



AT&T Business Messenger

User Guide (for iPhone® and iPad®)

March 2018



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About this Guide

Welcome to the AT&T Business Messenger User Guide (for iPhone® and iPad®). This guide is a resource for using AT&T Business Messenger. If you need assistance as you work your way through this guide, please contact Customer Support.

Updates

New editions of this guide contain information about functionality that has been revised or added *since the previous edition*. For details about changes, see *What's New (page 4)*.

Finding Information

This user guide contains a variety of types of topics, including step-by-step instructions, general information, tips, and descriptions of features and functions.

Features and Functions

This guide may describe features and functions that are not present in your software or your service agreement. Contact your account representative to learn more about what is available with this product.



What's New

Date	Notes
August 2014	Original issue
October 2014	<p>Added attachment capabilities for files, photos, and videos.</p> <p>Added support for iPad®.</p>
February 2015	<p>Added About function.</p> <p>Added support for copy/paste functionality.</p> <p>Added ability to share contacts and locations.</p> <p>Added custom alert tones.</p> <p>Added A-Z listing in the Contacts screen for individuals and groups.</p>
April 2015	<p>Added information for opting in to the service for non-AT&T customers.</p> <p>Updated settings to reflect that the actual text of message will be sent via push notifications if this setting is enabled on the device.</p> <p>Added User Messages section.</p>
June 2015	<p>Added password complexity information and password lockout policy.</p> <p>Added secure messaging information, including PIN policies, touch ID, and push notifications.</p> <p>Updated procedures for 1:1 messaging, group chats, and broadcast messaging to include secure messaging.</p> <p>Added instructions for attaching voice memos to conversations.</p> <p>Added information about Administrator ability to remotely wipe a mobile phone or tablet.</p> <p>Added information on accessing onscreen tutorial in the application.</p>
August 2015	<p>Added access to cloud file services for message attachments.</p> <p>Added instructions for switching to SMS messaging.</p>
October 2015	<p>Updated instructions to reflect support for users with data-capable tablets, including both Wi-Fi and LTE tablets.</p> <p>Updated instructions to reflect changing the password periodically due to password expiration.</p>



Date	Notes
December 2015	<p>Added instructions for scheduling messages to be sent at a later time.</p> <p>Added instructions for setting secure messages to expire after a specified period of time.</p> <p>Added instructions for setting secure messages to delete after being viewed by the recipient.</p> <p>Added instructions for setting default preferences for message expiration and deletion after viewing.</p> <p>Updated instructions for attachments to reflect that attachments can now be sent with a caption instead of two separate messages.</p> <p>Updated the iOS version requirements.</p>
January 2016	<p>Added instructions for viewing information on group chats.</p> <p>Updated instructions for adding participants to conversations.</p> <p>Updated instructions for removing participants from conversations.</p> <p>Updated instructions for adding new contacts from the mobile device's address book.</p> <p>Updated descriptions of synchronizing messages and contacts with the BNC Web portal.</p> <p>Added the Failed status to the Delivery Log options.</p>
March 2016	<p>Added information about exchanging messages with emails.</p> <p>Changed the "Box Net" cloud file service option for message attachments to "Box."</p>
May 2016	<p>Added information about Corporate Directory Address Book.</p>
July 2016	<p>Added information about Corporate SSO Login.</p>
October 2016	<p>Offline Mode and Partial connectivity added.</p>
November 2016	<p>Uploaded profile photo from handset to server.</p>
July 2017	<p>Updated the entire User Guide to the new User Interface.</p>
October 2017	<p>Added features that will allow the admin to set messaging options.</p>
March 2018	<p>Added features that will allow the user to change the ring tones of a contact.</p> <p>iPhone X compatibility.</p>



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1. Getting Started

The AT&T Business Messenger platform enables users to initiate 1:1 conversations, group chats, and broadcast messages with other IP-messaging users. The application also enables users to send 1:1 messages and broadcast messages to SMS users. There is an address book management function on the application that enables users to create, edit, and delete contacts and groups.

Users can install the application on multiple devices and all of the messages and address book functions synchronize across all devices. This application also synchronizes contacts, groups, and messages between devices and the existing Web portal. Only AT&T subscribers who have access to the “Business Messaging” product have access to this application.

This guide contains the following sections:

- [Sending Secure Messages \(page 28\)](#)
- [Sending 1:1 Messages to Contacts \(page 40\)](#)
- [Starting a Group Chat \(page 44\)](#)
- [Sending a Broadcast Message \(page 47\)](#)
- [Sending Messages to SMS Users \(page 51\)](#)
- [Sending Messages to Data-Capable Tablet Users \(page 17\)](#)
- [Adding Attachments to Conversations \(page 61\)](#)
- [Managing Conversations \(page 73\)](#)
- [Managing Contacts \(page 99\)](#)
- [Managing Groups \(page 108\)](#)
- [Setting Current User Status \(Presence\) \(page 126\)](#)



What You Need

The AT&T Business Messenger application automatically checks the operating system and mobile application version. For example, if the device is running an older, unsupported version of iOS, a message appears that recommends the user update the operating system before proceeding.

To use AT&T Business Messenger with an iOS device you need:

- An iPhone or iPad with iOS version 10 and higher
- An active 3G/4G/LTE cellular network or Wi-Fi connection

iPhone X Support

- Business Messaging application can be installed on iPhone X that supports edge to edge display and facial recognition.

Multitasking

AT&T Business Messenger for iOS supports multitasking which lets you switch to other applications while participating in a 1:1 conversation, group chat, or broadcast message.

Installing the Application

Existing BNC Web portal users who have been provisioned to use AT&T Business Messenger should download the application from the redirect URL listed below. Once they download the application, users can send and receive messages using their same BNC credentials.

New users will need to be provisioned for AT&T Business Messenger service before proceeding.



Downloading from the App Store

Once provisioned for the application, you will receive the following link to download the application:

<http://www.att.com/busmsg>

Users can also search and download “Business Messenger” app from the app store.

After you download the application, AT&T Business Messenger for iOS appears in your device’s home screen.



Figure 1. AT&T Business Messenger Icon

About Cross Carrier Users (Non-AT&T Customers only)

Users who are not AT&T customers have all of the functionality described in this guide, but will need to opt in to the service before they can log in to the application.

Messages longer than 160 characters may be split into multiple messages if the destination operator’s SMSC does not support concatenation. Each section of these split messages will be identified in a format using the message section and the total number of messages the user will receive. For example, the first part of a message split into three sections will include (1/3) to indicate that it is the first of three SMS messages.

1. Once the administrator provisions your account for the AT&T Business Notification Center, you will receive an opt-in SMS message asking you to opt in to the service. An example of this message is shown below:

AT&T Business Messaging: Reply YES to receive ongoing messages. Msg&Data Rates May Apply. Msg Freq may vary. Reply STOP to cancel, HELP for help or call 1.866.563.4703.

2. To opt in to the service, reply to the SMS message as instructed, such as “YES”, “Y”, or “START.”
3. Once the system receives the affirmative response, a welcome SMS message similar to the following will be sent:

Welcome to AT&T Business Messaging. Msg&Data Rates May Apply. Msg Freq may vary. Reply HELP for help or call 1.866.563.4703. Reply STOP to cancel.

4. You can now proceed to log in to the application as described on page 18.



5. You can stop this service at any time by sending a message to the designated number as instructed, such as “CANCEL” or “STOP.”
6. The system sends a message verifying that you have opted out of the service, as shown in the following example:

AT&T Business Messaging. You have opted out. You will not receive additional messages. Contact: www.att.com/businessmessaging or 1.866.563.4703.

7. All messages are stored up to 2 years.

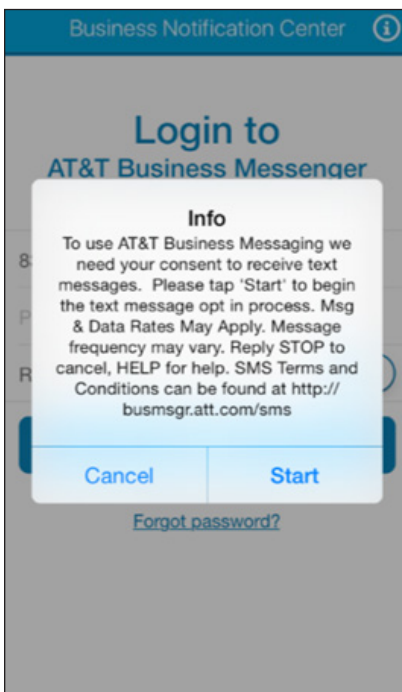


Figure 2. Opt-Out Message Sample



About Data-Capable Tablet Users

AT&T Business Messenger can send 1:1 messages, group chats, and broadcast messages to data-capable tablets, including both Wi-Fi and LTE tablets. These users have no mobile number associated with their account.

Data-capable tablet users have the same functionality in the application as all other users. However, a data-capable tablet user receives messages, such as the Welcome message or reset password confirmation number, via email instead of SMS. Also, the Switch to SMS option in Preferences is not available for users of these devices.

Upon provisioning, a data-capable tablet user is assigned a system-generated mobile directory number (MDN). When a user adds a data-capable tablet user as a contact and enters the email address, the system automatically searches for matching addresses.

- If the system locates a matching entry, the system-generated MDN appears in the Mobile Number field of the data-capable tablet user's profile.
- If the system does not locate a matching entry, a "user not found" message appears.

Sending Messages to Data-Capable Tablet Users

When you send a message to a data-capable tablet user, enter the name or email address in the recipient list for the message. The list of recipients populates with the first and last name of the user based on the entry saved in the Address Book.

Messages will be delivered to the Business Messaging application on the user's data-capable device as described in the *Messages and Conversations* chapter beginning on page 37.

Note: Data-capable tablets cover both Wi-Fi and LTE devices.



Logging In to the Application

You need to log in to the application when you open the AT&T Business Notification Center.

1. On the Welcome screen, tap **Login**.
2. When the Login screen appears, enter your wireless number. Data-capable tablet users should enter a business email address.
3. Enter your password.

Your password will need to be changed periodically, depending on the policy that your Administrator has set. When your password expires, you will be prompted to change your password and the Change Password screen appears. Please refer to the Password Complexity requirements on page 129 for information on changing your password.

4. If you want the application to remember your login information, slide the **Remember me?** option to the right (on).
5. Tap **Login**.

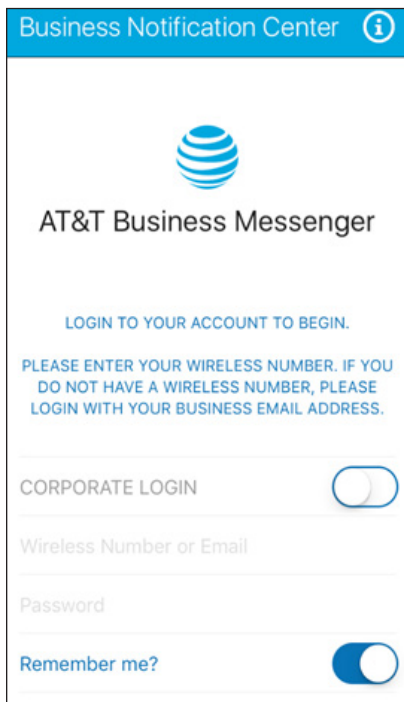


Figure 3. Login Screen

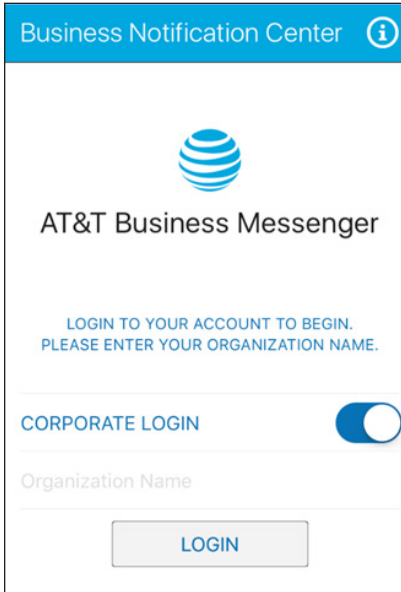


Figure 4. Corporate Login Screen option

6. If this is the first time you are logging in, you will be prompted to agree to the TERMS AND CONDITIONS.

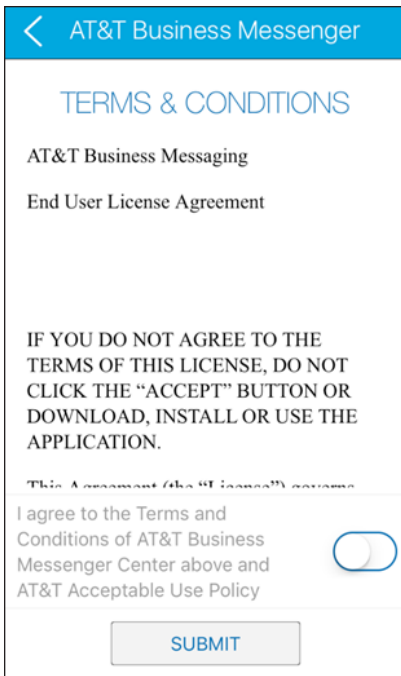


Figure 5. Terms and Conditions Screen



7. If this is the first time you are logging in, you will be prompted to change the password. Please refer to the Password Complexity requirements on page 129.
8. Select the option to accept the terms and agreements for using this application.
9. Tap **Submit**. The application tutorial opens automatically. For more information, please see page 141.

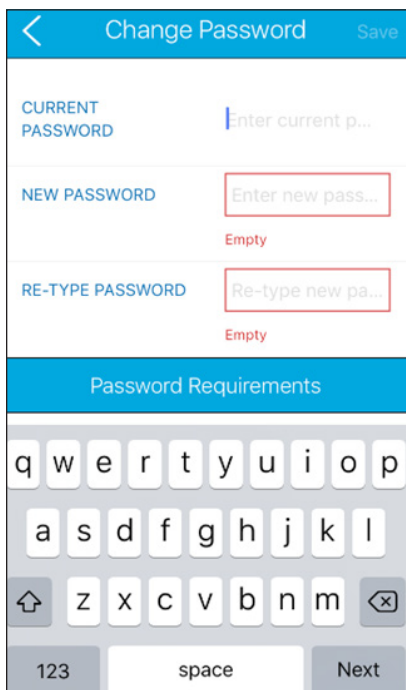


Figure 6. New User Change Password Screen



Corporate Login

1. If you want to login using Corporate SSO, check the **Corporate Login** option.
2. Enter the **Organization Name**.
3. Click **Login**.

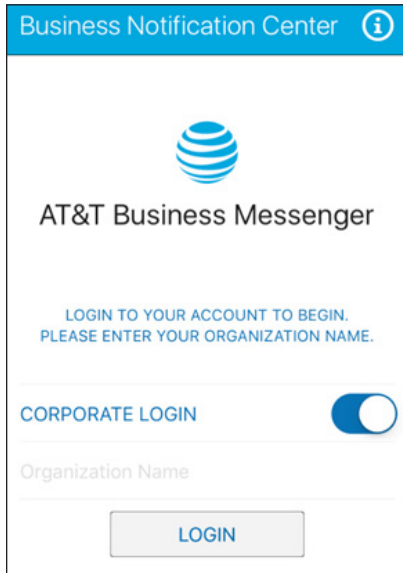


Figure 7. Corporate Login Screen option

4. You will be required to enter the **Username** and **Password** in the next screen.
5. Click **SIGN IN**.

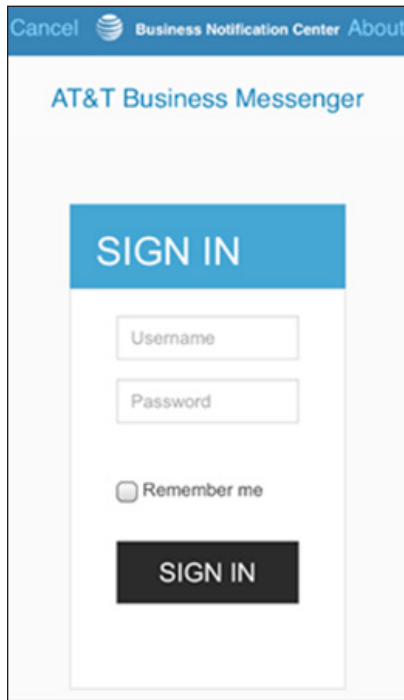


Figure 8. Sign In screen (This is a sample login screen and will be based on your enterprise login page)

6. You will be prompted to the **Conversations** screen.

Notes:

- You can obtain the Organization Name from your Welcome Message; if you do not find it there, please contact your Enterprise Admin to get the Organization Name.
- If you enter an invalid Organization Name, you will receive the following error:

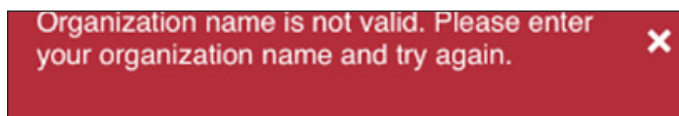


Figure 9. Error message

- If access is denied you will receive the following error message: “Your account is not provisioned to access Business Notification Center. Please reach out to your Enterprise Admin to provision your account.”



Password Lockout Policy

The password lockout policy for all users is listed below:

1. If you enter the wrong password in the mobile application, there will be a one-hour lockout after **seven** failed attempts.
2. Following the one-hour lockout, if you continue to enter the wrong password, there will be a 24-hour lockout after **six** failed attempts.
3. Following the 24-hour lockout, if you continue to enter the wrong password, the account will be locked. You can select the **Forgot password?** Option on the Login screen to obtain a confirmation number.

You will need to enter the confirmation number in your application, the new password, and then confirm the new password to log in to the application. See page 24 for more information.



Resetting a Forgotten Password

1. On the Login screen, tap the **Forgot password?** Option.
2. When the Reset Password screen appears, enter your wireless number if it doesn't already appear in the Wireless Number field. Data-capable tablet users should enter a business email address.
3. Tap **Reset Password**. A confirmation number will be sent to you as a text message. Data-capable tablet users will receive the confirmation number via email.
4. On the Forgot Password screen, enter the confirmation number, the new password, and then confirm the new password.

Cancel Forgot Password Save

CONFIRMATION NUMBER Enter Confirmation Num...

Please enter confirmation number that you just received via email

NEW PASSWORD Enter new password ...

Empty

RE-TYPE PASSWORD Re-type new password ...

Empty

Password Requirements

- At least 8 characters
- One or more uppercase letters
- One or more lowercase letters
- One or more numbers
- One or more special characters
- Does not match any of your previous 5 passwords
- No more than two sequential letters or numbers
- Password cannot be same as the userID

Figure 10. Reset Password Screen

See *User Messages* (page 153) for information on any messages that may appear on this screen.



Adjusting for Time Zone

AT&T Business Messenger automatically adjusts to the time zone where your device is located. There is no need to manually change the time zone.

Using an iPhone

1. The **Tabs Menu** buttons are available at the lower part of the application to access different functions.

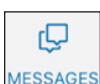


Figure 11. Tabs Menu Button (iPhone)

Note: The Scheduled Messages option appears in the Tabs menu if there are scheduled messages that have not been sent. See *Scheduling Send Date and Time for Messages* (page 52) for more information about scheduling messages.

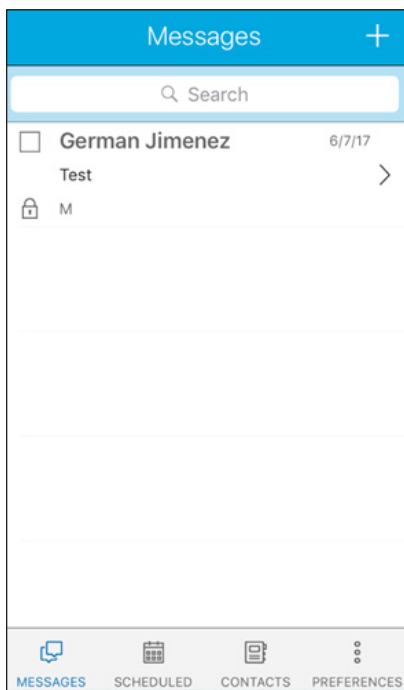


Figure 12. Tabs Menu (iPhone)



Using an iPad

When accessing the application on an iPad, the Tabs Menu appears at the bottom of the screen.

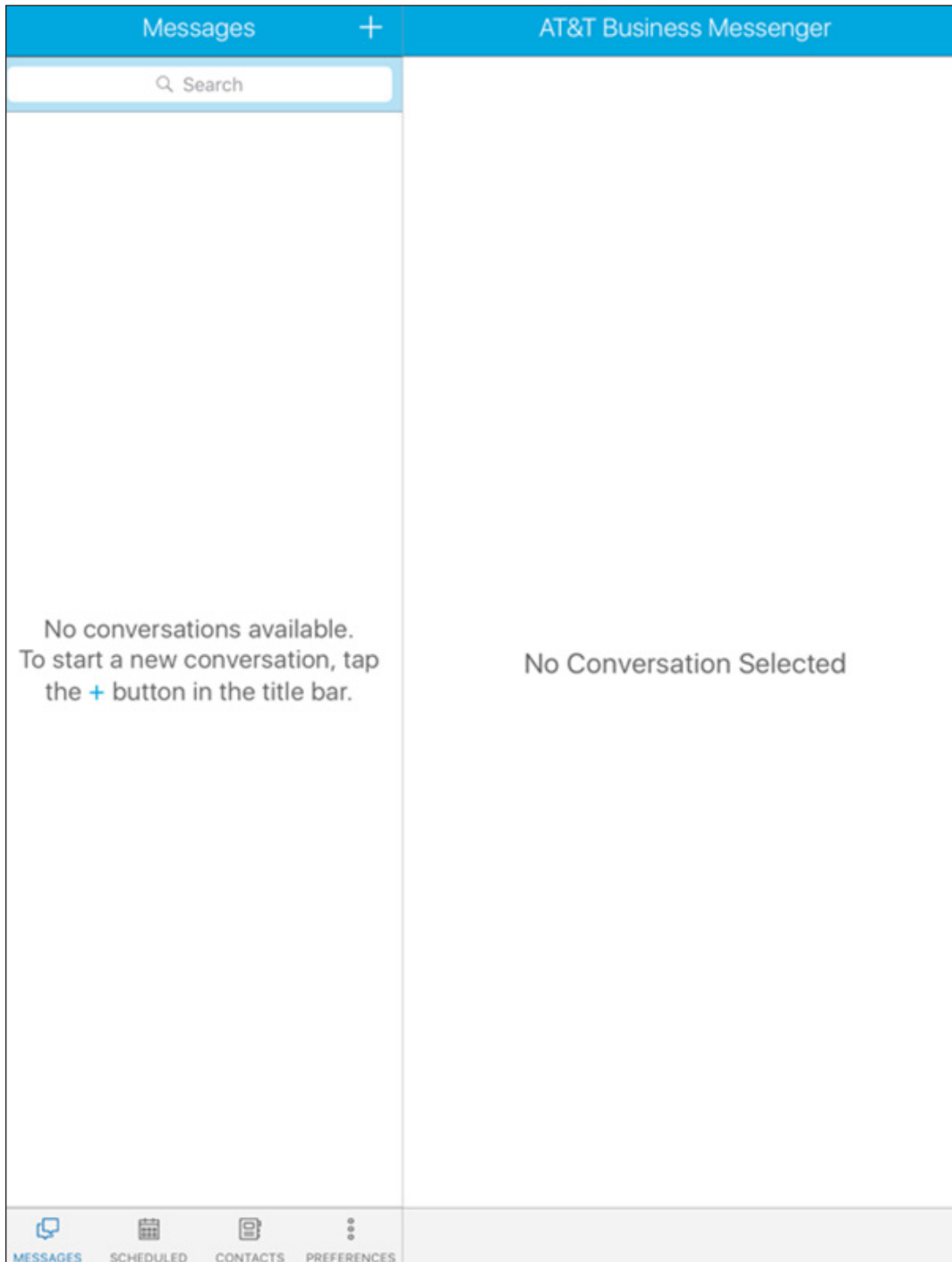


Figure 13. Tabs Menu (iPad)



About AT&T Business Messenger

The **About** function enables you to view the application version installed on your device.

On the iPhone, the **About** option is located in the preferences tab located at the upper-right corner of the Login screen and also in the preferences menu.

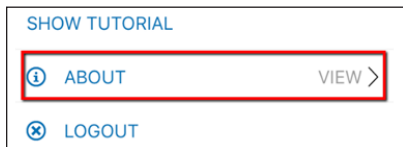


Figure 14. About Option in the Application Menu (iPhone)



About Secure Messaging

Secure messaging capability is available for use with the application and can be used for 1:1 messages, group chats, and broadcast messages. All attachments in secure messages are also encrypted. Permissions for secure messaging are applied at the enterprise level by your Administrator.

Secure messaging users can send and receive secure messages and also receive non-secure messages. Secure users can also reply to existing non-secure messages. Non-secure users are any recipients who have not been provisioned for secure messaging.

Secure messaging can be sent via push notifications to the mobile device. For more information, please refer to page 142.

Secure messaging is compliant with the following: FISMA, FIPS, HIPAA, FINRA, and Dodd-Frank. Secure messaging adheres to NIST Standards & Guidelines, as outlined in NIST SP 800-53 rev 4.

The Enterprise Admin can set “Message Options” policy for all the secure users in an enterprise. Messaging option will be greyed out for the users if the enterprise admin sets this for the enterprise.

Sending Secure Messages

If you are sending a secure message, the Secure Conversation option will be selected on the Compose New Message screen.

