



CloudBacko App User Guide for Android and iOS

CloudBacko Corporation

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Revision History

| Date | Descriptions | Version |
|-----------------|--|---------|
| 15 October 2021 | Ch. 2.6.2 - added backup and restore limitations for HEIF and HEVC files for Android | 5.1.4.0 |

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1 Overview

1.1 What is this application?

Mobile Backup app and Two-Factor Authentication app for CloudBacko Pro/Lite

Nowadays, we tend to use our smartphones or tablets to get our work done, because of this, backing up mobile device data is crucial as our mobile devices have become an extension of working on a local computer.

The backup and restore feature for photos, videos, documents, and 2FA accounts on mobile devices provides CloudBacko users with flexible access to critical business or personal data in event of hardware failure and risk losing data due to an accident or disaster.

A Two-Factor Authentication (2FA) sign-in feature which serves as an additional layer of security for CloudBacko Pro/Lite, ensuring that only your registered mobile device(s) have the authority to grant permissions to access CloudBacko Pro/Lite.

| | Feature | Two-Factor Authentication (2FA) | Mobile Backup |
|---|-----------------|------------------------------------|---------------|
| D | CloudBacko Pro | | |
| D | CloudBacko Lite | ~ | |
| D | CloudBacko Home | × | |

1.2 System Architecture

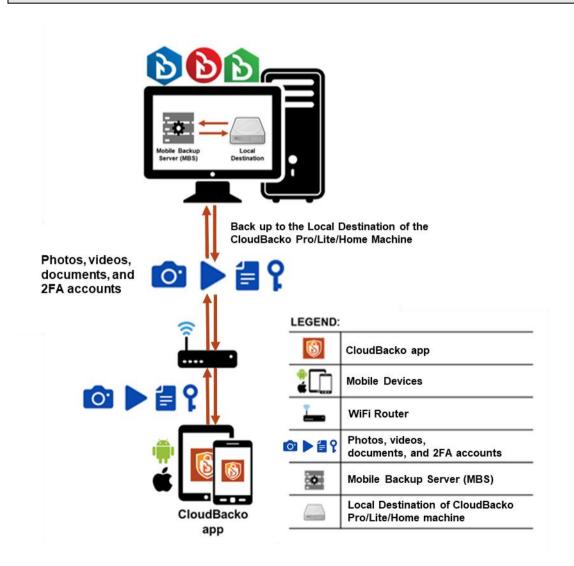
Below is the system architecture of CloudBacko app illustrating the major elements involved in the backup and restore process among the backup machine CloudBacko Pro/Lite/Home.

The CloudBacko app is connected to the local network of the CloudBacko Pro/Lite/Home machine via a WiFi Router, to backup and restore photos, videos, documents, and 2FA accounts that are stored primarily on the local destination of the CloudBacko Pro/Lite/Home machine.

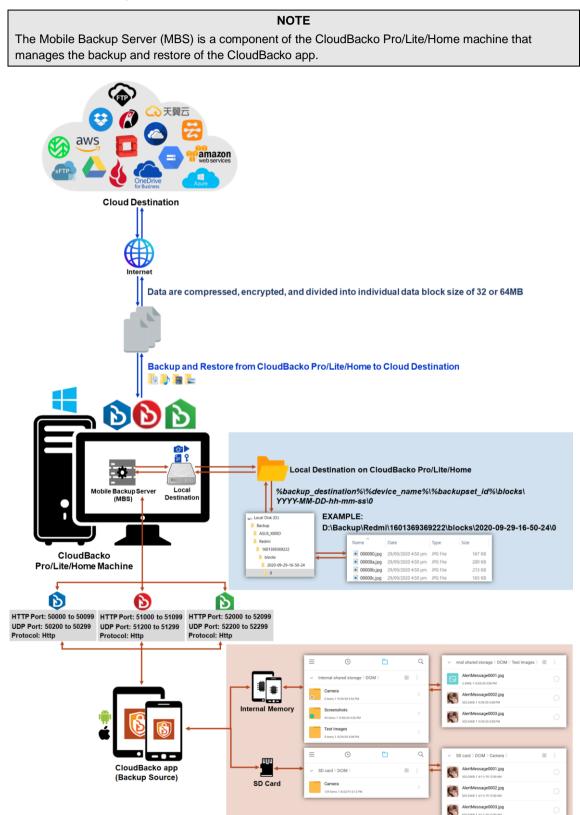
NOTE

The first mobile backup may take up a few hours to back up all the photos, videos, documents, and 2FA accounts from your device. Subsequent backups will take less time. Please do the following for the first mobile backup to prevent any interruption during backup process:

- For Android, disable screen lock or timeout.
- For iOS, disable auto-lock.
- Turn off all power saving modes
- Connect to power source



Photos, videos, documents, and 2FA accounts are stored either in the mobile device's internal memory or SD Card. These are selected as backup source using the CloudBacko app and will be backed up to the local destination of a CloudBacko machine, that can be a Hard Drive, Flash Drive, and/or Network Drive in their ORIGINAL format unencrypted. For Android devices, photos and videos will retain all EXIF. While for iOS devices, photos and videos will retain most of the EXIF including, capture date, location, and lens.

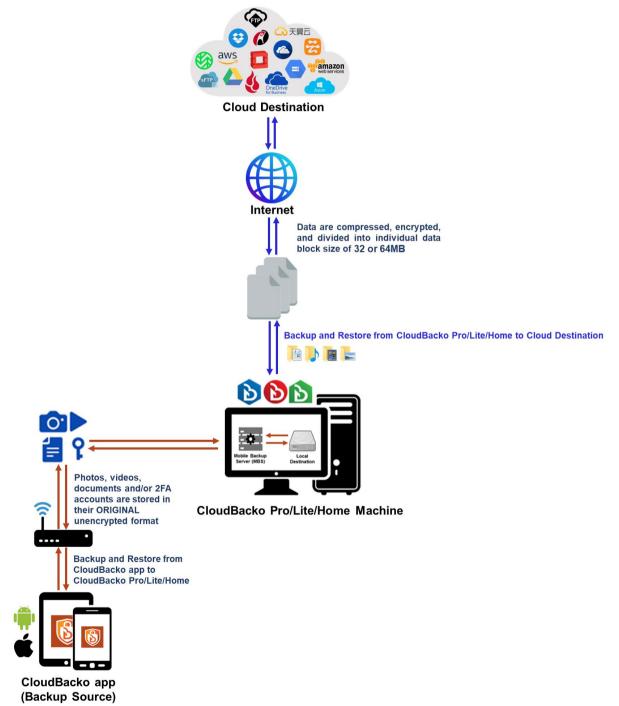


If storage of photos, videos, documents, and 2FA accounts to a cloud destination is required, then this can be done using CloudBacko Pro/Lite/Home to perform a secondary backup and restore of the photos and videos on the local drive to the cloud.

To back up and restore photos, videos, documents, and 2FA accounts from CloudBacko app to CloudBacko Pro/Lite/Home and Cloud, it is a two-step process.

1st: Back up photos, videos, documents, and 2FA accounts from CloudBacko app to CloudBacko Pro/Lite/Home.

2nd: Create a File backup set using CloudBacko Pro/Lite/Home, using the local backup destination as the backup source, then back up this backup set to cloud destination.

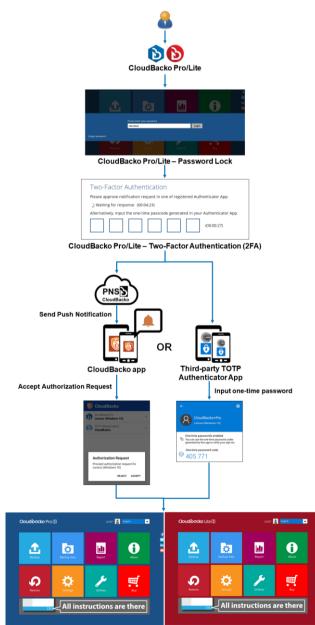


1.3 Two-Factor Authentication

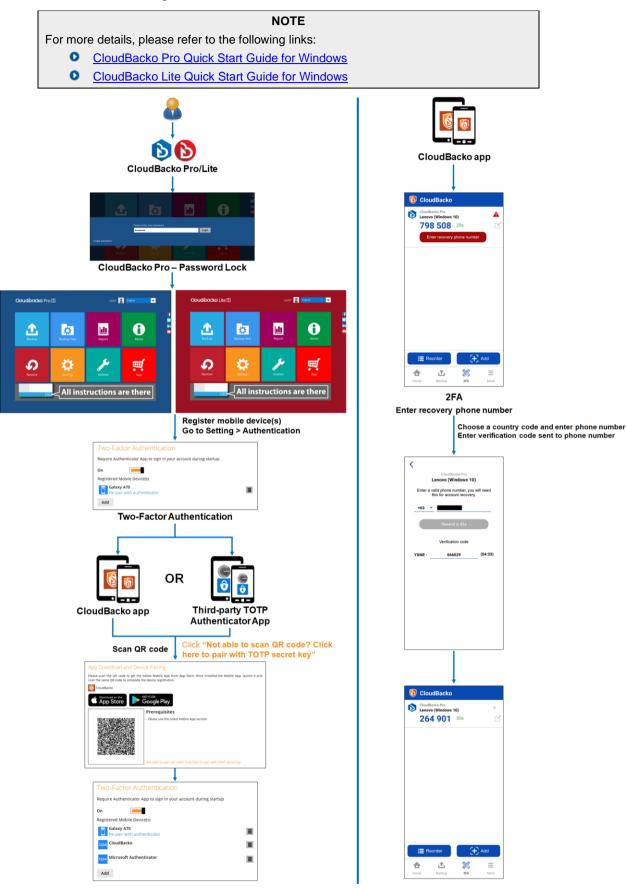
A new two-factor authentication feature is implemented on CloudBacko Pro and Lite v4.3.0.0 or above, to include support for TOTP (Time-based One-time Password) and Push notification authentication using the CloudBacko app to provide additional security for the user login process.

Upon initial login, you will have an option to set up your two-factor authentication feature. However, you may skip the setup and do it later. If you continue the two-factor authentication setup, it will be automatically enabled for future CloudBacko sign-in processes. Furthermore, you may register your CloudBacko Pro / Lite with multiple mobile devices for two-factor authentication.

For logins with two-factor authentication enabled on CloudBacko Pro / Lite, you will be asked to select the method that you would like to use. This depends on the authenticator app being registered. You will either accept the login request via push notification in the CloudBacko app or enter a one-time password generated in the third-party authenticator apps such as Authy, Duo, Google Authenticator, Microsoft Authenticator, LastPass, etc.



This illustrates the registration of mobile devices for Two-Factor Authentication.



1.4 Mobile Backup

The following table shows the key features of the mobile backup:

| | Android Devices | | iOS Devices | | |
|-------------------------|---|------------------|--------------|----------------|--|
| | Photos | \checkmark | Photos | \checkmark | |
| Supported Backup | Videos | \checkmark | Videos | \checkmark | |
| Source | Documents | \checkmark | Documents | × | |
| | 2FA accounts | \checkmark | 2FA accounts | \checkmark | |
| | Photos with the follo .png, .bmp, .gif, .tif, H | 0 | | oported: .jpg, | |
| | Videos with the following filename extensions are supported: .mp4, .mkv, .mov, .avi, .flv and HEVC. | | | | |
| | Audio files will be inc the document backup | | | | |
| Supported File Types | Documents with the f filename extensions a supported: .doc, .doc .xlsx, .ppt, .pptx, .pdf | are x, .xls, | | | |
| | Audio with the follow filename extensions a supported: .m4a, .mr .silk, .opus, .mp3, .fla .wav. | are nr, .aac, | | | |

2 Requirements for CloudBacko app on Android/iOS

2.1 Software Requirement

Download and install the latest version of CloudBacko app on the Play Store for Android mobile devices and on the App Store for iOS mobile devices.

2.2 Android and iOS Version Requirement

- For Android device, Android version must be Android 8 or above.
- For Apple device, iOS version must be 12.0 or above.

2.3 Network Connection

Ensure that CloudBacko app is connected to the same local WiFi network as the CloudBacko Pro/Lite/Home machine. Failure to do so will prevent the CloudBacko app from performing mobile backup/restore.

2.4 Two-Factor Authentication (2FA) Requirements

- Make sure to configure the firewall to allow outbound connection to pns.cloudbacko.com via port 80 and 443. Failure to do this will prevent you from signing in to CloudBacko Pro and Lite using Push Notification feature.
- Two-Factor Authentication must be enabled on CloudBacko Pro and Lite.
- A supported mobile device with CloudBacko app and/or a third-party authenticator apps must be installed.
- The CloudBacko app or a third-party authenticator apps must be registered with CloudBacko Pro and Lite.
- CloudBacko Pro and Lite must be connected to the internet.
- Mobile device must have valid mobile service and be able to receive SMS notifications.
- Mobile device must have a functioning camera for scanning QR code to register 2FA.
- To use push notification for Two-Factor Authentication with the CloudBacko app the mobile device must have an internet connection.
- Ensure to Allow Notification on the CloudBacko app for your mobile devices.

2.5 Mobile Backup Requirements

• Pre-requisites

- Backup and/or restore can be performed only if the mobile device is connected to the same local WiFi network as the CloudBacko Pro/Lite/Home machine.
- Backup and/or restore can be performed if the battery level is not lower than 30%. Unless Power Saving Mode is disabled.
- For mobile backup inbound/outbound network traffic must be allowed through the following port ranges:
 - CloudBacko Pro: TCP Port: 50000 to 50099, UDP Port: 50200 to 50299, Protocol: HTTP
 - CloudBacko Lite: TCP Port: 51000 to 51299, UDP Port: 51200 to 51299, Protocol: HTTP
 - CloudBacko Home: TCP Port: 52000 to 52099, UDP Port: 52200 to 52299, Protocol: HTTP

These are the default ports:

- CloudBacko Pro: TCP Port: 50000, UDP Port: 50200
- CloudBacko Lite: TCP Port: 51000, UDP Port: 51200
- CloudBacko Home: TCP Port: 52000, UDP Port: 52200

Actual TCP and UDP port can be seen on the CloudBacko Pro/Lite/Home when pairing a mobile device for mobile backup.



Backup while charging Requirement

If **Backup while charging** feature is enabled, mobile device should be plugged to a power source to resume backup.

Permission Requirement

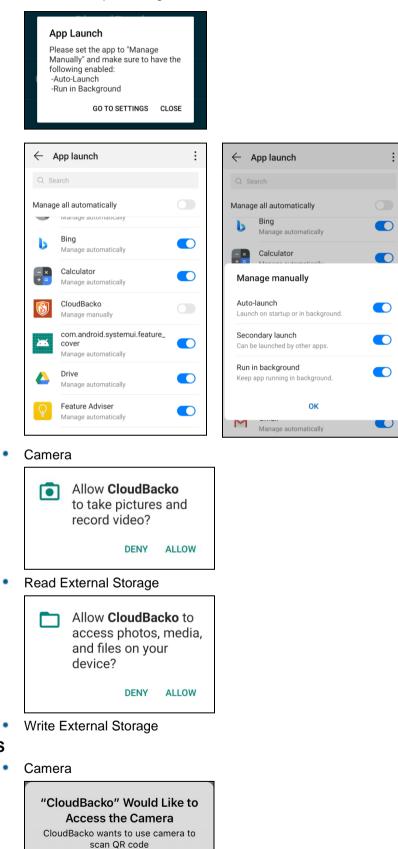
For the CloudBacko app to access the contents on your Android and iOS mobile device, you will be prompted to grant access permission on the following items when you first launch the application. Make sure to **Allow** these requests when prompted:

Android

• Auto-Launch and Run in Background

NOTE Auto-Launch and Run-in Background settings may vary from Android version and brand.

This is a sample setting from a Huawei device.



iOS

Don't Allow

OK

- Face ID
- Photo Library



Notifications

| Send You N Notifications ma sounds, and icon b | Would Like to otifications ny include alerts, badges. These can d in Settings. | | |
|--|--|--|--|
| Don't Allow Allow | | | |

Battery Requirement

When Power Saving Mode is enabled (This is enabled by default.), the User is unable to perform backup if battery level is less than 30%.

Backup while Charging Requirement

If **Backup while charging** feature is enabled, mobile device should be plugged to a power source to resume backup.

2.6 Limitations

2.6.1 Two-Factor Authentication (2FA)

2FA is not supported on CloudBacko Home.

2.6.2 Mobile Backup

For Android Devices

- Backup of document is only supported for documents stored in the internal storage of Android devices.
- Backup of HEIF and HEVC media files from iOS, stored on Android, are not supported.
- Restore of HEIF and HEVC media files from iOS are supported in Android devices. However, a third-party app is needed to view these media types on the Android device.

For iOS Devices

- Backup of photos and videos synchronized from iTunes are not supported due to iOS limitation.
- Backup of document is not supported.
- EXIF (Exchangeable Image File Format) metadata of photo and video files are not retained after restore, except the last modified date and time.

Due to limitation, the removed items from Free up space will remain in the "Recently deleted" folder for up to 40 days. It is highly recommended to manually clear the folder to release storage space.

For both Android and iOS Devices

- The timestamp of photo and video files are not retained after the restore process.
- Current release does not support backup/restore of multiple snapshots. Only the latest backup snapshot is available to be restored.
- Versions earlier than v1.6.0 does not support folder-by-folder or item-by-item restore. Only the complete set of backed-up photos and/or videos are available to be restored.

3 Get Started with CloudBacko App

This user guide will walk you through the following 5 major parts to get you started with using CloudBacko app.



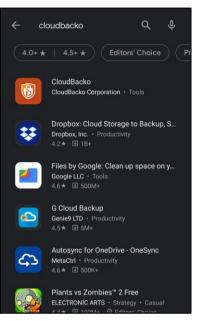
Restore backed up photos, videos, document and 2FA accounts to your mobile device.

4 Download and Install CloudBacko App

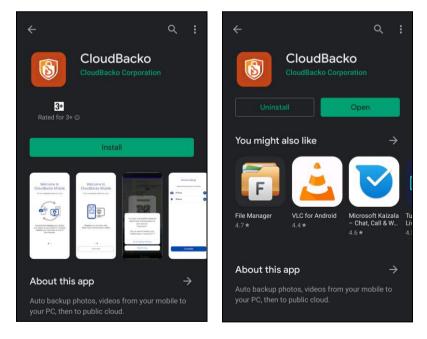
The latest version of CloudBacko app is available at Android Play Store / iOS App Store.

4.1 Android – Play Store

1. Search CloudBacko.



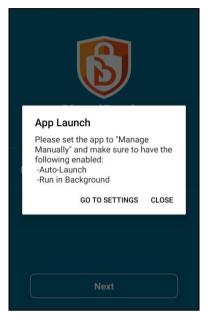
2. Tap Install to start the installation. CloudBacko app is successfully installed.



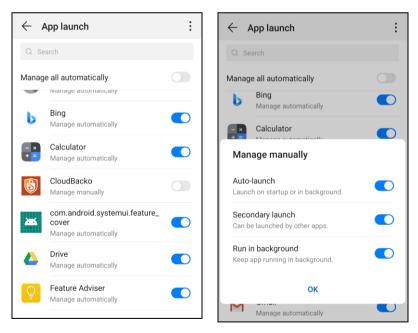
3. Optional: Tap the CloudBacko app. Pop-up message will be displayed for the App Launch. Make sure to enable the following: Auto-Launch and Run in Background.

NOTE Auto-Launch and Run-in Background settings may vary from Android version and brand.

This a sample setting is from a Huawei device.



Go to **Settings** > **App Launch** > **CloudBacko**. Manage the app manually by enabling the Auto-Launch and Run in Background.

