



# **BlackBerry Connect for iOS**

## **User Guide**

3.16



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# What is BlackBerry Connect?

BlackBerry Connect is a secure, mobile, instant messaging application that is built on BlackBerry Dynamics. It has similar features to consumer instant messaging apps but, instead of connecting to consumer services like Yahoo! Messenger, BlackBerry Connect connects to an organization's instant messaging server, Skype for Business or Cisco Unified Communications Manager for IM and Presence, by communicating through a BlackBerry Enterprise Mobility Server.

BlackBerry Connect provides the following features:

Feature	Description
Reach contacts	See mobile presence and then reach contacts using the best way, whether by phone, text message, instant message, or email.
Share files	Send and receive files in one-to-one chats.
Create and participate in group discussions	Create and participate in topic-based group discussions. Be notified of messages posted to the group discussions you participate in. Leave group discussions and return at a later date. Group discussion messages are persistent, and participants can view all of the messages posted even before users join the group discussion.

# Installing and activating the BlackBerry Connect app

Before you can begin using BlackBerry Connect, you must activate it. The steps you take to install BlackBerry Connect depend on how you will be activating it. The following options are available for activating the BlackBerry Connect app:

- [Install BlackBerry Connect and activate when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated on the device](#): Choose this option if you have activated the BlackBerry UEM Client on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps or if you already activated another BlackBerry Dynamics app on your device. This option appears in BlackBerry Connect only if all of these conditions are met. If you do not see this option when you open BlackBerry Connect, you must set up BlackBerry Connect using an access key, activation password, or QR code.
- [Install BlackBerry Connect and activate it using an access key, activation password, or QR code](#): Choose this option if you have not installed the BlackBerry UEM Client on your device and your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, you do not have another BlackBerry Dynamics app already activated on your device, or you choose to activate the app using an access key, activation password, or QR code.

## Install BlackBerry Connect and activate using an access key, activation password, or QR code

Complete this task if you have not installed the BlackBerry UEM Client on your device and your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, you do not have another BlackBerry Dynamics app already activated on your device, or you choose to activate the app using an access key, activation password, or QR code.

To get the activation credentials, choose one of the following options:

- Request an access key, activation password, or QR code from your administrator. Your administrator will send you an email with the activation details.
- Generate an access key, activation password, and QR code from your organization's self-service portal. If you do not know how to access your self-service portal, contact your administrator.

**Note:** If allowed by your organization, you can activate BlackBerry Connect using Easy Activation. An Easy Activation key, when permitted, is supplied by another BlackBerry Dynamics app, like BlackBerry Access or BlackBerry Work, as long as these apps are already installed and activated on your device. If available, you can activate BlackBerry Connect using the container password for the activation app.

1. Request the activation credentials from your administrator or generate your own from your organization's self-service portal.
2. After you receive the email message with the activation credentials or have generated your own in the self-service portal, download and install BlackBerry Connect from the App Store.
3. Tap **Connect**.
4. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Agree**.
5. Complete one of the following tasks:

Activation method	Steps
Access key*	<ol style="list-style-type: none"> <li>a. Tap <b>Enter credentials</b>.</li> <li>b. In the <b>Email Address</b> field, type the email address located in the activation email message that you received from your administrator or type your work email address if you generated your own access key.</li> <li>c. In the <b>Activation password</b> field, enter the access key, without hyphens, that is in your activation email message that you received from your administrator or enter the access key that you generated in the BlackBerry UEM Self-Service. The access key is not case sensitive.</li> <li>d. Tap <b>OK</b>.</li> </ol>
Activation password*	<ol style="list-style-type: none"> <li>a. Tap <b>Enter credentials</b>.</li> <li>b. In the <b>Email Address</b> field, type the email address that is in the activation email message that you received from your administrator or type your work email address if you generated your own activation password.</li> <li>c. In the <b>Activation password</b> field, enter the activation password that is in your activation email message that you received from your administrator or enter the activation password that you generated in the BlackBerry UEM Self-Service.</li> <li>d. Tap <b>OK</b>.</li> </ol>
QR code	<ol style="list-style-type: none"> <li>a. Tap <b>Scan QR code</b>.</li> <li>b. Tap <b>OK</b> to give BlackBerry Connect access the camera.</li> <li>c. Scan the QR code in the activation email that you received in the activation email from your administrator or that you generated in the BlackBerry UEM Self-Service.</li> </ol>

\* Optionally, you can tap **Advanced Settings** and enter your email address, access key or activation password, and the BlackBerry UEM address.

6. If prompted, create and confirm a password for BlackBerry Connect. If your device is equipped with Touch ID, you can turn on this option to use instead of the password, except on initial startup.
7. If prompted, allow the BlackBerry Connect app to use your location history to establish trusted locations.
8. If you are in a Cisco Unified Communications Manager for IM and Presence environment, enter your Cisco Jabber sign-in ID and network password and click **Access**. You must enter these credentials if you sign out and sign in to BlackBerry Connect.
9. If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition. Tap **OK**.
10. Tap the BlackBerry Dynamics Launcher in the lower-right of the screen to start using BlackBerry Connect.

## Install and activate BlackBerry Connect when the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated

If you have installed and activated the BlackBerry UEM Client app on your device and your administrator has allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps or you have an existing

BlackBerry Dynamics app already activated on your device, you do not have to use access keys or QR code to activate BlackBerry Connect or any other BlackBerry Dynamics app that you want to install.

