Oracle® Beehive

Registering and Configuring Mobile Devices

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Oracle Beehive provides wireless access to your e-mail, calendar events, tasks, and contacts allowing you to stay connected to your team directly from your phone wherever you go. The Oracle Beehive Mobile Communicator allows you to keep in touch using instant Messaging and search the directory for users directly from your iPhone, BlackBerry, or Windows Mobile phone.

This help page provides information on how to register and configure your mobile device for use with Oracle Beehive. It lists the mobile platforms that are supported and the functionality available from each platform.

Additional information about how to use your mobile device with Oracle Beehive is provided in the following Help documents:

- Oracle Beehive Using Windows Mobile Device
- Oracle Beehive Using iPhone or iPad
- Oracle Beehive Using Blackberry

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Supported Mobile Platforms

This section consists of the following topics:

- Apple iPhone and iPad
- RIM Blackberry
- Windows Mobile Professional (Pocket PC) and Standard (Smartphone)
- Nokia Phones
- SMS Enabled Devices

For a list of Oracle Beehive-supported Pocket PCs and Smartphones, see the Oracle Beehive Mobile Device Certification Matrix at:

`http://www.oracle.com/technetwork/middleware/beehive/documentation/oracle-beehive-mobile-phone-matrix-155598.pdf`

Apple iPhone and iPad

Oracle Beehive Mobile services and client software in combination with Apple iPhone's strong support for industry standards gives users a rich out of the box experience. You can access the following from your iPhone or iPad:

- Mobile Email using iPhone's native support for IMAP and SMTP.
- Mobile Calendar using iPhone's native support for CalDAV.
- Mobile Address Book using SyncML LITE third party client.
- Mobile Tasks using iPhone's native support for CalDAV.
- Mobile Instant Messaging using Oracle's Beehive Mobile Communicator.
- Online Documents using WebDAV through the mobile Safari browser.
- Mobile SMS Alerts.

RIM Blackberry

Oracle Beehive Mobile Client provides Blackberry users with wireless access to Oracle Beehive e-mail, and enables users to synchronize calendar, tasks, and contacts. The following Oracle Beehive functionality is available for Blackberry users.

- Oracle Beehive Mobile Messaging provides true push mail experience and can be used to keep calendar, tasks, and contacts fully up-to-date.
- Mobile Instant Messaging possible using Oracle's Beehive Mobile Communicator.
- Online Documents accessible using WebDAV through the Blackberry mobile browser
- Mobile SMS Alerts

Windows Mobile Professional (Pocket PC) and Standard (Smartphone)

Oracle Beehive Mobile Client provides Windows Mobile Professional and Windows Mobile Smartphone users with wireless access to Oracle Beehive e-mail, and enables users to synchronize calendar, tasks, and contacts. The following Oracle Beehive functionality is available for Windows Mobile device users.

- Oracle Beehive Mobile Outlook plug-in provides true push mail experience and can be used to keep calendar, tasks, and contacts fully up-to-date.
- Mobile Instant Messaging possible using Oracle's Beehive Mobile Communicator.
- Online Documents accessible using Mobile Explorer using WebDAV.
- Mobile SMS Alerts

Nokia Phones

Nokia's strong commitment to industry standards gives users a rich out-of-the-box experience. The following Oracle Beehive functionality is available for Nokia users.

- Mobile email access using native IMAP and SMTP support
- Up-to-date calendar, task, and contact access using the built-in OMA DS client
- Online documents accessible using WebDAV access through the Nokia mobile browser

- Mobile SMS alerts

SMS Enabled Devices

Any SMS enabled mobile device can be registered with Oracle Beehive and configured to receive mobile SMS alerts.

Users who need instant access to their daily to-do's (such as your next meeting, tasks due, or last e-mail sent to you) without having to look it up can send a text message (SMS) to Beehive to request the information and get an immediate message back in response.

Registering your Mobile Device

Follow the steps in this section to register your mobile device for use with Oracle Beehive. Before proceeding please ensure the following:

1. Verify that your mobile device is supported by Oracle Beehive according to the Supported Mobile Platforms.
2. Ensure that you are subscribed to data services with your wireless service provider.

To start the registration of your mobile device

1. From your desktop browser, go to Oracle Beehive Central. Typically, the URL will follow this structure:

   `http://<Your-Server-Name>:<Port-Number>/bcentral/` or
   `https://<Your-Server-Name>:<Port-Number>/bcentral/`
2. On the Oracle Beehive Central main page, click **Sign In**.
3. Enter your username and password, and click **Login**.
4. On the Beehive Central home page, from the left menu, click **Phone**.
5. On the **Phone** page, under the **Mobile** tab, a table lists all registered devices. Click **New** to register your device.
6. On the **Register New Device** page, enter your phone number and enter the name of your device.
7. (Optional) If you want to receive SMS (text message) notifications on your device, check **Enabled** in the SMS Notification section (An SMS is a communication method for sending/receiving short text messages to/from mobile devices). If your device supports smart messages you can also check **Supports Smart Messages**.

