



## Troubleshooting Guide

I can't find the app when I plugged InfinitiKloud into my desktop

- If you can't find the drive, unplug the InfinitiKloud and restart the computer. Once restarted, plug InfinitiKloud into your computer again. You should see the InfinitiKloud drive in *My Computer* (Windows) or *Finder* (Mac).

Another option is to download the desktop app via the InfinitiKloud mobile app. Once the desktop app has been downloaded, plug the InfinitiKloud into your desktop. You should see the InfinitiKloud drive in *My Computer* (Windows) or *Finder* (Mac).

If the issues still persist, there are other factors to consider. Please contact our Customer Service support and you will be assisted.

My smartphone can't recognize InfinitiKloud

- The short way to resolve the issue is that we will convert InfinitiKloud hardware to the correct format. Please contact our Customer Service support and you will be assisted.

I'm just a first time user, but I can't use my email address to register. The app gives me this error message: "The email address is linked to a different account".

- To fix this, change your password by clicking on the "Forgot Password" feature. With this, you'll be able to use your email address to register.

I can't transfer a large file size

- InfinitiKloud does not have a limit on the size of a file that can be transferred. However, your device may have technical restrictions regarding the sharing or transferring of files or a larger size. As an alternative, you may transfer files per batch: choose the most important files/folders to back up first to save time, then, select the less important ones on your next back up.

My app takes a long time to back up my files even when the storage is not full

- Download speed varies depending on how many files were selected to back up and how big each file is. As an alternative, you may transfer files per batch: choose the most important files/folders to back up first to save time, then, select the less important ones on your next back up.

After several tries, InfinitiKloud still won't work with my device.

- Your device should also have the necessary OS version for InfinitiKloud to work. Please see below for the list of versions being supported.
  - ◆ iOS - version 10.0 or above
  - ◆ Android - version 8.0 Oreo and above
  - ◆ Mac - version 10.10 OS X Yosemite and above
  - ◆ Windows - version 7 32/64 bit, or above

If the issue persists, please contact our Customer Service.