



BlackBerry Messenger

Version: 5.0

User Guide

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Basics

About BlackBerry Messenger

You can use BlackBerry® Messenger to communicate with users who have a BlackBerry device. The contact list screen in BlackBerry Messenger is made up of your BlackBerry Messenger contacts, contact categories, chats, and groups.

You can send messages to your contacts, change your status and display picture, and organize contacts into contact categories. 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 your BlackBerry Messenger contacts, profile, and group membership using BlackBerry Messenger or using BlackBerry® Desktop Manager on a computer.

You must have a wireless service data plan to use BlackBerry Messenger. Depending on your wireless service provider or organization, some features might not be supported.

For more information about BlackBerry Messenger, visit www.blackberry.com/support.

Requirements

Depending on your wireless service provider or organization, you might not be able to use BlackBerry® Messenger.

- at least 3 MB of available application memory
- BlackBerry® Device Software 4.5 or later
- a wireless service data plan

Change your display picture or display name

Depending on your wireless service provider or organization, your contacts might not see the display picture that you set.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **My Profile**.
4. Perform any of the following actions:
 - To change your display picture, press the **Menu** key. Click **Change Display Picture**. Click a picture. If necessary, center the picture in the box. Press the **Menu** key. Click **Crop and Save**.

- To change your display name, type a new name.
5. Press the **Menu** key.
 6. Click **Save**.

About sounds for BlackBerry Messenger

You can set notification options, such as vibrate or tone, for BlackBerry® Messenger in the sounds application. The BlackBerry Messenger New Message item specifies how you are notified of incoming BlackBerry Messenger messages. The BlackBerry Messenger Alert item specifies how you are notified when a contact that you have set an availability notification for becomes available. The BlackBerry Messenger Groups item specifies how you are notified of BlackBerry® Groups activities.

Depending on the sound profile that is set in the sounds application on your device, you might not receive the audible notification that you have set for BlackBerry Messenger. Depending on the options that are set in a group, you might not receive audible notification of group activities. You cannot turn off or change the success beep for barcode scanning.

For more information about sounds on your device, click the **Help** icon on the Home screen of your BlackBerry device.

View activity updates

The Recent Updates button only appears when there are activity updates.

The activity updates list displays certain contact activities and group activities, such as when display pictures are changed or when members are added to a group. By default, the activity updates list contains the latest 25 updates.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, click **Recent Updates**.

To clear the activity updates list, press the **Menu** key. Click **Clear All**.

Change the options for activity updates

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.
4. Perform any of the following actions:
 - To change the number of updates that appear in the activity updates list, change the **Show Recent Updates** field.
 - To stop grouping the activity updates for a contact or group, clear the **Group Recent Updates From Same Contact/Group** check box.
 - To view what media files contacts have played, select the **Display Music Updates From Contacts** check box. You can only view media updates for contacts who have set BlackBerry® Messenger to display this information.
5. Press the **Menu** key.

6. Click **Save**.

Search your BlackBerry Messenger contact list

You can search for display names and group names on the contact list screen in BlackBerry® Messenger.

If you or the contact has changed the contact's display name, you might not be able to find the contact using the search feature.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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](#)

Find more troubleshooting information

To troubleshoot an issue and read knowledge base articles, visit the BlackBerry® Technical Solution Center at www.blackberry.com/btsc.

Availability

Change your status

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **My Profile**.
4. Click the **Status** field.
5. Click a status.

Add a status message

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **My Profile**.
4. In the **Status Message** field, type a status message.
5. Press the **Menu** key.
6. Click **Save**.

Create a custom status

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **My Profile**.
4. Click the **Status** field.
5. Click **Personalize Status**.
6. Type a status.
7. Click a status indicator.
8. Click **OK**.

Change or delete a custom status

You can only change or delete statuses that you have created.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **My Profile**.

4. Click the **Status** field.
5. Highlight a custom status.
6. Press the **Menu** key.
7. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **My Profile**.
4. Select the **Show What I'm Listening To** check box.
5. Press the **Menu** key.
6. Click **Save**.

