

Use Yahoo Messenger for a Video or Audio Conference

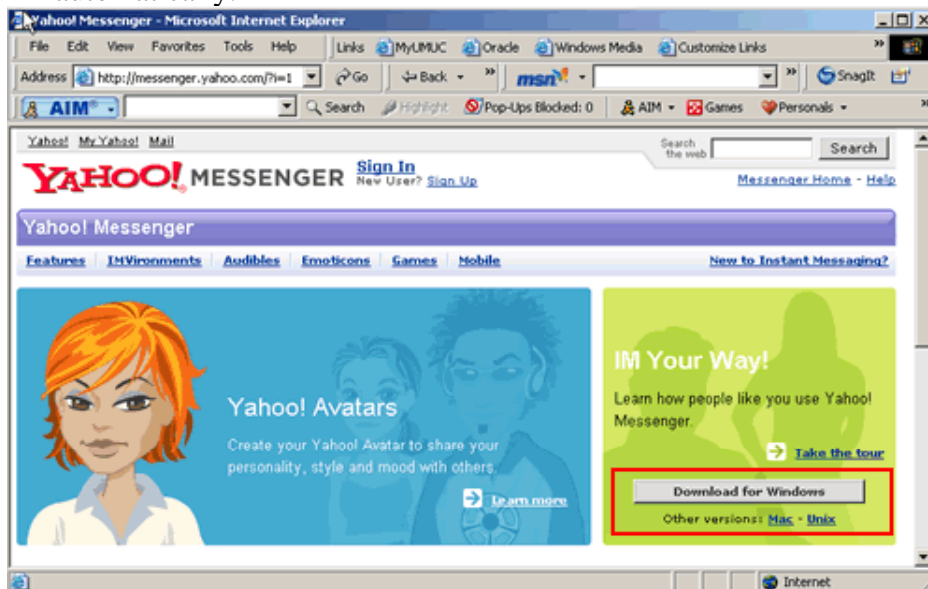
About These Instructions: These instructions are intended primarily for those who are new to instant messaging. If you already use Yahoo Messenger and want to add voice and/or video to your instant messages and group conferences (chats), please skip to Part Five: One-to-One Messaging with Text, Audio, and Video (page 17) or Part Six: Group Conferencing with Text, Audio, and Video on page 27.

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Part One: Download and install Yahoo Messenger

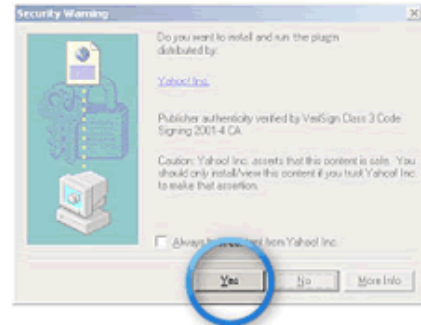
- 1- Go to <http://messenger.yahoo.com>
- 2- Click the Download button. The download/install process should begin automatically.





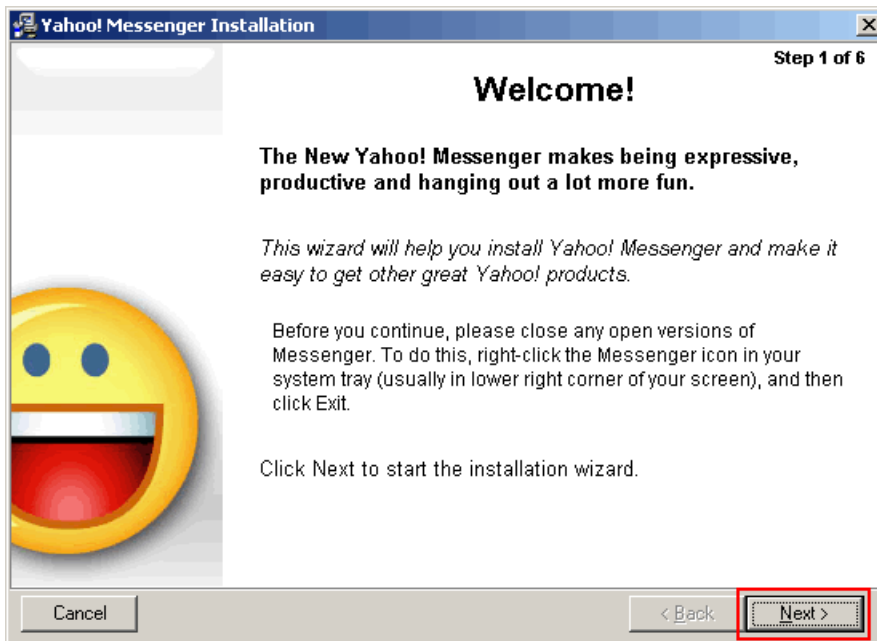
Downloading Yahoo! Messenger

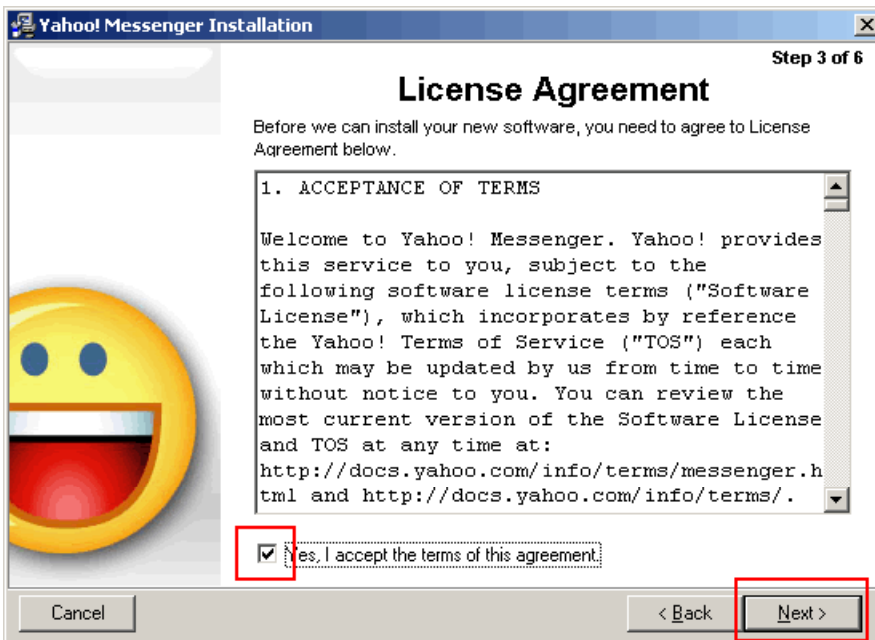
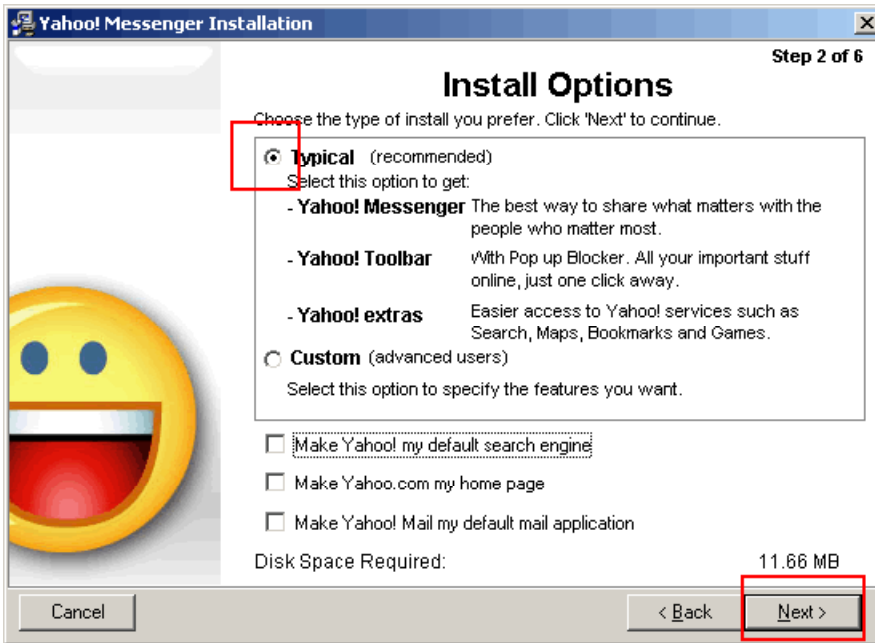
Depending on your browser's security settings, a security window like the one on the right may pop up. Make sure to click **Yes** or the installation will be cancelled.

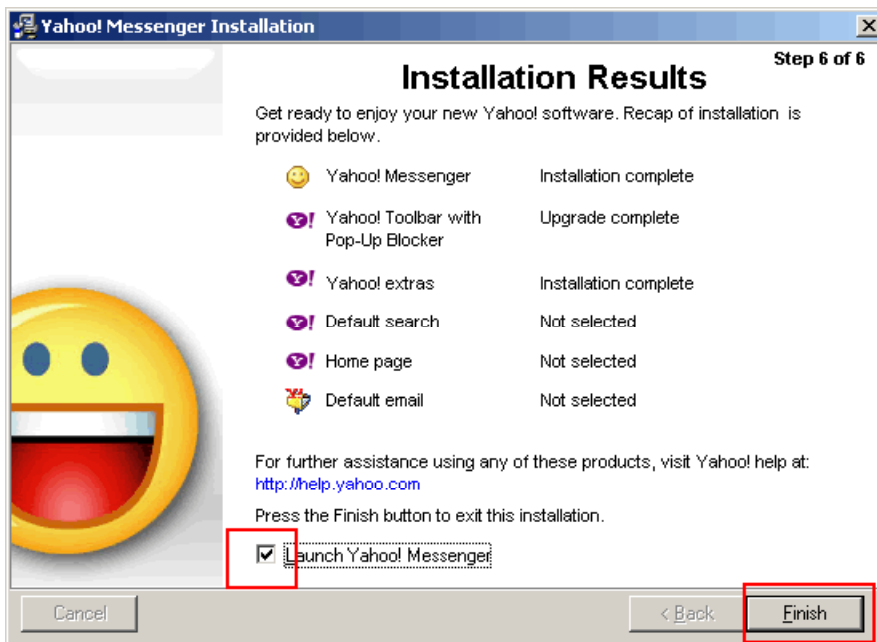
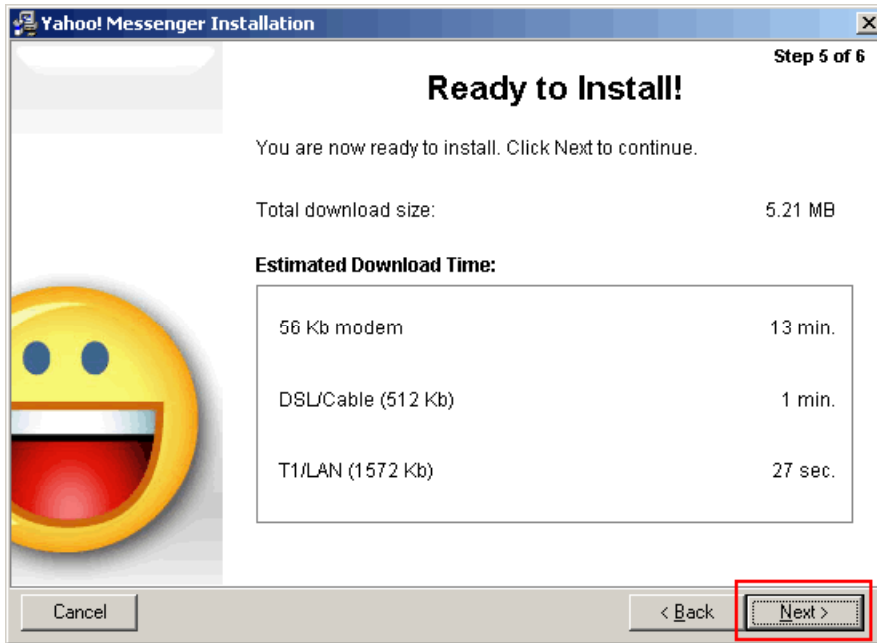


- 3- When the installation screen appears (as shown below), follow the instructions provided during each step of the installation.

The installation screen says "Step 1 of 6". There are actually only 5 steps. There does not appear to be a "Step 4" (see screen shots below).







Part Two: Create a Yahoo Messenger Account

If you previously downloaded Yahoo but: 1) did not create an account, 2) cannot remember your account name, or 3) want to create a second account, follow the instructions below.

1. When you have completed the installation process, you should see a confirmation message in your browser window. Click "Sign up now" under "Get a Yahoo ID."

Yahoo! Messenger

Features | IMVironments | Audibles | Emoticons | Games | Mobile [New to Instant Messaging?](#)

Congratulations! You have successfully downloaded Yahoo! Messenger.


Start Yahoo! Messenger in 3 Steps

- 1. Get a Yahoo! ID**

Your Yahoo! ID lets you use other free Yahoo! services, like My Yahoo!, Mail, Finance and more.

[Sign up now.](#)
- 2. Sign in**


Open Yahoo! Messenger from your computer. Enter your Yahoo! ID and password and click "Sign In."


