

# BACKUP

## MOBILE BACKUP

### User Manual



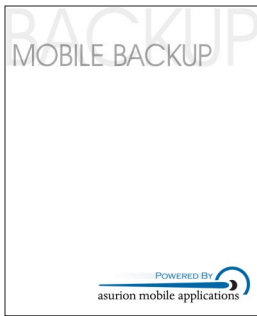


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## Product Overview

Mobile Backup automatically protects your contacts and personally created content like pictures, audio files and videos. Should you ever lose or replace your phone, you can easily restore all your valuable data to your new phone by downloading Mobile Backup to a supported replacement phone, logging in with your Fido number and PIN and selecting Sync from the main menu. To complement this service, the Mobile Backup Web site enables users to easily access and manage their contacts and content from anywhere in the world.

### Automatic and Wireless

Mobile Backup will perform regular, automatic backups, making sure you always have a copy of your valuable data. Simply select a daily, weekly or monthly automatic backup schedule and Mobile Backup will do the rest.

### Secure

The privacy and security of your data are our prime concerns. Any personal information obtained from customers or their contacts will not be sold or distributed. In addition, to ensure maximum security, all data is encrypted and stored in secure, redundant data centres.

### Import Outlook, Outlook Express and Yahoo! contacts

Mobile Backup was designed to enable users to easily import, integrate and manage contact information from Outlook®, Outlook® Express and Yahoo!®!

### On-line access

The Mobile Backup Web site – [mobilebackup.fido.ca](http://mobilebackup.fido.ca) – provides you with quick, easy access to your data from anywhere in the world. The Web site also gives you a reliable, efficient tool for managing your contacts, pictures and video.

## Getting Started

Download Mobile Backup to your handset following the steps below:

1. Launch the Mobile Internet right from your Fido.
2. Select MY TOOLS from the home page.
3. Select the Mobile Backup plan you wish to subscribe to and follow the prompts.

Once the application is downloaded and set up, Mobile Backup will automatically start backing up your contacts and/or content.

### Review and Accept the Terms and Conditions

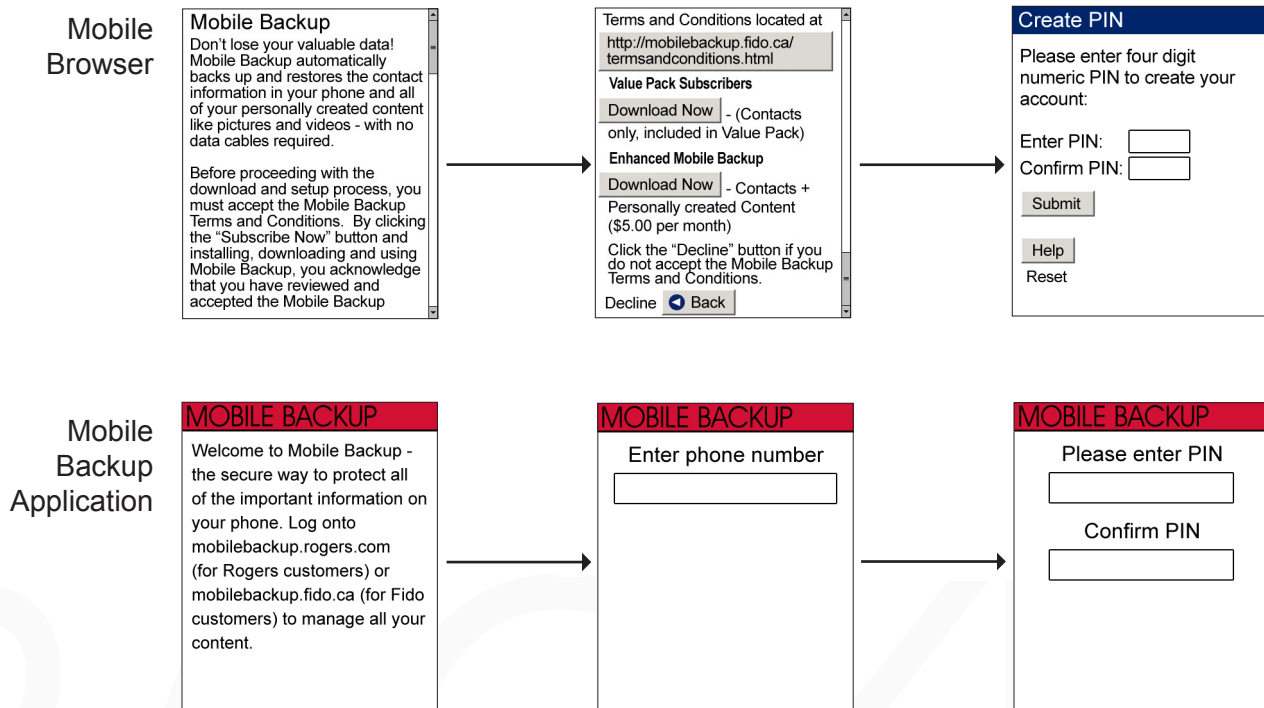
Before using the Mobile Backup application on your Fido, you must first accept the Terms and Conditions. The Agreement can be viewed at [mobilebackup.fido.ca](http://mobilebackup.fido.ca).