1. If the app was not automatically pushed to your device by your administrator, open your Work Apps app and install the BlackBerry Connect app. If you do not see the BlackBerry Connect app in your Work Apps app, contact your administrator to make the app available to you.

**Note:** If your administrator did not make the app available to you, you can download and install the BlackBerry Connect app from the App Store. However, the application will not activate.

2. On your device, tap **Connect**.
3. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Agree**.
4. Tap **Allow** to allow BlackBerry Connect to send notifications.
5. Tap **Set up using <BlackBerry UEM Client or BlackBerry Dynamics app that is installed and activated on the device>**.
6. Enter your password for the BlackBerry UEM Client or BlackBerry Dynamics app that is installed and activated on the device.
7. If you are in a Cisco Unified Communications Manager for IM and Presence environment, enter your Cisco Jabber sign-in ID and network password and click **Access**. You must enter these credentials if you sign out and sign in to BlackBerry Connect.

## Configure a third-party identity provider for activating BlackBerry Dynamics apps on a device

You can configure a third-party identity provider so that users can sign-in with their directory credentials to activate BlackBerry Dynamics apps on a device. They can also use it to unlock an app or reset their BlackBerry Dynamics app password.

**Before you begin:** To configure this feature, you need the following:

- BlackBerry Dynamics apps compiled with a supported version of the BlackBerry Dynamics SDK.
- BlackBerry Enterprise Identity is enabled.

1. Configure your organization's third-party identity provider to work with BlackBerry Enterprise Identity.
  - For information about configuring Okta and BlackBerry Enterprise Identity, see the [BlackBerry Enterprise Identity Administration Guide](#). Ensure that the Microsoft Active Directory that your organization's Okta instance uses is also configured in BlackBerry UEM through **Settings > External Integration > Company Directory**.
  - For information about configuring PingFederate and BlackBerry Enterprise Identity, see the [BlackBerry Enterprise Identity Administration Guide](#).
2. Do one of the following:
  - If you are using PingFederate or Okta, enable **Dynamics Activation via Enterprise IDP** as an OpenID Connect app.
  - If you are using Active Directory as the identity provider, add the **Dynamics Active Directory Activation** as an OpenID Connect app.

For more information, see the [BlackBerry Enterprise Identity Administration Guide](#).

3. In BlackBerry UEM, set up your organization's identity provider. For more information, see the BlackBerry Enterprise Identity Administration Guide [PingFederate](#) and [Okta](#) instructions.



4. In BlackBerry UEM, create a BlackBerry Enterprise Identity Authentication policy. Ensure you select **Manage service exceptions**, and add the **Dynamics Activation via Enterprise IDP** service. For more information, see the [BlackBerry Enterprise Identity Administration Guide](#).
5. Assign the BlackBerry Enterprise Identity Authentication policy to users. For more information, see the [BlackBerry Enterprise Identity Administration Guide](#).

**After you finish:**

- During the activation process, users need to select the **Sign in with your organization if instructed by your administrator** option and sign in using your organization's identity provider.
- For more information, [see the UEM Client for Android User Guide](#).

### **Unlock a BlackBerry Dynamics app using a third-party identity provider**

If one of your BlackBerry Dynamics apps, such as BlackBerry Work, has been locked, you can use your organization's identity provider to unlock the app. Note that your organization's administrator has to enable this feature before you can use it.

1. On the **Application Remote locked** screen on the device, tap **Unlock**.
2. On the **Application Unlock** screen, tap **Sign in**.
3. Enter the email address that you use to sign in to your organization's identity provider and tap **Next**.
4. Enter the username that you use to sign in to your organization's identity provider and tap **Next**.
5. Enter the password that you use to sign in to your organization's identity provider and tap **Sign in**.
6. After the BlackBerry Dynamics app activates, enter and confirm a new password.

### **Activate a BlackBerry Dynamics app after a device restore using a third-party identity provider**

After you have restored your device from a backup, you can log in to the device with your organization's third-party identity provider (for example, Okta or Ping Identity) credentials and activate BlackBerry Dynamics apps.

1. On the **Application Unlock** screen, tap **Sign in**.
2. Enter the email address that you use to sign in to your organization's identity provider and tap **Next**.
3. Enter the username that you use to sign in to your organization's identity provider and tap **Next**.
4. Enter the password that you use to sign in to your organization's identity provider and tap **Sign in**.
5. After the BlackBerry Dynamics app activates, enter and confirm a new password.

### **Reset your BlackBerry Dynamics app password using a third-party identity provider**

If you have forgotten the password for your BlackBerry Dynamics app, you can use your organization's third-party identity provider to set a new password.

1. When you are logging in to the app, on the password screen, tap **Forgot password**.
2. Tap **Sign in**.
3. Enter the email address that you use to sign in to your organization's identity provider and tap **Next**.
4. Enter the username that you use to sign in to your organization's identity provider and tap **Next**.
5. Enter the password that you use to sign in to your organization's identity provider and tap **Sign in**.
6. After the BlackBerry Dynamics app activates, enter and confirm a new password.

## **Log in to BlackBerry Connect**

**Before you begin:** Verify that the BlackBerry Connect app is installed and activated on the device.

1. On the device open the BlackBerry Connect app.
2. Depending on the instant messaging server in your environment, complete one of the following tasks
  - a) Skype for Business: If prompted, enter your user password.
  - b) Cisco Unified Communications Manager and IM and Presence servers: In the **Username** field, enter your username. The username must be in the following format: <userID>@<Domain>.com. In the **Password** field enter your password.
3. Tap the **Go** button.