- 3. Add friends**

Click the "Add" button to begin

[Yahoo! Messenger Feature Tour](#)
Learn about the features in Yahoo! Messenger by seeing how people like you use them.

[Getting Started Tutorial](#)
For people new to Yahoo! Messenger.



[See the features - More help](#)

Yahoo! Avatars
Create your Yahoo! Avatar to share your personality, style and mood with others.
[Learn more](#)

Meet the Yahoo! Toolbar

If you closed the browser window that displayed the "Congratulations! You have successfully installed Yahoo Messenger", then you can go to <http://messenger.yahoo.com> and click the "Sign Up" link next to "New User" at the top of the page.

Yahoo! [My Yahoo!](#) [Mail](#)

YAHOO! MESSENGER [Sign In](#)
New User? [Sign Up](#)

Yahoo! Messenger

Features | IMVironments | Audibles | Emoticons | Games | Mobile

Yahoo! Avatars
Create your Yahoo! Avatar to share your personality, style and mood with others.
[Learn more](#)

2. Complete the Yahoo Account form. A sample form is shown below.

While it's not required include an alternate email address on the Sign Up form, it is best to include one because if you lose/forget your Yahoo login name/password, Yahoo will send you an email with the login name/password to the Yahoo email address that was created when you set up your messenger account. However, since the login and password for your Yahoo email account is the same as the login for your Yahoo Messenger account, you will not be able to retrieve the email. In this case you will be forced to create a new Yahoo account.

YAHOO! MESSENGER [Yahoo! - Help](#)

Sign up for your Yahoo! ID [Already have an ID? Sign In](#)

Get a Yahoo! ID and password for access to Yahoo! Messenger and all other personalized Yahoo! services.

First Name: <input type="text" value="KA"/> Last Name: <input type="text" value="Johnson"/>	Provide your name This information will be used to personalize your Yahoo! services.
Yahoo! ID: <input type="text" value="Johnson999"/> Check if this ID is available	Choosing your ID Specify an ID that represents you. Examples: "daryman88" or "free2rhyme." You will use this information to access Yahoo! each time.
Password: <input type="password" value="*****"/> Must be six characters or more	Capitalization matters for your password!
Re-type Password: <input type="password" value="*****"/>	
Yahoo! Mail: <input checked="" type="checkbox"/> Activate my free Yahoo! email address. Your address will be the ID you've chosen followed by @yahoo.com.	Member Benefits As a member, you get free Yahoo! email that's reliable, easy to use, and available anywhere.

If you forget your password or need help with your account, you'll need to confirm the following information:


Security Question: <input type="text" value="What is your pet's name?"/>	Recalling your password This information is our only way to verify your identity. To protect your account, make sure "Your Answer" is memorable for you but hard for others to guess!
Your Answer: <input type="text" value="April"/>	
Birthday: <input type="text" value="January"/> <input type="text" value="01"/> , 1950 (Month DD, YYYY)	
Alternate Email: <input type="text" value="kjohnson@myisp.com"/> Account notices will be sent to this email address, including new password requests.	

Preferred Content: <input type="text" value="Yahoo! United States"/>	Customizing Yahoo! Yahoo! will try to provide more relevant content and advertising based on the information collected on this page and on the Yahoo! products and services you use.
ZIP/Postal Code: <input type="text" value="20740"/> Gender: <input type="text" value=""/>	
Industry: <input type="text" value="Education (includes students)"/>	
Title: <input type="text" value="Administration"/>	
Specialization: <input type="text" value=""/>	

Send me special offers, promotions, and research surveys from selected Yahoo! partners through Yahoo! Delivers.

Interests (optional):

<input type="checkbox"/> Entertainment	<input type="checkbox"/> Automotive	<input type="checkbox"/> Shopping
<input type="checkbox"/> Home & Family	<input type="checkbox"/> Computers & Technology	<input type="checkbox"/> Sports & Outdoors
<input type="checkbox"/> Health	<input type="checkbox"/> Personal Finance	<input type="checkbox"/> Travel
<input type="checkbox"/> Music	<input type="checkbox"/> Small Business	<input type="checkbox"/> Wireless & Mobile

Enter the code as it is shown in the box below. <input type="text" value="G8Jc"/>	Code Verification This step helps Yahoo! prevent automated registrations. If you cannot see this image click here .
	

By submitting your registration information, you indicate that you agree to the [Terms of Service](#) and have read and understand the [Yahoo! Privacy Policy](#). Your submission of this form will constitute your consent to the collection and use of this information and the transfer of this information to the United States or other countries for processing and storage by Yahoo! and its affiliates. You also agree to receive required administrative and legal notices such as this electronically.

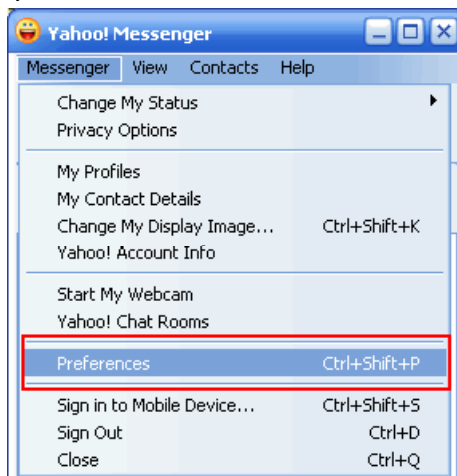
- 4- Write down the User ID and any other pertinent information from the confirmation screen. Keep this in a safe place as you will need the login name and password each time you use Yahoo messenger/Yahoo email.

Part Three: Login and Configure Yahoo Messenger

- 1- Locate the Yahoo Messenger icon on your desktop and double-click to start.
- 2- In the sign-in box, enter your Yahoo ID and password. **IMPORTANT:** Do not select "Remember my ID & Password", or "Automatically sign-in" unless you are using your own personal computer. If you select "Sign-in as invisible", you will be able to see who's online (those people who are on your contact list who are currently logged into the service) but they will not be able to see that you are online. You can easily switch between "invisible" and "available" once you are logged into the service.

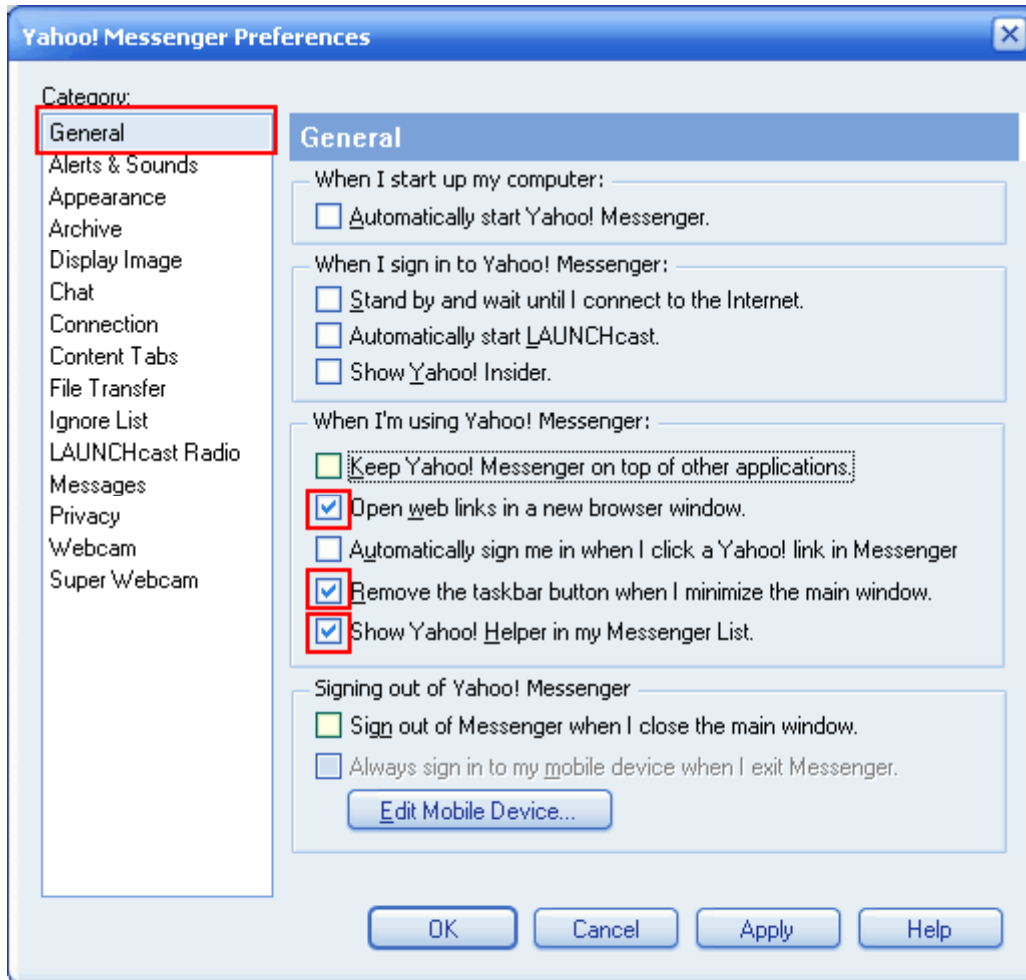


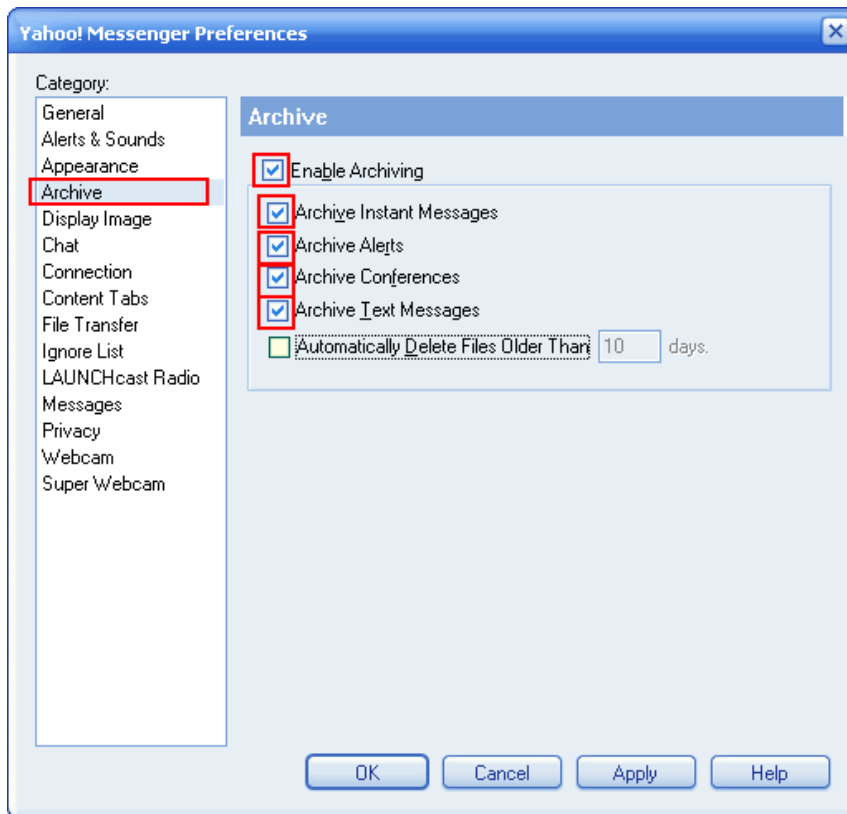
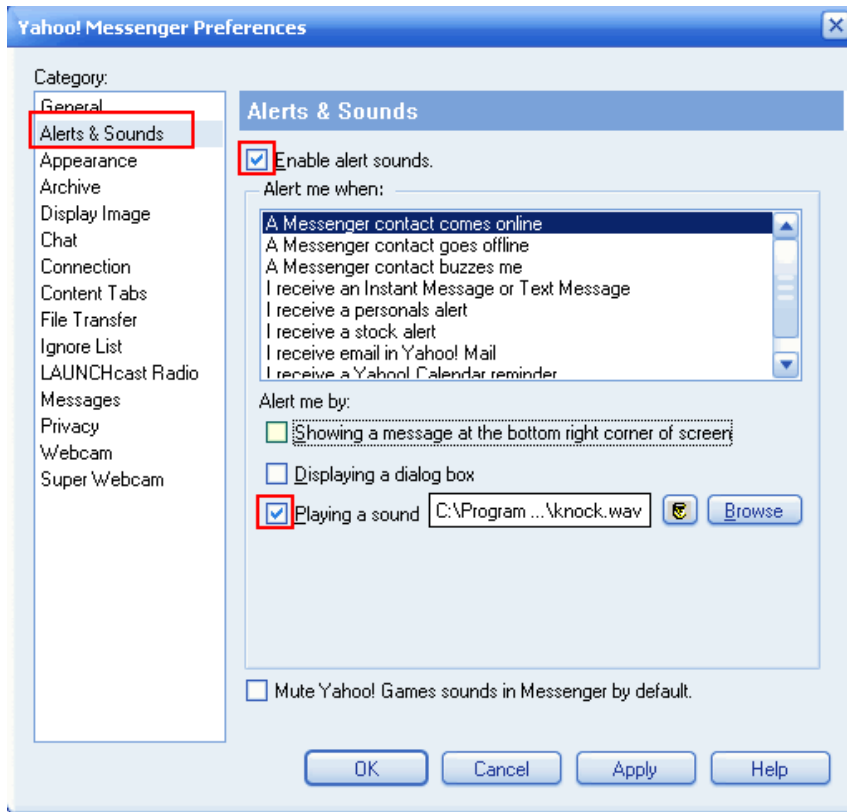
- 3- The very first time you log into Yahoo Messenger you will need to a few preferences. Select Messenger-->Preferences.
- 4-