   Note: Smart messaging allows your device to receive messages more efficiently. With smart messaging enabled (on a device that supports smart messaging), longer messages are split into multiple parts which can be reassembled into a single message upon receipt.

   If you receive blank messages after checking the **Supports Smart Messages** option, then your device does not support smart messaging, and the option should be disabled.

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8. When finished, click **Register**. Your newly-added device appears in the list. The status is "Pending" until you complete the registration from your device.

To complete the registration of your mobile device

Choose one of the following options to complete the registration and start configuring your mobile device:

Over-the-Air Configuration Using SMS

This section describes how to register and configure your mobile device to connect to Oracle Beehive using Over-the-Air (OTA) provisioning using the Short Message Service (SMS) protocol.

To configure your mobile device with OTA provisioning using SMS:

1. After registration, Oracle Beehive will send an SMS message to your mobile device.
2. From your device, open the SMS message and open the link provided which will start your device's Internet browser.
3. At the sign in screen, enter your username and password, and Login.
4. The Beehive Mobile screen appears. Depending on the type of mobile device you have registered the options presented to you on this screen will differ. To complete the configuration of your mobile device follow the steps listed for your device in the **Configuring** sections which follow.

Over-the-Air Configuration without SMS

This section describes how to configure your mobile device to connect to Oracle Beehive without using Short Message Service (SMS) protocol.

To configure your mobile device for OTA provisioning without using SMS:

1. On your device, open your device's Internet browser.
2. Enter the Oracle Beehive URL that your system administrator has provided. Typically, the URL will follow this structure:

   `http://<Your-Server-Name>:<Port-Number>/mobiledm/` or
   `https://<Your-Server-Name>:<Port-Number>/mobiledm/`
3. At the sign in screen, enter your username and password, and Login.
4. Provide your mobile phone number (iPad users will be asked for a device name).
5. The Beehive Mobile screen appears. Depending on the type of mobile device you have registered the options presented to you on this screen will differ. To complete the configuration of your mobile device follow the steps listed for your device in the **Configuring** sections which follow.

If you experience issues after registering and configuring your device, it may be related to a known limitation or unresolved issue. See Troubleshooting and Limitations and Known Issues.

If you need to change your SMS notification settings after registering and configuring your device, see *Enable/Disable SMS Notifications* as described in *Oracle Beehive Central Help*.

If you need instant access to your daily to-do's (such as your next meeting, tasks due, or last e-mail sent to you) without having to look it up, you can send a text message

(SMS) to Beehive to request the information and get an immediate message back in response. See Using ASK Commands.

Configuring your Apple iPhone or iPad

This section contains the following procedures for configuring your Apple iPhone or iPad for use with Oracle Beehive:

- Auto-Configure your Device
- Manually Configure your Device

> **Note:** Auto-configuring your Apple iPhone or iPad is only possible if your administrator has uploaded an iPhone Configuration file with the Beehive Mobile Device Management service. Please consult with your administrator.

Auto-Configure your Device

When you register an iPhone or iPad, the Oracle Beehive Mobile Screen will show a confirmation that your device has been successfully registered and give you the option to download and Install the Oracle Beehive Mobile Communicator as well as the option to configure access to your Email and Calendar.

To configure access to your Email and Calendar:

1. Tap the **Download Profile** button
2. Tap **Install** to install the Oracle Beehive profile
3. Tap **Install Now**
4. If your device has a 4 digit security passcode you will be prompted to enter the passcode
5. The profile will begin installation
6. You will need to enter your password when prompted for email (IMAP/SMTP) and then Tap the **Next** box in the upper right corner
7. This will need to be repeated for Calendar Access (CalDAV).
8. You will receive a prompt **Profile Installed**. You then need to tap **Done** in the upper right corner.
9. Return to Safari and tap the back arrow.

To install the Beehive Mobile Communicator

1. Tap **Oracle Beehive Communicator**.
2. Tap the **Install Application** link. This will launch the App Store where you can download the **Oracle Beehive Mobile Communicator** application.
3. Tap the **Free** box, tap **Install**, and then enter your iTunes password.
4. Return to Safari to configure the Beehive Communicator. Tap **Configure Application**.
5. Enter your password and select **OK**.
6. Provisioning of the client will then be done.

Note: Users who wish to synchronize their Beehive contacts need to use iTunes or a 3rd party client such as SyncML Lite. These cannot be automatically configured. Please refer to the section Set Up Address Book below

Manually Configure your Device

If your administrator has not setup the ability to automatically configure your iPhone then when you register an iPhone or iPad, the Oracle Beehive Mobile Screen will show a confirmation that your device has been successfully registered but it will only give you the option to download and install the Oracle Beehive Mobile Communicator. To install it, refer to the previous section. This does not include the ability to upload a configuration file to configure access for your email or calendar. You need to setup the access manually.

