Chat and Video Meetings

This guide will help you get started with our new integrated Chat and Video Meetings feature within Webmail.

- Getting Started: Accessing Chat & Meetings
- Video Meetings Features
- Using Chat and Meetings on Other Apps (XMPP)

Getting Started: Accessing Chat & Meetings

This guide will help you get started with our new integrated Chat and Video Meetings feature within Webmail.

Good news! The Chat and Video Meetings feature is **activated by default** every time you log into your Webmail account. You'll find the chat panel conveniently located within the Webmail interface.

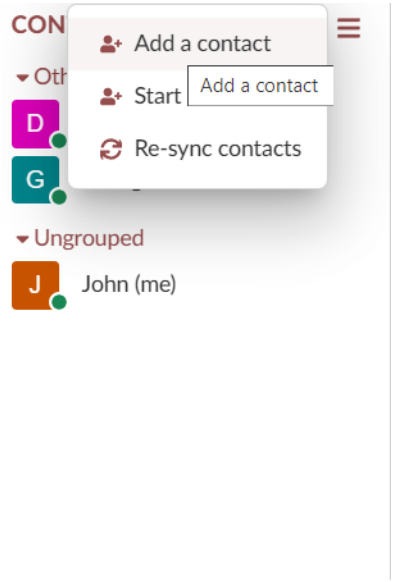
Building Your Contact List - How to Add a Contact

Upon your first login, your contacts list will be empty. You'll need to manually add people you wish to chat or meet with.

1. Locate the **CONTACTS** section in the chat panel.

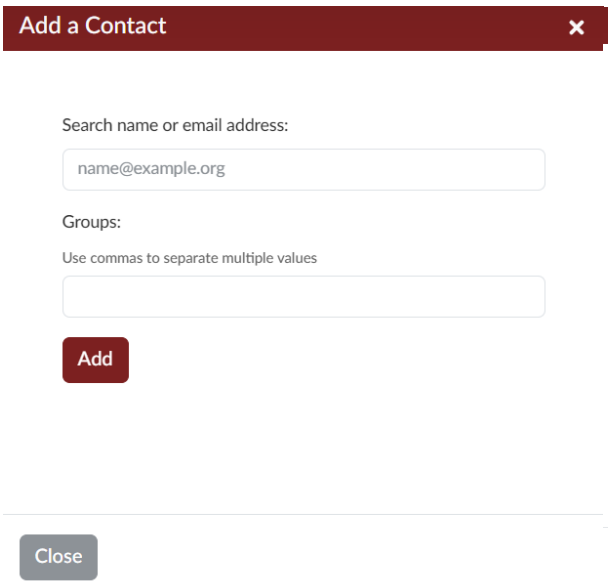
2. Click on the **three horizontal lines (hamburger menu)** next to CONTACTS.

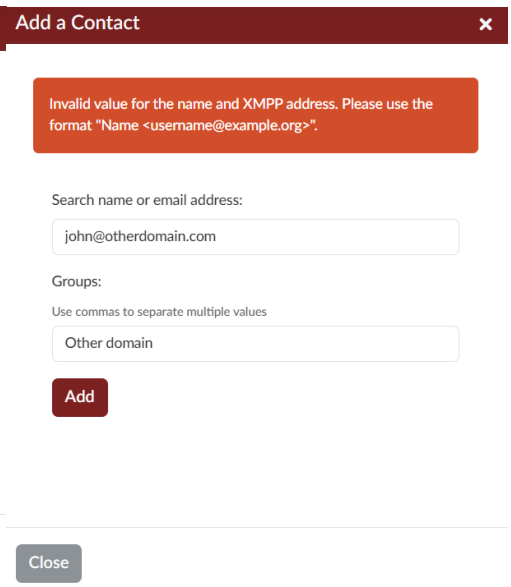
3. Select "**Add a contact**" from the dropdown menu.