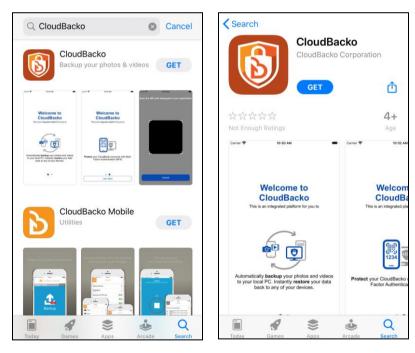


4.2 iOS – App Store

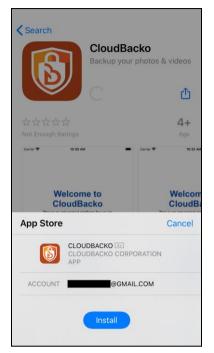
1. Search CloudBacko.



2. Tap **GET**.



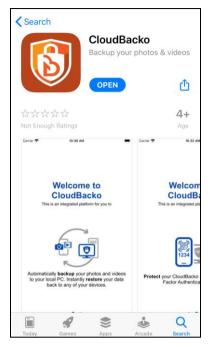
3. Tap Install to start the installation.



4. Input your Apple password then tap **Sign In** or use Touch ID by placing your enrolled fingerprint on the home button to proceed with the installation.

| CloudB Backup yo | acko ur photos & videos | Cloud Backup y | Backo our photos & videos |
|---|-----------------------------|---|--|
| App Store | Cancel | *** | 4+ |
| Sign In with Ap Enter the passwo @gmail.com to transaction | ord for o authorise this | Not Enough Ratings | Age Carrier 🕈 10:32 AM |
| Password Sign In | 2 | Welcome to CloudBacko This is an integrated platform for you to | Welcom CloudBa This is an integrated pla |
| | | Automatically backup your photos and vide bour local PC. Instantly restore your da back to any of your devices. | |
| | | Today Games Apps | Arcade Search |

5. CloudBacko app is successfully installed.



5 Start CloudBacko App

1. Tap on the CloudBacko icon to launch the app.



2. The following screen will be displayed.

For initial launch this will be the screen displayed:



After you have already registered for the mobile backup, this will be the screen displayed for succeeding launch:



6 CloudBacko app Overview



CloudBacko app has four (4) major features:

- Home Displays CloudBacko-related news
- Backup Backup and Restore
- 2FA Two-Factor Authentication
- More Settings and Help

6.1 Home

Displays the latest CloudBacko news.



6.2 Backup – Backup and Restore

After successful registration of the mobile devices with CloudBacko Pro/Lite/Home local machine. Allows the Users to back up and restore photos, videos, documents, and 2FA accounts to CloudBacko Pro/Lite/Home local machine.

| 6 | CloudBacko |) | |
|-----|---------------------------------|--------------|------|
| | You have n the mobil func | e backup | |
| | Activate and | start backup | |
| | | | |
| ном | E BACKUP | 2FA | MORE |

6.2.1 Edit Connection Setting

To allow the updating of the host name or IP address setting of the backup client machine if there are changes after device pairing. Follow the instructions below:

1. Tap the Edit connect setting link.

| 5 CloudBacko | | | | |
|---|-----------|--|--|--|
| Unable to locate applic Edit connec | ation | | | |
| Try again | | | | |
| Connect to new backup client application | | | | |
| 🛧 🔬 | (cr) (cr) | | | |
| Home Backup | 2FA More | | | |

- 2. Choose from the following options:
 - Automatically locate backup client machine

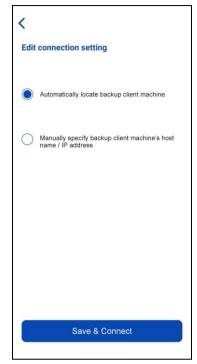
This will automatically connect to the backup client machine.

• Manually specify backup client machine's host name / IP address You can manually set the host name or IP address of the backup client machine.

| < |
|---|
| Edit connection setting |
| Automatically locate backup client machine |
| Manually specify backup client machine's host name / IP address |
| |
| |
| |
| |
| Save & Connect |
| |

Automatically locate backup client machine

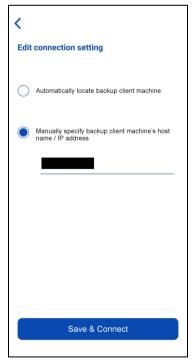
i. Select the Automatically locate backup client machine then tap Save & Connect.



ii. It will return to the Backup main screen and connect automatically connect to the backup client machine.

Manually specify backup client machine's host name / IP address

- i. Select Manually specify backup client machine's host name / IP address.
- ii. Enter the host name or IP address then tap **Save & Connect**.



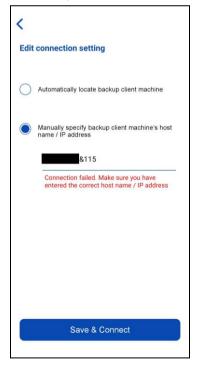
iii. It will attempt to connect to the specified host name or IP address. While attempting to connect, the host name or IP address field is disabled.

Attempting to connect to the host name / IP address...

| < |
|---|
| Edit connection setting |
| Automatically locate backup client machine |
| Manually specify backup client machine's host name / IP address |
| Attempting to connect to the host name / IP address |
| Cancel |
| |

If you have entered an invalid host name or IP address, this message will be displayed, Connection failed. Make sure you have entered the correct host name / IP address.

For example, the IP address has a special character "&" – 123.456.7&.115



3. The new host name or IP address has been updated and successfully connected to the backup client machine.

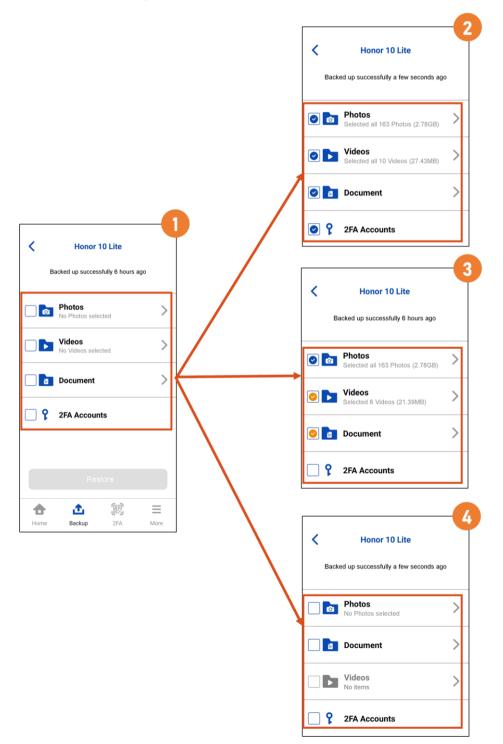
| b CloudBacko | | \$ |
|---------------------|-------------|--------|
| Redmi Note 8 | | |
| Last Backup | | |
| | | |
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| 🔥 Backup | P Re | estore |
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| | 00) U:) | _ |
| | | |

6.2.2 Restore Features

These are the different options for the Restore:

- Select or Deselect 2FA Accounts.
- Select All or Deselect All photos, videos, and/or document.
- Select a few or Deselect a few photos, videos, and/or document.
- View photos, videos, and/or document in separate tabs Recent, Archive, or Delete.

6.2.2.1 Restore Main Page



| | Restore main page | Description |
|---|---|---|
| | C Honor 10 Lite Backed up successfully 6 hours ago | In this example there are <u>no selected photos, videos,</u> <u>document and/or 2FA accounts</u> for restore yet. |
| 1 | Photos > No Photos selected > Videos > No Videos selected > | |
| | Document > | |
| | 2FA Accounts | |
| | C Honor 10 Lite Backed up successfully a few seconds ago | In this example, <u>document and 2FA accounts are selected</u> and all 163 photos with total size of 2.78GB and 10 videos with total size of 27.43MB are selected for restore. |
| | Blue checkbox indicates all photos, videos, document, and/or 2FA accounts are selected. | |
| L | Selected all 10 Videos (27.43MB) | |
| | Document | |
| | P 2FA Accounts | |
| | C Honor 10 Lite Backed up successfully 6 hours ago | In this example, <u>document and 2FA accounts are selected</u> and 163 photos with total size of 2.78GB and only 6 <u>videos with total size of 21.39MB</u> are selected for restore. Orange checkbox indicates selected photos, videos, |
| 3 | Photos Selected all 163 Photos (2.78GB) | document, and/or 2FA. |
| | Selected 6 Videos (21.39MB) | |
| | O Document | |
| | ? 2FA Accounts | |
| | Honor 10 Lite Backed up successfully a few seconds ago | In this example, documents and 2FA accounts are not selected and there are <u>No items</u> in Videos' folder. This means that there are no backed up photos to restore. |
| | Photos No Photos selected | Gray folder icon indicates no items in Photos, Videos, and/or Document folder. |
| 4 | Document > | |
| | Videos > | |
| | ? 2FA Accounts | |

6.2.2.2 Restore File Explorer



• A – Enlarge View Toggle

| Enlarge View Toggle – Enabled | Enlarge View Toggle – Disabled |
|--|--|
| If enlarge view is disabled then there will be 4 images per row. | If enlarge view is enabled then the images will be enlarged and there will be only 2 images per row. |
| | |

• **B** – Number of selected files

This shows how many photos, videos, and/or documents are selected for restore.

Photos (47) Videos (5)

• C – Select all / Deselect all

| Select all | Deselect all |
|--|--|
| If Select all is chosen then all the photos, videos, and/or documents will be selected with blue checkmark on each photos, videos, and/or documents. | If Deselect all is chosen then it will remove all the selected photos, videos, and/or documents and there will be no blue checkmark on all photos, videos, and/or documents. |
| Select all | Deselect all |

D – All / Album View

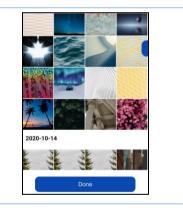
| All View | Album View |
|---|--|
| In All View the photos and/or videos are grouped by date. | In Album View the photos and/videos are grouped per album. |
| All | 🔚 Album |

• E – Image List

This shows the list of photos and/or videos that are ready for restore.

If there are too many selected photos and/or videos, there is a scroll bar on the right side to navigate the rest of the photos and/or videos.





• F – Recent / Archive / Delete Tabs View

| Recent tab | Archive tab | Delete tab |
|--|---|---|
| Backed-up photos, videos, and/or documents that are ready for restore. | Photos, videos, and/or documents that have been deleted during backup when the Free up space was enabled. | Backed photos, videos, and/or documents but are now deleted from the device. As long as the mobile device is not yet deleted in CloudBacko Pro/Lite/Home, photos, videos, and/or documents can be restored. |

6.3 2FA – Two-Factor Authentication

Allows the Users to add, edit, reorder, and/or remove CloudBacko Pro/Lite accounts for Two-Factor Authentication (2FA).

- Add an account
- Edit an account
- Remove an account
- Reorder accounts

| 🚺 Clou | ıdBacko | | |
|-----------------------------|--|---|--------------------------|
| Launch on le Settings | accour your Cloud ocal PC or N s -> Authent | onnected to a nt yet. Backo appli Mac, go to U ication to co entication fo | cation ser nfigure |
| Scan | QR code in | your applica | ation |
| | | | |
| • | <u>ئ</u> | 60) 83) | \equiv |
| Home | Backup | 2FA | More |

6.3.1 Add an account

To add an account, follow the instructions below using:

- Push Notification and TOTP or
- TOTP Only

NOTE

Although the example screenshots below are for CloudBacko Pro, as the user interface for **Settings > Authentication** is identical on CloudBacko Lite, these instructions can also be applied to CloudBacko Lite.

Push Notification and TOTP

1. Open the CloudBacko Pro/Lite and go to **Settings** > **Authentication**. On the Two-Factor Authentication, swipe the lever to the right, then click **Add**.

| Settings | Password Lock Require password to unlock CloudBacko Pro during startup |
|--|---|
| Proxy Email Report Windows Event Log Software Update License | off Two-Factor Authentication Require Authenticator App to sign in your account during startup on Registered Mobile Device(s) |
| Authentication | Add |
| Mobile Backup | Last Successful Login Time: 09/08/2021 16:32 (CST) Mobile Device: Androidv10 |
| | Save Cancel Help |

2. Download the CloudBacko app from Google Play for an Android device and from App Store for an iOS device. Scan the QR code to complete the device registration for two-factor authentication (Push notification and TOTP) feature.

| App Download and De | |
|-----------------------------------|--|
| scan the same QR code to complete | e below Mobile App from App Store. Once installed the Mobile App, launch it and the device registration. |
| CloudBacko | |
| Cownload on the App Store | Google Play |
| | Prerequisites |
| | - Please use the latest Mobile App version |
| | Not able to scan QR code? Click here to pair with TOTP secret key |
| | |

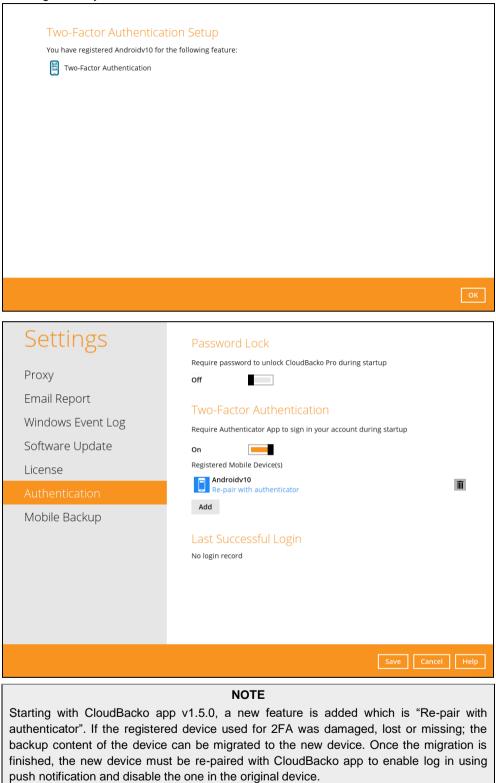
3. In the CloudBacko app, go to **2FA**. Tap the Scan QR code in your application link to scan the QR Code on the CloudBacko Pro/Lite/Home.

| b CloudBacko | IoudBacko |
|--|--|
| You have not connected to any account yet. You have not connected to any account yet. Stanch your CloudBacko application to configure to user PC or Mac, go to User Strings -> Authentication to configure backup account. | Scan the QR code displayed in your application (supports two-factor authentication, mobile device backup etc.) |
| | Cancel |
| Image: home Image: home Backup Image: home | Not able to scan QR code? |

4. Once the QR Code is detected, tap **OK** to proceed.



5. Once the registration is successful, the following screen will be displayed. You have now registered your device for two-factor authentication then click **OK**.



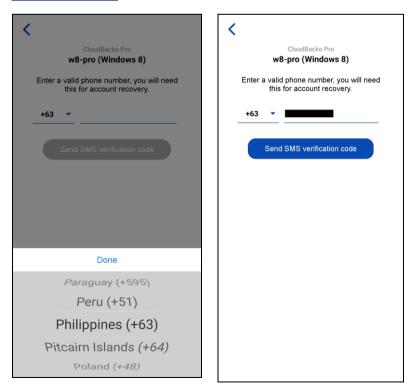
6. In the CloudBacko app, go to 2FA then enter the phone number for account recovery. Tap Enter recovery phone number.

NOTE

Although push notification and TOTP will still work if the recovery phone number registration is not completed, it is still strongly recommended to complete **step 6** as you will not be able to access the CloudBacko Pro/Lite if you lose your mobile device which also means loss of access to backup data.

| i CloudBacko | | | 6 | CloudBack | þ | |
|-----------------------------------|-----|----------|-----|---|-----|--------|
| CloudBacko Pro w8-pro (Windows | 8) | A | 8 | CloudBacko Pro w8-pro (Windows 660 298 Enter recover | | ▲ ℃ |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| E Reorder | (E) | Add | | Reorder | | Add |
| Home Backup | 2FA | More | Hom | he Backup | 2FA | More |

Select your country code and enter your phone number then click Send SMS verification code.



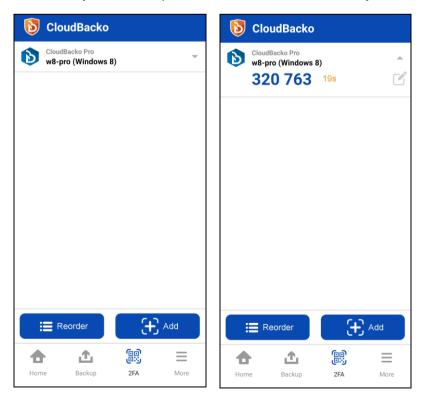
Enter the verification code sent to your mobile device.

| < | < |
|--|--|
| CloudBacko Pro w8-pro (Windows 8) | CloudBacko Pro w8-pro (Windows 8) |
| Enter a valid phone number, you will need this for account recovery. | Enter a valid phone number, you will need this for account recovery. |
| +63 💌 | +63 👻 |
| Resend in 100s | Resend in 94s |
| Verification code | Verification success |
| JJGD - 148995 (04:40) | ок |
| | |
| | |
| | |
| | |
| | |
| | |

Sample verification code.

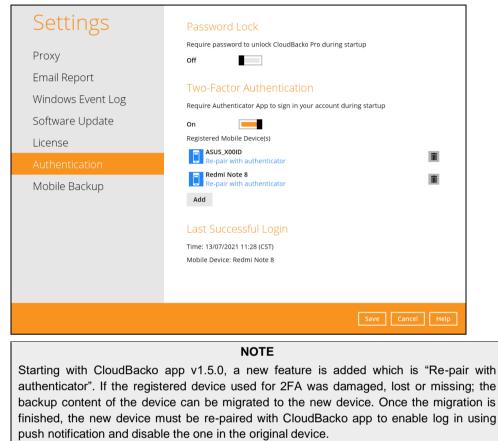


Successfully verified the phone number for account recovery.

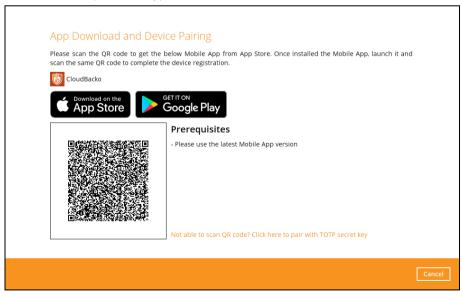


TOTP Only

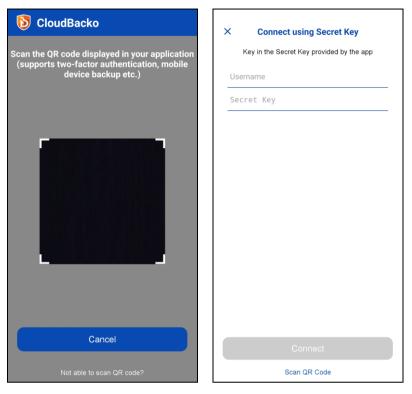
1. Open the CloudBacko Pro/Lite and go to **Settings** > **Authentication**. On the Two-Factor Authentication, click **Add**.



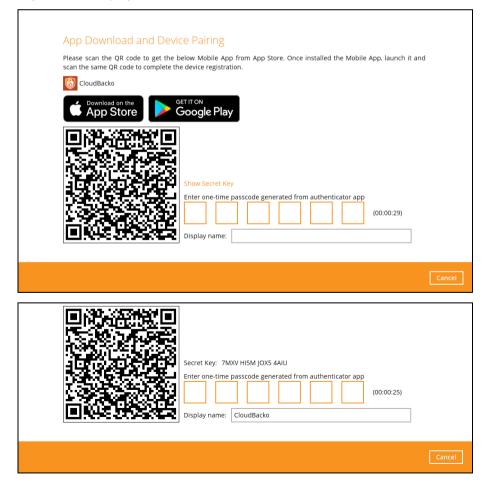
 Download the CloudBacko app from Google Play for an Android device and from App Store for an iOS device. Next, click the Not able to scan QR code? Click here to pair with TOTP secret key link to complete the device registration for two-factor authentication (TOTP only) feature.



