

CyberLink

U Meeting & Messenger

User's Guide



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Chapter 1:

U Messenger

U is a next-level workplace messenger for instant communication with individuals or teams, for sharing photos and other files, making video calls, and even creating forums and bulletins to keep you and your teams in-touch and engaged.

Instantly Message People & Teams

- Create simple team rooms for easy communication and file sharing.
- Be as formal or fun as you want with a range of business-focused stickers.
- Share your files by simple drag'n'drop.
- All instant on desktop, laptop, tablet, and mobile.
- Sharing several URLs in the chatroom will generate multiple preview links that include thumbnails and short descriptions.

Unique Communication

- Enhance images or apply filters when sharing photos.
- Easy annotation when sharing images.
- Create discussion topics, polls and surveys in groups.
- Create forums for business discussion and send bulletins to members (great for keeping everyone up-to-date).
- Schedule sending times for text, image or voice messages.
- U can automatically archive images at access any time.
- Save important messages in private To-Do lists to keep track of high-priority tasks.

Better Communication for Higher Productivity

- Instantly start a video call with up to 200 participants.

- Select from a huge range of fun business stickers to send to contacts.
- Collaborate on projects and share files.
- Simultaneously use three different devices (phone, tablet and PC) on a single U account.
- Detailed profile display with company, email and title information.

Overview

U Messenger is available for download on both Android and iOS devices, and on a Windows PC or a Mac. Please visit <https://u.cyberlink.com/download> to access and download on your specific device.

Accounts & Sign Up

To use U Messenger, you need to sign up for a CyberLink account. With a CyberLink account you can enjoy all CyberLink services, including U.

To sign up for a CyberLink account, please go to <https://u.cyberlink.com/user/signup>.

Signing in to U Messenger

The sign in process for U on your computer and mobile device is slightly different, so check out the desired sign in method below.

Signing in to U on Mobile Devices

After downloading the U app from Google Play or the App Store, you sign in with your e-mail address.

Signing in With E-mail Address

You can sign in with your e-mail address, if you used it to create a CyberLink account. If you do not have a CyberLink account, see [Accounts & Sign Up](#).

To sign in to U with an e-mail address, do this:

1. Tap the U icon on your phone to launch the sign in window.

2. Tap **Sign in with E-mail**.
3. Enter your CyberLink account's **E-mail address** and **Password**.
4. Tap **Continue** to sign in.

Signing in to U on a Desktop (PC or Mac)

On a PC or Mac computer, you sign in to U with your e-mail address or your phone.

Signing in With E-mail Address

You can sign in with your e-mail address, if you used it to create a CyberLink account. If you do not have a CyberLink account, see [Accounts & Sign Up](#).

To sign in to U with an e-mail address, do this:

1. Double-click on the U desktop shortcut or access it in your installed programs to launch the sign in window.
2. Click **Sign in With E-mail**.
3. Enter your CyberLink account's **E-mail address** and **Password**.
4. Click **Sign In**.

***Note:** select the **Remember me** option if you want to auto sign in to U the next time you launch it.*

Signing in With Phone

You can sign in with your phone by scanning a QR code.

To sign in to U with your phone, do this:

1. Double-click on the U desktop shortcut or access it in your installed programs to launch the sign in window.
2. Click **Sign in With Phone**.
3. Once selected, open U on your phone, and then tap **More > Scan QR Code**. Use your phone to scan the QR code, tap the **Sign in to PC** button, and you'll be signed in.

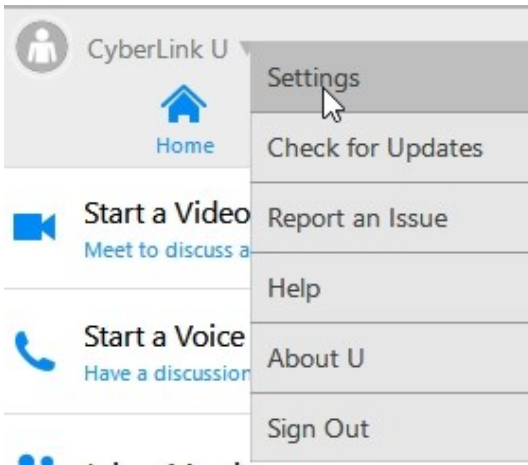
Modifying U Profile

You can change your profile photo, link your CyberLink account, and more in the U profile page. To access your U profile page, do this:

- In **mobile version of U**, tap **More > My Profile**.
- In **PC or Mac version of U**, click on the existing profile picture,



or just click on your U display name and then select **Settings**.



Changing Profile Photo

To change your profile photo, do this:

- In mobile version, tap **More > My Profile** and then the existing photo in the U profile page. Tap **Take a photo** to use your mobile device's camera to capture a new photo. Tap **Library/Photo Library** to browse to an existing photo in your device's library.

***Note:** in the mobile version of U you can also set a background photo for your profile page. To do this, just tap on the photo at the top of the page and then take a photo or select a library photo.*

- In PC or Mac version, click on your existing profile picture and then on it again to browse to a photo on your computer you want to use. Select it and then click **Open** to set it as your profile photo.



Changing Display Name and Creating User ID

In the U profile page, you can change the display name seen by other U users, and also create your unique user ID.

Changing Display Name

To change your display name, do this:



***Note:** your display name can be up to 30 characters long.*

- In the **mobile version of U**, tap **More > My Profile** and then the  icon in the U profile page. Enter your new display name and then tap **Save**.
- In the **PC or Mac version of U**, click on your existing profile picture and then the  icon in the U profile page. Enter your new display name and then click **OK**.

Creating User ID

You can create a unique user ID that other users can use to find you when adding contacts. To create your user ID, do this:

***Note:** user IDs must be between 6-20 characters and once it's created it cannot be changed.*

- In the **mobile version of U**, tap **More > My Profile** and then on the **User ID** option in the profile page. Enter a user ID and then tap **Check** to see if it's available. If it is, tap **Set as My ID** to proceed.
- In the **PC or Mac version of U**, click on your existing profile picture and then the  icon in the U profile page. Enter in the user ID and then click .

***Note:** in the mobile version of U, enable the **Make My User ID Public** option so users can find you when trying to add you as a contact..*

Settings

The settings for U let you customize your version of the app, in both the mobile and PC versions of U.

Settings for Mobile Version of U

In the **mobile version of U** you can configure the app settings by tapping **More > Settings**.

***Note:** you can [access the U Messenger PC/Mac settings](#) by clicking on your U display name and then selecting **Settings**. The available settings differ from the ones outlined below. The available settings in the mobile version of U differ between the iOS and Android versions of U.*

Account type

Indicates the type of account you are using with U.

Accounts

Displays a the e-mail address linked to your U profile and CyberLink account.

Notifications

- **Notifications:** enable this option if you want to be notified when new messages are received, users add you to their contacts, etc.

***Note:** you also need to turn on notifications in your phone's settings for this feature to work.*

- **Show Preview:** enable this option if you want to see a preview of messages on your phone when they are sent.

***Note:** if Passcode Lock is turned on, previews will not be able even if this option is enabled.*

In-App Notifications

*Note: in the Android version of U, these settings are in the **Notifications** section.*

- **Sounds:** enable this option if you want your phone to play a sound when new messages are received, users add you to their contacts, etc.
- **Vibrate:** enable this option if you want your phone to vibrate when new messages are received, users add you to their contacts, etc.

Chat

- **Font Size:** if you find the text in your U chats to be too large or small, tap this option to change the font size to one of the available options.

Sticker*

- **Sticker Preview:** enable this option if you want to see a preview of a sticker before sending it in chats. If disabled, the sticker is sent instantly when selected.

Meeting*

- **Skin Smoothing:** enable this option to have smoother looking skin during video calls and meetings, which is applied virtually by U.
- **Allow recording:** turn this option off if you want to prevent meeting participants from recording a meeting that you are participating in.

Privacy

- **Passcode Lock:** turn this option on to protect your U account on your phone. Once enabled, message preview will also be turned off to protect your privacy.
- **Devices:** displays a list of mobile devices signed in to your U account. Tap **Sign out** next to a device in the list if you want to sign out from that device.

Note: you cannot use this option to sign out from the device you are currently using. This setting is not available in the Android version of U.

- **Auto Add Contacts:** enable this option if you want U to automatically add all the contacts in your device's contacts list.
- **Auto Accept Requests:** enable this option if you want U to automatically accept when someone in your device's contacts list wants to add you to their contacts.
- **Make Account Searchable:** enable this option to allow other U users to find you in a search and send you contact requests by e-mail or user ID.
- **More Privacy Controls:** select this option if you want to enable advanced privacy controls. Enable the **Local Data Encryption** option to encrypt the contacts list and chat messages that are currently on your mobile device. Follow the detailed info and steps provided in the app to enable. Enable the **Verify Server Certificate** option to have U verify that the server used during calls and meetings is from CyberLink.

Contacts

- **Blocked Users:** displays a list of all blocked contacts. Tap **Edit** next to a contact to remove them from the blocked users list.

*Note: * this setting is not available in the Android version of U.*

Settings for PC Version of U


In the the **PC or Mac version of U**, you can configure the app settings by clicking on your U display name and then selecting **Settings**.

- **Edit profile:** click on your display name to edit your U profile. Here you can edit the **Name** used in U, as well as enter a **Title** and the name of your **Company**. Click **OK** to set the changes.
- **User ID:** click **Create Now** to create a user ID for your user account. Enter it in the field provided, and then press the Enter key on your keyboard to set the changes. Once your user ID is set, it cannot be changed.
- **Change profile image:** click on your profile image in the top right corner to change it. Select an image on your computer, and then click **Open** to use.
- **Account type:** your U account type (Basic or Pro) is indicated below your profile image. Click on it to go to the U website for more detailed information.

- **Start U when I start Windows:** select this option if you want U Messenger to automatically launch when you start your PC.
- **Keep U in Windows taskbar:** select this option if you want U Messenger to always display in your Windows taskbar when open.
- **Play sound for incoming messages:** select this option if you want U Messenger to play a notification sound when you receive a new message.
- **Send messages when I press the "Enter" key on the keyboard:** select this option if you want to instantly send typed messages when you press the Enter key on your keyboard. If not selected, you will need to click the **Send** button to send messages.
- **Allow others to send me contact request by e-mail or ID:** select this option to allow other U users to find you in a search and send you contact requests by e-mail or user ID.
- **Allow others to record meetings I participate in:** deselect this option if you want to prevent meeting participants from recording a meeting that you are participating in.
- **Automatic updates:** select this option if you want U to automatically update to the latest version when it becomes available.
- **Audio Settings:** click the **Audio Settings** button to configure U's audio settings. See [Audio Settings - Microphone and Speakers](#) for more information.


Contacts

Tap or click the **Contacts** button in U to view all the people in your contacts list. Once people are added to your contacts list, you can chat with them, or start a video or voice call.

To search for a contact, type text in the  field.

Adding Contacts

To add contacts in the **mobile version of U**, do this:

1. Tap  and then **+**.
2. Tap **Add Contacts**.

3. Use any of the below options to add a contact:

- enter in the e-mail address or U user ID in the search field.
- if available, navigate through Org. Members or Corp. Directory sections to find contacts you want to add.
- navigate through the People You May Know option to find contacts you want to add.

