

## FAQ - Phone Backup Service

### **What is the Phone Backup Service?**

"Phone Backup" is a value added service specially designed for frequent users of mobile phones. Using the service Robi customers will be able to backup the valuable data from their mobile handset to a secured storage and easily recover it when they want.

### **Which subscribers are eligible for enjoying the service?**

All Robi customers (Pre-Paid and Post-Paid) are eligible for enjoying the service.

### **What do I need to have if I want to use Robi Phone Backup Service?**

- You have to have a mobile phone with phone backup registration.
- The phone should have text message option.
- A vCard or Business card compatible phone is needed to use vCard backup.
- SyncML enabled phone to use synchronize. You also need to have GPRS and Sync settings.
- Access to the Internet to manage your web account.

### **How can I register for Phone Backup service?**

You have to register first to enjoy the phone backup service. To register, type *REG (or reg, or Reg)* and send SMS to **8585**. After successful registration, you will receive a SMS confirmation. Now you can enjoy the service.

### **How do I get help on the service?**

Send **HELP** to **8585** or contact customer service.

### **Can I have this service without Internet access?**

Yes, you can use this service without internet access. You can backup your phone using SMS and Sync.

### **What can I synchronize with Robi Phone Backup Service?**

You can synchronize your handset contacts and calendar notes and task using the synchronization feature.

### **How do I know whether my handset supports synchronization?**

Please check the Supported Device page in the phone backup website <http://phonebackup.robi.com.bd> to see if your phone is listed. If not, contact customer service for more information.

### **If I have activated the GPRS setting then can I enjoy the service?**

First of all, you have to be a registered subscriber of Robi phone backup. Secondly, you should have a GPRS as well as Sync enable handset. Now besides having the appropriate GPRS settings, you need to have the Sync setting for your handset. Otherwise, you can always use the service through SMS.

### **What is the basic difference between GPRS setting & Sync setting?**

GPRS setting is used for the over the air connectivity with the operator and user. By having proper GPRS settings, you can enjoy WAP sites available. Sync setting is used for the handset synchronization with the server. However, the synchronization data is carried through the GPRS. That is why you need to have proper GPRS as well as Sync setting for your capable handset.

### **What is the cost of synchronization?**

As synchronization uses the GPRS connectivity, you will only be charged for the data transaction during synchronization.

### **How long does it to synchronize?**

This will vary with the amount of information that needs to be synchronized, the connection speed and what is happening across the rest of the network at the time. If you have many contacts (eg. 500) the first synchronization may take a few minutes. Each subsequent time you sync, only the changes will be sent and it should be quicker, usually between 10 and 30 seconds.

### How do I sync all my contacts?

Click on the synchronization icon inside your mobile device's menu to synchronize your contacts via GPRS.

### How to use Robi Backup via SyncML??

If you don't have the SyncML setting in your handset:

- Login to the web account. Then click on the handset SyncML setting to get your phone SyncML setting.
- Or, type **SET** and send to **8585**. You will receive a WAP push. Click on the link. After sometime you will receive a configuration settings SMS. Save the settings from the option. Enter PIN code 1234, if required.
- After get your SyncML setting, go to "Synchronization" option in your phone.
- Make sure the "Access Point" is Robi then Select to synchronize.
- Your phone will now connect and begin synchronizing. It may take a few minutes to complete.
- The phone will display a Sync complete message when it has finished synchronizing.
- Now you can see your phonebook on the website and perform synchronization as and when you have new contact to be updated or you lost your phone.

*Please note that you need to have SyncML enabled handset with proper WAP settings installed to use all the above features. For Robi WAP settings please dial \*140\*7#*

*Also the option names and locations of synchronization may vary based on the handset brand and model.*

### Will my data be safe and secure?

We understand your personal details are of the utmost importance to you. Robi will not share your personal phone backup service information with anyone else.

### Can I use my phone while the backup is running?

No, you cannot use your phone while you are backing up.

### Is there a limit on how often I can synchronize Robi Phone Backup Service?

No, there is no limit to the number of times you can synchronize your contacts. This can be done as many times as you like to ensure your contacts are always up to date and regularly backed up.

