Qubii® Duo

The Automatic Backup Device

User Manual

iOS Version 1.9.1(3378)

Android Version 1.3.11(21102202)

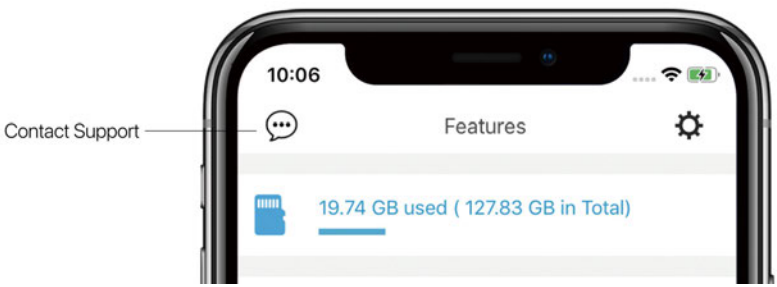
maktar®

Customer Support

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

Contact Support via Qubii Pro App

1. Open to Qubii Pro 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.
4. Please allow 3-5 business days for us to get back to you.



Email: 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 Duo

Meet Qubii Duo, an automatic photo storage backup device. It back up your photos, videos and contacts from your smartphone or iPad. Also, 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 Duo box includes:

Qubii Duo USB-C

Qubii Duo USB-A

There are two USB types for Qubii Duo; the USB-C, and USB-A. Qubii Duo 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. Do not use counterfeit or fake microSD Cards. They can lead to the loss of photos in the long run.

Setting up Qubii Duo (the product)

1. **Insert your microSD card into Qubii Duo'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 Duo can still support it. When the card is full, Qubii Duo will display a pop-up message telling you to switch the microSD card. Once switched, the backup will start from where it left off.

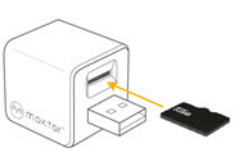
Keep in mind that Qubii Duo will format your microSD card from FAT32 to exFAT automatically if your microSD card capacity is 32GB or 64GB. The exFAT file system was released by Microsoft to address FAT32's inability to carry files over 4GB.

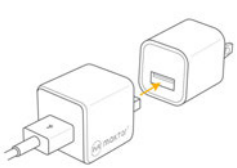
2. **Connect Qubii Duo's USB port to your USB power adaptor.**

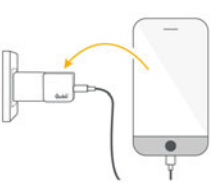
Please pay attention the type of the charger you have.

3. **Connect your charging cable to Qubii Duo and your device.**

4. **Connect your power adaptor and Qubii Duo to a power outlet.**







Setting up the Qubii Pro App

Qubii Duo can support Apple and Android systems. To set up the app, please follow the steps below.

For iPhone & iPad users:

The Qubii Pro App sets up Qubii Duo for iPhones and iPads.

To get started:

1. Download the Qubii Pro App from Apple App Store.

Qubii Duo & Qubii Pro both use the Qubii Pro App. The app will detect which device you have and set specific features.

2. Insert the charging connector to your device and launch the Qubii Pro App.
3. Follow the setup instructions.
4. After the initial setup is done, your content can be organized, viewed, and backed up through the app.
5. During the Qubii Duo setup process, the Qubii Pro App will ask for the auto-backup feature to be enabled.

Enable this feature by consenting Qubii Duo as your trusted device and the backup process will manage itself. If the Auto Backup feature for Qubii Duo is not enabled, follow these steps to turn it on:

1. Connect your smartphone & iPad with Qubii Duo.
2. If your Qubii Duo 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 Android device users:

1. Download Qubii Pro App from Google Play Store.

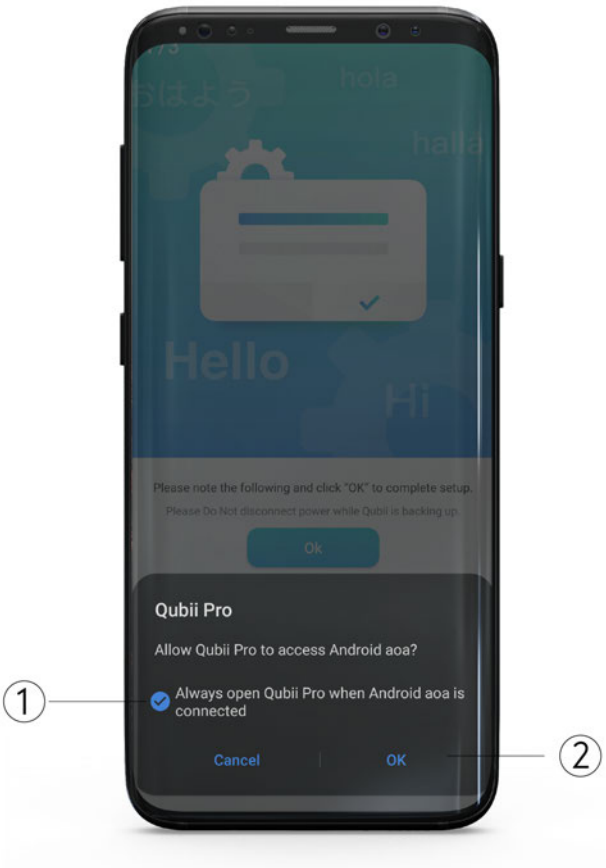
Qubii Duo & Qubii both use the Qubii Pro App. The app will detect which device you have and set specific features.

