How to sync your iPhone with SyncML Pro app

IMPORTANT – always make sure that you have configured your **Default Time Zone** in UVC under **File -> Options and Preferences -> Calendar -> Time Zone** prior to following these steps.
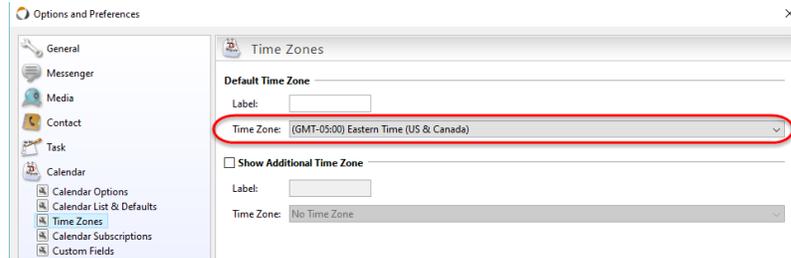
To enable your synchronization and add a password go to **File -> Options and Preferences ... -> General -> Sync**
You you will need this password in **step #6**
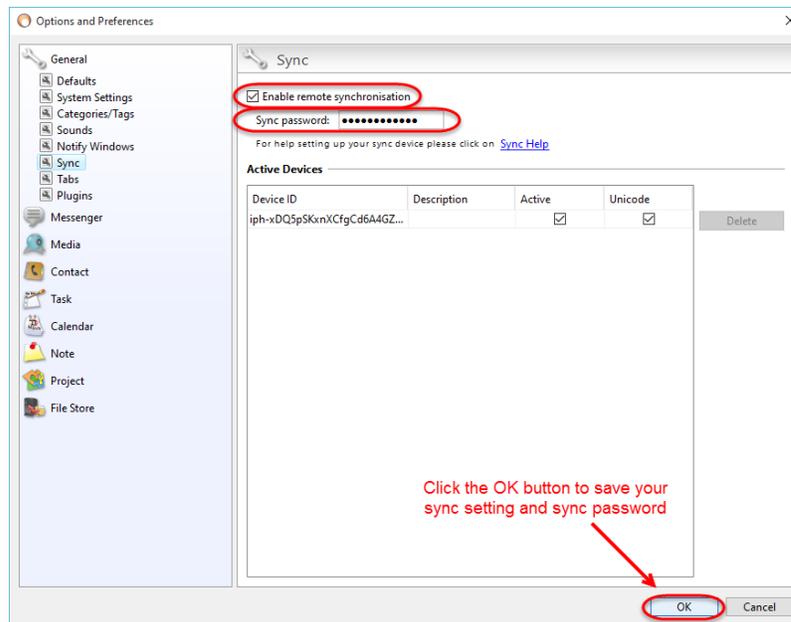
1. Download and install the **SyncML Pro** application on your iPhone.

2. Once installed click on the **Settings** button located on the upper left side.
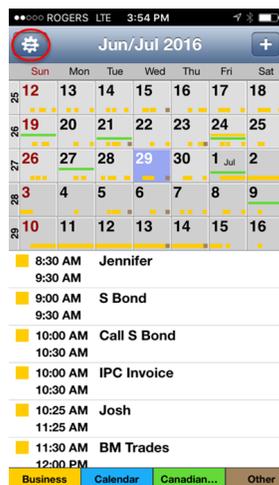
3. Click on the **SyncML Settings** button.

4. Make sure the **Automatic Sync** option is set to **ON**.
Click on **Add new account...**
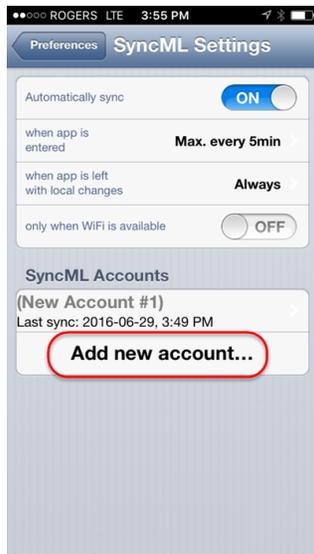
5. Make sure the **Sync this account in autosync ...** is set to ON.
Click on the **Server Settings** button.

