



# CloudBacko App User Guide for Android and iOS

CloudBacko Corporation

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## Revision History

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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
	CloudBacko Pro	✓	✓
	CloudBacko Lite	✓	✓
	CloudBacko Home	✗	✓

## 1.2 System Architecture

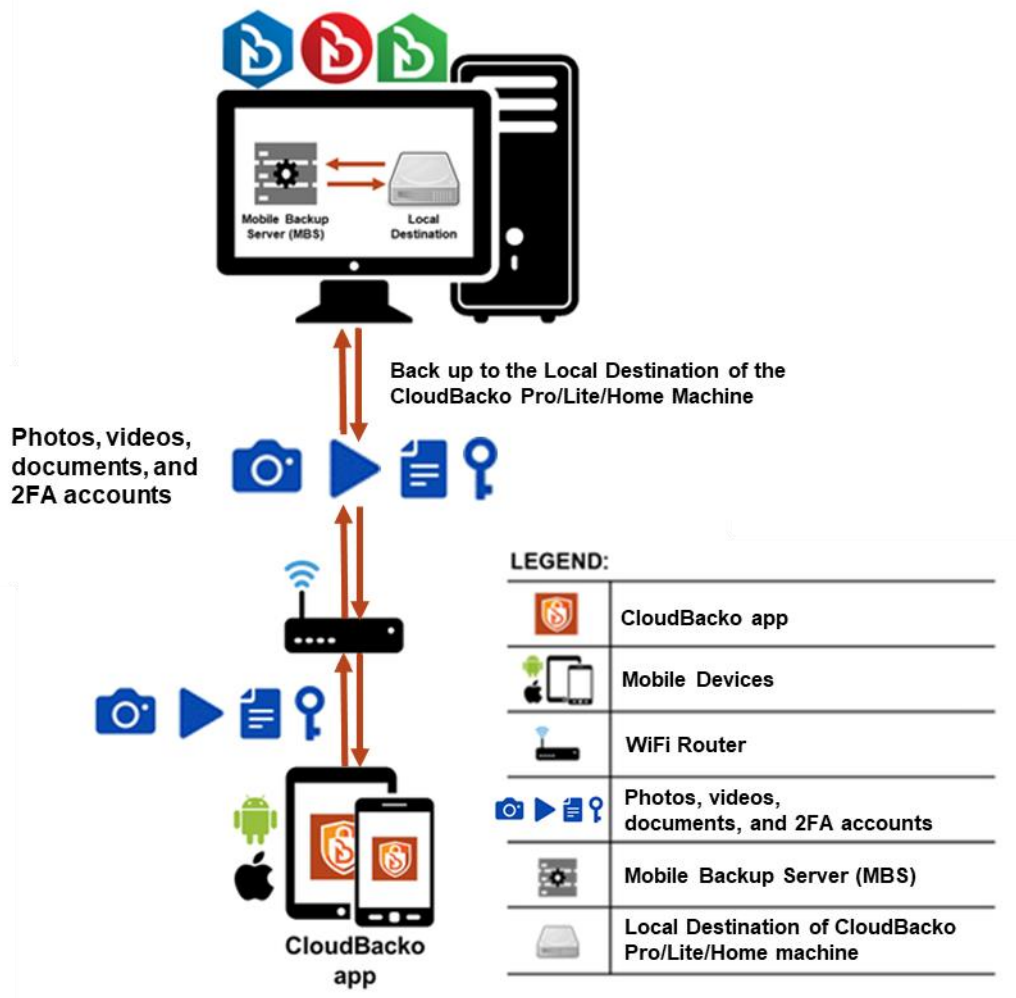
Below is the system architecture of CloudBacko app illustrating the major elements involved in the backup and restore process among the backup machine CloudBacko Pro/Lite/Home.

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:

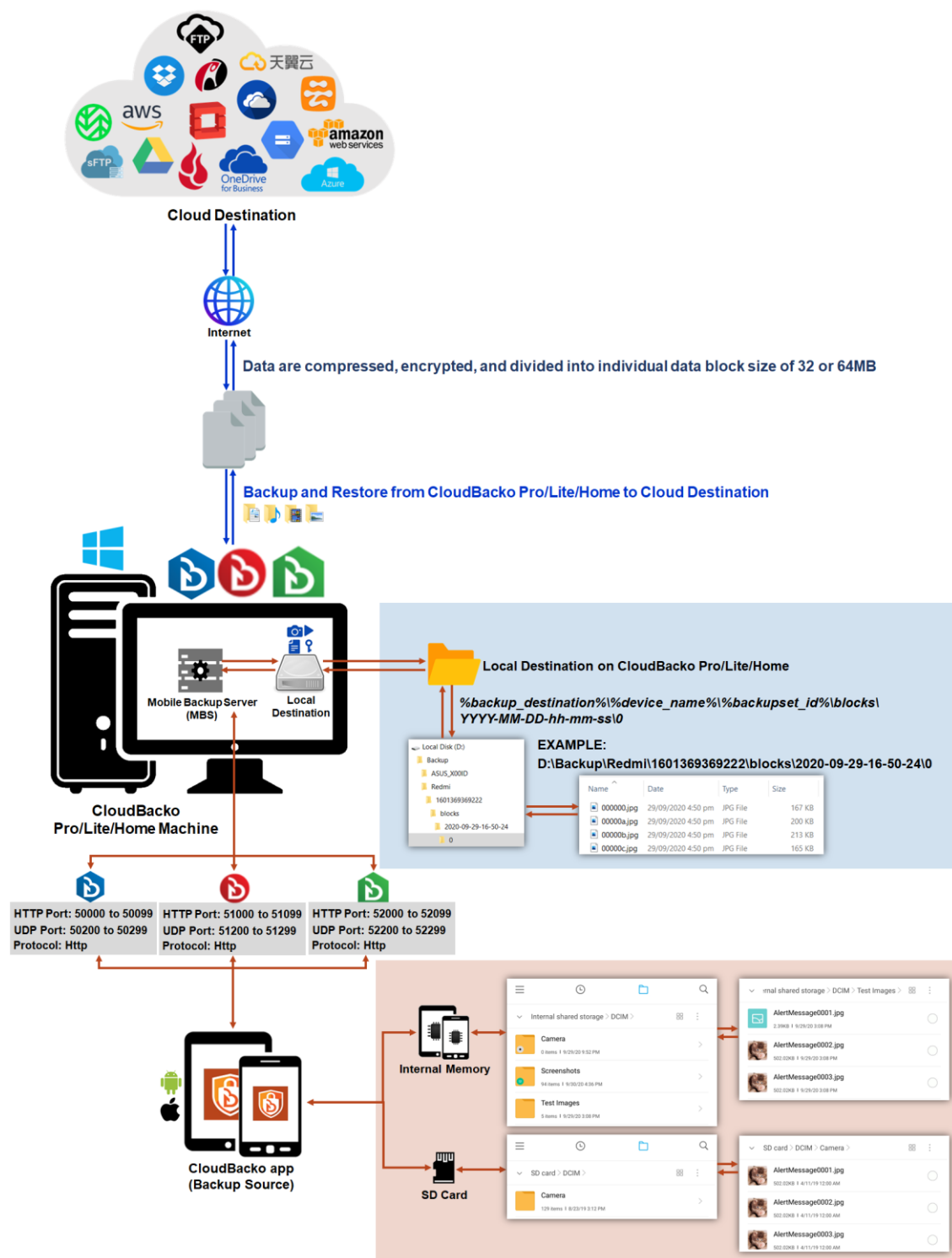
- ▶ For Android, disable screen lock or timeout.
- ▶ For iOS, disable auto-lock.
- ▶ Turn off all power saving modes
- ▶ Connect to power source



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.

### NOTE

The Mobile Backup Server (MBS) is a component of the CloudBacko Pro/Lite/Home machine that manages the backup and restore of the CloudBacko app.



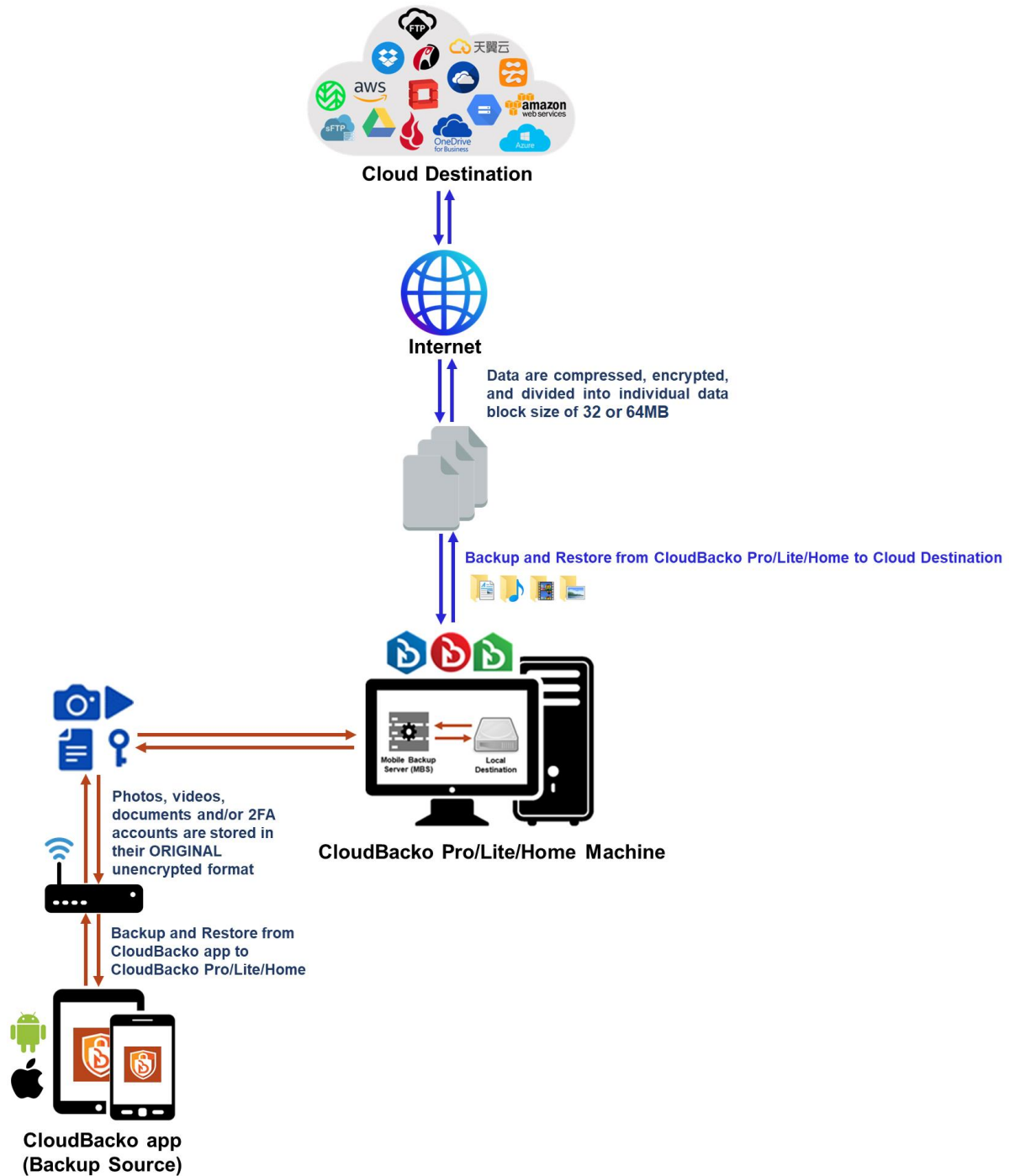


If storage of photos, videos, documents, and 2FA accounts to a cloud destination is required, then this can be done using CloudBacko Pro/Lite/Home to perform a secondary backup and restore of the photos and videos on the local drive to the cloud.

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.

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

**2<sup>nd</sup>:** 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.

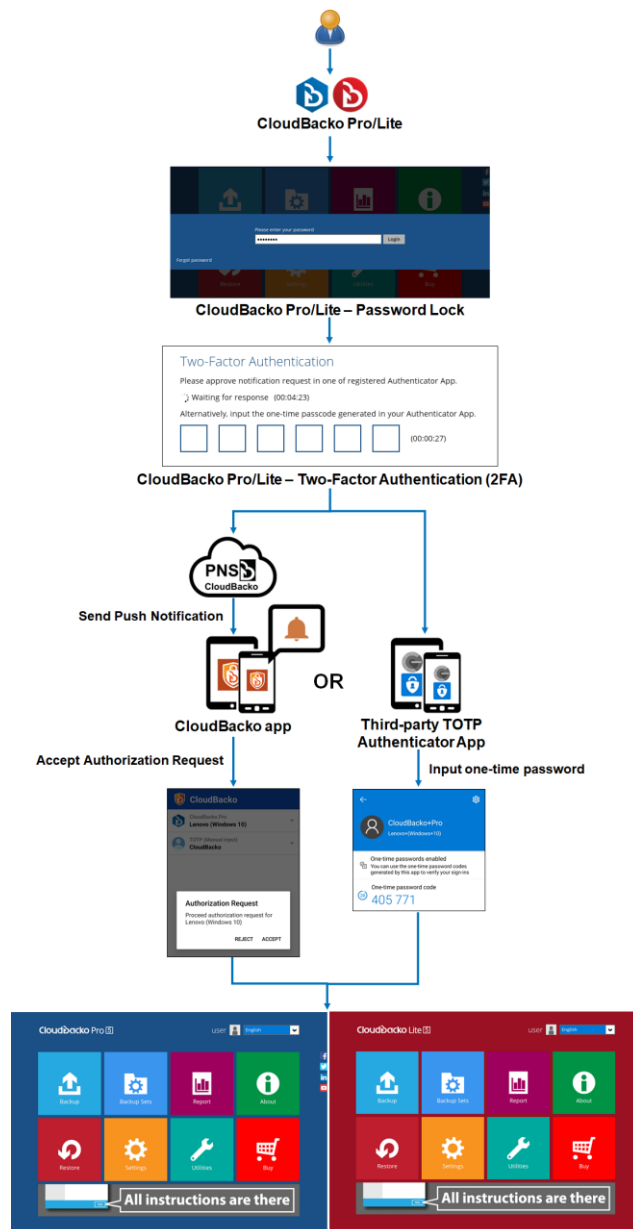


### 1.3 Two-Factor Authentication

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.





## 1.4 Mobile Backup

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

	Android Devices	iOS Devices
<b>Supported Backup Source</b>	Photos 	Photos 
	Videos 	Videos 
	Documents 	Documents 
	2FA accounts 	2FA accounts 
<b>Supported File Types</b>	Photos with the following filename extensions are supported: .jpg, .png, .bmp, .gif, .tif, HEIF and HEIC.	
	Videos with the following filename extensions are supported: .mp4, .mkv, .mov, .avi, .flv and HEVC.	
	Audio files will be included in the document backup. Documents with the following filename extensions are supported: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pdf and .txt. Audio with the following filename extensions are supported: .m4a, .mmr, .aac, .silk, .opus, .mp3, .flac and .wav.	

## 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

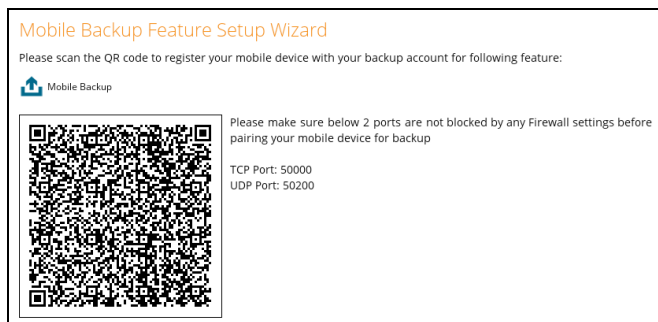
### • Pre-requisites

- 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:

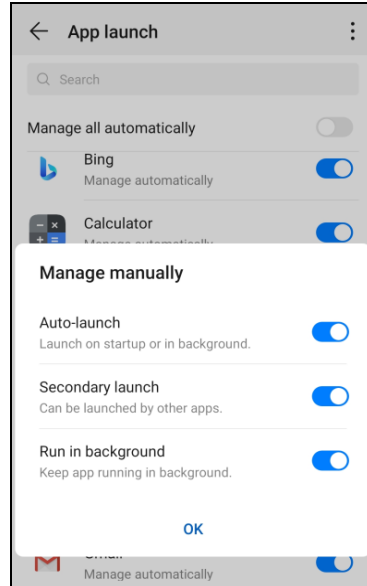
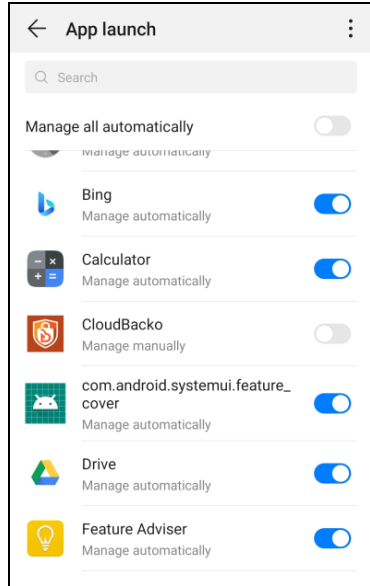
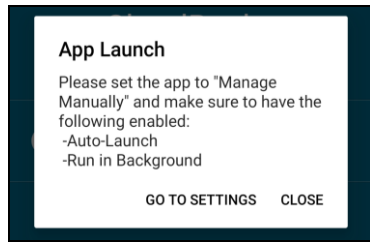
#### Android

- Auto-Launch and Run in Background

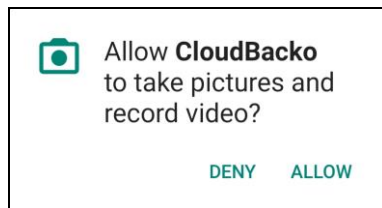
#### NOTE

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

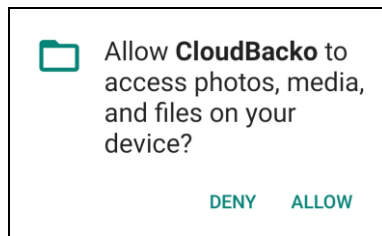
This is a sample setting from a Huawei device.



- Camera



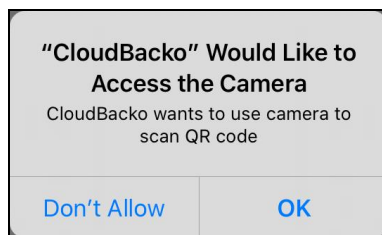
- Read External Storage



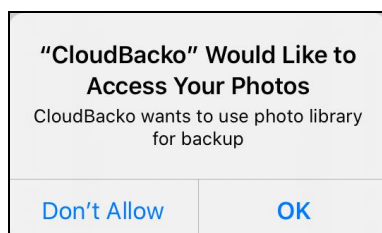
- Write External Storage

**iOS**

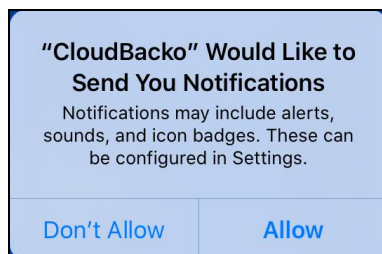
- Camera



- Face ID
- Photo Library



- Notifications



### 🔹 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.

#### Download and Install

Download and install the CloudBacko app on your mobile device

#### Launch the App

Launch the CloudBacko app

#### Add Device for Mobile Backup or 2FA

Add a device to back up and restore photos, videos, documents, and 2FA accounts

#### Run Backup Jobs

Run backup jobs to back up photos, videos, documents, and 2FA accounts

#### Restore Data

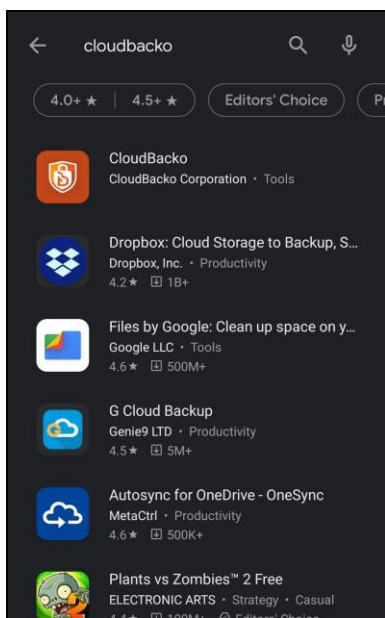
Restore backed up photos, videos, documents, and 2FA accounts to your mobile device.

## 4 Download and Install CloudBacko App

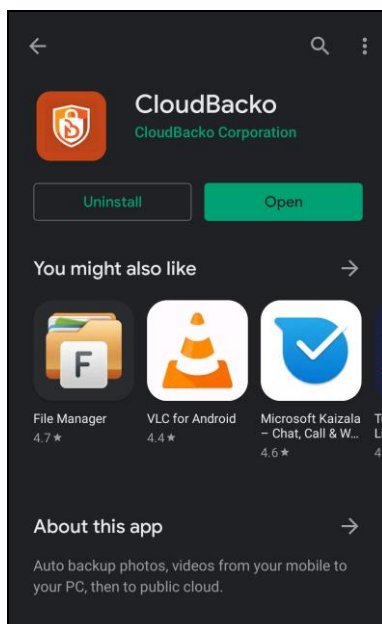
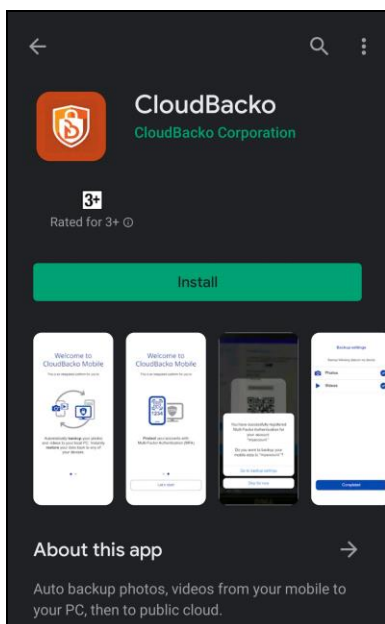
The latest version of CloudBacko app is available at Android Play Store / iOS App Store.

### 4.1 Android – Play Store

1. Search **CloudBacko**.



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

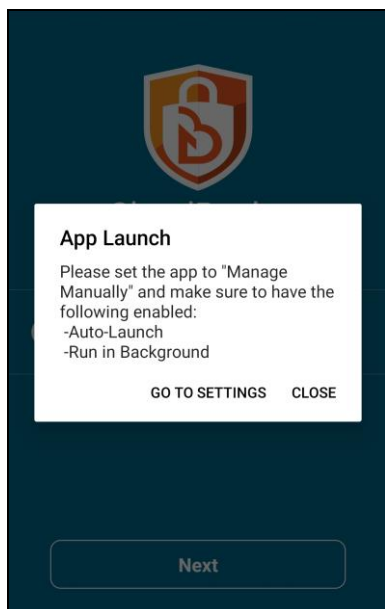


- Optional: Tap the CloudBacko app. Pop-up message will be displayed for the App Launch. Make sure to enable the following: Auto-Launch and Run in Background.

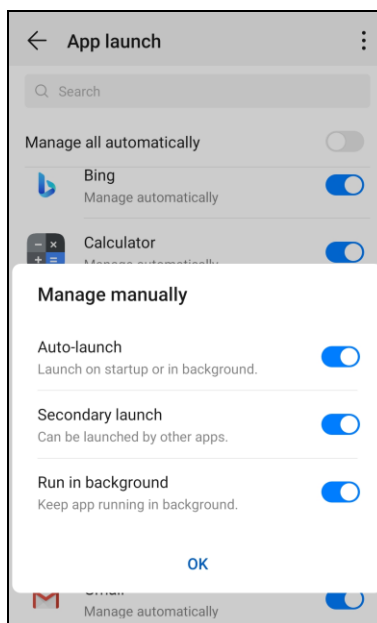
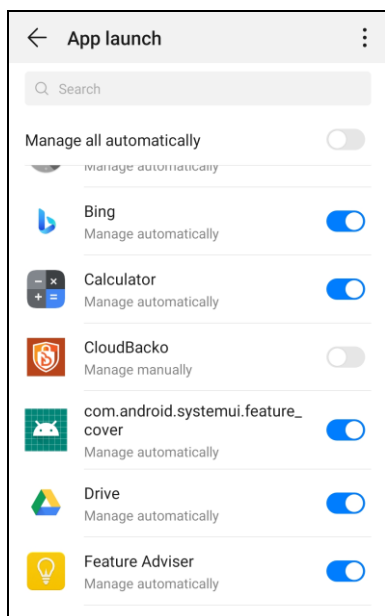
**NOTE**

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

This a sample setting is from a Huawei device.

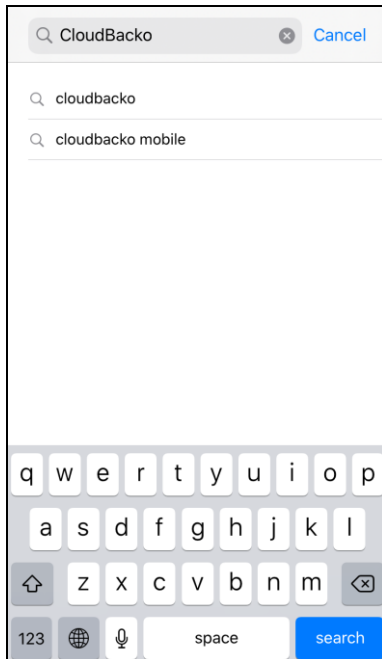


Go to **Settings > App Launch > CloudBacko**. Manage the app manually by enabling the Auto-Launch and Run in Background.

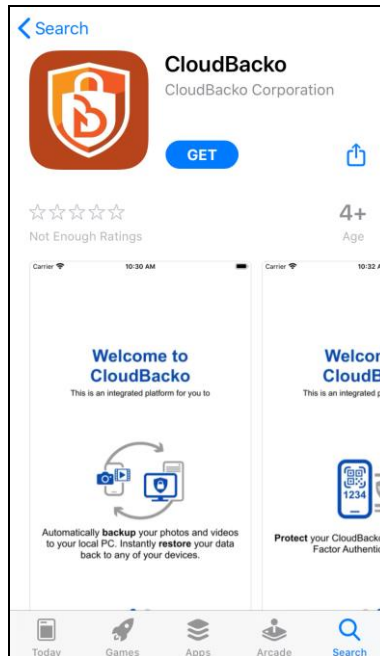
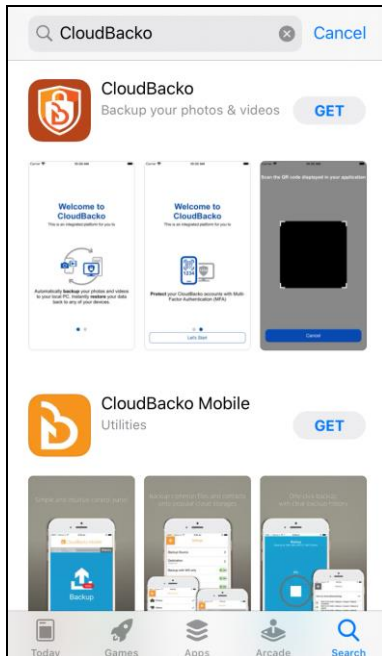


## 4.2 iOS – App Store

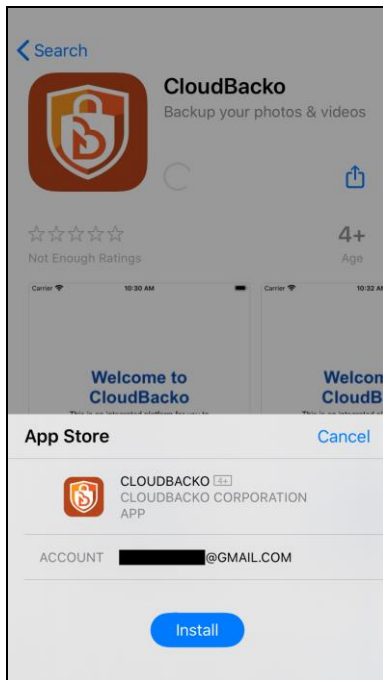
1. Search **CloudBacko**.



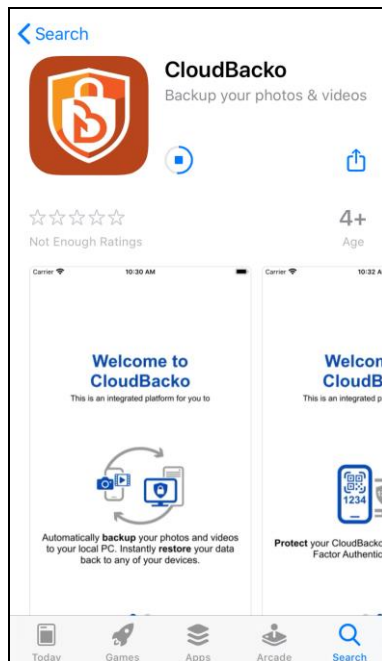
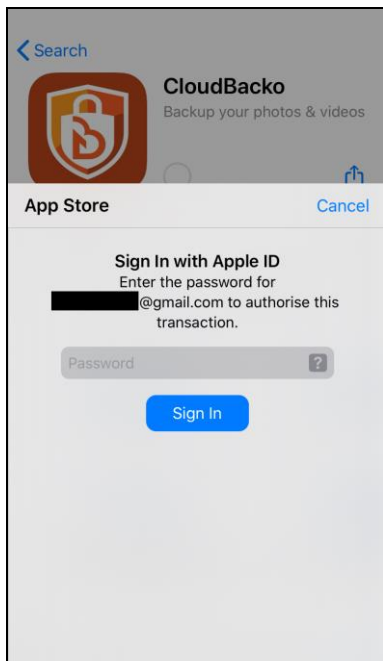
2. Tap **GET**.



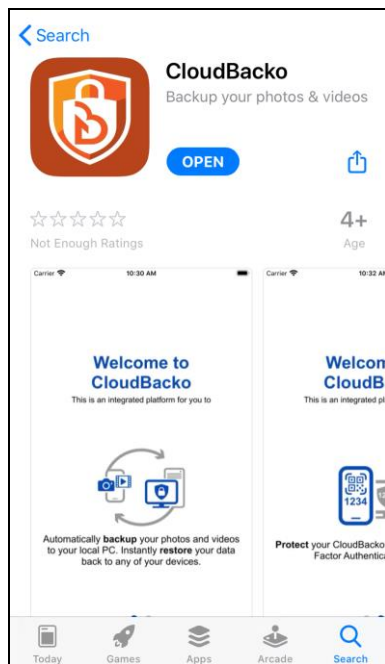
3. Tap **Install** to start the installation.



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.



5. CloudBacko app is successfully installed.



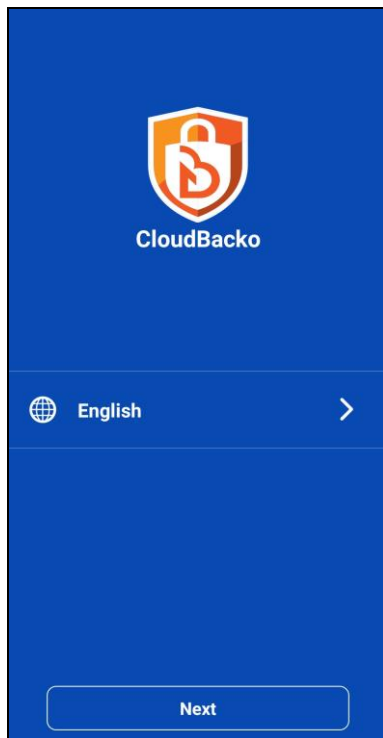
## 5 Start CloudBacko App

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

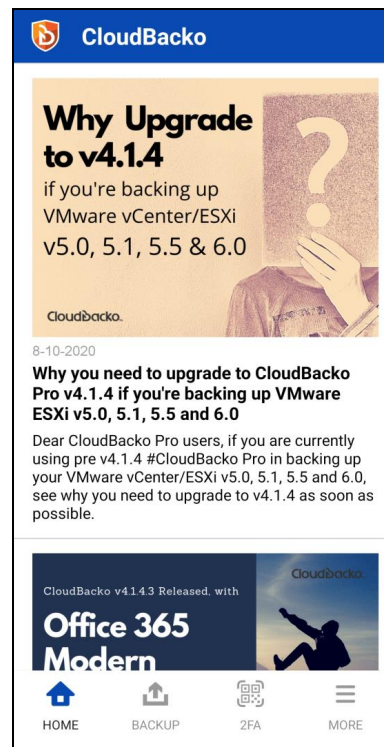


2. The following screen will be displayed.

For initial launch this will be the screen displayed:

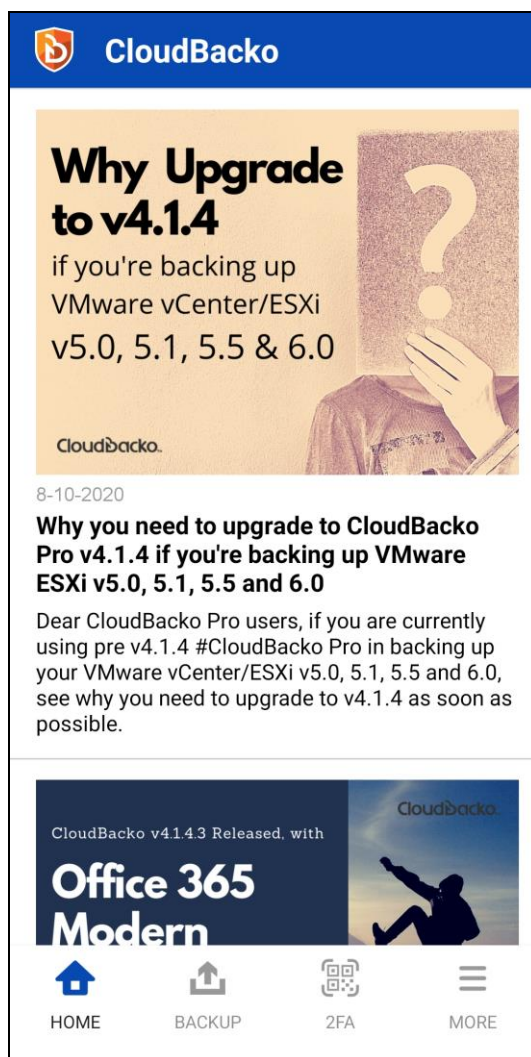


After you have already registered for the mobile backup, this will be the screen displayed for succeeding launch:





## 6 CloudBacko app Overview

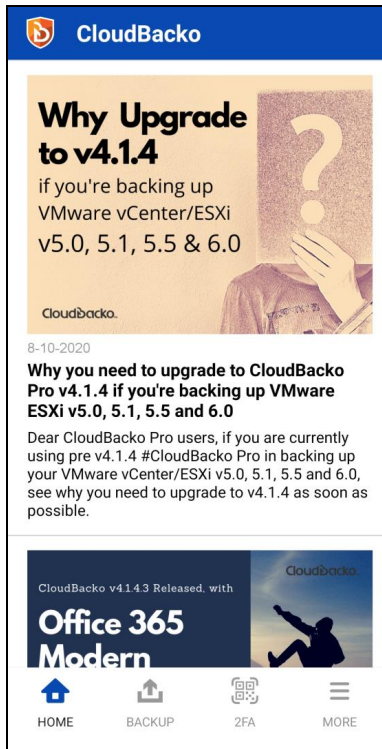


CloudBacko app has four (4) major features:

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

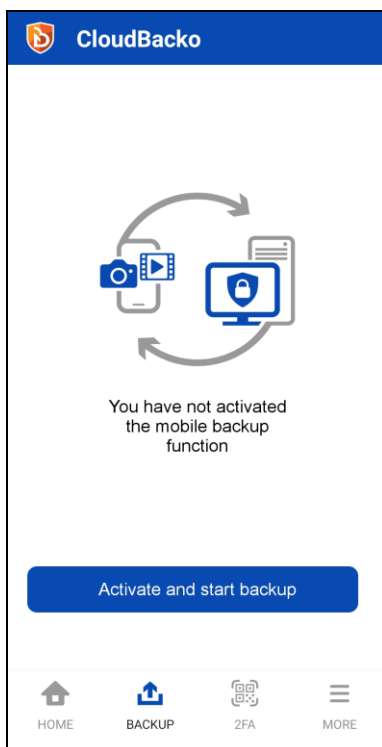
## 6.1 Home

Displays the latest CloudBacko news.



## 6.2 Backup – Backup and Restore

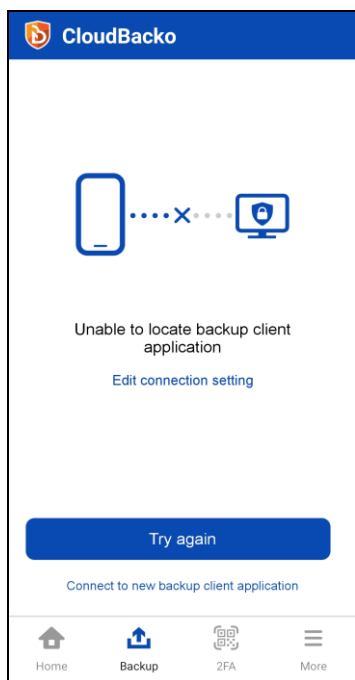
After successful registration of the mobile devices with CloudBacko Pro/Lite/Home local machine. Allows the Users to back up and restore photos, videos, documents, and 2FA accounts to CloudBacko Pro/Lite/Home local machine.



## 6.2.1 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.



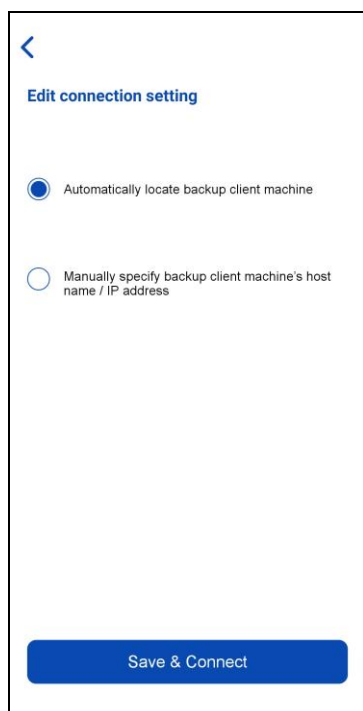
2. Choose from the following options:

- ▶ **Automatically locate backup client machine**

This will automatically connect to the backup client machine.

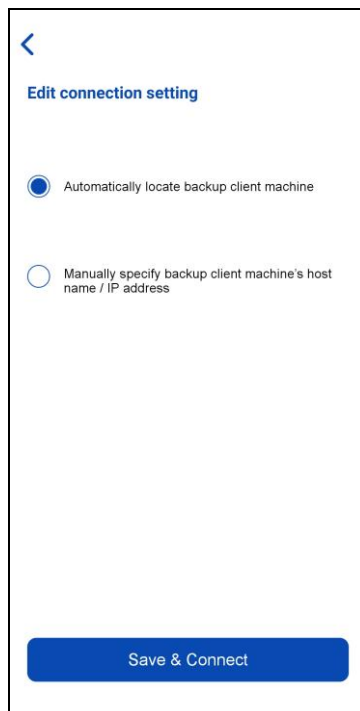
- ▶ **Manually specify backup client machine's host name / IP address**

You can manually set the host name or IP address of the backup client machine.



### Automatically locate backup client machine

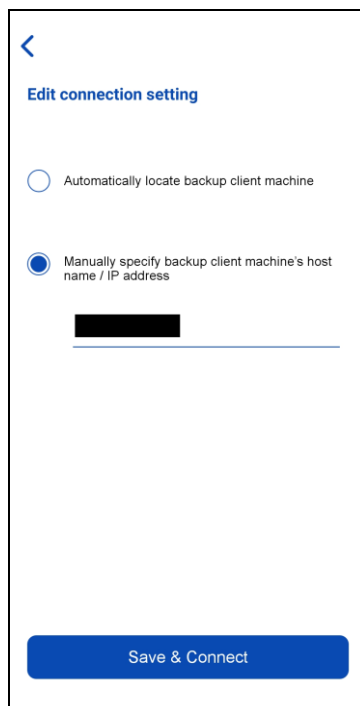
- i. Select the **Automatically locate backup client machine** then tap **Save & Connect**.



