

# Qubii<sup>®</sup>

## **The Automatic Backup Device**

User Manual

Version 1.9(3378)



# Customer Support

If you need assistance, here are some ways to contact a customer support representative:

## Contact Support via Qubii App

1. Open Qubii App Home Screen.
2. Select the icon in the top left corner that looks like a 3 dotted line.
3. Submit your email address for our representatives to reach you.

## Email us at “Support@maktar.com”

Please send a detailed message about your issue with photos/screenshots and a video to our support team. Please allow 3-5 business days for us to get back to you.

## Visit the Online Help Center

Check out our help center [here](#) for FAQs, solutions and support.

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# Introduction to Qubii

Meet Qubii, an automatic photo storage backup device. You can choose to back up from any of the following platforms: Facebook, Instagram, Twitter, Flickr, iCloud Photo, Photos, Videos, and Contacts.

## What's in the box!

Your Qubii box includes:



Qubii devices come in a variety of colors. MicroSD Cards are sold separately. We strongly recommend purchasing a microSD Card from a trusted seller for an optimal experience. Beware and avoid counterfeit microSD Cards.

# Setting up Qubii (the product)

## 1. Insert your microSD card into Qubii's microSD card slot.

We recommend a microSD card with a capacity that is greater than that of your smartphone or iPad. If the microSD card's capacity is lower than your device, it's also ok! Qubii can still support it. When the card is full, Qubii will display a pop-up message telling you to switch the microSD card. Once switched, the backup will start from where it let off.

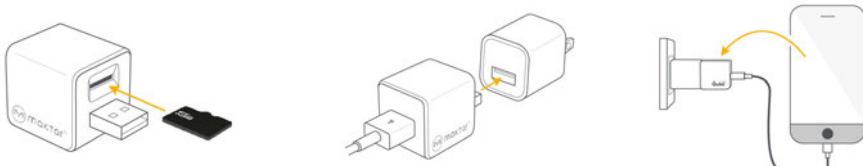
Keep in mind that Qubii will format your microSD card from FAT32 to exFAT automatically if your microSD card capacity is 32GB or 64GB. The exFAT file system was released by Microsoft to address FAT32's inability to carry files over 4GB.

## 2. Connect Qubii's USB port to your USB power adaptor.

Please pay attention the type of the charger you have. Qubii has USB-A ports which only support USB-A chargers.

## 3. Connect your charging cable to Qubii and your device.

## 4. Connect your power adaptor and Qubii to a power outlet.



# Setting up the Qubii App



The Qubii App sets up Qubii for iPhones and iPads.



To get started:

1. Download the Qubii app from [Apple App Store](#).
2. Insert charging connector to your device and launch the Qubii App.
3. Follow the setup instructions.
4. After the initial setup is done, your content can be organized, viewed, and backed up through the Qubii App.
5. During the Qubii setup process, the Qubii App will ask for the auto-backup feature to be enabled. Enable this feature by consenting Qubii as your trusted device and the backup process will manage itself. If the Auto Backup feature for Qubii is not enabled, follow these steps to turn it on:
  1. Connect your iPhone & iPad with Qubii.
  2. If your Qubii has no trusted device, please go back to Main Menu and select "Begin Backup."

3. You will see a pop-up message giving the option to trust the device again.

For more information, see [this article](#) in the Help Center.

# Compatibility System

The Qubii App is compatible with the following:

## Operating System

iOS 12. x or above / MacOS X / Windows 7,8,10

## iPhone Models

iPhone 13 Pro Max, iPhone 13 Pro, iPhone 13, iPhone 13mini, iPhone 12 Pro Max, iPhone12 Pro, iPhone 12mini, iPhone 11 Pro, iPhone 11, iPhone Xs, iPhone Xs Max, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, and above.

## iPad Models

iPad Pro (12.9-inch), iPad Pro (9.7-inch), iPad mini 4, iPad Air 2, iPad mini 3, iPad Air, iPad mini 2, iPad mini, iPad (4th generation), and above.

When you're done with the setup, check out the rest of this guide to learn more about Qubii and the Qubii app.