- Set up E-Mail
- Set Up Calendar
- Set Up Address Book
- Set Up Tasks

Set up E-Mail

To configure your Apple iPhone to send and receive e-mail using Oracle Beehive:

1. Tap **Settings**.
2. Tap **Mail**.
3. Tap **Add Account**.
4. Tap **Other**.
5. Enter your name, e-mail address, and a description of the Oracle Beehive e-mail account.
6. Enter your incoming mail server, user name, and password. Typically, your user name is your work e-mail address. If you do not know your incoming mail server, user name, or password, please contact your system administrator.
7. Enter your outgoing mail server, user name, and password.
8. Tap **Save**.

To review your e-mail settings:

1. Tap **Settings**.
2. Tap the description of your Oracle Beehive e-mail account.
3. Tap **Advanced**.

Set Up Calendar

This procedure configures the CalDAV-based Calendar application on your iPhone for use with Oracle Beehive.

To configure your Apple iPhone to manage your Oracle Beehive calendar data:

1. Verify that your iPhone is running the 3.0 Software Update.
2. In Settings, tap **Mail, Contacts**, **Calendars**.

3. Tap **Add Account**.
4. Tap **Other**.
5. Tap **Add CalDAV Account**.
6. In the Server field, enter the following URL:

   `https://<host>:<port>/caldav/ent/principals/individuals/<your_email_address>`

   where:

   `<host>` and `<port>` are the host and port number of your Oracle Beehive server, and `<your_email_address>` is your e-mail address. If you do not know your Oracle Beehive server host and port number, contact your system administrator.
7. Enter your user name and password, and a brief description for this calendar account.
8. Tap **Next** (in the upper-right corner) to verify the account.

After completing these steps, you will see your Oracle Beehive personal calendar in the Calendar application.

Set Up Address Book

You can access your Oracle Beehive address book from your iPhone or iPad either by synchronizing your Microsoft Outlook contacts through iTunes, or by using a third party client such as SyncML LITE.

To Synchronize Oracle Beehive Contacts on Microsoft Outlook and Apple iPhone or iPod touch

Synchronization of contacts between Microsoft Office Outlook 2007 and your Apple iPhone or iPod touch requires Apple iTunes. You can configure which items are synchronized during a one-time set up process.

After the initial setup, each time that you connect your iPhone or iPod touch to your computer, the changes made on your computer or device are synchronized.

1. Connect your iPhone or iPod touch to your computer. iTunes opens automatically when connected to your computer.
2. In iTunes, in the source list, under Devices, click the entry for your iPhone or iPod touch.
3. Click the **Info** tab.
4. Under **Contacts**, click Sync contacts from, and then click Outlook.
5. Do one of the following:
   - To synchronize all contacts, click All contacts.
   - To limit the contacts that are synchronized, click **Selected groups**, and then click the groups you want to synchronize.

     Note: To select multiple groups, press CTRL as you click each group name.
6. Click Apply.

Note: Refer to the Apple support website for more information on device versions and their compatibility matrix.

To access the **Oracle Beehive Address Book** from your device:

1. Tap **Contacts**, then tap **Groups**.
2. Select and tap the Oracle Beehive address book from the list to open it.

After completing these steps, you will see your Oracle Beehive personal address book in the Address Book application.

Note: For more information on using the Oracle Beehive Address Book on your iPhone or iPad, refer to the help document *Using iPhone or iPad with Oracle Beehive*.

To Synchronize Oracle Beehive Contacts using SyncML LITE

SyncML LITE for iOS brings SyncML standard based data synchronization to iOS devices. This allows mobile over-the-air (OTA) data synchronization with any compliant SyncML server such as Oracle Beehive.

1. **Install the SyncML client**: Access the ITunes store either from your device (iPhone, iPad, or iPod iTouch). Search for SyncML LITE and download the application. Start the installation.
2. **Configure**: Open the application and tap **Preferences** on the tab bar at the bottom of the screen. Enter the syncML server details. Input your details in the preferences form.

   Example: If your server name is barton.oracle.com and your port number is 7777, in the field, you enter:
   http://barton.oracle.com:7777/mobilesync/server

3. **Synchronize**: Tap the done button to go back to the main view. Now push the button to start SyncML synchronization,

Note: Refer to the **SyncML for iOS** - complete sync documentation for Tasks+Cal+Sync as well as SyncML PRO/LITE (with SyncML filtering docs & example scenarios), at:
http://www.plan44.ch/downloads/SyncML_for_iOS.pdf?lang=e&lay=desk

Set Up Tasks

Mobile Tasks can be set up using iPhone's native support for CalDAV. Apple's iOS 5 new built-in to-do manager, **Reminders** app allows you to access and manage your "Beehive tasks".

For iPhone and iPad users with iOS 5 and above Beehive tasks can be accessed through CalDAV using the **Apple iOS 5 Reminders** application.

