



Sprint



BACKUP

FAQs & Troubleshooting

I. Introduction

The Sprint Backup app is available for Android phones

Sprint Backup is an app that allows users to backup and restore the content of their device to the Sprint Cloud Drive for safe keeping.

UNDERSTANDING THE FAQs DOCUMENT

This Document will provide an assembled list of commonly asked questions and answers that are asked by users and highlight certain areas of functionality in the app that may not be clear to user or areas that users have encountered difficulty while using.

II. Frequently Asked Questions and Troubleshooting

➤ *This section lists some FAQs that may be raised by end users.*

1. Does Sprint Backup store my login credentials for my backup cloud?

A. Sprint Backup does not use a login and password to access the Sprint Cloud Drive. Your Sprint account and device has a set of unique ID numbers that belong only to your Sprint device. These numbers are used to identify your device and give only your device access to the Sprint Cloud Drive.

2. Can I access by backed up files on the Sprint Cloud Drive?

A. No, in order to ensure that your content is protected no one can access the files you backed up. Only you can backup, restore, and manage your content.

3. Do I have to backup up all the content types from my phone?

A. No, you can choose which content types you want to back up in the app settings, as well as choose which one you do not want to back up.

4. Do I have to restore all the content types to my phone from a backup?

A. No, you can choose which content types you want to restore during the restore process before files begin to restore to the device.

5. Can I pick and choose specific photos or files to back up?

A. No, this feature is not supported in the version of the app.

6. Can I remove files from my cloud backups?

A. When a user turns off 'Protect cloud files' in the app settings photos, videos, music, and documents that have been backed up through the app and then deleted from the device will be removed from the Sprint Cloud Drive backup during the next backup process. You will see this progress at the bottom of the backup progress screen in a section titled 'Cleaning up'.

If the Sprint Cloud Drive fills up, you will be able to upgrade your account to include more space to keep your files protected, or you can manage your backups and delete your backup sets.

7. Will my backup run in the background?

- A.** Due to various operating system limitations, all Android devices running Android 6.0 and above may have limited access to media, files, or the internet in the background.

On Android devices running Android 6.0 and above it is recommended to allow the app to run in low power modes, as prompted in the setup of the app. This permission can also be set using the Android OS 'Battery Optimization' setting in the device settings.

Android devices running Android 5.1.1 and earlier will run in the background without any restrictive issues.

8. Can I restore my files in the background?

- A.** Due to various operating system limitations, some Android devices may have limited access to media, files, or the internet in the background. Therefore it is recommended to restore with the app open in the foreground.

9. Can I backup while not connected to a charger?

- A.** Yes. You user can allow the app to run scheduled backups when not connected to a charger in the app settings. It is recommended to have the device charging during backups.

10. Can I run my backup over Mobile Data?

- A.** Yes. You can allow the app to run scheduled backups using Mobile data or restrict the app to Wi-Fi networks in the app settings.

11. Can I restore my files from a backup from a different operating system?

- A.** Yes. Please refer to the User Manual for a detailed list of all the supported file types that are supported between operating systems.

12. I cannot find my iPhone backup videos that I restored to my Android phone's native video or gallery app.

- A.** The Android device's native apps will only show Android-supported files and file types. iOS devices typically record video in a format not compatible with Android and will not show in the native apps. Your restored files are in the default Video folder on your device and can be played or accessed with a 3rd-party video app or a file browser.

- 13. My scheduled backup failed to run. What should I do?**
- A.** When a scheduled backup fails to run for any reason, there will remain in the notifications tray a Sprint Backup notification indicating that the scheduled backup was not run. Tap on the notification to open the app. you will see a detailed message indicating the cause for the backup not running.
- 14. My scheduled backup ran but failed to back up some of my files.**
- A.** Sometimes files are not handled properly by the native operating system. These files will be backed up during the next scheduled backup. If you want, you can manually run a backup to ensure these files are backed up right away.
If the issue persists and the same file continues to fail to back up, check in the detailed logon the backup to see which file has failed, and verify the file is not corrupted on the device.
- 15. Will Sprint Backup back up all my files if I choose that content type?**
- A.** The app will back up any files that have not already been backed up by the app. You can expect your first backup to take a while if you have many files on your device, but subsequent backups will be considerably shorter since it will only back up the new files since the previous backup.
- 16. I want to see the EULA to review the agreement.**
- A.** The End User License Agreement, Terms of Service, or Terms and Conditions can be viewed in the app settings in the 'About' page.
- 17. I named my backup when I set up my app but I do not remember it.**
- A.** It is important to be aware of your device's backup name you assigned it when you set up for app the first time. This name will be used later when identifying backups in your Sprint Cloud Drive to restore.
- If you do not remember your device's backup name, you can look at the last backup log to see the name in the backup summary.
- It is NOT recommended to clear the app data to reset the app settings and info.
- 18. I set my scheduled backup when I set up my app. Can I change those settings?**
- A.** Yes, the scheduled backup configuration can be changed in the app settings.
- 19. How can I rate this app and leave a comment?**
- A.** You can rate Sprint Backup and leave feedback in the native operating system app store. You can access these pages directly in the app settings.

