Z-Push: Configuration for iOS and Android

Below you will find instructions on the settings to configure Z-Push on Android and iOS.

To-Dos

1. Deactivate Memotoo on your smartphone
2. Enable synchronization via Z-Push (user settings)
3. Set up exchange accounts on your smartphone
4. Synchronize appointments, contacts and tasks

Content

>1< Why do we use Z-Push?

Z-Push is a data exchange protocol ([Microsoft Exchange ActiveSync](#)) with which you can exchange contacts, tasks and appointments – from onOffice enterprise to any device that has been configured for this purpose. Mainly these are smartphones (Android and iOS) or Z-Push enabled apps on any device, but also email programs (Thunderbird, Outlook).

Configuring email via Z-Push is not supported by onOffice enterprise.

The frequency of synchronization can be set – depending on the client used. Changes on mobile devices can be forwarded to the server immediately if necessary or at the intervals possible in the client.

>2< Limitations

In this section, we are looking at unsupported features and limitations.

2.1 Not able to send emails from appointments

Sending emails via Z-Push is not supported. This means that some calendar applications cannot send invitations or appointment updates via email if the ActiveSync protocol is used for this purpose. This restriction may also be applied to other features that involve sending emails.

2.2 Synchronization requirements

For synchronization, Z-Push uses the ActiveSync protocol for mobile devices. Some clients, for example Outlook in MacOS, do not support this protocol. **Unfortunately, synchronization is not possible with these clients.**

2.3 Appointment limits

Currently, a maximum of 500 appointments can be synchronized. If the client does not specify a time period, only appointments from the last month are synchronized. Upcoming appointments are synchronized up to a maximum of 6 months in the future. This limitation will be improved in the future.
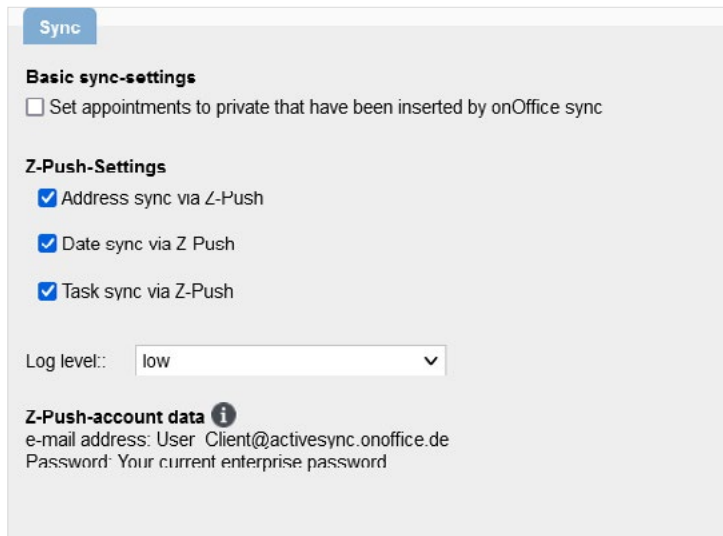
⚠ **Attention: There may be further limitations by the client.**

>3< Preparations

This short paragraph describes the steps that need to be performed before synchronization via Z-Push can be configured on the mobile device.

3.1 User Settings

In the user settings under *"Tools > Settings > User > User Name > Tab: Settings"* set the check mark for Z-Push.

If you do not see this option, check if onOffice sync is active. If you need more information, our technical support will be at your disposal to help you.

3.2 Deactivating Memotoo

If synchronization via memotoo was active until now, it must be deactivated on the device. **Otherwise, appointments will be displayed twice.**
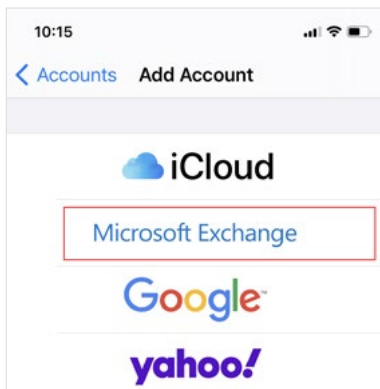
>4< iOS configuration

An exchange account must be created on your smartphone. Synchronization is performed directly via this exchange account. The data can be accessed via a corresponding app.

With most clients, the account is created by entering an email address and password. In exceptional cases, e.g. Outlook for Windows, a manual configuration is required.

4.1 Exchange account configuration

On your device, follow these steps *"Settings > Passwords and Accounts > Microsoft Exchange".*

4.2 Automatic configuration

Using an "Autodiscover" service, the complete configuration can be done in one step by specifying the email address and password. It is important that the email address consists of the username, customer and the domain **activesync.onoffice.de.**

