



Mobile Bridge

Connect your PrestaShop store to the PrestaOne mobile app and run daily operations from your iOS or Android phone.

LIVE CHAT	ORDERS	ANALYTICS
PUSH NOTIFICATIONS	PRODUCTS	CART RECOVERY

Installation, configuration and troubleshooting guide
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Contents

A task-oriented reference for installation, configuration, daily operation and fault finding.

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How to use this guide

Configuration chapters follow the same pattern: where to find the setting, what it controls, how to configure it, the expected result and the checks to perform if the feature does not work.

7 MONTHS OF PRESTAONE INCLUDED

The purchase of this module includes 7 months of access to the PrestaOne mobile service for one connected store. After the included period ends, an active PrestaOne subscription is required to continue using the mobile service.

What PrestaOne Mobile Bridge does

The module is the secure connection layer between one PrestaShop store and the official PrestaOne mobile app.

Direct store operations

Orders, products, customers and analytics are requested directly between the mobile app and the installed bridge on your store.

Live Chat

Adds the customer-facing storefront widget, stores conversations on the store and routes new-message alerts to authorized connected devices.

Abandoned Carts Recovery

Detects eligible abandoned carts and sends configured email reminders from the merchant's own PrestaShop server.

Push notifications

The PrestaOne signaling service delivers minimal real-time alerts. The app fetches the full protected record directly from the store after the user opens it.

Connection control

The module shows connected accounts and devices, their status, editing permissions and Live Chat access.

What the module does not do

Important boundaries

- It is not a standalone mobile app. Install the official PrestaOne app on iOS or Android.
- It does not make an HTTP store secure. The public store endpoint must use HTTPS.
- It does not replace the store's email transport. Recovery emails use the PrestaShop mail configuration.
- It does not officially support PrestaShop native Multistore. Use one shop context per module installation.

Requirements, compatibility and service

Confirm the complete operating environment before installation.

REQUIREMENT	DETAILS
PrestaShop	Version 1.7.8 or later, including compatible PrestaShop 8 and 9 releases.
PHP	PHP 7.4 or later, within the range supported by your PrestaShop release; cURL, OpenSSL, JSON and Mbstring are required.
Store URL	A public HTTPS address reachable from the phone. Plain HTTP is rejected.
Back Office access	An administrator who can upload, install and configure modules.
Mobile device	A supported iOS or Android phone with the official PrestaOne app.
PrestaOne account	An account used to sign in, hold a mobile service entitlement and connect the store.

Included service period

The Marketplace purchase includes 7 months of PrestaOne mobile service for one connected store. The module remains installed after that period, but mobile access, Live Chat routing and automated cart recovery require an active PrestaOne service.

Independent stores versus native Multistore

You may connect several independent PrestaShop installations to the same phone. Each store needs its own module installation and active connection. A native PrestaShop Multistore installation is not officially supported.

Install the module

Location: PrestaShop Back Office > Modules > Module Manager.

1

Download the official ZIP

Use the package supplied through PrestaShop Marketplace. Do not rename internal module folders or unpack individual files into the store.

2

Upload a module

Select Upload a module and choose the ZIP file. Wait until PrestaShop reports a successful installation.

3

Open Configure

Find PrestaOne Mobile Bridge in Module Manager and select Configure.

4

Check the module overview

Confirm that no PHP compatibility, HTTPS or service connectivity warning is shown.

5

Keep the module enabled

The app, Live Chat widget, notifications and recovery engine depend on the installed bridge.

Expected result

- The PrestaOne configuration page opens without a server error.
- The module displays its Overview, Connections & Access, Live Chat and Abandoned Carts Recovery areas.
- A one-time connection code can be generated.

Safe installation practice

Back up the production store before installing or updating any module. To update, upload the new ZIP through Module Manager without uninstalling; verify the version, connections and settings afterwards. Use only an official package and never send passwords, private keys or connection codes to third parties.

Connect the first phone

Use the one-time QR code or its manual code. Both represent the same temporary authorization.

1. Install and sign in

Install the official PrestaOne app and sign in with the account that will manage the store.

2. Open Add store

In the app, start a new store connection and keep the scanner screen open.

