

# Oracle® Beehive

Using iPhone or iPad

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This page contains instructions on how to access Oracle Beehive from your iPhone or iPad. You can use the Oracle Beehive Mobile Communicator to access your instant message contacts, start and continue ongoing chats, send e-mail and text messages, search the corporate directory, view user profiles, and set preferences on your Apple iPhone or iPad device. In addition, you can access the following from your iPhone or iPad:

- Mobile E-mail 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
- Online documents using WebDAV through mobile Safari browser
- Mobile SMS alerts

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**Note:** Although the Oracle Beehive-supported features described in this page are available to both Apple iPhone and iPad users, the instructions in this page are specific to Apple iPhone users only.

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# **Before Using Oracle Beehive on your iPhone or iPad**

Before you begin using Oracle Beehive on your iPhone or iPad, ensure that you have successfully installed, registered, and configured your iPhone or iPad device to connect with the Oracle Beehive server. See the sections "Registering your Mobile Device" and "Configuring your Apple iPhone or iPad" in *Oracle® Beehive Registering and Configuring Mobile Devices Help* for a complete set of steps on how to register and configure your iPhone or iPad for use with Oracle Beehive.

## Supported iPhone Devices

For a list of Oracle Beehive-supported Apple devices, see the Oracle Beehive Mobile Device Certification Matrix at:

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

Most features of Oracle Beehive Mobile Communicator also work on the Apple iPod Touch. However, some functionality, such as dialing out, are not supported on the iPod Touch device.

## Accessing Oracle Beehive E-mail, Calendar, Address Book, and Tasks from your iPhone or iPad

After configuring your iPhone or iPad device, you can use it to access your Oracle Beehive e-mails, calendar, address book, and tasks. This section contains the following topics:

- [Sending and Receiving E-mails](#)
- [Accessing Oracle Beehive Calendar](#)
- [Accessing Oracle Beehive Address Book](#)
- [Accessing Oracle Beehive Tasks](#)

### Sending and Receiving E-mails

You can send and receive Oracle Beehive e-mails through IMAP and SMTP from your iPhone or iPad device. To send and receive Oracle Beehive e-mails, ensure that you have configured your iPhone or iPad to connect to the Oracle Beehive server. See the *Oracle® Beehive Registering and Configuring Mobile Devices Help* for more information.

#### To read an Oracle Beehive e-mail from your iPhone or iPad:

1. Tap **Mail**, then tap to select your Oracle Beehive account from the the Accounts section of the Mailboxes screen.
2. Select and tap the e-mail message to open it.

#### To send an e-mail from your Oracle Beehive account:

1. Compose an e-mail message. See the help available with your Apple iPhone or iPad device for details.
2. Tap the **From** field and select the Oracle Beehive account.
3. Tap **Send** to send the message.

#### To reply to an e-mail message:

1. Tap **Mail**, then tap to select your Oracle Beehive account from the the Accounts section of the Mailboxes screen.
2. Select and tap the e-mail message to open it.
3. Tap **Reply** to reply to the message.

See the help available with your Apple iPhone or iPad device for more information.

## Accessing Oracle Beehive Calendar

You can access your Oracle Beehive calendar from your iPhone or iPad using CalDAV. To access your Oracle Beehive calendar, ensure that you have configured your Apple device to connect to the Oracle Beehive server. See the *Oracle® Beehive Registering and Configuring Mobile Devices Help* for more information.

### To access the Oracle Beehive calendar from your iPhone or iPad:

1. Tap **Calendars**, then tap to select your Oracle Beehive calendar from the list of calendars.
2. Tap an event to view its details.
3. Tap the plus icon to add an event to your calendar.
4. Open an event, then tap **Edit** to edit the event in your calendar.

### To respond to a meeting invitation:

1. Tap an invitation in your Oracle Beehive calendar.
2. Tap **Add Comments** if you want to add comments in your response.
3. Tap **Send** to send your response to the meeting organizer.

You can set calendar alert tones, synchronize past events, set up meeting invitation alerts, and set up time zones support for your Oracle Beehive calendar. See the help available with your Apple iPhone or iPad device for more information.

## Accessing Oracle Beehive Address Book

You can access your Oracle Beehive address book from your iPhone or iPad using a third party client such as SyncML LITE or synchronize your Microsoft Outlook contacts through iTunes. To access your Oracle Beehive address book, ensure that you have configured your Apple device to connect to the Oracle Beehive server. See the *Oracle® Beehive Registering and Configuring Mobile Devices Help* for more information.

