Chatzy Information

General

▼What is Chatzy?

Chatzy is a private chat service which EDA uses to enable online communication between people who visit our website Chatroom. Registration is required to allow EDA to moderate the Chatroom and prevent spam entries.

Invitations and access control

▼What are email addresses I enter used for?

The addresses are never used for any other purpose than Chatzy, as outlined in their strict Privacy Policy.

Email addresses are always hidden from other users in the Chatroom, only the EDA room administrator can see them on the visitor list.

▼Why did I not receive a password after registration?

There are several possibilities:

- First of all, please double-check the address. You would be surprised how many of our users are sending email invitations to non-existent addresses like johndoe@yaho.com (instead of yahoo.com). Unfortunately, our system is not capable of telling you whether the email reached its recipient or not.

- Online email services (such as Hotmail and Yahoo! Mail), as well as many email programs (such as Microsoft Outlook) have spam filters. Although it should not happen, some of Chatzy's invitations may be detected as spam and end up in a bulk/spam folder. Please check whether this is the case. There is usually an option to report to the email service/program that the invitations are not spam.

- Another possible explanation is that you are sending email invitations to a mailbox, which require that senders be registered for some kind of membership. Yahoo! Groups, for instance, has this requirement. You may be registered and perfectly able to send email yourself, but if Chatzy is not part of the group, our email invitations will be returned and never read by their recipients.

▼Room Moderators

Moderators are privileged visitors in a Chatzy room. A moderator can:

- Kick out, ban, block or let in visitors
- View the visitor list and send/receive personal messages
- Clear the room (remove current comments from display)

Only the administrator can appoint moderators.

Only members designated by EDA's General Service Board (GSB) as moderators have been assigned Room Moderator privileges.

Signing up with Chatzy

▼Why should I sign up with Chatzy?

Chatzy offers:

- As a registered user, you have a "My Rooms" list where all rooms you enter, create or get invited to are automatically saved.
- For each of your rooms, preferences such as name and color will be saved for next time you return.
- You can set invitation permissions, e.g. you can specify that nobody or only registered users may send you invitations.
- You can enter into rooms where the owner only allows users with a confirmed email to enter.

Signing up is, of course, free and only takes a minute.

▼Who can see my email address?

When you are logged into Chatzy with your email address, it can be used to identify you towards room administrators in certain cases:

- In Quick Chats, there is no room administrator and, consequently, nobody can see your email.
- In Virtual Rooms, only the room administrator can see it. Your email is hidden for all other users, even Moderators.

▼What happens when I log in with Facebook?

If you have a Facebook account, you can use it to log into Chatzy. The following information from Facebook is stored in your Chatzy profile:

- Your email address, which is used as your normal account ID. (We do need your real email address - anonymous emails provided by Facebook are not accepted.)
- Your real name and Facebook profile address, which, in a future version, may be added to the visitor list in rooms you enter.

We do not read any additional information about you or your friends.

Unfortunately, Facebook's API does not allow our application to limit its access to the above three pieces of data, but, again, we do not use or store any other information.

Furthermore, we do not interact with your Facebook account. We cannot and we will not post anything about Chatzy or your use of Chatzy on Facebook.

▼How do I delete my account?

This is what you can do:

- First of all, select the "Allow nobody to send me invitations" option under "Account Preferences" (click on your email for that page).
- You can also change your personal password to some random string if you are sure you are not coming back.
- Then click "My Rooms" and remove all items from your personal room list by clicking the X to the right of each room.

That's it! Technically, we will still have a file with your email address, but you will never hear from us again. In fact, if we deleted your email address, we would **not** be able to prevent people from sending you new invitations from the chat rooms.

Rooms you have entered in the past may still have you on the visitor list, but only the room administrator can see your email address.

Posting and content features

▼Emoticons

Emoticons are graphical smileys. For instance, when you type :D this emoticon is shown: 😁

When emoticons are enabled, a smiley button 🙂 appears to the right of the chat input field. Use this button to insert one of 24 supported smileys.

▼Multiline Messages

Visitors can post multiline messages, by:

- using the large, multiline form (click "Write Message" in the bottom area or enter the **/message** command), or
- inserting line-breaks directly into their chat posts by pressing SHIFT + ENTER while the input field is maximized (click on the small triangle just above the input field).

▼Bullets & Numbered Lists

In a multiline message, you can make bulleted or numbered lists by starting a line with a ¤ or § symbol (followed by a space):

- ¤ makes the line bulleted
- § makes the line numbered (1., 2., 3., etc.)

To finish a bulleted or numbered list, insert an empty line below it (a single line break continues the style).

▼YouTube Videos

EDA has disabled this feature.

▼Internet Images

EDA has disabled this feature.

▼Webcams

Currently, Chatzy does not support Web cams. We are considering whether or not we should include this feature in a future version.