3. Generate a code

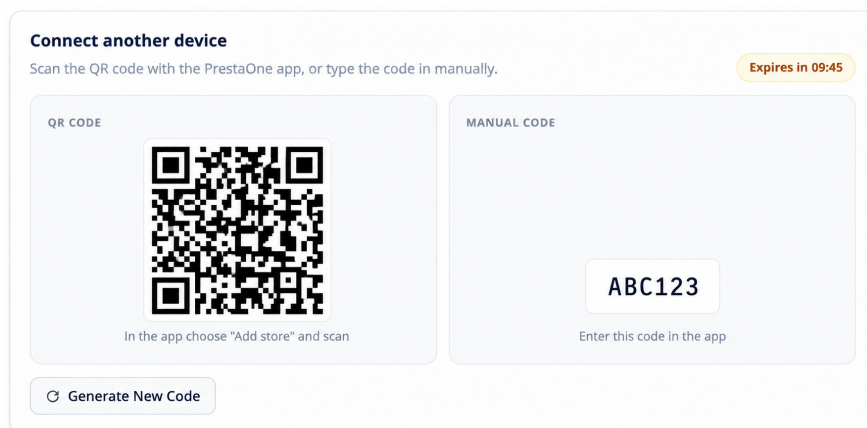
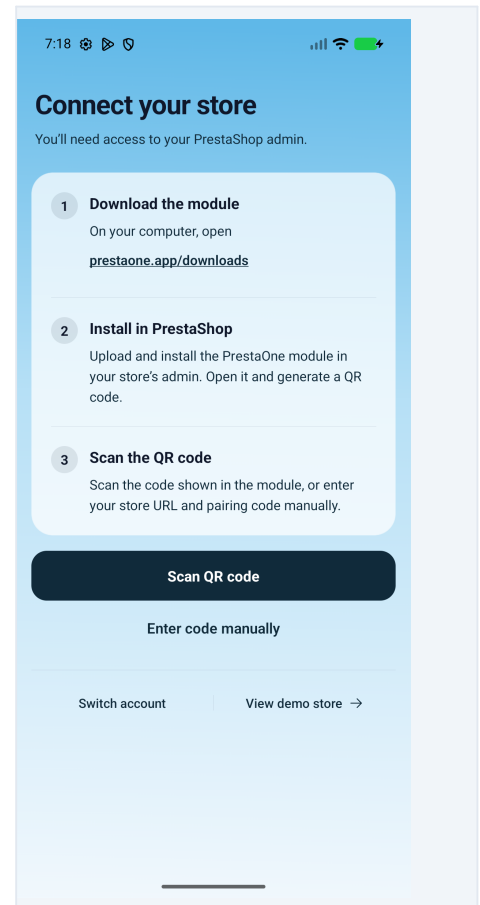
In the module, open Connections & Access and choose Generate New Code.

4. Scan or enter manually

Scan the QR code or type the one-time code. Verify that you are connecting the intended store.

5. Approve the connection

Complete the confirmation in the app and allow notifications if you want real-time alerts.



Expired or rejected code

Generate a new code and try again. A one-time code is deliberately short-lived and cannot be reused after it expires or completes a connection.

Manage connected accounts, devices and permissions

Location: module configuration > Connections & Access.

CONTROL	EFFECT
Connection status	Connected means the device currently has store access. Pending, expired, suspended or revoked states require the displayed connection or service issue to be resolved.
Orders editing	Allows the selected connection to perform supported order write actions. Leave off for read-only use.
Products editing	Allows the selected connection to perform supported product write actions.
Customers editing	Allows the selected connection to perform supported customer write actions.
Live Chat access	Includes that connected account/device in Live Chat routing. New conversations are sent only to active connections with this permission.
Save	Permission checkboxes do not take effect until Save is selected for that connection and the success message is shown.
Disconnect device	Revokes this device's store access. If it is the last Live Chat recipient, the storefront widget is hidden while its On setting is preserved.

