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You can read the recommendations in the user guide, the technical guide or the installation guide for BLACKBERRY MESSENGER. You'll find the answers to all your questions on the BLACKBERRY MESSENGER in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual BLACKBERRY MESSENGER
User guide BLACKBERRY MESSENGER
Operating instructions BLACKBERRY MESSENGER
Instructions for use BLACKBERRY MESSENGER
Instruction manual BLACKBERRY MESSENGER

 *BlackBerry*

BlackBerry Messenger
Version: 5.0

User Guide



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<http://yourpdfguides.com/dref/2436364>

Manual abstract:

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Troubleshooting.....

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Restore your BlackBerry Messenger contact list over the wireless network.....

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Create a backup file of your BlackBerry Messenger contact list.....

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Delete backup files of your BlackBerry Messenger contact list.....

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During a chat, you can send files such as voice notes and contact attachments. If your device has a camera, you can send pictures that you take with the camera. You can use the BlackBerry® Groups feature of BlackBerry Messenger to create a group of family members, friends, co-workers, and so on. In a group, you can share pictures, lists, and appointments with the members of the group. You can also chat with members of your group and comment on shared items. You do not need to sign in to or out of BlackBerry Messenger. As long as you are connected to a wireless network, BlackBerry Messenger can keep you connected to your BlackBerry Messenger contacts. You might be able to back up and restore the contact using the search feature. 1. @@2.

On the contact list screen, type the name of a contact or group. To clear the search results, press the Escape key. Troubleshooting Some features are not available in BlackBerry Messenger Features might not be available for any of the following reasons: · Your wireless service provider might not have set up some features or might prevent you from using some features or options. · Your wireless service plan might prevent you from using some features or options. ·

If your BlackBerry® device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization might not have set up some features or might prevent you from using some features or options.

Some features might not be available for you to use for some contacts. These contacts might be using a previous version of BlackBerry® Messenger or their wireless service provider or organization might prevent them from using the feature that you are trying to use. For more information about the features that are available on your device, contact your wireless service provider or organization. My contacts are not appearing in BlackBerry Messenger Your BlackBerry® Messenger contacts might not appear on the contact list screen if, for example, you switched BlackBerry devices or if you updated your

BlackBerry® Device Software without backing up and restoring your device data. If you saved a backup file of your contact list to your device, on a media card, or to your computer using the BlackBerry® Desktop Manager, you can restore your contact list using that backup file.

Depending on your organization, if you previously associated an email address with a device on which the latest version of BlackBerry Messenger was installed, you might be able to restore your contact list over the wireless network. Related topics Restore your BlackBerry Messenger contact list over the wireless network, 36 Restore your BlackBerry Messenger contact list using a backup file, 37 5 User Guide Basics Find more troubleshooting information To troubleshoot an issue and read knowledge base articles, visit the BlackBerry® Technical Solution Center at www.blackberry.com/btsc. 6 User Guide Availability Availability Change your status 1. 2. 3. 4. 5. @@ On the contact list screen, press the Menu key.

Click My Profile. Click the Status field. Click a status. Add a status message 1. 2. 3. 4. 5. 6. @@ On the contact list screen, press the Menu key.

Click My Profile. In the Status Message field, type a status message. Press the Menu key. Click Save. Create a custom status 1.

2. 3. 4. 5. 6.

7. 8. @@ On the contact list screen, press the Menu key. Click My Profile. Click the Status field. Click Personalize Status. Type a status. Click a status indicator. Click OK. Change or delete a custom status You can only change or delete statuses that you have created.

1. @@ 2. On the contact list screen, press the Menu key. 3. Click My Profile. 7 User Guide Availability 4. 5. 6. 7. Click the Status field.

Highlight a custom status. Press the Menu key. Click Edit or Delete. Receive notification when a contact becomes available You can receive a message when the contact becomes available. Depending on the active sound profile on your device, you might also receive an audible notification.

1. @@ 2. On the contact list screen, in a contact category, highlight an unavailable contact. 3. Press the Menu key.

4. Click Set Alert. 5. Click OK. To turn off the notification, click Clear Alert. Show what media file you are playing To perform this task, your BlackBerry® device must be running BlackBerry® Device Software version 4.6 or later. When you play a media file such as a song, video, or voice note on your device, BlackBerry® Messenger can display the file name or the file information to your contacts. 1. 2.

3. 4. 5. 6. @@ On the contact list screen, press the Menu key. Click My Profile. Select the Show What I'm Listening To check box. Press the Menu key. Click Save. To stop showing when you are playing a media file, clear the Show What I'm Listening To check box.

8 User Guide Contacts Contacts Contact basics Add a contact by scanning a barcode To perform this task, your BlackBerry® device must have a camera. When you add a contact by scanning a barcode, the person might need to accept your invitation before the person is added to your BlackBerry® Messenger contact list. 1. @@ 2. On the contact list screen, press the Menu key.

3. Click Invite Contact. 4. Click Scan a person's barcode. 5.

Click Continue. 6. @@ Continue to hold the device until you hear the success beep.



