

Team Calendar Sync

User Guide

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App Version: 3.2.5

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Overview

Team Calendar Sync is an Android application that allows you to sync Exchange calendars with your Android device. Exchange accounts are typically used with an Outlook application, such as Outlook 2010 or Outlook Web App.

Android has historically only synced one calendar from your Exchange account: your primary calendar. This is a problem if you have secondary and / or shared calendars. This changed somewhat when Google published KitKat (version 4.4 of the Android operating system). With KitKat those secondary calendars are now appearing, but the shared calendars still do not appear. Team Calendar Sync is the solution for syncing your secondary calendars and shared calendars when your Android device does not support it.

System Requirements

- Android versions 2.3 - 4.4 are currently supported.
- Exchange 365, Exchange 2013, Exchange 2010, and Exchange 2007 are all supported.
- Publicly facing EWS (Exchange Web Service) Url.
 - If you have a publicly facing OWA (Outlook Web App) then you should also have a publicly facing Exchange Web Service Url.
 - If your OWA Url is this:
 - <https://mail.mycompany.com/owa>
 - Then your EWS Url will be this:
 - <https://mail.mycompany.com/ews/Exchange.asmx>

Installation

Team Calendar Sync can be downloaded from either the Google Play store or the Amazon App Store. Be forewarned, Amazon does not have a refund policy. Google does.

Trial Version

There is not a trial version. However, you are welcome to try the app and request a refund (from Google) if the app doesn't work for you. Amazon does not provide refunds.

Refunds

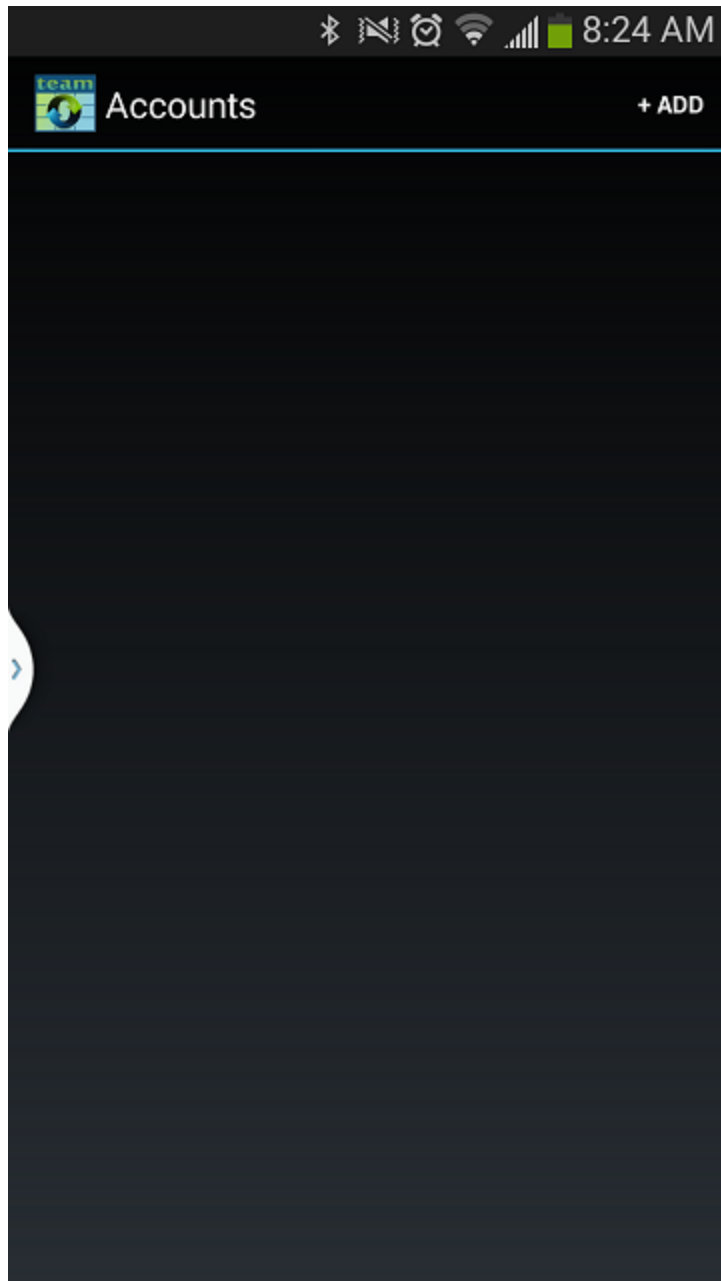
Google allows refunds within the first 15 minutes of purchase. Push the refund button from the Google Play store. After the 15 minute window refunds can be requested from Google via a web form here:

https://support.google.com/googleplay/contact/apps_refunds_payments_issues/

Amazon does not have a refund policy.

Setup

When you open Team Calendar Sync for the first time you will find yourself on the “Accounts” screen. The Accounts screen lists all the Exchange accounts you have configured to sync with the app. The Accounts screen will be blank the first time. To add an account, push the “+Add” button in the top right corner of the screen.

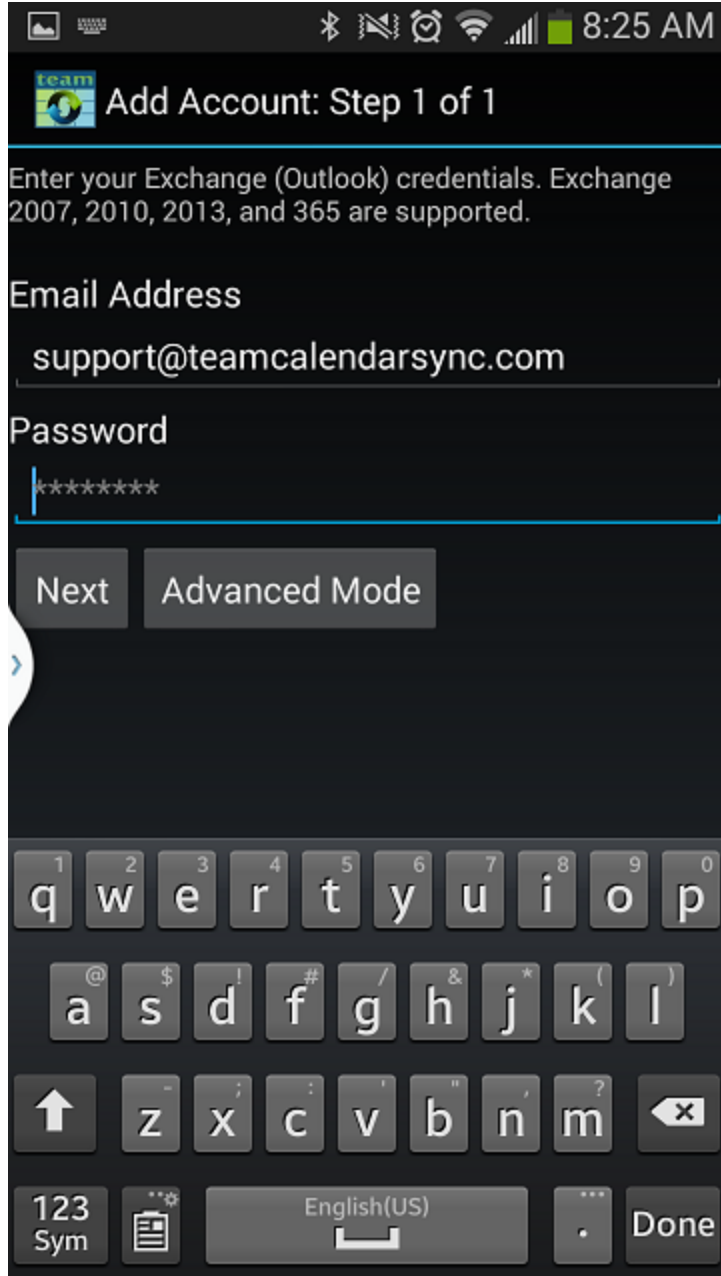


Add Account

After pushing the “+Add” button the Add Account wizard will start.

Enter the credentials you would use to login to OWA (Outlook Web App).

Push “Next” to continue.



8:25 AM

team Add Account: Step 1 of 1

Enter your Exchange (Outlook) credentials. Exchange 2007, 2010, 2013, and 365 are supported.

Email Address

support@teamcalendarsync.com

Password

Next Advanced Mode

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
↑ z x c v b n m ↵
123 Sym English(US) . Done

Team Calendar Sync will attempt to Autodiscover your EWS (Exchange Web Service) Url. If it fails, you can enter it manually via Advanced Mode. Autodiscover is something that your Exchange administrator needs to configure. If Autodiscover is not configured correctly it will fail.