Grant Live Chat to a user or device

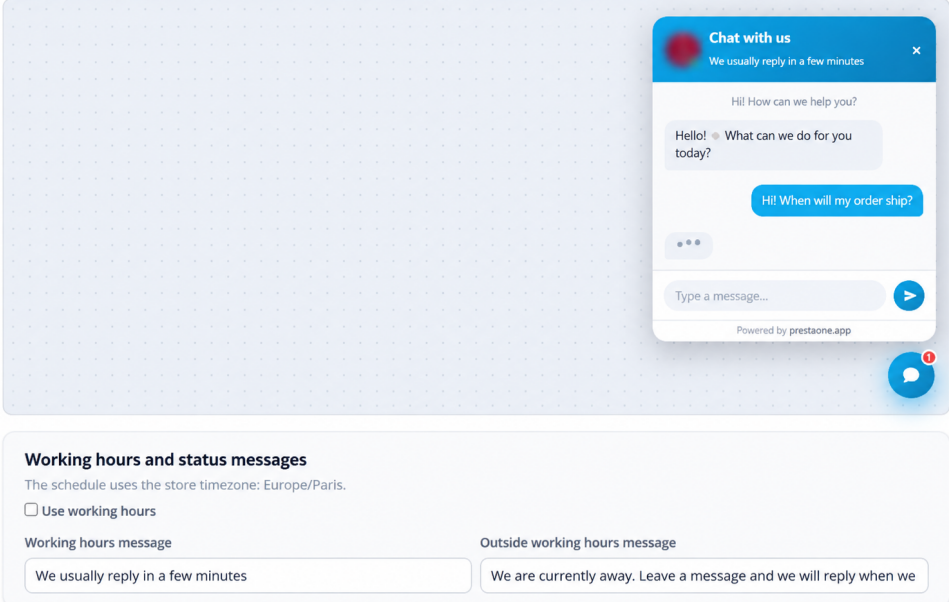
- Find the correct account and device card. Confirm its label and last active time.
- Select Live Chat access. Select only the write permissions that person genuinely needs.
- Select Save and wait for Permissions updated.
- Open the Live Chat tab and confirm that the recipient count includes the connection.

The main store account remains the authoritative connection. Additional connected accounts can have Live Chat access enabled or disabled individually.

Configure the storefront widget

Location: module configuration > Live Chat.

Live preview



The live preview shows a chat widget titled "Chat with us" with a close button. The widget displays a welcome message: "Hi! How can we help you?". Below this, there are two example messages: a customer message "Hello! What can we do for you today?" and a bot response "Hi! When will my order ship?". At the bottom of the chat window is a text input field labeled "Type a message..." and a send button. Below the chat window, there are configuration options for "Working hours and status messages". It includes a checkbox for "Use working hours" and two text input fields: "Working hours message" (containing "We usually reply in a few minutes") and "Outside working hours message" (containing "We are currently away. Leave a message and we will reply when we").

Working hours and status messages

The schedule uses the store timezone: Europe/Paris.

☐ Use working hours

Working hours message: We usually reply in a few minutes

Outside working hours message: We are currently away. Leave a message and we will reply when we

OPTION	HOW TO CONFIGURE
Enable live chat widget	Turns the feature on. The widget is shown only when the store also has an active PrestaOne connection and at least one active Live Chat recipient.
Welcome message	The first message shown to the visitor. Keep it short, specific and aligned with your support language.
Widget position	Choose Bottom right or Bottom left to avoid covering theme navigation, cookie controls or another floating widget.
Colors	Set the available widget surfaces. The module automatically chooses light or dark text according to background brightness.
Live preview	Use the preview to inspect the appearance before saving. Also check the real storefront on desktop and mobile after saving.

Expected result

After Save, the module reports that the widget is visible and ready. If it reports no recipient, no entitlement or an unconfirmed connection, the widget stays hidden even though the On switch remains selected.

Working hours and availability messages

The schedule controls the status presented to visitors. It uses the store timezone configured in PrestaShop.

FIELD	CONFIGURATION
Use working hours	When enabled, the configured weekly schedule determines whether the widget reports online or away. When disabled, current agent availability determines online or offline.
Monday-Sunday	Enable only the days on which customer support is offered.
From / Until	Enter valid 24-hour HH:MM values. The end time must be later than the start time; overnight ranges must be represented as separate day ranges.
Working hours message	Displayed during an open schedule, for example: We usually reply in a few minutes. Maximum 160 characters.
Outside working hours message	Displayed while the schedule is closed, for example: Leave a message and we will reply when we can. Maximum 160 characters.

