

Ahsay Mobile

User Guide for Android and iOS

Ahsay Systems Corporation Limited

25 January 2022

A wholly owned subsidiary of Ahsay Backup Software Development Company Limited HKEx Stock Code: 8290

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Revision History

Date	Descriptions	Version
25 January 2022	 Ch 1.2 – updated diagram Ch 2.5 – updated Backup Client Settings screenshot Ch 6.4.4 – updated authorization request screenshot 	1.6.1

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1 Overview

1.1 What is this application?

Mobile Backup app and Two-Factor Authentication app for AhsayCBS/AhsayOBM/AhsayACB/AhsayOBR

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 Ahsay Mobile users with flexible access to critical business or personal data in the 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 AhsayCBS/AhsayOBM/AhsayACB, ensuring that only your registered mobile device(s) has the authority to grant permission to access AhsayCBS/AhsayOBM/AhsayACB/ AhsayOBR.

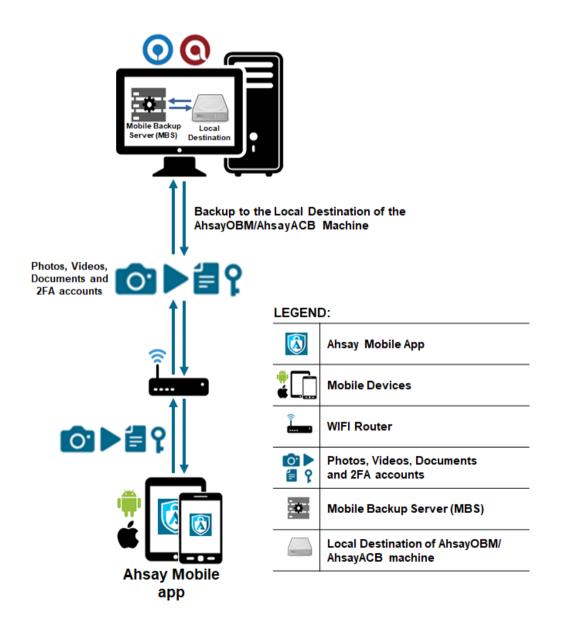
	Operating System (OS)		Features	
Product			Two-Factor Authentication (2FA)	Mobile Backup
AhsayCBS	FreeBSD		×	×
	Windows		 Image: A second s	~
	macOS	Ú	~	~
	Linux GUI	∆	~	~
O AhsayOBM	Linux CLI	▲	~	×
	FreeBSD	😈 FreeBSD	~	×
	NAS Synology	Synology	×	×
	NAS QNAP	QNAP	×	×
	Windows		~	~
(C) AhsayACB	macOS	Ú	~	~

AhsayOBR	Windows		 Image: A set of the set of the	×
	macOS	Ú	 Image: A set of the set of the	×
	Linux GUI		~	×

1.2 System Architecture

Below is the system architecture of Ahsay Mobile app illustrating the major elements involved in the backup and restore process among the backup machine AhsayOBM/AhsayACB.

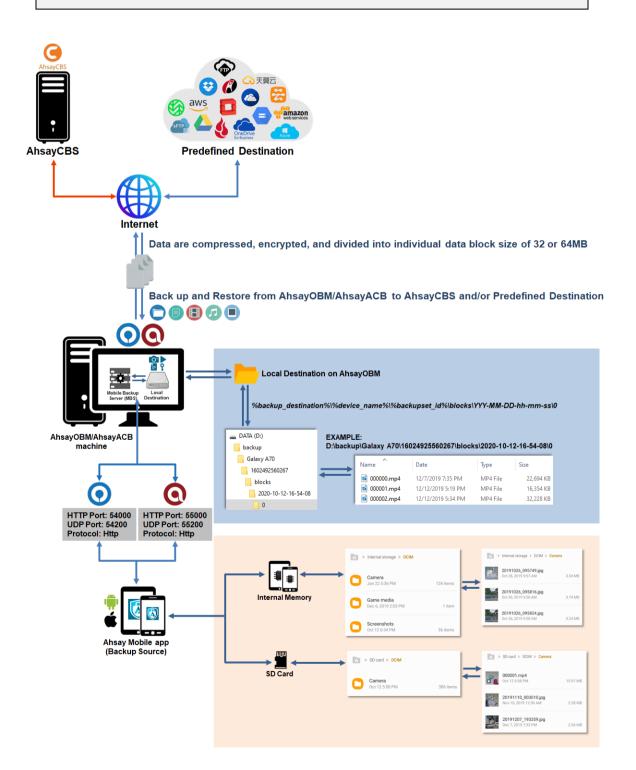
The Ahsay Mobile app is connected to the local network of the AhsayOBM/AhsayACB machine via a WIFI Router to backup and restore photos, videos, documents and 2FA accounts that are stored primarily in the local destination of the AhsayOBM/AhsayACB machine.



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 Ahsay Mobile app and will be backed up to the local destination of the AhsayOBM/AhsayACB machine, that can be a Hard Drive, Flash Drive, and/or Network Drive in their ORIGINAL format unencrypted. For Android, photos and videos will retain all EXIF. While for iOS, 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 AhsayOBM/AhsayACB machine that manages the backup and restore of the Ahsay Mobile app.

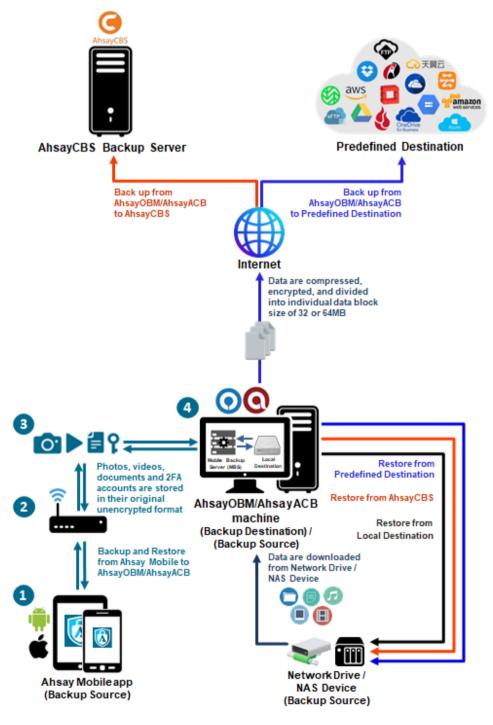


If storage of photos, videos, documents and 2FA accounts to AhsayCBS and Predefined Destination is required, then this can be done using AhsayOBM/AhsayACB to perform a secondary backup and restore of the photos, videos, documents and 2FA accounts on the local drive to AhsayCBS and Predefined Destination.

To backup and restore photos, videos, documents and 2FA accounts from Ahsay Mobile app to AhsayCBS and Predefined Destination is a two-step process.

1st : Backup photos, videos, documents and 2FA accounts from Ahsay Mobile app to AhsayOBM/AhsayACB.

2nd : Create a file backup set using AhsayOBM/AhsayACB, using the local backup destination as the backup source, and then backup this backup set to AhsayCBS and Predefined Destination.



1.3 Two-Factor Authentication

Two-factor authentication implemented on AhsayCBS/AhsayOBM/AhsayACB/AhsayOBR v9.0.0.0 or above, using the Ahsay Mobile app provides additional security for the user login process.

Ahsay Mobile supports two types of authentication method:

- Push Notification
- TOTP

Ahsay Mobile can be configured to support two 2FA modes:

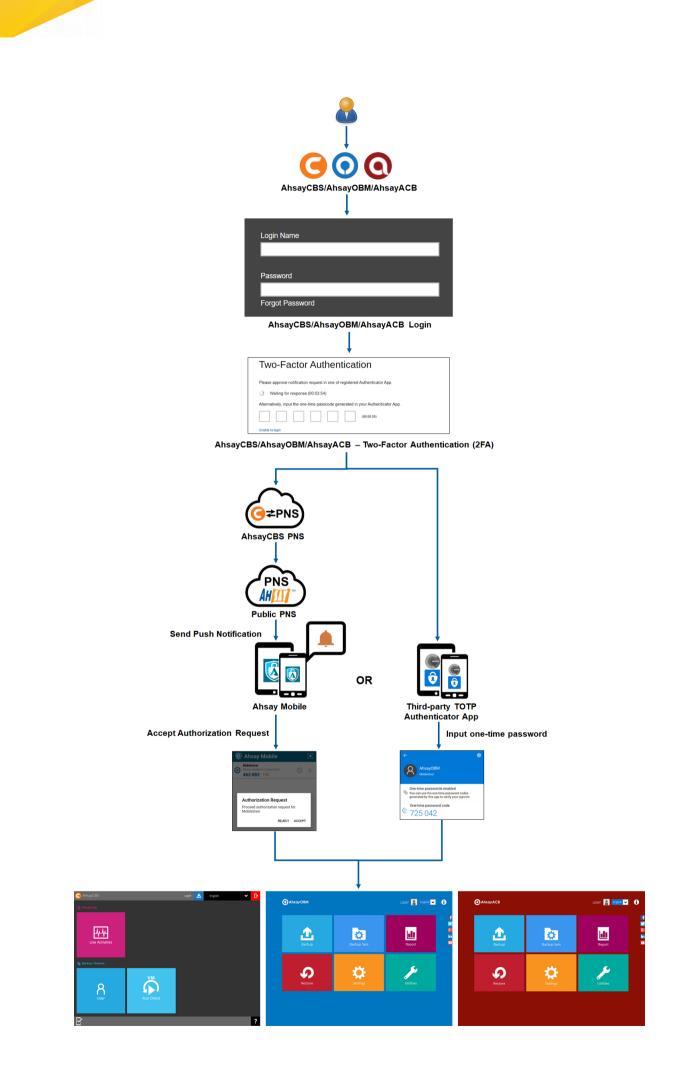
Push Notification and TOTP (default mode)

or

TOTP only

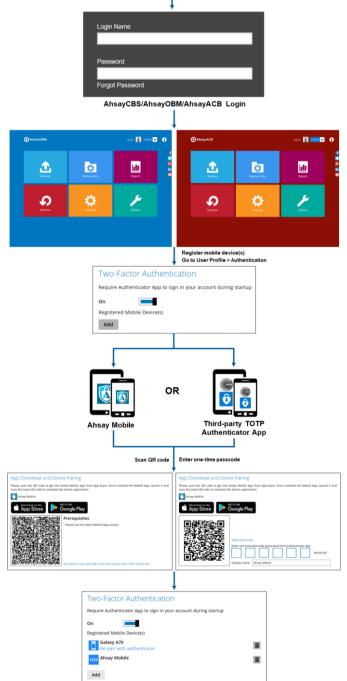
Upon initial login, you will have an option to setup your two-factor authentication feature. You may skip the setup and do it later. If you continue the setup of two-factor authentication, it will be automatically enabled for future Ahsay sign in process. If you like, you may register your AhsayOBM/AhsayACB user account with multiple mobile devices for two-factor authentication.

For logins with two-factor authentication enabled AhsayCBS/AhsayOBM/AhsayACB, the authentication method that will be available will depend on the authenticator app registered. If Ahsay Mobile is used as the authenticator app, then you will either accept the login request via push notification in the Ahsay Mobile app or enter the one-time password generated in the Ahsay Mobile app. If a third-party authenticator app is used, then you will enter the one-time password generated in the third-party authenticator app, such as Authy, Duo, Google Authenticator, Microsoft Authenticator, LastPass etc.



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





1.4 Mobile Backup

Below is a table showing the key features of the mobile backup:

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

2 Requirements for Ahsay Mobile app on Android/iOS

2.1 Software Requirement

Download and install the latest version of Ahsay Mobile 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 12.0.0 or above.

2.3 Network Connection

Ensure that Ahsay Mobile app is connected to the same local network as the AhsayOBM/AhsayACB machine. Failure to do so will prevent the Ahsay Mobile app from performing mobile backup/restore.

2.4 Two-Factor Authentication (2FA) Requirements

- Two-Factor Authentication must be enabled on AhsayOBM/AhsayACB user account.
- A supported mobile device with Ahsay Mobile app and/or a third-party authenticator apps must be installed.
- The Ahsay Mobile app or a third-party authenticator app must be registered with AhsayOBM/AhsayACB user account.
- AhsayOBM/AhsayACB must be connected to the AhsayCBS.
- 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 Ahsay Mobile app the mobile device must have an internet connection.
- Ensure to Allow Notification on the Ahsay Mobile app for your mobile devices.

2.5 Mobile Backup Requirements

Pre-requisites

• AhsayOBM/AhsayACB require **Mobile** Add on Module to support mobile backup.

Mobile Backup tab will be only shown on AhsayOBM/AhsayACB if the license module is enabled on the user account.

Example: This shows the **Mobile** add-on module is enabled for this AhsayOBM user account.

NOTE

Although the example screenshots below are for AhsayOBM. As the user interface for **Settings > Mobile Backup** is identical on AhsayACB, these instructions can also be applied to AhsayACB.

User Profile	General Backup Client Settings	Contact User Group	Authentication Mobile Backup
Backup Set	Settings of the client backup agent for th	s user.	
Settings			
Report	Backup Client		
Statistics	AhsayOBM User O AhsayACB L	ser	
Effective Policy	Add-on Modules		
	Microsoft Exchange Server	2	Microsoft SQL Server
	MySQL Database Server		Oracle Database Server
	🖌 🔽 Lotus Domino	Lotus.	Lotus Notes
	Uindows System Backup		Windows System State Backup
	□ Ø VMware Guest VM ∨ 0	4 5	Hyper-V Guest VM V 0
	Microsoft Exchange Mailbox (ShadowProtect System Backup
	NAS - QNAP	Syn	NAS - Synology
	Mobile (max. 10)	o D	Continuous Data Protection
	Volume Shadow Copy		In-File DeltaOnly apply to v8 or before
	🔲 奋 OpenDirect / Granular Restore	0	Office 365 Backup
	MariaDB Database Server	✓ [*]	Deduplication

Therefore, on the AhsayOBM, the **Mobile Backup** module is available.