2. Insert the charging connector to your device and launch the Qubii Pro App.
3. Follow the set up instructions.
4. After the initial set up is done, your content can be backed up, organized, viewed, and backed up through the app.

Note: When you connect your Qubii Duo device with your phone, you will see a pop up message asked by the Android phone. Different phone brands may display the same message but in different ways (see the images below).

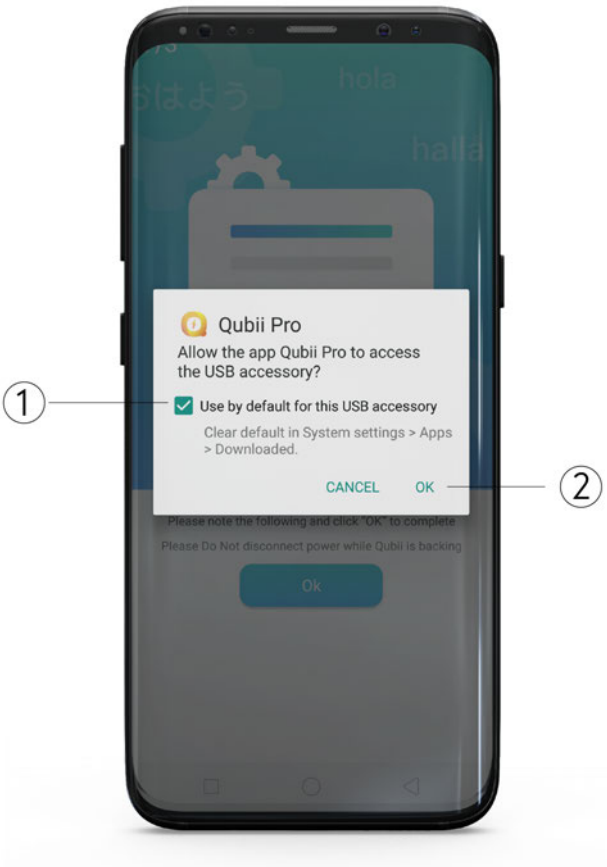
For Samsung, Google Pixel Phone, ASUS, Redmi or Sony::

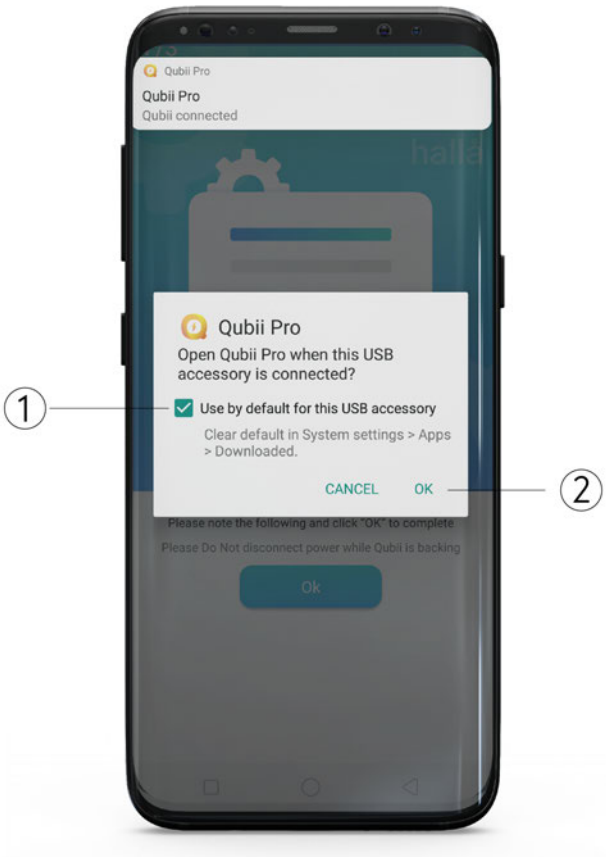
1. Select “Always open Qubii Pro when Android aka is connected”.
2. Tap “OK”.



