



# Spanning Sync

## User's Guide

*Synchronize Google Calendar and Apple iCal. Share calendars between multiple Macs. Share calendars with your coworkers, family, and friends. And while you're at it, connect Google Calendar to your iPod, mobile phone, and other devices.*



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# System Requirements

- Requires Mac OS X 10.4.8 or later, compatible with Mac OS X 10.5 “Leopard”
- Universal Binary runs natively on both Intel and PowerPC



- Compatible with most software and devices that sync with Apple Sync Services\*

\* Microsoft Entourage is not currently supported. See the Troubleshooting section for more information.

# Installation

Installing Spanning Sync is easy:

1. Unarchive the downloaded .zip file.

Note: Stuffit Expander may have difficulty opening this file. Right-click (or control-click) the file and select "Open with BOMArchiveHelper".

2. Double-click the installer package.
3. Follow the instructions in the installer.
4. When installation is complete, the Spanning Sync preference pane will open automatically.

The Spanning Sync download package includes an Uninstaller which will completely uninstall Spanning Sync, should you ever need to do so.

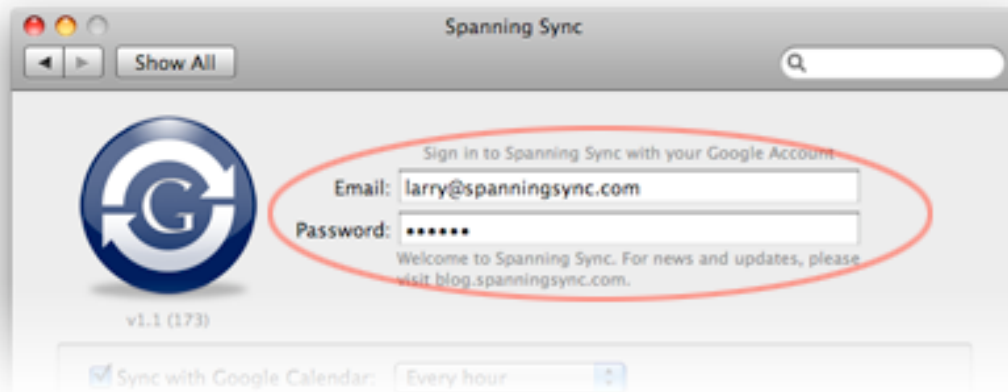


# Getting Started

Once you've downloaded and installed Spanning Sync, you're ready to start synchronizing your iCal and Google calendars.

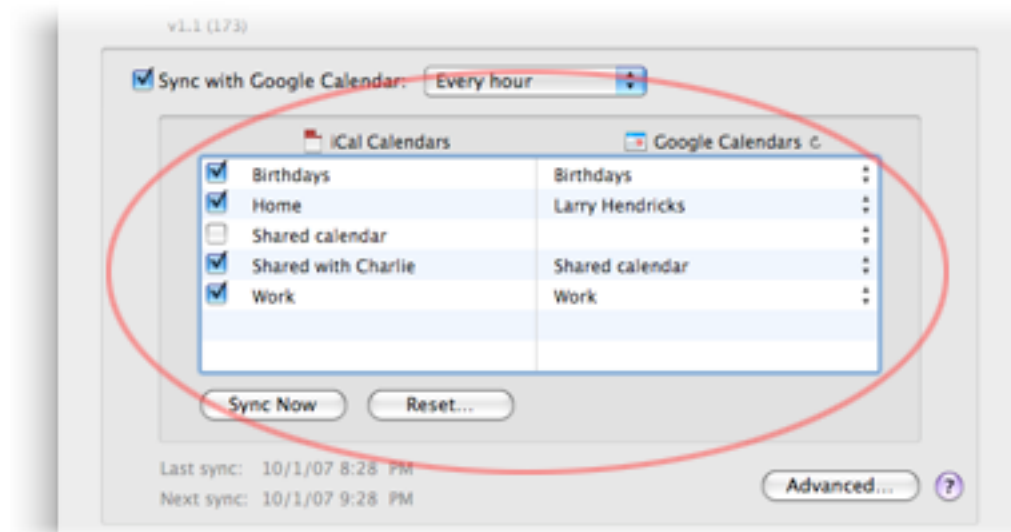
*Important: If you already subscribe to any of your Google calendars in iCal via its ICAL feed, be sure remove these from iCal before syncing with Spanning Sync. Having the same calendar events in multiple calendars confuses Apple Sync Services and can result in data loss.*

- Enter your Google or Google Apps for Your Domain email address in the email field along with your Google password.



When you enter your password and press return (or tab), Spanning Sync retrieves your Google calendars from Google. You're now ready to pair your iCal calendars with your Google calendars.

- In the list you'll see your iCal calendars on the left. Click the checkbox next to each iCal calendar that you wish to sync, then select the Google calendar you'd like to pair it with.

