BlackBerry Messenger Enterprise Multi-Party Conferencing Features

End-User Standard Operating Procedure

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Objective: To describe the standard operating procedure to use-BBME multi-party conferencing.

Revision History

Changes in this document must be listed in the following table using the following conventions:

- A letter shall designate successive unofficially released (draft) versions.
- Each draft shall have the suffix letter updated (e.g.; from v.a Draft to v1.b Draft, or v1.a Draft to v1.b Draft).
- Minor updates to formally released versions shall result in a version number update (e.g.; v1.0 to v1.1).
- A major change shall result in a new version (e.g.; 1.0 to 2.0).

Date	Version	Amendment	Author
2020-04-11	1.0	**Document creation**	**DIMEI 4-2**
2020-04-11	1.1	**MTT review edits**	**DIMEI 4-2**

Table of Contents

1. Introduction

In October 2018, Treasury Board Secretariat (TBS) selected BBM Enterprise (BBME) as the secure mobile messaging standard for all the Government of Canada. BBME was chosen because it provides secure, encrypted messaging and it runs on all mobile operating systems, including Blackberry, Android and iOS.

All DND/CAF mobile users are now required to use BBME, for any work-related instant messaging on their government-issued mobile device.

In March of 2020, the DND/CAF mobility team enabled the BBME Voice & Video features, including the multi-party conferencing functions explained in this document. These Voice & Video features extend BBME functionality, providing additional communication and collaboration capabilities.

1.1   About this Document

This document contains the information and procedures related to the BBME Voice & Video multi-party conferencing features.

1.2   Intended Audience

This document is intended for the following audience:

- Mobility End users with Android and/or iOS mobile devices
- Local Service Providers (LSPs); and
- Regional Service Management Centers (RSMC)

1.3   Scope

This document contains the procedures that apply to mobility end-users who have Android or iOS devices on DWAN.

These Voice & Video multi-party conferencing features are not available to BBME users with Blackberry devices.
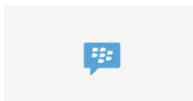
1.4   Prerequisites

The procedures outlined in this document, are dependent on the following prerequisites:

- The BBME app is installed on the device
- The end-user is a DND/CAF mobility client, with an active BBME license
- The user's device is an Android or iOS type and not a Blackberry
- The user's device uses a policy where multi-party voice & video features are enabled
- The user is on a mobile network with sufficient bandwidth (i.e.; LTE). **Note**: User's should connect to Wi-Fi whenever possible, to ensure the best possible connectivity to avoid service degradation.

2. Starting a Multi-Party Conference
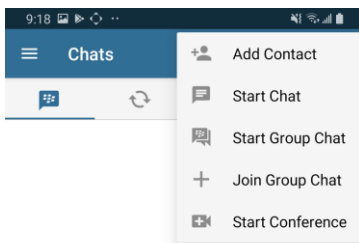
To initiate a multi-party conference, do the following:

1. Activate the BBME chat screen by clicking the BBME chat screen button, shown below.

2. On the BBME Chat screen, click the *Voice & Video icon* in the upper right-hand corner – the camera with the plus sign (+) in the middle, shown below.

    For Android device users, the screen will look slightly different. They will see the following image when they click the BBME chat screen button. The *Voice & Video icon* is the same, but with the text *Start Conference* beside it.

3. This will launch a browser window, displaying the following temporary message:
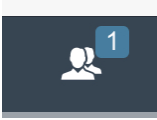
    "*Securing and loading the conference*"

