



APPLICATION USER GUIDE

Application: SyncSuite

Version: 2.0

Description: This document describes how to synchronize your Webmail calendar events and contact details with your mobile device.

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1 Overview

This document describes how to synchronize your Webmail calendar events and contact details with your mobile device. The WebDAV (Web Distributed Authoring and Versioning) protocol is an HTTP-based protocol for data manipulation, which allows the Web to become a writable space. In addition, there are two extended protocols, CalDAV and CardDAV, which allows us to view and edit calendar events and contact details on a mobile device.

- CalDAV – an Internet standard allowing a client to access scheduling information on a remote server.
- CardDAV – an address book client/server protocol designed to allow users to access and share contact data on a server.

The CalDAV and CardDAV protocols are available on devices running the BlackBerry 10OS or the iOS version 5.0 or higher; therefore, no need to install any additional application – you can simply add an account and then sync it with your Webmail account. If you are using an android device running OS Version 4.03 or higher, you must install the SyncSuite application from the Play Store before syncing to your Webmail data.

Webmail uses WebDAV to synch calendar events and contact details to the following devices:

- iPhone
- iPod
- iTouch
- iPad
- Mac computer
- Android mobile device
- BlackBerry Z10

Once a CalDAV account is configured on the device, you can access calendar data from the server, and schedule meetings with other users.

2 Synchronization for an Android Device

Once you have installed SyncSuite, you can add your Webmail email account and use the default mobile calendar app to view your Webmail events.

2.1 Installing SyncSuite 2.0

You can install SyncSuite 2.0 on a mobile device that is using an Android OS version 4.03 or higher.

TO INSTALL SYNC SUITE:

1. Navigate to Google Play.
2. Navigate to the SyncSuite 2.0 application and press **Install**.



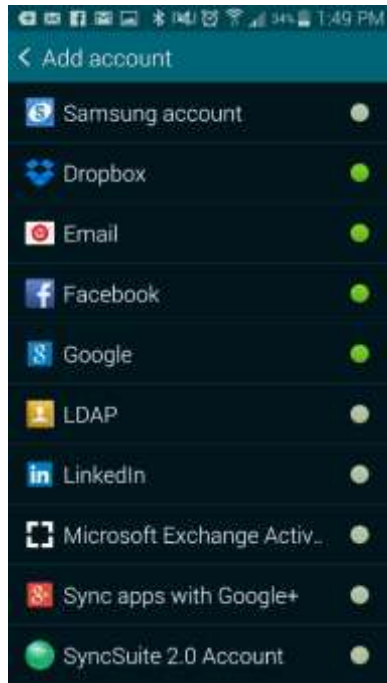
2.2 Adding a New Account

Once you have installed the SyncSuite 2.0, you will need to add your Webmail as an account before you any data can be synched.

TO ADD A WEBMAIL ACCOUNT:

1. Navigate to the application:
 - Tap **Settings**.
 - Tap **Accounts**.
 - Tap **Add Accounts**,

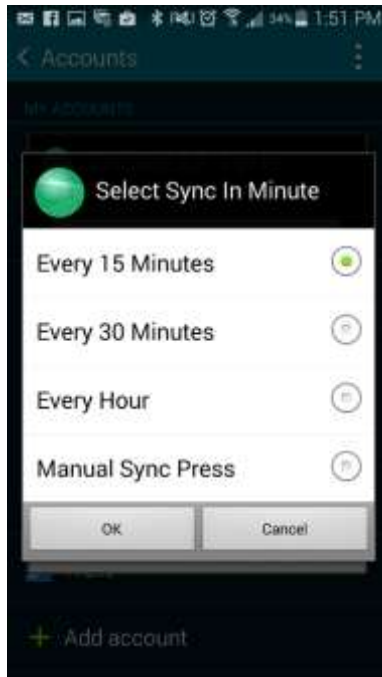
- Tap **SyncSuite 2.0 Account**.



2. Enter your Webmail username <[name@domain.com](#)> & password. Then tap on Refresh to select how often you would like calendar and contact information to be updated.



