



BBM Enterprise for macOS

User Guide

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What is 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.

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
	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 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 for Enterprise Identity management or BlackBerry UEM management:

Management method	Steps
Enterprise Identity management	<ol style="list-style-type: none">a. If you don't already have a BlackBerry ID, click Don't Have a BlackBerry ID? Create one and follow the instructions to create one. You will receive a confirmation email with link to verify your BlackBerry ID.b. Search for and download BBM Enterprise.c. Open BBM Enterprise.d. Click Sign in with your BlackBerry ID.e. Specify your BlackBerry ID email address and password.f. Click Sign in.g. Optionally, customize the device name and description and set this device as your primary BBM Enterprise device.h. Click Continue.
UEM management	<ol style="list-style-type: none">a. Search for and download BBM Enterprise.b. Open BBM Enterprise.c. Click Activate with BlackBerry UEM.d. Specify your username (email address) and activation password from your UEM activation email.e. Click Sign in.f. Optionally, customize the device name and description and set this device as your primary BBM Enterprise device.g. Click Continue.

Migrate from Enterprise Identity 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 UEM.

After you migrate a device to UEM, that device will become your primary device, and 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:

- Verify that you have a UEM user account.
 - Your device should have a good network 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. 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?”, tap **OK**.
 6. After your account is moved to UEM, continue to use BBM Enterprise as usual. Log in using your 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

Add another device to your BBM Enterprise account


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

1. Download BBM Enterprise on the device that you want to add and sign in.
2. Click **Start**.
3. On the first device, type the synchronization code that is displayed on the new device.
4. Click **Activate**.
5. Optionally, edit the name and description for the new device.


6. Click **Continue**.

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. Click your name to display the **My Profile** screen.
2. Tap **Devices**.
3. Click  beside the name of a device.
4. Select the **Set as primary device** checkbox.
5. Click **Save**.

Remove a device from your BBM Enterprise account

1. Click your name to display the **My Profile** screen.
2. Tap **Devices**.
3. Click  beside the name of a device that is not the primary device.
4. Click **Deactivate**.
5. Click **Save**.

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

1. At the top of the screen, click your picture or name.
2. Do any of the following:
 - To change the name that your contacts see, click your current name.
 - To change your profile picture, under your current picture, click **Edit Picture**. Select a new picture or animated GIF to use as your profile picture.
 - To change your status, in the **Status** drop-down list, select a status.

Set the default camera



You can specify the default camera will use for video chats.

1. Click **Tools > Notifications**.
2. In the **Preferred camera** drop-down list, select a camera.

Chats



Start 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, click .
2. Click a contact.
3. Click **Start Chat**.
4. Type your message.
5. To format message text, do any of the following:
 - To apply bold, type an asterisk (*) before and after the text. For example, type `*text*`.
 - To apply italics, type an underscore (_) before and after the text. For example, type `_text_`.
 - To apply an underline, type a plus sign (+) before and after the text. For example, type `+text+`.
 - To apply a strikethrough, type a tilde (~) before and after the text. For example, type `~text~`.
 - To apply no formatting to code block text, type three back quotes (``) before and after the text. For example, type ```text```.
6. To add an emoji or sticker to your message, tap .

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

Add a picture or file to a chat


1. In a chat, click .
2. Browse to and select a picture or file. Click **Open**.
3. Tap or click .

After you finish:

To view all the pictures or files in a chat, at the top of the chat screen, click **Pictures** or **Files**.

Send pictures or files

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

1. In a chat, click .
2. Browse to a file.
3. Click **Open**.

View a contact's location

You can view a contact's location in a chat when they share it from an Android or iOS device.

1. In the chat, click the location sharing notification.
2. In the browser window that opens, view the contact's location. If the contact has shared their real-time location, you can click the sharing message again to see their updated location.

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, click ▼ beside the message.
2. Click **Forward**.
3. Do one of the following:
 - Click the chat that you want to forward the message to.
 - Search for a contact that you want to forward the message to. In the search results, click the contact.
 - Search for a group that you want to forward the message to. In the search results, click the group.

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. Click 🎤 and record your voice note. If you need to pause the recording, click ||.
2. 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, click ▼ beside the message.
2. Click **Add to Favorites**.

To view your favorites, click ★.

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, click ⌚.
2. Select how many seconds you want the other person to be able to view the item for.
3. Click **OK**.
4. Click **Send**.

Copy or email a chat

You can copy and paste chats from one location to another. You can also email a chat to other users.

1. In a chat, click **⋮**.
2. Click **Copy 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. Right-click the chat that you want to pin.
2. Click **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, next to a message or picture that you sent, click **⌵**.
2. Do one of the following:
 - To delete the message or picture from your devices only, tap **Delete**.
 - To retract the message from your contact's device, tap **Retract**.

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 a chat, click **⋮**, then click **Retract Chat**.

You can also right-click on the chat and select **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, next to a message or picture that you sent, click **⌵**.
2. Click **Edit**.
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 a chat, click **⋮**, then click **Clear Chat**.

You can also right-click on the chat and select **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 a chat, click **⋮**, then click **Hide Chat**.

You can also right-click on the chat and select **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.

You can use a broadcast group chat to send news, alerts, or announcements to users in your organization. Only chat administrators can send messages in broadcast chats and view the participant list. Participants cannot reply to, edit, retract, or add attachments to messages, but they can forward messages. In the chat list, broadcast chats are indicated by the **📢** icon. You can create broadcast chats only if the feature has been enabled by your administrator in your BBM Enterprise profile.

The group chats that you are a member of are displayed on the Groups tab in the BBM Enterprise app. You can click a group chat in the list to view information about the chat (for example, the members of the group). You can open a group chat from the chats list.

Start a group chat

1. On the **Chats** tab, click **+**.
2. Do any of the following:
 - To add a contact to the group chat, click 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. Type a subject for the group chat.
4. In the **Select Group Type** list, click **∨** and select 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)**
 - **Broadcast group (only administrators can invite others and send messages)**

For more information about the group types, click **?**.

5. Click **Start Chat**.

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

Add more people to the group chat

1. In a group chat, in the top right of the screen, click **+**.
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. Click **Invite**.

Assign administrator privileges to a group chat participant

1. At the top of the chat screen, click the down arrow beside the name of the participant.
2. Select **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, click the default profile picture.
2. Click **Edit Picture**.
3. Browse to and select a picture. The supported file types are .jpeg, .png, or .gif.
4. Click **Save Picture**.

Add a picture or file to a group chat

Browse to a picture and click **Open**.

After you finish:

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

Change the group chat subject

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

1. At the top of the chat screen, click the chat subject.
2. Type a new chat subject.

Clone a group chat

If you are a group chat administrator, you can clone a group chat to create a new chat with the same participants and settings.

1. In a group chat, at the top of the chat screen, click **⋮ > Clone Group**.
2. Type a new chat subject.
3. Click **Create Group**.

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, click the participant that you want to mention. If you want to mention all chat participants, click **Everyone**.
4. Type your message.



Remove a participant from a group chat

1. At the top of the chat screen, click the down arrow beside the name of the participant.
2. Select **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. Click the check box beside **Priority Notifications**.
3. Click  to return to the chat.

Add a chat shortcut to your home screen

On Android devices, 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.

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.

Conferencing with BBM Enterprise

BBM Enterprise conferencing allows you to start and share audio and video conferences with up to 15 participants. You can start conferences from existing one-to-one chats and group chats, or you can create a new conference. After you start a conference, you can invite other BBM Enterprise contacts. If your organization's IT policy allows it, you can also 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 conference from a chat

You can start a conference from a one-to-one chat or a group chat.

1. In the chat, click .
2. Click **Start conference**. The conference window opens, and members of the chat are added as participants.
3. To invite participants who use BBM Enterprise, click . Search for and select a contact or group.
4. After participants join the conference, you can do any of the following:
 - To mute participants, click  > **Mute participant**.
 - To turn on your microphone, click .
 - To turn on your camera, click .
 - To share your screen, click .
 - To start a chat in the conference, click .

Start a new conference


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

1. Click **Chats** > **Start a new conference**.
2. To invite contacts, click **Invite**. In the **Select a contact** window, click a contact or chat, or search for and click a contact.
3. After participants join the conference, you can do any of the following:
 - To mute participants, click  > **Mute participant**.
 - To turn on your microphone, click .
 - To turn on your camera, click .
 - To share your screen, click .
 - To start a chat in the conference, click .

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, click  > ⋮.
2. Do one of the following:
 - Click **Share conference link**. An email message that contains the link opens in your default email app. Add contacts that you want to join the conference and send the email.
 - Click **Copy conference link**. The link is copied to your clipboard. Open an app to share the link, paste the link and send it to the contacts that you want to join the conference (for example, email).


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, click .
 - To turn on your camera, click .
 - To share your screen, click . If you have multiple screens, select the screen that you want share.
 - To start a chat in the conference, click .

Remove a conference participant


To remove participants, you must be the conference creator.

1. In the conference window, click .
2. Click **X** beside the participant that you want to remove.
3. Click **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, click .
2. Click **Leave**.


Contacts and groups

Transferring your BBM Enterprise contacts

BBM Enterprise 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 by typing an email address or PIN.

1. Tap .
2. Type a PIN or email address.
3. Click **Send**.


After you finish: To cancel an invitation you sent, on the **Invites** tab, click an invite. Click **Cancel Invite**.

Change the display name of a contact

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


Find your BBM Enterprise PIN

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.

1. At the top of the screen, click your picture or name.
2. Your PIN appears on the **My Profile** screen. To copy your PIN, click .

Verify your keys with a contact

Keep your contacts safe by setting up a key verification.

1. In your contact profile, click **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 click  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, click ⋮ > **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, click ⋮ > **Share passphrase**.
2. Do one of the following:
 - If you want to use the auto-generated passphrase, click **Submit**.
 - Type a new passphrase in the **Enter passphrase** field. Click **Submit**.

Cancel a key exchange

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

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



Delete a contact

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

1. On the **Contacts** tab, click a name.
2. Click 🗑️.

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. On the **Contacts** tab, in the **Search** field, type a coworker's name, title, email address, or other work info (if permitted by your administrator).
2. When names appear, click a coworker's name.
3. Do any of the following:
 - To start a chat with the coworker, click .
 - To add the coworker to your BBM Enterprise contacts, click .

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).

Why do I receive a slow network connection warning during a conference?



If you are using BBM Enterprise conferencing over a VPN connection, you might receive a slow network warning during conferences because the VPN doesn't prioritize the conference voice and video traffic over other network traffic. To resolve this issue, your administrator can configure split tunneling for BBM Enterprise so that the voice and video traffic can be routed securely over a standard network connection that bypasses the VPN. For information on how to configure network connections for BBM Enterprise, administrators can go to support.blackberry.com to read article [KB 000045300](#).

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, click  > **Policies**, and check if **BBM Enterprise video calling** or **BBM Enterprise voice calling** are 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.

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:

Click  > **Notifications**.

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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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

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