User Guide

BBM Enterprise for BlackBerry 10

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What's new in BBM Enterprise

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What's new in BBM Enterprise

The new features for BBM Enterprise 1.1 include the following:

Chats

- Improved chat experience

Contacts

- Search for other BBM Enterprise users by phone number, title, email address, or other work info (if permitted by your administrator)

General

- Support for video calls with BlackBerry 10 devices
- Performance enhancements and stability fixes

Get started

About BBM Enterprise

Welcome to BBM Enterprise! With BBM Enterprise, you can chat and share securely in real time with your coworkers, friends, and family. BBM Enterprise adds an extra layer of encryption to provide enhanced security for your chats.

If you're a current BBM Protected user on BBM, you must switch to the BBM Enterprise app.

BBM icons

Chats

Icon	Description
●	Unread message in a chat
!	Ping message Contact wants your attention
🗋	File has been sent or received
✎	Draft message
⠺	Message is sending
✓	Message has been sent
D	Message has been delivered
R	Message has been read
🕐	Message hasn't been sent yet **Tip:** Verify that your device is connected to a wireless network.

Icon	Description
❌	Message couldn't be sent **Tip:** Touch and hold the unsent message, and tap 📧 to resend it.
💬	Contact can participate in BBM Voice calls
Ⓖ	Shared Glympse locations
⛔	Busy status icon
🔒	The voice or video chat is protected
🔓	The voice or video chat is not protected

Existing users: switching to BBM Enterprise

BBM Protected is now BBM Enterprise! If you're a current BBM or BBM Protected user, you can switch to the BBM Enterprise app quickly and easily. All your BBM contacts are added in BBM Enterprise automatically.

With BBM Enterprise, you can chat with colleagues that use BBM Enterprise, or with friends and family that use BBM.

Switch from BBM Protected to BBM Enterprise

Before you begin:

Before you switch to BBM Enterprise, make sure you're using the latest version of BBM. To check that you have the latest version of BBM installed, open BlackBerry World. Tap ☰ > **My World** > **My Apps & Games**. At the top of the screen, tap the **Updates** tab. If BBM appears in the Updates tab, tap the **Update** icon.

1. In the BBM app, swipe down from the top of the screen.

2. Tap ⚙.

3. Tap **Switch to BBM Enterprise**.

4. If prompted, download the latest version of BlackBerry World by completing the following steps:

    a. On the prompt to download BlackBerry World, tap **Download**.

    b. On the BlackBerry World download screen, tap **Update**.

5. Once you updated BlackBerry World, close and reopen the BBM app again.

6. Tap **Continue** to download the BBM Enterprise app.

    After BBM Enterprise is downloaded, the BBM Enterprise app opens automatically.

7. To sign in to BBM Enterprise, tap **Continue**.

Using BBM after you leave your company

When you leave your company, you can no longer use BBM Enterprise, but you can download and sign in to BBM on a mobile device. If you sign in using the same BlackBerry ID, your personal contacts remain in BBM on your device. When you switch to BBM after you leave your company, your chat history is deleted.

Depending on your company, you might have to re-enter your BBM profile name.

Change your BBM Enterprise status or profile

Let your contacts know what you're doing or share your mood by changing your BBM Enterprise name, status, or picture.

Note:

When your administrator turns on the Cloud Directory service, you're prompted to enter your first and last name. The name you enter replaces your profile name, and can't be changed later. It's important to use your real first and last name, as it helps your coworkers find you in BBM Enterprise.

1. At the top of the screen, tap your picture or name.

2. Do any of the following:

    - To change the name that your contacts see, tap your current name.

    - To change your profile picture, tap your current picture. Select a new picture or animated GIF to use as your profile picture.

    - In the **What's on your mind?** field, type a status.

    - To show the ⛔ icon beside your name, tap **Status** > **Busy**.

Set a custom status

1. Tap the **Status** field > **Edit Status Messages**.

2. Tap ✛.

3. Type a status that you want to save and use again.

4. To show the ⛔ icon beside your name when you select the status, tap the icon until it illuminates.

5. Tap **Done**.

After you finish: You can select your custom status in the **Status** field.