To stop showing when you are playing a media file, clear the **Show What I'm Listening To** check box.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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. Hold your device so that all four corners of the barcode appear on your device screen. Continue to hold the device until you hear the success beep.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Invite Contact**.
4. Click **Enter an SMS contact's name or phone number**.
5. Type part or all of the contact information.
6. Click the contact information.
7. If necessary, change the **Category** field.
8. If necessary, type the name that you want to appear in your BlackBerry® Messenger contact list.
9. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **My Profile**.
4. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, highlight a contact.
3. Press the **Menu** key.
4. Click **Contact Profile**.

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. On the Home screen or 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 **Contact Profile**.
5. Type a new name.
6. Press the **Menu** key.
7. 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. On the Home screen or 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 **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**.

Delete a contact

If you delete a BlackBerry® Messenger contact, you are likewise deleted from that person's contact list in BlackBerry Messenger.

1. On the Home screen or 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 **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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Add Category**.
4. Type a name for the contact category.
5. 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. On the Home screen or 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 **Move Contact**.
5. Click a contact category.

Rename a contact category

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, highlight a contact category.
3. Press the **Menu** key.
4. Click **Rename Category**.
5. Type a new name for the contact category.
6. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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. On the Home screen or 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 **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.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.

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.

Chats

Chat basics

Start a chat

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in a contact category, click a contact.
3. Type a message.
4. 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**.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, highlight a chat.
3. Press the **Menu** key.
4. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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**.

View the chat history for a contact

You can only perform this task if you have previously turned on chat history.

1. On the Home screen or 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 **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. On the Home screen or 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 **View History**.
5. Type the text.
6. Click **Find Results**.
7. In the search results, click a chat history.

Delete the chat history

1. On the Home screen or 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 **View History**.
5. Press the **Menu** key.
6. Perform one of the following actions:
 - To delete the chat history for an individual contact, click **Delete Contact's History**.
 - To delete the chat history for all contacts, click **Delete Complete History**.
7. Click **Delete**.

Chat options

View display names in BlackBerry Messenger chats

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.
4. Select the **Show Display Names in Chat** check box.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.
4. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.
4. Clear the **Show Chats in Messages Application** check box.
5. Press the **Menu** key.
6. Click **Save**.

To receive chats in the messages application again, select the **Show Chats in Messages Application** check box.

Turn off ping vibration

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.

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.
- If you are using GPS technology for the first time, wait a short period of time for your device to get your GPS location.
- If the contact is using a previous version of BlackBerry® Messenger, if the contact's device does not have a internal GPS receiver, or if the contact has not paired his or her device with a Bluetooth® enabled GPS receiver, some features might not be available for you to use for that contact.

BlackBerry Groups

Group basics

About BlackBerry Groups

You can use the BlackBerry® Groups feature of BlackBerry® Messenger to create or join a group of people that you want to stay connected with, such as family, friends, or co-workers.

You can share pictures, lists, and appointments with the members of your group. You can also chat with members and comment on shared items. A group can contain up to 30 members and can include members who are not part of your BlackBerry Messenger contacts.

The groups that you belong to are listed on the contact list screen of BlackBerry Messenger. You can also add a shortcut icon for the group to the Home screen of your BlackBerry device so that you can quickly access the group.

Depending on your wireless service provider or organization, this feature might not be supported.

Create a group

When you create a group, you automatically become the administrator for the group.

Depending on your wireless service provider or organization, you might not be able to use the BlackBerry® Groups feature.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Create New Group**.
4. Type a name for the group.
5. Type a description that people see when they receive the invitation to the group.
6. Change the **Group Icon** field.
7. Perform any of the following actions:
 - To prevent members from inviting other people to the group, change the **Allow non-admin members invite others** field to **No**.
 - To prevent the group icon from appearing on the Home screen of your BlackBerry device, change the **Show on Home Screen** field to **No**.
8. Click **Create Group**.

Join a group by scanning a barcode

To perform this task, your BlackBerry® device must have a camera.

Depending on your wireless service provider or organization, you might not be able to use BlackBerry® Groups.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.