### Set up your Account

After downloading the application, you will be prompted to set up an account on your Fido. You can create a new account or log in to your existing Mobile Backup account if you are restoring your data. Your account will be identified by your Fido number and a four digit numeric PIN.

### Configure Auto Sync

Once you have completed the account setup, your Fido will be automatically configured to create a backup on a weekly basis. You can select a custom daily, weekly or monthly automatic backup schedule from the Auto Sync menu. To view or change your Fido's automatic backup settings, launch Mobile Backup and choose Setup -> Auto Sync.



## Backing Up Content

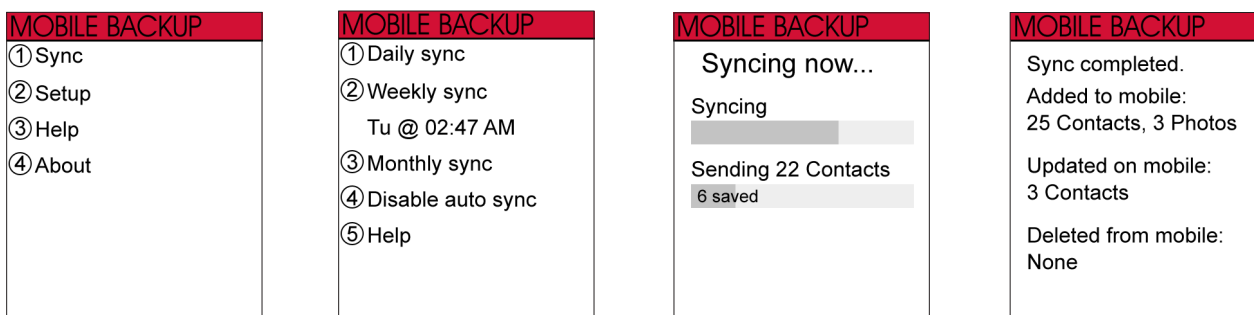
Mobile Backup gives you two options for backing up all your Fido's data: automatic or manual.

### Automatic Backup

Once you have completed the account setup, your phone will be automatically configured to create a backup on a weekly basis. You can select a custom daily, weekly or monthly automatic backup schedule from the Auto Sync menu. To view or change your phone's automatic backup settings, launch Mobile Backup and choose Setup -> Auto Sync.

### Manual Backup

At any time, you can back up your Fido content by selecting the sync function from the main menu. This feature provides an added level of security by allowing you to back up your Fido immediately after purchasing new content, taking a picture or receiving new contact information.



## Restoring content

If you ever lose, damage or replace your Fido, Mobile Backup enables you to easily restore your contacts, pictures, audio files and videos to a new Fido in three simple steps.

Step 1. Download Mobile Backup to your new replacement phone. Check our list of supported phones at [mobilebackup.fido.ca](http://mobilebackup.fido.ca) to ensure we support your replacement phone.

Step 2. Log in with your Fido number and PIN. If you are unable to remember your PIN, call 1-888-481-FIDO (3436).

Step 3. From the main menu, select Sync to restore your data to your replacement phone.

