



# ClearChat Home Manual

Privacy-first self-hosted live chat for modern websites. Home Edition, version 1.6.x.

ClearChat Home is designed for small businesses, personal business sites, and self-hosted environments that need simple live chat without monthly SaaS fees.

## What ClearChat Home Includes

- One owner/operator login for answering customer conversations.
- Website chat widget/embed script for public pages.
- Inbox for active and historical conversations.
- Offline contact form handling when an operator is unavailable.
- Settings Center for site name, agent name, widget color, preset colors, and theme controls.
- Privacy tools, privacy notice link support, and self-hosted data storage.
- Updater screen for installing approved ClearChat update packages.

## Recommended Install Flow

- 1 Upload the ClearChat folder to your website, commonly as /clearchat/.
- 2 Visit the installer URL and complete database setup.
- 3 Log in to the ClearChat admin with the owner/operator account.
- 4 Open Settings Center and set your site name, agent name, privacy URL, and widget color.
- 5 Add the embed script before the closing body tag on the website pages that should show chat.
- 6 Test from a second browser or private browser window as a visitor.

## Embed Code

For most customer websites, place this once before the closing body tag:

```
<script src="/clearchat/embed.js"></script>
```

For a site you fully control, the script can also be loaded once from a shared header or footer include so future pages inherit the chat button automatically.

## Daily Use

- Use Inbox to view conversations and reply to visitors.
- Use Settings Center to adjust branding, privacy link, theme, and widget appearance.
- Use Update only with trusted update packages from Murdock DevWorks.
- Use Privacy Tools when you need to review or manage visitor data.

## Home vs Professional

Feature	Home	Professional
Owner/operator login	Included	Included
Multiple operators	Upgrade feature	Included
Operator-to-operator communication	Upgrade feature	Included
Departments/transfers	Upgrade feature	Planned/Pro
Self-hosted ownership	Included	Included

## Support Notes

- If the chat button does not appear, verify the embed script path and clear the browser cache.
- If login or database setup fails, confirm the database name, user, password, and PHP permissions.
- If an update upload fails, check PHP upload\_max\_filesize, post\_max\_size, and server memory limits.
- Keep a backup of the database and files before installing updates.