

## iHub Basic – Frequently Asked Questions



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## Top topics

1. If you are using a firewall you will have to disable both options **Block all incoming connections** and **Enable stealth mode**. [More info...](#)
2. To make sure your data is available as soon as possible on the clients, you have to change the interval iCal and Address Book look for updates. [More info...](#)
3. WiFi should be active on all shared devices in the local network to ensure a continuous synchronisation.

*Hint: iPhone, iPad and iPod Touch use a sleep mode to save energy. Even with WiFi turned on, they will only use energy at the intervals when the device is looking for updates on shared data.*

4. After having successfully configured iHub Basic, you can use iTunes once more to sync your iPhone, iPad, iPod touch and get rid of any duplicated entries. [More info...](#)
5. Change the default location to save new contacts in Address Book to make sure they will be synchronised. [More info...](#)
6. Change the default location to save new calendar events in iCal to make sure they will be synchronised. [More info...](#)
7. Make sure to keep the Mac running, on which iHub Basic is installed. Otherwise the synchronisation of contacts and calendars is not possible.
8. If you want to access shared data from outside your local network, you can do so using DynDNS services. Please contact us at [sync@novamedia.de](mailto:sync@novamedia.de) for details.

## Compatible Devices

iHub Basic uses standards like CardDAV for contacts and CalDAV for calendars. Most Apple devices already support these standards.

**Calendars** can be synchronised with the devices listed below:

- Macintosh Computer running Mac OS X 10.6 or higher
- iPhones and iPod touch running iOS 3 or higher
- iPads running iOS 3 or higher

**Contacts** can be synchronised with the devices listed below:

- Macintosh Computer running Mac OS X 10.6 or higher
- iPhones and iPod touch running iOS 4 or higher
- iPads running iOS 4 or higher (expected fall 2010)

## ,Server could not be found' error when setting up iCal or Address book accounts

If you changed the Firewall settings of Mac OS X 10.6.x manually, you have to check them again for iHub Basic to work correctly.

How to check the security settings:

1. Open **System Preferences > Security > Firewall > Advanced...**

Make sure to disable both options **Block all incoming connections** and **Enable stealth mode**.

If these settings are correct, but you can still not access contacts or calendars, it means that the names of the computers in your network are not distributed correctly. To redeem this, you can enter the necessary IP addresses manually.

#### For the computer iHub Basic is installed:

- Use this **Server address** for the calendar and address book configuration:

Enter the number 127.0.0.1 instead of ,xxx.local‘

#### For other computers, iPhone, iPad or iPod touch

- Use this **Server address** for the calendar and address book configuration:

Enter the IP address of the Mac on which iHub Basic is installed instead of ,xxx.local‘.

(This is where you will find the IP address:

System Preferences > Network > AirPort (if you connect via WiFi)  
> IP address

System Preferences > Network > Ethernet (if you connect via LAN)  
> IP address)

## iCal demands a Serverpath and a Port. What should I enter?

If you are prompted to enter a Serverpath and a Port, then iCal was not able to connect to the server at all. Do **not** enter any data, **cancel** the operation and check the security settings of your Mac's firewall.

How to check the security settings:

1. Open **System Preferences > Security > Firewall > Advanced...**

Make sure to disable both options **Block all incoming connections** and **Enable stealth mode**.

Add the account to iCal afterwards.

## All contacts and/or calendars on the iOS device are duplicated.

If you have synchronised contacts and calendars with iTunes you will see double entries on your iPhone, iPad or iPod touch after using iHub Basic.

To get rid of the double entries, connect your iOS device to your Mac and run iTunes. Deactivate the synchronisation of contacts and calendars. If iTunes asks you to delete the contacts and calendars on the iOS device, click **YES**.

Since you are using iHub Basic, all data is already stored on the phone and only the duplicates will be erased.

Calendar events created on the iOS device are saved in the local calendar per default. How can I change this?

You can define the default calendar to save new entries manually:

**Preferences > Mail, Contacts, Calendar > Calendar > Default**

## Contacts which are added to Address Book on the Mac have to be copied manually to the iHub Basic Address Book. How can I change this?

You can select the default location to store new contacts with the Address Book program on the Mac.

Run Address Book on the Mac. In the menu bar, select:  
**Address Book > Preferences > Accounts.**

You will see all accounts currently available.

Select **On My Mac**. As **Default account for new contacts** choose the **iHub Basic Account**.

## Why does the option ‘Enable access for assistive devices’ have to be turned on for iHub Basic?

The access for assistive devices is necessary to automatically move contacts and calendar entries between your local address book and calendar and the iHub Basic address book and calendar.

If you do not want to enable this option, you can still manage your data. You will have to manually move the appropriate contacts and calendar events from your local location to the iHub Basic location.

## Can I synchronise my Macs using Ethernet?

Yes. iHub Basic works as well if the Macs you would like to sync are using an Ethernet network. Just make sure that all Macs are located in the same network.

## Why can't some applications display the shared contacts?

Some third party programs like Skype can only access the local list of contacts. This is a limitation of these applications and can not be overcome by iHub Basic.

## Why is a new or changed entry not available immediately on all connected devices?

1. Changes in a shared contact or calendar are transmitted to the Mac on which iHub Basic is installed immediately. If the connection to this Mac is not possible, any changes will be synchronised as soon as the Mac is available again.

It may take some time for iCal and Address Book to look for changes and to display them, however. If you close and open either program, it will immediately be synchronised.

2. You can set the interval in which iCal and Address Book on a Mac are looking for changes manually.

**iCal:** Open **iCal > Preferences > Accounts > CalDAV > Account Information.**

Select **Refresh calendars > Every minute**  
Select **Availability > Custom**

Enter the time frame within any calendar information should be synchronised. To keep a continuous synchronisation running, select every day from 0.00 to 11.59 pm.

**Address Book:** Open **Address Book > Preferences > Accounts > CardDAV > Account Informationen.**

Select **Refresh contacts > Automatically**

3. You can set the interval in which iCal and Address Book on an iPhone, iPad or iPod touch are looking for changes manually.

Open **Settings > Mail, Contacts, Calendars > Fetch New Data.**  
Choose **Fetch > All 15 Minutes**

## How can I synchronise my data if no network is available?

iHub Basic includes MoHub®, a tool to setup and use an ad hoc WiFi network in a matter of seconds. Please refer to the user's manual for details on how to use MoHub®.

## Does iHub Basic needs to run every time I want to sync my data?

No. You will need iHub Basic to install the necessary synchronisation services and to select which contacts and calendars should be shared.

The synchronisation services, which will make sure the data is synchronised between the devices, run as an invisible background services on the Mac.

## Does iHub Basic work with an iPod Touch?

Yes. All iOS 4.x compatible devices can be used with iHub.

## After I installed iHub Basic, I see two address books in the Address Book application. Why is that?

iHub Basic installs a CardDAV server on your Mac. This server includes its own address book. Using iHub Basic, you can move your contacts and address book groups into this new address book to share them with other devices.

The Address Book application in your Mac always displays all available address books.

## Which advantages do I have by using iHub Basic?

1. You can synchronise contacts and calendars between several devices wirelessly and effortlessly.
2. You do not have to rely on a USB cable to sync contacts and calendars with an iPhone, iPad or iPod touch.
3. You save time when synchronising contacts and calendars as changes are synchronised immediately throughout the network.
4. You can read and edit contacts and calendars on several Macs and iOS devices simultaneously.
5. Your data will be kept private as your Mac is the only server. There is no need for any far away cloud service or the threat of misuse of your data by third parties.