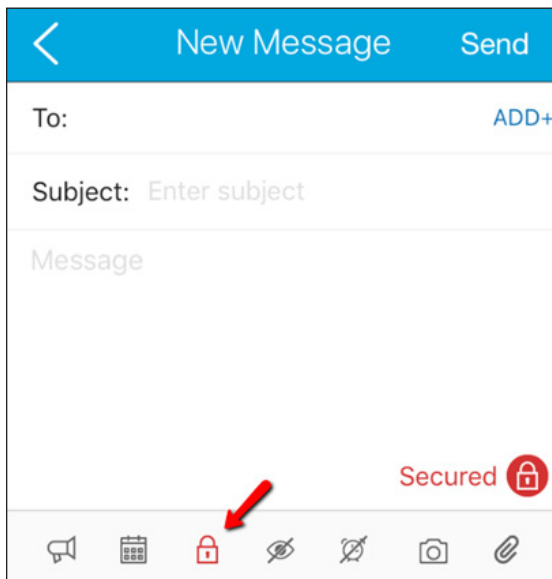


Figure 15. Secure Message in Compose New Message Screen



If the recipient of your message is also a secure user, a Lock icon appears to the left of their name in the Recipients list.

In a conversation screen, secure conversations are indicated by a Lock icon in the upper-right corner of the screen.

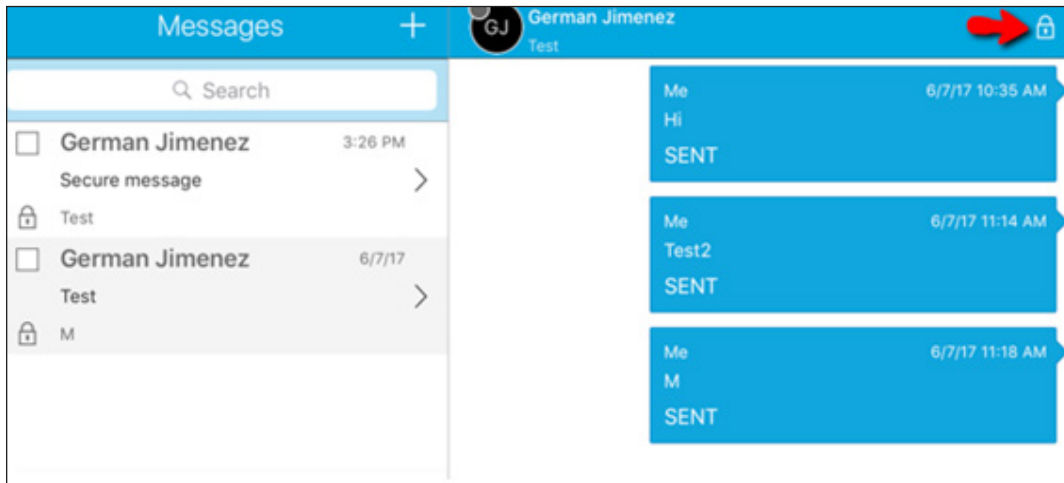


Figure 16. Secure Conversation Indicated by Lock Icon



Initiating Non-Secure Messages

Depending on the permissions set by your Administrator, secure messaging users may be able to initiate non-secure conversations as well. Secure users with this permission will be able to select the **Unsecure Conversation** option when composing new messages.

If you have permission to initiate a non-secure conversation, the Lock icon does not appear if the **Secure Conversation** option is not selected.

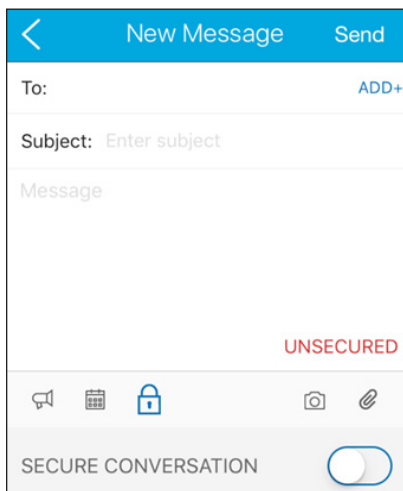


Figure 17. Non-Secure Message in Compose New Message Screen

If the recipient of your message is also a non-secure user, the Lock icon does not appear to the right of their name in the Recipients list.

Receiving Secure Messages

Secure users will receive messages over their messaging applications. If you are an SMS user with secure capability, you will receive a message via SMS indicating that you have a secure message to view.

If you are using an older version of the application, you will not be allowed to log in and view a secure message until you upgrade to the latest mobile application.



Using a PIN

Users can set up a four-digit PIN that must be entered after a specified period of time has passed since you last used the mobile application. The mobile application locks after the specified period has passed. Your PIN must be entered to unlock the application.

For secure users, your Administrator sets the duration of time that has passed since you last used the mobile application. This PIN will need to be changed periodically, depending on the interval that your Administrator has set. If the new PIN has been used within the last five occurrences, the following message appears on your mobile device: *“The PIN was used recently. Please use a different PIN.”*

For information on changing your PIN, see *Updating Your PIN for Secure Messaging (page 130)*.

Note: Non-secure users can set up a PIN and specify the duration by referring to the process outlined on page 133.

Depending on the model and iOS version on your iPhone or iPad, users may be able to use the Touch ID feature instead of a 4-digit PIN as described on page 130.

PIN Lockout Policy

The PIN lockout policy for all secure users is listed below:

1. If you enter the wrong PIN in the mobile application, there will be a one-hour lockout after **seven** failed attempts.
2. Following the one-hour lockout, if you continue to enter the wrong PIN, there will be a 24-hour lockout after **six** failed attempts.
3. Following the 24-hour lockout, if you continue to enter the wrong PIN, there will be an initial remote wipe of the data after **six** failed attempts.
4. Following the remote wipe, if you launch the mobile application, you will be prompted with the Login screen as if you were a new user. See *Remote Wipe Performed by Administrator (page 34)* for more information.



Selecting Text

You have the ability to select text and then cut, copy, or paste it as appropriate for your device in the Compose message view.

1. Tap the insertion point to view the selection options. Or double-tap a word to select it. Drag the grab points to select the desired text.

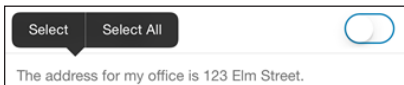


Figure 18. Select Text Options

2. After selecting the text, the available text options appear.

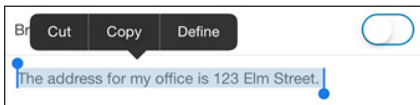


Figure 19. Cut or Copy Text Options

3. Go to the desired location to paste the text. Tap the insertion point to view the selection options.



Figure 20. Paste Option



Logging Out of the Application

Using an iPhone

1. Tap the **Preferences Menu**.
2. Select **Logout**.



Figure 21. Logout Option (iPhone)

Using an iPad

1. Select **Preferences**.



Figure 22. Preferences (iPad)

2. Select **Logout**.



Figure 23. Logout Option (iPad)



Remote Wipe Performed by Administrator

Your Administrator can remotely remove all Business Messaging data stored on a user's mobile device (phone or tablet). An example of when this might be performed is in the event of a lost or stolen device.

The data removed during a wipe includes:

- Messages
- Contacts
- Groups (private, public, and shared public)
- User name
- Password
- PIN

If you are using the application on your mobile device when the wipe occurs, a message appears indicating that configuration of the application is in progress, and you will not be able to interrupt the process.

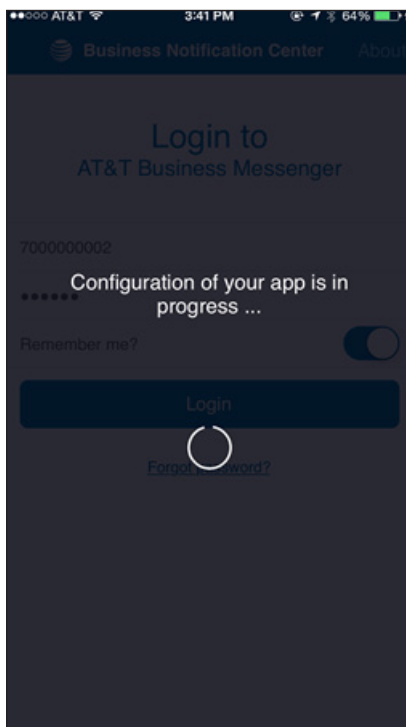


Figure 24. Remote Wipe When Application is in Use (iPhone)



When you attempt to log in following a successful wipe, the message below appears. After entering the correct user ID and password, you will be prompted to set up a new PIN. Once you successfully log in to the application, your messages and contacts will be synchronized with your account.

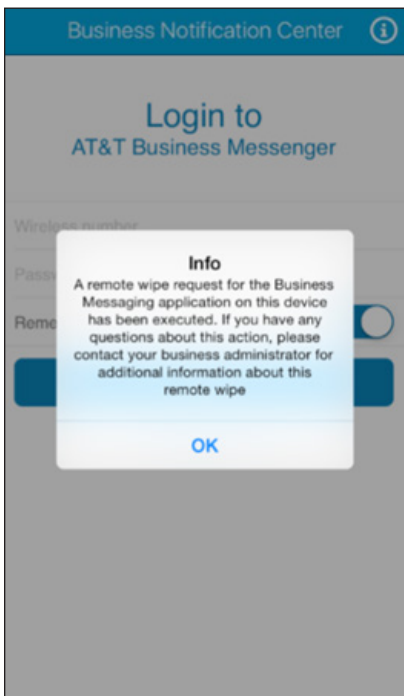


Figure 25. Login Message Following Remote Wipe (iPhone)



Account Status Changes

If your Administrator changes your secure messaging account to a non-secure account, then all data on the device will be removed, including all secure and non-secure messages, attachments, contacts, groups (private, public, and shared public), user name, password, and PIN. Once the user logs in again, non-secure messages and address book entries will synchronize.

Following a remote wipe, if you are currently participating in a secure group chat, the conversation will be removed. All secure group chats in which you are the owner will be terminated.

If you are using the application on your mobile device when the wipe occurs, a message appears indicating that your account status has changed and configuration of the application is in progress. You will not be able to interrupt the process.

If your Administrator changes your account back to a secure messaging account, your secure data will be restored. You will receive an SMS message that indicates that your account has been upgraded to the secure client. You will need to upgrade to the latest version of the mobile application before you can log in to the application.



2. Messages and Conversations

This chapter describes how to create and manage messages and conversations in the application and contains the following sections:

- [Accessing Messages \(page 38\)](#)
- [Sending 1:1 Messages to Contacts \(page 40\)](#)
- [Starting a Group Chat \(page 44\)](#)
- [Sending a Broadcast Message \(page 47\)](#)
- [Sending Messages to SMS Users \(page 51\)](#)
- [Sending Messages to Data-Capable Tablet Users \(page 51\)](#)
- [Scheduling Send Date and Time for Messages \(page 52\)](#)
- [Setting Messages to Expire \(page 54\)](#)
- [Setting Messages to Delete After Viewing \(page 57\)](#)
- [Adding Attachments to Conversations \(page 61\)](#)
- [Managing Conversations \(page 73\)](#)
- [Searching Messages \(page 84\)](#)
- [Using the Delivery Log \(page 86\)](#)
- [Understanding the Message Status \(page 91\)](#)
- [Receiving Messages from Various Protocols \(page 93\)](#)



Accessing Messages

Using an iPhone

1. Tap the **Tabs Menu**.
2. Select **Messages**.



Figure 26. Messages Option (iPhone)

3. The Messages screen opens.

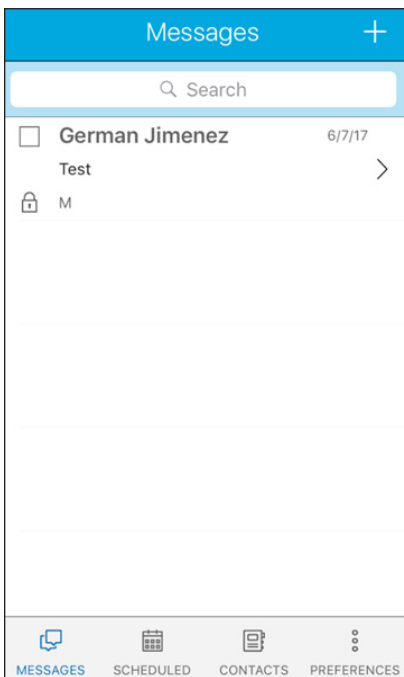


Figure 27. Messages Screen (iPhone)

For conversations that have not been read (or have been marked as unread), the **Unread** icon appears to the left.



Figure 28. Unread Conversation Icon



Using an iPad

1. Select **Messages**.

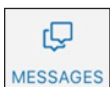


Figure 29. Messages Option (iPad)

2. The Messages screen opens.

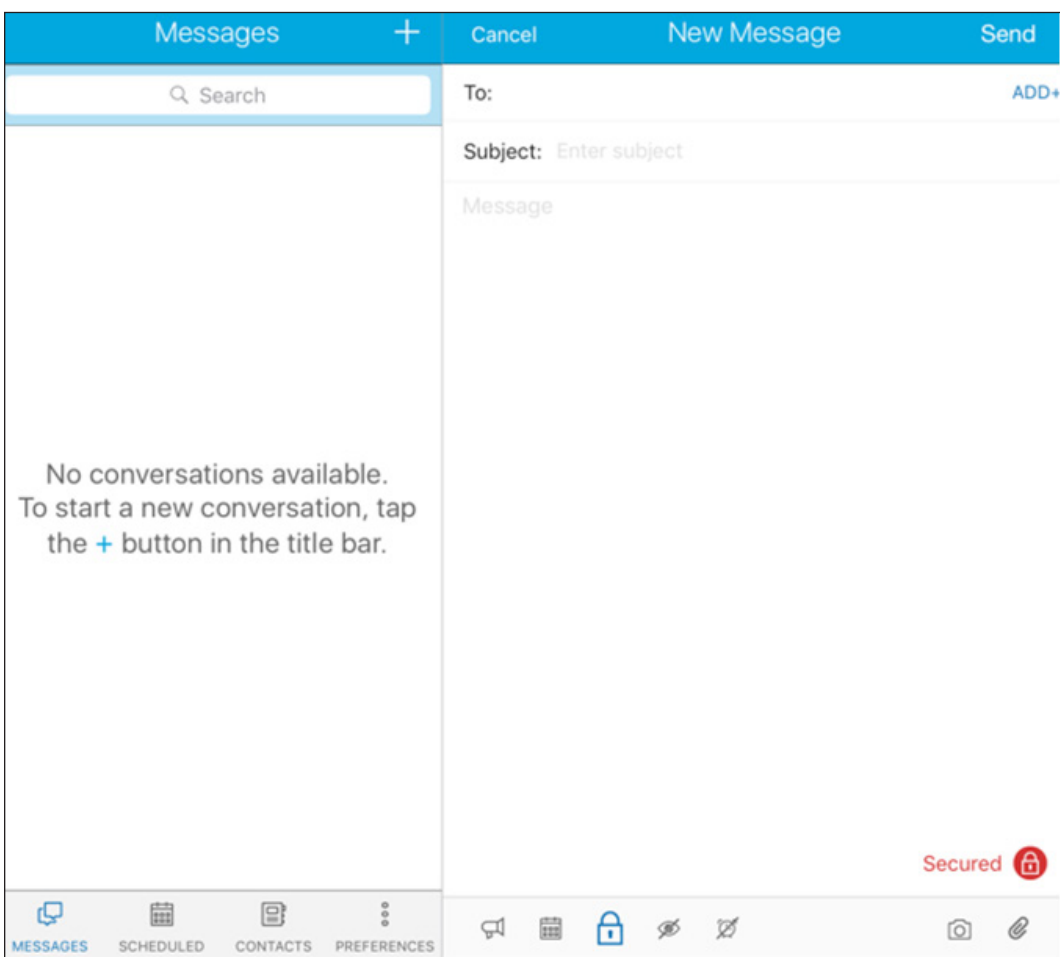


Figure 30. Messages Screen (iPad)

For conversations that have not been read (or have been marked as unread), the **Unread** icon appears to the left.



Figure 31. Unread Conversation Icon



Sending Messages

Sending 1:1 Messages to Contacts

1. Tap the **Compose** button.



Figure 32. Compose Button

2. When the Compose screen opens, select the recipients of the message.

If the recipient of your message is also a secure user, a Lock icon appears to the left of their name in the Contact list.

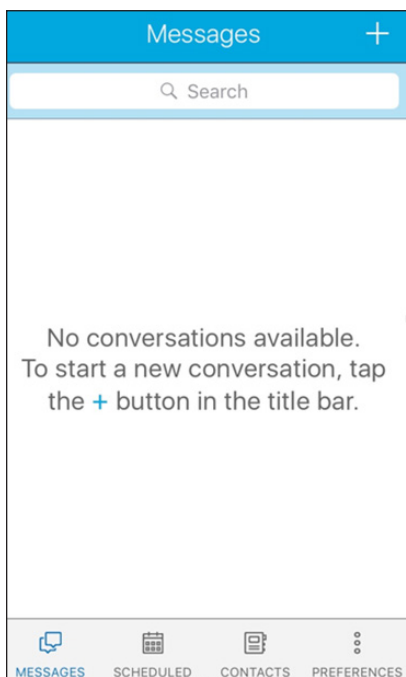


Figure 33. Compose New Message Screen (iPhone)

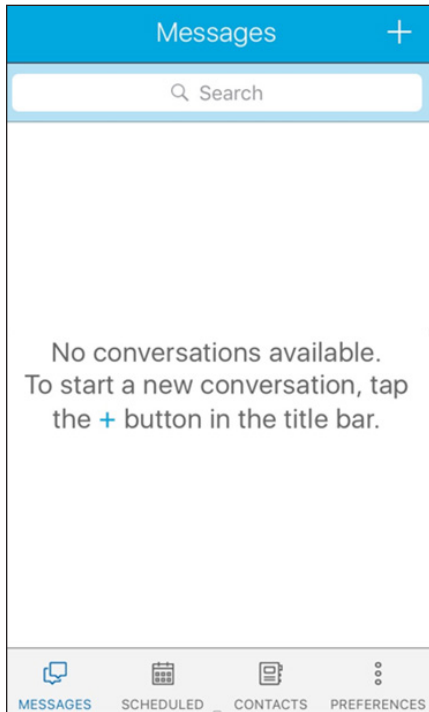


Figure 34. Compose New Message Screen (iPad)

3. Enter the subject.
4. Slide the **Secure Conversation** option as needed to send a secure or non-secure message.

Note: Depending on the permissions set by your Administrator, secure messaging users may be able to initiate non-secure conversations as well. Secure users with this permission will be able to toggle the Secure Conversation option when composing new messages.

If you have permission to initiate a non-secure conversation, the Lock icon does not appear if the **Secure Conversation** option is not selected. Please refer to *About Secure Messaging (page 28)* for more information about this functionality.

5. Set the desired message options. See *Setting Message Options (page 52)* for more information.

Note: Secure users can set additional message options from within a secure conversation, such as setting a message to expire or to delete after being viewed by the recipient. See *Setting Message Options* chapter beginning on page 52 for more information.

6. Enter the message at the bottom of the screen. Each separate message is limited to 1,000 characters.



7. (optional) To attach a file, photograph, or video to the message, see the instructions beginning on page 61. File size for all attachments is limited to 5 MB.
8. Tap **Send**.

Note: If you attempt to send a secure message to a non-secure recipient, a message appears letting you know that the message cannot be sent.

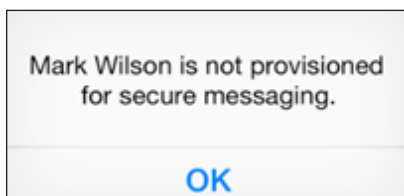





Figure 35. Attempt to Send Secure Message to Non-Secure User

Table 1. New Message Screen Icons

Item	Description
	Add Contact Tap to add recipients from the Contacts list.
	Filter Recipients Enter the name or part of the name of the contact you want to add to the message. The Recipients list is filtered to display a list of matches.
	Secure Conversation Send a secure message to the recipients. Not all users will be able to toggle this option. Please refer to <i>About Secure Messaging</i> (page 28) for more information.
	Download Attachment Tap to download a video or photo attachment.
	Play Video Attachment Tap to play a video attachment once it has been downloaded.
	View Photo Attachment Tap to view a photo attachment once it has been downloaded.
	Open Shared Contact Tap to open the shared contact information. The appearance of this icon varies as it indicates the first and last initials of the shared contact. See page 63 for more information.
	View Shared Location Tap to view the shared location information. The appearance of this thumbnail image varies according to the shared location. See page 65 for more information.



Item	Description
	<p>Play Voice Memo Tap to play a voice memo recording once it has been downloaded.</p>
	<p>Options (Menu Button) Tap to set various message and conversation options, such as leaving a conversation. The contents of the Options menu changes as appropriate for the screen.</p>
	<p>Secure Conversation Indicates that the message is secure and encrypted.</p>



Starting a Group Chat

Any responses to a group chat will be sent to all recipients, not just the originator. Group chats are indicated in the Messages list by the icon below.



Figure 36. Group Chat Icon

1. Tap the **Compose** button.
2. When the New Message screen opens, select the recipients that should receive the message. A group chat is limited to 500 individual users.

If the recipient of your message is also a secure user, a Lock icon appears to the right of their name in the Contact list.

Note: If the number of unique recipients is greater than 500, you will be presented with an option to send as a broadcast message or to remove recipients.

3. Enter the subject.
4. Slide the **Secure Conversation** option as needed to send a secure or non-secure message.

Note: Depending on the permissions set by your Administrator, secure messaging users may be able to initiate non-secure conversations as well. Secure users with this permission will be able to toggle the **Secure Conversation** option when composing new messages.

If you have permission to initiate a non-secure conversation, the Lock icon does not appear if the **Secure Conversation** option is not selected. Please refer to *About Secure Messaging* (page 28) for more information about this functionality.

5. Set the desired message options. See *Setting Message Options* (page 52) for more information.

Note: Secure users can set additional message options from within a secure conversation, such as setting a message to expire or to delete after being viewed by the recipient. See *Setting Message Options* beginning on page 52 for more information.

6. Enter the message at the bottom of the screen. Each separate message is limited to 1,000 characters.



7. (optional) To attach a file, photograph, or video to the message, see the instructions beginning on page 61. File size for all attachments is limited to 5 MB.

Attachments in messages appear with the symbol shown below. Tap this symbol to download the attachment and view the picture or video.



Figure 37. Download Attachment Icon

8. Tap **Send**.

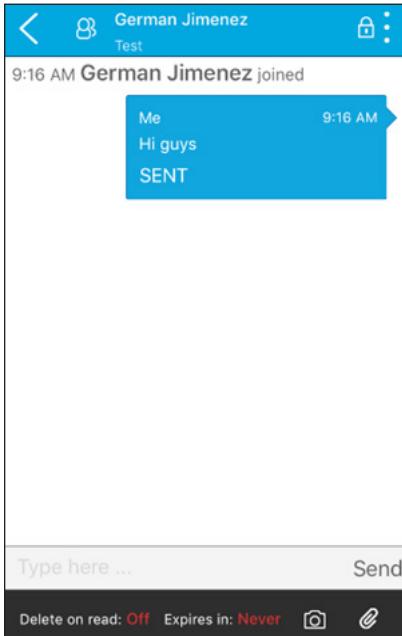


Figure 38. Group Chat Screen (iPhone)

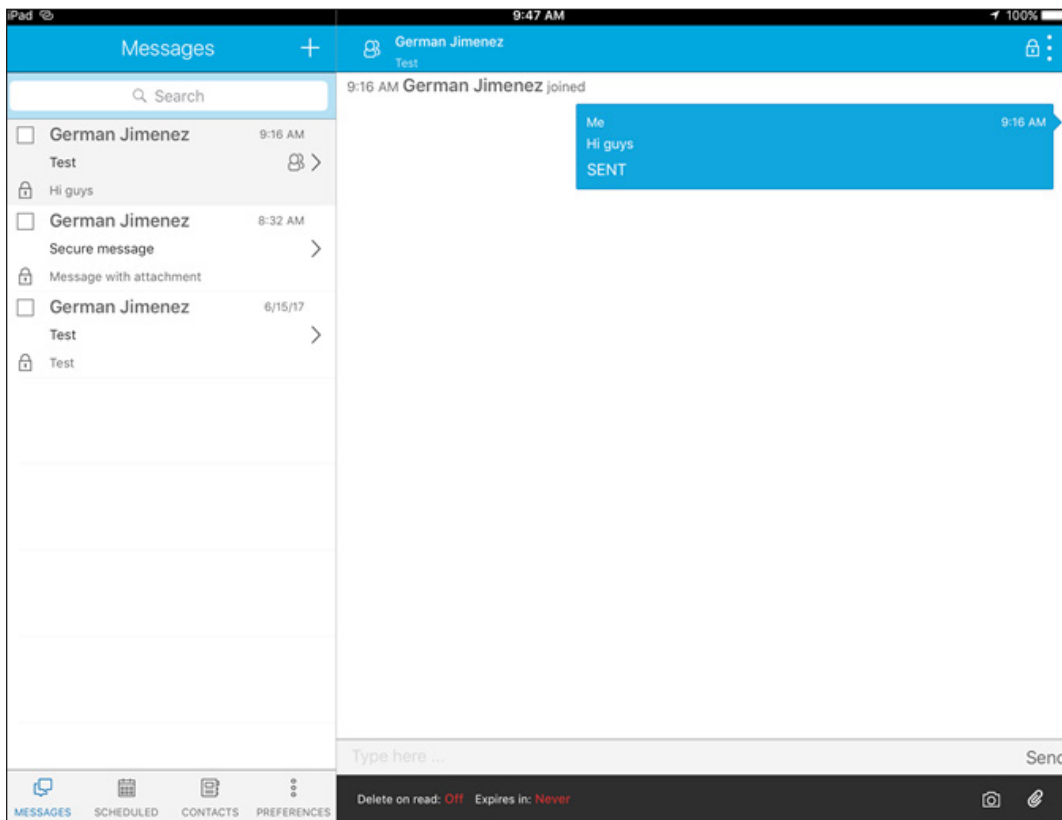


Figure 39. Group Chat Screen (iPad)

- If you are sending a secure message, a list of non-secure message recipients and groups with non-secure recipients appears. Tap **Continue** to proceed with sending the message. Non-secure recipients will be removed prior to sending the message.

