



User Guide

BlackBerry Client for Novell Groupwise Messenger BlackBerry Smartphone with a Touch Screen

Version: 2.2

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Basics

About BlackBerry Client for Novell GroupWise Messenger

You can use BlackBerry® Client for Novell® GroupWise® Messenger to chat with other Novell® GroupWise® Messenger users using your BlackBerry device. To use the client, you must have a Novell GroupWise Messenger user name. If you do not have a user name, contact your administrator.

You can send and receive email messages and use other applications on your device while the client is running. When you receive a new instant message, an icon appears in the device status section of the screen.

Log in to the BlackBerry Client for Novell GroupWise Messenger

If you do not remember your user name or password, contact your administrator.

1. In the BlackBerry® Client for Novell® GroupWise® Messenger, type your user name and password.
2. Perform any of the following actions:
 - To avoid typing your password each time that you log in, select the **Save Password** check box.
 - To log in to the client automatically each time that you turn on your BlackBerry device, select the **Automatically log me in** check box.
3. Click **Log In**.

Log out of the BlackBerry Client for Novell GroupWise Messenger

When you log out of BlackBerry® Client for Novell® GroupWise® Messenger, you do not receive messages on your BlackBerry device. If you log out without closing existing conversations, you can access them again the next time that you log in.

1. On the Contact list screen, press the **Menu** key.
2. Click **Log Out**.

Delete the BlackBerry Client for Novell GroupWise Messenger

1. In the device options, click **Advanced Options**.
2. Click **Applications**.
3. Highlight the BlackBerry® Client for Novell® GroupWise® Messenger application.
4. Press the **Menu** key.
5. Click **Delete**.

Contacts

About contacts

Your contact list displays your list of individual contacts. BlackBerry® Client for Novell® GroupWise® Messenger uses your existing Novell GroupWise Messenger contact list.

Add a contact

1. On the Contact list screen, press the **Menu** key.
2. Click **Add Contact**.
3. Click a folder.
4. In the **User ID** field, perform one of the following actions:
 - Type a user name.
 - Type part of a user name. Click a user name.
 - Type part of a user name. Click **Lookup**. Click a contact.
5. Click **OK**.
6. To associate the contact with a contact in the main contact list on your BlackBerry® device, perform one of the following actions:
 - If the contact is in your main contact list, click **Select Contact**. Click an email address.
 - If the contact is not in your main contact list, click **New Contact**. Type the contact information. Press the **Menu** key. Click **Save**.

View a contact's information

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **View Contact Info**.

Associate a contact with a contact in the main contact list on your BlackBerry device

You can associate a contact from your client with a contact in your main contact list who has an email address, phone number, or both. You can then complete some tasks more quickly, such as calling or sending an email message to the contact quickly during a conversation.

1. On the Contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Link to BlackBerry Contact**.
4. Perform one of the following actions:
 - If the contact is in your main contact list, click **Select Contact**. Click an email address.
 - If the contact is not in your main contact list, click **New Contact**. Type the contact information. Press the **Menu** key. Click **Save**.

Change a contact's display picture

1. On the Contact list screen, click a contact.

2. Click **View Contact Info**.
3. If necessary, associate the contact with a contact in the main contact list.
4. Press the **Menu** key.
5. Click **Change Picture**.
6. Click a picture.
7. Center the picture in the box.
8. Press the **Menu** key.
9. Click **Crop and Save**.
10. Press the **Menu** key.
11. Click **Save**.

Hide the display pictures that appear beside contacts in the contact list

1. On the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Show Contact Pictures** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Rename a contact

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Edit Nickname**.
4. Type a name.
5. Click **OK**.

Block a contact

If you block a contact, you appear as offline in that contact's contact list.

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Ignore**.

To unblock a contact, highlight an ignored contact. Click **Unignore**.

Unignore a contact

1. On the contact list, in the Ignored list, click an ignored contact.
2. Click **Unignore**.

Delete a contact

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Remove**.
4. Click **Delete**.

Note: Deleting a contact from your contact list does not remove you from that contact's contact list.

A contact no longer appears in my contact list

Try performing the following actions:

- If you have set your collaboration client to hide offline contacts, organize offline contacts so that you can view offline contacts.
- If you have collapsed the group that the contact is in, expand the group. On the Contact list screen, click the group.

Folders

Add a folder

1. On the Contact list screen, press the **Menu** key.
2. Click **Add Folder**.
3. Type a folder name.
4. Click **OK**.

Move a contact to a folder

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **Move**.
4. In the **Select Folder** drop-down list, click a folder.

Rename a folder

1. On the contact list screen, highlight a folder.
2. Press the **Menu** key.
3. Click **Rename Folder**.
4. Type a name for the folder.
5. Click **OK**.

Delete a folder

When you delete a folder, all of the contacts in the folder are deleted from your contact list.

1. On the Contact list screen, highlight a folder.
2. Press the **Menu** key.
3. Click **Delete Folder**.
4. Click **Delete**.

Organize offline contacts

1. On the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. In the **Show Offline Contacts** drop-down list, click one of the following options:
 - To group offline contacts, click **Folder**.
 - To hide offline contacts, click **No**.
 - To view offline contacts, click **Yes**.
4. Press the **Menu** key.

5. Click **Save**.

Conversations

Send a message

1. On the Contact list screen, click an online contact.
2. Type a message.
3. Press the **Enter** key.

Send a message to a user that is not in your contact list

1. On the Contact list screen, press the **Menu** key.
2. Click **Send Message To...**
3. Type a user name.
4. Click **OK**.

Open a conversation

Conversations appear in the Conversations folder and in the main message list on your BlackBerry® device.

On the Contact list screen, in the Conversations folder, click a contact.