# Perks and Advantages

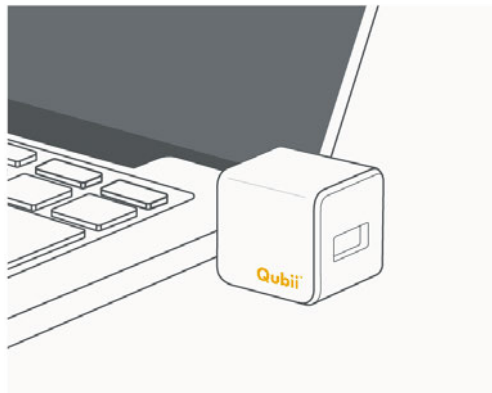
## Multiple devices

Qubii allows multiple devices to back up to the same Qubii. Qubii's system can detect different IMEI models. When a different smartphone or tablet is detected and has been authorized for backup, Qubii will automatically create a new folder. The folder's name will be the same as your device.

## Qubii desktop

Qubii works as a USB device when you plug it into a desktop or laptop computer. Insert Qubii into the USB port to view, edit, and transfer files.

Note: Qubii is NOT able to auto backup content from computers. Read about compatibility systems [here](#).



# **Register for a 10-year extended warranty**

All Maktar brand products come with a 2-Year Limited Warranty. Qubii is qualified to be registered for a 10-Year Extended Warranty.

The 10-Year Extended Warranty is available after product registration. To register, please go to your Qubii App, go to “Settings” then select “Extended Warranty” for product registration.

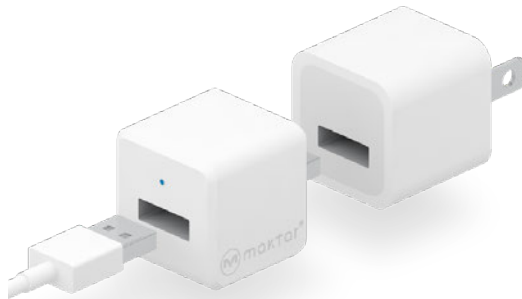
# Basics

Learn how to manage settings, navigate the app, restore photos and more.

## Using Qubii: Basics

Qubii has a USB port, USB connector, and microSD card slot above the connector.

Indication light signal



Qubii has an indication light signal right above the USB port.

- A blinking signal indicates Qubii is activate and functioning.
- No light signal indicates that Qubii is not connected.

# Memory | MicroSD Card

Qubii itself does not have storage space. You need insert microSD card into Qubii. All your content will be stored into your microSD card.

1.Flexibility: Qubii can support any size microSD card up to 2TB. We recommend a microSD card with a capacity that is greater than that of your iPhone or iPad. If the microSD card's capacity is lower than your device, it's also ok! Qubii can still support it.

2.Reusable: When the card is full, Qubii will display a pop-up message telling you that its full. You can either switch the card or empty it.

## **For Switching:**

Qubii App keeps the backup records. If you switch the card and continue to back up, it will start from where it let off.

## **For Emptying:**

You can move the content from the microSD to the external hard drive or computer. Once the card is empty, you can use it again to back up more photos! Qubii App keeps the backup records for you. It will continue to back up from where it left off instead of starting over from the beginning.

Note: If you reset the backup records or delete the app, Qubii will back up from the beginning.

3. Purchase a microSD Card from a trusted seller for an optimal experience.



# Navigating the Qubii App

## Introduction (not connected to Qubii)

Launching the Qubii App without your device being connected to Qubii, will display the following:

- If it's a connection issue, please select "Help."
- Select the "3 dotted line conversation icon" in top-left corner.
- Select "setting icon" in top-right corner to adjust settings.



# Introduction (connected to Qubii)

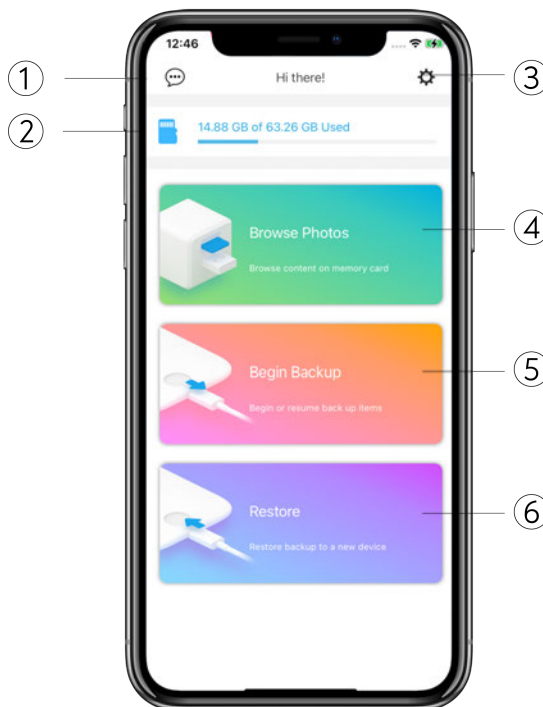
There will be a transition screen leading to Qubii App's Main menu:



# Main Menu

Once Qubii is connected, up and running, you will be able to access the following features on the Main Menu within the app.

