

**Oracle® Communicator**

User's Guide

10g Release 3 (10.1.3)

**E12748-01**

July 2008

Oracle Communicator User's Guide 10g Release 3 (10.1.3)

E12748-01

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# Preface

This preface contains the following topics:

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Documents](#)
- [Conventions](#)

## Audience

This guide is intended for users of Oracle Communicator.

## Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Accessibility standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For more information, visit the Oracle Accessibility Program Web site at

<http://www.oracle.com/accessibility/>

### **Accessibility of Code Examples in Documentation**

Screen readers 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, some screen readers may not always read a line of text that consists solely of a bracket or brace.

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## TTY Access to Oracle Support Services

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## Related Documents

For more information, see the following documents in the Oracle Communication and Mobility Server, Oracle Containers for J2EE, Oracle Application Server, and Oracle TimesTen In-Memory Database product sets:

- *Oracle Communication and Mobility Server Administrator's Guide*
- *Oracle Communication and Mobility Server Release Notes*

## Conventions

The following text conventions are used in this document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

This chapter describes Oracle Communicator, its intended purpose, and how to use it. Additional information may be provided by your administrator.

## Introducing Oracle Communicator

Oracle Communicator enables you to keep in touch with the important people in your life. You can see your Contacts' presence (that is, their availability), and communicate with them by sending instant messages, calling, sharing files, and video calling. The application can easily be used as a phone on your PC to call within the Internet. Additionally, one can make calls to a PSTN phone or send SMS to a mobile phone if the required Sip servlets are deployed on the Sip server and configured appropriately.

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**Note:** A Banner Notification may appear when you start Oracle Communicator. It is a way for your system administrator to contact you about Oracle Communicator, or about any other organizational information. Banners may be persistent (that is, they remain on your screen), or you may be able to dismiss them by clicking on a **Close** button (as set by your administrator).

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## Getting More Help

The Help pages in the product describe all Oracle Communicator functionality, in-context; you may or may not have all functionality enabled depending on the version provided by your service provider.

This guide is meant to give you an overview of the functionality of Oracle Communicator. Its screens illustrate functionality, but your screens' appearance depends on the theme selected. The appearance of your screens will vary, depending on your theme. In this guide, and in Help pages, you will see screen examples using the *Slate* theme. Some functionality is accessed differently depending on the selected theme. Your service provider will make one or more themes available to you, and you may select them using the Preferences dialog.



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## Setting Up Oracle Communicator

This chapter describes installation and set-up of Oracle Communicator. Topics include:

- [Install Oracle Communicator](#)
- [Get Started](#)
- [Settings](#)

### Install Oracle Communicator

In order to install Oracle Communicator, you must run the installation program. Your service provider will point you to the installation program.

Start the installation program, and follow the on-screen instructions.

### Get Started

After you install and start the application, accomplish these tasks:

1. [Adjust Audio Settings](#) using the *Audio Setup Wizard*
2. [Create a New Account](#) and register; you may need to provide a username and a password for authentication.

### Adjust Audio Settings

To use your computer for voice and video communications, you must verify (and possibly adjust) your audio settings. Use the *Audio Setup Wizard* that appears the first time you start the application.

**Figure 2–1 Audio Setup Wizard**

### Audio Setup Wizard

Use the Audio Setup Wizard to verify and adjust settings for your audio equipment. The Audio Setup Wizard appears automatically after you install Oracle Communicator.

You can also start the Audio Setup Wizard at any time from the Audio tab in the Preferences dialog (**Settings > Preferences > Audio**).

Follow the instructions in the Audio Setup Wizard to choose the sound devices you want to use for voice and video communications, and to adjust settings.

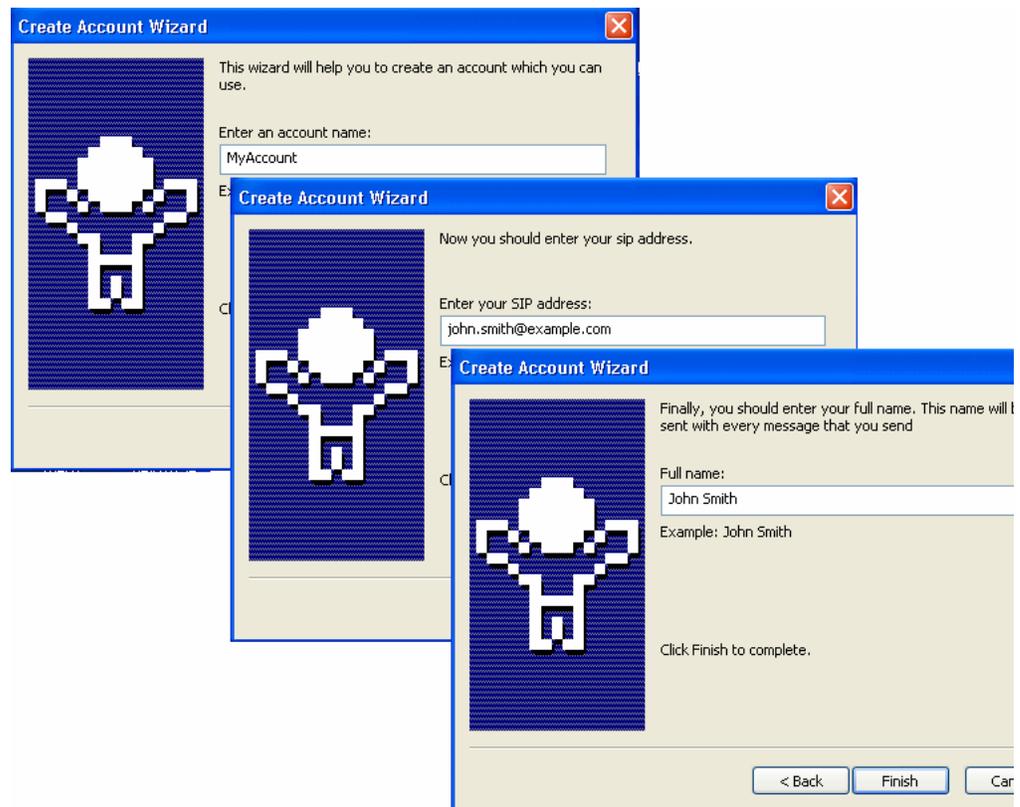
## Create a New Account

Before you can start using Oracle Communicator, you must create an account. The account will contain information about you and your contact information. You may create multiple accounts (in the same way as you can have several email accounts).

When you start Oracle Communicator for the first time, you do not have any accounts. The *Create Account Wizard* dialog is launched automatically.

### Create Account Wizard

On the first page of the Create Account Wizard dialog, enter a name for your account. Enter an account name that you can remember, such as your name or *Work* or similar, and click **Next**.

**Figure 2–2 Create Account Wizard**

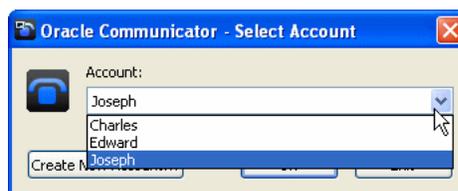
The second page of the wizard requires you to enter a SIP address. Enter your SIP address and click **Next**.

Your SIP address usually looks very similar to an e-mail address. It is possible that your SIP address is in fact the same as your e-mail address. Contact your service provider or network administrator if you don't know your SIP address.

On the third and last page of the Create Account Wizard dialog, in the *Full name* text box, enter the name you want others to see when you communicate with them. This name will be included in the communication dialog when you send messages or call someone. Click the **Finish** button.

## Select an Account

When you start Oracle Communicator, you will see the *Select Account* dialog.

**Figure 2–3 Select Account dialog**

## Select Account Dialog

Select the account you want to use in the Account drop-down list box and click **OK**. The selected account will be used. If you click **Cancel**, the application will close.

If you want the application to automatically select this Account, select the checkbox *Automatically sign in with this account*. You will not see this dialog the next time you start the application since the account will be selected automatically. If you have signed in with an account automatically, but would like to use another account, you can sign out from the current account.

You can also create a new account by clicking the **Create New Account** button. If there is no account available, which is the case the first time the application runs, you must create an account before you see the *Select Account* dialog. The *Create Account* wizard is displayed automatically when starting the application the first time.

## Authenticate

Authentication secures your information when using Oracle Communicator. You authenticate by providing your username and your password. Your username is usually your SIP address but might also be another name (provided by your service provider).

### Authentication Dialog

If you enter an incorrect combination of username and password, authentication fails and you cannot access Oracle Communicator. You will then be asked again to authenticate.

**Figure 2–4** *Authentication dialog*



By clicking **Cancel** in the *Authentication* dialog, you give up the authentication attempt and the action you tried to perform will fail.

By checking the *Save password* checkbox in the *Authentication* dialog, you can save your username and password. Then you don't need to authenticate yourself again when you open Oracle Communicator. The username and password are saved locally on your computer.

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**Note:** If you save your password, anyone using the same computer can log in as you. For security purposes, you should not save your password on a shared computer

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If you save your password, you can *unsave* it in the future from the *Preferences* dialog.

## Register to a Server

Registering to a server means starting Oracle Communicator and logging in. When registered to a server, you become available for communication and can see the presence of your *Contacts*. Your own presence will be updated to show that you are now available on the SIP service on which you registered (such as a PC).

You authenticate yourself when logging on; this protects your SIP address from unauthorized use.

## Menus

Most commands and actions can be reached through the menu bar; note that the buttons look different depending on the theme you have chosen.

**Figure 2–5 Main menu bar**



- *Settings* menu contains Preferences among some other menu items
- History enables you to control the History settings
- *Create New Group* menu is used to create new groups
- *Contacts Menus* include icons that enable you to *Add*, *Search*, and *Hide* Contacts

## New Application Versions

When your service provider makes a new application version available, you may automatically be notified when you start Oracle Communicator. The message will appear in a message dialog telling you where you can find the new version. Click on the button in the message dialog to go to the web page where you can download the new version. Follow the instructions given there to download and install the new version. The update can be required or recommended.

*Required* upgrades prevent you from running Oracle Communicator until you upgrade. It is important that you update because new versions include fixes of earlier errors, and can contain new functionality.

**Figure 2–6 New Version dialog**



If a version is *Recommended*, you have a choice to install or defer the upgrade. When you see a new version message, you can take one of the following actions:

- Click the **More Information** button to be taken to an upgrade page that gives you information and instructions.
- Click **Close** to ignore the upgrade alert until the next time you start Oracle Communicator.

- Click the **Don't remind me of this upgrade again** checkbox to discontinue being reminded of this particular upgrade. When another upgrade is available, you will be notified.

## Terminology

Here are some common terms used in Oracle Communicator:

- *Administrator*—An administrator is a person who sets up your Oracle Communicator environment for you. The Administrator provides the functionality you can use (such as network connectivity and calling features). The Administrator also provides the information you need to log on to and use Oracle Communicator, and answers your questions.
- *Contact*—A Contact is someone you add to your Contact List. By adding them, you subscribe to their presence information.
- *Contact List*—Your personal list of Contacts.
- *Echo cancellation*—When in a voice call (using, for example, the PC speakers and microphone) the voice quality can be affected by the echo from your surroundings and the voice sound from the speakers back to the microphone. Echo cancellation is a function to remove this echo.
- *Echo suppression*—When in a voice call (using, for example, the PC speakers and microphone) the voice quality can be affected by the echo from your surroundings and the voice sound from the speakers back to the microphone. Echo suppression is a function to reduce this echo.
- *Group*—A group of Contacts in the Contact List.
- *Instant Message*—A text message that you can send to a Contact, or receive from a Contact.
- *Presence Information*—The presence status (presence icons) and presence message.
- *Presence Message*—Your optional presence message can be used to further describe your availability.
- *Presence Server*—The place to which you register; provided by your service provider.
- *Presence Status*—Your presence status (presence icons) indicates your availability to others.
- *Register*—In order to use the functionality in Oracle Communicator, you must first register (create an account and password).
- *Service Provider*—A Service Provider is a person, department, or outside company that provides the underlying connectivity (Internet, audio, video) that you use when using Oracle Communicator.
- *SIP Address*—An address that works for many different kinds of communication. The address is SIP service-independent and looks like an e-mail address (for example: your.name@example.com).
- *Sound Effect*—A sound effect is a sound that can be played during a call. Both you and the other party will hear the sound.
- *User ID or User Identity*—The User ID is unique and identifies your account to your service provider. The User ID, together with your Password, will be used for authentication when you register or try to access a service. For convenience you

can choose to save the User ID and Password in your client, but this lessens security.

- *Video Call*—A video call includes both audio and video.
- *Voice Mail Notification*—If you have a voice mail inbox, you can get notifications from this inbox when you receive a voice mail.
- *Voice Message*—A recorded sound message that is sent or received as an instant messages. Normal instant messages are text.

## Settings

You decide how your Oracle Communicator looks and behaves. These attributes are controlled through *Settings*, which you control.

## Preferences

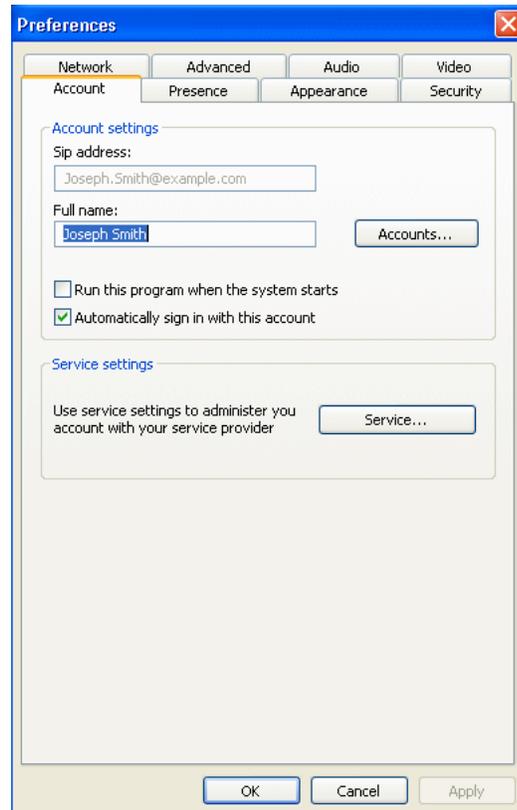
In the *Preferences* dialog in the *Settings* menu, you can change your settings for how Oracle Communicator should look and behave on your PC. You can set the following preferences:

- [Account Preferences](#)
- [Presence Preferences](#)
- [Appearance Preferences](#)
- [Security Preferences](#)
- [Network Preferences](#)
- [Audio Preferences](#)
- [Video Preferences](#)
- [Advanced Preferences](#)

After making your changes click **Apply** or **OK**. Click **Cancel** if you want to close the Preferences dialog without applying your changes.

### Account Preferences

To change you account preferences click **Preferences** in the *Settings* menu and then click the **Account** tab.

**Figure 2–7 Account preferences**

On the first page you can change your account and service settings.

After making your changes click Apply or OK. Click Cancel if you want to close the Preferences dialog without applying your changes.

**SIP Address** The **SIP Address** text box shows what SIP address is used in this account. If you want to use another SIP address you must create a new account.

**Full Name** In the **Full name** text box you can change the name that is included in all messages you send and calls you make. The recipient will see this name or the Display name if she or he has set one for you.

**Accounts** Click the **Accounts...** button to see the list of accounts you have created. You can delete accounts by selecting the desired account, and clicking the **Delete** button. Click the **Close** button when you are finished.

**Deleting Accounts** To delete an account, click on the account name to select it, then click the **Delete** button.

**Automatic Start** Check the **Run this program when the system starts** checkbox if you want Oracle Communicator to start automatically when you start your PC.

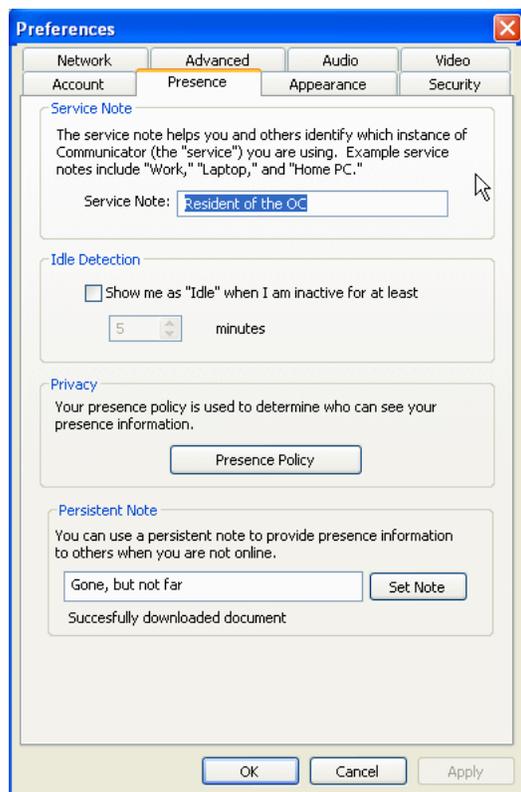
**Automatically Signing In** Check the **Automatically sign in with this account** checkbox if you want the application to automatically use this user ID when Oracle Communicator starts. Automatically signing in with this account is the default setting.

