XMPP Chat - UCP

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

Part of the XMPP Pro Commercial Module

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Overview

The User Control Panel (UCP) includes a built-in XMPP chat client that works in conjunction with the XMPP commercial module. This allows users to send and receive instant messages (IMs) using a simple web browser interface.

Prerequisites

- XMPP must be installed, enabled, & configured
- A user must be allowed to log into UCP (set in the User Management module)
- XMPP must be enabled for the user (set in the User Management module)

Chat With a User

Log into the User Control Panel (UCP).

Click the XMPP icon near the top right-hand corner of the screen.

A drop-down menu will appear. Click on New XMPP or click on a specific user in the list.
If you click on New XMPP, you will need to enter the recipient's username in the To: field. Enter the login name only, not the "@<host>" part. Click Initiate to begin the chat.

- If you click on the name of a user, the chat will begin automatically and you will not need to enter a username.

Type your message to the recipient:

Use the return/enter key to send.

When you receive a reply, the chat window will turn blue. You will also receive a browser notification if your browser is configured to accept notifications.
Collapse or Hide the Chat Window

Collapse / expand the chat window

Close the chat window. To re-open, click the XMPP icon and select the user in the drop-down list.

Presence State Color Coding

Presence states available by default:

- **Green** = “Available” or “Chat”
- **Yellow** = “Away” or “Extended Away”
- **Red** = “Do Not Disturb (DND)” or “Unavailable”