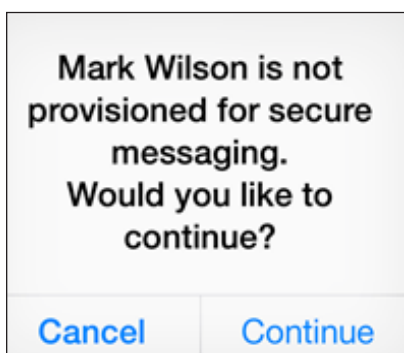


Figure 40. Attempt to Send Secure Message to Non-Secure User

Refer to the table on page 42 for a description of the icons, fields, and buttons in the New Message screen.



Sending a Broadcast Message

Any responses to broadcast messages will be sent only to the originator, not to all of the recipients. Broadcast messages are indicated in the Messages list by the icon below.



Figure 41. Broadcast Message Icon

1. Tap the **Compose** button. The New Message screen opens.
2. Enter the recipients of the message. Broadcast messages can be sent to up to 20,000 recipients.
3. Enter the subject.
4. Slide the **Secure Conversation** option as needed to send a secure or non-secure message.

Note: Depending on the permissions set by your Administrator, secure messaging users may be able to initiate non-secure conversations as well. Secure users with this permission will be able to toggle the **Secure Conversation** option when composing new messages.

If you have permission to initiate a non-secure conversation, the Lock icon does not appear if the Secure Conversation option is not selected. Please refer to *About Secure Messaging* (page 28) for more information about this functionality.

5. Tap **Message Options**, and then slide the **Broadcast Message** option to the right (on).
6. Set any other desired message options. See *Setting Message Options* (page 52) for more information.

Note: Secure users can set additional message options from within a secure conversation, such as setting a message to expire or to delete after being viewed by the recipient. See *Setting Message Options* beginning on page 52 for more information.

7. Return to the Compose Message screen and enter the message. Each separate message is limited to 1,000 characters.
8. (optional) To attach a file, photograph, or video to the message, see the instructions beginning on page 61. File size for all attachments is limited to 5 MB.

Attachments in messages appear with the symbol shown below. Tap this symbol to download the attachment and view the picture or video.



Figure 42. Download Attachment Icon



9. Tap **Send**. The message appears in a conversation screen.

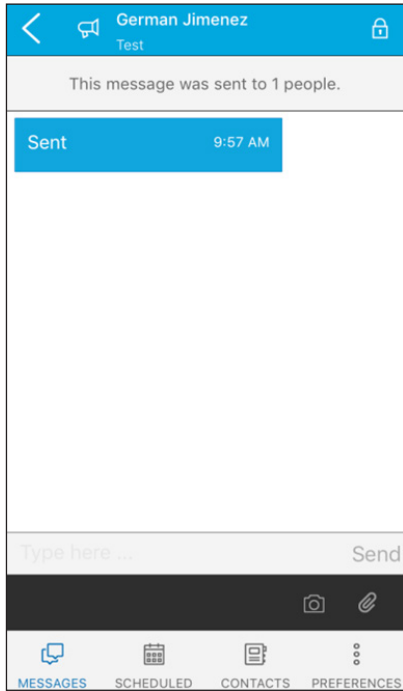


Figure 43. Broadcast Message Screen (iPhone)

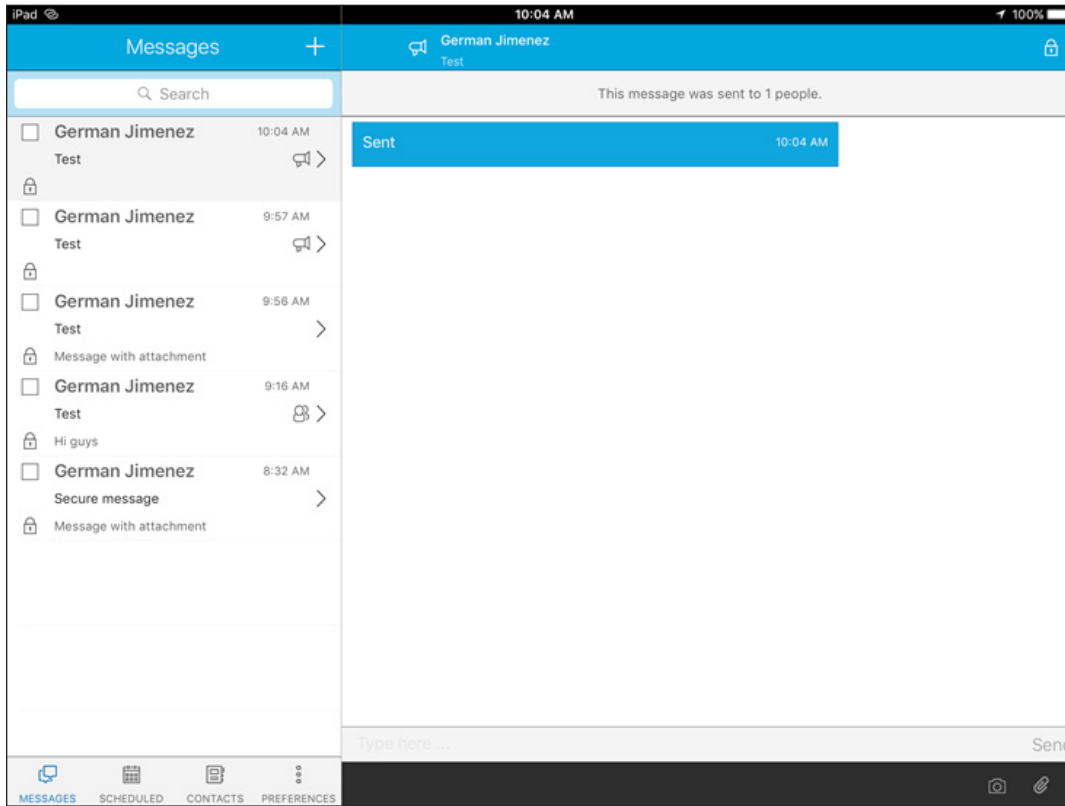


Figure 44. Broadcast Message Screen (iPad)

Note: To reply privately to a response, select the **Reply** link associated with the response bubble.

10. If you are sending a secure message, non-secure recipients will be removed prior to sending the message. You can see users who did not receive the message by viewing the delivery log.



3 messages were not delivered 1 message was delivered		
First message sent on June 3rd, 2015 5:35 PM		
James Thomas	Non-secure	
Jane Doe	Unprovisioned	
Lisa Davis	Delivered	6/3/15 9:24 PM
Mark Wilson	Non-secure	

Figure 45. Delivery Log with Messages Not Sent to Non-Secure Users

Refer to the table on page 42 for a description of the icons, fields, and buttons in the New Message screen.



Sending Messages to SMS Users

AT&T Business Messenger can send individual messages and broadcast messages to SMS users who are not using the application. SMS users cannot receive secure messages on their native text clients. Instead, they will receive an SMS message that prompts them to upgrade to the mobile application or register for the BNC Web portal to view secure messages.

Conversations within the application appear as one conversation thread in AT&T Business Messenger on your device. See *Sending 1:1 Messages to Contacts* (page 40) and *Sending a Broadcast Message* (page 47) for more information.

If the message recipient is using an:

- **iPhone or iPad:** The conversation appears as one conversation thread in the default iOS Messenger application on the device.
- **Android handset or tablet:** The conversation appears as one conversation thread in the built-in messenger product on the device.
- **Standard messaging-capable phone (non-smartphone):** The conversation appears from the originator short code to ensure the conversation's continuity.

Broadcast message recipients who are not SMS users and do not have access to the BNC Web portal will not receive attachments. If a message with an attachment is sent to an SMS user, they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

Sending Messages to Data-Capable Tablet Users

When you send a message to a data-capable tablet user, enter the name or email address in the recipient list for the message. The list of recipients populates with the first and last name of the user based on the entry saved in the Address Book.

Messages will be delivered to the Business Messaging application on the user's data-capable tablet.

Note: Data-capable tablets cover both Wi-Fi and LTE devices.



Setting Message Options

Scheduling Send Date and Time for Messages

Secure and non-secure users can schedule messages to be sent at a later date and time. The maximum duration is 30 days from the current date. Messages cannot be scheduled for past dates and times.

Scheduled messages are indicated in the Compose Message view by the icon below.



Figure 46. Scheduled Message Icon

1. Open a new message and follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
2. Select **Schedule Message** option below (on).
3. Select the desired date and time.
4. Tap **Save** and then tap the **Return** (<) option to return to the Compose Message screen.

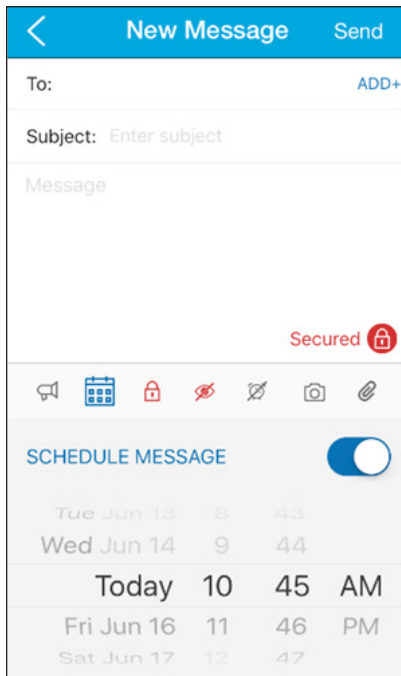


Figure 47. Schedule a Message to Send at a Later Date and Time

Note: The figure above appears on the iPhone and in the right panel of the iPad.



5. Tap **Send** and the message appears in the Scheduled Messages list.

In the Scheduled Messages folder, a countdown timer appears that informs users when the message will be sent.

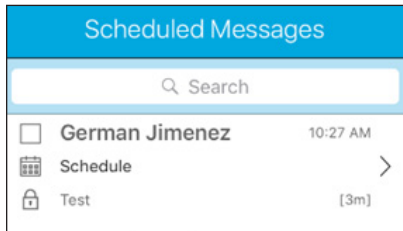


Figure 48. Scheduled Messages Folder

Modifying the Scheduled Send Date and Time

Scheduled messages can be modified or deleted by opening the appropriate message in the Scheduled Messages list, making any necessary edits and tapping **Save**. Once the schedule message is sent, the message will appear in the message list.

Scheduled messages can be modified or deleted by selecting the appropriate message in the Scheduled Messages list and following the instructions as described in *Deleting a Conversation* (page 75).



Setting Messages to Expire

Secure users can set an expiration date for a new message. If an expiration is set, the message will be deleted from the sender's view and the recipient's view. The expiration cannot be a past date or time.

Messages set to expire are indicated in the Compose Message view by the icon below.



Figure 49. Message Expiration Icon

The value that appears as the default for this field is based on the settings selected in *Preferences* as described on page 136. For example, if the Message Options setting on the Preferences screen is set to five days, the Compose Message screen automatically populates with a message expiration of five days.

Note: The message expiration setting will be applicable for all subsequent messages in the conversation unless a change is made. Changes then will be applicable to future messages.

1. Open a new message and follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
2. Select **Message Expiration** option to the below (on).
3. Select the time the message should expire by moving the slider to the desired option.
 - Five-minute intervals up to one hour
 - One-hour intervals up to 24 hours (one day)
 - One-day intervals up to 30 days
4. Tap **Save**, and then tap the **Return** (<) option to return to the Compose Message screen.
5. Tap **Send**.

Users can schedule a message and set the message expiration in the same message. In this case, message expiration must be at least 30 minutes after the scheduled message send time.

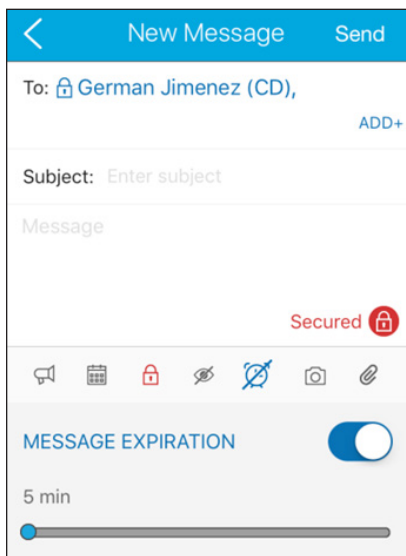


Figure 50. Set a Message Expiration

Note: The figure above appears on the iPhone and in the right panel of the iPad.

In the conversation screen, a countdown timer appears to inform users when the message will expire.

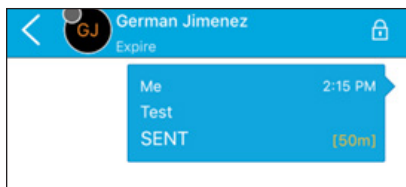


Figure 51. Message Set to Expire in the Conversation Screen

If all messages in a conversation are set to expire or delete when read, the conversation will disappear from the recipient's Messages list once the expiration time and deletion time for all messages have elapsed. Messages that have been set to delete after being read will be visible to the sender, but expired messages will be removed.



Setting Message Expiration within a Conversation

Secure users can also set the expiration of messages within a secure conversation by tapping the **Expires in:** text located at the bottom of the screen.

The value that a user selects will be applicable for all subsequent messages in the conversation until the user makes a change. Any changes made will be applicable to future messages in the conversation.

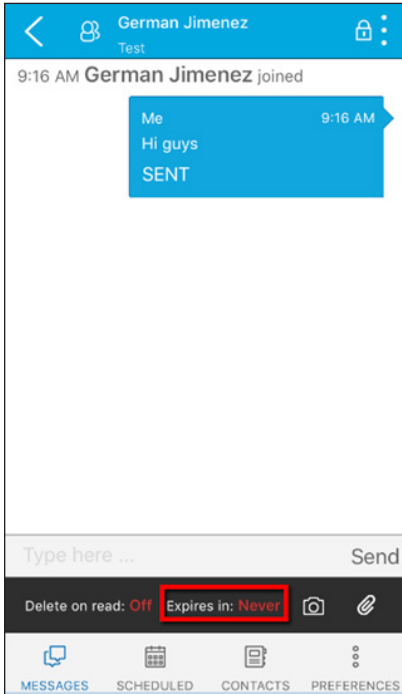


Figure 52. Message Expiration Options within a Conversation



Setting Messages to Delete After Viewing

Secure users can set a message to delete after the recipient views it. If selected, the message will be deleted from the recipient's view within five minutes of the recipient opening the message. The message remains in the sender's view.

Messages set to delete after being viewed by the recipient are indicated in the Compose Message view by the icon below.



Figure 53. Message Deletion Icon

The value that appears as the default for this field is based on the settings selected in *Preferences* as described on page 136. For example, if the Message Options setting on the Preferences screen is set to delete the message when read, the Compose Message screen automatically populates this field to delete messages within five minutes of the recipient viewing the message.

Note: The message deletion setting will be applicable for all subsequent messages in the conversation unless a change is made. Changes then will apply to future messages.

1. Open a new message and follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
2. Select **Delete on Read** option to the below (on).
3. Tap **Save**, and then tap the **Return (<)** option to return to the Compose Message screen.
4. Tap **Send**.

Users can schedule a message, set the message expiration, and set the message to delete on read all in the same message. In this case, the activity that happens first takes precedence.

For example, the message is set to expire at 4:30 p.m. and the recipient does not read this message until 4:30 p.m., then the message will be deleted at 4:30 p.m. and not 4:35 p.m. (five minutes after the recipient opens the message).

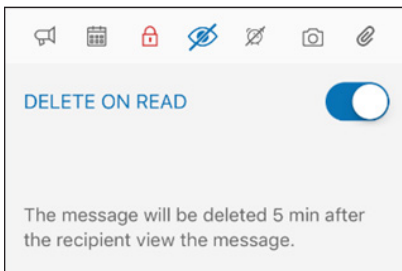


Figure 54. Set a Message to Delete After Viewing

Note: The figure above appears on the iPhone and in the right panel of the iPad.

In the conversation screen, a countdown timer appears to inform users when the message will be deleted.

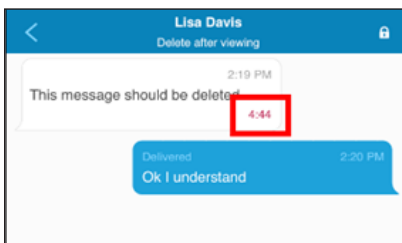


Figure 55. Message Set to Delete in the Conversation Screen

If all messages in the conversation are set to expire or delete after being read, the conversation disappears from the recipient’s Messages list once the expiration time and deletion time for all messages have elapsed. Messages that have been set to delete after being read will be visible to the sender, but expired messages will be removed.

Note: The users cannot modify any messaging options that are set by Enterprise Admin. The messaging options include Message Expiration and Delete on Read.



Delete on Read Messages in the Messages List

When a user receives a message that is set to delete after being viewed, the initial subject line in the Messages list is “Delete on Read message received” and the preview of the message is blank as shown in the figure below. This applies to 1:1 messages, group chats, and broadcast messages.

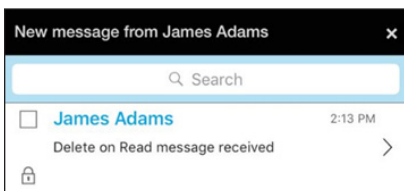


Figure 56. Recipient’s Initial View of Delete on Read Message

Once the user opens the message, the five-minute countdown to deletion begins and the message appears in the conversation view. If the user returns to the Messages list before the message deletes, both the message subject and the preview of the message are populated.

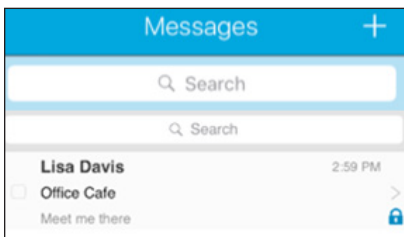


Figure 57. Recipient’s Updated View of Delete on Read Message



Setting Messages to Delete within a Conversation

Secure users can also set a message to delete after the recipient views it from within a secure conversation by tapping the **Delete on read:** text located at the bottom of the screen.

The value that a user selects will be applicable for all subsequent messages in the conversation until the user makes a change. Any changes made will be applicable to future messages in the conversation.

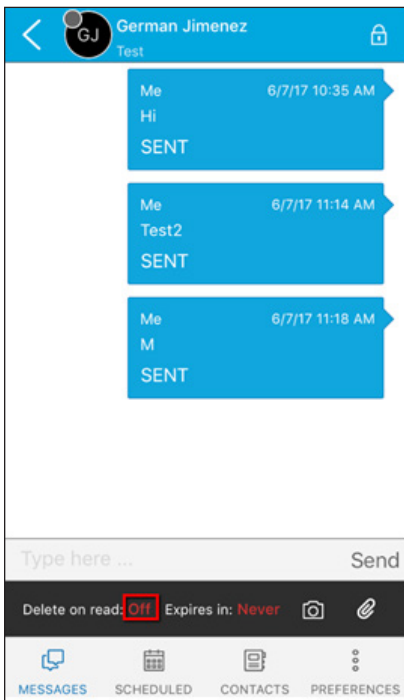


Figure 58. Message Delete Options within a Conversation



Adding Attachments to Conversations

All attachments in secure messages are also encrypted.

Sending Photos or Videos

The application supports videos and photos taken with the camera on the mobile device or stored in the device's photo library. Only one attachment is allowed per message. The maximum file size for each attachment is 5 MB.

1. Share photos and videos by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Tap the **Camera** icon to add a photograph or video to the message.



Figure 59. Camera Icon

4. Select one of the available options to take a photo or video or select an existing photo or video.
5. (optional) Add text to use as a caption to your attachment.

Note: SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

6. Follow the onscreen instructions as appropriate for your device.

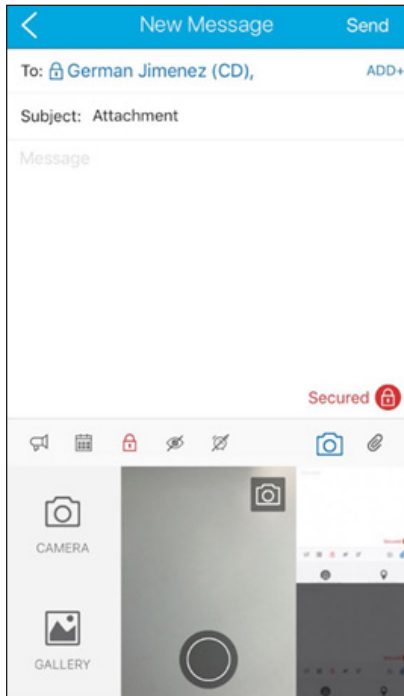


Figure 60. Add Photo or Video Options



Sharing Contacts

Only one contact can be shared per message.

1. Share contacts by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Tap the **Attachment** icon.
4. Select the **Share Contact** option. The Contacts screen appears.
5. Select the appropriate contact, and then tap **Share**. If desired, add text to use as a caption to the attachment. The contact attachment appears in the message, and is indicated by the first and last initials of the shared contact.

Note: SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

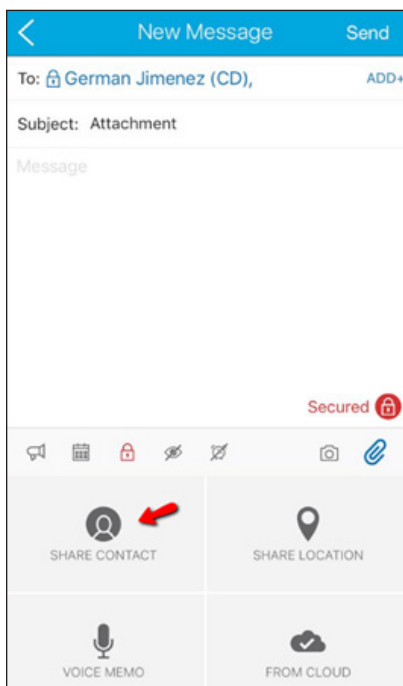


Figure 61. Share Selected Contact

When the recipient opens the message, the contact information icon appears in the conversation. When the recipient taps the icon, they can edit the contact information, save it to their own contacts list, forward to someone else, or delete it.

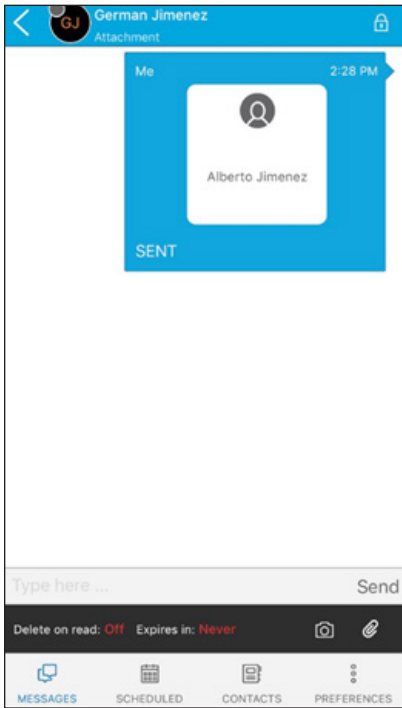


Figure 62. Shared Contact as Viewed by the Recipient



Sharing Locations

To share locations, location services on your device must be enabled for AT&T Business Messenger.

1. Share locations by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Tap the **Attachment** icon.
4. Select the **Share Location** option. The Location screen appears.
5. After the location of your device has been determined, tap **Share**. If desired, add text to use as a caption to your attachment. A thumbnail of the location appears in the message.

Note: Users can also enter a specific address to share or drop a pin and share the location of the shared pin.

Note: SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

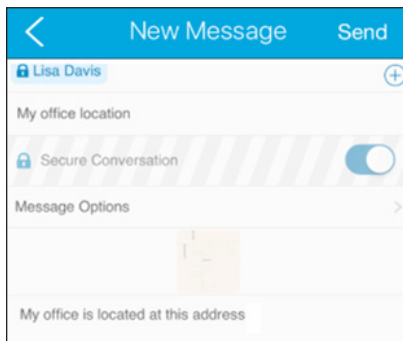


Figure 63. Share Location

When the recipient opens the message, the location information icon appears in the conversation. When the recipient taps the icon, they can save the location, navigate directions to the location, open it in a compatible program, forward it to someone else, or delete it.

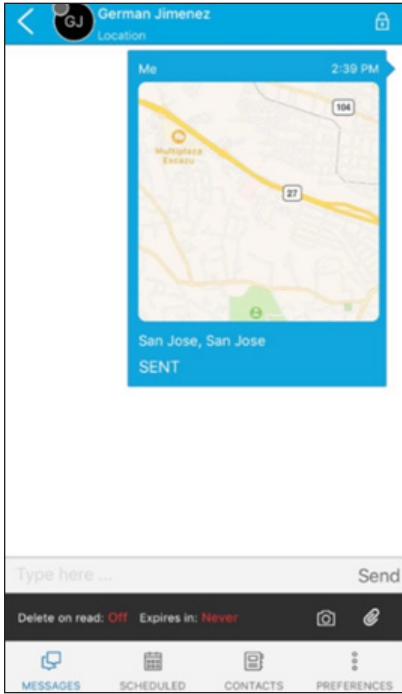


Figure 64. Shared Location as Viewed by the Recipient



Sending File Attachments

See *File Types* (page 150) for more information on unsupported file types for attachments.

1. In the email client for your mobile device, open a file attached. Then tap the **Share** button at the right top corner.
2. When the options menu appears, select the **Open in BusinessMsgr** icon. The Business Messenger application opens.

Note: Users must be logged in to the application. Otherwise, they will be prompted to log in before proceeding.

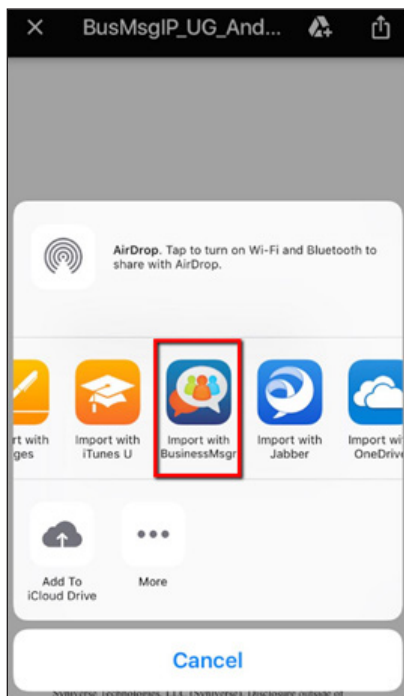


Figure 65. File Attachment Menu Options

3. Add the attachment by opening a new message or selecting conversations.
4. To add the attachment to a new conversation:
 - Tap the **Compose** button.
 - When the Compose screen opens, tap the **Attachment** icon.
 - Select the **From Clipboard** option. The file will be attached.



