



Product Manual

Version 2.0

Contents



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Introduction to Apollo

Introduction



Important

For helpful online resources including How-To videos, click the link at the bottom of any of the remaining pages in this guide.

Unpacking

Carefully unpack the box and make sure the Apollo package contains the following items:

- **One Apollo cloud server***
- **One Ethernet cable**
- **One AC power adapter**

Manufacturer: Asian Power Device Inc.

Model: WA-36A12R

Input: 100-240V ~ 50-60 hZ, 0.9A Maximum

Output: 12V, 3A

* *Small scale cloud server for home or small office use.*



Important

For the best user experience, the **minimum Internet connection speed** (upload AND download speeds) recommended is 4 Mbits/sec.

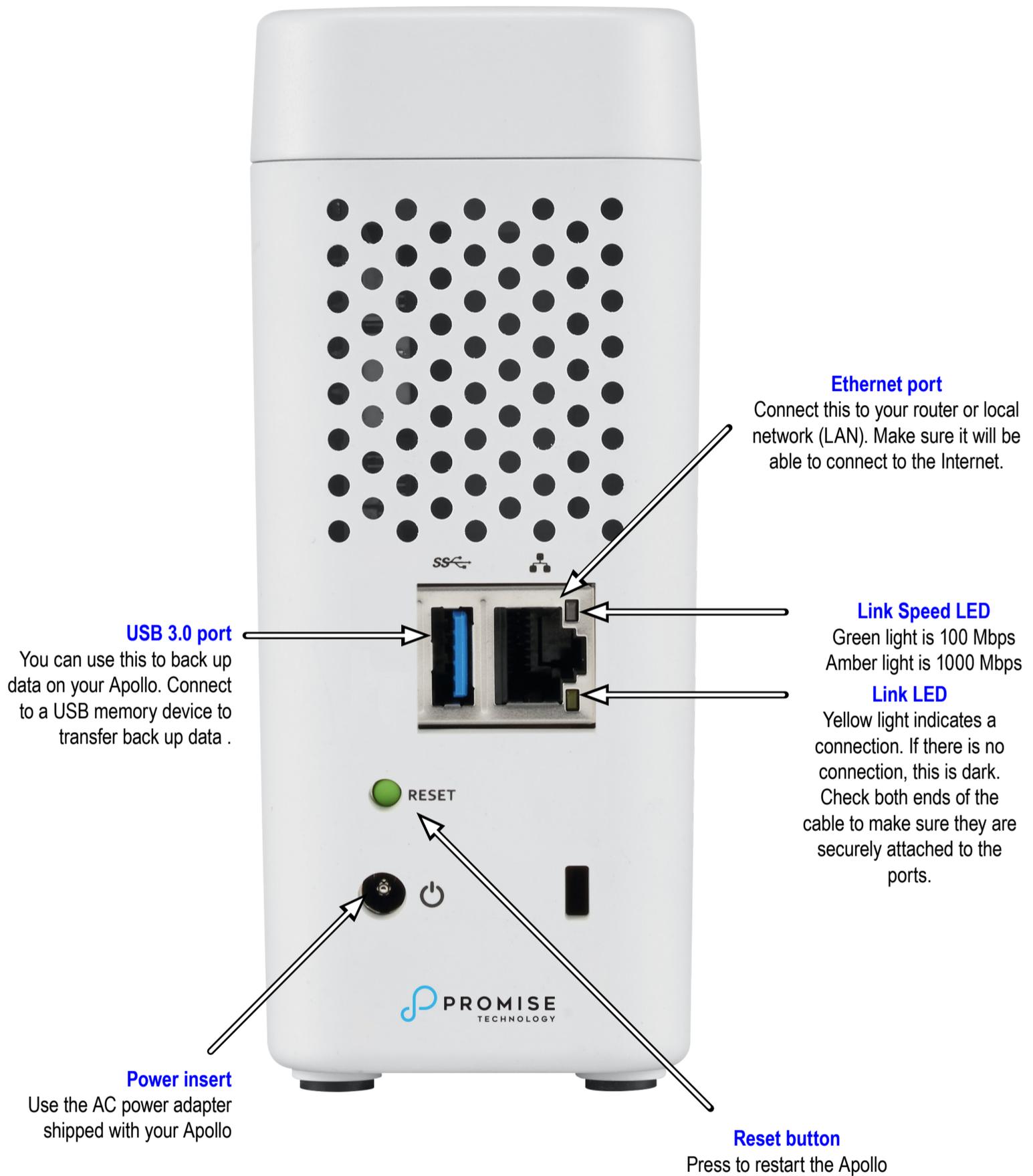
Requirements for Apollo setup and use

In addition to the items shipped with the device, you need these items before you can setup and use the Apollo:

1. An **Internet connection**. This can be a broadband router or office network with an Internet connection.
The recommended minimum Internet connection speed (upload AND download) for Apollo is 4Mbits/sec.
2. Any one or more of the following devices:
 - **Smart phone:** iPhone (iOS 8 or later), Android (Android 4.4 or later)
 - **Tablet:** iPad (iOS 8 or later), Android (Android 4.4 or later)
 - **Computer:** Mac OS X (10.8 or later), Windows (Vista, 7, 8,10)

Introduction to Apollo

Back of Apollo



The Reset button on the back of the Apollo restarts the device. It is not related to the Reset function in the Apollo Cloud App.

Introduction to Apollo

Front of Apollo



Apollo LED

If the LED is too bright, or you want to turn it off, you can reduce the brightness or turn it off. See page 57

Apollo LED behavior

- The LED on the front will display a steady green light when the Apollo is first powered on indicates it is receiving power. During the boot up and discovery phase, when the Apollo is connecting to the public server, the LED will flash on and off green light. Discovery and boot up takes about 90 seconds.
- A steady white and green light (simultaneously) indicates the Apollo is booted up and ready to be claimed (i.e. it has not yet been claimed).
- A white light indicates the device is connected and operating. A white light flashing quickly on and off (*flashing on for about 0.3 seconds once per second*) means it has just completed reporting to the public server, and the management software is loaded and ready. A white light flashing on and off slowly (*flashing on for about 1.5 seconds every second interval*), indicates there is activity on the Apollo.
- The Apollo LED will flash slowly on and off white color during a USB backup and restore procedures. A steady red light indicates the device is offline and there is a problem with the device or with the online management operation.

Hardware Setup

Connecting Apollo

Follow the instructions below to connect the network cable and AC power adapter to the Apollo.

Connecting the Power

Attach the AC adapter power cord to the power insert on the back of the device. Plug the other end of the adapter into a suitable power source.



Caution

You must use the AC power adapter shipped with the device. Using a different power adapter can damage the device or might present an electrical safety hazard.

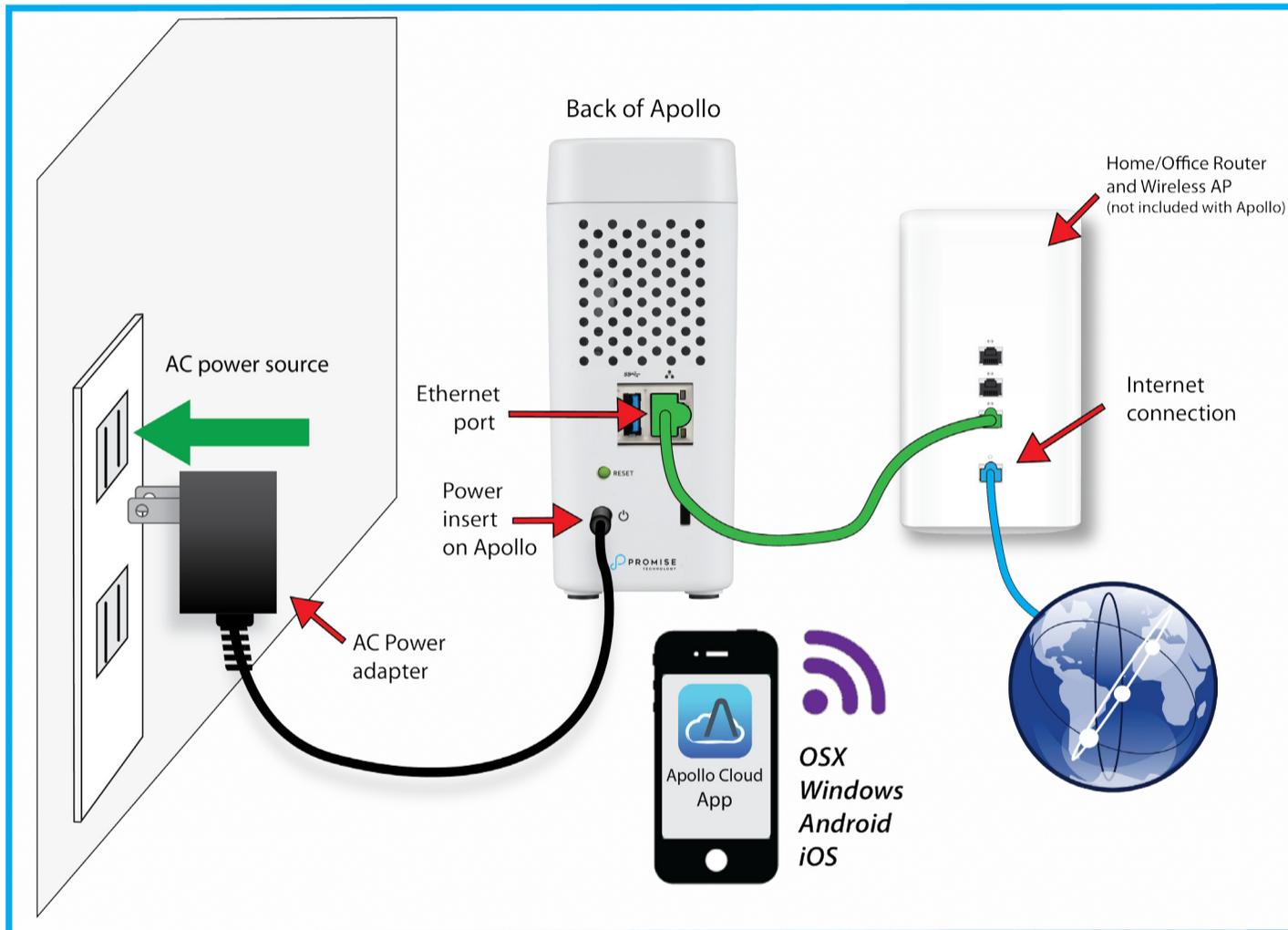
Connecting the network cable

Use the included Ethernet cable to connect to the network port on the back of the device. Connect the other end to a networking device that allows the Apollo to connect to the Internet, such as a broadband router, or office Ethernet LAN that is connected to the Internet.

The Apollo does not require configuration of network settings or any other settings for initial system setup. Just make sure it has an available path to the Internet.

Hardware Setup

Example hardware setup for Apollo



Using the Apollo Cloud App

Tips For First Time Setup

Once you have the Apollo connected to your network and powered on for the first time, it will contact a server online that is used for managing the initial setup procedure. This process takes about 90 seconds. During the discovery, the LED indicator on the front of the Apollo blinks a green color light. You will know the Apollo is ready when you see the LED indicator on the front display a white AND green color light, simultaneously.

When you see the LED on the front display white and green simultaneously, you can then proceed to “claim” or take ownership of the Apollo device. In order to do this however, you must install and run the Apollo Cloud App on your iOS or Android device, or Mac or Windows computer. Instruction for downloading the App are included below.

Once you have the App installed, use the App to locate and claim your Apollo.

There are three different methods available for claiming the Apollo. The automatic method is the most convenient. Most users will be able to use this method. Please read “Claiming Apollo: automatic method” on page 9 for instructions.

If your Apollo is not recognized, there are two alternative methods available to claim the Apollo:

- You can use the QR scanner embedded in the Apollo Cloud App and scan the QR code included in the Apollo package, please see instructions in “Claiming Apollo: QR code scanner method” on page 13.
- If you are unable to scan the QR code, you can manually enter the Serial Number and Key Code (written on the bottom of the Apollo), and apply for the verification code to be sent via email. Please see instructions in “Claiming Apollo: manual setup” on page 16.

Using the Apollo Cloud App

How to download and launch Apollo Cloud App

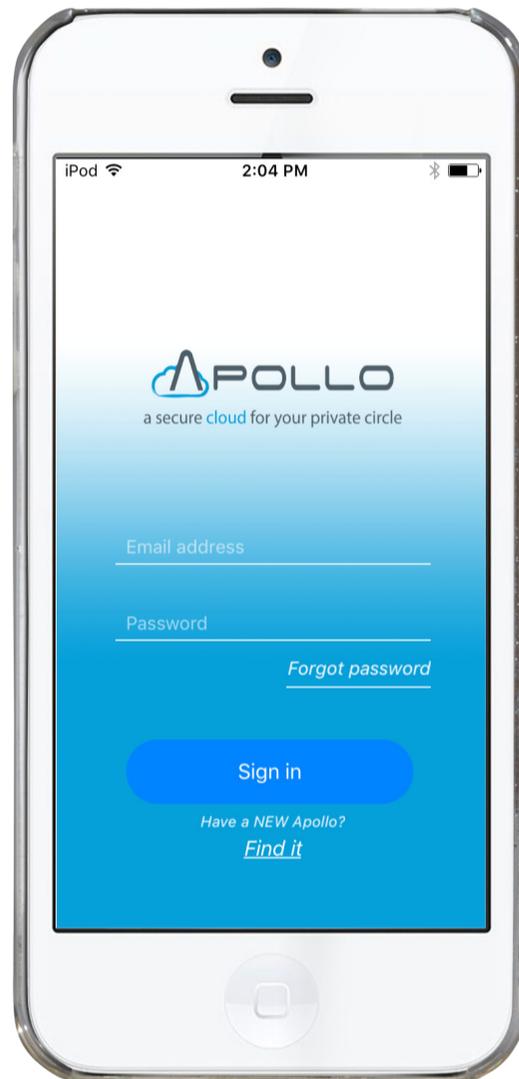
To claim the Apollo using your iOS or Android device, first download the APP from the **Apple Store**, **Google Play** or go to <http://www.promise.com/Apollo/Downloads>

Run the App, you will see the login screen. Touch on link labeled, **Find it** to begin the claiming procedure.

Apollo Cloud App icon

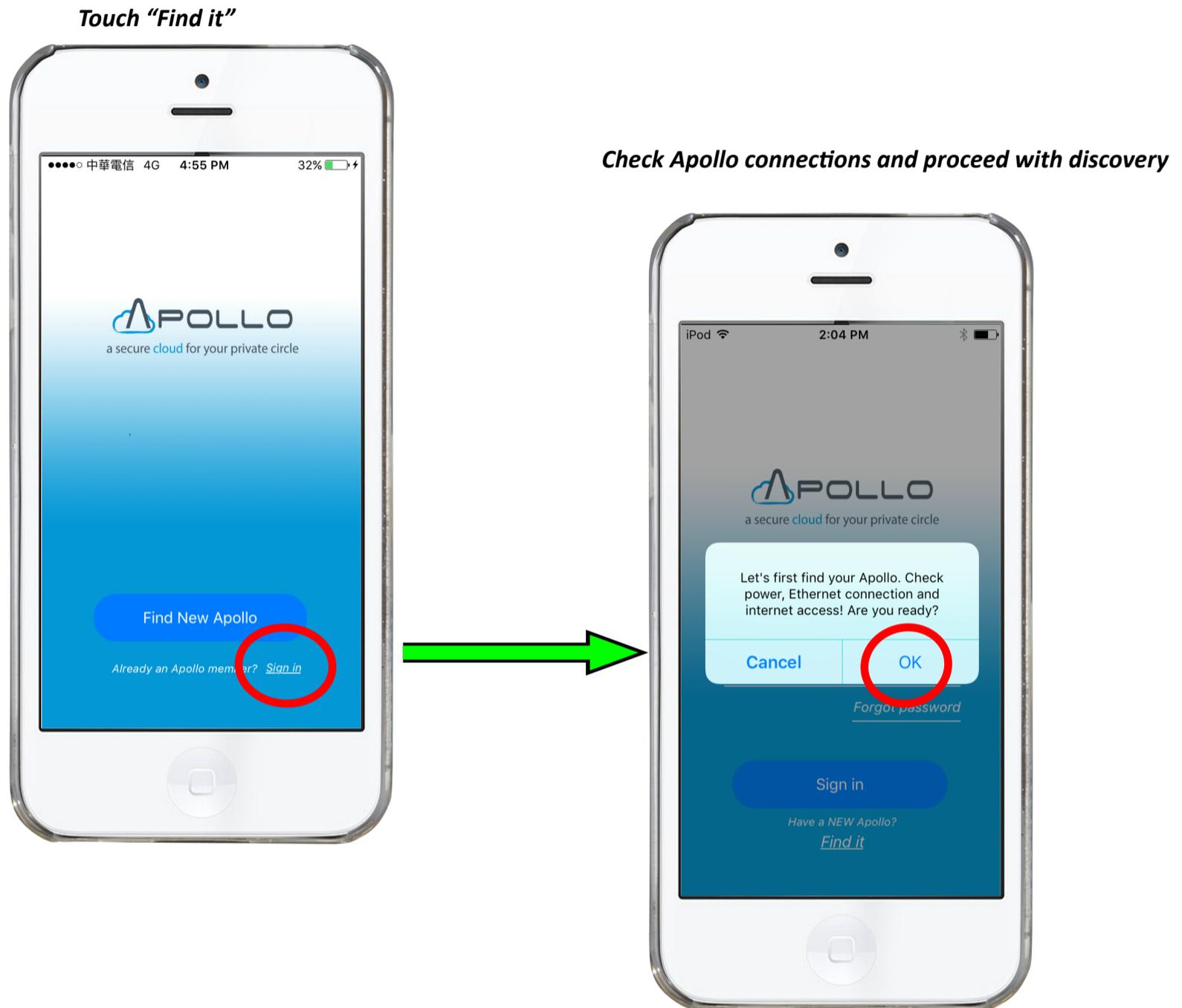


Apollo Cloud App Login



Using the Apollo Cloud App

Touch to select **Find it**. A reminder dialog appears asking that you check to make sure the Apollo device is powered on and has a connection to the Internet. The LED on the front of the Apollo will simultaneously display a white colored light and a green colored light when it is booted up and ready to be claimed.



Important

If your Apollo is not listed (see next page) or not recognized please skip ahead to use one of the alternative methods for claiming the Apollo:

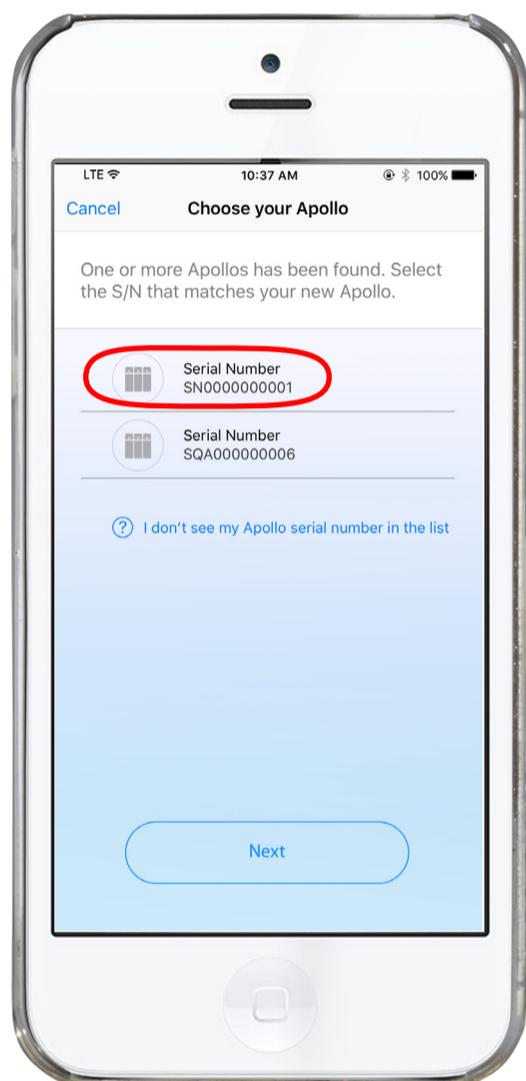
- You can use the QR scanner embedded in the Apollo Cloud App and scan the QR code included in the Apollo package, please see instructions in "Claiming Apollo: QR code scanner method" on page 13.
- If you are unable to scan the QR code, you can manually enter the Serial Number and Key Code (written on the bottom of the Apollo), and apply for the verification code to be sent via email. Please see instructions in "Claiming Apollo: manual setup" on page 16.

