

**Oracle® Communications Convergence**

Online Help

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# Contents

<b>About Convergence Help</b> .....	vii
Documentation Accessibility .....	vii
<b>1 Getting Started with Convergence</b>	
<b>Conventions</b> .....	1-1
<b>Changing Your Password</b> .....	1-2
<b>Securing Your Account</b> .....	1-2
<b>Setting Global Options</b> .....	1-2
Global Options - General Page.....	1-2
Global Options - Date & Time Page .....	1-2
Global Options - Sounds Alerts Page.....	1-3
<b>2 Email</b>	
<b>Receiving Email</b> .....	2-1
About Selecting or Opening Email .....	2-1
Message Page.....	2-2
<b>Receiving Attachments</b> .....	2-2
Downloading Attachments.....	2-2
Searching for Attachments.....	2-3
Attachments Page.....	2-3
<b>Sending Email</b> .....	2-4
Composing an Email.....	2-4
Replying to an Email .....	2-5
Forwarding an Email .....	2-5
Finishing a Draft.....	2-6
Attaching Files to Email .....	2-6
Checking the Spelling of Email .....	2-6
Requesting a Delivery Receipt or Read Receipt .....	2-6
Compose Page .....	2-7
<b>Working With Folders</b> .....	2-8
Creating Folders .....	2-8
Renaming Folders .....	2-9
Deleting Folders .....	2-9
Moving Folders.....	2-10
Moving and Copying Email into Folders .....	2-10

Sharing Folders and Unsharing Folders .....	2-10
Subscribing to Shared Folders and Unsubscribing from Shared Folders .....	2-11
Folder Page.....	2-12
<b>Managing Email</b> .....	2-13
Sorting Email.....	2-14
Searching for Email.....	2-14
Performing a Quick Search for Email .....	2-14
Performing an Advanced Search for Email.....	2-14
Advanced Search Page .....	2-15
Providing Your Calendar Event Participation Status by Email .....	2-16
Filtering Incoming Email .....	2-16
Printing Email.....	2-17
Deleting Email .....	2-18
Managing Your Email Quota .....	2-18
Automatically Forwarding Email.....	2-18
<b>Managing Your Email Account</b> .....	2-19
Setting Up a Vacation Message .....	2-19
Creating an Email Signature.....	2-19
Setting Up Your Account Identity .....	2-20
<b>Setting Email Options</b> .....	2-20
Mail Options - General Page.....	2-20
Mail Options - Layout Page.....	2-21
Mail Options - Forwarding Page .....	2-22
Mail Options - Mail Filters Page .....	2-22
Filter Page.....	2-22
Mail Options - Vacation Message Page.....	2-23
Mail Options - Local Account Page.....	2-24

### 3 Calendars

<b>Working With Calendars</b> .....	3-1
Creating Calendars .....	3-2
Editing Calendar Properties .....	3-2
Deleting Calendars.....	3-3
Sharing Calendars and Unsharing Calendars.....	3-3
Subscribing to and Unsubscribing from a Shared Calendar .....	3-3
Printing Calendars .....	3-4
Performing a Quick Print.....	3-4
Performing an Advanced Print.....	3-4
Importing Events and Tasks from Other Calendars .....	3-5
Exporting Events and Tasks from Your Calendars.....	3-5
Setting Privacy Options.....	3-6
Calendar Page.....	3-7
<b>Searching Your Calendars</b> .....	3-8
Performing a Quick Search for Events .....	3-8
Performing a Quick Search for Tasks .....	3-9
Performing a Quick Search for Invitations.....	3-9
Performing an Advanced Search for Events and Tasks .....	3-9

Advanced Search Page .....	3-10
<b>Organizing Events</b> .....	3-10
Creating an Event .....	3-11
Editing an Event .....	3-11
Making an Event Recurring.....	3-12
Inviting Attendees.....	3-12
Reserving Resources .....	3-12
Viewing Attendee Participation Status.....	3-13
Deleting an Event .....	3-13
Duplicating an Event .....	3-14
New Event Page .....	3-14
<b>Attending Events</b> .....	3-16
Viewing Event Details .....	3-16
Providing Your Participation Status .....	3-16
Viewing Your Invitations.....	3-17
View Event Page.....	3-17
<b>Setting Up a Personal Reminder</b> .....	3-18
<b>Working with Tasks</b> .....	3-18
Creating Tasks .....	3-19
Viewing Lists of Tasks and Editing Task Details .....	3-19
Making a Task Recurring.....	3-20
Deleting Tasks.....	3-20
Duplicating Tasks.....	3-21
Task Page.....	3-21
<b>Setting Calendar Options</b> .....	3-22
Setting your Work Week.....	3-22
Calendar Options - General Page .....	3-23
Calendar Options - Events Page .....	3-23
Calendar Options - Notifications Page .....	3-23

## 4 Address Books

<b>About Address Books</b> .....	4-1
<b>Searching for Contacts</b> .....	4-2
<b>Printing Contact Information</b> .....	4-3
<b>Importing Contact Information</b> .....	4-3
<b>Exporting Contact Information</b> .....	4-4
<b>Creating Personal Address Books</b> .....	4-4
<b>Creating Contacts</b> .....	4-5
Contact Page .....	4-5
<b>Editing Contact Information</b> .....	4-6
<b>Copying Contacts</b> .....	4-6
<b>Deleting Contacts</b> .....	4-6
<b>Grouping Contacts</b> .....	4-7
Creating Contact Groups .....	4-7
New Group Page.....	4-7
Modifying Contact Groups.....	4-8
Group Page.....	4-8

Address Book Page.....	4-9
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## 5 Instant Messaging

<b>Working with the Buddy List</b> .....	5-1
Managing Buddies .....	5-2
Adding Buddies .....	5-2
Renaming Buddies.....	5-2
Deleting Buddies.....	5-3
Sorting Buddies .....	5-3
Managing Buddy Groups .....	5-3
Grouping Buddies.....	5-3
Modifying Buddy Groups .....	5-4
Deleting Groups .....	5-4
Buddy List Section .....	5-4
<b>Chatting with Buddies</b> .....	5-5
<b>About Receiving Chat Messages</b> .....	5-6
<b>Managing Your Profile</b> .....	5-6
Changing Your Status.....	5-6
Uploading a Profile Image.....	5-6
<b>Setting Instant Messaging Options</b> .....	5-7
Instant Messaging Options - General Page .....	5-7

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# About Convergence Help

This Help provides procedures for using the email, calendar, address book, and instant messaging services in Oracle Communications Convergence.

## 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 that have purchased support 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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# Getting Started with Convergence

Convergence is a web-based communications client that provides email, calendar, address book, and instant messaging services. You access Convergence from a web browser, either on a computer or on a tablet.

Using Convergence, you can:

- Send and receive email, organize your email into folders, and send and receive attachments.
- Organize and attend events, create and manage tasks, and manage and share calendars.
- Search for contacts in all your address books, create personal address books, create personal contacts, and create groups for your personal contacts. From your address books, you can compose an email, organize an event, and start a chat session.
- Chat with your friends and colleagues and see when they are online and available.

When getting started with Convergence, see the following topics:

- [Conventions](#)
- [Changing Your Password](#)
- [Securing Your Account](#)
- [Setting Global Options](#)

## Conventions

Because you can access Convergence on computers and tablets, this Help uses the following conventions:

- When there are multiple ways to do something, this Help documents a single method that works on both platforms.
- The word *select* is used to mean *click* on a computer and to mean *tap* on tablets.

For example, it is not possible to right-click UI elements on tablets. Therefore the topics contained in this Help do not document steps that employ right-click context menus. This means that you might discover ways of accomplishing tasks not described in this documentation.

In some cases, differences between the user experience on computers and on tablets are explained for your information.

## Changing Your Password

To change your password:

1. On the sidebar, select **Options**.
2. In the **Options** section, expand **Global** and select **Change Password**.  
You are redirected to a password management page.
3. Follow the instructions on the page to change your password.

## Securing Your Account

You secure your account by adding a secondary email address. If you are locked out from your account, you use your secondary email address to reset your password.

If you do not have a secondary email address set for your account, or if you have not confirmed your secondary email address, a banner message appears each time you log in to Convergence.

To add a secondary email address to your account:

1. Do one of the following:
  - From the banner message, select the **Add** or **Change** link.
  - From the sidebar, select **Options**, and in the **Options** section, expand **Mail**, then expand **Identities**, and then select **Local Account**.

The [Mail Options - Local Account Page](#) appears.

2. In the **Secondary Email** field, enter your secondary email address.
3. Select **Save Preferences**.

## Setting Global Options

To access the global options, on the sidebar, select **Options**, and in the **Options** section, expand **Global**.

For information about setting global options, see the following topics:

- [Global Options - General Page](#)
- [Global Options - Date & Time Page](#)
- [Global Options - Sounds Alerts Page](#)

### Global Options - General Page

Use the General page to set general options for your account.

Element	Description
Language	Select the language for the Convergence UI.
Service	Select the service that appears by default when you log in to Convergence.

### Global Options - Date & Time Page

Use the Global Options **Date & Time** page to set date and time options for your account.

<b>Element</b>	<b>Description</b>
<b>Time Zone</b>	Select the default time zone for your account.
<b>Date Format</b>	Displays the date format you have set.
<b>Order</b>	Select the order in which the day, month, and year appear in dates in your account.
<b>Delimiter</b>	Select the delimiter that separates the day, month, and year.
<b>Time Format</b>	Select the 12-hour or 24-hour time format.

## Global Options - Sounds Alerts Page

Use the Global Options **Sound Alerts** page to enable sound alerts for certain services.

<b>Element</b>	<b>Description</b>
<b>Enable Sound Alerts for New Mail</b>	Select to get a sound alert when you receive an email.
<b>Enable Sound Alerts for New IM Message</b>	Select to get a sound alert when you receive an instant message.



The Oracle Communications Convergence email service enables you to send and receive email, organize your email into folders, and send and receive attachments.

Access the email service by selecting **Messages** from the sidebar.

When working with the email service, see the following topics:

- [Receiving Email](#)
- [Receiving Attachments](#)
- [Sending Email](#)
- [Working With Folders](#)
- [Managing Email](#)
- [Managing Your Email Account](#)
- [Setting Email Options](#)

## Receiving Email

Convergence automatically checks for email at regular intervals, but you can check for email at any time. By default, new email appears in your Inbox folder.

To check for email, select the **Get Mail** icon on any of your email folder pages.

Convergence supports read receipts. If an email sender requests a read receipt, Convergence provides you the opportunity to confirm having received the email.

When receiving email, see the following topics:

- [About Selecting or Opening Email](#)
- [Message Page](#)

## About Selecting or Opening Email

On computers, *opening* an email means that you double-click it, and *selecting* an email means that you click it once.

On tablets, *opening* an email means that you tap the subject of the email, and *selecting* an email means that you place a check mark in the check box for the email.

On the [Folder Page](#), when you select an email, it becomes highlighted. When you open an email, the email appears on the [Message Page](#).

## Message Page

Use the *Message* page to view and perform actions on your email.

The name of the page assumes the subject of the email.

Element	Description
<b>Reply</b>	Select <b>Reply</b> to reply to the sender of the email. Select the down arrow beside the <b>Reply</b> icon and select <b>Reply All</b> to reply to everyone on the email.
<b>Forward</b>	Select <b>Forward</b> to forward the email as an attachment to an email. Select the down arrow beside the <b>Forward</b> icon and select <b>Inline</b> to forward the email as text in an email.
<b>Move</b>	Select <b>Move</b> to move the email to another email folder. Select the down arrow beside the <b>Move</b> icon and select <b>Copy</b> to copy the email to another email folder.
<b>Print</b>	Select to print the email.
<b>Delete</b>	Select to delete the email from its folder and move the email to the Trash folder.
<b>Cancel</b>	Select to close the <i>Message</i> page.
Email header	Displays information about the email. Select the sender or a recipient to display the following actions and information: <ul style="list-style-type: none"> <li>■ <b>Add To Address Book:</b> Add the contact to a personal address book.</li> <li>■ <b>Compose Mail To:</b> Compose an email to send to this contact.</li> <li>■ <b>Invite To A New Event:</b> Create an event with this contact as an invitee.</li> <li>■ The sender or recipient's availability</li> </ul>

### Related Topics

[Receiving Email](#)

[Managing Email](#)

[Sending Email](#)

## Receiving Attachments

The Attachments folder displays all attachments in all of your email folders. The Attachments folder enables you to view and search for attachments.

You can preview TXT, GIF, and JPG files in Convergence. If your browser is installed with a PDF plug-in, you can also preview PDF files in Convergence. You can download files that you cannot view and open them with another application.

To preview an attachment, select the attachment and then select **Open** or **View**.

When working with attachments you receive, see the following topics:

- [Downloading Attachments](#)
- [Searching for Attachments](#)
- [Attachments Page](#)

## Downloading Attachments

To download an attachment, do one of the following:

- From the [Folder Page](#), do the following:

- a. Select the email that has the attachment.
- b. Select the attachment and then select **Save**.
- From the [Attachments Page](#), do the following:
  - a. Select the attachment.
  - b. Select the **Save** icon.

The file is downloaded according to how your browser and device are configured.

### Related Topics

[Searching for Attachments](#)

## Searching for Attachments

You search for attachments from the Attachments folder.

To search for an attachment:

1. In the **Messages** section, select **Attachments**.  
The [Attachments Page](#) appears.
2. Do any of the following:
  - Search based on file name, file content, or both:
    - a. In the **Quick filter** field in the top-right corner, select the **Search options** icon and specify your search criteria.
    - b. In the **Quick filter** field, enter the search text.  
Attachments are filtered as you enter text that matches the search criteria.
  - Search based on other criteria, such as sender, date, file type, or folder:
    - a. Select the **More filters** button and select a filter type.
    - b. Select one or more search criteria and specify their filter values.  
See "[Attachments Page](#)" for a description of the filter fields.
    - c. Select the **Apply** button.

The attachments matching the filtering criteria are displayed.

