



# **BlackBerry Connect for Android**

## **User Guide**

3.18



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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 and activate BlackBerry Connect when the the BlackBerry UEM Client or another BlackBerry Dynamics app is already activated](#): Choose this option if you have installed and 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 have installed and activated a 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 using an access key, activation password, or QR code](#): Choose this option if you have not installed the BlackBerry UEM Client on your device or if your administrator has not allowed the BlackBerry UEM Client to manage the activation of BlackBerry Dynamics apps, you do not have an existing BlackBerry Dynamics app installed and 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 an 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 details or have generated your own, download and install BlackBerry Connect from Google Play.
3. Tap **Connect**.
4. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Accept**.
5. Complete one of the following tasks:

Activation method	Steps
Access key <sup>*</sup>	<ol style="list-style-type: none"> <li>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>In the <b>Activation password</b> field, enter the access key, without hyphens, that is in the 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>Tap <b>OK</b>.</li> </ol>
Activation password <sup>*</sup>	<ol style="list-style-type: none"> <li>In the <b>Email Address</b> field, type the email address message that is in the activation email that you received from your administrator or type your work email address if you generated your own activation password.</li> <li>In the <b>Activation password</b> field, enter the 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>Tap <b>Enter</b>.</li> </ol>
QR code	<ol style="list-style-type: none"> <li>Tap <b>Use QR code</b>.</li> <li>Tap <b>Allow</b> to give BlackBerry Connect access the camera.</li> <li>Scan the QR code that you received in the activation email from your administrator or that you generated in the BlackBerry UEM Self-Service.</li> </ol>

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

- If prompted, create and confirm a password for BlackBerry Connect. If your device is equipped with fingerprint authentication, you can turn on this option to use instead of the password, except on initial startup.
- If prompted, allow the BlackBerry Connect app to use your location history to establish trusted locations.
- 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.
- If other devices, including your principal workstation, are also signed in, you will receive a notice advising you of this condition.
- Tap the BlackBerry Dynamics Launcher or the screen to start using BlackBerry Connect.

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

If you have installed 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 you have an existing BlackBerry Dynamics app installed and 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 catalog and download the BlackBerry Connect app. If you do not see the BlackBerry Connect app in your work apps catalog, 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 Google Play. However, the application will not activate.
2. Tap **Connect**.
3. Tap **Client End User License Agreement** to read the license agreement and, if you accept the terms, tap **I Accept**.
4. Tap **Set up using <BlackBerry UEM Client or existing BlackBerry Dynamics app>**.
5. Enter your password for the BlackBerry UEM Client or the existing BlackBerry Dynamics app. Tap **OK**.
6. If prompted, enter and confirm a new password for the BlackBerry Connect app.
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. Tap the BlackBerry Dynamics Launcher or the screen to start using 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 **Access**.

## 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.
Rearrange app icons in the Launcher.	Press and slide the icons in the Launcher to reorder them. Tap  to save your arrangement.
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>
Open the BlackBerry Dynamics app Settings.	Tap  .
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>
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
- Chat History
- Block
- Delete

**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 a contact

1. Tap .
2. Tap the search field  and enter the name of the contact you want to add to your list.
3. Select the contact from the search results.
4. BlackBerry Connect opens a chat window. To add the person to your contact list, tap the Overflow menu in the top bar and tap **Add Contact**.
5. If you want more information about the contact, tap **View Contact Info**.

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

1. Tap .

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

## The Chats screen



Use this screen to conduct and track your instant messaging and group discussion exchanges. In the Chats window, you can also 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.







Once you start a chat, you can track it on the Chats screen. For example, if you need to interrupt the conversation to switch to a different app. When you're ready to resume, tap the Chats tab 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 newest conversation will always appear at the top of the list.

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

## 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>New Group Discussion</b>.</li> <li>Type a name and description for the group discussion.</li> <li>Tap .</li> <li>On the <b>Pick members</b> screen, complete the following tasks to invite members to your discussion: <ul style="list-style-type: none"> <li>Add contacts from your Contacts list, tap . Tap the contact. Repeat this step for each contact that you want to invite.</li> <li>Add a contact from the your environment's Active Directory, in the <b>Search Directory</b> field, type the contact name and tap the user. Repeat this step for each contact that you want to invite.</li> </ul> </li> <li>Click .</li> <li>Optionally, beside a member click  to assign the member Manager permissions for the group discussion. Managers can modify the group discussion information. For more information, see <a href="#">Change the group discussion information</a>.</li> <li>Click .</li> </ol>
Quick create a group discussion  <b>Note:</b> Using this method to create a group discussion 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 discussion: <ul style="list-style-type: none"> <li>Add a contact from your Contacts list: Tap . Repeat this step for each contact that you want to invite.</li> <li>Add a user from your environment's Active Directory: In the <b>Search Directory</b> field, type the contact name 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>



## 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 blue badge on the Chats tab displays the total number of messages that are unread. A blue box indicates the number of unread messages from each contact.