Settings	Proxy (HTTP) Use proxy to access the Internet
Proxy	Off
Windows Event Log	
Mobile Backup	
	Save Cancel Help

 Backup and/or restore can be performed only if the mobile device is connected to the same local network as the AhsayOBM/AhsayACB 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:
 - AhsayOBM: TCP Port: 54000 to 54099, UDP Port: 54200 to 54299, Protocol: HTTP
 - AhsayACB: TCP Port: 55000 to 55299, UDP Port: 55200 to 55299, Protocol: HTTP

These are the default ports:

- AhsayOBM: TCP Port: 54000, UDP Port: 54200
- AhsayACB: TCP Port: 55000, UDP Port: 55200

Actual TCP and UDP port can be seen on the AhsayOBM/AhsayACB when pairing a mobile device for mobile backup.

Mobile Backup Feature Setup Wizard Please scan the QR code to register your mobile device with your backup account for following feature:				
Mobile Backup	Please make sure below 2 ports are not blocked by any Firewall settings before pairing your mobile device for backup TCP Port: 54000 UDP Port: 54200			

• Backup while charging Requirement

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

Permission Requirement

For the Ahsay Mobile 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

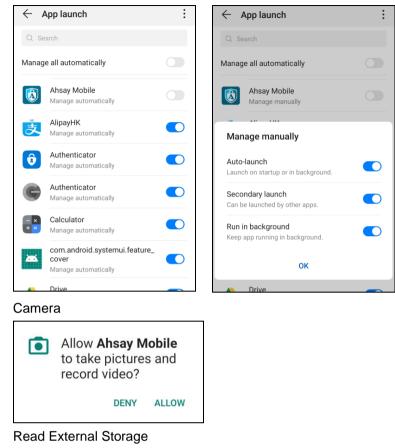
Auto-Launch and Run in Background

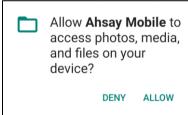
NOTE Auto-Launch and Run-in Background settings may vary from Android version and brand.

This is a sample setting from a Huawei device.

App Launch	
Please set the app to "Manage Manually" and make sure to have the following enabled: -Auto-Launch -Run in Background	
GO TO SETTINGS CLOSE	







Write External Storage

iOS

٠

٠

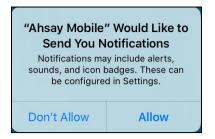
Camera



- 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%.

2.6 Limitations

Mobile Backup

For Android Device

- Backup of documents 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 Device

- Backup of photos and videos synchronized from iTunes are not supported due to iOS limitation.
- EXIF (Exchangeable Image File Format) meta data of photo and video files are not retained after restore, except last modified data and time.
- Due to limitation, the removed items from Free up space will remain in "Recently Deleted" folder for up to 40 days. It is highly recommended to manually clear the folder to release storage space.
- Backup of document is not supported.

For both Android and iOS Devices

- Mobile Backup is not supported on AhsayCBS.
- Maximum number of mobile devices that can be paired with AhsayOBM/AhsayACB user account for mobile backup is 10.
- Backup of photos, videos and documents are only supported if they can be opened by the mobile device's built-in application.
- The timestamp of photo and video files are not retained after restore.
- 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 the Ahsay Mobile app

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

Download and Install

Download and install the Ahsay Mobile app

on your mobile device

Launch the App

Launch the Ahsay Mobile app

Add Device for Mobile Backup or 2FA

Add device to backup and restore photos, videos, documents and 2FA accounts

Run Backup Jobs

Run the backup job to backup photos and videos

Restore Data

Restore backed up photos and videos to your mobile device

4 Download and Install the Ahsay Mobile App

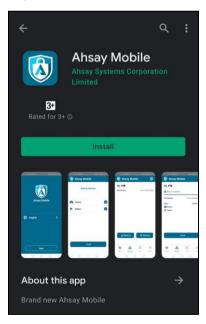
The latest version of the Ahsay Mobile app is available at the Android Play Store / iOS App Store.

4.1 Android – Play Store

1. Search for Ahsay Mobile app.



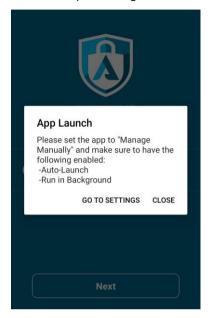
2. Tap **Install** to start the installation. Ahsay Mobile app is successfully installed.



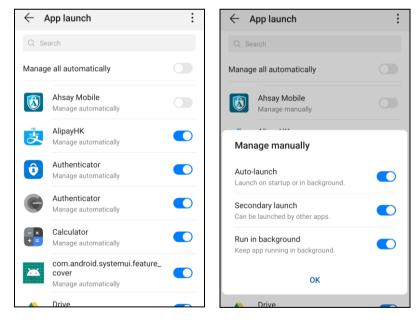
3. Optional: Tap the Ahsay Mobile app. Pop-up message will be displayed for the App Launch. Make sure to enable the following: Auto-Launch and Run in Background.

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

This a sample setting from an Android device.

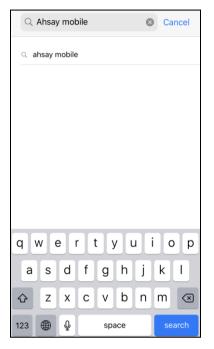


Go to **Settings** > **App Launch** > **Ahsay Mobile** app. Manage the app manually by enabling the Auto-Launch and Run in Background.

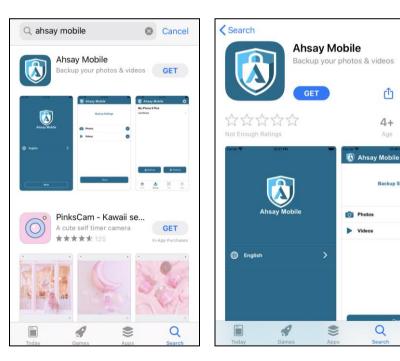


4.2 iOS – App Store

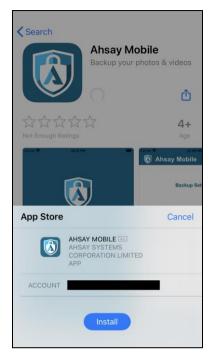
1. Search for Ahsay Mobile.



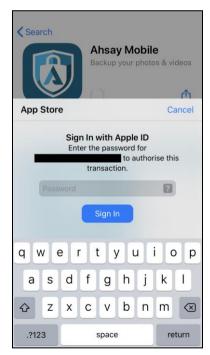
2. Tap Get.



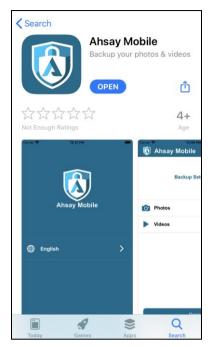
3. Tap **Install** to start the installation.



4. Input 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. Ahsay Mobile app is successfully installed.



5 Start the Ahsay Mobile App

1. Tap on the Ahsay Mobile icon to launch the app.

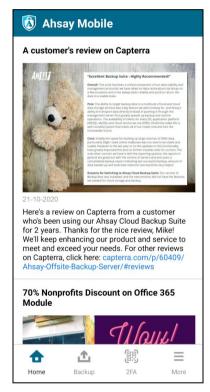


2. The following screen will be displayed.

For initial launch this will be the screen displayed:

Ahsay Mobile	
🜐 English	>
Not	
Next	

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



6 Ahsay Mobile App Overview

🚯 Ahsay Mobile

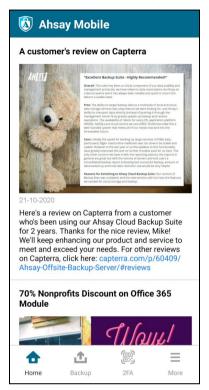


Ahsay Mobile app has four (4) major features:

- Home displays Ahsay related news
- Backup Backup and Restore
- <u>2FA</u> Two-Factor Authentication
- More Settings and Help

6.1 Home

Displays the latest Ahsay news.



6.2 Backup – Backup and Restore

After successful registration of the mobile device with AhsayOBM/AhsayACB local machine. Allows the user to backup and restore photos, videos, documents and 2FA accounts to the AhsayOBM/AhsayACB local machine.

🚯 Ah	say Mobile	e	
	You have no the mobile func	e backup	
	Activate and	start backup	
•	£) .:.)	Ξ
Home	Backup	2FA	More



6.2.1 Edit Connection Setting

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

1. Tap the Edit connect setting link.

🔕 Ahsay Mobile			
Una	J		
Try again			
Connect to new backup client application			
•	ı	() ()	\equiv
Home	Backup	2FA	More

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

This will automatically connect to the backup client machine.

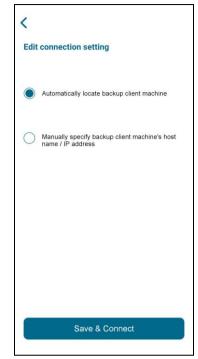
• Manually specify backup client machine's host name / IP address You can manually set the host name or IP address of the backup client machine.

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



Automatically locate backup client machine

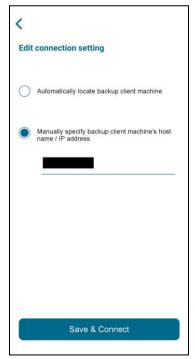
i. Select the Automatically locate backup client machine then tap Save & Connect.



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

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

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



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

Cancel

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

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

<
Edit connection setting
Automatically locate backup client machine
Manually specify backup client machine's host name / IP address
&115 Connection failed. Make sure you have entered the correct host name / IP address
Save & Connect

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

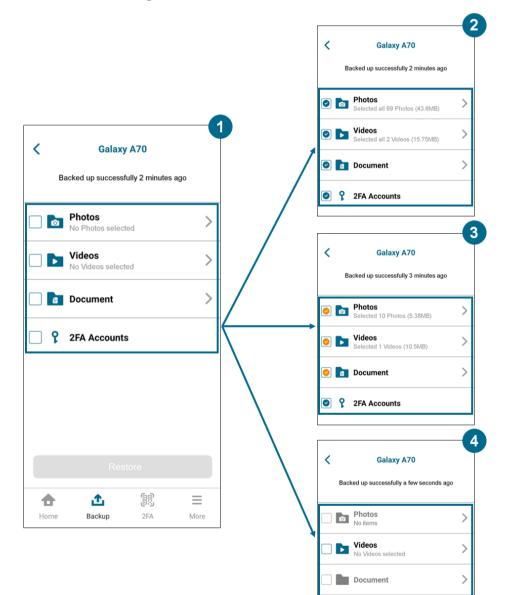
M Ahs	ay Mobile	e	\$
Redmi N	ote 8		
Last Backup			
1	łackup	P Re	istore
1 E	łackup	P Re	store
	łackup	P Re	store

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

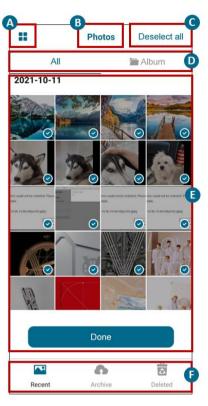
6.2.2.1 Restore Main Page



? 2FA Accounts

	Restore main page	Description	
1	Galaxy A70 Backed up successfully 2 minutes ago Backed up successfully 2 minutes ago Photos No Photos selected No Videos selected No Videos selected Document Y ZFA Accounts	In this example there are <u>no selected photos, videos,</u> <u>document and/or 2FA accounts</u> for restore yet.	
2	Calaxy A70 Backed up successfully 2 minutes ago Image: Selected all 69 Photos (43.6MB) Image: Selected all 2 Videos (15.75MB) Image: Selected all 2 Videos (15.75MB)	In this example document and 2FA accounts are selected and <u>all 69 photos with total size of 43.6MB and 2 videos</u> with total size of 15.75MB are selected for restore. Blue checkbox indicates all photos and/or videos are selected. Photos Selected all 69 Photos (43.6MB) > Videos Selected all 2 Videos (15.75MB) > Document > 2FA Accounts	
3	Galaxy A70 Backed up successfully 3 minutes ago Image: Selected 10 Photos (5.38MB) Selected 10 Photos (5.38MB) Image: Selected 1 Videos (10.5MB)	In this example document and 2FA accounts are selected and <u>only 10 photos with total size of 5.38MB and 1 video</u> with total size of 10.5MB are selected for restore. Orange checkbox indicates selected photos and/or videos. Photos Selected 10 Photos (5.38MB) Videos Selected 1 Videos (10.5MB) Document 2FA Accounts	
4	Galaxy A70 Backed up successfully a few seconds ago Photos No items No items Videos No Videos selected Document Y 2FA Accounts	In this example Videos and 2FA accounts are not selected and there are <u>No items</u> in Photos and Document folders. This means that there are no backed up photos and document to restore. Gray folder icon indicates no item in the folder. Photos No terms Videos No Videos selected Document Y 2FA Accounts	

6.2.2.2 Restore File Explorer



• A – Enlarge View Toggle

Enlarge View Toggle – Enabled	Enlarge View Toggle – Disabled
If enlarge view is disabled then there will be 4 images per row.	If enlarge view is enabled then the images will be enlarged and there will be only 2 images per row.
Image: A starting of the starti	

• B – Type of file

This shows the type of file selected for restore.



• C – Select all / Deselect all

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

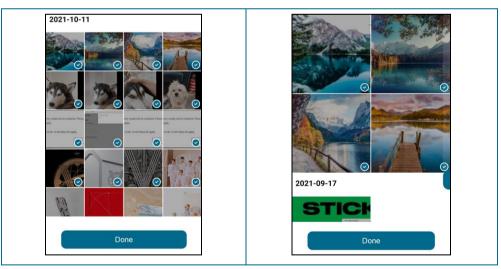
D – Type of view

All View	Album View	
In All View the photos and/or videos are grouped by date.	In Album View the photos and/or videos are grouped per album.	While for document, there is only one view type, it is grouped by folder.
All	Album	Internal Storage Music Samsung

• 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

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

6.3 2FA – Two-Factor Authentication

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

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

🚯 Ahs	ay Mobile	9	
Laun local F -> Au	have not ccc account ch your Ahsis C or Mac, g uthentication factor auther backup a	nt yet. ay applicatic o to User Se to configure ntication for	on on ettings e the
Scan QR code in your application			
♠	۰	60) 03)	Ξ
Home	Backup	2FA	More

6.3.1 Add an account

To add an account, follow the instructions below using:

- Push Notification and TOTP or
- TOTP Only

NOTE

Although the example screenshots below are for AhsayOBM. As the user interface for **Settings > Authentication** is identical on AhsayACB, these instructions can also be applied to AhsayACB.