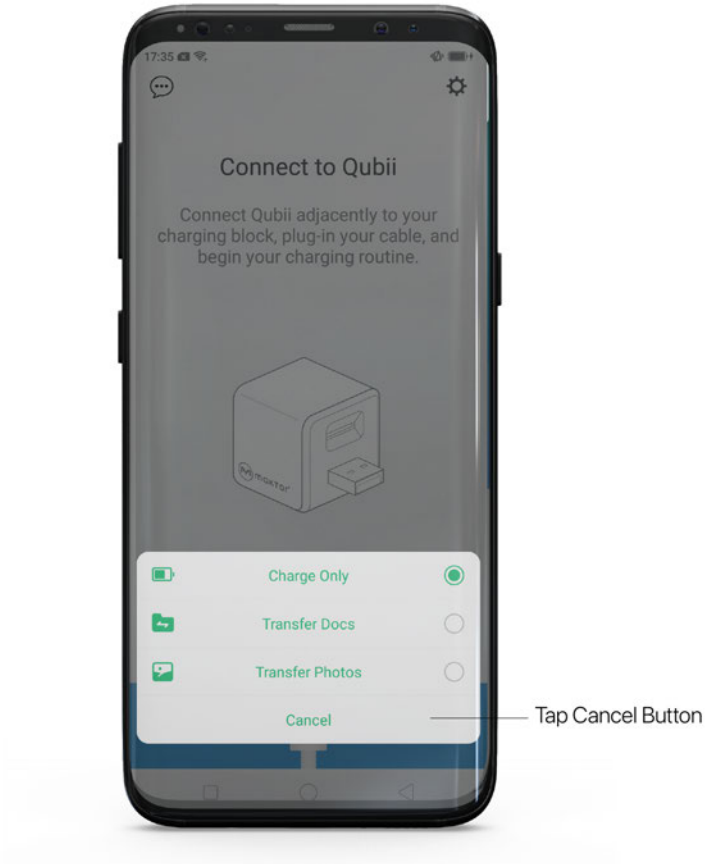
For OPPO:

1. Select “Use by default for this USB accessory.”
2. Tap ”OK”.





1. Select “Use by default for this USB accessory.”
2. Tap “OK”.



OPPO phones will display this message every time when you connect your phone with Qubii Duo. Please tap the “Cancel” button.

If you select the wrong option, it’s fine. Qubii Duo will still work properly.

Note:
When your Android phone is locked, Qubii Duo will back up in the background automatically.

When your smartphone is not locked, Qubii Pro App will turn on automatically when you connect your phone with Qubii Duo. You will then see a pop up message asking you if you would like to backup now.

For more information, see this article in the Help Center.

Compatibility System

The Qubii Pro App is compatible with the following:

Operating System

iOS 12. x or above / Android 6.0 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.

Android Models

The Android 6.0 or above required.

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

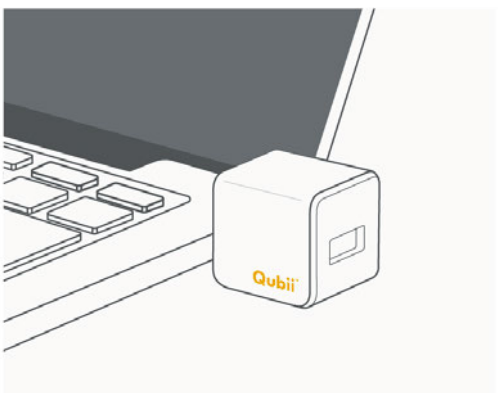
Perks and Advantages

Multiple devices

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

Desktop and laptop compatibility

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

Qubii Duo has a USB port, USB connector, and microSD card slot above the connector.
If you have Qubii Duo USB-C, please use USB-C charger.
If you have Qubii Duo USB-A, please use USB-A charger.

Indication light signal

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

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

Memory | MicroSD Card

Qubii Duo itself does not have storage space. You MUST insert a microSD card into Qubii Duo. All your content will be stored onto your microSD card.

1. Flexibility: Qubii Duo can support any size microSD card up to 2TB. We recommend a microSD card with a capacity that is greater than that of your device. If the microSD card's capacity is lower than your device, it's also ok! Qubii Duo can still support it.
2. Reusable: When the card is full, Qubii Duo will display a pop-up message telling you that its full. You can either switch the card or empty it.

For Switching:

The Qubii App keeps the backup records. If you switch the card and continue to back up, it will start from where it left 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! Remember, the Qubii Pro 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 Duo will back up from the beginning. But if your microSD card has the backed up items from your device, Qubii Duo will not back up again.

3. Purchase a microSD Card from a trusted seller for an optimal experience. Counterfeit and fake microSD cards may be cheaper and appear to do the same, but using them long term can damage, corrupt or delete your saved photos.

Navigating the Qubii Pro App

Introduction (not connected to Qubii Duo)

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

- Please select “Help” for connection issues.
- Select the “3 dotted line conversation icon” in top-left corner to contact customer support
- Select the “settings” icon in the top-right corner to adjust settings.

