

FirstClass For Web Browsers

FirstClass Web Services 12.1 SP1

Synchronizing with Mobile Devices

OPENTEXT | FirstClass™

The screenshot shows the 'Preferences' dialog box for 'Handheld Devices'. It is divided into sections for 'Device 1', 'Contacts', 'Calendar', and 'Tasks'. Each section contains fields for synchronization settings, including 'Active' status, 'Wipe status', 'Unique identifier', 'Information', 'Conflict resolution policy', and 'Synchronize only after date'. The 'Contacts' section includes 'Most recent synchronization', 'Next synchronization', and 'Device can delete'. The 'Calendar' section includes 'Most recent synchronization', 'Next synchronization', 'Device can delete', 'Export attendees', and 'Import attendees'. The 'Tasks' section includes 'Most recent synchronization', 'Next synchronization', and 'Device can delete'. 'Cancel' and 'Save' buttons are at the bottom right.

Section	Field	Value
Device 1	Active	<input checked="" type="checkbox"/>
	Wipe	<input type="checkbox"/>
	Wipe status	[Dropdown]
	Unique identifier	2147483627
	Information	2147483627
Conflict resolution policy	Keep FirstClass changes, discard device changes	[Dropdown]
	Synchronize only after date	Tuesday, January 21, 2014 08:52 PM
Contacts	Most recent synchronization	Monday, April 13, 2015 12:31 PM
	Next synchronization	Normal (changes)
	Device can delete	<input type="checkbox"/> (null)
	Export attendees	<input type="checkbox"/>
Calendar	Most recent synchronization	Monday, July 27, 2015 06:05 PM
	Next synchronization	Slow (full)
	Device can delete	<input type="checkbox"/> (null)
	Export attendees	<input type="checkbox"/>
	Import attendees	<input type="checkbox"/>
Tasks	Most recent synchronization	Monday, July 27, 2015 06:06 PM
	Next synchronization	Normal (changes)
	Device can delete	<input type="checkbox"/> (null)

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v1.0 - August, 2015



Synchronizing FirstClass with your mobile devices

Note

For FirstClass to support synchronization, your administrator must have installed **FirstClass Synchronization Services**. If you are unsure whether you can synchronize, check with your administrator.

You can access your FirstClass contacts and calendar items (events and tasks) with the native applications on your mobile devices. To do this, your devices need to be able to synchronize with the FirstClass server, so that the content is the same whether you are using FirstClass or your mobile device's native application. You can synchronize up to four mobile devices using SyncML or ActiveSync.

To specify how you want FirstClass to synchronize with your devices, choose **Preferences** from the application menu, then update the **Handheld Devices** sections (one section for each device). The first time you synchronize with a device, FirstClass automatically fills in the first unused section. You can configure your devices in these sections even if you haven't yet synchronized. Just be sure that you synchronize your devices in the section order (synchronize the device configured in the first section first, and so on).

The screenshot shows the 'Preferences' dialog box with the 'Handheld Devices' section expanded for 'Device 1'. The following table summarizes the annotated fields and their values:

Annotation	Field Name	Value / Option
1	Active	<input checked="" type="checkbox"/>
2	Wipe	<input type="checkbox"/>
3	Wipe status	[Dropdown menu]
4	Unique identifier	2147483627
5	Information	2147483627
6	Conflict resolution policy	Keep FirstClass changes, discard device changes
7	Synchronize only after date	Tuesday, January 21, 2014 08:52 PM
8	Most recent synchronization (Contacts)	Monday, April 13, 2015 12:31 PM
9	Next synchronization (Contacts)	Normal (changes)
10	Device can delete (Contacts)	<input type="checkbox"/> (null)
11	Export attendees (Calendar)	<input type="checkbox"/>
12	Import attendees (Calendar)	<input type="checkbox"/>

At the bottom of the dialog, there are 'Cancel' and 'Save' buttons.

Field	Description
Active ¹	This is ticked automatically the first time the device is synchronized. You can remove active synchronization for this device by clearing this checkbox.
Wipe ²	If your device is lost or stolen, tick this checkbox for security. Your device determines what happens when you do this.
Wipe status ³	The status of the wipe action.
Unique identifier ⁴	A code that identifies the device. This is filled in automatically the first time the device synchronizes.
Information ⁵	Information about your device that is filled in automatically the first time the device synchronizes.
Conflict resolution policy ⁶	<p>Choose what to do when an object has been changed on both the server and the device since the last synchronization.</p> <p>Keep FirstClass changes, discard device changes discards the change on the device and synchronizes the change from the server.</p> <p>Keep device changes, discard FirstClass changes discards the change on the server and synchronizes the change from the device.</p> <p>Duplicate changes on FirstClass and device synchronizes the changes from both devices. No change is discarded or overwritten. This results in multiple copies.</p>
Synchronize only after date ⁷	<p>Specify a date threshold for synchronization of calendar items. The default is the date on which the initial synchronization takes place. We recommend you advance this date from time to time to prevent unnecessary transfer of old data.</p> <p>To specify the date, select this field and update the popup calendar just as you would a popup calendar on a calendar item.</p>
Most recent synchronization ⁸	The date of the last synchronization of your contacts and calendar items. Don't update these fields.
Next synchronization ⁹	<p>Choose the level of synchronization you want the next time this device synchronizes.</p> <p>Slow (full) makes the device send all information to the server. The server compares it to what it has stored, and decides what needs to be added, deleted, or updated. This happens by default during the initial device synchronization, and when a previous synchronization has failed.</p> <p>Normal (changes) means only changes are sent to and from the server. This is the typical synchronization mode.</p>

<p>Device can delete ¹⁰</p>	<p>Tick this checkbox for applicable object types if you want deletions on your device to be synchronized to the server.</p> <p>Warning Some devices will send a "delete all" command if an object has been purged on the device. This means that if you've accidentally deleted your contacts or calendar on your device, this deletion will also occur on the server.</p>
<p>Export attendees ¹¹</p>	<p>Tick this checkbox to export attendees information from the server to your device along with the other event information.</p> <p>Attendees will be exported as they appear in the calendar event list on the server. Some devices can't correctly resolve FirstClass names as they appear in the Directory, and this may cause your synchronization to fail. ActiveSync will export and import only email addresses.</p>
<p>Import attendees ¹²</p>	<p>Tick this checkbox to import attendees information from your device to the server along with the other event information.</p> <p>Attendees information imported from the device will be email addresses, not FirstClass names.</p>