



FAQ / Troubleshooting

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Answers to the most common questions about Time Zone Orbit, and what to do when something does not work as expected.

I don't see any events

Time Zone Orbit reads the events of the calendars on your phone. If none are shown, check the following:

1. Go to **Settings** → **Calendar** and check that *Calendar permission* shows **Granted**. If it shows **Denied**, tap the settings icon next to it and allow calendar access.
2. Make sure the events are in a calendar that is synced on your phone (for example, open your phone's calendar app and check they appear there).
3. Open a city's details and tap the **Refresh** icon in the top-right corner to reload the events.

My repeating events are missing

Events that repeat, such as a daily meeting, are shown on every day they take place. On Android, the first time you open the app it may ask for calendar access once more, because these events need both reading and writing permission. Tap **Allow** and reload the events with the **Refresh** icon in a city's details. If you tapped **Don't allow**, allow calendar access from your phone's app settings.

Where are my all-day events?

All-day events are not drawn as segments on the ring. Instead, the whole ring is tinted with a light color and a small marker with a calendar icon and the number of events appears above the 0. They

are also listed in the **ALL-DAY EVENT** section at the top of a city's details. See [The Orbit dial](#).

Why can't I add another city?

The app follows up to 4 cities in total, and up to 3 cities in the same time zone. Remove a city by swiping its card to the right, then add the new one. See [Managing cities](#).

The times of my events don't match the city's time

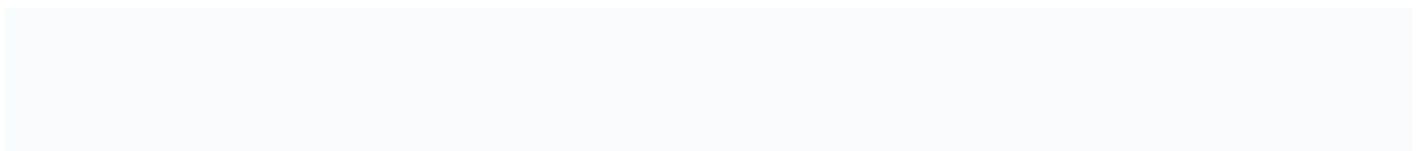
The event timeline in a city's details shows events in your own local time, which is the time they have in your calendar. The city's time is shown in the header of the details screen and on the dial.

The dial doesn't start at the current time

Check that **Settings** → **Sync with system clock** is on. When it is off, the dial starts at 00:00. You can also tap **Local time** under the central time at any moment to go back to the current time.

The dial jumps in steps instead of moving smoothly

The dial snaps according to **Settings** → **Precise minutes**. Choose × to move it freely, minute by minute.



The base time or UTC offset is wrong

The app uses your device's time zone by default. If you changed it, go to **Settings** → **Time zone** and select the offset marked (*Device*), or the one you need.

How do I see the tutorial again?

Go to **Settings** → **Watch tutorial** and tap it. The app goes back to the home screen and starts the tutorial.

How do I remove an alias?

Open the city's details, tap the pencil icon, delete the text and tap **Save**. The city name is shown again. See [City details and events](#).

Related pages

- [First launch and tutorial](#)
- [Managing cities](#)
- [City details and events](#)
- [Settings](#)