WordPress Live Chat

DOCUMENTATION

Live Chat 2.2 or newer versions

www.screets.com

Installing

Installing to WordPress

First step of installing the plugin is easy and almost the same with other WordPress plugins in the market:

* Go to **Plugins** > **Add New** menu in WordPress administration panel
* Click Upload link
* Find **zip package** and upload it here by following instructions

Configuring your Firebase application

Google Firebase is required for the plugin. It is realtime platform.

You will want to:

* Create new project in [Firebase console](#)
* Click **Add Firebase to your web app** button
* Go to your integration chat options in your WordPress admin and update fields

Last steps in your Firebase console:

* Go to **Auth** > **Sign-in methods** and enable both "Email/password" and "Anonymous".
* Add *yourdomain.com* to "OAuth redirect domains" section on the same page.

Technology

The plugin uses Firebase (free) for realtime platform to make your chat faster and reliable. It means the plugin doesn't use your own resources like other AJAX chats.

Your all chat data stored on Firebase temporarily during chat communication.

Chat can be ended by both visitors and operators. If visitor close window, chat is ended automatically.

We removed AJAX from the plugin and start to use Firebase, because:

- AJAX is slow and not realtime (even your server is really good)
- AJAX overloads CPU usage
- **100 user connections** are NOT possible with AJAX
- Chat should send request to server every second. While WP itself can overload CPU usage even it doesn't use AJAX frequently, a chat script would overload CPU easily: WordPress heavy admin-ajax.php usage
- There is no way to build a mobile application with AJAX (it is possible but it will kill mobile battery if we do that with AJAX)

Translating

The plugin supports both single language or multilingual translations.

Do you need translation?
If you are using single language in your website and only need to translate common messages, you don't need those steps below. In this case, you will want to go chat options and update the messages you need.

Translating into your language

If default language of your WordPress is different than English and the plugin isn't translated yet for your language, then those introductions below will help you.

- Copy/paste languages/default.po file found in the plugin folder to your **wp-content/languages/screets-chat** folder
- Rename the file with **schat-LOCAL_CODE.po** file *(i.e. schat-fr_FR.po is for French or schat-pt_BR.po for Brazilian)*
- Open this file with Poedit application (www.poedit.net)
- Add your translations to "Translations" part

Poedit should create .mo files. If not, go to Poedit preferences and ensure "Automatically compile .mo file on save" is checked under General settings.

Multilingual translation

You can use either WPML 3.2+ or Polylang (free) plugins to translate into your language.

F.A.Q.

I can't see chat box in front-end?

Simply, either you didn't setup the plugin or you have error in your browser console.

1. Ensure that `<?php wp_footer(); ?>` function is located in your footer.php file of current theme
2. Ensure you setup chat options well
3. Check If there's any Javascript error in your browser console by clicking CMD/CTRL + SHIFT + C and report us.

Contact form doesn't sent email or i got "Something went wrong" error?

The plugin uses `wp_mail()` which is one of core functions in WordPress, nothing more. It means that if your WordPress sends email, then the plugin will do as well.

* If you use SMTP, you will want to install **Easy WP SMTP** plugin and try to get help from server administrator: https://wordpress.org/plugins/easy-wp-smtp/
* Check if you are using valid email in "Site email" in your site info opitons
* Try different email by changing "Site email" field

Mobile support for operators?

Unfortunately, no! Operators (and admins as well) must connect WordPress from their desktop (Mac or PC). No mobile support yet. However, visitors can login chat and talk with online operators from their mobile devices.

Do I need to create an operator user or admins can be a chat operator?

All administrators can have all capabilities same with operators. So normally you don't need to create an operator user.

What is a user connection?

A user connection is a measure of the number of devices that are using your app's database simultaneously. For instance, if a user connect from his iPhone and Mac at the same time, it will be 2 user connections to your chat.

The plugin overloads CPU usages?

No. The plugin doesn't use AJAX on chat communication that causes CPU overloading. Instead of sending AJAX requests to your server every second to check if something new, updated or deleted, the plugin connects the server once (long-polling) by using push technology.

Licensing & Updates

The information below is about Envato sales policy. We're just making this clear:

Regular License allows you to use the plugin on single-domain only (i.e. yourdomain.com). If you want to use the plugin more than one domains (i.e. youranotherdomain.com, oneotherdomain.com, etc.), you will want to purchase Regular License for each domain. Simply, if you have 3 domains, for instance, then you will need 3 Regular Licenses. See all licenses »

Extended License does NOT allow authors to use within their own items (theme or plugin) they plan to sell without a partnership agreement between Screets and the author.. However we allow authors to use the plugin in their larger projects as long as they have a valid Extended license for the plugin.

Note that you do NOT resell the plugin on other markets like MojoThemes. Besides, Extended License isn't working like Developer License. So if you want to use CX on multi-domains, then you still need to purchase Regular License for each domain you want to use CX. IF YOU'RE THEME AUTHOR, PLEASE CONTACT US TO LEARN HOW TO AUTO-ACTIVATE LICENSING FOR YOUR CUSTOMERS.

Upgrading from Live Chat to Chat X? Yes, you will want to visit this page: http://codecanyon.net/item/wordpress-chat-x-upgrade-package/9009562

New updates? All the plugin updates are free, of course!

Troubleshooting

Checking your browser console

Sometimes there are Javascript errors caused by one of active plugins or your current theme. Although there is nothing wrong with the plugin, it won't trigger itself.

So you will want to check if browser console has any JavaScript error by pressing CMD/SHIFT+C;

Checking PHP errors

Open *wp-config.php* file and set **WP_DEBUG** constant line like that below. Than you can see whether any PHP warning or errors occured. Optionally, you can install Debug Bar plugin to catch all PHP errors.

```
define('WP_DEBUG', true);
```

Still don't know what the problem is?

Please ensure again your server and WordPress are compatible with the plugin. You can see it in limitations and requirements parts in the plugin page.

Still no luck, feel free to contact us.

Email: support@screets.com