

Qubii[®] Pro

The Automatic Backup Device

User Manual

Version 1.9.1(3378)



Customer Support

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

Contact Support via Qubii Pro App

1. Open 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 to reach you.

Email “Support@maktar.com”

Send a detailed message about the your issue you are experiencing along 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 Pro

Meet Qubii Pro, 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 Pro box includes:



Qubii Pro 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 Pro (the product)

- 1. Insert your microSD card into Qubii Pro's microSD card slot.**

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 Pro can still support it. When the card is full, Qubii Pro will display a pop-up message telling you to switch to a different microSD card. Once switched, the backup will start from where it let off.

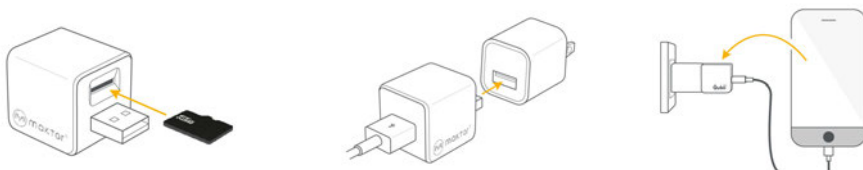
Keep in mind that Qubii Pro will format your microSD card from FAT32 to exFAT automatically if your microSD card capacity is 32GB or 64GB. The exFAT file system was released by Microsoft to address FAT32's inability to carry files over 4GB.

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

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

- 3. Connect your charging cable to Qubii Pro and your device.**

- 4. Plug your power adaptor and Qubii Pro into a power outlet.**



Setting up the Qubii Pro App

The Qubii Pro App sets up the Qubii Pro to use with iPhones and iPads.



To get started:

1. Download the Qubii Pro app from [Apple App Store](#).
2. Insert 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 Qubii Pro App.
5. During the Qubii Pro setup process, the Qubii Pro App will ask for the auto-backup feature to be enabled. Enable this feature by consenting Qubii Pro as your trusted device and the backup process will manage itself. If the Auto Backup feature for Qubii Pro is not enabled, follow these steps to turn it on:

1. Connect your iPhone/iPad with Qubii Pro.
2. If your Qubii Pro 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 Pro 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.

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

Perks and Advantages

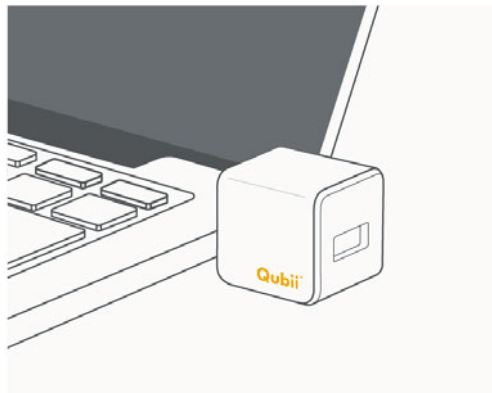
Multiple devices

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

Qubii Pro desktop

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

Note: Qubii Pro 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 Pro is qualified to be registered for a 10-Year Extended Warranty.

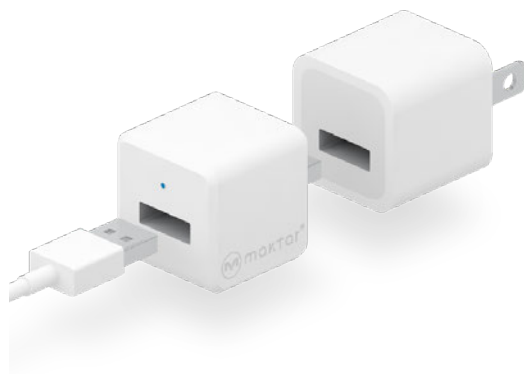
The 10-Year Extended Warranty is available after product registration. To register, please go to your Qubii Pro App, go to “Settings” then select “Extended Warranty” for product registration.

Basics

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

Using Qubii Pro: Basics

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



Indication light signal

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

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

Memory | MicroSD Card

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

1. Flexible: Qubii Pro 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 Pro can still support it.

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

For Switching:

Qubii Pro 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 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 Pro will back up from the beginning.