***Note:** if the user is new to U, tap the **Invite Contacts** option to send them an invite via one of the available options.*

4. Tap on .

***Note:** you can tap the **QR Code** option to scan a user's QR code to add them to your contacts. Tap **My QR Code** to generate a QR code, which when scanned by other users, you'll be added to their contacts.*

To add contacts in the **PC or Mac version of U**, do either of the following:

1. Click on **Contacts** at the top of the U window.
2. Click **New Contact**.
3. Use any of the below options to add a contact:
 - enter in the e-mail address or U user ID in the search field.
 - if available, navigate through Organization Members or Corp. Directory sections to find contacts you want to add.
 - navigate through the People You May Know option to find contacts you want to add.

***Note:** if users are new to U, click the **Send E-mail Invite** option to send them an invite via e-mail that includes a link to download U and a QR code they can scan to add you to their contacts.*


4. Click on **Add**.

Accepting Contact Requests

When a person sends you a request to be added to his or her contacts, you will be sent a notification.

***Note:** if you are not receiving new contact request notifications, you may need to turn them on in [settings](#).*

To accept contact requests in the **mobile version of U**, do this:

1. Tap the U icon on your phone to launch the app.
2. Tap .
3. In the Contact Requests Received section, tap **Accept**. If you don't want this person in your contacts, you can tap **Not Now**.




To accept contact requests in the **PC or Mac version of U**, do this:

1. Double-click on the U desktop shortcut to launch the U.
2. Click on **Contacts** at the top of the U window.
3. In the Contact Requests Received section, click **Accept**. If you don't want this person in your contacts, you can click **Not Now**.

Blocking Contacts

You can block someone in your contacts list, preventing them from contacting or messaging you in U.

To block a contact in the **mobile version of U**, do this:

1. Tap .
2. Tap the contact you want to block, and then select **Messages**.
3. Tap  or .
4. Tap **Block**, and then in the confirmation window tap **Block** again.

To block a contact in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. Right click on the contact you want to block, and then select **Block Contact**.

Unblocking Contacts

To remove a contact from the blocked contacts list, do this:

***Note:** you cannot remove contacts from the blocked contacts list in the **PC or Mac version of U**.*

1. In the **mobile version of U**, tap **More > Settings**.
2. Tap **Blocked Contacts** to display a list of all blocked contacts.
3. Tap **Edit** next to the contact you want to unblock and then **Unblock**.



Groups

Use groups to message or have voice/video calls with multiple contacts at one time.

***Note:** if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption), group communication for all groups you're a member of will be end-to-end protected. However, adding more than 50 contacts in a group disables E2EE for that group.*

Creating Groups

To create groups in the **mobile version of U**, do this:

1. Tap  and then **+**.
2. Tap **Create Group**.
3. Tap the  icon, enter a name for the group, and then tap **Save/Create**.
4. Tap **Add Members/Invite**.
5. Select all the contacts you want to add to the group and then tap **Add**.
6. Tap the **Administrator Control** option if you want the group to have administrators who can manage the group.


***Note:** Administrator Control can only be enabled when the group is being created and is only available in the **mobile version of U**.*

7. Tap **Done**.

To create groups in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. Click **Create Group**.
3. Enter the **Group Name** in the field provided.

***Note:** the group name can be up to 40 characters long.*

4. In the Members list, click  next to all the people in your contacts list that you want to add to the group.
5. Click the **Create** button.



Editing Groups

You can edit an existing group by changing its name, or by adding and removing group contacts.

***Note:** if Administrator Control was enabled when the group was created, then these editing options are only available if you're an administrator.*


Changing the Group Name

To change the name of a group in the **mobile version of U**, do this:

1. Tap .
2. In the **Groups** section, tap the group you want to edit.
3. Tap **Edit Group**.
4. Tap the  icon.
5. Modify the group name.
6. Tap **Save/OK**.

***Note:** the group name can be up to 40 characters long.*


To change the name of a group in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. In the **Groups** section, right click on the group you want to edit.
3. Select **Edit Group/Invite New Members**.
4. Click the  icon.
5. Modify the group name.
6. Click **OK**.

***Note:** the group name can be up to 40 characters long.*

Adding Contacts to Groups

To add contacts to an existing group in the **mobile version of U**, do this:


1. Tap .
2. In the **Groups** section, tap the group you want to edit.
3. Tap **+**.
4. Select one of the follow options:
 - **Contacts/Groups**: select this option to add existing contacts, or contacts in other groups. Select the contacts you want to add and then tap **Add**.
 - **Invite by URL or QR Code**: select this option and then tap **Share Invite Link** to send out an invitation URL for joining the group. Tap **Share QR Code** to share the group QR code via e-mail, or you can save it to your photo library so you can share it anyway you want.

Note: users can also scan the QR code on this page to add themselves to the group.

*Within the group chat you can also tap  or  and then select **Invite by Link** to access invite URL and QR code.*

5. Tap **Back** to save the changes.


To add contacts to an existing group in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. In the **Groups** section, right click on the group you want to edit.
3. Select **Edit Group/Invite New Members**.
4. Click the **+** button.
5. Click  next to all the people in your contacts list that you want to add to the group.
6. Click **Add** to save the changes.
7. Click **OK**.


*Note: users can also click on the group name at the top left of the chat room, and then select **Get Invitation Link** to access a URL and QR code that they can copy or share by e-mail, to invite others to join the group.*

Removing Contacts From Groups

To remove a contact from a group in the **mobile version of U**, do this:




1. Tap .
2. In the **Groups** section, tap the group you want to edit.
3. Tap **Edit Group**.
4. Tap **Delete** next to the contact you want to remove.

To remove a contact from a group in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. In the **Groups** section, right click on the group you want to edit.
3. Select **Edit Group/Invite New Members**.
4. Click  next to the contact you want to remove.
5. Click **OK** to confirm the removal.
6. Click **OK**.

Leaving Groups

To leave a group in the **mobile version of U**, do this:

1. Tap .
2. Select the group in the Groups list you want to leave.
3. Tap **Chat**.
4. Tap the  or  icon in the top right corner.
5. Tap **Leave**.
6. Tap **OK/Confirm** to confirm you want to leave the group.

To leave a group in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.


2. In the **Groups** section, right click on the group you want to leave.
3. Select **Leave**.

Chatting

You can send chat messages to anyone in your contacts, or all of the contacts within a group you created or were added to. Messages may consist of text, stickers, photos, videos, files, and more.

Opening Chats Rooms and Starting a Chat

To open a chat room and start a chat with a contact in the **mobile version of U**, do this:

1. Tap .
2. Tap a person in the **Contacts** list.
3. Tap **Messages** to open the chat room.
4. Type in some text in the field provided, and then tap **Send**.

To open a chat room and start a chat with a contact in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. Double-click on a person in the **Contacts** list to open the chat room.
3. Type in some text in the field provided, and then click **Send** or press the enter key on your keyboard.

Adding Contacts to a Chat Room

While chatting with a contact in the mobile version of U, you can add one or more contacts to the chat room to join the conversation.

To add a contact to a chat room in the **mobile version of U**, do this:

1. In the chat room tap  or .


2. Select **Add Contact/Invite**.
3. Select all of the contacts you want to add to the chat room.
4. Tap **Add**.

To add a contact to a chat room in the **PC or Mac version of U**, do this:

1. In the top left of the chat room, click on the contact's display name..
2. Select **Invite More People**.
3. Select all of the contacts you want to add to the chat room.
4. Click **Done**.

Opening a Group Chat Room

To open a group chat room and start a group chat in the **mobile version of U**, do this:

1. Tap .
2. Tap a group in the **Groups** list.
3. Tap **Messages** to open the group chat room.
4. Enter in some text in the field provided, and then tap **Send**.


To open a group chat room and start a group chat in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. Double-click on the group in the **Groups** list to open the group chat room.
3. Type in some text in the field provided, and then click **Send** or press the enter key on your keyboard.

Continuing a Chat/Conversation

If you previously participated in a chat or group chat, you can continue the conversation at any time.

To continue a chat or group chat in the **mobile version of U**, do this:

1. Tap .
2. Tap the previously chat/conversation in the list to reopen the chat room.
3. Type in some text in the field provided, and then tap **Send**.

To continue a chat or group chat in the **PC or Mac version of U**, do this:


1. Click on **Chats & Meetings** at the top of the U window.
2. Double-click on the chat/conversation in the list to reopen the chat room.
3. Type in some text in the field provided, and then click **Send** or press the enter key on your keyboard.

Sending Stickers and Emojis

In both the mobile and PC/Mac versions of U, you can send stickers in chats and group chats. The sending of emojis is only available when using the PC or Mac version of U.

Sending Stickers in the Mobile Version of U


To send a sticker in a chat or group chat in the **mobile version of U**, do this:

1. In a chat room tap .
2. Browse through your available stickers, and then tap one to preview it.
***Note:** if **Sticker Preview** is not enabled in [Settings](#), stickers will be sent as soon as you tap on them.*
3. Tap it again to send.

Downloading Stickers

In the mobile version of U, you can get more stickers by downloading them.

To download stickers in the **mobile version U**, do this:




1. In a chat room tap .
2. Scroll the panel at the bottom of the app window right, and then tap **+**.

3. In the Sticker Shop, browse through the available stickers and then select the one you want to download.
4. Tap the **Download** button to download it.




Managing Stickers

You can manage your stickers by deleting downloaded stickers, or changing their display order.

To remove download stickers from the **mobile version of U**, do this:


1. In a chat room tap .
2. Scroll the panel at the bottom of the app window right, and then tap .
3. Tap  next to the stickers you want to remove, and then tap **Delete**.

To change the display order of your downloaded stickers in the **mobile version of U**, do this:

1. In a chat room tap .
2. Scroll the panel at the bottom of the app window right, and then tap .
3. Press  next to the stickers you want to move, and then drag them to a new location.

Sending Stickers and Emojis in the PC or Mac Version of U

To send a sticker or emoji in a chat or group chat in the **PC or Mac version of U**, do this:



1. In a chat room click .
2. Click on **Stickers** to send a sticker.
3. Browse through your available stickers, and then click one to preview it.
4. Click on it again to send it.

5. Click on **Emoji** to send an emoji.
6. Browse through the available emojis, and then click the one you want to send.
7. Click **Send** to send the emoji.

Downloading Stickers

In the PC or Mac version of U, you can get more stickers by downloading them.




To download stickers in the **PC or Mac version of U**, do this:

1. In a chat room click .
2. Click  on the top right of the sticker window.
3. In the Sticker Shop, browse through the available stickers and then select the one you want to download.
4. Click the **Download** button to download it.



Managing Stickers


You can manage your stickers by deleting downloaded stickers, or changing their display order.

To remove download stickers from the **PC or Mac version of U**, do this:

1. In a chat room click .
2. Click  on the top right of the sticker window.
3. Click  next to stickers to remove them.

To change the display order of your downloaded stickers in the **PC or Mac version of U**, do this:

1. In a chat room click .
2. Click  on the top right of the sticker window.

3. Click  next to the stickers you want to move, and then drag them to a new location.

Sharing Photos, Videos, and Files in Chats








While participating in chats or groups chats, you can share files including photos, videos, music, documents, and more.

