

Phone Backup Hard Drive

User Manual



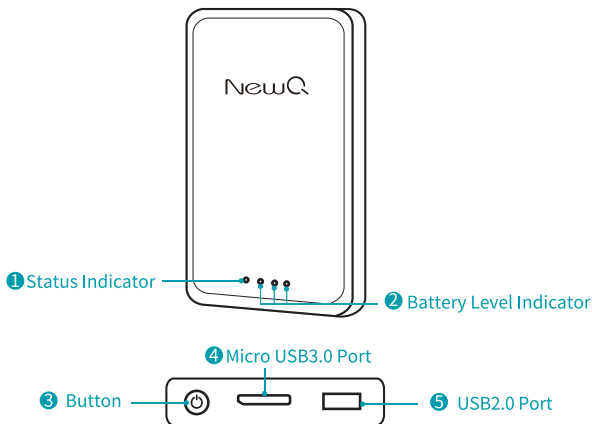
Model:H20

Thank you for purchasing our product. Please read this User Guide thoroughly before use and retain it for future reference.

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Product Structure



① Status Indicator ② Battery Level Indicator

Phone Mode: When the mobile phone is connected to the hard drive, the blue light ① is always on, and the power indicator ② is also always on; while data is being transmitted, the blue light ① flashes.

Computer Mode: When the hard drive is directly connected to the computer, the blue light ① flashes and then stays on, while data is being transmitted the blue light ① flashes.

● Product Structure

③ Button

- Short press to check power level.
- Long press for 6 seconds to force shutdown.

④ Micro USB3.0 Port

- Connect the adapter to charge H20.
- Connect to the computer for data transfer.

⑤ USB2.0 Port

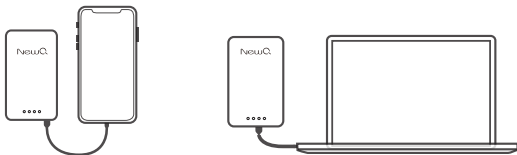
- Charge external mobile devices.
- Data transmission between external mobile devices and the hard drive.

Note:

When the device is not in use, it's recommended to unplug all the data cables on the device.

Two ways to use

- The mobile device is connected to the hard drive H20 through the USB cable (please use your own mobile phone cable), this method is for transferring data between your mobile device and the hard drive.
- The H20 is connected to the computer with the USB3.0 cable attached in the package to transfer data, that is the computer mode.



● Installation

APP Installation

Two ways to install the App:

1. Scan QR Code below to download the APP "NewQHDD".



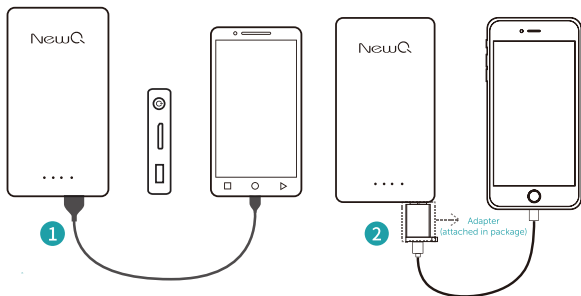
2. For IOS system, search with "NewQHDD" in the APP Store to download and install it ; for Android system search with "NewQHDD" in the Google Play to download and install it.

System Requirement

For Mobile Phone	Android 7.0 or above
	iOS 9.0 or above
For PC(APP NOT required)	Windows 7 or above
	Mac OS 10.8 or above

● Device connection

After the App is installed, connect the H20 hard drive directly to your mobile phone with your USB cable that has data transmission function. If your phone cable is USB-A cable, it can be directly connected to the device(Figure 1). If your phone cable doesn't match the port, you can use the attached adapter to connect(Figure 2).



Using your own charging cable

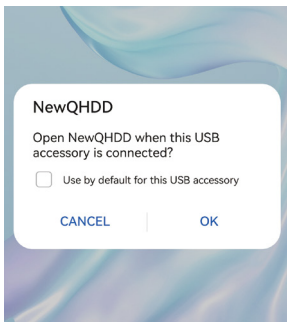
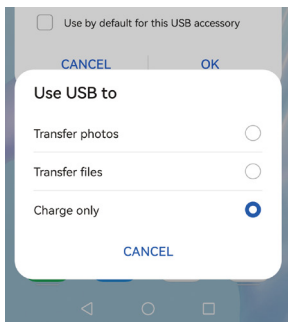
Note:

The blue light and white light of the device are always on, indicating that the connection is successful, if a white light is flashing, please connect the adapter to charge before use. **Please refer to page 20 for instructions on how to charge.**

● Device Connection

Permission Settings for the first

Android Phones: After the hard drive is identified, a window pops up as below, select "NewQHDD" and click "Transfer files" or Cancel, then on the other pop-up window Click "OK".