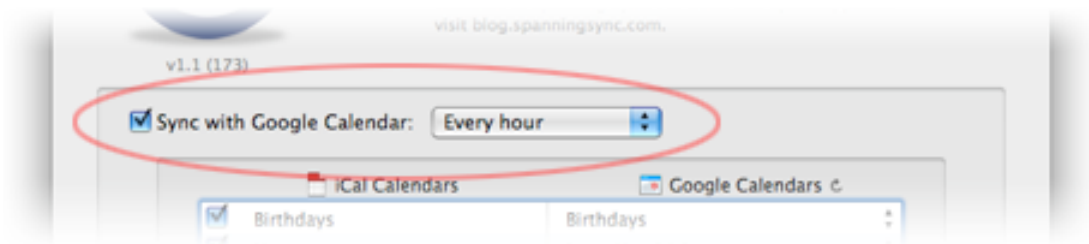


In Spanning Sync, calendar pairs are always one-to-one, that is, each iCal calendar syncs with at most one Google calendar. Synchronization occurs in both directions unless one of the calendars is read-only (like a calendar of holidays or a shared calendar to which you have read-only access).

Continue to pair as many iCal and Google calendars as you like.

*Important: Please see the [Backing Up](#) section before proceeding.*

- Enable automatic syncing by checking the “Sync with Google Calendar” checkbox and selecting a sync interval. By default, Spanning Sync will synchronize every hour.



If you'd like to begin a sync immediately, click Sync Now.

Note: The first sync session always takes much longer than subsequent syncs because every single calendar event has to be sent over the network. For very large calendars the first sync can take up to 30 minutes.

- That's it! Your calendars are now automatically synchronized in both directions. If you are syncing any other devices or applications with calendars on your Mac, they will reflect new and updated events in Google Calendar.

Use the menu bar icon to manually start a sync, to check the time of the last sync, or as a shortcut to the preference pane. To turn the menu bar icon off, uncheck the "Show status in menu bar" checkbox in the preference pane.

## Backing Up

Calendars can be among the most important things on your computer. While we've rigorously tested Spanning Sync, it's difficult to predict what will happen when several applications and devices are syncing the same data at the same time. For this reason, we highly recommend backing up both your Google and iCal calendars.

- To backup your iCal calendars, open iCal and select "Back up iCal" from the File menu.

Note: When first opened, Spanning Sync creates a one-time backup of your iCal folder and stores it at ~/Library/Application Support/Spanning Sync/iCal-backup.zip.

- To restore your iCal calendars, open iCal and select "Restore iCal" from the File menu.

- To backup your Google calendars:

1. Go to [google.com/calendar](https://google.com/calendar) and click the manage calendars link.
2. Click the calendar you want to backup.
3. At the bottom near "Private Address," right-click (or control-click) ICAL and select "Download Linked File" (in Safari, similar in others). Store these files in a secure location.

- To restore your Google calendars:

1. Go to [google.com/calendar](https://google.com/calendar) and click the manage calendars link.
2. Click the Add popup button in the left sidebar and select "Import Calendar."
3. Choose a file, choose a calendar, and import.



# Registration

You can try Spanning Sync free for up to 15 days. After the trial period, the software will stop synchronizing your calendars and prompt you to either register or uninstall.

To register, open the Spanning Sync preference pane, wait for the prompt, and click the “Buy” link. You must login to Spanning Sync using a valid Google Account and password in order for the prompt to appear.

# Tips and Tricks

## **Speed Things Up With Aged Event Filtering**

Power iCal users can have calendars going back several years and containing many thousands of events. By telling Spanning Sync to ignore these old events, you can finish your syncs much faster. To do so, select the Advanced button in the pref pane.

## **Sync Multiple Macs**

Spanning Sync can do much more than just sync your iCal and Google calendars. By using Google as a “hub,” you can sync the calendars on multiple Macs to each other.

Syncing multiple Macs is easy.

1. Create new Google calendars for each of the iCal calendars you wish to sync.
2. If you haven't done so already, create matching iCal calendars on all of the Macs that you want to sync.
3. Install Spanning Sync on each of the Macs.
4. On each Mac, enter the same Google account name and password and pair the same iCal calendars to the same Google calendars. The Spanning Sync preference pane should look nearly identical on each computer.
5. Begin syncing each Mac with Spanning Sync.

## Sync Multiple Google Accounts

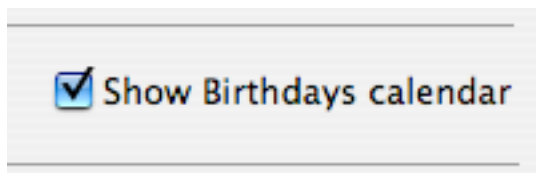
You may have multiple Google accounts for which you use Google Calendar, and yet want to sync these to a single Mac. This is made possible by Google's calendar sharing feature.

1. We'll call whichever Google account has the most calendars that you're interested in your "primary" account.
2. Login to Google Calendar for the other accounts and share your calendars with the primary account. Be sure to enable full read/write permissions ("Make changes to events") for the primary account.
3. Login to Spanning Sync using your primary Google account. You should see calendars from *all* of your shared accounts and can now sync all of them with iCal.

## Sync Address Book Birthdays

A little-known feature of iCal and Address Book lets you create a virtual Birthdays calendar and sync it to Google.