Using the Apollo Cloud App

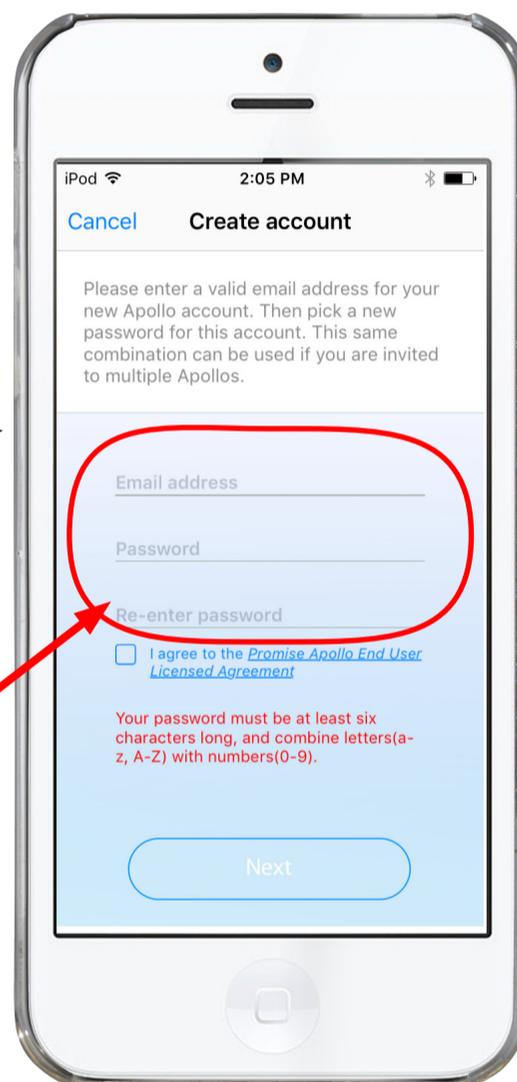
Claiming Apollo: automatic method

1. If there are more than one unclaimed Apollo on your network, you will see a list of Apollo devices that have been discovered. If you do not know which one is yours, check the Serial Number on the bottom of the Apollo unit. This is used to identify each device. Choose the Apollo in the list with the same Serial Number, and touch the **Next** button.

Choose device



Enter new account info

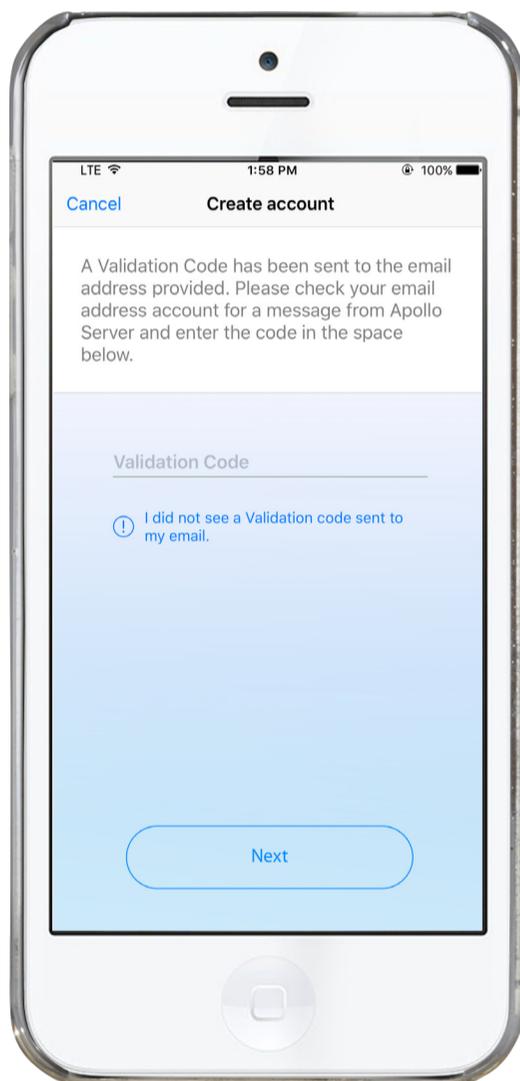


2. In the new menu, enter your email address and a password you want to use for access to Apollo. This will be the account information you will use, as the Apollo owner, to login and manage the device. The password must be at least 6 characters in length, and contain at least one numeral. Make sure to create a password that is difficult to guess. Notice there is a blank box that states you agree to the Promise Apollo Privacy Policy. If you wish to see the policy, touch *Promise Apollo Privacy*, and the text of the policy appears. You can also view this at the Promise website. Make sure to check mark the blank box indicating you agree to the policy. Then touch the **Next** button.

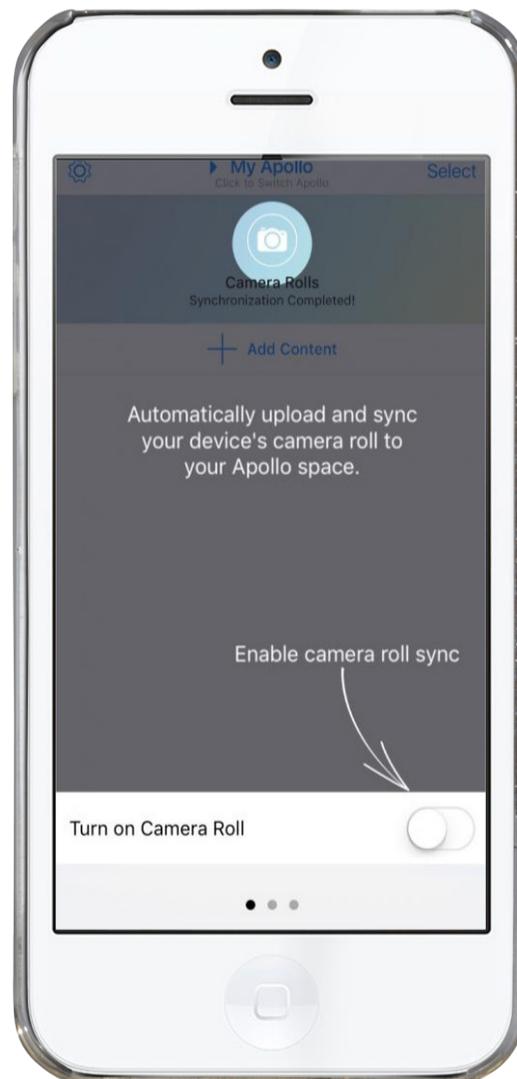
Using the Apollo Cloud App

3. Check your email account for the validation code. Use this to verify your account and bind your email address as the Apollo owner. If you do not see the email, check your spam folder. It might be mistaken by your email service to be an advertisement.
4. Type the validation code in the space provided, and touch **Next**.
5. That's it. If you have typed the validation code correctly, you should be logged in and ready to start using Apollo.

Type validation code you received via email



Success! Now a brief introduction to Apollo



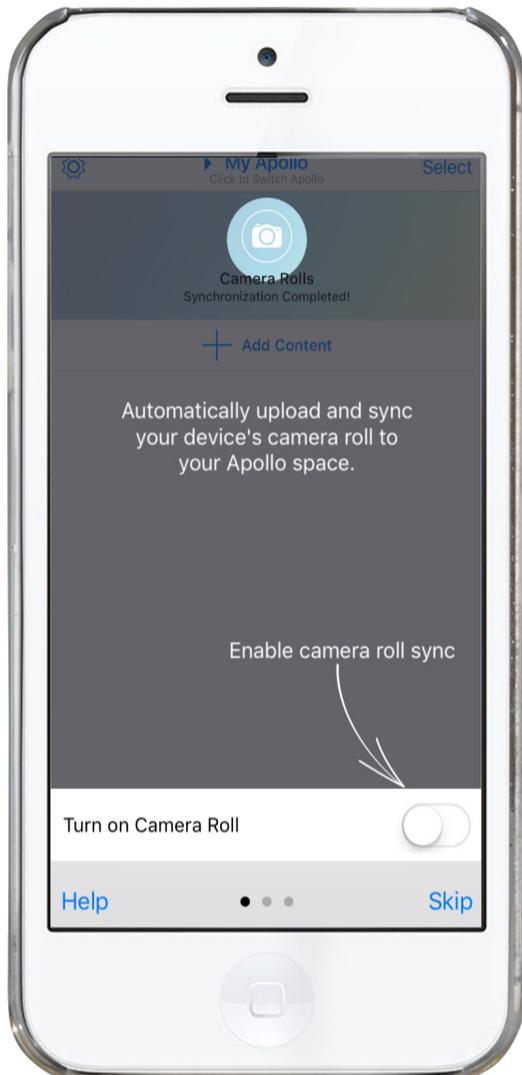
Using the Apollo Cloud App

On screen introduction

The first time you claim the Apollo, you are welcomed with a brief on screen introduction intended to get you started.

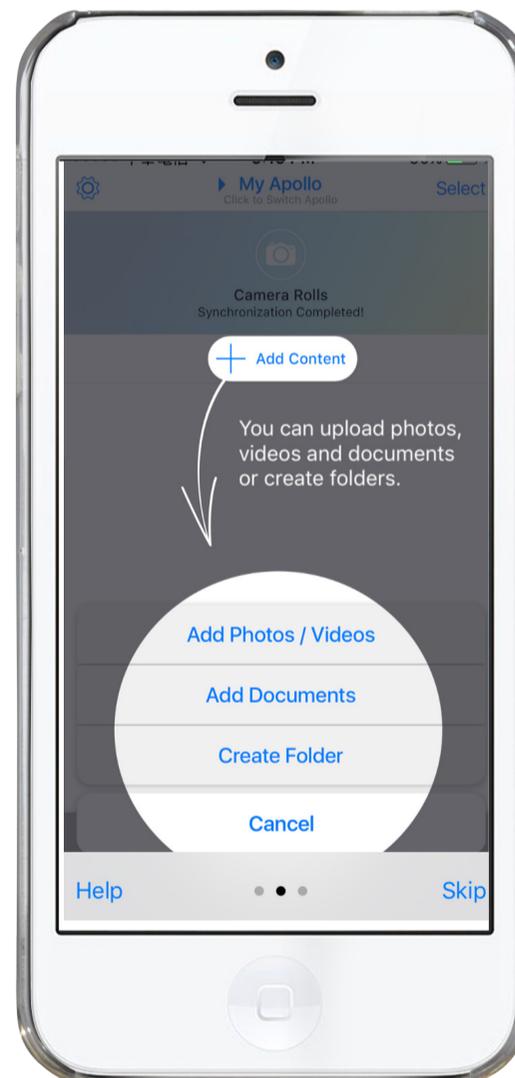
The first tip lets you know about the Camera Roll feature. You can turn this on in the tip menu. The Camera Roll will automatically upload the contents of the Camera Roll photos on your phone. Then any photos you take will be uploaded automatically when the phone has a connection to the Apollo.

Introduction tip #1, Camera Rolls



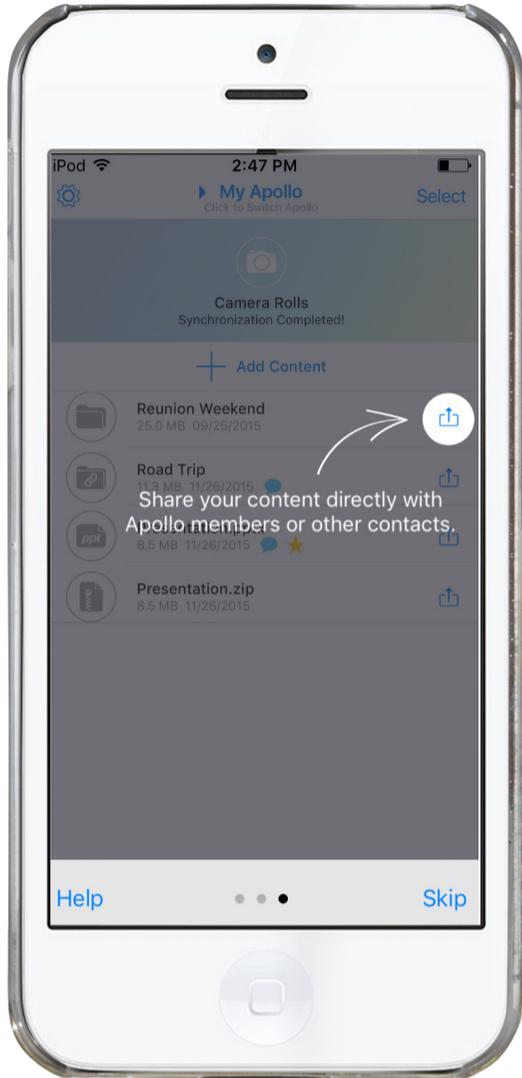
Next you see the file type categories applied to files. Files are categorized automatically in the case of **Photos, Videos** and other types of **Files** (text, pdf, etc.); or use **Create Folder** to add file folders used to organize content on the Apollo.

Introduction tip #2, file types, add files and folders



Using the Apollo Cloud App

Introduction tip #3, Share content



The finale introduction tip displays the Share icon used for sharing files with other Apollo members or other contacts.

Using the Apollo Cloud App

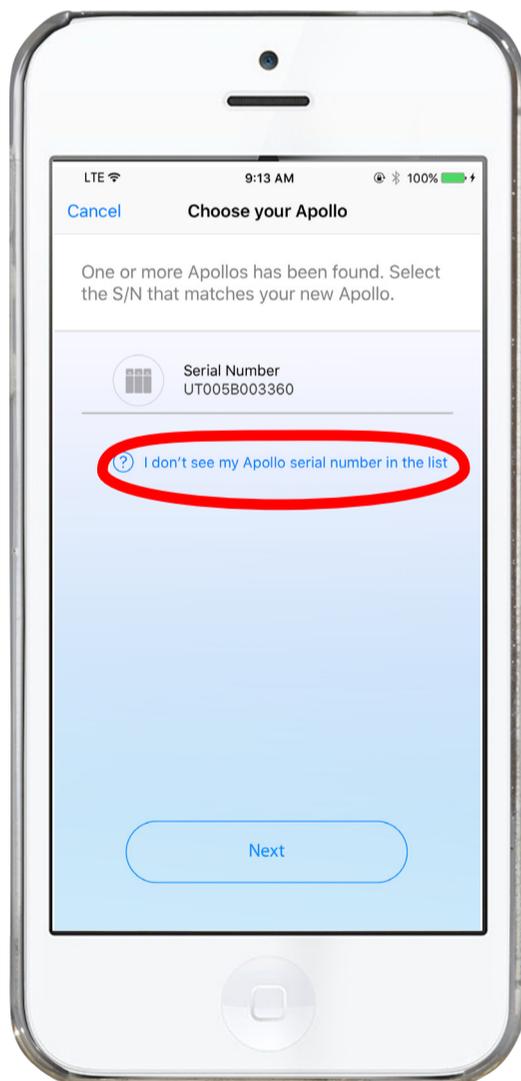
Claiming Apollo: QR code scanner method

It is possible that your Apollo will not be recognized during the automatic discovery process. It is necessary to provide the unique **Serial Number** and **Key code** for the Apollo unit you are going to claim. An easy way to do this with a mobile device is to use the scanner utility that is embedded in Apollo Cloud App exclusively for this purpose. If your mobile device has a working camera, it will be able to use this method.

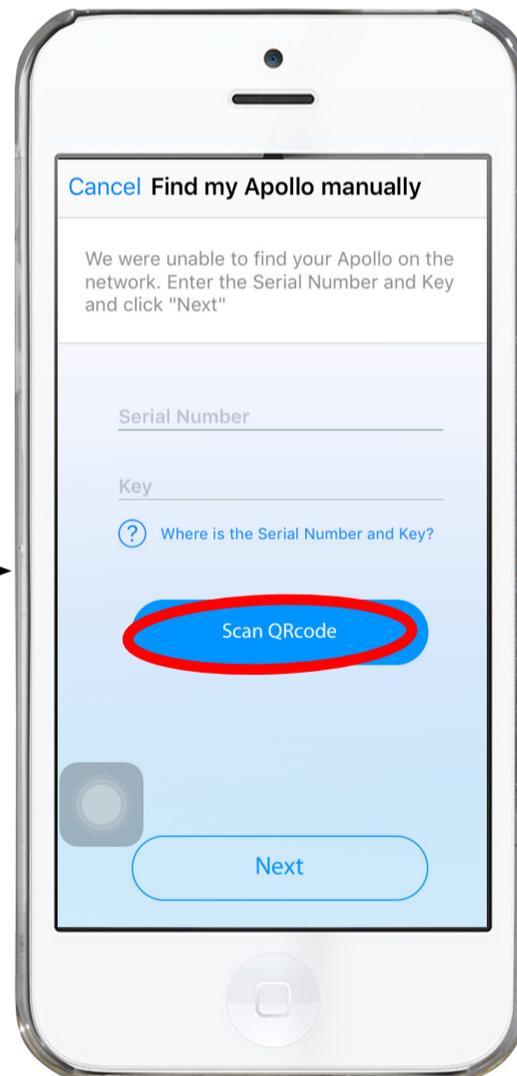
Please locate the QR code on a card included with your Apollo, then follow these steps to complete the QR code scanner method for claiming the Apollo:

1. If you do not see your Apollo device listed in the **Choose your Apollo** menu, touch to select *I don't see my Apollo serial number in the list* - a message appears reminding you to check the device connections.
2. Touch the *QR Code* button; the embedded QR scanner will open.

Touch "I don't see my Apollo ..."



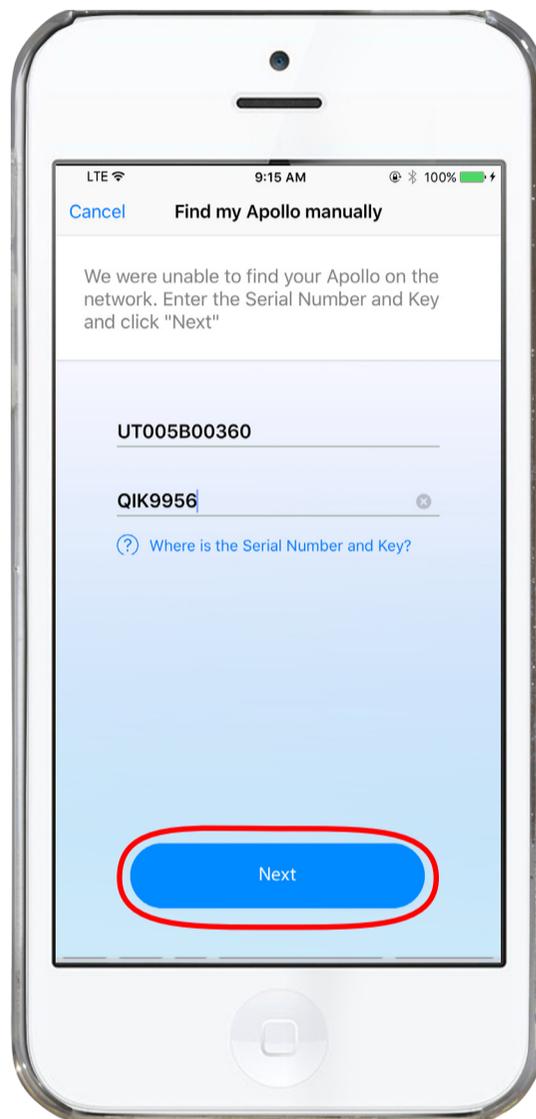
Touch the QR Code button



Using the Apollo Cloud App

3. Scan the QR code that was shipped with the Apollo. A successful scan of the QR code is confirmed when you see the Serial Number and Key appear.

