



# Chat

Help Documentation

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## Chat Overview

This feature is only available in SmarterMail Enterprise.

SmarterMail's chat feature allows users on the domain to chat with each another, instantly and securely, right within the webmail interface or by using most third-party chat clients that support the XMPP (Jabber) protocol. There's no doubt email is a great communications mechanism, but there are times when real-time communication is crucial. Note: If your SmarterMail installation is deployed using the default Web server, the chat functionality will not work. SmarterTools recommends converting to IIS for chat to function properly. For information on converting to IIS, refer to [Running SmarterMail as an IIS Site](#) .

To access the chat feature, click the chat icon . For help understanding the different areas of chat, see the chat interface diagram .

Note for tablet users: In many cases, tablet operating systems and applications are simplified in order to preserve battery life. For example, many mobile browsers will restrict the number of concurrent threads that can be used to access the same resource. In those cases users will need to use third-party chat clients such as IM+, IMO or others to use SmarterMail's live chat on a tablet or smartphone. Therefore, the live chat icon is not available in the Web interface for SmarterMail when viewed on a tablet or smartphone.

## Navigating Your Chat Contacts

The chat section of SmarterMail is divided into three main areas:

- The navigation pane displays the contacts on your domain you can chat with. To view details for a specific contact, simply click the desired contact.
- The content pane displays all available details about the selected contact.
- The preview pane displays a list of the most recent chat conversations, as well as any attachments, appointments or email messages, related to the selected contact.

Note: The same information is available for any email aliases you may be a member of. For example, an alias for [salesteam@example.com](#) may be used to send chat messages to all members of that department that are online and functions identically to an individual chat contact.

In general, the following options are available from the content pane toolbar:

- Chat - Starts a chat with the selected contact/alias in a new window.

## Changing Your Chat Status

Users can manage their chat status within the webmail interface by clicking the chat status menu in the upper right corner. Users can change their status to one of the following:

- Available - You are available to receive and respond to chat messages via the webmail interface. When a user is marked as Available, they will see other members of their domain who are also active and available in chat.
- Away - You are logged into chat, but are away from your computer and may not respond right away.
- Busy - You are logged into chat, but are busy and may not respond to right away.
- Offline - You are logged out of chat in the webmail interface and cannot receive chat messages using the webmail interface. In addition, all other members of your domain will all appear Unavailable. However, if you are using a third-party client for chat, and are logged into that chat client, setting your chat status to offline in webmail will not affect your chat status in the third-party client. Therefore, chats will only display in your third-party client rather than in both the client and the webmail interface.

## Viewing a Contact's Chat History

On occasion, you may need to refer to a previous chat conversation you had with a contact. To review the chats you've had with a specific contact, select the desired contact in the navigation pane. A Chat tab with the list of recent chat conversations will load in the preview pane, regardless of whether they occurred within the Web interface or using a third-party chat client. To view the details of the chat conversation, simply select the desired conversation and click Open . The chat history will open in a new window. Saving chat history is a default action and can not be turned off at the domain or system level.

In addition, as SmarterMail indexes all communication, other tabs are shown as well, including tabs for email Messages, calendar Appointments and Attachments.

## Searching Chat Contacts

This feature is only available in SmarterMail Enterprise.
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If there are a large number of users on the domain, finding a specific chat contact can become increasingly difficult. Fortunately, SmarterMail's basic search tool allows users to find chat contacts quickly and easily.

To perform a basic search, type the search criteria in the search bar located near the top of the navigation pane. Then click the magnifying glass or press Enter on your keyboard. SmarterMail will

automatically search the chat contacts list for matches and display the results in the navigation pane.

Note: Your search criteria may include letters and numbers. SmarterMail does not search for special characters such as "@," "#" or "%."

## Connecting to Third-Party Chat Clients

This feature is only available in SmarterMail Enterprise.

If you prefer to use a third-party client to receive and respond chat messages, you will need to ensure the chat client supports the XMPP (or Jabber) protocol. Examples of chat clients that support XMPP include Adium, Digsby, iChat, Pandion, Pidgin and Trillian.

More information on integrating SmarterMail's chat feature with commonly used third-party clients may be found in the SmarterTools Knowledge Base .