

EKEDIGITAL
Facebook Messenger
Extension for Magento 1.x

User Guide & Documentation



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THANK YOU FOR PURCHASING OUR EXTENSION FOR YOUR MAGENTO STORE. IF YOU HAVE ANY QUESTIONS THAT ARE BEYOND THE SCOPE OF THIS HELP FILE, PLEASE FEEL FREE TO EMAIL US FOR ADDITIONAL SUPPORT. THANKS SO MUCH!

GETTING STARTED

The Facebook Messenger extension for Magento 1 Community Edition lets you implement Facebook Messenger live chat on your Magento store allowing you to communicate with your customers and offer instant support or sales guidance. Answer questions about your products, offer order status updates and more directly through your Facebook page chat.

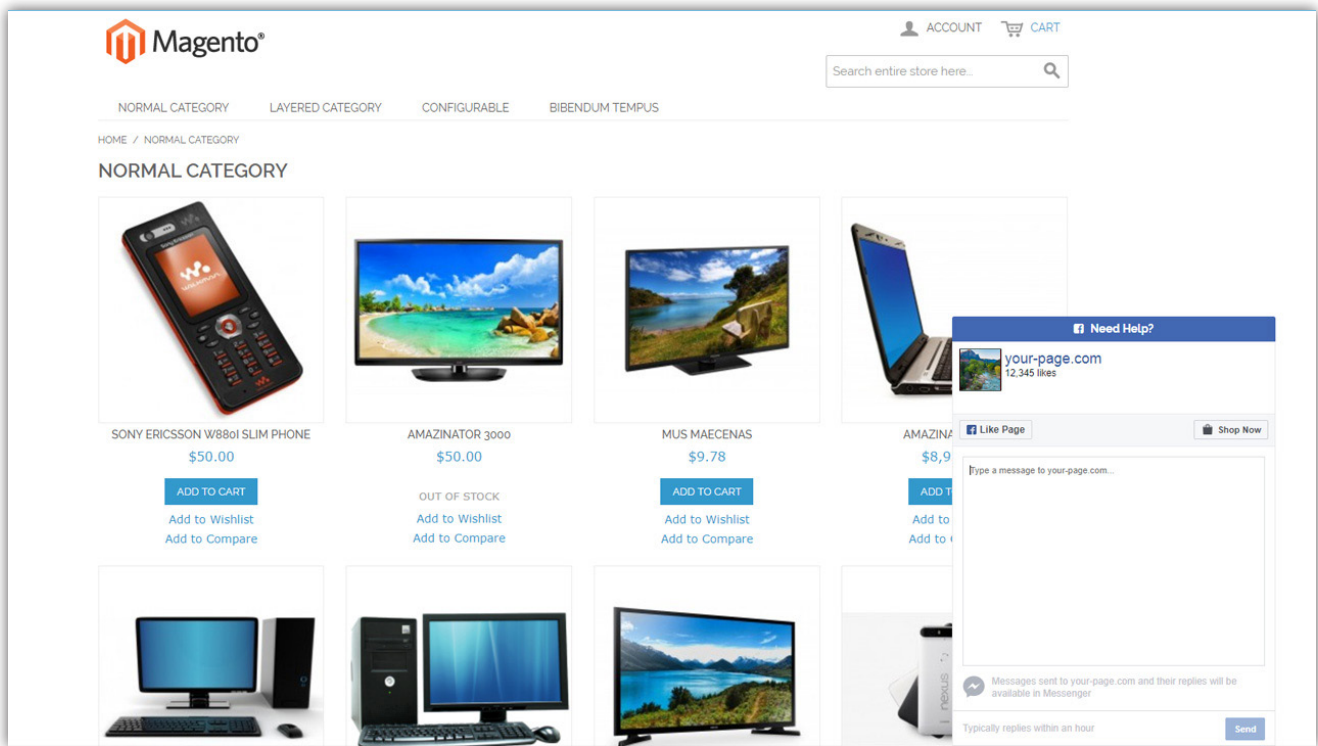
Before installing it is recommended that you create a full backup of your Magento site.

1. Log in to your Magento Admin panel and disable Magento Compiler if enabled by going to System > Tools > Compilation.
2. Connect to your site's server via your preferred FTP client and upload the extension files.
3. After the file upload is completed return to the admin panel and refresh your Magento cache by going to System > Cache Management.
4. Log out and log back into the admin panel to refresh the account and module permissions (otherwise you'll receive a 404 error when trying edit the module settings).
5. Re-Enable Magento Compiler if originally enabled by going to System > Tools > Compilation.
6. The module can be configured and enabled by visiting System > Configuration on the left navigation EKE DIGITAL section select the Facebook Messenger tab

| Settings | | |
|---------------------|------------------------------------|--------------|
| Chat Box | Enable | [STORE VIEW] |
| FB App Id | 0000000000 | [STORE VIEW] |
| FB Page URL | https://www.facebook.com/your-page | [STORE VIEW] |
| Load JQuery Library | No | [STORE VIEW] |
| Design & Layout | | |
| Chat Box Heading | Need Help? | [STORE VIEW] |
| Heading Background | 4267B2 | [STORE VIEW] |
| Align Chat Box | Right | [STORE VIEW] |
| Chat Box Width | 500 | [STORE VIEW] |
| Small Header | Disable | [STORE VIEW] |
| Hide Cover Photo | Disable | [STORE VIEW] |
| Show Friend's Faces | Disable | [STORE VIEW] |

