



# Chat User Guide

## Version 2.1

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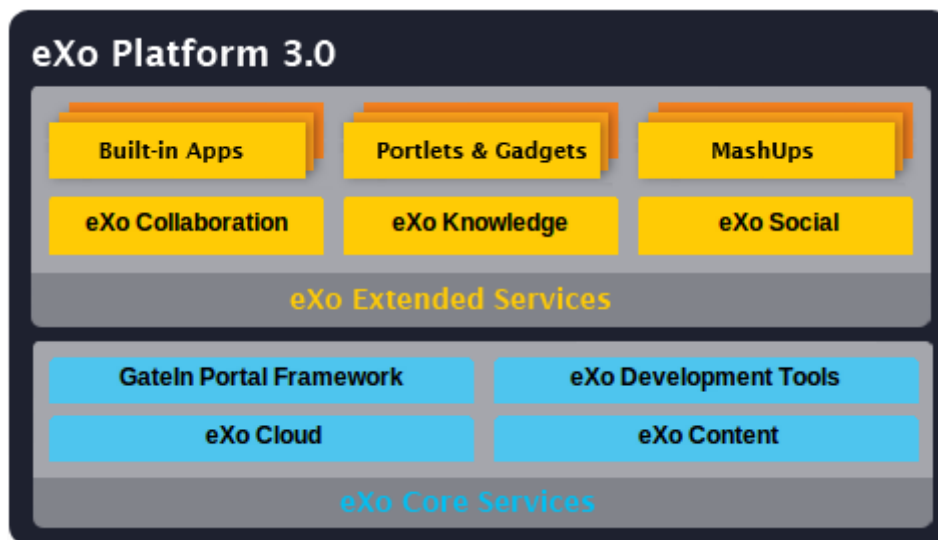
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# 1 Preface

## 1.1 Overview

Beginning as an Open Source project in the year 2002, eXo is well-known as the industry's first Java portlet container. With the aim of dominating the potential portal market through robust and easy-to-use applications, eXo Project succeeded in attracting consumers in the whole world. eXo actually opened the floodgates to various options in many markets, and customers have been choosing eXo as the best method for their success.

The eXo Platform™ software is a powerful Open Source corporate portal and content management system. Users of the platform have a customized single point of access to the company's information system and resources.



The foundation for eXo Platform 3.0 is eXo Core Services, a powerful set of REST-based services for rapid website development, content management and gadget-based development and deployment. eXo Extended Services are also a part of the eXo Platform 3.0 running on top of eXo Core Services to enable easy development of rich, user-centric web applications.

eXo Collaboration is one of eXo Core services, it provides productivity tools to extend your java applications. eXo Collaboration offers intuitive and powerful Mail, Chat, Calendar and Address Book functionality as a seamless extension to your portal-based application.

## 1.2 About this document

The intended reader of this manual is users of Chat application of eXo Collaboration. This manual will explain all the basic and advanced features that Chat provides. It gives an in depth examples and easy explanation of using Chat application of eXo Collaboration to communicate with other Chat users.

It is also useful for the following groups:

- Users who use eXo Collaboration with Chat in their work and business, communication.

- Integrators who want to know more about the rich features in order to advise their customers to use products.

This user guide will:

- Define some basic concepts used in Chat
- Guide step by step to : create an account, add/remove contacts, send instant message to other contacts, create chat room, send files, etc.

## 1.3 References & related resources

### Related Documents

- eXo GateIn Guide 3.0
- eXo Collaboration Calendar User Guide 2.1
- eXo Collaboration Mail User Guide 2.1
- eXo Collaboration Address Book User Guide 2.1

### Info & Support Information

- [eXo Home Page](#)
- [eXo Wiki](#)

### Support

- [Forums](#)
- [FAQ](#)

### Download

- [eXo Content](#)
- [eXo Development tools](#)
- [Gatein Portal Framework](#)
- [eXo Collaboration](#)
- [eXo Knowledge](#)
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### Resource Center

- [Video demos, tutorials, webinar archives, features & benefits tables and more](#)

## 2 Overall Introduction

### 2.1 What is Chat?

Chat is an application of eXo Collaboration— an extension of eXo Portal. It describes the way people communicate online in real time. They exchange electronic messages with one or more computer users in real time. Typically, people in online chat sessions type messages to each other using their keyboards. The message then appears on the screens of all the participants.

Moreover, with Chat application of eXo Collaboration, you can:

- Add contacts into your friend list.
- Communicate with other Chat users.
- Create a new chat room or join several chat rooms.

### 2.2 What is the Chat room?

A chat room is a place on the Internet where people with similar interests can meet and communicate with each other. People can often enter an un-moderated chat room without any verification of who they are.

A chat room allows several people or even a large group to communicate simultaneously.

With Chat application of eXo Collaboration, you also create a chat room and invite other users join your room.

## 3 How to use Chat ?

### 3.1 Get started

- ✓ To register a new account on the GateIn, do as follows:

**Step 1:** Go to the portal by typing URL in address bar (e.g: <http://localhost:8080/portal>).

The anonymous home page will be displayed:

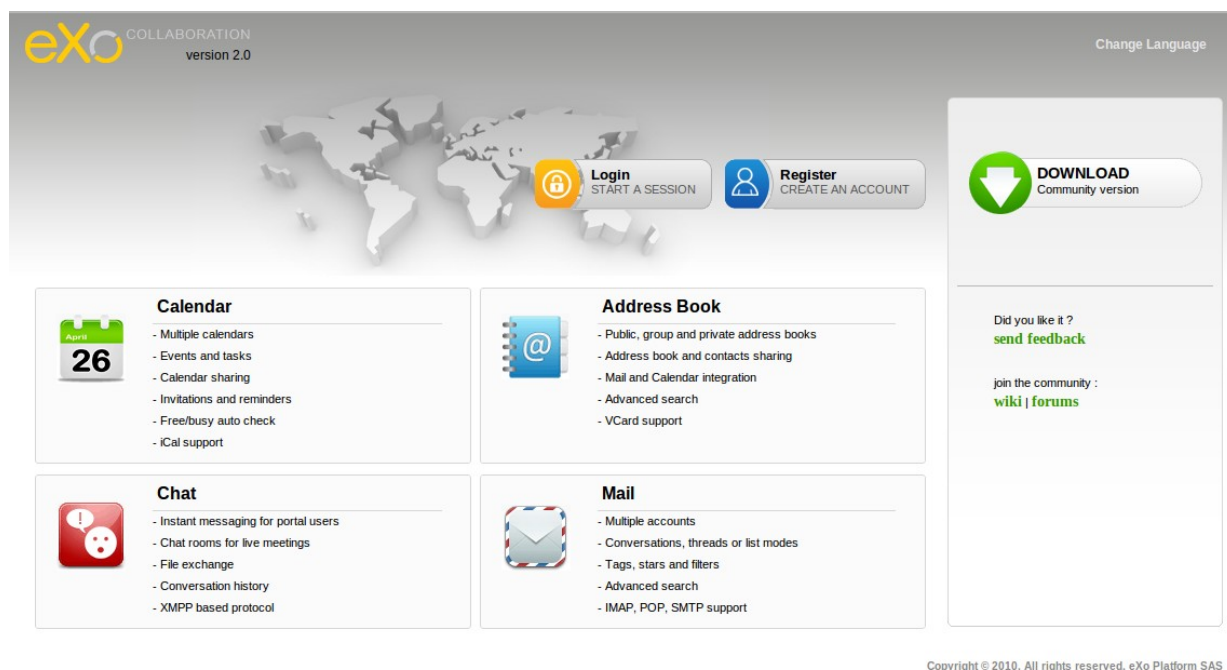


Illustration 1: eXo Collaboration Homepage

**Step 2:** Click the



button on the navigation bar. The **Sign up** form will appear.