**Service Settings (Optional)** The **Service** button is a link to your service provider's web pages where you can change your service settings. This button may or may not appear, depending on what your service provider has set up for you. What service settings you can change depend on the services provided to you. Contact your service provider for more information.

## Presence Preferences

To change your presence preferences click **Preferences** in the *Settings* menu and then click the **Presence** tab.

**Figure 2–8** Presence preferences



After making your changes click **Apply** or **OK**. Click **Cancel** if you want to close the Preferences dialog without applying your changes.

**Service Note** The optional text that is written in the *Service Note* box specifies what you want to call this client, for example *PC at home*, *PC at work*, *laptop*, and so on. This text is shown in others' Contact Lists.

**Idle Detection** By enabling this feature (checking the checkbox), it is possible to automatically change your presence status to *Idle* when there is no activity on your PC for the specified time (in minutes). This tells your Contacts that you were available on this machine, but have not been active on it for the specified amount of time.

**Privacy** Under the *Privacy* heading, you can click the **Presence Policy** button to change who is allowed to see your presence information. The *Presence Policies* dialog will appear.

**Persistent Note** Under the *Persistent Note* heading, you can enter a message that will be visible to all of your Contacts when you are offline. To enter a Persistent Note, type in some text, then click **Set Note**.

## Appearance Preferences

To change the appearance preferences click **Preferences** in the *Settings* menu and then click the **Appearance** tab.

**Figure 2–9** *Appearance preferences*



After making your changes click **Apply** or **OK**. Click **Cancel** if you want to close the Preferences dialog without applying your changes.

**Themes** The theme determines how Oracle Communicator's main dialog and communication dialog for messaging, telephony and video will look and sound. You can change your theme to any theme included in the *Themes* drop-down menu.

**Sound Events** Oracle Communicator uses sounds to alert you if a special event occurs. Using the Sound events checkboxes, you can decide if you want the sound to be played when the event occurs or not. The following sound events can be changed:

- *Incoming Message* sound is played when you receive a new message from someone.
- *Contact Goes Online* sound is played when one of your contacts goes online.
- *Contact Goes Offline* sound is played when one of your contacts goes offline.
- *Voice Mail Received* sound is played when a notification about new voice mail is received.

Click on one of the sound events and click **Play** to hear how it sounds.

**Show main window on top of all other windows** This setting will cause Oracle Communicator's Main window to always stay on top of all other windows on you desktop when it is not minimized.

**Minimize to system tray when closing** This setting will cause Oracle Communicator's Main window to minimize to the system tray instead of shutting down when you click the **Close** button at the right top of the window. To shut down the application when this setting is activated you must right-click the application icon in the system tray and select **Exit**.

**Messages** Choose what should happen when the **Enter** key is pressed when writing a message. Either send the message or insert a new line in the message.

In the *Render smileys graphically* checkbox you can choose to render smileys graphically or just as text :-) in the Message area in the Communication dialog.

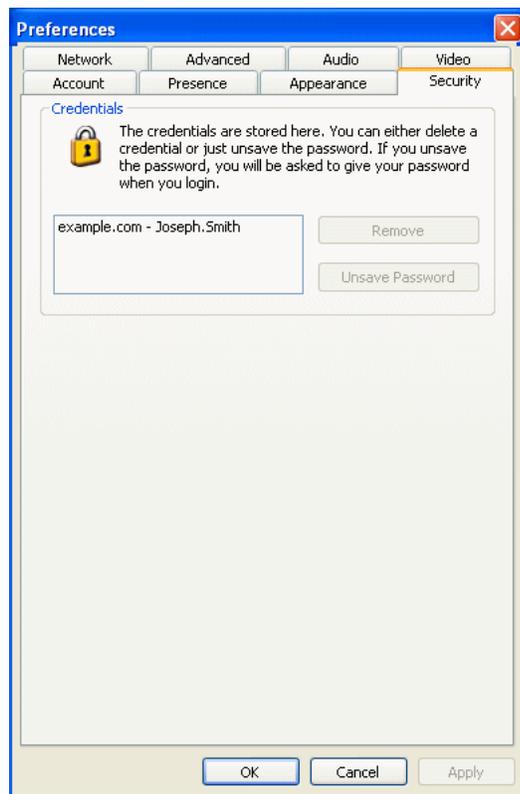
In the *Show message timestamps* checkbox you can choose to show message timestamps when a message is sent.

**Ring Signal** The default ring signal will be used when someone calls you, unless you have selected a particular ring signal for the caller. With this setting, you can change what sound to use as the default ring signal. It can be one of the built-in ring signals, or a wave sound file that you select. To select your own default ring signal, choose **Select other...** in the drop-down menu and then locate your sound file, which must be in *.wav* format. This sound will be looped when it is used as ring signal, so not all sound files are suitable.

You can revert to the original ring signal by selecting **Use the standard ring signal** in the drop-down menu.

## Security Preferences

To change the security preferences click **Preferences** in the *Settings* menu and then click the **Security** tab.

**Figure 2–10 Security Preferences**

After making your changes click **Apply** or **OK**. Click **Cancel** if you want to close the Preferences dialog without applying your changes.

**Credentials** When you are required to authenticate yourself, you can choose to save your password (Saving your password is the default setting.). What you actually save are your *credentials*; a username and a password. Saving credentials decreases security. You can *unsave* a password or remove the whole credential if you like. To do so, click on one of the credentials in the list and click **Unsave Password** if you do not want the password to be saved for this credential; click **Remove** to remove the credential altogether.

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**Note:** Changes you make to your password or credentials will take effect the next time you log in.

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## Network Preferences

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**Important:** Your system administrator may have provided you with a customized installer that will prepopulate the network settings. If that is the case, you do not need to modify the settings on this tab.

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To change the network preferences click **Preferences** in the *Settings* menu and then click the **Network** tab.

**Figure 2–11 Network preferences**

After making your changes click **Apply** or **OK**. Click **Cancel** if you want to close the Preferences dialog without applying your changes.

**Proxy Settings** Check the **Use a proxy server** checkbox and fill in the *Address:* field if you want to use a proxy server. Proxy servers are used in many organizations, depending on the way the system is set up. Your service provider will provide proxy server information, if needed.

**XDMS Settings** Check or uncheck the **Use HTTPS checkbox**, depending on server configuration.

**LDAP Settings** Your organization may use LDAP services for looking up people and groups. If so, set your LDAP server here. Your service provider will provide the information you must use here. Buttons in the LDAP settings field include: **Add...**, **Edit...**, **Remove**, and **Set default**. These buttons, and the fields they contain, should only be used if you are sure of the information, or if you are instructed to use them by your service provider.

Check the **Use STUN** checkbox, fill in the *Host:* and *Port:* fields if you want to use STUN. Your service provider will give you this information if needed.

**Voice and Video Quality** Move the *Connection speed* slider bar to the speed that corresponds to your network connection speed. 64 Kbps corresponds to the speed of a 64 Kbps modem connection and 1-2 Mbps corresponds to a LAN connection. Leave the Connection speed slider on 256 Mbps if you are unsure. The connection speed setting helps Oracle Communicator use a suitable connection configuration.

## Audio Preferences

To change the audio preferences click **Preferences** in the *Settings* menu and then click the **Audio** tab.

**Figure 2–12** Audio preferences



After making your changes click **Apply** or **OK**. Click **Cancel** if you want to close the Preferences dialog without applying your changes.

**Voice Playback** In the **Playback device** drop-down list box, you can choose the sound playback device (from the list of available devices) you want to use for voice calls.

If you have a USB headset, it is recommended that you select it here as the voice playback device.

**Voice Recording** In the **Recording device** drop-down list box, you can choose what sound record device you want to use for voice calls.

If you have a USB headset, it is recommended that you select it here as the voice recording device.

**Silence Suppression** If you check the **Use silence suppression** checkbox, your client will only send sound when you are talking and not send any sound at all when there is silence. This saves bandwidth.

**Echo Cancellation** If you check the **I am only using headphones** checkbox, you will turn off echo cancellation as this is not needed in this case. Uncheck this checkbox if you want to turn on echo cancellation to, for example, use your PC as a speaker phone and you are not using headphones. Note that echo cancellation only works for voice calls, not for video calls.

**Audio Settings** The **Audio...** button takes you to the PC's system audio settings. These depend on your PC. Use the system audio settings to control where sound alerts such as a ringing signal should be played.

If you have a USB headset, you should select the USB headset as Voice playback and Voice recording device (see above) and to select the computer's built-in sound card in the system audio settings. This makes all voice communication go through the headset, and alerts such as ringing signals will go through speakers connected to the computer's sound card.

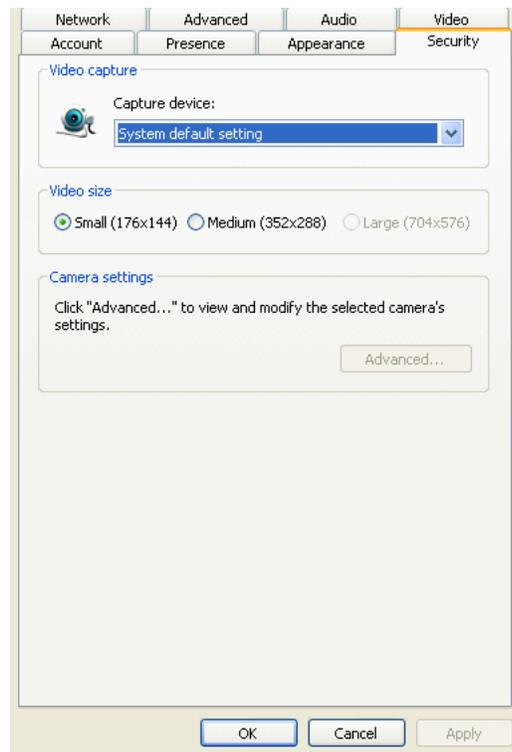
Check the **Use PC speaker for incoming call alerts** checkbox for the application to play a beep in the internal PC speakers at incoming calls. Note that this functionality is hardware-dependent and for some PCs the beep sound is played very loudly in your headset. In this case you should uncheck this checkbox.

**Voice Sound Volume** The **Volume...** button takes you to the PC's sound hardware settings from where you can adjust and test the volume levels. These depend on your PC. Checking **Allow the client to check volume levels before making a call** allows you to do the following when placing or answering a voice or video call:

- Mute/unmute speakers
- Mute/unmute microphone
- Display a warning if the speaker volume is zero
- Display a warning if the microphone volume is zero
- Automatically pause audio playing software, such as Windows Media Player

### **Video Preferences**

To change the video preferences click **Preferences** in the *Settings* menu and then click the **Video** tab.

**Figure 2–13 Video preferences**

After making your changes click **Apply** or **OK**. Click **Cancel** if you want to close the Preferences dialog without applying your changes.

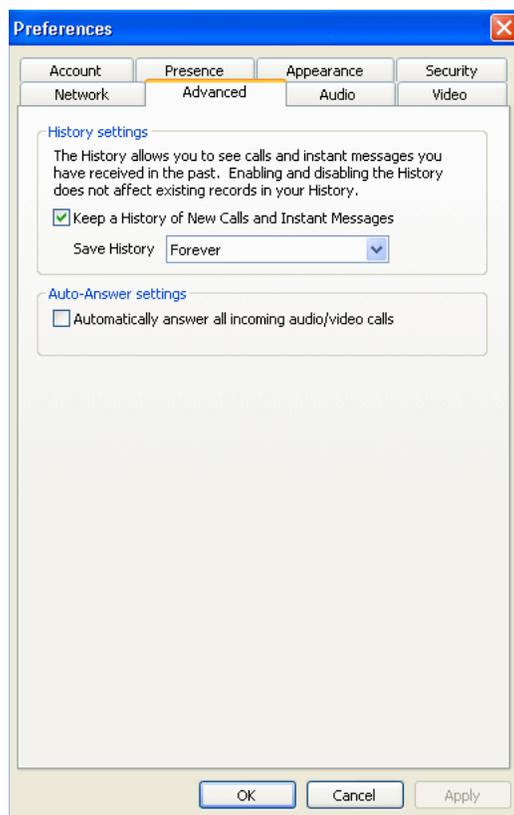
**Video Capture** In the **Video capture** drop-down list box, you can choose the video capture device you want to use (from the list of available devices) for video calls.

**Video Size** You can choose what video size you prefer to send in your video calls. Note that this will only be your preferred image resolution and not necessarily the resolution that is used in all video calls since the image resolution in the sent video stream also depends on the receiving party's capacity.

**Camera Settings** Depending on your video camera, you can set different video settings such as brightness, contrast, zoom, white balancing, and so on. Click the **Advanced** button to open your camera's video settings.

### Advanced Preferences

To change the advanced preferences, click **Preferences** in the *Settings* menu and then click the **Advanced** tab.

**Figure 2–14** Advanced preferences

**History Settings** The *History* contains a record of communications you've had, including audio/video calls as well as the content of instant message conversations. You can also use it to contact someone with whom you've communicated in the past.

You can control whether or not these records are kept (and, if they are kept, the length of time for which they are kept) in the **Advanced Preferences** tab. On that tab, *Keep a History of New Calls and Instant Messages* is selected by default. If this box is checked, a record of any communications (calls, video calls, instant messages) will be saved in your History. You can also set the time period for which you want to retain these records (*Forever*, *Until I sign out*, *For 14 Days*, *For 30 Days*).

**Save History Option** If you choose not to keep your records forever, old records are only deleted when you sign out of your account.

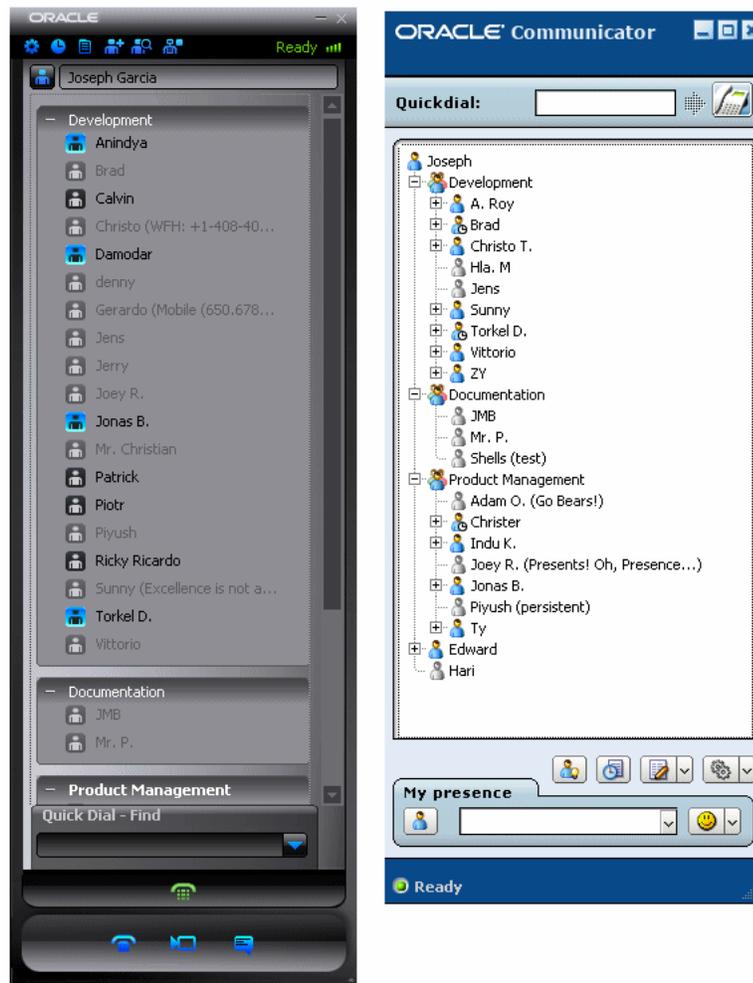
You may delete individual records from the History (or the entire History) by using the *History* dialog.

**Auto-Answer Settings** In the **Advanced Preferences** tab, you can choose to set the Auto-Answer setting. Choosing this option will have Communicator automatically answer incoming calls. After making your changes click **Apply** or **OK**. Click **Cancel** if you want to close the Preferences dialog without applying.

## Themes

The *theme* determines how Oracle Communicator's Main window and Communication dialog for messaging, telephony and video will look and sound. To change the themes, from the *Settings* menu, click **Preferences**, and then click the **Appearance** tab.

Figure 2–15 Themes



Select a theme; your changes will be saved and the same theme will be used the next time you start Oracle Communicator. Available themes depend on your service provider.

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## Who's Your Buddy?

This chapter describes how you can get the most out of using Presence. You set your Presence to let the world know something about you, such as your location, availability, or any other information, and you view your Contacts' Presence to learn the same types of information about them. Topics include:

- [Presence](#)
- [New Subscribers](#)
- [Contacts](#)

### Presence

*Presence* means being able to see your Contacts' availability, and to display your availability.