HOW TO USE

Please note a free Facebook account, page and app ID is required in order for the module to work and display the Facebook chat box. To enable and configure the extension log into your admin panel and access system -> configuration -> settings. On the left navigation under the EKE DIGITAL section access the Facebook Messenger tab. On the configuration section set the chat box setting to enabled, enter your Facebook App ID and your Facebook page URL.





SETTINGS AND CONFIGURATION

CHAT BOX

Enable or Disable the extension from displaying in your store.

FB APP ID

Enter your Facebook App Id number here. You can register for one by going to <https://developers.facebook.com/docs/apps/register/>

FB PAGE URL

Your Facebook page URL. Without a valid URL and App Id the chat box will not display on your store's frontend.

LOAD JQUERY LIBRARY

Enable or Disable to load the jQuery library necessary for the chatbox scripts to function. If your theme already has jQuery you can disable this.

DESIGN & LAYOUT

CHAT BOX HEADING

The text that should be displayed on the pull out tab when the chat box is minimized.

HEADING BACKGROUND

Select the color of the chat box pull out tab.

ALIGN CHAT BOX

Select left or right align of the chat box.

CHAT BOX WIDTH

The width in pixels of the chat box when open or being used.

SMALL HEADER

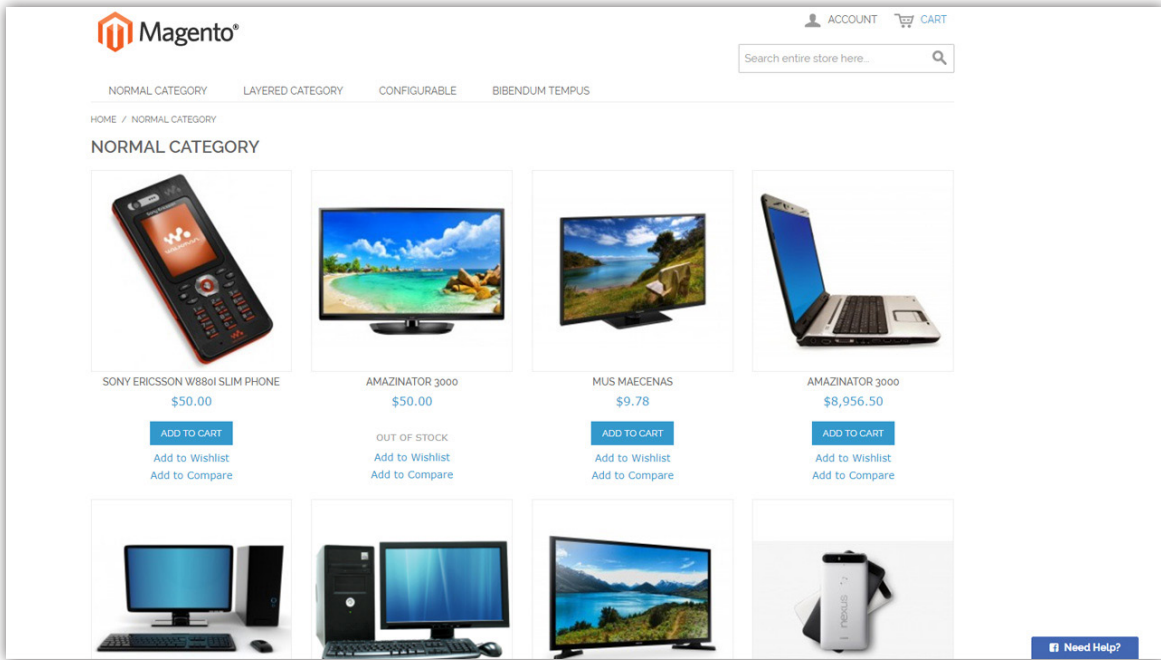
Enable or Disable if the chat box should display a small or large header.

HIDE COVER PHOTO

Enable or Disable if the chat box should display your page cover photo.

SHOW FRIEND'S FACES

Enable or Disable if the chat box should display your page friend's faces.



SUPPORT

For any questions, concerns or troubleshooting assistance please email support@ekedigital.com.