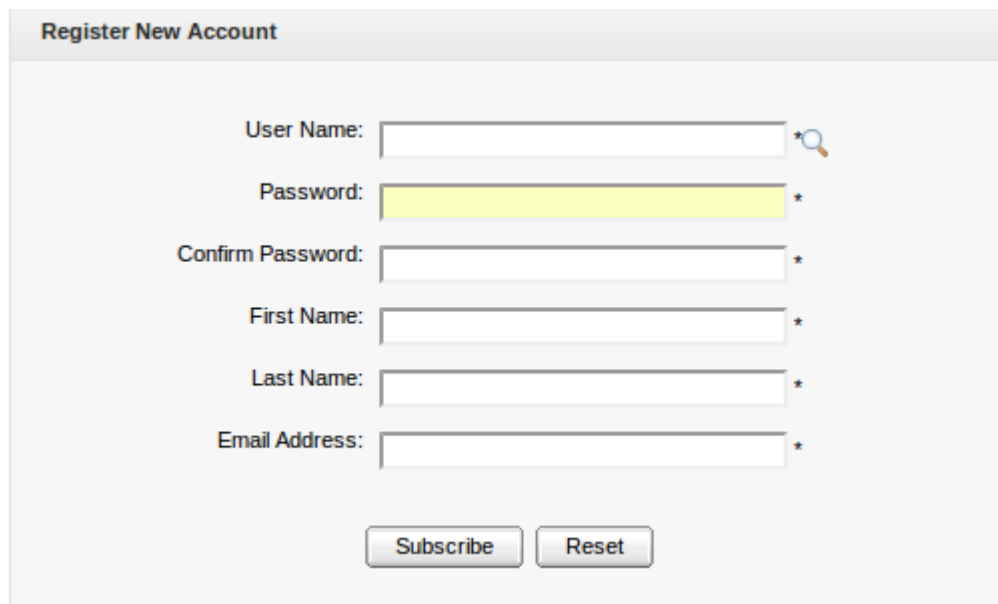

The image shows a web form titled "Register New Account". It contains several input fields: "User Name:" with a search icon to its right, "Password:" with a yellow highlight and an asterisk, "Confirm Password:" with an asterisk, "First Name:" with an asterisk, "Last Name:" with an asterisk, and "Email Address:" with an asterisk. At the bottom of the form are two buttons: "Subscribe" and "Reset".

Illustration 2: The Register New Account form

**Details:***(\*): required*

<b>User Name</b>	The name of user that will be used to sign in. It must be unique.
<b>Password</b>	The secret string used to login. It must have at least 6 characters.
<b>Confirm Password</b>	The re-typed password. Password and Confirm Password must be the same
<b>First Name</b>	Your first name
<b>Last Name</b>	Your last name
<b>Email Address</b>	Your contact email address.
<b>Subscribe button</b>	Click this button to accept saving the new account
<b>Reset button</b>	Click this button to clear all inputted values.

**Step 3:** Click the  icon to search and check for the availability of your User name

**Step 4:** Input values in all required fields in the **Register New Account** form.

**Step 5:** Complete registering a new account by clicking the **Subscribe** button.



There will have an alert messages and you cannot add new account if at least one of these cases occurs:

- **User name** is existing or **User Name** is invalid
- Password has less than 6 characters.
- **Password** and **Confirm Password** are not the same
- **Email Address** is in invalid format
- Required fields are empty

✓ **To sign in, do as follows:**

**Step 1:** Go to the portal in a public mode by typing the portal URL in your address bar (e.g: <http://localhost:8080/portal>)

**Step 2:** Click the  button . The **Sign in** form will be displayed:

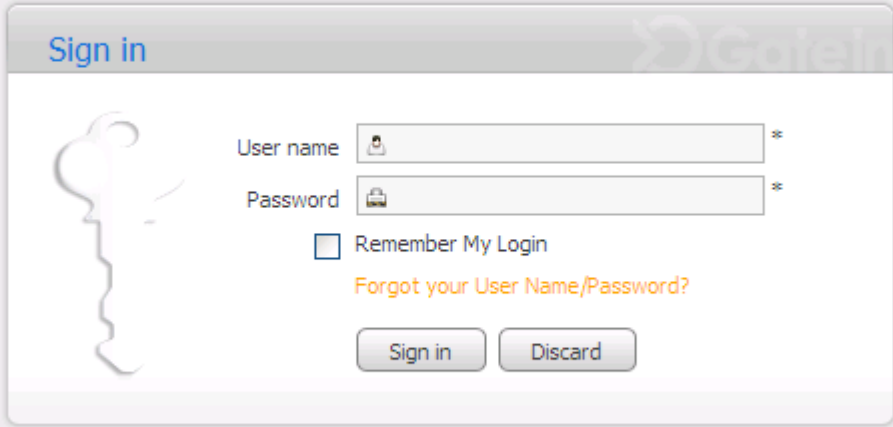


Illustration 3: The Sign in form

**Step 3:** Input your registered **User name** and **Password**.

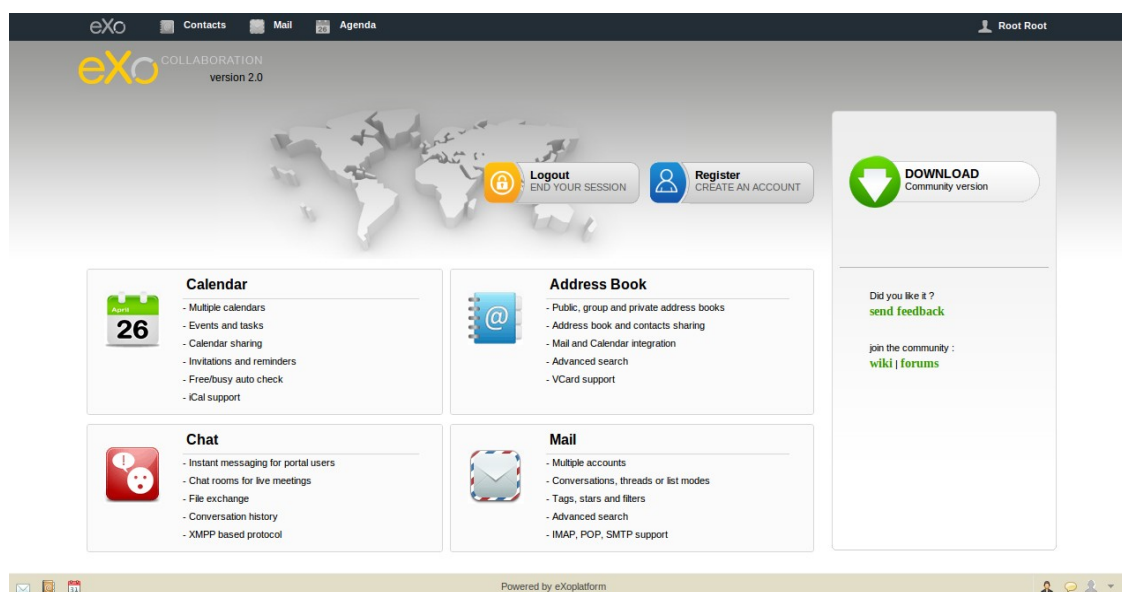


Details:

(\*): required

<b>User name</b>	Your registered user name
<b>Password</b>	Your registered password
<b>Remember My Login</b>	When the <b>Remember my Login</b> is checked, your computer will save your login information. The next time you login, you do not have to type your <b>User Name</b> and <b>password</b> again.
<b>Forgot your User Name/Password</b>	To show the guide line that must be followed to get the forgotten User Name/Password
<b>Sign in button</b>	To accept signing in
<b>Discard button</b>	To exit the Sign in form

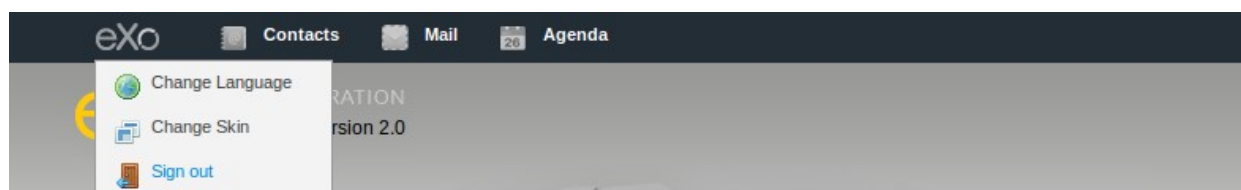
**Step 4:** Click the **Sign in** to complete signing in.