Push Notification and TOTP

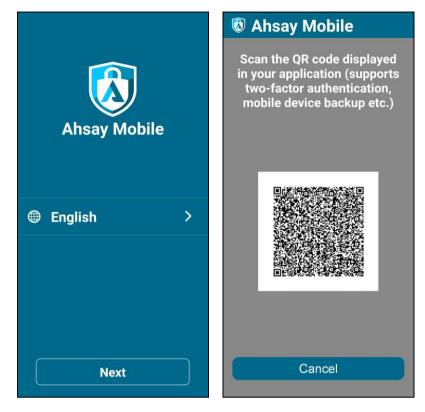
1. Open the AhsayOBM/AhsayACB and go to Profile > Authentication. Click Add.

Profile	Password
General Contacts	Change Password
Time Zone	Two-Factor Authentication
Encryption Recovery	Require Authenticator App to sign in your account during startup
Authentication	On Registered Mobile Device(s)
	Add Last Successful Login Time: 09/02/2021 16:46 (CST) IP address: 172.16.99.34 Browser / App: OBM Mobile Device: A32
	Save Cancel Help

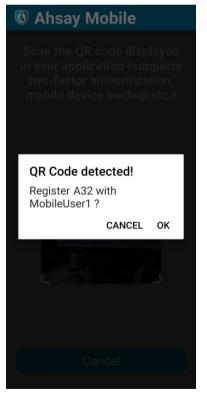
2. Download the Ahsay Mobile app from Google Play for an Android device and from App Store for an iOS device. Next scan the QR code to complete the device registration for two-factor authentication (Push notification and TOTP) feature.

App Download and Dev	vice Pairing
Please scan the QR code to get the scan the same QR code to complete	below Mobile App from App Store. Once installed the Mobile App, launch it and the device registration.
Ahsay Mobile	
Download on the App Store	Geogle Play
	Prerequisites
	- Please use the latest Mobile App version
	Not able to scan QR code? Click here to pair with TOTP secret key
	Can

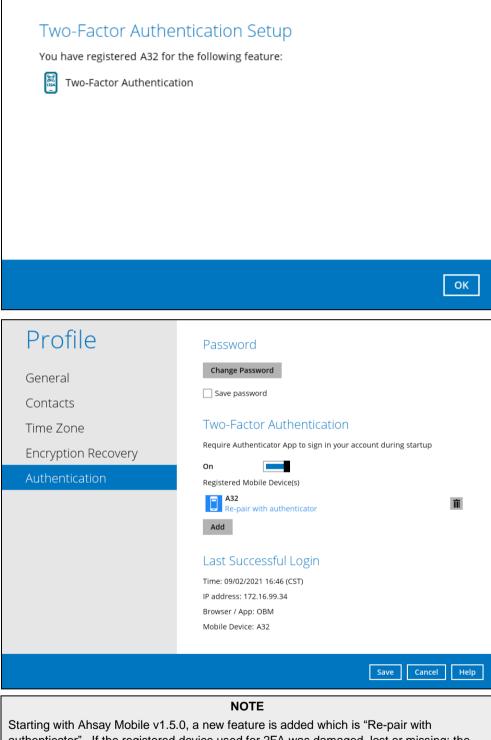
3. In the Ahsay Mobile app, tap Next.to scan the QR Code on AhsayOBM/AhsayACB.



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



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



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 Ahsay Mobile to enable log in using push notification and disable the one in the original device.

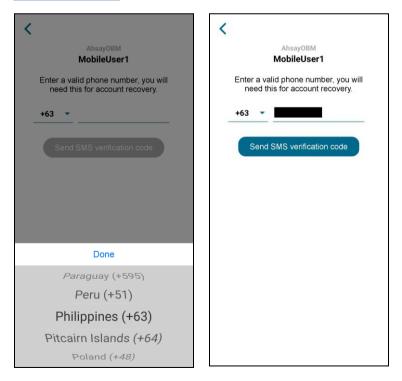
6. In the Ahsay Mobile app, go to 2FA then enter the phone number for account recovery. Tap Enter recovery phone number.

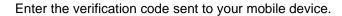
NOTE

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 AhsayOBM/AhsayACB if you lose your mobile device which also means loss of access to backup data.

🚯 Ahsay Mobile	🚯 Ahsay Mobile
AhsayOBM MobileUser1	AhsayOBM MobileUser1 005 730 28s Enter recovery phone number
E Reorder Add	Reorder Add Image: Second s

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



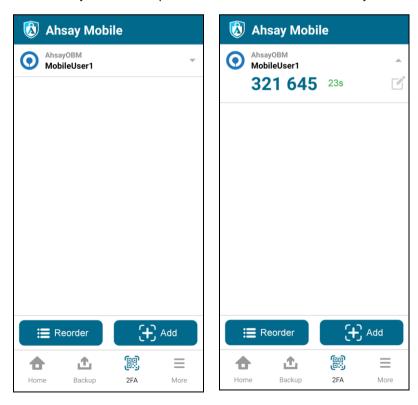


<	<
AhsayOBM MobileUser1	AhsayOBM MobileUser1
Enter a valid phone number, you will need this for account recovery.	Enter a valid phone number, you will need this for account recovery.
+63 🔻	+63 🔻
Resend in 99s	Resend in 95s
Verification code	Verification successful
MSID - 641763 (04:39)	ок

Sample verification code.

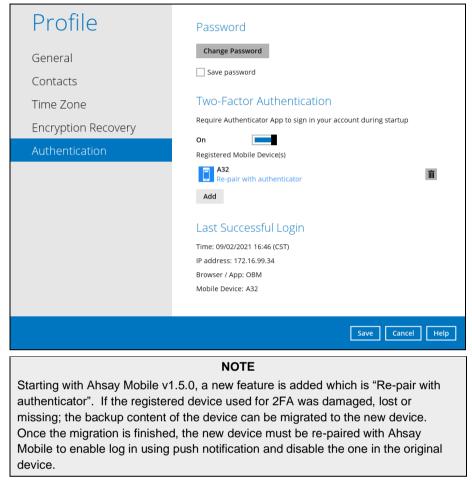
Verification Code: MSID-641763

Successfully verified the phone number for account recovery.

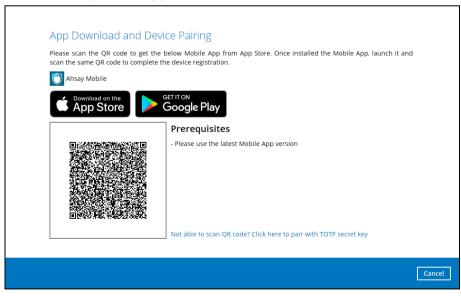


TOTP Only

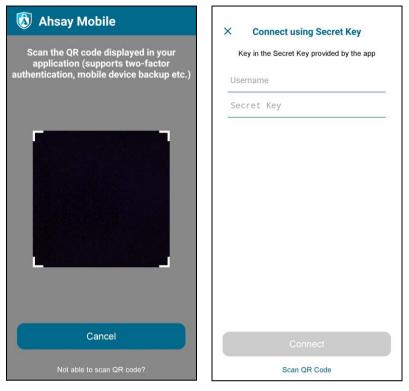
1. Open the AhsayOBM/AhsayACB and go to Profile > Authentication. Click Add.



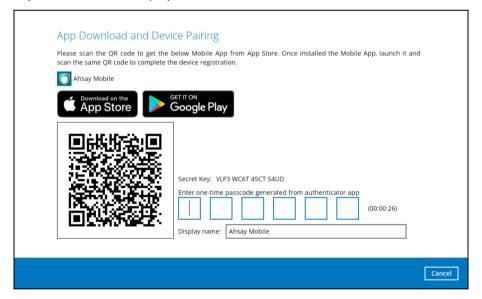
 Download the Ahsay Mobile app from Google Play for an Android device and from App Store for an iOS device. Next click Not able to scan QR code? Click here to pair with TOTP secret key link to complete the device registration for two-factor authentication (TOTP only) feature.



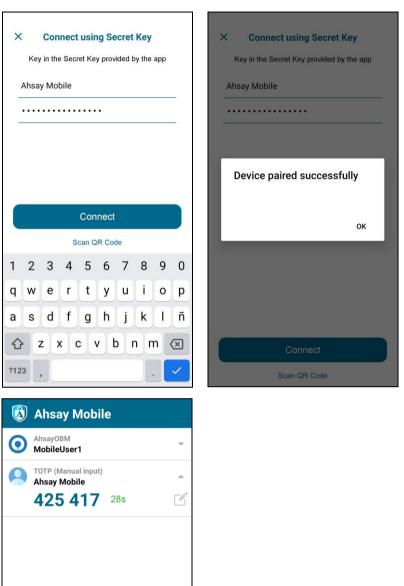
3. In the Ahsay Mobile app, go to **2FA**. Tap the Not able to scan QR code? link.



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



4. Enter the Username and Secret Key from AhsayOBM/AhsayACB then tap Connect.



(+) Add

 \equiv

More

麗

2FA

E Reorder

Δ

Backup

Home

Enter the one-time passcode from the Ahsay Mobile app.

App Download and Devi Please scan the QR code to get the scan the same QR code to complete th	below Mobile App from App Store. Once installed the Mobile App, launch it and
	Google Play
	Secret Key: VLP3 WC6T 45CT 54UD Enter one-time passcode generated from authenticator app 4 2 5 4 1 7 (00:00:25) Display name: Ahsay Mobile
	Cance

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

Two-Factor Authenticatio	
Profile General Contacts Time Zone Encryption Recovery Authentication	Password Image Passw
	Save Cancel Help

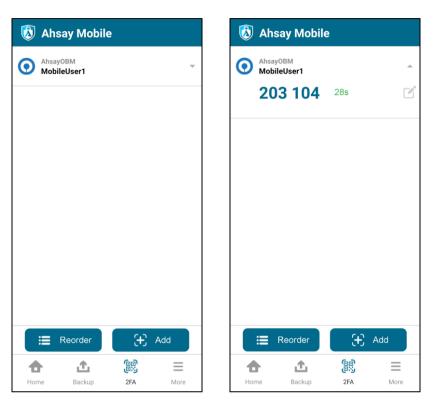
www.ahsay.com

Γ

6.3.2 Edit an account

Allows the updating or removal of the account profile. To edit an account, follow the instructions below:

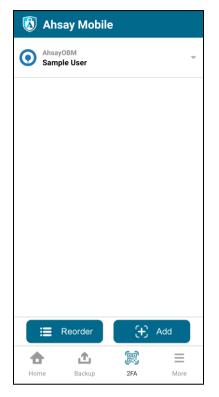
1. Select an account, tap the arrow down \checkmark icon. Then tap the **Edit** \square icon.



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

<	<
\odot	\odot
AhsayOBM	AhsayOBM
MobileUser1	Sample User
Remove account	Remove account
	Save
	> is name id 🌷
	$q^1 w^2 e^3 r^4 t^5 y^6 u^7 i^8 o^9 p^6$
	as dfghjkl
Save	↑ z x c v b n m 🗵
	?123 , 😳 📃 . 🗸

3. The account has been successfully edited.

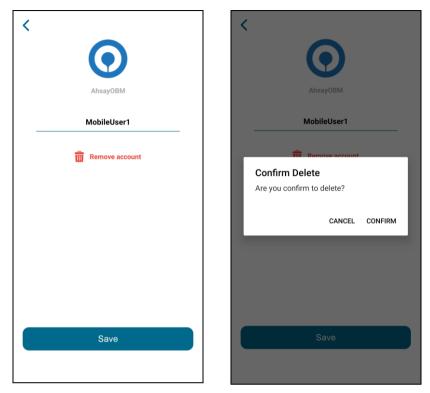


6.3.3 Remove an account

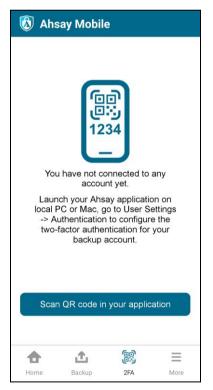
To remove an account, follow the instructions below:

1. Select an account, tap the arrow down \frown icon. Then tap the Edit \square icon. 🔕 Ahsay Mobile 🔕 Ahsay Mobile AhsayOBM MobileUser1 AhsayOBM MobileUser1 203 104 28s Reorder (+) Add Reorder (+) Add æ 8 ₫ \equiv Δ \equiv Backup 2FA More Backup 2FA More Home Home

2. Tap Remove then Confirm to delete the account. Otherwise, tap Cancel.



3. The account has been successfully removed.



6.3.4 Reorder Accounts

To reorder accounts, follow the instructions below:

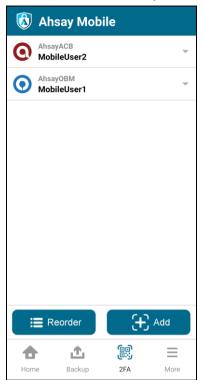
1. Tap the **Reorder**.

🚯 Ahsay Mob	bile
AhsayOBM MobileUser1	Ţ
AhsayACB MobileUser2	~
E Reorder	Add
• •	
Home Backup	2FA More

Hold the reorder icon [♣] located on the right side of each account then tap **Done**.
 In this example, the AhsayOBM – MobileUser1 account is moved from top to bottom.

🚯 Ah	say Mobi	ile		V	Ał	nsay Mob	oile	
	yOBM ileUser1		ŧ	0		ayACB bileUser2		ŧ
	yACB ileUser2		ŧ	0		ayOBM bileUser1		ŧ
	Dor	ne				Do	one	
Home	Backup	2FA	More	H	ome	L Backup	2FA	More

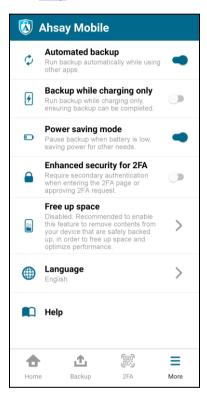
3. Accounts are successfully reordered.



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



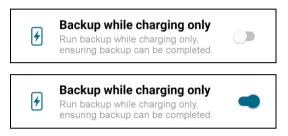
6.4.1 Automated backup

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.

