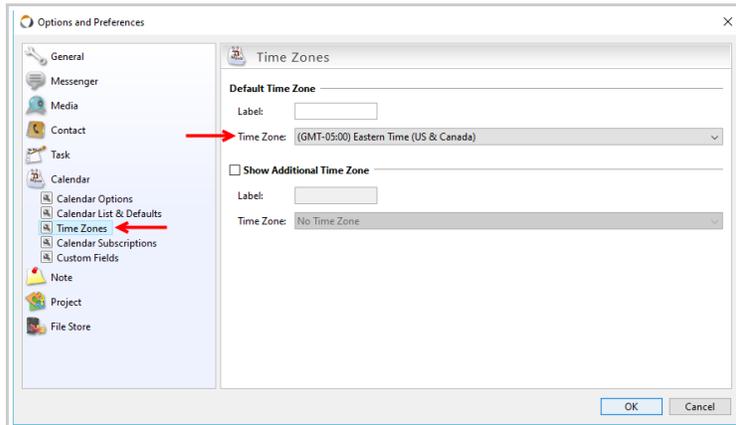


Android Sync Option for UVC

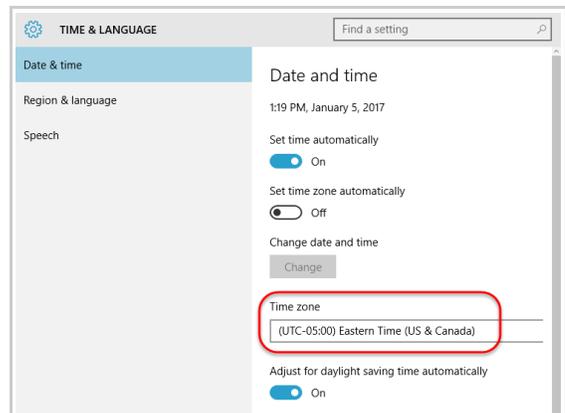
UVC has the ability to sync your contacts and calendar appointments to your mobile Android device. This allows users to add and edit contacts and appointments items in UVC or on their Android mobile electronic device and always have the latest information where ever they are located.

Your first step is to make sure that the **Default Time Zone** is properly configured in your UVC account.

Go to **File -> Options and Preferences -> Calendar -> Time Zone ->** then select your time zone



Verify that the **Time-Zone** setting on your computer's operating system has the correct Time-Zone. Failure for this time zone setting to match the one selected in UVC will result in appointments showing up on different time slots on your calendar.



Your second step is to enable the synchronization option in UVC and create a **new sync password**.

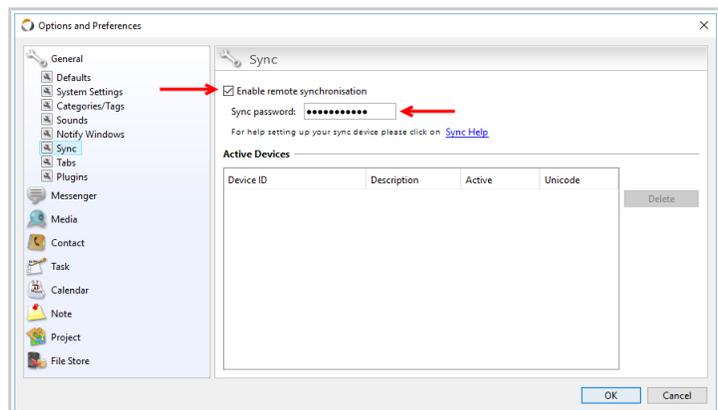
Note: If you already have a sync password it is **mandatory** that you create a new sync password.