A *Contact* is any person about whose presence you are interested. One person can simultaneously be available on multiple SIP services. For example, you can be logged on with the same account both with Oracle Communicator on your home PC and on an IP phone at the same time.

The main presence indicator is a presence icon (their appearances vary according to theme):

- *Available* on at least one SIP service
- *Busy*, and does not want to be disturbed
- *Away*

You can toggle among these presence indicators by clicking on the **Presence** icon.

### Set Presence

In addition to the graphical presence indicators, you can type in a *Presence Note*, which is shown next to your name in the Contact List. This can be used to convey more information that you want to share. To add information to your Presence Note, click in the Presence field and type in your note. Then press Enter, or just click outside the text field. Your new Presence note appears.

**Figure 3–1** *Presence Note*



You can also add Smileys to your Presence Note. To do so, click on the smiley face next to the Presence Note field, and select your favorite Smiley.

**Figure 3–2 Adding a Smiley to your Presence**



Toggling between presence statuses (icons) does not change the presence text; these two pieces of information are independent.

### Save Presence

You can store a presence status/presence text combination for later use. To do this, click the down-pointing arrow on the drop-down in the *My presence* text area and select **Save current presence**. You can recall the saved state(s) by selecting one from the drop-down area.

The drop-down area also stores each of the three presence statuses (*available*, *busy* and *away*) along with *empty* text (into which you can enter your own text). Selecting one of these (indicated by the angle brackets in the drop-down selection list) will set your presence status to the indicated status and will clear your presence text.

**Figure 3–3 Choosing Presence Statuses**



A user cannot set his/her presence status to *unavailable*; rather, this is the presence status others see when you are offline. You can set a persistent note (in **Preferences > Presence**) that will also be displayed to users when you are offline.

A user who is otherwise available may also become idle if away from his/her computer for a customizable period of time. You can set whether to go idle and how long the computer is idle before going into that state (in **Preferences > Presence**).

All available SIP services are shown under each Contact's presence icon. If a person is logged in to at least one SIP service, there will be a small plus (+) icon in front of their presence icon. If you click on the plus (+) icon, you will be shown the list of SIP services on which the Contact is logged.

### Change Presence Menu in the System Tray

To remove your saved presence sets choose **Clear saved presence** in the *Save Presence Status* drop-down menu. Note that this will remove all your saved presence sets.

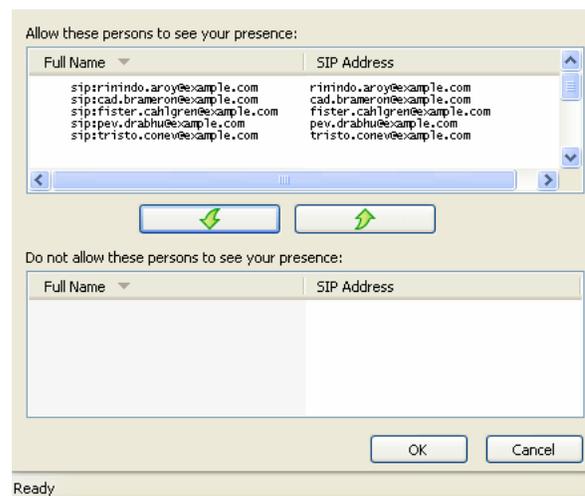
## Presence Policy

You can decide who is allowed to see your presence information and who is not. People who are interested in your presence status are called *presence watchers* or just *watchers*. Whenever someone subscribes to your presence, he or she becomes a watcher. Just subscribing is not enough, though; in order to actually get your presence information, a watcher must be approved by you.

People who are accepted watchers are allowed to see your current presence, and will receive updates when it changes. People who are not accepted will not be allowed to see your presence or get any updates.

The first time you can decide if someone is allowed to see your presence is when they have added you to their *Contact List*. You will then see the *New Subscribers* dialog. However, you can change your mind at any time and change who is allowed to see your presence. To see and change the presence policy list, click **Preferences** under the *Settings* menu and then click the **Security** tab. Click the **Presence Policy** button and the Presence Policy dialog appears.

**Figure 3–4** Presence Policy

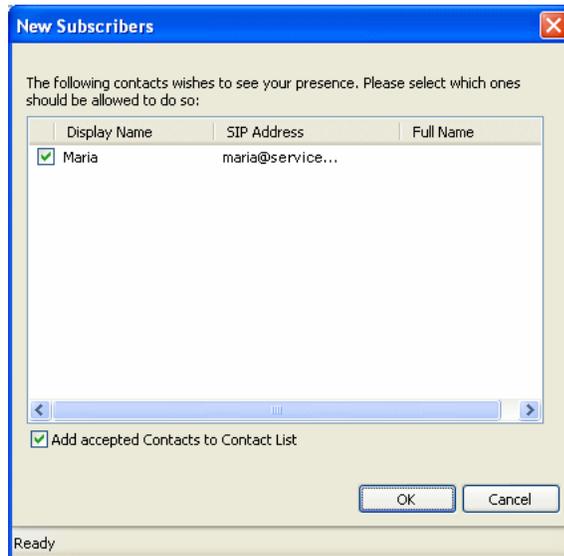


### Presence Policy Dialog

The Contacts in the upper area are accepted as watchers, the people listed in the lower area are not, and may not even ask you to allow them to see your presence again. You can move people between the different states by selecting them and clicking the arrow buttons. When you click **OK** your presence policy will be saved.

## New Subscribers

You will receive a notification if someone adds you to their *Contact List*. You must then decide whether or not to grant permission to see your presence information. The *New Subscriber* dialog appears.

**Figure 3–5 New Subscribers dialog**

## New Subscriber Dialog

The New Subscriber dialog will also be displayed when you start the application if one or more Contacts have added you to their Contact List while you have been disconnected.

If you do not want a Contact to see your presence, uncheck the checkbox to the left of the name of this Contact. This Contact will not be notified that you rejected the request, but will only see you as a grey ghost figure, a Contact with no information, in his or her Contact List. All checked Contacts will see your presence. You can change who can or cannot see your presence using presence policy settings.

At the bottom of the dialog there is an **Add Accepted Contact to Contact List** checkbox. If this checkbox is checked, the Contacts will be added to your Contact List. If you do not want to add these Contacts, just uncheck the **Add Accepted Contact to Contact List** checkbox. Click **OK** to apply your choices.

If you add a new Contact to your Contact List and the Contact is not already in your Contact List, the *Contact Properties* dialog with information about the Contact will appear.

**Figure 3–6 Contact Properties dialog**

The screenshot shows the 'Add or Search Contact' dialog box. The title bar reads 'Add or Search Contact'. The dialog is divided into three tabs: 'Contact Properties', 'Search', and 'Search Results'. The 'Contact Properties' tab is selected. On the left side of the dialog, there is a blue sidebar with a stylized contact icon. The main content area contains the following fields and controls:

- SIP address: m.bartiromo@example.com
- Group: Product Management (dropdown menu)
- Display name: Maria
- Full name: Maria Bartiromo
- Email: m.bartiromo@example.com
- Web: (empty field)
- Street: 787 Dreamliner Way
- Postal Code: 84015
- City: Layton
- Country: UT
- Work Phone: 8015551212 (dropdown menu)
- Mobile Phone: (empty field)
- Home Phone: (empty field)
- Work Phone: (empty field)
- Ring signal: Metallic (dropdown menu) with a 'Play' button
- 'Get Info from Server' button

At the bottom of the dialog, there are three buttons: 'Communicate' (dropdown menu), 'Add Contact', and 'Close'.

## Contacts

Contacts are people using Oracle Communicator. You can share information about yourself with them, and communicate with them.

## Manage Contacts

Not all Contacts are equal. There are some that you may want to allow to view your *Presence*, and there are others whom you do not. The choice is yours; you control access.

## About the Contact List

The *Contact List* (also called the *Buddy List*) shows all of your Contacts, Contact Groups, and their presence statuses. Names displayed in the Contact List can be changed in the properties for each Contact. When one of your contacts come online or goes offline, their name is highlighted for a few seconds.

**Figure 3–7 Buddy List**



**Main Screen**

Depending on the theme you are displaying, your Contact List will look different, and behave slightly differently.

For example, in the *Slate* theme, clicking on a Contact's name will display:

- phone numbers that you have entered for this contact
- a drop-down with buttons for actions such as Instant Messaging, Voice and Video contact, (depending on the capabilities of that Contact)
- a menu button that enables you to message this contact. Additionally, you can delete the Contact, rename it, or open the Properties dialog for this Contact.

In the *Communicator* theme, clicking on a Contact's name displays the SIP Services that Contact is using. When you right-click on the Contact's name, a drop-down list is displayed from which you can message this contact. Additionally, you can delete the Contact, rename it, or open the Properties dialog for this Contact.

Your administrator may have configured the Contact List's information to be stored on a server. If that is the case, the same Contact List will be downloaded even if you install Oracle Communicator on different machines. If it has not been configured in that way, the you must create a new Contact List wherever you install Oracle Communicator.

## Create Contacts

To create a new Contact in your Contact List:

1. Select **Add Contact...** in the *Edit Contact List* menu or in the Context menu that appears when you right-click in an empty area of the Contact List. The *Add or Search Contact* dialog appears. You can either manually enter the data for the Contact, or search for a Contact on your network.

**Figure 3–8** Adding a Contact

The screenshot shows the 'Add or Search Contact' dialog box. The 'Contact Properties' tab is selected, displaying the following fields and values:

- SIP address: m.bartiromo@example.com
- Group: Product Management
- Display name: Maria
- Full name: Maria Bartiromo
- Email: m.bartiromo@example.com
- Web:
- Street: 787 Dreamliner Way
- Postal Code: 84015
- City: Layton
- Country: UT
- Work Phone: 8015551212
- Mobile Phone:
- Home Phone:
- Work Phone:
- Ring signal: Metallic

Buttons include 'Get Info from Server', 'Communicate', 'Add Contact', and 'Close'.

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**Note:** In this release, when using the *Oracle Communicator* theme, you can add a new Contact to an existing group at the time you create the Contact. Select the Group to which you want to add the new Contact from the drop-down list.

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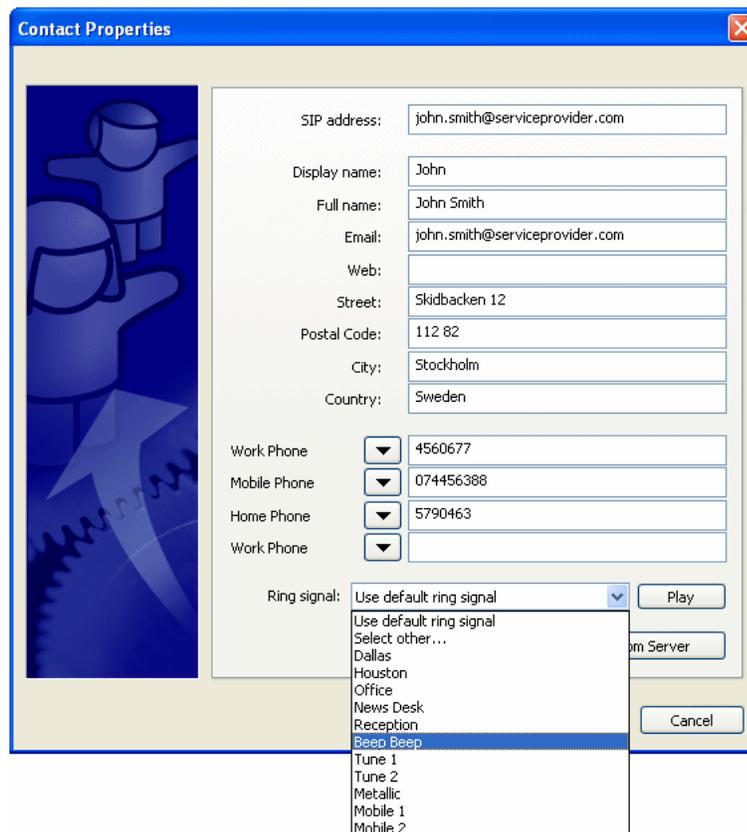
2. Enter a *SIP address*, a *Display name* or a *Full Name* for the Contact. If you enter a SIP address you can click the **Get Info from Server** button to get more Contact Information from the server (this feature only works if your administrator has set it up for you). Otherwise, enter Contact Information manually in the text boxes.

**Note:** All data you have entered manually will be overwritten with the information returned from the server when using the **Get Info from Server** function.

If you enter a Display name for a Contact, that is what will be displayed in the Contact List and in the messages and calls received from this Contact. If no display name is given, the Full name is displayed instead. If neither Display name nor Full name is given, the SIP address is displayed. You must enter a SIP address to be able to see presence and send instant messages to this Contact. If you wish, you can enter a postal address and telephone numbers that are associated with the contact. To enter a telephone number, select one of either Work Phone, Home Phone or Mobile Phone and enter the number in the adjacent field.

3. Choose a custom ring signal for the Contact in the *Ring Signal* drop-down menu, or use the default ring signal.

**Figure 3–9** Ring signals menu



4. Click the **Add Contact** button and the new Contact will appear in your Contact List and the Add or Search Contact dialog will close.

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**Note:** When you have added a Contact with a SIP address, this Contact will receive a message requesting permission to subscribe to his or her presence. The Contact may approve/reject in the New Subscriber dialog.

---

You can also add the Contact you are communicating with from the **File** menu in the Communication dialog.

## SIP Services

In the *Communicator* theme, if a Contact is online, you can expand the branch they are on by pressing the plus sign (+) next to their name to see the SIP service or services they are on.

### Devices

If a Contact is online on any SIP service, a SIP service presence symbol will appear under her or his name for each SIP service they are running. Presence status is shown next to each SIP service.

In the *Slate* theme, a blue symbol that toggles between a plus sign (+) and a minus sign (-) to the left of the expanded Contact enables you to display or hide SIP information for that Contact.

**Figure 3–10** *Devices: Sip phone*



Note that this might be a SIP service with no presence, such as a SIP phone. In that case, the Contact's presence will be offline but showing the registered SIP service with this symbol.

This will only be the case for a PC SIP service. If the Contact logs off a particular SIP service, the SIP service presence symbol under that Contact is removed.

## Edit Contacts

To change the information about a Contact in your Contact List:

1. Right-click the Contact you want to edit and select **Properties...** from the Context menu.

**Figure 3–11** *Edit Properties*



2. The *Contact Properties* dialog appears in which you can change the information for the selected Contact. Enter the data in the text boxes. If the Contact has a SIP address, you can click the **Get Info from Server** button to get more contact information from the server.

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**Note:** All data you have entered manually will be overwritten with the information returned from the server when using the **Get Info from Server** button.

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3. Choose a custom ring signal for the Contact in the *Ring Signal* drop-down menu, or use the default ring signal. Custom ring signals will only work if the Contact has a SIP address.

A Contact must at least have a SIP address, a Display name or a Full name. You must enter a SIP address to be able to see presence and send instant messages to this Contact. Contacts are displayed in the *Contact List* with the name given in the *Display name* field. If no Display Name is given, the *Full name* is displayed instead. If neither Display name nor Full name is given, the *SIP address* is displayed in the Contact List.

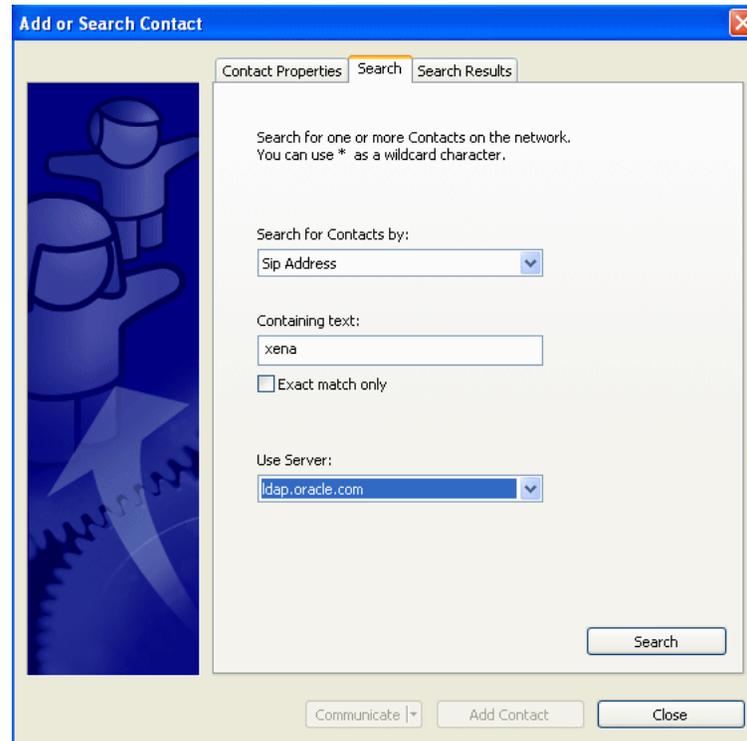
4. Click **OK** when you are done editing the Contact Properties.

## Search for Contacts

You can search for Contacts instead of creating them manually. Then you can add them to your Contact List, or communicate with them.