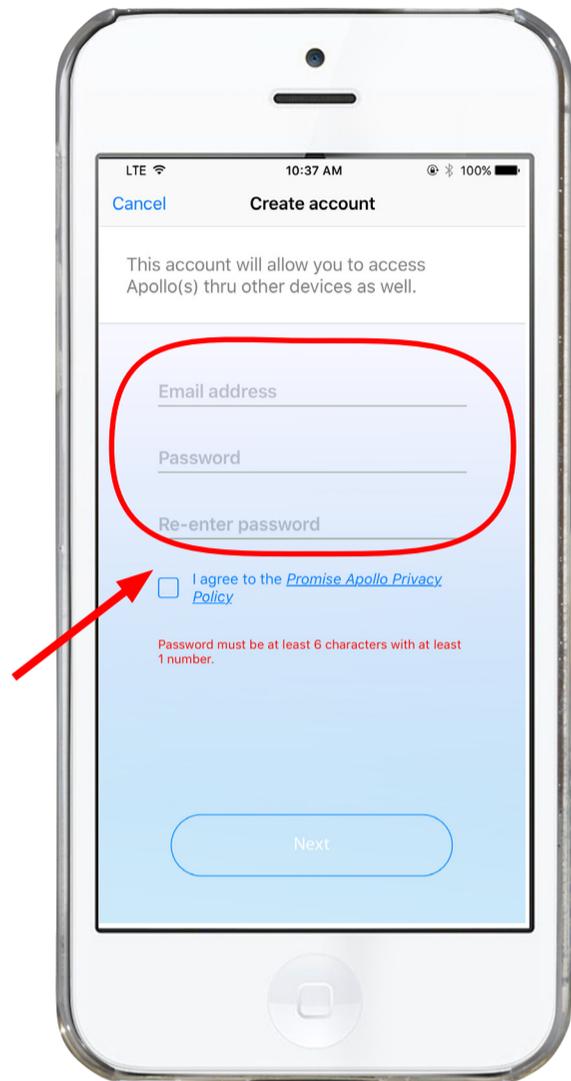
Touch Next



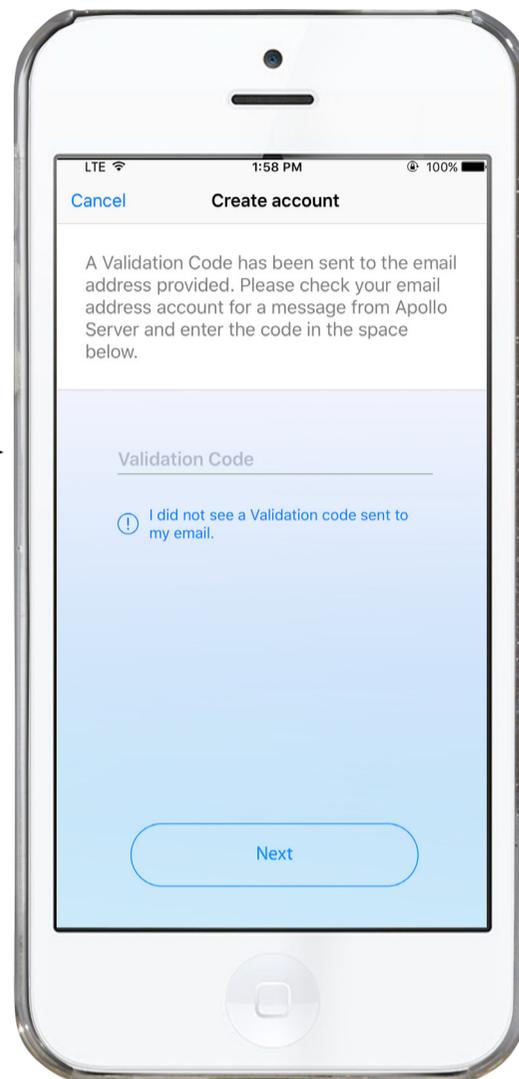
4. Touch the *Next* button.
5. In the new menu, enter your email address and a password you want to use for access to Apollo. This will be the account information you will use, as the Apollo owner, to login and manage the device. The password must be at least 6 characters in length, and contain at least one numeral. Make sure to create a password that is difficult to guess. Notice there is a blank box that states you agree to the Promise Apollo Privacy Policy. If you wish to see the policy, touch *Promise Apollo Privacy*, and the text of the policy appears. You can also view this at the Promise website. Make sure to check mark the blank box indicating you agree to the policy. Then touch the **Next** button.

Using the Apollo Cloud App

Enter new account info



Type validation code you received via email



6. Check your email account for the validation code. Use this to verify your account and bind your email address as the Apollo owner. If you do not see the email, check your spam folder. It might be mistaken by your email service to be an advertisement.
7. Type the validation code in the space provided, and touch **Next**.
8. That's it. If you have typed the validation code correctly, you should be logged in and ready to start using Apollo.
9. The first time you successfully access the newly claimed Apollo, you are greeted with a series of on screen introductory tips to help you become familiar with the Apollo interface (see next page). To skip the introduction, touch **Skip** at the bottom of the menu. To continue through the introduction, just swipe left to go to the next tip.

Using the Apollo Cloud App

Claiming Apollo: manual setup

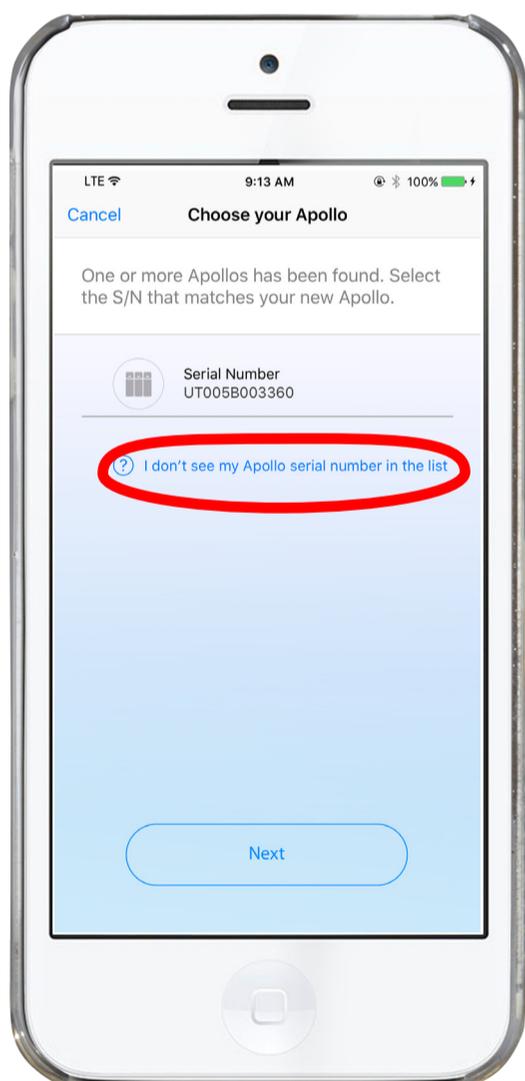
It is possible that your Apollo will not be recognized during the automatic discovery process. In this case, you need to provide the unique **Serial Number** and **Key code** for the Apollo unit you are going to claim. You can find the Serial Number and Key code on a card that should have been included in the Apollo packaging, or look on the bottom of the Apollo. There is a sticker attached to the bottom of the device housing with the Serial Number and Key code printed on it in small font. *You might need a magnifying glass to read it.*

Keep in mind that the Serial Number and key code are case-sensitive, so they must be entered exactly as they appear on the key card or on the bottom of the Apollo device.

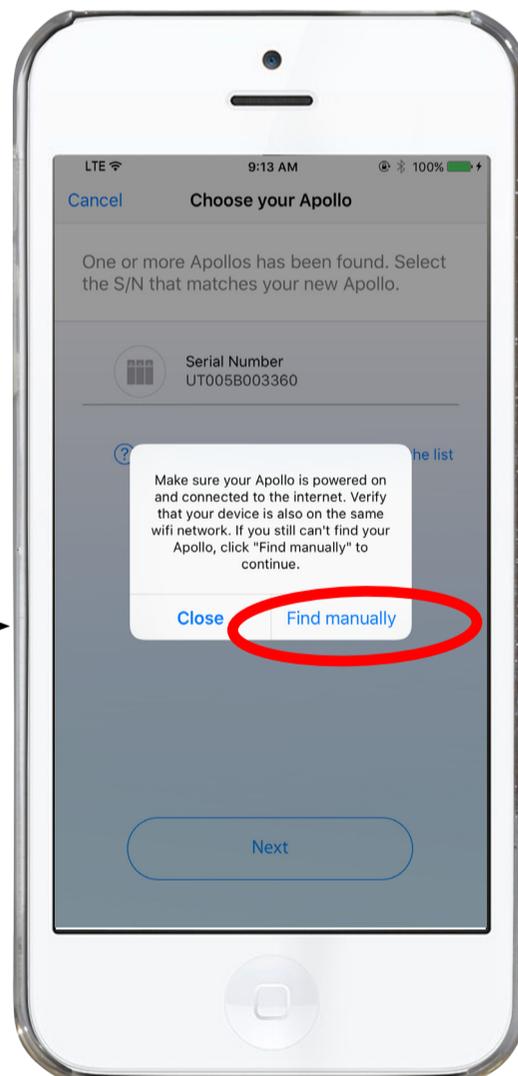
Follow these instructions if you do not see the Apollo listed when you are asked to choose a device.

1. If you do not see your Apollo device listed in the **Choose your Apollo** menu, touch to select *I don't see my Apollo serial number in the list* - a message appears reminding you to check the device connections.
2. Touch *Find Manually*.

Touch "I don't see my Apollo ..."



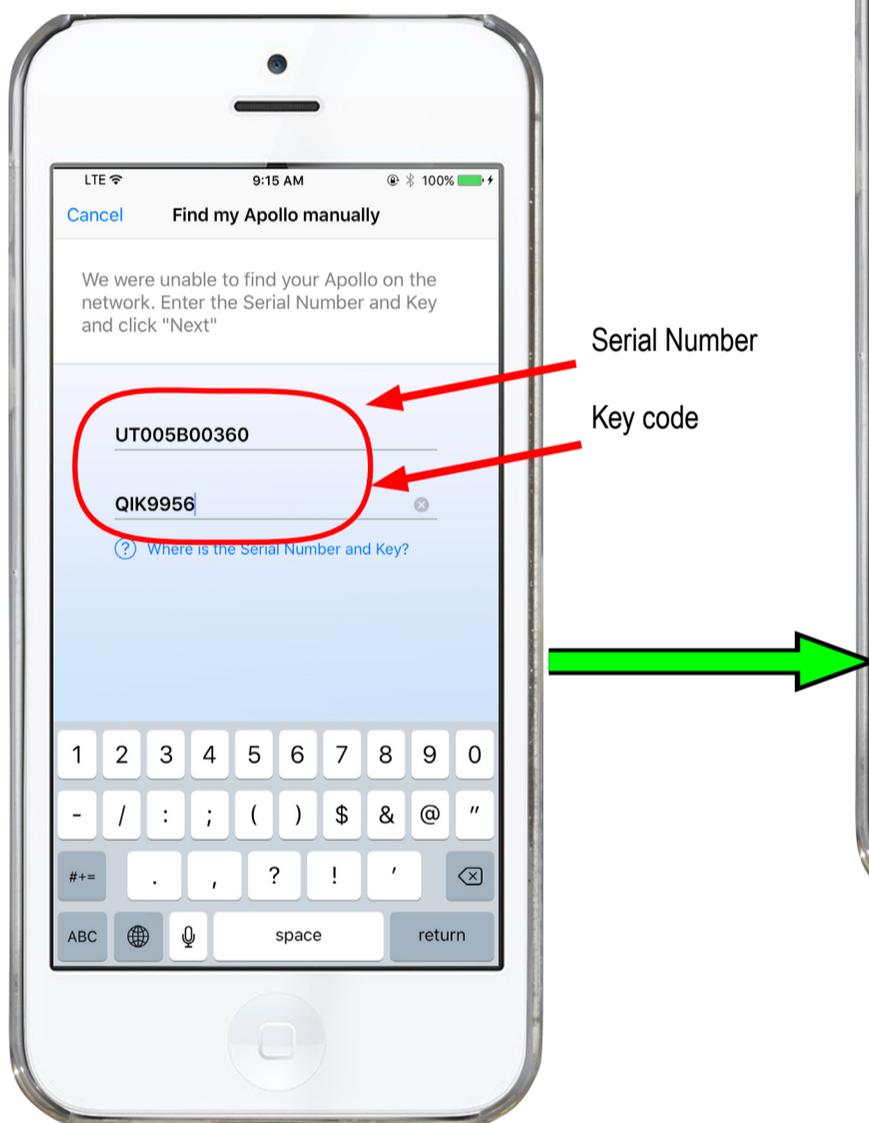
Touch "Find Manually"



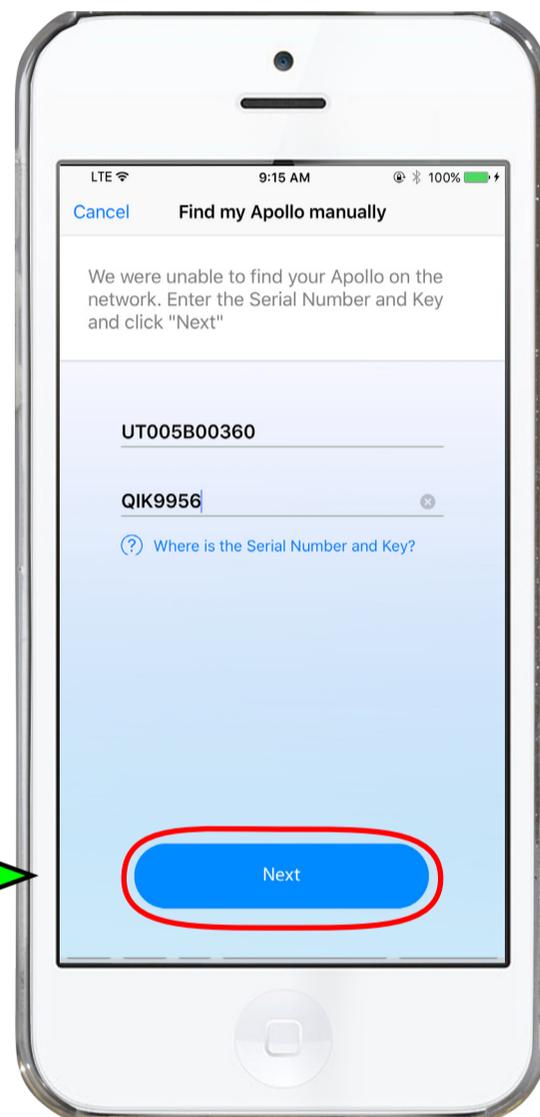
Using the Apollo Cloud App

3. In the new menu, enter the **Serial Number** and **Key code** exactly as they appear written on your Key card or on the bottom of the Apollo device housing. Then touch **Next**. *The remaining steps are now exactly the same as if the Apollo had been discovered automatically.*

Enter Serial Number and Key code



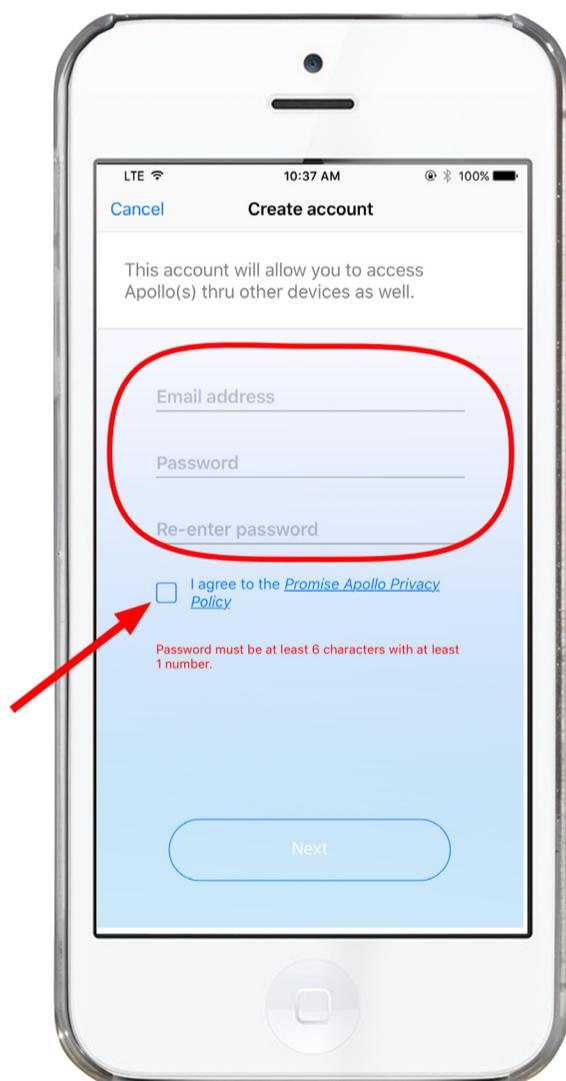
Touch Next



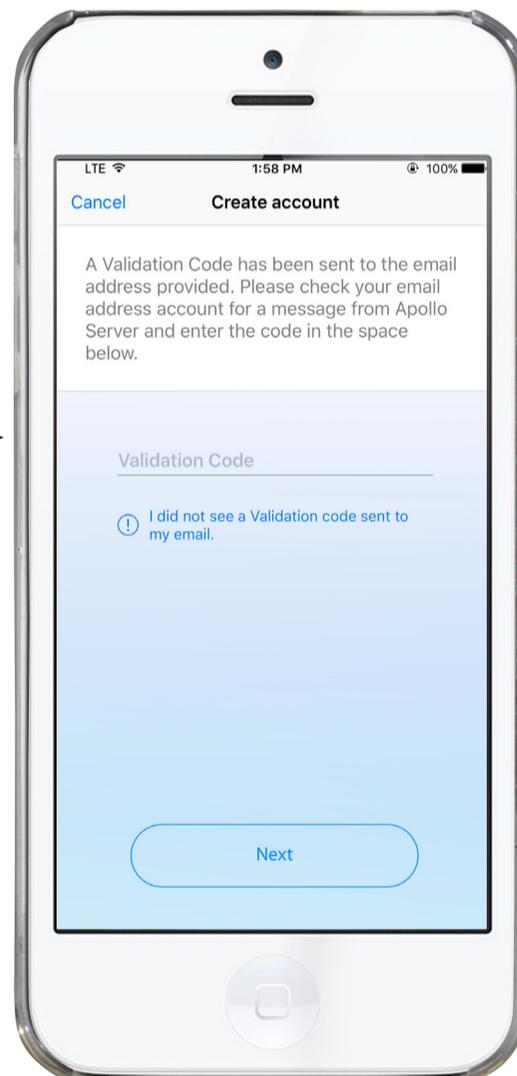
Using the Apollo Cloud App

4. In the new menu, enter your email address and a password you want to use for access to Apollo. This will be the account information you will use, as the Apollo owner, to login and manage the device. The password must be at least 6 characters in length, and contain at least one numeral. Make sure to create a password that is difficult to guess. Notice there is a blank box that states you agree to the Promise Apollo Privacy Policy. If you wish to see the policy, touch *Promise Apollo Privacy*, and the text of the policy appears. You can also view this at the Promise website. Make sure to check mark the blank box indicating you agree to the policy. Then touch the **Next** button.
5. Check your email account for the validation code. Use this to verify your account and bind your email address as the Apollo owner. If you do not see the email, check your spam folder. It might be mistaken by your email service to be an advertisement.
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Enter new account info