Add an emoticon

1. When you are composing a message, press the **Emoticon** key.
2. Click an emoticon.

Switch conversations

1. During a conversation, press the **Menu** key.
2. Click **Switch Conversation**.
3. Click a contact.

Call or send an email message to a contact quickly during a conversation

To perform this task, the contact from your client must be associated with a contact in the main contact list on your BlackBerry® device.

During a conversation, perform any of the following actions:

- Press the **Menu** key. Click **Call <Contact Name>**.
- Press the **Menu** key. Click **Email <Contact Name>**.

Send a conversation as an email message

1. During a conversation, press the **Menu** key.

2. Click **Email Conversation**.

Copy a conversation

1. During a conversation, press the **Menu** key.
2. Click **Copy Conversation**.

Clear a conversation

1. During a conversation, press the **Menu** key.
2. Click **Clear Conversation**.

End a conversation

1. During a conversation, press the **Menu** key.
2. Click **End Conversation**.

Send a broadcast message

You can send a broadcast message to all contacts in a folder or to individual contacts. Recipients cannot reply to broadcast messages.

1. On the Contact list screen, press the **Menu** key.
2. Click **Broadcast Message**.
3. Complete the **Announcement** field.
4. If you have administrator permissions and want to send the broadcast message to all the users on the server, select the **System message** check box. Click **OK**.
5. Click **Recipients**.
6. In the **Folder** drop-down list, click a folder.
7. Perform one of the following actions:
 - To send the broadcast message to all of the contacts in the folder, select the **Select All** check box.
 - To send the broadcast message to individual contacts in the folder, select the check box beside the contacts.
8. Click **OK**.
9. Click **OK**.

Start a conference

1. During a conversation, press the **Menu** key.
2. Click **Invite to Conference**.
3. In the drop-down list, click a contact.
4. Type a message.
5. Click **OK**.

View a list of conference participants

1. During a conference, press the **Menu** key.
2. Click **View Participants**.

Leave a conference

1. During a conference, press the **Menu** key.
2. Click **Leave Conference**.

Stop grouping messages in conversations

In a conversation, by default, consecutive messages that you send or receive are grouped together.

1. On the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. In the **Group Messages in Conversation** drop-down list, click **No**.
4. Press the **Menu** key.
5. Click **Save**.

I am not receiving notification for incoming messages

In the sounds application, try performing the following actions:

- Verify that the All Alerts Off sound profile is not selected.
- Verify that the **Volume** fields for the Enterprise Messenger New Message item are not set to **Silent**.
- Change the notification options for the Enterprise Messenger New Message item.

Text sometimes changes after I type it

If AutoText recognizes specific text, it is designed to replace the text that you type with the AutoText entry automatically.

- To view or change AutoText entries, during a conversation, press the **Menu** key. Click **Edit AutoText**.

For more information about AutoText, click **Help** on your BlackBerry® device.

Conversation history

View the conversation history for a contact

To perform this task, on the Options screen, the Save Message History field must be set to save conversations on your BlackBerry® device or on a media card.

1. On the Contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **View History**.
4. Click a conversation history.

Delete a conversation history

1. On the Contact list screen, highlight a contact.
2. Press the **Menu** key.
3. Click **View History**.
4. Press the **Menu** key.
5. Perform one of the following actions:
 - To delete the conversation history for an individual contact, click **Delete Contact's History**.
 - To delete the conversation history for all contacts, click **Delete Complete History**.

Availability

About the availability status

Your availability status is made up of a status message and an availability indicator. You can create custom availability statuses by typing your own status message and choosing an availability indicator that reflects your status.

Change your availability status

1. On the Contact list screen, press the **Menu** key.
2. Click **My Status**.
3. Click an availability status.

Create a custom availability status

1. On the Contact list screen, press the **Menu** key.
2. Click **My Status**.
3. Perform one of the following actions:
 - To type a status message and use your current availability indicator, click **Personal Message**. Type a status message.
 - To type a status message and choose an availability indicator, click **Custom Status**. Type a status message. In the **Show As** drop-down list, click an availability option.
4. Click **OK**.

Delete your custom availability statuses

1. On the Contact list screen, press the **Menu** key.
2. Click **My Status**.
3. Click **Clear All Custom Statuses**.

Set your availability indicator to reflect your device status

To perform this task, your availability indicator must be set to Online.

You can set your availability indicator to change to Away when you do not use your BlackBerry® device for the duration of time that you set. When you use your device again, the availability indicator changes back to Online.

1. On the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Show me as Away when idle for** field to a duration of time.
4. Press the **Menu** key.
5. Click **Save**.

Hide the status messages that appear beside contacts in the contact list

1. On the Contact list screen, press the **Menu** key.
2. Click **Options**.
3. Change the **Show Status Messages** field to **No**.
4. Press the **Menu** key.
5. Click **Save**.

Receive notification when a contact becomes available

1. On the contact list screen, highlight an offline contact.
2. Press the **Menu** key.
3. Click **Alert Me**.
4. Click **OK**.

To stop receiving notifications, highlight a contact. Press the **Menu** key. Click **Clear Alert**.

About sound profiles

You can set notification options, such as vibrate or tone, for the client in the sounds application. The Enterprise Messenger Alert sound profile specifies how you are notified when a contact that you have set an availability alert for becomes available. The Enterprise Messenger New Message sound profile specifies how you are notified of incoming instant messages.

Change a sound profile

1. In the sounds application, perform one of the following actions:
 - To change the Normal sound profile, click **Ringtones**.
 - To change a custom sound profile, click **Custom Profiles**. Click a profile.
2. Click the application or item that you want to change.
3. Change the notification information.
4. Press the **Menu** key.
5. Click **Save**.

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