PhonePad Chat
User Guide

For PhonePad 5



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This guide covers everyday conversations, group management, preferences, and connection recovery. Sections marked **Pro** describe features that require **PhonePad Chat Pro**.

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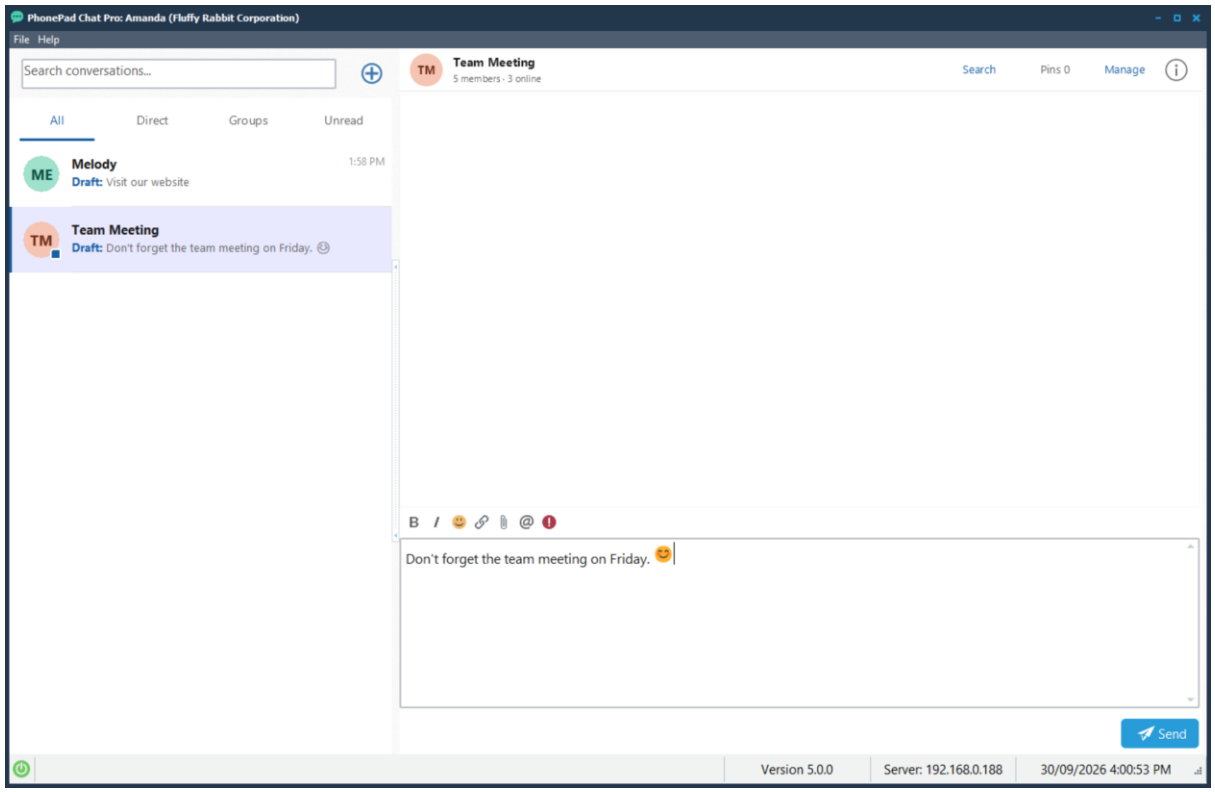
Get started with PhonePad Chat

PhonePad Chat lets you exchange messages with other PhonePad users and return to earlier conversations. It replaces Instant Chat.

Open Chat from PhonePad

1. Sign in to PhonePad 5.
2. On the **Home** tab, click the blue **PhonePad Chat** button beside the calendar button. You can also use **Tools > PhonePad Chat...**.
3. Look for a green connection indicator at the bottom left. Chat uses your PhonePad sign-in.



The conversation list is on the left. The selected conversation and its message editor are on the right.

Find the controls you need

Use **All**, **Direct**, **Groups**, or **Unread** to filter the conversation list. Select a conversation to see its history. The conversation header has **Search**, **Pins**, and **Information (i)**. A group also has **Manage**. Compose your message in the editor at the bottom. The status bar shows connection information, version, server address, and date and time.

