



Open Source & Free Hosted Customer Service Software



Comm100 Live Chat for Windows Mobile Setup Guide

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1. Requirements of Operation System

- Windows Mobile version: 5.X, 6.x for Pocket PC
- .NET Compact Framework 3.5. The download URL of .NET Compact Framework 3.5 is:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=e3821449-3c6b-42f1-9fd9-0041345b3385>

2. Setup of Comm100 Live Chat for Windows Mobile(5.0 OS as an example)

2.1 Downloading the Setup Program

2.1.1 In your Windows Mobile phone, Click **Internet Explorer** from **Start** menu as shown in Figure1



Figure 1 Clicking Internet Explorer

2.1.2 Enter the URL of www.comm100.com/download/Comm100_Live_Chat.cab to download the setup program as shown in Figure2.

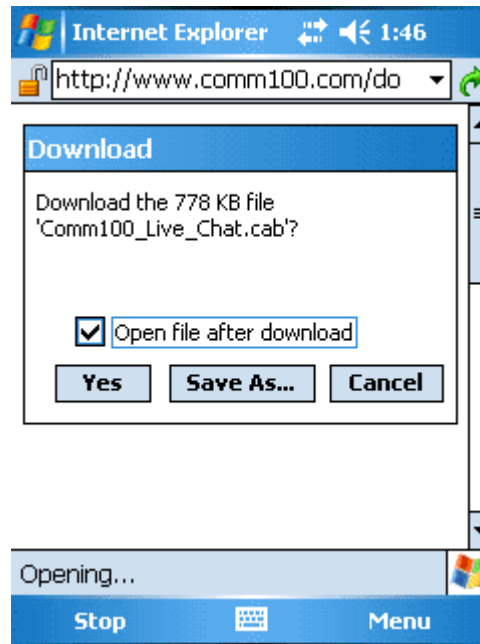


Figure 2 Download Page

2.2 Installing the Setup Program

Check **Open file after download** and click **Yes** as shown in figure2. **Com100 Live Chat for Windows Mobile** is installed automatically after its download as shown in figure3.

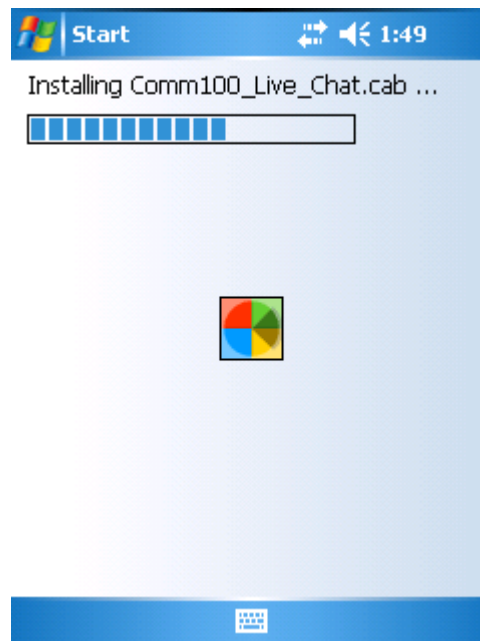


Figure 3 Auto Installation

Now **Comm100 Live Chat for Windows Mobile** is installed successfully as shown in Figure4.



Figure 4 Successful Installation

2.3 Running Comm100 Live Chat for Windows Mobile.

Click **Comm100 Live Chat** from **Start** menu to run the Live Chat as shown in Figure5.



Figure 5 Clicking Comm100 Live Chat

2.4 Starting live chat

Enter your site Id, email and password in the login page as shown in figure6, and click **Login** to start your live chat.

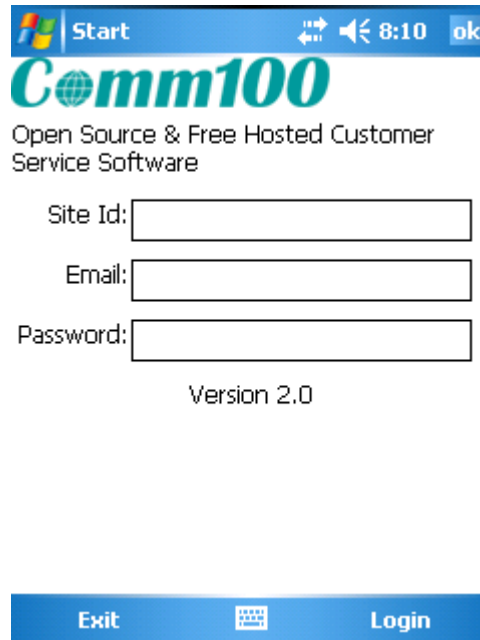


Figure 6 Login Page

FAQ:

Should you encounter running mistake as shown in Figure7, please install .NET Compact Framework 3.5 manually.

Click the following link to download .Net Compact Framework 3.5.

<http://www.microsoft.com/downloads/details.aspx?FamilyID=e3821449-3c6b-42f1-9fd9-0041345b3385>

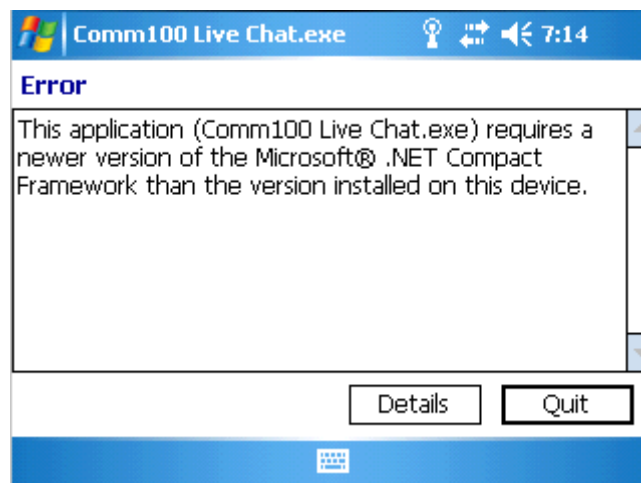


Figure 7 Running Mistake