Ahsay Backup

Ahsay Mobile v7

User Guide for Android Platform

Ahsay Systems Corporation Limited

9 November 2016

A wholly owned subsidiary of
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Revision History

Date	Descriptions	Type of modification
29 Sep 2016	First Draft	New
29 Sep 2016	Modified Ch. 1 Overview, 3.1 Downloading AhsayMOB and 4.2 Logging in to AhsayMOB	Modification
9 Nov 2016	Modified Ch 3 Downloading and Installing AhsayMOB	Modification

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1 Overview

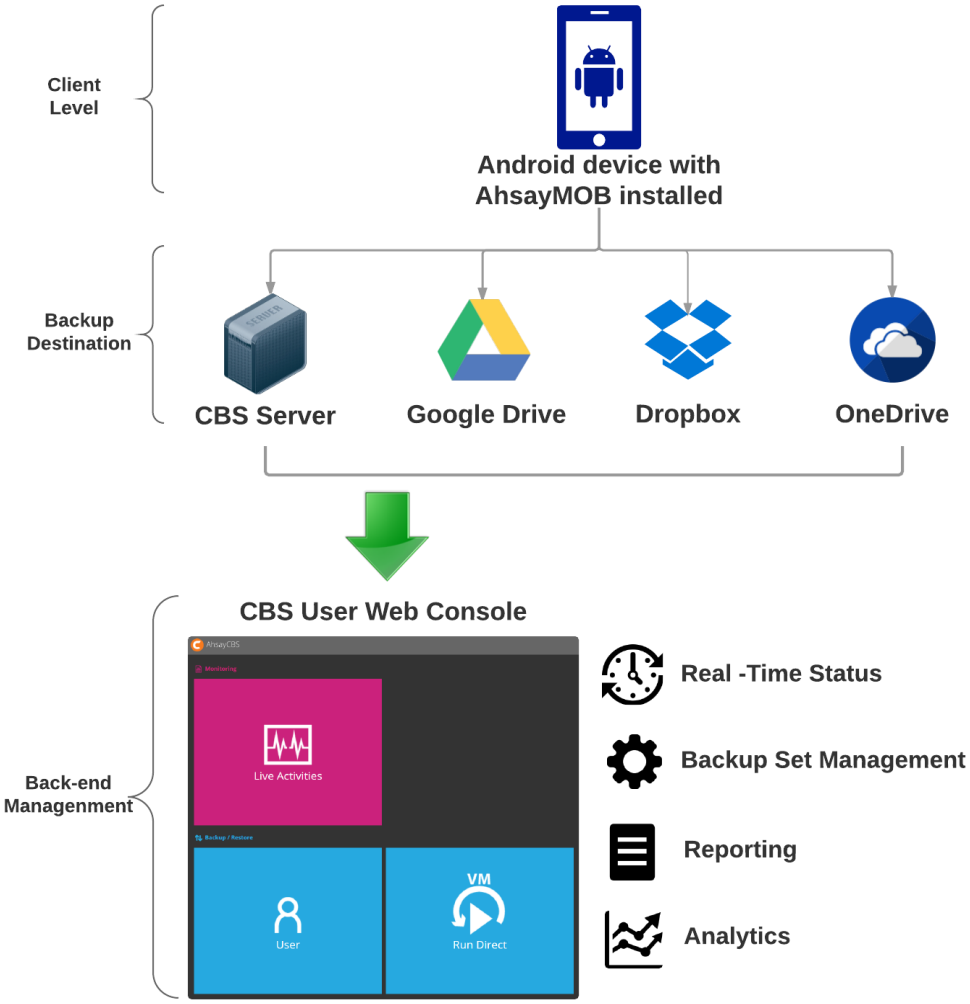
What is this software?

With the increasingly heavy use of mobile phones for taking photos and videos, and texting, it's getting more important to have your mobile phone data backed up. Ahsay brings you a specialized mobile application that provides a comprehensive backup solution to your Android mobile device.

Our user-friendly mobile interface allows you to configure backup settings and back up photos, video and contacts on your Android device in just a few steps. To best suit your backup strategy and needs, we also offer other cloud destination options (Google Drive, Dropbox and OneDrive), besides the typical CBS server backup destination.

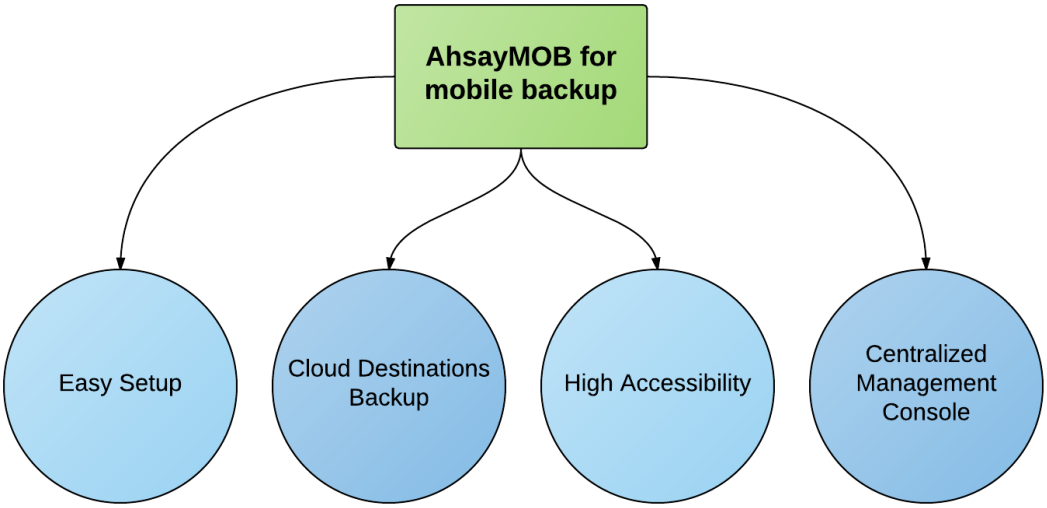
System Architecture

Below is a diagram illustrating the system architecture of the AhsayMOB and some major features.



Why should I use AhsayMOB to back up your mobile data?

We are committed to bringing you a comprehensive mobile backup solution with AhsayMOB. Below are some key areas we can help making your backup experience a better one.



Easy Setup

Setup is a few clicks away – the AhsayMOB mobile application can be downloaded and installed in just a few clicks. The refined user interface also provides user-friendly instructions to guide you through installation, configuration, backup and restore. The intuitive setup procedures together with instructions in this user guide makes the installation and operations of the application easy even for layman users. That being said, if you do run into any problems during setup, we are here to help out. Visit the URL below for details on technical assistance.
https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp

Cloud Destinations Backup

To offer you with the highest flexibility of backup destination, besides backing up to the CBS serve, you can now back up data on your mobile device to the following popular cloud storage.

Google Drive	Dropbox	OneDrive

Cloud backup gives you **two major advantages**:

- ***Cloud Backup for Extra Protection*** – you can now back up data on your mobile device to a cloud destination of your choice. Utilizing cloud backup gives you an extra layer of protection in the event of a data corruption on your mobile device, where you will still be able to retrieve data from the cloud destination.
- ***Expandable Storage*** – with the use of cloud storage as your backup destination, you can always expand your storage anytime you wish, at a relatively lower cost when comparing to hardware storage.

High Accessibility

Your backed up data can now be viewed directly on your cloud destination anytime and anywhere without the need of restoring data to the device first, provided that you have the encryption feature disabled. Refer to the encryption setting chapter for more details on this feature.

Centralized Management Console

Coupled with our latest AhsayCBS User Web Console, you can now monitor and manage your mobile backups and restores remotely on a web browser as long as you have Internet connection. Below are some key features you may want to know.

- **Live Activities** – monitor real-time status of your mobile backups and restores
- **Backup Set Management** – change backup source and destination of your mobile backup set
- **Reporting** – view backup and restore reports which contain details of all backup and restore files
- **Analytics** – view statistics data of your backup in configurable attributes (backup destination, backup set and period of time).

Please refer to the AhsayCBS User Guide for details
https://ahsay.com/download/download_document_cbs-user.jsp

1.1 About This Document

What is the purpose of this document?

This document aims at providing all necessary information for you to get started with setting up the AhsayMOB application, followed by step-by-step instructions on configuring your backup preferences, running backup job and restoring backed up data.

The document can be divided into 4 main parts.

Part 1: Preparing for using the AhsayMOB application

Requirements & Recommended Settings
Software requirements & recommended settings for getting started

Understanding AhsayMOB
Introduction of AhsayMOB system architecture and major functionalities

Part 2: Getting started with AhsayMOB

Download and Install AhsayMOB
Downloading and installing the AhsayMOB on the mobile device

Login and Initial Settings
Log in to AhsayMOB and set up for the first time

User Interface Overview
Introduction of the user interface, icons and indication

Part 3: Backup and Restore

Start a Backup
Steps on performing a backup

Restore Data
Steps on restoring backed up data

Part 4: Others

Backup Settings
Change of backup settings after initial setup

Share AhsayMOB
Share AhsayMOB on social media

What should I expect from this document?

After reading through this documentation, you can expect to have sufficient knowledge to install and set up AhsayMOB on your mobile device, as well as to carry out an end-to-end backup and restore process.

Who should read this document?

This documentation is intended for end user of the AhsayMOB application.

2 Preparing for using AhsayMOB

2.1 Requirements

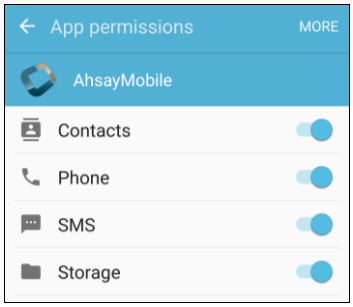
Make sure the following requirements are met on your mobile device.

2.1.1 Software Requirement

Android 4.1 or above

2.1.2 Android Permission Requirements

In order for AhsayMOB to access content on your Android mobile device, you will be prompted to grant access permission on the following items when you first log in to the application. Make sure you select **Allow** when prompted to do so. Refer to Logging in to AhsayMOB for more information.



2.1.3 AhsayOBM Add-On Module

Make sure the add-on module Mobile has been enabled in your AhsayCBS account. Contact your backup service provider for more details.

2.2 Best Practices and Recommendations

The following are some best practices or recommendations we strongly recommend you to pay attention to before you start any backup or restore using AhsayMOB.

2.2.1 AhsayMOB Version

It is recommended that the latest version of the AhsayMOB is installed on the mobile device

User should also stay up-to-date when newer version of AhsayMOB is released. To get our latest product and company news through email, please subscribe to our mailing list via http://www.ahsay.com/jsp/en/home/subscribe_mail_list.jsp

2.2.2 Wi-Fi Connection

Due to the potential heavy loading of data on your mobile device, it is strongly recommended that you perform backup and restore via Wi-Fi connection to avoid high mobile data charges.

You may turn on the **Backup with Wifi only** feature to make sure backup and restore can only be done when Wi-Fi is connected to your mobile device.