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The person might remain in the Pending category until the person responds to your invitation. Related topics Display your profile barcode on your device, 10 Add a contact by typing an email address or PIN When you add a contact by typing an email address or PIN, the person must accept your invitation before the person is added to your BlackBerry® Messenger contact list. 1. @@2. On the contact list screen, press the Menu key. 3. Click Invite Contact.

4. Click Enter a person's email address, PIN, or name. 5. Type part or all of the contact information. 6. Click the contact information. 7. If necessary, change the Send Using field. 8. If necessary, change the Category field.

9. Click Send. The person will remain in the Pending category until the person responds to your invitation. Add a contact that uses SMS text messaging To perform this task, your BlackBerry® device must be running BlackBerry® Device Software version 5.0 or later.

9 User Guide Contacts If you add a person who uses SMS text messaging as a contact to BlackBerry® Messenger, you can send SMS text messages to and receive SMS text messages from the person in BlackBerry Messenger. Depending on your wireless service plan or organization, this feature might not be supported. Extra fees might apply for sending or receiving SMS text messages. 1. 2.

3. 4. 5. 6. 7. 8. 9. @@On the contact list screen, press the Menu key. Click Invite Contact. Click Enter an SMS contact's name or phone number.

Type part or all of the contact information. Click the contact information. If necessary, change the Category field. If necessary, type the name that you want to appear in your BlackBerry® Messenger contact list. Click Add Contact. For more information about SMS text messaging, on the menu in the messages application, click Help. Display your profile barcode on your device When you display the barcode for your BlackBerry® Messenger profile on your device, other people can scan your barcode and add you to their BlackBerry Messenger contact list. You must accept the person's invitation before you are added to the person's contact list in BlackBerry Messenger. 1. 2.

3. 4. @@On the contact list screen, press the Menu key. Click My Profile. Click Display My Barcode.

Related topics Add a contact by scanning a barcode, 9 Add a member by scanning a barcode, 23 View a contact's profile 1. 2. 3. 4. @@On the contact list screen, highlight a contact.

Press the Menu key. Click Contact Profile. 10 User Guide Contacts Link a contact with a contact in the contacts application When you link a contact with a contact in the contacts application, you might be able to perform additional tasks using BlackBerry® Messenger. For example, you might be able to quickly call or send an email message to the contact from the menu during a chat. Also, if contacts do not have display pictures, their caller ID pictures from the contacts application appear in BlackBerry Messenger instead. 1. On the Home screen, in the Instant Messaging folder, click the BlackBerry Messenger icon. 2. On the contact list screen, in a contact category, highlight a contact. 3.

Press the Menu key. 4. Click Link to BlackBerry Contact. 5. Perform one of the following actions: · If the contact is in the contacts application, click Select Contact. Click a contact. · If the contact is not in the contacts application, click New Contact. Type the contact information. Press the Menu key. Click Save. To remove the link, click Remove Contacts Link. Rename a contact 1. 2. 3. 4.

5. 6. 7. @@On the contact list screen, in a contact category, highlight a contact. Press the Menu key.

Click Contact Profile. Type a new name. Press the Menu key. Click Save. To view the contact's current display name, click Reset. Change a contact's display picture To perform this task, you must have linked the BlackBerry® Messenger contact with the contacts application. You can replace a contact's display picture in BlackBerry Messenger with the contact picture from the contacts application. If the contact picture changes, the display picture in BlackBerry Messenger is updated automatically to match the contact picture. 1. @@2.

On the contact list screen, in a contact category, highlight a contact. 3. Press the Menu key. 4. Click Contact Profile. 5. Change the Use BlackBerry Contacts Image field to Yes. 6. Press the Menu key. 7.

Click Save. To view the display picture that the contact has set, change the Use BlackBerry Contacts Image field to No. 11 User Guide Contacts Delete a contact If you delete a BlackBerry® Messenger contact, you are likewise deleted from that person's contact list in BlackBerry Messenger. 1. @@2.

On the contact list screen, in a contact category, highlight a contact. 3. Press the Menu key. 4. Click Delete Contact.

5. If necessary, select the Ignore future invitations check box. 6. Click Delete. Unignore a contact When you unignore a contact, you can receive invitations from the contact again. 1. @@2. On the contact list screen, press the Menu key. 3. Click Options.

4. Beside the Ignored Contacts field, click Edit. 5. Select the check box beside the contact or contacts that you want to unignore. 6. Click OK. Contact categories Add a contact category 1. 2. 3. 4.

5. @@On the contact list screen, press the Menu key. Click Add Category. Type a name for the contact category. Click OK.

To move some of your contacts into the contact category, click the contacts. Click OK. Move a contact to another contact category 1. 2. 3.

4. 5. @@On the contact list screen, in a contact category, highlight a contact. Press the Menu key. Click Move Contact. Click a contact category. 12 User Guide Contacts Rename a contact category 1. 2. 3. 4.

5. 6. @@On the contact list screen, highlight a contact category. Press the Menu key. Click Rename Category. Type a new name for the contact category.

Click OK. Delete a contact category You can only delete contact categories that you have added to BlackBerry® Messenger. You must move your contacts out of a contact category before you can delete that contact category. 1.

@@2. On the contact list screen, highlight an empty contact category. 3. Press the Menu key. 4.

