

## How to sync UVC to a Blackberry Priv Mobile Phone

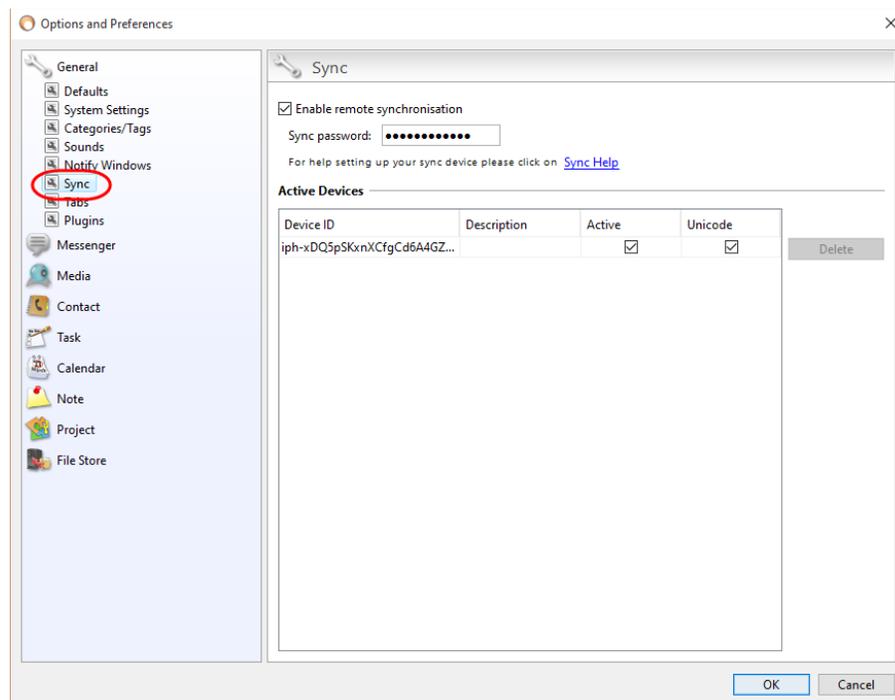
**IMPORTANT** – always make sure that you have configured your **Default Time Zone** in UVC under **File -> Options and Preferences -> Calendar -> Time Zone** prior to following these steps.

The sync module allows you to setup UVC to be able to sync with compatible Android handheld and mobile devices. To sync with any mobile device you must first enable remote synchronization in UVC.

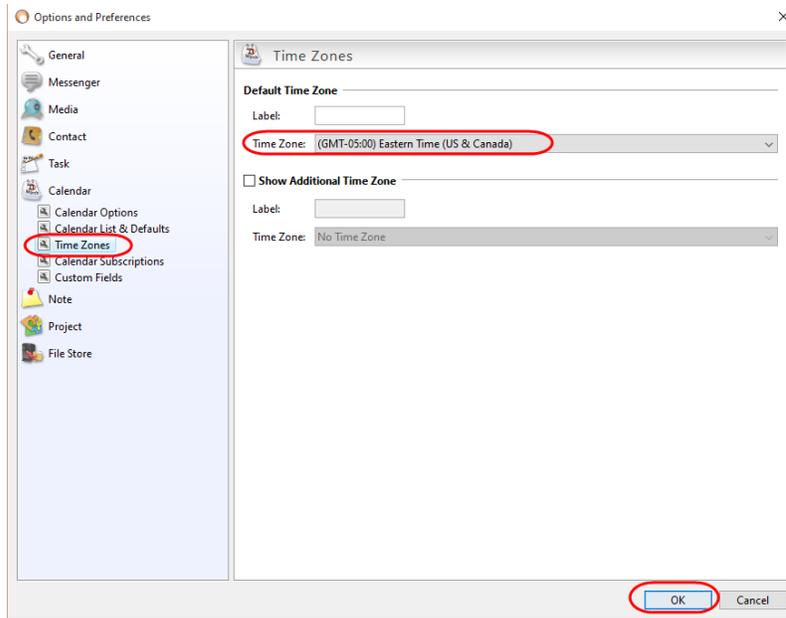
1. To Enable Remote Synchronization click on the **File** menu and select **Options and Preferences** from the menu.



2. Click on **Sync** under the **General** heading.  
Place a check mark in the **Enable remote synchronization** box.  
Enter a sync password that will be used when you configure your device.  
Click on the **OK** button.



- Make sure calendars **Default Time Zone** is configured correctly in UVC. Click on the **File** menu and select **Options and Preferences** from the menu. Click on **Calendar** and then **Time Zone**. Select the appropriate time zone and then click on the OK button.



- Once steps 1 through 3 are completed you will need to download and install the **FunV10** app. You can download and install this app from the Android Marketplace or any other app store you have on your Blackberry Priv mobile phone.



- Now access your new FunV10 application on your Blackberry phone.

