

Team Calendar Sync iOS

User Guide

Written by: Sean McKeon, Developer

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App Version: 1.1.1

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Overview

Team Calendar Sync iOS allows you to sync Exchange calendars with your iPhone or iPad device. Exchange accounts are typically used with an Outlook application, such as Outlook 2007/2010/2013 or Outlook Web App.

iOS will sync your primary calendar and any secondary calendars under your account. It will NOT, however, sync any calendars that have been created by other users and shared with your account. Team Calendar Sync will sync those shared calendar for you. Note: Public Folder calendars are not supported. Microsoft does not allow syncing of Public Folder calendars via Exchange Web Services, the API that Team Calendar Sync uses to talk to Exchange.

System Requirements

- iOS 7.1+
- 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 Apple App Store.

Trial Version

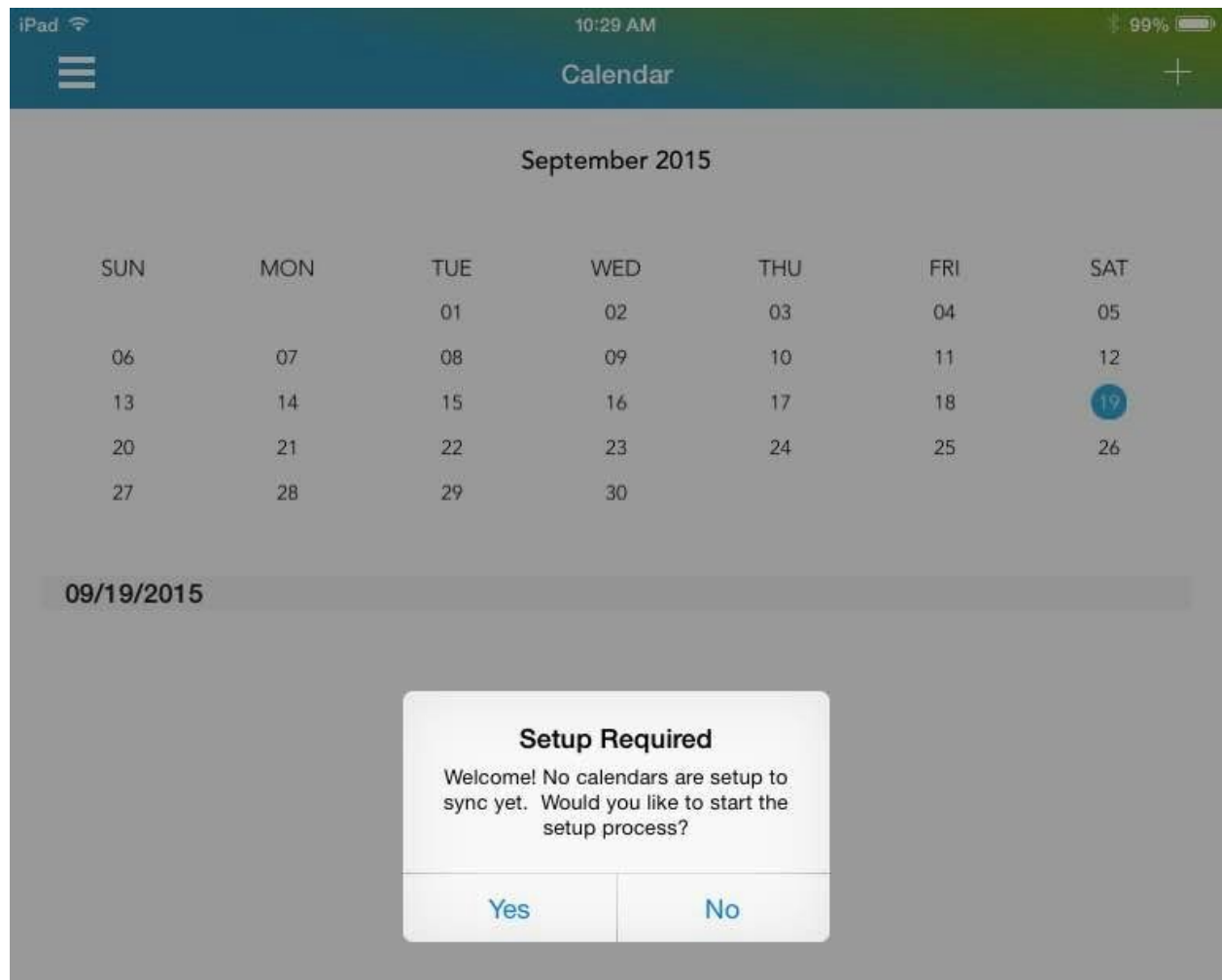
There is not a trial version. However, you are welcome to try the app and request a refund if the app doesn't work for you.

