BBM Enterprise for iOS
User Guide

1.13

Contents

About BBM Enterprise

Welcome to BBM Enterprise! With BBM Enterprise, you can chat and share securely in real time with your coworkers, friends, and family. BBM Enterprise adds an extra layer of encryption to provide enhanced security for your chats.

If you're a current BBM Protected user on BBM, you must switch to the BBM Enterprise app.

BBM icons

Icon	Description
	Unread message in a chat
	High priority message Contact wants your attention
	File has been sent or received
	Draft message
	Message is sending
	Message has been sent
	Message has been delivered
	Message has been read
	Message hasn't been sent yet **Tip:** Verify that your device is connected to a wireless network.
	Message couldn't be sent **Tip:** Touch and hold the unsent message, and tap to resend it.
	Contact can participate in BBM Voice calls
	Shared Glympse locations

Icon	Description	
	Busy status icon	
	The voice or video chat is protected	
	The voice or video chat is not protected	
	The contact's name is set by the administrator	

Setting up BBM Enterprise for use in your organization

When your administrator grants you permission to use BBM Enterprise, you receive an activation email message. If you're **new to BBM**, you must create a BlackBerry ID to start using BBM Enterprise. If you **already use BBM outside of work**, you can sign in to BBM Enterprise using your existing BlackBerry ID.

If you can't find your activation email message, check your junk email folder.

Set up BBM Enterprise

Your organization manages BBM Enterprise either using Enterprise Identity or BlackBerry UEM. Your activation email contains a link that will send you to the appropriate starting point for setting up BBM Enterprise.

1. In the activation email you receive, click the activation link.
2. Complete the steps appropriate to either Enterprise Identity management or BlackBerry UEM management.

My organization uses Enterprise Identity management

If you're new to BBM, you must create a BlackBerry ID to start using BBM Enterprise. If you already use BBM outside of work, you can sign in to BBM Enterprise using your existing BlackBerry ID.

Note: If you're an existing BBM user, see I already use BBM outside of work.

If you're new to BBM, you can set up BBM Enterprise by completing the following steps:

Create a BlackBerry ID

You must use an email address to create a BlackBerry ID. If you create a BlackBerry ID with your phone number, you won't be able to sign in to BBM Enterprise.

1. In the activation email you receive, click the activation link.
2. Click **Don't Have a BlackBerry ID? Create one**.
3. Complete the instructions on the screen.
4. Click **Submit**.

Verify your BlackBerry ID

After you create a BlackBerry ID, you need to verify it before activating BBM Enterprise. When you create your BlackBerry ID, you receive an email with the subject line "Confirm your BlackBerry ID email address." You must verify your BlackBerry ID within 72 hours of creating it.

Note: If you can't find your confirmation email message, check your junk email folder.

1. In the "Confirm your BlackBerry ID email address" email, click **confirm your email address**.
2. Enter your BlackBerry ID password.
3. Click **Submit**.

Download BBM Enterprise

Now that you have verified your BlackBerry ID, you can download BBM Enterprise on your device.

1. From your device, visit the App Store.
2. Search for `BBM Enterprise`.

3. Tap **Get**.

Sign in to BBM Enterprise

Once you download BBM Enterprise, you can sign in to BBM Enterprise using the BlackBerry ID email address and password you just created.

1. On your device, open BBM Enterprise.
2. Click **Sign in with your BlackBerry ID**.
3. Enter your BlackBerry ID email address and password.
4. Click **Sign in**.
5. Optionally, customize the device name and description.
6. Optionally, set this device as your primary BBM Enterprise device.
7. Click **Continue**.

My organization uses BlackBerry UEM management

BlackBerry UEM can manage BBM Enterprise on Android, iOS, Windows, and macOS devices.

Note: BlackBerry UEM does not manage BBM Enterprise on BlackBerry 10 devices. If BBM Enterprise is active on your BlackBerry 10 device, do not activate any of your other devices using BlackBerry UEM.

Download BBM Enterprise

Now that you have verified your BlackBerry ID, you can download BBM Enterprise on your device.

1. From your device, visit the App Store store.
2. Search for `BBM Enterprise`.
3. Tap **Get**.

Sign in to BBM Enterprise

Once you download BBM Enterprise, you can sign in to BBM Enterprise using your work email address and the password sent to you in the activation email.