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

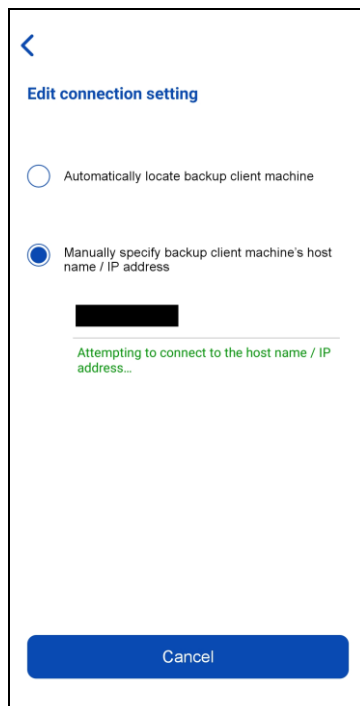
### Manually specify backup client machine's host name / IP address

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



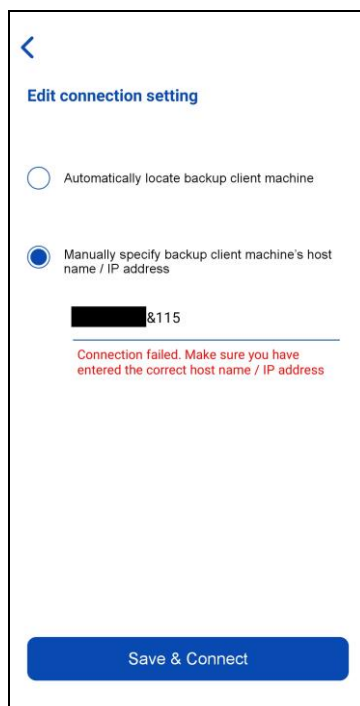
- iii. It will attempt to connect to the specified host name or IP address. While attempting to connect, the host name or IP address field is disabled.

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

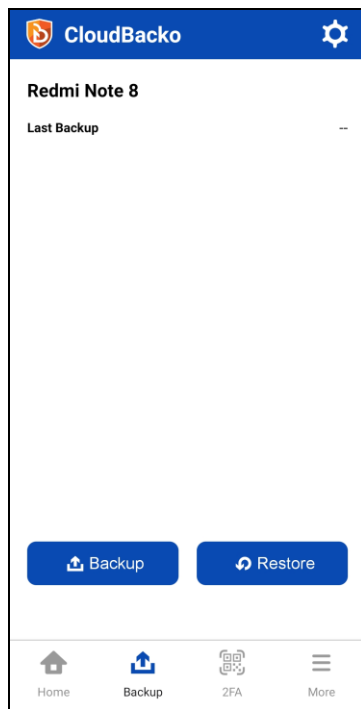


If you have entered an invalid host name or IP address, this message will be displayed, **Connection failed. Make sure you have entered the correct host name / IP address.**

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.

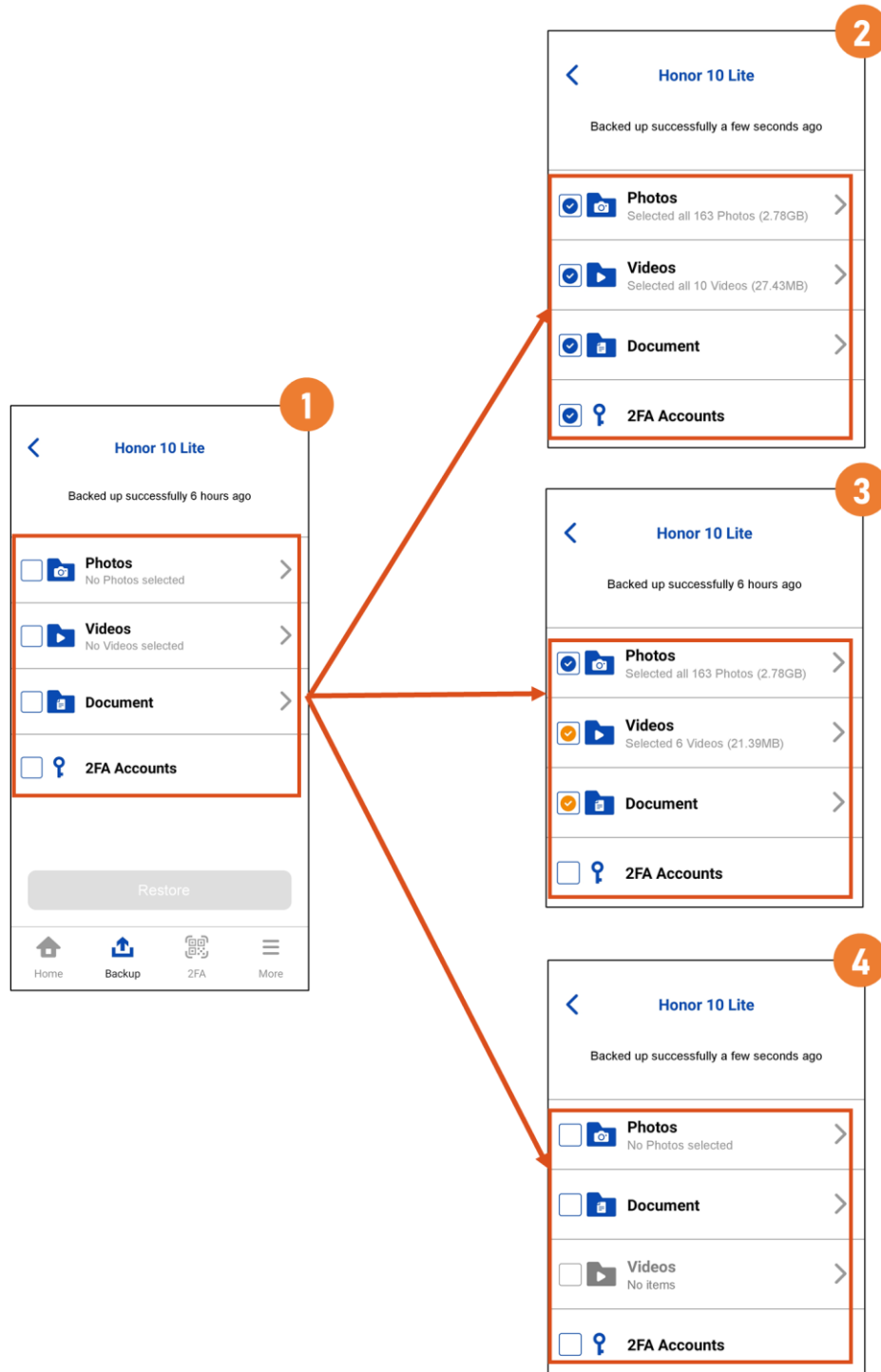


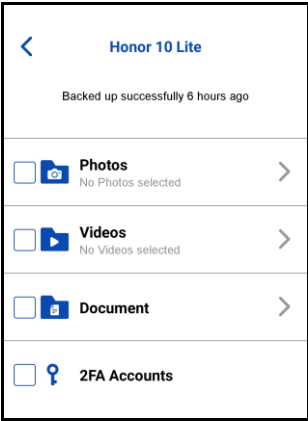
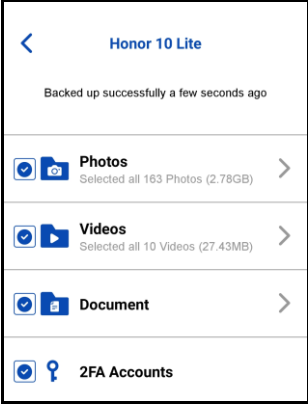
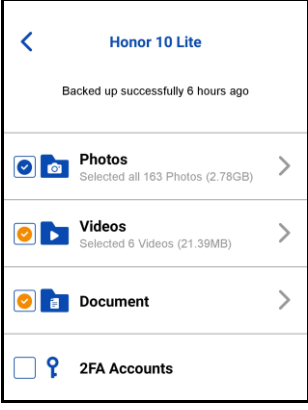
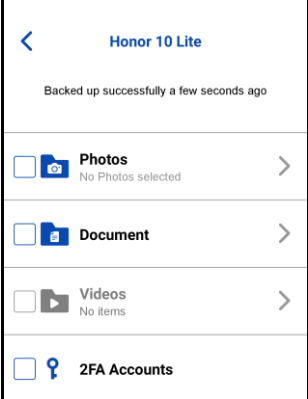
## 6.2.2 Restore Features

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**.

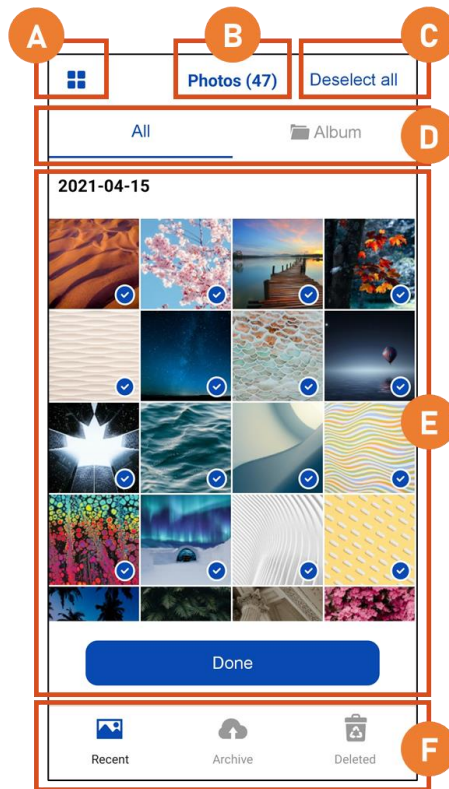
### 6.2.2.1 Restore Main Page



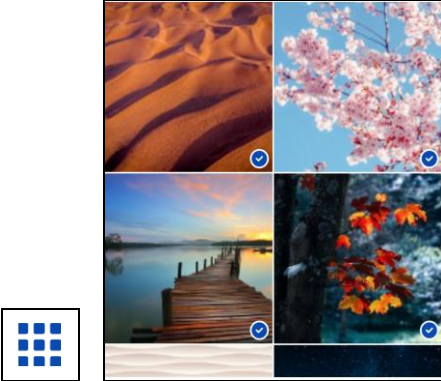
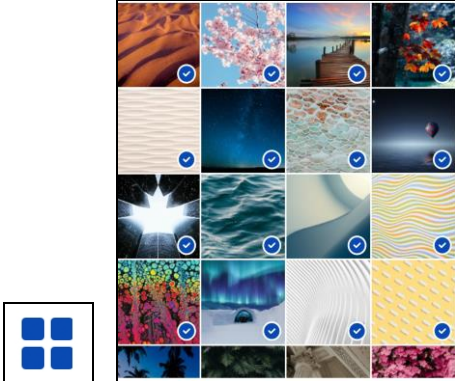
Restore main page	Description
<p><b>1</b></p> 	<p>In this example there are <u>no selected photos, videos, document and/or 2FA accounts</u> for restore yet.</p>
<p><b>2</b></p> 	<p>In this example, <u>document and 2FA accounts are selected and all 163 photos with total size of 2.78GB and 10 videos with total size of 27.43MB</u> are selected for restore. Blue checkbox indicates all photos, videos, document, and/or 2FA accounts are selected.</p>
<p><b>3</b></p> 	<p>In this example, <u>document and 2FA accounts are selected and 163 photos with total size of 2.78GB and only 6 videos with total size of 21.39MB</u> are selected for restore. Orange checkbox indicates selected photos, videos, document, and/or 2FA.</p>
<p><b>4</b></p> 	<p>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. Gray folder icon indicates no items in Photos, Videos, and/or Document folder.</p>



### 6.2.2.2 Restore File Explorer

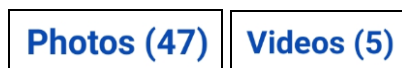


• **A – Enlarge View Toggle**

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.



• **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.
<input type="button" value="Select all"/>	<input type="button" value="Deselect all"/>

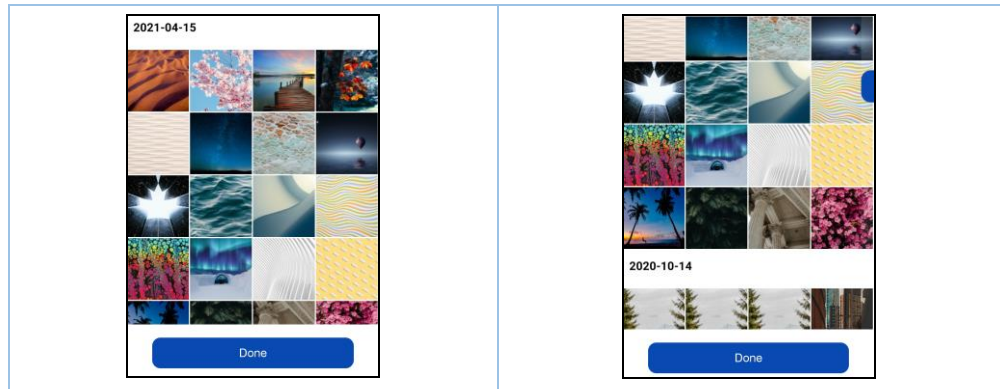
• **D – All / Album View**

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.
<input type="button" value="All"/>	<input type="button" value="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.



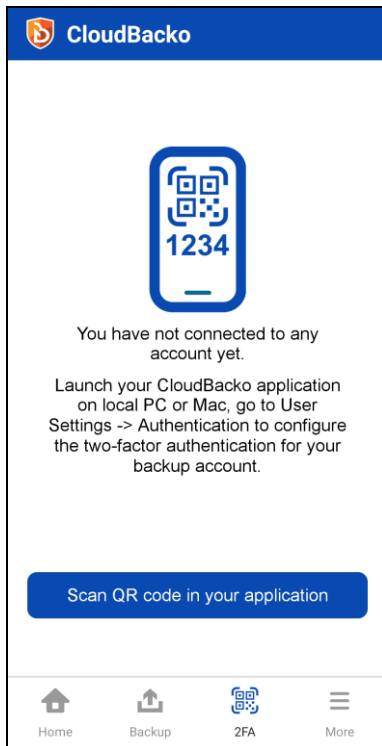
• **F – Recent / Archive / Delete Tabs View**

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](#)



### 6.3.1 Add an account

To add an account, follow the instructions below using:

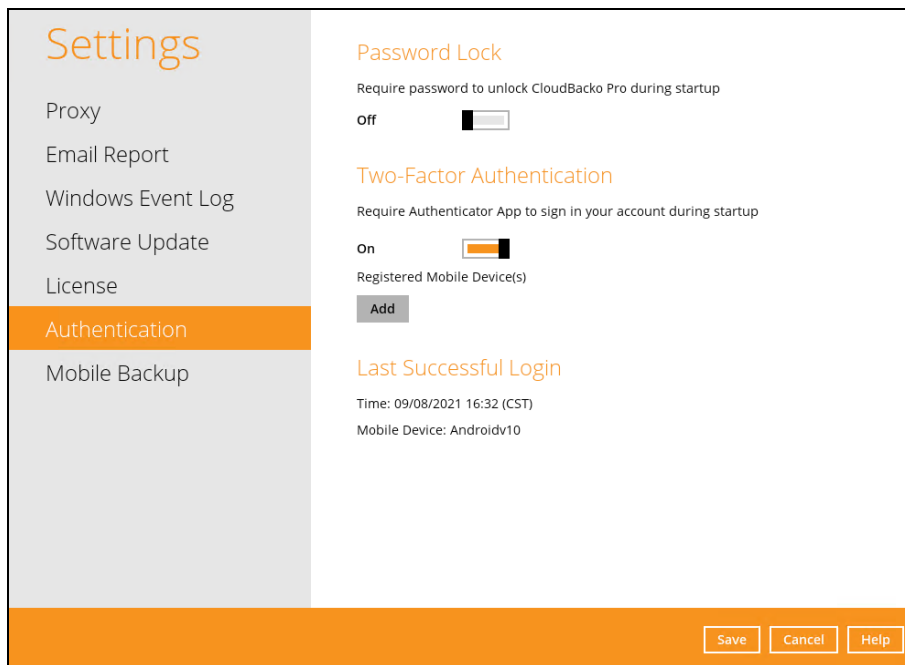
- [Push Notification and TOTP](#) or
- [TOTP Only](#)

**NOTE**

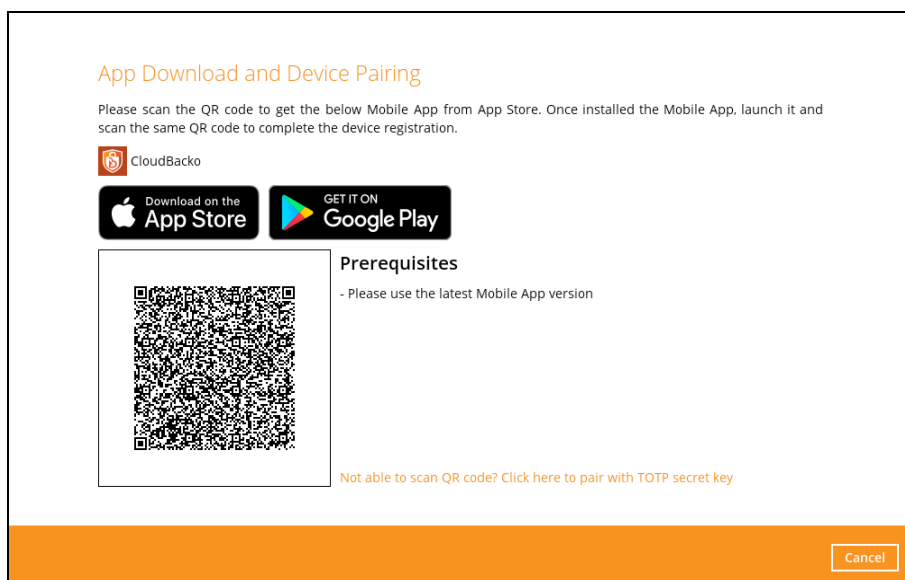
Although the example screenshots below are for CloudBacko Pro, as the user interface for **Settings > Authentication** is identical on CloudBacko Lite, these instructions can also be applied to CloudBacko Lite.

#### Push Notification and TOTP

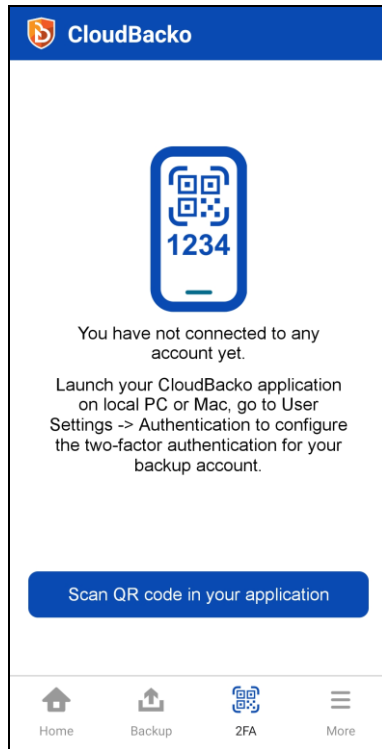
1. Open the CloudBacko Pro/Lite and go to **Settings > Authentication**. On the Two-Factor Authentication, swipe the lever to the right, then click **Add**.



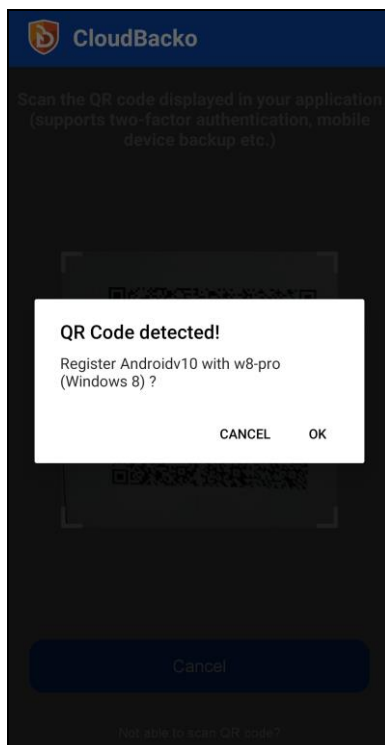
2. Download the CloudBacko app from Google Play for an Android device and from App Store for an iOS device. Scan the QR code to complete the device registration for two-factor authentication (Push notification and TOTP) feature.



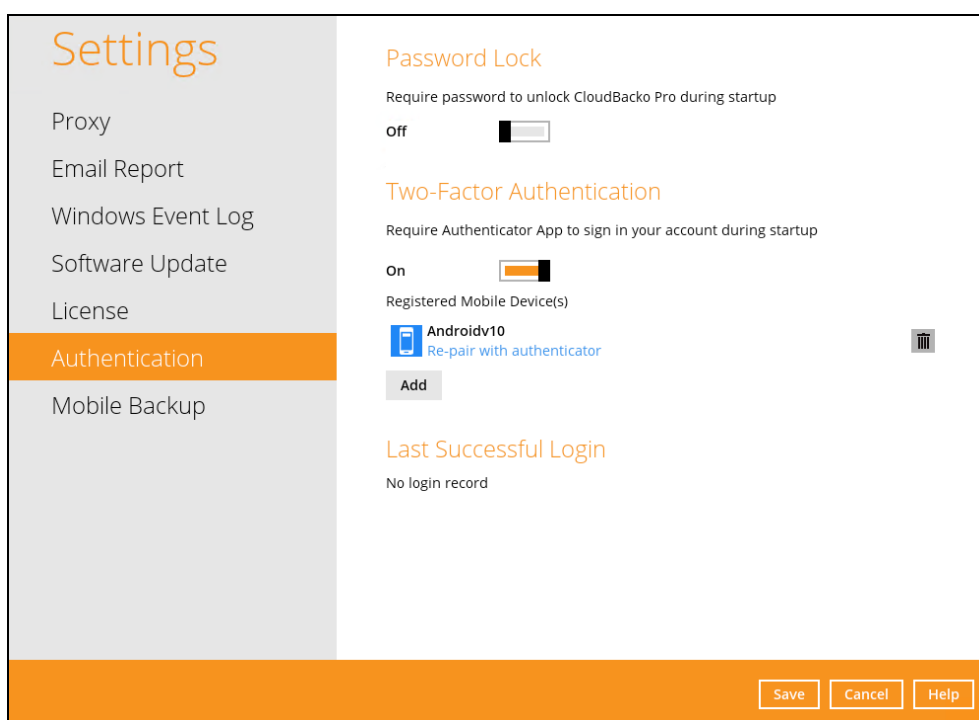
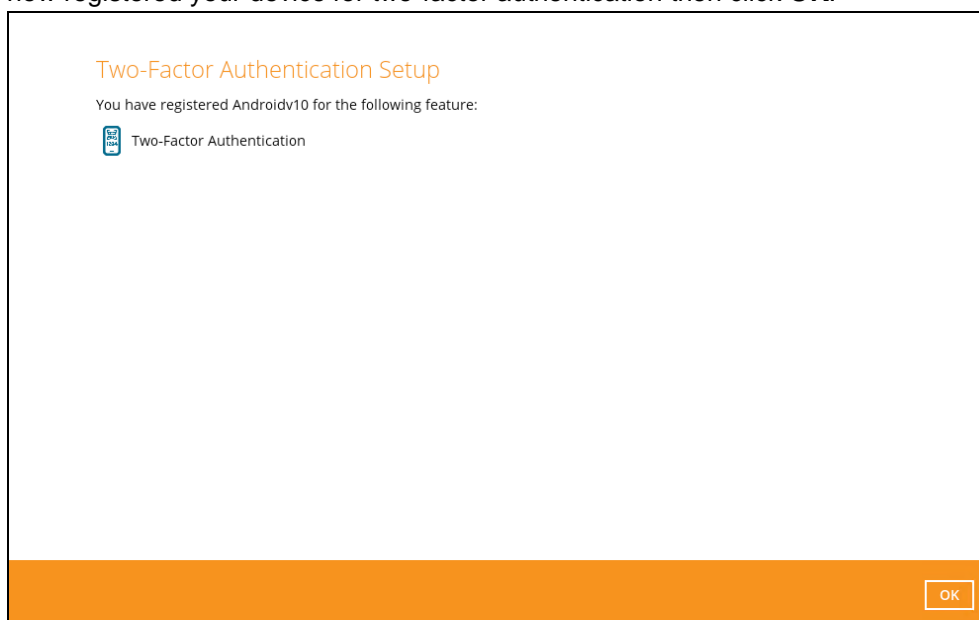
3. In the CloudBacko app, go to **2FA**. Tap the **Scan QR code in your application** link to scan the QR Code on the CloudBacko Pro/Lite/Home.



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



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



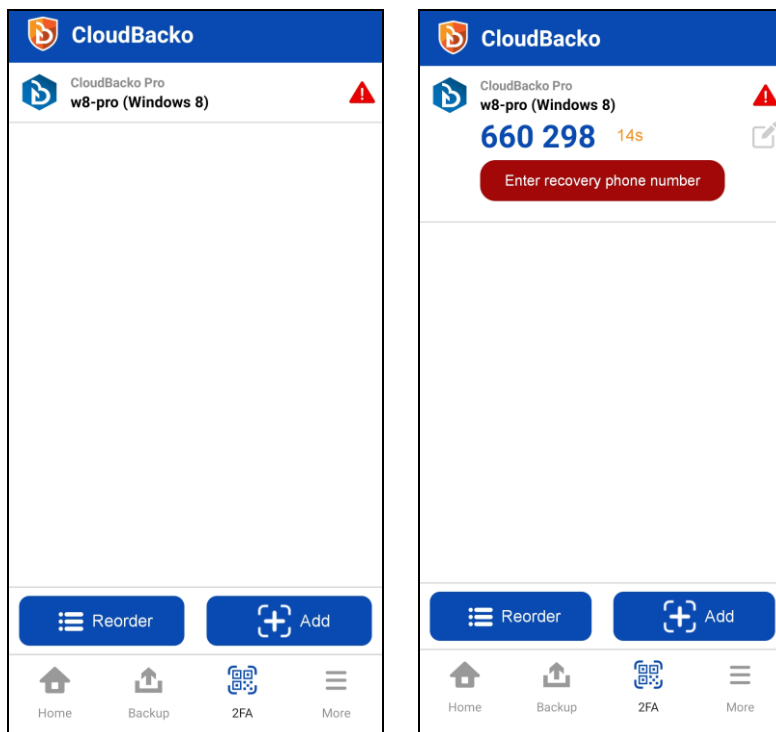
**NOTE**

Starting with CloudBacko app v1.5.0, a new feature is added which is “Re-pair with authenticator”. If the registered device used for 2FA was damaged, lost or missing; the backup content of the device can be migrated to the new device. Once the migration is finished, the new device must be re-paired with CloudBacko app to enable log in using push notification and disable the one in the original device.

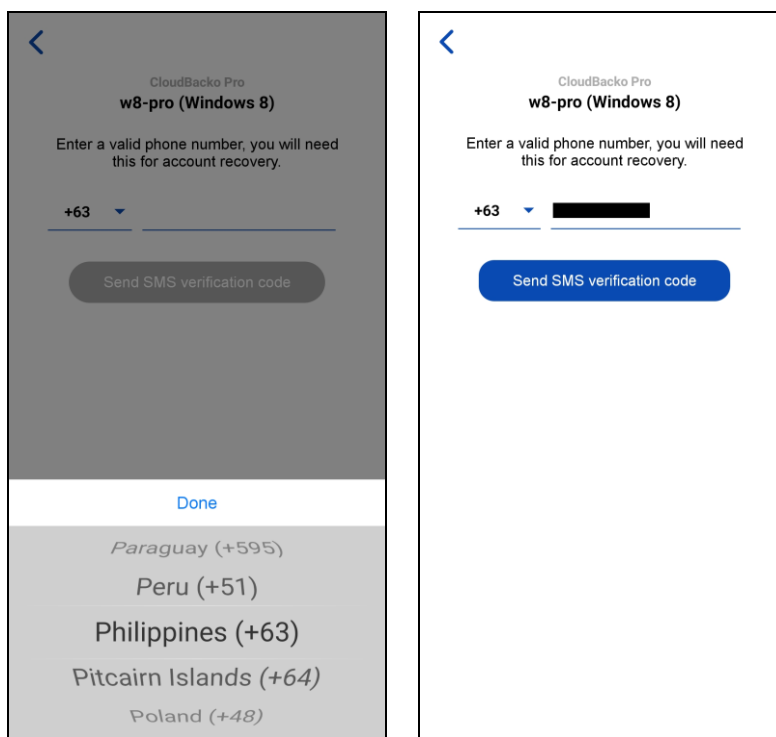
- In the CloudBacko app, go to 2FA then enter the phone number for account recovery. Tap **Enter recovery phone number**.

**NOTE**

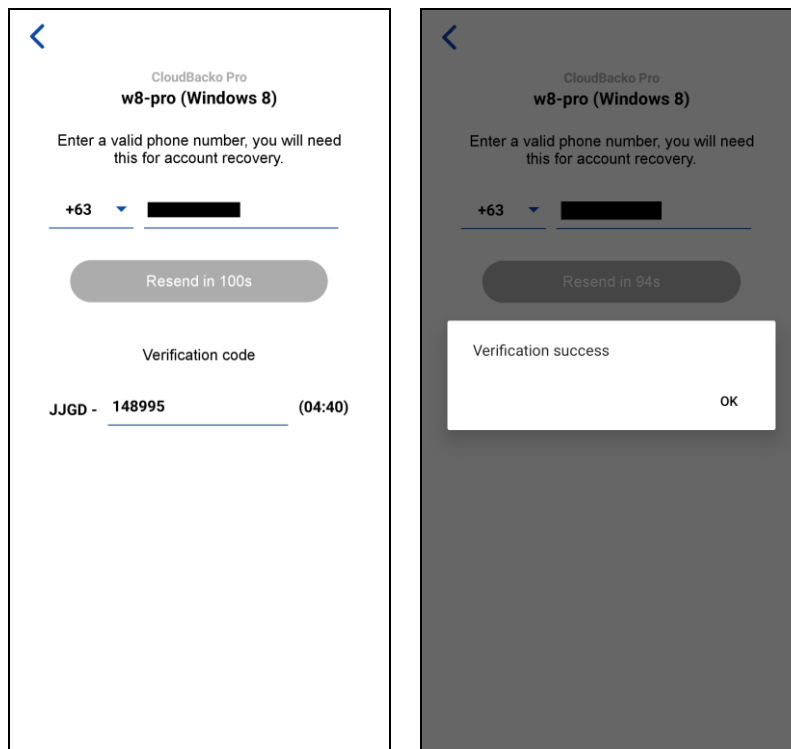
Although push notification and TOTP will still work if the recovery phone number registration is not completed, it is still strongly recommended to complete **step 6** as you will not be able to access the CloudBacko Pro/Lite if you lose your mobile device which also means loss of access to backup data.



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



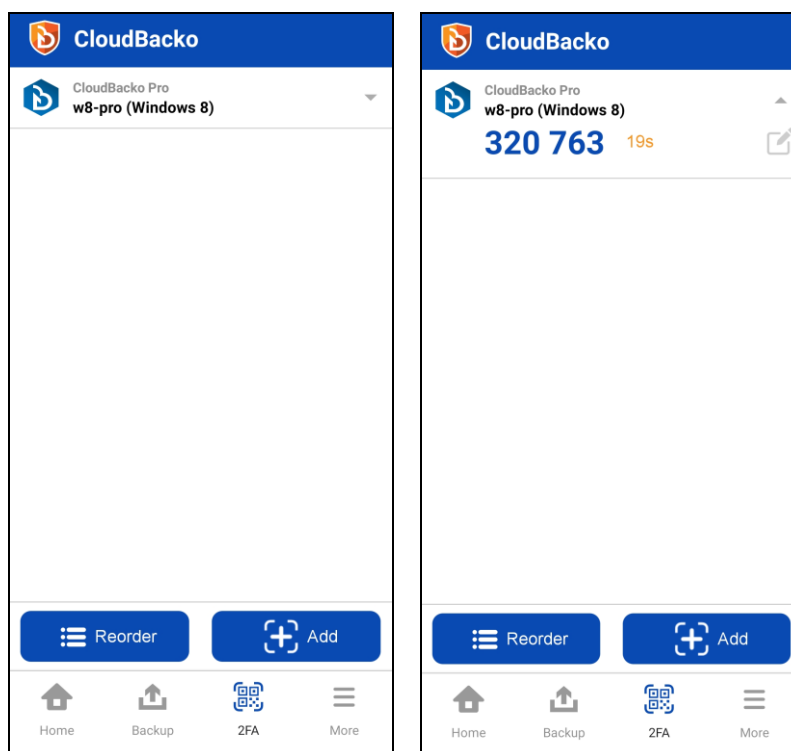
Enter the verification code sent to your mobile device.



Sample verification code.



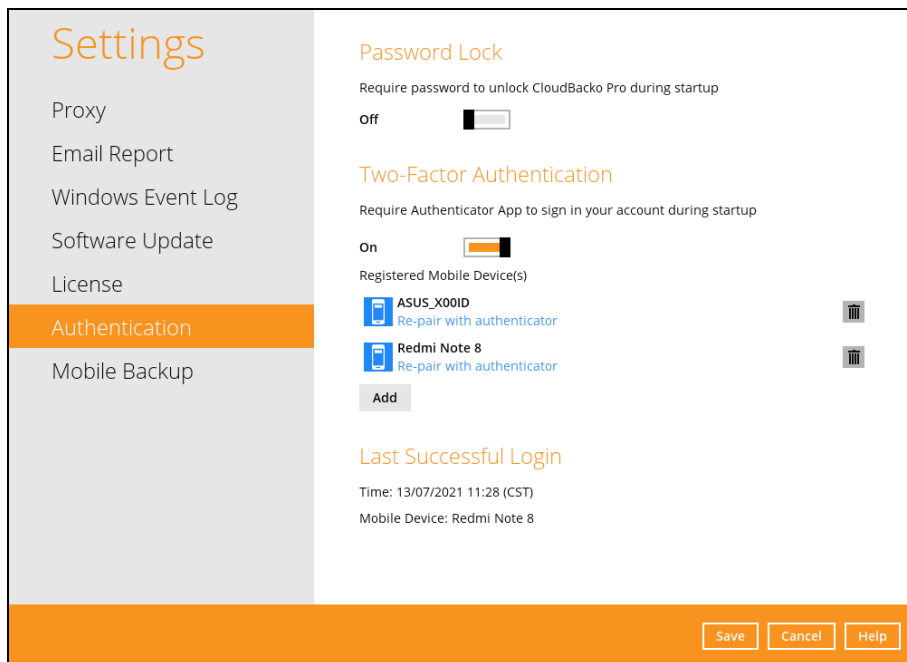
Successfully verified the phone number for account recovery.





## TOTP Only

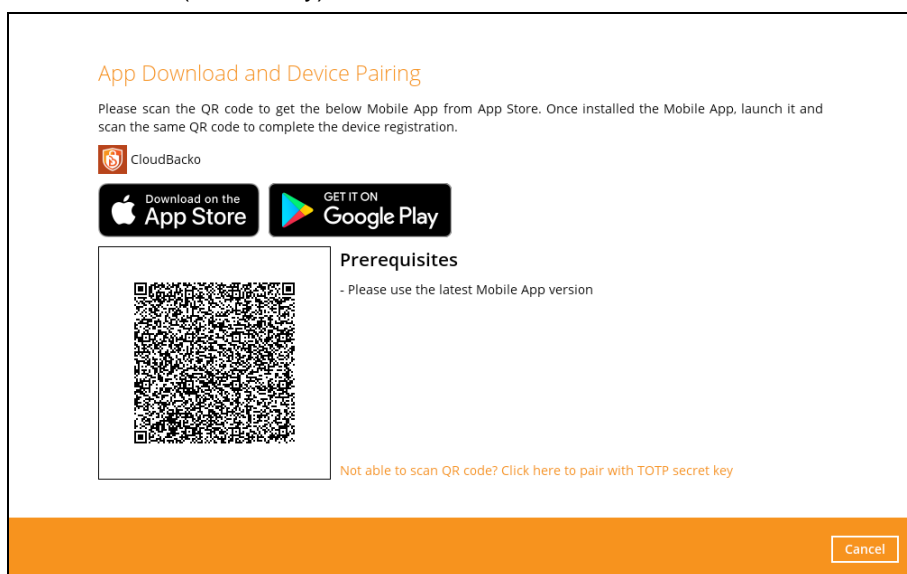
1. Open the CloudBacko Pro/Lite and go to **Settings > Authentication**. On the Two-Factor Authentication, click **Add**.



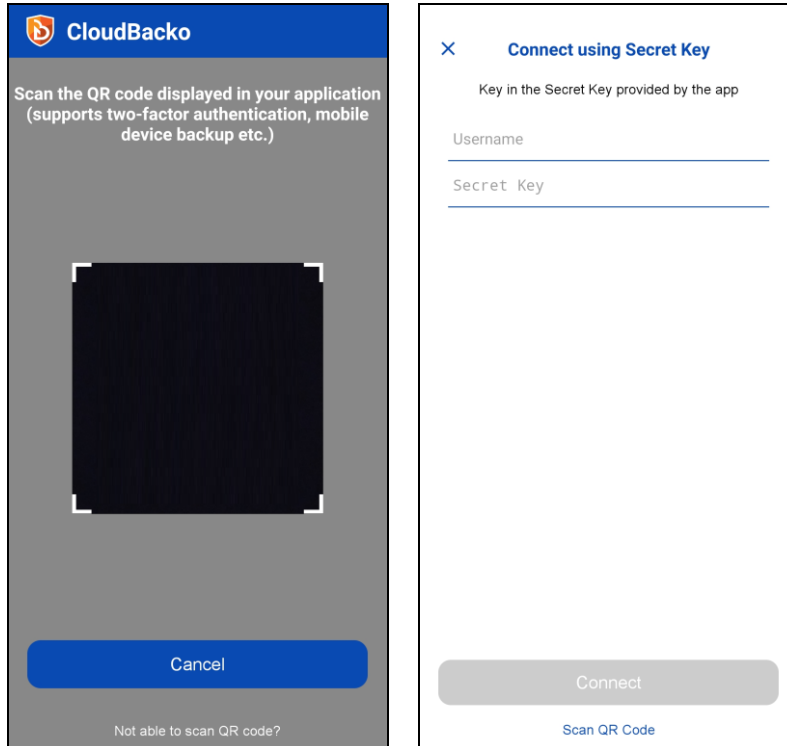
### NOTE

Starting with CloudBacko app v1.5.0, a new feature is added which is “Re-pair with authenticator”. If the registered device used for 2FA was damaged, lost or missing; the backup content of the device can be migrated to the new device. Once the migration is finished, the new device must be re-paired with CloudBacko app to enable log in using push notification and disable the one in the original device.

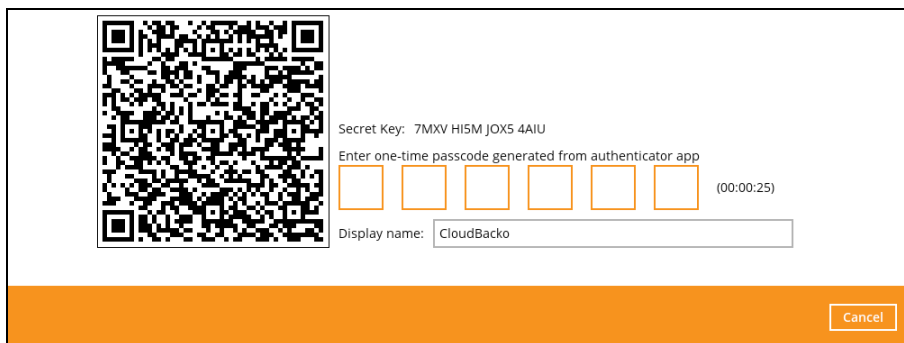
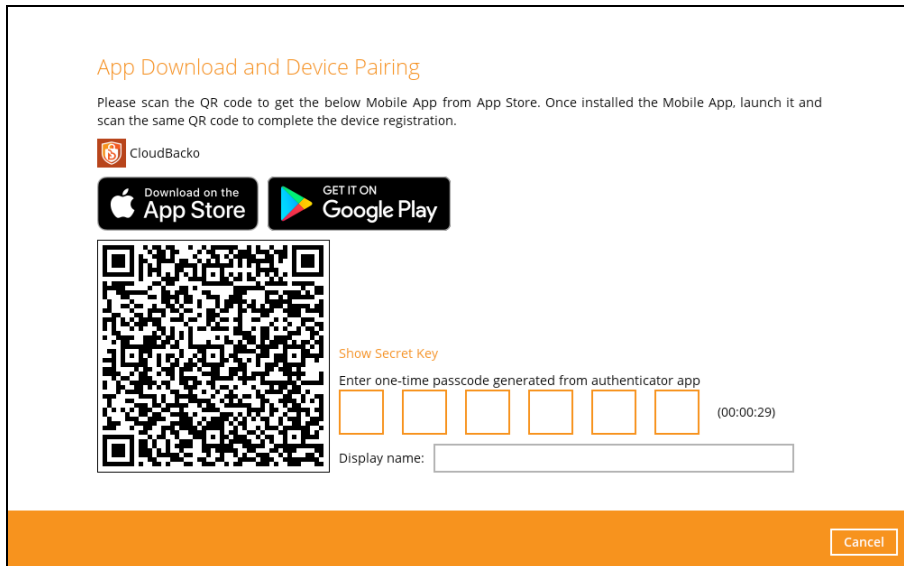
2. Download the CloudBacko app from Google Play for an Android device and from App Store for an iOS device. Next, click the **Not able to scan QR code? Click here to pair with TOTP secret key** link to complete the device registration for two-factor authentication (TOTP only) feature.