1. Chat icon (Built-in customer support)
2. MicroSD Card Capacity
3. Settings
4. Browse Photos
5. Begin Backup
6. Restore



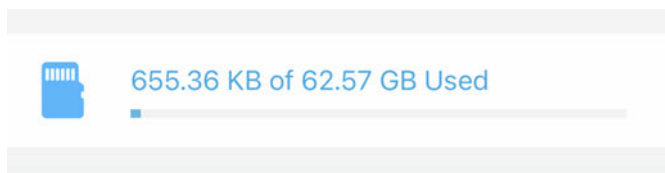
## 1. Chat icon (Built-in customer support)

If you need assistance from a customer service representative, please select the “3 dotted line chat icon” in the top-left corner. Enter and submit your email address. Please send a detailed message with photos and screenshots and a video of your issue to our support team. Please allow 3 - 5 business days for us to get back to you.

You may also go to [here](#) for help.

## 2. MicroSD card capacity

This information indicates the amount of storage used and left available for storing your data.

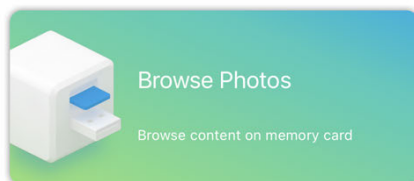


## 3. Settings icon

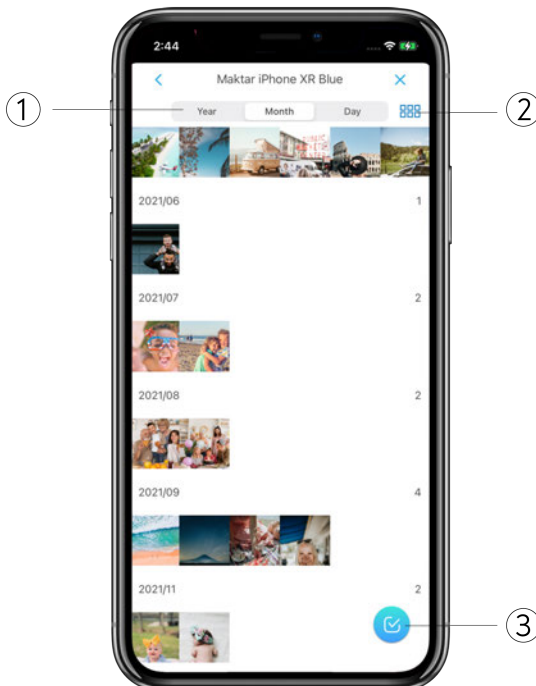
Manage various settings under the Settings icon. For more information, read [this page](#).

## 4. Browse photos

Select 'Browse photos' to view, share and edit photos and content that already have been backed up.

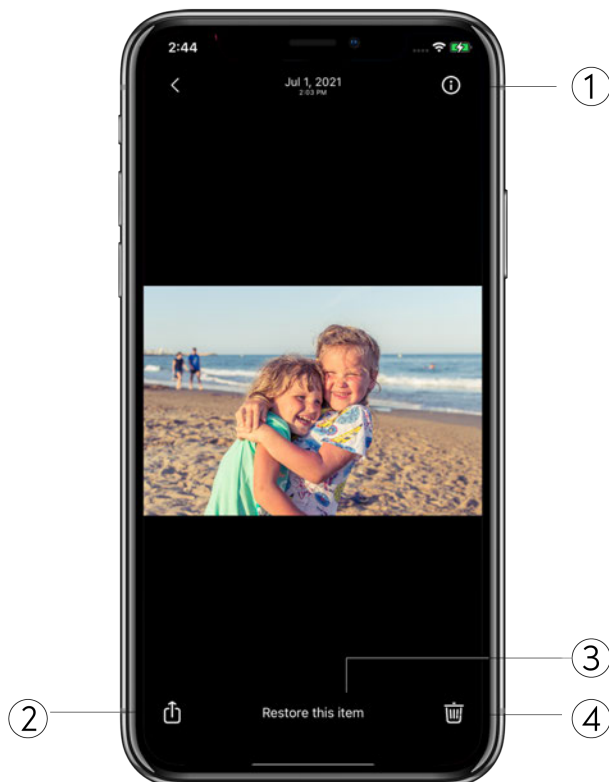


1. Browse content by year, month and date.
2. Browse content by photos, video or list.
3. Tap this icon to select specific photos to restore, delete or share with other devices.