## Manage BlackBerry Dynamics apps


If your device is enabled for BlackBerry Dynamics and you have BlackBerry Connect installed on your device, you can use BlackBerry UEM Self-Service to manage the apps. To unlock the BlackBerry Connect app using a QR code, BlackBerry Connect 3.2 or later is required.




1. In BlackBerry UEM Self-Service, select your device.
2. Click the **APPS** tab.
3. Click an app icon and complete one of the following tasks:





Task	Description	Steps
Lock an app	When you or your administrator locks an app, you prevent anyone from opening it.	<ol style="list-style-type: none"> <li>a. Click <b>Lock app</b>.</li> <li>b. Click <b>Lock</b>.</li> </ol>
Unlock an app	Apps can become locked for different reasons, including authentication or compliance issues. Also, you or your administrator can lock an app. To unlock an app you need to use an unlock key or QR code.	<ol style="list-style-type: none"> <li>a. Click <b>Unlock app</b>. An unlock key, QR code icon, and expiration is displayed.</li> <li>b. Optionally, tap the QR code.</li> <li>c. On your device, open the app and complete one of the following tasks:           <ul style="list-style-type: none"> <li>• Type the unlock key.</li> <li>• Tap <b>Scan QR code</b>, tap <b>Allow</b> to allow permissions, and scan the QR code.</li> </ul> </li> <li>d. Click <b>Close</b>.</li> </ol>
Delete app data	When you delete app data, you remove all data stored by the app but the app is not deleted. You will need to reactivate the app using an access key.	<ol style="list-style-type: none"> <li>a. Click <b>Delete app data</b>.</li> <li>b. Click <b>Delete</b>.</li> </ol>

# Use the BlackBerry Dynamics Launcher

The BlackBerry Dynamics Launcher allows you to easily navigate to all of your business tools and apps with just a couple of taps.

1. To open the BlackBerry Dynamics Launcher, tap .
2. Perform any of the following tasks:

Task	Steps
Open an app listed in the Launcher.	Tap the icon for the app that you want to open. Your options vary depending on the apps that you have installed. If you have more icons than can be displayed in the Launcher window, use the Search feature to find the app icon that you want to use.
Rearrange app icons in the Launcher.	<p>Press and slide the icons in the Launcher to reorder them. If you have more icons than can be displayed in the Launcher window, search for the app icon that you want to reorder. Tap <b>Done</b> to save your arrangement.</p> <p>On iPhone devices, you can press and slide icons to move them to a favorites bar. Icons that have been added to the favorites bar, stay visible while you scroll through the other icons in the Launcher. You can add up to four or five icons to the favorites bar, depending on the size of the screen. To remove an icon, press and drag it out of the favorites bar.</p>
Open a non-BlackBerry Dynamics app or web clip listed in the Launcher.	<p>If the BlackBerry UEM Client is installed on your device, your administrator can add app shortcuts for non-BlackBerry Dynamics apps and web clips in your Launcher. When you click an app shortcut, your browser opens the non-BlackBerry Dynamics app or opens the browser to the URL location specified by your administrator. The app shortcut can open in your BlackBerry Access browser or you may be prompted to choose which browser to use (BlackBerry Access or a native browser).</p> <p>Requires admin permission and the UEM Client.</p>
Search for an app or web clip on an iOS device.	<p>Tap .</p> <p>Launcher icons are searched and listed by first letter. Click on an icon to launch the app or clip.</p>
Scan a QR code.	Tap  . QR codes cannot be larger than 2078 bytes and must not contain any non-keyboard characters.
Open the BlackBerry Dynamics app Settings.	Tap  .

Task	Steps
Open the Quick Create menu.	<ol style="list-style-type: none"> <li>a. Tap .</li> <li>b. Tap an option to quickly create email, contacts, notes, tasks, and calendar events.</li> </ol>
Open the BlackBerry UEM App Catalog.	<p>Tap <b>Apps</b>. This option is only available if your device is managed by BlackBerry UEM.</p> <p>When there are new or updated apps available, the Apps icon displays a blue circle icon on the Apps icon in the BlackBerry Dynamics Launcher. Your device must be activated on BlackBerry UEM version 12.9 or later.</p>
Adjust the BlackBerry Dynamics Launcher icon brightness.	Tap  and tap <b>Launcher</b> .
Close the Launcher.	Tap  .
Move the location of the BlackBerry Dynamics Launcher icon.	Tap  and slide it to place it anywhere on the screen.

# Using BlackBerry Connect

## The Contacts screen

Use this screen to manage your contacts. The current presence of a contact is indicated as follows:

- Available
- Busy
- Do Not Disturb
- Be Right Back
- Away
- Offline

You can chat, add, delete, block, or view the history of your contacts. Contacts are further organized by:

- Pinned Contacts: selected by you and typically your most frequent contacts
- Online: less frequent contacts you've added who are currently online
- Offline: less frequent contacts you've added who are currently offline

## Managing contacts

Once you build your list of contacts, you have the following options for each member:



- Chat
- Delete
- View History
- Block

**Note:** Email and voice options change dynamically as you access your contacts through different devices.

If you opt to block a contact, your status changes to offline in their app as long as the block remains in effect.

Your contact list changes to indicate the blocked contact with .

### Add contacts

1. Tap .
2. Tap .
3. Type the name of the contact you want to add to your list.
4. Tap the info icon beside the name of the contact.
5. Tap **Add Contact**.


