

Oracle® Beehive

Using BlackBerry

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This document describes how to access Oracle Beehive from your RIM BlackBerry device using Oracle Beehive Client and Oracle Beehive Communicator.

Note: These instructions are specific to BlackBerry users only. For information about accessing Oracle Beehive from your iPhone or Windows Mobile device, see the following documents:

- *Oracle Beehive Using iPhone or iPad*
 - *Oracle Beehive Using Windows Mobile Device*
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The Oracle Beehive Client and Communicator enable you to access your instant message contacts; start and continue ongoing chats, send e-mail and text messages, access and synchronize your calendar and tasks, search the corporate directory, view user profiles, and set preferences on your RIM BlackBerry mobile device.

The following functionality is available to BlackBerry users from Oracle Beehive:

- E-mail, calendar, tasks, and contacts are kept fully up-to-date using Oracle Beehive's Mobile Messaging Client for BlackBerry smartphones.
- Mobile Instant Messaging possible using Oracle Beehive's Mobile Communicator.
- Mobile SMS Alerts.
- Mobile Device Management.

Before Using Oracle Beehive Client and Communicator

Before you begin using Oracle Beehive Client and Communicator on your BlackBerry, ensure that you have successfully installed, registered, and configured your BlackBerry mobile device to connect to the Beehive server. See the section "Configuring your BlackBerry" in the *Oracle Beehive Registering and Configuring Mobile Devices* page.

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About Beehive Client

Oracle Beehive Mobile Messaging Client for BlackBerry smartphones provides reliable wireless access to e-mail, calendar, tasks, and contact information directly from the

BlackBerry smartphones native Mail and PIM applications the users are familiar with. Users can set preferences to control the amount of data being retrieved, minimize battery use, and can be automatically turned off when roaming allowing for on demand requests.

Supported Devices

For an updated list of supported mobile devices, refer to the Oracle Beehive Mobile Device Certification Matrix at:

<http://www.oracle.com/technetwork/middleware/bee hive/documentation/oracle-beehive-mobile-phone-matrix-155598.pdf>

Beehive Mobile Client Components

Oracle's Beehive Mobile Client consists of both platform and application components. Upon download, Beehive Client installs the Oracle Beehive mobile platform, the Beehive mobile management console.

The console, in cooperation with the Beehive Device Management service, installs all necessary application components (Beehive Client, Beehive Messaging, and Beehive Communicator) and configures any needed settings. (For more information about how to use Oracle Beehive Client, refer to [Using Beehive Mobile Client on your BlackBerry.](#))

After the installation process is complete the console will continue to work with the device management service to ensure that the mobile software image on the device remains up-to-date.

To begin downloading and installing Oracle Beehive Mobile Client, see [Getting Started on your BlackBerry.](#)

Connectivity Modes

There are two modes of connectivity associated with how your BlackBerry device connects to the Beehive server.

- [Auto Connect On](#)
- [Auto Connect Off](#)

By default, the Beehive Client will automatically connect to the Beehive server. Occasionally, you may want to switch modes, depending on available connectivity and network services.

Auto Connect On

In Auto Connect On mode, Beehive Client remains connected to Beehive Mobile Services and updates your data automatically. If network connectivity becomes unavailable, Beehive Mobile Client will continuously attempt to re-establish contact with Beehive Mobile Services.

Auto Connect Off

In Auto Connect Off mode, Beehive Client is not connected to the server, even when network connectivity is available. You can choose not to auto connect mode when you know service coverage or network connectivity is unavailable. Doing so helps conserve your battery and save on wireless networking roaming charges.

You can configure your device to synchronize your data the next time the device is online and connected. For more information, see [Auto Connect](#).

Using Beehive Mobile Client on your BlackBerry

You can use Beehive Client to manage and synchronize your data and set preferences at any time from your BlackBerry device.

This section contains the following topics:

- [Getting Started on your BlackBerry](#)
- [Synchronizing Data on Your BlackBerry](#)
- [Checking Beehive Status on Your BlackBerry](#)
- [Changing Beehive User Preferences on Your BlackBerry](#)
- [Managing Beehive Mobile Client Components](#)

Getting Started on your BlackBerry

Ensure you have successfully installed Oracle Beehive Client. For installation information, refer to the *Registering and Configuring Mobile Devices* page.

Starting Oracle Beehive Client

Start Oracle Beehive Client by selecting the "Beehive Client" icon from the panel. The location of the Beehive Client depends on where it was downloaded on your device. You can move the Beehive client to another folder or location by selecting **Move to Folder** from the Beehive Client menu.

Upon starting Beehive Client, you will see a list of installed applications (Beehive Messaging and Beehive Communicator). A brief status for each is shown below the name of each component.

Select an application and then the application menu to get started.

Synchronizing Data on Your BlackBerry

Anytime you want to synchronize your Beehive e-mail, calendar, tasks, or contacts, start the Beehive Client icon and select **Sync** from the Beehive Messaging menu options. Oracle Beehive will synchronize data stores you have selected to be synced.

Note: Whenever you are in Auto Sync On mode, synchronization will happen automatically. In Auto Sync Off mode, follow these steps to synchronize your data on demand.

To check the status of your synchronization, or check for delivery details and connection issues, see [Checking Beehive Status on Your BlackBerry](#).

Checking Beehive Status on Your BlackBerry

You may want to check Beehive status periodically if, for example, you are not receiving e-mail, or if your calendar items do not appear updated. The status logs displays any errors or warnings which can help determine your issue.