🔞 Ahsay Mobile				
My Redmi				
 Backup interrupted 				
Last Backup		-		
Items		Backed Up		
Backup while char enabled	ging only]	is ^D		
Connect your device t to resume the backup to Settings to disable charging only] option	. Alternative the [Backup	ely, go		
		ок		
Do	ne			
A A				
Home Backup		More		

6.4.3 Power saving mode

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

	Power saving mode Pause backup when battery is low, saving power for other needs.
--	---

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

🔕 Ahsay Mobile	
My Redmi	
Backup interrupted	
Last Backup	16 hours ago
Items	Backed Up
Power saving mode is er Connect your device to a por to resume the backup. Altern to Settings to disable the [Po mode] option.	wer source natively, go
Done	
Home Backup 2F	• =

6.4.4 Enhanced security for 2FA

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

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



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

	Ahsay Mobile	
Φ	Automated backup Run backup automatically while us other apps	ing 🗬
4	Backup while charging only Run backup while charging only ensuring backup can be completed	
D	Power saving mode Pause backup when battery is low, saving power for other needs.	
Y	Pevice security ou need to set up a passcode or iometric authentication in your de	wice
to	enable this feature.	,viec
to		ок
to	o enable this feature.	
to		
tc	optimize performance.	
	optimize performance: Language English Help	
tc	optimize performance: Language English Help	

NOTE

Example screenshots used for this chapter are from an Android device and an iOS device. 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 Ahsay Mobile app.



2. Go to More =



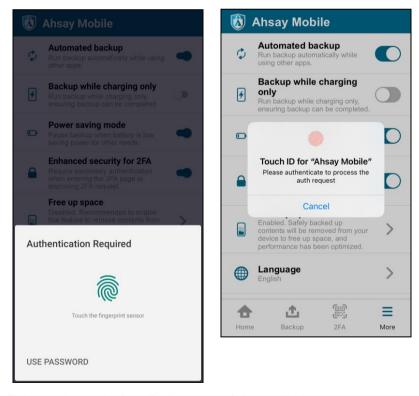
3. Look for the Enhanced security for 2FA, swipe the lever to the right to turn it on.



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 Ahsay Mobile app.



2. Go to More 💳



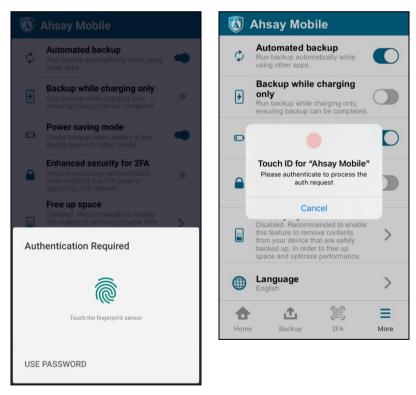
3. Look for the Enhanced security for 2FA, swipe the lever to the left to turn it off.



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

Example screenshot from Android device

Example screenshot from iOS device



5. Enhanced security for 2FA is successfully disabled.





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

1. Wait for AhsayOBM/AhsayACB to send an authorization request to Ahsay Mobile.

	1
Two-Factor Aut	hentication
Please approve notificat	tion request in one of registered Authenticator App.
, Waiting for response	: (00:04:52)
Authoraticate with one t	ime password

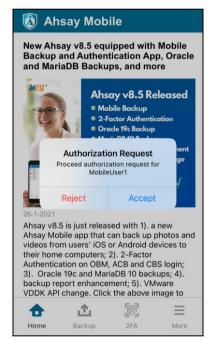
2. In the Ahsay Mobile app, accept the authorization request sent to your device.



Example screenshot from Android device

Proce	Request	o intication cup ckup Enhancement
2	REJECT	ACCEPT
from user computer ACB and 10 backu	roid devices t Authenticati Oracle 19c a report enhan	o their home ion on OBM, and MariaDB

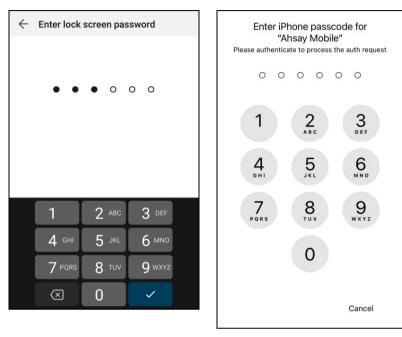
Example screenshot from iOS device



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

Example screenshot from Android device

Example screenshot from iOS device



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

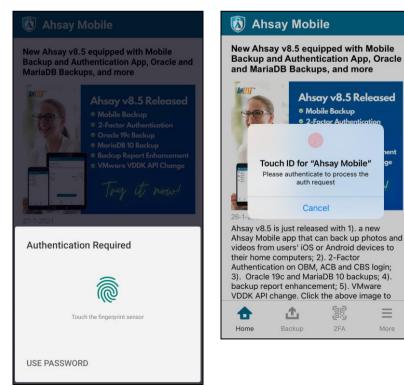
Example screenshot from Android device

Example screenshot from iOS device

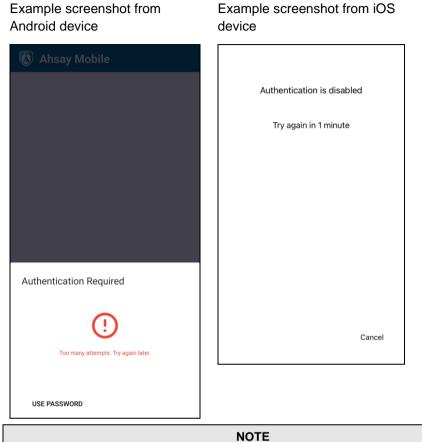
nt

 \equiv

More

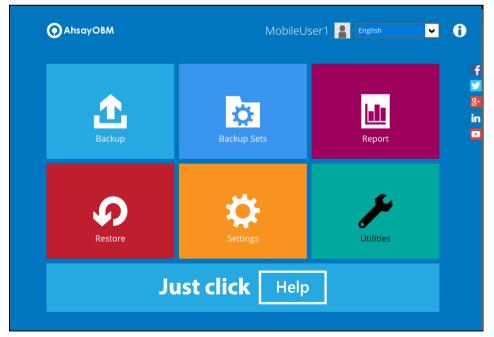


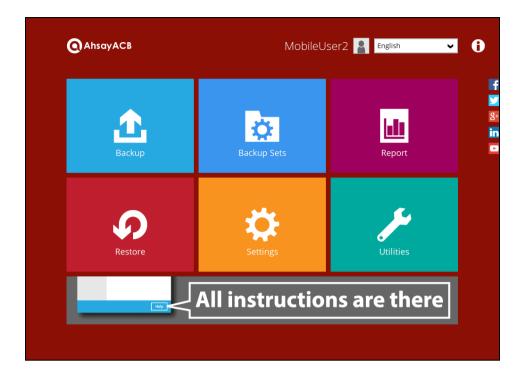
If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to "Try again later" with a specific amount of time.



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 Ahsay Authenticator – Password or Passcode/Biometrics, follow the instructions below:

1. On the AhsayOBM/AhsayACB, click Authenticate with one-time password to proceed with login.

Two-Factor Authentication Please approve notification request in one of registered Authenticator App. , Waiting for response (00:04:52) Authenticate with one-time password	
Two-Factor Authentication Please approve notification request in one of registered Authenticator App. Two-Factor Authentication request in one of registered Authenticator App. Two-Factor Authenticator App. Alternatively, input the one-time passcode generated in your Authenticator App. (00:00:12)	

2. Launch Ahsay Mobile app.



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

Example screenshot from Android device



Example screenshot from iOS device





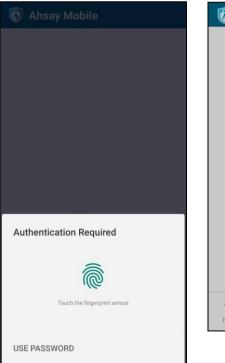
- 4. The Authentication screen will be displayed.
 - click the USE PASSWORD link. Input the password and click Next to proceed or,

 \leftarrow Enter lock screen password Enter iPhone passcode for "Ahsay Mobile" Please authenticate to process the auth request 0 0 0 0 0 0 0 0 0 2 3 1 4 6 H I 5 6 MN N 7 PQRS 8 9 2 ABC 3 DEF 1 4 сні 5 JKL 6 мло 0 7 PQRS 8 TUV 9 wxyz 0 \bigotimes Cancel

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

Example screenshot from Android device

Example screenshot from iOS device





Example screenshot from Android device

Example screenshot from iOS device

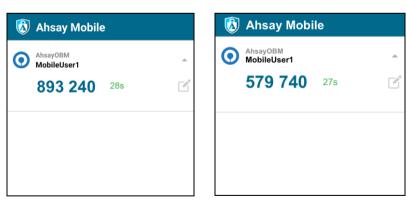
If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to "Try again later" with a specific amount of time.

Example screenshot from Android device	Example screenshot from iOS device
🚯 Ahsay Mobile	
	Authentication is disabled
	Try again in 1 minute
Authentication Required	
(!)	Cancel
Too many attempts. Try again later.	
USE PASSWORD	
	NOTE

5. 2FA page will be displayed.

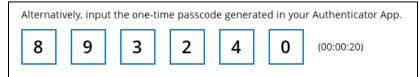
Example screenshot from Android device

Example screenshot from iOS device

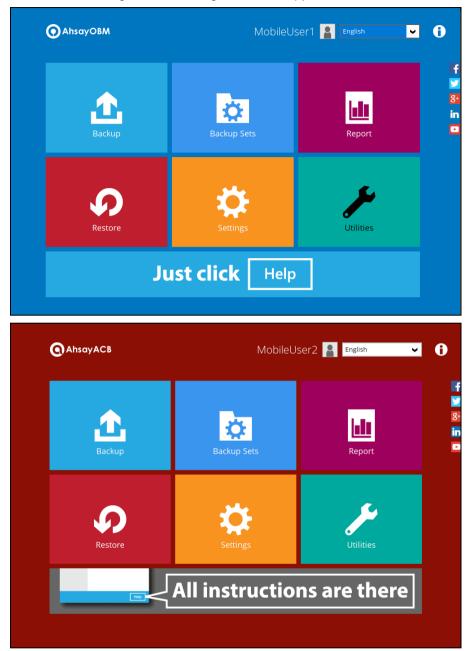


6. On the AhsayOBM/AhsayACB, enter the one-time password that is generated by the Ahsay Mobile app and click **Next**.

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







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

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

- Using Password
 - 1. Launch Ahsay Mobile app.



2. Go to **2FA** bage.



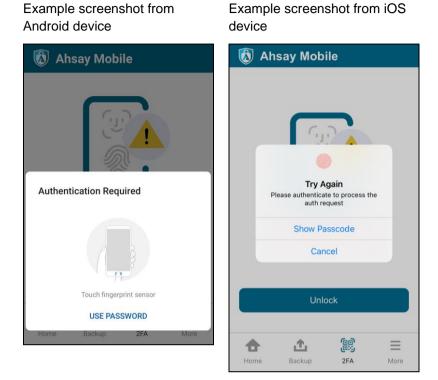
3. The locked 2FA page will be displayed, click **Unlock**.

Example screenshot from Android device

Example screenshot from iOS device

🔕 Ahsay Mobile	🚯 Ahsay Mobile
This page is locked.	This page is locked.
Unlock	
☆ ☆ 🛒 =	Unlock
Home Backup 2FA More	Home Backup 2FA More

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



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

Example screenshot from Android device

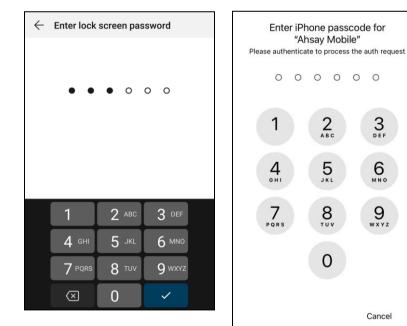
Example screenshot from iOS device

3

6 MNO

9 wxyz

Cancel



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 device

Example screenshot from iOS device

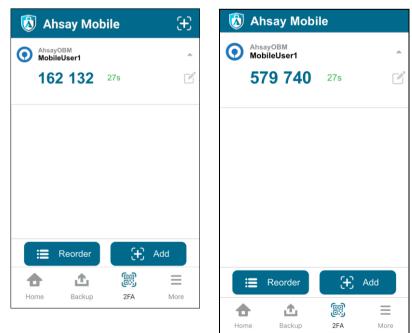
\leftarrow Enter lock screen password	
Center lock screen password Incorrect password. You have 1 try left. PLEASE TRY AGAIN AFTER 10 MIN	Authentication is disabled Try again in 1 minute
	Cancel

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

6. 2FA page will be displayed.

Example screenshot from Android device

Example screenshot from iOS device



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



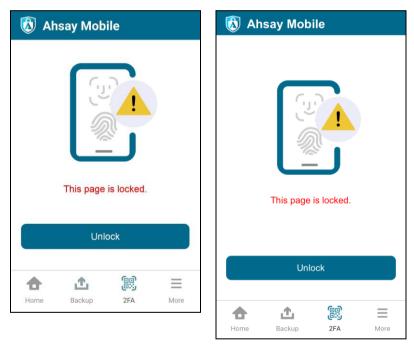
2. Go to 2FA page.



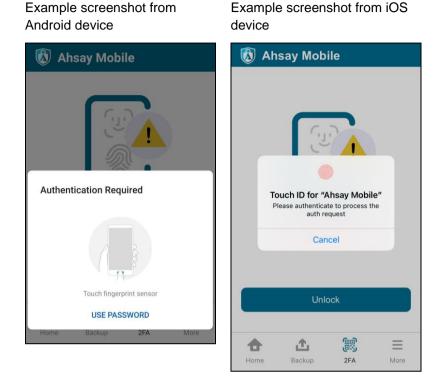
3. The locked 2FA page will be displayed, click **Unlock**.