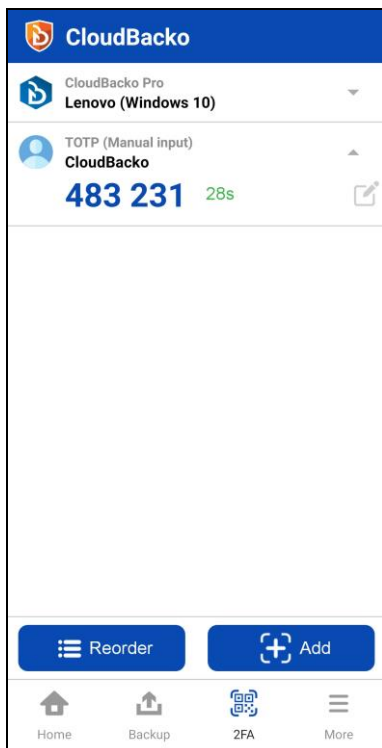
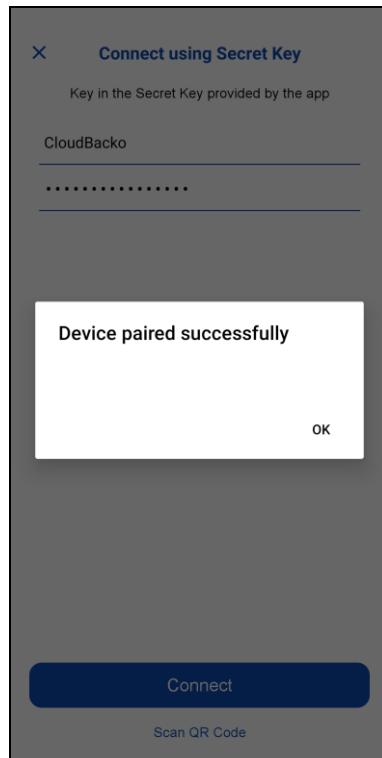
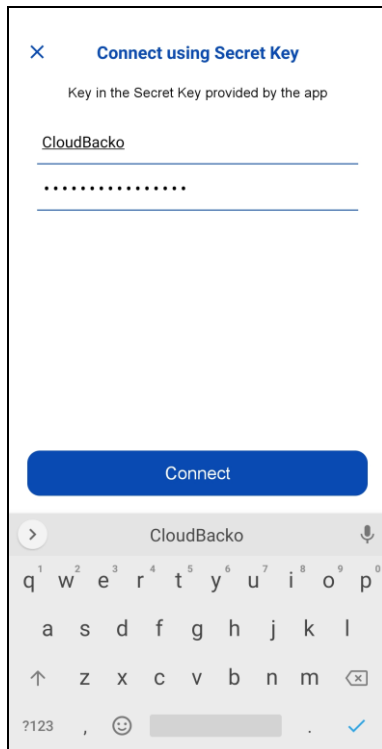
3. In the CloudBacko app, go to **2FA**. Tap the **Not able to scan QR code?** link.



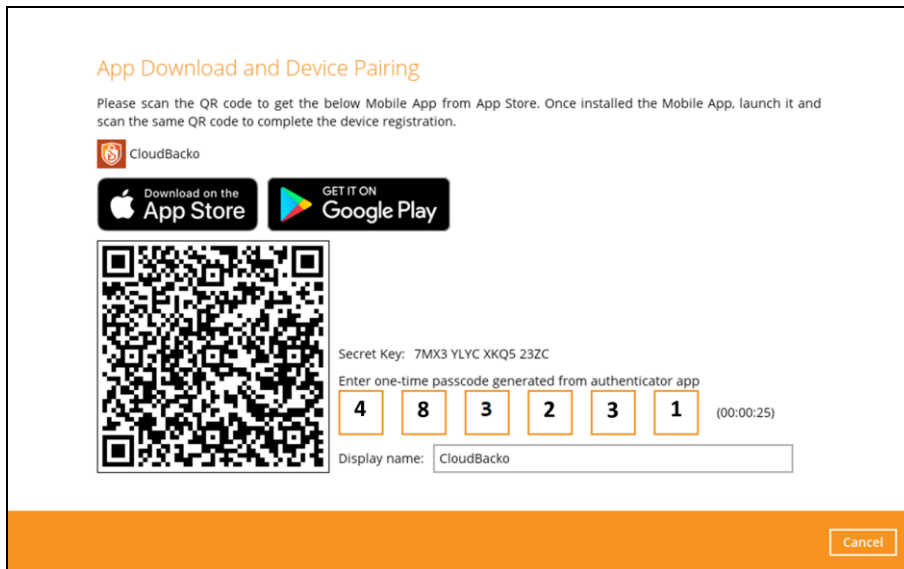
To see the secret key, click the **Show Secret Key** link to display the 16-digit secret key. Enter a display name.



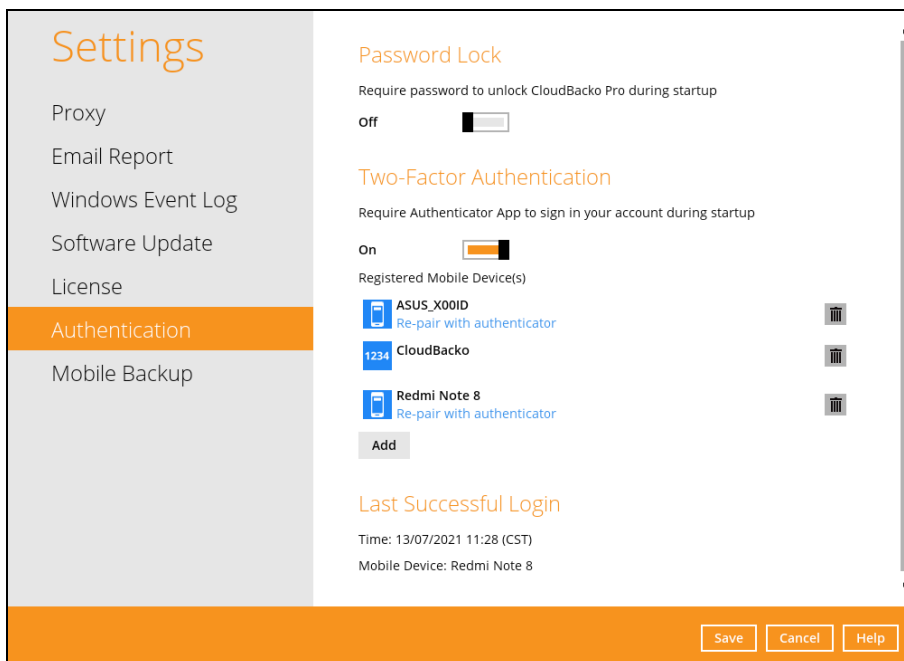
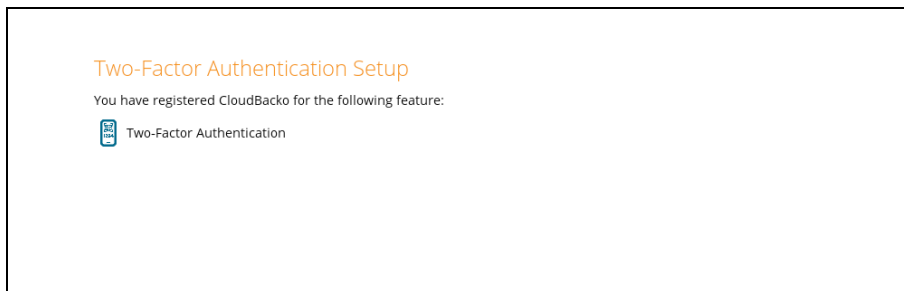
4. Enter the Username and Secret Key from CloudBacko Pro or Lite, then tap **Connect**.



Enter the one-time passcode from the CloudBacko app.



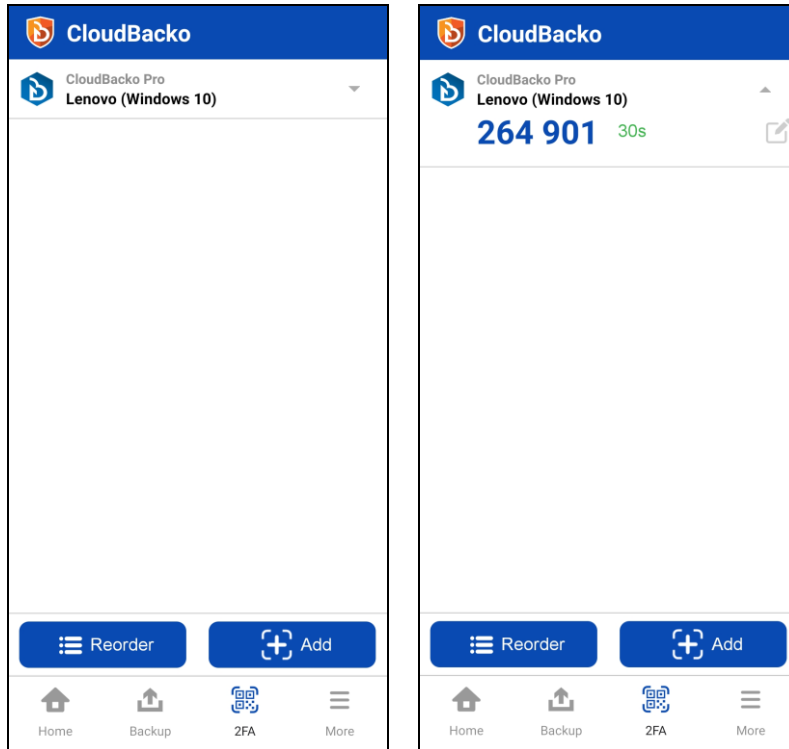
5. Once the registration is successful, the following screen will be displayed. You have now registered your device for two-factor authentication. Click **OK** to continue.



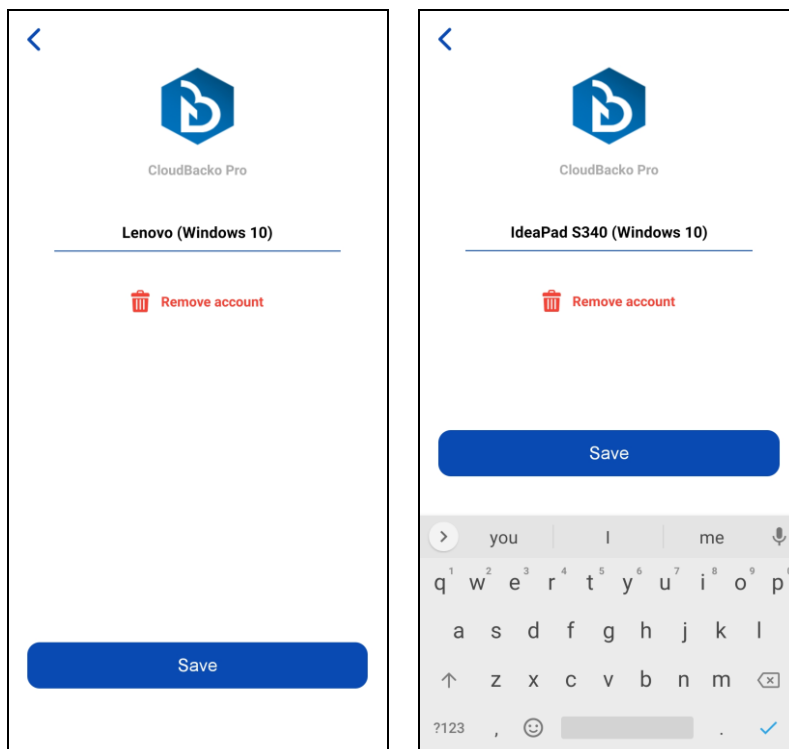
### 6.3.2 Edit an account

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

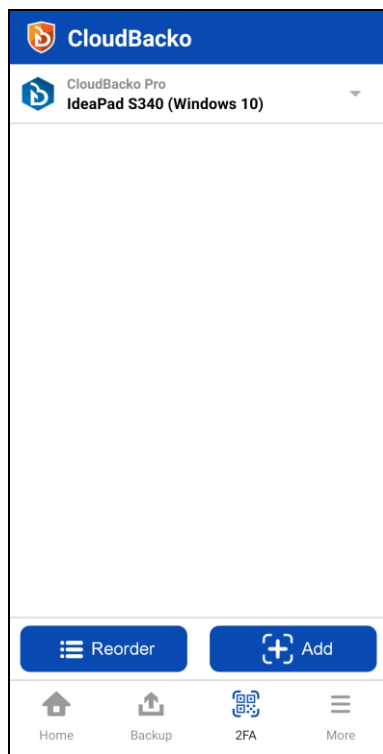
1. Select an account, tap the arrow down ▼ icon. Then tap the **Edit**  icon.



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



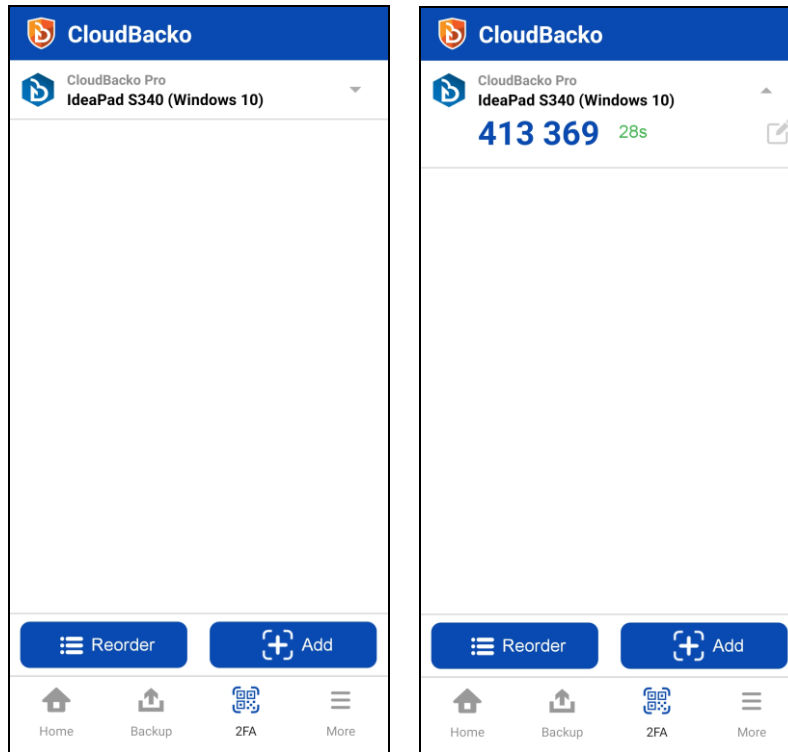
3. The account has been successfully edited.



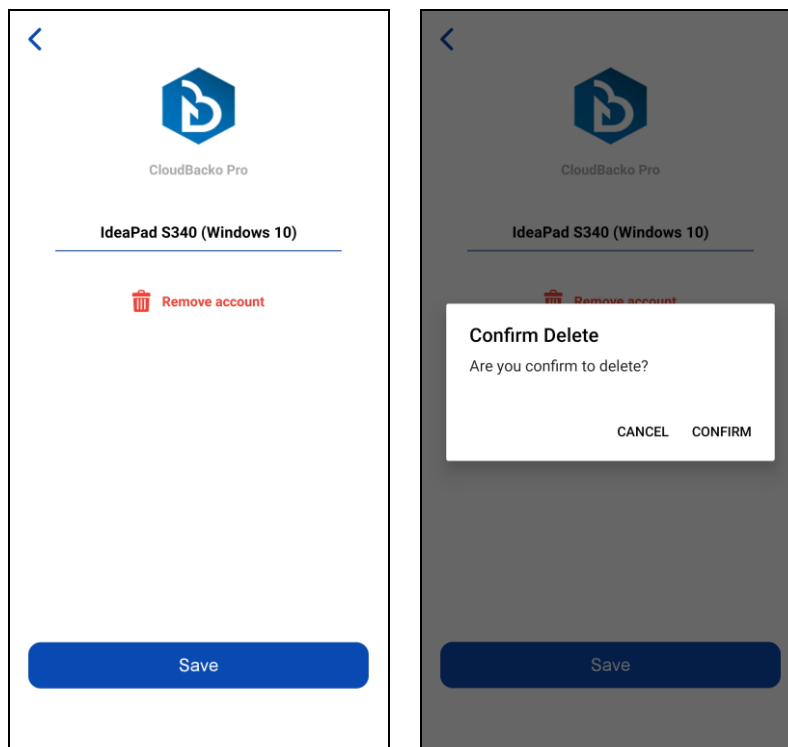
## 6.3.3 Remove an account

To remove an account, follow the instructions below:

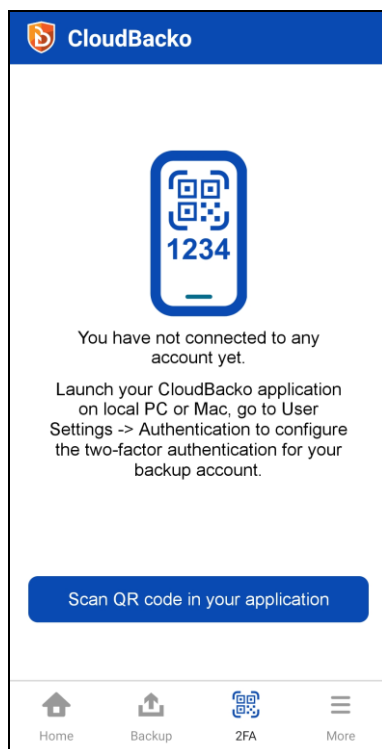
1. Select an account, tap the arrow down  icon. Then tap the **Edit**  icon.



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



3. The account has been successfully removed.

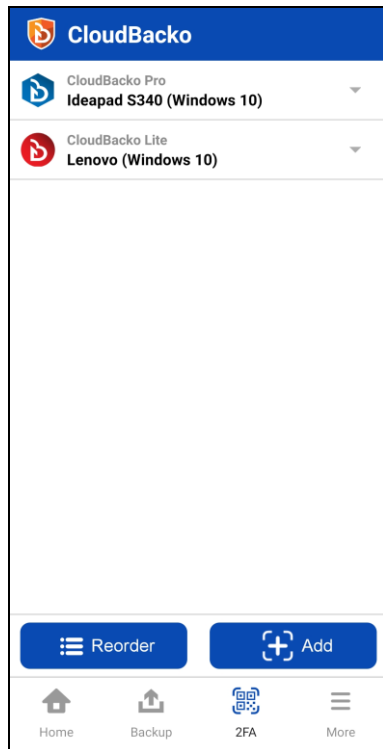





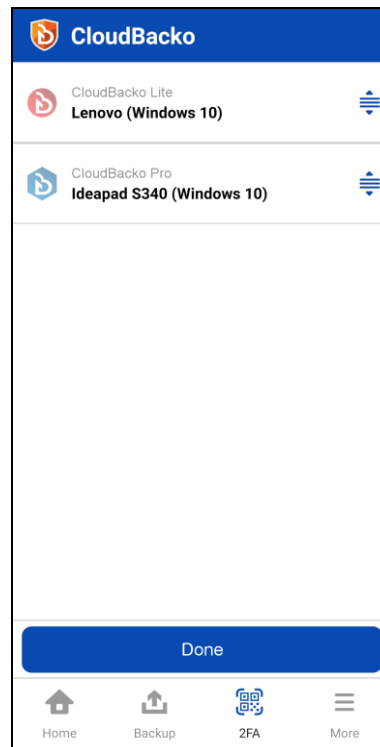
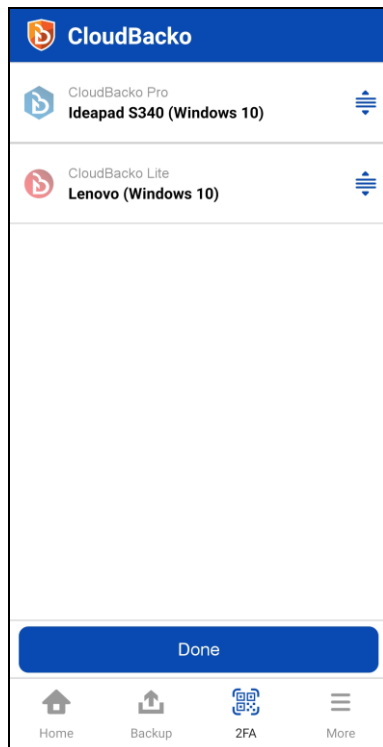
## 6.3.4 Reorder Accounts

To reorder accounts, follow the instructions below:

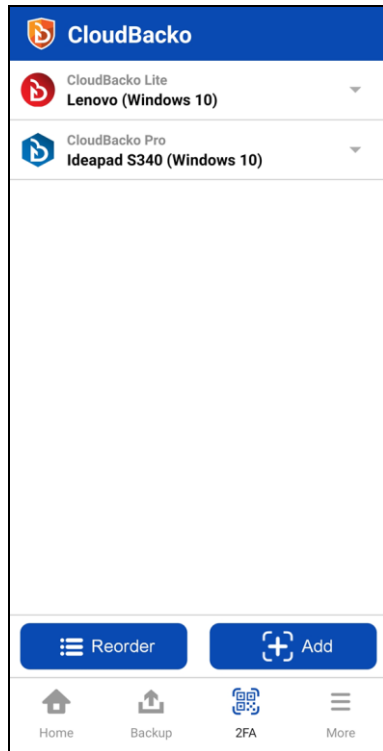
1. Tap the **Reorder**.



2. 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.



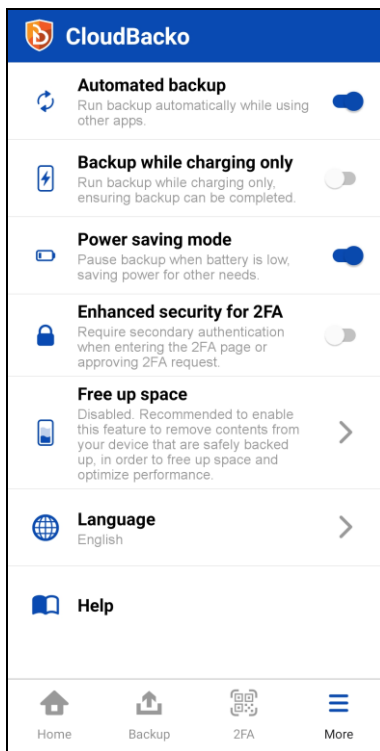
3. Accounts are successfully reordered.



## 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](#)



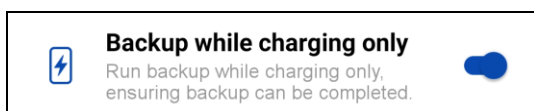
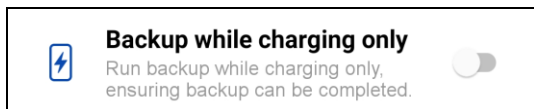
### 6.4.1 Automated backup

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.

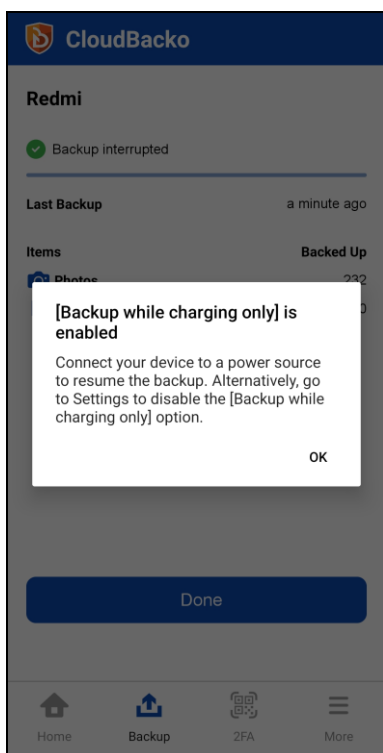


### 6.4.2 Backup while charging only

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

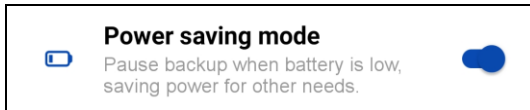


If Backup while charging is enabled and not connected to a power source, the following message will be displayed.

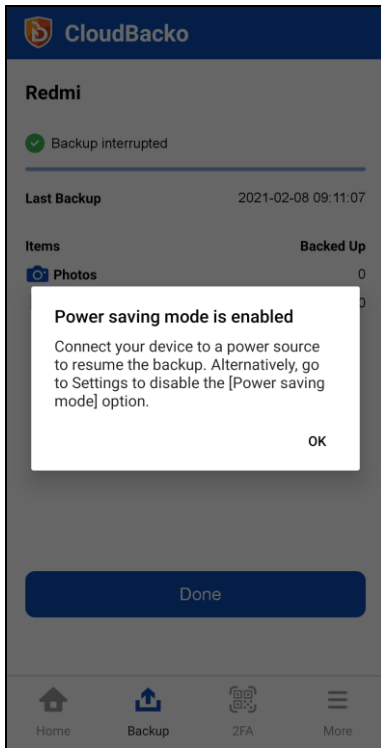


## 6.4.3 Power saving mode

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.



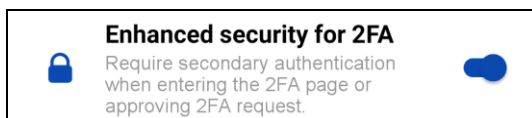
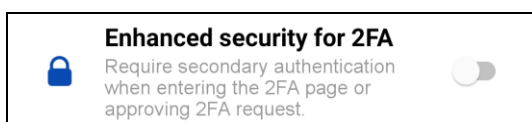
If Power saving mode is enabled and the battery of the device is below 30%, the following message will be displayed.



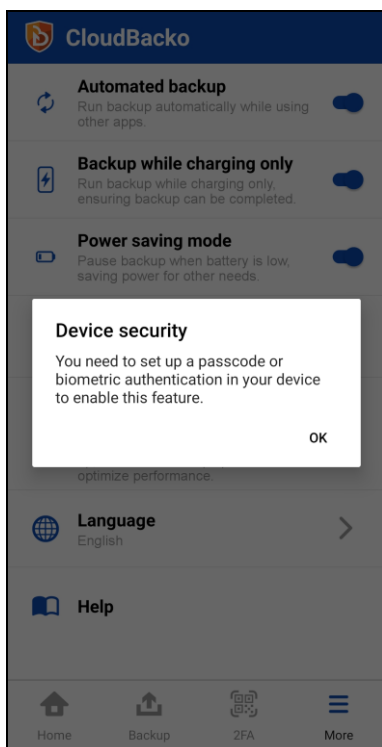
### 6.4.4 Enhanced security for 2FA

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](#)
- ▶ [Approve 2FA using notification request with CloudBacko Authenticator – Password or Passcode/Biometrics](#)
- ▶ [Approve 2FA using one-time password with CloudBacko Authenticator – Password or Passcode/Biometrics](#)
- ▶ [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.



**NOTE**

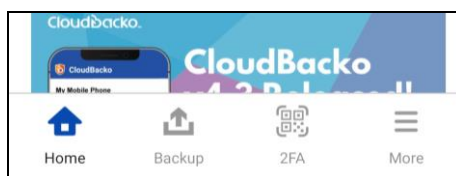
Example screenshots used for this chapter are from an Android device Redmi brand, and an iOS device iPhone 6s. The authentication screen using password or biometric may vary from Android or iOS version and brand.

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

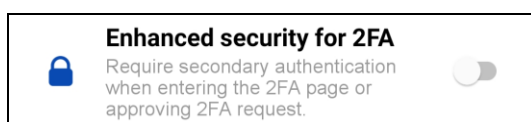
1. Launch CloudBacko app.



2. Go to **More** .

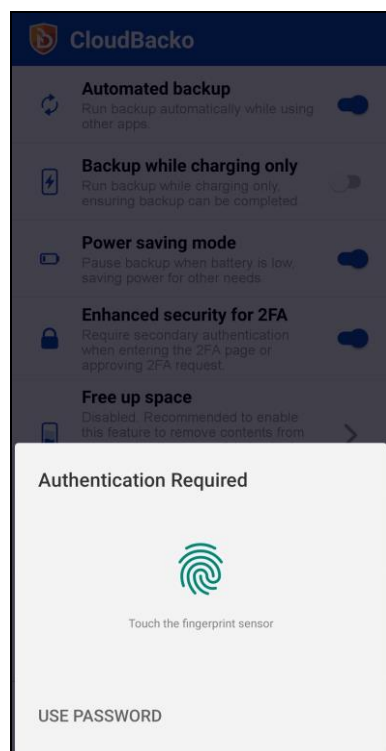


3. Look for the **Enhanced security for 2FA**, swipe the lever to the right to turn it on.

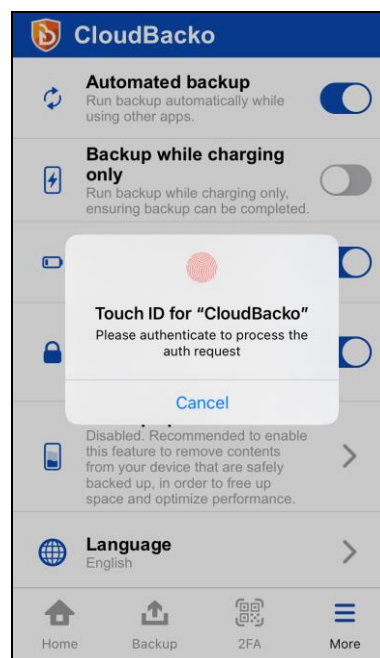


4. The Authentication screen will be displayed, use the password or biometric to enable the 2FA.

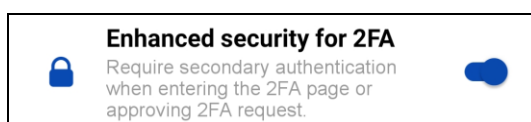
Example screenshot from Android Redmi Note 8



Example screenshot from iOS iPhone 6s

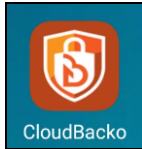


5. Enhanced security for 2FA is successfully enabled.

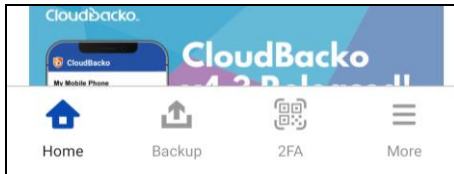


To disable the Enhanced security for 2FA, follow the instructions below:

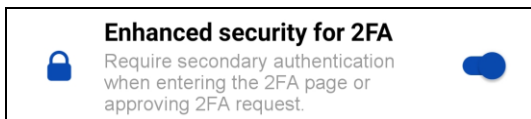
1. Launch CloudBacko app.



2. Go to **More** .

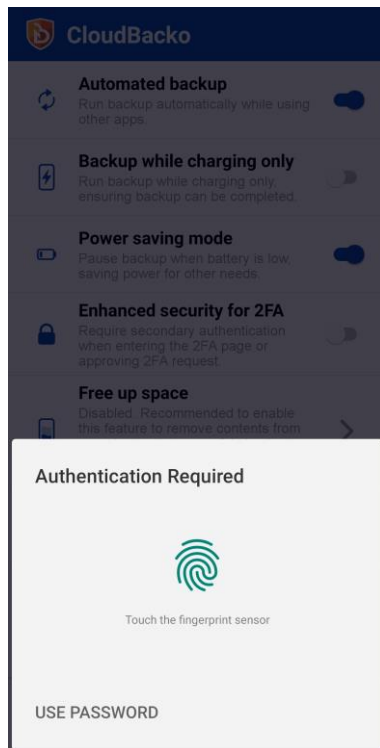


3. Look for the **Enhanced security for 2FA**, swipe the lever to the left to turn it off.

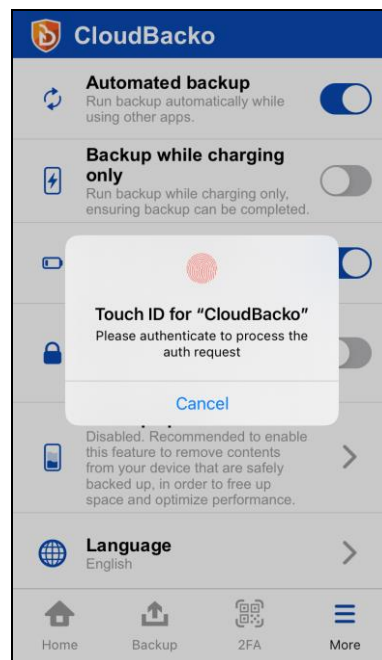


4. The Authentication screen will be displayed, use the password or biometric to disable the 2FA.

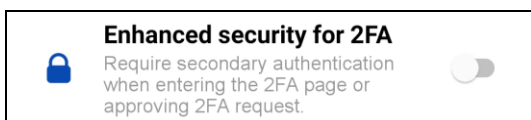
Example screenshot from Android Redmi Note 8



Example screenshot from iOS iPhone 6s



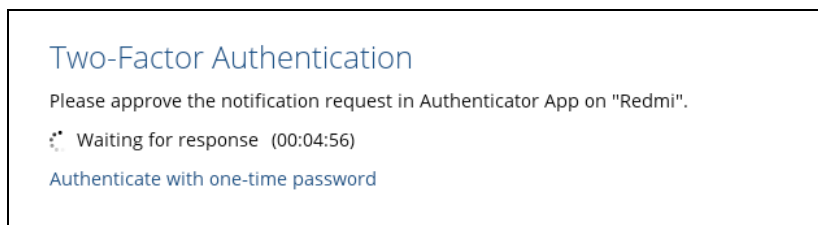
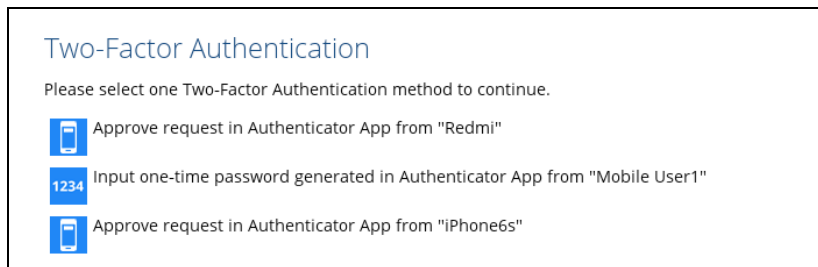
5. Enhanced security for 2FA is successfully disabled.





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

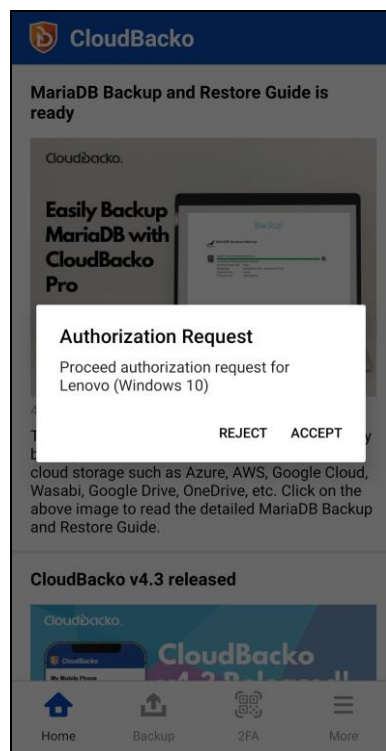
1. On the CloudBacko Pro/Lite, double-click **Approve request in Authenticator App from “Redmi”** to proceed with login.



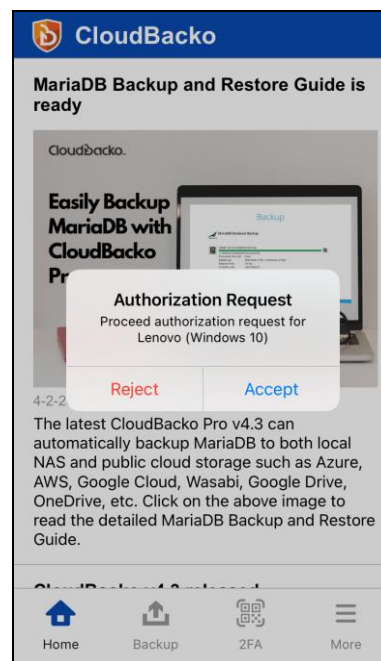
2. Launch CloudBacko app, accept the authorization request sent to your device.



Example screenshot from Android Redmi Note 8



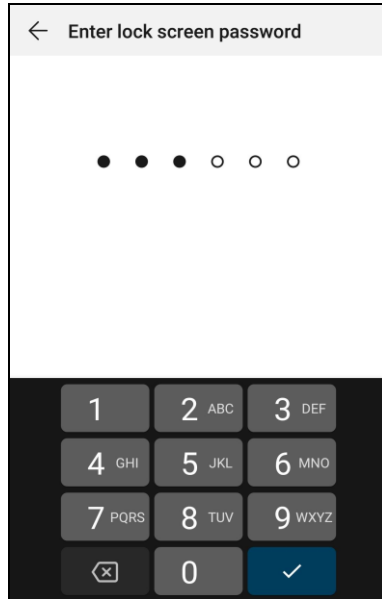
Example screenshot from iOS iPhone 6s



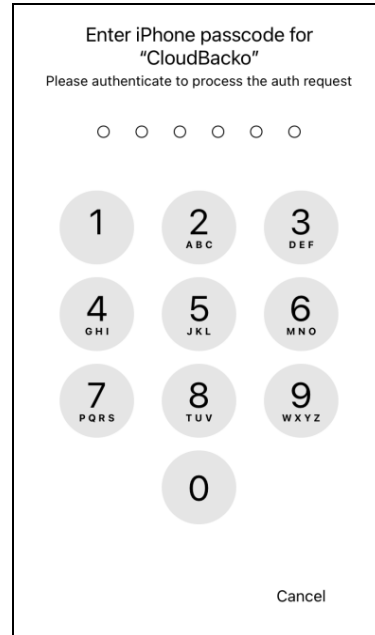
3. The Authentication screen will be displayed.

- ▶ click the **USE PASSWORD** link. Input the password and click **Next** to proceed or,

Example screenshot from Android Huawei P10

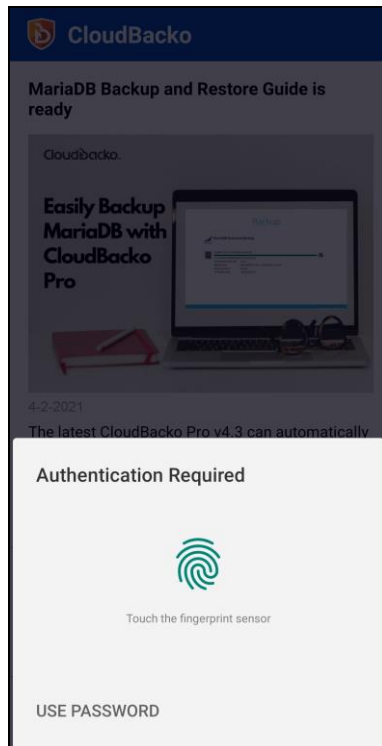


Example screenshot from iOS iPhone 6s

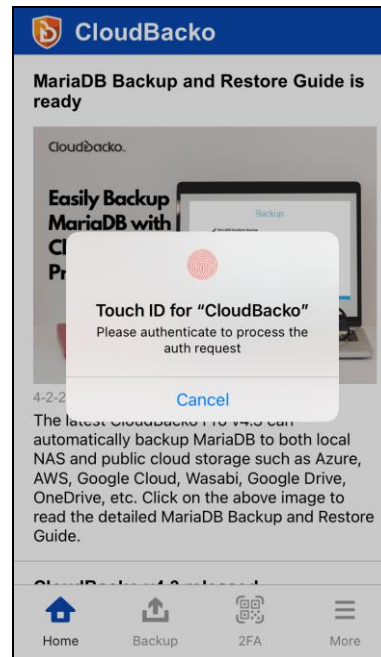


- ▶ look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

Example screenshot from Android Redmi Note 8

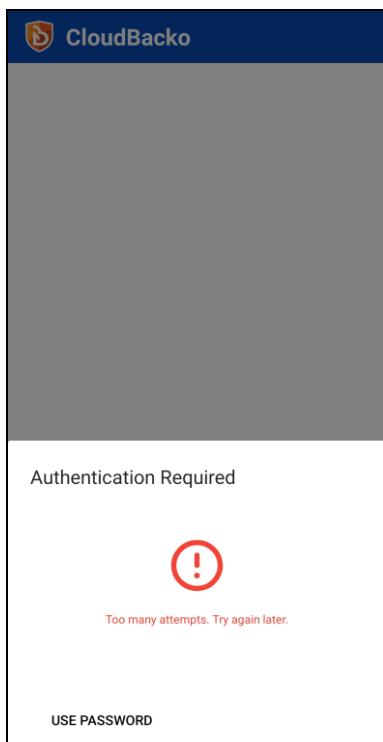


Example screenshot from iOS iPhone 6s

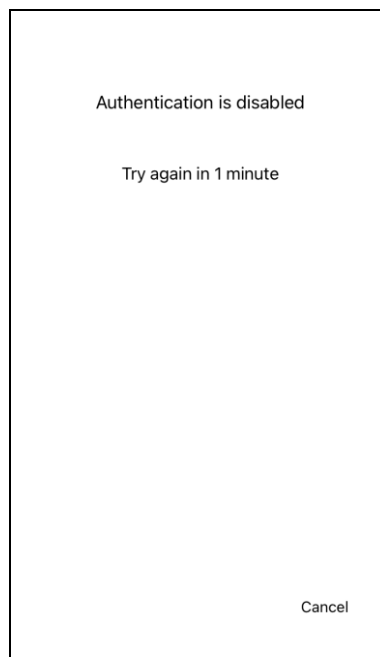


If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to “Try again later” with a specific amount of time.