## Invitations to chats and group discussions


You receive notifications when you are invited to one 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
Received 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.
Accepting invitations	Click  , the chat window opens and you start the chat.	Tap the notification to automatically join the group discussion and view messages, send messages, and see the member list for the room.  A blue badge on the Chats tab displays the total number of unread messages. In the chats list, a blue box displays the number of unread messages from each discussion.
Dismissing invitations	Click  , and the invitation disappears after a short time.  A red badge on the Chats tab displays the total number of unread messages. In the chats list, a blue box lists the number of unread messages from each contact.	Click <b>LATER</b> and the invitation disappears from the screen and appears on the chat list as a blue invitation to join at a later time.
Missed invitations	The Android system notification lists the number of missed chat and discussion invitations received.	

## Manage current group discussions



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

If you are in the group discussion window and the manager removes your membership from a discussion, you receive the **You do not have permission to view this discussion** message, the chat window closes and you return to the chat list. The group discussion is also removed from the chat 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 device is in the background. When the device is in the foreground, messages come in silently without audio or vibration alerts.
  - Tap **Chat History** to search and view the group discussion history of this discussion group. For more information about searching chat histories, see [Search chat and group discussion histories](#).
  - Tap **Leave Group Discussion > OK** to stop receiving message notifications for the discussion and remove the discussion from the chats list. The members list is updated in the discussion info. You can search for the discussion and join the discussion at a later time.
  - View the **Members** of the discussion.




## Change the group discussion information

Only group discussion managers can modify the discussion information.

1. Tap .
2. Tap the info icon beside the name of the 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, remove the description of the discussion.
  - **Members:** Add and remove managers and members. You must have a minimum of one manager for each 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 .


## Search for group discussions

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

1. Tap .
2. Tap the  .
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 and that match the search query 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. Discussions you join appear on the Chats list.
  - Tap the info icon beside the name of the group discussion to view the discussion information. You can also join the group discussion from information screen.

## Send a message to the group discussion

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

1. Tap .
2. Tap a group discussion from your chat list that you are a member of and joined.
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 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.

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


### View photos, 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 email attachment 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 **Photos/Videos** to view the photo gallery thumbnails of pictures and videos sent to the discussion group.
  - Tap **Files** to view a list of files sent to the discussion group.
4. Optional, tap  to sort by date, name, or size.
5. Optional, tap  to search for a photo, video, or file.
6. Tap a picture to view it. The picture is automatically downloaded to your device and opens in SmartOffice.
7. Tap a video to play it. The video is automatically downloaded to your device. Tap .
8. Tap a file to view it. The image is automatically downloaded to your device and opens for viewing.


### Send photos, videos, files, or links 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 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 the file sharing feature is not enabled, the  opens and displays only the Add Links option.



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

**Before you begin:** To send pictures, videos, and files to 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 to.

3. Tap .
4. Complete one of the following actions:

Task	Steps
Take a photo. <b>Note:</b> By default, the maximum photo 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 Photo</b>.</li> <li>b. If you are prompted to allow Connect to take pictures or record video, tap <b>Allow</b>.</li> <li>c. If necessary, tap <b>Retake</b>.</li> <li>d. Tap <b>Use Photo</b>.</li> </ol>
Add a photo or video.	<ol style="list-style-type: none"> <li>a. Tap <b>Add Photo / Video</b>.</li> <li>b. Tap a folder.</li> <li>c. Tap a photo or video that you want to send to the discussion group or chat.</li> <li>d. Tap <b>DONE</b>.</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. On the <b>SharePoint</b> screen, Tap <i>&lt;folder name&gt;</i>.  <b>Note:</b> If a folder location cannot generate a link, the message <b>This DataSource does not Generate Links</b> is displayed.</li> <li>d. Tap the file that you want to generate a link for.</li> <li>e. Beside <b>1 selected items</b>, tap . The link is generated and you are redirected to the discussion group or chat.</li> </ol>

5. If necessary, tap  to remove the photo, video, file, or link. Complete step 4 to add a new photo, video, file, or link.
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.

