

Instructions / Installation

Free version

1. Go to www.readytochat.be
2. Click on free download
3. choose your version
4. Enter your personal data (be sure to remember your log-in and password)
5. Enter the URL address and the name of your website
6. Download the application for your PC (blue icon)
7. Install the application now on your PC without closing the download page on the Ready To Chat site (*you can also install the application later, it's up to you*)
8. Once you have completed the installation on your PC, go back to the download page and download the images that are ready to be placed on your website (the links between these images and your site are already included in the images automatically)
9. Install these images on your website (or have them installed by your webmaster)
10. The application is ready, and it works!

All you have to do is open the Ready To Chat application that has been installed on your desktop. Whenever a visitor wants to initiate a discussion with you, you'll hear a sound signal to let you know, and the visitor will appear in your discussion window. Just click on his name to automatically transmit a welcoming message and to begin a written conversation. You can close the conversation with a right click of your mouse on the visitor's name. Please note that the program opens automatically every time you turn on your PC. If you are not on-line when a visitor tries to contact you, the system tells the visitor that you are absent, and invites him to send you an e-mail. Similarly, if you do not reply to a message within five minutes, the visitor is automatically invited to send you an e-mail.

Access to the administration of your application

To access the various functionalities offered by your version, go to the site www.readytochat.be and enter your log-in and password. You will have access to the management of your application to set the options of your version.

Several visitors at the same time.

It goes without saying that Ready To Chat lets you converse with several visitors simultaneously. Just click on the name of the visitor to shift from one conversation to another. The conversations are shown in the inverse order of your answers (the conversation that you answered the least recently is on top).

Images linked to your website

The program automatically generates images to place on your website. This means that they are all configured to automatically establish a link between you and the visitor to your site who clicks on this image.

You can configure these images as you please: add the text you prefer or choose among the texts proposed. Then select the image and it will automatically be downloaded onto your PC.. All you have to do is to place these images on your website. Our site proposes several different images, with or without texts, in three different languages (French, English, Dutch).

Paid versions

All the paid versions of course contain the functionalities of the free version. They offer additional options that are very helpful for developing your business. Payment is provided by means of PAYPAL. This a very secure and a very reliable means of payment. A monthly fee is charged for all paid versions. An invoice is sent by e-mail for each payment. You are not bound by a contract and you can stop the subscription whenever you choose.

1. Go to www.readytochat.be
2. Click on free download
3. Choose your version
 - a. free version: see above
 - b. pro-mail version: let's you recover your visitors' e-mail addresses -- ideal for following your clientele)
 - c. multi-user version: lets you work as a team so several people can answer all the questions asked by your many visitors. Of course, the system can be applied to several visitors at the same time if necessary.
 - d. pro/pub version: this version lets you integrate an advertising announcement (a banner with a link to a webpage) in the discussion window. With this option you can promote your products or you can resell this space -- in that case, you receive 100% of the income
4. Enter your personal data (be sure to remember your log-in and password)
5. Make your payment via the secure PayPal interface (all credit cards are accepted)
6. Enter the URL address and the name of your website
7. Download the application for your PC (blue icon)
8. Install the application now on your PC without closing the download page on the Ready To Chat site (*you can also install the application later, it's up to you*)
9. Once you have completed the installation on your PC, go back to the download page and download the images that are ready to be placed on your website (the links between these images and your site are already included in the images automatically)
10. Install these images on your website (or have them installed by your webmaster)
11. The application is ready, and it works!

2. Access to the administration of your application

To access the various functionalities offered by your version, go to the site www.readytochat.be and enter your log-in and password. You will have access to the management of your application to set the options of your version.

- a. Recovery of e-mail addresses
- b. Other users (clerks)
- c. Advertising banners
- d. Etc.

Just open the application Ready To Chat that is installed on your desktop. Whenever a visitor wants to initiate a discussion with you, you'll hear a sound signal to let you know, and the visitor will appear in your discussion window. Just click on his name to automatically transmit a welcoming message and to begin a written conversation.

You can close the conversation with a right click of your mouse on the visitor's name.

Please note that the program opens automatically every time you turn on your PC..
If you are not online when a visitor tries to contact you, the system tells the visitor that you are absent, and invites him to send you an e-mail. Similarly, if you do not reply to a message within five minutes, the visitor is automatically invited to send you an e-mail.

Options in paid versions:

PRO MAIL VERSION: recovery of e-mail addresses

The e-mail addresses of all visitors to your site who have chatted with you will be saved in the system. All you have to do is consult the "database" in the administration zone, download the addresses and use them in your e-mail program to monitor your clients.

This is an Excel file. Open the Excel file, copy the e-mail addresses and paste them in Outlook to send your e-mails. Nothing could be simpler.

MULTI-USER PRO VERSION: Other users (agents/clerks)

The management interface allows you to designate other users (agents, clerks) of the program. They can help you answer your visitors' questions.

Simply enter your colleagues' name and e-mail address, and the system will send them an e-mail with helpful information on how to download the program to their PC. It's very simple and very quick.

How it works:

1. Each time a visitor to your site requests a conversation, his name appears on the screens of all the users. The first "clerk" who clicks on the visitor's name is assigned to that visitor and initiates the dialogue. Subsequently, he can invite other users to join the conversation.
2. You don't know how to answer a question and would like a colleague to take over? You can invite an "agent/clerk" to join the conversation by clicking on the "invite" button or by using a right-click on the visitor's name. Of course, the other "agents/clerks" must be on line.

You can close the conversation with a right click of your mouse on the visitor's name.

When several clerks are discussing with a visitor, all of them should keep the conversation open until it is completely over, even if some of them are no longer actively involved.

PRO PUB VERSION: Advertising banners

Publicize your products with the people with whom you chat by placing one or several banners in the conversation window. Or why not rent this area to your clients or suppliers to generate extra income? We do not intervene in these transactions in any way, so 100% of this income is paid to you. Consequently, you can make money by using Ready To Chat!

Procedure to use: prepare your banners (420 X 70) and put them in a file on your PC.

Go to the "banners" zone in the administration and download the banner or banners. The banners become clickable by introducing the destination URL in the field provided for this purpose.

Subsequently, they will appear in your conversation windows.

It couldn't be simpler

Managing your subscription

This item on the menu lets you consult your situation and change your version of the Ready To Chat program. If you want to upgrade or downgrade, delete, go back to the free version ... all of these are possible and the PayPal payment gateway automatically adjusts to the new relationship.

Logo Ready To Chat

As indicated in our general terms, we appreciate your placing our logo "Ready To Chat Certified Website" anywhere on your site. Thank you.

Images in any size are ready for this purpose and can be downloaded in the administration of the application. You can also use them in your written communication.

Thank you for using Ready To Chat.