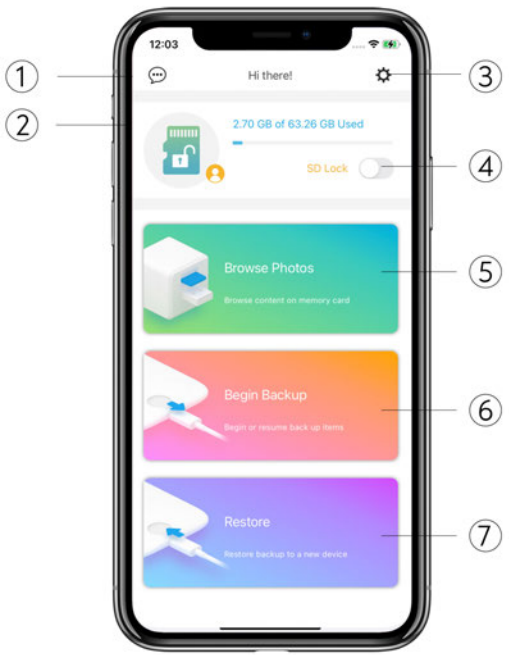
Introduction (connected to Qubii Duo)

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

Main Menu

Once Qubii Duo 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. SD Lock feature
5. Browse Photos
6. Begin Backup
7. Restore



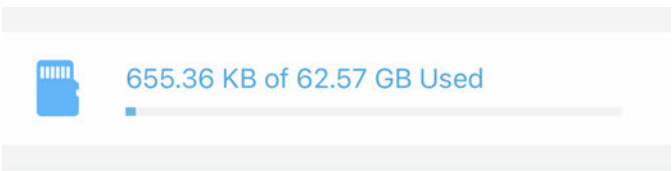
1. Chat icon (Built-in customer support)

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. Send a detailed message with photos, 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 here for help.

2. MicroSD card capacity

This bar indicates the amount of storage used for storing your data.



3. Settings icon

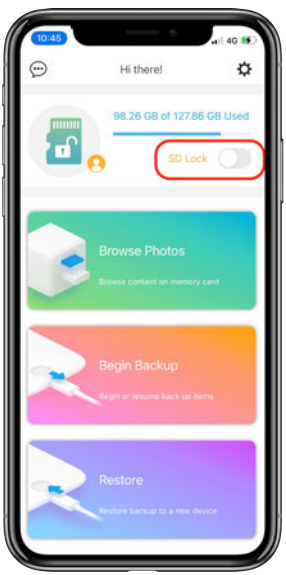
Manage various settings under this icon.
For more information, see this page on the user manual.

4. SD Lock Feature

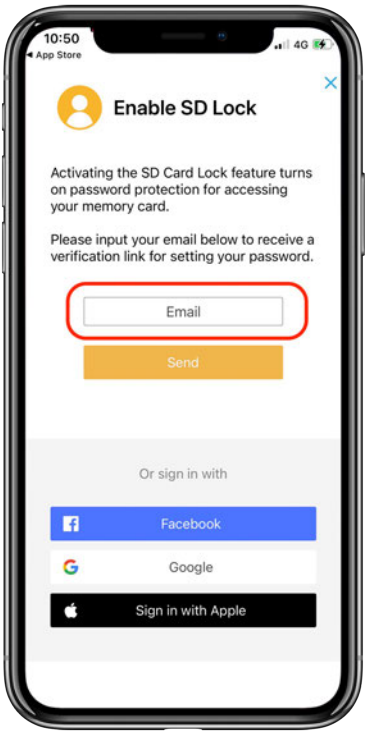
Please be aware that that microSD card lock feature only works on the Qubii Duo device. Once this feature has been activated, the content on your microSD card is only accessible with a password through the app. Hackers, malware or any one else will not be able to access your data. Even if the microSD card has been ejected from Qubii Duo and gets plugged into other devices, your data on it will be inaccessible.

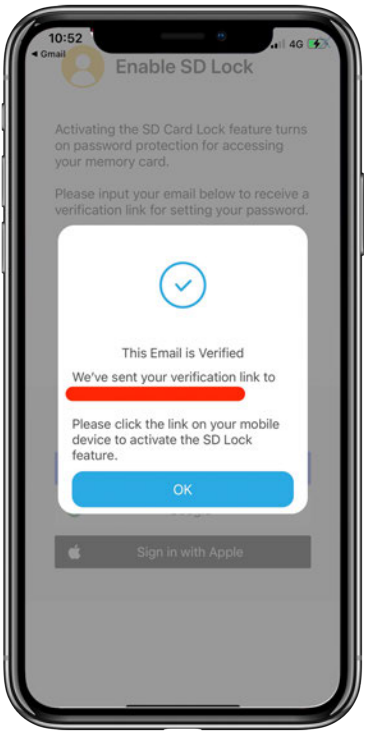
How do I lock the microSD card?

1. Connect your device to Qubii Duo, open the Qubii Pro APP, then turn on the "SD Lock" feature.



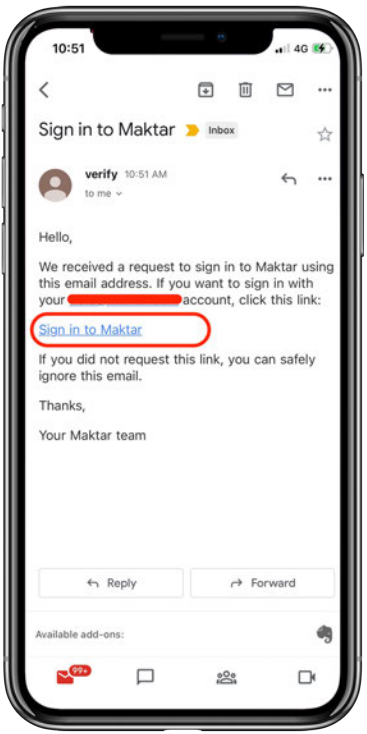
2. Once activated, the app will need to verify your email address. After your enter it and tap "send" the app will send out a verification email.



