BT Cloud

CUSTOMER GUIDE

17.3
RELEASE

BT

Contents

BT Cloud Overview

The fear of losing personal files and data is growing rapidly as more of our digital lives are stored on mobile devices. The BT Cloud solution provides the capability to access, sync, create, and manage content from any device running most mobile operating systems.

With BT Cloud, you have the flexibility to set what content types to back up, how to back up the content, and schedule automatic backups. Giving you added control allows for quicker retrieval of the content that is important to you. You can easily restore and transfer personal data to new or replacement devices, while keeping digital content secure, in sync, and accessible across all smartphones, tablets, PCs, and Macs. You can also activate scheduled backups to run automatically in the background to ensure content is always safe.

Glossary of Terms

TERM		DEFINITION
CLIENT		A client is an application that is accessible via a device. Below are the clients available for BT Cloud.
	Web Client	The Web Client allows users to access BT Cloud via an internet browser. The Web version of BT Cloud can be accessed by visiting this site: https://home.bt.com
	Desktop Client	The Windows Desktop client allows you to backup, restore, synchronise, and share content on your PC or Mac within BT Cloud and across other connected devices. To sync files to the Cloud, just move or copy them into the BT Cloud folder in Windows Explorer or Mac Finder. The BT Cloud Desktop client can be downloaded by visiting the Web client, then clicking on your name, and finally selecting "Get the Desktop App" in the menu.
	Mobile App Client	The Mobile App client allows users to access BT Cloud via tablets and smartphones. The application is available on all major app stores.
CONTENT CLASS		A class of content on a device that is supported by BT Cloud. Content classification is based on file type and location. Content classes include: contacts, call logs, SMS, MMS, photos, videos, music, and documents.
	Contacts (stored in device memory & SIM)	A collection of contact data records, which are stored in the applicable repository on a device. Contacts typically include a name, address, phone number, email, and may include other information the end-user stored for the contact. Contacts may also include a Contact Photo (an image linked to an individual contact and stored in the applicable repository on the device).
	Call Logs	A collection of log entries stored in the applicable repository on the device. Log entries describe calls made, calls missed, calls received, messages sent, and messages received.
	SMS	A collection of text messages that have been received and stored on a device. Text messages typically contain "from" and "to" information, sent time, read and receipt indications, and delivery options that were stored in the applicable repository on the device.
	MMS	A collection of multi-media messages that have been received and stored on the device. MMS typically contain one or more multi-media attachments and a file (such as SMIL) specifying how the multi-media files should be viewed.
	Pictures	A collection of photos, typically from the device's camera roll or gallery, but may also include other pictures stored by the end-user in the applicable repository on the device.
	Videos	A collection of video files, primarily from the device's camera roll or gallery, as well as other videos the end-user has stored on the device.

	Music	A collection of music files that the end-user has stored on the device.
	Documents	Documents or files that the end-user has created and/or stored in the applicable repository on the device.
FUNCTIONS		
	Backup	Copying content so it can be preserved and accessed in case of data loss.
	Sync	Replicating data across multiple devices and the Cloud. Web, Desktop, and Mobile clients offer sync capabilities.
	Access	Organising and manipulating data as needed including search, browse, view, playback, edit, organise, and delete.
	Share	Sharing data through the following methods: Private Share, Public Link, Send as Attachment, and Post to Social Network.
	Restore	Loading content from the Cloud onto a device that does not have that content.
	Create	Interacting and organising content and customizing it for specific needs. Features include Playlists, Slideshows, Contacts, and Contact Groups.

Key Functions

BACKUP

You can backup content into the Cloud from all BT Cloud platforms – Web, Desktop, and Mobile. On both Desktop and Mobile, backup can be automated with no action required, ensuring that your content is kept safe in the Cloud as soon as the content is created on the device.

SYNC

Keeping content in sync means that content is accessible across multiple devices and the Cloud. Both the Desktop and Mobile clients offer sync capabilities. On the Desktop, files and folders are synced to the Cloud and to/from any other computers that are running the BT Cloud application. On mobile devices, sync is used to ensure that a user's address book is kept up to date across all their mobile devices as well as
the Cloud.

ACCESS

BT Cloud provides you access to your content in a variety of ways and the flexibility to organise that content as you see fit. The key actions supported by BT Cloud are:

- Search
- Browse
- View/Playback
- Edit
- Organise
- Delete

SHARE

BT Cloud provides various features to share your content. The share methods include: Group Spaces, Public Link, Send as Attachment, and Post to Social Network.

RESTORE

Restore is an easy way to get content from the Cloud onto a device that does not have that content. This may be content that was backed up from a mobile device. BT Cloud offers the flexibility to perform bulk restores of content or single/multi-file download for getting content back to a device.

CREATE

BT Cloud provides various features that allows users to interact with and organise and customise their content their specific needs. These features include Playlists, Slideshows, Contacts, and Contact Groups.

Content Classes

BT Cloud can support any type of content. However, specific types of content have special features built into the clients to enhance the user experience of the product. The following content classes receive special treatment in the BT Cloud applications:

- Contacts
- Photos
- Videos
- Music

- Documents
- Messages
- Call Logs

Supported Platforms

BT CLOUD MOBILE ANDROID & IOS

BT Cloud provides clients for the following mobile platforms:
- Android (v4.4 – 8.x) – Smartphones and Tablets
    - The Android reference devices are the Google referenced ones: Pixel, Samsung S8, LG Nexus 10

- iOS (v8.0 – 11.x) – iPhones and iPads
    - The current iOS reference devices are the iPhone X, iPhone 8, and iPad 9.7" Pro.

BT CLOUD DESKTOP WINDOWS PC & MAC

BT Cloud provides clients for the following desktop platforms:
- Microsoft current version and previous version.
- Apple Mac OS current version and previous version.

BT CLOUD WEB FIREFOX, CHROME, INTERNET EXPLORER, & SAFARI

BT Cloud supports the following Web browsers:
- Microsoft Internet Explorer – 10 & 11
- Mozilla Firefox – current version (Windows only)
- Apple Safari (Mac only)
- Google Chrome – current version (Windows & Mac)

BT Cloud Mobile – Android

Get Started

1. Download and install the mobile app, available in Google Play.
2. Enter your BT Cloud username and password and click on **Login**.
3. You will then be prompted with requests from BT Cloud to access your files, such as photos and videos, documents, contacts, and more. You will need to grant these permissions in order to back up your content. This ensures BT Cloud is safely backing up your old and new content at all times so it's always safe.
4. You are then prompted to select the content classes that you would like to synchronise with BT Cloud:
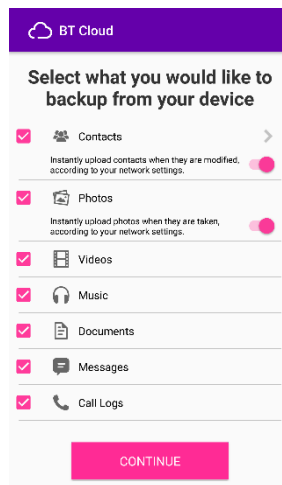
5. As of Android M, the client prompts the user to accept each permission request separately. This results in a number of successive permission requests. Denying the relevant permission will prevent the app from backing up the associated content.
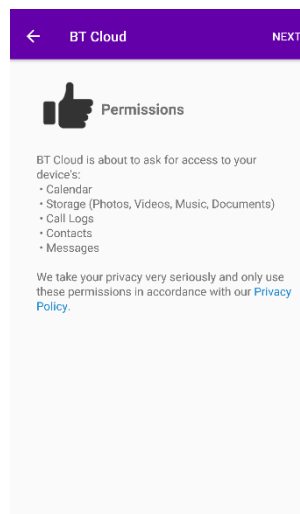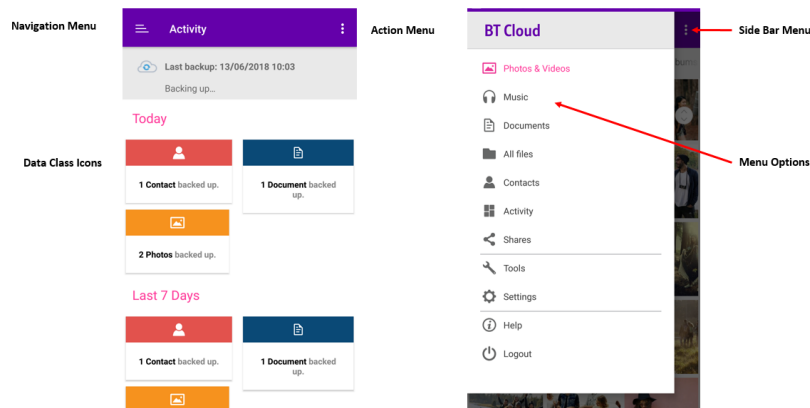
APP SHORTCUTS

Make backing up, uploading, and sharing content easier, directly from the device home screen (Must have Android 7.1 or higher).

Activity Screen

To access, click **Navigation Menu** (three lines in upper left corner) **> Activity**.

The diagram below features the basic elements of the BT Cloud Activity Screen and Side Bar Menu.

Back Up

1. Click on the **Navigation Menu** (three lines in upper left corner).
2. Select **Settings**
   a. Select **What to Back Up** to select the type of data you would like to back up.
   b. Select **How to Back Up** to determine what network will be used to back up. The options are WiFi Only or WiFi & Cellular.
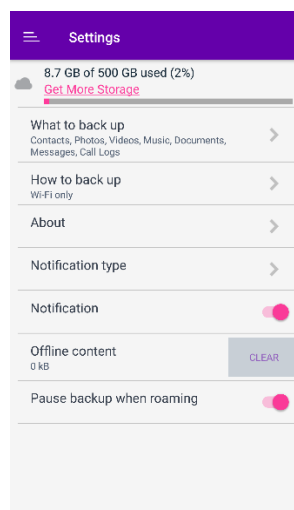
Upload

1. To upload content, select the **Action Menu** (three dots in the upper right corner) **> Upload Photos and Videos**.

2. Select the type of content you would like to upload.
3. Select the specific content and select **Upload**.

Restore

1. To restore content, select the **Navigation Menu** (three lines in upper left corner) **> Tools**.
2. Select **Content Restore**.
3. Select the mobile device to restore from.
4. Select the type of content you would like to restore.
5. Select **Restore**.

Restorable content for Android:
- Photos
- Videos
- Music
- Documents
- Messages
- Contacts
- Call logs

TV Beaming

Photos, Videos, and Music

1. Check to make sure that your beaming-capable device and your Android device are both connected to the same WiFi network.
2. Select the photo, video, or song you would like to beam > Select the **Beaming Icon** (rectangle with beaming lines in the upper right corner).
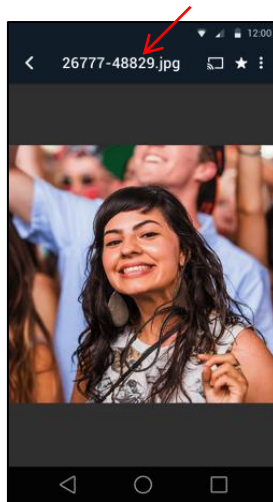
3. Once connected, the photo, video, or song will beam to the connected device.
4. To navigate through content:
   - *For Photos*: Swipe right or left respectively to beam the next or the previous photo.
   - *For Videos*: A video control screen will appear, which will allow you to start or stop playing. The volume keys on the Android device can be used to control the volume on the device being beamed to.
   - *For Music*: Your Android device serves as a remote to start, stop, change songs, or adjust volume.

5. To stop beaming: Either close BT Cloud or press the **Beaming Icon** > Select **Stop casting**.

*PLEASE NOTE: Initial Chromecast setup should be done through the Android Chromecast App.

Offline Access

The Offline Access feature allows you to access a file in BT Cloud even when you don't have connectivity.

Mark Content for Offline Access
1. Select the file you would like to make available offline.
2. Select the **Action Menu** (three dots in the upper right corner) > **Make Available Offline**. A down arrow icon, signaling that the document is now available offline, should appear in the upper right corner once complete.

Opening a Marked File
1. You must stay logged in to the app to access the marked files.
2. Once your device is offline, go to the **Navigation Menu** and navigate to the file you had marked for offline access.
3. Click on the file you would like to access.