Sharing Photos in the Mobile Version of U

To share a photo in a chat or group chat in the **mobile version of U**, do this:

1. In a chat room tap **+**.
2. Select **Photo**.
3. Browse to the photo you want to share, and then select it. You can share multiple photos at a time.
4. Tap **Next**.
5. If required, you can edit a photo before sending it by doing the following:

***Note:** photo editing is not available if you are sharing more than one photo. This feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).*

- tap  to apply a filter to your photo. Select each available filter to preview the results.
 - tap  to add an annotation on the photo before sending it. Tap  to change the line color, or  to change the thickness of the line. Use your finger to draw on the photo as required. You can tap  to undo the last stroke, or  to reset all the changes. When you are done, tap  to save the changes.
6. If required, add a comment about the photo in the field provided.
 7. Tap **Send** to share the photo.

Sharing Videos in the Mobile Version of U

To share a video file in a chat or group chat in the **mobile version of U**, do this:

1. In a chat room tap **+**.
2. Select **Video**.
3. Browse to the video you want to share, and then select it.
4. Tap **Choose** to share the video.

Sharing Files in the Mobile Version of U

To share a file in a chat or group chat in the **mobile version of U**, do this:

1. In a chat room tap **+**.
2. Select **File**.
3. Browse to the file on your mobile device that you want to share, and then select it to share it.


Sharing Files in the PC or Mac Version of U

In the **PC or Mac version of U**, you can share files in the following formats:

- Image Files (*.jpg, *.jpeg, *.jpe, *.jfif, *.png, *.bmp, *.gif, *.tif, *.riff, *.psd)
- Video Files (*.3gp, *.avi, *.mkv, *.mov, *.mp4, *.ts, *.webm)
- Music Files (*.aac, *.flac, *.m4a, *.mid, *.midi, *.ogg, *.wav, *.wma)
- Word Files (*.doc, *.docx)
- Excel Files (*.xls, *.xlsx, *.csv)
- PowerPoint Files (*.ppt, *.pptx)
- PDF Files (*.pdf)
- Text Files (*.txt, *.msg, *.xml, *.htm, *.html)
- Zip Files (*.zip, *.rar, *.7z)

Sharing Files in the PC or Mac Version of U

To share a file in a chat or group chat in the PC or Mac version of U, do this:


1. In a chat room click .

***Note:** you can also just drag and drop files onto the U chat room window to share them.*






2. Browse to the file on your computer that you want to share and then select it.
3. Click **Open** to share the file.

Sharing Photos in the PC or Mac Version of U

To share a photo in a chat or group chat in the **PC or Mac version of U**, do this:

1. In a chat room click .

***Note:** you can also just drag and drop photos onto the U chat room window to share them.*

2. Browse to the photo on your computer that you want to share and then select it.
3. Click **Open**.
4. If required, you can add annotations or comments on the photo before sending it by doing the following:
 - Click  to add an annotation on the photo before sending it. Click  to change the line color, or  to change the thickness of the line. Use your mouse to draw on the photo as required. You can click  to undo the last stroke, or  to reset all the changes.
 - Type in photo comments in the field provided.
5. Click **Send** to share the photo.

Sending Photos/Videos From Camera

While participating in chats or groups chats in the mobile version of U, you can capture a photo or video* from your device's camera, and then share it in the chat.

***Note:** * this feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).*

To send a photo/video from your camera in the **mobile version of U**, do this:

***Note:** capturing and sharing videos from your camera is not available in the Android version.*



1. In a chat room tap **+**.
2. Select the **Camera** option.
3. Use your device to capture the photo/video.
4. Tap **Use Photo/Video** to send the captured photo/video.

Sending Voice Messages

While participating in chats or groups chats in the mobile version of U, you can record a voice message using your device's microphone, and then send it in the chat room.

***Note:** this feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).*

To send a voice message in the **mobile version of U**, do this:

1. In a chat room tap **+**.
2. Select the **Voice Message** option.
3. Tap and hold  and then speak into your device to record the message.
4. Once recorded, tap  to send the voice message.

Sending Broadcast Messages

Some users can send broadcast message to multiple groups at once.

***Note:** the broadcast feature is only available to a user if an administrator enabled the Broadcaster feature in the Admin module.*

To send a broadcast message to multiple groups in the **mobile version of U**, do this:

1. Tap .
2. Tap the **Broadcast to Multiple Groups** option.

3. Set the date and time you want the message to be sent.
4. Enter the broadcast message in the field provided.
5. Tap **Next**.
6. Select all of the groups you want the message to be sent to.
7. Tap **Broadcast**.

To send a broadcast message to multiple groups in the **PC or Mac version of U**, do this:

1. Click on **Home** at the top of the U window.
2. Click the **Broadcast to Multiple Groups** option.
3. In the Broadcast window, set the date and time you want the message to be sent.
4. Enter the broadcast message in the field provided.
5. Click on **Next**.
6. Select all of the groups you want the message to be sent to.
7. Click **Broadcast**.

Broadcast Settings

To access the broadcast settings, click on the group name and then select **Broadcast Settings**. Broadcasters can modify the following broadcast settings:

- **Group members cannot reply to messages:** select this option if you don't want non-broadcasters sending or replying to messages in the broadcast group.

Sharing Your Location

While participating in chats or groups chats in the mobile version of U, you can share your current or nearby location in the chat.

***Note:** this feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).*

To share your location in the **mobile version of U**, do this:

1. In a chat room tap **+**.

2. Select the **Location/Send Location** option.
3. After granting U access to your location (if required), confirm your location on the map that displays. If you want to share a nearby location, just drag your finger on the map until the pin is over the location you want to share.
*Note: you can also tap **Or select from nearby place** option on an iOS device to quickly find a place close by that you want to share.*
4. Tap **Send** to share your location.





Schedule Sending of Messages

While participating in chats or groups chats, you can schedule the sending of a message by scheduling it for a specific time so that contacts receive it later.

Note: this feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).



Schedule Sending of Messages in the Mobile Version of U


To schedule the sending of a message in the **mobile version of U**, do this:

1. In a chat room tap **+**.
2. Select the **Schedule Send** option.
3. Set the date and time you want the message to be sent.
4. Select the message type as required:
 -  - lets you send a text message.
 -  - lets you send a photo from your library, or captured from your device's camera.
 -  - lets you send a sticker.
 -  - lets you send a voice message.
5. Tap **Send**.

Schedule Sending of Messages in the PC or Mac Version of U

To schedule the sending of a message in the **PC or Mac version of U**, do this:

1. In a chat room click .
2. Set the date and time you want the message to be sent.
3. Type in the message you want to send, and/or click  to select a photo to send.
4. Click **Send**.

Once you have sent a scheduled message, click  and then select **Schedule a message** to send another one in the same chat room. Select **Hide scheduled messages** if you don't want them displayed in your chat room before they are sent.

Sending Contact Information

While participating in chats or groups chats in the mobile version of U, you can send a contact's information in the chat.

To send contact information in the **mobile version of U**, do this:

1. In a chat room tap **+**.
2. Select the **Send Contact** option.
3. Select all of the contacts you want to send.
4. Tap **Done** to share the contact.



Creating Chat Room Photo Albums

In a chat or group chat you can create a photo album that all contacts can add photos to.

***Note:** this feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).*





Creating Photos Albums in Mobile Version of U

To create a photo album in the **mobile version of U**, do this:

1. In a chat room tap  or .
2. Select **Albums**.
3. Tap **+**.
4. Select all the photos you want to add to the album.
5. Tap **Add**.
6. Enter in an **Album Name**.
7. Tap **Create**.


Editing Photo Albums in Mobile Version of U


To edit an existing photo album in the mobile version of U, do this:

1. In a chat room tap  or .
2. Select **Albums**.
3. Tap the album you want to edit.
4. Tap **+** to add more photos to the album.
5. Tap  or  to perform other edits, including saving or deleting photos, renaming or deleting the album, and more.

Creating Photos Albums in PC or Mac Version of U



To create a photo album in the **PC or Mac version of U**, do this:

1. In the chat room, click on .

2. Click on .
3. Click on **+**.
4. Select the photos on your computer you want to add, and then click **Open**.
5. Enter in an album name in the field provided.
6. Click on **Create**.

Editing Photo Albums in PC or Mac Version of U

To edit an existing photo album in the PC or Mac version of U, do this:

1. In the chat room, click on .
2. Click on .
3. Select the album you want to edit.
4. Click on **+** to add more photos to the album.
5. Click **▼** to rename or delete the album.

Recalling and Deleting Messages

You can recall messages sent in a chat room, allowing you to retrieve sent messages from all devices the messages were sent to. These messages will no longer be viewable by the contacts in the chat room.

You can also delete the messages in a chat room, however the messages will still be viewable on other devices.

Recalling Messages

To recall a message in chat or group chat in the **mobile version of U**, do this:

1. In a chat room long press on the message you want to recall.
2. Select **Recall**.
3. Select the message you want to recall, and then tap **Recall**.

4. In the confirmation dialog, tap **Recall**.

To recall a message in chat or group chat in the **PC or Mac version of U**, do this:

1. In a chat room right click on the message you want to recall.
2. Select **Recall**.

Recalling Messages to Edit and Resend

In the **PC or Mac version of U**, you can recall a sent message and then quickly edit the previously sent text so you can resend it. This allows you to quickly fix typos, etc. and then resend the message.

1. In a chat room right click on the message you want to recall and resend.
2. Select **Recall to Resend**. The previously sent message will be recalled and its text will be loaded into the message field.
3. Edit the text as required.
4. Click **Send** to resend the message.

Deleting Messages

To delete a message in chat or group chat in the **mobile version of U**, do this:

1. In a chat room long press on the message you want to delete.
2. Select **Delete**.
3. Select the message you want to delete, and then tap **Delete**.
4. In the confirmation dialog, tap **Delete**.

To delete a message in chat or group chat in the **PC or Mac version of U**, do this:

1. In a chat room right click on the message you want to delete.
2. Select **Delete**.

Viewing and Replying to Messages



When a contact sends you, or a group you're in, a message you will receive a notification on your mobile device and/or the PC or Mac version of U if notifications are enabled in [settings](#).

When you receive a notification, tap or click on it to view the new message.


Searching for Messages

You can search for messages using the search field at the top of the messages/chats window. You can search for messages by contact, group, or using a keyword search within the messages/chat rooms.

To search for messages in the **mobile version of U**, do this:


1. Tap .
2. Tap in the  field and then type in the contact, group, or keyword you are searching for.
3. If you're searching for contact or group, be sure **Contacts/Groups** is selected. Select **Messages** if searching for a keyword within all the messages/chat rooms.

To search for messages in the **PC or Mac version of U**, do this:

1. Click on **Chats & Meetings** at the top of the program window.
2. Click in the  field and then type in the contact, group, or keyword you are searching for.
3. If you're searching for contact or group, be sure **Contacts/Groups** is selected. Select **Messages** if searching for a keyword within all the messages/chat rooms.

Replying to Messages

To reply to a message in the **mobile version of U**, do this:

1. Tap .
2. Tap a conversation in the messages list that you want to reply to. New messages are indicated by the number of new messages in blue.
3. Type in some text in the field provided, send a sticker, etc, and then tap **Send** to reply.