- If desired, add text to use as a caption to your attachment. Please note that SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

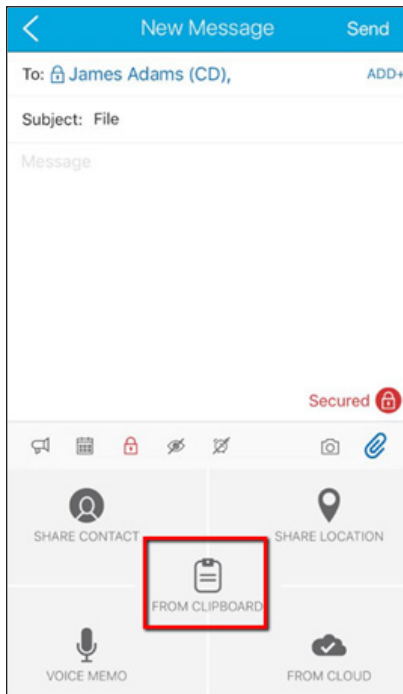


Figure 66. File Attachment Options

- Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
5. To add the attachment to one of the conversations:
- Open the appropriate conversation. This can be a 1:1 message, group chat, or broadcast message.
 - When the conversation opens, tap the **Attachment** icon.
 - Select the **From Clipboard** option. The file will be attached and sent to the recipients in the conversation.
 - If the user is downloading or uploading any file in the application, and then switches to a different application, the download or upload pauses. When the user returns to the application, the file upload or download resumes automatically.

Once the recipient receives the file, it can be launched in the native document view or, if the default view is not found, it will prompt the user to select the appropriate application to open the attachment.



Sharing Files from Cloud Service Accounts

Users can attach files from their cloud service accounts, such as Box, Dropbox, and Google Drive. See *File Types* (page 150) for more information on unsupported file types for attachments.

1. Share files by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Tap the **Attachment** icon.
4. Select the **From Cloud** option. The list of supported cloud services appears.

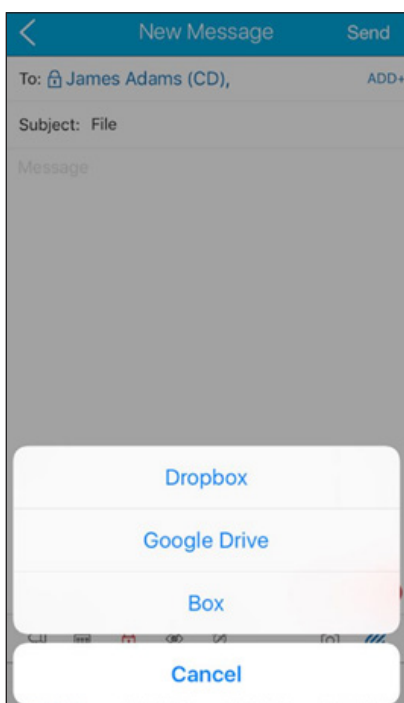


Figure 67. Cloud Service Options

5. After selecting a cloud service, you will need to log in to your account.
6. The first time you log in to the cloud service using the Business Messenger application, you will need to approve access to your account.

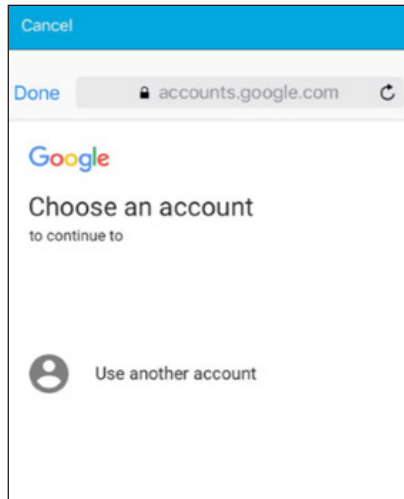


Figure 68. Grant Access to Cloud Service

7. Select the file that you would like to share and then do one of the following:
 - To send the file, tap **Send**. The file will be attached to your conversation or message.
 - The maximum file attachment size is 5 MB.
 - To send a link to the file, tap **Link**. The link is pasted in your conversation or message.

Note: Users must be logged in to the application. Otherwise, they will be prompted to log in before proceeding.

8. If desired, add text to use as a caption to your attachment. Please note that SMS users will not receive attachments, but they will receive a text message that prompts them to upgrade to the application or register for the BNC Web portal to view attachments.

If the user is downloading or uploading any file in the application, and then switches to a different application, the download or upload pauses. When the user returns to the application, the file upload or download resumes automatically.

Once the recipient receives the file, it can be launched in the native document view or, if the default view is not found, will prompt the user to select the appropriate application to open the attachment.

The recipient can then delete or forward the attachment. If a secure user receives a non-secure message with a file attachment, they can save it to their own cloud service account. Secure messages and attachments cannot be saved onto cloud services.



Sending Voice Memos

1. Share voice memos by starting a new message or from within an existing conversation.
2. Follow the appropriate steps for the desired message type: 1:1 message, group chat, or broadcast message.
3. Tap the **Attachment** icon to add a file to the message.



Figure 69. Attachment Button

4. Select the **Voice Memo** option.
5. Select the **Start Recording** icon to start recording the memo.

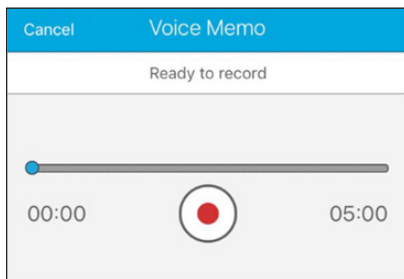


Figure 70. Start Recording Voice Memo

6. Record your voice memo. The maximum time for a voice memo is five minutes.
7. Select the **Stop Recording** icon to stop recording your voice memo.

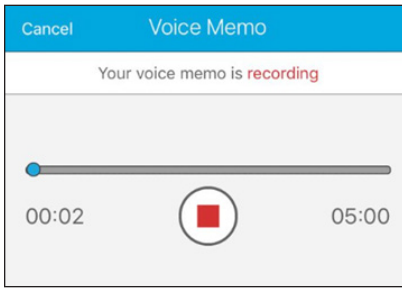


Figure 71. Stop Recording Voice Memo

8. Listen to your recorded voice memo if desired by selecting the **Play Recording** icon, or select **Done** to attach your voice memo to the message.

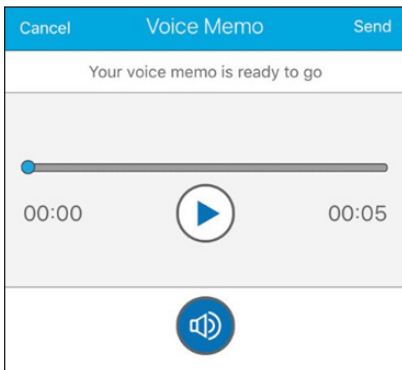


Figure 72. Attach Voice Memo to Message

To play a previously recorded message, go to the conversation in the Messages list and play the voice memo attachment.



Managing Conversations

Viewing Group Chat Information

Conversation information is only available for group chats. This view enables all participants to see a list of other chat participants and access any attachments that have been sent in the conversation.

Chat originators can also add and remove participants from the conversation. These options are not available to participants.

1. Open the appropriate conversation in the Messages list.
2. Tap **Menu**. The Options menu appears.
3. Tap **Conversation Info**. The Conversation Info screen appears.
 - **To view attachments:** Tap the **Media/Attachments** option. All attachments sent in the conversation are shown in chronological order, along with the sender's name and the date and time the attachment was sent.
 - **To add participants:** (For chat originators only) Tap the **Add Participants** icon. See page 80 for information on this functionality.
 - **To remove participants:** (For chat originators only) Select the appropriate participant and remove the participant. See page 82 for information about this functionality.

Note: The figures on the following page appear on the iPhone and in the right panel of the iPad.

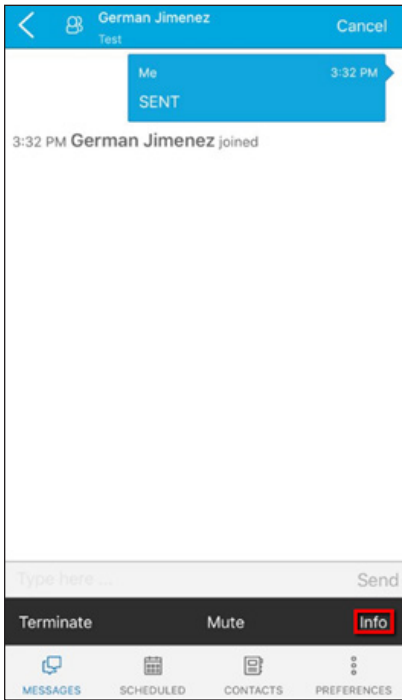


Figure 73. Conversation Info Screen (Chat Originator View)

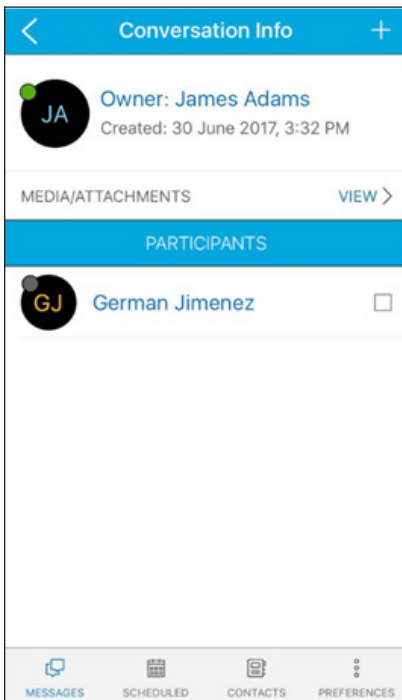


Figure 74. Conversation Info Screen (Chat Participant View)



Deleting a Conversation

1. Select the conversation in the Messages list using the check box to the left of the conversation. The Options menu appears.
2. Tap **Delete**.

Note: If the chat originator deletes the conversation, the entire chat is terminated and the recipients will not be able to continue.

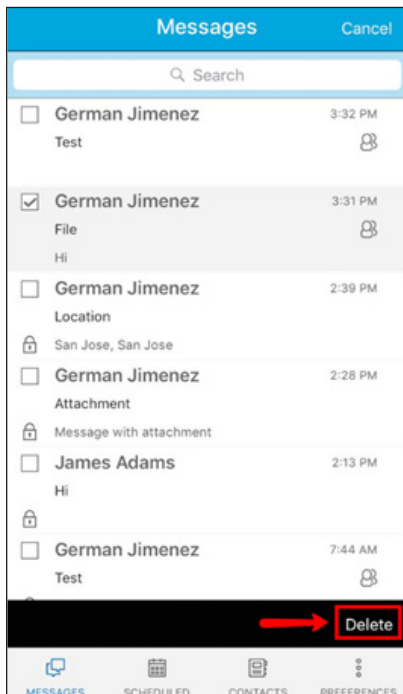


Figure 75. Delete a Conversation

Note: The figure above appears on the iPhone and in the left panel of the iPad.

3. As an alternative, you can swipe your finger to the left on the appropriate conversation and tap **Delete**.

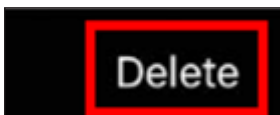


Figure 76. Delete Conversation (Alternative Method)



Muting a Conversation

If you would like to stop receiving notifications of updates to a conversation, you can stop the notifications or “mute” the conversation. Muting a conversation is chat-specific and will not mute other conversations unless you have already muted those as well.

1. Open the appropriate conversation in the Messages list.
2. Tap **Menu**. The Options menu appears.
3. Tap **Stop Notifications**.



Figure 77. Mute a Conversation (iPhone)

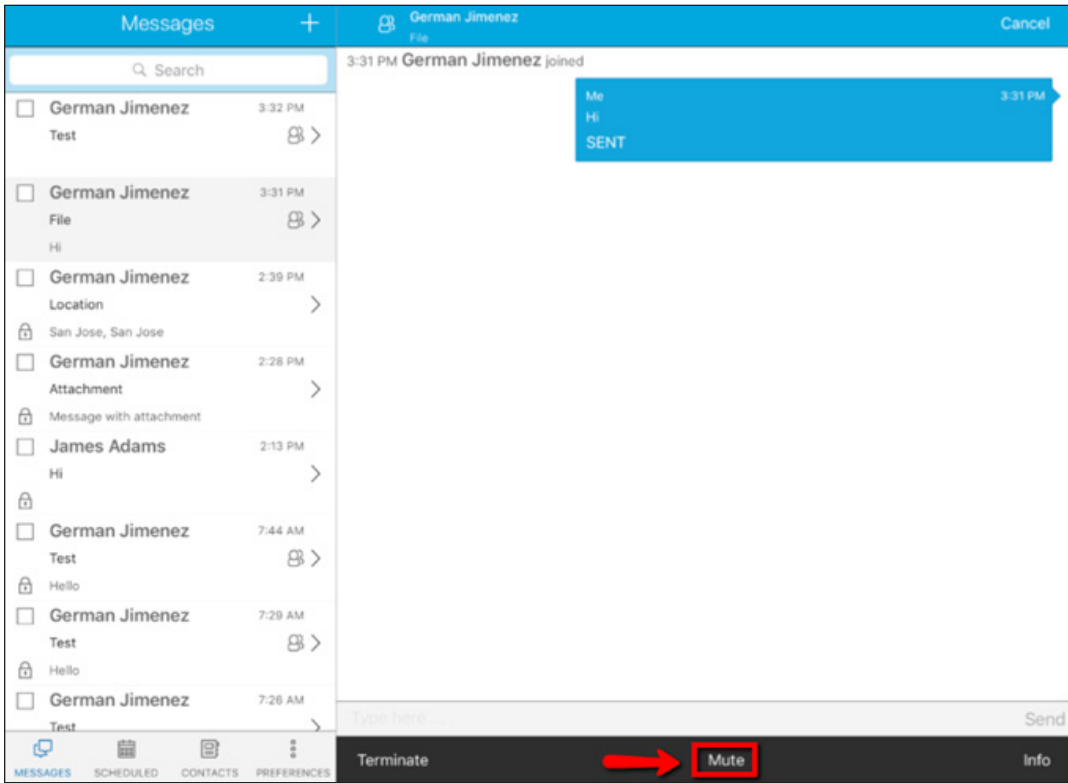


Figure 78. Mute a Conversation (iPad)



Terminating a Conversation

If the chat originator terminates the conversation, the entire chat is terminated, and the recipients will not be able to continue. Only the chat originator can terminate the conversation.

Note: The Terminate Conversation tab option only appears if you are the chat originator.

1. Open the appropriate conversation in the Messages list.
2. Tap **Menu**. The Options menu appears.
3. Tap **Terminate Conversation**.



Figure 79. Terminate a Conversation (iPhone)

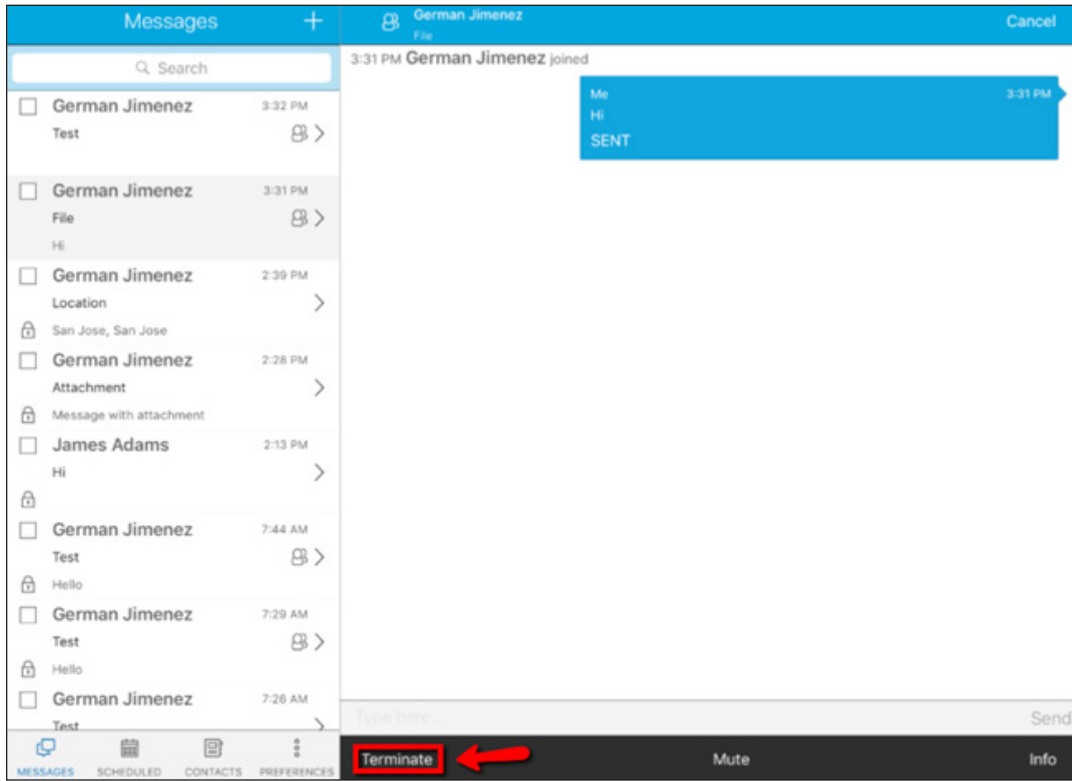


Figure 80. Terminate a Conversation (iPad)



Adding Participants to a Conversation

Only the chat originator can add participants to a conversation. The Add Participants icon only appears if you are the chat originator.

1. Open the appropriate conversation in the Messages list.
2. Tap **Menu**. The Options menu appears.
3. Tap **Conversation Info**. The Conversation Info screen appears.
4. Tap the **Add Participants** icon (+ sign).
5. When the Contacts list appears, select the appropriate contact(s), and then tap **Add**.

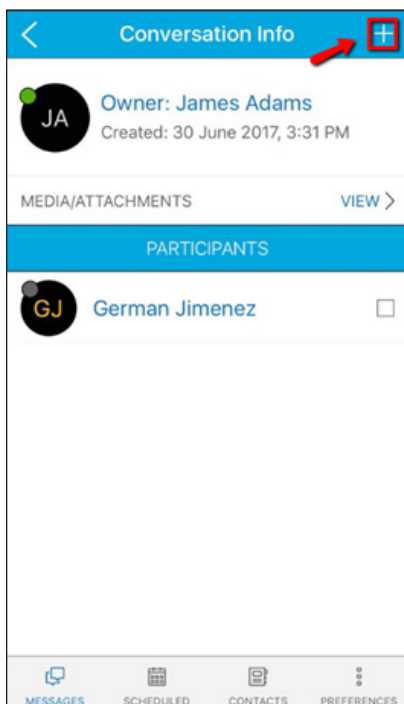


Figure 81. Add Participants to a Conversation (iPhone)

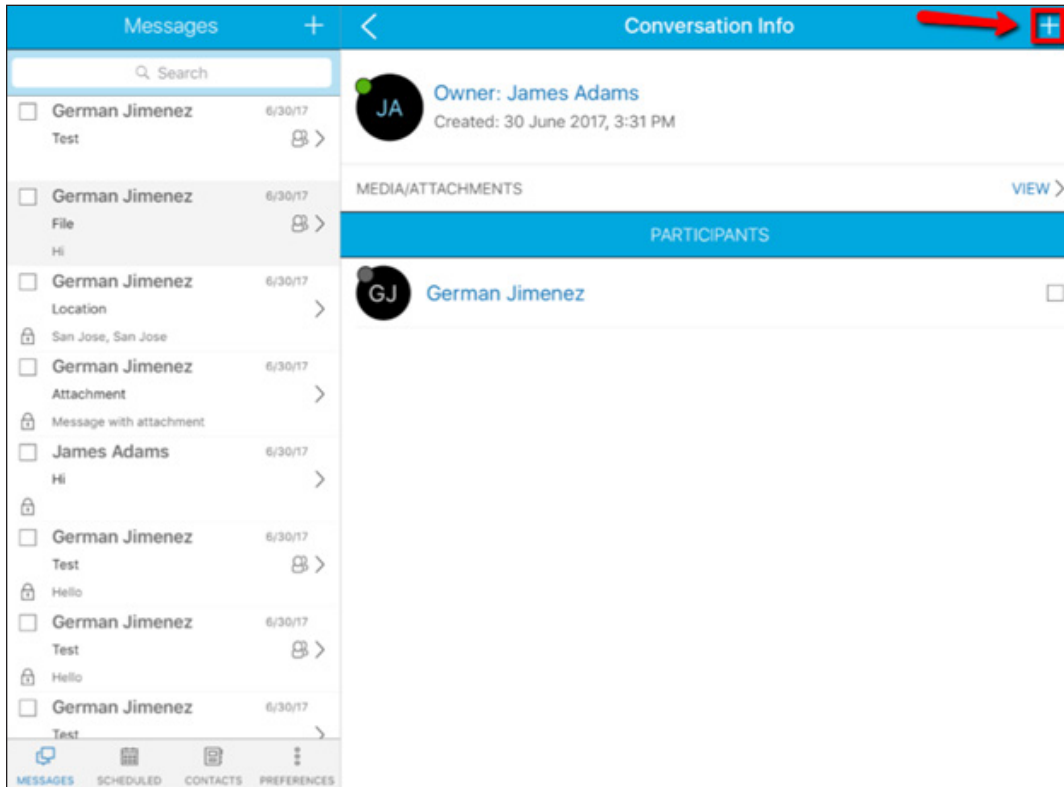


Figure 82. Add Participants to a Conversation (iPad)



Removing Participants from a Conversation

Only the chat originator can remove participants from the conversation. The Remove participant(s) menu option only appears if you are the chat originator.

1. Open the appropriate conversation in the Messages list.
2. Tap **Menu**. The Options menu appears.
3. Tap **Conversation Info**. The Conversation Info screen appears.
4. Select the appropriate participants to remove from the conversation.
5. Tap **Remove participant(s)**.

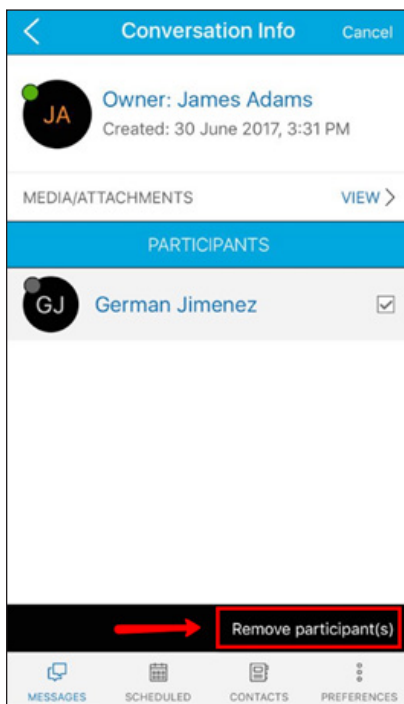


Figure 83. Remove Participants from a Conversation (iPhone)

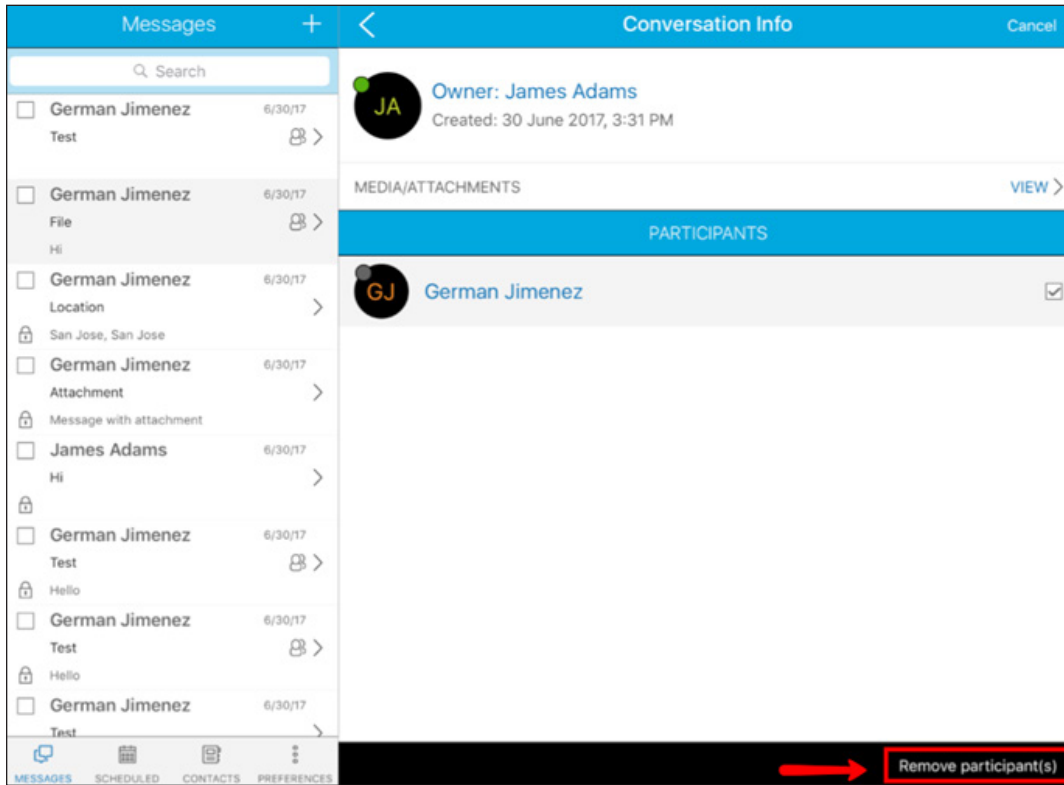


Figure 84. Remove Participants from a Conversation (iPad)



Searching Messages

1. In the Messages screen, enter the conversation or part of the conversation you want to find.
2. The Messages list is filtered to display a list of matches.