Clear Content Marked for Offline Access
1. To clear all the content you have marked for offline access, click the **Navigation Menu** > **Settings**.
2. Select **Clear** in the line that says Offline Content**.** When a prompt appears to confirm this, select **Clear**.
3. To disable offline access to a specific file, select the file > Select the **Action Menu** > **Disable Offline**.

Photos & Videos

To access your photos and videos, select the **Navigation Menu** (three lines in upper left corner) **> Photos & Videos**

You can choose to view photos organised by:
- All Photos
- Albums
- Favorites
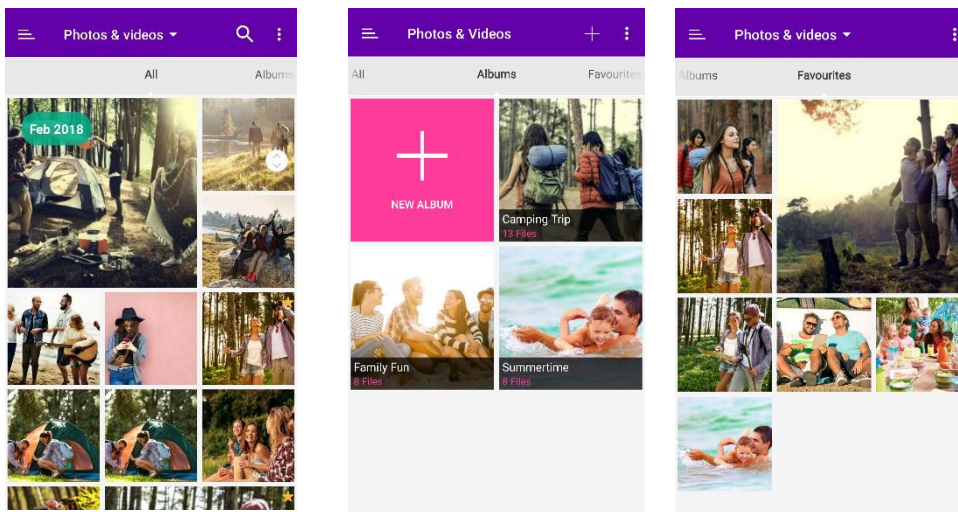
 From this view you can complete the following tasks:

Download a Photo/Video

1. Select the photo/video you would like to download.
2. Select the **Action menu** (three dots in the upper right corner).
3. Select **Download** from menu.

Delete a Photo/Video
1. Select the photo/video you would like to delete.
2. Select the **Action Menu** (three dots in the upper right corner) and select **Delete**.

Share a Photo/Video

∝°

1. Select the photo/video you would like to share.
2. Select the **Share icon** in the upper right corner.
3. Select **Add to Group Space** or **Send Public Link** depending on where you want to share the photo/video.
4. If shared to a **Group Space**, select current **Group Space** or create Group Space name, add recipients and a message (optional), and select **Create**.
5. If shared to a **Public Link**, add recipient, message (optional), any additional files, and then select **Done**.

Enhanced Photo Search
1. User can search by **date range**.
2. Enhanced Search is **predictive** and **multi-lingual.**

Click and Drag (Multi-Select)
1. **Click** on one photo/video and **drag** to select multiple photos/videos for easier management of user content.

Share via Social Network

∝°

1. Select the photo/video you would like to share.
2. Select **Share** from the menu.
3. Select **Public Link**.
4. Select **Other methods for Sharing** at the bottom of the page.
5. Select the **social network** with which you would like to share the photo/video.

Add to an Album
1. Select the photo/video you would like to add.
2. Select the **Action Menu** (three dots in the upper right corner) > **Add To Album**.
3. Select the Album you would like to add the photo/video to, or create a new album by selecting **"+"**, entering the album name, and selecting **OK**.
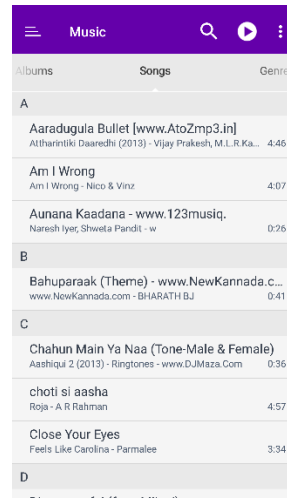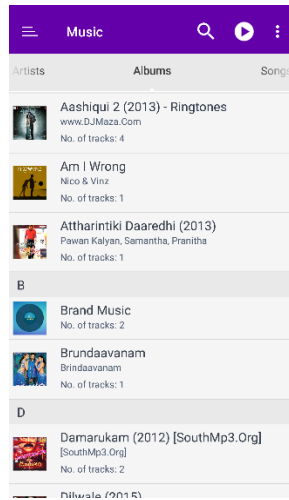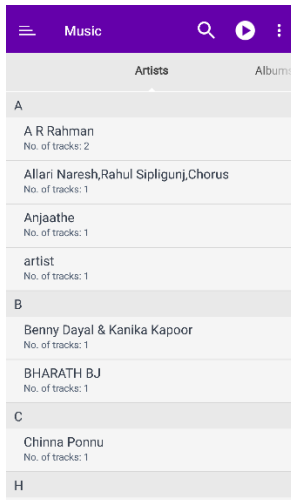
Mark as Favorite

☆

1. Select the photo/video you like to assign as a Favorite.
2. Select the **Star icon (Favorite)** from the menu to **Favorite**.
3. To undo this action, select the **Star icon** from the menu again to **Unfavorite**.

Music

To access music, select the **Navigation Menu** (three lines in upper left corner) **> Music**

You can choose to view music organised by:

- Artists
- Albums
- Songs
- Genres
- Playlists
- Favorites

Play Music

Select the song you wish to play and select the **Play** button.

Create Playlists

1. Navigate to the Songs section and select the **Action Menu** (three dots in the upper right corner) > **Select Songs**.
2. Select the song(s) you would like to add.
3. Select the **Action Menu** (three dots in the upper right corner) > **Add to Playlist**.
4. Select the playlist you would like to add the song to, or create a new playlist by selecting **"+"**.

Mark as Favorite

☆

1. Navigate to the Songs section and Select the **Action Menu** (three dots in the upper right corner) > **Select Songs**.
2. Select the song(s) you like.
3. Select the **Star icon** in the top right corner to Favorite.
4. To undo this action, select the icon again.

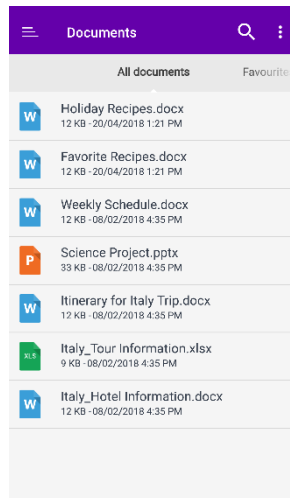**Delete a Song**

1. Select the **Action Menu** (three dots in the upper right corner) > **Select Songs**.
2. Select the song you would like to delete.
3. Select the **Action Menu** > **Delete**.
4. Select **Delete**.

Documents

To access your documents, select the **Navigation Menu** (three lines in upper left corner) **Documents**:

From this view you can complete the following tasks:

Share a Document by Mail or SMS

1. Select the **Action Menu** (three dots in the upper right corner) **> Select Documents**.
2. Select the document(s) you would like to share.
3. Select the **Share icon**.
4. Select **Send Public Link**.
5. In the **Add Recipient** field, enter the name of a contact. The application will use the number or email address of the contact. Alternatively, enter the email address or number directly into the field. You can specify multiple recipients.
6. **Add Additional Files** in the **Content** section of the screen.

Share a Document via Group Space

1. Select the **Action Menu** (three dots in the upper right corner) **> Select Documents**.
2. Select the document(s) you would like to share.
3. Select the **Share icon**.
4. Add to an **existing Group Space** or **Create Group Space**.
5. Select **Add to Group Space >** choose an option form the list of presented **Group Spaces**.

Share a Document via Social Network

1. Select the **Action Menu** (three dots in the upper right corner) **> Select Documents**.
2. Select the document(s) you would like to share.
3. Select the **Share icon**.
4. Select **Send Public Link**.
5. Select **Other methods for Sharing**.
6. Select the app that you would like to use to share the link.

Mark as Favorite

1. Select the **Action Menu** (three dots in the upper right corner) **> Select Documents**.
2. Select the document(s) you would like to mark as Favorite.
3. Select the **Star icon** to Favorite.

Delete a Document

1. Select the **Action Menu** (three dots in the upper right corner) **> Select Documents**.

2. Select the document(s) you would like to delete.
3. Select the **Action Menu > Delete**.
4. Select **Delete**.

All Files View

To access the All Files view, select **All Files** in the **Navigation Menu**

You can view all of the folders/files laid out in a hierarchal list and choose between the BT Cloud Folder view, or look at individual backups from the Desktop client. The ability to preview a file without downloading is also available by clicking on a file.

From this view you can complete the following tasks (see Documents section above to have details on how to perform the tasks):

- Open a file.
- Download a file.
- Share a file (except for music files).
- Delete a file.

Share View

To access the Share view, select **Shares** in the **Navigation Menu**. Content can be shared via Group Spaces or Public Links. Group Spaces shows all your Group Spaces and all Group Spaces of which you are a member. Public Links shows all Public Links that you have shared and that have been shared with you.

The BT Cloud Activity screen will indicate whether any Group Spaces have been created, or to those you have been made a member.

The Shares menu will indicate if any Public Links have been shared with you.

GROUP SPACE

Group Spaces are containers within the user's account that can be shared with others. Group Space members can be given read-only or read-write access.

The BT Cloud Mobile client allows the user to create and manage Group Spaces. The owner of a Group Space can add members and specify their permissions (i.e. View only or Edit).

The Group Space owner can manage the Group Space by adding/removing members or entirely deleting the Group Space.

Members cannot edit the Group Space name. The owner can add members upon creation of a Group Space or at a later time. To add a new member, the user can manually type an email address or select a contact from his phonebook.

Accessing a Group Space requires authentication. There are two cases to distinguish when a member is added to a Group Space:

- **Case 1:** BT Cloud identifies the recipient's email address as belonging to a BT Cloud user.
- **Case 2:** BT Cloud does not identify the recipient's email address as belonging to any BT Cloud user.

GUEST ACCOUNT FOR GROUP SPACE

BT Cloud also supports the concept of guest accounts to allow a Group Space owner to add a member that is not a subscriber of the carrier. In this case, the recipient can register a guest account and hence have access to the Group Space. A guest account is a restricted account which only provides Web access to authorised Group Spaces.

PUBLIC LINK

Public Links are URLs to user content in BT Cloud. Anybody with the URL can access the content so long as the content remains publicly accessible.

From the Public Links view you can see the content that has been shared with you. Which lets you:

- See who has shared content with you.
- See the date of the share.
- Download the share.
- Remove/revoke the share.

BT Cloud Mobile - iOS

Get Started

1. Download and install the Mobile app, available in the App Store.
2. Enter your username and password and click on **Login**.
3. You will then be prompted with requests from BT Cloud to access your files, such as photos, videos, and contacts. You will need to grant these permissions in order to back up your content. This ensures BT Cloud is safely backing up your old and new content at all times so it's always safe.
4. You will be presented with a Quick Start overlay with tips on how to navigate the menus.
5. You are then prompted to select the content classes that you would like to synchronise with BT Cloud:
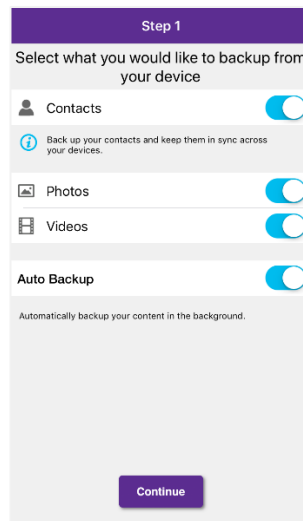
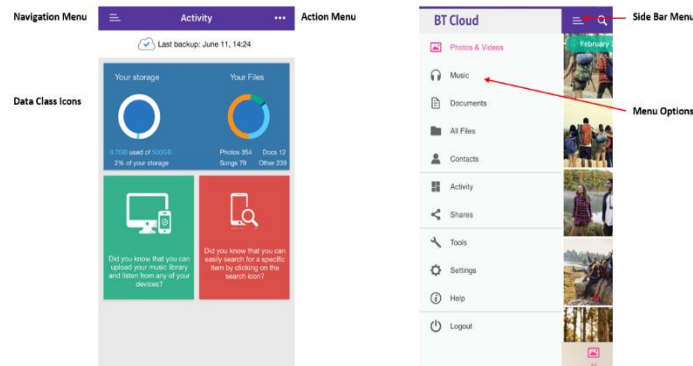6. Once your content selection has been made, you can restore Cloud Media from a previously used device.
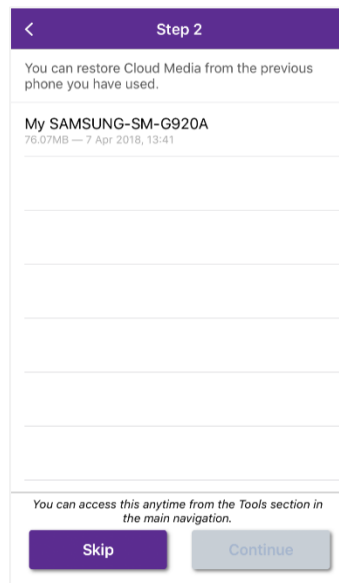
3D TOUCH

The BT Cloud iOS app now supports Quick Actions right from the device's home screen to let users upload content, initiate a backup, or share an item.

Activity Screen

The diagram below features the basic elements of the BT Cloud Activity Screen and Side Bar Menu.

Back Up

1. Click on the **Navigation Menu** (three lines in upper left corner).
2. Select **Settings**
   a. Select **What to Back Up** to select the type of data you would like to back up.
   b. Select **How to Back Up** to determine what network will be used to back up. The options are WiFi Only or
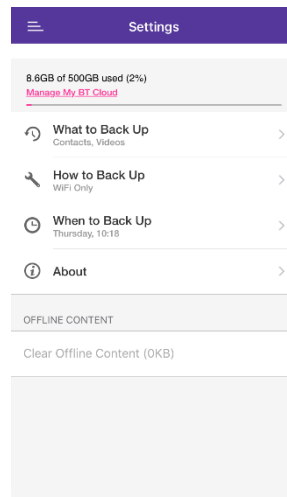
WiFi & Cellular.

Upload

1. To upload content, select the **Action Menu** (three dots in the upper right corner)**> Upload Photos and Videos**.
2. Select the type of content you would like to upload.
3. Select the specific content you would like to upload.
4. Select **Upload** from the bottom of the screen.

Restore

1. To restore content, select the **Navigation Menu** (three lines in upper left corner) **> Tools**.
2. Select **Content Restore**.
3. Select the device to restore from and select **Next**.

4. Select the type of content and the network to use and then select **Restore**.

Restorable content for iOS:

- Videos
- Contacts

- Photos

Beaming

Photos, Videos, and Music

1. Check to make sure that your beaming capable device and your smartphone are both connected to the same WiFi network.
2. You must have beaming capabilities set up on a beaming capable device to use this functionality.
3. Select the photo, video, or song you would like to beam > Select the **Beaming icon** (rectangle with beaming lines in the upper right corner).
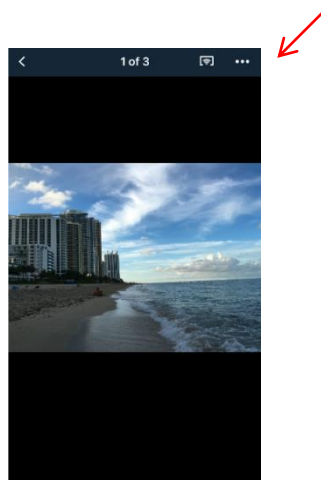
4. A prompt will appear asking to connect to the available device > Select **OK, Connect.** You will then be prompted to enter a PIN to pair both devices. If already paired to a device, a prompt will appear allowing you to choose which device to beam to.
5. Once connected, the photo, video, or song will beam to the connected device.
6. To navigate through content:
   - *For Photos*: Swipe right or left respectively to beam the next or the previous photo.
   - *For Videos*: A video control screen will appear, which will allow you to start or stop playing. The volume keys on the smartphone can be used to control the volume on the device being beamed to.
   - *For Music*: Your smartphone serves as a remote to start, stop, change songs, or adjust volume.
7. To stop beaming: Either close BT Cloud or press the **Beaming icon** > Select **Stop casting**.

Offline Access

The Offline Access feature allows you to access a file in BT Cloud, even when you don't have connectivity.

MARK CONTENT FOR OFFLINE ACCESS

1. Select the file you would like to make available offline.

2. Select the **Action Menu** (three dots in the upper right corner) then select the content you would have to have access to offline> Select.
3. Select >**Available Offline**. A down arrow icon, signaling that the document is now available offline, should appear in the upper left corner once complete.

OPENING A MARKED FILE

1. You must stay logged in to the app to access the marked files.
2. Once your device is offline, go to the **Navigation Menu >Settings** and navigate to the file you had marked for offline access.
3. Click on the file you would like to access.

CLEAR CONTENT MARKED FOR OFFLINE ACCESS

1. To clear all of the contents you have marked for offline access, click the **Navigation Menu** > **Settings**.
2. Select **Clear** in the line that says Offline Content. When a prompt appears to confirm this, select **Clear**.
3. To disable offline access to a specific file, select the file > Select the **Action Menu** > **Disable Offline**.

Photos & Videos

To access your photos and videos, select the **Navigation Menu** (three lines in upper left corner) **> Photos**.

You can choose to view photos organised by:
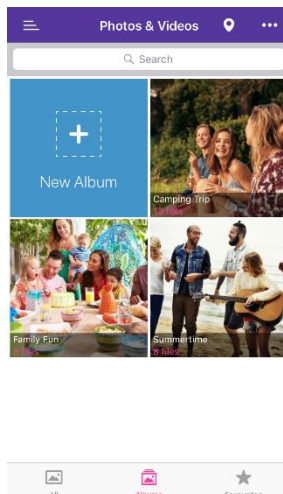
- All Photos
- Albums
- Favorites

From this view you can complete the following tasks:

Download a Photo/Video
1. Select the photo/video you would like to download.
2. Select the **Action Menu** (three dots in the upper right corner) and select **Download**.

Delete a Photo/Video
1. Select the photo/video you would like to delete.
2. Select the **Action Menu** (three dots in the upper right corner) and select **Delete**.

Share a Photo/Video
1. Select the photo/video you would like to share.
2. Select **Share**.
3. You will have the option to share via **Group Space** or through a **Public Link**.
4. If shared via **Group Space**, you will either choose an existing Group Space to share to, or user will **create a New Group Space** and add a name, recipients, message (optional), and select **Create**.
5. If shared through a **Public Link**, user will add recipients, a message (optional), any additional files, and select **Done.**

Enhanced Photo Search
1. User can search by **date range**.
2. Enhanced Search is **predictive** and **multi-lingual**.

Click and Drag (Multi-Select)
1. **Click** on one photo/video and **drag** to select multiple photos/videos for easier management of user content.

Share via Social Network
1. Select the photo/video you would like to share.
2. Select **Share**.
3. Select **Public Link**.
4. Select **Other methods for Sharing** from the bottom of the page.
5. Select the social network with which you would like to share the photo/video.

Add to an Album
1. Select the photo/video you would like to add.
2. Select the **Action Menu** > **Add To Album**.
3. Select the Album you would like to add the photo/video to or create a new album by selecting **"+,"** creating an album name, and selecting **OK**.

Mark as Favorite
1. Select the photo/video you like to assign as a Favorite.
2. Select the **Star icon** (Favorite).
3. To undo this action, select the **Star icon** again (Unfavorite)**.**

Music

To access music, select the **Navigation Menu** (three lines in upper left corner) **> Music**.
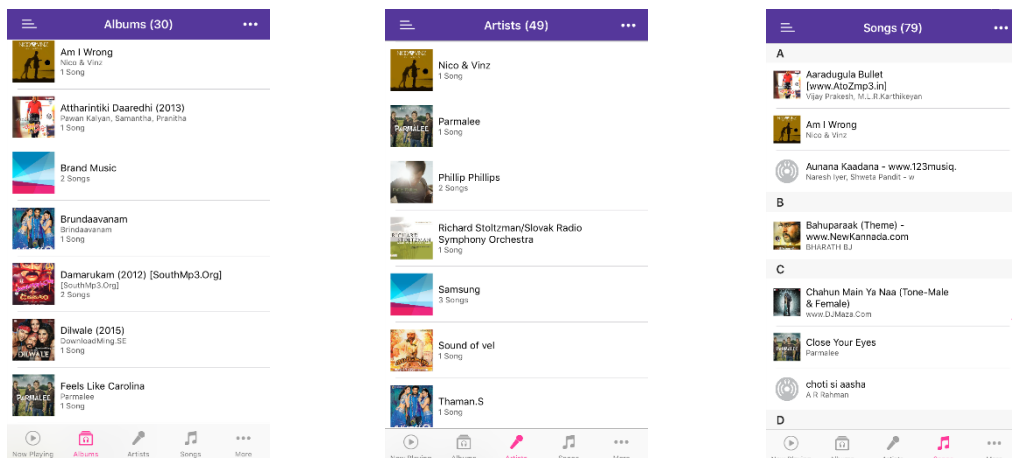
You can choose to view music organised by:

- Artists
- Albums
- Songs
- Genres
- Playlists
- Favorites

Play Music

Select the song you wish to play and select the play button.

Create Playlists
1. Select **Action Menu** (three dots in the upper right corner) **> Select**.
2. Select the song(s) you wish to add.
3. Select **Action Menu > Add to Playlist**.
4. Select the playlist you would like to add the song to, or create a new playlist by selecting **"+",** naming the playlist, and selecting **Save**.

Mark as Favorite
1. Select **Action Menu** (three dots in the upper right corner) **> Select**.
2. Select the song you would like to assign as a favorite.
3. Select the **Star icon** (Favorite).
4. To undo this action, select the **Star icon** again (Unfavorite).

Delete a Song
1. Select **Action Menu** (three dots in the upper right corner) **> Select**.
2. Select the song you would like to delete.
3. Select the **Action Menu** and select **Delete**.

Documents

To access your documents, select the **Navigation Menu** (three lines in upper left corner) >**Documents**.
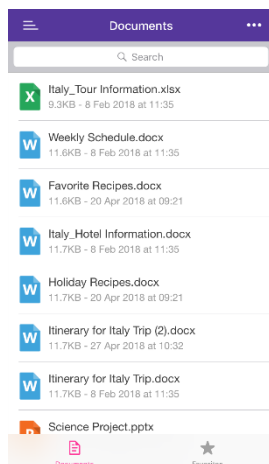
From this view you can complete the following tasks:

Share a Document
1. Select the document you would like to share.
2. Select the **Action Menu** (three dots in the upper right corner) and select **Share**.
3. You will have the option to share via **Group Space** or through a **Public Link**.
4. If shared via **Group Space**, you will either choose an existing Group Space to share to, or user will **create a new Group Space** and add a name, recipients, message (optional), and then select **Create**.

5. If shared through a **Public Link**, user will add recipients, a message (optional), any additional files, and then select **Done**.

Share a Document via Social Network
1. Select the document you would like to share.
2. Select the **Action Menu** (three dots in the upper right corner) **> Share**.
3. Select **Public Link**.
4. Select **Other methods for Sharing** from the bottom of the page.
5. Select the social network with which you would like to share the photo/video.

Mark as Favorite
1. Select the document you would like to assign as a favorite.
2. Select the **Star icon** (Favorite).
3. To undo this action, select the **Star icon** again (Unfavorite).

Delete a Document
1. Select the document you would like to delete.
2. Select the **Action Menu** (three dots in the upper right corner) and select **Delete**.

All Files View

To access the All Files view, select **All Files** in the **Navigation Menu**.

You can view all of the folders/files laid out in a hierarchal list and choose between the BT Cloud Folder view or to look at individual backups from the Desktop client. The ability to preview a file without downloading it is also available by clicking on a file.

From this view you can complete the following tasks (see Documents section above to have details on how to perform the tasks):
- Open a file.
- Download a file.
- Share a file (except for music files).
- Delete a file.

Share View

To access the Share view, select **Shares** in the **Navigation Menu**.

To access the Share view, select **Shares** in the **Navigation Menu**. Content can be shared via Group Spaces or Public Links. Group Spaces shows all your Group Spaces and all Group Spaces of which you are a member. Public Links shows all Public Links that you have shared and that have been shared with you.

The BT Cloud Activity screen will indicate whether any Group Spaces have been created, or to those you have been made a member.

The Shares menu will indicate if any Public Links have been shared with you.

GROUP SPACE

Group Spaces are containers within the user's account that can be shared with others. Group Space members can be given read-only or read-write access.

The BT Cloud Mobile client allows the user to create and manage Group Spaces. The owner of a Group Space can add members and specify their permissions (i.e. View only or Edit).

The Group Space owner can manage the Group Space by adding/removing members or entirely deleting the Group Space.

Members cannot edit the Group Space name. The owner can add members upon creation of a Group Space or at a later time. To add a new member, the user can manually type an email address or select a contact from his phonebook.

Accessing a Group Space requires authentication. There are two cases to distinguish when a member is added to a Group Space:
- **Case 1:** BT Cloud identifies the recipient's email address as belonging to a BT Cloud user.
- **Case 2:** BT Cloud does not identify the recipient's email address as belonging to any BT Cloud user.

PUBLIC LINK

Public Links are URLs to user content in BT Cloud. Anybody with the URL can access the content so long as the content remains publicly accessible.

From the Public Links view you can see the content that has been shared with you. Which lets you:

- See who has shared content with you.
- See the date of the share.
- Download the share.

- Remove/revoke the share.

From this view you can complete the following tasks by selecting > **Public Links** and then the **Action Menu:**

Open the **Shared by others** view which lets you see:

- Who has shared content with you.
- The date of the share.
- The number of items shared with you.

Open the **Shared by me** view which allows you to:

- Edit the content you have shared (add/remove content, add/remove recipients) by clicking on a shared item or long press the shared item and choose **Manage** from the menu.
- Delete (revoke) a previous share by selecting a shared item, or long press on a shared item, and select **Remove Share** from the menu.

Open the **Show All** view which allows you to:

- See all of the content from Shared by others and Shared by me.

BT Cloud Web Client

Get Started

1. Open a window in a supported web browser and enter the following web address: https://home.bt.com
2. Enter your username and password and click on **Login**.
3. You should now see the home screen of BT Cloud.
4. During your initial login, you will be presented with a Welcome Screen and helpful tips on how to navigate BT Cloud.

FIRST USE EXPERIENCE – SKIP TOUR

Without local storage for the Web client, user behavior that needs to be remembered is done using cookies. As users can remove cookies at any time, use multiple browsers, or run browsers in "private" mode, it is likely that a user will be presented with the first use wizard on multiple occasions. The latest Web client provides the user with the option to "Skip Tour".

Activity Screens

The image below features the basic elements of the BT Cloud Activity Screen.
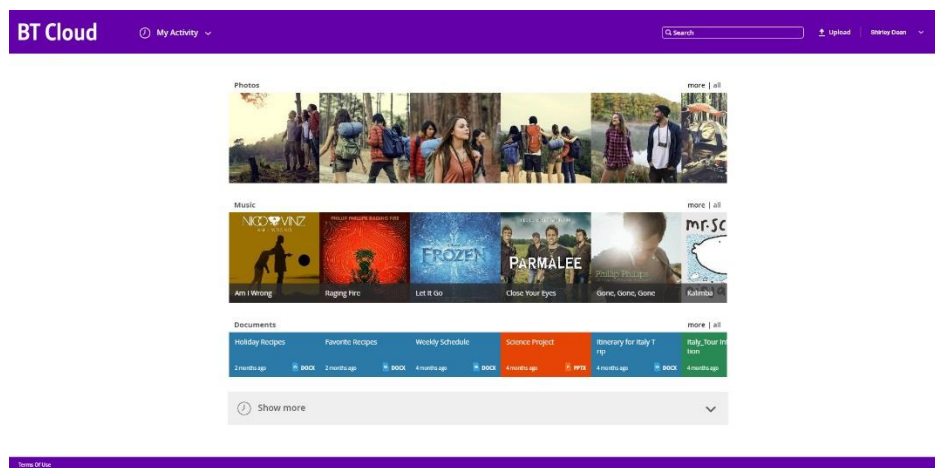
Settings

1. Click on the **drop-down menu** (your account name in the upper right-hand corner).
2. Select **My Settings** to:
   a. Change your account name and email address.
   b. Buy more storage.
   c. Select if you want to be notified by email, or not all.
   d. Enable Smart Albums.

Upload File(s)

1. Click on **Upload** in the upper right-hand portion of the browser window.
2. Click on **Browse your computer** and select the file(s) you would like to upload, or drag the file(s)you would like to upload to the box that says or **Drag and drop files here**.
3. You will receive a message confirming the file(s) has been uploaded.

Sync

All changes made to your content on the Web will be synced to the Cloud and to the Mobile and Desktop clients where sync applies. For example, if you delete a file from the Cloud on the Web client, that file will no longer be available on any other device running BT Cloud. It will NOT, however, be deleted from the source computer or device storage that it was uploaded/backed-up/synced from.

Edits to existing contacts or new contacts created via the Web client will trigger a sync to the BT Cloud Mobile client to propagate the edit to the local address book.

Access
The BT Cloud Web client allows you to access the Cloud using a file centric view, or to use a view optimised for the media type. For example, photo views would be displayed in a grid, whereas music views would allow views per artist, album, song, etc.

Photos & Videos

To access your photos & videos, click on **Main Navigation Menu** (to the right of the logo) > **Photos**.
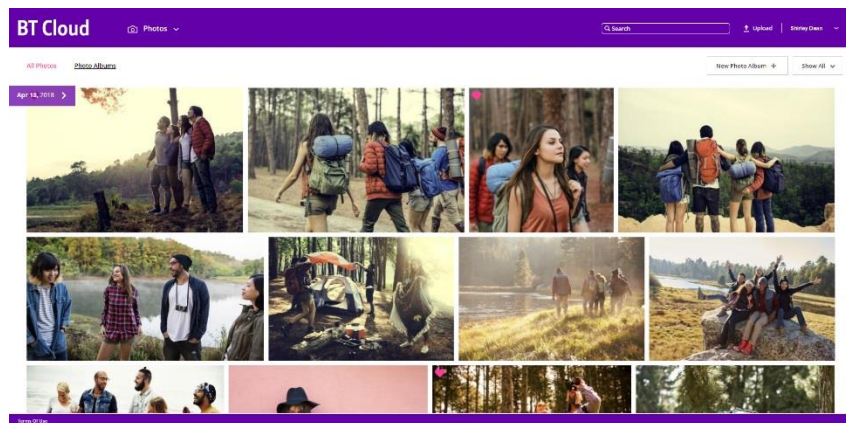
From this view you can complete the following tasks:

Create a Slideshow – Select some or all photos to view in Slideshow mode.
1. Click the check mark in the upper right corner of the photos/videos you would like to include.
2. Click **Slideshow**.

Download a Photo/Video – Download a single item or all items as a zip file.
1. Click the check mark in the upper right corner of the photos/videos you would like to download.
2. Click **More** > **Download**.
3. If multiple photos have been selected, name the zip file and click **OK**.

Delete a Photo/Video – You can either send a file to the Trash Can, where it can be recovered later, or delete it forever.
1. Click the check mark in the upper right corner of the photos/videos you would like to delete.
2. Click **More** > **Delete > Move to Trash Can**.
3. If you would like to delete the file permanently from the Cloud, click **Navigation Menu > Trash**.
4. Select the check mark next to the file and click **Delete Forever**.

Share a Photo/Video – You can share single items or albums though an email or a restricted share link.
1. Click the check mark in the upper right-hand corner of the photos/videos you would like to share.
2. Click **Share** and choose **By Public Link, Add to Group Space, Facebook, Twitter, or Google+**.

Share via Social Network – You can also send your photos/videos to a social network.

1. Click the check mark in the upper right-hand corner of the photos/videos you would like to share.
2. Click **Share** and choose one of the following options:

   - Facebook
   - Twitter
   - G+

Create a Link – You can create a link to share your photos/videos.
1. Click the check mark in the upper right corner of the photos/videos you would like to share.
2. Click **Share** and choose **By Public Link**.

Adjust the Version of a Photo/Video – You can use this feature to revert to previous versions of a photo/video.
1. Click the check mark in the upper right corner of the photo/video you would like to adjust.
2. Click **More** > **Versions**.

Add to An Album – Users can add/remove content to/from Albums/Playlists.
1. Click the check mark in the upper right-hand corner of the photos/videos you would like to include.
2. Click **Add to Album**, name the new photo Album you would like to create or select the existing photo Album you would like to add to and click **Add**.

Add Tag(s) to a Photo/Video – You can tag content, which makes it easier to search for content in the Cloud.
1. Click the check mark in the upper right corner of the photo/video you would like to tag.
2. Click **More** > **Tags**.
3. Enter the tags you want to add to the file and click **Save**.

Rename a Photo/Video – You can rename content directly in the Cloud.
1. Click the check mark in the upper right corner of the photo/video you would like to rename.
2. Click **More** > **Rename**.
3. Enter the name you would like to change the file to and click **Rename**.

Contacts
To access your contacts, click on the **main Navigation Menu** (to the right of the logo) > **Contacts**.
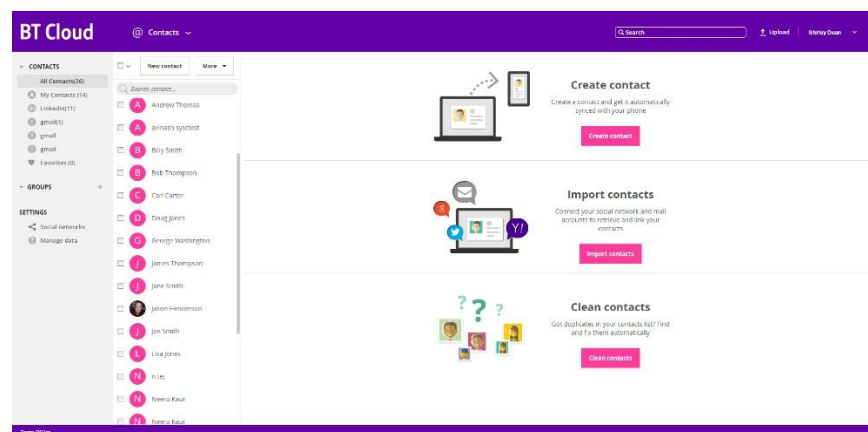
From this view you can complete the following tasks:

Create a Contact Manually
1. Click **New contact**.
2. Enter the contact's information.
3. Click **Save**.

Import Contacts from a CSV or vCard upload
1. Click **More**.

2. Click **Import**.
3. Select a CSV or vCard file to upload by clicking on **File**.
4. Click **Import**.

Import Contacts from a Third Party Service
1. Click **More**.
2. Click **Import**.
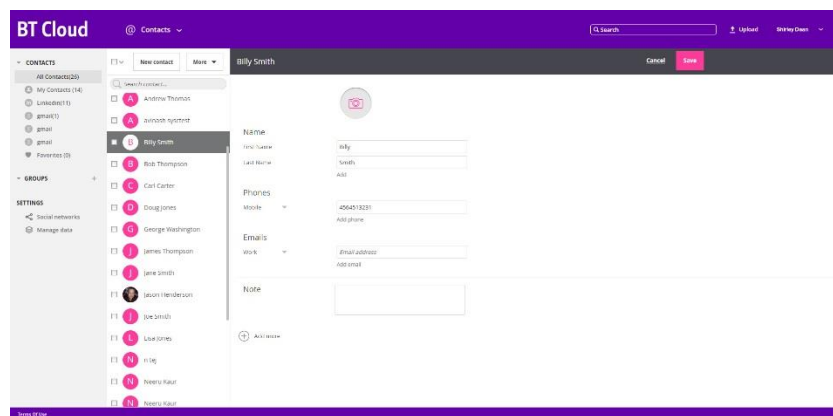3. Select the social network account or file that you would like to add contacts from and enter the necessary login credentials.
4. Click **Accept**.
5. Click **Import**.

Edit a Contact
1. Click on the contact you wish to edit.
2. Click **Edit**.
3. Make changes and click **Save**.

Remove a Contact
1. Check the box next to the contact(s) you wish to remove.
2. Click **More**.
3. Click **Delete**.

Create a Group of Contacts
1. Check the box next to the contact(s) you wish to include in the group.
2. Click **More** > **Assign to group**.
3. Select **Create new group** and add a group name or select the group you would like to add the contact to and click **Apply**.

Add a Contact to a Group
1. Drag and drop the contact that you would like to add to the **Group name** under the **Groups section** in the left-hand menu.

Clean (De-duplicate) Contacts
1. Click **More** > **Clean duplicates**.
2. Select the check marks next to the names you would like to merge/clean.
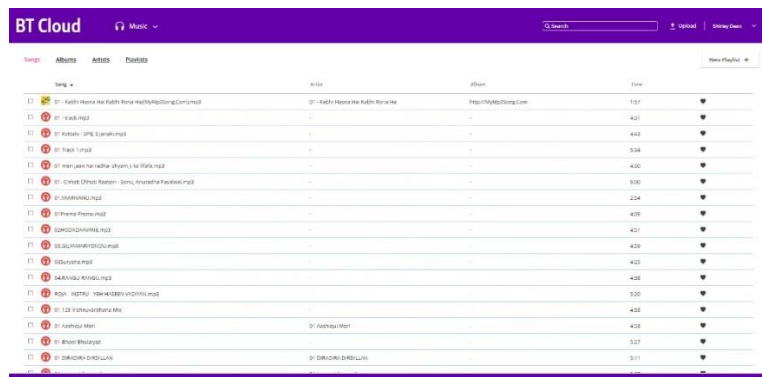**3.** Select **Remove**.

Music

To access your music, click on the **main Navigation Menu** (to the right of the logo) > **Music**.

You can choose to view music organised by:

- Artists
- Albums
- Songs
- Playlists

From this view you can complete the following tasks:

Play Music
Check the song you wish to play and select the play button.

Create a Playlist
1. Check the song(s) you would like to include in the playlist.
2. Click **Add to Playlist**.
3. Select the playlist you would like to add the songs to or select **Add to a new Music Playlist** to create a new playlist for the selected songs.
4. Select **Add**.

Download a Song
1. Check the song(s) you would like to download.
2. Click **More** > **Download**.

Delete a Song
1. Check the song(s) you would like to delete.
2. Click **More** > **Delete > Move to Trash Can**.
3. If you would like to delete the file permanently from the Cloud, click the **main Navigation Menu > Trash**.
4. Select the check mark next to the file and click **Delete Forever**.

Adjust the Version of a Song
1. Check the song(s) you would like to adjust.
2. Click **More** > **Versions**.

Add Tag(s) to a Song – You can tag content, which makes it easier to search for content in the Cloud.
1. Check the song(s) you would like to tag.
2. Click **More** > **Tags**.
3. Enter the tags you want to add to the file and click **Save**.

Mark as Favorite
1. Check the song(s) you would like to make Favorite(s).
2. Select **Favorite**.
3. To undo this action, select **Favorite** again.

BT Cloud Folder

The BT Cloud Folder is the destination for any file content uploaded from the BT Cloud Web, Mobile, and Desktop clients. This provides a convenient way to store content in the Cloud, edit it, and keep it in sync with any changes made on the desktop. If a change is made to the file in any of the synced locations, the update is then synced to all the other locations in real-time.

Restore

You can restore content from the Cloud to any computer. You can browse content that has been previously backed up from any computer and select, on a folder-by-folder basis, what content they wish to restore.

Favorites

You can mark important content as Favorites and access these across all devices. Files, folders, photos, and songs can be marked as Favorites.

All My Files View

To access the All My Files view, select **All My Files** in the **Navigation Menu**.

You can view all of the folders/files laid out in a hierarchal list and choose between the BT Cloud Folder view or to look at individual backups from the Desktop client. The ability to preview a file without downloading it is also available by clicking on a file.

From this view you can complete the following tasks:
- Open a file.
- Download a file.
- Share a file (except for music files).
- Delete a file.

Share View

To access the Share view, select **Shares** in the **Navigation Menu**. Content can be shared via Group Spaces or Public Links. Group Spaces shows all your Group Spaces and all Group Spaces of which you are a member. Public Links shows all Public Links that you have shared and that have been shared with you.

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Accessing a Group Space requires authentication. There are two cases to distinguish when a member is added to a Group Space:
- **Case 1:** BT Cloud identifies the recipient's email address as belonging to a BT Cloud user.
- **Case 2:** BT Cloud does not identify the recipient's email address as belonging to any BT Cloud user.

PUBLIC LINK

Public Links are URLs to user content in BT Cloud. Anybody with the URL can access the content so long as the content remains publicly accessible.

From the Public Links view you can see the content that has been shared with you. Which lets you:

- See who has shared content with you.
- See the date of the share.
- Download the share.
- Remove/revoke the share.

From this view you can complete the following tasks:

Open the **Shared by Others** view which lets you see:

- Who has shared content with you.
- The date of the share.
- The number of items shared with you.

Open the **Shared by Me** view which allows you to:

- Edit the content you have shared (add/remove content, add/remove recipients) by clicking on a shared item, or long press the shared item and choose **Manage** from the menu.
- Delete (revoke) a previous share by selecting a shared item, or long press on a shared item, and select **Remove Share** from the menu.

BT Cloud Desktop Client

Dashboard Screen
The diagram below features the basic elements of the BT Cloud dashboard for PC and Mac desktops.
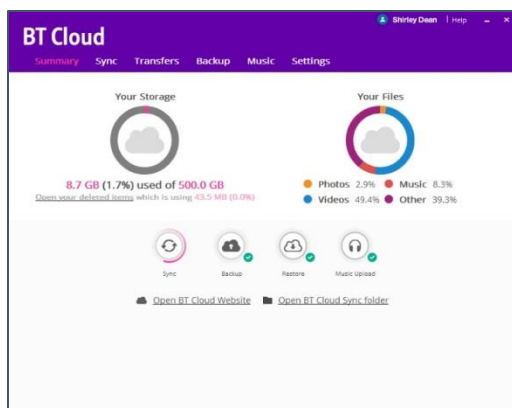
PC Desktop	*Mac Desktop*

The Desktop client supports two primary capabilities:
- The backup of selected files and folders from the desktop computer to the Cloud.
- Sync of files and folders across multiple computers with the Cloud.

Get Started

1. Download the client to your desktop.
2. Enter your username and password and click on **Login**.
3. You should now see the dashboard of BT Cloud.

To Access Settings

Open the dashboard of BT Cloud, click on **Settings** Tab.

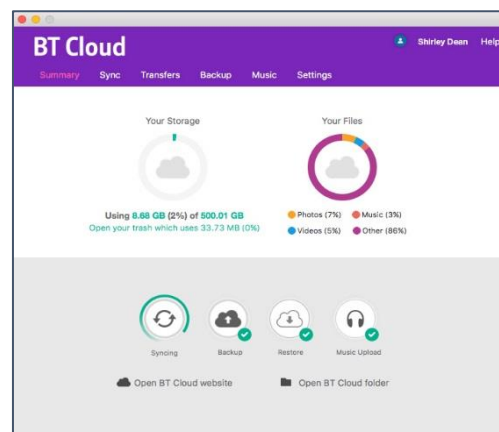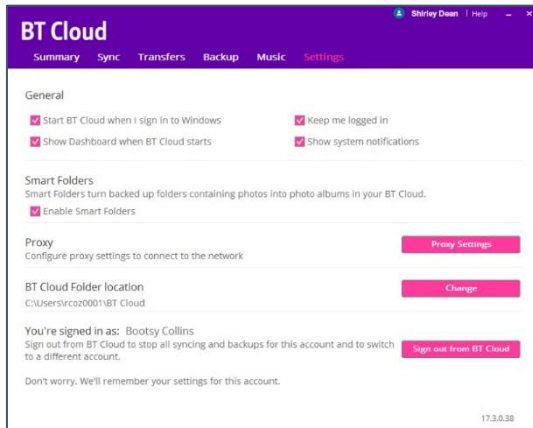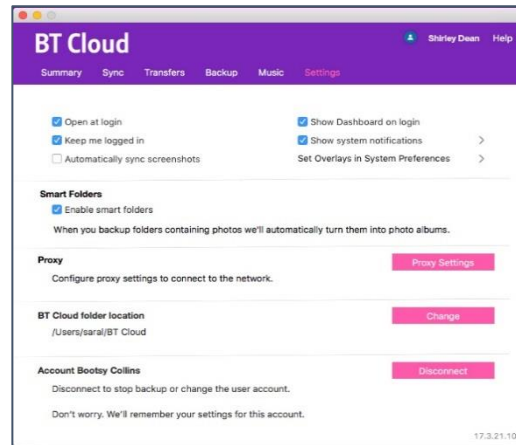*PC Desktop*   *Mac Desktop*

Desktop Backup

1. Open the dashboard of BT Cloud.
2. Click on **Backup Tab**.
3. Click on **Mark a folder on your PC for Backup** and select the folder that you would like included when backing up.

Once a folder has been backed up, the following applies to the selected folder:

- Any new content found in that folder is backed up to the Cloud.
- Any changes in content is uploaded to the Cloud in a one-way sync operation, ensuring the Cloud backup is always up to date.
- Any deleted content on the Desktop client is NOT synced to the Cloud. This ensures that the Cloud content is secure even if you inadvertently delete a file or your desktop is lost or stolen.
- Any deleted content in the Cloud will be re-backed up at the next Desktop backup window. This provides a 'double lock' on the content and ensures that the BT Cloud Desktop Backup is always up to date with the Desktop.

To remove a Desktop Backup from the Cloud
- You must first unset the folder as a Desktop Backup folder.
- You can then delete the content from the Cloud and it will no longer be backed up.

In addition to setting a folder on the user desktop as a Desktop Backup, you can also map a network drive to your desktop and set the Network Drive as a backup.

Music Backup (iTunes)

The BT Cloud Desktop client provides integration with iTunes and provides an interface to allow you to select your music from your iTunes library and upload it so it is safely backed up in the Cloud. It is then available for access across all BT Cloud clients.

1. Open the dashboard of BT Cloud.
2. Click on **Music** Tab.
3. Click on **Find Music**.
4. If you have iTunes installed and you're logged into your account, BT Cloud will present all the music in your iTunes library. Simply select which songs to upload to BT Cloud.

Note: If you do not have iTunes installed on the computer, the Music tab may not be visible in the dashboard.

Restore

You can restore content from the Cloud to any computer. You can browse content that has been previously backed up from any computer and select, on a folder-by-folder basis, what content they wish to restore.
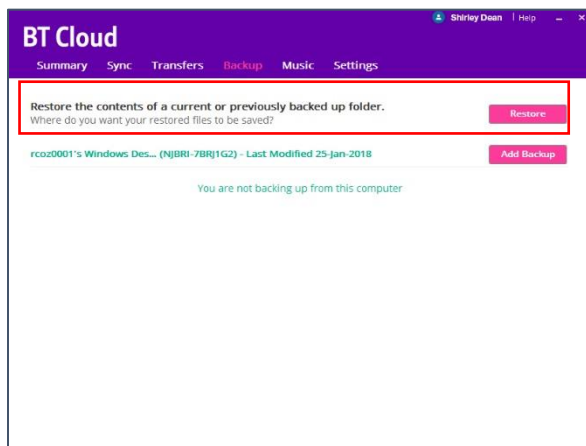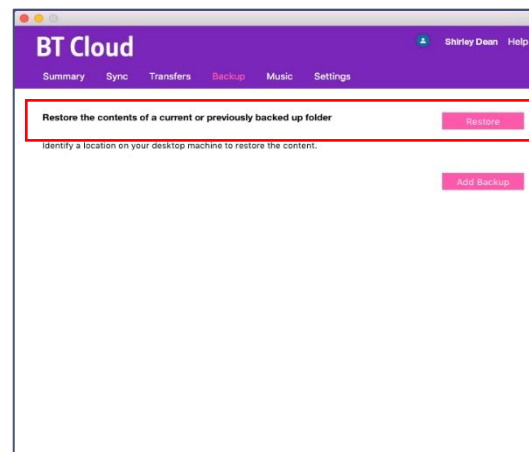
PC Desktop   *Mac Desktop*

BT Cloud Folder

BT Cloud Desktop clients provide direct access to the Cloud through the BT Cloud Folder. You can Search, Browse, View, Edit, Organise, and Delete files. Any file that is copied or dragged to the BT Cloud Folder will be synced to all desktops that have the BT Cloud Desktop client installed. The content is also replicated in the Cloud. If a change is made to the file in any
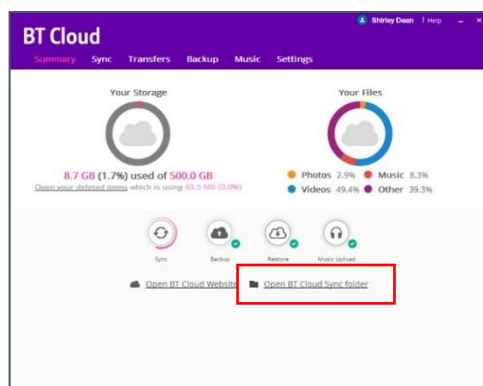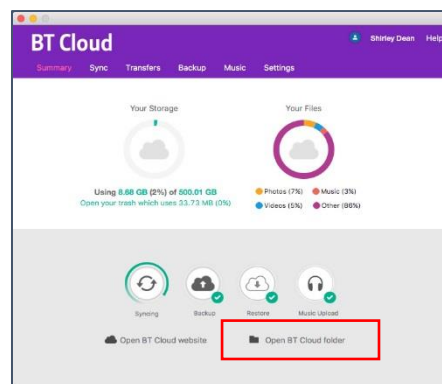
of the synced locations, the update is then synced to all the other locations in real-time.

PC Desktop   *Mac Desktop*

BT Cloud Folder is also the destination for any file content uploaded from the BT Cloud Web and Mobile clients. This provides a convenient way to store content in the Cloud, edit it, and keep it in sync with any changes made on the Desktop.

Selective Sync Feature

With Selective Sync, you can select on a per computer basis which folders are synchronised with that computer. Syncing folders can be different across all computers on which the BT Cloud applications are installed.

To customise what folders are synchronised with a particular computer, follow these steps:
1. Open the dashboard of BT Cloud.
2. Click on **Sync.**
3. Click the check mark for the folders that you would like synchronised, and uncheck the folders you would not like
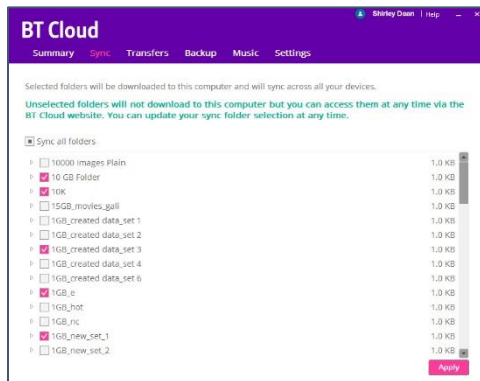
   synchronised.
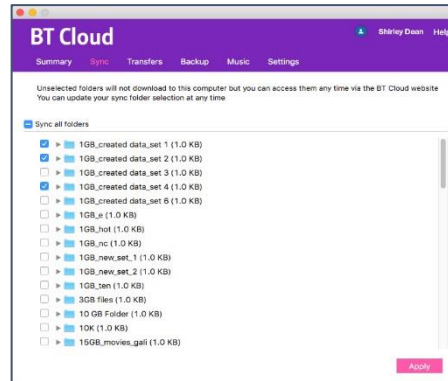
PC Desktop   *Mac Desktop*

Any folders that have been selected will sync from the Cloud to that computer and a local copy stored on the computer. Any folders that are not selected will not be stored on the computer. If a folder had previously been selected for syncing to a computer and was subsequently deselected, the local copy will be deleted from the computer. The Cloud copy will be unaffected.

The carrier may now configure a storage limit above which the user will be prompted, as part of the **first use experience**, to select which folders to sync to the desktop. A user may have synced a large quantity of files to their Cloud account before using the desktop application. On first run, the user may decide which of the sync folders it will sync to the desktop. The objective is to ensure that the user's first experience with the desktop is not simply to wait to sync content from the Cloud, unless the user explicitly chooses to do so.

On first use, the Desktop client now scans the user Cloud account for all Desktop backups and provides a view of backup folders from each computer that have connected to the account. Consequently, the user may now choose to backup content from a new device to a container created by another device enabling the user to group content from different computers in the same backup container.

Access

The BT Cloud Desktop client provides direct access to the Cloud through the BT Cloud folder.
- Search – You can search with Windows Explorer or Mac Finder. Search can be done in the same way as searching on the OS natively.
- Browse – You can browse using Explorer/Finder.
- View – Selecting the file in Explorer/Finder will open the desktop application associated with that file.
- Edit – Any files that are edited or updated while in the BT Cloud folder on the computer have the same edits or updates applied to the files in the Cloud. Any changes on files or folders that are in the Cloud are replicated to all computers that have the Desktop client.
- Organise – You can create, edit, and remove folders in the BT Cloud folder. You can move/copy files between folders. You can perform cut/copy/paste operations on the files and all operations are synced to the Cloud.
- Delete – Any files or folders that are deleted from the BT Cloud folder on the computer are deleted (moved to Trash) on the BT Cloud server.

Share via Mac Desktop

You are able get a link to any file you have saved to the Cloud.
1. Select the file you would like to share within Microsoft Explorer/Mac Finder.
2. Right click the file and select **BT Cloud** > **Share BT Cloud Link**.
3. Click **Share**.
4. You can then copy that link to your clipboard for use in whatever application you wish to use to share the link.

Share via PC Desktop
You are able get a link to any file you have saved to the Cloud.
1. Select the file you would like to share within Microsoft Explorer/Mac Finder.
2. Right click the file you would like to share and select **BT Cloud** > **Get Public Link**.
3. You can then copy the link and share it via email, social media, etc.

Smart Folders
If you organise your photos into folders on the computer, you can now have those folders automatically converted into Photo Albums once the folder has been backed up to the Cloud.

By creating Photo Albums from these folders, you can experience your photos in the Photos view in the Web and Mobile clients that provides a richer photo browsing experience over the standard Folder list view.

Once a Smart Folder has been created in the Cloud, you can add, remove, and re-order content within the album, similarly to any album you create yourself.

You can enable Smart Folders by:
1. Going to the dashboard of BT Cloud.
2. Selecting **Settings** Tab.
3. Checking the box for **Enable Smart Folders**.
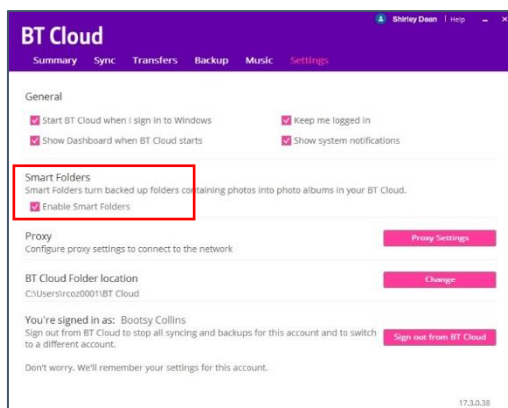
PC Desktop
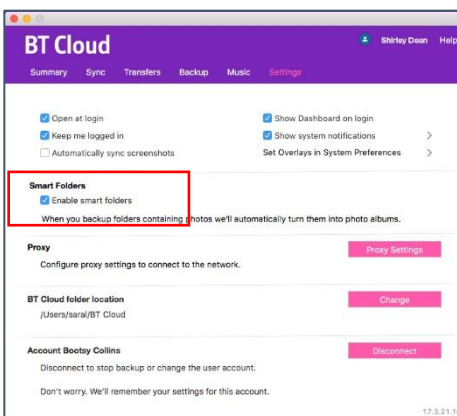
Mac Desktop

FAQ's

General Questions

1. **What is BT Cloud?**
   BT Cloud allows users to backup, sync, restore, create, and share their valuable content across smartphones, tablets, computers, and other connected devices --accessible from anywhere at any time.

2. **Why should I use BT Cloud?**
   The fear of losing personal data is growing rapidly as more and more of consumers' digital lives are stored on mobile devices. The BT Cloud solution provides the capability to backup, access, sync, manage, and create content from any device running any mobile operating system. Having content backed up

makes it easy to upgrade devices and protect data if the device is ever lost, stolen, or damaged. Storing content in the Cloud allows users to access their data anywhere and on any device. BT Cloud keeps users' digital lives safe and secure.

3. What BT Broadband products are eligible for what storage?

Package name	Average download speed	Free Cloud storage
Superfast Fibre Unlimited	50Mb	200GB
Superfast Fibre 2 Unlimited / Superfast Fibre Plus	67Mb	1000GB
Broadband Unlimited	10Mb	200GB
Superfast Fibre Essential (30GB usage)	36Mb	10GB

4. Who can I contact if I have any issues with BT Cloud?
   There are multiple ways you can get in contact with BT to solve any issues you may be having:
   a) e-chat: www.bit.ly/1fruGGM
      (or https://www.bt.com/help/home/contactus/index.html#/broadband/fix-broadband-problems)
   b) Send a message to the email general help box at btcloud.support@bt.com
   c) Call our help desk: 0800 800 150

Windows Desktop Client

1. What is the Windows Desktop Client?
   The Windows Desktop Client allows you to backup, restore, sync, and share content on your PC within BT Cloud and across other connected devices. To sync files to the Cloud, just move or copy them into the BT Cloud folder in Windows Explorer.

2. How do I install the desktop client for Windows?
   The BT Cloud Desktop Clients can be downloaded by visiting the Web client, then clicking on your name, and finally selecting Get the Desktop App in the menu.

3. How do I access my BT Cloud files from Windows Explorer?
   You can access your files in Windows Explorer by clicking on the Summary tab of the BT Cloud dashboard and then selecting Open BT Cloud.

4. What are the system requirements for BT Cloud?
   You must have the following OS versions in order for the BT Cloud to function correctly:
   Microsoft Windows current and last version.

5. How does the automatic upload of files work?
   Files and folders are automatically uploaded to the Cloud by placing them in the BT Cloud folder in Windows Explorer.

6. How can I stop content syncing to my computer?

The Sync tab allows users to prevent the syncing of BT Cloud content onto a specific computer. By unchecking a folder, it prevents that folder syncing to that computer but the folder remains on the server.

7. How can I delete files from BT Cloud?
    You can delete a file by opening the BT Cloud folder within Windows Explorer and selecting the file you would like to delete. All files deleted from this folder will be deleted from BT Cloud. Deleted files can be restored from the Waste Can via the BT Cloud Web application.

8. Where can I access the BT Cloud Web App?
    Open the application menu from the system tray menu, right click on the Cloud, and select BT Cloud Website.

9. How do I share my content?
    You can share a file by opening the BT Cloud folder within Windows Explorer, right clicking on the file you would like to share, selecting BT Cloud, and then Get Public Link. You can then copy the link and share it via email, social media, etc.

10. How can I get more file space?
    Open the application menu from the system tray menu, right click on the Cloud, and select the Upgrade link on
    the bottom right. You will then have to log in to the Web App if you have not already.

11. How can I manage and organise my files?
    You can manage and organise the files within the Cloud by accessing the files and folders in the BT Cloud folder in Windows Explorer.

12. What are Smart Folders and how do they work?
    Smart Folders allows you to organise your photos into folders on the computer and have those same folders automatically converted into Photo Albums once the folder has been backed up to the Cloud. By creating Photo Albums from these folders, you can view your photos in the Photos view in the web and mobile applications with richer photo browsing experience over the standard Folder list view. Once a Smart Folder has been created in the Cloud, you can add and remove content within the album, similar to any album you have created yourself. Smart Folders can be disabled in the Settings screen of the dashboard.

13. How do I add folders to back up?
    You can add folders to back up by going to the Backup section of the BT Cloud Dashboard and selecting Add Folder. You can also back up a folder by right clicking the desired folder, then clicking on the Cloud option, and "Add to Cloud Backups."

14. What is the BT Cloud Desktop Dashboard and how do I access it?
    The BT Cloud Desktop Dashboard provides you with key information regarding the desktop client including what content has been backed up and when. It also allows you to select which folders to sync from the Cloud to your computer, manage your desktop backup folders, perform music uploads from your iTunes music collection, and configure desktop client settings. You can access the Dashboard by clicking on the Hidden Icons tool in the notification area of the task bar in the bottom right-hand corner of your desktop. Once the Hidden Icons menu has opened, click on the BT Cloud icon and then select

Show Dashboard. You can also drag the icon to move it to your preferred position so that it's always visible.

15. How do I move my iTunes music to BT Cloud?
Open the Music tab in the dashboard of the BT Cloud Desktop Client. Click on Find Music. If you have iTunes installed and you're logged into your account, the BT Cloud client will present all the music in your iTunes library. Simply select which songs to upload to BT Cloud. *Note: if you do not have iTunes installed on the computer, the Music tab may not be visible in the dashboard.*

16. How do I change the location of my BT Cloud folder?
You can change the location of your BT Cloud folder by going to the Settings section of the BT Cloud Dashboard and selecting Change in the Location section of this menu.

Mac Desktop Client

1. What is the Mac Desktop Client?
The Mac Desktop Client allows you to backup, restore, sync, and share content on your Mac within BT Cloud and across other connected devices. To sync files to the Cloud, just move or copy them into the BT Cloud folder in Finder.

2. How do I install the desktop client for Mac?
The BT Cloud Desktop Client can be downloaded by visiting the Web client, then clicking on your name, and finally selecting Get the Desktop App in the menu.

3. How do I update the BT Cloud Desktop version I have?
A bar will appear at the top of your desktop dashboard advising you to update to the latest version. You simply click on the update button and the rest will automatically update itself.

4. How do I access Cloud from the Finder?
You can access the BT Cloud folder from the Finder by clicking on the BT Cloud icon in the Apple Menu bar at the top of the screen and then selecting Open BT Cloud. BT Cloud can also be found in your Favorites list in Finder.

5. How does the automatic upload of files work?
Files and folders are automatically uploaded to the Cloud by placing them in the BT Cloud folder in Finder.

6. How can I stop content syncing to my computer?
The Sync tab allows users to prevent the syncing of Cloud content onto a specific computer. By unchecking a folder, it prevents that folder syncing to that computer but the folder remains on the server.

7. How can I delete files from Cloud?
You can delete a file by opening the BT Cloud folder within Finder, selecting the file you would like to delete, and moving it to the Trash.

8. Where can I access the BT Cloud Web App?

You can access the Web App by clicking on the BT Cloud icon in the Apple Menu bar at the top of the screen and then selecting BT Cloud Website.

9. How do I share my content?
    You can share a file by opening the BT Cloud folder within Finder, right clicking on the file you would like to share, selecting BT Cloud, and then Share BT Cloud Link.

10. How can I get more file space?
    Click on the BT Cloud icon in the Apple Menu bar at the top of the screen, select Upgrade Storage and complete the purchase process to get more space.

11. What are the system requirements for BT Cloud?
    You must have the following OS versions in order for the BT Cloud to function correctly: Apple Mac OS (current and last version).

12. How can I manage and organise my files?
    You can manage and organise the files within the Cloud by accessing the files and folders through the BT Cloud folder within Finder.

13. What are Smart Folders and how do they work?
    Smart Folders allow you to organise your photos into folders on the computer and have those same folders automatically converted into Photo Albums once the folder has been backed up to the Cloud. By creating Photo Albums from these folders, you can view your photos in the Photos view in the web and mobile applications with richer photo browsing experience over the standard Folder list view. Once a Smart Folder has been created in the Cloud, you can add, remove, and re-order content within the Album, similar to any album you have created yourself.

14. How do I add folders to back up?
    You can add folders to back up by going to the Backup section of the BT Cloud Dashboard and selecting Add Folder.

15. What is the BT Cloud Desktop dashboard and how do I access it?
    The BT Cloud Desktop Dashboard provides you with key information regarding the desktop client including what content has been backed up and when. It also allows you to select which folders to sync from the Cloud to your computer, manage your desktop backup folders, perform music uploads from your iTunes music collection, and configure desktop client settings.

    You can access the dashboard by clicking on the BT Cloud icon in the Apple Menu bar at the top of the screen, and then selecting Show Dashboard.

16. How do I move my iTunes music to BT Cloud?
    Open the Music tab in the BT Cloud Dashboard. Click on Find Music. If you have iTunes installed and you're logged into your account, the BT Cloud client will present all the music in your iTunes library. Simply select which songs to upload to BT Cloud.
    Note: If you do not have iTunes installed on the computer, the Music tab may not be visible in the dashboard.

17. How do I change the location of my BT Cloud folder?

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You can change the location of your BT Cloud folder by going to the Settings section of the BT Cloud Dashboard and selecting Change in the Location section of this menu.

Web Client

1. **What is My Activity?**
    My Activity is the home screen of the Web client, broken down by content class in the order in which they are updated. This includes: Photos, Music, Documents, Albums, Playlists, and Contacts. This drives home the value of the Cloud for each user by displaying their content on the BT Cloud Activity screen.

2. **What are the system requirements for BT Cloud?**
    You must have the following browser versions in order for the BT Cloud to function correctly:
    Microsoft Internet Explorer – current and lastest version
    Mozilla Firefox – latest version (Windows only)
    Apple Safari – (Mac only)
    Google Chrome – latest version (Windows & Mac)
    Edge Browser

3. **What data classes can I view on the Web?**
    You can view all of your files from the web application. There are specific views for Contacts, Photos, Videos, Music, and Documents on the Web. If you wish to browse by folder or files, you can do this in the All My
    Files section.

4. **I backed up my videos but can't find a videos section.**
    Videos are located within the Photos section of the Web Client. Simply roll your cursor over My Activity at the top of the screen to show the navigation, then select Photos. You can filter by Videos Only by selecting the "Show All" button on the right and selecting "Videos Only."

5. **I backed up my messages and call logs but can't find them on the Web.**
    Because we don't allow the editing or deletion of messages or call logs, they are not displayed in the Web Client. Messages and Call Logs can only be backed up and restored from the mobile applications.

6. **How do I upload files?**
    Select Upload in the upper right-hand corner of the Web Client to upload files. Then drag and drop files onto the screen or select Browse your Computer to manually select what you would like to upload.

7. **How do I search for files?**
    Select Search in the upper right-hand corner of the Web Client and type the complete file name of what you're looking for, or you can search based on tags.

8. **How can I download files from BT Cloud?**
    Click the check mark of the file you would like to download. Once a file is selected a More menu will appear. Select More > Download.

9. **How do I install the app for Windows?**
    Click on your name in the upper right corner and select Get the Desktop App.

10. How can I delete files from Cloud?

    Click the check mark for the file you would like to delete and then click More > Delete > Move to Trash Can. If you would like to delete the file permanently from the Cloud (delete forever), click the main Navigation Menu (to the right of the logo) > Trash. Select the checkbox next to the file and click Delete Forever.

11. How can I retrieve files from the Trash Can?

    From the main Navigation Menu, select Trash, select the checkbox for the file you would like to retrieve from the Trash, and then select Restore.

12. How do I share my content on social media and with other people?

    Click the check mark of the file you would like to share, select Share, By Public Link (user can choose to share through email or receive a Public Link), or choose a social media site.

13. How do I revoke a shared file?

    From the main Navigation Menu, select Shared Files. Click on Public Links section, then click the checkbox of the file you would like to revoke. Select Unshare and click OK.

14. How can I get more file space?

    Click on your name in the upper right corner and select My Settings and then select Get More Storage Now.

15. How can I view a document?

    From the main Navigation Menu, select Documents. Then click on the file name of the document you would like to view. Some document types, such as Excel, will need to be downloaded in order to be viewed.

16. How do I create a new Photo Album?

    From the main Navigation Menu, select Photos. Hover over the photo/video you would like to include in this Album and click the check mark on the upper right- hand corner, then select Add to Album, and name the new Photo Album. You can also add to exisiting Albums using this same process.

17. What are Smart Folders and how do they work?

    Smart Folders allow you to organise your photos into folders on the computer and have those same folders automatically converted into Photo Albums once the folder has been backed up to the Cloud. By creating Photo Albums from these folders, you can view your photos in the Photos view in the web and mobile applications with richer photo browsing experience over the standard Folder list view. Once a Smart Folder has been created in the Cloud, you can add and remove content within the Album, similar to any album you have created yourself. For a Smart Folder to be created, there must be 5 or more photos of the same type of any supported format (.jpg, .png, .gif, etc.).

18. How do I view photo slideshows?

    From the main Navigation Menu, select Photos. Click the check mark on the upper right- hand corner of the photos/videos you would like to include, then select Slideshow.

19. How do I Favorite content?

    Check the file(s) you would like to Favorite and then select Favorite.

20. How do I create or add to Playlists?

From the main Navigation Menu, select Music. Check the song(s) you would like to include in the playlist, select Add to Playlist. Select the playlist you would like to add the songs to, or select Add to a New Music Playlist to create a new playlist for the selected songs.

21. Can I play music while still navigating through BT Cloud?
Yes, you can play music and navigate to a different screen of BT Cloud while your music continues to play.

22. How do I create a contact?
From the main Navigation Menu, select Contacts. Click Create Contact, enter the contact's information, then select Save.

23. How do I import contacts from Google, Twitter, Yahoo, etc.?
From the main Navigation Menu, select Contacts. Click Import Contacts, then select the service you would like to import from. Enter your credentials to import your contacts.

24. How do I de-duplicate my contacts?
From the main Navigation Menu, select Contacts. Click Clean Contacts. BT Cloud will search and look for all duplicates. Select the contacts you would like to de-duplicate and click Clean.

25. What is the web upload limit?
The web upload limit is 2GB.

iOS Client

1. What do I see on the Activity screen?
This Activity View provides users with a summary of content such as Photo Albums, Photos, Videos, Contacts, and Music Playlists. This view also displays any content that has been shared with users.

2. What are the system requirements for BT Cloud?
You must have the following OS versions in order for the BT Cloud to function correctly:
iOS (v8.0 – 11.x) – iPhones and iPads
   • The current iOS reference devices are the iPhone 6/6 Plus and the iPad Air 2.

3. Will using iCloud affect my BT Cloud experience?
If you have iCloud's 'Optimise iPhone Storage' setting enabled, BT Cloud won't be able to back up all of your photos and videos. To make sure BT Cloud is protecting all of your new memories, simply go to your phone's Settings > [your name] > iCloud > select Photos and turn-off "Optimise iPhone Storage."

4. What content can I view on iOS?
You can access any file that is in your BT Cloud from the mobile application. You can browse by Photos/Videos, Documents, or Music, or you can browse by folder in the All Files view.

5. What content can I backup on iOS?
You can backup Photos, Videos, and Contacts.

6. How do I backup my device?
Select the Navigation Menu (three lines in upper left corner), then select Activity, and then click on the

context menu to back up the latest content on your device.

7. How do I restore content to my device?
    Select the Navigation Menu, then select Tools, and then click on Content Restore. Select the device that you would like to restore content from and then select Next. Choose the media to restore and the network connection to use while restoring and then select Restore button at the bottom of the screen.

8. Why do Contacts not show up under content to back up?
    As contact transfer is dealt with by Sync, once contacts have been selected for backup, any contacts on the server will automatically be synchronised to the handset. Therefore, Contacts does not appear under the Restore option.

9. I backed up my videos but can't find a videos section.
    Videos are located within the Photos section of the mobile app. Select the Navigation Menu (three lines in upper left corner), then select Photos & Videos.

