AHSAY™ Ahsay Backup

Ahsay Mobile App

User Guide for Android and iOS
Version 9

Ahsay Systems Corporation Limited

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www.ahsay.com

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Revision History

Date	Description	Version
5 September 2023	Updated the format of the guide	1.6.1

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1   INTRODUCTION

With the advancement of technology, we nowadays 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. Ahsay presents the Ahsay Mobile app, allowing users to bring backup, restore, and two-factor authentication features that provide flexible access and protection from loss of these critical business or personal data in the event of hardware failure.

This guide will help you explore the different features of Ahsay Mobile on both Android and iOS, as well as discuss the following:

- Ahsay Mobile Installation on Android and iOS

- Two-Factor Authentication

- Adding and removing accounts and Mobile Devices

- Running Backup Jobs

- Restoring Data

Below is a short list of available features for Ahsay Mobile relative to AhsayCBS/OBM/ACB/OBR.

PRODUCT	OPERATING SYSTEM (OS)		FEATURES	
			TWO-FACTOR AUTHENTICATION (2FA)	MOBILE BACKUP
AhsayCBS			✔	✘
AhsayOBM	Windows		✔	✔
	macOS		✔	✔
	Linux GUI		✔	✔
	Linux CLI		✔	✘
	FreeBSD	FreeBSD	✔	✘
	NAS Synology	Synology	✔	✘
	NAS QNAP	QNAP	✔	✘
AhsayACB	Windows		✔	✔
	macOS		✔	✔
AhsayOBR	Windows		✔	✘
	macOS		✔	✘
	Linux GUI		✔	✘

2   OVERVIEW

2.1   SYSTEM ARCHITECTURE

Below is the system architecture of the 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.
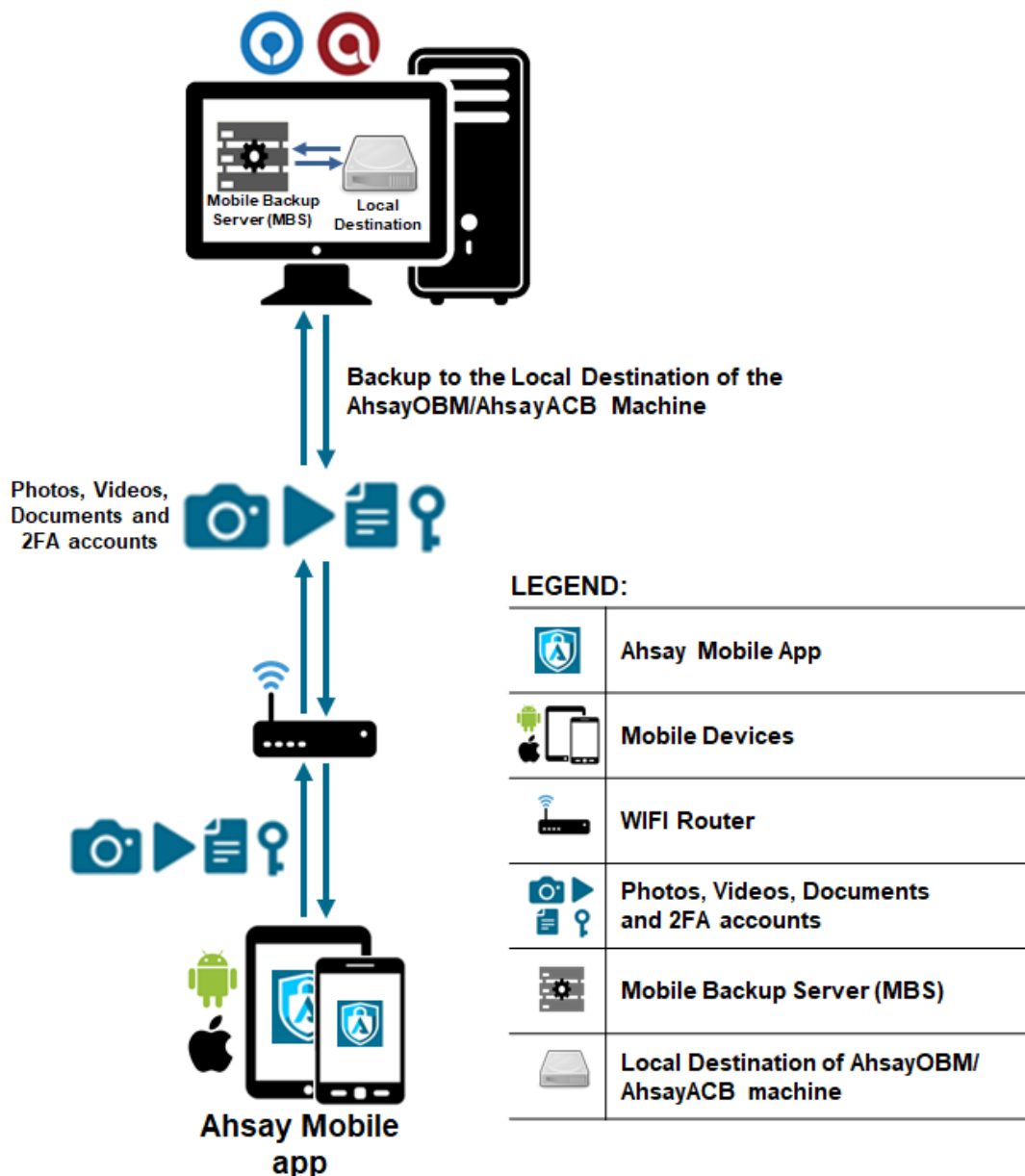
Photos, videos, documents, and 2FA accounts are stored either in the mobile device's internal memory or SD Card. These are selected as backup source using the Ahsay Mobile app and will be backed up to the local destination of the AhsayOBM/AhsayACB machine – that can be a Hard Drive, Flash Drive, and/or 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.
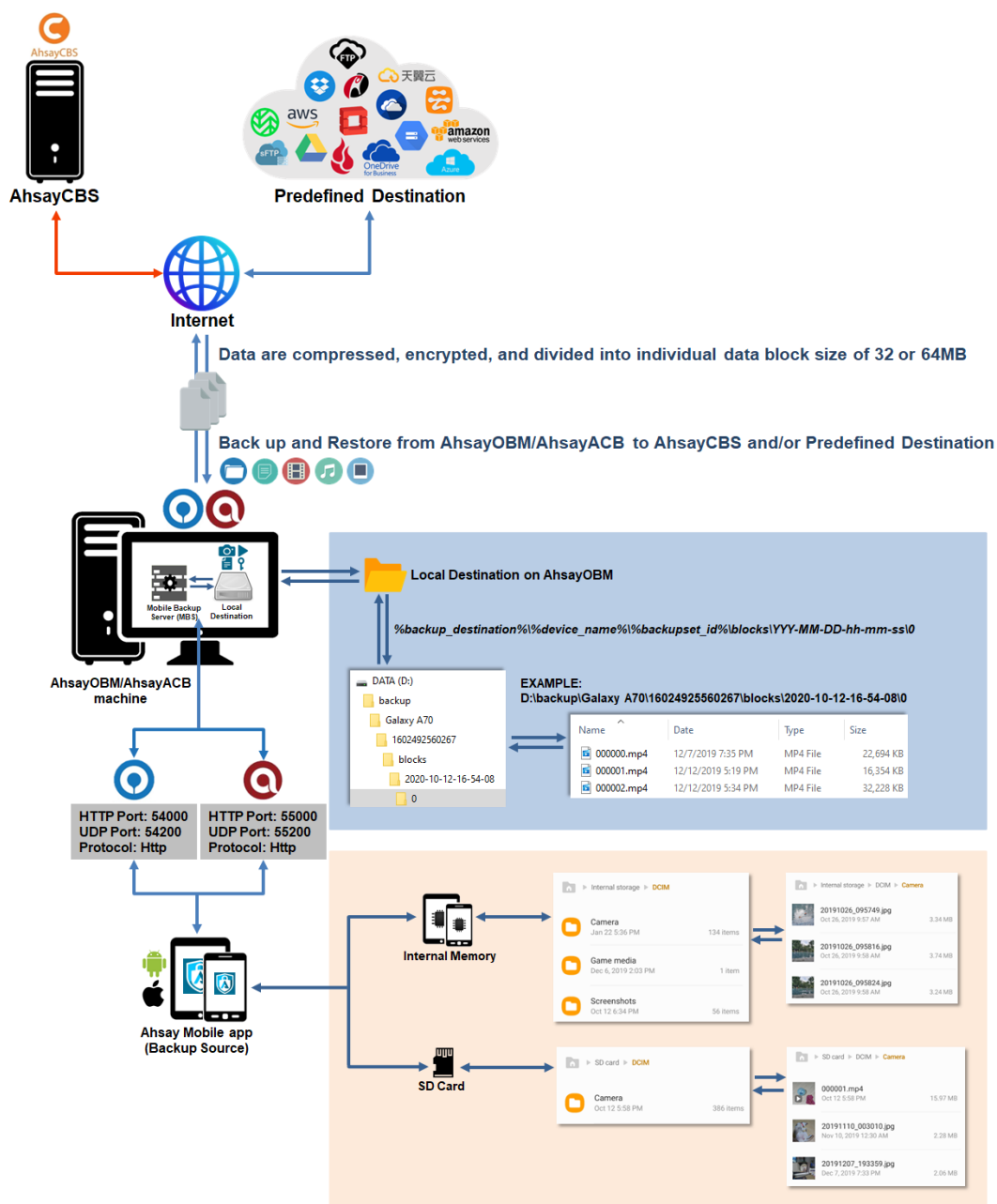
If storage of photos, videos, documents, and 2FA accounts to AhsayCBS and Predefined Destination is required, then this can be done using AhsayOBM / AhsayACB to perform a secondary backup and restore of the photos, videos, documents, and 2FA accounts on the local drive to AhsayCBS and Predefined Destination.

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

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

2. 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.

Below is an illustration of this process:
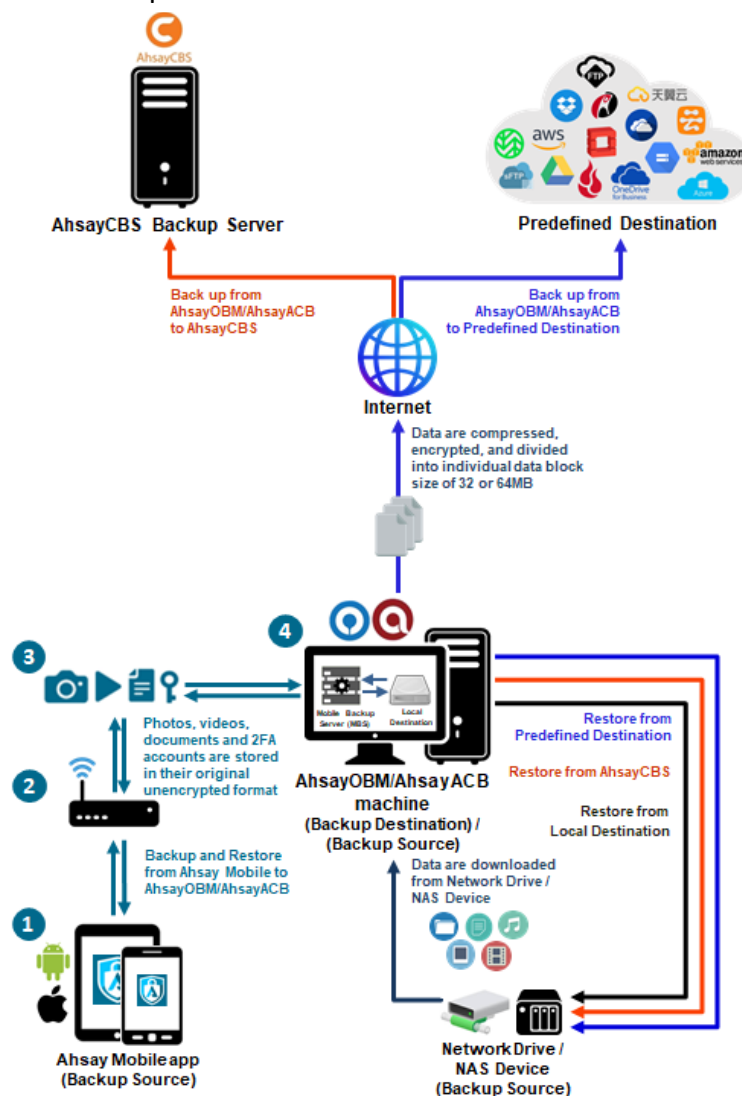
2.2 TWO-FACTOR AUTHENTICATION

Two-factor authentication implemented on AhsayCBS / AhsayOBM / AhsayACB / AhsayOBR v9.1.0.0 or above, using the Ahsay Mobile app provides additional security for the user login process.

Ahsay Mobile supports two types of authentication methods:

- 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, 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.

AhsayCBS/AhsayOBM/AhsayACB

Login Name

Password

Forgot Password

AhsayCBS/AhsayOBM/AhsayACB Login

Two-Factor Authentication

Please approve notification request in one of registered Authenticator App.

Waiting for response (00:03:54)

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

(00:00:05)

Unable to login

AhsayCBS/AhsayOBM/AhsayACB – Two-Factor Authentication (2FA)

AhsayCBS PNS

Public PNS

Send Push Notification

OR

Ahsay Mobile

Third-party TOTP Authenticator App

Accept Authorization Request

Input one-time password

Ahsay Mobile

MobileUser

463 883 14s

Authorization Request

Proceed authorization request for MobileUser

REJECT   ACCEPT

AhsayOBM

MobileUser

One-time passwords enabled
You can use the one-time password codes generated by this app to verify your sign-ins

One-time password code

725 042

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

> **NOTE**
>
> For more details, please refer to the following links:
> - ▶ [AhsayOBM Overview Guide](#)
> - ▶ [AhsayACB Overview Guide](#)

2.3 MOBILE BACKUP

Below is a table showing the key features of Mobile Backup:

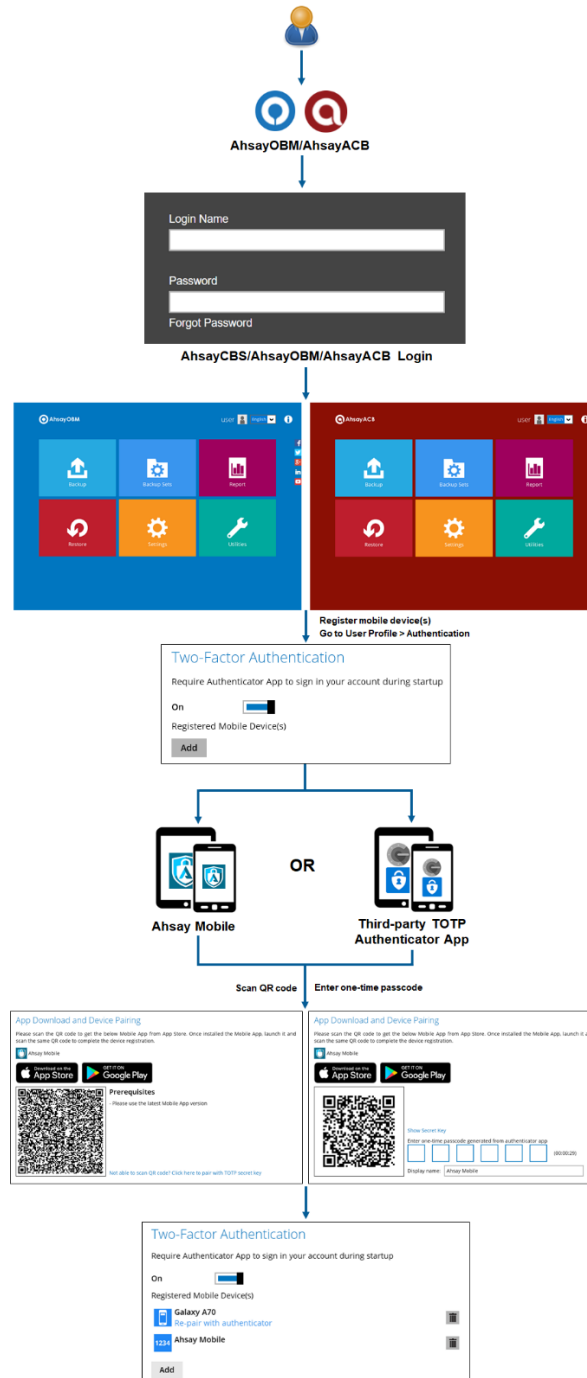|	ANDROID DEVICES		iOS DEVICES	
Supported Backup Source	Photos	✓	Photos	✓
	Videos	✓	Videos	✓
	Documents	✓	Documents	✗
	2FA Accounts	✓	2FA Accounts	✓
Supported File Types	Photos with the following filename extensions are supported: .jpg, .png, .bmp, .gif, .tif, HEIF and HEIC.			
	Videos with the following filename extensions are supported: .mp4, .mkv, .mov, .avi, .flv, and HEVC.			
	Audio files will be included in the document backup. Documents with the following filename extensions are supported: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pdf and .txt. Audio with the following file name extensions are supported: .m4a, .mmr, .aac, .silk, .opus, .mp3, .flac and .wav			

BACKUP PROCESS OVERVIEW

The following steps are performed during a mobile backup job:

Start backup job

Establishing connection **2**
Connection from Ahsay Mobile app to the Mobile Backup Server (MBS) on AhsayOBM/AhsayACB is established.

Uploading files **2**
Photos, videos, documents and 2FA accounts are uploaded unencrypted from the mobile device to the AhsayOBM/AhsayACB machine.

Saving files **3**
Update index file on the mobile device with new, updated or deleted photos, videos, documents and/or 2FA accounts.

Backup job completed

3   AHSAY MOBILE REQUIREMENTS

3.1   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.

ANDROID AND IOS VERSION REQUIREMENTS

Ensure that the Android and iOS Versions meet these requirements:

- For Android devices, Android version must at least be Android 8 or above,

- For Apple devices, iOS version must at least be 12.0.0 or above.

3.2   NETWORK CONNECTION

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

3.3   TWO-FACTOR AUTHENTICATION (2FA) REQUIREMENTS

- Two-Factor Authentication must be enabled on AhsayOBM/AhsayACB user accounts.

- 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 accounts.

- AhsayOBM/AhsayACB must be connected to AhsayCBS.

- Mobile device must have a valid mobile service and be able to receive SMS notifications.

- Mobile device must have a functioning camera for scanning QR codes 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 Notifications on the Ahsay Mobile app for your mobile devices.

3.4 MOBILE BACKUP REQUIREMENTS

PRE-REQUISITES

AhsayOBM/AhsayACB require Mobile Add-on Modules to support mobile backup. The Mobile Backup tab will only be shown on AhsayOBM/AhsayACB if the license module is enabled on the user account.

The image below shows the Mobile add-on module is enabled for this AhsayOBM user account.
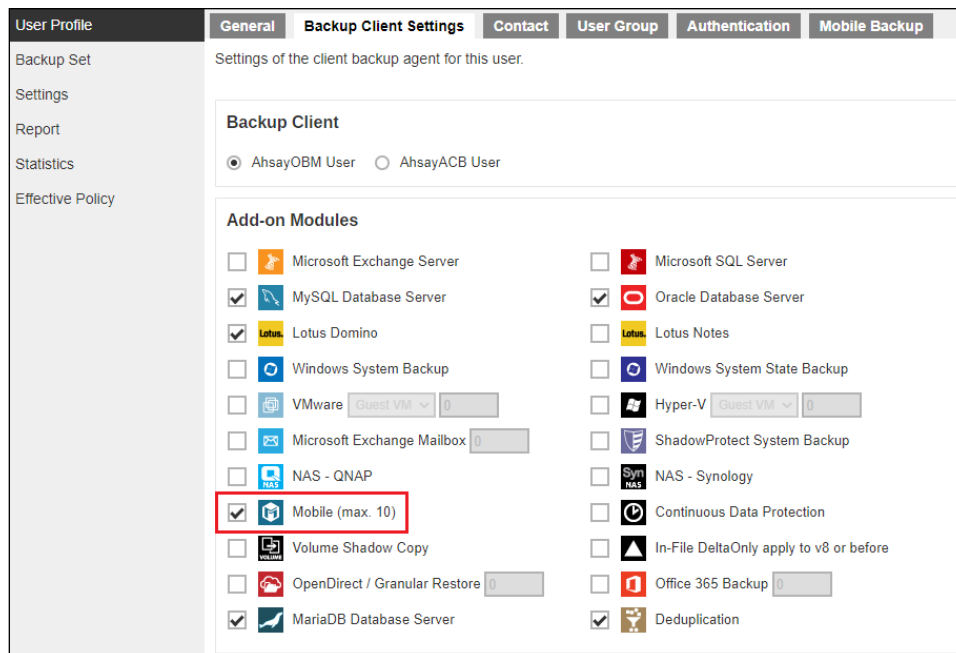
> **NOTE**
>
> Although the example screenshot above is for AhsayOBM, the user interface of `Settings > Mobile Backup` is identical on AhsayACB; these instructions can also be applied to AhsayACB.

- ▶ 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.

INBOUND/OUTBOUND PORT RANGES

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

For the default ports, these are:

- **AhsayOBM**
  TCP Port: 54000
  UDP Port: 54200

- **AhsayACB**
  TCP Port: 55000
  UDP Port: 55200

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

BACKUP WHILE CHARGING REQUIREMENT

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

PERMISSION REQUIREMENT

For Ahsay Mobile app to access the contents on your Android or 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:

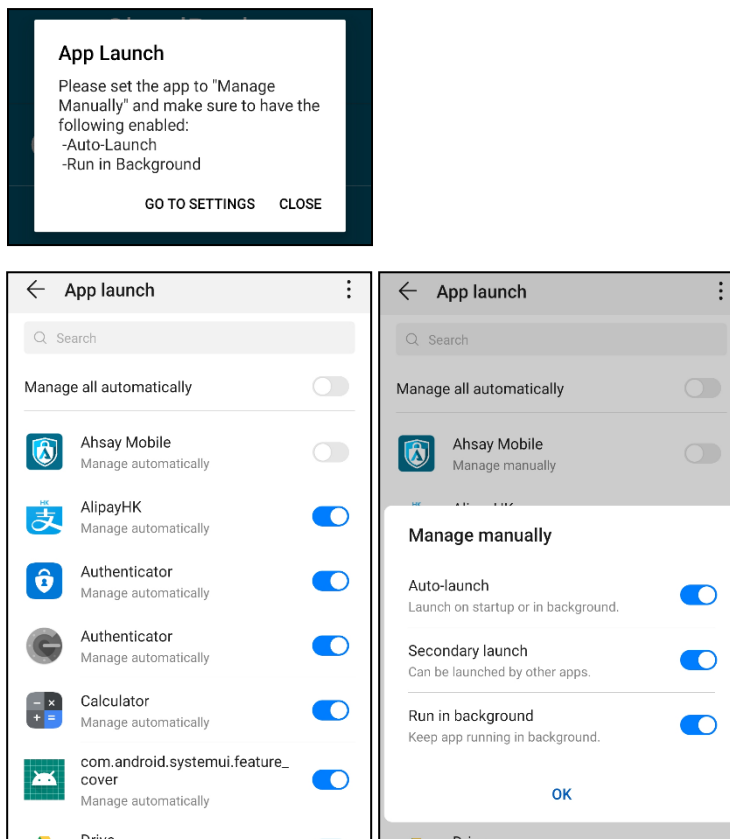**ANDROID**

> **Auto-Launch and Run in Background**

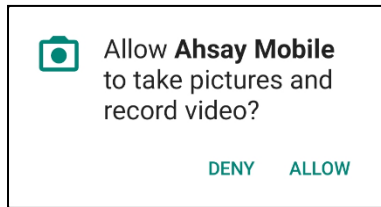> **NOTE**
> Auto-Launch and Run in Background settings may vary from Android version and brand.

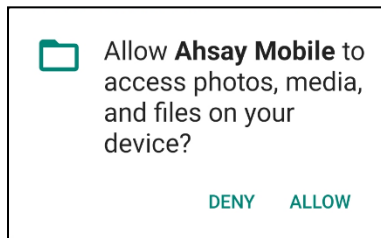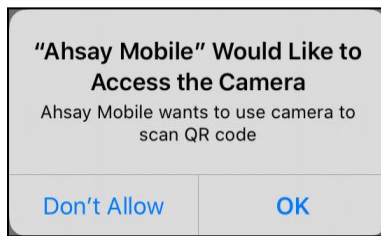This is a sample setting from a Huawei device.

Camera

Allow **Ahsay Mobile** to take pictures and record video?

DENY   ALLOW

Read External Storage

Allow **Ahsay Mobile** to access photos, media, and files on your device?

DENY   ALLOW

Write External Storage

- **Camera**

"Ahsay Mobile" Would Like to
Access the Camera

Ahsay Mobile wants to use camera to
scan QR code

Don't Allow   OK

- **Face ID**

- **Photo Library**

"Ahsay Mobile" Would Like to
Access Your Photos

Ahsay Mobile wants to use photo
library for backup

Don't Allow   OK

- **Notifications**

"Ahsay Mobile" Would Like to
Send You Notifications

Notifications may include alerts,
sounds, and icon badges. These can
be configured in Settings.

Don't Allow   Allow

BATTERY REQUIREMENT

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

4   LIMITATIONS

4.1   MOBILE BACKUP

FOR ANDROID DEVICES

- 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 DEVICES

- 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 accounts 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 backp/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.
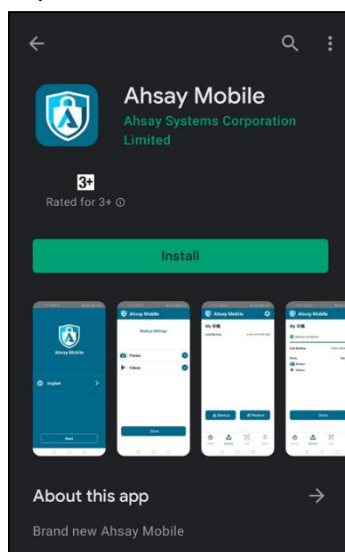
5 DOWNLOAD AND INSTALL AHSAY MOBILE APP

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

5.1 FROM ANDROID PLAY STORE

1. Search for the Ahsay Mobile app.
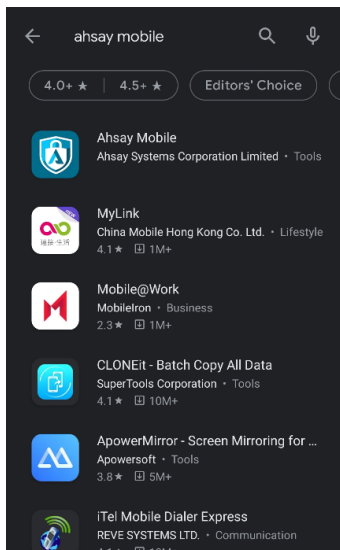
2. Tap **Install** to start the installation. The Ahsay Mobile app will then be installed.
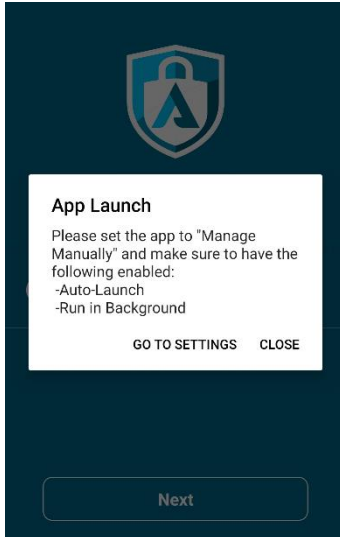
3. Optional: Tap the Ahsay Mobile app. Pop-up messages will be displayed for the App Launch. Make sure to enable the following: "Auto-Launch" and "Run in Background".
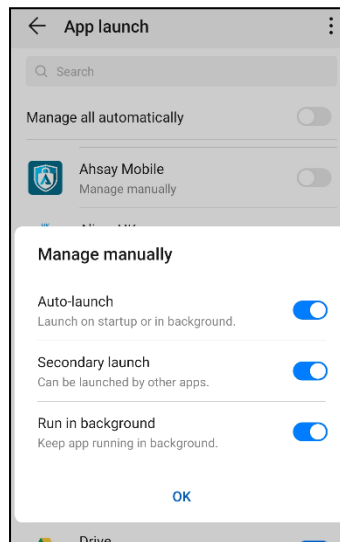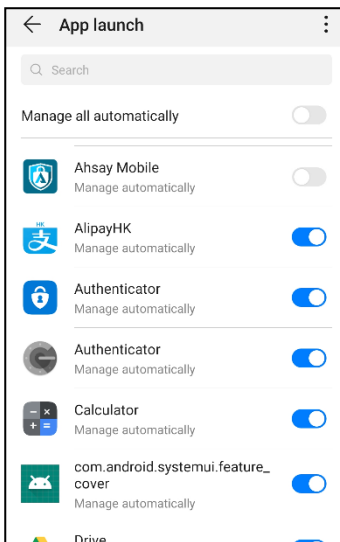
> **NOTE**
> Auto-Launch and Run in Background settings may vary from Android version and brand.