Example screenshot from Android Redmi Note 8



Example screenshot from iOS iPhone 6s



### NOTE

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

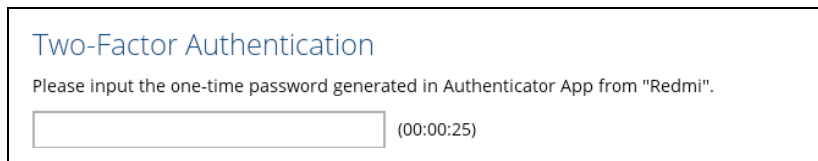
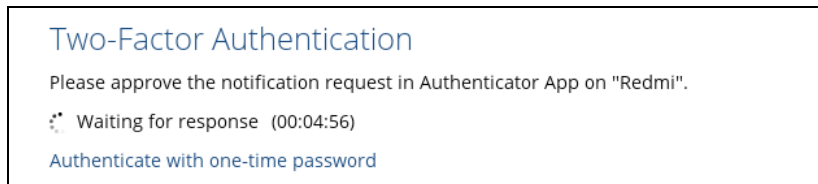
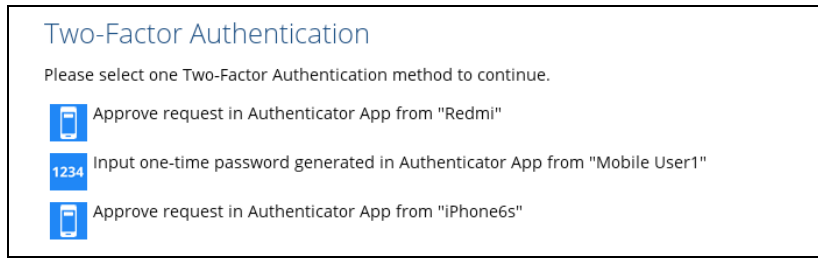
4. After successful login, the following screen will appear.





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.

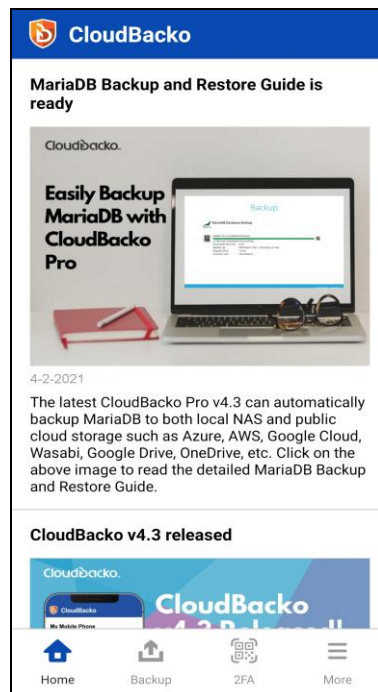


2. Launch CloudBacko app.

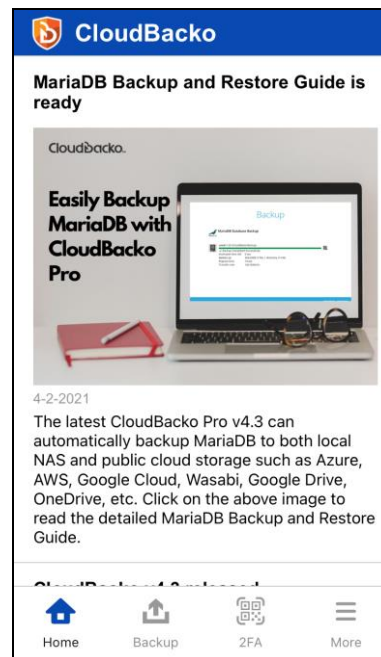


3. Go to **2FA** page.

Example screenshot from Android Redmi Note 8



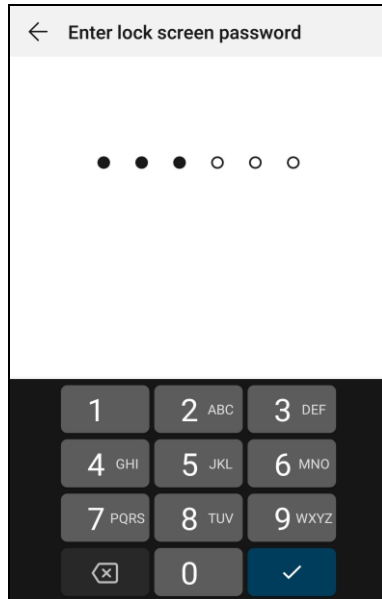
Example screenshot from iOS iPhone 6s



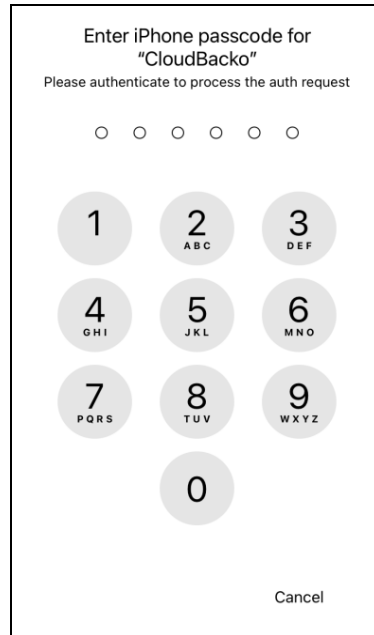
4. The Authentication screen will be displayed.

- ▶ click the **USE PASSWORD** link. Input the password and click **Next** to proceed or,

Example screenshot from Android Huawei P10

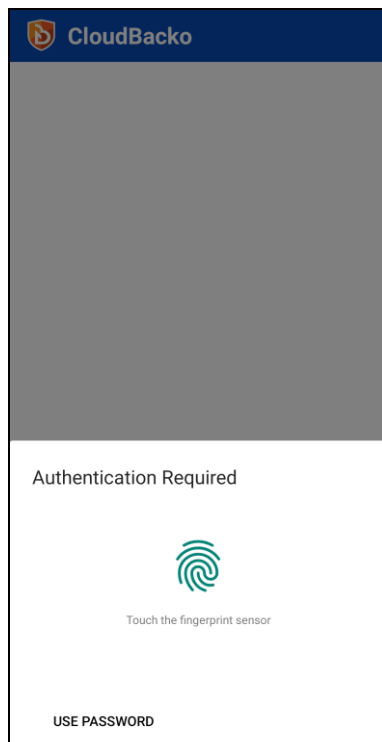


Example screenshot from iOS iPhone 6s

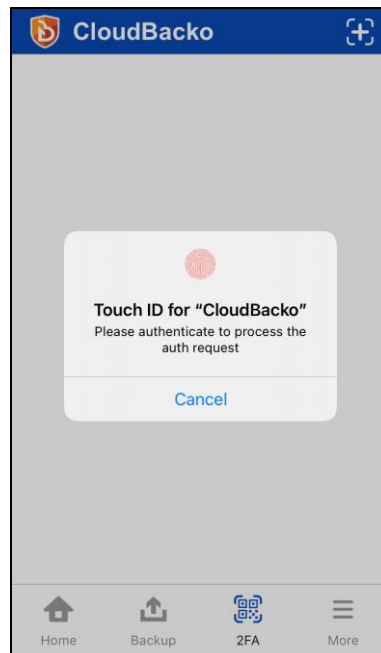


- ▶ look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

Example screenshot from Android Redmi Note 8

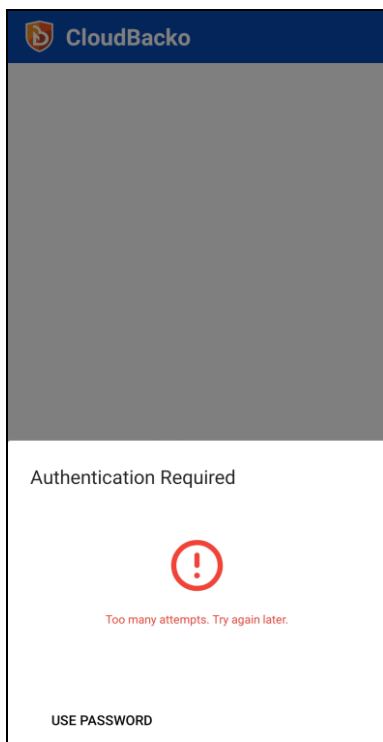


Example screenshot from iOS iPhone 6s

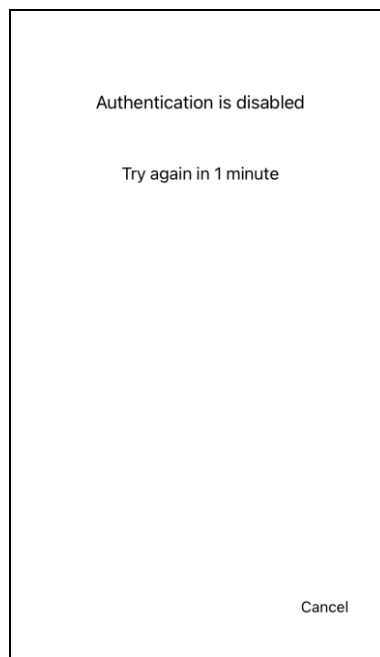


If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to “Try again later” with a specific amount of time.

Example screenshot from Android Redmi Note 8



Example screenshot from iOS iPhone 6s

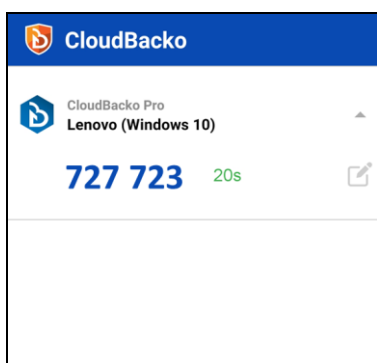


**NOTE**

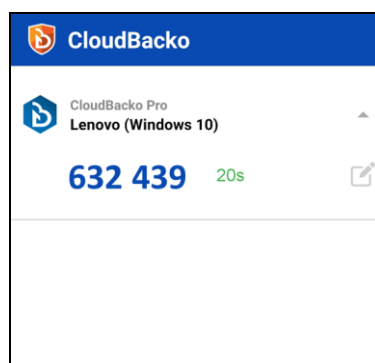
The message and retry interval may vary depending on Android or iOS version and brand.

- 2FA page will be displayed.

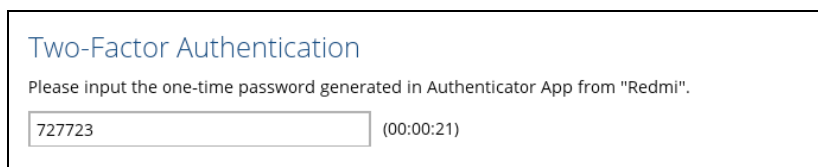
Example screenshot from Android Redmi Note 8



Example screenshot from iOS iPhone 6s



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

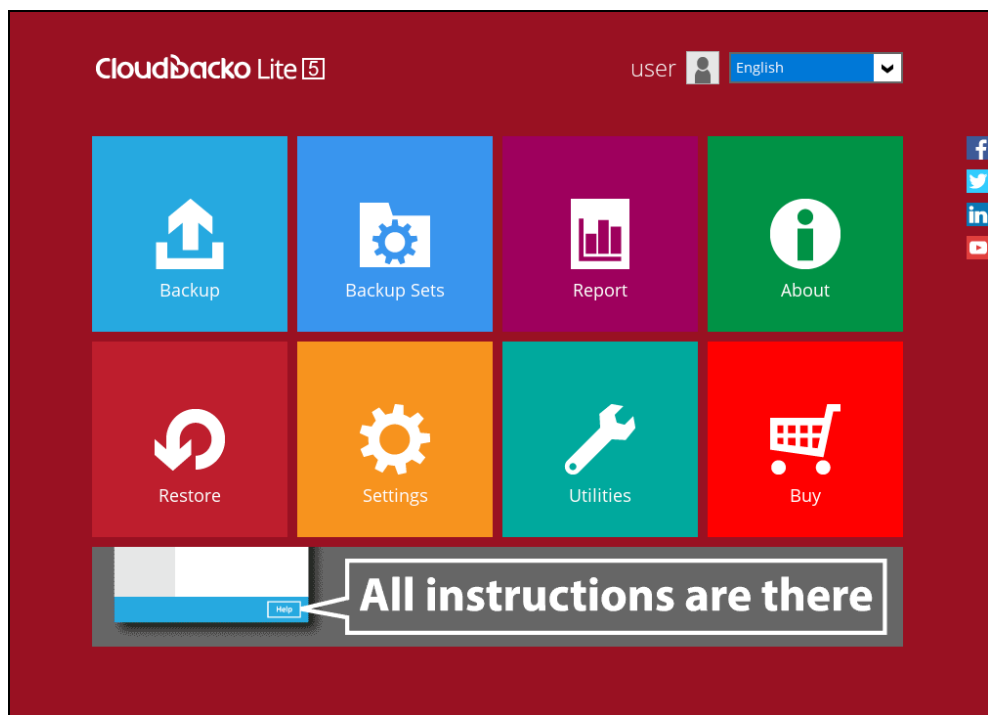


## Two-Factor Authentication

Please input the one-time password generated in Authenticator App from "iPhone6s".

(00:00:18)

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

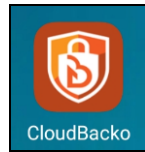




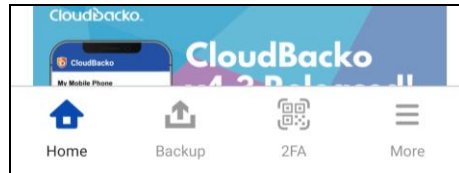
To unlock the 2FA page, follow the instructions below:

• Using Password

1. Launch CloudBacko app.

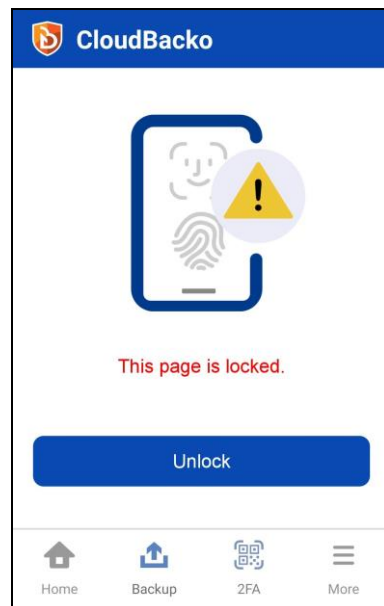


2. Go to **2FA**  page.

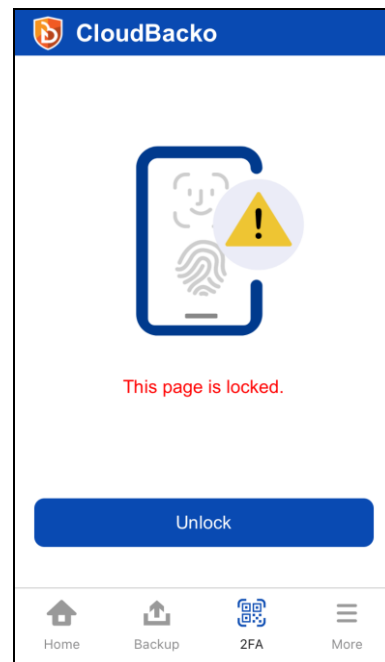


3. The locked 2FA page will be displayed, click **Unlock**.

Example screenshot from  
Android Huawei P10

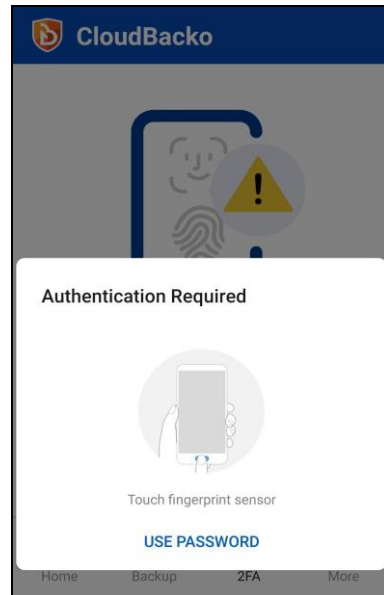


Example screenshot from iOS  
iPhone 6s

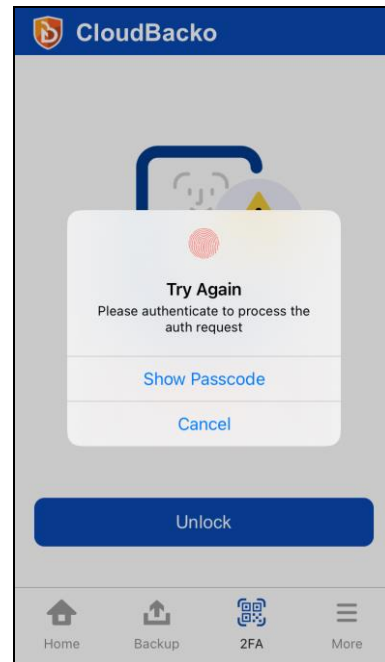


- Authentication screen will be displayed, click the **USE PASSWORD** or **Show Passcode**.

Example screenshot from Android Huawei P10

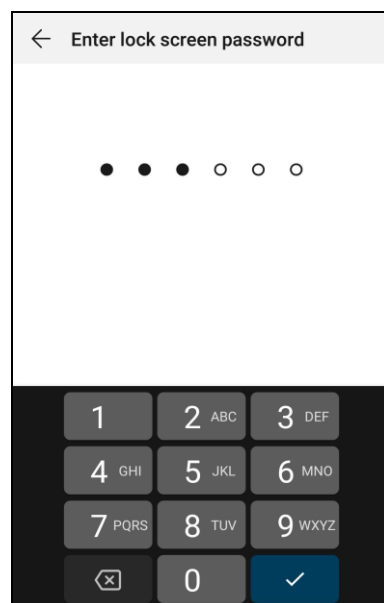


Example screenshot from iOS iPhone 6s

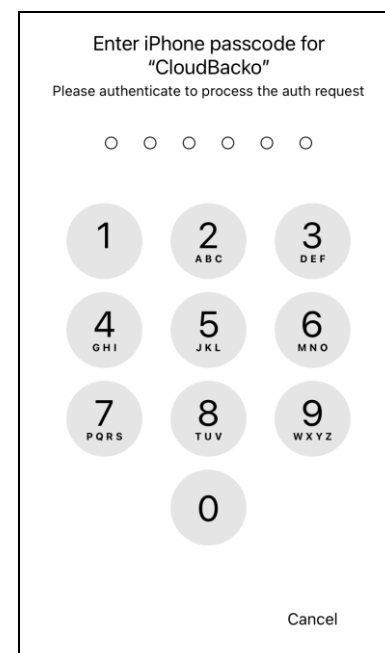


- Input the password or passcode and click **Next** to proceed.

Example screenshot from Android Huawei P10

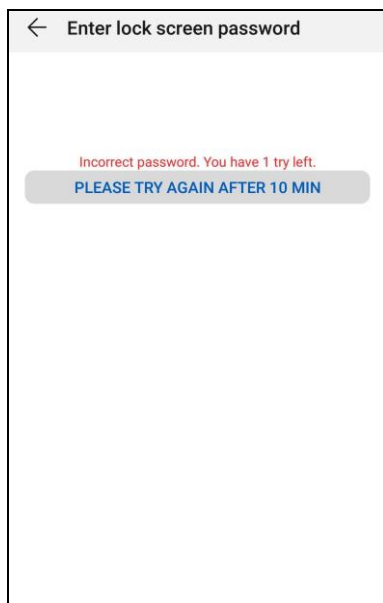


Example screenshot from iOS iPhone 6s

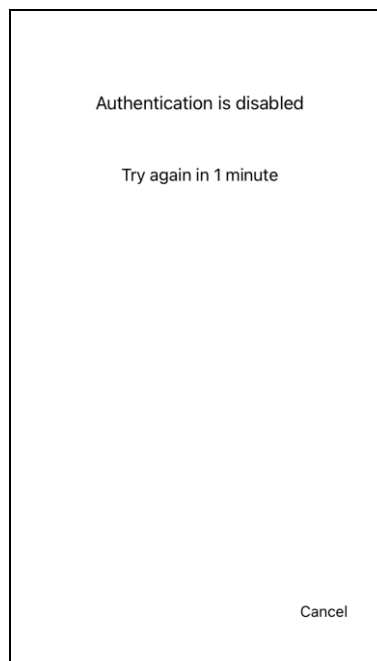


If there are too many failed attempts to input the password, then the 2FA page will still be locked and will prompt a message to “Try again later” with a specific amount of time.

Example screenshot from Android Huawei P10



Example screenshot from iOS iPhone 6s

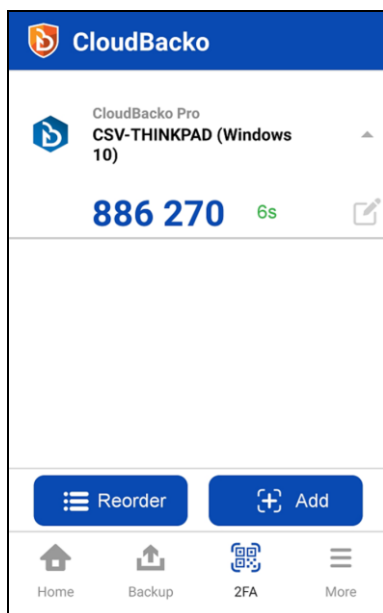


**NOTE**

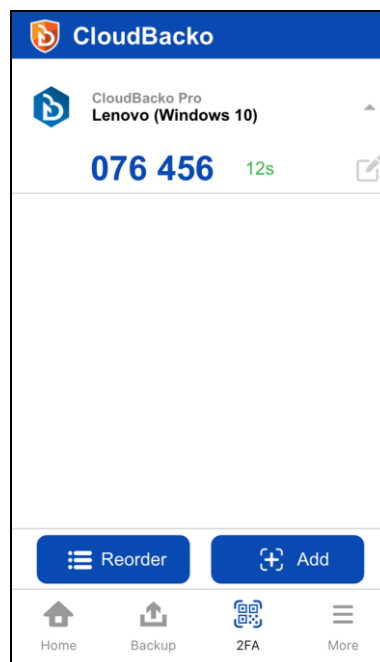
The message and retry interval may vary depending on Android or iOS version and brand.

- 2FA page will be displayed.

Example screenshot from Android Huawei P10

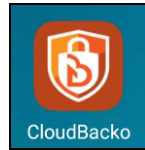


Example screenshot from iOS iPhone 6s

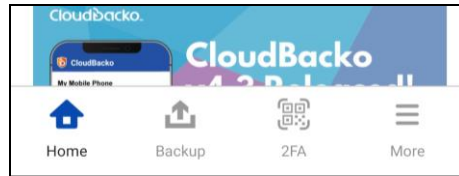


▶ Using Biometrics (Face detection or Fingerprint)

1. Launch CloudBacko app.

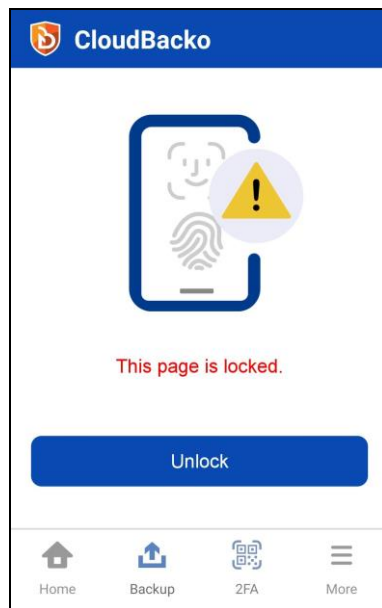


2. Go to 2FA page.

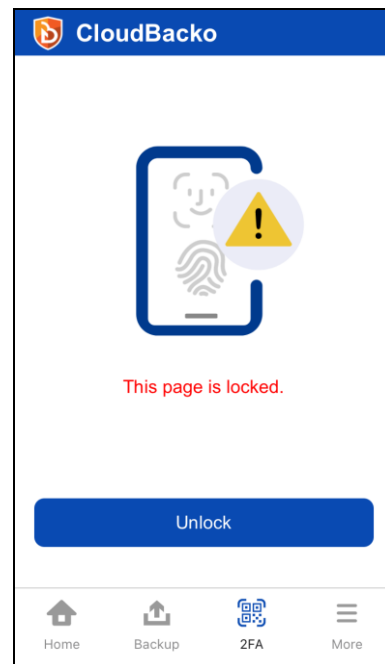


3. The locked 2FA page will be displayed, click **Unlock**.

Example screenshot from  
Android Huawei P10

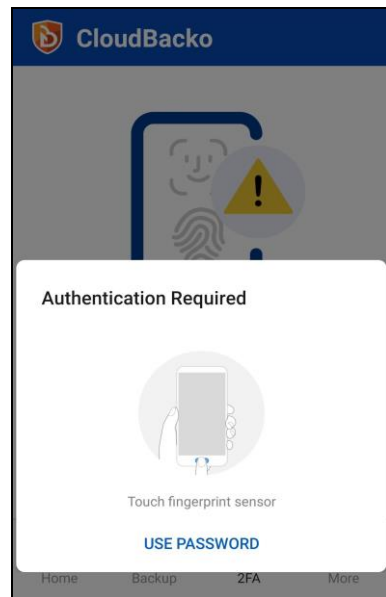


Example screenshot from iOS  
iPhone 6s

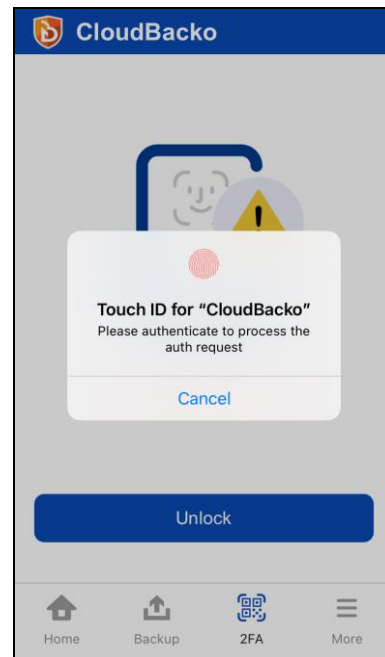


4. Authentication screen will be displayed, look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

Example screenshot from Android Huawei P10

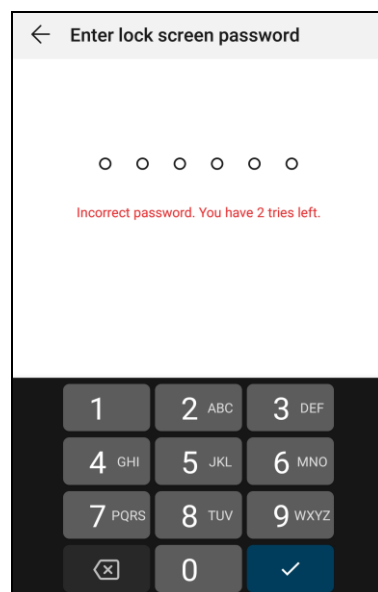


Example screenshot from iOS iPhone 6s

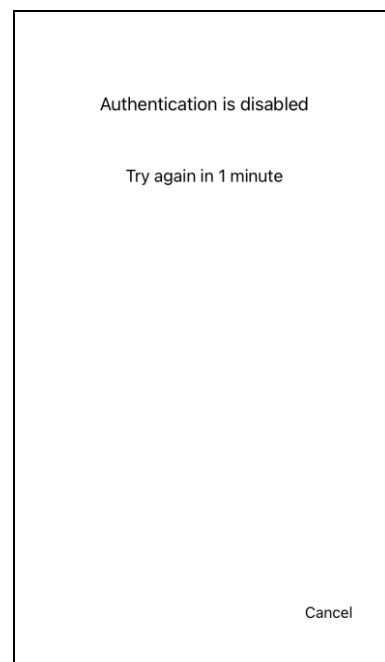


If there are too many failed attempts, then the 2FA page will still be locked and will prompt a message to “Try again later” with a specific amount of time.

Example screenshot from Android Huawei P10



Example screenshot from iOS iPhone 6s

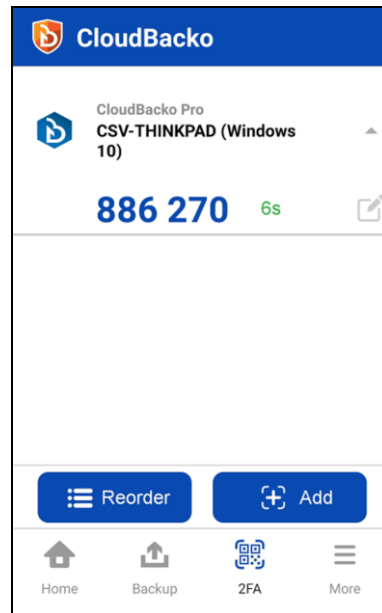


**NOTE**

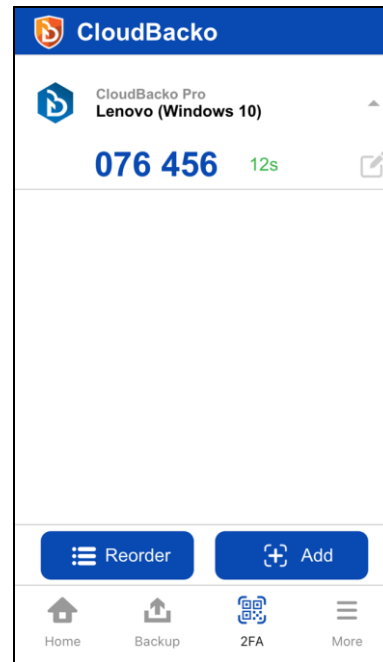
The message and retry interval may vary depending on Android or iOS version and brand..

5. 2FA page will be displayed.

Example screenshot from  
Android Huawei P10



Example screenshot from iOS iPhone 6s



### 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](#)

**NOTE**

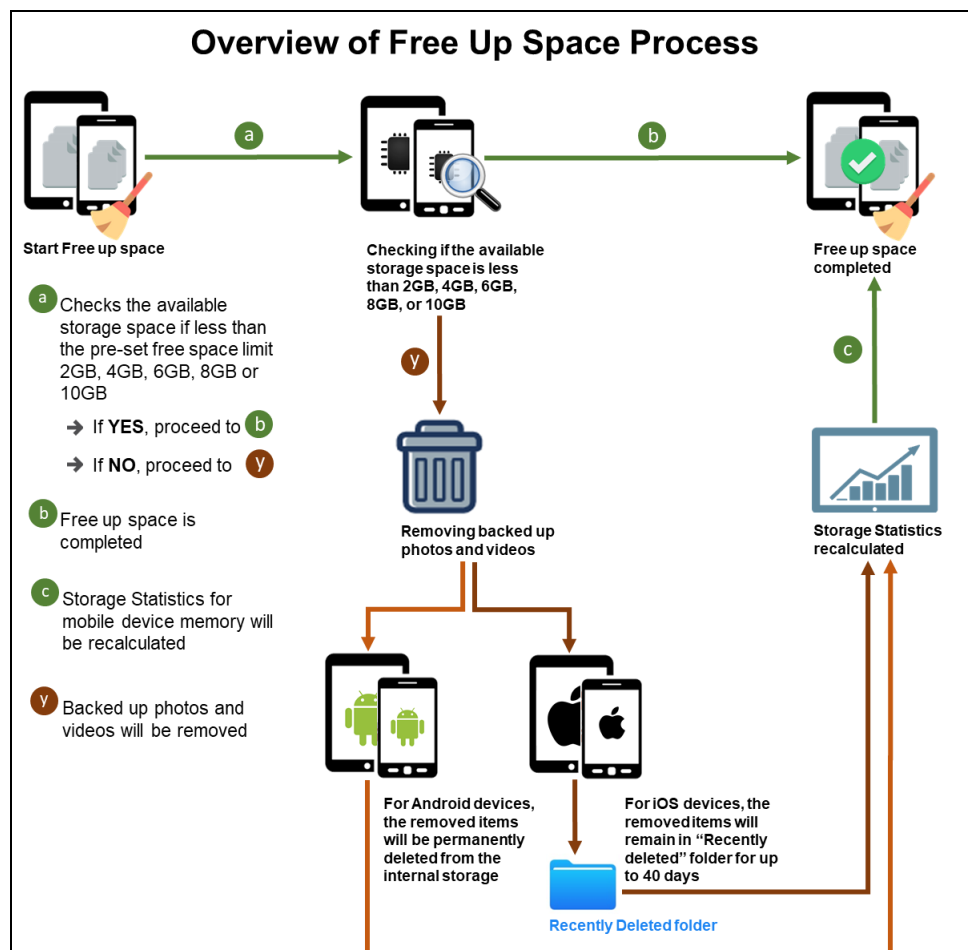
For iOS devices, due to operating system limitations, the removed items will remain in **“Recently Deleted”** folder for up to 40 days. It is highly recommended to manually clear the folder to release storage space quicker.

**Free up space**

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.

**Free up space**

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

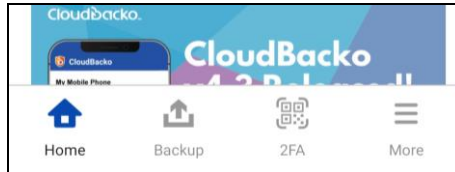


To enable the Free up space, follow the instructions below:

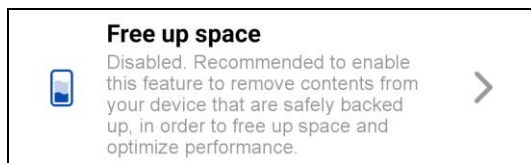
1. Launch CloudBacko app.



2. Go to **More** .

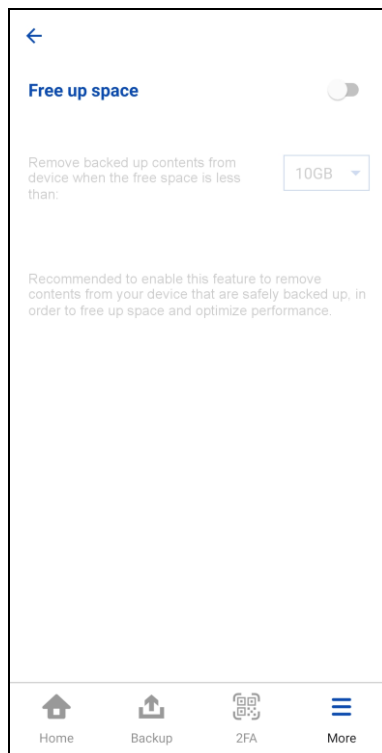


3. Look for the Free up space and double click it.

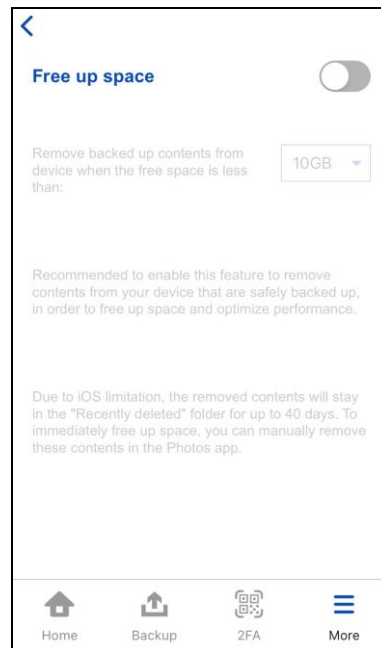


4. Swipe the lever to the right to turn it on.

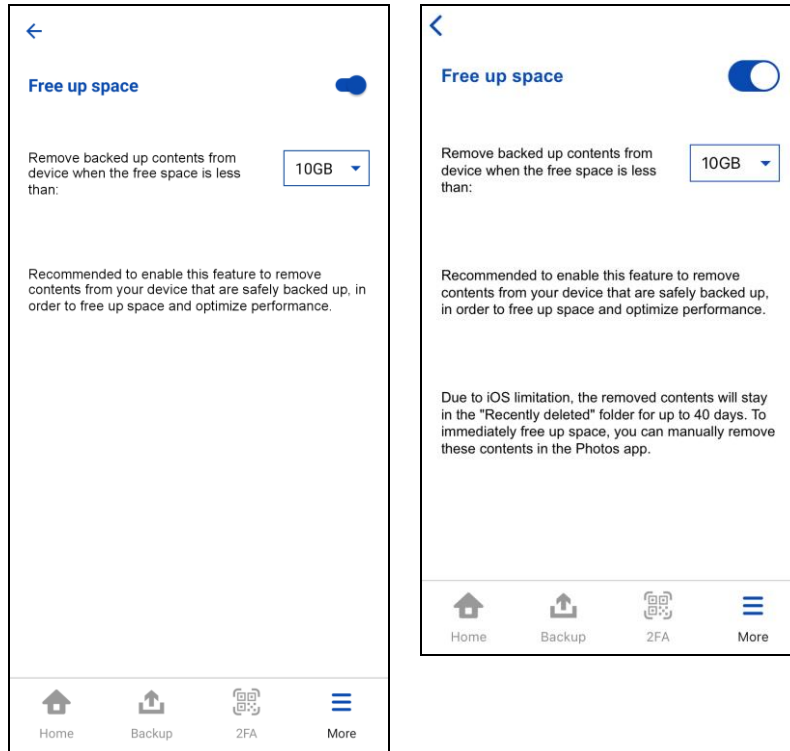
Example screenshot from Android Redmi Note 8



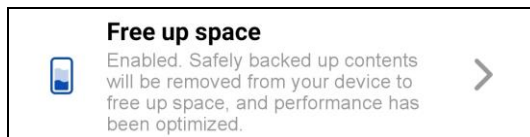
Example screenshot from iOS iPhone 6s







## 5. Free up space is successfully enabled.

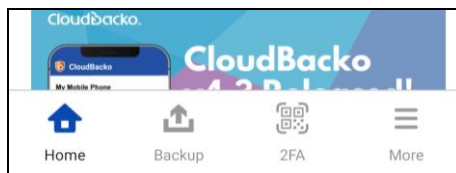


To disable the Free up space, follow the instructions below:

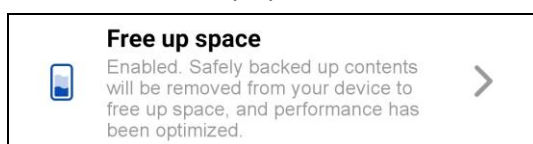
1. Launch CloudBacko app.



2. Go to **More** .

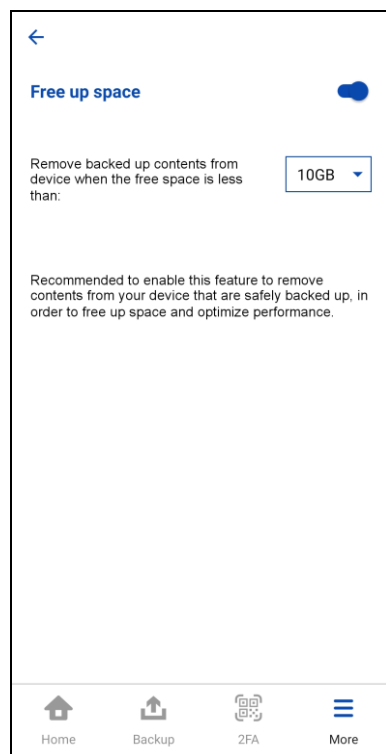


3. Look for the Free up space and double click it.

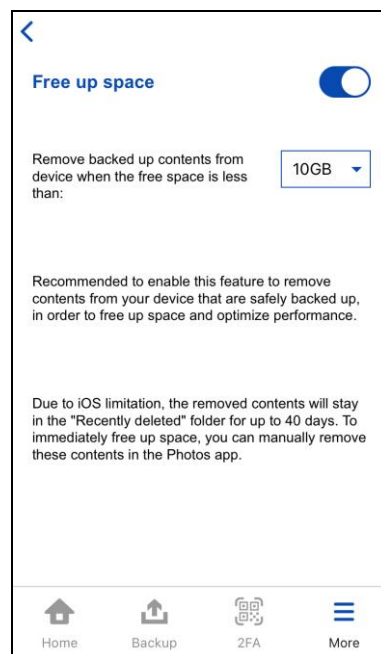


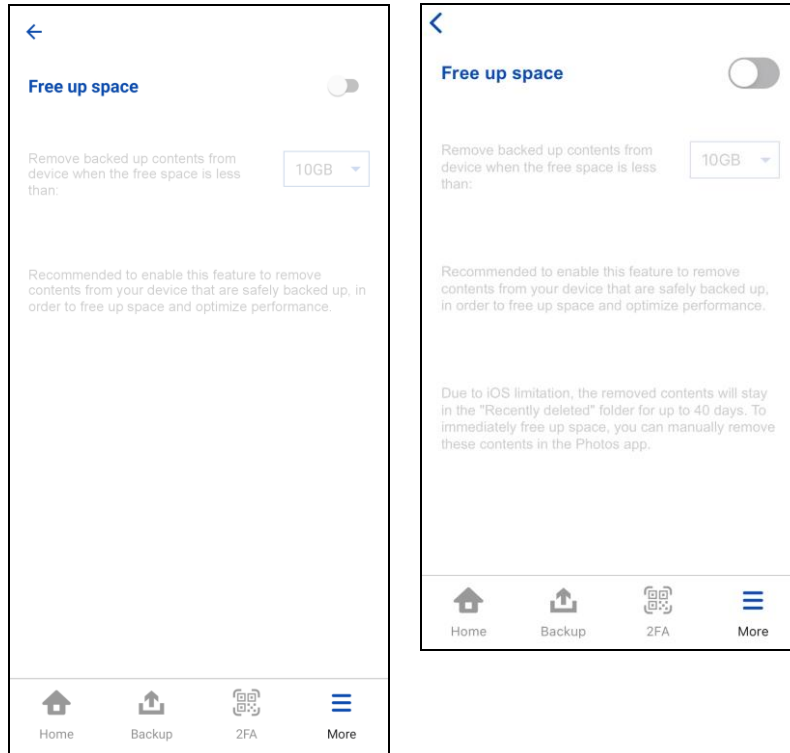
4. Swipe the lever to the left to turn it off.