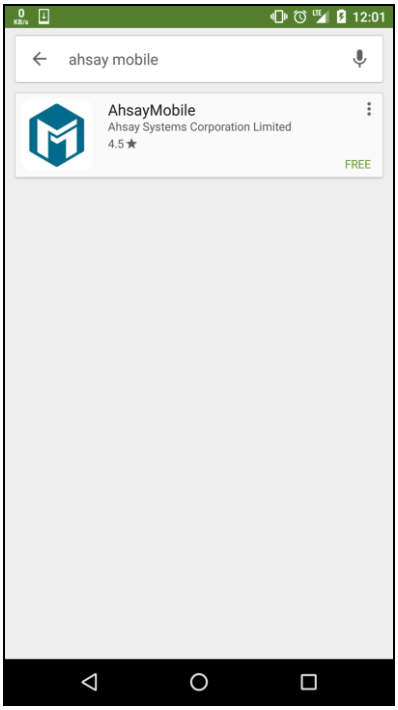
3 Downloading and Installing AhsayMOB

3.1 Downloading AhsayMOB

The latest version of AhsayMOB is available from Google Play.

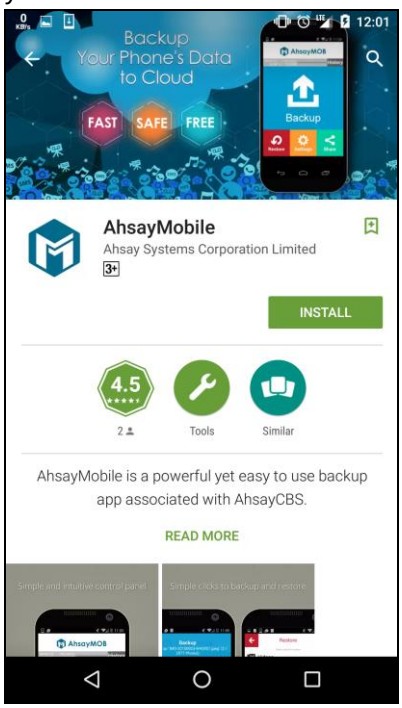
1. In Google Play store, search with “ahsay mobile”.

2. The following search result will appear. Tap **AhsayMobile** to go to the download screen of the AhsayMOB installer.

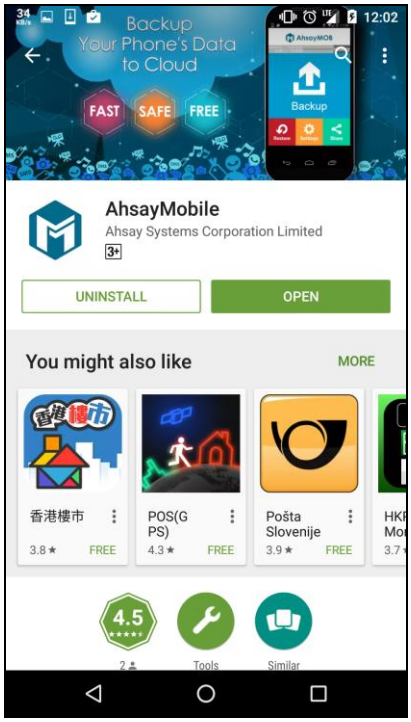


3.2 Installing AhsayMOB

1. In the following download screen, tap **Install** to start the installation of AhsayMOB on your Android device.



2. After successful installation, the following screen will appear. You can click **Open** to open AhsayMOB.

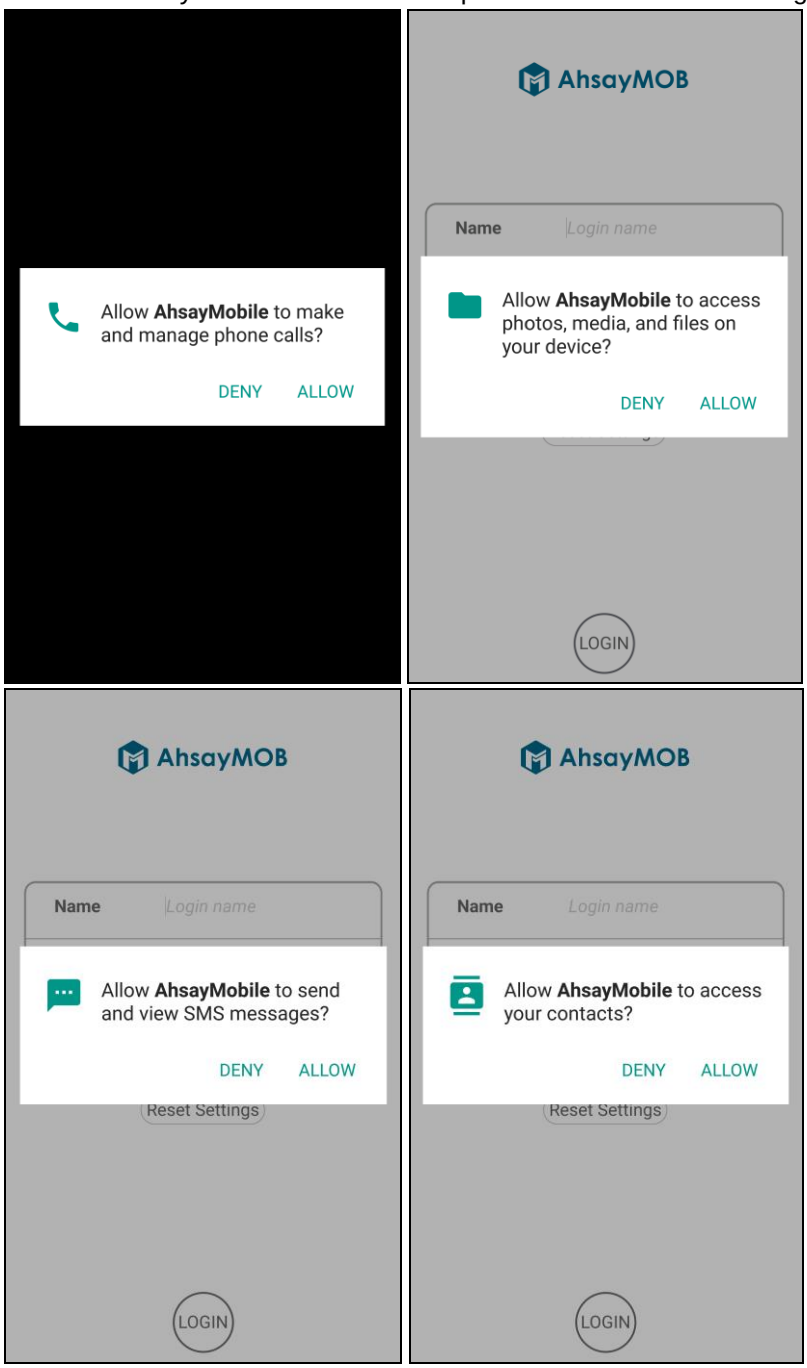


3. The AhsayMobile icon should also be displayed on the home screen.

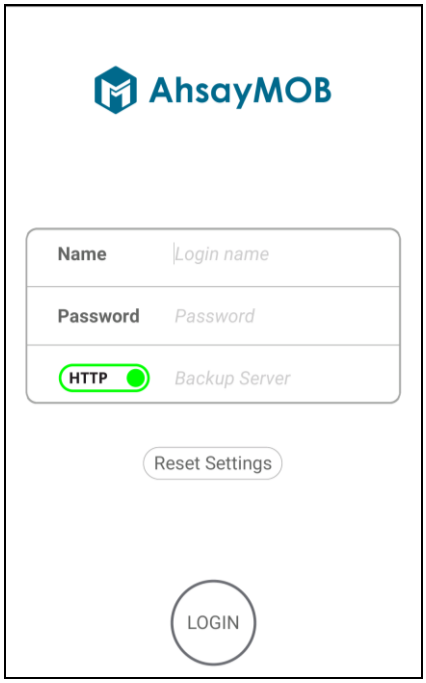
4 Login and Initial Settings

4.1 Logging in to AhsayMOB

1. Launch the AhsayMobile application on your mobile device.
2. You will be prompted to grant AhsayMOB access to the phone calls, media files, SMS and contact of your Android device. Tap **ALLOW** on all the following screens to proceed.

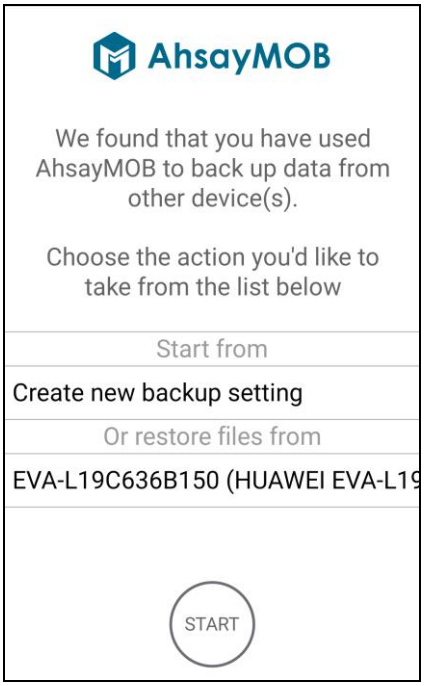


3. The following screen shows when the application is first launched. Enter the login name, password and IP address provided by your backup server provider, then tap **LOGIN** to proceed.



a) **If it is your first time using AhsayMOB**, you may now proceed to 5.2 Configuring Backup Settings for the First Time directly to configure the backup settings.

b) **If you have previously used AhsayMOB** for backup with the same account, the following screen prompts offering you two options.



- **Option 1 - Create new backup setting**
  This option allows you to create a new backup setting without restoring from the previous backup. With this option selected, the settings and data from the previous backup remain undeleted and are still available for restore in the future.

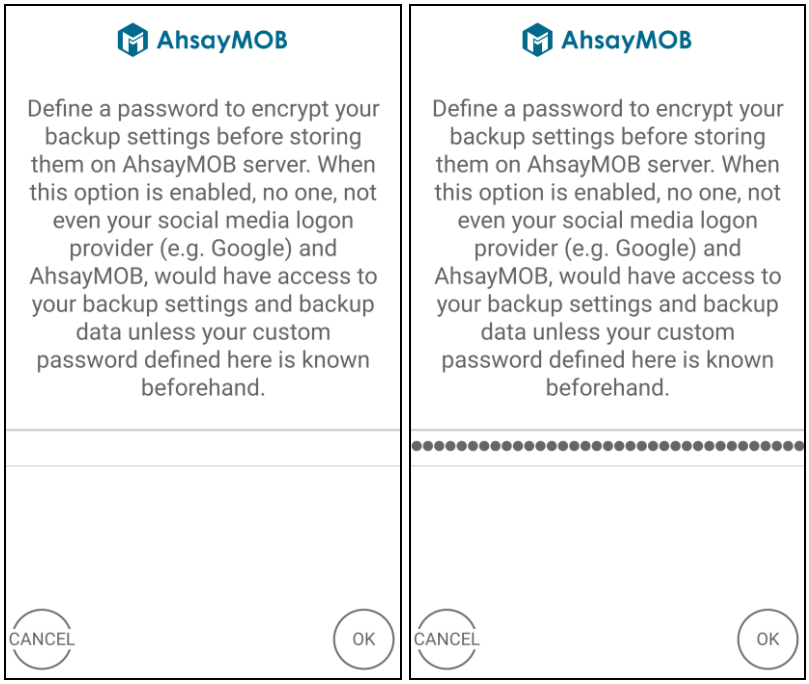
- **Option 2 - Restore file from previous backup**
  This option allows you to restore settings and files that were previously backed up with the same AhsayMOB account. The restore will be performed based on the previous settings you have made. This option saves you the effort to start setting up a backup all over again, and gives you the convenience to restore the backed up data in just a few clicks.