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

Navigating the Qubii Pro App

Introduction (not connected to Qubii Pro)

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

- If you have a connection issue, please select “Help.”
- Select the “3 dotted line conversation icon” in top-left corner.
- Select “settings icon” in top-right corner to adjust settings.



Introduction (connected to Qubii Pro)

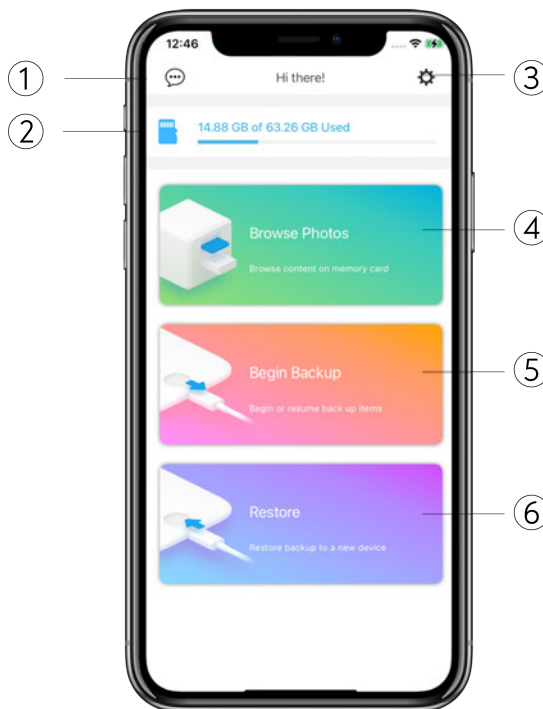
There will be a transition screen leading to Qubii Pro App's Main menu:



Main Menu

Once Qubii Pro 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



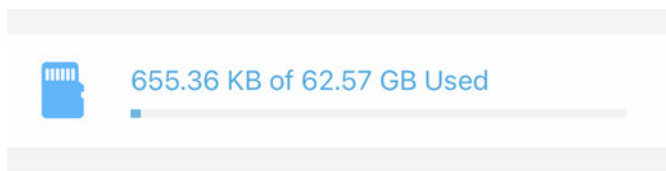
1. Chat icon (Built-in customer support)

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.

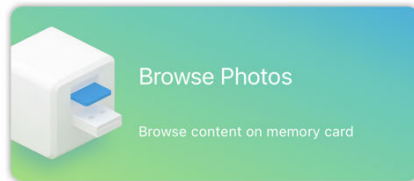


3. Settings icon

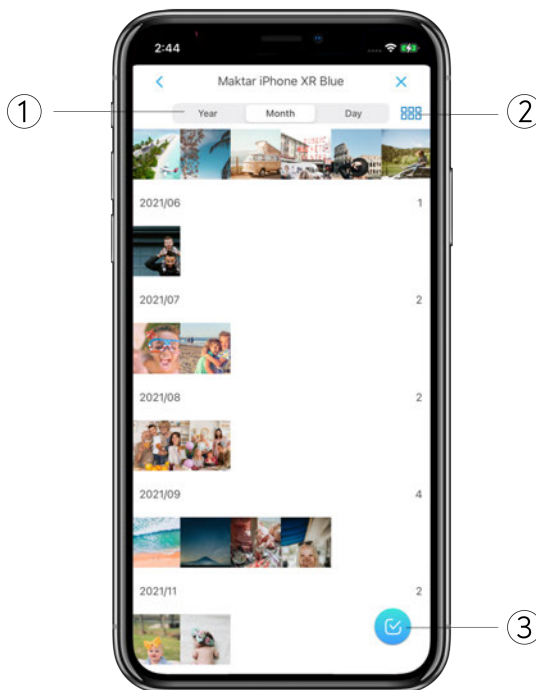
Manage various settings under the Settings icon. For more information, see [this page](#) on user manual.