## The Chats screen



Use this screen to conduct and track your instant messaging and group discussion exchanges. In the Chats window, you can also mark chat messages as read, clear a thread or view a contact's information and leave a discussion room or view the discussion room's information.

## Start a conversation


You can start a conversation with any online contact from the Contacts screen.

As your conversation progresses, the screen shows your comments, files, videos, and photos anchored on the right and messages, files, videos, and photos sent to you anchored on the left. These exchanges scroll up as the chat continues, with the newest comment displaying at the bottom. If your company allows editing, tap existing comments to copy and then paste into the text field to use again.

After you start a chat, you can track it on the Chats screen. For example, when you have to switch to a different app while chatting, thus interrupting the conversation. When you're ready to resume, tap  and browse the list of existing chats for the contact with whom you were chatting. The thread is listed, along with a time or date stamp as appropriate. The most recent conversation will always appear on top.



1. Tap .
2. Tap a contact from your list who is currently online.
3. Type your message and tap .




## View the chat history, delete, or block a contact

1. Tap .
2. Tap the info icon beside a contact. Choose one of the following options:
  - Tap **Chat History** to search and view the chat and group discussion history for this contact. For more information about searching chat histories, see [Search chat and group discussion histories](#).
  - Tap **Block Contact** to block this contact. Blocked contacts cannot send you messages or see your personal details.
  - Tap **Delete Contact** to delete this contact from your contact list and delete your conversation history.

## Create a group discussion

If your administrator enables the group discussion feature, you can create topic-based group discussions and search for and participate in discussions. If the feature is not enabled, the New Chat icon opens a chat window. If the group discussion feature is enabled, but your administrator disabled the "Allow users to create New Group Discussion" option, the "New Group Discussion" option is not available.



1. Tap .
2. Tap .
3. Complete one of the following tasks:

Task	Steps
Create a group discussion.	<p>The "Allow users to create New Group Discussion" policy must be enabled in your environment to complete this task.</p> <ol style="list-style-type: none"> <li>Tap <b>Create Group Discussion</b>.</li> <li>Type a name and optional description for the group discussion.</li> <li>Tap .</li> <li>On the <b>Contacts</b> tab, tap the contacts from your Contacts list that you want to invite to the group discussion.</li> <li>On the <b>All</b> tab, type a username in the search field to search for a user in your environment's Active Directory. Tap the user. Repeat this step for each user that you want to invite.</li> <li>Tap <b>Done</b>.</li> <li>Optionally, beside a member tap  to assign the member Manager permissions for the group discussion. Managers can modify the discussion information. For more information, see <a href="#">Change the group discussion information</a>.</li> <li>Click <b>Done</b>.</li> </ol>
Quick create a group discussion. <b>Note:</b> Creating group discussions using this method automatically creates a unique name for the discussion. A description is not added.	<ol style="list-style-type: none"> <li>Tap <b>New Chat</b>.</li> <li>In the <b>New Chat</b> screen, complete the following tasks to invite members to your group discussion:               <ul style="list-style-type: none"> <li>Add a contact from your Contacts list: Click  and tap the contact you want to invite.</li> <li>Add a user from your environment's Active Directory: Type the username and tap the user.</li> </ul> </li> <li>Repeat step b for each additional contact you want to invite.</li> </ol> <p>The group discussion is created when you send the first message.</p>

## Invitations to chats and group discussions

You receive notifications when you are invited to one person or multiperson chats and when you are added as a member to group discussions. The following table describes the invitation options:


Invitations	Chats	Group Discussions
Receive invitations	Choose to accept, ignore, or disregard the invitation.	Choose to join the group discussion or dismiss the invitation.  You must join or dismiss the invitation to remove it from the screen.

Invitations	Chats	Group Discussions
Accept invitations	Click  to open the chat window and chat.	Tap the notification to automatically join the group discussion, view and send messages, and see the member list.  A red badge on the Chats tab displays the total number of unread messages. In the chats list, a blue box displays the total number of unread messages from each group discussion.
Dismiss invitations	Click  to dismiss the invitation.  A red badge on the Chats tab displays the total number of unread messages. In the chats list, a blue box list the number of unread messages from each contact.	Click <b>LATER</b> to dismiss and remove the invitation from the screen. The invitation appears on the chat list as a blue invitation that you can join at a later time.
Missed invitations	The iOS system notification lists the number of missed chat and group discussion invitations received.	

## Manage group discussions

You can view the chat history or list of members for group discussions that you are part of, mute group discussion notifications, and leave a group discussion.

If you are in the group discussion window and the manager removes your membership from a group discussion, you receive the **You do not have permission to view this discussion** message, the chat window closes, and you return to the Chats list. The group discussion is also removed from the Chats list. If the room has a privacy setting of Secret, the group discussion is not returned in a search.

1. Tap .
2. Tap the info icon beside a group discussion you are following.
3. Choose one of the following options:
  - Tap **Mute this Group Discussion** to stop receiving message notifications when the BlackBerry Connect app is in the background. When the BlackBerry Connect app is in the foreground messages come in silently without audio or vibration alerts.
  - Tap **Chat History** to search and view the chat history of this group discussion for a specified day. For more information about searching chat histories, see [Search chat and group discussion histories](#).
  - Tap **Leave Group Discussion** to stop receiving message notifications for the group discussion and remove the group discussion from the chats list. You can search for the group discussion and join it at a later time.
  - View **Members** to see the member list for the group discussion.

## Multiple simultaneous chats and group discussions


You can conduct more than one chat and group discussion conversation and switch between them as needed. Tap any name or group discussion in the list to switch threads and see the latest message.