1. On your device, open BBM Enterprise.
2. Click **Activate with BlackBerry UEM**.
3. 3. Type your activation username (email address) and activation password from the activation email.
4. Click **Sign in**.
5. Optionally, customize the device name and description.
6. Optionally, set this device as your primary BBM Enterprise device.
7. Click **Continue**.

Existing BBM Protected users: switching to BBM Enterprise

To continue protecting your BBM chats with enhanced security and encryption, you must switch to the BBM Enterprise app.

If you're a current BBM Protected user, switching to the BBM Enterprise app is easy: simply download the BBM Enterprise app on your device and sign in using your existing BlackBerry ID. All your BBM contacts are added in BBM Enterprise automatically.

With BBM Enterprise, you can chat with colleagues who use BBM Enterprise, or with friends and family who use BBM.

If you don't switch to the BBM Enterprise app, and you upgrade to a new version of BBM, your chats will no longer be secured and encrypted by BBM Protected.

Download BBM Enterprise

Now that you have verified your BlackBerry ID, you can download BBM Enterprise on your device.

1. From your device, visit the App Store store.
2. Search for `BBM Enterprise`.
3. Tap **Get**.

Switch from BBM Protected to BBM Enterprise

Once you download BBM Enterprise, you can switch from BBM Protected to BBM Enterprise by signing in with your existing BlackBerry ID. All your existing BBM contacts are added in BBM Enterprise automatically.

1. On your device, open BBM Enterprise.
2. In the lower-right corner of the screen, tap **Sign In**.
3. Enter your BlackBerry ID email address and password.
4. Click **Sign in**.

After you finish: Once you sign in to BBM Enterprise, you can delete BBM from your device. If you want to continue using BBM in addition to BBM Enterprise, you must create a new BlackBerry ID in BBM.

Migrate from Enterprise ID management to BlackBerry UEM management

If your organization currently manages BBM Enterprise with Enterprise Identity and is moving BBM Enterprise management to BlackBerry UEM, you must migrate your device to BlackBerry UEM.

BlackBerry UEM does not manage BBM Enterprise on BlackBerry 10 devices. If BBM Enterprise is active on your BlackBerry 10 device, do not activate any of your other devices using BlackBerry UEM.

Note:

• After you migrate, this device will become your primary device.
• BBM Enterprise will not be available during the move.
• After you move your BBM Enterprise account to UEM, the move cannot be undone.
• If you have BBM Enterprise on more than one device, you need to move your account on only one device. After the move, you must register the other devices with BBM Enterprise again.

Before you begin:

• Make sure you have an account in your organization's BlackBerry UEM environment and that you know your login credentials.
• Your device should have a good connection.

1. Sign in to BBM Enterprise using your BlackBerry ID.

2. Under **My Profile**, tap **Settings** > **Account**.
3. Tap **Move account to UEM**.
4. Tap **Move account now**.
5. Tap **OK** if you see the warning "This device is not your primary device. Do you want to set this device as your primary device and continue?"
6. After your account is moved to BlackBerry UEM, continue to use BBM Enterprise as usual. Log in using your BlackBerry UEM credentials.

Accessing BBM Enterprise from more than one device

You can access your BBM Enterprise account on up to five devices at the same time, subject to administrator restrictions.

Sent and received messages are synchronized across your active devices. Incoming invitation requests and voice and video call notifications are displayed on all active devices.

The following information is synchronized across all active devices:

- Display name
- Status
- Avatar
- Contact list
- Deleted messages
- Retracted messages

The following information appears only on your primary BBM Enterprise device:

- Settings
- Chat hidden status
- Feed updates
- Draft messages
- Timed message read status

Adding another device to your BBM Enterprise account

After you have set up BBM Enterprise on one device, you can add up to two more devices to your BBM Enterprise account.

Note: Ensure that the first device you activated with BBM Enterprise is with you.

1. Download BBM Enterprise to another device and sign in.
2. Tap **Start**.
3. On the first device, type the synchronization code that is displayed on the new device.
4. Tap **Authorize**.
5. Optionally, edit the **Name** and **Description** for the new device.
6. Tap **Continue**.
7. Use BBM Enterprise as usual.

