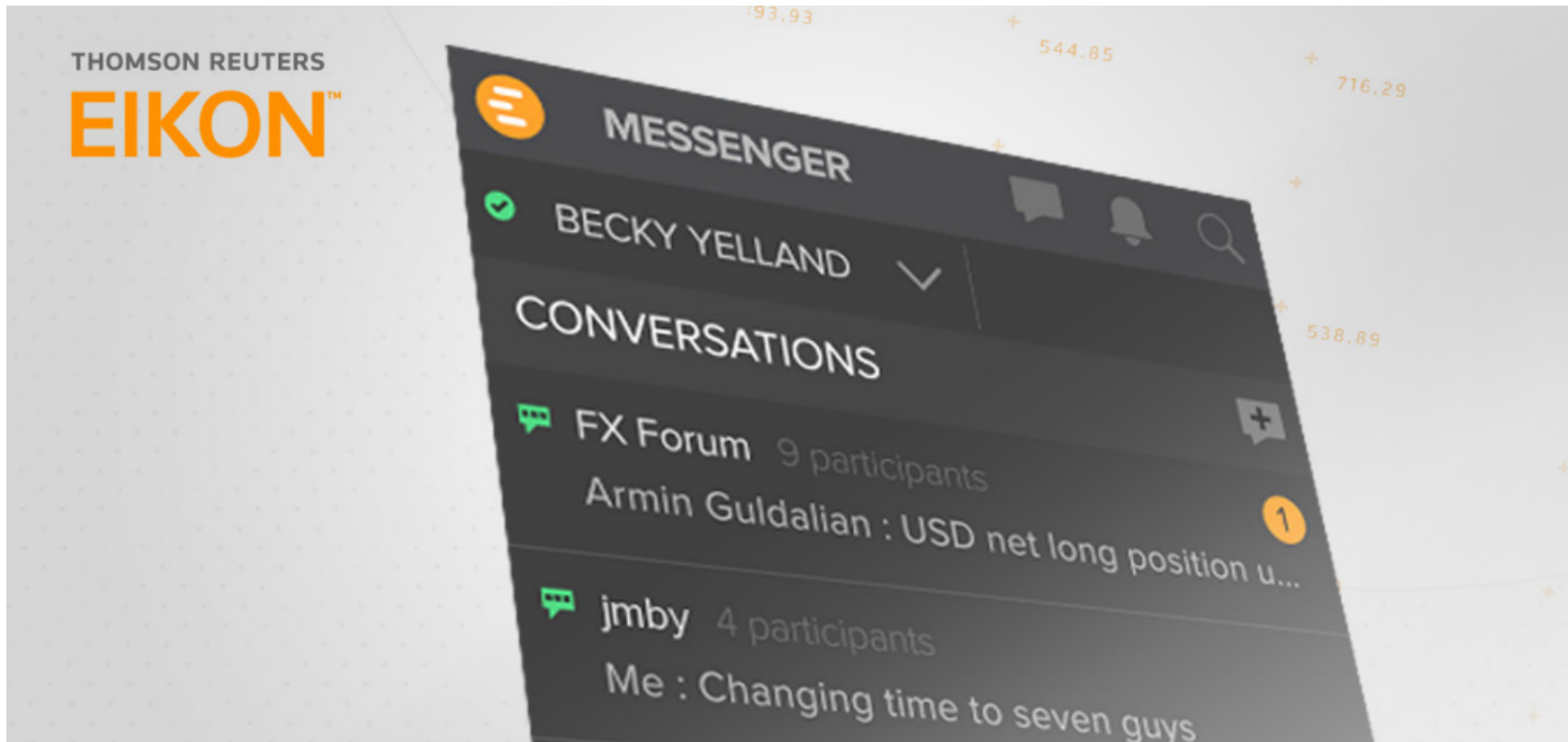


THOMSON REUTERS  
**EIKON™**



## MESSENGER FOR MOBILE - USER GUIDE



THOMSON REUTERS

**COPYRIGHT © 2015 THOMSON REUTERS. ALL RIGHTS RESERVED.**

Republication or redistribution of Thomson Reuters content, including by framing or similar means, is prohibited without the prior written consent of Thomson Reuters. "Thomson Reuters" and the Thomson Reuters logo are trademarks of Thomson Reuters and its affiliated companies