Go to **File -> Options and Preferences -> General -> Sync**

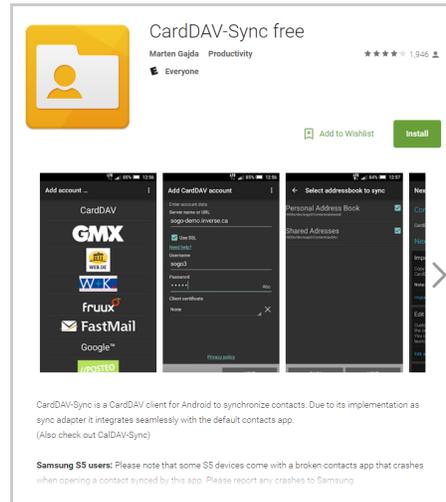
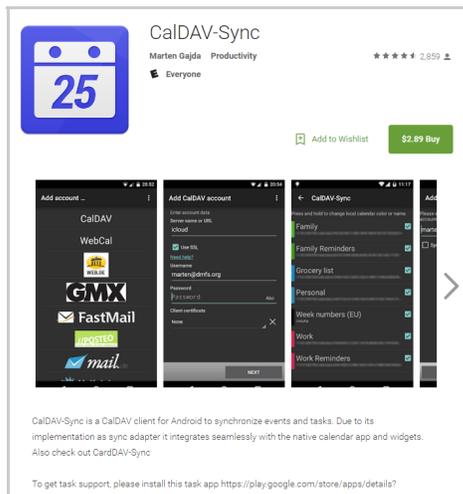
Add a check mark on **Enable remote synchronization**.

Add a new password under the section **Sync password**.

Click on the **OK** button to save your changes.

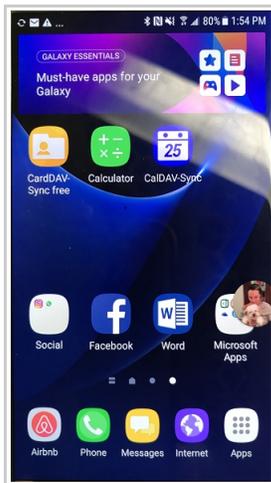


To sync your calendar the **CalDAV-Sync** app is around \$3.00 U.S.
 To sync your contacts the **CardDAV-Sync** app is free.

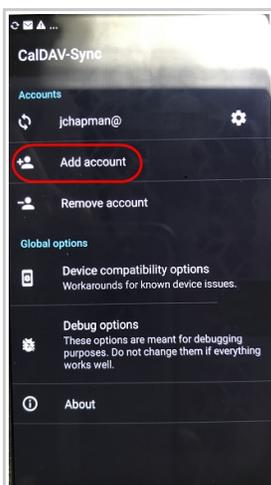


How to sync your calendar

1. Once you downloaded both apps from the Android Store you will see them on your phone as seen below.



2. Click on **CalDAV-Sync** app and then click on the option **Add Account**. Click on the button **CalDAV Account**.



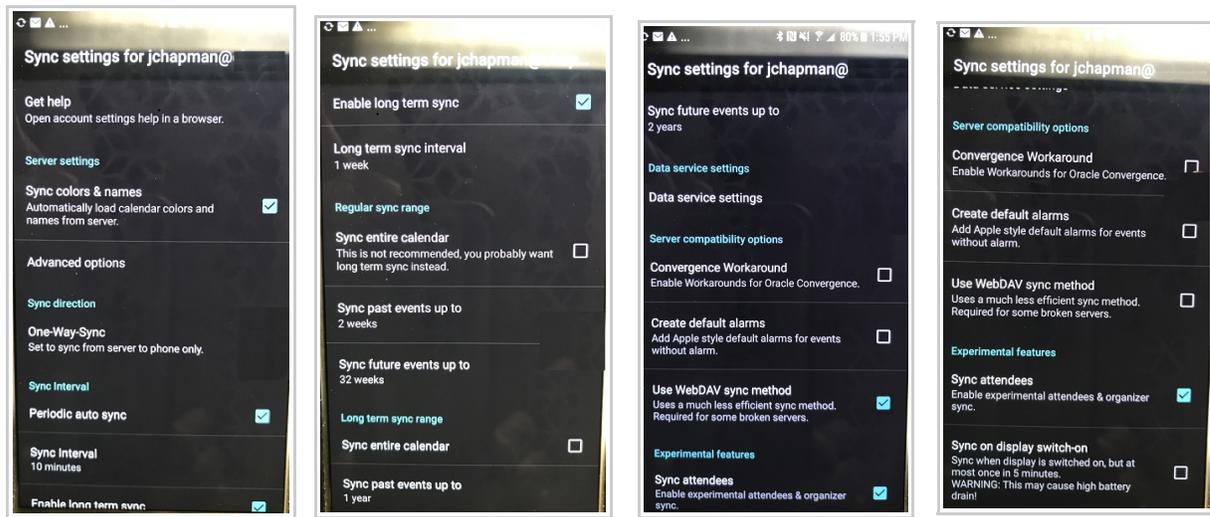
- On this screen you will need to enter the following information:

Server: sync.uvc.ca

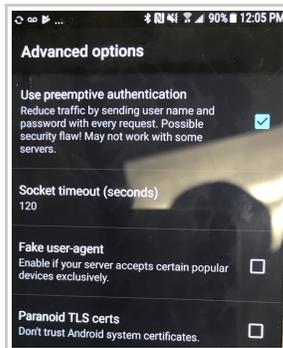
User Name: type your current UVC account username.