In the following example, a user is searching for Contacts in their organization's LDAP server. In order for such a search to work at your organization, an Administrator must have set up the LDAP server beforehand.

Figure 3–12 Search Contacts



1. Select **Search Contact...** from the *Edit Contact List* menu or from the *Context* menu that appears if you right-click the Contact List area. The *Add or Search Contact* dialog appears, showing the page for searching for Contacts.
2. Select the criteria you want to search by in the *Search for Contacts by* drop-down menu. Then enter your search text in the *Containing text* text box. If you check the **Exact match only** checkbox, the search will only return contacts with information matching the exact text you have specified. Otherwise, the search will return any Contact with information containing the text you have specified. Finally, select on which server you want to search in the *Use Server* drop-down menu.
3. Click the **Search** button to display the search results, which will be displayed on the next page of the dialog. If you hover over the returned *Contacts* you can see more information about them. You can sort the results by clicking on the column headings.
4. Select the Contacts you want to add to your Contact List. To select several Contacts at the same time, use the *Shift* or the *Ctrl* key at the same time as you select them.
  - To add the Contacts without viewing or editing the Contact information, click **Add Contacts**. The Contacts are added immediately.
  - To view or edit the information of a selected Contact before you add it, select the Contact and then click the **View Properties** button. The Contact's information is shown. Edit the information by entering or modifying data in the text boxes. When you are done editing, click the **Add Contact** button. The Contact is added to the Contact List.

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**Note:** When you have added a Contact with a SIP address, this Contact will receive a message saying that you want to subscribe to their presence. The Contact can then approve/reject your request the *New Subscriber* dialog.

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5. Click **Close** to close the dialog.

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**Note:** Contacts who are already in your Contact List are not added. From the Contact List you can edit your Contacts.

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## Delete Contacts

Select the Contact you want to delete. Then right-click and choose **Delete** from the Context menu. When you delete a Contact, Oracle Communicator prompts you if you are sure that you want to delete the Contact. A check box (checked by default) indicates that you want to block the deleted contact from watching your presence.

Deleting a contact does not remove that Contact from the watcher list; the Contact will still be able to see your presence (if you do not want them to see your presence, you must make a change in the presence policy dialog.).

By pressing the **Shift** or the **Ctrl** key when selecting Contacts, you can select several Contacts to delete simultaneously. You can also delete a *Group* that contains Contacts.

## Create Groups

*Groups* are collections of Contacts. You may for instance want to keep certain contacts in a group (*Workmates*, for example) for ease of viewing. To create a Group:

**Figure 3–13** *Creating a Group in the Slate theme*



1. Depending on your theme, click an icon, or right-click in the Contact List area and select Create Group. A new Group is created in your Contact List.
2. Edit the name of the group.
3. To move Contacts to the Group, use drag-and-drop; click the Contact, drag it to the group and drop it. A plus (+) sign appears to the left of the group, click it to expand the group and show the included Contacts.

## Edit Groups

You can change the name of a group and also move the Contacts out of a group or to another group. To move a Contact, simply drag and drop the Contact over the group title to which you want to move it.

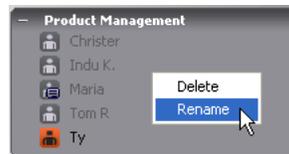
To rename a Group:

1. Right-click the group and select Rename.
2. Enter the new name in the text area and press **Enter**, or click anywhere outside the text box.

## Delete Groups

To delete a group:

**Figure 3–14** *Delete Group*



1. Right-click the group you want to delete and select **Delete**. A warning appears asking if you want to delete.
2. Click **OK** to proceed with the deletion. The group and the Contacts in the group are deleted from your Contact List.

To delete a group but keep one or more of the Contacts in the group, move the Contacts out of the group first. Then delete the group. You can also just delete the Contacts.



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## Using Oracle Communicator

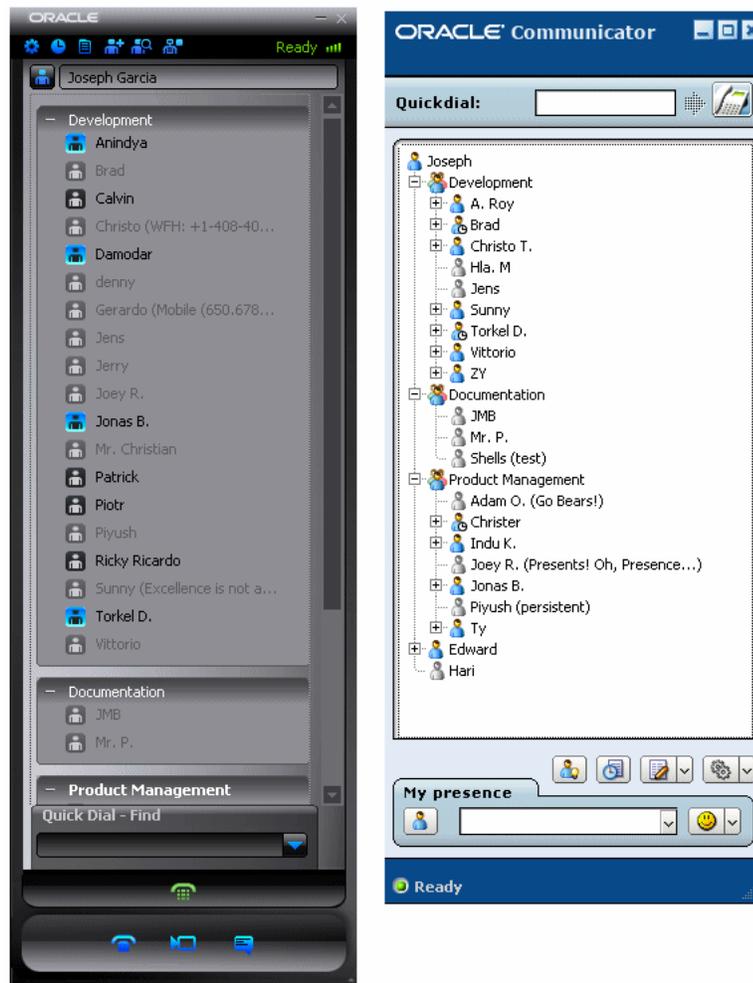
This chapter describes the main usage areas of Oracle Communicator. Topics include:

- [Understanding the Communications Dialog](#)
- [Instant Message](#)
- [Telephony](#)
- [Video](#)
- [File Transfer](#)
- [Troubleshooting](#)

### Oracle Communicator Main

The main window for Oracle Communicator shows you your contacts and provides the menus from which you can take most of your actions.

Figure 4–1 Oracle Communicator Main window



You can access your Contacts from here, and you can use the menu items:

- [Settings](#)
- [History](#)
- [Create New Group](#)
- [Contacts](#)

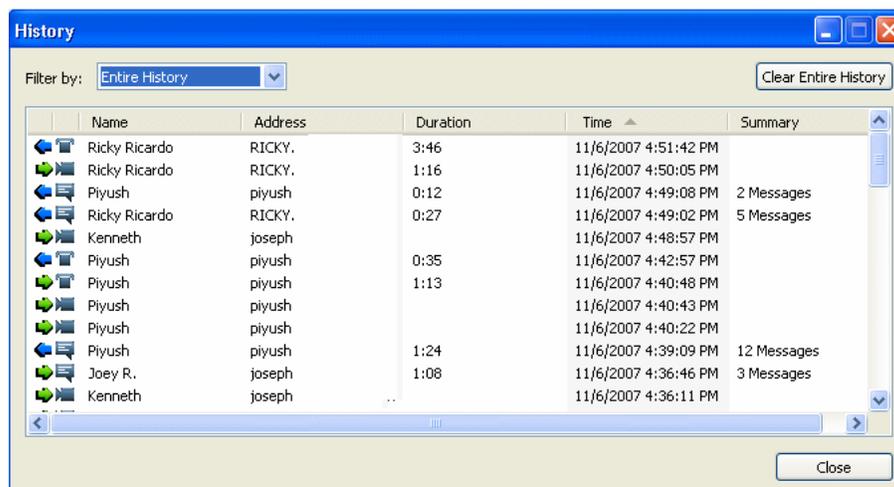
## Settings

Use the Settings Menu to set up your Oracle communicator, and to customize it for your use. For more information on the Preferences, see [Get Started](#).

You also use the Settings menu to access online Help, and to log off and/or exit Oracle Communicator.

## History

Oracle Communicator saves *History* for Instant Messages, and for placed, received and missed calls. History makes it easy for you to call back, when for example, you have missed a call.

**Figure 4–2 History**

### Open History

To open History:

1. Select **History** from the *Communicate* menu or  
Select **History** from the **File** menu in the Communication dialog.  
In the *Slate* theme, click the **Show History** icon.  
The History dialog appears.
2. Use the Filter by drop down menu to choose to see:
  - Entire History: all calls
  - IMs Only: only Instant Messaging communications
  - Calls Only: only audio and/or video calls
  - Incoming Calls Only: calls you have accepted or declined
  - Outgoing Calls Only: calls you initiated
  - Missed Calls Only: calls you have missed

The first column shows an arrow indicating the direction of the record (incoming or outgoing). An arrow pointing to the right indicates an outgoing call; an arrow pointing to the left indicates an incoming call.

The second column indicates whether the record was a voice, video, or instant messaging call.

### Delete History

You can remove individual items from the history by selecting them and pressing the Delete key or right-clicking on one of the items and choosing *Delete this entry*. If you click **Clear Entire History**, you will delete all of the records.

### Communicate with a Contact in History

You can double-click on an instant message record to see the contents of that conversation. These contents will appear in a new communications window.

To communicate with a Contact in the History, right-click on any of the sessions and choose an action from the Communicate menu.

### Add a Contact from History

You can add a Contact to your Contact List from the History list, if it is not already in your Contact List.

1. Right-click the Contact in the list and select Add to Contact List. Note that if the Contact is already in your Contact List, the Add to contact list menu item is inactivated. The Contact Properties dialog appears.
2. Edit the information in the text boxes or use the Get Info from Server button to get Contact information from the server. See [Create a Contact](#) for more information about creating a contact.

## Create New Group

You can create a new group using the Create New Group icon on the menu bar. For more information on Creating and otherwise manipulating Groups see [Create Groups](#).

## Contacts

There are four Contacts icons on the menu bar that you use to create and manipulate Contacts. They are:

**Figure 4–3 Contact icons on the menu bar**



- [Create Contacts](#)
- [Search for Contacts](#)
- Show/Hide offline Contacts that enables you to display only online Contacts, or to display all (online and offline) Contacts.
- Show/Hide Contacts with Phones that enables you to display only Contacts with registered phones, or to display all Contacts whether or not they have registered phones.

## Other Main Window Actions

From the Main window of Oracle Communicator, you can also take other actions, such as:

- [Set Presence](#)
- [Make an Audio Call](#)
- [Make a Video Call](#)

## Understanding the Communications Dialog

The Communications dialog is your main vehicle for communicating with Contacts. To open the Communications dialog, double-click on a Contact in your Contact List. From the Communication dialog you can communicate in different ways:

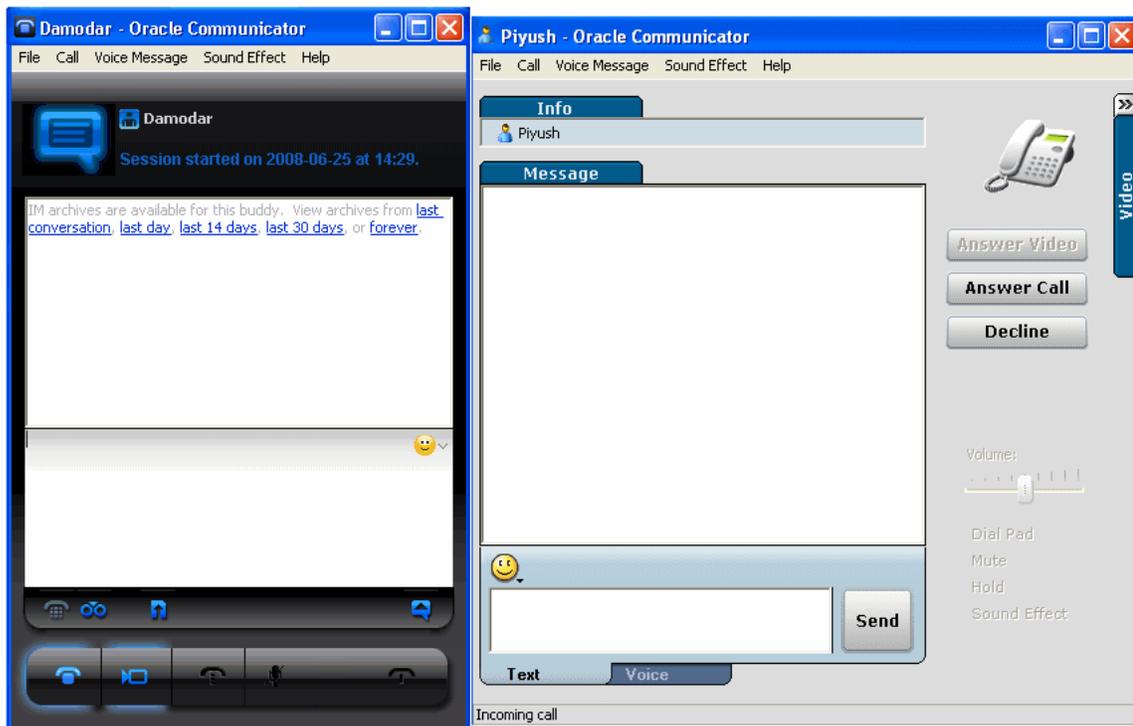
- [Instant Message](#)

- [Make an Audio Call](#)
- [Make a Video Call](#)

## Communication Dialog

The Communication dialog is the area from which you will take most actions. You can choose to show or not show the *Video image* area. In the *Slate* theme, you click the round button in the upper-right to activate video images; in most other themes, you click the arrows next to the **Video** tab in the Video image area.

**Figure 4–4** Communications dialog



The Communication dialog also gives you information about your calls, such as to whom you are talking, if you are in a call or not, if you call is on hold and your call duration.

### Save Message

From the **File** menu in the Communication dialog you can save a message dialog. Choose **File > Save Text** to save the text of a communication.

### Add Contact from Communication Dialog

If you are communicating with someone who is not already on your Contact List, you can add the person to your Contact List.

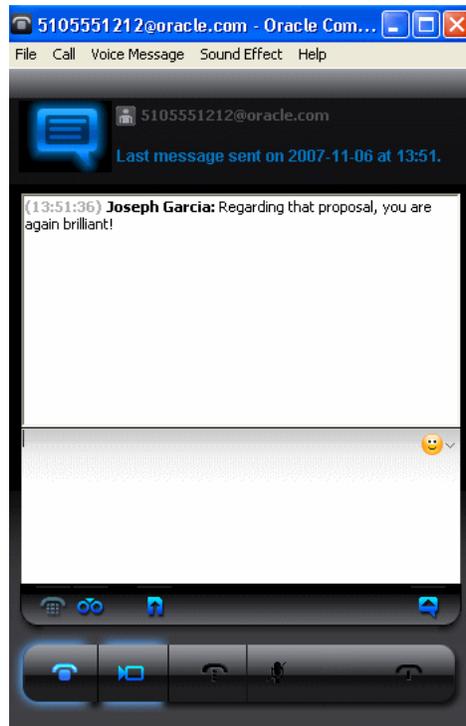
1. Select Add Contact from the File menu. The Contact Properties dialog appears.
2. Edit the information in the text boxes or use the Get Info from Server button to get Contact information from the server. See Create a Contact for more information about creating a contact.

If you want to move your Contact List between different computers you can store your Contact List on the server. To do this, select *Store Contact List* in the Edit Contact List menu.

## Instant Message

This section describes the Instant Messaging functionality of Oracle Communicator.

**Figure 4–5** *Sending an instant message*



## Introduction

Use Instant Messaging to send and receive text messages from your Contacts. Oracle Communicator not only enables you to transmit text messages, but you can switch to an audio and/or video call from the Instant Messaging window, exchange audio messages, and even do file transfer.

### Send an Instant Message

You can send instant messages to your Contacts, or anyone else with a SIP address. There are two kinds of instant messages: *text messages* and *voice messages*.

To send an instant text message to a Contact in your Contact List, double-click the Contact name. The Communication dialog appears. Enter a text message in the lower part of the dialog and click **Send**. Your message has been received by the recipient when it appears in the Message area.

You can also add smileys to your messages. Just click on the Smiley icon and choose one of the Smileys that appear.

When you close a Message dialog, you are prompted to confirm that you want to exit the conversation.

From the Communication dialog you can start a telephone or video call to the same Contact with whom that you are chatting.

**Send IMs to People Not in your Contact List** To send an instant message to someone not in your Contact List, enter a SIP address in the Quickdial text box in the Main window and select **Send Message...** from the Communicate menu to the right of the text box. The Communication dialog appears. Write your text message in the lower part of the dialog and click the **Send** button. Your message has been received when it appears in the Message area.