To check Beehive status:

1. Click the Beehive Client icon from the panel.
You will see Beehive installed applications list, Beehive Messaging and Beehive Communicator. A brief status for each is shown below the name of each component.
2. To see the status logs of Beehive Messaging, click Beehive Messaging menu and select **Status Logs**.
You can check the time, date, and description of the status logs. You may refresh the status logs by selecting the **Refresh** option.
3. When finished, click the back button to return to the main screen.

Changing Beehive User Preferences on Your BlackBerry

Select the Beehive Client icon from the panel, Beehive Messaging menu, and select **Options**. The Options screen contains the following three main options through which you can set or change Beehive Client user preferences on your BlackBerry device:

- [Auto Connect](#)
- [Data Sync](#)
- [Accounts](#)

Auto Connect

You can control the connectivity and synchronization of your BlackBerry device using the Auto Connect option. In the Auto Connect On mode, the selected application is automatically connected when the Beehive Client is started. You can specify times when your data will be automatically synchronized and set times to go offline (such as when traveling, or to save battery power).

To change connectivity mode to Auto Connect:

1. Select the Beehive Client icon, Beehive Messaging menu, and select **Options**.
2. To change to Auto Connect On mode:
 1. Select **Auto Connect**.
 2. In **Applications to Auto Connect**, select **Beehive Messaging**.
 3. In **Always Offline**, select **When Roaming** if you want to go offline when in roaming when battery life gets low. You may select the level of the battery when you want to go offline, for example, when the battery life is less than 20%, the device will go offline.
 4. In the **Online Days** option, select the days and time when you want to be online. For example, Online days are Monday to Saturday from 08.00 to 22.00. Optionally, select **Always Online (24 hours/7 days)**.
 5. In **Data Sync**, set the time interval in minutes when you want the data to sync with your BlackBerry device.
3. When finished, click **Save** to return to the main screen.

To change connectivity mode to Auto Connect Off:

1. Select the Beehive Messaging menu and select **Options**.
2. To change to Auto Connect Off mode:

1. Select **Auto Connect**.
2. In **Applications to Auto Connect**, cancel the selection for **Beehive Messaging**.
3. Click **Save**. Now the status message will read as "Auto Sync Off, Auto Connect Disabled."

Data Sync

You can set preferences to sync Beehive data to your BlackBerry device.

To set preferences to sync data:

1. Select the Beehive Client icon, Beehive Messaging menu, and select **Options**.
2. Select **Data Sync**.
3. In **Applications to Sync**, select which data stores (such as Tasks, Events, Contacts) you want to synchronize.
 - **E-Mail** - When receiving mail on your BlackBerry device, you can specify message size and storage limits, automatic or manual download of attachments.
 - E-Mail Limit (kb) - select the number, and size limit of messages contained in your inbox.
 - Attachment Cache (Mb) - select the size limit of attachments you want to download.
 - Use Signature - whether you want to use your signature in outgoing mails.
 - Read Receipt - whether you want to send Read Receipt to mails.

Note: The display of options for Read Receipt depends on the mobile OS version being used. If you are using mobile operating software 5.0 with touch screen device, you will not see the "Ask" option for Read Receipt.

- Store Sent E-Mail - select if you want to store sent mails.
- Sync Range Days before today - set the day and time for synchronization.
- **Calendar** - Under sync range for Events, set the number of days before/after today that you want to check/synchronize for new events.
 - Remove events outside of the sync range - By default, the Remove events outside of the sync Range option is selected. To keep these events, clear this option.
- **Tasks** - Under sync range for Tasks, set the number of days before/after today that you want to check/synchronize for new tasks.
 - Remove tasks outside of the sync range - By default, the Remove tasks outside of the sync Range option is selected. To keep these tasks, clear this option.
- **Address Book**
 - List of categories to sync - select the category that you want to sync. If no categories are listed, the entire Address Book will be synced.

To reload data stores on your device, click **Reload** from the Beehive Messaging Client options.

WARNING: Be sure when using the Reload option. The Reload option will overwrite data on the device by downloading fresh data from the server.

Under data stores to reload, select one more data stores to be refreshed from the server on your next synchronization.

The selected data store will only be reloaded when Beehive Client is online and connected. If Beehive Client is offline, the data store you select will be reloaded the next time Beehive Client is back online and connected.

When finished, click the back arrow to return to the main screen.

Accounts

Use the Account tab anytime you want to change your username and password, or choose to save your password.

To change Account settings:

1. Type (or change) your username.
2. Enter a new password.
3. By default, the **Save password** option is selected. If you do not want to save your password, clear this option.
4. When finished, click back button to return to the main screen.

Managing Beehive Mobile Client Components

Click the Beehive Client icon from the panel and from the Beehive Messaging menu choose Management. On the Management screen, you can view a list of installed components.

This section contains the following topics:

- [Installing/Updating/Removing Applications](#)
 - [Install/Update Applications](#)
 - [Remove Applications](#)
- [Sending Logs](#)
- [Checking License Information](#)

Installing/Updating/Removing Applications

Beehive Client includes a device manager that installs, removes, provisions, and updates both the foundation and application components of your Beehive Client installation.

Install/Update Applications

During the initial installation, you can choose to install any available updates or applications. After installation, if there is a new application available on the server,

you are automatically prompted whether you want to install the newly available applications.

Alternatively, you can manually install an application by checking for updates.

