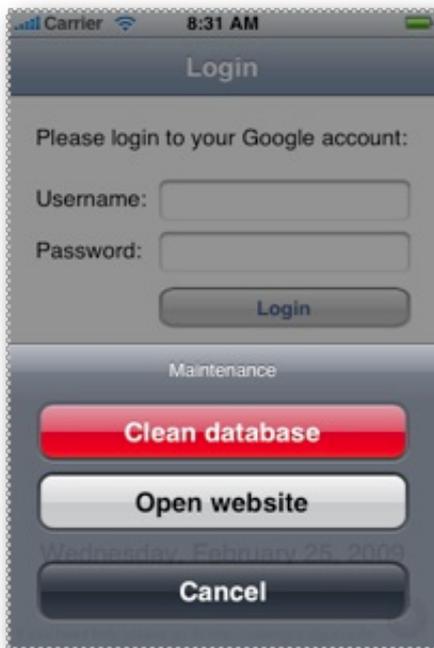


CalenGoo Support FAQ

1.5.15



Using the gear icon in the lower right corner of the login screen you can delete and reload all calendars and events.



Under "Settings", "Time Zones" you can see your current configuration. Ensure that they are all correct and that your iPhone has

Troubleshooting

If you have any problems or suggestions, please send an email to calengoo@dgunia.de, take a look at the following list that contains solutions for most problems or read the additional documentation that you can find here:

[CalenGoo Documentation](#)

1. Can I delete and reinstall the app without being charged again?

Yes, the AppStore remembers if you already paid for an app and if you try to download it again, you can download it for free. However it will display that the download is free only right before the download starts. Please see here for further details: [Reinstallation](#)

2. It worked good, but now I get a black screen when I start it and reinstalling did not help.

This seems to be a problem of iOS4 that can easily be solved by rebooting your iPhone/iPod: Press the upper button of the iPhone/iPod until a red slider appears and use this slider to turn it off. Then turn it on again. Wait a few seconds until it is connected to the network and start CalenGoo. Now the problem should be fixed and it should start normally.

3. I cannot log in, I get an error 403.

Error 403 means that your username or password are incorrect or that your Google Calendar is empty. In the first case, if you are sure that they are correct, it may also mean that you have entered a wrong password too often. Then please try unlock your account here:

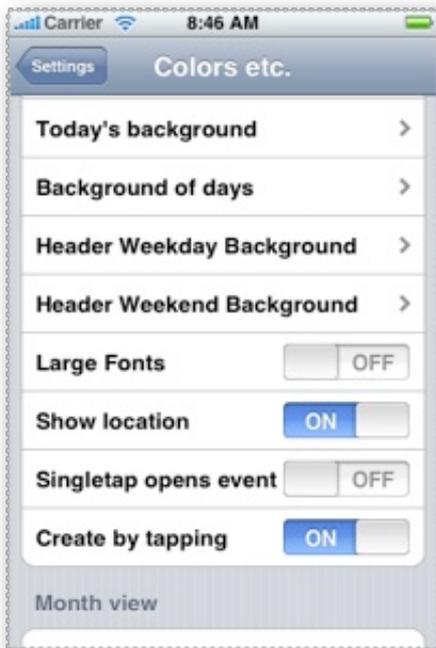
<https://www.google.com/accounts/DisplayUnlockCaptcha>

In the second case, if your Google Calendar is completely empty, please enter one or more events using Google Calendar's website and then try to log in again using CalenGoo.

Another but rare reason is the following: If you are using Wifi to connect to the Internet, there could be a proxy or firewall that does not allow you do access the Internet until you have logged in or paid for the connection. In this case it could also display this error, not because your Google password is wrong but because there is another page between you and the Google services asking you for an access password.

And sometimes there might be something wrong with your account and this kind of authentication is just not working. For this case an alternative authentication method was added. Please tap the gear icon in the lower right corner of CalenGoo's login screen and choose

the same as your first, your personal calendar.



A lot of configuration options allow you to customize CalenGoo to fit your needs.