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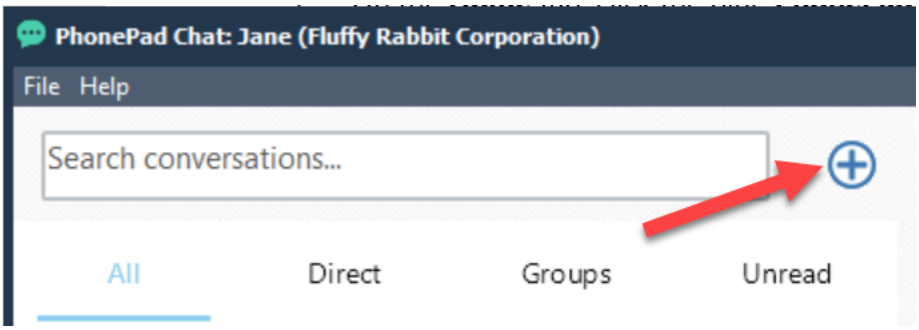
Start a conversation and send a message

Start a direct or group chat

1. Click the **plus (+)** beside **Search conversations**.
2. In **New Conversation**, type a name in **Search users** or find the person in the list.
3. Select the people you want to chat with and click **Chat**. PhonePad Chat opens a direct chat for one selected user or creates a group chat automatically for two or more. Type your message and click **Send**.



For an existing chat, select it from the conversation list. The header shows whether the other person is **Online** or **Offline**. When another person is composing a message, a typing indicator can appear above the editor toolbar.

Choose how Enter works

Setting	Keyboard behavior
Default	Enter sends the message. Shift+Enter starts a new line.
Alternative	Ctrl+Enter sends the message. Enter starts a new line.

To change this, open **File > Preferences** and choose **Send messages with** under **Chat Behavior**. The **Send** button works with either setting.

Keep a draft while you switch chats

Switch conversations while text is still in the editor. Chat keeps a separate draft for that conversation and displays **Draft:** with a preview in the conversation list. Select the conversation

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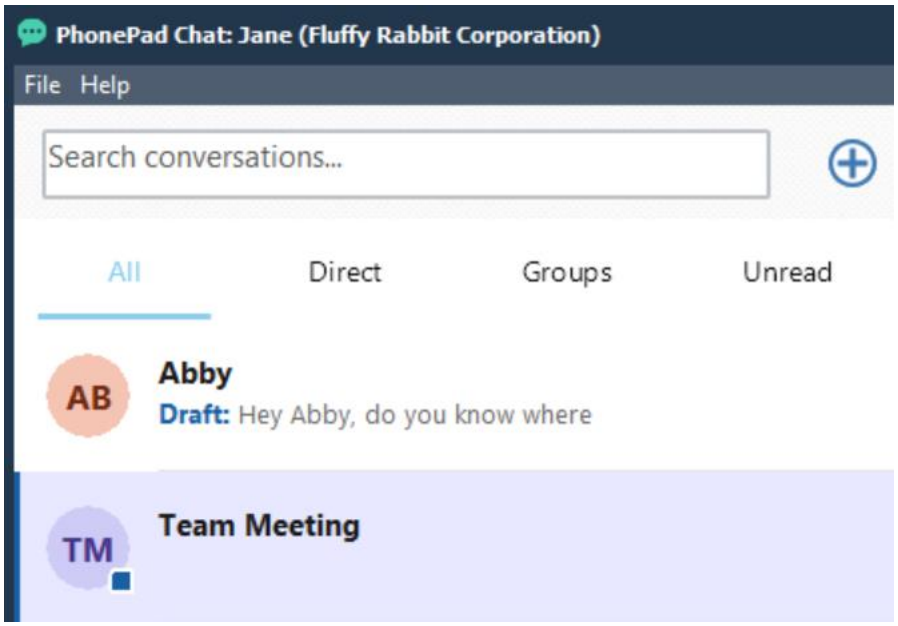
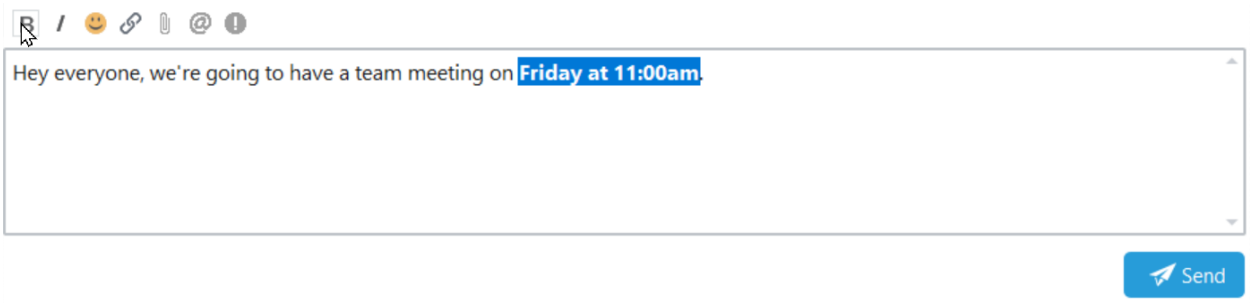
again to finish and send the message. To discard the draft, select and delete the text in the editor and remove any remaining attachments.