Please check if the domain behind the @ in the email address is correct, otherwise the automatic configuration will not work!
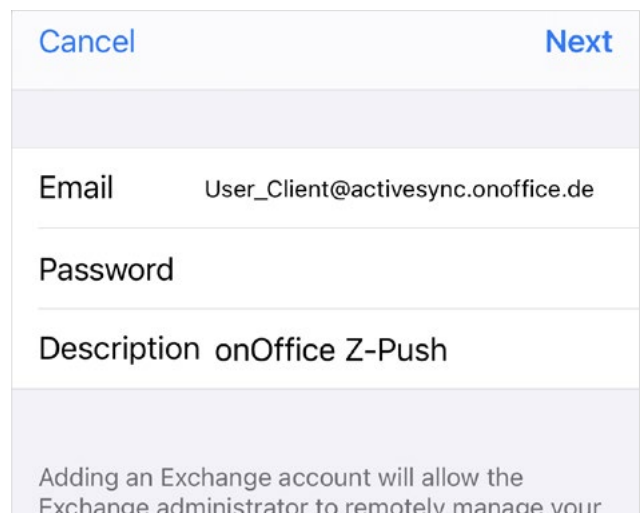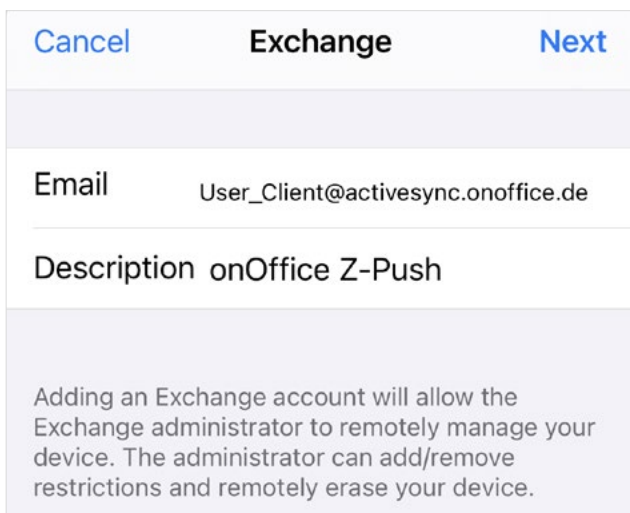
4.3 Manual configuration

If the automatic configuration does not work, you can perform a manual configuration.

INSERT EMAIL ADDRESS

The email address consists of the user name and the customer name.
Example: Your user name is **jane.doe** and your customer name is **DoeRealEsatate.** Then enter: **jane.doe_DoeRealEsatate@onoffice.de** as your email address.


⚠ **Please check the upper and lower case for the username and client name.**

ENTER PASSWORD

In the next step, select *"Configure manually"*. If you click on *"Next"*, your device will still try to start the autodiscovery service.

The password is your current onOffice password with which you access onOffice enterprise. Verify that you enter the correct password. If an incorrect password is entered, your account can be locked, just like when you access onOffice enterprise through the browser.
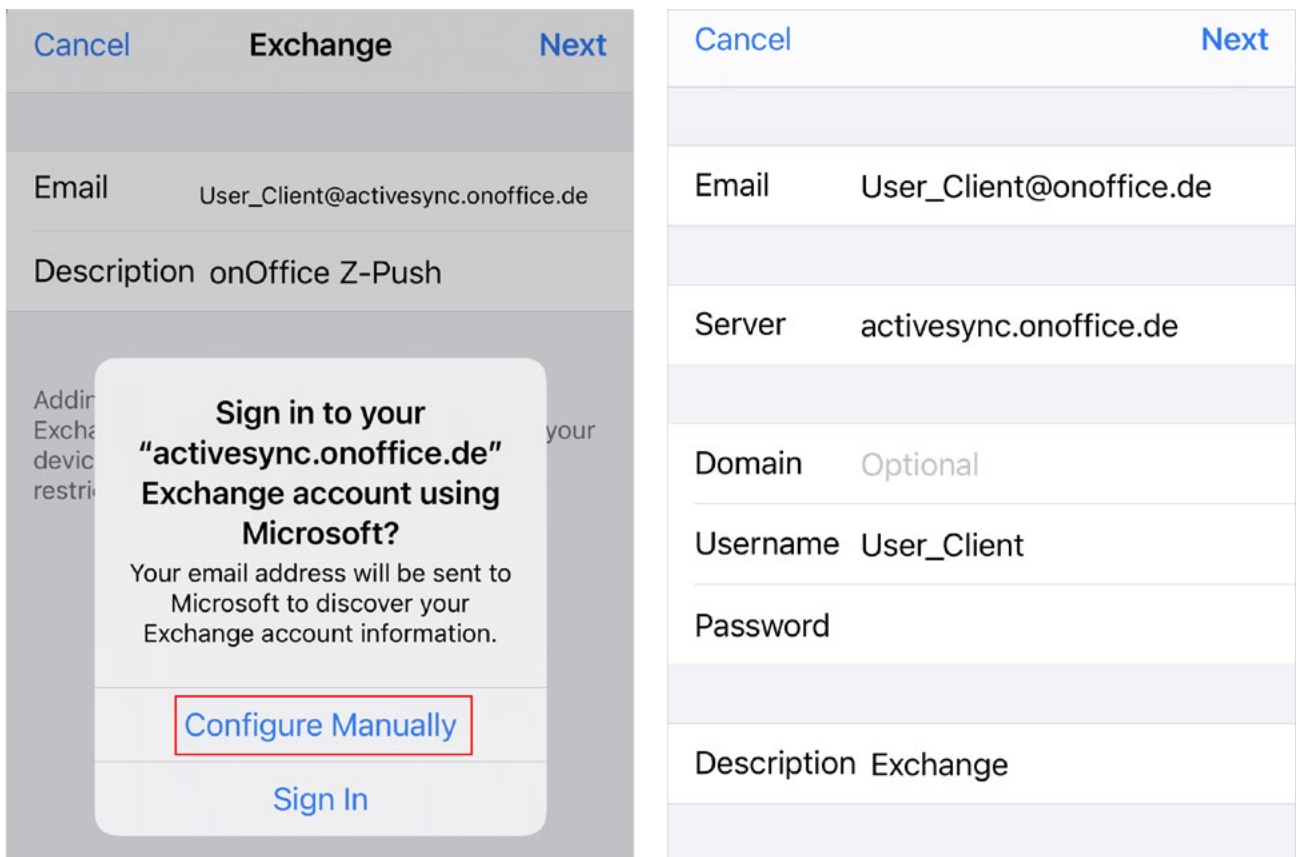
SERVER SETTINGS

Please enter the following under *"Server"*: **activesync.onoffice.de**
ⓘ **Note: Check the username again, it must be built according to the scheme**
*UserName_CustomerName***!**

As shown in the screenshot on the right on the next page, just enable synchronization for contacts, appointments, reminders and notes. The setup is now complete. Depending on the amount of data, the first sync may take a while.