"AuthSub Login". Follow the instructions to get an authentication token. This token will be used by CalenGoo instead of your username and password to access your calendar. You must not revoke it as long as you use this authentication method with CalenGoo. However if you wish to revoke this token at a later time you can use your Google account's "Authorized Access" page here:

<https://www.google.com/accounts/IssuedAuthSubTokens>

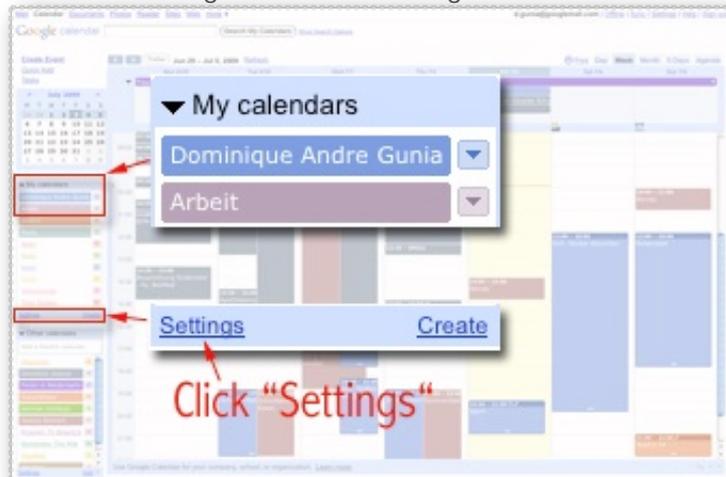
4. Events are not displayed at their correct time.

Please check the different time zone settings. Your iPhone/iPod has a time zone, your Google Calendar has a global time zone (at the top under "Settings") and one for every calendar (below the calendar list on the left, click "Settings", then select a single calendar in the list that is displayed). Please ensure that at least your iPhone/iPod has the same time zone as your first calendar in Google Calendar. To help you with this, CalenGoo can show you an overview over all settings except the global Google Calendar time zone. Please tap the "Settings" button in CalenGoo, scroll down and tap "Time zones". You should get a list like the one on the left.

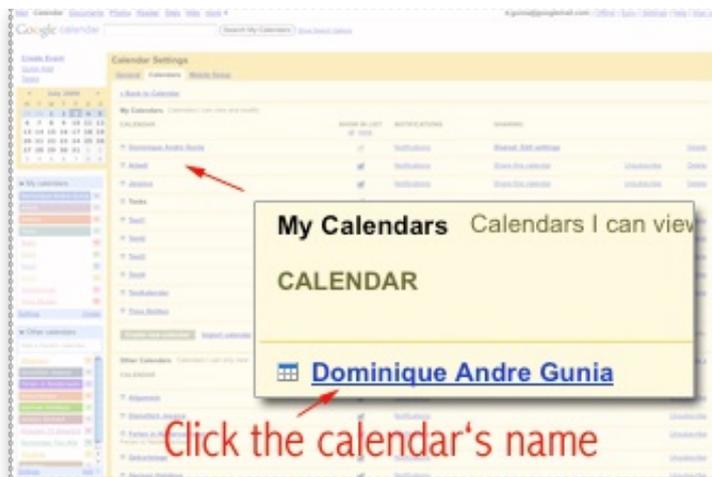
If you had to change any of the time zone settings and CalenGoo does not display the correct time afterwards, you need to re-download your calendar data by either reinstalling the application (you won't be charged again) or by tapping "Settings", "Reset calendars".

It may also be good to reboot your iPhone before using "Reset calendars": Press the upper button of your iPhone until a red slider appears and use this slider to turn it off. Then turn it on again. Because many seem to have problems finding these time zone settings in Google Calendar, here are step by step instructions:

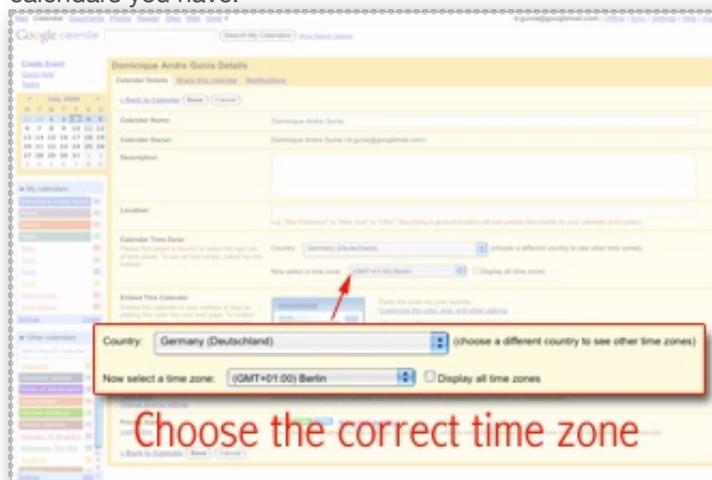
First click "Settings" on the left in Google Calendar.



You will get a list of your calendars. Click the calendar's name to get to its time zone settings.



Choose the correct time zone for this single calendar. Do this for all calendars you have.



Afterwards synchronize and then restart CalenGoo, open the Time Zones list and see if the time zones are now correct.

Here you can read more about the different time zone options: [Time zones](#)

5. Events do not appear after they have been saved.

When you add a new appointment, you can choose the calendar into which it should be saved. Please ensure that you did not choose a calendar which is set to be invisible in CalenGoo or Google Calendar.

Due to network latency it can take several seconds until a saved event appears. CalenGoo shows not the saved event itself, but the result what Google Calendar has really saved to ensure that you see the correct information. By the background color of the event you can also see if it has been successfully uploaded to Google Calendar. Please see here for further details: [Sync problems](#)

6. Can I set an alarm that is displayed on the iPhone?

Yes, starting with iOS4, Apple has added "local notifications" that allow CalenGoo to display popup reminders and play a sound even without an Internet connection. Just ensure that "Settings", "Reminders", "Popup reminders" is turned on and that you have added "Popup reminders" to your events. On devices that do not use iOS4 or better an Internet connection is

necessary to receive reminders. Please see here for further information about alarms and reminders: [Reminders](#)

7. Why do the SMS reminders not work?

You have to setup the SMS reminder in Google Calendar first. On the Google Calendar website click "Settings" at the top and then "Mobile Setup". Google will send a notification SMS to your mobile phone that contains a number you have to enter on the Google Calendar website to confirm that you have entered the correct telephone number. Afterwards, the SMS notification works and can also be used with CalenGoo. If you have configured your SMS notifications correctly, got a verification SMS and see that your events have reminders of type "SMS", you can contact Google here to report problems with the SMS reminders: [Report a SMS issue](#)

8. How do I set the color for an event?

All events are displayed with their calendar's color. To have different colors, you need to create several calendars in your Google Calendar account, one for every color you need. These calendars can represent different kinds of events or categories. You can give them appropriate names like "Work", "Home" etc.. To assign an event to a specific calendar, just scroll down in CalenGoo's edit view and choose the calendar. The calendars' names are displayed in the calendar's color. Google's new "Color Code" feature to set different colors for events in the same calendar cannot be supported yet. Please see here for details: [Calendars](#)

9. I get an error 500 when logging in. What does that mean?

Error 500 means "Internal server error", which is an error on Google's side. In some rare cases they seem to have temporary problems with single calendars or accounts. These problems affect all applications that access the calendar through their Google Calendar API interface, which means that every application is affected except the Google Calendar website itself, which uses another method to access the data. But even this website sometimes cannot load single calendars. But these cases are very rare and are normally solved within some hours by Google. Please see here for more details: [Internal Error](#)

10. How can I make it faster?

You should consider turning off the automatic synchronization in the settings ("Settings" -> "Autom. sync") and trigger it manually instead by tapping the "Start Sync" button in the upper left corner of the day view. The reason is that the application is slow during the synchronization and this way you can control when you want it to synchronize.

