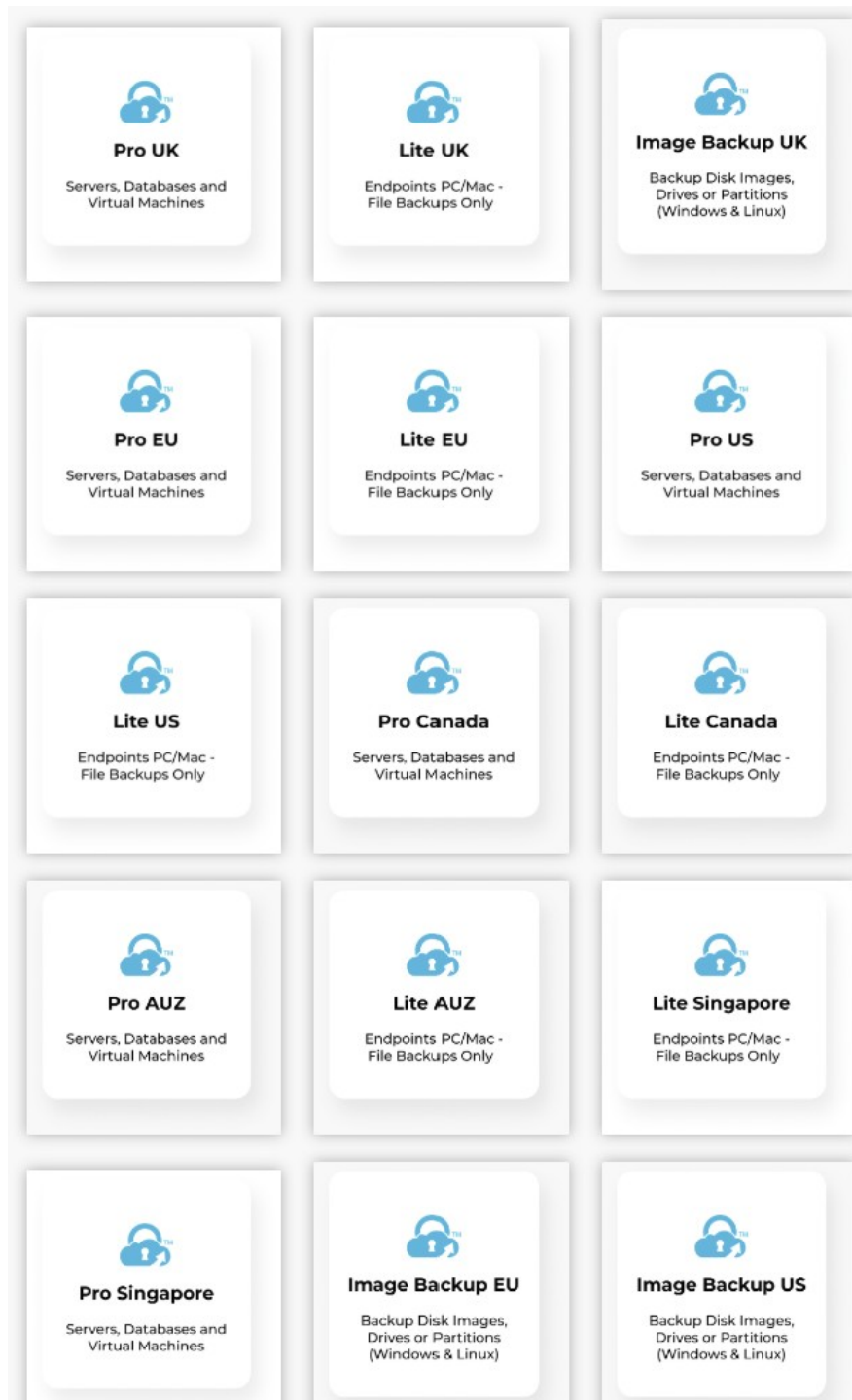


Device 365 – Quick Setup Guide

Initial Step – Choose your Client Type and Region


- If you have partner portal access, please go top left to Customers then Add Customer where you will see a list of all storage regions and client types of PRO or LITE. Choose the region where you want to store your data. If you have come to the below screen via a direct signup link, then please follow the steps shown.
- For Device 365+ which does Disk Image Snapshots, please go to our [support page](#) under Device 365+ to see the setup guide, these steps are only for the PRO/LITE solution under Device 365.



