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Related resources

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.

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.

Note:
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 Accept. To decline a request from a contact, select the request. Click the trackwheel. Click Decline. To remove a request from a contact, select the request. Click the trackwheel. 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 ttyl 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?

Related resources
See BlackBerry Messenger Version 1.0 Feature and Technical Overview for an overview of the features and architecture of BlackBerry Messenger.
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.