10. How do I upload files?
    Select the Navigation Menu, then select Activity. Select the Action menu (three dots in the upper right corner) in the right-hand corner; you have the option to "Backup Now" or "Upload." Select Upload and choose the folder you would like to upload from, then select the Action Menu to show the Upload Options. You can manually select photos and/or videos by tapping on each one, or Select All to select all. *Note: Cloud needs your permission to access your photos. Go to Settings > Privacy > Photos > Cloud if you haven't granted the app access.*

11. How do I search for files?
    Select the Navigation Menu then select All Files. Then click on the Search Bar and start typing what you're searching for.

12. How can I download a file from BT Cloud?
    Navigate to the file you would like to download. To download one file, select the file then click on the Action Menu and click Download. To download multiple files, navigate, for example to Photos, then to an Album. Select the Action Menu, then Select. Select the files you would like to download. Then Select the Action Menu again and click Download. On iOS devices you can only download photos and videos.

13. How does the automatic backup of files work?
    iOS uses location services to trigger a backup automatically when a user changes location. Users can also set a reminder schedule for backups in Settings to stay up to date.

14. How can I delete files from Cloud?
    Select the file you would like to delete, select Delete within the Action Menu.

15. How do I revoke a shared file?
    Select the Navigation Menu, then select Shares. Select the Public Links tab and select the Settings icon on any share. Tap the Remove Share option to remove the share.

16. How do I see what's "Shared by Others" and what was "Shared by Me"?
    Select the Navigation Menu, then select Shares. Select the Public Links tab, and tap the Filter icon (group of arrows) in the top right corner. Select Shared by Others to view what other people shared with you. Select Shared by Me to view what you shared with other people.

17. How can I get more file space?

Currently, you can only request more space via the Web Client. Log in to the Web Client. Click on your name in the upper right corner and select My Settings and then select Get More Storage Now.

18. How can I view a document?

Select the Navigation Menu, then select Documents. Then select the document you would like to view.

19. How do I create Photo Albums?

Select the Navigation Menu, then select Photos & Videos. Select the Action Menu then Select. Select the photo/video(s) you would like to add. From the Action Menu, select Add To Album. Select the album you would like to add the photo/video to, or create a new album by selecting New Album and then select Add. If creating a New Album, name the new album and click Save.

20. What are Smart Albums and how do they work?

Smart Albums are automatically created when photos are taken in close proximity of each other in a specific time period, as is the case when you are taking photos at a particular event like a party or concert. Once the Smart Album has been created, you then have the ability to add or remove content from the album and share the album with others.

21. How do I Favorite content?

Navigate to the content you would like to Favorite. Select the Action Menu then Select. Select the file(s) you would like to Favorite. Select the Action Menu again, then Favorite.

22. How do I create or add to a Playlist?

Select the Navigation Menu, then select Music. Select the Action Menu then Select. Select the song you wish to add. Select Action Menu > Add to Playlist. Select the playlist you would like to add the song to, then select Add. If you would like to create a new playlist, navigate to the Playlists tab and select the Action menu. Select New Playlist, name your playlist, and select Add Songs to begin adding music.

23. Can I play music while still navigating through BT Cloud?

Yes, you can play music and navigate to a different screen while the music is playing.

24. Can I tell BT Cloud what and how to back up my device?

Select the Navigation Menu, then select Settings.

- Select What to Back Up to select the type of data you would like to back up.
- Select How to Back Up to determine what network will be used to back up. The options are Wi-Fi Only or Wi-Fi & Cellular.

25. Is there a way to view my BT Cloud content on my TV?

Yes, TV Beaming enables you to stream Cloud content, including Photos, Videos, and Music, from your iOS device to a TV using Chromecast or AppleTV.

26. How do I make a file accessible when I don't have connectivity?

The Offline Access feature allows you to access a file in the BT Cloud App even when you don't have connectivity. First, select the photo, video, song, or document that you would like to have access to, then select the Action Menu and enable the Available Offline option for the selected file. Once a file has been marked for Offline Access, the item will be available within the app regardless of connectivity.

27. What is the difference between marking a file for Offline Access and downloading a file?
    When you download a file to your mobile device, it is accessible by other apps on the device. Some operating systems have restrictions on what type of files you can download. For example, iOS will only allow the download of photos and videos. Using Offline Access, users can mark *any* file type to be available locally, but these files can only be opened from the BT Cloud application.

28. What does the improved layout of Photos/Videos consist of?
    When a user opens up the app, the first screen they will see is all of their backed up content presented in a more visually appealing, easier to navigate mosaic view.

29. Is 3D Touch supported on the iOS client?
    The iOS client supports 3D Touch as an app shortcut that allows the user to upload, enable a backup, and share from the home screen (available on iPhone 6S devices and up).

30. What is the maximum number of contacts?
    The maximum number of contacts is 20K.

31. Does the iOS client support Live Photos?
    The iOS client supports Live Photos.

32. Is Search by Date range supported on iOS client?
    User can Search by Date Range in all photos and videos with predictive search capabilities. For example, a user can type "July" in the search bar and BT Cloud will bring up photos and videos from that month of every year the user has saved content.

33. Is Click-and-Drag supported on iOS client?
    Click-and-Drag allows the user to select multiple photos at once and move, delete, share, etc.

34. What is the Enhanced Sharing View?
    If a user uploaded a video in a previous version, there was no image to go along with that video. In the current version, when the user uploads a video, there is a strong image to go along with that video.

35. Is folder/file management supported in iOS client?
    User can manage all folders and files from the iOS mobile client.

Android Client

1. What do I see on the Activity screen?
    This Activity View provides users with a summary of content broken down by data class: Photo Albums, Photos, Documents, and Music Playlists. This view also displays any content that has been shared with users.

2. What are the system requirements for BT Cloud?
    You must have the following OS versions in order for BT Cloud to function correctly:
    Android (v4.4 – 8.x) – Smartphones and Tablets
    - The Android reference devices are the Google referenced ones (http://www.google.com/nexus/) which are currently the LG Nexus 5, 6, and 10

3. What content can I view on Android?

   You can access any file that is in your BT Cloud from the mobile application. You can browse by Photos/Videos, Documents, or Music, or you can browse by folder in the All Files view. You cannot view Messages or Call Logs, only back up or restore them.

4. What content can I backup on Android?

   Photos, Videos, Contacts, Documents, Music, Messages, and Call Logs.

5. How do I backup my device?

   Select the Action Menu and select Back up Now. This can be done for each content class (Photos & Videos, Music, Documents, etc.).

6. How do I restore content to my device?

   Select the Navigation Menu, then select Tools, and then click on Content Restore. Select the device that you would like to restore content from, choose the media to restore, and then select Restore.

7. I backed up my videos but can't find a videos section.

   Videos are located within the Photos & Videos section of the mobile app. Select the Navigation Menu, then select Photos & Videos to view your videos.

8. How do I upload files?

   Through the Navigation Menu, choose which content class to which you would like to upload files (for example, Photos & Videos, Documents, etc.) Select the Action Menu and select Upload Photos and Videos/Documents/ etc.

9. How do I search for files?

   Select the Navigation Menu, then select All Files. Click on the folder you would like to search. Click the Magnify Glass icon to start your search.

10. How can I download files from BT Cloud?

    Navigate to the file you would like to download. To download one file, select the file then click on the Action Menu and click Download. To download multiple files, navigate, for example to Photos, then to an Album. Select the Action Menu, then select the designated Album. Select the files you would like to download. Then Select the Action Menu again and click Download.

11. How does the automatic upload of files work?

    BT Cloud keeps your content safe automatically. Select the Navigation Menu, then select Settings > What to Backup. Toggle on the Auto-Backup feature to ensure your content is always safe in the Cloud.

12. How can I delete files from BT Cloud?

    Select the file you would like to delete and select Delete within the Action Menu.

13. How can I retrieve files from the Trash Can?

    In order to retrieve a deleted file, sign in to the Web Client. Select the Main Navigation Menu then Trash. Select the checkbox for the file you would like to retrieve from the Trash and then select Restore. If a user deletes a file from the Mobile client, however, it will directly delete and does not appear in Trash.

14. How do I share my content on social media and with other people?

Navigate to the file you would like to share. Select the Action Menu then Select. Select one or more files. In the Action Menu click Share. On the Manage Share screen click the "+" to add recipients. Then Add a Message (Optional). To add additional files, click the "+" next to Add Additional Files. Select the files you would like to add. Once completed tap Done.

15. **How do I remove a shared file?**

    Select the Navigation Menu, then select Shares. Click the Settings icon next to the share you would like to revoke, then select Remove Share.

16. **How do I see what's "Shared by Others" and what was "Shared by Me"?**

    Click the Navigation Menu, then select Shares. Select the Public Links tab, then select the Action Menu. Select Shared by Others to view what other people shared with you. Select Shared by Me to view what you shared with other people.

17. **How can I get more file space?**

    Currently, you can only request more space via the Web Client. Log in to the Web Client. Click on your name in the upper right corner and select My Settings and then select "Get More Storage Now".

18. **How can I view a document?**

    Select the Navigation Menu, then select Documents. Then select the document you would like to view.

19. **How do I create Photo Albums?**

    Select the Navigation Menu, then select Photos & Videos. Select the Action Menu then choose Select Photos. Select the photo/video(s) you would like to add, and from the Action Menu, select Add To Album. Select the Album you would like to add the photo/video to, or create a new Album by selecting New Album and then select Add. If creating a New Album, name the new Album and click Save.

20. **How do I favorite content?**

    Navigate to the content you would like to Favorite. Select the Action Menu then Select. Select the file(s) you would like to Favorite. Select the Action Menu again, then Favorite.

21. **How do I create or add to Playlists?**

    Select the Navigation Menu, then select Music. Select the Action Menu, then choose Select Songs. Select the song you wish to add. Select the Action Menu > Add to Playlist. Select the playlist you would like to add the song to, and the song will be automatically added. If you would like to create a new playlist, navigate to the Playlist tab, select the "+", name the playlist, and hit Save.

22. **Can I play music while still navigating through BT Cloud?**

    Yes, you can play music and navigate to a different screen while the music is playing.

23. **Can I tell Cloud when, what, and how to back up my device?**

    Select the Navigation Menu, the select Settings:
    - Select What to Back Up to select the type of data you would like to back up.
    - Select How to Back Up to determine what network will be used to back up. The options are Wi-Fi Only or Wi-Fi & Cellular.

24. **Is there a way to view my BT Cloud content on my TV?**

    Yes, TV Beaming enables you to stream Cloud content, including Photos, Videos, and Music, from your Android device to a TV using Chromecast.

25. How do I make a file accessible when I don't have connectivity?

The Offline Access feature allows you to access a file in the BT Cloud App even when you don't have connectivity. First, select the photo, video, song, or document that you would like to have access to, then select the Action Menu and enable the Available Offline option for the selected file. Once a file has been marked for Offline Access, the item will be available within the app regardless of connectivity.

26. What is the difference between marking a file for Offline Access and downloading a file?

When you download a file to your mobile device it is accessible by other apps on the device. Some operating systems have restrictions on what type of files you can download. Using Offline Access, users can mark *any* file type to be available locally, but these files can only be opened from the BT Cloud application.

27. What does the improved layout of Photos/Videos consist of?

When a user opens up the app, the first screen they will see is all of their backed up content presented in a more visually appealing, easier to navigate mosaic view.

28. What is the maximum number of Contacts?

The maximum number of Contacts is 20K.

29. Does Android client support its own version of 3D Touch?

Android offers its own version of 3D Touch.

30. Is Search by Date Range supported on Android client?

User can Search by Date Range in all photos and videos with predictive search capabilities. For example, a user can type "July" in the search bar and BT Cloud will bring up photos and videos from that month of every year the user has saved content.

31. Is Click-and-Drag supported on Android client?

Click-and-Drag allows the user to select multiple photos at once and move, delete, share, etc.

32. What is the Enhanced Sharing View?

If a user uploaded a video in a previous version, there was no image to go along with that video. In the current version, when the user uploads a video, there is a strong image to go along with that video.

33. Is folder/file management supported in Android client?

User can manage all folders and files from the Android mobile client.