### Note:

If you change Fido numbers, please contact 1-888-481-FIDO (3436) for assistance with transferring your data.

## Managing Content

Upon logging in to the Mobile Backup Web site, you will be taken to the contacts view page. Here you can see a complete list of the contacts and phone numbers you have saved, as well as the last time your Fido was backed up.

To view or update the information you saved for a given contact (including address, e-mail or notes), simply select on the person's name. Press the 'Save Contact' button to save updated information or press the 'Cancel' button to return to the contacts view page.

To add a new contact, press the 'Add New Contact' button at the top of the page. Fill in any desired information you wish to save for this person and press 'Save Contact.' If you wish to add multiple contacts, press the 'Save / Add Another' instead. You can press the 'Cancel' button at any time to return to the contacts page.

To delete contacts, select the box to the left of the name and click on the 'Delete Selected Contacts' option in the top left corner. This will remove contacts from your current saved list and place them in your deleted contacts folder. This folder protects you from accidentally deleting contacts because you may restore these contacts from the deleted items folder to your current contact list at a later time.

To view your deleted contacts, click on the 'View Deleted Contacts' option in the top left corner. Here you will see a complete list of all the contacts you have deleted from your saved contact list on mobilebackup.fido.ca. To restore or permanently delete a contact, select the box to the left of the name and click on the desired option in the top left corner of the screen.

To import your PC contacts, click on the appropriate Outlook, Outlook Express or Yahoo! button and follow the instructions.

## Audio, Pictures and Videos\*

To access your saved audio files, pictures or video, click on the appropriate tab at the top of the screen. Each page gives you a complete list of the items you saved. You can preview this content by clicking on its name.

To delete items, select the box to the left of the name and click the 'Delete Selected Items' option in the top left corner of the screen. Doing so will remove these files from your current saved list and place them in your deleted folder. This folder protects you from accidentally deleting files because you can restore these items to your current list at any time.

To view your deleted files, click on the 'View Deleted' option in the top left corner. Here you will see a complete list of all the files you deleted from your saved list. To restore or permanently delete a file, select the box to the left of the name and click on the desired option in the top left corner of the screen.

\*Note: You must have the full content version to back up and restore these file types.

## Importing Contact Lists

Mobile Backup was designed to enable users to easily import, integrate and manage contact information from multiple sources. Currently, you can upload contacts from Microsoft Outlook, Microsoft Outlook Express and Yahoo!.



### Microsoft Outlook

1. In Microsoft Outlook, click on File > Import and Export.
2. In the action list, select Export to a file and then Next.
3. Choose Comma Separated Values (Windows) as the file to export and click on Next.
4. Select Contacts and click on Next.
5. Select a location for your file, making sure that it has a .csv extension, then click on Finish.
6. Log in to your Mobile Backup account and upload your .CSV file from the Import Contacts page.
7. Once the .CSV file is uploaded, your current phonebook backup should include all your Outlook contacts. You can import these contacts onto your Fido by performing a sync in your Fido's phonebook.



### Microsoft Outlook Express

1. After opening your Outlook Express, click on the Addresses icon.
2. Click on File, Export and then Other Address Book.
3. Select the Text file (Comma Separated Values) tab and then click on Export.
4. Select a location for your .csv file and then click on Next.
5. Select the fields you want to export and then click on Finish.
6. Log in to your Mobile Backup account and click on the Import Contacts link.
7. Upload the .CSV file you exported earlier onto [mobilebackup.fido.ca](http://mobilebackup.fido.ca).
8. Once the .CSV file is uploaded, your current phonebook backup should include all your Outlook Express contacts. You can import these contacts onto your mobile Fido by performing a sync in your mobile Fido's phonebook.



### Yahoo!

1. Log in to your Yahoo! Account and click on the Addresses tab in the top-left corner.
2. Click on Import/Export in the top-right corner.
3. Click on Export Now next to Microsoft Outlook under Export, and save the file.
4. Log in to your Mobile Backup account and click on the Import Contacts link.
5. Upload the .CSV file you exported earlier onto [mobilebackup.fido.ca](http://mobilebackup.fido.ca).
6. Once the .CSV file is uploaded, your current phonebook backup should include all your Yahoo! contacts. You can import these contacts onto your mobile phoneFido by performing a sync in your mobile Fido's phonebook.