Set a primary device for your BBM Enterprise account

The device you designate as the primary device for your BBM Enterprise account can communicate to users that use BBM, BBM Protected, or versions of BBM Enterprise earlier than version 1.1.

1. Tap ≡.
2. Tap your name to display the **My Profile** screen.
3. Tap ✐ beside the name of a device.
4. Tap **Set as primary device**.

Remove a device from your BBM Enterprise account

1. Tap ≡.
2. Tap your name to display the **My Profile** screen.
3. Tap ✐ beside the name of a device.
4. Tap **Deactivate device**.
5. Tap **Yes**.

Managing your BlackBerry ID

View or edit your BlackBerry ID

Your BBM contacts list is backed up based on your BlackBerry ID. You can sign in with only one BlackBerry ID. If you want to sign in with a different BlackBerry ID, you can reinstall BBM Enterprise.

1. Tap ⦂ > ✿.
2. Tap your BlackBerry ID and, if necessary, enter your BlackBerry ID password.
3. Do any of the following:

    - To change the email address that you use as your BlackBerry ID, tap **Edit Account Information**.
    - To change your password, tap **Change Password**.
    - To change your password recovery question and answer, tap **Change Recovery Question**

    If you change your email address, you receive a confirmation email message to confirm your new BlackBerry ID. To make it easier to reset your password, you should confirm your BlackBerry ID.

After you finish: When changing your email address, you can't use an email address that's already used for another BlackBerry ID.

How do I reset my BBM Enterprise password or BlackBerry ID password?

Before you begin: Verify that the email address that you typed in BBM Enterprise is correct. If you can't sign in to BBM Enterprise, verify that the email address is the one you use as your BlackBerry ID.

You can reset your password if you confirmed your BlackBerry ID email address, or if you have a password recovery answer.

1. In BBM Enterprise, beside **Already on BBM**, tap **Sign In**.
2. Tap **Forgot password**.
3. Do any of the following:

    - If you confirmed the email address that you use as your BlackBerry ID, complete the instructions from the password reset email message you receive.
    - If necessary, enter your password recovery answer. Complete the instructions on the screen to set a new password.

I can't reset my password

If you can't sign in to BBM Enterprise and you can't reset your BlackBerry ID password, you can choose to reset your BlackBerry ID.

⚠️ **Warning:** Any data that is associated with your BlackBerry ID, including your BBM Enterprise contacts, is deleted when you reset your account.

1. Tap ▓ > ⚙.
2. Tap your BlackBerry ID.
3. Tap **Forgot password** and enter the verification code to continue.
4. Tap **Delete BlackBerry ID Account**.
5. In BBM Enterprise, on the **Create Account** screen, sign up for BBM Enterprise using the same email address. Tap **Create Account**.

Change your BBM Enterprise status or profile

Personalize your BBM Enterprise profile by changing your name, status, or picture.

If BBM Enterprise is managed by BlackBerry UEM, your first and last name are set by your administrator and cannot be edited.

Note:

When your administrator turns on the Cloud Directory service, you're prompted to enter your first and last name. The name you enter replaces your profile name. It's important to use your real first and last name, as it helps your coworkers find you in BBM Enterprise.

1. Tap ☰.
2. Tap your picture or name.
3. Do any of the following:

   - To change the name that your contacts see, tap your current name.
   - To change your profile picture, tap your current picture. Tap 🖼. Select a new picture or animated GIF to use as your profile picture.
   - To change your status, tap **Status** and select a status from the list.

Set a custom status

1. Tap the **Status** drop-down list > **Edit Status Messages**.
2. Type a status that you want to save and use again.
3. Tap **Done**.

After you finish: You can select your custom status in the **Status** field.

Chats

Start a chat

You can chat in real time with your contacts and know when someone has read your message. Share pictures, voice notes, your location, and other files. You can use the Search chat feature to find specific text in a chat.

To start a chat in BBM Enterprise, a passphrase must be shared between you and your contact. By default, this passphrase is shared automatically, and you aren't prompted for a passphrase.

1.
   On the **Chats** screen, tap .
2. Tap a contact.
3. Type your message.
4.
   To add an emoji or sticker to your message, tap .

After you finish: To go to the newest unread message in a chat, tap **New Messages**.

Add a picture or file to a chat

For information about sharing files from apps on iOS devices, see Share a document from an app in the documentation from Apple.