You can check version of the installed application by viewing the properties of the application. Select the application and from the menu, select **View Properties**. The Profile screen provides information on name, version, description, and application ID of the installed application.

To install/update applications on your Beehive Client:

1. Select the Beehive Client icon, Beehive Messaging menu, and select **Management**. A list of installed applications appears.
2. From the menu options, click **Check for Updates**. If you are connected to the network, Beehive Mobile Device Management client logs in and checks for available updates. If there are any applications available on the server, they will also be available for install.
3. If you want to install the updates, select **Install**. After installation, a summary of applications upgraded appears.

If you want to remove the application later, follow the steps described in [Remove Applications](#).

Remove Applications

You can remove any previously installed application on your Beehive Client through the Management menu.

To remove applications from your Beehive Mobile Client:

1. Select the Beehive Client icon, Beehive Messaging menu, and select **Management**. A list of currently installed applications appears.
2. Select the application(s) you want to remove, and click **Uninstall**.
3. Confirm to uninstall the application by clicking **OK**. A message appears "A restart is required for changes to take effect."
4. Click **Restart Now** to restart your device. You may opt to restart later. The changes will not be reflected in your device until a restart has been done.

To reinstall the application later, follow the steps described in [Install/Update Applications](#).

Sending Logs

You can send status logs to the Oracle Beehive Server.

To send logs:

1. Select the Beehive Client icon, Beehive Messaging menu, and select **Management**. A list of installed applications appears.
2. From the menu options, click **Send Logs**.
3. Confirm to send logs by clicking **OK**. After the logs are sent, you will get a delivery message.
4. Click **OK**.

Checking License Information

To view software licensing restrictions, warranty, and trademark information for Oracle Beehive Client, from the Beehive Messaging menu, click **About**. When finished viewing, click back button to return to the main screen.

About Oracle Beehive Communicator

Oracle Beehive Mobile Communicator for BlackBerry provides remote access to your Oracle Beehive People list through Instant Messaging. With Oracle Beehive Mobile Communicator, you can chat with other Oracle Beehive users instantly, while keeping track of your ongoing conversations.

Oracle Beehive Communicator also lets you browse users on your People list to see who is currently online and available, before you choose how you want to communicate. In addition to chats, you can send and receive Beehive e-mail, text messages (SMS), and receive and respond to meeting invitations, event reminders, and notifications. For more information about enabling notifications, see [Oracle Beehive Communicator Features](#).)

Using Beehive on your BlackBerry also enables you to search the corporate directory, browse your organization's reporting structure, and view users' contact information through their user profile. To customize your settings, see [Change Settings](#).

Oracle Beehive Communicator Features

The following features are available on this version of Oracle Beehive Communicator for BlackBerry:

- View People list and Presence of contacts
- Exchange Instant Messages with other Beehive users online
- Send e-mail, and text messages (SMS) (using BlackBerry applications)
- Receive and respond to notifications (if enabled)

Note: If you have Instant Message notifications, you will receive them through Beehive Communicator as you would any other Instant Message. Similarly, you can respond to them, such as to a meeting invitation, by clicking **Accept** or **Decline**. To enable notifications, see the *Oracle Beehive Central Help*.

- Search for users in the Corporate directory
- Navigate through the organizational structure
- Customize Instant Messages settings

Oracle Beehive Communicator also supports calling users directly from a chat that includes a phone number, sending a text or e-mail to an e-mail address included in the message text, or mapping a geographical location (using BlackBerry's Maps application) with a user's street address. (To use these features, Beehive Communicator opens the corresponding applications on your BlackBerry.) For more information, see [Collaborating with Users](#).

Main Menu Selections

Beehive Communicator features are organized by menu selections, depending on which screen you are viewing. When you first sign on, the People screen appears. This is your "People list" expanded (by default) to show all users and groups you have identified as Instant Message contacts.

The People list displays users (by group), and their availability. See [Using the People List](#). From the People list (when a user is highlighted), you can:

- **Start Chat** – select a user to start a chat; if you have a current conversation with one or more users, you can also select **Ongoing Chats**. (This menu item only appears when there are one or more chat sessions with users.) See [Viewing and Managing Chats](#).
- **Send E-Mail** – create new message and send e-mail to selected user. See [Send E-Mail to a User](#).
- **Call Work** – instantly contact selected user by phone. (This selection only appears if a work number is listed in the user's profile.)
- **View Profile** – view selected user's contact information (including map their location if an address is provided and your Map application is available), and organization details. See [View a User's Profile](#).
- **Search Directory** – search users in the directory; view results, contact user. See [Searching the Directory](#).
- **Set Presence** – change your presence (availability), edit your status message. See [Set Presence](#).
- **Sign In/Out** – sign in or out of Beehive Communicator, depending on whether you are offline or online. See [Connectivity on Your BlackBerry](#).
- **Full/Compact View** – change views to display more or less information
- **About** – view product information, copyright, licensing restrictions.
- **Collapse/Expand** (Available when a group is highlighted) – hide or show all users in a group

Before Running Beehive Communicator on your BlackBerry

After installation, it is recommended to verify that your device is configured correctly, and review how Beehive Communicator manages memory usage on your BlackBerry:

- [Verify your Installation](#)
- [Understand Memory Usage](#)

Verify your Installation

Follow these steps to verify your installation and setup before starting the Beehive Communicator application on your BlackBerry.

