



# AOL Instant Messenger Service (AIM Service) for BlackBerry Smartphones

Version: 2.5

User Guide



# Contents

<b>Basics</b> .....	<b>3</b>
About the AIM service for BlackBerry devices.....	3
Sign in to the AIM service for BlackBerry devices.....	3
About sound profiles.....	3
<b>Availability</b> .....	<b>4</b>
About your status.....	4
Change your status.....	4
Add a status message.....	4
Create a custom status.....	4
Receive notification when a Buddy is online.....	5
<b>Buddies</b> .....	<b>6</b>
Add a Buddy.....	6
View a Buddy's information.....	6
Link a Buddy with a contact in the contacts application.....	6
Delete a Buddy.....	6
Block a Buddy.....	7
Hide blocked Buddies.....	7
Hide offline Buddies.....	7
A Buddy no longer appears in my Buddy List.....	7
<b>Buddy groups</b> .....	<b>9</b>
Add a Buddy group.....	9
Rename a Buddy group.....	9
Delete a Buddy group.....	9
<b>Conversations</b> .....	<b>10</b>
Send a message.....	10
Send a message to a user that is not in your Buddy List.....	10
Add an emoticon.....	10
Send a picture to a contact.....	10
Email a conversation.....	10
Copy a conversation.....	11
Clear a conversation.....	11
Switch conversations.....	11
End a conversation.....	11
Accept or decline picture transfers automatically.....	11
Prevent conversations from appearing in the messages application.....	12
Stop grouping messages in conversations.....	12

I am not receiving notification for incoming messages.....	12
Text sometimes changes after I type it.....	12
<b>Conversation history.....</b>	<b>13</b>
Turn on conversation history.....	13
View the conversation history for a Buddy.....	13
Search for text in a conversation history.....	13
Delete a conversation history.....	13
<b>Provide feedback.....</b>	<b>15</b>
<b>Legal notice.....</b>	<b>16</b>

# Basics

## About the AIM service for BlackBerry devices

You can use the AIM® service for BlackBerry® devices to chat with other AIM® service users from your BlackBerry device. To use the AIM service for BlackBerry devices, you must have an AIM screen name. To get an AIM screen name or for more information about the AIM service, visit [www.aim.com](http://www.aim.com).

## Sign in to the AIM service for BlackBerry devices

1. On the Home screen or in the application list, click **AOL Instant Messenger**.
2. Type your AIM® screen name and password.
3. Click **Sign In**.

To sign out, press the **Menu** key. Click **Sign Out**.

## About sound profiles

You can set notification options, such as vibrate or tone, for the AIM® service for BlackBerry® devices in the sounds application. The AIM Alert item specifies how you are notified when a Buddy that you have set an availability notification for becomes available. The AIM New Message item specifies how you are notified of incoming AIM® messages.

Depending on the sound profile that is set in the sounds application on your device, you might not hear the audible notification that you have set for the AIM service for BlackBerry devices. For more information about sounds, click the **Help** icon on the Home screen of your BlackBerry device.

# Availability

## About your status

Your status is made up of a status indicator and a status message. You can create a custom status by typing your own status message and choosing a status indicator.

## Change your status

If you change your status to invisible, you appear as offline to your Buddies and they cannot send you messages.

1. On the Buddy List® screen, press the **Menu** key.
2. Click **My Info**.
3. Change the **Status** field.

## Add a status message

1. On the Buddy List® screen, press the **Menu** key.
2. Click **My Info**.
3. Type a status message.
4. Press the **Menu** key.
5. Click **Save**.

## Create a custom status

1. On the Buddy List® screen, press the **Menu** key.
2. Click **My Info**.
3. Change the **Status** field.
4. Click **Edit Away Messages**.
5. Type a status message.
6. To add the custom status to the status list, select the **Add to message list** check box.
7. Click **OK**.

## Receive notification when a Buddy is online

You can receive a message when the Buddy is online. Depending on the sound profile that is set on your device, you might also receive an audible notification.

1. On the Buddy List® screen, in a Buddy group, highlight an offline Buddy.
2. Press the **Menu** key.
3. Click **Set Alert**.
4. Click **OK**.