If CalDAV access has been setup for Calendar access then no further setup is required to access your tasks.

Configuring your BlackBerry

This section contains the following information regarding the configuration of your RIM Blackberry devices for use with Oracle Beehive:

- Activating your Blackberry
- Avoiding access control issues
- Configure your Device

Activating your Blackberry

Before installing and configuring a Blackberry device, users must first activate their Blackberry with their organizations' Blackberry Enterprise Server (BES). To have your device activated you must send a request to your BES Administrator. Your request must include your Blackberry PIN. To find your Blackberry Pin:

- On your device go to **Options** and select **Status**.
- The status page lists your PIN, take note of it and include in your request that you send to your Administrator.
- After your request is reviewed and approved you will receive an email with instructions on how to complete the activation.

> **Note:** The BES Activation process will differ from one organization to the next so please consult with your administrator.

Avoiding access control issues

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

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

There is no “recommended” method for assigning permissions to an application. However, if you have not yet installed Oracle Beehive, follow the steps below to edit permissions on your device to avoid this issue.

To avoid access control exceptions before installing Beehive:

1. From the Main Menu, select **Options**, **Security Options**, and then **Application Permissions**.
2. Press **Menu**, and select **Edit Default Permissions**.
3. Change the default settings to allow permissions.
4. Press **Menu**, and select **Save**.

If you have already installed Oracle Beehive, and have encountered an exception, follow the steps below to troubleshoot the issue.

To troubleshoot the access control exception if it occurs:

1. From the Main Menu, select **Options**, **Security Options**, and then **Application Permissions**.
2. Locate the application that has the exception.
3. Press **Menu**, then select **Edit Permissions**.
4. Change the default to allow permissions.
5. Press **Menu**, then select **Save**.

Configure your Device

This section contains the procedures for installing Oracle Beehive Mobile Communicator, and setting up data synchronization on your RIM BlackBerry for use with Oracle Beehive.

> **Note:** Before installing you must Activate your Blackberry with a Blackberry Enterprise Server, you should also take precautions to avoid access control issues. See Activating your Blackberry and Avoiding access control issues.

When you register a Blackberry device, the Oracle Beehive Mobile Screen will give you the option to download and Install the Oracle Beehive Mobile Client.

1. Select Oracle Beehive Mobile Client to start the download.
2. After the client has finished downloading, please review your user information:
   - Enter your user name. Unless your system administrator has said otherwise, your user name is your full e-mail address.
   - Enter a valid password.
   - The Oracle Beehive URL should already appear in the appropriate field. If it is not present, enter the URL provided by your system administrator. Typically, the URL will follow this structure:

     `http://<Your-Server-Name>:<Port-Number>/mobiledm/`

     or

     `https://<Your-Server-Name>:<Port-Number>/mobiledm/`
3. Select **OK**.
4. Choose applications to install from the list and select **OK**. This list should include:
   - Beehive Client
   - Beehive Messaging
   - Beehive Communicator
5. Select **Yes** to any prompts you receive during installation.
6. Following installation you will be asked to reboot your Blackberry.

> **Note:** When asked to reboot, it is recommended that you reboot right away so that the client can properly start.

The Oracle Beehive Mobile Client should start automatically after the Blackberry restarts. Once Oracle Beehive Mobile Client starts, it will synchronize all Oracle Beehive data (e-mail, calendar, contacts, etc.) for the first time. When you start the Blackberry Messages, Calendar, Tasks, or Contacts applications, you will see entries appearing.

Beehive Mobile Communicator starts up automatically following the restart as well.

Note: For more information on how to use the Beehive Mobile Client software on your Blackberry, refer to Using BlackBerry with Oracle Beehive.

Configuring your Windows Mobile Professional (Pocket PC) and Standard (Smartphone)

This section contains the following information regarding the configuration of your Windows® Mobile Pocket PC and Smartphone devices for use with Oracle Beehive:

- Disable HTC TouchFlo Plug-in on your Pocket PC (HTC Fuze/Touch Only)
- Configure your Device
- Synchronize your Data using Beehive Mobile Client

Disable HTC TouchFlo Plug-in on your Pocket PC (HTC Fuze/Touch Only)

Before installing and configuring an HTC Fuze or HTC Touch device, users must disable the HTC TouchFlo plug-in to allow access to the system tray. This will also allow users to view and locate the Oracle Beehive Mobile Client's system tray icon.

To disable the HTC TouchFlo plug-in:

1. Go to **Start**, then **Settings**, and select **Today**.
2. In the **Items** tab, scroll down the list of Today screen items, and clear the option **TouchFlo 3D**.
3. Press **OK**, then return to the main screen.

Configure your Device

When you register a Windows Mobile device, the Oracle Beehive Mobile Screen will give you the option to download and Install the Oracle Beehive Mobile Client.