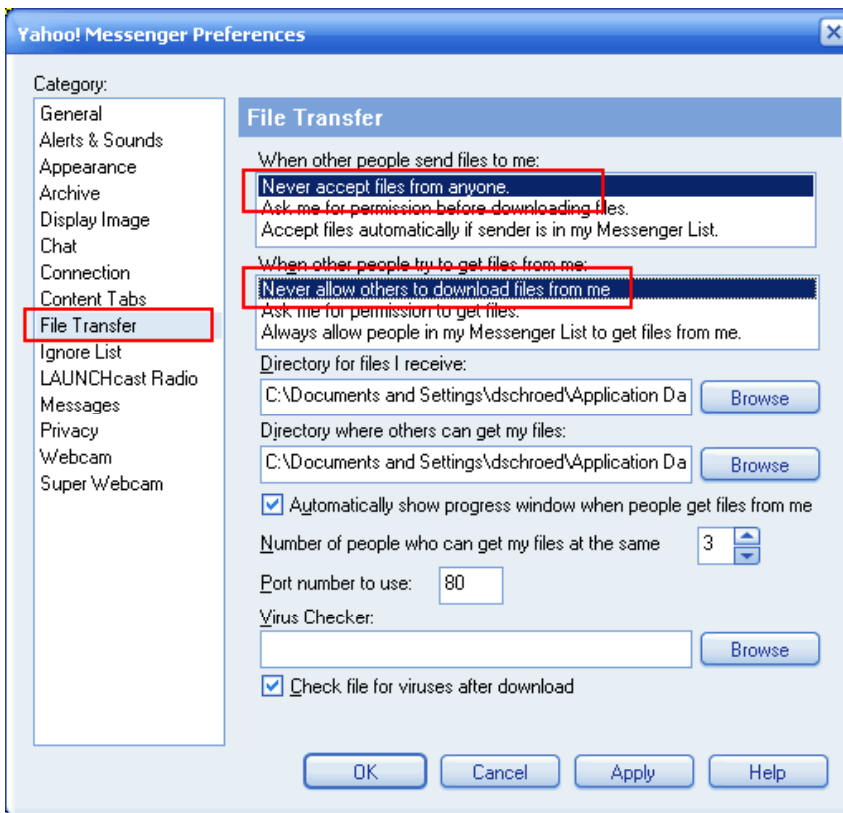
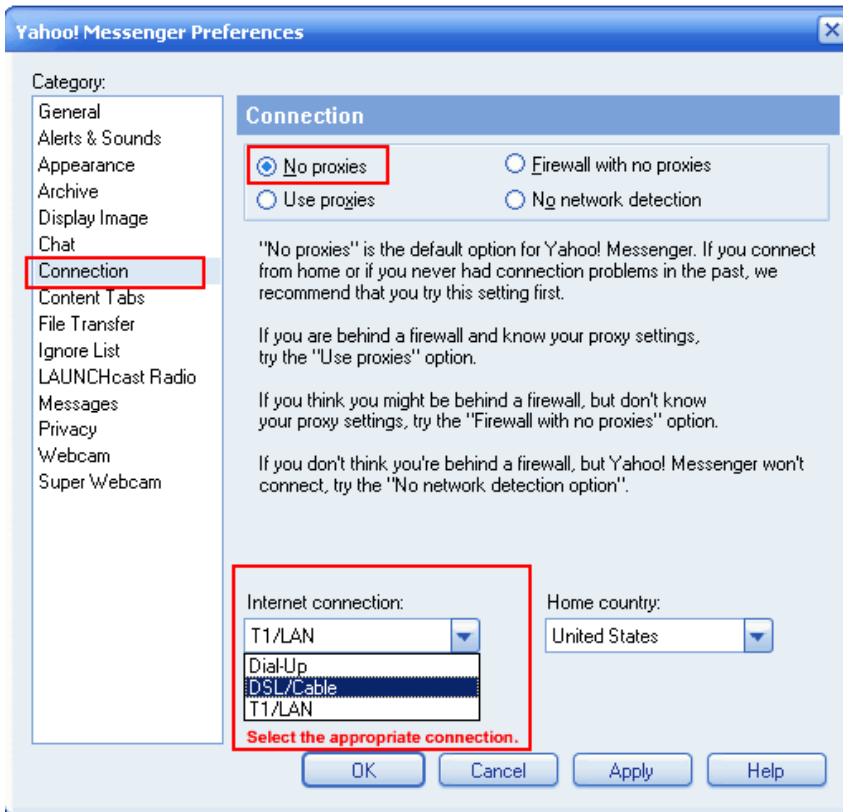


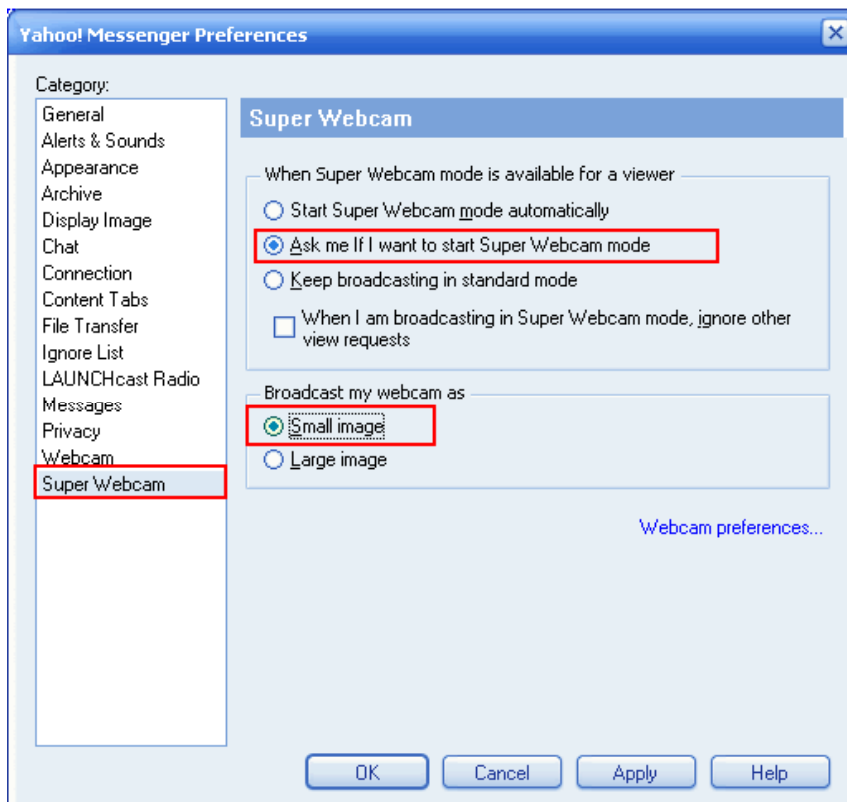
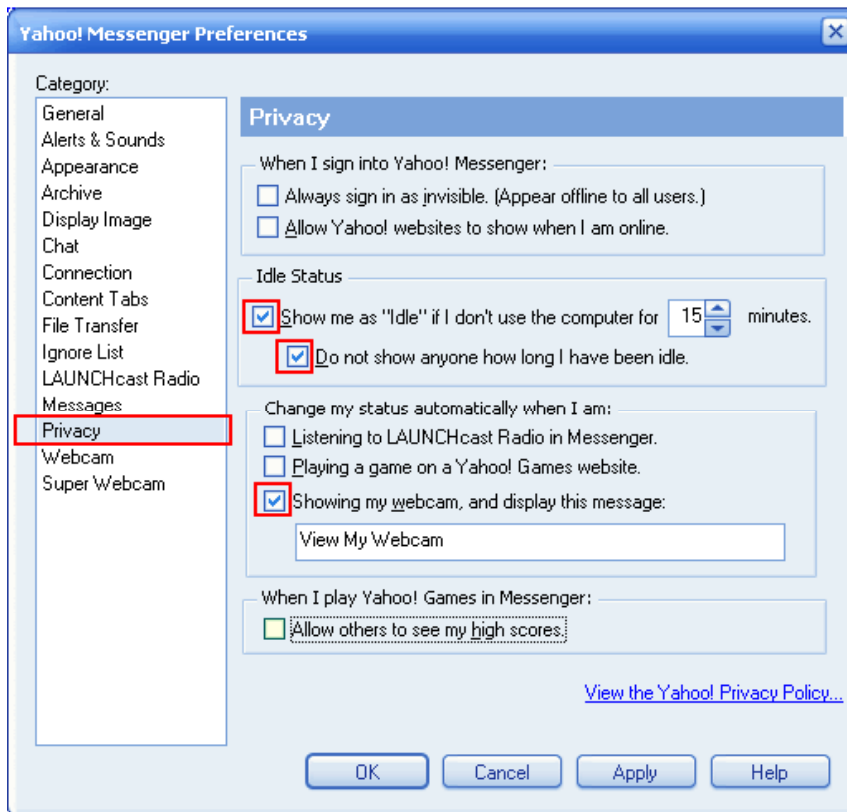
Unless you are a proficient user of instant messaging programs, we recommend that you set the preferences according to the images below (you will not have to change preferences for all categories).

Once you are more familiar with Instant Messaging and your IM program, you may later wish to add any functionality or features that are "de-selected" in the screen images shown below. You can change your personal preferences (settings) at any time, simply by selecting "Preferences" from the Messenger Menu. For more information on Yahoo Messenger Features (activated via "Preferences") see:







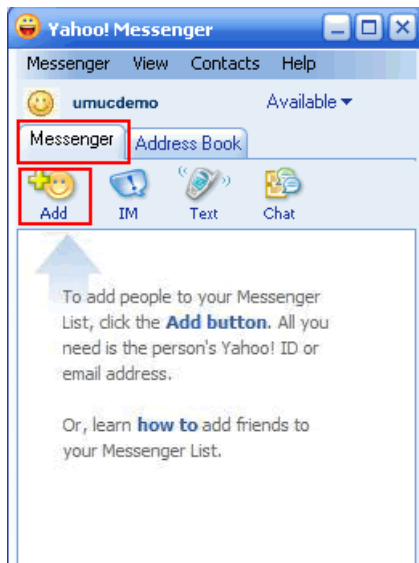


Part Four: Create Your Contact List

Before you can use Yahoo Messenger to communicate with others, you will need to create a contact list. In order to do this, you must know their Yahoo username. For example, the person you want to communicate with has a Yahoo user name umucdemo.



To add this user to your contact list, you need to select the add icon located on the Messenger tab.



2- Enter the Yahoo ID (username) of the person you wish to add to your contact list. If you think you will have a hard time remembering who the username belongs to, enter the person's first and/or last name. This is the name that will be displayed on your contact list. Click on Next.

Add to Messenger List

To add people to your Messenger List, enter the following information:

Yahoo! ID or Email Address:

umucdemo

Specify how you want this person to appear in your Messenger List (optional):

First Name: Yahoo Last Name: Trainer

< Back Next > Finish Cancel

3- You can categorize usernames on your contact list. Simply type the name of the group into which you want to categorize the username (i.e., work, school, family, friends, etc.). Yahoo messenger will send an instant message to that person, who can then accept or deny your request to include his/her name on your contact list. If that person is off-line, the "accept/deny" message will be presented to him/her the next time he/she logs in to Yahoo Messenger.

Add to Messenger List

Choose or enter a group for this person: Work

A message will be sent asking this person to approve your request to add him or her to your Messenger List.

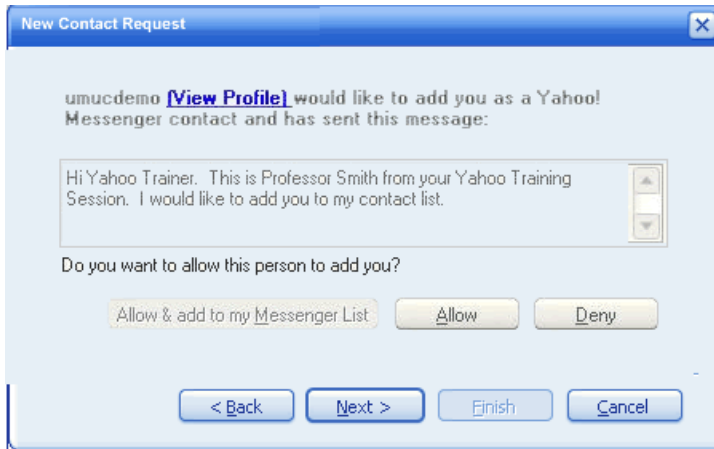
Enter a brief introduction to this person (optional):

Hi Yahoo Trainer. This is Professor Smith from your Yahoo Training Session. I would like to add you to my contact list.