3. Select the Refresh rate and choose either 15 minutes or more and tap **OK**.



4. Tap on **Sign In**.



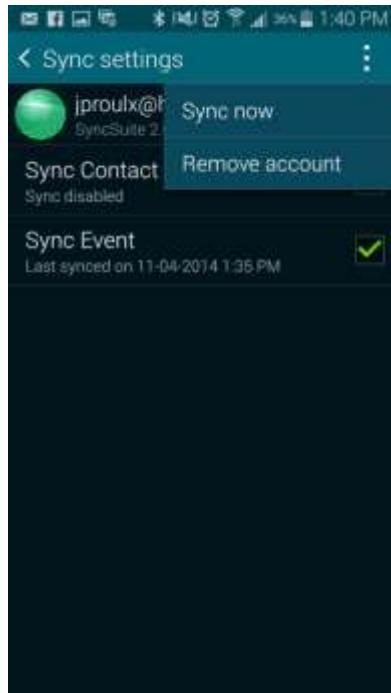
2.3 Changing your Password

If you have changed your Webmail password, the synchronization between SyncSuite and Webmail will be suspended. You must also change your password through SyncSuite before synchronization is to resume.

2.4 Deleting an Account

TO DELETE AN ACCOUNT:

1. Tap the Apps icon and then tap the **Settings** icon.
2. On the Add Account page, tap **SyncSuite 2.0 Account**.
3. Tap the menu button (three dots, top right of screen).
4. Select **Remove Account**.



3 Synchronization for an Apple Device

You can synchronize your Apple device with your Webmail data using the CalDAV and CardDAV protocols. These protocols are native to the iOS version 5.0 or higher.

3.1 Adding a CalDAV Account

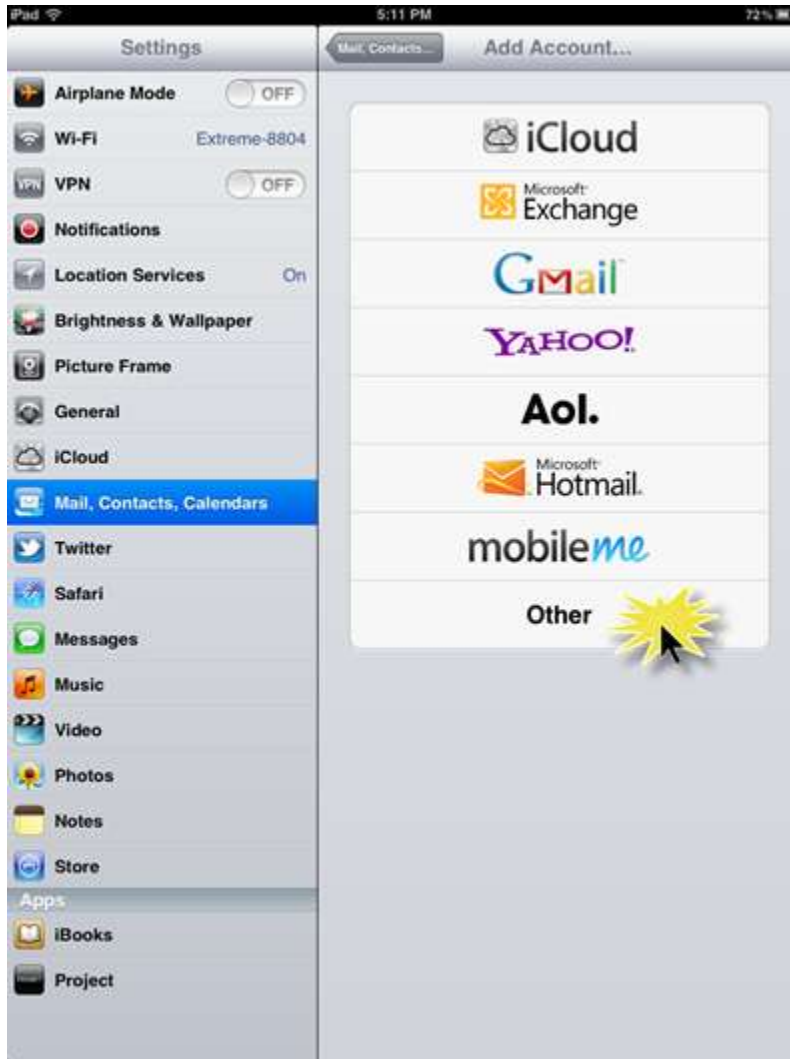
This section describes how to add a CalDAV account to your apple device. You can use CalDAV with your iPhone, iPad or a Mac.

