GroupWise Messenger 18 Mobile Quick Start

May 2023

GroupWise Messenger Mobile Quick Start

GroupWise Messenger is available for your supported iOS mobile device. Because you can be logged in to Messenger from multiple locations at the same time, you can use Messenger on your phone or tablet while being logged in to Messenger on your desktop computer. (Your conversation history is stored on any device or computer where you were logged in at the time you had the conversation.)

Supported Mobile Devices

Native applications for GroupWise Messenger are available for mobile devices with the following operating systems:

- iOS 9.0 or later

  Available from the Apple iTunes App Store.
- Android 4.4 or later

  Available from the Google Play App Store, formerly Android Market.

Applications work on both phone and tablet devices.

Understanding the Mobile Interface

On tablet devices, the Conversation Window and Contact List are always shown. On phone devices, either the Conversation Window or the Contact List are shown; they are not shown simultaneously except with some larger Android devices when the phone is in landscape view.

Starting a Two-Way Conversation

1 In the **My Contacts** area, tap the user in your contact list that you want to instant message.
2 Type your message, and then tap **Send**.

Starting a Group Conversation

You can distinguish group conversations from two-way conversations by the following criteria:

- The Group Conversation icon is displayed in the banner at the top of the conversation.
- The names of participants in the conversation are displayed in a banner at the top of the conversation. Tap this banner to view all participants.
- Users' names are displayed in alternating colors above messages that they post to the conversation (your own name is never displayed).
- The message bubble for users other than yourself is a tan color (as opposed to a teal color in two-way conversations).

The way you begin a group conversation differs depending on your device:

On the iPhone:

1 Open a two-way conversation with a single user.

   For information about how to do this, see Starting a Two-Way Conversation.

2 Tap , then tap Add Participant.

3 Tap the user that you want to add to the conversation if the user is in your Contact List.

   or

   In the Search field, begin typing the user's name who you want to invite to the conversation, then tap the name of the user when it appears.

On the iPad:

1 Open a two-way conversation with a single user.

   For information about how to do this, see Starting a Two-Way Conversation.

2 Tap , then tap the user that you want to add to the conversation if the user is in your Contact List.

   or

   In the Search field, begin typing the user's name that you want to invite to the conversation, then tap the user's name when it appears.

Sending Files

You can send files and photos during a conversation.

1 In a conversation, click .

2 Select Send File or Send Photo and select the file or photo you want to send.

Switching Between Open Conversations

1 Tap Conversations to open the Conversations area if it is not already open.

2 Tap the conversation that you want to view.

Hiding the Contact List on a Tablet

Tablets and some larger Android devices display the Contact List when viewing a conversation.

To hide the Contact List when viewing a conversation:

- ◆ Swipe the Contact List to the left.

    or

- ◆ Tap the **Expand** icon ⬈ in the upper-right corner of the screen to expand the conversation window.

To display the Contact List after it has been hidden:

- ◆ Swipe to the right from the left side of the screen.

    or

- ◆ Tap the **Contract** icon ⬉ in the upper-right corner of the screen to contract the conversation window and view the Contact List.

Displaying or Hiding Timestamps in Conversations

You can quickly display or hide the timestamps that are displayed after each message in a conversation. Timestamps display the date and time that each individual message was sent. Timestamps are not displayed by default.

On iOS devices:

- ◆ Long-press the time at the top of a conversation to quickly display or hide timestamps.

    or

- ◆ Tap the **Settings** icon (iPad ⚙, iPhone ⚙), tap **General**, then select or deselect **Show Timestamp**.

Displaying or Hiding Names in a Conversation

You can display or hide the names of the user after each message of a conversation. (Names are always displayed in group conversations.)

On iOS devices:

Tap the **Settings** icon (iPad ⚙, iPhone ⚙), tap **General**, then select or deselect **Show Name**.

Changing the Function of the Return or Enter Key

You can configure the result when tapping the Return or Enter key on your device's built-in keyboard. Depending on your selection, the message is either sent or a new line is inserted in the message.

On iOS devices:

1 Tap the **Settings** icon (iPad ⚙, iPhone ⚙), then tap **General**.

2 Select **'Return' key inserts new line** to configure the Return key to insert a new line. Deselect this option to configure the Return key to send the message.

   If your device is connected to an external keyboard, pressing Command+Return always sends the message, and pressing Control+Return always inserts a new line.

Assigning Colors to Users in a Group Conversation

You can configure Messenger to assign an individual color to each user in a group conversation.

On iOS devices:

1 Tap the **Settings** icon (iPad ⚙, iPhone ⚙), then tap **General**.

2 Select **Assign Colors** to configure Messenger to assign an individual color to each user in a group conversation.

Automatically Accepting Group Invitations

You can configure Messenger to automatically accept invitations to group conversations.

On iOS devices:

1 Tap the **Settings** icon (iPad ⚙, iPhone ⚙), then tap **General**.

2 Select **Always Accept Invitations**.

Configuring Message Alerts

On iOS devices:

Tap the **Settings** icon ⚙, then tap **Alerts**.

