Oracle® Collaboration Suite

User's Guide

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Oracle Collaboration Suite User’s Guide, Version 1 Release 9.0.3

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Oracle Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for revision.

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If you would like a reply, please give your name, address, telephone number, and (optionally) electronic mail address.

If you have problems with the software, please contact your local Oracle Support Services.

Preface

This document provides procedural information for using Oracle Collaboration Suite. The goal is to give the reader the necessary information to use the various features in Oracle Collaboration Suite efficiently.

This preface contains these topics:

- Audience
- Organization
- Related Documentation
- Conventions
- Documentation Accessibility

Audience

Oracle Collaboration Suite User's Guide is intended for end users of Oracle Collaboration Suite. It presupposes little or no experience with any messaging system.

Organization

This document contains:

Chapter 1, "Welcome to Oracle Collaboration Suite"

This chapter provides an overview of Oracle Collaboration Suite.

Chapter 2, "Managing the Oracle Web Client"

This chapter introduces the Oracle Collaboration Suite Web Client and describes what it is and how to use it.

Chapter 3, "Setting Oracle Web Client Preferences"

This chapter describes preferences which enable you to configure the Web Client to accomplish various goals.

Chapter 4, "Using Oracle Voicemail & Fax"

This chapter introduces Oracle Voicemail & Fax and describes what it is and how to use it.

Chapter 5, "Using Oracle Collaboration Suite Search"

This chapter introduces Oracle Collaboration Suite Search and describes what it is and how to use it.

Chapter 6, "Using Oracle Wireless and Voice Access"

This chapter introduces Oracle Wireless and Voice Access and describes what it is and how to use it.

Chapter 7, "Oracle Ultra Search"

This chapter introduces Oracle Ultra Search.

Chapter 8, "Oracle Calendar"

This chapter introduces Oracle Calendar.

Chapter 9, "Oracle Files"

This chapter introduces Oracle Files.

Related Documentation

Oracle Collaboration Suite documentation is available in HTML and PDF format in the Oracle9*i* Application Server documentation library. The following documents are available:

- *Oracle Collaboration Suite Administrator's Guide*
- *Oracle Collaboration Suite E-mail Administrator's Guide*
- *Oracle Collaboration Suite E-mail Application Developer's Guide*

- *Oracle Collaboration Suite Release Notes*
- *Oracle Ultra Search User's Guide*
- Check the Oracle Technology Network web site for new and updated documentation.

In North America, printed documentation is available for sale in the Oracle Store at

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`http://technet.oracle.com/membership/index.htm`

If you already have a username and password for OTN, then you can go directly to the documentation section of the OTN Web site at

`http://technet.oracle.com/docs/index.htm`

Conventions

This section describes the conventions used in the text and code examples of this documentation set. It describes:

- Conventions in Text
- Conventions in Code Examples
- Conventions for Windows Operating Systems

Conventions in Text

We use various conventions in text to help you more quickly identify special terms. The following table describes those conventions and provides examples of their use.

Convention	Meaning	Example
Bold	Bold typeface indicates terms that are defined in the text or terms that appear in a glossary, or both.	When you specify this clause, you create an **index-organized table**.
Italics	Italic typeface indicates book titles or emphasis.	*Oracle9i Database Concepts* Ensure that the recovery catalog and target database do *not* reside on the same disk.
`UPPERCASE monospace (fixed-width) font`	Uppercase monospace typeface indicates elements supplied by the system. Such elements include parameters, privileges, datatypes, RMAN keywords, SQL keywords, SQL*Plus or utility commands, packages and methods, as well as system-supplied column names, database objects and structures, usernames, and roles.	You can specify this clause only for a `NUMBER` column. You can back up the database by using the `BACKUP` command. Query the `TABLE_NAME` column in the `USER_TABLES` data dictionary view. Use the `DBMS_STATS.GENERATE_STATS` procedure.
`lowercase monospace (fixed-width) font`	Lowercase monospace typeface indicates executables, filenames, directory names, and sample user-supplied elements. Such elements include computer and database names, net service names, and connect identifiers, as well as user-supplied database objects and structures, column names, packages and classes, usernames and roles, program units, and parameter values. **Note:** Some programmatic elements use a mixture of UPPERCASE and lowercase. Enter these elements as shown.	Enter `sqlplus` to open SQL*Plus. The password is specified in the `orapwd` file. Back up the datafiles and control files in the `/disk1/oracle/dbs` directory. The `department_id`, `department_name`, and `location_id` columns are in the `hr.departments` table. Set the `QUERY_REWRITE_ENABLED` initialization parameter to `true.` Connect as `oe` user. The `JRepUtil` class implements these methods.
`lowercase italic monospace (fixed-width) font`	Lowercase italic monospace font represents placeholders or variables.	You can specify the *`parallel_clause`*. Run `U`*`old_release`*`.SQL` where *`old_release`* refers to the release you installed prior to upgrading.

Conventions in Code Examples

Code examples illustrate SQL, PL/SQL, SQL*Plus, or other command-line statements. They are displayed in a monospace (fixed-width) font and separated from normal text as shown in this example:

```
SELECT username FROM dba_users WHERE username = 'MIGRATE';
```

The following table describes typographic conventions used in code examples and provides examples of their use.

Convention	Meaning	Example
[ ]	Brackets enclose one or more optional items. Do not enter the brackets.	DECIMAL (*digits* [, *precision*])
{ }	Braces enclose two or more items, one of which is required. Do not enter the braces.	{ENABLE | DISABLE}
|	A vertical bar represents a choice of two or more options within brackets or braces. Enter one of the options. Do not enter the vertical bar.	{ENABLE | DISABLE} [COMPRESS | NOCOMPRESS]
...	Horizontal ellipsis points indicate either:	
	■ That we have omitted parts of the code that are not directly related to the example	CREATE TABLE ... AS *subquery*;
	■ That you can repeat a portion of the code	SELECT *col1*, *col2*, ... , *coln* FROM employees;
. . .	Vertical ellipsis points indicate that we have omitted several lines of code not directly related to the example.	
Other notation	You must enter symbols other than brackets, braces, vertical bars, and ellipsis points as shown.	acctbal NUMBER(11,2); acct CONSTANT NUMBER(4) := 3;
Italics	Italicized text indicates placeholders or variables for which you must supply particular values.	CONNECT SYSTEM/*system_password* DB_NAME = *database_name*
UPPERCASE	Uppercase typeface indicates elements supplied by the system. We show these terms in uppercase in order to distinguish them from terms you define. Unless terms appear in brackets, enter them in the order and with the spelling shown. However, because these terms are not case sensitive, you can enter them in lowercase.	SELECT last_name, employee_id FROM employees; SELECT * FROM USER_TABLES; DROP TABLE hr.employees;

Convention	Meaning	Example

`lowercase`	Lowercase typeface indicates programmatic elements that you supply. For example, lowercase indicates names of tables, columns, or files.
	Note: Some programmatic elements use a mixture of UPPERCASE and lowercase. Enter these elements as shown.
		`SELECT last_name, employee_id FROM employees;`
		`sqlplus hr/hr`
		`CREATE USER mjones IDENTIFIED BY ty3MU9;`

Conventions for Windows Operating Systems

The following table describes conventions for Windows operating systems and provides examples of their use.

Convention	Meaning	Example
Choose Start >	How to start a program.	To start the Database Configuration Assistant, choose Start > Programs > Oracle - *HOME_NAME* > Configuration and Migration Tools > Database Configuration Assistant.
File and directory names	File and directory names are not case sensitive. The following special characters are not allowed: left angle bracket (<), right angle bracket (>), colon (:), double quotation marks ("), slash (/), pipe (|), and dash (-). The special character backslash (\) is treated as an element separator, even when it appears in quotes. If the file name begins with \\, then Windows assumes it uses the Universal Naming Convention.	`c:\winnt"\"system32` is the same as `C:\WINNT\SYSTEM32`
`C:\>`	Represents the Windows command prompt of the current hard disk drive. The escape character in a command prompt is the caret (^). Your prompt reflects the subdirectory in which you are working. Referred to as the *command prompt* in this manual.	`C:\oracle\oradata>`

Convention	Meaning	Example
	The backslash (\) special character is sometimes required as an escape character for the double quotation mark (") special character at the Windows command prompt. Parentheses and the single quotation mark (’) do not require an escape character. Refer to your Windows operating system documentation for more information on escape and special characters.	`C:\>exp scott/tiger TABLES=emp QUERY=\"WHERE job=’SALESMAN’ and sal<1600\"` `C:\>imp SYSTEM/`*`password`*` FROMUSER=scott TABLES=(emp, dept)`
`HOME_NAME`	Represents the Oracle home name. The home name can be up to 16 alphanumeric characters. The only special character allowed in the home name is the underscore.	`C:\> net start Oracle`*`HOME_NAME`*`TNSListener`

Convention	Meaning	Example
`ORACLE_HOME` and *`ORACLE_BASE`*	In releases prior to Oracle8*i* release 8.1.3, when you installed Oracle components, all subdirectories were located under a top level *`ORACLE_HOME`* directory that by default used one of the following names: - `C:\orant` for Windows NT - `C:\orawin95` for Windows 95 - `C:\orawin98` for Windows 98 This release complies with Optimal Flexible Architecture (OFA) guidelines. All subdirectories are not under a top level *`ORACLE_HOME`* directory. There is a top level directory called *`ORACLE_BASE`* that by default is `C:\oracle`. If you install the latest Oracle release on a computer with no other Oracle software installed, then the default setting for the first Oracle home directory is `C:\oracle\orann`, where `nn` is the latest release number. The Oracle home directory is located directly under *`ORACLE_BASE`*. All directory path examples in this guide follow OFA conventions. Refer to *Oracle9i Database Getting Starting for Windows* for additional information about OFA compliances and for information about installing Oracle products in non-OFA compliant directories.	Go to the *`ORACLE_BASE`*`\`*`ORACLE_HOME`*`\rdbms\admin` directory.

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Accessibility of Code Examples in Documentation JAWS, a Windows screen reader, may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, JAWS may not always read a line of text that consists solely of a bracket or brace.

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1

Welcome to Oracle Collaboration Suite

This chapter introduces users to Oracle Collaboration Suite and contains the following topics:

- What is Oracle Collaboration Suite?
- How is this Guide Organized?

What is Oracle Collaboration Suite?

The Oracle Collaboration Suite enables individuals and teams to communicate and work together using a set of integrated software that enhances the existing desktop and wireless clients deployed within various organizations.

By streamlining task flows through Oracle Collaboration Suite, users can access e-mail, voice mail, and personal calendars using a variety of interfaces, including computers, telephones, and wireless devices.

In addition, storing, sharing, searching, and collaborating on files is simplified through Oracle Collaboration Suite. The need to manage multiple copies of the same document disappears, decentralized file storage is no longer an obstacle, and the security of proprietary information is not compromised.

How is this Guide Organized?

This guide is organized according to the various components that comprise Oracle Collaboration Suite.

- Oracle Web Client
- Oracle Voicemail & Fax
- Oracle Collaboration Suite Search
- Oracle Wireless and Voice Access
- Oracle Ultra Search
- Oracle Calendar
- Oracle Files

User information for Oracle Web Client, Oracle Voicemail & Fax, Oracle Collaboration Suite Search, and Oracle Wireless and Voice Access is contained in this guide, while information for Oracle Ultra Search ,Oracle Calendar, and Oracle Files is contained in either their respective user’s guides or online help systems.

2

Managing the Oracle Web Client

The Oracle Web Client is an application that enables you to use a Web browser to access your message store and directory services.

The Oracle Web Client enables you to compose and manage messages, and create and manage folders in which messages are organized.

Oracle Collaboration Suite also includes a List Server from which users can subscribe to various mailing lists. Mailing lists can be managed by both users and administrators.

This chapter contains the following topics:

- Accessing the Oracle Web Client
- Understanding the Web Client Web Page Layout
- Viewing and Managing Messages
- Composing E-mail Messages
- Managing Folders
- Managing Public Distribution Lists
- Managing Directory Address Book

Accessing the Oracle Web Client

The Oracle Web Client is a thin client that is accessed as a Web page through a Web browser. A fat client, by comparison, is typically an application that is accessed from your computer's desktop.

A unique Web address (known as a universal resource locator, or URL) is assigned to the login page of the Web Client by your administrator.

To access the Web Client:

1. Point your browser to the specified URL for the Web Client by typing the URL in the address field of your browser.

> **Note:** For future reference, you can set the Web Client URL as a bookmark or you can make it your home page (the first page you see when you enter the Internet) using your browser's preferences.

2. Type your e-mail user name and alphanumeric password.
3. Click **Login**. When you log in to the Web Client, the Oracle Collaboration Suite Welcome page displays. From the Welcome page, you can access all the functionality in the Web Client.