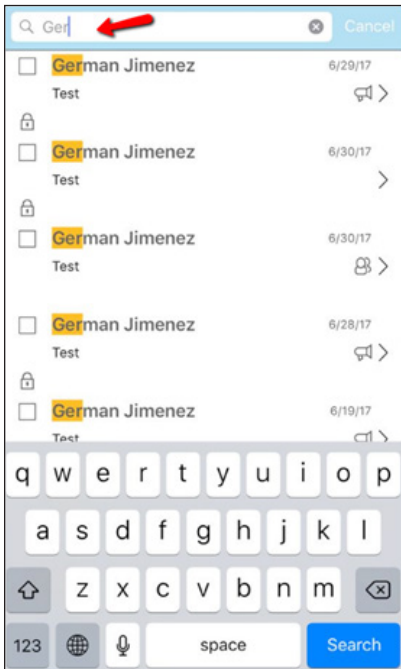


Figure 85. Search Messages (iPhone)

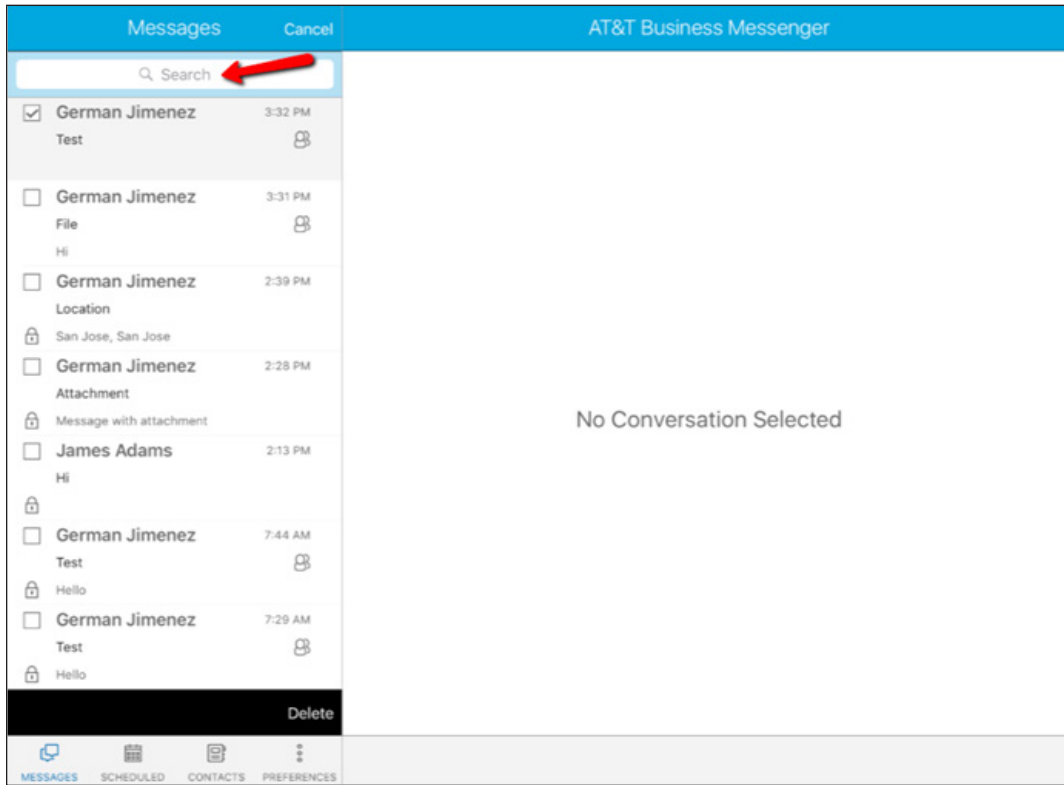


Figure 86. Search Messages (iPad)



Using the Delivery Log

Accessing the Delivery Log

1. Open the appropriate group chat or broadcast message in the Messages list. This functionality does not apply to 1:1 conversations.
2. Tap **See Delivery Log**. The Delivery Log screen appears.



Figure 87. Delivery Log Screen

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Table 2. Delivery Log Status

Status	Description
Failed	Indicates that the message failed because the recipient is not a provisioned user of AT&T Business Messenger. This applies when the message is sent to only one recipient.
Not Delivered	Indicates that the message has been sent but the system is awaiting a delivery acknowledgment.
Non-secure	Indicates that the secure message was not delivered because the recipient was a non-secure user. Non-secure users are any recipients who have not been provisioned for secure messaging.
Delivered	Indicates that the message was sent and a delivery acknowledgment has been received.
Unprovisioned	Indicates that the message was not sent because the recipient is not an AT&T Business Messenger customer.



Viewing All Log Recipients

1. On the Delivery Log screen, tap **Options**. The Options menu appears.
2. Tap **Show all log recipients**.



Figure 88. Show All Log Recipients

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Viewing All Non-Delivered Recipients

1. On the Delivery Log screen, tap **Options**. The Options menu appears.
2. Tap **Non-delivered recipients**. The list is filtered to display a list of all recipients who did not receive the message.



Figure 89. Non-Delivered Recipients

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Resend Non-Delivered Messages

1. On the Delivery Log screen, tap **Options**. The Options menu appears.
2. Tap **Resend**. The message is sent to all recipients who did not receive the original message.

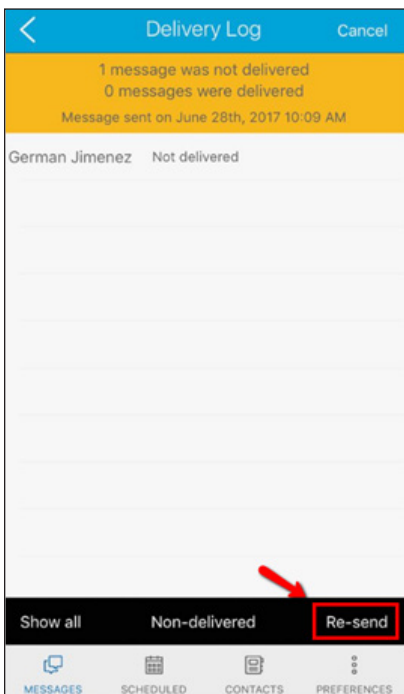


Figure 90. Resend Delivered Messages

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Understanding the Message Status

The status of each message appears at the top of the conversation bubble. The timestamp for the message also appears at the top of the conversation bubble. The date and time only appear in messages that were sent prior to the current date; otherwise, only the time appears.

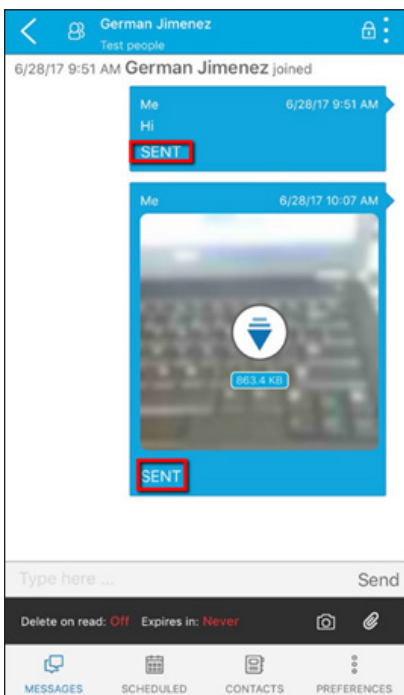


Figure 91. Message Status (iPhone)

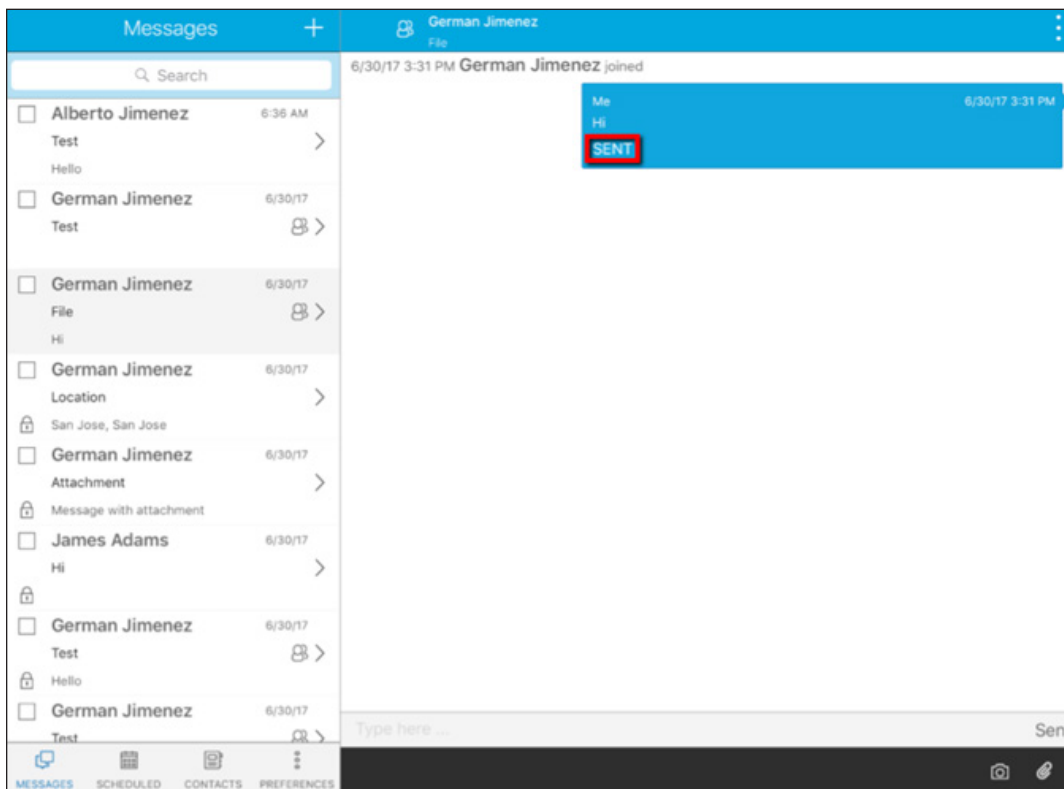



Figure 92. Message Status (iPad)

Table 3. Available Message Statuses

Status	Description
Sent	Indicates that the message was sent successfully.
Failed 	Indicates that the message failed in sending.
Delivered	Indicates that the message was successfully delivered to the recipient(s).
Read	Indicates that the message has been read by the recipient(s).



Receiving Messages from Various Protocols

Users can receive messages from all supported protocols on the platform, including:

- SNPP (Simple Network Paging Protocol)
- WCTP (Wireless Communications Transfer Protocol)
- TAP (Telelocator Alphanumeric Protocol)
- SMTP (Simple Mail Transfer Protocol)

The messages will be delivered to the application based on your user profile configuration. For example, if the profile is set to:

- **SMS:** The user will receive a message through an SMS channel to their native text client.
- **Mobile App:** The user will receive the message through IP on their mobile application.

Receiving Messages via Email

If a message is received via email, the email address appears instead of the short code. Replies to two-way messages appear as part of the same conversation. Replies to one-way messages are not allowed.

Email users can attach up to three separate attachments in a message, but the size of each attachment cannot exceed 5 MB. Any replies can include only one attachment that does not exceed 5 MB. Messages received from emails cannot be forwarded.



Synchronizing Messages

Messages are automatically synchronized with the BNC Web portal, including:

- 1:1 messages
- Group chats
- Broadcast messages
- All scheduled messages
- Messages set with an expiration date
- Messages set to delete after being viewed by the recipient

If a large number of messages must be synchronized, a green status bar appears to inform the user about the progress of the synchronization.

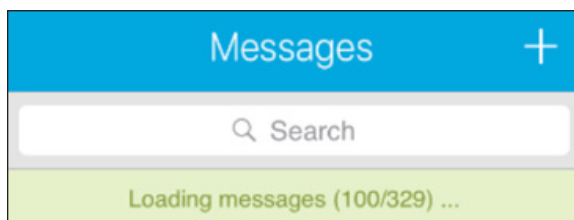


Figure 93. Message Synchronization Status Bar

The following are messages that might appear during synchronization:

- Loading contacts...
- Loading groups...
- Loading scheduled conversations...
- Loading conversations...
- Loading members of conversations...
- Loading messages...



3. Contacts and Groups

This chapter describes how to manage contacts and groups in the application and contains the following sections:

- [Accessing the Contacts List \(page 96\)](#)
- [Managing Contacts \(page 99\)](#)
- [Accessing the Corporate Directory \(page 106\)](#)
- [Managing Groups \(page 108\)](#)
- [Synchronizing Contacts \(page 117\)](#)
- [Searching Contacts & Groups \(page 118\)](#)



Accessing the Contacts List

Using an iPhone

1. Tap the **Tabs Menu**.
2. Select **Contacts**.

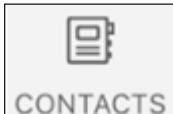


Figure 94. Contacts (iPhone)

3. The Contacts screen opens, and defaults to the Corporate tab. You can quickly jump to individuals by tapping on it.

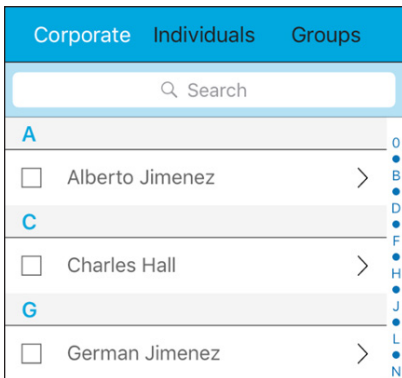


Figure 95. Contacts Screen (iPhone)

4. To access groups, select the **Groups** tab.

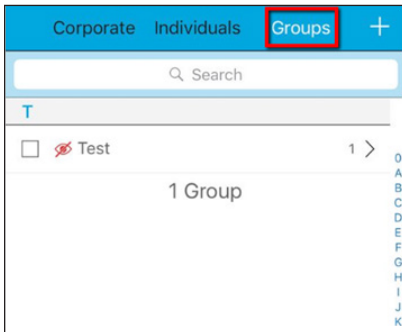


Figure 96. Groups Tab (iPhone)



Using an iPad

1. Select **Contacts**.



Figure 97. Contacts (iPad)

2. The Contacts screen opens, and defaults to the Individuals tab. You can quickly jump to contacts farther down in the list by tapping the appropriate letter on the right side of the panel.

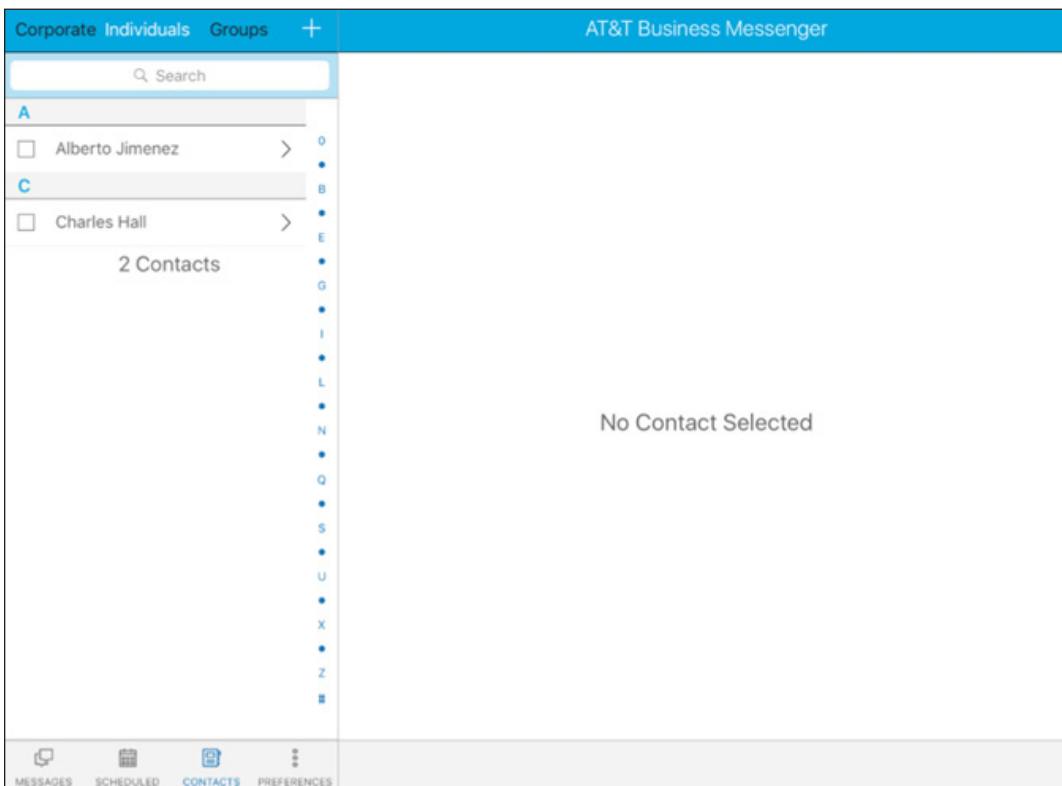


Figure 98. Contacts Screen (iPad)



3. To access groups, select the **Groups** tab.

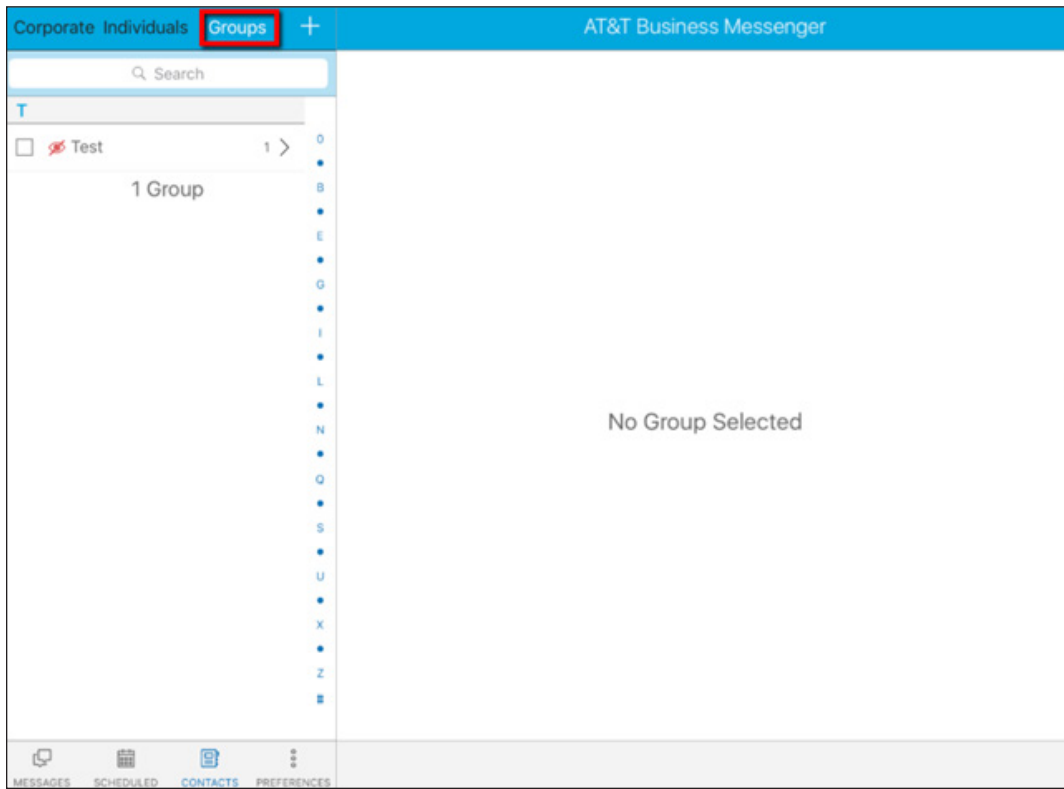


Figure 99. Groups Tab (iPad)



Managing Contacts

Adding a New Contact

1. Tap the **Add** button.



Figure 100. Add Button

2. A message appears asking if you would like to add a contact from a device's address book. Select the desired option.

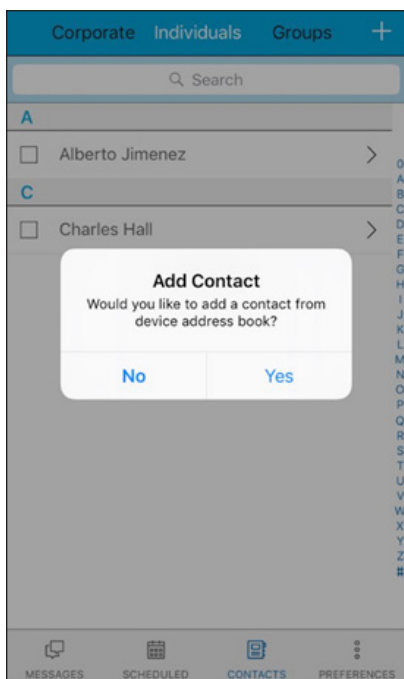


Figure 101. Add Contact from Device Address Book

- **Yes:** The system scans the device's address book and adds any contacts who have been provisioned for Business Messaging but do not already appear in the Contacts List. The scan searches phone numbers and email addresses (for data-capable tablet users).

Note: This is a one-way scan. No changes will be made to the device's address book.



- **No:** The New Contact screen opens. Continue following the instructions below.
3. Enter the contact's name.
 4. Enter the contact information.

Note: Phone numbers should be added without formatting.

5. (optional) Add a photo of the contact.
6. Tap **Add**. The new contact appears in the Contacts list. The application is limited to 20,000 contacts.

Note: Required fields are indicated with a ● icon.

Note: If the new contact does not have a mobile number (data-capable tablet user), enter the email address. The system searches for matching users and adds the system-generated mobile number if it locates a matching entry. If the system does not locate a matching entry, a “user not found” message appears.

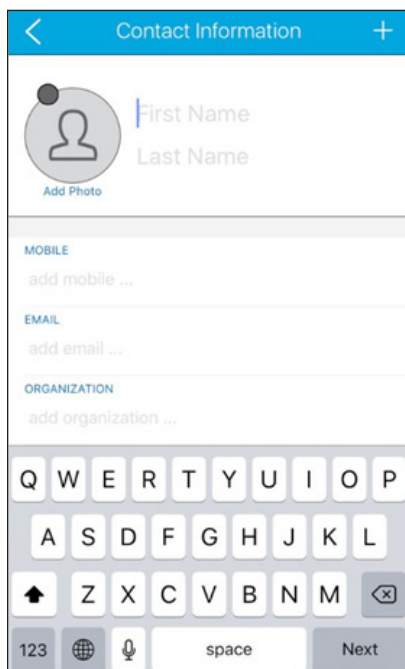


Figure 102. New Contact Screen

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Viewing a Contact's User Profile

Select the appropriate contact in the Contacts list. The contact's user profile appears.

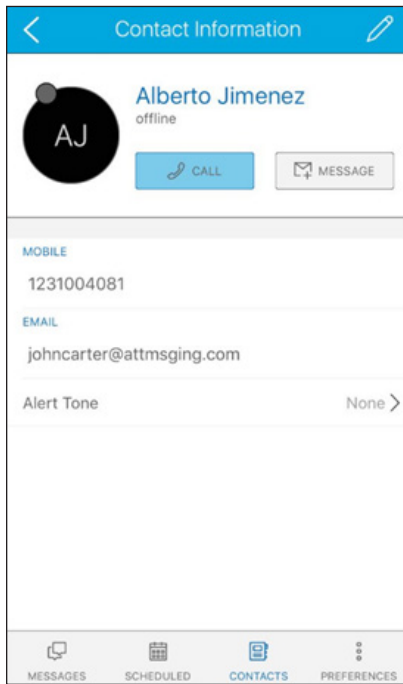


Figure 103. User Profile Screen (iPhone)

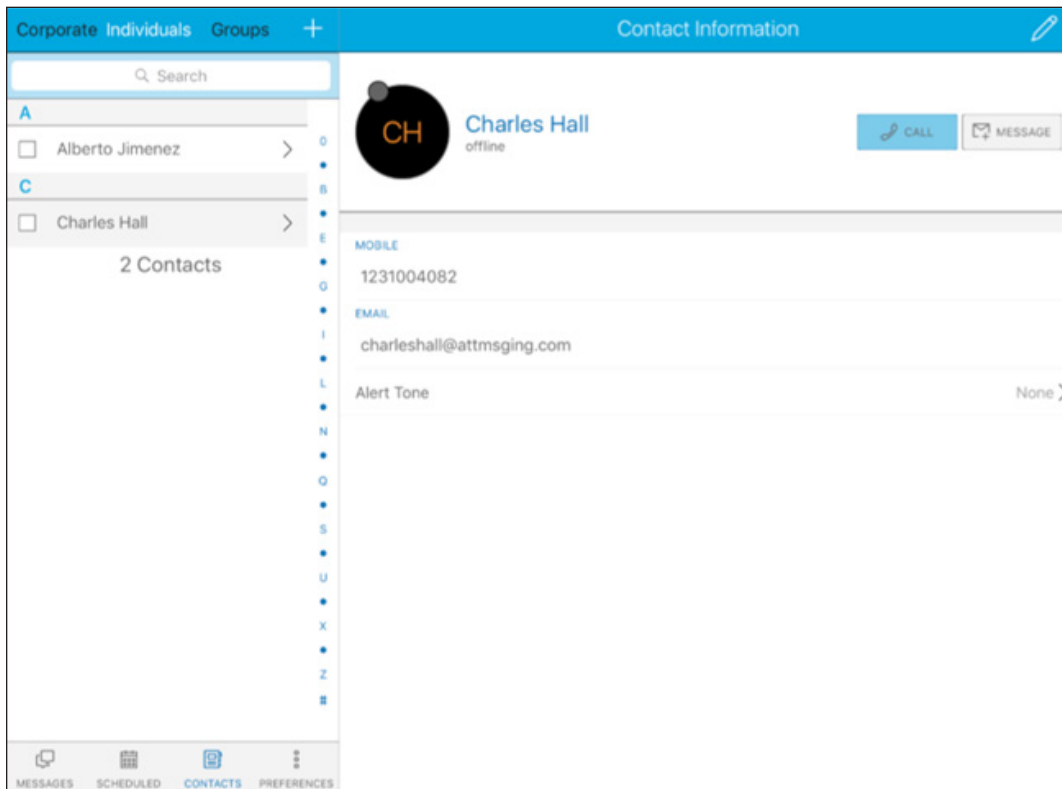




Figure 104. User Profile Screen (iPad)

Table 4. User Profile Screen Icons

Item	Description
Available - Working on some cool stuff today.	Presence Indicates the current availability of the contact. See <i>Setting Current User Status (Presence)</i> (page 126) for more information.
 Call	Call the contact using the mobile number in the user profile. This option is only available on the iPhone.
 Message	Send a message to the contact using the application.



