



Floating Contact Button

USER MANUAL · Version 1.0.2 · PrestaShop 1.7.8 – 9.x

1. What this module does

The module adds a round button to a bottom corner of every page of your shop. A click opens a small panel with the ways customers can reach you: WhatsApp, phone, e-mail and Messenger. On a product page, the WhatsApp message is already written for the customer and names the product they are looking at, with its link. Outside your opening hours, the button can disappear or tell customers when you will answer.

The module is free. It works with **PrestaShop 1.7.8, 8.x and 9.x** (PHP 7.2.5 or newer), with the Classic and Hummingbird themes and with multistore.

2. Installation

1. On the module page at addonspresta.com, click **Free download** (no account needed).
2. In your Back Office, open **Modules** → **Module Manager** and click **Upload a module**.
3. Drop the `ap_contactbutton_v1.0.1.zip` file and wait for the confirmation.
4. Click **Configure** on the module card.

During installation, the phone number and the e-mail address of your shop (**Shop Parameters** → **Contact** → **Stores**) are copied into the module when they are valid (in a multistore, those of the default shop), so the button appears straight away. Add WhatsApp and Messenger in the configuration.

3. How it works

Each channel is a simple link that opens the customer's own app: WhatsApp through wa.me, a phone call, a new e-mail, or a Messenger chat through m.me. The module loads no external scripts, fonts or images, sets no cookies and stores nothing in the browser. WhatsApp or Facebook only learn about the visit when the customer clicks their link. The module does not connect to addonspresta.com or to any other server and does not change PrestaShop tables.

A channel left empty is not shown. If every channel is empty, there is no button.

On a product page, the WhatsApp message contains the product name in the customer's language and the product link. If a product has combinations, the link leads to the product page without a

preselected combination.

Opening hours are checked each time a page is displayed, in the time zone of your shop (**International** → **Localization** → **Configuration** → **Time zone**). If you use a full-page cache, the button follows the cached page until the cache is refreshed.

The button appears on every page that uses your theme's main layout, including the checkout. It takes the main button colour and fonts of your theme unless you choose a colour.

4. Features and settings

Open **Modules** → **Module Manager** → **Floating Contact Button** → **Configure**. The Help box at the top links to this manual and to the module page at addonspresta.com, in the language of your Back Office.

Contact channels

- **WhatsApp number** — your number in international format with the country code, for example +48 600 123 456. Spaces, dashes and the + sign are removed when you save; the number must then have 8 to 15 digits.
- **Phone number** — shown to customers exactly as you type it. Start with + and the country code so that customers abroad can call too.
- **E-mail address** — opens a new message in the customer's e-mail program.
- **Messenger username** — the username of your Facebook page, as in m.me/yourpage: 3 to 50 letters, digits or dots. You can also paste the whole link of the page; for a page without a username (a facebook.com/profile.php?id=... link) the module keeps the page number.

Texts

All texts are set separately for every language of your shop. A text left empty in one language uses the text of the default language.

- **Greeting** — the line at the top of the panel, for example "Hi! How can we help you?". Leave it empty to show the channels only.
- **WhatsApp message** — written in advance in WhatsApp on every page except product pages. The customer can change it before sending.
- **WhatsApp message on a product page** — the same, on product pages. `{product_name}` is replaced with the product name and `{product_url}` with its link. Leave it empty to use the general message.

Opening hours

Type the hours of each day, for example `09:00-17:00`, or several ranges separated by commas, for example `09:00-13:00, 14:00-18:00`. A range can end at `24:00`. A day left empty is closed. Leave every day empty to show the button all the time. The description above the fields shows the time zone of the shop and its current time.

- **Outside opening hours** — **Show the button with a note** or **Hide the button**.
- **Note outside opening hours** — shown at the top of the panel when you are closed, for example "We reply tomorrow from 9:00".

Appearance

- **Position** — bottom right or bottom left corner.
- **Button colour** — a hex colour such as `#25d366` . Leave it empty to use the main button colour of your theme. The icon colour (black or white) is chosen automatically so that it stays readable.
- **Hide on phones** — hides the button on screens narrower than 768 pixels.
- **Hide on computers** — hides the button on screens 768 pixels wide or wider, tablets included. Both options cannot be on at the same time; to remove the button, disable the module.

5. Multistore

Settings are saved for the shop or shop group selected in the Back Office header. Select **All shops** to set the same values everywhere, or a single shop to give it its own numbers, texts and opening hours. In the All shops or group context only an employee who manages every shop of it can save. One licence covers every shop of the installation.

6. Uninstall

Module Manager → **Floating Contact Button** → **Uninstall** removes all the settings of the module. To keep them, use **Disable** instead.

7. FAQ and troubleshooting

The button does not appear. Check that at least one channel is filled in, that the current time is within your opening hours (or that the module shows the button with a note) and that the button is not hidden on this type of screen. Then clear the cache in **Advanced Parameters** → **Performance**. A custom theme must contain the `displayBeforeBodyClosingTag` hook.

The button shows "closed" although we are open. Check the time zone in **International** → **Localization** → **Configuration**. The opening hours section of the module shows the current shop time.

WhatsApp opens without the message. Check that the message is filled in for the language of the page. Some WhatsApp versions ignore pre-filled text when the conversation already has a draft.

The button covers another element, such as a chat or a "back to top" button. Choose the other corner, or set the `--ap-contactbutton-offset` CSS variable in your theme to move it away from the edges.

Can I change how the button looks? Yes. Copy `views/templates/hook/button.tpl` to `themes/<your-theme>/modules/ap_contactbutton/views/templates/hook/` and edit the copy, then

clear the cache in **Advanced Parameters** → **Performance** so that PrestaShop uses it. You can also add CSS for the `.ap-contactbutton` classes to your theme.

Does the module need a cookie banner? No. The module sets no cookies and loads nothing from other servers until the customer clicks a WhatsApp or Messenger link.

8. Updates and support

Updates are free: download new versions from the module page at addonspresta.com and upload them like a new module. Your settings are kept. Every version passes our security audit before it is published.

This free module comes under the same licence as our paid modules (one shop with any number of multistore shops, code you may modify but not share) and **without technical support**. If you need help with installation or configuration, we can offer it as a paid service. Report security issues to **mail@addonspresta.com** — we fix them as a priority.