This is 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".

5.2 FROM IOS APP STORE

1. Search for Ahsay Mobile.
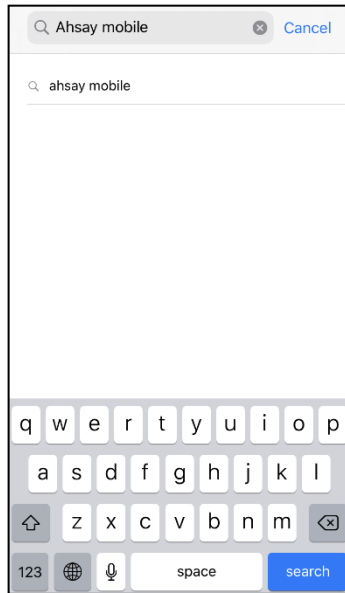
2. Tap **Get**.
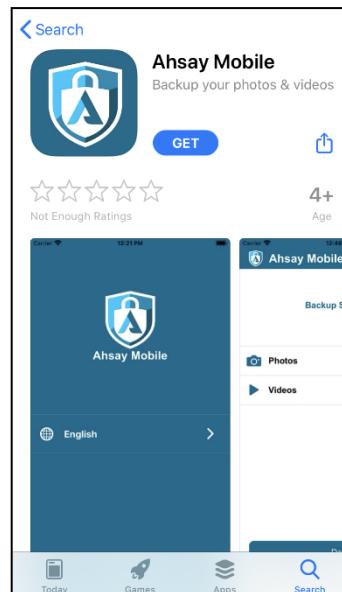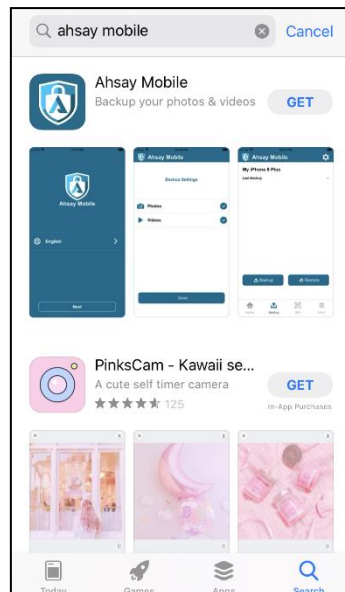
3. Tap **Install** to start the installation.
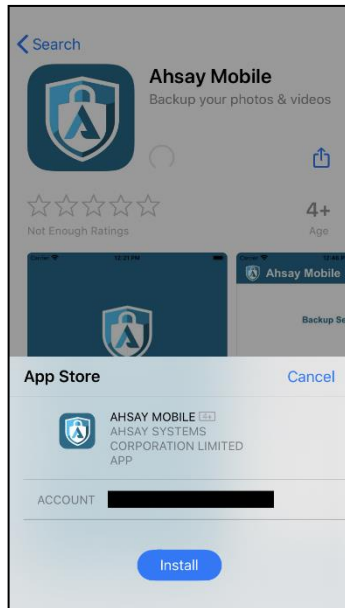
4. Input your Apple password then tap **Sign In** or use Touch ID by placing your enrolled fingertip on the home button to proceed with the installation.
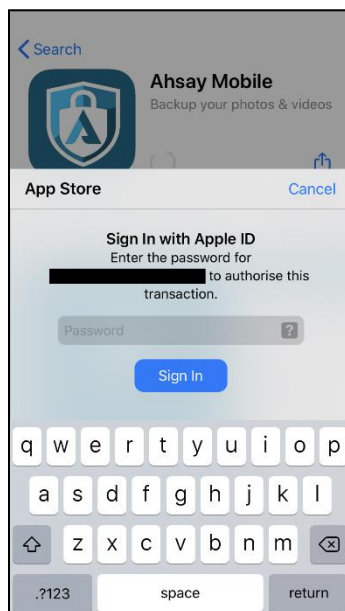
5. The Ahsay Mobile app will be successfully installed afterwards.
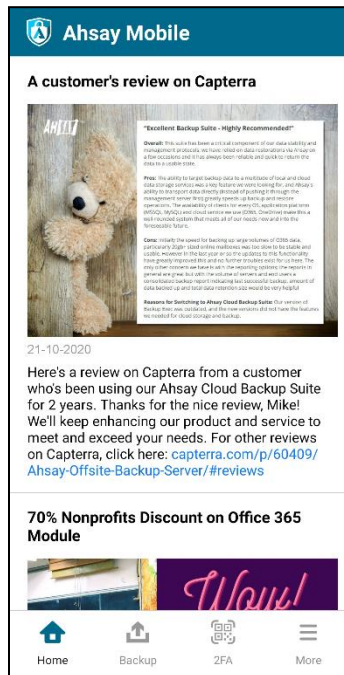
The Ahsay Mobile app has four (4) major features:

- ▶ [Home](#) – displayed Ahsay related news.

- ▶ [Backup](#) – Backup and Restore

- ▶ [2FA](#) – Two-Factor Authentication

- ▶ [More](#) – Settings and Help

6.1 HOME

Displays the lates Ahsay news.
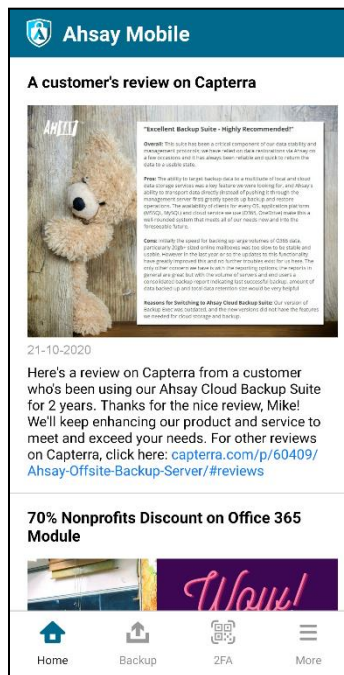
6.2 BACKUP

After successful registration of the mobile device with AhsayOBM/AhsayACB local machine, this section allows the user to backup and restore photos, videos, documents, and 2FA accounts to the AhsayOBM/AhsayACB local machine.
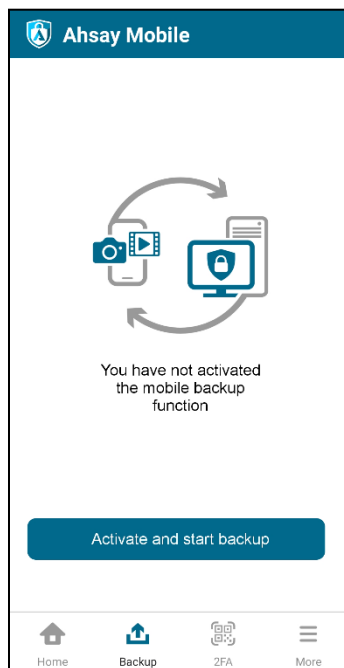
EDIT CONNECTION SETTINGS
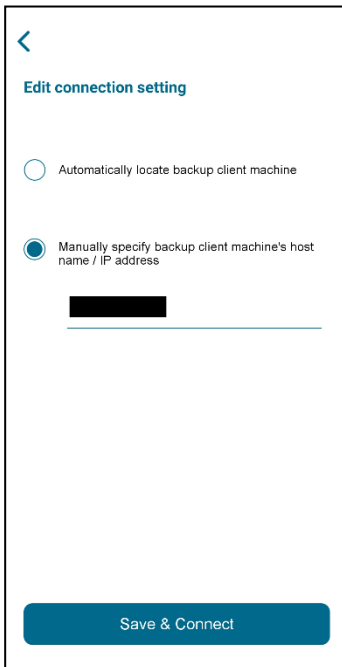
To allow the updating of the host name or IP address setting of the backup client machine if there are changes after device pairing. Follow the instructions below:

1. Tap the **Edit connection setting** link.
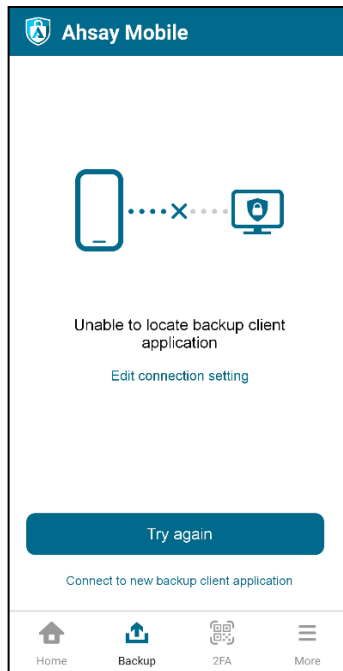
2. Choose from the following options:

    ▶ **Automatically locate backup client machine**

This will automatically connect to the backup client machine.

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

ii. It will return to the Backup main screen and connect automatically to the backup client machine.
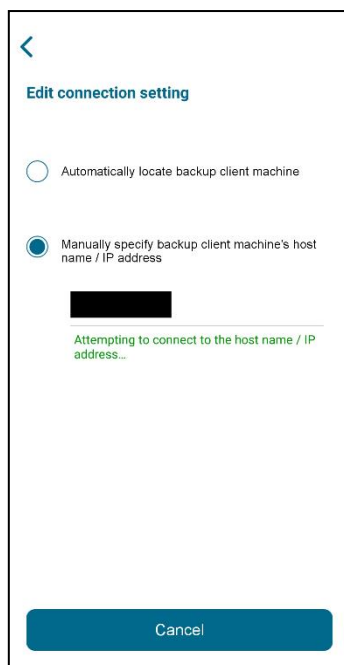
⬤ Manually specify backup client machine's host name / IP address

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

i.   Select **Manually specify backup client machine's host name / IP address**

ii.   Enter the host name or IP address, then tap **Save & Connect**

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

If you have entered an invalid host name or IP address, this message will be displayed:

```
Connection failed. Make sure you have entered the correct host name
/ IP address.
```

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

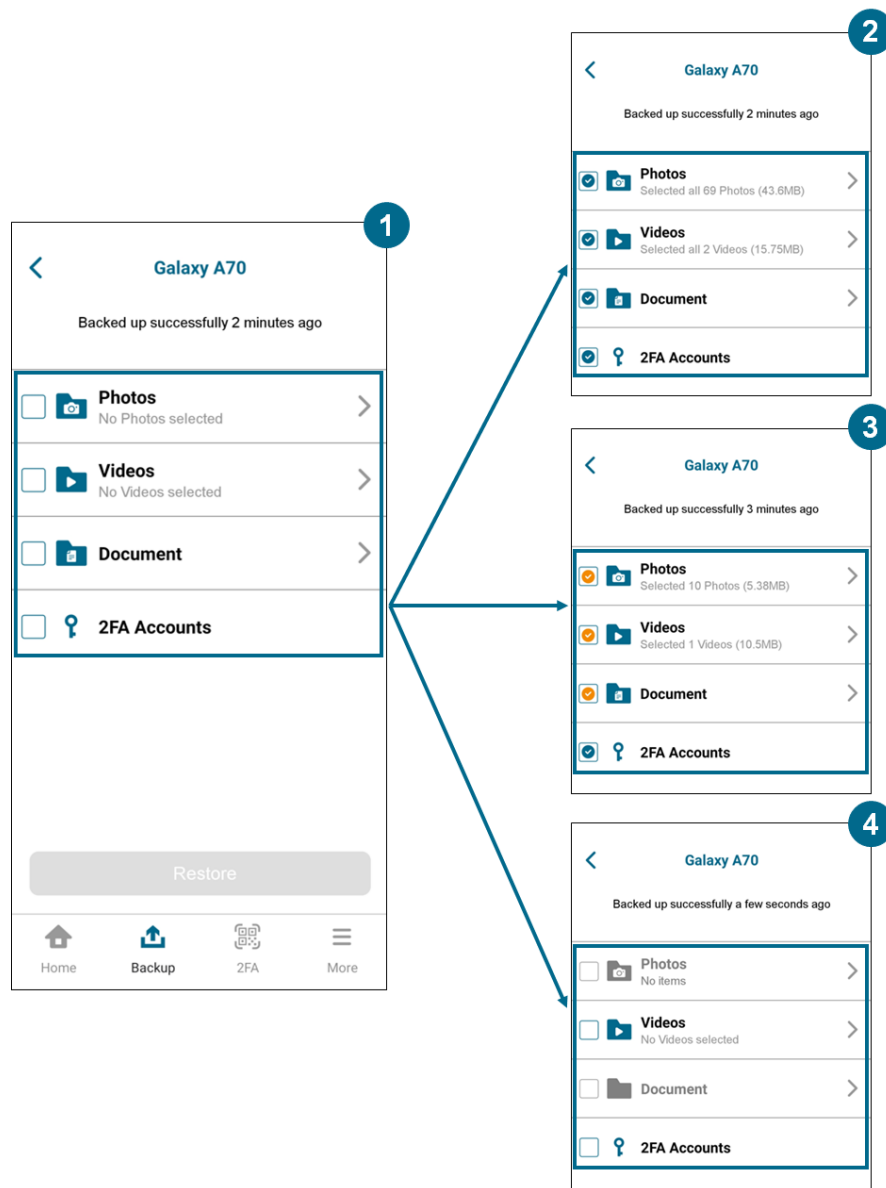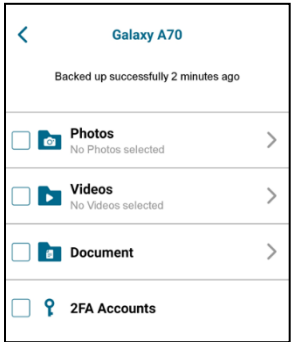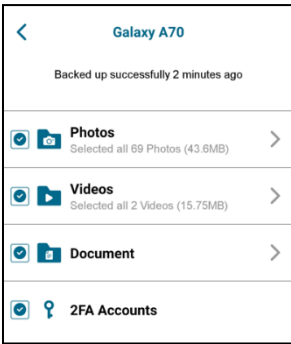3. The new host name or IP address has been updated and successfully connected to the backup client machine.
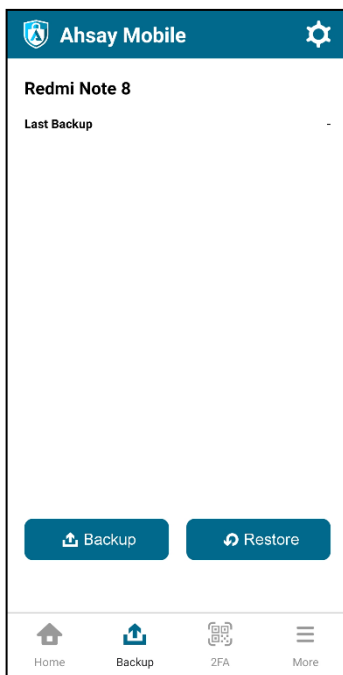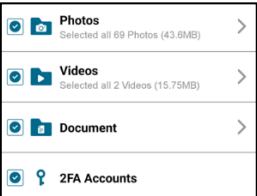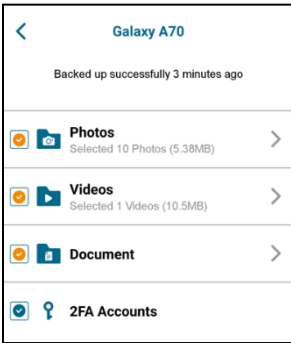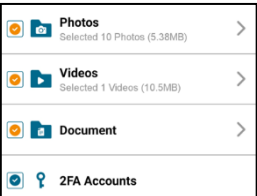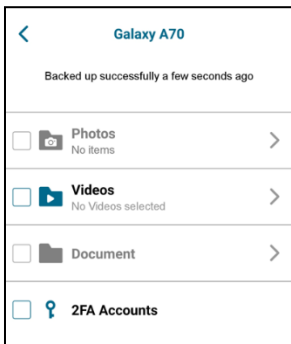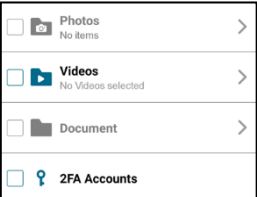
RESTORE FEATURES

These are the different options for the Restore feature:

- 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**

RESTORE MAIN PAGE

RESTORE MAIN PAGE	DESCRIPTION
1	In this example, there are no selected photos, videos, documents, and / or 2FA accounts for restore yet.
2	In this example, documents and 2FA accounts are selected and all 69 photos with a total size of 43.6MB and 2 videos with a total size of 15.75MB are selected for restore. <u>Blue checkbox indicates</u> all photos and / or videos are selected.
3	In this example, documents and 2FA accounts are selected and only 10 photos with a total size of 5.38MB and 1 video with a total size of 10.5MB are selected for restore. <u>Orange checkbox indicates</u> selected photos and / or videos.
4	In this example, Videos and 2FA accounts are not selected and there are no items in Photos and Documents folders. This means that there are no backed up photos and documents to restore. <u>Gray folder icons</u> indicates no items in the folder.
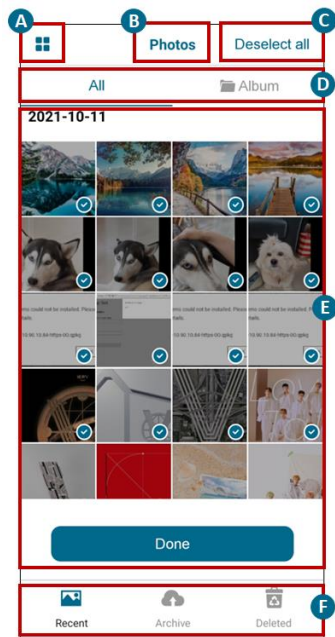
▸ **A** – **Enlarge View Toggle**

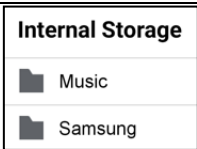| ENABLED	DISABLED
If enlarge view is enabled, then the images will be enlarged and there will be only 2 images per row.	If enlarge view is disabled, then there will be 4 images per row.

▸ **B – Type of File**

This shows the type of file selected for restore.

C – Select all / Deselect all

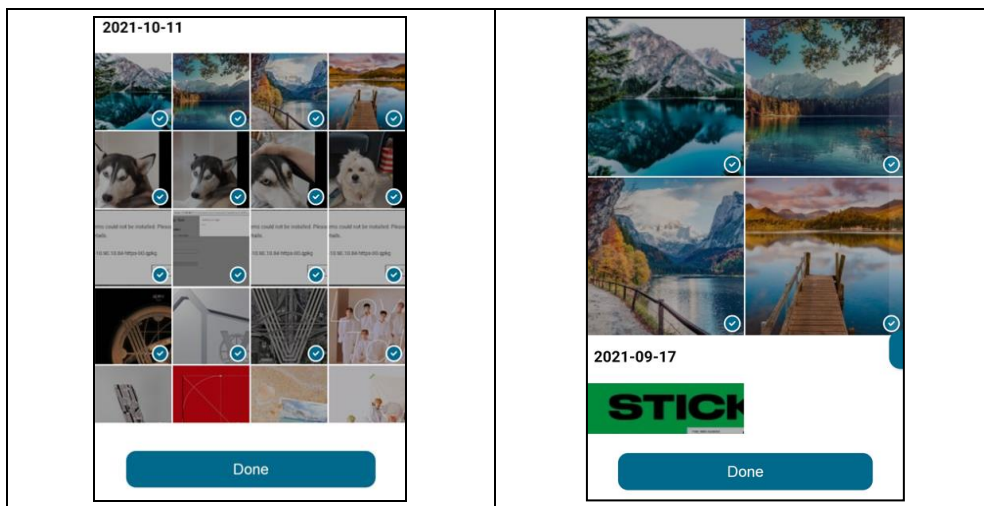| SELECT ALL	DESELECT ALL
If **Select all** is chosen, then all the photos, videos, and / or documents will be selected with blue checkmarks on each photos, videos, and / or document.	If **Deselect all** is chosen, then it will remove all the selected photos, videos, and / or documents and there will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

D – Type of view

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

E – Image List

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

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

F – Recent / Archive / Delete Tabs View

CURRENT TAB	ARCHIVE TAB	DELETE TAB
Backed up photos, videos, and / or documents that are ready for restore.	Photos, videos, and / or documents that have been deleted during backup when the Free-up space was enabled.	Backed-up photos, videos, and / or documents 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
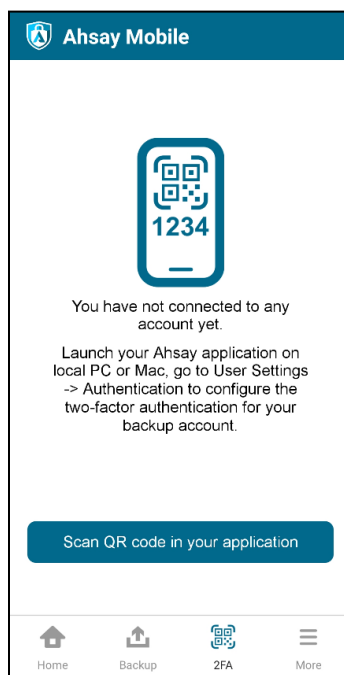
ADD AN ACCOUNT

To add an account, follow the instructions below using:

▶ Push Notifications and TOTP, or;

▶ TOTP only

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

PUSH NOTIFICATION AND TOTP

1. Open the AhsayOBM / AhsayACB and go to **Profile > Authentication**. Click **Add.**
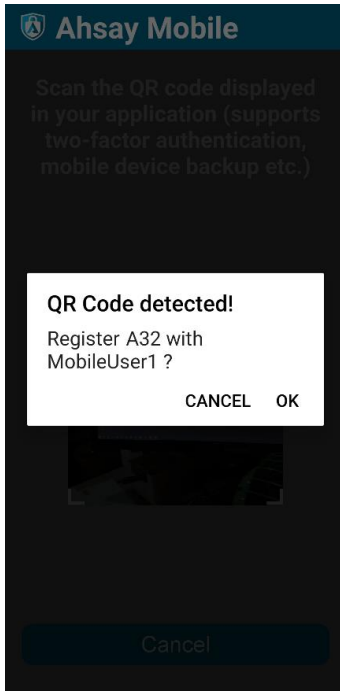
2. Download the Ahsay Mobile app from Google Play for an Android device and from App Store for an iOS device. Next scan the QR code to complete the device registration for two-factor authentication (Push notification and TOTP) feature.
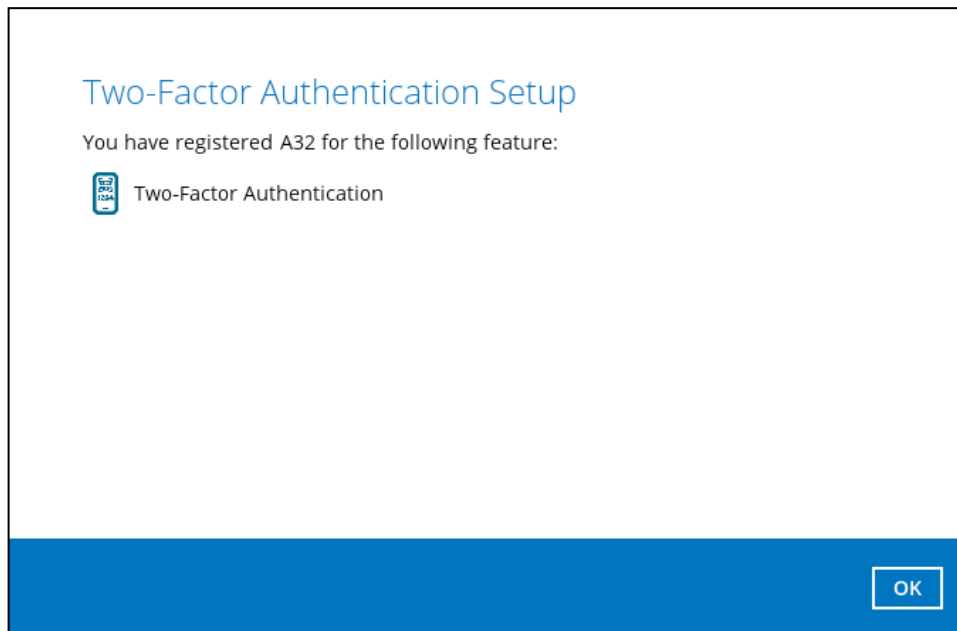

3. In the Ahsay Mobile app, tap **Next** to scan the QR Code on AhsayOBM / AhsayACB.

4. Once the QR Code has been 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 bakup data.
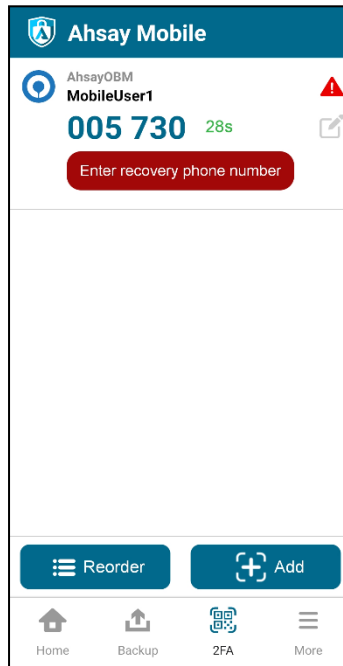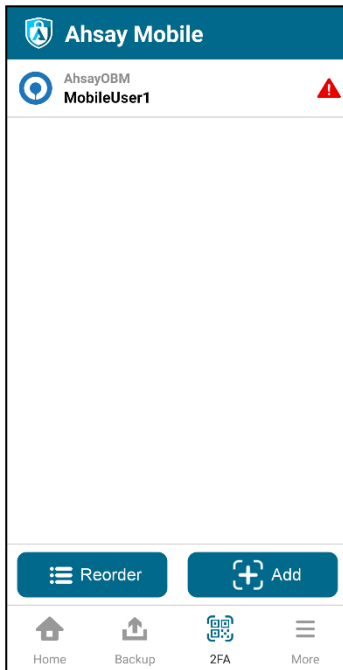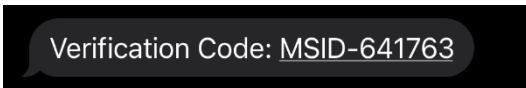
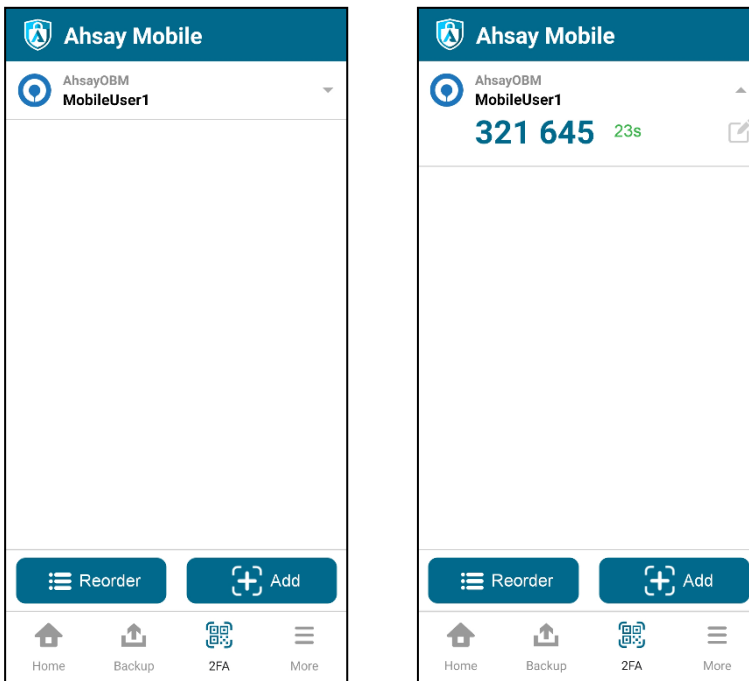Select your country code and enter your phone number, then tap **Send SMS verification code**.
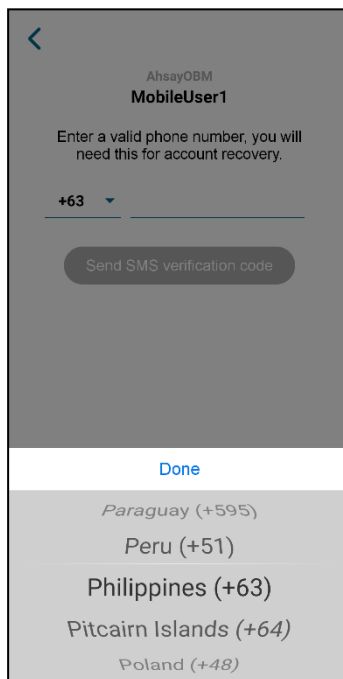
Enter the verification code sent to your mobile device.
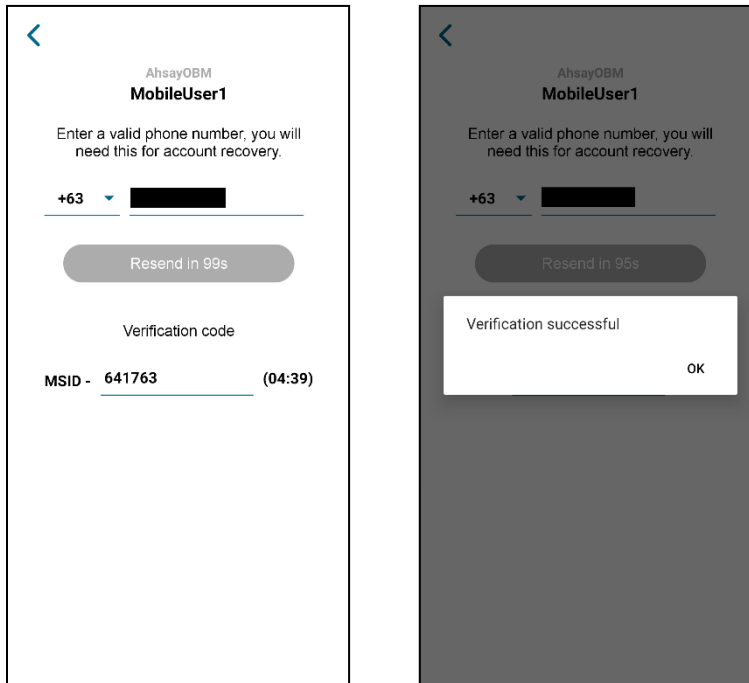
Sample verification code:

Verification Code: MSID-641763

Successfully verified the phone number for account recovery.