3.1.1 CalDAV for iPad

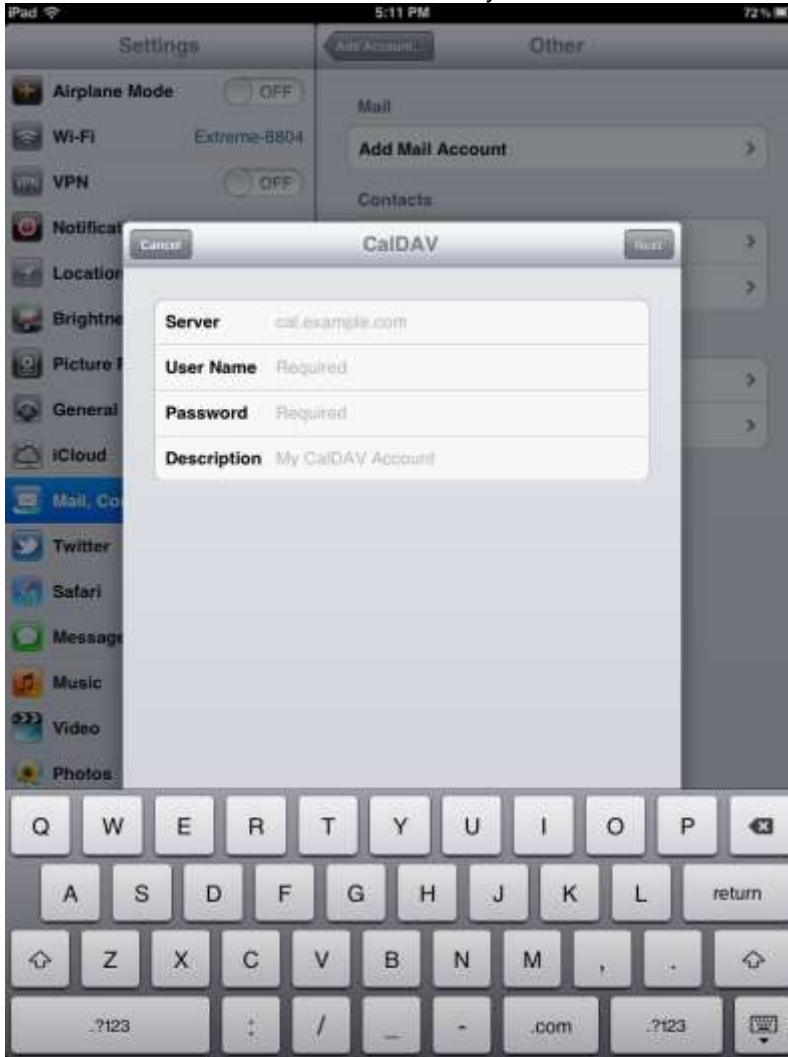
1. On the device Home screen, press **Settings**.
2. On the Settings page, open **Mail, Contacts, Calendars**.



3. Select **Add Account** and then select **Other**.



4. Select **Add CalDAV Account** and enter your account information:



- In the **Server** field, enter ([server.domain.com](#))
- In the **User Name** field, enter your email address.
- In the **Password** field, enter your Webmail password.

5. At the top-right of the screen, press **Next**.

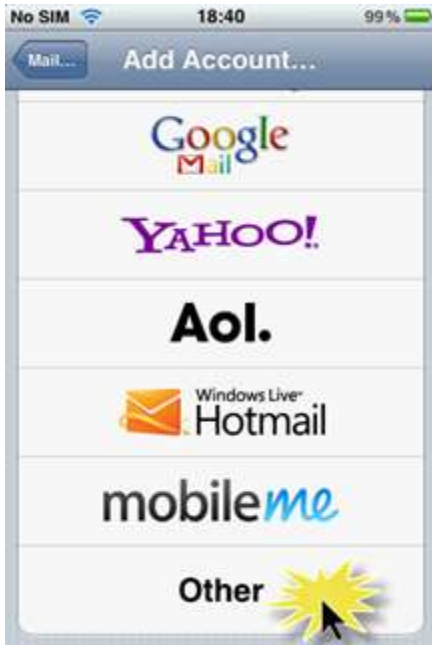
The synchronization service is now connected to your device and your Webmail calendars will be automatically synchronized with your iOS calendars.

