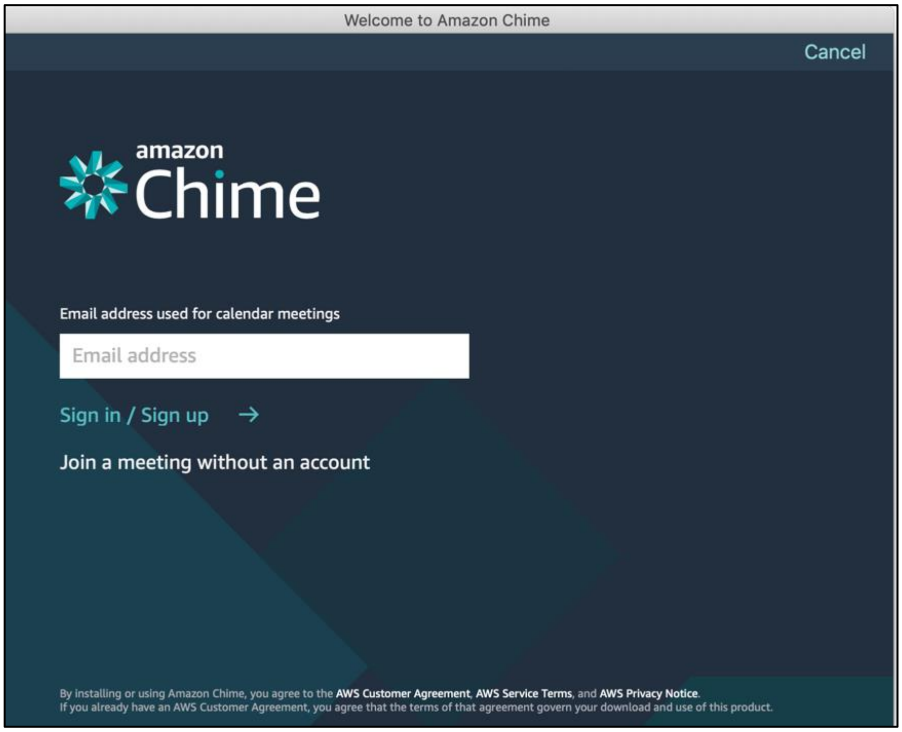
- Instant message with teammates
- Collaborate as teams
- Video conference (16 video participants and up to 250 joiners)
- Hold meetings instantly or in the future

## Video Walkthrough

For a full Amazon Chime walkthrough, click here.

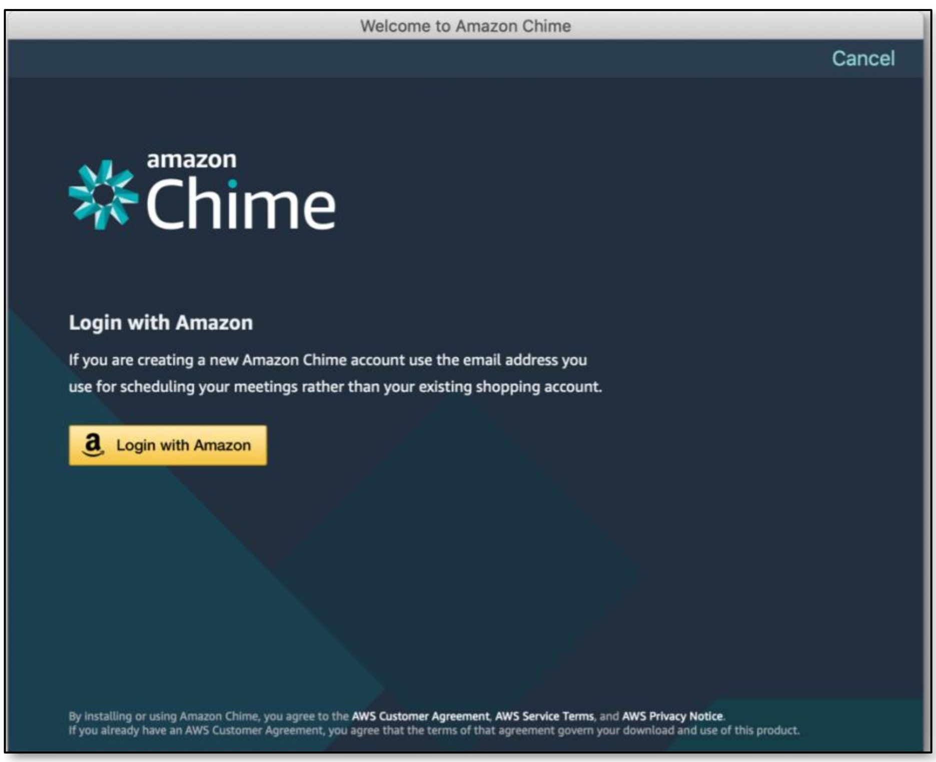
# Logging In

1. Launch the Amazon Chime program on your computer.
   **NOTE:** For more help with installation, please see this guide.
2. Enter your email address associated with Amazon Chime.

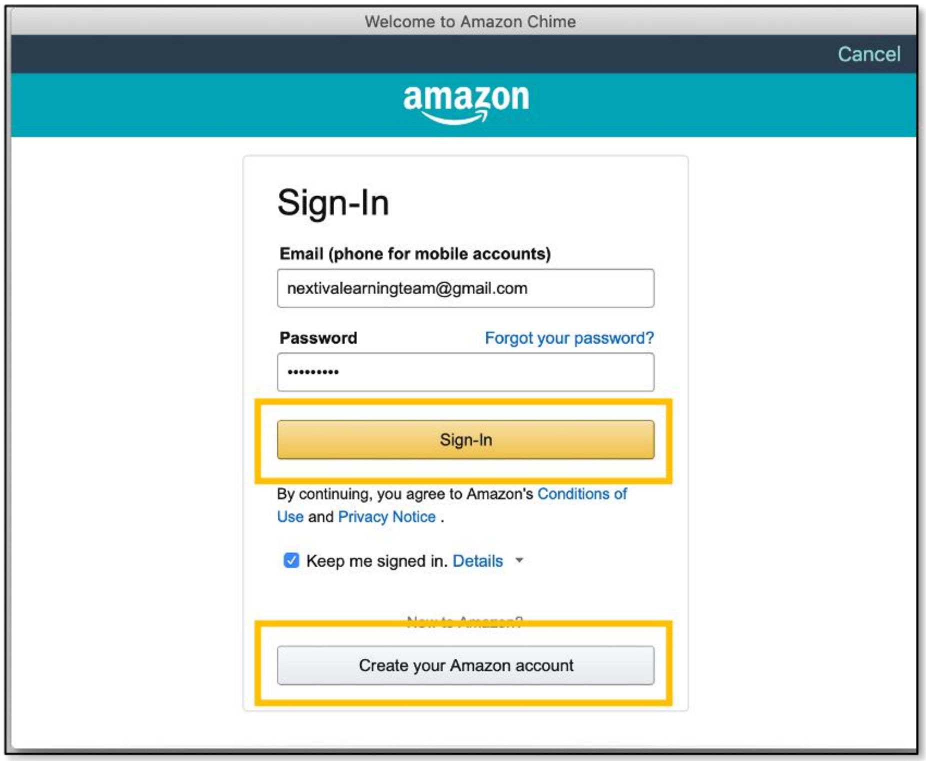



Amazon Chime Login Window

Amazon sign-in is required. If you prefer, make sure you click **Keep me signed in.**

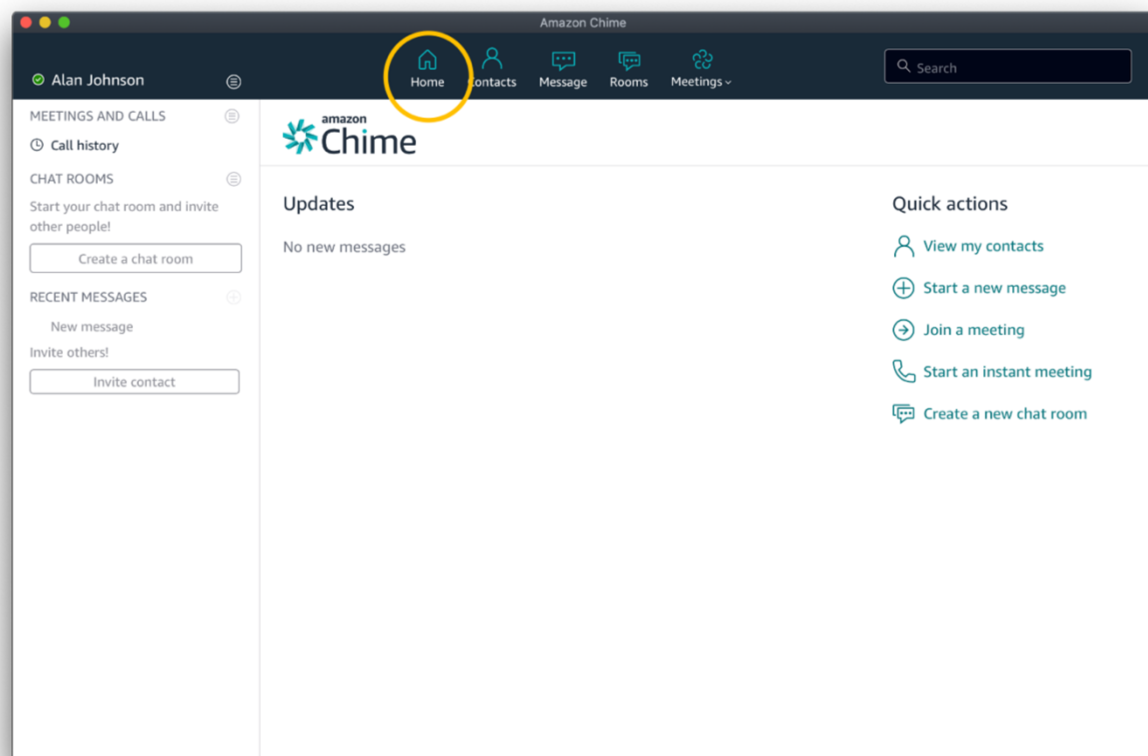



Login with Amazon

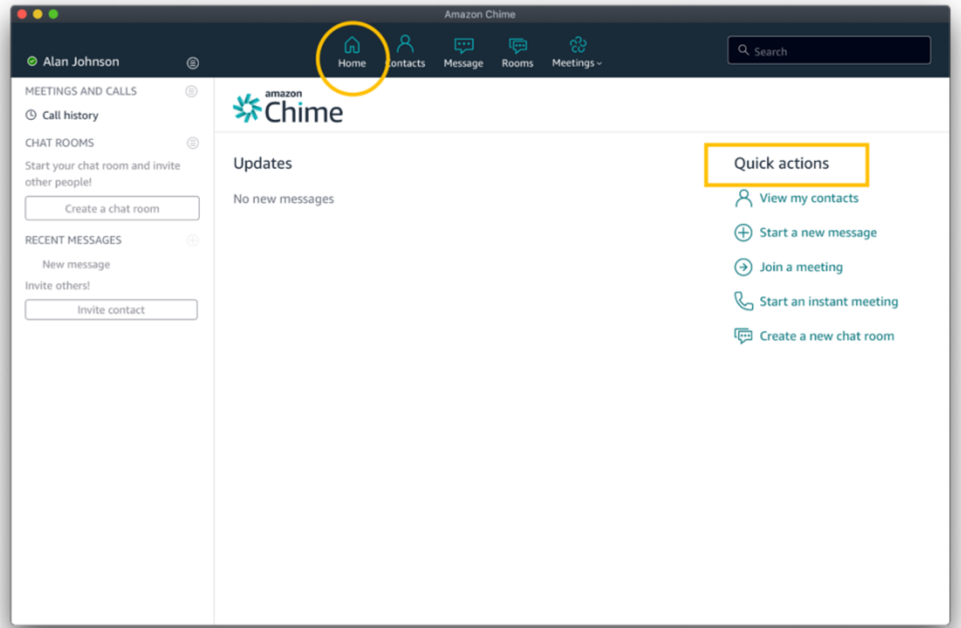



Amazon Sign-in or Sign-up

Once signed in, you'll see your Amazon Chime Home page.