6. In the URL option make sure to specify the following server **http://mobile.uvc.ca/funambol/ds**
   Under **Server Login** the **User** should be your regular UVC username.
   The **Password** should be the **UVC Sync password** you created on page #1 of this guide.
   Click on **SyncML Account** button to go back to the settings.

7. Under the **SyncML Settings** menu click on **Contacts**.

8. In the **Contacts** screen make sure all you options are like below.
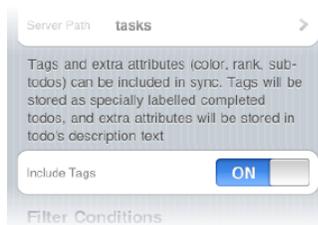
Click on **Sync Mode** button and select your preference.
Makes sure to **Save** you preference.
We recommend any of the two choices below.

Normal (the following explanation also applies to the Slow Sync):
Normal two-way synchronization. **All** contacts on the iPhone are sent to UVC, **all** contacts on the UVC are sent to the iPhone. This is the default mode of operation. Please note that this option **may** create duplicate contact entries. You may need to do some cleanup of duplicate entries once all in sync correctly. Make sure you understand the implication of these two options.

Reload Device: This is a special "slow" sync as follows: First, all data on the iPhone will be **erased**,
then, all data from UVC will be copied to the iPhone.

Make sure that you select the location of where the iPhone and UVC will be importing/exporting your contacts. Ideally both should be set to your iCloud.

Includes Addressbooks option is where you select the location your contacts on your iPhone which you want to sync with UVC.

Store new entries in option is where you select the location of where your new UVC contacts will be created on your iPhone.
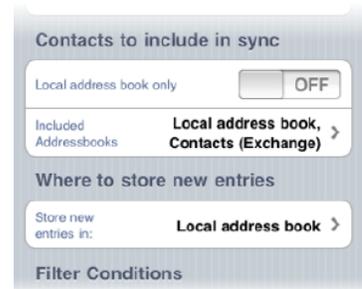
9. Once all options are selected click on the **SyncML Account** button to go back to the settings.

10. Click on the **Calendar** button.

11. Make sure you have the following **Calendar** settings:

   For **Sync Mode** you have tow options:

   Normal (the following explanation also applies to the Slow Sync): Normal two-way synchronization. All changes on the iPhone are sent to UVC, all changes on the UVC are sent to the iPhone. This is the default mode of operation. Please note that this option **may** create duplicate calendar entries. You may need to do some cleanup of duplicate entries once all in sync correctly.

   Reload Device: This is a special "slow" sync as follows: First, all data on the iPhone will be **erased**, then, all data from UVC will be copied to the iPhone.

   The **Date Range Limits** option should be set to **OFF**.

   Make sure that you select the location of where the iPhone and UVC will be importing/exporting your calendar.

   Included Calendars option is where you select which calendar you want to sync with UVC.

   Store new entries in option is where you select the location of where your new UVC calendar information will be created on your iPhone.

   The **All local Calendars** option should be set to **OFF**.

14. When your setup is complete click on the **SyncML Account** button to return to the **previous** screen.

15. Click on the **Sync this account now** button.
   The iPhone mobile device uses the system wide network settings (WiFi, EDGE or 3G, depending on your iOS device and network availability).

   Please take note that it might take several minutes (10 to 15min) for you iPhone and UVC to sync. It all depends on the initial amount of information that needs to be sync.

16. Moving forward if you want to create your appointments on the mobile iPhone using the same calendar it would need to be configured this under
Settings -> Mail, Contacts, Calendar screen.

At the bottom of that screen you will be able to default your calendar to the one selected in **step #11**. This will allow you to view that calendar specifically and to always create your appointments inside that calendar which will be sync with your UVC account.
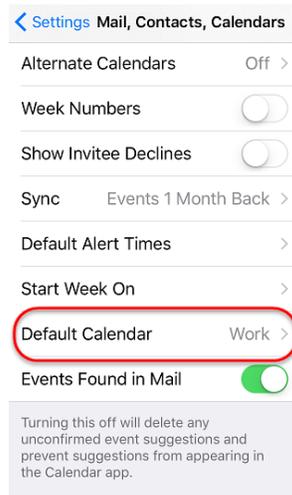
Troubleshooting tips

Note: if any changes are made on the mobile phone make sure to close the SyncML Pro app completely from your iPhone. Failure to do that will simply create the same scenario as the application will not have applied the changes made to the mobile phone.

