TopSync iOS Client for iPhone/iPad/iPod Quick Start Guide

Getting Started

The **TopSync iOS Client** enables you to synchronize contacts and appointments stored on your iPhone, iPad or iPod with your cloud online account and with any other phone, tablet or computer you might have.

After the client installation, you'll find a new **TopSync** icon in the applications list; click on it to start. When running for the first time, you will be prompted to login to you TopSync account. Provide the requested TopSync account E-mail and password to login. If you are a new user a new TopSync account will be created for you automatically.

Important! In order to synchronize your personal data with other devices you must use **the same account on all devices**.

Note: the application needs an active internet connection; refer to your device's manual to set this up.

Synchronizing Your Data

Your device is now ready for the first synchronization using the default settings. Refer to **Changing Your Preferences** section for more information.

The main screen of the application looks as follows:

During the initial sync all contacts and appointments stored on your device will be copied to the cloud and vice versa.

To synchronize all enabled data sources, press **Sync All**.

You may sync a single data type only (e.g. Contacts) by clicking on the corresponding shortcut bar.

Important! On devices with **iOS 6.0** and higher during the first synchronization allow TopSync to access Contacts and Calendars on your devic. Otherwise, you will not be able to synchronize your data! If you have denied access to Calendar and Contacts mistakenly, you can enable it again in the device Settings (*Settings > Privacy > Contacts, Calendars*).

While the sync is in progress, you will see a spinning icon next to the data type that is being synchronized.

You can interrupt the process by pressing **Cancel Sync.**

When done, the date and time of the last successful Synchronization will be displayed for each data type.

Note: the first time that you sync, it may take a few minutes to complete, depending on the amount of data that is being synchronized and on the network speed.

Changing Your Preferences

To change or check how the client works, from the main screen click on **Settings**.
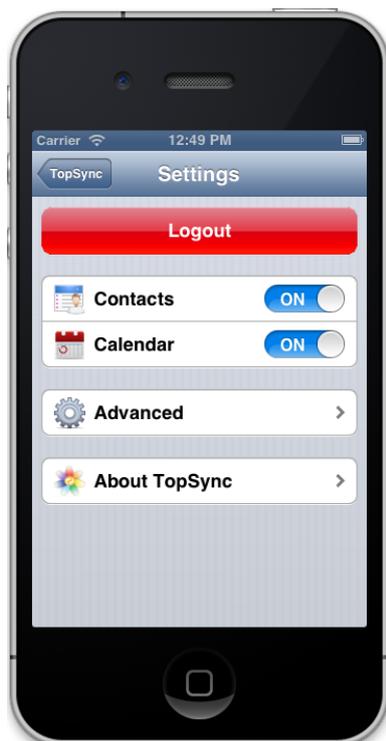
Contacts and Calendar are always synched two-way. Changes on the device are reflected online, and vice versa.

You may switch the synchronization ON and OFF for each particular data type.

Advanced Topics

Login – Logout

From the **Settings** screen, press the **Logout** button in order to disable all client functionalities and exit from the current account. Once out, you can login again to re-enter into the client, to the same or a different account.

Logging

Logging can be configured at different levels: the deeper the level of tracked information, the better for troubleshooting purposes, but performance can be slightly affected.

From the **Settings** screen, enter the **Advanced** section and then the **Log** menu; **Log Level** options are:
- **Error**: tracks error codes only;
- **Info** *(default)*: tracks all synchronization activity;
- **Debug**: tracks more details about client-server communication.

For self-troubleshooting, **View Log** displays the latest log.

Resetting Your Data

The reset operation may be useful if you wish to delete all data on your device and download a fresh copy from the cloud or vice versa.

Important! Before resetting, please note that new data on the client or on the cloud not yet synchronized may be permanently lost.

From the **Settings** screen, enter the **Advanced** section and then press **Reset**. Once you select **Start Reset...** you will be asked to choose the direction of the reset and the data type.

Reset my mobile device deletes all data on your device and replaces with a fresh copy from your online account.

Reset my online account deletes your online data and replaces with data from your device.

Sync Errors

The most common errors that may occur are:
- **Network error**: appears if the synchronization process failed due to coverage issues or if the server is unreachable (e.g. server is under maintenance). You should check your Internet connection settings.
- **Insufficient disk space**: appear when online data cannot fit in the available storage on the device. You should free up storage on the device by deleting items.
- **Unexpected error**: appears for temporary system errors. Usually simply retrying solves the issue.

System Requirements

The TopSync iOS Client works on iPhone, iPad and iPod touch running iOS version 3 and higher.

Note: Calendar synchronization is available for iOS version 5 and higher only.