



BlackBerry Messenger

Version 1.0

User Guide

BlackBerry Messenger Version 1.0 User Guide

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About BlackBerry Messenger

BlackBerry® Messenger enables you to chat with other BlackBerry® wireless device users in real-time using your BlackBerry device. To use BlackBerry Messenger, you must have the BlackBerry Messenger program installed on your BlackBerry device.

System requirements

The BlackBerry Messenger program can be installed by users in different ways depending on the wireless service provider.

Installation scenario	Minimum requirements
Installed with the core BlackBerry Device Software	BlackBerry device running device software version 4.0.2 or later with 32 MB of memory
Installed from www.blackberry.com/messenger using a desktop computer	BlackBerry device with USB port running device software version 3.6 or later with 16 MB of memory
Installed wirelessly from www.blackberry.com/messenger using the BlackBerry Browser or Internet Browser on a BlackBerry device	BlackBerry device running device software version 3.7 or later with 16 MB of memory

Log in to BlackBerry Messenger

First-time users of BlackBerry Messenger must specify a display name that identifies them to other users. They must also create a password.

After creating a display name and password, you are logged in automatically when your BlackBerry device is turned on and connected to the wireless network.

Related topic

- About BlackBerry Messenger

About the contact list

Your contact list displays your individual contacts and contact groups. A contact is an individual BlackBerry Messenger user.

You must request contacts to install BlackBerry Messenger on their BlackBerry wireless devices before you can exchange instant messages with them. Requests contain a link to www.BlackBerry.com/messenger where you can download the program and find out more information about it. You can send requests to contacts by email or PIN (personal identification number).

Note:

See the *BlackBerry Wireless Handheld User Guide* for more information on PIN.

You can use groups to sort your contacts. The default group is Contacts.

Add a contact

1. On the Contact List screen, click the trackwheel.
2. Click **Add a Contact**.
3. Click **[Use Once]**.
4. Click **Request by Email** or **PIN**.
5. Type an email address or PIN.
6. Press the **Enter** key.
7. Add a message.
8. Click **OK**.
9. Click **OK**.

Notes:

If you have added contacts to the address book, you can select a contact from the list after you click **Add a Contact**.

For added security, you can enable the **Ask Passcode Question When Adding Contacts** option in the Options menu. To accept your request, the contact must correctly answer a question you specify. To enable the request passcode, click the trackwheel on the Contact List Screen and click **Options**.

Tip:

If you request a contact by PIN and they are listed in your address book their contact name appears as their friendly name, not their PIN number.

Related topics

- About the contact list
- Why can I not send a request?

Manage contacts

To remove a contact from your contact list, click the contact on the Contact List screen. Click **Delete Contact**. Click **Delete**.

To view a contact's information, click the contact on the Contact List screen. Click **Contact Info**.

Manage groups

To add a group to your contact list, click the trackwheel on the Contact List screen. Click **Add Group**. Type a name. Click **OK**.

To move contacts from one group to another, click the contact on the Contact List screen. Click **Move**. Select a group.

To remove a group, click a group name on the Contact List screen. Click **Delete Group**. Click **Delete**.

Note:

You cannot remove the default Contacts group.

Related topic

- Why can I not delete a group?

Respond to a request

Requests from contacts appear on the Contact List screen. To accept a request from a contact, select the request. Click the trackwheel. Click **Open**. Click **Accept**. To decline a request from a contact, select the request. Click the trackwheel. Click **Open**. Click **Decline**. To remove a request from a contact, select the request. Click the trackwheel. Click **Open**. Click **Remove**.

Note:

If you remove a request, the request is removed from your BlackBerry Messenger. The sender of the request does not receive confirmation that your address is a correct address.

Send an instant message

Click a contact on the Contact List screen. Click **Start Conversation**. Type a message. Press the **Enter** key.

Note:

During a conversation you can click the trackwheel. Click **Ping Contact** to cause the contact's BlackBerry device to vibrate.

To turn off the Ping vibration on your BlackBerry device, click the trackwheel on the Contact List Screen. Click **Options**. Clear the **Vibrate When Receiving a Ping** check box.

Related topic

- Why does a contact not reply to my instant messages?

Open an existing conversation

On the Contact List screen, in the Current Conversations list, click a contact. Click **Open Conversation**.

Start a conference

During a conversation, click the trackwheel. Click **Invite** to invite additional users.

End a conversation

During a conversation, click the trackwheel. Click **End Conversation**.

Note:

To close the message screen without ending the conversation, click **View Contact List**.

About availability status

Set your availability status to **Available** to receive notification of instant messages as specified in your notification profile. Set your availability status to **Unavailable** to prevent the receipt notification of instant messages.

BlackBerry Messenger also updates availability statuses automatically. The Busy icon automatically displays when the contact is engaged in another activity. A busy icon displays when there is recent key or trackwheel activity, the contact has received a BlackBerry Messenger notification in the last 2 minutes, or the contact has not read or responded to BlackBerry Messenger notifications.

The Unreachable icon automatically displays when a contact is out of a sufficient wireless coverage area or when the contact is using the phone.

Set your availability status

1. Click the trackwheel on the Contact List screen.
2. If your status is currently "Available," click **Available**. If your status is currently "Unavailable," click **Unavailable**.

3. Click **Unavailable** to set your status to unavailable. Click **Available** to set your status to available.
4. Type a message that contacts will receive when sending you a message.
5. Click **OK**.

