

Guide to OfficeCalendar Mobile for iOS, Android and Blackberry

Important Notes

Only existing OfficeCalendar users and trial users who have implemented OfficeCalendar Online and OfficeCalendar Mobile Server can utilize this app. OfficeCalendar Mobile will not work on your mobile device(s) otherwise.

For iOS devices: OfficeCalendar Mobile replaces iCloud® for syncing Calendars and Contacts between your iOS device and Outlook. You must turn off iCloud® syncing for Contacts, Calendars and Reminders on your iOS device in order to use OfficeCalendar Mobile. To turn off the iCloud® feature on your iOS device, go to Settings > iCloud® > Contacts, Calendars, Reminders > OFF . For more info <http://support.apple.com/kb/PH2613>

For Android devices: OfficeCalendar, published by Lookout Software, will create a new calendar(s) on your device under the calendar type “Lookout”. You can find them by selecting “Calendars” while in the calendar function. The new calendar(s) will populate from your existing OfficeCalendar data, so any appointments that exist in a different calendar on the Android device will not sync with this calendar.

For Blackberry Devices: due to a limitation in the Blackberry operating system, other user’s calendars are not able to be created and synced using OfficeCalendar Mobile, therefore, only the user’s default calendar in Outlook will sync to the Blackberry device.

Requirements:

* One OfficeCalendar Mobile Server license per user. One license can be used by the same user on multiple devices.

* Compatible with iOS5 or later, Android V2 or later, and Blackberry V4.5 or later (new Z10 not supported).

Download: For iOS devices install the app from the iTunes store on each iOS device you want to sync with OfficeCalendar Online. For Android devices go to Google Play on each device. For Blackberry devices go to www.officecalendar.com/bb on each device.

Settings Screen: You must first configure your OCM app to connect with your OfficeCalendar Online account.

Online Account Name: Enter your OfficeCalendar Online account name here. If you don’t know your account name, please see your OfficeCalendar Administrator.

User Name: Enter your OfficeCalendar username here. If you don’t know your username, please see your OfficeCalendar Administrator.

Password: Enter your OfficeCalendar password here. If you don’t know your password, please see your OfficeCalendar Administrator.

Sync calendar: Turn the sync ON or OFF for your calendar on the mobile device.

Other user’s calendars: Press “Select” and choose what other OfficeCalendar users’ calendars you would like to sync. Group Calendars will not sync to your mobile device.

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Sync events for next weeks: Enter the number of weeks forward you would like to sync between the mobile device and OfficeCalendar Online. We recommend no more than 12 weeks.

Keep events for previous weeks: Enter the number of weeks in the past you would like to sync between the mobile device and OfficeCalendar Online.

Sync contacts: Turn the sync ON or OFF for the contacts on your mobile device.

Enable Scheduled Sync: If ON is chosen, OCM will sync based in the Interval you choose. If OFF is chosen, OCM will not sync unless you manually choose to sync.

Interval : Choose how frequently you would like OCM to automatically synchronize. At the designated interval, OCM will prompt you to sync.

Show notification alerts [iOS only]: due to limitations on iOS devices, OCM is unable to automatically start the sync in the background, so you will receive a pop-up notification to initiate the sync. Choose ON if you would like a pop-up notification when OCM is scheduled to sync.

Vibrate on error: Choose ON if you would like the device to vibrate when an error occurs with the OCM sync.

Show error message: Choose ON if you would like a pop-up notification of any OCM error messages. Communicate any errors to your OfficeCalendar Administrator.

Some of the following options vary based on the device you are using:

Welcome Screen: This is the main screen where you will administer OCM.

Date of last synchronization: This shows the date and time OCM last synchronized with OfficeCalendar Online.

Sync: Manually starts the sync process between OCM and OfficeCalendar Online.

Settings: The gear icon on the upper right corner of the Welcome Screen brings you to the Settings page.

Support: This page contains troubleshooting tools for use by our technical support staff. Please do not attempt to troubleshoot on your own. Please log a ticket with our technical support staff from the Maintenance Support Center on officecalendar.com.

Sync log: OCM creates a sync log on the device. It contains technical data to help our technical support staff troubleshoot any potential issues that may occur with the sync process.

Error log: OCM creates a log with any errors that may occur during the sync.

Reset synchronization: The reset synchronization button provides access to a support function when needed. NOTE: This should only be performed under the direction of an OfficeCalendar representative.

Send Logs: Creates an email that will send a copy of your sync logs to technical support for troubleshooting purposes. Please reference your ticket number in the message of the email when sending.