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

**NOTE**

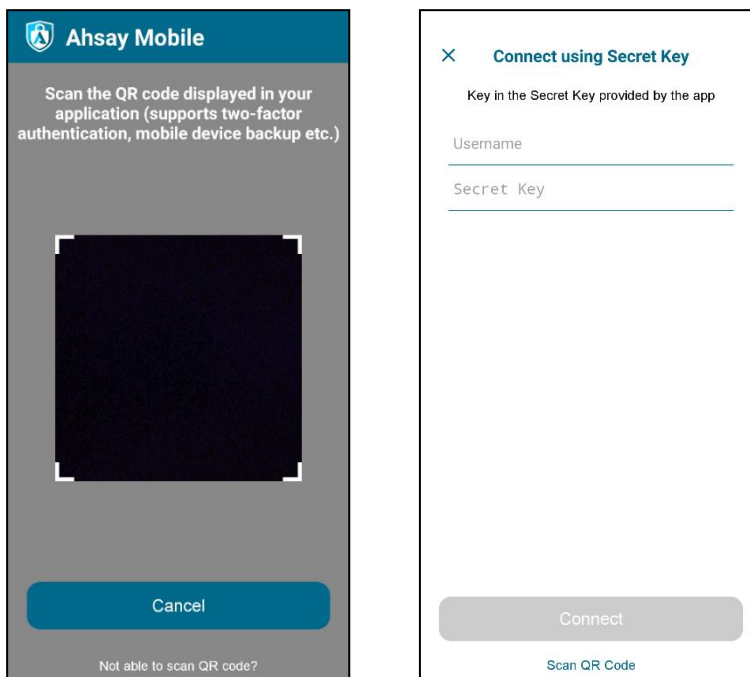Starting with Ahsay Mobile v1.5.0, a new feature is added which is "Re-pair with authenticator". If the registered device used for 2FA was damaged, lost, or missing, the backup content of the device can be migrated to the new device. Once the migration is finished, the new device must be re-paired with 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.
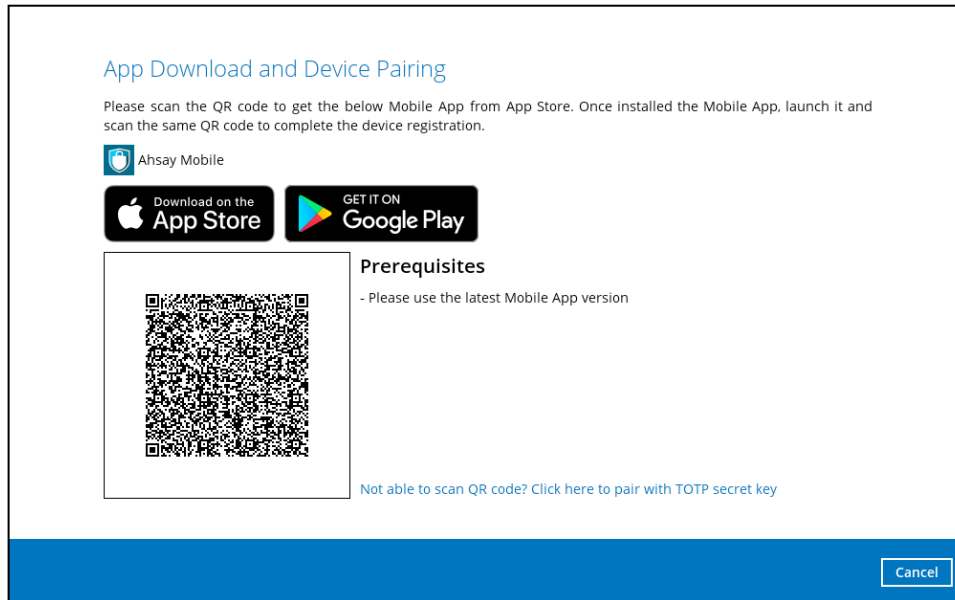
3. In the Ahsay Mobile app, go to **2FA**. Tap the **Not able to scan QR code?** link.

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

4. Enter the Username and Secret Key from AhsayOBM / AhsayACB then tap **Connect**.
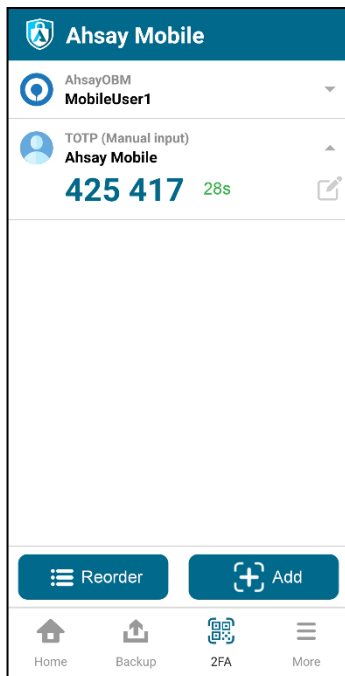
Enter the one-time passcode from the Ahsay Mobile app.
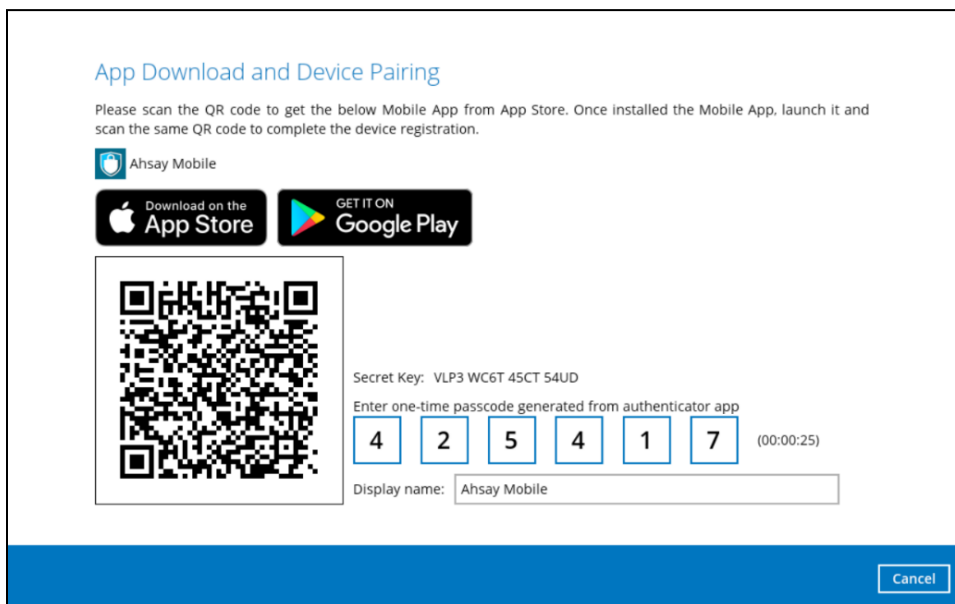
5. Once the registration is successful, the following screen will be displayed. You have now registered your device for two-factor authentication then click **OK**.

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 🗑

1234 **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

Save   Cancel   Help

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.
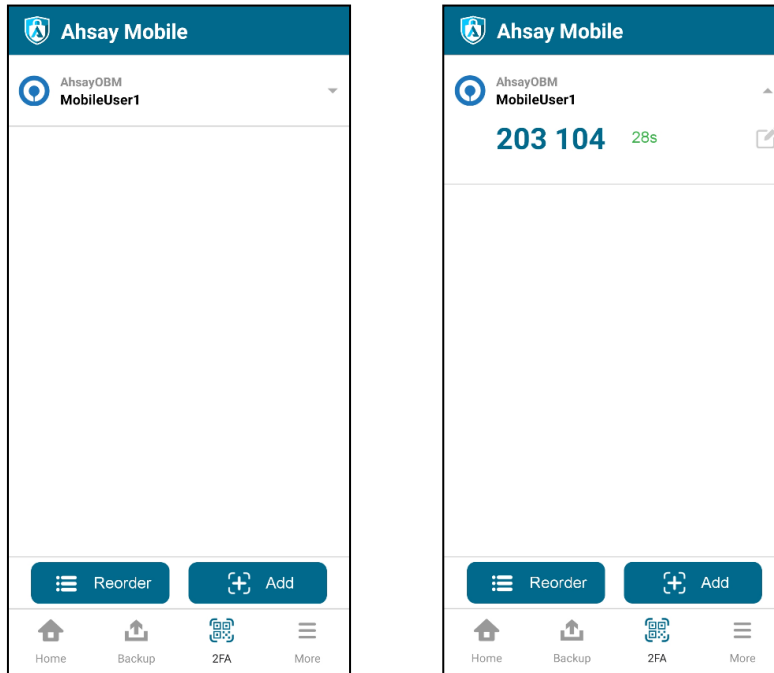
2. Edit the account name then tap **Save**.
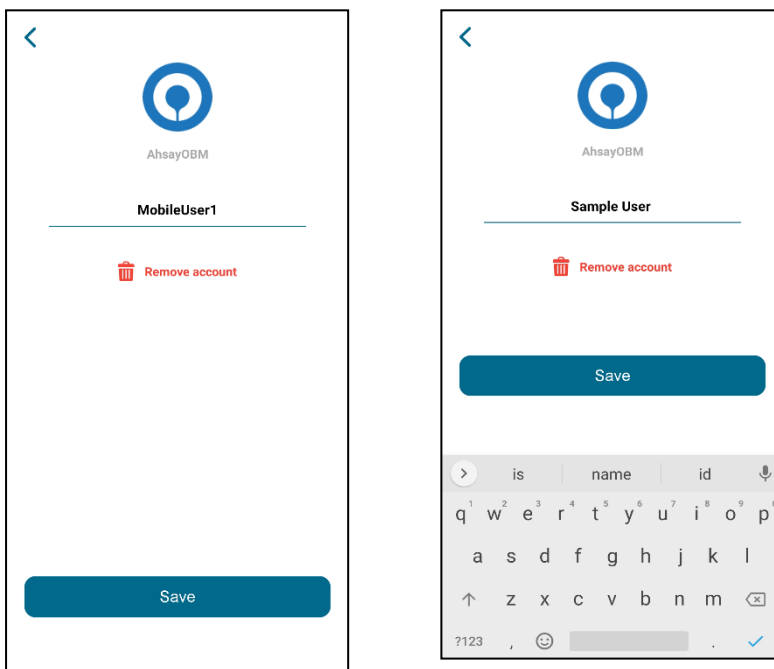
3. The account has been successfully edited.
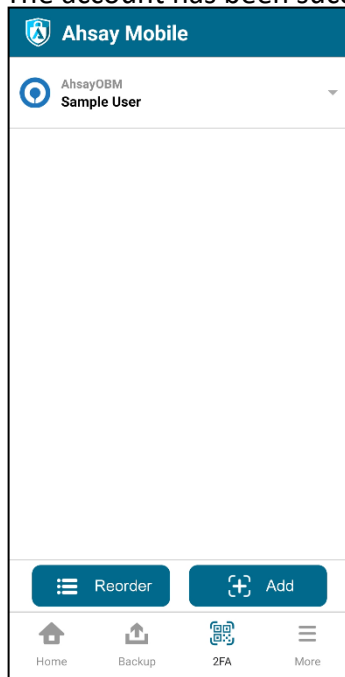
REMOVE AN ACCOUNT

To remove an account, follow the instructions below:

1. Select an account, tap the arrow down ▼ icon. Then, tap the **Edit** icon.
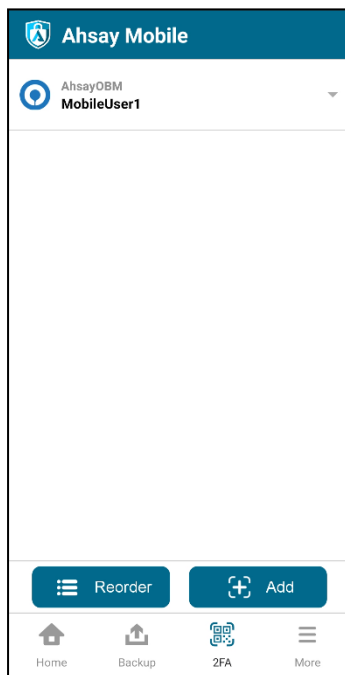
2. Tap **Remove** then **Confirm** to delete the account. Otherwise, tap **Cancel**.
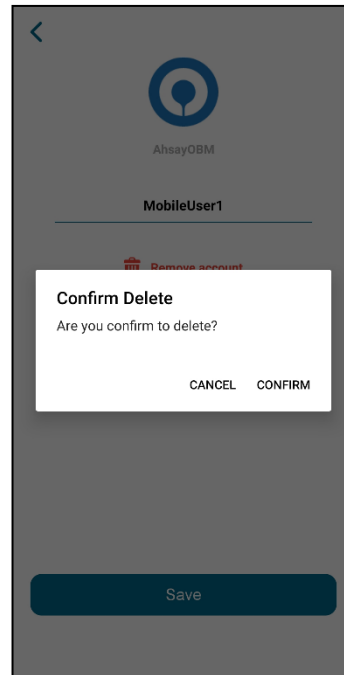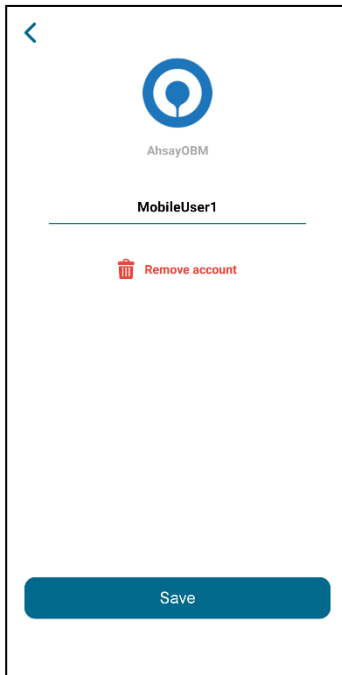
3. The account has been successfully removed.
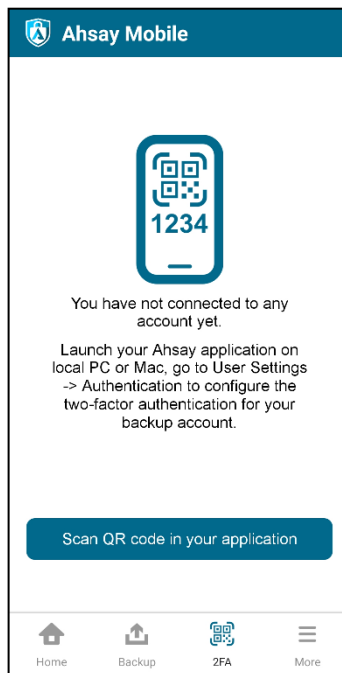
REORDER ACCOUNTS

To reorder accounts, follow the instructions below:

1. Tap **Reorder**.
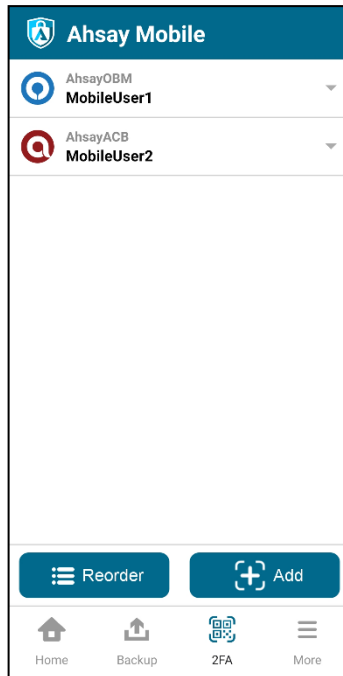
2. Hold the reorder icon located on the right side of each account, then tap **Done**. In this example, the AhsayOBM – MobileUser1 account is moved from top to bottom.
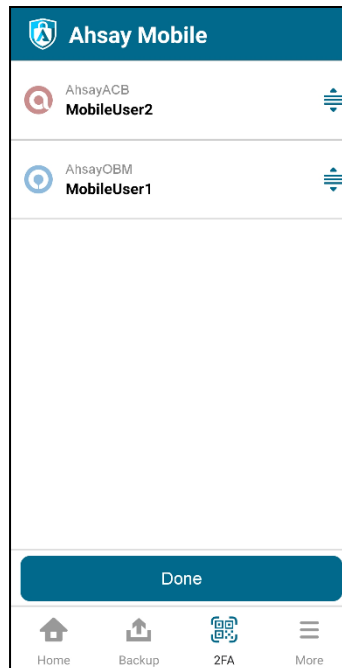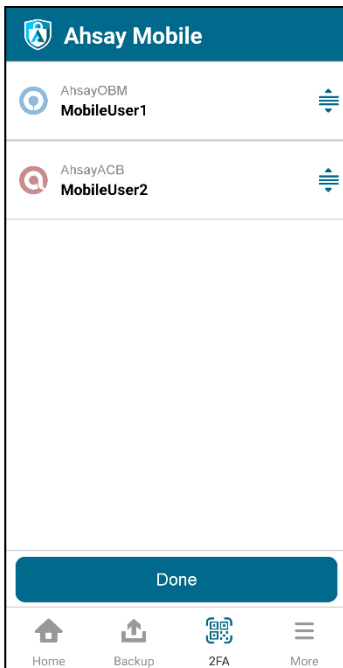
3. Accounts are successfully reordered.
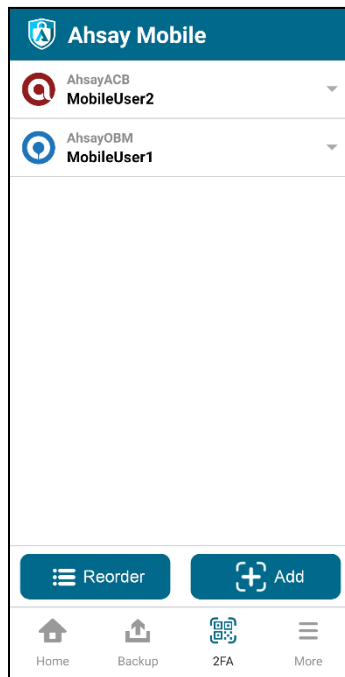
6.4 MORE – SETTINGS AND HELP

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](#)
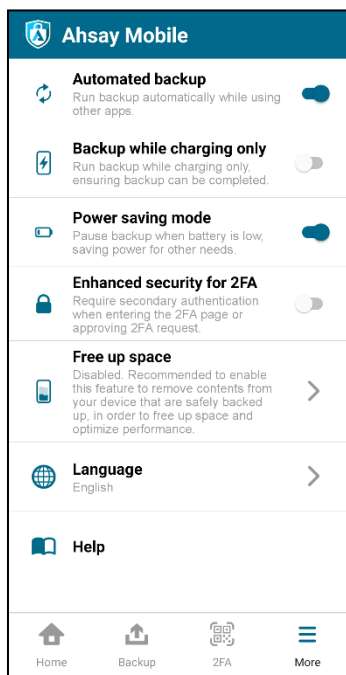
AUTOMATED BACKUP

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.

BACKUP WHILE CHARGING ONLY

Allows Users to enable or disable the backup while charging. This is disabled by default.
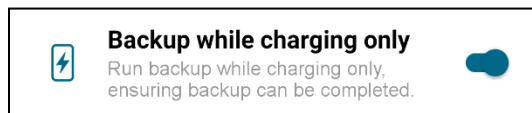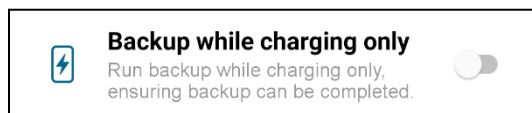
If Backup while charging is enabled and not connected to a power source, the following message will be displayed:
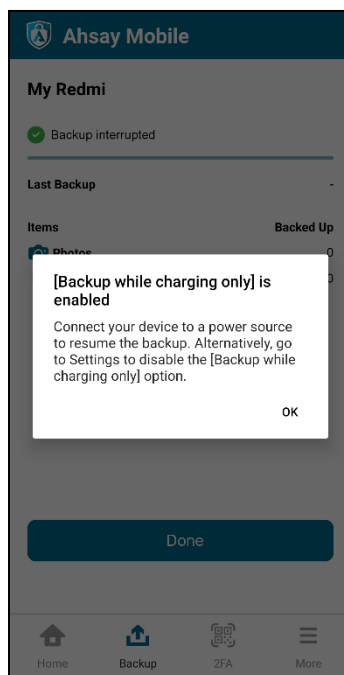
POWER SAVING MODE

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

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

If Power saving mode is enabled and the battery of the device is below 30%, the following message will be displayed:
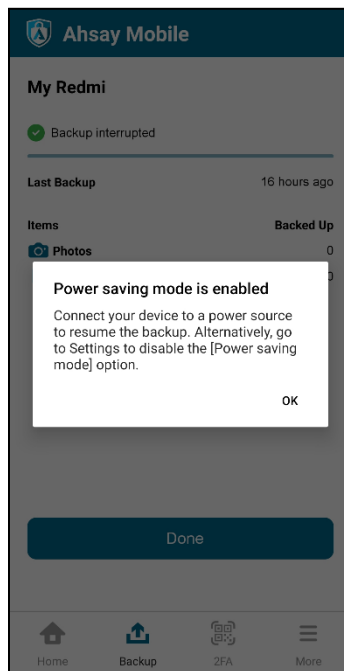
ENHANCED SECURITY FOR 2FA

Allows the Users to enable, disable, and 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 Passcodr / Biometrics
- Unlock the 2FA page using Password or Passcode
- Unlock the 2FA page using Biometric
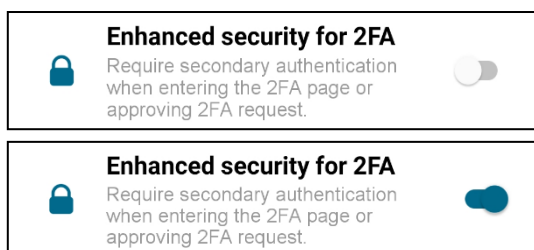
If the device is not password or biometric (face detection or fingerprint) protected, the security for 2FA page cannot be enabled. The following message will be displayed.
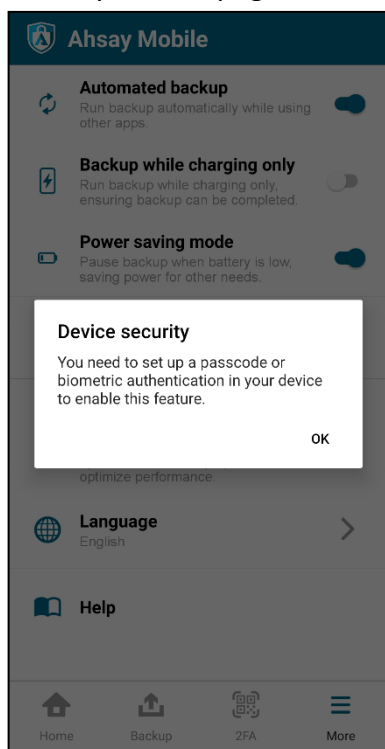
NOTE

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

1. Launch the Ahsay Mobile app.
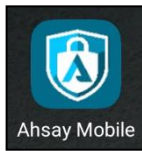
2. Go to **More**.
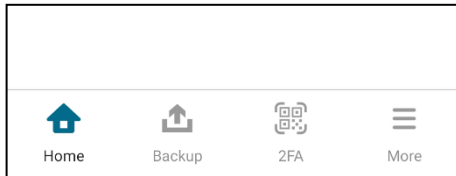
3. Look for the **Enhanced security for 2FA,** swipe the lever to the right to turn it on.
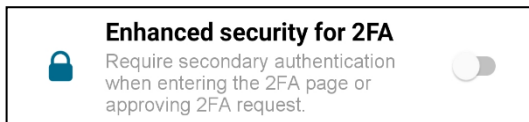
4. The Authentication screen will be displayed; use the password or biometric to enable the 2FA.

    Example screenshot from Android Redmi Note 8
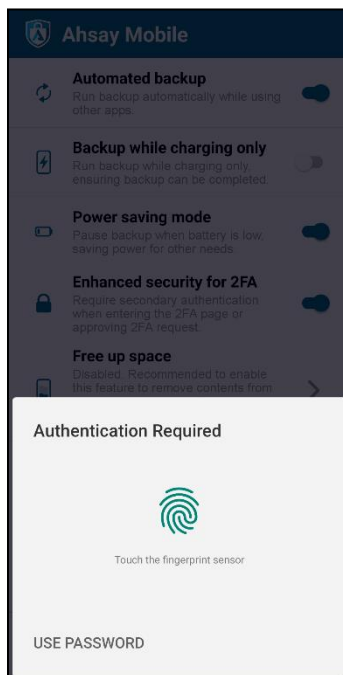
    Example screenshot from iOS iPhone 6s.
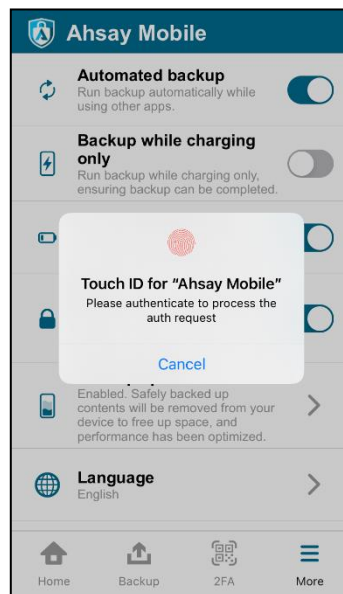
5. Enhanced security for 2FA is successfully enabled.
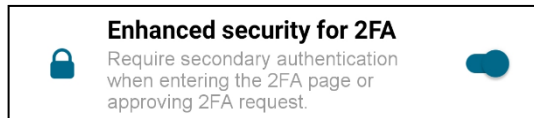
1. Launch the Ahsay Mobile app
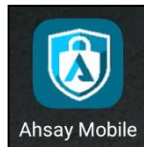
2. Go to **More** ≡
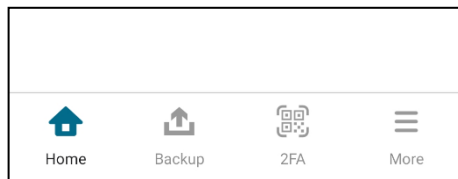
3. Look for the **Enhanced security for 2FA**, swipe the lever to the left to turn it off.
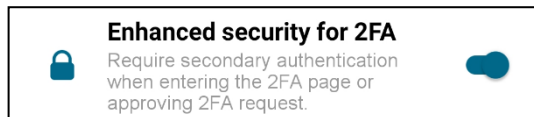
4. The Authentication screen will be displayed. Use the password or biometric to disable the 2FA.