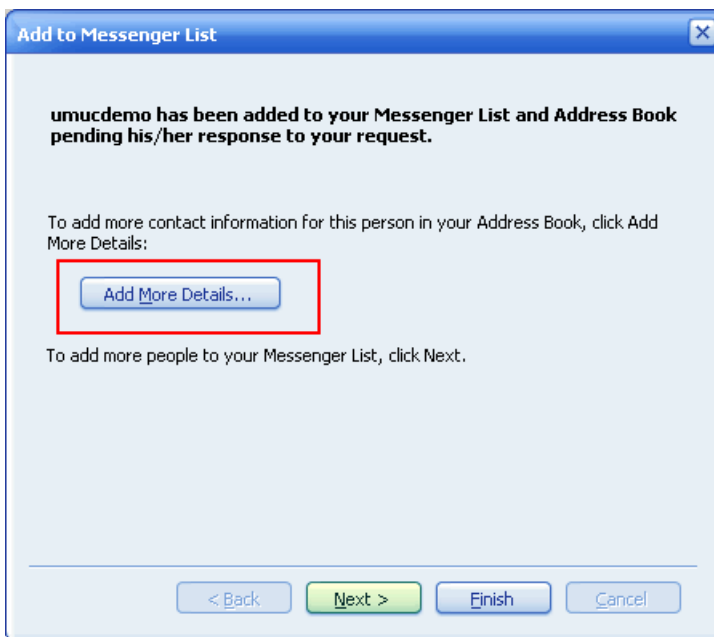
< Back Next > Finish Cancel

The person whose username you are attempting to add to your contact list will receive a Yahoo Message that resembles the one shown below. Likewise, when someone attempts

to add your Yahoo username to his/her contact list, you will receive the same type of message.



- 5- The "add to messenger list" status window appears. Yahoo Messenger includes an address book feature, in which you can add contact details for each name on your list. To add more details about a particular contact, click the "Add More Details" button.



Because of potential privacy concerns associated with the online storage of your Yahoo Messenger Address Book, we recommend that you RESTRICT the information you include on the contact details form to only that which is absolutely necessary for instant messaging this person from contact list. Once you have filled in any info you want to include, select the Save & Close button to exit the contact details form.

Contact Details

Name:
First Middle Last

Nickname Job Title

Primary Additional Home Work Dates Notes

Phone Number: **Home** **Work** **Mobile**

(Can be used for text messaging.)
[More Info](#)

Email Address:

Yahoo! ID: (Yahoo! ID)
 Add this person to my Messenger List

Delete Contact **Save & Close** Cancel

- 6- Repeat this process for any Yahoo usernames you wish to add to your contact list. If you chose to enter in additional information as outlined in step 4, you will need to repeat Steps 1-4 to enter additional contacts. Other wise you can select Next to add additional contacts or select Finish when you are done adding contacts. Remember, you can only use Yahoo Messenger to communicate with those people whose usernames appear on your contact list.

Add to Messenger List

umucdemo has been added to your Messenger List and Address Book pending his/her response to your request.

To add more contact information for this person in your Address Book, click Add More Details:

To add more people to your Messenger List, click Next.

If you prefer not to add additional details you can select the Next button if you are going to adding additional contacts to your Messenger list otherwise select the Finish button.

< Back **Next >** Finish Cancel

- 7- Check your contact list in Yahoo Messenger. As shown in the screen image below, Yahoo Trainer has been added to the contact list. In this case, Yahoo Trainer's username is actually umucdemo. Note the following:
- A yellow smiley face next to the display name indicates that the person is online.
 - A gray face means that the person is either off-line or "invisible".



- 8- To change your own status (how others see you), use the drop down status selector at the top of Yahoo Messenger (see image below). You may select from seven existing status messages or click "New Status Message" to create your own. In the second screen image shown below, we see that Yahoo Trainer has changed her status to "Be Right Back".



Part Five: One-to-One Messaging with Simple Text, Audio, and Video

At the top of the Yahoo Messenger screen, there are three communication icons (IM, Text, and Chat).



Use the IM button to open a blank Instant Message window. You can select the contact name from the drop down box at the top of the instant message window. Shortcut: Double-click the display name of the person on your contact list to whom you wish to send a message. This will open an IM message window.



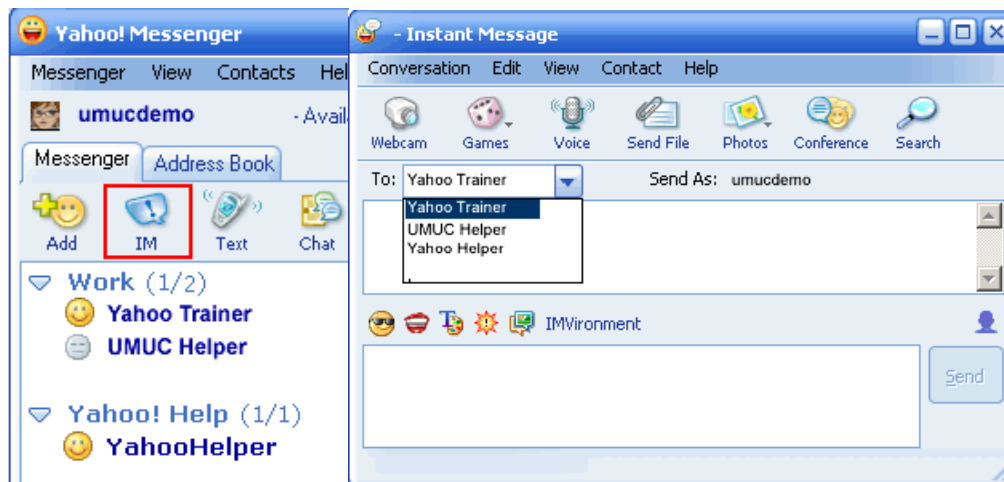
Do not use the text icon unless you want to send an instant message to someone's cell phone (not advised unless the recipient has given you explicit permission to send text messages to his/her cell phone).



Do not use the chat icon unless you want to enter a public chat room (not advised).

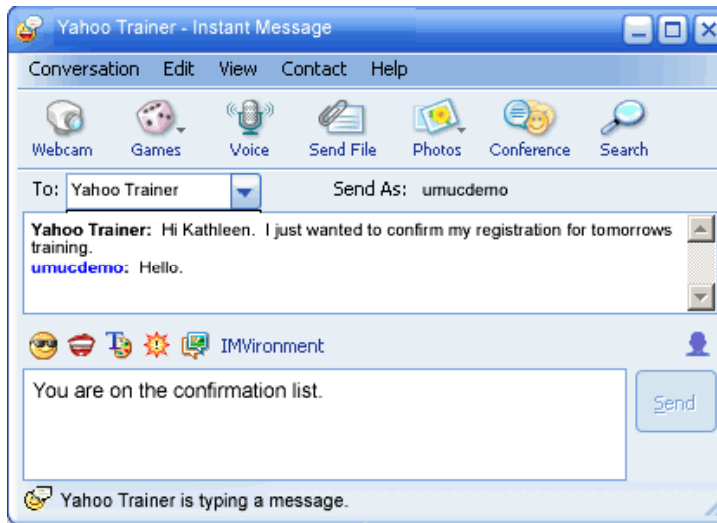
Text

By selecting the IM icon, a blank Instant Message window will open. You will then need to select from the "To" drop-down menu, the person you would like to IM.



There are two text boxes on the instant message screen. The top box contains the transcript of all text sent by you and your IM contact.

Use the lower box to enter the text you want to send. If the person with whom you are communicating is typing a response, it will say so in the lower left corner of the message window. If the person is typing a message, you should wait until you see his/her response before sending additional text

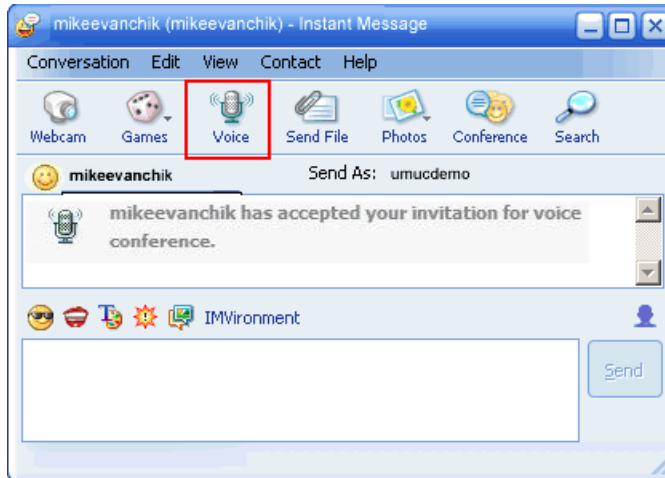


Voice

Before using Voice as part of a one-to-one instant message (chat session with one other person), consider the following:

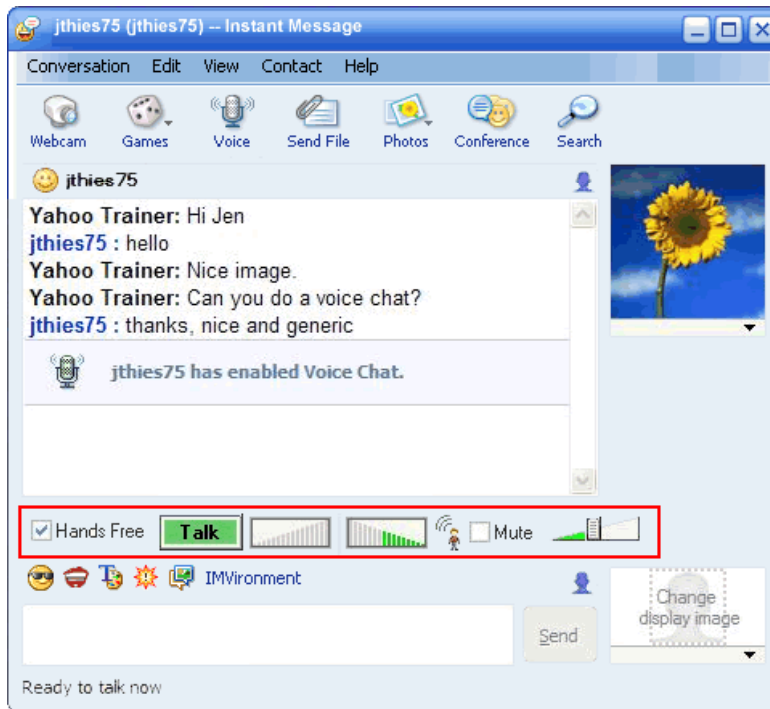
- Although you can listen via your computer's speakers, use a headset mic if you are going to talk.
- If the other person does not have a headset mic, he/she can still hear you via his/her speakers and respond with text.
- The speed of each participant's Internet connection and the quality of his/her headset mic will affect the overall audio quality. Quality ranges from crackling ham radio to high-end speaker phone. Generally, the fewer people participating, the greater the overall quality will be (simply because you are reducing the potential number of quality detractors, such as slow or spotty Internet connections, bad microphones, etc.).
- The audio portion of your chat does not appear in the text window (you cannot see it, you can only hear it). Keep this in mind if there are any ADA compliance concerns (those concerns will be based on who is participating in the chat and whether the chat it is mandatory or optional).
- Currently, there is no way to save a transcript of the audio portion of your chat. Only the text portion can be saved.

To speak with the person with whom you are text messaging, click the Voice icon. The person will receive an "accept/deny" message in his/her instant message window. If the person does not have a headset mic connected to the computer, he/she will probably deny the request and then explain why via the text window. If the person accepts your request, you will receive this information in the transcript portion of your instant message window, as shown below.



When you begin using audio as part of your instant message, a "Talk" indicator will appear on your instant message window, as shown below.

- If you do not select "Hands Free", then you will have to push the green Talk button every time you want to say something. "Hands Free" mode works best, unless there are other people in the room with you or there is significant background noise, which you do not wish to "play/transmit" into the message.
- If you have selected "Hands Free" mode and you need to speak privately to someone standing next to you, select mute. Otherwise, the person with whom you are instant messaging will hear everything you say.
- If your telephone rings while you are engaged in a Hands-Free voice chat on Yahoo Messenger, you should also select Mute. Be sure to de-select Mute when you are ready to begin talking again via Yahoo Messenger.