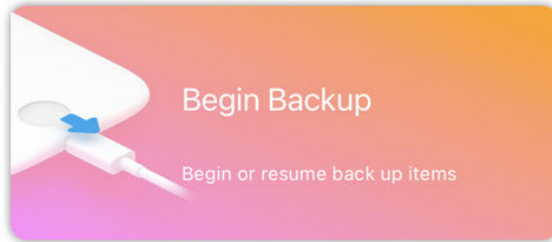
When you select a photo, you will see the screen like the one below:

1. Meta Data: Qubii will keep all meta data of each photo. Meta data includes the location, device model, date, and name of the image.
2. Share image to other devices.
3. Restore image to your phone.
4. Delete image from the microSD card.



## 5. Begin backup

After the initial setup, the backup process will begin automatically every time Qubii is connected. If you prefer to back up manually, you can select the “Begin Backup” button.

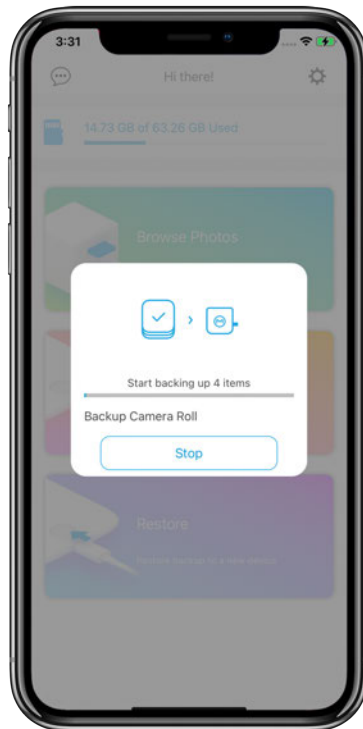


Qubii keeps your backup records in the Qubii App. If you tap the “Begin Backup” button, Qubii will scan to see if there are any new items needed to backup.

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**Caution!** If you want to unplug the cable while Qubii is backing up, please tap the “STOP” button first to stop the backup before unplugging the cable.

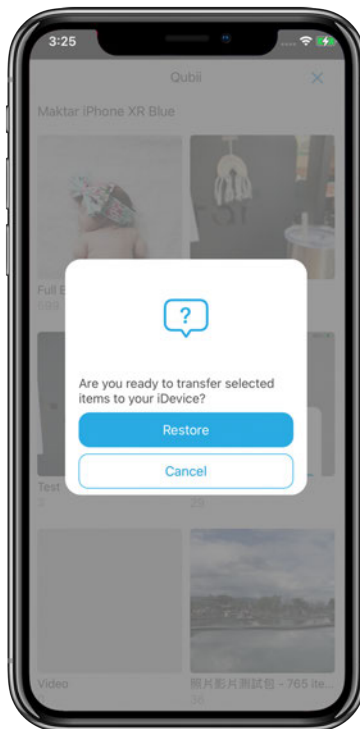
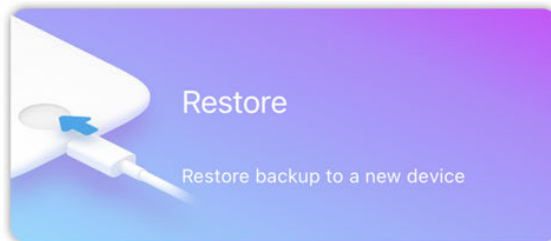
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## 6. Restore

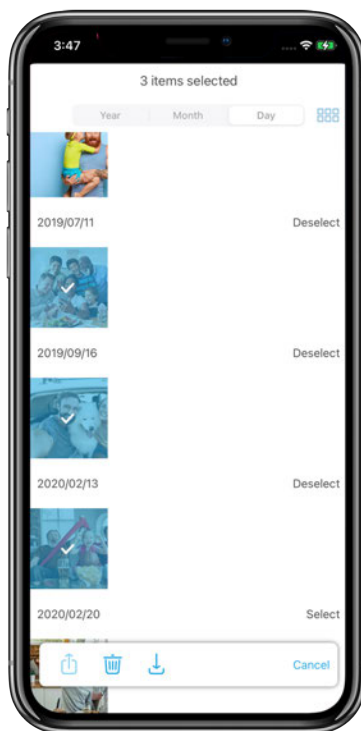
Select “Restore” to restore specific albums to your smartphone storage.