1. In a chat, do one of the following:

   • Tap ▾ > ⊡. Browse to and select one or more photos. Tap **Done**.
   •
      Tap **> Photo**. Take a picture.
2. Select one of the following options:

   • **HD Quality**: The image may take longer to send and will use more data.
   • **Average quality**: The image will take less time to send and use less data.
   • **Low quality**: The image takes the least time to send and uses the least data.

   The image quality that you select is saved as the default setting in the device Settings.
3. Tap or click ➤.

After you finish: To comment on a picture, in a chat, tap a picture. In the field at the bottom of the screen, type a comment.

To view all the pictures or files in a chat, at the top of the screen, tap the contact name. Tap **Pictures** or **Files**.

Send pictures or files

Depending on your device, some features might not be available.

1. Tap 🔗 .
2. Do one of the following:

   • To attach a file, select one of the options.
   •
      To take a picture, tap . Select **Camera**.

- To record a video, tap ⬛. Select **Video**.
- To record and send a voice note, tap 🎤 .

Share your real-time or static location

You can can share your static or real-time location in a chat. Chat participants receive a prompt to view your location on a map. When you share your location, you set an expiry time to control how long your location is shared.

1. In a chat, tap ⊙ at the bottom of the screen.
2. Tap 📍.
3. Do one of the following:

Task	Steps
Share your real-time location.	a. Tap **Share my real-time location**. b. Set the time that you want to share your location for. c. Tap **OK**. d. If you are prompted, grant permission to share your location. If you want to extend the sharing period, you can tap **Update** in the chat notification. Change the **Share my real-time location** period and tap **OK**, or tap **Stop** to end location sharing.
Share your static location.	a. Tap **Share a location**. b. Tap ⚲. c. If you are prompted, grant permission to share your location. d. Tap **Send location**.

A notification that you are sharing your location is added to the chat on your device. The recipient receives a notification that you have shared your location.

4. If you want to extend the sharing period, you can tap **Update** in the chat notification. Change the **Share until** period and tap OK, or tap **Stop** to end location sharing.

You can tap 🌐 at the top of the screen to view a list of the contacts that are sharing their locations. Tap an entry to view the map. In the map, you can switch between map, satellite, and hybrid views and zoom in or zoom out.

Forward a message

You can forward messages, calendar events, contact profiles, files, links, locations, pictures, and voice notes to chats, contacts, or groups. Before you can forward file attachments, you must download the file.

1. In a chat, tap and hold the message that you want to forward.
2. Tap **Forward**.
3. Do one of the following:

- Tap **Chats** and select the chat that you want to forward the message to.
- Tap **Contacts** and select the contact that you want to forward the message to.
- Tap **Groups** and select the group that you want to forward the message to.

After you forward a message, ➡ is displayed beside the original message.

Record a voice note

You can record voice notes and send them to participants in a chat.

1. In a chat, tap 🎤.
2. In a chat, click 🎤.
3. Tap hold the 🎤 while you record your voice note.
4. Click 🎤 and record your voice note. If you need to pause the recording, click ❚❚.
5. When you are done, tap ➤.
6. When you are done, click **Send**.

You can click ▼ beside a voice note that you receive to save, forward, delete or quote a voice note or add it to your favorites.

Add a message to favorites

You can mark messages in a chat as favorites so that they are easier to find. Favorite messages are displayed with ★ in the chat.

1. In a chat, tap and hold the message that you want to mark as a favorite.
2. Tap **Add to Favorites**.

To view your favorites, tap ⋮ > ★

Send a timed message or picture

You can send messages and pictures that can be viewed for a specified amount of time. The item is hidden in the chat until you touch and hold to reveal it. After the timer expires, the content can't be viewed.

1. After you type a message or attach a picture, tap 🗨 > 🗨.
2. Select how many seconds you want the other person to be able to view the item for.
3. Tap **Send**.

After you finish: BBM is designed to alert you if the person takes a screen shot of the timed item. If you don't want to see the 🗨 icon in chats, you can change your BBM settings.

Copy or email a chat

1. In a chat, tap the contact or group chat name at the top of the screen.
2. Tap **Settings**.
3. Tap one of the following:

- Copy Chat
- Email Chat

Pin a chat

You can pin important chats to make them easier to find. Pinned chats are displayed at the top of your chat list.