▼HTML and JavaScript

Chatzy does not allow the embedding of custom HTML or JavaScript code - although we do provide certain equivalents such [b]...[/b] instead of ....

The idea with Chatzy was never to offer fancy features for advanced users, but a simple chat system which works **everywhere** and which **everyone** can use. The more features you add, the more complex the system gets and the higher the risk of bugs and security breaches.

▼Spam Control

A very small number of our users are determined to make trouble. They copy/paste large chunks of random text (such as "qweqwe qweqwe qweqwe" etc.) into the rooms they are visiting just to annoy people. To prevent this, we have implemented an anti-spam filter which limits the amount of text that can come from a single IP address (a computer address) within a five-minute interval.

This limit will **not** be reached by simply typing very fast. If you get a spam message from the system, chances are that you have been copying precomposed chunks of text into the room. This is of course OK if the text is relevant for the room. Since our system cannot distinguish relevant text from nonsense text, however, there may be a few "false positives." Here is what you can do if that happens to you:

- First of all, register with Chatzy (it's free and takes one minute). The limit for registered users is higher, simply because we assume that anonymous users are more likely to spam.

- Ask the room administrator to give you permission to "Paste long texts" under Room Properties. When this box is checked, the system allows much more text to be pasted to a room without showing the spam warning. The limit is especially high in Premium Rooms, which are suitable for use from a single location such as a computer lab or a company network with only one IP address.

- The limit for administrators in Virtual Rooms is high by default (if people spam their own room, it just means nobody will visit it). In Quick Chats, the default level cannot be changed, but registered and Premium Users still have high limits.

Taking the above into consideration, you shouldn't have any problems. If you have just gotten the spam message, you may have to wait up to five minutes. Within this period, please don't paste long messages; it will extend the ban period. To know when you can continue, try pasting a **small** message once every minute.

▼Review Mode

In Review Mode (available from the left menu), visitors can jump around the history of the chat and erase individual posts, if they have permission to do so.

The ability to erase posts is reserved for Administrators and Moderators.

Special features

▼Visitor Status

The visitor status is a personal message that is displayed on the Visitor List, as well as when visitors mouse over the visitor icons in the Visitor Pane.

You can change your status as often as you want, either by clicking on your own icon in the Visitor Pane (when shown), or by typing one of the following commands:

- **/status <message>** updates your online status.

- **/away <message>** marks you away and sets an away message. You can tell people what you are doing or when you are coming back.

- **/leave <message>** makes you exit the room, leaving a message that everybody can see while you are offline.

Like most properties on Chatzy, the visitor status is a per-room setting, i.e. you can have as many different visitor statuses as you have rooms.

▼ Private Messages

Private messages are a premium feature. It means that all visitors in Premium Rooms as well as Premium Users in any room can send and receive private messages.

You can send a private message in two ways:

- By clicking on the visitor's name in the visitor list on the right (when shown).
- By typing **/pm [name] [message]** in the chat. (Put the name in "quotes" if it contains spaces.)

When a message is sent to an online visitor, it is delivered immediately. If a message is sent to an offline (gray) visitor, it will be delivered the next time he/she enters the room. Until the message is delivered, it can be changed if necessary.

▼ Room Board

The Room Board is a small text area usually shown on top of the room (opposite the chat text field) with a moving or static text.

By default, the text message in the Room Board moves right-to-left (or bottom-up) as in a news ticker if it cannot fit onto the screen in its entirety.

▼ Preview Mode

By default, Administrators and Moderators enter the room without joining the chat. From this "Preview Mode", they can follow the conversation silently or prepare for an upcoming chat without triggering any system messages ("Xxx joined the chat").

Notice that all users preview without joining the chat if they have been silenced or if the chat is closed.

▼ Closing the chat temporarily

By default, Administrators and Moderators can choose to close a chat, for instance when they are not present. This is done with the following commands from the chat prompt:

- **/close** closes the chat. Until it is reopened, normal users cannot post, only read and leave the chat.
- **/open** reopens the chat for posting and joining.

Moderators (or visitors with the right to close/reopen the chat, as set under Room Properties) are also able to post to the room while it's closed, although they get a reminder each time they do so.

▼ Silencing new visitors

In Premium Rooms, new visitors (i.e. visitors that have not previously entered the room) can be silenced until they are actively unsilenced by a Room Moderator.

This setting is found under Room Properties and can be applied to either everybody or only to visitors that have not confirmed their email address with Chatzy (unregistered users).

Performance and browsers

▼Does Chatzy work on all computers?

We believe so. Chatzy is based entirely on the JavaScript that is built into all web browsers - it does not rely on Sun Java, Adobe Flash, or any other plug-in or applet that the user has to install first. Furthermore, Chatzy uses standard web technology (not any obscure ports or protocols) and should therefore be able to pass through corporate firewalls without any problems.