The overall speed depends a lot on the number on recurring events in your calendar and also (but not so much) on the number of normal events in your calendars. So if you want to reduce this number, you can set calendars that you do not need to "red" in "Settings", "Visibility/Download" to ignore them. Or you can use "Settings", "Reset calendars" to erase all events and calendars and re-download them from Google. Then you will be asked if you would like to sync the last month, the last year or all your calendar data. There you could e.g. choose to sync only the last month (and all future events). It may be a little confusing that you can still see events that are older than a month afterwards. These are recurring events that started earlier but reach

into the last month or the future.

The startup time depends on the kind of calendar view you start with: The day view has to load 5 days, the week view 21 days, the month view and the agenda view 90 days. It is not linear, but it means that it takes longer to start with the month and agenda view than with the day view. With the new multitasking in iOS4, CalenGoo will use fast app switching. That means if you had started it once before, it is only deactivated. So when you tap it to start it, it is only reactivated, which normally takes less than a second.

And to make the synchronization itself faster you should watch the progress pie chart in the upper left corner of the day view and see if there are one or more calendars that are downloaded over and over again. The "US Holidays" calendar is such a calendar. It seems to change the modify date of all of its events every day. Beginning with version 1.2.8 you can set this calendar to "no download, visible" in "Settings" -> "Visibility/Download" (a blue mark). That means it will be displayed but not synchronized any more. This is useful for calendars that change rarely.

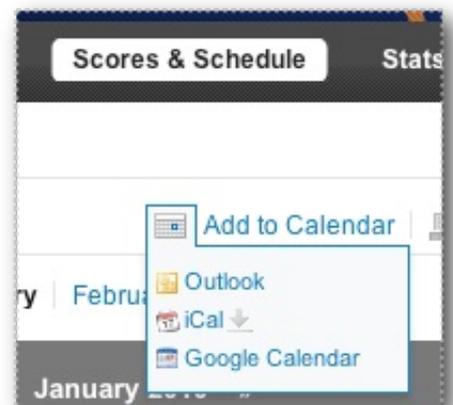
With version 1.2.12 a new useful analysis function was added: Under "Settings", "Maintenance", "Debug Tools", "Debug Sync" you can run a synchronization that shows you which events are downloaded and when they were modified (only event that were modified after the last sync are downloaded). So you can see the reason why the synchronization downloads so many events and perhaps solve it.

11. Why are the Google Sports calendars not visible in CalenGoo?

The reason is that Google does not want any 3rd party applications to be able to access and synchronize this data, it should only be available via the Google Calendar website itself. You can read a statement of an official Google employee regarding this topic here: http://groups.google.com/group/google-calendar-help-dataapi/browse_thread/thread/6505ea2099651ade?pli=1
I cannot do anything until Google allows it and offers synchronization functions for these calendars.

As a work around you could create another calendar under "My calendars" in your Google Calendar account and then click all events of the sports calendar one by one and choose "copy to my calendar".

Another probably better solution is to use Yahoo Sports calendars in your Google Calendar: Go to <http://sports.yahoo.com>, search for your favorite team, click "Scores & Schedule", then "Add to Calendar" and choose "Google Calendar". When you add such a Yahoo Sports calendar, it will also be synced with CalenGoo.



There are also other event sharing sites where you can download/get sports calendars like e.g. <http://www.markthisdate.com/> that will work

with CalenGoo, too.

12. How can I transfer my existing calendars and events from the iPhone's calendar to Google Calendar?

There are several function for this purpose in CalenGoo under iOS4 available:

To see your iPhone/iPod calendars in addition to your Google calendars in CalenGoo, please turn "Settings", "Display and Use", "General", "Show iPhone/iPod calendars" on.