4. Browse photos

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

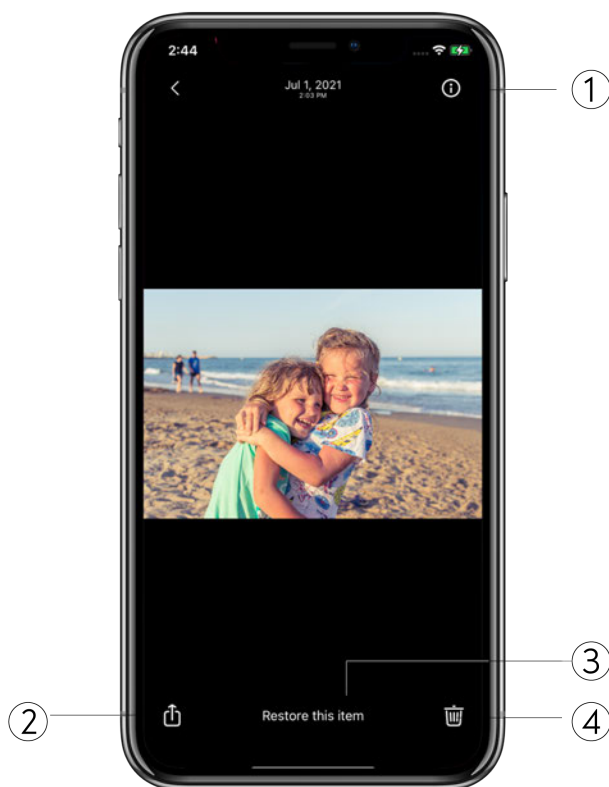


1. Browse content by year, month and date.
2. Browse content by photos, video or list.
3. Tap this icon to select specific photos to restore, delete or share with other devices.



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

1. Metadata: Qubii Pro will keep all metadata of each photo. Metadata includes the location, device model, date, and name of the image.
2. Shares image to other devices.
3. Restores image to your phone.
4. Deletes image from the microSD card.

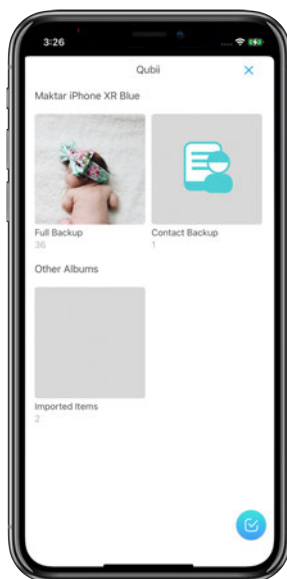


How to browse & restore contacts?

Follow these steps to restore contacts:

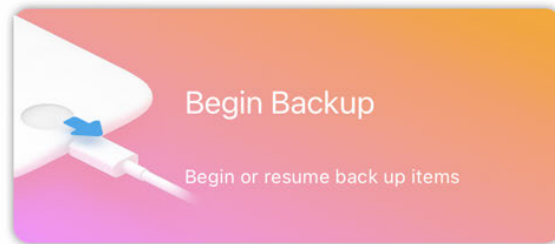
1. Access the Qubii Pro device with Qubii Pro App.
2. On the Qubii Pro App main page, select Browse Photos button.
3. This will load the photos & contacts folder from Qubii Pro device. Select Contact Backup folder.
4. Select VCF files.
5. You can restore all contacts back to your phone or you can choose certain contacts to update or restore.
 - Restore all: Tap “Select all xx contacts and restore.”
 - Restore certain contacts: Tap the name of the contacts and select create, add or update.

For more details, read [this article](#) on help center.



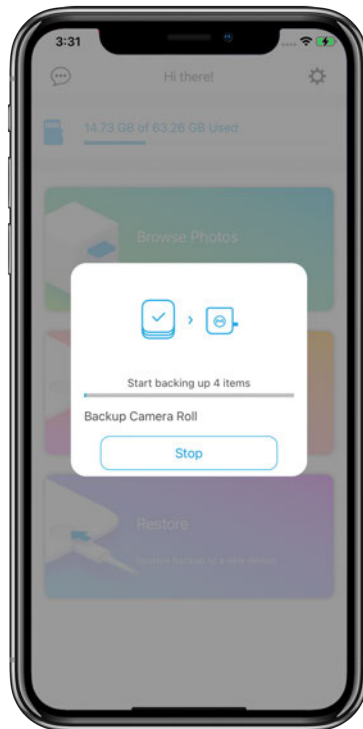
5. Begin backup

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



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

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



How to choose items you want to backup ?