1. Touch and hold the chat that you want to pin.
2. In the menu, tap **Pin chat**.

Retract or delete a message or chat

If you didn't mean to send a particular message, you can retract it. When you retract a message, it no longer appears on your devices or your contact's device.

If you want to remove the messages from your devices only, you can delete a message. When you delete a message, it still appears on your contact's device.

1. In a chat, touch and hold a message or picture that you sent.
2. Do one of the following:

   - To delete the message or picture from your devices only, tap 🗑.
   - To retract the message from your contact's device, tap the retract icon.

Retract all messages in a chat

When you end a chat with a contact, you can retract all the messages that you sent in the chat. When you retract a chat, all the messages you sent in that chat no longer appear on your devices or your contact's device.

In the chat, tap ⁝, then tap **Retract Chat**.

You can also touch and hold a chat in the chats list, then tap **Retract Chat**.

Edit a message

If you made a mistake in a message that you sent, you can edit your message. When you edit a message, the original message is retracted and it appears in the message field so you can easily make your changes and resend it.

1. In a chat, touch and hold a message you sent.
2. Tap **Edit Message**.
3. Type a new message.

Clear a chat

When you clear a chat, it is removed from the chat list and no chat history is retained.

In the chat, tap ⁝, then tap **Clear Chat**.

You can also touch and hold a chat in the chats list, then tap **Clear Chat**.

Hide a chat

When you hide a chat, it is removed from the chat list, but the chat history is retained. If a participant resumes the chat, the history is shown.

In the chat, tap ⋮, then tap **Hide Chat**.

You can also touch and hold a chat in the chats list, then tap **Hide Chat**.

Start a BBM Enterprise group chat

You can chat in real time with a group of contacts, and share pictures, voice notes, and your location in a group chat. A group chat can include up to 250 people, including you.

Start a group chat

1. On the **Chats** screen, tap .
2. Tap **Start Group Chat**.
3. Do any of the following:
   - To add a contact to the group chat, tap a contact.
   - To search for a co-worker to add to the group chat, in the **Search contacts** field, type a co-worker's name.
4. Type a subject for the group chat.
5. In the Select Group Type list, tap one of the following options:
   - **Open group**
   - **Open group for your organization only**
   - **Closed group (participants can invite others)**
   - **Closed group (only administrators can invite others)**

   When you select a group type, a description of the invitation policy is displayed.
6. Tap **Done**.

After you finish: To go to the newest unread message in a chat, tap **New Messages**.

Add more people to the group chat

1. In a group chat, tap .
2. Do any of the following:
   - To add a contact to the group chat, tap a contact.
   - To search for a co-worker to add to the group chat, in the **Search contacts** field, type a co-worker's name.
3. Tap **Done**.

Assign administrator privileges to a group chat participant

1. At the top of the chat screen, tap the chat name.
2. Press the name of a participant.
3. Tap **Add Administrator**.

Add a profile picture to a group chat

Before you begin: To add a profile picture, you must be a chat administrator.

1. In the groups list, tap the default profile picture.
2. Tap the profile picture. Tap ✎.
3. Tap 🖼. Do one of the following:
   - Tap **Take picture**. Take a picture and tap **Use photo** > **Done**.
   - Tap **Picture**. Browse to and select a picture. The supported file types are .jpeg, .png, or .gif. Tap **Done**.
   - Tap **Sample picture**. Tap a sample picture.

Add a picture or file to a group chat

1. In a group chat, tap 📎 > .
2. Tap a picture > **Attach**.

After you finish: To comment on a picture, in a group chat, tap a picture. In the field at the bottom of the screen, type a comment.

To view all the pictures or files in a group chat, at the top of the screen, tap the group name. Tap **Pictures** or **Files**.

Change the group chat subject

To change the subject of a chat, you must be a chat administrator.

1. In a group chat, at the top of the screen, tap the group chat subject.
2. At the top of the screen, tap the chat subject field.
3. Type a new chat subject.

Mention a participant in a group chat

You can mention a participant in a group chat. If you are mentioned in a chat, a yellow @ symbol is displayed in the message bubble. When you have an unread message that you are mentioned in, the @ symbol is displayed beside the chat in the chat list.