To reply to a message in the **PC or Mac version of U**, do this:

1. Click on **Chats & Meetings** at the top of the program window.
2. Double-click on a conversation in the messages list that you want to reply to. New messages are indicated by the number of new messages in blue.
3. Type in some text in the field provided, send a sticker, etc, and then click **Send** or press the enter key on your keyboard.

Quoting Messages in Replies

When replying to messages, you can quote a previous message (including attachments) in your reply.

Quoting a Contact's Message

To quote a contact's message in the **mobile version of U**, do this:

1. In the chat room long press the message you want to quote.
2. Select **Reply**.
3. Type the text you want to send with the quoted message in the field provided.
4. Tap **Send**.

***Note:** users can tap on the quoted message to quickly view the original message.*

To quote a contact's message in the **PC or Mac version of U**, do this:

1. In a chat room right click on the message you want to quote.
2. Select **Reply**.

3. Type the text you want to send with the quoted message in the field provided.
4. Click **Send**.

Note: users can click on the quoted message to quickly view the original message.

Quoting Your Own Message

To quote your own message in the **mobile version of U**, do this:

1. In the chat room long press the message you want to quote.
2. Select **Quote**.
3. Type the text you want to send with the quoted message in the field provided.
4. Tap **Send**.

Note: users can tap on the quoted message to quickly view the original message.

To quote your own message in the **PC or Mac version of U**, do this:

1. In a chat room right click on the message you want to quote.
2. Select **Quote**.
3. Type the text you want to send with the quoted message in the field provided.
4. Click **Send**.



Note: users can click on the quoted message to quickly view the original message.

Viewing Received Attachments

When you receive attachments in messages, such as photos or other files (documents, etc.) in a chat room, there are a few options available depending on the type of attachment.

Viewing Received Photos in Mobile Version of U

To view a received photo in the **mobile version of U**, do this:

1. In the chat room tap the photo thumbnail in the message to view the photo.
2. Tap  or  to view the available options, including sharing and deleting the photo, saving the photo to your device, and more.

3. Tap back to return to the chat room.

Adding Photo Comments

You can comment on photos sent to you in a chat room.

To comment on a received photo in the **mobile version of U**, do this:







1. In the chat room tap the photo thumbnail in the message to view the photo.
2. Type in the comments in the field provided.
3. Tap **Send**.

Drawing on Photos

You can draw on photos sent to you in a chat room.

Note: this feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).

To draw on a received photo in the **mobile version of U**, do this:

1. In the chat room tap the photo thumbnail in the message to view the photo.
2. Tap .
3. Tap  to change the line color, or  to change the thickness of the line. Use your finger to draw on the photo as required. You can tap  to undo the last stroke, or  to reset all the changes.
4. When you are done, tap  to save the changes.

Viewing Received Photos in PC or Mac Version of U

To view a received photo in the **PC or Mac version of U**, do this:


1. In the chat room click on the photo thumbnail in the message to open the photo viewer.

2. Use the buttons in the bottom right corner of the photo viewer to rotate, delete, or save the photo to your computer. You can also use the mouse wheel to zoom in on the photo.
3. Click the **X** in the top right corner to close the photo viewer window.

Adding Photo Comments


You can comment on photos sent to you in a chat room.





To comment on a received photo in the **PC or Mac version of U**, do this:

1. In the chat room click on the photo thumbnail in the message to open the photo viewer.
2. Click on  to open the comments window.
3. Type in the comments in the field provided.
4. Click **Send**.

Adding Annotations on Shared Photos

To add annotations on a received photo in the **PC or Mac version of U**, do this:

1. In a chat room click on the shared photo.
2. Click on  and then use your mouse to draw on the photo.

***Note:** before drawing on the photo, click  to change the line color, or  to change the thickness of the line. You can click  to undo the last stroke, or  to reset all the changes. You can also add a comment with your annotation by typing it in the field provided before sending.*

3. Click **Send** to send it in the chat room.

Opening Received Files

When contacts send files in chat rooms, including video files, U will open them in the default app.

To open a received file in the **mobile version of U**, do this:

***Note:** the file formats that can be opened on your mobile device is dependent on the files supported by your device and the apps you have installed.*

1. In the chat room tap the file in the message.
2. U will download the file to your device.
3. Once downloaded, tap the file in the message again to open it in the default app.

To open a received file in the **PC or Mac version of U**, do this:

***Note:** the file formats that can be opened on your computer is dependent on the software you have installed.*

1. In the chat room click on the file in the message.
2. U will download the file to your computer.
3. Once downloaded, click the file in the message again to open it in the default program

Forwarding Messages and Attachments

You can forward messages and attachments (photos, videos, files) sent to you in a chat room or group chat, to other contacts, groups, or chat rooms.

***Note:** this feature will not be available when in a chat room if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).*

Forwarding Messages

To forward a message in the **mobile version of U**, do this:

1. In the chat room long press the message you want to forward.
2. Select **Forward**.
3. Select all of the messages you want to forward, and then tap **Forward**.
4. If you want to include the name of the original sender in the forwarded message, enable the **Include the name of original sender** option.
5. Tap **Forward**.
6. Select the contacts, group, or chat room you want to forward the message to.

7. In the confirmation dialog, tap **Forward**.

To forward a message in the **PC or Mac version of U**, do this:

1. In a chat room right click on the message you want to forward.
2. Select **Forward**.
3. If you want to include the name of the original sender in the forwarded message, ensure **Include the name of original sender** is selected.
4. Click **Forward**.
5. Select the contacts, group, or chat room you want to forward the message to.
6. Click **Forward** to send the message to the selected contacts/group/chat room.

Forwarding Attachments

To forward a photo, video, or file in the **mobile version of U**, do this:

1. In the chat room long press the attachment you want to forward.
2. Select **Forward**.
3. Select all of the attachments you want to forward.
4. If you want to include the name of the original sender with the forwarded attachment, enable the **Include the name of original sender** option.
5. Tap **Forward**.
6. Select the contacts, group, or chat room you want to forward the attachment to.
7. In the confirmation dialog, tap **Forward**.

To forward a photo, video, or file in the **PC or Mac version of U**, do this:





1. In a chat room right click on the attachment you want to forward.
2. Select all of the attachments you want to forward.
3. If you want to include the name of the original sender with the forwarded attachment, ensure **Include the name of original sender** is selected.
4. Click **Forward**.

5. Select the contacts, group, or chat room you want to forward the attachment to.
6. Click **Forward** to send the attachment to the selected contacts/group/chat room.






Viewing All Chat Room Media and Files



You can quickly view all of the photos, videos, and files that were shared by all of the contacts in a chat room or group chat.

To view all of the media and files shared in a chat room in the **mobile version of U**, do this:

1. In a chat room tap  or .
2. Select one of the follow options:
 - **Photos:** view all the shared photos.
 - **Videos:** view all the shared videos.
 - **Albums:** view all the created albums and photos shared within them.
 - **Files:** view all the shared files.
3. Tap  or  again to view the available options for each of these items, including sharing and deleting them, saving them to your device, and more.

To view all of the media and files shared in a chat room in the **PC or Mac version of U**, do this:

1. In a chat room click .
2. Select one of the follow options:
 - : view all the shared photos.
 - : view all the shared videos.
 - : view all the created albums and photos shared within them.
 - : view all the shared files.

3. Right-click on the any of the shared files to view the available options for each them, including forwarding and deleting them, and saving them to your computer's hard drive.
4. Click  or  again to hide the shared chat room media and files.

Sharing Messages, Links, Attachments to Other Apps

You can share messages, links, and attachments you receive in a chat room to other apps that are installed on your mobile device.



To share a message, link, or attachment to another app in the **mobile version of U**, do this:

1. In the chat room long press on the message/link/attachment you want to share.
2. Select **Share to Other Apps**.
3. If required, select any other messages, links, or attachments in the chat room you want to share, to share them at the same time.
4. Tap the **Share to Other Apps** button.
5. Select the app in your mobile device's share list you want to share the message/link/attachment to.
6. Follow the steps on your device to complete the share and then tap on **Share**.

Turning Off Chat Notifications

You can turn off the new message notifications for a specific chat room or a group chat.

To turn off notifications for a chat room or group chat in the **mobile version of U**, do this:

1. In the chat room tap  or .
2. Select **Turn Off Notifications**.



To turn off notifications for a chat room or group chat in the **PC or Mac version of U**, do this:

1. In the top left of the chat room, click on the contact's display name.
2. Select **Mute Notifications**.

Editing a Contact's Display Name

You can edit the display name of a contact in a chat room.

To edit the display name of a contact in the **mobile version of U**, do this:

1. In the chat room tap  or .
2. Select **Edit Name**.
3. Enter in the new display name.
4. Tap **Save**.



To edit the display name of a contact in the **PC or Mac version of U**, do this:

1. In the top left of the chat room, click on the contact's display name.
2. Select **Edit Name**.
3. Enter in the new display name.
4. Press the enter key on your keyboard.


Adding Chat Room Shortcut to Home Screen

In the mobile version of U you can add a shortcut to a chat room or group chat to your device's home screen.

To add a chat room shortcut in the **iOS version of U**, do this:

1. In the chat room tap .
2. Select **Add to Home Screen**.
3. Tap the  button.
4. Tap **Add to Home Screen** to add the shortcut.

To add a chat room shortcut in the **Android version of U**, do this:


1. In the chat room tap .
2. Select **Add to Home Screen**.

Video and Voice Calls


While participating in chats or groups chats in U, you can start a voice or video call with the contacts in the chat.

***Note:** for more detailed information about voice and video calls, see [U Meeting](#).*

To start a voice or video call in the **mobile version of U**, do this:

1. In a chat room tap .
2. Select the **Voice Call** or **Video Call** option.
3. Once someone answers, you can begin talking in the call.

To start a voice or video call in the **PC or Mac version of U**, do this:

1. In a chat room click .
2. Select the **Start a Video Call** or **Start a Voice Call** option.
3. Once someone answers, you can begin talking in the call.

Forums and Polls in Group Chat Rooms

In the U users in group chats can discuss topics in forums and vote on a subject in polls.



Forums

Contacts in a group can use forums as a place to debate topics in a discussion board within the group chat room.



***Note:** this feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).*

Creating New Forum Topics



To create a new forum topic in the **mobile version of U**, do this:

1. Tap .
2. Tap a group in the **Groups** list to open the group chat room.
3. Tap **Forums**.
4. Tap .
5. Type a forum title and topic in the fields provided.
6. If required you can use the available options to add a sticker, photo, video, or voice message to the forum topic.
7. Tap **Post** to create the forum topic.

To create a new forum topic in the **PC or Mac version of U**, do this:


1. Click on **Contacts** at the top of the U window.
2. Double-click on the group in the **Groups** list to open the group chat room.
3. Click on  to open to the group forum window.
4. Click on  to create a new discussion topic.
5. Type in a **Title** and then add a topic description in the **Content** field.
6. Click **Create**.

Forum Topic Options

Tap  or  in the **mobile version of U** to view the following forum topic options:

- **Stop Notifications:** tap this option if you don't want to be notified when someone replies to a forum topic.
- **Stick On Top:** tap this option to pin the topic at the top of the forum.
- **Close the Topic:** tap this option to close the topic and stop further discussion.


- **Delete the Topic:** tap this option to delete the topic from the forum.