Qubii Pro can back up your photos, videos and contacts from your iPhone and iPad, from iCloud, Facebook and Instagram. You can choose the items manually in the Qubii Pro APP settings and decide which item you would like to backup.

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

How to backup photos from iCloud?

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. You must first download the photos from iCloud onto your phone

before backing them up to Qubii Pro. 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 directly from iCloud and save them to Qubii Pro. All files for backing up to Qubii Pro 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 Pro, depending on the number of photos and Wi-Fi speed.

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 Pro 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.

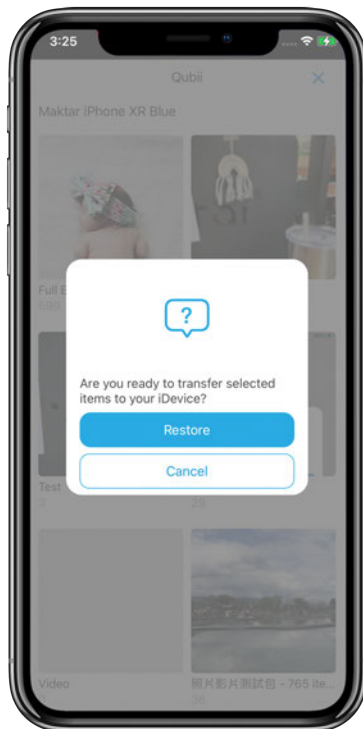
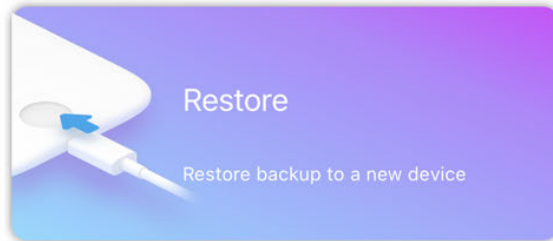
2. Scroll down to see social media accounts.
3. Log into the social media accounts you want to back up front
4. Turn on “Download using Wi-Fi only.”

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 Pro will automatically back up photos from your social media accounts when you charge your phone.

6. Restore


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

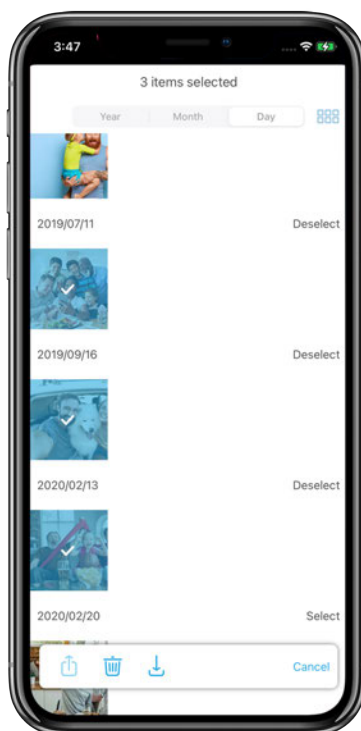


Note: When you tap specific albums, Qubii Pro will restore the entire albums back to your device.

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.