To verify your installation and setup:

1. Ensure you have downloaded, and successfully installed Beehive Communicator on your BlackBerry. (See the section "RIM BlackBerry" in *Registering and Configuring Mobile Devices*.)
2. Verify that your device is fully registered and provisioned. Remember your User Name and Password.

3. Before running Beehive Communicator on your BlackBerry, click **Options**, and select **Oracle Beehive**, then **Account**.

Under Account, check that your device has the following information (required to communicate with the Beehive Instant Messaging server):

- Account
 - **Host** (Server IP address)
 - **Port** (SSL encrypted connection)
 - **Device ID** (Identification number for the device)
 - **User** (Your Beehive e-mail address)

Note: If necessary, check with your administrator to verify your organization's server address, and your user information. See [Change Settings](#).

If your device was provisioned successfully, your server and user information should already show on this screen.

- **Password** (Check with your administrator if you do not know your password)
4. After entering your password for the first time, you can choose to save it so that you can be signed in automatically, without entering your password each time. Click the option to **Save Password**.

To check or change other account, network, or connection settings, see [Change Settings](#).

Understand Memory Usage

Memory on your BlackBerry device can affect how the Beehive server saves chats and other information you have stored using Beehive Communicator. The following factors affect your data when using Beehive Communicator on your BlackBerry:

- [Stored Chats and Messages Limits](#)
- [Memory Consumption](#)

Stored Chats and Messages Limits When the number of chat sessions you have stored exceeds 100, the oldest chat session is removed. Similarly, for single chat sessions, if the number of chat messages exchanged in one session exceeds 50, the oldest chat message (within that chat session) is removed.

Memory Consumption In rare cases, if memory consumption falls below its limit (determined by your BlackBerry), Beehive Communicator will close, and you will be prompted to reboot your device. (Chats are not saved after a device reboot.)

Getting Started with Beehive Communicator on your BlackBerry

Use Beehive Communicator to chat with other Oracle Beehive users directly from your BlackBerry, as well as send e-mail, text messages, call a user, view user profiles, and search the directory.

This section contains the following topics:

- [Start Beehive Communicator](#)
- [Connectivity on Your BlackBerry](#)

Note: Ensure you have successfully installed and registered Beehive Communicator first. See [Before Using Oracle Beehive Client and Communicator](#).

Start Beehive Communicator

Beehive Communicator starts up automatically following installation. A message appears alerting you that the "Mobile Communicator is started". Beehive Communicator also starts automatically whenever your device is turned on (though no message appears.)

Signing In

To sign in to Beehive Communicator:

1. From the Main menu, access the Applications screen, and select the Oracle Beehive "Communicator" (Beehive with chat bubble) icon.

A message appears prompting you to sign in.

2. Click **OK** to sign in.
3. Enter your Beehive password. (After signing in for the first time, you can choose to save your password on the Beehive server.) See [View Account Information \(Save Password\)](#).

Upon a successful sign-in, the People list appears.

Continue by selecting a user you want to view, chat with, contact; or search the directory. To set or change your presence, see [Set Presence](#).

Connectivity on Your BlackBerry

When you are online from your BlackBerry, Beehive Communicator remains connected to the Beehive server and updates your data automatically. If network connectivity becomes unavailable, Beehive Communicator will continuously attempt to re-establish connectivity.

When you are offline, Beehive Communicator is not connected to the server, even when network connectivity is available. You can also choose to go offline when you know service coverage or network connectivity is unavailable. Doing so helps conserve your battery while the application is not in use, and saves on wireless networking roaming charges.

Conserving your Battery Depending on how often you use Beehive Communicator, you can set rules to conserve your battery usage. See [Change Auto Connect Settings](#).

Enabling WiFi or Disabling Roaming When you travel, you may want to control your connectivity to the Beehive network by either turning on your wireless connection (WiFi) setting, or disabling your connection when roaming. See [Change Network Settings](#).

Going Offline/Online When you want to go offline, you can select the option **Sign Out** from the menu. This displays your status as "offline" to other users' People list. When

you are available and want to go back online, simply start Beehive Communicator and sign in at the prompt. If you choose to save your password, you will not have to enter it each time you sign in. See [View Account Information \(Save Password\)](#).

To go offline:

- If you are currently online, click to open the menu and select **Sign Out**.

To go online:

- If you are currently offline, click to open the menu and select **Sign In**. See [Signing In](#).

Note: To set, change (or edit) your presence when you sign in, from the menu, select Set Presence. See [Set Presence](#).

Using the People List

After signing in, your contacts automatically appear on the People list. Your Instant Message contacts are listed alphabetically. For example, if you are a manager, your "Direct Reports" will be listed before "Managers and Peers" and any other groups you have selected as contacts in alphabetic order. All members are displayed together under the group to which they belong.

From the People list (with a user highlighted), you can:

- [Start a Chat](#)
- [Send E-Mail to a User](#)
- [Call a User](#)
- [View a User's Profile](#)

Start a Chat

There are two ways to start a chat with another user. You can highlight a user on your People list and start a chat, or view a user's profile, then decide to start a chat.

Note: You can also chat with any user not on your People list by searching the directory and selecting a user from the results. See [Searching the Directory](#).

If you have ongoing chats with one or more users, you may want to start managing those conversations. See [View Ongoing Chats](#) and [Read/Respond to Chats](#).)