**Illustration 4: The Gateln page after signing in successfully**

After signing in successfully, you will be redirected to the authenticated home page:

- ✓ To **sign out**, just click the eXo logo (  ) and select **Sign out** from the menu:

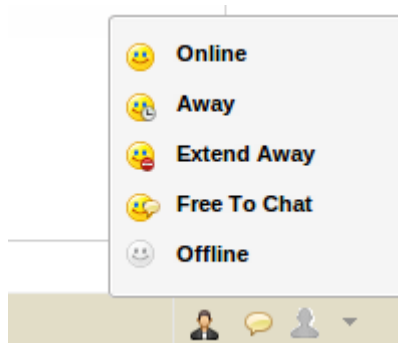


## 3.2 Change the online status






When you sign in Chat, application by default, your logged-in account is in the Online status and other Chat members will see the online  icon appending to your account name.

To change the online status, do as follows:

**Step 1:** Click on the account icon in the quick chat bar at the bottom right corner:





**Step 2:** Select one status in the status list.

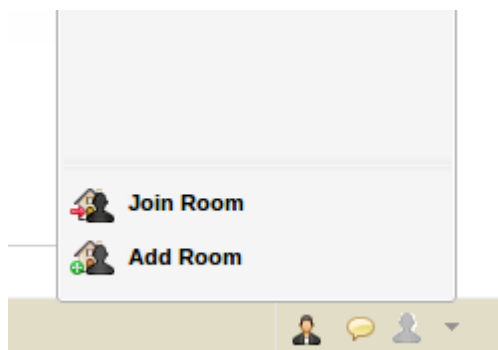
- **Online:** This status means you are available to communicate, other users can contact you by sending instant messages. Your contacts will see the  icon next to your account.
- **Away:** This status means you are away from computer. Other users still can send instant messages to you. Your status icon will change to  icon.
- **Extend Away:** This status means you are away from computer for an extended period of time. Other members will see the  icon next to your account.
- **Free to Chat:** This status means you are free to chat with everyone. The  icon is appended to your account.
- **Offline:** Other users will see the  icon appending to your account. With this status, you are invisible to other users. That means everyone will see you as offline though you are online.

## 3.1 Create a new chat room

eXo Chat makes your communication with the other contacts easier by letting you create a new chat room. It means you can add some people into a group to talk together. Chat rooms are set up to handle group discussions, and everyone sees what the others type in, although other people can decide to break off and have their own keyboard chat.

✓ **To create a new room, do as follows:**

**Step 1:** Click the  **Add Room** button on the action bar in the Chat portlet or click on the  icon and select **Add Room** in the pop-up menu.



The **New Room** form will appear:

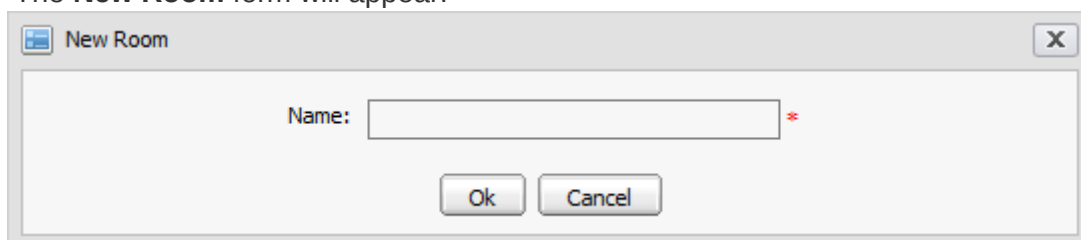
A screenshot of the 'New Room' form. It has a title bar with a window icon, the text 'New Room', and a close button (X). The main area contains a 'Name:' label followed by a text input field. A red asterisk is to the right of the input field, indicating it is required. Below the input field are two buttons: 'Ok' and 'Cancel'.

Illustration 5: The New Room form

Details:

<b>Name</b>	The name of the room. This field is required
<b>OK button</b>	To accept adding a new room.
<b>Cancel button</b>	To exit/close the <b>New Room</b> form

**Step 2:** Type the room name into the **Name** field of this form.

**Step 3:** Click the **OK** button to accept creating a new room.

After creating a new room, a **Room Configuration** form will appear. This form allows you to configure some information related to the created room:

The screenshot shows a 'Room Configuration' dialog box with a 'General' tab. The fields are as follows:

- Name:** A text box containing 'exo'.
- Persistent Room:** An unchecked checkbox.
- Presence Broadcast:** A list box with 'moderator', 'participant', and 'visitor' selected.
- Who is:** A list box with 'anyone' selected.
- Room Desc:** A text box containing 'eXoers'.
- Max Users:** A dropdown menu set to '30'.

At the bottom of the dialog, there is a 'Show Security' link and 'Ok' and 'Cancel' buttons.

Illustration 6: The General panel of the Room Configuration form

Details:

**General:** This area contains all general information of the created room

<b>Room name</b>	The name of a created room. You cannot change value for this field.
<b>Persistent Room</b>	A persistent room is one that does not get closed when there are no members in it. Check this check box if you want to create a persistent room.
<b>Presence Broadcast</b>	The groups that will be received an message about the status changes of the chat room's members.
<b>Who is</b>	Users that correspond to the selected groups in "Presence Broadcast" will receive the inform message.
<b>Room Desc</b>	The brief description of the chat room.
<b>Max users</b>	The maximum number of users that can join the chat room.

**Security:** This area includes all security information of the created room. To show Security information, click on **Show Security**:

Room Configuration

Show General

Security

Public Room: ☒

Members Only: ☐

Allow Invites: ☐

Reserved nick: ☐

Password Protected Room: ☐

Moderated Room: ☐

Room Admins:

Room Owners:

Ok Cancel

Illustration 7: The Security panel of the Room Configuration form

Details:

<b>Public Room</b>	This option is to allow publishing the created room or not. It means after the room has been created, all users can join this room.
<b>Member Only</b>	This option is to publish a room for members of the created room only
<b>Allow Invites</b>	This option is to allow room's members to invite other users to join the room
<b>Reserved nick</b>	This option is to prevent anonymous users from joining the room. If this option is checked, only registered users can enter the room.
<b>Password Protected Room</b>	This option is to change the public room to a locked, secure protected room accessible only to specific individuals with the right password
<b>Password</b>	The password is used to protect the room. This field is shown only when the 'Password Protected Room' option is selected.
<b>Moderated Room</b>	This option is to require whether approve/reject the created room or not.
<b>Room Admins</b>	This option is to select the administration of the created chat room.

Room Owners	The email address of room's creator.

**Step 4:** Enter values in the **Room Configuration** form.

**Step 5:** Click the **OK** button in **Room Configuration** form to accept setting values or click the **Cancel** button to quit without creating a new room.

After creating a new room, there will be the **Conversation** window opened and in locked status. With this status, both the creator and other members can not join this room to chat. Until your room configuration is completed, members can enter the chat room.