A red badge on the Chats tab displays the total number of unread messages. In the chats list, a blue box displays the total number of unread messages from each chat and group discussion.

## Change the group discussion information

Only managers of group discussions can modify the group discussion information.

1. Tap .
2. Tap the info icon beside the name of the group discussion that you have manager permissions for.
3. Complete one or more of the following actions:
  - **Name:** Change the name of the group discussion.
  - **Description:** Add, change, or remove the description of the group discussion.
  - **Members:** Add and remove managers and members. You must have a minimum of one manager for each group discussion.
  - **Disable Group Discussion:** Disable the group discussion when it is no longer required. Members are removed from the group discussion and it is removed from the chat list and doesn't appear in searches. Disabling the group discussion is permanent.
4. Click **Update**.



## Search for group discussions

1. Tap .
2. Tap .
3. Tap **Join Group Discussion**. A list of persistent chat group discussions of which you are a member and can join is displayed. If you are a member of closed and secret group discussions, they appear under the Member Of heading. Group discussions with a privacy setting of Open are listed under the Open Group Discussions heading.
4. If you have a large number of group discussions that you are a member of or can join, in the **Search Group Discussions** field, type a search term for the group discussion. The search queries both the group discussion names and descriptions.
5. A blue checkmark is added to those group discussions that you already belong to. Choose one of the following options:
  - Tap the group discussion to open it and join it automatically. Group discussions that you have joined appear on the chats list.
  - Tap the info icon beside the name of the group discussion to view the group discussion information. You can also join the group discussion from information screen.

You do not need to be a member of Open rooms to follow the group discussion. If you leave a group discussion, you stop receiving message notifications for the group discussion and it is removed from the chats list. You can follow the group discussion again at a later time.

## Send a message to the group discussion

You must join group discussions before sending messages to them. All group discussion members see messages sent to the group discussion.


1. Tap .
2. Tap a group discussion that you are a member of and following in your chat list.
3. Type your message (maximum 1000 characters) and complete one of the following actions:
  - **Send regular messages:** Tap **Send**.
  - **Send high priority messages:** Press and hold . Tap **Send as high priority**. The message appears in orange in the group discussion.

**Note:**




- If this is the first time you send a message to a group discussion, the **Did You Know** dialog box appears. Tap **Got it**.
- If a message fails to send, tap the message and tap **Resend message**.
- Messages sent to a group discussion are persistent and can't be deleted.
- The BlackBerry Connect app must be in the foreground for the vibrate function set in Settings to work.

## Pictures, videos, files, and links in chats and group discussions


### View pictures, videos, and files in a discussion group

You must join group discussions before you can view photos, videos, and files sent to the discussion group. All discussion members see the photo and video thumbnails and files icons sent to the group discussion. You can send a file, photo, or video as an attachment in an email and open it in another app. Videos and files that are not downloaded display .

**Note:** If the file sharing feature is not supported, you cannot download the images from the discussion group and the message **File sharing is not currently supported in this environment. Please contact your IT administrator.** is displayed.



1. Tap .
2. Tap the info icon beside the name of the group discussion that you want to view photos and files from.
3. On the group discussion info screen, in the **Shared** section, perform one of the following actions:
  - Tap **Files** to view a list of files sent to the discussion group.
  - Tap **Pictures/Videos** to view the photo gallery thumbnails of pictures and videos sent to the discussion group.
4. Optional, tap Sorted:<sort option> and tap Date, Name, or Size.
5. Optional, tap the  to sort the organization in ascending or descending order.
6. Tap a video to play. The video is automatically downloaded to your device. Tap the .
7. Tap a picture to view it. The picture is automatically downloaded to your device and opens for viewing.
8. Tap a file to view it. The image is automatically downloaded to your device and opens for viewing.

### Send pictures, videos, and files to a group discussion or a chat



If your administrator has enabled the camera and device photo gallery permissions, you can access the device camera, photo gallery, or both to take and send photos from the device photo gallery to the persistent chat discussion that you are a member of or to a recipient in a chat. You must join group discussions or begin a conversation before you can send photos, videos, files, or links to the discussion group or chat. If your administrator did not enable the file sharing feature, the  opens and displays only the Add Links option.

**Note:** You can add one photo, video, file, or link at a time from BlackBerry Connect. To send a picture, video, or file in a chat, you must start the conversation with a message that contains only text.

**Before you begin:** To send pictures, videos, and files in a chat, verify that you are running BlackBerry Connect 3.5 or later.

1. Tap .
2. Tap the group discussion or start a chat that you want to send a photo, file, or video in.
3. Tap .
4. Complete one of the following actions:

Task	Steps
Send a picture from your photo library.	<ol style="list-style-type: none"> <li>a. Tap <b>Photo Library</b>.</li> <li>b. Tap an album.</li> <li>c. Tap a photo or video.</li> <li>d. Tap <b>Choose</b>.</li> </ol>
Take picture or video. <b>Note:</b> By default, the maximum picture and video size that you can send to a group discussion is 20 MB.	<ol style="list-style-type: none"> <li>a. Tap <b>Take Picture or Video</b>.</li> <li>b. Complete one of the following actions:               <ul style="list-style-type: none"> <li>• To take a picture, tap <b>Photo</b>. Take a picture and tap <b>Use Photo</b> or <b>Retake</b>.</li> <li>• To take a video, tap <b>Video</b>. Take a video and tap <b>Use Video</b> or <b>Retake</b>.</li> </ul> </li> </ol>
Add a file.	<ol style="list-style-type: none"> <li>a. Tap <b>Add File</b>.</li> <li>b. If necessary, log in to BlackBerry Work.</li> <li>c. From the location folder list, tap a folder (for example, Local Docs).</li> <li>d. Tap a file.</li> <li>e. Tap <b>Attach</b>.</li> </ol>
Add a link.	<ol style="list-style-type: none"> <li>a. Tap <b>Add Link</b>.</li> <li>b. If necessary, log in to BlackBerry Work.</li> <li>c. Tap SharePoint.</li> <li>d. Tap the file you want to generate a link for.</li> <li>e. Tap <b>Attach</b>. The link is generated and you are redirected to the discussion group or chat.</li> </ol>