Filters are listed beneath the **Quick filter** field. You can edit or remove any of your filters.

### Related Topics

[Receiving Attachments](#)

## Attachments Page

Use the **Attachments** page to search for, preview, and manage your attachments.

Element	Description
<b>Open</b>	Select to preview the attachment in Convergence.
<b>Save</b>	Select to download the attachment.
<b>View Message</b>	Select to view the email associated with this attachment.

Element	Description
<b>Send</b>	Select to send the attachment as an attachment in an email.
<b>Refresh</b>	Select to refresh the Attachments folder.
<b>Thumbnail view, Filmstrip view, Fullscreen view</b>	Choose between the different views of the Attachments folder.
<b>Quick filter</b>	Enter text to search for attachments that match the text.
<b>Search options</b>	Select this icon (the magnifying glass) in the <b>Quick filter</b> field and select the search criteria. <ul style="list-style-type: none"> <li>■ <b>Name:</b> The file name of the attachment</li> <li>■ <b>Name &amp; Content:</b> The file name or the content of the attachment</li> </ul>
<b>More Filters</b>	Select to search for an attachment using filters. You can create one of each of the following filters: <ul style="list-style-type: none"> <li>■ <b>Sender:</b> Filter by sender</li> <li>■ <b>Date:</b> Filter by a date range</li> <li>■ <b>Type:</b> Filter by the type of file</li> <li>■ <b>Folder:</b> Filter by the folder in which the email is stored</li> </ul>

### Related Topics

[Receiving Attachments](#)

## Sending Email

You send email by composing email, replying to email, and by forwarding email.

By default, when you send an email, a copy is saved to your Sent folder.

When sending email, see the following topics:

- [Composing an Email](#)
- [Replying to an Email](#)
- [Forwarding an Email](#)
- [Finishing a Draft](#)
- [Attaching Files to Email](#)
- [Checking the Spelling of Email](#)
- [Requesting a Delivery Receipt or Read Receipt](#)
- [Compose Page](#)

## Composing an Email

To compose an email:

1. Do one of the following:
  - From the toolbar at the top of the sidebar, select the **New Mail** icon.
  - From the [Folder Page](#) toolbar, select the **Write** icon.

The [Compose Page](#) appears.

2. In the **To** and **Cc** fields, enter the recipients of the email.

A recipient can be an individual or a group.

3. In the **Subject** field, specify a subject for your email.  
The name of the page changes to the subject you entered.
4. Compose your email in the message area.
5. Do one of the following:
  - To send the email, select the **Send** icon.
  - To save the email as a draft that you can finish later, select the **Save** icon.  
The email is saved to your Drafts folder.

### Related Topics

[Sending Email](#)

[Finishing a Draft](#)

## Replying to an Email

To reply to an email:

1. From the [Folder Page](#), open the email to which you want to reply.
2. From the [Message Page](#) toolbar, do one of the following:
  - To reply to the sender only, select the **Reply** icon.
  - To reply to the sender and all recipients, select the down arrow next to the **Reply** icon and select **Reply All**.  
The [Compose Page](#) appears.
3. (Optional) In the **To** and **Cc** fields, add additional recipients.
4. Compose your email and select the **Send** icon.

### Related Topics

[Sending Email](#)

[Providing Your Calendar Event Participation Status by Email](#)

[Folder Page](#)

## Forwarding an Email

To forward an email:

1. From the [Folder Page](#), open the email you want to forward.
2. From the [Message Page](#) toolbar, do one of the following:
  - To forward the email as an attachment to an email, select the **Forward** icon.
  - To forward the email text in an email, select the down arrow next to the **Forward** icon and select **Inline**.  
The [Compose Page](#) appears.
3. In the **To** and **Cc** fields, specify the recipients of the forwarded email.
4. Compose your email and select the **Send** icon.

### Related Topics

[Sending Email](#)

## Finishing a Draft

To finish a draft:

1. In the **Messages** section, select **Drafts**.  
The **Drafts** page appears.
2. Open the email you want to finish.  
The email appears on the [Compose Page](#).
3. Finish composing your email and select the **Send** icon.

### Related Topics

[Sending Email](#)

## Attaching Files to Email

To attach files to an email, do one of the following:

- From your computer, drag one or more files onto the [Compose Page](#).
- From the *Compose* page toolbar, select the **Attach** icon.  
Use the dialog box that appears to find and select one or more files.

### Related Topics

[Sending Email](#)

## Checking the Spelling of Email

To check the spelling of email you are composing:

1. From the [Compose Page](#) toolbar, do one of the following:
  - Select the **Spell Check** icon.
  - To check the spelling in another language, select the down arrow beside the **Spell Check** icon and select the language.  
The Check Spelling dialog box appears.
2. Use the dialog box to check the spelling of your email.  
See "[Compose Page](#)" for information about the Check Spelling dialog box.

### Related Topics

[Sending Email](#)

## Requesting a Delivery Receipt or Read Receipt

You can compose an email that requests a delivery receipt, a read receipt, or both. A delivery receipt is a confirmation that the email was successfully delivered. A read receipt is a confirmation from the recipients that they have opened the email.

Not all email systems support these receipts. If the recipient's email system does not support receipts, the recipient does not see the request and you do not receive a

receipt. Also, recipients are usually allowed to disregard requests. If a recipient chooses to disregard the request, you do not receive a receipt.

To request a delivery or read receipt for an email you are composing:

1. From the [Compose Page](#) toolbar, select the **Options** icon.

Additional options appear beneath the toolbar.

2. From the **Receipt** list, select the kind of receipt you want.

### Related Topics

[Sending Email](#)

## Compose Page

Use the *Compose* page to compose and send email.

The name of the page assumes the subject of the email you are composing.

Element	Description
<b>Send</b>	Select to send the email.
<b>Attach</b>	Select to attach a file to the email.
<b>Save</b>	Select to save a draft of the email to the Drafts folder. This closes the page.
<b>Bcc button</b>	Select to add a blank carbon copy (BCC) field to the <i>Compose</i> page. Recipients that you add in this field are hidden from all other recipients. You are the only person who knows the email is going to these recipients.
<b>Spell Check</b>	Select to check the spelling of your email. This opens the Check Spelling dialog box, which has the following elements: <ul style="list-style-type: none"> <li>■ <b>Misspelled word:</b> Displays the misspelled word.</li> <li>■ <b>Replace with:</b> Displays the most likely correct word. You can use this word, select a different word by selecting a word from the <b>Suggestions</b> list, or enter a different word in this field.</li> <li>■ <b>Suggestions:</b> A list of other possible correct words.</li> <li>■ <b>Replace:</b> Replaces the misspelled word with the word in the <b>Replace with</b> field.</li> <li>■ <b>Replace All:</b> Replaces all instances of the misspelled word in the email with the word in the <b>Replace with</b> field.</li> <li>■ <b>Ignore:</b> Ignores the misspelled word and continues spell checking.</li> <li>■ <b>Ignore All:</b> Ignores all instances of the misspelled word in the email and continues spell checking.</li> <li>■ <b>Send:</b> Sends the email.</li> <li>■ <b>Cancel:</b> This closes the Check Spelling dialog box without sending the email.</li> </ul>

Element	Description
<b>Options</b>	Select to show or hide additional options. From the <b>Priority</b> list, select one of the following: <ul style="list-style-type: none"> <li>■ <b>Priority:</b> Select the priority of the email.</li> <li>■ <b>Receipt:</b> Select the type of receipt you want to receive. A read receipt notifies you when the email is opened by the recipient. A delivery receipt notifies you when the email is successfully delivered to the recipient.</li> <li>■ <b>Rich Text:</b> Select to enable or disable rich-text formatting (RTF) for your email. When RTF is enabled, formatting icons are displayed that you can use to format your email text.</li> </ul>
<b>Cancel</b>	Select to close the <i>Compose</i> page without saving the email.
<b>To, Cc, and Bcc</b>	Enter the primary (To), secondary (Cc), and hidden (Bcc) recipients of the email. Select the <b>Add from Address Book</b> icon beside each field to search your address books for contacts.
<b>Subject</b>	Enter the email subject.
Message area	Enter your email text in the message area. If text formatting icons are not visible above the message area and you want to format your text, select the <b>Options</b> icon, and then select the <b>Rich Text</b> check box.

**Related Topics**[Sending Email](#)[Composing an Email](#)

## Working With Folders

When working with folders, see the following topics:

- [Creating Folders](#)
- [Renaming Folders](#)
- [Deleting Folders](#)
- [Moving Folders](#)
- [Moving and Copying Email into Folders](#)
- [Sharing Folders and Unsharing Folders](#)
- [Subscribing to Shared Folders and Unsubscribing from Shared Folders](#)
- [Folder Page](#)

## Creating Folders

You can create personal folders at the same level as your Inbox. You can also create personal subfolders inside the Trash, Sent, and Drafts folders and inside personal folders.

To create a personal email folder:

1. From the toolbar in the **Messages** section, select the **Create or Subscribe to a Folder** icon (the folder icon), and then select **New Folder**.

The Create Mail Folder dialog box appears.

2. Enter a name for the folder.
3. Specify the location of the folder:
  - To create the folder inside an existing folder, select the existing folder.
  - To create the folder at the same level as the Inbox folder, select your email account at the top of the list.
4. Select **OK**.

The folder is added to the **Messages** section.

### **Related Topics**

[Moving and Copying Email into Folders](#)

[Sharing Folders and Unsharing Folders](#)

[Folder Page](#)

## **Renaming Folders**

You can rename personal email folders. The Inbox, Drafts, Sent, Trash, and Spam folders are system folders that cannot be renamed.

To rename a folder:

1. In the **Messages** section, select the personal email folder.
2. From the toolbar in the **Messages** section, select the **Rename Folder** icon (the pencil icon).

The Rename Folder dialog box appears.
3. Enter the name and select **OK**.

### **Related Topics**

[Working With Folders](#)

## **Deleting Folders**

You can delete personal email folders. The Inbox, Drafts, Sent, Trash, and Spam folders are system folders that cannot be deleted.

To delete a folder:

1. In the **Messages** section, select the personal email folder.
2. From the toolbar in the **Messages** section, select the **Delete** icon.

The Delete Folder dialog box appears asking you to confirm the deletion of the folder.
3. Select **OK**.

The deleted folder (and the email it contains) is moved to the Trash folder.
4. (Optional) To permanently delete a folder, delete it from the Trash folder.

You cannot restore a folder that you have deleted from your Trash folder.

You can undelete a folder by moving it out of your Trash folder. See "[Moving Folders](#)" for more information.

**Tip:** On tablets, it is not possible to move folders. To undelete a folder on tablets, first create a folder, then move all the email from the deleted folder into the created folder. See "[Moving and Copying Email into Folders](#)" for more information.

### Related Topics

[Working With Folders](#)

## Moving Folders

You can move personal email folders into other folders.

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**Note:** On tablets, it is not possible to move folders.

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To move a folder:

1. In the **Messages** section, right-click the folder and select **Move Folder**.  
The Move Folder dialog box appears.
2. Do one of the following:
  - To move the folder into another folder, select the destination folder.
  - To move the folder out of another folder and place it at the same level as the Inbox folder, select your email account at the top of the list.
3. Select **OK**.

## Moving and Copying Email into Folders

To move or copy email from one email folder to another:

1. From the [Folder Page](#), select one or more email.
2. From the *Folder* page toolbar, do one of the following:
  - To move the email, select the **Move** icon.
  - To copy the email, select the down arrow next to the **Move** icon, and then select **Copy to folder**.A dialog box appears.
3. Do one of the following:
  - To move or copy the email into an existing folder, select the folder and then select **OK**.
  - To move or copy the email into a new folder, select the **New Folder** button, then specify a location and a name for the folder, then select the new folder, and then select **OK**.

**Tip:** If your device supports drag-and-drop, you can move email by dragging it from the *Folder* page into a folder in the **Messages** section.

## Sharing Folders and Unsharing Folders

Sharing folders makes it possible for other users to subscribe to them. You can grant one of the following permissions to users from your corporate address book:

- **None:** The selected user cannot subscribe to this folder.
- **Read:** The selected user can subscribe to the folder and can read the email it contains.
- **Read + Write:** The selected user can subscribe to the folder, can read the email it contains, can delete email from and move email into the folder.

To share and unshare an email folder:

1. In the **Messages** section, select the folder.
2. From the toolbar in the **Messages** section, select the **Folder Properties and Sharing** icon (the cogwheel icon), and then select **Share Folder**.

The Share Folder dialog box appears.

3. Specify who to share the folder with and what users who subscribe to the folder can do:
  - To allow subscribers to move or copy email into the folder, select **Allow Direct Delivery To This Folder**.
  - To share the folder with anyone who subscribes, select an access permission level for the **anyone** user.
  - To share the folder with all users from your own email domain, select an access permission level for the **anyone@domain** user, where *domain* is the domain part of your email address.
  - To share the folder with only specific subscribers, select the address book icon and select the contact to share the folder with. Select the **Add** icon to add another email field and share the folder with another contact.
4. Select **Save**.
 

Users to whom you have given permission can now subscribe to the folder.
5. (Optional) To stop sharing a folder with a specific user, from the Share Folder dialog box, set the **Access Permissions** list to **None** for that user.
6. (Optional) To completely stop sharing a folder, from the Share Folder dialog box, set the **Access Permissions** list to **None** for all users.

### Related Topics

[Subscribing to Shared Folders and Unsubscribing from Shared Folders](#)

[Folder Page](#)

## Subscribing to Shared Folders and Unsubscribing from Shared Folders

You can subscribe to email folders that have been shared with you.

To subscribe to and unsubscribe from an email folder:

1. From the toolbar in the **Messages** section, select the **Create or Subscribe to a Folder** icon (the folder icon), and then select **Subscribe to Folder**.

The Subscribe to Shared Folder dialog box appears. This dialog box displays all the folders to which you have been given permission to subscribe.

2. Select the folders to which you want to subscribe. You can search for a folder by folder name or owner name from the search field in the top-right corner.
3. Select the **Subscribe** button.