4. A new pop-up window will appear.

- **For users within our organization:** You can **search for a contact by their name or email address**.
- **For users from other domains (external users):** These users may not appear in the search results. To add them, you must manually enter their details in the "Search name or email address" field using the following specific format: `FullName <email@otherdomain.com>` For example: `John Doe <john@otherdomain.com>` *You will see an error message "Invalid value for the name and XMPP address. Please use the format 'Name <username@example.org>'" if this format is not followed correctly for external users.*
- Optionally, you can assign the contact to a **Group** by typing group names, separated by

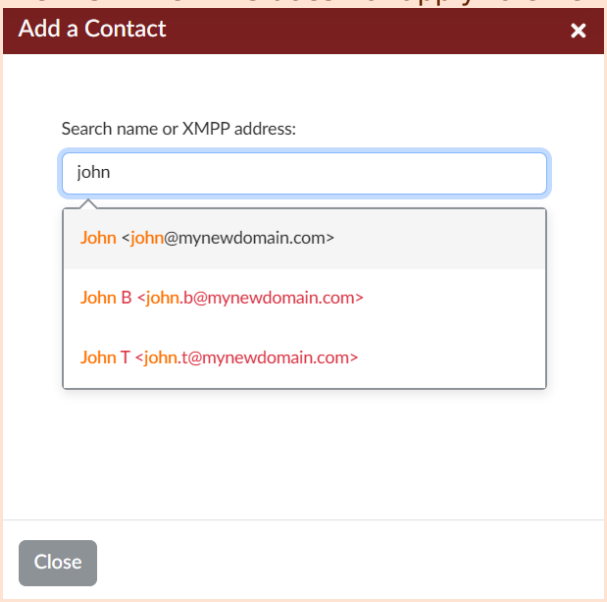




5. The contact will now appear in your list.

> The other user must accept the invitation before you can chat with each other.

Important Note: If a user's name (from within our organization) appears in **red** during your search, it means they have not yet logged into their Webmail account, and their Chat account hasn't been enabled. You won't be able to add them as a contact until they log in for the first time. This does not apply to external domain users you are adding manually.



Starting a Chat

Once you have contacts in your list:

1. Click on a contact's name in your **CONTACTS** list.
2. A chat window will open, and you can start typing your message.

Starting a Video Meeting

You can easily initiate a video meeting with anyone in your Contacts list or even invite external participants.

How to Start a Video Meeting:

1. Click on a contact's name in your **CONTACTS** list. A chat window will open.
2. Click on the camera button. A new pop-up window will appear.
   - **Optional Room Name:** You can give your meeting room a specific name if desired.
   - Click the **Start Meeting** button
3. Starting a meeting will create a secure video room and the link to this meeting room will be shared with your contact.

Meeting Link & Joining Options:

- Upon starting a video meeting, a unique **meeting link** will be generated.
- You can share this link with anyone you want to invite, **even if they are not in your contact list**.
- **Flexible Timing:** You can start the meeting immediately or use the link to begin at a later time.
- **Integrated Experience:**
  - Conduct the meeting directly **within the same Webmail window**.
  - Utilize the **minimize/maximize** options for the meeting pop-up window, allowing you to continue using Webmail simultaneously.
  - Alternatively, you can choose to **open the meeting in a new browser tab** for a more focused view.

Video Meetings Features

Our video meetings are packed with useful features to enhance your collaboration:

- **HD Video and Audio:** Experience clear and high-quality communication.
- **Screen Sharing:** Easily share your entire screen or specific application windows with participants.
- **Chat During Meeting:** Continue the conversation with text-based chat within the meeting interface.
- **Recording:** Capture your meeting for later reference (if enabled).
- **Security Features:**
  - **Password Protect:** Secure your meeting by setting a password.
  - **Lobby (Manual Approval):** Control who enters by enabling a lobby where participants wait for moderator approval.
- **Moderator Controls:** Grant moderator rights to other participants to help manage the meeting.

Using Chat and Meetings on Other Apps (XMPP)

You can also connect your Webmail chat and meeting account to other desktop or mobile applications that support the **XMPP protocol** (e.g., Thunderbird, eM Client).