▼Which browsers does Chatzy support or recommend?

Chatzy has been thoroughly tested with the latest version of the major browsers:

- Mozilla Firefox
- Google Chrome
- Internet Explorer on Windows
- Safari on Mac OS X
- Mobile Chatzy: iPhone + Android browsers (WebKit)

It is our aim that Chatzy continues to work in older browsers such as Internet Explorer 6 and Netscape Navigator 6, but we highly recommend upgrading to one of the above, more modern browsers.

▼How many people can be in a chat room at the same time?

We want as many people as possible to use Chatzy, but at the same time we need to make enough money to pay for our high-performance chat servers:

- In free rooms, we have had to set a limit the 10 concurrent visitors. Of course, this limit does not apply to Premium Users - these can enter freely and they do not take up free spots.

- In Premium Rooms, there is no limit. We recommend a maximum of 150 people in order for the chat to work efficiently between the participants, but the system can easily cope with many more (we have had chats with more than 1,000 participants in one room!).

- If there are more than 150 people in a room, our system changes to "bulk mode", which means that the visitor list stops keeping track of who is in the room. You can still see all visitors in the order they enter the room, but you won't know for sure when they leave.

- If your room has 500-1000 concurrent visitors or more, we may, if the room causes server problems, have to impose a temporary limit of 500 people. Until now, we have never had to do this and if it happens, we will give you a full refund on your latest payment.

We believe 500 people in a room should be enough for all kinds of normal chat. If you need to communicate to/with more than 500 people, Twitter is probably a better choice than Chatzy.

▼Why don't messages come up immediately on my computer?

Maybe because your Internet connection is not fast enough. Due to the way Chatzy functions, there is a short delay from when a user writes a message to the moment it shows up on your screen. With a good Internet connection (such as cable/DSL), this delay should be no more than 0.5-2 seconds during normal activity.

▼ Why does Chatzy ask me if I am watching the room?

When you have been inactive in a room for a period of time, you are asked to confirm that you are still following it. If you don't respond within a certain time, you will be logged out automatically. This saves free spots and system resources for more active users.

In a Premium Room, the timeout value is set by the administrator. In a free room, the timeout depends on the number of visitors in the room:

- 60 minutes if there are 6 or fewer visitors in the room
- 50, 40, 30 or 20 minutes, respectively, if there are 7, 8, 9 or 10 visitors
- 15 minutes if people are waiting in line to enter the room (more than 10 visitors).

Premium Users never time out and they don't take up space for non-paying users.

▼ Are you always up and running?

Since Chatzy started back in 2001, we have had only very few short periods of downtime, typically in the order of 1-2 hours. We realize uptime is very important for our users and we do everything we can to get as close to 100% as possible.

We used to restart our servers weekly, but this is no longer necessary.

Security, privacy and abuse

▼ Is Chatzy 100% secure and private?

The way Chatzy distinguishes between **your** chat room and everyone else's is by giving it an ID number. This ID number is between 0 and a trillion (up to 12 digits). That means, if anyone can guess a number in a trillion, they can access your chat room. Not very likely, is it?

▼ How safe is the chat service? Is there any virus protection in the chat rooms?

Chatzy is very safe to use:

- First of all, Chatzy does not install any programs on your computer, but relies on JavaScript commands which are carried out by your Internet browser. Thus, if you trust your Internet browser (which you normally can), you can trust the Chatzy service - contrary to independent chat and instant messaging programs which may or may not include bugs or spyware.
- Secondly, there is no way Chatzy can transfer a virus or execute code from another chat user on your computer. The only thing that passes from one chatter to the others is plain text. All HTML tags, and thereby embedded code of any kind, is filtered away. Consequently, there is no need for virus protection in relation to Chatzy.

▼ Do you accept advertising from adult websites or the like?

No, we do not. Furthermore, we never use pop-up/pop-under windows and we try to avoid flashy, disturbing banners.

▼ I have been harassed by threats or insults in the chatroom. What should I do?

Well, first of all, you are the one who decides where to spend your time. If you don't like the language in a specific chatroom, we suggest that you don't visit it.

However, in very serious cases, you are free to contact the police. As explained in our privacy policy, we are able to identify individual users by means of their IP address and we are willing to help police or similar authorities in their investigations. We do NOT, however, disclose IP

addresses to private users. If your complaint is not serious enough for the police, it is not serious enough for us either.

Fortunately, we have never received a request from the police to disclose an IP address and we hope we never will.

▼What does "John from x.x.x.123" mean and why do you display it?

As a measure towards the 0.1% of our users who do not know how to behave themselves, we are displaying a user's partial IP addresses for log-in and rename actions. This makes it more difficult for the mentioned 0.1% to log in as multiple or different (fake) identities in the same chatroom. Furthermore, it clearly shows everybody that we are logging IP addresses, which we hope will deter malicious or deceitful behavior.