**Quickdial Query** In the *Slate* theme, Quickdial displays a list of Contacts matching your input. For example, if you wanted to see all of the Contacts whose names began with *jo*, you would enter those letters into the Quickdial field. Contacts matching the letters are displayed.

**Figure 4–6 Quickdial**

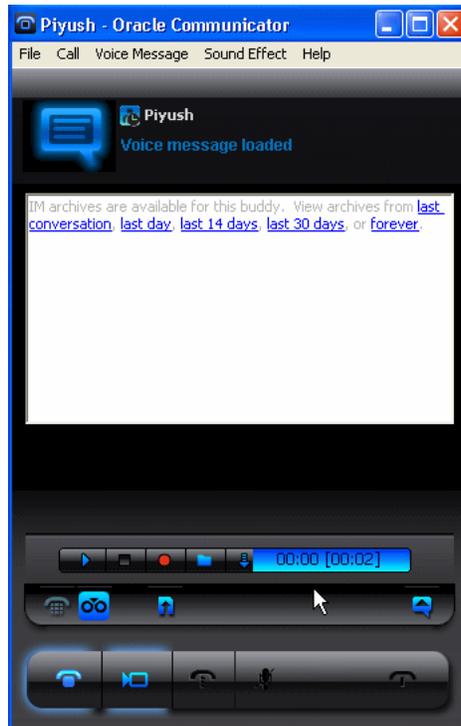


If there aren't any matches, then a list of recently entered values is displayed.

**Send a Message to non-Oracle Communicator Users** To send an instant message to someone not in your Contact List, enter a SIP address in the *Quickdial* text box in the Main window and select **Send Message...** from the Communicate menu to the right of the text box. The Communication dialog appears. Write your text message in the lower part of the dialog and click the **Send** button. Your message has been received when it appears in the Message area.

### Send a Voice Message

In addition to sending instant messages as text, you can record and send voice messages.

**Figure 4–7 Voice message**

To do so, click the **Voice** tab in the lower part of the dialog (in the Slate theme, click the **Show Voice Message Panel** button). You will see the voice message controls that you use when you are working with voice messages.

When you receive a voice message you can see how long the message is (in seconds). Click on the voice message link to play the message. Use the controls to play the message again if you like.

Instead of recording your own message, you can load a voice message from file. From the **File** menu, click the **Load** button and select the file you want to load. The file must be in *.wav* format.

Note that not all Contacts may be able to receive voice messages; it depends on the equipment they use.

Also note that the duration of voice messages is limited to one minute.

**Record a Voice Message** Click the **Record** button and speak your message in the microphone. When you are done, click the **Stop** button. Before you send the voice message, you can listen to it by clicking the **Play** button. To send the voice message, click the **Send** button. Your message has been received by the recipient when it appears in the Message area.

**Save Voice Messages** If you have listened to a voice message and want to save it, click the **Save** button and select where the file should be saved. The voice message will be saved as a *.wav* file, which can be played in most sound applications.

## Smileys

To add smileys to your message, click the Smiley button in the Communication dialog and select the smiley of your choice.

Figure 4–8 Smileys



## Telephony

Telephony refers to the telephone-calling features of Oracle Communicator. This section describes the powerful features of Oracle Communicator telephony.

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**Note:** This feature relies on a dialout SIP Servlet deployed and configured on the SIP server to handle SIP INVITES.

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## Introduction

Oracle Communicator enables you to make voice calls to other Oracle Communicator users, fixed phones and mobile phones (Your service provider must configure Oracle Communicator to make use of this functionality.). You need speakers and a microphone on your computer, or as recommended, a headset connected to your computer, to use the phone in the application.

### Make an Audio Call

Before making a call, ensure that your speakers and microphone are connected and turned on.

To call a Contact, select the Contact from the Contact List. Right-click the Contact and select **Call** from the *Context* menu. If the Contact you selected has several possible addresses to call, for example both a SIP address and a telephone number, select which one you want to use; the Communication dialog appears and the Contact's phone starts ringing.

You can also double-click the Contact (which opens the Communication dialog) and then click the **Call** button. Note that when calling from the Communication dialog, the call is placed to the SIP address even if this Contact's has a specified phone number in contact properties.

You will be notified of the status of the call with sounds and text messages in the status bar in the Communication dialog.

Click the **Hang-up** button or close the Communication dialog to end a call. The call duration is shown in the dialog during and after the call.

**Communication Dialog** To call someone you do not have in your Contact List, enter a SIP address or phone number in the Quickdial field, and click **Call** from the Communicate menu. The Communication dialog appears and the person's phone starts ringing.

**Use Quickdial** \*In the *Slate* theme, Quickdial displays a list of Contacts matching your input. For example, if you wanted to see all of the Contacts whose names began with *jo*, you would enter those letters into the Quickdial field. Contacts matching the letters are displayed.

If there aren't any matches, then a list of recently entered values is displayed.

## Answer an Audio Call

When someone calls you, you will hear a ringing signal (if your speakers are turned on), and a message pops up to notify you that you have a call. Click the pop-up, and the Communication dialog appears.

Click the **Answer Call** button to answer the call. Make sure your speakers and microphone are connected and turned on.

Click the **Decline** button if you want to decline the phone call; the other party will be notified of the decline.

Note that if you chose to have your call automatically answered, Oracle Communicator will automatically answer all incoming calls. If you close the Communication dialog for an incoming call, the call will automatically be declined.

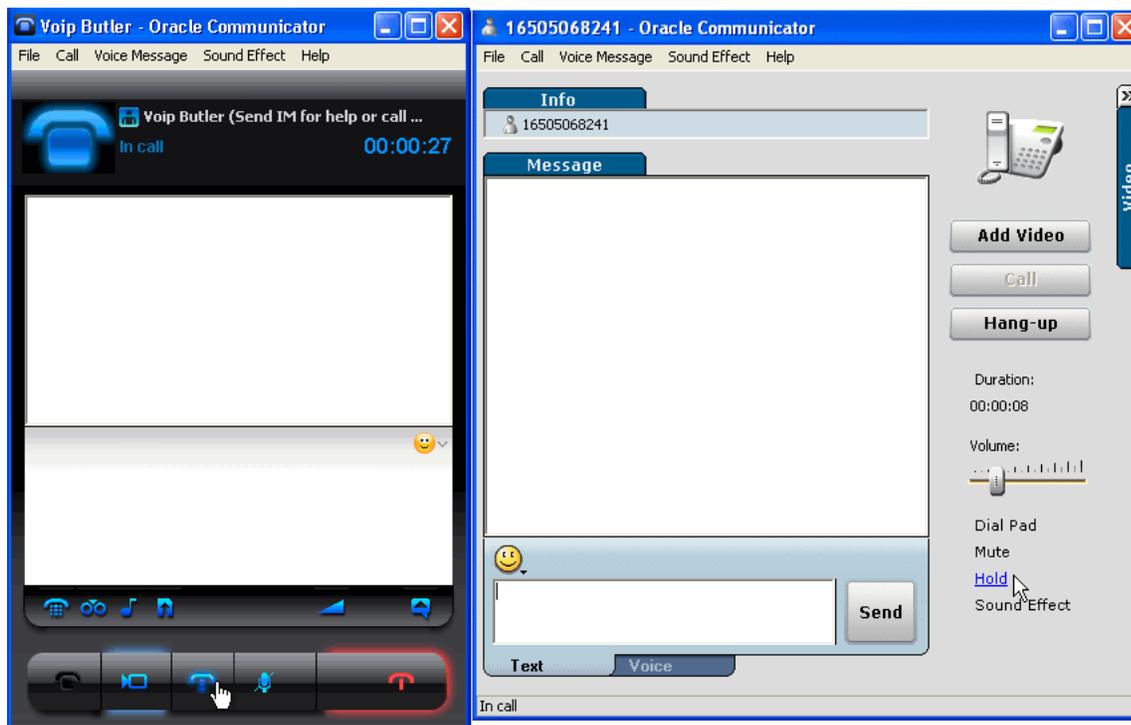
You will be notified of the status of the call with sounds and with text messages in the status bar of the Communication dialog.

Click the **Hang-up** button or close the Communication dialog to end a call. The call duration is shown in the dialog during the call and after a call. Note that until you answer the call, call settings (such as *Sound Effect*, *Mute*, and *Dial Pad*) are not available.

## Put a Call on Hold

When in a call you can make another call by putting the current call on hold. Click **Hold** from the Communication dialog to put a call on hold. The other party is notified with a sound and a pop-up when you put them on hold. If you put a video call on hold, the videos of the callers will not be visible until you resume the call. You can make another phone call or video call, to someone else, while the first call is on hold.

**Figure 4–9** Putting a call on hold



Click **Resume** to pick up a call that has been put on hold.

Note that only the person who put the call on hold can pick it up again by clicking **Resume**. You can only have one active call at a time; other calls will automatically be put on hold. You can for example be active in one call and have another call on hold. If you then click **Resume** on the call that was on hold the active call will automatically be put on hold.

A call on hold is still an ongoing call; you must click **Hang-up** or close the Communication dialog to end the call. The call duration is shown in the dialog during the call and after a call.

### Hang Up

When a call is on hold, other features (such as *Sound Effect*, *Mute*, and *Dial Pad*) are not available. When you resume the call, these features will again be available.

### Call Waiting

If someone calls you while you are in a call, you will be notified of the new incoming call with a sound and a pop-up in the task bar indicating the new call and who is calling.

To answer the new incoming call you can either:

- Choose to end the ongoing call by clicking **Hang-up** on this call's Communication dialog and then answer the new incoming call in the incoming call's Communication dialog.
- Answer the new incoming call. The first ongoing call will automatically be put on hold when answering the second call. You can switch back to the first call by clicking **Resume** on this call's Communication dialog. Note that you can only have one active call at a time; other calls will automatically be put on hold. You can switch between the calls as many times as you want.

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**Note:** A call on hold is still an ongoing call and that you must click **Hang-up** or close the Communication dialog to end the call. The call duration is shown in the dialog during the call and after a call.

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### Dial Pad

Oracle Communicator supports DTMF tones (which you sometimes use for certain telephony services). To use DTMF tones in a call click **Dial Pad** in the Communication dialog and click the numbers.

Note that you can enter a plus sign (+) for international dialing by using your keyboard, or by pressing and holding down the zero key on the dialpad. Top-row number keys can be used when Dialpad is active.

### Sound Effects

When you are in a call, you can add sound effects which will be heard by both you and the Contact with whom you are talking.

**Figure 4–10 Sound effects**

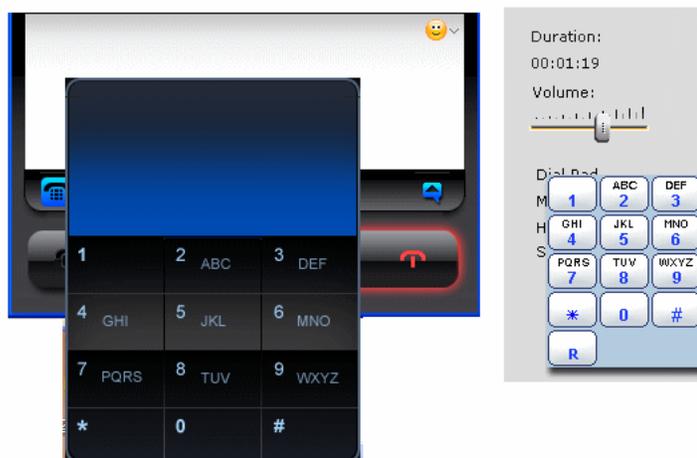
To mix a sound effect in your call click the **Sound Effect** button or the *Sound Effect* menu at the top of the Communication dialog. The menu with the sound effects will be displayed. Select the sound effect you want, and the sound will be mixed in your call.

When the sound effect is playing, you can stop it by selecting **Stop Sound Effect** in the *Sound Effect* menu.

Oracle Communicator includes a number of built-in sound effects, but you can also use your own sounds. To mix your own sound effect in a call, select **Load and Play Sound Effect** from the *Sound Effect* menu. Then select a *.wav* file you want to use. When you have selected the file, it will be loaded and played immediately. The menu will be updated with a history of sound files that you have used as sound effects.

### Mid-call Control

You can use Mid-call Controls if your service provider supports them. The services that are available and the service activation codes depend on the service provider.

**Figure 4–11 Mid-call control**

For a complete list of available services, ask your service provider.

To use Mid-call Control services during a call:

1. Open the **Dialpad** in the *Communication* dialog.
2. Press the **R** button on the Dialpad.
3. Type the service activation code on the Dialpad.

### Add Video to an Ongoing Phone Call

You can add video to an ongoing phone call by clicking the **Add Video** in the *Communication* dialog. The other party will be asked to join the video call. If accepted, the video call begins. If declined, the call continues as a voice call. You can remove the video and switch back to a regular phone call again at any time.

### Voice Mail Notification

If your service provider supports voice mail, the **Voice Mail Notification** button will be visible to the right of the *Communicate* menu.

If someone has left voice mail for you, Oracle Communicator indicates that you have new messages waiting for you by changing the appearance of the **Voice Mail Notification** button:

Note that the look of the buttons may vary depending Theme.

To listen to your voice mail messages, click the **Voice Mail Notification** button. This makes a call to your voice mailbox. When the call is answered, follow the instructions to listen to any messages stored in the mailbox.

If you hover over the **Voice Mail Notification** button, you can see how many voice mail messages are stored in your mailbox.

Voice mail may not be supported by all service providers, so this feature may or may not be available to you, depending on your provider.

### Ring Signals

You can select which ring signal should be played when a Contact calls you. It can be different ring signals for different Contacts, or the same for all Contacts.

1. Right-click on the Contact for whom you want to assign ring signals, and select **Properties...** in the menu. The Contact Properties dialog appears.
2. At the bottom of the dialog, select the ring signal you want to use for the Contact. This can be one of the built-in ring signals, or you may choose your own signal. To choose your own signal, select **Select Other...** then locate the *.wav* sound file that you want to use as a ring signal. The sound will be looped, so not all sound files are suitable as ring signals.

The selected ring signal can be tested by clicking the **Play** button to the right.

**Set a New Default Ring Signal** If you haven't set a ring signal for a Contact, the default ring signal will be used. You can change the default ring signal in *Preferences*.

### Call Settings

There are some phone and video call settings you can make in the Communication dialog for ongoing calls:

- Speaker sound controls can be modified by dragging the Volume controls.
- To mute outgoing audio for an ongoing, call click **Mute**.
- To freeze the outgoing video image, that is the video image from your video camera, click **Freeze**.

Other audio settings can be made in the audio preferences from the main window, and other video settings can be made in the video preferences from the main window.

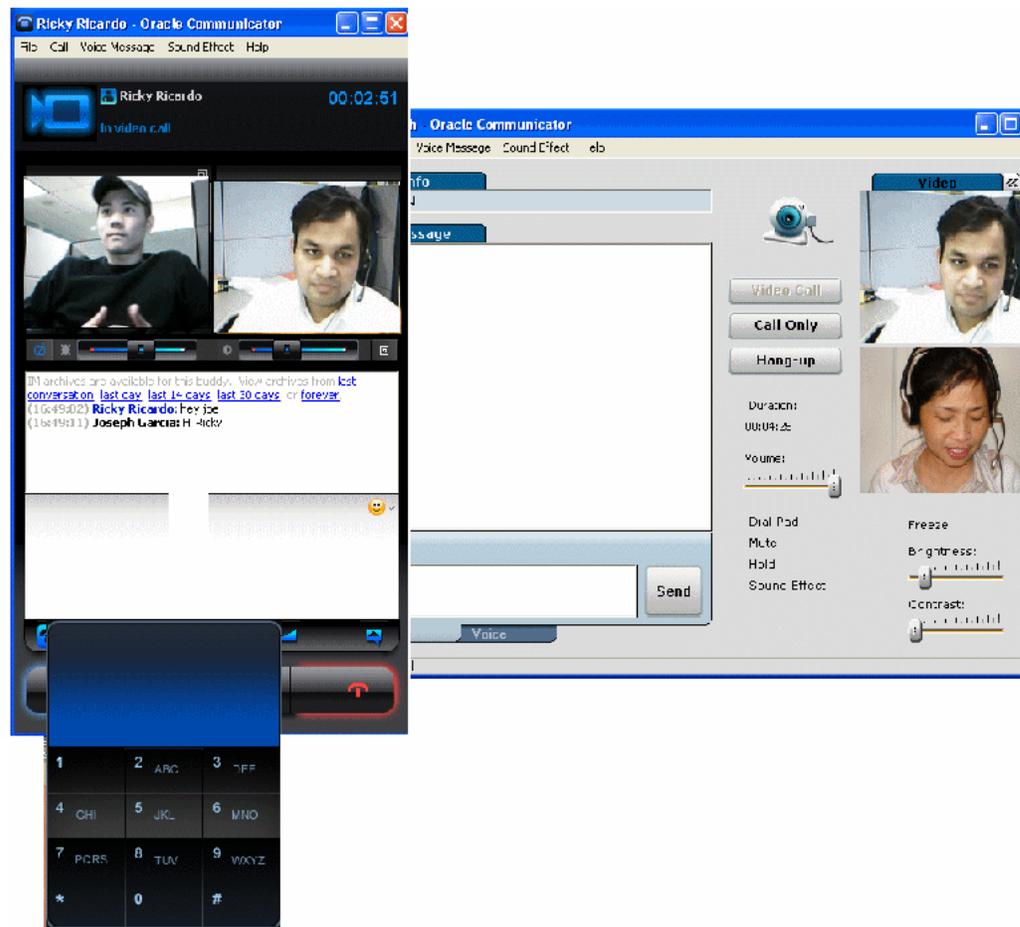
## Video

Oracle Communicator enables you to transmit and receive video with your Contacts. It's as easy as making a phone call.