Folders to which you subscribe are added to the **Messages** section under the Subscribed folder.

- (Optional) To view your permissions for the shared folder, select the **Folder Properties and Sharing** icon (the cogwheel icon), and then select **Folder Properties**.

The Folder Properties dialog box appears, which displays your permissions.

- (Optional) To unsubscribe from a shared email folder, in the **Messages** section, select the folder, then select the **Folder Properties and Sharing** icon, and then select **Unsubscribe**.

The Unsubscribe Folder dialog box appears, asking you to confirm that you want to unsubscribe from the folder.

### Related Topics

[Sharing Folders and Unsharing Folders](#)

[Folder Page](#)

## Folder Page

Use the *Folder* page to view email and perform actions on the email in your folders.

The name of the page assumes the name of the folder you selected.

Element	Description
<b>Get Mail</b>	Select to check for email.
<b>Write</b>	Select to compose an email.
<b>Reply</b>	Select <b>Reply</b> to reply to the sender of the email. Select the down arrow beside the <b>Reply</b> icon and select <b>Reply All</b> to reply to everyone on the email.
<b>Forward</b>	Select <b>Forward</b> to forward the email as an attachment to an email. Select the down arrow beside the <b>Forward</b> icon and select <b>Inline</b> to forward the email text in an email.
<b>Move</b>	Select <b>Move</b> to move the email to another folder. Select the down arrow beside the <b>Move</b> icon and select <b>Copy</b> to copy the email to another folder.
<b>Print</b>	Select to print the email.
<b>Delete</b>	Select to delete the email from its folder and move the email to the Trash folder.
<b>Expunge</b>	Select to permanently delete the email. This icon is available after you set the email option to mark email as deleted on the <a href="#">Mail Options - General Page</a> .
Search field	Enter text to search for email in the current folder. The search field is in the top-right corner of the toolbar.

Element	Description
Search options	<p>Select the magnifying glass icon in the search field and select the search attribute for the search.</p> <ul style="list-style-type: none"> <li>■ <b>All attributes</b> (default): Searches by all the other attributes in the list</li> <li>■ <b>Subject</b>: Searches by the email subject</li> <li>■ <b>Sender</b>: Searches by the email sender</li> <li>■ <b>To or Cc</b>: Searches by the email recipients in the <b>To</b> or <b>CC</b> fields of the email</li> <li>■ <b>Subject or Sender</b>: Searches by the email subject or the email sender</li> <li>■ <b>Body</b>: Searches by the text in the body of the email</li> <li>■ <b>Advanced Search</b>: Opens the Advanced Search page</li> </ul>
Reading pane	<p>Displays the content of the selected email.</p> <p>There is no reading pane when you access Convergence on tablets.</p>

The following table describes the columns of the email list table. You can sort email in the table by selecting a column heading.

Element	Description
Select all messages	Select the top check box to select all the email in the folder.
Read Status	Identifies which email are unread. Unread email has an orange star in this column.
Attachments	Identifies which email have attachments. Email with an attachment has a paperclip in this column.
Subject	Displays the subject of the email.
From	Displays the sender of the email.
Date	Displays the date you received the email.
Size	Displays the size of the email.
Priority	Identifies the priority of the email. High priority email has a red exclamation mark in this column. Low priority email has a blue down-pointing arrow in this column.
Flagged	Identifies which email you have flagged. Flagged email has a red flag in this column.

### Related Topics

[Receiving Email](#)

[Sending Email](#)

[Working With Folders](#)

[Managing Email](#)

## Managing Email

When managing your email, see the following topics:

- [Sorting Email](#)
- [Searching for Email](#)
- [Providing Your Calendar Event Participation Status by Email](#)

- [Filtering Incoming Email](#)
- [Printing Email](#)
- [Deleting Email](#)
- [Managing Your Email Quota](#)
- [Automatically Forwarding Email](#)

## Sorting Email

By default, the email in your email folders are sorted by date and time with the most recent message at the top.

To sort your email:

1. Open an email folder.  
The [Folder Page](#) appears.
2. Select a column title or icon to sort by that column.  
For example, to sort the email in your folder by sender, select **From**.

## Searching for Email

You can perform a quick search or an advanced search. You can search only in a single email folder.

When searching for email, see the following topics:

- [Performing a Quick Search for Email](#)
- [Performing an Advanced Search for Email](#)

### Performing a Quick Search for Email

To perform a quick search:

1. In the **Messages** section, select the email folder that you want to search.  
The [Folder Page](#) appears.
2. (Optional) In the search field in the top-right corner of the toolbar, select the **Search options** icon and select the attribute by which to search.
3. In the search field, enter the text for which you want to search.  
Email in the folder is filtered to display only the email that matches the search text you enter.

### Performing an Advanced Search for Email

To perform an advanced search:

1. In the **Messages** section, select any email folder.  
The [Folder Page](#) appears.
2. In the search field in the top-right corner of the toolbar, select the **Search options** icon and select **Advanced Search**.  
The [Advanced Search Page](#) appears.
3. Select the **Select** button and select a folder in which to search.
4. Create one or more search criteria:

- a. Select the search operators.
    - **Match all of the following:** Select to return results that match all of the search criteria.
    - **Match any of the following:** Select to return results that match any of the search criteria.
  - b. Specify the search criteria:
    - From the first list, select the attribute by which to search.
    - From the second list, select a constraint.
    - In the next field, enter or select the search value.
    - To add another search criteria, select the **Add** icon.

See "[Advanced Search Page](#)" for a description of all the advanced search fields.
  - c. (Optional) To add another search criteria, select the **Add** icon.
5. Select **Search**.
- The search results appear on a new page.

### Advanced Search Page

Use the email Advanced Search page to search for email using a wider variety of search criteria.

Element	Description
<b>In</b>	Displays the folder to search.
<b>Select</b>	Select to choose a different folder to search.
<b>Match all of the following</b>	Select to return search results that match all the search criteria.
<b>Match any of the following</b>	Select to return search results that match at least one search criteria.
Search attribute	From the first list, select a search attributes. <ul style="list-style-type: none"> <li>■ <b>From:</b> Search by sender</li> <li>■ <b>Subject:</b> Search by subject</li> <li>■ <b>To:</b> Search by recipient in the <b>To</b> field of the email</li> <li>■ <b>Cc:</b> Search by recipient in the <b>Cc</b> field of the email</li> <li>■ <b>To or CC:</b> Search by recipient in the <b>To</b> or <b>Cc</b> field of the email</li> <li>■ <b>Date:</b> Search by date</li> <li>■ <b>Body:</b> Search by the content of the email</li> <li>■ <b>Message Size:</b> Search by the size of the email</li> <li>■ <b>Age in Days:</b> Search by the age of the email</li> <li>■ <b>Status:</b> Search by the status of the email</li> </ul>
Search constraint	From the second list, choose a search constraint. Some constraints are only available for specific attributes.
Search value	In the third field, enter the value for which to search.
<b>Add</b>	Select to add another search criteria.
<b>Remove</b>	Select to remove the search criteria.

Element	Description
Search	Select to run the search on the selected folder.
Cancel	Select to close the Advanced Search page.

### Related Topics

[Performing an Advanced Search for Email](#)

## Providing Your Calendar Event Participation Status by Email

When you are invited to attend a calendar event, the invitation email contains buttons you can use to indicate whether you will attend.

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**Note:** Your service provider might not support responding to calendar events by email.

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To provide your participation status:

1. From the [Folder Page](#), open the email that contains the invitation.
2. In the message body, select the button under "Can you attend?" that indicates your answer.

Your answer is saved to the event. You can change your response at any time.

### Related Topics

[Attending Events](#)

[Providing Your Participation Status](#)

## Filtering Incoming Email

You can create filters that tell Convergence what to do with email that you receive. For example, you can create a filter that automatically moves email with specific words in the subject to a specific folder.

Your filters can apply to email as they arrive or to email in your email folders.

You can have multiple filters. The filters are run in the order you specify.

To create an email filter:

1. From the sidebar, select **Options**.
2. In the **Options** section, expand **Mail** and then expand **Local Account**, and then select **Mail Filters**.

The [Mail Options - Mail Filters Page](#) appears.

3. Select the **New Filter** button.

The [Filter Page](#) appears.

4. In the **Filter Name** field, enter a name for the filter.
5. In the For Incoming Messages Which section, specify the filter criteria:
  - Select the filter operator:
    - **Match all of the following:** The email must match all the filter criteria.

- **Match any of the following:** The email must match at least one of the filter criteria.
  - **Match all incoming messages:** The filtering criteria are processed on incoming email only. The email must match all the filter criteria.
  - Specify the filter criteria:
    - From the first list, select the attribute by which to filter.
    - From the second list, select a constraint.
    - In the next field, enter or select a filter value.
    - To add another filter, select the **Add** icon. To remove a filter, select the **Remove** icon.
6. In the Perform the Following Actions section, specify what to do with the email that match the filter criteria.
- a. Select the action to take.
  - b. If you chose to move or copy the email, select the destination email folder. If you chose to forward the email, enter the recipient email address.
  - c. To add another action, select the **Add** icon. To remove an action, select the **Remove** icon.
  - d. (Optional) To exclude certain email from being filtered, select any of the following options:
    - **Do not include messages received before:** Excludes filtering email in your folders that you received before the date you indicate. If you do not enable this option, Convergence runs the filter on all email when you save it.
    - **Do not include messages received after:** Stops running the filter after the date you indicate.
    - **Stop after processing this filter:** Stops Convergence from running other filters if this filter is run.
7. Select **Save Filter**.
- You are returned to the Mail Filters page. The new filter is listed in the **Mail Filters** list.
8. (Optional) Adjust the order of your filters. The order matters.
- For example, if you have a filter that automatically forwards email and another that deletes email, it is possible for an incoming email to satisfy the criteria for both filters. In this case, you may want the forwarding filter to run before the deleting filter.
9. (Optional) To edit a filter, select the filter from the **Mail Filters** list and select the **Edit Filter** button.
- The *Filter* page appears. Modify the filter settings.
10. (Optional) To delete a filter, select the filter from the **Mail Filters** list and select the **Delete Filter** button.

## Printing Email

To print an email:

1. From the [Folder Page](#), select the email.
2. From the *Folder* page toolbar, select the **Print** icon.
3. Follow the instructions for your browser to print the selected email.

**Tip:** You can save your email to a PDF file by printing it using a postscript print driver.

## Deleting Email

To delete an email:

1. From the [Folder Page](#), select the email.
2. From the *Folder* page toolbar, select the **Delete** icon.

The email is moved to your Trash folder.

To permanently delete an email, delete it from the Trash folder.

You can undelete email by moving it out of your Trash folder and into another email folder. See "[Moving and Copying Email into Folders](#)" for more information.

You cannot restore email that you have deleted from your Trash folder.

### Related Topics

[Mail Options - General Page](#)

## Managing Your Email Quota

Your email quota is the amount of email storage you are allocated by your service provider. When you reach your email quota, you can no longer receive email.

Your overall email quota appears at the top of the **Messages** section. Also, you can view the quota for individual email folders.

To view your quota for an email folder:

1. In the **Messages** section, select an email folder.
2. From the toolbar for the **Messages** section, select the **Folder Properties and Sharing** icon (the cogwheel icon) and select **Folder Properties**.

The Folder Properties dialog box appears. This dialog box displays your total quota usage and the portion of quota occupied by the selected folder.

3. (Optional) To reduce your quota usage, do any of the following:
  - Delete messages from your Trash, Spam, or Sent folders.
  - Save important email by printing them to PDF files, and then delete the email. See "[Printing Email](#)" for more information.
  - Delete old email from your personal email folders.
  - Ask your service provider to increase your quota.

## Automatically Forwarding Email

You can set up Convergence to automatically forward all your email to a specific email address.

To automatically forward your email:

1. From the sidebar, select **Options**.
2. In the **Options** section, expand **Mail**, and then expand **Local Account**, and then select **Forwarding**.  
The [Mail Options - Forwarding Page](#) appears.
3. Select **Enable Automatic Forwarding**.
4. Enter the email address of the account to which to forward the email.
5. (Optional) To keep a copy of the message, select **Keep a Copy of the Message**.
6. Select **Save Preferences**.

## Managing Your Email Account

When managing your email account, see the following topics:

- [Setting Up a Vacation Message](#)
- [Creating an Email Signature](#)
- [Setting Up Your Account Identity](#)

## Setting Up a Vacation Message

Use a vacation message (sometimes called an out-of-office message) to let email senders know that you are away. A vacation message usually contains information about how long you are away and who to contact in your absence. When you turn on your vacation message, Convergence automatically responds to incoming email with the vacation message you prepared.

To set up a vacation message:

1. From the sidebar, select **Options**.
2. In the **Options** section, expand **Mail**, and then expand **Local Account**, and then select **Vacation Message**.  
The [Mail Options - Vacation Message Page](#) appears.
3. Select the **Enable auto-reply** option.  
Convergence automatically responds to incoming email for as long as this option is enabled.
4. Specify the duration of your absence.
5. Specify how often Convergence responds to the same sender while you are away.
6. Compose your vacation message.  
You can compose different messages for personal contacts and for contacts from your corporate address book.
7. Select **Save Preferences**.

## Creating an Email Signature

You can create a signature that is automatically added to the email you compose.

To create an email signature:

1. From the sidebar, select **Options**.

2. In the **Options** section, expand **Mail** and then expand **Identities**, and then select **Local Account**.

The [Mail Options - Local Account Page](#) appears.

3. In the Signature section, compose your signature.  
Use the formatting icons to format your signature.

**Tip:** If you create your signature by copying content from another program or from the Internet, paste the content as plain text and reformat it using the formatting icons. If you do not, you might be pasting unintended formatting.

4. Select the **Add the signature to every message you compose** check box.
5. (Optional) To have your signature inserted before quoted text in email you forward or reply to, select the **Insert the signature before the quoted text**. By default, your signature is inserted at the bottom of the email you compose.
6. Select **Save Preferences**.