- 20. If I restore my backed up files to my device will I get a duplicate of files that are already on my device?**
- A.** Sprint Backup uses an intelligent duplicate checking algorithm to minimize the possibility of creating duplicate files on your device during a restore.
- 21. I am having trouble using this app. Is there a help guide I can read to learn more?**
- A.** Yes, the on-line User Manual is available from any of the pages in the app and can be opened by tapping the circled question mark in the top right corner of the app.
- 22. While a backup or restore is happening, I see different icons on the right side of the screen. What do they mean?**
- A.** The icons on the right indicate the progress of the application for each individual content type selected to backup or restore. Please refer to the User Manual for more details.
- 23. Can I see what content I have backed up or restored already?**
- A.** Yes, you can view the last backup or restore performed by tapping the relevant report button on the backup or landing screen.
A history of backups or restores is not included in this version of the application.
- 24. Do I need to grant the app permission to my data and media?**
- A.** Yes, to ensure proper usage and functionality of the app, you must allow the necessary permissions as prompted by the app and the operating system either at the time of installation or running the app.
- 25. I signed in to my account but login failed**
- A.** The Sprint Cloud Drive server may be experiencing temporary a high amount of traffic at that time, please try again later.
- 26. How do I change the name of my device backup?**
- A.** It is important to be aware of your device's backup name you assigned it when you set up for app the first time. This name will be used later when identifying backups in the Sprint Cloud Drive to restore.

If you do not remember your device's backup name, you can look at the last backup log to see the name in the backup summary.

It is NOT recommended to clear the app data to reset the app settings and info.

- 27. Can I back up multiple devices to the same account?**
- A.** Every unique user device will be able to back up to the Sprint Cloud Drive after purchasing a subscription. When you upgrade your Sprint device you will continue to see your previous device's backup set as well as your new device's protected files. This will allow you to restore from your old phone. You will not be able to access anyone else's protected files.

- 28. When will my scheduled backup run next?**
A. Based on the user settings, the time of the next scheduled backup will appear on the Backup Landing Page
- 29. Which content types will back up in my next scheduled backup?**
A. Based on the user settings, the content types that will be backed up in the next backup will appear on the Backup Landing Page
- 30. How do I change my backup schedule?**
A. The configurations of the Backup Schedule can be changed in the app settings
- 31. How do I change which content types get backed up?**
A. The selected content types for the next backup can be changed in the app settings
- 32. Will files I deleted from my phone be deleted from the cloud backup also?**
A. When a user turns off 'Protect cloud files' in the app settings photos, videos, music, and documents that have been backed up through the app and then deleted from the device will be removed from the Sprint Cloud Drive backup during the next backup process. You will see this progress at the bottom of the backup progress screen in a section titled 'Cleaning up'.
- When 'Protect cloud files' is turned on, no files will be deleted from the cloud backup.
- 33. What does it mean when my backup notification says 'backup not initiated'?**
A. This means that the scheduled backup did not run at the designated time. To see the reason why in detail, tap on the notification to open the app.
- For example, if the app settings are to run on Wi-Fi only, the scheduled backup will not start if the device is not connected to Wi-Fi.
- 34. I can't see 'content to restore' in the app settings**
A. Choosing content to restore to your device is selected in the restore process in the Restore tab.
- 35. I turned 'Protect cloud files' off and the files I deleted from my phone are still in my cloud backup.**
A. When a user turns off 'Protect cloud files' in the app settings photos, videos, music, and documents that have been backed up through the app and then deleted from the device will be removed from the Sprint Cloud Drive backup during the next backup process. In order to remove the deleted files from the cloud of a particular type, that content type must be selected to back up in the app settings.

