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Backup & Sync for Android User Guide

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WSA Backup & Sync for Android User Guide

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Chapter 1: WSA Backup & Sync for Android User Guide

To get started using Backup & Sync for Android, see the following topics:

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Backup & Sync for Android User Guide Overview

With Webroot's Backup & Sync app for Android devices, you have remote access to all your documents, photos, and music that you synchronized to your Webroot SecureAnywhere Complete account.

You can also use Backup & Sync to take pictures or video, and immediately synchronize those files to other devices, such as computers, phones, and tablets, managed in your SecureAnywhere account.

System Requirements for Android

The following describes the system requirements for using Backup & Sync functionality on an Android device.

Operating Systems

- Android operating system version 4.4 (Kit Kat) or higher.

Devices

- Android-compatible phones and tablets, including Kindle and Nook.
- Requires an active internet connection for some features. For a list of these features, click here.

Getting Started With Backup & Sync for Android

To get started:

1. Download the app to your mobile device.
2. Look for the Backup & Sync icon on the Home Panel.
3. Tap the **Backup & Sync** icon.
4. Enter your Webroot SecureAnywhere Complete user name, password, and keycode. Backup & Sync displays your synchronized devices and folders in the middle panel. At the bottom, a tab bar allows you to switch between the following tasks:
   - **Files** – Provides access to the Anywhere folder, files on your mobile device, and synchronized files from other devices in your SecureAnywhere account.
   - **Camera** – Allows you to take pictures and record video, and then automatically upload those files to your online account. The files will be uploaded to Files and Folders/(DeviceName)/Media Files.
   - **More** – Provides additional options:
     - Viewing the transfer status of uploads or downloads
     - Backup & Sync settings
     - Logging out of Backup & Sync
     - Refreshing your connection to the Webroot servers
     - Renaming your device within the app
     - Viewing the Help file
     - Viewing general Backup & Sync app info

Viewing Synchronized Files From Other Devices

With Backup & Sync, you can access synchronized files stored on other devices in your online SecureAnywhere account.

To view files:

1. From the tab bar, tap **Files**. The following information displays:
   - Under Local, your device displays.
   - Under Remote Containers, you'll see the Anywhere folder and a list of devices in your SecureAnywhere account.
2. Tap the name of the device that you want to access. The next panel displays the synchronized folders or files.
3. Do either of the following:
   - To view files in a folder, tap the folder name.
   - To view a single file, press and hold the file name until the menu panel opens, then tap **Open**.

   Note: Your mobile device must be able to view the specific file type. If necessary, download a viewing or editing app.

4. To view the file while your mobile device is offline, see *Downloading Files to Your Mobile Device on page 6*.

Downloading Files to Your Mobile Device

Using Backup & Sync, you can download files and photos from your online account to your mobile device. This is helpful if you want to access synchronized files when your mobile device is offline.

To download files:

1. From the tab bar, tap **Files**.
2. Tap the name of the sync folder that you want to access. The next panel displays the synchronized folders and files in your account.
3. Press and hold the folder or file name until the menu panel opens, then tap **Save**.
4. Select a location to save the file, then tap **Paste Here**.
5. To check the status of the transfer, from the tab bar, tap **More**, then tap **Transfer Status**.

> **Note:** To view downloaded files, open the Files panel and navigate to the location you chose on your device, under Local.

Uploading Photos and Videos

By using the Backup & Sync app to take pictures, your photo files will upload immediately to your computers in your Webroot account. You can also upload files from your Gallery on your mobile device.

Photos taken from your device's camera do not automatically upload to your Webroot account; you must upload them from the Gallery.

To take a picture or video and upload it immediately:

1. From the tab bar, tap **Camera**.
2. Tap one of the following:
   - **Take a Picture**
   - **Record Video**

   The files synchronize to Files and Folders/(DeviceName) in your online account.

To upload photos or videos from your mobile device:

1. From the tab bar, tap **Camera**.
2. Tap **Upload Current Media**.
3. Backup & Sync locates the JPG files in your gallery and prompts you to start the upload.
4. Tap **OK**. The files immediately synchronize to Files and Folders/(DeviceName) in your online account.

   Note: To view all pictures and videos that you have already uploaded from the device, tap **Media Files**.

Uploading Files to Your Online Account

Using Backup & Sync, you can upload files from your mobile device to your online SecureAnywhere account.

To upload files:

1. From the tab bar, tap **Files**.
2. Tap the icon for your mobile device.
3. Tap the name of the folder that you want to access. The next panel displays the folders and files on your device.
4. Press and hold the folder or file name until the menu panel opens, then tap **Upload to Server**. The files immediately synchronize to Files and Folders/(Device Name) in your online account.
5. To check the status of the transfer, from the tab bar, tap **More**, then tap **Transfer Status**.

Deleting Files and Photos

From Backup & Sync, you can delete files or photos in the synchronized folders. Be aware that the changes you make to these folders are reflected on your other devices:

- If you delete a file from the Anywhere folder, none of your devices will be able to access that file in that location.
- If you delete a file from one of your Remote Containers, the file is deleted from your online account.

To delete files and photos:

1. From the tab bar, tap **Files**. A list of devices in your Webroot account displays below Remote Containers.
2. Tap the name of the device that you want to access. The next panel displays the synchronized folders or files.
3. Do either of the following:
   - To access files in a folder, tap the folder name.
   - To access a single file, press and hold the file name until the menu panel opens, then tap **Delete**.

   Note: Each container has a Recycle Bin in your SecureAnywhere account. If you accidentally delete a file, be sure to access your account and check the bin.

Chapter 2: WSA Backup & Sync for Android Support

To learn more about Webroot's support options and other resources, see the following topics:

Accessing Technical Support ***11***

Accessing Technical Support

Webroot offers a variety of support options. You can do any of the following:

- Is your Webroot subscription through Best Buy? Click here for additional support options.
- Look for the answer in our knowledge base and FAQs.
- Look for the answer in our online documentation.
- Enter a help ticket.
- Connect to the Webroot Security for Android forum.

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