



Overview

New In This Release for BBM Protected 10.12/2.12/293 describes new features as well as enhancements for the following:

- BBM Protected 10.12 for BlackBerry 10 devices
- BBM Protected 2.12 for Android™ devices
- BBM Protected 293 for iOS devices

BBM Protected allows users to send and receive secure BBM messages between BlackBerry OS (version 6.0 to 7.1), BlackBerry 10, iOS, and Android™ devices. BBM Protected uses public key encryption to digitally sign and encrypt messages to help establish secure communications between BlackBerry OS (version 6.0 to 7.1), BlackBerry 10, iOS, and Android™ devices.



Prerequisites to New In This Release for BBM Protected 10.12/2.12/293

The following web-based training (WBT) courses are prerequisites to New In This Release for BBM Protected 10.12/2.12/293:

- *Managing eBBM*
- *Introducing and Supporting the eBBM Suite*
- *Using the Enterprise Identity Administrator Console*
- *New In This Release for BBM Protected 10.11/10.12/293*



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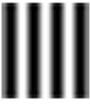
The following features are new or enhanced for BBM Protected 10.12/2.12/293:

- Start a BBM Protected team chat
- Mark a team chat message as high priority
- Messages marked as high priority
- View who has read your message in a multi-person chat
- Administrator Instructions
 - Enhancements to user information displayed in the BlackBerry Auditing and Archiving Service (BAAS) console
 - Turn off copy/paste in BBM Protected messages

Start a BBM Protected team chat

You can chat with multiple coworkers at the same time in a BBM Protected team chat. You can also enter a subject of the team chat so all participants know what the chat is about.

1. On the **Chats** screen, tap  >**Start Team Chat**.
2. To add people to the chat, do any of the following:
 - To add people from your BBM contacts, tap  . Tap one or more contacts. When you're finished adding contacts, tap  .
 - To add coworkers who aren't in your BBM contacts, in the **Search for Coworkers** field, type the first few letters of a coworker's name, then tap the coworker's name. When you're finished adding coworkers, in the **Search for Coworkers** field, tap  .

Note: You can add additional contacts to an existing chat that is in progress.
3. To set a subject for your team chat, do any of the following:
 - In the **Chat Subject** field, type a subject.
 - To set the subject using a barcode, tap  .
4. Tap **Start**.



Healthcare services industry example

In a healthcare organization, the new BBM Protected features allow physicians to create a team chat with other physicians.

After the initial BBM group creation, physicians and other medical professionals can be added to the chat if required.

To identify chats, physicians can either:

- Type patient credentials in the **Chat Subject**, such as a unique identifier.
- Scan a patient's barcode to set the subject and identify a chat for a specific patient.



Mark a team chat message as high priority

This feature allows users to quickly and easily assign priorities to the BBM messages they send, so they can manage and respond to the messages with appropriate urgency.



1. In a BBM Protected chat, tap .
2. Type a message.

Messages marked as high priority

This feature allows users to set notifications for the patient-related BBM Messages they receive, such as vibration, LED, and sound notifications.

After a user assigns a priority to a message, the customized notifications for the message override the profile settings as follows:

Operating System	Message priority: Normal	Message priority: High
Android™	Follows notification profile	Overrides notification profile for sound and vibration
BlackBerry 10	Follows notification profile	Overrides notification profile for sound and vibration

View who has read your message in a multi-person chat

This feature allows users to view if a BBM message has been delivered to and read by each participant in a multi-person chat.

To view if a message has been delivered to or read by a chat participant, do the following:

1. Open a multi-person chat and send a message.
2. In a multi-person chat, touch and hold a sent message.
A dialogue box appears with all contacts. A **D** or **R** appears beside each contact, depending on whether the contact has read the message.

Administrator Instructions

Enhancements to user information displayed in the BlackBerry Auditing and Archiving Service (BAAS) console

The following information for BBM Protected users displays in the BlackBerry Auditing and Archiving Service (BAAS) console:

- The user's display name
- The first name and last name of a user (requires the BBM Protected Cloud Directory Service to be turned on)



Turn off copy/paste in BBM Protected messages

Using the Enterprise Identity administrator console, an enterprise administrator can turn on the BBM Protected Disable Copy setting to stop users from copying and pasting BBM Protected messages in multi-person chats.

1. In the Enterprise Identity administrator console, in the left pane, click **Services**.
2. Beside the BBM Protected service, click **Edit**.
3. Beside the BBM Protected Disable Copy service configuration, click the checkbox.



Resources

Enterprise Identity by BlackBerry Administration Guide

View the product documentation for more information about Enterprise Identity by BlackBerry at: www.blackberry.com/go/serverdocs.

The Enterprise Identity by BlackBerry Administration Guide provides instructions for managing administrators and users for services such as BBM Protected.

Manuals and help

View manuals, help and tutorials for eBBM at <http://help.blackberry.com/en/>.

Support

View more information and troubleshooting for products and services supported by eBBM at <http://www.blackberry.com/enterpriseappsupport>.

View information on troubleshooting, updating, and supporting BBM at <http://www.blackberry.com/support>.

Training

View the following web-based training courses for more information about BBM and eBBM:

- *Introducing and Supporting BBM*
- *Managing eBBM*
- *Introducing and Supporting the eBBM Suite*
- *Using the Enterprise Identity Administrator Console*
- *New In This Release for BBM Protected 10.11/2.11/292*

Knowledge Base

Search for information and resolutions to issues at <http://support.blackberry.com/kb>.



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