For example:

- 1) A video recorded on an iPhone is backed up with Sprint Backup and then deleted from the phone. The user has Protect cloud Files turned OFF and runs a backup with videos selected to back up. The backed-up video file will be deleted from the Sprint Cloud Drive.
- 2) A video recorded on an iPhone is backed up with Sprint Backup and then deleted from the phone. The user has 'Protect cloud Files turned OFF and runs a backup with videos NOT selected to back up. The backed-up video file will not be deleted from the cloud.

36. I started a backup or restore on Wi-Fi and then walked outside and my backup/restore stopped.

A. Check to make sure the app settings are not set to restrict the app to Wi-Fi Only.

37. Can I preview the files in a backup before restoring them?

A. No, this is not supported in this version of the application. All the files of a selected type will restore to the device.

38. Can I select specific files from a backup to restore?

A. No, this is not supported in this version of the application. All the files of a selected type will restore to the device.

39. The toggle control for selecting a content type is off and I cannot turn it on.

A. Turning on a content type to back up or restore requires the operating system permission for that type. If you have not granted the required permission to the app or revoked it, you will need to enter the device settings and grant the required permission.

40. When I select a phone backup to restore from, I only see a few content types but I backed up more types.

A. Verify the name of the backup on the device you have been backing up from and the name in the list of device backups to restore from.

41. Why does the app ask me to be a default SMS app when I restore SMS or MMS to my Android phone?

A. Android devices running Android 5.0 and above limit access to the SMS and MMS information and only a 'default sms app' can save messages to the messaging database.

After the messages are saved you will be prompted to return the previous messaging app to be the default again.

Messages received while the Sprint Backup app is still the default sms app will prompt a message to the user to change the default app back.

42. What are SMS and MMS?

A. Sms and mms are technical names for Text Messages or Texts.

43. Can I back up any Android wallpaper?

A. Only standard image wallpapers can be backed up. This excludes live wallpapers.

44. Where are the media files that I restored on my Android phone located?

A. Photos, videos, documents, and music files that are backed up from an android phone and restored to an android phone will be restored to their original location on the device storage.

If the files were backed up from an iOS device they will be placed in the default media folders on the device storage.

Android devices running Android 4.3 and earlier support saving media on an external SD card if there is one present in the device. Android 4.4 and later will save all the media files to the internal storage even if there is an external SD card present in the device.

45. Where are the contacts that I restored to my phone?

A. Contacts restored to the device are saved in the native operating system Contacts application.

46. Where are the calendar events I restored to my phone?

A. Calendar events restored to the device are saved in the native operating system Calendar application.

47. How do I change the account I am signed in to?

A. Your device is logged in to the Sprint Cloud Drive using unique identifiers to your Sprint account and. You cannot change the cloud that your device accesses. If you run out of space for your protected files you can upgrade your protection package to protect your files.

48. If I restore my content a second time, will the app place a second copy of my stuff on my phone?

A. Sprint Backup uses an intelligent duplicate checking algorithm to minimize the possibility of creating duplicate files on your device during a restore.

49. How do I know if my scheduled backup ran overnight if there is no notification?

A. A scheduled backup will not show any notification if it was run successfully. You can check the last backup summary form the Backup Landing Page.

A scheduled backup that failed to run or complete successfully will leave a notification in the notification shade for the user to see.

- 50. How do I change my settings while a backup or restore is in progress?**
A. Settings for the application should not be modified while a backup or restore is in progress.
- 51. Should I let the app run in low power mode on my android phone that is running Android 6.0 or higher?**
A. Due to various operating system limitations and optimizations to save battery power, Android devices running Android 6.0 and above may have limited access to media, files, or the internet in the background.
On Android devices running Android 6.0 and above it is recommended to allow the app to run in low power modes, as prompted in the setup of the app. This permission can also be set using the Android OS 'Battery Optimization' setting in the native device settings.
- 52. My scheduled backup did not run overnight and the message says 'Doze mode'. What does it mean?**
A. When a scheduled backup fails to run for any reason, there will remain in the notifications tray a Sprint Backup notification indicating that the scheduled backup was not run. Tap on the notification to open the app. you will see a detailed message indicating the cause for the backup not running. If the message refers to Doze mode.

Due to various operating system limitations and optimizations to save battery power, Android devices running Android 6.0 and above may have limited access to media, files, or the internet in the background.