Example screenshot from Android device

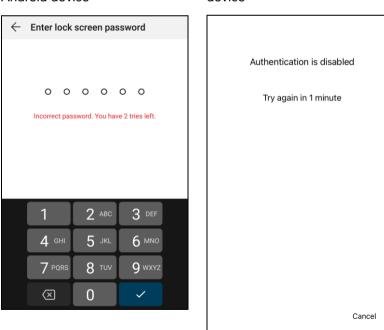
Example screenshot from iOS device



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



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



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

Example screenshot from Android device

Example screenshot from iOS device

5. 2FA page will be displayed

Example screenshot from Android device

Example screenshot from iOS device

🚯 Ahsay Mo	bile	£		Ahs	ay Mob	ile	
AhsayOBM MobileUser1		<u>~</u>	O	Ahsay Mobile	OBM eUser1		<u>ـ</u>
162 132	27s	Ľ		579	9 740	27s	
			-				
🗮 Reorder	÷	Add					
Home Backup	2FA	More		I R	eorder	Æ	Add
поте васкир	ZFA	wore	1		Δ	<u>ee</u>	=
			Ho	ome	Backup	2FA	More

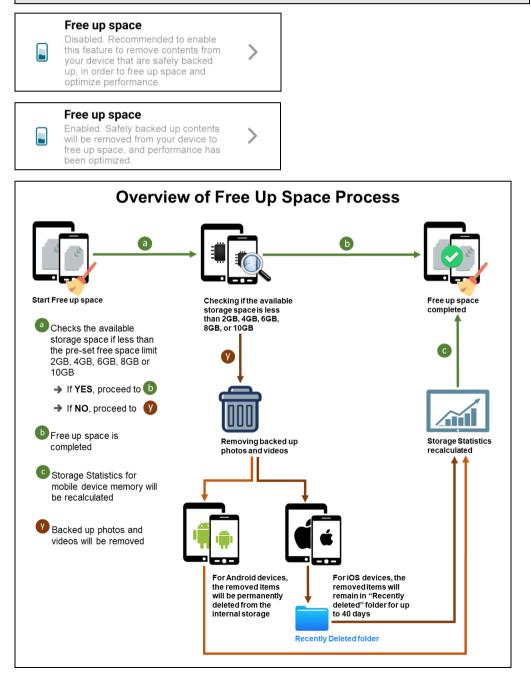
6.4.5 Free up space

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.

- 0 Enable Free up space
- 0 **Disable Free up space**
- 0 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.



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

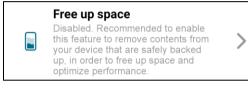
1. Launch Ahsay Mobile app.



2. Go to **More**

a	<u>ئ</u>	00) U::	Ξ
Home	Backup	2FA	More

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



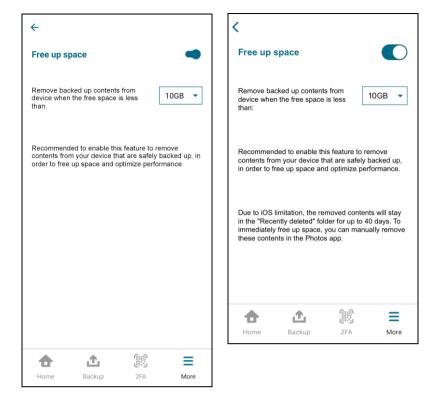
4. Swipe the lever to the right to turn it on.

Example screenshot from Android device

Example screenshot from iOS device

÷	<
Free up space	Free up space
Remove backed up contents from levice when the free space is less han:	Remove backed up contents from device when the free space is less than:
Recommended to enable this feature to remove ontents from your device that are safely backed up, rder to free up space and optimize performance.	Recommended to enable this feature to remove contents from your device that are safely backed up in order to free up space and optimize performance
	Due to IOS limitation, the removed contents will stat in the "Recently deleted" folder for up to 40 days. To immediately free up space, you can manually remov these contents in the Photos app.
	★ 企 课号 〓 Home Backup 2FA Mor
☆ ☆ 🙉 ≡	_
-	





5. Free up space is successfully enabled.



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

1. Launch Ahsay Mobile app.



2. Go to More



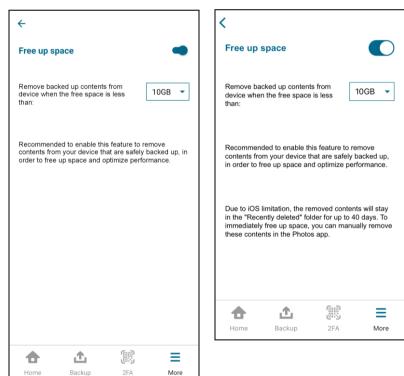
3. Look for the Free up space and double click it.

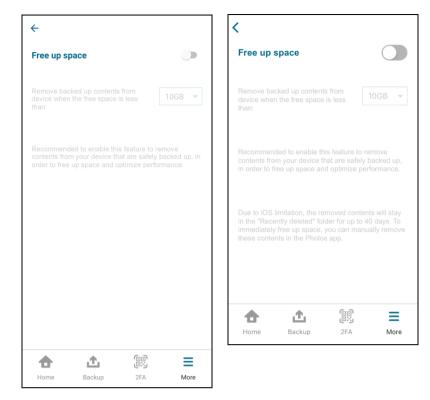
Free up space	
Enabled. Safely backed up contents will be removed from your device to free up space, and performance has been optimized.	>

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

Example screenshot from Android device

Example screenshot from iOS device





5. Free up space is successfully disabled.



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

1. Launch Ahsay Mobile app.



2. Go to Menu.

	<u>ئ</u>	00) (::0)	Ξ
Home	Backup	2FA	More

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

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

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

Example screenshot from Android device

Example screenshot from iOS device

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

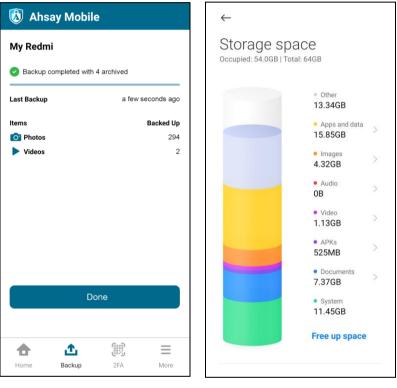
5. Free up space limit is successfully set.

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

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

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

On the Android device, backup is completed with 4 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 device.

On the iOS device during backup job, a prompt will appear to allow or not the deletion of the 54 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.

🚯 Ahsay Mobile		🚯 Ahsa	y Mobil	9	
My iPhone6s		My iPhone	6s		
Archiving 54 files		Backup con	npleted with 54	1 archived	
Last Allow "Ahsay Mobile" to delete 54 photos?	s ago	Last Backup		a few se	econds ago
Last Backup a few seconds ago		ltems		I	Backed Up 131
tems Backed Up ⓒ Photos 38 ▶ Videos 0	E.	Videos			0
Don't Allow Delete			Done	e	
Home Backup 2FA	 More	Home	Backup	2FA	More
	WOTE	20 00yo	Баскар	210	20 2010
+ Albums Phone6s Test Photos 32	deos	Albums 1 2 3 Recently 2 cays 2 cays Bog Construction	Brand and a difference of the second se	1008 -	Contraction of the second seco
Media Types		Cancel 29 days	De la Charles de Los de Researches de la company 29 days	ontenta sel stag a la 40 dans. Ta manually romove	29 days
□ Videos	12 >	Backup while charging only Protection and the intervention of the intervention of the intervention of the intervention of the intervention of the intervention of the intervention	Last Backage and Annual Control of the Control of t	they percends age Backed Up 129	
Screenshots	2 >	Touch D for "Many Mobile" Pass advised to the second to th	29 days		with ID for "CloudBacks" and inspects the addressed Center 29 days
Utilities	1	energia de la conserte frant en altra en la conserte frant en altra en la conserte frant de la conserte en enconsecte de la conserte de la conserte	Record to be a control for some the factor for the space is the factor	NOS +	29 days 2. 3.
년 Imports	0 >	no o carao de con a ser ante en ante conserva- nte la fase que sen el ante antenitar portamente. Done	Barrens har par and the fail and the second se	4	5 6 8 9
🕲 Hidden	0 >	29 days	29 days	5	29 days
🕅 Recently Deleted	54 > d	Photos and vie eletion. After tha	54 Phot deos show the t time, items w	days remaini	ng before ently deleted.
Library For You Albums	Q		Ear You	Albume	Q

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.

	Language English			>
(Ahsay Mobile			
¢	Automated backup Run backup automatica other apps.		•	
4	Backup while char Run backup while char ensuring backup can be	ging only,	-	
D	Power saving mod Pause backup when ba saving power for other		-	
	Enhanced security Require secondary aut when entering the 2FA approving 2FA request		•	
	Free up space Disabled. Recommender this feature to remove of		>	
	Done			
	Dansl	ĸ		
	Nederla	nds		
	Englis	sh		
	Deutse	ch		
	Ελληνι	кá		
•	<u>ئ</u>		Ξ	
Home	Backup	2FA	More	

These are the supported languages:

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

6.4.7 Help

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

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

	Help			
← Help	Contact Us FAQ App Log Version	1.6.0 (22)		
Home	Backup	2FA	More	

Contact Us

Displays the contact number, e-mail address, and website of Ahsay. It also contains a link to the mailing list if you want to subscribe to the latest product and company news.

÷			
Contac	t Us		
	Ahsay	Mobile	
	Version 1		
	+852 35	80 6900	
	mkt-kb@a	hsay.com	
	ahsay	.com	
latest n	be to our ma ews of Ahsa om/jsp/en/c	y:	the
•	<u>ث</u>	00) 00)	Ξ

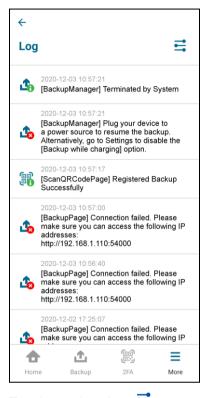
FAQ

Displays the Frequently Asked Questions (FAQs).

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

App Log

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



Tap the settings icon $\stackrel{\frown}{=}$ to customize the types of log you want to display. The following are the type of log that can be displayed:

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

X Log Settings Select what types of log you want to display	×	Log Settings Select what types of log you want to display	
General Info	0	General Info	Ø
S General Error	•	General Error	Ø
👍 Backup Info 🛛	✓	Backup Info	Ø
💪 Backup Error	✓	Backup Error	ø
Restore Info	ୢ	Restore Info	ø
💫 Restore Error	•	Restore Error	Ø
2FA Info		2FA Info	ø
2FA Error		2FA Error	ø
Free up space Info	•	Free up space Info	Ø
Free up space Error	•	Free up space Error	Ø

Version

Displays the version of the installed Ahsay Mobile app.

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Help			
⊠ c	ontact Us		
👰 F/	ĄQ		
📝 A	pp Log		
	Version 1	1.6.0 (22)	
•	<u>ث</u>	ت ت	=
Home	Backup	2FA	More

7 Register device for Mobile Backup and Restore

NOTE

Although the example screenshots below are for AhsayOBM. As the user interface for **Settings > Mobile Backup** is identical on AhsayACB, these instructions can also be applied to AhsayACB.

7.1 Android

 Open the AhsayOBM/AhsayACB and go to Settings > Mobile Backup and click Add or migrate device.

Settings	Mobile Backup
Proxy Windows Event Log	Registered Mobile Device(s) ASUS_X00ID C:\Users\Ahsay\Documents\AhsayOBM\ASUS_X00ID\16300307 Add or migrate device
Mobile Backup	

- 2. There are two options for adding a new device:
 - <u>Add new device for backup without migration</u> 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 AhsayOBM/AhsayACB.
 - If the original device still exists and the Ahsay Mobile app is still installed, then the mobile backup setting will be removed. Although the 2FA settings are retained on the original device, Ahsay Mobile app push notifications will be sent to the replacement device but the Ahsay Mobile app TOTP on the original device is still valid for use.

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

Add new device

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

Add new device for backup without migration

- Select Add new device for backup without migration 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 Ahsay Mobile app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.

scan the same QR code to complete Mobile Backup (Add new device) C Download on the App Store	-
	Prerequisites - Please use the latest Mobile App version - Please make sure below 2 ports are not blocked by any Firewall settings TCP Port: 54000 UDP Port: 54200

iii. In the Ahsay Mobile app, go to **Backup.** Tap **Activate and start backup** link to scan the QR Code on the AhsayOBM/AhsayACB.



iv. Scan the QR Code which can be found in AhsayOBM/AhsayACB. Otherwise, tap **Cancel** to return to previous screen.

🚯 Ah	say Mob	ile	
appli	he QR code cation (sup ation, mobil	ports two-f	actor
	Car	ncel	
•	£	60 C:S	Ξ
Home	Backup	2FA	More

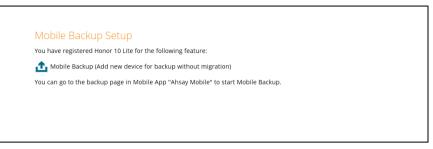
v. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



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.

🚯 Ahsay Mobile	Backup Settings
Scan the QR code displayed in your application (supports two-factor authentication, mobile device backup etc.)	
	💽 Photos
	► Videos
Device paired successfully	🗧 Document 🛛 🥑
You may now configure the device content e.g Photos, Video, 2FA Accounts(if registered) to be included for backup	💡 2FA Accounts <
ок	
Cancel	
☆ ☆ (2) =	Done
Home Backup 2FA More	

Mobile backup registration is successful in AhsayOBM/AhsayACB. In this example, the registered mobile device is Honor 10 Lite.



Example: The folder directory C:\Users\XXXX\Documents\Ahsay\Honor 10 Lite\



Migrate backup content of existing device to a new device

Γ

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

bo you want to dua a new device to back	sup, or migrate backed up content of an existing device?
 Add new device for backup without n 	nigration
 Migrate backup content of existing dependence 	evice to a new device
ASUS_X00ID	\sim
migration.	as not paired with any AhsayOBM client applications in order to complete th

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.

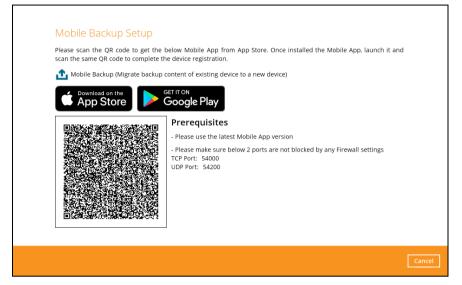
Make sure the replacement device has not been paired for mobile backup and 2FA with any of the Ahsay applications to complete the migration.