1. In the group chat, in the message field, type @. The list of chat participants is displayed.
2. To narrow the list of participants, start typing the participant's name.
3. In the results, tap the participant that you want to mention.
4. Type your message.

Remove a participant from a group chat

1. At the top of the chat screen, tap the chat name.
2. Tap **Participants**.
3. Press the name of a participant.
4. Tap **Remove Chat Participant**.

Turn on Priority notifications

When you turn on Priority notifications for a group chat, you receive a distinct audio prompt for messages that you receive in the chat, even if you have turned off sounds for standard messages.

Before you begin: Go to ⚙ > Notifications and verify that Play Sound for Priority Notifications is selected.

1. In a group chat, click ✎ beside the chat name.
2. In a group chat, tap the chat name at the top of the screen.
3. Tap **Settings**.
4. Click the check box beside **Priority Notifications**.
5. Turn on **Priority**.
6. Click 💬 to return to the chat.
7. Tap ‹ to return to the chat.

Add a chat shortcut to your home screen

On devices running Android 8.0 and later, you can add a shortcut that opens a one-to-one or group chat to your home screen. When you tap the shortcut, the chat in BBM Enterprise is opened directly.

Before you begin: Verify that your device is running 8.0 or later.

1. On a contact's profile screen, tap **Add to home screen**.
2. In the **Add to Home screen?** pop-up, do one of the following:
   - Touch and hold the icon and drag it to the home screen.
   - Tap **Add**.

After you add the shortcut, you can move or delete it on the home screen. If you delete the chat, the shortcut is removed.

What is BBM Enterprise conferencing?

BBM Enterprise conferencing allows you to start and share audio and video conferences with up to 15 participants. You can start conferences from one-to-one chats and group chats on Android, macOS, and Windows devices, or you can create a unique conference on any device type. When you start or join a conference on an iOS device, the conference opens the default browser on the device. After you start a conference, you can invite other BBM Enterprise contacts. If your organization's IT policy allows it, you can also can share a link to the conference with other contacts that you want to join. Conference links can be shared in the BBM Enterprise app or another app if it is allowed by the your organization's IT policy.

Start a new conference

You can start a new conference that is not associated with a chat and invite contacts.

1. Tap ■.
2. If you are prompted, tap **Allow** to allow BBM Enterprise to access your microphone.
3. To invite contacts, tap **Invite**. Complete the following steps:
   a) On the **Open in BBM?** dialog box, tap Open.
   b) Tap a contact or chat, or search for and tap a contact.
4. After participants join the conference, you can do any of the following:

   - To mute participants, tap ⋮ > **Mute participant**.
   - To turn on your microphone, tap ⬤.
   - To turn on your camera, tap ■
   - To start a chat in the conference, tap ▤.

Share a link to join a conference

If your organization's IT policy allows it, you can share a conference link with contacts that are not BBM Enterprise users. The contacts can join the conference using the conference URL that you share in another app (for example, email).

If users join using a link shared in another app and not through BBM Enterprise, an open padlock is displayed beside their name to indicate that their identity cannot be confirmed by BBM Enterprise, even if they are BBM Enterprise users.

1.
   In the conference window, tap 👥 > ⋮.
2. Do one of the following:
   - Tap **Share conference link**. Select an app to share the link.
   - Tap **Copy conference link**. Open an app to share the link (for example, email or text message).

Join a conference

You can join only one conference at a time on your device. If you are in a conference and try to join another on the same device, you are prompted to leave the existing conference. If you have more than one device associated

with your BBM Enterprise user account, you can join the same conference from each device, or join multiple conferences from multiple devices.

1. To join a conference, do one of the following:
   - If you received an invitation from a one-to-one chat, swipe right on the incoming call screen.
   - If you received an invitation from a group chat, tap Join. Optionally, you can tap Share to invite other participants.
   - If you received an invitation that was shared in another app, tap or click the conference link.
2. After you join the conference, you can do any of the following:
   - To turn on your microphone, tap 🎤.
   - To turn on your camera, tap 📹
   - To start a chat in the conference, tap 💬.

Remove a conference participant

To remove participants, you must be the conference creator.

1. In the conference window, tap 👥.
2. Tap **X** beside the participant that you want to remove.
3. Tap **Remove**.

When the participant is removed, they receive a notification in the conference window.