8:26 AM

team Add Account: Step 1 of 1

Enter your Exchange (Outlook) credentials. Exchange 2007, 2010, 2013, and 365 are supported.

Email Address
support@teamcalendarsync.com

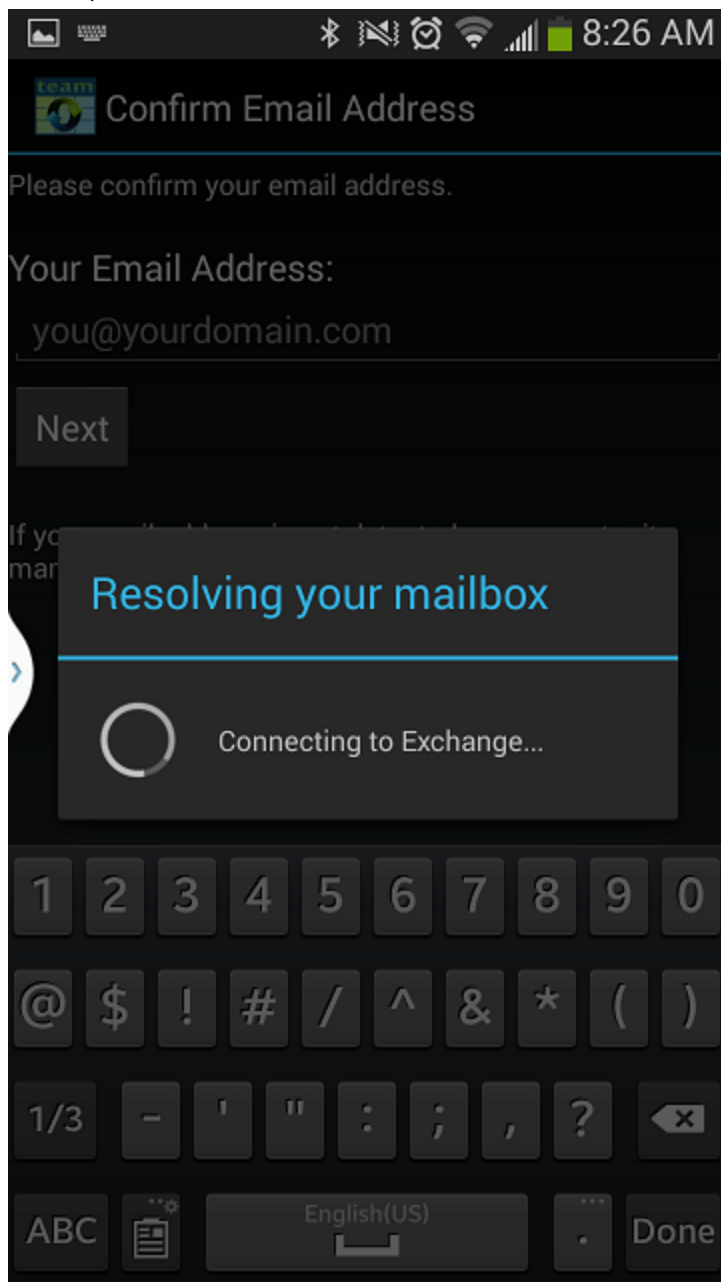
Password
.....

Autodiscover

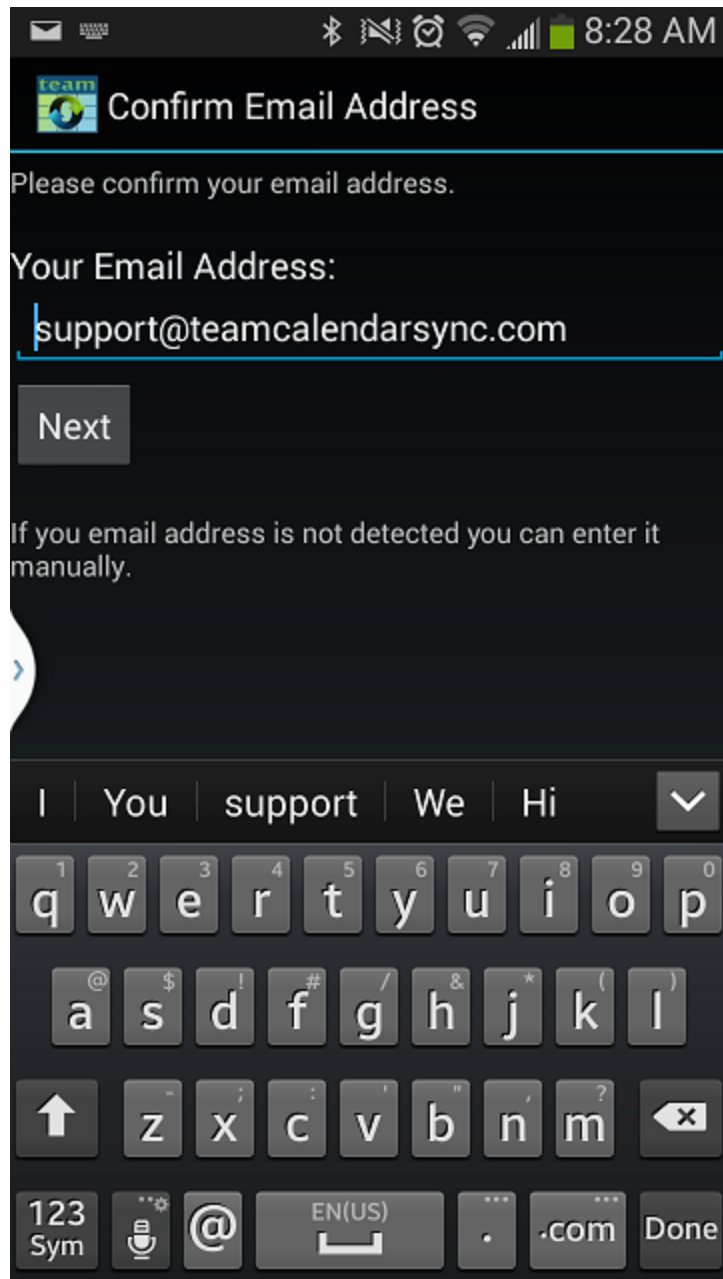
Autodiscovering settings...redirecting to <https://autodiscover-s.outlook.com/autodiscover/autodiscover.xml>

1 2 3 4 5 6 7 8 9 0
@ \$! # / ^ & * ()
1/3 - ' " : ; , ? < x
ABC English(US) . Done

Team Calendar Sync will then try to detect your email address. Some user names are also email addresses while others have a domain\username format (or even just a plain username format).



If Exchange successfully detects your email address it will appear in the field. Otherwise you will need to enter it manually. Push “Next” to continue.



The screenshot shows a mobile application interface with a dark background. At the top, a status bar displays various icons (mail, Bluetooth, alarm, Wi-Fi, cellular signal, battery) and the time "8:28 AM". Below the status bar is a header with a "team" logo and the title "Confirm Email Address". The main content area contains the text "Please confirm your email address." followed by "Your Email Address:". Below this, a text input field contains the email address "support@teamcalendarsync.com". A "Next" button is positioned below the input field. At the bottom of the screen, a keyboard is visible with a predictive text bar showing "I", "You", "support", "We", and "Hi". The keyboard includes standard QWERTY keys, a shift key, a microphone icon, a language selector set to "EN(US)", a ".com" domain key, and a "Done" key.

team Confirm Email Address

Please confirm your email address.

Your Email Address:

support@teamcalendarsync.com

Next

If you email address is not detected you can enter it manually.