Login Details for XMPP Apps:

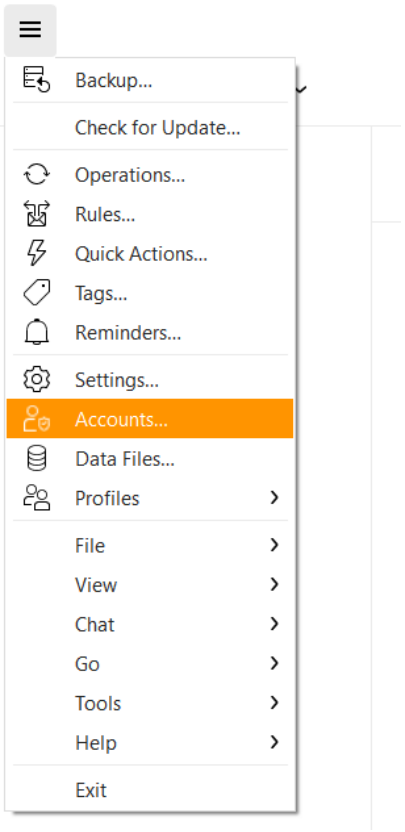
- **Username/JID:** Your full Webmail email address
- **Password:** Your Webmail password
- Server Host name: xmpp.emailarray.com

Connecting Your Chat Account to eM Client (XMPP)

You can integrate your Webmail chat directly into the eM Client application. Follow these steps to set it up:

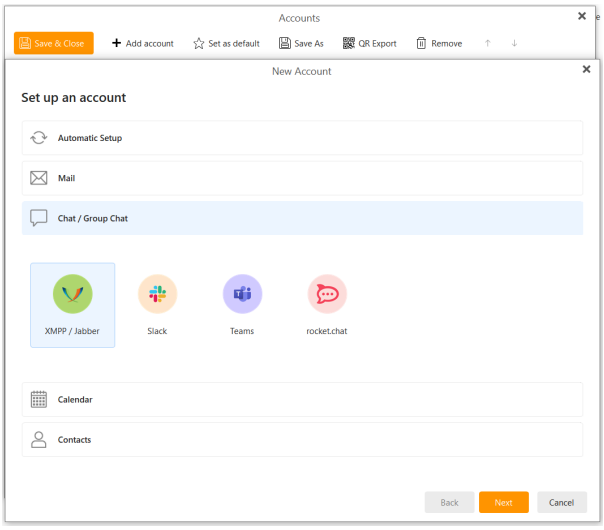
1. Open eM Client Account Settings:

- In eM Client, click on the **Menu** icon (usually three horizontal lines) in the top-left corner.
- Select "**Accounts...**" from the dropdown menu.



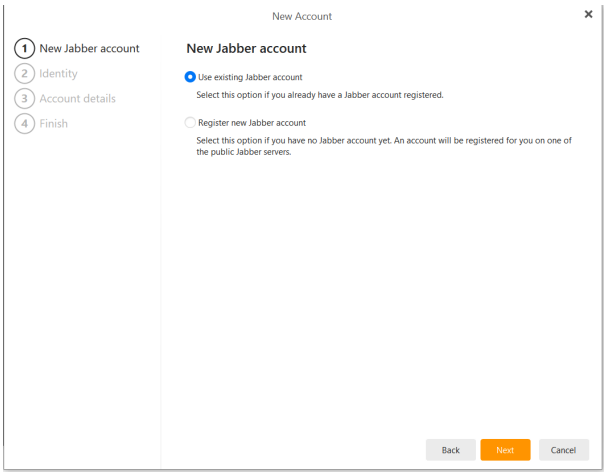
2. Add a New Chat Account:

- In the "Accounts" window, click on the "**+ Add account**" button.
- Under "Set up an account," choose "**Chat / Group Chat**."
- From the options provided, select "**XMPP / Jabber**."
- Click the "**Next**" button.