3.1.2 CalDAV for iPhone

1. On the device Home screen, press **Settings**.
2. On the Settings page, open **Mail, Contacts, Calendars**.



3. Select **Add Account** and then select **Other**.



4. Select **Add CalDAV Account**.



5. Enter your account information:

- In the **Server** field, enter ([server.domain.com](#))
- In the **User Name** field, enter your email address.
- In the **Password** field, enter your Webmail password.



6. At the top-right of the screen, press **Next**.

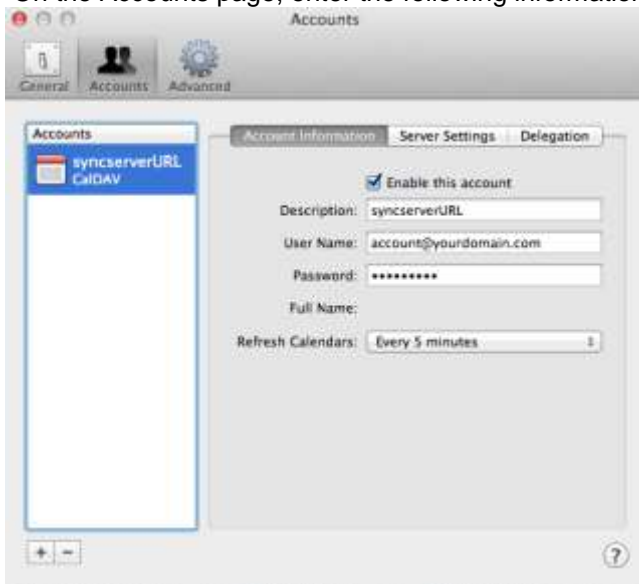
The synchronization service is now connected to your device and your Webmail calendars will be automatically synchronized with your iOS calendars.

3.1.3 CalDAV for Mac

1. Navigate to iCal.
2. Click **Preferences**.
3. On the Preferences page, open **Accounts**.



4. On the Accounts page, enter the following information:



5. Enter your account information:
 - In the **Description** field, enter (server.domain.url)
 - In the **User Name** field, enter your email address.
 - In the **Password** field, enter your Webmail password.

6. Click **Next**.

The synchronization service is now connected to your device and your Webmail calendars will be automatically synchronized with your iOS calendars.

3.2 Adding a CardDAV Account

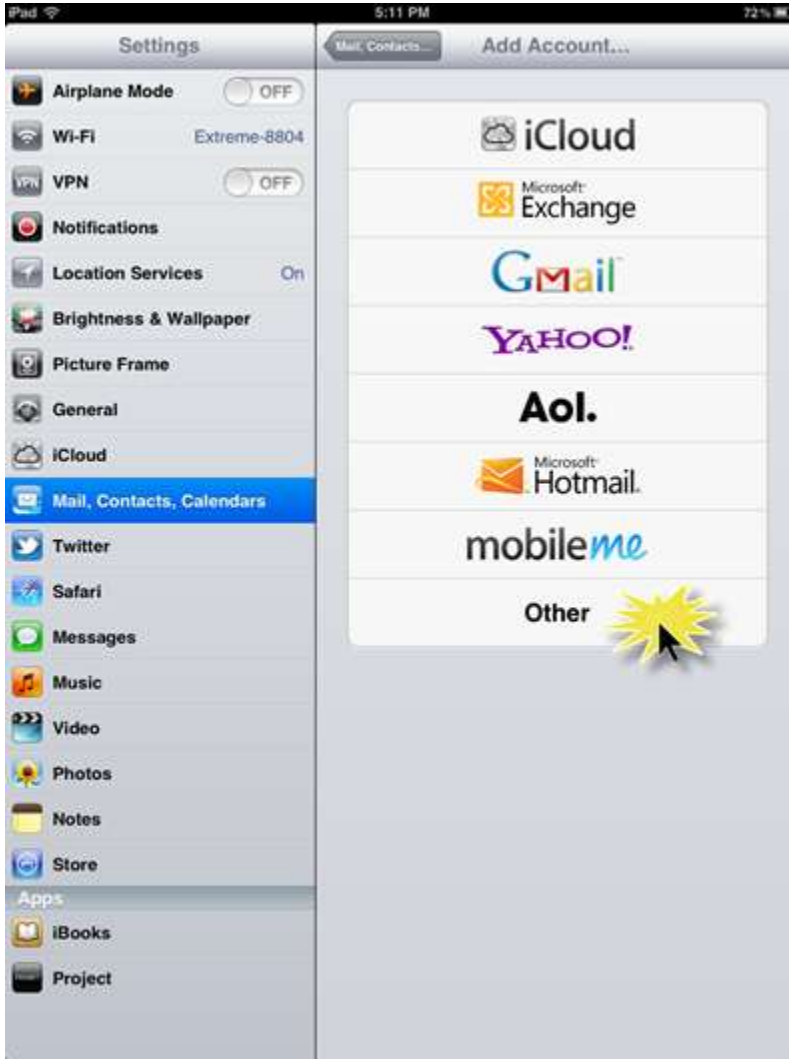
This section describes how to add a CardDAV account to your apple device. You can use CardDAV with your iPhone, iPad or a Mac.