## Setting Up Your Account Identity

To set up your account identity:

1. From the sidebar, select **Options**.
2. In the **Options** section, expand **Mail** and then expand **Identities**, and then select **Local Account**.  
The [Mail Options - Local Account Page](#) appears.
3. In the vCard section, enter as much information as you want. The various fields and options are labeled to identify the type of information you are meant to provide.
4. (Optional) To attach a vCard to the email you compose, select **Add the vCard to every message you compose**.

## Setting Email Options

To access the email options, on the sidebar, select **Options**, and in the **Options** section, expand **Mail**.

For information about setting email options, see the following topics:

- [Mail Options - General Page](#)
- [Mail Options - Layout Page](#)
- [Mail Options - Forwarding Page](#)
- [Mail Options - Mail Filters Page](#)
- [Mail Options - Vacation Message Page](#)
- [Mail Options - Local Account Page](#)

## Mail Options - General Page

Use the General page to set general options for the email service.

Element	Description
Place a copy in	Select to save a copy of the email you send. Select the <b>Select</b> button and specify the folder in which to save the copies.
Deleting Mail Messages	Choose options for deleting email. <ul style="list-style-type: none"> <li>▪ <b>Move messages to:</b> Moves deleted email to the folder you specify. Select the <b>Select</b> button to specify a folder.</li> <li>▪ <b>Mark messages as deleted:</b> Leaves the email in its folder but marks the email with a delete icon.</li> <li>▪ <b>Empty the trash folder on logout:</b> Permanently deletes all the email from your Trash folder each time you log out of Convergence.</li> </ul>
Save message drafts in	Select the <b>Select</b> button to choose a folder in which to save drafts.
Composing Email	Choose options for composing email: <ul style="list-style-type: none"> <li>▪ <b>Include the original message in reply:</b> Includes the original email text in your reply to an email.</li> <li>▪ <b>Always spell check before sending a message:</b> Automatically checks the spelling of your email when you send an email.</li> <li>▪ <b>Compose messages using rich text:</b> Uses rich text formatting for emails you compose. Displays formatting icons above the message area of the <i>Compose</i> page.</li> <li>▪ <b>Bcc these email addresses:</b> Includes the specified email addresses as hidden recipients on all email that you compose. Separate email addresses with a comma.</li> </ul>
Automatically save outgoing email addresses	Select to have Convergence remember email addresses that are not in your Personal or Corporate address books. Convergence uses these addresses to automatically complete the email addresses that you begin to typing. See " <a href="#">Address Books</a> " for more information.

### Related Topics

[Finishing a Draft](#)

[Composing an Email](#)

[Checking the Spelling of Email](#)

[Compose Page](#)

## Mail Options - Layout Page

Use the Layout page to set the layout of your email folder pages.

Element	Description
Messages sorted by	Select the default order in which emails appear in your email folders.
Column order	Set the order of the columns in the email list on the <i>Folder</i> page. Use the <b>Move Up</b> and <b>Move Down</b> buttons to change the order.
Do not show message reading pane	Select to hide the reading pane on the <i>Folder</i> page. There is no reading pane on tablets.

### Related Topics

[Folder Page](#)

## Mail Options - Forwarding Page

Use the Forwarding page to set up automatic email forwarding.

Element	Description
Enable automatic forwarding	Select to automatically forward all incoming email. In the <b>Forward to</b> field, enter the email addresses to which all email is forwarded.
Keep a copy of the message	Select to keep a copy of forwarded email.

### Related Topics

[Automatically Forwarding Email](#)

## Mail Options - Mail Filters Page

Use the Mail Filters page to manage your email filters.

Element	Description
Mail Filters	Displays all your mail filters and identifies whether they are enabled. The order in which the filters appear is the order in which they are run. You can disable a filter by deselecting it in the <b>Enabled</b> column.
New Filter	Select to create a filter. Opens the <i>Filter</i> page.
Edit Filter	Select to edit the selected filter. This opens the filter in the <i>Filter</i> page.
Delete Filter	Select to delete the selected filter.
Move Up	Select after selecting a filter in the <b>Mail Filters</b> list to move the filter up in the list, which changes the order that the filters are run.
Move Down	Select after selecting a filter in the <b>Mail Filters</b> list to move the filter down in the list, which changes the order that the filters are run.

### Related Topics

[Filtering Incoming Email](#)

[Filter Page](#)

### Filter Page

Use the *Filter* page to create and modify your email filters.

The name of the page assumes the name of the filter.

Element	Description
Filter Name	Enter a name for the filter.
Filter matching options	Select the filter operator: <ul style="list-style-type: none"> <li>▪ <b>Match all of the following:</b> The email must match all the filter criteria.</li> <li>▪ <b>Match any of the following:</b> The email must match at least one of the filter criteria.</li> <li>▪ <b>Match all incoming messages:</b> The filtering criteria are processed on incoming email only. The email must match all the filter criteria.</li> </ul>

Element	Description
Filter attribute	In the first list, select the attribute by which to filter: <ul style="list-style-type: none"> <li>■ <b>To:</b> Filter by recipient in the <b>To</b> field</li> <li>■ <b>Cc:</b> Filter by recipient in the <b>Cc</b> field</li> <li>■ <b>To or Cc:</b> Filter by recipient in the <b>To</b> or <b>Cc</b> fields</li> <li>■ <b>Subject:</b> Filter by subject</li> <li>■ <b>From:</b> Filter by sender</li> <li>■ <b>Message Size:</b> Filter by the size of the email</li> <li>■ <b>Body:</b> Filter by the content of the email</li> <li>■ <b>Attachment Name:</b> Filter by the file name of an attachment</li> <li>■ <b>Attachment Type:</b> Filter by the file type of an attachment.</li> <li>■ <b>Priority:</b> Filter by the status of the email</li> <li>■ <b>Date:</b> Filter by date</li> </ul>
Filter constraint	In the second list, select a filter constraints. Some constraints are only available for specific attributes.
Filter value	In the third field, enter the filter value.
Action to take	Select the action to take on email that meets the filter criteria: <ul style="list-style-type: none"> <li>■ <b>Move message to:</b> Moves email to a specific folder. Select the <b>Select</b> button to choose the folder.</li> <li>■ <b>Copy message to:</b> Copies email to a specific folder. Select the <b>Select</b> button to choose the folder.</li> <li>■ <b>Forward message to:</b> Forwards email to a specific email address. Specify an email address.</li> <li>■ <b>Discard the message:</b> Moves email to the Trash folder.</li> </ul>
<b>Add icon</b>	Select to add filter attributes, constraints, or actions.
<b>Remove icon</b>	Select to remove filter attributes, constraints, or actions.
<b>Do Not Include Messages Received Before</b>	Select to exclude filtering email in folders that were received before a specific date. Enter the date.
<b>Do Not Include Messages Received After</b>	Select to stop running the filter after the date you indicate. Enter the date.
<b>Stop After Processing This Filter</b>	Select to stop running other filters if this filter is run.

### Related Topics

[Filtering Incoming Email](#)

[Mail Options - Mail Filters Page](#)

## Mail Options - Vacation Message Page

Use the Vacation Message page to set up a vacation message (sometimes called an out-of-office message) that is automatically sent in reply to all incoming email while you are away.

Element	Description
<b>Enable auto-reply</b>	Select to enable your vacation message, which is sent in reply to all incoming email for as long as this option is enabled.

Element	Description
Vacation Duration	Enter your vacation duration in the <b>Start Date</b> and <b>End Date</b> fields.
<b>Hours between replies</b>	Specify how often Convergence responds to the same sender while you are away. By default, senders receive an auto-reply message each time they send you an email.
Auto-reply Message	Compose up to two vacation messages. In the <b>Subject</b> field, enter the subject of the message. In the <b>Message to Co-Workers</b> field, enter the message for contacts who appear in your corporate address book. In the <b>Message to Other Senders</b> field, enter the message for contacts who do not appear in your corporate address book.

### Related Topics

[Setting Up a Vacation Message](#)

## Mail Options - Local Account Page

Use the Local Account page to set the identity and other options for your email account.

Element	Description
<b>Display Name</b>	Displays the name associated with the email address for this account.
<b>Email Address</b>	Displays the email address for this account.
<b>Secondary Email</b>	Enter a secondary email address. The secondary email address is used to reset your password.
<b>Reply-to Address</b>	Enter an alternative reply email address for this account. When others reply to your email, they reply to the alternative email address.
Signature	Enter an email signature for this account.
<b>Add the signature to every message you compose</b>	Select to automatically insert the signature at the end of the email you compose.
<b>Insert the signature before the quoted text</b>	Select to insert the signature above the quoted text an email you are forwarding or to which you are replying. By default, the signature is inserted at the end of the email.
vCard	Enter your vCard settings. All the vCard fields are labeled to identify the type of information you are meant to enter. Select <b>Add the vCard to every message you compose</b> to send your vCard as an attachment when you send email.

### Related Topics

[Securing Your Account](#)

[Creating an Email Signature](#)

[Setting Up Your Account Identity](#)

The Oracle Communications Convergence calendar service enables you to organize and attend events, create and manage tasks, and manage and share calendars.

Access the calendar service by selecting **Calendar** from the sidebar.

When working with the calendar service, see the following topics:

- [Working With Calendars](#)
- [Searching Your Calendars](#)
- [Organizing Events](#)
- [Attending Events](#)
- [Setting Up a Personal Reminder](#)
- [Working with Tasks](#)
- [Setting Calendar Options](#)

## Working With Calendars

You can create and manage one or more calendars. On your calendars, you schedule and manage meetings, appointments, and tasks. Meetings and appointments are called *events*. You can make events private or you can invite other attendees.

When managing your calendars, see the following topics:

- [Creating Calendars](#)
- [Editing Calendar Properties](#)
- [Deleting Calendars](#)
- [Sharing Calendars and Unsharing Calendars](#)
- [Subscribing to and Unsubscribing from a Shared Calendar](#)
- [Printing Calendars](#)
- [Importing Events and Tasks from Other Calendars](#)
- [Exporting Events and Tasks from Your Calendars](#)
- [Setting Privacy Options](#)
- [Calendar Page](#)

## Creating Calendars

Your account comes with a default calendar. You can create additional calendars. For example, you can create a calendar that tracks holidays and vacations, and create another calendar that tracks social events.

To create and manage a calendar:

1. From the toolbar in the **Calendar** section, select the **Create or Subscribe to Calendar** icon (the calendar icon) and select **Create Calendar**.

The Create Calendar dialog box appears.

2. In the **Calendar Name** field, enter a unique name for your calendar.
3. (Optional) In the **Description** field, enter a description.
4. To enable events on the calendar to affect your free and busy time, select **Include in Free/Busy Lookup**.
5. From the **Timezone** list, select the default time zone for the calendar.
6. From the **Color** list, select a color for the events and tasks that you add to this calendar.
7. Select **OK**.

The calendar is added to the **Calendar** section.

### Related Topics

[Calendar Page](#)

## Editing Calendar Properties

You can edit the following calendar properties: the calendar name, description, time zone, free and busy availability, and color.

To edit calendar properties:

1. In the **Calendar** section, select a calendar.
2. From the toolbar in the **Calendar** section, select the **Calendar Properties** icon (the cogwheel icon), and then select **Calendar Properties**.

The Calendar Properties dialog box appears.

3. Do any of the following:
  - To rename the calendar, enter a name in the **Calendar Name** field.
  - To enter or change the description, enter a description in the **Description** field.
  - To set whether events scheduled on this calendar affect your availability, select or deselect **Include in Free/Busy Lookup**.
  - To change the calendar time zone, select a time zone from the **Timezone** list.
  - To change the color of your calendar, select a color from the **Color** list.
  - Copy the calendar URL
4. Select **OK**.

### Related Topics

[Calendar Page](#)

## Deleting Calendars

You can delete any calendar except the default calendar for your account.

To delete a calendar:

1. In the **Calendar** section, select the calendar to delete.
2. From the toolbar in the **Calendar** section, select the **Delete or Unsubscribe Calendar** icon and confirm the deletion.

## Sharing Calendars and Unsharing Calendars

Sharing calendars makes it possible for other users to subscribe to them. You can grant one of the following permissions to users from your corporate address book:

- **None:** the selected user cannot subscribe to this calendar.
- **Read:** the selected user can subscribe to your calendar and see event details.
- **Read + Write:** the selected user can subscribe to your calendar and can see event details and create events on the calendar.
- **Owner:** the selected user can subscribe to your calendar, has Read + Write permission, and can modify calendar properties.

To share and unshare a calendar:

1. In the **Calendar** section, select a calendar.
2. From the toolbar in the **Calendar** section, select the **Calendar Properties** icon (the cogwheel icon), and then select **Share Calendar**.

The Share Calendar dialog box appears.

3. Select the **Share Calendar** check box.
4. Specify who to share the calendar with and what users who subscribe to the calendar can do:
  - To share the calendar with anyone who subscribes, select an access permission level for the **anyone** user.
  - To share the calendar with only specific subscribers, select the address book icon and select the contact to share the folder with. Select the **Add** icon to add another email field and share the folder with another contact.

5. Select **Save**.

The users to whom you gave permission can now subscribe to the calendar.

6. (Optional) To stop sharing a calendar with a specific user, from the Share Calendar dialog box, set the **Access Permissions** list to **None** for that user.
7. (Optional) To completely stop sharing a calendar, from the Share Calendar dialog box, deselect the **Share Calendar** check box.

### Related Topics

[Subscribing to and Unsubscribing from a Shared Calendar](#)

[Calendar Page](#)

## Subscribing to and Unsubscribing from a Shared Calendar

You can subscribe to any calendar that has been shared with you.

To subscribe to and unsubscribe from a calendar:

1. From the toolbar in the **Calendar** section, select the **Create or Subscribe to a Calendar** icon (the calendar icon), and then select **Subscribe to Calendar**.

The Subscribe page appears.

2. In the **Find** field, enter the email address of a contact to whose calendar you would like to subscribe.

The shared calendars belonging to that user are listed.