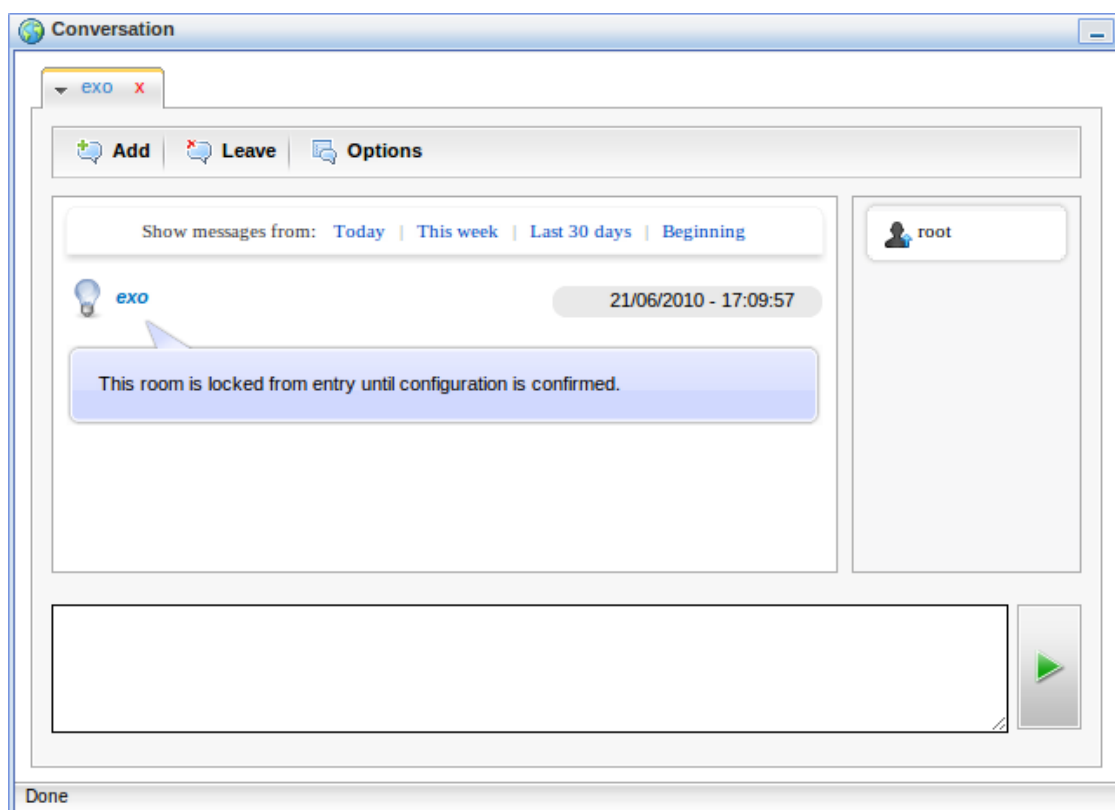


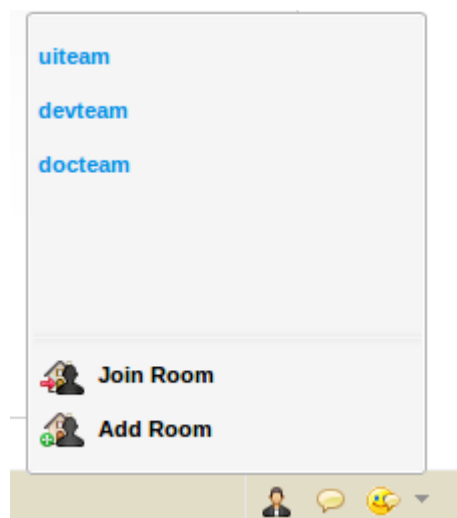


Illustration 8: The Conversation window

## 3.2 Join a room

✓ To join a room, do as follows:

**Step 1:** Show the **Join Room** form by clicking the  **Join Room** button on the action bar or click on the  icon and select **Join Room** in the pop-up menu:



The **Join Room** form will appear:

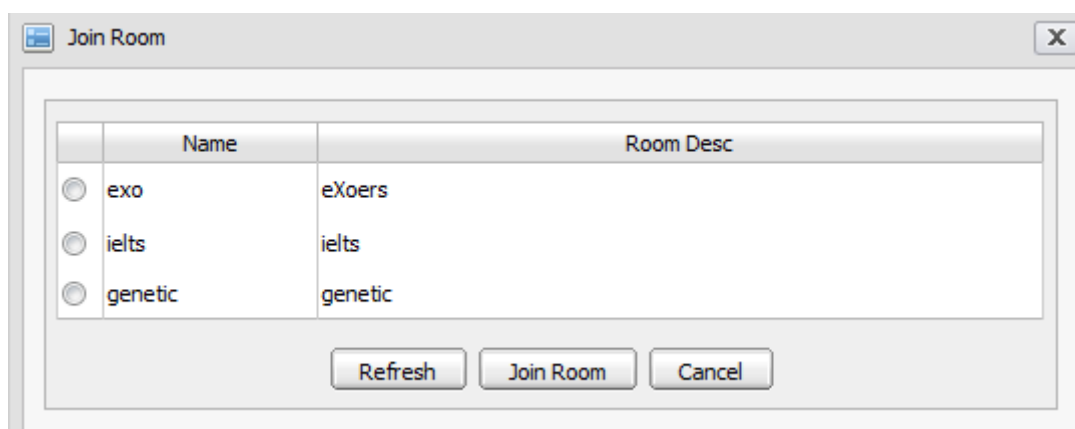


Illustration 9: The Join Room form

**Step 2:** Select one room in the list by checking the radio button.

**Step 3:** click the **Join Room** button to join the selected room. Click the **Refresh** button if you want to clear the selected rooms.

The **Conversation** window of the selected room will appear:

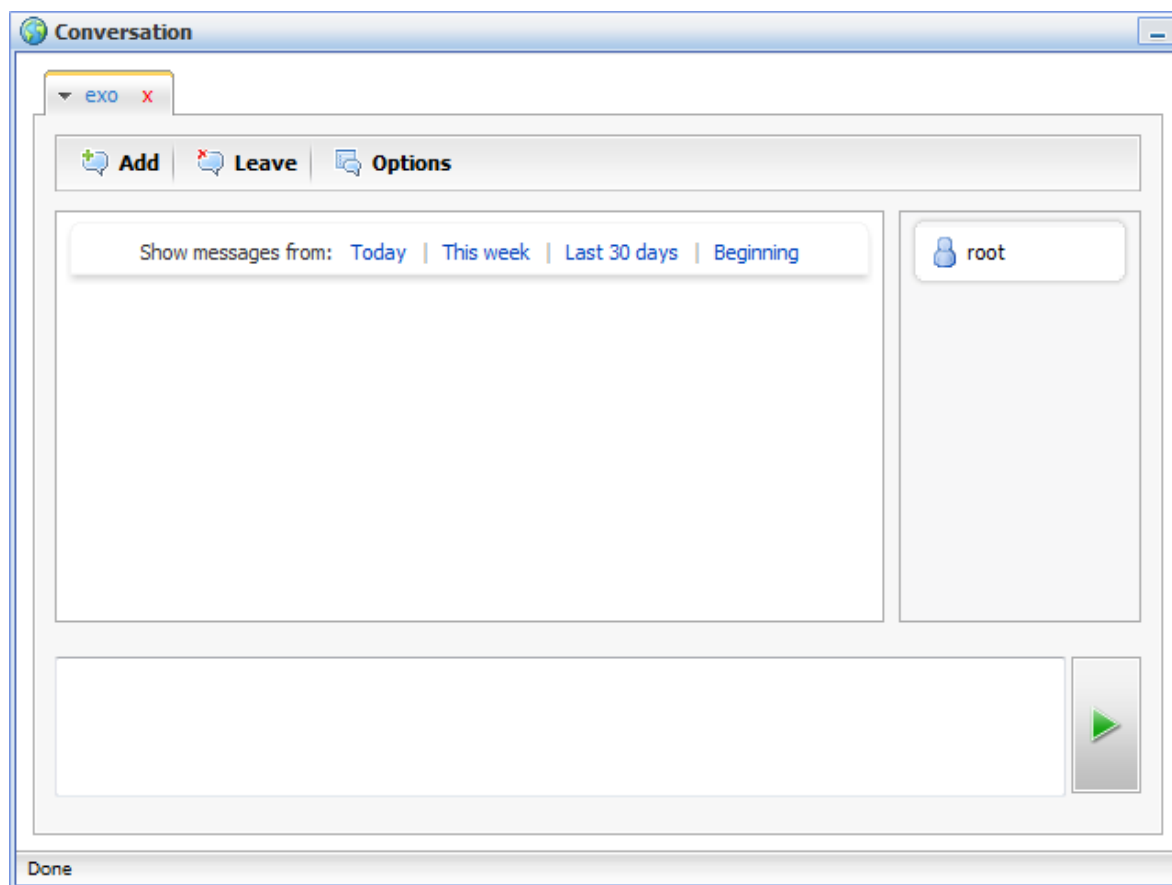


Illustration 10: The Conversation window after joining a room



*You can join several chat rooms at the same time. Each chat room is displayed in its own tab*

### 3.3 Start a Chat

- ✓ **To start a chat, do as follows:**

**Step 1:** Click the contact name you want to chat with in the contact list or join a chat room.

The **Conversation** window will appear:



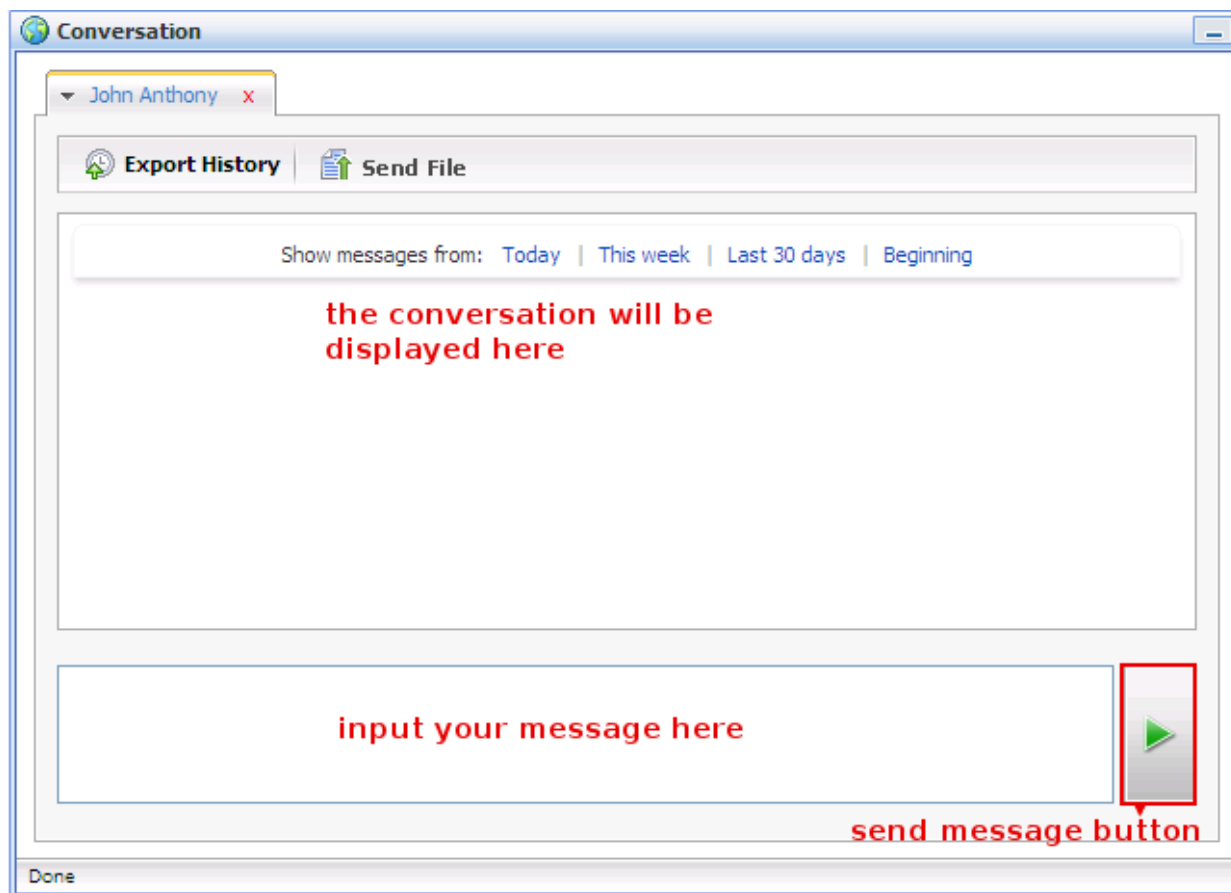
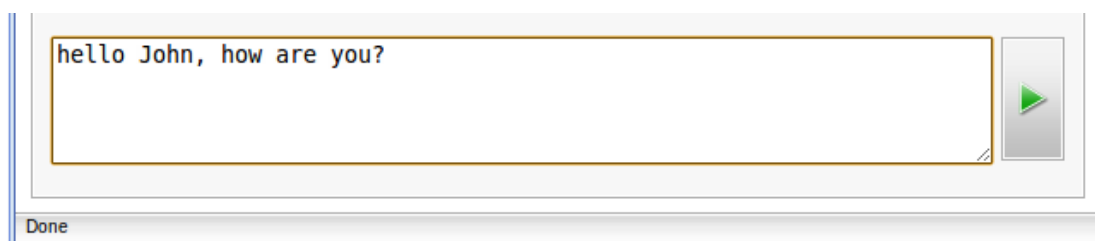


Illustration 11: The Conversation window when starting chat with the other contact

**Step 2:** Type the message that you want to send into the message input box:



**Step 3:** Press the **Enter** key on your keyboard or click the send button (  ).

The selected contact will receive the message that you have typed in the conversation area.

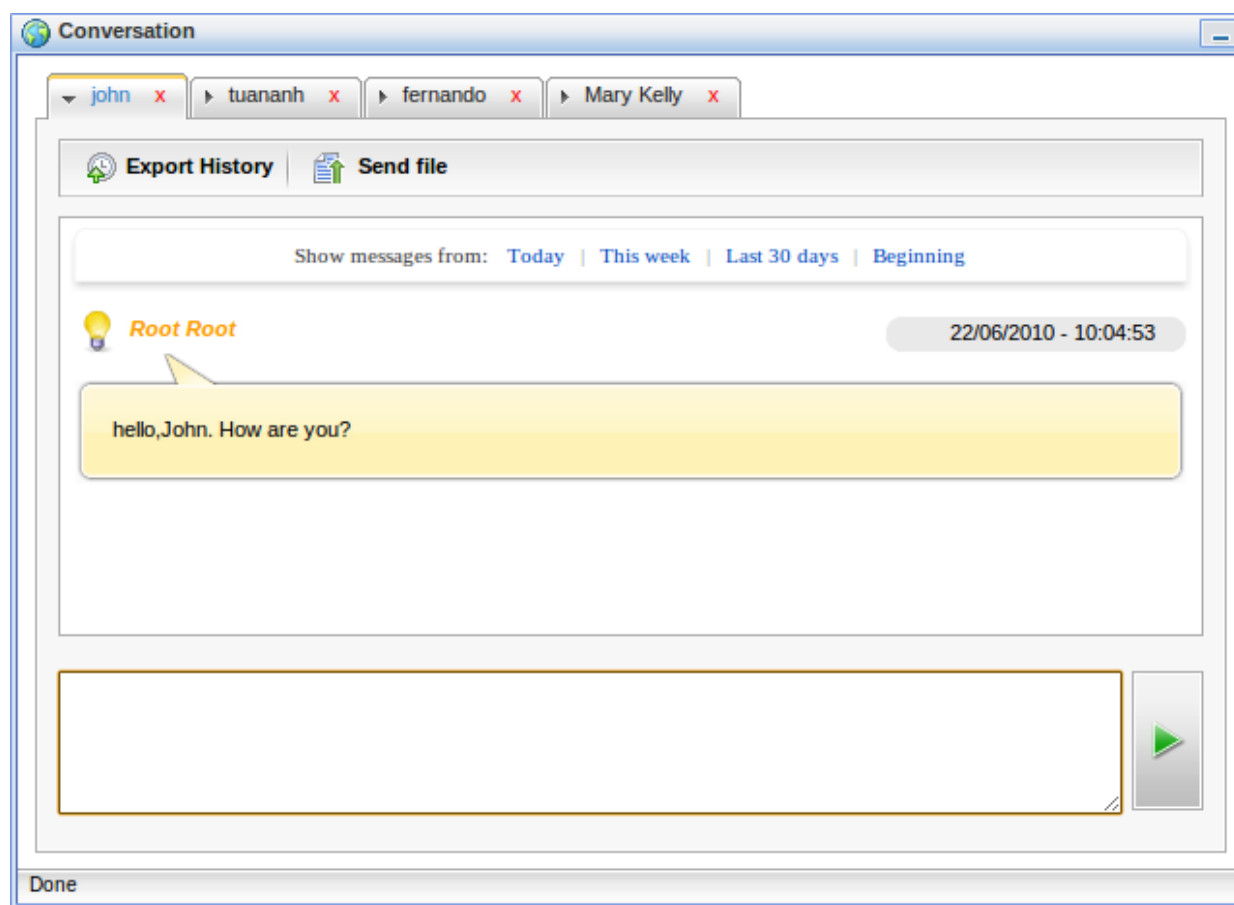



Illustration 12: The Conversation window after sending a instant message

The chatting will be taken place until one of them want to stop and *leave* this room (for chat in a room).