Recommended setup procedure

- Confirm Settings > Shop Parameters > General (or the relevant PrestaShop timezone setting) uses the real store timezone.
- Enable each service day and enter its opening and closing time.
- Write both status messages; blank messages are rejected.
- Select Save, then test once during an open range and once outside it by temporarily adjusting a test schedule.

Messages are still accepted while away

The away state informs the visitor about response expectations. It does not replace the need for at least one authorized Live Chat recipient and an active service connection.

Recipients, notifications and quick replies

Storefront availability, conversation access and phone alerts are related but separate settings.

Live Chat recipients

RECIPIENT SETTING	BEHAVIOR
Recipient list	Shows active connected seats that have Live Chat access. The count should match the connections selected in Connections & Access.
Conversation access	Authorized recipients can open the shared store inbox and reply. Replies are attributed to the acting account.
Push delivery	A recipient may have chat access but still receive no alert if notifications are disabled in PrestaOne or in iOS/Android settings.

Quick replies

Create a reusable reply

- Short label: a compact internal name that helps agents find the answer.
- Reply text: the full text inserted into the conversation; review spelling, links and language.
- Order: controls where the reply appears in the agent list.
- Limit: up to 10 replies per shop; edit or delete an existing reply before adding another at the limit.

Quick replies are managed in Back Office

Connected agents can insert saved replies in conversations, but the reply library is created, edited, ordered and deleted only in the module configuration.

Why Live Chat may not work

Start with the runtime message shown by the module, then use the matching check below.

PROBLEM	RESOLUTION
Widget switch is Off	Enable the storefront widget in Live Chat and Save.
No active recipient	Open Connections & Access, enable Live Chat access for at least one active connected device, select Save and confirm the recipient count.
No active PrestaOne connection	Restore the account's active service/connection. The module keeps the On setting but hides the widget while the service is unavailable.
Recipient status cannot be confirmed	Retry the Connections & Access refresh. Check outbound server connectivity and any firewall rule that blocks the PrestaOne service.
Widget enabled but absent in theme	Clear PrestaShop cache and generated theme assets, then test the real storefront. Confirm the module is enabled and its storefront hook remains registered.
Visitor sees wrong online/away state	Check the PrestaShop store timezone, enabled weekdays and From/Until values.
Agent receives no push	Confirm Live Chat access, app notification preferences, operating-system notification permission, Focus/Do Not Disturb and battery restrictions.
Conversation is visible but reply fails	Confirm the phone still shows the correct active store and connection. Refresh the connection, then capture the exact error if it persists.

Retention and visitor privacy

Conversations are automatically deleted after the retention period displayed by the module (normally 90 days). The widget writes a small functional browser entry only after a visitor opens the chat and sends a message, so the conversation can continue across tabs and page loads. Document this use in your privacy policy.

Enable automatic cart reminders

Location: module configuration > Abandoned Carts Recovery.

Email sequence

Lietuvių kalba (Lithuanian) (LT)

Timeline from the moment a cart is abandoned.

1

First reminder

1 h

10% discount

Still thinking it over?

Send after (hours)

Discount (%)

1

10

Subject

You left something in your cart at {shop_name}

Heading

Still thinking it over?

Message

Hi {firstname},

We noticed you left some items in your cart. No worries, we saved them for you. Complete your order whenever you're ready.

Placeholders: {firstname}, {shop_name}, {total}, {voucher_code}, {voucher_percent}, {voucher_days}. The voucher placeholders stay empty when this reminder has no discount.

Automatic cart reminders

Master switch for automated recovery. Individual email steps must also be enabled.

Reminders sent today

Number of reminder emails sent by the store during the current day.

Carts recovered today

Number of carts attributed as recovered during the current day.

Recovered value, 30 days

Value attributed to recovered carts over the last 30 days.