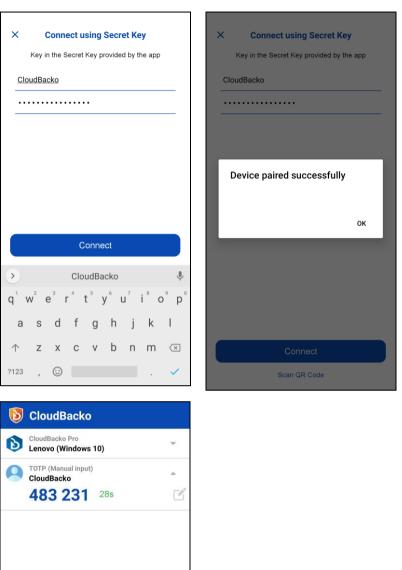
3. In the CloudBacko app, go to 2FA. Tap the Not able to scan QR code? link.



To see the secret key, click the **Show Secret Key** link to display the 16-digit secret key. Enter a display name.



4. Enter the Username and Secret Key from CloudBacko Pro or Lite, then tap Connect.



(+) Add

 \equiv

More

嚻

2FA

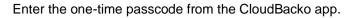
E Reorder

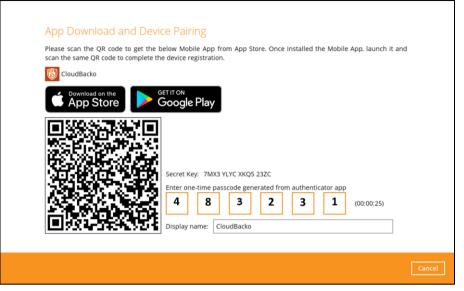
企

Backup

÷

Home





5. Once the registration is successful, the following screen will be displayed. You have now registered your device for two-factor authentication. Click **OK** to continue.

| Two-Factor Authentical You have registered CloudBacko for Two-Factor Authentication | | |
|---|---|-------------|
| Settings Proxy Email Report Windows Event Log Software Update License Authentication Mobile Backup | Password Lock Require password to unlock CloudBacko Pro during startup off off Two-Factor Authentication Require Authenticator App to sign in your account during startup on megistered Mobile Device(s) ASUS_X00D Ree-pair with authenticator 1224 CloudBacko Redmi Note 8 Re-pair with authenticator Image: Asure Successful Login Time: 13/07/2021 11:28 (CST) Mobile Device: Redmi Note 8 | |
| | Save | Cancel Help |

6.3.2 Edit an account

To allow the updating of the account profile. Follow the instructions below:

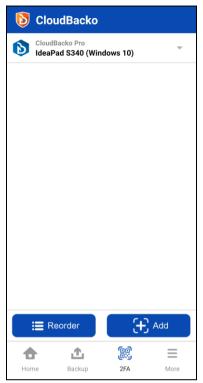
1. Select an account, tap the arrow down \frown icon. Then tap the **Edit** \square icon.

| I CloudBacko | | 5 | CloudBacko |) | |
|--------------------------------------|----------|----|--|-----|------|
| CloudBacko Pro Lenovo (Windows 1) | 0) | 8 | CloudBacko Pro Lenovo (Windows 264 901 | 30s | ▲ |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| E Reorder | Add | | E Reorder | Œ | Add |
| Home Backup | 2FA More | Но | me Backup | 2FA | More |

2. Edit the account name then tap **Save**.

| < | < |
|--------------------------------|---|
| $\textcircled{\black}{\black}$ | \mathbf{b} |
| CloudBacko Pro | CloudBacko Pro |
| Lenovo (Windows 10) | IdeaPad S340 (Windows 10) |
| Remove account | Remove account |
| | |
| | Save |
| | > you I me 🌵 |
| | $q^1 w^2 e^3 r^4 t^5 y^6 u^7 i^8 o^9 p^0$ |
| | as dfg hjkl |
| Save | 🛧 z x c v b n m 🖂 |
| | ?123 , 😳 . 🗸 |

3. The account has been successfully edited.



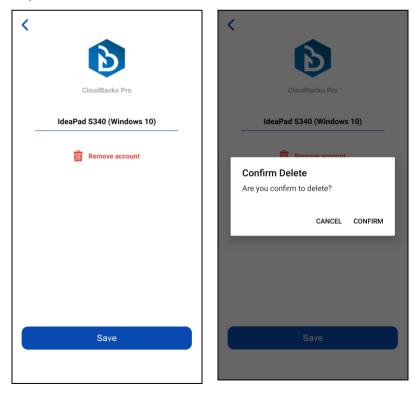
6.3.3 Remove an account

To remove an account, follow the instructions below:

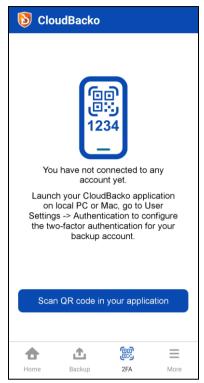
1. Select an account, tap the arrow down \checkmark icon. Then tap the Edit \square icon.

| I CloudBacko | b CloudBacko |
|--|--|
| CloudBacko Pro IdeaPad S340 (Windows 10) | CloudBacko Pro IdeaPad S340 (Windows 10) 413 369 28s |
| | |
| | |
| | |
| | |
| E Reorder | E Reorder |
| Image: home Image: home Backup Image: home | Home Backup 2FA More |

2. Tap Remove account to confirm the deletion of the account.



3. The account has been successfully removed.



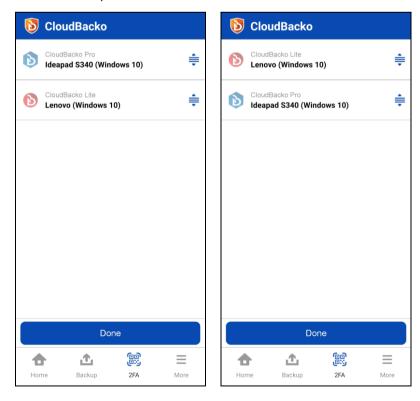
6.3.4 Reorder Accounts

To reorder accounts, follow the instructions below:

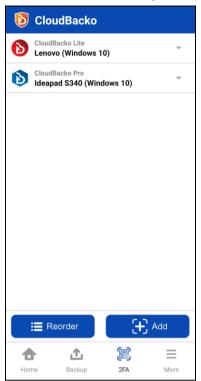
1. Tap the **Reorder**.

| 6 | CloudBacko | | |
|-----|-------------------------------------|-----------|------|
| 6 | CloudBacko Pro Ideapad S340 (Wir | ndows 10) | ~ |
| D | CloudBacko Lite Lenovo (Windows | 10) | ~ |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | E Reorder | Œ | Add |
| 1 | 止 | <u>e</u> | Ξ |
| Hor | ne Backup | 2FA | More |

 Hold the reorder icon [♣] located on the right side of each account then tap **Done**. In this example, the CloudBacko Pro – Ideapad S340 (Windows 10) account is moved from top to bottom.



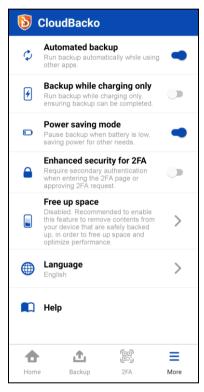
3. Accounts are successfully reordered.



6.4 More – Settings and Help

Allows the Users to access and configure the following functions:

- Automated backup
- Backup while charging only
- Power saving mode
- Enhanced security for 2FA
- Free up space
- Language
- Help



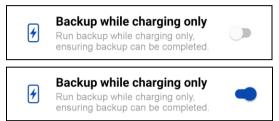
6.4.1 Automated backup

Allows the Users to enable or disable the automation of the backup process as long as the app is capable of running in the background (this feature may not be working due to iOS limitation). This is enabled by default.

| Φ | Automated backup Run backup automatically while using other apps. | |
|---|---|--|
|---|---|--|

6.4.2 Backup while charging only

Allows the Users to enable or disable the backup while charging. This is disabled by default.



If Backup while charging is enabled and not connected to a power source, the following message will be displayed.

| b CloudBack | 0 |
|----------------------------|--|
| Redmi | |
| Backup interrupted | |
| Last Backup | a minute ago |
| Items | Backed Up |
| [Backup while c enabled | harging only] is |
| to resume the bac | ce to a power source kup. Alternatively, go ible the [Backup while ion. |
| | ок |
| | |
| _ | |
| | Done |
| | |
| † 1 | |
| Home Backup | 2FA More |

6.4.3 Power saving mode

Allows the Users to enable or disable the power saving mode that will hold the backup when battery is low. This is enabled by default.



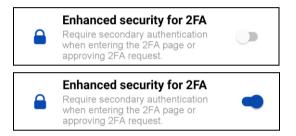
If Power saving mode is enabled and the battery of the device is below 30%, the following message will be displayed.

| b CloudBacko | |
|--|---------------------|
| Redmi | |
| Backup interrupted | |
| Last Backup | 2021-02-08 09:11:07 |
| Items | Backed Up |
| O Photos | 0 |
| Power saving mo | de is enabled |
| Connect your device to resume the back to Settings to disab mode] option. | |
| | ок |
| | |
| | |
| C | one |
| | |
| A A | |
| Home Backup | 2FA More |

6.4.4 Enhanced security for 2FA

Allows the Users to enable, disable, access the 2FA page using password or biometric, or unlock the 2FA page using password or biometric. This is disabled by default.

- Enable Enhance security for 2FA
- Disable Enhance security for 2FA
- <u>Approve 2FA using notification request with CloudBacko Authenticator Password or</u> <u>Passcode/Biometrics</u>
- <u>Approve 2FA using one-time password with CloudBacko Authenticator Password or</u> <u>Passcode/Biometrics</u>
- Unlock the 2FA page using Password or Passcode
- Unlock the 2FA page using Biometric



If the device is not password or biometric (face detection or fingerprint) protected, the security for 2FA page cannot be enabled. The following message will be displayed.

| D | CloudBacko | |
|-----------|---|------|
| ¢ | Automated backup Run backup automatically while using other apps. | |
| 4 | Backup while charging only Run backup while charging only, ensuring backup can be completed. | |
| | Power saving mode Pause backup when battery is low, saving power for other needs. | |
| D | Device security | |
| b | You need to set up a passcode or iometric authentication in your devir o enable this feature. | ce |
| | | ок |
| | optimize performance. | |
| | Language English | > |
| | | |
| | Help | |
| EQ Hom | ර මා මා | More |

NOTE

Example screenshots used for this chapter are from an Android device Redmi brand, and an iOS device iPhone 6s. The authentication screen using password or biometric may vary from Android or iOS version and brand.

To enable the Enhanced security for 2FA, follow the instructions below:

1. Launch CloudBacko app.



2. Go to More



3. Look for the Enhanced security for 2FA, swipe the lever to the right to turn it on.



Example screenshot from

Android Redmi Note 8

4. The Authentication screen will be displayed, use the password or biometric to enable the 2FA.

iPhone 6s

Example screenshot from iOS

) CloudBacko Automated backup Automated backup 0 ally while Backup while charging Backup while charging only only Run backup while charging only, ensuring backup can be completed. * 4 Power saving mode Touch ID for "CloudBacko" Enhanced security for 2FA Please authenticate to process the auth request -0 Free up space Cancel Disabled. Recommended to enable this feature to remove contents from your device that are safely backed up, in order to free up space and optimize performance. > Authentication Required Language > 83 ₫ Ξ • Touch the fingerprint sensor Backup More USE PASSWORD

5. Enhanced security for 2FA is successfully enabled.



www.cloudbacko.com

To disable the Enhanced security for 2FA, follow the instructions below:

1. Launch CloudBacko app.



2. Go to More =



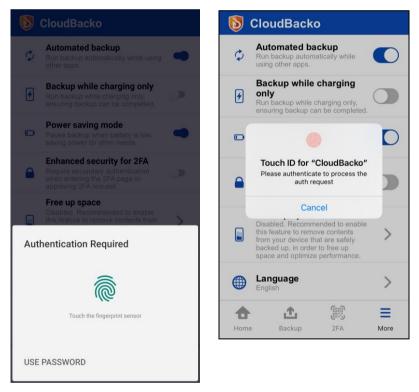
3. Look for the Enhanced security for 2FA, swipe the lever to the left to turn it off.



4. The Authentication screen will be displayed, use the password or biometric to disable the 2FA.

Example screenshot from Android Redmi Note 8

Example screenshot from iOS iPhone 6s



5. Enhanced security for 2FA is successfully disabled.



To Approve 2FA using notification request with CloudBacko Authenticator - Password or Passcode/Biometrics, follow the instructions below:

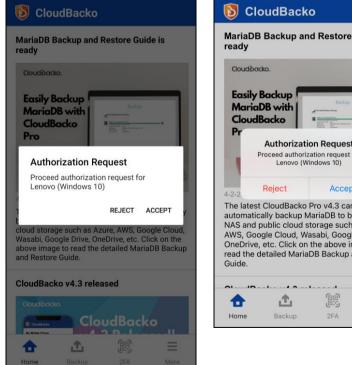
1. On the CloudBacko Pro/Lite, double-click Approve request in Authenticator App from "Redmi" to proceed with login.

| Two-Factor Authentication |
|---|
| Please select one Two-Factor Authentication method to continue. |
| Approve request in Authenticator App from "Redmi" |
| 1234 Input one-time password generated in Authenticator App from "Mobile User1" |
| Approve request in Authenticator App from "iPhone6s" |
| |
| |
| Two-Factor Authentication |
| Two-Factor Authentication Please approve the notification request in Authenticator App on "Redmi". |
| |
| Please approve the notification request in Authenticator App on "Redmi". |

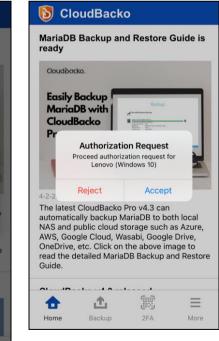
Launch CloudBacko app, accept the authorization request sent to your device. 2.



Example screenshot from Android Redmi Note 8



Example screenshot from iOS iPhone 6s



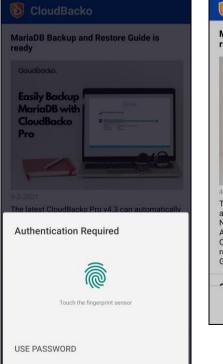
- 3. The Authentication screen will be displayed.
 - click the USE PASSWORD link. Input the password and click Next to proceed 0 or,

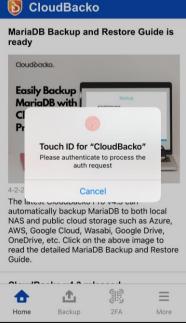
 \leftarrow Enter lock screen password Enter iPhone passcode for "CloudBacko" Please authenticate to process the auth request 0 0 0 0 0 0 0 0 0 2 1 4 6 H I 5 8 7 P Q R S 2 ABC 3 DEF 1 4 сні 5 JKL 6 мло 0 7 PQRS 9 wxyz 8 TUV 0 $\langle X \rangle$ ~

0 look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

Example screenshot from Android Redmi Note 8

Example screenshot from iOS iPhone 6s





Example screenshot from Android Huawei P10

Example screenshot from iOS iPhone 6s

3

6 MN0

9

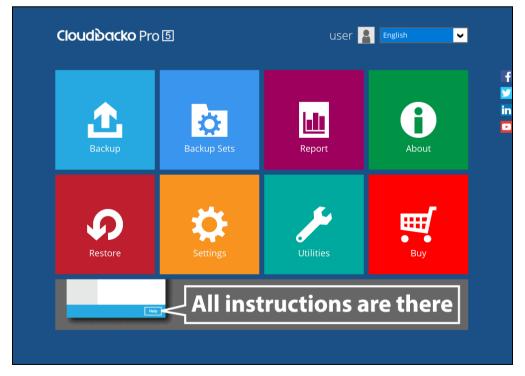
Cancel

If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to "Try again later" with a specific amount of time.

| Example screenshot from Android Redmi Note 8 | Example screenshot from iOS iPhone 6s |
|---|--|
| CloudBacko | |
| | Authentication is disabled |
| | Try again in 1 minute |
| | |
| | |
| | |
| | |
| Authentication Required | |
| () | |
| Too many attempts. Try again later. | Cancel |
| | |
| USE PASSWORD | |

NOTE The message and retry interval may vary depending on Android or iOS version and brand.

4. After successful login, the following screen will appear.





To Approve 2FA using one-time password with CloudBacko Authenticator – Password or Passcode/Biometrics, follow the instructions below:

1. On the CloudBacko Pro/Lite, double-click **Approve request in Authenticator App from "Redmi"** to proceed with login.

| Two-Factor Authentication | | | | |
|---|--|--|--|--|
| Please select one Two-Factor Authentication method to continue. | | | | |
| Approve request in Authenticator App from "Redmi" | | | | |
| 1234 Input one-time password generated in Authenticator App from "Mobile User1" | | | | |
| Approve request in Authenticator App from "iPhone6s" | | | | |
| Two Factor Authoritization | | | | |
| Two-Factor Authentication | | | | |
| Please approve the notification request in Authenticator App on "Redmi". | | | | |
| Waiting for response (00:04:56) | | | | |
| Authenticate with one-time password | | | | |
| Two-Factor Authentication | | | | |
| Please input the one-time password generated in Authenticator App from "Redmi". | | | | |
| (00:00:25) | | | | |
| | | | | |

2. Launch CloudBacko app.

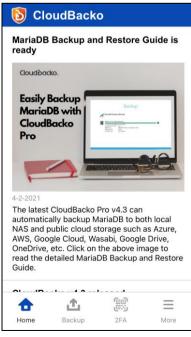


3. Go to **2FA** by page.

Example screenshot from Android Redmi Note 8

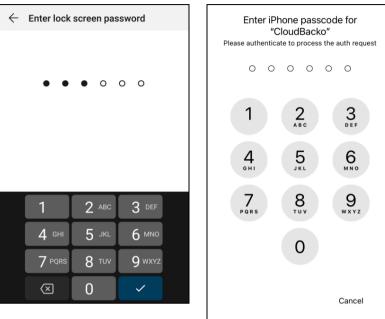
| 🚺 Clou | dBacko | | |
|--|------------------------------|--|-------------|
| MariaDB Ba ready | ckup and l | Restore Gui | de is |
| Cloudèacko | 54 | | |
| Easily Ba MariaDE CloudBa Pro | s with | Backup Matthewane | |
| backup Maria | DB to both I | o v4.3 can au ocal NAS and | l public |
| Wasabi, Goog | gle Drive, On to read the | ure, AWS, Goo eDrive, etc. Cl detailed Maria | lick on the |
| CloudBack | o v4.3 relea | ased | |
| | | udBack | ·• |
| Mr. Mobile Phone | <u>Λ</u> | | = |
| Home | Backup | 2FA | More |

Example screenshot from iOS iPhone 6s



- 4. The Authentication screen will be displayed.
 - click the USE PASSWORD link. Input the password and click Next to proceed or,

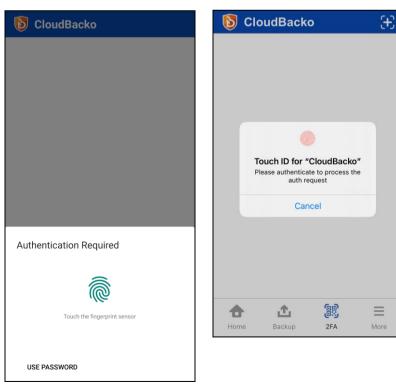
Example screenshot from Android Huawei P10 Example screenshot from iOS iPhone 6s



 look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

Example screenshot from Android Redmi Note 8

Example screenshot from iOS iPhone 6s



If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to "Try again later" with a specific amount of time.

| Example screenshot from Android Redmi Note 8 | Example screenshot from iOS iPhone 6s |
|---|---------------------------------------|
| 5 CloudBacko | |
| | Authentication is disabled |
| | Try again in 1 minute |
| | |
| | |
| | |
| | |
| | |
| Authentication Required | |
| () | |
| Too many attempts. Try again later. | Cancel |
| | |
| USE PASSWORD | |
| | |

NOTE

The message and retry interval may vary depending on Android or iOS version and brand.