3. Select the calendars to which you want to subscribe and select the **Subscribe** button.

Calendars to which you have subscribed are added to the **Calendar** section under the Subscribed folder. Convergence creates the Subscribed folder automatically when you subscribe to a folder for the first time.

4. (Optional) To unsubscribe from a shared calendar, in the **Calendar** section, select the calendar, and then select the **Delete or Unsubscribe Calendar** button.

The Remove Subscribed Calendar dialog box appears asking you to confirm that you want to unsubscribe from the calendar. Select **OK**.

### **Related Topics**

[Sharing Calendars and Unsharing Calendars](#)

[Calendar Page](#)

## **Printing Calendars**

You can perform a quick print or an advanced print of your calendar. When printing calendars, see the following topics:

- [Performing a Quick Print](#)
- [Performing an Advanced Print](#)

### **Performing a Quick Print**

Printing a calendar means that you print a list of its events and tasks. You can print multiple calendars at a time.

To perform a quick print of your calendar:

1. In the **Calendar** section, place a check mark beside each calendar whose events you want to print.
2. From the [Calendar Page](#) toolbar, select the view you want to print: **Calendar** or **Agenda**.
3. Select the icon for the time period you want to print. For example, to print your calendar for the month, select the **Month** icon.
4. From the *Calendar* page toolbar, select the **Print** icon.

The print function for your browser appears.

5. Follow the instructions for your browser to print the calendar.

### **Performing an Advanced Print**

Printing a calendar means that you print a list of its events and tasks. You can print multiple calendars at a time.

To perform an advanced print of your calendar:

1. In the **Calendar** section, place a check mark beside each calendar whose events and tasks you want to print
2. From the [Calendar Page](#) toolbar, select the down arrow beside the **Print** icon and select **Advanced Print**.

The Print Calendar dialog box appears.

3. From the **View** list, select the view you want to print.
4. In the **Starts** list and **Ends** list, set the date range that you want to print.
5. For the **Daily** and **Weekly** view, use the **From** field and **To** field to specify the time period to print.
6. From the Calendars list, deselect any calendars whose events and tasks you do not want to print.
7. Select **OK**.  
The print function for your browser appears.
8. Follow the instructions for your browser to print the calendar.

## Importing Events and Tasks from Other Calendars

You can export events and tasks from another calendar service or application and import them into Convergence to quickly populate your Convergence calendars.

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**Note:** On tablets, you cannot import tasks or events.

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When you export events and tasks, the service or application generates an export file. This is the file that you import into Convergence. You can import events and tasks that have been exported as ICS files into Convergence.

This section assumes you have already exported events and tasks from another service or application.

To import events and tasks:

1. From the toolbar in the **Calendar** section, select the **Import/Export** icon (the book icon with a small device on top) and select **Import**.  
The Import Events and Tasks dialog box appears.
2. Select **Browse** and navigate to and select the ICS file to import.
3. From the **Calendar** list, select the calendar into which to import the events and tasks.
4. Select **OK**.

### Related Topics

[Working With Calendars](#)

[Exporting Events and Tasks from Your Calendars](#)

## Exporting Events and Tasks from Your Calendars

You can export events and tasks from your calendars to an export file, which you can then import into a calendar service or application to quickly populate your calendar.

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**Note:** On tablets, you cannot export tasks or events.

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You can export events and tasks as an ICS file.

To export tasks and events:

1. From the Calendar toolbar, select the **Import/Export** icon (the book icon with a small device on top) and select **Export**.

The Export Events and Tasks dialog box appears.

2. From the **Calendar** list, select the calendar whose tasks and events you want to export.
3. Use the **Start** and **End** fields to specify the period for which to export tasks and events.
4. Select **OK**.

Convergence creates an ICS file, which your browser downloads.

### Related Topics

[Working With Calendars](#)

[Importing Events and Tasks from Other Calendars](#)

## Setting Privacy Options

To set privacy options for your calendar service:

1. In the **Calendar** section, select a calendar.
2. From the toolbar in the **Calendar** section, select the **Calendar Properties** icon (the cogwheel), and then select **Privacy Settings**.  
The Privacy Settings dialog box appears.
3. (Optional) To specify privacy settings for another user's calendar that you haven't been given permission to manage, select the address book icon next to the **Settings For** field and select the user from your address book.
4. Specify the privacy options:
  - **User:** Set options for the default user **anyone**. The options you set on the **anyone** user apply to all users in your corporate address book. Select the **Add from Address Book** icon to add a specific user.
  - **Access Permissions:** Select the level of permissions to your calendar you grant to others.
    - **None:** The selected users cannot check your availability or invite you to events.
    - **Check Availability:** The selected users can check your availability.
    - **Invite:** The selected users can check your availability and invite you to events.
    - **Manage:** The selected users can manage your calendars and modify your privacy settings.
  - **Add and Remove:** Select the **Add** icon to add a row. Select the **Remove** icon to remove a row.

5. Select **Save**.**Calendar Page**

Use the *Calendar* page to view events and tasks for selected calendars.

The name of the page assumes the name of the calendar view.

<b>Element</b>	<b>Description</b>
<b>New Event</b>	Select to create an event.
<b>New Task</b>	Select to create a task.
<b>Print</b>	Select to print the current view. Select the down arrows beside the <b>Print</b> icon and select <b>Advanced Print</b> to perform an advanced print. Advanced printing enables you to select the view, duration, and the calendars.
<b>Refresh</b>	Select to refresh the list of events or tasks in the current view.
Search field	Enter text to search for events or tasks in the current view.
<b>Search options</b>	Select the magnifying glass icon in the search field and select the search attribute for the search. <ul style="list-style-type: none"> <li>▪ <b>All attributes</b> (default): Searches by all the other attributes in this list</li> <li>▪ <b>Title</b>: Searches by the title of the event or task</li> <li>▪ <b>Location</b>: Searches by the event location</li> <li>▪ <b>Description/Notes</b>: Searches by the description for the event</li> <li>▪ <b>Attendees</b>: Searches by the email subject or the email sender</li> <li>▪ <b>Organizer</b>: Searches by the text in the body of the email</li> <li>▪ <b>Type</b>: Searches by the type</li> <li>▪ <b>Advanced Search</b>: Opens the Advanced Search page</li> </ul>
<b>Calendar button</b>	Select to display your calendar events in a calendar grid.
<b>Agenda button</b>	Select to display your calendar events in chronological order for the specified period of time. For time, select one of the following icons:
<b>Invitations button</b>	Select to display your invitations for upcoming events in the order they occur. To filter your invitations, select one of the following Show options: <ul style="list-style-type: none"> <li>▪ <b>All</b>: Shows all invitations</li> <li>▪ <b>Open</b>: Shows invitations to which you have not responded</li> <li>▪ <b>Accepted</b>: Shows invitations that you have accepted</li> <li>▪ <b>Declined</b>: Shows invitations that you have declined</li> <li>▪ <b>Maybe</b>: Shows invitations to which you have answered maybe</li> <li>▪ <b>Sent</b>: Shows invitations that you have sent</li> </ul>

Element	Description
Tasks button	<p>Select to display your list of tasks. To filter the list, select one of the following icons:</p> <ul style="list-style-type: none"> <li>■ <b>Pending Tasks:</b> Displays all incomplete tasks</li> <li>■ <b>Upcoming:</b> Displays tasks with a due date in the future</li> <li>■ <b>Past Due:</b> Displays tasks with a due date in the past</li> <li>■ <b>Completed:</b> Displays tasks you have completed</li> <li>■ <b>All Tasks:</b> Displays all tasks</li> </ul> <p>To sort your tasks, select one of the Sort by options:</p> <ul style="list-style-type: none"> <li>■ <b>Due Date:</b> Sort tasks in chronological order according to their due date</li> <li>■ <b>Priority:</b> Sort tasks by their assigned priority</li> <li>■ <b>Status:</b> Sort tasks by their percentage complete</li> </ul>
View period	<p>Select one of these calendar icons in the top-right corner to change the period for the view you are using:</p> <ul style="list-style-type: none"> <li>■ <b>Day:</b> Displays events one day at a time</li> <li>■ <b>Week:</b> Displays events for a week at a time</li> <li>■ <b>Next 7:</b> Displays events for the next seven days</li> <li>■ <b>Month:</b> Displays events for a month at a time</li> </ul>

**Related Topics**

[Working With Calendars](#)

[Organizing Events](#)

[Attending Events](#)

[Working with Tasks](#)

[Searching Your Calendars](#)

## Searching Your Calendars

When searching your calendars for events or tasks, see the following topics:

- [Performing a Quick Search for Events](#)
- [Performing a Quick Search for Tasks](#)
- [Performing a Quick Search for Invitations](#)
- [Performing an Advanced Search for Events and Tasks](#)

### Performing a Quick Search for Events

To perform a quick search for events:

1. From the [Calendar Page](#), select the **Calendar** or **Agenda** button.
2. Specify the time period for your view. For example, to view events for the month, select the **Month** icon.
3. (Optional) From the search field in the top-right corner of the toolbar, select the **Search options** icon and select the attribute by which you want to search.
4. In the search field, enter the text for which you want to search.

Events in your view are filtered as you enter text that matches events.

**Related Topics**[Organizing Events](#)[Attending Events](#)**Performing a Quick Search for Tasks**

To perform a quick search for tasks:

1. From the [Calendar Page](#), select the **Tasks** view.
2. (Optional) From the search field in the top-right corner of the toolbar, select the **Search options** icon, and then select the attribute by which you want to search.
3. In the search field, enter the text for which to search.

Tasks in your view are filtered as you enter text that matches the search criteria.

**Related Topics**[Working with Tasks](#)**Performing a Quick Search for Invitations**

To perform a quick search for invitations:

1. From the [Calendar Page](#) toolbar, select the **Invitations** view.
2. Specify the time period for your view. To search your upcoming invitations for the month, select the **Month** icon.
3. In the **Calendar** section, place a check mark beside each calendar whose invitations you want to search.
4. In the search field, enter the text for which to search.

Invitations in your view are filtered as you enter text that matches the search criteria.

**Related Topics**[Attending Events](#)**Performing an Advanced Search for Events and Tasks**

When you perform an advanced search, you can search for events, tasks, or both.

To perform an advanced search:

1. From the [Calendar Page](#) toolbar, select the **Search options** icon in the search field and select **Advanced Search**.

The [Advanced Search Page](#) appears.

2. Specify your advanced search criteria:
  - From the **Search Calendar** list, select the calendars to search.
  - From the **In** list, select whether you want to search for events, tasks, or both.
  - From the **Search** list, select the attribute for which to search.
  - In the **Search For** field, enter the value for which you want to search.
3. Select the **Search** button.

The search results appear.

**Related Topics**

[Organizing Events](#)

[Attending Events](#)

[Working with Tasks](#)

[Advanced Search Page](#)

**Advanced Search Page**

Use the Calendar **Advanced Search** page to do an advanced search for calendar events and tasks.

Element	Description
<b>Search Calendar</b>	Select the calendar that you want to search.
<b>In</b>	Select what it is you are searching.
<b>Search list</b>	Choose the attributes by which to search: <ul style="list-style-type: none"><li>▪ <b>All attributes</b> (default): Searches by all other attributes in this list</li><li>▪ <b>Title</b>: Searches by the title of the event or task</li><li>▪ <b>Location</b>: Searches by the event location</li><li>▪ <b>Attendees</b>: Searches by the email subject or the email sender</li><li>▪ <b>Organizer</b>: Searches by the text in the body of the email</li><li>▪ <b>Type</b>: Searches by the type</li></ul>
<b>Search For</b>	Enter the value for which you want to search.
<b>Date Range</b>	Set the range of dates within which you want to search.
<b>Search button</b>	Select to perform the search.

**Related Topics**

- [Performing an Advanced Search for Events and Tasks](#)
- [Searching Your Calendars](#)

## Organizing Events

This section provides information about working with calendar events for which you are the organizer.

When organizing events, see the following topics:

- [Creating an Event](#)
- [Editing an Event](#)
- [Making an Event Recurring](#)
- [Inviting Attendees](#)
- [Reserving Resources](#)
- [Viewing Attendee Participation Status](#)
- [Deleting an Event](#)
- [Duplicating an Event](#)

- [New Event Page](#)

## Creating an Event

To create an event:

1. From the [Calendar Page](#) toolbar, select the **New Event** icon.  
The *New Event Page* appears.
2. In the **Title** field, enter a title for the calendar event.
3. From the **Calendar** list, select the calendar in which to create the event.
4. Specify the date, time, and duration of the event:
  - a. If the event lasts one or more entire days (rather than portions of days), select **All Day**.
  - b. Specify the start and end dates of the event. Also, if **All Day** is not selected, specify the start and end times of the event.
5. Select the **Save** icon.

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**Note:** See "[New Event Page](#)" for information about the other optional fields, buttons, and options when creating an event.

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### Related Topics

[Making an Event Recurring](#)

[Setting Up a Personal Reminder](#)

[Inviting Attendees](#)

[Reserving Resources](#)

## Editing an Event

To edit an event:

1. From the [Calendar Page](#), find the event and then open the event details by doing one of the following:
  - From the **Calendar** view, select the event, and from the event dialog box, select the **Add/View Additional Details** link.
  - From the **Agenda** view or the search results from an advanced search, select the event title.The event details appear in the [New Event Page](#).
2. Edit the event and select the **Save** icon.

### Related Topics

[Creating an Event](#)

[Inviting Attendees](#)

[Reserving Resources](#)

[Performing an Advanced Search for Events and Tasks](#)

## Making an Event Recurring

To set up a calendar event to recur, place yourself on the [New Event Page](#) for an event you are creating or editing and do the following:

1. Select the **Recurrence** icon.  
The Recurrence dialog box appears.
2. From the **Repeat** list, select the frequency of the recurrence.
3. Select **Advanced** and specify the frequency details and the day on which the event recurs.
4. Use the **Ending** fields to specify when you want the recurring event to end.
5. Select **OK**.
6. Finish creating or editing the event and select the **Save** icon.