>5< Android configuration

An exchange account must be created on your smartphone. Synchronization takes place directly via this exchange account. The data can then be accessed via a corresponding app.

An autodiscover service for Android is still under development, which is why some steps still have to be performed manually at the moment. At a later date, however, the configuration will work exactly the same as for an iOs smartphone.

5.1 Exchange account configuration via autodiscover

With the "Autodiscover" service only your email address and password are required when creating your account. All other data is determined and entered automatically.

5.2 Manual configuration

If the setup as described above does not work, you can add all the data manually. In your smartphone go to *"Settings > Account > Add Account: Exchange".*
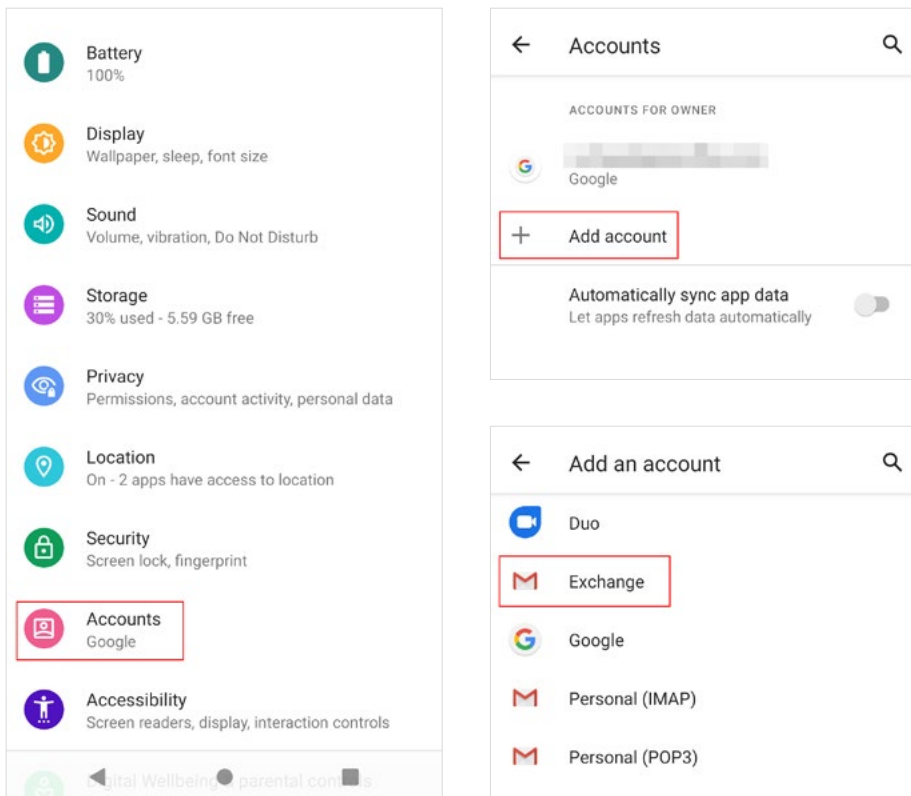
ENTER E-MAIL ADDRESS AND PASSWORD

The email address consists of the user name and the customer name.
Example: Your user name is **jane.doe** and your customer name is **DoeRealEsatate.** Then enter: **jane. doe_DoeRealEsatate@onoffice.de** as your e-mail address.

⚠ **Please check the upper and lower case for the username and client name.**

The password is your current onOffice password with which you access onOffice enterprise. Make sure you enter the correct password. If an incorrect password is entered, the account could be locked, as in the case of onOffice login via the browser.

After entering the password, select "set manually". If you click on "Next", the device will initially try to start the Autodiscover service anyway. Since this does not exist yet, you will be asked to try again or to enter the settings manually.

SERVER SETTINGS

Please enter the following under *"Server"*: **activesync.onoffice.de**
ℹ️ **Note: Check the username again, it must be built according to the scheme**
UserName_CustomerName!
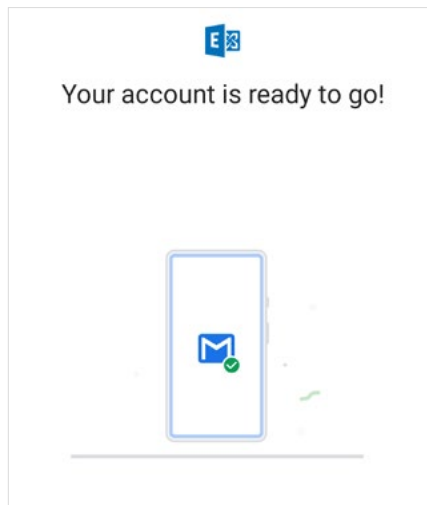
5.3 Synchronization account settings