Example screenshot from Android Redmi Note 8

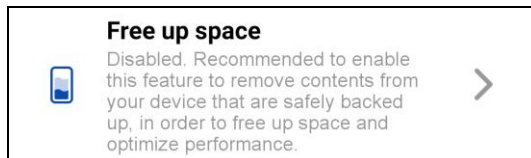


Example screenshot from iOS iPhone 6s





## 5. Free up space is successfully disabled.

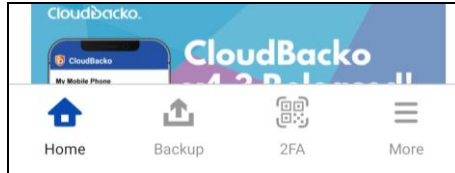


Choose a pre-set limit for the Free up space, follow the instructions below:

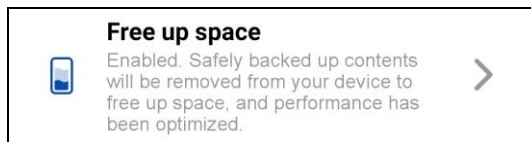
1. Launch CloudBacko app.



2. Go to Menu.

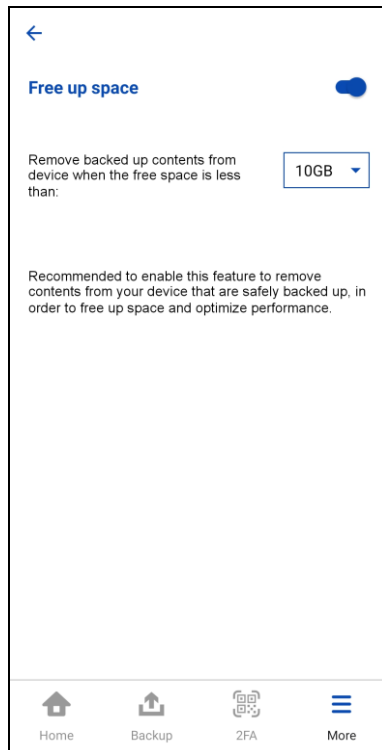


3. Look for the Free up space and double click it.

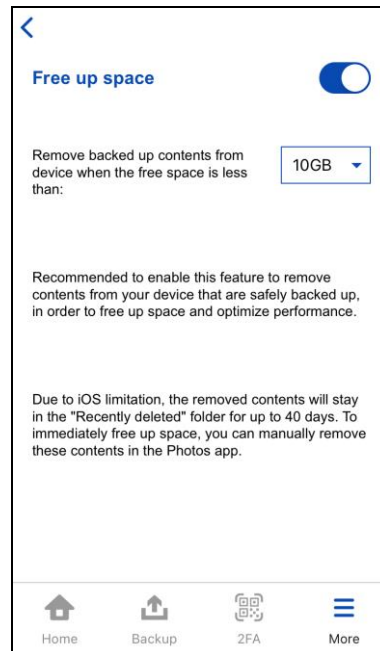


4. Select from the pre-set limit: **2GB, 4GB, 6GB, 8GB, or 10GB**. Click **Done**

Example screenshot from  
Android Redmi Note 8



Example screenshot from iOS  
iPhone 6s



5. Free up space limit is successfully set.

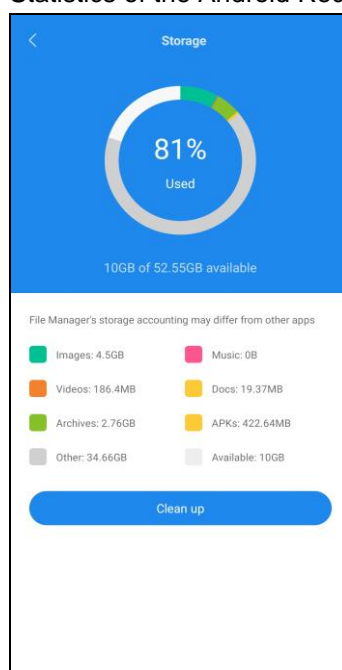
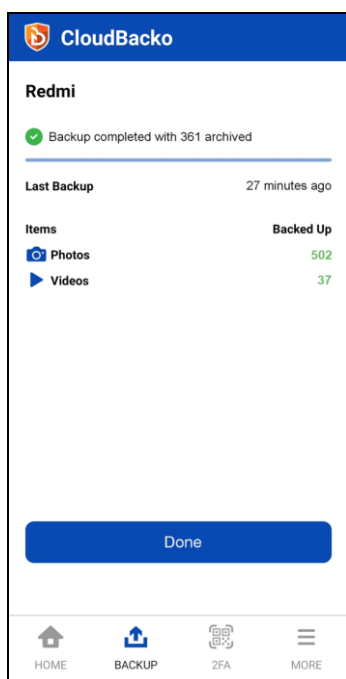
**Example:** Free up space feature is enabled for Android and iOS and set to 10GB.

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

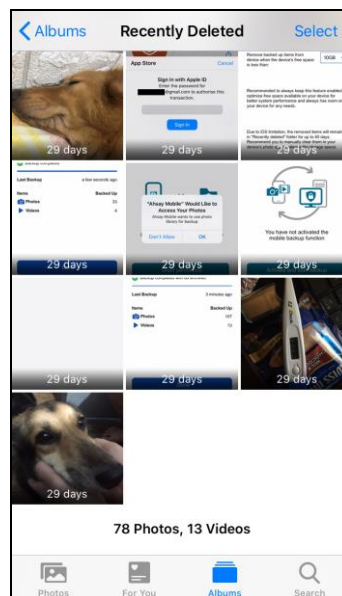
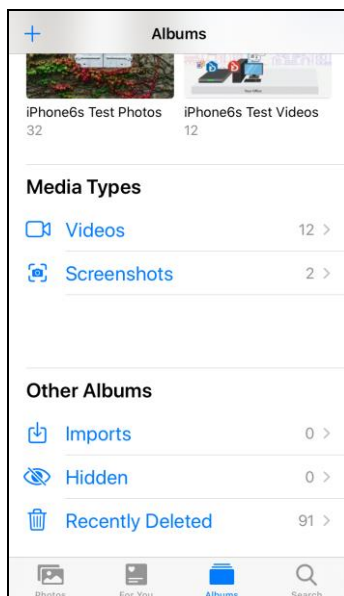
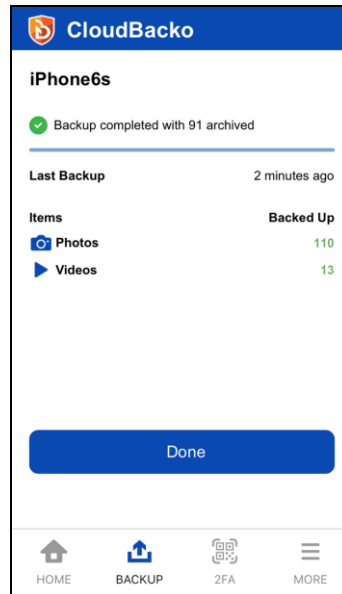
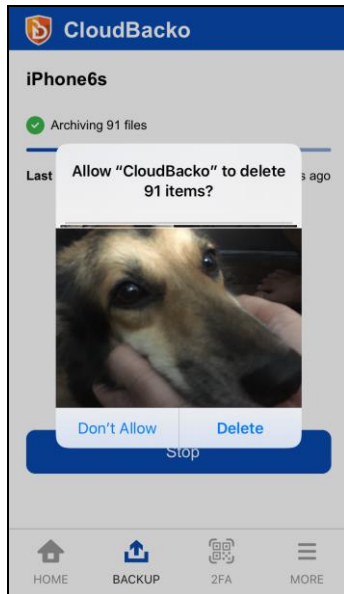
Images will be backed up first then it will free up 1GB of space to reach the 10GB set limit on the free up space feature.

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.

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

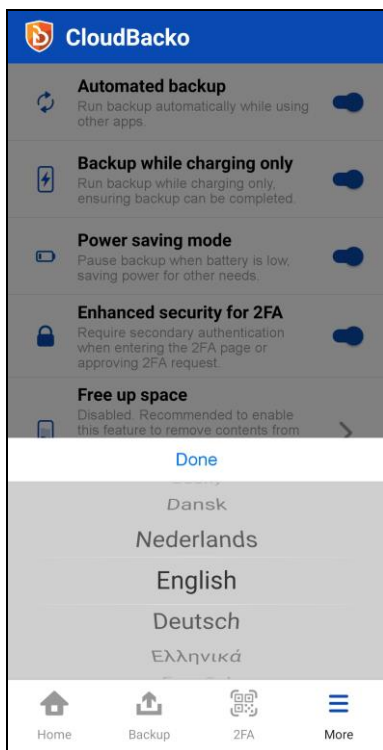


On the iOS device during backup job, a prompt will appear to allow or not the deletion of the 91 items. Deleted items will be moved to **“Recently Deleted”** folder. It is highly recommended to manually clear the photos and videos to complete the free up space process.



## 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.

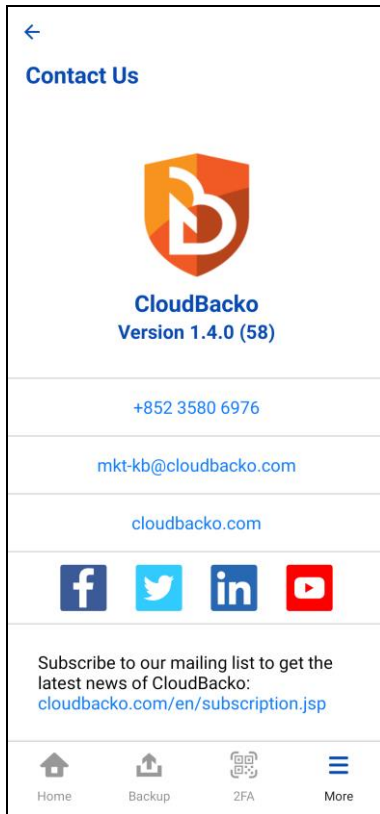
- ▶ [Contact Us](#)
- ▶ [FAQ](#)
- ▶ [App Log](#)
- ▶ [Version](#)





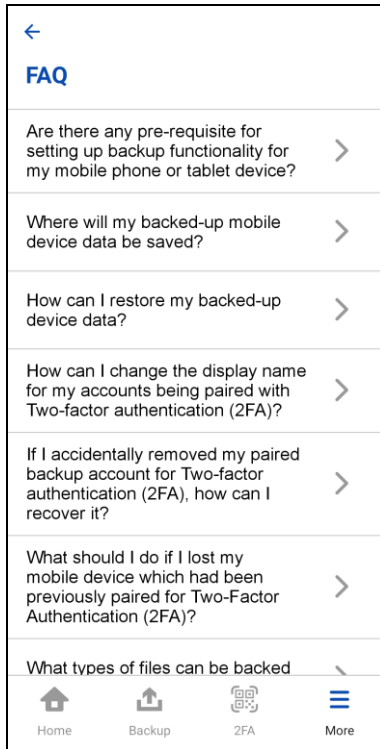
## Contact Us

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.



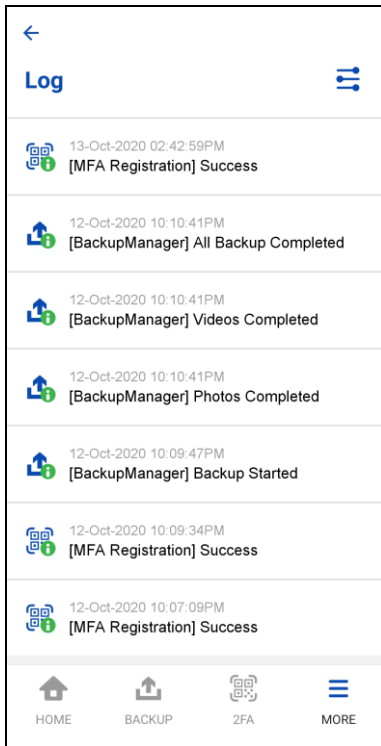
## FAQ


Displays the Frequently Asked Questions (FAQs).



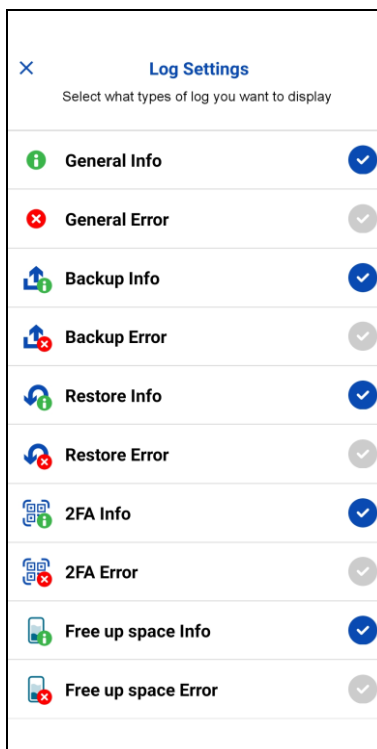
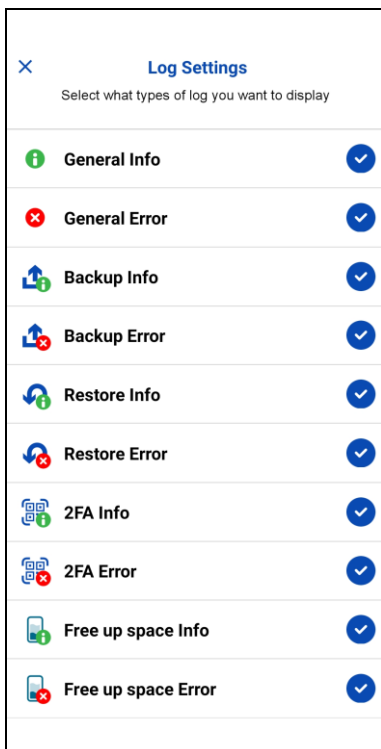
## App Log

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



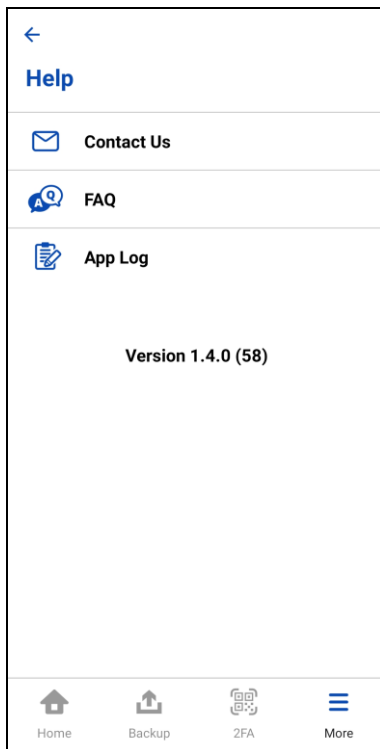
Tap the settings icon  to customize the types of log you want to display.

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



## Version

Displays the version of the installed CloudBacko app.



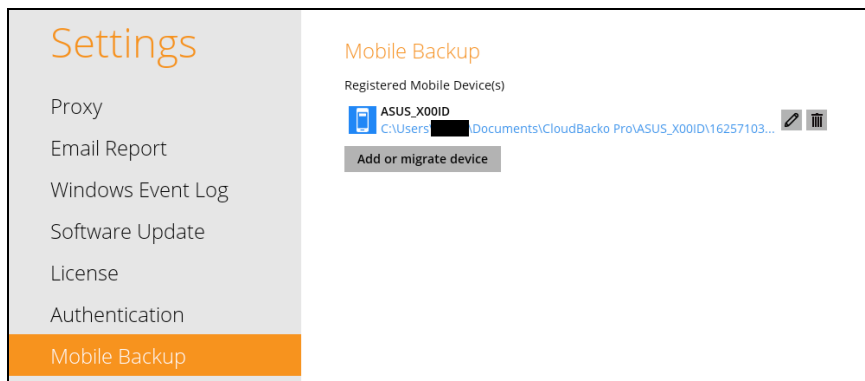
## 7 Register device for Mobile Backup and Restore

### 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.

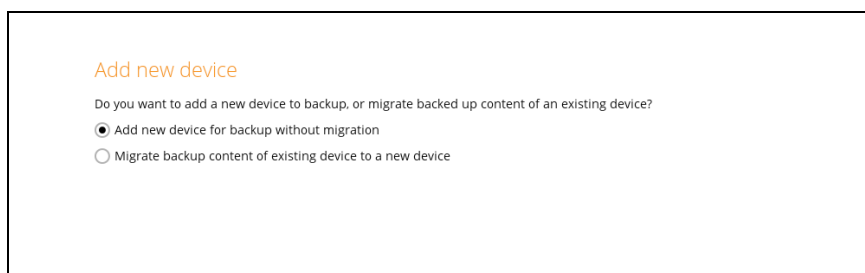
### 7.1 Android

1. 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.
  - [Migrate backup content of existing device to a new device](#)
    - 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 for backup without migration

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

**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



Migrate backup content of existing device to a new device

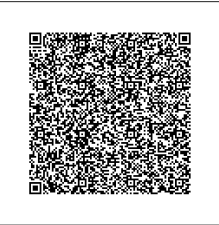
- ii. Download the CloudBacko app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.

**Mobile Backup Setup**

Please scan the QR code to get the below Mobile App from App Store. Once installed the Mobile App, launch it and scan the same QR code to complete the device registration.

 Mobile Backup (Add new device for backup without migration)

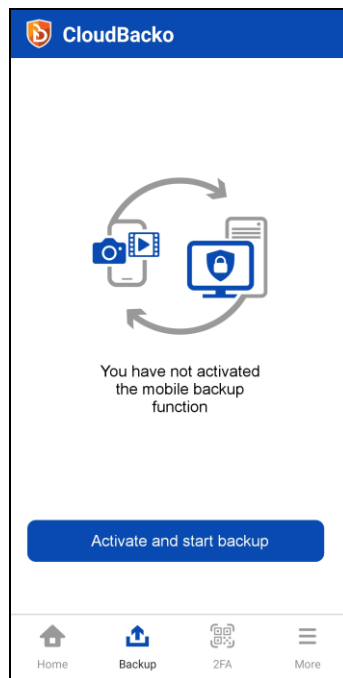


**Prerequisites**

- 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

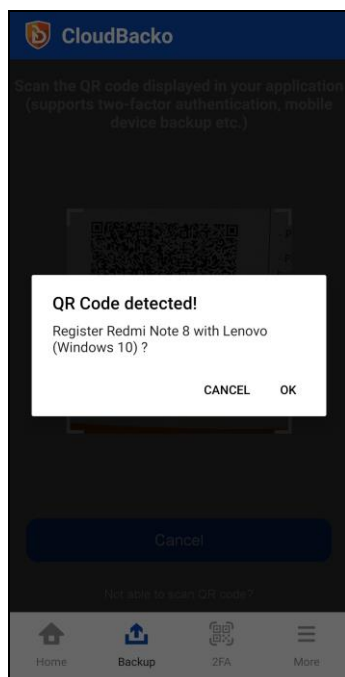
- iii. In the CloudBacko app, go to **Backup**. Tap the **Activate and start backup** link to scan the QR Code on the CloudBacko Pro/Lite/Home.



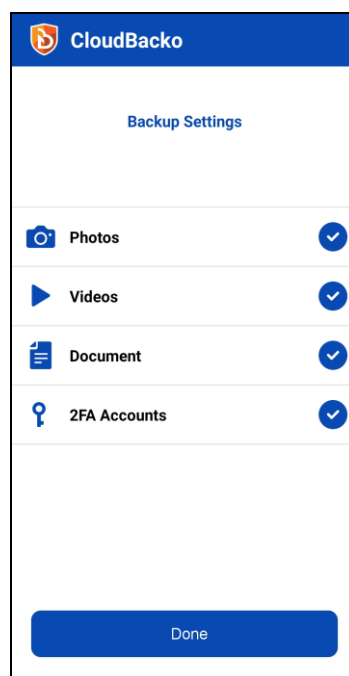
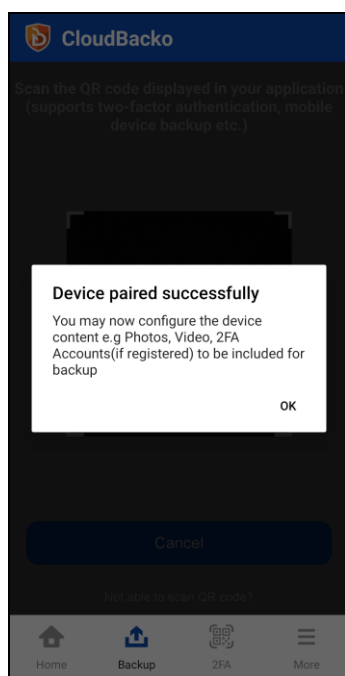
- iv. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to previous screen.



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

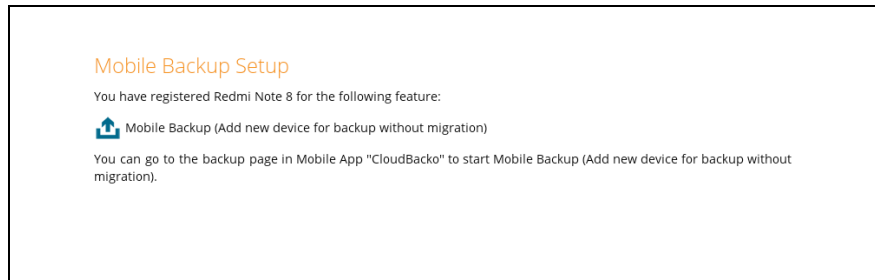


- vi. Device paired successfully. Tap **OK** to proceed. Photos, videos, document, and 2FA accounts are automatically selected for backup, (you can deselect one of the options if required); tap **Done** to confirm selection and return to Backup screen.

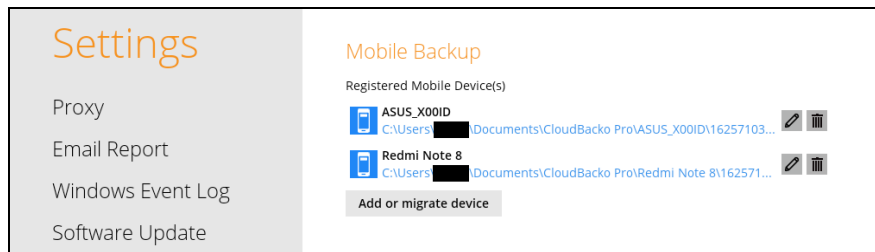




Mobile backup registration is successful in CloudBacko Pro/Lite/Home. In this example, the registered mobile device is Redmi Note 8.



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



**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**.

**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  
 Migrate backup content of existing device to a new device

ASUS\_X00ID

\* Please make sure your new device has not paired with any (0) client applications in order to complete the migration.

Next Cancel

- 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.

**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  
 Migrate backup content of existing device to a new device

ASUS\_X00ID

ASUS\_X00ID  
iPhone6s

\* Please make sure your new device has not paired with any CloudBacko Pro client applications in order to complete the migration.

Next Cancel

**Add new device**

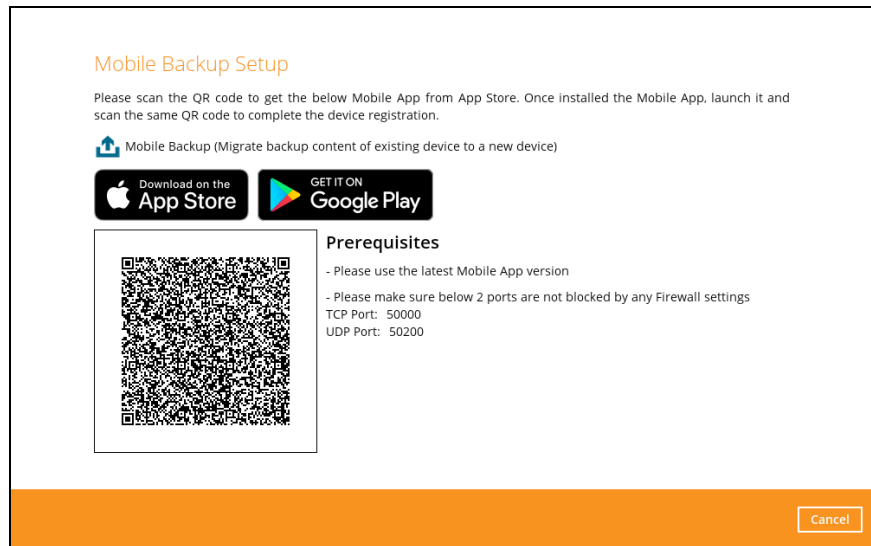
Do you want to add a new device to backup, or migrate backed up content of an existing device?

Add new device for backup without migration  
 Migrate backup content of existing device to a new device

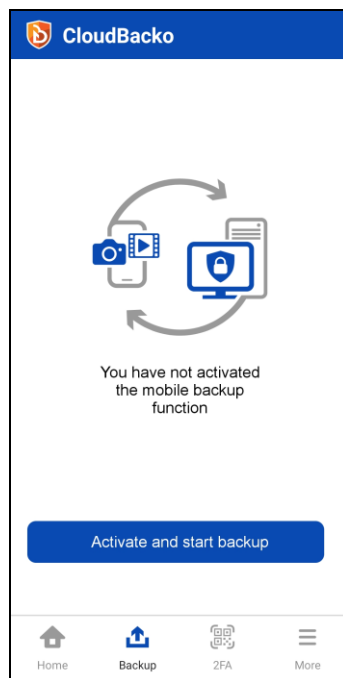
ASUS\_X00ID

\* Please make sure your new device has not paired with any CloudBacko Pro client applications in order to complete the migration.

- 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.



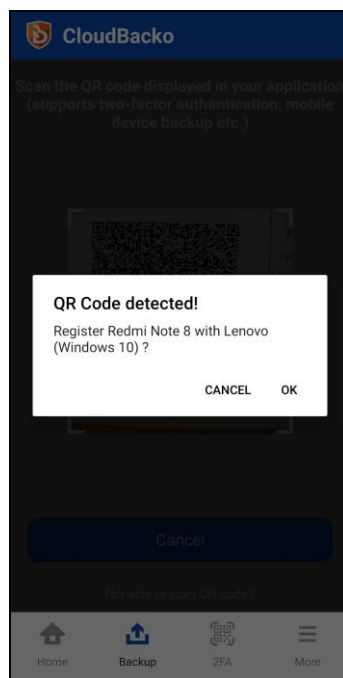
- iv. In the CloudBacko app, go to **Backup**. Tap **Activate and start backup** link to scan the QR Code on the CloudBacko Pro/Lite/Home.



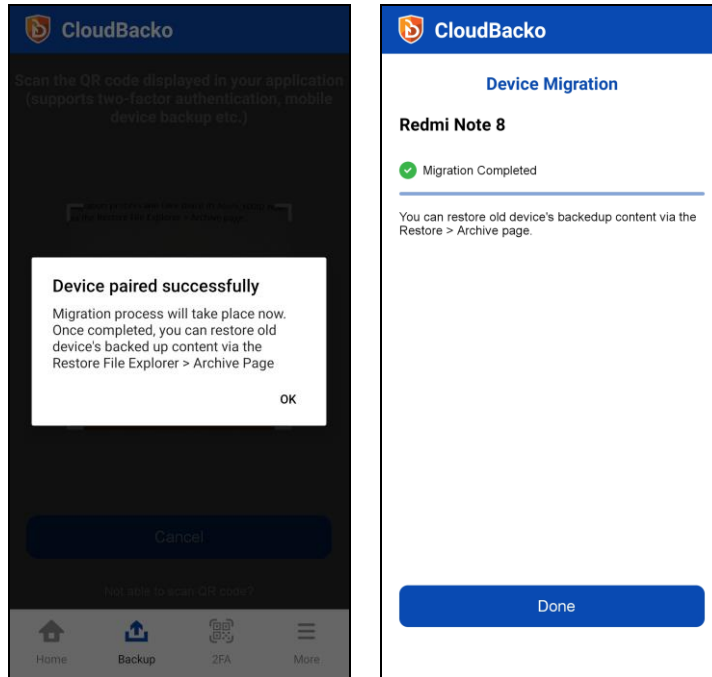
- v. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to previous screen.



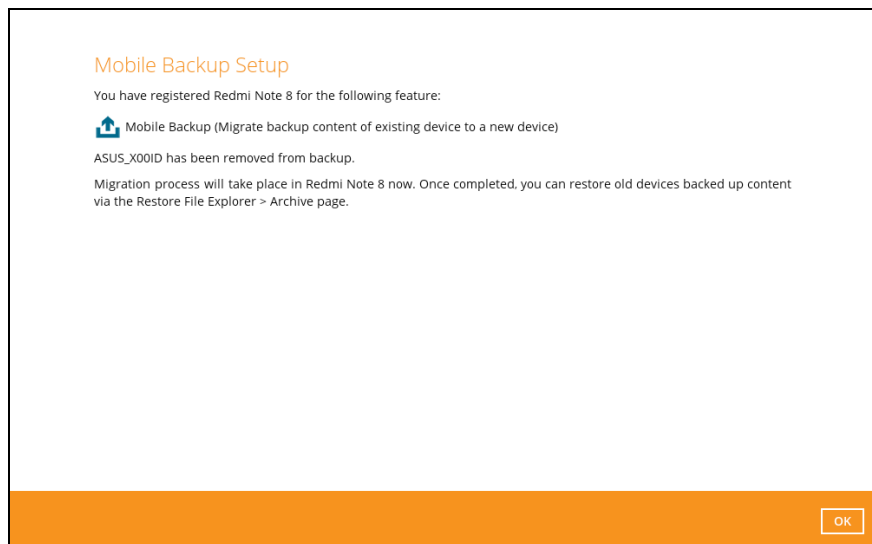
- vi. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



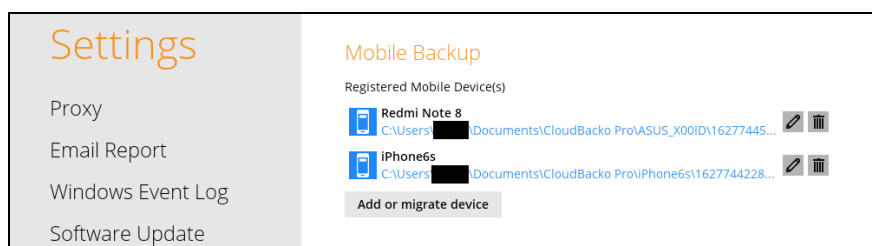
- vii. Replacement device is paired successfully and migration of contents from **ASUS X00ID** to **Redmi Note 8** is completed then click **Done**.



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

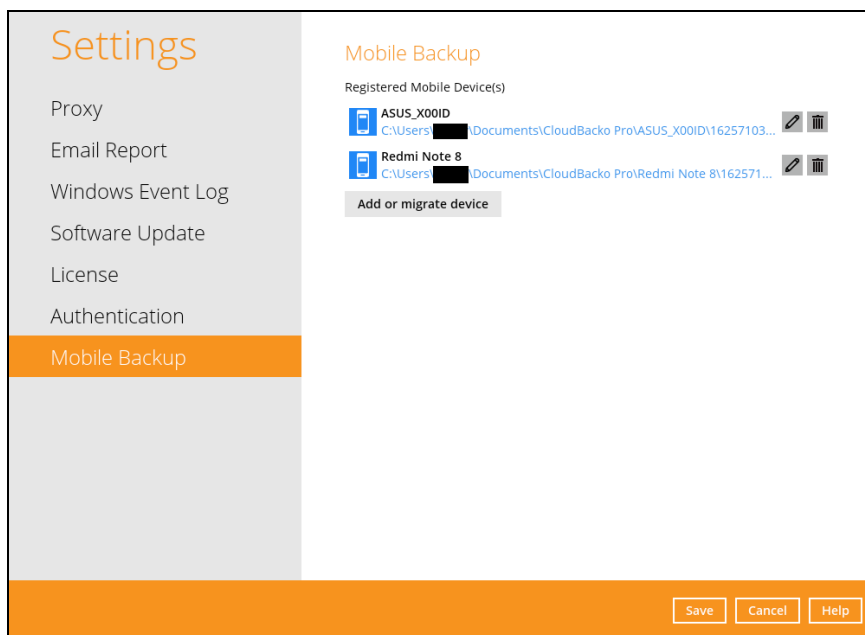


Example: The mobile backup path of the original device will remain unchanged but the device name will be updated by the replacement device, ASUS\_X00ID to Redmi Note 8.



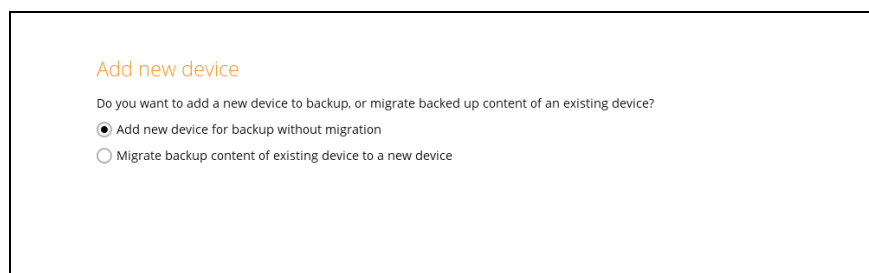
## 7.2 iOS

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.
  - [Migrate backup content of existing device to a new device](#)
    - 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**.

### 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


Migrate backup content of existing device to a new device



Next Cancel

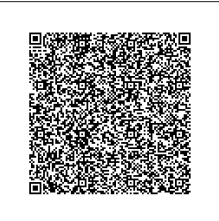
- ii. Download the CloudBacko app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.

### Mobile Backup Setup

Please scan the QR code to get the below Mobile App from App Store. Once installed the Mobile App, launch it and scan the same QR code to complete the device registration.

 Mobile Backup (Add new device for backup without migration)



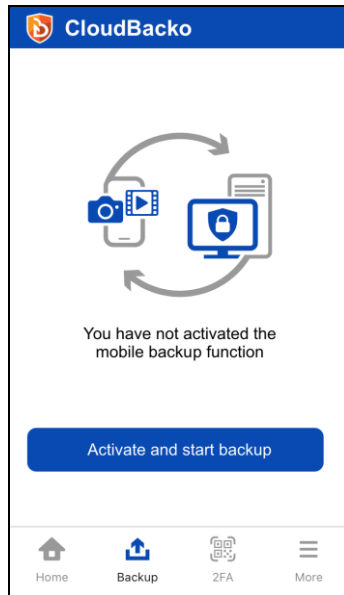
#### Prerequisites

- Please use the latest Mobile App version
- Please make sure below 2 ports are not blocked by any Firewall settings

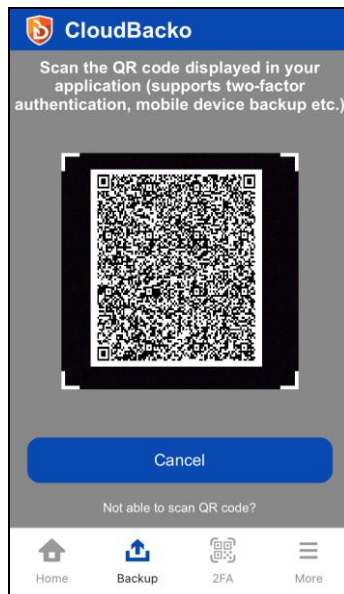
TCP Port: 50000  
UDP Port: 50200

Cancel

- 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.

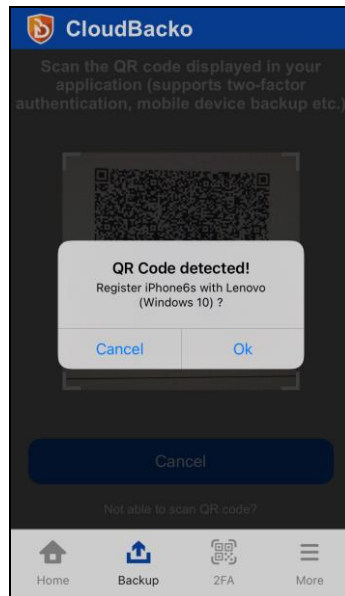


- iv. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to previous screen.

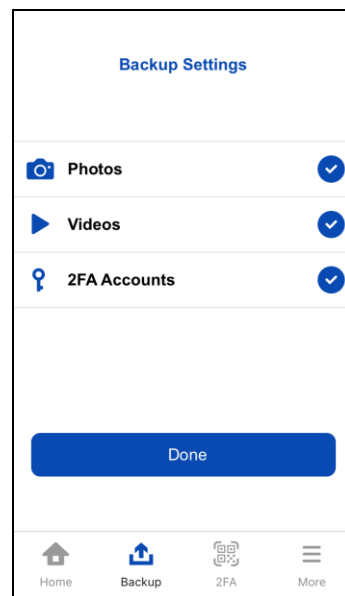
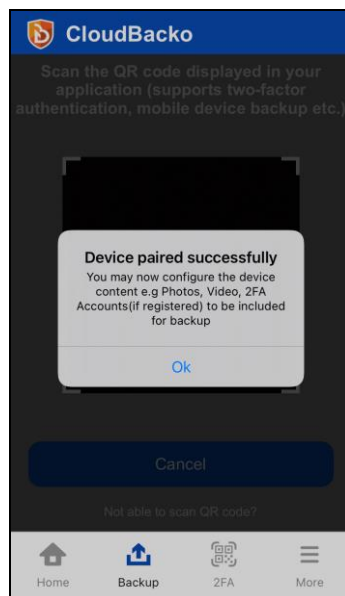




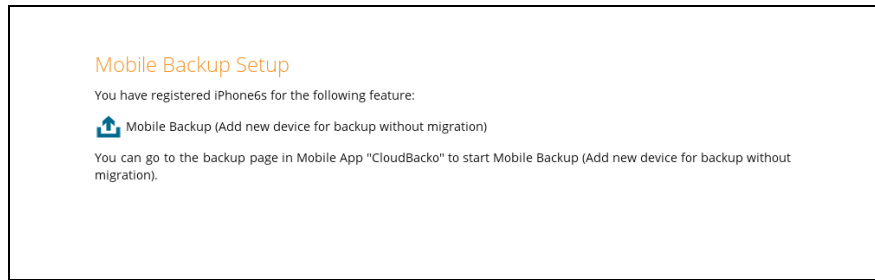
- v. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



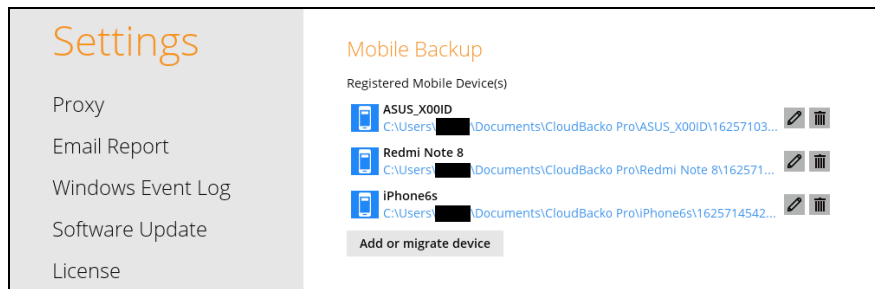
- vi. Device paired successfully. Tap **OK** to proceed. Photos, videos, and 2FA accounts are automatically selected for backup, (you can deselect one of the options if required); tap **Done** to confirm selection and return to Backup screen.



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\**



**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**.

**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

Migrate backup content of existing device to a new device

ASUS\_X00ID

\* Please make sure your new device has not paired with any (0) client applications in order to complete the migration.

