Connection settings for Online Meetings

Supported and recommended browsers and devices:

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

Windows
Supported versions:

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

macOS

Supported versions:

- ✓ OS X 10.11 and later

Android

Supported versions:

- ✓ Android OS 4.0 and later

Software requirements:

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

Note:

- If you are on macOS, for example, you would need to ensure that Camera and Microphone are enabled for the browser application in System Preferences > Security & Privacy > Privacy.
- Maximum runtime of a session is 1h50min including the 10 min pre-join.

Browser requirements:

Browsers supported for the chat:

- ✓ Google Chrome (latest three versions)
  Link to download/update: https://www.google.com/chrome/
- ✓ Mozilla Firefox (latest three versions)
  Link to download/update: https://www.mozilla.org/en-US/firefox/new/
- ✓ Safari 10 or later for macOS
  Link to download/update: https://support.apple.com/en-us/HT204416
- ✓ Microsoft Edge (chromium-based version)
  Link to download/update: https://support.microsoft.com/en-in/help/4501095/download-the-new-microsoft-edge-based-on-chromium

Browsers supported for meetings and video:

- ✓ Google Chrome (latest three versions)
- ✓ Mozilla Firefox (latest three versions)

Browsers supported for screen sharing:

- ✓ Google Chrome for Windows, macOS, and Linux desktops (latest three versions, version 72 or later)
- ✓ Mozilla Firefox for Windows, macOS, and Linux desktops (latest three versions, version 66 or later)

Amazon Chime SDK for JavaScript – Supported browsers

- ✓ Safari (version 12, audio and video only, no content sharing), for macOS
- ✓ Safari (version 13 and later, content sharing with screen capture requires turning on the **Develop**, **Experimental Features**, **Screen Capture** feature in the browser), for macOS
- ✓ Opera (version 66 and later), for macOS and Windows

For extra stability:

- ➢ Desktop Mode, use safari or chrome (chrome-based browser only)
- ➢ iOS, use safari browser only

Troubleshooting Information:
(The Chime Connectivity Checker)

Step 1:

If you are not able to connect to meeting rooms, follow this link:
https://app.chime.aws/check#

and check that there are no blocked IP addresses/domains.

If your device passes all the tests, you are ready to use Amazon Chime!

If your IP address is blocked, it will generate a timeout error.
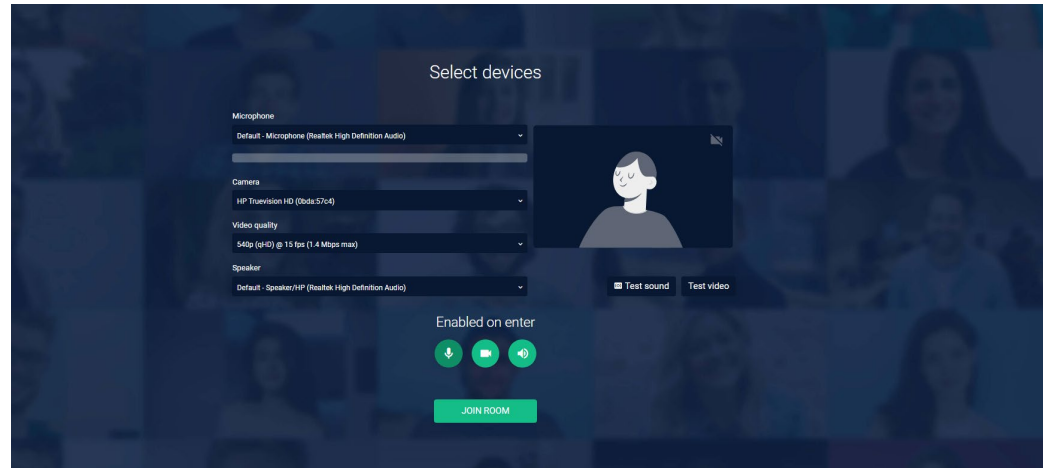
There are three ways you can eliminate these errors:

1. Turn off private VPN/ proxy.
2. Get the IP addresses unblocked from your Internet Service Provider.
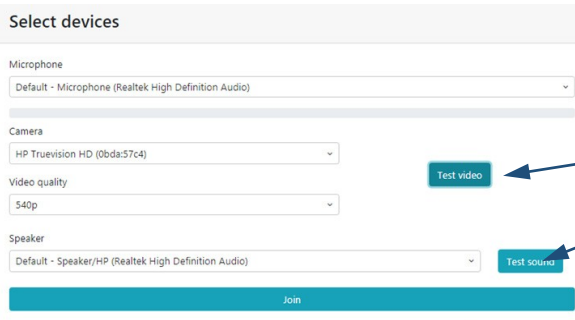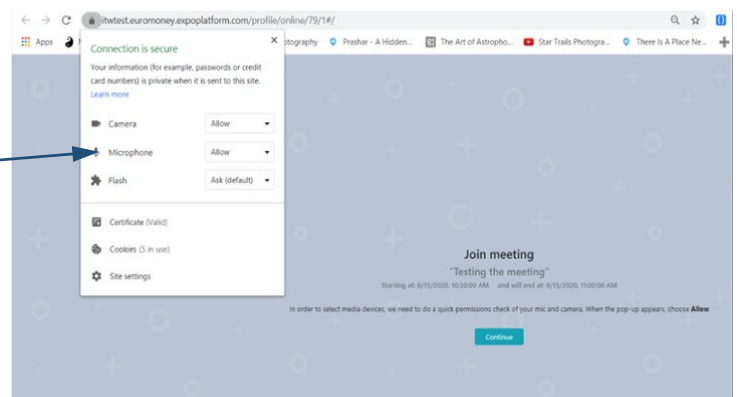3. Try using a different proxy/ VPN that works for you.
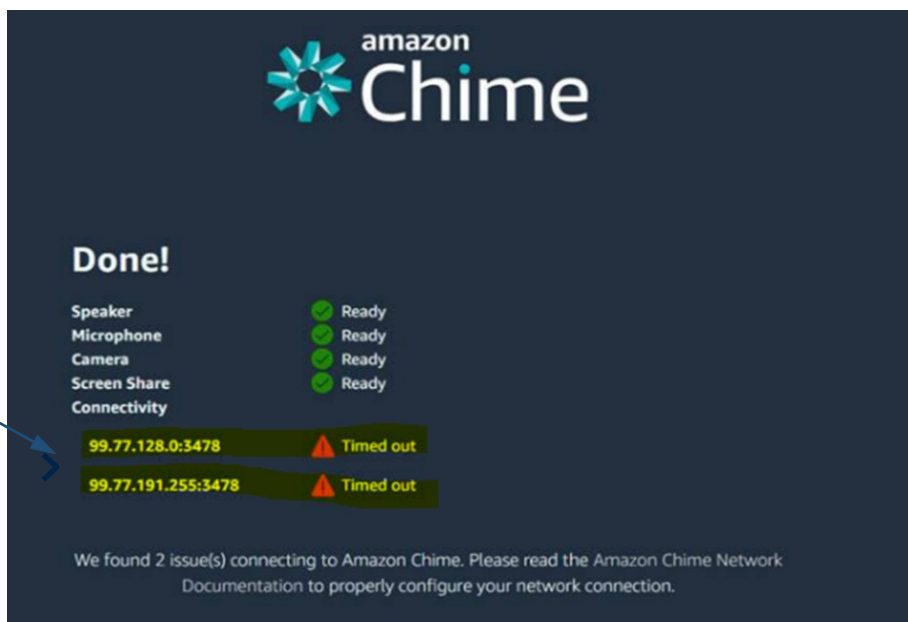
Step 2:

The user should allow the browser when it asks to access the microphone and camera. (Camera, Mic should be set to allow)

When the browser asks, allow access to the microphone and camera

Before clicking on the join meeting button, sound and video can be tested by clicking on the "Test Video" and "Test Sound" buttons.

After joining the meeting, microphone, sound, and video should be "ON" (blue). Grey means it is "OFF."