Enter your UVC credentials:

Your **Username** used to login to UVC

And your **Password** you created in **Step# 2** of this guide.

As for the Server Location it should be: <http://mobile.uvc.ca/funambol/ds>

**Please note** that failure in typing the wrong information on this screen will not enable your sync to work correctly.



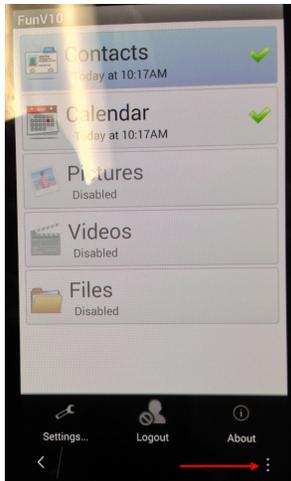
- Once you have accessed the FunV10 application make sure to enable the Contacts and Calendar sync. You can disable the sync of Files, Pictures and Videos (if icon is available) as UVC doesn't sync that information.

You can sync the contacts and calendar individually or click on on the **Sync All** button to sync both the contacts and calendar.

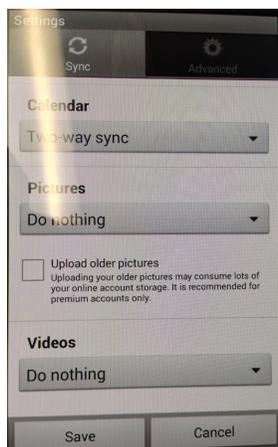
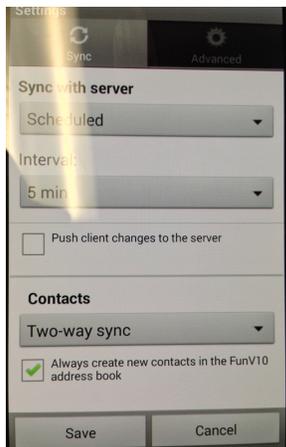


## Possible Issues

1. Make sure that you disable the Pictures, Videos and Files sync. UVC doesn't sync to any of those options. Your FunV10 app main screen should look similar to what is seen below.



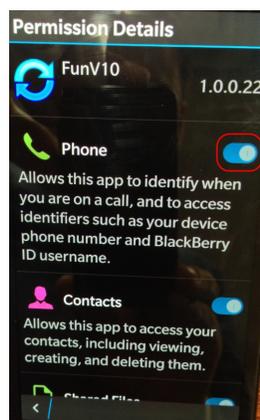
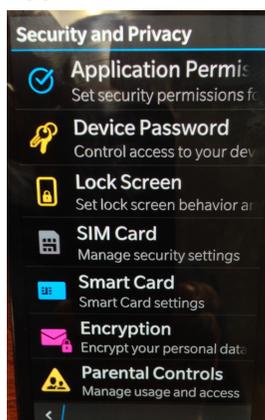
Click on the 3 dots located at the bottom right corner to view the settings.



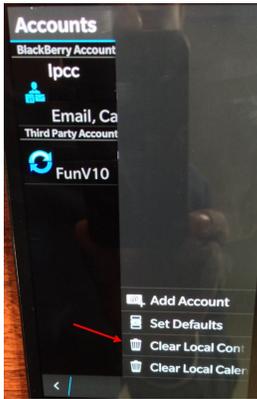
2. You may need to enable the Contacts and Calendar permissions so that FunV10 has access to sync to your Blackberry phone. If the Blackberry allows verify if the Calendar permission to sync are enabled too. If one or both options are not available then FunV10 **will not work** with the option that is not available.

**Note:** FunV10 is an Android base application which will run correctly on Blackberry Android operating systems.

To verify your permission settings you need to go under **Setup -> Settings -> Security and Privacy -> Application Permissions**



3. If your contacts are not synchronizing with your Blackberry phone you may need to **Clear Local Contacts** on your account setup on your phone. If you do make sure to **Restart** your phone.



4. If your calendar is not synchronizing with your Blackberry phone you may need to **Clear Local Calendar** on your account setup on your phone. If you do make sure to **Restart** your phone.



5. Try **disabling the sync of Contacts and Calendar of your accounts** setup on your phone. The options are located under the **Settings** of the selected account. Make sure the slider is no longer green for calendar and contacts. Go back to your FunV10 application and perform a Sync All to re-sync the information.
6. If your contacts and/or your calendar items will not sync with your mobile phone you can do a **Reset All** on your FunV10 application. When performing a **Reset All** make sure to select the option **From Server to Device**.

**Note:** If you do a reset all it will **delete all contacts and calendar events** on your mobile phone and add what is currently in your UVC application to your Blackberry mobile phone.

In certain rare cases it's possible that after the sync you may have more than one of the same contact listed on your phone. In other words it might duplicate contacts. You will need to delete all duplicates manually.