Example screenshot from Android device
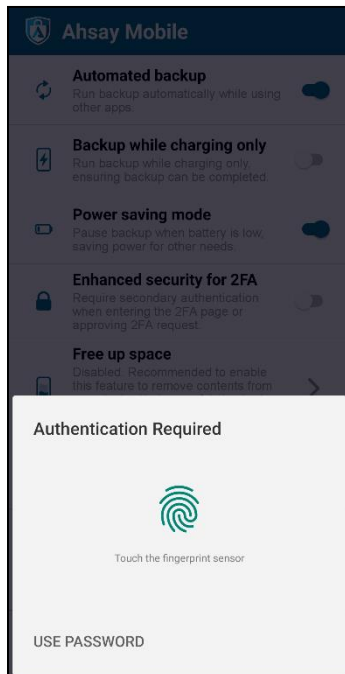
Example screenshot from iOS device.

5. Enhanced security for 2FA is successfully disabled.

---

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

Two-Factor Authentication

Please approve notification request in one of registered Authenticator App.

Waiting for response (00:04:52)

Authenticate with one-time password
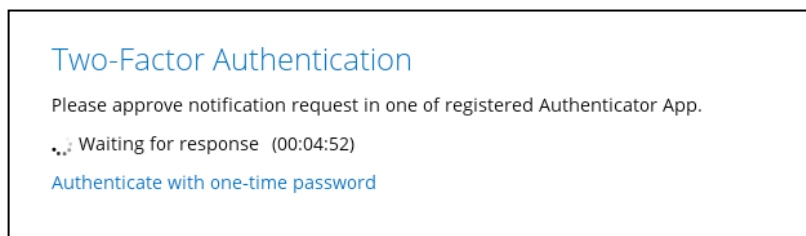
2. In the Ahsay Mobile app, accept the authorization request sent to your device.
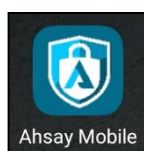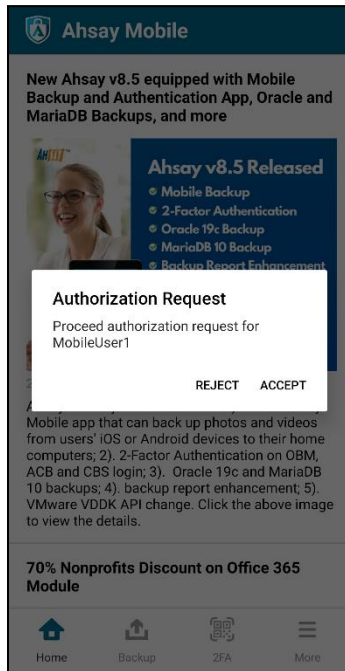
Example screenshot from Android device	Example screenshot from iOS device.

3. The Authentication screen will be displayed.

   ▶ Tap the **USE PASSWORD** LINK. Input the password and tap **Next** to proceed.
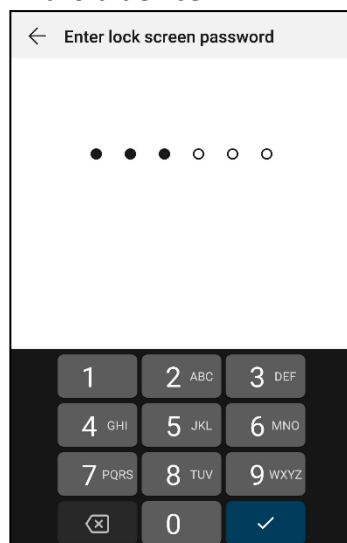
Example screenshot from Android device	Example screenshot from iOS device.
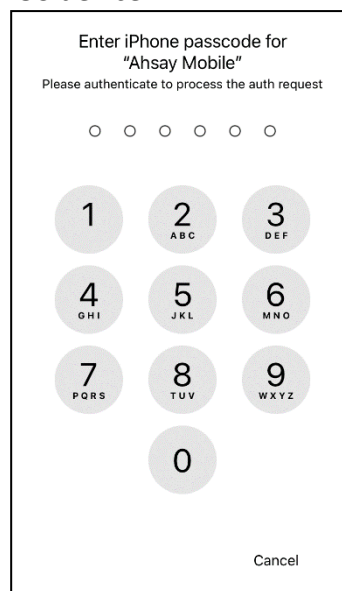
   ▶ Alternatively, look at the camera for face detection or touch the fingerprint sensor if fingerprint sensor is enabled.

Example screenshot from Android device
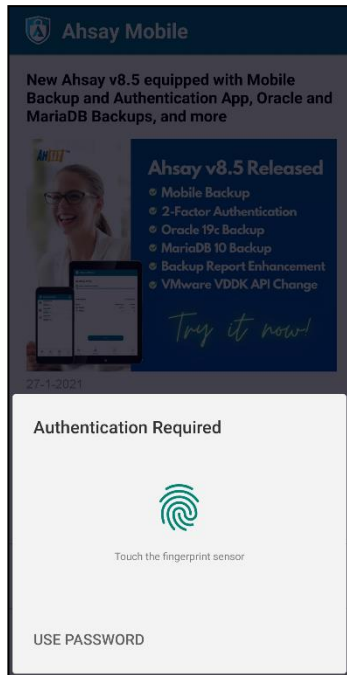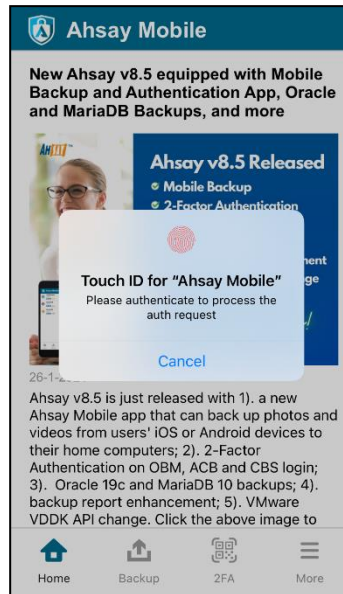
Example screenshot from iOS device.

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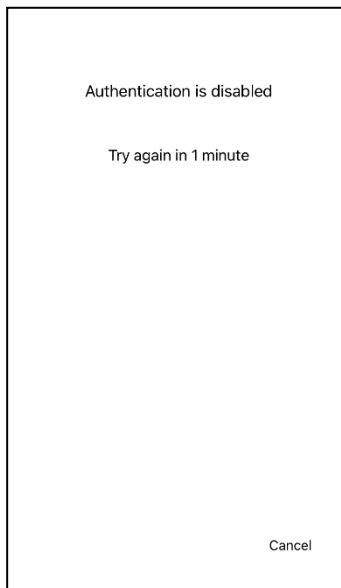
> **NOTE**
> The message and retry interval may vary depending on the Android or iOS version and brand.

4. After successful login, the following screen will appear.
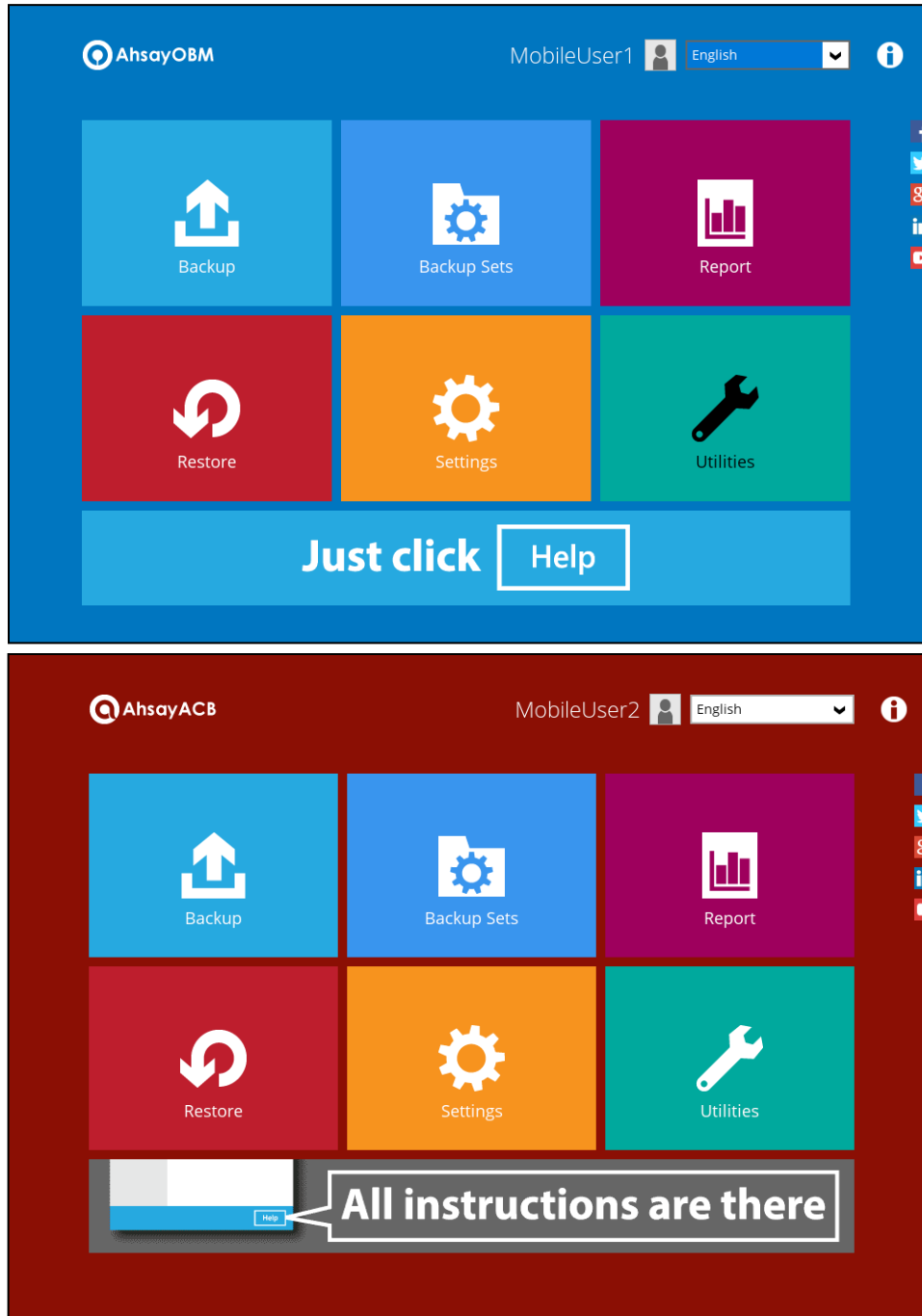
1. On the AhsayOBM / AhsayACB, click **Authenticate with one time password** to proceed with login.

   Two-Factor Authentication

   Please approve notification request in one of registered Authenticator App.

   Waiting for response (00:04:52)

   Authenticate with one-time password

   Two-Factor Authentication

   Please approve notification request in one of registered Authenticator App.

   Waiting for response (00:04:41)

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

   (00:00:12)

2. Launch the Ahsay Mobile app.

   Ahsay Mobile

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

   Example screenshot from Android device

   Example screenshot from iOS device.

4. The Authentication screen will then be displayed.

> ▶ Tap the **USER PASSWORD** link. Input the password and tap **Next** to proceed.
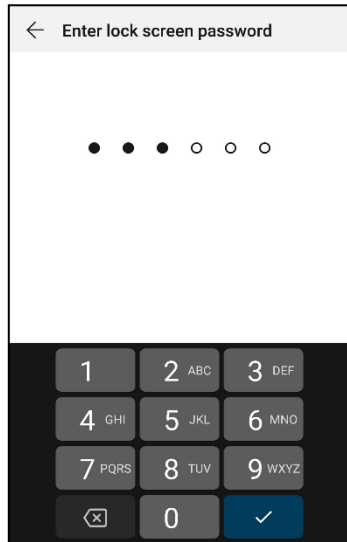
Example screenshot from Android device	Example screenshot from iOS device.

> ▶ Look at the camera for face detection or touch fingerprint sensor if the fingerprint biometrics is enabled.

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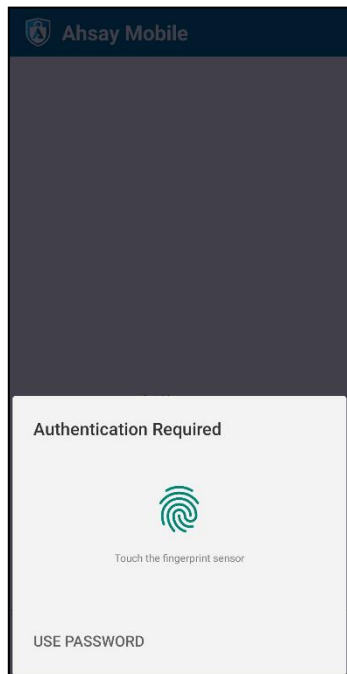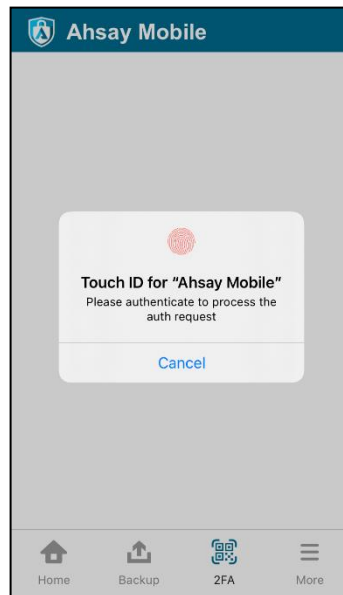
If there are too many failed attempts to input the password, then the 2FA page will be locked and will prompt a message to "Try again later" with a specific amount of time.

Example screenshot from Android device	Example screenshot from iOS device.
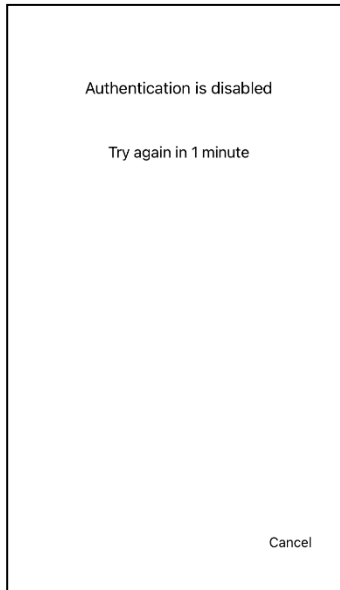
> **NOTE**
> The message and retry interval may vary depending on Android and iOS version and brand.

5. 2FA page will be displayed.
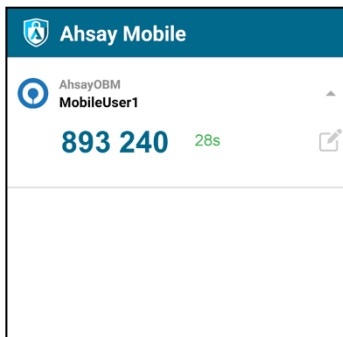
Example screenshot from Android device	Example screenshot from iOS device
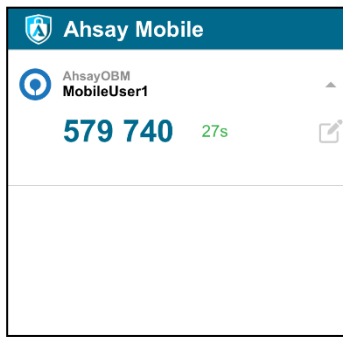
6. On the AhsayOBM / AhsayACB, enter the one-time password that is generated by the Ahsay Mobile app, and click **Next**.

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

1. Launch the Ahsay Mobile app.
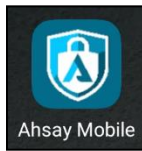
2. Go to the **2FA** page.
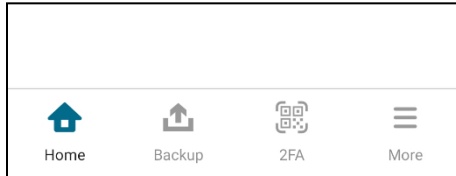
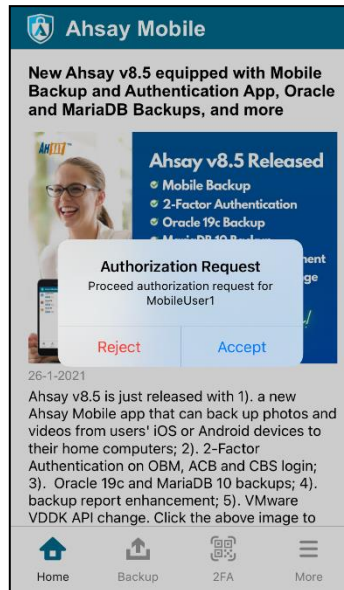3. The locked 2FA page will be displayed, tap on **Unlock**.

   Example screenshot from Android device
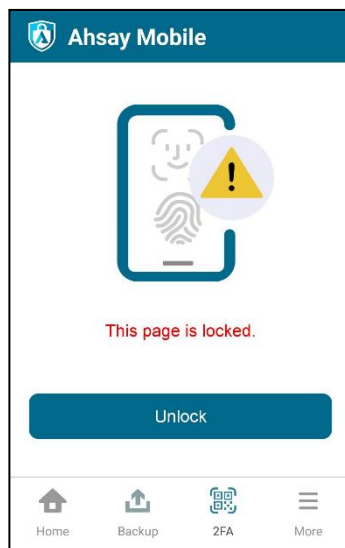
   Example screenshot from iOS device
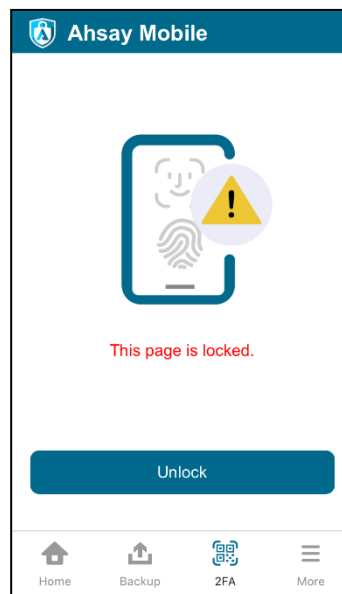
4. The Authentication screen will be displayed; click the **USE PASSWORD** or **Show Passcode**.

Example screenshot from Android device
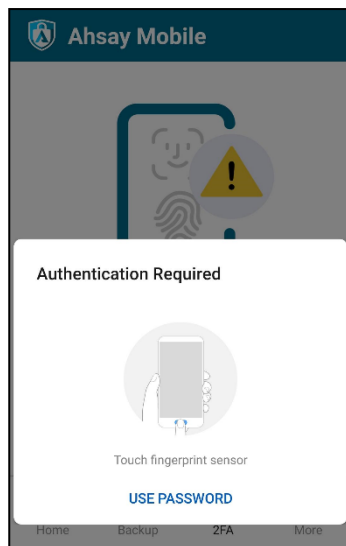
Example screenshot from iOS device
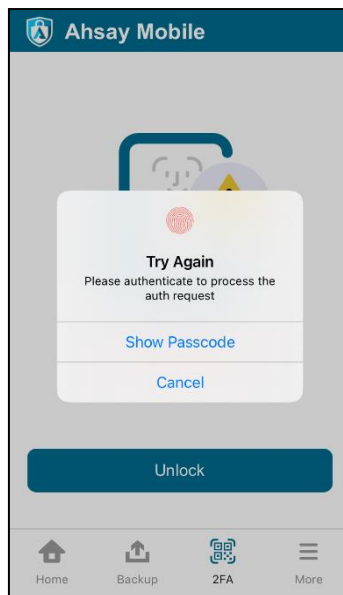
5. Input the password or passcode and tap on **Next** to proceed.
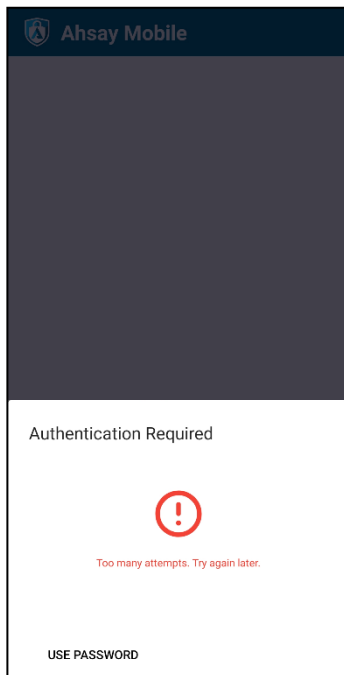
Example screenshot from Android device
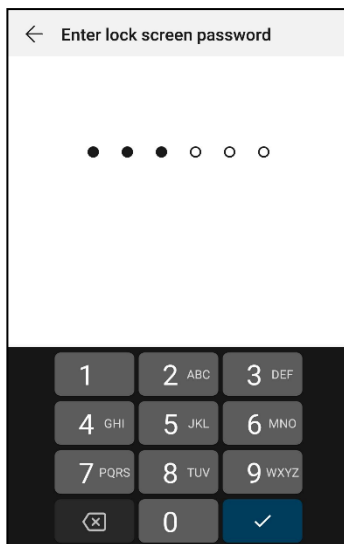
Example screenshot from iOS device

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
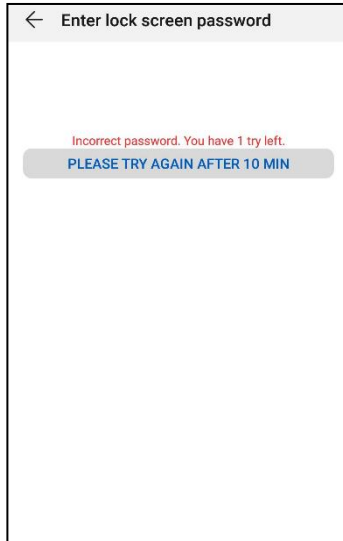
Example screenshot from iOS device
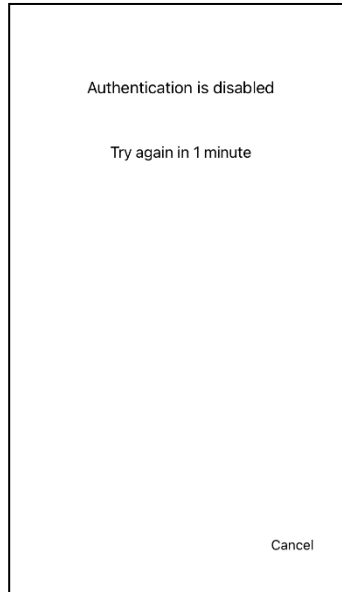
NOTE
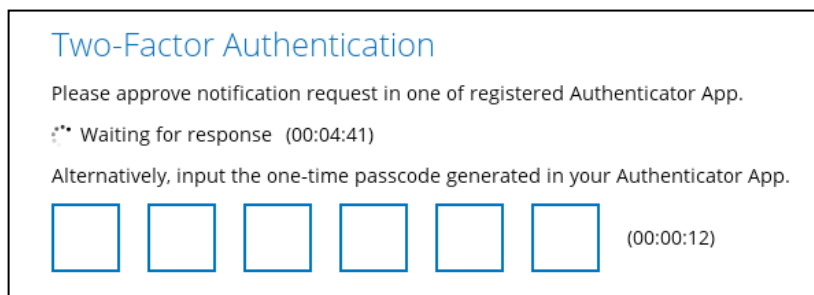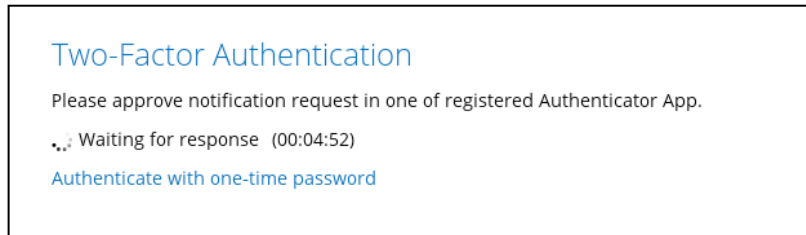
The message and retry interval may vary depending on Android and iOS version and brand.

6. 2FA page will be displayed.
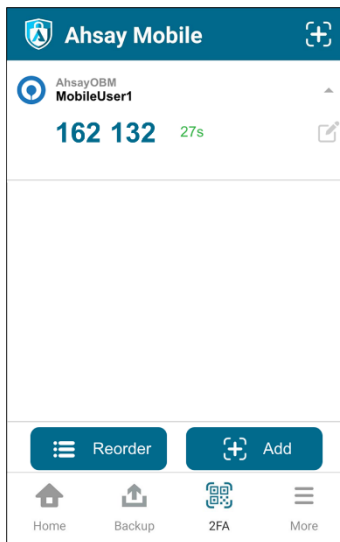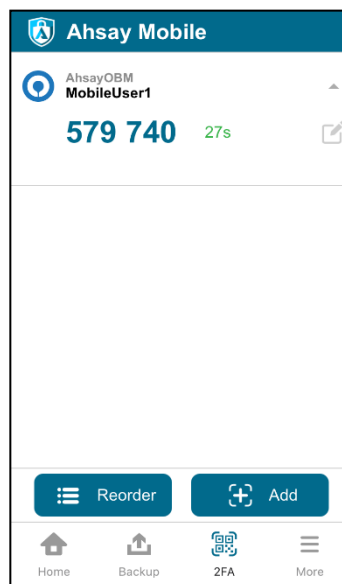
Example screenshot from Android device

Example screenshot from iOS device

1. Launch Ahsay Mobile app
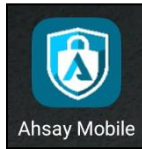
2. Go to 2FA page.
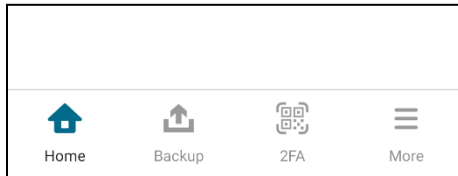
3. The locked 2FA page will be displayed, click **Unlock**.
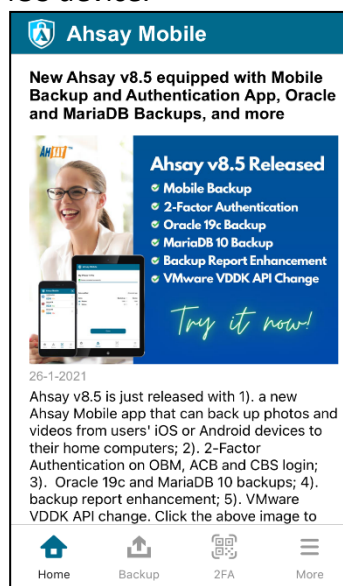
   Example screenshot from Android device
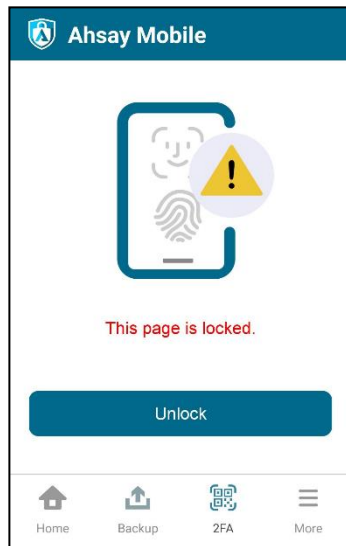
   Example screenshot from iOS device
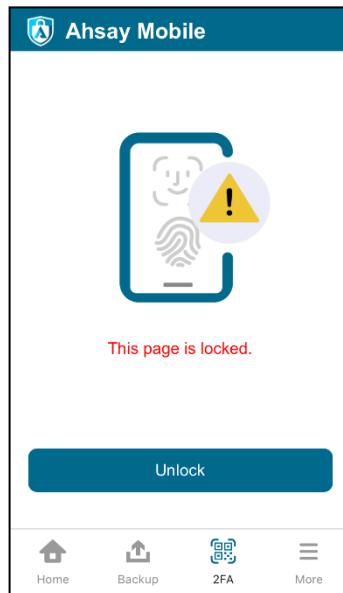
4. Authentication screen will be displayed; look at the camera for face detection or touch the fingerprint sensor for fingerprint enabled.