### How many phonebook contacts can the service support?

As each contact consumes very little memory, the storage capacity of the service is virtually unlimited.

### Is it possible to get back my contacts which are saved in SIM card by using the phone backup?

No. While backing up the contacts through Synchronization, the contacts need to be saved in your handset memory. Synchronization does not work with SIM memory. So, please copy all your SIM contacts to your handset memory before synchronization.

### How it will be possible to synchronize the SIM memory data in phonebook backup?

Please copy all your SIM contacts to your handset memory before synchronization.

### I modified a contact on my handset, and then I modified the same contact on web, what is the result after synchronization?

The contact in your handset will be synchronized to replace the one in web.

### I am not GPRS user. Can I still use this service?

Yes. You can use the service via SMS card or Business card (VCard). If you want to use SyncML, you need to activate the GPRS service.

### How do I back up my phonebook using vCard?

- Go to your phonebook.
- Select a contact you want to backup.
- Select "Send via text message/ business card"
- Send to **8585**.

### What are the SMS keywords for the service?

If you want to backup and retrieve your phone data through SMS, you can do so by sending different keywords to the short code **8585**.

#### General Keywords

Keyword	Purpose
REG	To register with phone backup service
SET	To auto detect your handset and download Sync setting
HELP	To get help SMS about the service
INFO	To get your phone backup account information
UNDO	To recover the last deleted contact(s)
UNREG	To deregister your phone backup service

#### Backup & Restore

If you want to...	Then you have to...	Example
Backup phone contacts	Type <b>ADD (space) Name (space) Number</b> <i>[You can add as many contacts as possible within the 160 characters limit]</i>	ADD Kamal 01812345678 Jamal 01712345678 Sumon 01912345678
Delete phone contact	Type <b>DEL (space) Name</b>	DEL Kamal
Download contact as SMS	Type <b>GETS (space) Name</b>	GETS Jamal
Backup contact as vCard (vCard refers to business card)	Just forward the business card to <b>8585</b>	
Download contact as vCard (vCard refers to business card)	Type <b>GET (space) Name</b>	GET Jamal
Backup SMS	Just forward the SMS to <b>8585</b>	Any message other than the keywords will be treated as SMS backup
Download saved SMS	Type <b>GETSMS (space) First word or character of the SMS</b>	GETSMS Hello (It will retrieve all SMS starting with "Hello")
Delete saved SMS	Type <b>GETSMS (space) First word or character of the SMS</b>	DELSMS Hello

### Can I use only web without synchronize?

Yes. You can use your web account without using synchronization.

- You can manage your account (update your user profile, change password) from the web.
- You can add, delete, search, group, and edit your contacts from the web.
- You can download stored contacts as text message or business card and SMS to your handset.
- You can export (save) your contacts in your PC.
- Create new text messages (SMS) and forward it to your handset.

### Can I access my entire phonebook via the website?

Yes. All you need to do is to login to your web account to access your phonebook.

### How do I access my contacts and other data online?

You will need to register for the service. After successful registration you will get the login password in an SMS. You can access your data by visiting the Phone Backup website <http://phonebackup.robi.com.bd>. Provide your mobile number (*Format: 8801812345678*) and password in the login area.

### Can I modify my address book on the Web?

Yes, you can modify your address book. Remember that after modifying, you need to select save.

### Can I edit my phonebook from my mobile phone or do I have to do it thorough my computer?

You are able to edit your contacts from either your mobile phone or your computer, but must ensure you remember to synchronize the new contacts using your phone.

### I can't remember my web password. What to do?

Go to Phone Backup website <http://phonebackup.robi.com.bd>; Click on "Forget Password" link. Provide your mobile number (Format: 8801812345678) and press submit. You will receive your password by a SMS.

### What is the procedure of changing the web login password?

- Go to the Phone Backup site <http://phonebackup.robi.com.bd>
- Login to your account using your mobile number and existing password.
- Select the Change Password menu on right side of the webpage.
- Follow the instruction to change your password.

### If I change my login password, shall I change the SyncML setting on my phone as well?

You will need to re-download your synchronization settings to get the updated settings.