  Note
  This restore function works only if both the original and destination devices are running Android operating system. Cross platform restore is not supported.

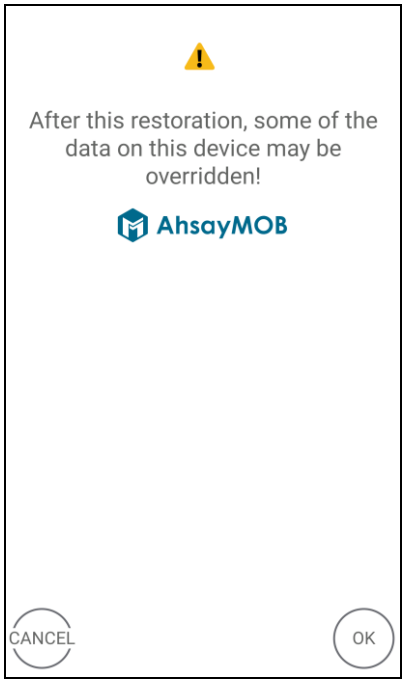
  i. Tap the device name which you wish to restore backup settings and data from, then tap **START**.

  ii. If you have encrypted your previous backup, you need to enter the encryption key before you can restore the settings and data. Tap **OK** to proceed.

  If your previous backup was not encrypted, skip to step **iii**.



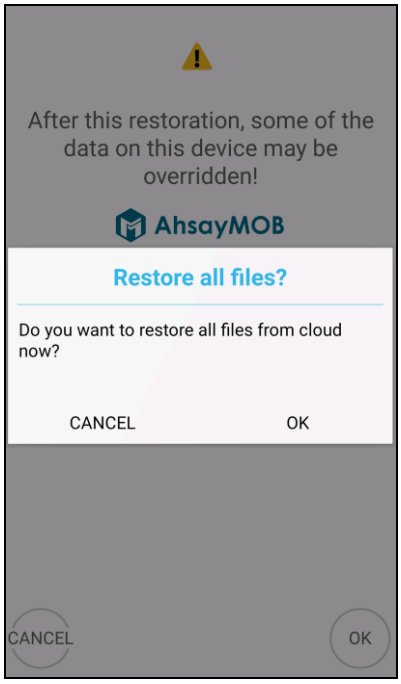
iii. Please note some of the data may be overridden after the restore. Tap OK to proceed.



iv. When you see this screen, tap **OK** to start restoring both the backup settings and backup data

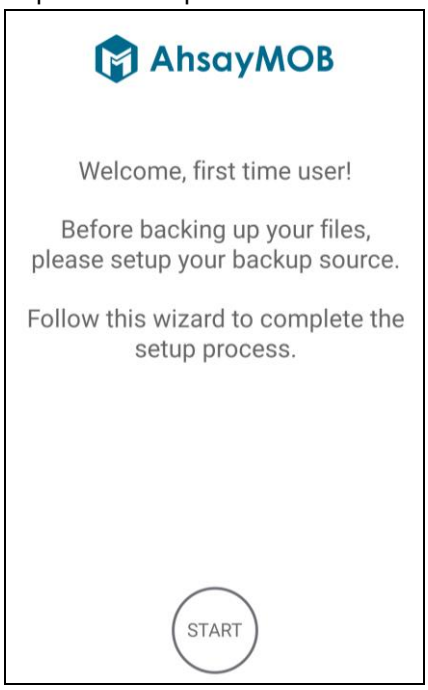
-OR-

Tap **CANCEL** to restore the backup settings only.



4.2 Configuring Backup Settings for the First Time

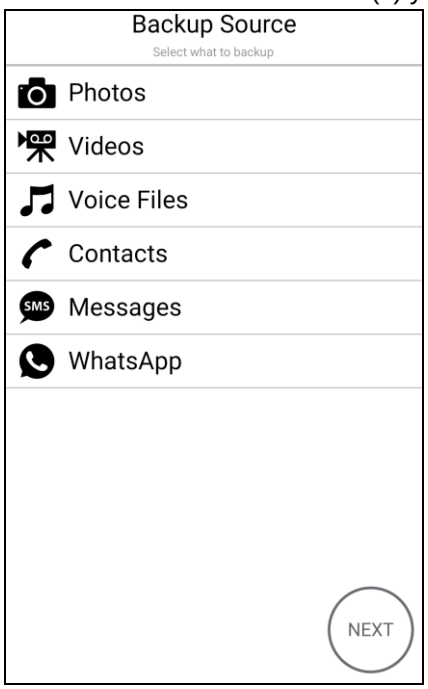
1. Tap **START** to proceed with initial settings when you see this screen.



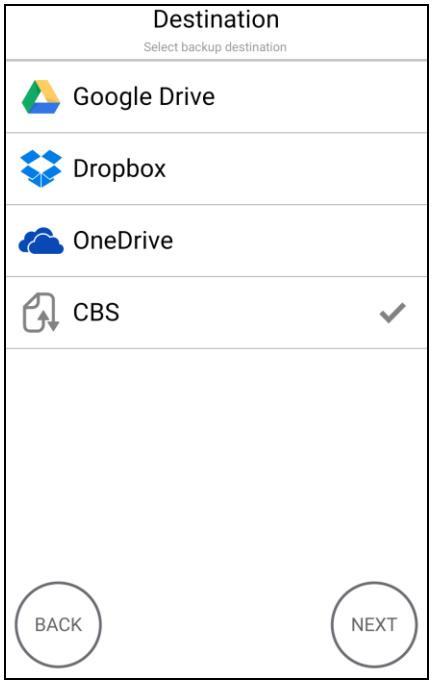
Note

If you are not able to configure some of the features in the upcoming steps, it may be caused by the default settings applied by your backup service provider which you cannot override. Contact your backup service provider for more details.

2. Select the desired Backup Source. You can select multiple backup sources, and **ALL** data within the selected source(s) you selected will be backed up. .



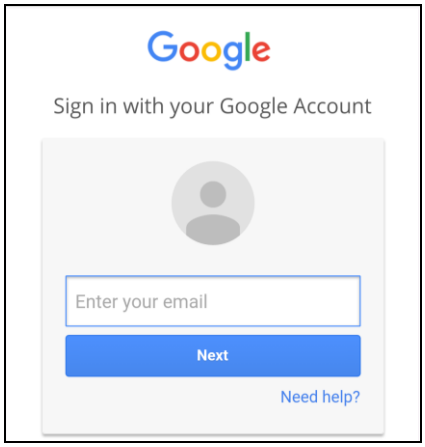
3. Select the desired backup destination. You can now back up to the CBS server or one of the popular cloud destinations in the market (Google Drive, Dropbox or OneDrive). Tap **NEXT** when you have finished selection.

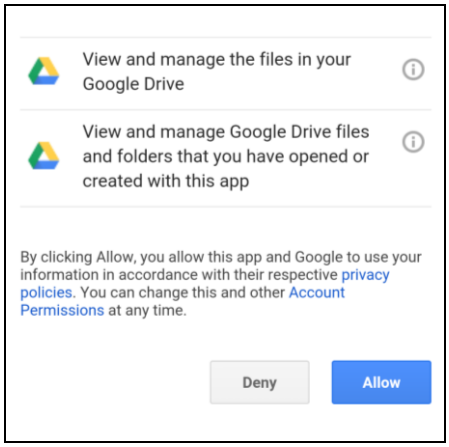


You can only back up to one destination. By default, the backup destination is set as CBS. To change the backup destination to one of the cloud service providers, follow the steps below.

- **Google Drive**

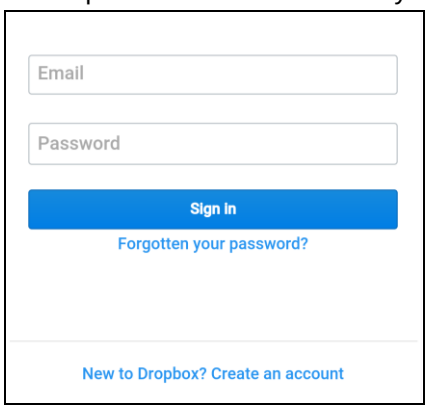
  After selecting Google Drive, you will be prompted to enter your Google account details, then tap **Allow** to authorize AhsayMOB accessing Google Drive.





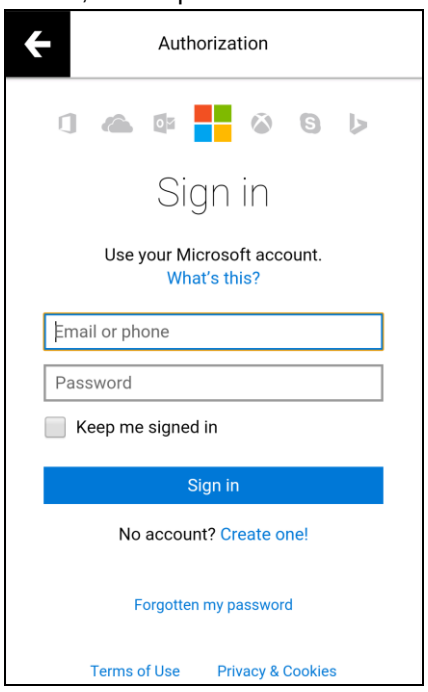
- **Dropbox**

  After selecting Dropbox, you will be prompted to enter your Dropbox login details, then tap **Allow** to authorize AhsayMOB accessing Dropbox.



- **OneDrive**

  After selecting OneDrive, you will be prompted to enter your OneDrive login details, then tap **Yes** to authorize AhsayMOB accessing OneDrive.

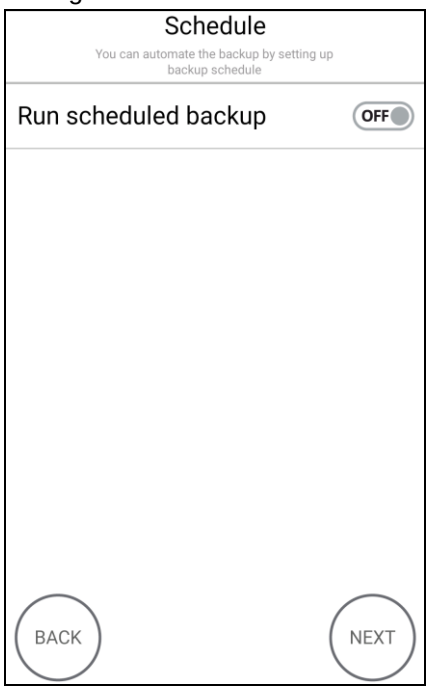


For more details regarding the backup folder structure on the cloud drive, refer to Appendix A Backup Folder Structure on Cloud Drive.

