Spectrum Business
Cloud Backup
Quick Start Guide
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Introduction

Spectrum Business Cloud Backup provides remote backup and file management services for internet-connected devices. Your computer, laptop and servers hold your most important and often irreplaceable files. These files, which include email, photos, music, financial records and business contacts, must be protected against loss, theft, viruses and natural disasters. The best way to protect them is to store backed-up copies of the files in a different location.

As a Spectrum Business Cloud Backup customer, your files are automatically backed up to a cloud-based data center. If disaster strikes, or whenever you choose, you can restore files to your computer. Also, if your disk drive is damaged, stolen or stops working and you lose all of your files, you can still restore them to the original device or even to a different device.

Spectrum Business Cloud Backup is easy to set up. You simply download and install the Spectrum Business Cloud Backup software onto your computer. Spectrum Business Cloud Backup is a small software program that works quietly in the background. When your computer is idle, and at regular intervals, the program will automatically backup new and changed files. When you’re using your computer, the Spectrum Business Cloud Backup software goes to sleep, so it doesn’t slow down your computer or your network connection. Of course, you can customize how the software works to meet your own individual requirements. You choose when and how often the backup program runs and which files are included in the backup. Spectrum Business Cloud Backup software settings are accessed through the Start Menu on Windows computers and the Menu Bar on Mac computers. Windows users can also right-click the Spectrum Business Cloud Backup icon in the system tray.

To get started, you'll need to set up the following:

1. Create your Administrator username and password.
2. Create a Service User.
3. Assign a license key to a Service User.
4. Assign storage quota to a Service User license.
Administrator

Set Up Spectrum Business Cloud Backup Admin Account

Create Administrator Account

3. Choose the Spectrum Business Cloud Backup Subscription from the dropdown menu.
4. Select Create.
5. Complete the following fields and then select Next.
   - Admin Username
   - Administrator Password
   - Administrator Full Name
6. Verify the information you entered is correct and then choose finish.

Edit Administrator Account Details

You can change any of the account details for an Administrator account such as name, username/email address, and password in the Spectrum Business Control Panel.

2. Select the Spectrum Business Cloud Backup Subscription from the dropdown menu.
3. Under the Spectrum Business Cloud Backup Section, select Manage.
4. Select the Spectrum Business Cloud Backup Account tab, then choose Settings.
5. Choose Edit, enter the new Admin information and then select Submit.
Set Up Service User Accounts

Create Service User(s)

Each individual using Spectrum Business Cloud Backup in your organization must have a Service User account created. The Administrator is responsible for assigning a license key and storage space to the user during the creation of the Service User account.

1. Sign in to the Spectrum Business Control Panel and select the Spectrum Business Cloud Backup Subscription from the dropdown menu.

2. Select the Spectrum Business Cloud Backup tab.

3. Choose the Spectrum Business Cloud Backup Users tab, then select Add New.

4. Choose whether you want to create a New Service User or base the new user account on an Existing Service User, then select Next.

5. Complete the following required fields and then choose Next.
   - Display Name
   - Login
   - Password
   - Confirm Password

6. Verify the full name, then select Next.

7. Confirm the new user’s information, then choose Finish.

8. Once the Service User is created you’ll need to associate a license key and storage quota to the user.
Assign a License Key

1. Once the Service User is created and Ready, select the username (email address).

2. Under Options, select Manage.


4. To complete the process, select Finish.

5. Once the license key is provisioned the Service User will receive an email with a username, license key and download instructions.
Assign Storage Quota

After creating a Service User account and assigning a license key, you’ll need to assign storage quota to the Service User. Without a license key and storage quota the user won’t be able to use the Spectrum Business Cloud Backup service.

1. Select the **Spectrum Business Cloud Backup** tab.

2. Choose the **Spectrum Business Cloud Backup Users** tab.

3. Select the username to which you want to assign storage quota.

4. Under **Options**, select **Manage**.

5. Under **Keystring for this license**, select the license key.

6. Under **Options**, select **Manage**.

7. Select the **Spectrum Business Cloud Backup User Quotas** tab, then choose **Add New**.

8. The system automatically assigns 10GB of storage quota to Service Users. Select **Finish** to complete the process.

New Service Users receive a Welcome Email containing a link to download the Spectrum Business Cloud Backup software and a unique license key to activate the software. If the user has multiple machines, each machine is configured separately and requires its own license key.
Install Spectrum Business Cloud Backup

Prerequisites:
- Operating System Supported:
  - Windows Server 2008 or above. Windows Vista or above. Latest service packs required.
  - Mac OS X 10.7 or Later.
- Your account Administrator provides you with your license keys, storage quota and sign in information. If you're adding a computer to your account, you'll need additional license keys to perform a backup on an additional computer.
- You'll need to provide your account credentials when you install the backup software.
  - Email Address
  - Password
  - License Key

Note: Installation is the only time you can choose the type of encryption used to secure your files. Depending on your account, you might not see all the encryption options.