> **Note:** Since Oracle9*i*AS Single Sign-On authentication is used, after you log in to the Web Client, you can access any other Oracle9*i*AS Single Sign-On-supported application, such as Oracle Calendar, without reauthenticating.

Understanding the Web Client Web Page Layout

The basic Web Client layout is the same across all Web Client pages, and consists of the following elements:

- Global Buttons
- Tabs
- Subtabs
- Side Navigation Bar

At the bottom of the page are links to **Mail**, **Directory**, **Return to Portal**, **Preferences**, **Logout**, and **Help**.

The rest of the page is composed of a content area that changes depending upon which application you are using.

Global Buttons

The buttons across the top right of the page are global buttons and appear on every Web Client page. These buttons provide links to the following functions: **Return to Portal**, **Preferences**, **Logout**, and **Help**.

Tabs

The tabs on the top right of the page link to **Mail** and **Directory**.

Subtabs

When you click a tab on the Web Client main page, subtabs for that tab display. The subtab bar at the top left of the screen displays the subtabs for each tab and provide links to areas within a particular application.

Side Navigation Bar

For some tab and subtab combinations, a side navigation bar provides a selection of options.

Viewing and Managing Messages

After you log in to the Web Client, click the **Mail** tab. The **All Messages** subtab is selected, by default, showing the contents of the INBOX folder in the message list view. To view a different folder, select it from the **Select a folder** list and click **Go**. From the All Messages page, you can view, manage, and search for any of the messages in your message store.

Additional subtabs under the Mail tab include the following:

- **E-Mail**: Displays only e-mail messages in the message list view for a particular folder.

> **Note:** When you set and enable a Trash folder an **Empty Trash** button will also display.

- **Voice Mail**: Displays only voice mail messages in the message list view for a particular folder.
- **All Folders**: Displays a list of all folders, including information about the total number of messages and unread messages contained in the folder; folder size; **Edit**, **Expunge**, and **Delete** links; whether a folder you own is shared with other users; and a **Shared** link that displays a list of all shared folders owned by other users. Additionally, there is a section for creating new folders.

  See Also: "Managing Folders" on page 2-13 for more information about folders

- **Mailing Lists**: Displays mailing lists to which you subscribe along with information about each mailing list, including the **List-Id**, **List Topic**, **List Type**, and whether or not the list is active.

  See Also: "Managing Public Distribution Lists" on page 2-16 for more information about mailing lists

Located below the subtab bar is a series of navigational links you can use to return to the message list view of a folder.

For example, the navigational links **All Folders > INBOX > hello** tell the user that they are viewing a message with the subject **hello** from the **INBOX** folder. Clicking the **INBOX** link will return the user to the message list view of the **INBOX** folder. Clicking the **All Folders** link will take the user to the All Folders page.

This section describes the following tasks:

- Viewing Messages
- Searching Folders for Messages

Viewing Messages

From the All Messages page, you can view or listen to any of the three different message types supported by Oracle Collaboration Suite: e-mail, voice mail, and fax.

Voice mail and fax messages are labeled as such in the **Subject** column of the All Messages page. E-mail messages display the subject of the message in the **Subject** column.

To refresh the message list view, click **Get Mail**.

Notes:

- E-mail messages sent without a subject display with a **No Subject** link in the **Subject** column.
- To listen to voice mail messages from your computer, you must have a media player installed that is capable of reading files with a `.wav` extension.
- Fax messages are sent as attachments with a `.tif` file extension and can be viewed with any image viewer.

To view or listen to a message:

1. Click the link in the **Subject** column of the message you want to view or to which you want to listen.

   E-mail messages display header information and the text of the message.

   When you click **Voice Mail** or **Fax**, the header information of the message displays, along with a **Download Voice Mail** or **Download Fax** link.

2. Save the voice mail or fax message to any folder on your computer's hard drive.
3. Locate the voice mail or fax message and double-click the file to open.

Notes:

- You can configure your Web browser to automatically launch a media player or an image viewer to listen to your voice mail messages and view your fax messages rather than download, save, locate, and view the message.
- The `.tif` image is stored in a single file with multiple pages, so you need a `.tif` viewer that is capable of showing multiple page `.tif` files.

Within the message detail view, you can choose how you want to manage a message you are viewing.

- Click **Reply** to reply to the sender only
- Click **Reply All** to reply to both the sender and all recipients
- Click **Forward** to forward the message to any number of recipients

- Click **Delete** to delete the message
- Click **Move** to move the message to another folder

This section describes the following tasks:

- Replying to Messages
- Forwarding Messages
- Deleting Messages
- Moving Messages

Replying to Messages

To reply to an e-mail message, do the following:

1. In the message list view, select the box next to the message to which you want to reply, and click **Reply** or **Reply All**.
2. The New Message page displays with the **To** and **Subject** fields already filled in. You can add additional recipients by entering their e-mail addresses in the **To**, **Cc**, or **Bcc** fields.
3. Enter the message reply in the **Content** field.
4. Click **Send**.

Forwarding Messages

Note: You can forward only one message at a time. Depending on how your message forward preferences are set, forwarded messages are either sent as attachments or as a quote.

See Also: "Composing Message Options" on page 3-8 for information about message forward preferences

To forward an e-mail, voice mail, or fax message to any recipient, do the following:

1. In the message list view, select the box next to the message you want to forward, and click **Forward**.
2. Enter the e-mail addresses of the recipients in the **To**, **Cc**, or **Bcc** fields.
3. Enter any message text in the **Content** field.

4. Click **Send**.

Deleting Messages

To delete messages from the message list view, select the box or boxes next to the message or messages you want to delete and click **Delete**. To select all messages in the message list view, click **Select All**.

Note: Clicking **Select All** selects all of the message s on the page, as opposed to all of the messages in the folder.

In the message detail view, click **Delete**.

Depending upon how your message preferences are set, deleted messages either have a red X next to the message or are moved directly to the Trash folder.

If a red X displays next to the message, the message can be deleted by clicking **Compact Folder**.

See Also: "Setting Folder Preferences" on page 3-4 for instructions on how to set your deleted message preferences

To empty the Trash folder, click **Empty Trash**.

Note: When you click **Empty Trash**, all messages contained in the Trash folder are permanently expunged from your account.

Moving Messages

To move messages to specific folders, do the following:

1. In the message list view, select the box or boxes next to the message or messages you want to move. To select all messages, click **Select All**.

Note: Clicking **Select All** selects all of the message s on the page, as opposed to all of the messages in the folder.

---

2. From the **Select a folder** list, select the folder to which you want to move the message or messages.
3. Click **Move**.

Searching Folders for Messages

The Web Client has a search feature you can use to search your folders for particular messages. You can use either a simple search or an advanced search.

To search your folders using the simple search feature, do the following:

1. Select **Folders** from the **Search** list beneath the subtabs bar in the message list view of any folder.
2. Enter a search string in the **containing** field.
3. Click **Go**.

To search your folders using the advanced search feature, do the following:

1. Click **Advanced Search**. The Advanced Search page displays.
2. Select the criteria with which you want to search using the lists.
3. Fill in the **Text** field with the information you want the search to use.
4. Click **Go**.

- The first list contains the choice **Folders** and also lists all of your folders. If you choose **Folders**, all folders will be searched. Or you can choose a particular folder to narrow the search parameters.

  Select **including subfolders** to search any subfolders.

  Note: The Web Client supports the wild card character "*" for searches.

- The second list contains the following search criteria:

  Note: Depending upon which criterion you choose, the adjacent list has different choices, noted for each criterion in bold type.

  - **Sender**: Searches for whether the Sender line of a message **contains** or **does not contain** a particular search string
  - **To**: Searches for whether the To line of a message **contains** or **does not contain** a particular search string
  - **Cc**: Searches for whether the Cc line of a message **contains** or **does not contain** a particular search string

- **Subject**: Searches for whether the Subject line of a message **contains** or **does not contain** a particular search string
- **Sent Date**: Searches for whether a particular date **is before**, **is on**, or **is after** the date that a message was sent
- **Received Date**: Searches for whether a particular date **is before**, **is on**, or **is after** the date that a message was received

Note: Dates must be specified in the DD-MMM-YYYY format, as in 01-jul-2002.

- **Type**: Searches for a particular message type, either **is email**, is **voice mail**, or **is fax**
- **State**: Searches for whether a message **is read** or **is not read**
- **Size**: Searches for whether a message **is greater than or equal to** or **is less than or equal to** a particular size (in KB)

These options enable you to search your folders using exact information or partial information, depending upon how much you know about your search subject.

Composing E-mail Messages

The Oracle Web Client provides you with all the tools you need to generate e-mail messages. You can compose and send e-mail messages, set message priority, save composed messages as a draft or a template, and add and remove attachments.

This section describes the following tasks:

- Composing and Sending E-mail Messages
- Saving a Composed E-mail Message as a Draft
- Saving a Composed E-mail Message as a Template
- Adding File Attachments to E-mail Messages

Composing and Sending E-mail Messages

Note: If you are using Internet Explorer, you can compose messages in HTML format. If you are using Netscape Navigator, you can compose messages in text format only.

To compose an e-mail message, do the following:

1. Click **New Message** on the All Messages page.

   You can also select a contact from your address book by clicking the **Directory** tab, selecting the box next to the desired contact, and clicking **Send Mail**.

   Alternatively, you can click the user's e-mail address.

   See Also: "Managing Directory Address Book" on page 2-29 for more information about address books

2. Fill in the header information.
   - **To:** Enter the e-mail address of any recipient (this is a required field)
   - **Cc:** Enter the e-mail address of any recipient you want to receive a copy of your message
   - **Bcc:** Enter the e-mail address of any recipient you want to receive a copy of your message but who will NOT be listed as a recipient of the message
   - **Subject:** Enter a short description of the e-mail message
3. Select a priority from the **Priority** list.

   Note: Normal is the default setting for outgoing messages.

   See Also: "E-mail Message Priority" on page 2-11 for more information about message priority

4. Type the message in the **Content** field.

   See Also: "Adding File Attachments to E-mail Messages" on page 2-12 for information about attaching files

5. To send the message, click **Send**.
6. To cancel the message, click **Cancel**.

You can also save a message as a draft to send later, or save it as a template.

> **See Also:** "Saving a Composed E-mail Message as a Draft" on page 2-11 and "Saving a Composed E-mail Message as a Template" on page 2-11

E-mail Message Priority

Some e-mail messages are more important than others. The Web Client has the following priority settings for outgoing messages:

- High
- Normal
- Low

To recipients using the Web Client, a high priority message displays in the INBOX accompanied by a red arrow pointing up. A low priority message is accompanied by a blue arrow pointing down.

Other clients use different icons to denote priority.

Saving a Composed E-mail Message as a Draft

You can save a message as a draft, return to finish the message, and send it at a later time. Use this feature for messages that require revisions before sending or for messages that you want to send later.

To save an e-mail message as a draft, do the following:

1. Compose a message in the New Message page.
2. Click **Save Draft**.

The message is saved to the Drafts folder and can be retrieved from there.

> **See Also:** "Setting Folder Preferences" on page 3-4 for more information about setting a Drafts folder

Saving a Composed E-mail Message as a Template

You can save a message as a template to avoid having to compose the same message many times. For example, if you are on a distribution list that requires you to keep the other subscribers on the list up to date on a certain project, you can save your initial message as a template, changing only the content, as necessary.

Note: You must first set your Template folder in Preferences, before this feature becomes available to you.

See Also: "Setting Folder Preferences" on page 3-4 for more information about setting a Templates folder

To save an e-mail message as a template do the following:

1. Compose a message in the New Message page.
2. Click **Save as Template**.

The message is saved to the Template folder you specified and can be retrieved from there.

Adding File Attachments to E-mail Messages

You can attach various types of files to your e-mail messages, such as text files, graphics, and audio files.

To attach a file to a message, do the following:

1. Compose a message in the New Message page.

   See Also: "Composing and Sending E-mail Messages" on page 2-10

2. Next to Attachments, click **Add**. The Attach File page displays.
3. Enter the location of the file you want to attach, or click **Browse** to locate the file.
4. Click **Attach** to attach the file to the message.

   Attached files are listed in the **Attachments** field below the **Content** field.

5. Click **OK** to close the Add Attachment page.
6. Click **Send**.

To remove an attachment from your message, do the following:

1. In the **Attachments** field, highlight the attachment that you want to remove by clicking it once.
2. Click **Remove**.

Managing Folders

The Web Client organizes all messages in folders. By default, all incoming messages are saved in the folder called INBOX. You can create and name new folders and subfolders to manage your messages according to project, client, or subject criteria. You can also use filters to place incoming messages into folders other than the INBOX.

The server only creates the INBOX folder. If you decide to have a copy of sent messages stored, or to have deleted items moved instead of deleted, you must create these folders prior to setting the preferences.