Note

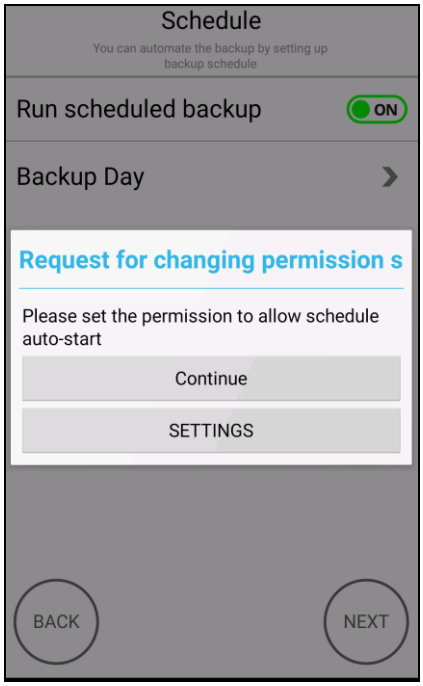
Changing backup destination will result in loss of your previously backed up information. If you definitely wish to change the backup destination and still wish to keep the existing backed up data, make sure the data is backed up in another location before changing this setting.

4. If you would like the AhsayMOB to run backup at a specified time interval of your choice, enable the **Run scheduled backup** menu and then follow the steps below to finish the settings.

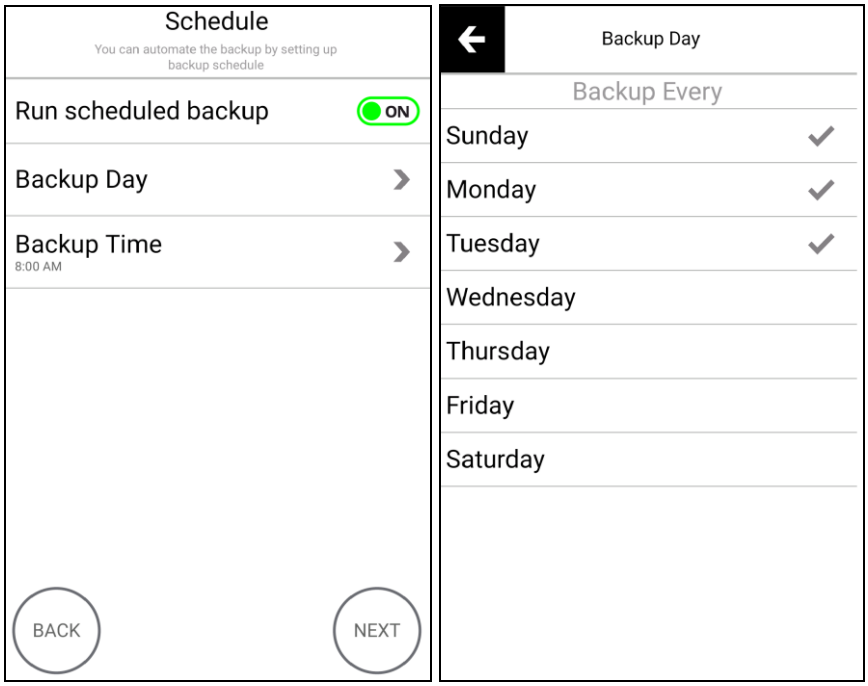


Tap the **ON/OFF** switch to enable to this feature, then the follow the steps below.

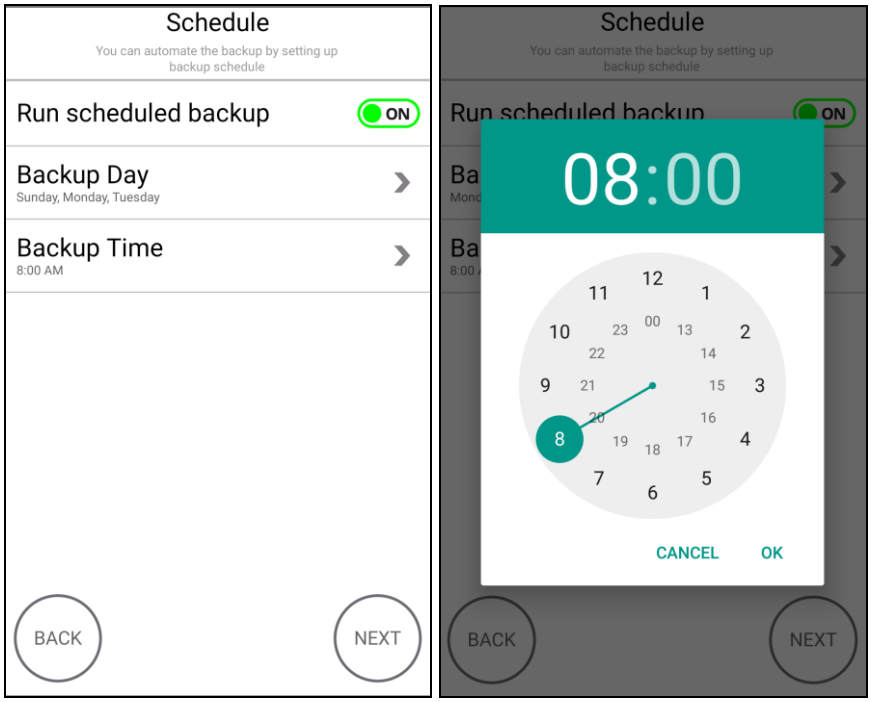
i. Tab **Continue** to allow schedule auto-start.



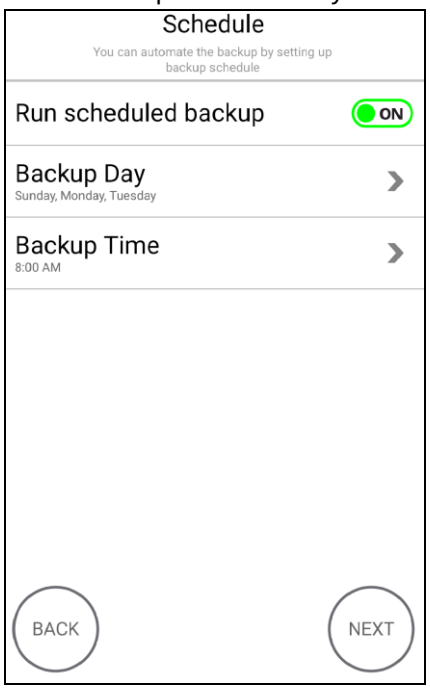
ii. Tab **Backup Day**, then select the desired day of week (multiple selections allowed) and tap the arrow icon at the top left corner to proceed.



iii. Tab **Backup Time**, then select the desired time (hour and minute) and then tap **OK** to confirm when finished setting.



iv. Tab **NEXT** to proceed when you are done with the settings.



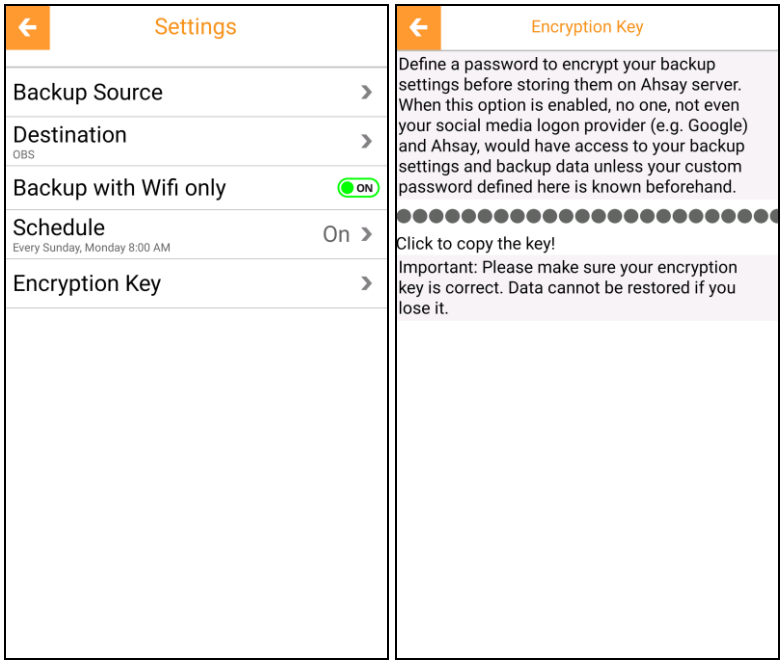
Notes

1. Make sure your mobile device is turned on and an internet connection is available during your scheduled backup time in order for the backup to take place. It is also recommended that your mobile device is plugged in to power during that time to avoid possible interruption as a result of battery drain.
2. To verify if your scheduled backup has run according to the schedule you set, refer to Appendix B Checking Scheduled Backup Records.

5. You can enable the following two features on this screen. Tap **NEXT** to proceed when you are done with the settings.

- **Backup only when Wi-Fi is on** – when this feature is turned on, backup and restore can only be performed when your mobile device is connected to Wi-Fi.

- **Encryption** – when this feature is turned on, the data on your mobile device will be encrypted before uploading to the backup destination. After turning on this feature, you will see the encryption key under the **Settings**>**Encryption Key** menu as shown below.

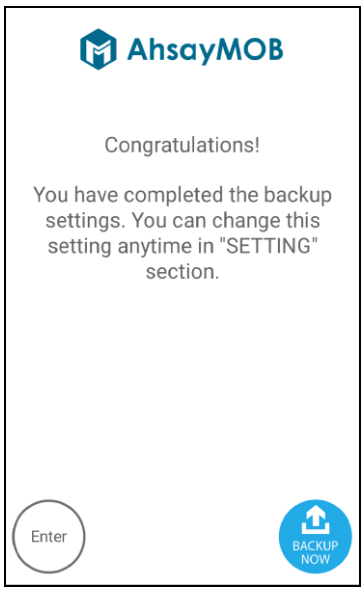


The encryption key is mandatory when restoring your backup data after the mobile device has been reset or you have changed a new device, so make sure the encryption key is recorded and kept properly in a safe place.

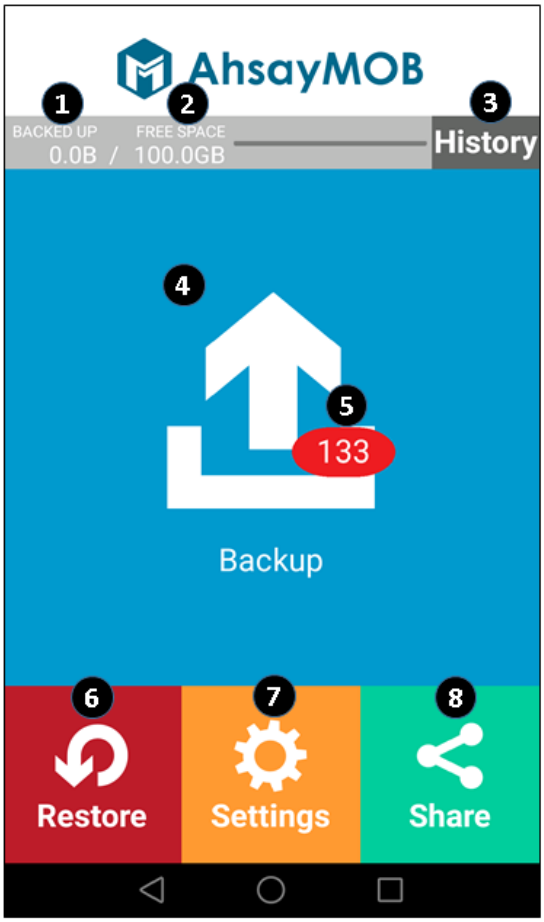
Notes

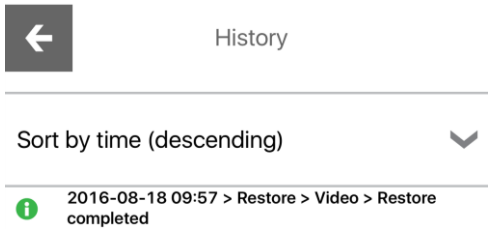
1. Whether or not you choose to enable the encryption feature, the encryption setting cannot be changed once the backup settings are done.
2. If your backup service provider has also enabled the **Upload encryption key after running backup for recovery** feature, the encryption key will be uploaded to the CBS server. In the event of a loss of the encryption key, you will still be able to retrieve it by contacting your backup service provider. Please contact your backup service provider to check if this feature is supported.