Afterward you can use another function to copy your events from the iPhone/iPod's calendar to Google Calendar: When "Show iPhone/iPod calendars" is turned on, a new function, "Settings", "Data Migration" becomes available. You can use this function to copy a time range from one of your iPhone/iPod calendar to a Google calendar. I recommend creating an empty calendar in Google Calendar first by clicking the "Add" link under "My calendars" on the Google Calendar website. After copying your events this way you can turn "Show iPhone/iPod calendars" off again if you like. Please see here for further details: [Data Migration](#)

In addition there are also options to copy your iPhone/iPod events into your Google Calendar by syncing with iCal or Outlook:

If you are using Apple **Mac OS** you can sync your iPhone's calendar with your computer's iCal (this is normally already done by default). In iCal you can select your calendars one by one and choose "Export" from the menu bar at the top of the screen. This way you can save your calendars as ICS files. In Google Calendar you can create your calendars and then click "Settings" at the top, then the "Calendars" tab and then "Import calendar". There you can choose one ICS file and the calendar into which it should be imported. Afterwards you should have your events in Google Calendar. And you can also access Google Calendar with iCal by using the instructions you can find here: <http://www.google.com/support/calendar/bin/answer.py?hl=en&answer=99358>

If you are using **Microsoft Windows** on your computer, you need also **Microsoft Outlook** (or a free trial version, please see here <http://www.google.com/support/forum/p/Calendar/thread?tid=55e2a49d96a29b8c&hl=en>) to get your events from the iPhone's calendar to Google Calendar. iTunes can be used to sync your iPhone's calendar with Outlook. And you can sync Outlook with Google Calendar by either using Google's free sync solution here: <http://www.google.com/support/calendar/bin/answer.py?hl=en&answer=89955> or by using a commercial sync solution with some more features e.g. here: <http://ical.gutentag.ch/> or here: <http://www.daveswebsite.com/software/gsync/>

If you would like to copy your existing data from a **Palm OS Device** to Google Calendar, maybe this will be useful for you: <http://www.dba2csv.com/>

13. This website cannot be printed with some browsers?

Unfortunately some browsers seem to have problems printing this website. If you would like to print it, you can use these PDFs here:

[CalenGoo Start](#)

[CalenGoo Tutorial](#)

CalenGoo Configuration
CalenGoo Support

14. If I somehow deleted all/some events/calendars in Google Calendar, can I somehow reimport them from CalenGoo?

In this case please see here

<http://www.calengoo.com/docs/pageadvanced/pagerecover/pagerecover.html>

for instructions how to extract ICS files from your iPhone/iPod/iPad backup and import them into Google Calendar or contact me under calengoo@dgunia.de

15. How are the week numbers calculated?

The week numbers are calculated based on the country you live in (the time zone of your device). You can read more about it [here in Wikipedia](#). This is the normal way to calculate and use week numbers for a country. Another way to calculate week numbers is [ISO 8601](#). If you would like to use this kind of week numbers just turn "Settings", "Display and Use", "General", "ISO week numbers" on in CalenGoo.

16. What does "untrusted server certificate" mean?

The "untrusted server certificate" error means that one of Google's servers is using a wrong SSL certificate or you iPhone/iPod/iPad is using a wrong date. So please check which date is your device using. Google seem to have these problems sometimes on some servers. You can solve this problem often by turning off SSL (encryption) under "Settings", "Colors etc.", "General", "Use SSL". Then only the login will be encrypted, but your calendar data will be downloaded unencrypted. But normally this is not necessary, it also helps to just try it again a few minutes or even seconds later, then you are connected to another server that often has a correct certificate.

A similar problem affected nearly all mobile phones in December and still seems to be unsolved:

<http://www.google.com/support/forum/p/Google+Mobile/thread?tid=73912a7d09744277&hl=en#all>

17. What does the error "Could not generate feed." mean or why does it display "There is currently no internet connection" when I sync for the first time despite the iPhone/iPod is connected to the Internet?

This seems to be a temporary overload problem on Google's servers. Google's servers are accessed to download the list of calendars and the events they contain. These servers seem to get a maximum of 15 seconds to answer a request. When they are not finished after this time, the request is stopped (by Google) and "Could not generate feed." is returned. If you like to try it yourself, you can log in to your Google Calendar account and then open "<http://www.google.com/calendar/feeds/default/allcalendars/full>" in the same window (it does not work in Safari, but in Firefox and Chrome). You should now either get a list of your calendars or the message "Service Error: Could not generate feed.".

