



BBM Enterprise for iOS

User Guide

1.15

Contents

About BBM Enterprise.....	5
BBM icons.....	5
Setting up BBM Enterprise for use in your organization.....	7
Set up BBM Enterprise.....	7
My organization uses Enterprise Identity management.....	7
Create a BlackBerry ID.....	7
Verify your BlackBerry ID.....	7
Download BBM Enterprise.....	7
Sign in to BBM Enterprise.....	8
My organization uses BlackBerry UEM management.....	8
Download BBM Enterprise.....	8
Sign in to BBM Enterprise.....	8
Existing BBM Protected users: switching to BBM Enterprise.....	8
Download BBM Enterprise.....	9
Switch from BBM Protected to BBM Enterprise.....	9
Migrate from Enterprise ID management to BlackBerry UEM management.....	9
Accessing BBM Enterprise from more than one device.....	10
Adding another device to your BBM Enterprise account.....	10
Set a primary device for your BBM Enterprise account.....	10
Remove a device from your BBM Enterprise account.....	11
Managing your BlackBerry ID.....	11
View or edit your BlackBerry ID.....	11
How do I reset my BBM Enterprise password or BlackBerry ID password?.....	11
I can't reset my password.....	12
Change your BBM Enterprise status or profile.....	12
Set a custom status.....	12
Chats.....	13
Start a chat.....	13
Add a picture or file to a chat.....	13
Forward a message.....	14
Record a voice note.....	14
Add a message to favorites.....	14
Send a timed message or picture.....	15
Copy or email a chat.....	15
Pin a chat.....	15
Retract or delete a message or chat.....	15
Retract all messages in a chat.....	15
Edit a message.....	16
Clear a chat.....	16
Hide a chat.....	16
Start a BBM Enterprise group chat.....	16
Start a group chat.....	16
Add more people to the group chat.....	17

Assign administrator privileges to a group chat participant.....	17
Add a profile picture to a group chat.....	17
Add a picture or file to a group chat.....	17
Change the group chat subject.....	17
Mention a participant in a group chat.....	18
Remove a participant from a group chat.....	18
Designate a group chat as high priority.....	18
Add a chat shortcut to your home screen.....	18

What is BBM Enterprise conferencing?..... 19

Start a new conference.....	19
Share a link to join a conference.....	19
Join a conference.....	20
Remove a participant.....	20
Leave a conference.....	20

Contacts and groups..... 21

Transferring your BBM Enterprise contacts.....	21
Add a BBM Enterprise contact.....	21
Change the display name of a contact.....	21
Verify your keys with a contact manually.....	22
Resync keys.....	22
Send a key exchange passphrase to a contact.....	22
Cancel a key exchange.....	22
Delete a contact.....	23
Search for coworkers who use BBM Enterprise.....	23
I can't add a BBM or BBM Enterprise contact.....	23
Organize your contacts.....	24
View someone's BBM Enterprise profile.....	24

Frequently asked questions..... 25

concept-2.....	25
How do I know which chats are protected?.....	25
How do I know which video and voice chats are protected?.....	25
Where are some of my group chats?.....	25
What is the difference between BBM Protected and BBM Enterprise?.....	26
What sounds can I set for BBM Enterprise?.....	26
Where are my stickers, subscriptions, and channels?.....	26
Why do I see a message that this conversation can only be accessed from this device?.....	26

Legal notice..... 27

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
	Busy status icon
	The voice or video chat is protected
	The voice or video chat is not protected

Icon	Description
	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 a picture. 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 in the device Settings.

3. Tap one or more pictures > **Done**.

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 .

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 **Record** and record your voice note.
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 one-to-one or group chat, tap .
2. Tap the contact or chat name at the top of the screen.
3. Tap one of the following:
 - Copy Chat
 - Email Chat
4. Tap **Copy Chat** or **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 Invitation Policy 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)**

For more information about the invitation policies, tap **Which policy should I use?**

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**.

Designate a group chat as high priority

1. Tap the chat name.
2. To enable priority notifications in the group chat, tap the button beside **Priority Notifications**.
3. At the top of the chat screen, tap .
4. Tap **Priority**.
5. To remove the high priority designation, tap  and then **Remove Priority**.

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. If the task requires four or more prerequisites, create a separate Prerequisites topic.

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.

Note: (Optional) Provide a note or tip.

What is BBM Enterprise conferencing?

BBM Enterprise conferencing allows users to start and share audio and video conferences with up to 15 participants. Users can start conference 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 allow 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 user'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.

Before you begin:

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 and choose whether to join using the BBM Enterprise app or in a browser.
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 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 web 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.



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.



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 manually

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 using a secure means.

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.

1. In a chat tap  > Resync Keys.
2. Step
 - Choice
 - Choice
3. Step
 - a) Substep
 - b) Substep

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 **Sent 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 .

After you finish: (Optional) Provide a prerequisite inline here.

Delete a contact

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

1.



2. Touch and hold a name.

3.



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.

1. Tap .
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. Tap **Move Contact**.
2. 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. 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

concept-2

Paragraph

- List item
- List item

Item	Description
Text	Text
Text	Text

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.

Legal notice

©2021 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry 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 websites (collectively the "Third Party Products and Services"). BlackBerry 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 BlackBerry 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 BLACKBERRY 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 BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY 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 BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY 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 BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY 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 BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY 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 BlackBerry'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 BlackBerry'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 BlackBerry and BlackBerry 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 BlackBerry.

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

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada