



Bachmann Mobile Backup QuickStart Guide

1. Introduction

Welcome to Bachmann Mobile Backup!

Mobile Backup is a software application for Palm OS handheld users which lets you easily and safely backup your important handheld files. Mobile Backup is different from other Palm backup programs in that it not only lets you backup your files to a memory expansion card, but also offers the unique ability to wirelessly backup your files to your computer network.

Once your data is backed up to your network, it can be restored at your convenience, in case of loss of data, accidental deletion or corruption, without relying exclusively on tiny memory cards that can be lost or damaged. Plus, data that is backed up to your network can be integrated with the same backup procedures that safeguard your PC and laptop files.

Mobile Backup installs as a standard Palm application, and is compatible with all Palm OS compatible handhelds and smartphones, including the Tungsten, Zire, Treo and other models from PalmOne, Sony's Clie, and Alphasmart's Dana, as well as Palm OS compatibles from Kyocera, Samsung, Garmin, TapWave, and others.

Mobile Backup also comes as part of a full suite of essential handheld software utilities called Bachmann Mobile Utilities. Bachmann Mobile Utilities includes our popular PrintBoy mobile printing program, as well as FilePoint, a complete network-capable file manager for your Palm OS handheld. You can find out more about PrintBoy and FilePoint on our web site <http://www.bachmannsoftware.com>

This Quick Start guide provides new Mobile Backup users with a set of simple steps to help you quickly and successfully set up and begin using Mobile Backup on your Palm OS handheld.

1.1 Where Can I Find More Information?

The best way to find out more information on Bachmann Mobile Backup is to visit our web site at <http://www.bachmannsoftware.com>. There you will find helpful links for:

- Technical support
- Answers to frequently asked questions (FAQ)
- Information on connecting your handheld to your network with Mobile Backup
- Upgrade information for Bachmann Utilities

For a more detailed installation guide which includes our standard End User Licensing Agreement as well as details on all of the features and functionality in Mobile Backup, please view or print the Mobile Backup Documentation included with this software.

1.2 How Will I Know If There are New or Enhanced Versions of Mobile Backup?

Bachmann Software updates and enhances Mobile Backup regularly. If you have purchased Mobile Backup, it is very important that you register at <http://www.bachmannsoftware.com/Register> so we can update you on the latest versions including bug fixes and feature enhancements.

1.3. How to Contact Bachmann Software:

Voice: (973) 729-9427

Fax: (973) 729-8553

E-Mail: sales@bachmannsoftware.com

Or visit us on the World Wide Web: <http://www.bachmannsoftware.com>

For Technical Support please visit us on the Web for the most recent software updates, answers to Frequently Asked Questions, and instructions on how to contact us for support issues. Please note that due to the volume of inquiries, technical support is by e-mail only, via our online support form, at <http://www.bachmannsoftware.com/mbsupport.htm>.

To upgrade to our most full functioned printing and file management product, Bachmann Utilities, please visit <http://www.bachmannsoftware.com>

2. Installing Mobile Backup on Your Handheld

2.1 Pre-Installation Checklist

To install and use FilePoint you need the following:

- A Palm OS compatible handheld
- A Personal Computer, Hotsync cradle and a “Zip” software program (for example, WinZip or Pkzip) – to download PrintBoy onto your PDA – (a downloadable version of WinZip is available at <http://www.winzip.com>)

To take full advantage of Mobile Backup’s powerful **Expansion Card Backup** features, you will also need a Memory Expansion Card. If you do not already have such a card, they are inexpensive and cards in various storage capacities from 8 megabytes to 256 megabytes or even larger may be found at most office supply, electronics or other stores where Palm OS handhelds and accessories are sold. Most Palm OS compatible handhelds accept the standard SD or MMC card format. Sony Clie handhelds require Sony’s Memory Stick (MS) format.

To take advantage of Mobile Backup’s **Wireless Network Backup** features, you will need a Palm OS handheld that can connect to standard TCP/IP networks. Many handhelds are now available with built-in wireless connectivity including:

- PalmOne’s Tungsten C, which has a built in Wi-Fi networking feature which can connect to your network via a Wi-Fi access point
- PalmOne’s Tungsten T series, which has a built-in Bluetooth feature that can be used for networking with Bluetooth-enabled PC’s and access point
- PalmOne’s Treo smartphone which can connect to the internet using a cellular data connection, and which can be networked securely using a variety of 3rd party secure networking “VPN” software solutions
- Alphasmart’s Dana Wireless, which has a built in Wi-Fi networking feature
- Sony’s Clie series, several models which have built-in Wi-Fi or Bluetooth radios

In addition to these models with built-in connectivity, there are several add-on cards, cases and other accessories which can add networking functionality to existing handhelds. Visit our web site <http://www.bachmannsoftware.com> for the latest information on network-capable add-ons which you can use with Mobile Backup.

Also please note that new handheld models are regularly introduced by these and other handheld manufacturers – check regularly with your favorite handheld manufacturer for news on the latest handheld models and networking accessories.

2.2 Installation

If you use a Windows PC, you can install Mobile Backup on your handheld by running our easy-to-use Setup program:

1. Click on the Download link below for the Windows Installer
2. Choose "Save to disk"
3. Choose a location on your computer where you wish to save the Mobile Backup installer.
4. After downloading, locate the file "MobileBackupSetup.exe". Run MobileBackupSetup.exe, and follow the step-by-step instructions on the installation screens. Make sure your hotsync cradle is connected to your PC and your Palm OS Handheld is in the cradle.
5. Perform a HotSync to transfer Mobile Backup to your Palm OS handheld.
6. On your Palm handheld, tap the “Backup” icon to begin using Mobile Backup!

If you have an Apple Macintosh based desktop computer follow these instructions:

1. Click on the Download link below for the Mac-compatible .sit file
2. Choose "Save to disk"
3. Choose a location on your computer where you wish to save the Mobile Backup file

4. After downloading, locate and uncompress the file "Mobile Backup.sit"
5. After uncompressing, add the MobileBackup.prc file to the Palm Install tool. Place your Palm handheld in the HotSync cradle and press the HotSync button. After HotSync completes, Mobile Backup will be installed on your handheld.
6. On your Palm handheld, tap the "Backup" icon to begin using Mobile Backup!

Please use the following link to download the latest version of Mobile Backup:

<http://www.bachmannsoftware.com/downloads.htm>

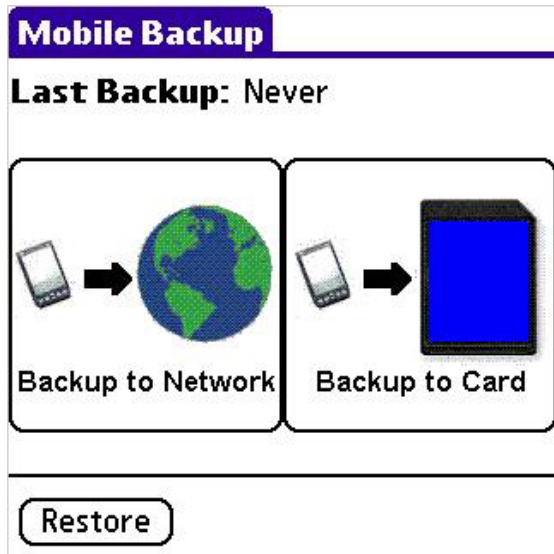
2.3 Registering Your Software

If you already purchased the software, to key in your registration code tap on the Menu icon on your palm screen, and choose the Options menu, then tap on the Register submenu. On the Register screen, carefully enter your Registration Code when prompted. If you downloaded our software and have not purchased it yet, your trial version is FREE for 30 days upon installation.

3. Running Mobile Backup on Your Handheld for the First Time

If this is the first time you are running Mobile Backup on your handheld, the following section will help you quickly get up and running with the program.

Mobile Backup is designed to make it as simple as possible for you to backup your data to either your Network or your expansion memory card. When you run Mobile Backup for the first time, you will be greeted by the following screen:



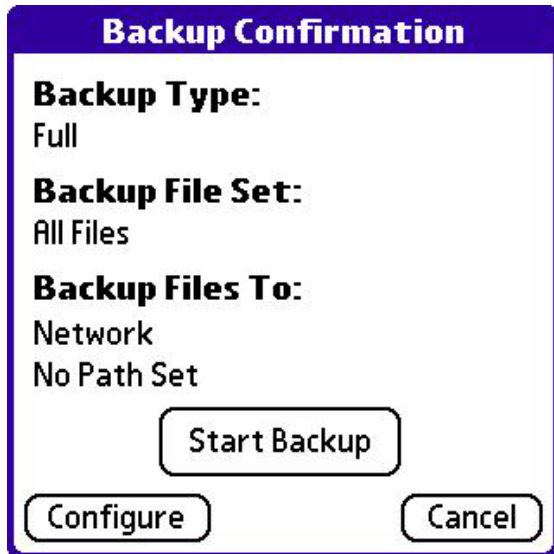
3.1. Network Backup vs. Card Backup

Mobile Backup offers you two options for backing up your handheld data: Network Backup, or Card Backup. If your handheld is configured to achieve a TCP/IP connection to your home or office network, you can use the "Backup to Network" option to safely and quickly backup your handheld files to a computer on your network. If you do not have a way to make a TCP/IP connection with your home or office network, or you would prefer to backup to an expansion memory card, you would choose "Backup to Card".

If you have a choice of which option, we recommend you choose Network Backup, which in many cases offers a faster backup, plus has the added bonus of enabling your handheld files to be additionally backed up with your daily backup procedures run on your network, thus increasing your protection against data loss.

3.2. Performing your first Network Backup

Tapping the Backup to Network button will begin a set of simple steps which will confirm your network settings and other backup options.



The Backup Configuration screen lets you review the backup settings which will be used for your Network Backup. The settings are as follows:

Backup Type

You can perform a Full backup or an Incremental backup. On your first backup you must perform a full backup, which will backup all of your files regardless of when they were last updated. An Incremental backup only backs up files which have been changed or added since the last time you ran a Backup, so these backups often take much less time to perform.

Note that if you have any doubt as to whether you should choose Full or Incremental, the safest choice that gives you the best protection against data loss is Full.

Backup File Set

You can choose to backup all the files on your handheld, or only a subset of your files. For example, you may only need to provide backup protection to certain documents or databases. By default, this is set to All Files, but you can use the Configure button to refine your file selection for the Backup File Set.

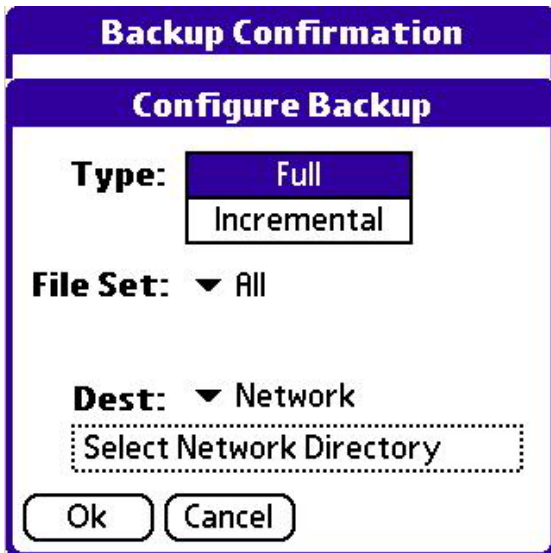
Backup Files To

As previously noted, you can backup to your Network, or to a memory expansion card. This choice is defaulted based on which button you tapped on the main screen, but if you change your mind you can switch this using the Configure button.

If you have chosen a Network Backup, you will also be required on your very first backup to supply a folder location on your network that will serve as the location for your backed up data. You can set this location using the Configure button, or you will be prompted automatically for this value when you choose "Start Backup".

3.3. Starting the Backup

When you tap the Start Backup button, Mobile Backup checks all of your backup settings to make sure that it has all the information it needs to perform a backup according to your criteria. If it finds it needs more information from you, you will be prompted with a Configure Backup screen as follows:



In this example, the user has chosen a Network Backup, but has not yet selected a network directory to back up to. To supply this information, simply tap on “Select Network Directory” to log in to your network and navigate to a folder of your choice. For more information on connecting to your network, see “Accessing Windows Networks with Mobile Backup” below.

Once you’ve chosen a network location, your backup will start. All the files that meet your backup settings criteria will be backed up to the network one at a time, and Mobile Backup will display its progress as each file is backed up. If you have a lot of data on your handheld, your first backup may take a while, but remember that subsequent Incremental backups will be much quicker!

Once it has backed up all of your files, you will be returned to the main Mobile Backup screen, and the Last Backup date and time will be updated to show you the backup was successful.

