BBM Enterprise for macOS

User Guide

Contents

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
D	Message has been delivered
R	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 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. If you do not have BBM Enterprise on your macOS or Windows device, download and install it from the BBM Enterprise page on the BlackBerry website.
3. Open BBM Enterprise.
4. Specify your username (email address) and activation password from your UEM activation email or scan the QR code provided in the email.
5. Click **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. Enter the credentials or scan the QR code from the activation email provided by your administrator or UEM Self-Service.
3. Set the device name and description. Click **Continue**.
4. When prompted, select **Add this device to my BBM Enterprise account.**
5. On the first device that was already activated, type the synchronization code that is displayed on the new device.
6. Click **Activate**.

Set a primary device for your BBM Enterprise account

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

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

Remove a device from your BBM Enterprise account

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

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

Set the default camera, microphone and speaker

You can specify the default camera, microphone, and speaker that your device uses for video conferencing.

1. Click ✿ > **Voice & Video**.
2. Select your preferred camera, microphone or speaker from the drop-down lists.

Chats

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, 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 to your message, tap or click ☻.

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. Click ➤.

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

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, click ⋯.
2. Click **Copy Chat**.

Save a chat (Windows and macOS)

In a chat, click ⋯ , then click **Save 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, click **Delete**.
   • To retract the message from your contact's device, click **Retract**.

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.

Do one of the following:

• In a chat, click ⋯, then click **Retract Chat**.
• Right-click on a chat from the chat list 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 that 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.

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** tab, click 🗨.
2. Do any of the following:
   - To add a contact to the group chat, click a contact.
   - To search for a user to add to the group chat, in the **Search contacts** field, type a user'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, 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. Click **Invite**.

Assign administrator privileges to a group chat participant

1. Click 👥 to access the list of group chat participants.

2. Right click the participant you want to add as an administrator and click **Member** > **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.
Click ✏️ next to the name of a group chat.
2. Click the profile picture of the group chat.
3. Browse to and select a picture. The supported file types are .jpeg, .png, or .gif.
4. Click **Save Picture**.

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. Click 👥 to access the list of group chat participants.
2. Right click the participant you want to remove and click **Member** > **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.

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 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 👥 > 👤. In the 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 🔗 to copy the conference link.
   - Click ◁ to share the conference link in another app. 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**. Click ⧉ 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 group chat, click **Join**. Optionally, you can click **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, 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 ⋮ beside the participant you want to remove.
3. Click **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, click 🔴.

2. Click **Leave**.

Contacts and groups

Add a BBM Enterprise contact

1. Click 👤 > 👤₊.
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**, click the name of a contact to open a chat.
2. Click the name of the contact to open the contact information screen.
3. Click ✏ next to the contact's name.
4. Type a name for the contact.
5. Press Enter on your keyboard to save the new contact name.

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 (🔒).

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**.
    · In the **Enter passphrase** field, type a new passphrase. 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 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. On the **Contacts** tab, in the **Search** field, type a user's name, title, email address, or other work info (if permitted by your administrator).
2. When names appear, click a user's name.
3. Do any of the following:

    · To start a chat with the user, click 💬.
    · To add the user 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.

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**.

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