

Ahsay Mobile

User Guide for Android and iOS

Ahsay Systems Corporation Limited

25 January 2022

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Revision History

Date	Descriptions	Version
25 January 2022	<ul style="list-style-type: none">▪ 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.

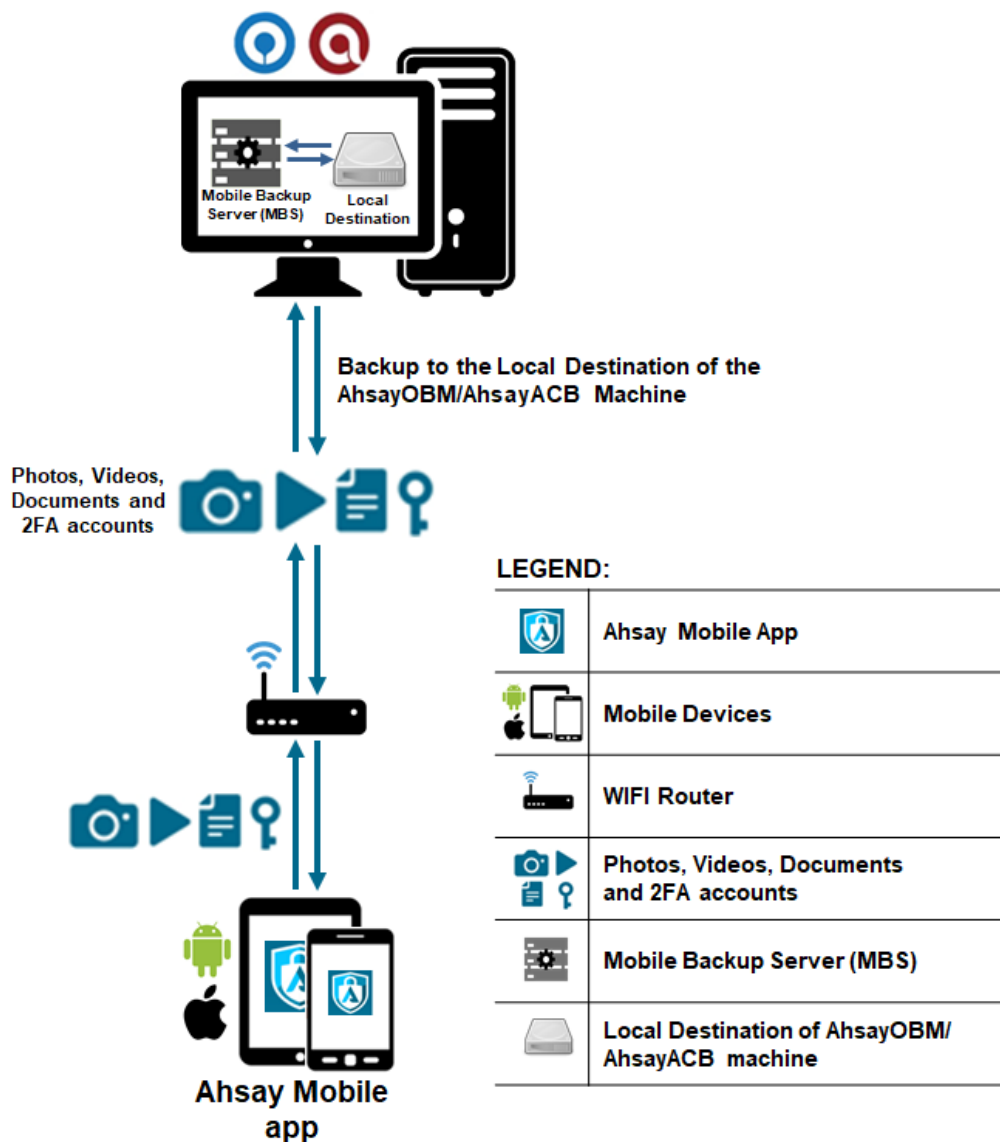
Product	Operating System (OS)		Features	
			Two-Factor Authentication (2FA)	Mobile Backup
 AhsayCBS	   		✓	✗
 AhsayOBM	Windows		✓	✓
	macOS		✓	✓
	Linux GUI		✓	✓
	Linux CLI		✓	✗
	FreeBSD		✓	✗
	NAS Synology		✗	✗
	NAS QNAP		✗	✗
 AhsayACB	Windows		✓	✓
	macOS		✓	✓

 AhsayOBR	Windows			
	macOS			
	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.

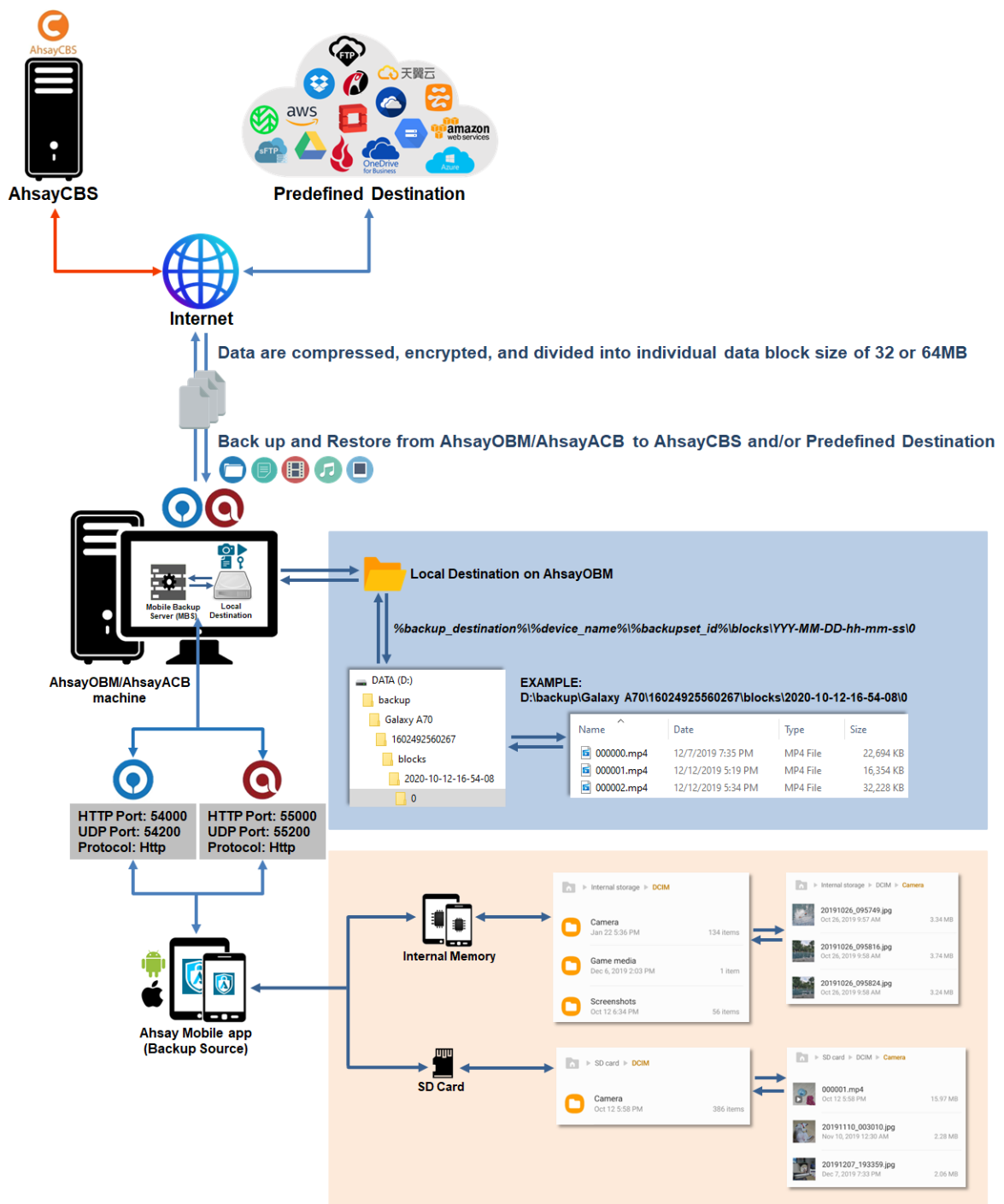
The Ahsay Mobile app is connected to the local network of the AhsayOBM/AhsayACB machine via a WIFI Router to backup and restore photos, videos, documents and 2FA accounts that are stored primarily in the local destination of the AhsayOBM/AhsayACB machine.



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.

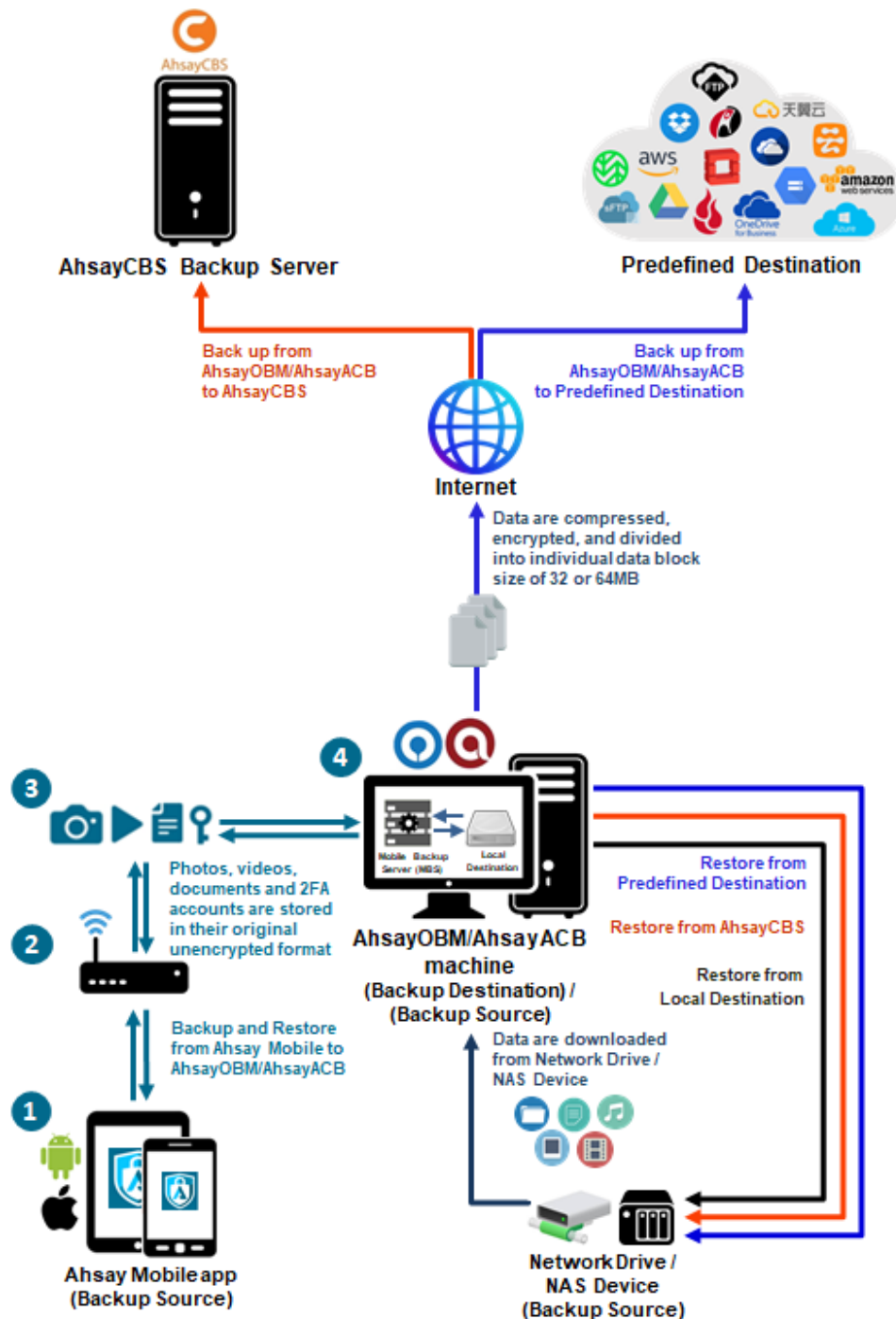


If storage of photos, videos, documents and 2FA accounts to AhsayCBS and Predefined Destination is required, then this can be done using AhsayOBM/AhsayACB to perform a secondary backup and restore of the photos, videos, documents and 2FA accounts on the local drive to AhsayCBS and Predefined Destination.

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:

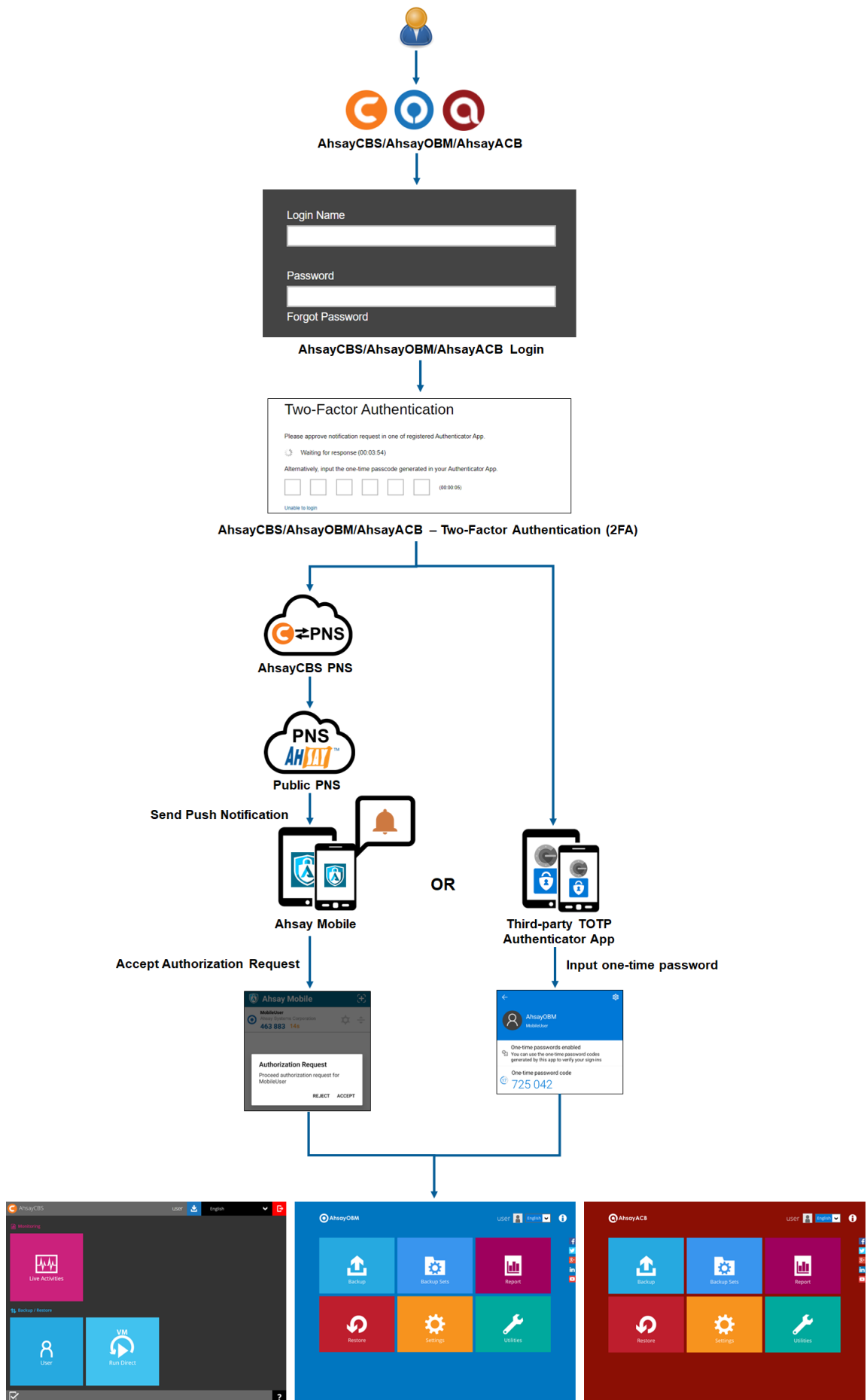
- Push Notification
- TOTP

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.

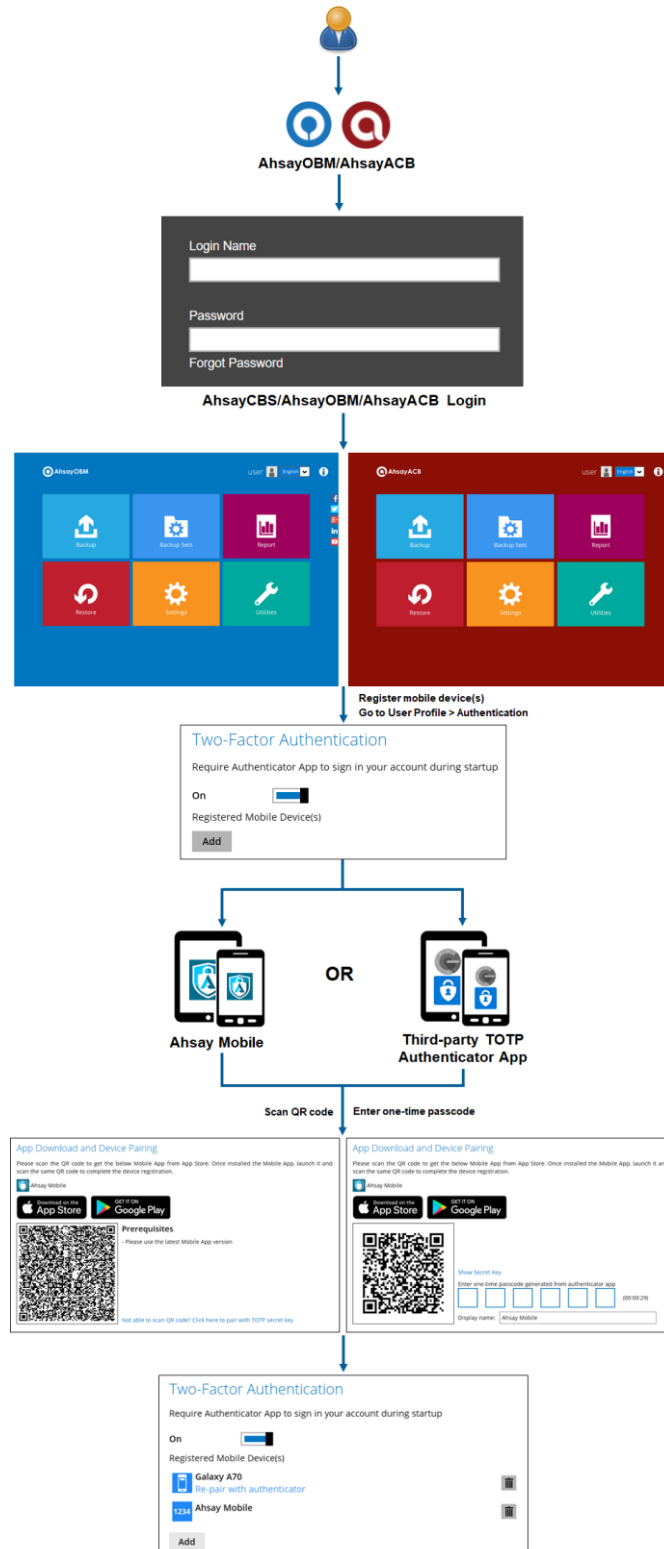


This illustrates the registration of mobile devices for Two-Factor Authentication.

NOTE









For more details, please refer to the following links:

- ▶ [AhsayOBM v9 Quick Start Guide for Windows](#)
- ▶ [AhsayOBM v9 Quick Start Guide for macOS](#)
- ▶ [AhsayACB v9 Quick Start Guide for Windows](#)
- ▶ [AhsayACB v9 Quick Start Guide for macOS](#)



1.4 Mobile Backup

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

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

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.

The screenshot shows the 'Backup Client Settings' for a user. The 'Mobile Backup' tab is active. In the 'Add-on Modules' section, the 'Mobile (max. 10)' checkbox is checked and highlighted with a red box. Other modules like 'MySQL Database Server', 'Lotus Domino', and 'MariaDB Database Server' are also checked. The 'AhsayOBM User' radio button is selected under 'Backup Client'.

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

The screenshot shows the 'Settings' window with the 'Proxy' tab selected. Under 'Proxy (HTTP)', the option 'Use proxy to access the Internet' is set to 'Off'. The 'Mobile Backup' option is visible in the left sidebar.

- 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.



• 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:

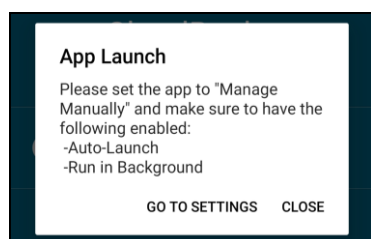
Android

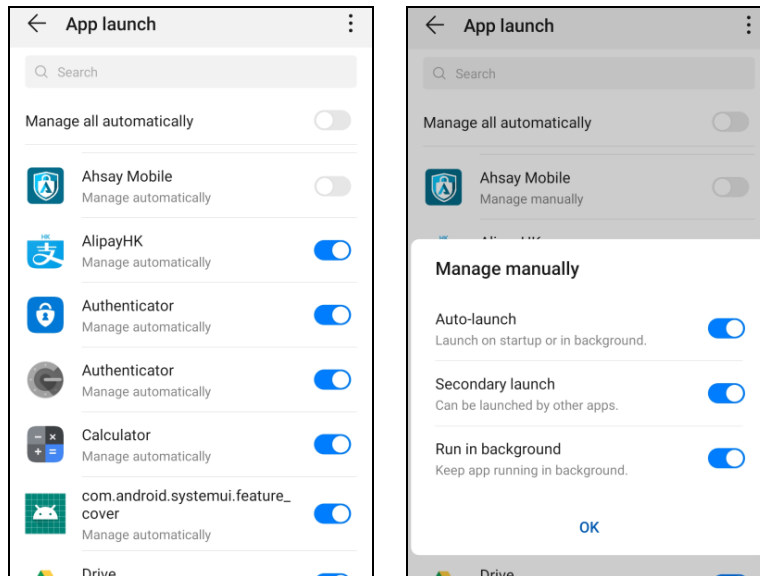
- Auto-Launch and Run in Background

NOTE

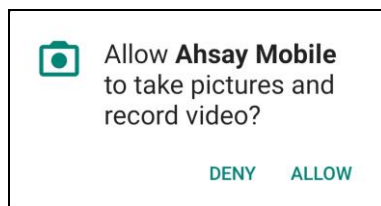
Auto-Launch and Run-in Background settings may vary from Android version and brand.

This is a sample setting from a Huawei device.

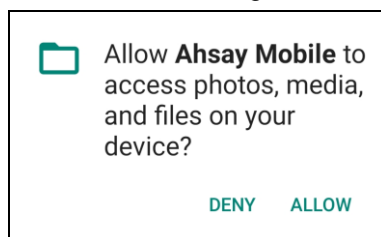




- Camera



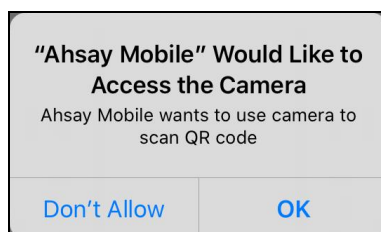
- Read External Storage



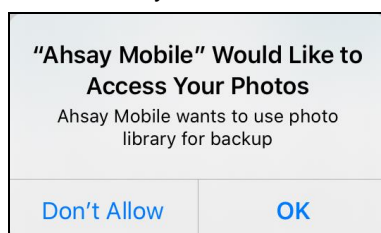
- Write External Storage

iOS

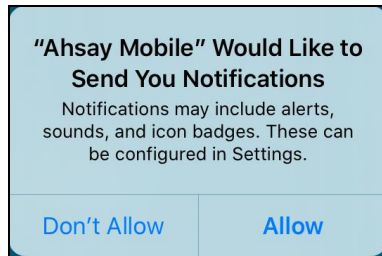
- Camera



- Face ID
- Photo Library



- Notifications



• **Battery Requirement**

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

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

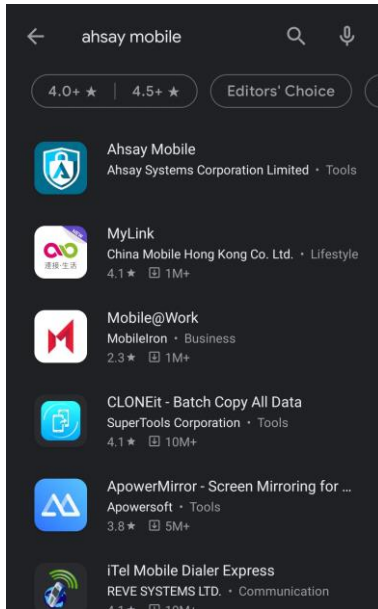
Restore backed up photos and videos to your mobile device

4 Download and Install the Ahsay Mobile App

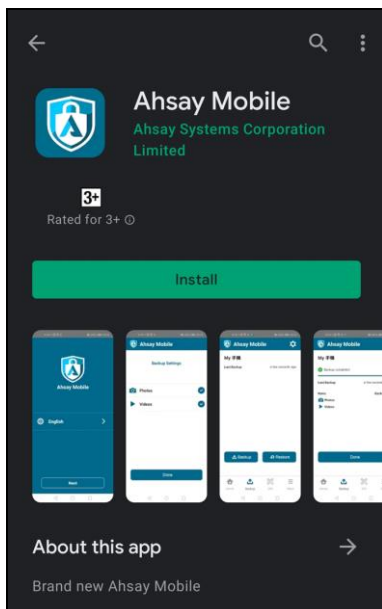
The latest version of the Ahsay Mobile app is available at the Android Play Store / iOS App Store.

4.1 Android – Play Store

1. Search for Ahsay Mobile app.



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

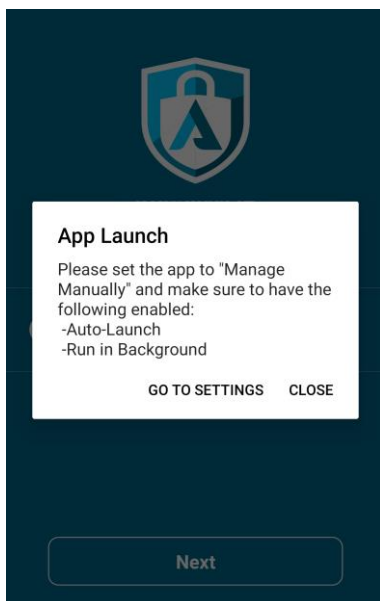


- Optional: Tap the Ahsay Mobile app. Pop-up message will be displayed for the App Launch. Make sure to enable the following: Auto-Launch and Run in Background.

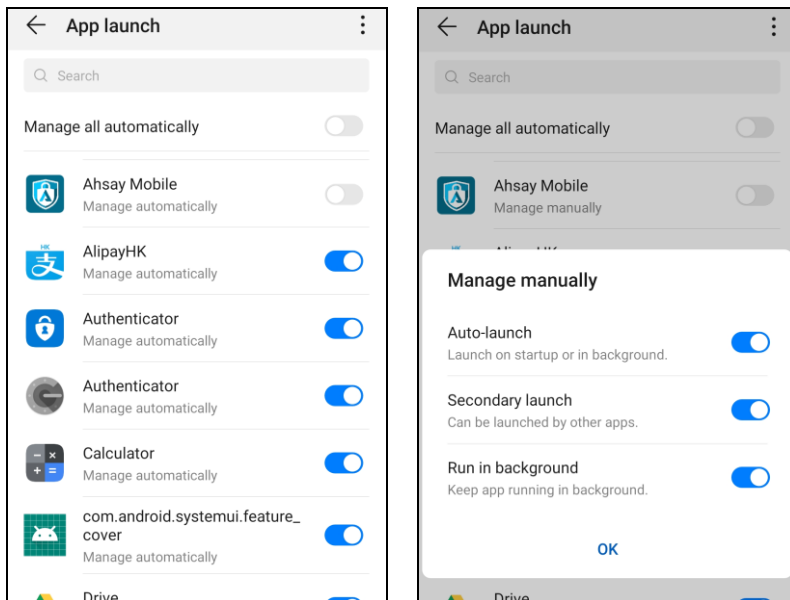
NOTE

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

This a sample setting from an Android device.

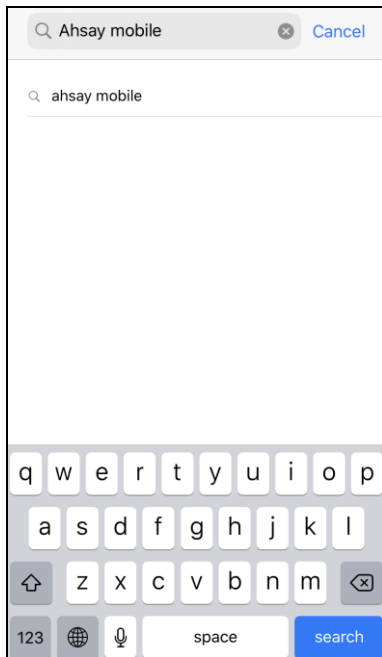


Go to **Settings > App Launch > Ahsay Mobile** app. Manage the app manually by enabling the Auto-Launch and Run in Background.

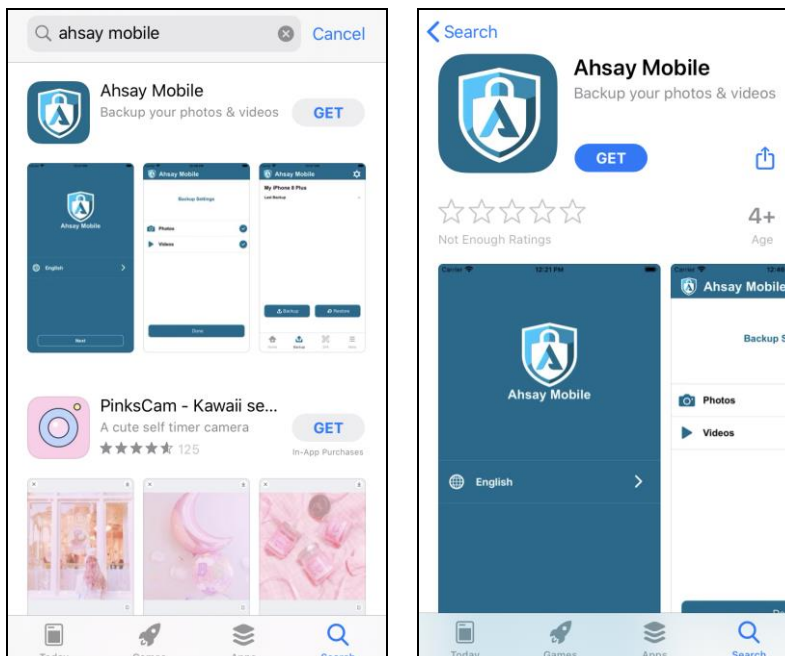


4.2 iOS – App Store

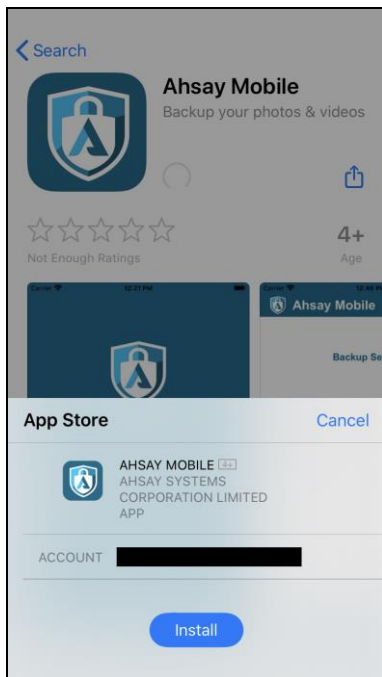
1. Search for Ahsay Mobile.



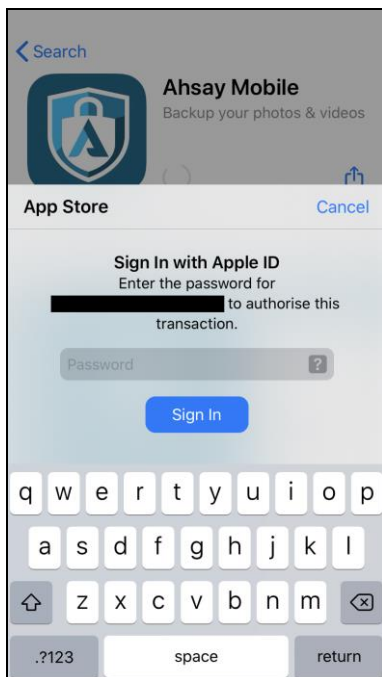
2. Tap **Get**.



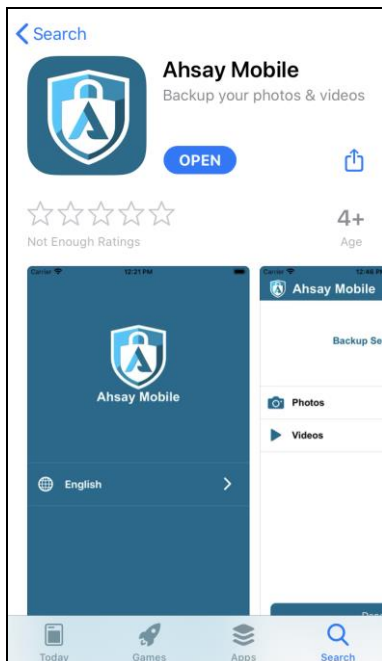
3. Tap **Install** to start the installation.



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.

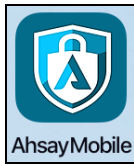


5. Ahsay Mobile app is successfully installed.



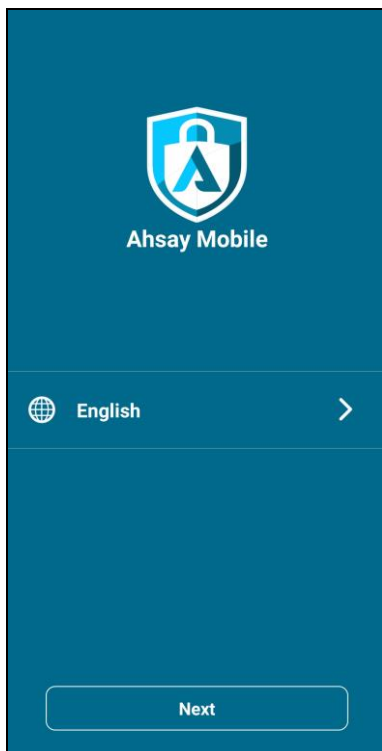
5 Start the Ahsay Mobile App

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

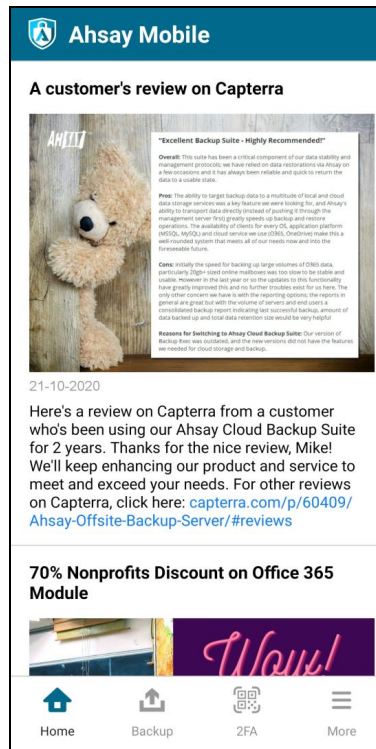


2. The following screen will be displayed.

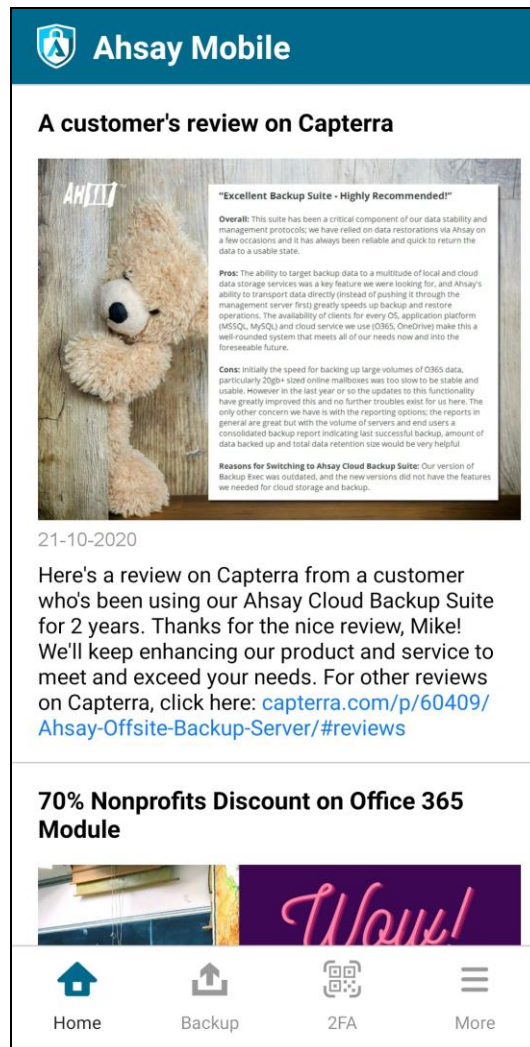
For initial launch this will be the screen displayed:



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



6 Ahsay Mobile App Overview

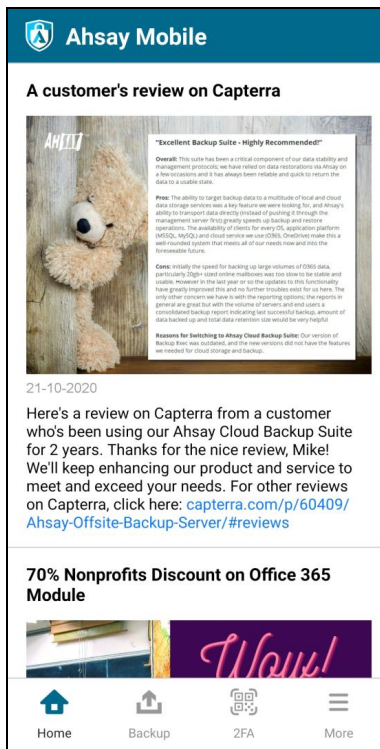


Ahsay Mobile app has four (4) major features:

- ▶ [Home](#) – displays Ahsay related news
- ▶ [Backup](#) – Backup and Restore
- ▶ [2FA](#) – Two-Factor Authentication
- ▶ [More](#) – Settings and Help

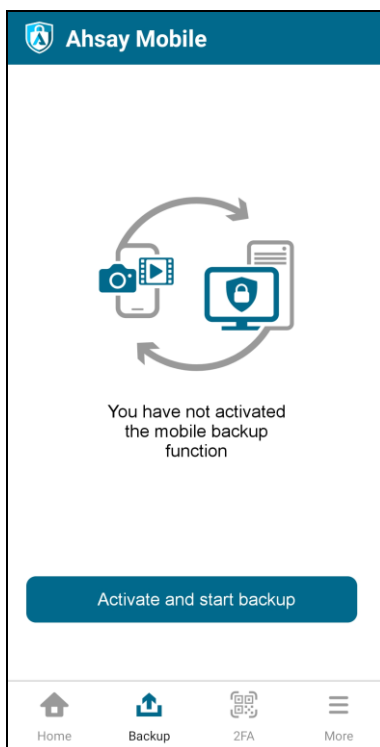
6.1 Home

Displays the latest Ahsay news.