Congratulations, you have just backed up your handheld to your network!

3.4 Accessing Windows Networks With Mobile Backup

Mobile Backup, like its sibling software program FilePoint, lets users of selected wireless Palm OS handhelds connect to office and home-based computer networks and access shared folders on those computers. Mobile Backup is compatible with both informal peer to peer “workgroups” running Windows 98, NT, 2000 or XP, as well as server-based “Domains” running Windows NT server 4.0, 2000 and 2003 editions.

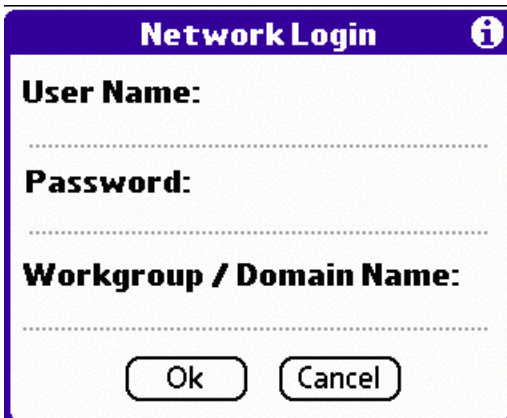
For Wi-Fi enabled Palm OS handhelds such as PalmOne’s Tungsten C, connecting to your Windows network is as easy as logging into your network from your desktop computer or laptop. All you need to do is supply a user name and password that is valid for your workgroup or domain (if you are unsure about what user name you should use, please consult with your network administrator).

(Note: for non Tungsten C owners, depending on your handheld model and network configuration, you may need to enter additional network configuration information that will successfully register your handheld on a Windows network, including

server names and/or IP addresses. Again, it is always best to consult with your network administrator if you are unsure about this information)

In order to perform your first Network backup using Bachmann Mobile Backup, you will need to select a network location to back up your files to. Once you do this, Mobile Backup remembers this location and will use it automatically on each subsequent backup.

When you are prompted to select a network directory, you will be prompted with a screen asking you to login to your network using your standard Windows Network user name, password, and workgroup/domain name (see below):



The image shows a 'Network Login' dialog box with a purple header and a white body. It contains three text input fields: 'User Name:', 'Password:', and 'Workgroup / Domain Name:'. Each field has a dotted line indicating where to enter text. At the bottom, there are two buttons: 'Ok' and 'Cancel'.

After filling in the required information, tap the Ok button and Mobile Backup will attempt to connect to the network. If successful, you will be greeted with a listing of computers found on the network. From there, you can simply navigate to the network/folder location where you wish to back your files up to. Tap on the computer you wish to browse, and choose from the list of available “shares” associated with folders on that computer. When you have selected a share, the folders in that share will appear below the share name.

If the connection was not successful, check your username and password and try again. If you cannot successfully log in, you may need to enter additional network connection information in the Network Configuration screen (for more information on this screen and other network connectivity issues, please consult the chapter on Networking in the full Mobile Backup User Documentation)

4. Exploring More of Mobile Backup: Where to Go Next

In this Quick Start guide we have stepped you through how to perform your first Network Backup. Now that you have seen some of the basics, you are ready to learn more about how to use Mobile Backup’s features.

The full Mobile Backup User Documentation provides more detail on the topics covered in the Quick Start guide, and in addition provides information on the following features:

- Backing up to a Memory Expansion Card
- Choosing individual files or groups of files for your Backup File Set
- Restoring one or more files to your handheld with the Restore Function
- Advanced Network Configuration
- Integration with FilePoint’s network features.

5. Troubleshooting

If you run into problems or have any questions, your best option is to visit the Mobile Backup Support page at <http://www.bachmannsoftware.com/mbsupport.htm>. There you will find the latest information on program updates, common problems and solutions, and links to frequently-asked-questions (FAQ's).

If you still cannot find the problem, you can submit a support inquiry by using the available Support Form. Please be sure to fill out all of the requested information including your handheld model, card information, type and a detailed description of the error you are encountering. Although response time can vary based on volume of support inquiries, typically you will see a response within 1-2 business days.

Please fill out the support form at <http://www.bachmannsoftware.com/mbsupform.htm>

If you have had success and have not purchased Mobile Backup, why not purchase it right now? Our online store is safe and secure, just click on the Buy button at <http://www.bachmannsoftware.com/mobilebackup.htm>