Type validation code you received via email



Using the Apollo Cloud App

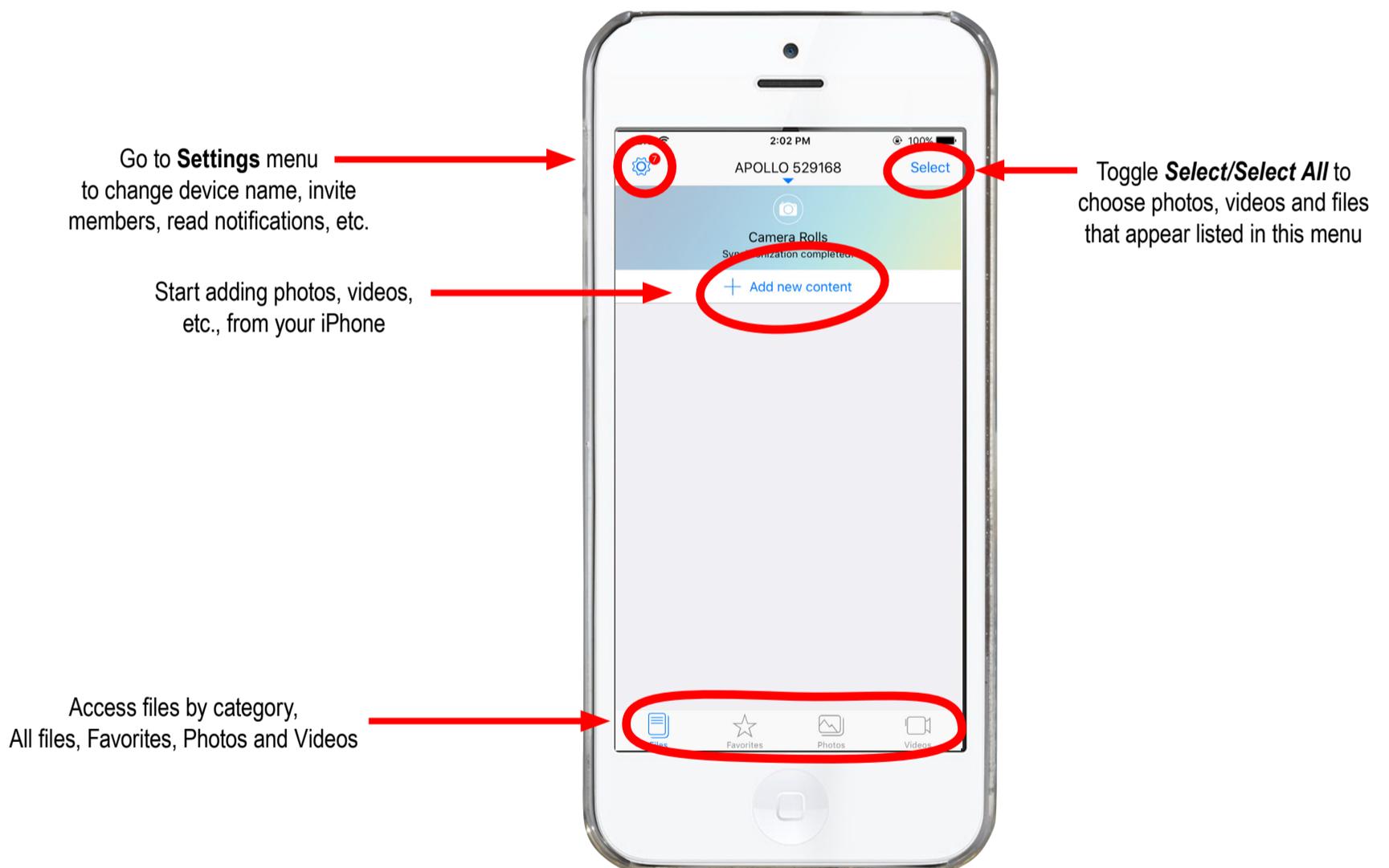
Apollo Cloud mobile interface

The Apollo Cloud App user interface is easy to use and intuitive, especially if you have used photo management or file management Apps before. Even if you are an experienced App user, you might want to take a minute or two to get familiar with the Apollo Cloud App. Here is a brief introduction to get you started using the App.

There are some minor differences in appearance and function between the two smart phone versions of Apollo Cloud App. Most of the examples pictured in this document are from the iPhone, the Android interface is nearly identical in appearance, but there is no functional difference between the two versions.

Apollo Cloud first login

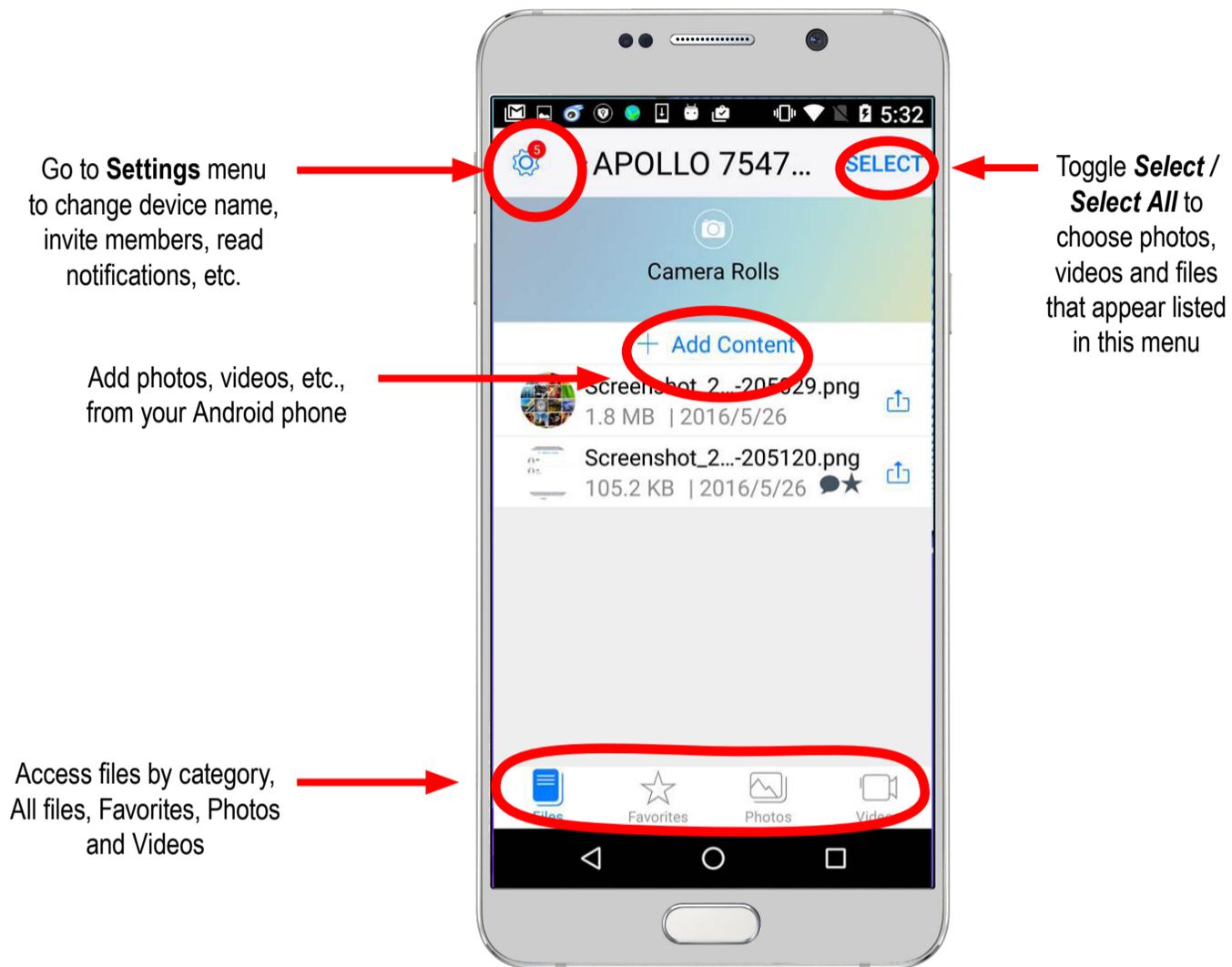
iPhone Apollo Cloud after first login



In addition of uploading content from your iPhone, the Apollo Cloud App be used to transfer content from other Cloud storage such as Google Drive, One Drive, or any other public cloud service you can access with your iOS mobile device. Use the Add document feature to transfer files from the public cloud to Apollo.

Using the Apollo Cloud App

Android Apollo Cloud main menu



In addition of uploading content from your smart phone, the Apollo Cloud App be used to transfer content from other Cloud storage such as Google Drive, One Drive, or any other public cloud service you can access with your Android mobile device. Use the Add document feature to transfer files from the public cloud to Apollo.

Using the Apollo Cloud App

How to add content, create folders, manage files

You can start manually adding content from your mobile device or computer by touching **+Add content** near the top of the Apollo Cloud main menu. The procedures for adding video, photos, and other files, and nearly identical. The first example provided shows how to add photos from an iPhone and place them on Apollo, or create a folder on Apollo and place photos in the folder.

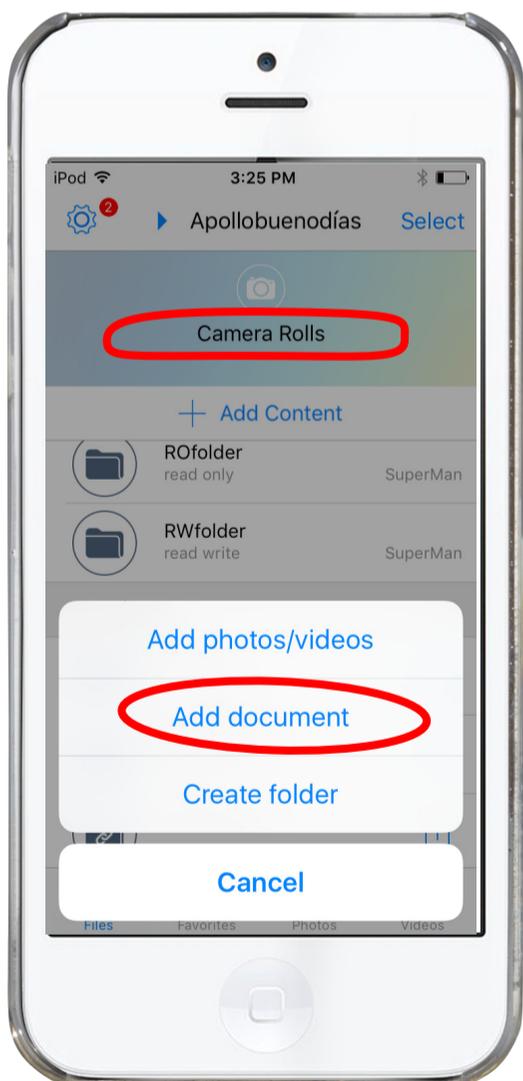
You can also sync photos in the Camera Roll of your smart phone to the Apollo. For instructions to do this, please go to “Using Camera Rolls”.

Adding photos from iPhone

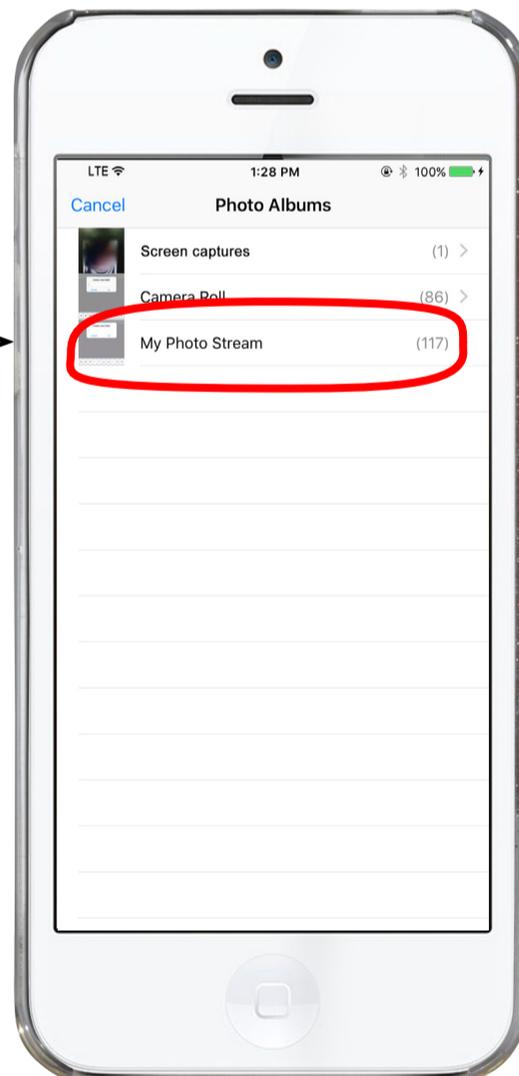
To add photos you can create a folder first (see below), or just choose and add photos to Apollo, then you can create a folder and place them in it later.

1. To begin adding photos, touch **+Add content**, and choose the action you want to take in the menu that pops up. In this example, we will add photos without first creating a folder. Choose **Add photos/Videos**.
2. Select the folder from the **Photo Albums** menu to open the folder and view thumbnails of the content.

Add photos from mobile device



Choose and open photos folder



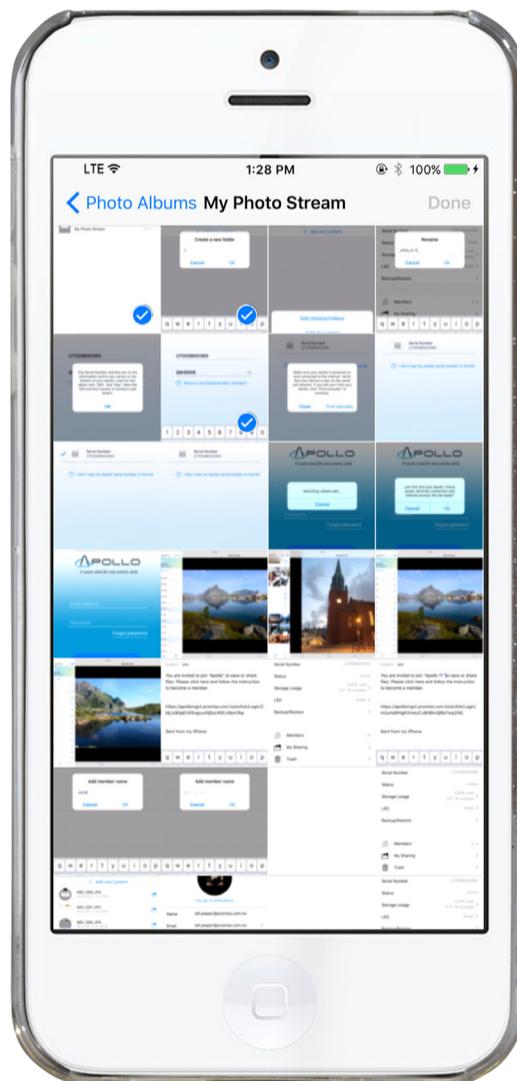
Using the Apollo Cloud App



A maximum of up to 100 photo/video files can be selected for upload.
Document files can be selected one at a time for upload.

3. Select the photos in the folder you want to upload. The menu works like other photo management Apps. Touch **Select** to begin selecting photo files, scroll up and down through the folder. When you have chosen the files you want, touch **Complete** to being uploading. The time it takes to upload depends on the amount of data (photos) you selected and the speed of your WiFi or Wireless Data connection.

Select photos to upload to Apollo

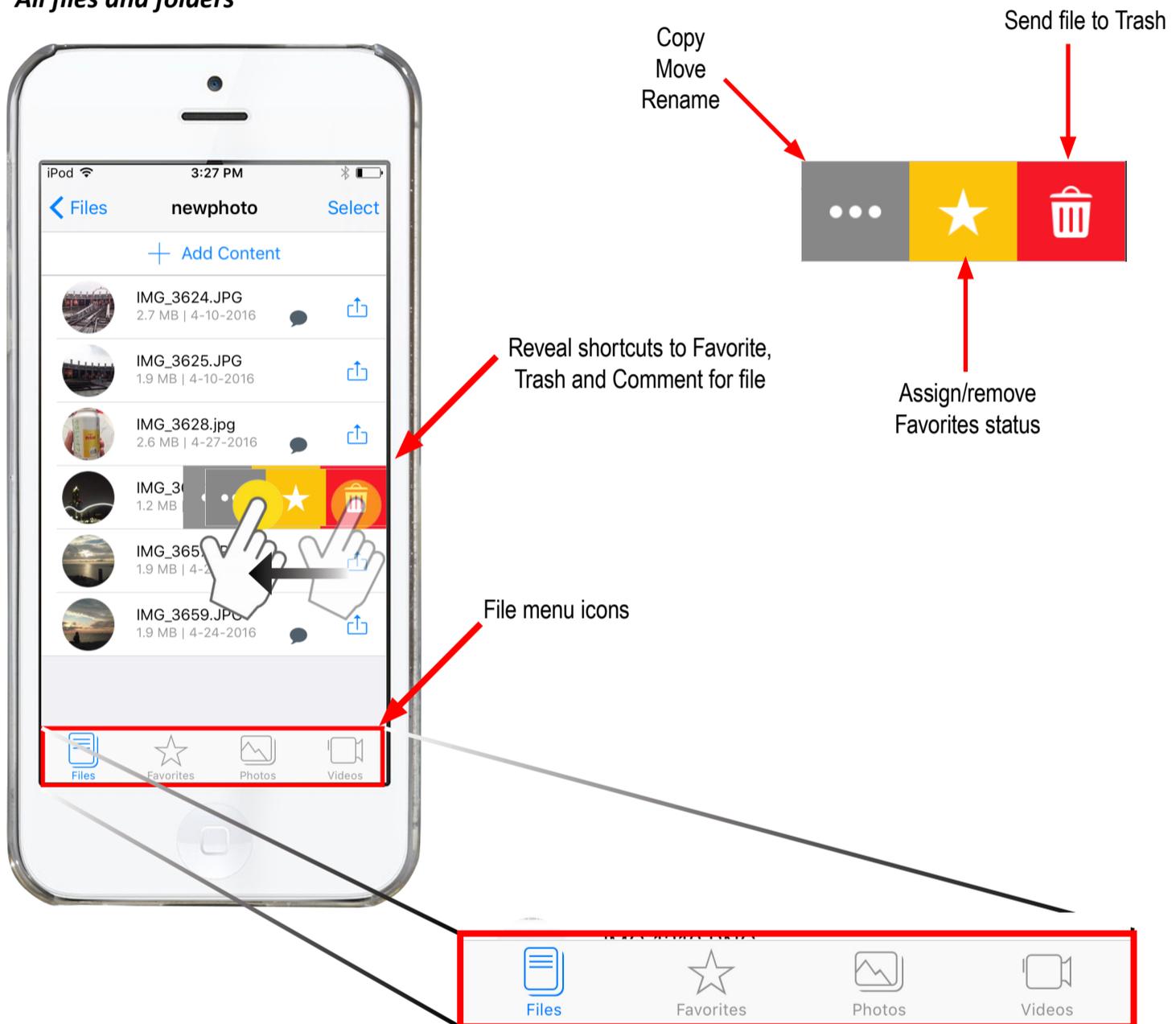


Using the Apollo Cloud App

Files by category

The icons at the bottom of the main Apollo Cloud menu link to menus for **Files** (all file types), **Favorites**, **Photos**, and **Videos**. Use these to go to files and content in that category.

All files and folders



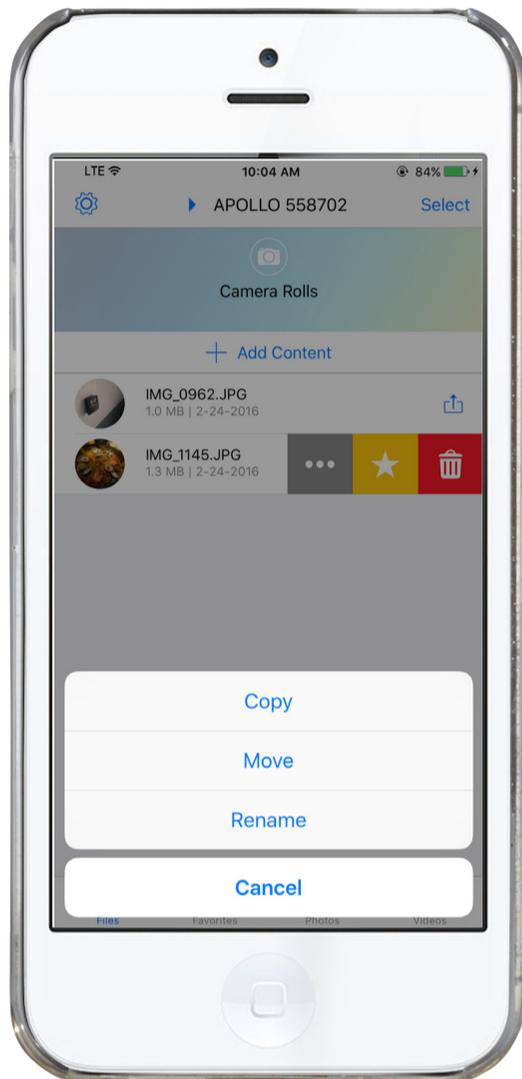
File management shortcuts

For any file that you see in the Apollo Cloud interface, you can choose to make a comment, assign or remove Favorite status, or send it to the Trash. The shortcut for these actions is hidden. To reveal the shortcut, touch and hold in the on the right edge of the file row, then swipe the shortcuts to the left as they appear.

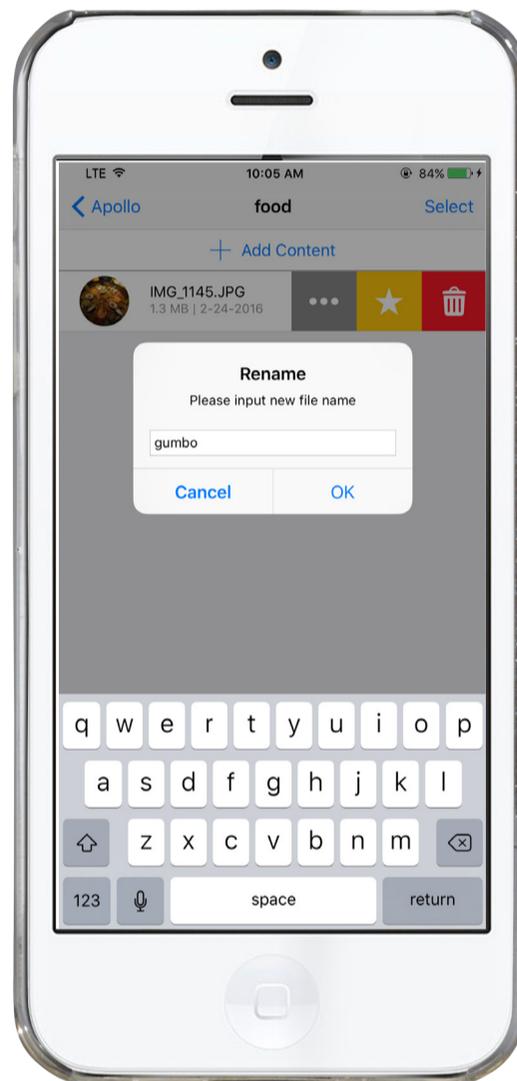
Using the Apollo Cloud App

How to Copy, Move, and Rename files

Copy Move Rename menu links



Rename file



For any file that you see in the Apollo Cloud interface, you can choose to make a comment, assign or remove Favorite status, or send it to the Trash. The shortcut for these actions is hidden. To reveal the shortcut, touch and hold in the on the right edge of the file row, then swipe the shortcuts to the left as they appear.

Using the Apollo Cloud App



Important

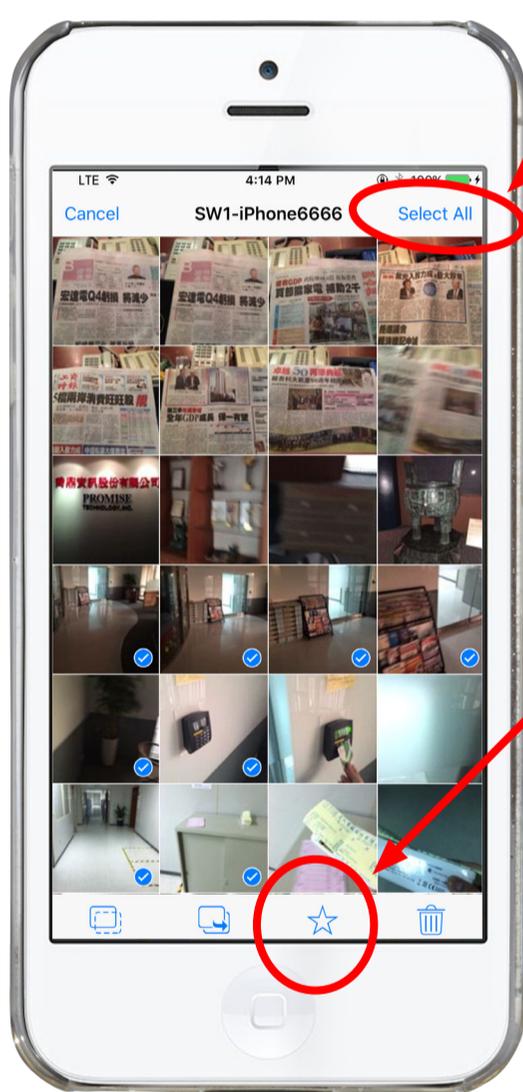
Files placed in the Favorites category are downloaded and stored on your mobile device, and therefore will use storage space. Keep this in mind when you designate files as a Favorite, especially a large file such as a long video.

Using Favorites

Favorite files are files you might want to access frequently. These files are stored on the mobile or local device, so be aware that Favorites files will use up storage space on your phone. Put them in Favorites for quick reference.

To designate any file as a Favorite, you can use the menu shortcut for individual files in the **Files** menu or in **Camera Roll** (see “File management shortcuts”), or open a folder, select the files you want to make Favorites, and touch the Favorite icon at the bottom of the menu. The files you made Favorites will now appear in the Favorites folder.

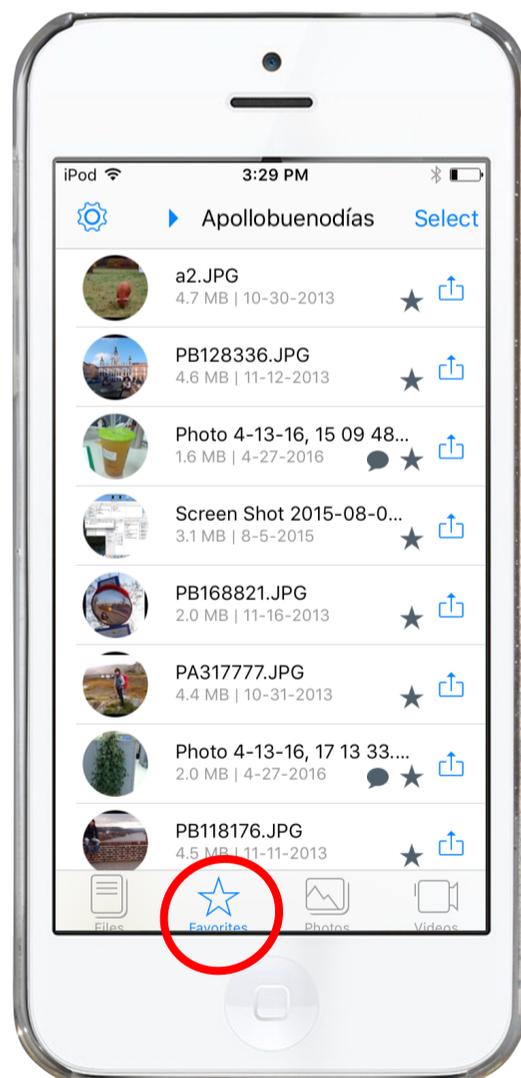
Select files and designate Favorite



Touch here to toggle between **Select** and **Select All**

Touch here to add selected photos to **Favorites** folder

Favorites menu



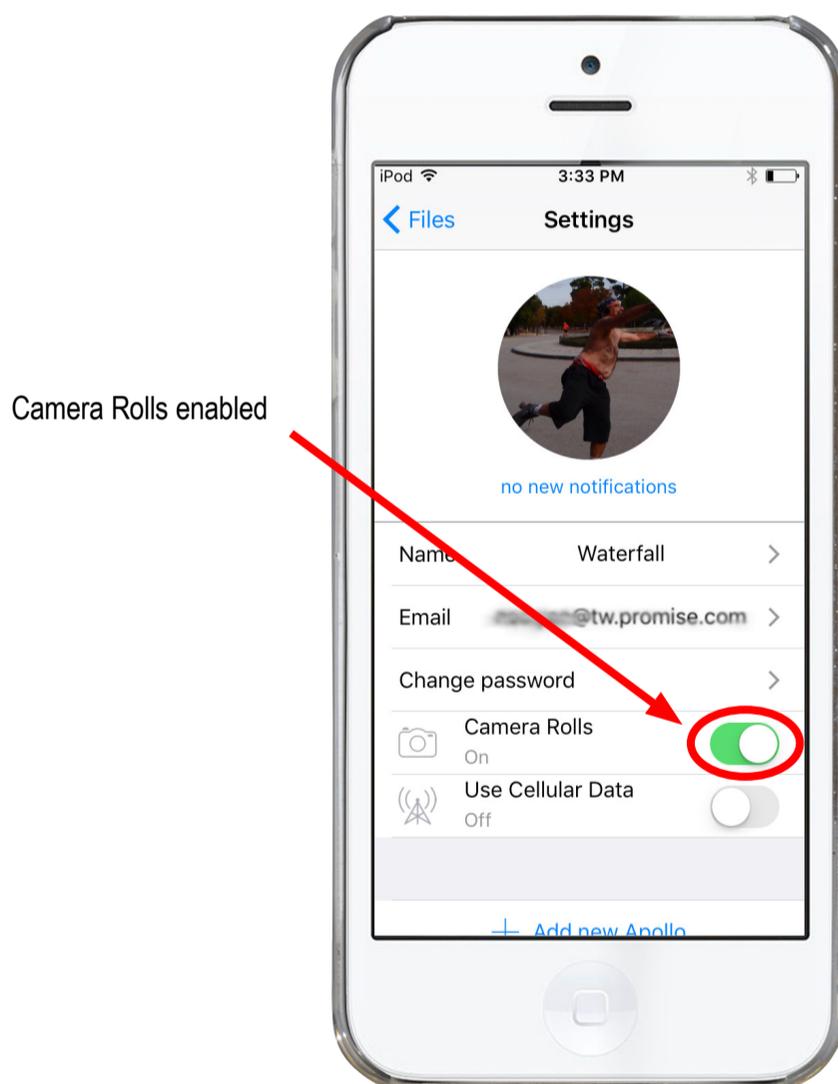
Using the Apollo Cloud App

Using Camera Rolls

Photos and videos can be automatically uploaded to Apollo using the Camera Rolls feature. When Apollo Cloud is running and connected, any videos or photos you create will be automatically uploaded and stored. Note that Camera Rolls can be used when you are not in range of a WiFi connection to the Internet, but your mobile device must support a wireless Internet data connection via a 3G and 4G network. Wireless Internet data transfer is enabled separately in the same place you enable automatic uploads from your Camera Roll. You should only enable this if you cannot use a local WiFi connection to access the Internet, since there are typically usage fees for this service.

To enable the Camera Rolls automatic uploads, go to the **Settings** menu and *slide* the Camera Rolls switch to the right.

Enable Camera Rolls



Using the Apollo Cloud App



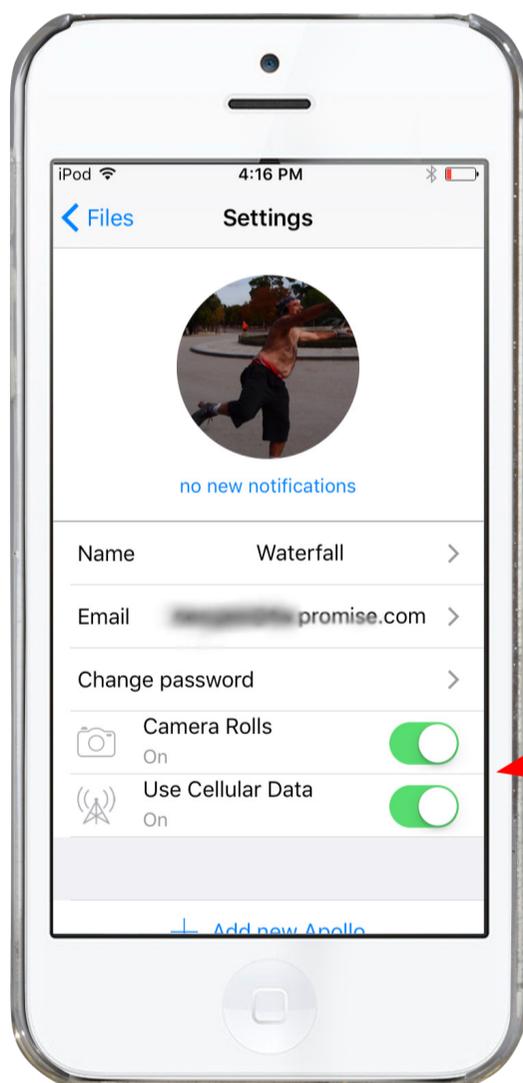
Important

Cellular Data capability must be available and enabled on your mobile device in order to use this feature. The ability to use the Cellular Data network is controlled by the operating system. If your mobile service includes this feature, you will need to enable it in the Settings menu of your mobile device, it might also be necessary to give explicit permission to Apollo Cloud App to use the Cellular Data network.

[How to enable Cellular Data transfer for using Camera Rolls on 3G/4G network](#)

If you have 3G or 4G cellular data network service, you can enable Camera Roll Sync to function over this network. To enable Cellular Data transfer for Camera Rolls, slide the switch immediately below the Camera Rolls switch to the right. Note that Camera Rolls must be enabled in order to use the Cellular Data network.

Enable Cellular Data network connection



Cellular Data network for
Camera Rolls enabled

Using the Apollo Cloud App

Managing Members

You can create Apollo member users in order to easily share pictures, videos, and other content among the member group. Apollo member users have complete control over the files in their account. It is up to each user to select the fellow Apollo members that can view videos or pictures that are shared. Users also have the option to share their own user content with the public.

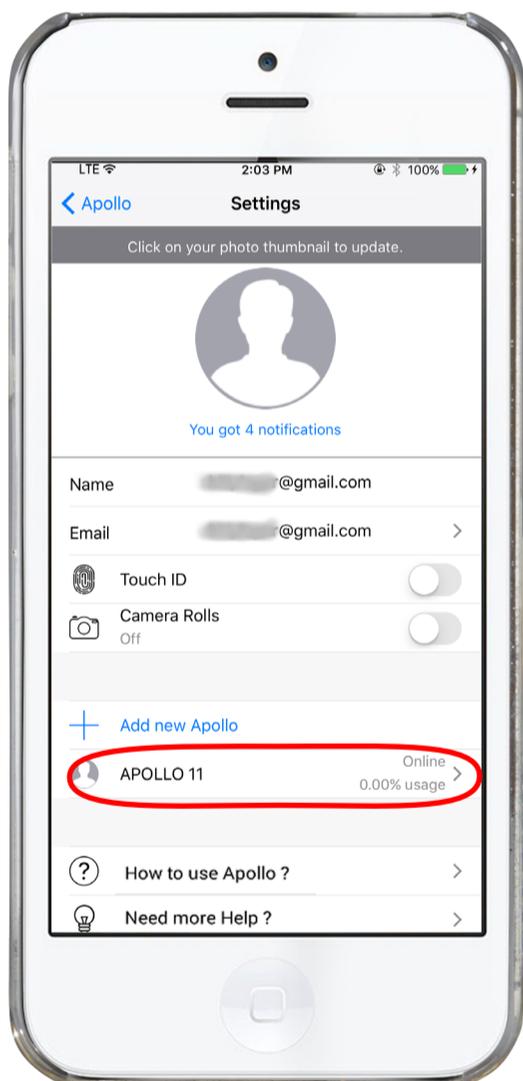
Adding new members

In addition to sharing files and folders, the Apollo owner can send invitations for membership to share space on the Apollo. This is an exclusive privilege of the Apollo owner.

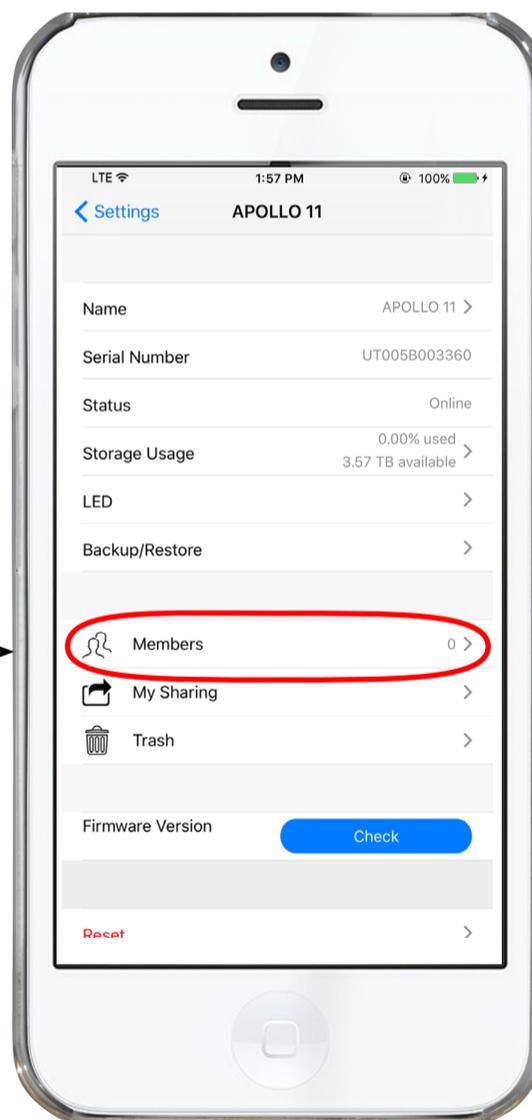
To add a new member to the Apollo user group, follow these steps:

1. Go to the Apollo device menu, then select **Members** to view the **Members** menu.

Go to the device menu



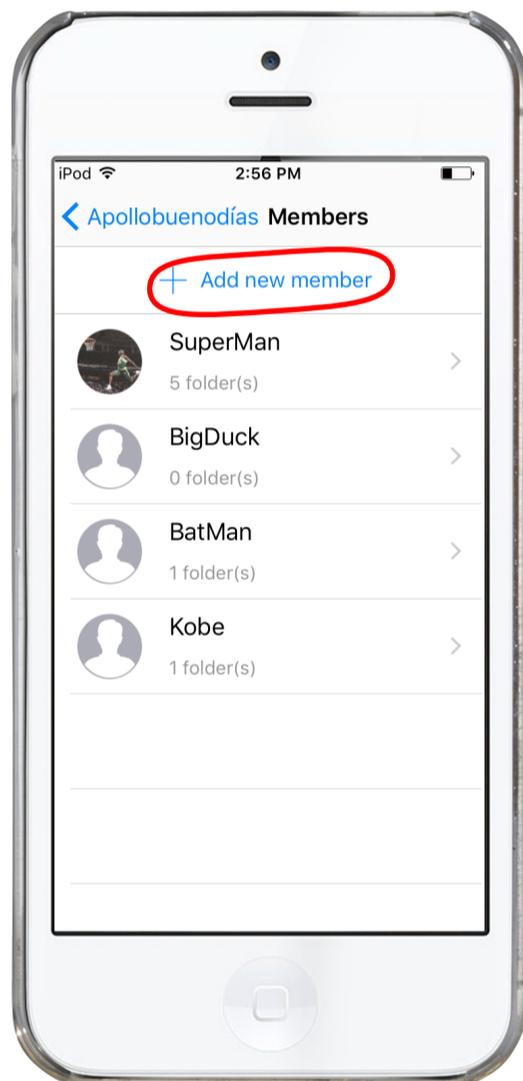
Access Members menu



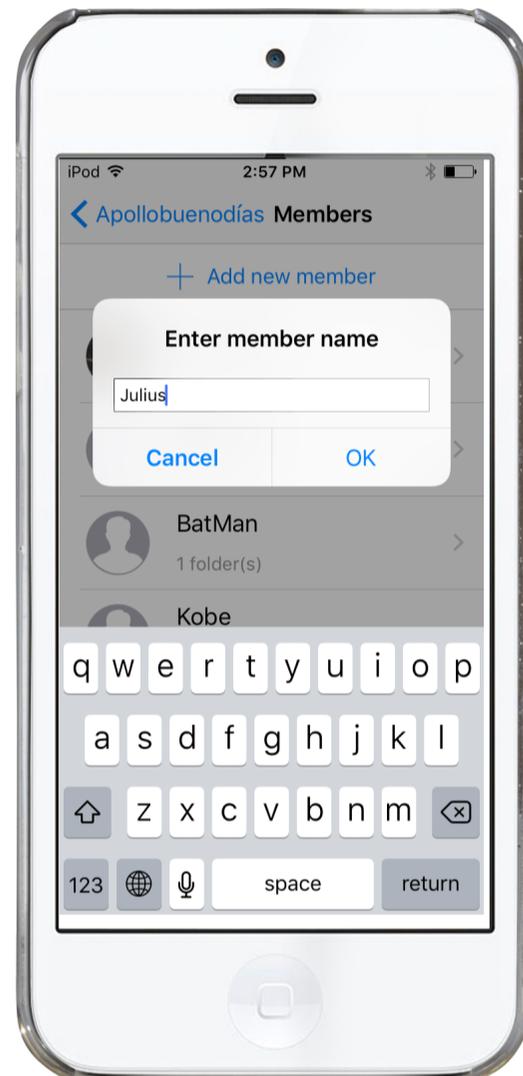
Using the Apollo Cloud App

2. Touch **+ Add new member**, enter a name for the new Apollo member to whom you will send an invitation, and select **OK** to create the new member account.