# Buddies

## Add a Buddy

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Add Buddy**.
3. To specify a Buddy group, change the **Group Name** field.
4. Type a screen name.
5. Click **OK**.
6. To link the Buddy with a contact in the contacts application, perform one of the following actions:
  - If the Buddy is already in the contacts application, click **Select Contact**. Click a contact.
  - If the Buddy is not yet in the contacts application, click **New Contact**. Type the contact information. Press the **Menu** key. Click **Save**.

## View a Buddy's information

1. On the Buddy List® screen, highlight a Buddy.
2. Press the **Menu** key.
3. Click **Buddy Info**.

## Link a Buddy with a contact in the contacts application

When you link a Buddy with a contact in the contacts application, you might be able to perform additional tasks. For example, during a conversation, you might be able to call or send an email message to the Buddy quickly from the menu.

1. On the Buddy List® screen, in a Buddy group, highlight a Buddy.
2. Press the **Menu** key.
3. Click **Link to BlackBerry Contact**.
4. Perform one of the following actions:
  - If the Buddy is already in the contacts application, click **Select Contact**. Click a contact.
  - If the Buddy is not yet in the contacts application, click **New Contact**. Type the contact information. Press the **Menu** key. Click **Save**.

## Delete a Buddy

1. On the Buddy List® screen, in a Buddy group, highlight a Buddy.
2. Press the **Menu** key.

3. Click **Delete Buddy**.
4. Click **Delete**.

## Block a Buddy

If you block a Buddy, you appear as offline in that user's Buddy List®.

1. On the Buddy List screen, in a Buddy group, highlight a Buddy.
2. Press the **Menu** key.
3. Click **Block**.

To unblock a Buddy, click **Unblock**.

## Hide blocked Buddies

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Show Blocked Buddies** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

To view blocked Buddies again, change the **Show Blocked Buddies** field to **Yes**.

## Hide offline Buddies

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Show Offline Buddies** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

To view offline Buddies again, change the **Show Offline Buddies** field to **Yes** or **Group**.

## A Buddy no longer appears in my Buddy List

Try performing the following actions:

- If you have set the AIM® service for BlackBerry® devices to hide offline Buddies, organize offline Buddies so that you can view offline Buddies.

- If you have collapsed the group that the Buddy is in, expand the group. On the Buddy List® screen, click the group.

# Buddy groups

## Add a Buddy group

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Add Group**.
3. Type a name for the Buddy group.
4. Click **OK**.

## Rename a Buddy group

1. On the Buddy List® screen, highlight a Buddy group.
2. Press the **Menu** key.
3. Click **Rename Group**.
4. Type a new name.
5. Click **OK**.

## Delete a Buddy group

You must move all Buddies out of a Buddy group before you can delete that Buddy group.

1. On the Buddy List® screen, highlight a Buddy group.
2. Press the **Menu** key.
3. Click **Delete Group**.
4. Click **Delete**.

# Conversations

## Send a message

1. On the Buddy List® screen, click an online Buddy.
2. Type a message.
3. Press the **Enter** key.

## Send a message to a user that is not in your Buddy List

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Send IM to**.
3. Type a screen name.
4. Click **OK**.
5. Type a message.
6. Press the **Enter** key.

## Add an emoticon

1. When you are composing a message, press the **Menu** key.
2. Click **Add Smiley**.
3. Click an emoticon.

## Send a picture to a contact

1. During a conversation, press the **Menu** key.
2. Click **Insert Media**.
3. Click a picture.

## Email a conversation

Depending on your wireless service plan, this feature might not be supported.

1. During a conversation, press the **Menu** key.
2. Click **Email Conversation**.

## Copy a conversation

1. During a conversation, press the **Menu** key.
2. Click **Copy Conversation**.

## Clear a conversation

1. During a conversation, press the **Menu** key.
2. Click **Clear Conversation**.

## Switch conversations

1. During a conversation, press the **Menu** key.
2. Click **Switch Conversation**.
3. Click a Buddy.

## End a conversation

1. During a conversation, press the **Menu** key.
2. Click **End Conversation**.

## Accept or decline picture transfers automatically

By default, you must accept or decline individual picture transfers.

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Options**.
3. Perform one of the following actions:
  - To accept picture transfers only from Buddies in your Buddy List automatically, change the **Instant Media Proposals** field to **Allow Buddies**.
  - To accept picture transfers from any user automatically, change the **Instant Media Proposals** field to **Allow All**.
  - To decline all picture transfers automatically, change the **Instant Media Proposals** field to **Allow None**.
4. Press the **Menu** key.
5. Click **Save**.