I You support We Hi

q w e r t y u i o p

a s d f g h j k l

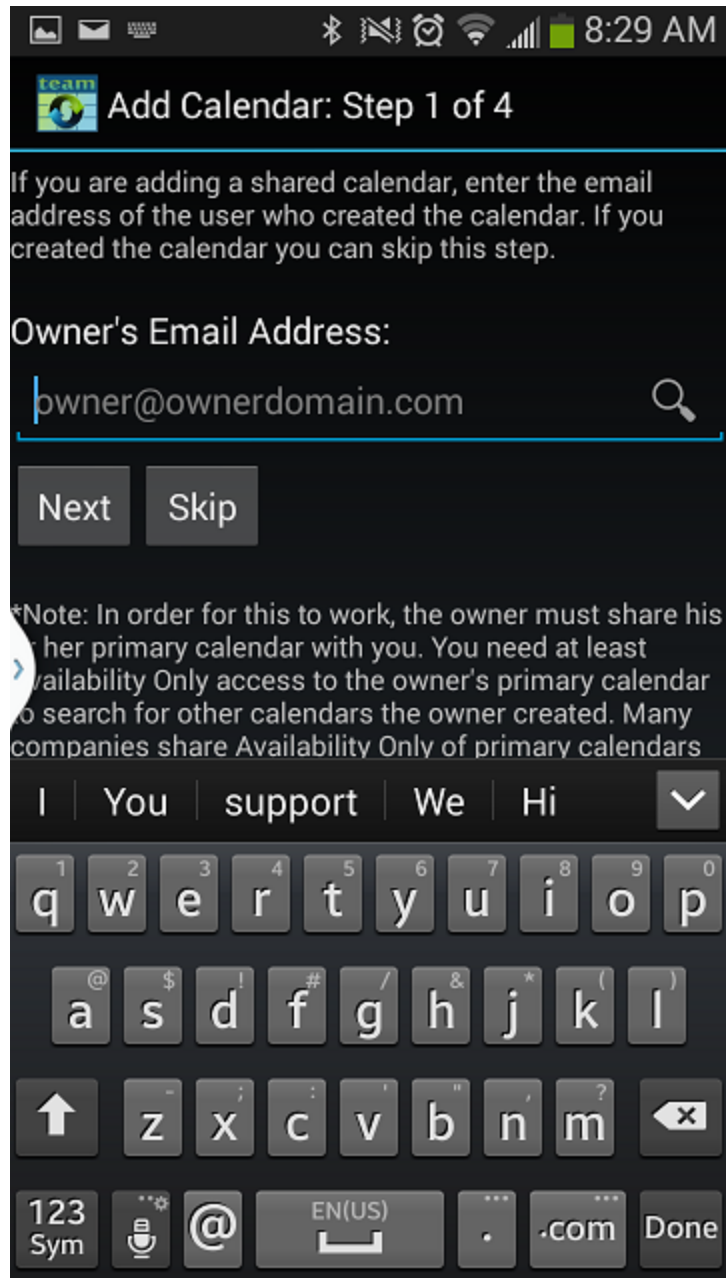
↑ z x c v b n m ↵

123 Sym @ EN(US) .com Done

Add Calendar

After your account is setup the “Add Calendar” wizard will start.

You can optionally enter an Owner's Email Address. This is the email address of another user who has shared a calendar with you. If you are not targeting a calendar owned by another user you can skip this step (your own email address will be used as the owner).



team Add Calendar: Step 1 of 4

If you are adding a shared calendar, enter the email address of the user who created the calendar. If you created the calendar you can skip this step.

Owner's Email Address:

owner@ownerdomain.com

Next Skip

*Note: In order for this to work, the owner must share his or her primary calendar with you. You need at least Availability Only access to the owner's primary calendar to search for other calendars the owner created. Many companies share Availability Only of primary calendars

I | You | support | We | Hi

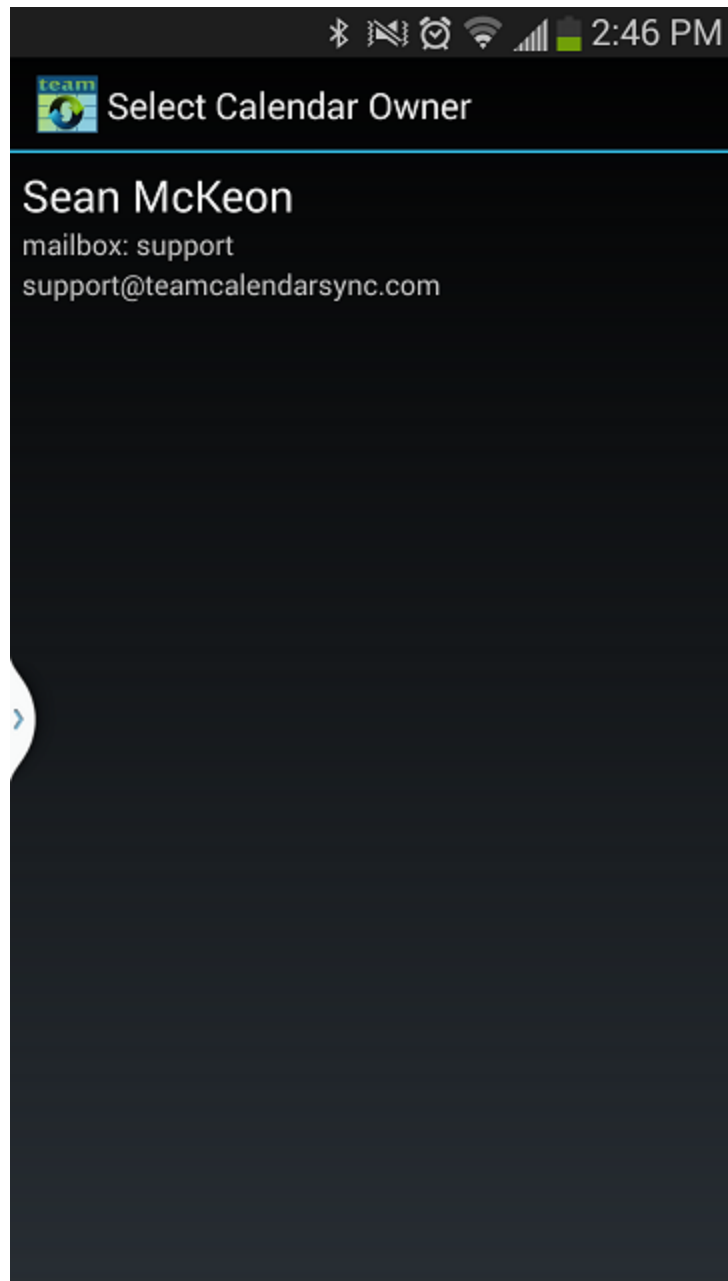
q w e r t y u i o p

a s d f g h j k l

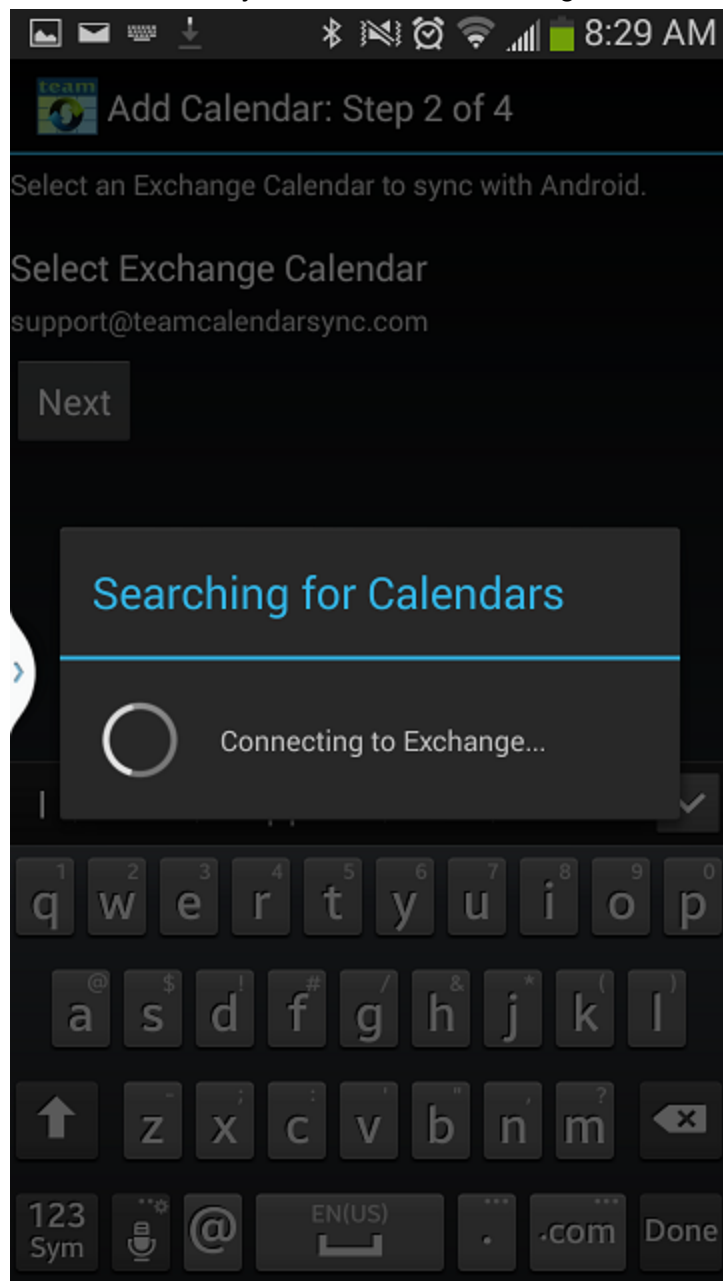
↑ z x c v b n m ↵

123 Sym @ EN(US) .com Done

If you searched for an owner, you will need to select a user from the search results.
If you did not search you will skip this screen.