6.2 Backup – Backup and Restore

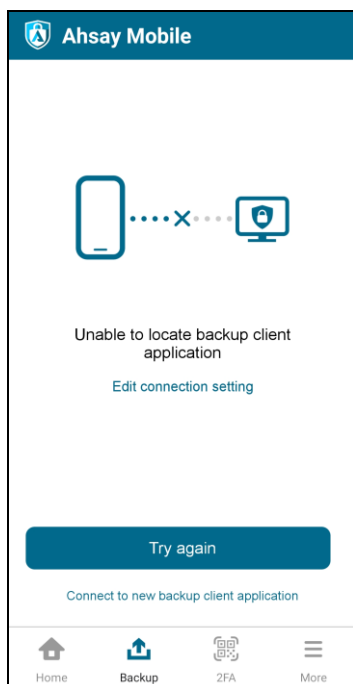
After successful registration of the mobile device with AhsayOBM/AhsayACB local machine. Allows the user to backup and restore photos, videos, documents and 2FA accounts to the AhsayOBM/AhsayACB local machine.



6.2.1 Edit Connection Setting

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

1. Tap the **Edit connect setting** link.



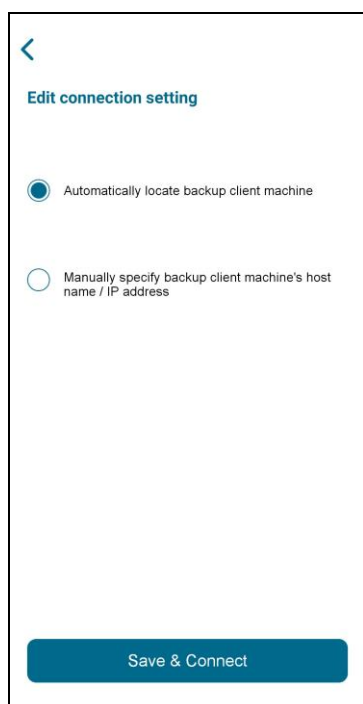
2. Choose from the following options:

- **Automatically locate backup client machine**

This will automatically connect to the backup client machine.

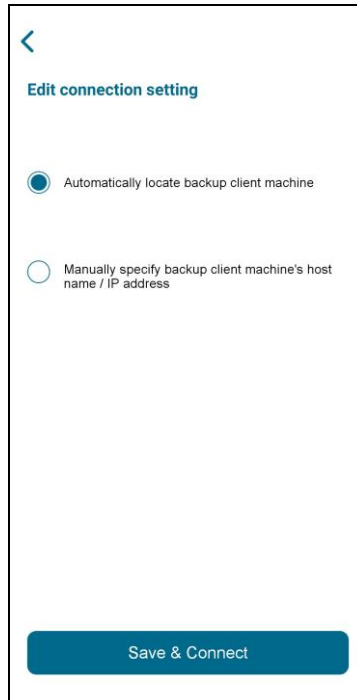
- **Manually specify backup client machine's host name / IP address**

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



Automatically locate backup client machine

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

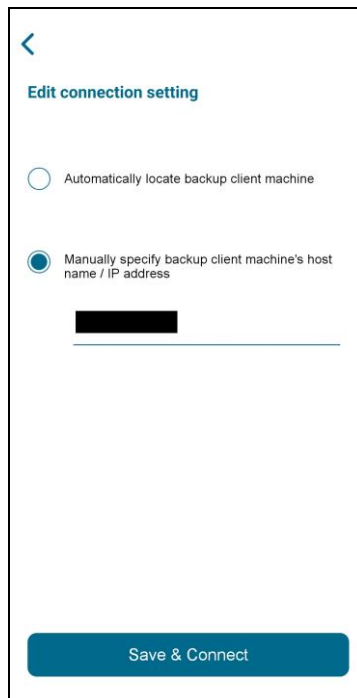


The screenshot shows a mobile application interface for editing connection settings. At the top, there is a back arrow and the title 'Edit connection setting'. Below the title, there are two radio button options. The first option, 'Automatically locate backup client machine', is selected with a blue dot. The second option, 'Manually specify backup client machine's host name / IP address', is unselected. At the bottom of the screen, there is a blue button labeled '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

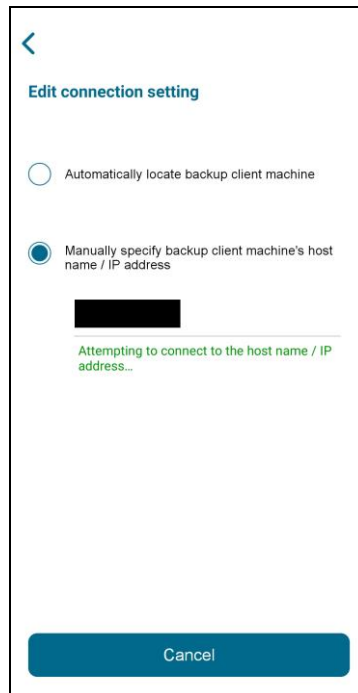
- i. Select **Manually specify backup client machine's host name / IP address**.
- ii. Enter the host name or IP address then tap **Save & Connect**.



The screenshot shows the same 'Edit connection setting' screen as before. In this instance, the second radio button option, 'Manually specify backup client machine's host name / IP address', is selected with a blue dot. Below this option, there is a text input field with a black rectangular placeholder. At the bottom of the screen, there is a blue button labeled 'Save & Connect'.

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

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



<

Edit connection setting

☐ Automatically locate backup client machine

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

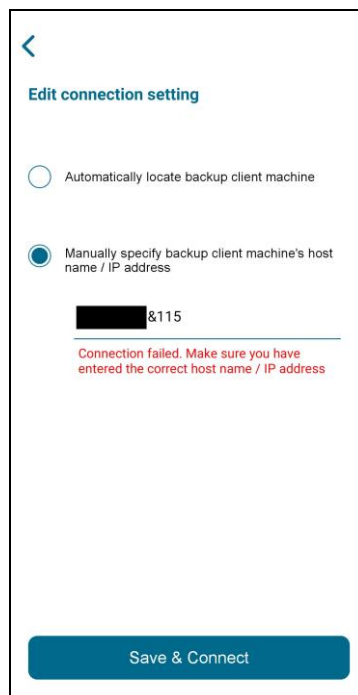
[Redacted text]

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

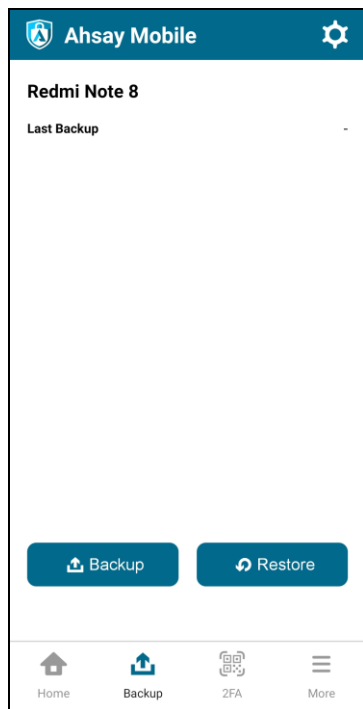
☒ Manually specify backup client machine's host name / IP address

[Redacted text] &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.

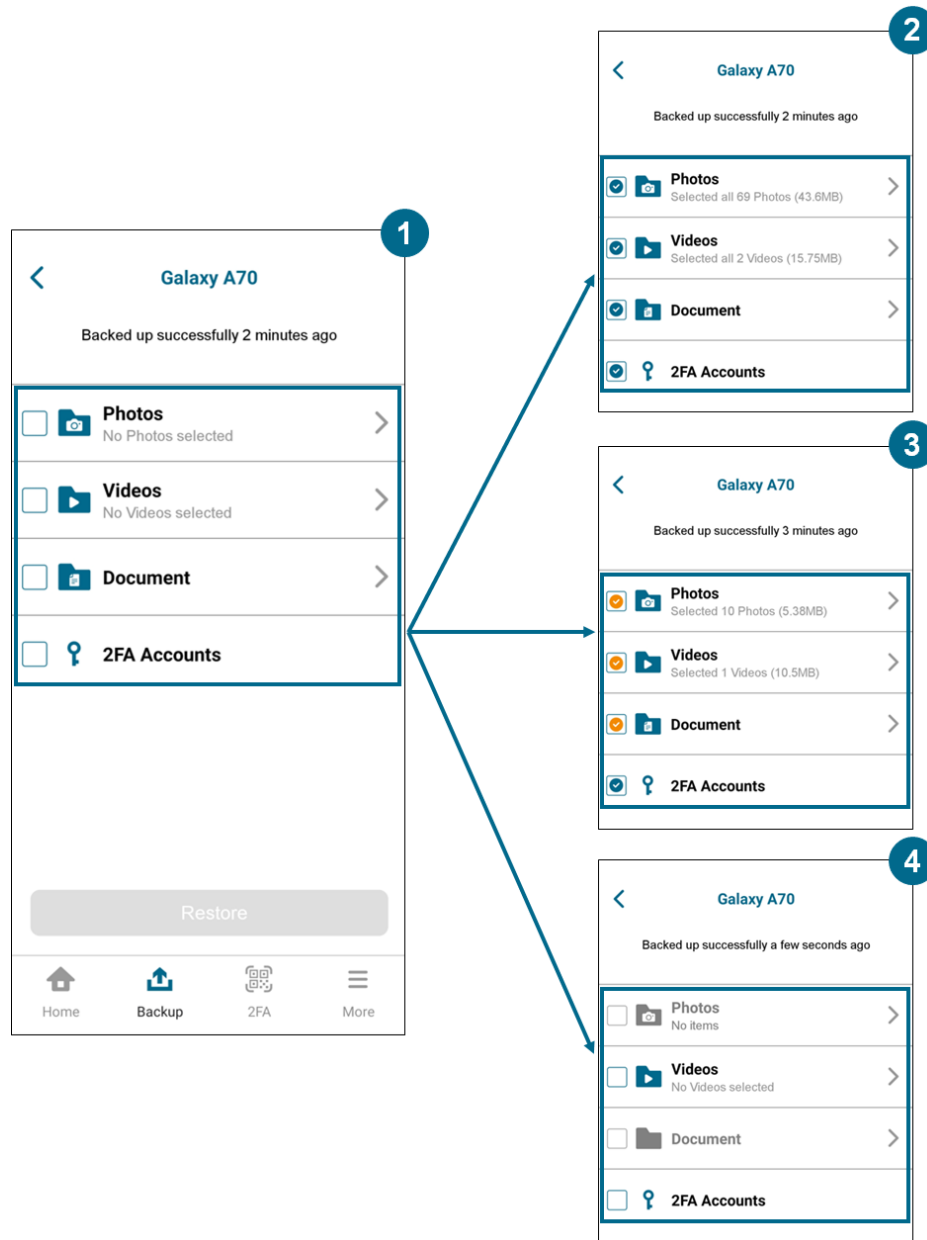


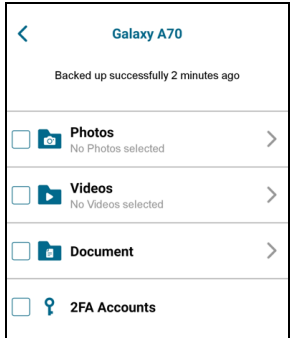
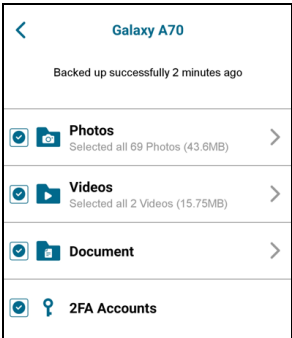
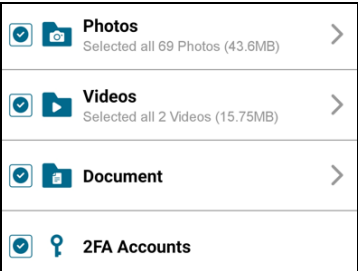
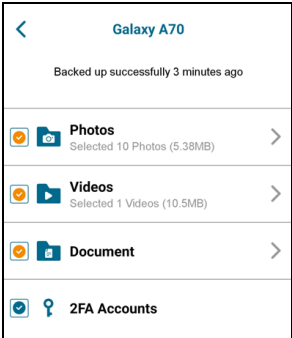
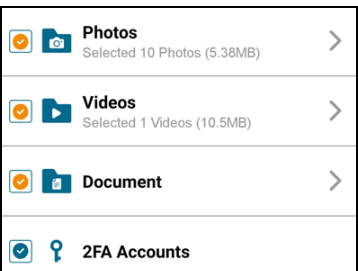
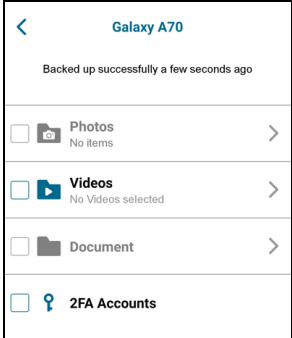
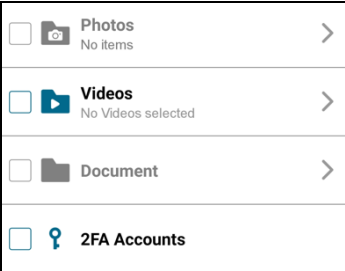
6.2.2 Restore Features

These are the different options for the Restore:

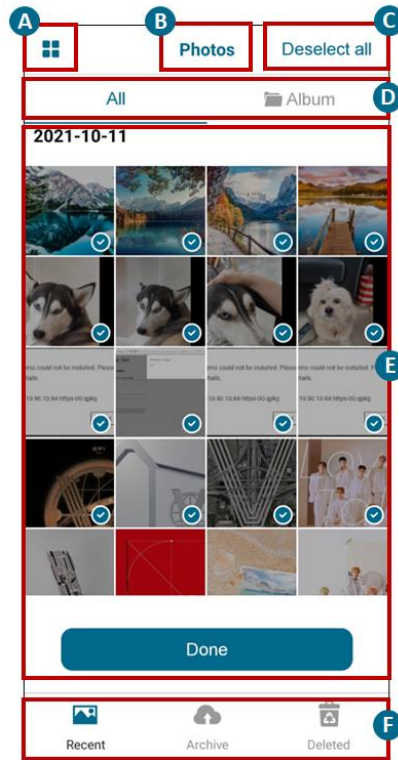
- ▶ **Select** or **Deselect** 2FA Accounts.
- ▶ **Select All** or **Deselect All** photos, videos and/or documents.
- ▶ **Select a few** or **Deselect a few** photos, videos and/or documents.
- ▶ View photos, videos and/or documents in separate tabs **Recent**, **Archive**, or **Delete**

6.2.2.1 Restore Main Page


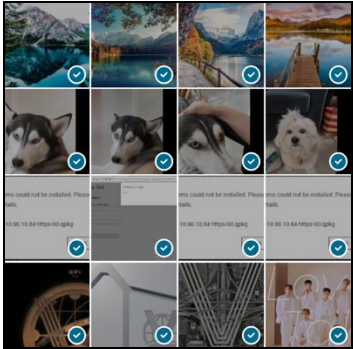




	Restore main page	Description
1		<p>In this example there are <u>no selected photos, videos, document and/or 2FA accounts</u> for restore yet.</p>
2		<p>In this example document and 2FA accounts are selected and <u>all 69 photos with total size of 43.6MB and 2 videos with total size of 15.75MB</u> are selected for restore.</p> <p>Blue checkbox indicates all photos and/or videos are selected.</p> 
3		<p>In this example document and 2FA accounts are selected and <u>only 10 photos with total size of 5.38MB and 1 video with total size of 10.5MB</u> are selected for restore.</p> <p>Orange checkbox indicates selected photos and/or videos.</p> 
4		<p>In this example Videos and 2FA accounts are not selected and there are <u>No items</u> in Photos and Document folders.</p> <p>This means that there are no backed up photos and document to restore.</p> <p>Gray folder icon indicates no item in the folder.</p> 

6.2.2.2 Restore File Explorer



▶ A – Enlarge View Toggle



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

▶ B – Type of file



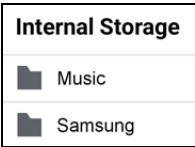
This shows the type of file selected for restore.



🔵 **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.
	

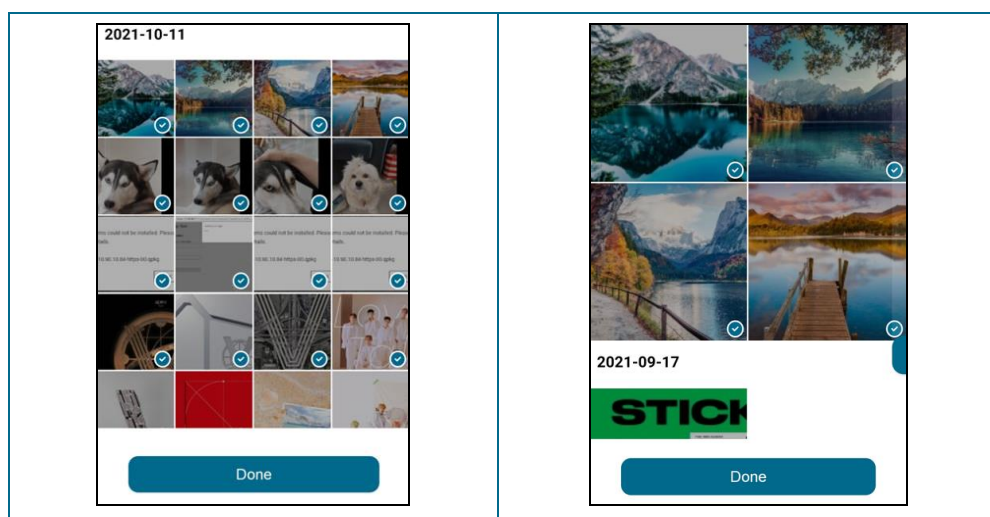
🔵 **D – Type of view**

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.
		



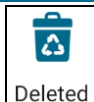
🔵 **E – Image List**

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.



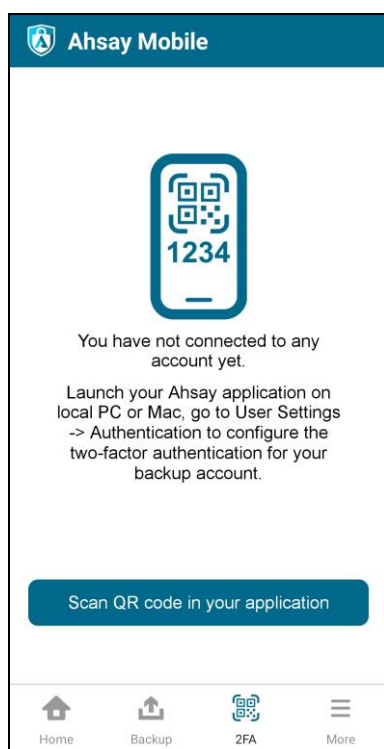
▶ **F – Recent / Archive / Delete Tabs View**

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](#)



6.3.1 Add an account

To add an account, follow the instructions below using:

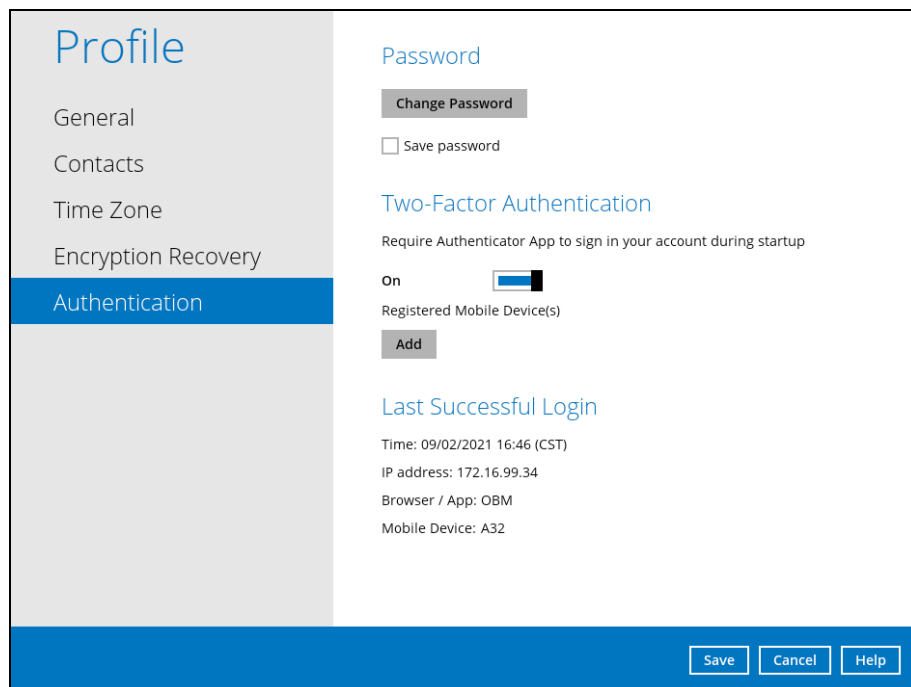
- [Push Notification and TOTP](#) or
- [TOTP Only](#)

NOTE

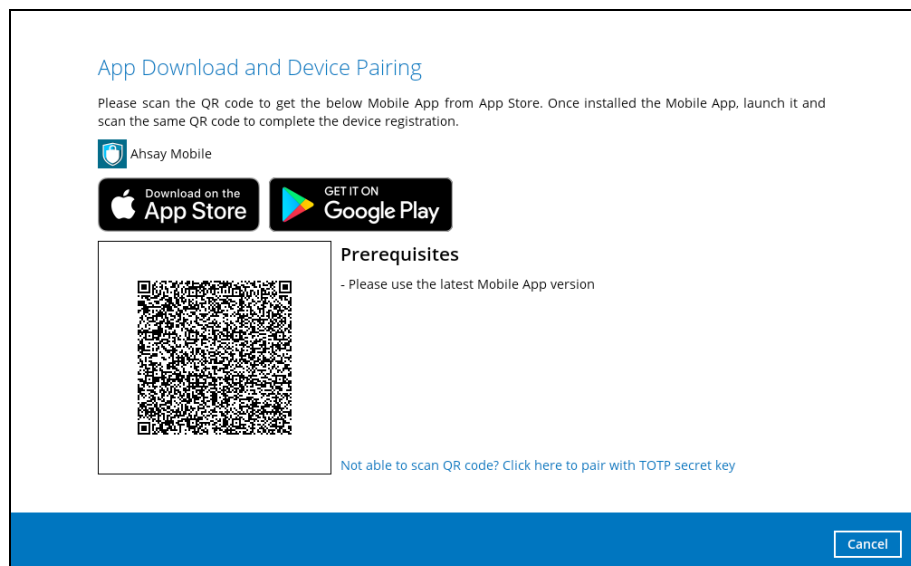
Although the example screenshots below are for AhsayOBM. As the user interface for **Settings > Authentication** is identical on AhsayACB, these instructions can also be applied to AhsayACB.

Push Notification and TOTP

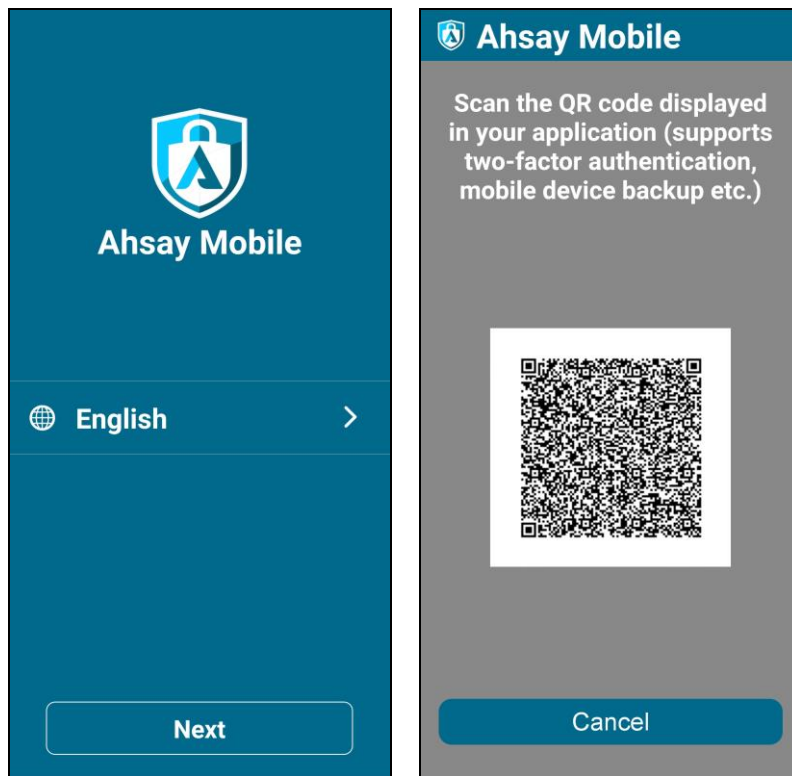
1. Open the AhsayOBM/AhsayACB and go to **Profile > Authentication**. Click **Add**.



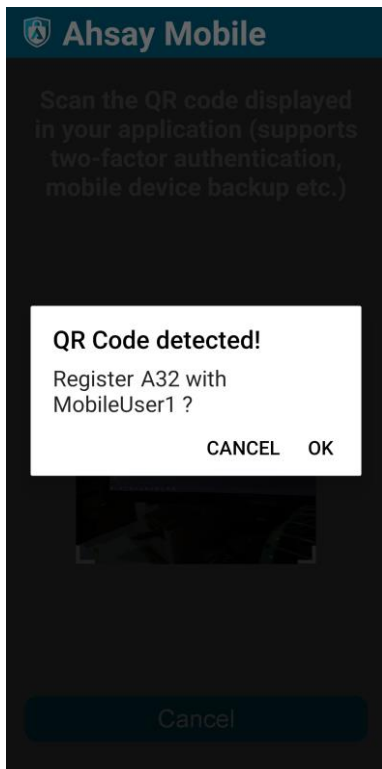
2. Download the Ahsay Mobile app from Google Play for an Android device and from App Store for an iOS device. Next scan the QR code to complete the device registration for two-factor authentication (Push notification and TOTP) feature.



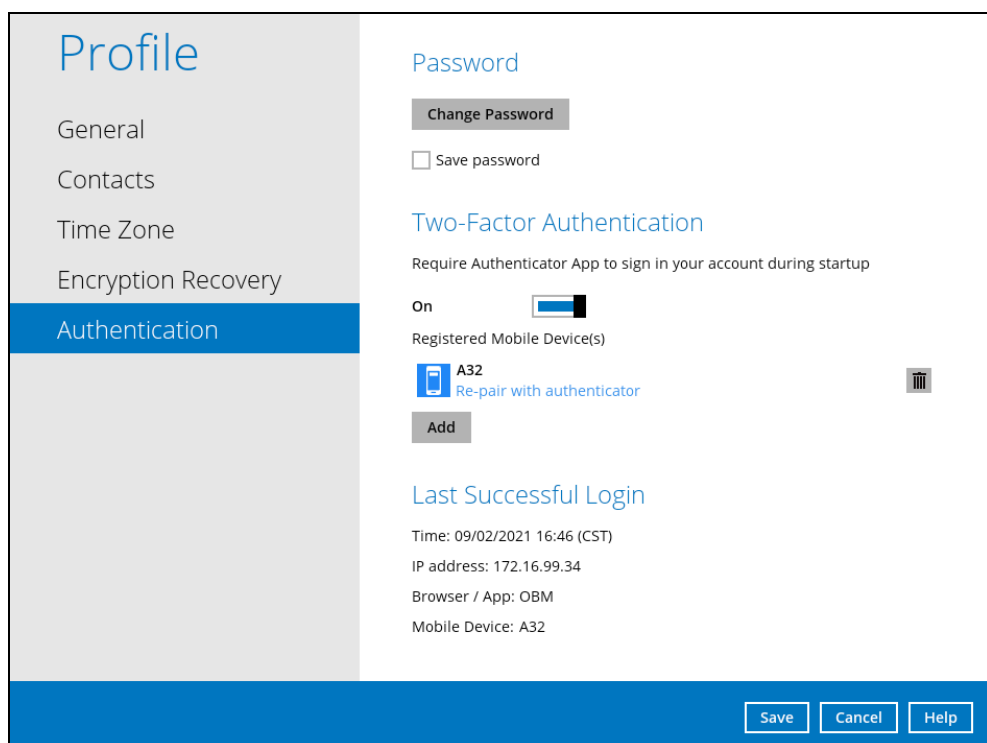
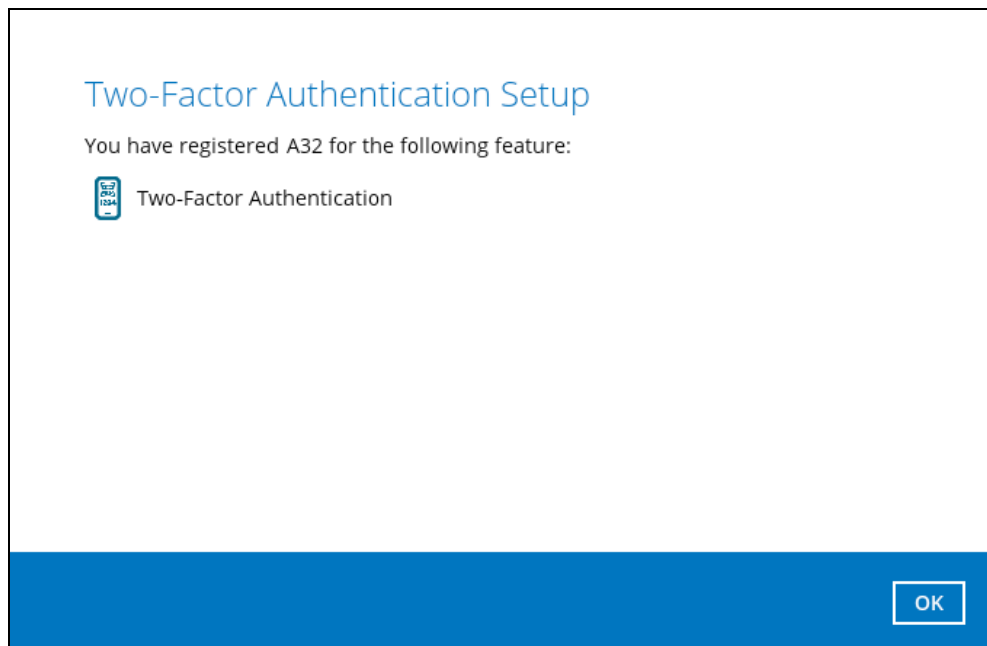
3. In the Ahsay Mobile app, tap **Next**.to scan the QR Code on AhsayOBM/AhsayACB.



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**.



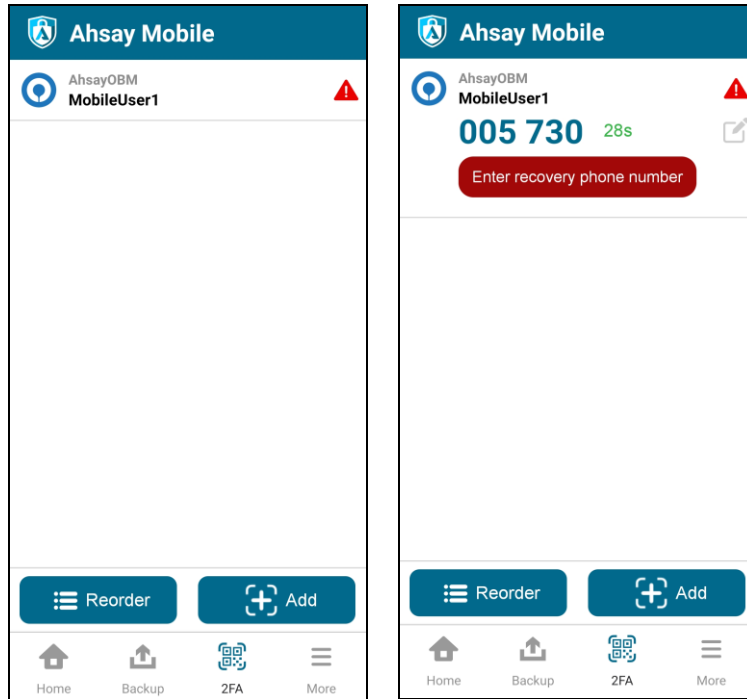
NOTE

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

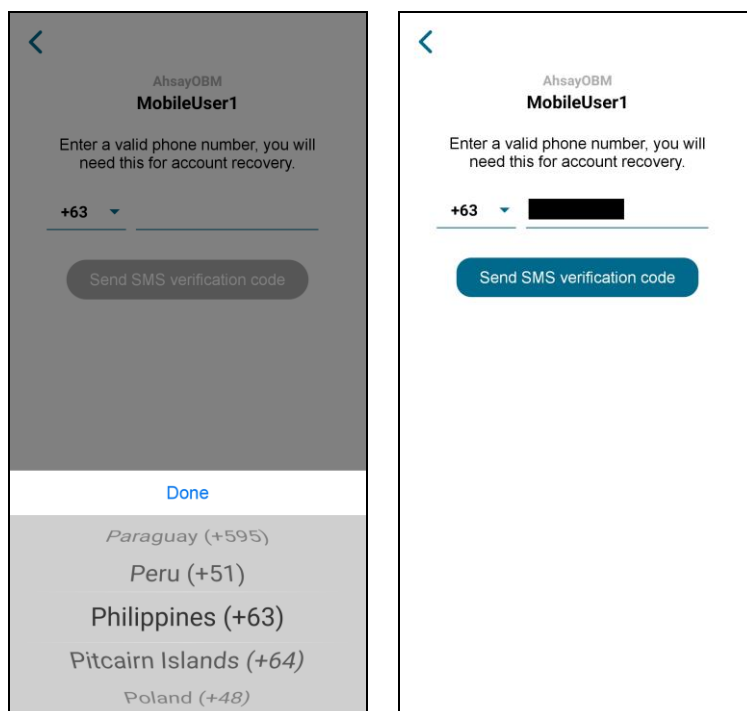
6. In the Ahsay Mobile app, go to 2FA then enter the phone number for account recovery. Tap **Enter recovery phone number**.

NOTE

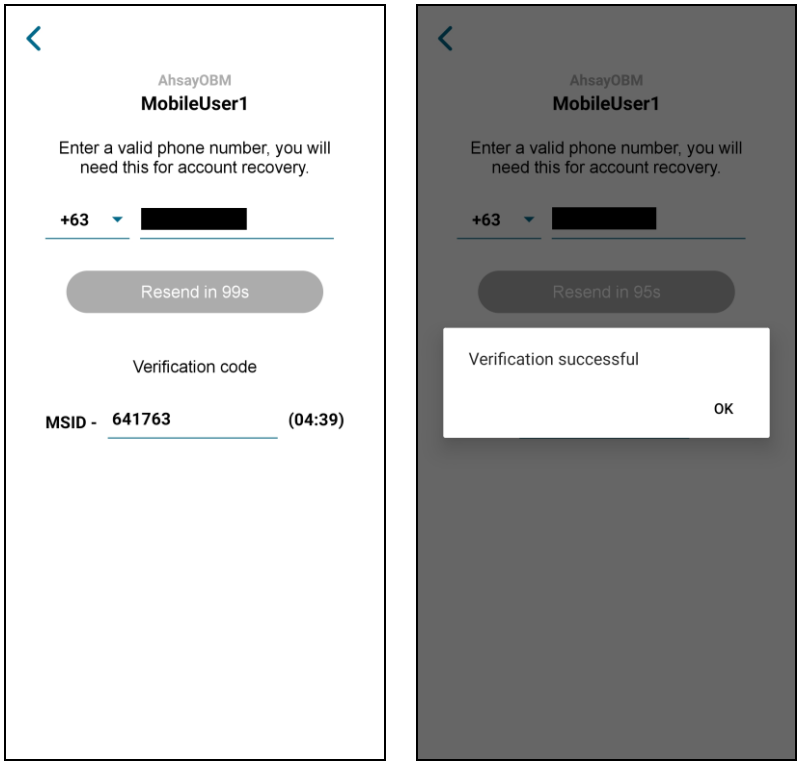
Although push notification and TOTP will still work if the recovery phone number registration is not completed, it is still strongly recommended to complete step 6 as you will not be able to access the AhsayOBM/AhsayACB if you lose your mobile device which also means loss of access to backup data.



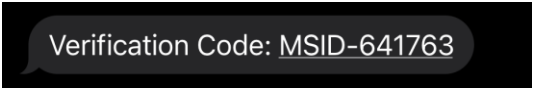
Select your country code and enter your phone number then click **Send SMS verification code**.