You can modify the following settings:

- **Initial Message:** Plays sounds the first time a message is received from an individual.
- **Subsequent Message:** Plays sounds each time a message is received from an individual.
- **Message Sent:** Plays sounds each time you send a message.
- **Broadcast Received:** Plays sounds when a broadcast message is received.
- **System Broadcast Received:** Plays sounds when a system-wide broadcast message is received.
- **Play Sounds Only When:** Select this option to play sounds only when your status is Online or Idle.
- **Vibrate:** Select whether to vibrate for message alerts.

Changing Your Status

Your default status is Online when you first log in to the Messenger application on your mobile device.

To change your status for your current session:

Tap your current status, then tap the new status.

To change your default status:

On iOS devices:

1 Tap the **Settings** icon (iPad , iPhone).
2 Tap **Account**.
3 Tap **Default Status** to change the default.

Creating a Custom Status

On iOS devices:

1 Tap your current status.
2 Tap the Add icon.
3 Enter a name for the new status.
4 Select a **Show As** status.
5 (Optional) If the **Show As** status is not **Online**, you can enter an auto-reply message that others will see when they message you.

Modifying a Custom Status

On iOS devices:

1 Tap your current status.
2 Tap the **Details** icon next to the status that you want to modify.
3 Make your changes.

   If you change the **Show As** status to **Online**, the Auto-Reply Message will be deleted when the changes are saved.
4 Tap **Save**.

Changing the Font Size for Messages (iOS Only)

1 Tap the **Settings** icon (iPad , iPhone), then tap **General**.
2 In the **Messages** section, select the current font size, then tap the desired font size.

Adding a User to Your Contact List

On iOS devices:

1 From the **Conversations** area or after searching for a user, tap the **Details** icon ⓘ next to the user that you want to add to your Contact List.

2 Tap **Add to My Contacts**.

   The Add Contact dialog box is displayed.

3 Select the folder where you want to add the contact, then tap **Done**.

Adding a Contact to a Folder

On iOS devices:

1 In the **My Contacts** area or after searching for a contact, tap the **Details** icon ⓘ next to the user that you want to add to a folder.

2 Tap **Add To Contact List**, tap the folder where you want the contact to be added, then tap **Done**.

Changing How Contacts Are Displayed

You can change how contacts are displayed in the Contact List.

1 **iOS devices:** Tap the **Settings** icon (iPad ⚙, iPhone ⚙), then tap **General**.

2 In the Contacts section, you can modify the following options:

   Show Only Online Contacts: When this option is selected, only contacts whose Status is Online are shown in your Contact List.

   Sort by Name and Status: When this option is selected, contacts are sorted in your Contact List by name and status.

Removing a Contact from the Contact List

On iOS devices:

Swipe left on the contact's name, then tap **Remove**.

Searching for Contacts

When you search for contacts, you search all users in your contact list as well as all users in your organization's directory.

1 **On a phone device:** Tap the **Search** icon 🔍.

   On a tablet device: Tap in the **Search** field.

2 Begin typing the name of the user you are searching for. Results are displayed as you type.

Searching Your Conversations

You can search all conversations that you have participated in while on your current mobile device.

1 **On a phone device:** Tap the **Search** icon 🔍.

   On a tablet device: Tap in the **Search** field.

2 Begin typing a word or phrase that appears in the message that you are searching for. Results are displayed as you type.

Using Broadcast Messages

You cannot send a broadcast message from the Messenger mobile app. However, you can receive broadcast messages. Broadcast messages are designated with the **Broadcast** icon next to the message.

Automatically Deleting Messages

Because messages can consume storage on your device, you can configure messages to be automatically deleted.

IMPORTANT: If you are logged in to another Messenger client at the time a conversation occurs, the conversation is saved on the client where you are logged in. If you are logged in to Messenger only via the Messenger mobile app, the conversation history is permanently lost when you delete it as described in this section.

On iOS devices:

1 Tap the **Settings** icon (iPad , iPhone), then tap **History**.

2 Select whether you want to never delete messages; delete messages as soon as they're closed (Always); or delete them on a daily, monthly, or yearly basis.

   or

   Tap **Delete All History** to delete all messages currently on your device.

Turning on the Passcode

You can lock the app with a passcode to prevent others from using Messenger on your mobile device.

On iOS devices:

1 Tap the **Settings** icon.

2 Tap **Account** > **Passcode Lock**.

3 Tap **Turn on passcode**.

4 Enter a passcode, then re-enter the passcode.

5 (Optional) Select **Use Touch ID** if it is supported on your device.

After a passcode is set, you are required to enter the passcode to access Messenger. After 10 unsuccessful attempts to unlock Messenger with the passcode, the passcode is wiped and you are logged out of Messenger on that device.

Changing Your Passcode

On iOS devices:

1. Tap the **Settings** icon.
2. Tap **Account** > **Passcode Lock**.
3. Tap **Change passcode**.
4. Enter your current passcode.
5. Enter a new passcode, then re-enter the passcode.

Logging Out

On iOS devices:

1. Tap the **Settings** icon (iPad , iPhone).
2. Tap **Sign Out**.

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