Show your location

To help your contacts know when you might be unavailable to chat, in BBM Enterprise, you can show the country that you're in and the local time.

1. In BBM Enterprise, swipe down from the top of the screen.

2. Tap ✿.

3. Turn on the **Show My Country and Time** switch.

About the Cloud Directory service

With the Cloud Directory service, you can easily find a coworker and start a BBM chat with a coworker without adding them to your BBM Enterprise contacts.

When your administrator turns on the Cloud Directory service, you're prompted to enter your full name. The name you enter replaces your BBM Enterprise display name. It's important to use your real first and last name, as it helps your coworkers find you in BBM Enterprise. Your administrator can also change your BBM Enterprise display name.

Contacts

Transferring your BBM Enterprise contacts

The BBM Enterprise app is designed to back up your contacts and profile info using your BlackBerry ID. If you switch devices or lose your device, you can transfer and restore your BBM Enterprise contact list by signing in to BBM Enterprise using your existing BlackBerry ID. You can sign in to BBM Enterprise only on one device at a time.

Add a BBM contact

You can add contacts to BBM Enterprise in different ways depending on the information that you have. For example, you can type someone's contact information or scan a BBM or BBM Enterprise barcode. You might also be able to add contacts using NFC technology (if supported by your device).

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

1. Tap ![icon] or ☰ > ![icon].
2. Tap ![icon].
3. Select an option.
4. If necessary, enter a PIN number, phone number, or email address. Tap **Send**.

After you finish:

To cancel an invitation you sent, touch and hold the invitation. Tap 🗑 .

Show your BBM Enterprise PIN or barcode

A PIN is a unique combination of numbers and letters used to identify each person in BBM and BBM Enterprise. If you don't want to share personal information, like your phone number or email address, you can share your PIN. People can add you as a BBM or BBM Enterprise contact if they know your PIN, or if you show them your BBM Enterprise barcode.

1. At the top of the screen, tap your picture or name.
2. Tap ![icon]. Your PIN appears under your BBM barcode.

Delete or block a contact

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

1. Tap 👤 or ☰ › 👤.

2. Touch and hold a name.

3. Tap 🗑.

4. To prevent the person from sending you invitations in BBM, select the **Block Future Invitations** checkbox.

Unblock a contact

You can view your blocked contacts in your BBM Enterprise settings.

1. In BBM Enterprise, swipe down from the top of the screen.

2. Tap ⚙.

3. Tap **Blocked Contacts**.

4. Touch and hold a name.

5. Tap 🗑.

After you finish: Now you can add the person as a BBM Enterprise contact.

Search for coworkers who use BBM Enterprise

You can search for other coworkers that use BBM Enterprise, and add coworkers to your BBM contacts.

1. On the **Contacts** screen, tap **Find Coworkers**.

2. Type a coworker's name, phone number, title, email address, or other work info (if permitted by your administrator).

3. When names appear, tap a coworker's name to start a chat.

I can't add a BBM or BBM Enterprise contact

1. If you invited someone to BBM Enterprise but can't start a chat with the person, try any of the following:

    *   To check if the contact recently changed names, tap ↻.

    *   Check that the email address, phone number, or PIN in your invitation matches the person's current information.

    *   Check if you blocked this person.

2. If the person doesn't have BBM or BBM Enterprise, you might have to wait for them to download and set up BBM or BBM Enterprise. Contact the person to verify before you invite them again.

3. If the person's device is turned off or if the person blocks you, your invitation might continue to appear in your Sent list. To view your pending invitations, tap > 👤+ or ☰ > 👤+.

Organize your contacts

If you have many contacts, you can organize them into categories. For example, you can create a category for coworkers, or your family.

1. On the **Contacts** screen, touch and hold a name.

2. Tap **Move Contact**.

3. Tap a category, or tap ＋ to create a category.

After you finish: To delete a category, move the contacts out of it first. Then, touch and hold the category name and tap 🗑 .

View someone's BBM or BBM Enterprise profile

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

1. Touch and hold a name.

2. Tap 💬 .

Tip: If you have a few contacts with similar names, you can type a new name for the contact on this screen.

Chats

Start a protected chat

You can chat in real time with your contacts and know when someone has read your message. Share pictures, voice notes, your location, and other files.