### To access the Oracle Beehive address book from your iPhone or iPad:

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

### To search a contact in the address book:

1. Tap **Contacts**, then tap **Groups**.
2. Select and tap the Oracle Beehive address book from the list to open it.
3. Tap the search field at the top of the contact list and enter your search.

See the help available with your Apple iPhone or iPad device for more information.

## Accessing Oracle Beehive Tasks

You can access and manage your Oracle Beehive tasks list from your iPhone or iPad using CalDAV (iOS 5 and above is required) and the Reminders application on your Apple device.

To access and manage your Oracle Beehive tasks, ensure that you have configured your Apple device to connect to the Oracle Beehive server. See the *Oracle® Beehive Registering and Configuring Mobile Devices Help* for more information.

See the help available with your Apple iPhone or iPad device for more information on how to use the Reminders application.

## About Oracle Beehive Mobile Communicator

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

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

Using Oracle Beehive Mobile Communicator on your iPhone also enables you to search the Corporate directory, browse your organization's reporting structure, and view users' contact information through their user profile. To customize your settings, you can set or change your user preferences at any time.

## Oracle Beehive Mobile Communicator Features

The following features are available in this version of Oracle Beehive Mobile Communicator for iPhone:

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

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**Note:** If you have Instant Message notifications, you will receive them through Oracle Beehive Mobile Communicator as you would from your desktop Instant Messaging application. Similarly, you can respond to them the same way you would from your desktop Instant Messaging application. To enable notifications, refer to Oracle Beehive Central Help.

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

Oracle Beehive Mobile Communicator also supports calling users directly from a chat that includes a phone number, or sending a text to an e-mail address included in the message text.

### Main Menus

Oracle's Beehive Mobile Communicator features are grouped into four main menu categories, shown at the bottom of your iPhone screen:

- **People** - View list of users in People list, view profiles, select a contact, and choose communication method. See [View a User's Profile](#) and [View Organization Details](#).
- **Chats** - View all current chat sessions, select a chat to respond to, then call, e-mail, or text user from phone number or e-mail address provided in the text. See [Starting and Viewing Chats](#) and [Collaborating with Users](#).
- **Search** - Search users in the directory, view results, and contact user. See [Searching the Directory](#).
- **Settings** - View and change your presence (availability), status message, and view account and product information. See [Set Presence](#), [Set/View Account Information](#), and [View Product Information](#).

## Before Running Oracle Beehive Mobile Communicator on your iPhone

Before you start using Oracle Beehive Mobile Communicator on your iPhone or iPad, you must verify your installation.

### To verify your installation and setup:

1. Ensure you have downloaded and successfully installed Oracle Beehive Mobile Communicator on your iPhone. See the section "Configuring your Apple iPhone or iPad" in *Oracle® Beehive Registering and Configuring Mobile Devices Help*.
2. Verify that your device is fully registered and provisioned. Remember your user name and password.
3. Before running Oracle Beehive Mobile Communicator on your iPhone, tap **Settings**, and under Account, tap your user name to check that your device has the following information (required to communicate with the Oracle Beehive Instant Messaging server):
  - Server Information
    - Host (Server IP address)
    - Port (Connection)
    - Secure (SSL connection On or Off)
  - User Information
    - User Name (Oracle Beehive user Instant Message address)
    - User Password (Oracle Beehive user password)
    - Device ID

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

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**Note:** If necessary, check with your administrator to verify your organization's server address, and your user information. See [Set Presence](#), [Set/View Account Information](#), and [View Product Information](#).

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# Getting Started with Oracle Beehive Mobile Communicator on your iPhone

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

This section contains the following topics:

- [Starting Oracle Beehive Mobile Communicator](#)
- [Connectivity on Your iPhone](#)

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**Note:** Ensure you have successfully installed and registered Oracle Beehive Mobile Communicator first. See [Before Using Oracle Beehive on your iPhone or iPad](#).

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## Starting Oracle Beehive Mobile Communicator

Oracle Beehive Mobile Communicator starts up automatically following installation. A message appears alerting you that the Mobile Communicator is started. If you leave Oracle Beehive Mobile Communicator on when you turn your device off, the next time you turn your device on, Oracle Beehive Mobile Communicator starts automatically, returning you to the Communicator menu.

### Signing In

Follow these steps to sign in to the Oracle Beehive Mobile Communicator.