4. When the browser screen finally loads, the following message will appear:

    "*You are the only participant in this conference*"
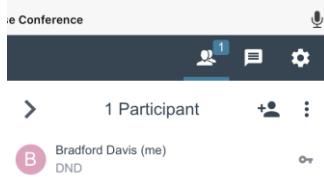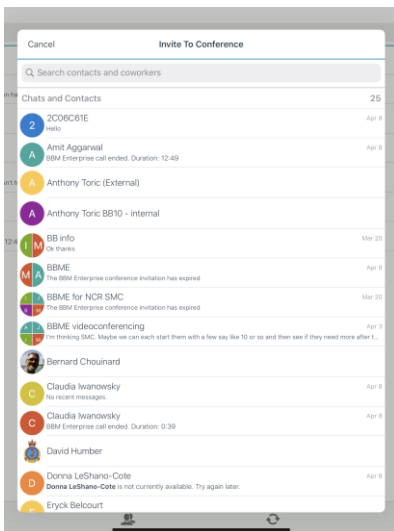
5. Below the message is an *Invite* button.

6. To invite other BBME users to the conference, click the ***Invite*** button, or alternately click the **Participant** *icon*, in the upper right-hand corner of the screen, shown below.
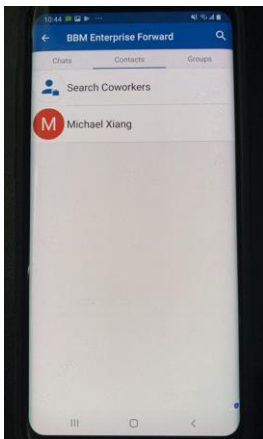

7. Clicking the ***Participant icon*** will open up the Participant side-menu, showing all current meeting participants and the ***Add Participant*** button – head with plus sign (+) in front of it, shown below.
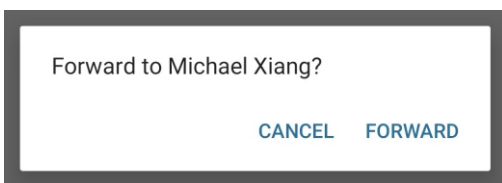

8. Clicking the ***Invite*** or ***Add Participant*** button on iOS devices will re-activate BBME, displaying the "***Invite to Conference***" window, shown below, allowing you to search for BBME users to invite to the conference. Users can also invite people from their list of active BBME contacts.

For Android device users, the screen will look slightly different. They will see the following screen when they click the ***Invite*** or ***Add Participant*** buttons. They can also search for other BBME users or choose from their Contact list.
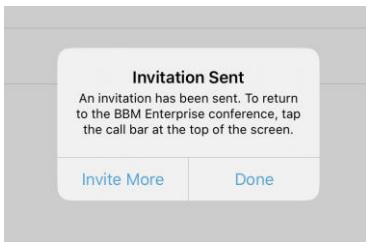

Android users will see the following dialogue message appear after they invite somebody to the conference. They will click the ***Forward*** link to send the invite to the intended recipient.

Note: Before the "Invite to Conference" window appears, users also *may* get a dialogue box asking to "Open in BBM Enterprise"? Click the ***Open*** button to access the "Invite to Conference" window.

9. After choosing a user to invite to the conference, the following dialogue box will appear on iOS devices, allowing you to return to the "Invite to Conference" window, to invite more users, or proceed to the conference. Click ***Done*** to return to the conference, after all users have been invited.
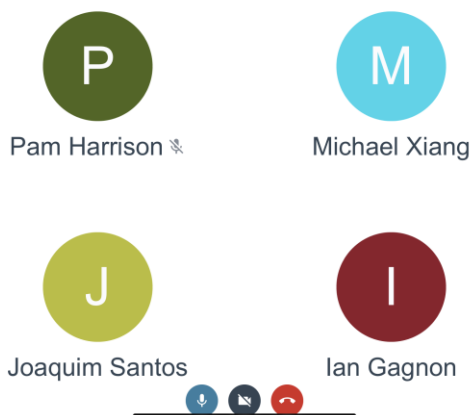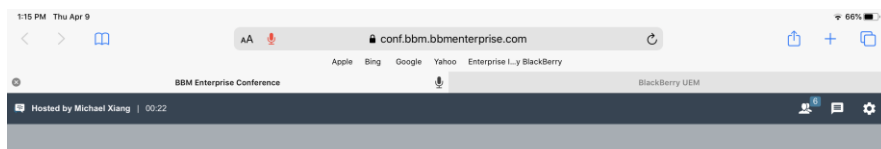
Android users will not see this message box, and will have to click the *Participant icon* and *Add Participant* buttons again, as outlined in Step #7 above, to invite additional participants to the conference..