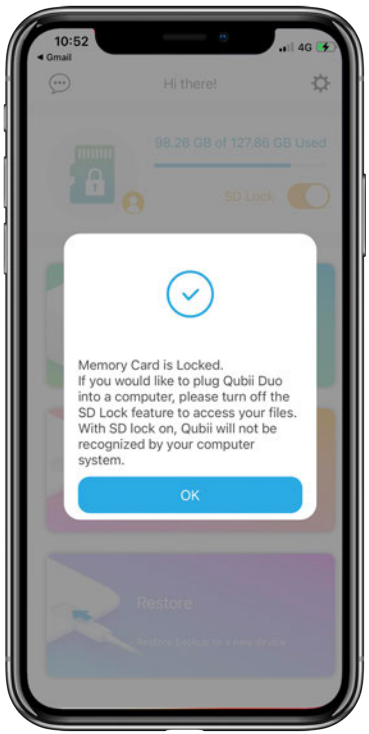


Note: Please use your device (iPhone, iPad or Android device) to open the email.

You should receive a verification email as shown in the image below. Please tap "Sign in to Maktar" in the email to verify your account.

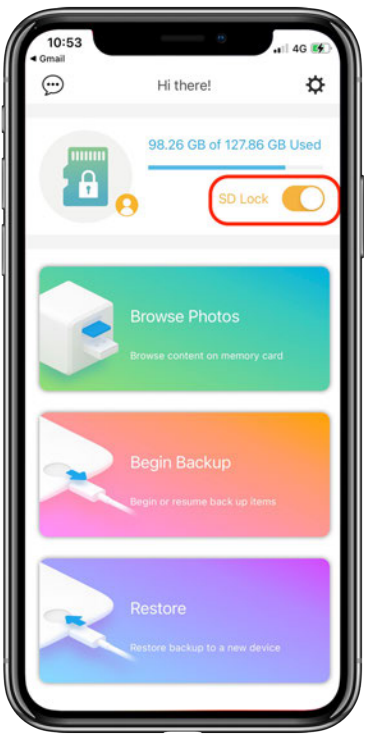


When you tap the link, you should receive the message shown below informing you that your microSD card has been locked.



Note:⚠️ Be sure to unlock your microSD card before plugging your Qubii Duo into your computer. If the microSD card is locked, your computer will not be able to read it.

How do I turn off the microSD card lock feature?



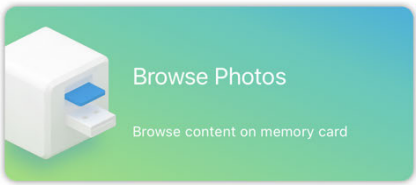
Please go to the main page of the app and tap the "SD Lock" option to turn the card lock feature off.

If you run into any problems or have questions about the SD Lock, please contact Customer Support for further assistance.

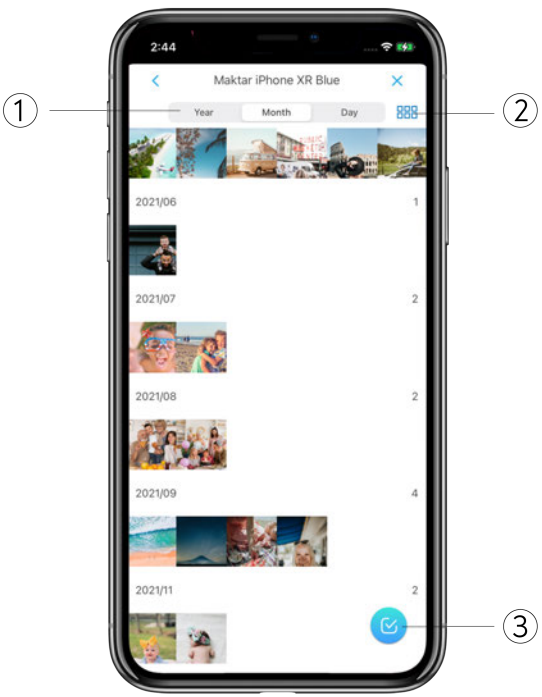
For more information, see this article in the help center.

