



Ahsay Mobile App

Getting Started Guide for Mobile Backup Version 9

Ahsay Systems Corporation Limited

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Revision History

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1 AHSAY MOBILE APP

The Ahsay Mobile app was introduced to backup and restore data on mobile devices that will provide flexible access to users, preventing the risk of damaging or losing data due to an accident or disaster.

1.1 SUPPORTED ANDROID AND IOS VERSIONS

- ▶ Android 8 and later
- ▶ iOS 12.0 and later

1.2 KEY FEATURES

Ahsay Mobile app allows you to:

- ▶ Backup and restore your photos, videos, documents, and 2FA accounts
- ▶ Choose from the supported backup destinations:
 - ▶ AhsayOBM and AhsayACB machine (Windows or macOS)
 - ▶ AhsayCBS
 - ▶ Predefined Destinations
- ▶ Choose from multiple Restore options:
 - ▶ Original mobile device (Android / iOS)
 - ▶ Another mobile device
- ▶ Automatically backup newly added photos, videos, documents, and 2FA accounts
- ▶ Stop and Resume backup and restore
- ▶ Retains Exchangeable Image File Format (EXIF)
- ▶ Supports common file types of photos and videos such as .jpg, .png, .bmp, .gif, .mp4, .mov, .avi, .flv, etc.

2 MOBILE APP SETTINGS

To access the Settings, tap **More**. These are the following settings:

- ▶ **Automated backup** – Allows you to enable or disable the automation of the backup process.
- ▶ **Backup while charging only** – Allows you to enable or disable the backup while charging.
- ▶ **Power saving mode** – Allows you to enable or disable the power saving mode that will hold the backup when battery is low.
- ▶ **Enhanced security for 2FA** – Allows you to enable, disable, or access/unlock the 2FA page using password or biometric.

NOTE

For more information, check the full version of the [Ahsay Mobile User Guide for Android and iOS](#) – Chapter 6.4: Enhanced Security for 2FA.

- ▶ **Free space** – Allows you to enable or disable the free up space that will optimize the available storage space on your mobile device.

NOTE

For more information, check the full version of the [Ahsay Mobile User Guide for Android and iOS](#) – Chapter 6.4: Free Up Space.

- ▶ **Language** – Allows you to choose a language
- ▶ **Help**
 - ▶ **Contact Us** – Displays the contact number, e-mail address, website, and social media accounts of Ahsay.
 - ▶ **FAQ** – Displays Frequently Asked Questions.
 - ▶ **App Log** – Displays the activity logs
 - ▶ **Version** – Displays the version of the installed Ahsay Mobile app.

3 INSTALLING AHSAY MOBILE APP

Install the latest version of Ahsay Mobile app from the App Store or Play Store.

3.1 INSTALLING FROM PLAY STORE

1. Go to the Google Play Store app.
2. Search for Ahsay Mobile or use this [link](#).
3. Tap **Install**.

3.2 INSTALLING FROM APP STORE

1. Go to the App Store app.
2. Search for Ahsay Mobile or use this [link](#).
3. Tap **Get**.
4. Tap **Install**.
5. Input your Apple password, then tap **Sign In** or use the Touch ID by placing your enrolled fingerprint on the Touch ID sensor.

NOTE

For more information, check the full version of the [Ahsay Mobile User Guide for Android and iOS](#) – Chapter 5: Download and Install Ahsay Mobile App.

4 MOBILE DEVICE REGISTRATION

Register your device for mobile backup and restore on AhsayOBM or AhsayACB.

You can register your device with the following steps:

1. Open AhsayOBM or AhsayACB, go to “Settings” > “Mobile Backup” then click on **Add**.
2. Select **Add new device for backup without migration**.
3. Download the Ahsay Mobile app from the Google Play Store or App Store.
4. Scan the QR Code using the Ahsay Mobile app, go to “Backup”. Tap **Activate and start backup**.
5. Once the QR Code is detected, tap **OK** to proceed.

NOTE

For more information, check the full version of [Ahsay Mobile User Guide for Android and iOS](#) – Chapter 7: Register Device for Mobile Backup and Restore.

5 MIGRATING FROM ORIGINAL TO REPLACEMENT DRIVE

Register your device for mobile backup and restore on AhsayOBM or AhsayACB and migrate old mobile settings to the replacement device.