Click Delete Category. 5. Click Delete. Contact options Access a contact quickly from the Home screen of your device 1. 2.

3. 4. @@On the contact list screen, in a contact category, highlight a contact. Press the Menu key. Click Show In Home Screen. To stop displaying a contact on the Home screen, click Remove From Home Screen. Overwrite contact pictures with display pictures To perform this task, you must have linked at least one BlackBerry® Messenger contact with the contacts application. Depending on your wireless service provider or organization, this feature might not be supported. When you use this feature, for linked contacts, contact pictures that appear in other applications (for example, in the contacts application) are overwritten with display pictures from BlackBerry Messenger.



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@@2. On the contact list screen, press the Menu key. 3. Click Options. 13 User Guide Contacts 4. Select the Replace Caller ID Pictures with Display Pictures check box. 5. Press the Menu key. 6. Click Save.

To stop overwriting contact pictures with display pictures, clear the Replace Caller ID Pictures with Display Pictures check box. Troubleshooting I cannot add a contact using a barcode Try performing any of the following actions: . . . If the screen of a device turns off, press the Escape key on the BlackBerry® device. If there is a glare on the screen of the device that is displaying the invitation barcode, you might need to move the device away from the object that is causing the glare. Set the device that is displaying the invitation barcode on a flat, level surface. Move the other device about 4 in.

(10 cm) above the first device until all four corners of the barcode appear on the screen of the device that is scanning the barcode. A contact that I tried to add to BlackBerry Messenger is not appearing If a contact that you tried to add remains in the Pending category, the person might not have received your invitation. Some possible causes are that the person's BlackBerry® device is turned off or the person might not have yet responded to your invitation.

Depending on your organization, you might not be able to add a person who is not in your organization. Try performing any of the following actions: . . . If the person has not yet received the invitation, wait until the person receives and accepts the invitation before the person appears as a contact.

If you added a contact and then switched devices shortly after, if the contact does not appear in your contact list or in the Pending category, you might need to add the contact again using your current device. If the contact remains in the Pending category for a long period of time, you can delete the contact and then try to add the person again. 14 User Guide Chats Chats Chat basics Start a chat 1. 2. 3. 4. @@On the contact list screen, in a contact category, click a contact. Type a message. Press the Enter key. Add an emoticon 1.

In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Add Smiley. 3. Click an emoticon. Send a file to a contact If your BlackBerry® device is running BlackBerry® Device Software 5.0 or later, you might be able to send files that are stored on your organization's network. For more information about accessing a file from your organization's network, on the menu in the files application, click Help. Depending on your wireless service provider or organization, this feature might not be supported. 1.

In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Send File. 3. Perform one of the following actions: . To send a picture, click Picture. Click Camera or File. Take a picture or click a picture. Type a caption. Click Send. If necessary, select a picture size option.

Click OK. . To send a document, click File. Click a file. . To send a voice note, click Voice Note. Click Start to record your message. If necessary, click Stop. Click Send. . To send a contact attachment of a contact from the contacts application, click BlackBerry Contact. Click a contact. . To send a contact attachment of a BlackBerry Messenger contact, click Messenger Contacts.

Click one or more contacts. Click OK. Ping a contact When you ping a contact, the contact's BlackBerry® device vibrates. 1. In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Ping Contact. 15 User Guide Chats Send your GPS location to a contact from BlackBerry Messenger If your BlackBerry® device does not have an internal GPS receiver, you must have paired your device with a Bluetooth® enabled GPS receiver to perform this task. Depending on your wireless service provider, wireless service plan, or organization, this feature might not be supported. 1.

In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Send Location. 3. Click Send.

. . To add the location to the list of available locations, select the Save Location check box. Type a name for the location. Click Save. To view your GPS location, click View. Add more contacts to a chat If you did not start the chat, this feature might not be supported.

1. In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Invite to Conference. 3. Click one or more BlackBerry Messenger contacts. 4. Click OK. View chat participants 1. In BlackBerry® Messenger, during a chat, press the Menu key.

2. Click View Participants. Send a broadcast message You can send a message to multiple BlackBerry® Messenger contacts at one time. 1. @@2. On the contact list screen, press the Menu key. 3. Click Broadcast Message. 4. Type a message.

5. Change the Category field. 6. Select the check box beside the contacts. 7.

Click Send. Switch chats 1. In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Switch Chat.

3. Click a contact. 16 User Guide Chats Copy a chat When you copy a chat, you can paste it into other BlackBerry® device applications. Depending on your wireless service provider or organization, this feature might not be supported. 1. In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Copy Chat. Email a chat Depending on your wireless service plan or organization, this feature might not be supported. 1.

In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Email Chat. Clear a chat 1. In BlackBerry® Messenger, during a chat, press the Menu key. 2. Click Clear Chat. End a chat 1. 2. 3.

4. @@On the contact list screen, highlight a chat. Press the Menu key. Click End Chat or Leave Conference. Chat history Turn on chat history You can save chat history on your BlackBerry® device or on a media card.

1. @@2. On the contact list screen, press the Menu key. 3. Click Options.