Do you want to add a new device	to backup, or migrate backed up content of an existing device?	
Add new device for backup wi	thout migration	
 Migrate backup content of exi 	sting device to a new device	
ASUS_X00ID	~	
ASUS_X00ID	ny AhsayOBM client applications in order to co	mplete the
iPhone6s		
		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 with the second sec		
 Migrate backup content of exit 		
Content of example of the of example		
ASUS_X00ID	\checkmark	



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iii. On the replacement device, download and install the Ahsay Mobile 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.



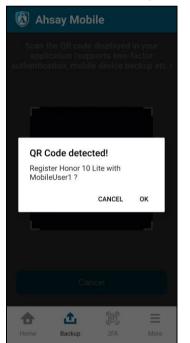
iv. In the Ahsay Mobile app, go to **Backup.** Tap **Activate and start backup** link to scan the QR Code on the AhsayOBM/AhsayACB.

🚯 Ahsay Mob	ile	
You have not mobile back		e
Activate and	start backu	p
Home Backup	2FA	More

v. Scan the QR Code which can be found in AhsayOBM/AhsayACB. Otherwise, tap **Cancel** to return to previous screen.

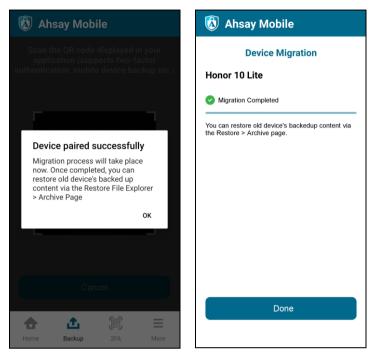


vi. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.

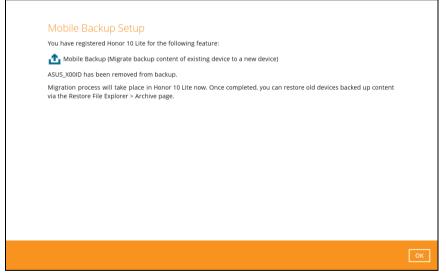




vii. Replacement device is paired successfully and migration of contents from **ASUS X00ID** to **Honor 10 Lite** is completed then click **Done**.



Mobile backup registration with migration is successful in AhsayOBM/AhsayACB. In this example, the registered replacement mobile device is Honor 10 Lite.



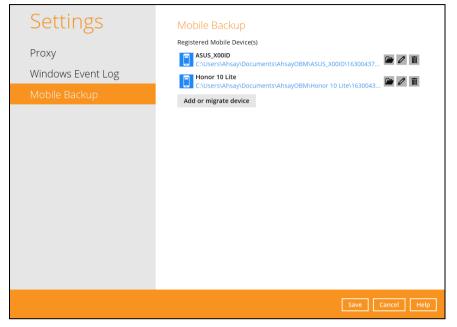
Example: The mobile backup path of the original device will remain unchanged but the device name will be updated by the replacement device, ASUS_X00ID to Honor 10 Lite.

Settings	Mobile Backup
Proxy	Registered Mobile Device(s)
FTOXy	Honor 10 Lite C:\Users\Ahsay\Documents\AhsayOBM\ASUS_X00ID\16300307, 🔤 🖉 🏛
Windows Event Log	
Mobile Backup	C:\Users\Ansay\Documents\AnsayUBM\IPhone6s\1630035356
	Add or migrate device



7.1 iOS

 Open the AhsayOBM/AhsayACB 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 AhsayOBM/AhsayACB.
 - If the original device still exists and the Ahsay Mobile app is still installed, then the mobile backup setting will be removed. Although the 2FA settings are retained on the original device, Ahsay Mobile app push notifications will be sent to the replacement device but the Ahsay Mobile app TOTP on the original device is still valid for use.

For example: Old device is ASUS_X00ID and replacement device is iPhone 6s. All the mobile settings such as mobile backup and 2FA of Honor 10 Lite will be migrated to iPhone 6s.

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

Add new device for backup without migration



ii. Download the Ahsay Mobile 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.

Please scan the QR code to get the scan the same QR code to complete the scan the same QR code to complete the App Store	-
	TCP Port: 54000 UDP Port: 54200

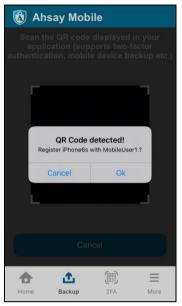
iii. In the Ahsay Mobile app, go to **Backup.** Tap **Activate and start backup** link to scan the QR Code on the AhsayOBM/AhsayACB.



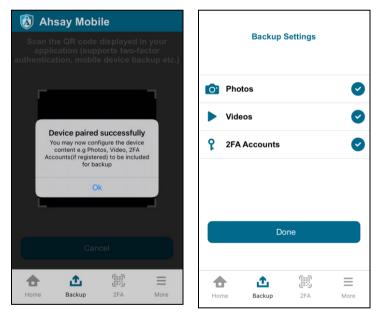
iv. Scan the QR Code which can be found in AhsayOBM/AhsayACB. Otherwise, tap **Cancel** to return to previous screen.



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 AhsayOBM/AhsayACB. In this example, the registered mobile device is iPhone 6s.



Example: The folder directory C:\Users\XXXX\Documents\Ahsay\iPhone6s\

Settings	Mobile Backup
Proxy Windows Event Log	Registered Mobile Device(s) ASUS_X00ID C:\Users\Ahsay\Documents\AhsayOBM\ASUS_X00ID\16300437 Honor 10 Lite
Mobile Backup	Honor 10 Lite C:\Users\Ahsay\Documents\AhsayOBM\Honor 10 Lite\1630043 P 2 m iPhone6s C:\Users\Ahsay\Documents\AhsayOBM\iPhone6s\1630044585 P 2 m
	Add or migrate device

Migrate backup content of existing device to a new device

Г

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

	ice to backup, or migrate backe	d up content of an existing	device
Add new device for backup	o 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 or	der to complete the migration

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 Ahsay applications to complete the migration.

bo you want to add a new device to back	up, or migrate backed up content of an existing device?
Add new device for backup without mi	igration
 Migrate backup content of existing details 	evice to a new device
ASUS_X00ID	~
ASUS_X00ID	ny AhsayOBM client applications in order to complete the
Honor 10 Lite	
	Next
	Next
	Next
	Next
Add new device	Next
	up, or migrate backed up content of an existing device?
	up, or migrate backed up content of an existing device?
Do you want to add a new device to back	up. or migrate backed up content of an existing device? nigration



iii. On the replacement device, download and install the Ahsay Mobile 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.



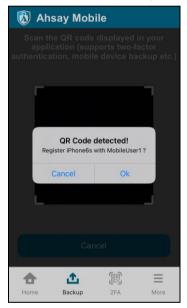
iv. In the Ahsay Mobile app, go to **Backup.** Tap **Activate and start backup** link to scan the QR Code on the AhsayOBM/AhsayACB.

🔕 Ah	🚯 Ahsay Mobile		
	You have not mobile back		
	Activate and	start backu	р
Home	A Backup	2FA	More

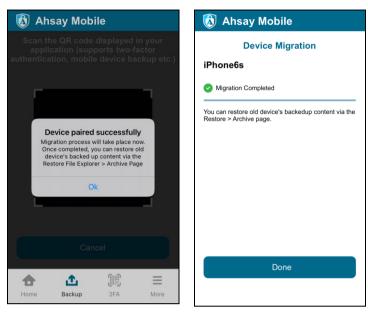
v. Scan the QR Code which can be found in AhsayOBM/AhsayACB. Otherwise, tap **Cancel** to return to previous screen.



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



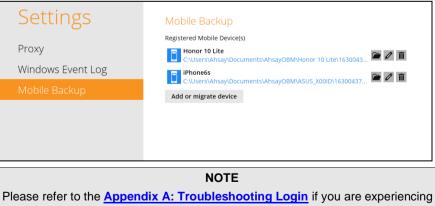
vii. Replacement device is paired successfully and migration of contents from **ASUS X00ID** to **iPhone 6s** is completed then click **Done**.



Mobile backup registration with migration is successful in AhsayOBM/AhsayACB. 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.



Please refer to the <u>Appendix A: Troubleshooting Login</u> if you are experiencing problems logging into AhsayOBM/AhsayACB with Two-Factor Authentication using Ahsay Mobile app.

8 Modify Backup Source

8.1 Android

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

🔞 Ahsay Mobil	e 🌣
Galaxy A70	
Last Backup	an hour ago
🏠 Backup	Restore
🛧 🗘	(r)
Home Backup	2FA More

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

×	Backup	Settings	
O P	hotos		Ø
► v	ideos		000000000000000000000000000000000000000
i D	ocument		Ø
? 21	FA Accounts		Ø
	<u>ر</u>	رید برید	=
Home	Backup	2FA	More



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

×	Backup Se	ttings	×		Backup Sett	lings	
O P	hotos		•	Photos			Ø
► vi	ideos		•	Videos			Ø
i De	ocument		e	Docume	nt		0
? 21	FA Accounts		0	Backup S Please cho option.	Settings oose at least o	ne backup	
				option			- 88
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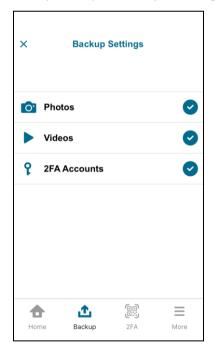
3. Tap the **X** button on the left corner of the screen to return to exit.

8.2 iOS

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

🚯 Ahsay Mobi	le	¢
iPhone 6s		
Last Backup		
🕰 Backup	🔊 Re	store
	~ ~	
🛧 🗘	00) U::	\equiv
Home Backup	2FA	More

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



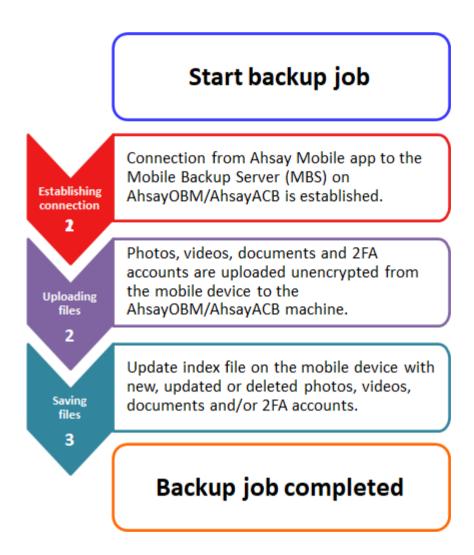
Backup Settings × × **Backup Settings ~** Photos 0 Photos 0 Videos 0 Videos Backup Settings Please choose at least one backup option. 0 የ 2FA Accounts ę 0 ок 80) 0::) 60 ₫ \equiv ₫ 4 \equiv Backup 2FA More Home Home Backup More 2FA

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

3. 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 backup 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 the 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.

ئ و	Backup	ာ Re	estore
номе	1 ВАСКИР	CC CC 2FA	MORE

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

	NOTE Ited, for example network connection issue, or you want to stop er time, you can click the Stop and it will show Resume Backup
🚯 Ahsay Mobile	🔞 Ahsay Mobile
Galaxy A70 20%: Backing up Photos (11/55) Tips: Although most of the backups can be completed in a few minutes, the first backup may take hours to complete uploading all files. In order to complete backup as soon as possible, you may connect this device into a power supply, and come back to this page after disabling all settings like screen timeout, auto-lock or power saving modes.	Galaxy A70 Backup paused Last Backup a few seconds ago
Stop	Resume Backup Cancel
tana tana tana tana tana tana tana tana	Image: Horne Image: Backup Image: Backup Image: Backup

 Mobile backup is successful. It also displays the items and number of items backed up. For example, 55 photos, 2 videos, 10 documents and 3 2FA accounts have been successfully backed up. Tap Done to return to the previous screen.

🔕 Ahs	ay Mobil	е	
Galaxy A	70		
Backup	interrupted		
Last Backup)	2	minutes ago
Items			Backed up
PhotosVideos			55 2
🗧 Docume			10
🂡 2FA Acc	counts		3
	Do	one	
•	ı		=
Home	Backup	2FA	More
		21 A	More
🚯 Ahs	ay Mobil		\$
🔕 Ahs Galaxy A	ay Mobil		
	say Mobil 170	e	minutes ago
Galaxy A	say Mobil 170	e	\$
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Galaxy A	say Mobil 170	e	\$
Galaxy A	say Mobil 170	e	\$
Galaxy A	say Mobil 170	e	\$
Galaxy A	say Mobil 170	e	\$
Galaxy A	say Mobil 170	e	\$
Galaxy A	say Mobil	е 2	minutes ago
Galaxy A	say Mobil 170	e	minutes ago
Galaxy A	say Mobil	е 2	minutes ago

5. Go to your mobile backup destination in AhsayOBM/AhsayACB machine and check the backed-up photos, videos and document.

📕 🛃 🚽 1633924309311					-		Х
File Home Share View							~ ?
\leftarrow \rightarrow \checkmark \uparrow \frown \land Documents $>$	AhsayOBM > Galaxy A70	> 1633924309311	ٽ ~	<u>م</u>	Search 16339243093	11	
	Name		Date modifie	ł	Туре	Size	
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Ansayobivi >	Galaxy A70 7 10555245055	TT > DIOCKS >	~ 0		Search blocks		
🖈 Quick access	Name		Date modifie	d	Туре	Size	
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🧊 3D Objects							
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	manage	-11-11-52-55			_		~ ?
File Home Share View	Picture Tools						~ 😈
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	Name		Date modifie	d	Туре	Size	
📌 Quick access	0		10/11/2021 11	:54 AM	File folder		
OneDrive	_						
💻 This PC							
🧊 3D Objects							
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File Home Share View							~ ?
← → · ↑ 📙 « 1633924309311	> blocks > 2021-10-11-11	-52-55 > 0	~ ē	P	Search 0		
	Name	Date	Туре		Size	Tags	^
> 🖈 Quick access	000000	8/2/2018 10:05 AM	JPG		165 KB	ings.	
> 📥 OneDrive	000000 000000000000000000000000000000	9/10/2021 9:36 AM	JPG		265 KB		
🗸 🛄 This PC	🔳 00000ь	9/10/2021 9:37 AM	JPG	File	95 KB		
> i 3D Objects	00000c	9/10/2021 9:37 AM	JPG		23 KB		
> Desktop	00000d 00000e	9/10/2021 9:37 AM 9/10/2021 9:37 AM		PFile File	6,111 KB 5,800 KB		
> 🗄 Documents	 00000E 00000F 	9/10/2021 9:37 AM		Pile	7,085 KB		
> 🕂 Downloads	000001	3/19/2019 2:33 AM	JPG	File	303 KB		

10.2 iOS

NOTE

The first mobile backup may take up a few hours to backup 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 to start the mobile backup.