### Introduction

You can easily make video calls to someone with a SIP address or to a video conference bridge from Oracle Communicator. One party to the conversation must have a camera in order to participate in a video call.

Figure 4–12 Video call



## Make a Video Call

To make a video call, start by making sure your speakers, microphone and (optionally) web camera are connected and turned on.

---

**Note:** One-sided video calling is possible. That is, if one person on the call has a video camera and wants to display their video, they may do so; it is not necessary for both callers to have video cameras. Both Contacts must have a SIP address.

---

To make a video call to a Contact, select the Contact from the Contact List. Right-click the Contact and select **Video Call** from the Context menu. The Communication dialog appears and the Contact is notified. You can also double-click the Contact which opens the Communication dialog and then click the **Video Call** button.

To call someone you do not have in your Contact List enter a SIP address or number to a video conference bridge in the Quickdial text box and click **Video Call** from the Communicate menu. The Communication dialog appears and the person is notified.

The video call will be set up when the other party answers. If they are transmitting video, you will see them. You will also be able to see a self-view image from your web camera.

You will be notified of the status of your video call with sounds and text messages in the status bar at the bottom of the Communication dialog.

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**Note:** In the *Slate* theme, Quickdial displays a list of Contacts matching your input. For example, if you wanted to see all of the Contacts whose names began with *jo*, you would enter those letters into the Quickdial field. Contacts matching the letters are displayed:

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If there aren't any matches, then a list of recently entered values is displayed.

Click the **Hang-up** button to end a call. The call duration is shown in the dialog during the call and after a call.

### Answer a Video Call

When someone invites you to a video call, you will hear a ringing signal and a message will pop up. Click the pop-up, and the Communication dialog appears showing who is calling you.

Click the **Answer Video** button to answer the video call. You can also answer the call as audio-only if you wish (by clicking the **Audio Call** button). Make sure your speakers, microphone and (optionally) web camera are connected and turned on. The video call will begin when you answer and you will be able to see the caller's web camera image in the Video area. You will also be able to see a self-view image from your web camera (if you are using a web camera).

Click the **Decline** button if you want to decline the video call; the other party will be notified of the decline.

Note that if you close the Communication dialog for an incoming video call the call will automatically be declined.

You will be notified of the status of the video call with sounds and text messages in the status bar at the bottom of the Communication dialog.

In the *Slate* theme, video windows are displayed or dismissed automatically when you are in (or exit) a video call. In the *Communicator* theme, a video toggle arrow button enables you to show or hide the video pane.

Click the **Hang-up** button or close the Communication dialog to end a call. The call duration is shown in the dialog during the call and after a call.

### Put a Video Call on Hold

When in a call you can make another call by putting the current call on hold. Click **Hold** from the Communication dialog to put a call on hold. The other party is notified with a sound and a pop-up when you put them on hold. If you put a video call on hold, the videos of the callers will not be visible until you resume the call. You can make another phone call or video call, to someone else, while the first call is on hold.

Click **Resume** to pick up a call that has been put on hold.

Note that only the person who put the call on hold can pick it up again by clicking **Resume**. You can only have one active call at a time; other calls will automatically be put on hold. You can for example be active in one call and have another call on hold. If you then click **Resume** on the call that was on hold the active call will automatically be put on hold.

A call on hold is still an ongoing call; you must click **Hang-up** or close the Communication dialog to end the call. The call duration is shown in the dialog during the call and after a call.

Note that when a call is on hold, other features (such as: *Dial Pad*, *Mute* and *Sound Effect*) are not available. When you resume the call, these features will again be available.

### Call Waiting

If someone calls you while you are in a call, you will be notified of the new incoming call with a sound and a pop-up in the task bar indicating the new call and who is calling.

To answer the new incoming call you can either:

- Choose to end the ongoing call by clicking **Hang-up** on this call's Communication dialog and then answer the new incoming call in the incoming call's Communication dialog.

OR

- Answer the new incoming call. The first ongoing call will automatically be put on hold when answering the second call. You can switch back to the first call by clicking **Resume** on this call's Communication dialog. Note that you can only have one active call at a time; other calls will automatically be put on hold. You can switch between the calls as many times as you want.

A call on hold is still an ongoing call and that you must click **Hang-up** or close the Communication dialog to end the call. The call duration is shown in the dialog during the call and after a call.

### Switch to a Voice Call

While in a video call you can switch to an audio call. Click the **Call Only** button in the Communication dialog of the video call. The video will be closed down and the voice call will continue. The other party will not be able to see your video image or send a video image to you. You can add video to the ongoing phone call again, but the other party must accept the new video call.

### Video Call Settings

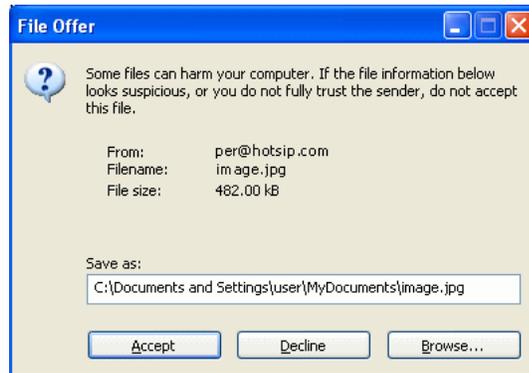
There are some phone and video call settings you can make in the Communication dialog for ongoing calls:

- *Speaker sound controls* can be modified by dragging the Volume controls.
- To mute outgoing audio for an ongoing call, click **Mute**.
- To freeze the outgoing video image, that is the video image from your video camera, click **Freeze**.

Other audio settings can be made in *Audio Preferences* or *Video Preferences* from the Main window.

## File Transfer

If your Oracle Communicator administrator has set up the file transfer capability, you can send and receive files with your Contacts. You can send a file in three different ways: from the main window, by entering a SIP address and clicking the **Communicate** button, or from a Communication dialog by clicking the icon.

**Figure 4–13 File transfer invitation**

## Initiate File Transfer

Right-click on the Contact's name and choose **Send File**.

OR

While in a communication, Click the **File** menu, and choose **Send File**.

A Send File dialog appears, enabling you to choose the file you want to send.

## Select a File

Choose the file, and click **Open**. The receiving Contact receives a notification that you are offering to send a file. You can accept or decline.

## File Transfer Notification

If you *Decline*, the sender receives a notification that you have declined the transfer, and the transfer is cancelled.

If you *Accept*, a Progress dialog appears. When the transfer is complete, the dialog shows that the transfer is done. Dismiss the dialog.

## Send a File

You can send a file to your Contacts, or anyone else, as long as they have a SIP address, are using this application and have a service provider that supports file transfer.

1. Right click a Contact in your Contact List and select **Send File...** from the menu. To send a file to someone not in your Contact List enter a SIP address in the Address text box in the Main window and select **Send File...** from the Communicate menu. You can also send a file from the Communication dialog with someone you are already communicating with.
2. In the File Transfer dialog point out the file you want to send and click **Open**.
3. If the other party accepts the file transfer the application will start sending the selected file. The File Transfer dialog will inform you of the progress of the file transfer and also when it is done. The File Transfer dialog will also inform you if the other party declined.

## Receive a File

When someone wants to send you a file you will receive a pop-up showing the sender. Click on the pop-up and the File Transfer dialog appears.

To accept choose where to save the file by writing the path or using the **Browse** button. Then click the **Accept** button and you will start receiving the file. The File Transfer dialog will inform you of the progress of the file transfer and also when it is done.

To decline the file transfer click the **Decline** button. The other party will be notified of the decline.

## Troubleshooting

This section contains some tips to help you if you encounter a problem. Sections include:

- [Presence](#)
- [Messaging](#)
- [Calling](#)

## Presence

Presence troubleshooting tips:

### Cannot Register

There are several different things that can cause this problem:

- No network connection: Make sure your dial up connection or network connection is working. See your PC documentation for more details on configuring your network connection.
- Faulty proxy settings: Make sure your proxy settings are correct. If you do not use a proxy, ensure that you have not checked the Use Proxy Server option in Preferences under Settings in the Main window.
- Wrong SIP address: The presence server is determined from your SIP address. If it has been incorrectly entered, then the server will not be found. Create a new account with the correct SIP address.
- Server problem: The presence server you want to use might be unreachable.

Contact your service provider for support if the problem persists.

### Cannot Authenticate

Make sure your username and password are entered correctly. These are usually provided by your service provider.

Contact your service provider for support if the problem persists.

### Cannot See Anyone in My Policy List

If your Presence Policy list is empty or incomplete, first make sure you are registered. The Presence Policy list is only populated once you have been successfully registered to the server. If you are registered, then the client may be having trouble downloading your policy from the server.

Contact your service provider for support if the problem persists.

## Messaging

Messaging troubleshooting tips:

### Message Delivery Failed

If you are successfully registered then this problem may occur if the contact you are chatting with has gone offline. If you are not registered to the server, check the troubleshooting tips for not being able to register and try again.

## Calling

Calling troubleshooting tips:

### No Ringing Signal

Make sure your speakers are connected, turned on and are functional. If you do not get a ringing signal when trying to call, you may not be successfully registered to the server. See the troubleshooting tip for registration.

### Very Loud Signal on Incoming Call

The application can send a beep to the PC internal speakers so that you do not miss a call when your headset is connected but you are not using it. Some hardware does not support this feature, and will play the beep very loud in the headset. You can turn this beep off.

### Echo When in a Call

The application supports echo suppression and echo cancellation. To turn on echo cancellation (for example when using your PC as a speaker phone), see the audio preferences.

### Busy Signal

If you immediately get a busy signal, the other party is already engaged in a call and cannot answer. The busy signal can also indicate that the other party has chosen to decline your call. In the latter case, the busy signal appears after the normal ringing tone.

### Info Tone

Sometimes you can hear a special info tone, with three raising signals repeated over time. You hear this sound when there are other problems. Examples of such problems are:

- The SIP address or telephone number does not exist. Check the address or number and try again.
- The user of the SIP address is not registered and can not be called. Check the user's presence and try again when the user is available.
- The other party cannot take your call, perhaps due to technical reasons.
- There can be some server or network problem between you and the one you are trying to call. Try again later.

### No audio or Video

If you are in a call and can not hear, be heard by, or see the other party:

- Make sure your speakers and microphone are connected, turned on and work.
- Make sure the other party's speakers and microphone are connected, turned on and work.
- Make sure cameras being used function, and have the right drivers. Try the camera in another application.
- Make sure that you or the other party has not turned on mute. In this case click Unmute in the Communication dialog.
- If the video image you see from the other party does not move, the other party may have chosen to freeze her or his video image. See video settings.
- If the video image from your web camera does not move, you may have frozen your video image. In this case click Unfreeze in the Communication dialog.

Contact your service provider for support if the problem persists.



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## Configuring Oracle Communicator

This chapter describes how administrators create customized installations of Oracle Communicator. This chapter includes the following sections:

- [Setting the Default Values for an Installation of Oracle Communicator](#)
- [Customizing the Installer File](#)
- [Setting the Oracle Communicator Upgrade Policy](#)
- [Configuring Oracle Communicator to Retrieve Resource-Lists Documents](#)
- [Enabling File Transfers](#)

### Setting the Default Values for an Installation of Oracle Communicator

You can customize Oracle Communicator installations that populate user accounts with default settings appropriate to the configuration and topology of a particular site. For example, you can distribute installer files to Communicator users that set their accounts to use a SIP proxy with the default address of *ourproxy.example.com*. You set these defaults by creating an XML file called `customize.xml`. Using a program that supports adding files to a RAR file, you then package this file with the installer file (the self-extracting RAR file called `OracleCommunicatorSetup.exe`) that you distribute to Communicator users.

When a user installs a setup file that includes `customize.xml`, the properties from the `customize` file are used to overwrite the following two files in the Oracle Communicator install directory:

- `Program Files\Oracle\Oracle Communicator\defaults.xml`
- `Program Files\Oracle\Oracle Communicator\customize\vendor.xml`

`defaults.xml` is a template for creating account-specific XML files. These files are updated whenever users modify their configurations through the user interface. As a result, these properties can vary from account to account. For example, one user account-specific XML file may designate the proxy as `beta.testcomany.com`, while another may designate `proxy.example.com`.

`vendor.xml` describes the properties that are the same for all Communicator users.

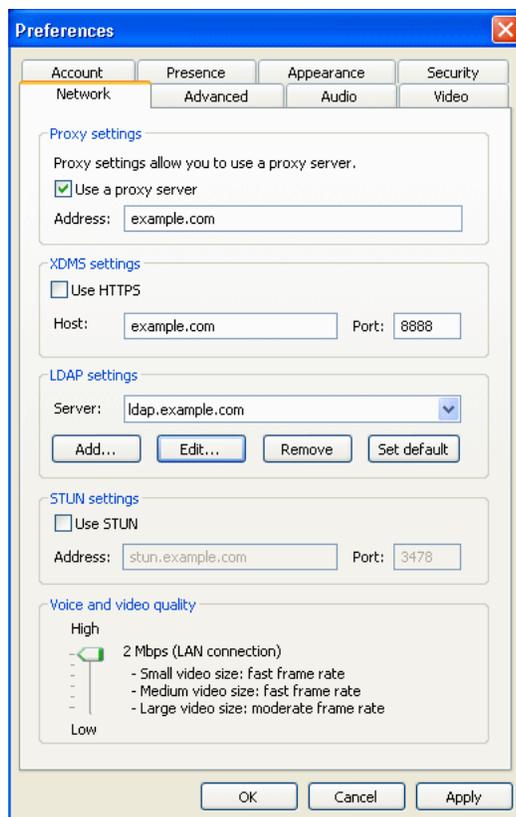
If you package `customize.xml` with the installer, then the default properties defined in `vendor.xml` and `default.xml` are overwritten by those set in `customize.xml` during installation. For example, if you define an outbound proxy address in `customize.xml`, it will replace the value for the outbound proxy address in `default.xml`. All properties that are not overwritten by `customize.xml` will use default values (that is, either values already present in `defaults.xml` or `vendor.xml`, or values that are generated at runtime).

## Customizing the Installer File

The Oracle Communicator installer includes a template file for `customize.xml` called `customize-sample.xml`. This file documents every property that might require customization. By modifying and renaming this file to `customize.xml` and then packaging it with the installer file as described in "Creating a Customized Installer File", you set the defaults for all of the users in an Oracle Communicator installation.

The `customize-sample.xml` file is divided in two sections: *Vendor* and *Account*. In general, *Vendor* settings apply to every account in a given Communicator installation and cannot be changed by the user. The settings configured in the *Account* section are used to create an account-specific XML file whenever a user creates a new Communicator account. Some of the properties in a user's account-specific XML file are set using Communicator's *Preferences* dialog (Figure 5-1).

**Figure 5-1 The Oracle Communicator Preferences Dialog**



### Configuring `customize.xml`

`customize-sample.xml` includes all of the elements needed for creating a custom installer. You can remove any element in the *Vendor* or *Account* sections that does not require customization. If you remove an XML element, the system uses a default value documented in `customize-sample.xml`.

Example 5-1 illustrates the structure of `customize-sample.xml`. For the full file, see Appendix A, "The Oracle Communicator Configuration File".

Only include the elements that are appropriate to the topology and configuration of the OCMS installation.

**Example 5-1 customize-sample.xml**

```

<Customize>
<Vendor>
  <SelfProv>...</SelfProv>
</Vendor>
<Account>
  <UseHttps>...</UseHttps>
  <SavePasswordPreference>...</SavePasswordPreference>
  <UseOutboundProxyAddress>...<UseOutboundProxyAddress>
  <OutboundProxyAddress>...<OutboundProxyAddress>
  <Theme>...</Theme>
  <XDMSSettings>...</XDMSSettings>
  <UseRPortForNatTraversal>...</UseRPortForNatTraversal>
  <UseStun>...</UseStun>
  <StunServerAddress>...</StunServerAddress>
  <StunServerPort>...</StunServerPort>
  <LdapServers>...</LdapServers>
  <Provisioning>...</Provisioning>
  <FileTransfer>...</FileTransfer>
  <Notifications>...</Notifications>
  <FileTransferEnabled>...</FileTransferEnabled>
  <UseServerResourceLists>...</UseServerResourceLists>
</Account>
</Customize>

```

**Enabling User Self-Provisioning**

The <Vendor> element provides Oracle Communicator users with read-only values. The properties set within this section are the same for all users. Setting the content of the <SelfProv> element to 1 enables end users to see the *Service Settings* menu option. This opens the service provider's Web page URL. See "[Setting the Service Provider's Web Page](#)" for more information on configuring this URL.

