Each IM conversation is displayed in a separate IM Conversation window, as messages are received for that conversation they are displayed real-time in the Messages panel. Messages from other people will be displayed in blue, as

shown below. Type your message in the bottom panel and either press ENTER or click the Send button to send your message.

U Conversation: Andrew Smith				
Chris Tutt: Hi, I have a sales call. Chris Tutt: Can you take it? Andrew Smith: No really Andrew Smith: I'm going to a meeting in 5 minutes Andrew Smith: But Sally said she can take it Chris Tutt: Ok thanks				
will transfer to her now				
Last message received at 13:20 🗱 🗃 🤮 🛃				

Close the Conversation window by clicking the Close button Research and the IM conversation; other people can still send messages which will be displayed in a new IM Conversation window.

When a user closes their Unity application the Conversation window will show that they are offline.



Please note that IM Conversation participants changing their CommPilot Express profile to Unavailable or Busy, or activating Do Not Disturb or Call Forward Always will not make them appear offline for IM.

You can add or remove online users from the IM Conversation by clicking the Manage Users button and selecting the users to include in the conversation as below.

U Conversation members	-	ferent		×		
drdcommunications - Condy Baker - Colin Farrant - David Higgins - Dara Thompson - Gopkrishnan V - Nathaniel Cole - Prathap M K - Galas South - Charlotte Quartly - Krysia Swiatek - Lewis Marcantonio - Steve Tutt - Vas Koria	÷	drdcommunications - Ed Thrussell - Jain Sinnott - Lee Houston				
☑ Show hierarchy 😫 🖌						

The title bar will always display all current participants. Any users that go offline are automatically removed from the IM Conversation.



You can dial any participant from the IM Conversation by clicking the Dial button 🔟. If there are multiple participants you can select which user to dial from the context menu.