# TABLE OF CONTENTS

## A FEW BASICS ON EIKON FOR MOBILE

- WHAT DOES THIS DOCUMENT COVER? 3
- SUPPORTED DEVICES, OS VERSIONS AND DOWNLOAD LINKS 3
- WHO CAN ACCESS THOMSON REUTERS EIKON FOR MOBILE? 3
- AS AN EIKON USER OR AN EIKON MESSENGER STANDALONE USER, HOW DO I GET EIKON ON MY SMARTPHONE OR TABLET? 3
- IS THE INFORMATION ON EIKON FOR MOBILE AVAILABLE IN EIKON DESKTOP? 4
- HOW DO I CHECK IF I HAVE A SUPPORTED OS VERSION? 4
- CAN I INSTALL THE APPLICATION ON MULTIPLE DEVICES? 4
- WHAT DO I IF I HAVE TROUBLE WITH THE APP? 4

## SIGNING IN, UPDATES, AND MORE

- WHAT IF I FORGET MY EIKON, OR STANDALONE MESSENGER CREDENTIALS? 4
- CAN I BE LOGGED INTO THE EIKON APP AND EIKON DESKTOP SIMULTANEOUSLY? 4
- I HAVE A NEW MOBILE DEVICE; WHAT DATA WILL BE AVAILABLE FROM MY OLD DEVICE WHEN I INSTALL THOMSON REUTERS EIKON MOBILE? 4
- HOW WILL I RECEIVE SOFTWARE UPDATES? 5
- DO I NEED TO REBOOT THE DEVICE AFTER UPGRADING THE APP? 5
- WHAT IS "AUTO SIGN-IN"? 5
- HOW DO I CHANGE THE USER ID OR PASSWORD IF "AUTO SIGN-IN" IS ENABLED? 5
- IS THERE A SIGN-OUT BUTTON? 5

## MESSENGER FOR MOBILE

- MESSENGER OVERVIEW 5
- CAN I BE ONLINE ON EIKON MESSENGER ON MY MOBILE AND ON THE COMPUTER SIMULTANEOUSLY? 6
- WHY DOESN'T MY MESSENGER WORK IN DELAYED DATA MODE? 6
- HOW DO I SIGN INTO STANDALONE EIKON MESSENGER? 6
- WILL I GET NOTIFICATIONS WHEN I AM OFFLINE, OR WHEN THE APP IS IN THE BACKGROUND? 6
- CAN I COPY CONTENT FROM A CONVERSATION TO MY DEVICE'S CLIPBOARD? 6

## A FEW BASICS ON EIKON FOR MOBILE

- [What does this document cover?](#)
- [Supported devices, OS versions and download links](#)
- [Who can access Thomson Reuters Eikon for Mobile?](#)
- [As an Eikon user or an Eikon Messenger standalone user, how do I get Eikon on my smartphone or tablet?](#)
- [Is the information on Eikon for Mobile available in Eikon Desktop?](#)
- [How do I check if I have a supported OS version?](#)
- [Can I install the application on multiple devices?](#)
- [What do I if I have trouble with the app?](#)

### What does this document cover?

This document provides some basic information on Messenger in Thomson Reuters Eikon for Mobile.

### Supported devices, OS versions and download links

PLATFORM	MINIMUM OS VERSION	INSTALL LINK
Android: Phone & Tablet	4.1.2	<a href="#">Google Play</a>
Blackberry OS 10	10.1	<a href="#">BlackBerry World</a>
Blackberry OS 5,6,7	5.0	<a href="#">BlackBerry World</a>
iOS iPhone & iPad	8.0	<a href="#">iTunes</a> ⓘ Also via Apple App Store
Windows phone & tablet	8.1	<a href="#">Windows Store</a>

### Who can access Thomson Reuters Eikon for Mobile?

The Thomson Reuters Eikon app for mobile devices is automatically available to all Thomson Reuters Eikon users.