3. Specify New Jabber Account:

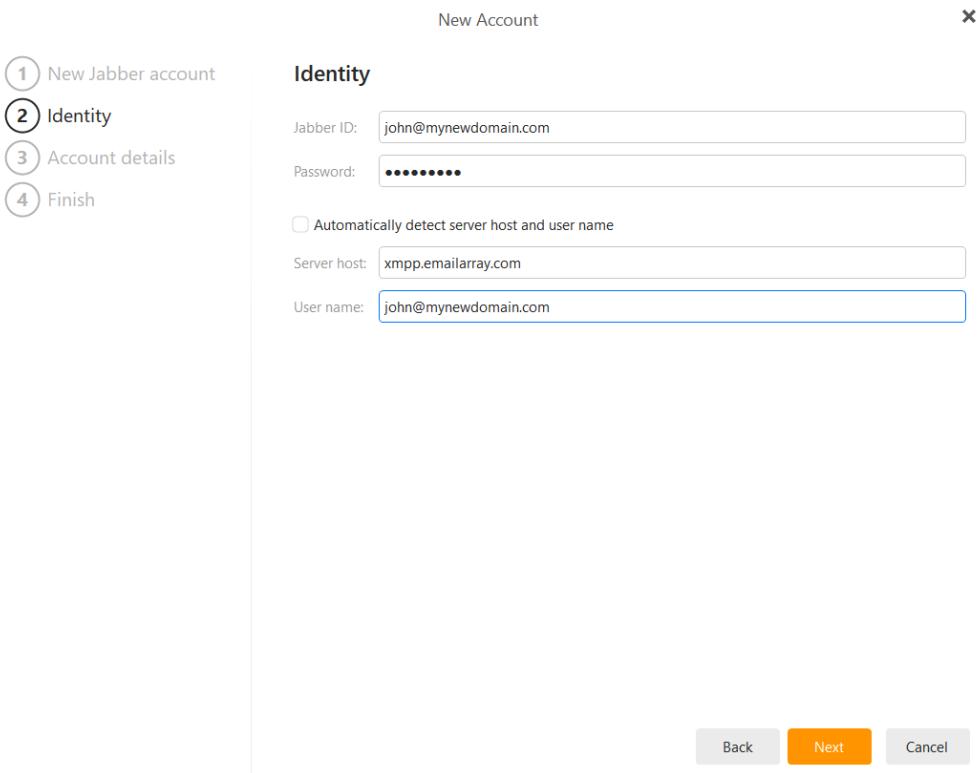
- On the "New Jabber account" screen, ensure the option "**Use existing Jabber account**" is selected. This indicates you already have a chat account through Webmail.
- Click the "**Next**" button



4. Enter Your Account Credentials (Identity):

You will now be on the "Identity" screen. Fill in the following details:

- **Jabber ID:** Enter your **full Webmail email address** (e.g., `john@mynewdomain.com`).
- **Password:** Enter your **Webmail password**.
- **Server host:**
- Uncheck the box for "Automatically detect server host and user name" if it is checked. This will allow you to enter the server information manually.
- Enter the XMPP server address: `xmpp.emailarray.com`.
- **User name:** Enter your **full Webmail email address** (e.g., `john@mynewdomain.com`).



5. Finalize Setup:

- After entering all the identity and server details, click the "**Next**" button.
- Review the summary if provided, and then click the "**Finish**" button to complete the setup.

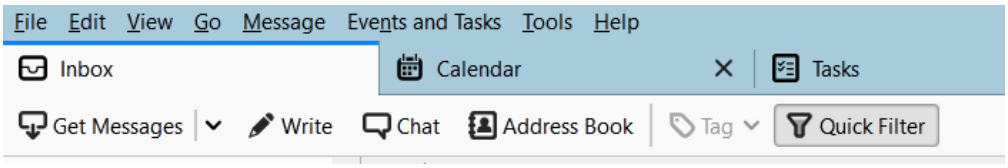
Your Webmail chat account should now be configured in eM Client. You will be able to send and receive messages, see your contacts directly within the application and add new ones.