To start a protected chat in BBM Enterprise, a passphrase must be shared between you and your contact. By default, this passphrase is shared automatically, and you aren't prompted for a passphrase.

1. On the **Chats** screen, tap 💬.
2. Tap a contact. If you can't find particular contacts, they might be pending contacts or might have recently changed their name.
3. Type your message.
4. To add an emoticon or sticker to your message, tap 😊+.
5. To ping someone, tap ⋮ > (•).

Send pictures, Glympse locations, or files

Depending on your device, some features might not be available.

1. Tap 📎 .
2. Do one of the following:

    - To attach a file, such as an appointment or a file saved in Dropbox, select one of the options.
    - To take a picture, tap 📷.
    - To record and send a voice note, tap 🎤 .
    - To send a Glympse so the BBM contact can follow your location on a map until a specified time, tap **G**. Touch the circle and slide your finger to adjust the duration from 5 minutes up to 4 hours.

Tip: If you receive a picture, you can tap **Request HD** to request a picture of a higher quality that you can save.

View or change a Glympse

In a chat, you can view shared or received locations with Glympse.

1.   Tap G.

2.   If necessary, zoom or pan on the map.

3.   To change how long you want your location to be available for, tap ✎ .

Send a timed message or picture

You can send messages and pictures that can be viewed for a specified amount of time. The item is hidden in the chat until you touch and hold to reveal it. After the timer expires, the content can't be viewed.

1.   After typing a message or attaching a picture, tap 🗨 > 🗨.

2.   Select how many seconds you want the other person to be able to view the item for.

3.   Tap **Send** or **OK**.

After you finish: BBM is designed to alert you if the person takes a screen shot of the timed item. If you don't want to see the 🗨 icon in chats, you can change your BBM settings.

Start a BBM Enterprise group chat

You can chat in real time with a group of contacts, and share pictures, voice notes, and your location in a group chat. A group chat can include up to 250 people, including yourself.

Start a group chat

If your administrator has turned on Protected Plus, all your group chats are protected (if all group chat members are able to join protected chats). If Protected Plus is turned off, your group chat is protected only if all other members of the group chat are using BBM Enterprise.

Tip: If your group chat is protected, the text input field indicates that the chat is protected, and messages you type are in blue text until you send them.

1.   On the **Chats** screen, tap 🗨.

2.   Tap **Start Group Chat**.

3.   Do any of the following:

- To add a contact to the group chat, tap a contact.

- • To search for a co-worker to add to the group chat, in the **Search contacts** field, type a co-worker's name.

4. Type a subject for the group chat.

5. Tap **Start**.

Add more people to the group chat

1. In a group chat, tap ![icon].

2. Do any of the following:

- • To add a contact to the group chat, tap a contact.

- • To search for a co-worker to add to the group chat, in the **Search contacts** field, type a co-worker's name.

3. Tap **Done**.

Add a picture to a group chat

1. In a group chat, tap ![icon] > **Picture**.

2. Tap a picture > **Attach**.

After you finish: To comment on a picture, in a group chat, tap a picture. In the field at the bottom of the screen, type a comment.

To view all the pictures in a group chat, at the top of the screen, tap the group name. Tap **Pictures**.

Change the group chat subject

1. In a group chat, at the top of the screen, tap the group chat subject.

2. At the top of the screen, tap the chat subject field.

3. Type a new chat subject.

Retract or delete a message

If you didn't mean to send a particular message, you can retract it. When you retract a message, it no longer appears on your device or your contact's device.

If you want to remove the messages from your device only, you can delete a message. When you delete a message, it still appears on your contact's device.

1. In a chat, touch and hold a message or picture that you sent.

2. Tap **Delete Message**.

3. Do one of the following:

    - To delete the message or picture from your device only, tap **Delete**.

    - To retract the message from your contact's device, tap **Retract**.

Retract all messages in a chat

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

1. In the chats list, touch and hold a chat.

2. Tap **End Chat**.

3. Tap **Retract Chat**.

Edit a message

If you made a mistake in a message that you sent, you can edit your message. When you edit a message, the original message is retracted and it appears in the message field so you can easily make your changes and resend it.