📩 B	ackup	🔊 Re	estore
♠	£	60 0%	≡

3. 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**.

🚯 Ahsay Mobile	🚯 Ahsay Mobile
iPhone 6	iPhone 6
25%: Backing up Photos (2/8)	Backup paused
Tips: Although most of the backups can be completed in a few minutes, the first backup may take hours to complete uploading all files. In order to complete backup as soon as possible, you may connect this device into a power supply, and come back to this page after disabling all settings like screen timeout, auto-lock or power saving modes.	Last Backup a few seconds ago
Stop	Resume Backup
	Cancel
the the two texts of the text of	
Home Backup 2FA More	Home Backup 2FA More

4. Mobile backup is successful. It also displays the items and number of items backed up. For example, **8 photos**, **0 video** and **1 2FA account** have been successfully backed up. Tap **Done** to return to the previous screen.

🔕 Ahsay N	lobile
iPhone 6	
Backup complet	ed
Last Backup	a few seconds ago
Items	Backed up
ion Photos ▶ Videos	8 0
? 2FA Accounts	1
D	one
	ر س
ноте васкир	ZFA More
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Ahsay N iPhone 6 Last Backup	Aobile
Ahsay M iPhone 6 Last Backup	Aobile

5. Go to your mobile backup destination in AhsayOBM/AhsayACB machine and check the backed-up photos and videos.

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File Home Share View								~ ?
$\leftarrow \rightarrow \ \cdot \ \uparrow$ \frown Occuments \rightarrow	AhsayOBM → iPhon	≘6 > 1633929622791 >	~	ē	Q	Search 16339296227	91	
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🕂 Downloads 🛛 🖈								
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File Home Share View								~ ?
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Quick access	Name	^	Date mo	dified		Туре	Siz	2
	2021-10-11-13-	25-09	10/11/20	21 1:25 P	M	File folder		
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💻 This PC								
3D Objects								
_ 🖓 🔄 ╤ 0						-		×
File Home Share View								~ ?
← → · ↑ - < 1633929622791	> blocks > 2021-10	-11-13-25-09 > 0	~	ō	Q	Search 0		
	Name	Date		Туре		Size	Tags	
> 📌 Quick access	000000	9/30/2021 5:53 PM		PNG File		66 KB		
> 📥 OneDrive	000001	9/30/2021 5:51 PM		PNG File		61 KB		
🗸 🛄 This PC	000002	9/30/2021 6:15 PM		PNG File		69 KB		
> 1 3D Objects	000003	10/11/2021 1:19 PM		PNG File		57 KB		
> Desktop	000004	10/11/2021 1:23 PM		PNG File		120 KB		
	000005	10/11/2021 1:23 PM		PNG File		68 KB		
> 🔮 Documents	000006	10/11/2021 1:24 PM		PNG File		81 KB		
> 🦊 Downloads								

11 Restoring Backup Data

Starting with Ahsay Mobile v1.5.0 and above, restore to alternate mobile device has been removed since the migrate feature has been introduced. For more details on how to migrate backup content of existing device to a new device, please refer to <u>Chapter 7</u>.

If you are using Ahsay Mobile v1.4.0 or earlier, please refer to <u>Appendix C</u> for instructions on how to restore to an alternate mobile device.

11.1 Android

1. Tap • Restore to start the mobile restore.

	say Mobil	e	\$
Galaxy A	470		
Last Backu	р		2 hours ago
	Pooleun	O Pa	ators
1	Backup	ာ Re	estore
Å E	Backup		store
≜ ∎	Backup Backup	• Re	estore

2. Choose from Photos, Videos, Document and/or 2FA Accounts then tap **Restore**. Make sure to select at least one from Photos, Videos, Document or 2FA Accounts.

<	Galaxy	A70	
E	Backed up success	sfully 2 hours :	ago
	Photos No Photos select	ted	>
	Videos No Videos select	ted	>
	Document		>
C ?	2FA Account	S	
_			
•	£	00) U::	\equiv
Home	Backup	2FA	More



NOTE

For more information on how to select photos and/or videos for restore, refer to <u>Appendix B:</u> <u>Restore File Explorer</u>.

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

to stop		store a	nd resume		-			tion issue, or yo Stop and it will	
🚯 Ahs	ay Mobil	е		🚯 Ah	say Mobil	e			
	Res	tore			Res	tore			
Galaxy A 2 hours ago	70			Galaxy					
Ū	Documents			2 hours ago Restoration					
					Resume	restoration			
	Si	top			Car	ncel			
•	۲	(c.) (C.)	Ξ	•	企		=		
Home	Backup	2FA	More	Home	Backup	2FA	More		

4. Mobile restore is successful. It also displays the items and number of items restored. For example, **4 photos** have been successfully restored. If an item still exists on the device, it will not be restored since it is still there. Only deleted items will be restored. Tap **Done** to return to the previous screen.

🔕 Ahsa	🔕 Ahsay Mobile				
	Restore				
Galaxy A7	0				
a few seconds	ago				
Restoration	n completed	successfully			
Items			Restored		
🙆 Photos		4 (6	i3 skipped)*		
Videos	Videos 0 (2 skipped)*				
🗧 Document	S	0 <mark>(1</mark>	3 skipped)*		
♀ 2FA Accou	ints		0		
*Existing items Restore.	on the devic	e were skipped	l from		
	Do	one			
•	<u>ئ</u>		Ξ		
Home	Backup	2FA	More		

11.2 iOS

1. Tap • Restore to start the mobile restore.

🚯 Ahsay M	obile 🌣
iPhone 6	
Last Backup	an hour ago
▲ Backup	
<u>م</u> .	
Home Backup	2FA More

2. Choose from Photos, Videos and/or 2FA Accounts then tap **Restore**. Make sure to select at least one from Photos, Videos or 2FA Accounts.

Backed up successfully an hour ago Photos No Photos selected Videos No items Videos Photos selected CRestore Restore Example Secup 2FA More	<	iPho	ne 6	
 No Photos selected Videos > No items > 2FA Accounts Restore 1 () (Backe	ed up succes	sfully an ho	ur ago
 No items P 2FA Accounts Restore Restore Restore 			selected	>
Restore				>
↑ ▲ 🕮 =	C ?	2FA Acco	ounts	
↑ ▲ 🕮 =				
Home Backup 2FA More		ı))	Ξ
	Home	Backup	2FA	More

For more information on how to select photos and/or videos for restore, refer to <u>Appendix B:</u> <u>Restore File Explorer</u>.

NOTE



3. Mobile restore is on-going. Tap **Stop** if you want 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.**

🚯 Ahsay Mobile	🚯 Ahsay Mobile
Restore	Restore
iPhone 6 an hour ago Preparing restoration. Restore takes time. You need to keep the app running until the restoration is completed.	iPhone 6 an hour ago Restoration paused
Stop	Resume restoration
☆ ☆ 🔍 =	
Home Backup 2FA More	Home Backup 2FA More

4. Mobile restore is successful. It also displays the items and number of items restored. For example, **0 photos** and **0 2FA accounts** have been restored. Existing items on the device will not be restored since it is still there. Tap **Done** to return to the previous screen.

🚯 Ahsay M	obile	
Rest	ore	
iPhone 6 an hour ago	leted succe	essfully
Items Photos Contract Accounts *Existing items on the skipped from Restore	R 0 (11 sł e device wa	estored kipped)*
Do		
Home Backup	2FA	E More

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

12 Contact Ahsay

12.1 Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the Partner Portal: https://www.ahsay.com/partners/

Also use the Ahsay Wikipedia for resource such as Hardware Compatibility List, Software Compatibility List, and other product information: <u>https://wiki.ahsay.com/</u>

12.2 Documentation

Documentations for all Ahsay products are available at: https://www.ahsay.com/jsp/en/downloads/ahsay-downloads_documentation_guides.jsp

You can send us suggestions for improvements or report on issues in the documentation by contacting us at:

https://www.ahsay.com/partners/

Please specify the specific document title as well as the change required/suggestion when contacting us.

Appendix

Appendix A: Troubleshooting Login

When having trouble logging in to AhsayOBM/AhsayACB using Ahsay Mobile app, here are the possible scenarios that you will encounter:

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

NOTE

Although the example screenshots below are for AhsayOBM. As the user interface **Two-Factor Authentication** is identical on AhsayACB, these instructions can also be applied to AhsayACB.

Unable to accept notification request

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

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

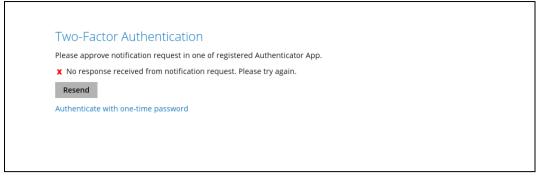


You have three options:

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



Olick **Resend** to receive another request in your Ahsay Mobile app.



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

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

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

Please approve notification request in one of registered Authenticator App. Waiting for response (00:04:17) Alternatively, input the one-time passcode generated in your Authenticator App. 7 0 3 8 2 8 (00:00:13)	Two-Factor Authentication
Alternatively, input the one-time passcode generated in your Authenticator App.	Please approve notification request in one of registered Authenticator App.
	Waiting for response (00:04:17)
7 0 3 8 2 8 (00:00:13)	Alternatively, input the one-time passcode generated in your Authenticator App.
	7 0 3 8 2 8 (00:00:13)

Or click Unable to login link, wherein you can choose to perform <u>authentication recovery</u> <u>procedure</u> or proceed to <u>Unable to login/Do not have any Authenticator App(s)</u>.



Authentication Recovery Procedure

Г

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

Authentication Recovery Please select one authenticator to per		
	nonin recovery.	
Honor 10 Lite		
ASUS_X00ID		

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.

process is completed.	,,,,	will be discarded after the recovery
Please fill in the recovery phone number		
Philippines (+63)	✓ -	70
*This phone number will be used for acc charge will be applied.	ount security and recovery only. Pl	ease be reminded that standard SM:

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

Verification Code: PSTC-54067	6
Authentication Recovery You have selected Honor 10 Lite and it will be discar Verification code PSTC - 540676 Resend SMS Verification code	ded after recovery is completed. (00:04:45)



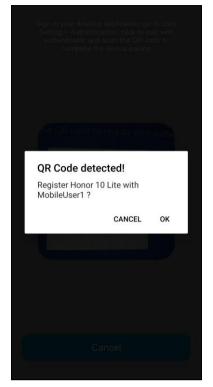
Scan the displayed QR code using the Ahsay Mobile app. Make sure that you are using the latest version of the Ahsay Mobile app.

App Download and Dev	
scan the same QR code to get the	below Mobile App from App Store. Once installed the Mobile App, launch it and the device registration.
🜔 Ahsay Mobile	
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

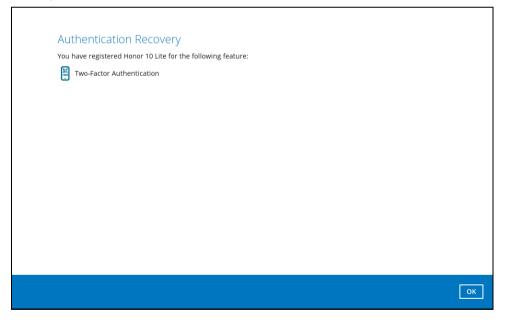
Example of the QR code scanned using the Ahsay Mobile app



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



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



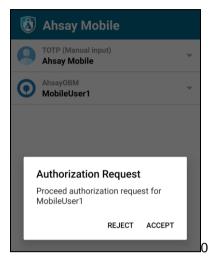
Unable to login/Do not have any Authenticator App(s)

You will be redirected to the contact your backup service administrator for assistance.

Please select one authenticator to perform recovery.	
ASUS_X00ID	
Please contact your backup server administrator for assistance.	
	ок

Rejected notification request

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



You have two options:

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

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

One-time password generated not working

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

For Push Notification and TOTP

	Factor A								
Please	approve notifi	cation reque	est in one o	of register	red Authe	enticator App			
: Wai	ing for respor	nse (00:04:4	4)						
Alterna	tively, input th	e one-time	passcode §	generated	l in your ,	Authenticator	App.		
						(00:00:27)			

For TOTP only

Two-Factor Authentication
Enter one-time passcode generated from authenticator app
(00:00:18)
Unable to login

You will be redirected to the contact your backup service administrator for assistance.

Appendix B: Restore File Explorer

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

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

Select all photos and/or videos

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

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

۵ ۵	🔥 Backup		estore
•	<u>ئ</u>		\equiv
Home	Backup	2FA	More

2. Choose a backup job.

<	
Restore	
Choose the device to restore backed up data fr	om:
Redmi Note 8 Yesterday, 11:06:33	>

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

Option 1:

i. Tap the **Photos** or **Videos** checkbox.

<	Redmi Note 8	
	Backed up successfully 17 minutes	ago
	Photos No Photos selected	>
	Videos No Videos selected	>

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



<	Redmi Note 8	
	Backed up successfully 17 minutes ago	
0	Photos Selected all 47 Photos (925.18MB)	>
	Videos Selected all 5 Videos (13.71MB)	>

Option 2:

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

<	Redmi Note 8 Backed up successfully 17 minutes ago	
	Photos No Photos selected	>
	Videos No Videos selected	>

ii. Choose from All or Album then tap Select all.



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

Example of an All view.



Example of an Album view.

	Photos (0)	Select all		Photos (47)	Select all
All	1	Album	All	1	Album
Test Photos 47			Test Photos 47	2	
	Done			Done	
Recent	Archive	Deleted	Recent	Archive	Deleted

Deselect all photos and/or videos

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

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



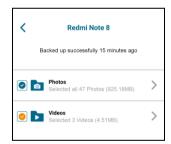
2. Choose the backup job.