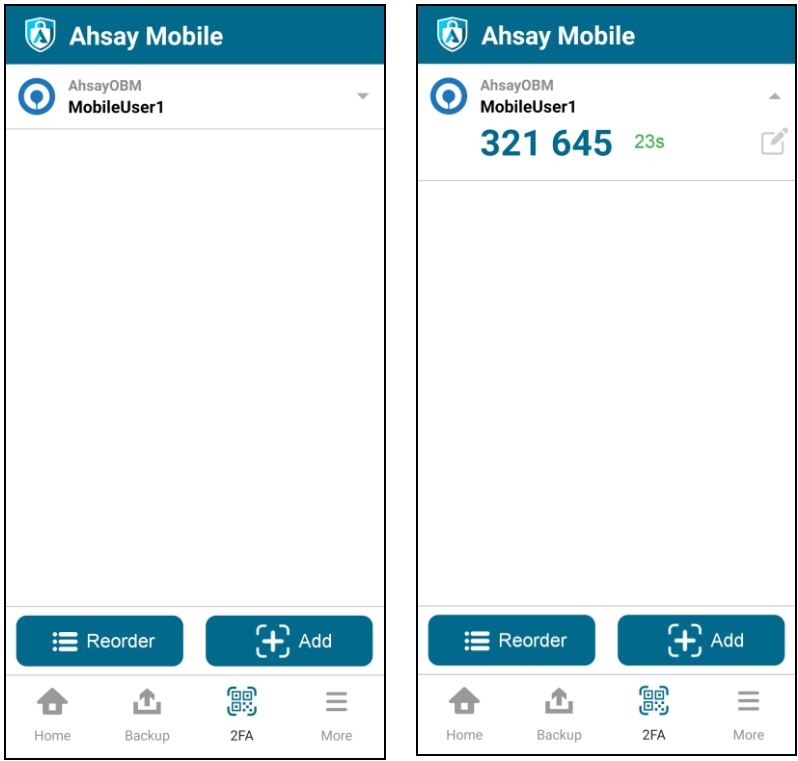
Enter the verification code sent to your mobile device.



Sample verification code.



Successfully verified the phone number for account recovery.



TOTP Only

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

Profile

- General
- Contacts
- Time Zone
- Encryption Recovery
- Authentication**

Password

Change Password

☐ Save password

Two-Factor Authentication

Require Authenticator App to sign in your account during startup

On ☒

Registered Mobile Device(s)

A32 [Re-pair with authenticator](#)

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

NOTE

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

2. 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.

App Download and Device Pairing

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

Ahsay Mobile

Download on the App Store GET IT ON Google Play

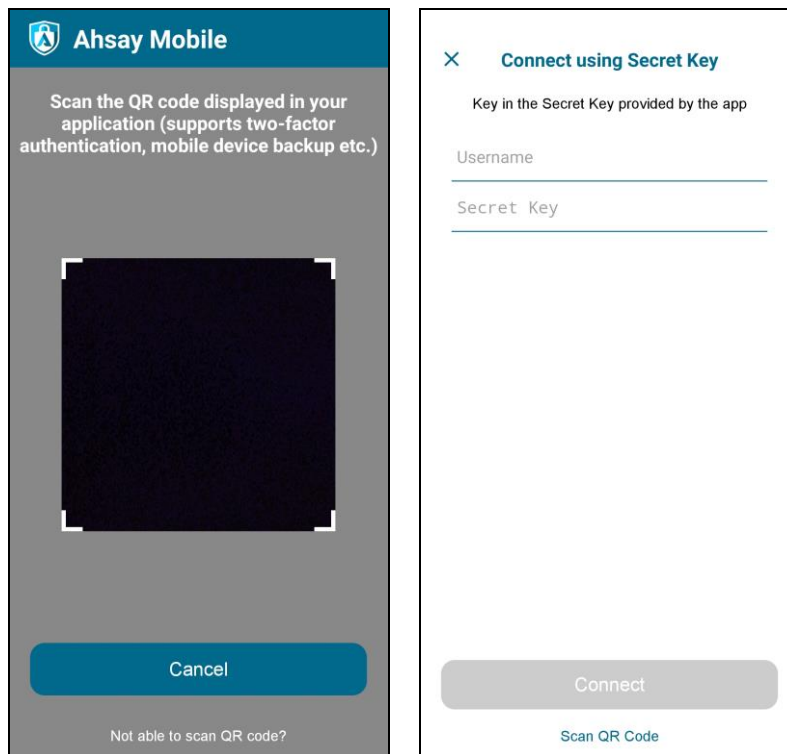
Prerequisites

- Please use the latest Mobile App version

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

Cancel

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



Ahsay Mobile

Scan the QR code displayed in your application (supports two-factor authentication, mobile device backup etc.)

Cancel

Not able to scan QR code?

Connect using Secret Key

Key in the Secret Key provided by the app

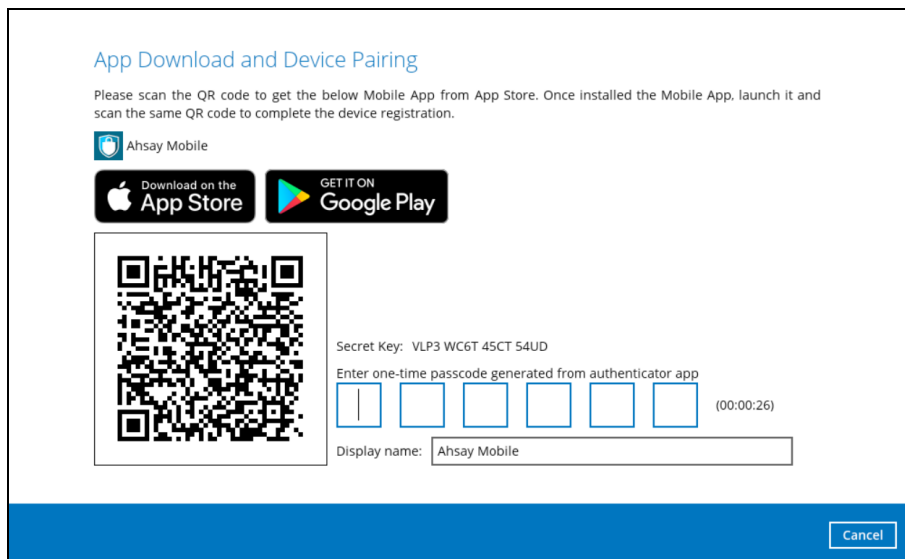
Username

Secret Key

Connect

Scan QR Code

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



App Download and Device Pairing

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

Ahsay Mobile

Download on the App Store GET IT ON Google Play

Secret Key: VLP3 WC6T 45CT 54UD

Enter one-time passcode generated from authenticator app

Display name: Ahsay Mobile

Cancel

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

✕ **Connect using Secret Key**

Key in the Secret Key provided by the app

Ahsay Mobile

.....

Connect

Scan QR Code

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

a s d f g h j k l ñ

z x c v b n m

?123 , . ✓

✕ **Connect using Secret Key**

Key in the Secret Key provided by the app

Ahsay Mobile


.....


Device paired successfully


OK

Connect

Scan QR Code

 **Ahsay Mobile**

 AhsayOBM
MobileUser1

 TOTP (Manual input)
Ahsay Mobile
425 417 28s


Reorder Add



Home Backup 2FA More


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

App Download and Device Pairing

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

 Ahsay Mobile





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:

Cancel

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 Authentication Setup

You have registered Ahsay Mobile for the following feature:

 Two-Factor Authentication

Profile

[General](#)[Contacts](#)[Time Zone](#)[Encryption Recovery](#)[Authentication](#)

Password

Change Password


☐ Save password

Two-Factor Authentication


Require Authenticator App to sign in your account during startup


On ☒


Registered Mobile Device(s)

 A32

[Re-pair with authenticator](#)



 Ahsay Mobile



Add

Last Successful Login

Time: 09/02/2021 16:46 (CST)

IP address: 172.16.99.34

Browser / App: OBM

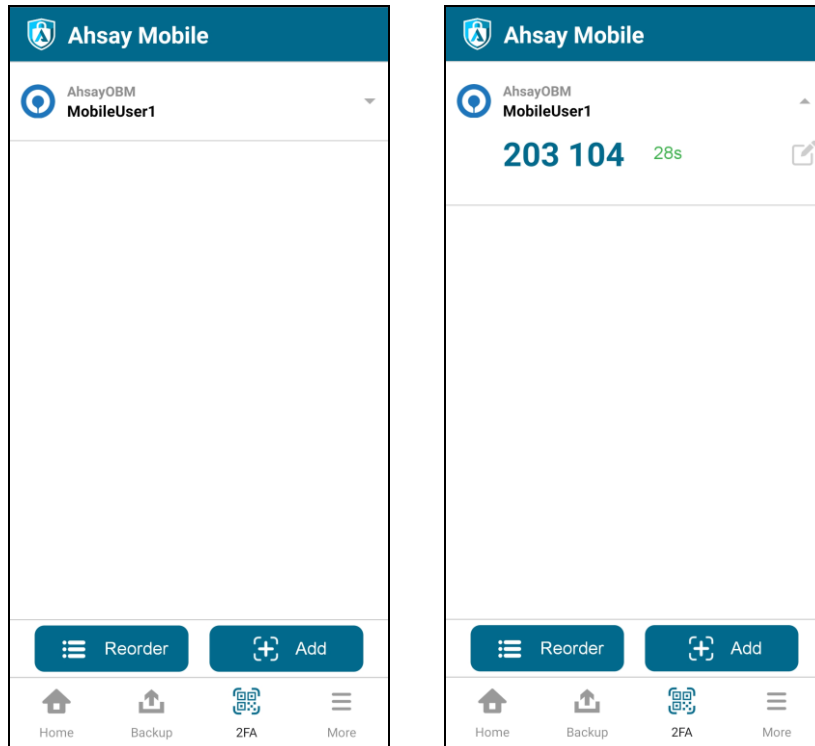
Mobile Device: A32

SaveCancelHelp

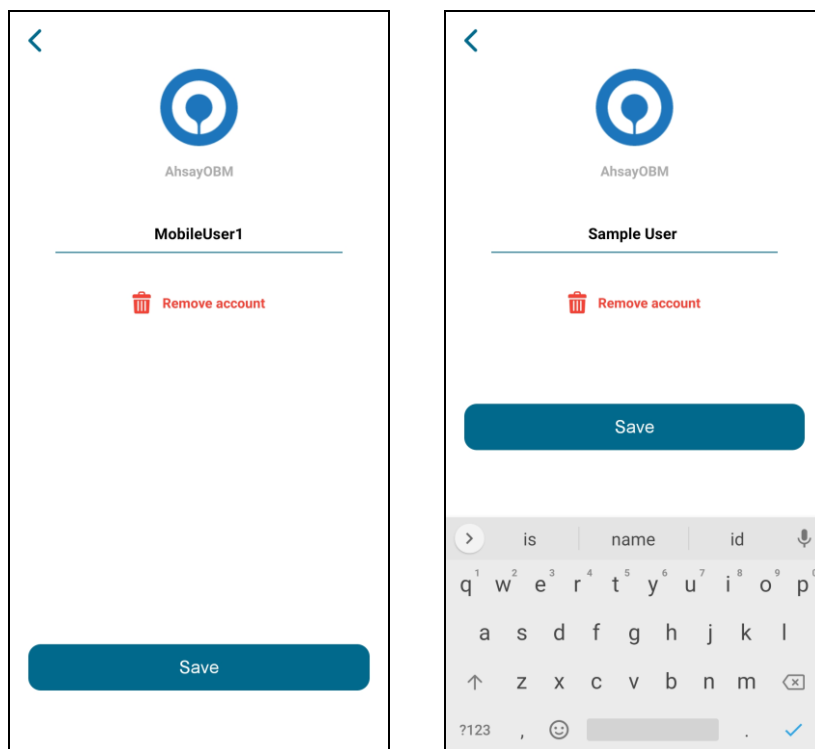
6.3.2 Edit an account

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

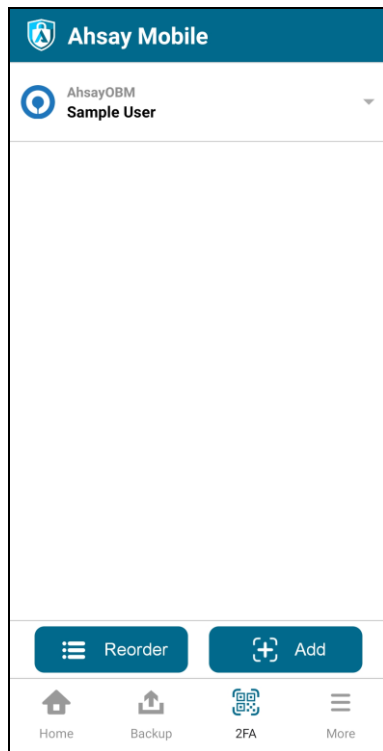
1. Select an account, tap the arrow down  icon. Then tap the **Edit**  icon.



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




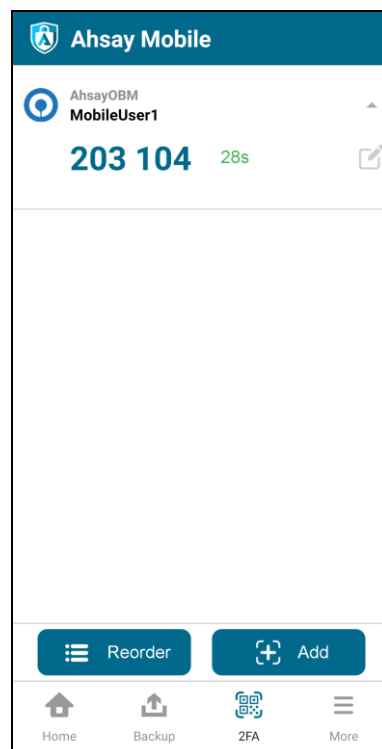
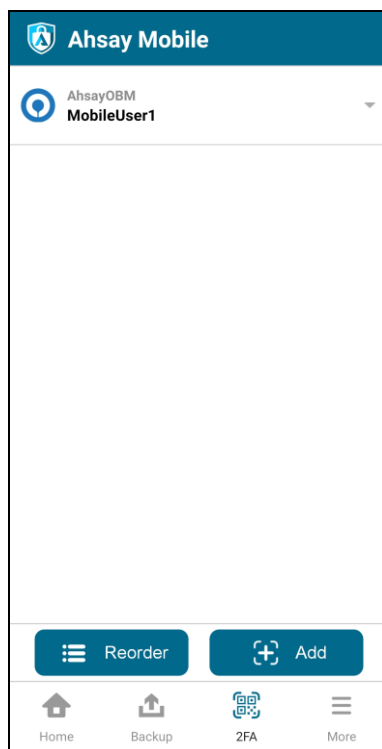
3. The account has been successfully edited.



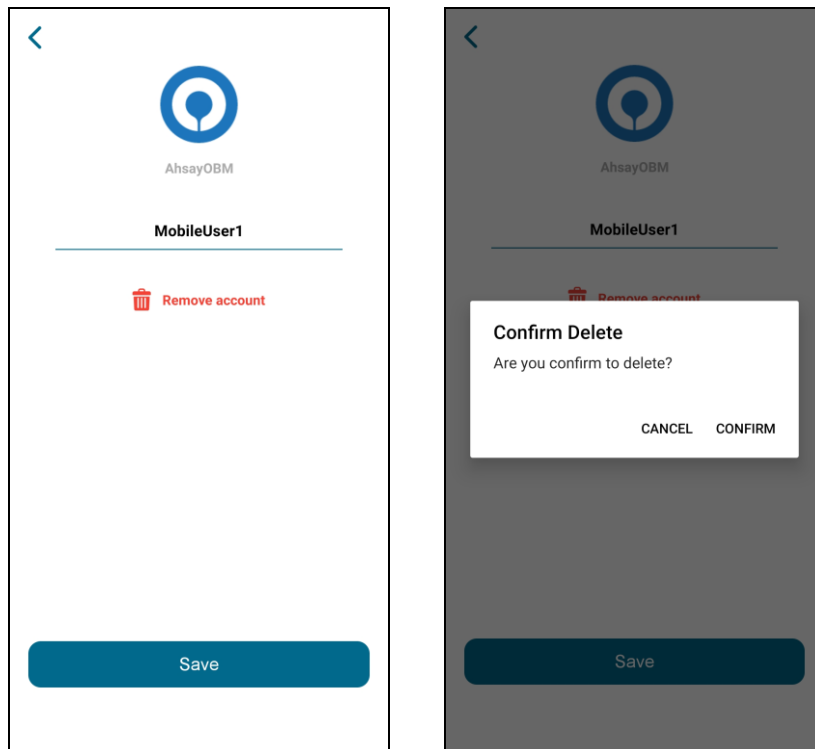
6.3.3 Remove an account

To remove an account, follow the instructions below:

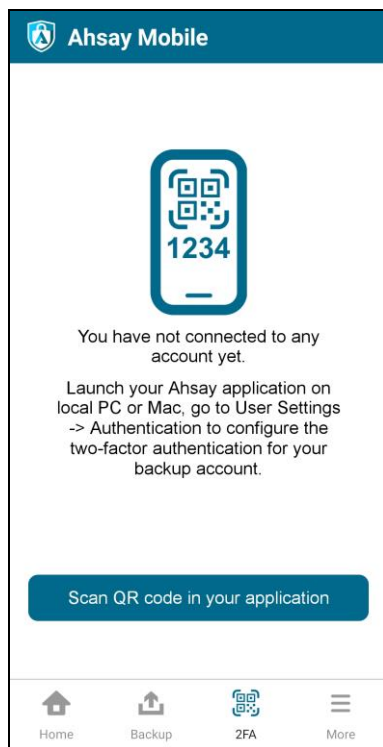
1. Select an account, tap the arrow down  icon. Then tap the **Edit**  icon.



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



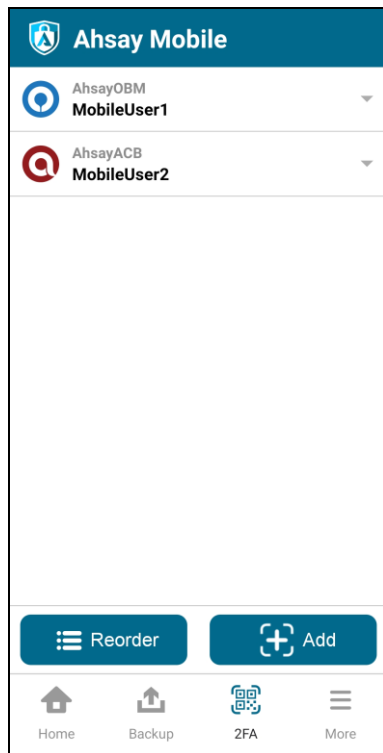
3. The account has been successfully removed.




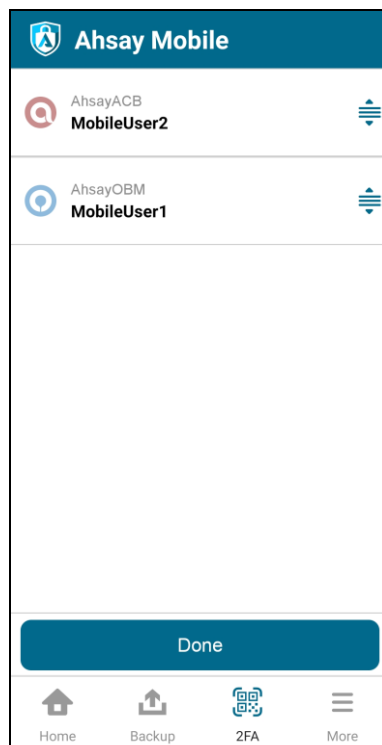
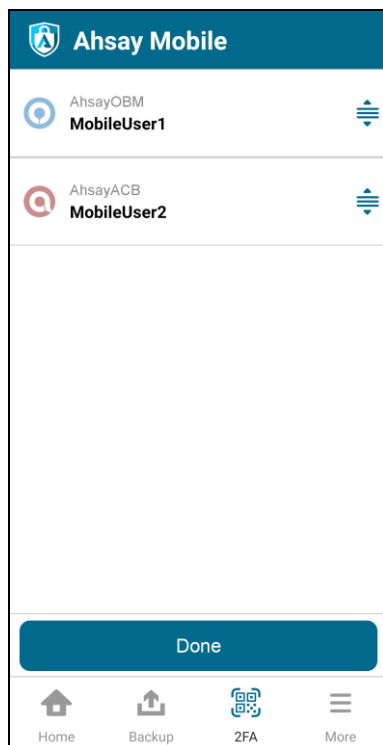
6.3.4 Reorder Accounts

To reorder accounts, follow the instructions below:

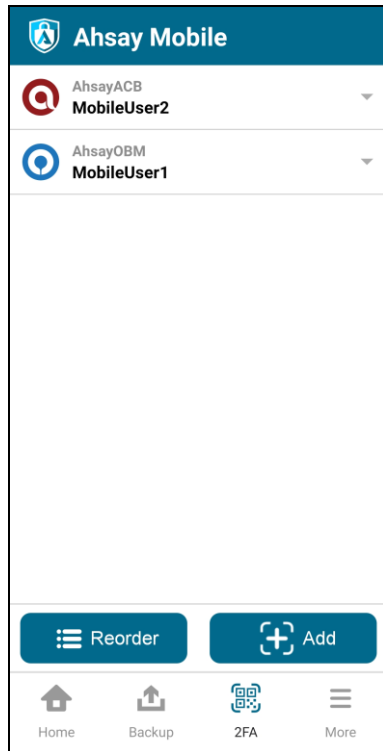
1. Tap the **Reorder**.



2. 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.



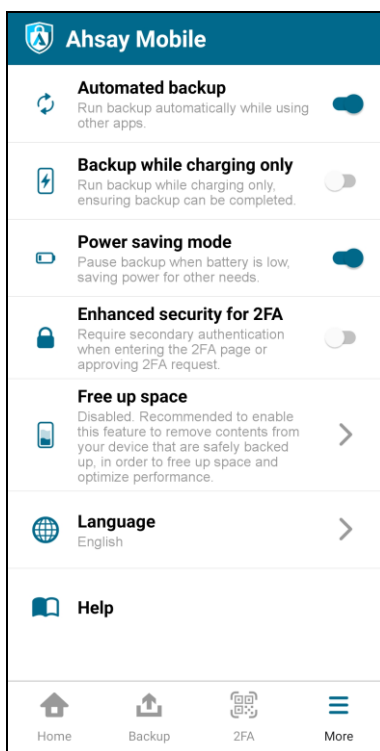
3. Accounts are successfully reordered.



6.4 More – Settings and Help

Allows the Users to access and configure the following functions:

- ▶ [Automated backup](#)
- ▶ [Backup while charging only](#)
- ▶ [Power saving mode](#)
- ▶ [Enhanced security for 2FA](#)
- ▶ [Free up space](#)
- ▶ [Language](#)
- ▶ [Help](#)



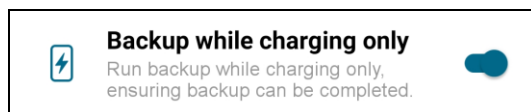
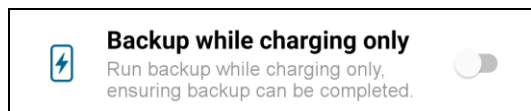
6.4.1 Automated backup

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

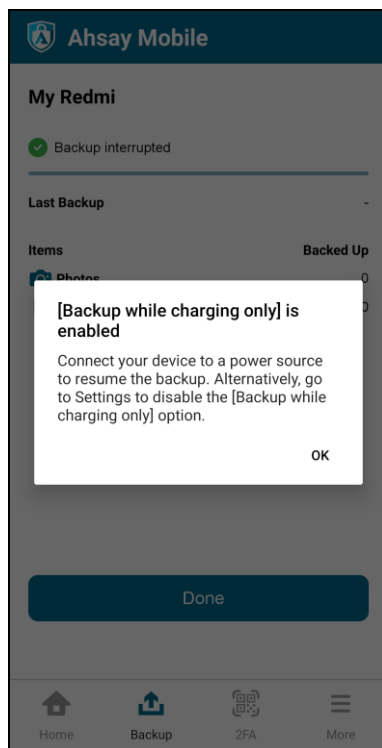


6.4.2 Backup while charging only

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

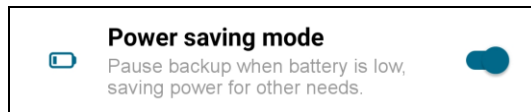


If Backup while charging is enabled and not connected to a power source, the following message will be displayed.

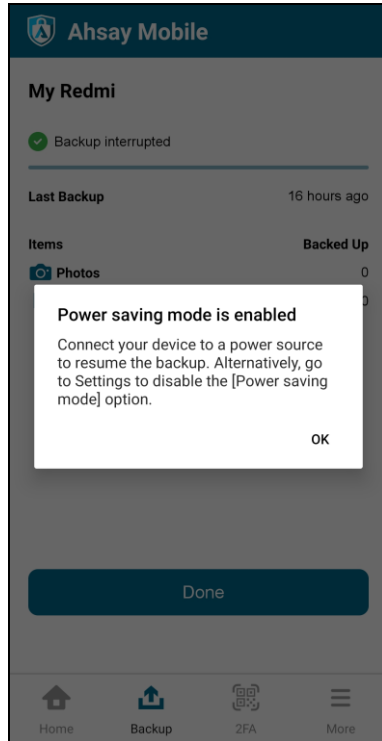


6.4.3 Power saving mode

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



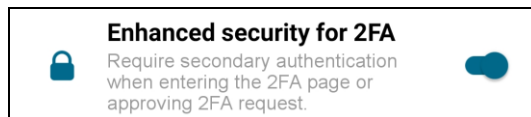
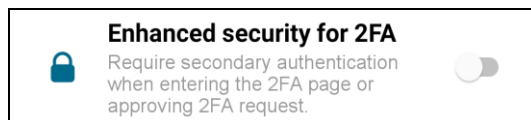
If Power saving mode is enabled and the battery of the device is below 30%, the following message will be displayed.



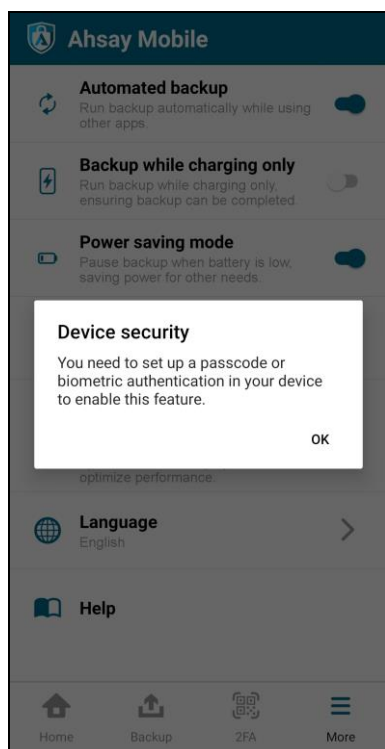
6.4.4 Enhanced security for 2FA

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

- ▶ [Enable Enhance security for 2FA](#)
- ▶ [Disable Enhance security for 2FA](#)
- ▶ [Approve 2FA using notification request with Ahsay Authenticator – Password or Passcode/Biometrics](#)
- ▶ [Approve 2FA using one-time password with Ahsay Authenticator – Password or Passcode/Biometrics](#)
- ▶ [Unlock the 2FA page using Password or Passcode](#)
- ▶ [Unlock the 2FA page using Biometric](#)



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

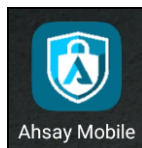


NOTE

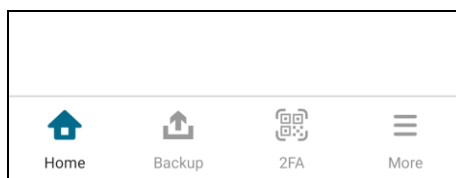
Example screenshots used for this chapter are from an Android device and an iOS device. The authentication screen using password or biometric may vary from Android or iOS version and brand.

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

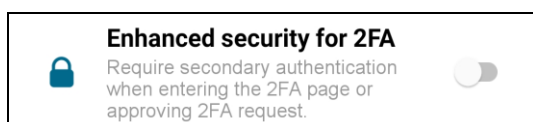
1. Launch Ahsay Mobile app.



2. Go to **More** .

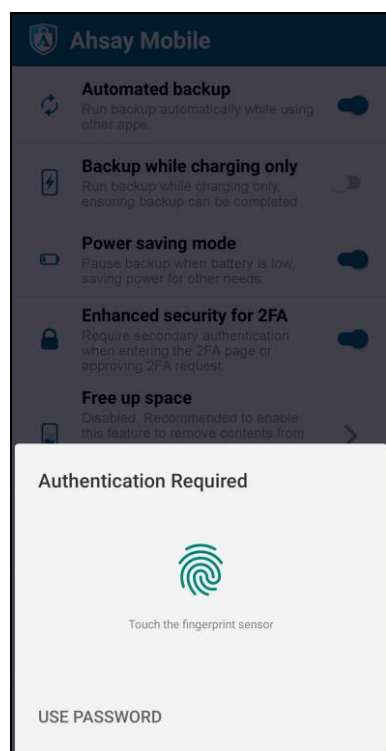


3. Look for the **Enhanced security for 2FA**, swipe the lever to the right to turn it on.

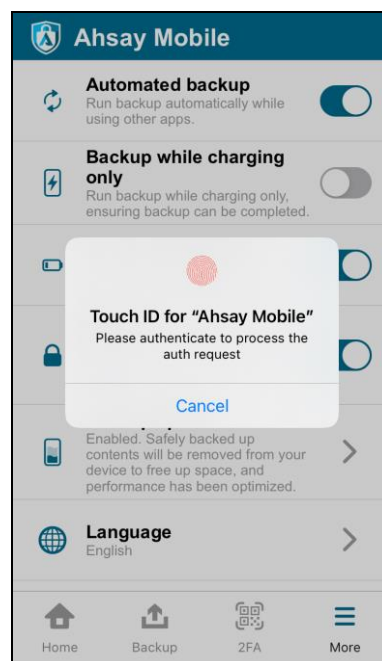


4. The Authentication screen will be displayed, use the password or biometric to enable the 2FA.

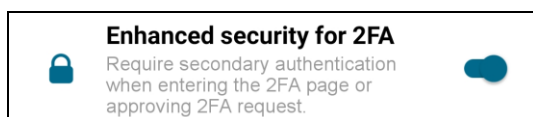
Example screenshot from
Android Redmi Note 8



Example screenshot from iOS
iPhone 6s

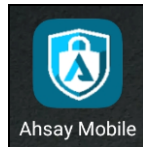


5. Enhanced security for 2FA is successfully enabled.

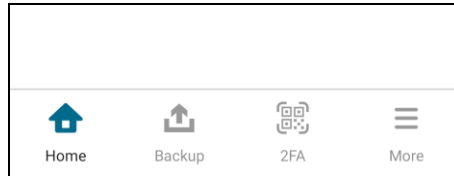


To disable the Enhanced security for 2FA, follow the instructions below:

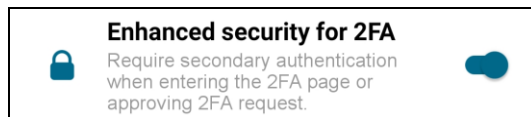
1. Launch Ahsay Mobile app.



2. Go to **More** .

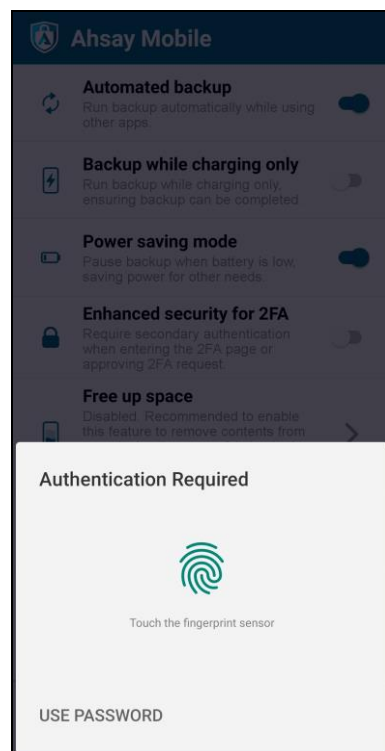


3. Look for the **Enhanced security for 2FA**, swipe the lever to the left to turn it off.

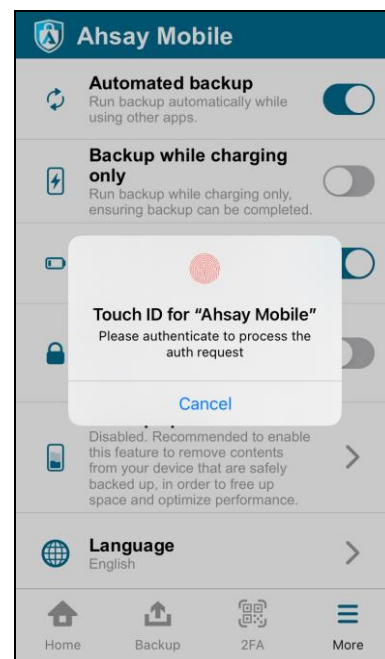


4. The Authentication screen will be displayed, use the password or biometric to disable the 2FA.

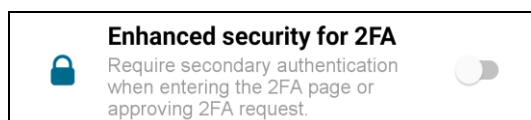
Example screenshot from
Android device



Example screenshot from iOS
device

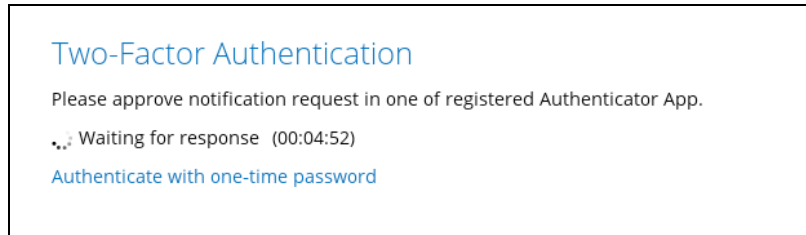


5. Enhanced security for 2FA is successfully disabled.

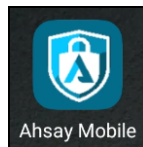


To approve 2FA using notification request with Ahsay Authenticator – Password or Passcode/Biometrics, follow the instructions below:

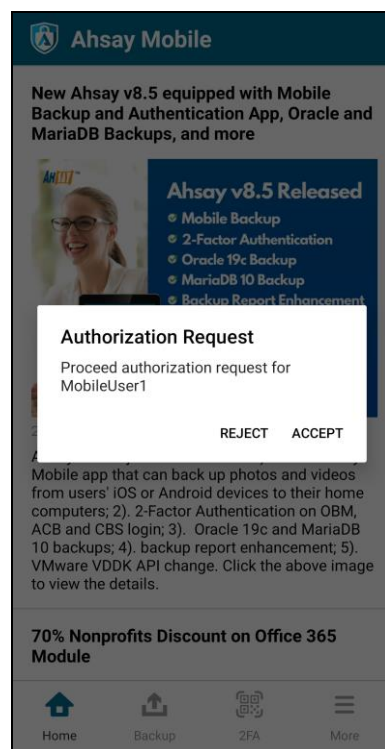
1. Wait for AhsayOBM/AhsayACB to send an authorization request to Ahsay Mobile.



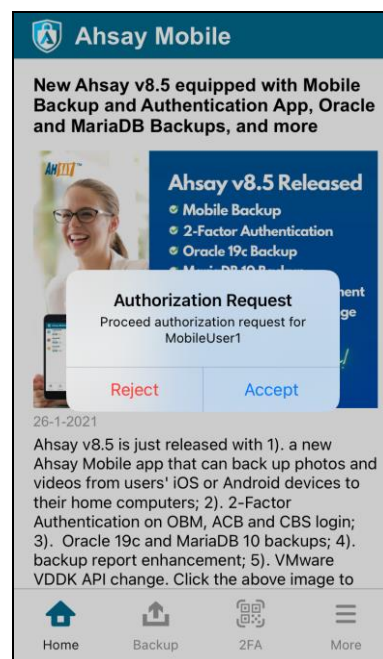
2. In the Ahsay Mobile app, accept the authorization request sent to your device.



Example screenshot from Android device



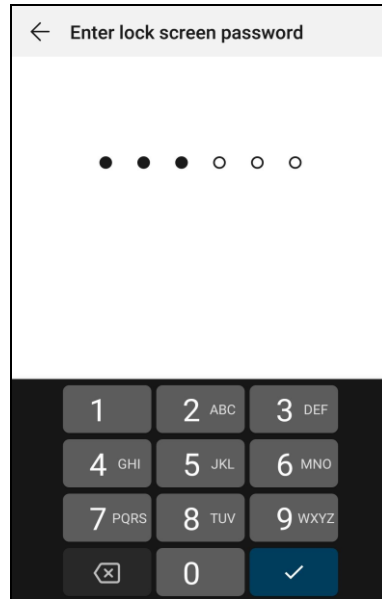
Example screenshot from iOS device



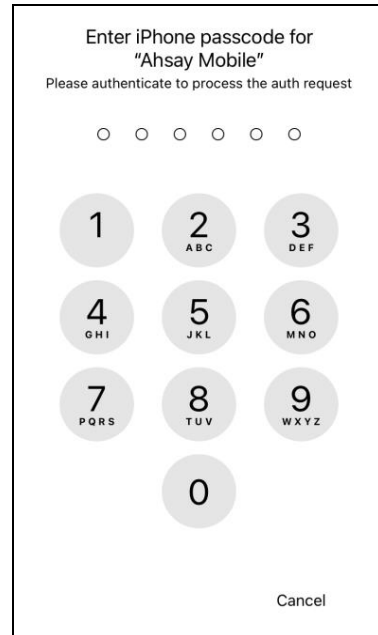
3. The Authentication screen will be displayed.