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>• .doc, Docx</li> <li>• .ppt, PPTx</li> <li>• .xls, XLSX</li> <li>• .sheet</li> <li>• .pdf</li> <li>• .rtfd</li> <li>• .webarchive</li> <li>• .image</li> <li>• .jpeg</li> <li>• .tiff</li> </ul> | <ul style="list-style-type: none"> <li>• .apple.pict</li> <li>• .compuserve.gif</li> <li>• .png</li> <li>• .quicktime-image</li> <li>• .bmp</li> <li>• .camera-raw-image</li> <li>• .svg-image</li> <li>• .text</li> <li>• .plain-text</li> </ul> | <ul style="list-style-type: none"> <li>• .utf8-plain-text</li> <li>• .utf16-plain-text</li> <li>• .rtf</li> <li>• .html</li> <li>• .xml</li> <li>• .xhtml</li> <li>• .htm</li> <li>• .data</li> <li>• .content</li> <li>• .zip</li> </ul> |
|--|---|---|

#### Media files


- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• .3gp</li> <li>• .mp3</li> <li>• .mp4</li> <li>• .m4a</li> <li>• .m4v</li> <li>• .wav</li> <li>• .caf</li> <li>• .aac</li> </ul> | <ul style="list-style-type: none"> <li>• .adts</li> <li>• .aif</li> <li>• .aiff</li> <li>• .aifc</li> <li>• .au</li> <li>• .snd</li> <li>• .sd2</li> <li>• .mov</li> </ul> |
|--|--|


### 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 and downloaded the photos, videos, and files.
- Verify that the file sharing feature is enabled by your administrator.
- Verify that you are running BlackBerry Connect 2.6 or later.

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


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

Task	Steps						
Open in	<ol style="list-style-type: none"> <li>Tap <b>Open In</b>.</li> <li>Complete one of the following actions: <table border="1"> <thead> <tr> <th>Task</th><th>Steps</th></tr> </thead> <tbody> <tr> <td>Save Files</td><td> <ol style="list-style-type: none"> <li>Tap <b>Save Files</b>. A list of all the BlackBerry Dynamics apps the file can be sent to are listed.</li> <li>In the <b>Quick Save Folder</b> dialog box, do one of the following: <ul style="list-style-type: none"> <li>Tap <b>No</b> to navigate manually to the Local Docs folder.</li> <li>Tap <b>Yes</b> to automatically save future files to a server location (for example, SharePoint).</li> </ul> </li> <li>If you want to save the file locally, tap <b>Local Docs</b>.</li> <li>If you want to save the file to a server backed location (for example, SharePoint), tap <b>SharePoint</b>.</li> <li>Beside <b>Save 1 selected items</b>, tap ✓.</li> </ol> </td></tr> <tr> <td>Send Files</td><td> <ol style="list-style-type: none"> <li>Tap <b>Send Files</b>.</li> <li>In the email message that opens, enter the necessary information.</li> <li>Click ➤.</li> <li>Select the file size.</li> </ol> </td></tr> </tbody> </table> </li> </ol>	Task	Steps	Save Files	<ol style="list-style-type: none"> <li>Tap <b>Save Files</b>. A list of all the BlackBerry Dynamics apps the file can be sent to are listed.</li> <li>In the <b>Quick Save Folder</b> dialog box, do one of the following: <ul style="list-style-type: none"> <li>Tap <b>No</b> to navigate manually to the Local Docs folder.</li> <li>Tap <b>Yes</b> to automatically save future files to a server location (for example, SharePoint).</li> </ul> </li> <li>If you want to save the file locally, tap <b>Local Docs</b>.</li> <li>If you want to save the file to a server backed location (for example, SharePoint), tap <b>SharePoint</b>.</li> <li>Beside <b>Save 1 selected items</b>, tap ✓.</li> </ol>	Send Files	<ol style="list-style-type: none"> <li>Tap <b>Send Files</b>.</li> <li>In the email message that opens, enter the necessary information.</li> <li>Click ➤.</li> <li>Select the file size.</li> </ol>
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Send Files	<ol style="list-style-type: none"> <li>Tap <b>Send Files</b>.</li> <li>In the email message that opens, enter the necessary information.</li> <li>Click ➤.</li> <li>Select the file size.</li> </ol>						



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

## Delete group discussions from the discussion list

When you delete group discussions from the chats list, you also leave the group discussion and stop receiving message notifications sent to the group discussion. You can search for and join the group discussion at a later time.