To select a user and start a chat from the People list:

1. From the **People** list, (or from your search results), highlight a user with whom you want to start a chat.
2. Do one of the following:
 - Click to start a chat. (Alternatively, from the menu, select **Start Chat**.)
 - From the People menu (or from a Search Directory result), select **View Profile**. From the Profile menu for that user, select **Start Chat**. (See also [Searching the Directory](#).)

A chat screen displays with the name of the selected user at the top, and their presence icon.

3. From a chat screen, type your message.
4. When finished, click (or select **Send** from the menu) to send the message. (The user's responses will appear in **Bold** type.)

Whether or not the user responds, the chat session is captured on the Chats list. To view, read, or respond to chats, see [Viewing and Managing Chats](#).

At any point in a conversation, you can return to view other users in the group on the People list by highlighting the name. To search for other users, from the People menu, select **Search Directory** to search the corporate directory. See [Searching the Directory](#).

All messages exchanged since you first opened Beehive Communicator are saved and displayed until you choose to end the conversation. See [View Ongoing Chats](#).

Send E-Mail to a User

From the People list, you can send an e-mail message to any user who is a member of a group, and whose profile includes an e-mail address, and who is currently online.

Note: You can also e-mail any user not on your People list, by searching the directory and selecting a user from the results. (The user must have an e-mail address to use this option.) See [Searching the Directory](#).

To send an e-mail message:

1. From the **People** list (or from your search results), highlight a user.
2. From the menu, select **Send E-Mail**. (This option is only available for users that have provided an e-mail address in their profile.)

An e-mail screen appears with the name of the user in the "To" line. (Add additional recipients in the next "To" or "Cc" lines.)

3. Type a subject and a message, then click (or select **Send** from the menu) to send the message.

Call a User

When you want to reach a user faster than sending an instant message or e-mail, you can instantly contact any user on your People list (that has a phone number listed in their profile) by selecting the **Call Work** option. (This option is only available when the selected user's profile includes this phone number.)

To call a user:

1. From the People list, select a user and click to open the menu.
2. From the menu, select **Call Work**. (This option is only available when the selected user's profile includes this phone number.)

A screen appears showing Beehive Communicator dialing the user's phone number (as listed in the user's profile).

With the user selected, you can also view the user's profile, start a chat, or send an e-mail. See [View a User's Profile](#), [Viewing and Managing Chats](#) and [Send E-Mail to a User](#).)

View a User's Profile

When you want to see more detail or get additional contact information for someone, you can view the profile of any user in your People list.

Note: You can also view the profile of any user not on your People list, by searching the directory and selecting a user from the results. See [Searching the Directory](#).

A user's profile shows their contact information, such as work phone number, e-mail and business address, and a view of their role/position within the organization. You can also choose how you want to communicate with that user from the user's profile screen. (See [Collaborating with Users](#).)

To view a user's profile:

1. From the People list, (or search results) select a user and click to open the menu.
2. From the menu, select **Actions**, then **View Profile**.

After loading, a screen appears with the selected user's e-mail address at the top. The user's title, local date and time, contact information, and organization details are shown in the profile.

3. Scroll to any portion of the user's contact information, then click to open the menu to contact the user based on that information. (Depending on what you select, the corresponding menu item is highlighted. For example, if you highlight the user's work number, then click the menu, the option **Call Work** is already highlighted.)

From the user's profile, you can also start a chat, call the user's work number, send an e-mail, or view map of user's address. See [Viewing and Managing Chats](#) and [Collaborating with Users](#).)

Viewing and Managing Chats

After you have started and exchanged chats with one or more users, you can view your chat with a selected user, or view all your ongoing chats with different users. Selecting a chat to view allows you to read and respond to the last chat, or end the chat session with that user.

At a glance, "chat bubble" icons that appear on the People list to the right of users' names indicate your chat status. The icon varies depending on whether a chat was received (new/unread), sent (to an offline user), or when there is an ongoing conversation with a user. These icons help you keep track of chats with users. For more detail, you can view the conversation with each user from the Ongoing Chats screen.

To manage chat sessions, you can:

- [View Ongoing Chats](#)
- [Read/Respond to Chats](#)

View Ongoing Chats

Users with whom you have exchanged chats are indicated by "chat" icons that appear to the right of the user's name on the People list.

Use the Ongoing Chats list to monitor all your ongoing chat sessions with multiple users.

From the Ongoing Chats list, at a glance, you can:

- View users' availability (online/offline status)
- View a list of users with whom you have exchanged chats
- Check whether a user has responded
- Read the first line of text of the last message sent

More About Chats Similar to the People list, a user's availability status will always be displayed. On the Ongoing Chats list, the same "status" icon appears to the left of the user's name, indicating their presence and whether or not the user is currently online. The "chat" icon can vary, depending on the chat session status:

- Star over the chat icon – indicates new message from the user
- Green chat icon – indicates ongoing chat with that user
- Gray chat icon – indicates a chat sent to a user who was offline

You can chat with any user currently online. However, you can still send messages to users who are offline. Users will receive, and be able to view your messages as soon as they are back online. They can return a message to you and you can resume the chat session at that time, if you are still online.

For more information about starting a new chat session with a user, see [Start a Chat](#).

Read/Respond to Chats

You can monitor your ongoing conversations or check new messages from the Ongoing Chats list. This is helpful when you want to check for messages you received while you have been offline.

From the Ongoing Chats list, you can view the sender's name, message arrival time, and last message. New messages are listed by most recent appearing at the top. (If you received multiple unread messages from the same user, only the most recent text and arrival time is displayed.) The date shows only if the message was received before the current day.