Password: type the sync password you created in UVC (*see 1st page for more information*).

- Once all information is correctly entered click the **Done** button and move to the **Next** screen.
- Your mobile device will start “verifying” the configurations you have added to this new account.
Note: *this process may take a couple of minutes or less.*
- It is not mandatory to accept the **SSL certificate**.
- The **CalDAV** settings should be exactly as seen below.

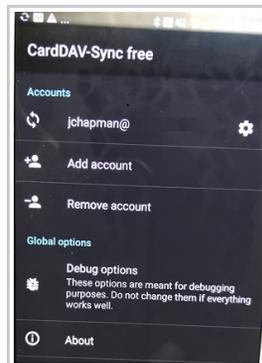


- Click on **Advance Options**.
Select the option **Use preemptive authentication**.



How to sync your contacts

- Click on **CardDAV-Sync** app and then click on **Add Account**.
Click on the button **CardDAV Account**.



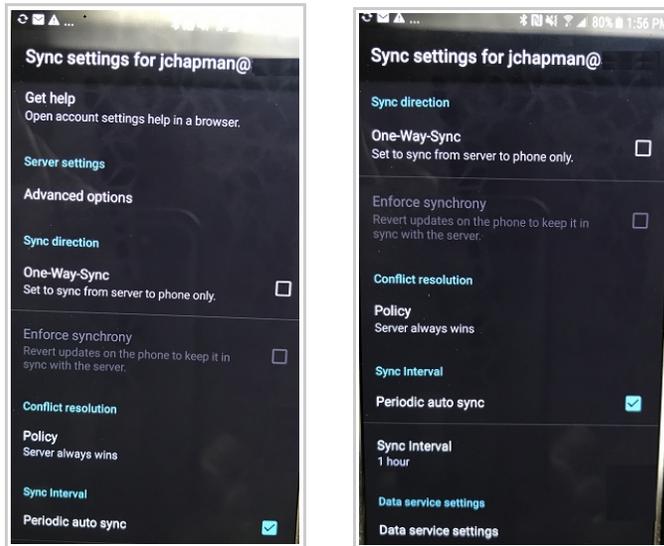
2. On this screen you will need to enter the following information:

Server: sync.uvc.ca

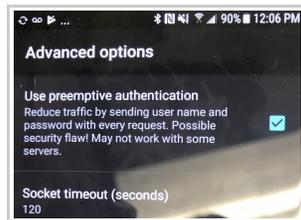
User Name: type your current UVC account username.

Password: type the sync password you created in UVC (*please see 1st page for more information*).

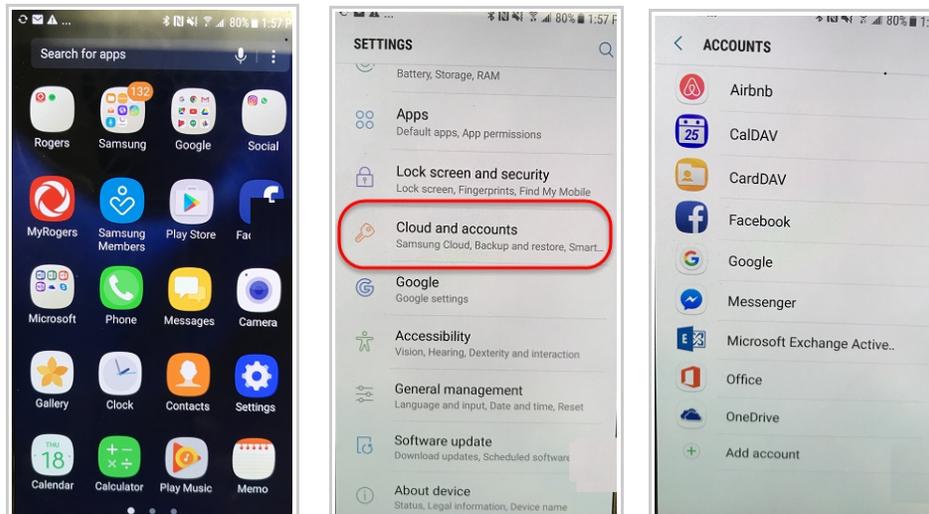
3. Once all information is correctly entered click the **Done** button and move to the **Next** screen.
4. Your mobile device will start “verifying” the configurations you have added to this new account.
Note: *this process may take a couple of minutes or less.*
5. It is not mandatory to accept the **SSL certificate**.
6. The **CardDAV** settings should be exactly as seen below.