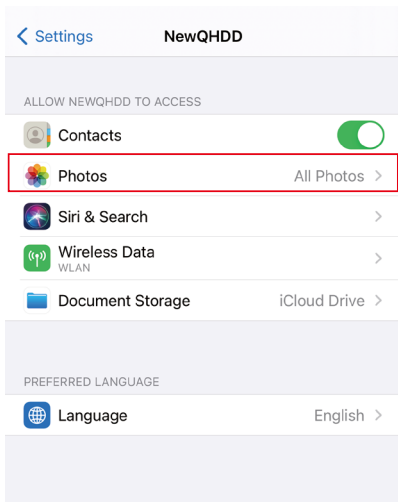
iPhone: Connect the hard drive and open the APP, Click "Next" as prompted to allow access to all photos to complete all settings.

● Device Connection

Kindly Note: In order to better use all the functions of the product please ensure that the following permissions on the mobile phone are turned on.

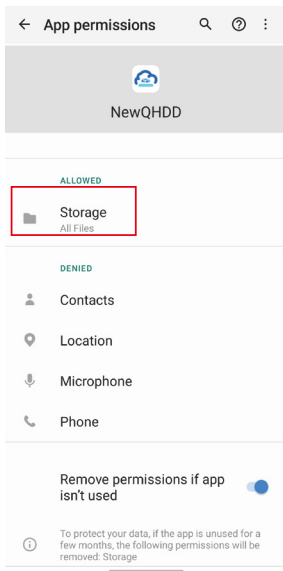
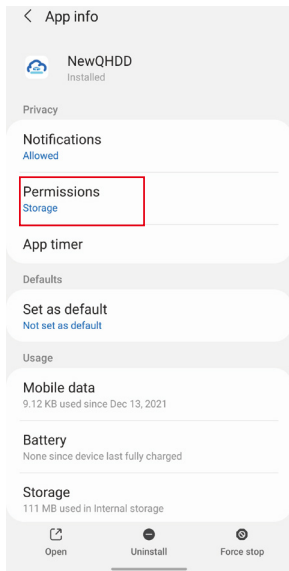
iPhone: Go to Settings->NewQHDD, Allow access "All Photos".

 **Note:** Photos permission: only used for file transfer between mobile phone and hard drive(Must enabled).



Device Connection

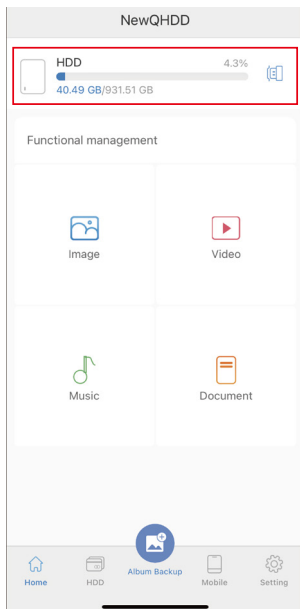
Android: Go to Settings->NewQHDD->App Permissions, Allow "All Files" of "Storage". (Take Samsung S10 UI as example)



● Device Connection

APP Connection Completed

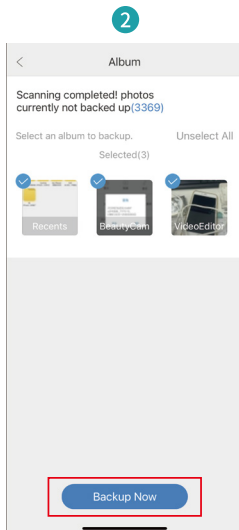
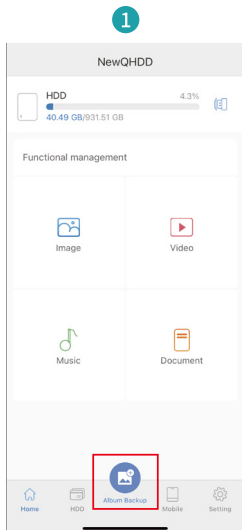
After reading the hard drive correctly, the disk information will be displayed on the APP, and the upper right corner of the cell phone will show that it is charging.



Function Operations on Mobile Phone

Album Backup

① Click "Album Backup" at the bottom center of the APP homepage select the albums to be backed up, and then Click "Backup Now" to start a backup.