Format text, add a link, or insert an emoji

Select text and use **B** or **Ctrl+B** for bold and **I** or **Ctrl+I** for italics. To insert a hyperlink, click **Link**, enter the text readers should see, click **OK**, then enter the full web address including **https://** or **http://** and click **OK** again. Click the smiley face to insert an emoji at the cursor.



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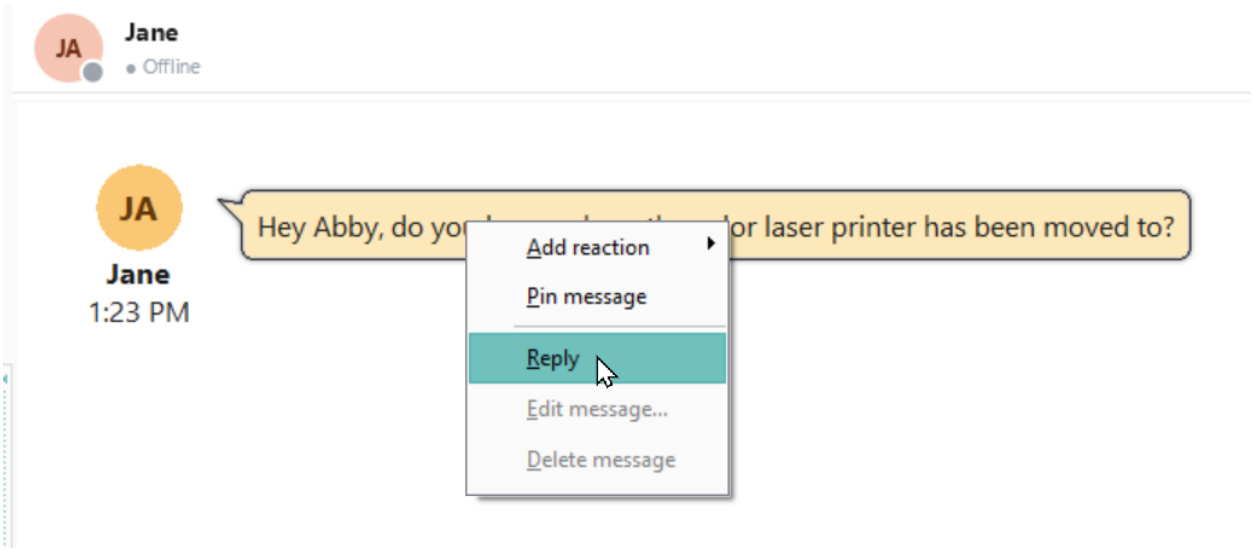
Respond and share updates

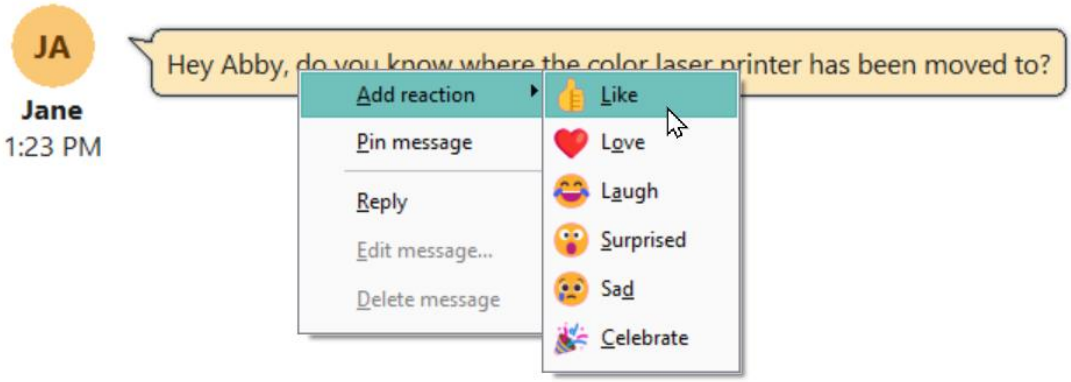
Reply to a specific message (Pro)

Right-click a message or attachment and choose **Reply**. Check the **Replying to** bar for the sender and a preview or filename. Write your response and send it. Click the **X** on the bar to cancel the reply before sending.



