

BBM for iOS

Version: 1.0



User Guide

Contents

About BBM.....	4
Get started using BBM.....	6
Navigating BBM.....	6
Signing in with your BlackBerry ID.....	6
Change your BBM status or profile.....	6
Add a BBM contact.....	7
Start a BBM chat.....	8
Do more with BBM.....	9
View someone's BBM profile.....	9
View recent BBM activities.....	9
View your chat history.....	9
Join or create a BBM group.....	10
FAQs.....	12
What sounds can I set for BBM?.....	12
What emoticons can I use?.....	12
Why don't all of my BBM contacts have profile pictures?.....	12
Why can't I add a contact?.....	12
How do I unblock a contact?.....	13
What is a BlackBerry ID?.....	13
How do I restore BBM?.....	13
Can I send PIN messages?.....	13
Get additional support.....	14
Legal notice.....	15

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About BBM

With BBM, you can chat and share in real-time with your BBM contacts and groups. For example, you can share pictures, see when someone has read your message or is typing a reply, and update your BBM status or picture. Share your news with multiple people using multiperson chats and group chats.

With BBM Groups, you can plan events, track to-do lists, share pictures, and chat with up to 30 people at the same time without needing to add them all as BBM contacts.

You can use BBM over a Wi-Fi connection, such as while you're travelling to avoid extra data charges. Some wireless service providers offer ways for you to check your data usage so that you know whether your service plan is appropriate for how you use your device.

Introducing BBM features




The features supported for BBM on your device include the following:

- **BBM profile:** Choose a display picture, name, and status that your BBM contacts see. You can also view your unique BBM PIN from your profile by tapping **Show Barcode**.
- **Invite:** Invite people to chat with you in BBM by scanning a BBM barcode or by entering a phone number, email, or BBM PIN. Contacts who don't have BBM yet can download it from your invitation.
- **Chat:** Share your thoughts and experiences using instant messages, pictures, and voice notes.
- **Emoticons:** Express yourself with classic BBM emoticons.
- **BBM Groups:** Plan events, track to-do lists, share pictures, and chat with up to 30 of your friends, family, or coworkers in one group at the same time.









You can find more resources like community forums and advanced troubleshooting, contact a BlackBerry customer service representative, or ask your questions at blackberry.com/support/bbmios.

BBM icons

Chats

	Unread message in a chat
	Ping message Contact wants your attention
	File has been sent or received

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	Draft message
	Messagee has been sent
	Message has been delivered
	Message has been read
	Message hasn't been sent yet Tip: Verify that your device is connected to the Internet.
	Message couldn't be sent Tip: Touch and hold the message, and tap  to resend it.
	Busy status icon



Get started using BBM

Navigating BBM

When you open BBM, all of your existing chats, including group chats, are displayed.

You can interact with many areas of BBM. For example, tapping a contact once opens a BBM chat. Tapping the contact again opens the contact's BBM profile. To access additional features, you can use the menus.

Essential gestures:

- To view an item, simply tap it.
- To view actions that are available for a specific item, touch and hold the item.
- To view general actions that are available on each screen, tap .
- To view the main sections of BBM, including the **Invites** and **Updates** screens, tap  and a section.

Signing in with your BlackBerry ID

The first time that you open BBM, you're prompted to create or sign in with a BlackBerry ID. A BlackBerry ID gives you access to BBM and any saved BBM data. You can only sign in with one BlackBerry ID.

When you create a BlackBerry ID, you also create a password recovery question and answer. Consider recording this information somewhere in case you ever need to recover your BlackBerry ID password.

To view your current BlackBerry ID information, do the following:

Tap  > .



Your BBM contacts, profile, and groups are backed up based on your BlackBerry ID.

Change your BBM status or profile

Let your contacts know what you're doing or share your mood by changing your BBM name, status, or picture. If you have a status that you use often, such as a vacation notice, you can save it to use again later.

1. Tap your picture or name.
2. Do any of the following:
 - To change the name that your contacts see, tap your current name.

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- To change your BBM picture, tap your current picture. Tap . Select a new picture or animated GIF to use as your BBM picture.
- In the **What's on your mind?** field, type a status.
- To show a  icon beside your name, tap **Status > Busy**
- To create a custom status that you can select, tap **Status > Add Status Message**. Type a status. Tap **Save**. Select the status. If necessary, set the **Show Busy Icon** switch to **On**.



Share your location


You can show the country that you're in and the local time on your BBM profile so that your contacts know when you might be unavailable to chat.

1. Tap  > .
2. Set the **Show My Country and Time** switch to **On**.

Add a BBM contact


You can add contacts to BBM by scanning their BBM barcodes. You can also add contacts by typing someone's phone number, email, BBM PIN, or by selecting a contact on your device. Contacts who don't have BBM yet can download it from your invitation.

1. Tap  > .
2. Select the type of invitation you want to send.
3. Follow the directions on the screen.

To view your pending BBM invitations, tap  > .

Find your PIN or barcode



A PIN is a unique identifier used in BBM. People can invite you to become BBM contacts if they know your BBM PIN or if you show them your BBM barcode.

1. Tap your BBM picture or name.
2. Tap .

To copy your PIN, tap .





Delete a contact

If you delete a BBM contact, you're also deleted from that person's contact list in BBM.