Amazon Chime Home

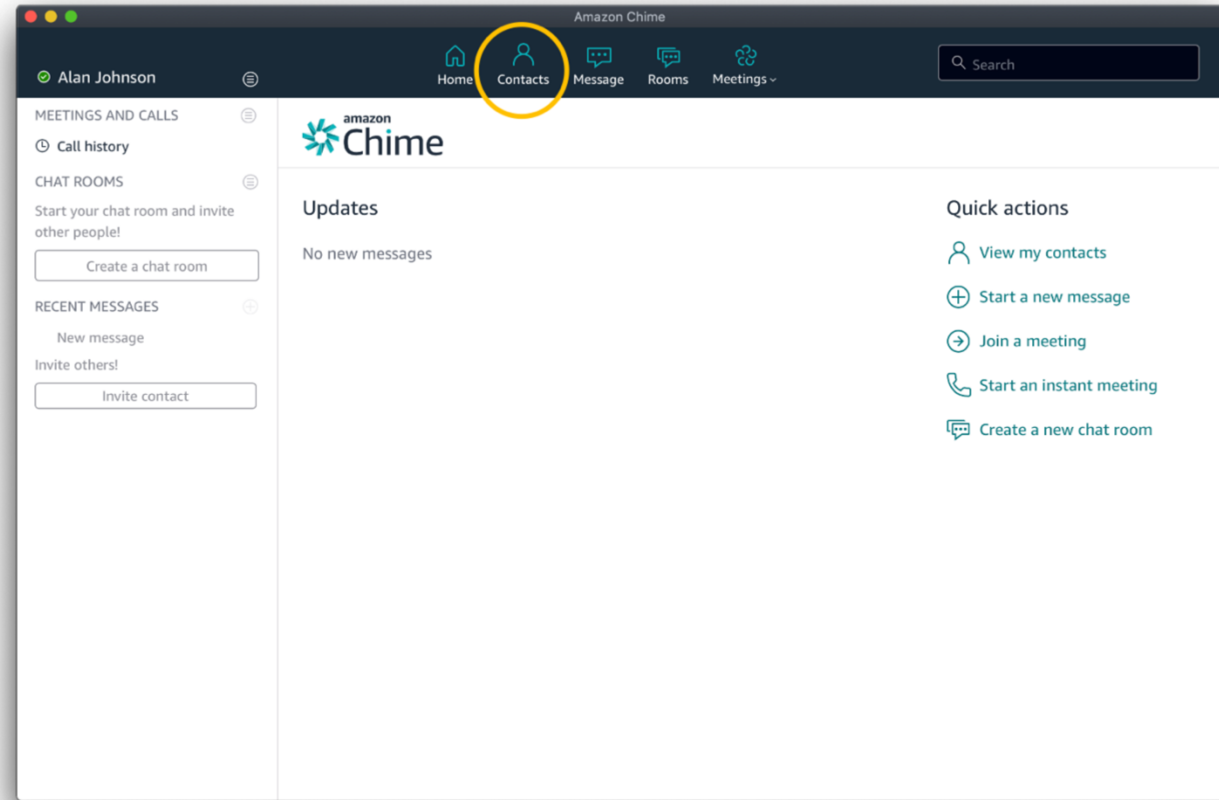



Amazon Chime Quick Actions

# Contacts

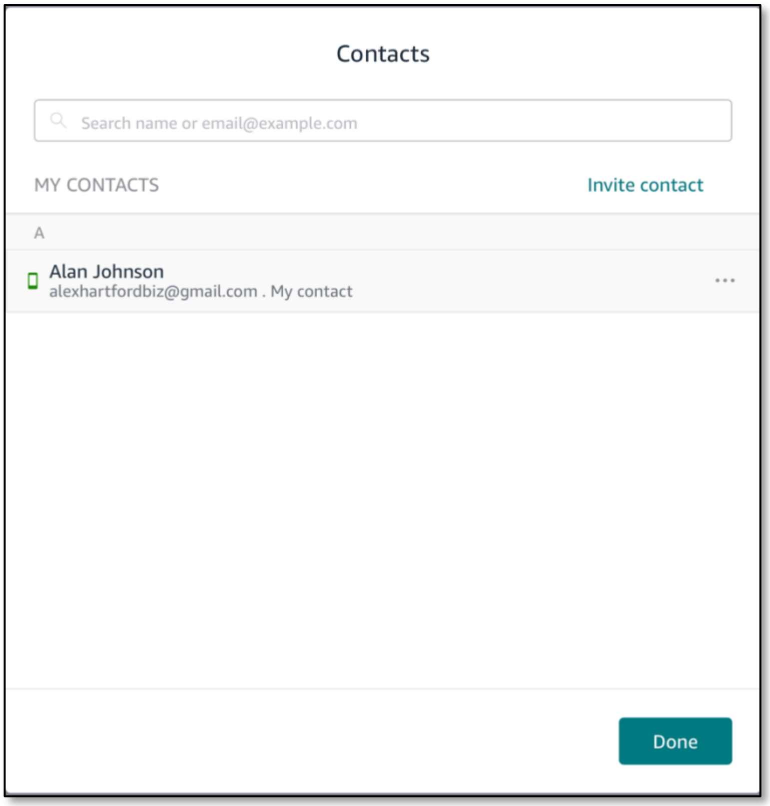
Once logged in, the Chime dashboard makes messaging and collaboration easy. First, let's click on **Contacts**. All menu options can be accessed two ways — choose from the menu options at the top-center of the page or **Quick actions** on the right.

**TIP:** Quick actions will contain the most popular collaboration and setup options.



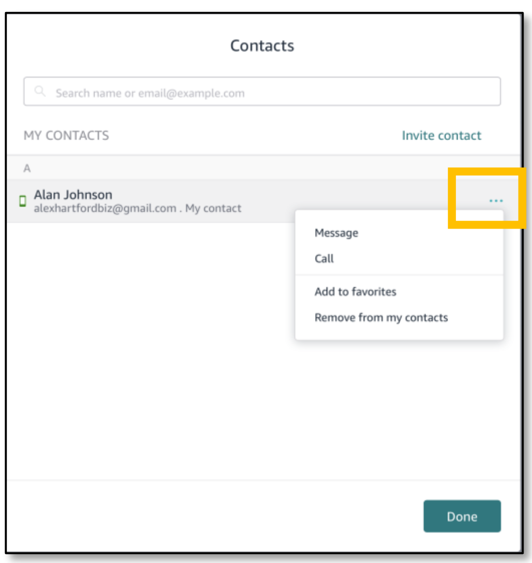

Chime Contacts

To search any contacts linked to your account, enter the contact's name or email address in the search bar.



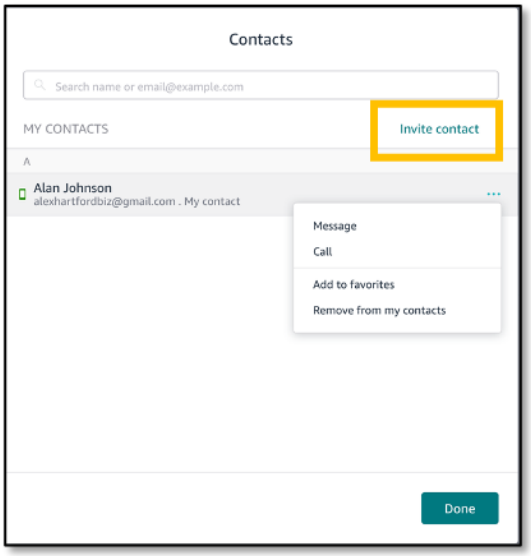

Search Contacts

Any previously connected contacts will show under **My Contacts.** Click on the **Ellipses (…)** for more options.




Contact Options

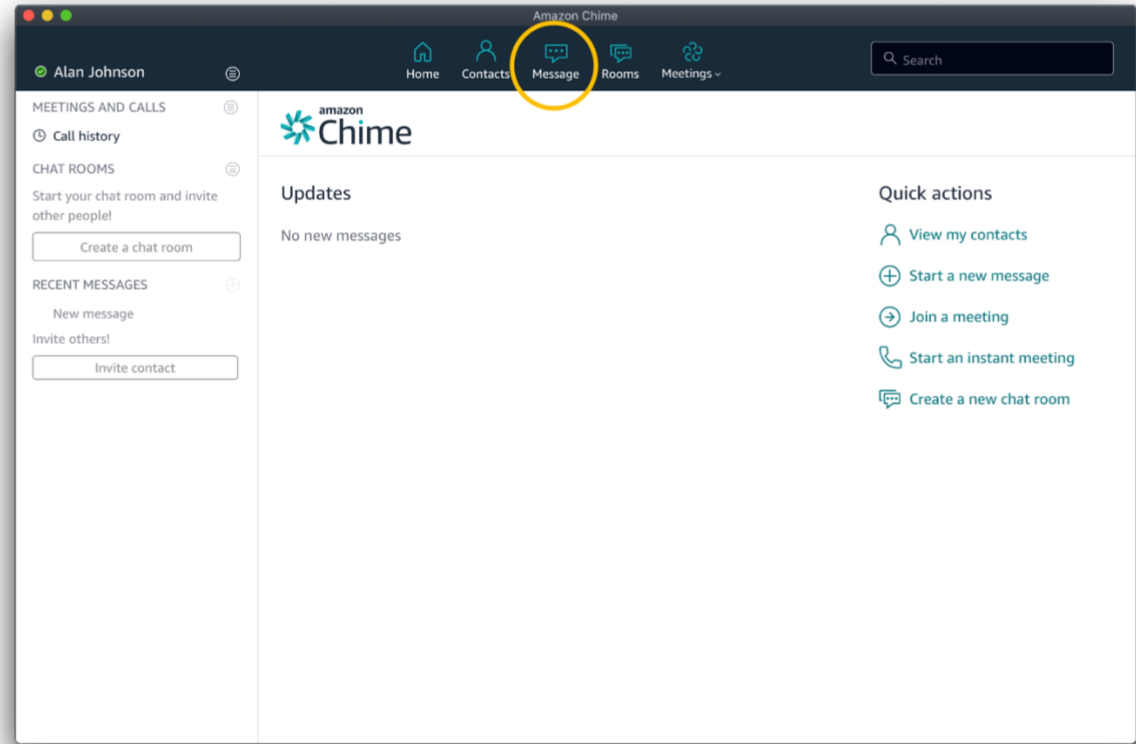
If the contact you'd like to collaborate with is not part of Chime yet, invite them to your group. Click **Invite Contact** and add their email address. Once they accept the invitation, they will be able to collaborate with you and your team.