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

2. Tap **Edit Message**.

Start a BBM Enterprise voice or video chat

You can turn a BBM Enterprise chat into a face-to-face conversation using the video chat feature.

If your device or your contact's device doesn't support video chatting, your call is connected with voice only. Depending on your device, this feature might not be supported.

If your company subscribes to the BBM Protected Voice service, your voice and video chats can be protected. If your voice or video chat is protected, the 🔒 icon appears on the call screen. If your voice or video chat is not protected, the 🔓 icon appears on the call screen, and your device will vibrate briefly.

In a chat, in the upper right corner of the screen, do one of the following:

- To start a video chat, tap 📹.

- To start a voice chat, tap 📞.

Answer or decline a video or voice chat

When you receive a video or voice call, the call screen appears.

Do one of the following:

- To answer a video call, tap 📹.

- To answer a voice call, tap 📞.

- To decline the call, tap 📵.

Switch cameras

By default, your front-facing camera is used during BBM video chats.

In a BBM video chat, do any of the following:

- To switch to the rear-facing camera, tap 🔄.

- To move your video thumbnail, touch the thumbnail and drag it to a different corner of the screen.

I can't see the video call icon

If you can't see the video chat icon in a BBM Enterprise chat, your device or your contact's device doesn't support video chats.

Frequently Asked Questions

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How do I know which chats are protected?

All chats with other BBM Enterprise or BBM Protected users are protected with an extra layer of encryption and security. Additionally, your administrator can turn on the Protected Plus feature, so all your chats are protected, even if you're chatting with a contact that's using BBM.

If a chat is protected, **Protected. Enter a Message** appears in the message field at the bottom of the screen before you start typing a message, and text you type appears in blue before you send it.

To check if your administrator turned on the Protected Plus feature, tap ☰ > ⚙ > **Enterprise Policies**, and check if **Protected Plus** is listed under **Features Turned On**.

How do I know which video and voice chats are protected?

If your company subscribes to the BBM Protected Voice service, all voice and video chats to other BBM Enterprise or BBM Protected users are protected. Additionally, if your administrator turns on the Protected Plus feature, all outgoing calls are protected, even if you call a contact that's using BBM. Incoming calls from BBM users are not protected.

Your administrator can turn off protected video chatting. To check if your administrator turned off protected calling, tap ☰ > ⚙ > **Enterprise Policies**, and check if **BBM Protected Calling** is listed under **Features Turned Off**.

If your voice or video chat is protected, the 🔒 icon appears on the call screen. If your voice or video chat is not protected, the 🔓 icon appears on the call screen, and your device will vibrate briefly.

Where are some of my group chats?

Enhanced group chats are not supported in BBM Enterprise version 1.1. Group chats that included events and tasks from BBM Protected or BBM Enterprise version 1.0 are not available after upgrading to BBM Enterprise version 1.1. Your messages, calendar events, and tasks from your group chats are deleted.

You can start a new group chat with up to 250 participants in BBM Enterprise version 1.1.

What is the difference between BBM Protected and BBM Enterprise?

Formerly, BBM Protected was an added feature of BBM that provided enhanced security and encryption to BBM chats. Now, the protected chat experience is available in the BBM Enterprise app.

If you're a current BBM Protected user on BBM, switching to the BBM Enterprise app is easy: simply download the BBM Enterprise app on your device and sign in using your existing BlackBerry ID. All your BBM contacts are added in BBM Enterprise automatically.

With BBM Enterprise, you can chat with colleagues that use BBM Enterprise, or with friends and family that use BBM.

If you don't switch to the BBM Enterprise app, and you upgrade to a new version of BBM, your chats will no longer be secured and encrypted by BBM Protected.

What sounds can I set for BBM?

BBM uses the current sound settings for your device. You can change the volume to adjust how loud the classic BBM tone plays.

After you finish:

If you don't hear a sound or vibration when receiving a ping, check your sound settings.

Where are my stickers, subscriptions, and channels?

As BBM Enterprise continues to evolve into a secure messaging and collaboration app, some features are only available in the original BBM app. When you switch from BBM to BBM Enterprise, you will no longer have access to stickers, subscriptions, or BBM channels.