Acknowledge a message with a reaction

Right-click the original message, point to **Add reaction**, and select **Like**, **Love**, **Laugh**, **Surprised**, **Sad**, or **Celebrate**. The reaction appears on that message immediately. The number beside it shows how many people chose the same reaction.

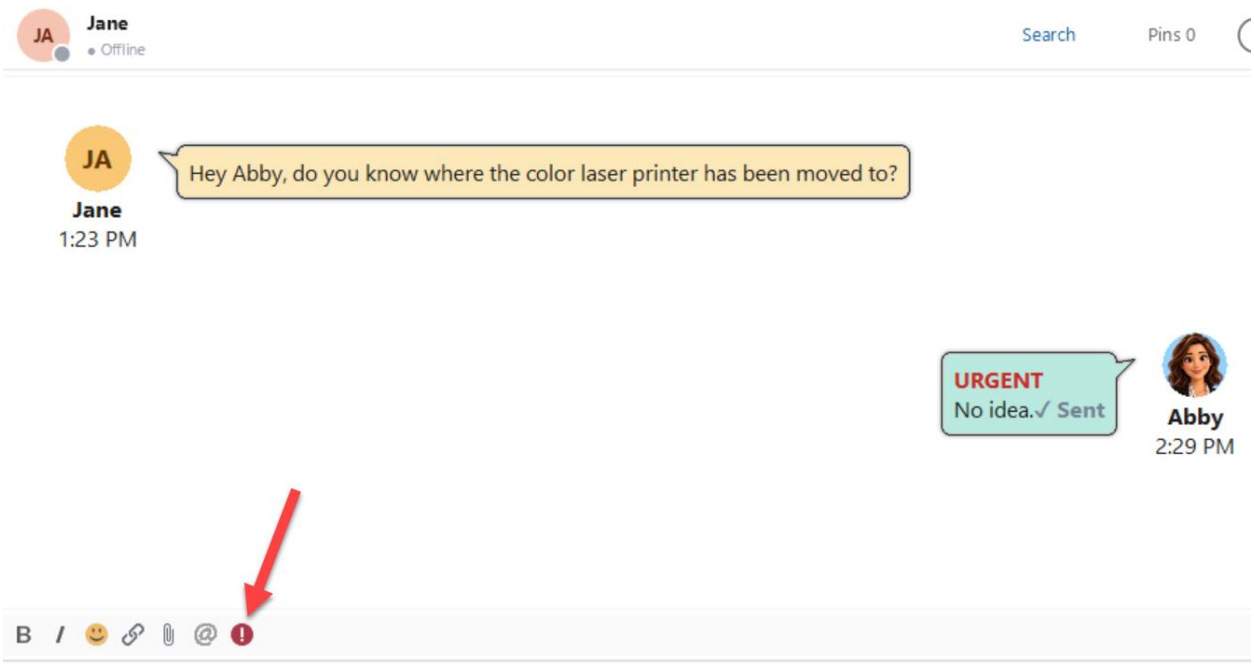


Mention someone (Pro)

Click **@** on the editor toolbar, choose the person, finish your message, and click **Send**. The mention appears in blue bold text. The recipient's alert identifies the sender and conversation, previews the message, and increases the conversation's badge count.

Mark a message as urgent (Pro)

Click the red **!** in the editor before sending. Click it again to turn urgency off before you send. The message displays a red **URGENT** heading in the conversation. Recipients who receive an alert see the usual notification format.



Check whether a direct message was read

Enable **Show read receipts for messages** under **File > Preferences > Chat Behavior**. On your outgoing direct messages, **Sent** with one gray check mark means the server accepted the message. **Read** with two blue check marks means the other person marked it as read. These indicators are available in one-to-one conversations.

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Find and correct earlier messages