Note:

If you set your status to unavailable, you still receive instant messages but you do not receive notification. If you send messages to contacts marked "Unavailable," they might not reply.

Related topic

- About availability status

Set an availability alert

To receive notification when a contact is available, click an unavailable contact on the Contact List screen. Click **Set Alert** to turn on an availability alert. Click **Clear Alert** to turn off an availability alert.

View your calendar

In a conversation, click the trackwheel. Click **View Calendar**.

See the *BlackBerry User Guide* that accompanied your BlackBerry device for more information on using the calendar.

Note:

To return to your conversation, press the **Escape** button.

Insert an emoticon

While you are typing an instant message, press the **Symbol** key twice. Click an emoticon.

Note:

To insert emoticons directly into your instant messages, type the associated key combination.

Related topic

- Why do emoticons not appear?

About AutoText

AutoText automatically replaces text that you type. Use AutoText to correct spelling and to replace abbreviations with complete words.

Your BlackBerry device has built-in AutoText entries that correct common typing mistakes. For example, AutoText changes **hte** to **the**.

During a conversation, you can create AutoText entries for your common mistakes or abbreviations. For example, you can create an AutoText entry that replaces **tyl** with **talk to you later**.

Note:

To use AutoText, type an AutoText entry. Press the **Space** key.

See the *BlackBerry User Guide* that accompanied your BlackBerry device for more information on using AutoText.

Manage AutoText entries

In a conversation, click the trackwheel. Click **Edit AutoText**. Click an AutoText entry. Perform one of the following actions:

- Edit
- New
- Delete

Note:

To return to your conversation, press the **Escape** button.

See the *BlackBerry User Guide* that accompanied your BlackBerry device for more information on using AutoText.

Related topic

- About AutoText

Change your display name

On the Contact List screen, click the trackwheel. Click **Edit My Info**. Edit your display name. Click **OK**.

Close the program

On the Contact List screen, click the trackwheel. Click **Close**.

Notes:

When you close BlackBerry Messenger, existing conversations remain active and you can still receive instant messages. A bubble icon in the BlackBerry device status section of the screen indicates that new instant messages have arrived.

Conversations that are active when the BlackBerry device is turned off are re-activated when the BlackBerry device is turned on. However, if the battery is removed, all conversations end.

About notification profiles

You can set notification options such as Vibrate or Tone for BlackBerry Messenger in the profiles list. Enabling the **Messenger - Alert** notification option in your profile notifies you when a contact that you have set an availability alert for becomes available. Enabling the **Messenger - New Message** notification option notifies you when a new instant message arrives.

Set a notification profile

1. In the profiles list, click a profile.
2. Click **Edit**.

3. Click a notification option.
4. Click **Edit**.
5. Set the desired options.
6. Click the trackwheel.
7. Click **Save**.

Related topics

- About notification profiles
- Why do I not receive notification when an instant message arrives?

Frequently asked questions

- Why can I not see the BlackBerry Messenger program icon on the Home screen?
- Why can I not send or receive instant messages?
- Can I send and receive messages while the BlackBerry Messenger program is running?
- Why do I not receive notification when an instant message arrives?
- Why can I not send a request?
- Why can I not delete a group?
- Why has a contact disappeared from my contact list?
- Why does a contact not reply to my instant messages?
- Why do emoticons not appear?
- Why does text change after it has been typed?

Why can I not see the BlackBerry Messenger program icon on the Home screen?

Verify that the correct version of the BlackBerry Messenger program for your BlackBerry wireless device is installed. The program might not be installed correctly.

If your service provider has not enabled BlackBerry Messenger for use on your BlackBerry device, the application icon will not display on the Home screen.

Why can I not send or receive instant messages?

Verify that your BlackBerry device radio is turned on and that you are in a sufficient wireless coverage area. See the printed documentation that accompanied your BlackBerry device for more information on wireless coverage levels.

Can I send and receive messages while the BlackBerry Messenger program is running?

Yes. You can send and receive messages and use other programs on your BlackBerry device while BlackBerry Messenger is running. An alert appears on the BlackBerry device status section of the screen when you receive a new instant message.

Why do I not receive notification when an instant message arrives?

Verify that audible notification is set. In the profiles list, click the profile that is currently enabled. Change the notification option for Messenger - Alert or Messenger - New Message to **Tone** or **Vibrate-Tone**. Also, verify that the notification volume is sufficiently loud.

If your status is set to **Unavailable**, you will not receive notification of instant messages. Verify that your status is set to **Available**.

Why can I not send a request?

Verify that the email address or PIN to which you sent the request is correct.

Why can I not delete a group?

Verify that there are no remaining contacts in the group. To remove contacts from a group, move them to another group or delete them from your Contact List.

Why has a contact disappeared from my contact list?

Verify that the group list that the contact is in has not been collapsed. To expand the group list on the Contact List screen, click the group. Click **Expand**.

If you have been deleted from the contact's contact list, the contact will not be displayed in your Contact List.

Why does a contact not reply to my instant messages?

Verify that the contact's status is set to **Available**.

Why do emoticons not appear?

Verify that you typed the correct key combination associated with the emoticon. To see a list of supported emotions and their associated key combinations, press the **Symbol** key twice.

Why does text change after it has been typed?

If AutoText recognizes the key combination, it automatically replaces text that you type. To view and edit AutoText entries, click the trackwheel in a conversation. Click **Edit AutoText**.



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