Step 1 – Create your Account

- Ensure you manually type in the password which must be at least 6 characters and fill in the min mandatory fields as marked as *.
- If you want the account password stored with us, tick the box at the end.
- The contact email is not unique, so if you are managing multiple accounts, you can put the same email ID. In your portal afterwards you can add extra recipients to the account to receive notifications.

Cloud Backup – Step 1

 Please complete all of the fields listed below. This process will create a new user on the backup server, including all of the modules that you select on the next page.

Customer account details

Customer Name *

First Name *

Last Name *

Contact Email *

Phone Number

Postal Address

City

Country

Postcode

Additional Contact
[add]

Name

Email

Username *

Password *

Customer...

[generate](#)

Too short

Repeat Password

Store Password?

☐ (Only if the customer has given permission)

[« Back](#)

[Continue »](#)

Step 2 – Choose your Time Zone, Quota and Modules

- Adjust the time zone if needed, make sure the local machine matches the time zone selected.
- The speed limit can be kept as per the default to unlimited.
- The quota can be changed via the drop down menu which can be adjusted later.
- Add any additional modules if needed, file Backups are there by default therefore there is nothing to select.
- Office 365 Exchange Online Backup includes SharePoint, OneDrive, Teams just put any figure for the number of users to activate this module. You can granularly choose what to backup at a later stage.

Account information

Username:

test123

Backup Server:

BE_UK1

Timezone

GMT+00:00 (BST) ▾

Speed limit:


Unlimited ▾ KB/s

Data Storage:


250 ▾ GB

Additional Modules:


☐

 Microsoft SQL Server


☐

 Microsoft Exchange


☐

 Microsoft Exchange (mail-level)


☐

 Oracle DB


☐

 Lotus Notes


☐

 Lotus Domino


☐

 MySQL


☐

 MariaDB


☐

 Microsoft Windows System Backup


☐

 Microsoft Hyper-V


☐

 VMWare


☒

 Continuous Data Protection


☒

 In-file Delta


☒

 Shadow Copy (VSS)


☐

 System State


☐

 Synology NAS


☐

 QNAP NAS


☐

 Office 365 Exchange Online Backup


☒


 Deduplication

☒

 Delta Merging

- If you need to adjust the quota or add modules later then finish creating your account first - download the software, create your backup sets from the client and once the backup is running then revisit the portal as shown below to change it.
- Go to the top tab of Customers then View Backup Customers, click the customer's name, then Manage Backup Account Settings as shown below. You can make any changes here but **please do not select Open Direct or Mobile from the list shown as these features are legacy features that are disabled currently.**

 Backup Account 'test123'


 [Manage Backup Account Settings](#)

Data Usage

Step 3 – Confirmation

- Tick the box to confirm the account setup and then download the software on the next screen that appears. If you want to download the software later then you can either revisit the portal and go to the Resources tab or select the correct URL as shown below and download the correct client from here.

Cloud Backup – Step 3

 Please check the details below carefully before confirming your chosen plan.

Your Chosen Plan: BE UK Pro (1000 GB)

Please read and agree to the Software License Agreement below.

1). All softwares provided by us is on an "as is" basis with no warranties of any kind and this company will not be liable for any damages of any kind arising from the use. This Company further disclaims all warranties, express and implied, including without limitation, any implied warranties of merchantability or fitness for a particular purpose.

2). This Company grants you a non-exclusive, non-transferable, royalty-free, limited license to use the binary form of the software provided by This Company for personal use only. Redistribution of programs owned by This Company , unless explicitly granted by This

☐ I have read the above message and want to add a new backup account.