1. Tap .
2. Touch and hold a name.
3. Tap .

Start a BBM chat

You can chat in real-time with your BBM contacts and know when someone has read your message using a mobile or Wi-Fi network. Share files, such as pictures and voice notes in chats.

1. Tap .
2. Tap a contact.
3. Do any of the following:
 - Type your message or select an emoticon.
 - To attach a picture or voice note, tap .
 - To ping someone, tap  > .

Chat with more people


Tap  >  > .

From an existing chat, you can also invite more BBM contacts to join the conversation by tapping .

Do more with BBM

View someone's BBM profile




You can view additional information about contacts and groups, such as previous status messages, from their BBM profile.

1. Touch and hold a name.
2. Tap .




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




View recent BBM activities

You can view recent updates across your BBM contacts and groups, and review any pending BBM invitations.

1. Tap .
2. Tap  or .



Hide particular updates

1. Tap  > .
2. Touch and hold a name.
3. Tap .

To see the updates again, tap  >  > **Edit Blocked Contacts** > **Updates**. Touch and hold a name. Tap .

View your chat history





You can view messages that you sent and received by scrolling up in an active chat. You can change your BBM options so that you can view your chat history with a contact after you end the chat.


1. Tap  > .
2. Set the **Save Chat History** switch to **On**.

Join or create a BBM group

Plan events, track to-do lists, share pictures, and chat with up to 30 people in one group at the same time. For example, you can make decisions and confirm your plans in the group chat and then create an appointment that everyone in the group can see. If a group already has 30 members, you won't be able to join until someone leaves the group or you can start your own group.



Whoever creates the group automatically controls the group membership, profile picture and name, and can disband the group plus delete all of the shared information. Additional admins can be added after that.

1. Tap  > .
2. Do one of the following:
 - To join a group, tap . Scan a group's barcode (if you have it), or show your BBM barcode and ask a group member to scan it.
 - To create a group, tap . Complete the fields.

To see the groups that you're currently in, tap .





View or add members

You can add members to a group that you're in depending on the options that the group administrator has set.

1. In a group, tap the group profile picture or name at the top of the screen to view the current members.
2. To invite more people to the group, tap  > .

Share pictures, lists, and events




You can share items and comment on pictures or lists in a group.

1. In a group, tap .
2. Do one of the following:
 - Tap .
 - Tap .
 - Tap .

Tip: Share events with your household or coworkers to keep track of appointments that you want everyone to see.

View group activity



Do one of the following:

- To see updates across all of your groups, tap  > .
- To see updates for a specific group, tap  and then a group. Tap the group picture or name at the top of the screen. Tap **Updates**.

Leave a group

The group and all of its data is removed from your device when you leave a group. Other members continue to see the items that you shared, including pictures and lists.

If you're an administrator for the group, you can choose to delete the group and all of its data when you leave the group.

1. Tap .
2. Touch and hold a group name.
3. Tap .


FAQs

What sounds can I set for BBM?

BBM uses the default sound for your device. You can change the volume or select options like Vibrate or Silent in the settings for your device.

When you ping someone in BBM, the other person's device makes a sound (unless it's set to Silent). If you don't hear a sound when receiving a ping, check the sound settings on your device.

What emoticons can I use?

BBM includes different emoticons that you can use in your chats and status updates. You can type a 2-digit country code in asterisks to add a flag icon to your message, such as typing ***CA*** to add .

BBM can also display certain emojis, which are special emoticons created for Japanese electronic messages and webpages. Your contacts might not be able to see emojis that you copy and paste from a website into BBM.


Why don't all of my BBM contacts have profile pictures?


If some of your contacts don't set a profile picture in BBM, you won't see a picture for them in chats or in your list of BBM contacts.

Why can't I add a contact?

The person might not have BBM setup yet. If you invite a contact who has BBM but your invite is still pending, the person might not have responded to your invitation or the person might have ignored your invitation.




To view your pending invitations, complete the following:

1. Tap  > .
2. Tap **Sent**.

If an invitation remains in your Sent list for a long time, you can delete it. Just touch and hold the invitation and tap .

How do I unblock a contact?

To remove a contact from your blocked list so that you can become contacts in BBM, do the following:

1. Tap  > .
2. Tap **Edit Blocked Contacts**.
3. Touch and hold a name.
4. Tap .

What is a BlackBerry ID?

A BlackBerry ID gives you access to BBM and any saved BBM data. After creating a BlackBerry ID for the first time, follow the instructions in the BlackBerry ID email to access all of the BBM features. If you already have BBM data for your BlackBerry ID, that data is associated with your device.

To view your current BlackBerry ID information, do the following:

1. Tap  > .

After a certain amount of time, if you aren't actively using BBM, you might be prompted to re-enter your BlackBerry ID password. If you want to sign in with a different BlackBerry ID in BBM, you can reinstall BBM.

How do I restore BBM?

After associating your BlackBerry ID with BBM, your BBM contacts, profile, and group memberships are automatically backed up over the wireless network.

If you switch devices or lose your device, you can restore your BBM data by using the same BlackBerry ID that you associated with BBM. If your BBM contacts appear but you're still missing some of your groups, you can ask someone from the group to add you again.

Can I send PIN messages?

Although you have a PIN in BBM, you can't send PIN messages. Your BBM PIN is a unique identifier used in BBM.

Get additional support

You can find more resources, like community forums and advanced troubleshooting, contact a BlackBerry customer service representative, or ask your questions at blackberry.com/support/bbmios.

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