To allow backups to run in Doze Mode on Android devices running Android 6.0 and above, you should allow the app to run in low power modes as prompted in the setup of the app. This permission can also be set using the Android OS 'Battery Optimization' setting in the native device settings.
- 53. I don't have enough space for my backup.**
A. You should upgrade your Protection package to have more space to protect all your files. You can also manage your backups and delete protected backups.
- 54. What files are protected in the Basic \$.99 plan?**
A. The basic protection package will back up your contacts, calendar events, wallpaper, sms, and call log and keep them protected in the Sprint Cloud Drive.
- 55. Can I protect my MMS and Documents in the Basic \$.99 plan?**
A. To protect your MMS and documents you need to subscribe to one of the Premium protection plans.
- 56. I want to protect my Music, Photos, and Videos also.**
A. To protect your Music, Photos, and Videos you need to subscribe to one of the Premium protection plans.

57. I want to make sure all my files are always protected, what should I do?

A. To ensure that your files are always protected, we recommend the following:

- 1) Turn 'Over Wi-Fi only' off in your settings, this will allow your backups to run using mobile data.
- 2) Turn 'While charging only' off in your settings, make sure your device has sufficient battery before backing up.
- 3) If your device is Android 6.0 or higher, allow the app to run in low-power mode by white-listing it on your devices battery optimization settings.
- 4) Subscribe to a premium protection plan and select all your content types to be backed up.
- 5) Set your scheduled backup to 'daily' at a time when your device is still in use.
- 6) 'Keep all cloud files' in your settings turned on.
- 7) Check the 'Auto-upgrade' box in your settings to allow your device to upgrade to a higher protection subscription if your current plan runs out of space.

58. What is the auto-upgrade feature?

A. When your protection plan's storage is full and there is not enough room for your next backup, the app will prompt you to upgrade your protection plan and will not back up any more of your files. If you do miss this notification your latest files will no longer be protected in the Sprint Cloud Drive. Enabling the auto-upgrade option allows the app to upgrade you when your storage is full to ensure that your files continue to back up and are protected in the Sprint Cloud Drive. Check this box to select or disable this feature.

59. Can I downgrade my subscription?

A. You can downgrade a premium subscription as long as there is sufficient space in the lower plan for your protected files. For example, if you have a 100GB Premium protection plan with 40 GB used, you will only be able to downgrade to a lower plan with at least 40 GB of storage included.

60. What is a Protection Plan?

A. Sprint Backup offers different levels of protection for your files for you to choose. You must purchase a subscription to one of the offered plans in order to back up your content to the Sprint Cloud Drive.

61. What is the difference between the Protection Plans?

A. There are 4 Protect Plans offered.

- 1) Basic Protection Plan
- 2) Premium Protection with 10GB of storage space
- 3) Premium Protection with 25GB of storage space
- 4) Premium Protection with 100GB of storage space

Each Protection Plan has its own price.

The Basic Protection Plan will back up your contacts, calendar events, wallpaper, sms, and call log and keep them protected in the Sprint Cloud Drive.

The Premium Protection Plans will back up your MMS, documents, music, photos, and videos up to the amount of space that your selected protection plan includes. This is in addition to those content types included in the basic protection plan.

You can always upgrade your selected protection plan from basic to premium and from a lower premium plan to a higher one that includes more protection space.

62. Can I upgrade my Protection plan to include more content types or more space?

A. You can always upgrade your selected protection plan from basic to premium and from a lower premium plan to a higher one that includes more storage space.

63. Can I restore my protected content after I cancel my subscription?

A. After you cancel your subscription, your backed up content will remain protected in the Sprint Cloud Drive for 30 days. If you re-subscribe within 30 days you will be able to restore from your previous backups and they will remain protected.

After 30 days, your backed up content will be deleted from the Sprint Cloud Drive and will no longer be protected. If you re-subscribe after 30 days you will not be able to restore from your previous backups.

64. My app says I cannot backup my content since I am out of space. What can I do?

A. When Sprint Backup detects that there is too much content selected to back up to the Sprint Cloud Drive than there is available space in the Sprint Cloud Drive, the app will prompt you that there is insufficient storage space to perform a backup, and offer 3 options:

1) Upgrade your Protection Plan.

Note: If you have enabled the auto-upgrade feature in the settings, your subscription will be automatically upgraded to the next available protection plan.

2) Manage your backups.

3) Modify your selected content to back up.

Appendix

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