The first synchronization may take a little time, depending on the amount of data. As shown in the screenshot below, enable synchronization only for appointments (calendar) and contacts. The setup is now complete.
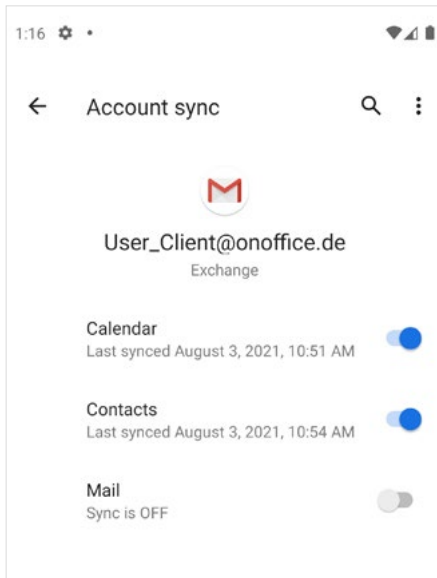
>6< Where to find appointments in iOS?

To see the synced appointments, a calendar app must be open. Either the appointments are already visible or the Exchange account must still be selected – here using the iOS Calendar app as an example.
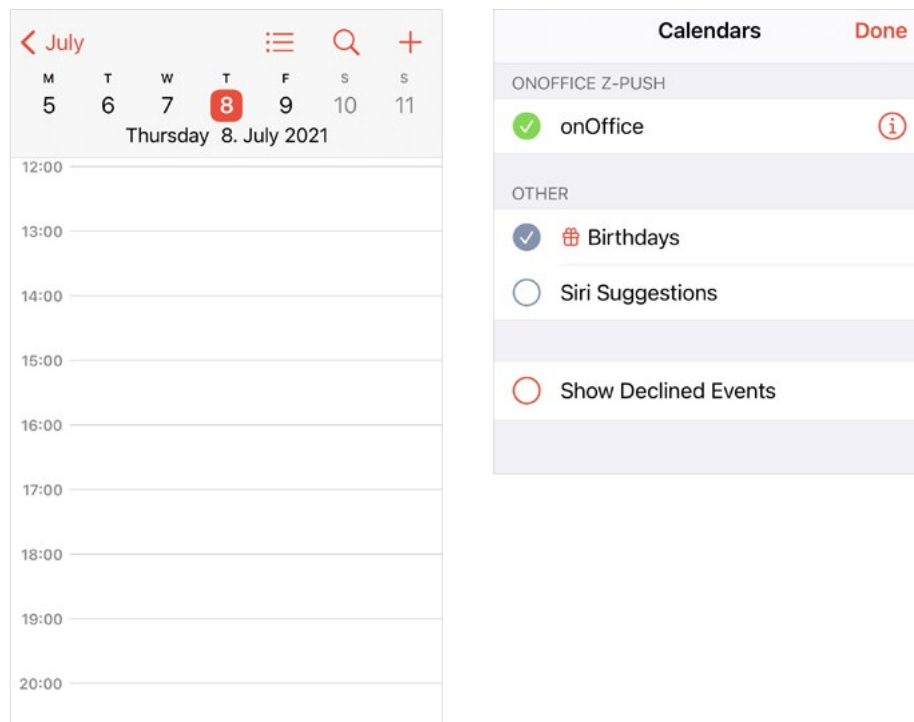
>7< Where to find appointments on Android?

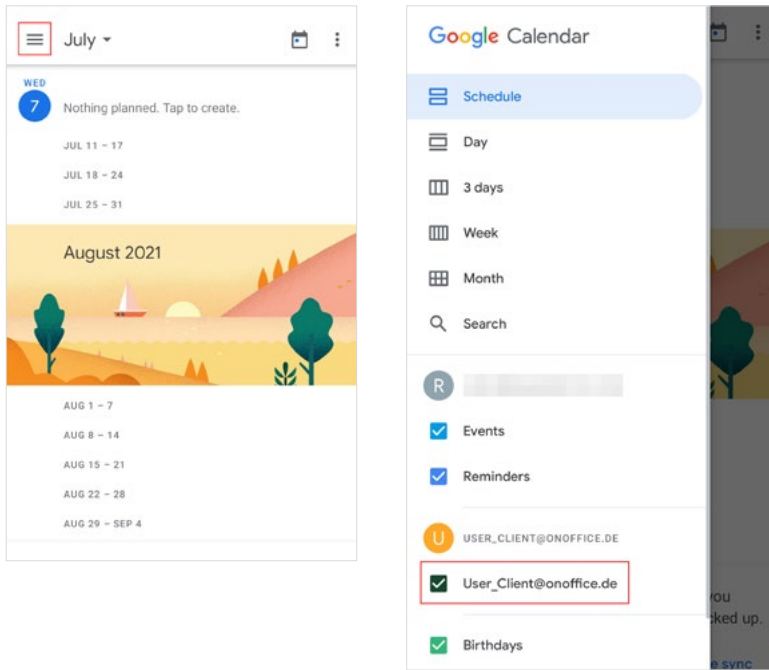To see the synced appointments, a calendar app must be open, as with iOS. Neither the appointments are already visible nor the Exchange account has to be selected – here using the Google calendar as an example.