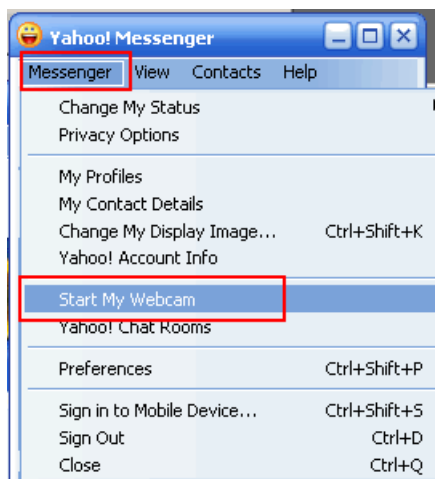


Video

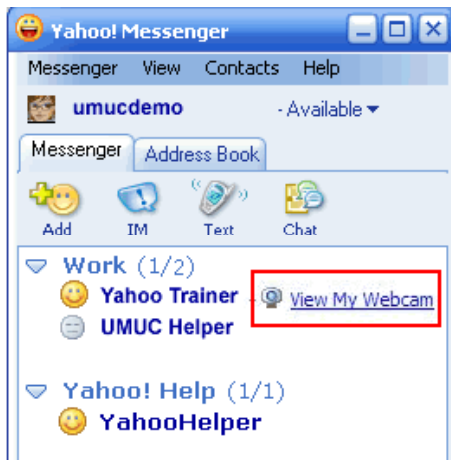
If you and the person with whom you are chatting both have high speed Internet connections, one or both of you can add video to your chat. Starting your own Webcam:

Assuming that you have already connected a Webcam to your computer, there are three ways to start your own Webcam:

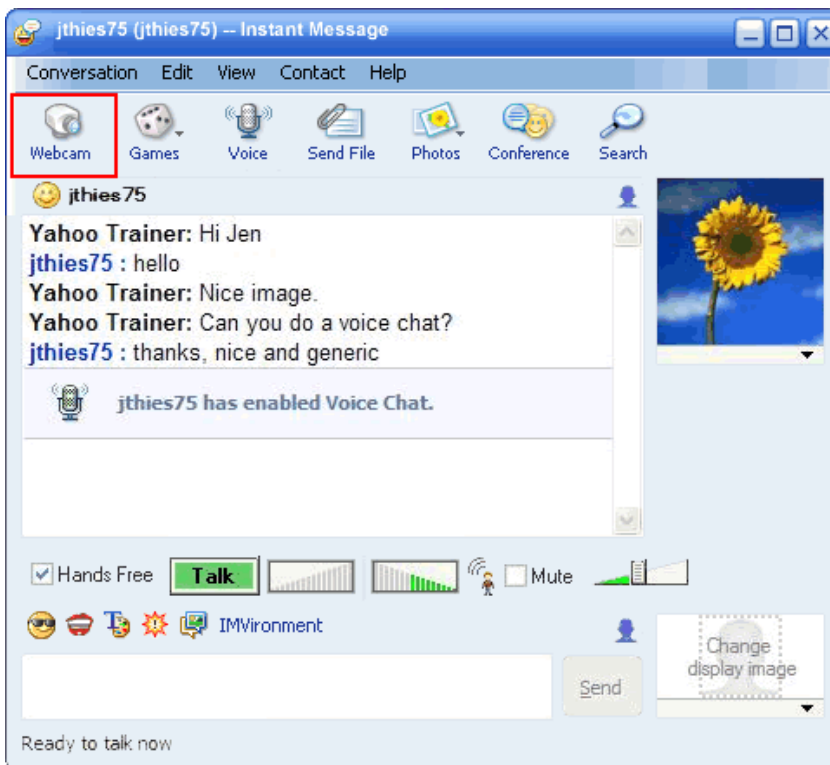
Option 1: Before you open an instant message with someone on your contact list, click the Messenger menu on your contact list and select "Start My Webcam".



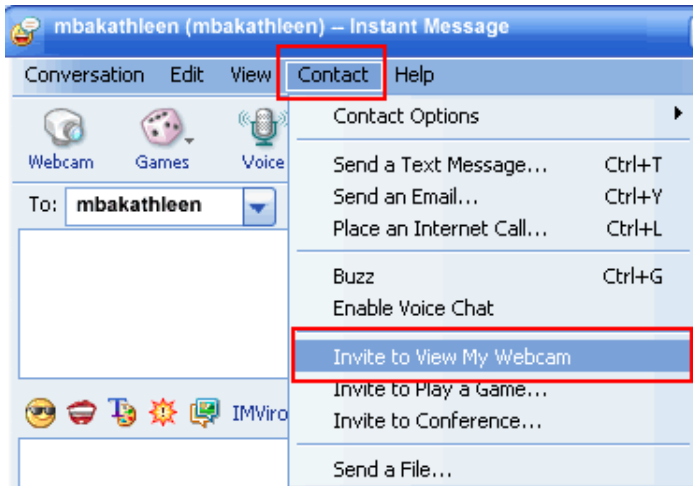
A "View My Webcam" link (see image below) will appear next to your name in the IM contact list of anyone who has added your username to his/her list of contacts.



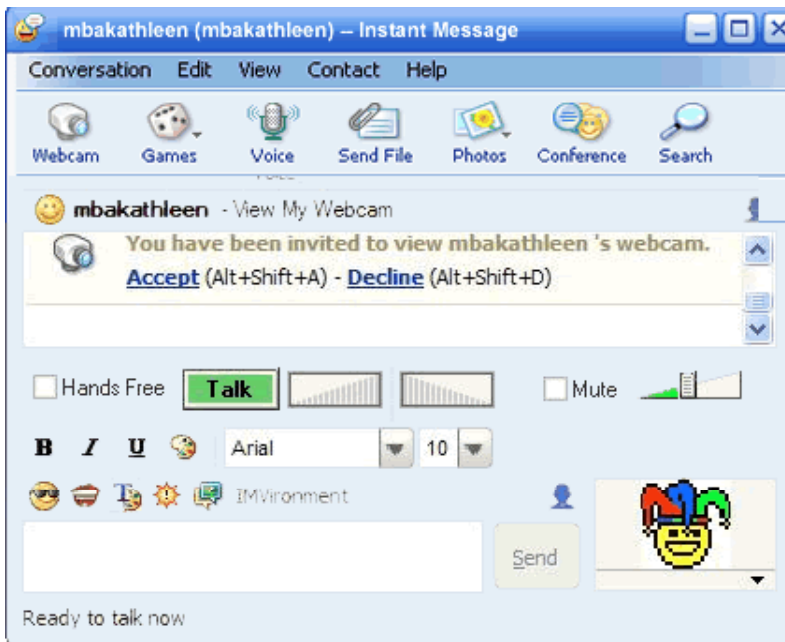
Option 2: If you have an open IM window (with someone on your contact list), select the Webcam icon located on the IM window toolbar.



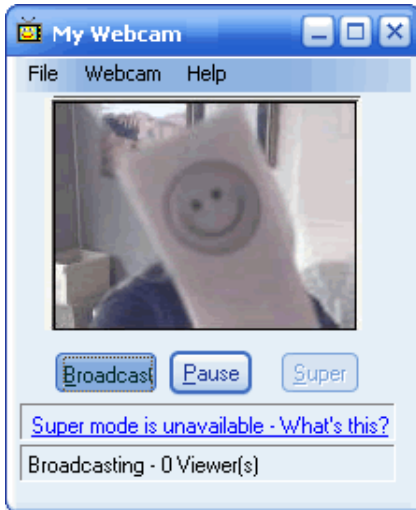
Option 3: In the IM window, select the Contact menu located on the IM window and select the "Invite to View My Webcam".



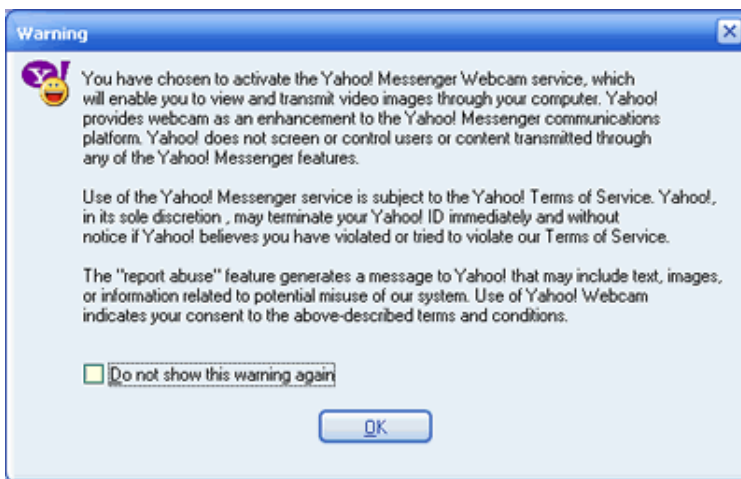
If you select either Option 2 or 3 above, the person with whom you are chatting will see an invitation to view your Webcam in the transcript window of the IM window. He/she may accept or decline the invitation.



If he/she accepts the invitation, a small window containing your Webcam video (see sample image below) will appear on his/her screen.



Regardless of the method you use to activate your Webcam, a warning window will appear containing the terms and conditions of Yahoo Messenger Webcam service. Click OK to continue.

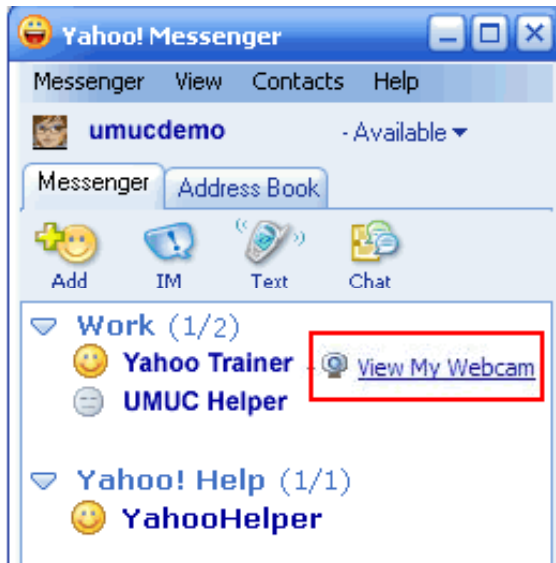


You may be prompted to select your connection speed.

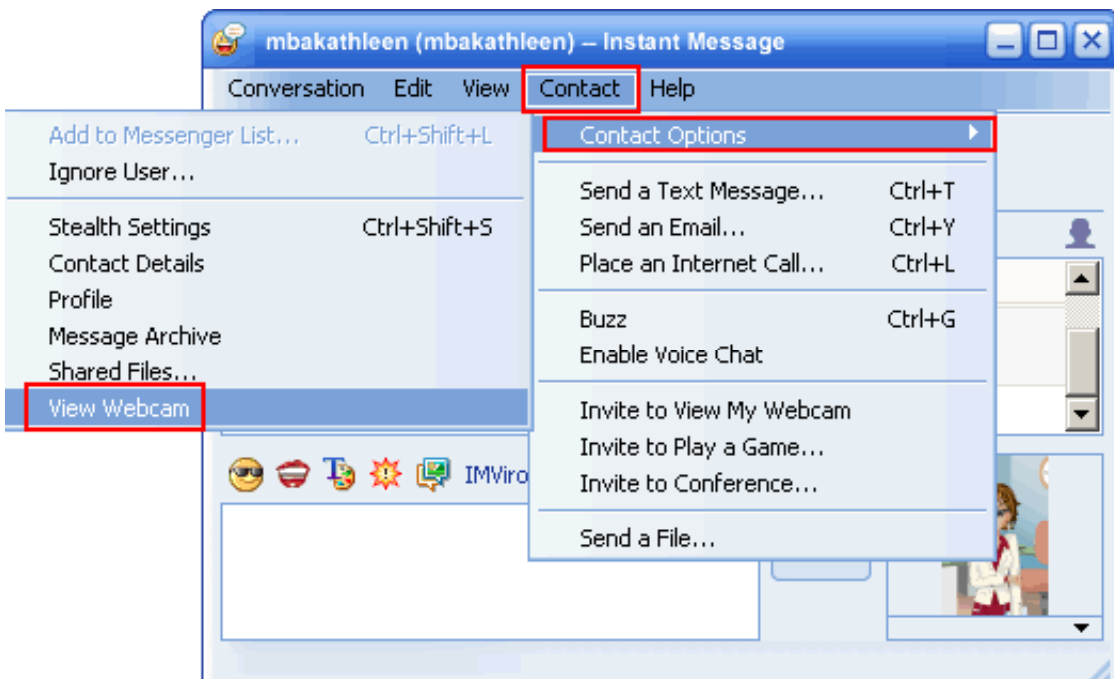


Viewing someone else's Webcam: Assuming that someone on your contact list or the person with whom you are chatting has started his/her Webcam, there are two ways to view his/her Webcam image:

Option 1: If you are not engaged in an active chat session yet, click the "View My Webcam" link located to the right of the contact's ID/name on your Messenger contact list.



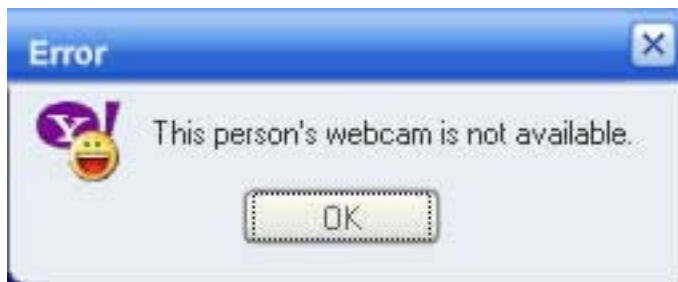
Option 2: If you are already engaged in an active chat session, click the Contact menu in the IM window, select Contact Options and View Webcam.



