Team Calendar Sync Android

User Guide

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Overview
System Requirements
Installation
Trial Version
Refunds
Setup
    Add Account
    Add Calendar
    Add Calendar - Search by Owner
    Edit Calendar
    Add Account with Advanced Mode
    Viewing the calendar
    Selecting calendars to display
Troubleshooting
    Sync History
    Sync History Details
Common Issues
    My accounts / calendar settings disappear when my device restarts / updates
    Secondary calendars are not appearing in search results
Support

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
    - Than 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

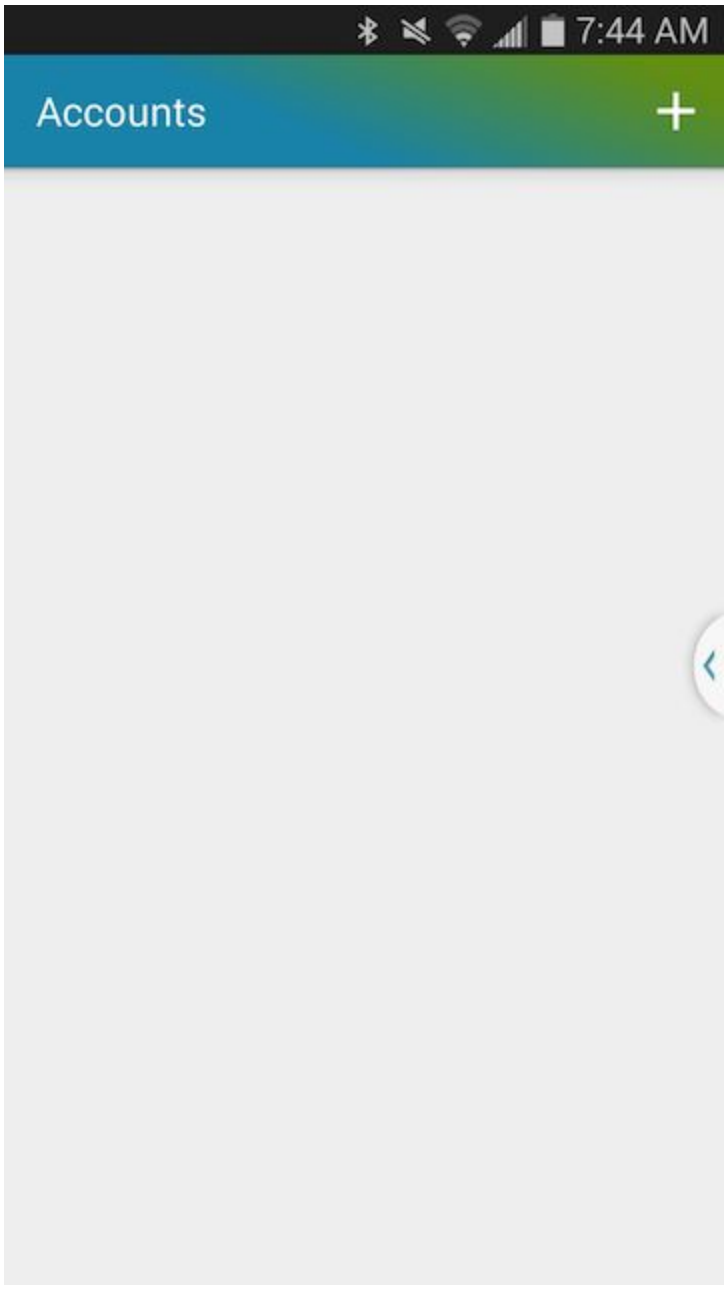
There is not a trial version. However, you are welcome to try the app and request a refund (from Google) if the app doesn't work for you. Amazon does not provide refunds.

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.

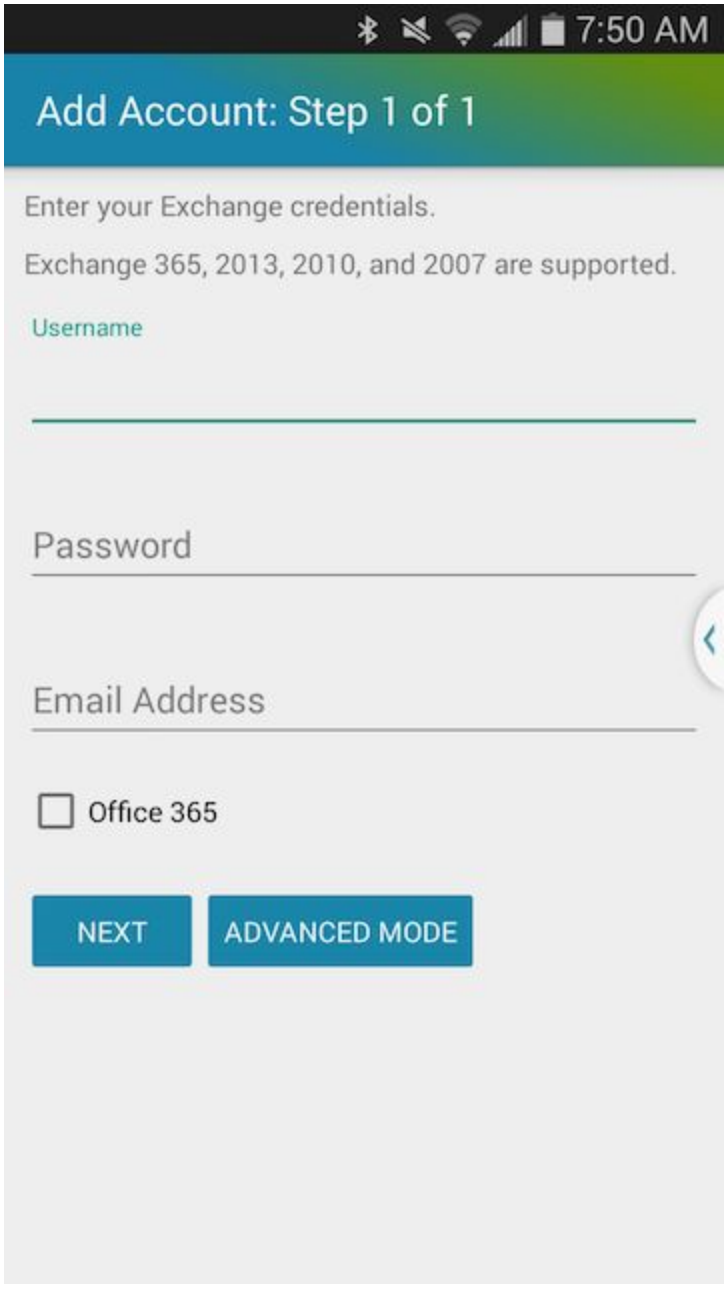
Setup

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 “+” button in the top right corner of the screen.