10. Below is a screen shot of what the confernece browser window looks like when the multi-party conference is active.

Note: When a conference is first initiated, it starts out as a voice-only meeting. Individual users, including the meeting host, have the option of activating their camera, to continue as video participants.

Note: The audio and video features can be toggled on and off, by clicking on the audio and video buttons, shown below.

Note: A multi-party conference can have up to a maximum of 15 participants.

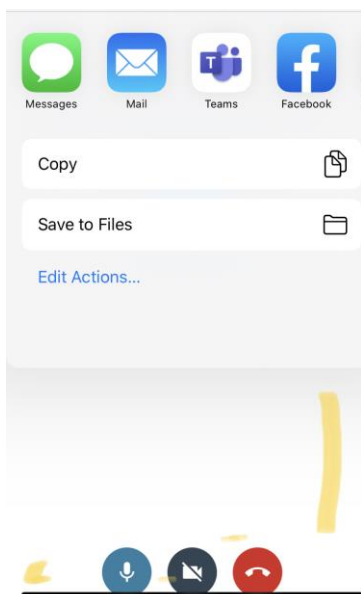# 3. Inviting non-BBME participants to a conference

To invite non-BBME participants a multi-party conference, do the following:

1. Because BBME multi-party conferences are hosted in a browser window, non-BBME users can also participate. To invite non-BBME users to participate in a multi-party conference, any meeting participant can share the meeting link with non-BBME user.

2. To share the meeting link, navigate to the meeting participant's window, by clicking the *Participant icon*, and then click the *Additional Features* icon, shown below as three (3) vertical dots. As sub-menu will appear with the following two (2) options – *Share conference link* and *Copy Conference link*.
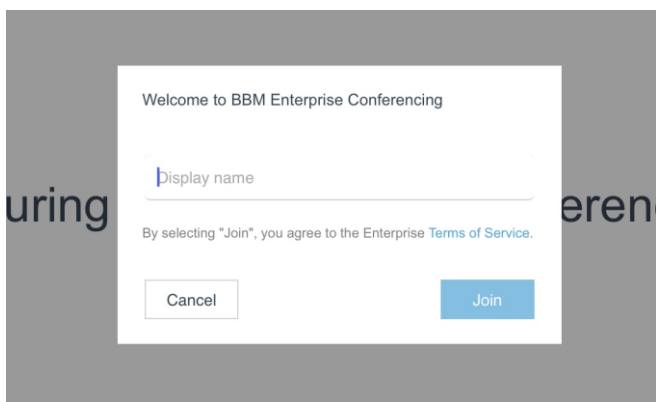
3. Copying the conference link with copy the conference link into the device clipboard, allowing the user to paste it wherever they want (i.e. email or text message, etc.), to share with external users.

4. Clicking the *Share conference link* option, will display a dialogue box similar to the one shown below, allowing the user to automate sending the link, via the other communication tools (i.e. email, text, etc.) installed on the device.
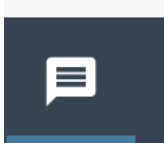

5. After receiving and navigating to the shared link, non-BBME users will encounter the following dialogue box, requiring them to enter a name, before joining the conference.

4. Text chat during a multi-party conference

To send a group text during a multi-party conference, do the following:

1. While a multi-party conference is in progress, participants can exchange text-based messages with one another. These chat messages are visible to all meeting participants.

2. To access the chat features during a conference. Click on the ***Chat icon*** in the upper right-hand corner of the screen, shown below.

3. To send message to the group, enter text in the in the message box, shown below and click the ***right-arrow*** to add the message to the chat log.