Next Cancel

- 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.

**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

Migrate backup content of existing device to a new device

ASUS\_X00ID

ASUS\_X00ID

Redmi Note 8

\* Please make sure your new device has not paired with any CloudBacko Pro client applications in order to complete the migration.

Next Cancel

**Add new device**

Do you want to add a new device to backup, or migrate backed up content of an existing device?

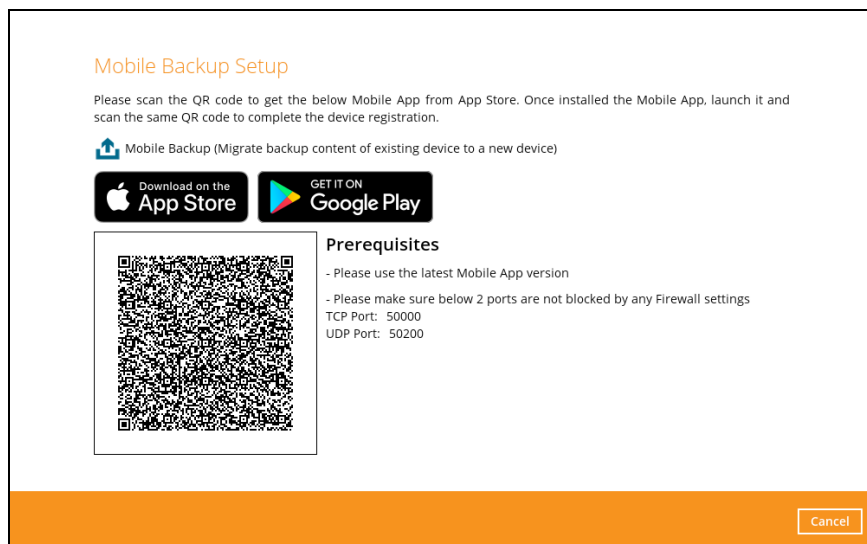
Add new device for backup without migration

Migrate backup content of existing device to a new device

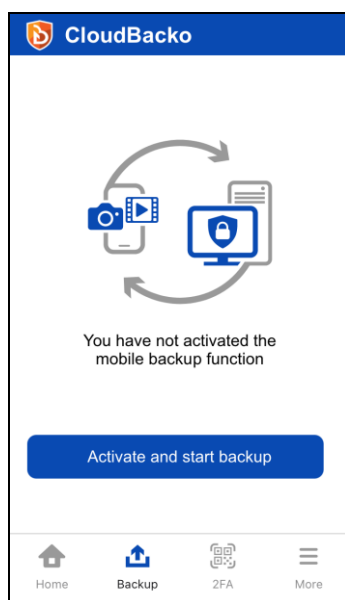
ASUS\_X00ID

\* Please make sure your new device has not paired with any CloudBacko Pro client applications in order to complete the migration.

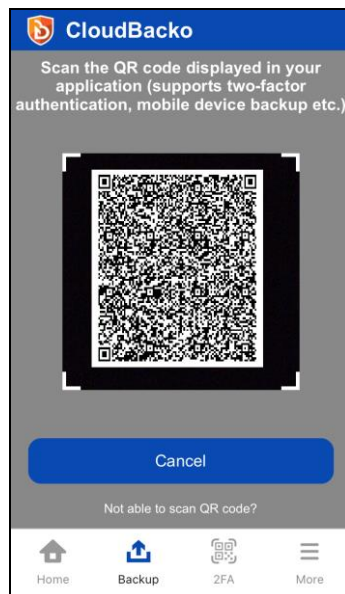
- iii. On the replacement device, download and install the CloudBacko app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.



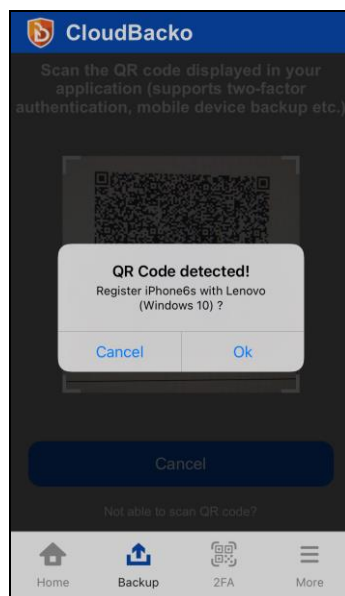
- iv. In the CloudBacko app, go to **Backup**. Tap **Activate and start backup** link to scan the QR Code on the CloudBacko Pro/Lite/Home.



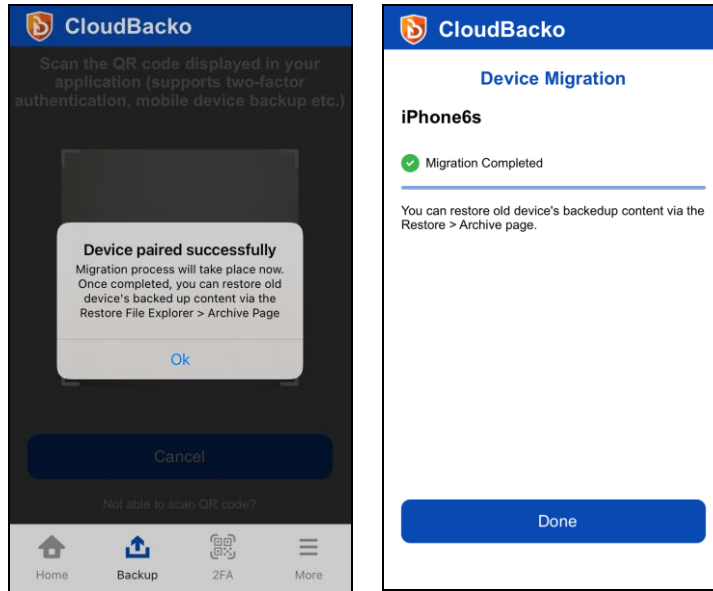
- v. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to previous screen.



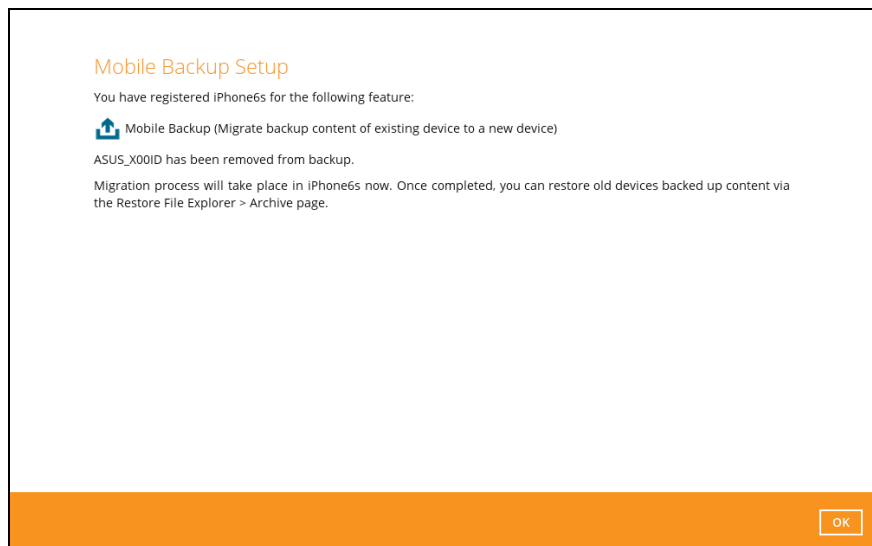
- vi. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



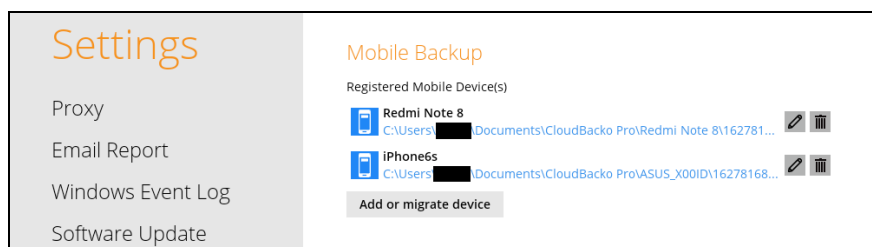
- vii. Replacement device is paired successfully and migration of contents from **ASUS X00ID** to **Redmi Note 8** is completed then click **Done**.



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




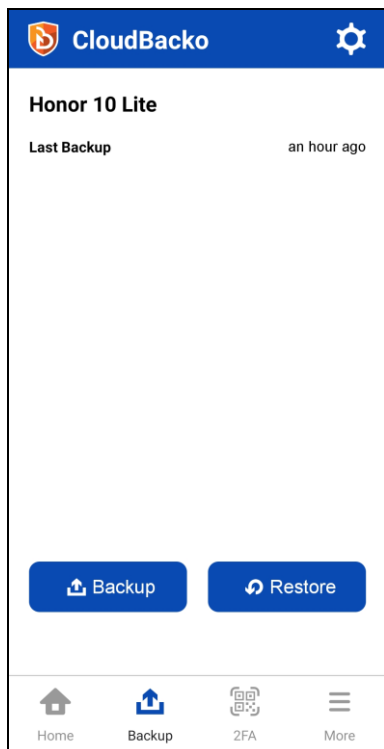
Example: The mobile backup path of the original device will remain unchanged but the device name will be updated by the replacement device, **ASUS\_X00ID** to **iPhone6s**.



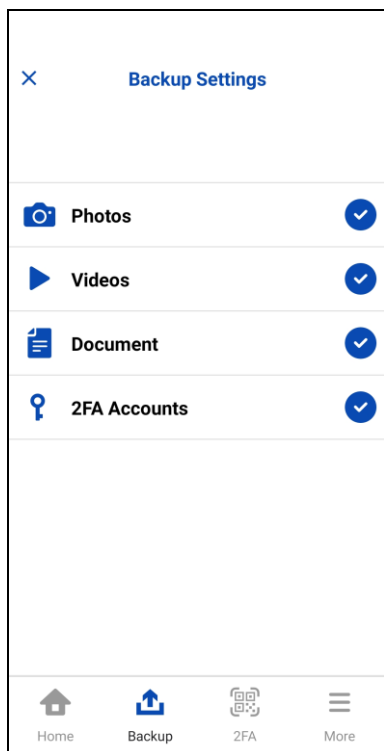
## 8 Modify Backup Source

### 8.1 Android

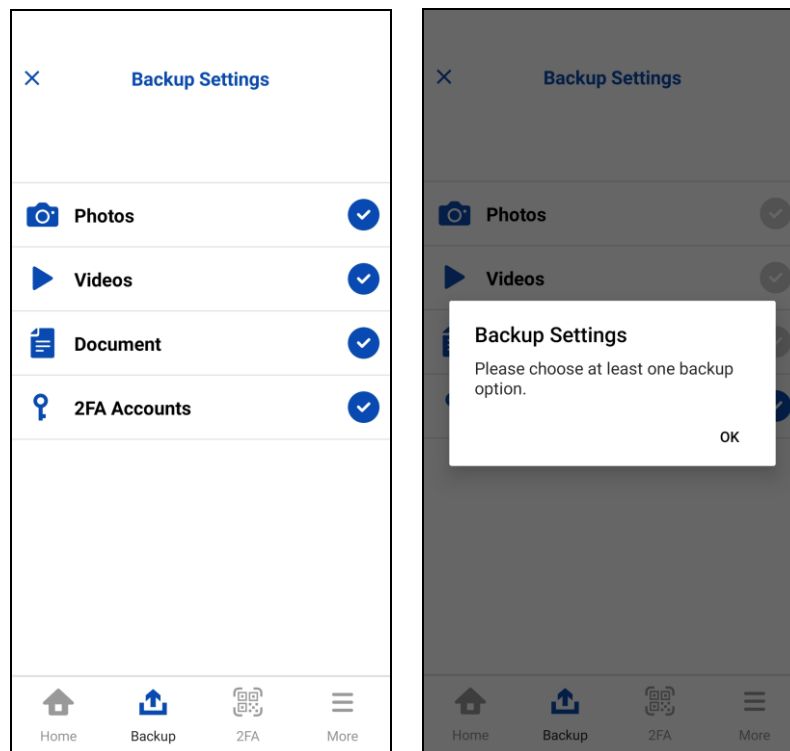
1. Go to **Backup**. Look for the backup settings  icon and tap.



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.

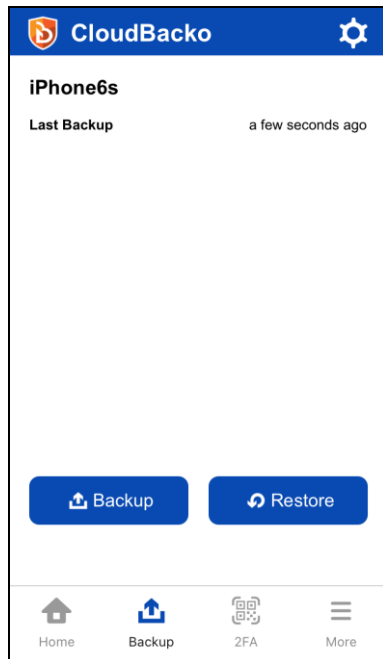


3. Tap the **[X]** button on the left corner of the screen to return to exit.

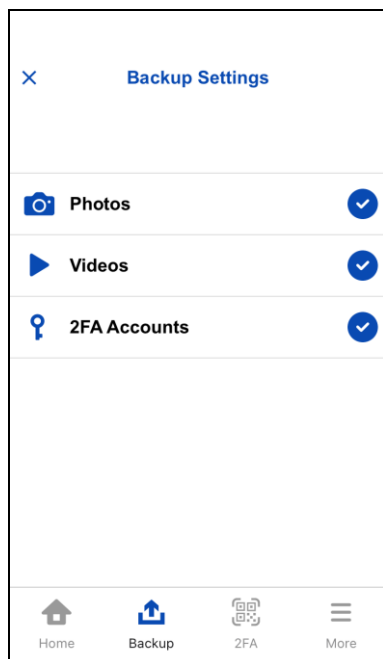


## 8.2 iOS

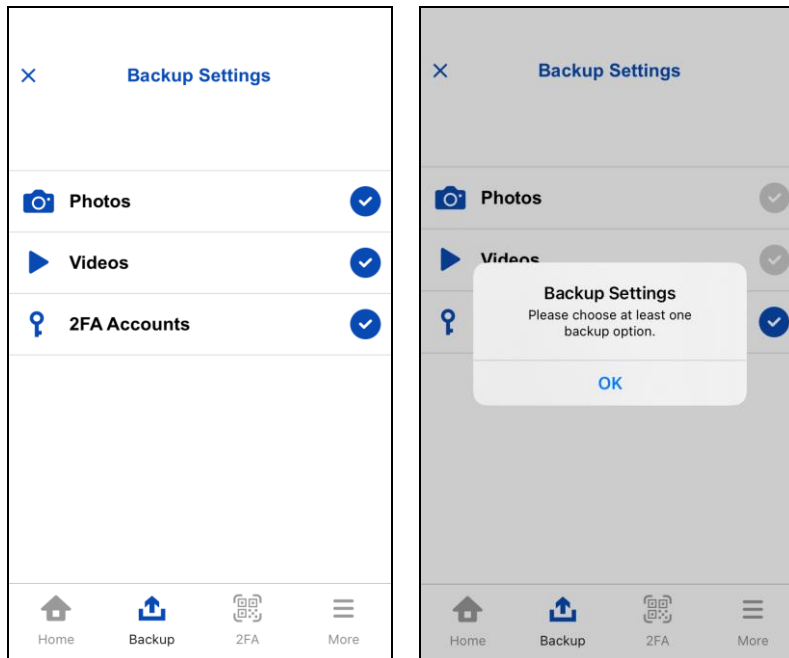
1. Go to **Backup**. Look for the backup settings  icon and tap.



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



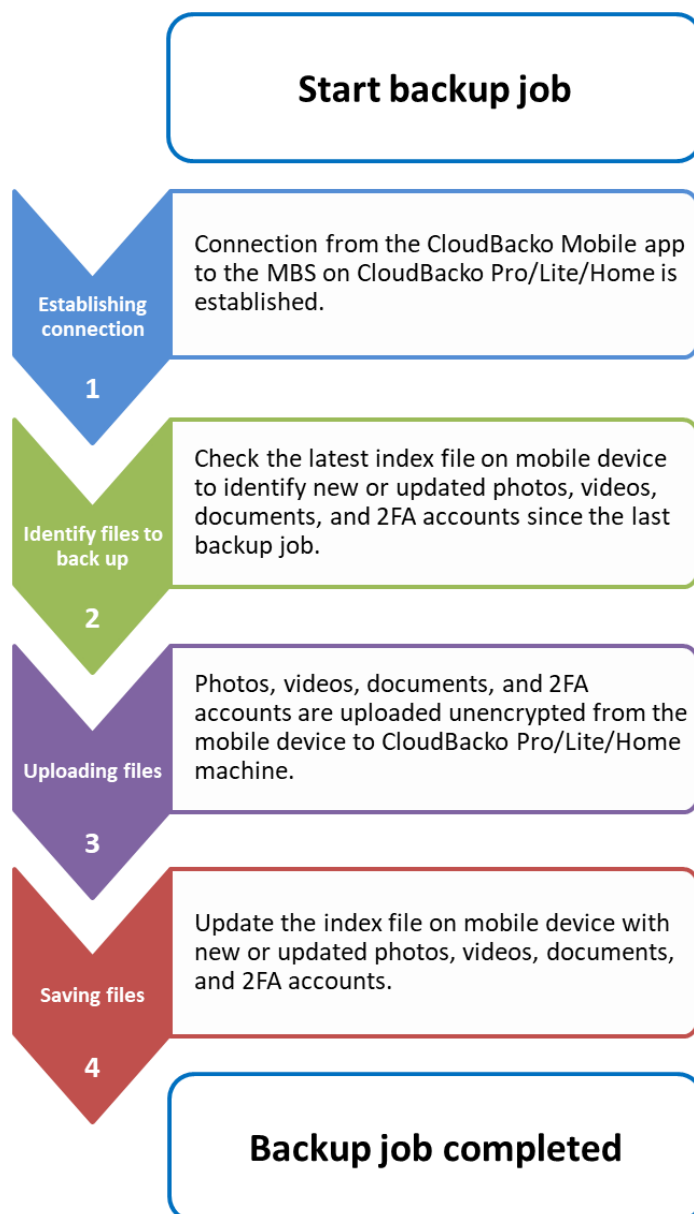
3. Make sure to select at least one from Photos, Videos, or 2FA Accounts.



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

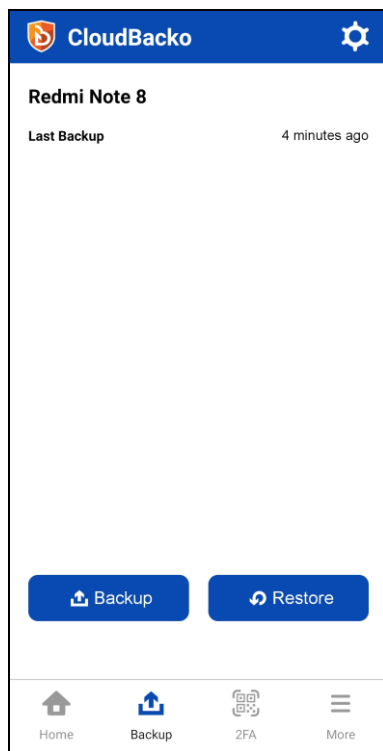
### 10.1 Android

**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

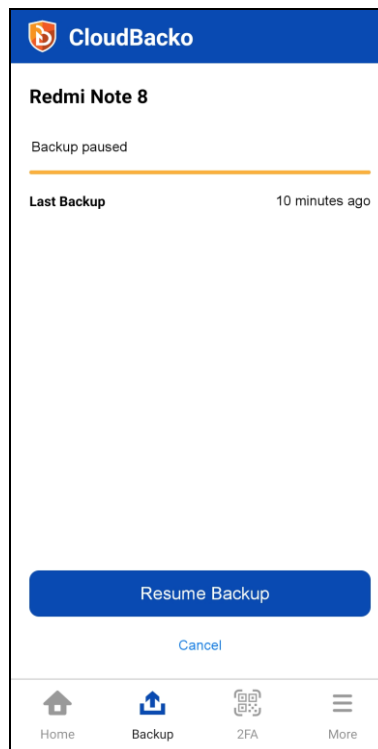
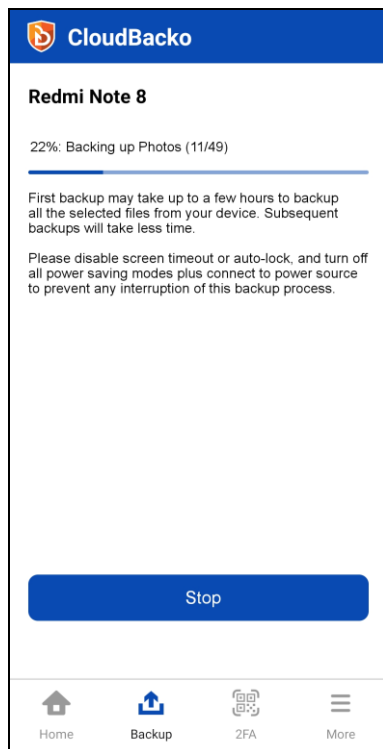
1. Go to **Backup**.
2. Tap  **Backup** to start the mobile backup.



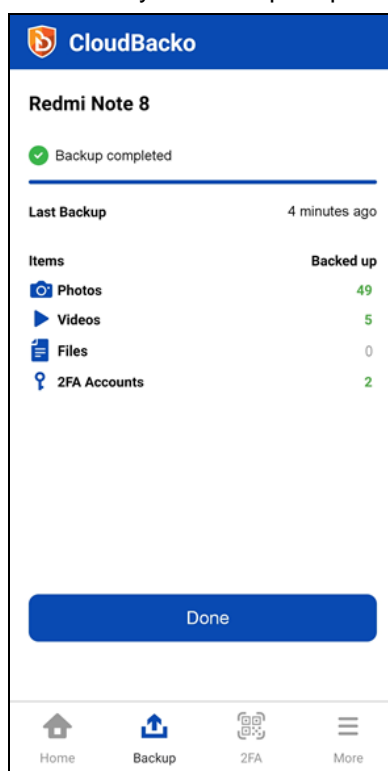
- The mobile backup is on-going. Tap **Stop** to stop the backup.

**NOTE**

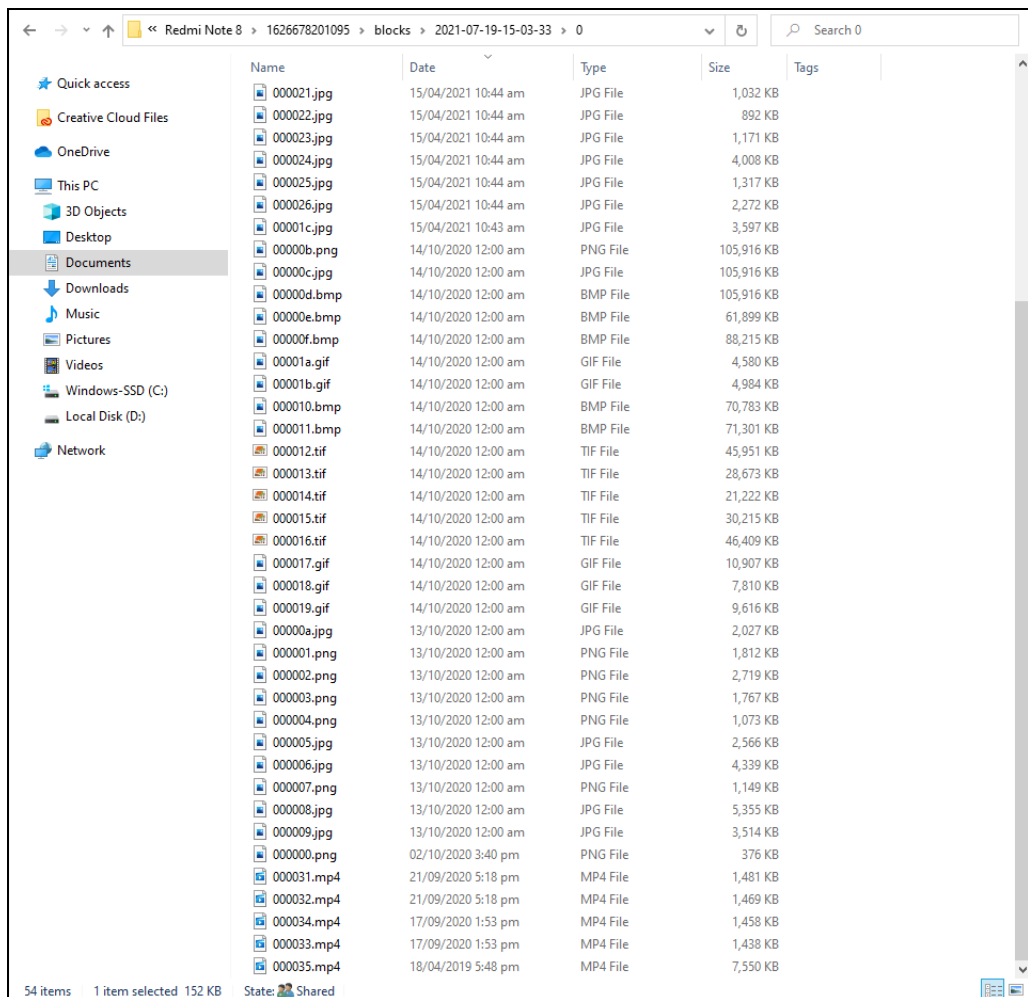
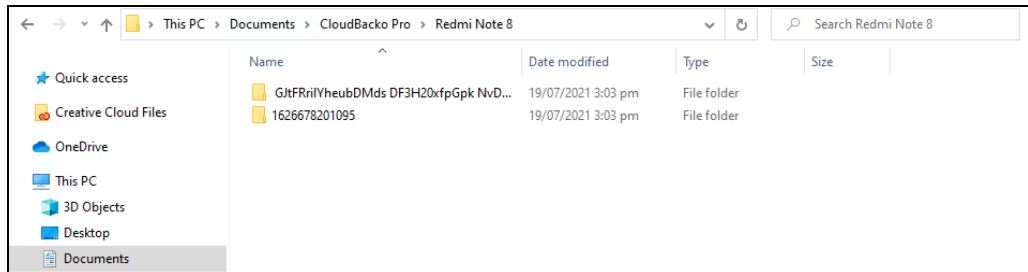
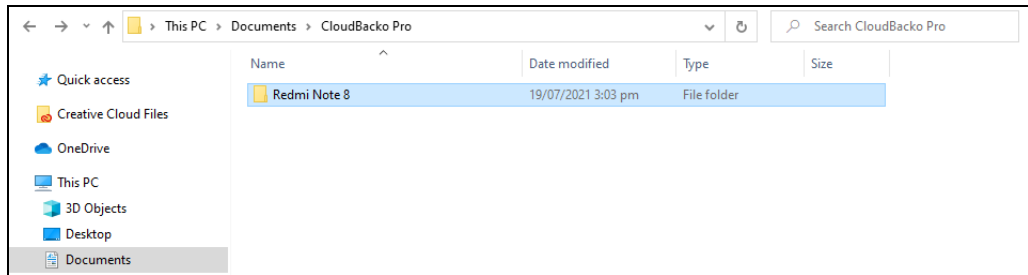
In case the backup job is interrupted, for example network connection issue, or you want to stop your backup and resume at a later time, you can click the **Stop** and it will show **Resume Backup**.



- Mobile backup is successful. It also displays the items and number of items backed-up. 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.



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




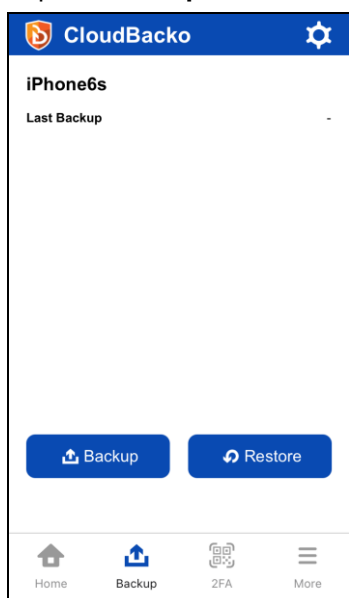
## 10.2 iOS

### 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

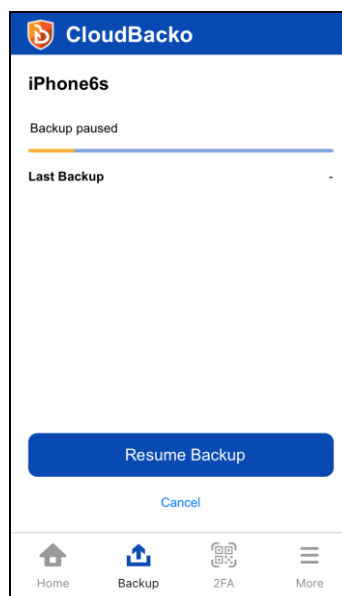
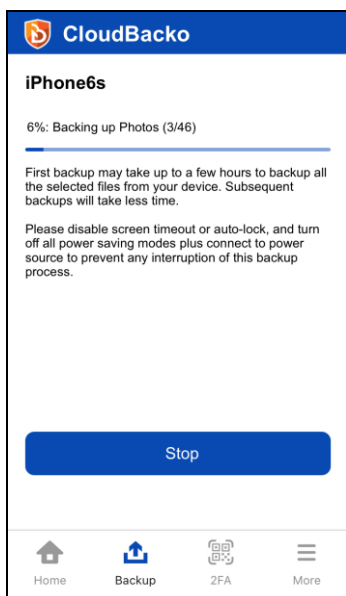
1. Go to **Backup**.
2. Tap  **Backup** to start the mobile backup.



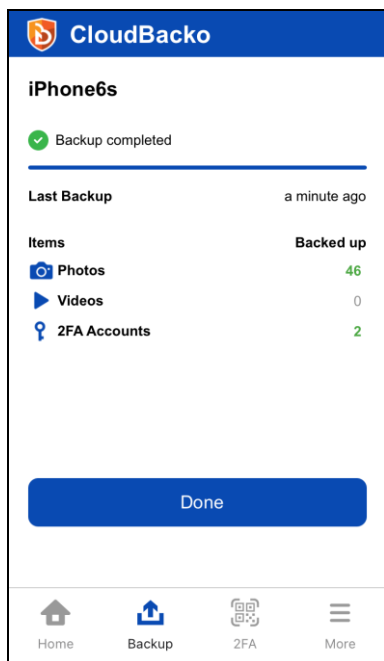
3. Mobile backup is on-going. Tap **Stop** to stop the backup.

### NOTE

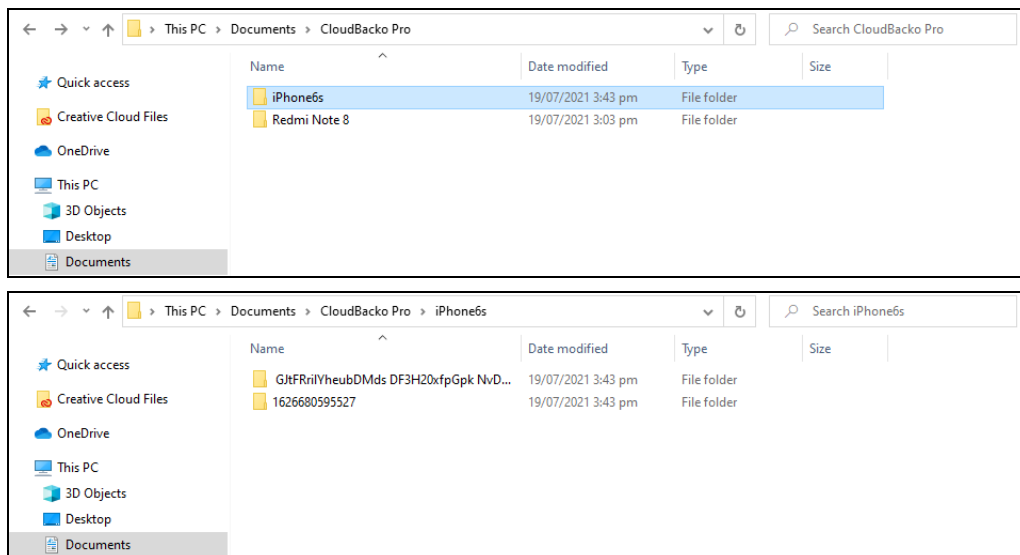
In case the backup is interrupted due to power or connection loss, or you want to stop your backup and resume at a later time, you can click the **Stop** and it will show **Resume Backup**.



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



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





Navigation: << iPhone6s > 1626680595527 > blocks > 2021-07-19-15-43-34 > 0

Search: Search 0

Name	Date	Type	Size	Tags
00000f.JPG	19/04/2021 8:10 pm	JPG File	1,169 KB	
000001.TIF	19/04/2021 8:11 pm	TIF File	6,704 KB	
00001a.JPG	19/04/2021 8:09 pm	JPG File	1,171 KB	
00001b.JPG	19/04/2021 8:09 pm	JPG File	2,272 KB	
00001c.JPG	19/04/2021 8:09 pm	JPG File	1,317 KB	
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	
00001f.JPG	19/04/2021 8:08 pm	JPG File	5,416 KB	
000002.GIF	19/04/2021 8:11 pm	GIF File	10,907 KB	
00002a.JPG	19/04/2021 8:05 pm	JPG File	892 KB	
00002b.JPG	19/04/2021 8:04 pm	JPG File	814 KB	
00002c.JPG	19/04/2021 8:04 pm	JPG File	174 KB	
00002d.PNG	19/07/2021 3:43 pm	PNG File	58 KB	
000003.GIF	19/04/2021 8:11 pm	GIF File	7,810 KB	
000004.GIF	19/04/2021 8:11 pm	GIF File	9,616 KB	
000005.GIF	19/04/2021 8:10 pm	GIF File	4,580 KB	
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	19/04/2021 8:05 pm	TIF File	2,569 KB	
000029.JPG	19/04/2021 8:05 pm	JPG File	985 KB	

46 items | State: Shared

## 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.
3. Install the latest version (v1.5.0 for Android and v268 for iOS) 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.

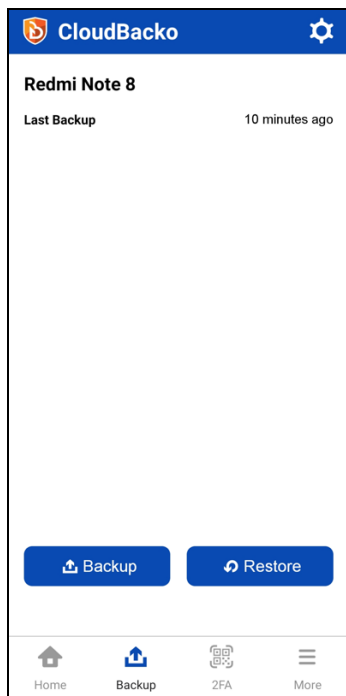
## 11.1 Original mobile device

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.

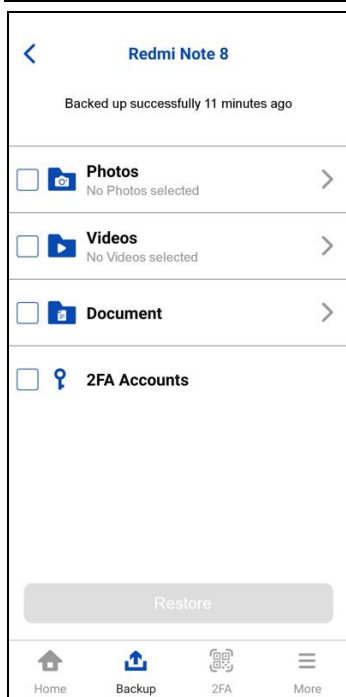
1. Tap the  **Restore** button to start the mobile restore.



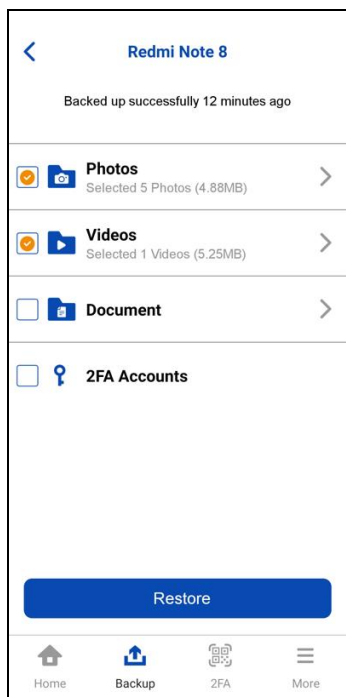
2. Choose from Photos, Videos, Documents and/or 2FA Accounts then tap **Restore**.

**NOTE**

For more information on how to select photos and/or videos for restore, refer to [Appendix B: Restore File Explorer](#).



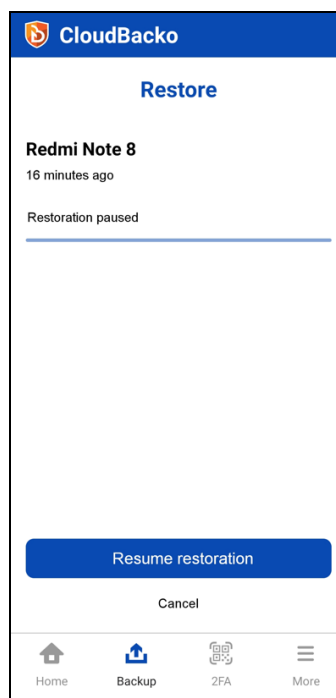
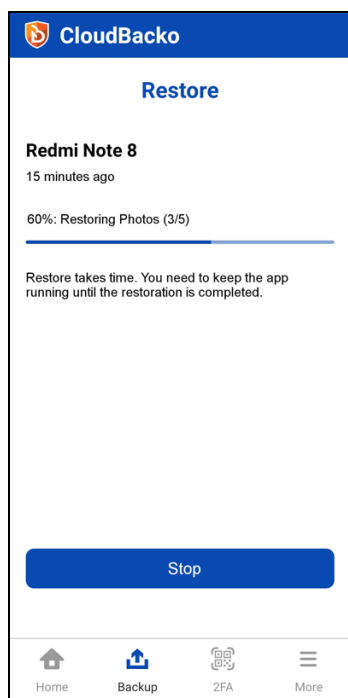
Make sure to select photos, videos, documents or 2FA accounts to be able to restore.



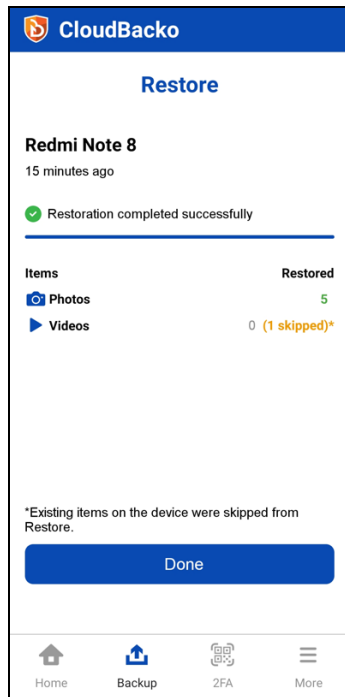
3. Mobile restore is on-going. Tap **Stop** to stop the restore.

**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**.



- 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.




**NOTE**

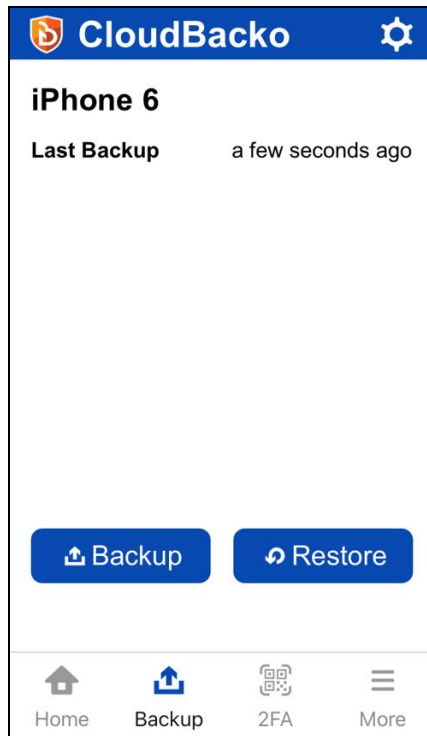
If an item still exists in the mobile device, it will be skipped from the restoration.

- 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.