5. 2FA page will be displayed.

Example screenshot from Android Redmi Note 8

Example screenshot from iOS iPhone 6s

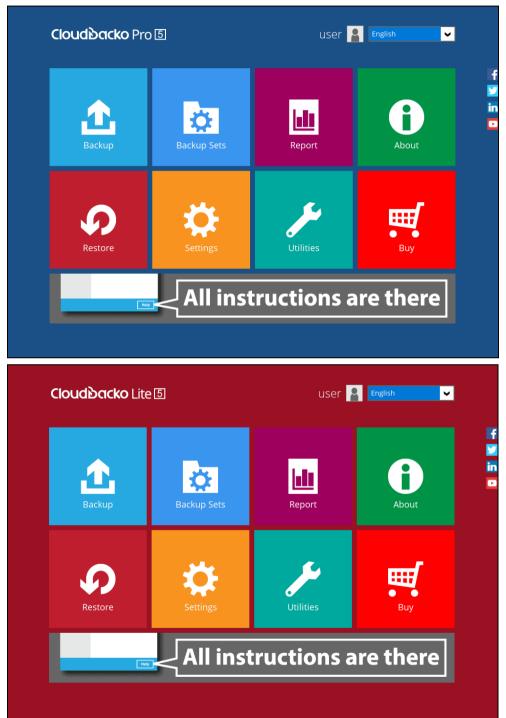
| b CloudBacko | I CloudBacko | |
|---------------------------------------|---------------------------------------|---|
| CloudBacko Pro Lenovo (Windows 10) | CloudBacko Pro Lenovo (Windows 10) | |
| 727 723 20s | 632 439 ^{20s} | Ľ |
| | | |
| | | |
| | | |

6. On the CloudBacko Pro/Lite , enter the one-time password that is generated by the CloudBacko app and click **Next**.

| Two-Factor Authentication | | | |
|---|------------|--|--|
| Please input the one-time password generated in Authenticator App from "Redmi". | | | |
| 727723 | (00:00:21) | | |

| Two-Factor Authentication | |
|--|--|
| Please input the one-time password gener | ated in Authenticator App from "iPhone6s". |
| 632439 | (00:00:18) |

7. After successful login, the following screen will appear.



To unlock the 2FA page, follow the instructions below:

- Using Password
 - 1. Launch CloudBacko app.



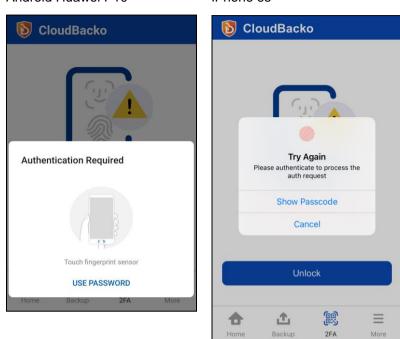
2. Go to **2FA** by page.



3. The locked 2FA page will be displayed, click Unlock.

Example screenshot from Example screenshot from iOS Android Huawei P10 iPhone 6s CloudBacko CloudBacko Ь Ъ This page is locked. This page is locked. Unlock Unlock ÷ £ 嚻 \equiv Backup Home 2FA More • Δ R \equiv Backup 2FA More Home

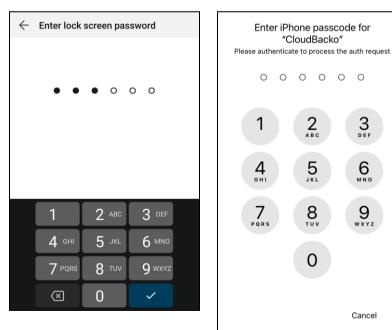
4. Authentication screen will be displayed, click the USE PASSWORD or Show Passcode.



5. Input the password or passcode and click **Next** to proceed.

Example screenshot from Android Huawei P10

Example screenshot from iOS iPhone 6s



Example screenshot from Android Huawei P10 Example screenshot from iOS iPhone 6s

If there are too many failed attempts to input the password, then the 2FA page will still be locked and will prompt a message to "Try again later" with a specific amount of time.

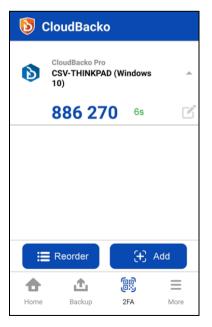
Example screenshot from iOS

Android Huawei P10 iPhone 6s ← Enter lock screen password Authentication is disabled correct password. You have 1 try left. Try again in 1 minute PLEASE TRY AGAIN AFTER 10 MIN Cancel

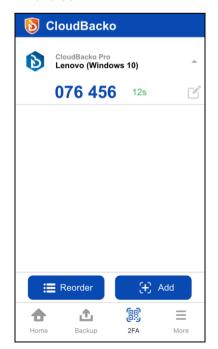
NOTE The message and retry interval may vary depending on Android or iOS version and brand.

6. 2FA page will be displayed.

> Example screenshot from Android Huawei P10



Example screenshot from iOS iPhone 6s



Example screenshot from

- Using Biometrics (Face detection or Fingerprint)
 - 1. Launch CloudBacko app.

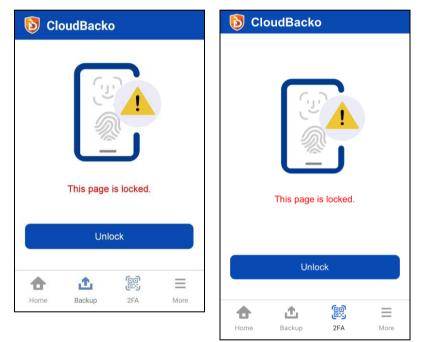


2. Go to 2FA page.

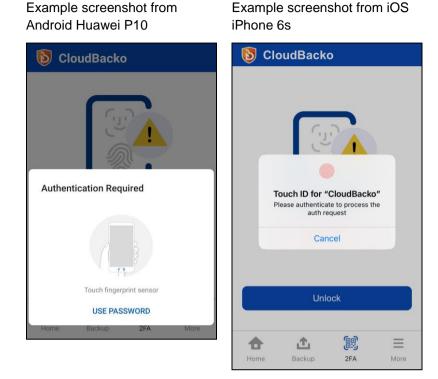
| CloudBacko | | udBack | • |
|-----------------|----------|--------|----------|
| My Mobile Phone | | | |
| d | <u>ئ</u> | | \equiv |
| Home | Backup | 2FA | More |

3. The locked 2FA page will be displayed, click Unlock.

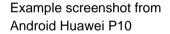
Example screenshot from Android Huawei P10 Example screenshot from iOS iPhone 6s



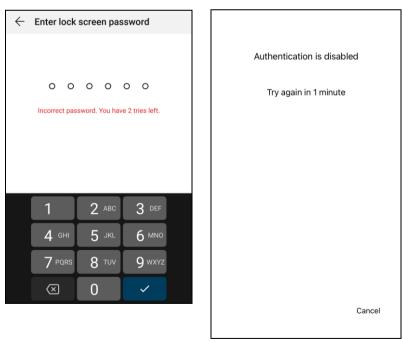
4. Authentication screen will be displayed, look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.



If there are too many failed attempts, then the 2FA page will still be locked and will prompt a message to "Try again later" with a specific amount of time.



Example screenshot from iOS iPhone 6s

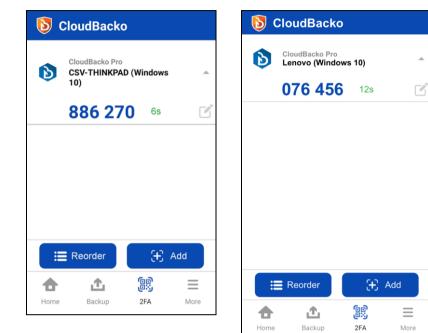


NOTE The message and retry interval may vary depending on Android or iOS version and brand..

Cloud Backo.

5. 2FA page will be displayed.

Example screenshot from Android Huawei P10



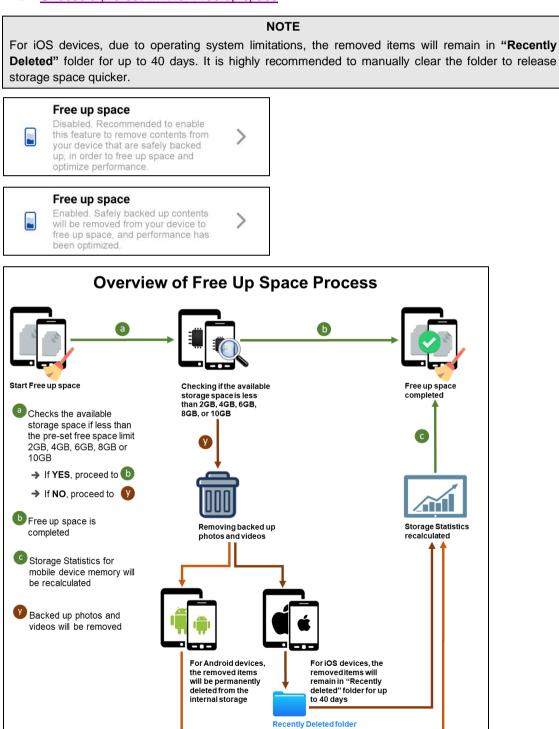
Example screenshot from iOS iPhone 6s

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6.4.5 Free up space

Allows the Users to enable or disable the free up space feature that will optimize the available storage space on the mobile device by permanently removing backed up photos and videos when the device's free storage space falls below a pre-set limit, **2GB**, **4GB**, **6GB**, **8GB**, or **10GB**. This is disabled by default.

- Enable Free up space
- Disable Free up space
- Choose a pre-set limit for Free up space



To enable the Free up space, follow the instructions below:

1. Launch CloudBacko app.



2. Go to More \equiv .

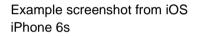
| CloudBacko | | udBack | 0 |
|-----------------|----------|--------|---|
| My Mobile Phone | | 2 D L | |
| A | <u>1</u> | | = |

3. Look for the Free up space and double click it.

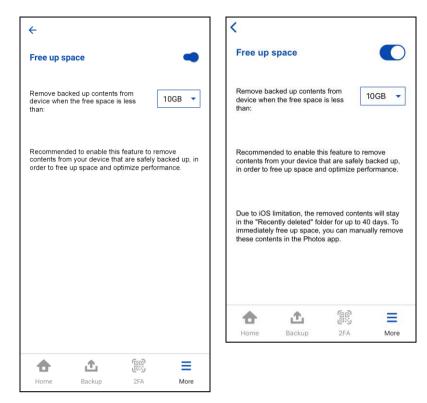


4. Swipe the lever to the right to turn it on.

Example screenshot from Android Redmi Note 8



| ÷ | < |
|---|--|
| Free up space | Free up space |
| Remove backed up contents from device when the free space is less 10GB - than: | Remove backed up contents from device when the free space is less than: |
| Recommended to enable this feature to remove contents from your device that are safely backed up, in order to free up space and optimize performance. | Recommended to enable this feature to remove contents from your device that are safely backed up, in order to free up space and optimize performance. |
| | Due to iOS limitation, the removed contents will stay in the "Recently deleted" folder for up to 40 days. To immediately free up space, you can manually remove these contents in the Photos app. |
| | torne Backup 2FA More |
| | |
| ↑ 1 📖 ≡ | |



5. Free up space is successfully enabled.



To disable the Free up space, follow the instructions below:

1. Launch CloudBacko app.



2. Go to **More =**.

| My Mobile Phone | CloudBo | |
|-----------------|--------------|-----|
| | | |
| A .1 | . <u>e</u> e |) = |
| Home Bac | 6.9 | |

3. Look for the Free up space and double click it.

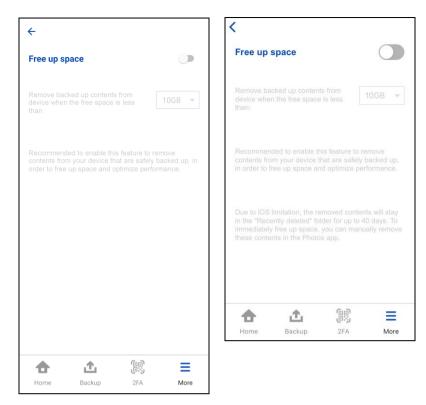
| Free up space | |
|--|---|
| Enabled. Safely backed up contents will be removed from your device to free up space, and performance has been optimized. | > |

4. Swipe the lever to the left to turn it off.

Example screenshot from Android Redmi Note 8

Example screenshot from iOS iPhone 6s

| < | < |
|---|--|
| Free up space | Free up space |
| Remove backed up contents from device when the free space is less than: | Remove backed up contents from device when the free space is less than: |
| Recommended to enable this feature to remove contents from your device that are safely backed up, in order to free up space and optimize performance. | Recommended to enable this feature to remove contents from your device that are safely backed up, in order to free up space and optimize performance. |
| | Due to iOS limitation, the removed contents will stay in the "Recently deleted" folder for up to 40 days. To immediately free up space, you can manually remove these contents in the Photos app. |
| | Home Backup 2FA More |
| Home Backup 2FA More | |
| | |



5. Free up space is successfully disabled.



Choose a pre-set limit for the Free up space, follow the instructions below:

1. Launch CloudBacko app.



2. Go to Menu.

| CloudBacko | | udBack | 0 |
|-----------------|----------|--------|---|
| My Mobile Phone | | O D L | |
| A | <u>1</u> | | = |

3. Look for the Free up space and double click it.

| Free up space | |
|--|---|
| Enabled. Safely backed up contents will be removed from your device to free up space, and performance has been optimized. | > |

4. Select from the pre-set limit: 2GB, 4GB, 6GB, 8GB, or 10GB. Click Done

Example screenshot from Android Redmi Note 8

Example screenshot from iOS iPhone 6s

| I | 1 [|
|---|---|
| < | < |
| Free up space | Free up space |
| Remove backed up contents from device when the free space is less than: | Remove backed up contents from device when the free space is less than: |
| Recommended to enable this feature to remove contents from your device that are safely backed up, in order to free up space and optimize performance. | Recommended to enable this feature to remove contents from your device that are safely backed up, in order to free up space and optimize performance. |
| | Due to iOS limitation, the removed contents will stay in the "Recently deleted" folder for up to 40 days. To immediately free up space, you can manually remove these contents in the Photos app. |
| | Image: Application of the state of the |
| ↑ ▲ (10) = | |
| Home Backup 2FA More | |

5. Free up space limit is successfully set.

Example: Free up space feature is enabled for Android and iOS and set to 10GB.

Images and videos to be backed up is 2GB. And the available free storage space on the device is 9GB.

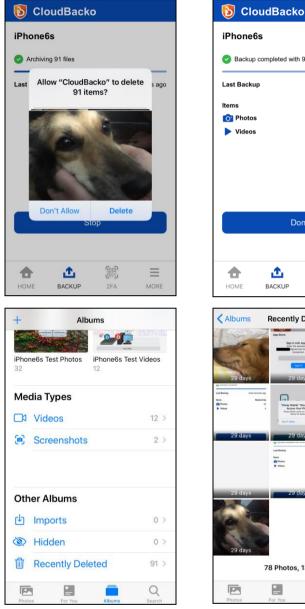
Images will be backed up first then it will free up 1GB of space to reach the 10GB set limit on the free up space feature.

On the Android device, backup is completed with 361 archived or free up images and videos. These are automatically archived in the background while the backup job is running. The available storage space is 10GB which is the same limit set in the Free up space feature.

| CloudBack | 0 | < | | Storage |
|---------------------|------------------|--------|-------------------------|-----------------------------------|
| edmi | | | | |
| Backup completed wi | ith 361 archived | | 8 | 31% |
| st Backup | 27 minutes ago | | | Used |
| ems | Backed Up | | | |
| Photos | 502 | | | |
| Videos | 37 | | TUGB of 52 | |
| | | File 1 | Manager's storage accou | inting may differ from other apps |
| | | | Images: 4.5GB | Music: 0B |
| | | | Videos: 186.4MB | Docs: 19.37MB |
| | | | Archives: 2.76GB | APKs: 422.64MB |
| | | | Other: 34,66GB | Available: 10GB |
| | | | c | lean up |
| | Done | | | |
| | | | | |
| | | | | |
| 🛧 🗘 | | | | |
| HOME BACKUP | 2FA MORE | | | |

This is a sample screenshot of the Storage Statistics of the Android Redmi mobile device.

On the iOS device during backup job, a prompt will appear to allow or not the deletion of the 91 items. Deleted items will be moved to "Recently Deleted" folder. It is highly recommended to manually clear the photos and videos to complete the free up space process.



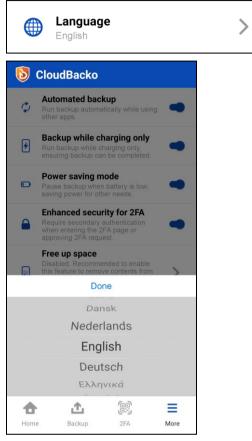
| - |
|--|
| 2 minutes ago |
| |
| Backed Up |
| 110 |
| 13 |
| |
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| |
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| |
| |
| 00 = |
| 2FA MORE |
| eted Select |
| Dan to dd dratarin. Yn rennwid han aff n o Thorne y dd dratarin. Yn rennwid han aff n o Thorne y ddar far yn o dl ang y hann yn ddar y y ddar y y ddar y ddar y ddar y y |
| |
| You have not activated the mobile backup function |
| 29 days |
| naturar all a second |
| |
| 29 days |
| Lo daj s |
| |
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6.4.6 Language

Allows the Users to choose a language. By default, the displayed language will be the chosen language upon setup after installation.



These are the supported languages:

| Arabic | Basque | Catalan |
|----------------------|------------------------|-----------------------|
| Chinese (Simplified) | Chinese (Traditional) | Czech |
| Danish | Dutch | English (default) |
| Finnish | French | German |
| Greek Modern | Hebrew | Hungarian |
| Indonesian | Italian | Japanese |
| Korean | Lithuanian | Norwegian |
| Polish | Portuguese (Brazilian) | Portuguese (Portugal) |
| Russian | Slovenian | Spanish |
| Swedish | Thai | Turkish |
| Vietnamese | | |

6.4.7 Help

Allows the Users to access the Contact Us, FAQ, App Log, and Version.

- Contact Us
- <u>FAQ</u>
- <u>App Log</u>
- Version

| 틲 Help | |
|-----------------|---------|
| ← Help | |
| Contact Us | |
| 🔊 FAQ | |
| 📝 App Log | |
| Version 1.4.0 (| |
| | EA More |

Contact Us

Displays the contact number, e-mail address, and website of CloudBacko as well as its social media accounts such as Facebook, Twitter, LinkedIn, and YouTube, and mailing list to subscribe for the latest product and company news.



FAQ

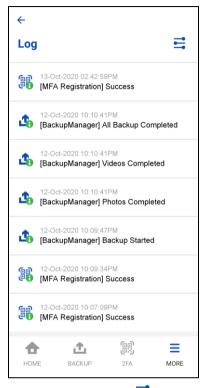
п

Displays the Frequently Asked Questions (FAQs).

| ÷ | |
|--|------|
| FAQ | |
| Are there any pre-requisite for setting up backup functionality for my mobile phone or tablet device? | > |
| Where will my backed-up mobile device data be saved? | > |
| How can I restore my backed-up device data? | > |
| How can I change the display name for my accounts being paired with Two-factor authentication (2FA)? | > |
| If I accidentally removed my paired backup account for Two-factor authentication (2FA), how can I recover it? | > |
| What should I do if I lost my mobile device which had been previously paired for Two-Factor Authentication (2FA)? | > |
| What types of files can be backed | |
| † 1 | ≡ |
| Home Backup 2FA | More |

App Log

Display the activity logs with date, time, and status such as 2FA Registration, Backup Registration, etc.