1. Select Oracle Beehive Mobile Client to start the download.
2. After the client has finished downloading, please review your user information:
   - Enter your user name. Unless your system administrator has said otherwise, your user name is your full e-mail address.
   - Enter a valid password.
   - The Oracle Beehive URL should already appear in the appropriate field. If it is not present, enter the URL provided by your system administrator. Typically, the URL will follow this structure:

     ```
     http://<Your-Server-Name>:<Port-Number>/mobiledm/
     ```

or

`https://<Your-Server-Name>:<Port-Number>/mobiledm/`

3. Select **OK**.
4. Choose applications to install from the list and select **OK**. This list should include Oracle Beehive Mobile Mail, Oracle Beehive Mobile Organizer, and the Oracle Beehive Mobile Communicator.
5. Select **Yes** to any prompt you receive during installation.

> **Note:** If you have a storage card, choose whether to install Oracle Beehive on the storage card or on your mobile device, and select Install.

Synchronize your Data using Beehive Mobile Client

Following installation, Oracle Beehive Mobile Client should start automatically and display the current working mode for Oracle Beehive. If the default working mode is Offline, select Menu, then Synchronize, then Done.

Once Oracle Beehive Mobile Client starts, it will synchronize all Oracle Beehive data (e-mail, calendar, contacts, etc.) for the first time. When you start the Pocket Outlook Messaging application, you will see a new account called Beehive that contains all your data.

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

> **Note:** For more information on how to use the Beehive Mobile Client software on your Windows Pocket PC or Windows Smartphone, refer to Accessing Oracle Beehive from your Windows Mobile device.

Configuring your Nokia Series 60

This section contains the following procedures for configuring your Nokia Series 60 for use with Oracle Beehive:

- Auto-Configure your Device
- Manually Configure your Device

> **Note:** Auto-configuring your Nokia is only possible if your administrator has enabled OMA Client Provisioning. Please consult with your administrator.

Auto-Configure your Device

When you register a Nokia Series 60 device, the Oracle Beehive Mobile Screen will ask you if you want to receive SMS messages to automatically configure your device to synchronize data and send and receive e-mail.

1. Select the link to start the auto-configure process.

2. Take note of the PIN that will get displayed.
3. Open the configuration SMS upon receipt, you will be asked to enter this PIN to verify the source of the SMS.
4. Once the PIN is verified your IMAP/SMTP (for access to email) and OMA DS (for synchronizing calendar, tasks, and contacts) settings will be automatically provisioned for you.

Note: If you choose to auto-configure your device, you will still need to manually enter your user password. (See step 12 in Set up Data Synchronization and steps 13 and 15 in Set up E-Mail). Optionally, if your IMAP and SMTP servers are only available over SSL you must manually configure the Secure IMAP ports. (See step 14 in Set up E-Mail).

Manually Configure your Device

If you cannot automatically configure your mobile device or your device is unable to process or does not receive the configuration SMS sent, continue with the following steps to manually Set up E-Mail and to Set up Data Synchronization.

Set up E-Mail

You can configure your mobile device to send and receive e-mail using IMAP and SMTP.

To configure your mobile device to use Oracle Beehive e-mail:

1. Select **Messaging**.
2. Select **Options**, then **New Mailbox**.
3. From the Mailbox type screen, select **IMAP4** and select **Next.**
4. Enter your user name and select **Next**. Typically, your user name is your work e-mail address. If you do not know your user name, please contact your system administrator.
5. Enter your incoming mail server and select Next.
6. Enter your outgoing mail server and select Next.
7. From the **Access Point** in use screen, select an option:
   - **Always ask**: If an access point is in use, you are always asked whether you want to create a new access point.
   - **Create new**: If an access point is in use, a new access point is automatically created.
8. Select Next.
9. Enter a name for your mailbox and select **OK**.
10. Navigate back to your device's main screen and select **Menu**.
11. Select **E-mail Settings**, then **Connection Settings**.
12. Select **Incoming Mail**.
13. Enter your Oracle Beehive user name and password and scroll down.

14. Select **SSL/TLS** and set Port to **Default.**
15. Navigate to the Outgoing E-mail Settings menu and enter your e-mail address, user name, and password.
16. Select **SSL/TLS** and set Port to **Default.**
17. Return to the Oracle Beehive main menu and select **Retrieval Settings**.
18. Select **All**.
19. Return to the Messaging menu and open the Oracle Beehive account you have just created. You will be prompted to connect to your mailbox. Select **Yes**.

Set up Data Synchronization

To set up synchronization for your Oracle Beehive data:

1. Select **Menu**, then **Connectivity**.
2. Select **Sync**.

> **Note:** The location of the Remote Sync application differs depending on the Nokia model. Please consult your device's user guide if it is not available from the Connectivity folder.