Refunds

See the information posted at refunds.teamcalendarsync.com

Setup

When you open Team Calendar Sync for the first time you will be prompted to start the setup process. Pushing “Yes” will start the “Add Account” wizard.



Add Account

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

Push “Next” to continue. “Advanced Mode” allows more settings.

iPad

10:44 AM

97%

Cancel

Add Account

Next

Enter your Exchange credentials.

Exchange 365, 2013, 2010, and 2007 are supported.

Username

Password

Email Address

Advanced Mode

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.

iPad

11:01 AM

95%

Cancel

Add Account

Next

Enter your Exchange credentials.

Exchange 365, 2013, 2010, and 2007 are supported.

Username

support@teamcalendarsync.com

Password

••••••••

Email Address

support@teamcalendarsync.com

Advanced Mode

Autodiscover

https://teamcalendarsync.com/autodiscover/autodiscover.xml

Cancel

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.

iPad 11:11 AM 94%

< Add Account Confirm Next

Please confirm your email address.

Email Address

support@teamcalendarsync.com

*Note: If your email address is not detected you can enter it manually.

Looking up your mailbox

Connecting to Exchange...

Cancel

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).



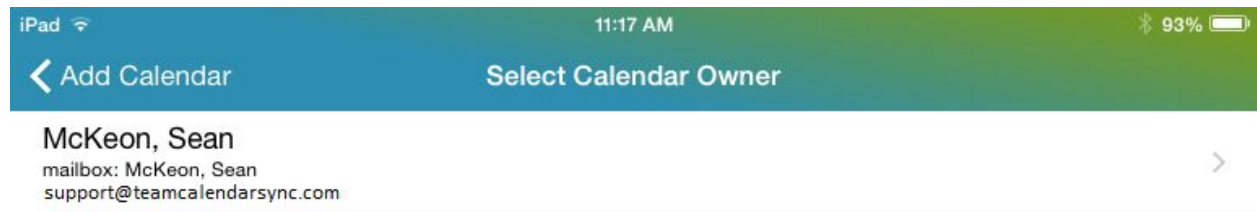
If you are adding a shared calendar, enter the email address of the user who created the calendar. If you created the calendar you can skip this step.

Owner's Email Address

***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 company share Availability Only of primary calendars by default within the organization.

[Skip](#)

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, "On Call" 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.



Select an Exchange Calendar to sync with iPhone.

Select Exchange Calendar

owner: Sean.McKeon@LibertyMutual.com

Calendar (primary)

On Call

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



iPad 11:17 AM 93%

< Select Exchange Calendar Calendar Name Next

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

Calendar Name (optional)

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 the Team Calendar Sync “Calendar” screen and the changes will be pushed back to your Exchange calendar. If you have READ-ONLY access changes you make with Team Calendar Sync will not be pushed back to your Exchange calendar. Changes made via the iOS Calendar app are NOT synced back to Exchange (the iOS Calendar app does not allow third-party apps to edit attendees, so all the “editing” must be done from the Team Calendar Sync “Calendar” screen).