3. Click **Scan a Group Barcode**.
4. Click **Continue**.
5. Hold your device so that all four corners of the barcode appear on your device screen. Continue to hold the device until you hear the success beep.

Send a chat, picture, or list to a person that is not a member of the group

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

Change group options

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Press the **Menu** key.
4. Click **Group Details**.
5. Perform any of the following actions:
 - To change the group icon, change the **Group Icon** field.
 - To prevent the group icon from appearing on the Home screen of your BlackBerry® device, change the **Show on Home Screen** field to **No**.
 - 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**.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Click **Members**.
4. Click **Invite a new member**.
5. Click **Select a contact from BlackBerry Messenger**.
6. If necessary, change the **Category** field.
7. Select the check box beside the contact.
8. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Click **Members**.
4. Click **Invite a new member**.
5. Click **Scan a person's barcode**.
6. Click **Continue**.
7. Hold your device so that all four corners of the barcode appear on your device screen. 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.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Click **Members**.
4. Click **Invite a new member**.
5. Click **Enter a person's email address, PIN, or name**.
6. Type part or all of the member information.
7. Click the member information.
8. If necessary, select the **This address is a distribution list** check box.
9. 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.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Press the **Menu** key.
4. Click **Group Details**.
5. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
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.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Click **Members**.
4. Highlight a member.
5. Press the **Menu** key.
6. Click **Remove** <member's name>.
7. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Press the **Menu** key.
4. Click **Leave Group**.
5. Click **Leave Group**.
6. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Click **Chats**.
4. Press the **Menu** key.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Click **Chats**.
4. Highlight a group chat.
5. Press the **Menu** key.
6. Click **Delete Chat**.
7. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
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**.

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**.

2. Highlight a picture.
3. Press the **Menu** key.
4. Click **Edit Caption**.
5. Type a new caption.
6. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Click **Lists**.
4. Click **Start New List**.
5. Type a name for the list.
6. 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**.

5. Type a message.
6. Click **Add Comment**.

Add a list item

1. In a group, click **Lists**.
2. Click a list.
3. Click **Create New Item**.
4. Type a name for the list item.
5. 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

1. In a group, click **Lists**.
2. Click a list.
3. Click a list item.
4. 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. 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**.

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.

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. In a group, click **Lists**.
2. Highlight a list.
3. Press the **Menu** key.
4. Click **Delete List**.
5. 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**.

Create an appointment

Appointments that you create in a group appear in every member's calendar.

1. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
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**.

2. Click **View Groups Calendar**.
3. Highlight an appointment.
4. Press the **Menu** key.
5. Click **Delete**.
6. Click **Delete**.
7. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Press the **Menu** key.
4. Click **Administration**.
5. Click **Change Admin Password**.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Press the **Menu** key.
4. Click **Administration**.
5. Click **Make Me An Administrator**.
6. Type the administrator password for the group.
7. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, in the BlackBerry Groups category, click a group.
3. Press the **Menu** key.
4. Click **Administration**.
5. Click **Delete Group**.
6. Click **Yes**.

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:

- On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon. On the contact list screen, in the BlackBerry Groups category, click a group. 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**.

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. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.
4. Click **Back Up**.
5. Click **Back up files remotely**.
6. 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**.
7. Click **OK**.

To view the status of the registration for the email address, repeat steps 1 to 5.

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.
4. Click **Restore**.
5. Click **Restore using email**.
6. If necessary, select an email address. Click **Continue**.
7. Click **Continue**.
8. 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](#)

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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.
4. Click **Restore**.
5. Click **Restore using a backup file from device**.
6. 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**.
7. 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. On the Home screen or in the **Instant Messaging** folder, click the **BlackBerry Messenger** icon.
2. On the contact list screen, press the **Menu** key.
3. Click **Options**.
4. Beside the **Delete backup files** field, click **Delete**.

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.
- 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.

Glossary

GPS

Global Positioning System

PIN

personal identification number

SMS

Short Message Service

Provide feedback

To provide feedback on this deliverable, visit www.blackberry.com/docsfeedback.

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*.

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