#### To sign in to Oracle Beehive Mobile Communicator:

1. From the Applications screen, tap the **Beehive Communicator** icon.  
A message appears prompting you to sign in.
2. At the prompt, tap **OK** to sign in to Oracle Beehive Mobile Communicator.
3. Enter your password and tap **OK**.

Continue by selecting a menu category, depending on people you want to view, chat with, search, or contact. Or, change your presence in Settings.

## Connectivity on Your iPhone

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

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

### Receiving Messages

You will see messages you have received whenever the Oracle Beehive Mobile Communicator application is in focus. When not in focus, the application will time

out. If your session has timed out, you will need to sign in again and keep the application in focus to view your messages. See [Signing In](#).

### Going Online/Offline

Occasionally, you may want to go online or offline manually, depending on available connectivity and network services.

You can decide to go online or offline at any time by changing your presence from the Settings menu. This is especially useful if your availability frequently changes, but you do not want to exit the Oracle Beehive Mobile Communicator application. Simply change your status.

#### To go online:

- If you are currently offline, tap **Settings** on the bottom of the screen, then set your presence to I'm available, and then sign in. See [Set Presence](#).

#### To go offline:

- If you are currently online, tap **Settings** on the bottom of the screen, then set your presence to Offline (Signed out). At the prompt, tap **OK** to sign out.

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**Note:** To use another default status, or customize your status message, see [Set Presence](#).

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## Collaborating with Users

Team collaboration is quick and efficient using Oracle Beehive Mobile Communicator. There are multiple ways to communicate with other users through certain types of text provided either in a chat session, or contact information contained in a user's profile. Occasionally, you may want to contact a user through another method if that user is offline, away, or is otherwise unavailable.

To begin collaborating with users, you can:

- [Access Information](#)
- [Start a Chat](#)
- [Send an E-Mail from a Chat Message or Profile](#)
- [Call/Text a User from a Chat Message or Profile](#)
- [Select a User to Send a Message](#)
- [View Web Content from a Chat Message or Profile](#)
- [Search Street Address from a Chat Message or Profile](#)
- [View a User's Profile](#)
- [View Organization Details](#)

### Access Information

When a message, either sent or received, or a profile includes a phone number, e-mail address, Web site link (URL), or geographical address, you can simply tap on that part of the text to contact someone, or view the information. If a chat message contains more than one communication type, such as both a phone number and an e-mail



address, only the communication type that appears first in the message content can be used. For example, if a message contains multiple links to different Web sites, only the first valid link that appears in the message can be accessed. If an error occurs with that first link, the next one can be used, and so on.

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

## Start a Chat

There are two ways to start a chat with another user. From the People list, you can select a user from the list (see [Select a User to Send a Message](#)), and tap to the right to access a chat screen. Or, you can tap a user's name, then select **Start Chat** either from the available communication options, or from the user's profile if you choose to view it first.

### To select a user and start a chat:

1. Tap **People** at the bottom of the screen.
2. From the People list, select a user to start a chat with by either:
  - Tapping the right third of the line (or on a chat icon) to go directly to a chat screen and send a message to that user.
  - Tapping the left two-thirds of the line, or anywhere on the name of the user (not on an icon). Continue to step 3.

A screen displays with the name of the selected user at the top. Various communication options are displayed.
3. Tap **Start Chat**. (Alternatively, tap **Send E-Mail** or **Call Work**.)
4. Optionally, tap **View Profile**, then tap **Start Chat** from the user's profile.
5. From a chat screen, type your message. Tap in the text box below to view the keyboard.
6. When finished, tap **Send** to send the message. Messages you type appear on the screen are right-aligned, and the user's responses appear left-aligned.

At any point in a conversation, you can return to view group members on the People list by tapping the group name at the top of the screen. To search for users in other groups, tap **Search** at the bottom of the screen to search the directory. See [Searching the Directory](#).

All messages exchanged since you first opened Oracle Beehive Mobile Communicator are saved and displayed until you exit the application. You pick up the conversation again either from the user's name on the People list, or from the Chats list.

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**Note:** If you exit the current session, then resume within five minutes of the last opened session, those messages will still be available when you re-open the application. After five minutes, the messages will not be saved. However, all messages you receive while you are offline will be available the next time you open the application.

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## Send an E-Mail from a Chat Message or Profile

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

### To send an e-mail:

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

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

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The message screen appears showing the entire message.

2. Tap the e-mail address.

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

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

3. If the e-mail address is valid, complete the subject and body of the e-mail message and tap **Send**.

## Call/Text a User from a Chat Message or Profile

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

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**Note:** The dial out feature is not supported on Apple iPod Touch devices.