See Also:

- "Creating Folders and Subfolders" on page 2-14 for information about creating folders
- "Setting Folder Preferences" on page 3-4 for information about setting Sent and other folders
- "Setting Filters" on page 3-5 for information about saving messages to particular folders

By default, the Web Client has the following folders:

- INBOX
- Sent

There are other folders that are identified by the client for specific purposes. These include Trash and Drafts. The server handles these folders as it does any other folder. The Web Client (when messaging is enabled) uses these folders for their client-specific purposes.

This section describes the following tasks:

- Viewing Folders
- Creating Folders and Subfolders
- Deleting Folders and Subfolders

- Renaming Folders
- Expunging Folders
- Sharing Folders

Viewing Folders

To view your folders, click the **All Folders** subtab under the **Mail** tab. Folders are listed in descending alphabetical order after INBOX and the following folders, if set: Sent, Drafts, Templates, and Trash.

Each folder is organized so that you can quickly see:

- The name of each of your folders and subfolders contained within each folder
- The number of messages contained within each folder
- The number of unread messages contained within each folder
- The size of each folder, expressed as the amount of data, in kilobytes (KB), contained within
- Whether a folder is a shared folder

Notes:

- If an icon appears in the **Shared** column of the folder list view on the All Folders page, it denotes that a folder is owned by you and shared with other users. Click the icon to view a list of users with whom you share the folder and to edit the list.s
- To view folders that are owned by other users and shared with you, click the **Shared** link.

Creating Folders and Subfolders

To create a folder or subfolder, do the following:

1. Click the **All Folders** subtab.
2. Type a name for the folder in the **Folder Name** field.
3. If the folder you are creating is a subfolder, select a folder from the **Select a folder** list.
4. Click **Create**.

Your new folder displays in the list.

Subfolders display in an indented list beneath the parent folder.

Deleting Folders and Subfolders

To delete a folder or subfolder, do the following:

Note: Deleting a folder deletes both the folder and all the messages it contains.

1. Click the **All Folders** subtab.
2. Click the icon in the **Delete** column of the folder you want to delete.

Renaming Folders

To rename your folders and subfolders at any time, do the following:

1. Click the **All Folders** subtab.
2. Click the icon in the **Edit** column of the folder or subfolder you want to rename. The Edit Folder page displays.
3. Type the new folder name in the **Folder Name** field.
4. Click **Apply**.

Expunging Folders

Expunging folders completely removes any messages marked as deleted from the server.

Caution: You cannot undo this action.

To expunge folders:

1. Click the **All Folders** subtab.
2. Click the icon in the **Expunge** column of the folder you want to expunge.

Sharing Folders

You can share any of the folders that you own with other Oracle Collaboration Suite users and other users can share their folders with you.

To share your folders, do the following:

1. Click the **All Folders** subtab.
2. Click the icon in the **Edit** column of the folder or subfolder you want to share. The Edit Folder page displays.
3. Enter the user ID of the person or name of the distribution list with whom you want to share the folder in the **Grantee** field.
4. Check either the **Read Privilege** or **Write Privilege** box, or both, depending upon what privileges you want to grant.
5. Click **Apply**.

Shared folders display on the All Folders page with an editing icon in the **Shared** column of the folders list. Click this icon to display the Edit Folder page and edit the name of the folder, add or delete users from the **Grantee** list, or change the privileges of individual users.

Managing Public Distribution Lists

Public distribution lists are similar to the distribution lists you can create in your address book.

> **See Also:** "Managing Directory Address Book" on page 2-29 for information about creating distribution lists in your address book

Public distribution lists differ from other distribution lists because they are

- Created by a list administrator
- Visible to all Oracle Collaboration Suite users
- Subscribed to by all Oracle Collaboration Suite users
- Unrestricted, restricted, or closed
  - Unrestricted lists are open to all users
  - Restricted lists require that new users be approved by the owner
  - Closed lists require that a user be invited to join the list in order to join

- Moderated or edited
    - Messages sent to a moderated list are screened. The moderator of the list can be the list owner or someone whom the owner chooses as moderator.
    - An edited list enables the list owner to select a group of list editors. Only these editors can post mail to the list. Mail from anyone else is rejected.
- Created for specific topics or specific groups of people, such as programmers or sales people

    The list topic displays in the **List Topic** column of both the master list of all public distribution lists, and the list of public distribution lists to which you subscribe, own, or both.

Any Oracle Collaboration Suite user can own a public list.

Public distribution lists can be managed using either the Web Client or the e-mail command client interface.

This section describes the following tasks:

- Using the E-mail Command Client Interface to Manage Public Distribution Lists
- Subscribing to Public Distribution Lists
- Unsubscribing from Public Distribution Lists
- Scheduling E-mail Delivery Through Lists
- Obtaining Information about Specific Public Distribution Lists
- Suspending Communication from a Public Distribution List
- Resuming Mail Delivery from a Public Distribution List
- Viewing All Public Distribution Lists
- Sending Out Subscription Invitations
- Approving Moderated List Postings
- Owning a Public Distribution List
- Posting a Message to a Public Distribution List

Using the E-mail Command Client Interface to Manage Public Distribution Lists

The e-mail command client interface is simply using an e-mail message to send one or more of a set of commands to the list administrator to perform certain actions.

The commands are Subscribe, Unsubscribe, Scheduling, Help, Suspend, Resume, List, Invite, and Approve, and are described in the sections that follow.

Note: The e-mail command client interface is accessed through an e-mail address provided by the list administrator to the enterprise.

Commands are sent in the message body of an e-mail message.

Following is a list of characteristics of the e-mail interface commands:

- Commands are not case-sensitive
- Multiple commands can be sent in the same e-mail delimited with a semicolon (;)
- If a command operation fails, an error e-mail message is returned. Possible errors for each of the commands are described with the commands in the following sections.
- Some commands require a reconfirmation. Reconfirmations are explained in the following sections.
- Variable values are optional unless specifically stated otherwise. Any name-value pair can be omitted and the default value for that name used.

The administrator executes the commands and replies with a success or failure message.

Subscribing to Public Distribution Lists

Any Oracle Collaboration Suite user can subscribe to a public distribution list. If you subscribe to a restricted list, an e-mail message is sent to you confirming or denying your subscription.

To subscribe to a list using the Web Client, do the following:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Click the **View all lists** button to see a list of all the public distribution lists.
3. Select the box next to the distribution list ID to which you want to subscribe.
4. Click **Subscribe**.

When you subscribe to a public distribution list, you are sent an e-mail message containing a help menu for the list and `orclmailmergetags` to use with certain e-mail command client functions.

> **See Also:** "Scheduling E-mail Delivery Through Lists" on page 2-21 for more information about `orclmailmergetags`

To subscribe a specific mail ID to a list using the e-mail command client interface, send the following command in the message body of an e-mail to the list administrator:

```
Subscribe mailid=mailid mail=yes/no reconfirm=reconfirm id
```

Variable Values

- `mailid`: The mail ID that is to be subscribed to the list. The default is the sender's ID.
- `mail`: If set to `YES`, the subscriber receives e-mails posted to the list as an e-mail. If set to `NO`, e-mail can be viewed from an archive only. The default value is `YES`.
- `reconfirm`: If the auto-reconfirm flag for a list is set to `YES`, a reconfirmation message is sent to the subscriber mail ID by the list administrator. The user responds with a message in the form:

  ```
  subscribe reconfirm=mailid
  ```

The `reconfirm` parameter is used along with the `mailid` parameter when a user subscribes to a restricted list. The subscription request is sent to the owner of the list who must respond with a message of the form:

```
subscribe mailid=userid reconfirm=mailid
```

> **Notes:**
>
> - If the `mailid` parameter has a value other than the sender, a reconfirmation mail is sent to the `mailid` to reconfirm the subscription.
> - Subscription of lists to another list is an administration task managed by the list administrator.

Errors

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- `Already subscribed`: Occurs if subscription is requested for a mail ID that is already subscribed to the list.
- `Incorrect parameter “mail” value`: Occurs if an e-mail is sent to a list which does not have an archive and the mail value is set to `NO`. It also occurs if a list is an archive only list and the mail value is set to `YES`.

> **See Also:** "Using the E-mail Command Client Interface to Manage Public Distribution Lists" on page 2-17 for more information about command syntax

Unsubscribing from Public Distribution Lists

To unsubscribe from a list using the Web Client, do the following:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Select the box next to the distribution list ID from which you want to unsubscribe.
3. Click **Unsubscribe**.

To unsubscribe a specific mail ID from a mailing list using the e-mail command client interface, send the following command in the message body of an e-mail to the list administrator:

```
Unsubscribe mailid=mailid reconfirm=reconfirm id
```

Variable Values

- `mailid`: The mail ID to unsubscribe from the list. The default is the sender’s mail ID.
- `reconfirm`: Used to reconfirm unsubscribe requests. For example, when reconfirming an unsubscribe request, the message is similar to:

  ```
  unsubscribe reconfirm=mailid
  ```

Notes:

- If the unsubscribe command is from a sender who is different from `mailid`, a reconfirmation mail is sent to the `mailid` to reconfirm unsubscription.
- If the unsubscribe request is sent by the list owner, there is no reconfirmation.

Errors

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- `Unknown subscriber`: This occurs if the unsubscribe command is sent for a mail ID that is not subscribed to the list.

See Also: "Using the E-mail Command Client Interface to Manage Public Distribution Lists" on page 2-17 for more information about command syntax

Scheduling E-mail Delivery Through Lists

To schedule delivery of e-mail to members of public distribution lists, send the following command in the message body of an e-mail to the list administrator:

```
orclmailmergetags send_schedule=DD-MON-YYYY [hh24:mi] [+/-TZH:TZM]
/orclmailmergetags
```

Variable Values

- `orclmailmergetags`: These are sent to a user when they subscribe to a public distribution list
- `DD-MON-YYYY`: The mandatory two-digit date, three-character month, and four-digit year to schedule the e-mail to be sent
- `hh24:mi`: The time to which the sending server is set
- `+/-TZH`: The hour of the location to which you want to send the message relative to either Greenwich Mean Time (GMT) or the local time, depending upon how the server sending the message is set
- `TZM`: The minutes associated with the previously explained hour

For example, if a message sent from London is to be delivered to New York on May 8, 2003 at 3:00 p.m., the syntax would be as follows:

```
orclmailmergetags send_schedule=08-May-2003 [20:00] [-05:00] /orclmailmergetags
```

Note: Be aware that some parts of the world observe daylight savings.

If an e-mail is scheduled for delivery in the future, then it is delivered on that date. If an e-mail is scheduled for delivery on a past date, then it is sent at the current date and time.

Obtaining Information about Specific Public Distribution Lists

To obtain information about a public distribution list, send an e-mail to the list administrator and type `Help` in the message body.

Variable Values

None

Notes:

- The Help information contains information about a list, such as who can subscribe, what information goes on the list, who can post to the list, and commands that can be sent to the list.
- Help commands for specific lists are sent when the user successfully subscribes to the list.
- The Help information for the owner of a list is different from the Help information for subscribers to the list.

Errors

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.

See Also: "Using the E-mail Command Client Interface to Manage Public Distribution Lists" on page 2-17 for more information about command syntax

Suspending Communication from a Public Distribution List

Public distribution lists can be very large and can have many subscribers. You will receive messages from the list every time a subscriber posts a message. You can suspend communication from your lists to minimize the amount of mail you receive during an absence.

To temporarily suspend delivery of mail from a public distribution list using the Web Client, do the following:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Select the box next to the distribution list ID from which you want to suspend communication.
3. Click **Suspend**.

To temporarily suspend delivery of mail from a public distribution list using the e-mail command client interface, send the following command in the message body of an e-mail to the list administrator:

```
Suspend mailid=mailid reconfirm=reconfirm id
```

Variable Values

- `mailid`: The mail ID that is to be suspended temporarily from the list. The default is the sender's mail ID.
- `reconfirm`: Used to reconfirm suspend requests. For example, when reconfirming a suspend request, the message is similar to:

  ```
  suspend reconfirm=mailid
  ```

Notes:

- If the suspend command is from a sender who is different from `mailid`, a reconfirmation mail is sent to the `mailid` to reconfirm suspension of communication.
- If the suspend request is sent by the list owner, there is no reconfirmation.
- If the mailing list is set to Archive Only or if the subscriber has chosen not to receive e-mail during subscription, then this command does nothing and returns Success.

Errors

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- `Unknown subscriber`: Occurs if the suspend command is sent for a mail ID that is not subscribed to the list.
- `Incorrect usage`: Occurs if the suspend command is sent for a mail ID that is already suspended.