Editing a Contact

1. Select the contact in the Contacts list. The selected contact appears.
2. (optional) Select an alert tone that will be used only for the selected contact. The available options default to system options for your device. If you set a custom alert tone, all messages from this contact will have the selected tone.

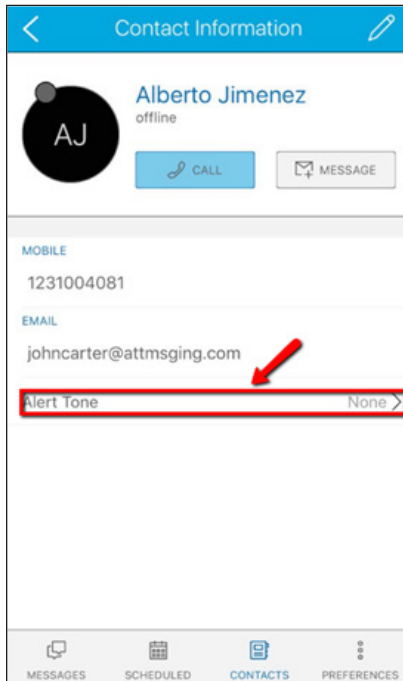


Figure 105. Set a Custom Alert Tone for Contact

3. Tap **Edit**. The Edit Contact screen appears.
4. Enter the appropriate edits.

Note: If the new contact does not have a mobile number (data-capable tablet user), enter the email address. The system searches for matching users and adds the system-generated mobile number if it locates a matching entry.

5. Tap **Save**.

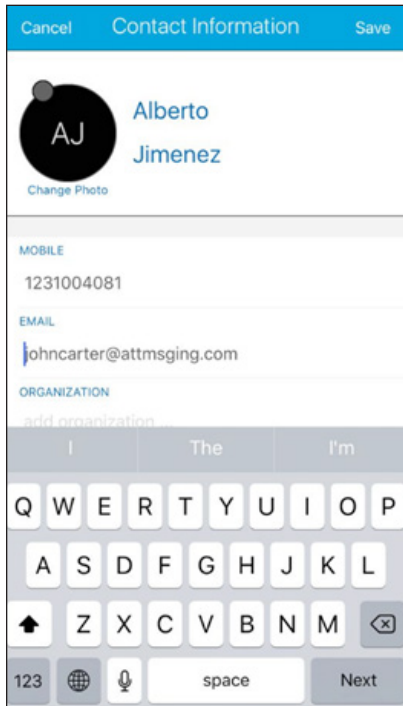


Figure 106. Edit Contact Screen

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Deleting a Contact

1. Select the contact in the Contacts list using the check box to the left of the name. The Options menu appears.
2. Tap **Delete**.
3. Verify that you want to delete the selected contact.

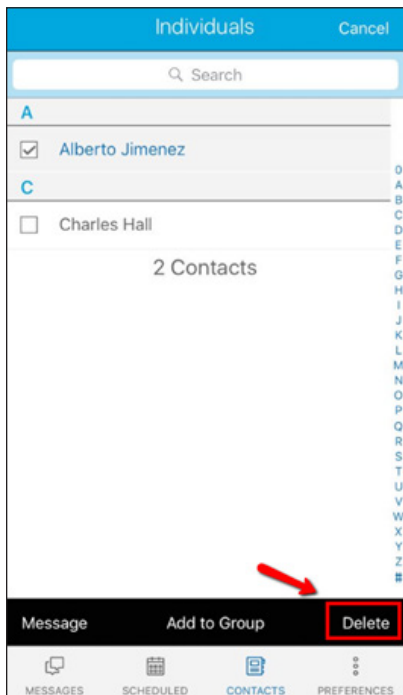


Figure 107. Delete a Contact

Note: The figure above appears on the iPhone and in the left panel of the iPad.



Accessing the Corporate Directory

Using an iPhone

1. Tap **Contacts** on the Tab menu.
2. Select **Corporate Directory**.



Figure 108. Corporate Directory (iPhone)

3. The Contacts screen opens, and defaults to the Corporate tab.

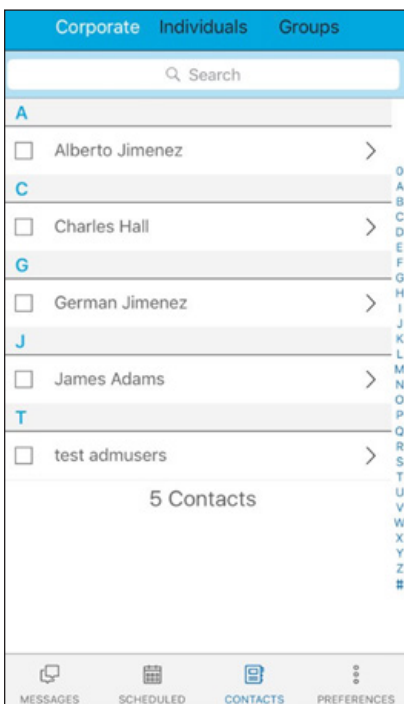


Figure 109. Corporate Directory Screen (iPhone)



Using an iPad

1. Select **Corporate Directory**.



Figure 110. Corporate Directory (iPad)

2. The Corporate Directory screen opens, and defaults to the Corporate Directory tab. You can quickly jump to contacts further down in the list by tapping the appropriate letter on the right side of the panel.

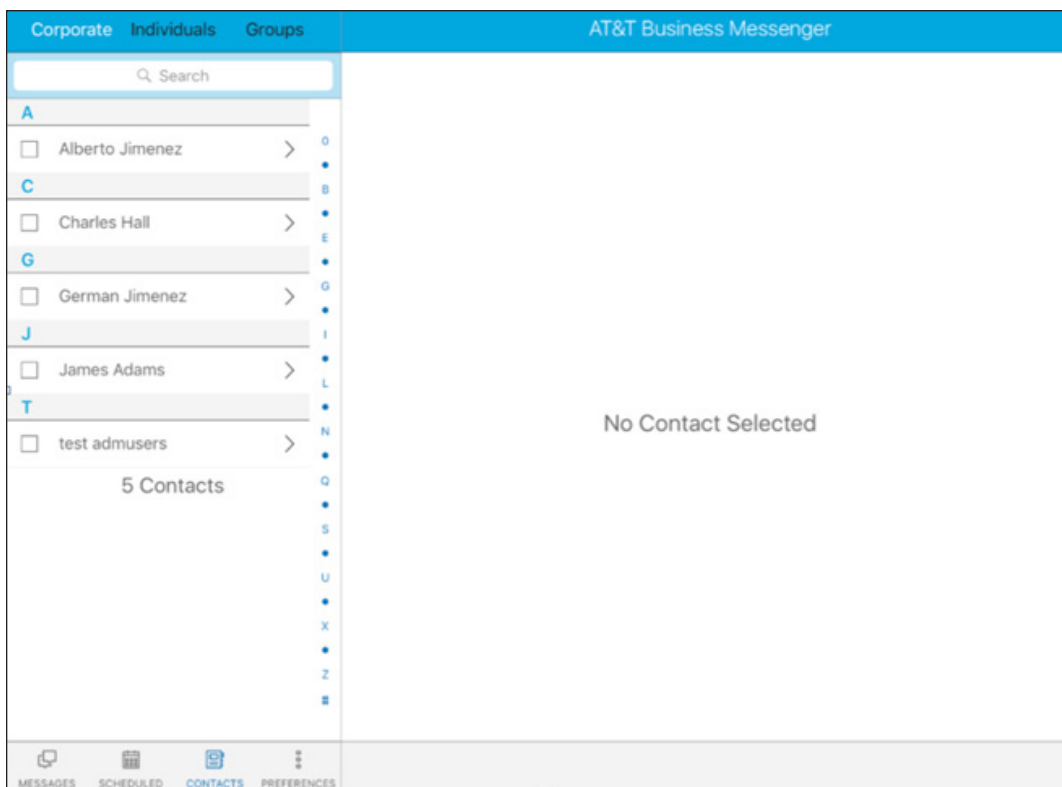


Figure 111. Corporate Directory Screen (iPad)

Note: The contacts in the Corporate Directory address book cannot be modified. If the user changes the profile information in the mobile or web application, the changes are updated in the Corporate Directory address book.



Managing Groups

Adding a New Group

1. Tap the **Add** button. The New Group screen opens.



Figure 112. Add Button

2. Enter the group name. Public group names can only be one word with no spaces. This does not apply to private groups.
3. Select the group type. Available options include:
 - **Private:** A distribution list that a user creates that cannot be shared with others. The application is limited to 20 private groups.
 - **Public:** A distribution list that a user creates that can be shared with others. When a user gives the group name to others, the group becomes a shared public group and anyone who uses it can send a message to everyone in the group. The application is limited to 100 public groups.
 - **Shared Public Group:** This group name must exactly match an existing public group name. You may use the description box to further describe the group. Note that only the creator of the public group will be able to view or change the group recipient list and may do so at any time.
4. Tap **Next**. The Contacts list opens.
5. Select the contacts to add to the group.
6. Tap **Create**. The new group appears on the Groups tab.

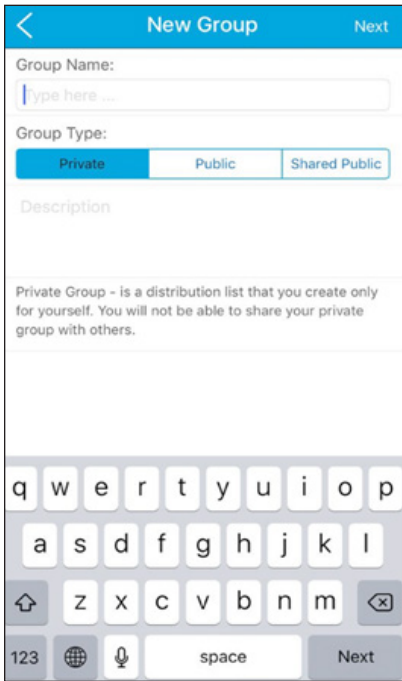


Figure 113. New Group Screen (iPhone)

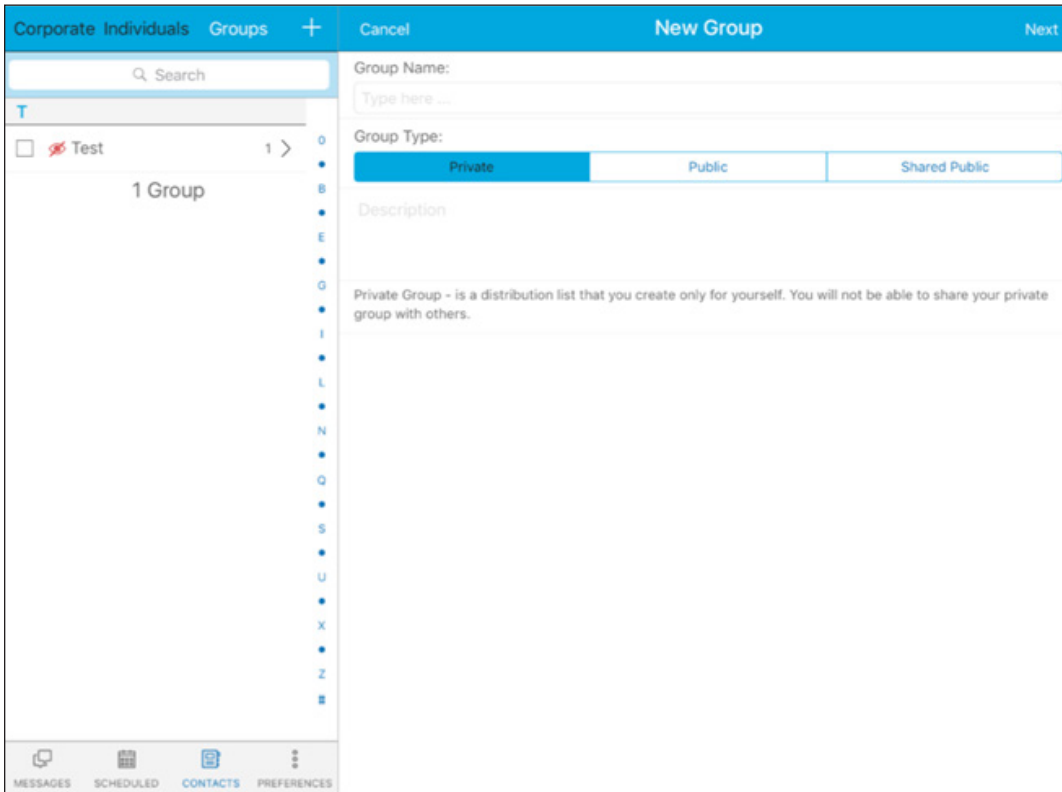


Figure 114. New Group Screen (iPad)



Viewing a Group

Select the appropriate group in the Groups list. The group appears, including the contacts in the group.

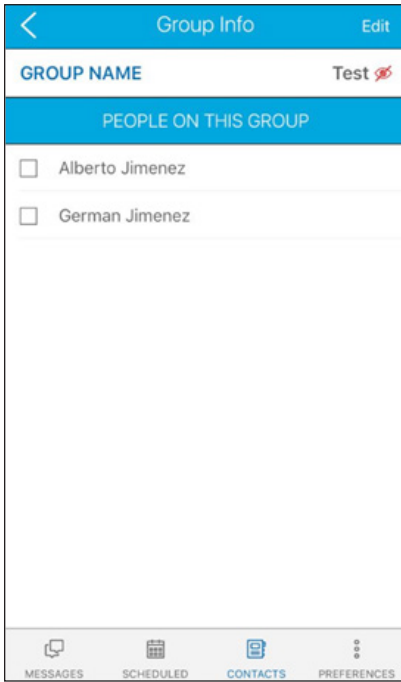


Figure 115. Group Info Screen (iPhone)

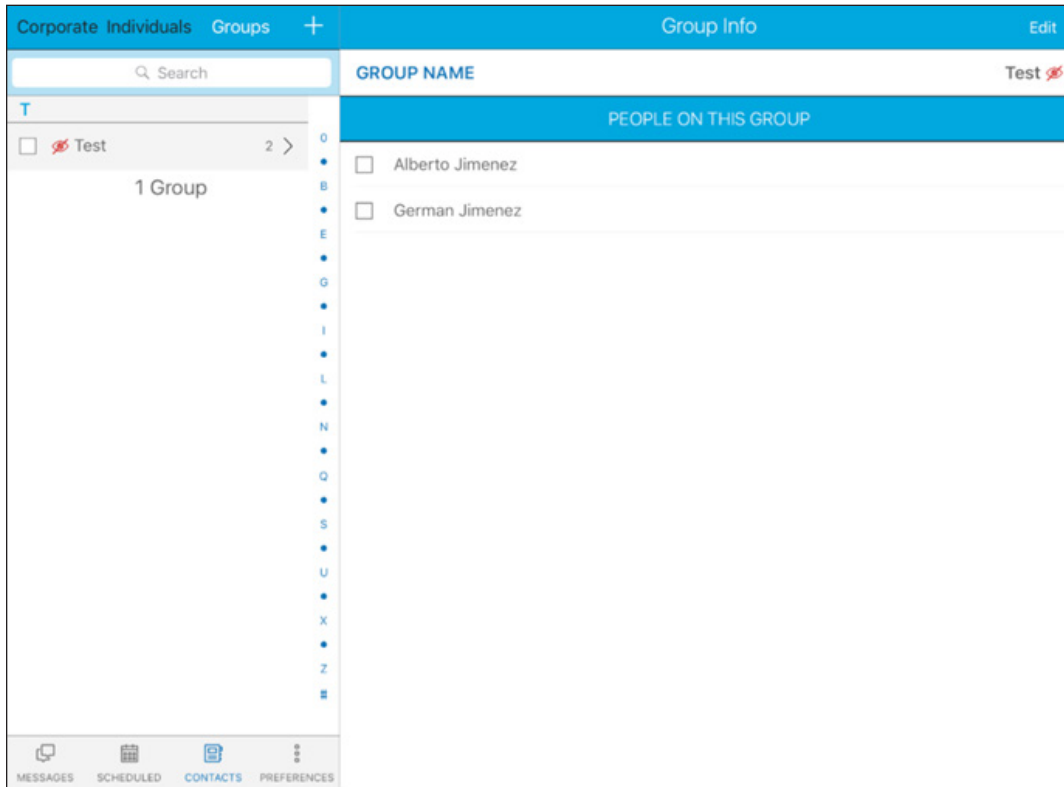


Figure 116. Group Info Screen (iPad)



Editing a Group

1. Select the group in the Groups list. The selected group appears.
2. Tap **Edit**. The Edit Group Info screen appears.
3. Enter the appropriate edits.
4. Tap **Save**.

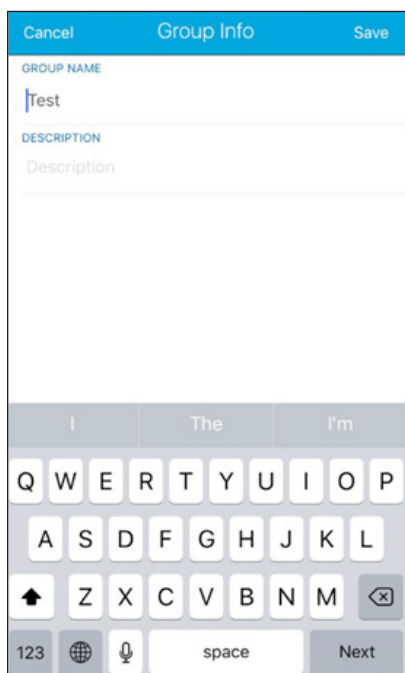


Figure 117. Edit Group Info Screen (iPhone)

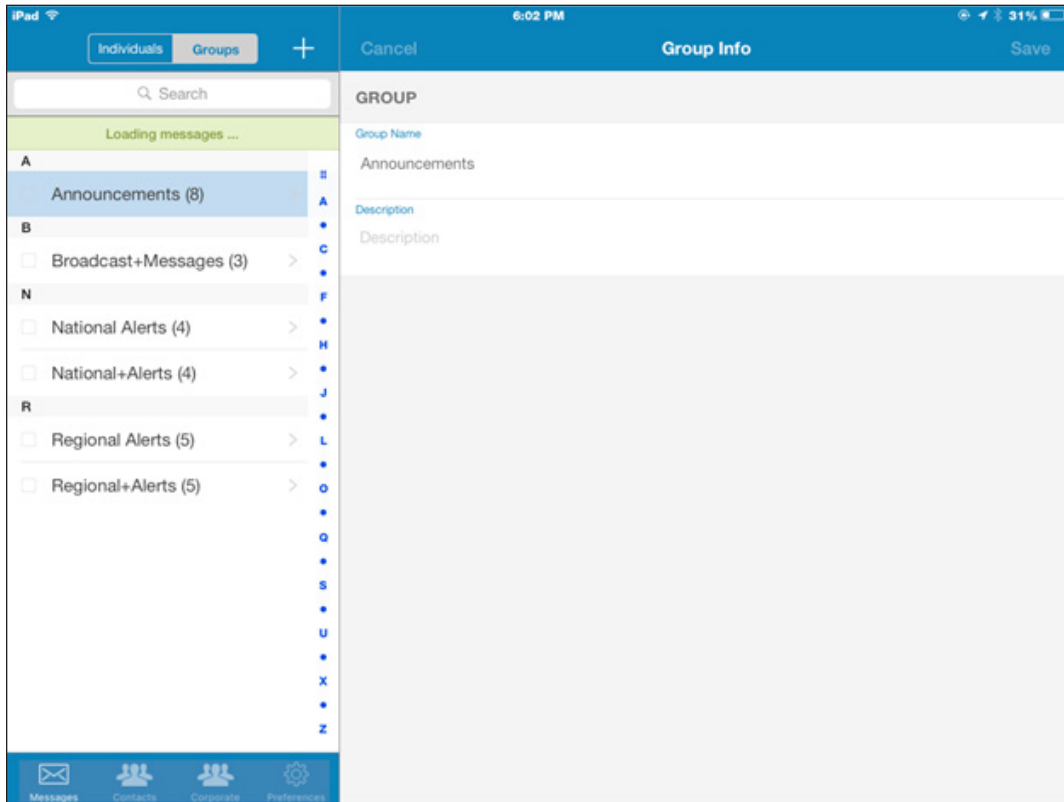


Figure 118. Edit Group Info Screen (iPad)

Note: Only the owner of a Shared Public Group can add other users to the group.



Deleting a Group

1. Select the group in the Groups list using the check box to the left of the name. The Options menu appears.
2. Tap **Delete**.
3. Verify that you want to delete the selected group.

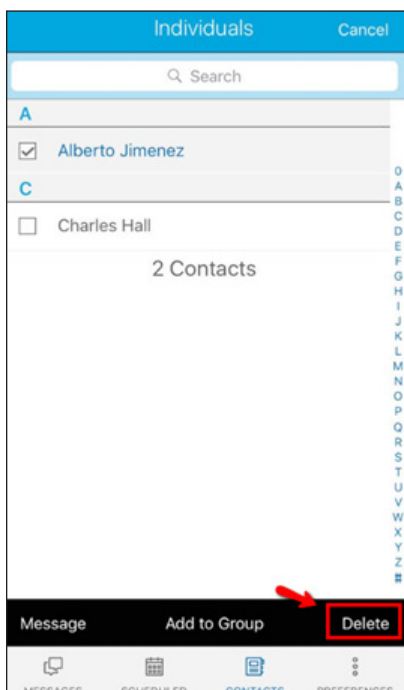


Figure 119. Delete a Group

Note: The figure above appears on the iPhone and in the left panel of the iPad.



Adding Contacts to an Existing Group

1. Select the contact in the Contacts list using the check box to the left of the name. The Options menu appears.
2. Tap **Add to Group**. The Groups list appears.
3. Select the group.
4. Tap **Add**. The contact is added to the group.

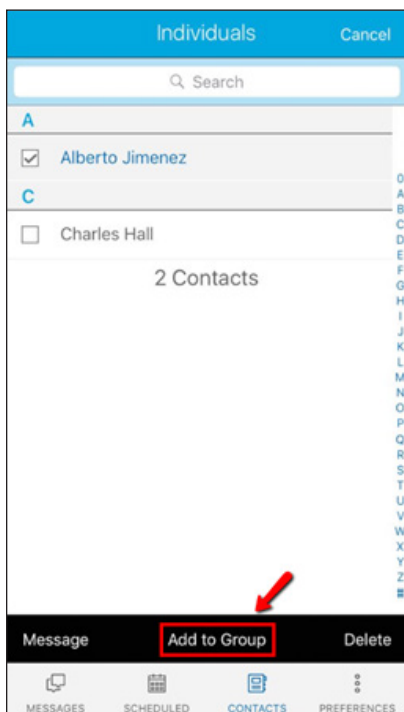


Figure 120. Add Contacts to Group

Note: The figure above appears on the iPhone and in the left panel of the iPad.



Deleting Contacts from a Group

1. Select the appropriate group in the Groups list. The group appears.
2. Select the contact in the People on This Group list using the check box to the left of the name. The Options menu appears.
3. Tap **Remove From Group**.
4. Verify that you want to delete the selected contact from the group.

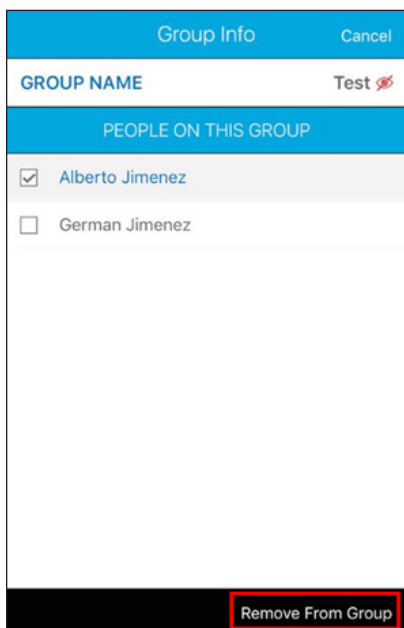


Figure 121. Delete Contacts from Group

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Synchronizing Contacts

Contacts are automatically synchronized with the BNC Web portal. These contacts are divided into three categories:

- Individual recipients
- Private groups
- Public groups

Contacts within private and public groups will also be synchronized as individual recipients.

Editing or deleting a contact or group will also synchronize with the BNC Web portal.

If a large number of contacts must be synchronized, a green status bar appears to inform the user about the progress of the synchronization.

The following are messages that might appear during synchronization:

- Loading contacts...
- Loading groups...
- Loading scheduled conversations...
- Loading conversations...
- Loading members of conversations...
- Loading messages...



Searching Contacts and Groups

1. In the Contacts list, enter the name or part of the name of the contact or group you want to locate.
2. The Contacts list is filtered to display a list of matches.