Tap the settings icon $\stackrel{r}{=}$ to customize the types of log you want to display.

| General Info | Backup Info | Restore Info | 2FA Info | Free up space info |
|---------------|--------------|---------------|-----------|---------------------|
| General Error | Backup Error | Restore Error | 2FA Error | Free up space error |

| S | Log Settings elect what types of log you want to display | | × | Log Settings Select what types of log you want to display |
|------------------|---|------------|----|--|
|) G | General Info | O | 0 | General Info |
| <mark>3</mark> G | General Error | 0 | 8 | General Error |
| Б В | Backup Info | 9 | ₫0 | Backup Info |
| в | Backup Error | 0 | ⚠ | Backup Error |
| R | Restore Info | • | ୶ | Restore Info |
| <u>д</u> к | Restore Error | ⊘ | 폐 | Restore Error |
| 2 | PFA Info | ⊘ | | 2FA Info |
| 2 | 2FA Error | ⊘ | | 2FA Error |
| F | ree up space Info | ⊘ | | Free up space Info |
| <mark>д</mark> F | ree up space Error | \bigcirc | | Free up space Error |

Version

Displays the version of the installed CloudBacko app.

| ÷ | | | |
|----------|------------|--------------|------|
| Help | | | |
| Σ | Contact Us | | |
| A | FAQ | | |
| 2 | App Log | | |
| | Version | n 1.4.0 (58) | |
| | <u>ئ</u> | () () | ≡ |
| Home | Backup | 2FA | More |

7 Register device for Mobile Backup and Restore

NOTE

Although the example screenshots below are for CloudBacko Pro, as the user interface for **Settings > Mobile Backup** is identical on CloudBacko Lite, these instructions can also be applied to CloudBacko Lite and CloudBacko Home.

7.1 Android

 Open the CloudBacko Pro/Lite/Home and go to Settings > Mobile Backup and click Add or migrate device.



- 2. There are two options for adding a new device:
 - Add new device for backup without migration
 - This will add a new device.
 - <u>Migrate backup content of existing device to a new device</u>
 - Adds a new device and migrate the old mobile settings to the replacement device.
 - Removes the original device from Mobile Backup list in CloudBacko Pro/Lite/Home.
 - If the original device still exists and the CloudBacko app is still installed, then the mobile backup setting will be removed. Although the 2FA settings are retained on the original device, CloudBacko app push notifications will be sent to the replacement device but the CloudBacko app TOTP on the original device is still valid for use.

For example: Old device is Samsung Note 10 and replacement device is Redmi Note 8. All the mobile settings such as mobile backup and 2FA of Samsung Note 10 will be migrated to Redmi Note 8.

Add new device

- Do you want to add a new device to backup, or migrate backed up content of an existing device?
- Add new device for backup without migration
- O Migrate backup content of existing device to a new device

Add new device for backup without migration

i. Select Add new device for backup without migration link then click Next.



ii. Download the CloudBacko app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.

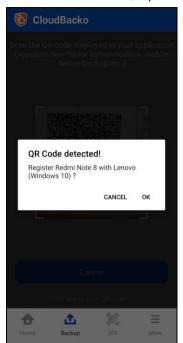
| scan the same QR code to complet Mobile Backup (Add new devi South of the App Store | |
|---|--|
| | Prerequisites - Please use the latest Mobile App version - Please make sure below 2 ports are not blocked by any Firewall settings TCP Port: 50000 UDP Port: 50200 |

iii. In the CloudBacko app, go to **Backup**. Tap the **Activate and start backup** link to scan the QR Code on the CloudBacko Pro/Lite/Home.



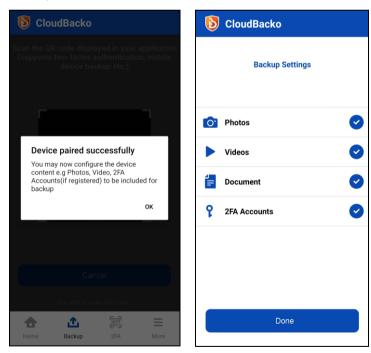
iv. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to previous screen.



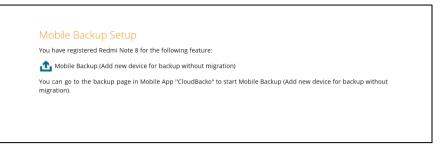


v. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.

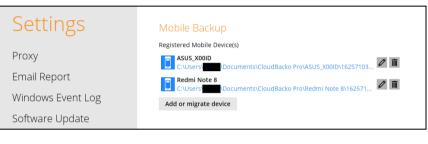
vi. Device paired successfully. Tap **OK** to proceed. Photos, videos, document, and 2FA accounts are automatically selected for backup, (you can deselect one of the options if required); tap **Done** to confirm selection and return to Backup screen.



Mobile backup registration is successful in CloudBacko Pro/Lite/Home. In this example, the registered mobile device is Redmi Note 8.



Example: The folder directory C:\Users\XXXX\Documents\CloudBacko Pro\Redmi Note 8\



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Migrate backup content of existing device to a new device

i. Select **Migrate backup content of existing device to a new device** link then click **Next**.

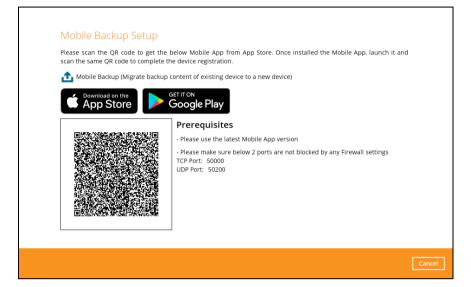
| bo you mane to dad a new der | rice to backup, or migrate backed up cont | ent of an existing device? | |
|---|---|------------------------------|----------------------|
| Add new device for backup | without migration | | |
| Migrate backup content of | existing device to a new device | | |
| ASUS_X00ID | ✓ | | |
| * Please make sure your new o | device has not paired with any {0} client a | applications in order to com | plete the migration. |
| | | | |
| | | | |
| | | | |
| | | | |
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| | | | |
| | | | |
| | | | |

ii. Choose an original device. The backed-up content of the selected device will be migrated to the replacement device. In this example, the original device ASUS_X00ID is selected.

Make sure the replacement device has not been paired for mobile backup and 2FA with any of the CloudBacko applications to complete the migration.

| | , or migrate backed up content of an existing device? |
|--|---|
| Add new device for backup without mig | |
| Migrate backup content of existing device | |
| ASUS_X00ID | ✓ |
| ASUS_X00ID iPhone6s | y CloudBacko Pro client applications in order to complete |
| IPhone6s | |
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| | |
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| | |
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| | |
| | Next |
| | Next |
| | Next |
| Add new device | Next |
| | Next , or migrate backed up content of an existing device? |
| | , or migrate backed up content of an existing device? |
| Do you want to add a new device to backup | , or migrate backed up content of an existing device? ration |
| Do you want to add a new device to backup Add new device for backup without mig | , or migrate backed up content of an existing device? ration |
| Do you want to add a new device to backup Add new device for backup without migi Migrate backup content of existing device ASUS_X00ID | , or migrate backed up content of an existing device? ration ce to a new device |

iii. On the replacement device, download and install the CloudBacko app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.



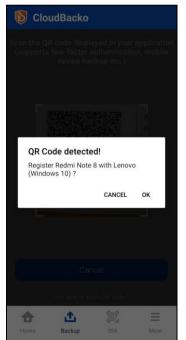
iv. In the CloudBacko app, go to **Backup.** Tap **Activate and start backup** link to scan the QR Code on the CloudBacko Pro/Lite/Home.

| 🚺 Clo | udBacko | | |
|-------|-----------------------------------|--------------|------|
| | You have nu the mobili func | e backup | |
| | Activate and | start backup | |
| | | | |
| • | ⊥ | 00) U:: | = |
| Home | Backup | 2FA | More |

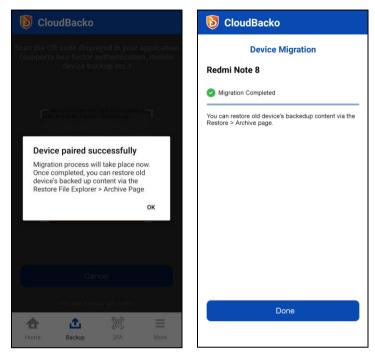
v. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to previous screen.



vi. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



vii. Replacement device is paired successfully and migration of contents from **ASUS X00ID** to **Redmi Note 8** is completed then click **Done**.



Mobile backup registration with migration is successful in CloudBacko Pro/Lite/Home. In this example, the registered replacement mobile device is Redmi Note 8.

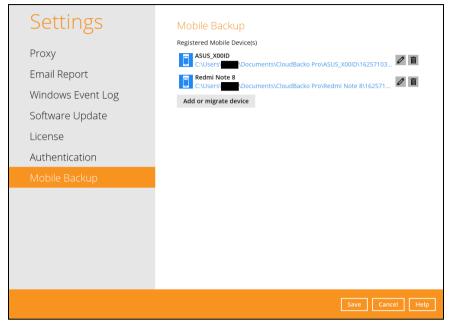


Example: The mobile backup path of the original device will remain unchanged but the device name will be updated by the replacement device, ASUS_X00ID to Redmi Note 8.

| Settings | Mobile Backup |
|-------------------|--|
| | Registered Mobile Device(s) |
| Proxy | C:\Users\\Documents\CloudBacko Pro\ASUS_X00ID\16277445 🖉 🏛 |
| Email Report | |
| Windows Event Log | iPhone6s C:\Users Locuments\CloudBacko Pro\IPhone6s\1627744228 🖉 📠 Add or migrate device |
| Software Update | Add of migrate device |

7.2 iOS

1. Open the CloudBacko Pro/Lite/Home and go to **Settings** > **Mobile Backup** and click **Add or migrate device.**



- 3. There are two options for adding a new device:
 - Add new device for backup without migration This will add a new device.
 - <u>Migrate backup content of existing device to a new device</u>
 - Adds a new device and migrate the old mobile settings to the replacement device.
 - Removes the original device from Mobile Backup list in CloudBacko Pro/Lite/Home.
 - If the original device still exists and the CloudBacko app is still installed, then the mobile backup setting will be removed. Although the 2FA settings are retained on the original device, CloudBacko app push notifications will be sent to the replacement device but the CloudBacko app TOTP on the original device is still valid for use.

For example: Old device is Samsung Note 10 and replacement device is Redmi Note 8. All the mobile settings such as mobile backup and 2FA of iPhone 5 will be migrated to iPhone 6s.



Add new device for backup without migration

i. Select Add new device for backup without migration link then click Next.



ii. Download the CloudBacko app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.

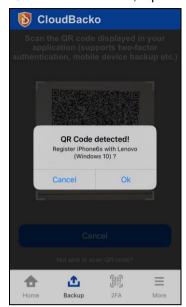
| scan the same QR code to complet Mobile Backup (Add new devi Download on the App Store | |
|--|--|
| | Prerequisites - Please use the latest Mobile App version - Please make sure below 2 ports are not blocked by any Firewall settings TCP Port: 50000 UDP Port: 50200 |

iii. In the CloudBacko app, go to **Backup.** Tap **Activate and start backup** link to scan the QR Code on the CloudBacko Pro/Lite/Home.



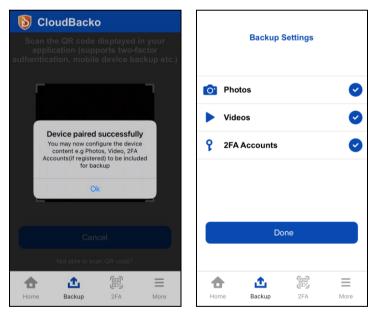
iv. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to previous screen.





v. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.

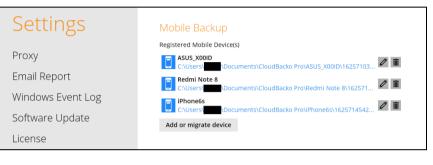
vi. Device paired successfully. Tap **OK** to proceed. Photos, videos, and 2FA accounts are automatically selected for backup, (you can deselect one of the options if required); tap **Done** to confirm selection and return to Backup screen.



Mobile backup registration is successful in CloudBacko Pro/Lite/Home. In this example, the registered mobile device is iPhone 6s.



Example: The folder directory C:\Users\XXXX\Documents\CloudBacko Pro\iPhone6s\



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Migrate backup content of existing device to a new device

i. Select **Migrate backup content of existing device to a new device** link then click **Next**.

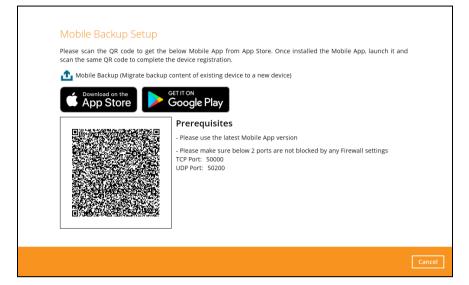
| bo you mane to dad a new der | rice to backup, or migrate backed up cont | ent of an existing device? | |
|---|---|------------------------------|----------------------|
| Add new device for backup | without migration | | |
| Migrate backup content of | existing device to a new device | | |
| ASUS_X00ID | ✓ | | |
| * Please make sure your new o | device has not paired with any {0} client a | applications in order to com | plete the migration. |
| | | | |
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Choose an original device. The backed-up content of the selected device will be migrated to the replacement device. In this example, the original device ASUS_X00ID is selected.

Make sure the replacement device has not been paired for mobile backup and 2FA with any of the CloudBacko applications to complete the migration.

| Do you want to add a new device to backup, or n | nigrate backed up content of an existing device? |
|--|---|
| Add new device for backup without migration | n |
| Migrate backup content of existing device to | a new device |
| ASUS_X00ID | ✓ |
| ASUS_X00ID | y CloudBacko Pro client applications in order to complete |
| Redmi Note 8 | |
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| | |
| | |
| | Next |
| Add new device | |
| Add new device Do you want to add a new device to backup, or m | |
| | nigrate backed up content of an existing device? |
| Do you want to add a new device to backup, or m | nigrate backed up content of an existing device? |
| Do you want to add a new device to backup, or m O Add new device for backup without migration | nigrate backed up content of an existing device? |

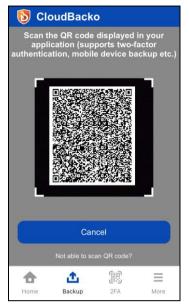
iii. On the replacement device, download and install the CloudBacko app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.



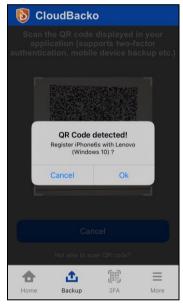
iv. In the CloudBacko app, go to **Backup.** Tap **Activate and start backup** link to scan the QR Code on the CloudBacko Pro/Lite/Home.

| 🚯 Cloue | dBacko |) | |
|---------|-------------|--------------|------|
| | | activated th | |
| Activ | vate and s | tart backu | р |
| | | | |
| Home | n Backup | 2FA | More |

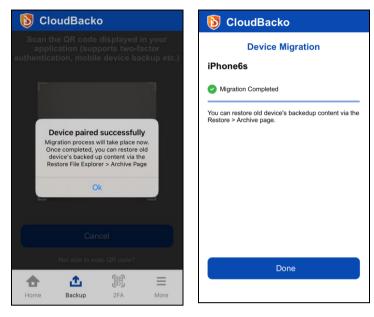
v. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to previous screen.



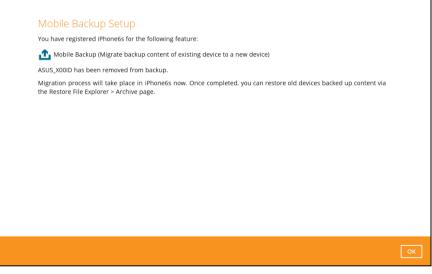
vi. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



vii. Replacement device is paired successfully and migration of contents from **ASUS X00ID** to **Redmi Note 8** is completed then click **Done**.



Mobile backup registration with migration is successful in CloudBacko Pro/Lite/Home. In this example, the registered replacement mobile device is iPhone6s.



Example: The mobile backup path of the original device will remain unchanged but the device name will be updated by the replacement device, ASUS_X00ID to iPhone6s.



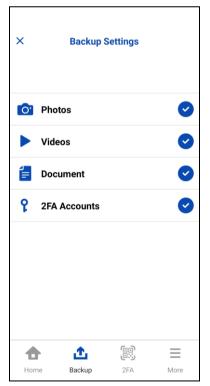
8 Modify Backup Source

8.1 Android

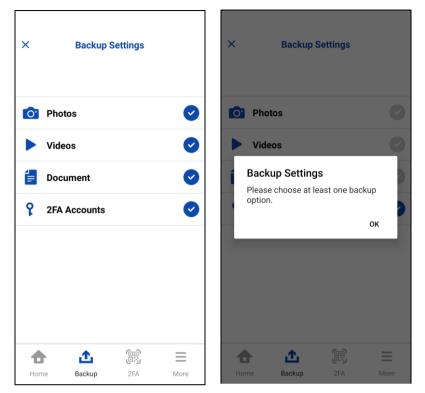
1. Go to **Backup**. Look for the backup settings 🔯 icon and tap.

| b CloudBack | • * | |
|--------------------|-------------|--|
| Honor 10 Lite | | |
| Last Backup | an hour ago | |
| | | |
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| | | |
| | | |
| 🟦 Backup | | |
| | | |
| | | |
| Home Backup | 2FA More | |

2. Modify backup source by selecting or deselecting from Photos, Videos, Document, or 2FA Accounts.



Make sure to select at least one from Photos, Videos, Document, or 2FA Accounts.



3. Tap the **[X]** button on the left corner of the screen to return to exit.

8.2 iOS

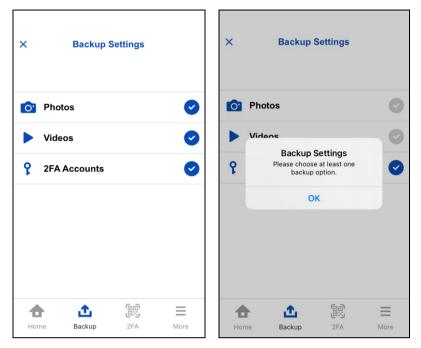
1. Go to **Backup**. Look for the backup settings 🔯 icon and tap.

| b CloudBack |) | \$ | |
|--------------------|-------------------|-----------|--|
| iPhone6s | | | |
| Last Backup | a few seconds ago | | |
| | | | |
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| | | | |
| 🔥 Backup | | | |
| | | | |
| | | | |
| | C D | | |
| Home Backup | 2FA | More | |

2. Modify backup source by selecting or deselecting from Photos, Videos, Document, or 2FA Accounts.

| × | Backup | Settings | |
|-----|--------------|----------------------|----------|
| 0. | Photos | | 0 |
| | Videos | | |
| የ | 2FA Accounts | | |
| | | | |
| | | | |
| | | | |
| | | | |
| 1 | | | \equiv |
| Hoi | me Backup | 2FA | More |

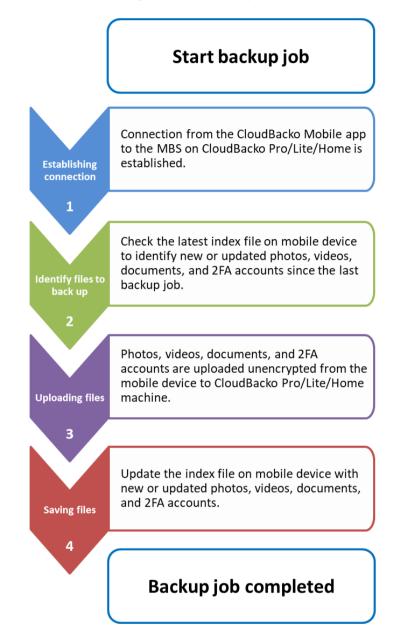
3. Make sure to select at least one from Photos, Videos, or 2FA Accounts.