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

Example screenshot from Android device

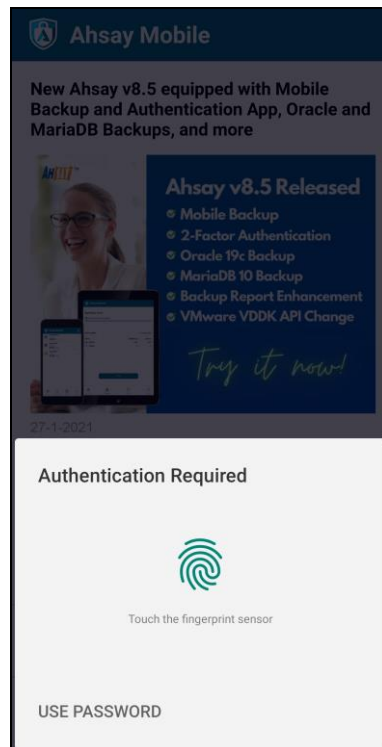


Example screenshot from iOS device

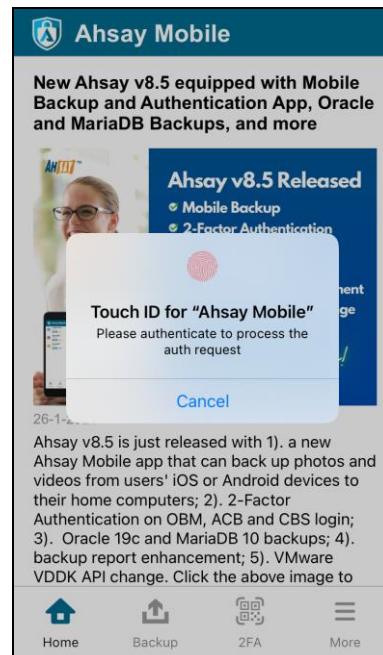


- look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

Example screenshot from Android device

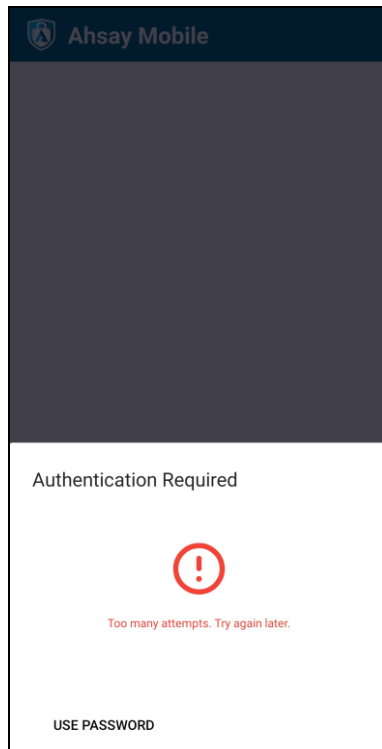


Example screenshot from iOS device

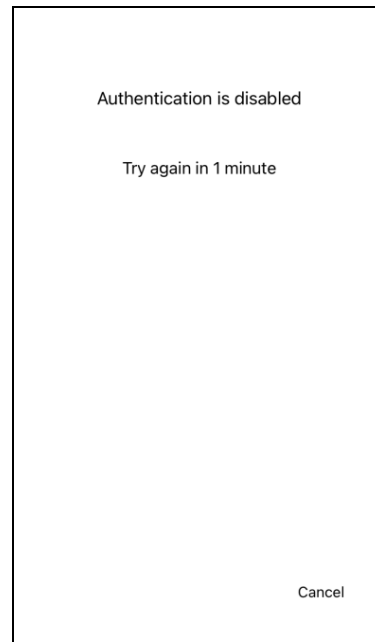


If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to “Try again later” with a specific amount of time.

Example screenshot from Android device



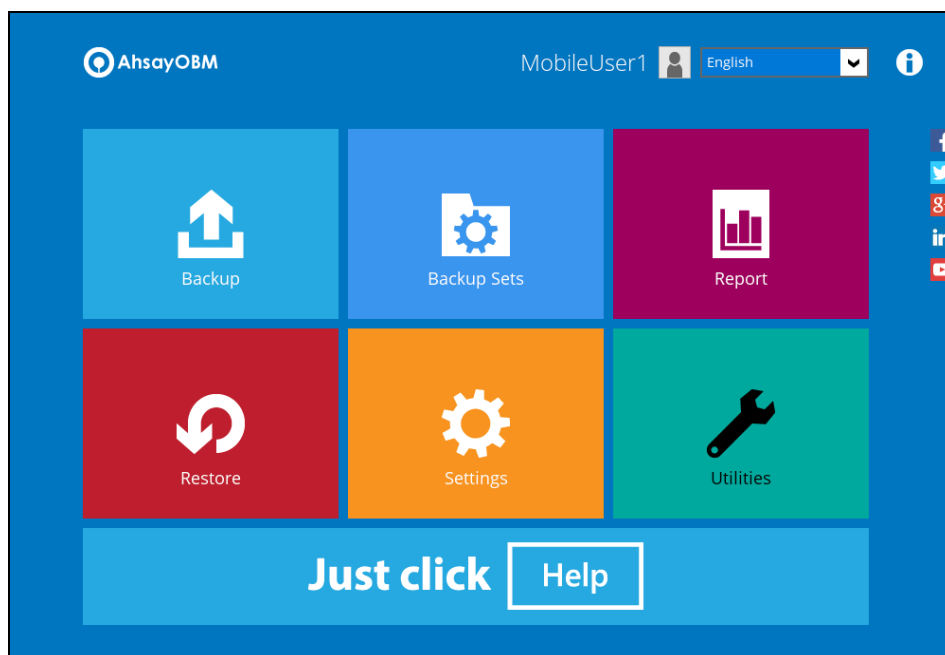
Example screenshot from iOS device

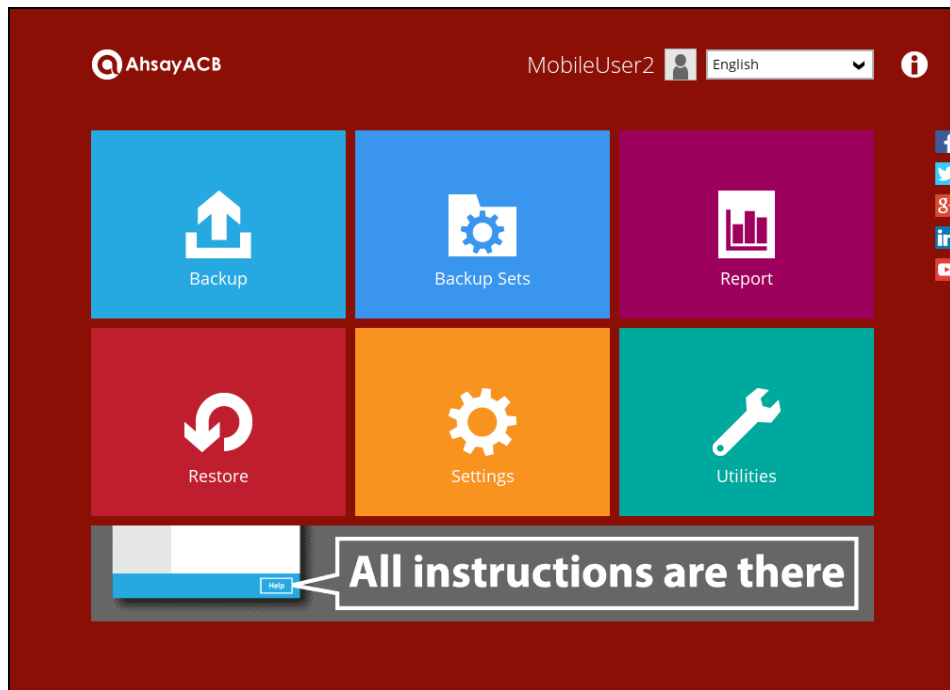


NOTE

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

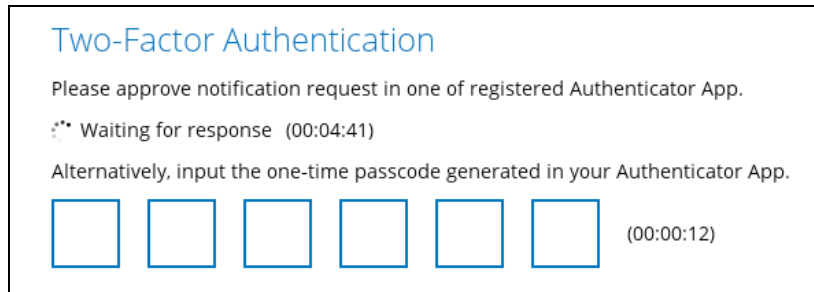
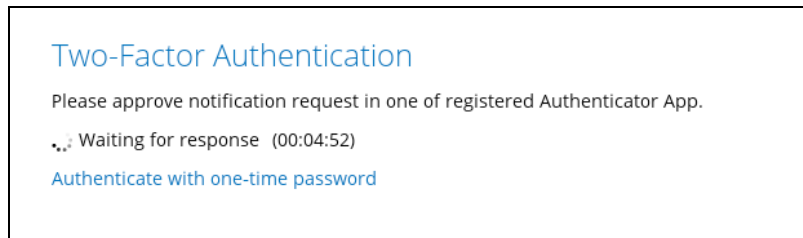
4. After successful login, the following screen will appear.



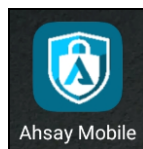


To approve 2FA using one-time password with Ahsay Authenticator – Password or Passcode/Biometrics, follow the instructions below:

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



2. Launch Ahsay Mobile app.

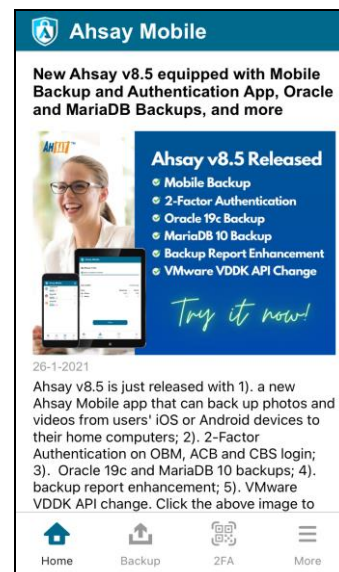


3. Go to **2FA**  page.

Example screenshot from Android device



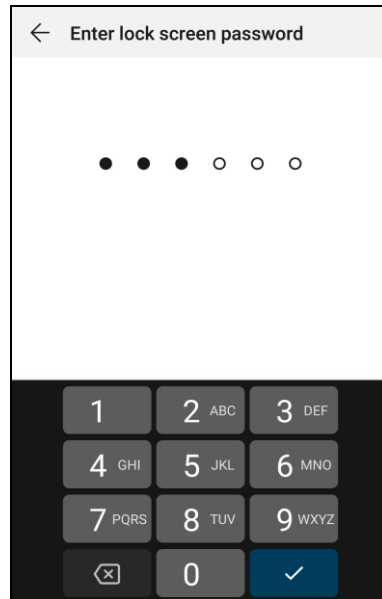
Example screenshot from iOS device



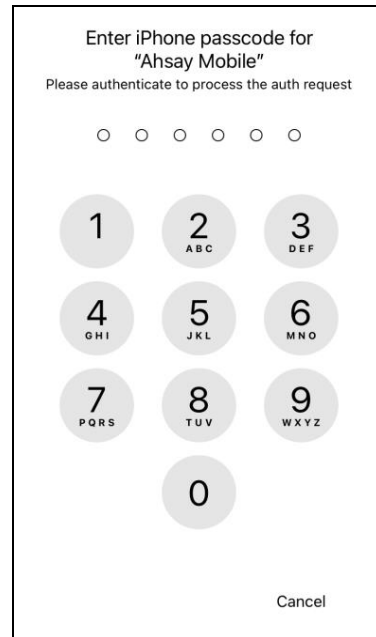
4. The Authentication screen will be displayed.

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

Example screenshot from Android device

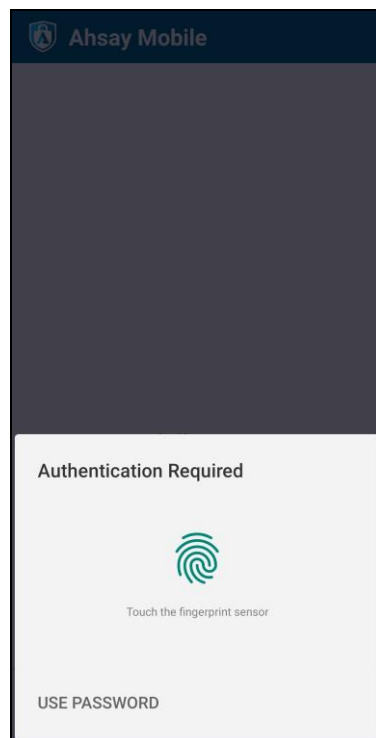


Example screenshot from iOS device

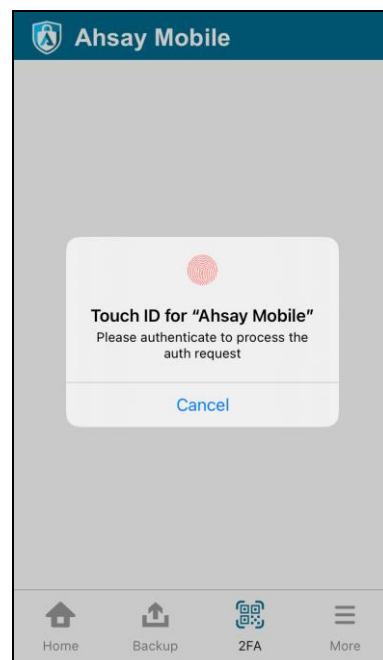


- ▶ look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

Example screenshot from Android device

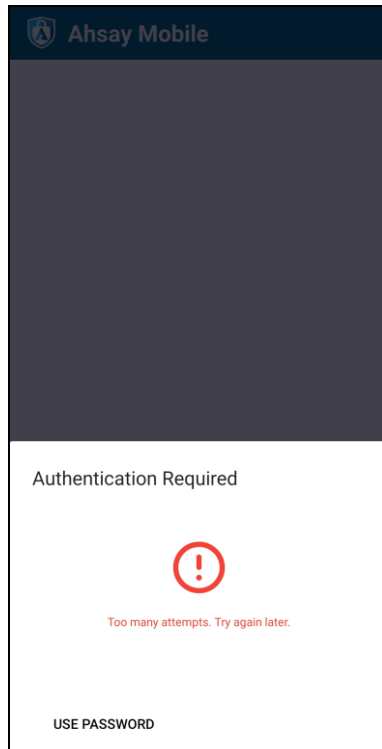


Example screenshot from iOS device

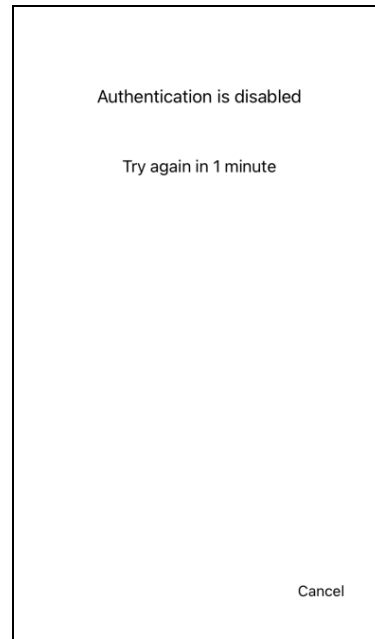


If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to “Try again later” with a specific amount of time.

Example screenshot from Android device



Example screenshot from iOS device

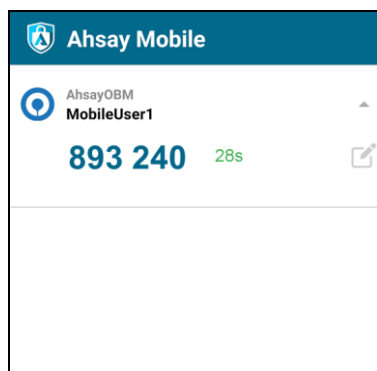


NOTE

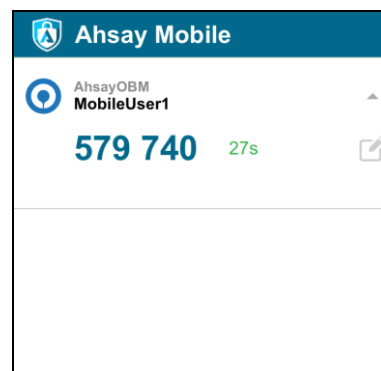
The message and retry interval may vary depending on Android or iOS version and brand.

5. 2FA page will be displayed.

Example screenshot from Android device



Example screenshot from iOS device

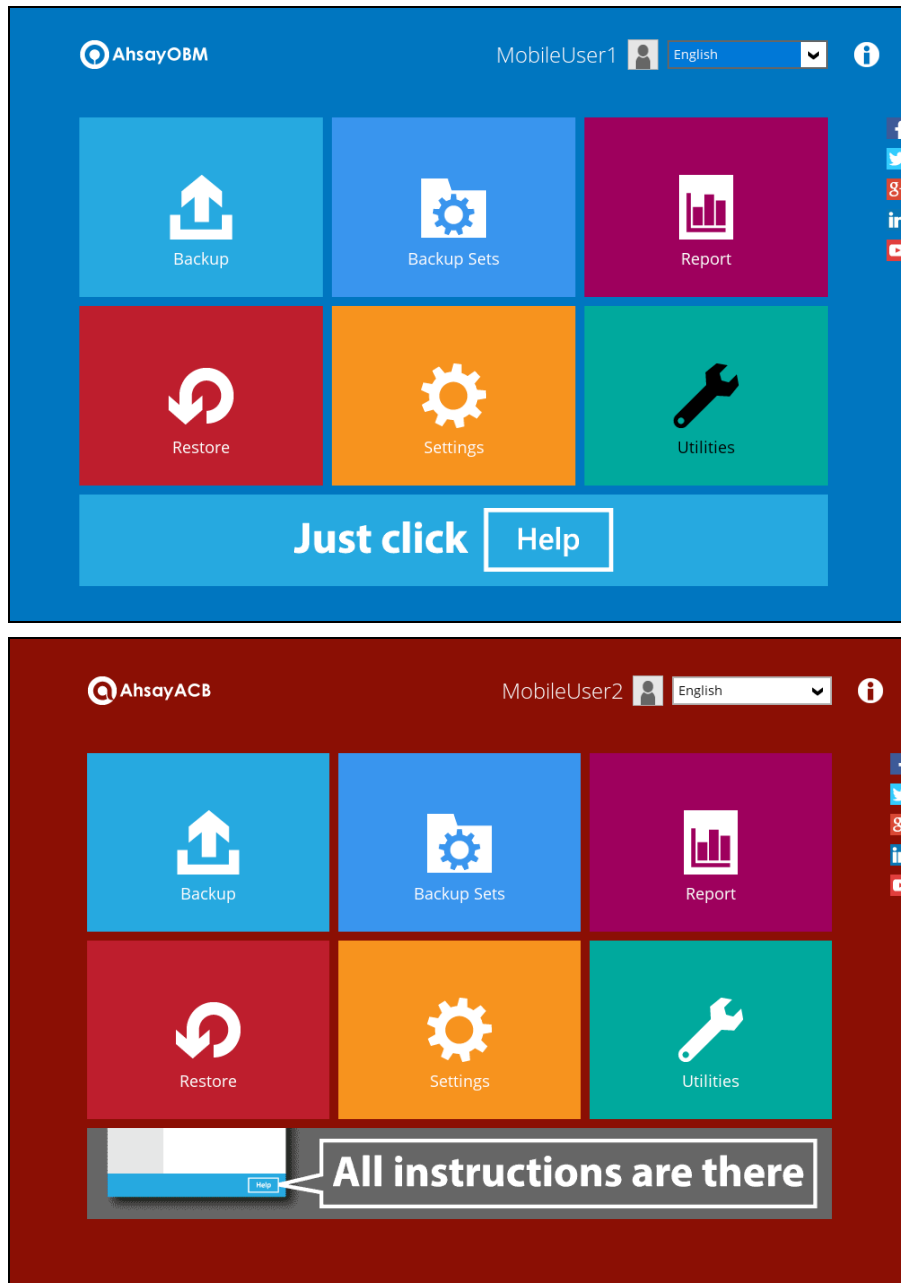


6. On the AhsayOBM/AhsayACB, enter the one-time password that is generated by the Ahsay Mobile app and click **Next**.

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



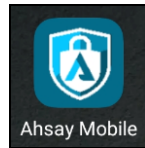
7. After successful login, the following screen will appear.



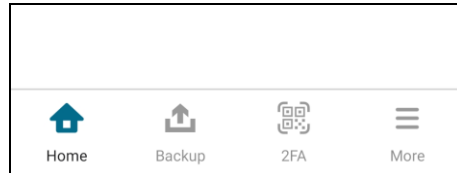
To unlock the 2FA page, follow the instructions below:

🔵 Using Password

1. Launch Ahsay Mobile app.

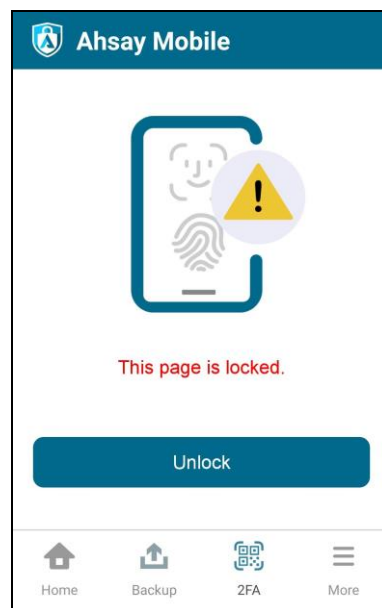


2. Go to **2FA**  page.

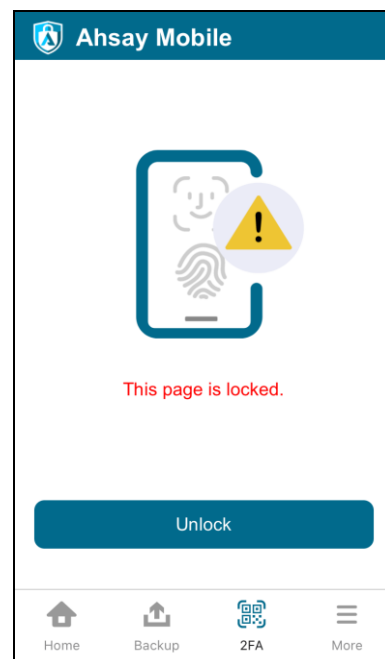


3. The locked 2FA page will be displayed, click **Unlock**.

Example screenshot from
Android device

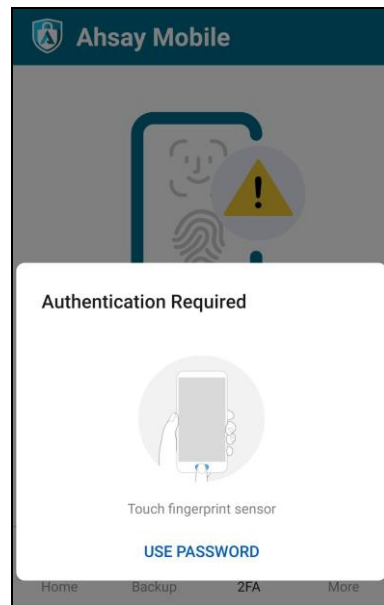


Example screenshot from iOS
device

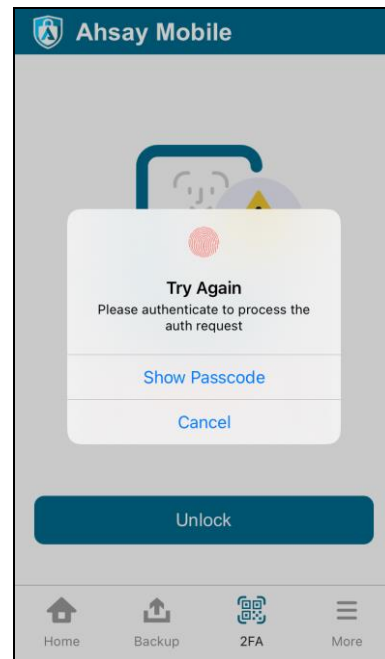


4. Authentication screen will be displayed, click the **USE PASSWORD** or **Show Passcode**.

Example screenshot from Android device

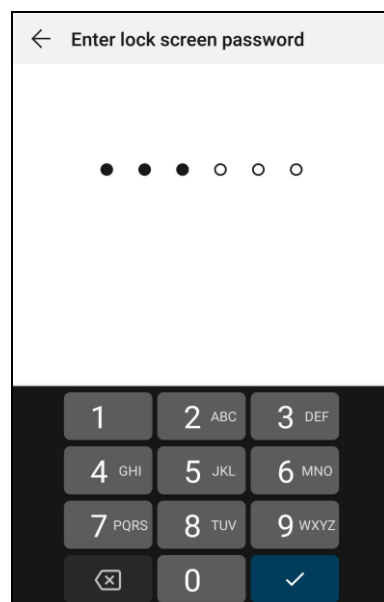


Example screenshot from iOS device



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

Example screenshot from Android device

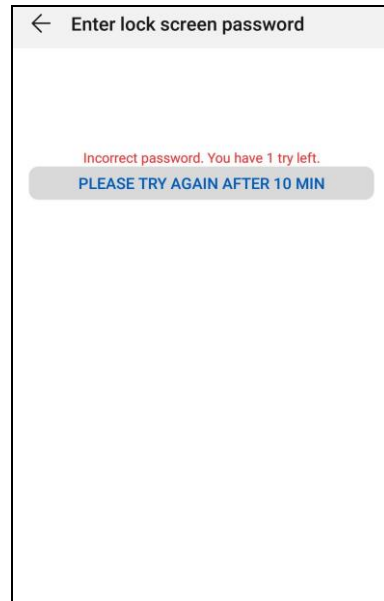


Example screenshot from iOS device

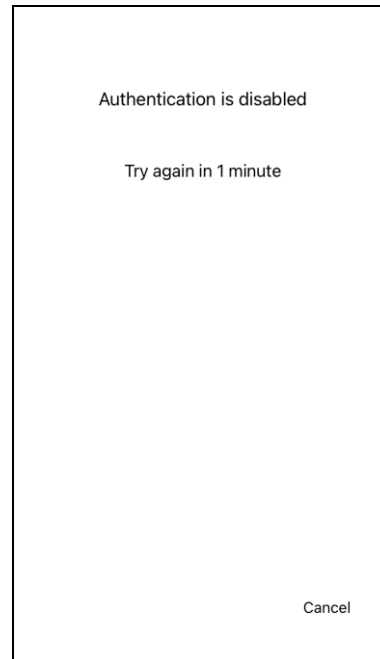


If there are too many failed attempts to input the password, then the 2FA page will still be locked and will prompt a message to “Try again later” with a specific amount of time.

Example screenshot from Android device



Example screenshot from iOS device

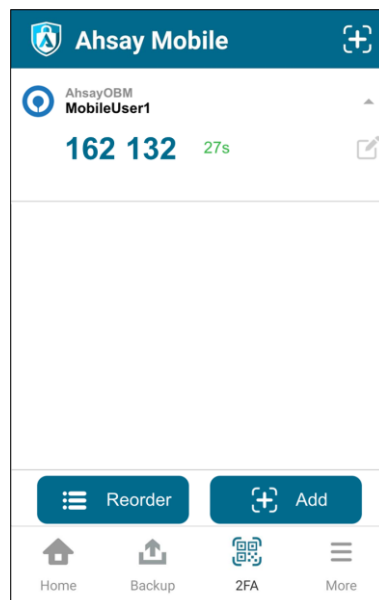


NOTE

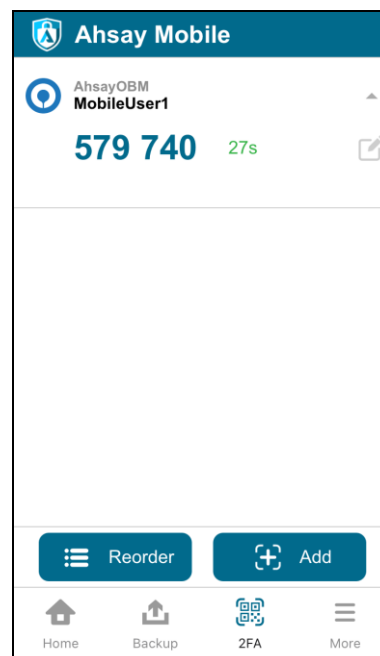
The message and retry interval may vary depending on Android or iOS version and brand.

6. 2FA page will be displayed.

Example screenshot from Android device

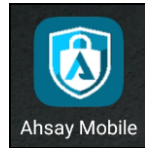


Example screenshot from iOS device

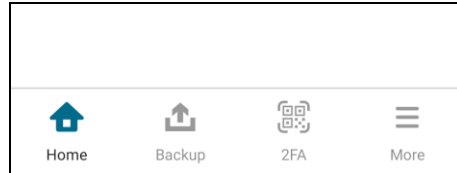


• Using Biometrics (Face detection or Fingerprint)

1. Launch Ahsay Mobile app.

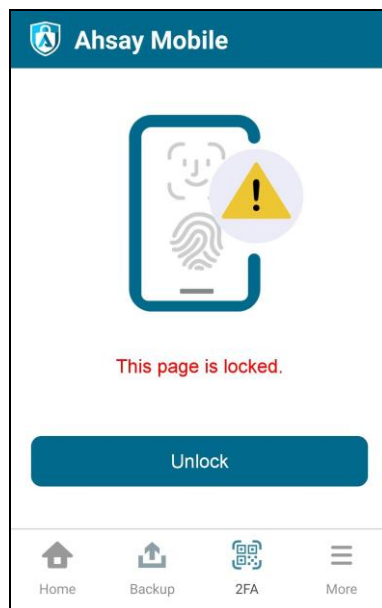


2. Go to 2FA page.

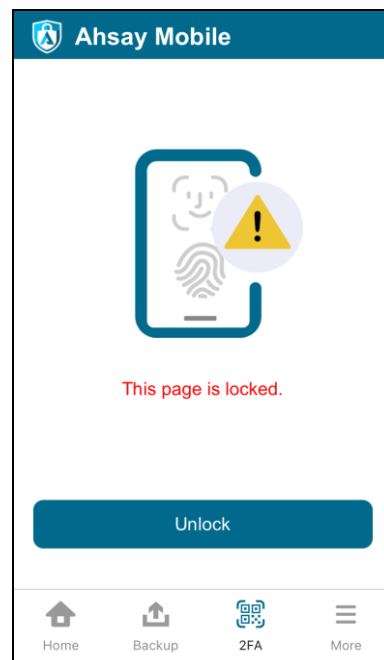


3. The locked 2FA page will be displayed, click **Unlock**.

Example screenshot from
Android device

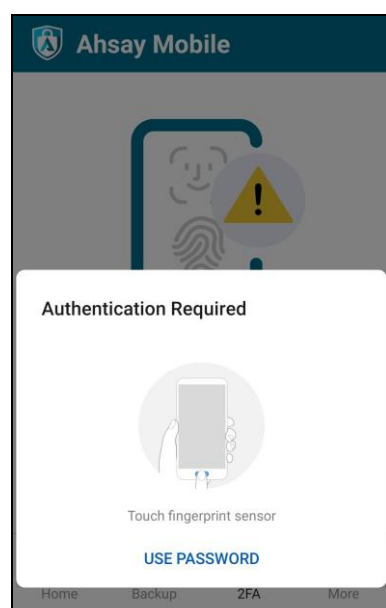


Example screenshot from iOS
device

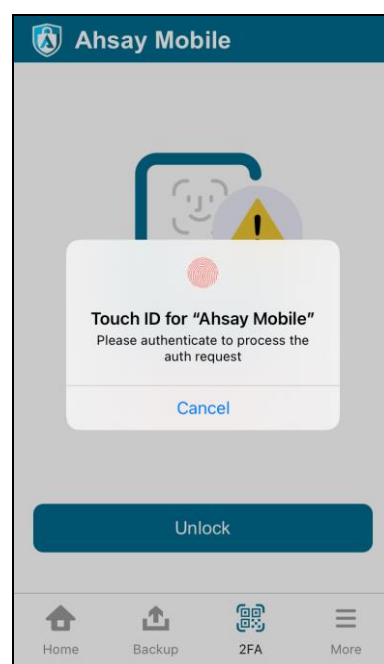


4. Authentication screen will be displayed, look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

Example screenshot from
Android device

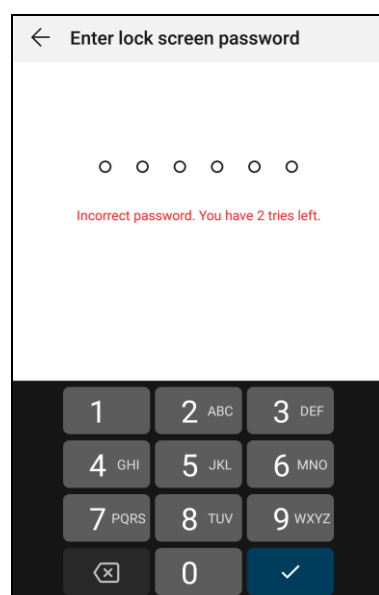


Example screenshot from iOS
device

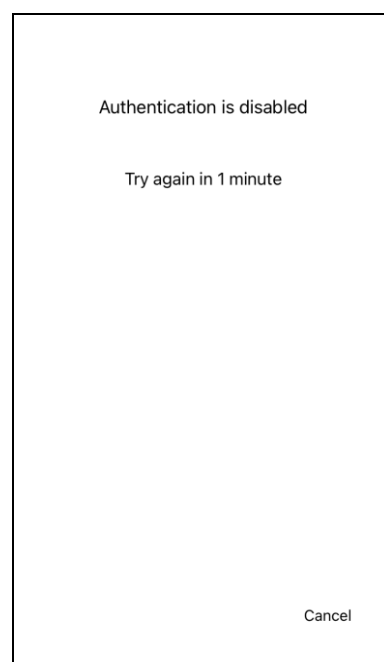


If there are too many failed attempts, then the 2FA page will still be locked and will prompt a message to “Try again later” with a specific amount of time.

Example screenshot from
Android device



Example screenshot from iOS
device

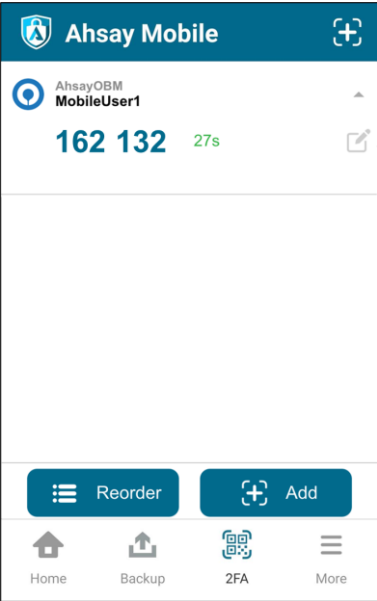


NOTE

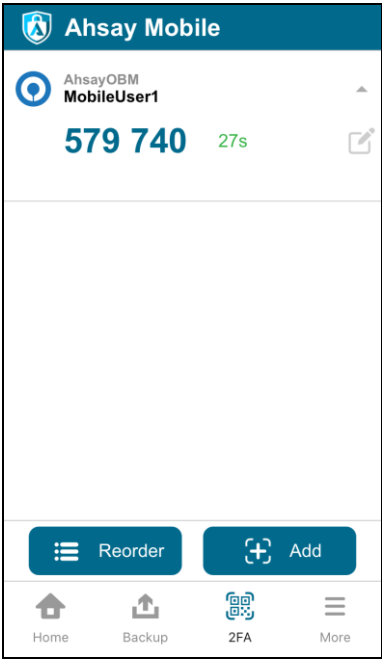
The message and retry interval may vary depending on Android or iOS version and brand.

5. 2FA page will be displayed

Example screenshot from
Android device



Example screenshot from iOS
device



6.4.5 Free up space

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

- ▶ [Enable Free up space](#)
- ▶ [Disable Free up space](#)
- ▶ [Choose a pre-set limit for Free up space](#)

NOTE

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

Free up space



Disabled. Recommended to enable this feature to remove contents from your device that are safely backed up, in order to free up space and optimize performance.



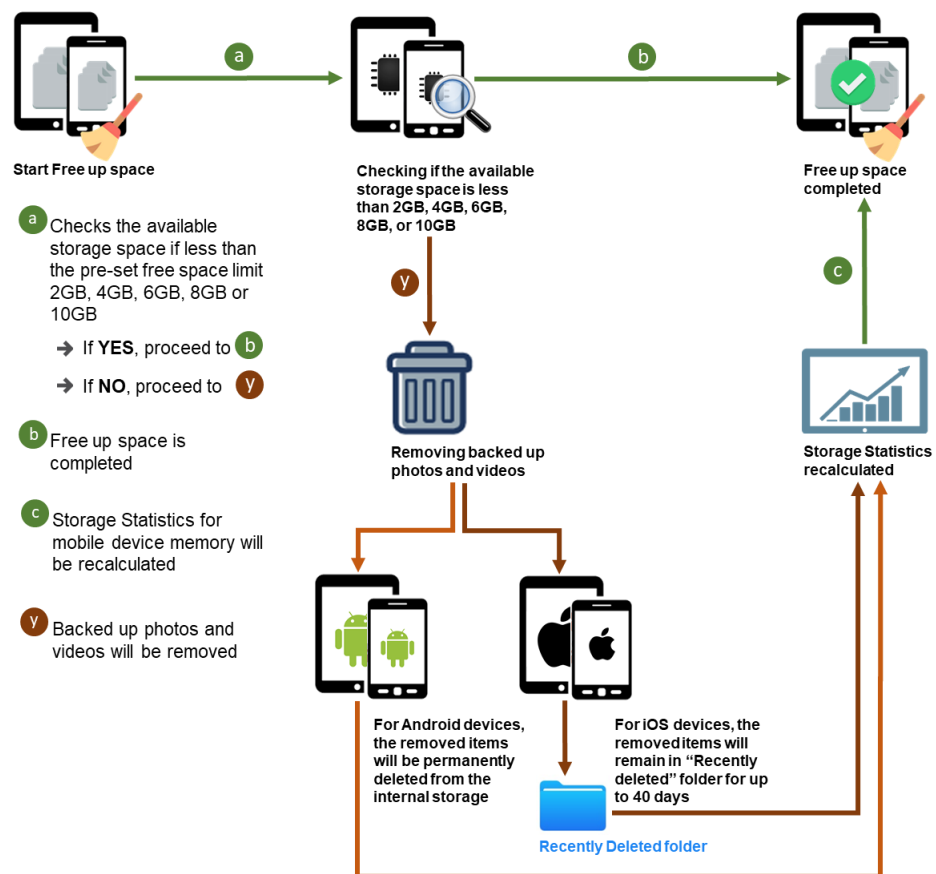
Free up space



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

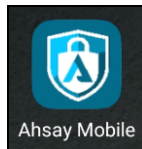


Overview of Free Up Space Process

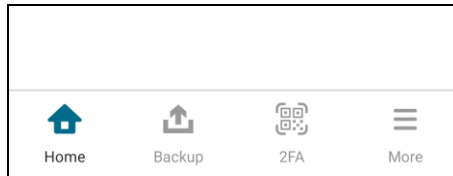


To enable the Free up space, follow the instructions below:

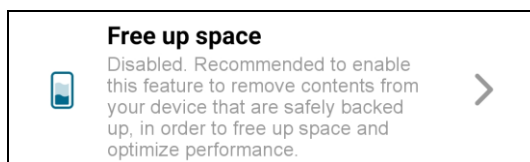
1. Launch Ahsay Mobile app.