Leave a conference

If you are the conference creator and leave the conference, the conference ends for all participants.

1. In the conference window, tap 📞
2. Tap Leave.

Contacts and groups

Transferring your BBM Enterprise contacts

The BBM Enterprise app is designed to back up your contacts and profile info using your BlackBerry ID. If you switch devices or lose your device, you can transfer and restore your BBM Enterprise contact list by signing in to BBM Enterprise using your existing BlackBerry ID.

Add a BBM Enterprise contact

You can add contacts to BBM Enterprise in different ways depending on the information that you have. For example, you can type someone's contact information or scan a BBM or BBM Enterprise barcode.

When you invite someone to BBM Enterprise by entering their email address or phone number, they receive an email or a text message with a link to download BBM.

1. Tap ≡ > 👤₊ > 👤₊.
2. Select an option.
3. If necessary, enter a PIN number, phone number, or email address. Tap **Send**.

After you finish:

To cancel an invitation you sent, touch and hold the invitation. Tap 🗑 .

Change the display name of a contact

1. In **Contacts**, tap the name of a contact to open a chat with that contact.
2. Tap the name of the contact to open the contact information screen.
3. Tap ✎ .
4. Type a name for the contact.

Show your BBM Enterprise PIN or barcode

A PIN is a unique combination of numbers and letters used to identify each person in BBM Enterprise. If you don't want to share personal information, like your phone number or email address, you can share your PIN. People can add you as a BBM Enterprise contact if they know your PIN, or if you show them your BBM Enterprise barcode.

1. At the top of the screen, tap your picture or name.
2. Tap 🔲. Your PIN appears under your BBM barcode.

Verify your keys with a contact

1. In your contact profile, tap Key Verification.
2. Do one of the following:
   • To verify keys using the QR code, have the contact scan the QR code

- To verify keys using the text fingerprint, tap **Text**. Show the fingerprint to the contact or tap **Copy fingerprint** and send the fingerprint to them.

Resync keys

In certain conditions, your copy of the keys that another user uses to sign their messages and encrypt certain content in a chat with you can become out of sync. This can prevent you from starting new chats with the user or

cause messages from that user to be marked as unverified (🔒).

You or the other user can use the "Resync Keys" menu to force key synchronization immediately. You can also use the Share Passphrase menu option to force a manual key exchange.

In a chat tap ⋮ > **Resync Keys**.

Send a key exchange passphrase to a contact

When you send a passphrase to a contact, a notification is displayed in your Pending invitations. When the user enters the passphrase, a confirmation message appears in your Feeds.

1. In a chat, tap ⋮ > **Share passphrase**.
2. Do one of the following:
   - If you want to use the auto-generated passphrase, tap **Send.**
   - Type a new passphrase in the **Enter passphrase** field. Tap **Send**.

Cancel a key exchange

After you send a key exchange you can cancel the request or update the passphrase.

1. Tap .≡
2. Tap **Invites**
3. In the **Key Exchanges** section, tap the name of the contact.
4. Do one of the following:
   - To update the passphrase, tap **Share new passphrase**. Use the suggested passphrase or type a new one. Tap **Send**.
   -
     To cancel the request, tap 🗑.

Delete a contact

If you delete a BBM Enterprise contact, you are removed from that person's contact list as well.

1. Tap ≡ > 👤.
2. Touch and hold a name.
3. Tap 🗑.

Search for coworkers who use BBM Enterprise

You can search for other coworkers that use BBM Enterprise, and add coworkers to your BBM Enterprise contacts.

If your administrator has enabled trusted cross-organization contact lookup, you can search for contacts in other organizations that your organization is connected to.

1. Tap $\mathcal{Q}$.
2. Type a coworker's name, phone number, title, email address, or other work info (if permitted by your administrator).
3. When names appear, tap a coworker's name to start a chat.

I can't add a BBM or BBM Enterprise contact

1. If you invited someone to BBM Enterprise but can't start a chat with the person, try any of the following:
   - To check if the contact recently changed names, tap ↻.
   - Check that the email address, phone number, or PIN in your invitation matches the person's current information.
   - Check if you blocked this person.
2. If the person doesn't have BBM or BBM Enterprise, you might have to wait for them to download and set up BBM or BBM Enterprise. Contact the person to verify before you invite them again.
3. If the person's device is turned off or if the person blocks you, your invitation might continue to appear in your Sent list. To view your pending invitations, tap ≡ > 👤.