5. If necessary, tap  to remove the picture, video, or file. Complete step 4 to add a new photo, video, or file.
6. Optionally, enter a message.
7. Tap .

### Supported file types

When the feature is enabled by your administrator, the following file types are supported in group discussions and one-to-one chats.

- .doc, Docx
- .ppt, PPTx
- .xls, XLSX
- .sheet
- .pdf
- .rtfd
- .webarchive
- .image
- .jpeg
- .tiff

- .apple.pict
- .compuserve.gif
- .png
- .quicktime-image
- .bmp
- .camera-raw-image
- .svg-image
- .text
- .plain-text

- .utf8-plain-text
- .utf16-plain-text
- .rtf
- .html
- .xml
- .xhtml
- .htm
- .data
- .content
- .zip

#### Media files


- .3gp
  - .mp3
  - .mp4
  - .m4a
  - .m4v
  - .wav
  - .caf
  - .aac
- .adts
  - .aif
  - .aiff
  - .aifc
  - .au
  - .snd
  - .sd2
  - .mov


### Send files from BlackBerry Connect to other BlackBerry Dynamics apps

You can send only one photo, video, file or link at a time from BlackBerry Connect to another BlackBerry Dynamics app.

#### Before you begin:

- Verify that you joined the group discussion or are in a chat and downloaded the photos, videos, and files.
- Verify that the file sharing feature is enabled by your administrator.
- To send files and photos from a chat, verify that you are running BlackBerry Connect 3.5 or later.

1. Open the downloaded image that you want to send to other BlackBerry Dynamics apps.
2. Tap  and complete one of the following actions:

Task	Steps
Save a file	<ol style="list-style-type: none"> <li>a. Tap <b>Save</b>.</li> <li>b. If necessary, log in to BlackBerry Work.</li> <li>c. Tap a destination folder.</li> <li>d. Tap <b>Save</b>.</li> </ol>
Send as attachment	<ol style="list-style-type: none"> <li>a. Tap <b>Send as attachment</b>.</li> <li>b. In the email message that opens, enter the necessary information.</li> <li>c. Click .</li> </ol>

Task	Steps
Open in another app	<ol style="list-style-type: none"> <li>a. Tap <b>Open In</b>. A list of all BlackBerry Dynamics apps that a file can be sent to is displayed.</li> <li>b. Tap the app you want to open the file in.</li> <li>c. Follow the onscreen steps.</li> </ol>

**After you finish:** Optionally, to view the saved files in source options, [see the BlackBerry Work for iOS user guide](#).

## Search chat and group discussion histories

You can search chats and group discussions using single keywords, multiple keywords, strings, and a combination of these. Strings can be included in single or double-quotes. Only the chats and group discussions that include all of the search criteria are returned in the search results (for example, if you have two keywords and a string, they must all be included in the chat or group discussion for it to appear in the results list. You can include special characters in your search criteria. When you open the chat or group discussion, the search criteria is highlighted in purple.

You can

- [Search the chat and group discussion history of a contact.](#)
- [Search the chats and group discussions.](#)


### Search the chat and group discussion history of a contact

When you search the chat history of a specific user, the search includes all of the chats and group discussions that are related to that user (for example, all of your chats with the user and all group discussions that the user participated in are displayed). The user's username is specified as search keyword. If you include additional keywords in the search only the chats and group discussions that include the username and additional search criteria are displayed in the search.

1. Tap the info icon beside a username or a group discussion.
2. Tap **Chat History**.
3. Complete one of the following steps:
  - Specific user: If necessary, add additional search criteria. By default, the user's username is specified in the search field and all of the chats and group discussions that the user has participated in or the username is in the title are listed.
  - Group discussion: Enter the search criteria. The group discussion chat histories that match the search criteria are listed.
4. Tap the chat that you want to view.

### Search the chats and group discussions



When you search chats, BlackBerry Connect searches both user chat histories (that you had with a specific user) and group discussion histories that match your search criteria.

1. Tap .
2. In the **Search Chats** field, enter the search criteria that you are looking for.
3. Click the chat or group discussion that you want to view.

## Mark messages as read


You can mark all unread messages in chats or group discussions as read (for example, if you read the message on second device, but on the first device the messages are flagged as unread).

If you select to mark all messages for all chats and group discussions as read, the red badge on the Chats tab is removed when all of the messages are marked as read. If you chose to mark some chats and group discussions messages as read, the badge reflects the total number of messages that are unread. On the chats list, the blue box that lists the number of unread messages from each contact is removed when the messages are marked as read.

1. Tap .
2. Tap the .
3. Complete one of the following actions:
  - To select one or more chats or group discussions that include unread messages, tap the individual chats and group discussions.
  - To select all of the chats and group discussions, tap **Select All**.
4. Tap **Mark Read**.
5. Tap **Done**.