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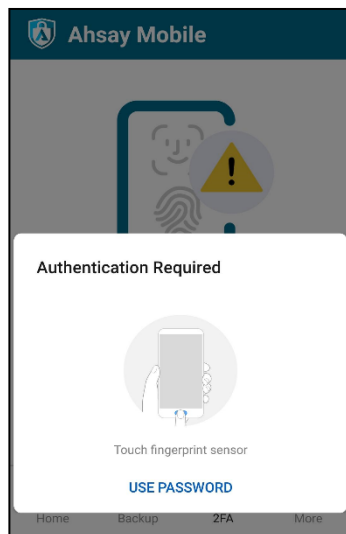
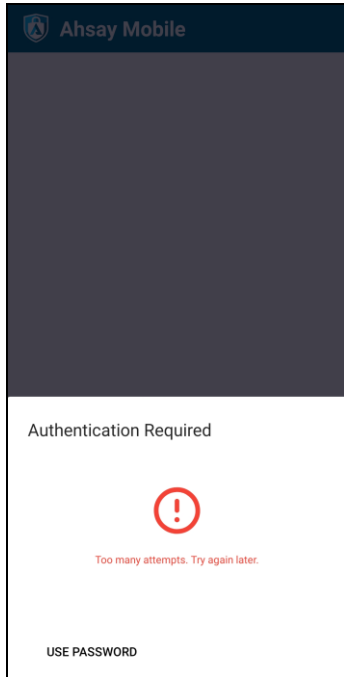Example screenshot from iOS device
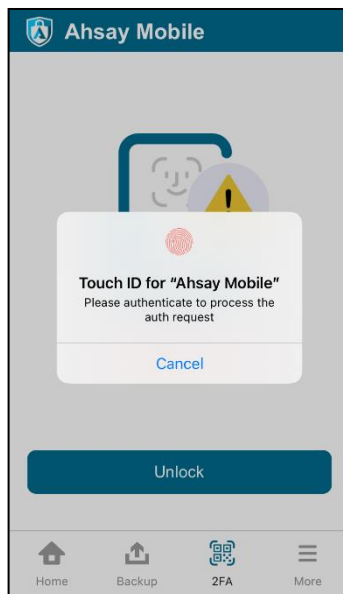
If there are too many failed attempts, then the 2FA page will still be locked and will prompt a message to "Try again later" with a specific amount of time.

Example screenshot from Android device
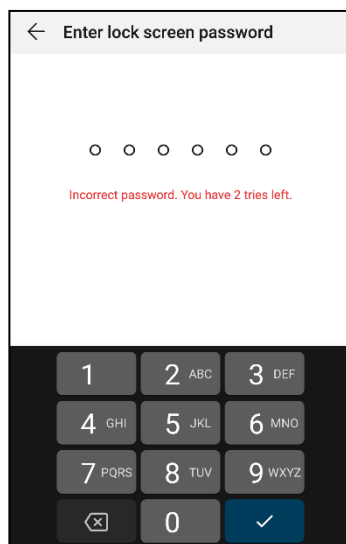
Example screenshot from iOS device
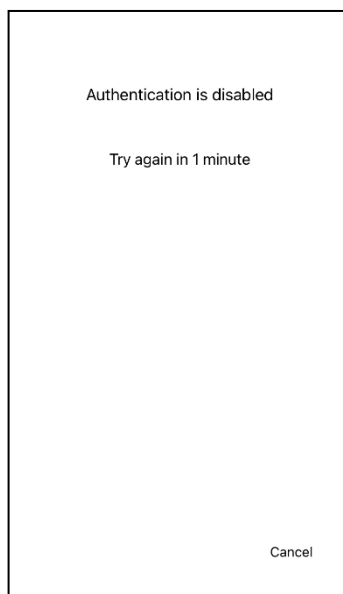

| NOTE |
| --- |
| The message and retry interval may vary depending on Android and iOS version and brand. |

5. **2FA page will be displayed**

Example screenshot from Android device
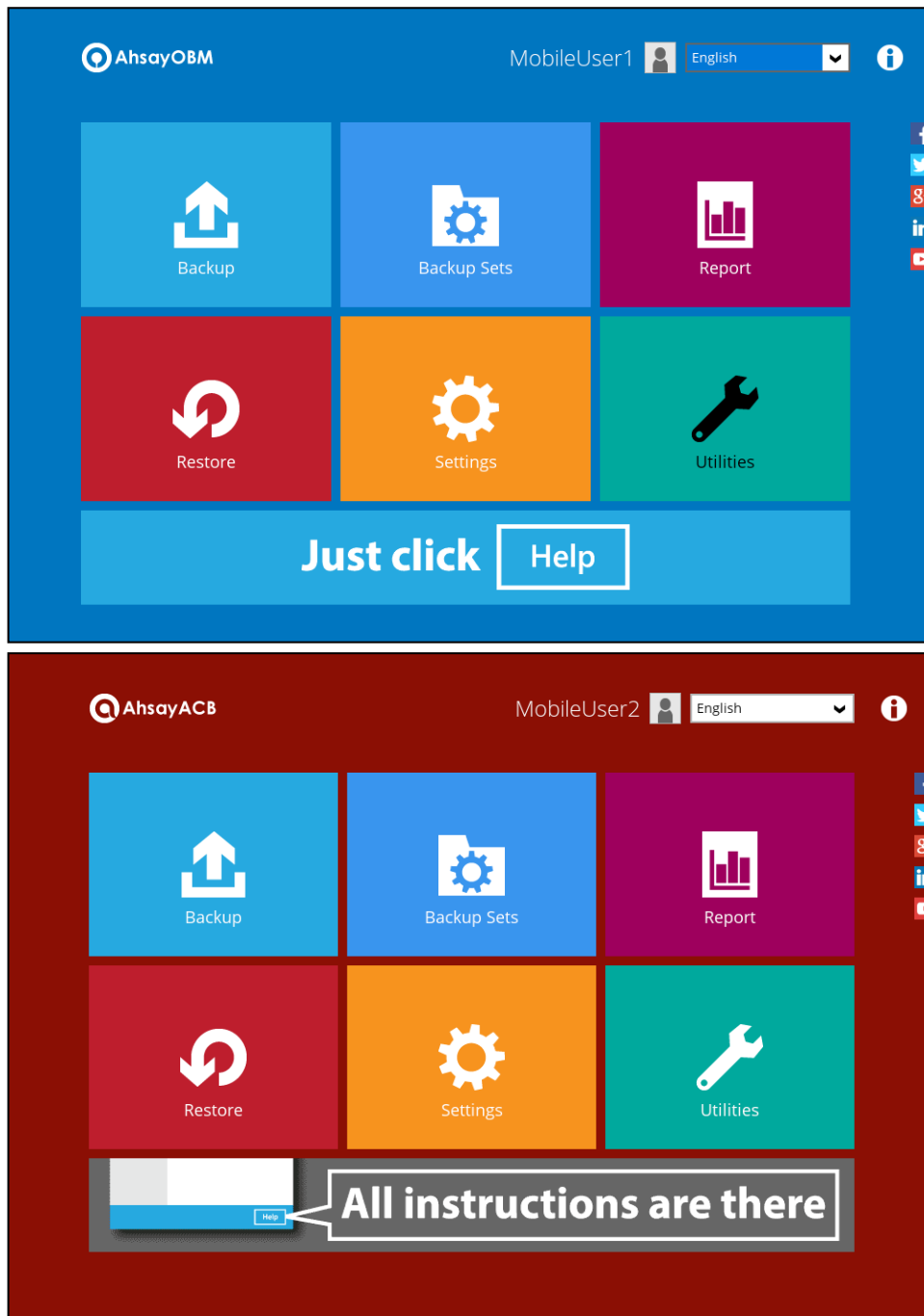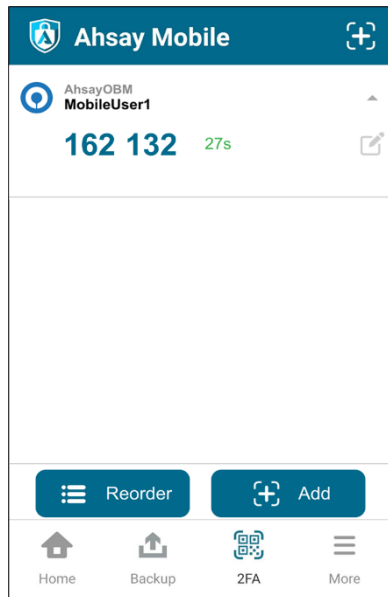

Example screenshot from iOS device
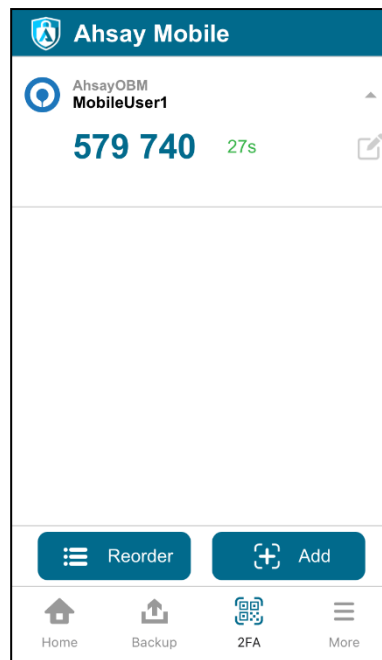
FREE UP SPACE

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

- Enable Free up space

- Disable Free up space

- Choose a pre-set limit for Free up space

NOTE

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

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

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

TO ENABLE FREE UP SPACE, FOLLOW THE INSTRUCTIONS BELOW:

1. Launch the Ahsay Mobile app.

2. Go to **More** ☰.

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

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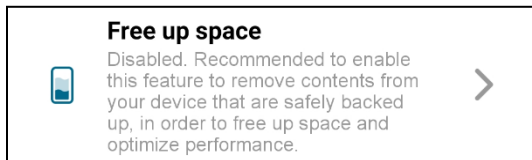
4. Swipe the lever to the right to turn it on.

Example screenshot from Android device	Example screenshot from iOS device

    Free up space

    Remove backed up contents from device when the free space is less than: 10GB

    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

    Remove backed up contents from device when the free space is less than: 10GB

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

    Due to iOS limitation, the removed contents will stay in the "Recently deleted" folder for up to 40 days. To immediately free up space, you can manually remove these contents in the Photos app.

5. Free up space is successfully enabled.

Free up space

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

TO DISABLE THE FREE UP SPACE, FOLLOW THE INSTRUCTIONS BELOW:

1. Launch the Ahsay Mobile app.
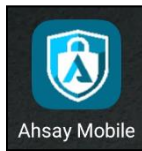
2. Go to **More** ☰.
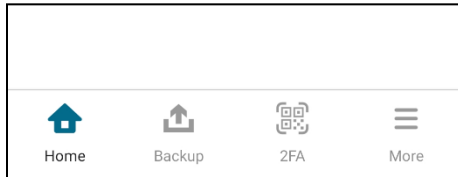
3. Look for the Free up space and double click it.
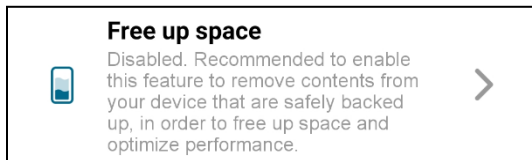
4. Swipe the lever to the right to turn it off.

Example screenshot from Android device
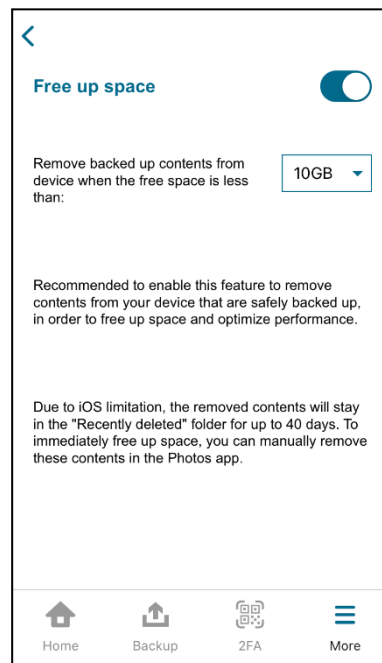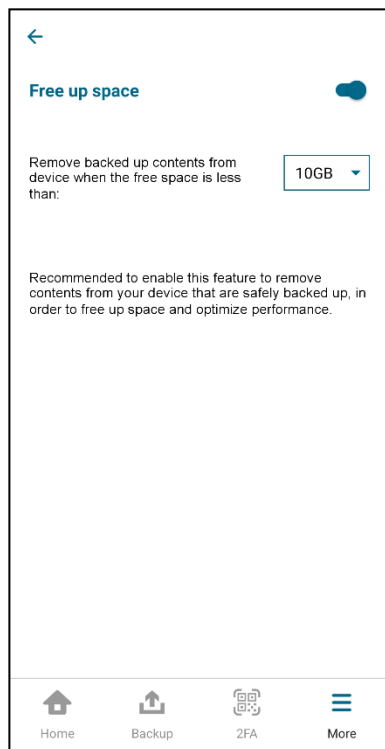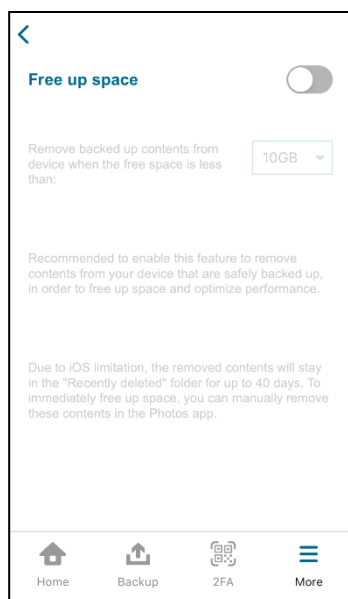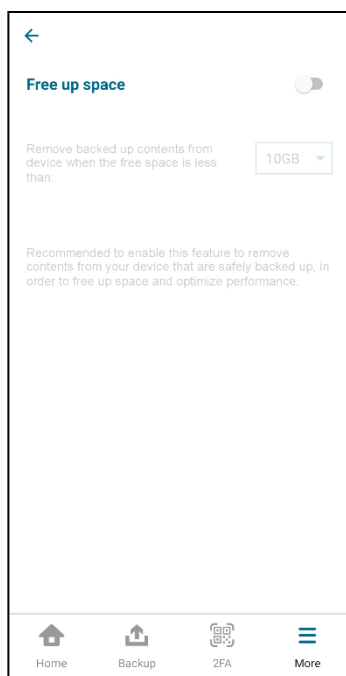
Example screenshot from iOS device.

5. Free up space is successfully disabled.
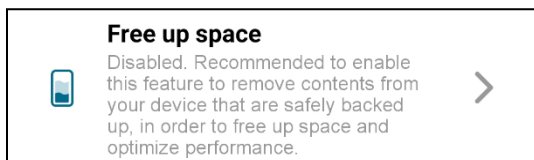
1. Launch the Ahsay Mobile app.
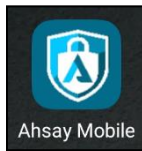
2. Go to **More** ☰.
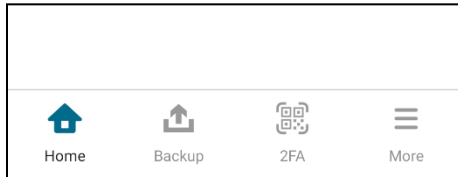
3. Look for Free up space and tap it.
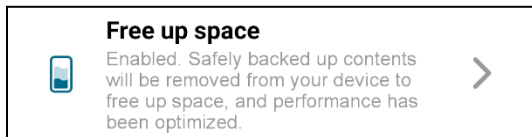
4. Select from the pre-set limits: 2GB, 4GB, 6GB, 8GB, or 10GB. Tap **Done**.
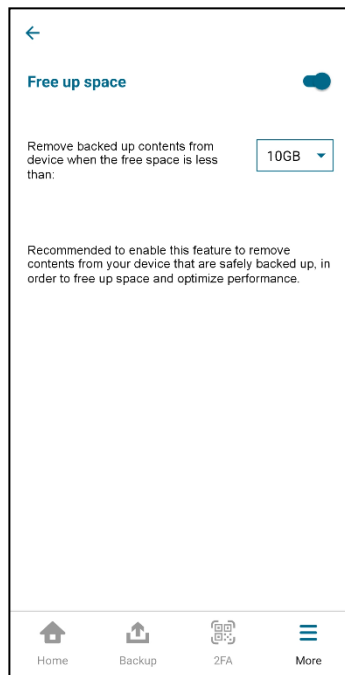
Example screenshot from Android device	Example screenshot from iOS device
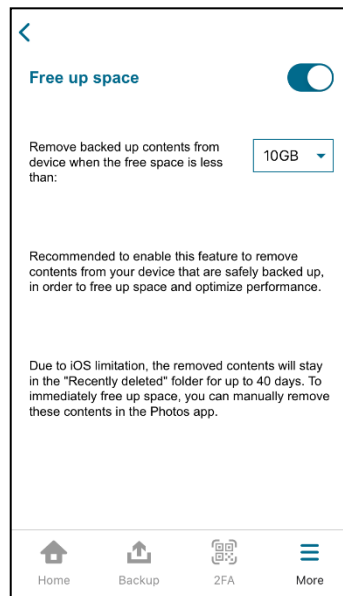
5. Free up space limit is successfully set.

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

Images and videos to be backed up are 2GB, with the available free storage space on the device being 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 an Android device, backup is completed with four (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 an Android device
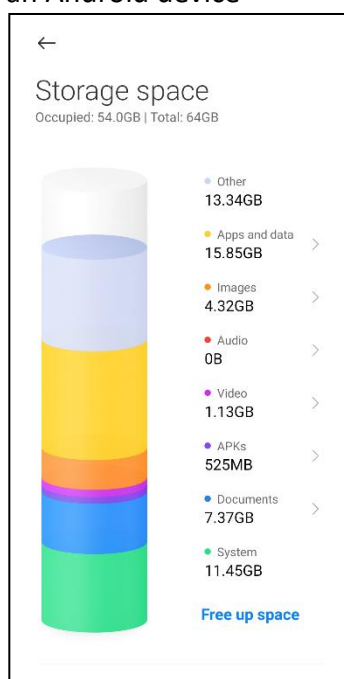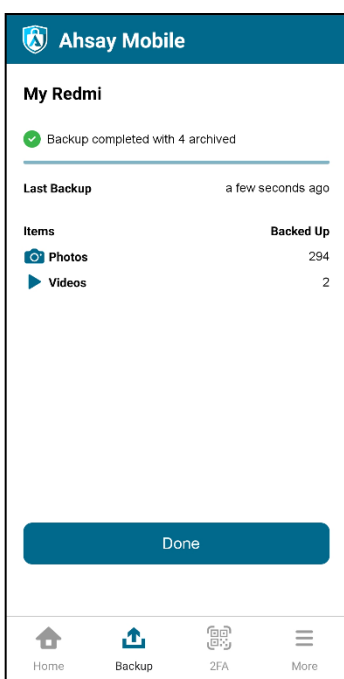
On an iOS device during a backup job, a prompt will appear to allow or disallow the deletion of the items. Deleted items will be moved to the "Recently Deleted" folder. It is highly recommended to manually clear the photos and videos to complete the free up space process.
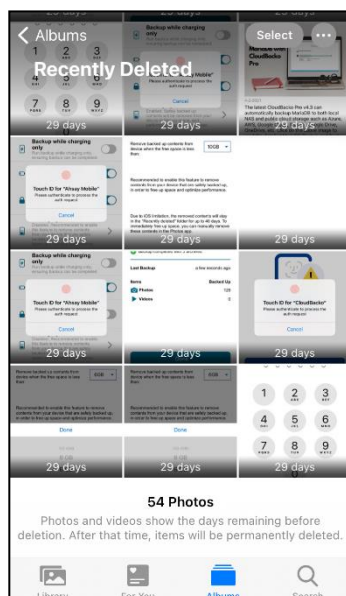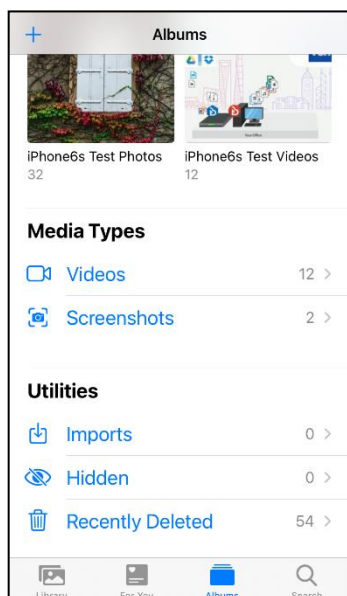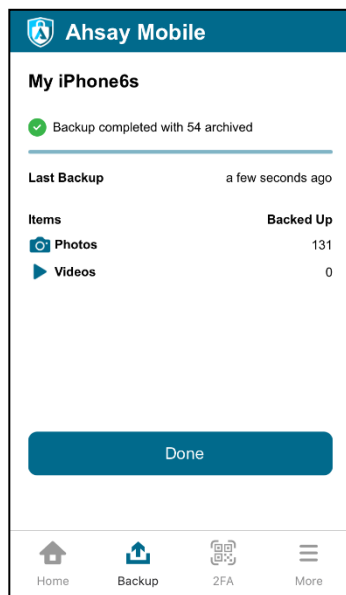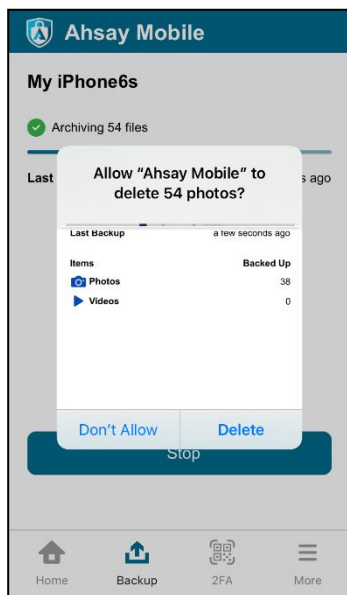
LANGUAGE

Allows the User to choose a language. By default, the displayed language will be the chosen language upon setup after installation.
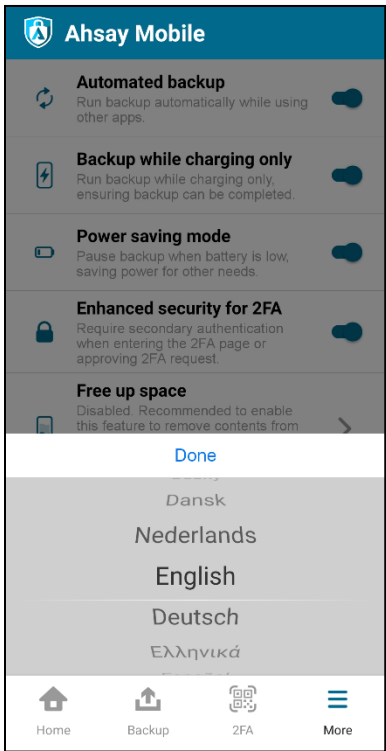
Below are the supported languages in Ahsay Mobile:

Arabic	Basque	Catalan
Chinese (Simplified)	Chinese (Trafitional)	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		

HELP

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

- ▶ [Contact Us](#)

- ▶ [FAQ](#)

- ▶ [App Log](#)

- ▶ [Version](#)

📖	Help
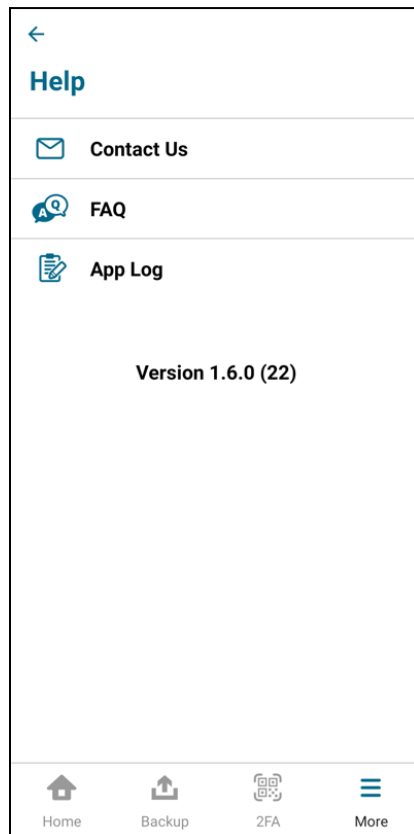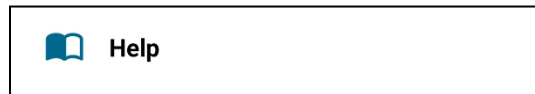
CONTACT US

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.
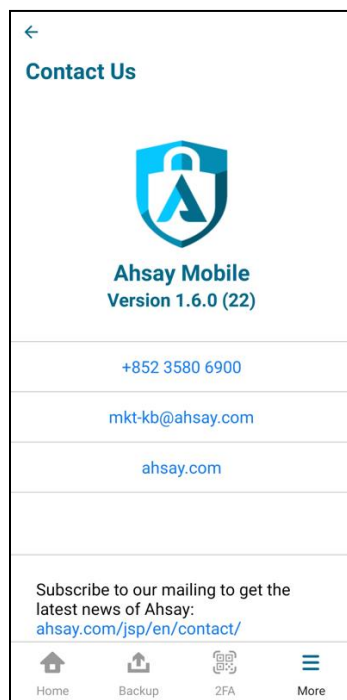
FAQ

Displays the Frequently Asked Questions (FAQs)
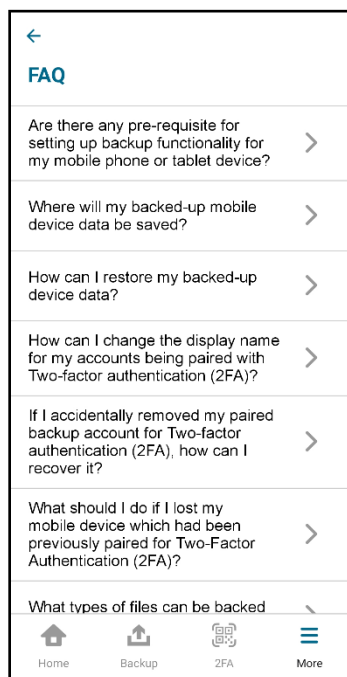
Display the activity logs with date, time, and status such as 2FA Registration, Backup Registration, etc.
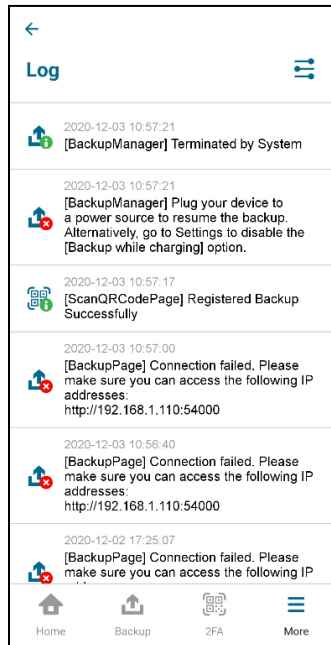
Tap the settings icon ⇄ to customize the types of logs you want to display. The following are the types of logs that can be viewed:

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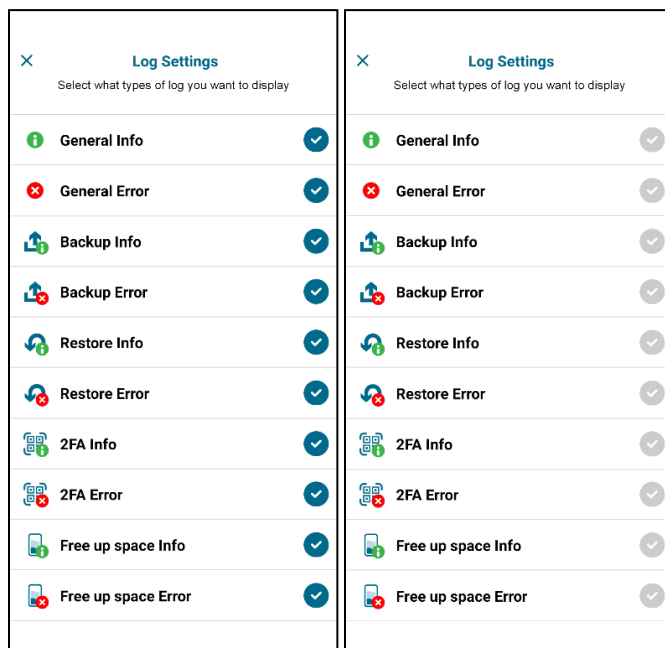
VERSION

Displays the version of the installed Ahsay Mobile app.
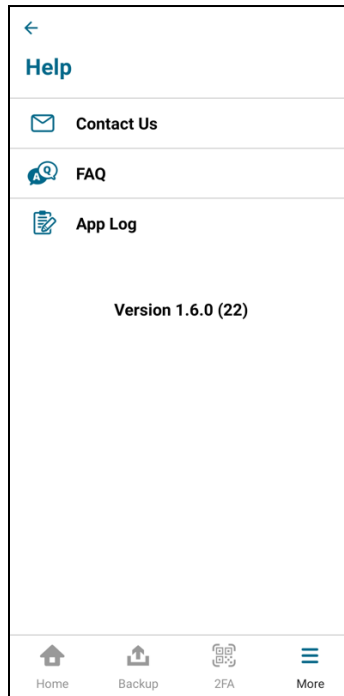
7 REGISTER DEVICE FOR MOBILE BACKUP AND RESTORE

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

1. Open AhsayOBM / AhsayACB and go to **Settings** > **Mobile Backup** and click **Add or migrate device**.
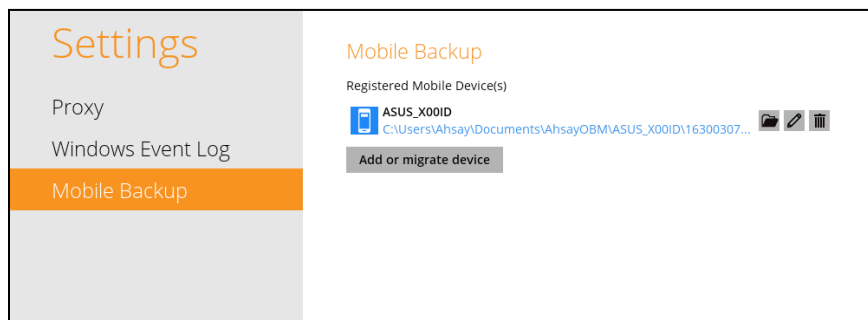
2. There are two options for adding a new device:
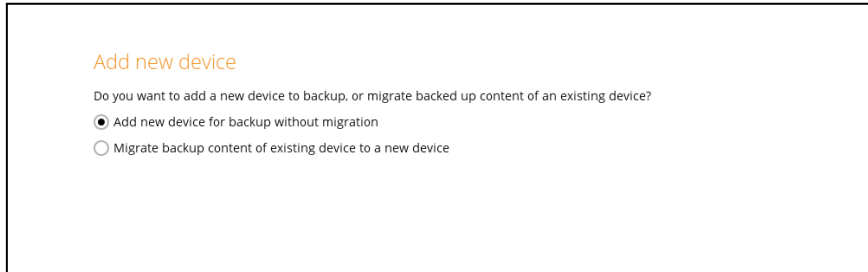
   ▶ Add new device for backup without migration

   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 a Samsung Note 10, with the replacement device being a Redmi Note 8. All the mobile settings such as mobile backup and 2FA of Samsung Note 10 will be migrated to Redmi Note 8.

Add new device

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

⦿ Add new device for backup without migration

◯ Migrate backup content of existing device to a new device

ADD NEW DEVICE FOR BACKUP WITHOUT MIGRATION

i. Select <u>Add new device for backup without migration</u> 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 the App Store for an iOS device, then scan the QR code to complete the device registration for mobile backup feature.
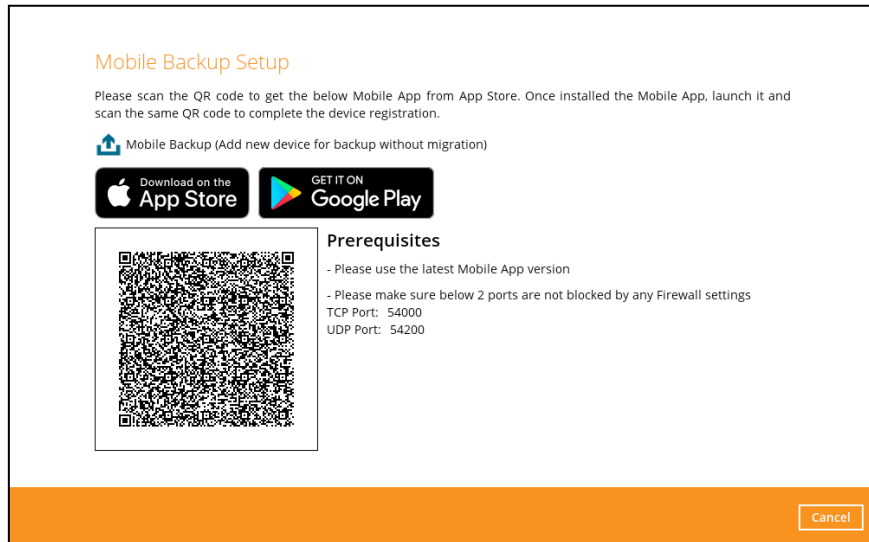
iii. In the Ahsay Mobile app, go to **Backup**. Tap **Activate and start backup** link to scan the QR code on the AhsayOBM / AhsayACB screen.
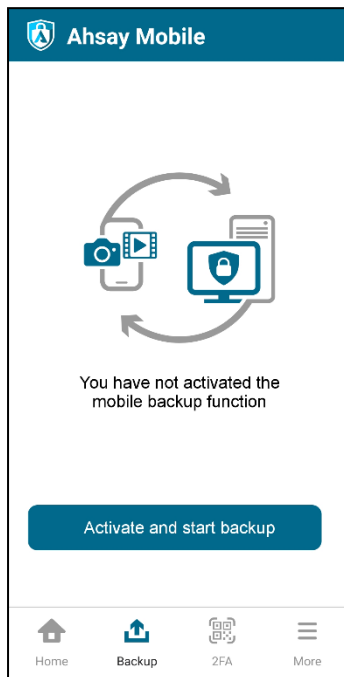
iv. Scan the QR code on the AhsayOBM / AhsayACB screen. Otherwise, tap **Cancel** to return to the previous screen.
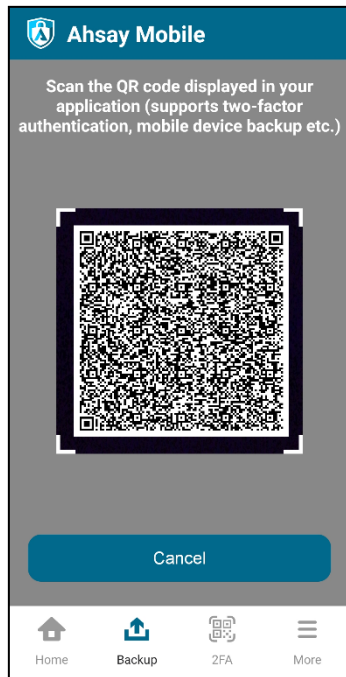
v. Once the "QR Code detected" prompt appears, tap **OK** to proceed. Otherwise, tap **Cancel**.
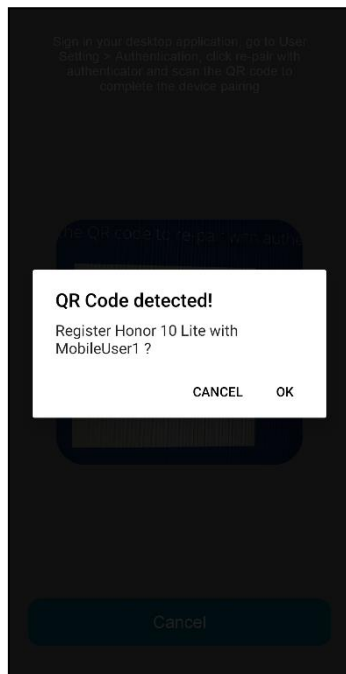
vi. If done correctly, a prompt saying "Device paired successfully" will appear. Tap **OK** to proceed. Photos, videos, documents, and 2FA accounts are automatically selected for backup (you can deselect one of the options if needed). Tap **Done** to confirm the selection and return to the Backup screen.
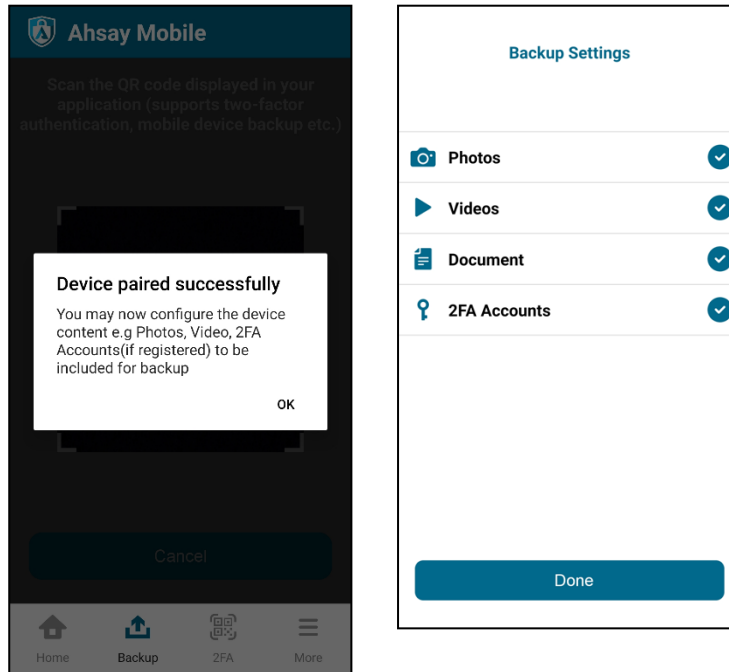
Mobile backup registration is successful in AhsayOBM / AhsayACB. In this example, the registered mobile device is an Honor 10 Lite.
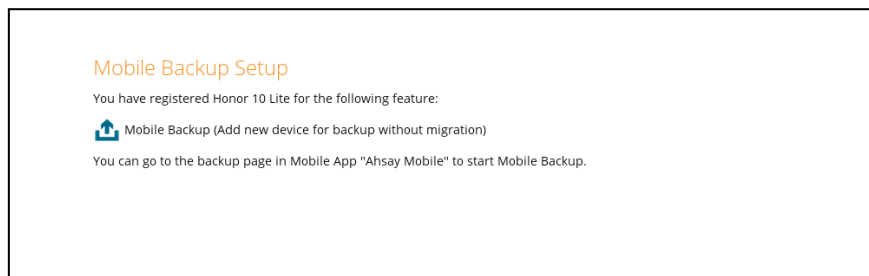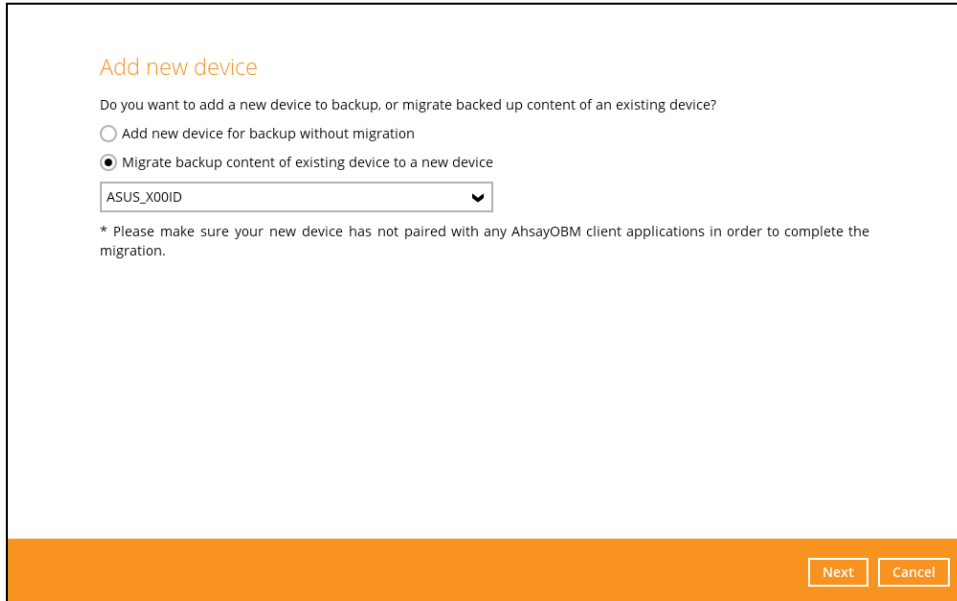
Example: The folder directory is `C:\Users\XXXX\Documents\Ahsay\Honor 10 Lite\`
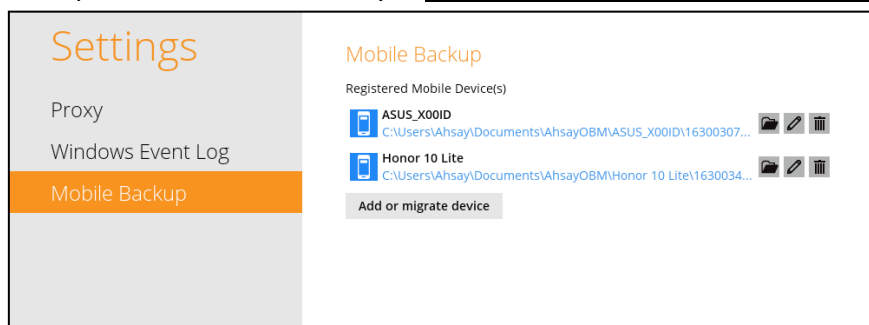
i. Select <u>Migrate backup content of existing device to a new device</u> then click **Next**.

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 | ▼ |

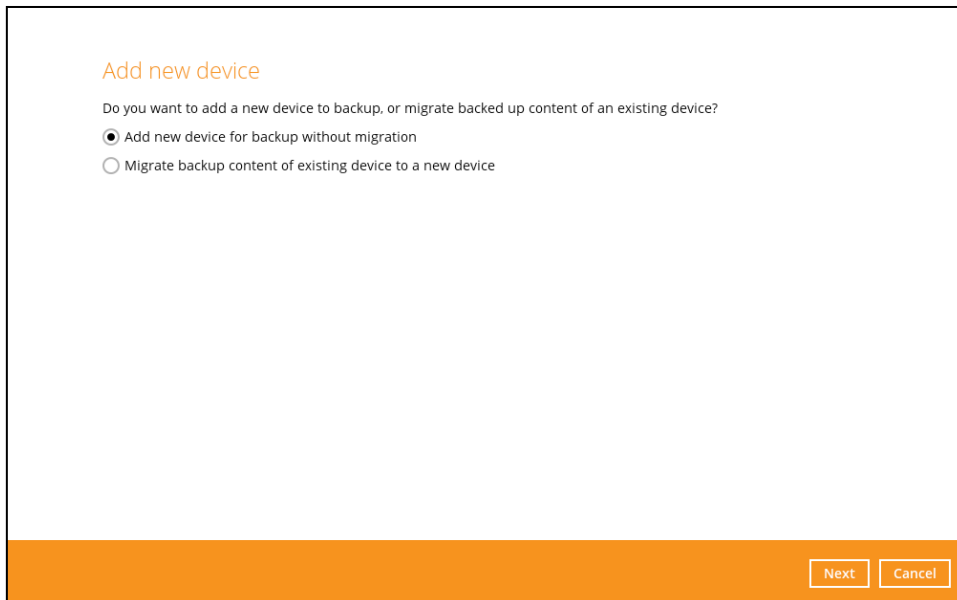* Please make sure your new device has not paired with any AhsayOBM client applications in order to complete the migration.
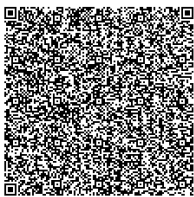
iii. On the replacement device, download and install the Ahsay Mobile app from Google Play for an Android device and from the App Store for an iOS device, then scan the QR code to complete the device registration for mobile backup feature.

Mobile Backup Setup

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

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

Download on the **App Store**   GET IT ON **Google Play**

Prerequisites

- Please use the latest Mobile App version

- Please make sure below 2 ports are not blocked by any Firewall settings
TCP Port: 54000
UDP Port: 54200

Cancel

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

Ahsay Mobile

You have not activated the mobile backup function

Activate and start backup

Home   Backup   2FA   More
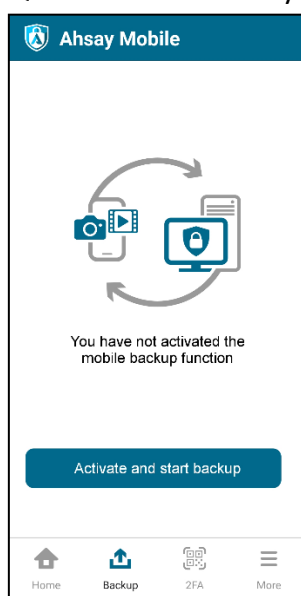
v. Scan the QR Code on the AhsayOBM / AhsayACB screen. Otherwise, tap **Cancel** to return to the previous screen.
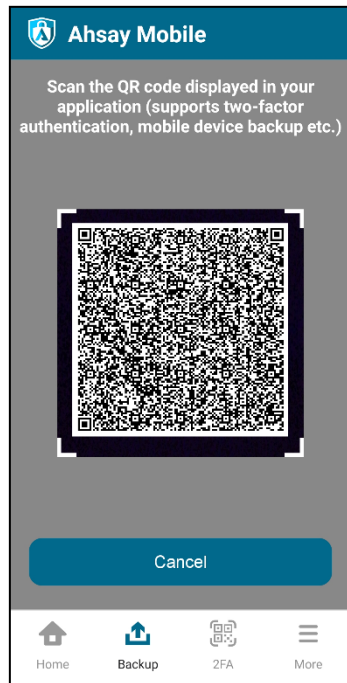
vi. QR Code is detected, tap **OK** to proceed. Otherwise, tap **Cancel**.
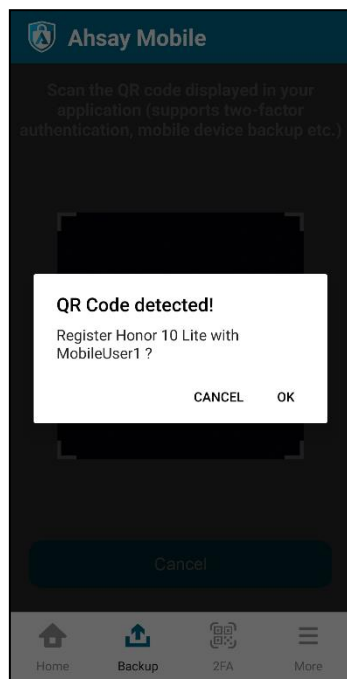
vii. Replacement device is paired successfully, and migration of contents from <u>ASUS X00ID</u> to <u>Honor 10 Lite</u> is completed, then click **Done**.
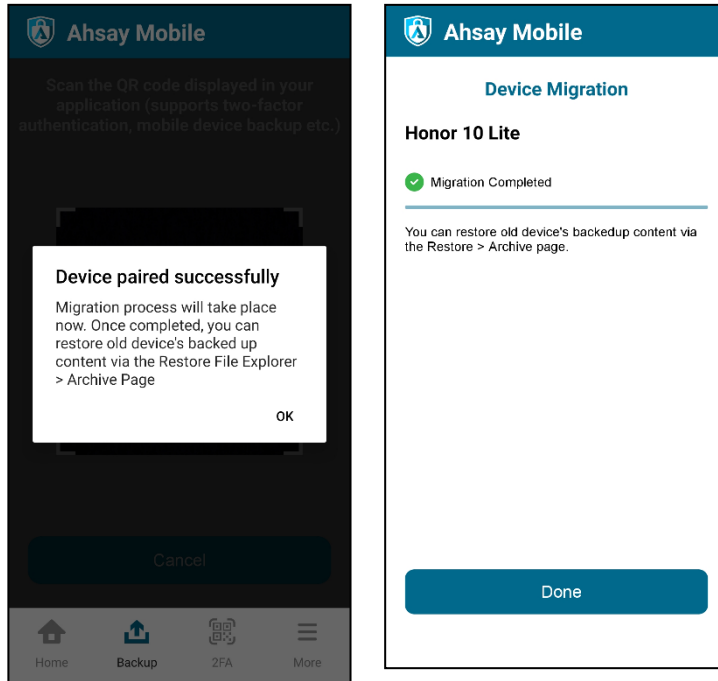
Mobile backup registration with migration is successful in AhsayOBM / AhsayACB. In this example, the registered replacement mobile device is Honor 10 Lite.
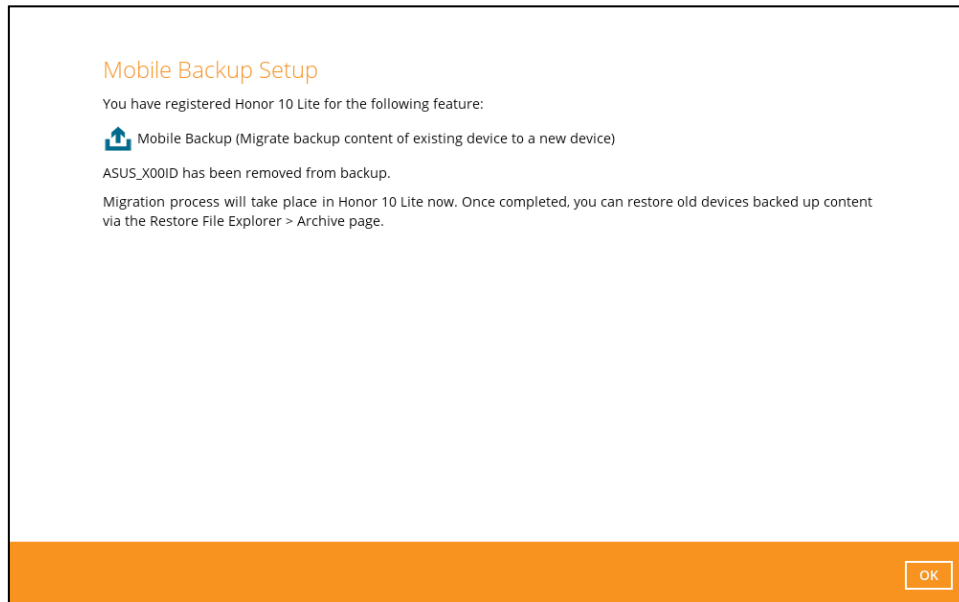
Example: The mobile backup path of the original device will remain unchanged, but the device name will be updated by the replacement device, (ASUS_X00ID in this case) to "Honor 10 Lite".

Settings

Proxy

Windows Event Log

Mobile Backup

Mobile Backup

Registered Mobile Device(s)

Honor 10 Lite
C:\Users\Ahsay\Documents\AhsayOBM\ASUS_X00ID\16300307...

iPhone6s
C:\Users\Ahsay\Documents\AhsayOBM\iPhone6s\1630035356...

Add or migrate device
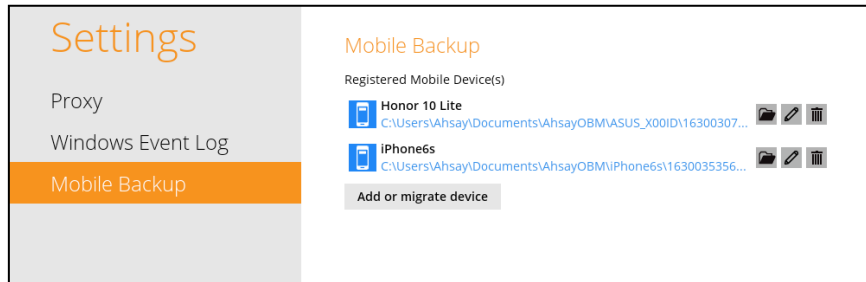
NOTE

Please refer to Appendix – Troubleshooting Login if you are experiencing problems logging into AhsayOBM / AhsayACB with Two-Factor Authentication using Ahsay Mobile app.

Although the above images showcases Android, the steps above still apply to iOS devices.

8 MODIFY BACKUP SOURCE

1. Go to **Backup**. Look for the backup settings ⚙ icon and tap.
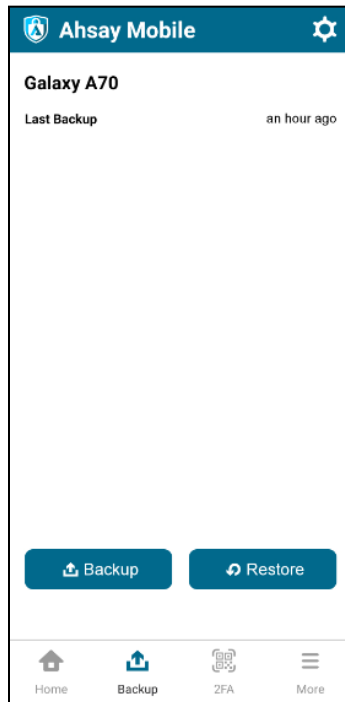
2. Modify backup source by selecting or deselecting from Photos, Videos, Document or 2FA Accounts. For iOS users, the "Documents" option is unavailable.
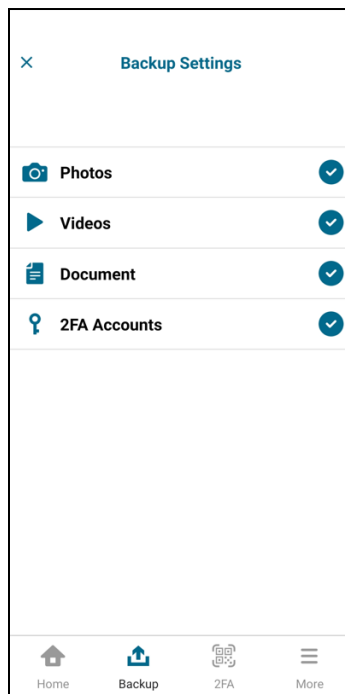
Make sure to select or deselect from Photos, Videos, Document, or 2FA Accounts. For iOS users, the "Documents" option is unavailable.
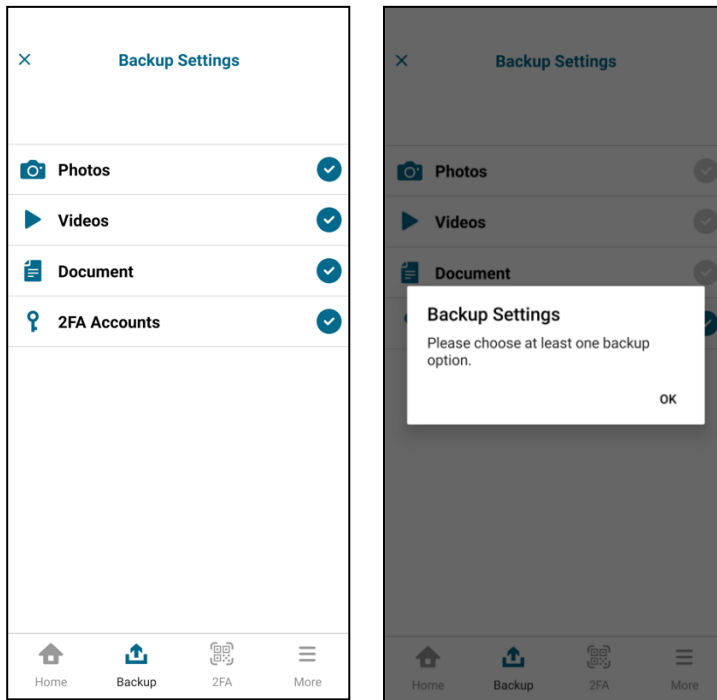
3. Tap the **X** icon on the top left corner of the screen to return to exit.