⚠ Important notice for Android 11

Google's notification system has been overhauled in Android 11. You can configure notifications for each app. In this case, you have to be careful, because in the calendar app, the "Background synchronization" element can be set at the same time as the notifications. If all notifications are disabled, no more appointments can be synchronized or the synchronization has to be activated manually.
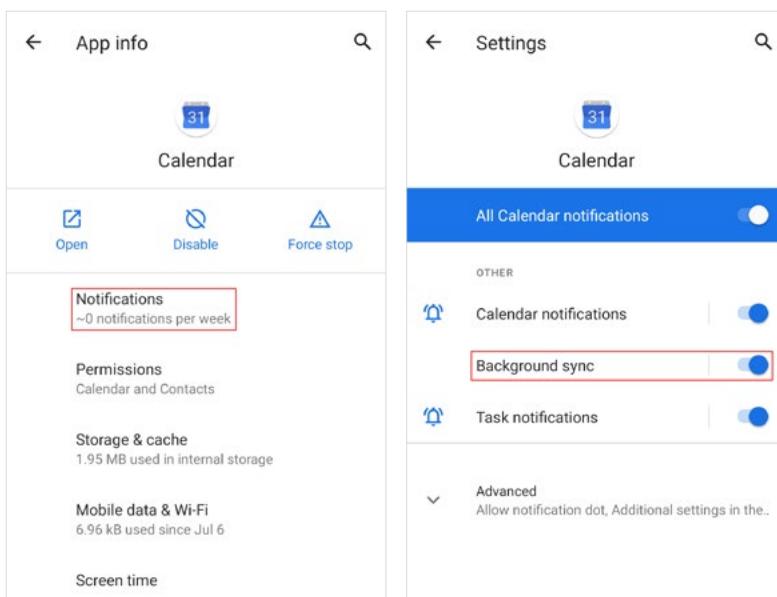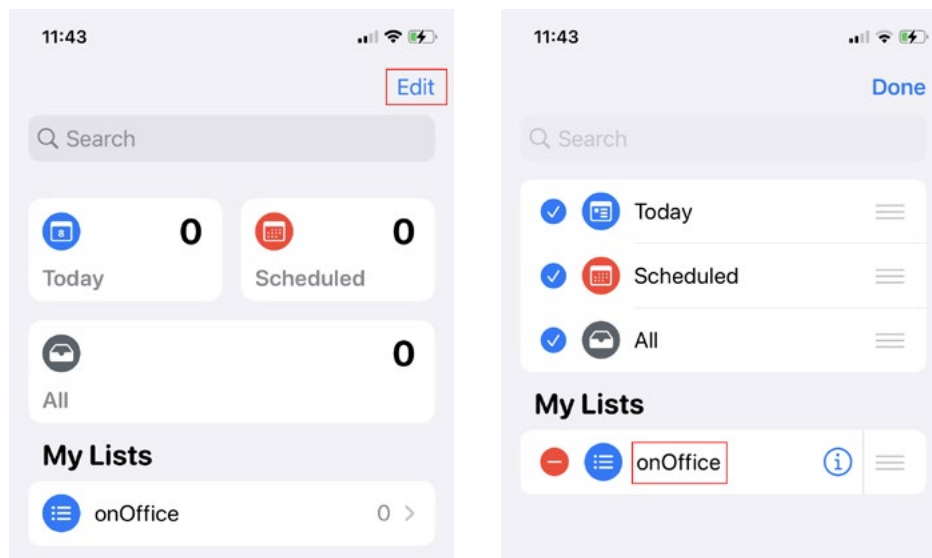
>8< Where to find tasks in iOS?

Reminder: to be able to synchronize tasks, you need to enable this option in the user's settings in *"Extras > Settings > User > User Name > Tab: Settings".*

In iOS, you can use the native "Reminders" task app.

In the "Reminders" app, you can select the set account, under which you will find your tasks. The first synchronization may take some time.

>9< Where to find tasks on Android?

Reminder: to be able to synchronize tasks, you need to enable this option in the user's settings in *"Extras > Settings > User > User Name > Tab: Settings".*

Use a task app so you can see your tasks synced. All tasks for which you are listed as responsible are displayed here. The first sync may take some time, depending on the amount of data.

>10< Where to find contacts on iOS and Android?

Reminder: to be able to synchronize contacts, you need to enable this option in the user's settings in *"Extras > Settings > User > User Name > Tab: Settings"* **in onOffice enterprise.**

To see the synced contacts, you need to open a contacts app. Either the contacts are already visible or the Exchange account still needs to be selected – here using Google Contacts as an example.