5. Browse photos

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

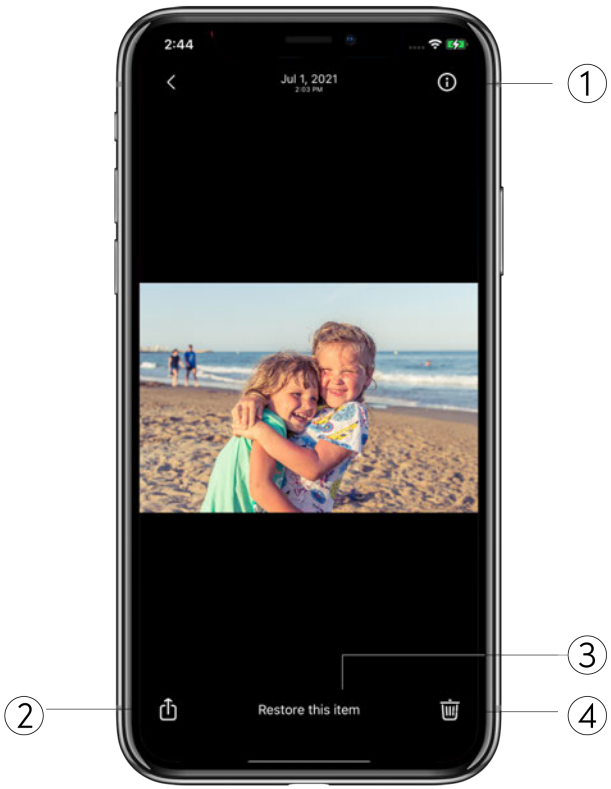


1. Browse content by year, month and date.
2. Browse content by photo, video or list.
3. Tap this icon to select specific photos to restore, delete or share with other devices.



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

1. Meta Data: Qubii Duo 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.



How to browse & restore contacts?

Follow these steps to restore contacts:

1. Access the Qubii Duo device with Qubii Pro APP.
2. On the Qubii Pro APP main page, select Browse Photos button.
3. This will load the photos & contacts folder from the Qubii Duo device. Select Contact Backup folder.
4. Select VCF files.
5. You can restore all contacts back to your phone or you can choose certain contacts to update or restore.

Restore all:

- Tap “Select all xx contacts and restore.”
- This step will add saved contacts to your existing contacts on your device. Your existing contacts will remain.
- Note: Qubii Duo does not cross-validate contacts. If you happen to restore the contacts that have already been saved in your existing contacts, Qubii Duo will just save the same contacts twice.

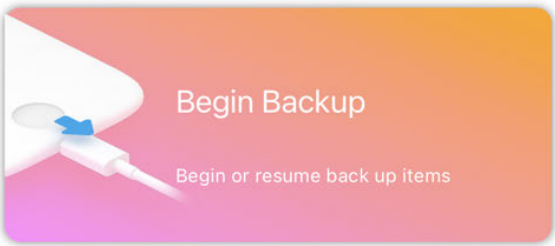
Restore certain contacts:

- Tap the name of each contact and select create, add or update.

For more details, see this article on help center.

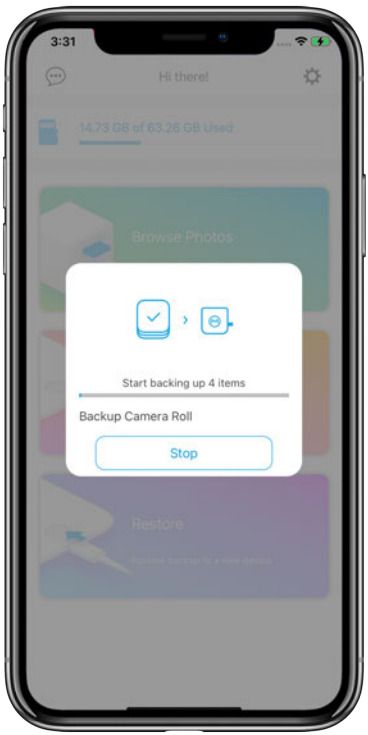
6. Begin back up

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



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

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



What kind of content can Qubii Duo back up? How to choose what you want?

Qubii Duo can backup contents from your iPhone, iPad and Android phone.

For iPhone and iPad users:

Qubii Duo can back up your photos, videos and contacts from your iPhone & iPad. It can also back up your photos from iCloud, Facebook and Instagram.

For Android users:

Qubii Duo can back up your photos, videos and contacts from your Android device and photos from personal Facebook account.

If you prefer, you can choose the items manually in the Qubii Pro App settings one at a time.

- Go to Qubii Pro App > Tap “settings icon” on the right.
- Select “backup items”
- Choose the item you would like Qubii Duo to backup.

Note: Qubii Duo is unable to back up text messages, notes apps, or photos from Google or Amazon.

How to backup photos from iCloud? (For iPhone & iPad users)

If you want to download photos from iCloud, you can adjust certain settings in the Qubii Pro App. Please follow these steps:

1. Settings > Backup items > Backup Camera Roll > Turn on"Backup iCloud Contents”
2. Settings > Backup items > Turn on “Download using Wi-Fi only”

Please note that doing this uses a lot of internet data so we recommend using a Wi-Fi connection the entire time when backing up.
Be sure you have enough space on your iPhone & iPad. You must first download the photos from iCloud onto your device first before backing them up to Qubii Duo. This is due to the fact that 3rd party accessories are prohibited by Apple to download directly from iCloud. Therefore, Maktar is unable to download all your photos from iCloud and save them to Qubii Duo. All files for backing up to Qubii Duo must be stored into your iPhone or iPad first.
Note: It may take anywhere from few hours to a few days to offload your photos from iCloud to Qubii Duo, depending on the number of photos and Wi-Fi speed.