Depending on the other person's IM preferences (settings), he/she may have to grant permission for you to view his/her Webcam before the Webcam image appears, as shown below.

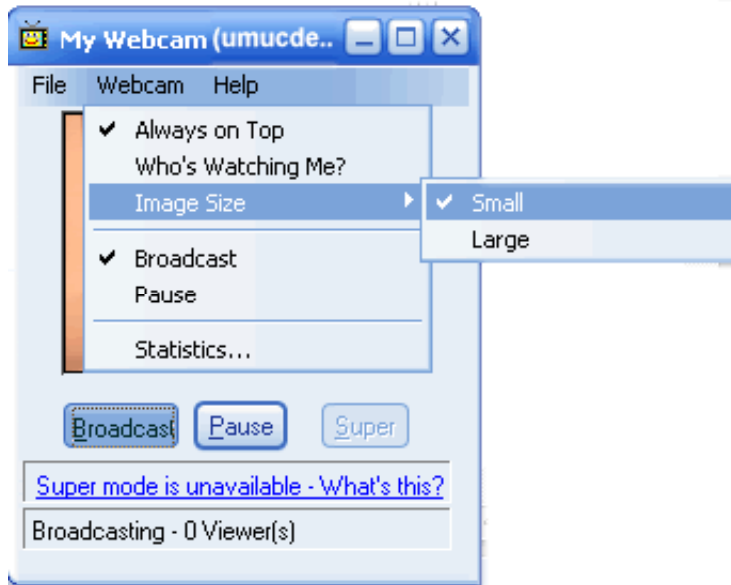


If the person does not have a Webcam installed, or the Webcam is not turned on, you may see the following error message:

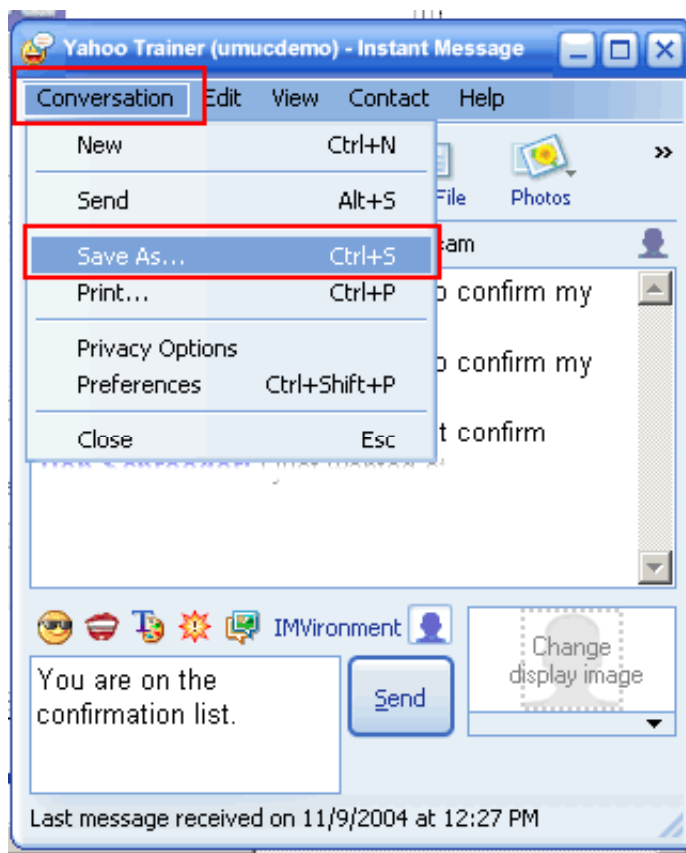


You can adjust the display properties of the video image from the Webcam menu located inside the Webcam window (see screen shot below):

- Select "always on top" to force the Webcam window to remain on top of your open IM (chat) window. Otherwise, you will not be able to watch the video while you are instant messaging the person in the video.
- Select Small if the Webcam image is too large, relative to the size of the IM (chat) window.



IMPORTANT REMINDER: Only the text portion of your instant message/chat session can be saved. To save the text transcript, select "Save As..." from the Conversation menu located in the upper left corner of the IM box. You must click "Save As..." before you close the chat window. Once the chat window is closed, you will not be able to save or retrieve the text of your chat.



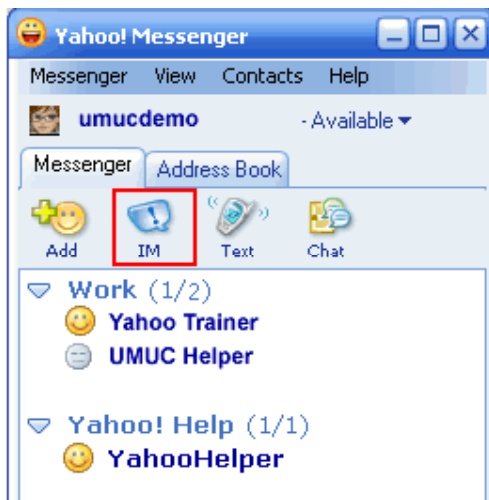
Part Six: Group Conferencing with Text, Audio, and Video

or maximum participation, schedule your Group Conference/Chat times well in advance via email. Prior to the scheduled time, planned participants should exchange their Yahoo usernames as they will need to the usernames of the other participants to their own contact lists in Yahoo Messenger.

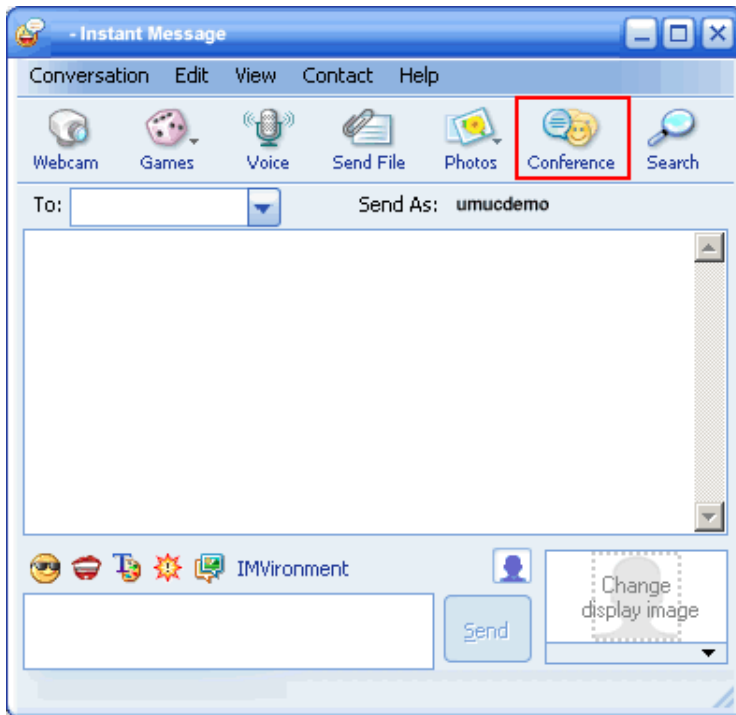
It is also helpful to determine in advance who will be the one to initiate the conference at the scheduled time. The person who initiates the conference invites the other participants to join. This will ensure that everyone is "invited into" the same group conference (chat) window.

Text

1. On the Yahoo Messenger window, click on the group name (i.e., work) containing the usernames of those with whom you wish to have a group chat. Click the IM icon to open a blank message form.



2. On the blank instant message form, click the conference icon.

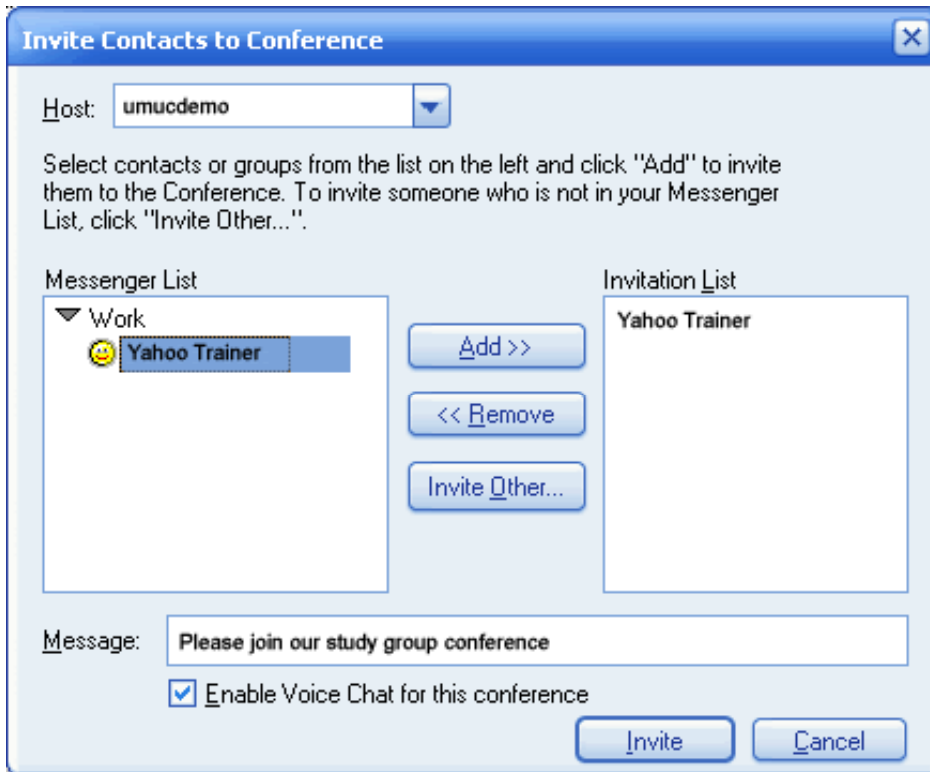


3. On the Invite Contacts to Conference window you will see a "messenger list" to the left and an "invitation list" to the right. Although you may have many names on your contact list, the "messenger list" in the chat window only displays those people who are currently online and available for a conference. If a desired participant has his/her individual IM status set to anything other than "available", his/her username may not be displayed on the "messenger list" (for more information on "availability" status, see Part Four, Step 7).

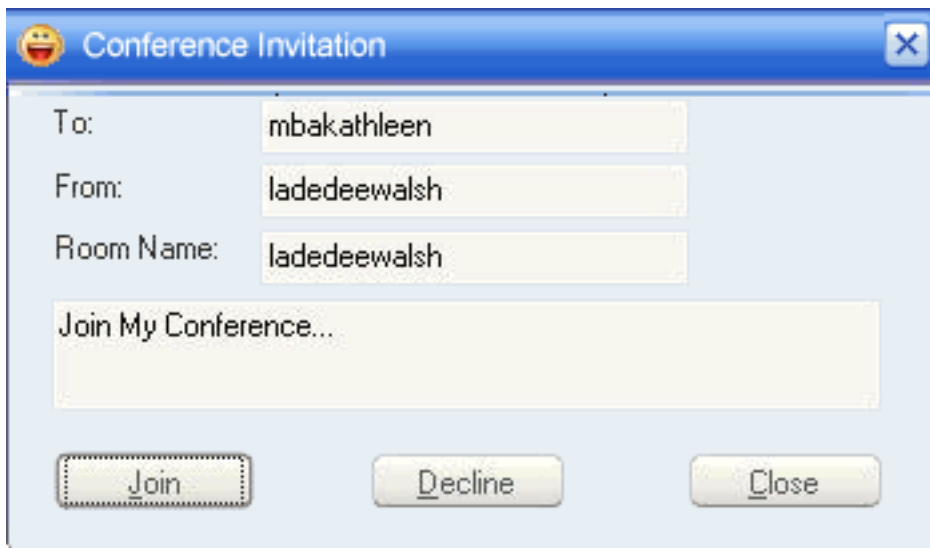
Select the usernames from the messenger list that you want to invite to your conference and then click the add button in the center of the screen. The names you have added will appear on the invitation list to the right.

If you wish to include audio in your conference, check "Enable Voice Chat for this conference" as shown in the screen image below.

Note: All participants must have speakers connected to their computers for a group conference with audio. Those who plan to speak must use headset mics. Those who do not have headset mics, can still listen via their computer speakers, but they will have to type their responses.