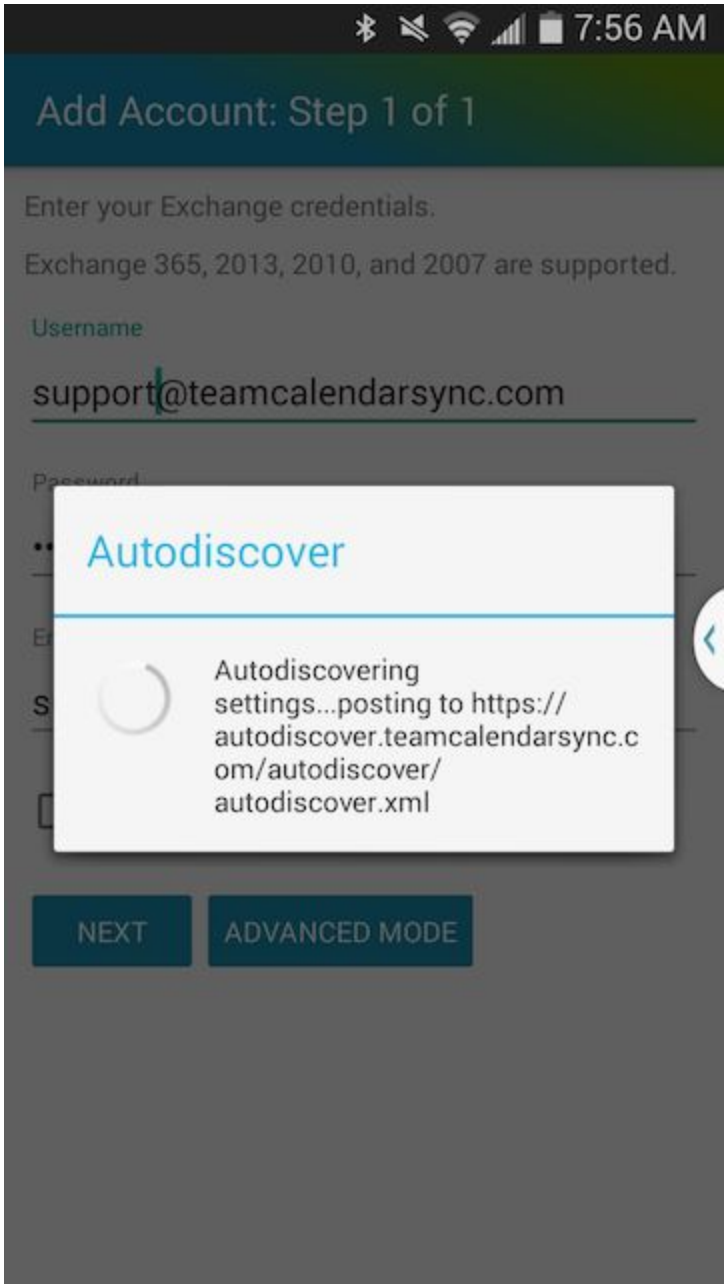


Add Account

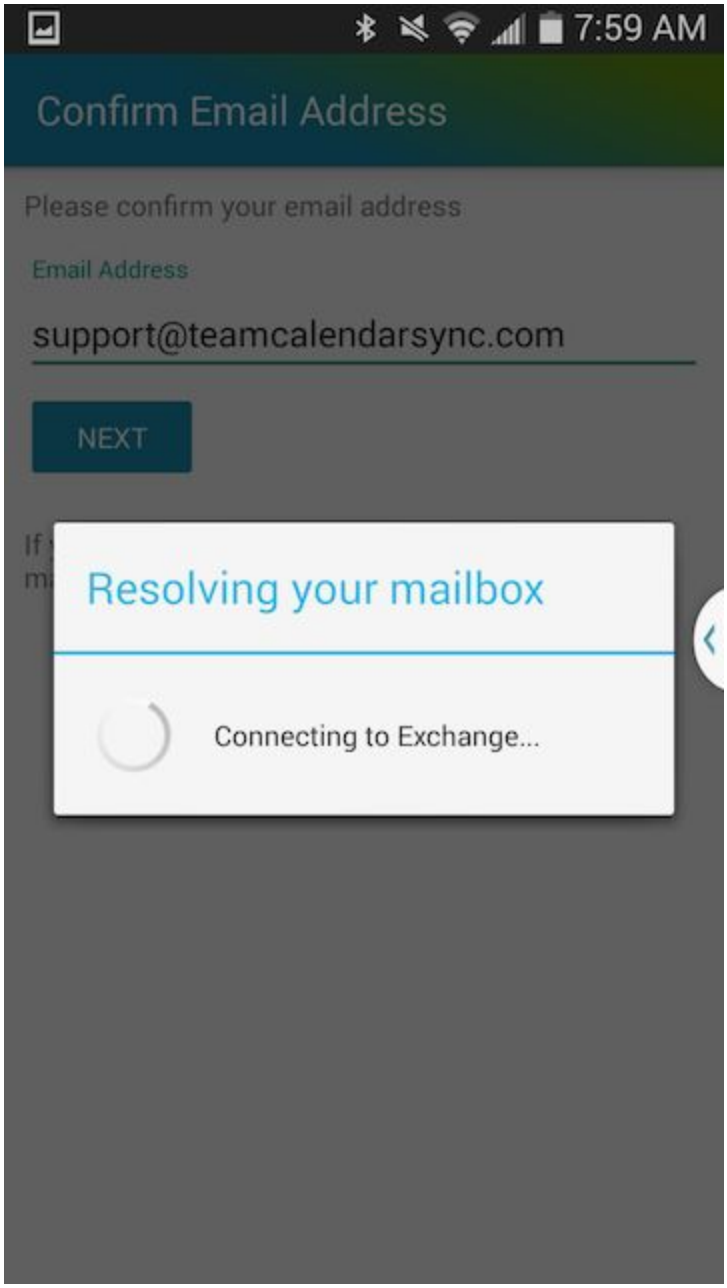
After pushing the “+” button the Add Account wizard will start.
Enter the credentials you would use to login to Outlook Web App.
Check “Office 365” if you are an Office 365 user.
Push “Next” to continue.



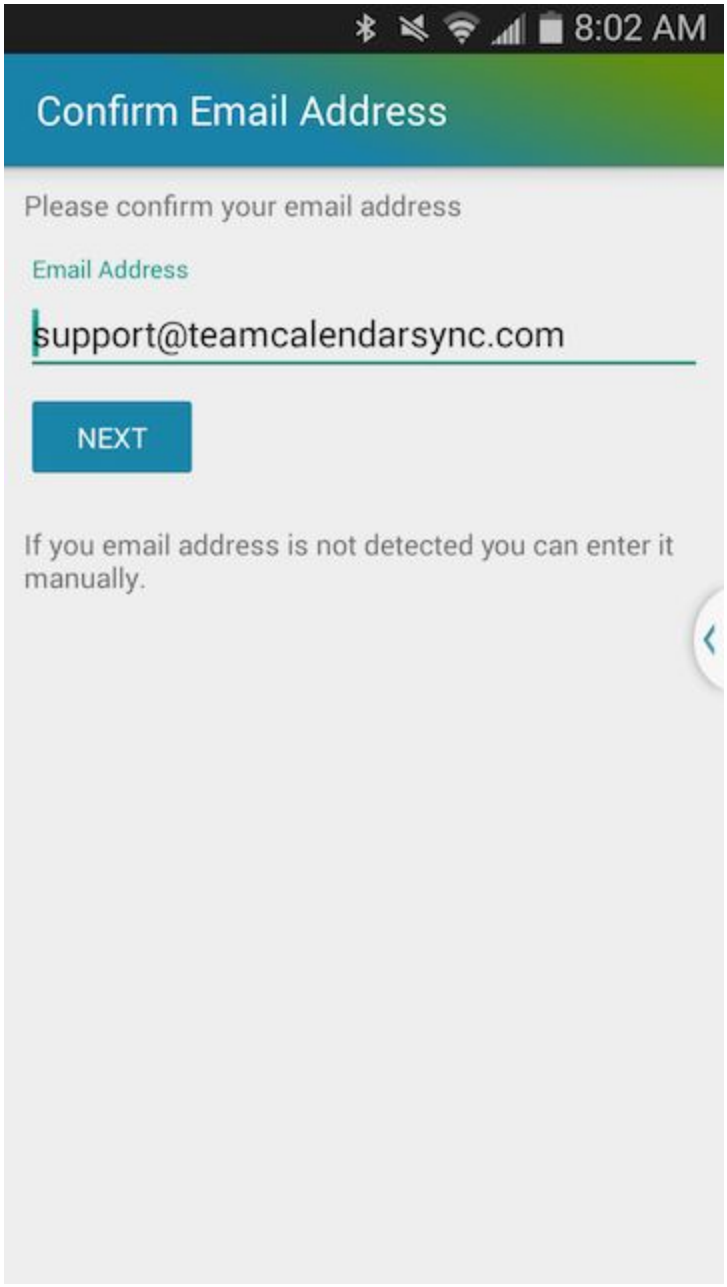
Team Calendar Sync will attempt to Autodiscover your EWS (Exchange Web Service) Url. If it fails, you can enter it manually via Advanced Mode. Autodiscover is something that your Exchange administrator needs to configure. If Autodiscover is not configured correctly it will fail.



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).

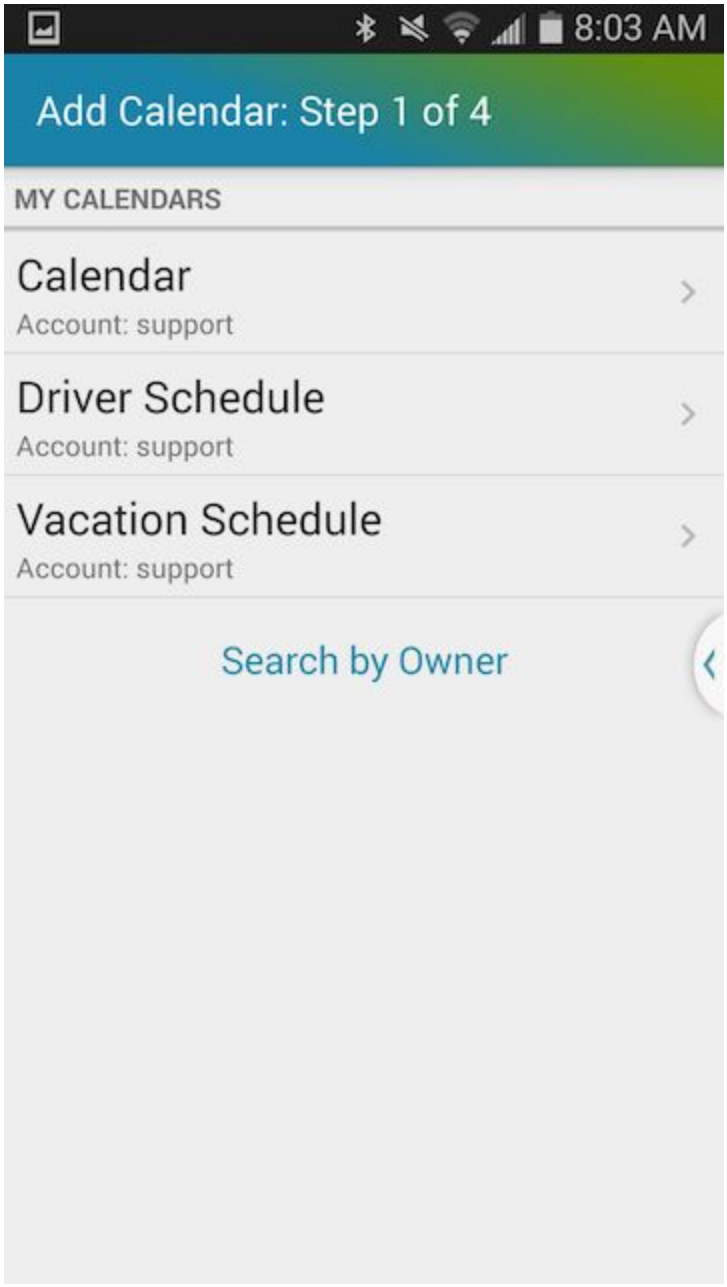


If Exchange successfully detects your email address it will appear in the field. Otherwise you will need to enter it manually. Push “Next” to continue.