How to back up albums? (For iPhone & iPad users)

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 Duo 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:

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

Note: For Android users, Qubii Duo only backs up Facebook photos. Instagram and Flickr are coming soon!

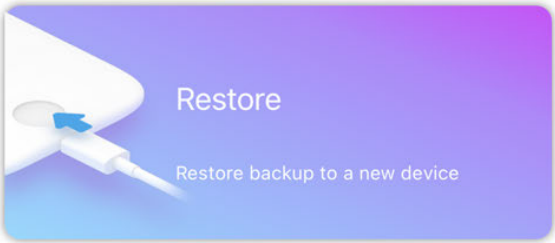
Note: Backing up photos from social media require a large amount of data usage. We recommend turning on

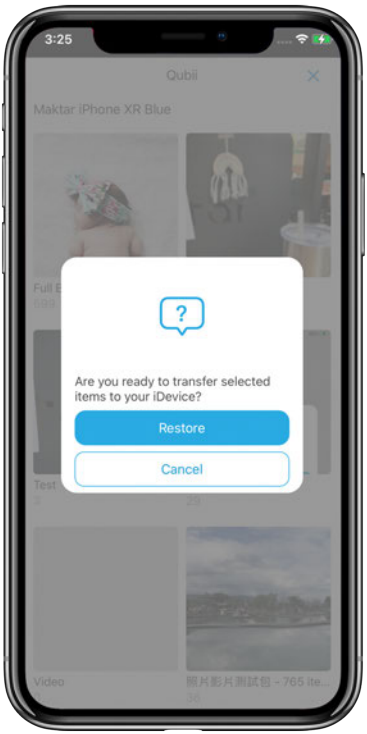
“Download using Wi-Fi only” if you do not have an unlimited data plan.

Once these features are enabled, Qubii Duo will automatically back up photos from your social media accounts when you charge your phone.

7. Restore

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



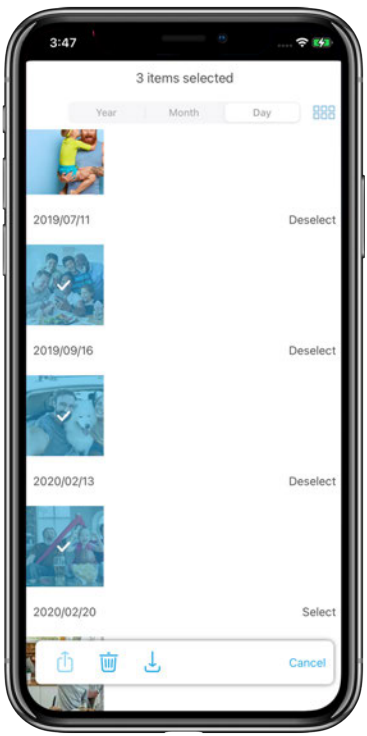


Note: When you tap specific albums, Qubii Duo will restore the entire albums back to your device.

How to restore specific photos instead of full albums?

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.

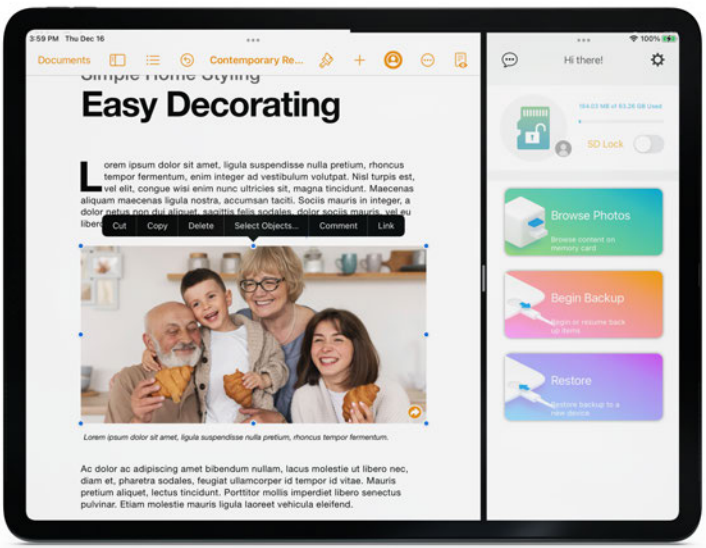


8. Additional Qubii Pro App features

1. How does split view work on iPad?

On the iPad, you can use the Qubii Pro App simultaneously with other apps, like an email account, Notes and photo editing apps. You can drag and drop photos from the Qubii Duo to other apps you are working from.

For example, you can turn on Notes and Qubii Pro App. Next, simply drag photos from Qubii Pro App to Notes to edit or share with others.