### Related Topics

[Creating an Event](#)

[Editing an Event](#)

## Inviting Attendees

To invite attendees to a calendar event, place yourself on the [New Event Page](#) for an event you are creating or editing and do the following:

1. Do one of the following:
  - In the **Invitation** field, enter the name or email address of one or more attendees.  
If the attendee's email address is displayed in a list as you type, select the address from the list. If the attendee's email address is not displayed in a list, select the plus-sign icon to add that attendee to the list.
  - Next to the **Invitations** field, select the address book icon and select attendees from your address books.
2. (Optional) To check the availability of your attendees, select the **Check Availability** button.
3. (Optional) Mark one or more of your attendees as optional participants:
  - a. From the **Invitations** list, select the attendee.
  - b. From the context menu, select **Attendee Optional**.
4. Finish creating or editing the event and select the **Save** icon.  
An invitation is sent to each attendee in the **Invitations** list.

### Related Topics

[Creating an Event](#)

[Editing an Event](#)

## Reserving Resources

To reserve resources (such as a conference room or a projector) for a calendar event, place yourself on the [New Event Page](#) for an event you are creating or editing and do the following:

1. Do one of the following:
  - In the **Reservations** field, enter the name or email address of one or more resources.  
If the resource's email address is displayed in a list as you type, select the address from the list. If the resource's email address is not displayed in a list, select the plus-sign icon to add that attendee to the list.
  - Next to the **Reservations** field, select the address book icon and select resources from your address books.
2. (Optional) To check the availability of your resources, select the **Check Availability** button.
3. Finish creating or editing the event and select the **Save** icon.

### Related Topics

[Creating an Event](#)

[Editing an Event](#)

## Viewing Attendee Participation Status

When you invite attendees to an event, they are asked to provide their participation status. You can view attendee participation status for events for that you organize.

To view attendee participation status:

1. Find the event and open its details by doing one of the following.
  - From the **Calendar** view, select the event, and from the event dialog box, select the **Add/View Additional Details** link.
  - From the **Agenda** view or the search results for an advanced search, select the event title.

The event details are displayed in the [New Event Page](#).

The **Invitations** list displays the attendees and their participation statuses.

2. (Optional) Filter the **Invitations** list. For example, to display only attendees who have accepted the invitation, select the **Accepted** link above the list.
3. Close the event details.

### Related Topics

[Editing an Event](#)

[Performing an Advanced Search for Events and Tasks](#)

## Deleting an Event

To delete an event:

1. Find the event and open its details by doing one of the following:
  - From the **Calendar** view, select the event, and from the event dialog box, select the **Add/View Additional Details** link.
  - From the **Agenda** view or the search results for an advanced search, select the event title.

The event details appear in the [New Event Page](#).

2. Select the **Delete** icon and confirm the deletion.

### Related Topics

[Calendar Page](#)

## Duplicating an Event

Duplicating an event duplicates all its configurations and attributes, excluding any attachments.

To duplicate an event:

1. Find the event and open its details by doing one of the following:
  - From the **Calendar** view, select the event, and from the event dialog box, select the **Add/View Additional Details** link.
  - From the **Agenda** view or the search results from an advanced search, select the event title.

The event details appear in the [New Event Page](#).

2. Select the **Clone Event** icon.

The *New Event* page for the duplicated event appears.

3. (Optional) Edit the event details.
4. Select the **Save** icon.

### Related Topics

[Calendar Page](#)

[Performing an Advanced Search for Events and Tasks](#)

## New Event Page

Use the *New Event* page to create a calendar event or to view and edit the event details of an event for which you are the organizer. (If you are not the organizer of an event, viewing its details opens the [View Event Page](#).)

The name of the page assumes the title of the event.

Element	Description
<b>Save</b>	Select to save the event. Sends invitations to invited attendees and reserves resources.
<b>Attach</b>	Select to attach a file to the event.
<b>Recurrence</b>	Select to make the event recurring.
<b>Reminders</b>	Select to add a personal reminder for the event.
<b>Time Zone</b>	Select to choose a time zone for the event that is different from the time zone for the calendar.
<b>Cancel</b>	Select to close the <i>New Event</i> page without saving the event.
<b>Title</b>	Enter a title for the event.
<b>Calendar</b>	Choose the calendar to which you want to add the event.
<b>All Day</b>	Select if the event lasts entire days rather than portions of days.
<b>Start</b>	Choose the start date. If <b>All Day</b> is not selected, also specify a start time.

Element	Description
<b>End</b>	Choose the end date. If <b>All Day</b> is not selected, also specify an end time.
<b>Set Recurrence</b>	Select to make the event recurring.
<b>Set Reminder</b>	Select to add a personal reminder to the event.
<b>Location</b>	Enter the event location.
<b>Description</b>	Enter a description or notes.
<b>Event Is</b>	Select a privacy setting for the event: <ul style="list-style-type: none"> <li>■ <b>Private</b>: Makes the event visible to event attendees only</li> <li>■ <b>Public</b>: Makes the event visible to all calendar subscribers</li> <li>■ <b>Date and Time</b>: Makes the event date and time information available to calendar subscribers</li> </ul>
<b>Show as</b>	Select how your availability status appears during the event: <ul style="list-style-type: none"> <li>■ <b>Busy</b>: Shows you as unavailable during the event.</li> <li>■ <b>Free</b>: Shows you as available during the event.</li> </ul> Some service providers allow calendar events set to <b>Busy</b> to automatically change your instant messaging status to Do Not Disturb.
<b>Event Type</b>	Select one or more categories for the event. You can search for events by category. To specify custom categories, enter the categories in the field below <b>Event Type</b> , separating each with a comma.
<b>Invitations</b>	Enter the name or email address of the contact you want to invite to the event, or select the <b>Add</b> icon beside this field to search in an address book.  For each attendees in the <b>Invitations</b> list, you can select the down arrow beside their name and mark them as optional attendees.
<b>Reservations</b>	Enter the name or email address of the resource you want to reserve for the event, or select the <b>Add</b> icon beside this field to search in an address book.
<b>Check Availability</b>	Select to check the availability of the invited attendees and resources. This opens the Availability dialog box. You can also use this dialog box to adjust the time of this event.

The following table describes additional UI elements on the *New Event* page that you can use when viewing or editing event details for an event for which you are the organizer.

Element	Description
<b>Delete Event</b>	Select to delete the event from the calendars of all invited attendees. Sends a notification to all invited attendees.
<b>Print</b>	Select to print the event details.
<b>Clone Event</b>	Select to create a duplicate event. Does not duplicate any files attached to the original event.

### Related Topics

[Organizing Events](#)

## Attending Events

This section provides information about calendar events that you are attending but are not the organizer.

When working with calendar events that you are attending, see the following topics:

- [Viewing Event Details](#)
- [Providing Your Participation Status](#)
- [Viewing Your Invitations](#)
- [View Event Page](#)

### Viewing Event Details

To view the details of an event, find the event and do one of the following:

- From the **Calendar** view, select the event, and from the event dialog box, select the **Add/View Additional Details** link.
- From the **Agenda** view or the search results from an advanced search, select the event title.

The event details appear in the [View Event Page](#).

#### Related Topics

[Searching Your Calendars](#)

[Performing an Advanced Search for Events and Tasks](#)

### Providing Your Participation Status

When you are invited to attend a calendar event, you are asked to provide your participation status. You can provide your participation status when you view the event details for a calendar event.

To provide your participation status:

1. Find the event and open its details by doing one of the following:
  - From the **Calendar** view, select the event, and from the event dialog box, select the **Add/View Additional Details** link.
  - From the **Agenda** view or the search results from an advanced search, select the event title.

The event details appear in the [View Event Page](#).

2. Answer the question **Can You Attend** by selecting the **yes**, **maybe**, or **no** button.  
Your answer is saved to the event. You can change your response at any time.
3. Close the event details.

#### Related Topics

[Searching Your Calendars](#)

[Calendar Page](#)

[Performing an Advanced Search for Events and Tasks](#)

[Providing Your Calendar Event Participation Status by Email](#)

## Viewing Your Invitations

Your invitations for upcoming events are displayed in the order the events occur for the time period that you specify.

To view your invitations to upcoming events:

1. From the [Calendar Page](#) toolbar, select the **Invitations** button.
2. Specify the time period for your view. For example, to view your upcoming invitations for the month, select the **Month** icon.
3. In the **Calendar** section, place a check mark beside each calendar whose invitations you want to view.
4. (Optional) Select an invitation to view its event details.

### Related Topics

[Searching Your Calendars](#)

## View Event Page

Use the *View Event* page to view the details of an event for which you are not the organizer. (If you are the organizer of an event, viewing its details opens the [New Event Page](#).)

The name of the page assumes the name of the event you are viewing.

Element	Description
<b>Reminders</b>	Select to add a personal reminder for the event.
<b>Print</b>	Select to print the event details.
<b>Delete</b>	Select to delete the event from your calendar.
<b>Close</b>	Select to close the <i>View Event</i> page.
<b>Title</b>	Displays the title of the event.
<b>Organizer</b>	Displays the organizer of the event.
<b>When</b>	Displays the date, time, and duration of the event.
<b>Description</b>	Displays the description of the event that was provided by the organizer.
<b>Reminder</b>	Displays the personal reminder for the event. If this field is blank, you have not set up a personal reminder.
<b>Can You Attend?</b>	Select your participation status.
<b>Show as</b>	Select how your availability status appears during the event: <ul style="list-style-type: none"> <li>■ <b>Busy</b>: Shows you as unavailable during the event.</li> <li>■ <b>Free</b>: Shows you as available during the event.</li> </ul> Some service providers allow calendar events set to <b>Busy</b> to automatically change your instant messaging status to Do Not Disturb.

Element	Description
<b>Invitations</b>	<p>Displays the invited attendees. You can filter the list based on attendee participation status.</p> <p>Select an attendee to open a menu from which you can perform the following actions:</p> <ul style="list-style-type: none"> <li>■ Add the attendee to your own address book</li> <li>■ Compose an email to the attendee</li> <li>■ Invite the attendee to an event</li> <li>■ View the availability of the attendee</li> </ul>

**Related Topics**

- [Viewing Event Details](#)
- [Providing Your Participation Status](#)
- [Setting Up a Personal Reminder](#)
- [New Event Page](#)

## Setting Up a Personal Reminder

To set up a calendar event with a personal reminder:

1. Find the event and open its details by doing one of the following:
  - From the **Calendar** view, select the event, and from the event dialog box, select the **Add/View Additional Details** link.
  - From the **Agenda** view or the search results from an advanced search, select the event title.

The event details appear in the [View Event Page](#) (if you are an attendee) or the [New Event Page](#) (if you are the organizer).

2. Select the **Reminders** icon.  
The Reminders dialog box appears.
3. Specify when and how you want the reminder sent.
4. Select the **Save Reminder** button.
5. Close the event details.

**Related Topics**

- [Searching Your Calendars](#)
- [Performing an Advanced Search for Events and Tasks](#)
- [Calendar Page](#)
- [Calendar Options - Notifications Page](#)

## Working with Tasks

You use tasks to manage the things you need to do and want to remember.

When working with tasks, see the following topics:

- [Creating Tasks](#)

- [Viewing Lists of Tasks and Editing Task Details](#)
- [Making a Task Recurring](#)
- [Deleting Tasks](#)
- [Duplicating Tasks](#)
- [Task Page](#)

## Creating Tasks

To create a task:

1. From the [Calendar Page](#) toolbar, select the **New Task** icon.  
The [Task Page](#) appears.
2. In the **Title** field, enter a title for the task.
3. From the **Calendar** list, select the calendar on which to create the task.
4. From the **Priority** list, select the task priority.
5. From the **Progress** list, select the percentage of the task that you have completed.
6. From the **Due** list, select a deadline for the task, and date and time, if applicable.
7. Select the **Save** icon.

### Related Topics

[Viewing Lists of Tasks and Editing Task Details](#)

## Viewing Lists of Tasks and Editing Task Details

You can view your list of tasks for multiple calendars in a single list and you open your tasks to edit them.

To view your tasks and edit task details:

1. From the [Calendar Page](#) toolbar, select the **Tasks** button.
2. In the **Calendar** section, place a check mark beside each calendar whose tasks you want to view.
3. (Optional) Filter your tasks using any of the following **Show** options:
  - **Pending Tasks**: Displays all incomplete tasks
  - **Upcoming**: Display tasks with a due date in the future
  - **Past Due**: Display tasks with a due date in the past
  - **Completed**: Display tasks you have completed
  - **All Tasks**: Display all tasks
4. (Optional) Sort your tasks using the following **Sort By** options:
  - **Due Date**: Sort tasks in chronological order according to their due date
  - **Priority**: Sort tasks by their assigned priority
  - **Status**: Sort tasks by their percentage complete
5. To edit a task, select the task title.  
The task details appear in the [Task Page](#).

6. Edit the task as desired and select the **Save** icon.

### **Related Topics**

[Searching Your Calendars](#)

## **Making a Task Recurring**

To set up a task to recur, place yourself on the [Task Page](#) for a task you are creating or editing and do the following:

1. Select the **Recurrence** icon.  
The Recurrence dialog box appears.
2. From the **Repeat** list, select the frequency of the recurrence:
  - **Daily**: repeat the task every specific number of days or every week day.
  - **Weekly**: repeat the task every specific number of weeks and select the days of the week on which you want to repeat the task.
  - **Monthly**: repeat the task every specific number of months and select the day of the month on which you want to repeat the task.
  - **Yearly**: repeat the task every specific number of years, and select the months and the day on which you want to repeat the task.
3. From the **Ending** list, select when you want the recurrence to end:
  - **Never**: the recurrence never ends.
  - **By**: select a date from the calendar widget on which the recurrence ends.
  - **After**: enter a number after which the recurrence ends.
4. Select **OK**.
5. Finish creating or editing the task and select the **Save** icon.