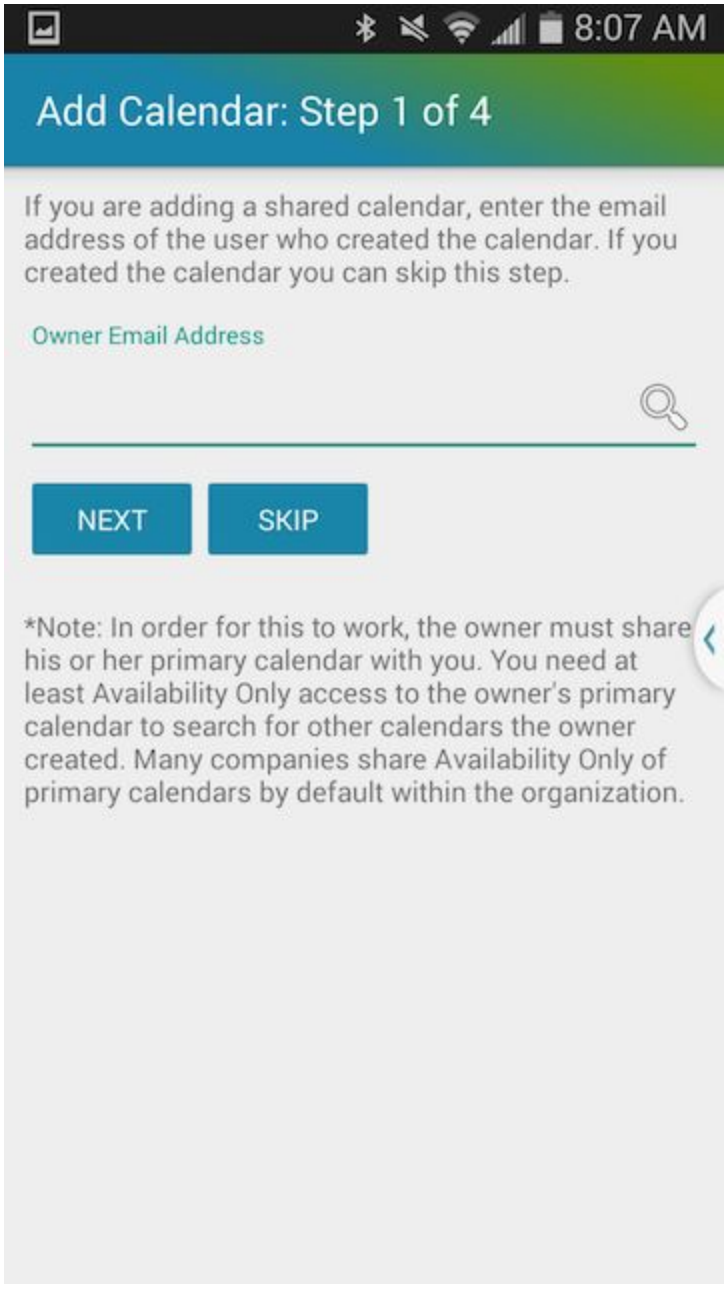
Add Calendar

Team Calendar Sync will attempt to display the calendars listed in your Outlook Web App under the categories “My Calendars”, “Shared Calendars”, and “Other Calendars”. If you do not see your calendar or have trouble adding one of these calendars you can try the “Search by Owner” method (see below).

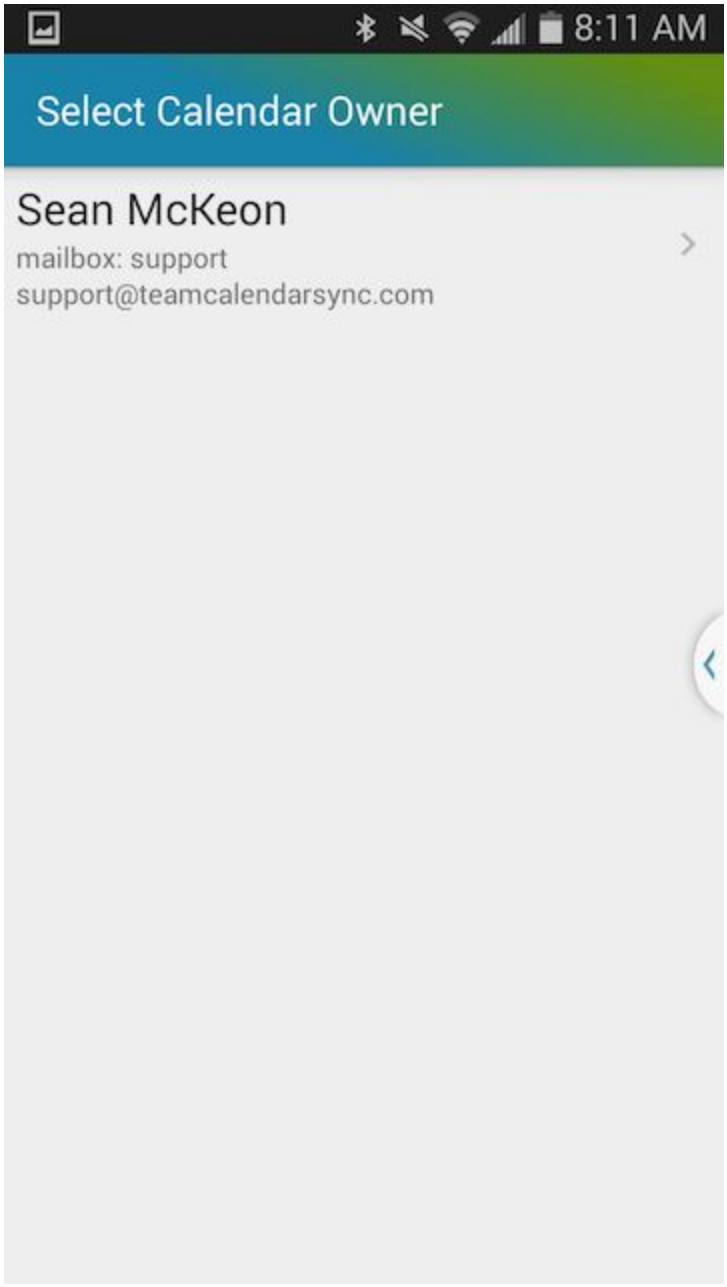


Add Calendar - Search by Owner

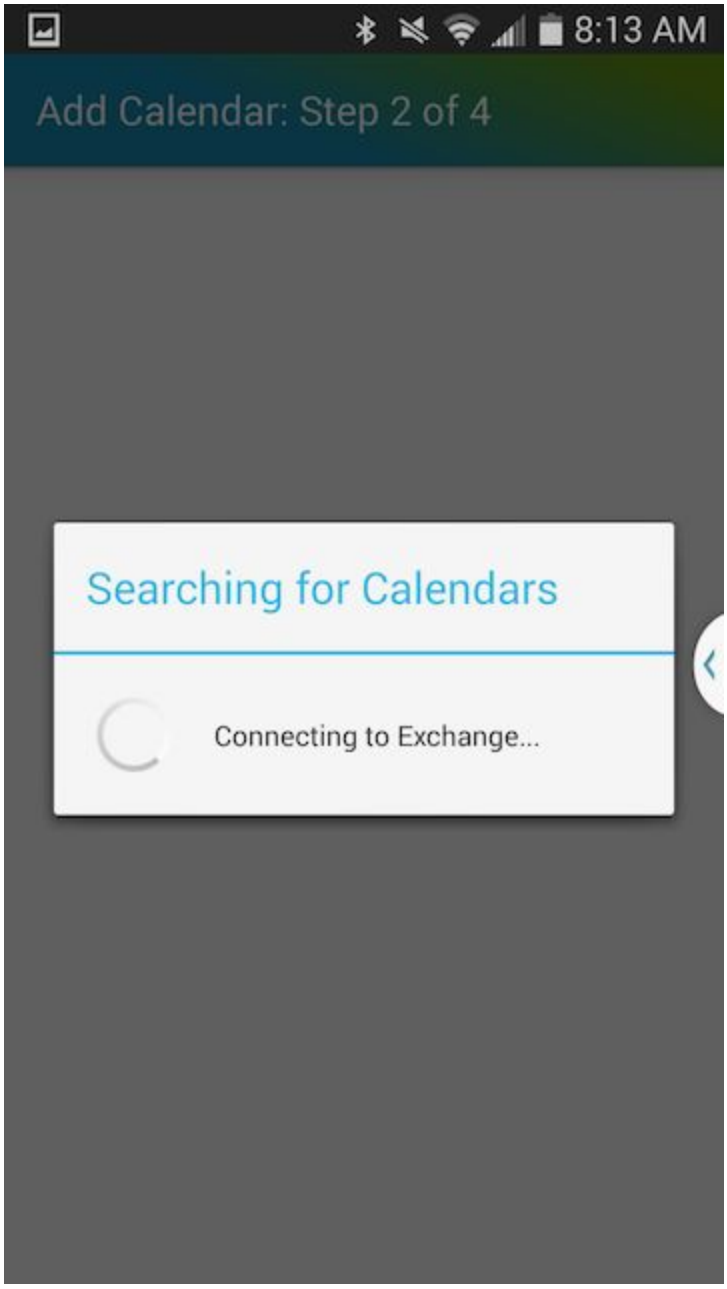
“Search by Owner” is a second method for adding calendars. It was the original method used by the app and later replaced. Enter the “Owner Email Address”. This is the email address of another user who has shared a calendar with you. If you are not targeting a calendar owned by another user you can skip this step (your own email address will be used as the owner).



If you 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.