2. How to save documents, like Words, Powerpoint, Keynote to Qubii Duo through Apple Files App?

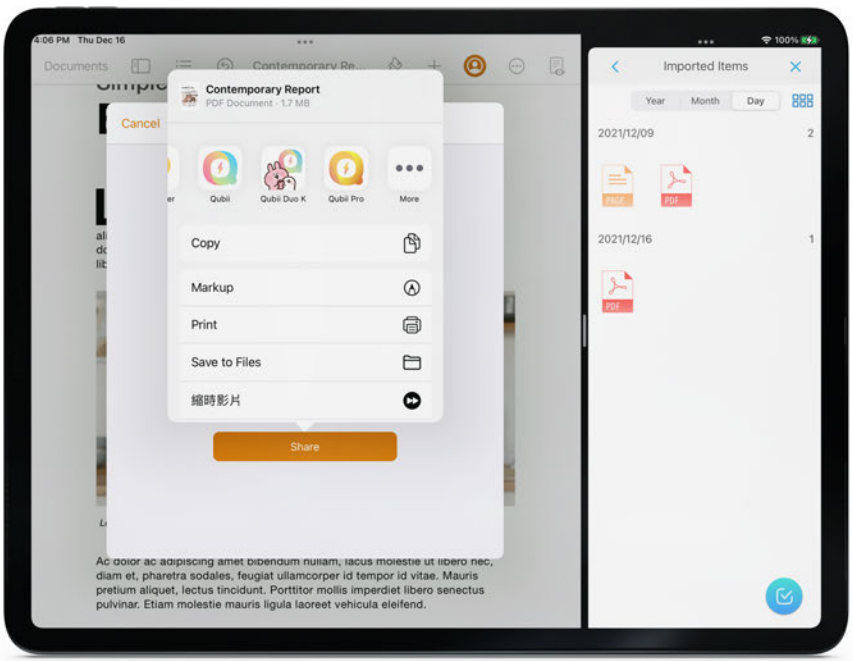
Qubii Duo works as an external drive and allows you to save documents like Word, Powerpoint, and Excel to the microSD card directly through Apple Files App.

To save documents to the microSD card via Qubii Duo, follow these steps:

1. Download Apple “Files” App from App Store.
2. Connect your iPhone or iPad with Qubii Duo device.
3. Go to Apple “Files” App > tap “3 dotted icon” on the top right > tap “Edit Sidebar”.
4. Turn on “Qubii Pro” on Locations which allow Apple Files App to access Qubii Duo device.

Go back to any of the documents apps and tap the files you would like to save to Qubii Duo. Take “Pages” for example:

1. Tap the “3 dotted ” icon
2. Select “Share”
3. Choose “Qubii Pro” App.
4. Then the document will be saved to the microSD card inside Qubii Duo.



You can find the files by follow steps:

- Go to Qubii Pro App
- Tap “Browse Photos”
- Tap “Imported Items”. Then, you will find the documents you saved into Qubii Duo.

Note that Qubii Duo is unable to auto backup any documents. It only allows you to manually save documents to Qubii Duo device.
For more information, see this article in help center.

Settings icon

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

User manual

Access the Qubii Duo User Manual here.

Privacy

View Maktar's Privacy Statement.
For new information and updates please refer to us.maktar.com or sign up for Maktar Newsletter.
For California Residents, please contact us at 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 Duo 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 Pro 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:

For iPhone and iPad:

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

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

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

For Android devices:

- Photos and videos from Gallery
- Contacts
- Facebook content

For Android users: Qubii Duo is designed to back up all photos and videos from your phone and the microSD card inserted into your phone's slot. There are however a wide variety of Android phones in the market with different permission. Some brands may not allow Qubii Duo to back up content from the inserted microSD cards. It all depends on the brand.

For Google Pixel Phone users: Qubii Duo is unable to back up content from the "lock folder'. If you would like to back up photos from this folder, please move them out and to another folder.

Postponing backing up

Qubii Duo'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 Pro 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 Duo to back up from the beginning?

Originally, Qubii Pro App is designed to keep track of every backup session so that every time you use Qubii Duo 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

Duo to allow you to back up from the beginning. Here's how to do it:

1. Qubii Pro app > settings > backup details
2. Tap "reset backup records"

This step will remove all backup records within the Qubii Pro App.

How to remove backed up items from device through Qubii Pro App? (For iPhone & iPad users)

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

1. Qubii Pro app > settings > backup details
2. Tap " remove backed up items"

This step will only remove the photos which have been backed up to Qubii Duo from your phone to trash albums. iPhone & iPad 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.

Note: This feature only allow for iPhone & iPad users. Android users are unable to delete the photos from smartphone through Qubii Pro App. There are no trash albums on Androids. When the photos are deleted, they will be deleted permanently.

Trusted device

To view how many devices you have allowed Qubii Duo to trust, select 'Trusted device.' If you did not authorize *Trust* to certain Qubii Duo 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 Pro 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 see this article.

Clearing the App Cache

The Qubii Pro App cache is similar to an internet browser cache. It is a small bits of information stored to make it react faster. However, there may be times when it suddenly closes or stops responding altogether. This 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 Duo, 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 Pro APP 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 Duo
- 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 or through Customer Support Chat Built in the APP. We will be more than happy to resolve your problem.

Compliance and Warranty Information

Regulatory Compliance

Environmental Compliance

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 its REPLACEMENT PRODUCT 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 "Settings" 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 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 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.