Invite Contact

# Messages

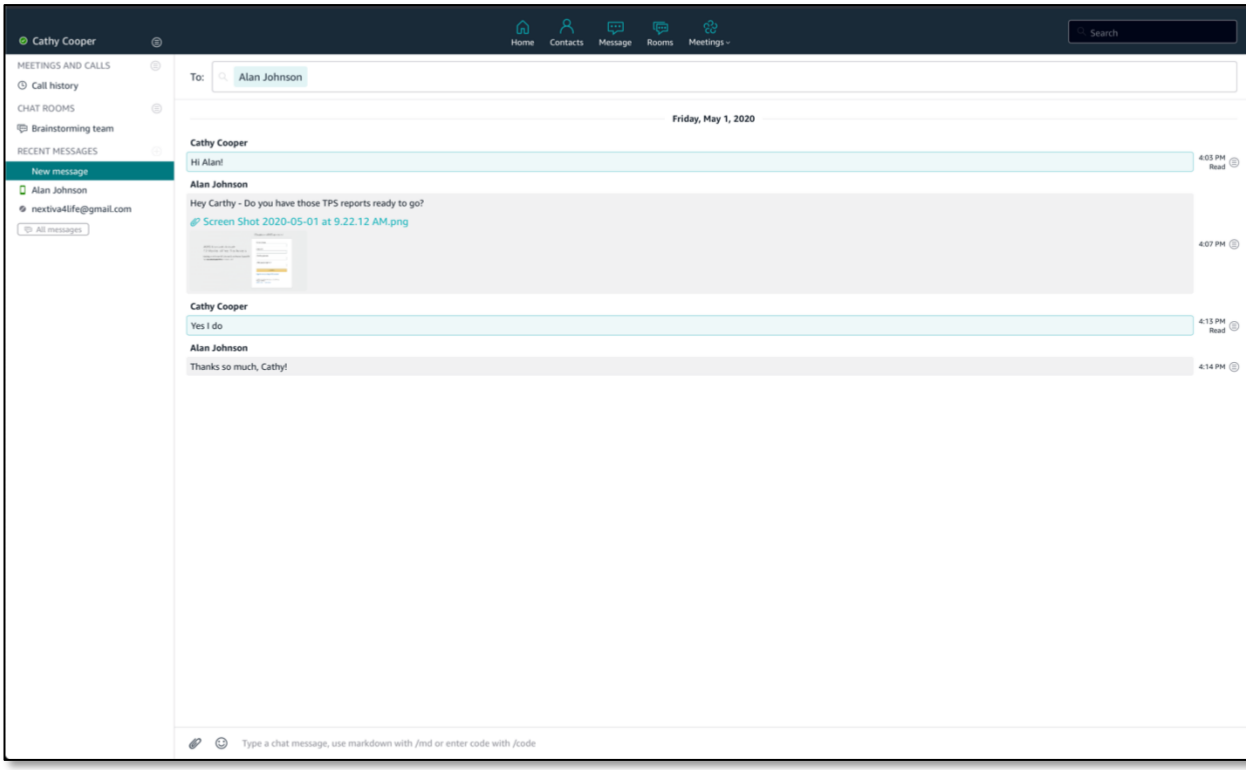
If you'd like to start an instant message with a teammate via Chime, from the home screen, click **Message**.




Chime Messages

Type the recipient's name in the search bar at the top of the page. Select the contact and type your message at the bottom of the screen in the Message window.

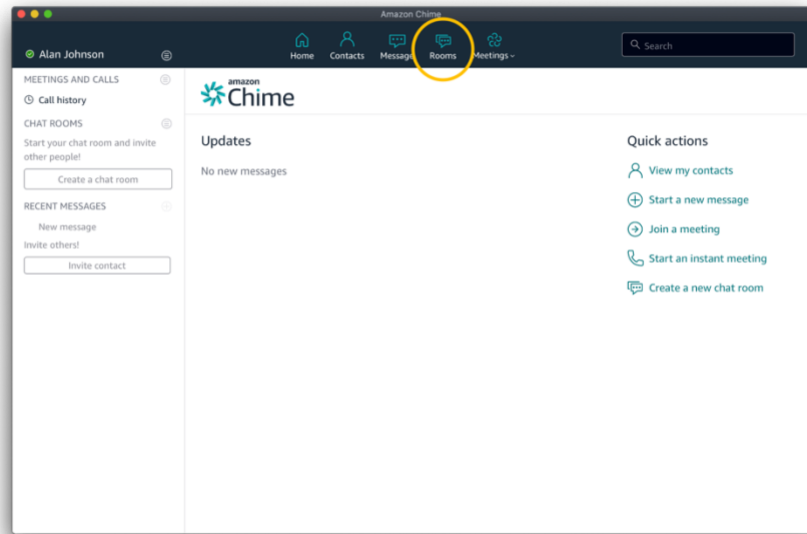
> **NOTE:** You can view all of your messages and continue conversations by clicking **RECENT MESSAGES** on the left-hand menu.




Chime Messaging

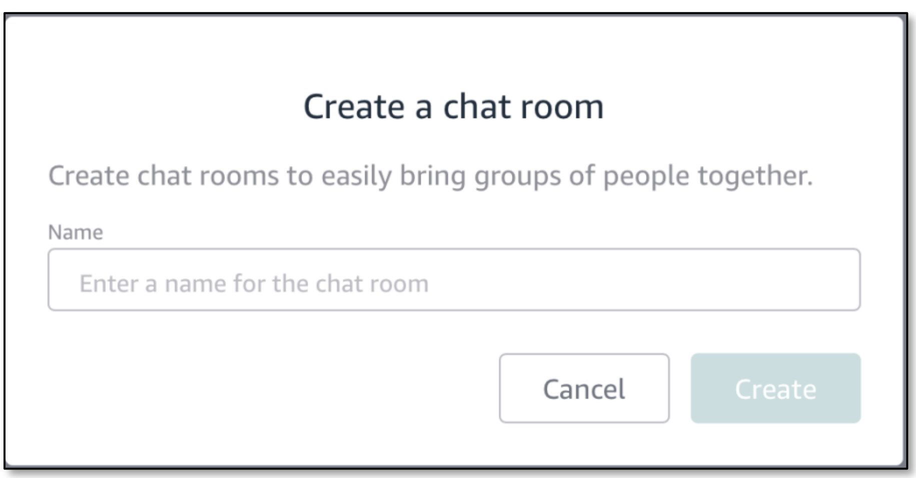
# Create a Chat Room

To message with more than one contact, you'll need to first create a Room in Chime. From the home page, click **Rooms** to start.



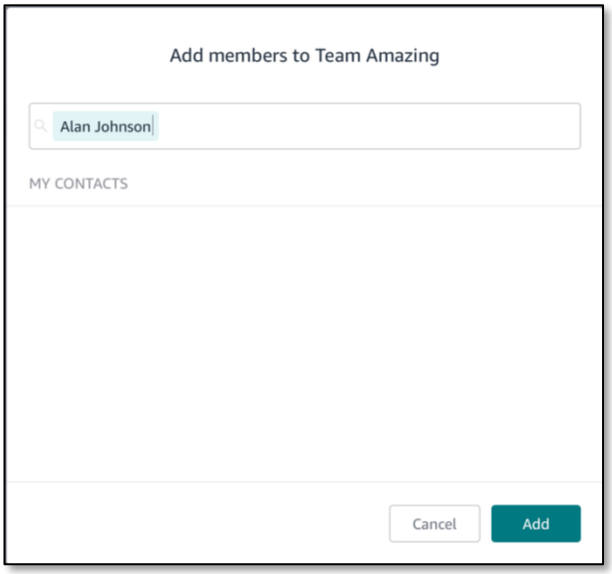

Create a Chat Room

Enter a name for the chat room.



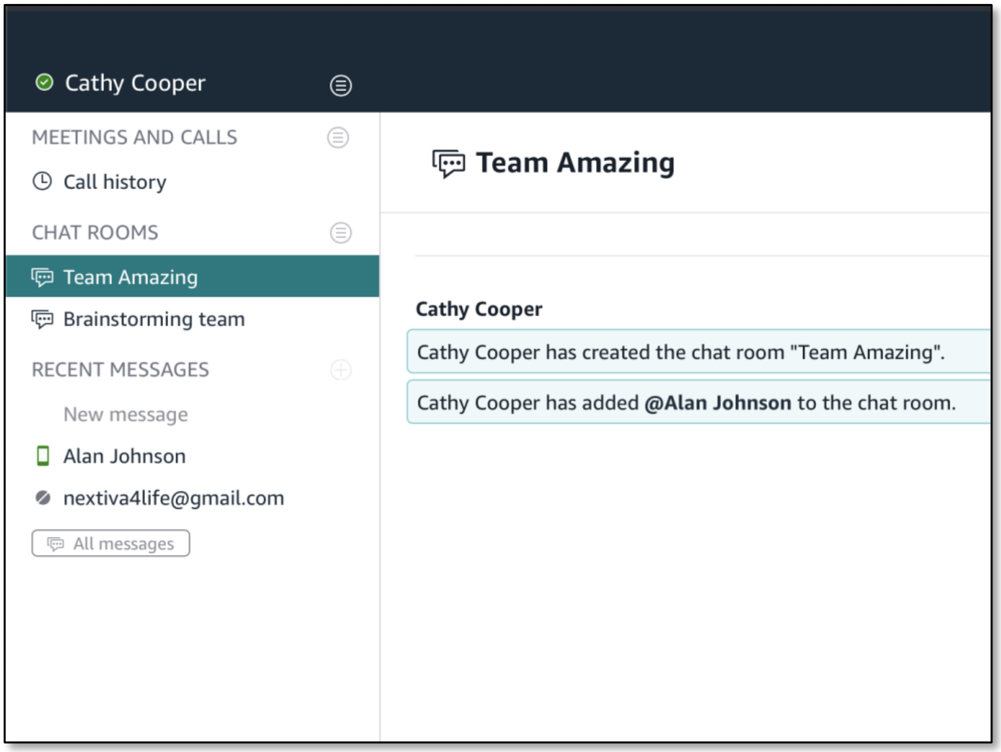

Create a New Chat Room

Add members to your new **Room**.




Add Members

Your new Room will show under **Chat Rooms** on your dashboard.