**Setting the Outbound Proxy Address**

To enable use of the outbound proxy, enter 1 as the content for <UseOutboundProxy>. Next, enter the IP address of the outbound proxy server where all requests are sent on the first hop. For example, enter `sip:my.host:5060;transport=tcp`. If you do not specify this value, then a default address of `outbound.<host>` is used instead, where <host> is taken from the Oracle Communicator user's SIP address. See also the *SIPOutboundProxy* attribute of the [PresenceSupplierWebService](#) and *PresenceConsumerWebService* MBeans in *Oracle Communication and Mobility Server Administrator's Guide*.

**Setting the Oracle Communicator Skin**

The <Theme> element sets the default theme for the Oracle Communicator user interface. The current options are Slate, Communicator, and Jazz.

**Enabling Presence**

The <XDMSSettings> element and its child elements enable presence for Oracle Communicator users by specifying the address the XDM Server, the presence rules and hard-state settings. The child elements include:

- <UseHttps>

Set to 1 to use HTTPS to connect to the Aggregation Proxy. To enable this secure connection to the server, refer to "Securing the XDMS with the Aggregation Proxy" in *Oracle Communication and Mobility Server Administrator's Guide*.

- `<Host>`

The host of the XDMS. For example, enter your `.xdms.domain.com`. For HTTPS, define the host for the Aggregation Proxy.
- `<Port>`

The port number of the XDMS. For HTTPS, configure the port as the HTTPS port of the Aggregation Proxy host. For example, enter 443.
- `<RootContext>`

The root of the XDMS. The default value is `services`. Set `<RootContext>` to `aggregationproxy`, the context root of the Aggregation Proxy, for either HTTP or HTTPS connections to the Aggregation Proxy. If Communicator connects to the Aggregation Proxy using HTTPS (that is, `<UseHttps>1</UseHttps>`), then you must define `<RootContext>` as `aggregationproxy`. If the Aggregation Proxy is not used, then set `<RootContext>` to the default value of `services`.
- `<PresRuleAUID>`

The ID of the application usage for presrules. The default is `pres-rules`.
- `<PresRuleDocName>`

The name of the pres-rules document. The default value is `presrules`.
- `<HardStateAUID>`

The ID of the application usage for PIDF (Presence Information Data Format) manipulation. The default value is `pidf-manipulation`.
- `<HardStateDocName>`

See also "Presence" and "XCapConfig".  
The document name for pidf manipulation application usage. Unauthenticated users are blocked when no rule is found. The default is `hardstate`.
- `<ResourceListAUID>`

The application usage id (AUID) of the resource-lists document. The default value is `resource-lists`.
- `<ResourceListsDocName>`

The name of the resource-lists document The default value is `index`.

**Tip:** To enable Oracle Communicator to request a user's buddy lists from the XDMS, you must configure the `<ResourceListAUID>` and `<ResourceListsDocName>` elements. You must also set the `<UseServerResourceLists>` element to 1.

### Enabling NAT Traversal and Discovery

The `<UseRPortForNatTraversal>`, `<UseStun>`, `<StunServerAddress>` and `<StunServerPort>` elements are used to enable NAT traversal (that is, to enable a user to connect from behind a router). The latter three properties are used to provide information on the STUN Server, if one is available. Configure these elements as follows:

- `<UseRPortForNatTraversal>`

Set to 1 to enable use the `rport` parameter specified in RFC 3581. The `rport` parameter, which is in the *Via* header field, enables the Communicator client to

request OCMS to send the response back to the source IP address and port from which the request originated.

---



---

**Caution:** You must set `<UserPortForNatTraversal>` to 0 for clustered configurations of Oracle Communication and Mobility Server.

---



---

- `<UseStun>`  
Set to 1 to enable STUN.
- `<StunServerAddress>`  
The address of the STUN Server.
- `<StunServerPort>`  
The primary STUN port to which to bind for listening for incoming binding requests. The value is UDP port 3478, the default STUN Port as described in RFC 3489.

For more information, see "STUN Service".

### Enabling Directory Searches

The LDAP server that you define within the `<LdapServers>` element enable Oracle Communicator users to search contact lists through Oracle Communicator's support of LDAPv3. By default, Oracle Communicator does not define an LDAP Server. The child `<LdapServer>` elements have their own children, which specify the LDAP Server accessed by Oracle Communicator users. These include:

- `<Name>`  
The name of the LDAP Server.
- `<Ip>`  
The IP address of the LDAP Server.
- `<Port>`  
The port number of the LDAP Server
- `<BaseObject>`  
The starting point for searches using the DN (Distinguished Name) syntax. For example, enter `dc=oracle,dc=com` to search within `oracle.com`.
- `<Default>`  
Set this as the default LDAP server if more than one LDAP servers are defined.
- `<useTLS>`  
Set to 1 to use a TLS connection to the LDAP server.
- `<UseAuthentication>`  
Set to 1 to use the DN for authorization.
- `<AuthenticationAttribute>`  
The attribute to use as the DN for authorization. For example, enter `uid`.
- `<SipUriAttribute>`

Indicates which LDAP schema attribute, if any, should be mapped to the SIP address of a contact.

- `<SipUriProtocolPrefix>`

If set to 1, this indicates that the LDAP server returns SIP addresses prepended with `sip:.`

- `<SipUriLowercaseTransform>`

If set to 1, then the SIP address of a contact returned by the LDAP server is put in lower case.

### Setting the Service Provider's Web Page

Defining the `<Provisioning>` element's child, `<Location>`, defines the service provider's Web page that Oracle Communicator user's to launch from the *Service Settings* menu item. The value for `<Location>` is a URL.

### Setting the Upgrade Policy

See "[Setting the Oracle Communicator Upgrade Policy](#)".

### Storing Resource-Lists Documents

To store the resource-lists document on the XMDS, set the `<UseServerResourceLists>` to 1. If the resource-lists document resides on the XDMS:

- The resource-lists document is written to the address specified by the `<XDMSSettings>` element.
- OCMS performs a full document replacement on the XDMS whenever users change their buddy lists.
- Because OCMS 10.1.3.3 does not support changes to the buddy list document through SUBSCRIBE/NOTIFY, the buddy lists for concurrent sessions of Oracle Communicator may not match. See also "[Updating Buddy Lists](#)".

To store the resource-lists document locally as a file, set `<UseServerResourceLists>` to 0.

---

---

**Caution:** OCMS does not support switching the resource-lists document location from local file to the XDMS. If you change the location from local file to the XDMS during an upgrade, for example, then the resource-lists document is lost.

---

---

### Enabling File Transfers

In order to make File Transfer available to users, you must:

1. [Configure File Transfer .ear File](#)
2. [Deploy File Transfer .ear File](#)
3. [Modify customize.xml](#)

**Configure File Transfer .ear File** A filetransfer EAR file includes a filetransfer WAR that has a web.xml where all the configurable properties are set namely:

- `max-size` : indicates the maximum allowed size in bytes of a file transfer; use -1 to indicate no maximum size

- `max-connect-time`: indicates the maximum length of time each side of the transfer may wait for the other side of the transfer to connect, in seconds
- `max-transfer-time`: indicates the maximum length of time the transfer may take before timing out, once the other party has connected

One can edit `web.xml` by opening the EAR and extracting the WAR and re-archiving the WAR with the new `web.xml` using any of the available archive software. For ex: WinRAR or by using

```
jar -xvf and jar -cvf
```

**Deploy File Transfer .ear File** Once packaged file transfer EAR can be deployed like any other HTTP servlet on the OC4J container. To deploy follow these instructions:

1. Open EM page. For ex : `http://yourip.example.com:<your EM port>/em`
2. Click on your ocms node
3. Click on applications tab
4. Click deploy, browse the ear file, select default as the parent application and click next.
5. Give it an application name and a context root. Context root defines the location of the HTTP servlet . For example: the default context root is `"/filetransfer"`. This means that the filetransfer HTTP servlet can be invoked from `http://yourip.example.com:<your EM port>/filetransfer` . This URL is the location of filetransfer servlet that the admin should point to in Oracle Communicator's `customize.xml`.
6. Click Next and then click on Deploy.

**Modify customize.xml** To use file transfer in OC, an admin should make changes to the `customize.xml` in the installer. He should change the following:

```
<!-- enables/disables the file transfer functionality; in order
      to support file transfer you must have the FileTransferServlet
      deployed; the Location should be the full URL of the
      FileTransferServlet (e.g. http://example.com/filetransfer) -->
<FileTransferEnabled>1</FileTransferEnabled>
<FileTransfer>
<Location>http://yourip.example.com:<your EM port>/filetransfer</Location>
</FileTransfer>
```

## Creating a Customized Installer File

To create the customized installer file:

1. Download and install an application that supports adding files to a RAR. These instruction use WinRAR (<http://www.rarlab.com/>) as an example.
2. Open the self-extracting RAR file, `OracleCommunicatorSetup.exe`, in WinRAR.

**Figure 5–2** Opening the Oracle Communicator Setup File

3. Extract `customize-sample.xml` and rename it `customize.xml`.
4. Edit the `customize.xml` file with your specific settings. Typically, you edit all of the server settings to match the deployment. You can comment out or remove the XML elements for those properties for which the default values suffice.
5. Using WinRAR (or another application that manages RAR files), package `customize.xml` with the setup file (`OracleCommunicatorSetup.exe`) using one of the following methods:
  - Open `OracleCommunicatorSetup.exe` in WinRAR (Figure 5–2) and then drag and drop `customize.xml` into `OracleCommunicatorSetup.exe`. In the *Archive Name and Parameters* dialog (Figure 5–3), select `OracleCommunicatorSetup.exe` as the archive and then click **OK**.

**Figure 5–3** Adding `customize.xml` to the Installer

- Open `OracleCommunicatorSetup.exe` in WinRAR (Figure 5–2), click **Commands** and then select **Add Files to Archive**. In the *Select Files to Add* dialog, navigate to `customize.xml` using the **Browse** function and then select `customize.xml`. In the *Archive Name and Parameters* dialog, select `OracleCommunicatorSetup.exe` as the archive and then click **OK**. You can

either add `customize.xml` back to `OracleCommunicatorSetup.exe` or rename a copy of the setup file and add `customize.xml` to that.

---

**Note:** You can also rename the `.exe` file. You can give this file any name.

---

6. If desired, sign the new self-extracting `.exe` so that users who download it have confidence in the source of the modified installer.
7. Distribute the modified self-extracting `.exe` to end-users.

## Setting the Oracle Communicator Upgrade Policy

This section describes how to configure `upgrade.xml` to specify the upgrade policy for all Oracle Communicator instances installed by end-users.

For upgrading versions 10.1.3.2 or 10.1.3.3 to 10.1.3.4, you must make changes to an existing `upgrade.xml` that you deployed when you made the previous version available to your users.

```
<?xml version="1.0" encoding="UTF-8"?>
<Upgrade>
<Must>10.1.3.20002</Must>
<Recommend>10.1.3.40007</Recommend>
<Interval>86400</Interval>
<Download>http://example.com/myInstallInstructions.html</Download>
</Upgrade>
```

After your users install the 10.1.3.4 version, and you want to upgrade them further to a newer version, you must create another xml file by the name of `notification.xml` and put it in your web browser. Here is a sample:

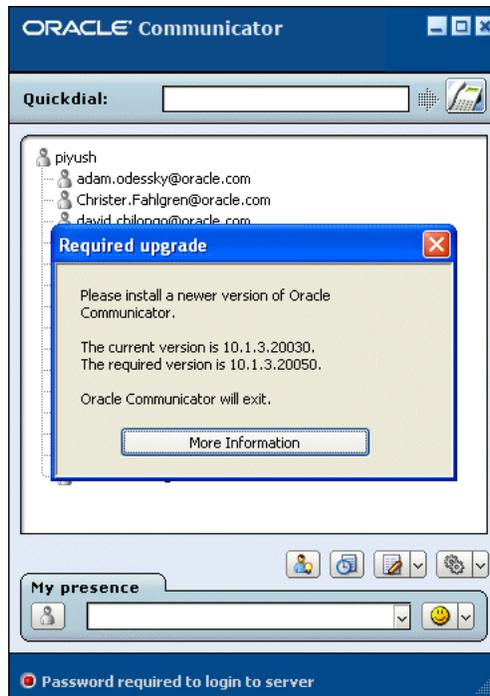
```
<?xml version="1.0" encoding="UTF-8"?>
<Notification>
<Upgrade>
<Must>10.1.3.40007</Must>
<Recommend>10.1.3.40007</Recommend>
<Download>http://www.example.com/myInstallInstructions.html</Download>
</Upgrade>
<BannerMessage> <MessageID></MessageID> <MessageType></MessageType>
<MessageContent></MessageContent>
</BannerMessage>
<Interval>86400</Interval>
</Notification>
```

You then reference this document within `customize.xml` by defining the `<Notifications>` element that is located in the `<Account>` section. For example, configuring the `<Location>` element to point to upgrade policy results in the retrieval and review of the upgrade policy when a user logs into the newly installed Oracle Communicator. See "[customize-sample.xml](#)" for detailed instructions on how to use `notification.xml` for future upgrades.

```
<Notifications>
<!-- 0 disabled, 1 enabled --> <UseNotifications>1</UseNotifications>
<!-- xml document location -->
<Location>http://notification.example.com/notification.xml</Location>
</Notifications>
```

If the version of the user's Communicator client is lower than the required version defined in <Must> element of the upgrade policy, then Communicator displays a dialog that alerts users to the fact that they must upgrade. (Figure 5-4).

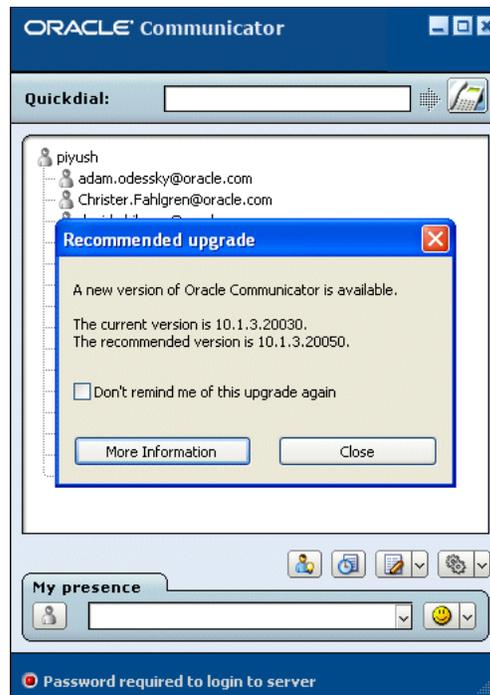
**Figure 5-4 The Required Upgrade Dialog**



Clicking the dialog's **More Information** button opens the download URL in a default browser. If the user's version is higher than the required version specified in the <Must> element, but lower than the version defined in the <Recommended> element, then Communicator presents the user with a dialog that enables the user to open the download URL from the default browser or to ignore this option.

For a Communicator installation that points to the upgrade policy described above, Communicator does not prompt users to upgrade to versions of Communicator greater than, or equal to, both the versions set for the <Must> (10.1.3.20002) and <Recommended> (10.1.3.0003) elements and will wait the number of seconds specified in <Interval> (86400) before retrieving from `upgrade.xml` or `notification.xml` (depending on whether the version installed is the one prior to 10.1.3.4.\* or 10.1.3.4+ respectively). The upgrade policy affects users running Versions 10.1.3.20001, 10.1.3.20002, 10.1.3.20003, and 10.1.3.20004 of Communicator as follows:

- 10.1.3.20001: Communicator prompts the user that an upgrade is required. When the user then clicks the button, Communicator is closed and the URL specified in `upgrade.xml` is launched in the default browser.
- 10.1.3.20002: Because the user has the latest required version, but not the latest recommended version, Communicator alerts the user that the recommended version is available (Figure 5-5). The user can then opt to close this dialog or can click a button that launches the upgrade URL in the default browser. Communicator closes when the user clicks this button.

**Figure 5–5 The Recommended Upgrade Dialog**

- 10.1.3.20003: Communicator does not prompt the user to upgrade.
- 10.1.3.20004: Communicator does not prompt the user to upgrade.

If `upgrade.xml` is not available for some reason (for example, the server is down, the `<VersionControl>` and `<Location>` elements were not specified properly, or a fire wall blocks access to the upgrade document), then the upgrade process will fail silently with no ill effect on the user's experience. The user can login normally.

---



---

**Note:** It is not possible to ensure that every instance of Communicator running at a site matches the version specified in the `<Must>` element in some situations. For example, a user with a personal fire wall that blocks access to `upgrade.xml` will never be prompted to upgrade.