Click  in the **PC or Mac version of U** to view the following forum topic options:



- **Stop Notifications:** tap this option if you don't want to be notified when someone replies to a forum topic.
- **Stick On Top:** tap this option to pin the topic at the top of the forum.
- **Edit the Topic:** tap this option to edit the topic title and topic details.
- **Delete the Topic:** tap this option to delete the topic from the forum.


Viewing and Replying to Forum Topics

To view and reply in a forum topic in the **Mobile Version of U**, do this:

1. In the group chat room tap **Forums**.
2. Tap the forum topic you want to view.
3. Participate in the forum topic discussion by doing any of the following:
 - tap the heart to like the topic or a reply in the thread.
 - type text in the field provided and then tap **Send** to post a reply.
 - tap **+** to capture a photo/video with your camera, share a photo/video from your library, or send a voice a message.
 - tap  to send a sticker.

To view and reply in a forum topic in the **Mobile Version of U**, do this:

1. In the group chat room click .
2. Click on the forum topic you want to view.
3. Participate in the forum topic discussion by doing any of the following:
 - click the heart to like the topic.
 - type text in the field provided and then click **Send** to post a reply.
 - click  to share a file in the forum topic.

- click  to send a sticker.



Polls

Contacts in a group can use polls as a place to vote on a topic or to take a survey within a group chat room.



Note: this feature will not be available if you're a member of an organization whose administrator enabled E2EE (end-to-end encryption).

Taking New Polls

To take a new poll in the **mobile version of U**, do this:

1. Tap .
2. Tap a group in the **Groups** list to open the group chat room.
3. Tap **Polls**.
4. Tap .
5. Type a poll question/topic in the field provided. If required you can use the available options to add a sticker, photo, video, or voice message to the poll.
6. Tap **Next**.
7. Type in all of the required poll topic response options as required.
8. Select the **Allow Multiple Selections** option to allow users to choose more than one response option.
9. Tap **Post** to create the poll.

To take a new poll in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. Double-click on the group in the **Groups** list to open the group chat room.
3. Click on  and then on the **Poll** tab to open to the group poll window.
4. Click on  to create a new poll question/topic. If required you can add a sticker or photo to the poll.

5. In the Options section, type in all of the required poll topic responses as required.
6. Select the **Allow Multiple Selections** option to allow users to choose more than one response option.
7. Click **Create** to create the poll.


Poll Options

Select  or  in the **mobile, PC, or Mac version of U** to view the following poll options:

- **Close the Poll:** select this option to close the poll and stop further voting.
- **Delete the Poll:** select this option to delete the poll from the group chat room.



Viewing and Voting in Polls

To view and vote in a poll in the **mobile version of U**, do this:

1. In the group chat room tap **Polls**.
2. Tap the poll topic you want to view.
3. Participate in the poll and discussion by doing any of the following:
 - select one or more of the poll response options, and then tap **Vote**.
 - tap the heart to like the poll or a reply in the thread.
 - type text in the field provided and then tap **Send** to comment on the poll.
 - tap **+** to capture a photo/video with your camera, share a photo/video from your library, or send a voice a message.
 - tap  to send a sticker.

To view and vote in a poll in the **PC or Mac version of U**, do this:

1. In the group chat room click  and then on the **Poll** tab.
2. Click on the poll topic you want to view.

3. Participate in the poll and discussion by doing any of the following:
 - select one or more of the poll response options, and then click **Send**.
 - click the heart to like the poll or a reply in the thread.
 - type text in the field provided and then click **Send** to comment on the poll.
 - click  share a photo.
 - click  to send a sticker.

Adding Messages to ToDo List

When you have important messages you want to keep for future reference, you can add them to the ToDo list.

To add a message to your ToDo list in the **mobile version of U**, do this:


1. In the chat room long press the message you want to add to your ToDo list.
2. Select **Add to ToDo**.
3. The ToDo window will open with the added message in it.

To add a message to your ToDo list in the **PC or Mac version of U**, do this:

1. In a chat room right click on the message you want to add to your ToDo list.
2. Select **Add to ToDo**.
3. The ToDo window will open with the added message in it.

Viewing ToDo List

To view the messages you added to your ToDo list in the **mobile version of U**, do this:

1. Tap .
2. Tap on the **ToDo** item in the **Groups** list to open the ToDo window.
3. If you want to view the original message for one of the items in the ToDo list for context, long press on it and then select **Find Source Message**.
4. The original message will be highlighted in the chat.

To view the messages you added to your ToDo list in the **PC or Mac version of U**, do this:

1. Click on **Contacts** at the top of the U window.
2. Double-click on the **ToDo** item in the **Groups** list to open the ToDo window.
3. If you want to view the original message for one of the items in the ToDo list for context, right-click on it and then select **Find Source Message**.
4. The original message will be highlighted in the chat.

Chapter 2:

U Meeting

With U Meeting, you can meet face-to-face with anyone from anywhere in the world, from a Windows PC, Mac, Android or iOS device.



Unmatched Audio & Video

- An end to dropped calls and poor call quality, which are frustrating and can lead to lost business opportunities.
- Better video quality means a more realistic meeting environment = higher engagement, higher productivity and higher sales.
- Experience the beauty of a minimalist video layout for meeting participants that adjusts cleverly based on number of guests.

Easy Invites & Scheduling

- Browser-based meetings mean no download required for people joining, so meetings start super quick and get productive faster!

- There are no downloads, registrations or complicated dial-in numbers required. A simple click will instantly usher you into your meeting!
- U works with your current Outlook and Google Calendar scheduling system so you're always notified about upcoming U meetings.

Overview

With U's meeting feature, you can host voice or video meetings with up to 100 participants*. Meetings can be hosted in U from:

- a Windows PC.
- a Mac.
- an Android device.
- an iOS device.

***Note:** * the number of participants that can participate in meetings is dependent on your U Meeting subscription plan. For free, basic subscribers can have meetings with to up to 25 participants. See <https://u.cyberlink.com/pricing> for more information about the available U Meeting subscription plans. If you want to have more than the allowed limit, please contact CyberLink sales for assistance.*

To participate in a meeting, you can [download U for free](#) on your PC or Mac, or on an Android or iOS device. You can also use a Google Chrome web browser on your computer to participate in a meeting.

Scheduling Meetings

Before you start a meeting, you can schedule it in U or go to <https://u.cyberlink.com/user/meeting/upcoming> to schedule it in your web browser. Once scheduled, a meeting room is reserved for you, which you can enter at any time by entering the meeting ID that was provided to you.

Scheduling Meetings in Mobile Version of U

To schedule a meeting in the **mobile version of U**, do this:

1. Tap .


2. Tap **Schedule a Meeting**.
3. Enter in the meeting details as follows:
 - **Subject:** tap to type in a meeting subject.
 - **Start:** tap to set the meeting start date and time.
 - **End:** tap to set the estimated meeting end date and time.
 - **Protect with password:** enable this option if you want the meeting to be password protected. Invited participants will need to enter a password before they can join the meeting.
 - **Enable invitation only meeting:** enable this option and then tap **Invited people** to make the meeting invitation only. Next, select all the contacts or groups you want to invite to the meeting and then tap **Add**.
 - **Enable waiting room:** enable this option if you want meeting participants to be placed in the meeting's waiting room before being allowed to enter. Once enabled, specify whether all participants, or just participants not in your organization, are placed in the waiting room. Tap the **Customize waiting room message** option to customize the message that is displayed in the waiting room and viewed by waiting participants.
 - **Enable multiple hosts:** if you want to make other participants meeting hosts. They will be able to create breakout rooms, remove participants from meetings, and more during meetings. By default the meeting creator is set as the host, but after enabling this option, tap the **Add More Hosts** button to set other invited contacts as hosts.
4. Tap **Schedule** to add the meeting to the [upcoming meetings list](#).
5. Select one of the following:
 - **Add to Calendar:** select this option to add the meeting to your device's calendar. Once added, you can send out invites to your phone contacts and set a meeting reminder.

Note: you must grant U permission to access your mobile device's calendar to use this feature.

 - **Copy Invitation Info:** select this option to copy an invitation to the clipboard, which you can then paste in e-mails, other instant messaging apps, etc.
 - **Close:** select to close the schedule a meeting window.

Scheduling Meetings in PC/Mac Version of U

To schedule a meeting in the **PC or Mac version of U**, do this:

1. Do either of the following:
 - Click on **Home** at the top of the U window, and then click the **Schedule Meeting** option.
 - Click **Chats & Meetings** at the top of the U window, and then click the **Schedule Meeting** button.
2. Enter in the meeting details as follows:
 - **Subject:** type in a meeting subject.
 - **Start:** select the meeting start date and time.
 - **Duration:** set the estimated duration of the meeting.
 - **Recurring:** select this option if you want the meeting to reoccur.
3. Set the following security controls as follows:
 - **Protect with password:** enable this option if you want the meeting to be password protected. Invited participants will need to enter a password before they can join the meeting.
 - **Invitation only meeting:** enable this option and then click the **Invite People to Join** button to make the meeting invitation only. In the window that displays, select all the contacts or groups you want to invite to the meeting and then click **Add**.
 - **Waiting room:** enable this option if you want meeting participants to be placed in the meeting's waiting room before being allowed to enter. Once enabled, specify whether all participants, or just participants not in your organization, are placed in the waiting room. Click  to customize the message that is displayed in the waiting room and viewed by waiting participants.
4. Enable the **Multiple hosts** option if you want to make other participants meeting hosts. They will be able to create breakout rooms, remove participants from meetings, and more during meetings. By default the

meeting creator is set as the host, but after enabling this option, click the **Add More Hosts** button to set other contacts as hosts.

*Note: during a meeting you can also right-click on a participant and select **Set as Host** to make that person a meeting host.*

5. Click the **Schedule** button to add the meeting to the [upcoming meetings list](#).
6. Select one or more of the following:
 - **Outlook:** if you have Outlook installed on your computer, select this option to add the meeting to your calendar. Once added, you can send out invites to your Outlook contacts and set a meeting reminder.
 - **Google Calendar:** select this option to add the meeting to your Google calendar. Once added, you can send out invites to your Google contacts and set a meeting reminder.
 - **Copy Invitation:** select this option to copy an invitation to the clipboard, which you can then paste in e-mails, other instant messaging apps, etc.

Scheduling Meetings in on U Website



To schedule a meeting on U's website, do this:

1. Go to <https://u.cyberlink.com/user/profile> in your web browser.
2. Click on **My Meetings**.
3. Click on the **Schedule Meeting** button.
4. Enter in the meeting details as follows:
 - **Title:** type in a meeting title and subject.
 - **Start date/time:** select the meeting start date and time.
 - **End date/time:** select the estimated meeting end date and time.
 - **Timezone:** if required, set the correct timezone for the meeting to ensure participants outside your timezone get the correct start date/time.
 - **Requires a meeting password to join this meeting:** select this option if you want the meeting to be password protected. Invited participants will need to enter a password before they can join the meeting.
5. Click the **Finish** button to add the meeting to your list of upcoming meetings.
6. Select one or more of the following:

- **Add to Outlook calendar:** if you have Outlook installed on your computer, select this option to download an Outlook meeting file. Click on the downloaded file to add it to your calendar. Once added, you can send out invites to your Outlook contacts and set a meeting reminder.
- **Add to Google calendar:** select this option to add the meeting to your Google calendar. Once added, you can send out invites to your Google contacts and set a meeting reminder.
- **Meeting ID:** this is the meeting ID that can be used to join a meeting. Click the **Copy** button to copy it to the clipboard, which you can then paste in e-mails, other instant messaging apps, etc.
- **Meeting URL:** this is the meeting URL that can be used to join a meeting. Click the **Copy** button to copy it to the clipboard, which you can then paste in e-mails, other instant messaging apps, etc.