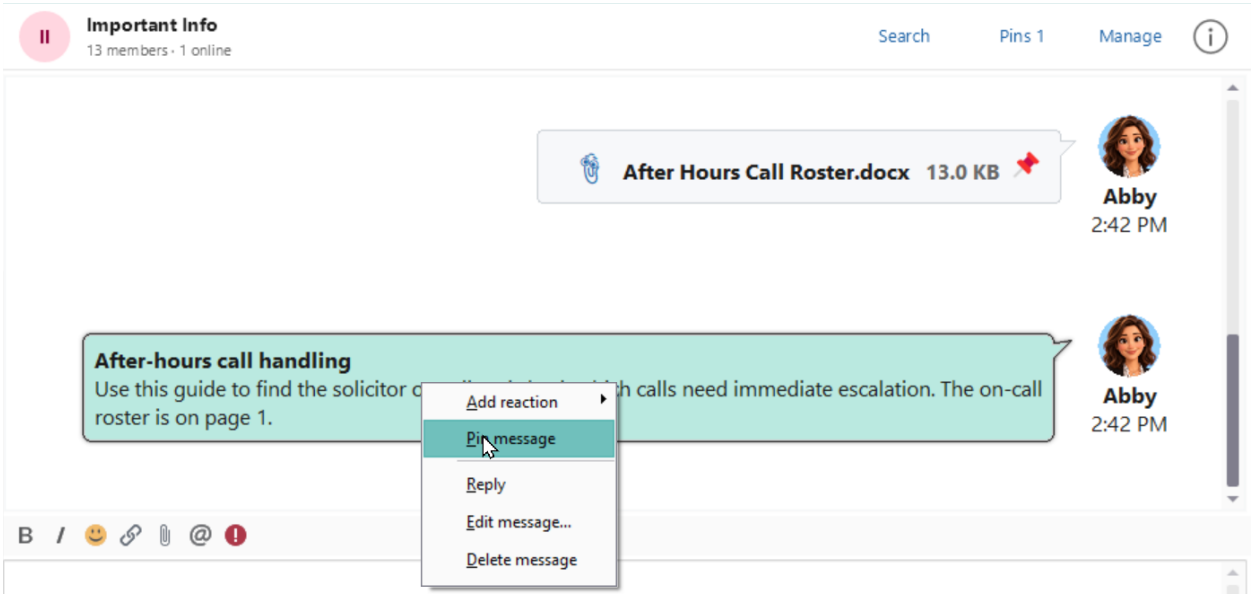
Find a conversation or search its messages

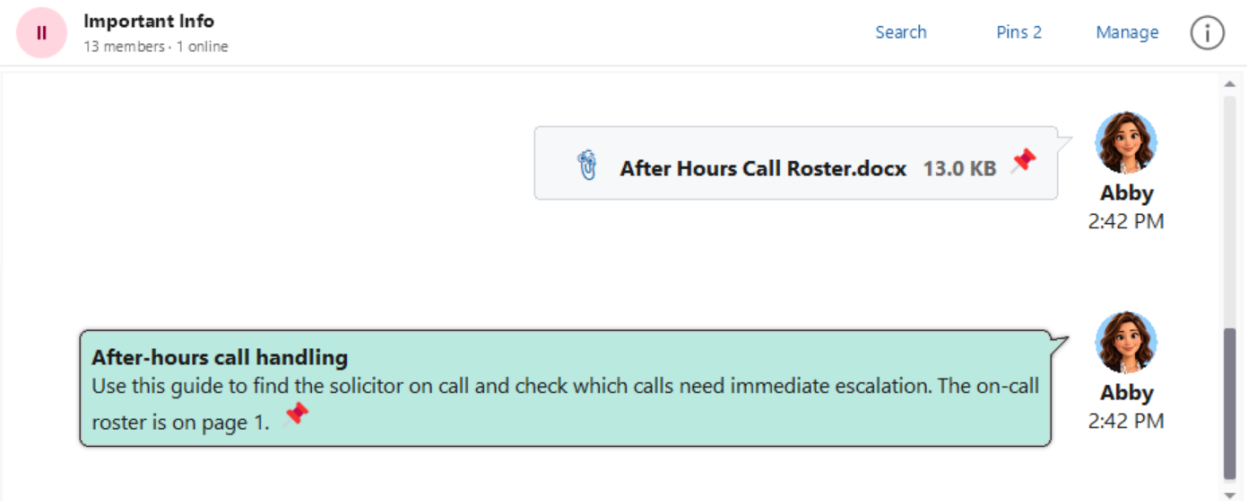
What you need	Where to look
A conversation	Type part of its name in Search conversations on the left. Select the matching chat, then clear the box when you want the full list.
A message or attachment (Pro)	Open the chat, click Search in its header, enter a word or phrase in Find messages containing, and click OK.

Message results show the date, time, sender, and a preview. Click a result to jump to the original. For example, search **agenda** in a team chat to find both earlier discussion and a file named **Team Agenda.pdf**.