To read/respond to a chat by sending a reply message:

1. From the Ongoing Chats list, click to open the chat session to view the message screen.

The message screen appears with the name of the user you want to respond to at the top.

2. Type your message then click (or select **Send** from the menu) to send the message.

There are multiple ways to respond or collaborate with other users from information included in a chat message. For more information, and how to respond using different communication methods, see [Collaborating with Users](#).

Collaborating with Users

Collaborating with your team is quick and efficient using Beehive Communicator.

There are multiple ways to communicate with other users through certain types of text provided either in a chat session, or contact information contained in a user's profile.

Occasionally, you may want to contact a user through another method if that user is offline, away, or is otherwise unavailable.

To begin collaborating with users, you can:

- [Call/Text a User from a Chat Message or Profile](#)
- [Send an E-Mail from a Chat Message or Profile](#)
- [View Web Content from a Chat Message or Profile](#)
- [Search Street Address from a Chat Message or Profile](#)

Note: To use these features, Beehive Communicator opens the corresponding applications on your BlackBerry.

How to Access Information

When a message, either sent or received, or a profile includes a phone number, e-mail address, Web site link (URL), or geographical address, you can simply click on that part of the text to contact someone, or view the information. If a chat message contains more than one communication type, such as both a phone number and an e-mail address, only the communication type that appears first in the message content can be used. For example, if a message contains multiple links to different Web sites, only the first valid link that appears in the message can be accessed. If an error occurs with that first link, the next one can be used, and so on.

Follow the steps below depending on information sent or received in a chat session (or contained in a user's profile), to choose how you want to collaborate.

Call/Text a User from a Chat Message or Profile

When a chat message (either sent or received), or a user's profile includes a phone number, you can dial, or send a text message by clicking on the number.

To call or text a user:

1. From the Ongoing Chats list, open the chat message containing a valid phone number in the text. (Alternatively, from a user's profile, skip to step 2.)

Note: A valid phone number contains a minimum of six numeric digits, separated by non-numeric digits. The number can be separated by spaces or characters. Characters can include a semicolon, colon, comma, period, hyphen, equals sign, or parentheses (excluding the brackets): [; : , . - = ()].

The message screen appears showing the entire message.

2. Click to select the phone number. If the number does not include an area code, your local area code is used. (If the number is not valid, the Phone or SMS application displays an error.)

A screen appears prompting you to select an action.

3. Select **SMS** (to send a text message), or **Call** to dial the phone number. (Select **Cancel** to do nothing.) Selecting either Call or Cancel will allow you to resume the current session. Selecting SMS will end your chat session and exits you from the Beehive Communicator application.

If select Call, and the phone number is already stored in your list of contacts, the name of the person you are dialing appears on screen. If the number is not stored in your local contacts, the number appears on screen instead of the contact's name.

4. To end your call, click the **End Call** button. You are redirected back to the Beehive Communicator application, and you can resume the chat session with the same user, or select or start another chat with another user.

Send an E-Mail from a Chat Message or Profile

If a chat message you either send or receive (or in a user's profile) contains an e-mail address, you can click on that address directly from the text on screen to open a message window and send an e-mail.

To send an e-mail:

1. From the Ongoing Chats list, open the chat message containing a valid e-mail address in the text. (Alternatively, from a user's profile, skip to step 2.)

Note: A valid e-mail address consists of a line of text separated by the @ symbol, followed by a line of text separated by a period (.). The e-mail address must be separated from other text by at least one space at the beginning or end of the message.

The message screen appears showing the entire message.

2. Click to select the e-mail address.

Your BlackBerry's Mail application opens. (If the e-mail is not valid, the Mail application displays an error.)

Opening the Mail application exits you out of the current chat session, and closes Beehive Communicator. You cannot resume the current chat session. To reply to, or start another chat after sending the e-mail, start Beehive Communicator and select to View Ongoing Chats to open the chat session from the Ongoing Chats list.

3. If the e-mail address is valid, complete the subject and body of the e-mail message and click (or select **Send** from the menu) to send the message.

View Web Content from a Chat Message or Profile

When a valid link to a Web site appears in a chat message (either sent or received), or a link appears in a user's profile, you can select that link to view the Web content in your Web browser. With your browser open, you can also search, view, and perform any other actions supported by the link through the Internet.

To view Web content:

1. From the Ongoing Chats list, open the chat message containing a valid Web address (URL) in the text. (Alternatively, from a user's profile, skip to step 2.)

Note: A valid URL consists of a line of text starting with `http` or `https`. The link is separated by at least one space at the beginning or end of the message, and connects to an active, operating site.

The message screen appears showing the entire message.

2. Click to select the link.

Your Web browser opens. [If the URL is not valid, or the link is an internal address, your browser displays an error. (Your browser is not enabled to access Intranet addresses.)]

If you selected the link from a chat message, and an error occurs with the first link, and the message contained a second link, the second link may be selected, providing access to view the Web content (if it is a valid URL). Opening the link exits you out of the current chat session, and closes Beehive Communicator. You cannot resume the current chat session. To reply to, or start another chat after sending the e-mail, start Beehive Communicator and select **Ongoing Chats** to open the chat session from the Ongoing Chats list.

3. If the URL is valid, continue with viewing or accessing content through your Web browser.

Search Street Address from a Chat Message or Profile

When a valid street address appears in either a chat message (sent or received), or in a user's profile, you can locate the address on a map by selecting that address directly from the chat message or profile. This feature opens the Maps application on your BlackBerry device. Using GPS functionality on your device, Maps locates any valid street address and lets you find a route to and from that location.