In the account, the settings for contacts must be selected.
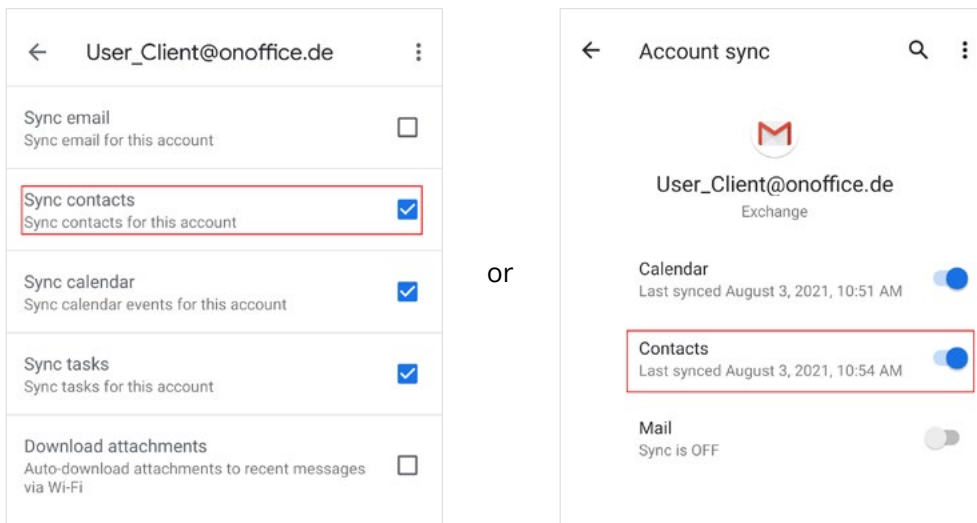
In the application, the corresponding account is displayed after opening the menu section.
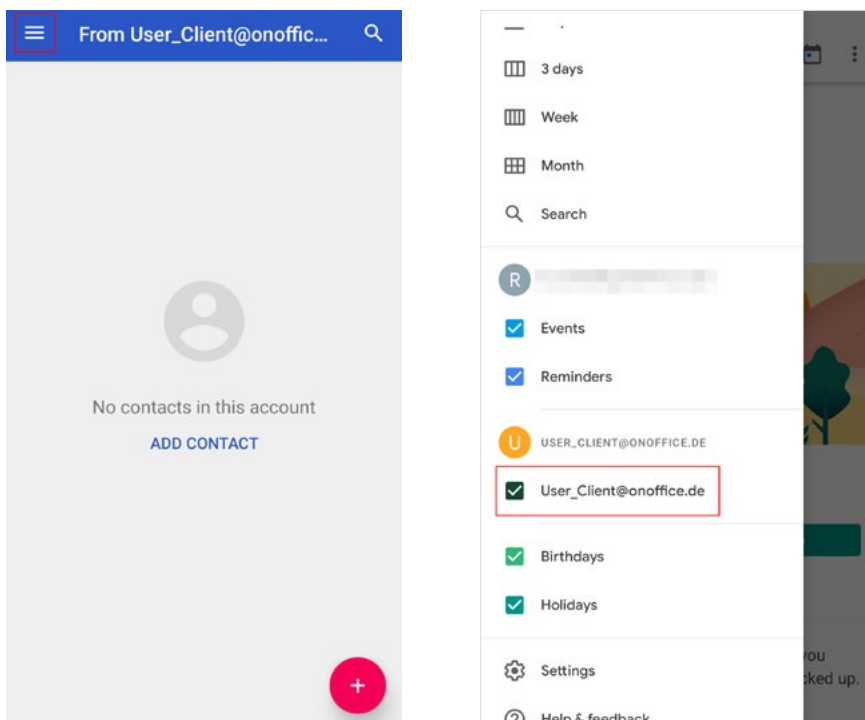
>11< Incorrect credentials

Your smartphone suddenly reports that synchronization is not possible due to incorrect login data. There may be several reasons for this.

11.1 Option 1: Your password in onOffice enterprise has expired

You may have reassigned a new password in onOffice Enterprise. If the old login information is still stored in your smartphone, the synchronization no longer works because of incorrect login information. So, please follow the steps below:

- **Change password:** Change the password on all (!) smartphones connected via this user.

- **Check and unlock the account automatically:** If you still get the message that the login data is incorrect, check if the Z-Push access has been locked automatically due to too many login attempts with the wrong password. To do this, go to the settings of your onOffice enterprise user under *"Extras > Settings > User > Username > Tab: Settings".* If your Z-Push access is currently locked, a button appears with which you can unlock the access again. If this button is not visible, there is another problem.
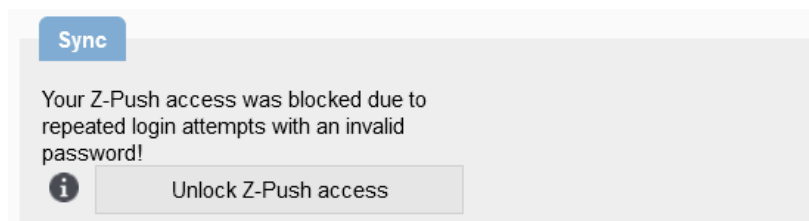
After pressing the button and after the account has been successfully unlocked, the following text will appear:
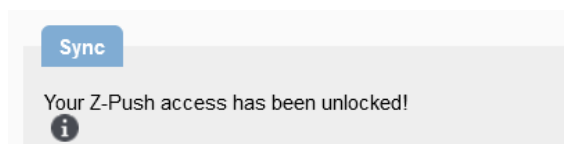
Please note that this text appears only temporarily immediately after unlocking. It will no longer appear when the user's settings are reloaded.

- **Unlocked access:** After unlocking access, synchronization should work again, provided that the login details were correct before the lock.

11.2 Option 2: Server-side software updates / maintenance work

If possibility 1 can be ruled out, there is another possibility for the synchronization error:

Due to maintenance work or a server-side software update, synchronization services may be temporarily unavailable. Most smartphones in these cases report that the login information needs to be checked because the login is not possible.

However, it can also happen that the account on the smartphone is closed, so no synchronization attempt is made from a certain point onwards. In this case, it is usually sufficient to open the account data without making any changes to the settings.

Please note that although a malfunction is always temporary, it can last for a while. If the error message reappears the first time you try to access your account, it usually means that the problem is still ongoing. In this case, we ask you to wait for a while before trying again.

11.3 Option 3: Other error factors

If it can exclude possibilities 1 and 2 and access is still not possible after a certain waiting time (>1h), there is probably another cause.