6. The following screen shows when you have completed the backup settings. You may now start a backup immediately by tapping **BACKUP NOW**, or tap **Enter** to enter the main interface.



5 User Interface



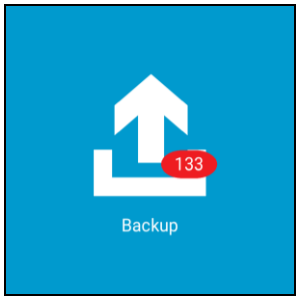
1	**BACKED UP** – indicates the total size of the backup data on the backup destination you have chosen
2	**FREE SPACE** – indicates the total storage space the CBS server allocated to the backup destination you have chosen
3	**History** – shows history of the backup and restore records. Records are shown in descending order by default, you may change the view to ascending order by tapping **Sort by time** option at the top. 
4	**Backup** – tap to initiate a backup
5	**File counter** – indicates the number of files to be backed up based on the backup source selected

6	**Restore** – tap to restore the backup data
7	**Settings** – configure the **Backup Source**, **Backup Destination**, **Backup with Wifi only**, **Scheduled Backup** features
8	**Share** – share about AhsayMOB on social media (Facebook and Twitter)

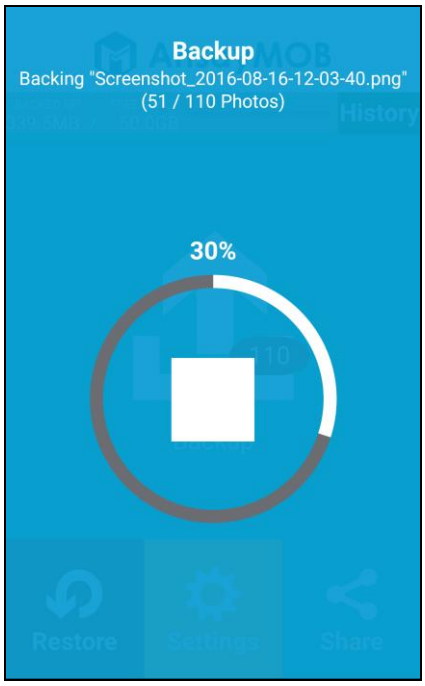
6 Running a Backup

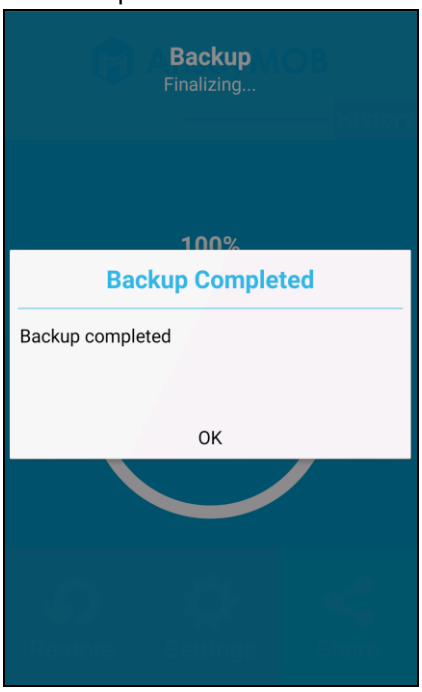
6.1 Generic Steps on Performing a Backup

1. Tap the **Backup** icon on the main interface to start a backup.



2. A progress circle shows during backup as shown below, and a **Backup Completed** message shows when the backup is done. Tap **OK** to return to the main interface.





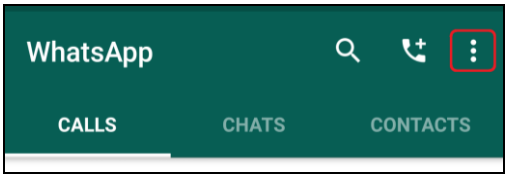
Note

When the backup is in progress, you may press the ☐ icon in the middle of the progress circle to stop the backup anytime. Any data uploaded before the interruption remains on the backup destination, and the remaining files will upload in the next backup.

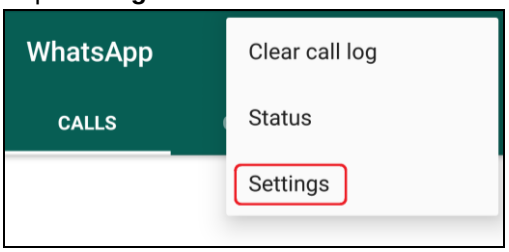
6.2 Additional Steps for Backing up WhatsApp History

If you would like to back up your WhatsApp messages or media files, make sure you restore your messages and media to the phone's internal storage first before performing backup with AhsayMOB as instructed in chapter 7.1 Generic Steps on Performing a Backup. Below is an example showing how to back up messages and media files to phone's internal storage. Steps may slightly vary depending on the actual operations on your device.

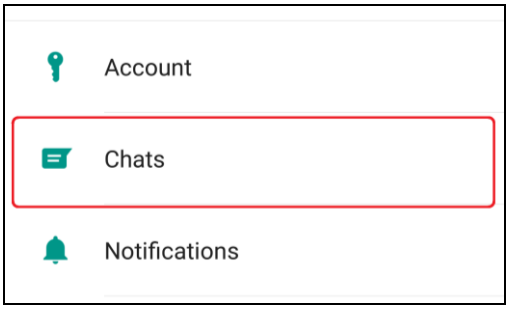
i. To back up messages and media files to phone's internal storage, tap the red highlighted icon on the main interface on WhatsApp as shown.



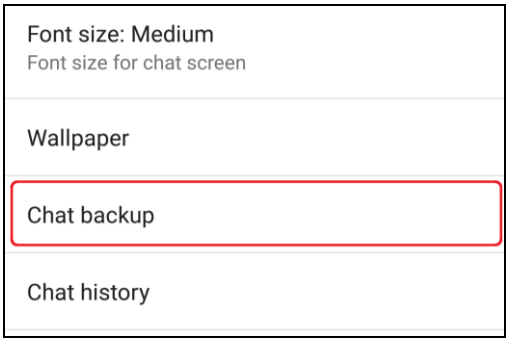
ii. Tap **Settings**.



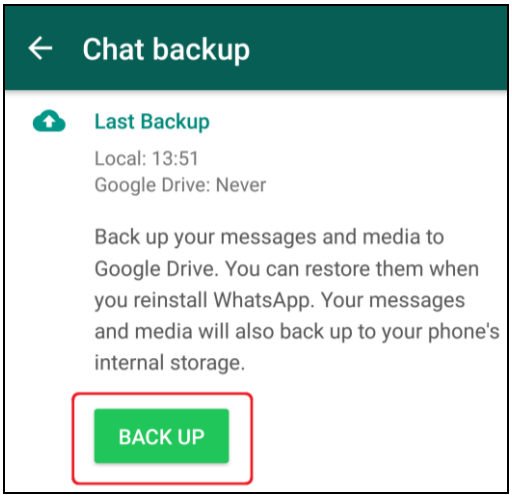
iii. Tap **Chats** under the **Settings** menu.



iv. Tap **Chat Backup**.



v. Tap **BACK UP** to back up the messages and media files to the phone's internal storage.



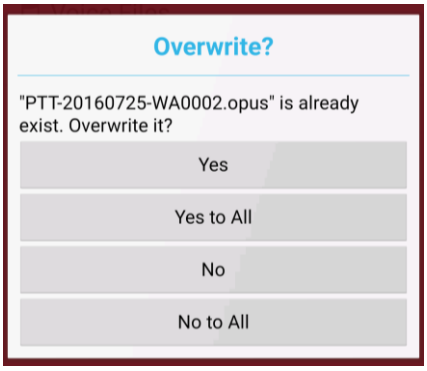
vi. After finishing backup to the internal storage, you can now continue with the steps on performing backup using AhsayMOB as instructed in chapter 7.1 Generic Steps on Performing a Backup.

For more information regarding backup on WhatsApp, refer to the URL below.
https://www.whatsapp.com/faq/en/android/20887921

7 Restoring Backup Data

7.1 Restore Behavior

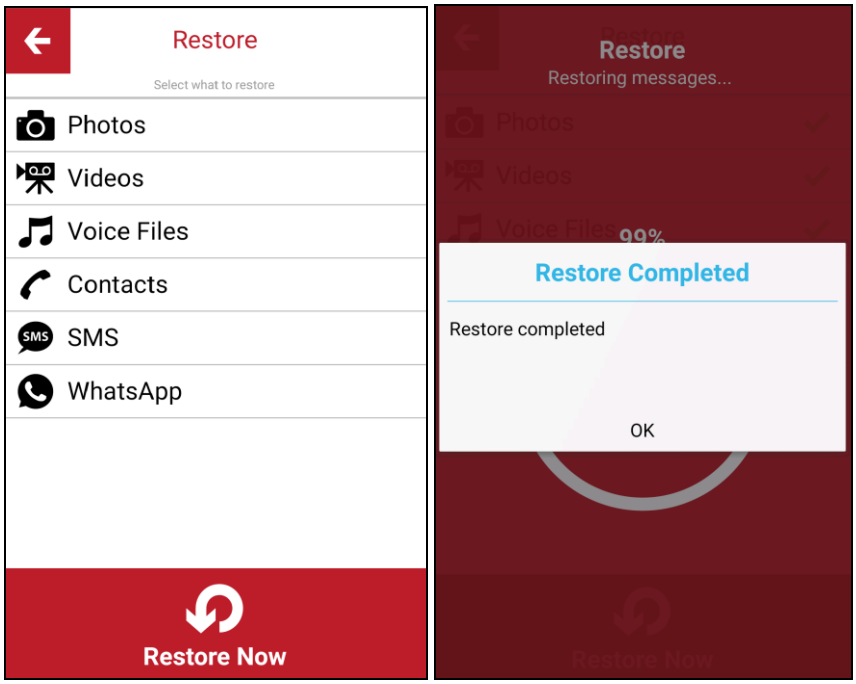
Depending on the file type, the behavior varies when they are restored to your device. Refer to the table below for more information.

File Type	Restore Behavior
➢ **Messages** ➢ **Contacts**	Existing messages or contacts will not be overridden by the restored ones. The messages or contacts will accumulate and therefore regular clean-up may become necessary.
➢ **Photos** ➢ **Videos** ➢ **Voice Files** ➢ **WhatsApp**	You can choose whether to overwrite the existing data, if any. The following screen prompts so that you can choose individual file or all files to overwrite. 