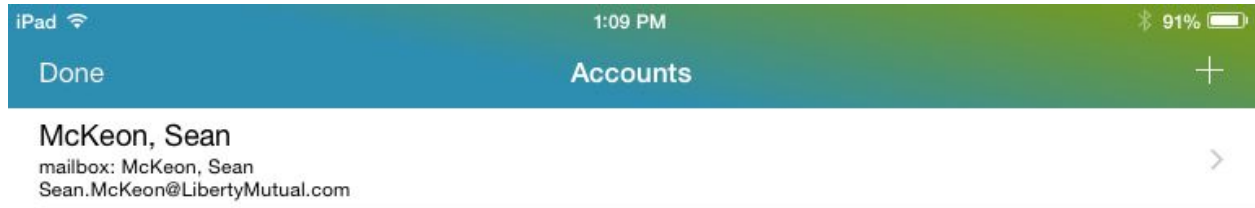
The screenshot shows the 'Sync Settings' screen of the Team Calendar Sync app on an iPad. The status bar at the top indicates 'iPad', signal strength, time '11:17 AM', and battery level '93%'. The navigation bar has a back arrow, 'Calendar Name', 'Sync Settings', and a 'Finish' button. The main content area includes the instruction 'Select sync options.' followed by three settings: 'Keep old events:' with a slider set to 'One month', 'Permission Level:' with a slider set to 'Owner', and 'Sync Reminders:' with a green toggle switch turned on. At the bottom, there is a blue link that says 'Email Report'.

Select your sync options.

*NOTE: Keep old events will remove events from your iOS 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.

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. Push “Done” to close the wizard.



Slide-out Functions

The menu icon in the top left corner of the Calendar screen provides quick options for changing settings, syncing, or viewing history.

iPad

1:52 PM

86%

Calendar

SETUP

Accounts
Manage your accounts

Calendars to Display
Show and hide calendars

QUICK SYNC

Calendar
Last Sync: 09/19/2015 01:11PM

QUICK HISTORY

COMPLETE
Calendar: Calendar
Started: 09/19/2015 01:11PM 0 event(s)

COMPLETE
Calendar: Calendar
Started: 09/19/2015 01:11PM 1 event(s)

COMPLETE
Calendar: Calendar
Started: 09/19/2015 01:10PM 21 event(s)

COMPLETE
Calendar: Calendar
Started: 09/19/2015 01:10PM 12 event(s)

COMPLETE
Calendar: Calendar
Started: 09/19/2015 01:10PM 15 event(s)

September 2015

SUN	MON	TUE	WED	THU
		01	02	03
06	07	08	09	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	