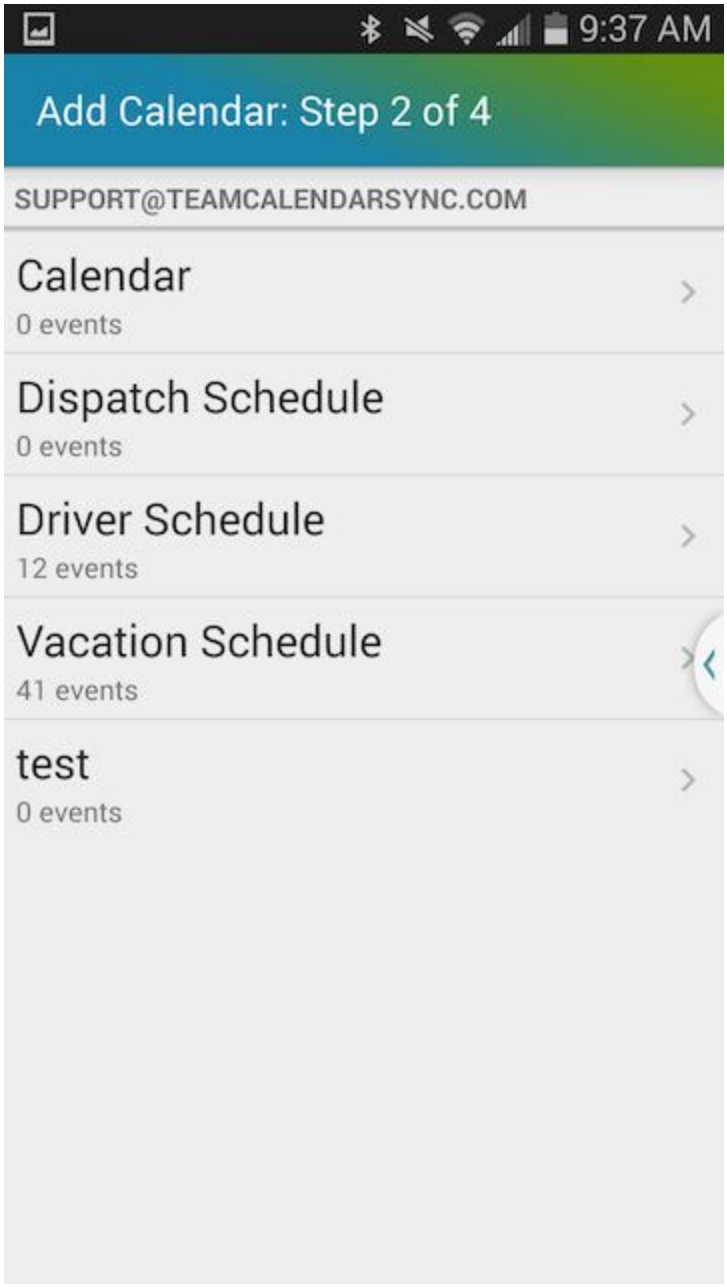


Team Calendar Sync wills search Exchange for calendars by owner.

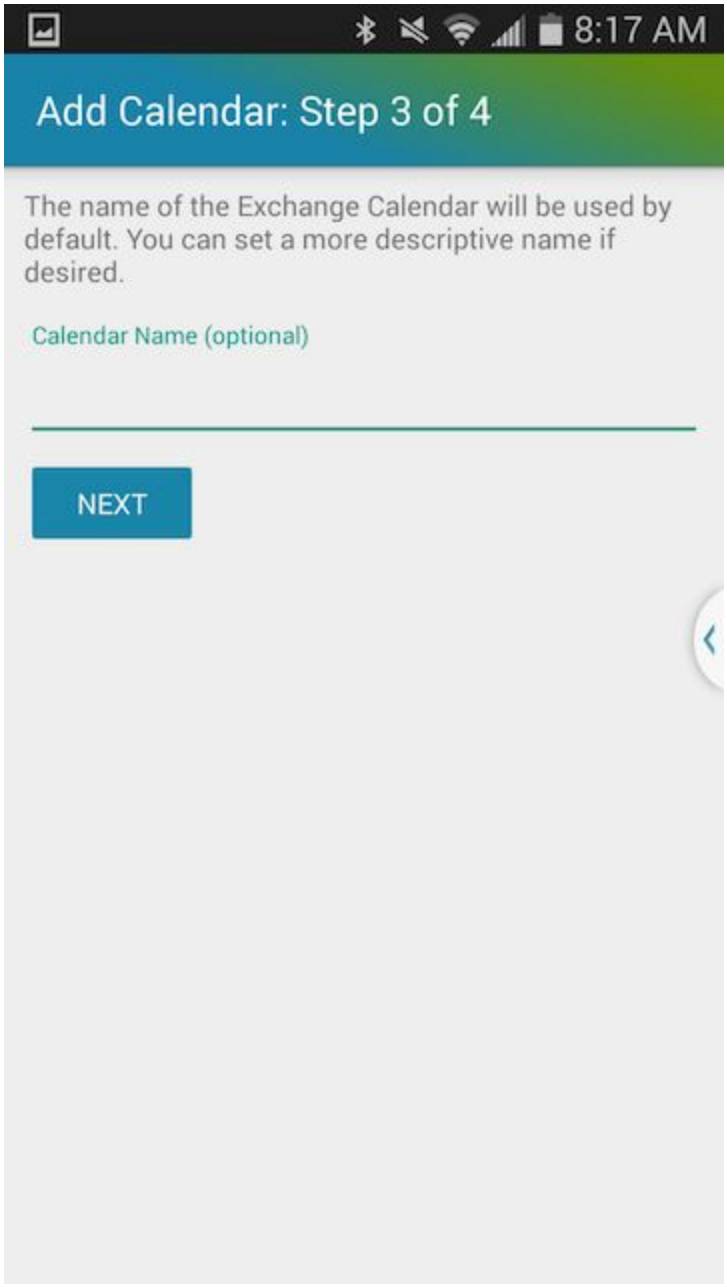


Exchange will always find the primary “Calendar”. If other calendars are found they will be listed below the primary calendar. For example, “Vacation Schedule” is a secondary calendar in the screenshot.

*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.



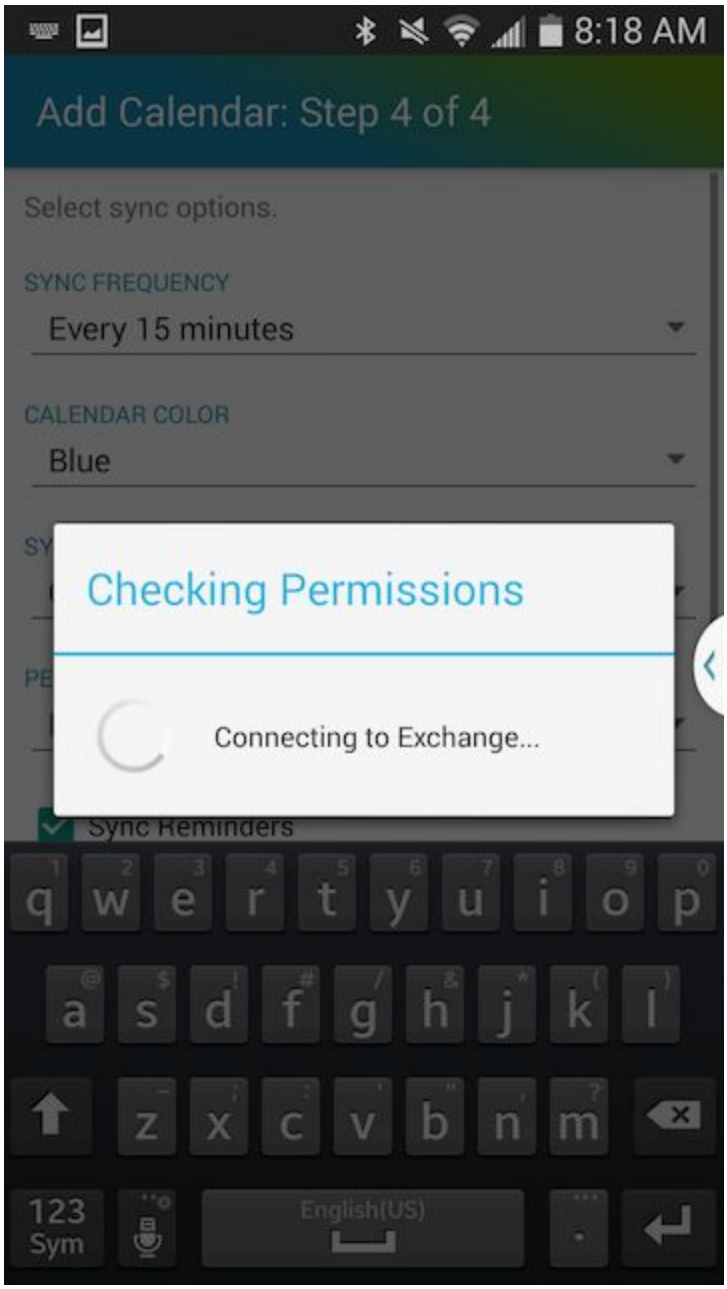
You can optionally enter a Calendar Name. This will be the name of the new calendar that gets created in your Android calendar app. Leave this blank if you want to keep the same name that is used in Exchange.