2. Go to **More** .

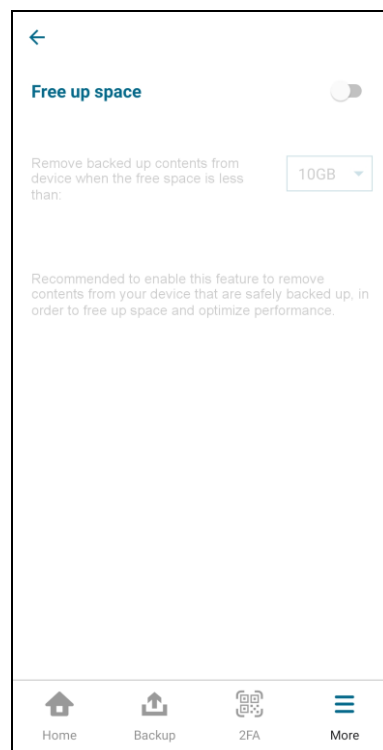


3. Look for the Free up space and double click it.

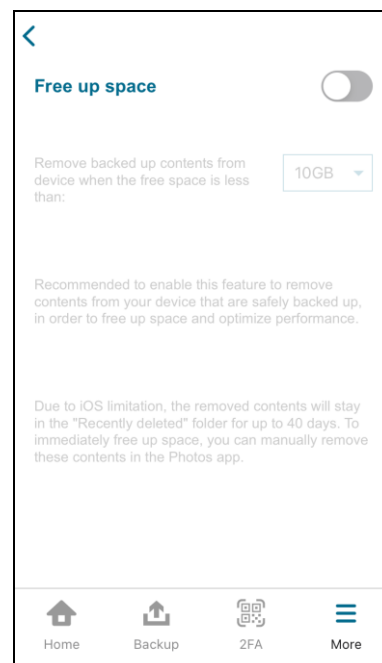


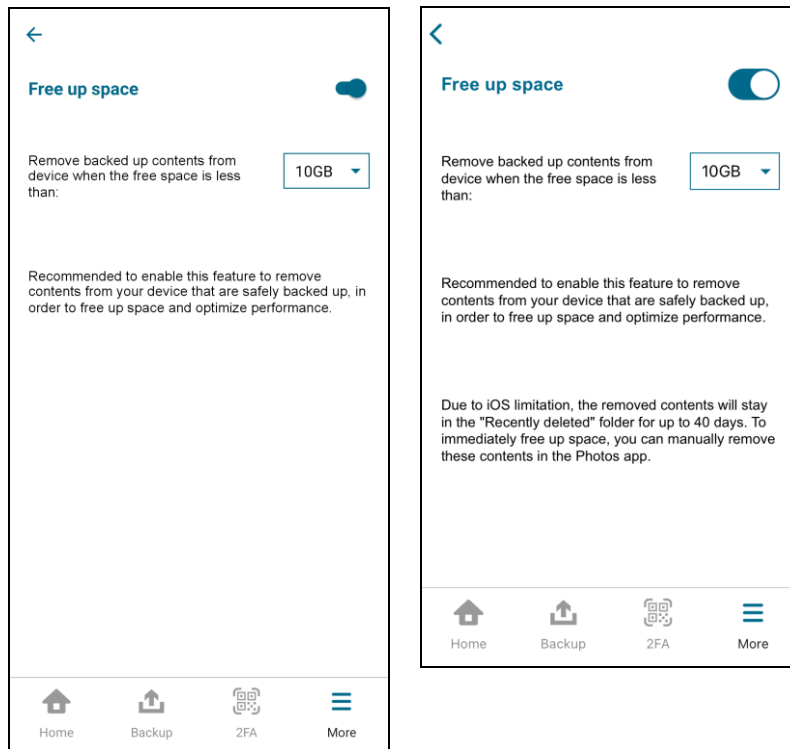
4. Swipe the lever to the right to turn it on.

Example screenshot from Android device

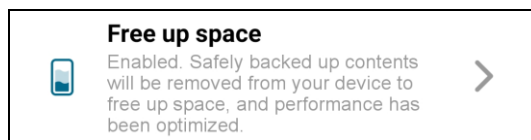


Example screenshot from iOS device



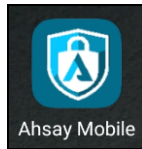



5. Free up space is successfully enabled.

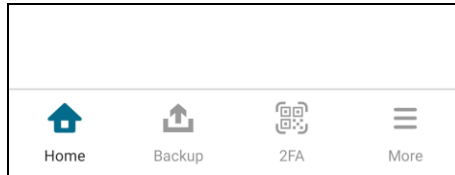


To disable the Free up space, follow the instructions below:

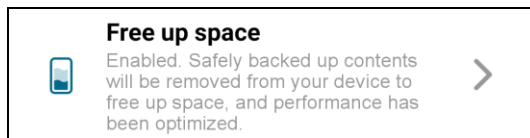
1. Launch Ahsay Mobile app.



2. Go to **More** .

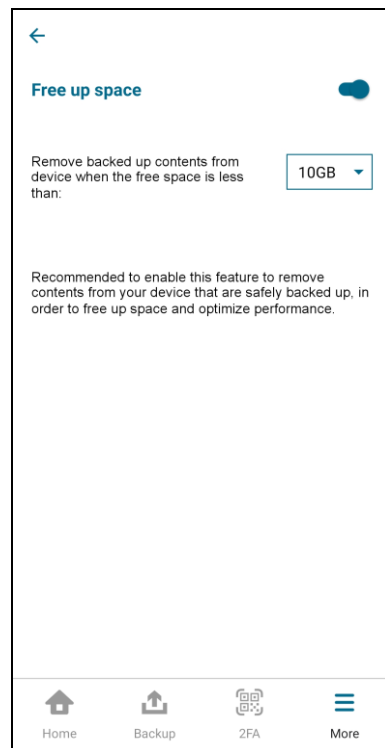


3. Look for the Free up space and double click it.

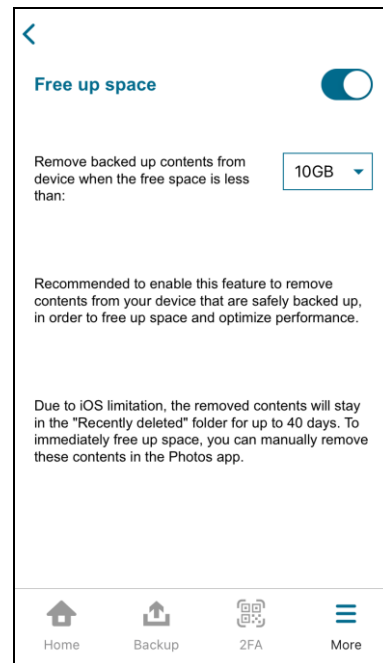


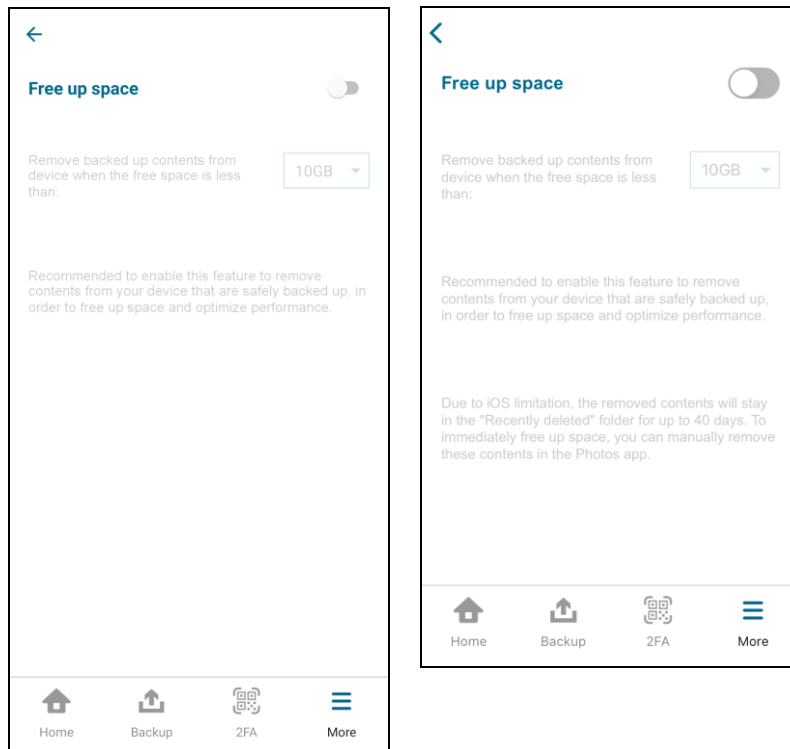
4. Swipe the lever to the left to turn it off.

Example screenshot from Android device

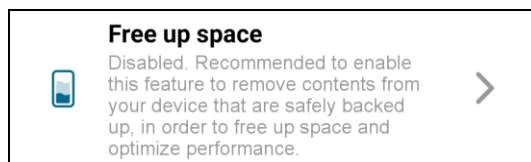


Example screenshot from iOS device



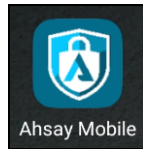


5. Free up space is successfully disabled.

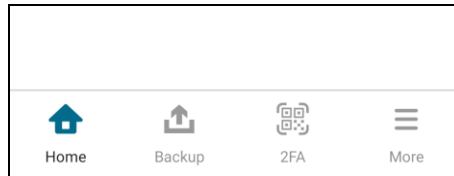


Choose a pre-set limit for the Free up space, follow the instructions below:

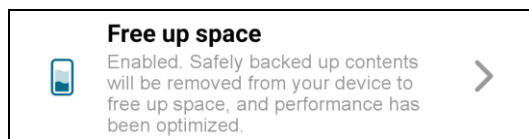
1. Launch Ahsay Mobile app.



2. Go to Menu.

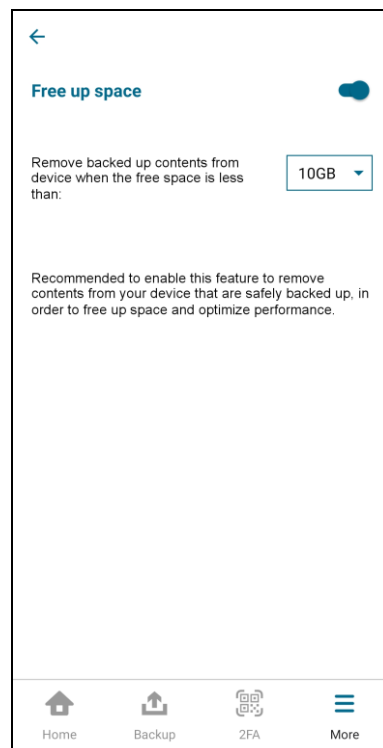


3. Look for the Free up space and double click it.

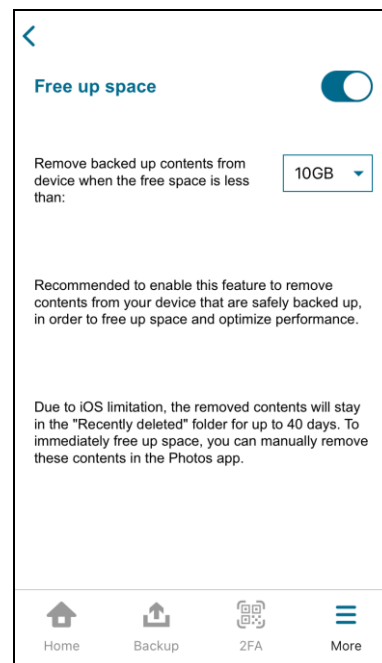


4. Select from the pre-set limit: **2GB**, **4GB**, **6GB**, **8GB**, or **10GB**. Click **Done**

Example screenshot from
Android device



Example screenshot from iOS
device



5. Free up space limit is successfully set.

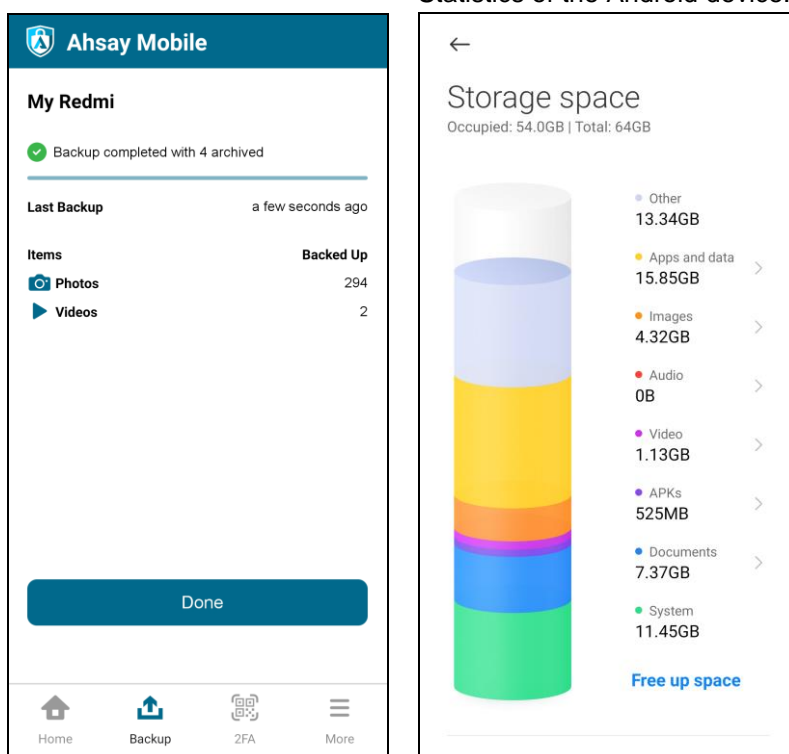
Example: Free up space feature is enabled for Android and iOS and set to 10GB.

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

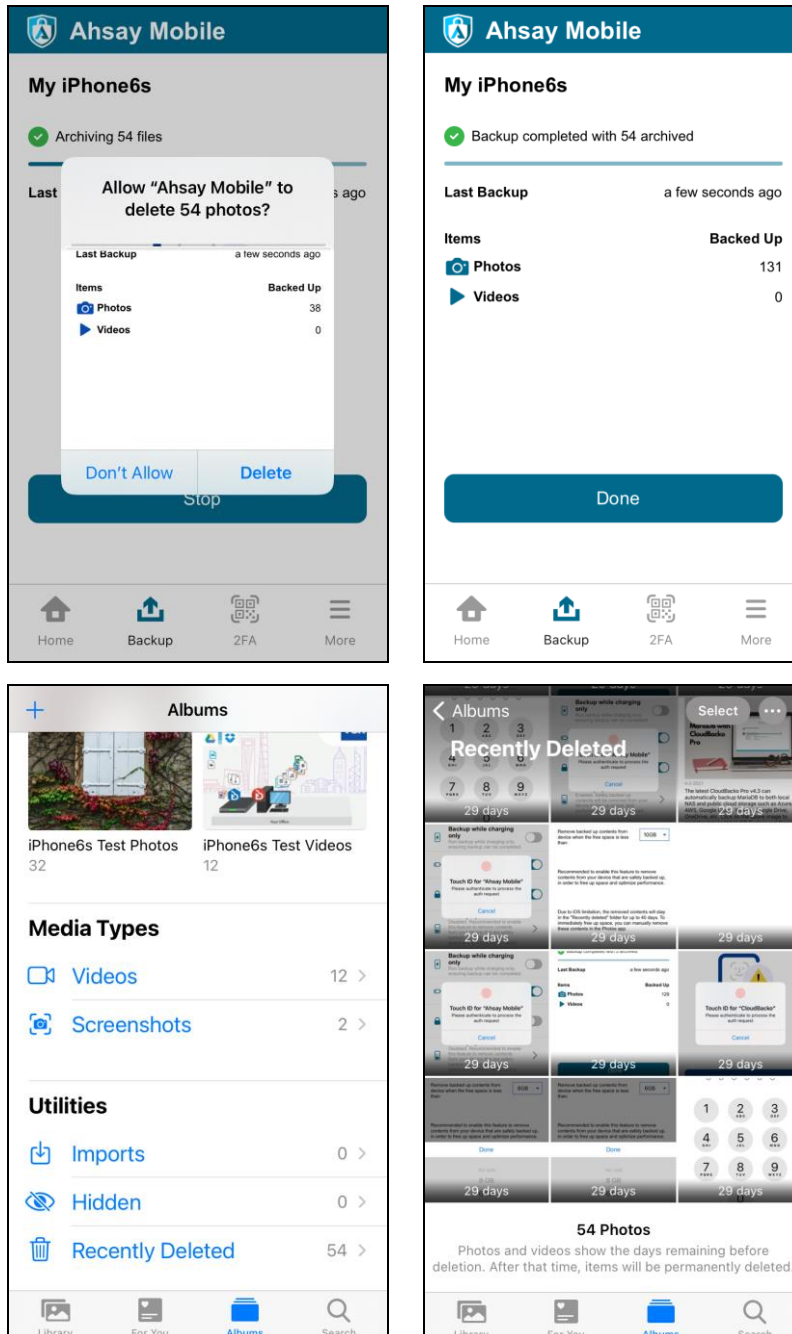
Images will be backed up first then it will free up 1GB of space to reach the 10GB set limit on the free up space feature.

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.

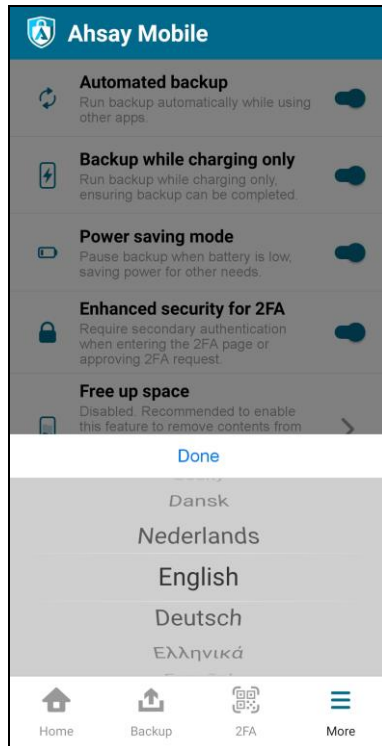
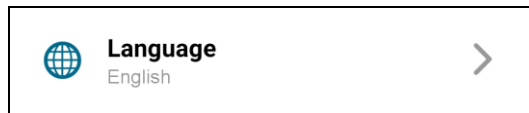


On the iOS device during backup job, a prompt will appear to allow or not the deletion of the 54 items. Deleted items will be moved to “**Recently Deleted**” folder. It is highly recommended to manually clear the photos and videos to complete the free up space process.



6.4.6 Language

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



These are the supported languages:

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

6.4.7 Help

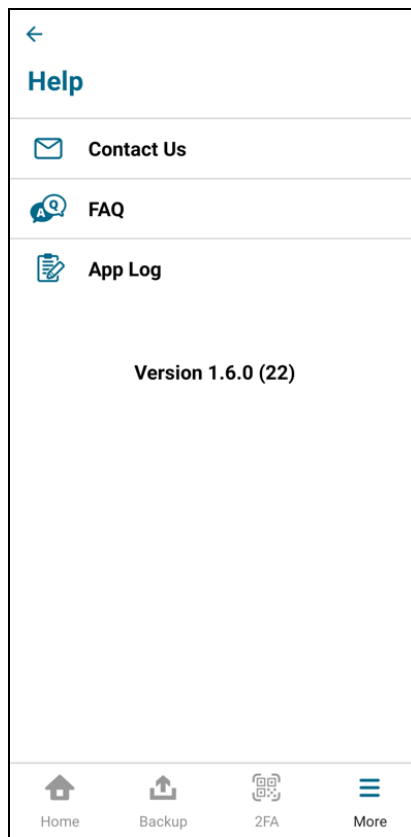
Allows the Users to access the Contact Us, FAQ, App Log, and Version.

▶ [Contact Us](#)

▶ [FAQ](#)

▶ [App Log](#)

▶ [Version](#)



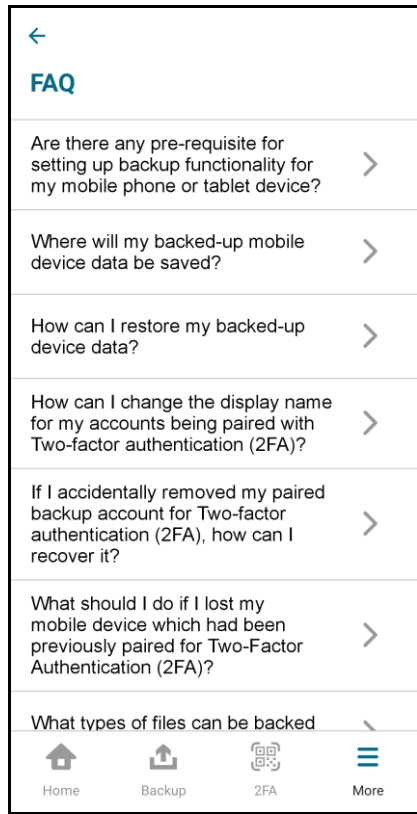
Contact Us

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



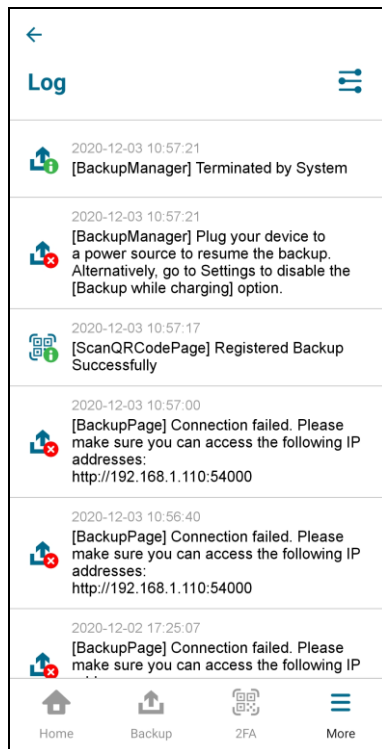
FAQ


Displays the Frequently Asked Questions (FAQs).



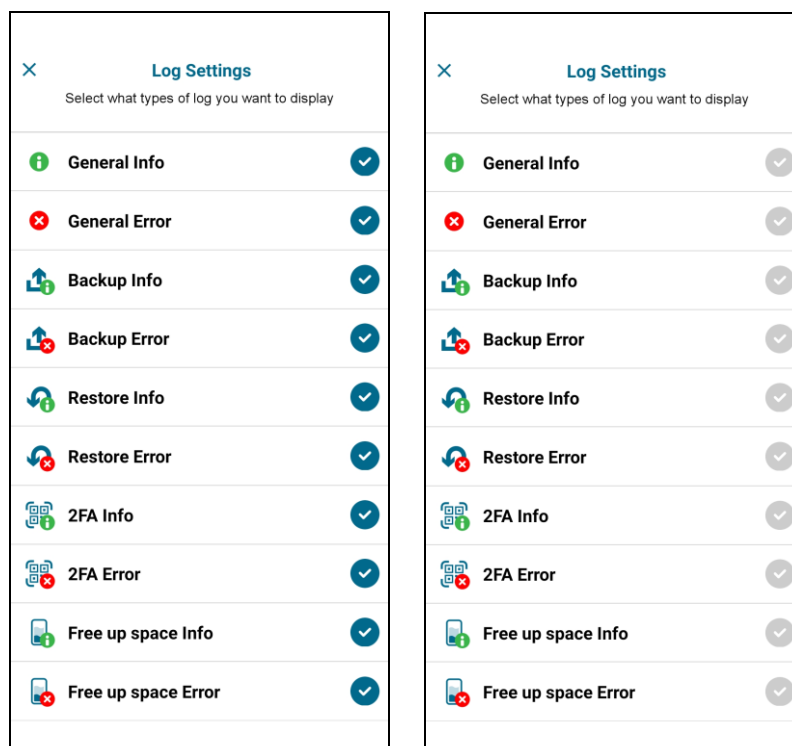
App Log

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



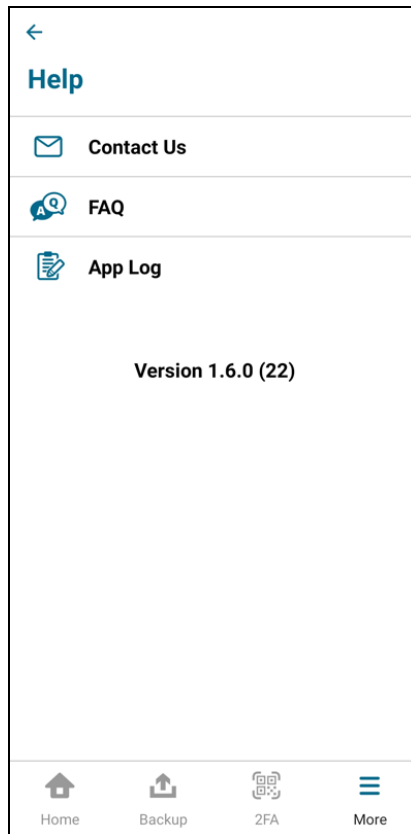
Tap the settings icon  to customize the types of log you want to display. The following are the type of log that can be displayed:

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



Version

Displays the version of the installed Ahsay Mobile app.



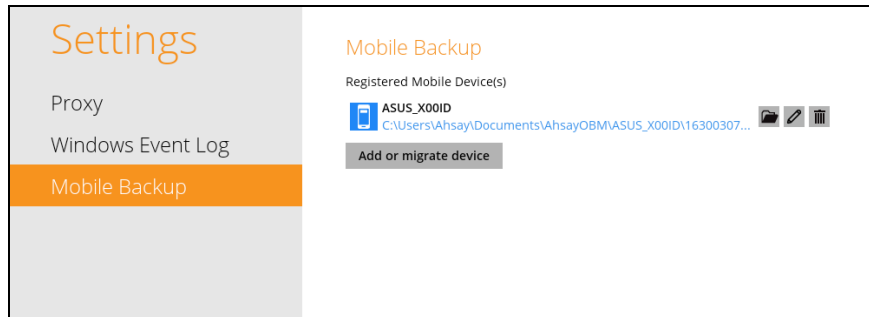
7 Register device for Mobile Backup and Restore

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.

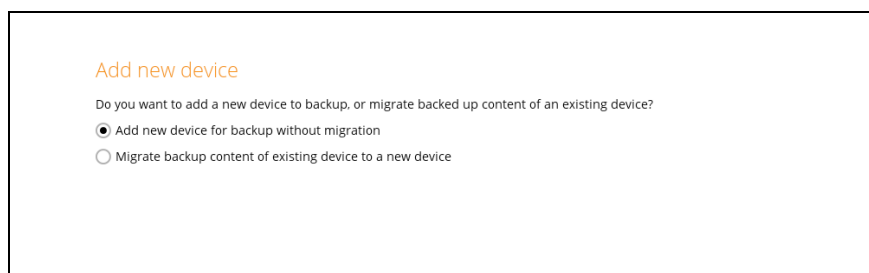
7.1 Android

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



2. There are two options for adding a new device:
 - [Add new device for backup without migration](#)
This will add a new device.
 - [Migrate backup content of existing device to a new device](#)
 - Adds a new device and migrate the old mobile settings to the replacement device.
 - Removes the original device from Mobile Backup list in 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 for backup without migration

- i. 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

Next Cancel

- 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.

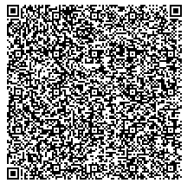
Mobile Backup Setup

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

 Mobile Backup (Add new device for backup without migration)

Download on the App Store

GET IT ON Google Play



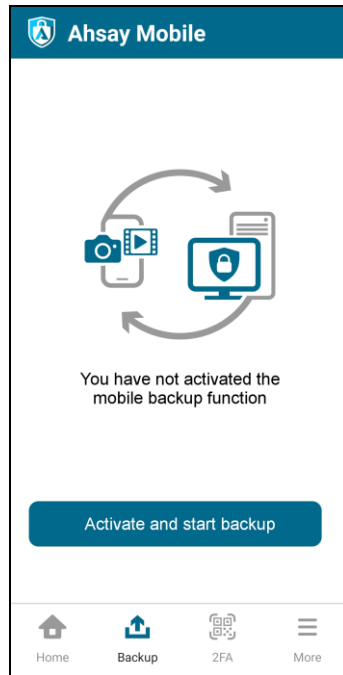
Prerequisites

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

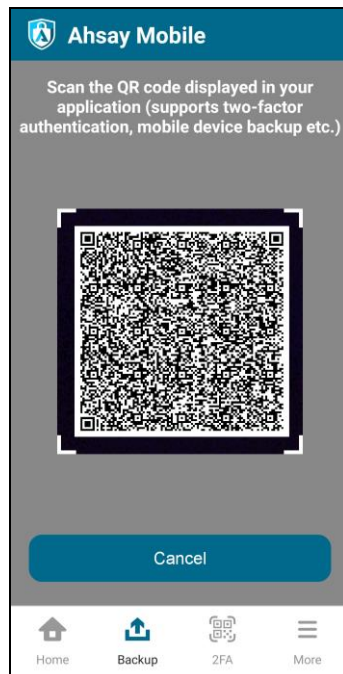
TCP Port: 54000
UDP Port: 54200

Cancel

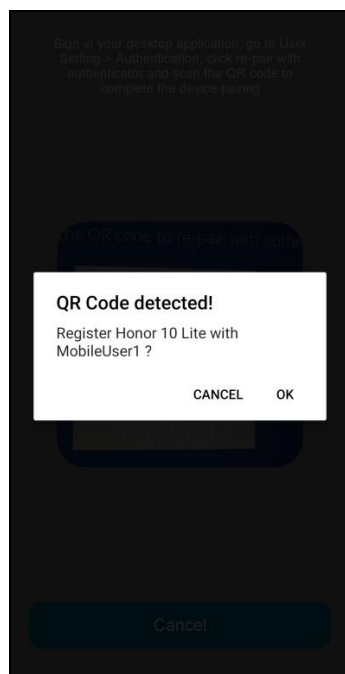
- iii. In the Ahsay Mobile app, go to **Backup**. Tap **Activate and start backup** link to scan the QR Code on the AhsayOBM/AhsayACB.



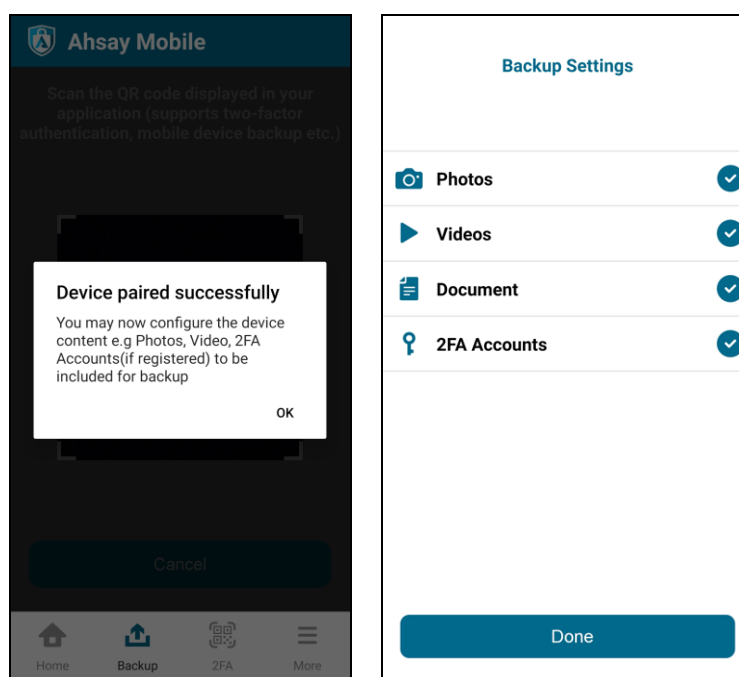
- iv. Scan the QR Code which can be found in AhsayOBM/AhsayACB. Otherwise, tap **Cancel** to return to previous screen.



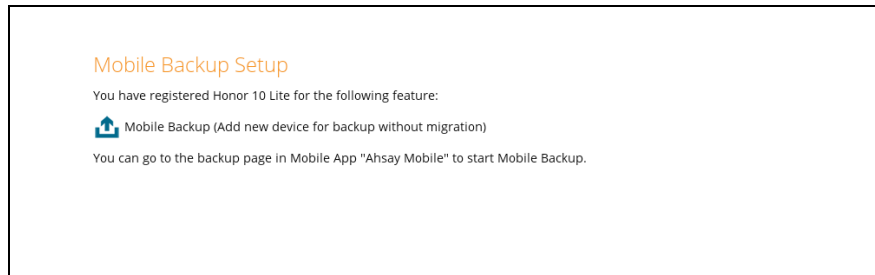
- v. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



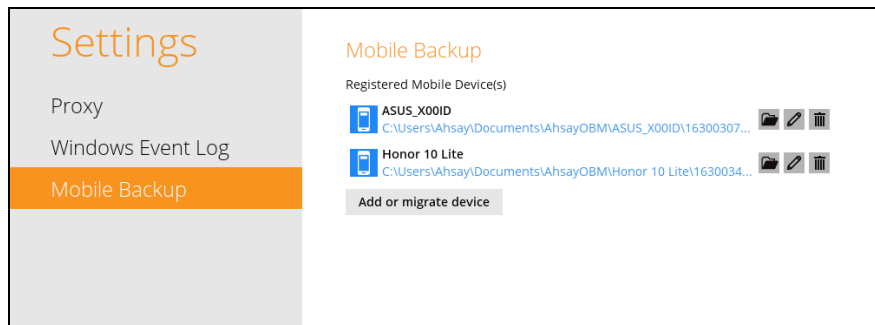
- vi. Device paired successfully. Tap **OK** to proceed. Photos, Videos, Document and 2FA Accounts are automatically selected for backup, (you can deselect one of the options if required); tap **Done** to confirm selection and return to Backup screen.



Mobile backup registration is successful in 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

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

Add new device

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

☐ Add new device for backup without migration

☒ Migrate backup content of existing device to a new device

ASUS_X00ID

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

Next Cancel

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

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

Add new device

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

☐ Add new device for backup without migration

☒ Migrate backup content of existing device to a new device

ASUS_X00ID
ASUS_X00ID
iPhone6s

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

Next Cancel

Add new device

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

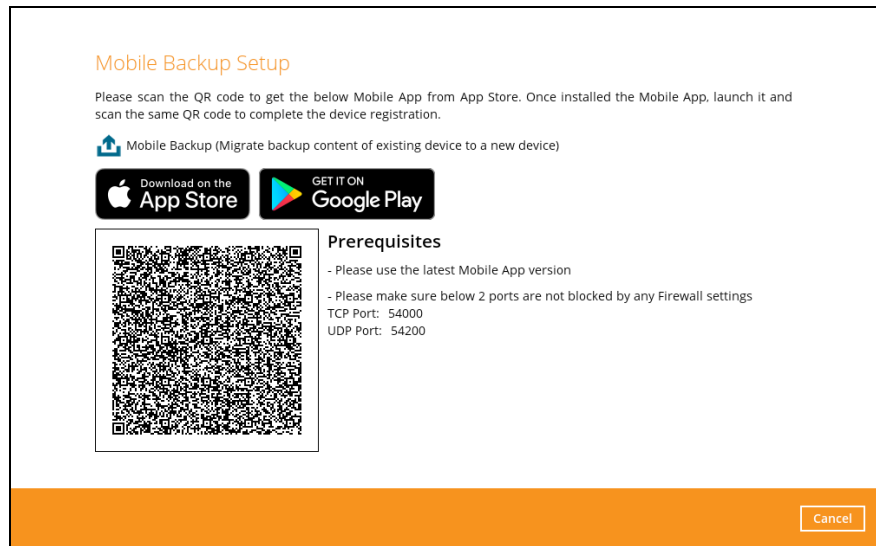
☐ Add new device for backup without migration

☒ Migrate backup content of existing device to a new device

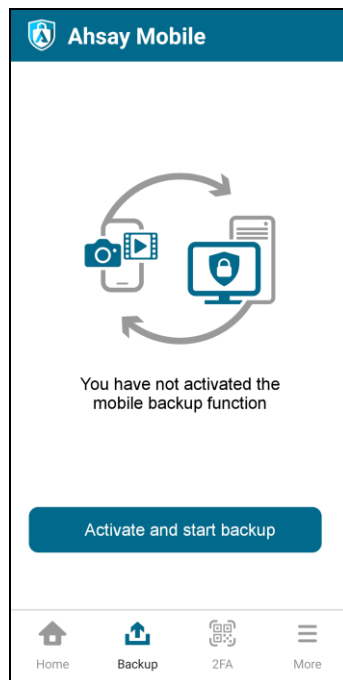
ASUS_X00ID

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

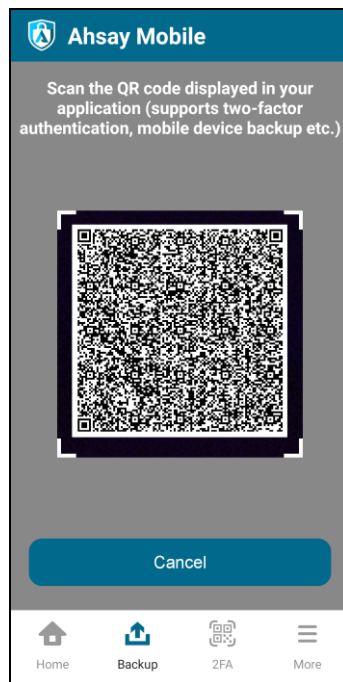
- iii. On the replacement device, download and install the Ahsay Mobile app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.