3.2.1 CardDAV for iPad

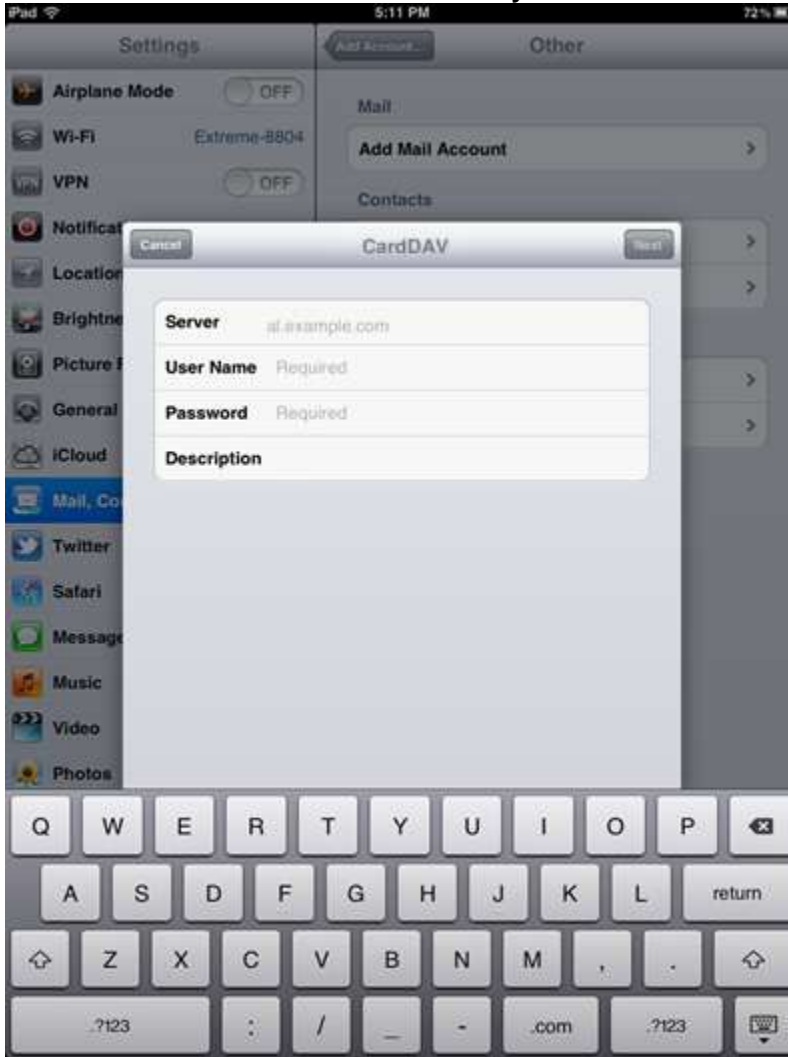
1. On the device Home screen, press **Settings**.
2. On the Settings page, open **Mail, Contacts, Calendars**.



3. Select **Add Account** and then select **Other**.



4. Select **Add CardDAV Account** and enter your account information:



- In the **Server** field, enter ([server.domain.com](#))
- In the **User Name** field, enter your email address.
- In the **Password** field, enter your Webmail password.
- Enter a description.