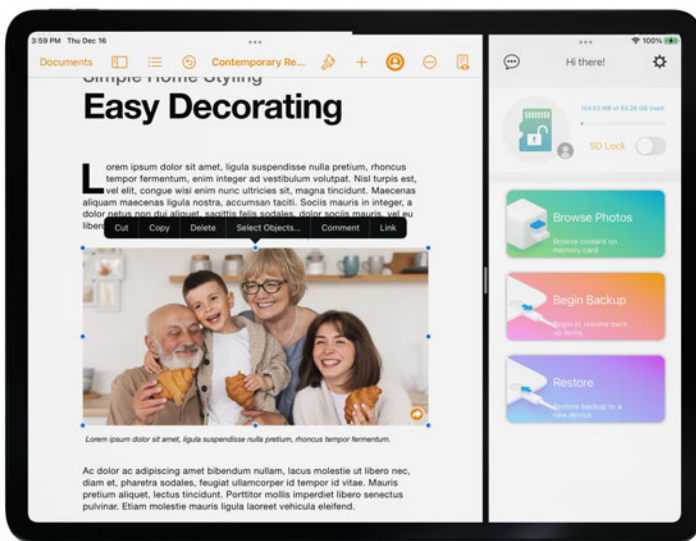


7. Additional Qubii Pro App features

1. How does split view work on iPad?

On iPad, you can turn on Qubii Pro App and other apps, like Email, Note, or Photo edited app at the same time. Then, drag and drop photos from Qubii Pro to other app you are working on.

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



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

Qubii Pro 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.

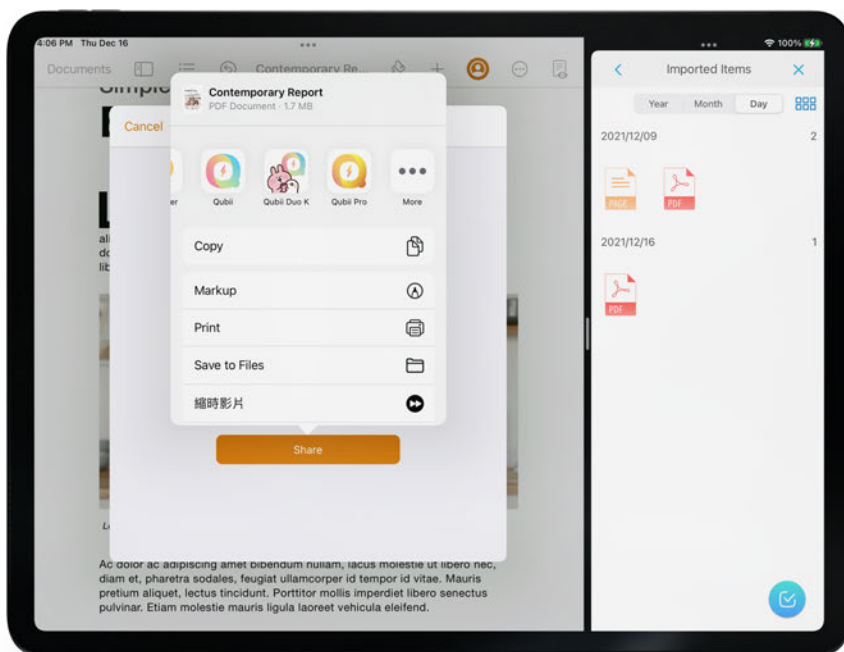
To save documents to the microSD card via Qubii Pro, follow these steps:

1. Download Apple “Files” App from App Store.
2. Connect your iPhone or iPad with Qubii Pro 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 Pro device.



Go back to any of the documents app, tap the files you would like to save to the Qubii Pro. Take “Pages” for example:

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



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 Pro.

Note that Qubii Pro is unable to auto backup any documents. It only allows you to manually save documents to Qubii Pro 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 Pro 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 Pro 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:

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

FYI: Backing up content from iCloud and social media accounts use a large amount of data. Please enable 'Download using WiFi only' to avoid extensive data usage during backup.

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

Postponing backing up

Qubii Pro'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' allow 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 also 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 up Qubii 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 Pro, 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 the Qubii Pro. Here are the steps:

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?

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 Pro 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.

Trusted device

To view how many devices you have allowed Qubii Pro to trust, select 'Trusted device.' If you did not authorize *Trust* to certain Qubii Pro devices, you may remove all trusted devices through 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 made up of small bits of information that have been 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

There are many, assorted microSD cards on the market of different qualities. To ensure your precious memories can be safely stored, the Qubii Pro App 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 Pro
- 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 product.

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 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.