Viewing and Editing Scheduled Meetings

You can view a list of the scheduled meetings on the U website, where they can be edited as required. To view and edit a scheduled meeting, do this:

1. Access the U website by doing any of the following:
 - in the **mobile version of U**, tap  and then the **View and Edit Scheduled Meeting** option.
 - in the **PC or Mac version of U**, click on **Home** at the top of the U window and then the **View and Edit Scheduled Meeting** option.
 - go to the following URL in your browser:
<https://u.cyberlink.com/user/meeting/upcoming>
2. In the **Upcoming Meetings** list, click  next to meeting you want to edit.
3. Edit the meeting details as required.
4. Click **Finish** to save your changes.
5. If required, select one or more of the following:
 - **Add to Outlook calendar:** if you have Outlook installed on your computer, select this option to download an Outlook meeting file. Click on the downloaded file to add it to your calendar. Once added, you can send out invites to your Outlook contacts and set a meeting reminder.

***Note:** if previously added the meeting to your calendar, you do not have to download the Outlook meeting file again. Instead you can manually edit the meeting in your Outlook calendar. Please note that U will not edit or remove the original meeting from your Outlook calendar.*

- **Add to Google calendar:** select this option to add the updated meeting info to your Google calendar. Once added, you can send out invites to your Google contacts and set a meeting reminder.

***Note:** if previously added the meeting to your calendar, you do not have to add the meeting to your calendar again. Instead you can manually edit the meeting in your Google calendar. Please note that U will not edit or remove the original meeting from your Google calendar.*

- **Meeting ID:** this is the meeting ID that can be used to join a meeting. Click the **Copy** button to copy it to the clipboard, which you can then paste in e-mails, other instant messaging apps, etc.
- **Meeting URL:** this is the meeting URL that can be used to join a meeting. Click the **Copy** button to copy it to the clipboard, which you can then paste in e-mails, other instant messaging apps, etc.

Starting Meetings

Scheduled meetings can be started from the mobile, PC, or Mac version of U, and from the U website. You can also start a meeting immediately in U by making a video or voice call.

***Note:** when starting meetings in the PC or Mac version of U you are prompted to check your microphone and speaker settings. See [Audio Settings - Microphone and Speakers](#) for more information.*

Starting Scheduled Meetings


Scheduled meetings can be started using the reminder notification, or manually ahead of schedule if required.

Starting a Scheduled Meeting in the Mobile Version of U

Five minutes before a meeting is scheduled, U will send you a notification on your mobile device. Just tap the notification to enter the meeting room. Once in the

meeting room you can wait for other contacts to enter, or [invite people to join you in the meeting room](#).

If you want to start the meeting earlier than it was scheduled, or you decided to ignore the five minute notification reminder, you can enter the scheduled meeting room by doing any of the following in the **mobile version of U**:



- tap on  and then select the **Join a Meeting or Webinar** option. Enter in the meeting ID number in the **ID** field and then tap **Join**.

***Note:** the meeting ID can be found in the original invitation that was created when the meeting was scheduled. It can also be found in the calendar event created in your mobile device's calendar, if you added it. Or you can go to <https://u.cyberlink.com/user/meeting/upcoming> to find it.*

- if you added the meeting to your calendar, you can go to your device's calendar app and then tap the URL link in the calendar event.

Starting a Scheduled Meeting in the PC/Mac Version of U

Five minutes before a meeting is scheduled, U will send you a notification on your computer if you are signed into U.

Click on  (voice only) or  (video call) in the notification to enter the meeting room. Once in the meeting room you can wait for other contacts to enter, or [invite people to join you in the meeting room](#).

If you want to start the meeting earlier than it was scheduled, or you decided to ignore the five minute notification reminder, you can enter the scheduled meeting room by doing any of the following in the **PC or Mac version of U**:

- click on **Home** at the top of the U window, and then select the **Join a Meeting or Webinar** option. Enter in the meeting ID number in the **ID** field and then click **Join**.

***Note:** the meeting ID can be found in the original invitation that was created when the meeting was scheduled. It can also be found in the Outlook/Google calendar event created, if you added it. Or you can go to <https://u.cyberlink.com/user/meeting/upcoming> to find it.*


- if you added the meeting to Outlook or your Google calendar, you can go to the calendar and then click the URL link in the calendar event.

- go to <https://u.cyberlink.com/user/meeting/upcoming> and then click  next to the scheduled meeting.

Starting a Video Meeting Now

You do not need to schedule a meeting ahead of time to start a meeting with video.

To start a video meeting now in the **mobile version of U**, do this:

1. Tap .
2. Tap **Start a Video Meeting Now** to enter a meeting room.
3. Once in the meeting room [invite people to join you in the meeting room](#).


To start a video meeting now in the **PC or Mac version of U**, do this:

1. Click on **Home** at the top of the U window.
2. Click the **Start a Video Meeting Now** option to enter a meeting room.
3. Once in the meeting room [invite people to join you in the meeting room](#).
***Note:** you can also start a video meeting by [making a video call](#).*

Starting a Voice Meeting Now

You do not need to schedule a meeting ahead of time to have a meeting over a voice call in U.

To start a voice meeting now in the **mobile version of U**, do this:

1. Tap .
2. Tap **Start a Voice Meeting Now** to enter a meeting room.
3. Once in the meeting room [invite people to join you in the meeting room](#).

To start a voice meeting now in the **PC or Mac version of U**, do this:

1. Click on **Home** at the top of the U window.
2. Click the **Start a Voice Meeting Now** option to enter a meeting room.
3. Once in the meeting room [invite people to join you in the meeting room](#).
***Note:** you can also start a video meeting by [making a voice call](#).*

U Meeting Room

In the PC or Mac version of U, the meeting room displays as follows.




A - Speaker View, B - Gallery View, C - Compact View, D - Participant Video Feeds, E - Meeting Room Settings, F - View/Hide Participants Window, G - Go to Full Screen, H - View/Hide Chat Window, I - Check Network Status, J - Leave Meeting (Hang Up), K - More Features, L - Record Meeting, M - Share Desktop, N - Raise Hand, O - Invite People to Meeting, P - Change Camera, Q - Turn Camera On/Off, R - Change Audio Device, S - Turn Microphone On/Off

Inviting People to Meetings

Once inside a meeting room, you can invite people to join the meeting.

Inviting People to a Meeting Room in the Mobile Version of U

To invite people to a meeting room in the **mobile version of U**, do this:

1. If there is no one in the meeting room yet, just tap the **Invite** button. If there are others in the meeting room, tap  and then +.

2. Select all of the U contacts you want to invite to the meeting.
3. Tap **Done** to send the invites via U.

You can also tap the **Invite by E-mail** button at the bottom of the app window to send an invitation to people who are not in your contacts list.

Inviting People to a Meeting Room in the PC or Mac Version of U

To invite people to a meeting room in the **PC or Mac version of U**, do this:

1. Click the **Invite** button in the meeting room.
2. Use any of these available options to invite people to the meeting:
 - **ID:** the meeting ID is the 9 digit number displayed at the top of the dialog that displays when click the invite button. You can manually share this ID with others so they can enter it in U to join the meeting.
 - **Send E-mail Invite:** click this option to send an e-mail using your default mail program. The e-mail includes both a link to the meeting room and the meeting ID the person can use to enter the room.
 - **Invite U Contacts:** click this option and then select all of the U contacts you want to invite to the meeting. Click **Invite** to call the selecting contacts via U. When they answer, they will join you in the meeting room.
 - **Copy URL:** select this option to copy the meeting room URL to the clipboard, which you can then paste in e-mails, other instant messaging apps, etc.
 - **Copy Invitation:** select this option to copy an invitation to the clipboard, which you can then paste in e-mails, other instant messaging apps, etc.

***Note:** if you need to remove a person from a meeting, see [Removing Participants From Meetings](#).*

Joining Meetings/Entering Meeting Rooms

There are several different ways you can enter a meeting room to join a meeting. Whether you received a meeting invite, or you were the one who scheduled the meeting, you can use any of the following methods to enter a meeting room.

***Note:** if a meeting is password protected and/or invitation only, you will need to get the password and/or an invite from the meeting host to join.*

Joining Meetings in the Mobile Version of U

You can join a meeting in the **mobile version of U**, by doing any of the following:

- tap on **Meetings** at the bottom of the app window, and then select the **Join a Meeting or Webinar** option. Enter in the meeting ID number in the **ID** field, modify your display name if required, and then tap **Join**.

***Note:** the meeting ID can be found in U meeting invitation e-mails.*

- tap on a URL received in a U message or meeting invitation e-mail. Modify your display name if required, and then tap **Join** to enter the meeting room.
- tap on **Voice Call** or **Video Call** option when you receive a voice/video call from a contact in U.



***Note:** if you receive a voice or video call from a contact in U, you can tap the **M**essage option to decline the call with a message. Select one of the default replies that display, which will be sent to the contact in U as a reply.*


Joining Meetings in the PC/Mac Version of U

You can join a meeting in the **PC or Mac version of U**, by doing any of the following:

- click on **Home** at the top of the U window, and then select the **Join a Meeting or Webinar** option. Enter in the meeting ID number in the **ID** field, modify your display name if required, and then click **Join**.

***Note:** the meeting ID can be found in U meeting invitation e-mails.*

- click on a URL received in a U message or meeting invitation e-mail. When prompted, click on **Open** to launch U, modify your display name if required, and then click on the **Voice Call** or **Video Call** option to enter the meeting room.
- click on  (voice call) or  (video call) in the notification to enter the meeting room when you receive a voice/video call from a contact in U.

***Note:** if you receive a voice or video call from a contact in U, you can click the  option to decline the call. Select one of the default replies that display, which will be sent to the contact in U as a reply.*

Joining Meetings without U Installed (Using Google Chrome)


If you do not have U installed on your computer or mobile device, you can still join a meeting using Google Chrome.

To join a meeting using Google Chrome, do this:

1. Go to <https://u.cyberlink.com/join> in your Google Chrome web browser.
2. Enter in the meeting ID in the field provided.
Note: the meeting ID can be found in U meeting invitation e-mails.
3. Modify your display name if required.
4. Click on **Finish**.
5. In the next window that displays, click on **Join**.

Waiting Rooms

Meeting hosts can enable meeting waiting rooms when scheduling a meeting. If you join a meeting and find yourself in the meeting's waiting room, you must wait until the host allows you to enter the meeting room.


For hosts, to admit people to the meeting room go to the People in Waiting Room section and then click/tap the  button next to a person's name. Or click/tap **Admit All** to admit everyone in the waiting room at once.

Participating in Meetings

Once in a meeting room, you can begin your discussion. Within the meeting room the following options are available.

