



# Chat

Help Documentation

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## Chat Overview

This feature is only available in SmarterMail Enterprise.

SmarterMail's chat feature uses the XMPP protocol to allow users on the domain to chat with one another in real time via webmail or most third-party chat clients. 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 diagram.

## Navigating Your Chat Contacts

When you view the chat section, the page is divided into three sections:

- 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 related to the selected contact.

Note: The same information is available for any aliases you may be a member of. An alias of `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 by clicking the chat status menu in the upper right corner of the webmail interface. Users can choose from the following statuses:

- Available - You are available to receive and respond to chat messages via the webmail interface.
- 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 and cannot receive chat messages. Note: If you are using a third-party client for chat, but still keep the webmail interface open for your email, calendars, etc., setting your chat status as offline in webmail will ensure that chat messages only display in your third-party client.

## 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 list of recent chat conversations will load in the preview pane. 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.

## Searching Chat Contacts

This feature is only available in SmarterMail Enterprise.

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 .