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### To call or text a user:

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

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

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The message screen appears showing the entire message.

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

A screen appears prompting you to select an action.

3. Tap **SMS** to send a text message, or **Call** to dial the phone number. Tap **Cancel** to do nothing. Selecting either **Call** or **Cancel** allows you to resume the current session. Selecting **SMS** ends your chat session and exits you from the Oracle Beehive Mobile Communicator application.

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

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

## Select a User to Send a Message

From the People list, you can send a message to a member of any existing group in your list. You can either send an instant message, or e-mail or text message to a user you select from the People list, but you can also call any user. (See also [Call/Text a User from a Chat Message or Profile](#).)

### To select a user and send a message:

1. Tap **People** at the bottom of the screen.
2. From the People list, select a user, then either:
  - Start a chat by tapping the right third of the line (or on a chat icon) to go directly to a chat screen and send a message to that user.
  - Send an e-mail or text message by tapping the left two-thirds of the line, or anywhere on the name of the user (not on an icon). Continue to step 3.

A screen appears with the name of the selected user at the top. Various communication options are displayed.

3. Tap **Send E-Mail**. Alternatively, tap **Start Chat**, or **Call Work**.
4. Type a message and tap **Send** to send the message.

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

## View Web Content from a Chat Message or Profile

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

### To view Web content:

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

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

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The message screen appears showing the entire message.

2. Tap the link.

Your Safari browser opens. If the URL is not valid, or the link is an internal address, Safari displays an error.

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**Note:** Safari is not enabled to access Intranet addresses.

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

3. If the URL is valid, continue with viewing or accessing content through Safari.

## Search Street Address from a Chat Message or Profile

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

### To search or map street address:

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

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

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From a chat, the message screen appears showing the entire message.

2. Tap the address.

Google Maps opens. If the address is not valid, Google displays an error.

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

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

You can also store the address in your contacts for future reference.

## View a User's Profile

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

### To view a user's profile:

1. Tap **People** at the bottom of the screen.
2. From the People list, select a user by tapping to the left two-thirds of the line (not on an icon), or anywhere on the name of that user.

A screen appears with the name of the selected user at the top. Various communication options are displayed.

3. Tap **View Profile**. Alternatively, to instantly contact the user, tap **Start Chat**, **Call Work**, or **Send E-Mail**.
4. From the user's profile, you can view the user's work phone number, e-mail address, and organization details. You can also start a chat with this user from the profile screen. See [Starting and Viewing Chats](#).

## View Organization Details

A user's profile not only contains their contact information, but shows their role/position within the organization, including the user's manager, affiliated groups, and (if the user is a manager) direct reports.

### To view a user's organization details:

1. Tap **People** at the bottom of the screen. Alternatively, identify a user from your search results in the Directory Search screen.
2. From the People list (or search results), select a user by tapping to the left two-thirds of the line (not on an icon), or anywhere on the name of that user.

A screen appears with the name of the selected user at the top. Various communication options are displayed.

3. Tap **View Profile**.
4. Tap **View Organization Details**.

## Starting and Viewing Chats

From the main menu, tap **People** to start a new chat, or tap **Chats** to view ongoing chats, or open a chat session (conversation).

The People list allows you to start a new chat with a user you select from your list of instant message contacts. To view existing conversations, the Chats screen not only provides a window to send and receive chats, but helps you keep track of ongoing chat sessions with users.

From the Chats menu, you can:

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

## View Ongoing Chats

On the main Chats screen, each row displays users with whom you have exchanged chats. Each row displays a user's name, availability (icon), status of the chat (icon), and all or a portion of the newest message, appearing under the name.

Use the Chats menu to monitor all your ongoing chat sessions with users. From the Chats screen, at a glance, you can:

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

New (unread) messages are indicated by a circled number over the Chats menu icon. See [Read/Respond to Chats](#).

## More About Chats

Similar to the People list, a user's availability status will always be displayed. On the Chats screen, the same **status** icon appears to the left of the user's name, indicating their presence and whether or not the user is currently online. You can chat with any user currently online. However, you can still send messages to users who are offline. Users will receive, and be able to view your messages as soon as they are back online. They can return a message to you and you can resume the chat session at that time, if you are still online.

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

## Read/Respond to Chats

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

## New Message Notification

A number appears over the Chats menu icon at the bottom of your screen if you have a new message from one or more users that you have not yet read. From the Chats list, you can view the sender's name, message arrival time, and last message.