1. Open AhsayOBM or AhsayACB, go to “Settings” > “Mobile Backup” then click **Add or migrate device**.
2. Select **Migrate backup content of existing device to a new device**.
3. Choose an original device, then click **Next**.
4. Download the Ahsay Mobile app from Google Play Store or the App Store.
5. Scan the QR Code using the Ahsay Mobile app, go to “Backup”. Tap **Activate and start backup**.
6. Once the QR Code is detected, tap **OK** to proceed.
7. Replacement device will be paired successfully, and migration of contents is complete.

NOTE

For more information, check the full version of the [Ahsay Mobile User Guide for Android and iOS](#) – Chapter 7: Register Device for Mobile Backup and Restore.

6 BACK UP PROCESS

6.1 BACK UP TO AHSAY MACHINE

Backup your photos, videos, documents, and 2FA accounts to AhsayOBM or AhsayACB machine.

HOW TO BACK UP TO AHSAY MACHINE

1. [Register](#) your mobile device.
2. Start the Ahsay Mobile app.
3. Go to “Backup”.
4. [Optional Step] Tap **Settings** icon to modify your backup source.
 - i. Tap Photos, Videos, Document and/or 2FA Accounts as the backup source.
 - ii. Make sure to select at least one from Photos, Videos, Document, or 2FA Accounts.
5. Tap **Backup**.
6. [Optional Step] Stop and Resume backup.
 - i. Tap **Stop** to pause the backup.
 - ii. Tap **Resume** to continue the backup.

NOTE

For more information, check the full version of [Ahsay Mobile User Guide for Android and iOS](#) – Chapter 9: Running Backup Jobs.

6.2 BACK UP TO AHSAYCBS OR PREDEFINED DESTINATIONS

Backup your photos, videos, documents, and 2FA accounts to AhsayCBS or Predefined destinations such as: Amazon S3, Dropbox, Google Drive, Microsoft Azure, and many more.

This is a two-part process:

- ▶ Backup from Mobile device to Ahsay machine.
- ▶ Backup from Ahsay machine to AhsayCBS or Predefined destination.

HOW TO BACK UP TO AHSAYCBS OR PREDEFINED DESTINATION

1. Register your mobile device.
2. Follow the previous procedures in [6.1 Back Up to Ahsay Machine](#) to backup the mobile device to the Ahsay machine's local storage.
3. Open AhsayOBM or AhsayACB, create a backup set:
 - i. Go to "Backup Sets", then click **Add new backup set**.
 - ii. Select File Backup as the backup set type then input backup set name.
 - iii. [Optional step] Turn Schedule On or Off.
 - iv. Choose AhsayCBS or choose from the Predefined destinations.
 - v. [Optional step] Turn OpenDirect On or Off.
 - vi. [Optional step] Turn Encryption On or Off.
 - vii. Input Windows User Authentication – Domain name, Username, and Password.
4. Run Backup job.
 - i. Select a backup set.
 - ii. [Optional step] Turn Migrate Data On or Off.
 - iii. [Optional step] Turn Retention Policy On or Off.
 - iv. Click **Backup**.

NOTE

For more information, check our User Guides for the full version of the Ahsay Backup and Restore guides:

- ▶ [AhsayOBM Backup and Restore Guide](#) – Chapter 3: Create a Backup Set and Chapter 4: Run Backup Job.
- ▶ [AhsayACB Backup and Restore Guide](#) – Chapter 3: Create a Backup Set and Chapter 4: Run Backup Job.

7 RECOVERY

Restore your photos, videos, documents, and 2FA accounts to your original mobile device or using migration for data stored from the Ahsay machine.

To restore your files, follow these steps:

1. Register your mobile device.
2. Start the Ahsay Mobile app.
3. Go to “Backup” then tap **Restore**.
4. Select from Photos, Videos, Documents and / or 2FA Accounts.
5. [Optional step] Go to “Restore File Explorer” to select / deselect photos, videos, and / or documents.
6. Tap **Backup**.
7. [Optional step] **Stop** and **Resume** restore.
 - i. Tap **Stop** to pause the restore.
 - ii. Tap **Resume** to continue the restore.

NOTE

For more information, check the full version of [Ahsay Mobile User Guide for Android and iOS](#) – Chapter 10: Restoring Backup Data.