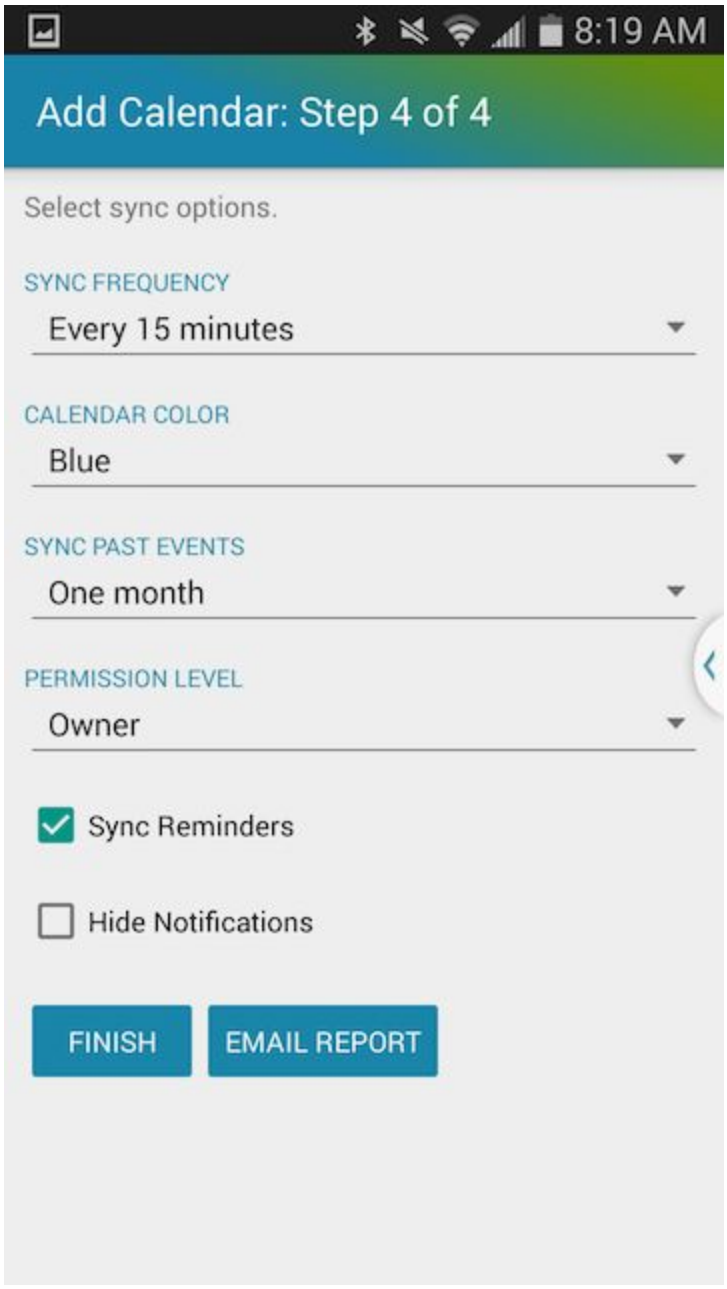
Team Calendar Sync will query Exchange for the permissions to the target calendar.

*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.



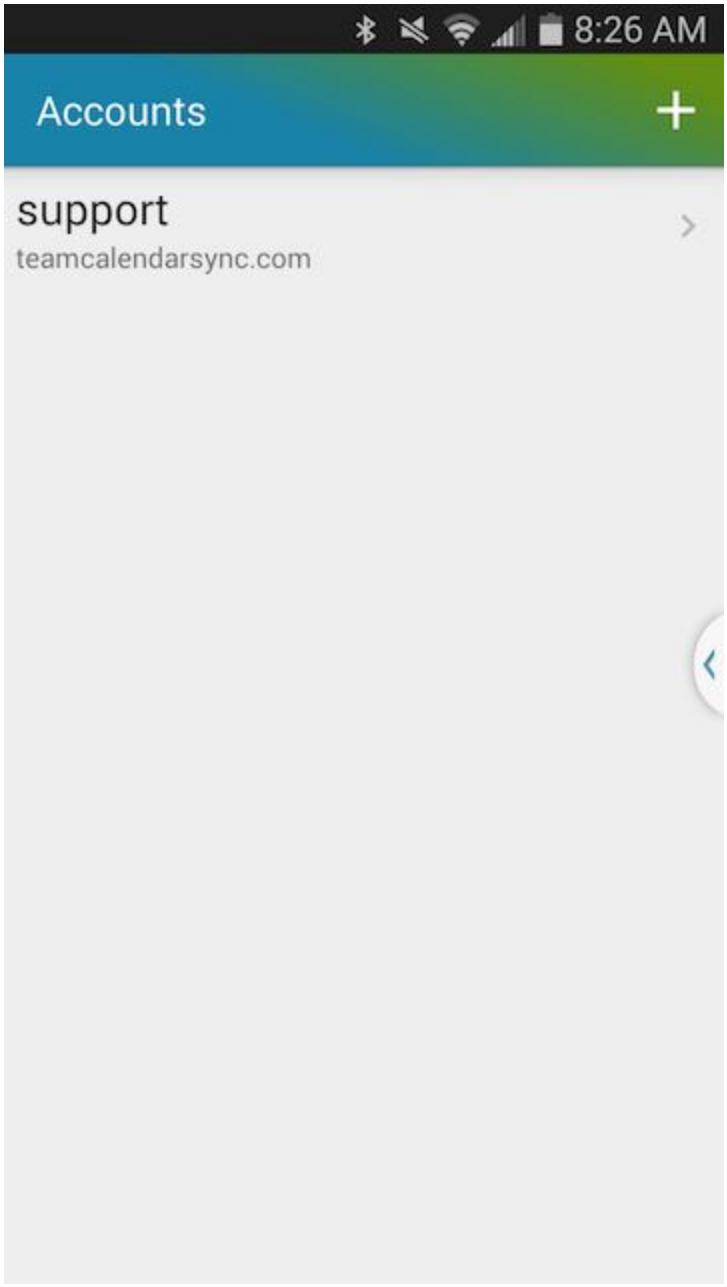
Select your sync options.



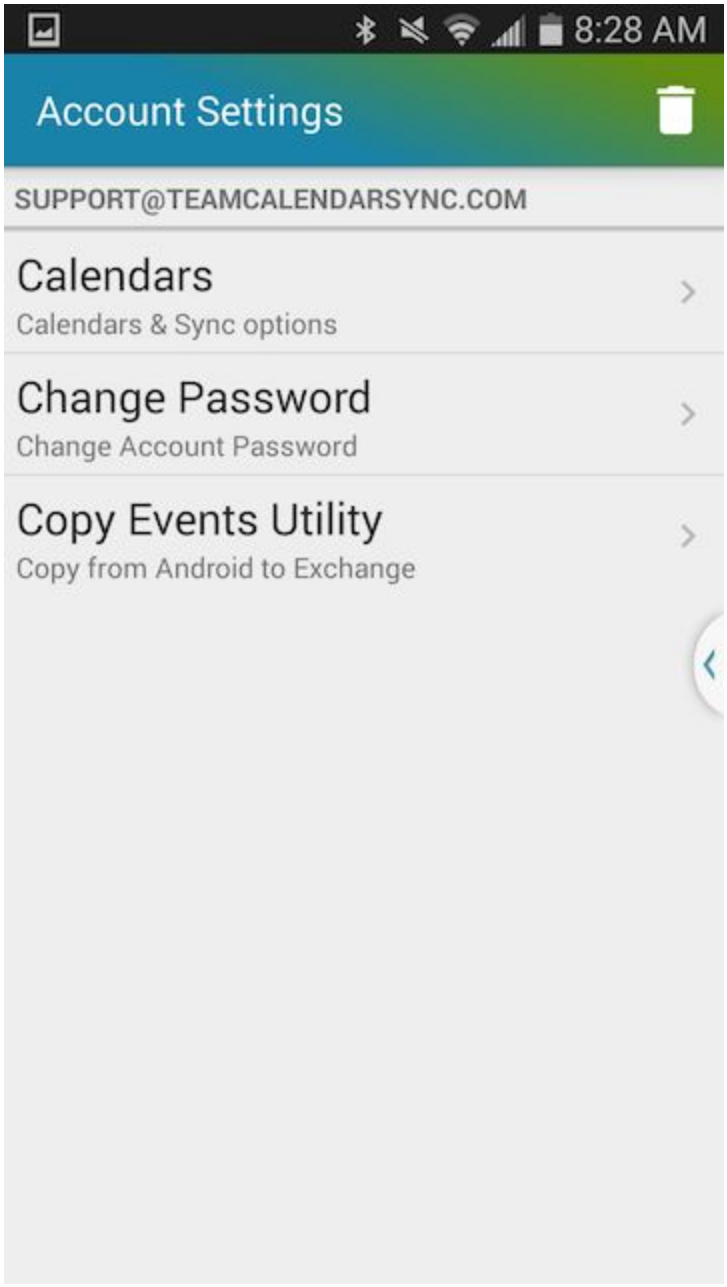
*NOTE: “Sync Reminders” was a user request. Some users wanted to see all the events but did not like being reminded.

*NOTE: “Hide Notifications” was a user request. Some users did not want to see the “Syncing” notifications while Team Calendar Sync was running.

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.