**Note:** When you tap specific albums, Qubii will restore the entire albums back to your device.

If you want to restore specific photos, please follow these steps:

- Return to the main menu > “browse photos”
- Tap the blue checkbox icon on bottom right.
- Select images > tap “restore”.
- Then, the selected photos will be restored from microSD card to your device.



# Settings icon

Manage various settings under the Settings icon in the Qubii App.

## User manual

You may access the Qubii User Manual [here](#).

## Privacy

View Maktar's Privacy Statement.

For new information and updates, please refer to [us.maktar.com](https://us.maktar.com) or sign up for Maktar Newsletter.

For California Residents, please contact us at [support@maktar.com](mailto:support@maktar.com) for more information regarding your privacy policy information disclose request.

## Extended warranty

All Maktar-brand products comes with a 2-Year Limited Warranty. Qubii is qualified to register for a 10-Year Extended Warranty after product registration.

For product registration, please select the "Extended Warranty" tab and continue your product registration process.

## Technical Support

To contact a customer service representative, please select the “Technical support” tab. Please send a detailed message about your issue with photos/screenshots and video to our support team. Please allow 3 to 5 business days for us to get back to you.

## Visit the Online Help Center

Check out our help center [here](#) for FAQs, solutions and support.

## App Lock

For security features such as Face ID/Touch ID when accessing Qubii App content and features, please enable the App Lock in Settings.

## Managing browser preference settings

This setting allows your Qubii photo album to remember your most recent browsing preferences history. By disabling this feature, your browsing preferences will be set to Qubii default browser settings.

## Back up items

The 'Back up Items' selection allows you to change the settings and content of what you would like to back up and store.

You can enable this feature for the following content:

- Camera Roll
- Contacts
- iTunes media
- Facebook content
- Instagram content
- Flickr
- Twitter content.

FYI: iCloud and Social Media backup uses a large amount of data. Please enable 'Download using WiFi only' to avoid extensive data usage during backup.

Note that when Qubii backs up Live Photos, they will save as one image and one video. When you restore them from Qubii to a smartphone, it will turn to Live Photos.

## How to back up albums?

Please follow these steps:

1. Open the Qubii app > settings icon > backup items > backup camera roll
2. Turn on "My albums."

When you back up albums, it will appear that you have two of the same photo in your backup records. This is because Qubii has backed up the photo from your camera roll and from the album you created.

## How do I back up photos from Facebook, Instagram or Flickr?

To back up your photos from social media accounts, follow these steps:

1. Open the Qubii app > settings icon > backup items.
2. Scroll down to see your social media accounts.
3. Log into your social media accounts.
4. Turn on “Download using Wi-Fi only.”

Note that backing up photos from social media require a large amount of data usage. We recommend turning on “Download using Wi-Fi only” if you do not have an unlimited data plan.

Once these features are enabled, Qubii will automatically back up photos from your social media accounts.

### Postponing backing up

Qubii’s default settings allow it to automatically begin the back up process as soon as it’s connected. If you would prefer to delay this process, please go under ‘Postpone Backup’ and select your time preference. You can choose from 10 minutes, 1 hour, 3 hours, or don’t back up.

## Notifications

The Qubii App is set to send you notifications to update you on your back up progress. You may customize your notifications and updates on how often you would like to be notified. You can choose from every 10 seconds, 1 minute, 10 minutes, 60 minutes, or do not notify.

## Backup up details

Backup details allows you to see your last full backup date, the total items saved and the remaining iCloud contents that are yet to be completed.

You can use 'Backup Details' to reset your backup record or to remove your backup items.

### **If I want to back up all my content to a different microSD card, how can I set Qubii to back up from the beginning?**

Originally, Qubii App is designed to keep track of every backup session so that every time you use Qubii, it will scan for new items and continue backing up from where it left off previously to avoid creating duplicates.

However, if you would like to back up all content from the beginning to an alternate microSD card, you can reset Qubii to allow you to back up from the beginning. Here are the steps:

1. Qubii app > settings > backup details



## 2. Tap “reset backup records”

This step will remove all backup records within the Qubii App. Make sure you save what you want to keep before you delete them!