### **Related Topics**

[Viewing Lists of Tasks and Editing Task Details](#)

[Searching Your Calendars](#)

## **Deleting Tasks**

To delete an task:

1. On the [Calendar Page](#), select the **Tasks** button.
2. Select the title of the task.  
The task details appear in the [Task Page](#).
3. Select the **Delete** icon and confirm the deletion.

### **Related Topics**

[Viewing Lists of Tasks and Editing Task Details](#)

[Searching Your Calendars](#)

## Duplicating Tasks

Duplicating a task duplicates all its configurations and attributes, excluding any attachments.

To duplicate a task:

1. On the [Calendar Page](#), select the **Tasks** button.
2. Select the title of the task.  
The task details appear in the [Task Page](#).
3. Select the **Clone Task** icon.
4. (Optional) Edit the task.
5. Select the **Save** icon.

### Related Topics

[Viewing Lists of Tasks and Editing Task Details](#)

[Searching Your Calendars](#)

## Task Page

Use the *Task* page to create tasks and to edit or view the details of a task.

The name of the page assumes the title of the task.

Element	Description
<b>Save</b>	Select to save the task.
<b>Attach</b>	Select to attach a file to the task.
<b>Recurrence</b>	Select to make the task recurring.
<b>Reminders</b>	Select to add a personal reminder for the task.
<b>Time Zone</b>	Select to set a time zone for the task that is different from the time zone for the calendar.
<b>Delete Task</b>	Select to delete the task. This icon is available only when viewing or editing the task details for a task that has already been created.
<b>Cancel</b>	Select to close the <i>Task</i> page without saving any changes.
<b>Clone Task</b>	Select to create a duplicate task. Does not duplicate any files attached to the original task. This icon is available only when viewing or editing the task details for a task that has already been created.
<b>Title</b>	Enter a title for the task.
<b>Calendar</b>	Select the calendar in which to add the task.
<b>Priority</b>	Select the task priority.
<b>Progress</b>	Select the percentage of the task you have completed. When you complete the entire task, the <b>Progress</b> value is automatically set to 100%.
<b>Due</b>	Select a deadline for the task, and set the due date and time, if applicable.
<b>Location</b>	Enter a location for the task.
<b>Notes</b>	Enter a description or notes.

Element	Description
Task Is	Select a privacy setting for the task: <ul style="list-style-type: none"> <li>▪ <b>Private:</b> Makes the task visible to event attendees only</li> <li>▪ <b>Public:</b> Makes the task visible to all calendar subscribers</li> <li>▪ <b>Date and Time:</b> Makes the task date and time information available to calendar subscribers</li> </ul>
Task Type	Select one or more categories for the task. You can search for tasks by category. To specify custom categories, enter the categories in the field below <b>Task Type</b> , separating each with a comma.

**Related Topics**[Working with Tasks](#)[Viewing Lists of Tasks and Editing Task Details](#)[Searching Your Calendars](#)

## Setting Calendar Options

To access the calendar options, on the sidebar, select **Options**, and in the **Options** section, expand **Calendar**.

For information about setting calendar options, see the following topics:

- [Setting your Work Week](#)
- [Calendar Options - General Page](#)
- [Calendar Options - Events Page](#)
- [Calendar Options - Notifications Page](#)

### Setting your Work Week

To set your work week:

1. From the sidebar, select **Options**.
2. In the **Options** section, expand **Calendar** and select **General**.  
The [Calendar Options - General Page](#) appears.
3. From the **Week Starts On** list, select the day of the week your calendar starts on.
4. In the Days in the Work Week section, select the days of the week that constitute your work week.
5. In the **Day Starts At** field, enter the time your work day starts.
6. In the **Day Ends At** field, enter the time your work day ends.
7. Select **Save Preferences**.

**Related Topics**[Calendar Options - General Page](#)

## Calendar Options - General Page

Use the General page to set general options for the calendar service.

Element	Description
<b>Initial calendar view</b>	Select the default time period used when you view your calendar events in the Calendar view or the Agenda view.
<b>Week starts on</b>	Select the day of the week on which your work week starts.
<b>Days in the work week</b>	Select each day of the week that is part of your work week.
<b>Day starts at</b>	Enter the time your work day starts.
<b>Day ends at</b>	Enter the time your work day ends.

### Related Topics

[Setting your Work Week](#)

[Calendar Page](#)

## Calendar Options - Events Page

Use the Events page to set general options for events.

Element	Description
<b>Display declined events</b>	Select to display events that you have declined to attend in your calendar. By default, declined events are not shown.
<b>Event Type</b>	Select the default event category that is set for all your events. You can select a different event category when you create events.

### Related Topics

[Viewing Event Details](#)

[Calendar Page](#)

## Calendar Options - Notifications Page

Use the Notifications page to set notifications for calendar events.

Element	Description
<b>Enable event notifications</b>	Select to set a reminder for all events.
<b>Notifications arrive before</b>	Enter how long before the start of the event that you want to be notified. This option is enabled when you select <b>Enable event notifications</b> .
<b>Send email message to</b>	Enter the email address where you want the notifications sent.
Event Invitation Updates	Select <b>Send email message to</b> and enter an email address to receive an email each time a calendar event that you will attend is updated.

### Related Topics

[Setting Up a Personal Reminder](#)

[Attending Events](#)



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## Address Books

The Oracle Communications Convergence address book service enables you to search for contacts in all your address books, create personal address books, create personal contacts, and create groups for your personal contacts. From your address books, you can compose an email, organize an event, and start a chat session with your contacts.

Access the address book service by selecting **Address Book** from the sidebar.

When working with the address book service, see the following topics:

- [About Address Books](#)
- [Searching for Contacts](#)
- [Printing Contact Information](#)
- [Importing Contact Information](#)
- [Exporting Contact Information](#)
- [Creating Personal Address Books](#)
- [Creating Contacts](#)
- [Editing Contact Information](#)
- [Copying Contacts](#)
- [Deleting Contacts](#)
- [Grouping Contacts](#)
- [Address Book Page](#)

### About Address Books

Address books are collections of contact and group information. From the toolbar on the [Address Book Page](#), you can perform common actions, such as search for contacts and compose email to send to your contacts.

Convergence offers different kinds of address books. Depending on the address book you are working with, you have access to different actions for your contacts.

The **Corporate** address book (called the Corporate Directory in Convergence) contains the contact information for members and groups of your organization. When you are working with the Corporate address book, you can perform the following tasks:

- [Searching for Contacts](#)
- [Printing Contact Information](#)
- [Exporting Contact Information](#)

- [Copying Contacts](#)

Your **personal** address books contain contact information for personal contacts and groups. When you are working with personal address books, you can perform the following tasks:

- [Searching for Contacts](#)
- [Printing Contact Information](#)
- [Importing Contact Information](#)
- [Exporting Contact Information](#)
- [Creating Personal Address Books](#)
- [Creating Contacts](#)
- [Editing Contact Information](#)
- [Copying Contacts](#)
- [Deleting Contacts](#)
- [Grouping Contacts](#)

The **Collected Addresses** address book is an optional address book that collects email addresses that are not in your other address books. This address book helps Convergence automatically complete the email addresses that you begin typing when you compose email. You enable the Collected Addresses address book on the [Mail Options - General Page](#). When you are working with the Collected Addresses address book, you can perform the following tasks:

- [Searching for Contacts](#)
- [Printing Contact Information](#)
- [Exporting Contact Information](#)
- [Editing Contact Information](#)
- [Copying Contacts](#)
- [Deleting Contacts](#)

## Searching for Contacts

You can search for contacts in any of your address books.

To search for contacts:

1. In the **Address Book** section, select an address book.  
The [Address Book Page](#) appears.
2. (Optional) In the search field at the top-left corner of the page, select the **Search options** icon (magnifying glass) and select the attribute by which to search.
3. In the search field, enter the contact you want to find.  
Contacts are filtered as you enter text.
4. Select the contact.  
The contact information appears in the [Contact Page](#).

### Related Topics

[About Address Books](#)

## Printing Contact Information

You can print the contact information for one or more contacts in any of your address books or groups.

To print contact information:

1. In the **Address Book** section, select an address book or group.  
The [Address Book Page](#) or [Group Page](#) appears.
2. Do one of the following:
  - Print all contacts from the address book or group:
    - a. From the *Address Book* page or *Group* page toolbar, select the down arrow beside the **Print** icon and select **Print All In List**.
    - b. Follow the instructions for your browser to print the contact information.
  - Print selected contacts:
    - a. Select one or more contacts from your address book or group.
    - b. From the *Address Book* page toolbar, select the down arrow beside the **Print** icon and select **Print Selected**.
    - c. Follow the instructions for your browser to print the contact information.

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**Note:** The option to **Print All In List** is not available for the Corporate address book.

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### Related Topics

[About Address Books](#)

## Importing Contact Information

You can export contact information from another address book service or application and import it into Convergence to quickly populate your address books.

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**Note:** On tablets, you cannot import contact information.

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When you export contact information, the other service or application creates an export file. This is the file you import into Convergence. You can import contact information that has been exported as CSV and vCard 3.0 files.

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**Note:** Your service provider may also allow you to import contact information in the LDIF and vCard 2.1 formats.

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This section assumes you have already exported contact information from another service or application.

To import contact information:

1. In the **Address Book** section, select the personal address book into which you want to import contact information.

2. From the toolbar in the **Address Book** section, select the **Import/Export** icon (the book icon with a small device on top) and select **Import**.

The Import Contacts to Address Book dialog box appears.

3. Select the **Browse** button and select the export file.

4. Select the **Import Contacts** button.

The Import Contacts to Address Book dialog box displays the number of contacts that were imported.

#### **Related Topics**

[About Address Books](#)

[Exporting Contact Information](#)

## Exporting Contact Information

You can export contact information from your address books to an export file, which you can then import into an address book service or application to quickly populate your address books.

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**Note:** On tablets, you cannot export contact information.

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You can export contact information as CSV and vCard 3.0 files.

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**Note:** Your service provider may also allow you to export contact information in the LDIF and vCard 2.1 formats.

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To export contact information:

1. In the **Address Book** section, select the address book or group whose contact information you want to export.
2. From the toolbar in the **Address Book** section, select the **Import/Export** icon (the book icon with a small device on top), and then select **Export**.

The Export Contacts from Address Book dialog box appears.

3. From the **Export Format** list, select the format in which you want to export the contact information.
4. Select the **Export Contacts** button.

Convergence creates the export file, which your browser downloads.

#### **Related Topics**

[About Address Books](#)

[Importing Contact Information](#)

## Creating Personal Address Books

To create a personal address book:

1. From the toolbar in the **Address Book** section, select the **New Address Book** icon (the open book icon with a green plus sign on it).

The New Address Book dialog box appears.

2. In the **Name** field, enter a name for the address book and select **Save**.

The address book is added to the Address Book section in alphabetical order.

### Related Topics

[About Address Books](#)

[Creating Contacts](#)

[Copying Contacts](#)

## Creating Contacts

You can create contacts in your personal address books only.

To create a contact:

1. In the **Address Book** section, select a personal address book.

The [Address Book Page](#) appears.

2. From the *Address Book* page toolbar, select the **New Contact** icon.

The [Contact Page](#) appears.

3. Enter as much information about your contact as you want and select **Save**.

### Related Topics

[About Address Books](#)

[Grouping Contacts](#)

## Contact Page

Use the *Contact* page to create or edit a contact in your personal address books. Most of the fields on this page are optional.

The name of the page assumes the display name of the contact.

Element	Description
Personal Information	Enter the personal information for the contact. Each field is labeled to identify the type of information you are meant to enter.
Email Addresses	Enter an email address for the contact and select the type of email address from the list. Select the plus-sign icon to add another email address.
Phone Numbers	Enter a phone number for the contact and select the type of phone number from the list. Select the plus-sign icon to add another phone number.
Addresses	Enter an addresses for the contact and select the type of address from the list. Each field is labeled to identify the type of information you are meant to enter. Select the plus-sign icon to add another address.
Instant Messaging	Enter an instant messaging ID and select a provider from the list. Select the plus-sign icon to add another instant messaging ID.
Other Information	Enter additional information about the contact and select the type of information from the list. Select the plus-sign icon to add more information.
Notes	Enter notes about the contacts.
Save	Select to save the contact.

### Related Topics

[Creating Contacts](#)

[Editing Contact Information](#)

[Grouping Contacts](#)

## Editing Contact Information

You can edit the contact information for contacts in your personal address books or the Collected Addresses address book.

To edit contact information:

1. In the **Address Book** section, select the address book.  
The [Address Book Page](#) appears.
2. Select a contact.  
The contact information appears.
3. Select the **Edit** button to the right of the contact display name.  
The [Contact Page](#) appears.
4. Enter or edit as much information about your contact as you want and select **Save**.

### Related Topics

[About Address Books](#)

## Copying Contacts

You can copy a contact from any address book or group and add it to a personal address book. You might do this, for example, when you want to add personal contact information for a contact in your Corporate address book. Because you cannot edit contact information in the Corporate address book, you can copy the contact to a personal address book and add the personal contact information there.

To copy a contact to a personal address book:

1. In the **Address Book** section, select an address book or group.  
The [Address Book Page](#) or [Group Page](#) appears.
2. Select a contact.
3. From the *Address Book* page toolbar, select the **Copy to** icon and select the personal address book in which to add the contact.

### Related Topics

[About Address Books](#)

## Deleting Contacts

You can delete contacts from your personal address books or the Collected Addresses address book. You cannot undelete contacts.

To delete contacts:

1. In the **Address Book** section, select either a personal address book or **Collected Addresses**.

The [Address Book Page](#) appears.

2. Select one or more contacts.
3. From the *Address Book* page toolbar, select the **Delete** icon and confirm the deletion.

### Related Topics

[About Address Books](#)

## Grouping Contacts

A group is a collection of contacts. You can create and modify groups in your personal address books only. Add contacts to your groups. Creating groups is an easy way to email all the contacts in the group by entering the name of the group as a recipient when composing and email

Groups that are in the Corporate address book cannot be modified.