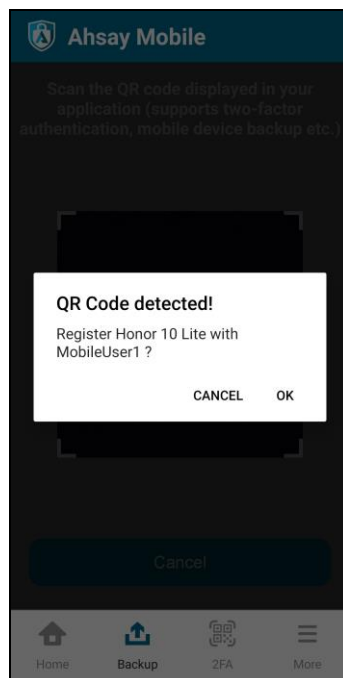
- iv. In the Ahsay Mobile app, go to **Backup**. Tap **Activate and start backup** link to scan the QR Code on the AhsayOBM/AhsayACB.



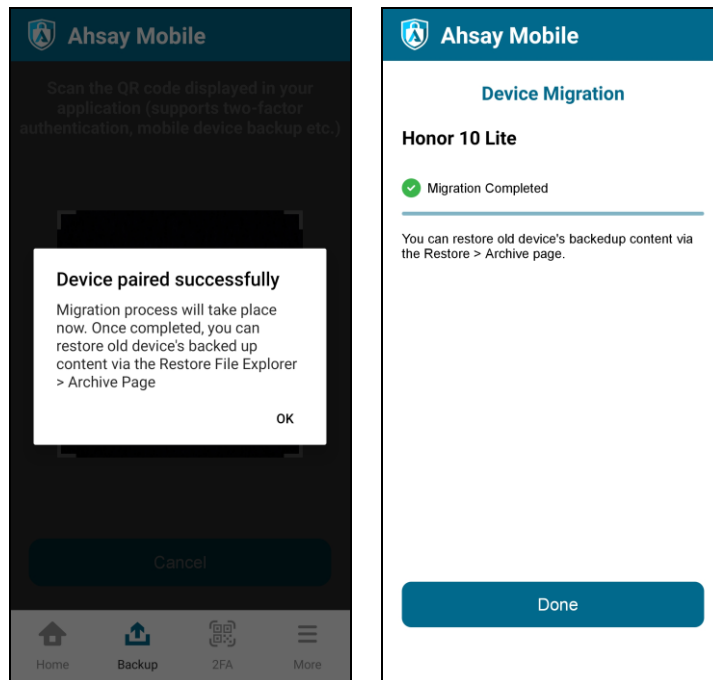
- v. Scan the QR Code which can be found in AhsayOBM/AhsayACB. Otherwise, tap **Cancel** to return to previous screen.



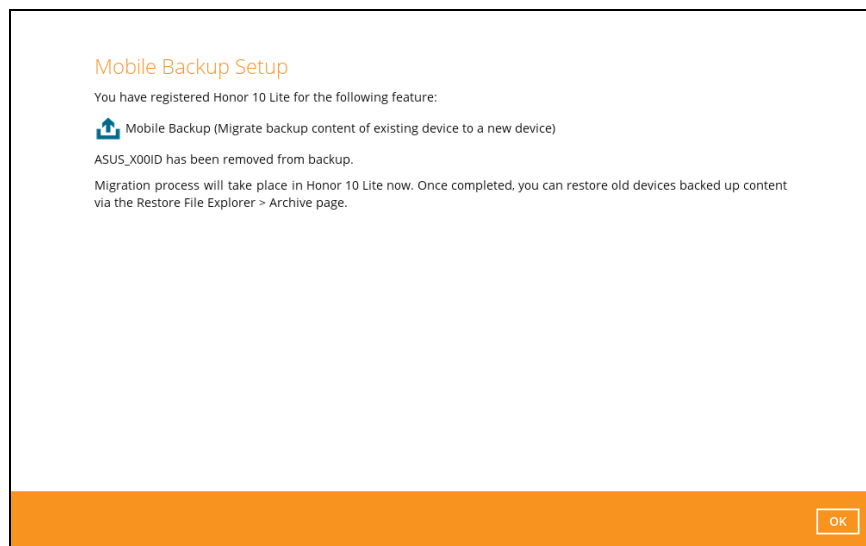
- vi. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



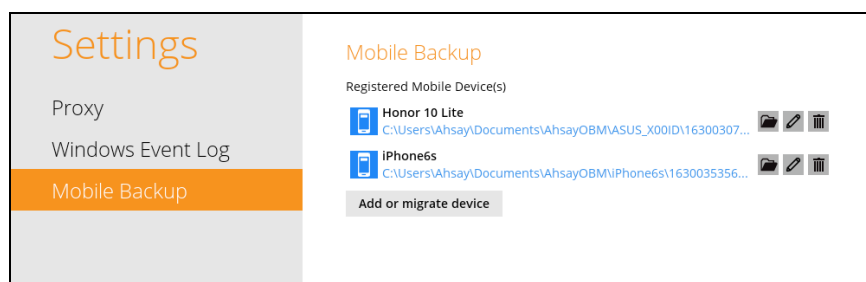
- vii. Replacement device is paired successfully and migration of contents from **ASUS X00ID** to **Honor 10 Lite** is completed then click **Done**.



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

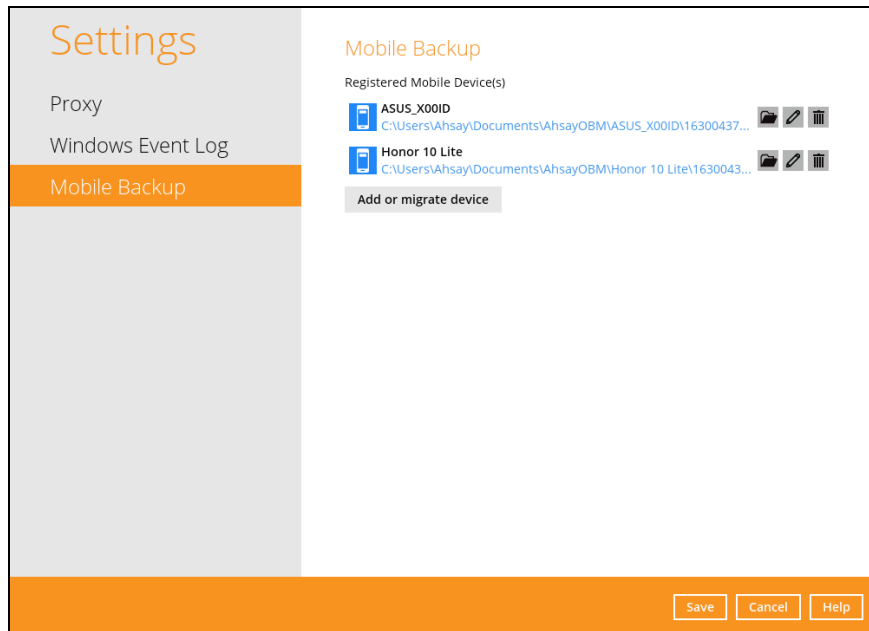


Example: The mobile backup path of the original device will remain unchanged but the device name will be updated by the replacement device, ASUS_X00ID to Honor 10 Lite.



7.1 iOS

1. 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

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

Add new device

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

☒ Add new device for backup without migration


☐ Migrate backup content of existing device to a new device

Next Cancel

- ii. Download the 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.

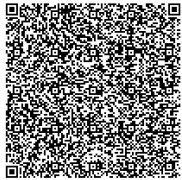
Mobile Backup Setup

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

 Mobile Backup (Add new device for backup without migration)

Download on the
App Store

GET IT ON
Google Play

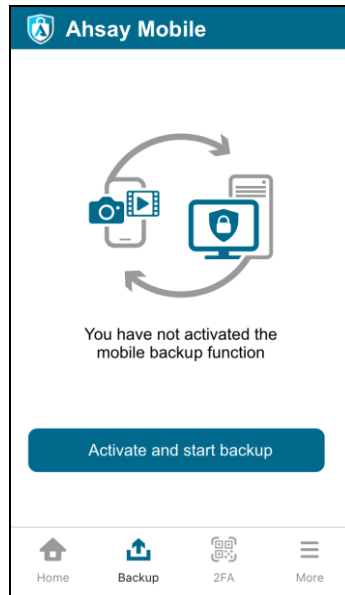


Prerequisites

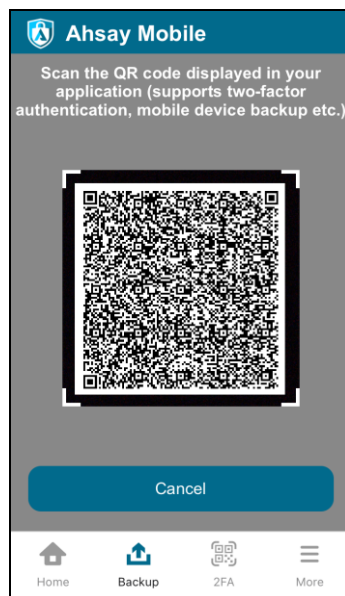
- Please use the latest Mobile App version
- Please make sure below 2 ports are not blocked by any Firewall settings
TCP Port: 54000
UDP Port: 54200

Cancel

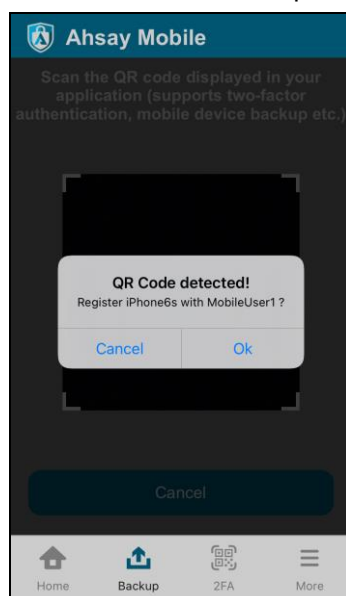
- iii. In the Ahsay Mobile app, go to **Backup**. Tap **Activate and start backup** link to scan the QR Code on the AhsayOBM/AhsayACB.



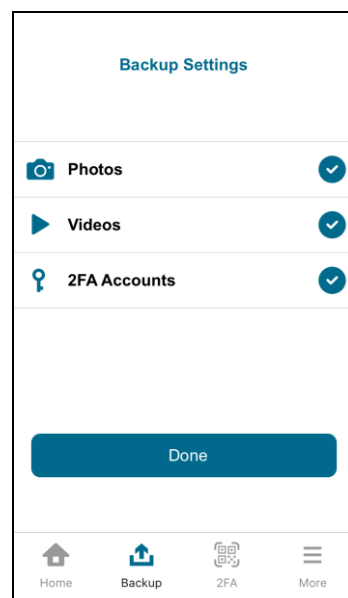
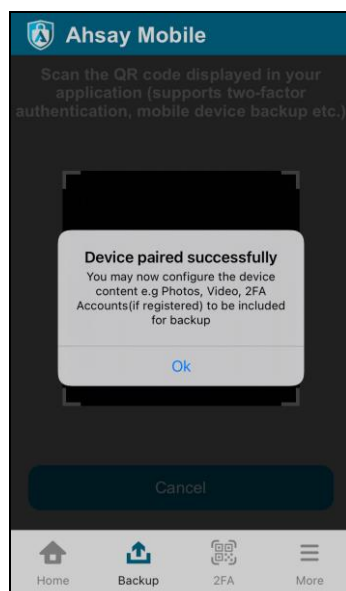
- iv. Scan the QR Code which can be found in AhsayOBM/AhsayACB. Otherwise, tap **Cancel** to return to previous screen.



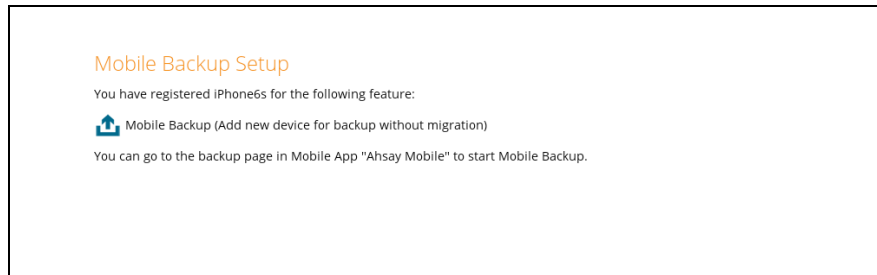
- v. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



- 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.

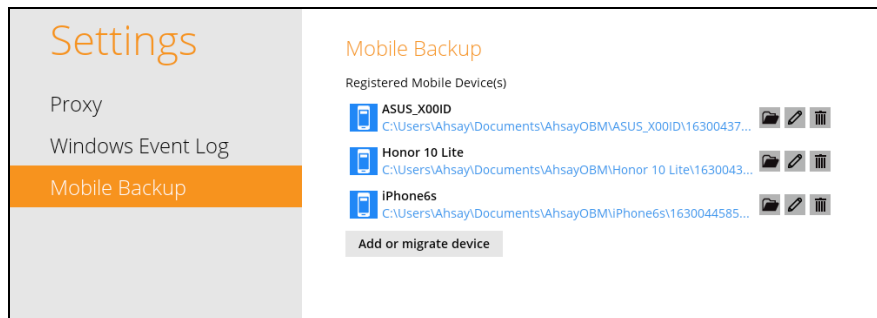


Mobile backup registration is successful in AhsayOBM/AhsayACB. In this example, the registered mobile device is iPhone 6s.



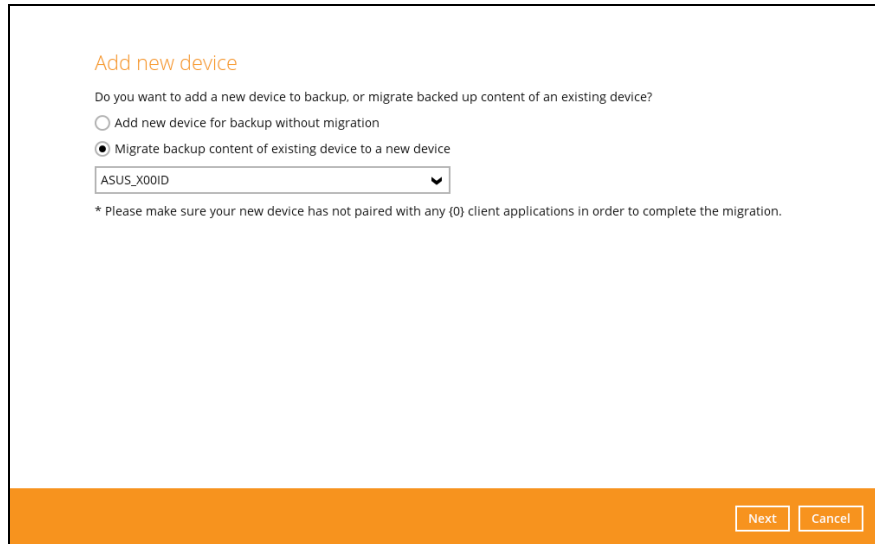
Example: The folder directory

C:\Users\XXXX\Documents\Ahsay\iPhone6s



Migrate backup content of existing device to a new device

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



Add new device

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

☐ Add new device for backup without migration

☒ Migrate backup content of existing device to a new device

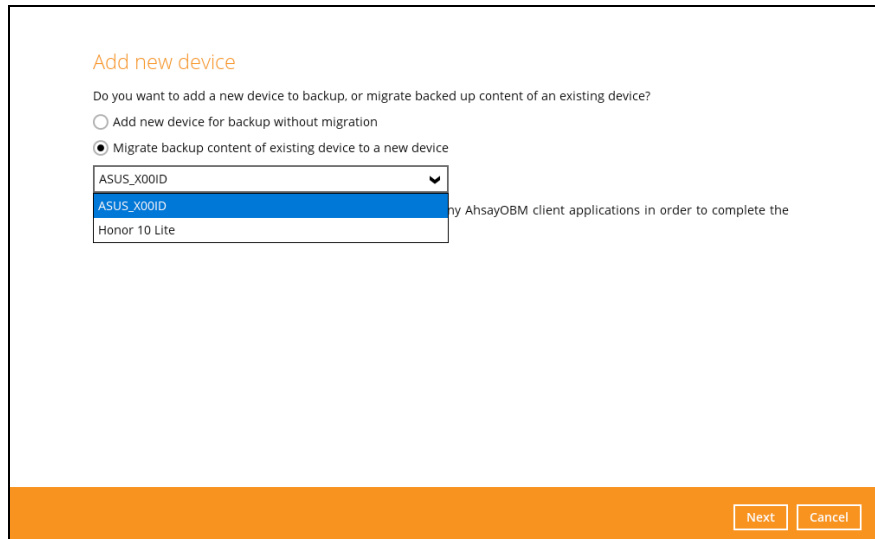
ASUS_X00ID

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

Next Cancel

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

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



Add new device

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

☐ Add new device for backup without migration

☒ Migrate backup content of existing device to a new device

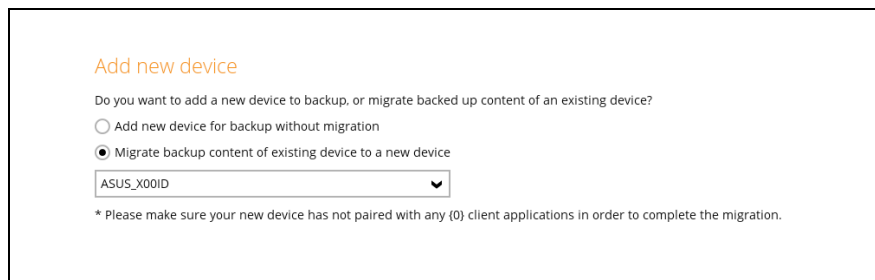
ASUS_X00ID

ASUS_X00ID

Honor 10 Lite

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

Next Cancel



Add new device

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

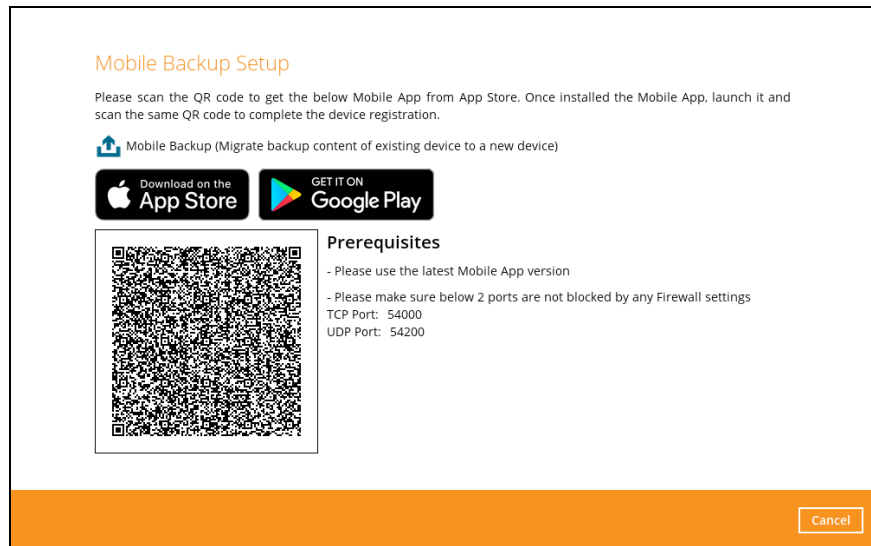
☐ Add new device for backup without migration

☒ Migrate backup content of existing device to a new device

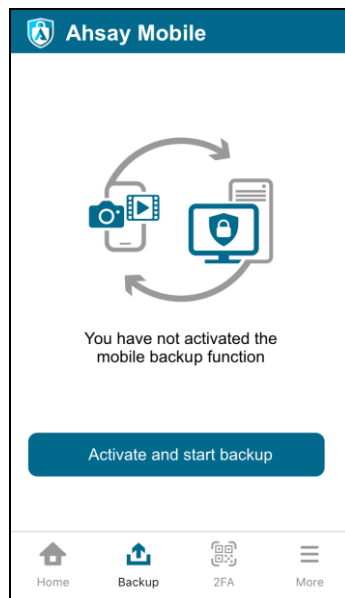
ASUS_X00ID

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

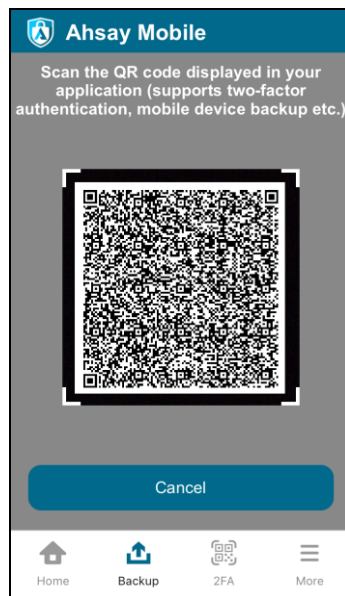
- iii. On the replacement device, download and install the Ahsay Mobile app from Google Play for an Android device and from App Store for an iOS device then scan the QR code to complete the device registration for mobile backup feature.



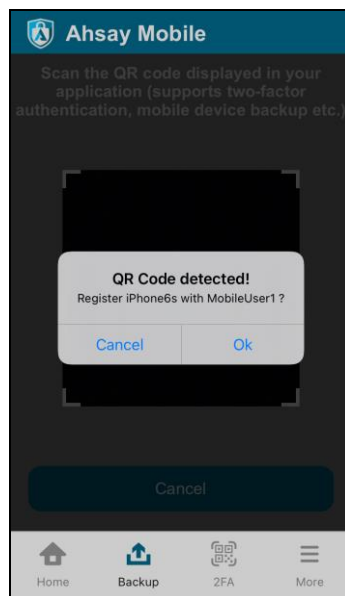
- iv. In the Ahsay Mobile app, go to **Backup**. Tap **Activate and start backup** link to scan the QR Code on the AhsayOBM/AhsayACB.



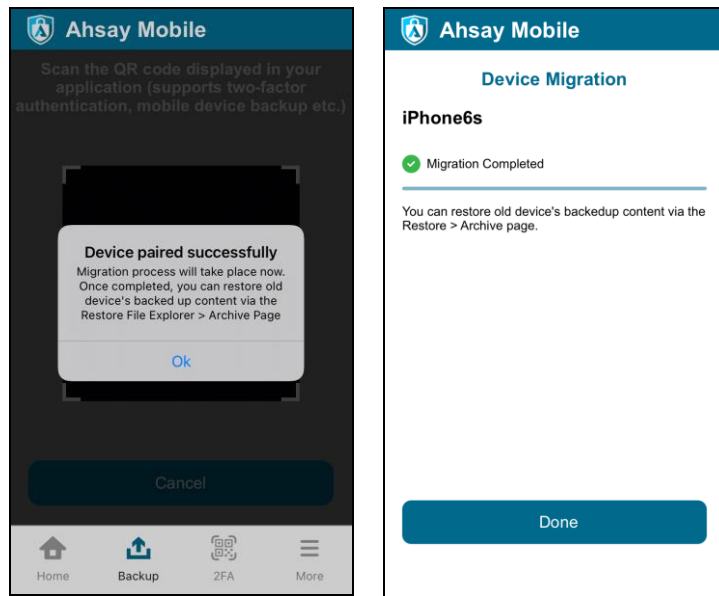
- v. Scan the QR Code which can be found in AhsayOBM/AhsayACB. Otherwise, tap **Cancel** to return to previous screen.



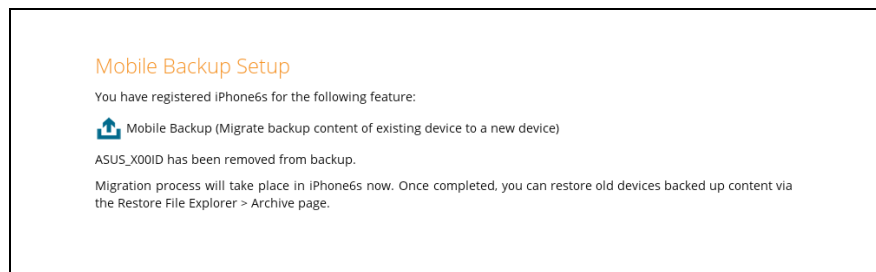
- vi. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.



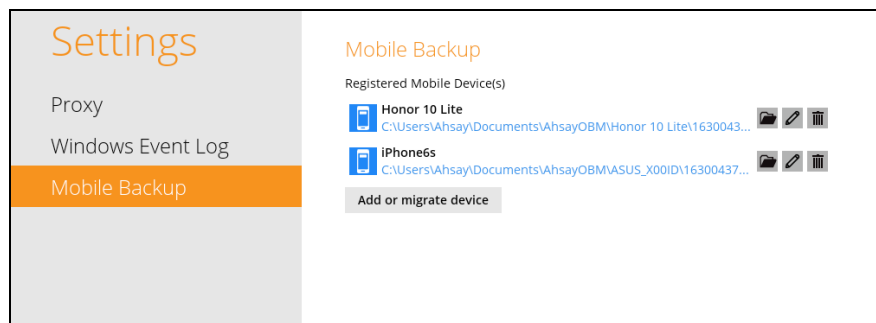
- vii. Replacement device is paired successfully and migration of contents from **ASUS X00ID** to **iPhone 6s** is completed then click **Done**.



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.




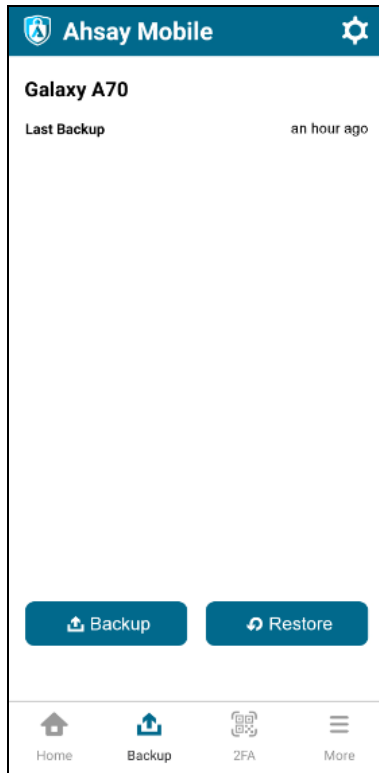
NOTE

Please refer to the [Appendix A: Troubleshooting Login](#) if you are experiencing problems logging into AhsayOBM/AhsayACB with Two-Factor Authentication using Ahsay Mobile app.

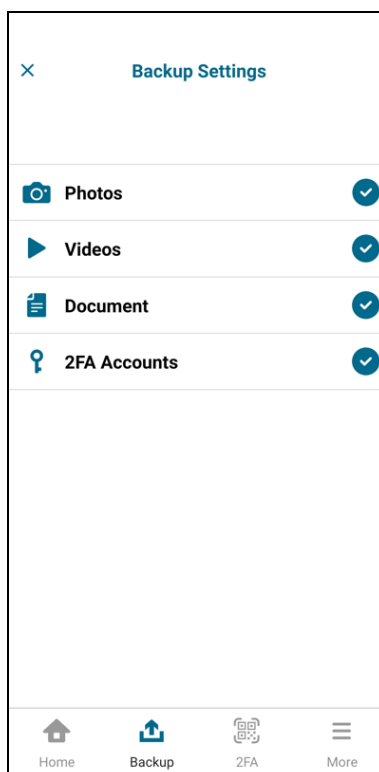
8 Modify Backup Source

8.1 Android

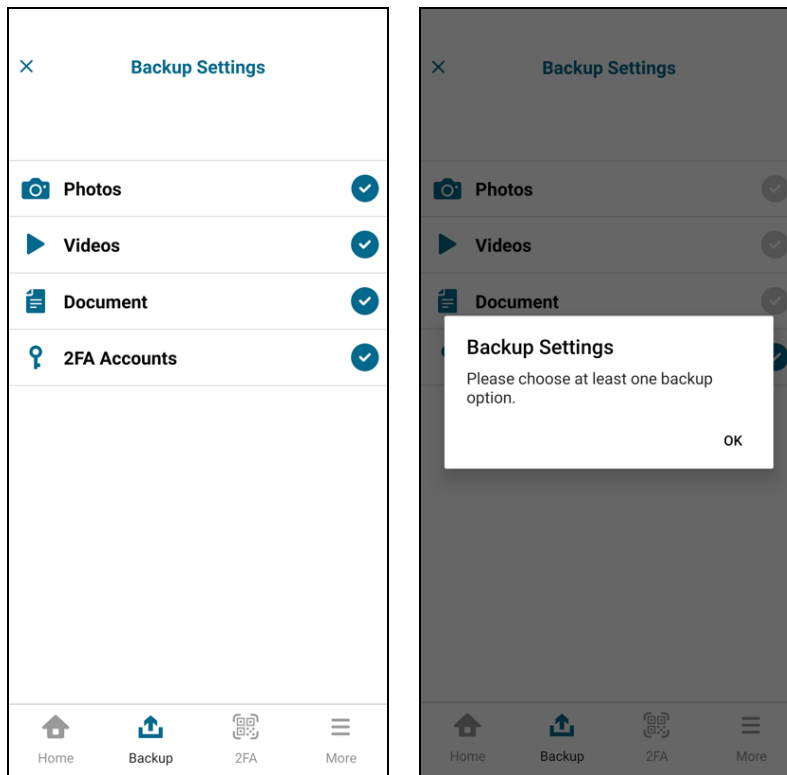
1. Go to **Backup**. Look for the backup settings  icon and tap.



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




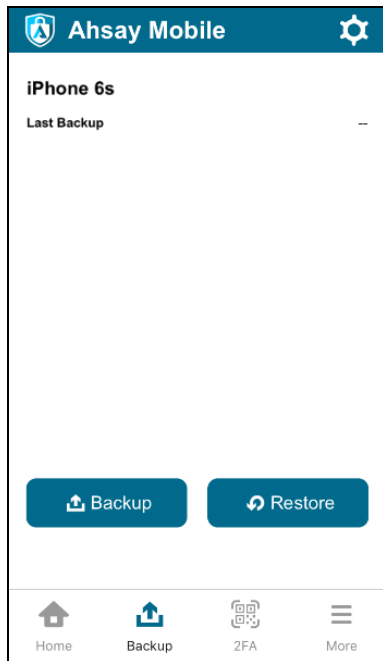
Make sure to select at least one from Photos, Videos, Document or 2FA Accounts.



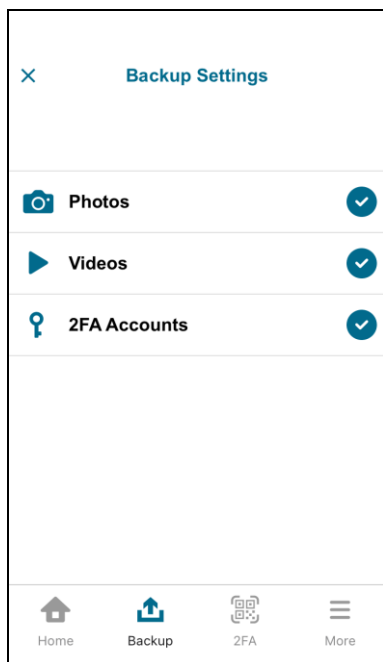
3. Tap the **X** button on the left corner of the screen to return to exit.

8.2 iOS

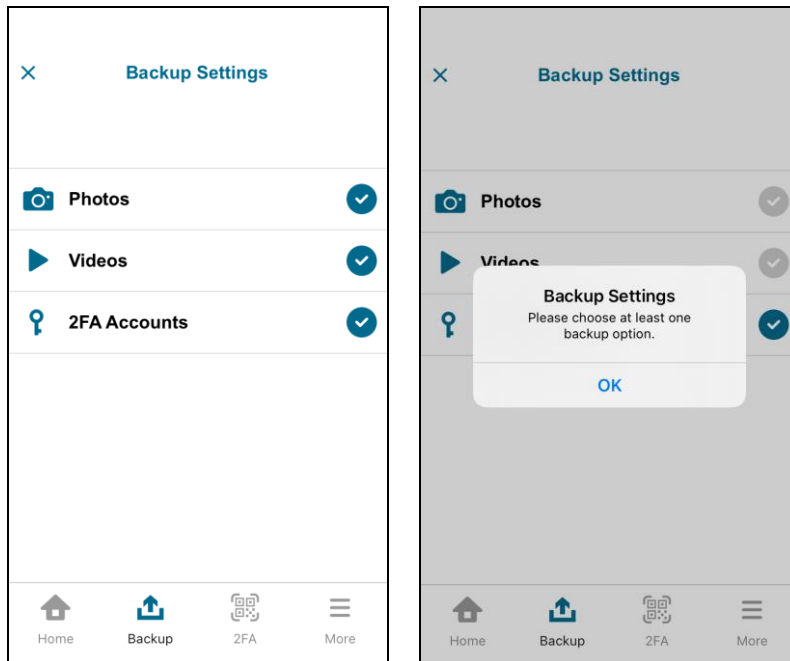
1. Go to **Backup**. Look for the backup settings  icon and tap.



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



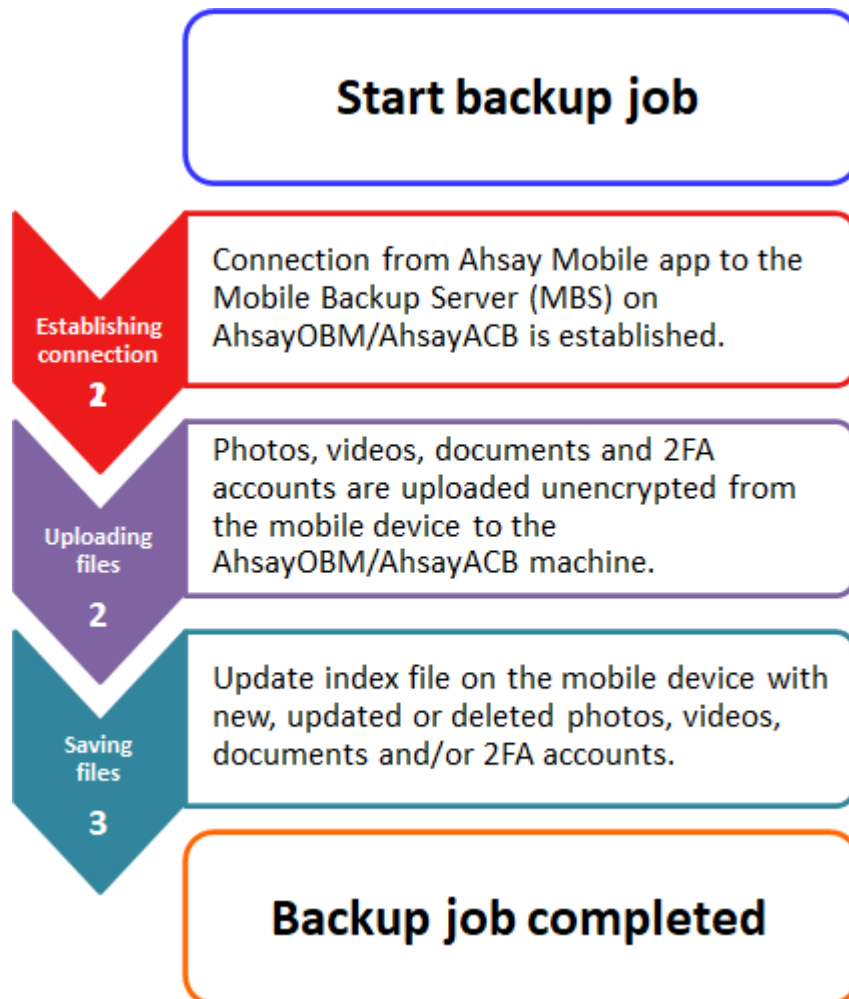
Make sure to select at least one from Photos, Videos, or 2FA Accounts.



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

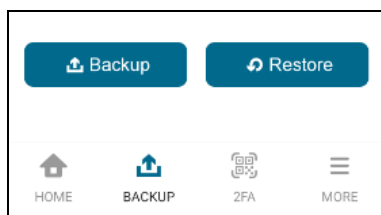
10.1 Android

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

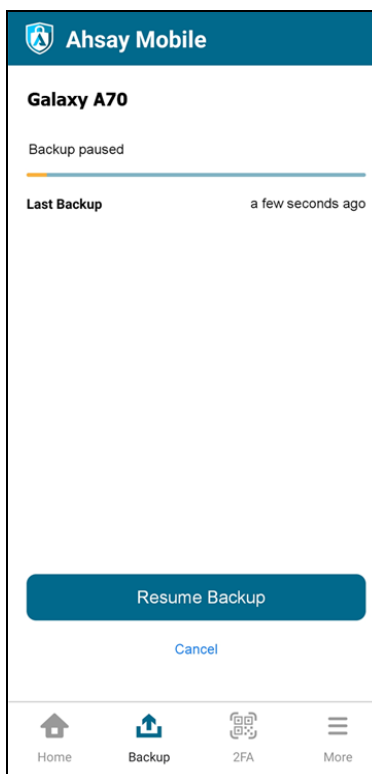
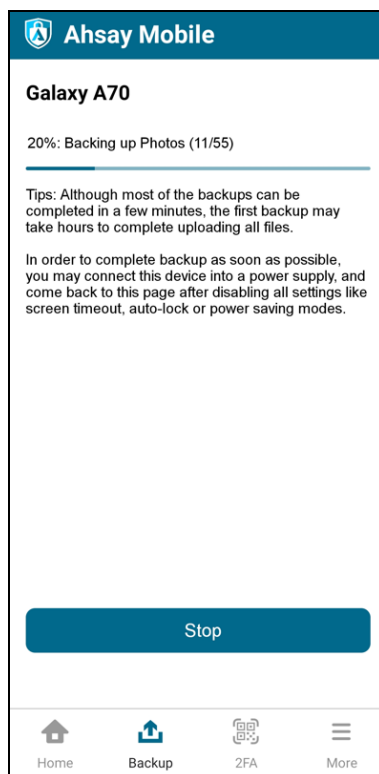
1. Go to **Backup**.
2. Tap  **Backup** to start the mobile backup.