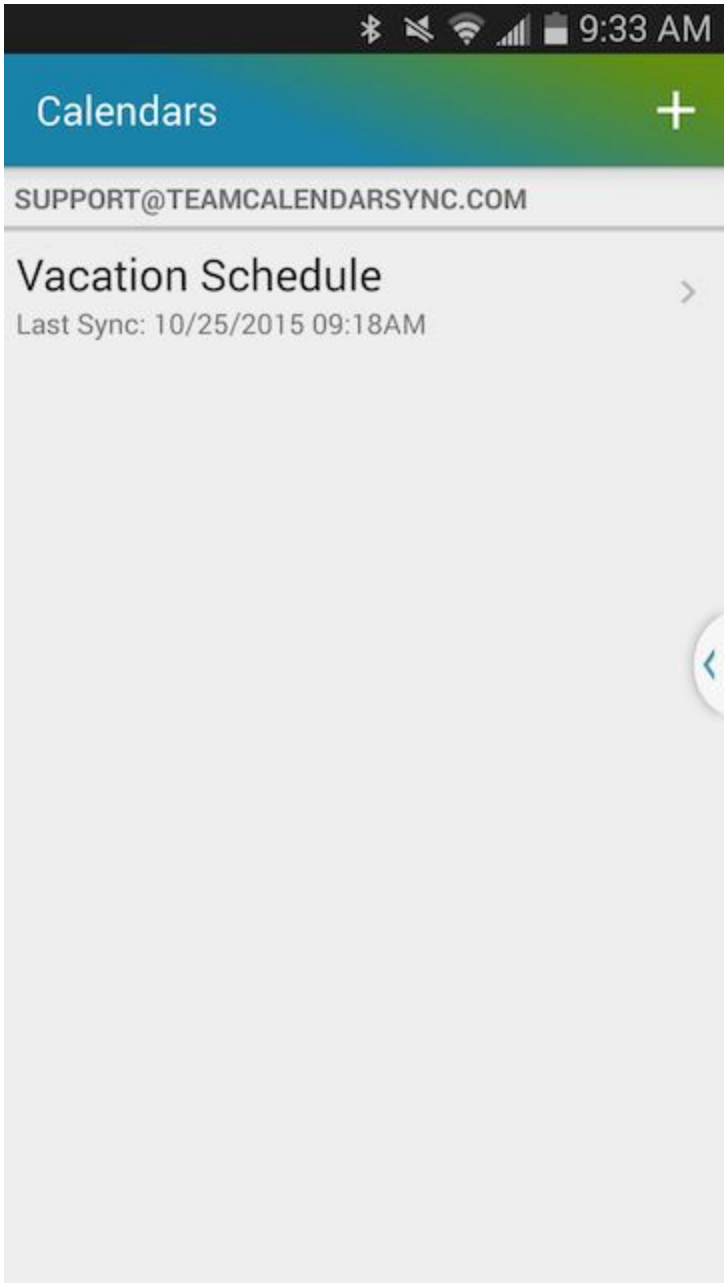


When you select an account you will be able to update the calendars and sync options and change the password used to authenticate with Exchange.



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

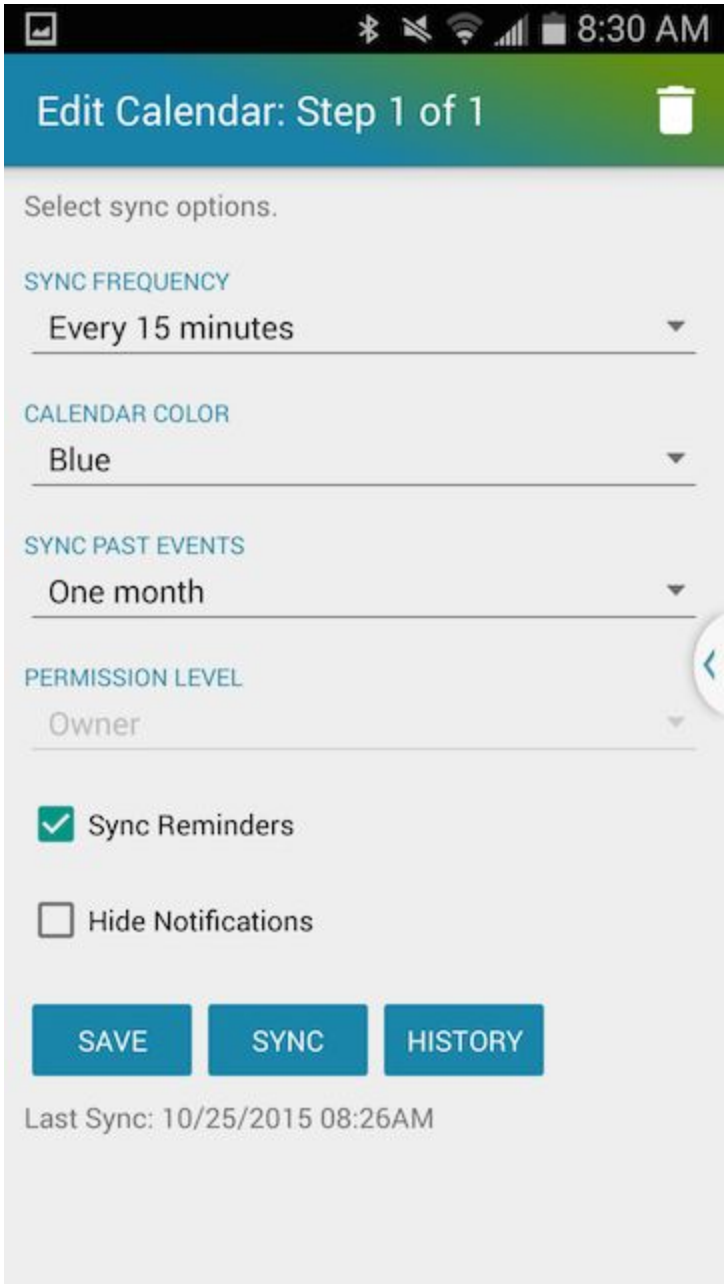
NOTE: You can add another calendar using the same Account credentials by clicking the “+Add” button from this screen. You will not need to enter your account credentials again.



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.

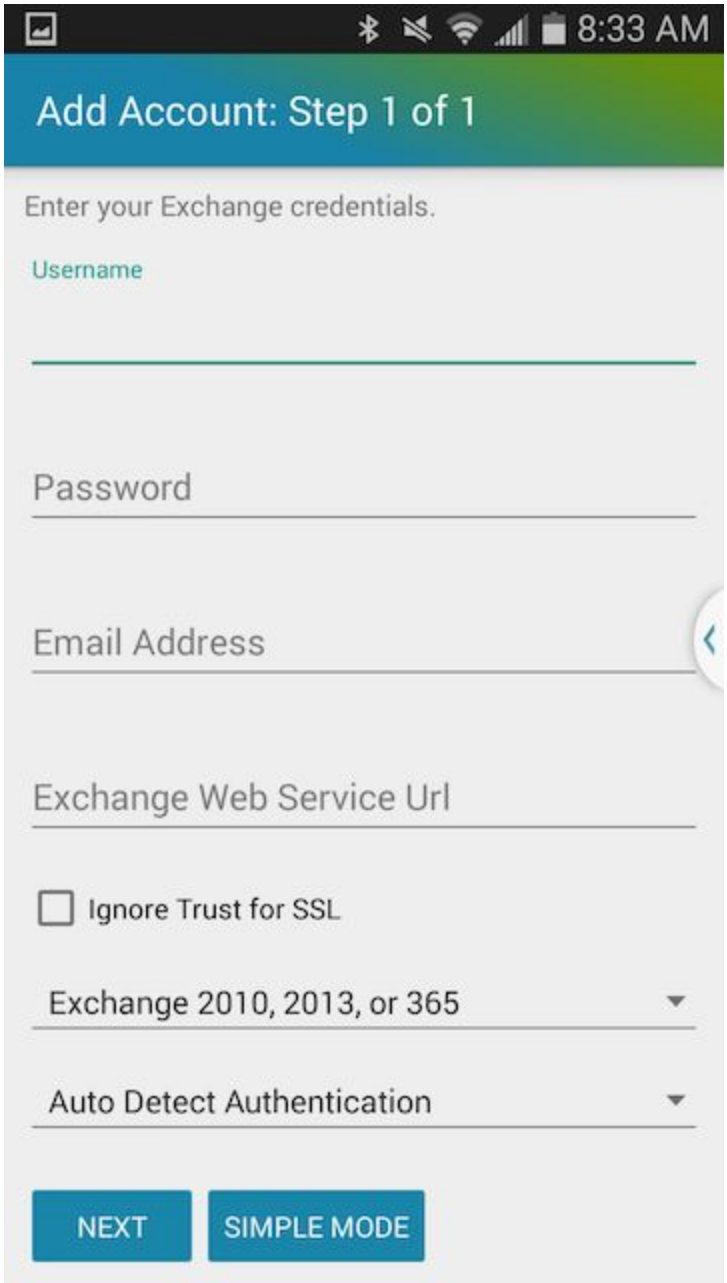
- "Save" will save your changes.
- "Sync" will force a sync to run now.
- "History" will bring you to the Sync History screen.
- The "Trash" button will delete the calendar from your Android device.