09/11/2015

F

FW: Breakfast Send Off!
08:30AM - 09:30AM
Calendar: Calendar

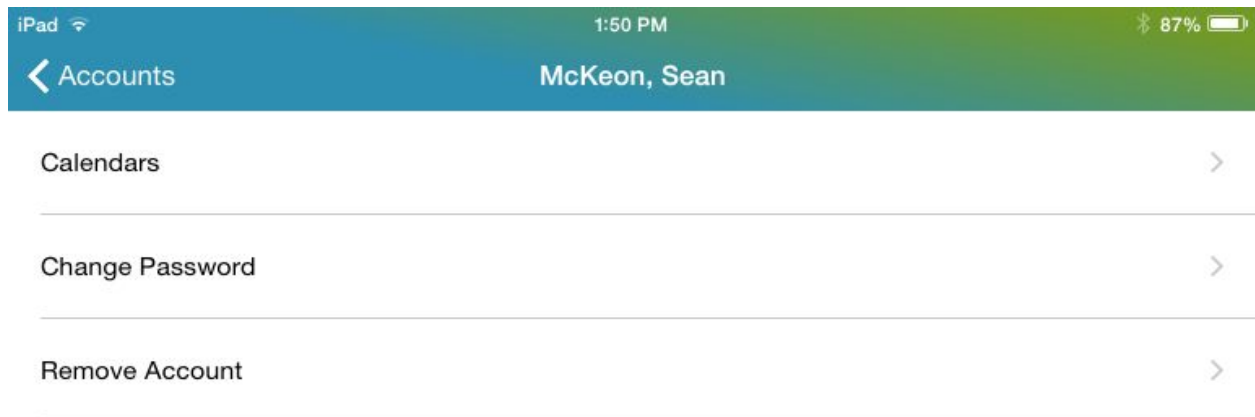
C

Canceled: Daily Sit Downs
09:30AM - 09:45AM
Calendar: Calendar

L

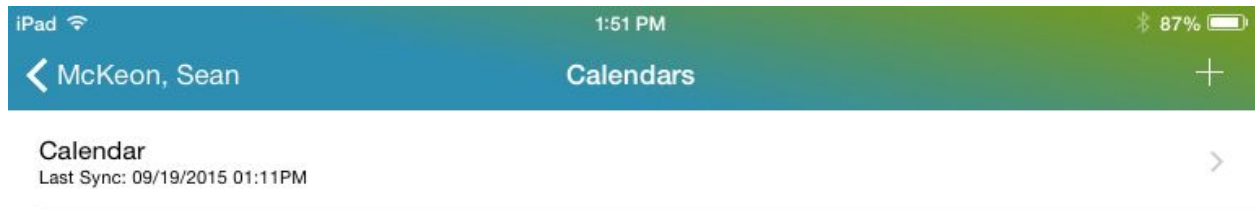
Leaving early to catch flight to Boston
03:00PM - 06:00PM
Calendar: Calendar

Selecting “Accounts” from the slide-out menu will allow you 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.

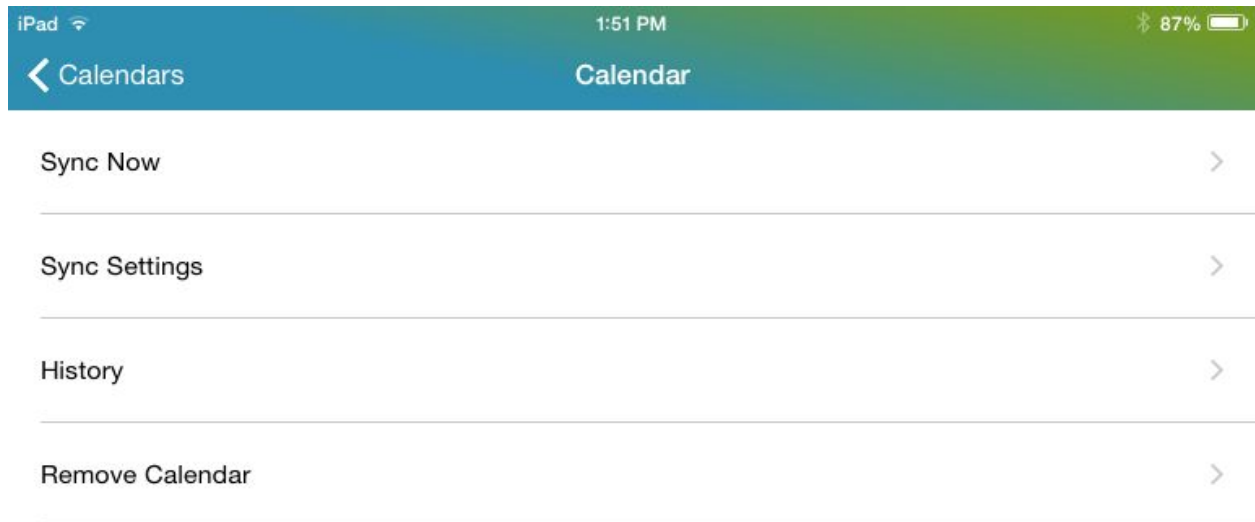
NOTE: You can add another calendar using the same Account credentials by clicking the “+” button from this screen. You will not need to enter your account credentials again.



Edit Calendar

Selecting a calendar will bring up a list of calendar functions.

- “Sync Now” will trigger a new sync.
- “Sync Settings” will allow you to adjust the calendar settings..
- “History” will display the sync history for the calendar.
- “Remove Calendar” will delete the calendar and all related data from your iOS device.



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 your iOS device 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).