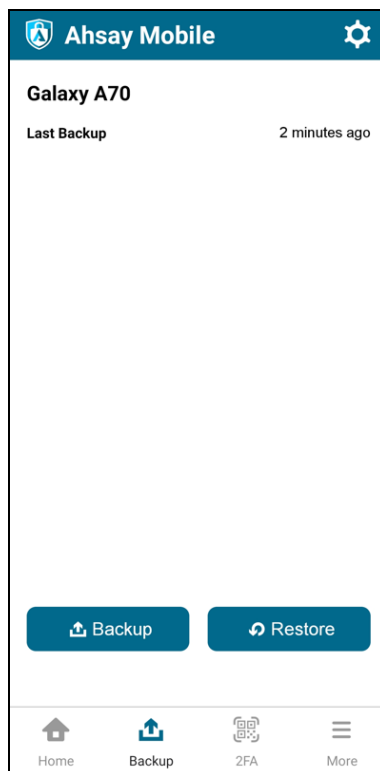
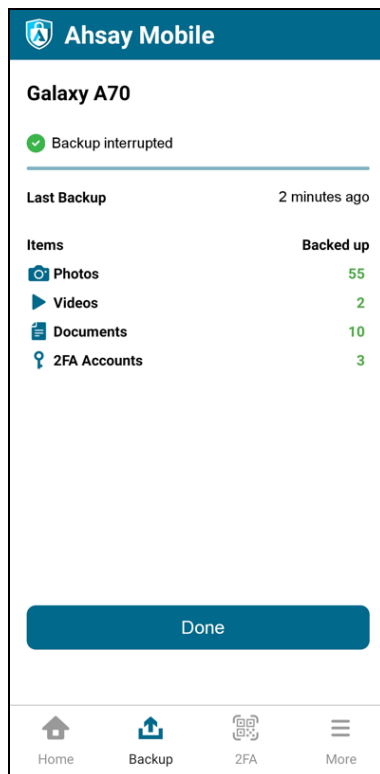
3. Mobile backup is on-going. Tap **Stop** if you want to stop the backup.

NOTE

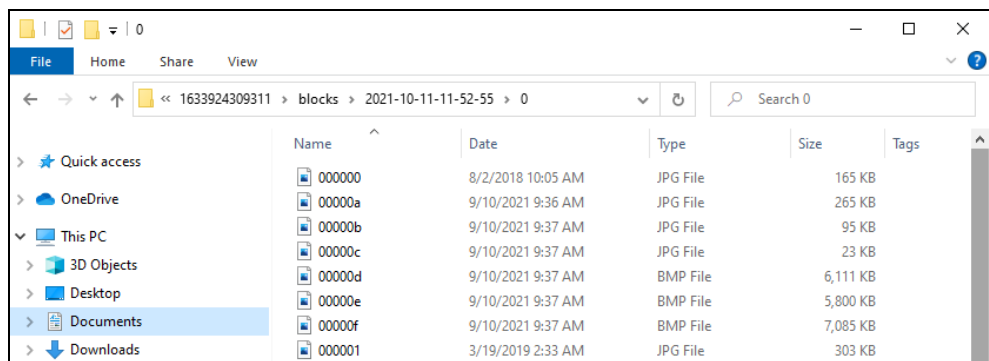
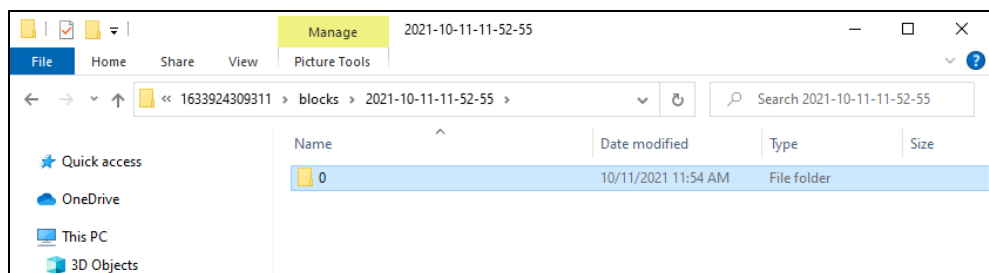
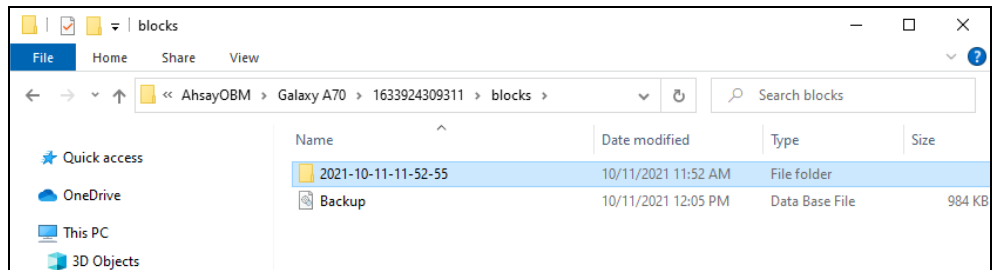
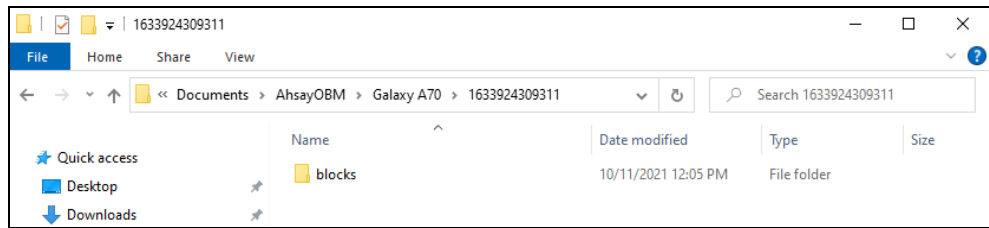
In case the backup job is interrupted, for example network connection issue, or you want to stop your backup and resume at a later time, you can click the **Stop** and it will show **Resume Backup**.



4. 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.



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



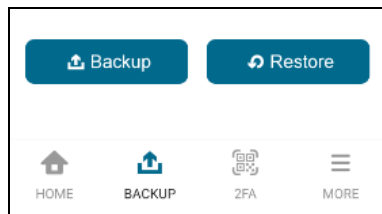
10.2 iOS

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

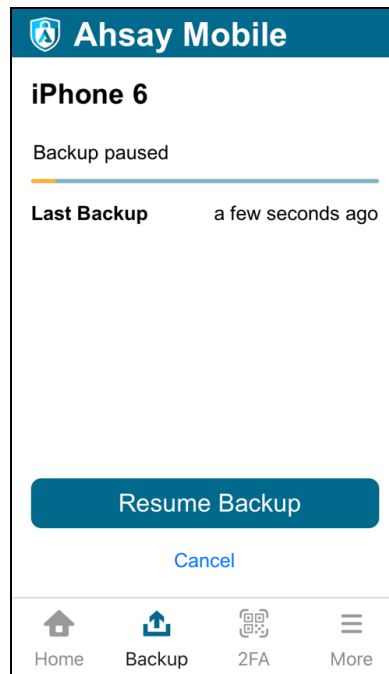
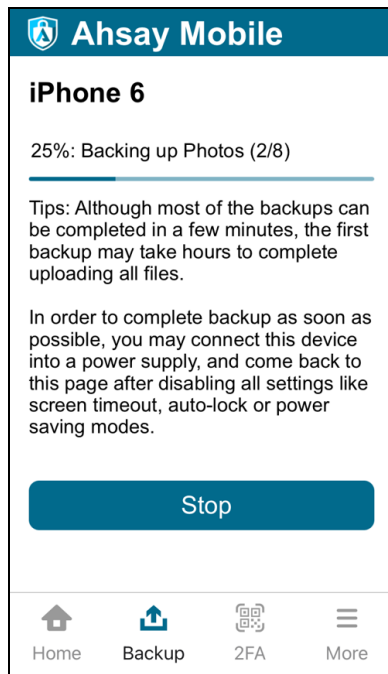
1. Go to **Backup**.
2. Tap  Backup to start the mobile backup.



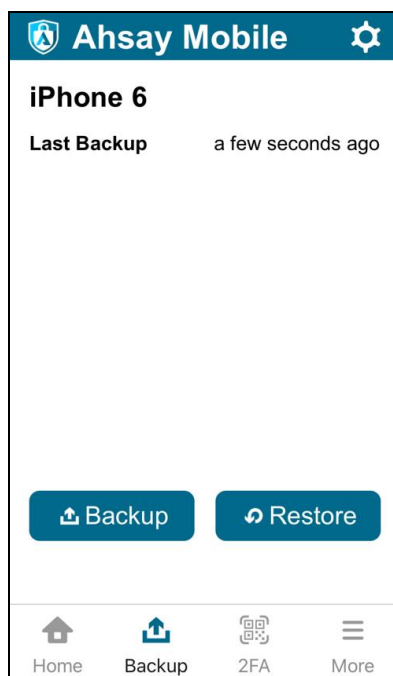
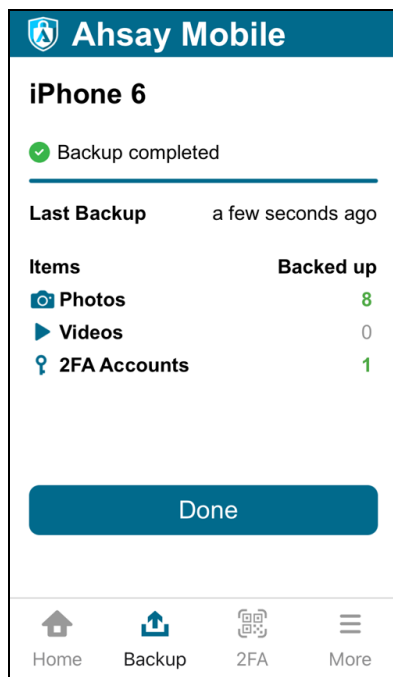
3. Mobile backup is on-going. Tap **Stop** to stop the backup.

NOTE

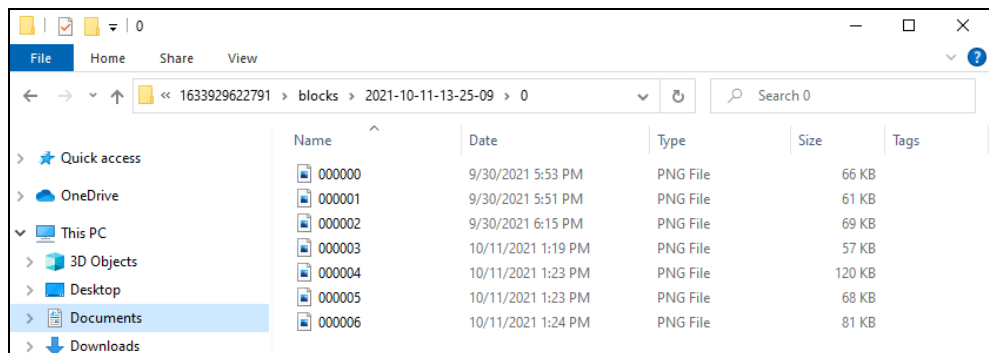
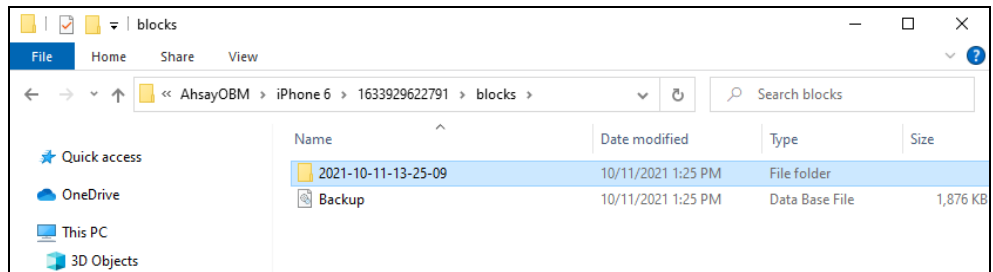
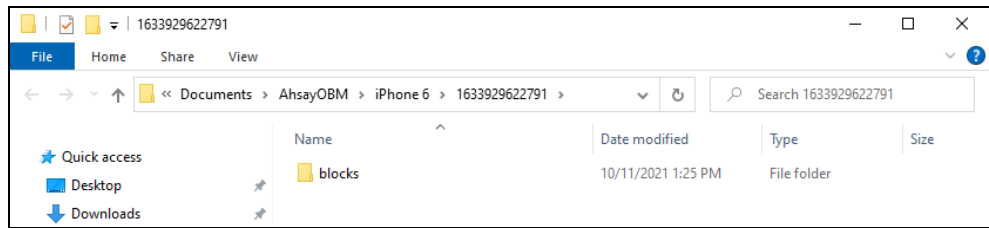
In case the backup job is interrupted, for example network connection issue, or you want to stop your backup and resume at a later time, you can click the **Stop** and it will show **Resume Backup**.



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.



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




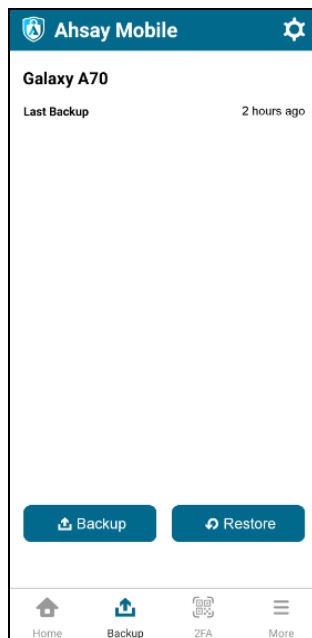
11 Restoring Backup Data

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 [Chapter 7](#).

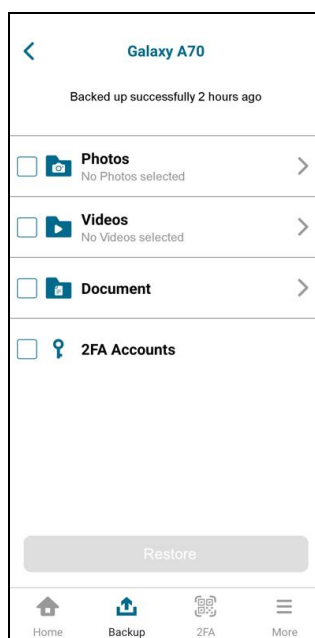
If you are using Ahsay Mobile v1.4.0 or earlier, please refer to [Appendix C](#) for instructions on how to restore to an alternate mobile device.

11.1 Android

1. Tap  to start the mobile restore.



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.



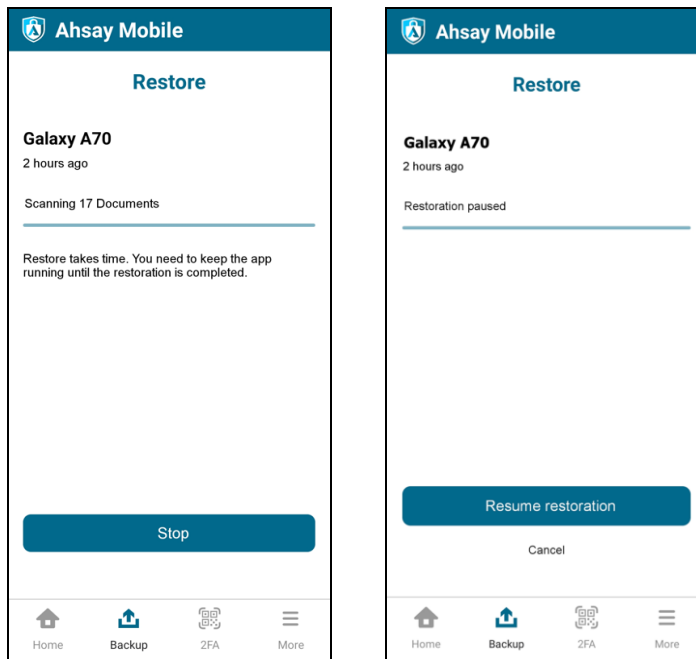
NOTE

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

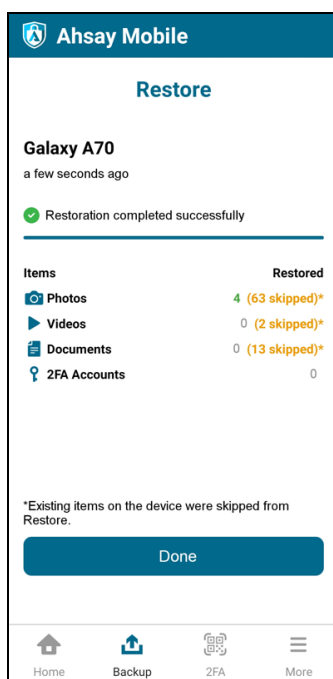
3. Mobile restore is on-going. Tap **Stop** to stop the restore.

NOTE


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

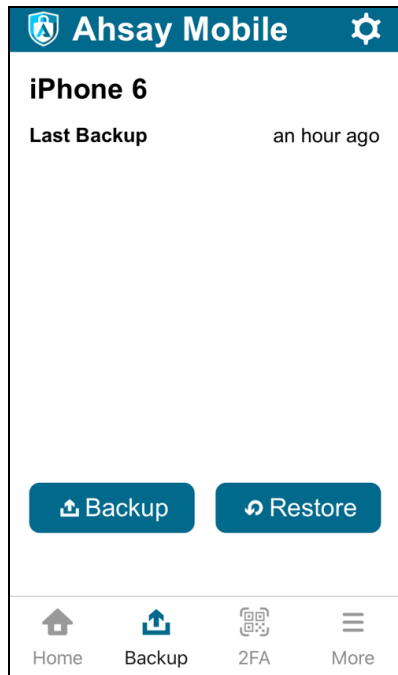


4. Mobile restore is successful. It also displays the items and number of items restored. For example, **4 photos** have been successfully restored. If an item still exists on the device, it will not be restored since it is still there. Only deleted items will be restored. Tap **Done** to return to the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

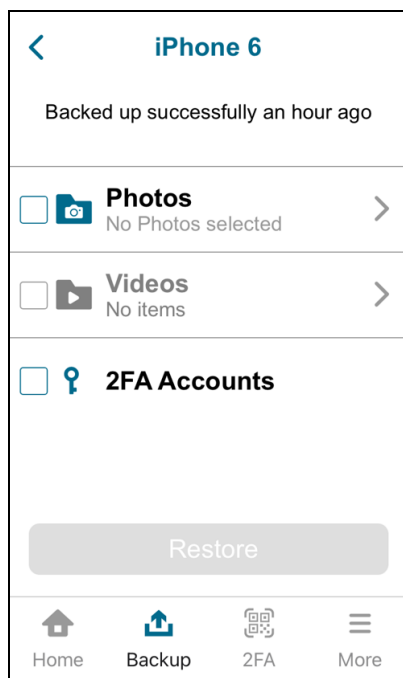


11.2 iOS

1. Tap  to start the mobile restore.



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.



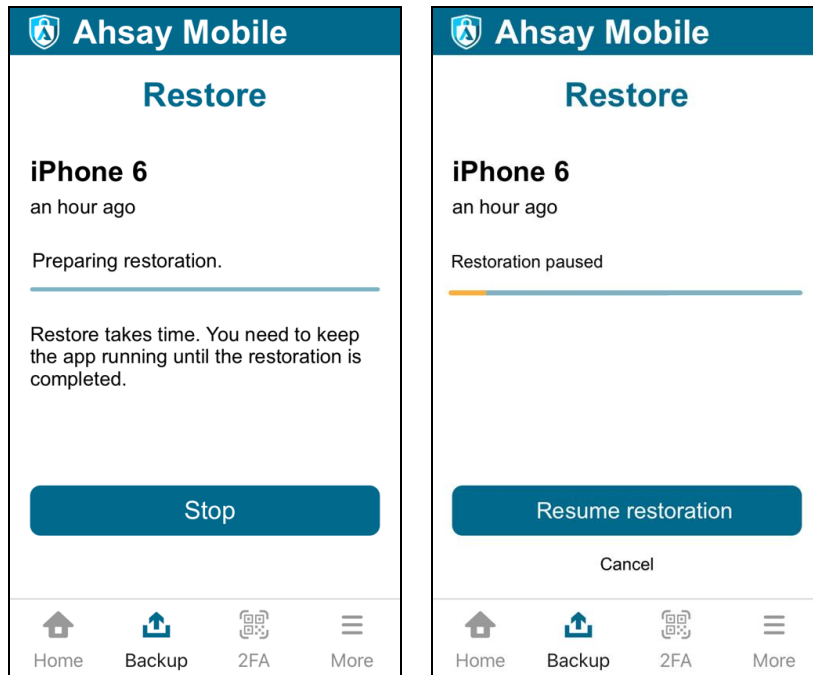
NOTE

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

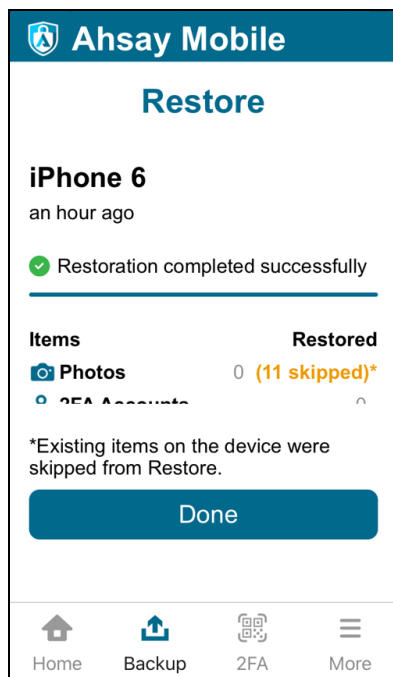
- Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

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**.



- 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.



- 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:

<https://wiki.ahsay.com/>

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.

Two-Factor Authentication

Please approve notification request in one of registered Authenticator App.

⌚ Waiting for response (00:04:56)

[Authenticate with one-time password](#)

You have three options:

Two-Factor Authentication

Please approve notification request in one of registered Authenticator App.

✖ No response received from notification request. Please try again.

[Resend](#)

[Authenticate with one-time password](#)

Unable to login

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

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](#)

- 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**.

Two-Factor Authentication

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

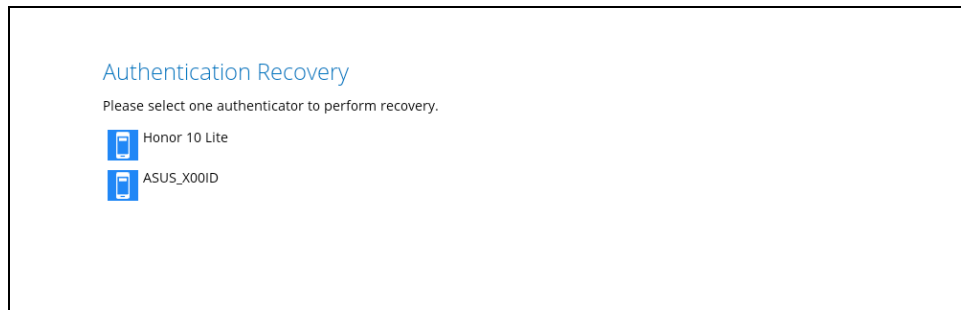
(00:00:13)

- Or click **Unable to login** link, wherein you can choose to perform [authentication recovery procedure](#) or proceed to [Unable to login/Do not have any Authenticator App\(s\)](#).

Unable to login

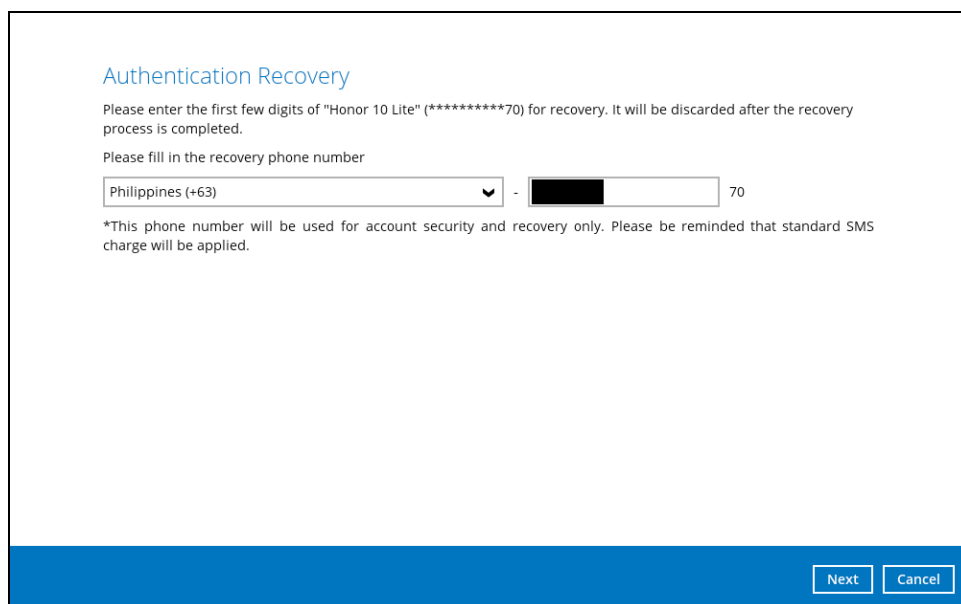
- Authentication Recovery Procedure

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



The screenshot shows the 'Authentication Recovery' screen. At the top, it says 'Please select one authenticator to perform recovery.' Below this, there are two options, each with a mobile phone icon: 'Honor 10 Lite' and 'ASUS_X00ID'.

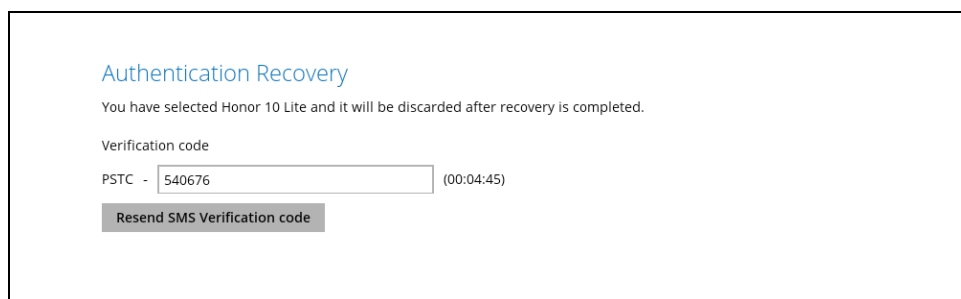
Click the drop-down button to select the country code, then enter the registered recovery phone number to proceed. The last two digits are already indicated by default. Click **Next** to continue.



The screenshot shows the 'Authentication Recovery' screen with the instruction 'Please enter the first few digits of "Honor 10 Lite" (*****70) for recovery. It will be discarded after the recovery process is completed.' Below this, it says 'Please fill in the recovery phone number'. There is a dropdown menu for the country code, currently showing 'Philippines (+63)', followed by a hyphen and a text input field containing '70'. A note below states: '*This phone number will be used for account security and recovery only. Please be reminded that standard SMS charge will be applied.' At the bottom right, there are 'Next' and 'Cancel' buttons.

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

Verification Code: PSTC-540676






The screenshot shows the 'Authentication Recovery' screen with the instruction 'You have selected Honor 10 Lite and it will be discarded after recovery is completed.' Below this, it says 'Verification code'. There is a text input field containing '540676' with 'PSTC -' to its left and a timer '(00:04:45)' to its right. Below the input field is a button labeled 'Resend SMS Verification code'.


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 Device Pairing

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

 Ahsay Mobile





Prerequisites

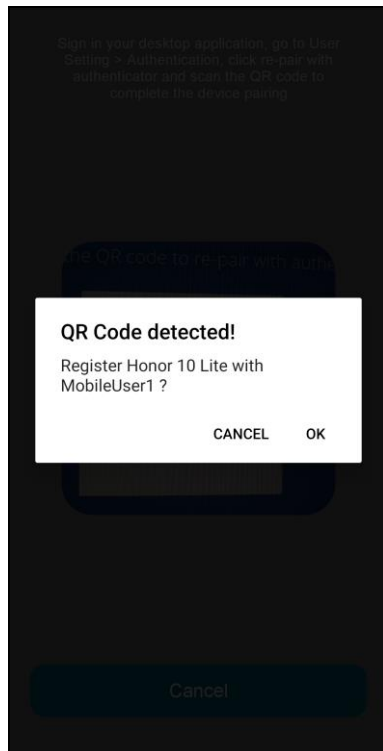
- Please use the latest Mobile App version

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

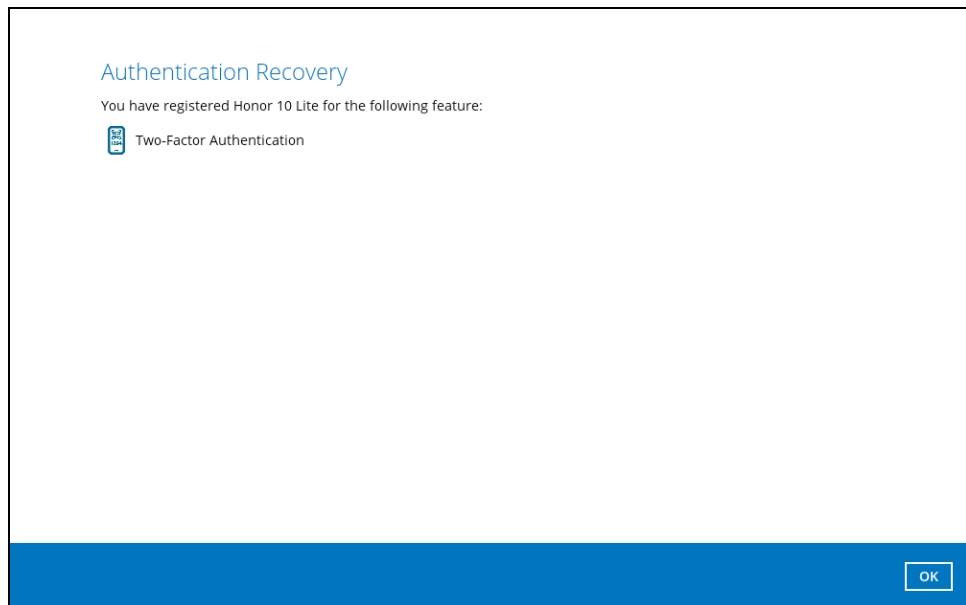
Example of the QR code scanned using the Ahsay Mobile app



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.

Authentication Recovery

Please select one authenticator to perform recovery.

 Honor 10 Lite

 ASUS_X00ID



Please contact your backup server administrator for assistance.

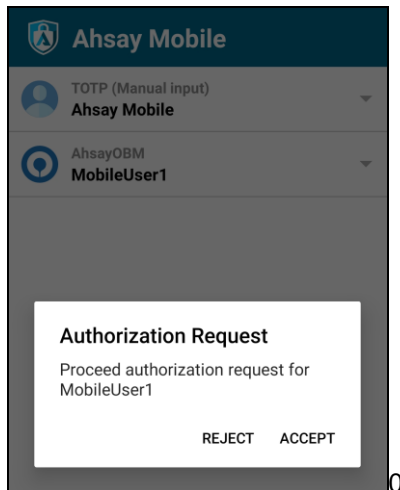
OK

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

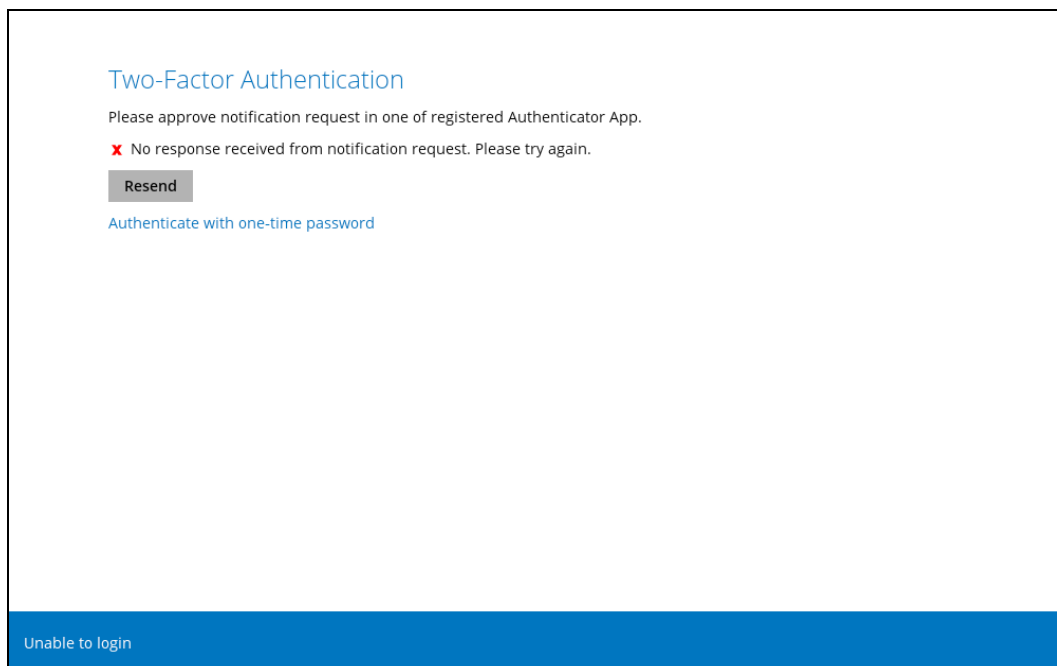
Previous

Rejected notification request

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



You have two options:



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


One-time password generated not working

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

For Push Notification and TOTP

Two-Factor Authentication

Please approve notification request in one of registered Authenticator App.

 Waiting for response (00:04:44)

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

(00:00:27)

Unable to login

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.

Two-Factor Authentication

Enter one-time passcode generated from authenticator app

(00:00:07)



Please contact your backup server administrator for assistance.

OK

Unable to login

Appendix B: Restore File Explorer

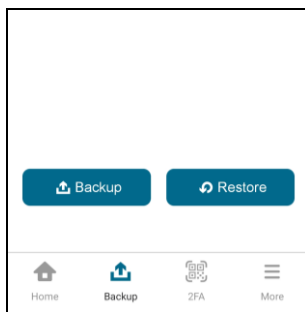
Follow the instructions below on how to select or deselect photos and/or videos using the Restore File Explorer:

- ▶ [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](#)
-

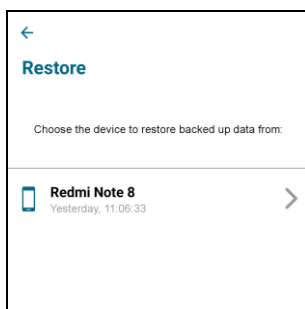
Select all photos and/or videos

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

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



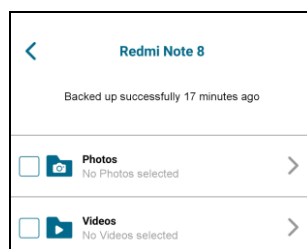
2. Choose a backup job.



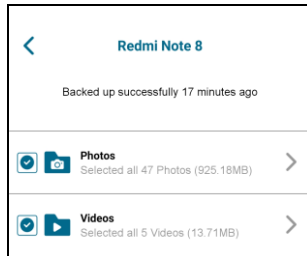
3. There are 2 ways to select all the photos and/or videos.

Option 1:

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

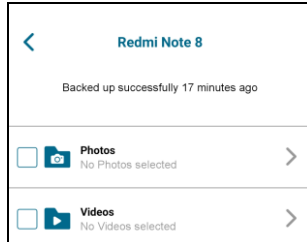


- ii. Blue checkbox will indicate that all photos and/or videos are selected for restore with corresponding total number of photos and videos and its total file size.



Option 2:

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

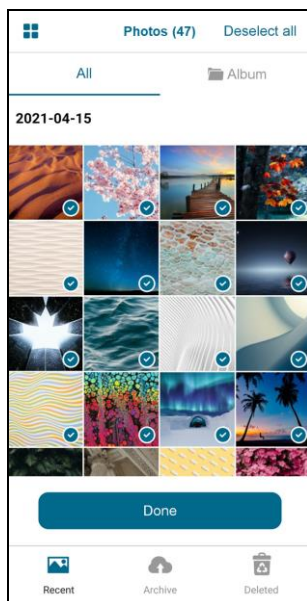


- ii. Choose from **All** or **Album** then tap **Select all**.

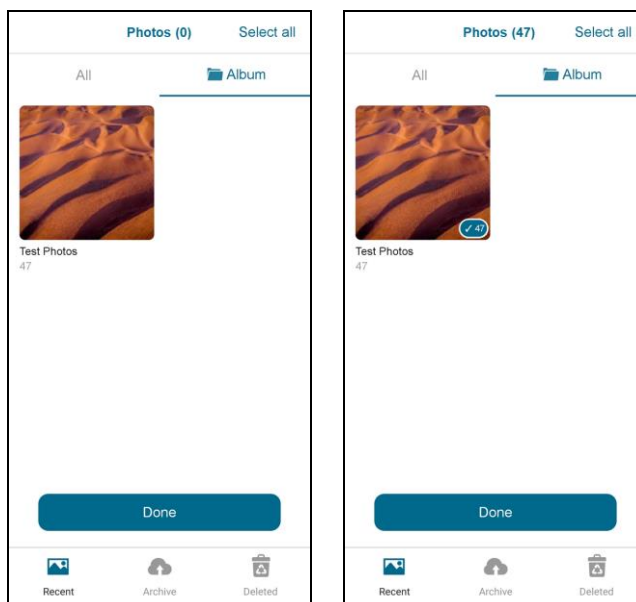


- iii. There will be a blue checkbox on each photos and/or videos or album that will indicate that all are selected for restore then tap **Done**.

Example of an All view.



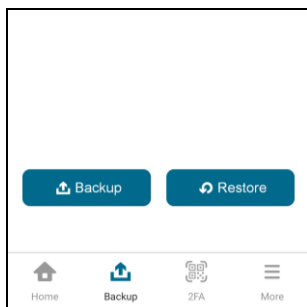
Example of an Album view.



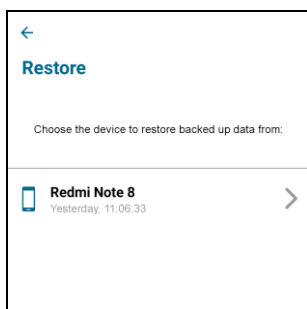
Deselect all photos and/or videos

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

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



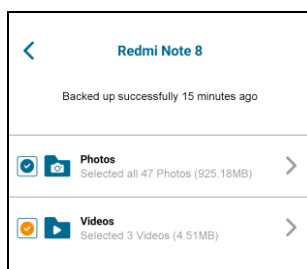
2. Choose the backup job.



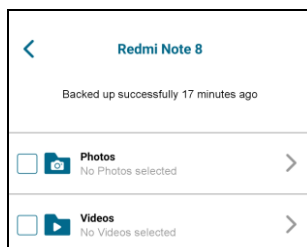
3. There are 2 ways to deselect all the photos and/or videos.