3. Select **New Sync Profile**.
4. Enter a profile name and select **Next**.
5. Select 1.2 from the Server Version list and select **Next**.
6. Choose which item types you want to synchronize by selecting the appropriate check boxes. Select **Next**.
7. If you have chosen to synchronize your contacts, enter `./contacts` and select **Next**.
8. If you have chosen to synchronize your calendar, enter `./calendar` and select Next.
9. If you have chosen to synchronize your notes, enter `./notes` and select Next.
10. If the location of your Oracle Beehive data is not already provided, enter the location in the Host Address field using the following structure: http://<Server-Name>:<Port-Number>/mobilesync/server

> **Example:** If your server name is barton.oracle.com and your port number is 7777, in the field, you enter: http://barton.oracle.com:7777/mobilesync/server

11. Select **Next**.
12. Enter your Oracle Beehive user name and password.
13. Select **Yes** to save your profile.
14. From the Sync screen, select your Oracle Beehive profile.
15. Select **Options**.

16. Select **Synchronize.**

Customize your Synchronization

You can customize the synchronization process between your Nokia device and Oracle Beehive as described below:

- Modifying the Default Date Range
- Deleting Items Outside the Date Range
- Transferring Declined Events to Your Mobile Device
- Synchronizing Only Specific Categories of Contacts
- Requiring Slow Synchronization to be Performed
- Changing Conflict Resolutions Settings on Items
- Setting Alarms
- Filtering Out Instant Message Contacts to be Synchronized

Modifying the Default Date Range When you synchronize your mobile device, events and tasks outside the server-defined, device-specific date range are not sent to the device by default. You can override this behavior by modifying your device settings.

To modify the default date range for your mobile device:

Append `/dr(-`<Days-Past>`,`<Days-Future>`)` to the Calendar URI on your mobile device, where <Days-Past> is the number of days in the past, and <Days-Future> is the number of days in the future.

Examples:

`./Calendar?/dr(-7,14)`: Synchronizes events and tasks seven days in the past to 14 days in the future.

`./Calendar/Events?/dr(-30,60)`: Synchronizes events 30 days in the past to 60 days in the future.

`./Calendar/Tasks?/dr(0,7)`: Synchronizes tasks from today to seven days in the future.

Deleting Items Outside the Date Range Whenever you synchronize your mobile device, any events or tasks outside the specified date range of your device are archived on the server and deleted from the device by default. You can override this behavior by modifying your device settings.

To control whether or not items outside your specified date range are deleted from your mobile device during synchronization:

Append `/deloutofrange(`<X>`)` to the Calendar URI on your device.

Entering `FALSE` for <X> retains items outside your date range on your mobile device.

Entering `TRUE` for <X> deletes items outside your date range from your mobile device.

You can have different settings for events and tasks.

Examples:

`./Calendar/Tasks?/dr(-30,60)/deloutofrange(false)`: Synchronizes tasks 30 days in the past to 60 days in the future, but retains tasks outside this date range on your device.

`./Calendar/Events?/dr(-30,60)/deloutofrange(true)`: Synchronizes events 30 days in the past to 60 days in the future, and deletes events outside this date range from your device.

Transferring Declined Events to Your Mobile Device By default, Oracle Beehive does not transfer declined events to your mobile device during synchronization. However, you may want to view declined events on your device in case you decide to attend an event that you have previously declined.

To transfer declined events to your mobile device:

Append `/refusedentries(<X>)` to the Calendar URI on your device.

Entering `TRUE` for <X>synchronizes all events, including declined events, on your mobile device.

Entering `FALSE` for <X> synchronizes only accepted events and unconfirmed events on your mobile device.

Examples:

`./Calendar?/refusedentries(true)`: Synchronizes all events (including declined events) and tasks.

`./Calendar?/dr(-7,14)/refusedentries(true)`: Synchronizes all events (including declined events) and tasks seven days in the past and 14 days in the future.

`./Calendar/Events?/refusedentries(false)`: Synchronizes only accepted events and unconfirmed events.

Synchronizing Only Specific Categories of Contacts The customization option applies to your Contacts data store only.

When you use Contacts synchronization, by default, all your contacts are synchronized. Occasionally, you may want to synchronize only contacts that fall in a specific category. Most mobile devices can set a "Category" for each of the contacts and thus, group certain contacts into one category.

Oracle Beehive also supports modifying your contacts on the server to be attached to a specific category (or they may not be in a specific category). You can also specify only certain categories which you want to be synchronized. This helps when you want to keep track of certain contacts, or optimize overall performance.

Note: This feature works for all available synchronization types.

The default synchronization category is all contacts, which includes any contacts not in a specified category.

To change the category to be synchronized for your mobile device:

Append /category (<X[,Y]>) to the Contacts URI on your device, where <X> is the name of the category. To specify more than one category, use commas to separate category names: X,Y,Z.

Examples:

./Contacts?/category(Business)

In this case, only contacts in the "Business" category will be synchronized.

./Contacts?/category(Work,Home)

In this case, only contacts in both the "Work" and "Home" categories will be synchronized.

Requiring Slow Synchronization to be Performed This customization option applies to all data stores, including your Contacts, Calendar events, and Tasks.