4. Change the Save Message History field to Device or Media Card. 5. Press the Menu key. 6. Click Save. 17 User Guide Chats View the chat history for a contact You can only perform this task if you have previously turned on chat history. 1. @@2. On the contact list screen, in a contact category, highlight a contact.

3. Press the Menu key. 4. Click View History. 5. Click a chat history. Search for text in a chat history You can only perform this task if you have previously turned on chat history. 1. @@2. On the contact list screen, in a contact category, highlight a contact.

3. Press the Menu key. 4. Click View History. 5.

Type the text. 6. Click Find Results. 7. In the search results, click a chat history.

Delete the chat history 1. 2. 3. 4. 5. 6. @@On the contact list screen, in a contact category, highlight a contact. Press the Menu key. Click View History. Press the Menu key.

Perform one of the following actions: . To delete the chat history for an individual contact, click Delete Contact's History.



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· To delete the chat history for all contacts, click **Delete Complete History**. Click **Delete**. 7. Chat options **View display names in BlackBerry Messenger chats** 1. 2. 3. 4. @@ On the contact list screen, press the **Menu** key. Click **Options**.

Select the **Show Display Names in Chat** check box. 18 *User Guide Chats* 5. Press the **Menu** key. 6. Click **Save**.

If you added a contact that uses SMS text messaging to BlackBerry Messenger, you might need to change your SMS options to view names in SMS chats.

Change how messages appear in chats 1. 2. 3. 4.

@@ On the contact list screen, press the **Menu** key. Click **Options**. Perform any of the following actions: · To change the color and style of chats by using a chat theme, change the **Conversation Style** field. · To stop grouping consecutive messages that you send and receive, clear the **Group Sequential Messages in Chat** check box. 5. Press the **Menu** key. 6. Click **Save**. Stop accepting voice notes automatically By default, you do not receive a prompt to accept or decline voice notes from contacts. 1.

@@2. On the contact list screen, press the **Menu** key. 3. Click **Options**. 4. Clear the **Auto Accept Voice Notes** check box. 5. Press the **Menu** key. 6. Click **Save**. Prevent chats from appearing in the messages application 1. 2. 3. 4. 5.

6. @@ On the contact list screen, press the **Menu** key. Click **Options**. Clear the **Show Chats in Messages Application** check box. Press the **Menu** key. Click **Save**. To receive chats in the messages application again, select the **Show Chats in Messages Application** check box. Turn off ping vibration 1. @@2. On the contact list screen, press the **Menu** key. 3. Click **Options**. 19 *User Guide Chats* 4. Clear the **Vibrate When Receiving a Ping** check box. 5.

Press the **Menu** key. 6. Click **Save**. To turn on ping vibration again, select the **Vibrate When Receiving a Ping** check box. **Troubleshooting I cannot send a picture** Depending on your wireless service provider, organization, or the number of applications that you installed and are running at one time on your BlackBerry® device, you might not be able to send pictures that are a certain size. Try performing any of the following actions: · Try sending a smaller picture. Depending on your BlackBerry® Device Software, you might be prompted to resize the picture. To check the size of the picture that you want to send, in the camera application, highlight the picture. Press the **Menu** key. Click **Properties**.

· If you recently minimized applications on your device using the **End** key, on the **Home** screen of your device, click the icon for one of these applications. Press and hold the **Escape** key to close the application and free some of your device memory. Try sending the picture again. · On a computer, try resizing the picture or saving it with a lower resolution before you send the picture again. For more information about the file transfer limits for your device, contact your wireless service provider or organization.

I cannot send or receive GPS location information Try performing the following actions: · If you are outdoors, move away from buildings and expose your BlackBerry® device to open sky. · If you are indoors, move close to a window. · If you have paired your device with a Bluetooth® enabled GPS receiver, verify that the Bluetooth enabled GPS receiver is turned on. @@@@ You can also chat with members and comment on shared items.

@@@@@ On the contact list screen, press the **Menu** key.

Click **Create New Group**. Type a name for the group. @@ Change the **Group Icon** field. @@@@8. Click **Create Group**. 1. 2. 3. 4. 5.

6. @@@@1. @@2. @@ Click **Scan a Group Barcode**. 4. Click **Continue**. 5. @@@@2. 3. 4.

5. In a group, click **Chats**, **Pictures**, or **Lists**. If necessary, click a group chat, picture, or list. Press the **Menu** key. Click **Send <type of group data>** To.

Click an option. Change group options 1. 2. 3. 4.

5. @@@@ Press the **Menu** key. Click **Group Details**. @@@@ · To stop sharing your status with members, change the **Share My Status Message** field to **No**. · To turn on group chat history, change the **Save Message History** field to **Device** or **Media Card**. · To save group pictures, change the **Save Pictures** field to **Device** or **Media Card**. To use this feature your device must have on-board device memory or a media card. · To stop receiving notification of group activities in the messages application, beside the **Message List Integration** field, click **Settings**. Select an option. Click **OK**.