Select + Add new member



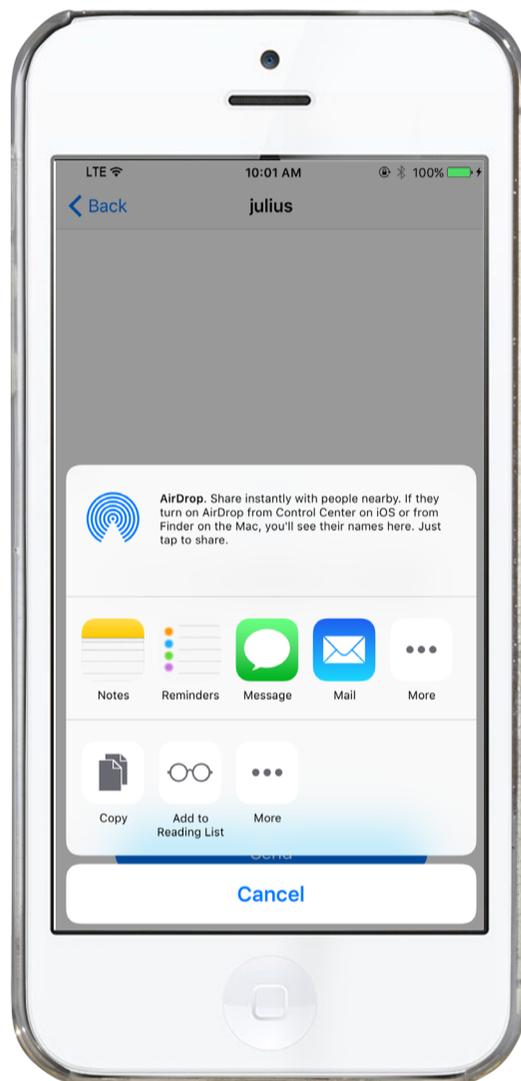
Enter name for new member



Using the Apollo Cloud App

- Now you are asked to send an invitation to the new member. In the new menu, the member name appears with a message telling you that the member invitation link has been copied to the clipboard. You can choose a messaging or email program to send it.

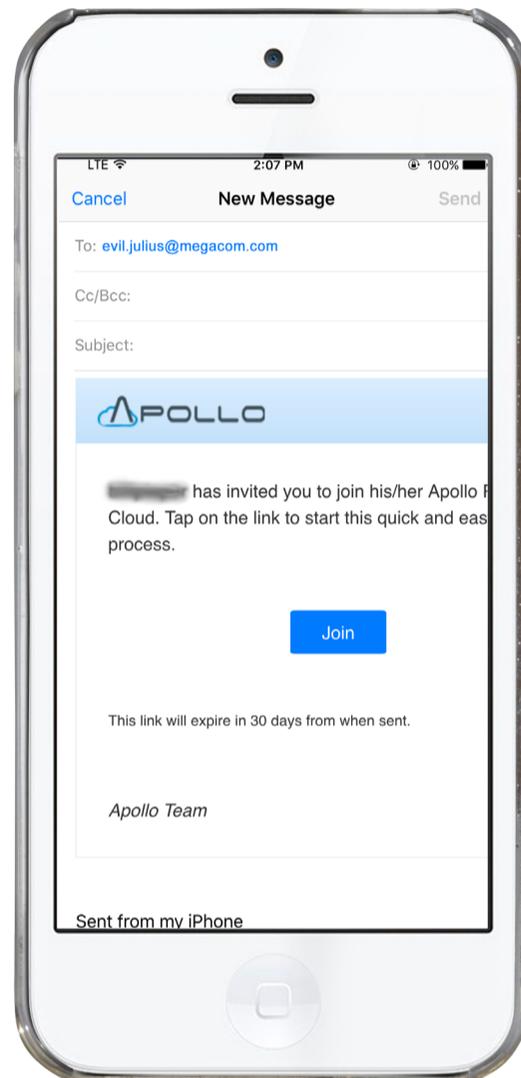
Choose method to send invitation



Using the Apollo Cloud App

4. Send the invitation. You can use the prepared message containing the link, or type your own message and paste the link into it. Then send it.

Automatically generated invitation message



5. Upon receiving the invitation, the new member can activate the link in the message, this will bring up a web referral menu where the recipient can choose to go to the **App Store** or **Google play** to get the Apollo Cloud App. If the App is already installed, then activating the link launches the App. The new member then must login and create a password, similar to the Apollo setup procedure for claiming the Apollo.

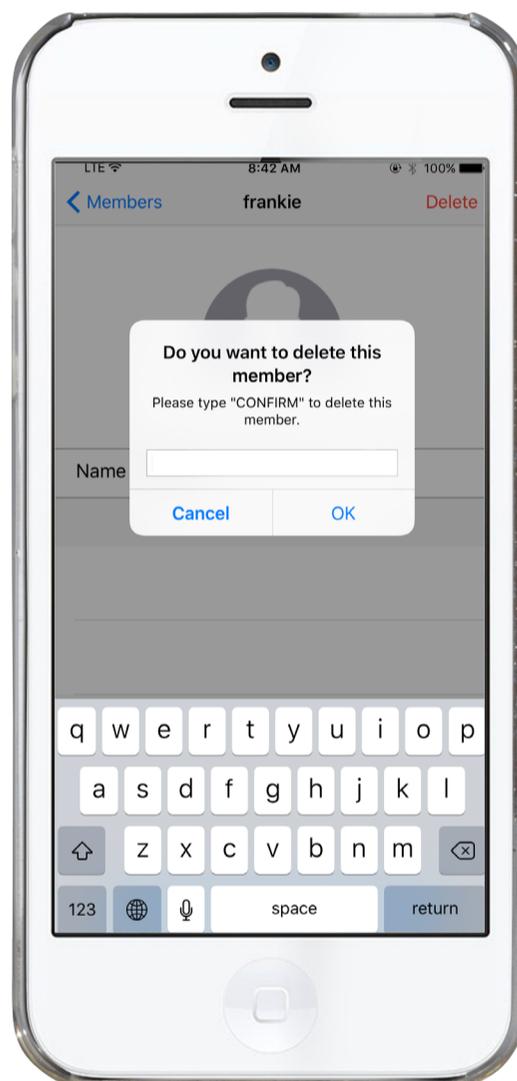
Using the Apollo Cloud App

Removing a member from Apollo

The Apollo owner can delete a member from the Apollo user group. Deleting a member will permanently remove all content stored by that member.

To delete a member from the Apollo user group, go to the **Members** menu, select the member that you want removed, and choose the **Delete** option. A dialog pops up asking that you confirm that you want to delete the member. To permanently delete the member content and remove the member from the Apollo user group, type “confirm” and touch **OK**.

Confirm you want to remove a member



Using the Apollo Cloud App

Sharing files

Sharing photos, videos and other files with friends and family is what Apollo Cloud is all about. Apollo member users have complete control over the files in their account. It is up to each user to select the fellow Apollo members that can view videos or pictures that are shared. Users also have the option to share their own user content with the public.

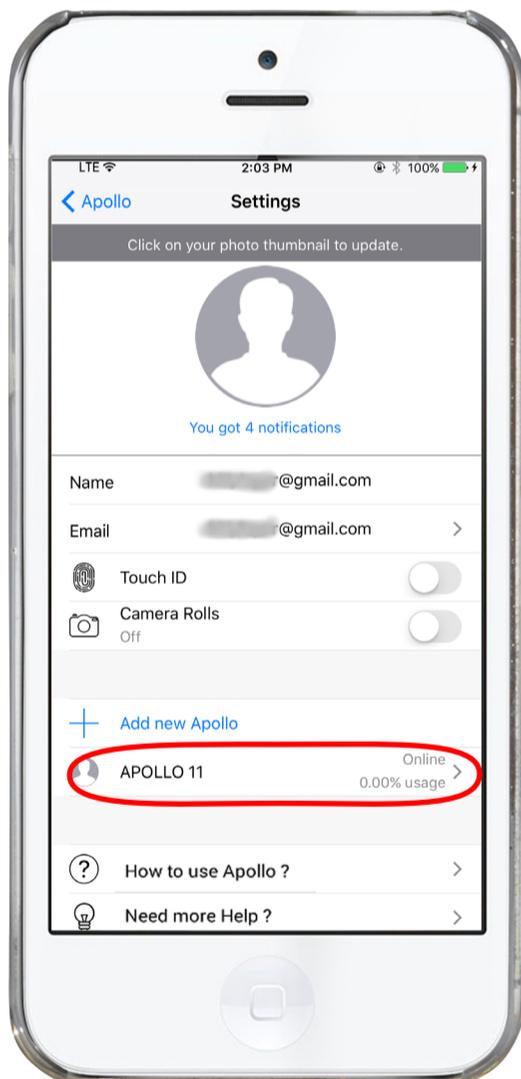
Adding new members

In addition to sharing files and folders, the Apollo owner can send invitations for membership to share space on the Apollo. This is an exclusive privilege of the Apollo owner.

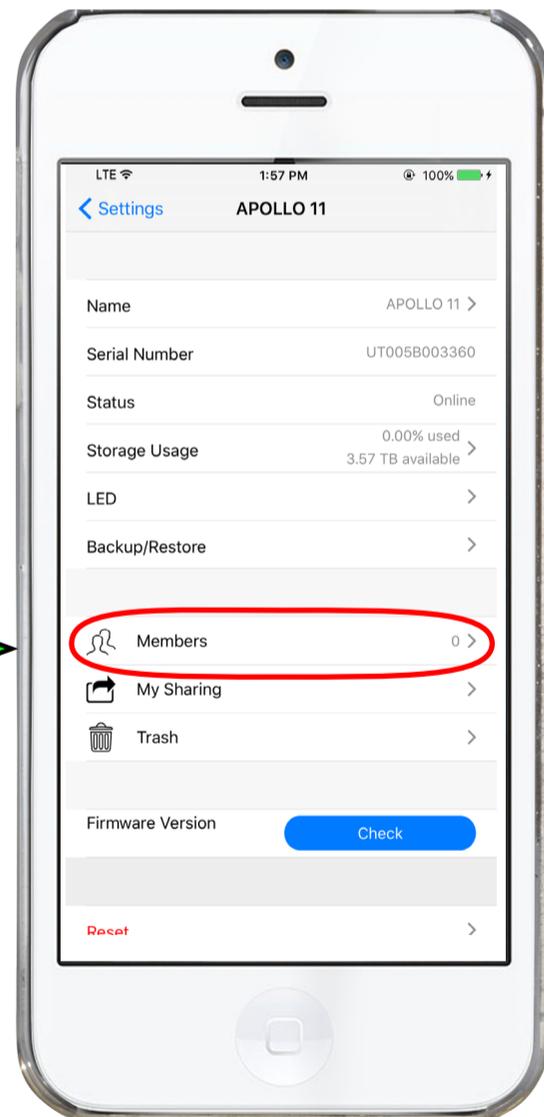
To add a new member to the Apollo user group, follow these steps:

1. Go to the Apollo device menu, then select **Members** to view the **Members** menu.

Go to the device menu



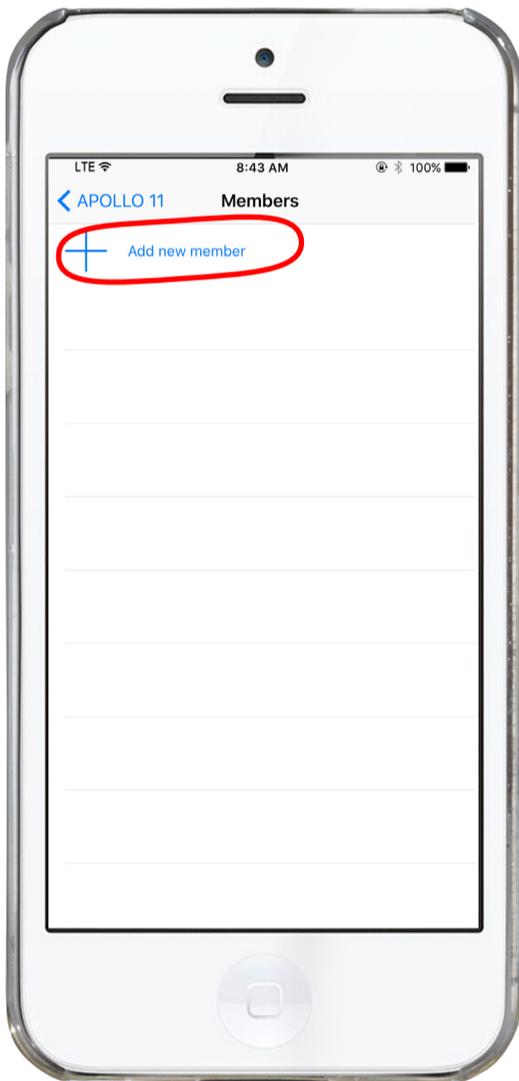
Access Members menu



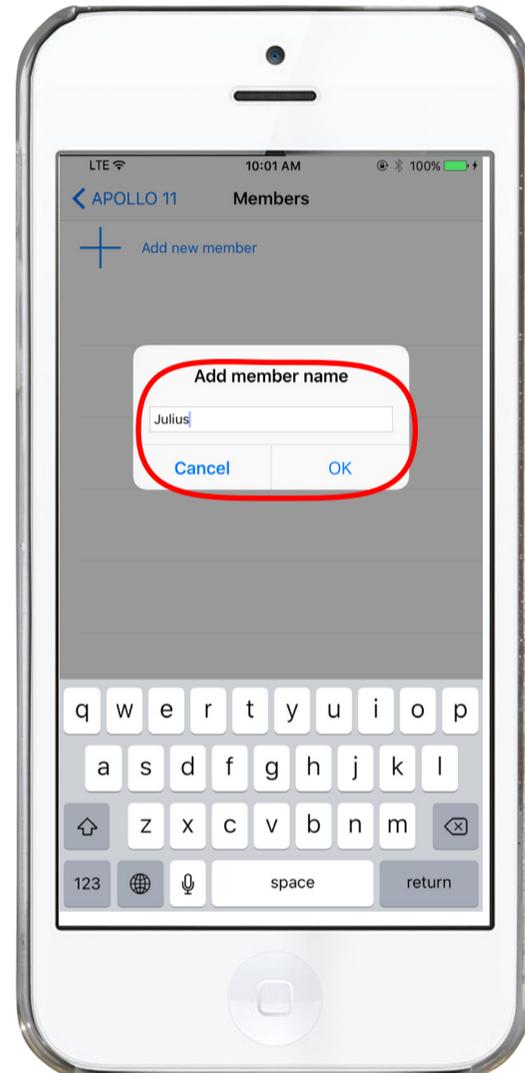
Using the Apollo Cloud App

2. Touch **+ Add new member**, enter a name for the new Apollo member to whom you will send an invitation, and select **OK** to create the new member account.

Select + Add new member



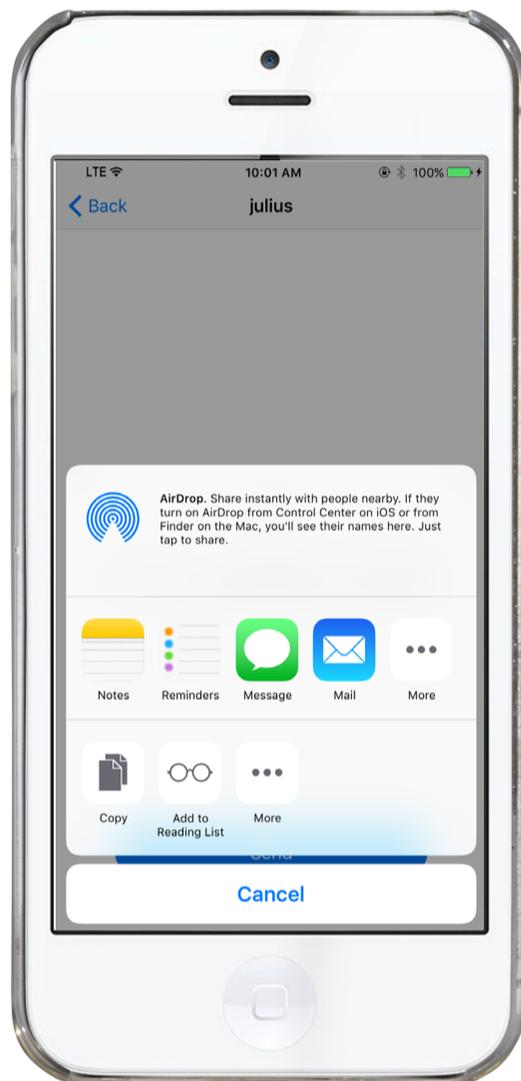
Enter name for new member



Using the Apollo Cloud App

- Now you are asked to send an invitation to the new member. In the new menu, the member name appears with a message telling you that the member invitation link has been copied to the clipboard. You can choose a messaging or email program to send it.