7.2 Generic Steps on Restoration

1. Tap the **Restore** icon on the main interface.

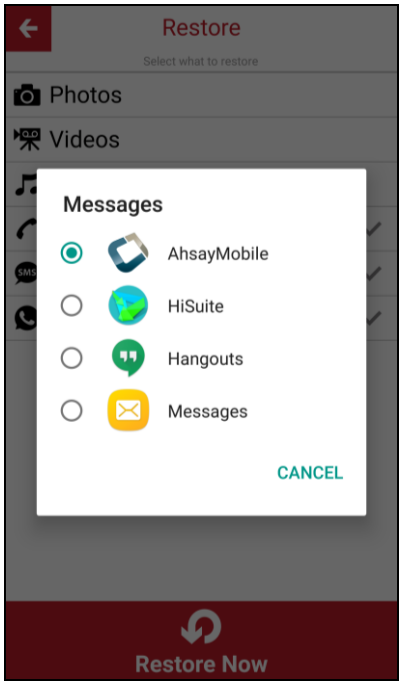
2. Select the content you would like to restore (multiple selections allowed), tap **Restore Now** to start a restore. The screen shows **Restore completed** when the restore is finished.



7.3 Additional Steps Required for Specific Backup Source

7.3.1 Restoring SMS

After you finish restoring SMS to your device, you will be prompted to choose the default application of opening your SMS messages, **make sure you select AhsayMobile as the default application** as shown below.

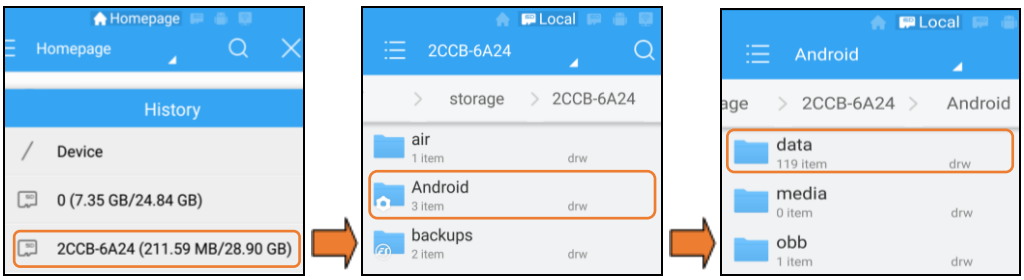


7.3.2 Restoring Photos/Videos/Voice Files (For device with Android 6.0 or above installed)

If you have Android 6.0 or above installed on your device, and have backed up photos, videos or voice files stored in the SD card, note that the backed up files will be restored in a separate location instead of the original location where you open them. Below is a generic path showing where the restored files are located.

/storage/[sd card code]/Android/data/com.ahsay.mobile/files/[backed up file path]/[filename]

Below is an example showing how to locate the restored files using the File Explorer application on Samsung Galaxy S7.



7.3.3 Restoring WhatsApp Messages/Media Files

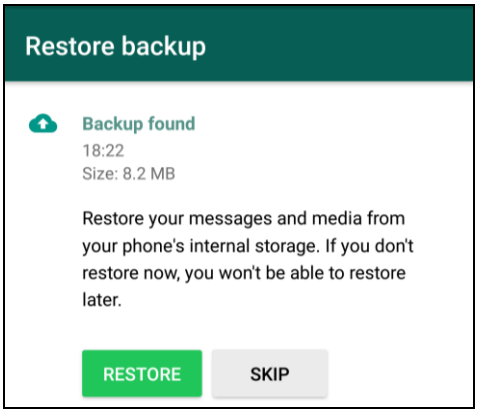
To restore WhatsApp messages or media files, perform the steps in chapter 8.2 Generic Steps on Restoration first, then follow the steps below to complete the restoration.

Below is an example showing how the restore is performed on Samsung Galaxy S7 device. Steps may slightly vary depending on the actual operations on your device.

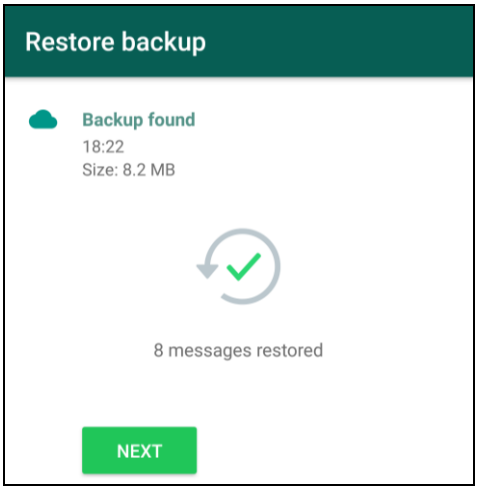
i. Uninstall WhatsApp on your device in the Application menu.

ii. Re-install WhatsApp on your device.

iii. During re-installation, WhatsApp will prompt you to restore history from the internal storage as shown below. Tap **RESTORE** to proceed.



iv. The following screen shows when the messages and media files have been successfully restored on the device. Tap **NEXT** to continue with the installation.



8 Others

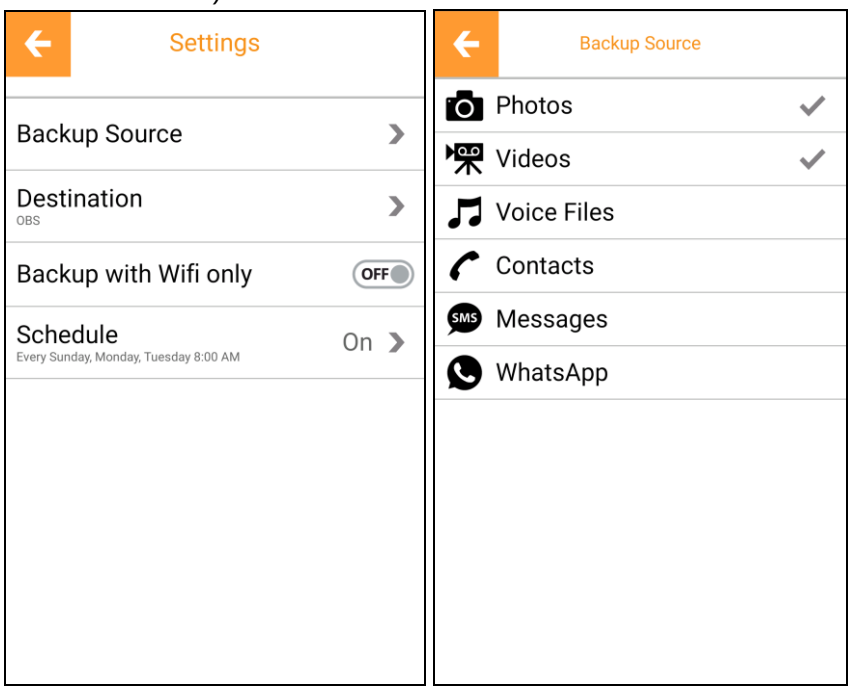
8.1 Configuring Backup Settings

The backup settings, except the encryption setting, are configurable after the initial setup. Below are the setting items you may change.

8.1.1 Backup Source

1. Tap the **Settings** icon on the main interface.

2. Tap **Backup Source**, then select the desired backup source as listed (multiple selections allowed).

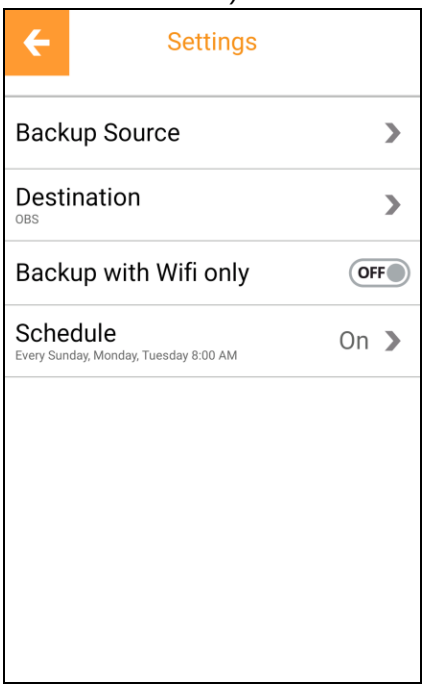


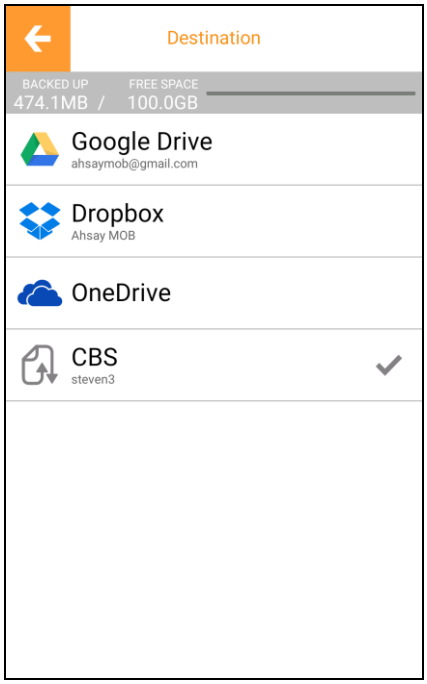
3. When you are done with the settings, tap the arrow icon at the top left corner to confirm and return to the previous menu.

8.1.2 Backup Destination

1. Tap the **Settings** icon on the main interface.

2. Tap **Destination**, then select the desired backup destination as listed (only one destination allowed).

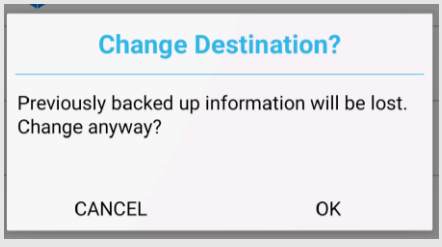




Warning

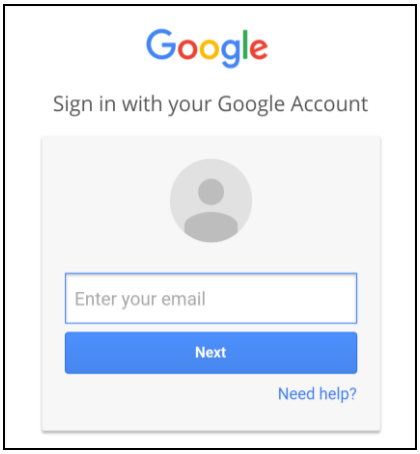
Changing backup destination will result in loss of your previously backup up information. If you definitely wish to change the backup destination and still wish to keep the existing backed up data, make sure the data is backed up in another location before changing this setting.

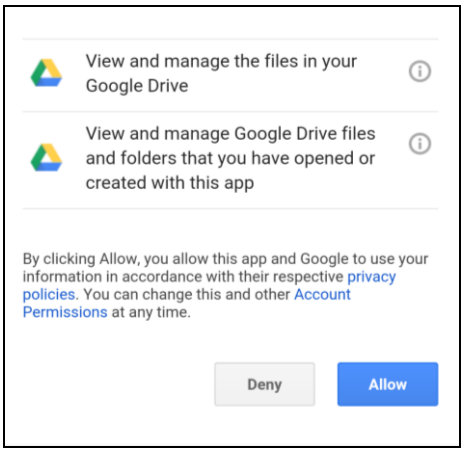
To confirm changing the destination, tap **OK** when you see this prompt.



