

You can configure settings related to [chat](#) in **Settings -> Community -> Chat**.

| General | |
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| Allow anonymous users | Indicates if users can enter chat without being logged in on the website. |
| Guest prefix | Text that will be appended with a number and used as the user name for anonymous users. |
| Force unique nicknames for anonymous users | If checked, nicknames of anonymous users on chat will have to be unique. Nicknames of registered users always have to be unique. |
| Maximum length of message | Maximum number of characters in a message. |
| Convert URLs to HTML anchors in messages | If checked, URLs in messages will be converted to clickable HTML anchors. |
| Enable BBCode in messages | Indicates if BBCode tags will be allowed and resolved in chat messages. This setting affects the Room messages web part (resolving) and the Send message web part (inserting BBCode tags). If BBCode is enabled globally, you can still disable it for a specific web part in its settings. |
| Convert emoticons to images | Indicates if emoticons will be converted to images in messages. |
| Enable sound in live chat | Indicates if the system uses sound notifications for new messages opened in one-on-one conversations. |
| Support chat | |
| Enable support chat | Indicates if support chat is enabled in the administration interface. |
| Enable sound in support chat | Indicates if the system uses sound notifications for new support requests and new messages in support chat. |
| Send support messages to this e-mail address | Messages sent in support chat when no support person is on-line will be sent to this e-mail address. |
| Timeout settings | |
| Room ping interval (seconds) | Defines how often room related web parts will update their content (messages, users in the room, etc.). The ping interval is the time in seconds between two requests to the server. If you are experiencing performance issues with chat, consider setting this number to a higher value. |
| Global ping interval (seconds) | Defines how often global chat web parts will update their content (on-line users, available rooms and notifications). The ping interval is the time in seconds between requests for new data to the server. If you are experiencing performance issues with chat, consider setting this number to a higher value. |
| Kick lasting time (seconds) | Defines how long a kicked users will not be able to join the room they were kicked from. |
| Log out user when inactive for more than (seconds) | Defines how long chat users can be inactive, i.e., not send any request to the server, before the system logs them out. This can happen if the users' Internet connections are down or they closed the chat window. |
| Log out support engineer when inactive for more than (seconds) | Defines how long a support people can be inactive, i.e., not send any request to the server, before the system logs them out. This can happen if the users' Internet connections are down or they closed the chat window. |

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| Release room taken by support when not pinging for more than (seconds) | Time of inactivity needed to release a room taken by a support person. After this time passes, the room will appear as available to other supporters. |
| Delete chat history older than (days) | <p>Messages, rooms and chat users will be deleted after the number of days specified in this setting. Records will be deleted according to these rules:</p> <ul style="list-style-type: none"> • All messages written earlier than the time specified will be deleted. • All rooms will be deleted, which don't have any messages in them, no one has access to them and were created earlier than the time specified. • All users will be deleted, who are anonymous, have not written any message and haven't been on-line for the specified time. |
| Default paths | |
| Default redirection path - enter chat action | When this setting has a value, users will be redirected to the given path after they enter chat. Specified web part setting will override this global setting. |
| Default redirection path - leave chat action | When this setting has a value, users will be redirected to the given path after they leave chat. Specified web part setting will override this global setting. |
| Default redirection path - join room action | When this setting has a value, users will be redirected to the given path after they join a chat room. Specified web part setting will override this global setting. |
| Default redirection path - leave room action | When this setting has a value, users will be redirected to the given path after they leave a chat room. Specified web part setting will override this global setting. |
| Chat room popup window URL | URL of the window that is opened as a chat room pop-up (for support chat or one-on-one chat). |
| Flood protection | |
| Enable flood protection | Enables flood protection according to other settings in this section. |
| Join room interval (seconds) | Number of seconds which have to pass between two subsequent room joinings made by one chat user. |
| Create room interval (seconds) | Number of seconds which have to pass between two subsequent room creations by one chat user. |
| Post message interval (seconds) | Number of seconds which have to pass between two messages posted by one chat user. |
| Change nickname interval (seconds) | Number of seconds which have to pass between two nickname changes made by one chat user. |