

FAQs for using SkyConnect contacts application

Does SkyConnect store personal contacts maintained by a user on the server? After deletion of a user, what happens to the personal contacts maintained by that user?

Yes personal contacts are maintained on the server with each user. If a user is deleted, the personal contacts are also deleted.

Can the Address book be replicated / synced as local contacts in MS Outlook / Thunderbird?

The clients (MS Outlook, Thunderbird, Mobile Devices) can sync the global address book to the local address book via LDAP. Refer Mithi SkyConnect Help Center to know more about how to configure this.

I have configured my account successfully, still unable to search contacts?

If your shared addressbook is not updated with the First Name and Last Name of the users, you might not see the contacts on search. In LDAP, to be considered a valid row a user record has to have a non-blank first name, last name and e-mail attributes. You need to update First Name, Last Name properties of all the users.

Application shows an error "Password Incorrect" I have changed the password of the account and updated the same in the account settings, still unable to look up contacts on the server?

1. Have you changed your password of the account recently?

- **Case I:** Update password in the warning message screen

If you have changed the password associated with your account, application fails to connect to the server and shows a warning message similar to the screenshot shown here.

Provide the new password of your account and check again.

Tip: Close the Contacts application and open it again.

To close the application,

Press the Home button two times quickly. You'll see small previews of your recently used apps.

Swipe left to find the app you want to close.

Swipe up on the app's preview to close it.

- **Case II:** Update password from settings screen

Go to the Settings > Mail, Contacts, and Calendars screen.

Tap your LDAP account to update the settings.

In the Password box, provide new password.

Save the changes.

iPhone LDAP Password Change 1.png

2. Is the Auto-Capitalization setting of your device is ON?

By default, iOS keeps the Auto-Capitalization feature of your device ON which capitalizes the first letter of the first word you type after ending a previous sentence with a period, question mark, or exclamation point.

As you start typing the password, the first letter gets capitalized automatically without your knowledge. This results the connection error.

So, make sure you are providing the correct password associated with your account.

Alternatively, you can turn the Auto-Capitalization feature OFF from the Settings> General> Keyboard screen.

3. Still facing the error?

If you are still face the same error, delete the account and re-configure the account on your device.

Is it possible to view and update the contacts offline?

You can look up for the contacts on the server only when you are connected to network. You are not allowed to update the contacts on the server. For offline use, you can import contacts to your phone. Please make a note, you should keep updating the phone contacts on regular interval to have updated list of contacts as on server.

Recent changes made to Contacts using iCloud interface do not appear on the iOS device

I. **Refresh Contacts:** If recent changes don't appear in Contacts on your iOS device, try refreshing Contacts list.

- Tap **Groups** in the upper-left corner of Contacts, then pull down on the list of groups to refresh.

II. Set iCloud as the default account for Contacts:

If recent changes to Contacts on your iOS device don't appear on your other devices, and you are syncing contacts with multiple accounts on your device (iCloud, Gmail, Yahoo), make sure that iCloud is your default account for Contacts:

- Tap **Settings** => **Mail, Contacts and Calendars**.
- In the **Contacts** section, tap **Default Account**, then tap **iCloud**.

III. Close and Restart the Contacts application