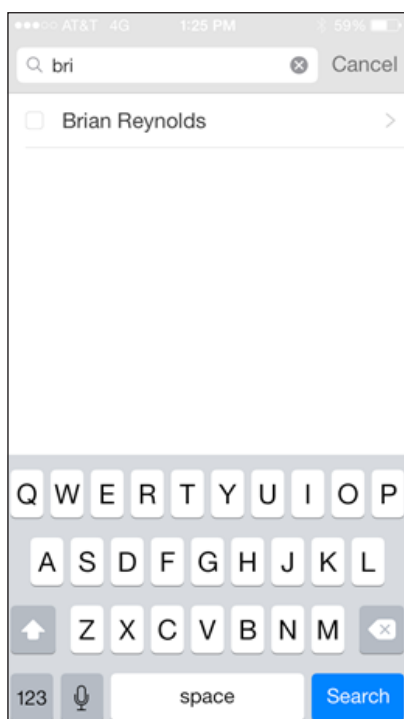


Figure 122. Search Contacts (iPhone)

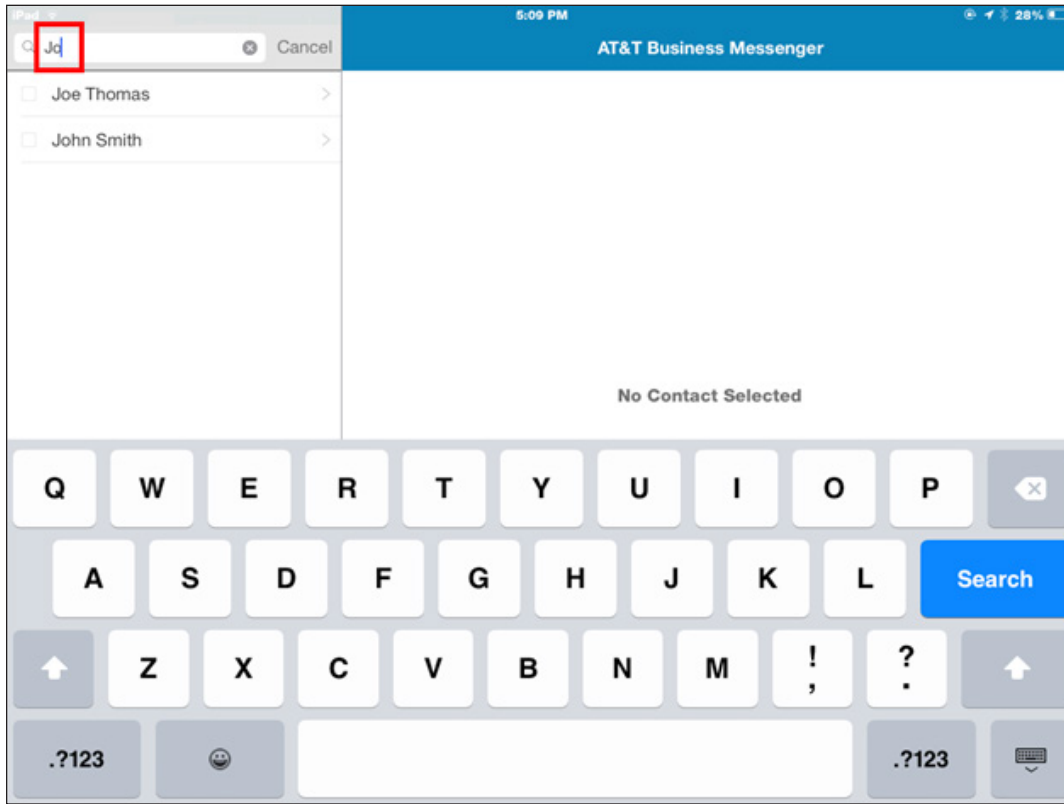


Figure 123. Search Contacts (iPad)



Offline Mode

This section outlines the behavior of the mobile application when there is no Internet connection.

To use the app in offline mode

You need to log in to the application when you open the AT&T Business Notification Center app.

1. When the Login screen appears, enter your wireless number. Data-capable tablet users should enter a business email address.
2. Enter your password and select “Remember Me”.
3. Tap **Login**.

Notes:

- When a user is in the app and goes offline (airplane mode, network turned off, etc.) the app will show a banner as “No Internet Connection Found” message.
- The user will continue to access previous messages but sending of new messages will not be allowed. Similarly, the user can view the address book entries but cannot edit them.
- The banner will go away automatically when the connection is restored, for example going out of airplane mode.

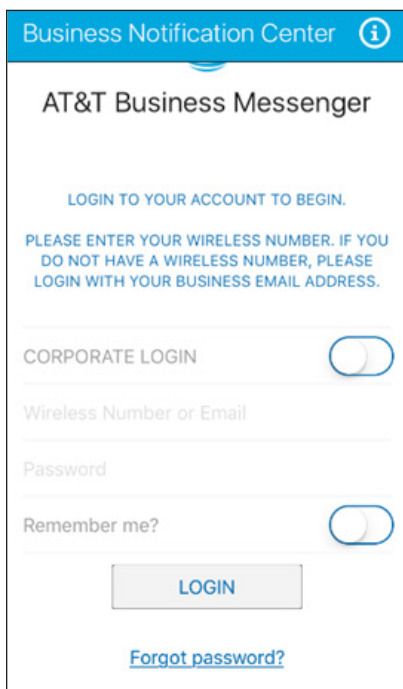


Figure 124. Login Screen



4. Preferences

This chapter describes how to set user preferences in the application and contains the following sections:

- [Accessing User Preferences \(page 122\)](#)
- [Updating Your User Profile \(page 124\)](#)
- [Setting Current User Status \(Presence\) \(page 126\)](#)
- [Changing Your User Password \(page 128\)](#)
- [Updating Your PIN for Secure Messaging \(page 130\)](#)
- [Creating a PIN for Non-Secure Messaging Users \(page 133\)](#)
- [Setting a Custom Alert Tone \(page 134\)](#)
- [Setting the Preferred Message Options \(page 136\)](#)
- [Switching to SMS Messaging \(page 139\)](#)
- [Viewing the Application Tutorial \(page 141\)](#)
- [Receiving Push Notifications \(page 142\)](#)



Accessing User Preferences

Using an iPhone

1. Tap the **Tabs Menu**.
2. Select **Preferences**.



Figure 125. Preferences (iPhone)

3. The Preferences screen opens.

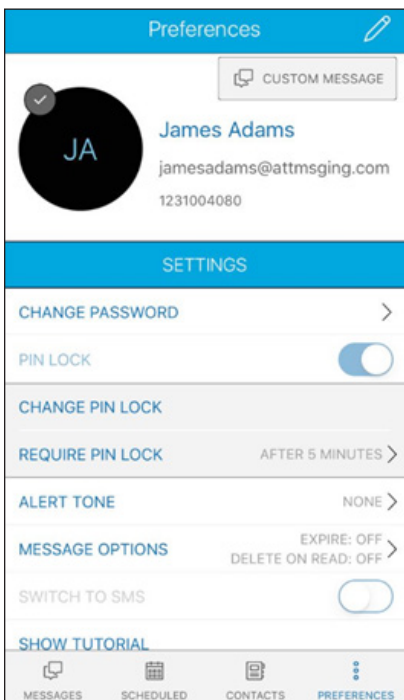


Figure 126. Preferences Screen (iPhone)



Using an iPad

1. Select **Preferences**.



Figure 127. Preferences (iPad)

2. The Preferences screen opens.

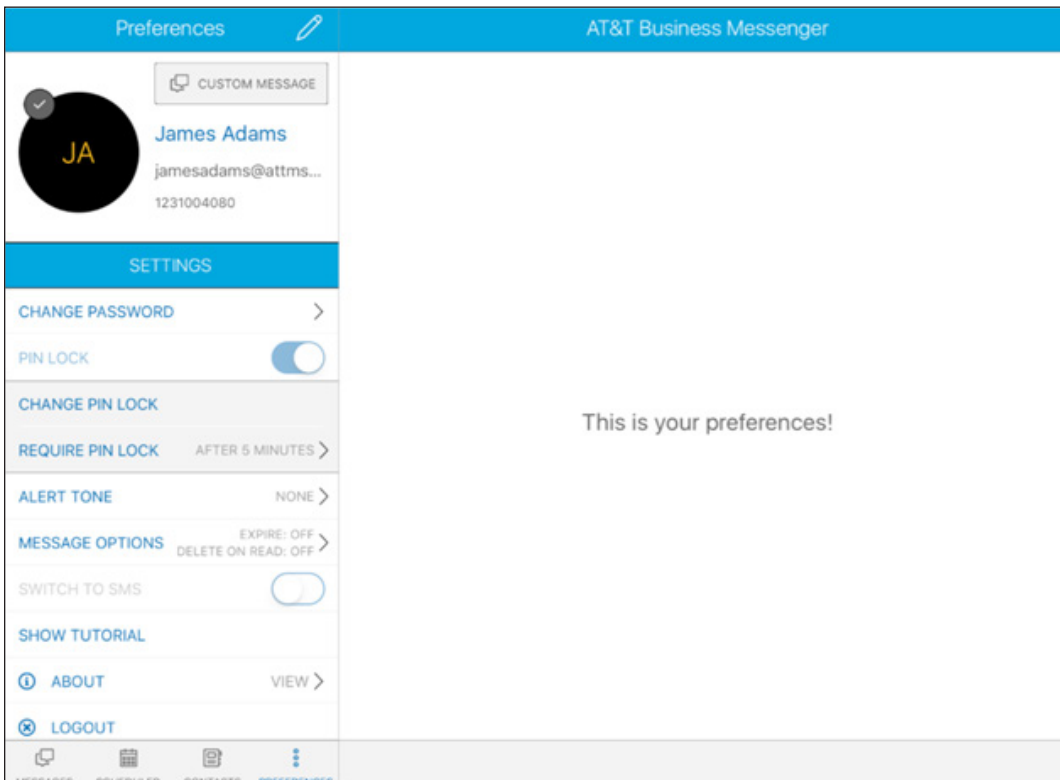


Figure 128. Preferences Screen (iPad)



Updating Your User Profile

1. On the Preferences screen, tap **Edit**.
2. Update the name, status, and settings as appropriate.
3. Tap **Save**.

Adding or Updating a Photo in Your User Profile:

1. On the Preferences screen, tap **Edit**.
2. Tap **Change Photo**.
3. Select one of the available options by taking a photo or choosing an existing photo.

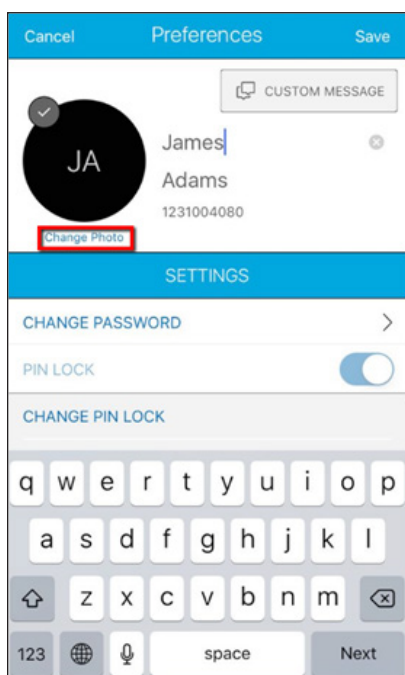


Figure 129. Add or Update User Profile Photo



Notes:

- The figure above appears on the iPhone and in the left panel of the iPad.
- The user is able to upload photo from the mobile app to the server.
- The user's profile photo will be added in other users' corporate directory view for all components (Web, Mobile IOS app and Mobile Android app).
- The photo uploaded with the latest time stamp will be used for synchronizing into user's contacts for all devices.



Setting Current User Status (Presence)

1. On the Preferences screen, tap **Status**, and then select the desired option. Available options include:
 - Available
 - Away
 - Busy
 - Do Not Disturb
 - Be Right Back
 - Custom Message
2. To set a custom message, tap the **Custom Message** field and enter the message.
3. Tap **OK**.

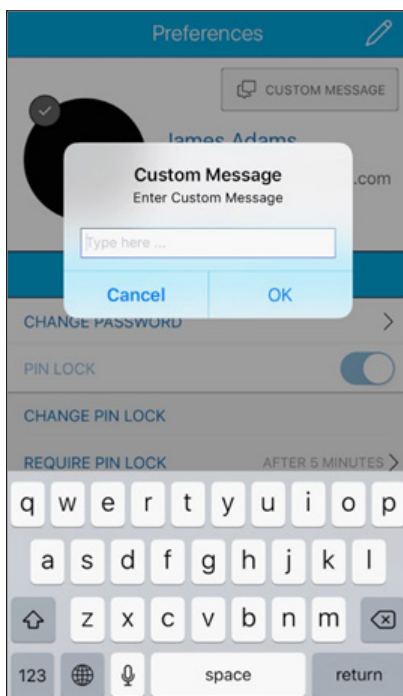


Figure 130. Insert a Custom Status Message (iPhone)

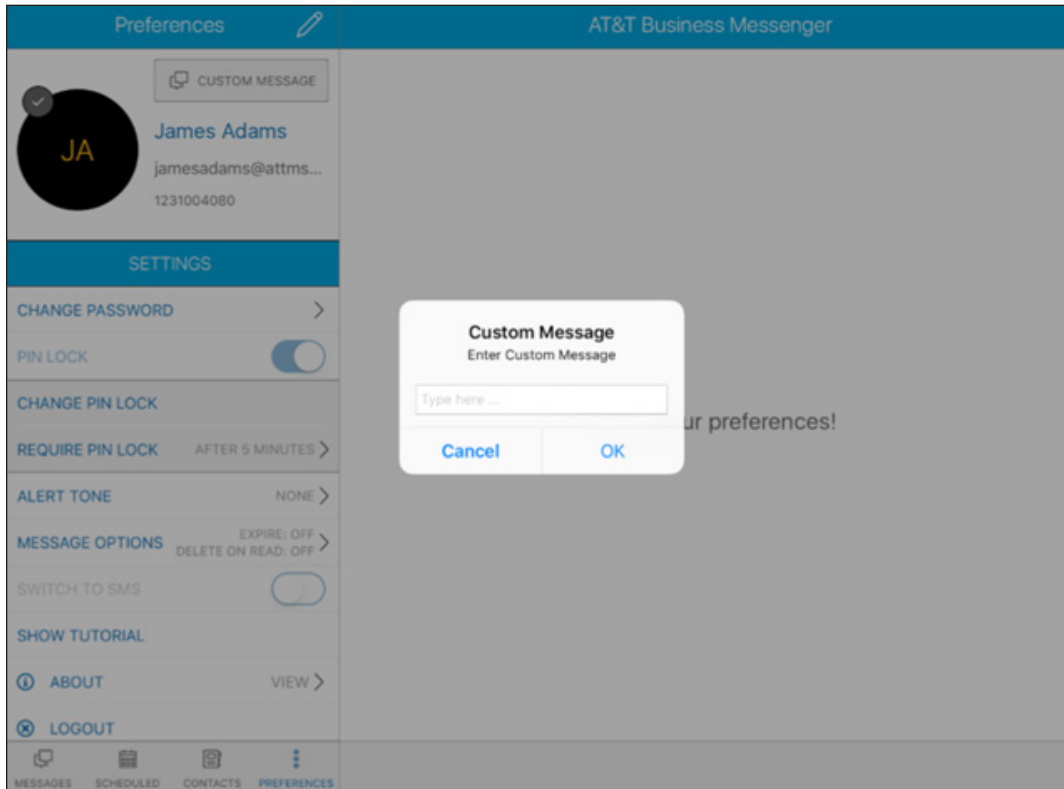


Figure 131. Insert a Custom Status Message (iPad)



Changing Your User Password

Your password will need to be changed periodically, depending on the interval that your Administrator has set. If the new password has been used within the last five occurrences, the following message appears on your mobile device: *"The password was used recently. Please use a different password."*

1. On the Preferences screen, tap the **Change Password** option at the bottom of the screen.
2. On the Change Password screen, enter the current password.
3. Enter the new password. Please refer to the password complexity requirements on the following page.
4. Retype the new password.
5. Tap **Save**.

Change Password Save

CURRENT PASSWORD

NEW PASSWORD
Empty

RE-TYPE PASSWORD
Empty

Password Requirements

- At least 8 characters
- One or more uppercase letters
- One or more lowercase letters
- One or more numbers
- One or more special characters

q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m ↵
123 globe space Next

Figure 132. Change Password Screen

Note: The figure above appears on the iPhone and in the left panel of the iPad.



Password Complexity

- Passwords must contain at least one uppercase letter.
- Passwords must contain at least one lowercase letter.
- Passwords must contain at least one numeric character.
- Passwords must contain at least one special character.
- Passwords must not match one of the five previous passwords.
- Passwords must not contain more than two sequential numbers or letters.
- Passwords must be at least eight characters long.
- Passwords must not match the User ID.



Updating Your PIN for Secure Messaging

Secure users are required to set up a four-digit PIN that must be entered after a specified period of time has passed since you last used the mobile application. The period of time that has passed before the PIN is required is set by your Administrator. The mobile application locks after the specified period has passed. Your PIN must be entered to unlock the application.

You will be prompted to create a PIN the first time you log in to the application.

This PIN will need to be changed periodically, depending on the interval that your Administrator has set.

If the new PIN has been used within the last five occurrences, the following message appears on your mobile device: *"The PIN was used recently. Please use a different PIN."*

For more information on your PIN for secure messaging, see *Using a PIN (page 31)*.

Note: Non-secure users can set up a PIN and specify the duration by referring to the process outlined on page 133.

Depending on the model and iOS version on your iPhone or iPad, users may be able to use the Touch ID feature instead of a four-digit PIN as described on page 132.

1. On the Preferences screen, tap the **Change PIN Lock** option.
2. On the Change PIN Lock screen, enter the current PIN.
3. Enter the new PIN.
4. Retype the new PIN.
5. Tap **Save**.



Note: The figure below appears on the iPhone and in the left panel of the iPad.

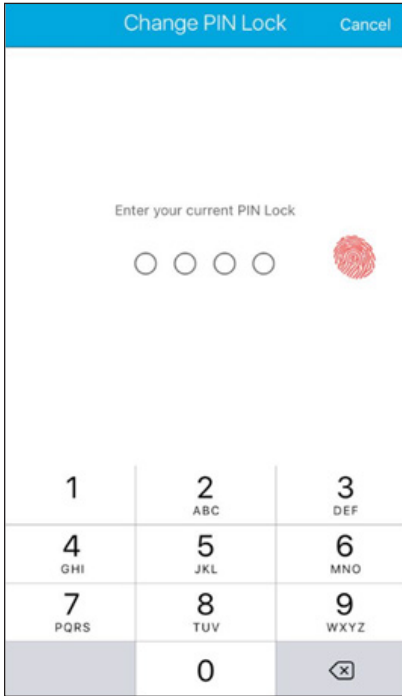


Figure 133. Change PIN Lock Screen



Using Touch ID for a PIN

Depending on the model and version of your iOS mobile device, you may be able to use the Touch ID feature instead of a four-digit PIN. On iOS mobile devices with Touch ID, you can unlock the device by placing a finger on the **Home** button.

Adding a fingerprint for Touch ID applies to your device's operating system and can be used with other applications, not just the Business Messenger application.

1. On your iOS device, go to the **Settings** application.
2. Select **Touch ID & Passcode**.
3. Set whether you want to use a fingerprint to unlock the mobile device.
4. Tap **Add a Fingerprint**, and then follow the onscreen instructions.



Figure 134. Use Touch ID for a PIN



Creating a PIN for Non-Secure Messaging Users

Non-secure users can set up a PIN and specify the period of time that has passed before the PIN is required. Administrators cannot enforce a PIN policy for non-secure users. This feature is implemented at the device level for non-secure users.

Depending on the model and iOS version on your iPhone or iPad, users may be able to use the Touch ID feature instead of a four-digit PIN as described on page 132.

1. On the Preferences screen, tap the **Change PIN Lock** option.
2. On the Change PIN Lock screen, enter the new PIN.
3. Retype the new PIN.
4. Tap **Save**.
5. On the Preferences screen, tap the **Require PIN Lock** option.
6. On the Require PIN Lock screen, select the desired interval.

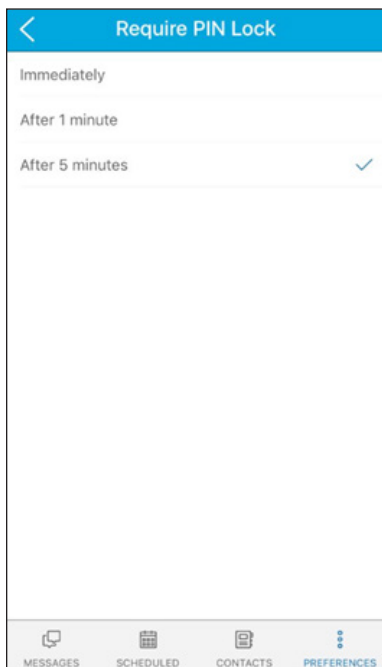


Figure 135. Require PIN Lock Screen

Note: The figure above appears on the iPhone and in the left panel of the iPad.



Setting a Custom Alert Tone

1. On the Preferences screen, select the **Alert Tone** option.
2. On the Alert Tones screen, select the desired alert tone that will be used for all messages. You can also select a custom alert tone for a specific contact.
3. Tap the **arrow** button to return to the Preferences screen.

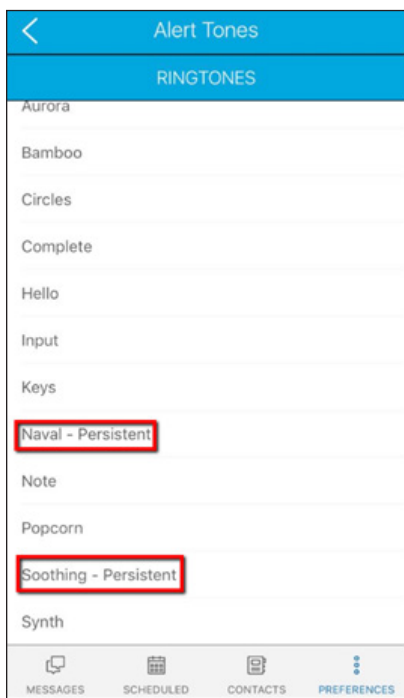


Figure 136. Alert Tones Screen

Note: Ringtones “Naval Persistent” and “Soothing Persistent” are longer duration ringtones.

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Setting a Contact Ringtone

1. On the Contacts screen, select the **Contact** you want to edit.
2. Open the contact information.
3. Select the **Alert Tone** option.
4. On the Alert Tones screen, select the desired alert tone.

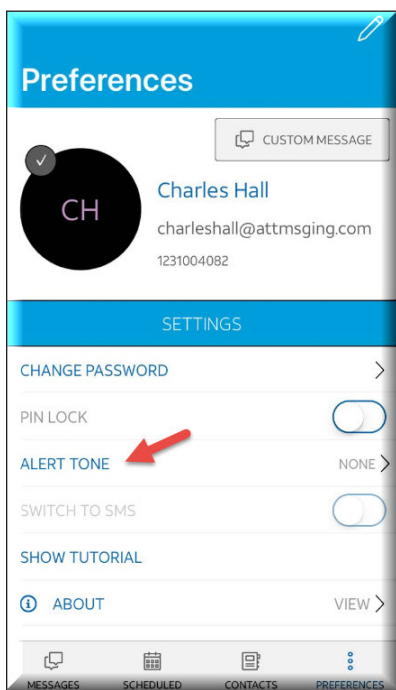


Figure 137. Contact Alert Tones Screen

Note: The user should be able to set the ringtone for a contact in his address book. The contact can be from Personal contacts or from Corporate Directory.



Setting the Preferred Message Options

Setting the Preferred Message Expiration

Secure users can set the preferred interval for messages to expire. Expired messages will be deleted from both the sender's view and the recipient's view.

The value that appears as the default for this field will be applied to all messages unless a change is made. Any changes made from within a conversation as described on page 52 or on this screen will be applicable to future messages.

For example, if the Message Options setting on the Preferences screen is set to five days, the Compose Message screen automatically sets a message expiration of five days.

1. On the Preferences screen, select **Message Options**.
2. On the Message Options screen, slide the **Message Expiration** option to the right (on).

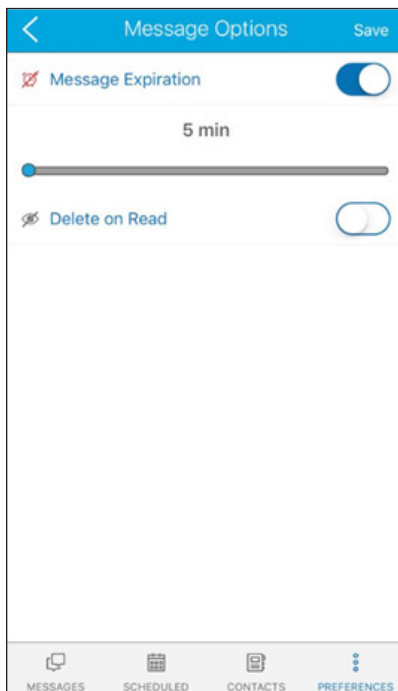


Figure 138. Preferred Message Expiration



3. Select the time the message should expire by moving the slider to the desired option.
 - Never expire
 - Five-minute intervals up to one hour
 - One-hour intervals up to 24 hours (one day)
 - One-day intervals up to 30 days
4. Tap **Save**, and then tap the **Return** (<) option to return to the Preferences screen.

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Setting a Message to Delete after Viewing

Secure users can set a message to delete after being viewed by the recipient. If a deletion is set, the message will be deleted from the recipient's view within five minutes of the recipient opening the message. The message remains in the sender's view.

The value that appears as the default for this field will be applied to all messages unless a change is made. Any changes made from within a conversation as described on page 60 or on this screen will be applicable to future messages.

1. On the Preferences screen, select **Message Options**.
2. On the Message Options screen, slide the **Delete on Read** option to the right (on).

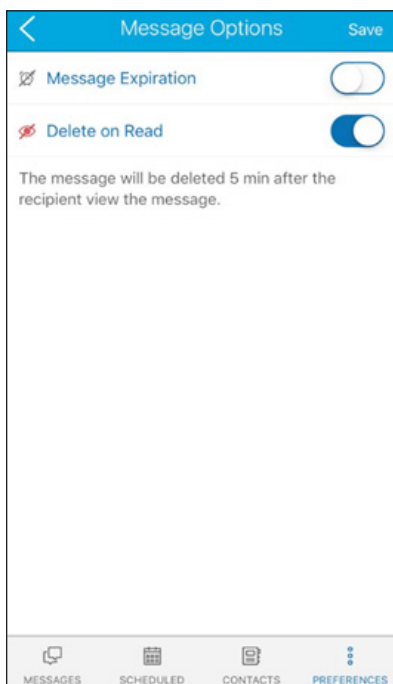


Figure 139. Preferred Message Deletion Setting

3. Tap **Save**, and then tap the **Return** (<) option to return to the Preferences screen.

Note: The figure above appears on the iPhone and in the right panel of the iPad.