> **See Also:** "Using the E-mail Command Client Interface to Manage Public Distribution Lists" on page 2-17 for more information about command syntax

Resuming Mail Delivery from a Public Distribution List

A subscriber can resume the delivery of mail from a public distribution list following a suspension of mail delivery.

To resume delivery of mail from a public distribution list using the Web Client, do the following:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Select the box next to the distribution list ID to which you want to resume communication.
3. Click **Resume**.

To resume delivery of mail from a public distribution list using the e-mail command client interface, send the following command in the message body of an e-mail to the list administrator:

```
Resume mailid=mailid reconfirm=reconfirm id
```

Variable Values

- `mailid`: The mail ID to resume as a subscriber to the list. The default value is the sender’s mail ID
- `reconfirm`: Used to reconfirm resume requests. For example, when reconfirming a resume request, the message is similar to:

  ```
  resume reconfirm=mailid
  ```

Notes:

- Only use the resume command after a suspend command.
- If the resume command is from a sender who is different from `mailid`, a reconfirmation mail is sent to the `mailid` to reconfirm resumption of communication.
- If the resume request is sent by the list owner, there is no reconfirmation.

Errors

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- `Unknown subscriber`: Occurs if the suspend command is sent for a mail ID that is not subscribed to the list.
- `Incorrect usage`: Occurs if the resume command is sent for a mail ID that is not suspended.

See Also: "Using the E-mail Command Client Interface to Manage Public Distribution Lists" on page 2-17 for more information

Viewing All Public Distribution Lists

To view all public distribution lists using the Web Client, do the following:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Click the **View all lists** button.

To view all public distribution lists, send an e-mail to the list administrator and type `List` in the message body.

Variable Values

None

Errors

Possible error values are:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.

  See Also: "Using the E-mail Command Client Interface to Manage Public Distribution Lists" on page 2-17 for more information about command syntax

Sending Out Subscription Invitations

To send out subscription invitations to public distribution lists you own using the Web Client, do the following:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Click the **View lists you own** button to display lists you own.
3. Click the **Invite** button associated with the public distribution list to which you want to invite subscribers.
4. Enter a comma delimited list of user IDs of the users to whom you want to extend invitations.
5. Click **Invite**.

To send out an invitation for users to subscribe to a list using the e-mail command client interface, send the following command in the message body of an e-mail to the list administrator:

```
Invite mailid=mailid mailid=mailid mailid=mailid…
```

where the first `mailid` parameter is mandatory.

Variable Values

- `mailid`: A list of mail IDs to which the invitations are sent. At least one ID is required. There is no default value.

Notes:

- The Invite command can be sent only by a list owner. The command sends out an invitation e-mail inviting mail IDs to join the list. List owners can add their own text to the invitation e-mail.
- Upon receipt of an invitation, a user must follow the instructions in the e-mail and send an e-mail with a specific syntax to the list server to subscribe.
- Invitations are the only method for users to join closed lists.

Errors

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.

Users are notified of the invitation by e-mail. When they accept the invitation, they are automatically added to the list.

> **See Also:** "Using the E-mail Command Client Interface to Manage Public Distribution Lists" on page 2-17 for more information about command syntax

Approving Moderated List Postings

If you choose to make your list a moderated list, all posted messages are delivered to the moderator for approval. A moderator approves a message by sending an approve command to the list administrator. The list administrator then delivers the mail to the subscribers of the list.

To send an approve command using the e-mail command client interface, send the following command in the message body of an e-mail to the list administrator:

```
Approve message=message id
```

where the `message` and `message id` variables are mandatory.

Variable Values

- `message`: The unique ID of the message that moderators want to approve

Errors

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- `Incorrect message id`: Occurs if the message ID specified in the mail does not match that of any mail awaiting approval

> **See Also:** "Using the E-mail Command Client Interface to Manage Public Distribution Lists" on page 2-17 for more information

Owning a Public Distribution List

Any Oracle Collaboration Suite user can own a public distribution list. When you own a list, you are the administrator of that list. You can choose to restrict the list or have it moderated.

Lists you own are listed on the Lists you own page.

To initiate a list, do the following:

1. Send a message to the list administrator requesting the creation of a public list.
2. State whether you want the new list to be unrestricted, restricted, or closed.
3. State whether you want the new list to be a discussion, moderated, or edited list.

   If you decide to make the list moderated or edited, provide the name of the moderator or editor to the administrator, whether it is you or some other user.

Posting a Message to a Public Distribution List

To post a message to a public distribution list to which you are subscribed, do the following using the Web Client:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.

   You can also post messages to public distribution lists you own by clicking the **View lists you own** button.
2. Select the box next to the distribution list ID to which you want to post a message.

3. Click **Compose**. The New Message page displays, with mail ID for the public distribution list in the **To** field.

   See Also: "Composing E-mail Messages" on page 2-9 for more information about composing messages

Managing Directory Address Book

You can create and store contact information for everyone with whom you communicate using the Address Book feature.

Note: Contact information is stored in Oracle Internet Directory.

This section explains how to use your Directory address book and contains the following topics:

- Creating a Directory Address Book Entry
- Editing a Directory Address Book Entry
- Deleting a Directory Address Book Entry
- Searching Folders for Messages

Creating a Directory Address Book Entry

To create an Address Book entry, do the following:

1. Select the **Directory** tab. The Address Book page displays.
2. Click **New Contact**.
3. Enter the contact information. The **Contact Name** field is mandatory, all other fields are optional.

   Note: Typing the contact name in the **To** field of a message automatically addresses the message to the e-mail address assigned to the contact name.

   See Also: "Composing E-mail Messages" on page 2-9 for information about composing e-mail messages

4. Click **Save**.

Editing a Directory Address Book Entry

To modify an entry in the Directory Address Book, do the following:

1. Select the **Directory** tab. The Address Book page displays.
2. Click the **Name** in the entry you want to edit.
3. Make any necessary corrections or additions.
4. Click **Save**.

Deleting a Directory Address Book Entry

To delete an entry in the Address Book:

1. Select the **Directory** tab. The Address Book page displays.
2. Click the **Name** in the entry you want to delete.
3. Click **Delete.**

Note: When you click **Delete**, the Address Book entry is deleted without confirmation.

3

Setting Oracle Web Client Preferences

Preferences enable you to configure Oracle Web Client to fit your personal work style. For example, you can change your passwords, check your mail quota, and personalize composing and viewing messages. Both incoming and outgoing messages can have filters applied to them to improve message management.

This section describes the following preferences configured in the Preference page subtabs:

- Account Preferences
- E-mail Preferences
- Voice Mail/FAX Preferences

Account Preferences

This section describes how to set Oracle Web Client account preferences and contains the following topics:

- Basic Settings
- Setting Folder Preferences
- Setting Filters

To access your account preferences, click the **Preferences** global button. To exit, click any of the tabs on the tabs bar.

Basic Settings

On the Basic Settings page under Account Preferences you can perform the following tasks:

- Checking Your Message Quota
- Enabling or Disabling External Access
- Changing Your Password

Checking Your Message Quota

To check your mail quota, click **Preferences**. The message quota displays in the **Quota** section of the page. It shows the **Total Quota, Email Threshold Quota**, **Used Quota**, and the percentage of your allotted message quota that you have used.

Notes:

- Message quotas are established by an administrator and cannot be changed from within the Web Client.
- E-mail messages will stop being delivered to your inbox once your Email Threshold Quota has been reached. Voice mail messages will continue to be delivered until the Total Quota is reached.

Enabling or Disabling External Access

The Web Client is accessed as any other Web page and can be configured to be accessed from outside of your network. If the Web Client is exposed to the Internet, you must first enable external access from within the network before you can access the Web Client externally.

To enable external access to the Web Client, do the following:

1. Click **Preferences**.
2. In the External Access section of the page, select **Allow external network access to this account**.
3. Click **Submit**.

Deselect **Allow external network access to this account** to disable external access to the Web Client.

Changing Your Password

To change your password, do the following:

1. Click **Preferences**.
2. Click **Change Password**.
3. Enter your old password.
4. Enter your new password.
5. Enter your new password again to confirm.
6. Click **Submit**. A confirmation page displays.
7. Click **Done**.

Notes:

- Changing your password in the Web Client changes your Single Sign-On password. This change does not affect your voice mail password.
- As a security precaution, Oracle Corporation recommends that you periodically change your password to prevent unauthorized access to your Oracle Collaboration Suite account.
- Some guidelines for keeping your passwords secure include using a combination of letters and numbers, avoiding repeating characters, and using a mixture of upper and lower case characters.

Setting Folder Preferences

You can configure the Web Client to save your sent messages to a Sent folder and move deleted messages to a Trash folder. The advantage of this is that you save all outgoing correspondence and you can still access deleted messages (until you empty the Trash folder).

To enable your Sent and Trash folders:

1. Click **Preferences**.
2. From the side navigation bar, click **Folders**.
3. Select from the **When sending messages, place a copy in:** list the folder in which you want your sent messages saved. This sets the Sent folder.
4. Select **Enabled**.

   To disable the Sent folder, select **Disabled**.

   > **Note:** If a Sent folder is not set or is disabled, sent messages are not copied.

5. Select the folder in which you want your deleted messages saved from the **Move deleted messages to:** list. This sets the Trash folder.
6. Select **Enabled**.

   To disable the Trash folder, select **Disabled**.

   > **Note:** If a Trash folder is not set or is disabled, deleted messages appear in the message list view with a red X in the **Type** column. The **Empty Trash Folder** button will no longer display in the message list view. Click the **Compact Folder** button to permanently expunge deleted messages.

7. Click **Submit**.

You can also choose to which of your folders your drafts and templates are saved.

Use the **Keep message drafts in:** list and the **Keep message templates in:** list to select the folders in which you want your drafts and templates saved. These set your Draft and Template folders.

See Also:

- "Composing E-mail Messages" on page 2-9 for more information about message drafts and templates
- "Creating Folders and Subfolders" on page 2-14 for information about creating folders

---

Note: The Sent Folder, Draft Folder, and Template Folder options apply only to e-mail. The Trash Folder option applies to e-mail, voice mail, and fax.

Setting Filters

Filters (also called rules) help you manage your messages. A filter acts on a message according to a set of conditions you create. You create filters to flag particular messages in order to perform certain actions on them. For example:

- You can notify another address, such as a cell phone, if a message comes from a specific person.
- You can put a message in a specific folder that comes from a specific sender, or that contains a specific string of characters in the **Subject** field.
- You can delete a message that comes from a specific sender, or that contains a specific string of characters in the **Subject** field.

This section contains the following topics:

- Creating a Filter
- Deleting a Filter
- Updating a Filter

Creating a Filter

To create a filter, do the following:

1. Click **Preferences**.
2. From the side navigation bar, under **Account Preferences**, click **Filters**.
3. Click **Create**.
4. In the **Property** section of the page, enter a name for the filter in the **Filter Name** field.

A filter name can be anything you choose. A suggestion is to name the filter according to what action it performs. For example, a filter named Move moves incoming messages from a specific user to a particular folder.

5. In the **Active** field, select **YES** for the filter to be active, or **NO** for the filter to be inactive.
6. In the **Event** section of the page, select how you want the message handled: **Deliver** the message, mark as **Message Read**, mark as **Message Deleted**, or **Expunge** the message.
7. In the **Conditions** section of the page, choose whether you want all or any of the conditional criteria matched.

Note: Dates must be specified in the DD-MMM-YYYY format, as in 01-jul-2002.

The **Attribute 1** list determines what header information the filter acts on: information in the **Subject**, **From**, **TO recipient(s)**, **CC recipient(s), Message size, Priority,** or **Sent date** fields.

The **Operator** list determines if the conditions from the **Attribute 1** list must match exactly or contain parts of the information you type in the **Value** field. The choices are: **is equal to, starts with, ends with,** or **contains.**

Type keywords or exact information in the **Value** field to determine which messages will have filters applied to them. For example, a keyword can be a person's name and exact information can be a person's e-mail address.

If you want the filter to apply more conditions, click **More**. If you want the filter to apply fewer conditions, click **Fewer**.

8. In the **Actions** section of the page, the **Command 1** list contains the possible actions that a filter can apply to a message: **Move to**, **Copy to**, **Delete, Send a blind copy to**, **Send a notification to**, or **Notify me**.

Note: If you choose **Expunge** in the **Event** section, the **Move to** and **Delete** actions are not supported and will return an error.

See Also: Chapter 6, "Using Oracle Wireless and Voice Access" for the various contact rules associated with **Notify me**

If you choose **Move to** or **Copy to**, select the folder you want the message moved to or copied from in the **Folder** list.

If you choose **Send a blind copy to** or **Send a notification to**, enter the person's e-mail address in the adjacent field. Use commas to separate multiple entries.

If you want the filter to apply more actions, click **More**. If you want the filter to apply fewer actions, click **Fewer**.