Where processing occurs

Cart eligibility, message rendering, voucher creation and email delivery run on the PrestaShop store. An active PrestaOne service authorizes automated recovery, but the phone does not need to remain online.

Configure audience, timing and discounts

Define who may receive a reminder before editing the three-step email sequence.

CAMPAIGN RULE	CONFIGURATION
Audience	Choose All identified customers or Newsletter subscribers only according to your lawful marketing basis and store policy.
Minimum cart value	Carts below this amount are skipped.
Sender / store name	The brand name displayed in recovery emails.
Quiet hours	No reminder leaves the store during this range. Use two different valid HH:MM values.
Coupon code prefix	Letters and numbers only. The module appends a unique suffix for the generated voucher.
Coupon validity	How many days a generated recovery coupon remains valid, from 1 to 365.
Coupon minimum order	Minimum order value required to use the generated coupon.
Coupon combination	Choose whether the recovery coupon may be combined with other coupons.

Configure the email sequence

- Enable only the reminders you intend to send. Up to three steps are available.
- Set Send after (hours) from the moment the cart becomes abandoned. Enabled delays must strictly increase.
- Set an optional Discount (%). Discounts on later enabled reminders cannot decrease.
- Choose the template language before editing. Save edits before switching languages.

Write, preview and test each email

Each reminder has its own subject, heading, message, button label, timing and optional discount.

EMAIL FIELD	WHAT TO ENTER
Subject	Inbox subject line. State the value clearly and avoid wording likely to trigger spam filters.
Heading	Main title inside the email.
Message	Email body. Supported placeholders: {firstname}, {shop_name}, {total}, {voucher_code}, {voucher_percent}, {voucher_days}.
Button label	Text on the return-to-cart action.
Preview	Shows the current message and example voucher. A real unique code is generated per eligible cart.
Voucher placeholders	Remain empty when the reminder has no discount. Do not promise a voucher in the text of a zero-discount step.

Validation before enabling the campaign

- Use Send a test email for every enabled step and every active store language.
- Verify the sender, subject, images, text, button URL and mobile layout in the received email.
- Confirm the store's mail transport works independently of PrestaOne.
- Use Send a manual reminder only for a known cart ID that genuinely needs an immediate message.
- Save the campaign and confirm the enabled-step summary matches the intended delays and discounts.

Legal responsibility

Configure audience, consent rules, retention, discounts and email content according to the laws and policies applicable to your store. The module provides controls; it does not determine your lawful marketing basis.

Why recovery emails may not be sent

The settings can remain saved while sending is paused, so verify both configuration and runtime authorization.

PROBLEM	RESOLUTION
Master switch is Off	Enable Automatic cart reminders and Save.
No reminder step is active	Enable at least one sequence step and verify its delay is later than the previous enabled step.
Service does not cover recovery	Restore the active PrestaOne service. Settings are preserved, but automated reminders are not sent without authorization.
Cart is not eligible	Confirm the customer matches the selected audience, the cart meets the minimum value and it has reached the configured delay.
Quiet hours are active	The reminder waits until sending is allowed. Review the start/end range and store timezone.
Email transport fails	Send a normal PrestaShop test email and review the store's SMTP or mail configuration and server logs.
Template language is wrong	Select the required store language, load its templates, edit, Save, then send a test for that language.
Discount or voucher is absent	Confirm the step discount is above 0 and the voucher rules are valid. Voucher placeholders are intentionally empty for a zero-discount step.
Manual reminder is rejected	Use a valid abandoned cart ID and confirm the active service covers recovery.

Use evidence, not guesses

When escalation is required, record the cart ID, selected step, expected send time, store timezone, exact displayed error and whether a standard PrestaShop test email succeeded. Never include customer passwords or connection secrets.

Daily store management from the phone

The active store and the permissions granted to the current connection determine what can be viewed or edited.

Dashboard and analytics

Review revenue, orders, visitors, conversion and trends for the selected reporting period.

Orders

Search and inspect orders. Supported write actions require Orders editing permission for this connection.

Products

Browse catalogue and stock information. Supported changes require Products editing permission.

Customers

Search and review customer context. Supported changes require Customers editing permission.