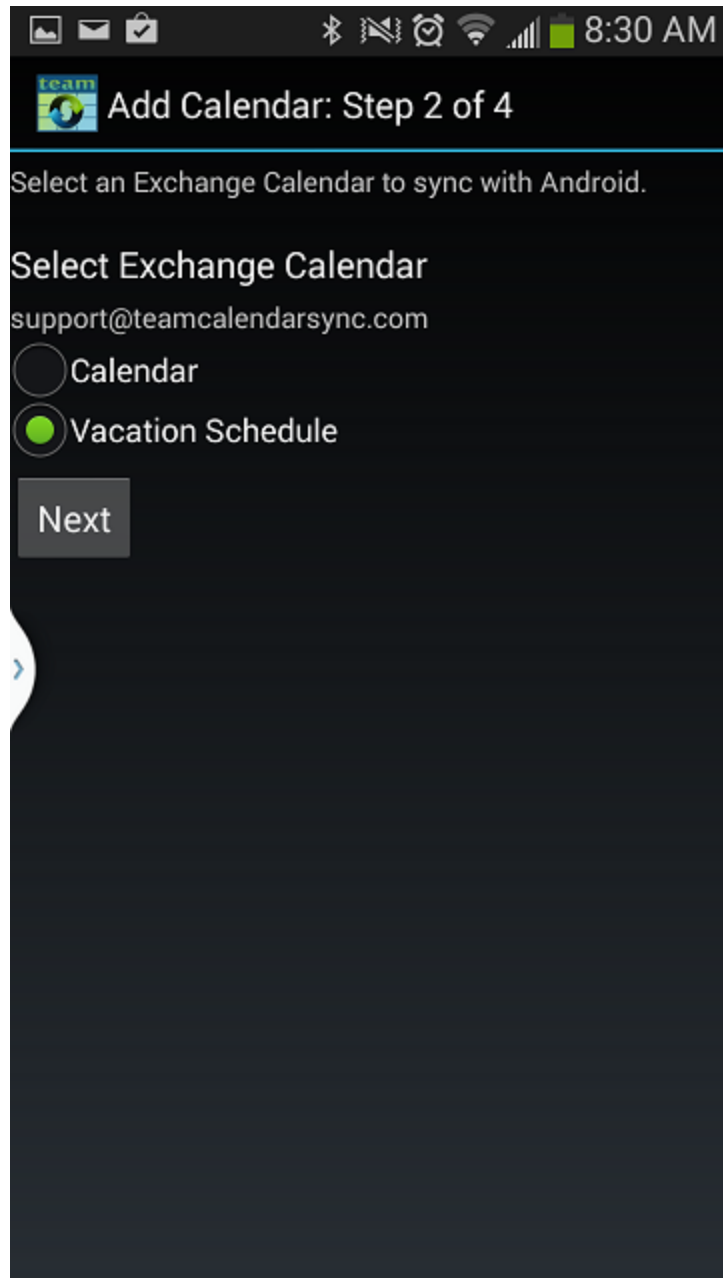


Team Calendar Sync will search Exchange for calendars by owner.



Exchange will always find the primary “Calendar”. If other calendars are found they will be listed below the primary calendar. For example, “Vacation Schedule” is a secondary calendar in the screenshot.

*NOTE: If you are expecting to see secondary calendars and they do not appear, see “Common Issues”. Permissions and/or Folder Structure could be causing an issue.



You can optionally enter a Calendar Name. This will be the name of the new calendar that gets created in your Android calendar app. Leave this blank if you want to keep the same name that is used in Exchange.

team Add Calendar: Step 3 of 4

The name of the Exchange Calendar will be used by default. You can set a more descriptive name if desired.

Calendar Name (optional):

New Droid Calendar Name

Next

I | You | support | We | Hi

q w e r t y u i o p

a s d f g h j k l

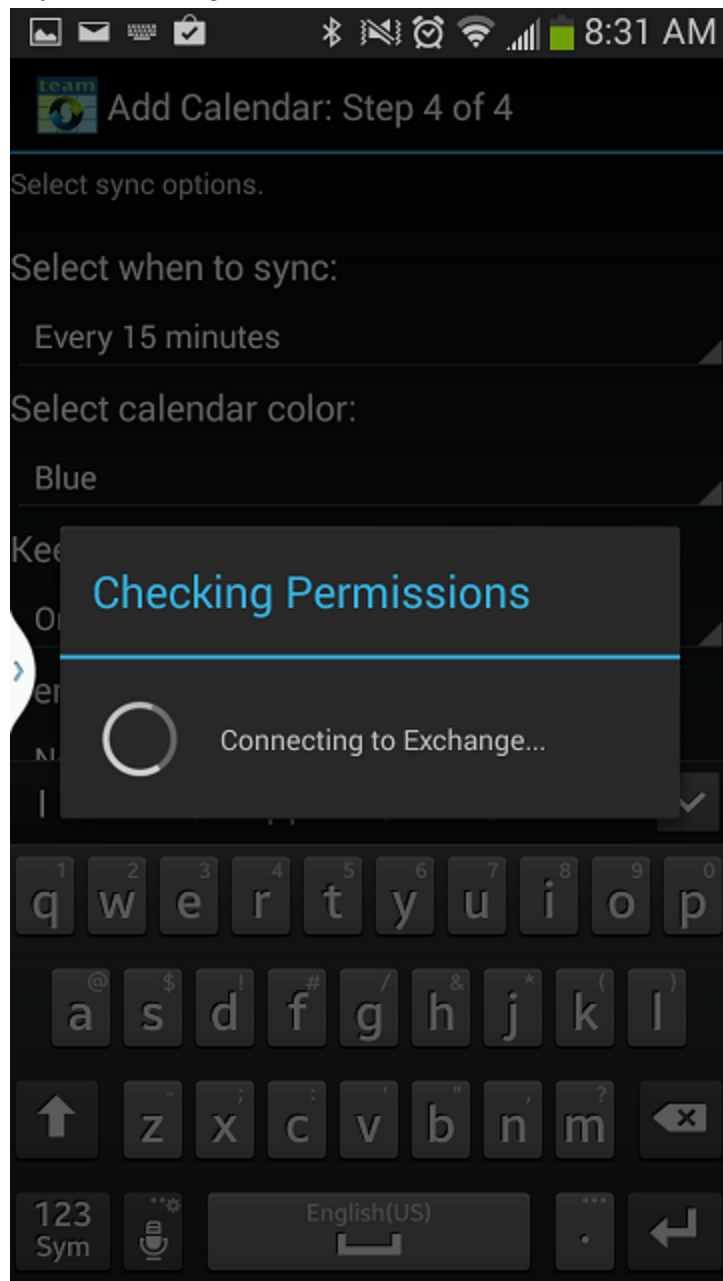
↑ z x c v b n m ↵

123 Sym English(US) ↵

Team Calendar Sync will query Exchange for the permissions to the target calendar.

*NOTE: You need “Full Details” permission for READ-ONLY access and “Editor” permissions for read/write access. If you are the owner of the calendar you will be assigned “Owner” permissions which is also read/write access.