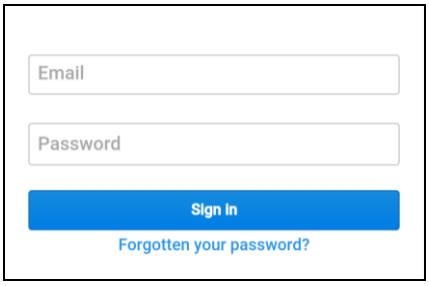
3. If you select to back up to cloud destination and have not logged in to your desired cloud destination before, follow the steps below to authorize AhsayMOB to access your cloud service.

- **Google Drive**
  After selecting Google Drive, you will be prompted to enter your Google Drive account details, then tap **Allow** to proceed.

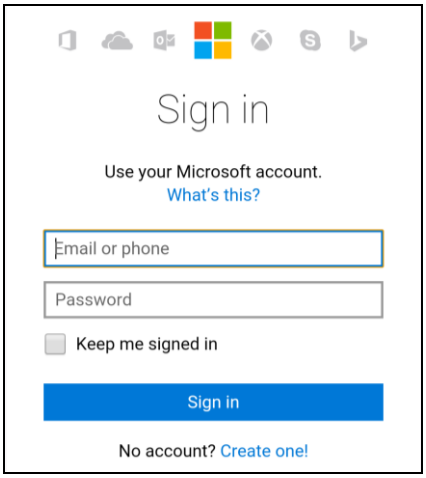




- **Dropbox**
  After selecting Dropbox, you will be prompted to enter the Dropbox login details, then tap **Allow** to proceed.



- **OneDrive**
  After selecting OneDrive, you will be prompted to enter the OneDrive login details, then tap **Yes** to proceed.



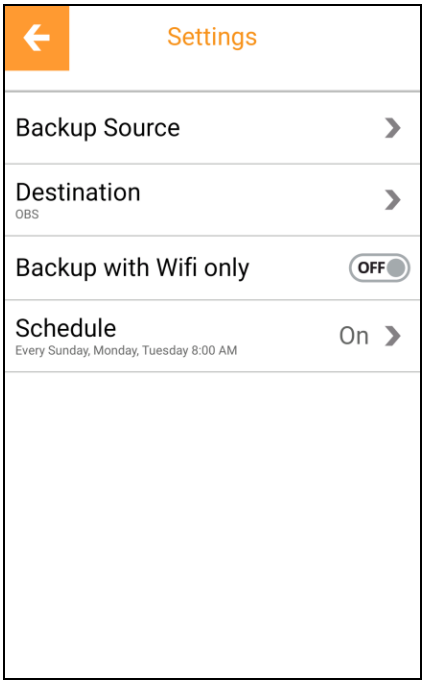
For more details regarding the folder structure on the cloud drive, refer to Appendix A Backup Folder Structure on Cloud Drive.

4. When you are done with the settings, tap the arrow icon at the top left corner to confirm and return to the previous menu.

8.1.3 Backup with Wi-Fi Only

1. Tap the **Settings** icon on the main interface.

2. Tap the **ON/OFF** switch in the **Backup with Wifi only** menu to turn this feature on or off. When this feature is turned on, backup and restore can only be performed when the mobile device is connected to Wi-Fi.

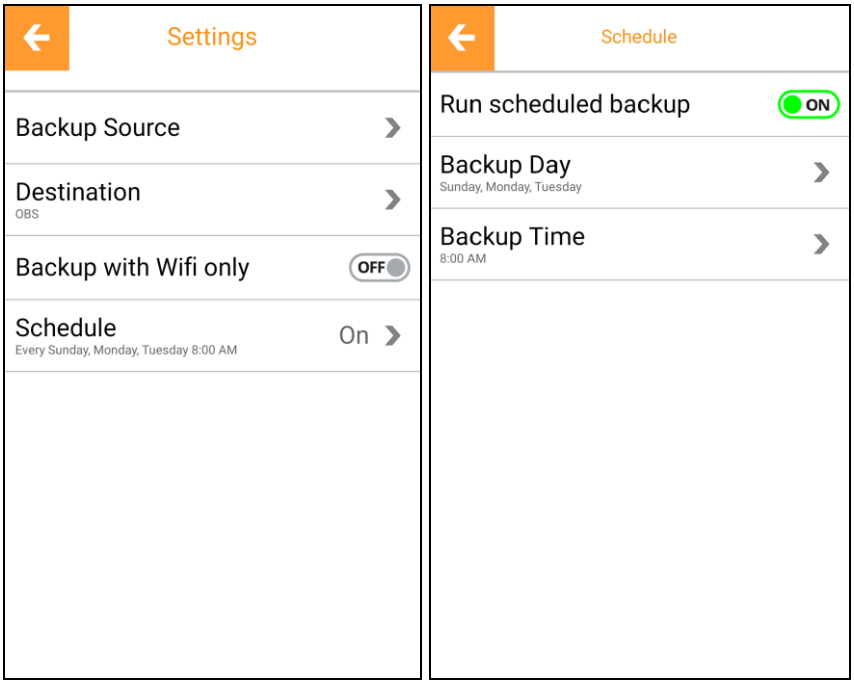


3. When you are done with the settings, tap the arrow icon at the top left corner to confirm and return to the previous menu.

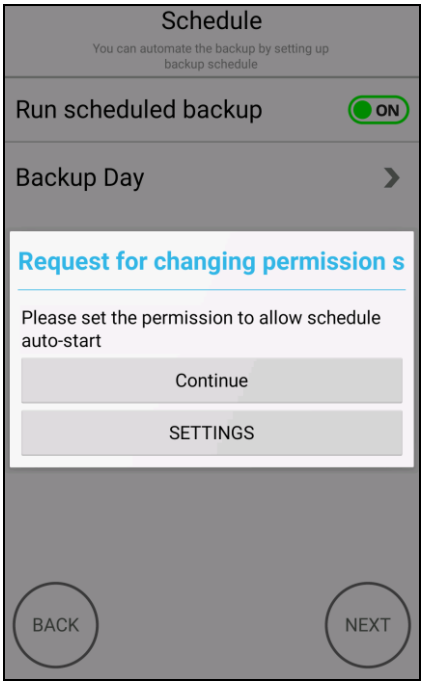
8.1.4 Scheduled Backup

1. Tap the **Settings** icon on the main interface.

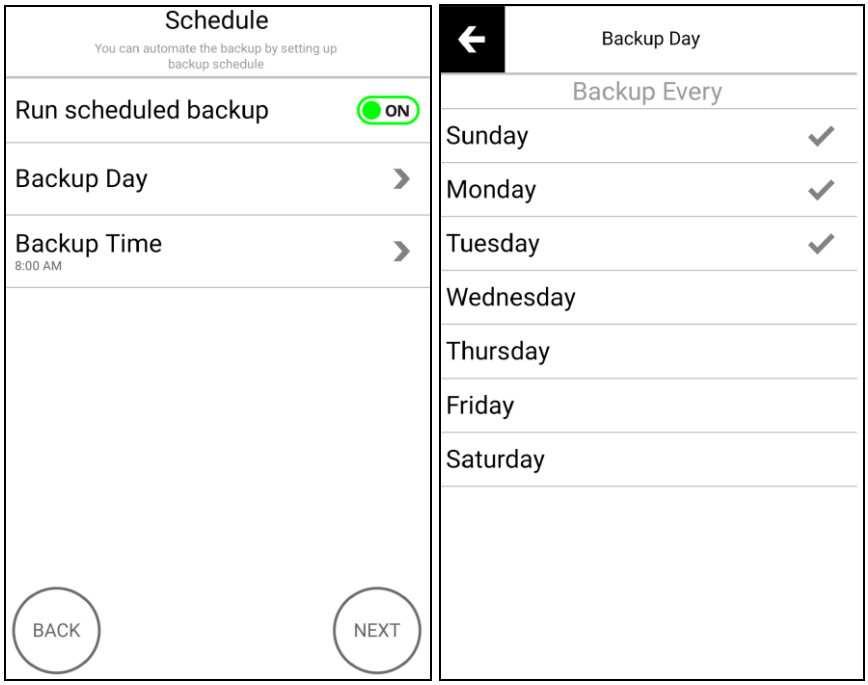
2. Tap **Schedule**, then the **ON/OFF** switch in the **Run schedule backup** section to turn this feature on or off. If you turn this feature on, follow the steps below to configure the backup day and time.



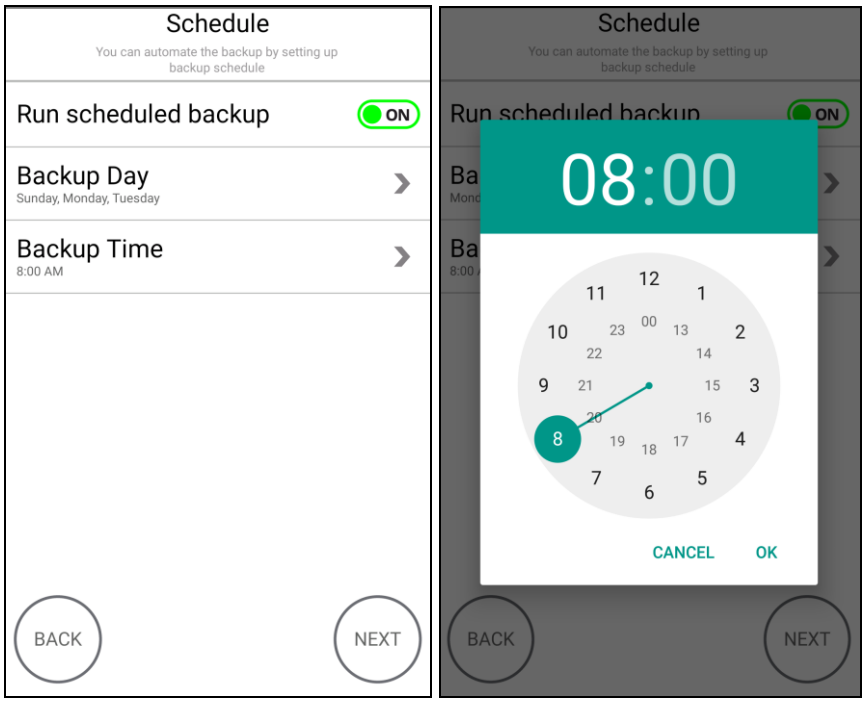
i. Tab **Continue** to allow schedule auto-start.



ii. Tab **Backup Day**, then select the desired day of week (multiple selections allowed) and tap the arrow icon at the top left corner to proceed.



iii. Tab **Backup Time**, then select the desired time (hour and minute) and then tap **OK** to confirm when finished setting.



3. When you are done with the settings, tap the arrow icon at the top left corner to confirm and return to the previous menu.

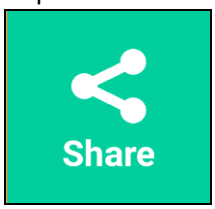
Notes

1. Make sure your mobile device is turned on during your scheduled backup time in order for the backup to take place. It is also recommended that your mobile device is plugged in to power during that time to avoid possible interruption as a result of battery drain.
2. To verify if your scheduled backup has run according to the schedule you set, refer to Appendix B Checking Scheduled Backup Records.