- The Eikon app is available as a zero cost add-on to most Thomson ONE solutions. Contact your Thomson Reuters representative for details.
- The Messenger functionality is also provided in the Eikon app to all Eikon Messenger standalone users at no additional cost. Contact your Thomson Reuters representative for details.

### As an Eikon user or an Eikon Messenger standalone user, how do I get Eikon on my smartphone or tablet?

- 1 In the app store or website for your mobile device, search for Thomson Reuters Eikon.
  - [iTunes](#) or the Apple App Store on your iOS device.
  - [BlackBerry World](#)
  - [Google Play](#)
  - [Windows Store](#)
- 2 Install the Thomson Reuters Eikon app.
- 3
  - Thomson Reuters Eikon app users: sign in with your Eikon credentials
  - To use standalone Eikon Messenger on BlackBerry or Android: tap **Continue as guest instead of signing in**. Once the Eikon app opens, tap the chat icon and enter your Eikon/ Standalone Messenger credentials when prompted.
  - To use standalone Eikon Messenger on iOS: tap **Sign in here as Messenger user only**, and enter your Eikon/ Standalone Messenger credentials.

## Is the information on Eikon for Mobile available in Eikon Desktop?

Yes it is!

- 1 In the Search box, type [Get Mobile](#), and press **Enter**.  
The **Get Mobile** page opens.
- 2 Enter your email address.  
You receive the link to the mobile [website](#) by email.

## How do I check if I have a supported OS version?



See [Supported devices, OS versions and download links](#), and to verify which OS version your device has, check the version in your device settings.

For example, on an iOS device go to **Settings > General > About > Version**.

## Can I install the application on multiple devices?

Yes, but you cannot get real-time data on multiple devices, mobile or desktop, at the same time due to Single Sign-On.

## What do I if I have trouble with the app?

- For installation or sign-in issues, please contact Thomson Reuters Support.
- If you have trouble using the Eikon app, go to  >  > **Contact Us About a Problem**.

## SIGNING IN, UPDATES, AND MORE

- [What if I forgot my Eikon, or standalone Messenger credentials?](#)
- [Can I be logged into the Eikon app and Eikon Desktop simultaneously?](#)
- [I have a new mobile device; what data will be available from my old device when I install Thomson Reuters Eikon Mobile?](#)
- [How will I receive software updates?](#)
- [Do I need to reboot the device after upgrading the app?](#)
- [What is "Auto Sign-in"?](#)
- [How do I change the User ID or Password if "Auto Sign-in" is enabled?](#)
- [Is there a Sign-Out button?](#)

## What if I forget my Eikon, or standalone Messenger credentials?

Tap **Forgot Password** on the Eikon app's sign-in screen.

Alternatively:

- Go to [Eikon Password Assistance](#).
- Go to [Eikon Messenger Password Assistance](#).

## Can I be logged into the Eikon app and Eikon Desktop simultaneously?

If you sign into Thomson Reuters Eikon on your mobile whilst already logged in elsewhere, you must choose between real-time, or delayed exchange-traded market data.

Opting for delayed data keeps the initial Eikon session on the computer (or on another mobile device) running.

## I have a new mobile device; what data will be available from my old device when I install Thomson Reuters Eikon Mobile?

Your Lists (Portfolios), Briefcase, Preferences, and My News are stored on a server and are available to you when you sign in to the Eikon app from your new mobile device. (See [Supported devices, OS versions and download links](#).)

## How will I receive software updates?

All upgrades to the application are only available through the official App Stores or websites for your device.

For example, iOS updates are available only via the Apple App Store.

And just as for other apps on your device:

- you see an indication on the App Store icon that an update is available
- you must tap the update option to install the latest version
- ① If your mobile device offers automatic update upgrades for apps, you can also choose to download the Thomson Reuters Eikon updates automatically.



## Do I need to reboot the device after upgrading the app?

No, there is no need to restart your device after you install or upgrade the Thomson Reuters Eikon app.