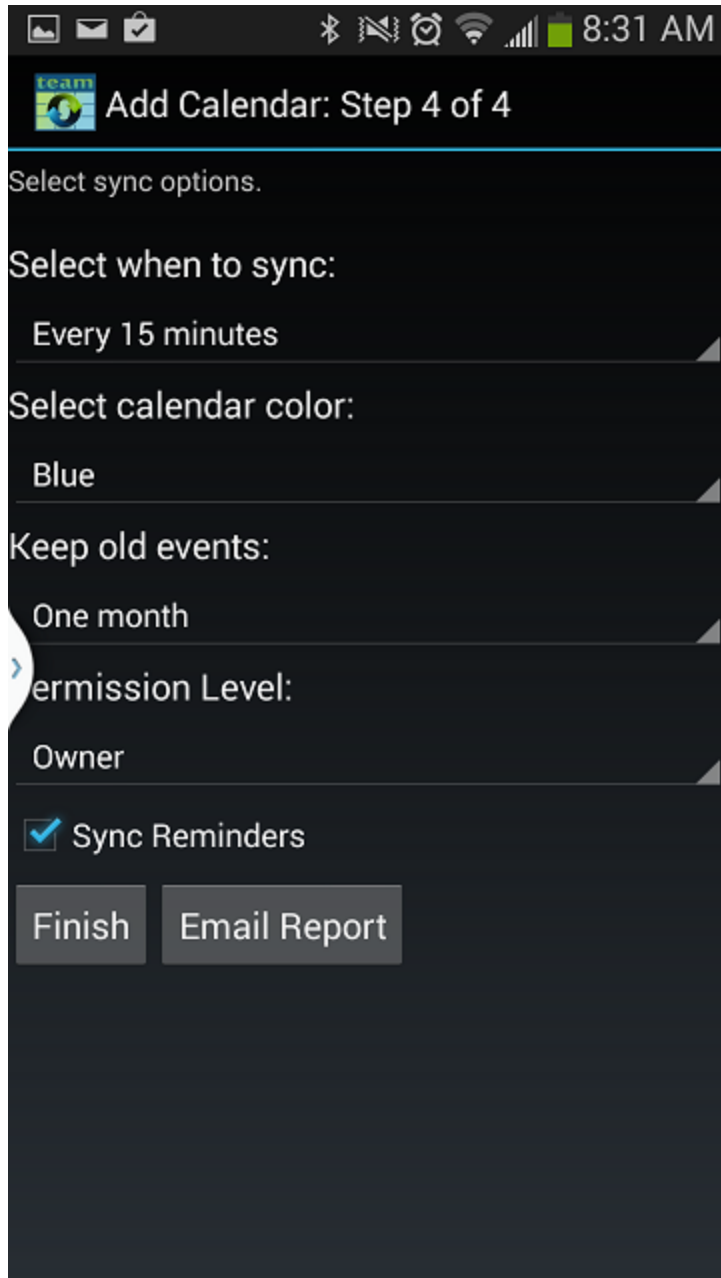
*NOTE: If you have READ/WRITE access you can create and update events with your Android calendar app and the changes will be pushed back to your Exchange calendar. If you have READ-ONLY access changes you make with your Android calendar app will not be pushed back to your Exchange calendar.



Select your sync options.

*NOTE: Keep old events will remove events from your Android calendar after the selected time has passed. This is NOT extended to Exchange (no need to worry about losing the events from Exchange). This is meant as an optimization for users that have thousands of events to sync

*NOTE: "Sync Reminders" was a user request. Some users wanted to see all the events but did not like being reminded.



team Add Calendar: Step 4 of 4

Select sync options.

Select when to sync:

Every 15 minutes

Select calendar color:

Blue

Keep old events:

One month

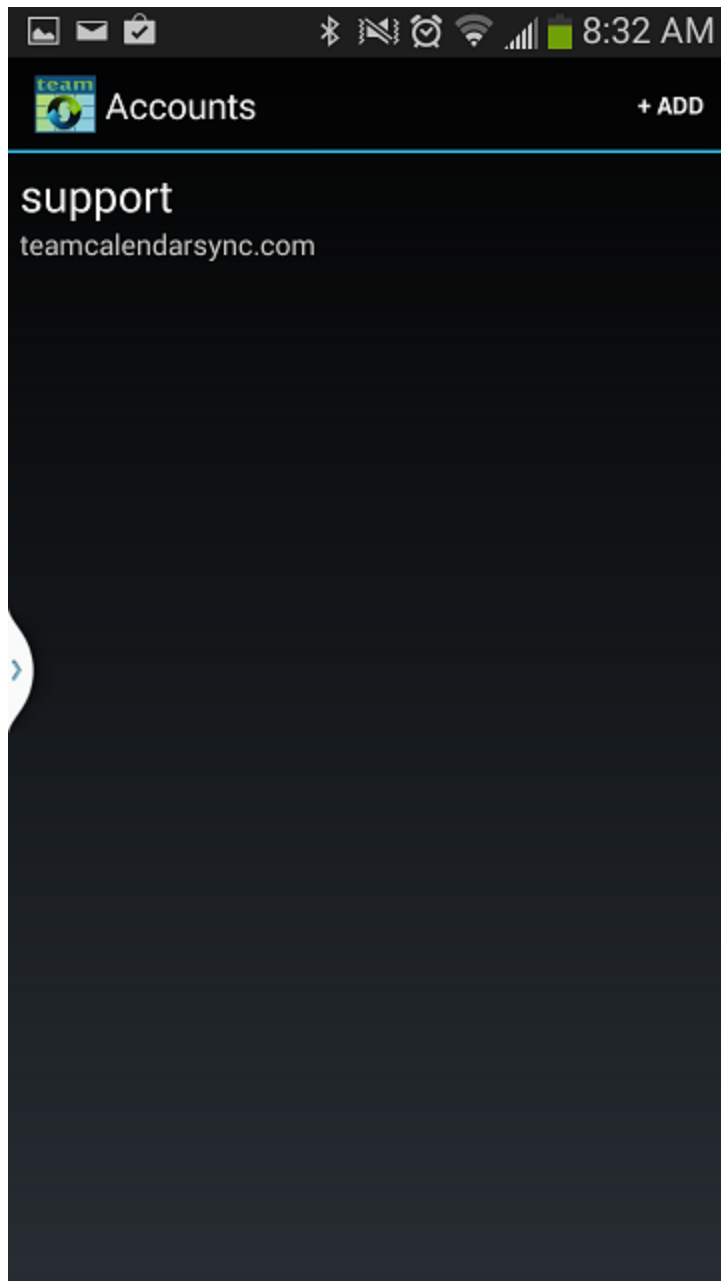
Permission Level:

Owner

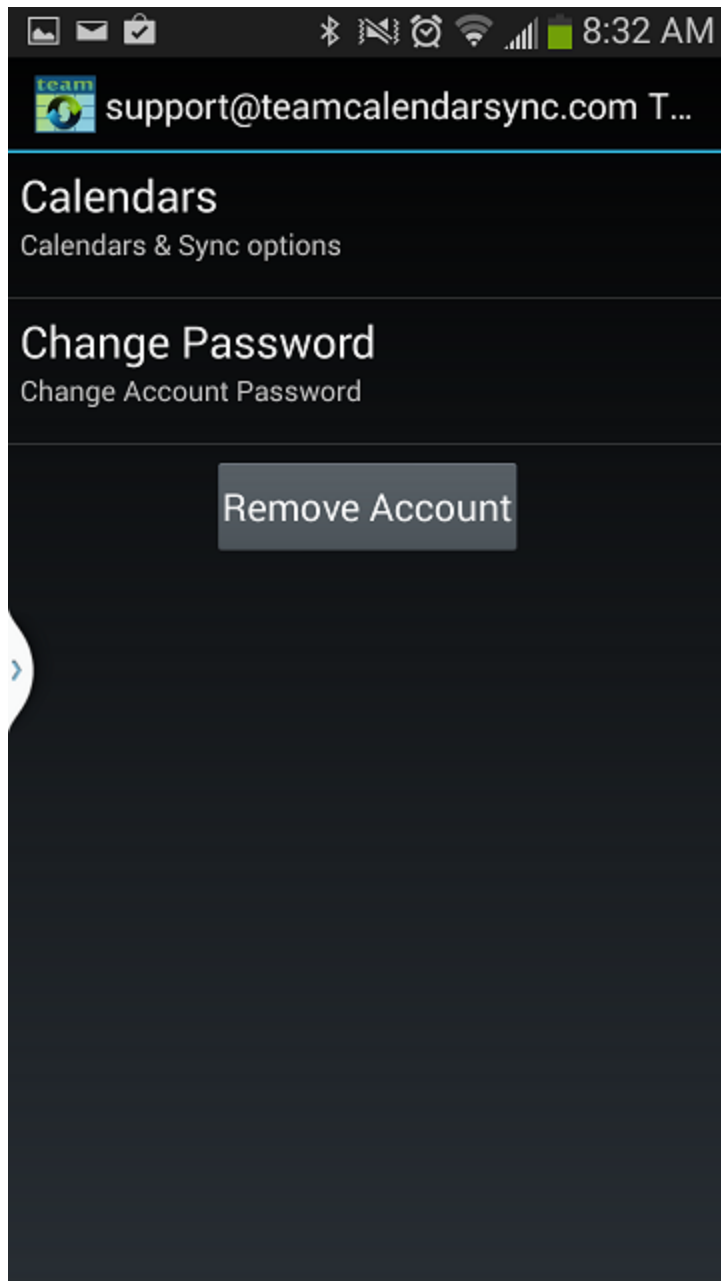
☒ Sync Reminders

Finish Email Report

After you have finished added your account and calendar you will see an item on the “Accounts” screen. Selecting the account will allow you to make changes.