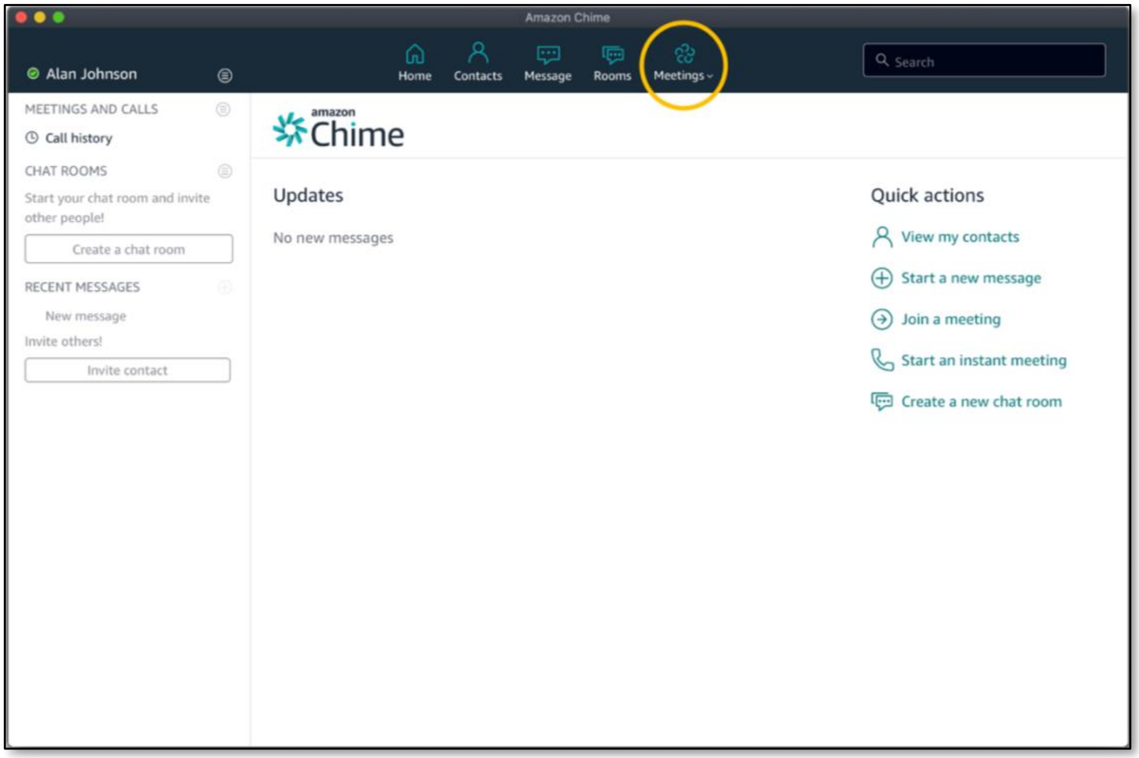



Chat Rooms

# Meetings

## Join a meeting

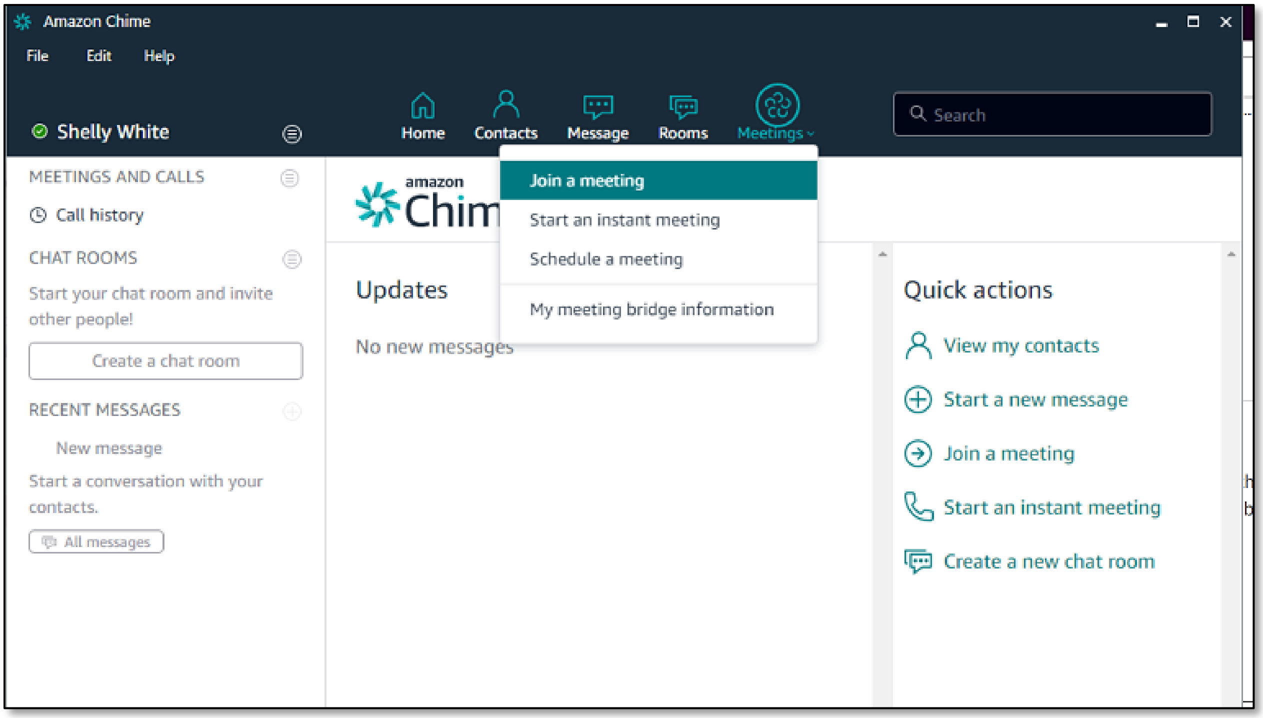
From the home page, click **Meetings** to **Join a meeting**.




Meetings

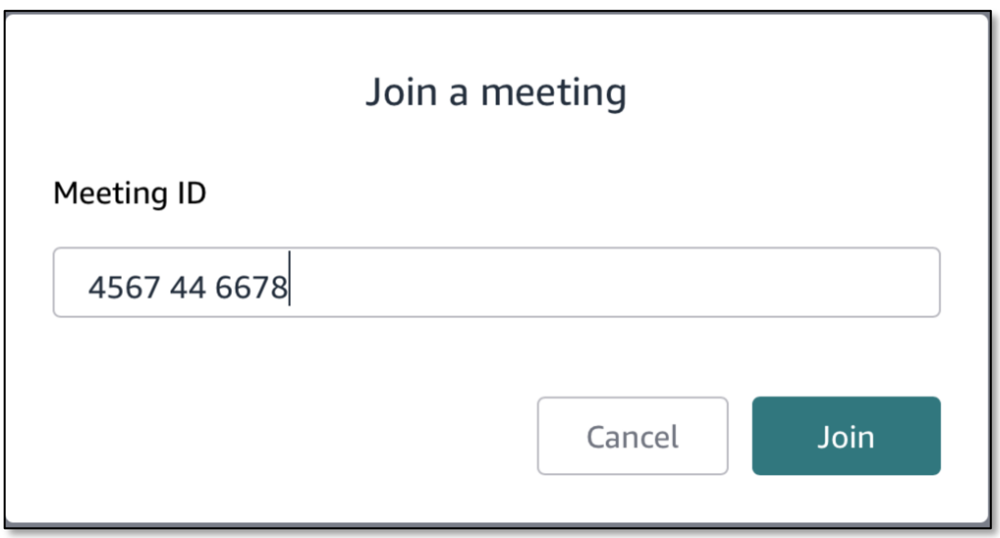
From the drop-down options under **Meeting**, in addition to **Join a meeting** you can choose to **Start an instant meeting**, **Schedule a meeting**, or **My meeting bridge information**.

First, let's look at **Join a meeting.** When invited to someone's meeting, check your email for entry details.




Join a meeting

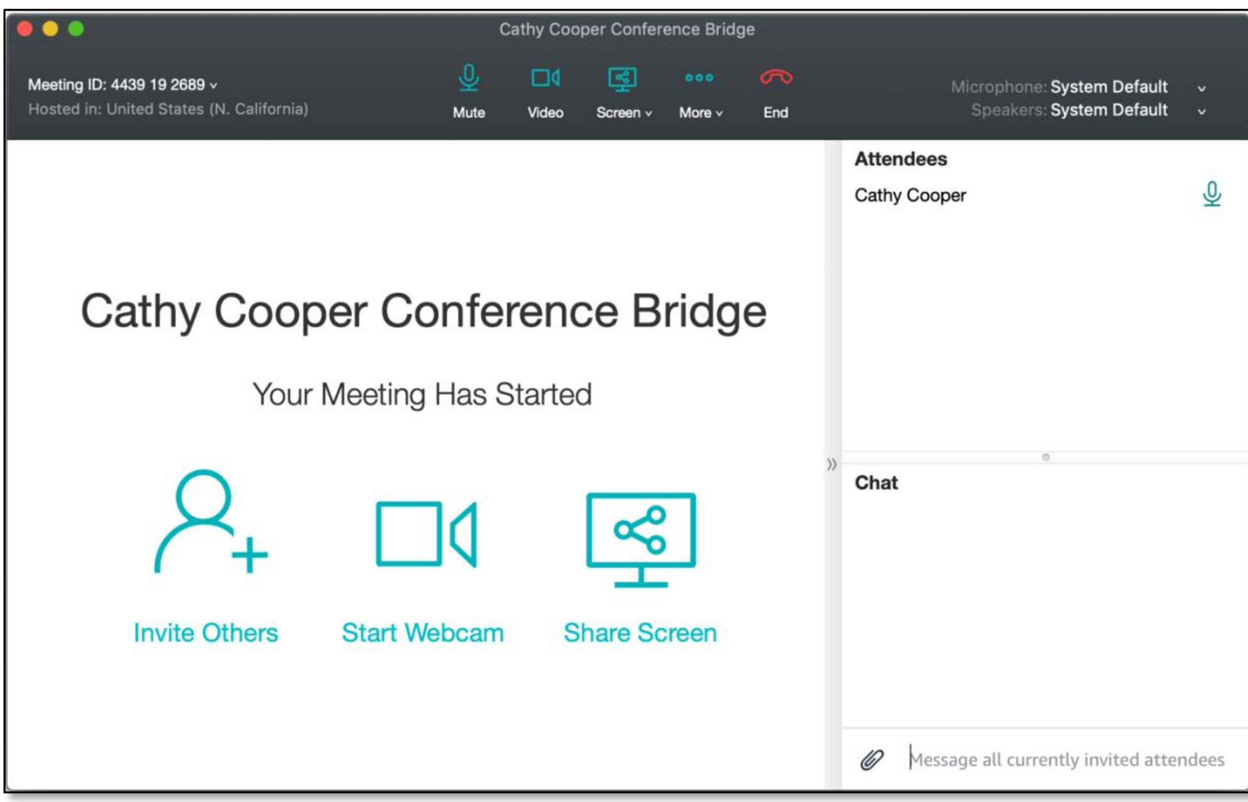
Next you'll be prompted to enter a meeting ID.




Meeting ID

You can choose to join using your mic/speakers, or with your mic/speakers disabled. Choose the option that best fits your needs. Dial-in options are also available.

