



# **BBM Enterprise for Android**

## **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 contacts. 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 <b>Tip:</b> Verify that your device is connected to a wireless network.
	Message couldn't be sent <b>Tip:</b> Touch and hold the unsent message, and tap  to resend it.
	Contact can participate in BBM Voice calls
	Shared locations
	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 can't find your activation email message, check your junk email folder.

## Set up BBM Enterprise

Your organization manages BBM Enterprise using 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. Open Google Play.
3. Search for and download BBM Enterprise.
4. Open BBM Enterprise.
5. Specify your username (email address) and activation password from your UEM activation email or scan the QR code provided in the email.
6. Tap **Sign in**.

**After you finish:** If you are signing into BBM Enterprise after you have previously activated your account, on your next sign-in, there are two new options:

- **Add this device to my BBM Enterprise account:** Select this option if you are adding this device to an already activated BBM Enterprise account.
- **Switch my BBM Enterprise account to this device only and remove all other activated devices:** Select this option if this is the only device you want to use BBM Enterprise with.

## 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
- 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. Set the device name and description. Tap **Continue**.
3. When prompted, select **Add this device to my BBM Enterprise account**.
4. On the first device that was already activated, type the synchronization code that is displayed on the new device.
5. Tap **Authorize**.

## Set a primary device for your BBM Enterprise account

You can designate one of your devices as your primary device in BBM Enterprise.




1. Tap ☰.
2. Tap **My Profile** or your profile image.
3. Tap  next to **Devices**.
4. Tap  next to the device that you want to set as your primary device.
5. Tap **Set as primary device**.
6. Tap ✓.

## Remove a device from your BBM Enterprise account

1. Tap ☰.
2. Tap **My Profile** or your profile picture to display your profile screen.
3. Tap  next to **Devices**.
4. Tap  next to the device that you want to remove.
5. Tap .
6. Tap **Continue**.


## Change your BBM Enterprise status or profile picture

Personalize your BBM Enterprise profile by changing your status or picture. Your first and last name is set by your administrator and can only be edited if permitted by your organization's policy.

1. Tap ☰.
2. Tap your picture or name.
3. Do any of the following:
  - To change your profile picture, tap your current picture. Tap . Select from a picture or animated GIF in your gallery or a sample picture. Alternatively, tap  to take a new profile picture using your device's camera.
  - To change your status, in the **Status** row, tap  and select a status.


### Set a custom status

1. Tap ☰.

2. Tap your profile picture to open your profile screen.
3. Tap  next to **Status**.
4. Tap **Custom Status** and type in a status.
5. Tap **Ok**.

## Switch the BBM Enterprise display theme

Switch the BBM Enterprise display to a light or dark theme.

1. Tap  > **Settings**.
2. Tap **General**.
3. Tap **Choose Theme**.
4. Select from light, dark, or system default theme.





# Chats in BBM Enterprise

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




## Start a chat in BBM Enterprise

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 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```.
5. To add an emoji to your message, tap or click .

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

### Add a picture or file to a chat

1. In a chat, do one of the following:
  - Tap . Browse to and select one or more pictures. Tap **Done**.
  - Tap  > **Camera**. Take a picture.
  - Tap . Browse to and select a file.
2. If you are sending a picture, 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.

To upload GIFs with animation, you must use HD Quality as the default setting. If you select Average or Low quality, animated GIFs that you add to the chat will be displayed as static images on the recipient's device.



To save your selection as the default setting, tap the **Save this preference into my settings** check box.

3. Tap .

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



## Send a video in a chat

1. In a chat, tap .
2. Tap **Video**.
3. Record your video.
4. Tap .

## Share your location


You 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. Tap  at the bottom of the screen.
2. Do one of the following:
  - To share your static location, tap **Share my location**.
  - To share your real-time location, tap **Share my real-time location**.
3. Specify how long your location can be shared. Tap **OK**.  
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 **Update**, 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  to expand the list and 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.




## Quote a message

If you want to reply to a specific message, you can quote a message to begin a message thread.


To quote a message, simply swipe right on the message that you want to reply to, write a response, and send the message.


## Record a voice note

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

1. In a chat, tap . Tap and hold  while you record your voice note.
2. When you are done, tap .

## 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 from the recipient in the chat until they 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

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

1. In a chat, tap  > **More**.
2. 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. Tap .

## Retract or delete a message



If you didn't mean to send a message, you can retract it. When you retract a message, it no longer appears on your device or the recipient's device. If you want to remove the messages from your device only, you can delete it. When you delete a message, it still appears on the recipient's device.