Breakout Rooms

In the **PC or Mac version of U**, meeting hosts can create a number of breakout rooms during a meeting for all participants to use for side discussions. To create breakout rooms, do this:

1. Click the **More** button in the meeting room and then select **Create Breakout Room**.
2. Enter the number of rooms you want to create.
3. If required, enable the **Close rooms after** option and then enter the amount of time in minutes you want the rooms to stay active.
4. Click **Continue** to advance to the next window.
5. If required, you can change the name of the breakout rooms, or click  to add additional rooms.
6. Click **Create Rooms** to create the specified number of rooms.

Entering Breakout Rooms

Once breakout rooms have been created by a meeting host, you will be notified in the meeting room window. Breakout rooms are available in the **PC or Mac version of U**, as well as the **mobile version of U**. Just select a breakout room to enter it.

When you are done, just select the **Leave Breakout Room** button to return to main session window.

Broadcasting to Breakout Rooms

Meeting hosts can send broadcast messages to the breakout rooms. To do this in the **PC or Mac version of U**, click the **Breakout Rooms** button to enter the Breakout Rooms window, and then click **Broadcast to All Rooms**. Type in your message and then click the **Send** button.

Renaming Breakout Rooms

Meeting hosts can give breakout rooms custom names. To do this, right click on a room icon and then select **Rename**. Enter in the new name for the room and then click **Save**.

Closing Breakout Rooms

Meeting hosts can close breakout rooms at anytime, which return all the participants to the main room. To do this in the **PC or Mac version of U**, click the



Breakout Rooms button to enter the Breakout Rooms window, and then click **Close All Rooms**.

Note: if the meeting host enabled the close room option, meetings participants will automatically be returned to the main session once the room time expires. Meeting hosts are then prompted to close the breakout rooms.

Raising Your Hand

During a meeting you can virtually raise your hand to get a speaker's attention. A toast message will display when you virtually raise your hand, and a hand icon will display in the video window and next to your name in the Participants List.

To do this the **PC/Mac version of U**, click the **Raise Hand** button on the meeting room window. To lower your raised hand, click the **Lower Hand** button, or click the hand icon in the video window or Participants List. The meeting host can also click the hand icon in the video window or the Participants List to lower any raised hands.

In the **mobile version of U**, tap  and then select **Raise Hand**. To lower your raised hand, tap  again and then select **Lower Hand**.

Taking Roll Call

Meeting hosts can do a roll call in the meeting, for example if teaching an online class in U and they want to take attendance. To do a roll call in the **PC/Mac version of U**, do this:

1. Click the **More** button in the meeting room and then select **Roll Call**.
2. Choose what info you want to collect during the roll call. Click the **Add** button to include custom info.
3. If required, enable the "**Stop roll call after**" option and enter the amount of time in minutes.
4. Click **Start** to begin the roll call.

Once the roll call has started, you can click **More > Roll Call > View Report** to view the collected info in a web browser. Click **Extend Duration** if you want to give the participants more time to respond. Click the **Stop** button and then **Close** to end the roll call.





Once the meeting ends you will be prompted with the location of the roll call report. Click the **Open File Location** link to open the folder and view the saved .CSV file in the following folder: C:\Users\Your_Name\Documents\CyberLink\UMeeting\

Answering Roll Call

When you join a meeting in U, the meeting host may request the participants answer roll call. When prompted in U to answer roll call, click the **Continue** button to fill out the required information in a web browser. Fill in any requested information in the fields provided, and then click **Submit**.

Turning Camera and Microphone On/Off

To turn your camera and microphone on or off, do this:

- click the  button to turn on the microphone connected to your PC/Mac, or tap the **Mute** button in the **mobile version of U**.
- click the  button to turn on the webcam connected to your PC/Mac, or tap the **Video** button in the **mobile version of U**.
- click the  button to turn off the microphone connected to your PC/Mac, or tap the **Mute** button in the **mobile version of U**.
- click the  button to turn off the webcam connected to your PC/Mac, or tap the **Video** button in the **mobile version of U**.

Changing Your Camera/Microphone

In the **mobile version of U**, tap  to switch between the front or rear camera.




In the **PC or Mac version of U**, click  next to  and  buttons to change microphone/speakers or camera.



Switching to Gallery/Speaker View

***Note:** gallery and speaker view are only available when there is more than two people in the meeting room.*

In the **mobile version of U**, swipe left on the screen to switch between gallery and speaker view. Gallery view lets you view the video feeds for up to four people in the mobile version of U.

In the **PC or Mac version of U**, meeting rooms have three views you can use:



- click  to switch to speaker view, which shows your video feed and the feed of the person who is currently speaking.
- Click the  button to switch to a gallery view that displays the video feeds from up to 6 participants in the meeting room.
- Click the  button to switch to a compact view that displays the video feeds from up to 12 participants in the meeting room.

***Note:** while in the meeting room in the PC or Mac version of U, you can click  to go to full screen mode. Click  to exit full screen mode.*

Pinning Participant Video Windows

When in meeting rooms with a large number of participants, you can pin the participant videos you want to always display in the meeting room window. To pin a participant's video window, do any of the following:

***Note:** you cannot pin your own video window.*



- right-click on the video window and then select **Pin Video**.
- hover your mouse over the video window, and then click the  icon in the bottom right corner.
- hover your mouse over the user in the Participants List, and then click the  icon.


To remove the pinned window, just right-click on the window and then select **Remove Pin**, or deselect the pin icon on the window or in the participants list.

Meeting Room's Mini Mode



In the **PC version of U**, if you minimize the meeting room or switch to another program window, the meeting room will display in the mini mode.





Mini mode displays the video feed of the participant who is currently speaking. You can click  to hide video feeds, or  to display them.


To return back to the full meeting room window, you can just click .

Viewing and Chatting with Meeting Participants

In the **mobile version of U**, tap  to view a list of all the people currently in the meeting room. Click  to view the participants list in the **PC or Mac version of U**.

During a meeting you can tap  in the **mobile version of U**, or  in the **PC or Mac version**, to chat with the meeting participants.

Changing Your Display Name


In the **PC version of U**, click  in the meeting room and then **Change My Display Name**. Modify your display name as required, and then click **OK** to save the change.

Setting Participants as Meeting Hosts

During a meeting, the meeting host can right click on a person in the participants list and then select **Set as Host** to make them a meeting host. Meeting hosts can remove other participants from the meeting, create breakout rooms, and more.

Muting Participants Microphones



In the **PC version of U**, you can click the  icon next to a participant's name to mute their microphone. You can also click the **Mute All** option at the bottom of the meeting participants list to instantly mute the microphones of all the participants.


Click the  icon next to a participants name to request that they turn their microphone on. You can also click the **Ask All to Turn on Microphone** option at the bottom of the meeting participants list to request all the participants turn on their microphones.

Sharing Files in Meeting Room Chat Window

During a video meeting participants can share files within in the meeting room chat window.

***Note:** the total size of all shared files cannot exceed 500 MB, while the maximum allowed size for each file is 50 MB. Basic users can only share one file per meeting.*

To share a file in the **PC or Mac version** of U, click  to open the meeting room chat window, and then click the  button. Select the file on your computer you want to share, and then click **Open**. You can also drag and drop files into the chat window to share them.

To share a file in the **mobile version of U**, tap  to open the meeting room chat window, and then tap **+**. Tap **File** and then select the file on your mobile device that you want to share.

Saving and Viewing Shared Files

When a meeting participant shares a file in the meeting room chat window, click/tap on it (or click **Save**) to save it to your computer/mobile device and view it in a compatible program.

***Note:** if you try and exit without saving all of the files shared during a meeting, you will be asked if you want to leave without saving all of the files. Click/Tap **Leave Without Saving** to exit without saving the files, or **Cancel** to go back and save the files.*

Sharing Your Computer's Desktop

You can share the desktop of your PC/Mac with all the participants in a meeting.

***Note:** meeting participants on mobile devices can share their screens during a meeting.*

To share your computer's desktop in the **PC or Mac version** of U, do this:

***Note:** only one computer desktop can be shared at a time in a meeting.*

1. Click the **Share** button in the meeting room.
2. Select the **Desktop** option.
3. Click **Share** again.
4. Select the **Share audio from my system** option if you want meeting participants to hear your computer's audio in the meeting, and **Optimize for clearer text**, if you want to view the desktop at a higher resolution.

***Note:** in the Mac version of U, you may be asked to install the U audio device when **Share audio from my system** is selected. The U audio device must be installed if you want to share your system audio.*

5. Once shared, other meeting participants will see your mouse movements as you navigate around your desktop. Up to 4 participant video feeds will also be displayed during desktop sharing. You can click and drag the video windows to different locations on the video window. If you'd like to hide the video feeds, move your mouse to the top of the window and then deselect the **Video Window** button.

To stop sharing your desktop, move your mouse to the top of the meeting window and then click **Stop**.

***Note:** meeting hosts can stop someone from sharing their desktop by clicking the **More** button and then selecting the **Stop Current Screen Sharing** option.*

Using Annotations on Shared Desktop

After sharing your desktop, you can move your mouse to the top of the meeting window and then click **Annotation** to draw on your shared desktop with a virtual pen. If required, click the down arrow under Annotation to change the color and size of the virtual pen.

***Note:** once enabled, other meeting participants can also use annotations to draw on the shared desktop.*

Click **Clear** to erase all drawn annotations from your screen, and **Annotation** again to turn off annotations.

Viewing a Shared Desktop


When a meeting participant shares his or her desktop, it displays in a larger portion of the meeting room window.

***Note:** you can click and drag the right side of the shared desktop video window to resize it.*

Using the Virtual Laser Pointer

When in a meeting and another participant has shared his or her desktop, you can activate the virtual laser pointer to highlight something on the screen. All meeting participants will see a laser pointer dot, with your user name beside it, in place of where you drag your mouse pointer or finger (in the mobile version) in the meeting room window.

To activate the virtual laser pointer on a participant's shared desktop in the **PC or**


Mac version of U, click the  button and then **Laser Pointer**. To deactivate it, click **Laser Pointer** again.

To activate the virtual laser pointer on a participant's shared desktop in the **mobile version of U**, tap the **Laser Pointer** button. Tap it again to deactivate it.

***Note:** a maximum of five laser pointers can be activated at one time on a shared desktop.*

Using Annotations When Viewing a Shared Desktop

When someone in a meeting shares his or her desktop, and then enables


annotations, you can click the  button and then **Pen** if you want to draw on the shared desktop as well. Just click and drag your mouse to draw on the shared desktop window. If required, click the down arrow under **Pen** to change the color and size of the virtual pen. Click **Clear** to erase all drawn annotations.

Sharing Your Screen

In the **mobile version of U** you can share your screen with all the participants in a meeting.

To share your mobile device's screen in a meeting, do this:

***Note:** only one screen can be shared at a time in a meeting.*

1. Tap  and then select **Share Screen**.
2. Tap **Start Broadcast**.
3. Once started, you can minimize U and proceed to other apps. The other meeting participants will see you navigate around your mobile device.

***Note:** the laser pointer and annotations are not available during screen sharing.*

To stop sharing your screen, return to U and then tap **Stop Sharing**.

Sharing App Only on Your Computer

You can choose to share only an open application on your computer, keeping the rest of your computer's desktop hidden. Only one application from one meeting participant's computer can be shared at a time in a meeting.

To share only an open application in the **PC or Mac version** of U, do this:

1. Click the **Share** button in the meeting room, select the **Application** option, and then click **Share** again.
2. In the Select App window, choose which open application you want to share in the meeting.