## Remove a group discussion from the Chats list

When you remove a group discussion from the Chats list, you also leave the group discussion and stop receiving message notifications from the group discussion. You can search for and join the group discussion at a later time.

1. Tap .
2. Left swipe the group discussion you want to remove.
3. Tap **Leave**.

## Transitioning conversations across devices

In a Microsoft Office Communications Server, Skype for Business environment, you can follow an ongoing persistent group discussion across multiple devices with BlackBerry Connect. For example, you can start a persistent group discussion from your desktop and then continue on a mobile device as you leave your home or office.

When you sign in on multiple devices, BlackBerry Connect displays an alert. You can maintain control over where current chats or conversations are directed, as well as control where future chats are directed, by following best practices. While not required, they can reduce the risk of conversations going to an unintended device.

### Transition from a desktop client to a mobile device

1. Close the conversation window on the desktop client. As an added measure, activate the screen saver or lock the machine to identify the client as inactive.
2. Sign in on the mobile device.

### Transition from a mobile device to a desktop client

1. Return to the home screen of the device so the BlackBerry Connect app is in the background. For example, if you open the BlackBerry Connect app and then switch to another app, BlackBerry Connect goes into the background.
2. Turn off the display to put the device in sleep mode.

### Transition from one mobile device to another

**Note:** When you want a conversation on Microsoft Office Communications Server to follow you from a mobile device, make sure to sign in on the desktop client and sign out from the mobile device.







1. Return to the home screen of the device so the BlackBerry Connect app is in the background. For example, if you open the BlackBerry Connect app and then switch to another app, BlackBerry Connect goes into the background.
2. Turn off the display to put the device in sleep mode.
3. Sign in on the new device.

## The Profile screen



Use this screen to manage your status and alerts. Here you can add a personal message, change your status, and sign out.

## Change your status

You can manually change your status.

1. Click .
2. Optionally, type a personal message to your contacts that is displayed with your status.
3. In the status section, select a status. Choose from:
  -  Available
  -  Busy
  -  Do Not Disturb
  -  Be Right Back
  -  Away

## Change app settings

1. In BlackBerry Connect, click  to open the BlackBerry Dynamics Launcher.
2. Click .
3. Make any necessary changes. The following settings are available:
  - About: View the software version information.
  - Change Password: Change the password for BlackBerry Connect. If you delegate authentication using another app, you receive a message to change the password in the other app.
  - Launcher: Change the opacity of the BlackBerry Dynamics Launcher icon.

- **Set 'Away' After:** Set the period of time that you can be inactive before your status changes to Away. If your administrator has not allowed you to change this setting, the time specified by the administrator and a message specifying that it can't be changed is displayed.
- **Show Avatar:** Select this option to specify whether to display a profile picture in your Contact list, search results, chat lists, and within chats.
- **Clear File Cache:** Remove the photos and files downloaded from a group discussion. By default, downloaded photos, videos, and files are reviewed daily and removed if they meet the following criteria:
  - They have not been accessed in the last 30 days.
  - The file size is greater than 30% of the available free space on the device. Photos, videos, and files are removed based on last accessed time, with the oldest first removed first.

Files that are downloading are not affected. You can download the photos, videos, and files again from the discussion group or file list.



- **In-App Sound:** Select this option to specify whether your phone will sound when a new message is received in BlackBerry Connect when the app is open in the foreground. This setting only applies when you are using the app.
- **In-App Vibrate:** Select this option to specify whether your phone will vibrate when a new message is received in BlackBerry Connect when the app is open in the foreground. This setting only applies when you are using the app.
- **Mute Notifications:** Select this option to specify whether your phone won't create a tone or vibrate and display a notification when a new message is received. This setting only applies when the app is in the background.
- **App Settings:** Select this option to manage the device settings such as notifications, badges, and permissions.
- **CylancePERSONA:** Enable this option to use your location history to establish trusted locations. This option is available when CylancePERSONA is enabled in your organization's BlackBerry UEM environment. For more information about CylancePERSONA, see the [BlackBerry Persona Overview content](#).
- **Feedback:** Send feedback, log files, and diagnostics to BlackBerry Technical Support Services.
- **Run Diagnostics:** If this feature is enabled by your administrator, you can perform a series of tests on your device and email the report or save to the Local Docs location or an Enterprise remote Docs location.
- **Send Logs to BlackBerry:** Send diagnostic log files to BlackBerry Technical Support Services.

## Change notification settings

If you open the BlackBerry Connect app and then switch to another app, BlackBerry Connect goes into the background. When a new message arrives and BlackBerry Connect is in the background, the app will send you an Apple Push Notification at the top of the screen or in an alert.

If you keep the BlackBerry Connect app in the background long enough, it logs you out. The default duration is 24 hours but your IT administrator can change this setting.

To change BlackBerry Connect notification settings, perform the following actions:

1. In BlackBerry Connect, click  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. Tap **App Settings**.
4. Tap **Notifications**.
5. Change the settings to best suit your needs.