Do one of the following:

- To retract a message, swipe left on the message and tap . Tap **Retract**.
- To retract or delete a message or picture, in a chat, tap and hold the message or picture and do one of the following:
  - To delete the message or picture, tap .
  - To retract the message, tap .

### Retract all messages in a chat

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

1. In the chat, tap  >  **Manage**.
2. 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 that you can easily make your changes and resend it.

1. In a chat, touch and hold a message you sent.
2. Tap **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.

1. In the chat, tap  >  **Manage**.
2. 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 a chat, tap  > **Manage** > **Hide Chat**.


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

# 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.

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.

## 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 user to add to the group chat, in the **Search contacts** field, type a user'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).**
  - **Broadcast group (only administrators can invite others and send messages).**

When you select a group type, a description of the invitation policy is displayed.


6. Tap .

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

## Add more people to the group chat

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



## Assign administrator privileges to a group chat participant

1. At the top of the chat screen, tap the chat name.
2. Tap .
3. Tap the contact you want to add as an administrator, and 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. Select a group chat.

2. Tap the name of the group chat at the top of the screen.
3. Tap the group photo, or tap .
4. Tap . Do one of the following:
  - 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.
5. Tap **Save**.


### Add a picture or file to a group chat

1. In a group chat, tap .
2. Select a picture to send from your gallery.

**After you finish:** 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. Tap  next to the group chat subject.
3. 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, tap the name of the group at the top of the screen.
2. Tap  **Clone Group**.
3. Type a new chat subject.
4. Tap **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, tap the participant that you want to mention. If you want to mention all chat participants, tap **Everyone**.
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 .
3. Press the name of the participant you want to remove and 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. Click the check box beside **Priority Notifications**.
3. At the top of the chat screen, tap .
4. Tap **Manage > Priority**.
5. 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 25 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 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 a chat, tap .
2. Tap **Start conference**. The conference window opens and members of the chat are added as participants.
3. To invite participants who use BBM Enterprise, tap  > . Search for and select a contact or group.
4. After participants join the conference, you can do any of the following:
  - To mute participants, tap  > **Mute participant**.
  - To turn on or mute your microphone, tap .
  - To turn on or turn off your camera, tap .
  - To start a chat in the conference, tap .

## Start a new conference

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





1. Tap  > **Start conference**.
2. To invite contacts, tap  > . Do one of the following:
  - To invite contacts from your existing BBM Enterprise contacts, tap **Contacts** and select a contact from the list or search for a contact.
  - To invite a group, tap **Groups** and select a group.
  - To invite members of a chat, tap **Chats** and select a chat.
  -
3. 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  to copy the conference link.
  - Tap . Open an app to share the link (for example, email or text message).
3. If you want users to authenticate by using a code to join your conference, enable **Require access code to join**. Tap  to copy the code and share it with participants.



## 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. If the conference host requires an access code, enter the correct code then tap or click **Join**.
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  beside the participant you want to remove.
3. Tap **Remove Participant**.

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**.

# Managing contacts and groups in BBM Enterprise



You can manage all of your contacts and groups within BBM Enterprise. You can add, remove, transfer, and search for your contacts and groups, set up a key verification, and send key exchange passphrases to your contacts.


BBM Enterprise allows you to identify contacts securely using a pin or barcode and to verify your keys using a barcode or a text fingerprint.

## 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 Enterprise barcode.

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

1. Tap  >  **Invites** > **Add Contact**.
2. Select an option.
3. If necessary, enter a PIN number, phone number, or email address. Tap **Send**.
4. Click **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.
2. Tap the name of the contact to open the contact information screen.
3. Tap **Settings**.
4. Tap  next to the contact's name.
5. Type a name for the contact.
6. Tap **Done**.


## 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. Tap .
2. Tap . Your PIN appears under your BBM barcode.

## Verify your keys with a contact

Keep your contacts safe by setting up a key verification.

1. Tap  and tap your profile photo.
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 (🔒).

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


## Delete a contact

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

1. Tap  to access the contacts screen and touch and hold a name.
2. Tap .
3. Tap **Delete**.


## Search for BBM Enterprise users


You can search for BBM Enterprise users in your organization to add to your 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 .
2. Type a user's name, phone number, title, email address, or other work info (if permitted by your administrator).
3. When names appear, tap a user's name to start a chat.

## 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 .
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 a user's BBM Enterprise profile

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

1. On the contacts screen, tap and hold a contact.
2. Tap .

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