To solve this problem you can e.g. reduce the number of calendars you have. E.g. when the "week numbers" and "holidays" calendars were removed from an account that had this problem before, the error vanished. It does not help to deactivate calendars, they must be unsubscribed. If you have calendars that are not from Google but

point to external services like "Remember The Milk" and you are not using them any more, please unsubscribe them.

Or you could create a new Google Calendar account, share your most important existing calendars with this account and connect CalenGoo to this new account thus reducing the number of calendars.

It may also help to have a Google Apps for Business account with costs. Maybe these accounts get more computing power and you also have support from Google in this case.

However, it seems to depend on the load of Google's servers, so it can happen temporarily and will normally vanish by itself. An account that had this problem, i.e. where it took more than 15 seconds to create the calendar list can now get its calendar list in less than a second. So Google seems to work on this problem and it seems that it only affects some accounts and is solved after some days.

Another situation where this error will occur is when the Google Calendar Website says "one of your calendars could not be loaded, please try again later". In this case Google also returns this error instead of your calendar list. But also this problem normally vanishes after a short while, usually after some minutes.

18. "I get reminders even when I do not add some" or "How can I configure standard reminders"?

There are two places where you can configure reminders that are automatically added to all events. In CalenGoo you can specify default reminders under "Settings", "New event's reminders". These reminders are automatically added to events that are created with CalenGoo. To remove a reminder from this list, select it and then press the trash bin icon in the upper right corner. You can add up to five default reminders.

In Google Calendar please click "Settings" at the top of the Google Calendar website, then the "Calendars" tab and then the link "Notifications" behind the name of the calendar you are getting (or would like to get) the reminders for. There you can find "Event reminders: Unless otherwise specified by the individual event" at the top. This is where you can configure the reminders for new events that are created by Google Calendar.



Event reminders:
Unless otherwise specified by the individual event.

19. Why do I get duplicates for some of my events?

1. If you have duplicates only in a single calendar, you can just re-download this single calendar: Please tap "Settings", "Debug Tools", "Calendars", select the affected calendar and tap "Re-Download". This will erase all data of this single calendar. Then return to the calendar view and tap "Start Sync" in the day view to download this calendar again.
2. If there are duplicates in more than one calendar, you can simply download all calendar data again: Tap "Settings", "Reset calendars" to erase all events and calendars in CalenGoo and re-download everything from Google.
3. If that also doesn't help, please check if you maybe accidentally

synced a calendar twice, please see here for details: [Duplicates](#)

20. What can I do if CalenGoo seems to be out of sync with Google Calendar?

There is an easy way to erase all local data and re-download it from Google: Just tap "Settings", "Reset calendars" and CalenGoo will erase all data from the local database and re-download your data from Google Calendar.

21. The tasks sync does not work, what can I do?

Please check the settings under "Settings", "Tasks". Ensure that "Sync Tasks" is turned on and that "Google Apps for Domains" is configured correctly. You have to turn "Google Apps for Domains" on if you use a company/organization login, i.e. if you **cannot** sign in on <http://calendar.google.com> but have to use another login page. In all other cases, i.e. if you can sign in on this page, turn "Google Apps for Domains" off.

If it worked before and just stopped working, please try the procedure that you can see in [this video](#) to fix it. If it does not help, please contact calengoo@dgunia.de as mentioned in the error message.

22. How can I display the birthdays of my iPhone's contacts?

Please see here: [Displaying birthdays](#)

23. I get the error "too many HTTP redirects" for one or more calendars. How can I fix this?

This seems to be either a network error or an error on Google's servers. If the problem doesn't vanish by itself after a few seconds or minutes, you should try to reboot your iPhone/iPod/iPad: Press the upper button (the on/off button) of your iPhone/iPod/iPad until a red slider appears and use this slider to turn it off. Then turn it on again. Start CalenGoo and check if it can sync correctly now.

24. How do I have to configure the Notification Center?

Here you can find documentation about how to use CalenGoo with the iOS5 Notification Center: [Notification Center](#)

25. The holiday calendars (US holidays and others), the weather calendar and other Google calendars are not displayed.

This is a (new) bug in Google Calendar (not in CalenGoo), please see here for a description of the problem and a workaround: [Google Shared Calendars Problems](#)