NOTE

Although the sample images above are based on Android devices, the steps to be taken are largely the same on both Android and iOS devices. Thus, the above steps can be applied to both, with the exception of being able to select "Documents" as an option for Step 2 for iOS users.

---

9 RUNNING BACKUP JOBS

> **NOTE**
>
> The first mobile backup may take up to 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 a power source

1. Go to **Backup.**

2. Tap ⬆ Backup to start the mobile backup process.
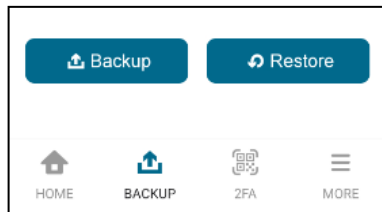
3. Mobile backup will start. Tap **Stop** if you want to stop the backup.
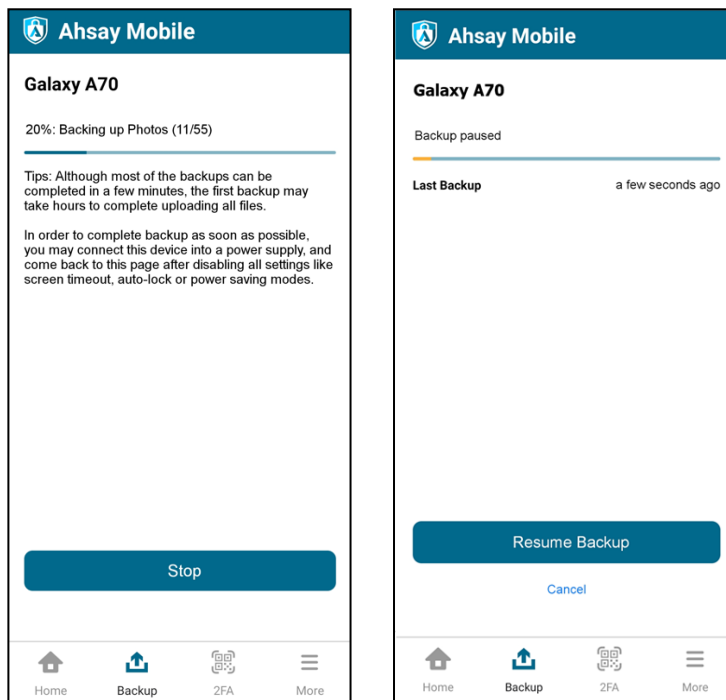
> **NOTE**
>
> In case the backup job is interrupted, for example there is a network issue, or you want to stop your backup and resume at a later time; you can tap on **Stop** and it will show an option to "Resume Backup"

4. Mobile backup will then complete. It will also display the items and number of items backed up. For example, in this backup, there are 55 photos, 2 videos, 10 documents, and 3 2FA Accounts successfully backed up. Tap **Done** to return to the previous screen.
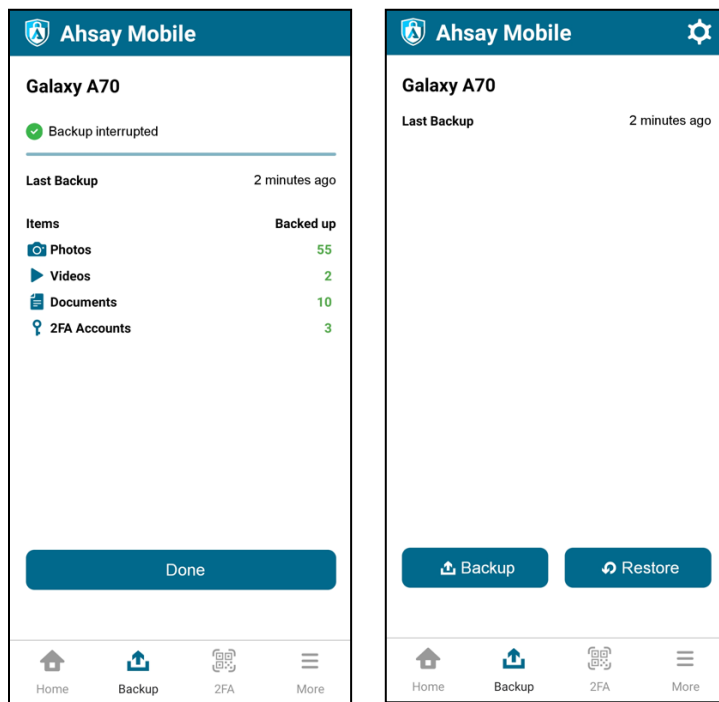
5. Go to your mobile backup destination on the AhsayOBM / AhsayACB machine to check the backed-up photos, videos, and documents.
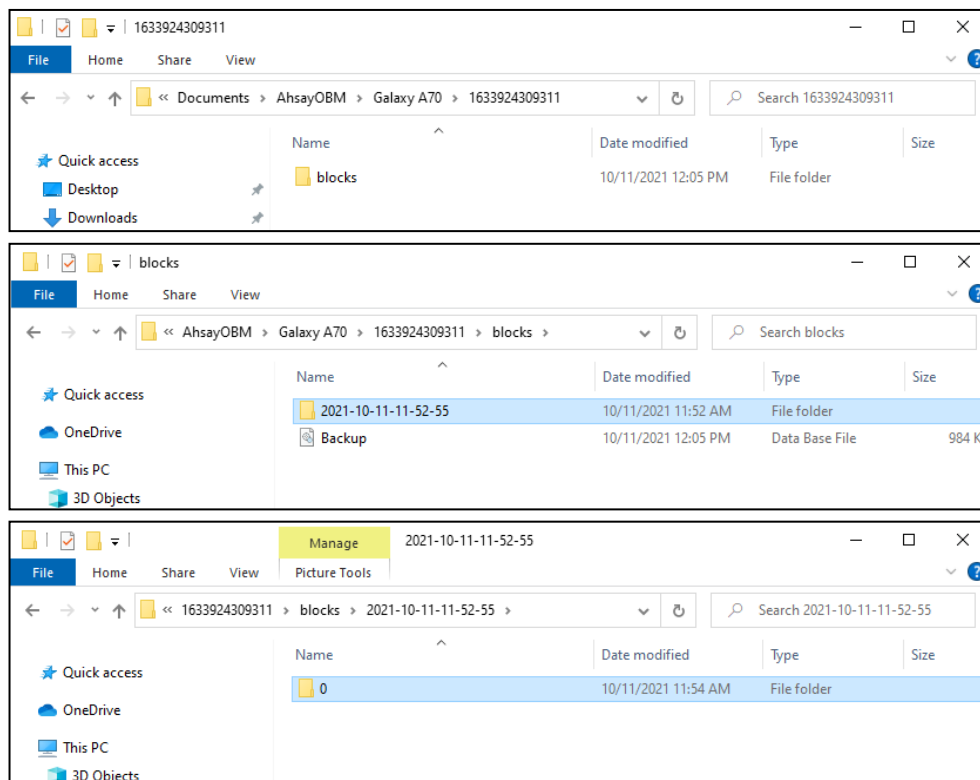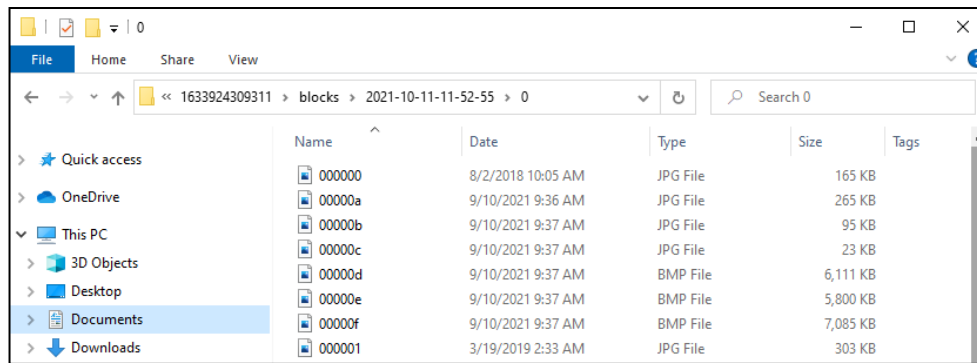
NOTE

Although the images shown above feature Android, the steps above are still applicable for iOS devices.

There is, however, an exception in that iOS devices will not be able to backup "Documents". For guidance, please refer to Chapter 8.

10 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 - Restore to Alternate Mobile Device for instructions on how to restore to an alternate mobile device.

1. Tap ↻ Restore to start the mobile restore.
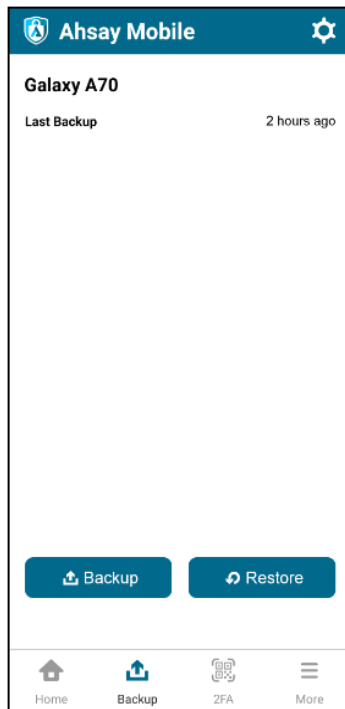
2. Choose from Photos, Videos, Document and / or 2FA Accounts then tap **Restore**. Make sure to select at least one from Photos, Videos, Documents, or 2FA Accounts.

‹	**Galaxy A70**	
	Backed up successfully 2 hours ago	
☐ 📷	**Photos** No Photos selected	›
☐ ▶	**Videos** No Videos selected	›
☐ 📄	**Document**	›
☐ 🔑	**2FA Accounts**	
	Restore	
🏠 Home	⬆ Backup 🔲 2FA	≡ More
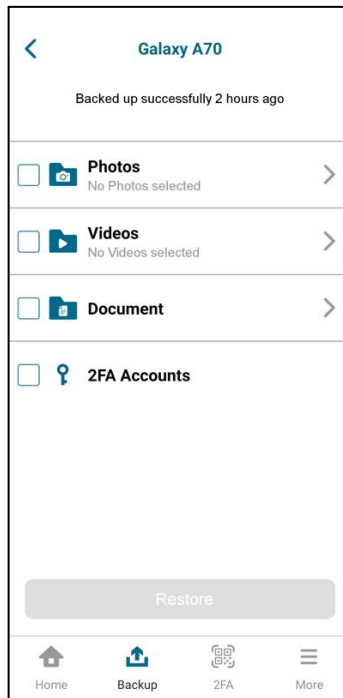
> **NOTE**
>
> For more information on how to select photos and / or videos for restore, refer to <u>Appendix – Restore File Explorer</u>.
>
> For iOS users, the option for "Document" will be unavailable.

3. Mobile restore will start. Tap **Stop** to stop the restore.
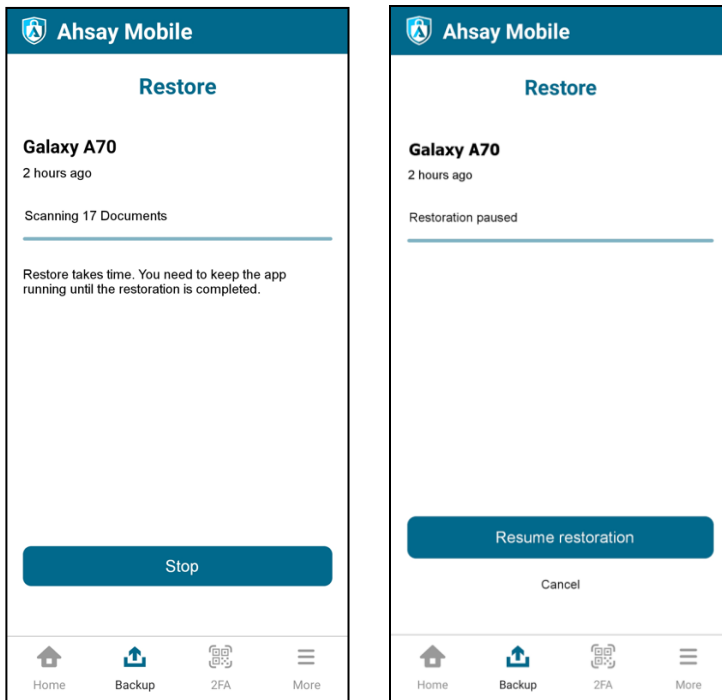
NOTE

In case the restore job is interrupted, for example there is a network issue, or you want to stop your restore and resume at a later time; you can tap on **Stop** and it will show an option to "Resume restoration"

4. Mobile restore is successful. It also displays the items and number of items restored. For example, in this restore job, 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.
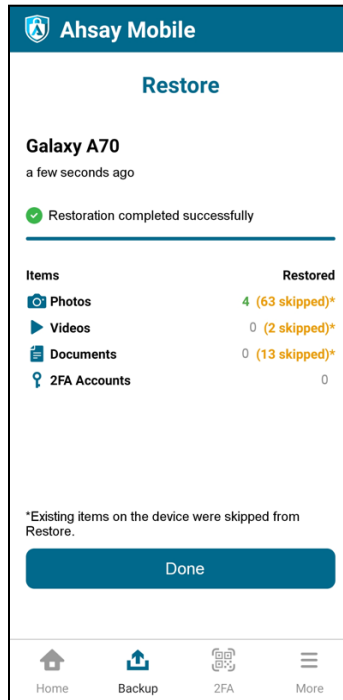
CONTACT AHSAY

SUPPORT

You can contact Ahsay support representatives on the following touchpoints:

- Through the Partner Portal
- WhatsApp, found in the website

DOCUMENTATION

For additional resources, you can find articles published in https://wiki.ahsay.com.

Available guides for all Ahsay products are available at: Administrator and User Guides

APPENDIX – TROUBLESHOOTING LOGIN

When having trouble logging in to AhsayOBM / AhsayACB using the 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, the user interface of Two-Factor Authentication is identical on AhsayACB. Thus, these instructions can also be applied to AhsayACB.

UNABLE TO ACCEPT NOTIFICATION REQUESTS

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

- 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 thus have three (3) 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 on your Ahsay Mobile app:

Two-Factor Authentication
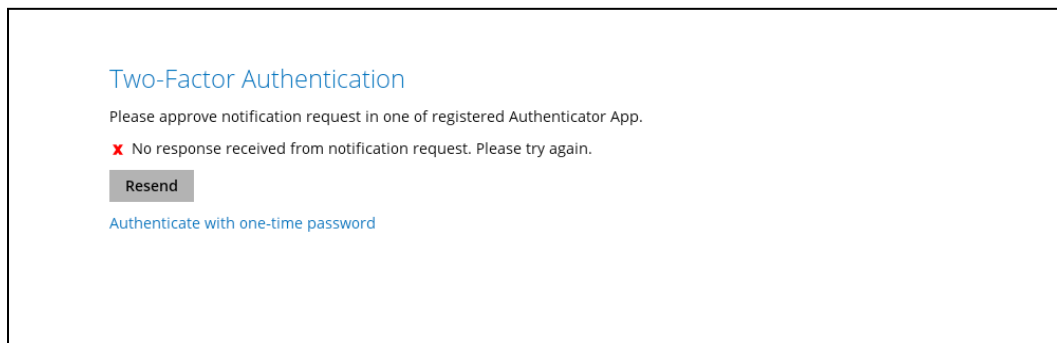
Please approve notification request in one of registered Authenticator App.

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

Resend

Authenticate with one-time password

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

Two-Factor Authentication

Please approve notification request in one of registered Authenticator App.
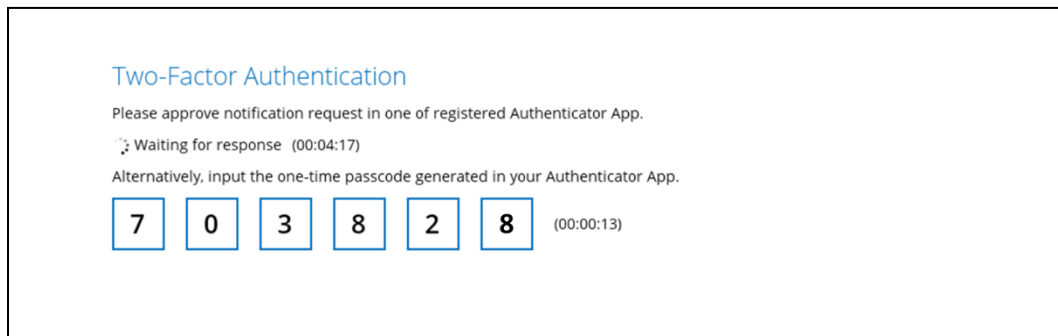
✖ No response received from notification request. Please try again.

Resend

Authenticate with one-time password

Enter the one-time password generated in the Ahsay Mobile app and click **Next**.
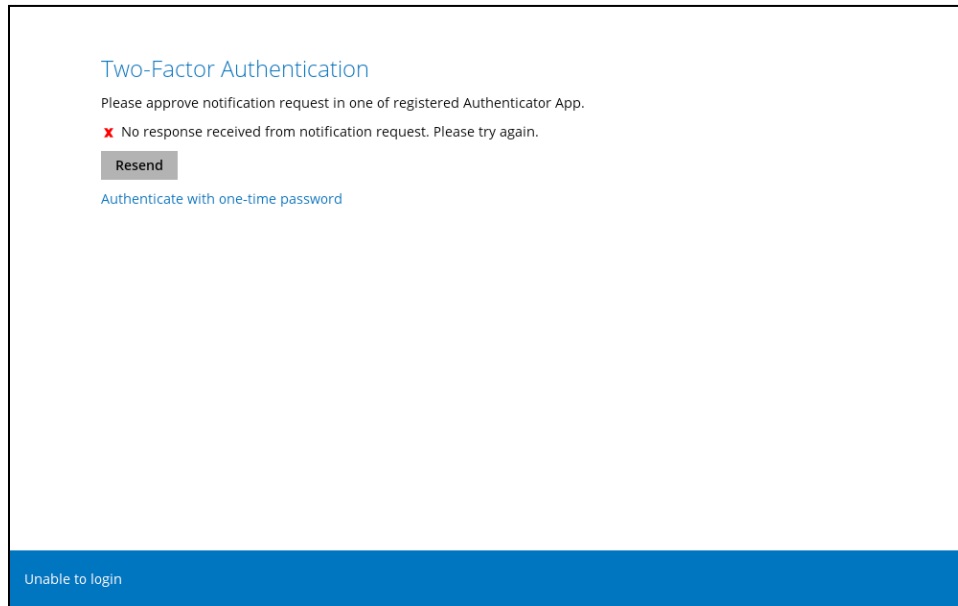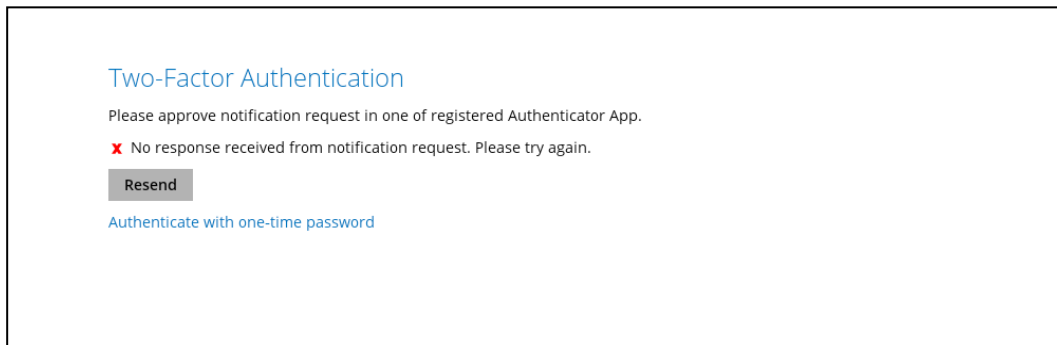
Two-Factor Authentication

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 the **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.

Authentication Recovery

Please select one authenticator to perform recovery.

📱 Honor 10 Lite

📱 ASUS_X00ID

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

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

Scan the displayed QR code using the Ahsay Mobile app. Make sure that you are using the latest version of the Ahsay Mobile app.
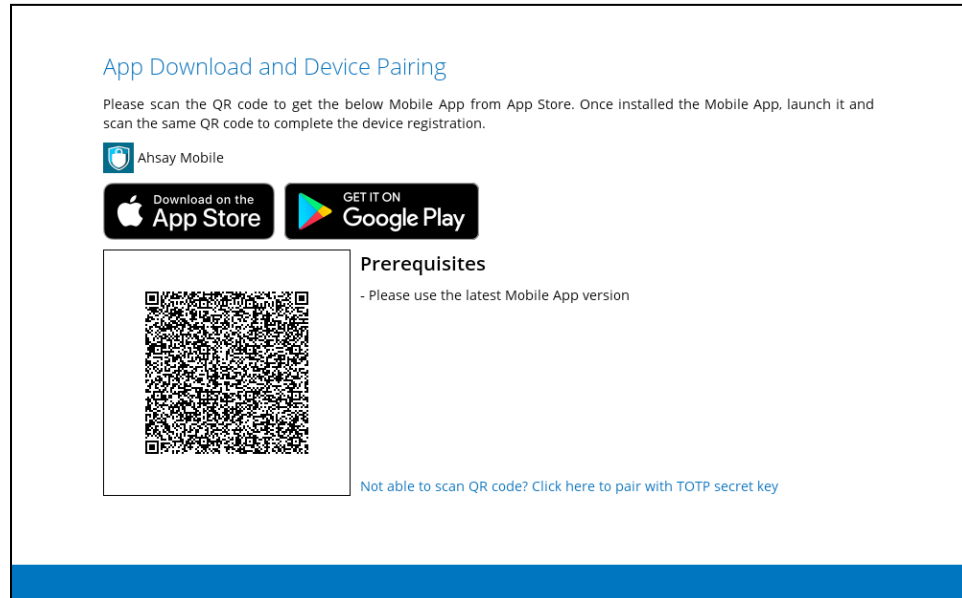
Once the QR code is detected, click **OK** to register the mobile device for 2FA.
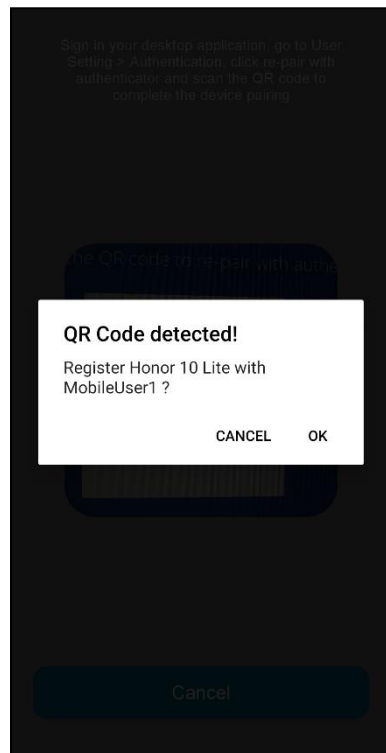
The mobile device is successfully registered for the AhsayOBM 2FA feature. Click **OK** to proceed.
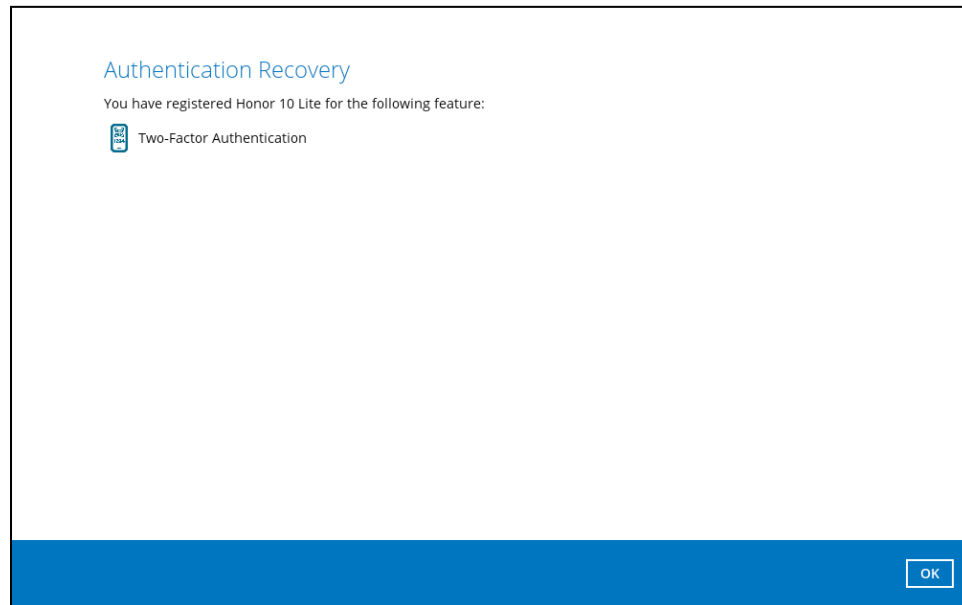
▶ **Unable to login/Do not have any Authenticator App(s)**

You will be redirected to contact your backup service administrator for assistance.
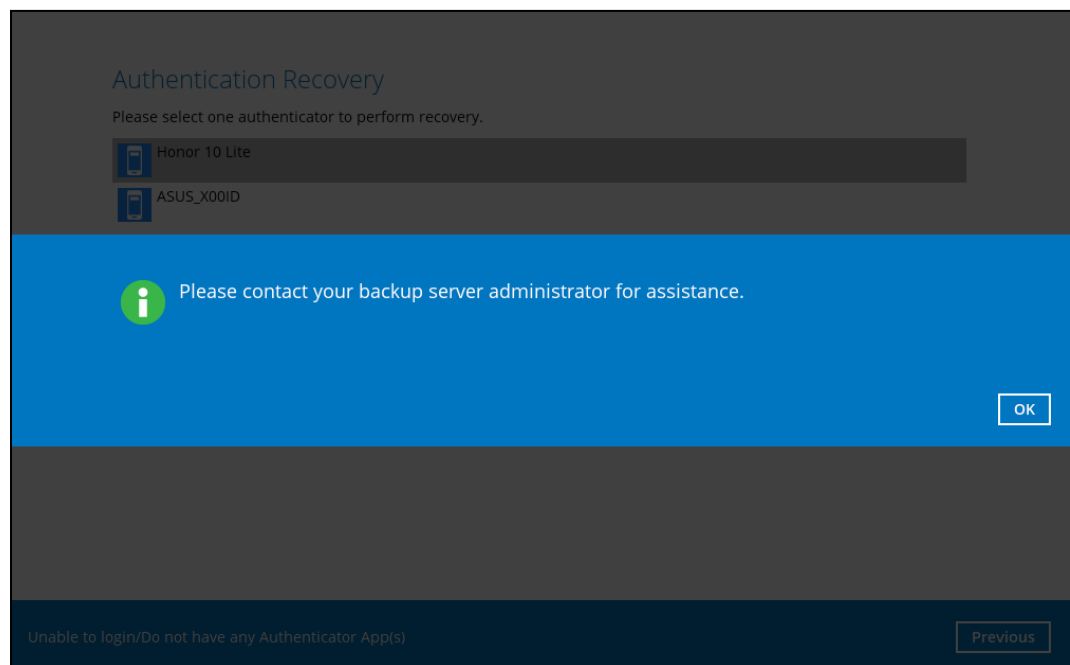
REJECTED NOTIFICATION REQUEST

If the notification request was rejected because you accidentally tapped **Reject** on the Ahsay Mobile app.
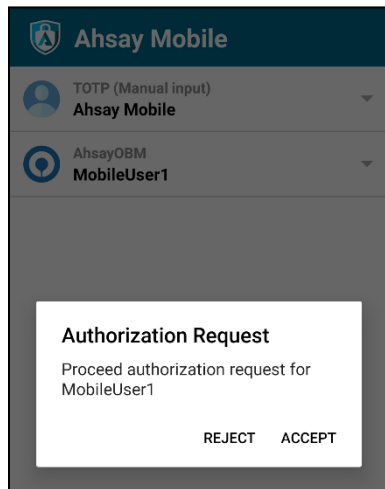
You have two options:
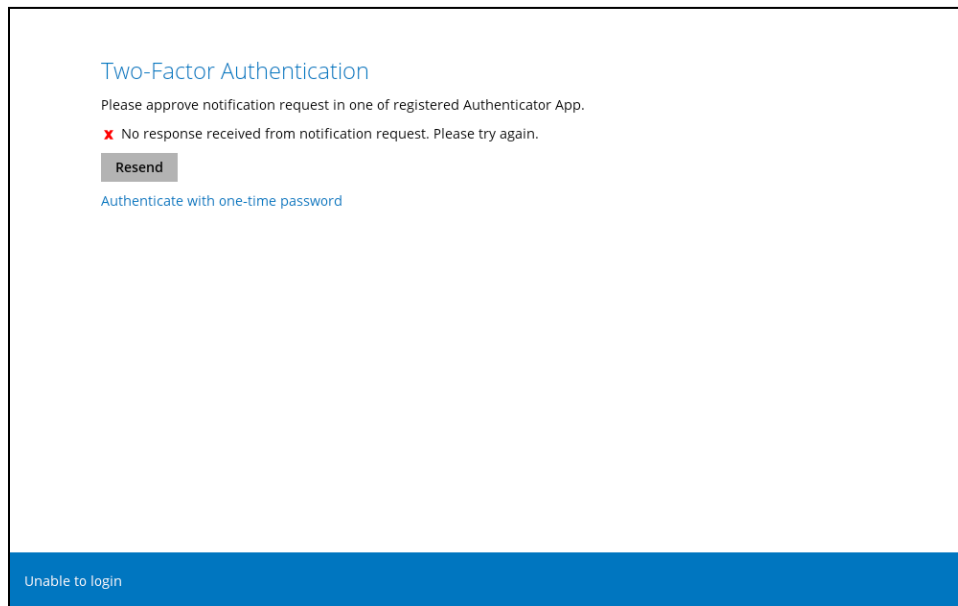
▶ Click **Resend** to receive another request in your Ahsay Mobile app.