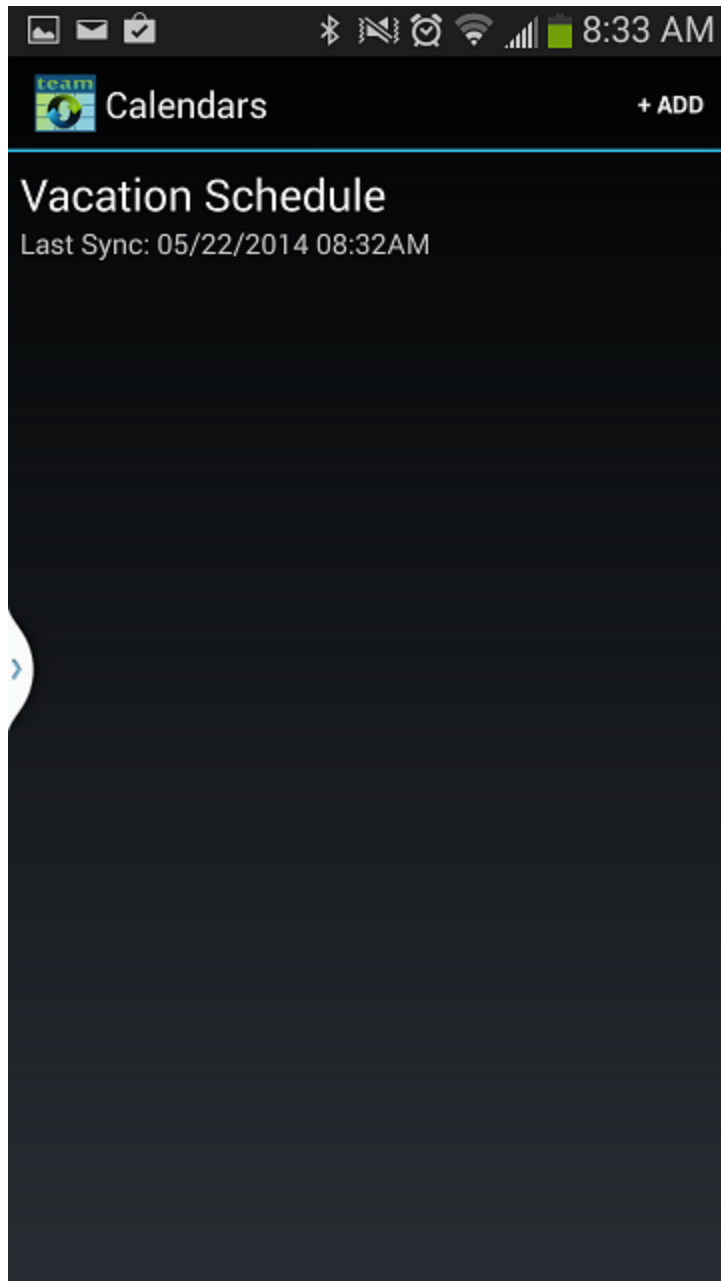


When you select an account you will be able to update the calendars and sync options and change the password used to authenticate with Exchange.



Selecting “Calendars” will bring you to the “Calendars” screen. Select a calendar to change the sync options.

NOTE: You can add another calendar using the same Account credentials by clicking the “+Add” button from this screen. You will not need to enter your account credentials again.



Edit Calendar

Selecting a calendar will bring up the Edit Calendar screen. This should look familiar to you (it's the same as Add Calendar: Step 4 of 4).

- “Save” will save your changes.
- “Remove” will remove the calendar from your Android device.
- “Sync” will force a sync to run now.
- “History” will bring you to the Sync History screen.

team Edit Calendar: Step 1 of 1

Select sync options.

Select when to sync:

Every 15 minutes

Select calendar color:

Blue

Keep old events:

One month

Permission Level:

Owner

☒ Sync Reminders

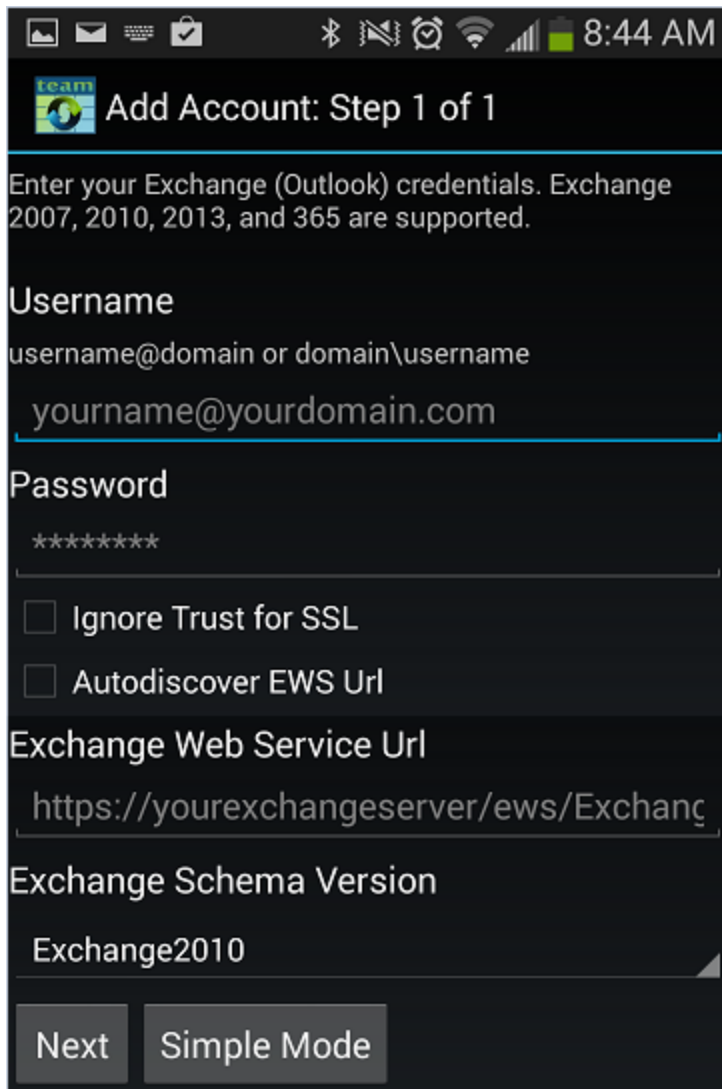
Save Remove Sync History

Last Sync: 05/22/2014 08:32AM

Add Account with Advanced Mode

If Autodiscover does not work you can try Advanced Mode. Advanced Mode allows you to enter your EWS (Exchange Web Service) Url manually.

- “Ignore Trust for SSL” allows you to ignore security warnings when Android doesn’t trust your Exchange servers security certificate (of course, using a Trusted Certificate is always recommended).
- “Autodiscover EWS Url” should not be checked if you are entering the EWS Url manually.
- “Exchange Schema Version” only needs to be changed if you are using Exchange 2007. All other versions support Exchange 2010 (which is selected by default).



team Add Account: Step 1 of 1

Enter your Exchange (Outlook) credentials. Exchange 2007, 2010, 2013, and 365 are supported.