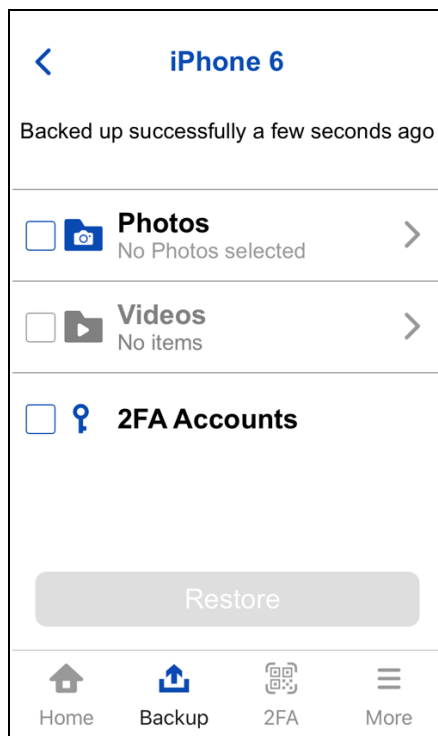
1. Tap  **Restore** to start the mobile restore.



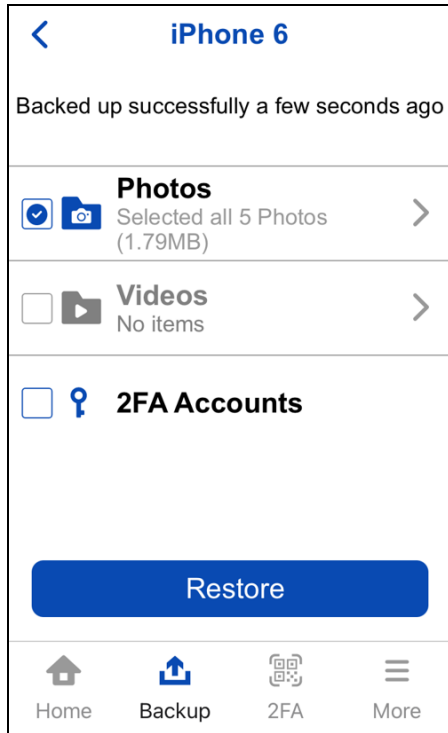
2. Choose from Photos, Videos, or 2FA Accounts then tap **Restore**.

**NOTE**

For more information on how to select photos and/or videos for restore, refer to [Appendix B: Restore File Explorer](#).



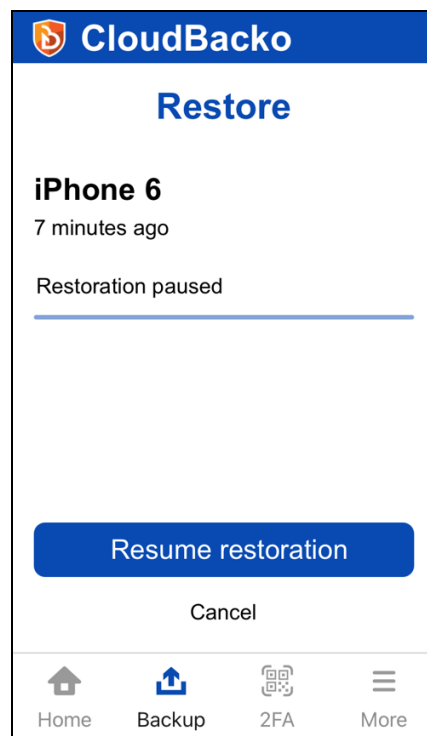
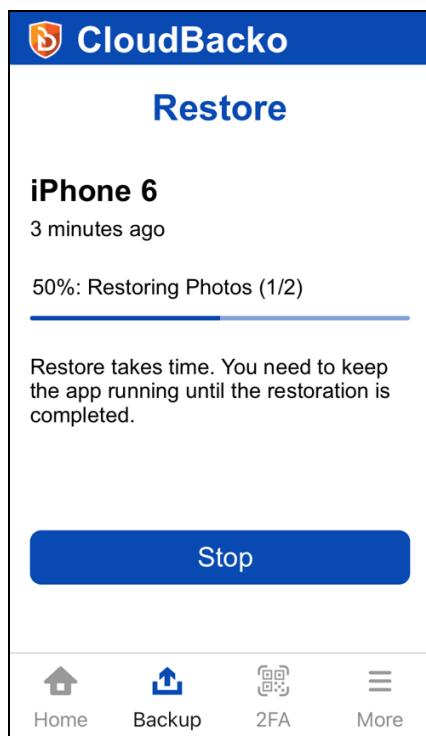
Make sure to select photos, videos, or 2FA accounts to be able to restore.



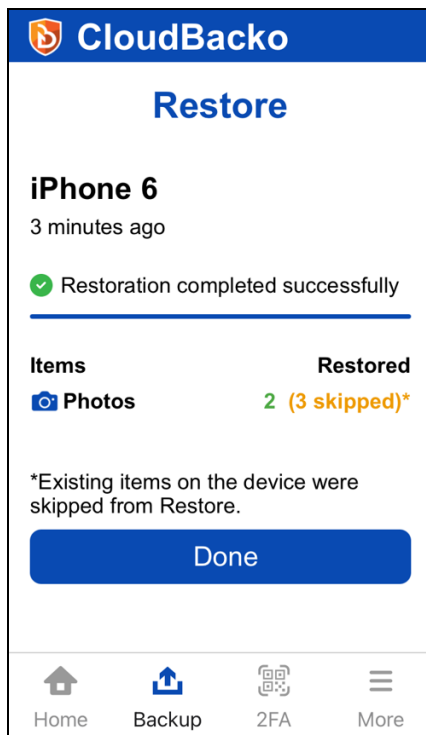
- Mobile restore is on-going. Tap **Stop** to stop the restore.

**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**.



- 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.



**NOTE**

If an item still exists in the mobile device, it will be skipped from the restoration.

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

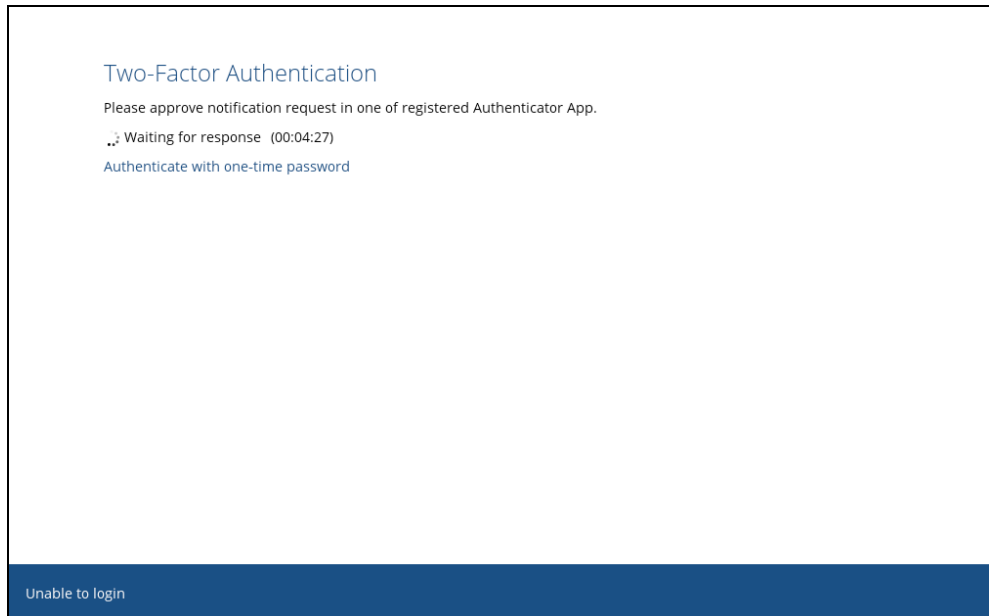


## 11.2 Migration

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

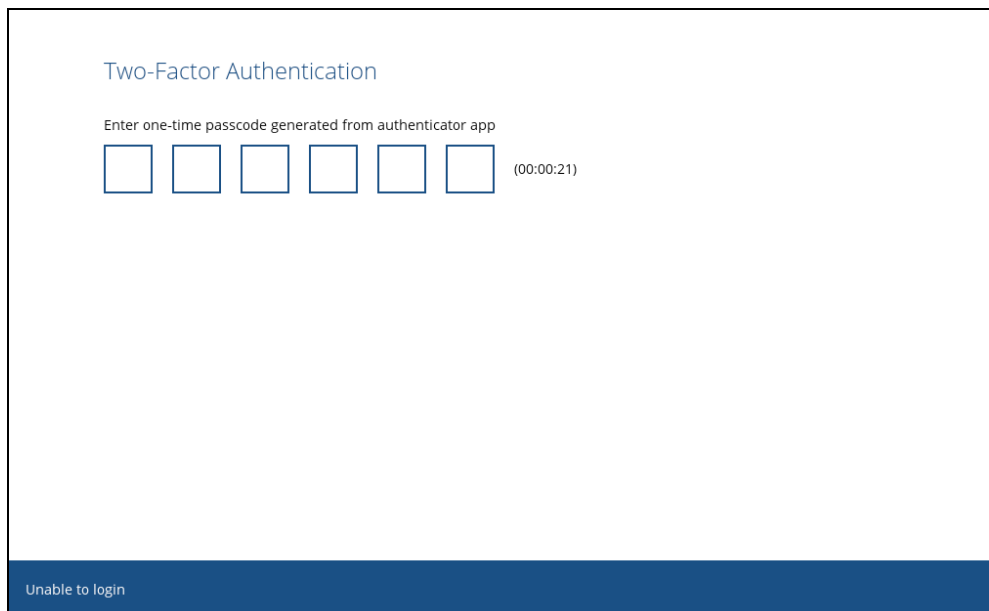
Please approve notification request in one of registered Authenticator App.

⌚ Waiting for response (00:04:27)

Authenticate with one-time password

Unable to login

### For TOTP only



Two-Factor Authentication

Enter one-time passcode generated from authenticator app

(00:00:21)

Unable to login

#### NOTE

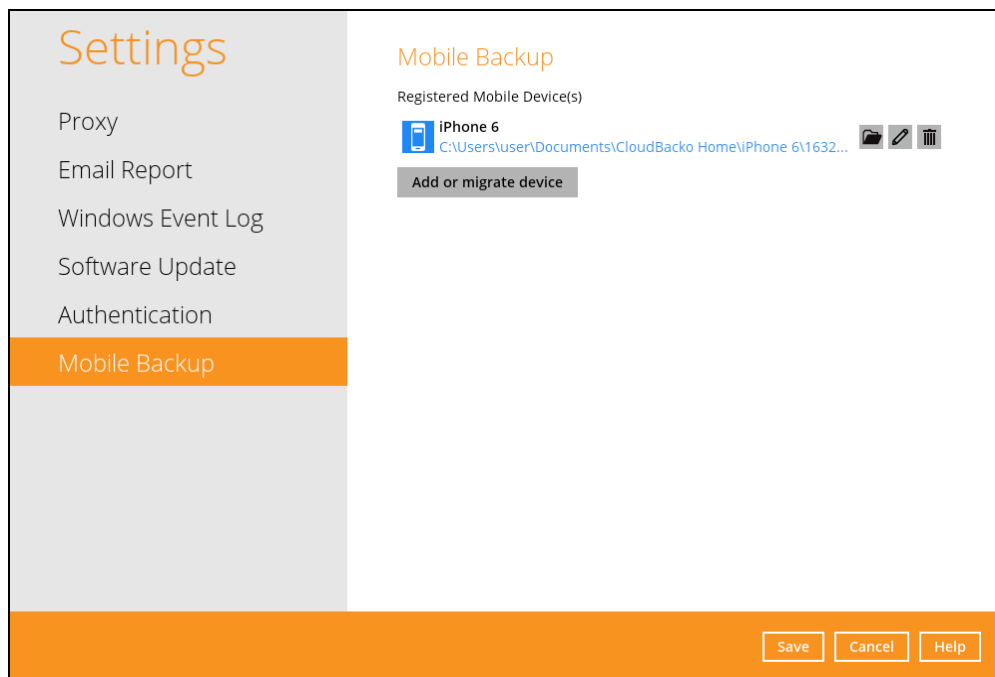
If 2FA is disabled in CloudBacko Pro/Lite, then skip Step 1 to 2 and proceed to Step 3.

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



**NOTE**  
For more detailed information, refer to [Appendix A: Troubleshooting Login](#).

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



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.

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  
 Migrate backup content of existing device to a new device

iPhone 6 ▾


\* Please make sure your new device has not paired with any CloudBacko Home client applications in order to complete the migration.


Next
Cancel


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.


Mobile Backup Setup

Please scan the QR code to get the below Mobile App from App Store. Once installed the Mobile App, launch it and scan the same QR code to complete the device registration.

 Mobile Backup (Migrate backup content of existing device to a new device)


 Download on the  
**App Store**


 GET IT ON  
**Google Play**

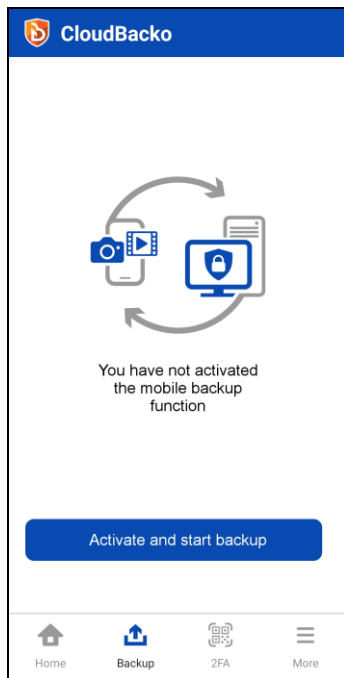


**Prerequisites**

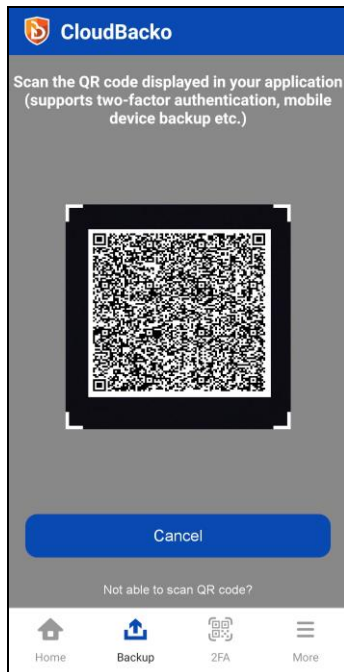
- Please use the latest Mobile App version
- Please make sure below 2 ports are not blocked by any Firewall settings
  - TCP Port: 50000
  - UDP Port: 50200

Cancel

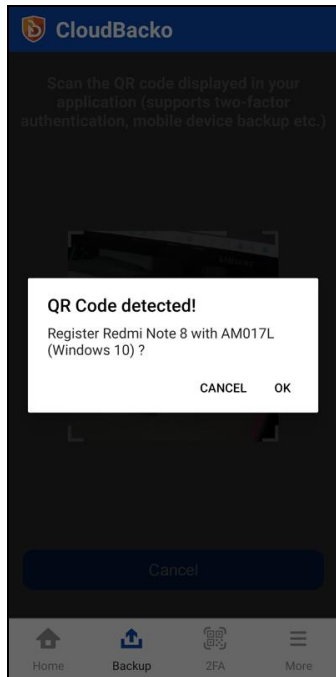
6. In the CloudBacko app, go to Backup. Tap **Activate and start backup** to scan the QR Code on the CloudBacko Pro/Lite/Home.



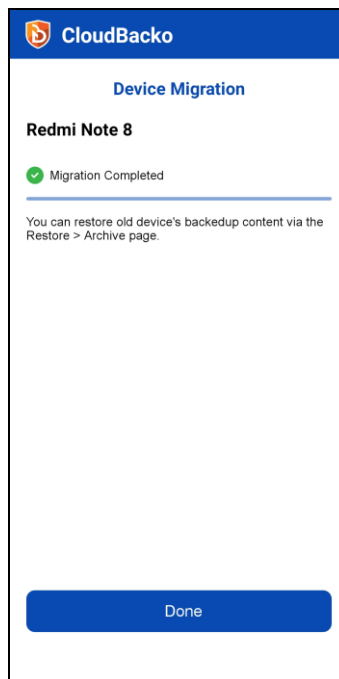
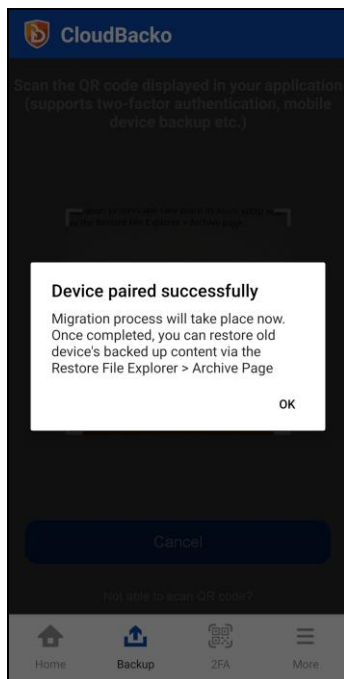
7. Scan the QR Code which can be found in CloudBacko Pro/Lite/Home. Otherwise, tap **Cancel** to return to the previous screen.



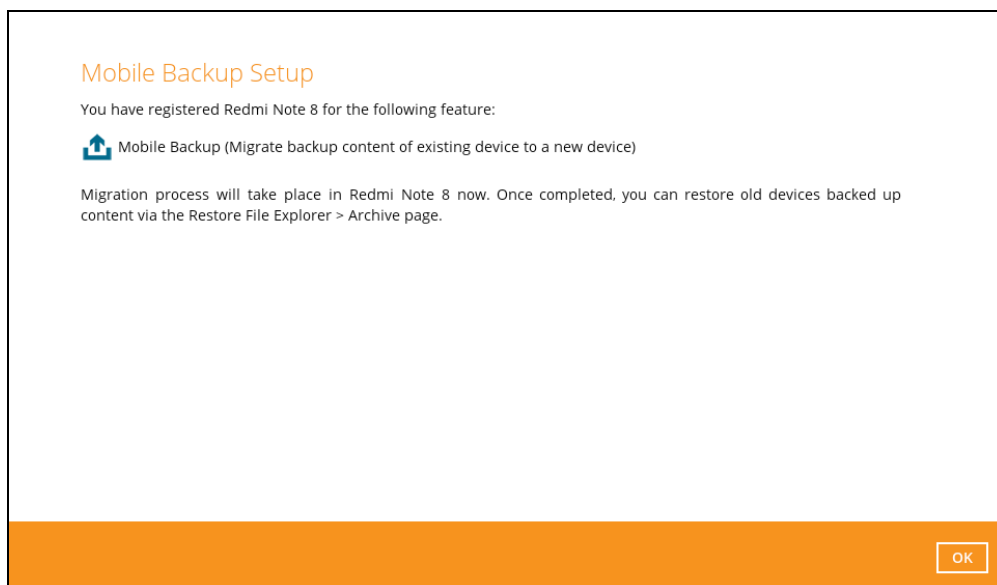
- QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



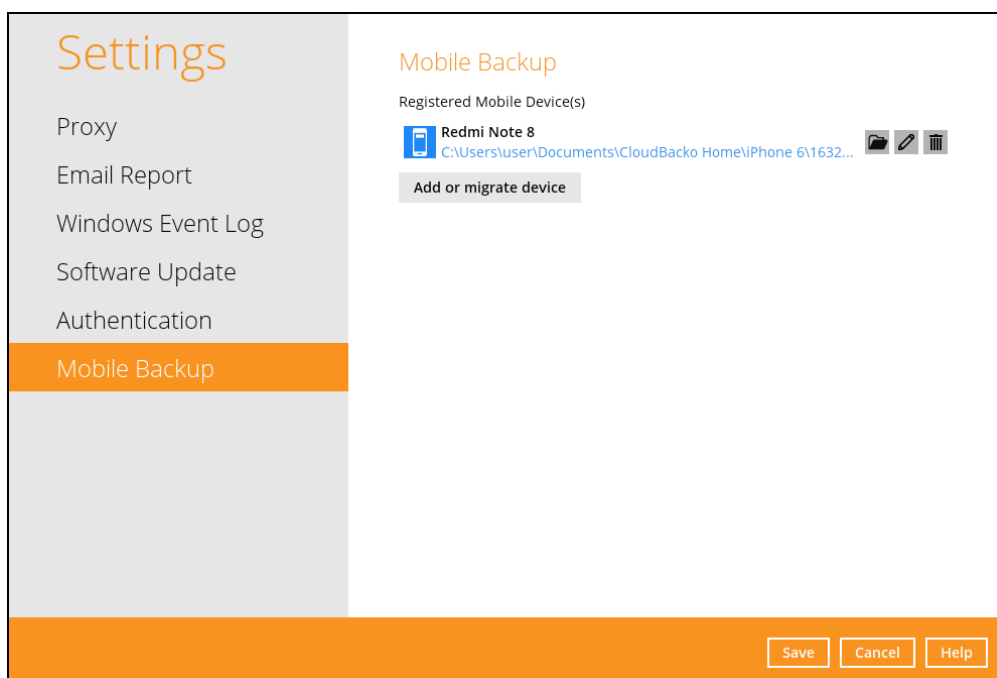
- Once the replacement device is paired successfully, tap **OK**. When the migration of contents from **iPhone 6** to **Redmi Note 8** is completed, tap **Done**.



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

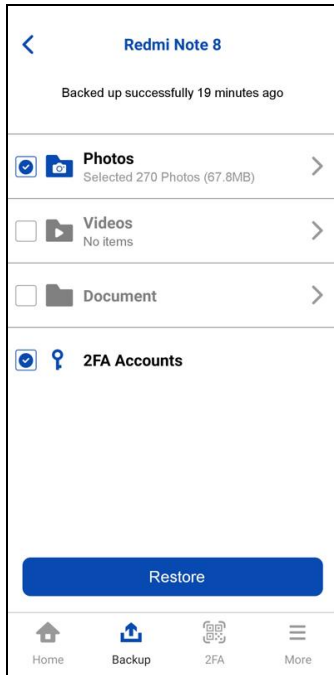


Example: The mobile backup path of the original device will remain unchanged but the device name will be updated to the replacement device, iPhone 6 to Redmi Note 8.

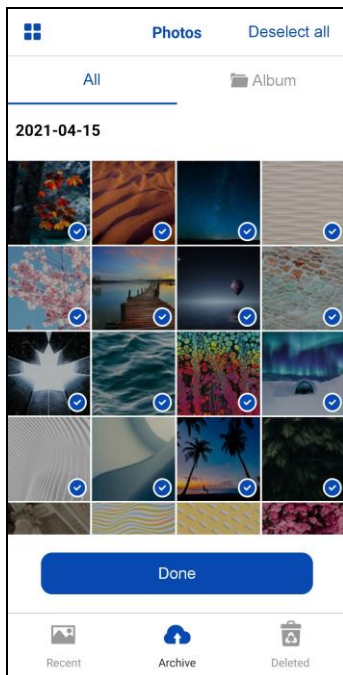


To restore the backed-up content (Photos, Videos and Document) and configuration (2FA accounts) from the original device to the replacement device, follow these steps:

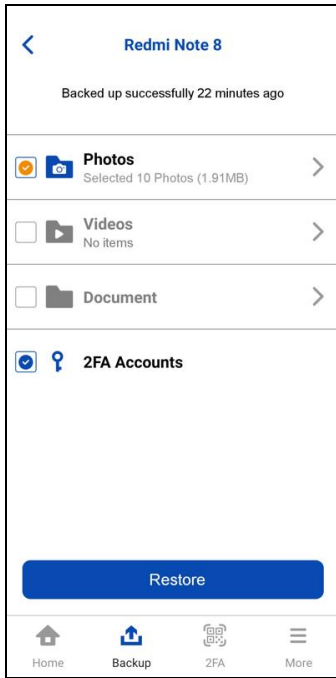
1. Launch the CloudBacko app then go to **Backup > Restore > Restore File Explorer**. Select from Photos, Videos, Document or 2FA accounts.



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 [Support page](#).

## 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](#)

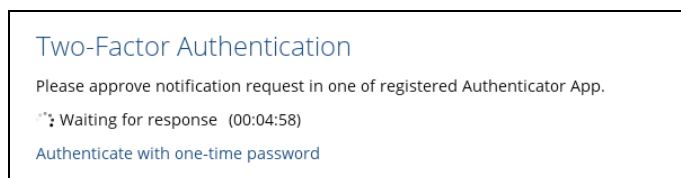
**NOTE**

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.

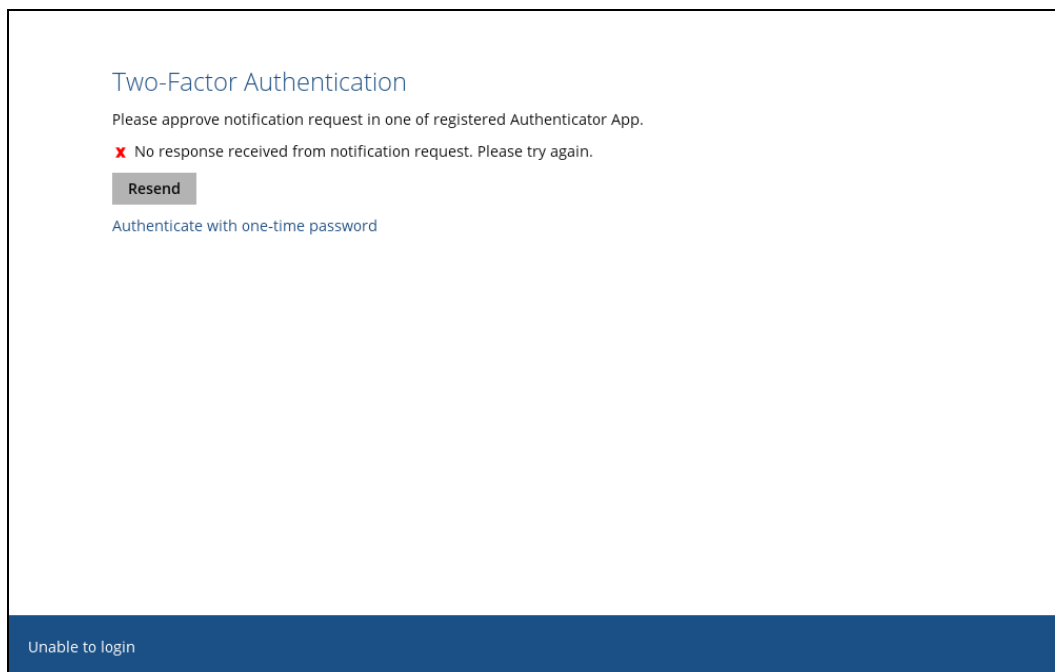
#### Unable to accept notification request

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

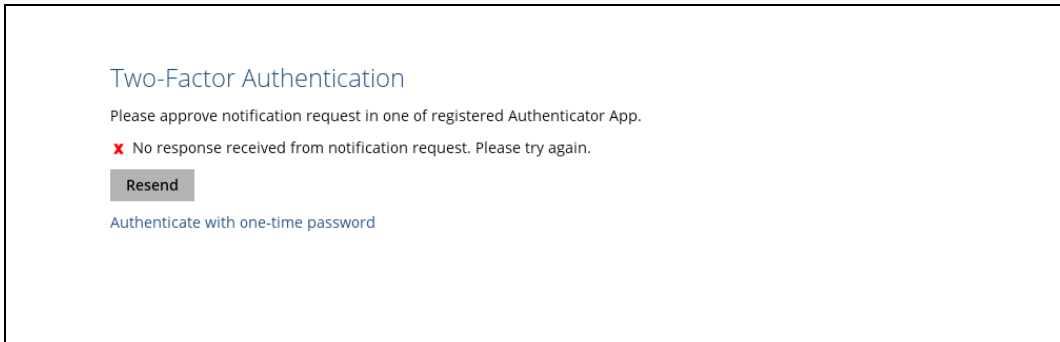
- Notification request was not sent to the app because the CloudBacko app is not connected to a network connection.
- The 5-minute grace period to accept the request has expired.



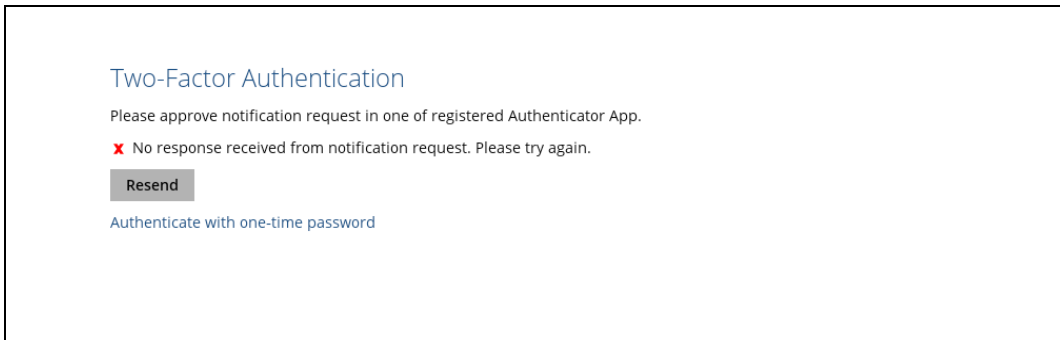
You have three options:



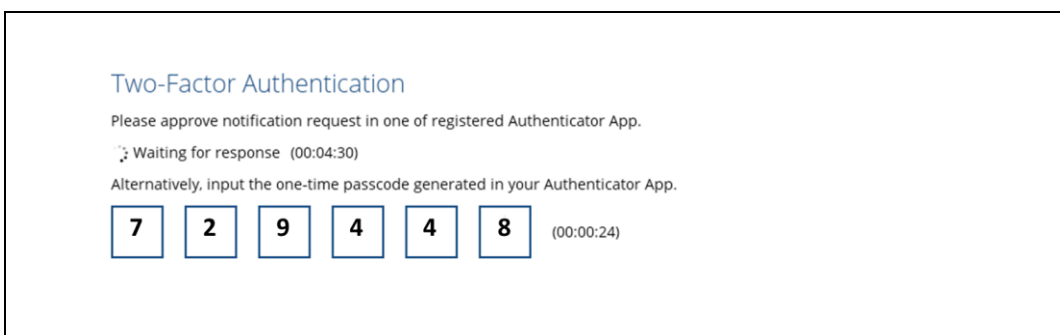
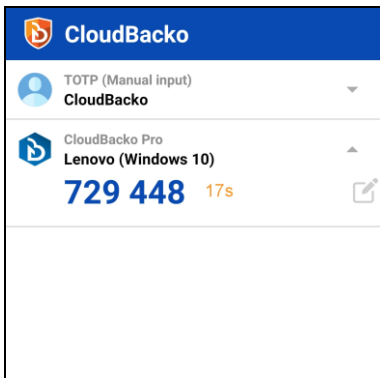
- Click **Resend** to receive another request in your CloudBacko app.



- Click the **Authenticate with one-time password** to authenticate with a one-time password.



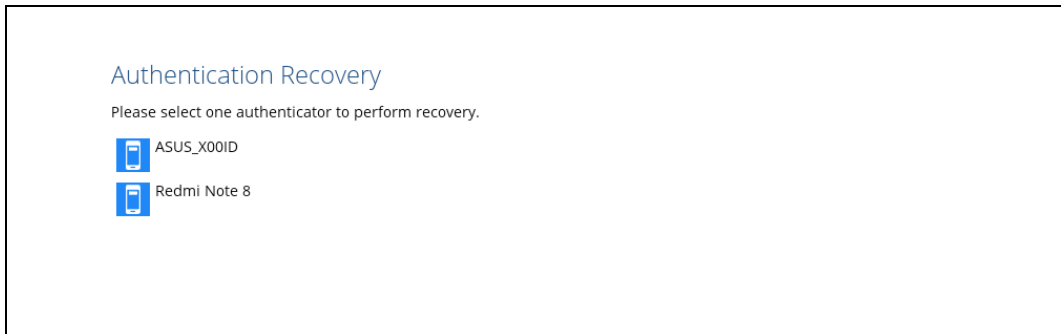
Enter the one-time password generated in the CloudBacko app and click **Next**.



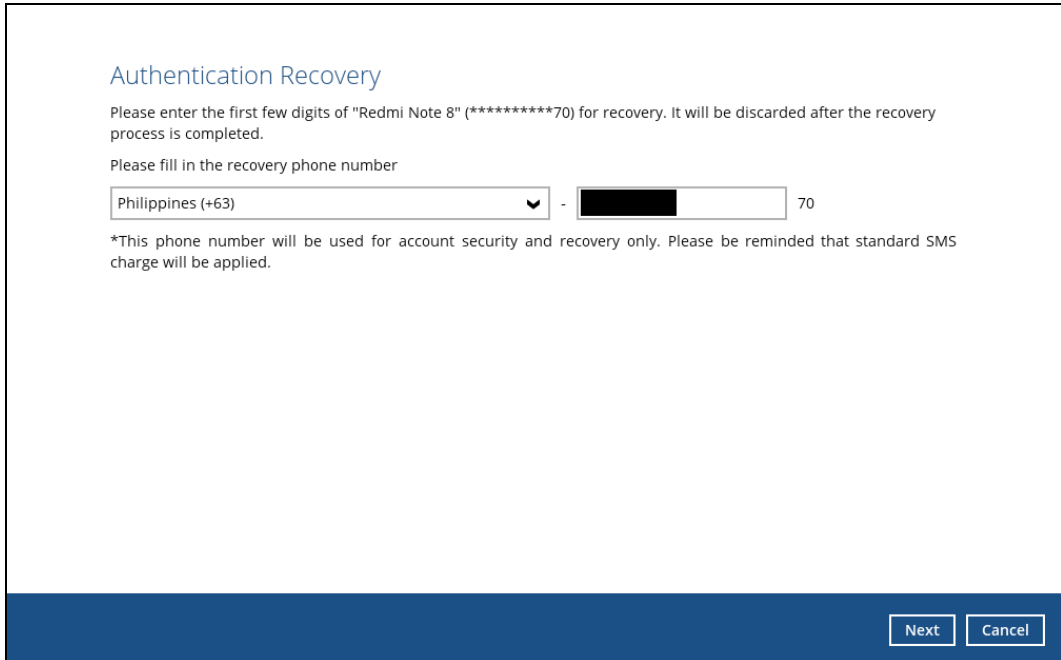
- Or click **Unable to login** link, wherein you can choose to go back to the [Previous](#) screen or proceed to [Unable to login/Do not have any Authenticator App\(s\)](#).




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



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.



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

 Verification Code: DTSU-482110 3:12 PM

### Authentication Recovery

You have selected Redmi Note 8 and it will be discarded after recovery is completed.

Verification code

DTSU -  (00:04:32)


[Resend SMS Verification code](#)



[Next](#) [Cancel](#)

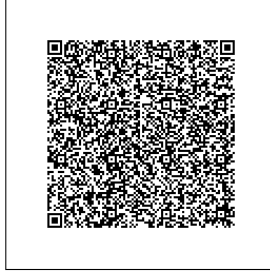
Scan the displayed QR code using the CloudBacko app. Make sure that you are using the latest version of the CloudBacko app.

### App Download and Device Pairing

Please scan the QR code to get the below Mobile App from App Store. Once installed the Mobile App, launch it and scan the same QR code to complete the device registration.

 CloudBacko

 Download on the App Store  GET IT ON Google Play



#### Prerequisites

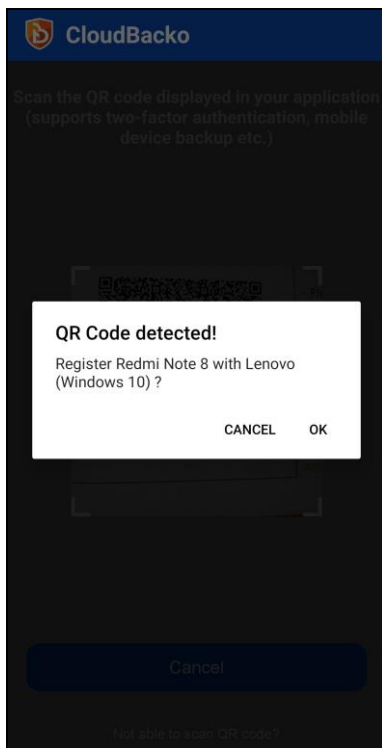
- Please use the latest Mobile App version

[Not able to scan QR code? Click here to pair with TOTP secret key](#)

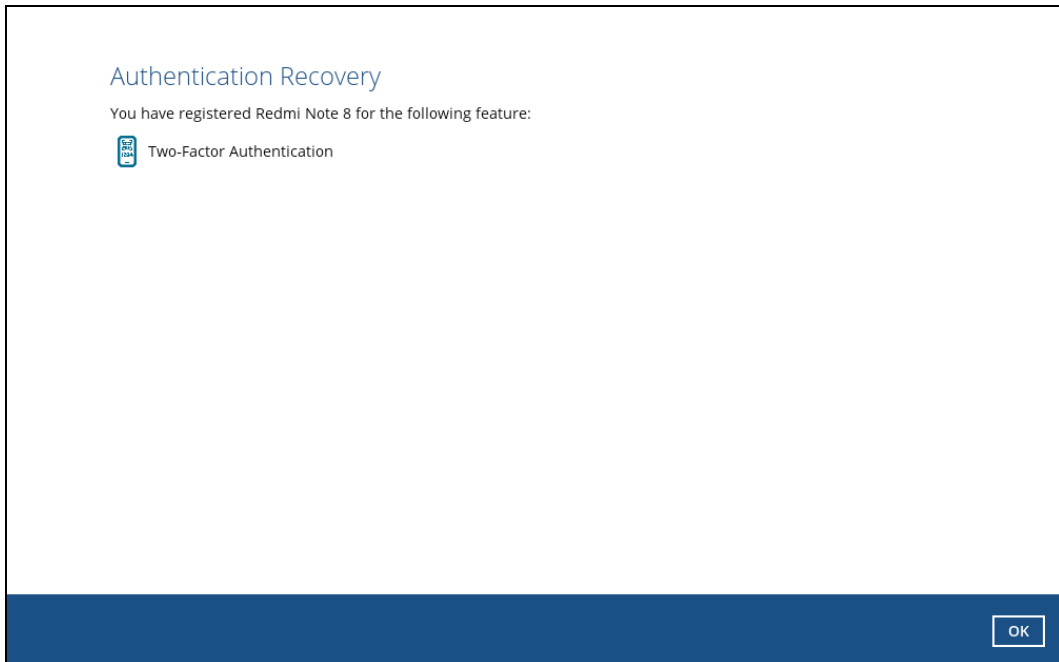
Example of the QR code scanned using the CloudBacko app



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

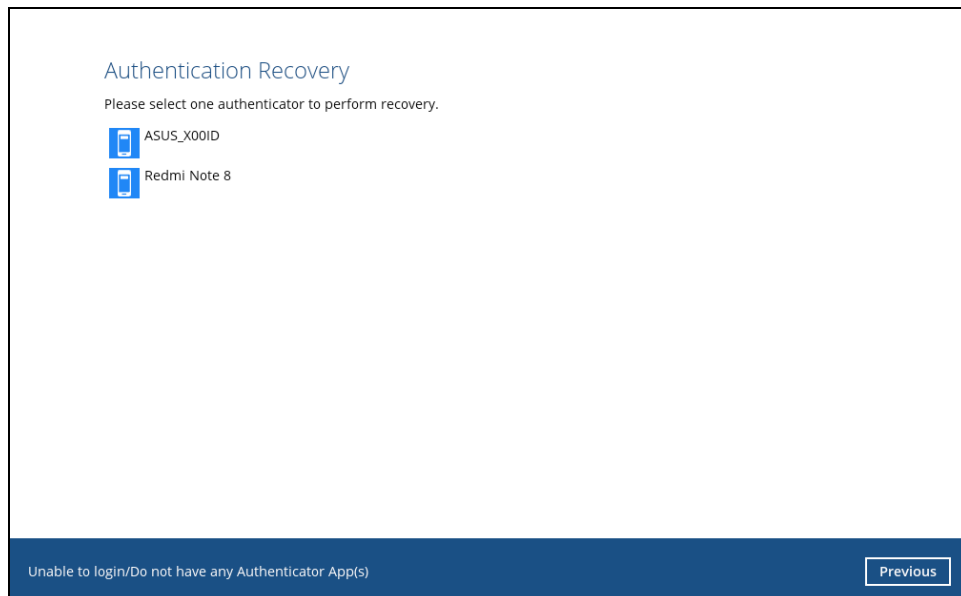


The mobile device is successfully registered for the CloudBacko Pro 2FA feature. Click **OK** to proceed.