Tap the [X] button on the left corner of the screen to return to exit.

9 Overview of the Backup Process

The following steps are performed during a mobile backup job.



10 Running Backup Job

10.1 Android

NOTE

The first mobile backup may take up a few hours to back up all the photos, videos, documents, and 2FA accounts from your device. Subsequent backups will take less time. Please do the following for the first mobile backup to prevent any interruption during backup process:

- For Android, disable screen lock or timeout.
- Turn off all power saving modes
- Connect to power source
- 1. Go to Backup.
- 2. Tap **D** Backup to start the mobile backup.

| 🚺 Clou | dBacko | | \$ | |
|-------------|--------------------|-----------------|-------------|--|
| Redmi Not | te 8 | | | |
| Last Backup | | 4 | minutes ago | |
| | | | | |
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| 🗘 Ba | 🔥 Backup | | | |
| | | | | |
| | | | | |
| | | 6 D | | |
| Home | Д Backup | rn r∵ 2FA | More | |

3. The mobile backup is on-going. Tap Stop to stop the backup.

NOTE

In case the backup job is interrupted, for example network connection issue, or you want to stop your backup and resume at a later time, you can click the **Stop** and it will show **Resume Backup**.

| b CloudBacko | () CloudBacko |
|---|--|
| Redmi Note 8 | Redmi Note 8 |
| 22%: Backing up Photos (11/49) | Backup paused |
| First backup may take up to a few hours to backup all the selected files from your device. Subsequent backups will take less time. Please disable screen timeout or auto-lock, and turn off all power saving modes plus connect to power source to prevent any interruption of this backup process. | Last Backup 10 minutes ago |
| Stop | Resume Backup |
| | Cancel |
| Image: Application of the second | Image: home Image: home Image: home Home Backup 2FA More |

4. Mobile backup is successful. It also displays the items and number of items backedup. For example, **49 Photos**, **5 Videos**, **0 Files**, and **2 2FA Accounts** have been successfully backed-up. Tap **Done** to return to the previous screen.

| Redmi No | ote 8 | | |
|------------------|-----------|------------------|---------------|
| Backup (| completed | | |
| Last Backup | | | 4 minutes ago |
| Items | | | Backed up |
| O Photos | | | 49 |
| Videos | | | 5 |
| Files | | | 0 |
| P 2FA Acc | ounts | | 2 |
| | | | |
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| | De | one | |
| | De | one | |
| | De | one | |
| | Do | | = |
| ∂ Home | | one ER 2FA | More |

5. Go to your mobile backup destination in CloudBacko Pro/Lite/Home machine and check the backed-up photos and videos.

| $\leftarrow \rightarrow \checkmark \uparrow \square \rightarrow$ This PC \rightarrow | Documents > CloudBac | ko Pro | | 5 V | Search CloudBacko Pro | |
|--|---|---|--|---|-----------------------|--|
| | Name | ^ D | ate modified | Туре | Size | |
| 📌 Quick access | Redmi Note 8 | 19 | 9/07/2021 3:03 pm | File folder | | |
| oreative Cloud Files | | | | | | |
| loneDrive | | | | | | |
| 💻 This PC | | | | | | |
| 🧊 3D Objects | | | | | | |
| E Desktop | | | | | | |
| Documents | | | | | | |
| $\leftarrow \rightarrow \cdot \uparrow \square$ This PC → | Documents > CloudBack | ko Pro → Redmi Note 8 | | 5 ~ | Search Redmi Note 8 | |
| | Name | ^ Di | ate modified | Туре | Size | |
| 📌 Quick access | _ | |)/07/2021 3:03 pm | File folder | | |
| oreative Cloud Files | 1626678201095 | |)/07/2021 3:03 pm | File folder | | |
| len OneDrive | | | | | | |
| | | | | | | |
| This PC 3D Objects | | | | | | |
| Desktop | | | | | | |
| Documents | | | | | | |
| _ | | | | | | |
| ← → × ↑ 📙 « Redmi Not | e 8 > 1626678201095 > H | blocks > 2021-07-19-15-03- | 33 » O | 5 V | | |
| | Name | Date | Туре | Size | Tags | |
| 📌 Quick access | 📄 000021.jpg | 15/04/2021 10:44 am | JPG File | 1,032 KB | | |
| o Creative Cloud Files | 000022.jpg | 15/04/2021 10:44 am | JPG File | 892 KB | | |
| len OneDrive | 000023.jpg 000024.jpg | 15/04/2021 10:44 am 15/04/2021 10:44 am | JPG File JPG File | 1,171 KB 4,008 KB | | |
| 💻 This PC | 000025.jpg | 15/04/2021 10:44 am | JPG File | 1,317 KB | | |
| 3D Objects | i 000026.jpg | 15/04/2021 10:44 am | JPG File | 2,272 KB | | |
| Desktop | 00001c.jpg | 15/04/2021 10:43 am | JPG File | 3,597 KB | | |
| Documents | 00000b.png 00000c.jpg | 14/10/2020 12:00 am 14/10/2020 12:00 am | PNG File JPG File | 105,916 KB 105,916 KB | | |
| 🖶 Downloads | 00000d.bmp | 14/10/2020 12:00 am | BMP File | 105,916 KB | | |
| b Music | 00000e.bmp | 14/10/2020 12:00 am | BMP File | 61,899 KB | | |
| Pictures | 00000f.bmp 00001a.gif | 14/10/2020 12:00 am 14/10/2020 12:00 am | BMP File GIF File | 88,215 KB 4,580 KB | | |
| 🚰 Videos 🏪 Windows-SSD (C:) | 00001a.gif | 14/10/2020 12:00 am | GIF File | 4,984 KB | | |
| Local Disk (D:) | 000010.bmp | 14/10/2020 12:00 am | BMP File | 70,783 KB | | |
| | 000011.bmp | 14/10/2020 12:00 am | BMP File | 71,301 KB | | |
| 💣 Network | 000012.tif 000013.tif | 14/10/2020 12:00 am 14/10/2020 12:00 am | TIF File TIF File | 45,951 KB 28,673 KB | | |
| | 000014.tif | 14/10/2020 12:00 am | TIF File | 21,222 KB | | |
| | 000015.tif | 14/10/2020 12:00 am | TIF File | 30,215 KB | | |
| | 000016.tif 000017.gif | 14/10/2020 12:00 am 14/10/2020 12:00 am | TIF File GIF File | 46,409 KB 10,907 KB | | |
| | 000017.gif | 14/10/2020 12:00 am | GIF File | 7,810 KB | | |
| | 000019.gif | 14/10/2020 12:00 am | GIF File | 9,616 KB | | |
| | | | | | | |
| | 00000a.jpg | 13/10/2020 12:00 am | JPG File | 2,027 KB | | |
| | 000001.png | 13/10/2020 12:00 am | PNG File | 1,812 KB | | |
| | | | | | | |
| | 000001.png 000002.png 000003.png 000004.png | 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am | PNG File PNG File PNG File PNG File | 1,812 KB 2,719 KB 1,767 KB 1,073 KB | | |
| | 000001.png 000002.png 000003.png 000004.png 000005.jpg | 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am | PNG File PNG File PNG File PNG File JPG File | 1,812 KB 2,719 KB 1,767 KB 1,073 KB 2,566 KB | | |
| | 000001.png 000002.png 000003.png 000004.png 000005.jpg 000005.jpg 000005.jpg | 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am | PNG File PNG File PNG File JPG File JPG File | 1,812 KB 2,719 KB 1,767 KB 1,073 KB 2,566 KB 4,339 KB | | |
| | 000001.png 000002.png 000003.png 000004.png 000005.jpg | 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am 13/10/2020 12:00 am | PNG File PNG File PNG File PNG File JPG File | 1,812 KB 2,719 KB 1,767 KB 1,073 KB 2,566 KB | | |
| | 00001.png 00002.png 00003.png 000004.png 000005.jpg 000006.jpg 000006.jpg 000006.jpg 000008.jpg 000008.jpg 000008.jpg | 13/10/2020 12:00 am 13/10/2020 12:00 am | PNG File PNG File PNG File JPG File JPG File PNG File JPG File JPG File | 1,812 KB 2,719 KB 1,767 KB 2,566 KB 4,339 KB 1,149 KB 5,355 KB 3,514 KB | | |
| | 000001.png 000002.png 000003.png 000004.png 000005.jpg 000006.jpg 0000007.png 000008.jpg 000008.jpg 000009.jpg 000009.jpg 000000.png | 13/10/2020 12:00 am 13/10/2020 12:00 am | PNG File PNG File PNG File JPG File JPG File PNG File JPG File JPG File | 1,812 KB 2,719 KB 1,767 KB 1,073 KB 2,566 KB 4,339 KB 1,149 KB 5,355 KB 3,514 KB 376 KB | | |
| | 00001.png 00002.png 000003.png 000005.jpg 000006.jpg 000006.jpg 000007.png 000008.jpg 000009.jpg 000009.jpg 000009.jpg 000009.jpg 000009.jpg 000009.jpg 000009.jpg 000009.jpg 000009.jpg 000000.png 00001.mp4 | 13/10/2020 12:00 am 13/10/2020 12:00 am 21/09/2020 5:18 pm | PNG File PNG File PNG File JPG File JPG File PNG File JPG File JPG File | 1,812 KB 2,719 KB 1,767 KB 1,073 KB 2,566 KB 4,339 KB 1,149 KB 5,355 KB 3,514 KB 376 KB 1,481 KB | | |
| | 000001.png 000002.png 000003.png 000004.png 000005.jpg 000006.jpg 0000007.png 000008.jpg 000008.jpg 000009.jpg 000009.jpg 000000.png | 13/10/2020 12:00 am 13/10/2020 12:00 am | PNG File PNG File PNG File JPG File JPG File PNG File JPG File JPG File PNG File PNG File MP4 File | 1,812 KB 2,719 KB 1,767 KB 1,073 KB 2,566 KB 4,339 KB 1,149 KB 5,355 KB 3,514 KB 376 KB | | |
| | 00001.png 00002.png 00004.png 000005.jpg 000006.jpg 000007.png 000007.png 000009.jpg 000000.png 000000.png 000000.png 000001.mp4 000032.mp4 | 13/10/2020 12:00 am 13/10/2020 12:00 am 21/09/2020 5:18 pm 21/09/2020 5:18 pm | PNG File PNG File PNG File JPG File JPG File JPG File JPG File PNG File PNG File MP4 File MP4 File | 1,812 KB 2,719 KB 1,767 KB 2,566 KB 4,339 KB 1,149 KB 5,355 KB 3,514 KB 3,76 KB 1,481 KB 1,469 KB | | |

10.2 iOS

NOTE

The first mobile backup may take up a few hours to back up all the photos, videos, and 2FA accounts from your device. Subsequent backups will take less time. Please do the following for the first mobile backup to prevent any interruption during backup process:

- For iOS, disable auto-lock
- Turn off all power saving modes
- Connect to power source
- 1. Go to Backup.
- 2. Tap **D** Backup to start the mobile backup.

| 1 CloudBack | ¢ \$ |
|--------------------|----------|
| iPhone6s | |
| Last Backup | - |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| 📩 Backup | |
| | |
| | |
| Home Backup | 2FA More |
| Home Backup | ZFA More |

3. Mobile backup is on-going. Tap **Stop** to stop the backup.

NOTE

In case the backup is interrupted due to power or connection loss, or you want to stop your backup and resume at a later time, you can click the **Stop** and it will show **Resume Backup**.

| \delta CloudBacko | 🔊 c | loudBacko |
|--|-------------|-----------------|
| iPhone6s | iPhone | e6s |
| 6%: Backing up Photos (3/46) | Backup p | paused |
| First backup may take up to a few hours to back the selected files from your device. Subsequent backups will take less time. Please disable screen timeout or auto-lock, and off all power saving modes plus connect to pow source to prevent any interruption of this backup | um Lust Suc | kup - |
| process. | | |
| | | |
| Stop | | Resume Backup |
| 0.00 | | |
| | | Cancel |
| Home Backup 2FA | | |
| Home Backup 2FA | ore Home | Backup 2FA More |

4. Mobile backup is successful. It also displays the items and number of items backedup. For example, **46 Photos**, **0 Videos**, and **2 2FA Accounts** have been successfully backed-up. Tap **Done** to return to the previous screen.

| i CloudBack |) | |
|--------------------|------------|------------|
| iPhone6s | | |
| Backup completed | | |
| Last Backup | а | minute ago |
| Items | | Backed up |
| O Photos | | 46 |
| Videos | | 0 |
| P 2FA Accounts | | 2 |
| | | |
| Do | ne | |
| | | |
| 🛧 🗘 | 00) U:: | Ξ |
| Home Backup | 2FA | More |

5. Go to your mobile backup destination in CloudBacko Pro/Lite/Home machine and check the backed-up photos and videos.

| \leftarrow \rightarrow \checkmark \uparrow \square \rightarrow This PC \rightarrow | Documents → CloudBacko Pro | | 5 V | P | Search Cloud | Backo Pro |
|--|----------------------------|-------------------------------------|---------------------|---|----------------------|-----------|
| Ouick access | Name | Date modified | Туре | | Size | |
| QUICK access | iPhone6s | 19/07/2021 3:43 pm | File folder | | | |
| Creative Cloud Files | Redmi Note 8 | 19/07/2021 3:03 pm | File folder | | | |
| len OneDrive | | | | | | |
| 💻 This PC | | | | | | |
| 3D Objects | | | | | | |
| E. Desktop | | | | | | |
| Documents | | | | | | |
| \leftrightarrow \rightarrow \checkmark \land | | | | | | |
| $\leftarrow \rightarrow \checkmark \uparrow$ \rightarrow This PC > | ^ | | | Q | | ne6s |
| | | Date modified | マ ひ Type | م | Search iPhon Size | ne6s |
| ✤ Quick access | ^ | Date modified 19/07/2021 3:43 pm | | م | | ne6s |
| | Name | | Туре | م | | ie6s |
| ✤ Quick access | Name ^ | 19/07/2021 3:43 pm | Type File folder | م | | ieős |
| ✤ Quick access ☑ Creative Cloud Files | Name ^ | 19/07/2021 3:43 pm | Type File folder | م | | ieős |
| ✓ Quick access ☑ Creative Cloud Files ▲ OneDrive | Name ^ | 19/07/2021 3:43 pm | Type File folder | م | | leős |
| ✓ Quick access ✓ Creative Cloud Files ✓ OneDrive ✓ This PC | Name ^ | 19/07/2021 3:43 pm | Type File folder | | | leős |

| | Name | Date | Туре | Size | Tags | |
|----------------------|-----------------------|--|----------------------|--------------------|------|--|
| 🕈 Quick access | 00000f.JPG | 19/04/2021 8:10 pm | JPG File | 1,169 KB | 1095 | |
| Creative Cloud Files | 000001.TIF | 19/04/2021 8:11 pm | TIF File | 6,704 KB | | |
| Creative cloud riles | 00001a.JPG | 19/04/2021 8:09 pm | JPG File | 1,171 KB | | |
| OneDrive | 00001b.JPG | 19/04/2021 8:09 pm | JPG File | 2,272 KB | | |
| This PC | 00001c.JPG | 19/04/2021 8:09 pm | JPG File | 1,317 KB | | |
| 3D Objects | 00001d.JPG | 19/04/2021 8:09 pm | JPG File | 2,549 KB | | |
| | 00001e.JPG | 19/04/2021 8:08 pm | JPG File | 5,416 KB | | |
| Desktop | 00001f.JPG | 19/04/2021 8:08 pm | JPG File | 5,416 KB | | |
| Documents | 000002.GIF | 19/04/2021 8:11 pm | GIF File | 10,907 KB | | |
| 🕹 Downloads | 00002a.JPG | 19/04/2021 8:05 pm | JPG File | 892 KB | | |
| 👌 Music | 📄 00002b.JPG | 19/04/2021 8:04 pm | JPG File | 814 KB | | |
| Pictures | 00002c.JPG | 19/04/2021 8:04 pm | JPG File | 174 KB | | |
| Videos | 00002d.PNG | 19/07/2021 3:43 pm | PNG File | 58 KB | | |
| Windows-SSD (C:) | 000003.GIF | 19/04/2021 8:11 pm | GIF File | 7,810 KB | | |
| Local Disk (D:) | 000004.GIF | 19/04/2021 8:11 pm | GIF File | 9,616 KB | | |
| Eocar Disk (D.) | 000005.GIF | 19/04/2021 8:10 pm | GIF File | 4,580 KB | | |
| Network | 000006.PNG | 19/04/2021 8:10 pm | PNG File | 1,073 KB | | |
| | 000007.PNG | 19/04/2021 8:10 pm | PNG File | 1,767 KB | | |
| | 000008.PNG | 19/04/2021 8:10 pm | PNG File | 2,719 KB | | |
| | 000009.PNG | 19/04/2021 8:10 pm | PNG File | 1,812 KB | | |
| | 000010.JPG | 19/04/2021 8:10 pm | JPG File | 6,874 KB | | |
| | 000011.JPG | 19/04/2021 8:09 pm | JPG File | 1,480 KB | | |
| | 000012.JPG | 19/04/2021 8:09 pm | JPG File | 9,838 KB | | |
| | 000013.JPG | 19/04/2021 8:09 pm | JPG File | 8,040 KB | | |
| | 000014.JPG | 19/04/2021 8:09 pm | JPG File | 3,597 KB | | |
| | 000015.JPG | 19/04/2021 8:09 pm | JPG File | 1,032 KB | | |
| | 000016.JPG | 19/04/2021 8:09 pm | JPG File | 1,887 KB | | |
| | 000017.JPG | 19/04/2021 8:09 pm | JPG File | 2,736 KB | | |
| | 000018.JPG | 19/04/2021 8:09 pm | JPG File | 1,708 KB | | |
| | 000019.JPG | 19/04/2021 8:09 pm | JPG File | 4,008 KB | | |
| | 000020.BMP | 19/04/2021 8:07 pm | BMP File | 2,952 KB | | |
| | 000021.BMP | 19/04/2021 8:06 pm | BMP File | 2,569 KB | | |
| | 000022.BMP | 19/04/2021 8:06 pm | BMP File | 4,398 KB | | |
| | 000023.BMP | 19/04/2021 8:06 pm | BMP File | 6,704 KB | | |
| | 000024.BMP | 19/04/2021 8:06 pm | BMP File | 6,704 KB | | |
| | 000025.TIF | 19/04/2021 8:05 pm | TIF File | 5,416 KB | | |
| | 000026.TIF | 19/04/2021 8:05 pm | TIF File | 2,952 KB | | |
| | 000027.TIF | 19/04/2021 8:05 pm | TIF File | 2,952 KB | | |
| | 000028.TIF 000029.JPG | 19/04/2021 8:05 pm 19/04/2021 8:05 pm | TIF File JPG File | 2,569 KB 985 KB | | |

11 Restoring Backup Data

There are two (2) restore options available, Original location and Migration.

Original location

This method will restore data on your original location on your registered mobile device.