TIP #1
Make sure that you allow the synchronization from you SyncML Pro to your iPhone.
This option is available under **Settings -> Privacy -> SyncML Pro** on your iPhone. Make sure the slider is green for both Calendar and Contacts

TIP #2
If you get "connection error" messages, this means that the iPhone cannot connect to the server. Please make sure you have network connectivity (WiFi hotspot or cellular network coverage).

TIP #3
If you get **"No SyncML Response"** message, the iPhone can connect to a server machine, but the server does not appear to be a SyncML server. Usually, this happens when your SyncML server URL is not correctly specified in the settings. Verify for typos on the URL.

It should be: **http://mobile.uvc.ca/funambol/ds**

TIP #4
If you get an **error 506 code** it's because either the password on the iPhone or UVC doesn't match. Make sure that both are typed correctly.

TIP #5
If you get a **DATA NOT FOUND** error message then you will need to disable the sync feature under your contacts and calendar for each of your email accounts under the **Settings -> Mail, Contacts, Calendar** option.
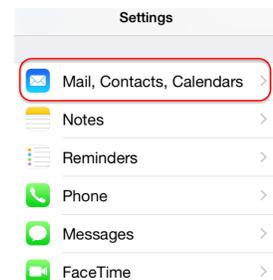
You will need to make this change for all accounts listed on the screen.

Make sure that the slider is white and not green.

TIP #6

If you are having issues with the **Calendar sync** make sure that the calendar of choice on your iPhone is the SyncML Pro Business calendar. There are instances where the calendar name is simply Business.

Step #1

Close your SyncML Pro app on your phone. This is done by double clicking on the Home button on your iPhone and then swiping the SyncML Pro app up. This action will close the SyncML Pro app.

Step# 2

Click on your Calendar app on your phone and disable all calendars shown under the Calendar view screen (ass seen below).

You can access the calendar option once you click on your iPhone calendar and click on Calendars.
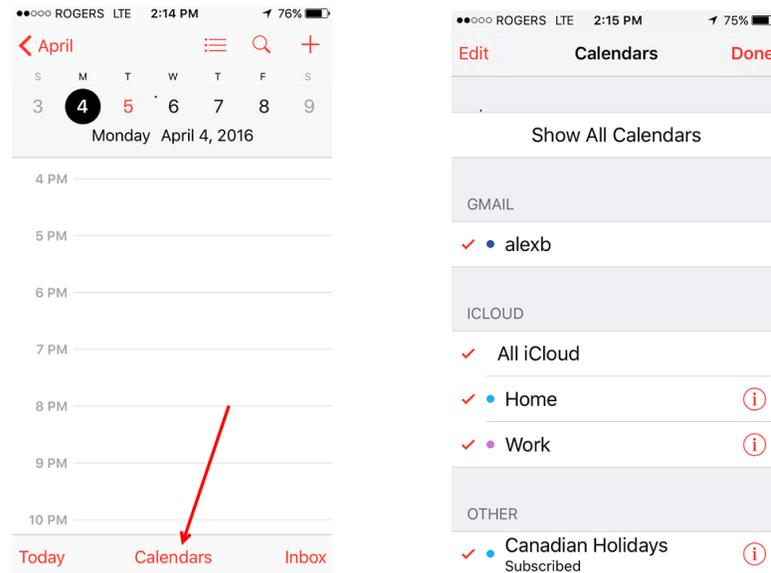
Step #3

Access your SyncML Pro app and make sure that the **Include Calendars** and **Store New** **Entries** option shows the Business calendar.

Step #4

Go to the **Sync Mode option of your Calendar** and select he **Reload Device** option. This will delete all current appointments on your iPhone and reload all appointments from your UVC on your iPhone.