## Prevent conversations from appearing in the messages application

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Show Conversations in Messages Application** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

To view conversations in the messages application again, change the **Show Conversations in Messages Application** field to **Yes**.

## Stop grouping messages in conversations

In a conversation, by default, consecutive messages that you send or receive are grouped together.

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Group Sequential Messages in Conversations** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

## I am not receiving notification for incoming messages

In the sounds application, try performing the following actions:

- Verify that the All Alerts Off sound profile is not selected.
- Verify that the **Volume** fields in the AIM New Message item are not set to **Silent**.
- Change the notification options for the AIM New Message item.

## Text sometimes changes after I type it

If AutoText recognizes specific text, it is designed to replace the text that you type with the AutoText entry automatically.

To view or change AutoText entries, during a conversation, press the **Menu** key. Click **Edit AutoText**.

For more information about AutoText, click the **Help** icon on the Home screen of your BlackBerry® device.

# Conversation history

## Turn on conversation history

1. On the Buddy List® screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Save Message History** field to **Device** or **Media Card**.
4. Press the **Menu** key.
5. Click **Save**.

## View the conversation history for a Buddy

You can only perform this task if you have previously turned on conversation history.

1. On the Buddy List® screen, highlight a Buddy.
2. Press the **Menu** key.
3. Click **View History**.
4. Click a conversation history.

## Search for text in a conversation history

You can only perform this task if you have previously turned on conversation history.

1. On the Buddy List® screen, highlight a Buddy.
2. Press the **Menu** key.
3. Click **View History**.
4. Type the text.
5. Click **Search**.
6. In the search results, click a conversation history.

## Delete a conversation history

You can only perform this task if you have previously turned on conversation history.

1. On the Buddy List® screen, highlight a Buddy.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Perform one of the following actions:

- To delete the conversation history for an individual Buddy, click **Delete Contact's History**.
- To delete the conversation history for all Buddies, click **Delete Complete History**.

# Provide feedback

To provide feedback on this deliverable, visit [www.blackberry.com/docsfeedback](http://www.blackberry.com/docsfeedback).

## Legal notice

©2009 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType®, SurePress™ and related trademarks, names, and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world.

AOL, AIM, Buddy List, and Instant Messenger are trademarks of AOL LCC. All other brands, product names, company names, trademarks, and service marks are the properties of their respective owners.

The BlackBerry smartphone and other devices and/or associated software are protected by copyright, international treaties, and various patents, including one or more of the following U.S. patents: 6,278,442; 6,271,605; 6,219,694; 6,075,470; 6,073,318; D445,428; D433,460; D416,256. Other patents are registered or pending in the U.S. and in various countries around the world. Visit [www.rim.com/patents](http://www.rim.com/patents) for a list of RIM (as hereinafter defined) patents.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available at [www.blackberry.com/go/docs](http://www.blackberry.com/go/docs) is provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by Research In Motion Limited and its affiliated companies ("RIM") and RIM assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect RIM proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of RIM technology in generalized terms. RIM reserves the right to periodically change information that is contained in this documentation; however, RIM makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party web sites (collectively the "Third Party Products and Services"). RIM does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by RIM of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL RIM BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH RIM PRODUCTS OR SERVICES,

DOWNTIME COSTS, LOSS OF THE USE OF RIM PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN, AND EVEN IF RIM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, RIM SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO RIM AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED RIM DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF RIM OR ANY AFFILIATES OF RIM HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with RIM's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with RIM's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by RIM and RIM assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with RIM.

Certain features outlined in this documentation require a minimum version of BlackBerry® Enterprise Server, BlackBerry® Desktop Software, and/or BlackBerry® Device Software.

The terms of use of any RIM product or service are set out in a separate license or other agreement with RIM applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY RIM FOR PORTIONS OF ANY RIM PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

Research In Motion Limited  
295 Phillip Street  
Waterloo, ON N2L 3W8  
Canada

Research In Motion UK Limited  
Centrum House  
36 Station Road  
Egham, Surrey TW20 9LF

United Kingdom

Published in Canada