- Android example brands: Samsung, Huawei, Asus, Xiaomi, and etc.
- iOS example devices: iPhone, iPad, and etc.

| Original Location | Original filename restored? | Restored to original location? | Remarks |
|----------------------|-----------------------------|--------------------------------------|---|
| Android | ~ | ~ | Grant permission for the CloudBacko app to access the SD card. |
| iOS | × | ~ | Due to the design of iOS, users do not know the filename of photos and videos in the "Photos" app. Also, every photo and video restored will have a new unique ID which are different from the original file. |

Migration

Migration option is used when your original registered device for mobile backup and/or 2FA is broken, lost, or missing. It will allow a replacement mobile device to be registered once the migration is completed. The replacement mobile device will be able to access and/or restore the backed-up content (Photos, Videos, Documents) and 2FA accounts from the original device.

Pre-requisites:

Make sure the replacement device has not been paired for mobile backup with any of the CloudBacko applications to complete the migration.

Requirements:

- 1. CloudBacko Pro/Lite/Home version must be v4.5.4.0 and above.
- 2. Follow the unable to login troubleshooting to gain access to CloudBacko Pro/Lite.
- Install the <u>latest version (v1.5.0 for Android and v268 for iOS)</u> of CloudBacko app in the replacement device.
- 4. Register the replacement device for migration.
- 5. Once migration is completed,
 - restore the backed-up content (Photos, Videos, and Documents) and configuration (2FA accounts) from the original device to the replacement device.
 - re-pair with authenticator to enable the sign-in using push notification feature and disable the one in the original device.

Limitation:

Migrating to a replacement device with registered mobile backup is not supported.

11.1 Original mobile device

This method will restore data to the original location on your registered mobile device.

11.1.1 Android

This is a restore to the original Android mobile device where the backup was made from.

1. Tap the **O Restore** button to start the mobile restore.

| 🚺 Cloud | Backo | | \$ |
|-------------|-------|-------------|-------------|
| Redmi Note | e 8 | | |
| Last Backup | | 10 | minutes ago |
| | | | |
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| | | u: | = |

2. Choose from Photos, Videos, Documents and/or 2FA Accounts then tap **Restore**.

| | | | | NOTE |
|------------------|------------------------------|-------------------|--------|---|
| | nore informa ore File Ex | | | o select photos and/or videos for restore, refer to Appendix B: |
| < В | Redmi No | | s ago | |
| | Photos No Photos selected | d | > | |
| | Videos No Videos selecteo | d | > | |
| | Document | | > | |
| C ? | 2FA Accounts | | | |
| Home | Resto Backup | ore ලබ පුපු | E More | |

Make sure to select photos, videos, documents or 2FA accounts to be able to restore.

| < | Redmi | Note 8 | |
|------|----------------------------|-----------------|-------|
| E | acked up successf | ully 12 minutes | s ago |
| 0 | Photos Selected 5 Photo | os (4.88MB) | > |
| 0 | Videos Selected 1 Video | os (5.25MB) | > |
| | Document | | > |
| C ? | 2FA Account | s | |
| | | | |
| | | | |
| | | | |
| | Res | tore | |
| • | £ | | Ξ |
| Home | Backup | 2FA | More |

3. Mobile restore is on-going. Tap Stop to stop the restore.

NOTE In case the restore job is interrupted, for example network connection issue, or you want to stop your restore and resume at a later time, you can click the **Stop** and it will show **Resume restoration**.

| b CloudBacko | b CloudBacko |
|--|--|
| Restore | Restore |
| Redmi Note 8 15 minutes ago 60%: Restoring Photos (3/5) Restore takes time. You need to keep the app running until the restoration is completed. | Redmi Note 8 16 minutes ago Restoration paused |
| Stop | Resume restoration |
| | Cancel |
| 合 ① ② □ ③ ③ ● □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ | Image: home Image: home Image: home Home Backup 2FA More |

 Mobile restore is successful. It also displays the items and number of items restored. For example, **5 Photos** have been successfully restored and **1 Video** has been skipped since the video is still in the mobile device. Tap **Done** to return to the previous screen.

|) Clou | dBacko | | |
|-----------------------------|---------------|--------------|----------|
| | Rest | ore | |
| Redmi No | te 8 | | |
| 15 minutes ag | D | | |
| Restoratio | n completed s | successfully | |
| Items | | | Restored |
| 헙 Photos | | | 5 |
| | | | |
| *Existing items Restore. | on the device | | l from |
| | | | |
| • | 企 | | Ξ |
| Home | Backup | 2FA | More |
| | | | |
| lf an iter | n still ex | kists in t | he mobi |

5. To check the restored photos, videos, documents and 2FA accounts, go to your mobile device and check the location where they were originally saved.

11.1.2 iOS

This is a restore to the original iOS mobile device where the backup was made from.

1. Tap **O Restore** to start the mobile restore.

| IoudB | acko 🌣 |
|--------------|-------------------|
| iPhone 6 | |
| Last Backup | a few seconds ago |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| 🕹 Backup | Restore |
| | • Restore |
| | |
| <u>ት</u> ሲ | |

2. Choose from Photos, Videos, or 2FA Accounts then tap Restore.

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2FA

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More

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Backup

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Home

| | | | - |
|--------|---|------------|--|
| | e information on how t EFIIE Explorer. | o select p | NOTE hotos and/or videos for restore, refer to Appendix B : |
| < | iPhone 6 | | |
| Backed | up successfully a few sec | onds ago | |
| | | | |
| | Photos No Photos selected | > | |
| | Videos No items | > | |
| C ? | 2FA Accounts | | |

Make sure to select photos, videos, or 2FA accounts to be able to restore.

| < | iPho | ne 6 | |
|------------------|------------------------------------|--------------|-----------|
| Backed | up successful | ly a few see | conds ago |
| | Photos Selected all (1.79MB) | 5 Photos | > |
| | Videos No items | | > |
| C ? | 2FA Acco | ounts | |
| | Res | tore | |
| h Home | L Backup | es 2FA | E More |

3. Mobile restore is on-going. Tap **Stop** to stop the restore.

NOTE

In case the restore job is interrupted, for example network connection issue, or you want to stop your restore and resume at a later time, you can click the **Stop** and it will show **Resume restoration**.

| CloudBacko | IoudBacko |
|--|----------------------|
| Restore | Restore |
| iPhone 6 | iPhone 6 |
| 3 minutes ago | 7 minutes ago |
| 50%: Restoring Photos (1/2) | Restoration paused |
| Restore takes time. You need to keep the app running until the restoration is completed. | |
| Stop | Resume restoration |
| | Cancel |
| ↑ 1 | ๋ ๋ ≡ |
| Home Backup 2FA More | Home Backup 2FA More |

 Mobile restore is successful. It also displays the items and number of items restored. For example, 2 Photos have been successfully restored and 3 Photos were skipped since they are still in the mobile device. Tap Done to return to the previous screen.

| • | Back | 0 | |
|-----------------------------------|-------------------------|--------|-----------|
| F | Restor | 'e | |
| iPhone 6 3 minutes ago | | | |
| Restoration | | d succ | cessfully |
| ltems | | F | Restored |
| 🔯 Photos | : | 2 (3 s | kipped)* |
| *Existing items skipped from F | s on the de Restore. | vice w | vere |
| | Done | | |
| | | | |
| * (| | | Ξ |

5. To check the restored photos and videos, go to your mobile device and check the Photos App.

11.2 Migration

If the original registered mobile device used for mobile backup and/or 2FA is broken, lost, or missing, then follow these steps to gain access to CloudBacko Pro/Lite and start the migration:

1. Launch CloudBacko Pro/Lite then click the Unable to login link.

For Push Notification and TOTP

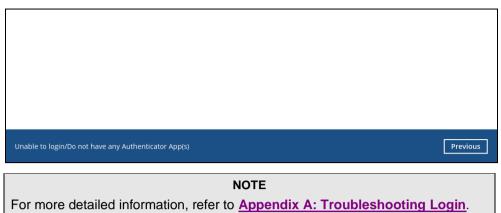
| | Two-Factor Authentication |
|--------------|---|
| | Please approve notification request in one of registered Authenticator App. |
| | .): Waiting for response (00:04:27) |
| | Authenticate with one-time password |
| | |
| | |
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| | |
| Unable to lo | gin |
| | |

For TOTP only

Step 3.

| Two-Factor Authentication |
|---|
| Enter one-time passcode generated from authenticator app |
| (00:00:21) |
| |
| |
| |
| |
| |
| |
| |
| |
| Unable to login |
| NOTE |
| If 2FA is disabled in CloudBacko Pro/Lite, then skip Step 1 to 2 and proceed to |

2. Click the Unable to login/Do not have any Authenticator App(s) link.



3. Go to Settings > Mobile Backup then click Add or migrate device.

| Settings Proxy Email Report Windows Event Log | Mobile Backup Registered Mobile Device(s) iPhone 6 c:\Users\user\Documents\CloudBacko Home\iPhone 6\1632 $@ @ 100 \ mathrm{matrim{mathrm{matrim{mathrm{mathrm{matrim{ma$ |
|--|---|
| Software Update Authentication Mobile Backup | |
| | |
| | |
| | Save Cancel Heip |

Г

4. Select **Migrate backup content of existing device to a new device** link and choose an original device. The backed-up content of the selected device will be migrated to the replacement device. In this example, the original device iPhone 6 is selected.

Make sure the replacement device has not been paired for mobile backup and 2FA with any of the CloudBacko applications to complete the migration.

| Do you want to add | d a new device to backup, or migrate backed up content of an existing device? |
|------------------------------------|---|
| Add new device | e for backup without migration |
| Migrate backup | o content of existing device to a new device |
| iPhone 6 | ~ |
| | |

5. On the replacement device, download and install the CloudBacko app from Google Play for an Android device and from App Store for an iOS device, then scan the QR code to complete the device registration for mobile backup feature.

| Download on the | content of existing device to a new device) GET IT ON Google Play |
|-----------------|--|
| | |
| | Prerequisites - Please use the latest Mobile App version - Please make sure below 2 ports are not blocked by any Firewall settings TCP Port: 50000 UDP Port: 50200 |

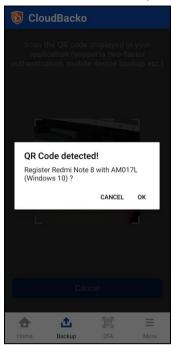
6. In the CloudBacko app, go to Backup. Tap **Activate and start backup** to scan the QR Code on the CloudBacko Pro/Lite/Home.



7. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to the previous screen.



8. QR Code is detected, tap OK to proceed. Otherwise, tap Cancel.



9. Once the replacement device is paired successfully, tap **OK**. When the migration of contents from **iPhone 6** to **Redmi Note 8** is completed, tap **Done**.

| DioudBacko | I CloudBacko |
|---|---|
| Scan the QR code displayed in your application (supports two-factor authentication, mobile device backup etc.) | Device Migration Redmi Note 8 |
| Device paired successfully Migration process will take place now. Once completed, you can restore old device's backed up content via the | Migration Completed You can restore old device's backedup content via the Restore > Archive page. |
| Restore File Explorer > Archive Page | |
| Cancel | |
| Not able to scan CR coor? | Done |
| Home Backup 2FA More | |

Mobile backup registration with migration is successful in CloudBacko Pro/Lite/Home. In this example, the registered replacement mobile device is Redmi Note 8.

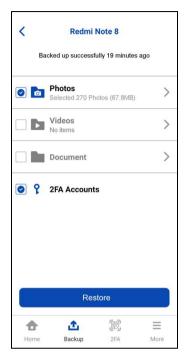
| Mobile Backup Setup | |
|--|----|
| You have registered Redmi Note 8 for the following feature: | |
| 1 Mobile Backup (Migrate backup content of existing device to a new device) | |
| Migration process will take place in Redmi Note 8 now. Once completed, you can restore old devices backed up content via the Restore File Explorer > Archive page. | |
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Example: The mobile backup path of the original device will remain unchanged but the device name will be updated to the replacement device, iPhone 6 to Redmi Note 8.

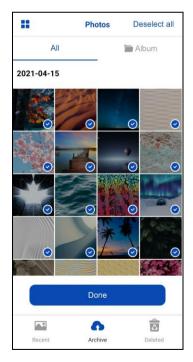
| Settings | Mobile Backup |
|---|---|
| Proxy Email Report Windows Event Log Software Update Authentication | Registered Mobile Device(s) Redmi Note 8 C:\Users\user\Documents\CloudBacko Home\IPhone 6\1632 Add or migrate device |
| Mobile Backup | |
| | |
| | Save Cancel Help |

To restore the backed-up content (Photos, Videos and Document) and configuration (2FA accounts) from the original device to the replacement device, follow these steps:

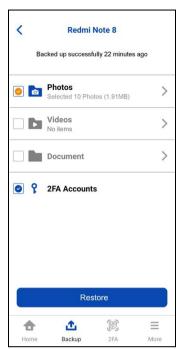
1. Launch the CloudBacko app then go to **Backup** > **Restore** > **Restore File Explorer**. Select from Photos, Videos, Document or 2FA accounts.



2. Go to the Archive tab. Select photos, videos and/or documents then tap Done.



3. Tap Restore.



12 Contact CloudBacko

Technical Assistance

To contact CloudBacko support representatives for technical assistance, please visit the Contact Us page to submit a support ticket:

https://www.cloudbacko.com/support

Use the CloudBacko Wiki for resource such as Hardware Compatibility List, Software Compatibility List, and other product information. To also check available documentations and hotfix please visit the <u>Support page</u>.

Appendix

Appendix A: Troubleshooting Login

When having trouble logging in to CloudBacko Pro and CloudBacko Lite using CloudBacko app, here are the possible scenarios that you will encounter:

- Unable to accept notification request
- Rejected notification request
- One-time password generated not working
- Password Lock forgot password

NOTE

Although the example screenshots below are for CloudBacko Pro, as the user interface of **Two-Factor Authentication** is identical on CloudBacko Lite, these instructions can also be applied to CloudBacko Lite.

Unable to accept notification request

If unable to accept the notification request from the CloudBacko app because of the following scenarios:

- Notification request was not sent to the app because the CloudBacko app is not connected to a network connection.
- The 5-minute grace period to accept the request has expired.



You have three options:

| Two-Factor Authentication |
|---|
| Please approve notification request in one of registered Authenticator App. |
| X No response received from notification request. Please try again. |
| Resend |
| Authenticate with one-time password |
| |
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| |
| |
| |
| Unable to login |
| |

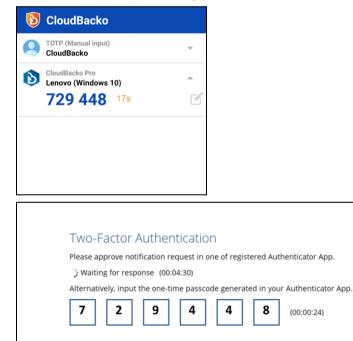
Click Resend to receive another request in your CloudBacko app.

| Two-Factor Authentication Please approve notification request in one of registered Authenticator App. |
|--|
| Please approve notification request in one of registered Authenticator App. |
| |
| X No response received from notification request. Please try again. |
| Resend |
| Authenticate with one-time password |

Olick the Authenticate with one-time password to authenticate with a one-time password.

| Please approve no | tification request in one of registered Authenticator App. | |
|-------------------|--|--|
| X No response re | ceived from notification request. Please try again. | |
| Resend | | |
| Authenticate with | one-time password | |

Enter the one-time password generated in the CloudBacko app and click Next.



Or click Unable to login link, wherein you can choose to go back to the <u>Previous</u> screen or proceed to <u>Unable to login/Do not have any Authenticator App(s)</u>.



Select the registered mobile device for the 2FA to perform the authentication recovery.

| Authentication Recovery |
|--|
| Please select one authenticator to perform recovery. |
| ASUS_X00ID |
| Redmi Note 8 |
| |
| |
| |

Click the drop-down button to select the country code, then enter the registered recovery phone number to proceed. The last two digits are already indicated by default. Click **Next** to continue.

| Authentication Recover | Ty |
|--|--|
| Please enter the first few digits of "F process is completed. | Redmi Note 8" (********70) for recovery. It will be discarded after the recovery |
| Please fill in the recovery phone nur | mber |
| Philippines (+63) | - 70 |
| *This phone number will be used charge will be applied. | d for account security and recovery only. Please be reminded that standard SMS |
| | |
| | |
| | |
| | |
| | |
| | |

After receiving the verification code via SMS, enter the code to CloudBacko Pro then click **Next** to continue.

| Verification Code: DTSU- <u>482110</u> 3:12 PM | |
|--|-------------|
| Authentication Recovery You have selected Redmi Note 8 and it will be discarded after recovery is completed. Verification code DTSU - 482110 (00:04:32) Resend SMS Verification code | |
| | |
| | |
| | Next Cancel |

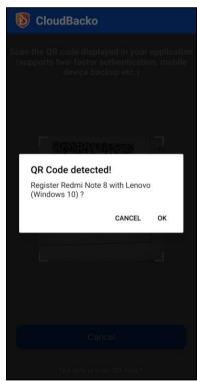
Scan the displayed QR code using the CloudBacko app. Make sure that you are using the latest version of the CloudBacko app.

| Please scan the QR code to get th scan the same QR code to complete | e below Mobile App from App Store. Once installed the Mobile App, launch it and the device registration. |
|--|--|
| CloudBacko | |
| Download on the App Store | Google Play |
| | Prerequisites |
| | - Please use the latest Mobile App version |
| | Not able to scan QR code? Click here to pair with TOTP secret key |

Example of the QR code scanned using the CloudBacko app



Once the QR code is detected, click **OK** to register the mobile device for the 2FA.



The mobile device is successfully registered for the CloudBacko Pro 2FA feature. Click **OK** to proceed.

| | Authentication Recovery |
|---|---|
| | You have registered Redmi Note 8 for the following feature: |
| | Two-Factor Authentication |
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| | ОК |
| • | Previous |

You will be redirected to the previous menu wherein you can select the authentication method you want to use.

| Authentication Recovery | |
|--|----------|
| Please select one authenticator to perform recovery. | |
| ASUS_X00ID | |
| Redmi Note 8 | |
| | |
| | |
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| | |
| | |
| | |
| | |
| | |
| | |
| Unable to login/Do not have any Authenticator App(s) | Previous |

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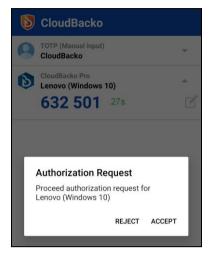
• Unable to login/Do not have any Authenticator App(s)

You will be redirected to the Authentication Recovery. Enter the email address configured for the CloudBacko Pro license for verification. If you wish to proceed, note that all previously registered mobile device for two-factor authentication will be discarded.

| | reviously registered Authentica | tor App(s) will be discarded. | |
|---------------|---------------------------------|-------------------------------|--|
| Email Address | | | |
| | | | |
| | | | |
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Rejected notification request

If the notification request was rejected because you accidentally pressed **Reject** on the CloudBacko app.



You have two options:

| - | Two-Factor Authentication |
|---------------|---|
| F | Please approve notification request in one of registered Authenticator App. |
| 1 | X Push notification is rejected. |
| | Resend |
| A | Authenticate with one-time password |
| | |
| | |
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| | |
| Unable to log | gin |
| | |

- Click **Resend** to receive another request in you CloudBacko app.
- Olick <u>Authenticate with one-time password</u>.

One-time password generated not working

If you lost or unable to access your mobile device, click the <u>Unable to login</u>, and refer to the previous discussion for instructions.