Depending on your device or version of iOS, the following settings are available:



- **Allow Notifications:** Display notifications that alert you when a new message arrives in the Notification Center.
- **Alerts:** Specify where and how notifications are displayed on the screen. Select Lock Screen, Notification Center, or Banners. Display notifications on the lock screen that alert you when a new message arrives. Notifications also appear in the Notification Center when it is accessed from the lock screen.
- **Banner Style:** Specify where and how notifications are displayed on the screen. Select Temporary or Persistent.
- **Sounds:** Turn on or turn off audio notifications. The sound setting for the BlackBerry Connect app does not override the sound setting for the device. For example, if the sound setting is turned off on the device, turning on the sound setting in the app will not result in an audio notification when a new message arrives.
- **Badges:** Specify whether the BlackBerry Connect app icon includes a count of the number of unread messages.
- **Show Previews:** Specify whether to show instant message previews. Select Always (default), When Unlocked, or Never.
- **Notification Grouping:** Specify when and how incoming notifications are sorted. Select Automatic, By App, or Off. For example, if you select By App all incoming notifications are sorted and appear under the app name.





## Change your theme

On devices that are running iOS 13 or later, you can change the theme for BlackBerry Dynamics apps using the iPhone device settings. For instructions, see the iOS documentation. For more information about supported operating systems, see [the Mobile/Desktop OS and Enterprise Applications compatibility matrix](#).

## Contact shortcuts

If you are using an iPhone, you can left swipe on the name of a contact in the Contacts list to open the toolbar.

You can do the following:

-  View contact information
-  View chat history for this contact
-  Block contact
-  Delete contact

## 3D Touch shortcuts

On iPhone 6s, iPhone 6s Plus, iPhone 7, iPhone 7 Plus, iPhone 8, iPhone 8 Plus, iPhone X, iPhone XS, and iPhone XS Max you can use 3D Touch to access the following actions.

Location	Description
From the BlackBerry Connect app icon	<ul style="list-style-type: none"> <li>• Start a new chat</li> <li>• Search messages</li> <li>• Search contacts</li> <li>• Log out of BlackBerry Connect</li> </ul>

Location	Description
In the Chat list	One-to-one chats <ul style="list-style-type: none"> <li>• View a contact</li> <li>• View chat history</li> <li>• Call a contact</li> <li>• Email a contact</li> </ul> Group discussions <ul style="list-style-type: none"> <li>• View discussion info</li> <li>• View chat history</li> </ul>
In the Contact list	<ul style="list-style-type: none"> <li>• Preview a conversation</li> <li>• View a contact's information</li> <li>• Start a chat</li> <li>• Call a contact</li> <li>• Email a contact</li> <li>• View chat history</li> </ul>

## Supported languages



BlackBerry Connect is available in the following languages:

- English
- French
- German
- Spanish
- Dutch
- Italian
- Japanese
- Danish
- Swedish
- Brazilian Portuguese
- Simplified Chinese
- Korean

# Troubleshooting



## Generate a diagnostics report on iOS devices

If this feature is enabled by your administrator, you can generate a diagnostics report and send the results to your administrator. If also enabled by your administrator, the CC field is prepopulated with the email address or multiple addresses to also receive your diagnostic report. You can delete the prepopulated email address in the CC field before you send your report.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, tap **Run Diagnostics**.
4. Tap **Start Diagnostic**.
5. Tap **Start**.
6. When the diagnostics complete, click **Share logs** to send an email with the report details or if enabled by your administrator, save file to the Local Docs location or an Enterprise remote Docs location.



## Upload log files to BlackBerry Support

If requested by BlackBerry Support, you can upload log files to help troubleshoot an issue you are having with BlackBerry Dynamics apps.

1. In BlackBerry Connect, tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Send Logs to BlackBerry**.
4. Optionally, tap **Suspend** to pause the log file upload. Tap **Cancel** to cancel the upload or tap **Resume** to continue the upload to BlackBerry.

## Send feedback to BlackBerry


If you have feedback about the BlackBerry Dynamics app that you are using, you can send it to BlackBerry. If enabled by your administrator, the CC field is prepopulated with the email address or multiple addresses to also receive your feedback. You can delete the prepopulated email address in the CC field before you send your feedback.

1. Tap  to open the BlackBerry Dynamics Launcher.
2. Tap .
3. In the **Support** section, click **Feedback**.
4. When prompted to include Diagnostics with Feedback, tap **Skip** or **Include**.
5. In the **Comments** field, type your message. By default, the **Upload Logs** is enabled.
6. An email message with the proper recipients name, subject line, app details, and comments is prepopulated for you. Tap the **Send** icon.

# Frequently Asked Questions

## **What type of integration exists between BlackBerry Connect and BlackBerry Work?**

BlackBerry Connect is a standalone product that offers instant messaging and presence capabilities. During an instant messaging conversation, you can view the contact information of the person you are messaging. The Contact info pane in BlackBerry Connect shows the email address along with other available contact information from Microsoft Active Directory. In group discussions, you can view the presence of the group discussion members. Tapping a participant within the group discussion window opens the participant's information and shows the email address and other contact information from Microsoft Active Directory. Tapping the email address opens BlackBerry Work, creates a new email message, and prepopulates the To field in the email.

In BlackBerry Work, you can view users' online presence. Tapping BlackBerry Dynamics Launcher > Contacts shows your contact list. Tapping a contact >  brings up BlackBerry Connect and opens a chat window for the user.

## **How do I know if I have a new message when BlackBerry Connect is in the background of my devices?**

For information about how you are notified when a new message arrives and BlackBerry Connect is in the background, see [Change notification settings](#).

## **Does BlackBerry Connect sign out when the app switches to the background? How does the mobile session work?**

No, BlackBerry Connect does not automatically sign you out when the app goes into the background. BlackBerry Connect is configured, by default, to keep you logged in for 24 hours, although your IT administrator can change this setting. This 24-hour session renews itself every time you open the app and enter your password. You can also use the Away setting to change your status after a set period of time.

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