[Confirm this BE UK Pro \(1000 GB\) plan »](#)

[« Back](#)

If there are any issues with the download link, please download the correct client from the relevant storage location you had selected when creating the account as from below. Use this link also for Synology and QNAP setups. If you are using a branded client or getting incorrect username or password then please contact us with any questions.

UK - [Click here](#)

EU - [Click Here](#)

US - [Click Here](#)

CA - [Click Here](#)

AUS - [Click Here](#)

Singapore - [Click Here](#)

Final Step

- Please now create your backup sets and schedule from the client itself, **do not create any backup sets via the web portal**, if you have access to this.

Creating Backup Sets – Quick Setup Guide

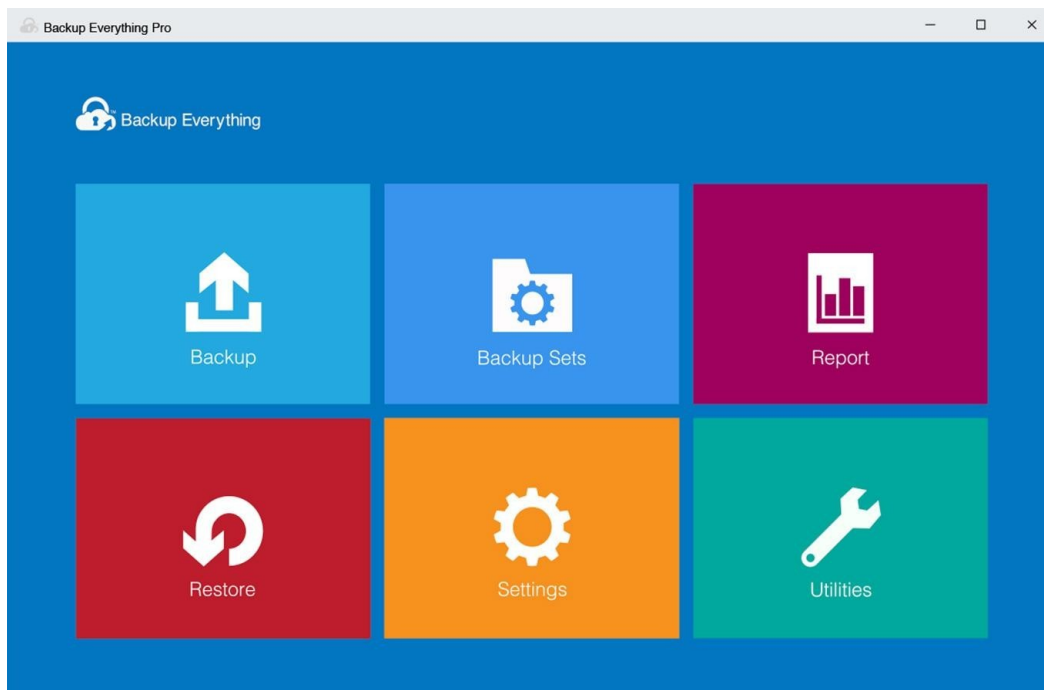
Here are the steps to allow you to create your backups sets once you have created an account.

Step 1

Log into the PRO or LITE client – if it says the user doesn't exist, this means you have downloaded the wrong version from what you have created i.e. created a LITE account but downloaded the PRO for example.

Step 2

Click on Backup Sets, which is the middle top blue box and then select add new backup set.




Step 3

Name the backup set or you can leave it as the default name already given. Once done go to the backup set type and select File Backup from the list. At this point you can select other types of backup sets, however for the purposes of this guide we are showing how to create a standard file backup set on the PRO version. If you want to create VMware, Hyper-V, OnPrem Exchange and others please select from the list. Dropbox and Google Drive come under Cloud File Backup from this menu.