### I have made a change on my phone but why can't I see it on the web?

Do you have a connection problem? Do you have a network signal bar on your mobile phone? If the answer is yes, have you synchronized your phonebook since you made the last change? You must synchronize in order to see the same information on the web as is in your phonebook.

### I have made some changes on the web but I can't see it on my mobile phone?

Do you have a connection problem? Do you have a network signal bar on your mobile phone? If the answer is yes, have you synchronized your phonebook since you made the last change? You must synchronize in order to see the same information on the web as is in your phonebook.

### I have saved few contacts under one name (home number, office, mobile), but when I log in web interface then I found only one contact under that name. How can I get the other numbers (home, office) under same contact?

Generally, when you synchronize all the details against each contact are backed up. However, if the case is not so, then probably your last synchronization was not successful. Please synchronize again.

### I managed to register my number for the service and set my SyncML phone successfully. However, when it is in the midst of synchronizing around 130 out of 300 items of my phonebook, a server error occurred. When I checked the website, there were 0 contacts listed there. What happened to my 130 phonebooks details synchronized earlier?

If the backup fails half way through, the contacts you synchronized to that point will be saved. Please synchronize again to resume.

### When I select to sync then it shows "Server not responding". Why?

Please make sure that the GPRS Access point in your synchronization settings/ profile is set as Robi INTERNET or Robi WAP.

### If I have mistakenly deleted one data from my phonebook web interface, how to retrieve it again?

You need to type **Undo** and send SMS to **8585**. It will recover the last deleted contact.

### In website, how many characters SMS will be stored and send?

You can create and store SMS In website with the maximum size of 640 characters (4 SMS).

### If I unsubscribe & then again I decided to come back, can I still get my previous phonebook data?

Once you have unsubscribed to this service, your data will be deleted after few days. If you subscribe again within the period, you should get back your data. However, Robi will not be responsible for losing any data due to unsubscribe.

#### **What happen if I change my mobile phone?**

Your phone backup account is registered against your mobile number. So, when you have a new handset, you need not to register again for the service. However, you have to get the Sync setting for your new handset. Type **SET** and send to **8585**. After the proper settings, including the GPRS setting, you can retrieve the data through synchronization. Otherwise you can always use the service though SMS or online.

#### **I have registered for an account with my mobile phone A. I buy a new mobile phone B and I want to transfer current phonebook in the web into my new phone and maintain both phones.**

- Put your SIM card into mobile phone B
- Send **SET** to **8585**
- Download the Sync settings
- Initiate a sync from mobile phone B
- Then you can maintenance synchronized phonebook on both phone A and phone B by initiating sync from either phone A or phone B, provided the same SIM card is used for each sync.

#### **If my handset is lost/ SIM damaged/ Expired/ SIM Replaced, then how can I enjoy the service?**

Firstly, you have to be a registered phone backup subscriber and have backed up your phone data earlier. Now, insert your SIM in your new handset (in case you have lost your SIM, get a new one and activate). Now you can retrieve your data through SMS or by going online. The most convenient way to retrieve is to use Synchronization feature. However, you have to have a Sync enabled phone and the settings required for it.

#### **What are the charges applicable to avail the service?**

Charges applicable to use the service:

- Monthly subscription fee of **BDT 20 (+VAT)**
- **BDT 2 (+VAT)** is applicable for sending each SMS to 8585
- Standard GPRS charge **BDT 0.015/ KB (+VAT)** is applicable for data transaction during synchronization

#### **What are the possible reasons for which I may not enjoy the service?**

- You are not registered for the service.
- You did not have sufficient balance in your account, so you have been automatically deregistered.
- You are out the mobile network.
- You are sending wrong SMS keywords.
- You are providing wrong pass word for your online account.
- You do not have the proper Sync settings for your handset.
- You do not have the proper WAP settings for your handset.

#### **Can I enjoy the service any where in Bangladesh?**

Yes, you can enjoy the service anywhere in Bangladesh. However, some features, like Synchronization, works only in EDGE\GPRS covered zone.

#### **Can I enjoy the service in any other country or when I am in abroad?**

No. International roamers will not enjoy the service during roaming. However, you can access you web account from anywhere in the world.

#### **How do I stop using the service?**

Send **UNREG** to **8585**.