When you open the Chats list, a **chat bubble** icon appears to the right of the user's name indicating an unread message. You can view a portion of the message text (up to two lines) from the Chats list. New messages are listed by their arrival time, with the most recent appearing at the top. If you received multiple unread messages from the same user, only the most recent text and arrival time is displayed. The date shows only if the message was received before the current day.

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

1. From the Chats list, tap anywhere on the chat session line in the list to view the message screen.

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

2. Using the keyboard, enter your message then tap **Send**.

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

## Searching the Directory

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

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

### To search the directory:

1. Tap **Search** at the bottom of the screen.

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

2. Enter the user's name or e-mail address in the text box at the top. To delete or change your entry, tap **Cancel** above the text box.
3. Tap **Search** to begin the search.

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

4. When you find the user you were looking for, tap on the arrow to the right of the name of the user.

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

You can also store that information in your address book for future reference.

## Set Presence

Tap **Settings** (or Settings icon) on the bottom of your iPhone screen to access your Oracle Beehive Mobile Communicator account settings. On the Settings main screen, use the Presence section to set or change your status. In Oracle Beehive Mobile Communicator, your presence is your availability to exchange information with any other Beehive user.

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

**To set your presence:**

1. From the bottom of your screen, tap **Settings**.
2. On the Settings screen, under Presence, tap the default status you want to display:
  - I'm available -You are online (signed in), and appear available to all other users online.
  - Do not disturb -You are online (signed in), but do not want to be contacted, or are unavailable or unable to respond.
  - I'm away -You are online (signed in), but not available or able to respond.

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**Note:** Whenever you change your presence from offline, to any other online status (such as I'm available or Do not disturb), Oracle Beehive Mobile Communicator automatically signs you in to the Beehive server.

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- Offline (Signed out)-You choose to sign out, and appear offline to other users.

**To enter a custom status message:**

1. From the bottom of your screen, tap **Settings**.
2. Under the Presence section, tap the arrow next to the type of status you want to display, such as Available.
3. On the Status Message screen, enter a new message. For example, if you have just returned from a meeting in which you were unavailable, for the Available presence status you can type: I'm back.
4. Tap **Done** on the keyboard, or tap **Settings** to return to the main Settings screen.

Your presence with the status and message is now available to all (subscribed) users. This status and message will display until you change it in this application; either in the current, or a future session.

## Set/View Account Information

After installing Oracle Beehive Mobile Communicator, from the Settings screen, you can access your Oracle Beehive account any time you want to check your server and user information. Tap **Settings** (or Settings icon) on the bottom of your iPhone screen to access your Oracle Beehive Mobile Communicator account settings.

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**Note:** On your account screen, you can choose whether or not to save your password on the Beehive server. However, only your administrator can change your Server and User Information. Contact your Oracle Beehive administrator for more information.

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**To check your account information:**

1. From the bottom of your screen, tap **Settings**.
2. Your user name appears under the Account section. Tap the arrow next to your user name.



3. View the Server Information (host, port, and whether your connection is secure), and User Information (user name, password, and device ID).
4. Scroll down to **Save Password**. By default, the Beehive server will remember your password when you sign in. To change this setting, move the slider to OFF.
5. Tap **Settings** at the top of the account screen to return to the main Settings screen, or tap another category.

## View Product Information

Occasionally, you may want to ensure you are running the latest version of Oracle Beehive Mobile Communicator. You can also view legal information associated with this product.

### To view version and legal information:

1. From the bottom of your screen, tap **Settings**.
2. Scroll down to the About section to view the Version at the bottom of the main Settings screen.
3. To view copyright and other legal information, tap the arrow next to Legal.
4. When finished, tap **Settings** to return to the main Settings screen, or tap another category.

## Troubleshooting

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

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

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

For information related to troubleshooting device issues, see the user information that accompanied your Apple iPhone or iPad.

## Known Issues

This section contains known issues related to using your Apple iPhone or iPad with Oracle Beehive.

### 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.

## iPhone iOS 5 Reminder Application To Do With Location Based Reminders Not Supported

Bug 13112874. With the release of iOS 5 Apple introduced a new application called Reminders that uses proprietary mechanism for creating alarms based on arriving at and leaving a location. Oracle Beehive CalDAV server cannot consume such alarms and returns an error.

## 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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Oracle Beehive Using iPhone or iPad, Release 2 (2.0.1.7)  
E28324-01

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