For Push Notification and TOTP

| Two-Factor Authentication | |
|--|----------------------|
| Please approve notification request in one of registered Aut | henticator App. |
| Waiting for response (00:04:01) | |
| Alternatively, input the one-time passcode generated in you | r Authenticator App. |
| | (00:00:28) |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| Unable to login | |

For TOTP only

| Two-Factor Authentication | |
|--|------------|
| Enter one-time passcode generated from authenticator app | (00:00:24) |
| | |
| | |
| Unable to login | |

Password Lock forgot password

If you forgot the password for the Password Lock then click the link **Forgot password**.

| | Cloudbacko Pr | | | English | |
|------------|----------------------|-------------------------|-----------|---------|--|
| | £ | \$ | L. | 0 | |
| Forgot pas | | ase enter your password | Log | in | |
| | Restore | Settings | Utilities | Buy | |
| | | | | | |
| | | | | | |

Enter the email address used for the license then click Next.

| Authentication Recovery | |
|--|-------------|
| Reset password lock by providing a valid contact email address configured in CloudBacko Pro for verification | ۱. |
| Email Address | |
| | |
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| | |
| | Next Cancel |



This a sample email with the verification code.

| From: PNS < The second | |
|---|----|
| Dear , | |
| Please enter the following verification code in CloudBacko Pro to continue the recovery process. The code wil expire at 05/11/2020 14:22:34 CST. | 11 |
| YIVM-184135 | |

Enter the verification code sent to the email then click Next.

| Authentication Decover | | | |
|--------------------------------------|------------|--|-------------|
| Authentication Recovery | | | |
| Verification code has been sent to " | | | |
| Verification code | | | |
| YIVM - 184135 | (23:13:59) | | |
| | 1 | | |
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| | | | |
| | | | |
| | | | Next Cancel |
| | | | |

Enter your new password for the password lock then click Next.

Enter the password and click Login.

| | Please enter your password | |
|-----------------|----------------------------|-------|
| | | Login |
| Forgot password | | |

Appendix B: Restore File Explorer

Follow the instructions below on how to select or deselect photos, videos, documents using the Restore File Explorer:

- Select all photos, videos, and/or documents
- Deselect all photos, videos, and/or documents
- Select a few photos, videos, and/or documents
- Deselect a few photos, videos, and/or documents
- View photos, videos, and/or documents in Recent, Archive, or Delete tabs

Select all photos, videos, and/or documents

To select all the photos, videos, and/or documents follow the instructions below:

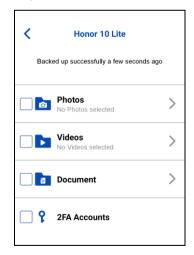
1. Go to Backup then tap Restore.

| 🛧 Backup | | ဂ Re | store |
|----------|--------------------|-------------------|-------|
| Home | L Backup | COR COR 2FA | More |

2. There are 2 ways to select all the photos, videos, and/or documents.

Option 1:

i. Tap the Photos, Videos, or Documents checkbox.

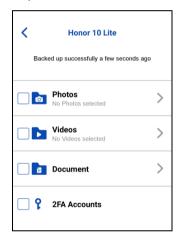


ii. Blue checkbox will indicate that all photos, videos, or documents are selected for restore with corresponding total number of photos, videos, and documents and its total file size.

| < | Honor 10 Lite | |
|----------|--|---|
| | Backed up successfully 6 hours ago | |
| | Photos Selected all 163 Photos (2.78GB) | > |
| | Videos Selected all 10 Videos (27.43MB) | > |
| | Document | > |
| ? | 2FA Accounts | |

Option 2:

i. Tap the Photos, Videos, or Documents.



ii. For photos and videos, choose from All or Album then tap Select all.



For documents, tap Select all or choose a folder then tap Select all.

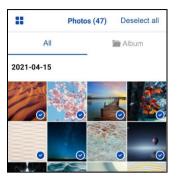
| < | Document | Select all | | | | |
|------------------|----------|------------|--|--|--|--|
| Internal Storage | | | | | | |
| Audio | Files | Ø | | | | |
| Docur | nents | Ø | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
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| | | | | | | |
| | Done | | | | | |
| | | - | | | | |
| Recent | Archivo | 4 | | | | |
| Recent | Archive | Deleted | | | | |

| < | | Document | Select all | | | |
|------------------------------|-----------|----------|------------|--|--|--|
| Internal Storage/Audio Files | | | | | | |
| 1 | 1.mp4 | | Ø | | | |
| 1 | 2.mp4 | | Ø | | | |
| 1 | 3.mp4 | | Ø | | | |
| 1 | 4.mp4 | | Ø | | | |
| 1 | 5.mp4 | | O | | | |
| 1 | Sample_A. | mp3 | Ø | | | |
| 1 | Sample_B. | mp3 | O | | | |
| 1 | Sample_C | mp3 | Ø | | | |
| 1 | Sample_D | .mp3 | Ø | | | |
| 1 | Sample_E. | mp3 | Ø | | | |
| Done | | | | | | |
| F | Recent | Archive | Deleted | | | |

| < | Document | Select all | | | | |
|----------------------------|---------------------|------------|--|--|--|--|
| Internal Storage/Documents | | | | | | |
| w | Attendance_2014.doc | Ø | | | | |
| w | Attendance_2015.doc | Ø | | | | |
| w | Attendance_2016.doc | Ø | | | | |
| w | Attendance_2017.doc | Ø | | | | |
| w | Attendance_2018.doc | Ø | | | | |
| | BackupSet_001.txt | | | | | |
| | BackupSet_002.txt | Ø | | | | |
| | BackupSet_003.txt | Ø | | | | |
| | BackupSet_004.txt | Ø | | | | |
| | BackupSet_005.txt | Ø | | | | |
| Done | | | | | | |
| | • | | | | | |
| 1 | Recent Archive | Deleted | | | | |

iii. There will be a blue checkbox on each photos, videos, and/or document that will indicate that all are selected for restore then tap **Done**.

Example of an All view.



Example of an Album view.



Example of the Documents.

| < | Document | Deselect all | < | Document | C a |
|-------------|-----------------|-----------------|---------|-------------------|--------|
| Internal St | torage/Audio Fi | les | Interna | al Storage/Docume | ents |
| 1.mp4 | | • | W Att | endance_2014.doc | |
| 🗾 2.mp4 | | • | V Att | endance_2015.doc | |
| 🗾 3.mp4 | | • | W Att | endance_2016.doc | |
| 🗾 4.mp4 | | O | M Att | endance_2017.doc | |
| 🗾 5.mp4 | | • | W Att | endance_2018.doc | |
| 🗾 Sample | e_A.mp3 | • | 📄 Ba | ckupSet_001.txt | |
| 🗾 Sample | e_B.mp3 | • | [Ва | ckupSet_002.txt | |
| 🗾 Sample | e_C.mp3 | 0 | 🔳 Ba | ckupSet_003.txt | |
| 🗾 Sample | e_D.mp3 | • | 📳 Ва | ckupSet_004.txt | |
| 🗾 Sample | e E.mp3 | | 🔳 Ba | ckupSet 005.txt | |
| | Done | | | Done | |
| | 6 | | | 6 | |
| Recent | Archive | Deleted | Recen | nt Archive | |

Deselect all photos, videos, and/or documents

To deselect all the photos, videos, and/or documents, follow the instructions below:

1. Go to **Backup** then tap **Restore**.

| 🛧 Backup | | ဂ Re | estore |
|----------|-------------|-------------|--------|
| Home | 1 Backup | 2FA | More |

2. There are 2 ways to deselect all the photos, videos, and/or documents.

Option 1:

i. Tap the blue/orange checkbox of the Photos, Videos, or Documents.

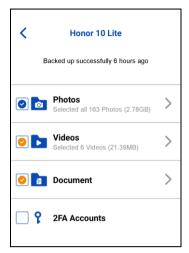
| K Honor 10 Lite Backed up successfully 6 hours ago | | | | | | | |
|--|--|---|--|--|--|--|--|
| | Photos Selected all 163 Photos (2.78GB) | > | | | | | |
| 0 | Videos Selected 6 Videos (21.39MB) | > | | | | | |
| 0 | Document | > | | | | | |
| C ? | 2FA Accounts | | | | | | |

ii. It will deselect all or the selected photos, videos, and/or documents for restore.

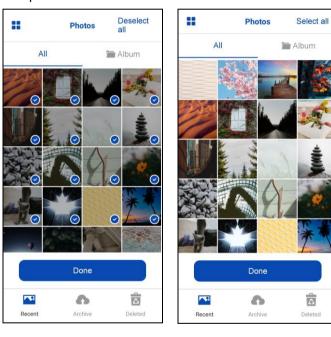
| < Back | Honor 10 Lite red up successfully a few seconds ac | 10 |
|-----------|---|----|
| | Photos No Photos selected | > |
| | Videos No Videos selected | > |
| | Document | > |
| C ? | 2FA Accounts | |

Option 2:

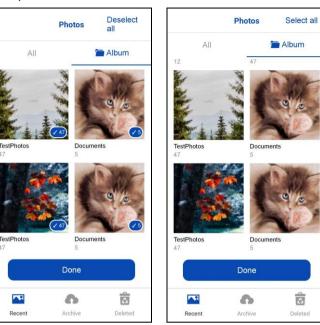
i. Tap the **Photos**, **Videos**, or **Documents**.



ii. Choose from All or Album then tap Deselect all then tap Done.Example of an All view.



Example of an Album view.



Example of the Documents.

| < | Document | Deselect all | < | | Document | Select all |
|------|------------------------------|-----------------|----|-----------|---------------|------------|
| Inte | Internal Storage/Audio Files | | | ernal Sto | age/Audio Fil | es |
| _ | - | | 52 | 1.mp4 | | Ø |
| 5 | 1.mp4 | 0 | | 2.mp4 | | Ø |
| 5 | 2.mp4 | 0 | | 3.mp4 | | 0 |
| 5 | 3.mp4 | 0 | | 4.mp4 | | |
| 5 | 4.mp4 | 0 | _ | | | • |
| 5 | 5.mp4 | 0 | 5 | 5.mp4 | | Ø |
| 1 | Sample_A.mp3 | 0 | 5 | Sample_/ | A.mp3 | Ø |
| | Sample_B.mp3 | 0 | 5 | Sample_B | 3.mp3 | O |
| _ | | - | 52 | Sample_0 | C.mp3 | O |
| 5 | Sample_C.mp3 | 0 | | Sample [| D.mp3 | • |
| 5 | Sample_D.mp3 | O | | Sample_E | - mn3 | 0 |
| [7] | Sample E.mp3 | | | Sample_ | | • |
| | Done | | | | Done | |
| | • | <u>A</u> | | ~ | 6 | Â |
| F | Recent Archive | Deleted | F | Recent | Archive | Deleted |

Select a few photos, videos, and/or documents

To select a few the photos, videos, and/or documents, follow the instructions below:

1. Go to **Backup** then tap **Restore**.

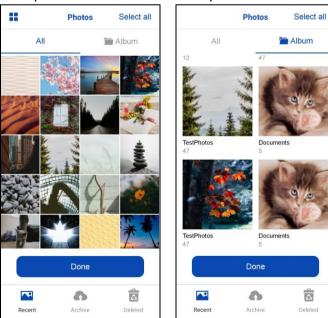


2. Tap the Photos, Videos, or Documents.

| < | Honor 10 Lite | 0 |
|-----|--------------------------------------|---|
| Buo | and up successionly a rem seconds ag | |
| | Photos No Photos selected | > |
| | Videos No Videos selected | > |
| | Document | > |
| C ? | 2FA Accounts | |

3. For photos and videos, choose from All or Album.





For documents, tap choose a folder.



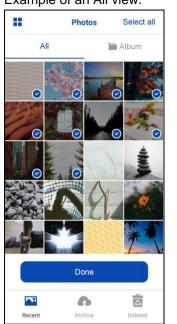
| < | Document | Select all | | | | | |
|------------------------------|----------------|------------|--|--|--|--|--|
| Internal Storage/Audio Files | | | | | | | |
| 5 | 1.mp4 | Ø | | | | | |
| 5 | 2.mp4 | Ø | | | | | |
| 5 | 3.mp4 | Ø | | | | | |
| 5 | 4.mp4 | Ø | | | | | |
| 5 | 5.mp4 | Ø | | | | | |
| 1 | Sample_A.mp3 | Ø | | | | | |
| 5 | Sample_B.mp3 | Ø | | | | | |
| 5 | Sample_C.mp3 | 0 | | | | | |
| 5 | Sample_D.mp3 | Ø | | | | | |
| 5 | Sample_E.mp3 | Ø | | | | | |
| Done | | | | | | | |
| | | | | | | | |
| I | Recent Archive | Deleted | | | | | |

| < | Document | Select all | | | | | |
|----------------------------|---------------------|------------|--|--|--|--|--|
| Internal Storage/Documents | | | | | | | |
| w | Attendance_2014.doc | 0 | | | | | |
| w | Attendance_2015.doc | Ø | | | | | |
| w | Attendance_2016.doc | Ø | | | | | |
| w | Attendance_2017.doc | Ø | | | | | |
| w | Attendance_2018.doc | Ø | | | | | |
| | BackupSet_001.txt | Ø | | | | | |
| | BackupSet_002.txt | Ø | | | | | |
| | BackupSet_003.txt | Ø | | | | | |
| | BackupSet_004.txt | Ø | | | | | |
| | BackupSet_005.txt | Ø | | | | | |
| | Done | | | | | | |
| 1 | Recent Archive | Deleted | | | | | |

4. Select a few photos, videos, and/or documents for restore then tap **Done**.

Example of an All view.

Example of an Album view.





Example of the Documents.

| < | Document | Select all | < | | Document | Select all |
|------|-----------------------------|------------|---|-------------|------------|------------|
| Inte | nternal Storage/Audio Files | | | ernal Stora | ige/Docume | nts |
| 5 | 1.mp4 | • | w | Attendance | _2014.doc | 0 |
| 5 | 2.mp4 | 0 | w | Attendance | _2015.doc | 0 |
| 5 | 3.mp4 | Ø | w | Attendance | _2016.doc | Ø |
| 5 | 4.mp4 | Ø | w | Attendance | _2017.doc | Ø |
| 5 | 5.mp4 | Ø | w | Attendance | _2018.doc | Ø |
| 5 | Sample_A.mp3 | 0 | | BackupSet | _001.txt | 0 |
| 5 | Sample_B.mp3 | 0 | | BackupSet | _002.txt | 0 |
| 5 | Sample_C.mp3 | 0 | | BackupSet | _003.txt | Ø |
| 5 | Sample_D.mp3 | Ø | | BackupSet | _004.txt | 0 |
| 5 | Sample_E.mp3 | Ø | | BackupSet | _005.txt | Ø |
| | Done | | | | Done | |
| | • | <u>A</u> | | | • | <u> </u> |
| | Recent Archive | Deleted | | Recent | Archive | Deleted |

Deselect a few photos, videos, and/or documents

To deselect a few the photos, videos, and/or documents follow the instructions below:

1. Go to **Backup** then tap **Restore**.

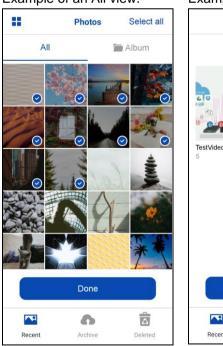


2. Tap the Photos, Videos, or Documents.

| < Bac | Honor 10 Lite ked up successfully a few secon | ids ago |
|----------|--|---------|
| | Photos No Photos selected | > |
| | Videos No Videos selected | > |
| 1 | Document | > |
| C 9 | 2FA Accounts | |

- 3. For photos and videos, choose from All or Album.
 - Example of an All view.

Example of an Album view.





Cloud Backo.

For documents, tap choose a folder.

| < | Document | Select all | < | Document | Select al |
|------------|-----------------|------------|-------------|---------------|-----------|
| nternal S | torage/Audio Fi | les | Internal St | orage/Documer | nts |
| 🗾 1.mp4 | | 0 | W Attenda | ince_2014.doc | 0 |
| 7 2.mp4 | | 0 | W Attenda | ince_2015.doc | 0 |
| 🗾 3.mp4 | | 0 | W Attenda | ance_2016.doc | C |
| 🔁 4.mp4 | | Ø | W Attenda | ince_2017.doc | C |
| 🗾 5.mp4 | | 0 | W Attenda | ance_2018.doc | C |
| Sample | e_A.mp3 | 0 | Backup | Set_001.txt | 0 |
| 🔁 Sample | e_B.mp3 | 0 | Backup | Set_002.txt | 0 |
| 🔁 Sample | e_C.mp3 | 0 | Backup | Set_003.txt | C |
| Sample | e_D.mp3 | 0 | Backup | Set_004.txt | 0 |
| 🗾 Sample | e_E.mp3 | ٢ | Backup | Set_005.txt | Ø |
| | Done | | | Done | |
| ~ , | 6 | | | • | |
| Recent | Archive | Deleted | Recent | Archive | Deleted |

4. Deselect a few photos, videos, and/or documents for restore then tap **Done**.

Example of an Album view. Photos

Select all

Select all

O 0 Ø O 0 O





Example of the Documents.

| < | Document | Select all | < | Document |
|------|--------------------------|------------|------|------------------------|
| Inte | ernal Storage/Audio File | es | Inte | rnal Storage/Documents |
| 1 | 1.mp4 | Ø | w | Attendance_2014.doc |
| 5 | 2.mp4 | Ø | w | Attendance_2015.doc |
| 1 | 3.mp4 | Ø | w | Attendance_2016.doc |
| 5 | 4.mp4 | 0 | w | Attendance_2017.doc |
| 5 | 5.mp4 | \bigcirc | w | Attendance_2018.doc |
| 5 | Sample_A.mp3 | O | | BackupSet_001.txt |

www.cloudbacko.com

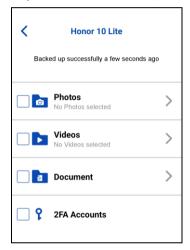
View photos, videos, and/or documents, in Recent, Archive, or Delete tabs

To view the photos, videos, and/or documents in Recent, Archive, or Delete tabs, follow the instructions below:

1. Go to **Backup** then tap **Restore**.



2. Tap the Photos, Videos, or Documents.



3. Select from the following tabs by tapping the, **Recent**, **Archive**, or **Delete**. The tabs are located on the lower part of the screen. It will view the photos, videos, and/or documents by All or Album.

Example of Recent tab All view



Example of Recent tab Album view





Example of Deleted tab All view



Example of Archive tab Album view



Example of Deleted tab Album view



Example of the Documents.

| < | Document | Select all |
|------------------|----------|------------|
| Internal Storage | | |
| Audio | Files | Ø |
| Docu | ments | Ø |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Done | |
| | | _ |
| | • | |

| < | Documen | t Select all | |
|------------------------------|----------------|--------------|--|
| Internal Storage/Audio Files | | | |
| 5 | 1.mp4 | Ø | |
| 5 | 2.mp4 | Ø | |
| 5 | 3.mp4 | 0 | |
| 5 | 4.mp4 | 0 | |
| 5 | 5.mp4 | 0 | |
| 5 | Sample_A.mp3 | 0 | |
| 1 | Sample_B.mp3 | 0 | |
| 5 | Sample_C.mp3 | 0 | |
| 1 | Sample_D.mp3 | 0 | |
| 1 | Sample_E.mp3 | 0 | |
| | Done | | |
| | | | |
| | Recent Archive | Deleted | |

| < | Document | Select all | |
|----------------------------|---------------------|------------|--|
| Internal Storage/Documents | | | |
| w | Attendance_2014.doc | Ø | |
| w | Attendance_2015.doc | Ø | |
| w | Attendance_2016.doc | Ø | |
| w | Attendance_2017.doc | Ø | |
| w | Attendance_2018.doc | Ø | |
| | BackupSet_001.txt | Ø | |
| | BackupSet_002.txt | Ø | |
| E E | BackupSet_003.txt | Ø | |
| [] | BackupSet_004.txt | ø | |
| | BackupSet_005.txt | Ø | |
| | Done | | |
| | | 6 | |
| Re | cent Archive | Deleted | |