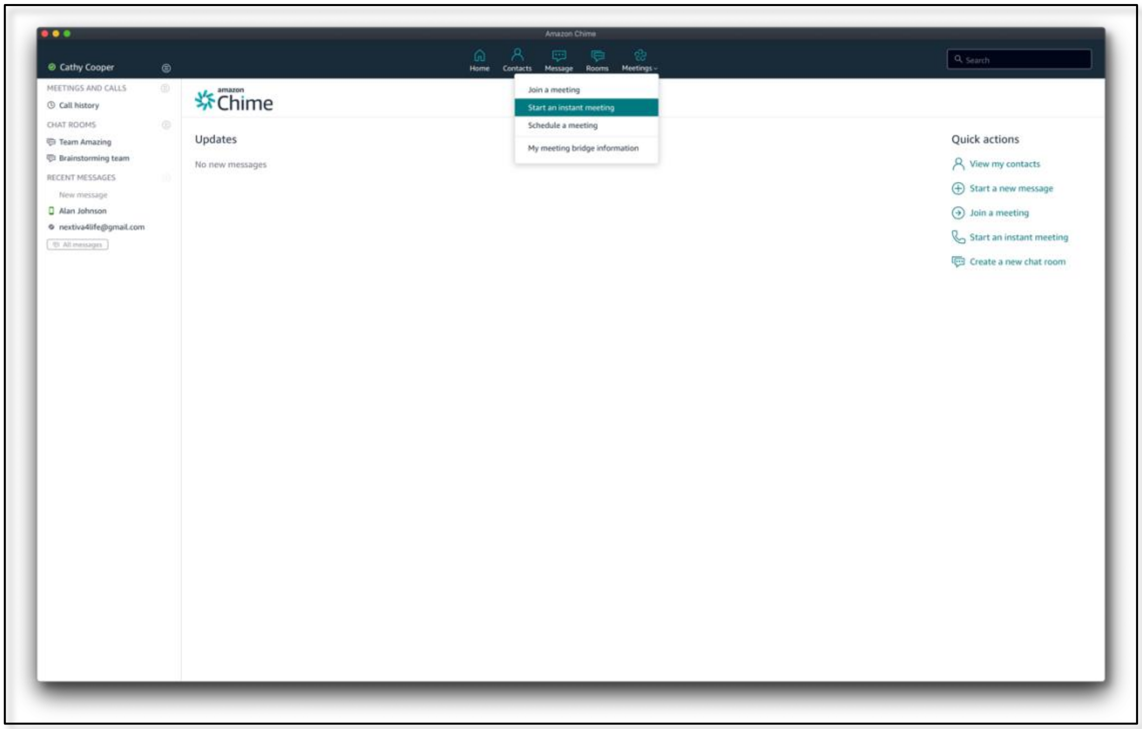

Audio and Dial-in




In-call Options

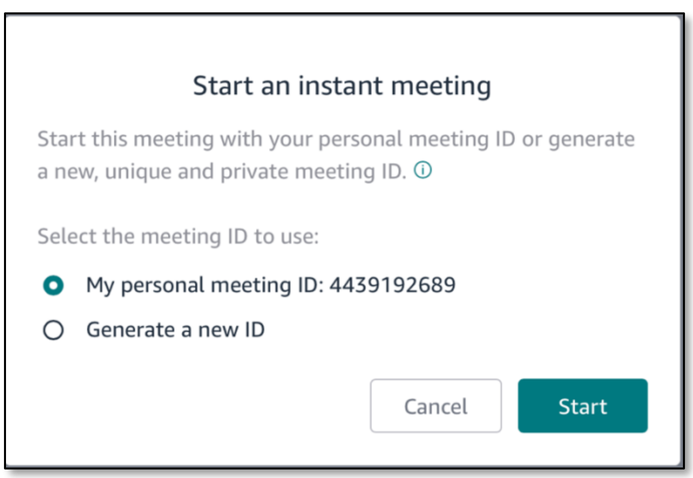
## Start an Instant Meeting

If you'd like your team to jump into a non-scheduled meeting, from the home page select **Meetings** > **Start an instant meeting**.




Meetings in an Instant

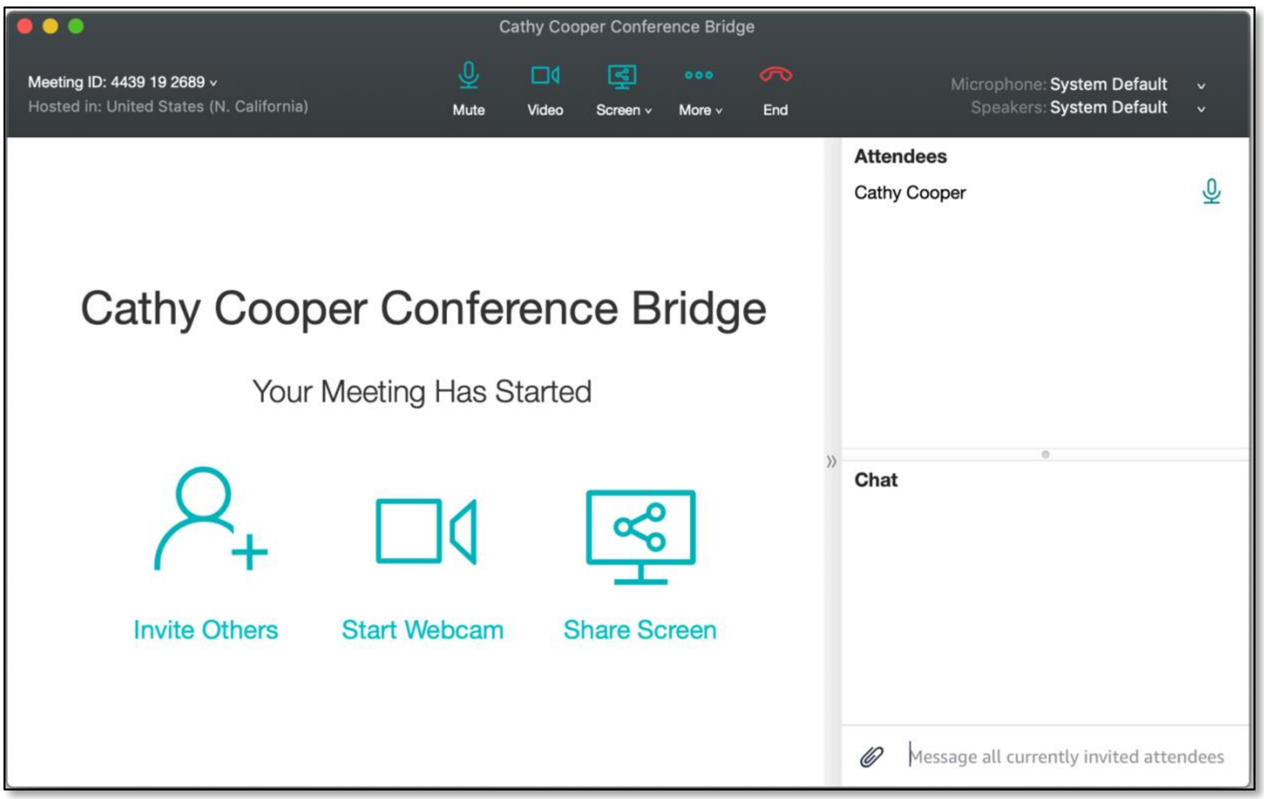
Create a meeting using your personal meeting ID or generate a new, one-time ID.




Start

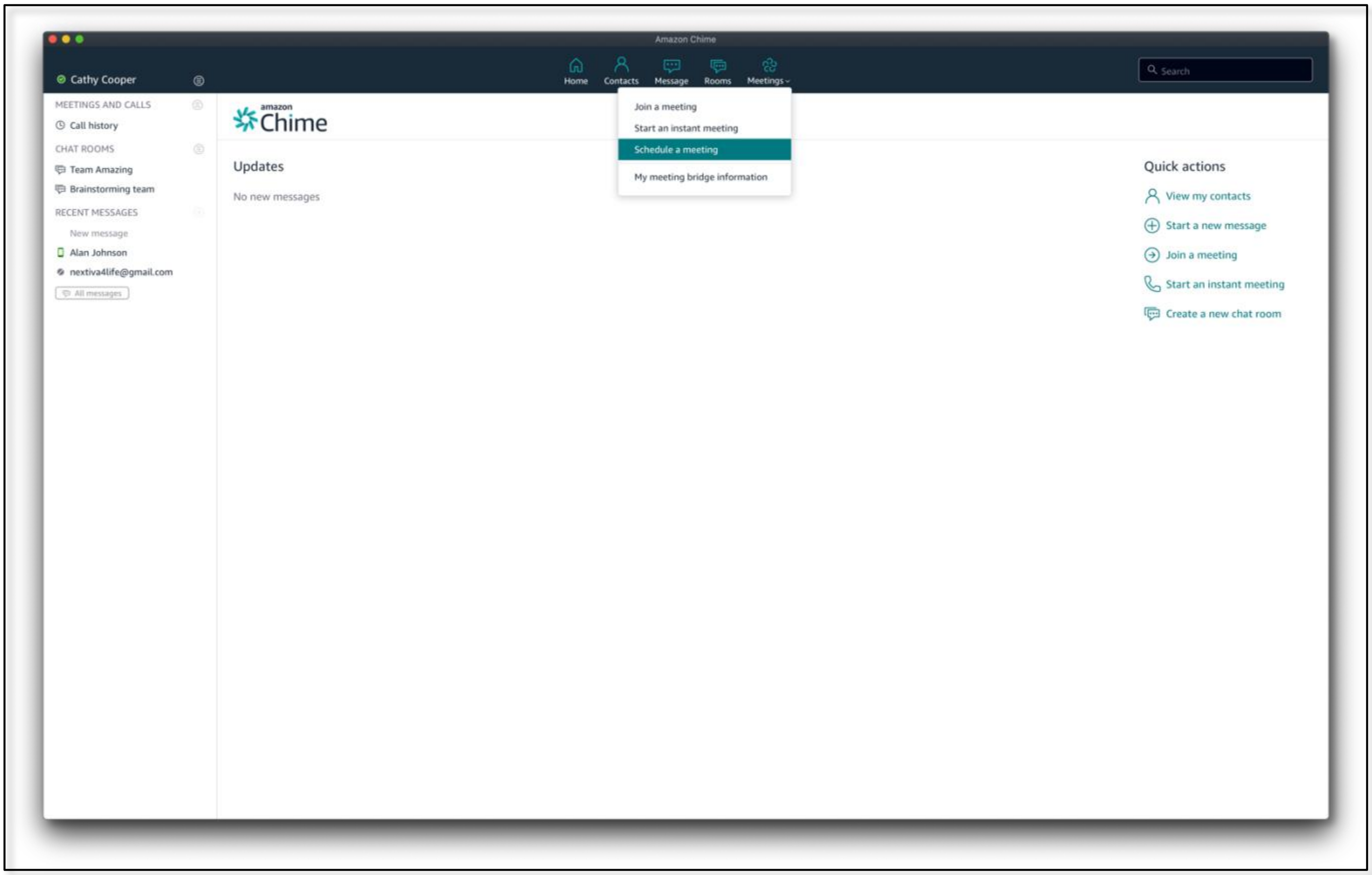
You will be prompted to join using your mic/speakers, or to join with your mic/speakers disabled. Choose the option that best fits your needs. Dial-in options are also available.