9. Click **Submit**.

Note: Filters are applied to each message in the order that they are created or the order that you set. If there are two or more filters with conflicting actions associated with them, the action of the first filter is applied (for example, for a message that meets the criteria of two **Move to** filters, the message will be moved to the folder specified in the first filter).

Deleting a Filter

To delete a filter, do the following:

1. Click **Preferences**.
2. From the side navigation bar, under **Account Preferences**, click **Filters**.
3. Select the filter you want to delete by selecting the box adjacent to the filter name.
4. Click **Delete**.

Updating a Filter

You can update existing filters to act on more or less criteria.

To update a filter, do the following:

1. Click **Preferences**.
2. From the side navigation bar, under **Account Preferences,** click **Filters**.
3. Click the filter name for the filter you want to update in the **Existing Filters** list. The Update window displays.
4. Update the information.
5. Click **Submit**.

E-mail Preferences

This section contains the following e-mail preferences topics:

- Composing Message Options
- Setting Oracle Web Client Message Viewing Options

Composing Message Options

There are several preferences you can set for composing messages, such as the name seen by recipients of your messages and the manner in which forwarded messages are sent.

This section describes the following tasks:

- Changing the From Name
- Forwarding Messages
- Quoting an Original Message in a Reply
- Using Auto Reply Messages
- Creating and Adding a Signature

Changing the From Name

Just as you can create a contact name for your e-mail contacts, you can create a contact name for yourself that will be seen by recipients of your messages next to your e-mail address.

Note: Changing the **From Name** value does not change your e-mail address.

To change the **From Name**, do the following:

1. Click **Preferences**.
2. Click the **E-mail** subtab. The **Compose Message Options** page displays.
3. Type a new From Name in the **Optional User Name** field.
4. Click **Submit**.

Forwarding Messages

A forwarded e-mail message can be sent either as an attachment or quoted in the body of the outgoing message.

To change this setting, do the following:

1. Click **Preferences**.
2. Click the **E-mail** subtab. The **Compose Message Options** page displays.
3. In the **Message Forward** section of the page, choose either **as attachments** or **as quote** from the **Forward** list.
4. Click **Submit**.

Quoting an Original Message in a Reply

When replying to e-mail messages, you can quote the original message in your reply. This feature is helpful when replying to specific questions or parts within the original message.

For example, if the sender of a message asks several questions, the respondent can respond to each question with replies located near the text of each question. The sender of the message, when reading the reply, sees each of the questions accompanied by the responses.

To quote an original message in your reply, do the following:

1. Click **Preferences**.
2. Click the **E-mail** subtab. The **Compose Message Options** page displays
3. In the **Message Reply** section of the page, select from the **Quote the original message when replying** list whether you want to quote the original message **as attachments, as quote**, or not at all.
4. Click **Submit**.

Using Auto Reply Messages

Use the Auto Reply feature to inform other users of your absences. When Auto Reply is enabled and someone sends you a message, the server sends a message back to the sender with the words **Auto Reply:*sender's subject*** in the **Subject** field, according to one of four choices from which you select.

To set up and enable an Auto Reply message, do the following:

1. Click **Preferences**.

2. Click the **E-mail** subtab. The **Compose Message Options** page displays.
3. In the **Auto Reply** section of the page, select from the **Mode** list one of the following choices:
   - **Reply with original message, along with "Auto Reply Message" below**: The server replies to all incoming messages by quoting the original message and attaching an optional message that you create. The sender's message goes into your **INBOX** for retrieval upon your return.
   - **Reject sender's email**: The sender's message is returned to them. The original message does not get delivered into your **INBOX**.

   Note: If you choose **Reject sender's email**, the server sends a message back to the sender with the words **Message rejected by the recipient:*sender's subject*** in the **Subject** field.

   - **Vacation, reply only one E-mail with each sender**: The server replies to incoming messages by quoting the original message and attaching an optional message that you create. Any particular sender gets notified only once, regardless of how many messages they send to this account. The sender's message goes into your **INBOX** for retrieval upon your return.
   - **Reply each incoming E-mail with "Auto Reply Message" below**: The server replies to all incoming messages with an optional message that you create. The sender's message goes into your **INBOX** for retrieval upon your return.

   Note: If you choose an auto reply mode, you must specify an expiration date.

4. Specify an expiration date for the auto reply in the **Expiration Date** field. You can enter a date in the field using either the MM/DD/YY or MM/DD/YYYY fromat, or use the calendar icon to browse and choose a date.
5. In the **Auto Reply Message** field, type the message that you want sent out with the reply.
6. Click **Submit**.

Creating and Adding a Signature

You can add an electronic signature to your e-mail messages. An electronic signature is appended to the bottom of your message and can contain information about yourself such as your title, business telephone number, and cellular telephone number.

To add an electronic signature, do the following:

1. Click **Preferences**.
2. Click the **E-mail** subtab. The **Compose Message Options** page displays.
3. In the **Signature** section of the page, enter the text you want to display in the **Signature Content** field for each signature.

   Note: You can create up to three different electronic signatures.

4. From the **Type** list, choose whether you want the electronic signature created in rich text or HTML format.
5. Select the signature you want to use by selecting the associated button.
6. Click **Submit**.

   Notes: To disable your electronic signature, select **Don't append signature** and click **Submit**.

   Note: You can click **Submit** after each preference you set, or you can set as many preferences as you want and click **Submit** when you finish setting preferences.

Setting Oracle Web Client Message Viewing Options

This section describes the following preferences that can be set for viewing messages using the Oracle Web Client:

- Setting the Number of Messages to Display
- Showing Message Header Information

Setting the Number of Messages to Display

You can configure the Web Client to display any number of messages in the message list view.

To set the number of messages to display in the message list view, do the following:

1. Click **Preferences**.
2. Click the **E-mail** subtab.
3. Click **Web Client Message Options** on the side navigation bar.
4. Enter a number in the **Number of messages shown at a time** field.
5. Click **Submit**.

Showing Message Header Information

You can choose to display all header information when viewing your messages so that you can track the path of incoming messages.

To show all header information in the message detail view, do the following:

1. Click **Preferences**.
2. Click the **E-mail** subtab.
3. Click **Web Client Message Options** on the side navigation bar.
4. Select **Show all headers of message in detailed view**.
5. Click **Submit**.

Note: You can set the number of messages to display and to display all header information and click **Submit** once to set both preferences.

Voice Mail/FAX Preferences

There are several preferences you can set for your voice mail and fax messages, including which greeting to activate, selecting your preferred language for the voice prompts, changing your voice mail password, and selecting a voice mail text name, that is displayed instead of your telephone number to recipients of your voice mail messages.

To set voice mail/fax preferences, do the following:

1. Click **Preferences**.
2. Click the **Voicemail/FAX** subtab.
   - To change the type of greeting, select the greeting from the **Select a greeting** list. The choices are **standard**, **personal**, and **vacation**.

     Note: If you have not recorded a **personal** or **vacation** greeting, these choices will not be available.

     See Also: "Setting Personal Options" on page 4-8 for more information about creating voice mail greetings

   - To change the preferred language for the voice prompts, select a language from the **VoiceMail Preferred Language** list. You can select from U.S. English, U.K. English, Spanish, French, German, Italian, Danish, Dutch, and Swedish.

     Note: The Preferred Language setting only applies to Oracle Collaboration Suite Voice Mail.

   - To display a text name rather than your phone number to recipients of your messages, enter the name in the **VoiceMail TextName** field.
   - To change your password, do the following:
     - Enter your new password in the **New VoiceMail Password** field. Your password must be numeric only.
     - To confirm your new password, enter it in the **Confirm New VoiceMail Password** field.

     Note: As a security precaution, Oracle Corporation recommends that you periodically change your Voice Mail password to prevent unauthorized access to your Oracle Collaboration Suite account.

3. Click the **Update Settings** button.

   If you change your voice mail password, your new password takes effect immediately.

See Also: "Setting Personal Options" on page 4-8 for information on setting the voice mail greeting and other voice mail options

4. Click any tab to exit Preferences.

4

Using Oracle Voicemail & Fax

Oracle Voicemail & Fax gives you access to your messages from any telephone or cellular phone. Using the telephony interface, you can listen to voice mail messages. In addition, you can reply to, and forward voice mail messages to other Oracle Collaboration Suite users. Oracle Voicemail & Fax also alerts you to new e-mail and fax messages.

Note: All menu keys referred to in this document are default settings. Your system may be configured differently.

This chapter contains the following topics:

- Accessing Your Voice Mail Messages
- Listening to New Voice Mail Messages
- Listening to Saved (Previously Read) Messages
- Sending a New Voice Mail Message
- Setting Personal Options

Accessing Your Voice Mail Messages

To access your message store from a telephone or cellular phone, do the following:

1. Dial the access number provided by your system administrator.
2. When prompted, use the telephone keypad to enter your Oracle Collaboration Suite mailbox number followed by the **#** key.

Note: You can enter the full internationalized phone number or the short extension number that is configured by the system.

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3. When prompted, use the telephone keypad to enter your numeric password followed by the **#** key.

When authenticated, you can listen to new voice mail messages, listen to saved or previously read messages, send a new message, and set greetings or change other options. You are now in the main menu.

While using voice mail, the following menu commands function anywhere:

- Press **0** to speak with an operator
- Press **9** to repeat a menu
- Press the ***** key to return to a previous menu or terminate your session

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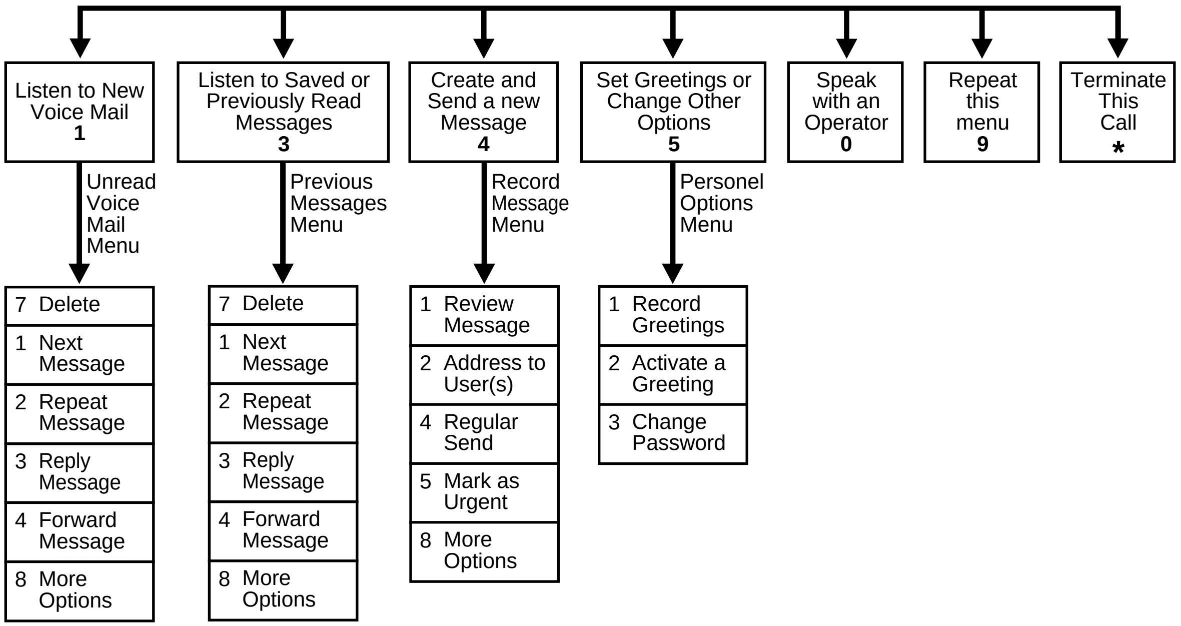
Note: You can enter information before the prompts finish.

Figure 4–1 shows a high-level diagram of the Oracle Voicemail & Fax main menu. The number or asterisk (*) in each box in the diagram represents the key to press for the specific option as you go through a selection sequence.

Note: If your mail store is over quota, you will hear the following prompt: `No new messages will be delivered to your inbox unless space usage is below quota. Please expunge and delete messages from your account to reduce space usage. To check your quota, log in to the Web Client and go to the Preferences tab.`

Figure 4–1 High-Level Diagram of the Oracle Voice Mail Main Menu


Listen to New Voice Mail 1
Listen to Saved or Previously Read Messages 3
Create and Send a new Message 4
Set Greetings or Change Other Options 5
Speak with an Operator 0
Repeat this menu 9
Terminate This Call *
Unread Voice Mail Menu
Previous Messages Menu
Record Message Menu
Personel Options Menu
7 Delete
1 Next Message
2 Repeat Message
3 Reply Message
4 Forward Message
8 More Options
7 Delete
1 Next Message
2 Repeat Message
3 Reply Message
4 Forward Message
8 More Options
1 Review Message
2 Address to User(s)
4 Regular Send
5 Mark as Urgent
8 More Options
1 Record Greetings
2 Activate a Greeting
3 Change Password

The following sections contain additional detail for Figure 4–1.