The screenshot shows the 'Add Account' screen on an iPad. At the top, there is a status bar with 'iPad', signal strength, '10:44 AM', and '97%' battery. Below the status bar is a navigation bar with 'Cancel', 'Add Account', and 'Next' buttons. The main content area is titled 'Enter your Exchange credentials.' and lists supported Exchange versions: 'Exchange 365, 2013, 2010, and 2007 are supported.' There are three text input fields: 'Username' (placeholder: 'Enter Username'), 'Password' (placeholder: 'Enter Password'), and 'Email Address' (placeholder: 'Enter Email Address'). Below these are two toggle switches: 'Ignore Trust for SSL' and 'Autodiscover EWS Url'. There is also a text input field for 'Exchange Web Service Url' (placeholder: 'Enter Exchange Web Service Url') with a note below it: 'i.e.: https://outlook.office365.com/ews/Exchange.asmx'. At the bottom, there is a section for 'Exchange Server Version' with two options: 'Exchange 2007 SP1' and 'Exchange 2010/2013'.

Enter your Exchange credentials.

Exchange 365, 2013, 2010, and 2007 are supported.

Username

Enter Username

Password

Enter Password

Email Address

Enter Email Address

Ignore Trust for SSL

Autodiscover EWS Url

Exchange Web Service Url

Enter Exchange Web Service Url

i.e.: https://outlook.office365.com/ews/Exchange.asmx

Exchange Server Version

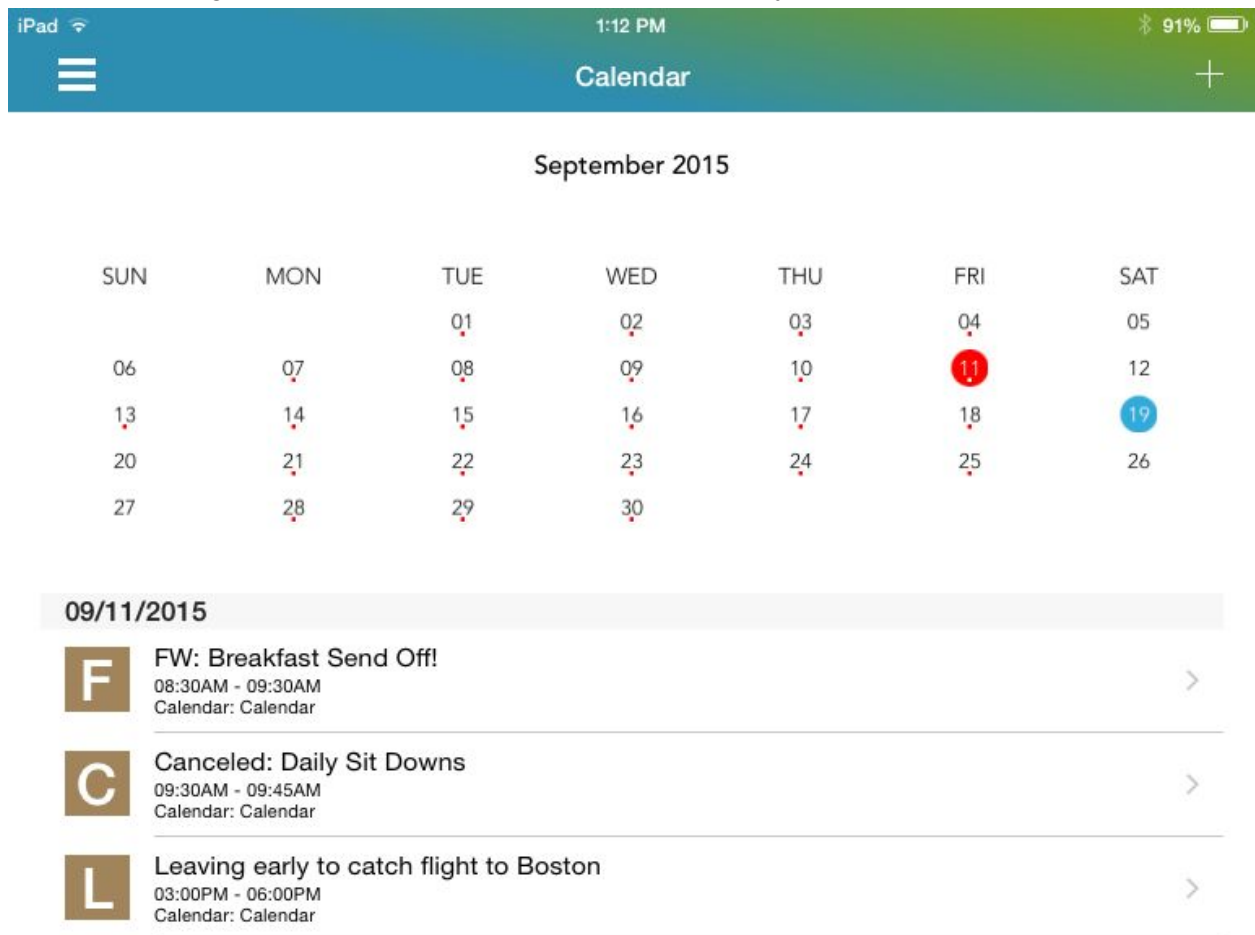
Exchange 2007 SP1

Exchange 2010/2013

[Simple Mode](#)

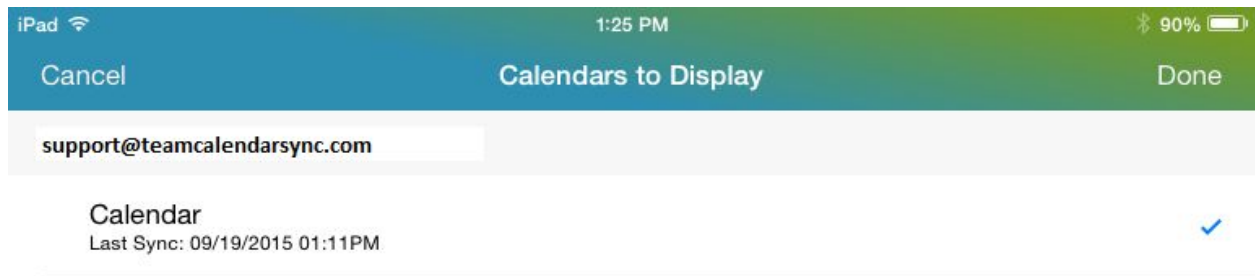
Viewing & Editing the calendar

After the first sync completes you will see your events on the Calendar screen of Team Calendar Sync (assuming there were actually events to be synced). You can also use the iOS Calendar App to view your events if you prefer. IMPORTANT: While you can view the events in either app, you can ONLY use Team Calendar Sync to edit events (if you have "Editor" access to the calendar). The iOS Calendar app does not allow editing attendees by a third-party app, so all the "editing" must be done from the Team Calendar Sync "Calendar" Screen.



Selecting calendars to display

Use the menu button, then select “Calendars to Display”.



Your calendars will be listed. Tapping a calendar will check or uncheck the item. A checkmark indicates a “visible” calendar.