· To stop receiving audible notifications and Home screen indicators for group activities, change the **Turn off all notifications for this group** field to **Yes**. 6. If you are an administrator of the group, perform any of the following actions: · To change the group description, type a new description. · To prevent members from inviting other people to the group, change the **Allow non-admin members invite others** field to **No**. · To change the password that a member can type to become an administrator of the group, click **Set** or **Change**. 7. Press the **Menu** key. 8. Click **Save**. 22 *User Guide BlackBerry Groups Members Invite a BlackBerry Messenger contact to join a group* When you invite a BlackBerry® Messenger contact to join a group, the contact must accept your invitation before the contact is added to the group.

Depending on the permissions that an administrator of the group has set, you might need to be an administrator of the group to perform this task. 1. 2. 3. 4. 5. 6. 7. 8. @@@@ Click **Members**.

Click **Invite a new member**. Click **Select a contact from BlackBerry Messenger**. If necessary, change the **Category** field. Select the check box beside the contact. Click **Send**. Add a member by scanning a barcode To perform this task, your BlackBerry® device must have a camera. Depending on the permissions that the administrator of the group has set, you might need to be an administrator of the group to perform this task. 1. 2. 3.

4. 5. 6. 7. @@@@ Click **Members**. Click **Invite a new member**. Click **Scan a person's barcode**. Click **Continue**. @@ Continue to hold the device until you hear the success beep. Related topics **Display your profile barcode on your device**, 10 **Add a member by typing an email address or PIN** When you add a member by typing an email address or PIN, the person must accept your invitation before the person is added to the group.

23 *User Guide BlackBerry Groups* Depending on the permissions that an administrator of the group has set, you might need to be an administrator of the group to perform this task. 1. 2. 3. 4.

5. 6. 7. 8. 9.

@@@@ Click **Members**. Click **Invite a new member**. Click **Enter a person's email address, PIN, or name**. Type part or all of the member information. Click the member information. If necessary, select the **This address is a distribution list** check box. Click **Send**. Display the group barcode on your device When you display the barcode for a group on your BlackBerry® device, other people can scan the barcode to join the group. Depending on the permissions that an administrator of the group has set, you might need to be an administrator of the group to perform this task.



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1.

2. 3. 4. 5. @@@@ Press the Menu key. Click Group Details. Click Display Group Barcode. Invite a member to become a BlackBerry Messenger contact When you invite a member to become a contact, the member must accept your invitation before the person is added to your BlackBerry® Messenger contact list. After you invite a member from a group to become a BlackBerry Messenger contact, you can start a private chat by clicking the member. 1.

@@2. @@3. Highlight a member who is not yet a BlackBerry Messenger contact. 4. Press the Menu key.

5. Click Add to BlackBerry Messenger. 6. Click Yes. 7.

Click Send. The member remains in the Pending category in your BlackBerry Messenger contact list until the member responds to your invitation. Delete a member from a group To perform this task, you must be an administrator of the group. 24 User Guide BlackBerry Groups If you added the member as a BlackBerry® Messenger contact, you might also want to delete the contact from your BlackBerry Messenger contact list. 1. 2. 3. 4. 5. 6.

7. @@@@ Click Members. Highlight a member. Press the Menu key. Click Remove <member's name>. Click Remove. Leave a group After you leave a group, the group no longer appears on the contact list screen in BlackBerry® Messenger, and you no longer receive activity updates for the group. 1. 2. 3.

4. 5. 6. @@@@ Press the Menu key. Click Leave Group.

Click Leave Group. If necessary, select the check box beside at least one member that you want to become an administrator. Click OK. Click Continue. Group chats Participate in a group chat All members of a group can see group chats.

1. @@2. @@3. Click Chats. 4. If necessary, click a group chat. 5. Type a message. 6. Press the Enter key.

Start a new group chat All members of a group can see group chats. 1. @@2. @@3. Click Chats. 4. Press the Menu key. 25 User Guide BlackBerry Groups 5. Click New Chat. 6.

Type a subject for the group chat. 7. Click Create. Delete a group chat To perform this task, you must be an administrator of the group and the group must have more than one group chat. 1.

2. 3. 4. 5. 6.

7. @@@@ Click Chats. Highlight a group chat. Press the Menu key. Click Delete Chat. Click Delete. Pictures About pictures You can share pictures with all of the members in a group. You can share pictures that are stored on your BlackBerry® device, or if your device has a camera, you can take a picture. You can mark pictures as favorites, comment on pictures, and add voice notes to pictures. A group can contain up to 20 pictures.

Pictures in a group are deleted from your device automatically after 28 days, unless you mark a picture as a favorite or change the group options to save group pictures to your BlackBerry device or a media card. Share a picture with a group All members of a group can see pictures that you share. Pictures in a group are deleted from your BlackBerry® device automatically after 28 days, unless you mark a picture as a favorite or change the group options to save group pictures to on-board device memory or a media card. 1. @@2. @@3. Click Pictures. 4. Click Share Picture. 5.

Click a picture. 6. Type a caption. 7. To add a voice note, click the Add Voice Note icon.

Click Record. Click Attach. 8. Click Send. 26 User Guide BlackBerry Groups Discuss a picture You can discuss a picture with all members of the group.