Listening to New Voice Mail Messages

From the main menu, press **1** on the telephone keypad to listen to new voice mail messages.

Note: Messages that are marked urgent will be played ahead of regular messages.

While you listen to a message, you can

- Press **5** to skip forward 10 seconds into the message
- Press **6** to skip to the end of the message

After you listen to a message, there are several options available to you:

- Press **1** to listen to the next new voice mail message
- Press **3** to reply to the message and proceed with the following steps

  Note: You can only reply to a message from another Oracle Collaboration Suite user on the same system.

  To reply to a voice mail message, do the following:

  1. Record your reply and press the # key.
  2. Choose from the following options:
     - Press **1** to review your message
     - Press **4** to send the message with regular delivery
     - Press **5** to send the message marked as urgent
     - Press **7** to address your reply to an additional Oracle Collaboration Suite user
- Press **4** to forward the message

  Note: You can only forward a message to another Oracle Collaboration Suite user on the same system.

  To forward a voice mail message, do the following:

  1. Record any message you want to send along with the message you are forwarding and press the **#** key.
  2. Choose from the following options:
     - Press **1** to review your message
     - Press **2** to address the message

       Enter the mailbox number of the Oracle Collaboration Suite user to whom you want to forward the message and press the **#** key.

Note: You can enter the full internationalized phone number or the short extension number that is configured by the system.

Press **1** to address the message to an additional Oracle Collaboration Suite user or press **2** to finish.

- Press **7** to delete the message from your message store
- Press **8** for more options

  More options include the following:

  - Press **1** for envelope information. The information included in the envelope is from whom and what time the message was received. Press **6** to skip ahead in the envelope information.
  - Press **8** to return to the first menu

Listening to Saved (Previously Read) Messages

From the main menu, press **3** on your telephone keypad to listen to saved (previously read) voice mail messages.

While you listen to a message, you can

- Press **5** to skip forward 10 seconds into the message
- Press **6** to skip to the end of the message

After you listen to a message, there are several options available to you:

- Press **7** to delete the message from your message store
- Press **1** to listen to the next saved voice mail message
- Press **3** to reply to the message

Note: You can only reply to a message from another Oracle Collaboration Suite user on the same system.

To reply to a voice mail message, do the following:

1. Record your reply and press the **#** key.
2. Choose from the following options:

  - Press **1** to review your message
  - Press **4** to send the message with regular delivery
  - Press **5** to send the message marked as urgent
  - Press **7** to address your reply to an additional Oracle Collaboration Suite user

- Press **4** to forward the message

  Note: You can only forward a message to another Oracle Collaboration Suite user on the same system.

  To forward a voice mail message, do the following:

  1. Record any message you want to send along with the message you are forwarding and press the **#** key.
  2. Choose from the following options:
     - Press **1** to review your message
     - Press **2** to address the message
  3. Enter the mailbox number of the Oracle Collaboration Suite user to whom you want to forward the message and press the **#** key.

     Note: You can enter the full internationalized phone number or the short extension number that is configured by the system.

     Press **1** to address the message to an additional Oracle Collaboration Suite user or press **2** to finish.

- Press **8** for more options

  More options include the following:

  - Press **1** for envelope information. The information included in the envelope is from whom and what time the message was received.
  - Press **8** to return to the first menu

Sending a New Voice Mail Message

From the main menu, press **4** on the telephone keypad to send a new voice mail message and follow these steps:

1. Record your message and press the **#** key when you finish speaking.

   Note: You can only send a message to another Oracle Collaboration Suite user on the same system.

2. Press **1** to review your message.
   - Press **1** to rerecord your message
     - Record your message and press the **#** key when you finish speaking
     - Press **1** to review your message
     - Press **2** to address the message to a Oracle Collaboration Suite user
   - Press **2** to accept your message
3. Press **2** to address the message to an additional Oracle Collaboration Suite user.
4. Enter the mailbox number of the Oracle Collaboration Suite user to whom you want to send the message and press the **#** key.

   Note: You can enter the full internationalized phone number or the short extension number that is configured by the system.

   You can choose from several options regarding delivery of your new message:

   - Press **1** to review your message
   - Press **4** to send the message with regular delivery
   - Press **5** to send the message marked as urgent
   - Press **7** to address the message to an additional Oracle Collaboration Suite user

Setting Personal Options

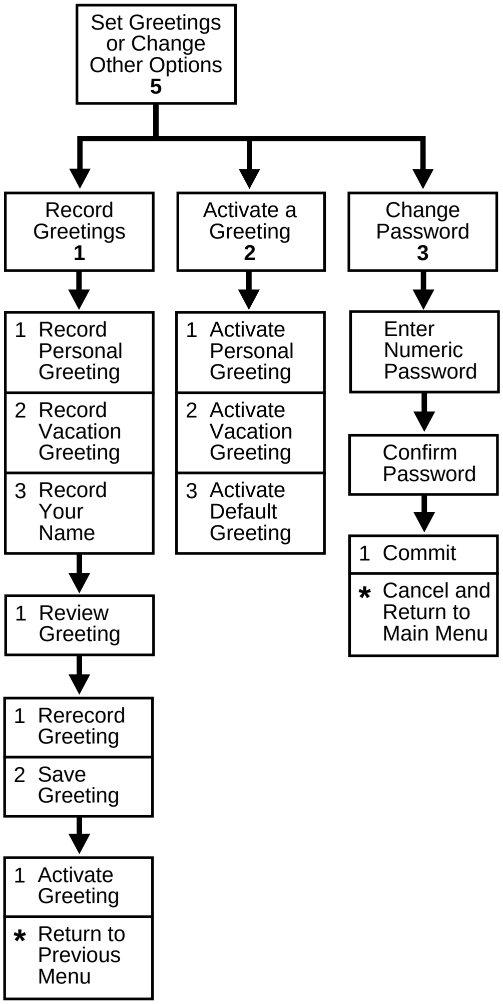
Figure 4–2 describes the Personal Options menu, which you can access by pressing **5** on your telephone keypad. The number or asterisk (*) in each box in the diagram represents the key to press for the specific option as you go through a selection sequence.

In the Personal Options menu you can record your various greetings and change your voice mail password.

This section describes the following tasks:

- Setting a Greeting
- Changing Your Voice Mail Password

Figure 4–2 The Personal Options Menu


Set Greetings or Change Other Options
5
Record Greetings
1
Activate a Greeting
2
Change Password
3
1 Record Personal Greeting
2 Record Vacation Greeting
3 Record Your Name
1 Activate Personal Greeting
2 Activate Vacation Greeting
3 Activate Default Greeting
Enter Numeric Password
Confirm Password
1 Commit
* Cancel and Return to Main Menu
1 Review Greeting
1 Rerecord Greeting
2 Save Greeting
1 Activate Greeting
* Return to Previous Menu

The following sections contain additional detail for Figure 4–2.

Setting a Greeting

When callers reach your voice mail account they will hear either your personal greeting, your vacation greeting, or the default greeting and your name.

Note: If you do not record a greeting and do not record a spoken name, the default greeting with your telephone number is played.

To set your voice mail greetings, press **5** on your telephone keypad to go to the Personal Options menu, and do the following:

1. Press **1** to record your greetings.
   - Press **1** to record your personal greeting and press the **#** key
   - Press **2** to record your vacation greeting and press the **#** key
   - Press **3** to record your name and press the **#** key

   After each of the previous options, press **1** to review the greeting you just recorded or press **2** to save the greeting.

   - If you press **1** to review your greeting, then press **1** to rerecord your greeting or press **2** to save the greeting.
   - If you press **2** save the greeting, then press **1** to activate the greeting or press the ***** key to return to the previous menu.
2. Press **2** to activate a greeting.
   - Press **1** to activate your personal greeting
   - Press **2** to activate your vacation greeting
   - Press **3** to activate the default greeting which includes your name

Changing Your Voice Mail Password

To change your voice mail password, press **5** on your telephone keypad to go to the Personal Options menu, and do the following:

1. Press **3** to change your voice mail password
2. Use the telephone keypad to enter your new password and press the **#** key.
3. Re-enter your new password and press the **#** key.
4. Press **1** to commit your new password and return to the main menu.
5. Press the ***** key to cancel your password change and return to the personal options menu.

5

Using Oracle Collaboration Suite Search

Oracle Collaboration Suite Search enables users to search for content located anywhere in the Oracle Collaboration Suite.

The various areas in which a user can search is determined by how the Oracle Collaboration Suite administrator configures Oracle Collaboration Suite. For example, if the Oracle Collaboration Suite administrator chooses to configure only Oracle Email and Oracle Files, then Oracle Collaboration Suite Search will search only Oracle Email and Oracle Files.

Oracle Collaboration Suite Search additionally includes the optional added convenience of searching **Web Sites**.

Note: The Oracle Collaboration Suite administrator can configure **Web Sites** to be whatever they want, such as a company intranet.

This chapter contains the following topics:

- Searching for an Item by Name
- Searching for an Item by Content
- Searching for an Item by User
- Searching for an Item by Date
- Selecting The Areas In Which To Search
- Viewing Your Search Results

Searching for an Item by Name

Note: To clear your search criteria at any time, click **Clear**. To return to the Oracle Collaboration Suite Portal page at any time, click the **Return to Portal** global button.

Searching for an item by name searches the names of documents, folders, and files to which you have access in Oracle Files; the **Subject** field of e-mail messages in Oracle Email; and titles of Web pages in **Web Sites**, all according to a search string you provide.

To search for an item by name, to the following:

1. Enter a search string in the **Item Name** field.
2. Click **Search**.

Searching for an Item by Content

Searching for an item by content searches document content to which you have access in Oracle Files; the body of e-mail messages in Oracle Email; and for Web page content in **Web Sites**, all according to a search string you provide.

To search for an item by content, do the following:

1. Enter a search string into the **Content** field.
2. Click **Search**.

Searching for an Item by User

Searching for an item by user searches for a user who created or last modified a document or folder to which you have access in Oracle Files; for a user in the **To**, **From**, or **Cc** fields of message headers in Oracle Email; and for a user in the content of a Web page in **Web Sites** all according to a search string you provide.

To search for an item by user, do the following:

1. Enter a search string in the **User** field.
2. Click **Search**.

Searching for an Item by Date

Searching for an item by date searches the created and last modified dates of documents and folders to which you have access in Oracle Files, and for sent dates of messages in Oracle Email according to criteria you provide.

To search for an item by date, do the following:

1. Enter a date in the **Date** field.

   Note: Dates must be specified in the DD-MMM-YYYY format, as in 01-jul-2002.

   Select from the drop-down list whether a particular date **is before**, **is on**, or **is after** the date that you enter.

2. Click **Search**.

Selecting The Areas In Which To Search

By default, Oracle Collaboration Suite Search selects all the checkboxes in the **Look In** field. You may select or deselect any number of the boxes to restrict your search to a particular area.

Note: If the Oracle Collaboration Suite administrator has not configured a particular area of the Oracle Collaboration Suite, that area will not appear in the list.

To select which areas you would like to search, select or deselect the checkbox next to the area in which you would like to search.

Viewing Your Search Results

Once you have entered your search criteria and clicked **Search**, your search results display below your search criteria in the **Results** section. The results are sectioned into the area of the Oracle Collaboration Suite in which they were found.

To view an item returned in your search results, do the following:

1. Click the link displayed for the item.

2. Once the item is opened in the browser window, click your browser's **Back** button to return to your search results.

6

Using Oracle Wireless and Voice Access

This chapter discusses Oracle Wireless and Voice Access and how to tailor how users receive notifications for any given situation.

This chapter contains the following topics:

- Managing Wireless and Voice Settings
- Managing Personal Contact Rules

Managing Wireless and Voice Settings

The wireless and voice settings enable you to create, manage, and select contact rules. You access the voice and wireless settings by clicking the **Voice & Wireless** button (as shown in Figure 6–1) on the Oracle Collaboration Suite portal page.

If you are a new user, you must create an account in the Voice Access and Alert Settings page.

See Also:

- "Creating a Filter" on page 3-5 for information about creating filters that notify your various contact rules
- "Creating a Contact Rule" on page 6-2 for more information

Figure 6–1 The Voice and Wireless Button

Voice & Wireless

Creating a Contact Rule

Voice Access and Alert Settings

Complete the fields as detailed below.