Add Account with Advanced Mode

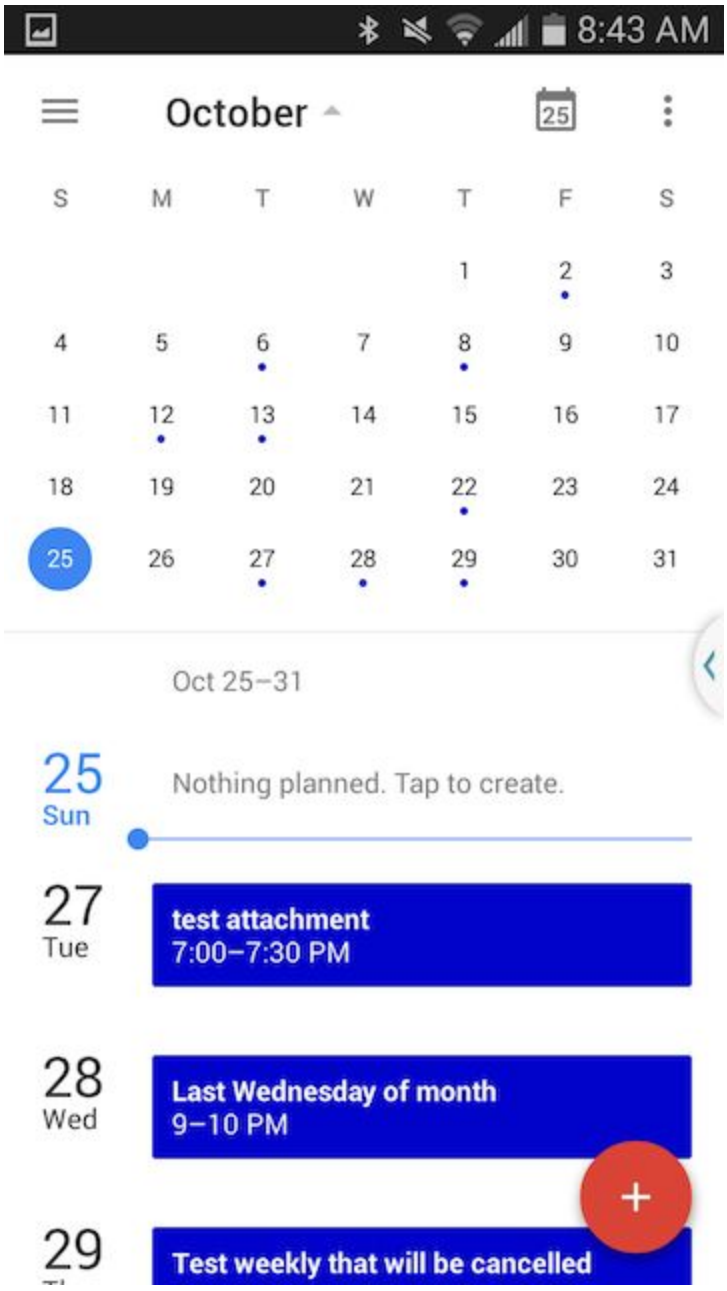
Advanced Mode allows you to enter your Exchange Web Service Url manually.

- “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).
- “Auto Detect Authentication” works for the vast majority of users. A few users have needed to specify “NTLM Authentication” or “Basic Authentication”. Contact support if you need help with this setting.



Viewing the calendar

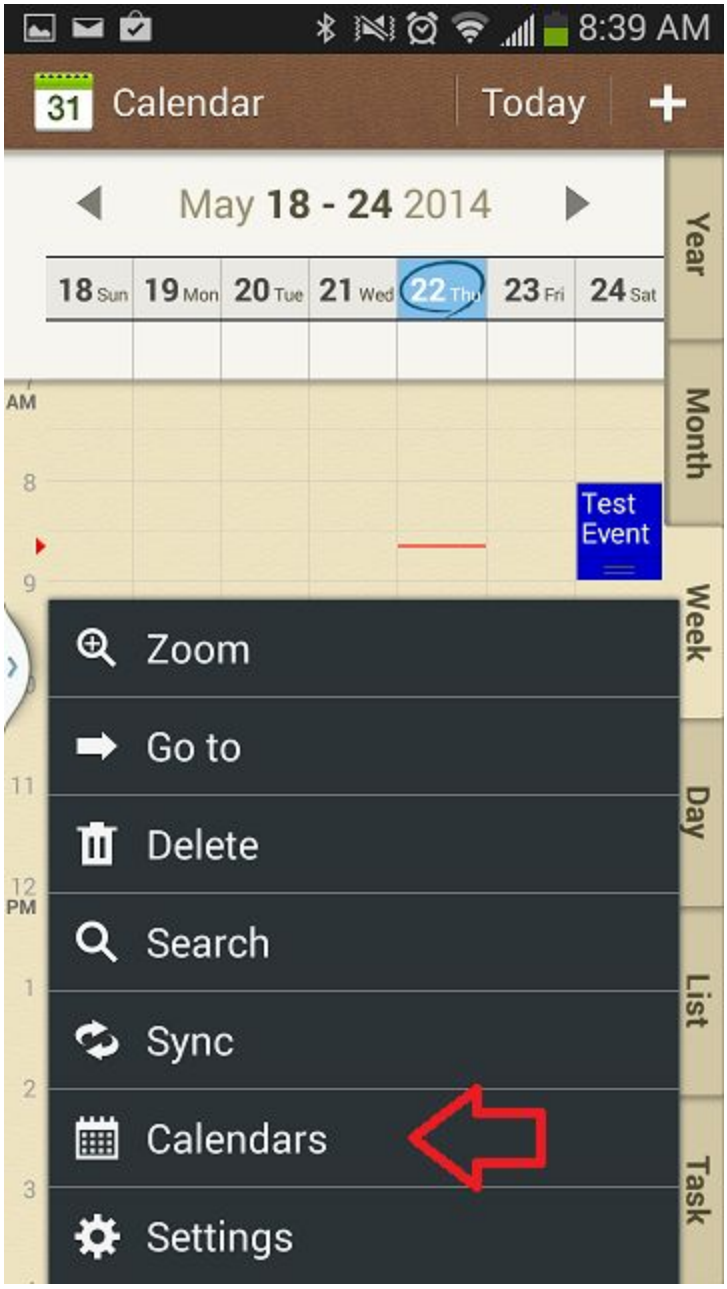
After the first sync completes you will see your events in the Android calendar app (assuming there were actually events to be synced). Team Calendar Sync is testing with Samsung Calendar app, Android 4.4 Calendar, and Google Calendar. Any calendar app that uses the shared calendar data should work with Team Calendar Sync.



*Note: screenshot is from the Google Calendar app for Android

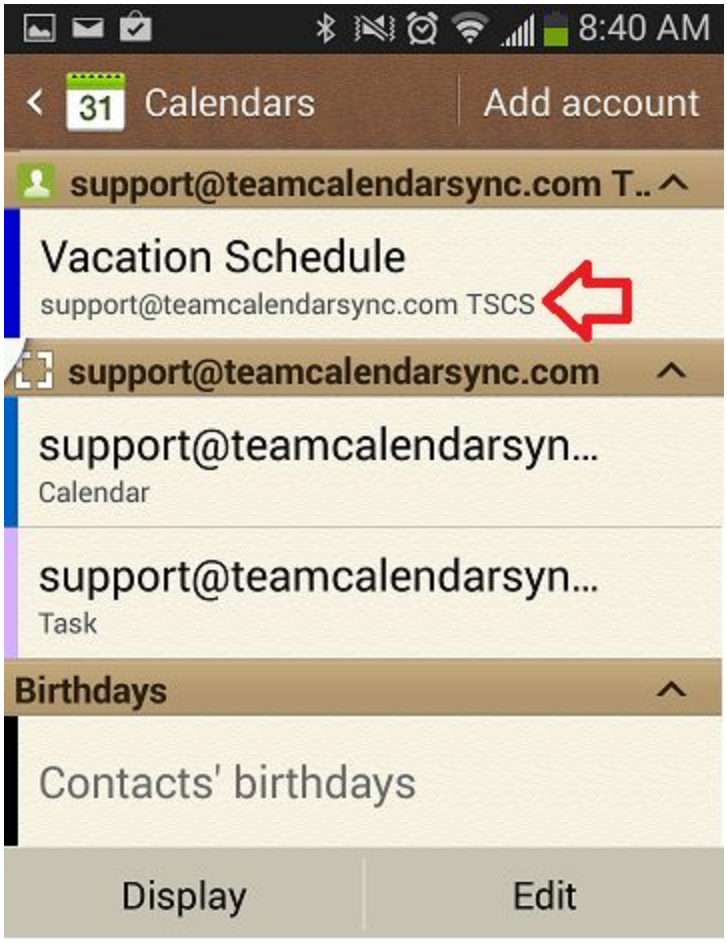
Selecting calendars to display

Use the menu button, the select “Calendars” or “Calendars to Display” or use the slide menu in Google Calendar app.



*Note: screenshot above is from the Samsung Calendar. Your user experience might be slightly different depending on your device.

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



*Note: screenshot above is from the Samsung Calendar. Your user experience might be slightly different depending on your device.