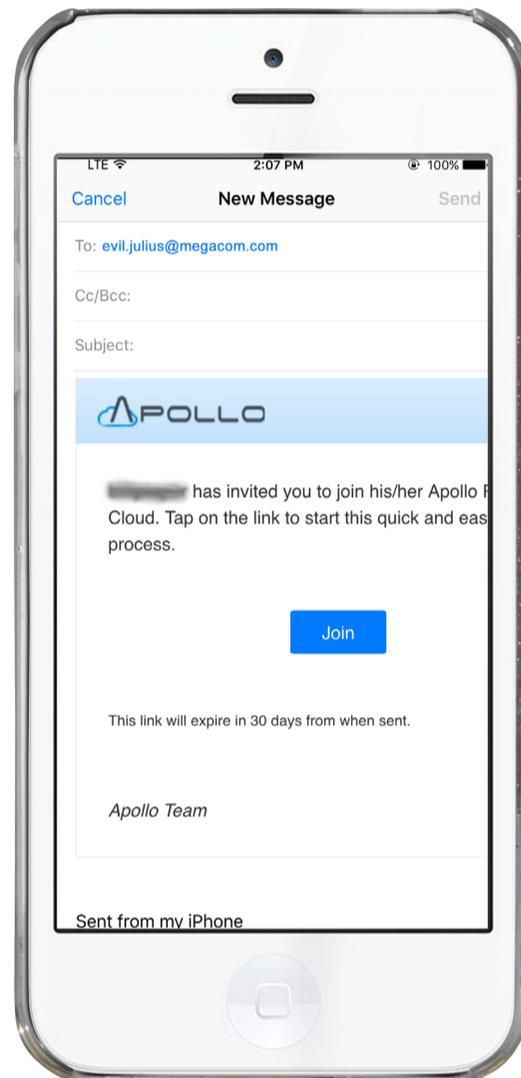
Choose method to send invitation



Using the Apollo Cloud App

4. Send the invitation. You can use the prepared message containing the link, or type your own message and paste the link into it. Then send it.

Automatically generated invitation message



5. Upon receiving the invitation, the new member can activate the link in the message, this will bring up a web referral menu where the recipient can choose to go to the **App Store** or **Google play** to get the Apollo Cloud App. If the App is already installed, then activating the link launches the App. The new member then must login and create a password, similar to the Apollo setup procedure for claiming the Apollo.

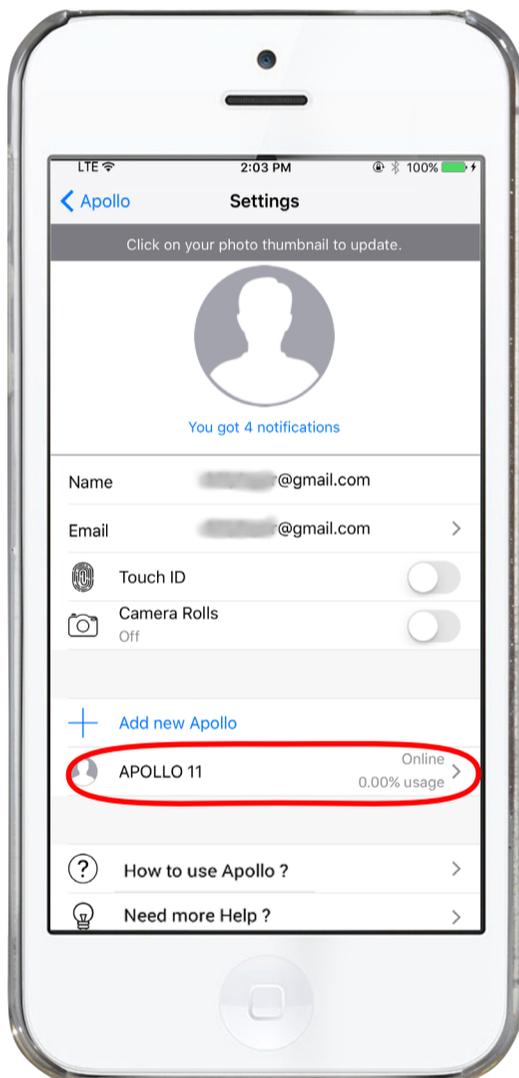
Using the Apollo Cloud App

Sharing folders and files with members

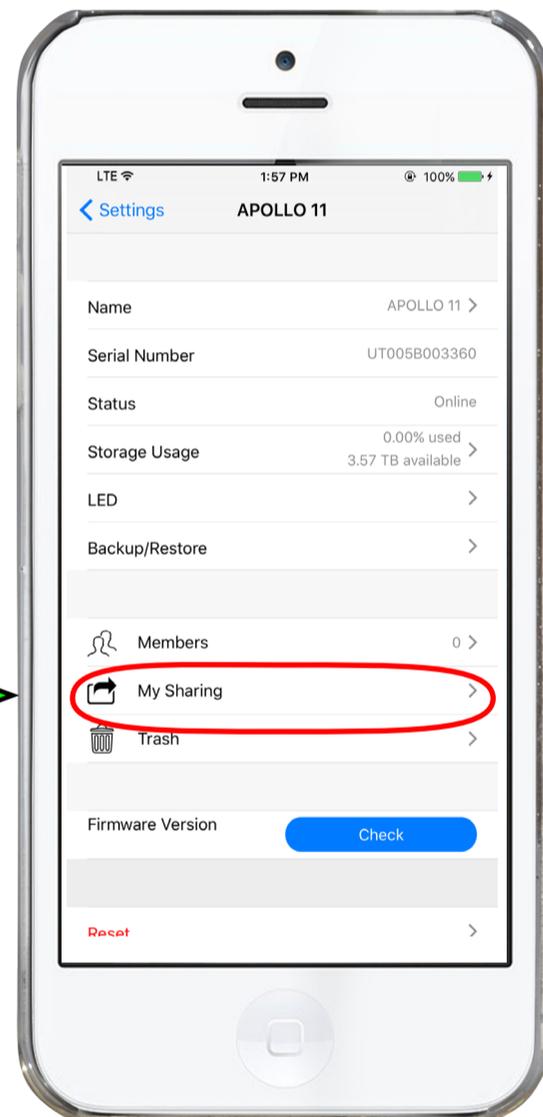
Follow these steps:

1. Go to the Apollo device menu, then select **My Sharing** to view the **Share To** menu.

Go to the device menu



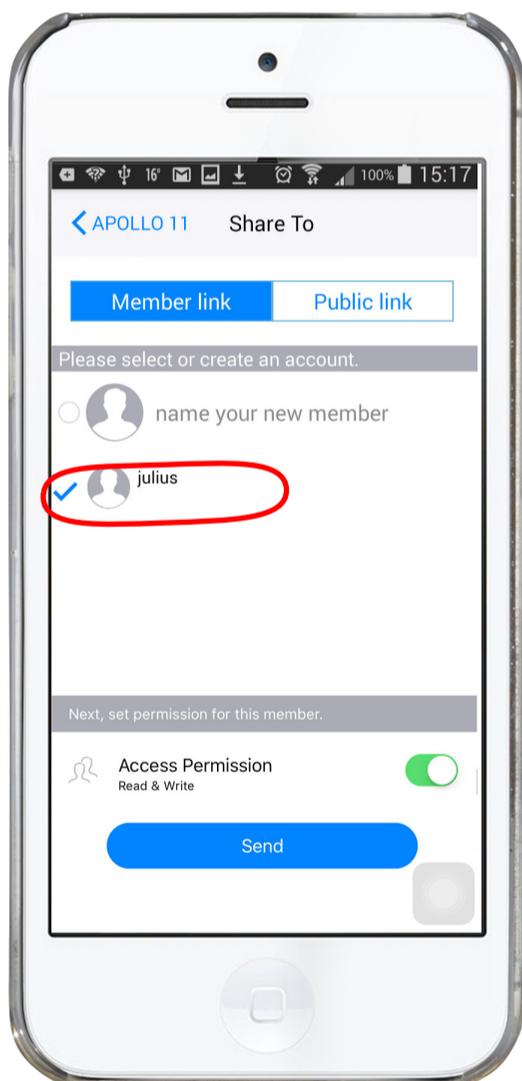
Share To menu



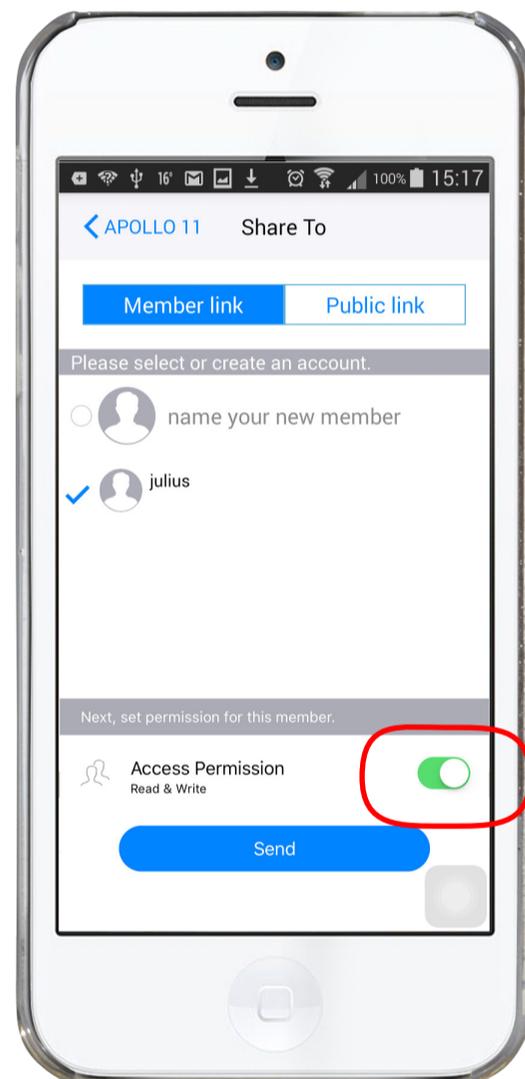
Using the Apollo Cloud App

2. In **Member Link** list (displays by default), select one or more Apollo members for sharing.
3. Set sharing permission. Sharing with members can be read-only (members cannot change files or upload to folders), or read-write (members can upload and change files).

Select a member from the list



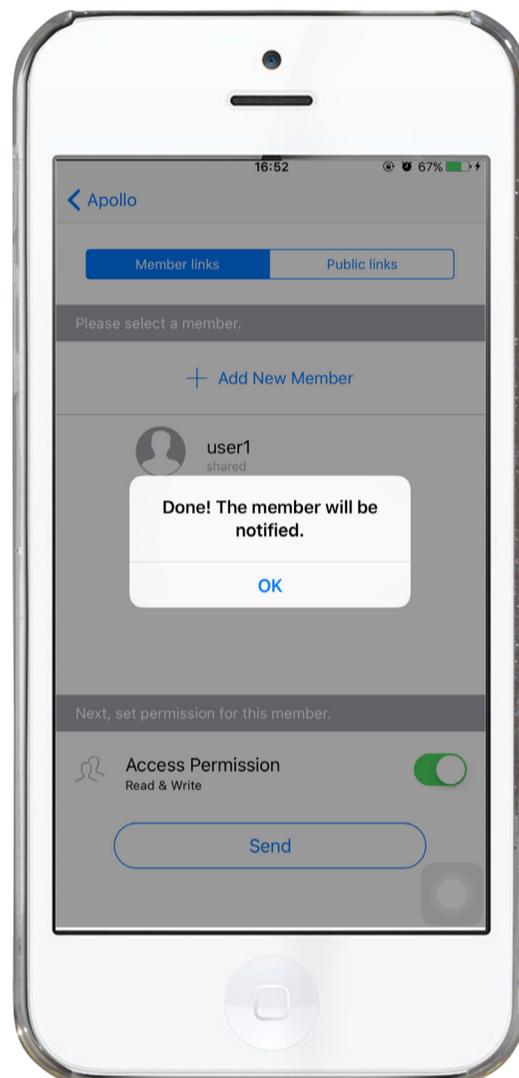
Set sharing permission for folder



Using the Apollo Cloud App

4. Select the **Send** button to send the invitation(s) to share the folder or files. A pop-up message informs that the invitation(s) are on their way.
5. Click **OK** to close the menu.

Click OK to close menu



Using the Apollo Cloud App

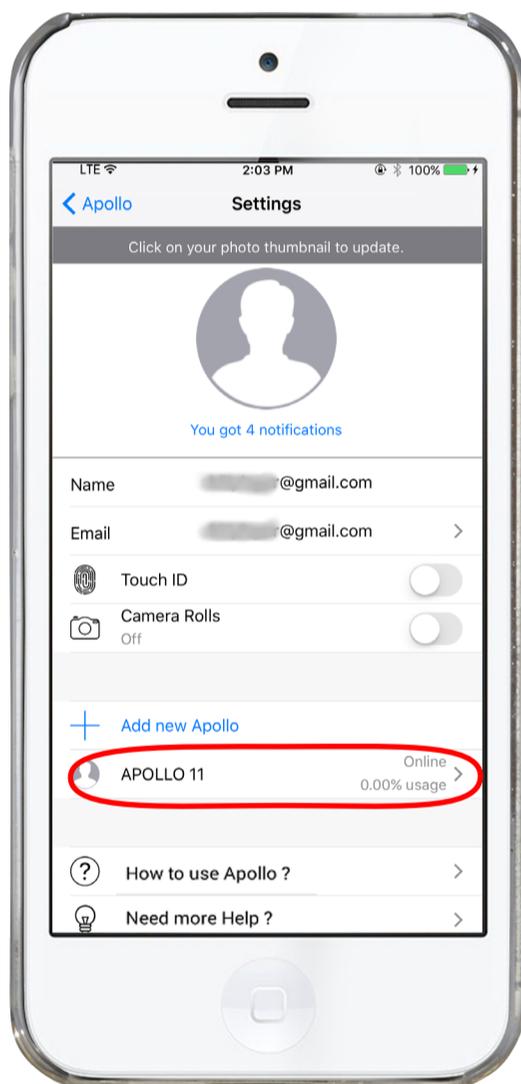
Sharing files with public

A public link can be used to connect to individual files. The files can be viewed or downloaded. The public link is automatically copied to your clipboard for pasting into a social media site or email. You can also choose an App for sharing the link.

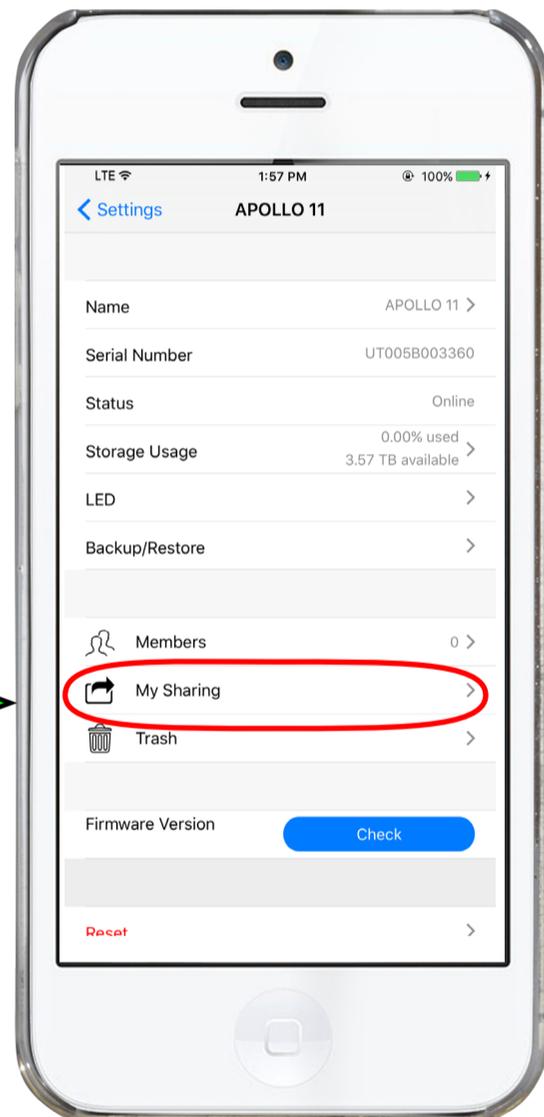
To create a public share:

1. Go to the Apollo device menu, then select **My Sharing** to view the **Share To** menu.

Go to the device menu



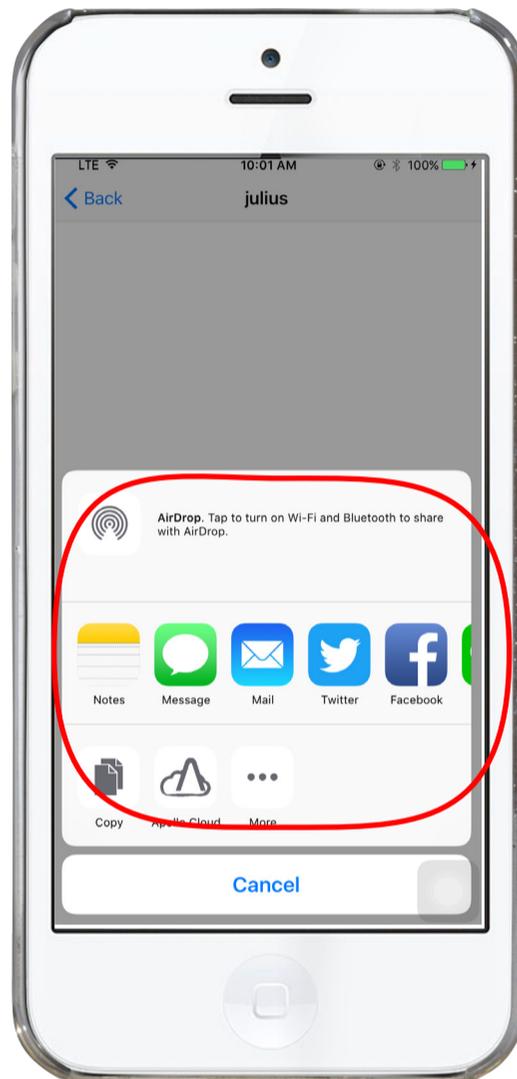
Share To menu



Using the Apollo Cloud App

2. Choose the App you wish to use for sharing the link. *Alternatively, you can paste the link into an email or on a social media site. The link is automatically copied to your clipboard when you touch Send.*
3. Follow the procedure for link sharing according to the App you selected.