Create Backup Set

Name

Backup set type

 File Backup ▼

Step 4

Now select the data you require to backup. As a default, there are location options like Desktop, Documents etc...If these are not required, remove the ticks and select "I would like to choose the files to backup"

Backup Source

Select the files and folders that you want to backup

- ☐ Desktop
- ☒ Documents
- ☐ Favorites
- ☐ Outlook
- ☐ Windows Live Mail

Filter

Apply filters to the backup source

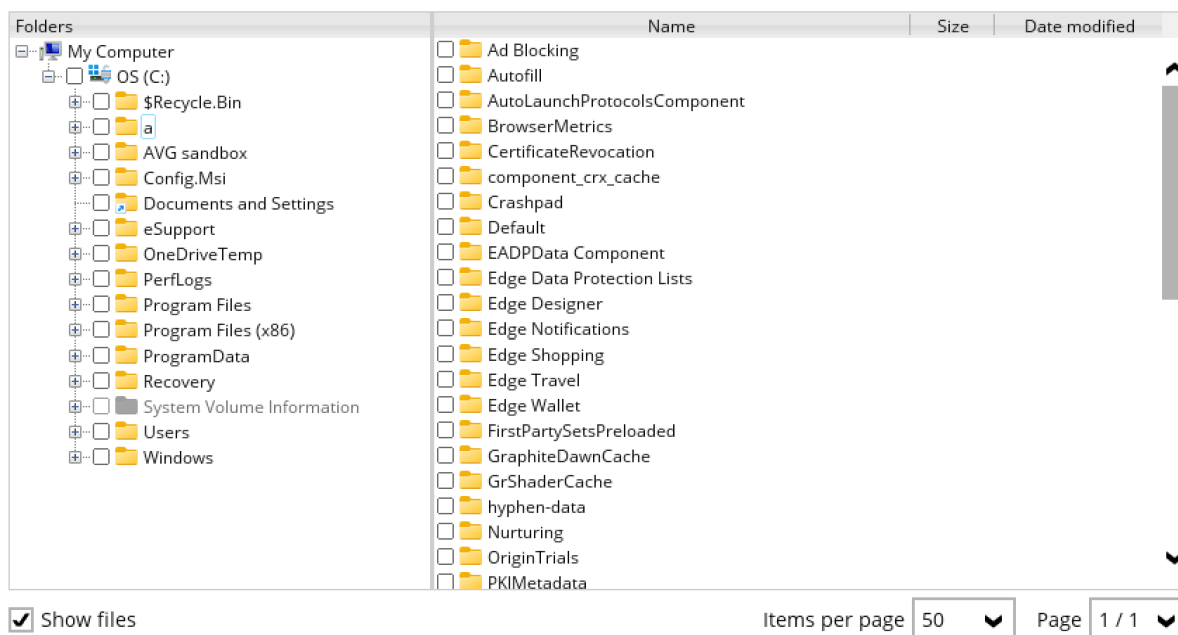
Off ☐

[I would like to choose the files to backup](#)

Step 5

Navigate to the folders / files you require to backup and click OK and select Show Files at the bottom.

Advanced Backup Source



Add network address

OK

Cancel

Help

Step 6

Click Next to go to the Schedule Page. Here, set the days and time you want your backups to run. Please ensure the run retention after backup box is ticked on this screen.

Schedule

Run scheduled backup for this backup set

Off



Step 7

On the destination page, click “+” to add a destination to the Cloud or Local. You can create both for the same backup set or repeat the backup set creation to create the backup set dedicated for Cloud or Local. To remove the destination, just double click the relevant storage icon. Sequential means the backup sets will in the order you have chosen (which you can change) and Concurrent means they will run at the same time.

If you are creating virtual machine backup sets, make sure the Run Direct feature is not selected on the Destination page, if it is you will only be able to backup locally and not to the cloud. If you want to create a local backup set, then create a separate local backup for this.

Step 8

If an option displays for Open Direct, keep this off and click Next. Do not select this via the portal also.

Step 9

In the encryption window, the default is your account Password however you can change this if needed. **NOTE – If you forget your Encryption key, we have no way of restoring your data at a later date! Please keep this safe, only account passwords can be reset, encryption passwords cannot.**

Step 10

You have now created your backup set. You can either start a backup now or click close to go back to the main screen and the backups will run as per the schedule created.

Any questions, or to setup Disk Image Backups or Cloud to Cloud Backups then please contact us.