1. In a group, click Pictures. 2. Click a picture. 3. Press the Menu key. 4. Click Discuss Picture. 5. Type a message.

6. Click Add Comment. Mark a picture as a favorite When you mark a picture as a favorite, you continue to see the picture in the group on your BlackBerry® device even after 28 days. Other members might not see the picture after 28 days. Depending on the group options that you have set for pictures, other members of the group might be notified when you mark a picture as a favorite. 1. In a group, click Pictures. 2. Highlight a picture. 3.

Press the Menu key. 4. Click Tag as Favorite. To stop displaying a picture as a favorite, click Remove Favorite Tag. Add or replace a voice note You can only record voice notes for pictures that you have shared with the group.

1. In a group, click Pictures. 2. Click a picture that you shared. 3.

Press the Menu key. 4. Click Add Voice Note or Replace Voice Note. 5. Click Record. 6. Click Attach. Play a voice note You can play a voice note that a member of the group has added to a picture. 1. In a group, click Pictures.

2. Click a picture that has a voice note. 3. Press the Menu key. 4. Click Play Voice Note. Change a caption 1. In a group, click Pictures. 27 User Guide BlackBerry Groups 2. 3.

4. 5. 6. Highlight a picture. Press the Menu key.

Click Edit Caption. Type a new caption. Click Send. Delete a picture from a group After you delete a picture from a group, you can no longer see it in the group on your BlackBerry® device. Other members might continue to see the picture.

1. In a group, click Pictures. 2. Highlight a picture. 3. Press the Menu key. 4. Click Delete Picture. 5. Click Yes.

6. If you shared the picture or if you are an administrator of the group, to delete the picture for all members, click Yes. Lists About lists You can create lists to share with all members in a group. You can assign due dates, change the priority level for list items, and set an owner for list items. You can also change list items or mark them as completed. Members can comment on list items and send a list to people outside of the group. Create a list 1. 2. 3. 4.

5. 6. @@@@ Click Lists. Click Start New List. Type a name for the list.

Click OK. Discuss a list You can discuss a list with all members of the group. 1. In a group, click Lists. 2.

Click a list. 3. Press the Menu key. 4. Click Discuss List. 28 User Guide BlackBerry Groups 5. Type a message. 6. Click Add Comment. Add a list item 1.

2. 3. 4. 5. In a group, click Lists. Click a list. Click Create New Item. Type a name for the list item. Perform any of the following actions: · To add a category for the list item to appear under, type a category name. · To assign responsibility for the list item to a member, type part of the member's name.

Click the member. · To set the priority level for the list item, change the Priority field. · To specify a due date, change the Due field. Click Date. Click a date. To set the priority level to automatically change to high at a specified time for a list item with a due date, change the Make high priority field. 6. Click Save.

Change a list item In a group, click Lists. Click a list.

Click a list item. To change the list item information, perform any of the following actions: · To mark a list item as completed, change the Status field to Completed. · To rename the list item, type a new name for the list item. · To add a category or change the category that the list item appears under, type a category name. 5. To change the priority level or due date for the list item, perform any of the following actions: · To assign responsibility for the list item to a member, type part of the member's name.



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Click the member. · To set the priority level for the list item, change the Priority field. · To specify a due date, change the Due field. Click Date.

Click a date. To set the priority level to automatically change to high at a specified time for a list item with a due date, change the Make high priority field. 6. Click Save. 1. 2. 3. 4. Sort a list You can sort a list on your BlackBerry® device using different criteria. 1.

In a group, click Lists. 2. Click a list. 3. Press the Menu key.

4. Click Sort By <list item information>. 5. Click a criteria. 29 User Guide BlackBerry Groups Delete one or more list items After you delete a list item from a list in a group, it can be restored only by another member.

1. In a group, click Lists. 2. Click a list. 3. If necessary, highlight a list item. 4. Press the Menu key. 5. Click one of the following menu items: · Delete Item · Delete Completed Items · Remove Deleted Items 6.

Click Delete. Restore a list item When a member of a group deletes a list item, it appears crossed out in the list. Only another member can restore the list item. 1. In a group, click Lists. 2. Click a list. 3. Highlight a deleted list item. 4.

Press the Menu key. 5. Click Recreate Deleted Item. Delete a list 1. 2.

3. 4. 5. In a group, click Lists. Highlight a list.

Press the Menu key. Click Delete List. Click Delete. Group calendar About the group calendar You can create appointments and share them with all of the members in a group. Members can add, change, or delete appointments from within the group. Appointments that are created in a group also appear in the calendar application on your BlackBerry® device. For more information about using the calendar features, on the menu in the calendar application, click Help. 30 User Guide BlackBerry Groups Create an appointment Appointments that you create in a group appear in every member's calendar. 1. @@2.

@@3. Click Calendar. 4. Click New Shared Appointment. 5. Type the appointment information. 6. If necessary, change the Recurrence field. 7. Press the Menu key.

8. Click Save. Change an appointment Changes that you make appear in every member's calendar. 1. In a group, click Calendar.

2. Click View Groups' Calendar. 3. Click an appointment. 4.

Change the appointment information. 5. Press the Menu key. 6. Click Save. View all group appointments Appointments for all groups that you are a member of appear in the same calendar view. 1. @@2. @@3. Click Calendar.