At times, you may want to explicitly perform slow synchronization of your data. Specifying this parameter (valid for all synchronized items) will force a slow sync to be performed. However, you must remove the parameter immediately after your custom synchronization, or the slow sync will always be performed.

To require slow synchronization to be performed:

Append /slow (true) to the Datastore URI on your device.

Examples:

./Contacts?/slow(true)

./Calendar/Events?/slow(true)

Changing Conflict Resolutions Settings on Items This customization option applies to all data stores, including your Contacts, Calendar events, Tasks, and E-mail.

By default, Oracle Beehive selects either the server or the client to dominate whenever there is a conflict during synchronization. For example, if both the server and client sides have the same item modified, the default may be that the server overwrites the item on the client. Thus, both sides will have the server item. However, you may want to explicitly set whether the client or the server should dominate. When set to the client, if the same situation occurs, then the client's version of the item will be applied to the server.

Note: This conflict resolution policy works only during "Normal" synchronization. During "Slow" synchronization the server is typically dominant.

To change the default conflict resolution setting for your device:

Append /cr (<X>) to the Contacts URI on your device.

Entering: Client for <X> makes your device dominant.

Entering: Server for <X> makes the server dominant, regardless of the default.

Examples (for Contacts and Calendar events):

./Contacts?/cr(Client)

In this case, if there is a conflict, the mobile device's data will take precedence during contacts synchronization.

./Contacts?/cr(Server)

In this case, if there is a conflict, the server's data will take precedence during contacts synchronization.

Examples (for Calendar events):

./Calendar/Events?/cr(Client)

In this case, if there is a conflict, the mobile device's data will take precedence during calendar synchronization.

./Calendar/Events?/cr(Server)

In this case, if there is a conflict, the server's data will take precedence during calendar synchronization.

Setting Alarms This customization option applies to your Calendar events and Tasks data stores only. If you frequently synchronize your Calendar on your mobile device, you can enable or disable alarms (meeting and/or task reminders) to alert you when an important meeting approaches or a task is due.

Note: This option is only available after you have fully registered your device, and have synchronized your data at least once on the Oracle Beehive server.

If you have already synchronized your device and want to change your alarm settings, return to Oracle Beehive Central's Phone page to set your Mobile Alarm preferences by selecting your device and clicking "Edit". For more information, refer to the **Edit a Mobile Device** section in *Oracle Beehive Central Help*.

Note: Mobile Alarms settings in Oracle Beehive Central will only take effect after you have installed Oracle Beehive on your device, and only after your device is fully registered, and provisioned; and after you have successfully synchronized with the Oracle Beehive server at least once.

Filtering Out Instant Message Contacts to be Synchronized By default, Oracle Beehive does not exclude Instant Message (IM) contacts. However, you can "filter out" only the contacts you use most by creating a specific category for those contacts. When you configure your mobile device, you can then specify only that category to be synchronized.

If you choose not filter out your contacts, all contacts will continue to be downloaded and synchronized to your mobile device.

Using ASK Commands

When you need instant access to your daily to-do's (such as your next meeting, tasks due, or last e-mail sent to you) without having to look it up, you can send a text message (SMS) to Beehive to request the information and get an immediate message back in response.

> **Note:** Text messages (SMS) must be sent to your Beehive SMS Short Code (see Short Code Number), and contain a valid ASK command (as shown in the table below) in the body of the message.
>
> To recognize incoming messages from your Beehive SMS Short Code you may want to consider saving the short code as a contact with a recognizable name (e.g. Beehive Mobile).

Short Code Number

Your organization should provide the Short Code SMS number (or Long Code if you are located outside North America) to which you can send an ASK command to Beehive.

When you receive a reply from the Beehive server, you may not instantly recognize the source of the incoming message. To quickly identify this number, you can add an entry in your mobile device's address book by listing the code, such as "555-14", for the phone number of the "Beehive" contact.

Commands List

The following table summarizes the commands you can use to access information about items in your inbox, calendar, tasks, or contacts. You can also use commands to search the directory, start a chat, send a request for information, or get help about any command.

Category	Command	Definition
Today	today	Returns most recent e-mail, upcoming meetings and tasks due for today
Inbox		Returns most recent e-mail messages
	inbox	Returns summary of inbox
	inbox l	Returns summary of last received e-mail
	inbox N	Returns summary of last N (number of) received e-mail messages