3. Select the **Share audio from my system** option if you want meeting participants to hear the shared app's audio in the meeting.
4. Click the **Share** button to begin sharing it.

Note: sharing apps on your computer's desktop is only supported in the PC version of U currently.

Once shared, other meeting participants will see your mouse movements as you navigate around the shared app. Up to 4 participant video feeds will also be displayed during app sharing. You can click and drag the video windows to different locations on the video window. If you'd like to hide the video feeds, move your mouse to the top of the window and then deselect the **Video Window** button.

To stop sharing the app, move your mouse to the top of the meeting window and then click **Stop**.

Viewing a Shared App

When a meeting participant shares an application from his or her computer, it displays in a larger portion of the meeting room window, with only the user's video feed displaying as a PiP overlay. All other participant video feeds are hidden while someone is sharing an app.

Note: the virtual laser pointer is not available during app sharing.

Using the Whiteboard

In the **PC or Mac version** of U, you can enable a whiteboard that you and other meeting participants can use to draw annotations during a meeting. To enable the whiteboard, do this:

1. Click the **Share** button in the meeting room, select the **Whiteboard** option, and then click **Share** again.
2. If required, move your mouse to the top of the meeting window and then click the down arrow under **Annotation** to change the color and size of the virtual pen.
3. Click and drag your mouse to draw on the whiteboard.

Click **Clear** to erase all content on the whiteboard. To close the whiteboard, move your mouse to the top of the meeting window and then click **Stop**.

Using a Shared Whiteboard

When a meeting participant enables the whiteboard during a meeting, in the **PC or**

Mac version of U you can click  and then **Pen** if you want to draw on the whiteboard as well. In the **mobile version of U**, tap the **Pen** button.

Just click and drag your mouse or finger (in the mobile version) to draw on the whiteboard. If required, click the down arrow under **Pen** to change the color and size of the virtual pen. Long press on the screen in the mobile version to change the pen color.

Click **Clear** to erase all content on the whiteboard.

Removing Participants From Meetings

If you need to remove one of the meeting participants from a meeting, do this:




- in the **PC or Mac version of U**, right-click on the participant in the Participants list and then select **Remove From Meeting**. Click **Remove** to remove the participant.
- in the **mobile version of U**, swipe right to view the participants list and then long press on the participant you want to remove. Tap the **Remove From Meeting** option, and then **Remove** on the confirm window.

Recording Meetings

Users can record the meetings they are participating in.

***Note:** this feature may not be available, as it can be disabled by an organization's administrator or the meeting host.*

To record a meeting, do this:

1. Click the **Record** button in the meeting room. U will start recording the meeting, and all meeting participants will be notified that recording is in process.
2. Click  to pause the recording at any time, and  to continue recording.
3. Click  to stop the recording.

4. When the meeting ends, U will then process your recorded video file and prompt you when it is ready. Click the **Open file location** link to view the recorded file, or **Close** to close the message window.

Disable Recording of Meetings in the PC or Mac Version of U

When you are in the meeting room in the **PC or Mac version of U**, you can prevent others from recording the meeting.

To disable recording, do this:

1. Click the  button in the meeting room.
2. Deselect the **Allow Recording** option.

***Note:** when recording is disabled in a meeting by a participant, other participants can request for it to be allowed by clicking the **REC** button.*

Disable Recording of Meetings in the Mobile Version of U

When you are in the meeting room in the **mobile version of U**, you can prevent others from recording the meeting.

To disable recording, do this:

1. Tap  and then on  or .
2. Select the **Prohibit Participants From Recording** option.


***Note:** if someone is already recording the meeting, tap on the red icon next to his or her name and then select **Stop Recording**.*

Leaving and Terminating Meetings



In the **mobile version of U**, tap **Hang Up** to leave a meeting room. Long press the **Hang Up** button and then tap **Terminate Meeting** twice to end the meeting for all by closing the meeting room.

In the **PC or Mac version of U**, click the **Leave** button and then **Leave Meeting** to exit the meeting. Select the **Leave and close this meeting room** option to terminate the meeting for all by closing the meeting room.

Meeting Room Settings

In the **PC version of U**, click  to open and configure the following meeting room settings:




- **Change My Camera:** select to choose a different webcam/video device to use in the meeting room. Select the **Rotate 90 Degrees Clockwise** option if you want to rotate your video window clockwise. Select **Choose Virtual Background** to use a virtual background in the meeting. See [Using a Virtual Background](#) for more information. Select the **Mirror My Video** option if you want to view a mirror image of your video feed (this option will not effect what other meeting participants see. They will always see the non-mirrored image of your video).
- **Audio Settings:** select to change the meeting [audio settings](#).
- **Change My Display Name:** select to change the name used during meetings. This will not change your U name in your profile.
- **Enable Mini-Window Mode:** select this option if you want the meeting room window to change to mini-window mode that is available on top of all other applications when you minimize the meeting room or select another application. Deselecting this option will allow you to minimize and maintain the current meeting room window.
- **Video Feeds in Desktop Sharing:** select to set where the video feeds from meeting participants are displayed when someone is sharing their desktop. They can be displayed on the right side of the window, or at the bottom. Select **Hide** if you don't want the video feeds displayed during desktop sharing.
- **Host Control:** select this option to modify the following host control preferences for all meeting hosts:
 - **Allow Anyone to Record:** meeting hosts can deselect this option to prevent meeting participants from [recording a meeting](#).
 - **Allow Anyone to Mute Others:** meeting hosts can deselect this option to prevent meeting participants from muting other participants.

***Note:** in the mobile version of U, hosts can set these control preferences as well. To do this when in a meeting in the mobile version, swipe right and then tap  or  to display these two preferences.*

- **Upgrade:** select if you need to upgrade your U plan.

Using a Virtual Background


To use a virtual background while you are in a meeting, do this:

1. Do either of the following:
 - Click  and then select **Choose Virtual Background**.
 - Click  next to the  button in the bottom left of the meeting room window and then select **Choose Virtual Background**.

***Note:** CyberLink PerfectCam needs to be installed to use the virtual background feature. If you don't have it installed, click the **Download** button to download and install it on your computer. PerfectCam is free for users who have a [PRO account](#), otherwise you can subscribe to use the PerfectCam service.*

2. In the Virtual Background section, select the **Blur** option or one of the other default background images to set it as your background. Click the + icon to import your own custom photo to use as your background.

Audio Settings - Microphone and Speakers

When starting a meeting the Microphone and Speakers window displays so you can configure your audio settings. You can also access this window by clicking the  button and then select **Audio Settings**.

- **Microphone:** select your microphone and then speak into it to check the **Input level**.
- **Suppress intermittent background noise:** select this option if you want U to suppress intermittent background noise picked up by your microphone, such as keyboard sounds, tapping, mouse clicking, etc.
- **Speakers:** select your speakers or audio output, and then click the **Test Speakers** button to check the **Output level**.

Trouble-Shooting

The following are some trouble-shooting topics you can review if you encounter any issues during meetings.

What can I do if I didn't receive the new U Messenger account verification e-mail?

When you sign up for a new U Messenger account, but didn't receive the account verification email, please check the following:

- Make sure the email address you are checking is the email address registered to your U Messenger account.
- Check your e-mail's spam filter to ensure the verification e-mail was not filtered into the spam folder.
- Search for the keyword "CyberLink" in your inbox.
- Some e-mail providers may delay the sending of e-mails, depending on the server load. Please wait up to 30 minutes for the email to be delivered.

If you still cannot find the new account verification e-mail, please [contact](#) the support team.

What can I do if I can't sign in to U Messenger?

If you can't sign in to U Messenger, please check the following:

- U Messenger is updated to the latest version.
- Your U Messenger account has been activated.
- Your U Messenger account ID and password are correct.
- The device's internet connection is normal.

If there is still a problem, please contact the support team.

What can I do if I forgot my U Messenger password?

If you forgot your U Messenger password, please [click here](#) and enter your registered email address. You will be sent instructions on how to reset your password. For safety purposes, your request will be valid for 30 minutes from the time of submission.

What can I do if I can't join a U meeting?

If you are not able to join a U meeting, please check the following:

- U Messenger is updated to the latest version.
- The device's internet connection is normal.
- The meeting URL or ID is correct.
- The meeting room is not full.
- If you are using Google Chrome to access the meeting, make sure your Chrome is updated to the latest version.

If there is still a problem, you can contact the meeting host to open a new meeting room or contact the support team.

What can I do if I hear an echo during a U Meeting?

If you hear an echo during a U Meeting, please check the points below to help eliminate the echo.

1. Make sure you are running the latest version of U Messenger.
2. Attend or host a meeting in a quiet place.
3. If you are using external speakers, move your microphone at least 20 cm away from the speakers and then reduce the volume.
4. Use a headset or earbuds with a microphone if you use a notebook to host or attend a U Meeting.

Why am I not notified that I have received a new message, or the messages are delayed on some Android phones?

Some Android phones have power saving features that block U messenger's background services, which handle messages being received. To avoid this, you'll need to change some of your phone settings and allow U messenger to start background services for these phones.

Here is how you can change the settings on some specific Android phones:

- XiaoMi

Launch [Security Center] > [Permissions] > [Autostart] and then make sure U Messenger is selected.

Launch [Settings] > [Additional Settings] > [Battery & Performance] > [Manage Apps Battery Usage] and make sure U Messenger is not in the prohibited list

- Sony

Make sure you enable U Messenger to run in [STAMINA] mode. Go to [Settings] > [Power management] > [STAMINA mode] > [Apps active in standby] > [Add applications]

- Asus

Launch [Auto-start Manager], make sure you [Allow] U Messenger.

Hotkeys/Short Cuts

Description	Windows Hotkeys	Mac Shortcuts
Start/Stop Video	Alt+V	⌘+V
Mute/Unmute	Alt+A	⌘+A
Mute All	Alt+M	⌘+M
Start Desktop Sharing	Alt+S	⌘+S
Enter/Exit Full Screen Mode	Alt+F	⌘+F
Open the Invite Dialog	Alt+I	⌘+I

Chapter 3:

Technical Support

If you require technical support, then this chapter can help. It includes all the information you need to find the answers you are looking for. You may also find answers quickly by contacting your local distributor/dealer.

Before Contacting Technical Support

Before contacting CyberLink technical support, please take advantage of one or more of the following free support options:

- consult the user's guide or the online help installed with your program.
- refer to the FAQ at the following link on the U web site:
<https://u.cyberlink.com/support>
- check the [Help Resources](#) page in this document.

When contacting technical support by e-mail or phone, please have the following information ready:

- the product name, version and build number, which generally can be found by clicking on the product name image on the user interface.
- the wording of any warning messages that were displayed (you may want to write this down or take a screen capture).
- a detailed description of the problem and under what circumstances it occurred.

Web Support

Solutions to your problems are available 24 hours a day at no cost on the CyberLink web site: <https://u.cyberlink.com/support>

Note: *you must first register as a member before using CyberLink web support.*

CyberLink provides a wide range of web support options, including FAQs, in nine languages.

Help Resources

The following is a list of help resources that may assist you when using any of CyberLink's products.

- Access CyberLink's **Troubleshooting** and **FAQ** (frequently asked questions):
<https://u.cyberlink.com/support>

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