1. Open iCal, go to preferences, and select "Show Birthdays calendar."



2. If you haven't done so already, add a Birthday field to the Address Book template and start adding birthdays for your contacts.

3. A "Birthdays" calendar will now show up in Spanning Sync which you can sync to Google Calendar.

# Troubleshooting

## Contacting Spanning Sync

Before contacting Spanning Sync, please review the topics and suggestions below. If you can't resolve the problem, please send us a troubleshooting report:

1. Open the Spanning Sync preference pane.
2. Click the "Advanced..." button.
3. Click the "Create Report" button.
4. Email the file that appears on your desktop to [support@spanningsync.com](mailto:support@spanningsync.com) along with a detailed description of the problem.

## Resetting Spanning Sync

Some of the topics below suggest resetting Spanning Sync on your computer. Resetting Spanning Sync on your computer will never cause data to be lost; it will only cause the next sync to take a long time. Here's how:

1. Open the Spanning Sync preference pane.
2. Click the "Reset..." button.
3. Check "Reset info on this computer".
4. Click "OK".

## **Resetting Apple Sync Services**

Some of the topics below suggest resetting Apple's Sync Services. Here's how:

1. Open iSync (in /Applications).
2. Go to preferences.
3. Click "Reset Sync History".
4. Read the fine print.

## **Resetting Google Calendar**

If information in iCal is correct but information in Google Calendar is wrong, you can replace calendar data on Google with calendar data in iCal:

1. Open the Spanning Sync preference pane.
2. Click the "Reset..." button.
3. Check "Replace info on Google Calendar with info from this computer".
4. Click "OK".
5. Sync.

## **Nothing Happens When I Sync**

Try one or more of the following:

- Make sure your account name and password are entered correctly in the preference pane. When entered correctly, you should see a “Welcome” message below the password field.
- Reset Spanning Sync (see above)
- Mac OS X or one of the sync apps may be confused or crashed. Try restarting your computer.
- Reset Apple Sync Services (see above)

## **The Spanning Sync Preference Pane Doesn’t Show Up**

The Unix permissions on your Preference Panes folder are probably incorrect. To solve the problem:

1. Open Disk Utility, located in /Applications/Utilities.
2. Select your boot drive in the Disk Utility window.
3. Click the Repair Permissions button.
4. Install Spanning Sync.

## **Google Calendars Don’t Show Up**

Try one or more of the following:

- Quit and relaunch the Spanning Sync preference pane. (New Google calendars only show up when the preference pane is launched.)

- Open Google Calendar in your web browser and reset the time zone of the affected calendar by changing it, saving your changes, changing it back, and saving your changes again.
- Open Google Calendar in your web browser and reset the name of the affected calendar by changing it, saving your changes, changing it back, and saving your changes again.

## **Google Calendar Shows Up as “Unknown”**

Google can occasionally get confused about a calendar and stop sending us its name, so it shows up as “Unknown.” To fix the problem, just log into Google Calendar, change the name of the affected calendar, save it, then change it back, and save again. Then refresh Spanning Sync by quitting System Preferences, reopening it, and reopening Spanning Sync. The correct calendar name should be listed.

## **Moving Events Between Calendars**

In iCal, if you move an event from one calendar to another, the change may not sync to Google. To work around this issue:

1. Select the event in iCal and press Command-X (“Cut”).
2. Select the calendar to which you would like to move the event.
3. Press Command-V (“Paste”).



## **Spanning Sync and Little Snitch**

Some users have reported issues between Spanning Sync and Little Snitch, while others have reported that the two work fine together. The trick seems to be that you need to allow both the Spanning Sync preference pane (located at /Library/Preference Panes/Spanning Sync.prefPane) and the Spanning Sync background application (located at /Library/Application Support/Spanning Sync/Spanning Sync.app) access to port 443 (https).

## **iCal Calendar Shows Up as “Untitled”**

Unfortunately, iCal does not completely save newly created calendars right away. Try quitting and relaunching iCal, then going back to the Spanning Sync preference pane.

## **Syncing Alarms**

Spanning Sync doesn't currently sync alarms and reminders, but it's on our to-do list.

## **Opening with Stuffit Expander**

Stuffit Expander is incompatible with some OS X zip archives. You can unzip the downloaded Spanning Sync file by selecting the zip file in the Finder and selecting File > Open With > BOMArchiveHelper.

## Microsoft Entourage

Unfortunately at this time we don't support syncing with Microsoft Entourage.

## Preference Pane Shows “An unknown error occurred”

Various networking problems can cause the preference pane to show an error “An unknown error occurred. Please check your network settings.” Here are some things to check for:

- Verify Internet connectivity by connecting to <http://www.spanningsync.com> with your web browser.
- Google or Spanning Sync may be experiencing temporary downtime. Try again in an hour or so.
- A customized Mac OS X certificate policy can make our service unreachable. To reset the certificate policy:
  1. Open Keychain Access (located in /Applications/Utilities).
  2. Go to Preferences.
  3. Click the Certificates tab.
  4. Set the OCSP and CRL popup menus to Off.

## **Uninstalling**

The download package comes with an Uninstaller which will completely completely remove Spanning Sync.

## **Legal**

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