

# TopSync Android Client Quick Start Guide

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## Getting Started

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The **TopSync** client enables to keep contacts, calendar events, tasks, and notes on your Android device in sync with your online cloud 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 your 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**.

At this point, contacts and events will be kept in sync between your TopSync address book and calendar on your device and your online account. If other address books are present on your device, you will be invited to import from them to the TopSync address book.

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

After successful installation and configuration the main screen will appear.

**Note:** For synchronization of Tasks installation of third party software [Astrid Tasks](#) is required.

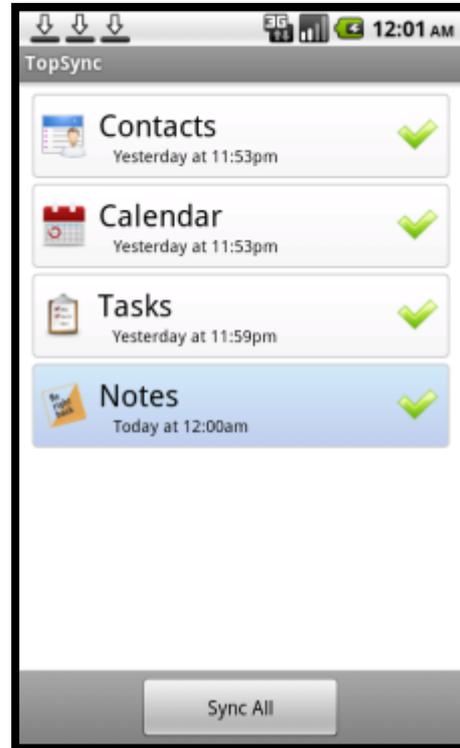
**Note:** For synchronization of Notes installation of third party software [OI Notepad](#) is required.

## Synchronizing Your Data

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Your device is now ready for the first synchronization using the default settings. Refer to [Changing Your Preferences](#) section for more information.

During the initial sync all TopSync contacts and calendar events stored on your device will be copied to your online account 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.

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

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

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**Note:** always remember to press **Save** when done with any change.

To change or check how the client works, from the main screen press the Menu button and then **Settings**.

## Sync Preferences

The **Sync with server** setting allows to define when to synchronize the local data with the cloud:

- **Manual** (*default*): syncs manually only;
- **Scheduled**: syncs at predefined intervals (default: 15 minutes).

The option **Push client changes to the server** enables the changes made on your device to be immediately synchronized to the cloud.

## Data Types and Sync Direction

Contacts, calendar, and files are always synced two-way. Changes on the device are reflected online, and vice versa.

## Advanced Topics

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### Login - Logout

You can disable all client functionalities and exit from the current account by pressing Menu and then **Logout**. Once out, you can login again to re-enter into the client, to the same or a different account.

### Import Contacts

If **Always create new contacts in the TopSync address book** (next to the **Contacts** setting) is checked, new contacts created are automatically added to the TopSync address book.

You can also import contacts from other address books on your device (**Import...** command, under **Settings / Advanced**). Each address book can be imported only once.

### 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 / Advanced** section, the **Logging Level** options are:

- **Error** (*default*): tracks error codes only;
- **Info**: tracks all synchronization activity;
- **Debug**: tracks more details about client-server communication;
- **Trace**: tracks all info about errors, including specific reference to the code.

For self-troubleshooting, **View Log** displays

the latest log. **Send Log** allows to send it to your service provider, in case further assistance is required.

## 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 **Settings / Advanced**, enter the **Reset** section and press **Start Reset...**: you will be asked to choose the direction of the reset and the data type (only Contacts and Calendar are currently available for reset).

**From server to device** deletes all data on your device and replaces with a fresh copy from the cloud; **From device to server** 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 coverage and if the server url is correct, and then try again later.
- **Unexpected error**: appears for temporary system errors. Usually simply retrying solves the issue.

## System Requirements

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The TopSync Android Client works on Android phones or tablets, version 2.x or later.

**Note:** Calendar available on 2.2 or later.

**Note:** Uninstalling the client will **DELETE** contacts and calendar associated to the **TopSync** account.