Audio and Dial-in



# Schedule a Meeting

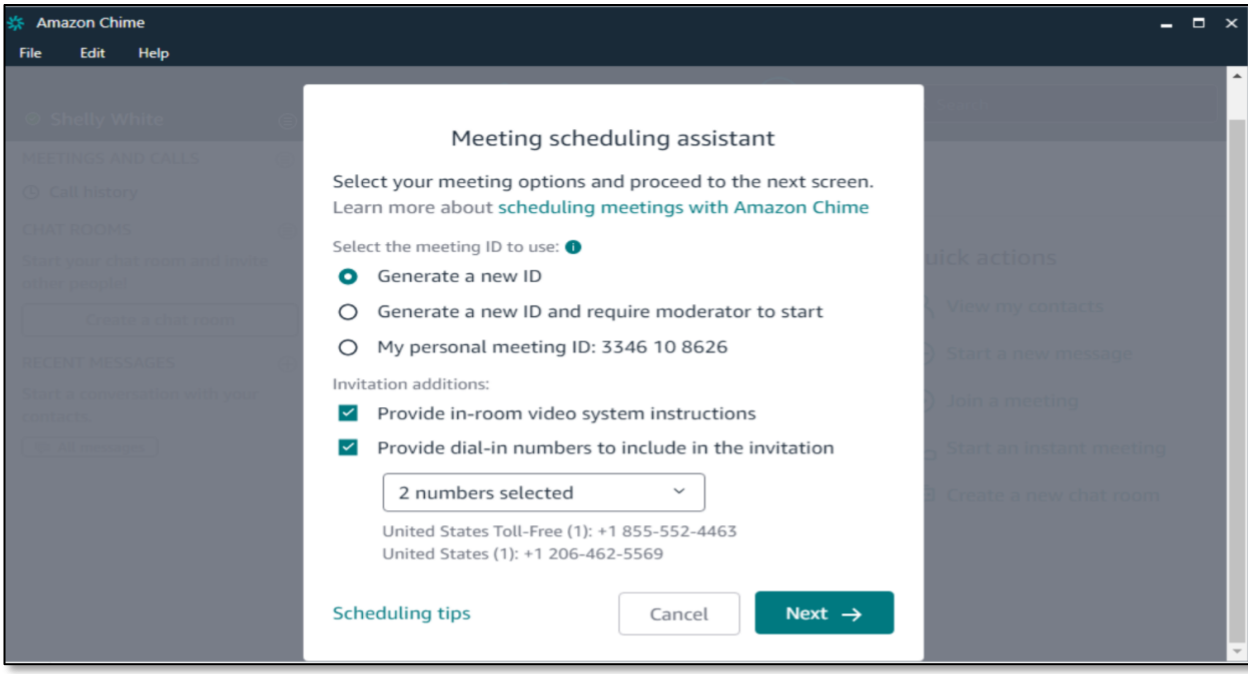
For meetings you want to schedule out in the future, from the home page select **Meetings > Schedule a meeting.**




Schedule a Meeting

**NOTE:** Whoever creates the meeting will act as host.

Select from the available meeting options.



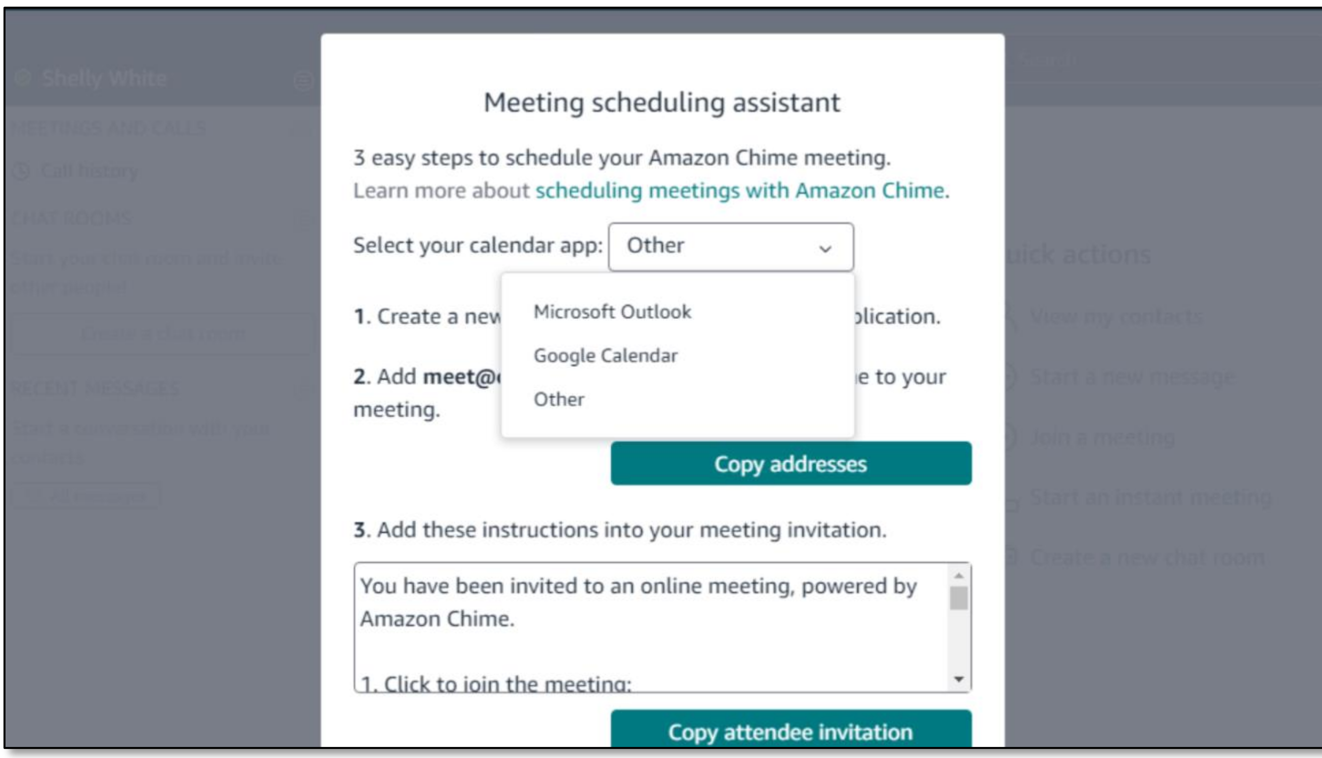

Scheduling Assistant

Options: **Generate a new meeting ID**, **Generate a new meeting ID** and **require a moderator to begin the meeting**, or **My personal meeting ID.**

You can elect to add additional information to the meeting invite, including video system instructions and dial-in numbers.

Once you have selected your options, click **Next.**

Next, you may want to select to sync a calendar application you use (Google Calendar, Microsoft Outlook, or Other).




Scheduling Assistant: Calendars

For Outlook, it will allow you to preview instructions prior to inserting them in an email. Click **Schedule with Outlook.**

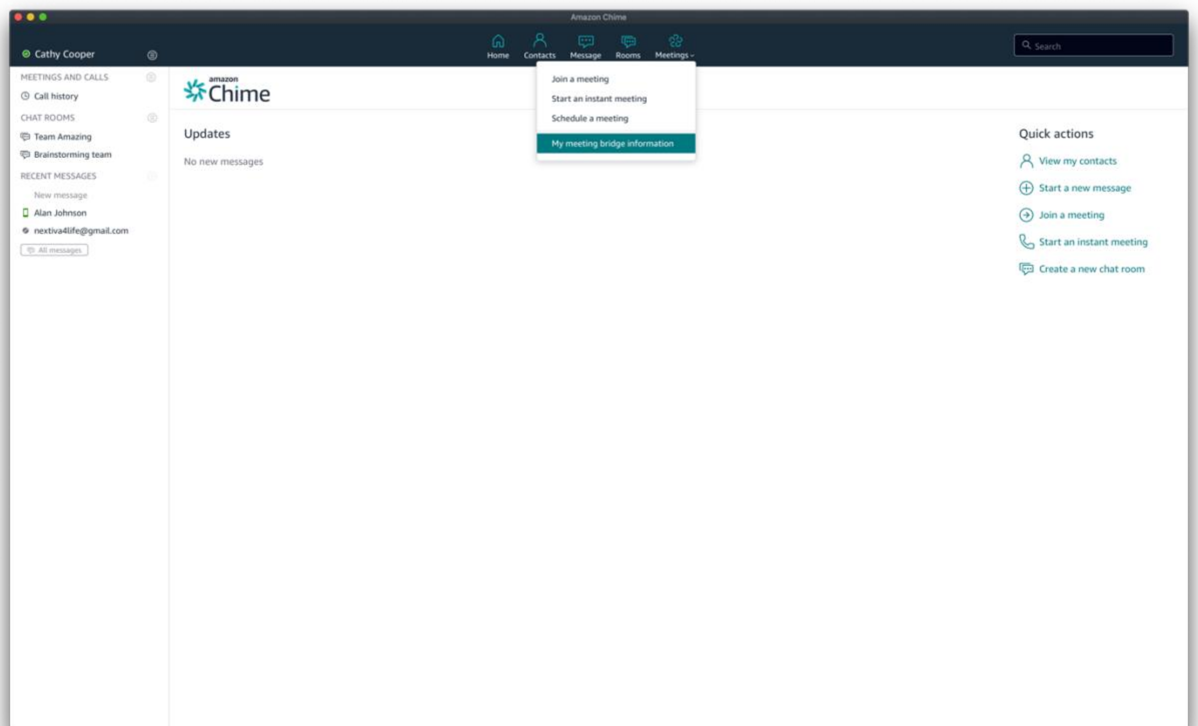
> **Note:** To use this feature, you will need to install the Amazon Chime add-in for Microsoft Outlook. To install the add-in, click **Schedule with Outlook**, and follow the add-in installation prompts.

**TIP:** Close Outlook and restart the application when the install completes.

Once the installation is complete, navigate back to Chime and click **Schedule with Outlook.** You may be prompted to log in to Outlook. A new Outlook meeting request will generate in a separate window, and you can add participants to your meeting, set a time, and perform other tasks as normal in Outlook.