Please contact our technical support.

>12< Which features are supported?

Since Z-Push and onOffice enterprise offer different possibilities, not all properties are transferable. On the contrary, it is also true that onOffice enterprise does not master all the possibilities offered by the Sync protocol. Basically, we try to implement as many settings as possible.

The following lists give an overview of the supported features. Depending on the application used, further deviations are possible; fields may be named differently and/or features that are actually supported by the protocol may be restricted.

12.1 Functionality for tasks

Synchronization from onOffice enterprise to the client

onOffice enterprise	Z-Push	Note
Responsibility	❌	Z-Push does not distinguish between responsibility and agent. Here the logged in user is always recognized. The filtering of suitable tasks per user is done exclusively by the onOffice backend.
Agent	❌	
Subject	☑	
Task Description	☑	
Type	☑	During synchronization, the text value (e.g. "To-do") is transferred. It depends on the client whether it accepts the transferred value or automatically creates a new category. Corresponds to the category in the synchronization protocol.
Priority	☑	The 6 priorities supported in onOffice enterprise are set to the 3 Importance values supported by sync (high, normal, low).
Connected to	❌	Not supported by sync protocol.
Postponed	☑	Start time of the task, the designation depends on the client used. It corresponds to the "start date" of the synchronization protocol.
Deadline	☑	Transferred as "Due on". Corresponds to the duedate in the synchronization protocol.
Date of entry	❌	Not supported by sync protocol.
Created by	❌	Not supported by sync protocol.

onOffice enterprise	Z-Push	Note
Time required	❌	Not supported by sync protocol.
Additional dedicated time	❌	Not supported by sync protocol.
Favorite	❌	Not supported by sync protocol.
Private	✅	Private tasks are mapped to the "Private" value during synchronization, otherwise the tasks receive the "Personal" sensitivity.
Status	✅	Tasks that have the status "Cancelled" or "Completed", are no longer synchronized. Otherwise, the status field is not supported.
Activity progress	❌	Not supported by sync protocol.
Reminder	✅	
Comments	❌	Not supported by sync protocol.
Linked contacts	❌	Not supported by sync protocol.
Linked files	❌	Not supported by sync protocol.
Linked projects	❌	Not supported by sync protocol.

Synchronization from client to onOffice enterprise

Z-Push	onOffice enterprise	Note
Responsibility	☑	Z-Push does not distinguish between responsibility and agent. When creating a new task on the client side, the responsibility is equivalent to the name of the user with whom synchronization is taking place. When you make changes to existing tasks on the client side the responsibility and agent remain unchanged.
Agent	☒	Not supported by sync protocol.
Subject	☑	
Task Description	☑	
Type	☑	The sync protocol supports several categories, while onOffice enterprise supports only one "type" value. During synchronization, the first value known by onOffice enterprise is used. Then the text is compared (for example, "Phone call" or or "To-do").
Priority	☑	The 3 priorities supported by the sync protocol are set to the "low", "normal" and "high" values supported by onOffice enterprise.
Linked to	☒	Not supported by sync protocol.
Postponed	☑	Start time of the task, the designation depends on the client used. It corresponds to the "start date" of the synchronization protocol.
Deadline	☑	If a due date is set on the client, the field "Deadline" is set to this value.
Date of entry	☒	Not supported by sync protocol.
Created by	☒	Not supported by sync protocol.
Time required	☒	Not supported by sync protocol.
Additional dedicated time	☒	Not supported by sync protocol.
Favorite	☒	Not supported by sync protocol.
Private	☑	Private tasks are mapped to the "Private" value during synchronization, otherwise the tasks receive the "Personal" sensitivity.

Z-Push	onOffice enterprise	Note
Status	☑	Set to "Completed" if the task is marked as "Completed" in the client. Otherwise, the field is not supported. **Notice:** If a task is set to "completed" on the client side, it remains visible for the next synchronization. After a second synchronization it "disappears", because in the meantime it has been set to "completed" in onOffice enterprise and is then filtered out as soon as a new synchronization request is made.
Activity progress	☑	Set to 100% when the task is marked as "Completed" in the client. Otherwise, the field is not supported.
Completed on date	☑	Set to the date the client set the task as "Completed". Otherwise, the field is not supported.
Reminder	☑	
Comments	☒	Not supported by sync protocol.
Linked contacts	☒	Not supported by sync protocol.
Linked files	☒	Not supported by sync protocol.
Linked projects	☒	Not supported by sync protocol.

12.2 Appointment functionality

Synchronization from onOffice enterprise to the client

onOffice enterprise	Z-Push	Note
Appointment type	☑	It does not appear in all calendars.
Subject	☑	
Appointment status	☑	Canceled appointments are not transferred.
Notes	☑	
Starting on	☑	
Ends on	☑	
Travel time	☒	
Full-day appointment	☑	
Place of appointment	☑	
Linked contacts	☑	They are included as participants in the appointment.
Linked users	☑	They are included as participants in the appointment.
Linked recources	☑	They are entered as new participants.
Linked properties	☑	They are inserted in the "Notes".
Linked projects	☒	
Reminder	☑	
Repetition	☑	
Follow-up appointment	☒	
Private	☑	
Files	☒	