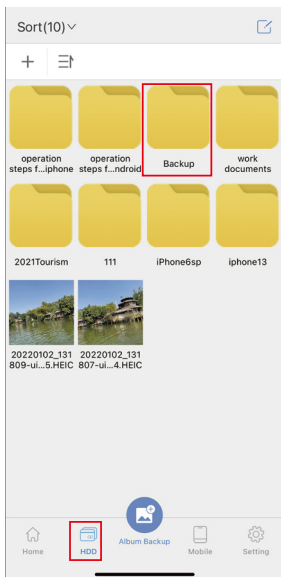


Reminder: If you're an iPhone user and would like to backup all your photos in your "Recents" Albums, you have to select all of the other albums and the "Recents" album together because of the characteristic of the iOS system.

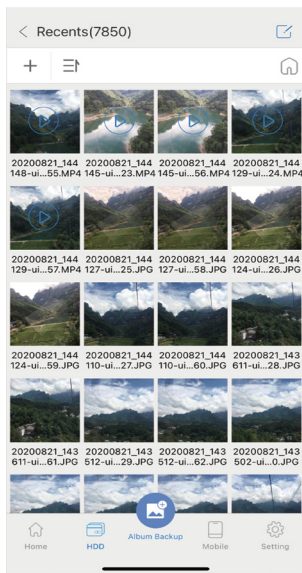
● Function Operations on Mobile Phone

② After the backup completed, go into the directory of HDD-> Backup->Phone Backup and locate the backup folder of the mobile phone to view all photos under this mobile phone.

1

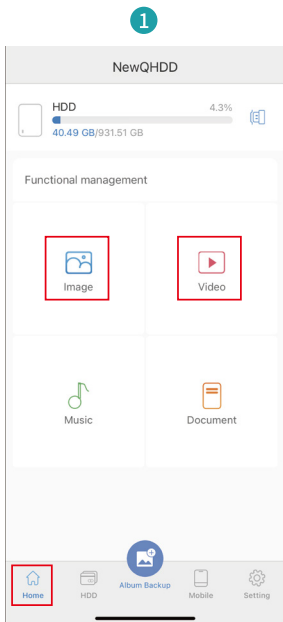


2



Function Operations on Mobile Phone

③ Or view all photos and videos by types on the homepage.

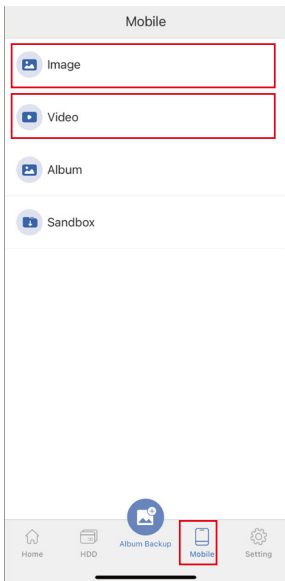


Function Operations on Mobile Phone

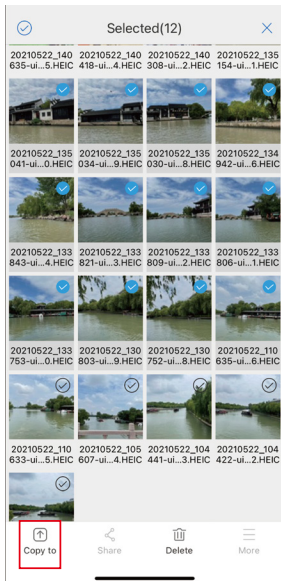
File Copy

From Mobile Phone to HDD: ① If you don't want to backup all in one-click, go to the directory of the cell phone, select photos or videos by types, Click "Copy To" at the bottom of the left corner.

1



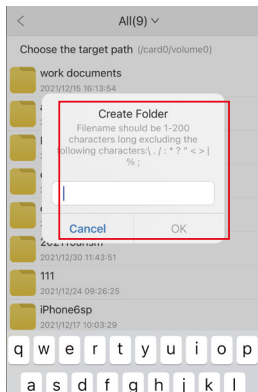
2



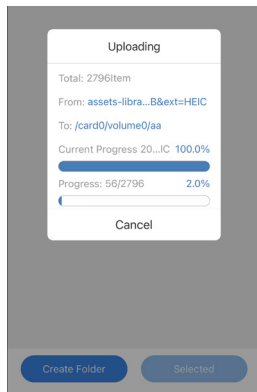
Function Operations on Mobile Phone

② Then Click“OK” or Create a new folder to transfer files to the specified folder.