Username
username@domain or domain\username
yourname@yourdomain.com

Password

☐ Ignore Trust for SSL
☐ Autodiscover EWS Url

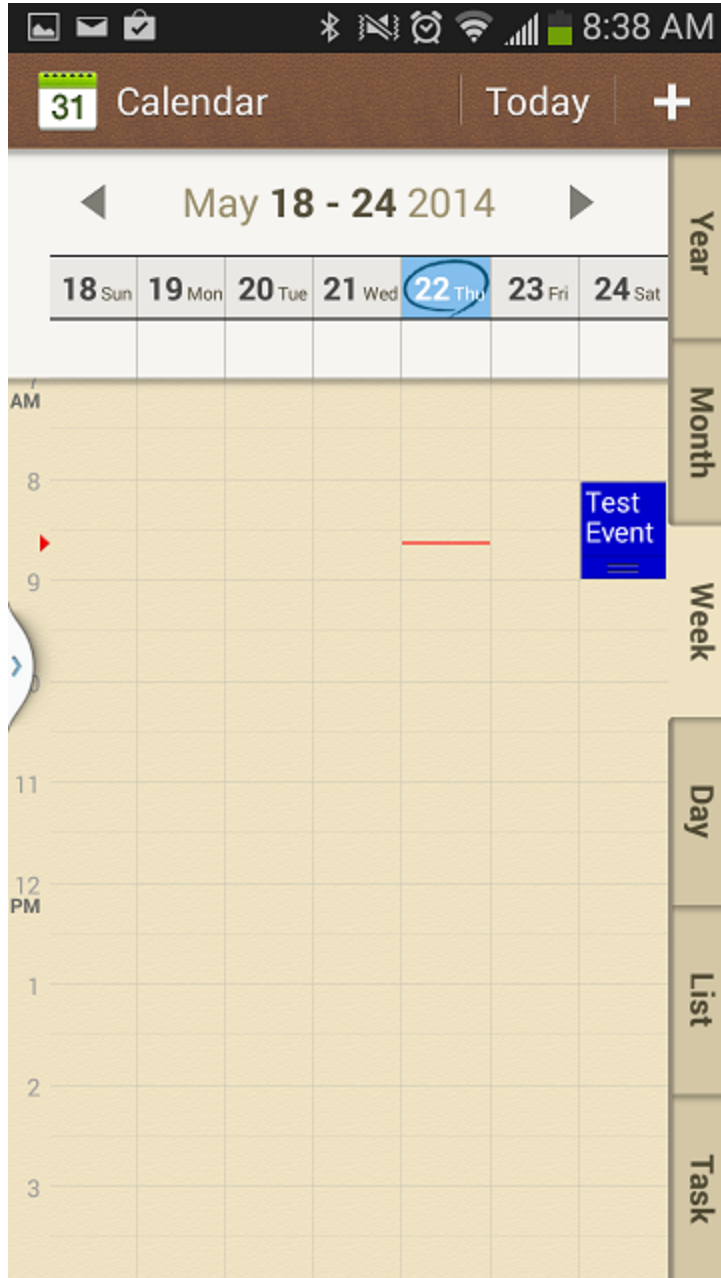
Exchange Web Service Url
https://yourexchangeserver/ews/Exchange

Exchange Schema Version
Exchange2010

Next Simple Mode

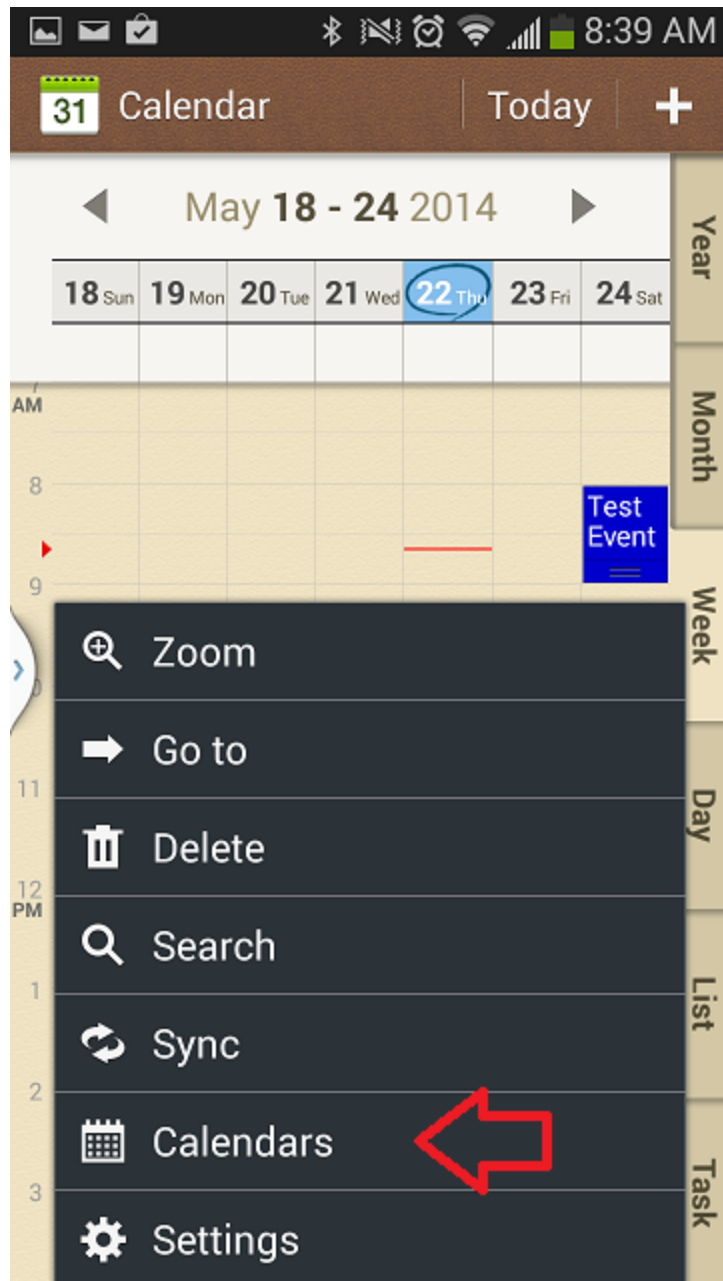
Viewing the calendar

After the first sync completes you will see your events in the Android calendar app (assuming there were actually events to be synced).



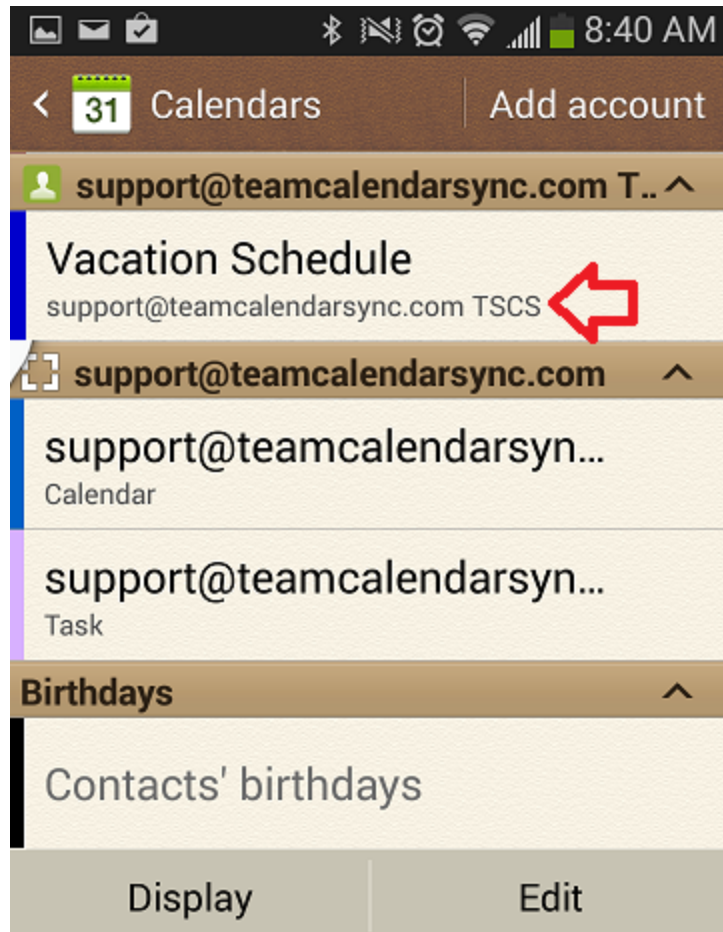
Selecting calendars to display

Use the menu button, then select “Calendars”.



Your calendars will be listed. Pushing “Display” will allow you to select which calendars you want displayed with your Android calendar app.

*NOTE: The Android calendar app will appear slightly different depending on the version of Android and the device. This screenshot is from a Samsung Galaxy S3.