Note: If your BlackBerry's Map application does not open, or an error message appears indicating the application is not present on your device or has been disabled, this feature will not be available. For more information, see [Why doesn't the Map function work?](#)

To search or map street address:

1. From the Ongoing Chats list, open the chat message containing a valid street address in the text. (Alternatively, from a user's profile, skip to step 2.)

Note: A valid street address consists of a line of text starting with `maps :` or `Maps :`. The link is separated by at least one space at the beginning or end of the message, and connects to a current address, as determined by the Maps application.

(From a chat) the message screen appears showing the entire message.

2. Click to select the address.

The Maps application opens.

If you selected the address from a chat message, opening Maps exits you out of the current chat session, and closes Beehive Communicator. You cannot resume the current chat session. To reply to, or start another chat after sending the e-mail, start Beehive Communicator and select **Ongoing Chats** to open the chat session from the Ongoing Chats list.

3. If the address is valid, you can get directions to/from the mapped address, or continue searching or viewing other locations through Maps.

Searching the Directory

When you want to contact someone that does not appear on your People list, you can search the corporate directory to find any user, along with instant access to that user's contact information.

From your search results, you can view the user's phone number, e-mail address, and place in the organization through their profile information. See [View a User's Profile](#) and [Call a User](#).

To search the directory:

1. From the menu, select **Search Directory**.

The Directory Search screen opens with a text box at the top. You can search for any user by typing the full name, or part of the user's first name, or last name. You can also search by e-mail address.

2. Enter the user's name or e-mail address in the text box at the top. To delete or change your entry, use your delete key.

3. When finished entering your information, select **Search** to begin the search.

A maximum of 20 results can be shown on screen. If your results set exceeds the maximum, try narrowing your search with a different entry.

4. When you find the user you were looking for, highlight the user and from the menu, select **View Profile**.

From the profile screen, you can view the user's contact information, and choose to instantly connect with that user by calling; or sending a text, or instant message. You can also view the profiles of other users in the same group as the user you searched. See [View a User's Profile](#). For each profile page displayed, you can continue to communicate with that user by phone, text, e-mail, or map their location using your BlackBerry's Maps application. See [Search Street Address from a Chat Message or Profile](#).

Set Presence

From the main menu, select **Set Presence** to set or change your status. In Beehive Communicator, your *presence* is your availability to exchange information with any other (subscribed) Beehive user.

When you want to let other Beehive users know your availability, you can select a default status, or type a custom status message to display.

To set your presence:

1. From the main menu, select **Set Presence**.
2. On the Presence screen, select the default status you want to display:
 - **I am available** - You are online (signed in), and appear available to all other users online.
 - **I am away** - You are online, but not available or able to respond
 - **Do not disturb** - You are online, but do not want to be contacted, or are unavailable or unable to respond

To edit the status message:

1. From the Presence menu, select **Edit Status Message**.

2. On the Status Message screen, click the arrow next to the type of status you want to display, such as `Available`.
3. On the Status Message screen, enter a new message. For example, if you have just returned from a meeting in which you were unavailable, for the `I am available` presence status you can type: `I'm back`.
4. When finished, select **Close**.
You are prompted to save, discard, or cancel your changes.
5. Select **Save** to save your changes.
Your presence with the status and message is now available to all (subscribed) users. This status and message will display until you change it in this application; either in the current, or a future session.

Change Settings

You can access your Beehive connection, network, and account settings from the Oracle Beehive Options menu.

From the Options menu, you can:

- [Change Auto Connect Settings](#)
- [Change Network Settings](#)
- [View Account Information \(Save Password\)](#)

Change Auto Connect Settings

Depending on your particular usage, you may want to change connection settings to conserve battery power on your BlackBerry. You can set a power level threshold, and specify when you want Beehive Communicator to automatically connect to the Beehive network.

Note: Beehive Communicator will not automatically connect if either the battery power level reaches your minimum setting, or when it is outside of the time range and day(s) you specified.

Use the Oracle Beehive Options menu to set rules for battery power, and specify dates and times for use.

To change your auto connect settings:

1. From the application screen, click **Options**, then select **Oracle Beehive**, then **Auto Connect**.
2. On the Auto Connect screen, for the "Communicator" application, change the rules you want your device to follow for battery level and usage. Set the time range and days you want to auto-connect to occur.

Note: In rare cases, if memory consumption falls below its limit (determined by your BlackBerry), Beehive Communicator will close, and you will be prompted to reboot your device.

3. When finished, click **Close**.

If you made changes, you are prompted to save (or discard, or cancel) your changes.

4. Click **Save** to save your changes.

Change Network Settings

Use the Oracle Beehive Options menu any time you want to check or change your network settings.

Network settings include:

- **WiFi** – Use wireless connection (if supported by your device)
- **Disable Roaming** – Use Auto-connect when roaming

To change your network settings:

1. From the application screen, click **Options**, then select **Oracle Beehive**, then **Network**.
2. Click the **WiFi** option to allow Beehive Communicator to use the wireless network (rather than 3G) if it is available.
3. Click the **Disable Roaming** option to allow Beehive Communicator to automatically connect when you are roaming. This ensures your device will not try to connect to the Beehive server when you do not have network connectivity.
4. When finished, click **Close**.

If you made changes, you are prompted to save (or discard, or cancel) your changes.