- **Previous**

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

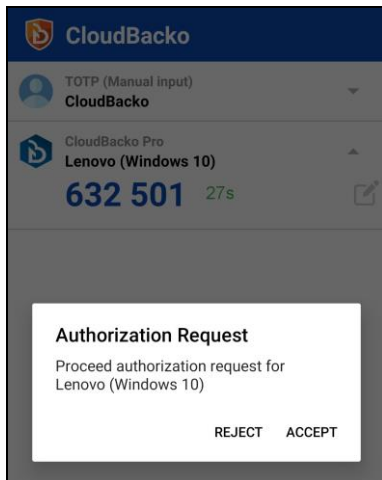




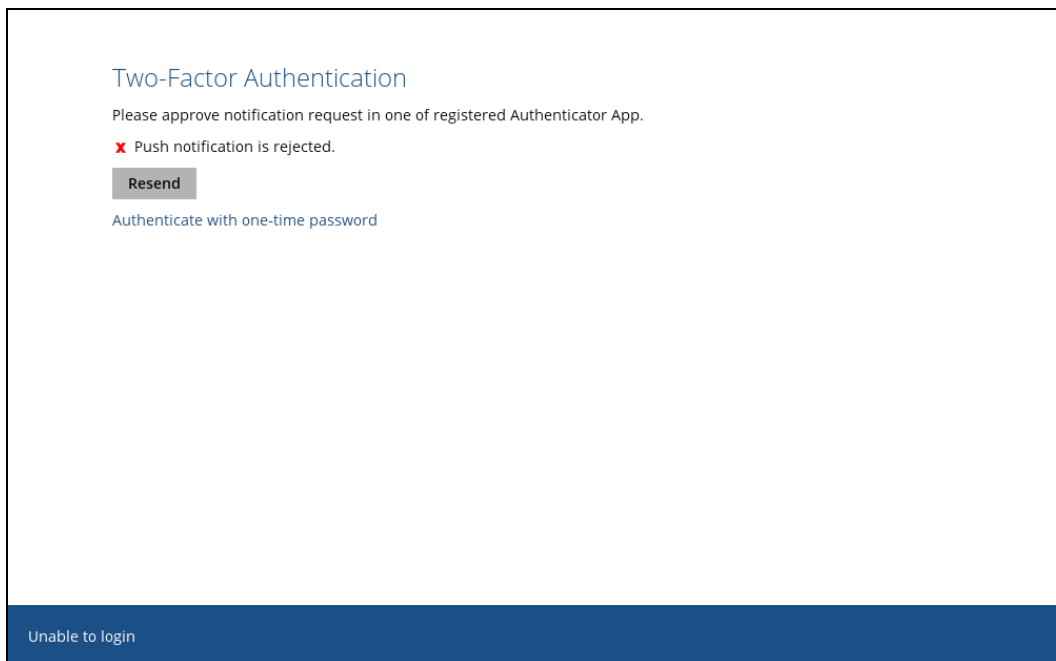


## Rejected notification request

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



You have two options:



- ⦿ Click **Resend** to receive another request in you CloudBacko app.
- ⦿ Click [Authenticate with one-time password.](#)

## One-time password generated not working

If you lost or unable to access your mobile device, click the [Unable to login](#), and refer to the previous discussion for instructions.

For Push Notification and TOTP

### Two-Factor Authentication

Please approve notification request in one of registered Authenticator App.

🔔; Waiting for response (00:04:01)

Alternatively, input the one-time passcode generated in your Authenticator App.

(00:00:28)

Unable to login

For TOTP only

### Two-Factor Authentication

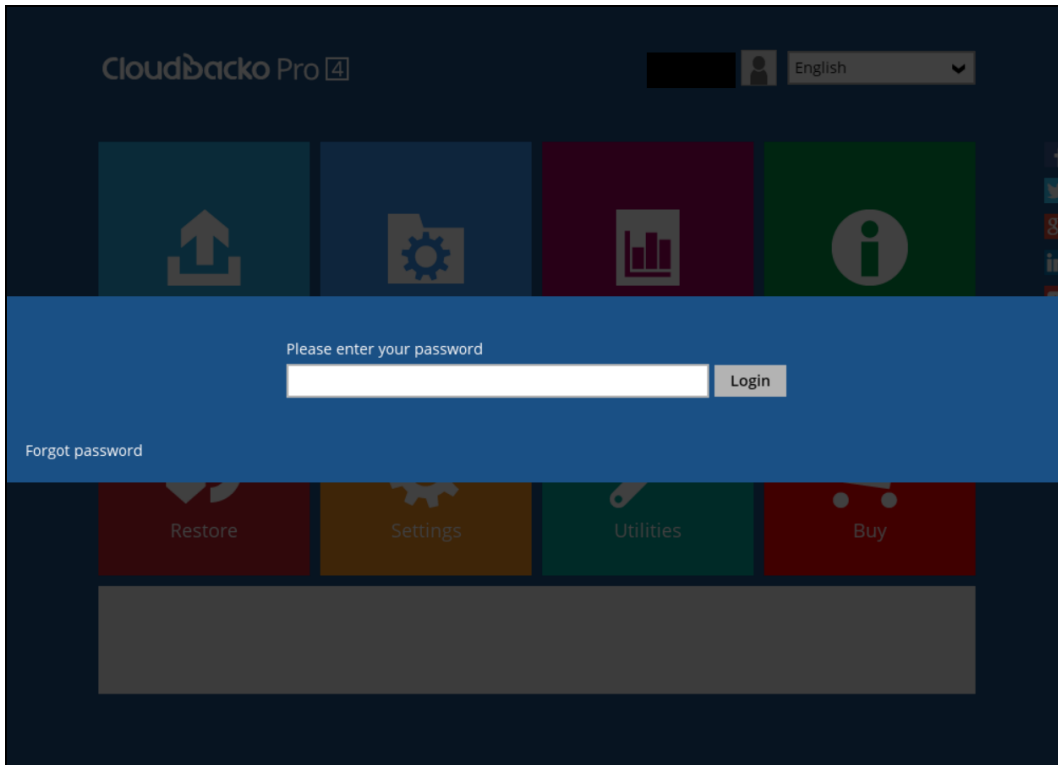
Enter one-time passcode generated from authenticator app

(00:00:24)

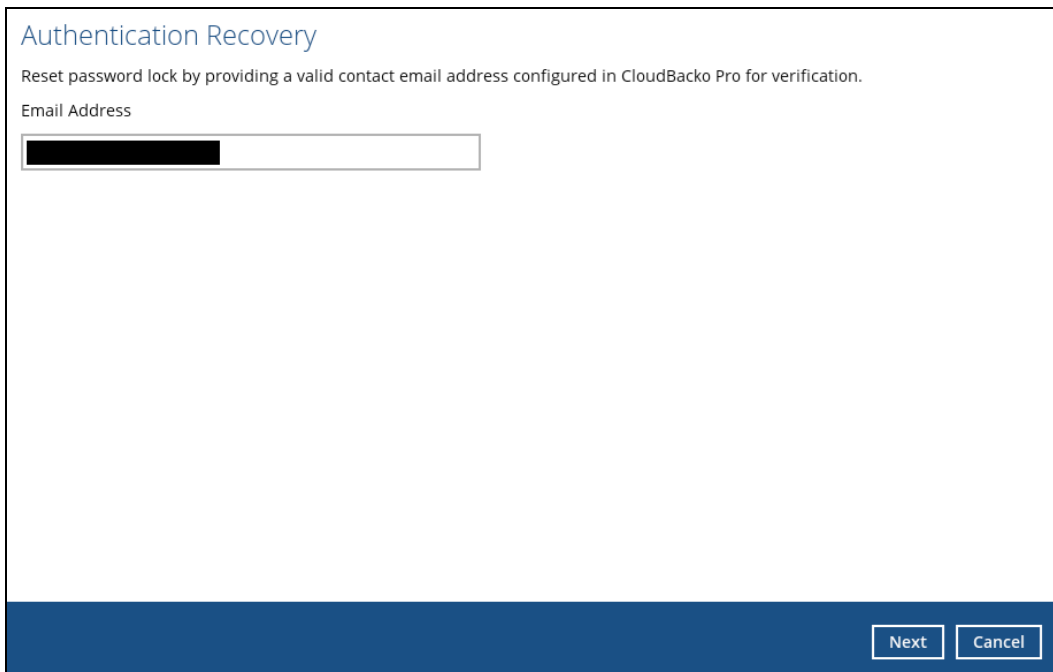
Unable to login

## Password Lock forgot password

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



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



This is a sample email with the verification code.

From: PNS <[REDACTED]>  
To: <[REDACTED]>  
Date: Wed, 4 Nov 2020 14:22:35 +0800 (HKT)  
Subject: Recover Password Lock for CloudBacko Pro

Dear [REDACTED],

Please enter the following verification code in CloudBacko Pro to continue the recovery process. The code will expire at 05/11/2020 14:22:34 CST.

YIVM-184135

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

**Authentication Recovery**

Verification code has been sent to "[REDACTED]"

Verification code

YIVM -  (23:13:59)

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

**Authentication Recovery**

Please enter a new password to reset your password lock.

New Password

Re-enter Password

Enter the password and click **Login**.

Please enter your password

[Forgot password](#)

## Appendix B: Restore File Explorer

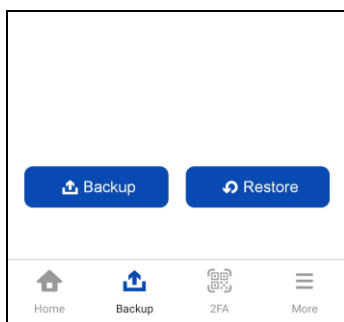
Follow the instructions below on how to select or deselect photos, videos, documents using the Restore File Explorer:

- ▶ [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:

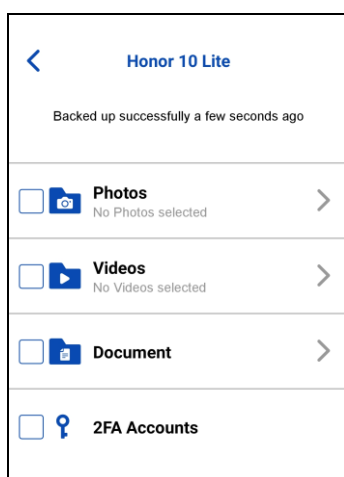
1. Go to **Backup** then tap **Restore**.



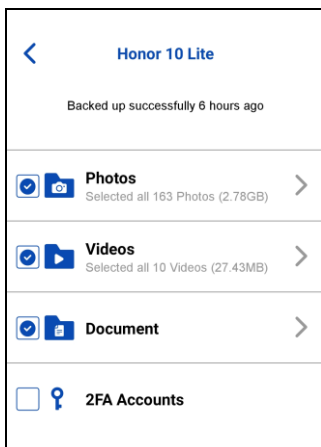
2. There are 2 ways to select all the photos, videos, and/or documents.

#### Option 1:

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

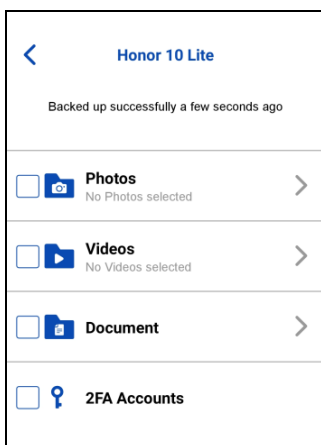


- ii. Blue checkbox will indicate that all photos, videos, or documents are selected for restore with corresponding total number of photos, videos, and documents and its total file size.

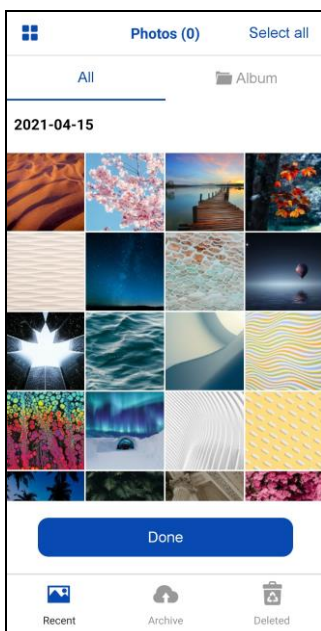


**Option 2:**

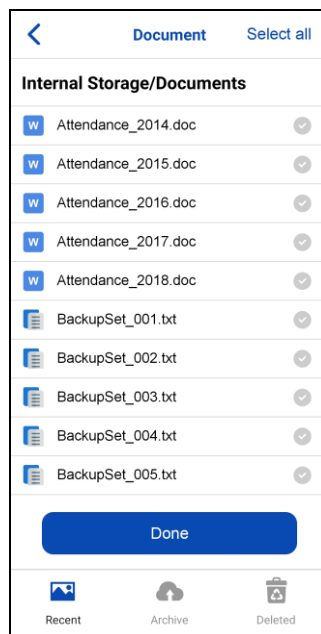
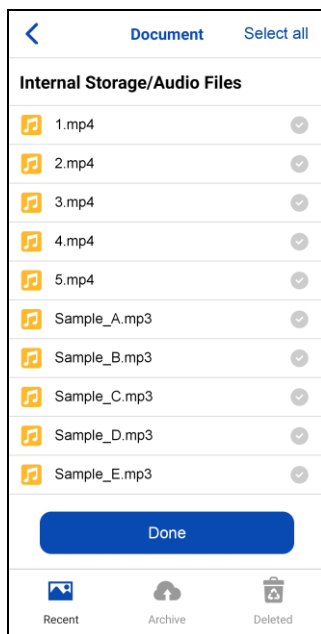
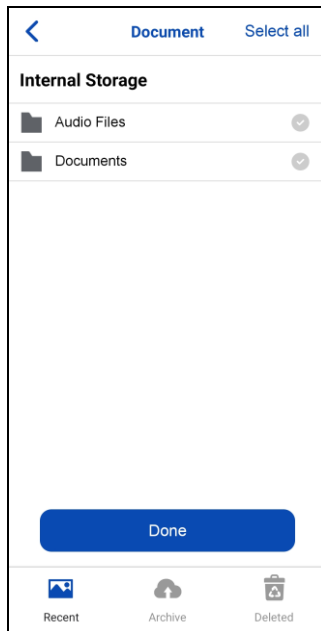
- i. Tap the **Photos, Videos, or Documents**.



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

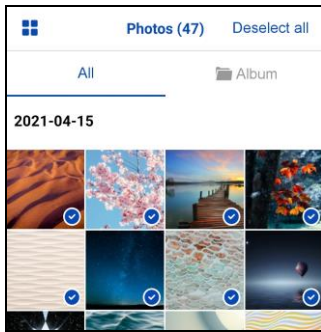


For documents, tap **Select all** or choose a folder then tap **Select all**.

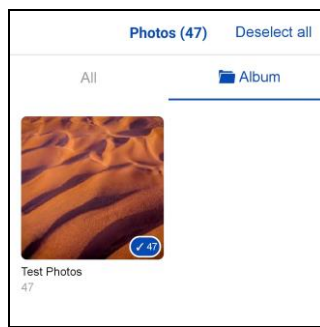
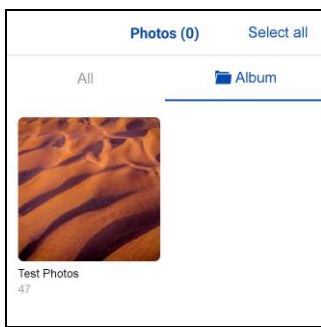


- iii. There will be a blue checkbox on each photos, videos, and/or document that will indicate that all are selected for restore then tap **Done**.

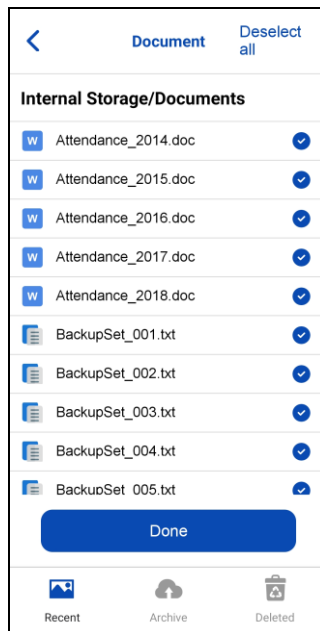
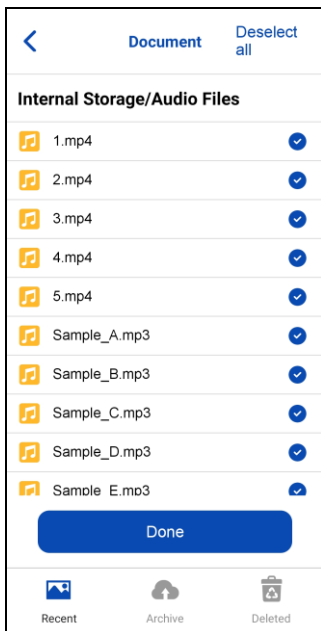
Example of an All view.



Example of an Album view.



Example of the Documents.

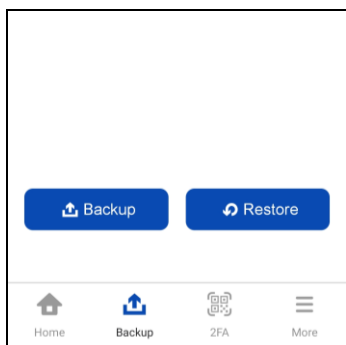




## Deselect all photos, videos, and/or documents

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

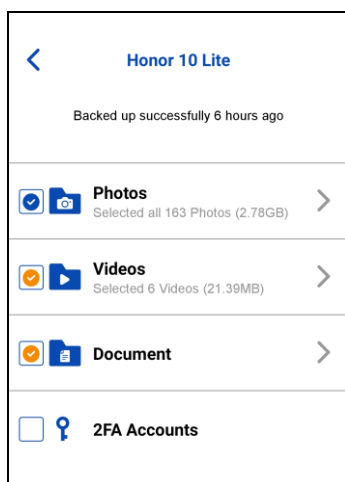
1. Go to **Backup** then tap **Restore**.



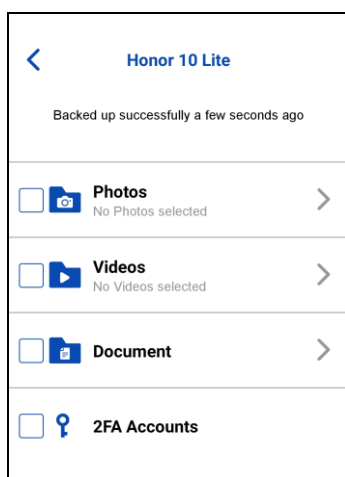
2. There are 2 ways to deselect all the photos, videos, and/or documents.

Option 1:

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

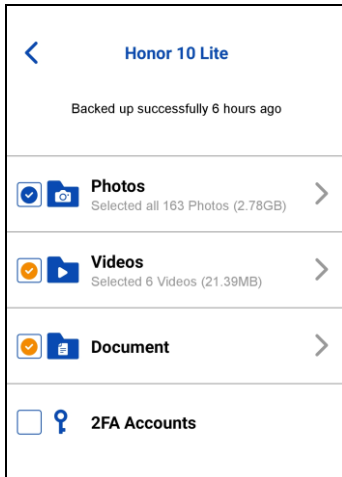


- ii. It will deselect all or the selected photos, videos, and/or documents for restore.



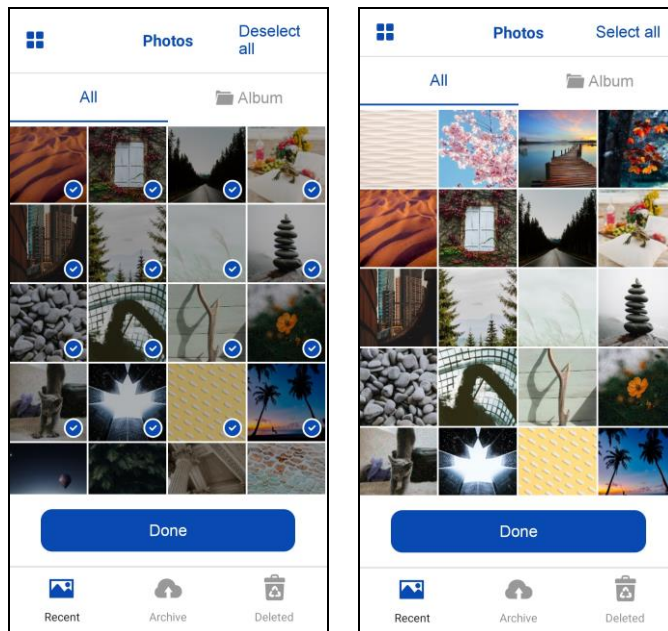
Option 2:

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

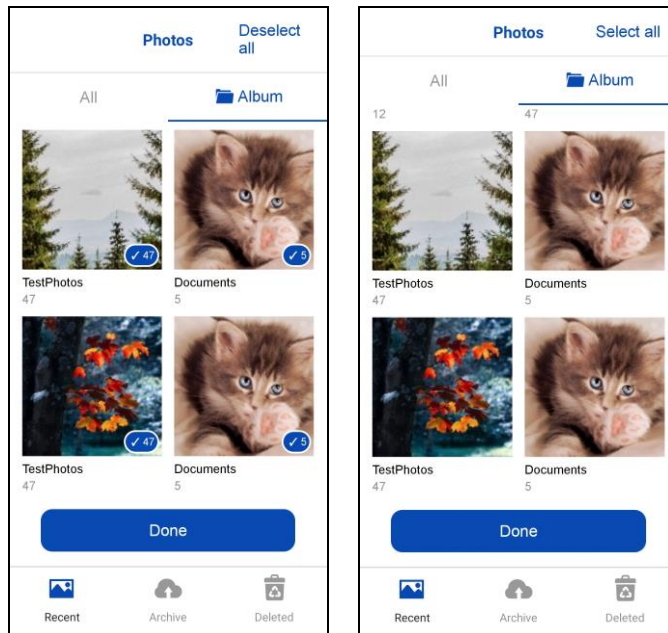


- ii. Choose from **All** or **Album** then tap **Deselect all** then tap **Done**.

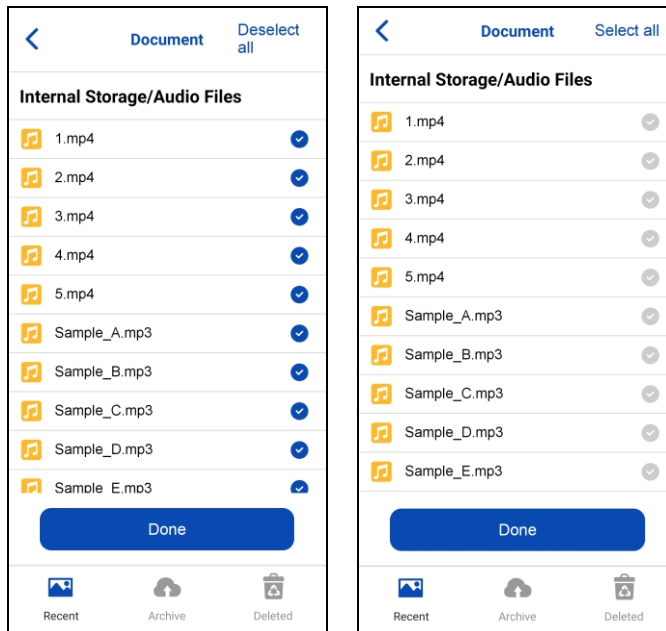
Example of an All view.



Example of an Album view.



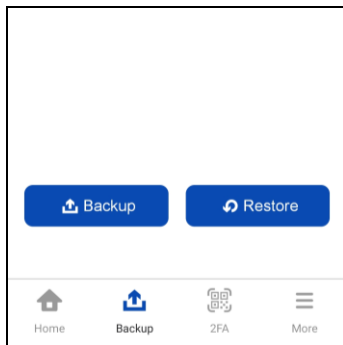
Example of the Documents.



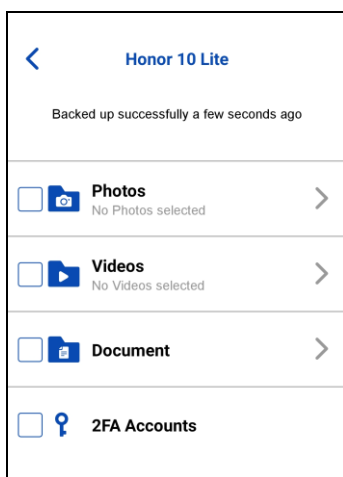
## Select a few photos, videos, and/or documents

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

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

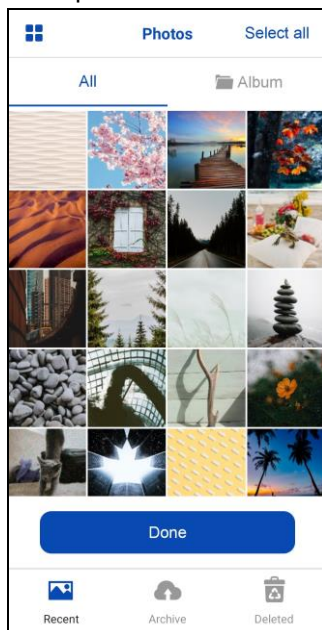


2. Tap the **Photos, Videos, or Documents**.

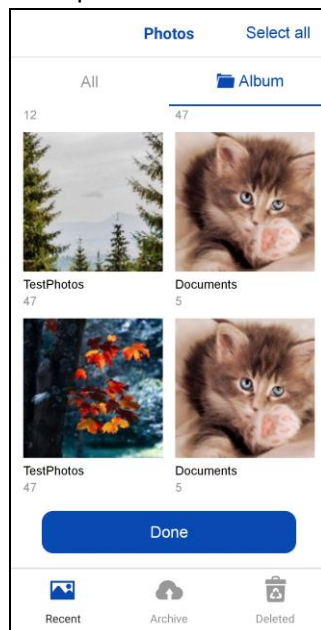


3. For photos and videos, choose from **All** or **Album**.

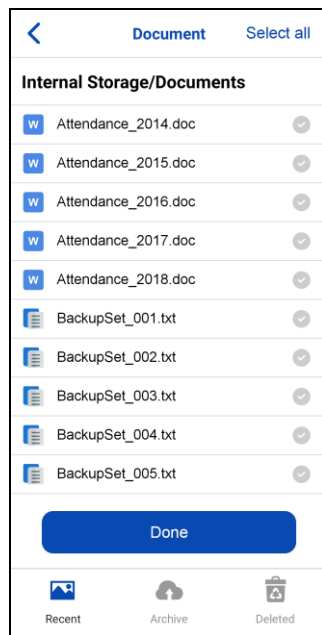
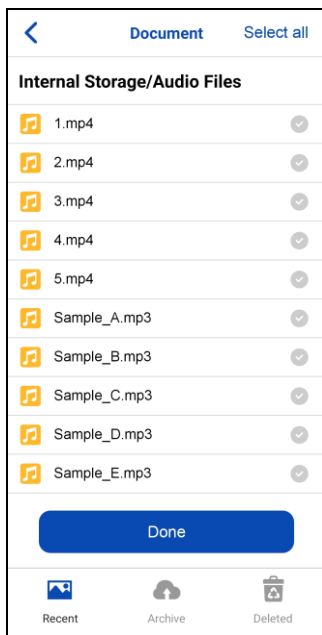
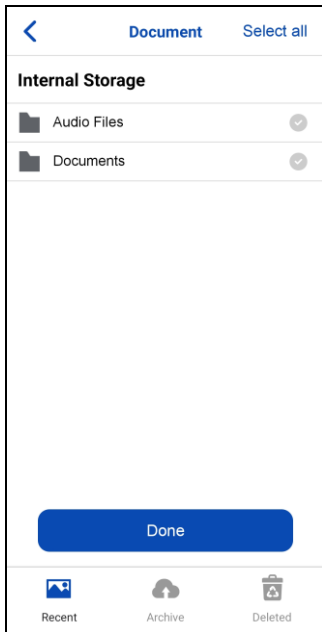
Example of an All view.



Example of an Album view.

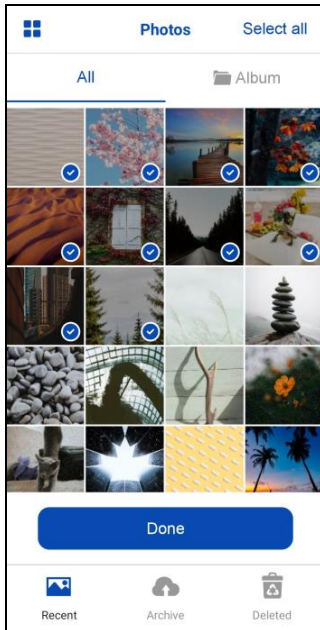


For documents, tap choose a folder.

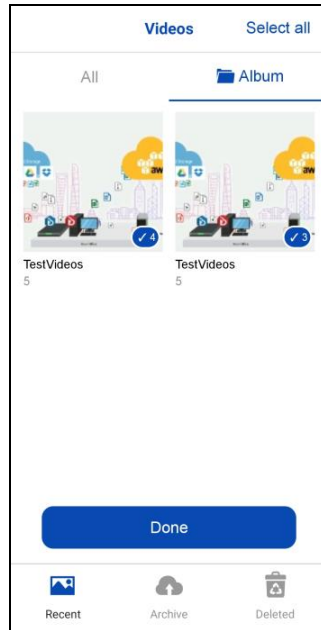


- Select a few photos, videos, and/or documents for restore then tap **Done**.

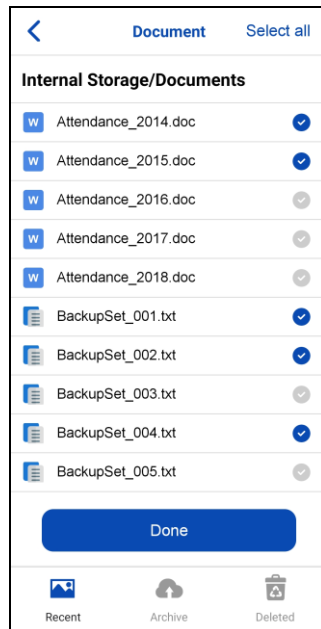
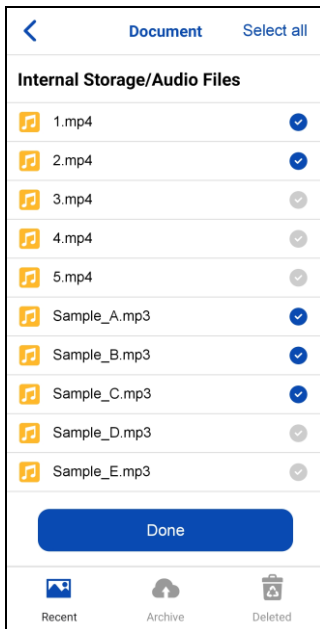
Example of an All view.



Example of an Album view.



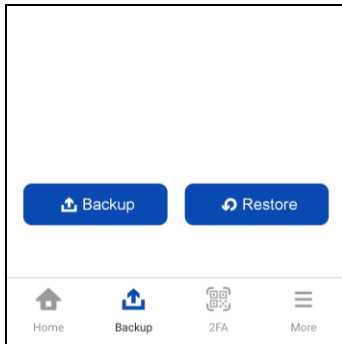
Example of the Documents.



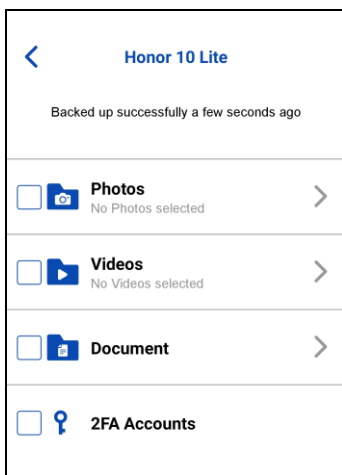
## Deselect a few photos, videos, and/or documents

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

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

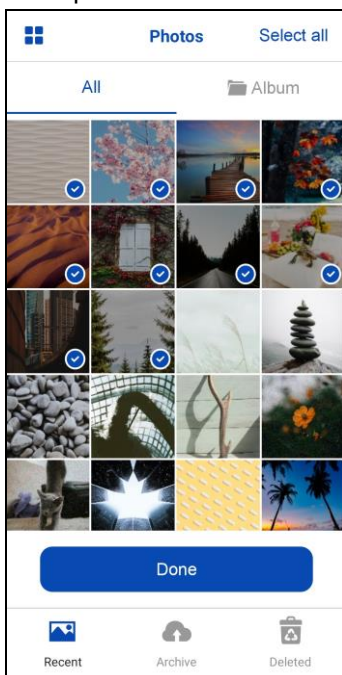


2. Tap the **Photos, Videos, or Documents**.

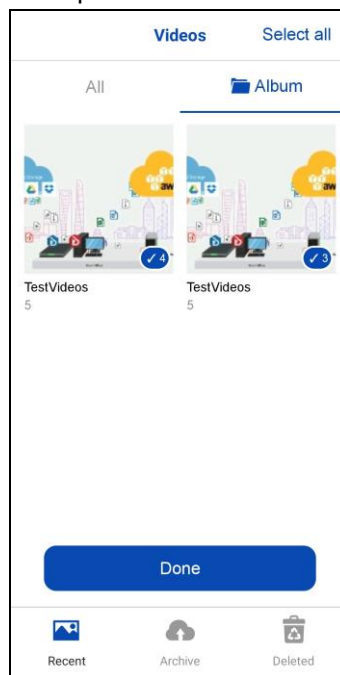


3. For photos and videos, choose from **All** or **Album**.

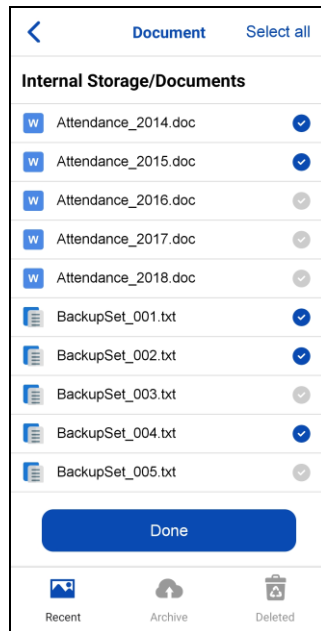
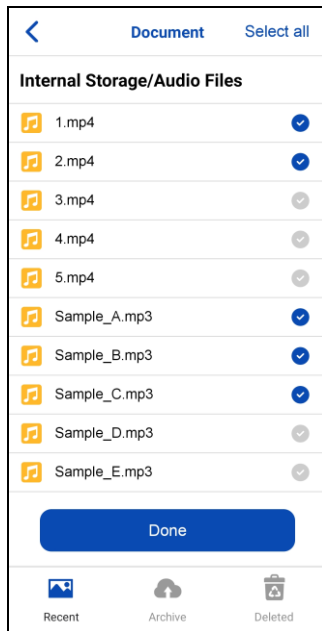
Example of an All view.



Example of an Album view.



For documents, tap choose a folder.

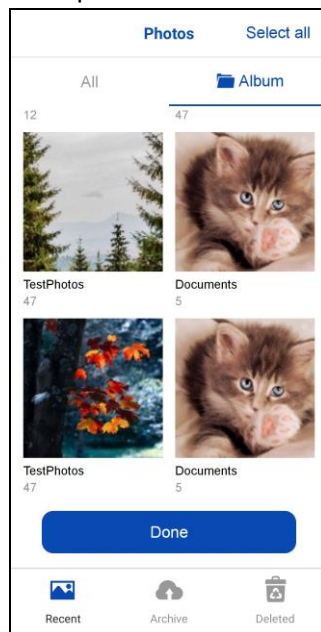


4. Deselect a few photos, videos, and/or documents for restore then tap **Done**.

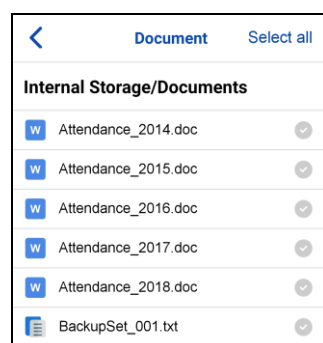
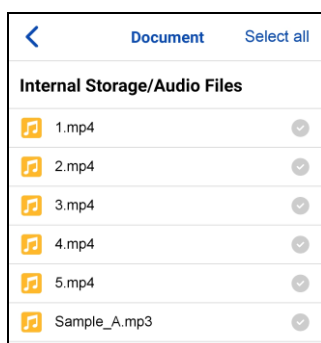
Example of an All view.



Example of an Album view.



Example of the Documents.

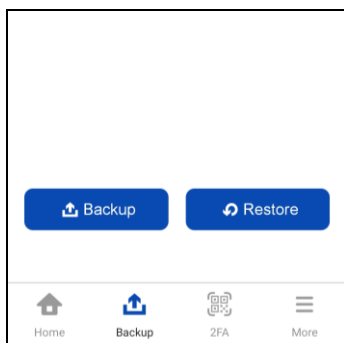




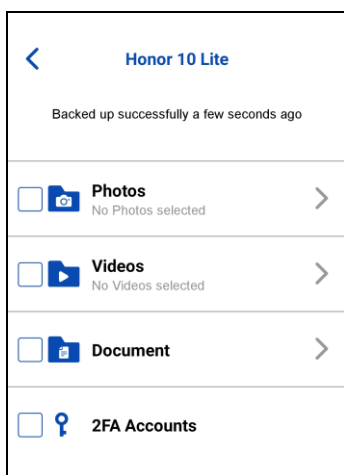
## View photos, videos, and/or documents, in Recent, Archive, or Delete tabs

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**.

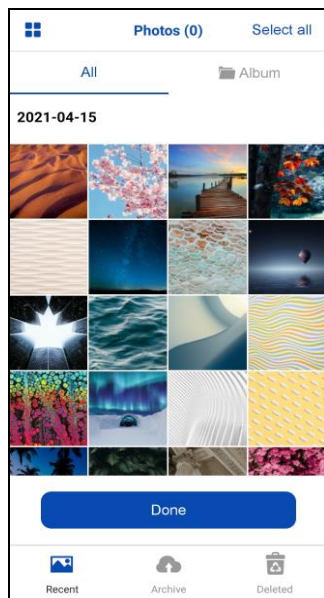


2. Tap the **Photos, Videos, or Documents**.

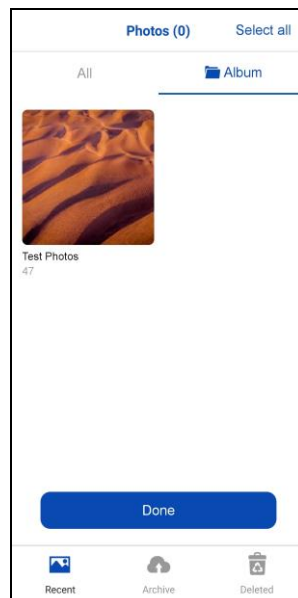


3. Select from the following tabs by tapping the, **Recent, Archive, or Delete**. The tabs are located on the lower part of the screen. It will view the photos, videos, and/or documents by All or Album.

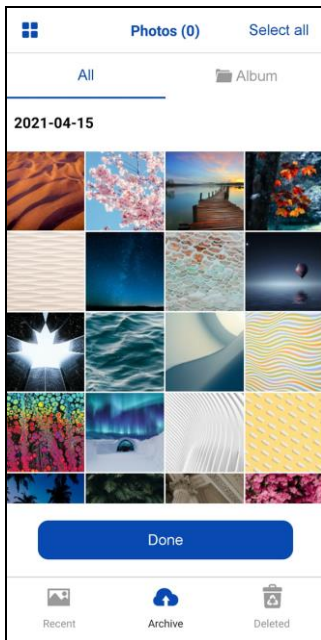
Example of Recent tab All view



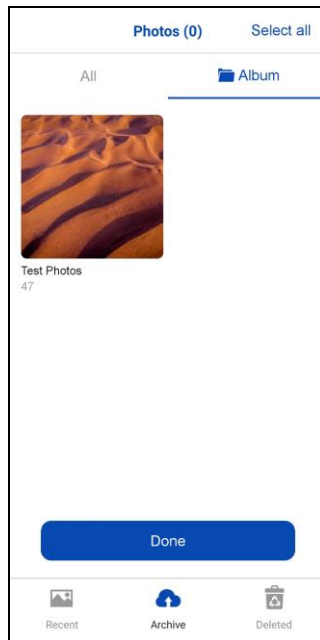
Example of Recent tab Album view



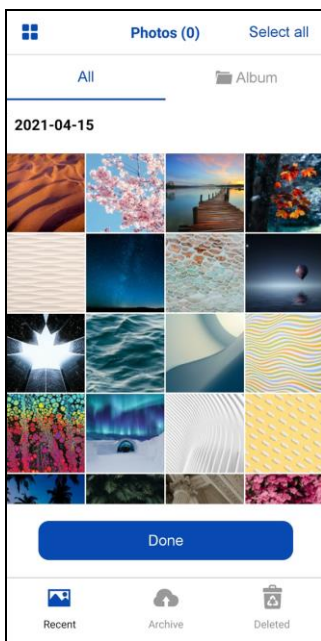
Example of Archive tab All view



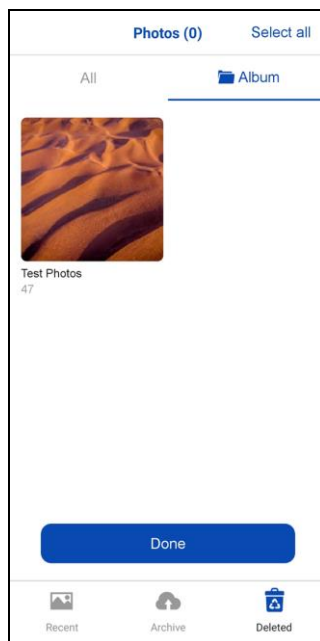
Example of Archive tab Album view



Example of Deleted tab All view



Example of Deleted tab Album view



Example of the Documents.