Organize your contacts

If you have many contacts, you can organize them into categories. For example, you can create a category for coworkers, or your family.

1. On the **Contacts** screen, touch and hold a name.
2. Tap **Move Contact**.
3. Tap a category, or tap + to create a category.

After you finish: To delete a category, move the contacts out of it first. Then, touch and hold the category name and tap 🗑.

View someone's BBM Enterprise profile

You can view contact details in someone's BBM Enterprise profile.

1. On the contacts screen, touch and hold a name.
2. Tap **User Profile**.

Tip: If you have a few contacts with similar names, you can type a new name for the contact on this screen.

Frequently asked questions

Is there a maximum file size for attachments?

Yes. The maximum size for files shared in BBM Enterprise is 128 megabytes (MB).

How do I know which chats are protected?

All chats with other BBM Enterprise or BBM Protected users are protected with an extra layer of encryption and security. Additionally, your administrator can turn on the Protected Plus feature, so all your chats are protected, even if you're chatting with a contact that's using BBM.

If a chat is protected, **Protected. Enter a Message** appears in the message field at the bottom of the screen before you start typing a message, and text you type appears in blue before you send it.

To check if your administrator turned on the Protected Plus feature, tap ☰ > ⚙ > **Enterprise Policies**, and check if **Protected Plus** is listed under **Features Turned On**.

How do I know which video and voice chats are protected?

If your company subscribes to the BBM Enterprise voice service, all voice and video chats to other BBM Enterprise or BBM Protected users are protected. Additionally, if your administrator turns on the Protected Plus feature, all outgoing calls are protected, even if you call a contact that's using BBM. Incoming calls from BBM users are not protected.

Your administrator can turn off protected video chatting. To check if your administrator turned off protected calling, tap ☰ > ⚙ > **Enterprise Policies**, and check if **BBM Protected Calling** is listed under **Features Turned Off**.

If your voice or video chat is protected, the 🔒 icon appears on the call screen. If your voice or video chat is not protected, the 🔓 icon appears on the call screen, and your device will vibrate briefly.

Where are some of my group chats?

Enhanced group chats are not supported in BBM Enterprise version 1.2. Group chats that included events and tasks from BBM Protected or BBM Enterprise version 1.0 are not available after upgrading to BBM Enterprise version 1.1 or later. Your messages, calendar events, and tasks from your group chats are deleted.

You can start a new group chat with up to 250 participants in BBM Enterprise version 1.1 or later.

What is the difference between BBM Protected and BBM Enterprise?

Formerly, BBM Protected was an added feature of BBM that provided enhanced security and encryption to BBM chats. Now, the protected chat experience is available in the BBM Enterprise app.

If you're a current BBM Protected user on BBM, switching to the BBM Enterprise app is easy: simply download the BBM Enterprise app on your device and sign in using your existing BlackBerry ID. All your BBM contacts are added in BBM Enterprise automatically.

With BBM Enterprise, you can chat with colleagues that use BBM Enterprise, or with friends and family that use BBM.

If you don't switch to the BBM Enterprise app, and you upgrade to a new version of BBM, your chats will no longer be secured and encrypted by BBM Protected.

What sounds can I set for BBM Enterprise?

BBM Enterprise uses the current sound settings for your device. You can change the volume to adjust how loud the classic BBM tone plays. In BBM Enterprise, you can customize your notifications by doing the following:

Tap ☰ > ⚙ > **Tone**.

After you finish:

If you don't hear a sound or vibration when receiving a ping, check your sound settings.

Where are my stickers, subscriptions, and channels?

As BBM Enterprise continues to evolve into a secure messaging and collaboration app, some features are available only in the original BBM app. When you switch from BBM to BBM Enterprise, you no longer have access to stickers, subscriptions, or BBM channels.

Why do I see a message that this conversation can only be accessed from this device?

You will see this message when the person that you are chatting with is using a non-enterprise version of BBM or is using BBM Protected. You can access this chat only on the device that you designated as your primary device. Also note the following restrictions:

· These chats cannot be restored.
· Feature updates and improvements cannot be applied to these chats.

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