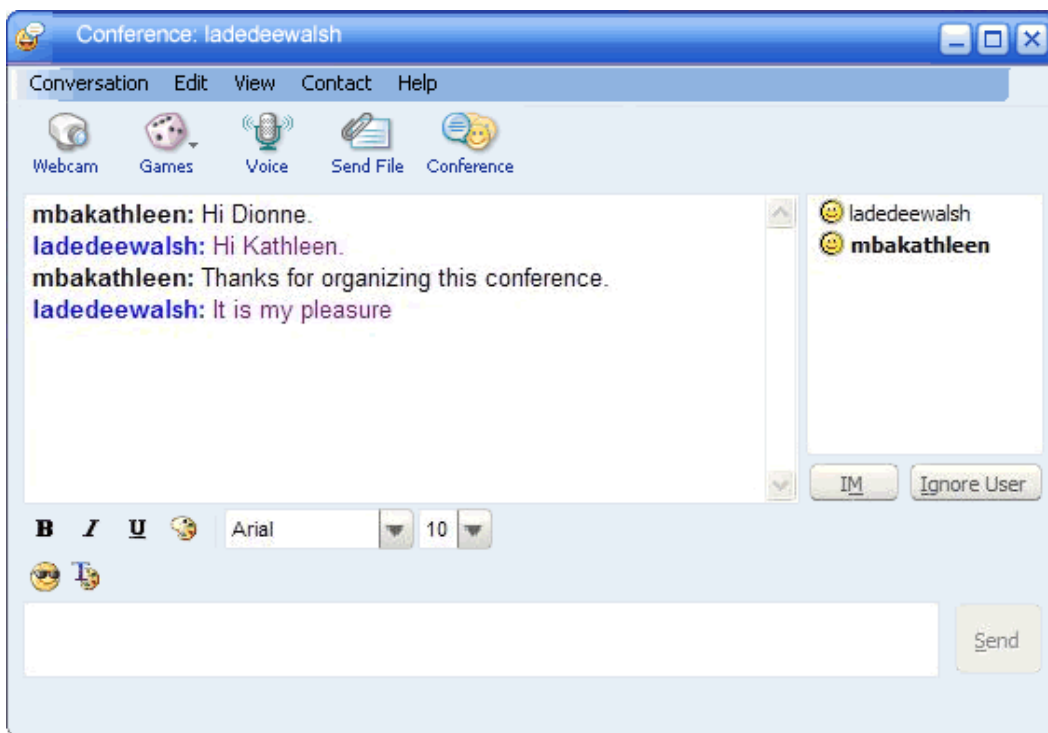
After you click the Invite button on the Invite Contacts to Conference window, the recipients of your invitation will receive an instant messenger pop-up notice. If someone (besides yourself) initiates the conference, you will receive the same type of pop-up message.



4. When the group conference (chat) windows appears:

- The username of the person who initiated the conference appears in the title bar of the conference window.

- Usernames will begin appearing in the right column as the invitations are accepted.
- The upper text window displays the transcript of all text that has been entered by participants.
- Under the transcript box, you will see font tools (bold, italic, color, font type and font size). Those tools only affect the text that you enter.
- Under the font tools, you may click the smiley face icon at anytime to select a particular "emoticon" to accompany the text you are currently typing.
- The format tool next to the smiley face icon toggles the font tools on or off.
- You may send a private side-bar message to anyone whose name appears in the right column. Click the username and then click the IM button beneath the username column to open a private message window to that user.
- Enter your text in the lower text window and click send to communicate with the group.



Voice

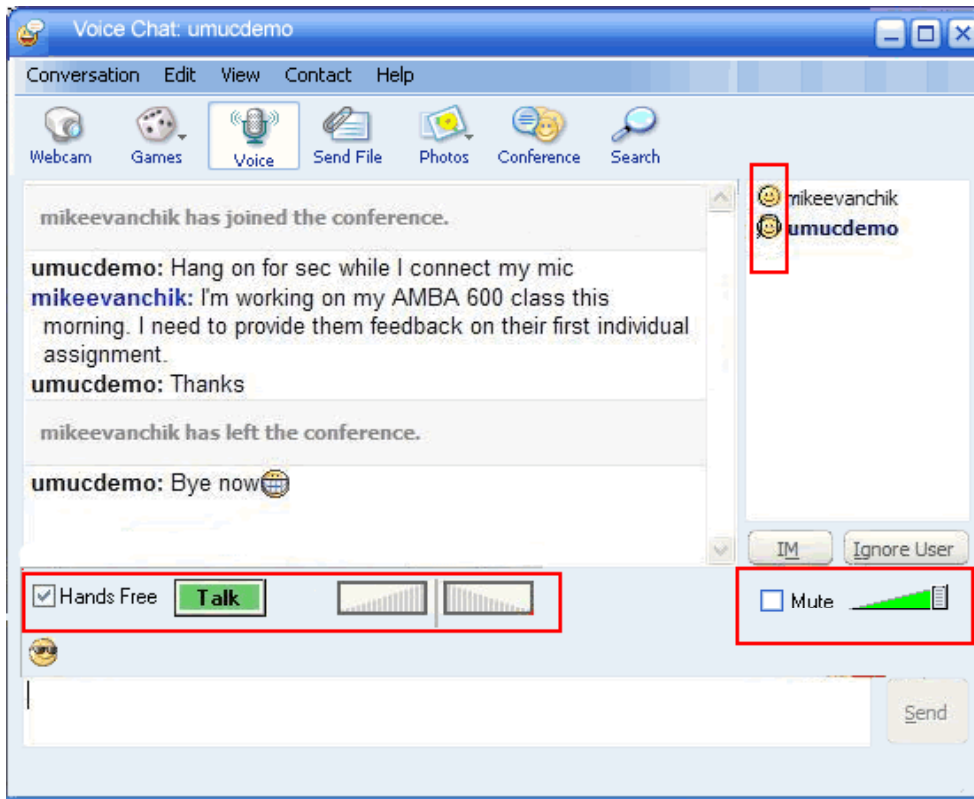
Before using Voice as part of your group conference/chat, consider the following:

- Although you can listen via your computer's speakers, use a headset mic if you are going to talk.

- If the other participants do not have headset mics, they can still hear you via their speakers.
- The speed of the participants' Internet connections and the quality of their headset mics will affect the audio quality of your conference. Quality can range from crackling ham radio to high-end speaker phone. Generally, the fewer people participating, the greater the overall quality will be (simply because you are reducing the potential number of quality detractors, such as slow or spotty Internet connections, bad microphones, etc.).
- The audio portion of your chat does not appear in the text window (you cannot see it, you can only hear it). Keep this in mind if there are any ADA compliance concerns (those concerns will be based on who is participating in the chat and whether it is mandatory or optional).
- Currently, there is no way to save a transcript of the audio portion of your chat. Only the text portion can be saved.

To activate Voice chat, you must first click the voice icon at the top of the existing conference window. If you are a participant in a conference that someone else initiated, the initiator of that conference may have already enabled voice chat. If so, the title bar of the conference will say "Voice Chat" followed by the username of the person who initiated the conference. The voice enabled conference/chat window is identical to the text conference/chat window with the following exceptions:

- The icons located to the left of the users who are able to participate in voice chat will be wearing headsets. In the screen image below, umucdemo is able to participate in voice chat, but mikeevanchik is not, as noted by the absence of headphones on the icon next to his username.
- Under the transcript box, you will see Talk and Mute controls/indicators.
- As a reminder, if you do not select "Hands Free", you will have to push the green Talk button every time you want to say something. "Hands Free" mode works best, unless there are other people in the room with you or there is significant background noise, which you do not wish to "play/transmit" into the message. Also, if you have selected "Hands Free" mode and you need to speak privately to someone standing next to you, select mute. Otherwise, the person with whom you are instant messaging will hear everything you say. If your telephone rings while you are engaged in a Hands-Free voice chat on Yahoo Messenger, you should also select Mute. Be sure to de-select Mute when you are ready to begin talking again via Yahoo Messenger.

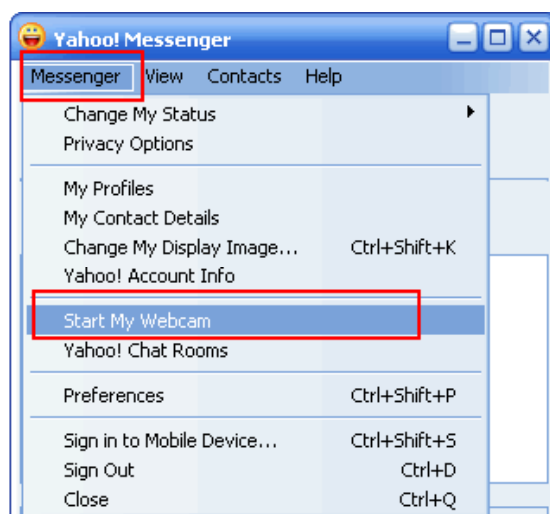


Video

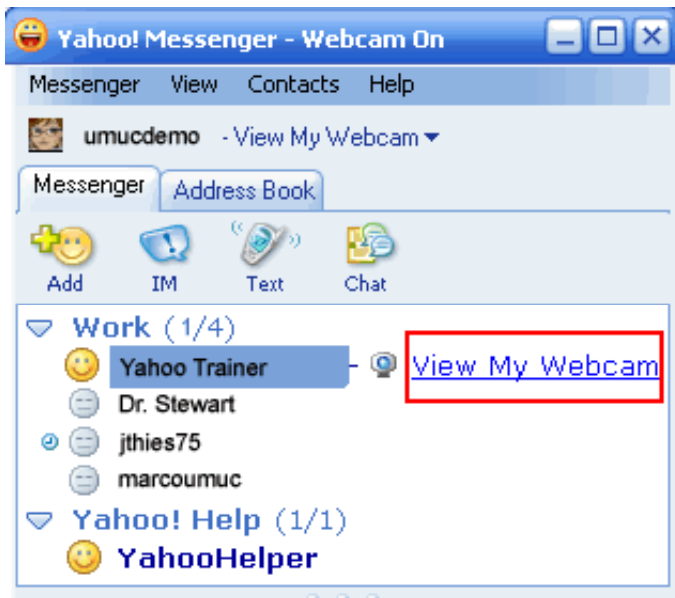
Participants in a group conference (chat) who have high speed Internet connections and Webcams installed on their computers can use video as part of the conference .

Starting Your Own Webcam:

Option 1: Before starting a group conference, click the Messenger menu on your contact list and select Start My Webcam.

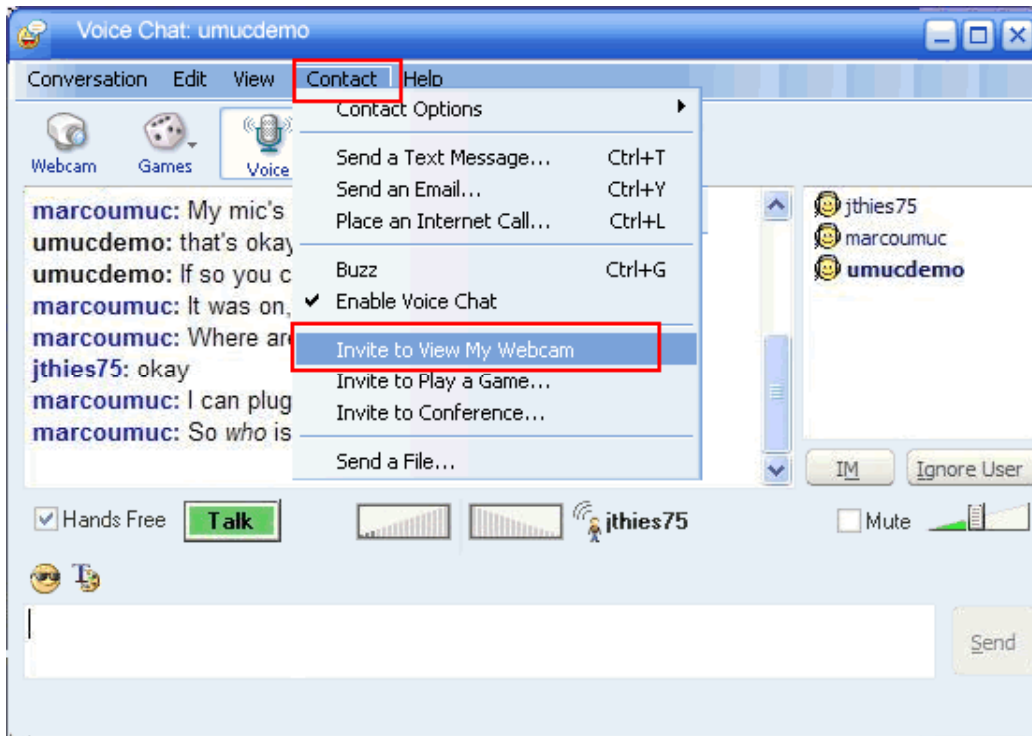


A "View My Webcam" link (see image below) will appear next to your name in the IM contact list of anyone who has added your username to his/her list of contacts.

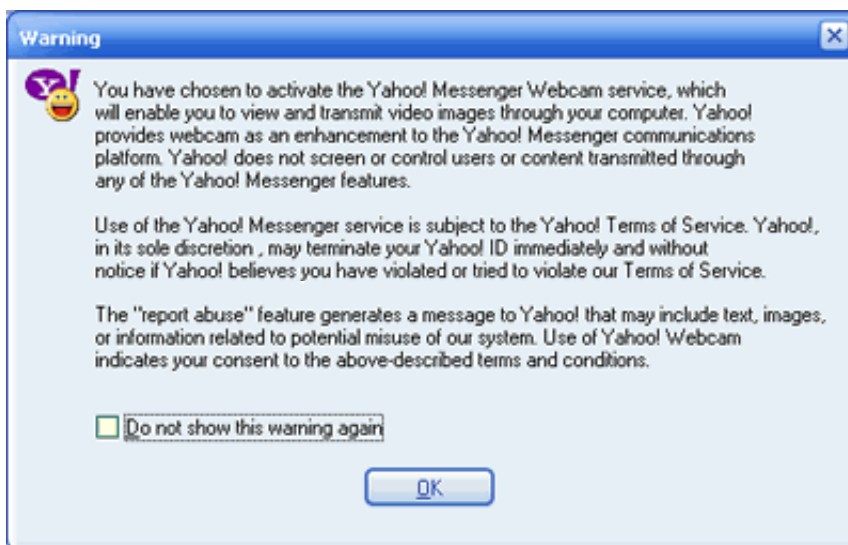


Option 2: If you are already active in a group chat window, click the Webcam icon located in the upper left corner of the group conference window. An announcement should appear in the transcript window indicating that you have activated your Webcam.