Category	Command	Definition
Calendar		Returns Lists of appointments from your calendar
	cal	Returns appointments for today
	cal y	Returns appointments for yesterday
	cal t	Returns appointments for tomorrow
	cal mm/dd	Returns appointments for mm/dd of the current year
	cal mm/dd/yyyy	Returns appointments for mm/dd/yyyy
	cal hh:mm[a/p]	Returns appointments after hh:mm [am/pm] for today.
	cal N	Returns N number of appointments
	cal n	Returns remaining appointments for today
	cal x	Returns your next appointment
		Note: Date values can also be specified as yyyy/mm/dd. Time values can also be specified in 24-hour format.
Tasks		Returns assigned tasks
	task	Returns summary of incomplete tasks
	task p [h/m/l/n]	Returns summary of incomplete tasks with the given priority
	task d mm/dd/[yyyy]	Returns summary of incomplete tasks due on mm/dd/yyyy. The year portion defaults to the current year.
		Note: Date values can also be specified as yyyy/mm/dd.
Directory	dir {search terms}	Locates user(s) in the corporate directory based upon the search terms provided
		Note: If you want to search your personal address book instead of the corporate directory you can use source:addressbook or use the contact command.
Contacts	contact	Searches for users in your address book
	addr={value}	Matches based on a user's address
	address={value}	Matches based on a user's address
	fn={value}	Matches based on a user's first name
	first_name={value}	Matches based on a user's first name
	given_name={value}	Matches based on a user's given name
	ln={value}	Matches based on a user's last name
	last_name={value}	Matches based on a user's last name
	family_name={value}	Matches based on a user's family name

Category	Command	Definition
IM		Provides interaction with your Instant Message buddies
	im on	Enables the Instant Message proxy
	im off	Disables the Instant Message proxy
	im list	Returns buddy groups
	im list {group}	Returns buddies in group {group}
	im pref	Manages Instant Message proxy preferences
	im {user}{message}	Sends {message} to {user}
Act	act list	Executes an actionable notification response
	act list i	Executes actionable meeting invitations
	act list t	Executes actionable task assignments
	act list w	Executes actionable workflow requests
Help	help {command}	Provides additional help for a given command
	help act	Returns information about the act command
	help cal	Returns information about the cal command
	help contact	Returns information about the contact command
	help dir	Returns information about the dir command
	help im	Returns information about the im command
	help inbox	Returns information about the inbox command
	help task	Returns information about the task command
	help today	Returns information about the today command

Troubleshooting and Limitations

This section contains the following troubleshooting topics and limitations related to specific mobile devices, features, and functionality:

- Why do my contacts in Beehive Communicator appear offline when they are actually online?
- I'm using another SSL Port setting. Why won't Oracle Beehive provision my Nokia device?
- Why doesn't the Map function work on my BlackBerry?

For issues related to your Windows Mobile device, refer also to the help document *Oracle Beehive Using Windows Mobile Device*.

For issues related to your Apple iPhone mobile device, refer also to the help document *Oracle Beehive Using iPhone or iPad.*

For issues related to your BlackBerry mobile device, also to the help document *Oracle Beehive Using Blackberry*.

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

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

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

I'm using another SSL Port setting. Why won't Oracle Beehive provision my Nokia device?

Oracle Beehive cannot automatically provision Nokia devices if the SSL ports for the IMAP (port 993) and SMTP (port 465) services are non-standard, that is, if the SSL ports for these services are different than the expected default settings.

To resolve this issue on Nokia devices, complete the following steps:

1. Configure the device's **IMAP** setting by navigating through the following menu options: **Mailbox**, **Options**, **E-mail settings**, **Connection Settings**, **Incoming E-mail**, and select **Security (Ports)**.
2. In the Security (Ports) screen, select **SSL/TLS** and enter the number of the non-standard port for your deployment.
3. Configure the device's **SMTP** setting by navigating through the following menu options: **Mailbox**, **Options**, **E-mail settings**, **Connection Settings**, **Outgoing E-mail**, and select **Security (Ports)**.
4. In the Security (Ports) screen, select **SSL/TLS** and enter the number of the non-standard port for your deployment.

Why doesn't the Map function work on my BlackBerry?

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

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

Known Issues

This section contains the following known issues related to specific mobile devices, synchronization services, features, and functionality:

Nokia N97 Devices on Vodafone Network Unable to Access Beehive Server Using Default Access Point

Bug 9061552. The mobile browser for Nokia N97 devices operating on the UK Vodafone network are not able to connect to the Beehive mobile device management (mobiledm) server, preventing registration and provisioning.

As a workaround, change the access point setting in your Nokia N97 device browser (from "WAP") to "Internet." The setting is located in the Mobile browser under **Options**, **Settings**, **General** and by selecting **Access Point**.

Oracle Beehive Does Not Support European-Based Portuguese Translation on iPhone Devices

Bug 9066765. When Apple iPhone users select to use Portuguese (Portugal) as their language setting, Oracle Beehive will instead use Brazilian-based Portuguese. As a result, users will see Portuguese translated based on Brazilian Portuguese, rather than European Portuguese.

Mobile Data Sync Service Does Not Synchronize Day Event Reminders to Oracle Beehive

Bug 6367501 and 6315167. The Mobile Data Sync Service does not synchronize reminders on Day events created on mobile devices. If a reminder exists on a Day event created on the device, the reminder will be lost after synchronization.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at
http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

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