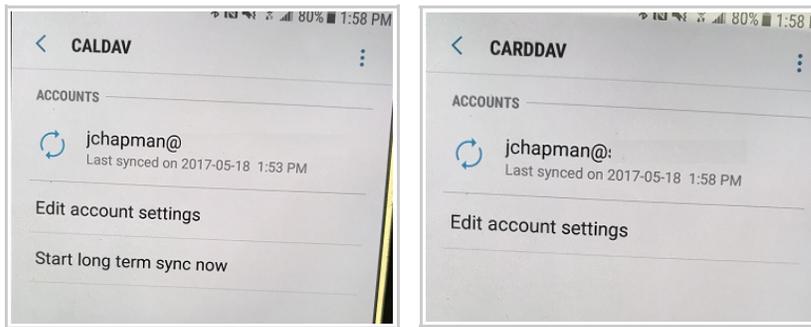
7. Click on **Advanced Options** and select the option **Use preemptive authentication**.



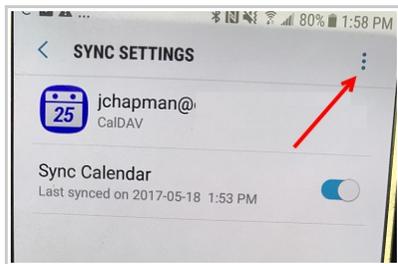
8. The sync of calendar items and contacts will be processed automatically.
But if a manual sync is needed click on **Settings -> Cloud and accounts -> CalDAV or CardDAV**.



9. Click on the email account link to the sync app that you clicked on.

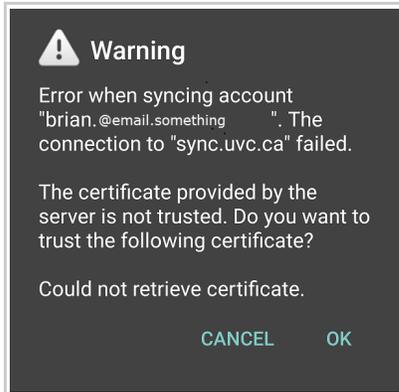


10. Click on the **3 dots** located on the top right corner and select the option **Sync Now**.



Troubleshooting Tips

1. If you see the error message below when you sync your phone simply click on the **OK** button. Ideally it should re-add the certificate.
There could be some communication problem between your mobile phone and the sync server.



For CardDAV:

1. When configuring your CardDAV account make sure to select **CardDAV** and **not CardDAV Address Book**.
2. Makes sure the option **Server to phone sync only** is **not** checked.
3. Under the advanced setting named "Policy".. the options are:
"Server always wins" or
"Phone always wins".
Make sure you select **server always wins**.

FYI

Conflict resolution Policy

This option determines how to handle sync conflicts. A conflict occurs when a modification (i.e. the contact was edited or removed) was made on the phone and on the server at the same time.

Server wins will enforce the server version of the contact in case of a conflict. All modifications on the phone will be overridden by the server version.

Phone wins will enforce the version on the phone. All modifications on the server will be overridden.

For CalDAV:

1. After selecting your calendars to be sync make sure you input or modify the current email address to reflect the email address link to those calendar. For example if it shows alex@localhost change to alex@bell.com (your actual active email address link to the calendar's email account in UVC that you want to sync). This step is not necessary but it allows you to differentiate this account with other accounts that you have already added. Leaving it to "localhost" will not affect the sync to UVC.
2. In the settings for CalDav sync make sure the **"Use WebDav Sync Method"** is checked. This setting resolves in a better synchronization between UVC and the mobile phone.