## **How to remove backed up items from device through Qubii App?**

To remove backed up items from your device, please follow these steps:

1. Qubii app > settings > backup details
2. Tap “ remove backed up items”

This step will only remove the photos which have been backed up to Qubii from your phone to trash albums. iPhone will keep photos in the trash albums for 30 days. If you want to free up some space immediately, you need to delete photos in the trash album manually.

## Trusted device

To view how many devices you have allowed Qubii to trust, select 'Trusted device.' If you did not authorize *Trust* to certain Qubii devices, you may remove all trusted devices via this setting.

## Backing up iCloud content

If you would like to back up iCloud content, please enable this option on your Qubii App first.

This backup will requires data, thus we recommend you to go to 'Backup Items' and enable 'Download using WiFi Only' to avoid extra data roaming costs.

For more information, please read [this article](#).

## Clearing the App Cache

The Qubii App cache is similar to an internet browser cache. It's small bits of information stored to make it react faster. However, there may be times when it suddenly closes or stops responding altogether. The may be due to problems with the cached data. It can be fixed by selecting the 'clear app cache' button to delete the stored data.

## Formatting the microSD card

Formatting the microSD card is similar to resetting a device to factory settings. All existing data will be deleted

permanently. Make sure you back up the content you wish to save before formatting.

## **How can I format microSD card via computer?**

### **Windows:**

1. Connect the Qubii flash drive to a PC.
2. Right click on the Qubii folder on the PC once it appears.
3. Choose (exfat.)
4. Done!

### **Mac:**

1. Plug Qubii into your Mac.
2. Launch Disk Utility, located in Applications > Utilities.
3. Locate the drive name "Qubii" from the left hand side of Disk Utility and click on it.
4. Click on the "Erase" tab across the top.
5. Done!

## Built-in SD Card Testing Tool

The quality of microSD card in the market is various. To ensure your precious memories can be safely stored in the Qubii, we will first launch a MicroSD card test for inspection to make sure your card meets the quality assurance and up-to-date standard compliances. While testing, Qubii will also be able to detect possible SD card issues and prevent potential file corruption in the future.

# Troubleshooting

If you experience any of the following common issues:

- Trouble connecting to Qubii
- Can't connect to iCloud
- Unable to backup
- Unable to detect microSD card
- Backup malfunction
- Error messages
- Other

Please see our Support page for solutions: [here](#).

If our Support page does not have the solution to your problem, please contact us via [support@maktar.com](mailto:support@maktar.com) or through your Qubii Customer Support Chat. We will be more than happy to resolve your problem.

# Compliance and Warranty Information

## Regulatory Compliance



## Compliance



## Environmental

## Limited-Warranty Information

Maktar Inc. warrants all products must be free from material defects, and are made with workmanlike quality, and will conform, within normal commercial tolerances, to the applicable specifications.

**Notice Requirement.** Maktar Inc. will only be required to replace products under REPLACEMENT PRODUCTS CLAUSE

if it receives written notice from the consumer of such defect or nonconformity within 90 days after delivery of the Products.

**Exclusions.** This warranty does not extend to any product due to consumer's abuse, neglect, or misuse according to the applicable documentation or specifications, or to any Product, the consumer has had repaired or altered by a Person other than Maktar Inc.

## Extend Warranty

Maktar-brand products offer a 10-Year Extend Warranty upon product registration. Qubii is qualified to be registered for a 10-Year Extended Warranty.

10-Year Extended Warranty is available after product registration. To register, please go to your Qubii App or Qubii Pro App, proceed to "Setting" and select "Extended Warranty" for product registration.

## Returns

30 Day Return Policy – Unused Products Only Returns are only accepted within 30 days of the date of purchase. To be eligible for a return, your Maktar products must be unused and in the same condition that you received them. It must also be in its original packaging. To return your product, please contact us at [support@maktar.com](mailto:support@maktar.com) If the product is received by us in an unused, undamaged condition in its original packaging, we will refund your purchase.

## Exchanges Due to Damaged in Shipment

Please be sure to inspect your product once you receive it. If your Maktar product is damaged in transit, please email us at [support@maktar.com](mailto:support@maktar.com) right away. Include a description of the damages, and pictures/videos if possible. This information is extremely helpful to ensure that our products are packaged and shipped properly. We will arrange for the damaged product to be replaced right away.



# Refunds

Once your return is received and inspected, we will send an email to notify you that we have received your shipment. If you are approved, then your refund will be processed and a credit will be applied to your credit card or original method of payment within 10-14 business days.