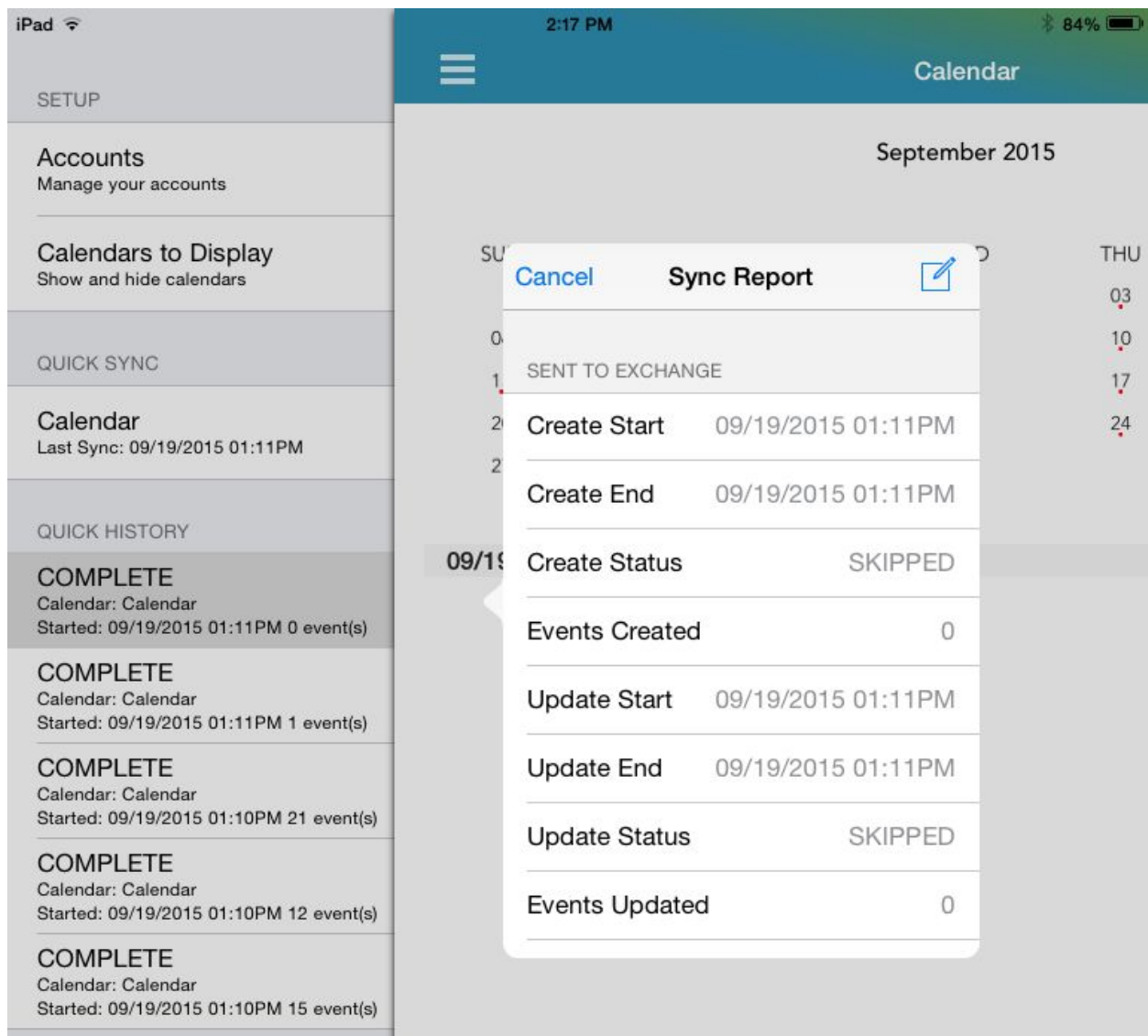
*Note: this only affects the visibility of the calendar in the Team Calendar Sync app. It does not change the visibility in the iOS Calendar App.

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. The sync history can be found under the slide-out menu or by selecting “Accounts” from the slide-out menu and navigating to the history of one of your calendars. The “compose” button on the Sync Report will allow you to send the report to support should you run into any issues.



Common Issues

Here are some of the common issues that users encounter.