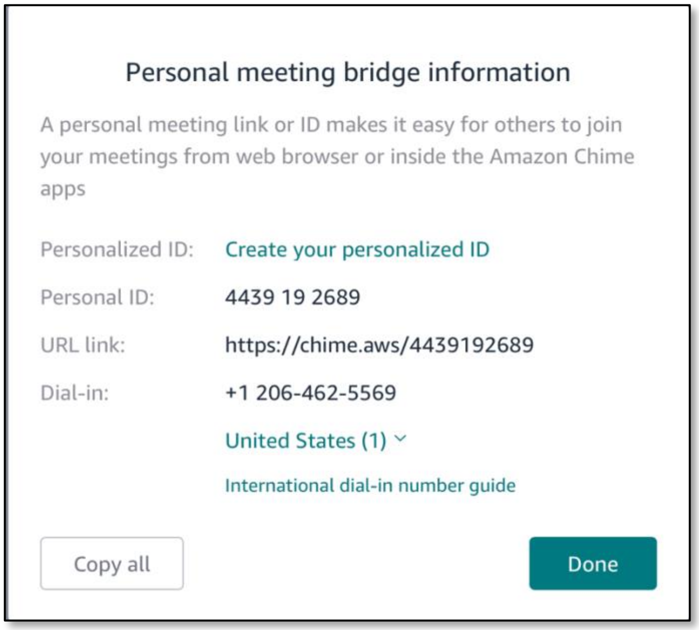
## My Meeting Bridge Information

To view and copy your personal meeting ID information, from the home page select **Meetings** > **My meeting bridge information.**




My Meeting Bridge

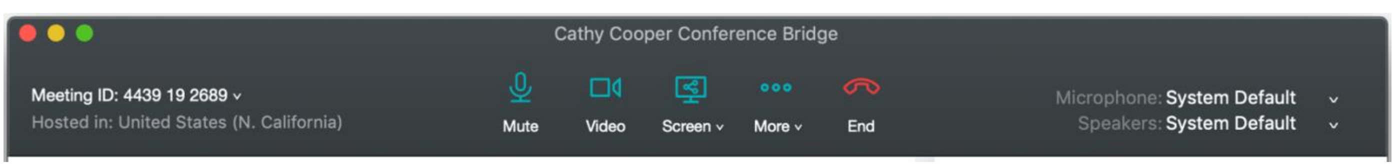
Bridge information appears on the next screen, along with the default dial-in number. This can be changed to reflect both Toll-Free or Local numbers.




My Meeting Bridge Information

You can copy this information and paste it into an Email/Message by clicking the **Copy All** button. Once you are finished with the information, or are done making changes, select **Done** to return to the main menu.

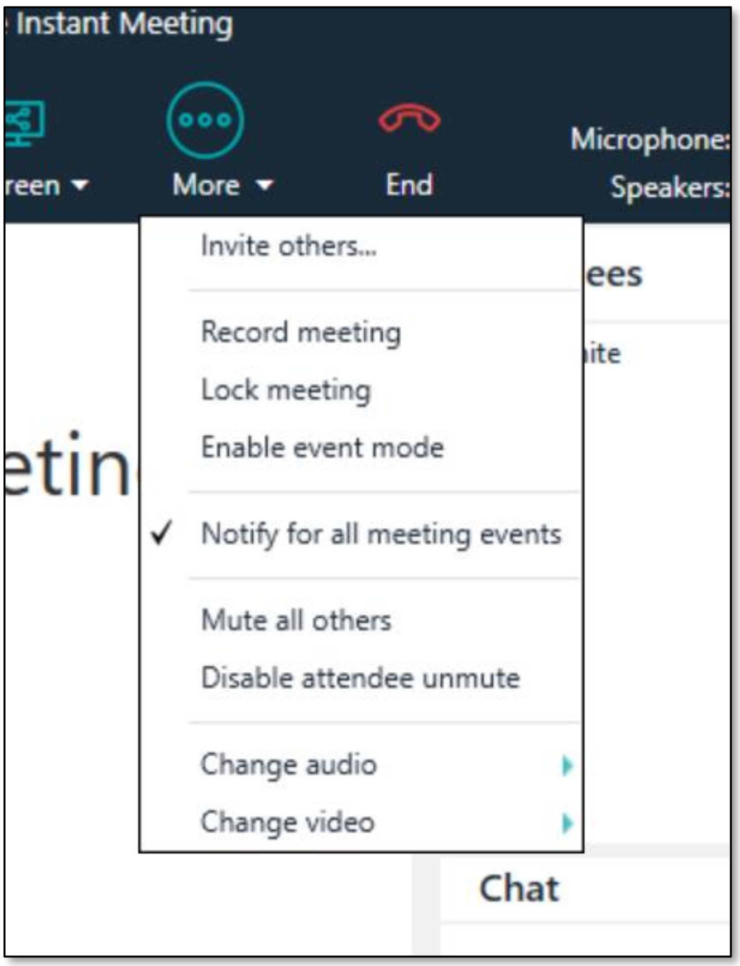
## In-Meeting Controls




Controls

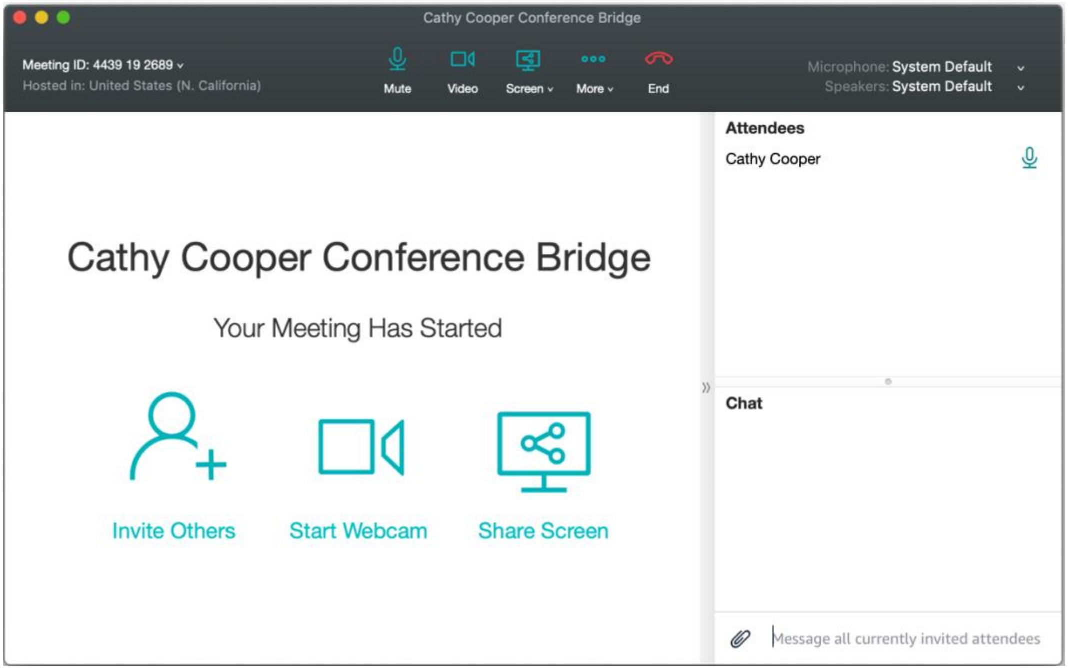
Users can mute the microphone, turn video on/off, and screenshare (either one screen, or all screens).

Choose **More** for in-call options, including **Invite additional attendees**, **Record the call**, **Mute all attendees/disable their ability to unmute** (if you are the meeting host), **Lock the meeting**, and **Adjust video/audio settings**, and **End the call**.



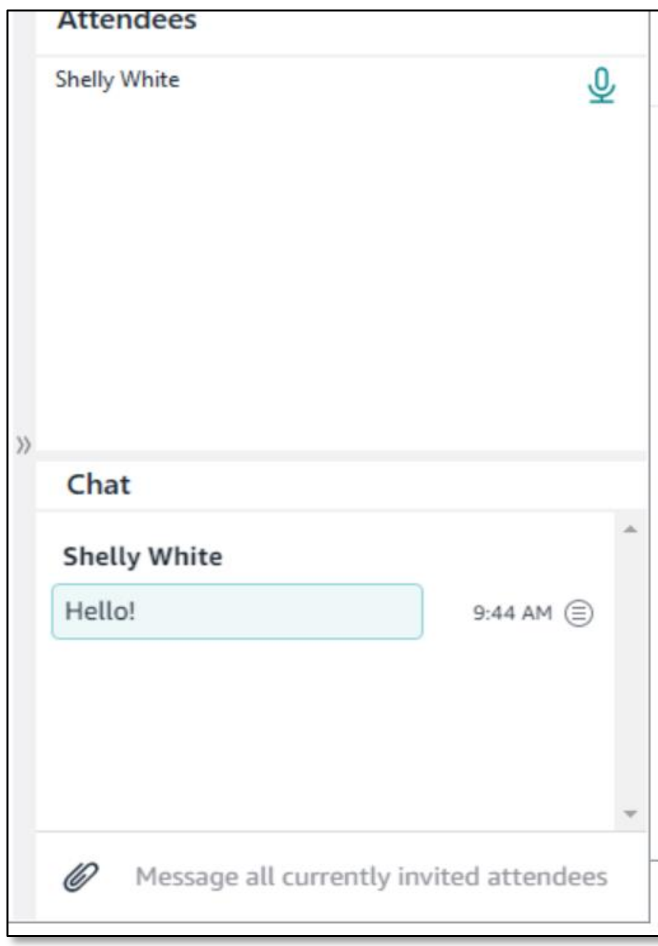

More Options

While in a meeting, view all attendees (including guest and dial-in attendees) on the right sidebar under **Attendees**.

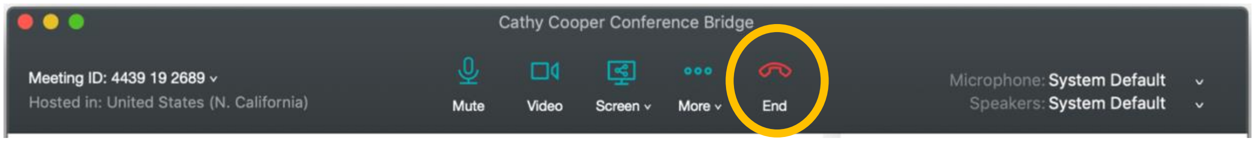



Attendees & Chat

**NOTE:** To chat with other attendees or the host during the meeting, the chat box is in the right sidebar, below the attendees list.