## What is "Auto Sign-in"?


When **Auto Sign-In** is enabled, the user ID and password you provided are automatically used for signing in, and need not be re-entered.

## How do I change the User ID or Password if "Auto Sign-in" is enabled?

- 1 Go to **Settings** on your device, and scroll down to the apps.
  - 2 Tap **Eikon**.
  - 3 Under **Eikon Settings**, disable **Auto Sign-In**.  
When you reopen the Eikon app, the sign-in screen requests your credentials.
- ① On the iPad, you can disable **Auto Sign-in** from within the Eikon app itself: Tap  >  > **Preferences**.

## Is there a Sign-Out button?

The sign-out button is at the bottom of the Eikon app menu.

Tap  >  and confirm sign-out.

## MESSENGER FOR MOBILE

- [Messenger Overview](#)
- [Can I be online on Eikon Messenger on my mobile and on the computer simultaneously?](#)
- [Why doesn't my Messenger work in delayed data mode?](#)
- [How do I sign into Standalone Eikon Messenger?](#)
- [Will I get notifications when I am offline, or when the app is in the background?](#)
- [Can I copy content from a conversation to my device's clipboard?](#)

### Messenger Overview

**Messenger** is integrated in the Thomson Reuters Eikon app. There is no separate sign-in, and your contact list is synchronized with your contacts in your Eikon Desktop/Web/Standalone Messenger.

To use **Messenger** in the Eikon app, tap the chat icon .

- **Display your status:** Tap the dropdown arrow next to your name to select your status: **Online/ Away/ Busy/ Offline**.
- **Participate** in chat rooms and bilateral chats, and view the participant-list. You can only join chat rooms and bilateral chats you have previously participated in from a Messenger session on the computer.
- **Find people or chat rooms** in the Eikon Directory through the Contacts Search. Tap the name in the results to start a conversation.
- **See the status of your contacts** and also that of participants in chat rooms and bilateral chats (active conversations).
- **Copy and paste** messages into another conversation or application.
- ① Some features described in this section may not be available across all devices and will be added in future updates of Eikon for Mobile.

### Can I be online on Eikon Messenger on my mobile and on the computer simultaneously?

You can currently only use *one* instance of Eikon Messenger at a time.

Signing into Eikon Messenger on your mobile device automatically signs you out of Messenger on your computer, and vice-versa.

### Why doesn't my Messenger work in delayed data mode?

Messenger is currently only available in real-time data mode.


- If you do not wish to close your Eikon Desktop/Web session, but need to use Eikon Messenger from your mobile device, you can start a standalone Messenger session from your device.
  - This closes your Messenger session in Eikon Desktop/Web, but does not sign you out of the *Eikon* session.
- ① Standalone Messenger is currently available on Android and BlackBerry, and will be supported on all platforms December 2015 onwards.

### How do I sign into Standalone Eikon Messenger?

You must access Messenger through the Thomson Reuters Eikon app.

- 1 • To use Standalone Eikon Messenger on BlackBerry or Android: tap **Continue as guest** instead of signing in right away.
  - To use Standalone Eikon Messenger on iOS: tap **Sign in here as Messenger user only**.

The Thomson Reuters Eikon app opens.

- 2 Tap the chat icon to access **Messenger**, or tap  > **Messenger**. The **Messenger** sign-in screen appears.

- 3 Enter your Eikon / Standalone Messenger credentials.  
You can now start conversations from your mobile device.

- ① Standalone mode logs you into just Messenger without opening an Eikon session. For instance, if you are running Eikon on your computer, your session is not impacted. Only the desktop *Messenger* session closes when you sign in to Standalone Messenger on your mobile device.

### Will I get notifications when I am offline, or when the app is in the background?

All devices display a badge count of new messages in the Messenger icon when you are signed in to the Eikon app.

On Android, you also get locally pushed notifications when the app is in the background.

Offline push notifications are planned in a future update of Eikon mobile.

### Can I copy content from a conversation to my device's clipboard?

Yes you can - currently this is only possible on iOS, Android, and Windows devices.

Copy and paste the message into another conversation or chatroom, or into other apps on your device such as e-mail, notes, etc.