Pin a message or file for easy access (Pro)

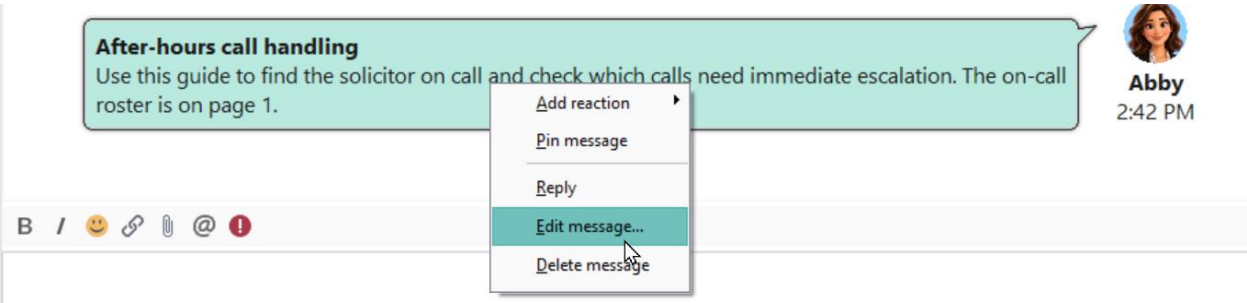
Right-click the message or attachment and choose **Pin message**. To see saved pins, click **Pins** in the header or open **Information (i)** and select **Pinned**. The list includes a preview and date. To remove a pin while keeping the original item, right-click it and choose **Unpin message**.





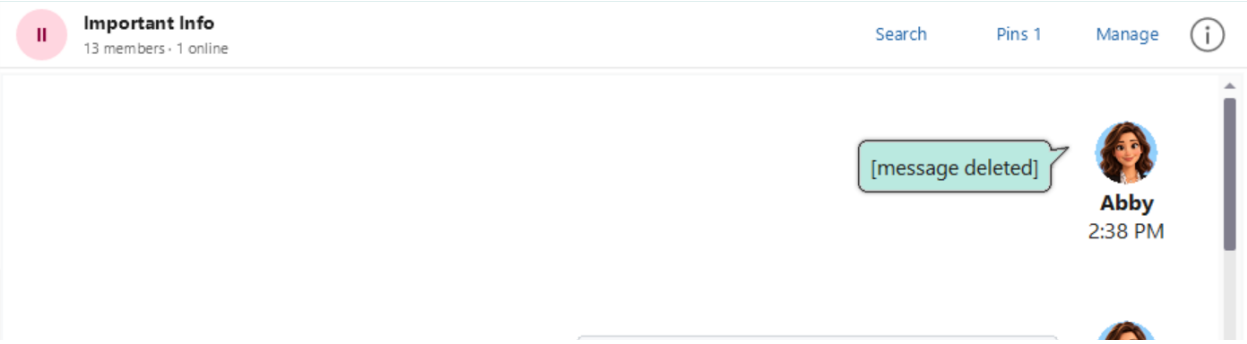
Edit a message you sent (Pro)

Right-click your message and choose **Edit message...**. Make your changes in the editor and click **Send** to update the original. Chat marks it **[edited]**. To discard the edit, click the **X** on the **Editing message** bar.



Delete a message you sent (Pro)

Right-click your message, choose **Delete message**, and confirm with **Yes**. The bubble displays **[message deleted]** while the sender and time remain visible.



Share and save files

Send an attachment (Pro)

1. Open the conversation and click the **paperclip** above the editor. Select the file and click **Open**. You can also drag a file from Windows File Explorer into the editor.
2. Check the filename and size in the **Attachments** list. Use the **X** beside a file to remove it before sending.
3. Add a message if needed, then click **Send**. The file appears in the conversation with its name and size.

Save and open a received attachment (Pro)

1. Click the attachment in the conversation.
2. In **Save attachment**, choose a folder and keep or change the filename. Click **Save**.
3. Open the folder in Windows File Explorer and double-click the saved file. Windows opens it with the application associated with that file type.

See image previews in the conversation (Pro)

Open **File > Preferences**. Under **Chat Behavior**, select **Show image previews automatically** and click **OK**. Shared images appear with a preview, filename, and size. Click the image attachment to save a copy.

Example Share an agenda with your team (Pro)

Open the team conversation and attach **Team Agenda.pdf** with a brief note about the meeting. Pin the attachment so coworkers can find it under **Pins**. If you have a question about the agenda later, right-click the attachment and choose **Reply** to keep your question tied to that file.

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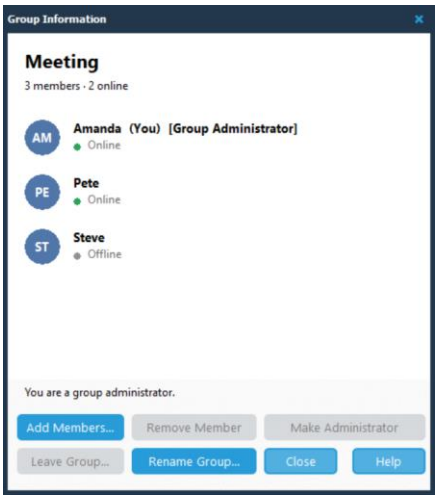
Manage group conversations

Create a group chat

Click the **plus (+)** beside **Search conversations**, select two or more people, and click **Chat**. PhonePad Chat creates the group automatically.

