

Chat X

Night Bird

DOCUMENTATION

Updated on 2th December

www.screets.com

Installing

Installing to WordPress

First step of installing CX 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 **screets-cx.zip** and upload it here by following instructions

Configuring your Firebase application

Firebase is required for CX. It is free and you will want create an account on www.firebase.com.

Simply:

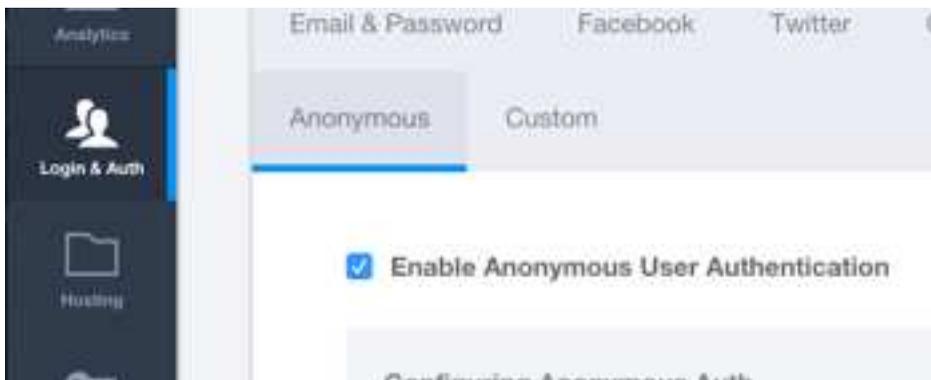
- Create a free Firebase account: www.firebase.com/signup/
- After login your account, create **an application** like the screenshot below
- *App URL* is your **App ID**. So add it to your Chat Options > **App Id** field.



- Click “**Manage App**” button after creating your application
- Click “Secrets” on the left menu
- Update **Secret** field with the key you found there



- The last step, click “Login & Auth” on the left menu and check “Enable Anonymous User Authentication” field in **Anonymous** tab



Now you can check your integrations chat options page again.

Technology

CX uses Firebase (free) for realtime platform to make your chat faster and reliable. That means CX 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 CX and start to use Firebase, because:

- AJAX is slow and not realtime (even your server is really good)
- AJAX overloads CPU usage
- **100 concurrent chats** is 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

CX supports language translations.

It is good practice to translate messages from Chat Options, if you only need to translate chat popup messages. If you need more, continue reading..

Translating into your language

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

- First download Poedit here: <http://www.poedit.net>
- Find “languages/chatx-en_US.po” file in plugin folder.
- Rename *chatx-en_US.po* file with cx- prefix and your language code. For instance, for French your filename should be chatx-fr_FR.po, or for Portuguese Brazilian cx-pt_BR.po
- Open this file with Poedit.
- Add your translations to “Translations” text box for each string without changing “Source text”.
- Go to Poedit preferences and ensure “Automatically compile .mo file on save” is checked under Editor tab.
- Save file and upload both .po and .mo files to your server in the same place (wp- content/plugins/screets-cx/languages)

FAQ

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 you setup chat options well
2. Check If there's any Javascript error in your browser console by clicking CTRL + SHIFT + C (for Mac CMD + SHIFT + C) and report us.

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

CX uses wp_mail() which is one of core functions in WordPress, nothing more. It means that if your WordPress sends email, then CX 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.

It is currently in ideas page of CX below. If you vote the idea, you will be notified by email when we have started and completed this feature.

<http://screets.uservoice.com/forums/219170-cx/filters/top>

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.

CX overloads CPU usages?

No. CX 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, CX 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 (\$25) allows you to use CX 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 (\$125) 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 CX in their larger projects as long as they have a valid Extended license for CX.

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 (\$25) 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 LC? There is no upgrading option from the LC. You will want to buy new license for CX. It is all about Envato sales policy.

What about further updates? All CX 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 Ctrl+Shift+J (for Mac CMD +OPT+J) in Chrome/Safari or Ctrl+Shift+C for Firefox/Safari.

Checking PHP errors

Open *wp-config.php* file and set **WP_DEBUG** constant line like that below. Then you can see whether any PHP warning or errors occurred. 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. And create a topic in support forums with detailed description.

www.screets.org/apps/chatx/forums