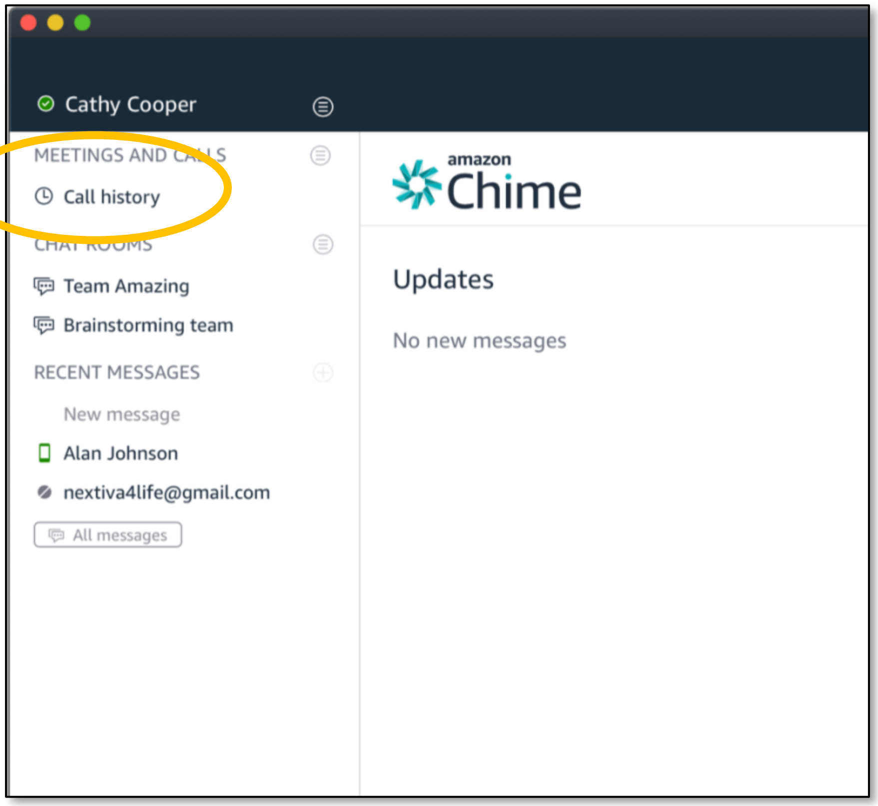
To end a meeting, select **End**.




End

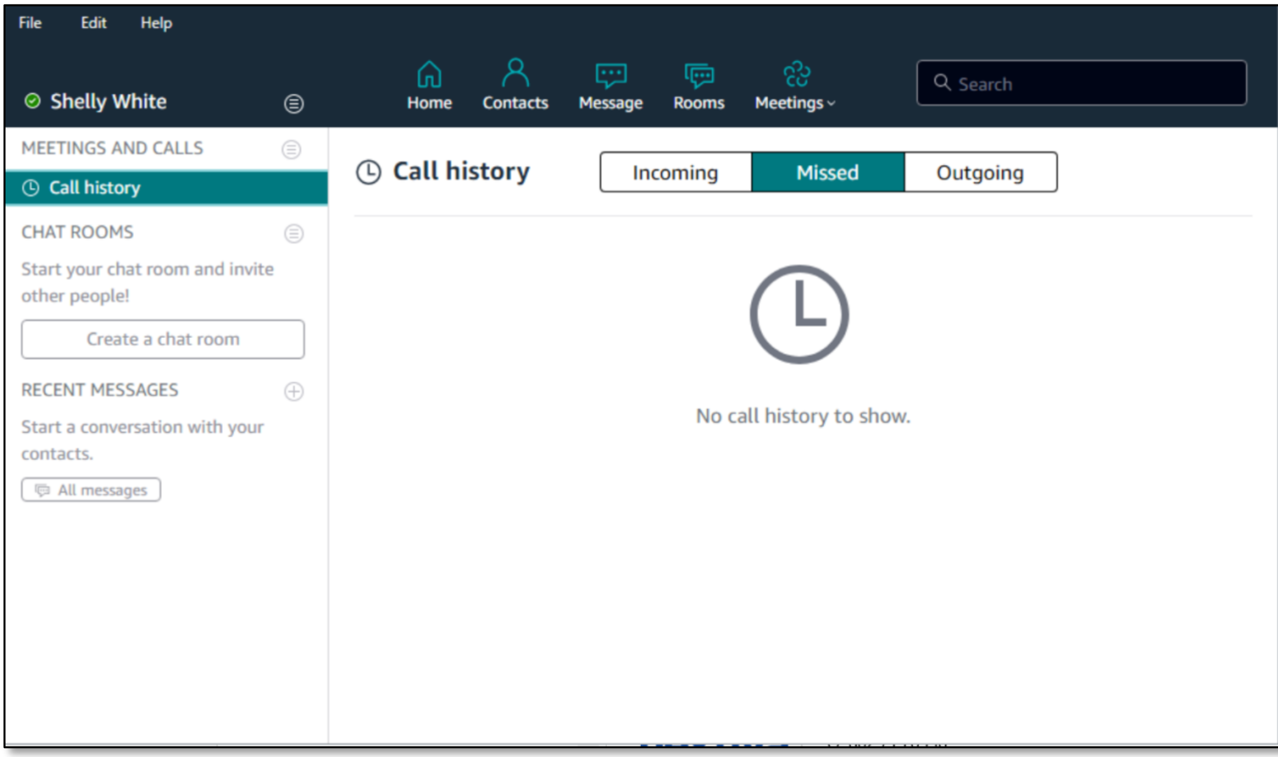
# Call History

From the main home page select **Call History.**




Call History

You can review all **Incoming**, **Missed**, and **Outgoing calls** in the Chime application.

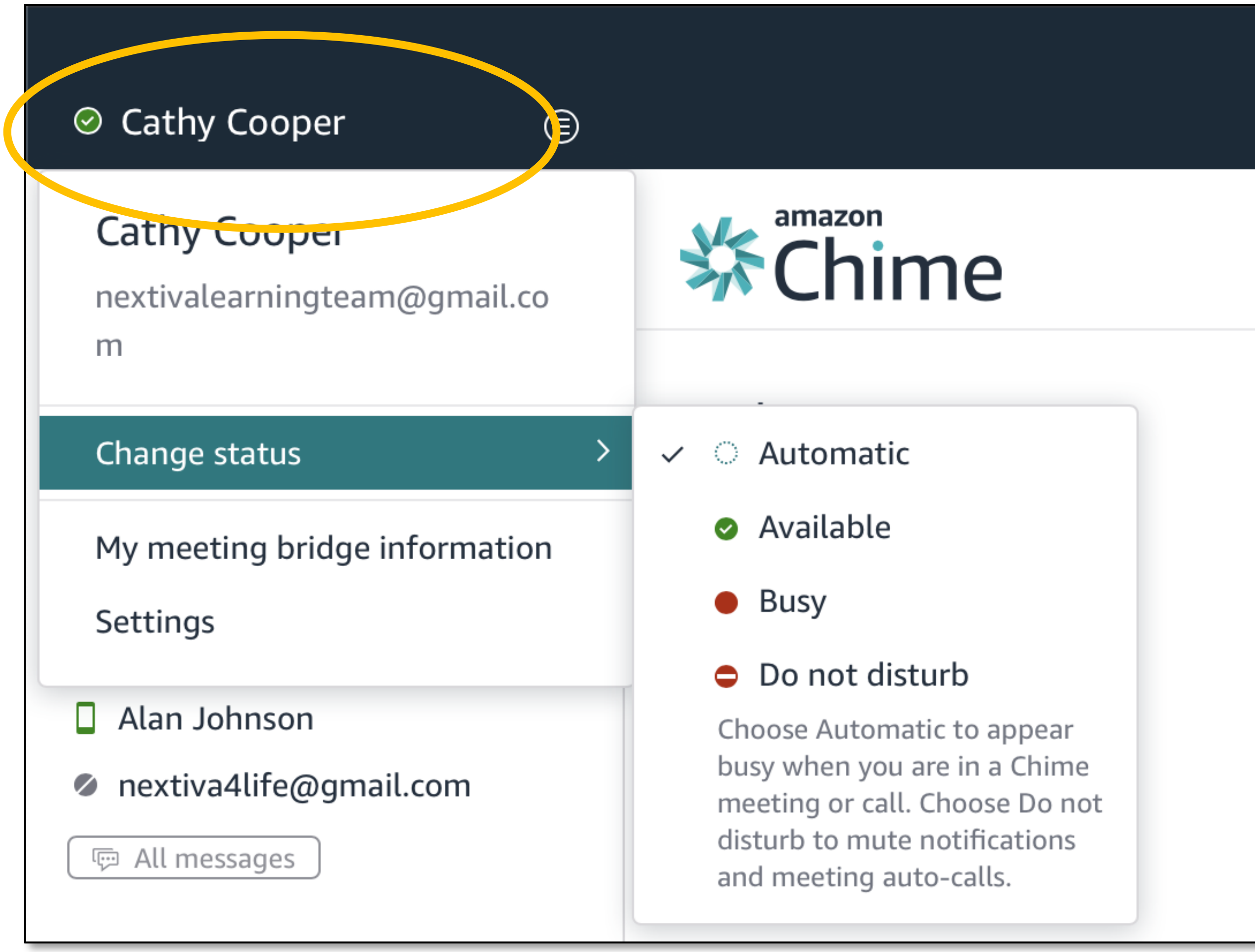



Missed Calls

# My Status

With Chime, let teammates know your status instantly and only receive messages when you want to.

From the home page, click on your name in the top left corner. Select **Change status**. Here, you can also view your email, settings, and bridge information.



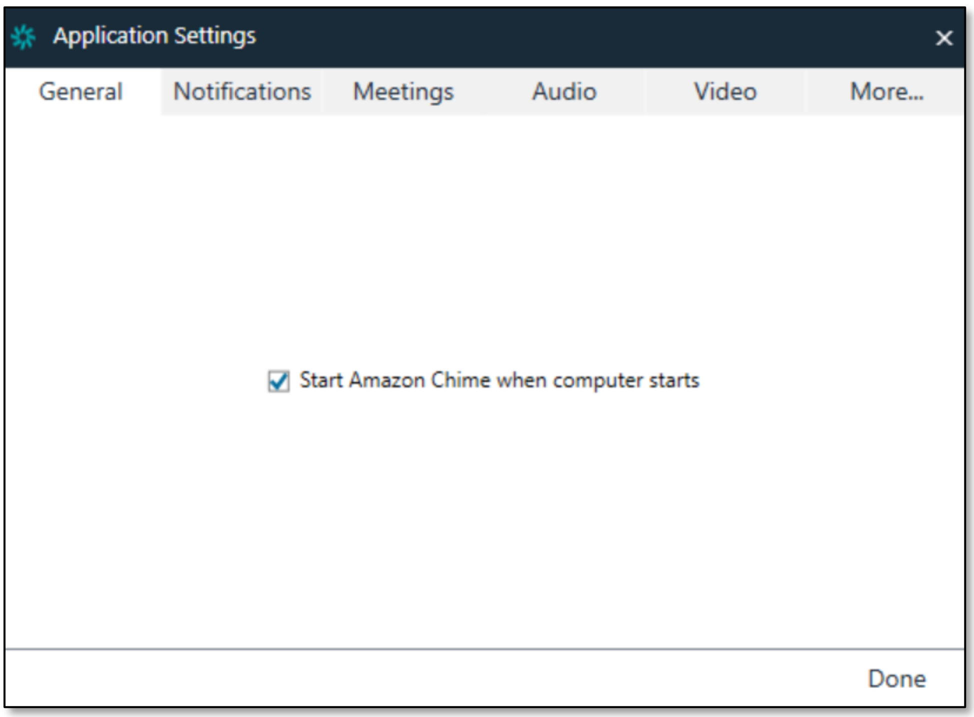

Change Status

# Application Settings

To review **Settings**, navigate to the **File** menu in the upper left corner of the application, then select **Settings.** For Mac users, click on your name in the upper left corner and select **Settings.**

Here, you can adjust settings for **Notifications**, **Meetings**, **Audio**, **Video**, and other components of the application.

For additional help documentation, navigate to the **Help** menu in the upper left corner of the application.




Application Settings