

Almost all of the problems reported to us were caused by incorrect time zone setting on the iPad.

With version 3.0 we introduced Network Time Synchronization which will detect the problem and display a warning. For security reasons, the time zone setting can not be changed by our application.

The iPad, as well as all modern computing devices, stores only one time internally, and the internal time does not depend on the user time zone settings. The selected time zone is used only when presenting time to the user. Selecting wrong time zone is usually compensated by changing the time. This makes all time-dependent applications to misbehave. For example, calendar event notifications might be off by few hours, or e-mails may appear in different order on a recipients computer.

For this reason:

- Please make sure you have selected the correct time zone.
- If you want to use local time when traveling abroad or to a place in a different time zone, please change the time zone in the iPad settings, not the time! After selecting new time zone, the time shown on the iPad will change automatically. If you have selected the correct time zone, the time will match the local time without further changes.

Symptoms and Solutions

For up-to-date information, see also the app support site:

<http://apps.orlinkolev.net/theworldclock/the-world-clock-faq>

1. All clocks are off by the same number of hours.

If there is network available, turn network time synchronization on (see help topic 10).

Check your time zone setting by following these steps:

- Open the Settings application on your iPad.
- Navigate to General -> Date and Time setting.

If there is an automatic time zone option, you may want to turn it off. Some mobile operators provide time information when the device is connected, but you should not rely on this without visual confirmation.

- Select Time Zone. Search for the appropriate place. The selected place should have the same time offset from GMT and use the same rules for daylight savings as the ones used on your current location.

2. One/Some of the clocks show incorrect time.

This may be caused by one of the following reasons:

- Wrong place is selected.

For example, you might have the intention to select Denver (Colorado) but selected Denver (Iowa) instead. Please open the clocks popup and check the full name in the list. If you are still unsure, check the location coordinates and approximate position on the map.

- The World Clock database contains wrong time zone setting for the location

Please use the **Send Feedback** option to report the problem.

3. Other issues or software bugs.

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