÷	
Restore	
Choose the device to restore backed up	data from:
Redmi Note 8 Yesterday, 11:06:33	>

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

Option 1:

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



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

<	Redmi Note 8	
	Backed up successfully 17 minutes ago	
	Photos No Photos selected	>
	Videos No Videos selected	>

Option 2:

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



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



Example of an Album view.







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

Example of an All view.



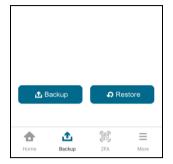
Example of an Album view.

	Photos (0)	Select all		Photos (47)	Select all
All	1	Album	All	1	Album
Test Photos 47			Test Photos 47		
	Done			Done	
	6			6	
Recent	Archive	Deleted	Recent	Archive	Deleted

Select a few photos and/or videos

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

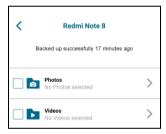
1. Go to **Backup** then tap **Restore**.



2. Choose the backup job.



Tap the Photos or Videos. 3.



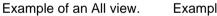
4. Choose from All or Album.

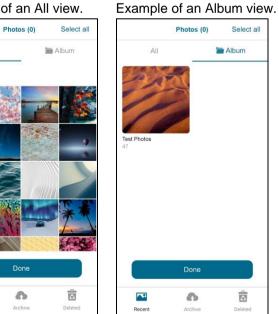
All

2021-04-15

-

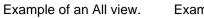
Recent

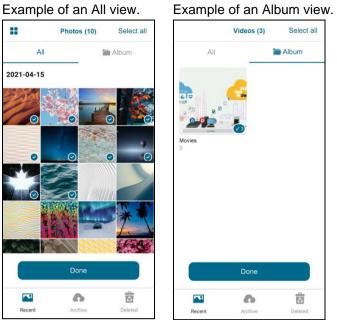






5. Select a few photos and/or videos for restore then tap **Done**





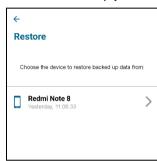
Deselect a few photos and/or videos

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

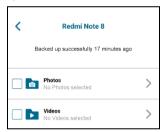
1. Go to **Backup** then tap **Restore**.



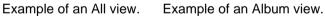
2. Choose the backup job.

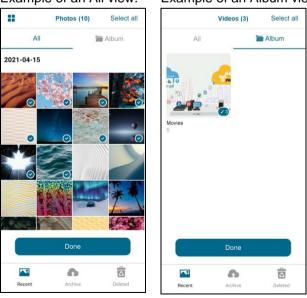


3. Tap the **Photos** or **Videos**.

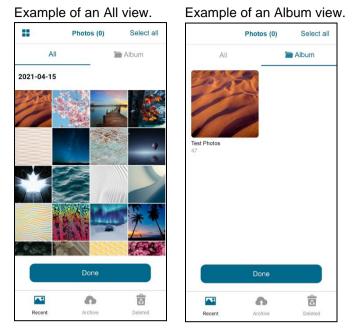


4. Choose from All or Album.





5. Deselect a few photos and/or videos for restore then tap **Done**.



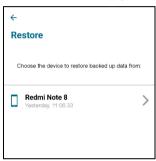
View photos and/or videos in Recent, Archive, or Delete tabs

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

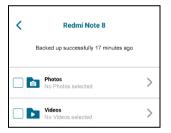
1. Go to **Backup** then tap **Restore**.



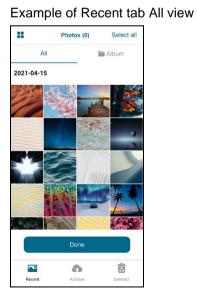
2. Choose the backup job.



3. Tap the **Photos** or **Videos**.



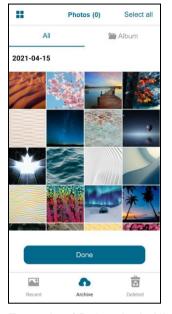
4. Select from the following tabs by tapping the, **Recent**, **Archive**, or **Delete**. The tabs are located on the lower part of the screen. It will view the photos and/or videos by All or Album.



Example of Recent tab Album view



Example of Archive tab All view



Example of Deleted tab All view



Example of Archive tab Album view



Example of Deleted tab Album view



Appendix C: Restore to alternate mobile device

For Ahsay Mobile v1.4.0 or earlier, there are two (2) restore options available, Original location and Alternate mobile device. For the Alternate mobile device there are four (4) scenarios under two (2) categories, namely:

Original location

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

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

Original Location	Original filename restored?	Restored to original location?	Remarks
Android	~	~	Grant permission for the Ahsay Mobile 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.

Alternate mobile device

Using this restore method requires multiple registered mobile devices on AhsayOBM/AhsayACB. It could be multiple mobile devices with the same or different operating system.

- Same mobile Operating System (OS)
 - <u>Android to Android</u> example, from Samsung to Huawei / ASUS to Xiaomi
 - <u>iOS to iOS</u> example, from iPhone to iPhone / iPhone to iPad
- Cross mobile Operating System (OS)
 - <u>Android to iOS</u> example, from Samsung to iPhone / Huawei to iPad
 - iOS to Android example, from iPhone to Samsung / iPad to ASUS

Alternate Mobile Device	Original filename restored?	Restored to original location in the alternate mobile device?	Remarks			
Same mobile	Same mobile Operating System (OS)					
Android to Android	~	\checkmark				
iOS to iOS	~	\checkmark				
Cross mobile	e Operating System (OS)				
Android to iOS	~	×	Restored to Photos App > Camera Roll			
iOS to Android	~	×	Restored to Internal Storage > Pictures > mobileBackup folder NOTE: mobileBackup folder is created when using the restore option from iOS to Android.			

Supports the restore of photos and/or videos to other mobile devices. It could be other mobile device with the same or different operating systems.

This requires the other mobile devices to be registered on AhsayOBM/AhsayACB.

Same mobile Operating System (OS)

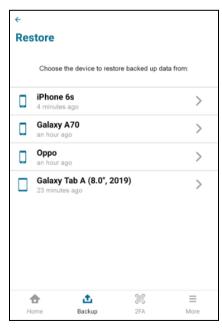
Android to Android

This is a restore from an Android to another Android mobile device. Examples are from Samsung to Huawei / ASUS to Oppo.

1. Tap Restore to start the mobile restore.

🔕 Ahsay	Mobile		\$
Galaxy Tab	A (8.0", 2019	9)	
Last Backup			22 minutes ago
	adrup	O Do	
<u>ٹ</u> B	ackup	€ Re	store
₿	ackup	₽ Re 	store

2. Choose to restore to a backup taken on a Galaxy A70 another Android device, i.e. Galaxy Tab A.





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

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

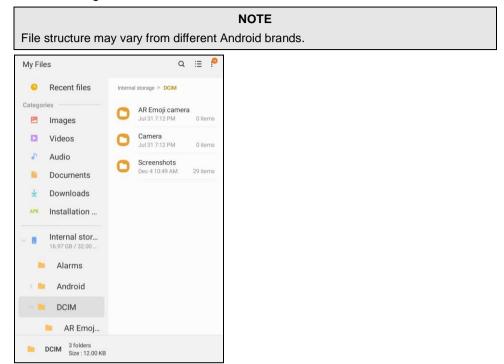
4. Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

				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.								
🔕 Ahsay	Mobile			🚯 Ahsay	/ Mobile			
	Restore			Restore				
Galaxy A70 an hour ago 60%: Restoring Restore takes restoration is o	Photos (6/10) time. You need to k	eep the app runn	ing until the	Galaxy A70 37 minutes ago Restoration paused				
	Stop				Resume r Car	restoration		
Home	1 Backup	2FA	E More	Home	L Backup	2FA	E More	

5. Mobile restore is successful. It also displays the items and number of items restored. For example, **10 photos** and **0 videos** have been successfully restored. Tap **Done** to return to the previous screen.

🕲 Ahsay Mobile			
	Rest	tore	
Galaxy A70	1		
an hour ago			
Restoration of the second s	completed succes	sfully	
Items			Restored
🔯 Photos			10
Videos			0
	_		
	Do	ne	
•	<u>ئ</u>		=
Home	Backup	2FA	More

6. To check the restored photos, videos and 2FA accounts, go to your mobile device's Gallery or Internal storage > DCIM.



iOS to iOS

This is a restore from an iOS-to-iOS mobile device. Examples are from iPhone to iPhone / iPhone to iPad.

1. Tap Restore to start the mobile restore.

iPhone 6s		
Last Backup	11 m	ninutes ago
	_	
🛆 Backup	? Res	store
🗘 Backup	P Res	store
Backup	P Res	store

2. Choose a backup job from another iOS device that you would like to restore. In this example **iPhone 6** is selected.

<		
Restore		
Choose the device to rest	ore backed up o	lata from:
iPhone 6s 11 minutes ago		>
Galaxy A70 an hour ago		>
iPhone 6 an hour ago		>
Galaxy Tab A (8. an hour ago	0", 2019)	>
🛧 🗘	00) U::	\equiv
Home Backup	2FA	More

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

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

4. Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

	NOTE
	for example network connection issue, or you want to er time, you can click the Stop and it will show Resum
🔕 Ahsay Mobile	🚯 Ahsay Mobile
Restore	Restore
iPhone 6 an hour ago 12%: Restoring Photos (1/8) Restore takes time. You need to keep the app running until the restoration is completed.	iPhone 6 3 hours ago Restoration paused
Stop	Resume restoration
	Cancel
Home Backup 2FA More	Home Backup 2FA More

 Mobile restore is successful. It also displays the items and number of items restored. For example, 8 photos and 0 videos have been successfully restored. Tap Done to return to the previous screen.



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

Cross mobile Operating System (OS)

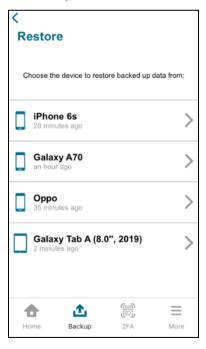
Android to iOS

This is a restore from an Android mobile device to an iOS mobile device. Examples are from Samsung to iPhone / Huawei to iPad.

1. Tap • Restore to start the mobile restore.

🚯 Ahsay Mobi	le	\$
iPhone 6s		
Last Backup	28 n	ninutes ago
🔁 Backup	n Re:	store
🛧 🗘		=
Home Backup	2FA	More

2. Choose a backup job from another device with a different OS that you would like to restore. In this example, an Android mobile **Galaxy A70** is selected.



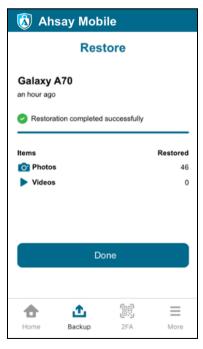
3. Choose from Photos, Videos and/or 2FA Accounts then tap Restore.

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

4. Mobile restore is on-going. Tap **Stop** if you want 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.				
Restore	Restore			
Galaxy A70 an hour ago 21%: Restoring Photos (10/46) Restore takes time. You need to keep the app running until the restoration is completed.	Galaxy A70 3 hours ago Restoration paused			
Stop	Resume restoration			
	Cancel			
Home Backup 2FA More	Home Backup 2FA More			

5. Mobile restore is successful. It also displays the items and number of items restored. For example, **46 photos** and **0 videos** have been successfully restored. Tap **Done** to return to the previous screen.



6. To check the restored photos, videos and 2FA accounts, go to your mobile device's Photos App.



iOS to Android

This is a restore from an iOS mobile device to an Android mobile device. Examples are from iPhone to Samsung / iPad to Oppo.

1. Tap • Restore to start the mobile restore.

🔕 Ahs	ay Mobile	9	\$
Galaxy A	.70		
Last Backup	0	23	minutes ago
₫_ B	ackup	ο Re	estore
B	ackup	o Re	estore
<u>م</u> B	ackup	စ Re	estore

2. Choose a backup job from another device with a different OS that you would like to restore. In this example, an iOS mobile **iPhone 6s** is selected.

<					
Restore					
Choose the device to restore backed up data from:					
iPhone 6s 22 minutes ago		>			
Galaxy A70 23 minutes ago		>			
Oppo 2020-11-13 17:52:50		>			
Galaxy Tab A (8.0' 2 hours ago	', 2019)	>			
☆ ☆	60	Ξ			
Home Backup	2FA	More			



3. Choose from Photos, Videos and/or 2FA Accounts then tap Restore whole backup.

×	iPhone	6s			
Bac	ked up successf	ully 22 minute	s ago		
Dho	tos		0		
📘 Vide	os		000000000000000000000000000000000000000		
? 2FA	Accounts		I		
Device avai	lable space: 107	.14GB			
Restore whole backup					
	•	പ്പ	_		
1 Home	Backup	2FA	More		
1 Del De	ouenap	a.1 F 1	111215		

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

Ж	iPhone acked up successfu		ago	×	Backed u	iPhone 6	5 s Ily 22 minutes	ago
D Pł	notos		Ø	D	Photos			Ø
🖿 Vi	deos		Ø	D	Videos			
° 2F	A Accounts		Ø	8	2FA Acc	ounts		ø
					Backup \$	Settings		- 1
					-	-	t one backup	,
								ок
Device a	vailable space: 107.			Devi	ce available	space: 107.1	14GB	
	Restore wh	Restore selected item						
•	<u>ئ</u>	60) 83	\equiv	4	•	<u>ئ</u>		Ξ
Home	Backup	2FA	More	Но	me E	Backup	2FA	More

4. Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

🔕 Ahsay Mobile	🔕 Ahsay Mobile	
Restore	Restore	
iPhone 6s	iPhone 6s	
22 minutes ago	4 hours ago	
42%: Restoring Photos (18/42)	Restoration paused	
	Resume restoration	
	Resume restoration	

5. Mobile restore is successful. It also displays the items and number of items restored. For example, **42 photos** and **0 videos** have been successfully restored. Tap **Done** to return to the previous screen.

🔞 Ahsay Mobile									
Restore									
iPhone 6s 22 minutes ago Restoration completed successfully									
Items Photos Videos			Restored 42 0						
Done									
•		බ	_						
Home	Eackup	2FA	More						

6. To check the restored photos, videos and 2FA accounts, go to your mobile device's **Internal** storage > Pictures > mobileBackup folder.