3



4



FAQ

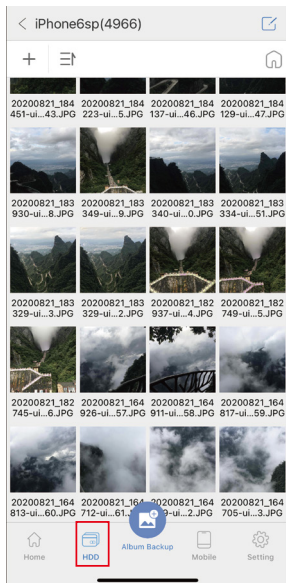
Q: When copying from iPhone to hard drive, the number of photos completed is zero or less than what you copied.

A: Usually, it is because iCloud has been enabled and the setting of iCloud have been selected "Optimize iPhone Storage". If you want to successfully back up photos in iCloud, please confirm whether the iPhone settings-> NewQHDD-> WLAN is allowed, and the mobile phone is connected to WiFi before copying. (only for iPhone)

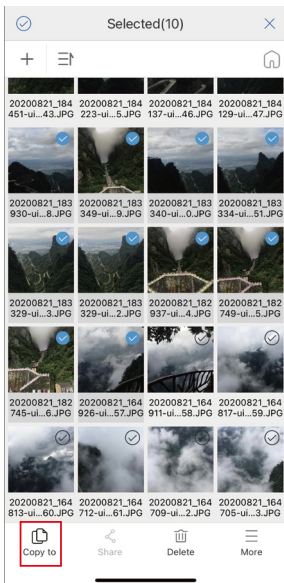
Function Operations on Mobile Phone

From HDD to Mobile Phone: ① If you want photos and videos in the hard drive back to the mobile phone, go into the directory of HDD, select the photos and videos you want to move back to your phone, Click "Copy To".

1



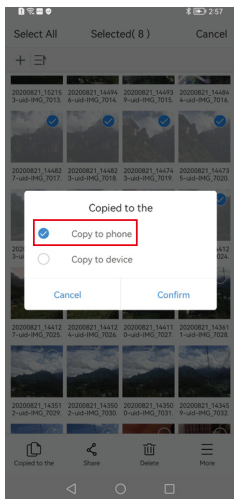
2



Function Operations on Mobile Phone

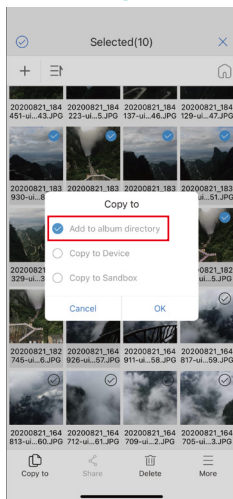
② For Android users, select "Copy to Phone" (as the left picture below) for iPhone users select "Add to album directory" (as the right picture below), then Click "OK", photos and videos will go back to the cell phone's albums.

3



Android

4

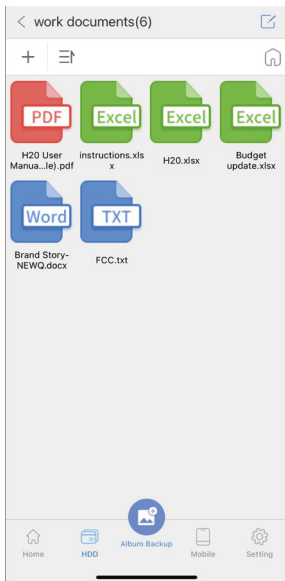


iPhone

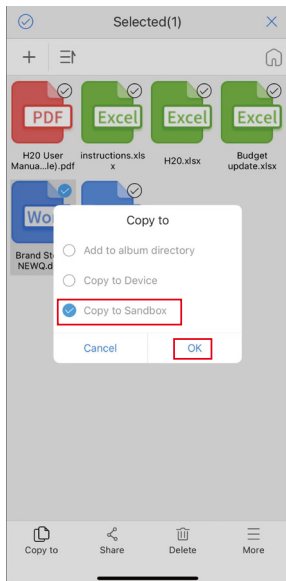
Function Operations on Mobile Phone

From HDD to Sandbox(For iPhone only):① Go into the directory of HDD,select files to be copied, Click "Copy to" , then select "Copy to Sandbox".

1




2

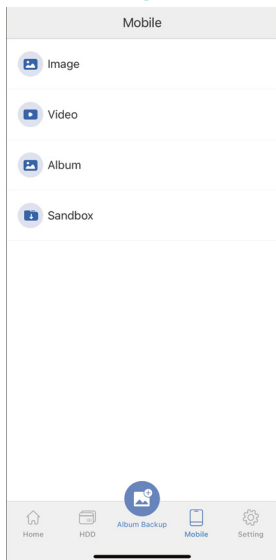


Function Operations on Mobile Phone

② Then you can view the files copied from the hard drive at the "Sandbox", even if your phone is not connected to the hard drive.