Connecting Your Chat Account to Mozilla Thunderbird (XMPP)

You can use your Webmail chat directly within Mozilla Thunderbird. Follow these steps to configure it:

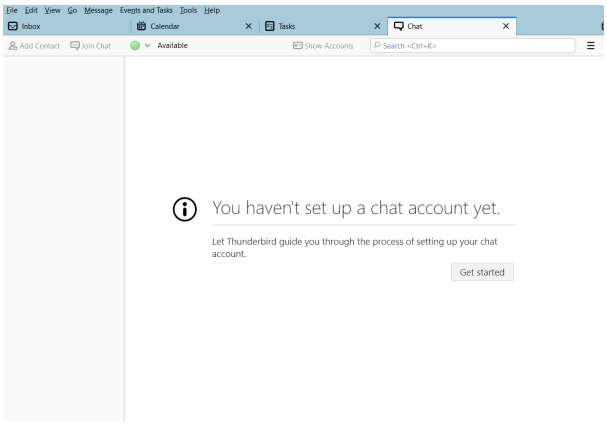
1. Access the Chat Feature:

- In Thunderbird, locate and click on the "**Chat**" icon or tab. This is typically found in the main toolbar area or alongside your Inbox and Calendar tabs.



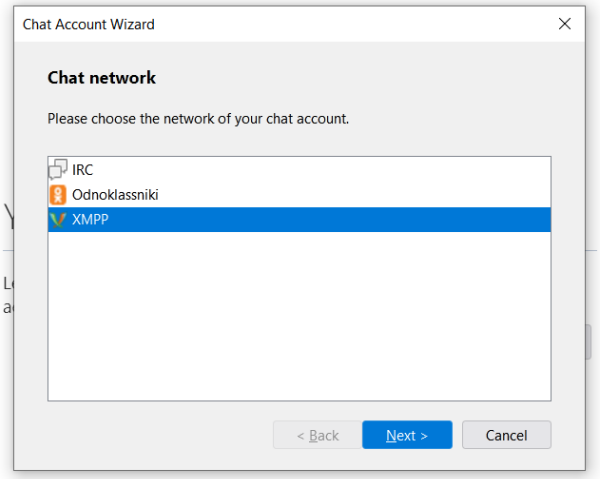
2. Begin Chat Account Setup:

- If you haven't set up a chat account in Thunderbird before, you'll see a message saying, "You haven't set up a chat account yet."
- Click the "**Get started**" button to open the Chat Account Wizard.



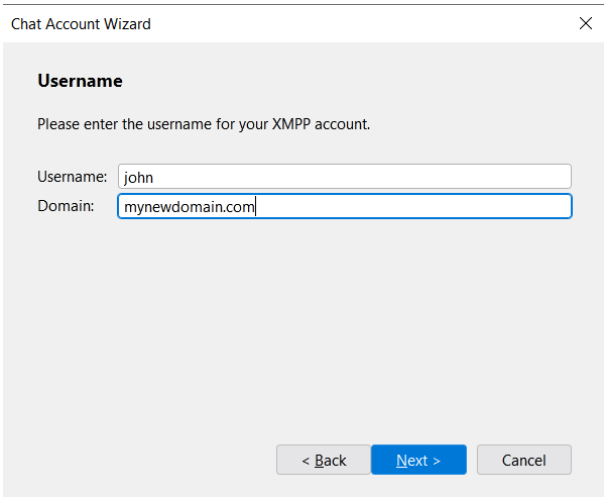
3. Choose the Chat Network:

- In the "Chat Account Wizard" window, under "Chat network," select "**XMPP**" from the list of available networks.
- Click the "**Next >**" button.



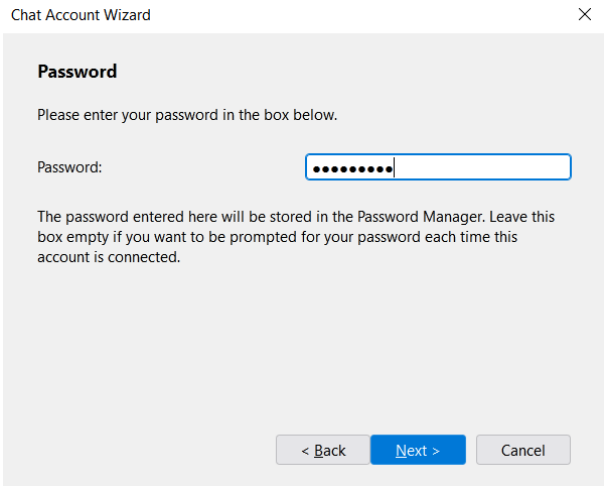
4. Enter Your Username Details:

- On the "Username" screen, you need to provide your Webmail email address, split into two parts:
  - **Username:** Enter the part of your Webmail email address **before** the "@" symbol (e.g., if your email is `john@mynewdomain.com`, enter `john`).
  - **Domain:** Enter the part of your Webmail email address **after** the "@" symbol (e.g., `mynewdomain.com`).
- Click the "**Next >**" button.