▶ Click Authenticate with one-time password.

ONE-TIME PASSWORD GENERATOR NOT WORKING

If you lost or are unable to access your mobile device, click the Unable to login link 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)

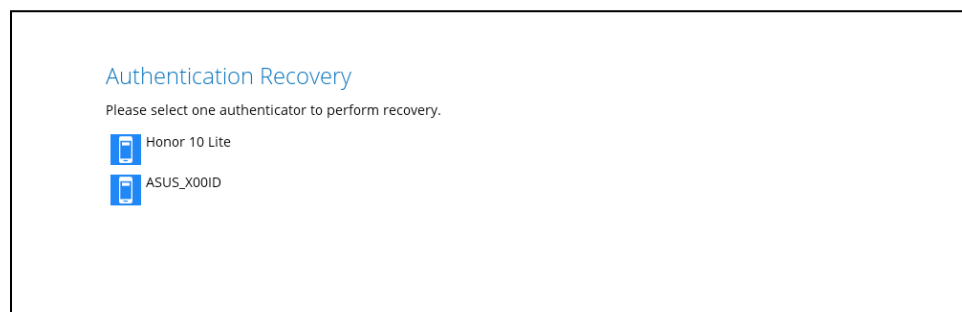Alternatively, input the one-time passcode generated in your Authenticator App.

(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 contact your backup service administrator for assistance.

APPENDIX – RESTORE FILE EXPLORER

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

1. Go to **Backup** then tap **Restore**
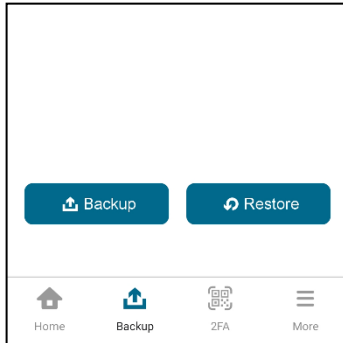
2. Choose a backup job.
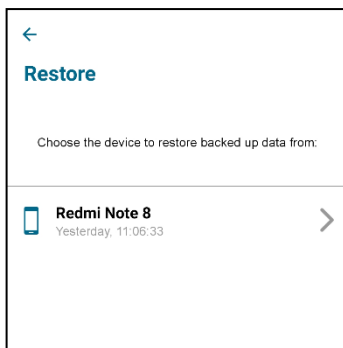
The steps that follow from here shall depend on what you wish to restore:

- Select all photos and / or videos

- Deselect all photos and / or videos

- Select a few photos and / or videos

- Deslect a few photos and / or videos

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

SELECT ALL PHOTOS AND / OR VIDEOS

From Step 1 and 2, there are two ways to select all the photos and / or videos:

- **OPTION 1:**

    - Tap the **Photos** or **Videos** checkbox.
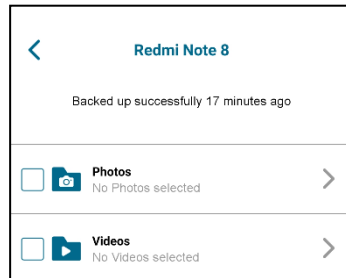
    - A blue checkbox indicates that all photos and / or videos are selected for restore with a corresponding **total** number of photos and videos and its total file size.
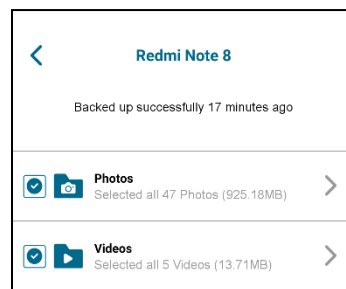
- **OPTION 2:**

    - Tap the **Photos or Videos**.
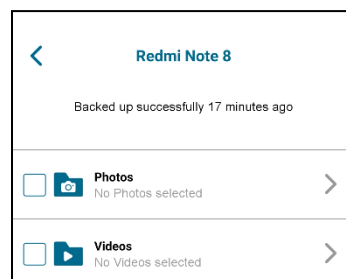
► Choose from **All** or **Album** then tap **Select all**.

There will be a blue checkbox on each photo and / or video, or album that will indicate these items as being marked for restore. Items that do not have the checkmark will not be restored. Once done, tap **Done.**
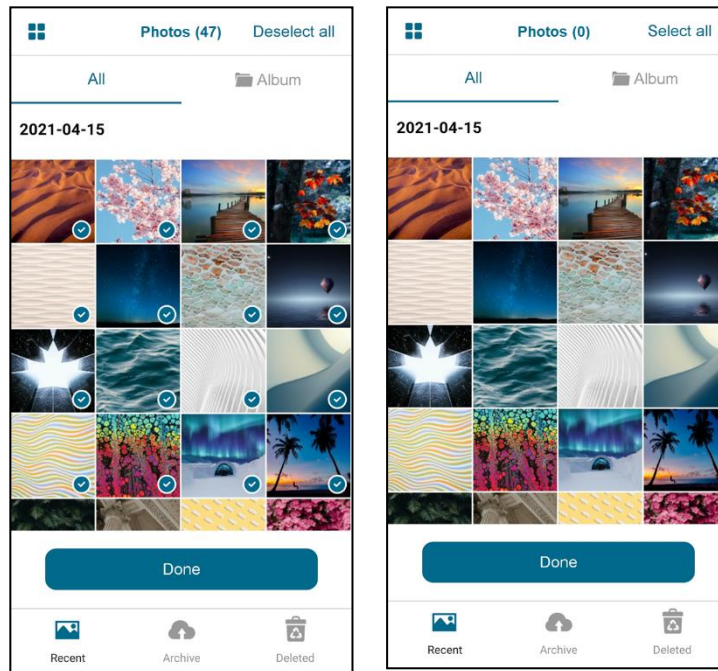
DESELECT ALL PHOTOS AND / OR VIDEOS

From Step 1 and 2, there are two ways to deselect all the photos and / or videos:

- **OPTION 1:**

    - Tap the blue / orange checkbox of either **Photos** or **Videos**.
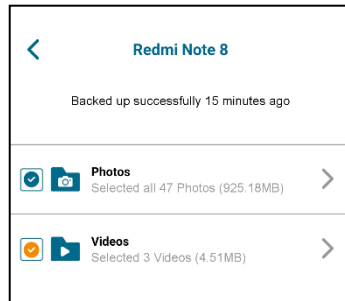
    - It will deselect all or the selected photos and / or videos for restore.
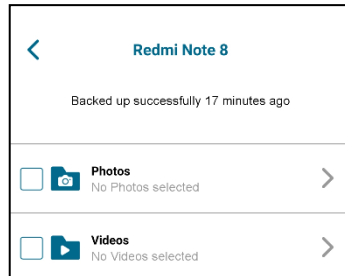
- **OPTION 2:**

    - Tap either **Photos** or **Videos**
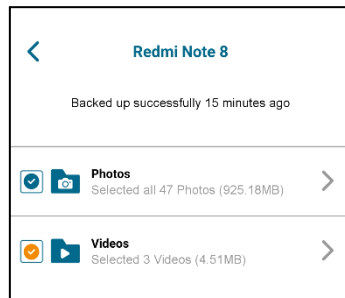
▶ Choose from **All** or **Album** then tap **Deselect all**.

There will be a blue checkbox on each photo and / or video, or album that will indicate these items as being marked for restore**.** Items that do not have the checkmark will not be restored. Once done, tap **Done.**
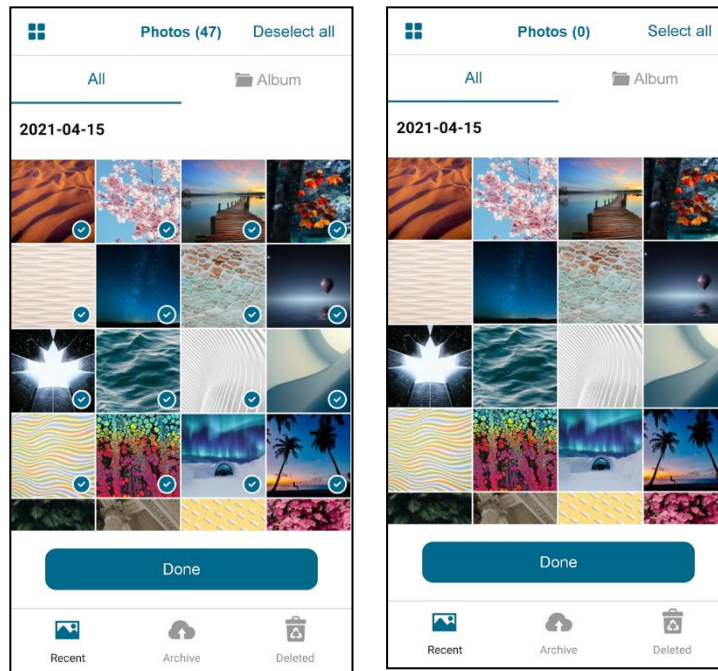
SELECT A FEW PHOTOS AND / OR VIDEOS

From Step 1 and 2, follow the guide below to select only a few of the photos and / or videos:

3. Tap either **Photos** or **Videos**.
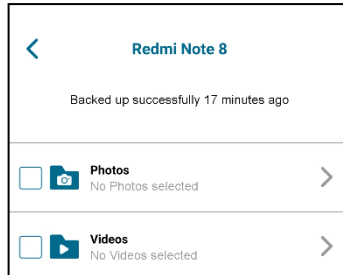
4. Choose from **All** or **Album**.

   Select your choice of photos and / or videos for restoration by tapping upon each wanted item. Once done, tap **Done.**
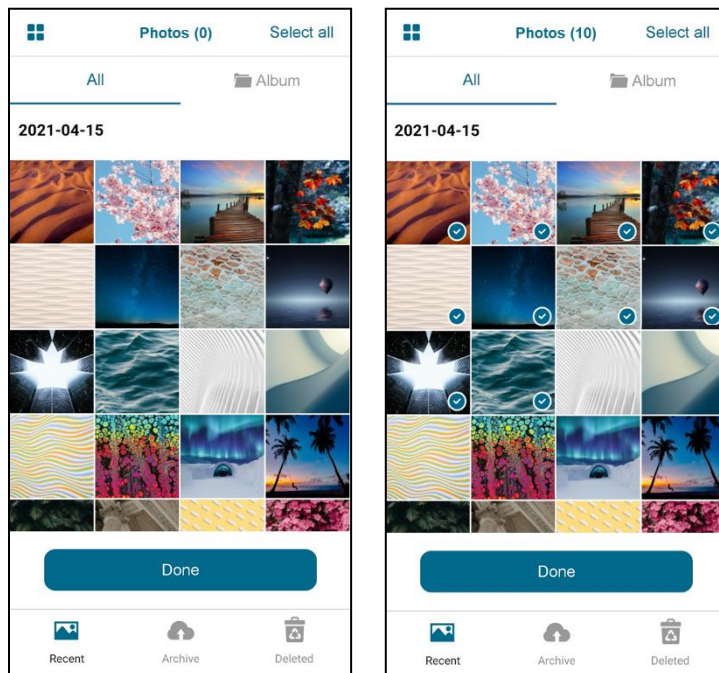
DESELECT A FEW PHOTOS AND / OR VIDEOS

From Step 1 and 2, follow the guide below to deselect only a few of the photos and / or videos:

3. Tap on either **Photos** or **Videos**.
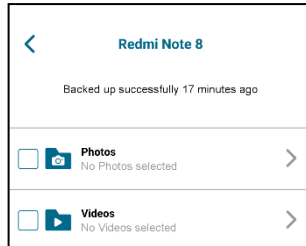
4. Choose from **All** or **Album**.

   When selecting your choice of photos and / or videos for restoration, you can tap on each item once again to Deselect them. Once done, tap **Done.**
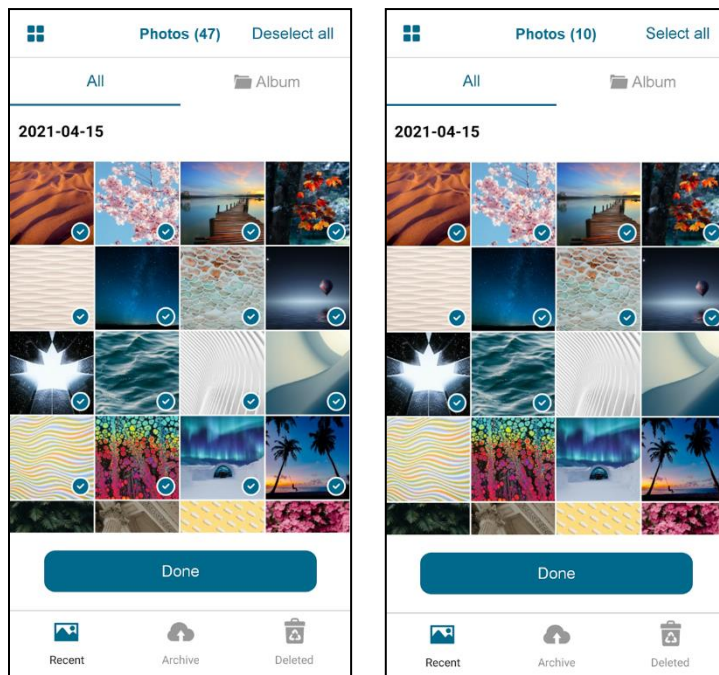
VIEW PHOTOS AND / OR VIDEOS IN RECENT, ARCHIVE, OR DELETE TABS

3. Tap on **Photos** or **Videos**.
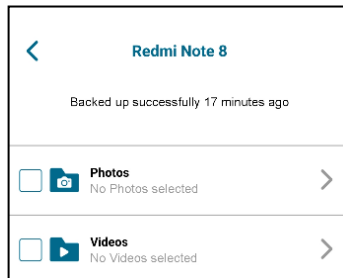
4. Select from the following tabs by tapping on **Recent, Archive** or **Deleted.** The tabs are located on the lower part of the screen. It will view photos and / or videos by each category in either **All** or **Album** views.

You can select all items or only some for restoration by category in this manner.

Sample view of All items under the Deleted tab
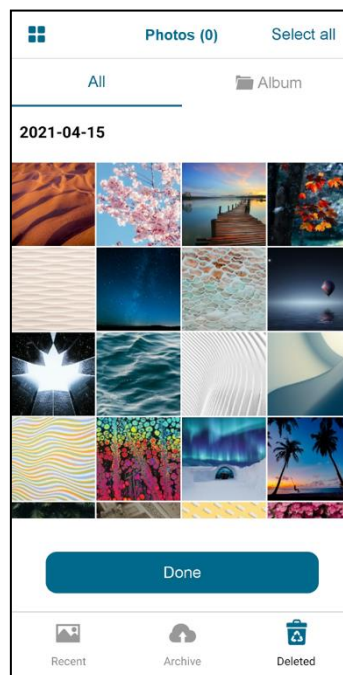
Sample view of Album items under the Archive tab
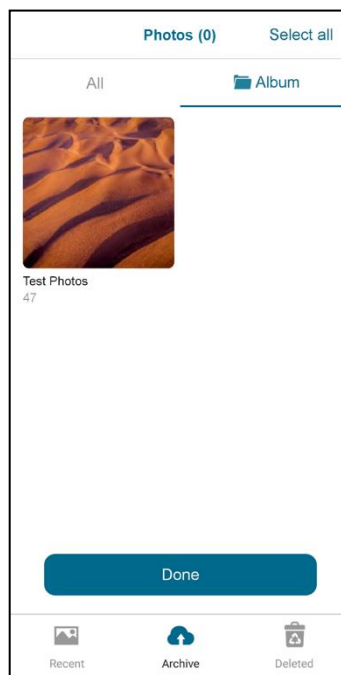
APPENDIX – RESTORE TO ALTERNATE MOBILE DEVICE

For Ahsay Movile 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 to the original location of your registered mobile device.

> **Android** – Sample brands: Samsung, Huawei, Asus, Xiaomi, etc.

> **iOS** – Sample 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)An

  - 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 ALTERNATIVE 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 devices with the same or different operating systems.

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

SAME MOBILE OPERATING SYSTEM (OS)

The example below is a restore from an Android to another Android mobile device; despite this, the steps below can be applied to iOS as well. Examples are from Samsung to Huawei / ASUS to Oppo.

1. Tap [🔁 Restore] to start the mobile restore.
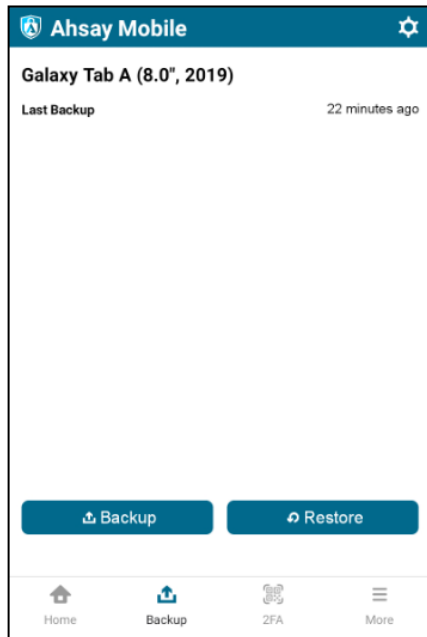
2. Choose to restore to a backup taken on a **Galaxy A70** to another Android device, **i.e. Galaxy Tab A**.

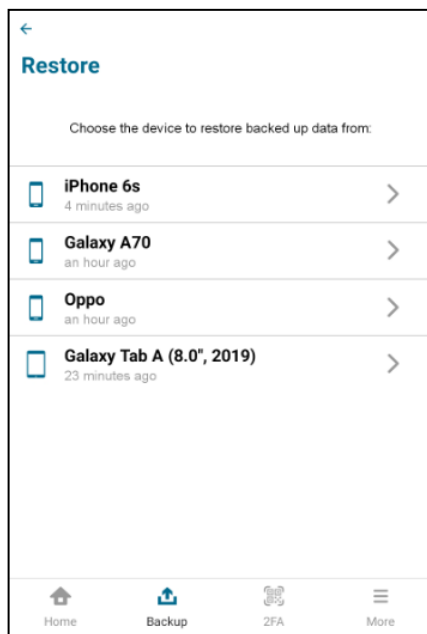3. Choose from Photos, Videos, Documents, and / or 2FA Accounts then tap **Restore**. For iOS users, the option for "Documents" will not be available.

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 due to a network connection issue, or you want to stop your restore and resume at a later time, you can tap **Stop** and it will show **Resume restoration.**
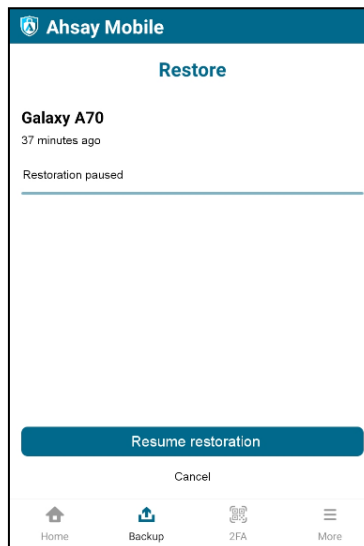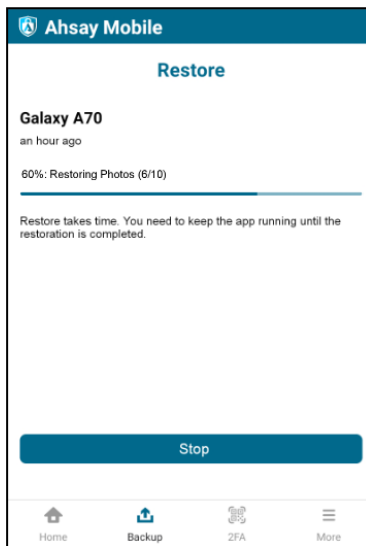
5. Mobile restore is successful. It alo displays the items and number of items restored. For example, 10 photos and 0 videos have been successfully restored. Tap **Done** to return to the previous screen.
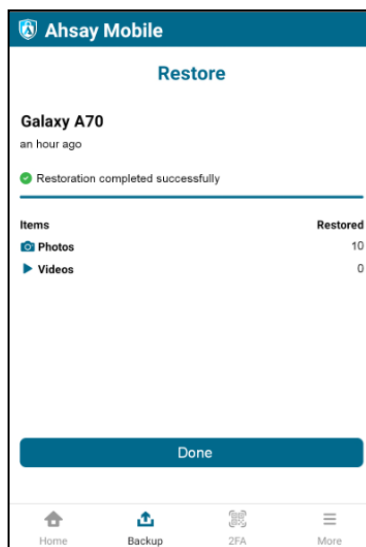
6. To check the restored photos, videos, go to **Gallery** or **Internal storage** > **DCIM** for Android devices, or from the **Photos** App for iOS.
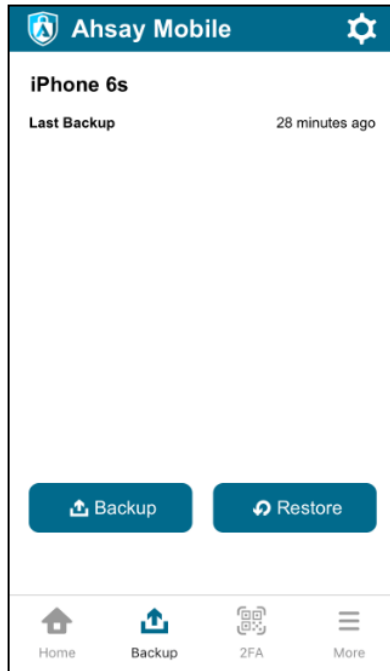
> **NOTE**
>
> File structure may vary for different Android brands.
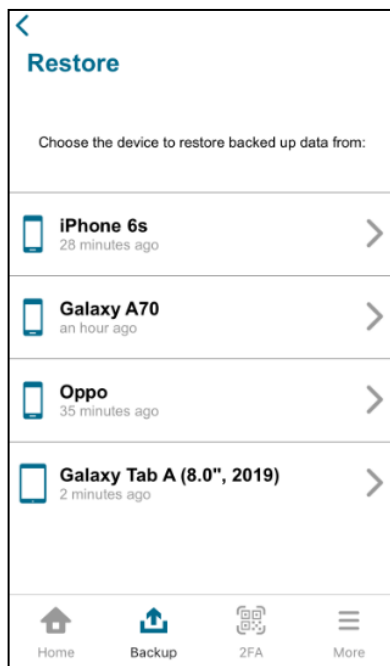
CROSS MOBILE OPERATING SYSTEM (OS)

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

1. Tap [⏣ Restore] to start the mobile restore.

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

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

   When restoring from Android to iOS, the option for "Documents" will not be available. This option will become available when restoring from iOS to Android.

   Make sure to select at least one from Photos, Videos, Documents, or 2FA Accounts.
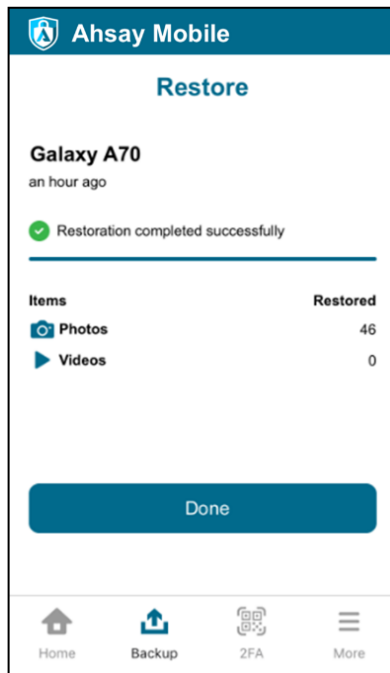
4. Mobile restore is on-going. Tap **Stop** if you want to stop the restore.

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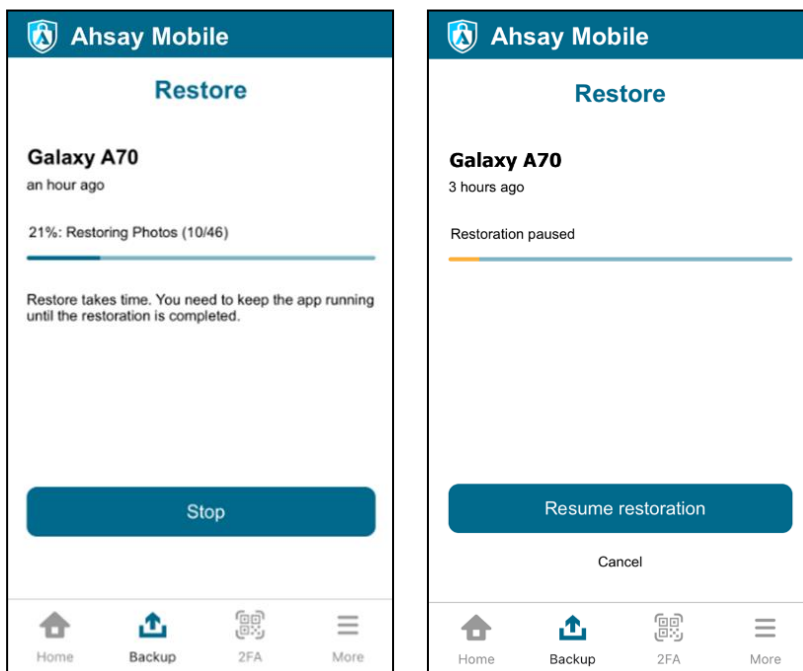
5. Mobile restore is successful. It also displays the items and number of items restored. For example, 46 photos and 0 videos have been successfully restored. Tap **Done** to return to the previous screen.

6. To check the restored photos, videos, go to **Gallery** or **Internal storage > DCIM** for Android devices, or from the **Photos** App for iOS.

NOTE
File structure may vary for different Android brands.