4. Click View Groups' Calendar. Stop using the agenda view for group calendars By default, the agenda view is used for group calendars. 1. In a group, click Calendar. 2. Press the Menu key. 3. Click Group Calendar Options. 4.

To use the default calendar view on your device for your group calendars, change the Initial View field to Default. 5. Click Save. Delete an appointment When you delete an appointment from a group, it no longer appears in your calendar application. 1.

In a group, click Calendar. 31 User Guide BlackBerry Groups 2. 3. 4. 5.

6. 7. Click View Groups Calendar. Highlight an appointment. Press the Menu key. Click Delete. Click Delete. If you created the appointment or if you are an administrator of the group, to mark the appointment as cancelled in all members' calendars, click Yes. Group administration About group administrators When you create a group, you become the administrator for the group automatically. As an administrator you can delete pictures and appointments for all members in a group.

Administrators of a group can also control membership of the group, set or change the administrator password, and delete the group. Set an administrator password To perform this task, you must be an administrator of the group. The password must be at least four characters in length. A member can type the group password that you set for the group to become an administrator. 1. @@2. @@3. Press the Menu key. 4. Click Administration.

5. Click Set Administrator Password. 6. Type a password. 7.

Click OK. Change the administrator password To perform this task, you must be an administrator of the group. A member can type the administration password that you set for the group to become an administrator. The password must be at least four characters in length. 1.

@@2. @@3. Press the Menu key. 4. Click Administration. 5. Click Change Admin Password. 32 User Guide BlackBerry Groups 6. Type a new password. 7.

Click OK. Assign or remove administrator permissions To perform this task, you must be an administrator of the group. A group can have multiple administrators. 1. @@2. @@3. Click Members. 4. Highlight a member. 5.

Press the Menu key. 6. Click Administration. 7. Perform one of the following actions: · To assign administrator permissions to the member, click Grant Admin Privileges.

· To remove administrator permissions from the member, click Remove Administrator Privileges. If necessary, click Continue. 8. Click OK. Become an administrator To perform this task, an administrator of the group must have set an administrator password and provided you with the password.

1. 2. 3. 4. 5. 6. 7. @@@@Press the Menu key. Click Administration. Click Make Me An Administrator.

Type the administrator password for the group. Click OK. Delete a group To perform this task, you must be an administrator of the group. When you delete a group, items in the group, including shared pictures, lists, and appointments, are deleted for all members. 1. @@2. @@3. Press the Menu key. 4. Click Administration.

5. Click Delete Group. 6. Click Yes. 33 User Guide BlackBerry Groups Troubleshooting I am not receiving notifications for a group If you are not receiving the audible notifications or Home screen indicators that you expect for a group, try performing any of the following actions: · @@@@Press the Menu key.

Click Group Details. Verify that the Turn off all notifications for this group field is set to No. On the Home screen, click the Sounds or Profile icon. Verify that the All Alerts Off sound profile is not active. On the Home screen, click the Sounds or Profile icon.

For the active sound profile, verify that the BlackBerry Messenger Groups item is not set to Silent. · · 34 User Guide Contact list backup Contact list backup About backing up your BlackBerry Messenger contact list BlackBerry® Messenger provides you with a few ways to back up and restore your BlackBerry Messenger information, which can include your contacts, profile, and group membership. You can set BlackBerry Messenger to save a backup file of

BlackBerry Messenger automatically when your contact list changes, such as when you add or delete a contact. You can also create a backup file manually on your BlackBerry device or on a media card. You might also be able to back up the list of groups that you belong to so that you automatically receive

invitations to the groups again when you restore your contact list. Depending on your organization, you might be able to register some or all of the email addresses that you have associated with your device with BlackBerry Messenger to back up and restore your BlackBerry Messenger contact list over the

wireless network automatically.



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When you set BlackBerry Messenger to back up your contact list over the wireless network, BlackBerry Messenger backs up changes to your contacts, profile, and group membership to a BlackBerry Messenger server that is operated by or on behalf of Research In Motion or its affiliates. If you delete all of your device data or if your device is lost or stolen, you can restore your BlackBerry Messenger contact list over the wireless network. For information about backing up your device using BlackBerry® Desktop Manager, see the online help in the BlackBerry Desktop Manager. Register an email address with BlackBerry Messenger To perform this task, you must have an email address that is associated with your BlackBerry® device.

When you register an email address with BlackBerry® Messenger, BlackBerry Messenger backs up changes to your contacts, profile, and group membership over the wireless network to a BlackBerry Messenger server that is operated by or on behalf of Research In Motion or its affiliates. Depending on your wireless service plan or organization, this feature might not be supported. 1. 2. 3. 4. 5. 6. @@On the contact list screen, press the Menu key. Click Options. Click Back Up. Click Back up files remotely. Perform one of the following options: · If you only have one email address that is associated with your device, click Register. · If you have more than one email address that is associated with your device, highlight an unregistered email address. Press the Menu key. Click Edit Email Status. Click Register. Click OK. 7. To view the status of the registration for the email address, repeat steps 1 to 5.