Troubleshooting

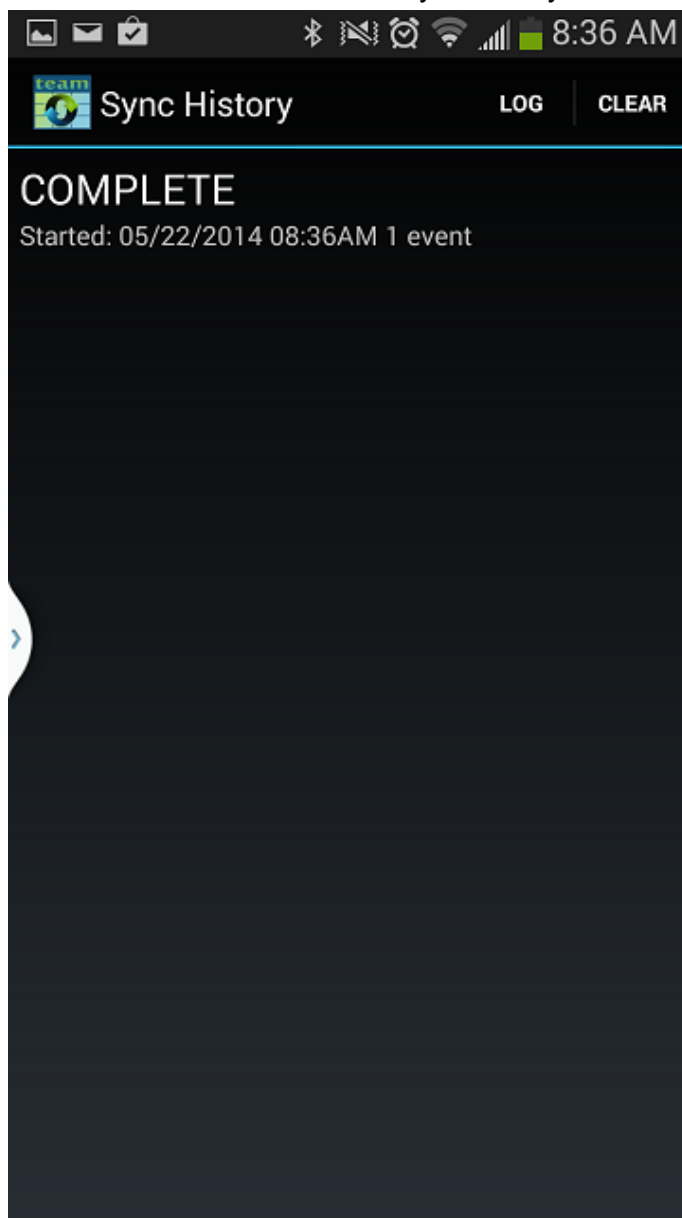
If you run into any error messages during setup there are strategically placed “Email Report” buttons that can be used to send a log to the support box. Logs can also be sent from the “Sync History” and “Sync History Details” screens. You can also always send an email directly to the support mailbox.

Sync History

The sync history will display a summary of all the syncs in the past 12 hours.

Select an item in the list to view more details about a specific sync.

- “LOG” will open a running log of all the syncs.
- “CLEAR” will clear the sync history.



Sync History Details

The sync history details screen will show more details about a specific sync.

- “Email Report” will send a log file for this specific sync to support.

The screenshot displays the 'Sync History Details' screen. At the top, there's a status bar with icons for location, email, calendar, Bluetooth, vibrate, alarm, Wi-Fi, cellular signal, and battery, along with the time '8:36 AM'. Below the status bar is a header with a 'team' logo and the title 'Sync History Details'. The main content is divided into two sections: 'SENT TO EXCHANGE' and 'RECEIVED FROM EXCHANGE'. The 'SENT TO EXCHANGE' section shows 'Events Created: 0', 'Events Updated: 0', and 'Events Deleted: 0'. The 'RECEIVED FROM EXCHANGE' section shows 'Sync Start: 05/22/2014 08:36AM', 'Sync End: 05/22/2014 08:36AM', 'Sync Status: COMPLETE', 'Changes Found: 1', 'Receive Start: 05/22/2014 08:36AM', 'Receive End: 05/22/2014 08:36AM', 'Receive Status: COMPLETE', 'Changes Received: 1', 'Process Start: 05/22/2014 08:36AM', 'Process End: 05/22/2014 08:36AM', 'Process Status: COMPLETE', and 'Changes Processed: 1'. At the bottom, there is a button labeled 'Email Report'.

| SENT TO EXCHANGE | |
|------------------|---|
| Events Created: | 0 |
| Events Updated: | 0 |
| Events Deleted: | 0 |

| RECEIVED FROM EXCHANGE | |
|------------------------|--------------------|
| Sync Start: | 05/22/2014 08:36AM |
| Sync End: | 05/22/2014 08:36AM |
| Sync Status: | COMPLETE |
| Changes Found: | 1 |
| Receive Start: | 05/22/2014 08:36AM |
| Receive End: | 05/22/2014 08:36AM |
| Receive Status: | COMPLETE |
| Changes Received: | 1 |
| Process Start: | 05/22/2014 08:36AM |
| Process End: | 05/22/2014 08:36AM |
| Process Status: | COMPLETE |
| Changes Processed: | 1 |

Email Report

Common Issues

Here are some of the common issues that users encounter.

My accounts / calendar settings disappear when my device restarts / updates

This issue is caused by an Android bug (not Team Calendar Sync). The issue effects all paid apps that use custom account types. Not all devices are affected, however; it depends on your version of Android and your wireless carrier (some carriers have pushed out a fix).

A free app is available that fixes the issue for those who experience it. The free app is called "Team Calendar Sync Workaround". Once the free app is installed the accounts will no longer disappear.

More information is available on the free app page:

<https://play.google.com/store/apps/details?id=com.teamsite.android.calendar.workaround.generated>

Secondary calendars are not appearing in search results

A couple things can cause this behavior. In both cases you will need to have the calendar owner confirm some things for you (if you ARE the owner than #2 is probably the issue).

1. Permissions

Sometimes the owner needs to share their primary calendar in addition to their secondary calendar. You need some access to the primary in order to sync with the secondary. Most companies share "Availability Only" of the primary by default. If not, it will need to be shared manually.

Here's what Team Calendar Sync needs for permissions to see the secondary calendars:

- Calendar (owner needs to share "Availability Only" with your account)
- On Call (owner needs to share "Full Details" with your account)

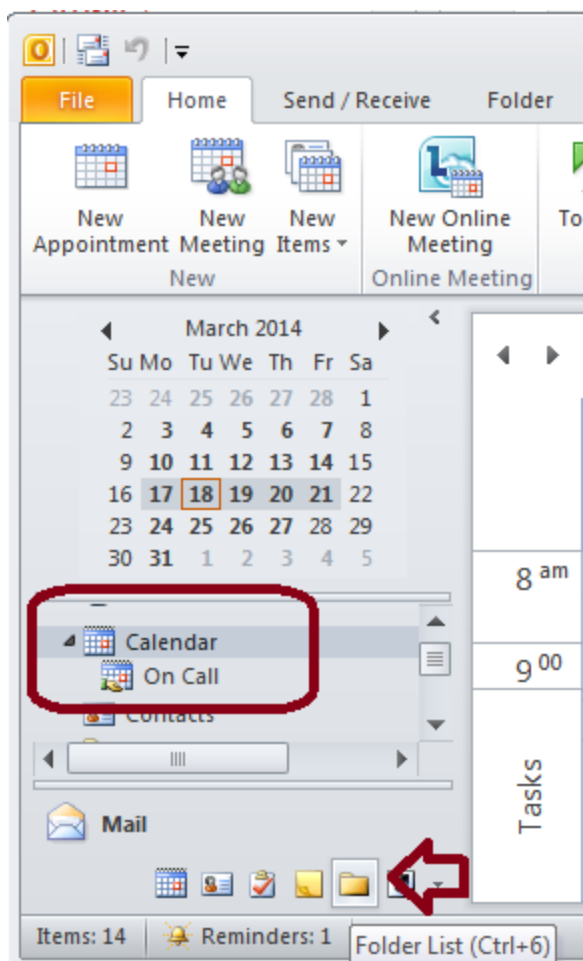
2. Folder Structure

Team Calendar Sync will find a primary calendar and any children of the primary calendar. This is the structure that Microsoft forces you to use when you created calendars in Outlook Web App. Outlook Desktop App (like Outlook 2010) allows a bit more flexibility and can be problematic. The correct structure is as follows:

- Calendar (parent)
 - On Call (child)

See the screenshot below of how this looks in Outlook 2010.

Other users have had success moving their calendars to fit this structure.



Support

Email support is available. Please send all support requests to:

support@teamcalendarsync.com

You can generally expect a response within 24 hours (and often within an hour or two).

Phone support is not available (unless you want to pay my cell phone bill!).