Option 1:

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

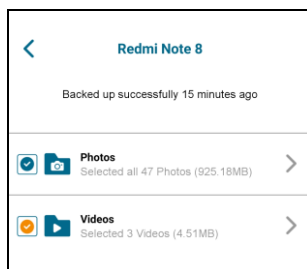


- ii. It will deselect all or the selected photos and/or videos for restore.



Option 2:

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

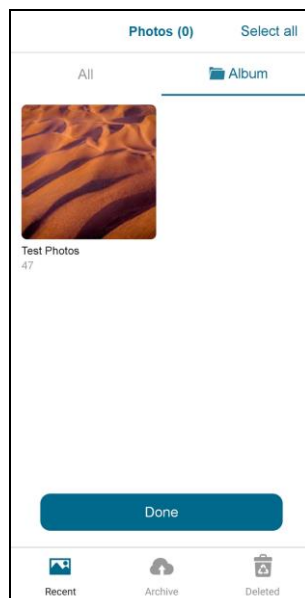
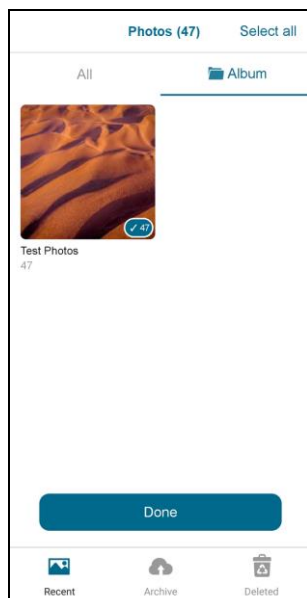


- ii. Choose from **All** or **Album** then tap **Deselect all** then tap **Done**.

Example of an All view.

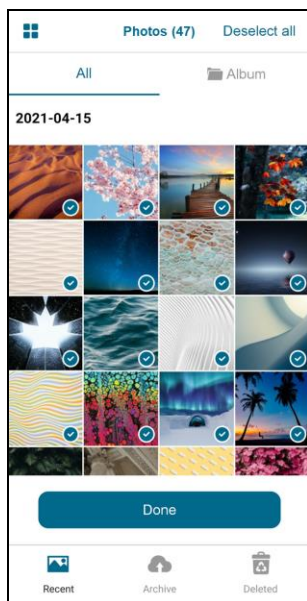


Example of an Album view.

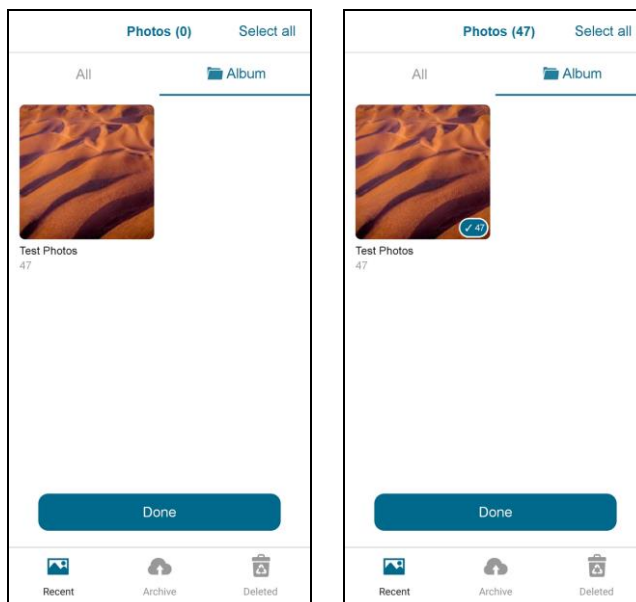


- iii. There will be a blue checkbox on each photos and/or videos or album that will indicate that all are selected for restore then tap **Done**.

Example of an All view.



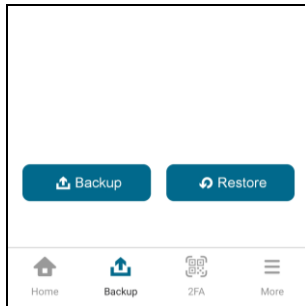
Example of an Album view.



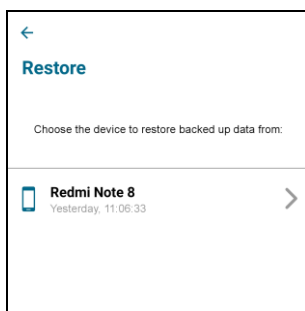
Select a few photos and/or videos

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

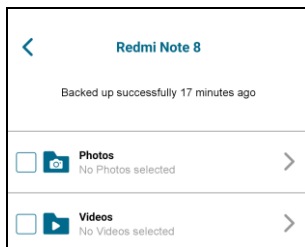
1. Go to **Backup** then tap **Restore**.



2. Choose the backup job.

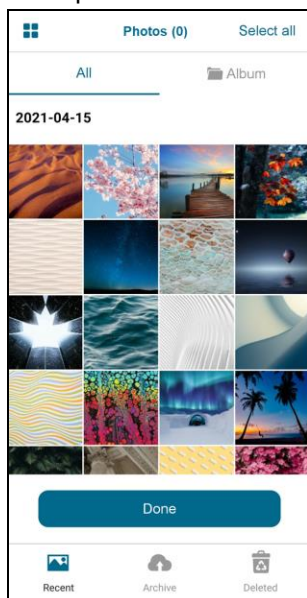


3. Tap the Photos or **Videos**.

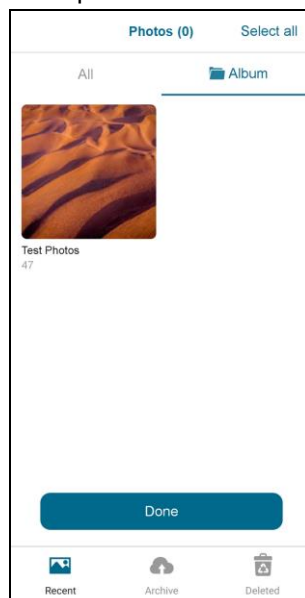


4. Choose from **All** or **Album**.

Example of an All view.

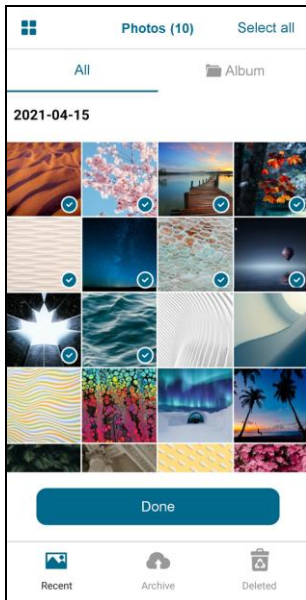


Example of an Album view.

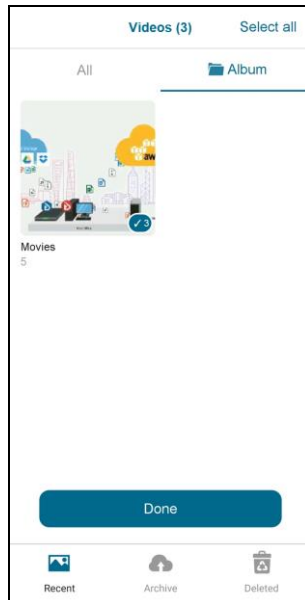


5. Select a few photos and/or videos for restore then tap **Done**

Example of an All view.



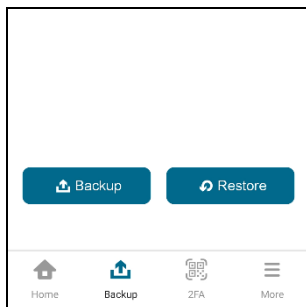
Example of an Album view.



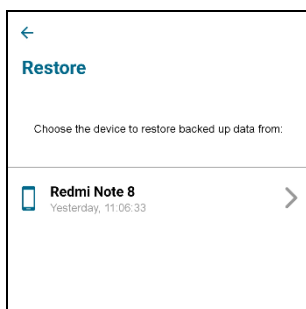
Deselect a few photos and/or videos

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

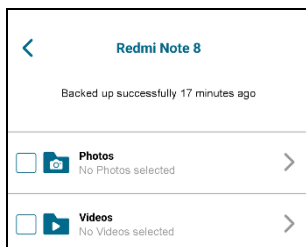
1. Go to **Backup** then tap **Restore**.



2. Choose the backup job.

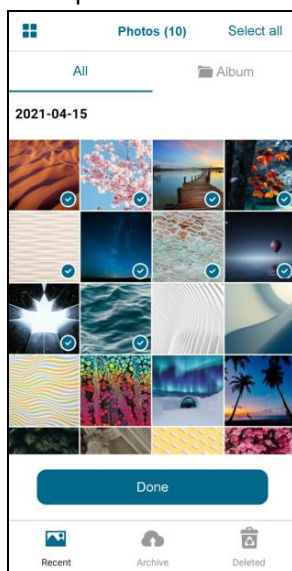


3. Tap the **Photos** or **Videos**.

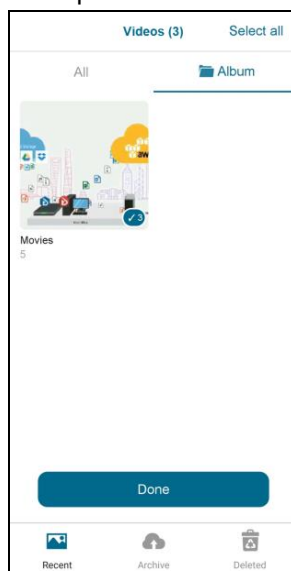


4. Choose from **All** or **Album**.

Example of an All view.

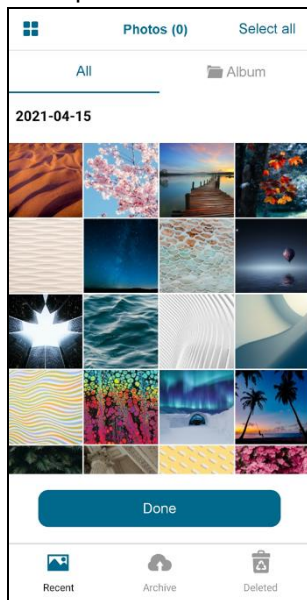


Example of an Album view.

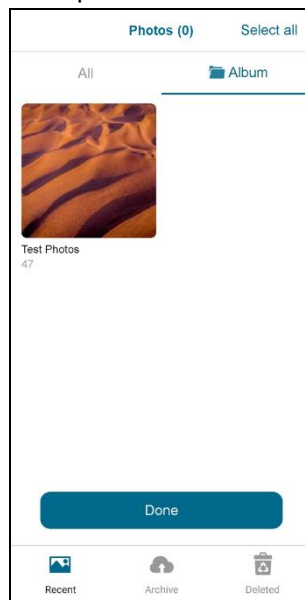


5. Deselect a few photos and/or videos for restore then tap **Done**.

Example of an All view.



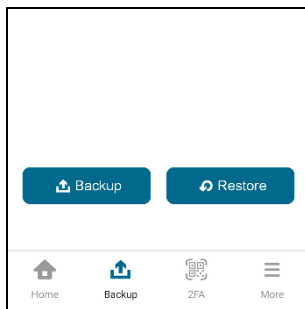
Example of an Album view.



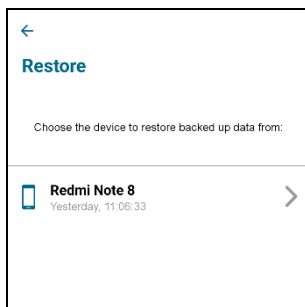
View photos and/or videos in Recent, Archive, or Delete tabs

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

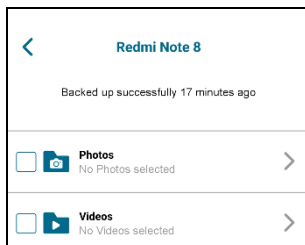
1. Go to **Backup** then tap **Restore**.



2. Choose the backup job.

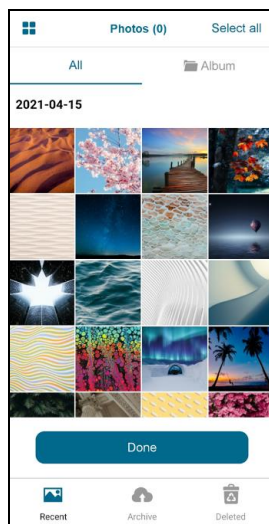


3. Tap the **Photos** or **Videos**.

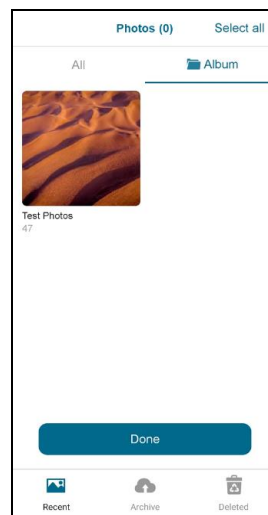


4. Select from the following tabs by tapping the, **Recent**, **Archive**, or **Delete**. The tabs are located on the lower part of the screen. It will view the photos and/or videos by All or Album.

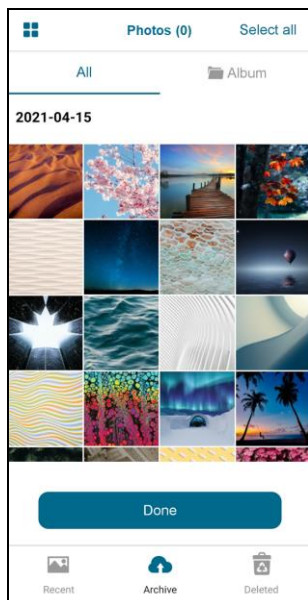
Example of Recent tab All view



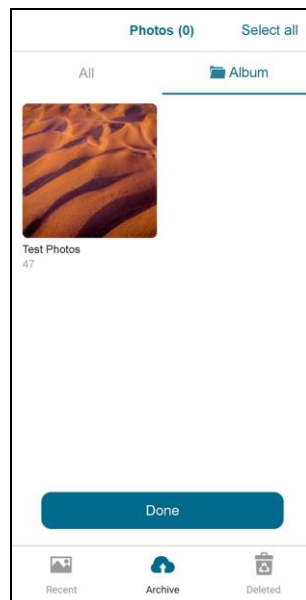
Example of Recent tab Album view



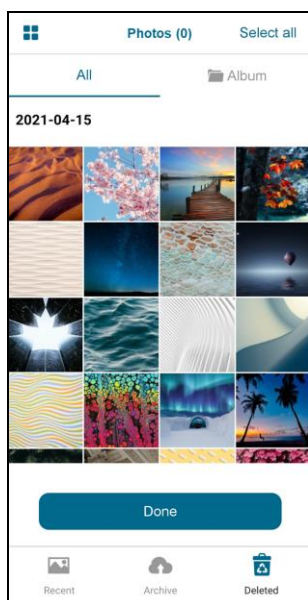
Example of Archive tab All view



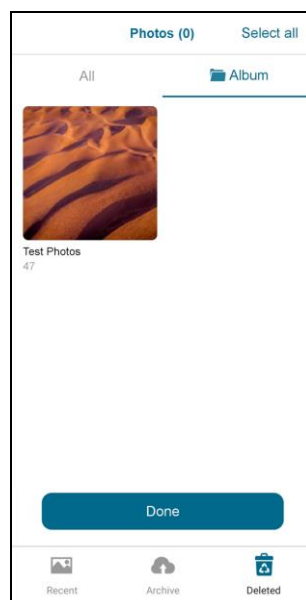
Example of Archive tab Album view



Example of Deleted tab All view



Example of Deleted tab Album view



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)
 - [Android to Android](#) – example, from Samsung to Huawei / ASUS to Xiaomi
 - [iOS to iOS](#) – example, from iPhone to iPhone / iPhone to iPad
- Cross mobile Operating System (OS)
 - [Android to iOS](#) – 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 Operating System (OS)			
Android to Android	✓	✓	
iOS to iOS	✓	✓	
Cross mobile 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.

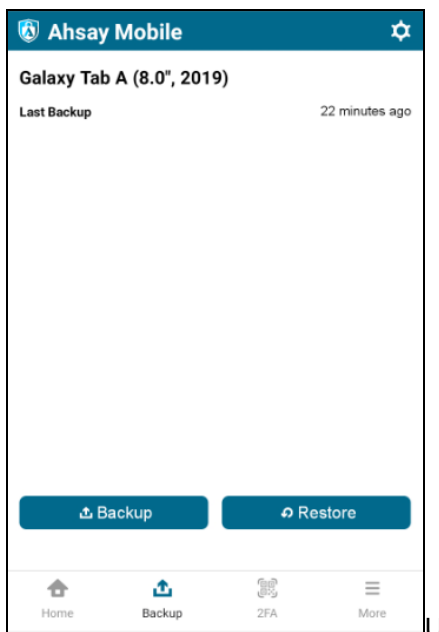
This requires the other mobile devices to be registered on AhsayOBM/AhsayACB.

Same mobile Operating System (OS)

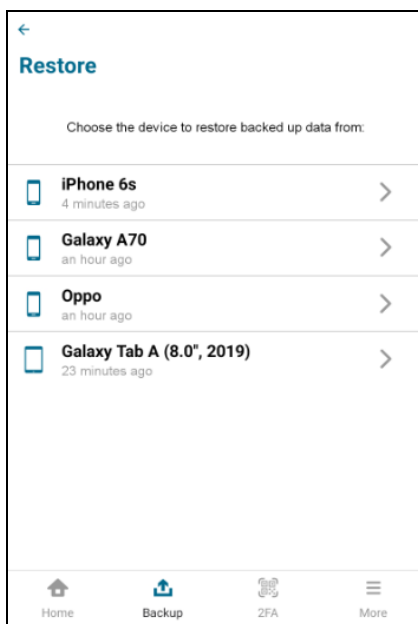
Android to Android

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

1. Tap  to start the mobile restore.



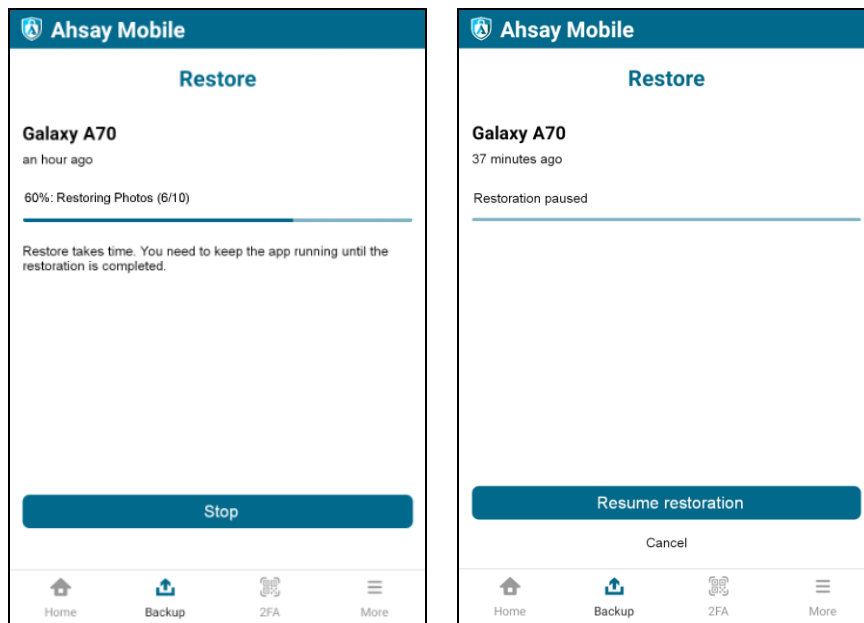
2. Choose to restore to a backup taken on a **Galaxy A70** another Android device, i.e. **Galaxy Tab A**.



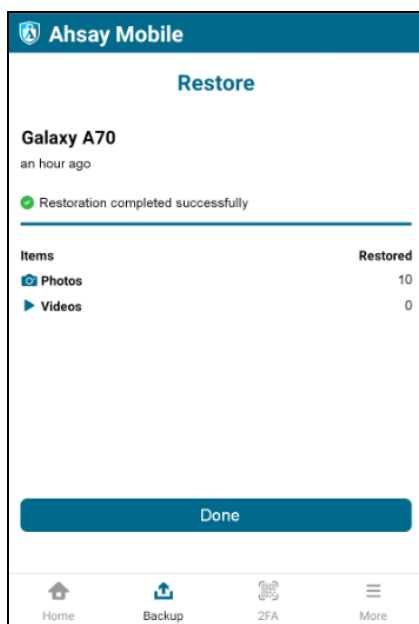
3. Choose from Photos, Videos and/or 2FA Accounts then tap **Restore**.
Make sure to select at least one from Photos, Videos or 2FA Accounts.
4. Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

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**.



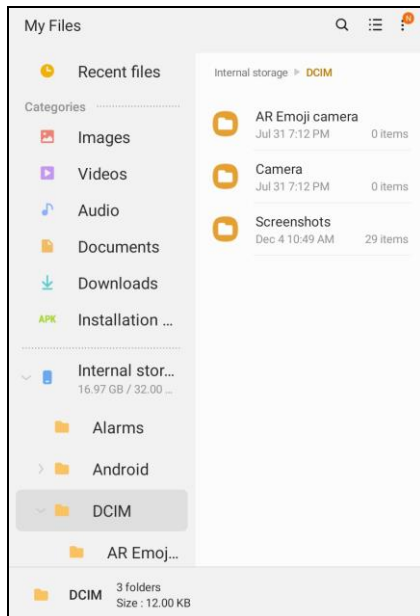
5. Mobile restore is successful. It also displays the items and number of items restored. For example, **10 photos** and **0 videos** have been successfully restored. Tap **Done** to return to the previous screen.



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


NOTE

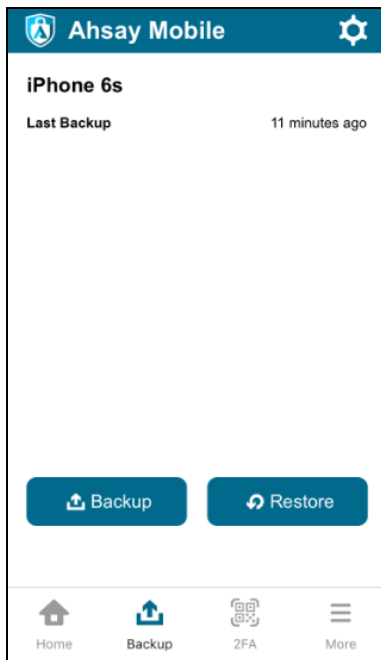
File structure may vary from different Android brands.



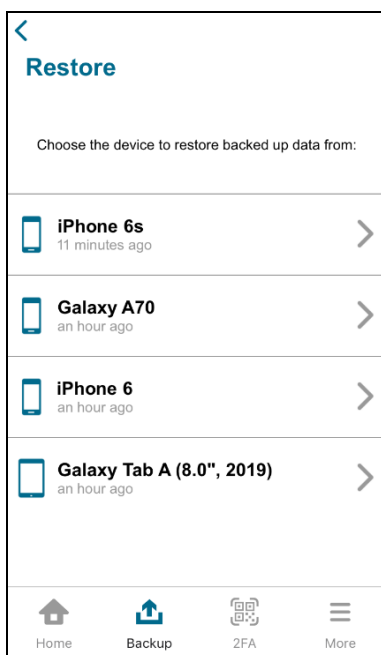
iOS to iOS

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

1. Tap  to start the mobile restore.



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



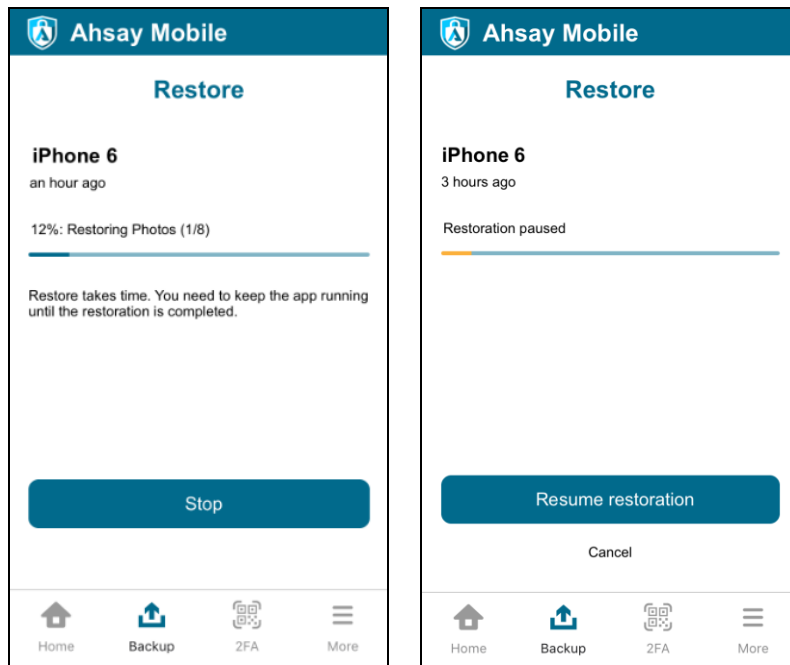
3. Choose from Photos, Videos and/or 2FA Accounts then tap **Restore**.

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

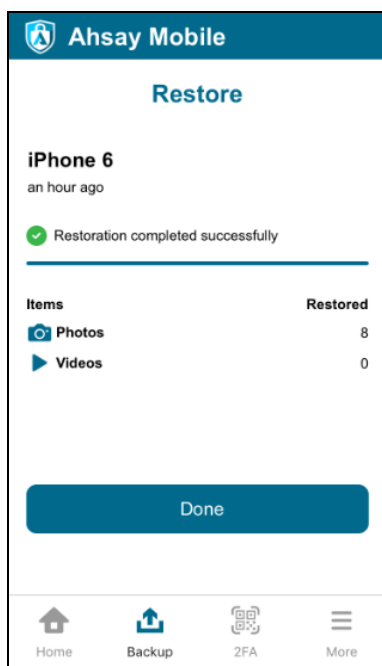
4. Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

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**.



5. 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.




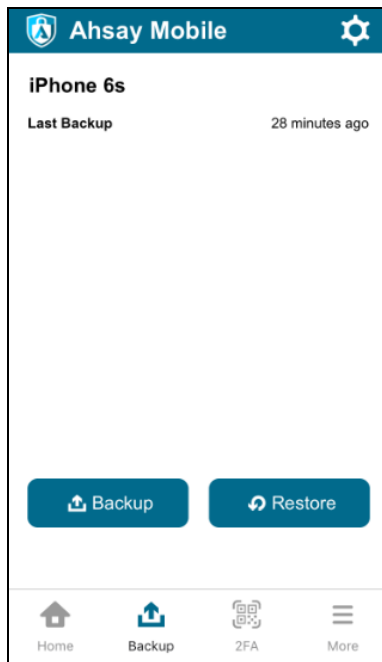
6. To check the restored photos and videos, go to your mobile device's Photos App.

Cross mobile Operating System (OS)

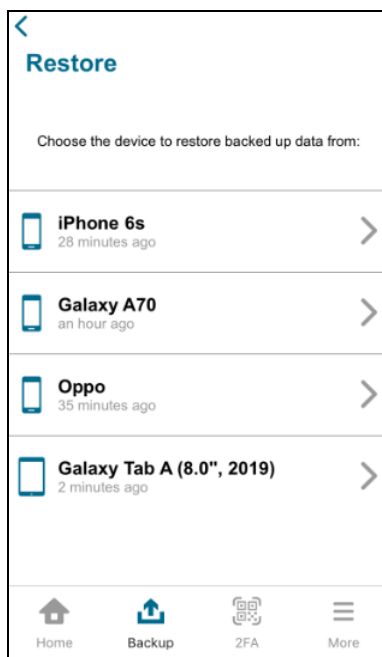
Android to iOS

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  to start the mobile restore.



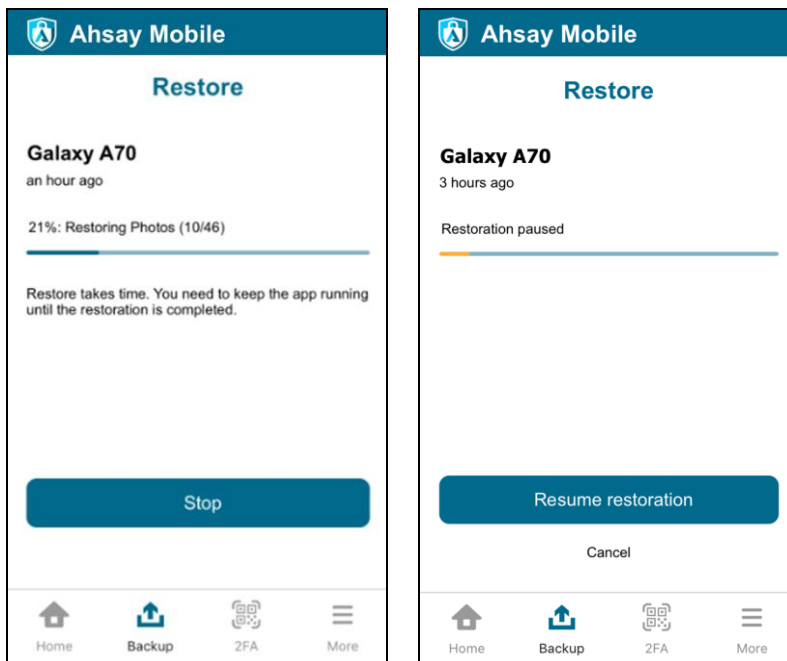
2. Choose a backup job from another device with a different OS that you would like to restore. In this example, an Android mobile **Galaxy A70** is selected.



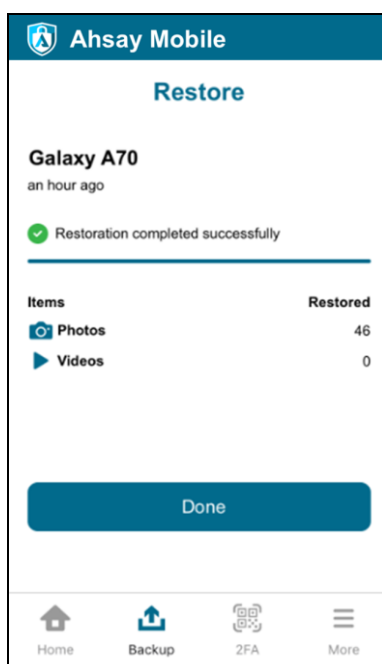
- Choose from Photos, Videos and/or 2FA Accounts then tap **Restore**.
Make sure to select at least one from Photos, Videos or 2FA Accounts.
- Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

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**.




- 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.

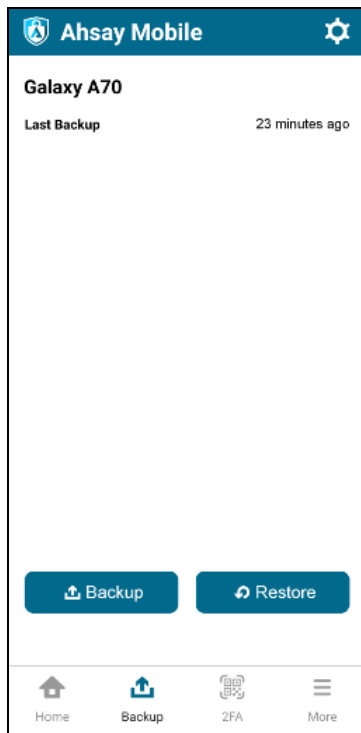


- To check the restored photos, videos and 2FA accounts, go to your mobile device's Photos App.

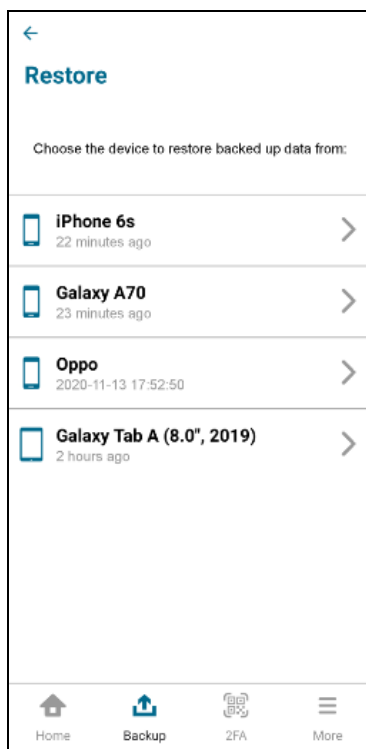
iOS to Android

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

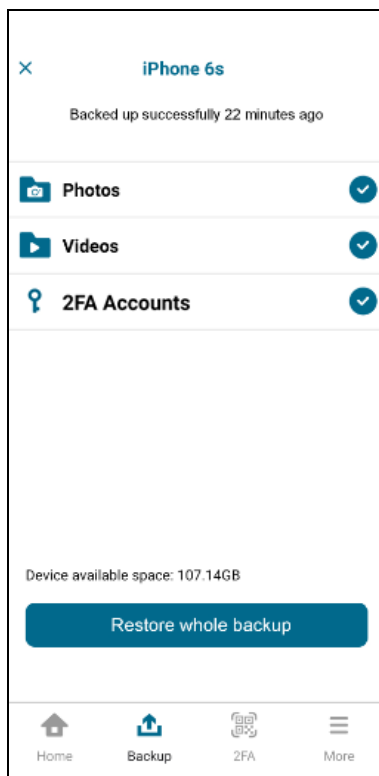
1. Tap  Restore to start the mobile restore.



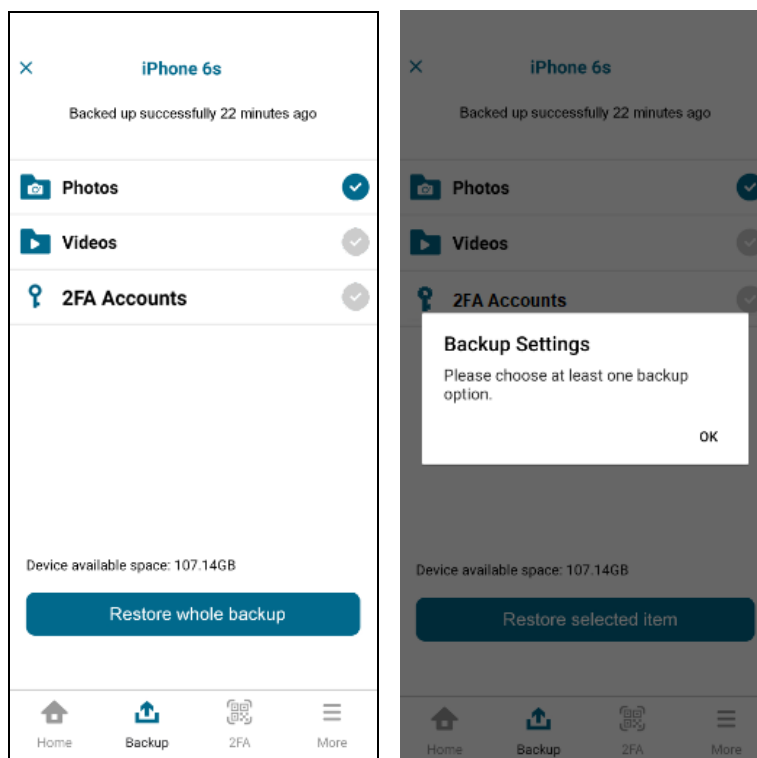
2. Choose a backup job from another device with a different OS that you would like to restore. In this example, an iOS mobile **iPhone 6s** is selected.



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



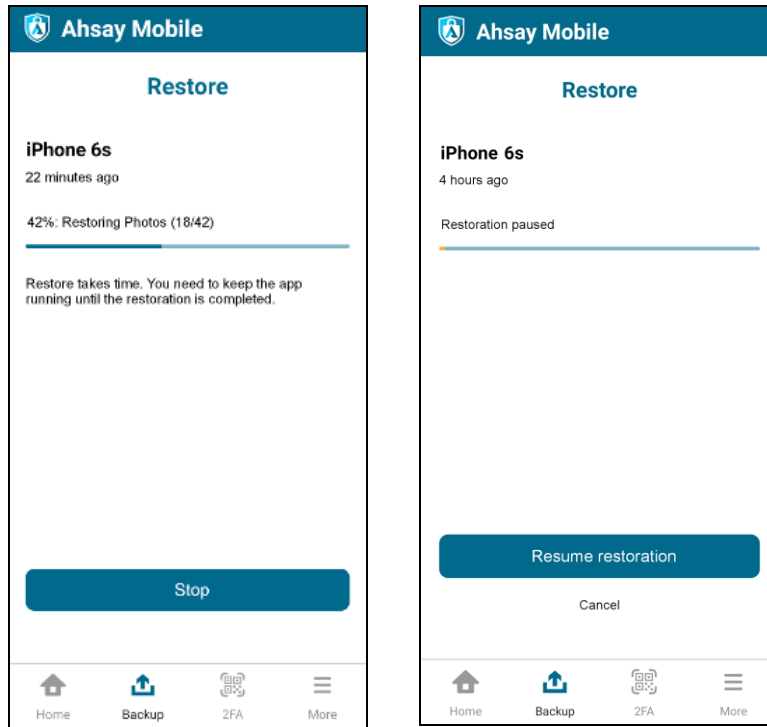
Make sure to select at least one from Photos, Videos or 2FA Accounts.



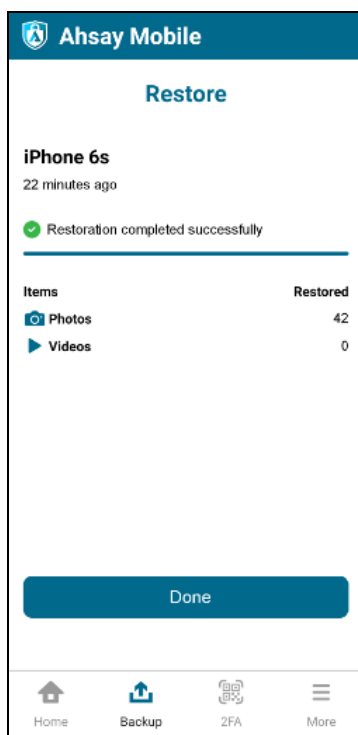
4. Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

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**.



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.



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