5. At the top-right of the screen, press **Next**.

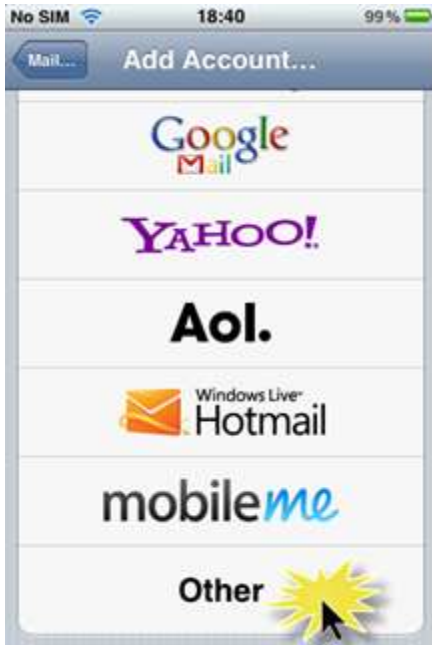
The synchronization service is now connected to your device and your Webmail calendars will be automatically synchronized with your iOS calendars.

3.2.2 CardDAV for iPhone

1. On the device Home screen, press **Settings**.
2. On the Settings page, open **Mail, Contacts, Calendars**.



3. Select **Add Account** and then select **Other**.



4. Select **Add CardDAV Account**.



5. Enter your account information:

- In the **Server** field, enter ([server.domain.com](#))
- In the **User Name** field, enter your email address.
- In the **Password** field, enter your Webmail password.



6. At the top-right of the screen, press **Next**.

The synchronization service is now connected to your device and your Webmail calendars will be automatically synchronized with your iOS contact list.

3.3 Modifying the Synchronization Settings

This section describes how to modify the frequency of synchronization between Webmail and your device. Once you have added and configured a CalDAV account to sync with your Webmail account, you can adjust the default sync/refresh settings.

The fetch interval can be changed using one of the following values:

- Every 15 Minutes (default)
- Every 30 Minutes
- Hourly
- Manually

TO CHANGE THE FETCH INTERVAL:

1. On the device Home screen, press **Settings**.
2. On the Settings page, open **Mail, Contacts, Calendars**.
3. Press **Fetch New Data**.
4. On the Fetch New Data screen, select the desired time interval

4 Synchronization for a BlackBerry Device

You can synchronize your BlackBerry device with your Webmail data using the CalDAV and CardDAV protocols. These protocols are native to the BlackBerry 10 OS. If you are using a device with an earlier OS, please use SyncSuite.

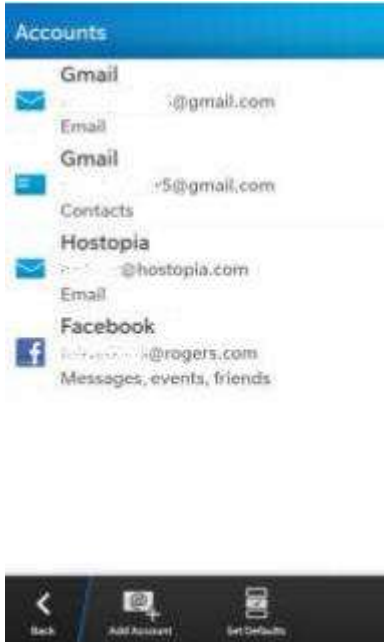
4.1 Adding a CalDAV Account

This section describes how to add a CalDAV account to your blackberry device.

1. On the device Home screen, press **Settings**.
2. On the Settings page, select **Accounts**.



3. Select **Add Account** and then select **Advanced**.



4. Select **Add CalDAV Account**.



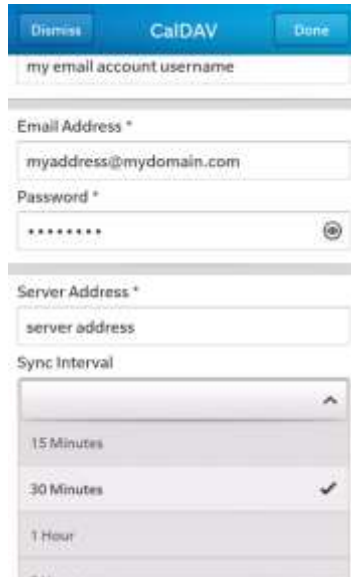
5. Enter your account information:
 - In the **User Name** field, enter your email address.
 - In the **Email Address** field, enter your email address.
 - In the **Password** field, enter your Webmail password.
 - In the **Server** field, enter ([server.domain.com](#))



The screenshot shows the CalDAV setup screen with the following fields filled out:

- Description:** webmail
- Username *:** my email account username
- Email Address *:** myaddress@mydomain.com
- Password *:** (masked with dots)
- Server Address *:** server address
- Sync Interval:** 30 Minutes

- Select **Sync Interval**.