Click the  icon on the right corner of the **Conversation** window will minimize this window to the action bar . To maximize the window, click the minimized window



on the action bar to show the conversation window again.



*When you chat with an offline contact, this contact will receive the message after signing in the next time.*

*You can chat with several contacts at the same time. Each contact is displayed in its own tab.*

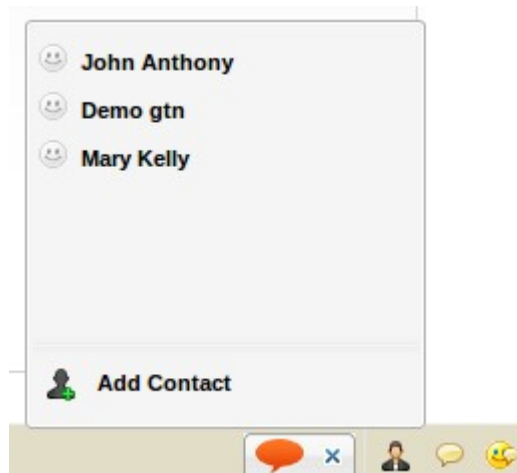
*If you receive new messages when chatting with several contacts, you will see a notification in the corresponding tab*

## 3.4 Add a contact to friend list

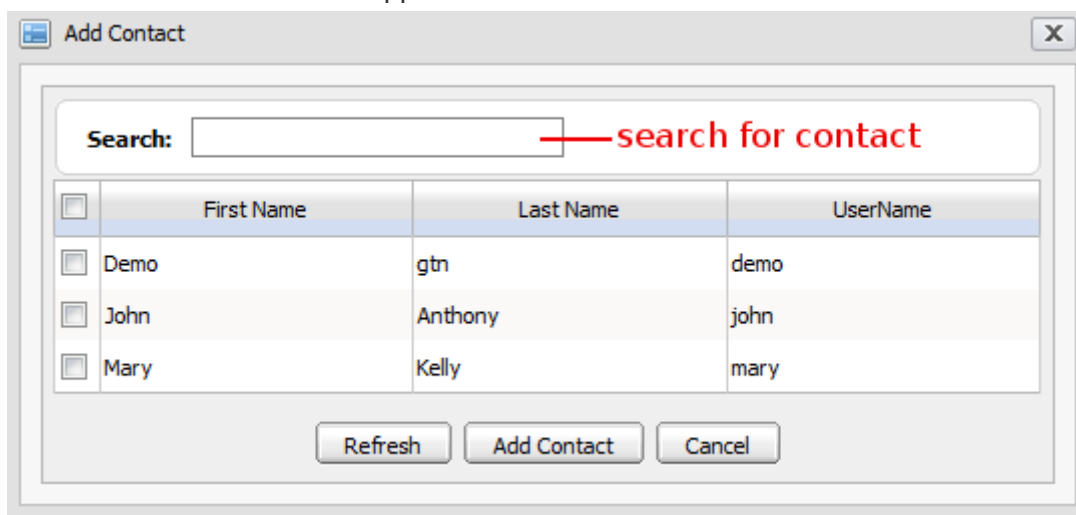
This function is used to add a contact into your friend list.

- ✓ **To add a contact to your friend list, do as follows:**

**Step 1:** Click  on the chat bar and click on  **Add Contact** in the pop-up menu.



The **Add Contact** form will appear:



<input type="checkbox"/>	First Name	Last Name	UserName
<input type="checkbox"/>	Demo	gtn	demo
<input type="checkbox"/>	John	Anthony	john
<input type="checkbox"/>	Mary	Kelly	mary

Illustration 13: The Add Contact form

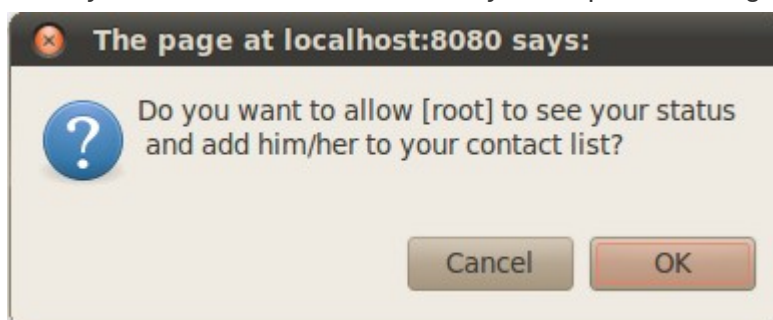
**Step 2:** Select one or more contacts in the account list by selecting the corresponding check boxes. You also can search for specific contact by typing the information related to the contacts you want to search in the search box. All contacts that match with the search term will be displayed:

	First Name	Last Name	UserName
<input type="checkbox"/>			
<input checked="" type="checkbox"/>	Demo	gtn	demo

**Step 3:** Select contacts in the found list to add contacts into your friend list.

**Step 4:** Click the **Refresh** button to clear the selected contacts or click the **Add contact** button to add contacts into your friend list .

The contact that you want to add, will receive a your request message:



**Step 5:** If he/she accepts, you will receive a confirmation message.




Click the **OK** button to accept the request .

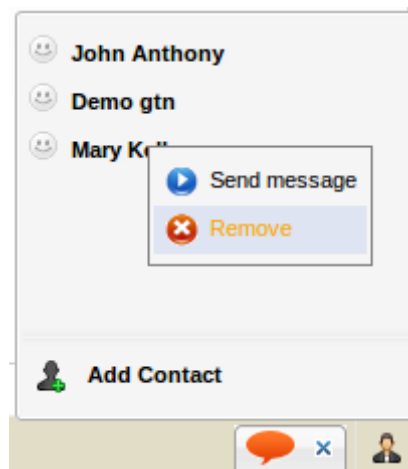
After adding contacts successfully, the added contacts will be shown in your friends list.

## 3.5 Remove a contact

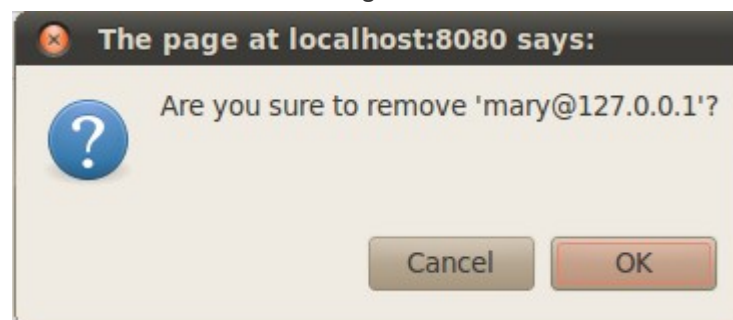
This function allows you to remove a contact from your friend list.

**To remove a contact, do as follows:**

**Step 1:** Click the  **Add Contact** button on the action bar to show your friend list. Right click on the contact that you want to remove from your friend list and select **Remove** in the pop-up menu:



There will have the confirmation message.




**Step 2:** Click the **OK** button to accept removing the selected contact or click the **Cancel** button to quit and close the message.