Switching to SMS Messaging

Business Messaging application users can switch back to SMS messaging if they desire.

Note: This option is not available to users who are using data-capable tablets without a mobile number associated with their account.

1. On the Preferences screen, select the **Switch to SMS** option. A confirmation message appears recommending that they uninstall the mobile application.

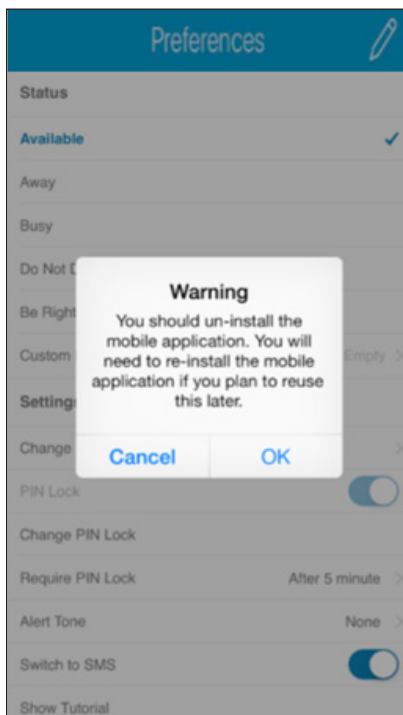


Figure 140. Switch to SMS Messaging Confirmation

2. Select **OK** to confirm the switch. When you switch to SMS messaging, the following items occur until you choose to switch back to the mobile application:
 - You will be automatically logged out of the application.
 - All fields on the Login screen, except the Wireless Number field, will be cleared.
 - You will be unsubscribed from all group chats. Any group chats you own will be terminated.
 - You will no longer receive push notifications from the mobile application.



Switching from SMS Messaging to the Mobile Application

1. If you choose to reinstall the application or attempt to log back in, a confirmation message appears asking you to confirm the switch to the mobile application.

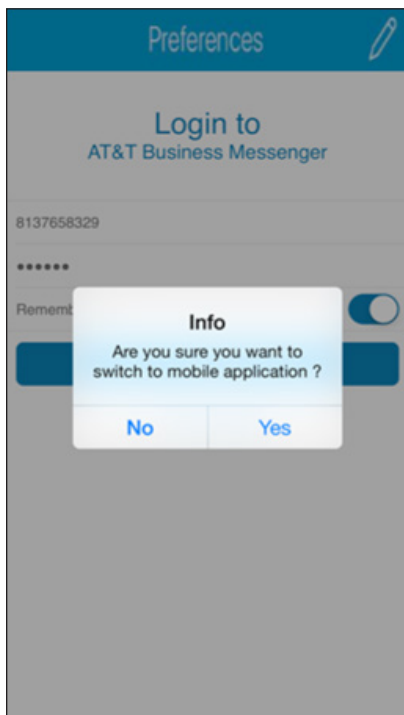


Figure 141. Switch to SMS Messaging Confirmation

2. Select **Yes** to log in to the application. You will also receive an SMS message letting you know that you have changed your account to use the mobile application.



Viewing the Application Tutorial

The tutorial provides helpful information about using the mobile application. This tutorial automatically appears when the user successfully logs in for the first time.

1. On the Preferences screen, tap the **Show Tutorial** option.
2. When the tutorial appears, slide the images to the left to view the tutorial.
3. Tap **Done** to exit the tutorial.

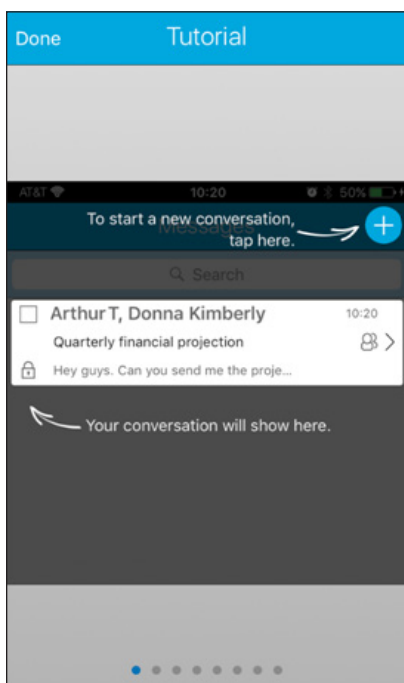


Figure 142. Application Tutorial

Note: The figure above appears on the iPhone and in the left panel of the iPad.



Receiving Push Notifications

The first time you log in to AT&T Business Messenger, you will be asked whether you want to receive push notifications. You can change these settings at any time.

If push notifications are enabled on your device for the AT&T Business Messenger application and you are logged out of the application (or it is running in the background), you will receive the actual text of the message (for non-secure messages) in push notifications for two days unless you log back in to the application. If you don't log in after two days, then you will start receiving SMS notifications letting you know that you have unread messages. You will continue to receive SMS notifications for five days or until you log in to the application. After five days, your new messages will be sent to you as SMS notifications.

Data-capable devices will continue to receive push notifications even if the user does not login to the mobile app. These devices will not receive SMS notifications or SMS messages.

If push notifications are enabled on your device for the AT&T Business Messenger application, push notifications for a secure message indicates that the message has been received, but will not include the text of the message. The user should log in to the application to view the secure message.

1. On your iOS device, go to the **Settings** application.
2. Select **Notification Center** and then **BusinessMsgr**.
3. Select the type of push notifications you want to receive. Banners appear at the top of the screen and go away automatically. Alerts appear on the screen and must be manually cleared.

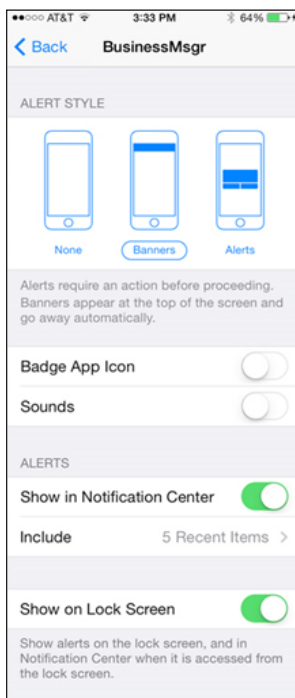


Figure 143. Set Push Notifications



5. Error Messages on the Client

This chapter describes the error messages that may appear in the mobile application.

Table 5. Error Messages on the Client

Error Message	Description
<user_name> is not secure user.	<p>A user attempted to add a non-secure user to a secure group chat that is already in progress. <user_name> indicates the name or MDN of the non-secure user.</p> <p>Non-secure users cannot be added to secure group chats. Delete the non-secure user from the group chat.</p>
A group chat can only have recipients that are in your address book.	<p>User attempted to create a group chat and added someone who is not in their address book.</p> <p>Add the user as a contact before adding them to a group chat.</p>
Access to Contacts is denied. Change Privacy setting for Contacts to allow BusinessMsg access.	<p>The user has now allowed the mobile application to have access to the Address Book on the device.</p> <p>Allow the mobile application to access the contacts in the device's Address Book by going to Settings > Privacy > Contacts, and then enable Business Messenger.</p>
Are you sure you want to remove selected contact from this group?	<p>Warning message appears prior to removing a selected contact from a group.</p> <p>Verify that the selected contact should be removed from the group.</p>
Are you sure you want to remove selected contacts from this group?	<p>Warning message appears prior to removing selected contacts from a group.</p> <p>Verify that the selected contacts should be removed from the group.</p>
Cannot reuse the same PIN Lock.	<p>User attempted to enter a PIN that matches one of the previous five PIN versions.</p> <p>Enter a PIN number that has not been used in the previous five PIN versions.</p>
Cloud storage limit reached.	<p>This occurs when there is not enough space available in the cloud.</p> <p>The user needs to delete files to create space.</p>
Confirmation number cannot be empty.	<p>User attempted to reset a forgotten password without entering a valid confirmation number.</p> <p>Reset the password and enter a valid confirmation number.</p>



Error Message	Description
Could not change password because of invalid confirmation number.	User attempted to reset a forgotten password and entered an invalid confirmation number. Reset the password and enter a valid confirmation number.
Current password cannot be empty.	User attempted to change the password and did not put an entry in the Current Password field. This field cannot be blank. Change the password and add the current password in the Current Password field.
Empty group name is not allowed.	User attempted to create a group without entering a group name. This field cannot be blank. Enter a group name for the new group.
Failed to add contact to chat.	User attempted to add a contact to a group chat but the request failed. This is a network or server issue. The user should try again later.
Failed to create group chat.	User attempted to initiate a group chat but the request failed. This is a network or server issue. The user should try again later.
Failed to remove contact from chat.	User attempted to remove a contact from a group chat but the request failed. This is a network or server issue. The user should try again later.
Failed to resend non-delivered messages.	User attempted to resend non-delivered messages but the request failed. This is a network or server issue. The user should try again later.
Failed to retrieve delivery log.	User attempted to view the delivery log but the request failed. This is a network or server issue. The user should try again later.
First Name cannot be empty.	User attempted to create a new contact without entering a value in the <i>First Name</i> field. This field cannot be blank. Enter text in the <i>First Name</i> field.
Group cannot be empty. It must have at least one contact.	User attempted to create a group without adding any contacts. There must be at least one contact included in the group. Select contacts to add to the group.
Group names cannot start with a digit.	User attempted to create a group with a name that started with a digit. Group names cannot begin with a digit. Create a group that does not begin with a digit.
Groups quota exceeded.	User attempted to create a new group and exceeded the maximum number of groups allowed (20 private groups or 100 public groups).



Error Message	Description
Last Name cannot be empty.	User attempted to create a new contact without entering a value in the <i>Last Name</i> field. This field cannot be blank. Enter text in the <i>Last Name</i> field.
Logging in with multiple accounts is not allowed. Please login with your initial account (<wireless_number>).	User attempted to log in with another MDN. To use another MDN to log in, the user must uninstall the application and then reinstall it.
Maximum message length of 1,000 characters exceeded.	Message exceeded the maximum length of characters allowed. Messages cannot exceed 1,000 characters. Compose the message using no more than 1,000 characters.
Maximum subject length of 200 characters exceeded.	Message subject exceeded the maximum length of characters allowed. Message subjects cannot exceed 200 characters. Compose the message subject using no more than 200 characters.
Maximum upload media size of 5 MB exceeded.	Attachment exceeded the maximum size allowed. Attachments cannot exceed 5 MB. Compose the message using an attachment that is no more than 5 MB.
Message cannot contain special characters.	User attempted to send a message that contained special characters in the message body. Special characters are not allowed in messages. Enter a message without using special characters.
Minimum password requirements not met.	New password did not meet the minimum length of eight digits. Enter a new password using a minimum of eight digits.
New password cannot be empty.	User attempted to change the password and did not put an entry in the New Password field. This field cannot be blank. Change the password and add the new password in the New Password field.
New password fields do not match.	While changing the password, the values entered in the New Password and Retype Password fields do not match. Enter the new password and confirm the password, ensuring that these values match.
New password length can't be less than six characters.	User attempted to enter a new password on the registration form that was less than six characters long. Passwords should be at least six characters. Enter a password of acceptable length.



Error Message	Description
New passwords do not match.	<p>While changing the password, the values entered in the New Password and Retype Password fields do not match.</p> <p>Enter the new password and confirm the password, ensuring that these values match.</p>
One failed PIN lock attempt.	<p>User attempted to unlock the mobile application using the incorrect PIN. "1" indicates the attempt that has taken place. After seven failed attempts, the user's account is locked.</p> <p>Enter the correct PIN. If the mobile application is locked after seven failed attempts, the user can uninstall the application and then reinstall to reset the PIN.</p>
One or more users are not provisioned and cannot be added to a Public group.	<p>User attempted to add an individual who is not a provisioned user in the Business Messaging platform to a Public group.</p> <p>Select a contact who is a provisioned user in the Business Messaging platform.</p>
Password complexity requirements not met.	<p>While changing the password, the new password did not meet the password complexity requirements.</p> <p>Enter a new password, and ensure that the new password meets the password complexity requirements described on page 129.</p>
Please accept the Terms and Conditions.	<p>While creating a new account, the user submits the registration form without accepting the Terms and Conditions.</p> <p>Accept the Terms and Conditions for using the mobile application.</p>
Please correct group name and resubmit.	<p>User attempted to create a group with a name that started with a digit or special character. Group names cannot begin with a digit or special character.</p> <p>Create a group that does not begin with a digit or special character.</p>
Please enter a valid email address.	<p>User didn't provide a valid email address when completing the registration form.</p> <p>Enter a valid email address in the registration form.</p>
Please enter First Name.	<p>User attempted to create a new contact without entering a value in the <i>First Name</i> field. This field cannot be blank.</p> <p>Enter text in the <i>First Name</i> field.</p>
Please enter group name.	<p>User attempted to create a group without entering a group name. This field cannot be blank.</p> <p>Enter a group name for the new group.</p>



Error Message	Description
Please enter Last Name.	User attempted to create a new contact without entering a value in the <i>Last Name</i> field. This field cannot be blank. Enter text in the <i>Last Name</i> field.
Please enter mobile number.	User attempted to create a new contact without providing a mobile number. This field cannot be blank. Enter a mobile number for the contact.
Please select at least one contact.	User attempted to create a group without adding any contacts. There must be at least one contact included in the group. elect contacts to add to the group.
Please select at least one recipient.	User attempted to send a message without entering anyone in the To field. This field requires at least one entry. Enter a contact in the To field.
Retype password cannot be empty.	User attempted to change the password and did not put an entry in the Retype Password field. This field cannot be blank. Change the password and add the new password in the Retype Password field.
Special characters are not allowed in First Name.	User attempted to enter special characters in the First Name, Last Name, or Alias fields for a contact. Special characters are now allowed in these fields. Enter a value in these fields without using special characters.
Subject cannot contain special characters.	User attempted to send a message that contained special characters in the subject line. Special characters are not allowed in subject lines. Enter a subject for the message without using special characters.
The password entered is incorrect, please try again.	A new user attempted to register without using the password that was sent in the Welcome SMS message. Enter the password that was included in the Welcome SMS message.
The password was used recently. Please use a different password.	User has entered a password that matches one of the previous five passwords used. Enter a password that does not match one of the previous five passwords used.
The wireless number or password entered in incorrect, please try again.	User attempted to log in using an incorrect wireless number or password. Enter the correct wireless number or password.



Error Message	Description
There is no active network connection. Please try again later.	<p>User attempted to log in or initiate a new message or conversation when there is no active network connection.</p> <p>This is a network or server issue. The user should try again later.</p>
There is some network issue. Please try again later.	<p>Indicates that there has been a connection timeout.</p> <p>This is a network or server issue. The user should try again later.</p>
There was an error creating thumbnail for this image.	<p>The message and photo attachment were successfully created, but the thumbnail for the attachment does not appear.</p> <p>This is a network or server issue. The user can proceed with sending the message.</p>
There was an error creating thumbnail for this video.	<p>The message and video attachment were successfully created, but the thumbnail for the attachment does not appear.</p> <p>This is a network or server issue. The user can proceed with sending the message.</p>
This account has been locked, please call Customer Support!	<p>Indicates that the secure user's account has been locked.</p> <p>The secure user should contact Customer Support.</p>
To be able to send a message successfully, either 'Subject' or 'Message' needs to be entered.	<p>User attempted to send a message with a blank subject line or no text in the message body. Neither of these fields can be blank.</p> <p>Complete the subject line and enter text in the message body.</p>
Upload Failed. Unsupported media type.	<p>User attempted to add an attachment using an unsupported file type.</p> <p>Compose the message and use an attachment with a supported media file as described on page 156.</p>
Username and Password cannot be empty.	<p>User attempted to log in to the application without providing a wireless number and password.</p> <p>Enter the correct wireless number and password.</p>
We do not seem to be able to hear you.	<p>Indicates that the user attempted to record new audio but the device's microphone is not available. For example, the user may be covering the device's microphone with his/her hand.</p> <p>Verify that the microphone is working properly and is not obstructed.</p>
Wireless number and Password cannot be empty.	<p>User didn't provide both a wireless number and password on the Login screen.</p> <p>Enter both the wireless number and password on the Login screen.</p>



Error Message	Description
<p>Would you like to add a contact from device address book?</p>	<p>Message appears asking the user whether the mobile application can add contacts from the mobile device's address book.</p> <p>Selecting "Yes" enables the user to add a contact from the mobile device's address book. Selecting "No" enables the user to create a new contact without accessing the device's address book.</p>
<p>You have been locked out for 24 hours. Please try again later.</p>	<p>For secure users: Indicates that the user exceeded seven attempts to enter a correct password or PIN following a one-hour lockout.</p> <p>For non-secure users: Indicates that the user exceeded seven attempts to enter a correct password following a one-hour lockout.</p> <p>The user can wait for the 24-hour lockout to pass, or can select the Forgot Password? Option to reset the password. Secure users can also uninstall the mobile application and then reinstall to reset the PIN.</p> <p>For more information on password lockouts, see page 23. For more information on PIN lockouts, see page 31.</p>
<p>You have been locked out for one hour. Please try again later.</p>	<p>For secure users: Indicates that the user exceeded seven attempts to enter a correct password or PIN.</p> <p>For non-secure users: Indicates that the user exceeded seven attempts to enter a correct password.</p> <p>The user can wait for the one-hour lockout to pass, or can select the Forgot password? Option to reset the password. Secure users can also uninstall the mobile application and then reinstall to reset the PIN.</p> <p>For more information on password lockouts, see page 23. For more information on PIN lockouts, see page 31.</p>
<p>You have more files in your cloud account. Please use the search field to find the file you want.</p>	<p>This occurs when there are more than 100 files.</p> <p>The user should use the search criteria to find the file.</p>
<p>Your current recording will be replaced.</p>	<p>Indicates that the user attempted to record a voice memo when there is already a recorded memo attached to the message they are sending.</p> <p>The user can either re-record another voice memo and replace the existing attachment or cancel and continue with the current voice memo attachment.</p>
<p>Please contact your network administrator to unblock ports on your business wi-fi network.</p>	<p>Indicates that the company is using ports that need to be unblocked.</p>



6. File Types

This chapter lists both supported and unsupported file types for message attachments.

All files types are supported, except those listed in the table below.

Only one attachment is allowed per message. The maximum file size for each attachment is 5 MB.

Note: Email users can attach up to three separate attachments in a message, but the size of each attachment cannot exceed 5 MB. Any replies can include only one attachment that does not exceed 5 MB.

Table 6. Unsupported File Types

Extension	File Type
.ade	Microsoft Access project extension
.adp	Microsoft Access project
.ani	Animated Windows Cursor <image001.png>(2007-04-04)
.apk	Android App installer
.app	Application file
.appx	Windows 8 App Package
.asp	Active Server Page
.asx	Windows Media Audio / Video
.avi	Audio Video Interleave File
.bas	Microsoft Visual Basic class module
.bat	Batch file
.cab	Microsoft compressed files
.ceo	
.chm	Compiled HTML Help file
.class	Java class file
.cls	ArcMap
.cmd	Microsoft Windows NT Command Script
.com	Microsoft MS-DOS program
.cpl	Control Panel extension
.crt	Security certificate
.csh	Unix shell script
.dll	Windows dynamic link library
.eml	MS Outlook email file format file



Extension	File Type
.exe	Program
.fxp	Microsoft Visual FoxPro compiled program
.hhp	HTML Help File
.hlp	Help file
.hta	HTML program
.inf	Setup Information
.ins	Internet Naming Service
.isp	Internet Communication settings
.ja	
.jar	Java Archive used to store utility classes
.js	JScript file
.jse	JScript Encoded Script file
.jsp	Java Script Page
.ksh	Unix shell script
.lnk	Shortcut
.mda	Microsoft Access add-in program
.mdb	Microsoft Access program
.mde	Microsoft Access MDE database
.mdt	Microsoft Access data file
.mdw	Microsoft Access workgroup
.mdz	Microsoft Access wizard program
.mid	MIDI (Musical Instrument Digital Interface)
.midi	MIDI (Musical Instrument Digital Interface)
.msc	Microsoft Common Console Document
.msi	Microsoft Windows Installer package
.msp	Windows Installer patch
.mst	Visual Test source files
.ops	Microsoft Office profile settings file
.pcd	Photo CD image or Microsoft Visual Test compiled script
.php	Pre-Processor Hypertext file
.pif	Shortcut to MS-DOS program
.pls	Mpeg Playlist file



Extension	File Type
.prg	Program source file
.reg	Registration entries
.scf	Windows Explorer command file
.scr	Screen saver
.sct	Windows Script Component
.shb	Windows shortcut
.shs	Shell Scrap Object
.vb	Microsoft Visual Basic Scripting Edition (VBScript) file
.vbe	VBScript Encoded Script file
.vbs	VBScript file
.wsc	Windows Script Component
.wsf	Windows Script file
.wsh	Windows Script Host Settings file
.xap	Silverlight Application Package
.xlt	Excel Template
.xlw	Excel Workspace
.xsl	xml file that can contain script



7. User Messages

This chapter outlines the messages that appear within the application or are sent via SMS message to cross carrier users during the opt-in/opt-out process.

Messages longer than 160 characters may be split into multiple messages if the destination operator's SMSC does not support concatenation. Each section of these split messages will be identified in a format using the message section and the total number of messages the user will receive. For example, the first part of a message split into three sections will include (1/3) to indicate that it is the first of three SMS messages.

Table 7. User Messages

User Action	User Status	Application Behavior	Sample Message
User sends a START SMS message or taps the START button.	The user does not exist. Deactivated	System sends a mobile-terminated message stating that the user should contact their Admin.	AT&T Business Messaging: Your account has not been activated by the Administrator. Please contact your Enterprise Administrator to activate your account.
User selects the FORGOT PASSWORD? option.	Not Activated Deactivated	Error message appears within the application.	Error: You are not provisioned. Please contact your Administrator to activate your account.
	Active (AT&T customer)	System sends a reset password SMS message.	Password reset for the AT&T Business Notification Center. Your new password is m1mC4, you will be required to select a new password the next time you log in to the application.
	Opted In (non-AT&T)	System sends a reset password SMS message.	AT&T Business Messaging: AT&T Password reset for the AT&T Business Notification Center. Your new password is 0RA0aO. Select a new password the next time you log in to the application.
	Opt-in Pending (non-AT&T) Opted Out (non-AT&T)	Message appears in the application stating that the user has not opted in to the service. <i>New users:</i> System sends an opt-in SMS message. <i>Existing users:</i> Start button appears at the bottom of the login page.	AT&T Business Messaging: Reply YES to receive ongoing messages. Msg&Data Rates May Apply. Msg Freq may vary. Reply STOP to cancel, HELP for help or 1-866-563-4703.



User Action	User Status	Application Behavior	Sample Message
User selects the NEW USER or VERIFY NOW button.	Not Activated Deactivated	Error message appears within the application.	Error: You are not provisioned. Please contact your Administrator to activate your account.
	Active (AT&T customer)	Message appears within the application.	You are already a registered user for AT&T Business Messaging Business Notification Center. Please use your Business Notification Center password to log in or select the Forgot password? option to reset your password.
	Opted In (non-AT&T)	<i>New users:</i> System sends a reset password SMS message.	AT&T Business Messaging: Your new password is gdaMnZ for the AT&T Business Notification Center. You will be required to select a new password the next time you log in to the application.
		<i>Existing users:</i> Message appears within the application.	You are already a registered user for AT&T Business Messaging Business Notification Center. Please use your Business Notification Center password to log in or select the Forgot password? option to reset your password.
Opt-in Pending (non-AT&T) Opted Out (non-AT&T)	Message appears within the application.	You are already a registered user for AT&T Business Messaging Business Notification Center. Please reply with START to short code 266246 to opt in to the service.	
User receives opt-in SMS message.	Opt-in Pending (non-AT&T)	Administrator activates new user. System sends an opt-in SMS message.	AT&T Business Messaging: Reply YES to receive ongoing messages. Msg&Data Rates May Apply. Msg Freq may vary. Reply STOP to cancel, HELP for help or 1.866.563.4703.



User Action	User Status	Application Behavior	Sample Message
User responds to opt-in SMS message and opts in to the service.	Opted In (non-AT&T)	System sends an opt-in confirmation SMS message.	Welcome to AT&T Business Messaging. Msg&Data Rates May Apply. Msg Freq may vary. Reply HELP for help or call 1.866.563.4703. Reply STOP to cancel.
User receives WELCOME SMS message	Opted In (non-AT&T)	System sends a welcome SMS message.	MSG from AT&T. Your account is now activated for Business Messaging. Please visit www.att.com/busmsgsr to download the Business Messaging app. Log in with your email address and temp password xxxyyyzzz. You will be required to select a new password on your next login. You can also login to the app using Corporate SSO Login with your corporate username and password. You will be required to enter enterprise name as <enterprise_name> on the login screen. Please visit www.att.com/businessmessaging for more info.
User sends STOP message via SMS.	Opted Out (non-AT&T)	System sends a mobile-terminated message confirming that the service has been stopped.	AT&T Business Messaging. You have opted out. You will not receive additional messages. Contact: www.att.com/businessmessaging or 1.866.563.4703.
User sends HELP message via SMS.	Opted In (non-AT&T)	System sends a mobile-terminated message.	AT&T Business Messaging: Msg&Data Rates May Apply. Msg Freq may vary. Contact: www.att.com/businessmessaging or 1.866.563.4703. Reply STOP to cancel.
N/A	N/A	System sends a reminder notification to subscribers. This reminder service is applicable only to those operators that support reminder service.	REMINDER: Subscribed to AT&T Business Messaging. Msg&Data Rates May Apply. Msg Freq may vary. Reply STOP to cancel, HELP for help or 1.866.563.4703.