Option 3: Select the name of the person on the group conference participant list (right side of conference window). Select Contact from the tool bar, then select the "Invite to View My Webcam" from the drop-down box. The person whose name you clicked will see an invitation to view your Webcam. He or she may accept or decline the invitation.



Regardless of the method you use to activate your Webcam, a warning window will appear containing the terms and conditions of Yahoo Messenger Webcam service. Click OK to continue. You may be prompted to select your connection speed.

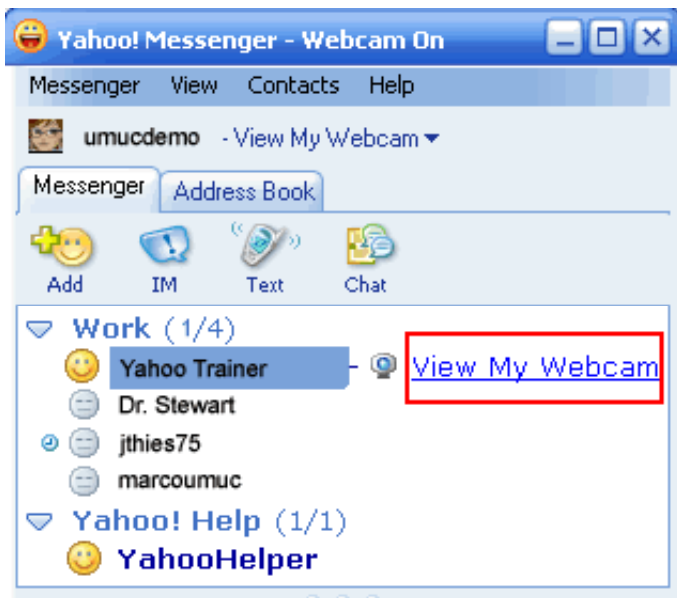




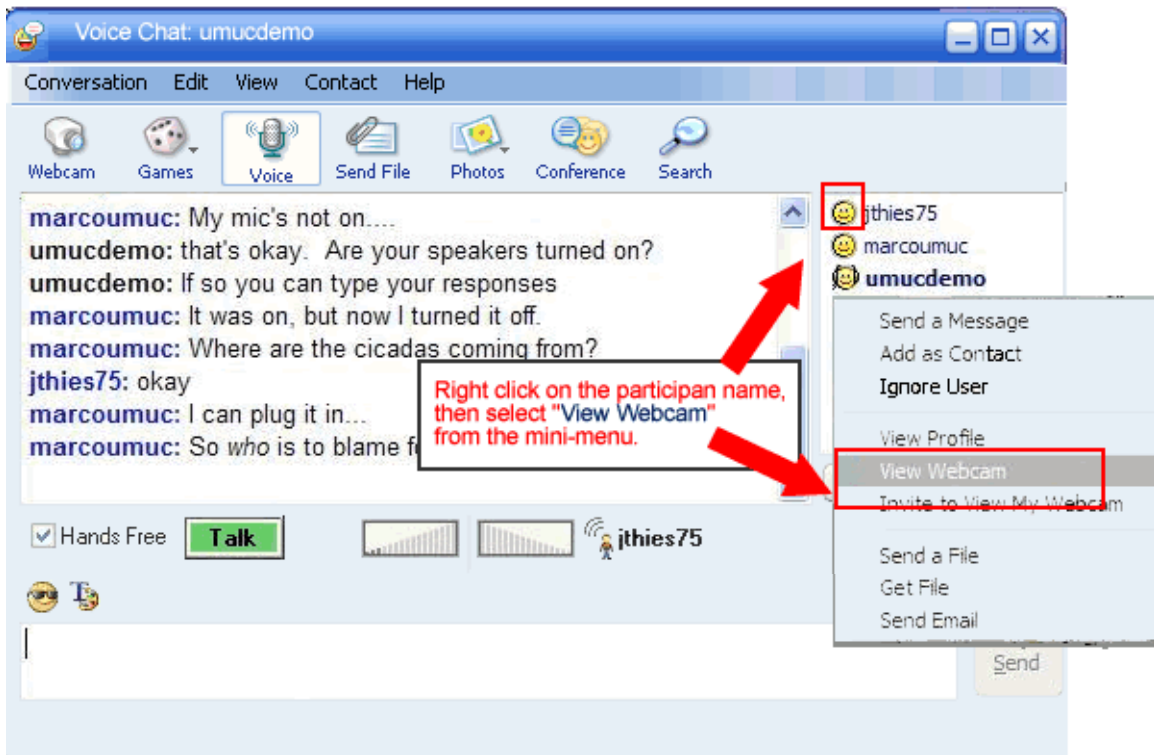
Viewing Other Participants Webcams:

You do not need to have a Webcam to view another participant's Webcam. There are two ways to view another participant's Webcam.

Option 1: In your Yahoo Messenger contact list, click the "View My Webcam" link to the right of the contact's ID/name in your Messenger List. If there is no "View My Webcam" link, the person either does not have a Webcam or he/she hasn't activated it.



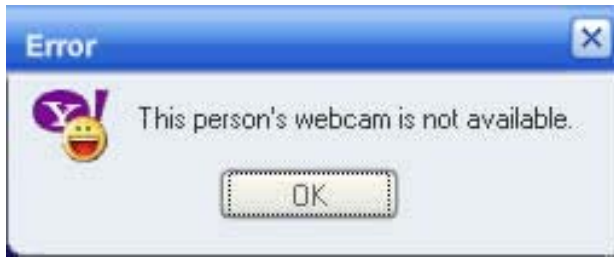
Option 2: If you are already active in a group conference window, place your cursor over a name in group conference participant list, right click, and then select View Webcam.



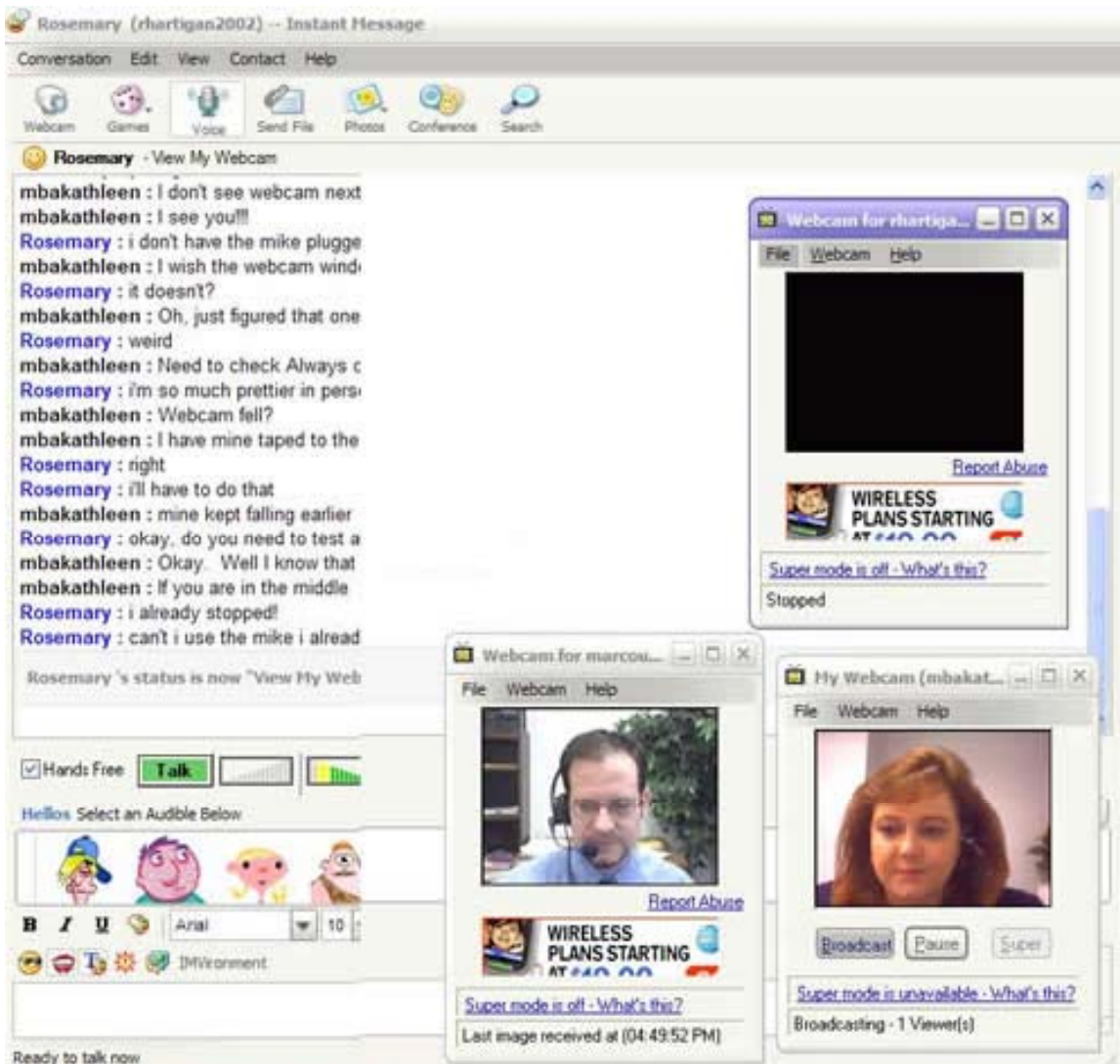
Depending on the participant's IM preferences (settings), he/she may have to grant permission for you to view his/her Webcam before the Webcam image appears, as shown below.



If the person does not have a Webcam installed, or the Webcam is not turned on, you may see the following error message:



You may repeat this process as many times as you want, based on how many participants are active in the group chat session. However, the more Webcam windows you open, the more difficult it will be to make room for all of them on your computer screen. Also, with more than one or two Webcam windows open at once, you will notice a considerable delay in the frame rate of each video.

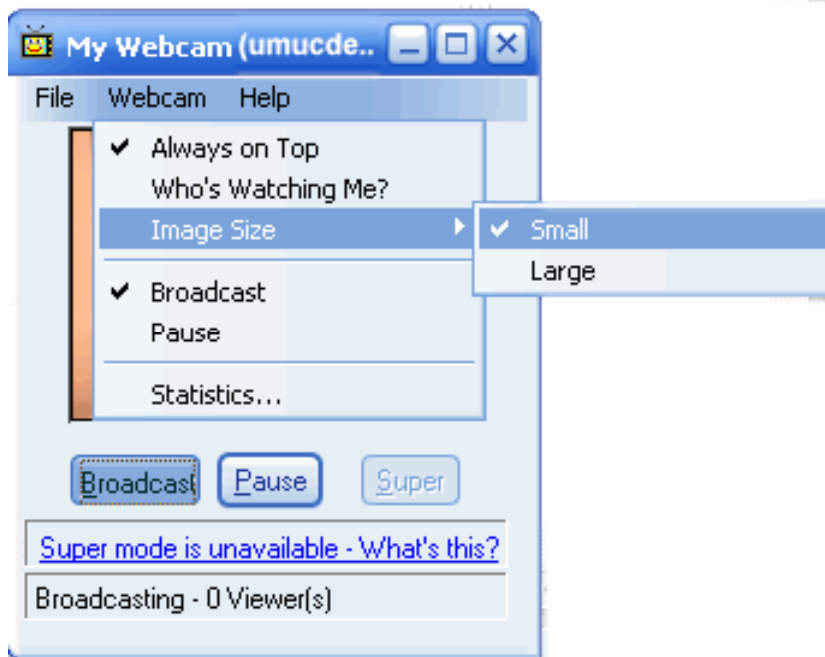


Note

To view your own Webcam image, place your cursor over your own name in the group chat participant list, right click, and select View Webcam.

You can adjust the display properties of the Webcam windows by using the Webcam menu located inside the Webcam window (see screen shot below):

- Select "always on top" to force a Webcam window to remain on top of your open instant message window. Note: If you do this to everyone Webcam window you have opened during a group chat, you will most likely obscure your view of the group chat window.
- Select Small if a Webcam image is too large, relative to the instant message window.
- If you have opened your own Webcam image (see tip above) and you wish to immediately cease transmitting your image to the participants of the group chat, de-select Broadcast from the Webcam menu of your own Webcam window.



IMPORTANT REMINDER: Only the text portion of your instant message/chat session can be saved. To save the transcript, select "Save As..." from the Conversation menu located in the upper left corner of the message box. You must click "Save As..." before you close the message window. Once the message window is closed, you will not be able to save or retrieve the text of your chat.