35 User Guide Contact list backup Remove a registered email address from BlackBerry Messenger After you remove a registered email address from BlackBerry® Messenger, you can no longer restore your contact list over the wireless network using that email address. If you remove all of the email addresses that are registered from BlackBerry Messenger, your contact list will not be backed up automatically until you register an email address with BlackBerry Messenger again. 1. @@2. On the contact list screen, press the Menu key. 3. Click Options. 4. Click Back Up. 5.

Click Back up files remotely. 6. On the Remote Backup screen, highlight an email address. 7. Press the Menu key. 8. Click Edit Email Status. 9. Press the Menu key. 10.

Click Deactivate Email. Restore your BlackBerry Messenger contact list over the wireless network To perform this task, you must have associated at least one of the email addresses with your device that you previously registered with BlackBerry® Messenger. For more information about associating your device with an email address, visit www.blackberry.com/go/docs to read the BlackBerry Internet Service User Guide or contact your organization.

Depending on your wireless service plan or organization, this feature might not be supported. 1. 2. 3. 4.

5. 6. 7. 8. @@On the contact list screen, press the Menu key. Click Options. Click Restore. Click Restore using email. If necessary, select an email address. Click Continue.

Click Continue. Click Continue. You might be automatically re-invited to groups that you previously belonged to when you restore your BlackBerry Messenger contact list. Related topics My contacts are not appearing in BlackBerry Messenger, 5 36 User Guide Contact list backup Create a backup file of your BlackBerry Messenger contact list You can have up to five backup files on your BlackBerry® device or media card. 1. @@2. On the contact list screen, press the Menu key. 3. Click Options. 4.

Click Back Up. 5. Click Back up files locally. 6. Change the Save backup files to field to Device or Media Card.

7. To save a backup file automatically when your contact list changes, select the Auto save contact list changes check box. 8. Click Back Up Now. Restore your BlackBerry Messenger contact list using a backup file To perform this task, you must have created a backup file of your BlackBerry® Messenger contact list and saved it to your device or to an inserted media card.

1. 2. 3. 4. 5. 6. 7. @@On the contact list screen, press the Menu key. Click Options. Click Restore.

Click Restore using a backup file from device. Click a backup file. To locate the latest backup file by viewing the properties of a file, highlight a backup file.

Press the Menu key. Click Properties. Click Yes. You might be automatically re-invited to groups that you previously belonged to when you restore your BlackBerry Messenger contact list. Related topics My contacts are not appearing in BlackBerry Messenger, 5 Delete backup files of your BlackBerry Messenger contact list To perform this task, you must have created a backup file of your BlackBerry® Messenger contact list and saved it to your device or a media card. 1. 2.

3. 4. @@On the contact list screen, press the Menu key. Click Options. Beside the Delete backup files field, click Delete.

37 User Guide Contact list backup 5. Click a backup file. 6. Click Yes. Troubleshooting I cannot register an email address with BlackBerry Messenger Your BlackBerry® Messenger contact list is backed up over the wireless network as long as you have registered at least one of the email addresses that is associated with your device with BlackBerry Messenger.

If you tried to register one or more of the email addresses that are associated with your device with BlackBerry Messenger, but the email address is listed as not registered on the Remote Backup screen in BlackBerry Messenger, try performing the following actions: · Verify that the email address that you are trying to register with BlackBerry Messenger has an icon on the Home screen or in a folder on your device or that you are receiving email messages from that email account on your device. If you have not yet associated an email address with your device, click the Setup Wizard icon. If you are registering an email address with BlackBerry Messenger for the first time, wait a short period of time for BlackBerry Messenger to process the registration message. On a computer, in your email account, verify that the registration email message from BlackBerry Messenger is not filed into a folder, such as the spam folder. You might need to mark the sender as safe or change your email message filters before you try to register the email address again using the Resend Verification Email menu item on the Edit Email Status screen in BlackBerry Messenger. If your device is associated with an email account that uses a BlackBerry® Enterprise Server, depending on your organization, this feature might not be supported. · · My restored contact list does not contain the contacts or groups that I expect · · If you restored your contact list using a backup file, verify that the backup file that you used is the latest version. To view the properties of a file on your device, press the Menu key and click Properties. If you restored your contact list using a backup file and you did not set BlackBerry® Messenger to automatically save a copy of your contact list changes to your device or media card, the backup file that you used might have been created before you made changes to your contact list.



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If you restored your contact list using a backup file and your contact list does not contain your groups, you might need to ask someone from the group who has permissions to add members to add you to the group again.

If you set BlackBerry Messenger to back up your contact list over the wireless network, you might need to associate an email address with your device that you previously registered with BlackBerry Messenger. In some cases, you might need to back up your contact list over the wireless network again before your contact list is recovered. · · 38 User Guide Glossary Glossary GPS Global Positioning System PIN personal identification number SMS Short Message Service 39 User Guide Provide feedback Provide feedback To provide feedback on this deliverable, visit www.blackberry.com/docs/feedback. 40 User Guide IT policy rules IT policy rules BlackBerry® Enterprise Server administrators can use IT policy rules to prevent users from accessing certain applications and features. For more information about IT policy rules, visit <http://docs.blackberry.com/en/> to read the BlackBerry Enterprise Server Policy Reference Guide. 41 User Guide Legal notice Legal notice ©2010 Research In Motion Limited.

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