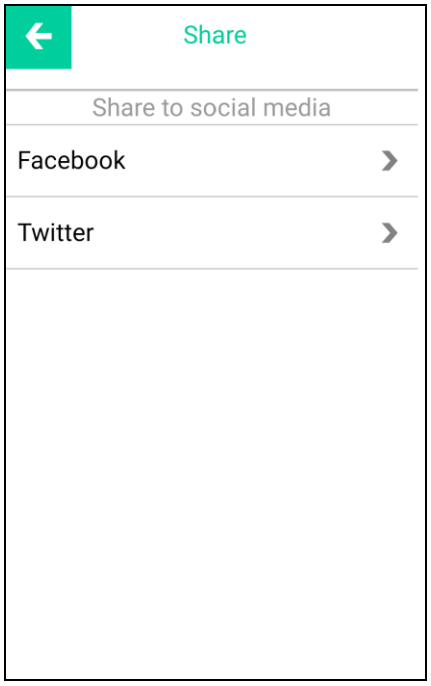
8.2 Sharing on Social Media

You may make use of this feature to share AhsayMOB on your social media (Facebook and Twitter) accounts.

1. Tap the **Share** icon on the main interface.



2. Tap on either **Facebook** or **Twitter**, then follow the on-screen prompts to log in to your account.



3. When you are done with the settings, tap the arrow icon at the top left corner to confirm and return to the previous menu.

9 Contacting Ahsay

9.1 Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following website:
https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp

Also use the Ahsay Knowledge Base for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:
https://forum.ahsay.com

9.2 Documentation

Documentations for all Ahsay products are available at:
https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides

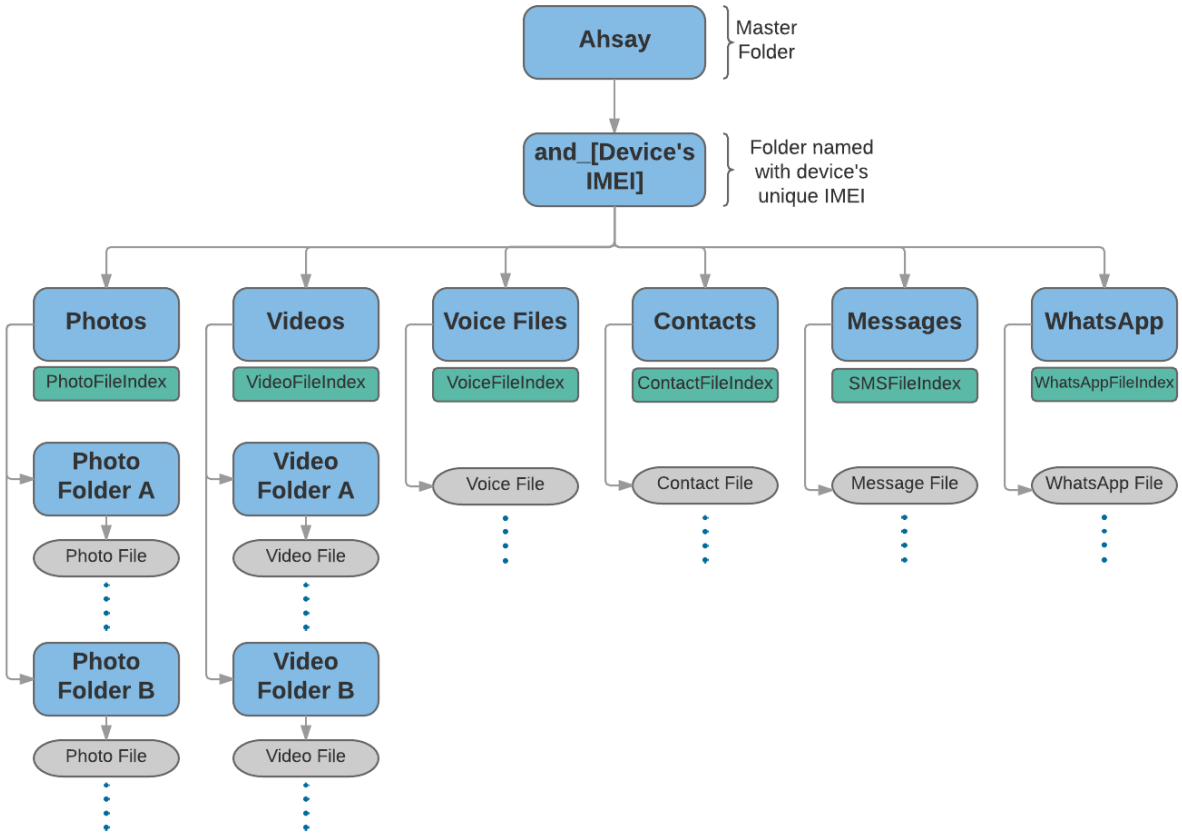
You can send us suggestions for improvements or report on issues in the documentation, by contacting us at:
https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp

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

Appendix

Appendix A Backup Folder Structure on Cloud Drive

The diagram below denotes the backup folder structure on cloud drive.



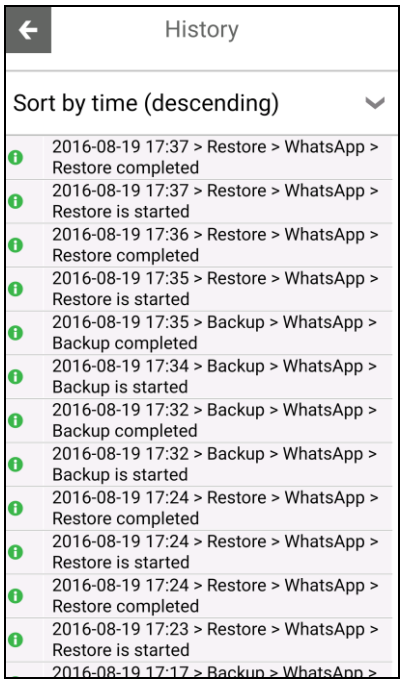
Appendix B Checking Scheduled Backup Records

If you have enabled the scheduled backup feature, AhsayMOB will initiate backup automatically according to the day and time you defined.

There are two ways to verify if backups are run according to the schedule you set.

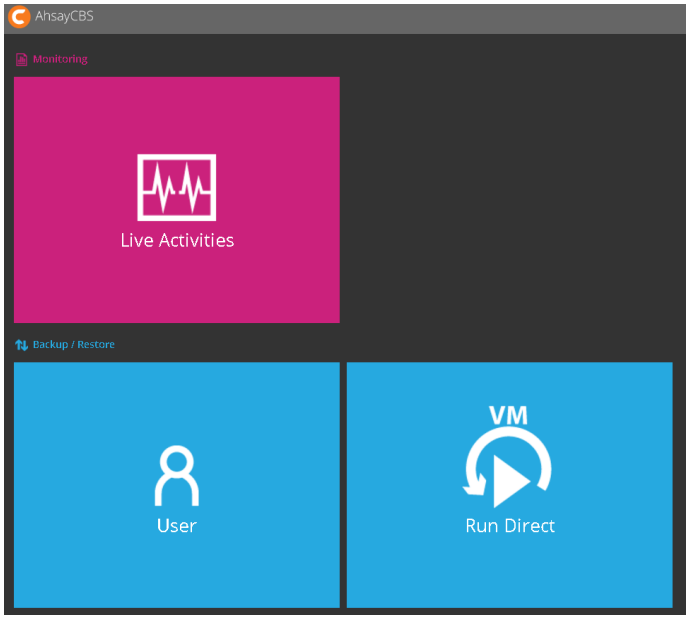
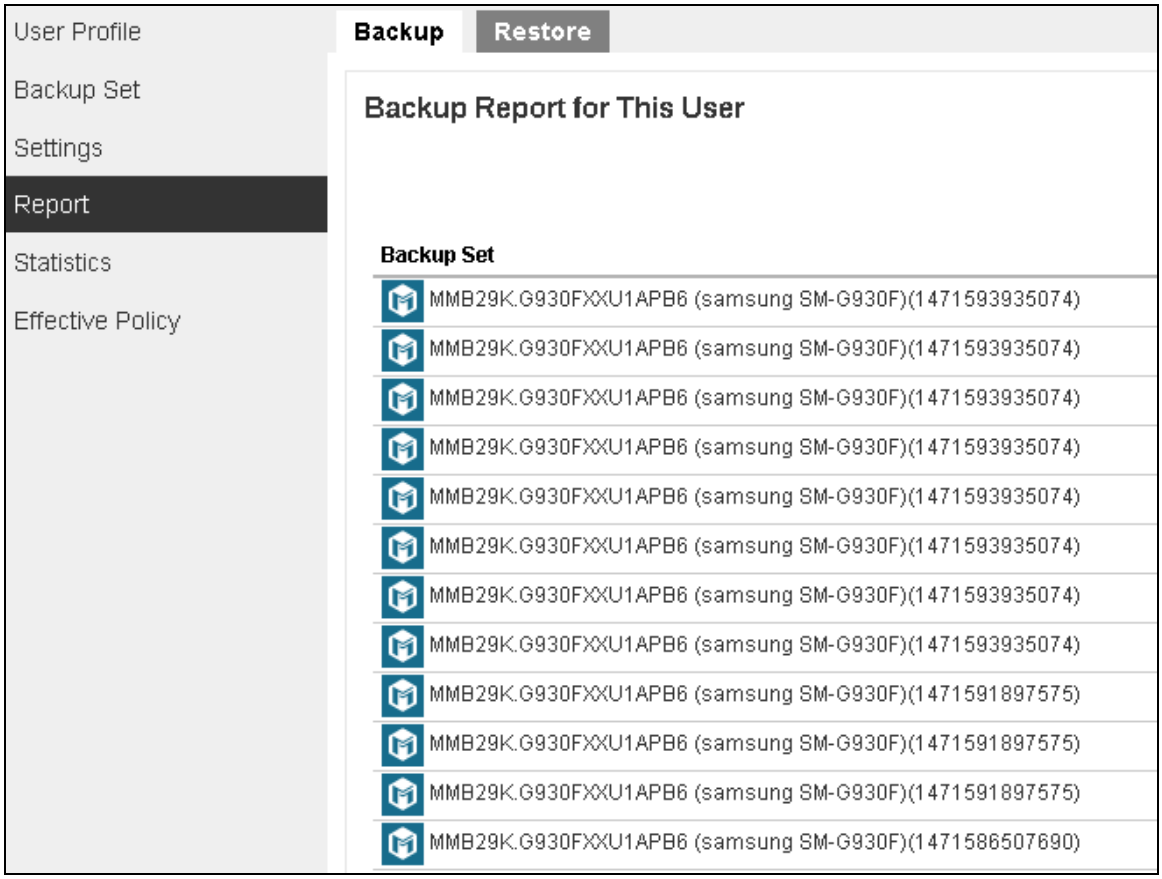
Method 1 – AhsayMOB App

Tap the **History** icon at the top right corner on the main interface. You will see backup and restore records listed in reverse chronological order. To view the records in chronological order, tap **Sort by time** to change the view.



Method 2 - CBS User Web Console

Log in to the CBS User Web Console, then click the **User** icon and navigate to **Report**.



This menu shows all the backup and restore records performed under this user acccount, whether it was done on the AhsayMOB mobile application or other modules you have subscribed. A detailed report can be downloaded after clicking into the specific entry.