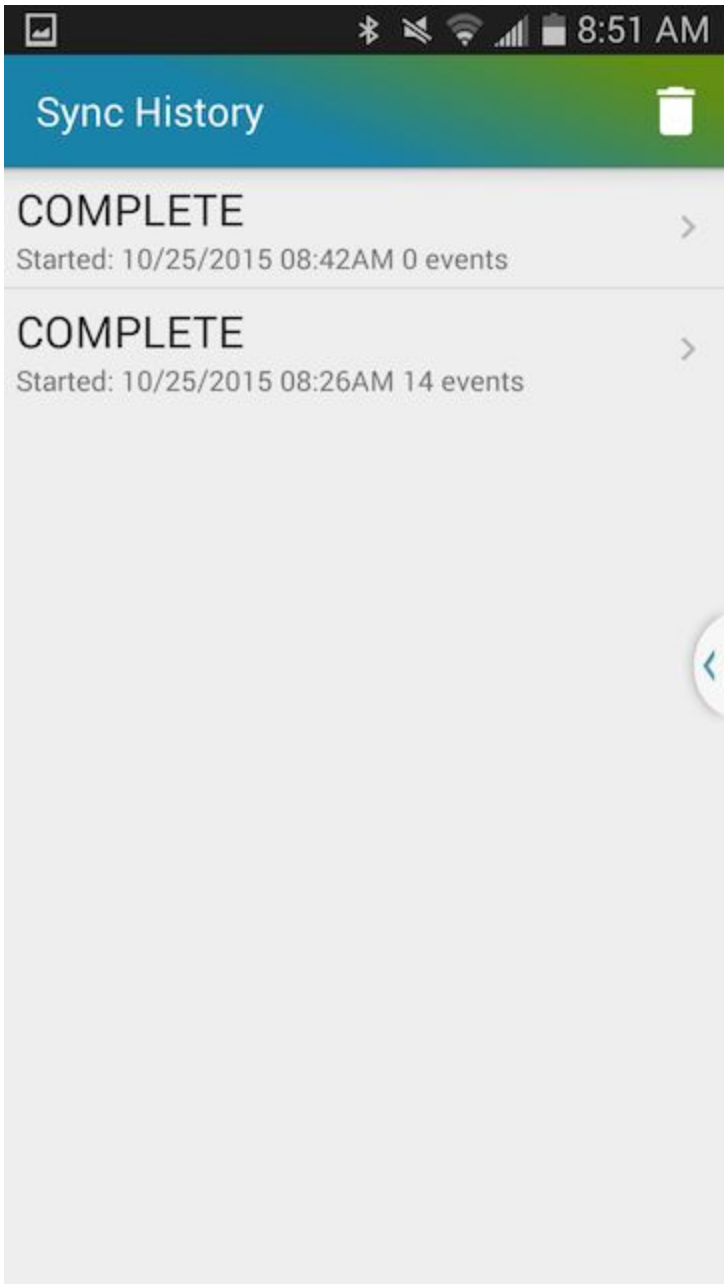
Troubleshooting

When setting up the app there are strategically placed “Email Report” buttons that can be used to send a logs to support. Logs can also be sent from the “Sync History Details” screen. You can also send an email directly to support@teamcalendarsync.com

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.

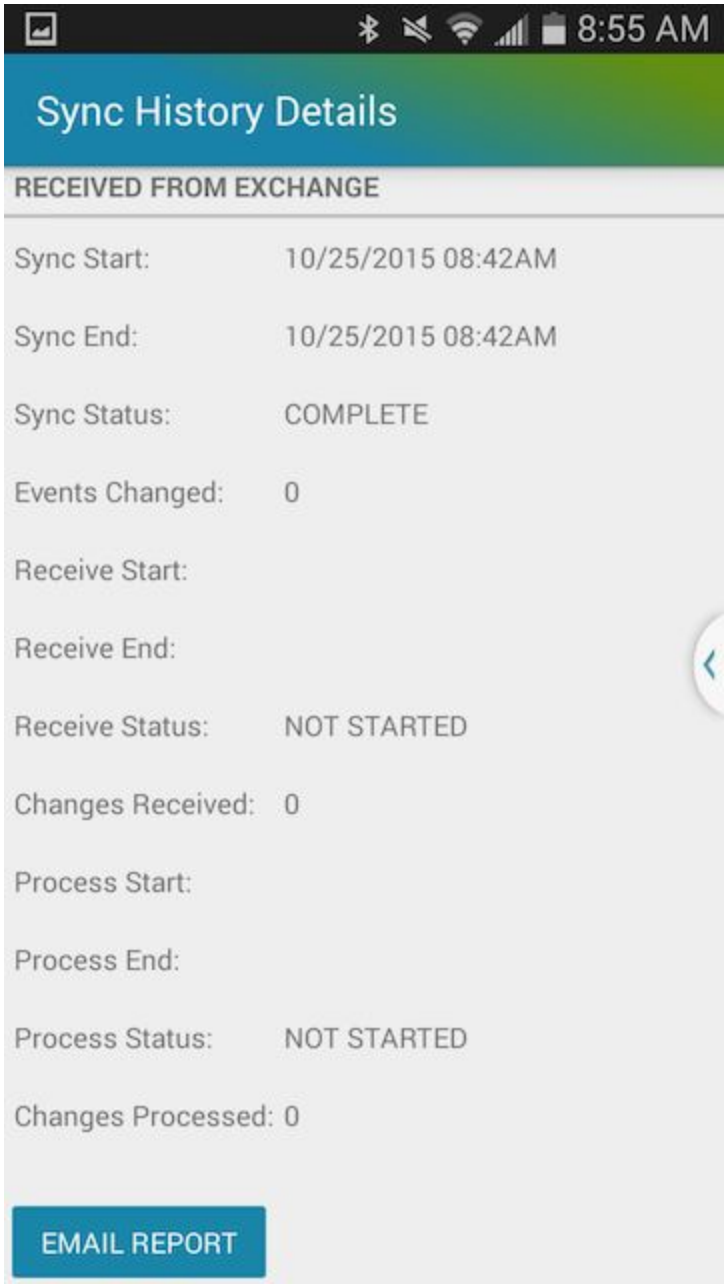
- The “Trash” icon will delete your history and resync all events during the next sync.



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.



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 affects 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.

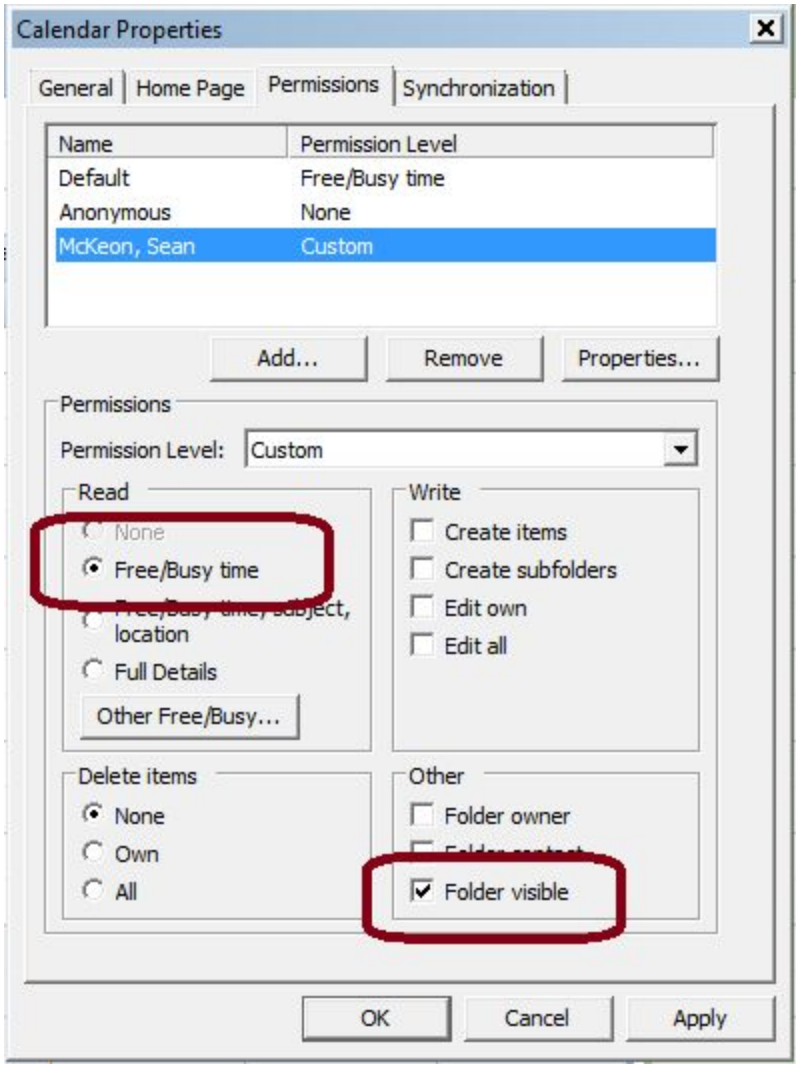
More information is available on the free app page:
https://play.google.com/store/apps/details?id=com.teamsite.android.calendar.workaround.generated

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)

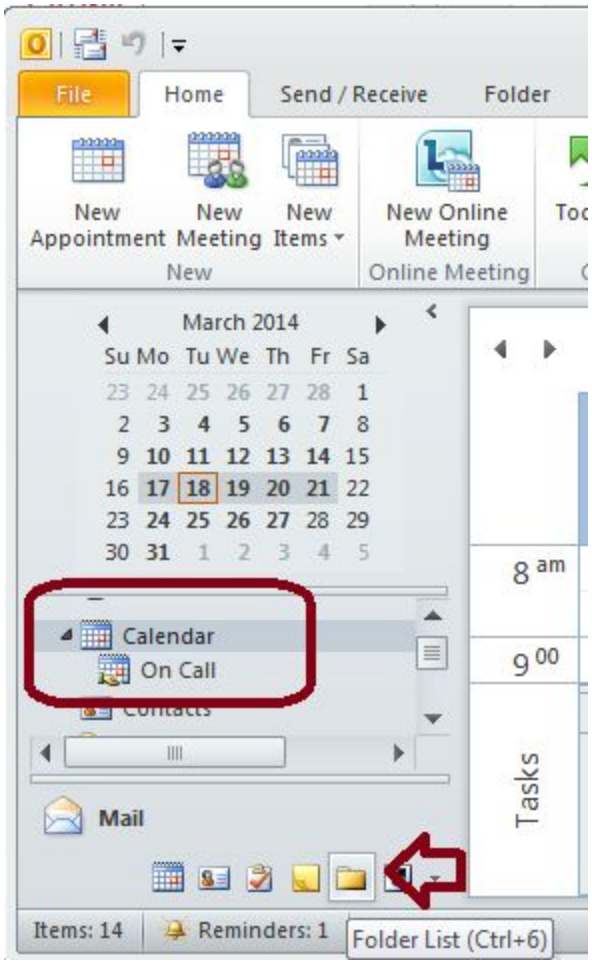
2. **Folder Visibility**
   Double check the primary calendar permissions. Make sure “Folder visible” is checked for the user. The following is a screenshot from Outlook 2010:



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 (I'm just one developer who wrote an app... I don't have a call center… yet).