When grouping contacts, see the following topics:

- [Creating Contact Groups](#)
- [Modifying Contact Groups](#)
- [Group Page](#)

## Creating Contact Groups

To create a group:

1. In the **Address Book** section, select the personal address book in which to create the group.

The [Address Book Page](#) appears.

2. From the *Address Book* page toolbar, select the **New Group** icon.

The [New Group Page](#) appears.

3. In the **Group Name** field, enter a name for the group.
4. From the list of contacts, select all the contacts you want to include in the group.

**Tip:** Use the **Search Contacts** field to search for specific contacts.

5. Select the **Create Group** button.

### Related topics

[About Address Books](#)

### New Group Page

Use the *New Group* page to create groups in your personal address books.

The name of the page assumes the name of the group.

Element	Description
Group Name	Enter a name for the group.

Element	Description
Contacts list	Displays all the contacts in the selected address book. Select the contacts from the list to include in the group you are creating.
Search Contacts	Enter text to search the list of contacts by contact display name.

**Related topics**[Grouping Contacts](#)[About Address Books](#)**Modifying Contact Groups**

To modify a group:

1. In the **Address Book** section, select the group.  
The [Group Page](#) appears.
2. (Optional) To rename the group, from the toolbar in the **Address Book** section (the pencil icon) and enter a new name.
3. To change the contacts in the group, do the following:
  - a. From the *Group* page toolbar, select the **Manage Group** icon.
  - b. From the list of contacts, select the contacts to add to the group and deselect the contacts to remove from the group.
4. Select the **Save Changes** button.

**Related topics**[About Address Books](#)**Group Page**

Use the *Group* page to modify contact groups and to perform actions on the contacts in your groups.

The name of the page assumes the name of the group.

Element	Description
<b>Manage Group</b>	Select to modify the contacts in the group.
<b>Remove From Group</b>	Select to remove selected contacts from the group.
<b>Compose Mail To</b>	Select to compose an email to the selected contacts. This opens the <i>Compose</i> page with the <b>To</b> field filled with the selected contacts.
<b>Copy To</b>	Select to copy the selected contact to a personal address book.
<b>Print</b>	Select to print the contact information for the selected contacts or for all the contacts in the group.
<b>Edit</b>	Select to edit the contact information of the selected contact in your personal address books or the Collected Addresses address book.

**Related Topics**[About Address Books](#)

## Grouping Contacts

### Address Book Page

Use the *Address Book* page to perform actions on the contacts in your address books.

The name of the page assumes the name of address book.

Element	Description
<b>New Contact</b>	Select to create a contact in a personal address book. This opens the <i>New Contact</i> page.
<b>New Group</b>	Select to create a group in a personal address book. This opens the <i>New Group</i> page.
<b>Delete</b>	Select to delete the selected contacts from your personal address books or from the Collected Addresses address book.
<b>Compose Mail To</b>	Select to compose an email to the selected contacts. This opens a <i>Compose</i> page with the <b>To</b> field filled with the selected contacts.
<b>Copy To</b>	Select to copy the selected contacts to a personal address book.
<b>Print</b>	Select to print the contact information for the selected contacts or for all the contacts in the address book.
Search field	Enter text to search for contacts in the address book.
<b>Search options</b>	Select the magnifying glass icon in the search field and select the search attribute for the search. <ul style="list-style-type: none"> <li>▪ <b>Display Name</b> (default): Searches by display name</li> <li>▪ <b>Email Address</b>: Searches by email address</li> <li>▪ <b>First Name</b>: Searches by first name</li> <li>▪ <b>Last Name</b>: Searches by last name</li> <li>▪ <b>Phone Number</b>: Searches by phone number</li> </ul>
Personal Information and Email Address	Displays the name and email address of the selected contact. Select the plus-sign icon next to the email address to open the New Message page and send an email to that contact.
<b>Edit</b>	Select to edit the contact information for the contact in your personal address books or the Collected Addresses address book.

#### Related Topics

[About Address Books](#)

[Searching for Contacts](#)

[Creating Contacts](#)

[Grouping Contacts](#)



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## Instant Messaging

The Oracle Communications Convergence instant messaging service enables you to chat with your friends and colleagues and see when they are online and available. You add contacts from your address books to the buddy list to chat with them.

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**Note:** On tablets, the instant messaging service is not available.

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Access the instant messaging service by expanding **Buddy List** in the bottom-right corner of the UI.

When working with the instant messaging service, see the following topics:

- [Working with the Buddy List](#)
- [Chatting with Buddies](#)
- [About Receiving Chat Messages](#)
- [Managing Your Profile](#)
- [Setting Instant Messaging Options](#)

### Working with the Buddy List

Use the Buddy List to view the online status of and to chat with your buddies. Buddies are contacts from your address book whom you have added to your Buddy List.

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**Note:** On tablets, the instant messaging service is not available and the Buddy List is not visible.

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The Buddy List is minimized in the bottom-right corner of the Convergence UI. When the Buddy List is minimized, it indicates your current status and identifies how many of your buddies are online.

Select **Buddy List** to expand it and display all your buddies.

When working with the Buddy List, see the following topics:

- [Managing Buddies](#)
- [Managing Buddy Groups](#)
- [Buddy List Section](#)

## Managing Buddies

Managing buddies consists of any of the following tasks:

- [Adding Buddies](#)
- [Renaming Buddies](#)
- [Deleting Buddies](#)
- [Sorting Buddies](#)

### Adding Buddies

To add contacts to your Buddy List:

1. From the Buddy List, do one of the following:
  - To add a contact from your address book:
    - a. Select the down arrow beside the **Add Buddy** icon and select **Add From Address Book**.  
The Add Buddy dialog box appears.
    - b. From the list at the top of the dialog box, select an address book.  
The contacts in the address book appear.
    - c. Select the contact you want to add to the Buddy List.  
**Tip:** Use the search field in the top-right corner of the dialog box to search for a specific contact from the address book.
  - To add a contact by entering their email address:
    - a. Select the **Add Buddy** icon.  
The Add Buddy dialog box appears.
    - b. In the **Email Address** field, enter the email address for the contact.
2. In the **Alias** field, enter the buddy name that you want displayed in your buddy list for the contact.
3. From the **Group** list, select the group to which to add the buddy.
4. Select the **Add** or **OK** button.

### Related Topics

[Buddy List Section](#)

### Renaming Buddies

To rename a buddy in your Buddy List:

1. From the Buddy List, select the buddy.
2. Select the **Show Properties** icon.  
The Buddy dialog box appears.
3. In the **Alias** field, enter a name for the buddy.
4. Select **Save**.

**Related Topics**[Buddy List Section](#)**Deleting Buddies**

To delete a buddy in your Buddy List:

1. From the Buddy List, select the buddy.
2. Select the **Delete** icon and confirm the deletion.

**Related Topics**[Buddy List Section](#)**Sorting Buddies**

You sort buddies on the Buddy List by selecting one of the following icons:

- Select the **Buddy Name** icon to sort your buddies by either ascending or descending alphabetical order.
- Select the **Show First** icon to list your online buddies before or after your offline buddies.

**Related Topics**[Buddy List Section](#)**Managing Buddy Groups**

All buddies belong to one or more groups on the **Buddy List**. The **Buddy List** includes a default group called **Friends** which you cannot delete or rename.

Groups are expandable and collapsible and are ordered alphabetically.

When managing groups, see the following topics:

- [Grouping Buddies](#)
- [Modifying Buddy Groups](#)
- [Deleting Groups](#)

**Grouping Buddies**

To create a group:

1. From the Buddy List, select the **Add Group** icon.  
The Create Buddy Group dialog box appears.
2. In the **Group Name** field, enter a name for the group.
3. From the **Choose Buddies** list, select the buddies you want to include in the group.
4. Select **OK**.

**Related Topics**[Buddy List Section](#)

## Modifying Buddy Groups

You can modify a buddy group by changing its name and adding and removing buddies from the list.

To modify a buddy list:

1. From the Buddy List, select a group.
2. Select the **Show Properties** icon.  
The Buddy Group Properties dialog box appears.
3. To rename the buddy group, enter a new name in the **Group Name** field.
4. To change the buddies in the group, select the contacts you want to include in the list and deselect the contacts you want to remove from the list.
5. Select **OK**.

### Related Topics

[Buddy List Section](#)

## Deleting Groups

Deleting a buddy group does not remove buddies from the Buddy List.

To delete a group:

1. From the Buddy List, select a group.
2. Select the **Delete** icon and confirm the deletion.

### Related Topics

[Buddy List Section](#)

## Buddy List Section

Use the Buddy List to view the online status of and chat with your buddies, and manage your buddy groups.

Element	Description
Personal status	Displays your current status. Select to change your status. When you select <b>Invisible</b> , your status appears as offline to other buddies, but you remain online. Select <b>Custom</b> to enter your own status message.
Profile picture	Select to upload a profile picture (called an avatar) or to restore the default picture.
<b>Add Buddy</b>	Select to add a buddy to the Buddy List. Select the down arrow beside <b>Add Buddy</b> to choose between typing the buddy's email address or selecting the buddy from an address book. The <b>Add Buddy</b> icon is the picture of a silhouette in a square frame.
<b>Add Group</b>	Select to add a group to the Buddy List. The <b>Add Group</b> icon is the picture of two silhouettes.
<b>Delete</b>	Select to delete the selected buddy or group. The <b>Delete Buddy</b> icon is the picture of a red circle with a white letter X in the middle.

Element	Description
<b>Group Chat</b>	Select to start a group chat. The <b>Group Chat</b> icon is the picture of a green speech bubble on top of a white speech bubble.
<b>Show Properties</b>	Select to show the properties for the selected buddy or group. The <b>Show Properties</b> icon is the picture of a green speech bubble with a cogwheel on top.
Sort options	Sort your buddies: <ul style="list-style-type: none"> <li>■ Select the <b>Buddy Names</b> icon to sort your buddies in either ascending or descending alphabetic order.</li> <li>■ Select the <b>Show First</b> icon to either show online or offline buddies first in the list.</li> <li>■ The <b>Show First</b> icon is the picture of two arrows, one pointing up and the other pointing down.</li> </ul>

## Chatting with Buddies

When you start chatting with one of your buddies, the chat session opens a window that displays your chat conversation. You can chat with more than one buddy at the same time in either the same chat session or in different chat sessions..

To chat with one or more buddies:

1. From the Buddy List, do one of the following:

- To chat with a single buddy, double click the buddy.
- To chat with multiple buddies in one chat window, select multiple buddies and select the **Group Chat** icon.

(Press and hold the Ctrl key when selecting buddies to select multiple buddies.)

A chat window appears.

2. Type and send one or more messages.

Send a message by selecting the **Send** button or pressing the Enter key.

3. (Optional) Invite other buddies to join the chat:

- a. From an existing chat session, select the **Show** icon (the double angle brackets).

The Participants section appears.

- b. In the **Invite Participants** field, enter the name of a buddy you want to add to the group chat.

You can invite only buddies who are online.

- c. Select the Invite Participant icon (the plus-sign).

The buddy is added to the chat and any new messages you send go to all buddies in the chat window.

4. When you are finished chatting, you can do any of the following:

- To print your chat conversation, from the chat window toolbar, select the **Print** icon.

- To email the chat conversation, from the chat window toolbar, select the **Send Chat Transcript** icon.
- To end the chat conversation, close the chat window.

### Related Topics

[Buddy List Section](#)

## About Receiving Chat Messages

When you are online, you can receive a chat message from any buddies who are also online.

When you receive a chat message from one of your buddies, a notification appears to call your attention to the chat window. The chat window is minimized along the bottom of the UI. You can have multiple active chat windows open with different buddies.

Use the chat session to chat with your buddy. See "[Chatting with Buddies](#)" for more information.

## Managing Your Profile

When managing your profile, see the following topics:

- [Changing Your Status](#)
- [Uploading a Profile Image](#)

## Changing Your Status

When you open Convergence, your instant messaging status is set to **Available**. You can change your status at any time. You can write a custom status message for your buddies to see. For example, you can write a message that reads, "Gone to an appointment, back at 3pm" with a status of Away.

To change your status:

1. From the Buddy List, select your current status and select your new status from the list.
2. If you selected Custom, do the following:
  - a. In the **Message** field, enter a status message.
  - b. From the **Status** list, select the status you want to display.
  - c. Select **OK**.

### Related Topics

[Buddy List Section](#)

## Uploading a Profile Image

To upload a profile image:

1. From the Buddy List, select the picture icon at the top-right corner and select **Upload new avatar**.

The Upload a new avatar dialog box appears.

2. Select the **Browse** button and select a profile picture.
3. Select **OK**.

### Related Topics

[Buddy List Section](#)

## Setting Instant Messaging Options

To access the instant messaging options, on the sidebar, select **Options**, and in the **Options** section, expand **Instant Messaging**.

For information about setting instant messaging options, see the following topics:

- [Instant Messaging Options - General Page](#)

### Instant Messaging Options - General Page

Use the General page to set general options for the instant messaging service.

Element	Description
Status	Select the options for how you want your status to be displayed to others: <ul style="list-style-type: none"> <li>■ Select <b>Let others know I am idle</b> and set a duration to communicate your Idle status after a specified period of inactivity.</li> <li>■ Select <b>Let others know I am away</b> and set a duration to communicate your Away status after a specified period of inactivity.</li> <li>■ Select <b>Remember my presence status</b> for Convergence to log you in with the same status as the one you had when you last logged out.</li> </ul>
Alerts	Select options to receive alerts when the status of a buddies changes: <ul style="list-style-type: none"> <li>■ Select <b>Contact becomes available</b> to receive an alert when the status of your buddies changes to available.</li> <li>■ Select <b>Contact goes away</b> to receive an alert when the status of your contacts changes to away.</li> <li>■ Select <b>Contact goes offline</b> to receive an alert when the status of your contacts changes to offline.</li> </ul>
<b>Login with groups minimized</b>	Select to make all groups in your buddy list minimized when you log in to Convergence.
<b>Approve new contacts</b>	Specify whether new chat requests are approved automatically or if you prefer to approve each request.