5. Click **Save** to save your changes.

View Account Information (Save Password)

After installation, you can access your Beehive account any time you want to check your server and user information. After you sign in for the first time, you can choose to save your password on the Beehive server.

Note: On your account screen, you can only change the "Save Password" setting. Only your administrator can change your server and user Information. Contact your Beehive administrator for more information.

To check your account information/save your password:

1. From the application screen, click **Options**, then select **Oracle Beehive**, then **Account**.
2. Click the **Save Password** option to either save or not save your password on the Beehive server. (Selecting this option enables you to sign in without entering your password each time.)
3. When finished, click **Close**.

If you made changes, you are prompted to save (or discard, or cancel) your changes.

4. Click **Save** to save your changes.

Troubleshooting and Limitations

Beehive Communicator will automatically report the following communication errors if the application is unable to complete an operation:

- Lost communication with the Instant Message server
- Incorrect configuration setting
- Incompatible product version
- User authenticate failure

For more information related to troubleshooting Oracle Beehive application issues, contact your system administrator.

For information related to troubleshooting device issues, refer to the user information that accompanied your BlackBerry product.

The following are known limitations that may affect how you use Beehive Communicator on your BlackBerry:

- [Why do my contacts in Beehive Communicator appear offline when they are actually online?](#)
- [Why am I getting access control issues with applications on my BlackBerry?](#)
- [Why does a "Reset" message appear after install?](#)
- [Why doesn't the Map function work?](#)

Why do my contacts in Beehive Communicator appear offline when they are actually online?

This limitation impacts all mobile devices using Oracle Beehive Mobile Communicator (iPhone, BlackBerry, and Windows Mobile devices).

Contacts you added in your desktop instant message application, who are actually online, may appear offline when accessed from your iPhone, BlackBerry, or Windows Mobile device. Thus, messages cannot be delivered to or received from "offline" contacts. This is due to a configuration in the Beehive Mobile Instant Messaging (MIM) server which provides instant messaging functionality. The MIM server considers only instant messaging addresses of type "BUSINESS_1". Thus, when adding addresses, your administrator must ensure that users' instant message addresses are the "BUSINESS_1" type.

Why am I getting access control issues with applications on my BlackBerry?

Applications on the RIM BlackBerry operating system have built-in permissions. On some BlackBerry devices, an issue may occur in which an application is selected to start, but an access control exception appears preventing access to the application. This occurs in applications that are compiled from certain features which require permissions that it does not have.

This does not affect all BlackBerry devices. The occurrence depends more on the mobile carrier, installation type, and your particular device settings.

There is no "recommended" method for assigning permissions to an application. However, you should have Beehive already installed on your BlackBerry, see the "RIM BlackBerry" section in *Registering and Configuring Mobile Devices*.

Note: To install Beehive Communicator, see the section Install Oracle Beehive Communicator in the "Configuring your BlackBerry" section of *Registering and Configuring Mobile Devices*.

If you have encountered this exception since installing Beehive Communicator, follow the steps below to troubleshoot the issue.

To troubleshoot the access control exception if it occurs:

1. From the main menu, select **Options, Security Options**, and then **Application Permissions**.
2. Select the Beehive Communicator application.
3. From the menu, select **Edit Permissions**.
4. Change the default to allow permissions.
5. From the menu, select **Save**.

Why does a "Reset" message appear after install?

The following message may appear after installing Oracle Beehive Mobile Communicator on your BlackBerry: "The device is required to reset to complete module installation or removal. Notice 1 of 5". If this occurs, click Reset Now to get to the sign-in screen, allowing you to sign in to Oracle Beehive Mobile Communicator.

Why doesn't the Map function work?

If you do not get a response, or see an error message "Maps has been disabled", when attempting to locate an address, BlackBerry's Map application has either been disabled, or is not currently installed on your device. This occurs if you selected the "View Map" menu option and were not able to map the geographical location of a street address.

To resolve the issue, ensure you have the Map application present, and enabled on your device. If you have the Map application installed on your BlackBerry device, but still see the error message, this may be caused by your network carrier disabling the application due to infrequent use of the Map functionality. Refer to your device documentation or contact your network carrier for more information.

Known Issues

- When you expand the sync days and perform a sync on your BlackBerry, older mails which are now included in the new sync range are not added to the device.
Workaround: Start a reload of your data.
- If you set a meeting sensitivity to "Private" on the server, the event will be sent to the device with "Public" sensitivity. If you modify the meeting on the device, the server sensitivity changes to "Normal". That is, all Public meetings sent to server from BlackBerry device changes its sensitivity to Normal.
- Mails are deleted on server even when Delete On option is set to "Handheld". The "Delete On" setting on BlackBerry is not supported.

- On BlackBerry OS 5.0, if you turn the data protection from Enabled to Disabled, you may no longer be able to access the device's PIM data (meetings, tasks, contacts) as it has been encrypted and then decrypted. If you reload, you may see duplicates of all objects which cannot be synced with the server.

Workaround: Delete all PIM data on your device and then perform a reload device. Do not perform a regular sync as this will result in data loss on the server.

- In BlackBerry OS 5.0, when turning data protection from Enabled to Disabled, the content of the contacts may get wiped from the device, this will trigger an update event for every contact on the device. To protect against deleting these contacts from the server, the Beehive mobile client ignores deleting contacts where the name and organization field are empty.

Workaround: Perform a reload of your contacts.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

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