## FAQs

### What is Mobile Backup?

Mobile Backup is a mobile software application that automatically backs up all of your contacts, pictures, audio files and videos – no data cables required. The [mobilebackup.fido.ca](http://mobilebackup.fido.ca) Web site allows you to manage all your content as well as edit, import and print your contacts.

### Will Mobile Backup run on my phone?

For the complete list of compatible phones, visit [mobilebackup.fido.ca](http://mobilebackup.fido.ca).

### How do I get Mobile Backup?

1. Launch the Mobile Internet right from your Fido
2. Select MY TOOLS from the home page.
4. Select the Mobile Backup plan you want to subscribe to and follow the prompts.

Once the application is downloaded and set up, Mobile Backup will automatically start backing up your contacts and/or content.

\*Note – There is no charge for downloading Mobile Backup

### How do I synchronize my phone?

Mobile Backup will automatically backup your contacts based on your auto sync settings. Initially, the application will be set to sync your data weekly, between 12:00 p.m. and 6:00 a.m. However, Mobile Backup will enable you to customize your Auto Sync settings. The options for automatic sync are daily, weekly, and monthly. You can update your settings at any time by selecting Setup -> Auto Sync from the main menu.

### Does my Fido needs to be on to do a programmed backup?

Yes.

### What data can I backup?

Mobile Backup will protect your contacts, pictures, audio files and videos depending on your phone. To view the exact data your phone is backing up, launch Mobile Backup and go to Setup->Data Options.

\*Note – Contacts saved on SIM are not backed up. You must have the full content version to protect pictures, audio files and videos. Mobile Backup subscribers are not permitted to copy or distribute copyrighted content that they do not have the right to copy or distribute.

### What data can not be backed up?

Mobile Backup does not protect games, DRM protected material or any content that comes preloaded on the phone. In addition, Mobile Backup subscribers are not permitted to copy or distribute copyrighted content that they do not have the right to copy or distribute.

### Can I decide what data I want backed up?

Yes. From the application's main menu, select Setup -> Data Options. This screen provides a list of the data on your phone that can be protected. If you do not want to automatically backup certain content, simply uncheck the corresponding box and that data will be disregarded.

### How do I restore my data?

To restore your data, you must first download Mobile Backup to your replacement phone by following the download instructions provided above. Launch Mobile Backup on your phone and log in with your phone number and PIN. Run the Sync function from the main menu to add your saved contacts to your replacement phone.

If you can't remember your PIN, go to [mobilebackup.fido.ca](http://mobilebackup.fido.ca), to have it sent to your Fido via text message. If you're having difficulties, or if you've changed your number and need assistance restoring your data, please contact  
1-888-481-FIDO (3436).

### Do I have to repurchase Mobile Backup to restore or transfer my data to a new phone?

Yes. You will need to repurchase the subscription for your new phone and the subscription for your old phone will be automatically terminated when it is deactivated.

### I restored my content to a new phone. Why am I missing some of my contacts?

Check that all of your contacts have a name and one of the following numbers – a work phone, home phone, or cell phone. Often a phone will not allow a contact to be entered if it does not have a name and one of those common phone number fields. You can view your contacts by logging in to [mobilebackup.fido.ca](http://mobilebackup.fido.ca).

### What can I do to prevent data roaming charges from my backups while travelling outside Canada?

The backup schedule is configurable and can be set not to coincide with your trip. Once you are back in Canada, you can change it back.

### What happens if I change of Fido number?

If you change your phone number, please contact customer support at 1-888-481-FIDO (3436) for assistance with transferring your data to your new Fido.

### How do I terminate my Mobile Backup subscription?

To terminate your Mobile Backup subscription, please follow these steps:

1. Launch the Mobile Internet right from your Fido.
2. Select My Tools.
3. Select My Subscriptions.
4. Select Mobile Backup.
5. Follow the links to unsubscribe.

To remove the Mobile Backup application from your Fido, follow the phone manufacturer's approved process for deleting applications.