An IP address is a number, which all computers on the internet have and which people can usually not change. The number could for instance be 120.121.122.123, which we would display as X.X.X.123. This gives a good indication of which computer the user is behind without compromising the safety/privacy of the user by revealing the full IP address. We realize that it is not the perfect security measure (a deceitful user may still use multiple computers), but it is better than nothing.

▼How can I kick out people who are being rude?

In a Quick Chat, you have no control of people, once you have let them in. Your only option is to stop using the room and move your trusted friends or visitors to another room by sending them the new chatroom address.

In a Virtual Room, you can ban or specifically allow users based on their email address. You can also change the room password from time to time. Of course, these options only apply if you have the administrator password for the chatroom.

▼Why does my previous input keep coming up in the input box - even across rooms? How do I prevent this?

This behavior has nothing to do with Chatzy - it is a feature of your Web browser (e.g. Microsoft Internet Explorer).

Fortunately, it is easy to disable. Simply find this checkbox and uncheck it:

- In Internet Explorer: Tools menu => Internet Options (last menu item) => Content (tab) => AutoComplete (button) => Use AutoComplete for Forms (checkbox)
- In Mozilla Firefox: Tools menu => Options (last menu item) => Privacy (tab) => Remember what I enter in forms and the search bar (checkbox)

Subscriptions / Premium Features

▼ What are your subscriptions?

We like the idea of being free and we will continue to offer a free, ad-supported chat service. Our success, however, has brought about hosting costs which we are unable to meet without subscriptions.

We offer two different types of subscriptions:

- A **Premium User** subscription which applies to one user (you!) in all rooms you visit.
- A **Premium Room** subscription which gives all visitors in one room premium status.

We recommend the **Premium User** subscription if you use Chatzy a lot, but you don't administrate your own rooms. **Premium Rooms**, on the other hand, are intended for people that maintain one or several Virtual Rooms.

For more information, you may refer to this small comparison chart.

▼ What do I get as a Premium User?

A Premium User subscription gives you:

- **Unrestricted access.** In free rooms, the number of non-subscribers is limited to 10. Premium Users, on the other hand, are always granted access (without taking up one of the 10 free spots).
- **Private messages.** As a Premium User, you can send and receive unlimited private messages to/from any visitor.
- **No advertisement.** A clean chat experience without banners or promotions.
- **Faster chat updates.** Messages appear faster in all rooms you visit.
- **No timeouts.** You will never be asked to confirm that you are still following a room and you will not be logged out after one hour of inactivity.
- **Unlimited lists.** Your lists of personal rooms and room visitors will no longer be limited to 40 items (12 on Chatzy Mobile).

A subscription is only 2-3 dollars a month. Show me the options.

▼ What do I get with a Premium Room?

A Premium Room gives the best possible chat experience for all visitors:

- **Unlimited number of visitors.** In free rooms, the number of non-subscribers is limited to 10. In Premium Rooms, there is no limit to the number of people in the room.
- **Private messages.** If you allow it under Room Properties, visitors can send/receive unlimited private messages to you and/or other visitors.
- **No advertisement.** A clean chat without banners or promotions.
- **Faster updates and no timeouts.** Messages appear faster and you (the administrator) decides when/whether visitors should be sent away automatically.
- **Complete chat history.** All visitors can access the entire chat history (not just the last 10 KB). The administrator can even recall deleted contents.
- **Moderation option.** You can promote visitors to Room Moderators.

- **Room Board.** Administrators and Moderators can control the area above the chat called the Room Board.

- **Custom room URL.** The room administrator can choose a permanent room address like: chatzy.com/YourName.

- **Hosting on your site.** If you want, you can embed the room on your own website or blog in your own design and without Chatzy logos ("white-labeled"). Tell me more

In the future, we may add more premium features at no extra charge.

▼How does a Chatzy subscription work?

When you pay for a Premium Room or to become a Premium User, a recurring payment is automatically set up at PayPal. For instance, a quarterly subscription creates an automatic payment every three months. This way you don't have to worry about loosing your premium features.

You can change or cancel your subscription at any time before a renewal payment:

- To change your subscription, for instance from a monthly to a yearly subscription (which is cheaper), simply select the subscription period you want, click the "Change Subscription" button, and follow the instructions.

- Click here for information on how to cancel a subscription.

▼How do I pay and is it secure?

After you fill out our purchase form, you will be directed to a secure server at PayPal. PayPal, an eBay company, is one of the world's largest online payment processors.

All sensitive information is entered and encrypted at PayPal's secure server. Only PayPal will know your credit card details, they will not be available to Chatzy.

If you are not already registered with PayPal, you will have to choose a user name and a password at PayPal's site (as well as entering your credit card details). With this user name and password, you will be able to pay quickly and securely at services which use PayPal as their payment processor in the future.