Select an existing group conversation and click **Manage** in the header to open **Group Information**. The header shows how many people are in the group and how many are online. The dialog shows each member's status and identifies group administrators.



Group Information lists the members and provides the group management commands.

Task	What to do in Group Information
Add people	Click Add Members..., select one or more people in Add Group Members, and click Add.
Remove a member	Select the member, click Remove Member, and confirm the person and group before clicking Yes.
Appoint an administrator	Select a member, click Make Administrator, and confirm with Yes. The new administrator can add and remove members.
Rename the group	Click Rename Group..., enter a new Group name, and click OK.
Leave the group	Click Leave Group... and confirm with Yes. The chat disappears from your list. If you are the only administrator, appoint another member before leaving.

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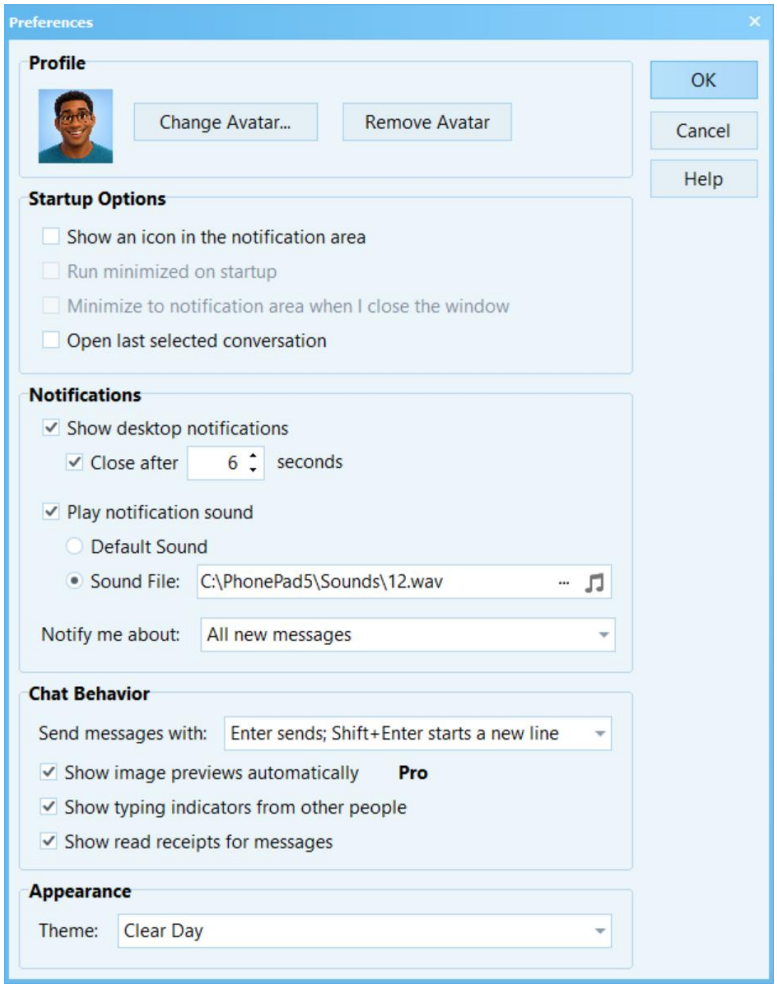
Make Chat work the way you want

Open **File** > **Preferences** to make changes, then click **OK** to save them.



Choose which messages get your attention

A blue numbered badge shows how many messages are unread. Open the conversation to clear its badge, or click **Unread** to focus on conversations waiting for you. Click **All** to return to the full list.

Under **Notifications**, enable **Show desktop notifications** to see a sender and preview. For an attachment, the preview can include its filename. Click an alert to open the conversation. Set **Close after x seconds** to control how long it stays visible, and enable **Play notification sound** to use the default sound or select another.

Use **Notify me about** to choose **All new messages**, **Mentions and urgent messages only**, or **Urgent messages only**.

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Decide how Chat opens and closes

Under **Startup Options**, enable **Show an icon in the notification area** before selecting **Run minimized on startup** or **Minimize to notification area when I close the window**. Enable **Open last selected conversation** to return to your prior chat at startup.

