

Oracle[®] Collaboration Suite

Using Wireless and Voice Access

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This guide discusses Wireless and Voice Access and how you can customize notifications.

This guide contains the following topics:

- [Section 1, "Managing Wireless and Voice Settings"](#)
- [Section 2, "Managing Personal Contact Rules"](#)
- [Section 3, "Documentation Accessibility"](#)

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1 Managing Wireless and Voice Settings

Oracle Wireless and Voice settings enable you to create, manage, and select contact rules. You access the wireless and voice settings by clicking **Voice & Wireless** (as shown in [Figure 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 Contact Rule"](#) for more information about creating contact rules

Figure 1 *The Voice and Wireless Button*



1.1 Creating a Contact Rule

1.1.1 Voice Access and Alert Settings

Complete the following fields:

- **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 of those people in the field provided. List the first and last name of each person, separating 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"](#) 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 Oracle9iAS Wireless. The port number range is 7777 to 7877. To ensure that you are using the correct port number, check the port number for Oracle9iAS Wireless stored in the `ORACLE_HOME/install/portlist.ini` file.

1.1.2 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.

1.2 Adding a Contact Rule

To add a Contact Rule, click **Add** in the **How to Reach Me** table and complete the following fields:

- **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 notifications. 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.

1.3 Editing a Contact Rule

To edit a contact rule, select the radio button of the contact rule you want to modify. Complete the following fields:

- **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.

1.4 Deleting a Contact Rule

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

1.5 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.

1.5.1 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.

1.5.2 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.

1.5.3 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.

1.5.4 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.

1.5.5 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.

1.5.6 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.

1.6 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.

1.6.1 Editing an E-mail Address

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

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

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

1.6.2 Editing a Fax Number

To edit a fax number, do the following:

1. Edit the name for your fax machine in the **Name** field.
2. Enter the telephone number for your fax machine in the **Fax Number** field.
3. Click **Finish** after entering your information.

1.6.3 Editing a Mobile Phone

To edit a mobile telephone number, do the following:

1. Edit the name for your mobile telephone in the **Name** field.
2. Edit the telephone number for your mobile telephone in the **Mobile Phone Number** field.
3. Edit the e-mail address for your mobile phone in the **Mobile Phone Email Address** field.
4. Click **Finish** after entering your information.

1.6.4 Editing a Pager

To edit a pager, do the following:

1. Edit the name for your pager in the **Name** field.
2. Edit the e-mail address for your pager in the **Pager Email Address** field.
3. Click **Finish** after entering your information.

1.6.5 Editing a PDA

To edit a PDA, do the following:

1. Edit the name for your PDA in the **Name** field.
2. Edit the e-mail address for messages transmitted to this PDA in the **PDA Email Address** field.
3. Click **Finish** after entering your information.

1.6.6 Edit Phone Number

To edit a telephone number, do the following:

1. Edit the name for your telephone in the **Name** field.

2. Edit the telephone number for your telephone in the **Phone Number** field.
3. Click **Finish** after entering your information.

1.7 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**.

2 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.

2.1 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 2 *Selecting a Contact Rule from the Oracle Collaboration Suite*



2.2 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 Oracle9iAS 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, asynchronous-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 an 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 control 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](#)

2.2.1 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 3 *Selecting a Contact Rule from a Device*



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

Figure 4 The Confirmation Page (from a Device)



2.2.2 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*.

2.2.3 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.

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