- Tap .
- Press and hold the discussion you want to remove. The Group Discussion icon changes to a checkmark.
- Complete one of the following actions:

- Select all discussions: Tap the Overflow menu in the top bar and tap ➤ **Select All**.
- Select additional discussions: Tap individual group discussions you want to remove.

**Note:** To not delete the group discussion from the group discussion list, tap the individual group discussion again.  changes back to . You can also clear all group discussions selected for deletion. Tap the Overflow menu in the top bar and tap ➤ **Unselect All**.

- Tap .

## 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. Tap .
3. In the **Search Chats** field, enter the search criteria that you are looking for.
4. 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 blue 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. Beside a chat or group discussion that you want to mark as read, press and hold the group discussion or chat changes to a checkmark.
3. Complete one of the following actions:

Task	Steps
Mark messages in all chats and group discussions as read.	<ol style="list-style-type: none"> <li>a. Tap and hold a chat or group discussion. The chat or group discussion icon changes to a checkmark.</li> <li>b. Tap the Overflow menu in the top bar and tap <b>&gt; Select All</b>.</li> </ol>
Mark messages in some chats and group discussions as read.	<ol style="list-style-type: none"> <li>a. Press and hold a chat or group discussion. The chat or group discussion icon changes to a checkmark.</li> <li>b. Tap additional chats or group discussions that contain unread messages.</li> </ol>

4. Tap the Overflow menu **> Mark Read**.

## 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 My Profile screen



Use this screen to manage your status and settings. The My Profile screen shows your current presence (availability). You can also sign in or sign out of BlackBerry Connect on this screen. When you sign out, others will see your status as offline.

## Change your status

You can manually change your status.

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

## Change app settings

1. In BlackBerry Connect, tap  to open the BlackBerry Dynamics Launcher.
2. Click .
3. Make any necessary changes. The following settings are available:
  - Set as "Away": 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.
  - 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.
  - App Settings: Select this option to manage the device settings such as notifications, badges, and permissions.
  - About: View the software version information and license agreement.
  - Change Password: Change the password for BlackBerry Connect. If you delegate authentication using another app, you receive a message indicating to change the password in the other app.

- **Clear File Cache:** Select this option to specify whether the photos and files downloaded from a group discussion are removed. 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.

- **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 Intelligent Security Overview content](#).
- **Run Diagnostics:** If this feature is enabled by your administrator, you can perform a series of tests on your device and email the report.
- **Send Logs to BlackBerry:** Send diagnostic log files to BlackBerry Technical Support Services.
- **Send feedback:** Send feedback, log files, and diagnostics 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 a notification.

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. Open the settings for your device and tap one of the following:
  - **Apps**
  - **Applications**
  - **Apps & notifications > Notifications > Notifications**
2. Tap **Connect**.
3. Tap **Notifications** and change the settings as required.

## Change your theme

If you switch to a dark theme, it changes the background that appears when you sign in to the app. By default, the theme is Light.

1. In the app, open the BlackBerry Dynamics Launcher.
2. Tap **Settings**.
3. Tap **Change application theme**.
4. Tap a theme (for example, Light or Dark).

## Supported languages

BlackBerry Connect is available in the following languages:



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

## **Support for desktop mode**


BlackBerry Connect for Android supports desktop mode in Android 10 and later. Multi-window mode is not supported.

# Sign out of BlackBerry Connect

You can quickly sign out of BlackBerry Connect without having to sign in first.

1. Slide down from the top of your device to open the Notification panel.



2. In the BlackBerry Connect bar, click .

You can also sign out of BlackBerry Connect after you signed in. Tap  > **Sign Out**.

# Troubleshooting



## Generate a diagnostics report on Android 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. When the diagnostics complete, click **OK**.
6. Click **Share results** to send an email with the report details.

## 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.

# 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 info screen and shows the email address as well as along with other available contact information from Microsoft Active Directory. Tapping the email address brings up 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 contacts 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.

BlackBerry Connect signs you out and closes the session with the instant messaging environment if you enable **Data Saver** and the app goes into the background. This feature prevents apps from using wireless network resources when the app is in the background. For more information, visit [support.blackberry.com/community](https://support.blackberry.com/community) to read article 46590.

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