- **My mobile phone number is**: Enter the telephone number for your mobile telephone

  Any valid telephone number is acceptable (for example, +1 650 123-4567 is the same as 16501234567).
- **My work phone number is**: Enter the telephone number for your workplace telephone

  Any valid telephone number is acceptable (for example, +1 650 123-4567 is the same as 16501234567).
- **Choose a voice & wireless PIN**: Enter and confirm a numeric voice access personal identification number (PIN) six to ten digits long
- **Alert me when I receive**: Choose the types of communications you want to be alerted about by checking one or more of the following: **Voicemails**, **Fax messages**, **Urgent messages**, **Messages from the following people**. If you

check **Messages from the following people**, enter the names in the field below. List the first and last name of each person, separating the peoples' names with commas (for example: Jerry West, Johnny Weissmuller).

- **My voice & wireless inbox view**: Choose how you want messages displayed by clicking one of the radio buttons

Click **Cancel** to discard all input information.

Click **Finish** to save your changes and go back to the portal page.

Click **Advanced** to save your changes and go to the Advanced Voice & Wireless Settings page.

See Also: "Adding a Communications Device" on page 6-6 for information on creating a communications device

---

Note: You use the numbers you enter for mobile phone and your Voice and Wireless PIN to access contact rules using the Device Portal Access. You access the login page for the Device Portal Access through the following URL:

`http://hostname:7777/ptg/rm`

`7777` is the default port number for Oracle9*i*AS Wireless. The port number range is `7777` to `7877`. To ensure that you are using the correct port number, check the port number for Oracle9*i*AS Wireless stored in the `ORACLE_HOME/install/portlist.ini` file.

Advanced Voice and Wireless Settings

This page enables you to manage your contact rules and contact points. Two tables on this page—**My Contact Rules** and **Contact Points**—organize these items for your use.

- **How to Reach Me**
  - **Set Current**: Click **Set Current** to set the selected contact rule as your current contact rule
  - **Edit**: Edit a contact rule by selecting the radio button of the contact rule you want to change and click **Edit**
  - **Delete**: Delete a contact rule by selecting the radio button of the contact rule you want to delete and click **Delete**

    - **Add**: Add a new contact rule by clicking **Add**
- **My Communication Devices**
    - **Edit**: Edit a communication device by selecting the radio button of the communication device you want to change and click **Edit**
    - **Delete**: Delete a communication device by selecting the radio button of the communication device you want to delete and click **Delete**
    - **Add**: Add a new communication device by choosing the type of device from the drop-down list and click **Add**

Click **Back** to return to the Voice and Wireless Settings page.

Click **Finish** to return to the portal page.

Adding a Contact Rule

To add a Contact Rule, click **Add** in the **How to Reach Me** table and complete the fields as detailed below.

- **Contact Rule**: Enter a name for your contact rule (for example, At My Desk)
- **Call me at**: Enter the communication device on which you want to be telephoned (for example, My Mobile Phone). You can select **Do not call me** if you do not want to be notified by telephone. Only communication devices that have a voice feature will be listed for selection.
- **Email me at**: Enter the communication device on which you want to be notified by e-mail (for example, My Email). You can select **Do not email me** if you do not want to be notified through e-mail. Only communication devices that have an e-mail feature will be listed for selection.
- **Fax me at**: Enter the communication device on which you want to receive faxes (for example, My Fax). You can select **Do not fax me** if you do not want to be notified through a fax. Only communication devices that have a fax feature will be listed for selection.
- **Send me SMS at**: Enter the communication device on which you want to receive short messages (for example, My SMS). You can select **Do not call me** if you do not want to be notified through short message service (SMS). Only communication devices that have an SMS feature will be listed for selection.
- **The best way to reach me is**: Enter your preferred method of receiving notifications

Ensure that the appropriate communication device is selected for the way you want to be notified, otherwise you will not be able to receive notification. For example, if you want to be notified through a telephone call, make sure that **Call me at** has a communication device selected.

Note: Contact rules must be created before they can be selected.

Click **Finish** after entering your information.

Editing a Contact Rule

To edit a contact rule, select the radio button of the contact rule you want to modify. Complete the fields as detailed below.

- **Contact Rule**: Enter or change a name for your contact rule (for example, At My Desk)
- **Call me at**: Enter or change the communication device on which you want to be telephoned (for example, My Mobile Phone). You can select **Do not call me** if you do not want to be notified by telephone. Only communication devices that have a voice feature will be listed for selection.
- **Email me at**: Enter or change the communication device on which you want to be notified by e-mail (for example, My Email). You can select **Do not email me** if you do not want to be notified through e-mail. Only communication devices that have an e-mail feature will be listed for selection.
- **Fax me at**: Enter or change the communication device on which you want to receive faxes (for example, My Fax). You can select **Do not fax me** if you do not want to be notified through a fax. Only communication devices that have a fax feature will be listed for selection.
- **Send me SMS at**: Enter or change the communication device on which you want to receive short messages (for example, My SMS). You can select **Do not call me** if you do not want to be notified through SMS. Only communication devices that have an SMS feature will be listed for selection.
- **The best way to reach me is**: Enter or change your preferred method of receiving notifications.

Ensure that the appropriate communication device is selected for the way you want to be notified, otherwise you will not be able to receive notification. For example, if you want to be notified through a telephone call, make sure that Call me at has a communication device selected.

Note: Contact rules must be created before they can be selected.

Click **Finish** after entering your information.

Deleting a Contact Rule

To delete a contact rule, select the **contact rule** radio button in the **Contact Rule** table, and click **Delete**.

Adding a Communications Device

Communications devices are identified devices on which you can receive notifications. To add a communications device, click **Add** in the **Communications Devices** table. You can add e-mail addresses, fax machines, mobile telephones, pagers, personal digital assistants (PDAs), and telephones.

To add a communications device, select the type of contact point you want to add and click **Add** to display the appropriate Add page.

Adding an E-mail Address

To add an e-mail address, do the following:

1. Enter a name for your e-mail address in the **Name** field (for example, My Work Email).
2. Enter the e-mail address in the **Email Address** field (for example, `Bo.Diddley@harvard.org`).
3. Click **Finish** after entering your information.

Adding a Fax Number

To add a fax number, do the following:

1. Enter a name for your fax machine in the **Name** field (for example, My Work Fax).
2. Enter the telephone number for your fax machine in the **Fax Number** field. Any valid telephone number is acceptable (for example, +1 650 123-4567 is the same as 16501234567).

3. Click **Finish** after entering your information.

Adding a Mobile Phone

To add a mobile telephone, do the following:

1. Enter a name for your mobile telephone in the **Name** field (for example, My Mobile Phone).
2. Enter the telephone number for your mobile telephone in the **Mobile Phone Number** field. Any valid telephone number is acceptable (for example, +1 650 123-4567 is the same as 16501234567).
3. Enter the e-mail address for messages transmitted to this mobile telephone in the **Email Address** field.
4. Click **Finish** after entering your information.

Adding a Pager

To add a pager, do the following:

1. Enter a name for your pager in the **Name** field (for example, My Pager).
2. Enter an e-mail address for your pager in the **Pager Email Address** field (for example, `Bo.Diddley@harvard.org`).
3. Click **Finish** after entering your information.

Adding a PDA

To add a PDA, do the following:

1. Enter a name for your PDA in the **Name** field (for example, My PDA).
2. Enter the e-mail address for messages transmitted to this PDA in the **PDA Email Address** field.
3. Click **Finish** after entering your information.

Adding a Phone Number

To add a telephone number, do the following:

1. Enter a name for your telephone in the **Name** field (for example, My Home Phone).

2. Enter the telephone number for your telephone in the **Phone Number** field. Any valid telephone number is acceptable (for example, +1 650 123-4567 is the same as 16501234567).
3. Click **Finish** after entering your information.

Editing a Communications Device

To edit a communications device, select the radio button of the communications device you want to edit and click **Edit** to display the Edit page for that device.

Editing an E-mail Address

To edit an e-mail address, do the following:

- Edit the name of your e-mail address in the **Name** field.
- Edit the e-mail address for your e-mail in the **Email Address** field.

Click **Finish** after entering your information.

Editing a Fax Number

To edit a fax number, do the following:

- Edit the name for your fax machine in the **Name** field.
- Enter the telephone number for your fax machine in the **Fax Number** field.

Click **Finish** after entering your information.

Editing a Mobile Phone

To edit a mobile telephone number, do the following:

- Edit the name for your mobile telephone in the **Name** field.
- Edit the telephone number for your mobile telephone in the **Mobile Phone Number** field.
- Edit the e-mail address for your mobile phone in the **Mobile Phone Email Address** field.

Click **Finish** after entering your information.

Editing a Pager

To edit a pager, do the following:

- Edit the name for your pager in the **Name** field.
- Edit the e-mail address for your pager in the **Pager Email Address** field.

Click **Finish** after entering your information.

Editing a PDA

To edit a PDA, do the following:

- Edit the name for your PDA in the **Name** field.
- Edit the e-mail address for messages transmitted to this PDA in the **PDA Email Address** field.

Click **Finish** after entering your information.

Edit Phone Number

To edit a telephone number, do the following:

- Edit the name for your telephone in the **Name** field.
- Edit the telephone number for your telephone in the **Phone Number** field.

Click **Finish** after entering your information.

Deleting a Communications Device

To delete a communications device, select the radio button next to the communications device you want to delete and click **Delete**.

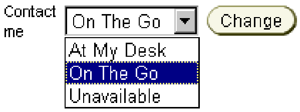
Managing Personal Contact Rules

You can select a contact rule from a Web-based interface, such as the Oracle Collaboration Suite home page, or from a registered communications device.

Selecting a Contact Rule from a Web-Based User Interface

You can change your contact rules from the Oracle Collaboration Suite home page or from any of voice and wireless settings screens. From these applications, you select a contact rule from the drop-down list and click **Change**.

Figure 6–2 Selecting a Contact Rule from the Oracle Collaboration Suite



Selecting a Contact Rule from a Device

You can also select contact rules from a variety of devices, because Wireless XML enables the conversion of XML from any Oracle9*i*AS Wireless application into several device-specific markup languages. As a result, you can select contact rules from a WAP-enabled device or from a telephone. In addition, async-enabled applications enable you to select contact rules from devices having such asynchronous messaging applications as SMS or e-mail, but lacking Internet access.

To change contact rules from these devices, send a message to ASK SMS or e-mail address set by the Oracle Collaboration Suite administrator.

From a device, such as a WAP-enabled mobile phone, select a contact rule from the displayed list. When you change a contact rule, Wireless switches from one rule's settings (which controls how you are contacted) to those of another contact rule.

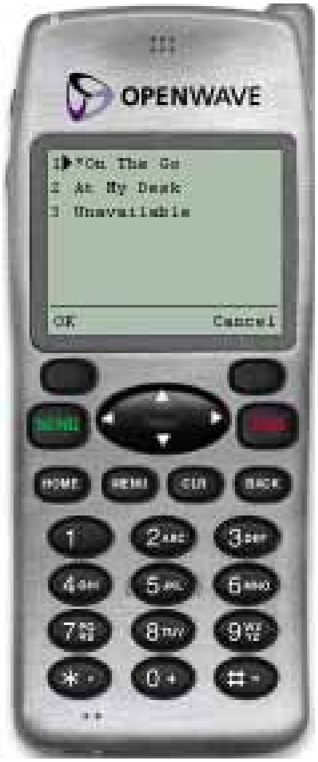
This section describes the following:

- Selecting a Contact Rule from a Device
- Selecting a Contact Rule from an SMS- or E-mail-Based Device
- Selecting a Contact Rule Using a Voice Application

Selecting a Contact Rule from a Device

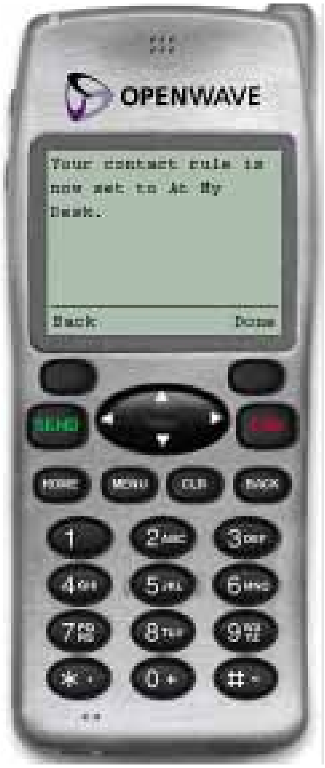
A mobile device, such as a mobile phone, displays your contact rules as a list and notes your current contact rule with an asterisk (*****). Select a new contact rule by using the device's navigation keys and selecting OK.

Figure 6–3 Selecting a Contact Rule from a Device


OPENWAVE
1 *On The Go
2 At My Desk
3 Unavailable
OK
Cancel

The confirmation screen displays, noting the new contact rule. Click **OK** to return to the main menu.