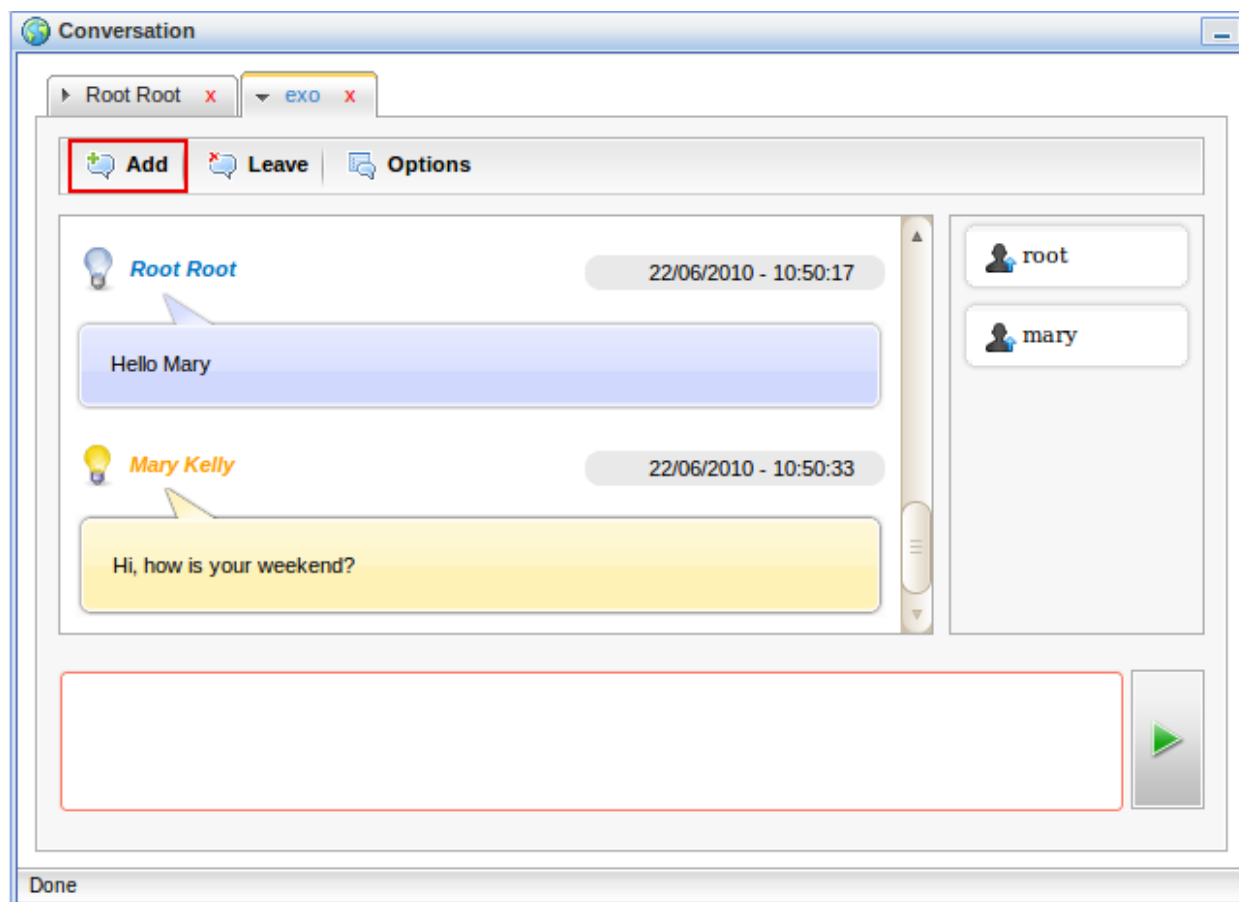
## 3.6 Add contacts to a room

This function is used to add one or more contacts to the room where you are already in, so the added contact will be able to join this room to communicate.

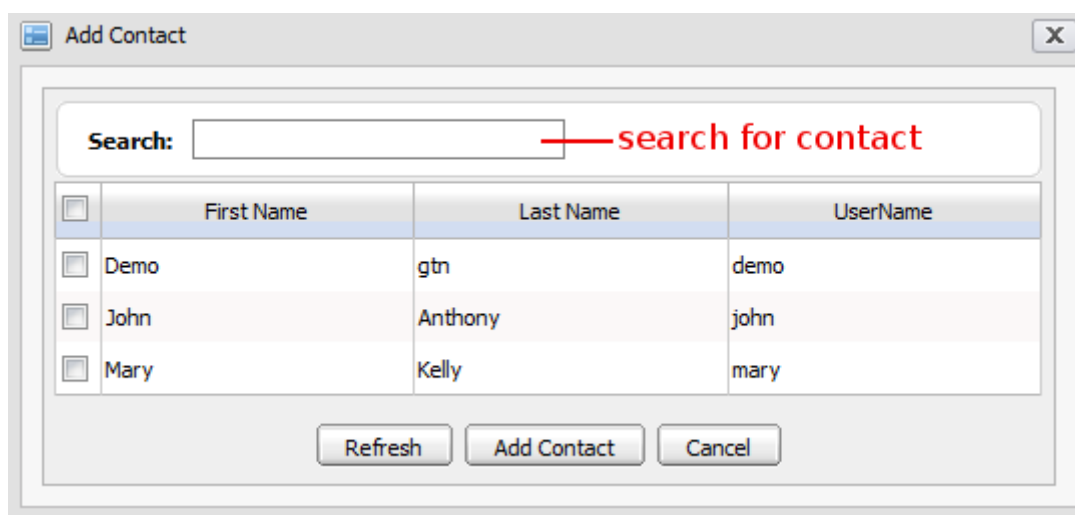
**To add contact(s) to a chat room, do as follows:**

**Step 1:** Click the  **Add** button on the room conversation window .

The **Add Contact** form will appear:



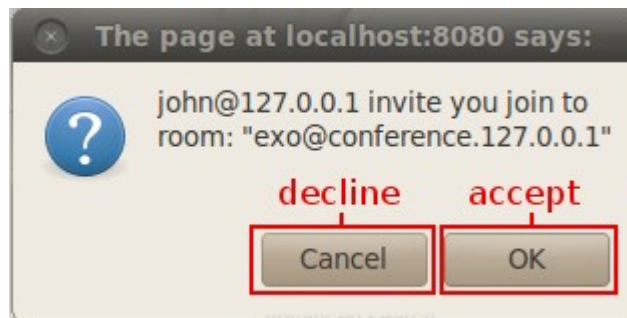
**Step 2:** Select the participants you would like to invite to the chat room by checking the check boxes corresponding to the contact name. You also can do a quick search in this form to display only the contacts that you need:



Enter information related to the contacts that you want to find in the **Search** text . All contacts that match with the search term will be displayed in a result list.

The contact you want to add will receive a confirmation message like the illustration

below:

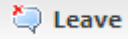


After joining a chat room, the added contact can start the chat right away.

## 3.7 Leave a chat room

To leave a chat room, do as follows:



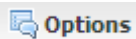
Click the  **Leave** button on the room conversation window.

Your conversation window of this room will be closed and you will not receive any messages from the chat room. In addition, your nick name will also be removed from the member list of the room conversation window.

## 3.8 Room Configuration

This function allows the owner of a room to configure the room's information to suite your particular needs. As you remember, you have to configure the chat room before you can create one. You are also able to update the room configuration after the chat room was created. If you are not the owner of the chat room, you do not have the permission to perform this action.

**To configure a chat room, do as follows:**

**Step 1:** Click the  **Options** button in the **Conversation** form of the chat room. The **Room Configuration** form will appear like the [illustration 6](#)