Update your appearance and chat behavior

Under **Profile**, click **Change Avatar…**, choose a PNG, JPG, JPEG, or BMP file, and click **Open**. Check the preview, then save. To take the picture off your profile, use **Remove Avatar**. Under **Appearance**, select a **Theme**.

Under **Chat Behavior**, choose your send key, visibility of typing indicators and read receipts, and automatic image previews in Pro.

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Reconnect and get help

Check your connection

Look at the status indicator at the bottom left. Hover over it for a status hint. When connected, the hint also shows the Chat Server address.

Indicator	Meaning
Green	Connected to the PhonePad Chat Server.
Orange	The connection dropped and Chat is trying to reconnect.
Red	Chat is unable to connect to the server.

Resume a conversation after reconnecting

Leave Chat open while it retries. Sending and receiving pause while the connection is down. Chat keeps any unsent message in the editor as a draft. When the indicator turns green, review that draft and click **Send** when ready.

When the connection stays down

Check your connection to the office network. If it is working, ask your administrator to verify that the PhonePad Chat Server is running and reachable. Tell them when the problem began, what color the indicator shows, and whether other people are affected.

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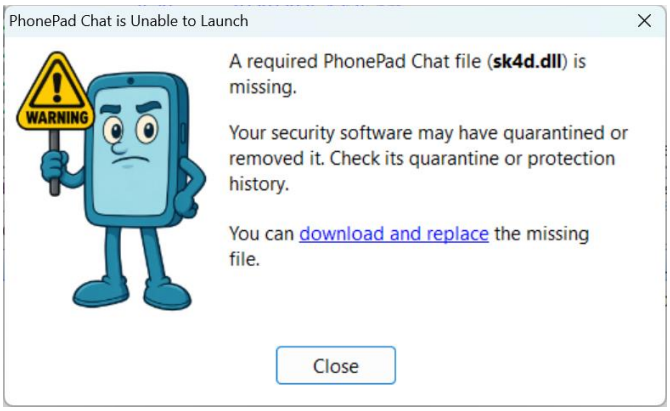
PhonePad Chat is unable to launch

If the launch dialog reports that sk4d.dll is missing, check your security software's quarantine or protection history. If it flagged the file, ask your IT administrator to review the detection.

Use **download and replace** in the dialog and follow the replacement instructions. Then open PhonePad Chat again. If the warning returns, send a screenshot of the error and any security software detection details to Support.

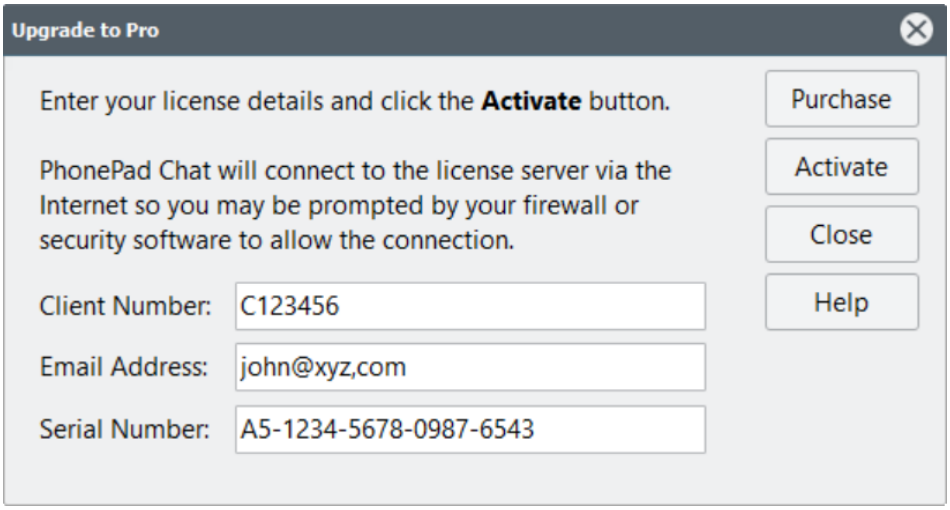


Activate PhonePad Chat Pro

You need your PhonePad Chat Pro license details and an internet connection to activate Pro.

1. Select **Help > Upgrade to Pro...**. If you still need a license, click **Purchase**.
2. Enter the **Client Number**, the **Email Address** associated with your license, and the **Serial Number**.
3. Click **Activate**. PhonePad Chat connects to the license server to verify your details.
4. After successful activation, Pro features are available immediately. Click **Close** when you are finished.

If activation fails, check that the details match your PhonePad Chat Pro license and that your internet connection is working. Click **Help** in the upgrade window for help with that dialog.



Online Help

For a complete reference to PhonePad Chat features and settings, see the **PhonePad Chat Help**.

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