Figure 6–4   The Confirmation Page (from a Device)



Your contact rule is now set to At My Desk.

Selecting a Contact Rule from an SMS- or E-mail-Based Device

From devices using asynchronous applications, you can set your contact rules by sending commands as messages to the ASK SMS or e-mail address. You can use messages to set your contact rules as follows:

Method 1

For this method, change your contact rules by sending three separate messages as follows:

- **Message 1**: Enter `cr` in the message subject line or body of the message. You will receive a message which prompts you for your mobile phone number and PIN.
- **Message 2**: Enter your mobile phone number and PIN in the subject line or body of the message. If you send this information in the body of an e-mail, you

must enter it on the same line. You will receive a message with a numbered list of contact rules.

- **Message 3**: Enter the number of the new contact rule in the subject line or body of the message. For example, enter `2` if you wish to select `2. At My Desk` from the numbered list. You will receive a message confirming the contact rule change.

Method 2

Using this method, you can change your contact rule by sending two separate messages, combining the `cr` command with the exact name of the contact rule as follows:

- **Message 1**: Enter `cr` followed by the name of the contact rule in the subject line or body of the message. For example, enter `cr "At My Desk"`.

> **Note:** If there are spaces in the name of the contact rule, you must enclose the entire name in quotation marks ("). The contact rule name is also case-sensitive.

After you send this message, you will receive a message that prompts you to reply with your username and password.

- **Message 2**: Enter your mobile phone number and PIN in the subject line or body of the message. If you send this information in the body of an e-mail, then you must enter it on the same line. After you send this message, you will receive a message confirming the contact rule change.

Method 3

You can also change your contact rule by sending a single message that combines the `cr` command, the name of the contact rule, and your user name and password together in the subject line or body of your message. For example, you can select a new contact rule by entering all of the information in the subject line or body of a message as follows:

```
cr "At My Desk"; 16501234567 12345
```

> **Note:** Use a semi-colon (;) to separate the `cr` and contact rule name command from the user name and password.

After you send this message, you will receive a message confirming the contact rule change.

Note: If the name of your contact rule contains spaces, then you must enclose the entire name of the contact rule in quotation marks ("). The contact rule name is also case-sensitive.

Selecting a Contact Rule Using a Voice Application

After you dial in, do the following:

1. Enter your mobile phone number.
2. Enter your PIN.
3. Confirm your PIN when prompted.
4. Say `Contact Rules` to launch the Contact Rules application. The system first announces your current contact rule and then lists the available contact rules.
5. Say the name of the new contact rule. For example, say `At My Desk`. The system replies, confirming the change and returns to the main menu.

7

Oracle Ultra Search

Oracle Ultra Search is a high-level search component supplied with the Oracle Collaboration Suite that you can use to search across other Oracle Collaboration Suite components, corporate Web servers, databases, mail servers, file servers, and Oracle9*i*AS Portal instances. It uses information you provide to crawl through the various disparate repositories of information in your company searching for documents according to your search criteria. Oracle Ultra Search searches over 150 proprietary document types.

For example, suppose you need to locate and delete all documents, mail messages, database entries, and other pieces of information that contain a reference to the company Enworld. With Oracle Ultra Search, you can find Enworld in all components of the Oracle Collaboration Suite, and also outside. The Oracle Ultra Search "crawler" finds and indexes all documents, mail messages, and files that contain "Enworld" either in the body text e-mail messages or in a document.

This chapter contains the following topic:

- Oracle Ultra Search Features

Oracle Ultra Search Features

- Searches and locates text in other Oracle Collaboration Suite components and in documents on Web servers, Oracle databases, other ODBC compliant databases, e-mail servers, files on disk, and Oracle9*i*AS Portal.
- Provides Portal functionality, including crawling, fielded search, and metadata extraction.
- Presents a Web-style interface where users can specify complex search patterns using Boolean terms.
- Built-in expertise with Oracle Text that translates and tunes Web-style queries into the underlying SQL-based queries.
- Delegation of user authentication to Oracle9*i*AS Single Sign-On server.
- Oracle Ultra Search APIs support complex search patterns that incorporate full Oracle Text and metadata search, in addition to a Java e-mail API for archived mail.
- Provides the best relevance ranking and globalization support in the industry.

See Also: *Oracle Ultra Search User's Guide* for more detailed information

8

Oracle Calendar

With Oracle Calendar, users can keep track of their schedules wherever they are. Offering all the benefits of Oracle Collaboration Suite and unbreakable software infrastructure, in addition to full integration with Microsoft Outlook, Oracle Calendar provides an end-to-end time management solution that addresses the group sheduling needs of any organization.

This chapter describes a number of general features and benefits offered by Oracle Calendar, plus a description of the various software components for client access to information.

- Oracle Calendar Features
- Oracle Calendar Client Components

Oracle Calendar Features

Personal Time Management

Users can organize appointments, tasks, and holidays in one intuitive, easy-to-use application.

Group and Resource Scheduling

Users can invite each other to meetings and events, and can easily book company resources, such as conference rooms or equipment.

Real-Time Scheduling

Oracle Calendar is built to eliminate time lags inherent in message-based calendaring systems. All users access the central database stored on the calendar server in real time, viewing only the most up-to-date information.

Access Rights

Users can control other users' access to their schedules, according to a range of fully configurable access levels.

Designate Rights

Users can assign to others the right to create, modify, and reply to calendar events on their behalf.

Multi-Platform Support

With true interoperability between clients on Windows, Macintosh, and UNIX platforms, Oracle Calendar helps all users in your organization collaborate, regardless of their platform of choice.

Configurable Alert Services

Oracle Calendar offers reminders of upcoming meetings, as well as notifications of newly created, modified, and deleted meetings, through e-mail and wireless and voice clients.

Oracle Calendar Client Components

Oracle Calendar Web Client

The Oracle Calendar Web client offers users a convenient, accessible calendaring service that can be used either on its own or as a complement to any of the other Oracle Calendar client components. Users can work across time zones, operating systems, and languages with an interface that adapts to the needs of your organization through a fully customizable look and feel. With a flexible, intuitive layout and organization, users can collaborate easily with the people around them.

> **See Also:** Oracle Calendar Web client online help and *Oracle Calendar Server Administrator's Guide*

Oracle Outlook Connector

Oracle Outlook Connector provides e-mail and real-time calendaring through the familiar, integrated interface of Microsoft Outlook. With access to information both online and offline, full-fetaured mail functionality, and PDA synchronization, Oracle Outlook Connector takes advantage of all of Microsoft Outlook's most popular features. In addition, users benefit from enhanced calendaring capabilities through real-time access to information and up-to-date free/busy time lookups with Oracle Calendar.

See Also: *Oracle Outlook Connector User's Guide* for more information

Oracle CorporateTime

With the Oracle Calendar client, users can create and manage meetings, daily notes, day events, and tasks, either on their own behalf or as designates for other users. They can easily compare schedules or verify other users' availability using a convenient combined Group View, and check scheduling conflicts before creating meetings. With an online Address Book, users can keep track of their contacts and classify them according to configurable categories. Available for Windows, Macintosh, and Motif.

See Also: Oracle CorporateTime online help for more information

Oracle CorporateSync

Synchronize your Oracle Calendar meetings, tasks, and address book with the entries on your handheld device. With Oracle CorporateSync, you can take your calendar everywhere you go, make any changes you want on your device, then synchronize with the latest information on the Oracle Calendar server. Available for Palm (Windows and Macintosh) and Pocket PC devices (Windows only).

See Also: CorporateSync online help for more information

9

Oracle Files

Oracle Files is a hosted content management application that supports user collaboration and file sharing. Oracle Files provides a sophisticated, Web-based user interface that enables users to easily share files of any kind with others in a workspace or across an enterprise.

This chapter provides a high-level overview of Oracle Files end-user concepts, features and functionality.

This chapter contains the following topic:

- Oracle Files Concepts and Features

Oracle Files Concepts and Features

This section contains the following topics:

- Three Levels of Administration
- Workspaces
- File Management
- Searching
- Categories
- Versioning
- Review Process
- Trash
- Edit-in-Place
- Oracle FileSync

Three Levels of Administration

In Oracle Files, there are three levels of administration:

- The Subscriber Administrator, an enhanced user, is responsible for the management of quota, the specification of Subscriber settings, the administration of users, the restoration of files, folders, and workspaces, and the administration of categories.
- The Site Administrator is responsible for Subscriber management and creates, modifies, and deletes Subscribers. The Site Administrator can manage one or more Subscribers.
- The System Administrator is responsible for managing the Oracle Files domain, starting and stopping the domain controller, the nodes, and the service and servers, and tuning the system to ensure reliability and performance.

See Also: *Oracle Files Administration Guide* for more information about administering Oracle Files

Workspaces

A workspace is where a selected group of Oracle Files users store and collaborate on files and folders. The content of a workspace is visible and editable only by its members. A workspace includes at least one administrator, and can include participants and viewers.

Workspace Access Levels

- **Workspace Administrator**: The role of the workspace administrator is to manage the workspace. The management role includes such functions as adding and removing workspace members, modifying member access, requesting more workspace quota, and specifying the visibility and workspace type. The workspace administrator has full access to the files and folders of the workspace, and can unlock files that have been locked by other workspace members.
- **Participant**: A workspace participant can edit the contents and properties of files and folders in the workspace. A workspace participant can copy and move items to and from the workspace, and can delete files and folders from the workspace, and the workspace's Trash folder.
- **Viewer**: A workspace viewer is restricted to viewing workspace files and folders.

Workspace Quota

Each workspace is allocated a quota. The contents of each workspace, including its Public folder and Trash folder, count against the workspace's allocated quota. Exceeding the workspace's quota prevents the workspace members from storing additional content into the workspace. The workspace's administrators can, however, request that the Subscriber Administrator increase the workspace's quota.

> **See Also:** "Workspace Management" in the Oracle Files online help for detailed information

File Management

Each user has a My Public Files folder where he or she can store files, viewable by all Subscriber users.

Each user has a My Private Files folder where only he or she can access, store, and view files.

> **See Also:** "File Management" in the Oracle Files online help for detailed information

Searching

Users can conduct simple or advanced searches. Advanced searching lets users refine and combine search criteria. In addition, as part of the Oracle Collaboration Suite, users can use the Collaboration Suite Search, an application that lets users search any and all configured applications in the Oracle Collaboration Suite.

> **See Also:** "Search Options" in the Oracle Files online help for detailed information

Categories

By associating categories with files or folders and modifying the attributes of a category, users can organize and classify their information. Users can also search for files by category.

> **See Also:** "Categories" in the Oracle Files online help for detailed information

Versioning

Users can retain a history of file modifications by creating and saving one or more snapshots of a file.

> **See Also:** "Versioning" in the Oracle Files online help for detailed information

Review Process

Users can submit files for review, and select users to approve, reject, or just review these files.

The backbone of a review process in Oracle Files is Oracle Workflow. Using a review process, any workspace member can submit for review one or more files from their workspace to other members of their workspace. A review process ends in the approval or rejection of these files, or can expire or be cancelled prior to their approval or rejection. Members can either be Approvers or Reviewers of a review process:

- **Approver**: After receiving notification from Oracle Workflow that he or she has been asked to approve one or more files, an Approver must either approve or reject the files that have been submitted for review. An Approver cannot approve or reject individual files associated with one Review Process, but must approve or reject the files as a whole. The workspace member, who initiated the Review Process, is notified of its approval or rejection.

- **Reviewer**: After receiving notification from Oracle Workflow that he or she has been asked to review one or more files, a Reviewer can review the files. He or she can neither approve or reject files that have been submitted for review.

When you complete the Review Process, the initiator is notified of the approval or rejection of the Review Process.

> **See Also:** "Review Processes and Workflow" in the Online Help for Oracle Files for detailed information

Trash

Files deleted in Private and Public folders are moved to Personal Trash. Files deleted in workspaces are moved to a corresponding Trash folder. A user can request that the Subscriber Administrator restore files that have been emptied from the trash.

> **See Also:** "File Management" in the Oracle Files online help for detailed information

Edit-in-Place

Using Microsoft Web Folders, a user can open and edit an Oracle Files workspace file and save his or her changes directly back to Oracle Files. When a user opens a workspace file from Microsoft Web Folders to edit in Microsoft Office, the file is automatically locked in Oracle Files. Any changes made to the file are automatically saved back to Oracle Files. When the user closes the file in Microsoft Office, the file is automatically unlocked in Oracle Files.

> **See Also:** "File Management" in the Oracle Files online help for detailed information

Oracle FileSync

Oracle FileSync, using a patent-pending algorithm, synchronizes all file changes between a local machine and Oracle Files, ensuring that the contents of selected local folders and remote folders match.

> **See Also:** "FAQ" in the Oracle Files online help for detailed information

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