---



---

## Setting Banners in Oracle Communicator

Administrators can publish a message on the Client by making changes to an `.xml` file on the server. The `.xml` file used to make this change is `notification.xml` as described in the version control documentation. Here is a sample `notification.xml`:

```
<?xml version="1.0" encoding="UTF-8"?>
<Notification>
<Upgrade>
<Must>10.1.3.40007</Must>
<Recommend>10.1.3.40007</Recommend>
<Download>http://www.oracle.com/downloads/sample</Download>
</Upgrade>
<BannerMessage>
<MessageID></MessageID>
<MessageType></MessageType>
```

```
<MessageContent></MessageContent>
</BannerMessage>
<Interval>86400</Interval>
</Notification>
```

The Administrator must modify the tags within the `BannerMessage` element. Here is a brief description of each tag:

- `MessageID` - every new message the Administrator wants to push out to the Client must have a unique `MessageID`.
- `MessageContent` - the message text the Administrator wants displayed.
- `Interval` - a time after which the Client gets the message data from server.
- `MessageType` - one of the following:
  - `showforever` - users log on to Oracle Communicator and see the banner message. Users cannot close the banner. Logging on and then on again, or changing themes does not make the message disappear. It persists until a new message (with a new `MessageID`) is published on the server.
  - `showonce` - users log on to Oracle Communicator and see the banner message. This type of message has a **Close** button. Clicking the **Close** button closes the message. If users log out and then log back on, or change themes, the message does not appear again.
  - `normal` - users log on to Oracle Communicator and see the banner message. This type of message has a **Close** button. Clicking the **Close** button closes the message. But the next time the user logs on (or upon interval expiration), the new message will still be visible.

## Configuring Oracle Communicator to Retrieve Resource-Lists Documents

The parameters set through the `<UseServerResourceLists>`, `<ResourceListsDocName>`, and `<ResourceListAUID>` attributes enable Oracle Communicator to retrieve a user's buddy list from resource-lists document stored on the XDMS at startup. Oracle Communicator reads the resource-lists document only once, when the user first logs in. Any changes made to the resource-lists document after that initial login (for example, through a different session of Oracle Communicator writing to the server) are not read and may be overwritten.

### Updating Buddy Lists

Oracle Communicator does not support partial updates. Instead, it saves and uploads the entire buddy list document to the XDMS after any modification, such as:

- Adding a buddy.
- Adding a new group.
- Changing a buddy's contact information.
- Changing a group name.
- Moving a buddy to another group.

Because OCMS does not support `NOTIFY` operations (it uses `XCAP PUT` instead), buddy lists from different instances of Oracle Communicator may not be in synchronization. For example, Alice has two running instances of Oracle Communicator: one on her home computer and one on her office computer. If Alice adds Bob as a contact from her home computer, her office computer will not

automatically be notified of this change. Without restarting the office instance of Oracle Communicator, Alice adds Charlie as a contact from her office computer. Because the office instance of Oracle Communicator has an older XML document (one that does not include Bob), Charlie is added to Alice's buddy list, but Bob is removed, because OCMS replaces the entire buddy list document whenever a user modifies the contact list in any way.

## Upgrading Buddy Lists

Contacts are stored locally in Communicator 10.1.3.2; buddies are stored as VCARDS in a .dat text file that is located in the user's account properties folder (typically located at Documents and Settings\\Application Data\Oracle Communicator). Communicator 10.1.3.3 stores buddies and groups in a new XML format which may be stored as a local file or on the XDMS. Because of this change, Communicator 10.1.3.2 buddy lists must be upgraded to the new format.

### Prompting Users to Upgrade to XDMS-Stored Buddy Lists

Once you configure the <UseServerResourceLists>, <ResourceListAUID>, and <ResourceListsDocName> attributes to support storage of the resource-lists document to the XDMS, Oracle Communicator 10.1.3.3 performs this upgrade as follows:

1. When the user logs into Oracle Communicator 10.1.3.3, Communicator determines if a .dat file is still present. A .dat file indicates the user has not yet upgraded to the 10.1.3.3 resource-lists document.
2. If a .dat file is present, Communicator prompts the user with a message asking if he or she wishes to upgrade their buddy list. This message is needed for users who have multiple Communicator instances, such as separate instances for home and work that store resource-lists documents on the XDMS. Because OCMS does not support partial changes or document merging, users must select a particular buddy lists to be saved. Users with multiple instances of Oracle Communicator must answer "no" to the upgrade message for every instance except for the one that the user selects to upload.
3. If the user chooses to upgrade the buddy list, any existing 10.1.3.3 buddy list is removed. The user's buddies and groups will be migrated to the resource-lists document.

If there are no problems, the .dat file is given the additional .bak extension. If there are problems reading the .dat file, then Communicator informs the user that problems arose and uses an empty buddy list. Communicator renames the .dat file with the .dat .bak extension. If Communicator encounters problems when saving this file, it alerts the user that there are problems saving the file and does not rename the .dat file with the .dat .bak extension. This enables the user to the upgrade in the future. If the user chooses not to upgrade the buddy list, then the existing .dat file is renamed with a .dat .bak extension.

---

---

**Note:** This upgrade is only performed after users log into the new version of Oracle Communicator and are authenticated to the XDMS for the first time.

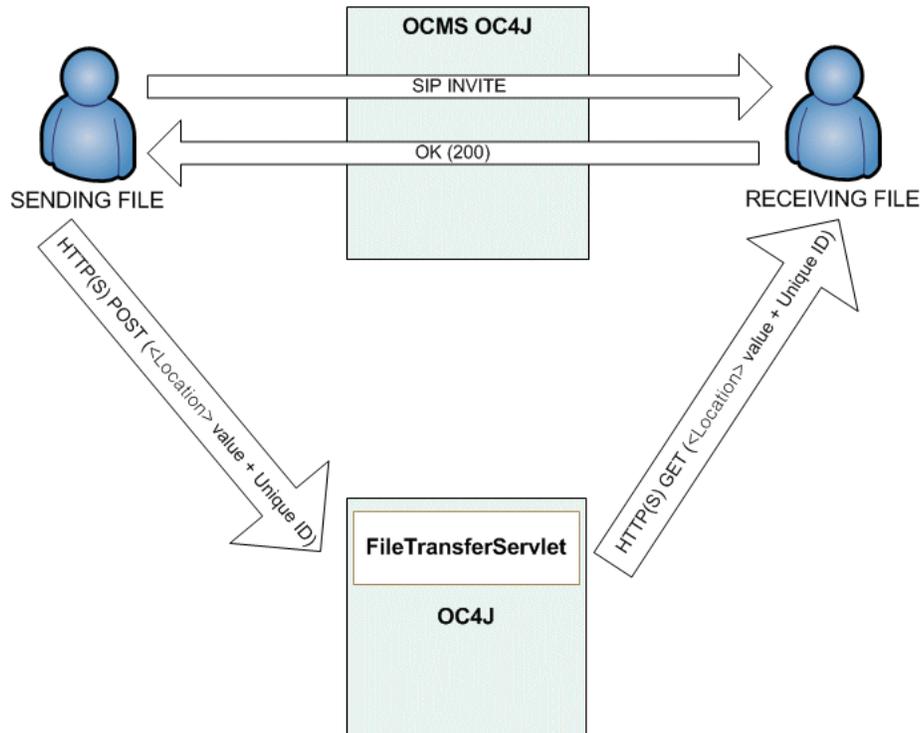
---

---

## Enabling File Transfers

The <FileTransfer> and <FileTransferEnabled> elements enable Oracle Communicator users to exchange files by connecting to the FileTransferServlet. This servlet does not reside on the same OC4J container; it is instead hosted on a separate OC4J 10.1.3.4 (or 10.1.3.2) container (illustrated in [Figure 5–6](#)). See also "[Deploy File Transfer .ear File](#)"

**Figure 5–6** File Transfer Topology



## Transferring Files

Oracle Communicator enables users to send files through the following options:

- Right-clicking a contact and then selecting **Send File**.
- Entering the SIP address in the *Quick Dial* box and then selecting **Send File**.
- Selecting **File** and then **Send File** from the *Communication* dialog.

When the user selects and then sends a file, Oracle Communicator sends a SIP INVITE request to the recipient. To secure the file transfer, the INVITE contains XML that describes the file itself and the URL of the FileTransferServlet (the address designated by the <Location> element) and a randomly generated string.

---

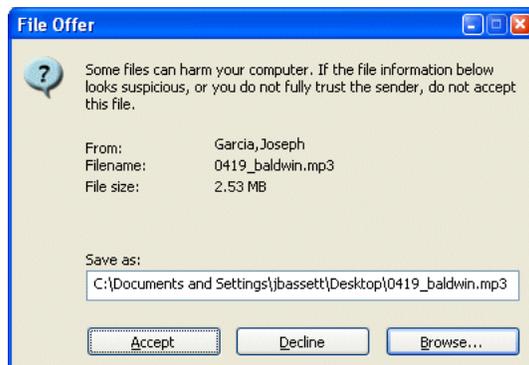
**Note:** This string is unique to every file transfer; it is never re-used.

---

Upon receiving the INVITE request, the recipient's client alerts its user of the file transfer with the *File Offer* dialog ([Figure 5–7](#)) that indicates the name of the sender as well as the name and size of the file. If the recipient accepts the file, the client returns an OK response to the sender. The user and recipient's clients both make HTTP or HTTPS connections to the URL of the OC4J container hosting the FileTransferServlet. The servlet matches the sender to the receiver and then ushers the file to the receiver.

Typically, the server hosting the FileTransferServlet does not store the files; the FileTransferServlet only conveys the files from sender to receiver.

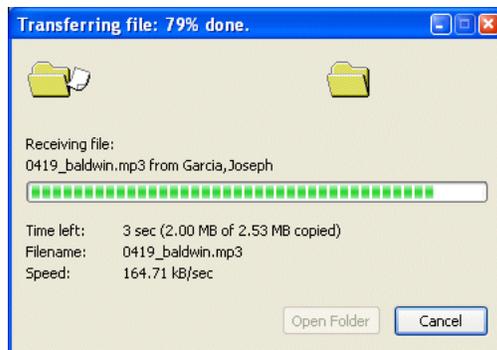
**Figure 5–7 The File Offer Dialog**



After the receiver accepts the file and selects a location to store the file, the file transfer status and any error messages display for both the sender and receiver (Figure 5–8). The recipient receives a notification once the file transfer completes and can open the selected destination folder to view the file.

If the receiver declines the file, or if the receiver's instance of Oracle Communicator is not configured to support file transfer, then a dialog notifies the sender and the file transfer ends.

**Figure 5–8 File Transfer Status**



See also "[Enabling File Transfers](#)" for more information on configuring file transfers.

---

**Note:** The FileTransferServlet will timeout on a sender or receiver if a request has not been made within the period designated in the its WEB-INF/web.xml's `max-connect-time` parameter.

---

### Setting the File Size

If needed, you can set a limit on the size (in bytes) of files that FileTransferServlet transfers through the `max-size` parameter of its WEB-INF/web.xml.

### **HTTP Authentication and HTTPS Certificates**

Oracle Communicator 10.1.3.4 does not support authentication for file recipients since the FileTransferServlet is hosted separately from OCMS. Although Oracle Communicator 10.1.3.3 supports HTTPS, users are not prompted to accept certificates.

---

---

# The Oracle Communicator Configuration File

This appendix includes the `customize-sample.xml` file for Oracle Communicator described in [Chapter 5, "Configuring Oracle Communicator"](#).

## The `customize-sample.xml` File

`customize-sample.xml` ([Example A-1](#)) is the template file for `customize.xml`.

### **Example A-1** *customize-sample.xml*

```
<?xml version="1.0" encoding="UTF-8" ?>

<Customize>

<!-- in order to provide default settings for the installation,
this file should be edited and renamed customize.xml,
then included in the Oracle Communicator installation
self-extracting RAR (i.e. OracleCommunicatorSetup.exe)

for true/false values, 0 means false, 1 means true

it is expected that most administrators will need
to modify at least the proxy and XDMS settings to
reflect the site topology, and that most administrators
will choose to modify the STUN and LDAP settings
as well

this file lists default values; any property in this
file may be removed with no impact on the installation;
it is recommended that an administrator only keep
those properties for which they intend to use
non-default values
-->

<!-- the Vendor section contains properties that will
remain the same for all user accounts in the
installation and is not editable through the
UI by the user -->
<Vendor>

<!-- if 1, the "Service Settings" menu option will
be visible, which will open the URL specified
in Account/Provisioning/Location in a browser -->
<SelfProv>0</SelfProv>
</Vendor>
```

```
<Account>
<!-- whether or not to use the outbound proxy -->
<UseOutboundProxy>1</UseOutboundProxy>

<!-- the address of the proxy server, preceded by sip:
      if this is not specified, the default is
      outbound.<host> where <host> comes from the user's
      SIP address -->
<OutboundProxyAddress>sip:outbound.example.com</OutboundProxyAddress>

<!-- the default UI theme to use -->
<Theme>Slate</Theme>

<!-- the default save password state; the user can toggle this -->
<SavePasswordPreference>1</SavePasswordPreference>

<!-- the XDMS server, presence rule and hard state settings;
      if this is not specified the default for the Host is
      xcap.<host> where <host> comes from the user's SIP address;
      the other values are the same as default except RootContext
      defaults to services instead -->
<XDMSSettings>
<UseHttps>0</UseHttps>
<Host>xcap.example.com</Host>
<Port>8888</Port>
<RootContext>aggregationproxy</RootContext>
<PresRuleAUID>pres-rules</PresRuleAUID>
<PresRuleDocName>presrules</PresRuleDocName>
<HardStateAUID>pidf-manipulation</HardStateAUID>
<HardStateDocName>hardstate</HardStateDocName>
<ResourceListsAUID>resource-lists</ResourceListsAUID>
<ResourceListsDocName>index</ResourceListsDocName>
</XDMSSettings>

<!-- whether to use rport as described in RFC 3581 for
      NAT traversal; the default is 0; rport may
      not be supported by OCMS in a cluster environment,
      in which case this should be 0 -->
<UserPortForNatTraversal>1</UserPortForNatTraversal>

<!-- the STUN server -->
<UseStun>0</UseStun>
<StunServerAddress>stun.example.com</StunServerAddress>
<StunServerPort>3478</StunServerPort>

<!-- the LDAP server(s) to use for contact searching; by
      default no LDAP server is provided -->
<LdapServers>
<LdapServer>
<Name>ldap.example.com</Name>
<Ip>ldap.example.com</Ip>
<Port>389</Port>
<BaseObject>dc=example,dc=com</BaseObject>
<Default>yes</Default>
<UseTLS>0</UseTLS>
<UseAuthentication>0</UseAuthentication>

<!-- the attribute to use as the distinguished name
      for authorization -->
<AuthorizationAttribute>uid</AuthorizationAttribute>
```

```
<!-- the SipUriAttribute indicates which
      LDAP schema attribute, if any, should be
      mapped to the SIP address of a contact -->
<SipUriAttribute>mail</SipUriAttribute>

<!-- if true, indicates the SIP address
      of the contact returned by the LDAP server
      will have the sip: protocol prepended -->
<SipUriProtocolPrefix>0</SipUriProtocolPrefix>

<!-- if true, this will cause the SIP address
      of the contact returned by the LDAP server
      to be made lowercase -->
<SipUriLowercaseTransform>1</SipUriLowercaseTransform>

</LdapServer>
</LdapServers>

<!-- the URL to launch if the user selects "Service Settings"; that
      option will only be available to the user if Vendor/SelfProv
      is 1 -->
<Provisioning>
<Location>http://example.com/selfprovisioning</Location>
</Provisioning>

<!-- Notifications has two functions: (1) to control client upgrades and
      (2) to provide client-side notification messages. This information is
      contained in a notification.xml document on the server. Enable/disable
      this feature here and provide the URL location of this xml document.
      by default, VersionControl is disabled -->
<Notifications>
<!-- 0 disabled, 1 enabled -->
<UseNotifications>0</UseNotifications>
<!-- xml document location -->
<Location>http://notification.example.com/notification.xml</Location>
</Notifications>

<!-- enables/disables the file transfer functionality; in order
      to support file transfer you must have the FileTransferServlet
      deployed; the Location should be the full URL of the
      FileTransferServlet (e.g. http://example.com/filetransfer) -->
<FileTransferEnabled>0</FileTransferEnabled>
<FileTransfer>
<Location></Location>
</FileTransfer>

<!-- enables/disables SMS menu options; if this is true, it is
      assumed there is a server-side piece that can recognize
      and send SMSes (i.e. the client does not handle sending the
      SMS itself) -->
<SMSEnabled>0</SMSEnabled>

<!-- enables/disables the history, which logs all calls and IM
      conversations; the user can toggle through the Preferences dialog -->
<HistoryEnabled>1</HistoryEnabled>

<!-- the number of days history items will be kept; valid values are:
      -1 - history items never deleted
      0 - history items deleted on signout
```

```
14 - history items deleted after 14 days
30 - history items deleted after 30 days
-->
```

```
<HistoryExpirationDays>14</HistoryExpirationDays>
```

```
</Account>
```

```
</Customize>
```

---

---

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