

C16 FAQ & Troubleshooting

A08 Family Calendar FAQ & Troubleshooting

Find answers to common questions about setting up, connecting, and using your Leaderhub Family Calendar Family Calendar.

1. My QR Code or Pairing Code Does Not Work

Before pairing your Family Calendar with the Whale Framely App, make sure:

- Your Family Calendar is connected to the internet.
- The Whale Framely App is installed on your phone.
- The QR code or pairing code is still valid.

The pairing code is valid for 48 hours.

If the code has expired, tap Refresh on your Family Calendar to generate new pairing information, then scan the new QR code or enter the new pairing code in the app.

For complete pairing instructions, see:

Connect and Manage Your Family Calendar in the Whale Framely App

2. How Do I Reconnect to Wi-Fi or Reset My Wi-Fi Settings?

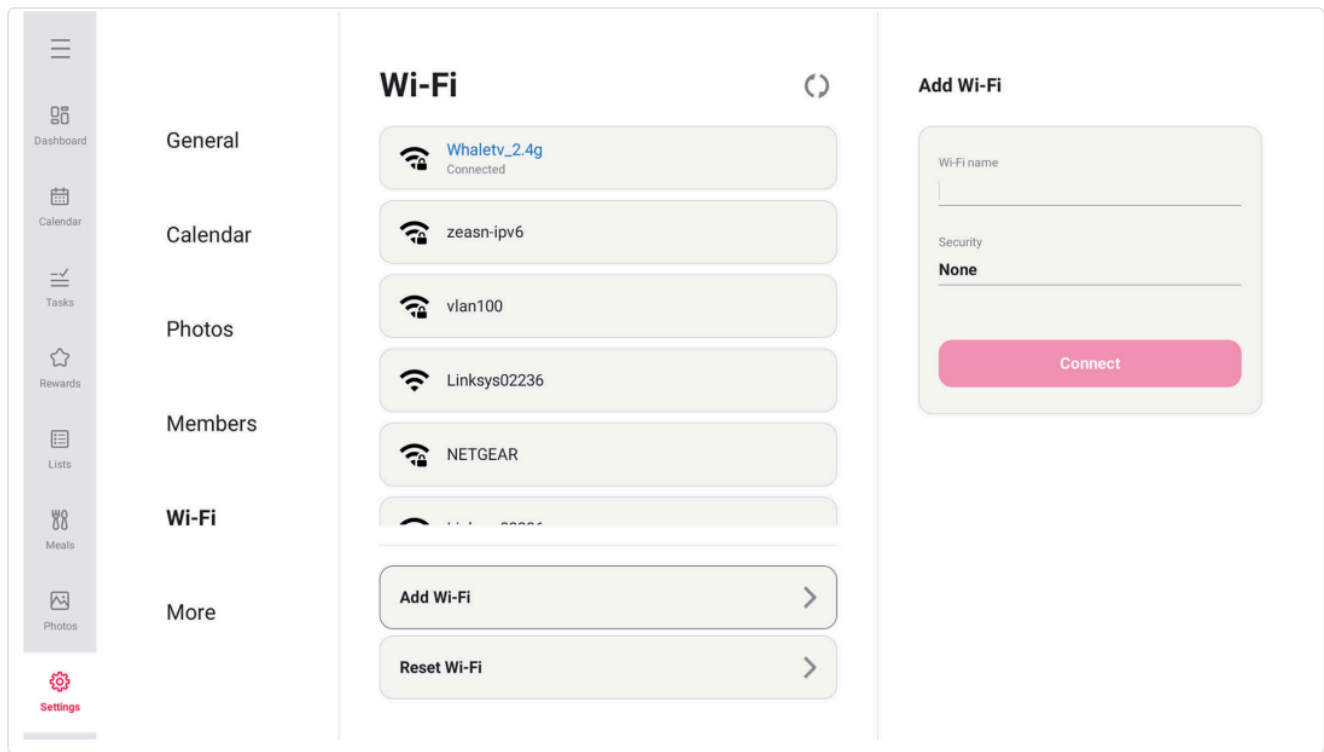
Open Settings > Wi-Fi on your Family Calendar.

From the Wi-Fi settings page, you can:

- Select an available Wi-Fi network.
- View the current Wi-Fi name, signal strength, and connection status.
- Add a hidden Wi-Fi network.
- Refresh the available Wi-Fi list.

If you need to clear the current Wi-Fi settings, select Reset Wi-Fi.

Note: After resetting Wi-Fi, the network settings will return to their factory state and cannot be recovered. The Family Calendar will restart automatically when the reset is complete.



3. Why Has My Visitor Account Data Disappeared?

A Visitor Account is temporary.

If you uninstall or reset the Whale Framely App, the Visitor Account and the data generated by that account will be deleted.

If you use an Email Account, your account information is retained in the cloud.

4. Why Is My Google Calendar Not Syncing as Expected?

Google Calendar synchronization is managed through the Whale Framely App.

Check that:

1. Your Google account has been authorized in User > Sync Calendar.
2. The correct Google Calendar has been selected.
3. The correct Family Calendar device is selected in the sync settings.
4. Your preferred synchronization option is selected.

Google Calendar supports one-way or two-way synchronization.

When two-way sync is enabled, events created or edited in the Whale Framely App can also sync to your Google Calendar.

For setup instructions, see:

Sync Google Calendar with Family Calendar

If your Google Calendar is connected correctly but events are still missing or not updating, contact Leaderhub Support.

5. Why Is My Outlook Calendar Not Appearing on Family Calendar?

Check that:

1. Your Microsoft account has been authorized through User > Sync Calendar.
2. The calendar you want to use has been selected.
3. The correct Family Calendar device is selected in your Outlook sync settings.

For complete setup instructions, see:

Sync Microsoft Outlook Calendar with Family Calendar

If the calendar is connected but events still do not appear, contact Leaderhub Support.

6. My iCloud or URL Calendar Is Not Showing Events

For iCloud Calendar, make sure you have:

1. Enabled Public Calendar on your iPhone.
2. Copied the correct calendar share link.
3. Pasted the URL into Whale Framely App > User > Sync Calendar > iCloud.

For Cozi, Yahoo, TeamSnap, or another URL-based calendar, make sure you copied the correct shareable calendar URL and entered it in the corresponding sync option or Calendar URL.

For complete instructions, see:

Sync iCloud or Other Calendars by URL

7. Where Can I Find My Family Calendar Device Information?

Go to:

Settings > More > About

You can view basic device information, including:

- Model
- MAC address
- System version

This information may be useful when contacting support.

8. Where Can I Get More Help?

If the steps above do not solve your issue, contact Leaderhub Support.

Support Email:support@leaderhub.com

When contacting support, include your Family Calendar model and system version when possible.