5. Enter Your Password:

- On the "Password" screen, enter your **Webmail password** in the "Password" field.
- Thunderbird notes that the password will be stored in its Password Manager. If you leave this box empty, you'll be prompted for your password each time the account connects.
- Click the "**Next >**" button.

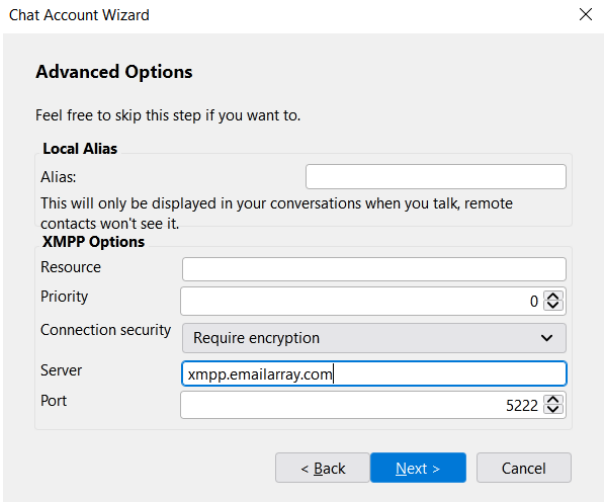


6. Configure Advanced Options (XMPP Options):

- This screen allows you to set advanced XMPP options. While Thunderbird says, "Feel free to skip this step if you want to," providing these details is often necessary for a successful connection:
  - **Alias:** (Optional) You can set a local alias that will be displayed in your conversations.
  - **XMPP Options:**
    - **Resource:** (Optional) You can leave this blank.
    - **Priority:** (Optional) You can leave this as the default.

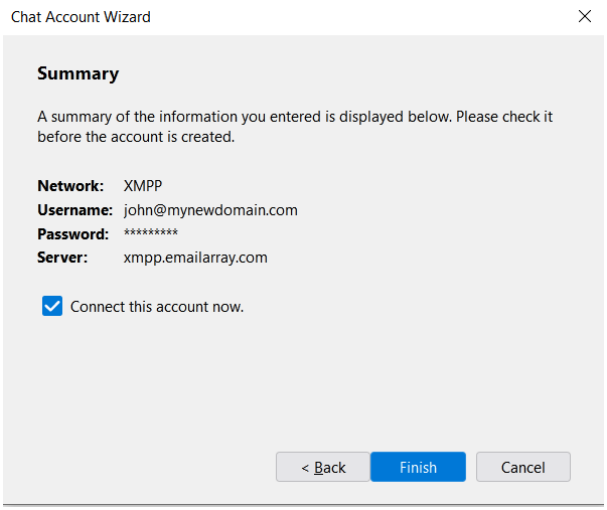
- **Connection security:** It's recommended to use encryption. Select an option like "**Require encryption**" if available and appropriate for your server.
- **Server:** Enter the XMPP server address for your Webmail: `xmpp.emailarray.com` .
- **Port:** Enter the port number for the XMPP server: `5222`.

- Click the "**Next >**" button.



7. Review Summary and Finish:

- The "Summary" screen will display the information you've entered (Network, Username, Password (masked), Server).
- **Please check these details carefully** to ensure they are correct. Your full username should appear here (e.g., `john@mynewdomain.com`).
- Make sure the checkbox for "**Connect this account now.**" is checked if you want Thunderbird to log into your chat account immediately.
- Click the "**Finish**" button.



Your Webmail chat account should now be configured in Thunderbird. You'll be able to manage your contacts, send and receive messages, and see your online status directly within the Thunderbird interface.