The screenshot shows the CalDAV setup screen with the Sync Interval dropdown menu open. The options are:

- 15 Minutes
- 30 Minutes (selected with a checkmark)
- 1 Hour

6. At the top-right of the screen, press **Done**.

The synchronization service is now connected to your device and your Webmail calendars will be automatically synchronized with your BlackBerry calendars.

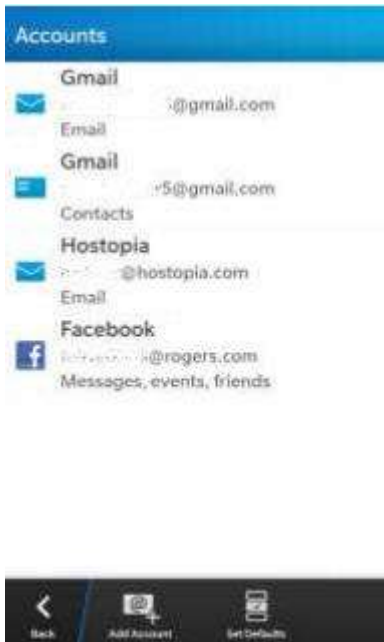
4.2 Adding a CardDAV Account

This section describes how to add a CardDAV account to your blackberry device.

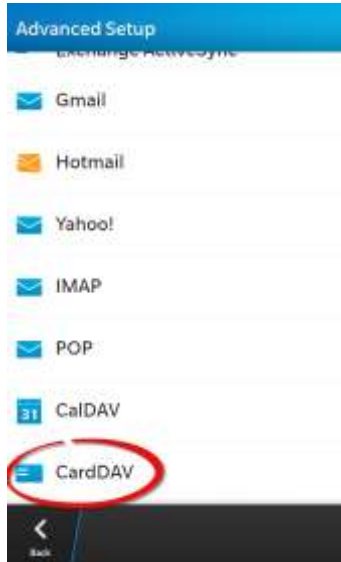
1. On the device Home screen, press **Settings**.
2. On the Settings page, select **Accounts**.



3. Select **Add Account** and then select **Other**.



4. Select **Add CardDAV Account**.

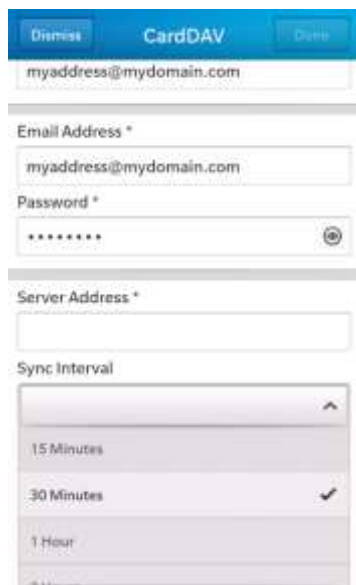


5. Enter your account information:

- In the **User Name** field, enter your email address.
- In the **Email Address** field, enter your email address.
- In the **Password** field, enter your Webmail password.
- In the **Server** field, enter ([server.domain.com](#))

A screenshot of the 'CardDAV' account setup form. The form has a blue header with 'Dismiss' buttons on either side and the title 'CardDAV'. Below the header is a '* Required Fields' label. The form contains several input fields: 'Description' (with the text 'calendar events'), 'Username *' (with the text 'myaddress@mydomain.com'), 'Email Address *' (with the text 'myaddress@mydomain.com'), 'Password *' (with a masked password '*****' and a visibility toggle icon), 'Server Address *' (empty), and 'Sync Interval' (with a dropdown menu showing '30 Minutes').

- Select **Sync Interval**.



Dismiss CardDAV Done

myaddress@mydomain.com

Email Address *

myaddress@mydomain.com

Password *

Server Address *

Sync Interval

15 Minutes

30 Minutes ✓

1 Hour

6. At the top-right of the screen, press **Done**.

The synchronization service is now connected to your device and your Webmail calendars will be automatically synchronized with your BlackBerry contact list.

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This section describes how to modify the frequency of synchronization between Webmail and your device. Once you have added and configured a CalDAV and CardDAV accounts to sync with your Webmail account, you can adjust the default sync/refresh settings.

The fetch interval can be changed using one of the following values:

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