 Note: Sandbox is mainly used to store documents, which can only be viewed in the APP and will be deleted when the APP is uninstalled.

3



4



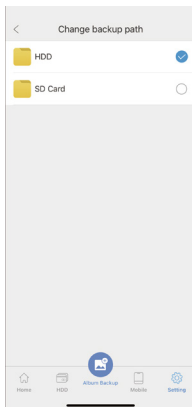
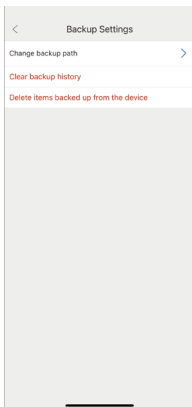
● Function Operations on Mobile Phone

Setting instructions

A. Change backup path: The default option is HDD, which means to back up to the hard drive. If an external SD card is connected, an SD card option will be added to select which external storage to backup to.

B. Clear backup history: After an album backup completed, for the next time, only newly added photos in the mobile phone will be backed up, clicking this setting will clear the backup information of the currently selected disk and all photos in the mobile phone will be backed up next time.

C. Delete items backed up from the device: All the backup contents of the current mobile phone in the device will be deleted (**Please use this function with caution**).

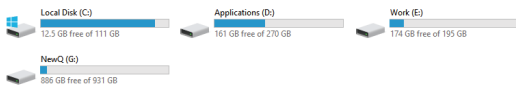


Operations on PC

Use the attached data cable to connect the hard drive and computer. After the computer reads the hard drive, as shown in the figure below, open it, now you can transfer files like using a general USB flash or HDD.

This PC

Devices and drives (4)



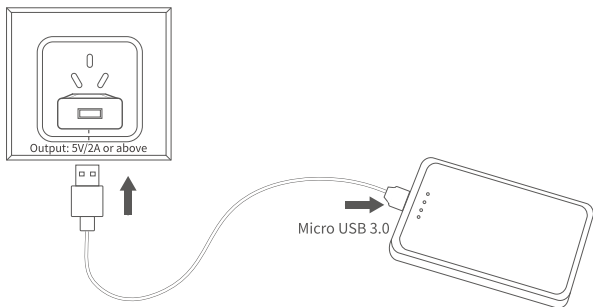
Kindly Note:

1. If you are using a desktop computer, it is recommended to use the USB port at the back of the host, with sufficient voltage and relatively stable reading and writing.
2. After use, it is recommended to safely exit the storage device every time, so as not to easily cause damage to the file system.
3. The device can be directly connected to the computer and used as an ordinary hard drive, which will not consume the power of the device, and the computer will not charge the device.

● How to charge device?

When the mobile phone connected to this device, it will consume the power of the device, so for stable data transmission, it's best to ensure that the device has sufficient power.

Before using the product, you can short press the button to check the power, if the device shows a white light flashing, please connect the adapter to charge (as shown in the figure below).



The white light flashing means it's charging. Three lights staying on means it has been fully charged.

Note:

1. The output voltage and current of the adapter must be 5V2A or above.
2. Do not connect to a computer USB port or a plug-in board with a USB port for charging.

Q: Why can't I see the disk info on the mobile APP?

A: First, press the button to check the battery level of the device if it is a white light flashing, it means that the battery needs to be charged before use; If the battery level is sufficient, please contact our support team by email support@newq.store we will reply within 12 hours.

Q: Why is the number of photos and videos backed up to the hard drive empty or inconsistent?

A: For iPhone, please check whether iCloud is turned on, if it is turned on, check Settings-> NewQHDD-> Permission Settings, allow WiFi and access to all photos. For Android, you can confirm whether the cloud space is enabled or not. We can't get the cloud photos, so you need to download those to the phone locally before backing up.

Q: If I take some new photos on my phone and want to back them up to the hard drive, if use one-click backup, is it going to back up all my photos again or just newly taken photos?

A: When you use the "Album Backup" function, it only adds new photos that haven't been backed up to the hard drive.

Q: I used the "Album Backup" function, but it has backed up all my photos again, not only the new photos?

A: This is because the App has been uninstalled and installed again, or the "backup history" has been cleared in the Backup Settings of the App.

Customer Service

- ✓ 30 days no-reason refund,12 months limited warranty
- ✓ Lifetime Technical Support

For any questions,Please feel free to contact us via support@newq.store, we will reply within 12 hours.

NewQ

New Change, New Life

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V2.1