Synchronization from client to onOffice enterprise

Z-Push	onOffice enterprise	Note
Appointment type	☑	
Subject	☑	
Appointment status	☑	Canceled appointments are transferred "deleted".
Notes	☑	
Starting on	☑	
Ends on	☑	
Full-day appointment	☑	
Place of appointment	☑	
Linked contacts	☒	Not entered.
Linked users	☒	Not entered.
Contacts, users and rescources	☑	Not entered.
Linked properties	☒	Not entered.
Reminder	☑	Individual reminders are mapped to the next highest value in onOffice enterprise (e. g. 53 minutes = 1 hour, 11 days = 2 weeks).
Repetition	☑	Repetitions can only be saved in the intervals available in onOffice enterprise.
Private	☑	

12.3 Functionality for contacts

Synchronization from onOffice enterprise to the client

onOffice enterprise	Z-Push	Note
Salutation	☑	The title is synchronized.
Name	☑	
Last name	☑	
Company	☑	
Company info	☒	
Street	☑	It is transferred as a business address.
ZIP, City	☑	It is transferred as a business address.
Country	☑	It is transferred as a business address.
Fax	☑	Up to 2 fax numbers can be sent to the client via the "Edit fax numbers" pop-up, provided that these fields are supported by that client.
Phone	☑	Up to 10 phone numbers can be sent to the client via the "Edit phone numbers" pop-up. 10 phone numbers can be sent to the client, provided these fields are supported by the relevant client.
Date of birth	☑	
Zip code, P.O. Box	☒	
P.O. Box	☒	
Fax2	☒	Optional single field in onOffice enterprise, which is also not displayed in the pop-up "Edit fax numbers" pop-up.
E-Mail	☑	Up to 3 email addresses can be sent to the client via the "Edit email address" pop-up. Email addresses can be sent to the client, provided that these fields are supported by the client in question.
Homepage	☑	
Salutation	☒	
Last contact	☒	

onOffice enterprise	Z-Push	Note
Logo	❌	
Preferred form of contact	❌	
Entry Date	❌	
Language	❌	

TELEPHONE NUMBERS, FAX NUMBERS AND EMAIL ADDRESSES

If an address is enabled for synchronization, you can define a field in the pop-up for phone numbers (similar to fax numbers and emails) for assignment during synchronization. Z-Push supports various fields, which are then displayed on the client. The screen shows the selection options for phone numbers.

Note: Each selection can be made only once. If an assignment is used again, the number that previously had this assignment is reset to "no assignment".

The selection in the "Sync" column is completely independent of the type you selected in the first column.

MANUAL CREATION OF A CONTACT

If a new contact is created in onOffice enterprise, the displayed fields are pre-assigned as follows:

Field	Assignment for sync
Fax	Fax (Privat)
Phone1	Phone (Private)
Phone2	Phone 2 (Private)
Mobile	Mobile
Fax2	not supported
EMail1	EMail1
EMail2	EMail2

If an address is created via "Assign / Create", for example from an email, the assignment is as follows:

Field	Assignment for sync
Phone numbers	Phone (Private)
Fax numbers	Fax (Private)
Mobile	Mobile
EMail	EMail1
Fax2	not supported

FALLBACK

If no explicit assignment is made (all fields are set to "no assignment"). During synchronization, the default number (or default email) and, if necessary, the first available cell phone number is transmitted.

This rule is applied separately for phone numbers, fax numbers and email addresses.

Synchronization from client to onOffice enterprise

Z-Push	onOffice enterprise	Note
Salutation	✅	The title is synchronized.
Name	✅	
Last name	✅	
Salutation	✅	
Company info	❌	
Street	✅	It is transferred as a business address.
ZIP, City	✅	It is transferred as a business address.
Country	✅	It is transferred as a business address.
Fax	✅	Up to 2 fax numbers can be sent to the client via the "Edit fax numbers" pop-up, provided that these fields are supported by that client.
Phone	✅	Up to 10 phone numbers can be sent to the client via the "Edit phone numbers" pop-up. 10 phone numbers can be sent to the client, provided these fields are supported by the relevant client.
Date of birth	✅	
Zip code, P.O. Box	❌	
P.O. Box	❌	
Fax2	❌	Optional single field in onOffice enterprise, which is also not displayed in the pop-up "Edit fax numbers" pop-up.
E-Mail	✅	Up to 3 email addresses can be sent to the client via the "Edit email address" pop-up. Email addresses can be sent to the client, provided that these fields are supported by the client in question.
Homepage	✅	
Salutation	❌	
Last contact	❌	

Z-Push	onOffice enterprise	Note
Logo	❌	
Preferred form of contact	❌	
Entry Date	❌	
Language	❌	

If you change a phone number on your smartphone, this number will be stored as a new number in onOffice enterprise and entered with the corresponding assignment for synchronization. The old number remains in onOffice enterprise but is no longer synchronized.

If you delete a phone number on the smartphone, it will NOT be deleted when you synchronize in onOffice enterprise, but only removed from the synchronization.

Note: If you delete all phone numbers (or fax numbers or email addresses) in an address on the smartphone, the fallback will be activated again during the next synchronization of onOffice enterprise, since the assignments are no longer known. Transfer the current default number to the client, unless you have defined new phone numbers for the synchronization. If you really want to delete these numbers, this has to be done in onOffice enterprise.

DELETE A CONTACT SYNCHRONIZED ON YOUR SMARTPHONE

If you delete a synchronized address from onOffice enterprise on your smartphone, it will NOT be deleted in onOffice enterprise, but it will be removed from synchronization.

You can check this in onOffice enterprise under *"Basic data > Administration > onOffice Sync".* The check mark in this field will then be removed.