Windows Installation

1. Download the Cloud Backup software using the link sent in your welcome email.
2. Find the SpectrumBusinessCloudBackup-X_XX_X_XXX-XXXXX.exe file. (Note: The downloaded files are usually located in the default download folder.)
3. Double click the exe file. If prompted, select Yes to run this file.
4. When the Welcome Window appears, choose Next.
5. Review the license agreement, then select Install.
6. If prompted, select Yes to run this file. Enter your account credentials, then select Next.
   - License Key: This is provided by your Administrator.
   - Email Address: Registered email address. If you’re not sure what email address was used to register please contact your Administrator.
7. Enter your password, then select Next.
8. Choose the appropriate action:
   - If the summary window appears go to step 12.
   - If the summary window doesn't, the Cloud Backup software recognizes that your credentials were used previously and you can proceed to the next step.
9. If you see a message asking to confirm replacement of a computer, select NO.
10. On the summary window, review categories and the amount of files selected.
11. (Optional) Select Change Encryption to select the type of encryption you want for your files:
   - The default key uses 448-bit Blowfish encryption, which offers reasonable protection while making it possible for others to help recover files, if necessary.
   - Personal encryption key ensures that you're the only one who can decrypt your files. You must remember this key in order to download or recover any backed up files. If you lose your personal encryption key, neither you nor Spectrum Business can decrypt your files.
12. (Optional) Type, paste or import your own encryption key, then select OK.
13. Choose Next. The setup complete window appears.
14. Choose the appropriate action:
   - To immediately start backing up the automatically selected files, select Finish.
   - To change which files are selected before the first backup starts, choose Settings. You might want to de-select files if you don't have enough storage space, or to select only your most critical files to back them up as quickly as possible. You can adjust this setting later time. Note: If you do this, the first backup starts when settings permit, or you can manually start the first backup.

**Mac Installation**

1. Download the Cloud Backup software using the link sent in your welcome email.
3. To launch the installer, select Spectrum Business Cloud Backup Installer.
4. If prompted, select Continue to run a program to determine if the software can be installed.
5. When the Welcome Window appears, select Continue.
6. Review the Read Me page, then choose Continue.
7. Review the License, then select Continue > Agree > Continue.
8. On the Installation Type window, select Install.
9. Enter your Mac Administrator credentials to permit the installation.
10. Select Install Software.
11. When the installation completes, choose Close to exit and start the setup assistant.
12. Enter your account credentials, then select Next.
   - License Key: This is provided by your Administrator.
   - Email Address: Registered email address. If you’re not sure what email address was used to register please contact your Administrator.
13. Enter your password, then select Next.
14. If you see a message asking to confirm replaced of a computer, choose No.
15. Select the encryption method you would like to use, then select Next.
   - The default key uses 448-bit Blowfish encryption, which offers reasonable protection while making it possible for others to help if necessary when recovering files, and because you never need to know or provide this key.
   - Personal encryption key ensures that you’re the only one who can decrypt your files. You must remember this key in order to download or recover any backed up files. If you lose your personal encryption key, neither you nor Spectrum Business can decrypt your files.
16. (Optional) Type, paste or import the encryption key, then select OK.
17. On the setup complete window, choose Next.
Congratulations! The Spectrum Business Cloud Backup software is installed and the selected files will begin backing up. It's normal for the first backup to take hours, days or even weeks. However, you can use your computer while backups are running.

Leave your computer running and connected to the internet for as long as possible. If your computer sleeps, hibernates, goes into standby mode or is turned off, backups automatically resume at the next opportunity. Each backup session reports progress independent of previous sessions. All backup sessions begin reporting progress with zero, even a resumed first backup that ran previously for hours or days.