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

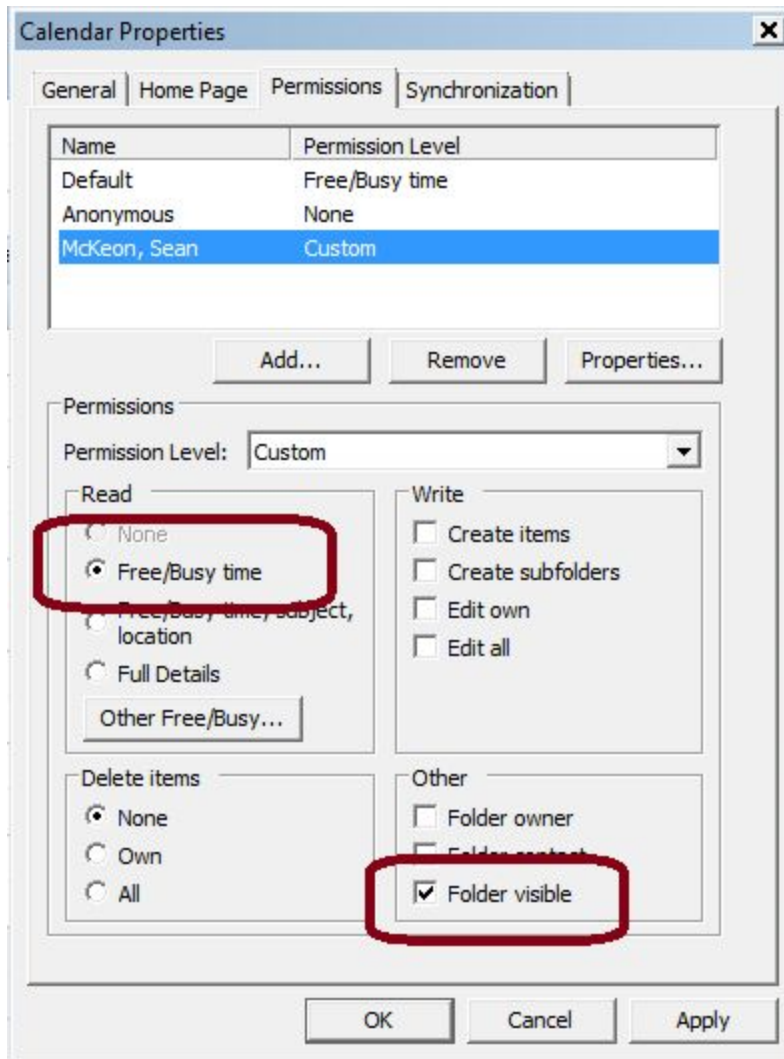
Sometimes the owner needs to share their primary calendar in addition to their secondary calendar. You need some access to the primary in order to sync with the secondary. Most companies share "Availability Only" of the primary by default. If not, it will need to be shared manually.

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 Visibility

Double check the primary calendar permissions. Make sure “Folder visible” is checked for the user. The following is a screenshot from Outlook 2010:



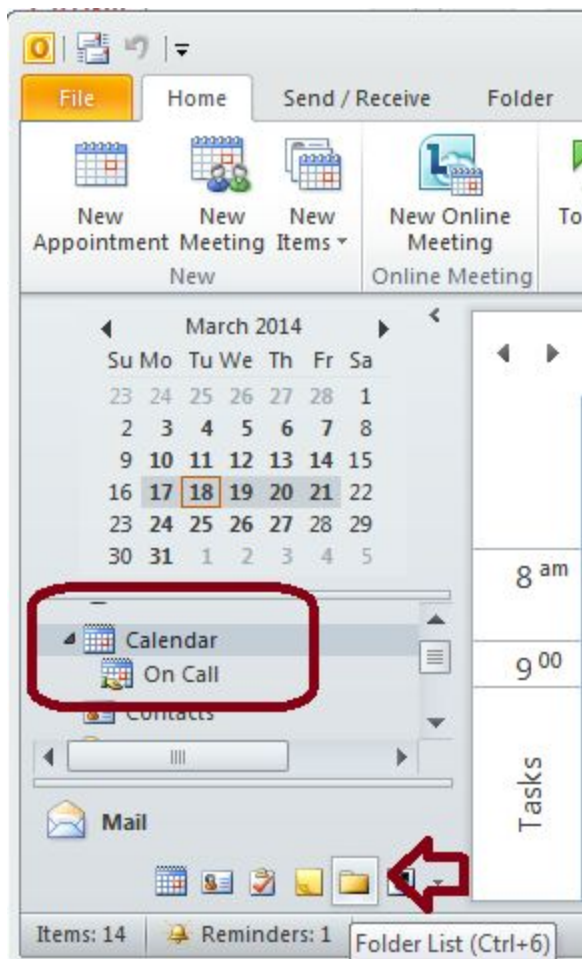
3. Folder Structure

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!).