Live Chat

Open the shared store inbox, reply to visitors and use configured quick replies. Requires Live Chat access.

Cart recovery

Review and configure recovery where available. Automated processing continues on the store server.

Before performing a write action

- Check the active store name, especially if several stores are connected.
- Confirm the record ID, customer and order context before changing status or data.
- If an edit control is missing, ask the store administrator to review this connection's permissions instead of reconnecting blindly.

Read access and write access are different

A connection may be able to view store records while editing remains disabled. Orders, products and customers each have a separate editing permission.

Multiple stores and real-time notifications

One phone can hold several independent store connections and switch between them.

Add another independent store

- 1 Install the bridge on that store**
Every independent PrestaShop installation needs its own PrestaOne Mobile Bridge.
- 2 Generate that store's code**
Open its own module configuration and create a fresh one-time code.
- 3 Choose Add store in the app**
Create a new connection; do not replace an existing store unless intended.
- 4 Switch and verify**
Use the store selector and verify the active store name before acting.

NOTIFICATION ISSUE	WHAT TO CHECK
No notifications at all	Enable notifications for PrestaOne in iOS/Android settings and in the app. Review Focus/Do Not Disturb and battery restrictions.
Chat alerts missing	Also confirm that this connection has Live Chat access and appears in the module recipient list.
Wrong store opens	Return to the store selector and confirm the alert belongs to a currently connected store.
Store limit reached	Disconnect an unused store or obtain sufficient PrestaOne connection capacity before adding another store.

Native Multistore remains unsupported

Multiple independent installations are supported as separate app connections. Do not interpret this as support for several shops inside one PrestaShop native Multistore installation.

System-wide troubleshooting checklist

Use the feature-specific chapters first. Then apply these common checks in order.

PROBLEM	RESOLUTION
Module page does not open	Confirm PHP and PrestaShop compatibility, module file integrity and the Back Office error/log output.
App cannot reach the store	Verify the public HTTPS URL from another network. Check maintenance mode, Basic Auth, firewall, proxy and TLS certificate validity.
QR code is rejected	Generate a fresh code for the correct store. Do not reuse a completed or expired code.
Connected store shows no data	Confirm the module is enabled, store is online, connection is active and the phone has internet access.
Permission change has no effect	Return to Connections & Access, change the checkbox, select Save and wait for Permissions updated.
Service features are paused	Confirm at least one connected account has an active PrestaOne service for this store.
Device list cannot refresh	Retry once, then check the store server's outbound connectivity. The module may show last-known data with a stale warning.
Recent UI change is not visible	Clear PrestaShop cache and generated theme cache, then reload the Back Office or storefront.

Information to include in a support request

- PrestaShop version, PHP version and PrestaOne Mobile Bridge version.
- Store URL without credentials and the affected page or feature.
- Exact error text or support error code, date/time and timezone.
- Steps already completed and whether the problem affects one or all devices.
- A cropped screenshot with customer, account, device and secret data removed.

Privacy, disconnection, removal and support

Finish the lifecycle cleanly and keep diagnostic material free of secrets.

Data and privacy

Operational principles

- Protected store records are fetched directly from the installed bridge; the signaling service is not the business-data proxy.
- Push alerts use minimal payloads; the app fetches full details from the store after opening the relevant screen.
- Live Chat uses a functional browser entry after the visitor initiates a conversation. State this in the store privacy policy.
- Recovery email processing and customer data remain on the merchant's PrestaShop server.

Disconnect or remove

1 Disconnect affected devices

Use Connections & Access and review the displayed consequences before confirming.

2 Confirm service features

If the last chat recipient was removed, expect the storefront widget to hide until another recipient is selected.

3 Disable or uninstall only when finished

Remove the module only when the store no longer needs PrestaOne. Back up first: uninstall deletes the module's conversations, attachments, recovery records, analytics and connection settings. It does not delete core orders, products or customers, or cancel the external PrestaOne subscription.

Support

Open the support channel associated with the PrestaShop Marketplace purchase. Never send passwords, private keys, QR codes or one-time connection codes. Provide the exact error and the sanitized diagnostic information listed on page 18.

PrestaOne

Live Chat, store management and recovery tools on your phone.