**Step 2:** Set values for the fields in this form. For the descriptions, see [Create a new chat room](#)

**Step 3:** Click the **OK** button to accept the configuration or click the **Cancel** button to quit




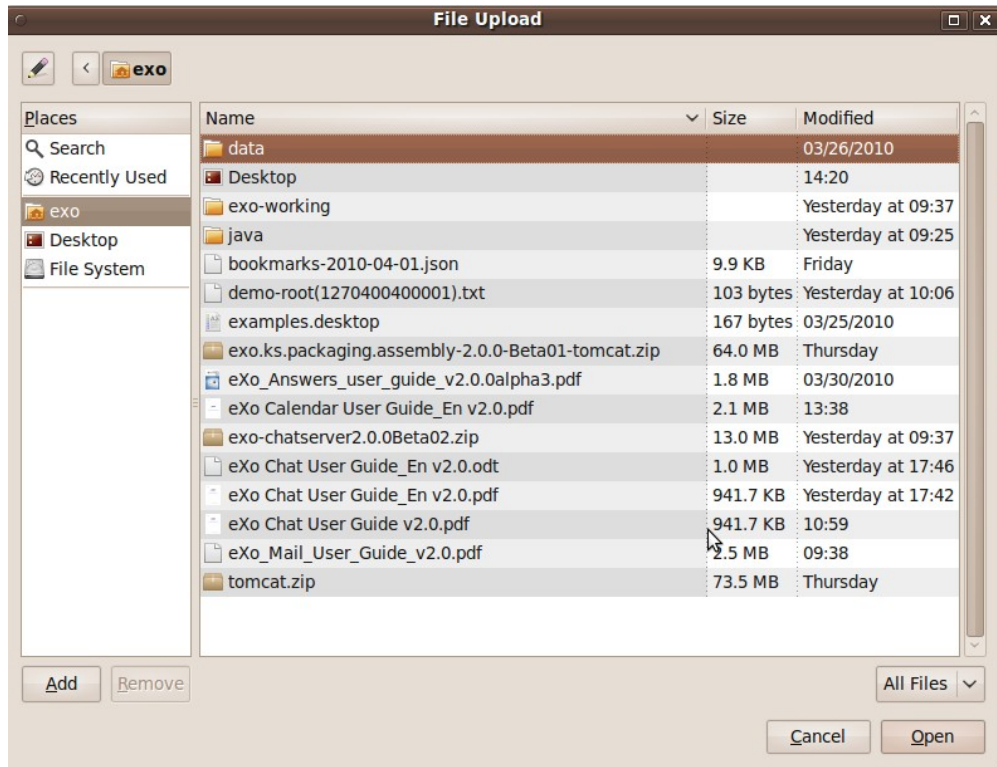
*The chat room configuration is available only if you are the owner of that chat room. You can change the room owner in Room Configuration.*

## 3.9 Send files

This function allows you send a file to the other contact through the **Conversation** window.

**To send file to a contact, do as follows:**

**Step 1:** On the **Conversation** window with the other, click the  **Send File** button in the chat window. You will be directed to select a file on your computer :



Select a file that you want to send then click Open to start sending the file.



Illustration 14: The recipient's conversation window

## 3.10 Export a chat history

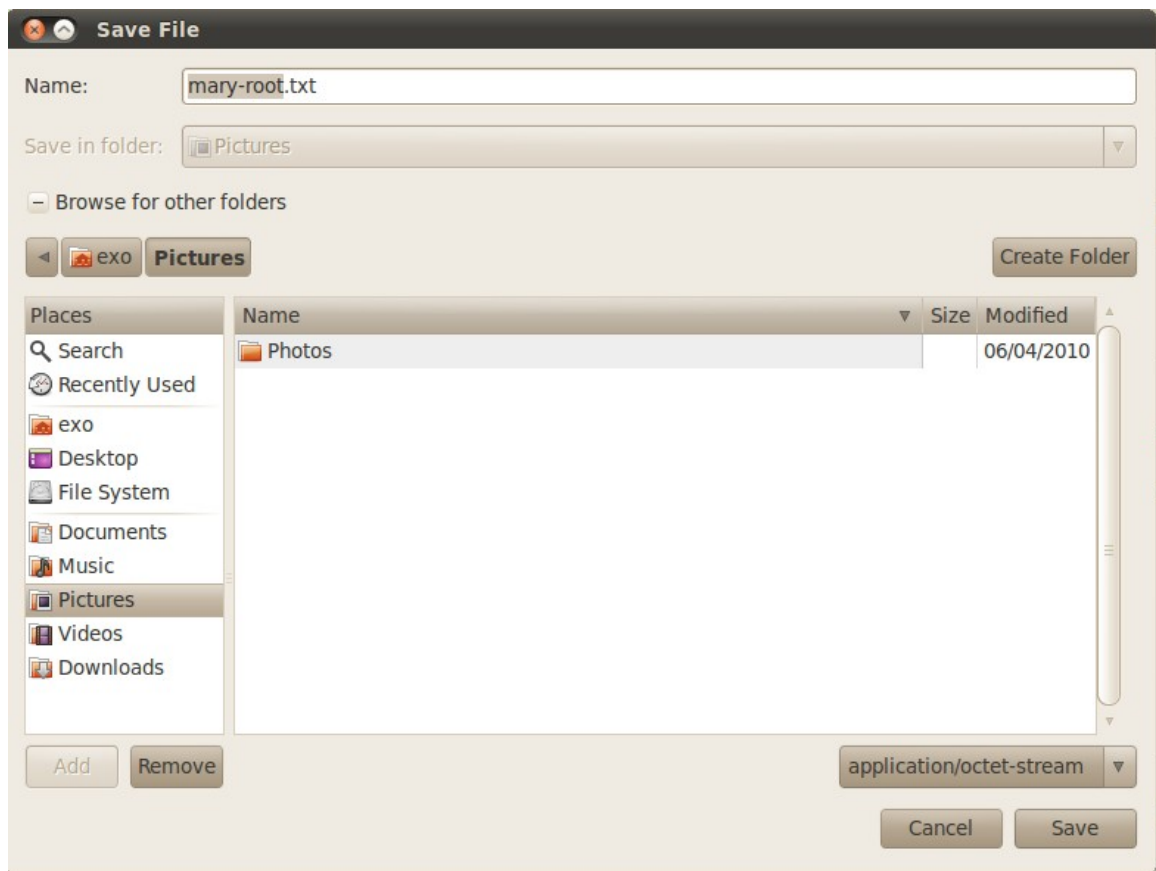
Chat application can archive your chat and allows you to export and save the conversation history to your computer.

- ✓ **To export a chat history, do as follows:**

**Step 1:** Click the  **Export History** button on the Conversation window.



The pop up window will appear as below:



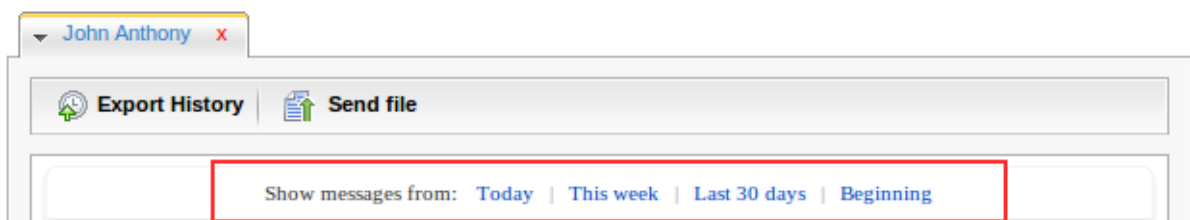
**Step 2:** Chose the location to save the file then click the **Save** button to save the exported file to your local computer or the **Cancel** button to abort the chat history export. After exporting the conversation successfully, you will have a text file which record all of your conversation contents.

## 3.11 Show messages in a specific time

Your chat messages with other contacts can be shown in a specific time interval. The function of **Show Messages** allows you to take this action. Do as follows:

**Step 1:** Select a contact that you want to show the message log.

**Step 2:** Select a time interval in some default time intervals provided in eXo chat:



Details:

- Today: To show all instant messages of the current date.
- This week: To show all instant messages of the current week.

- Last 30 days: To show all instant messages from last 30 days to the current time.
  - Beginning: To show all instant messages from the beginning to the current time.
- All messages with the created time and date will be shown in the Conversation window.

## 4 Next steps

It is our hope that information stated above is valuable to you, our customers and users in the process of experiencing the Chat application of eXo Collaboration. To support for benefits recognition from customers and users, we would like to summarize the key features of Chat application as follows:

- **User Interface Options:** Select from the "Facebook-like" Chat bar or a standalone Chat client.
- **Buddy List:** Users can create their own buddy list to display availability to other users.
- **XMPP Protocol:** Allows near-real-time extensible instant messaging.
- **Chat Rooms:** Join a room or create and configure private chat rooms to facilitate group discussions.
- **File Transfer:** Transfer files through the chat interface.
- **Message History:** Store, search and export chat logs.

This user manual has provided a thorough explanation of features and terminologies within Chat application. Now that you know all the operations in Chat application of eXo Collaboration: send instant message to other contacts, add, remove contacts, create chat room, etc. You may have more questions or want to get involved in the eXo community. The following links can connect you with resources to learn more and contribute to the open source development process.

- [Learn more about eXo Platform 3.0](#)
- [Video demos, tutorial and more in the eXo Resource Center](#)
- [Access another eXo documents in the eXo Wiki](#)
- [Ask question about Chat application in the Forums](#)