Chose how to share

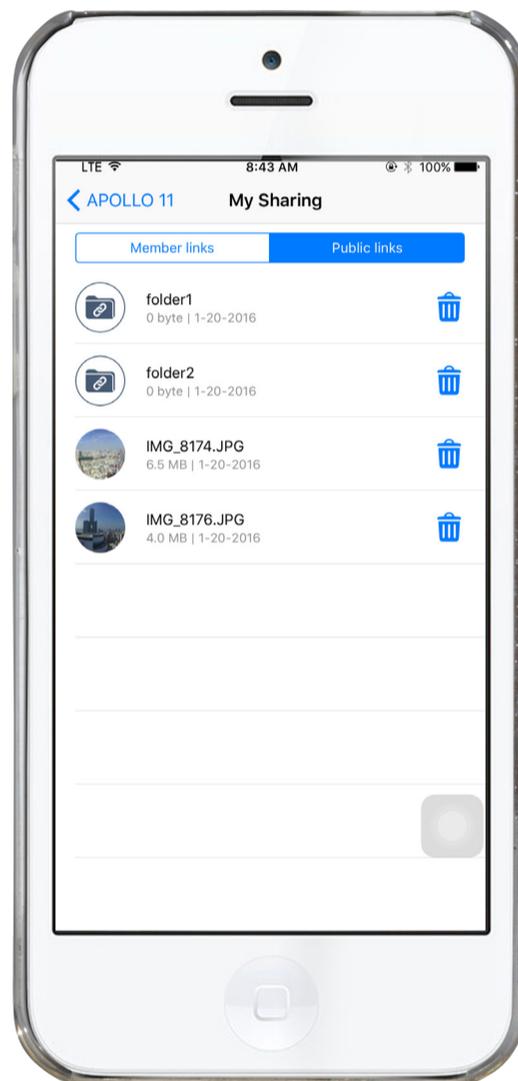


Using the Apollo Cloud App

How to view sharing lists

To see what you are currently sharing, with members and publicly shared content links, go to the **My Sharing** menu, and choose **Members** or **Public links** to see what you are currently sharing. To remove a Public sharing link, select the file in the list, and touch the **Trash** icon to remove the Public link. *Folders displayed under Public link are used by the management server for the individual public links. You cannot share a folder with a public link. If you select the Trash icon for a folder in Public link, it will remove all public links contained in the folder.*

Display current shared Public files



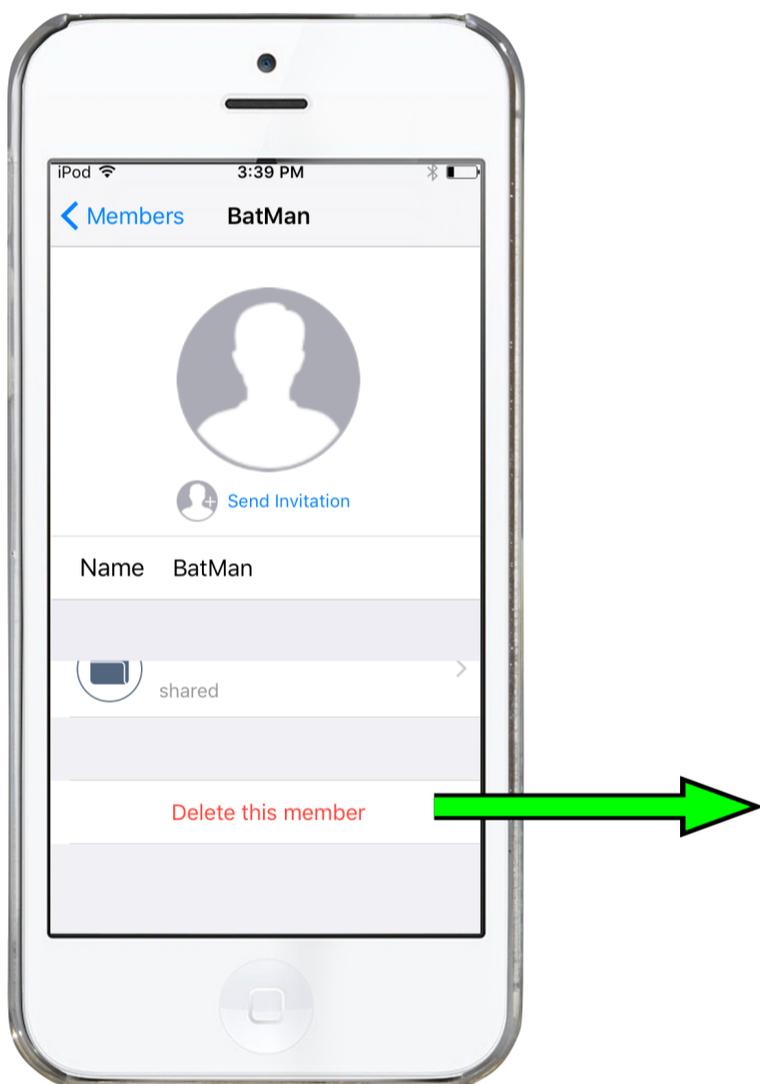
Using the Apollo Cloud App

Deleting a member from Apollo

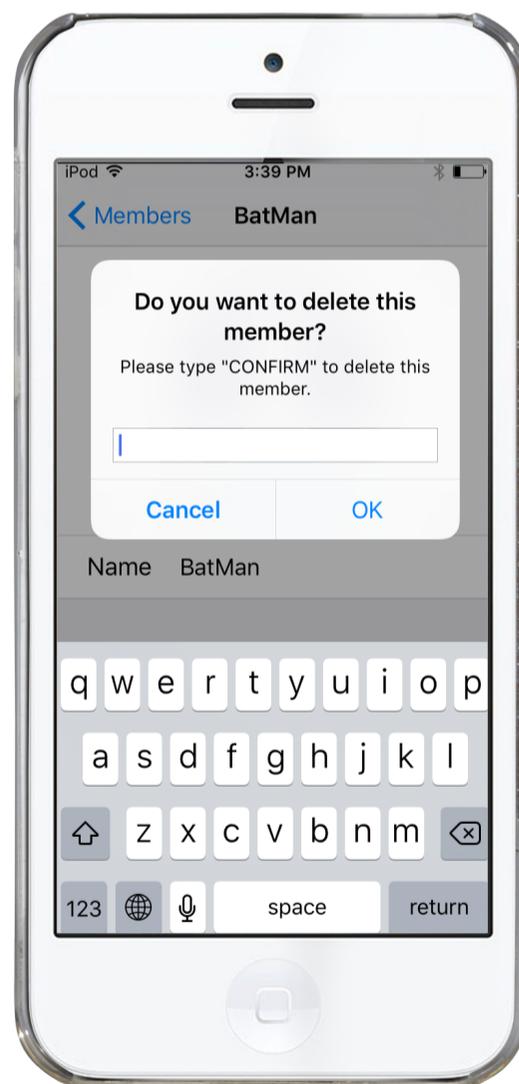
The Apollo owner can delete a member from the Apollo user group. Deleting a member will permanently remove all content stored by that member.

To delete a member from the Apollo user group, go to the **Members** menu, select the member that you want removed, and choose the **Delete this member** option. A dialog pops up asking that you confirm that you want to delete the member. To permanently delete the member content and remove the member from the Apollo user group, type "confirm" and touch **OK**.

Choose Delete this member



Confirm you want to remove a member



Using the Apollo Cloud App

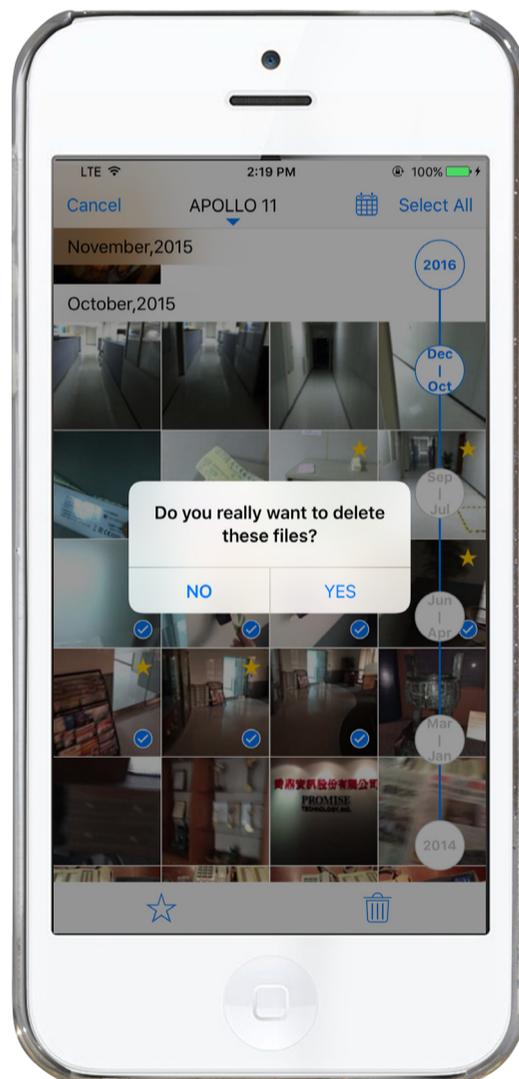
Using the Trash can

The **Trash** folder is used to store files that you want to delete from view in any of your folders. Users can *delete* their own files in folders that are not shared with other users. The *deleted* files are sent to the Trash folder. Files in the trash can be restored from the Trash to the original location, or they can be permanently removed, by the user.

Delete files (send to Trash)

To remove files from any folder you control, simply select the files by touching **Select** or **Select All**, then touch the Trash icon at the bottom of the menu. A menu pops up asking if you really want to delete the files? Touch **YES** to delete (send to Trash folder) or **NO** to cancel.

Send files to Trash



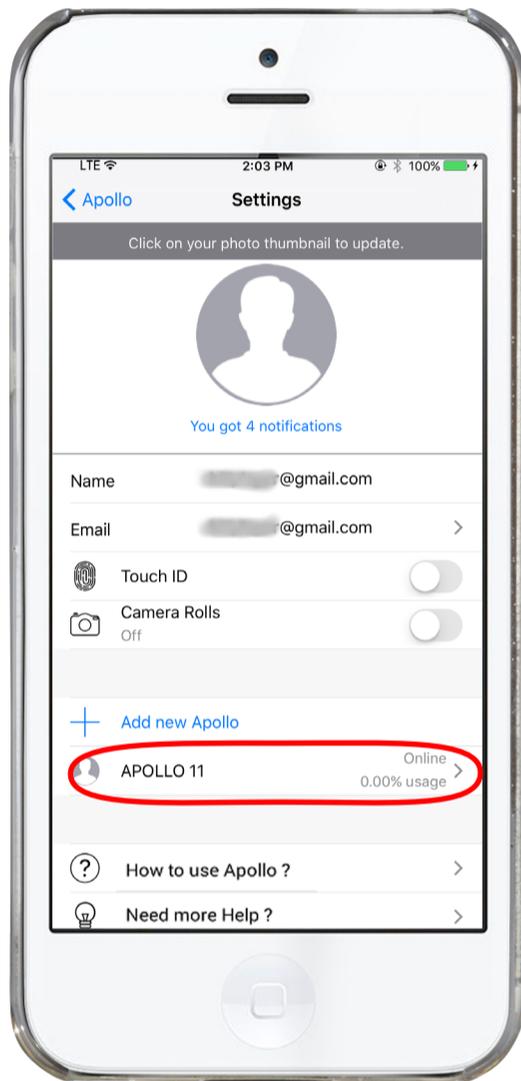
Using the Apollo Cloud App

How to open Trash folder

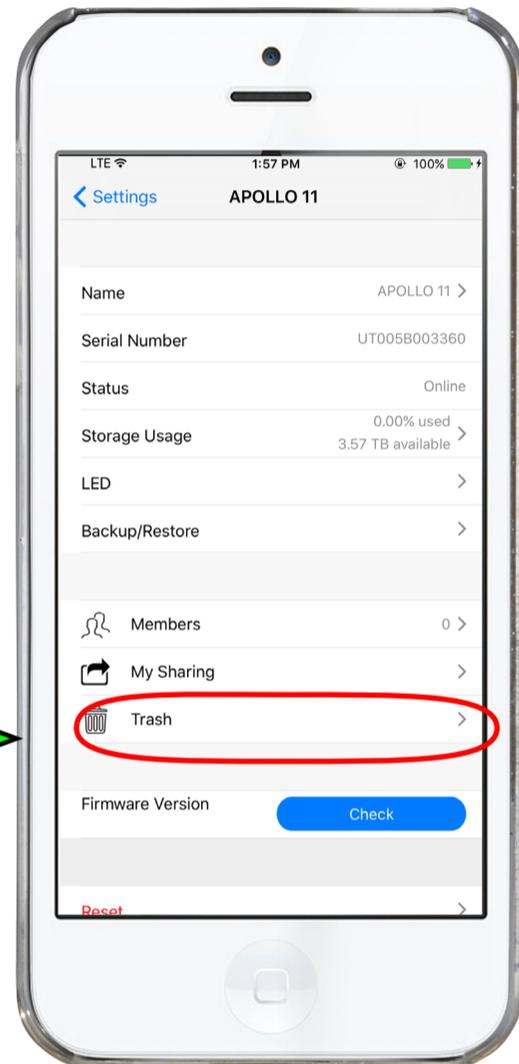
If you sent files to the Trash folder you wish to restore to the original folder, or if you just want to see what is in the Trash folder, you can go to the Apollo device menu.

To see what is in the Trash, got to the **Settings** menu, then go to the device menu, and finally touch the Trash icon to open the Trash contents folder.

Go to the device menu



Got to Trash contents

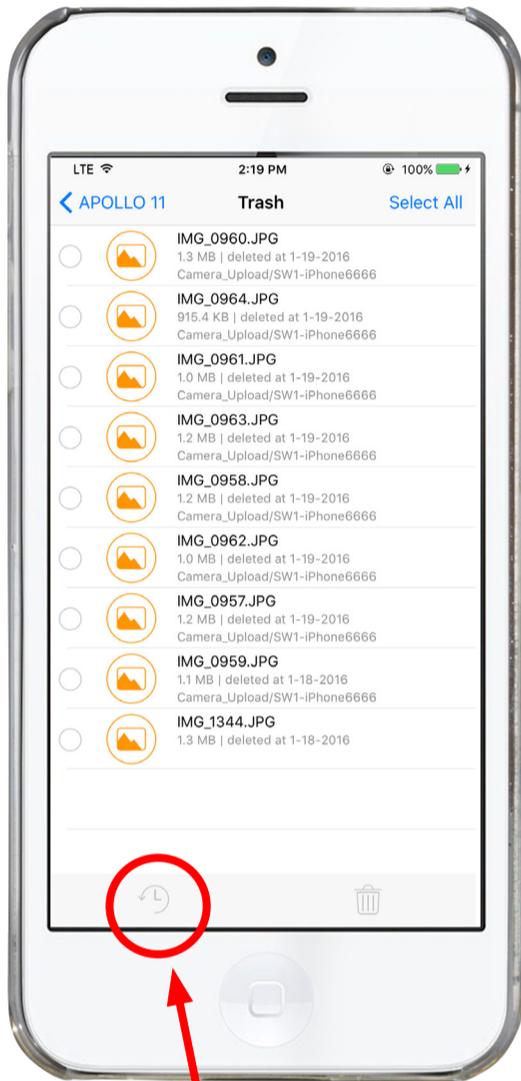


Using the Apollo Cloud App

How to restore files from Trash folder

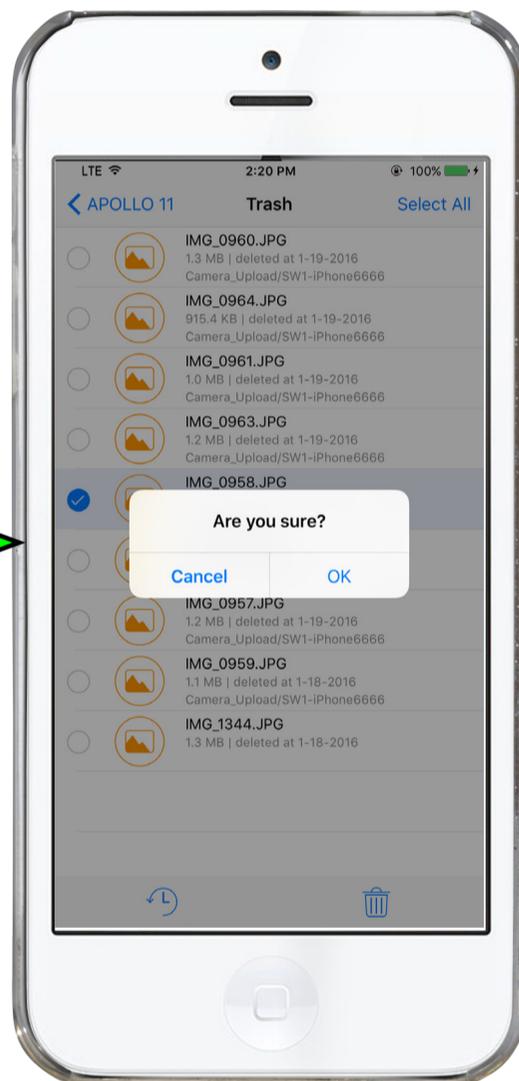
To restore files to the location they were placed previously, select the files from the content listed in Trash, and touch the **Restore** icon. You need to confirm that you want the files restored in a pop-up menu. Touch **OK** to restore the files, or **Cancel** to leave them in the Trash.

View Trash contents



Touch here to restore selected files

Restore files to original location

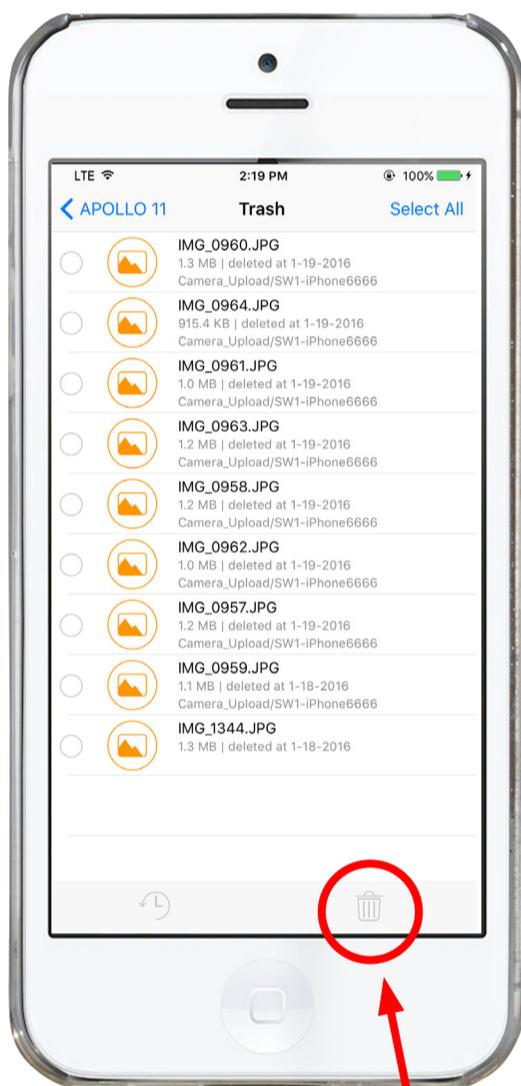


Using the Apollo Cloud App

How to permanently delete files

To permanently remove files in the Trash, go to the Trash contents, choose the files to remove permanently, and click the Trash icon at the bottom of the menu. **If you remove these files at this point, they cannot be recovered**, they are gone from Apollo. Make sure this is content you do not want stored on Apollo. If you want to permanently delete the files, touch **OK** to delete the files, or **Cancel** to leave them in the Trash.

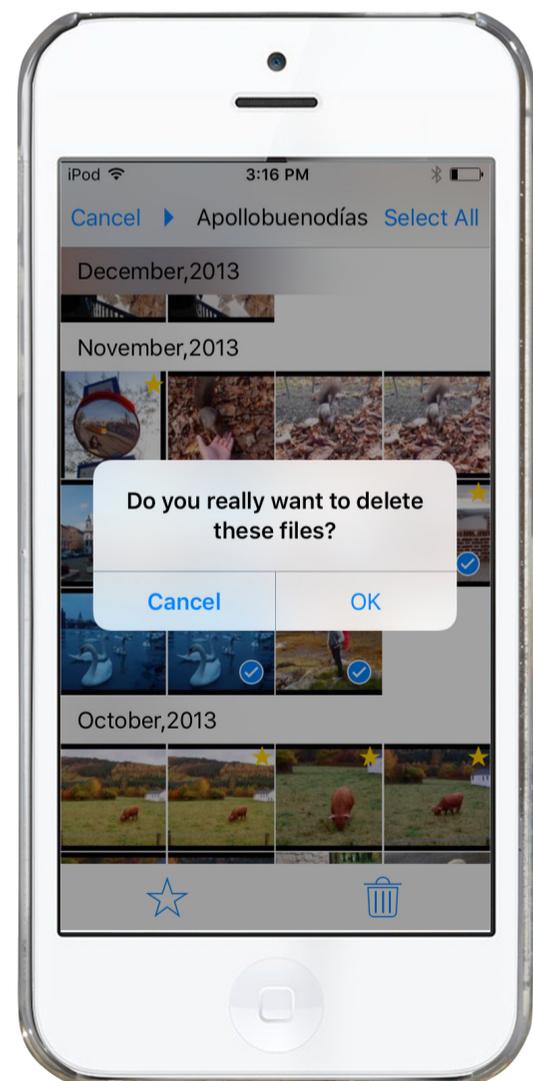
View Trash contents



Touch here if you want to permanently remove the files from Apollo.



Permanently delete files



Using the Apollo Cloud App

USB drive operations with Apollo

Apollo features a USB 3.0 port that can be used for various functions using a USB storage drive. You can use a USB storage drive to Backup or Restore data from the Apollo (see requirements for USB storage drive below). You can also Upload data from a USB drive to the Apollo. Backup and Restore using a USB storage drive are available using the App or the Apollo Utility. For the USB Upload function (upload from USB drive to Apollo), use the Apollo Utility.

Note that USB storage drive operations are available only to the Apollo owner.

USB drive requirements for Apollo Backup and Restore

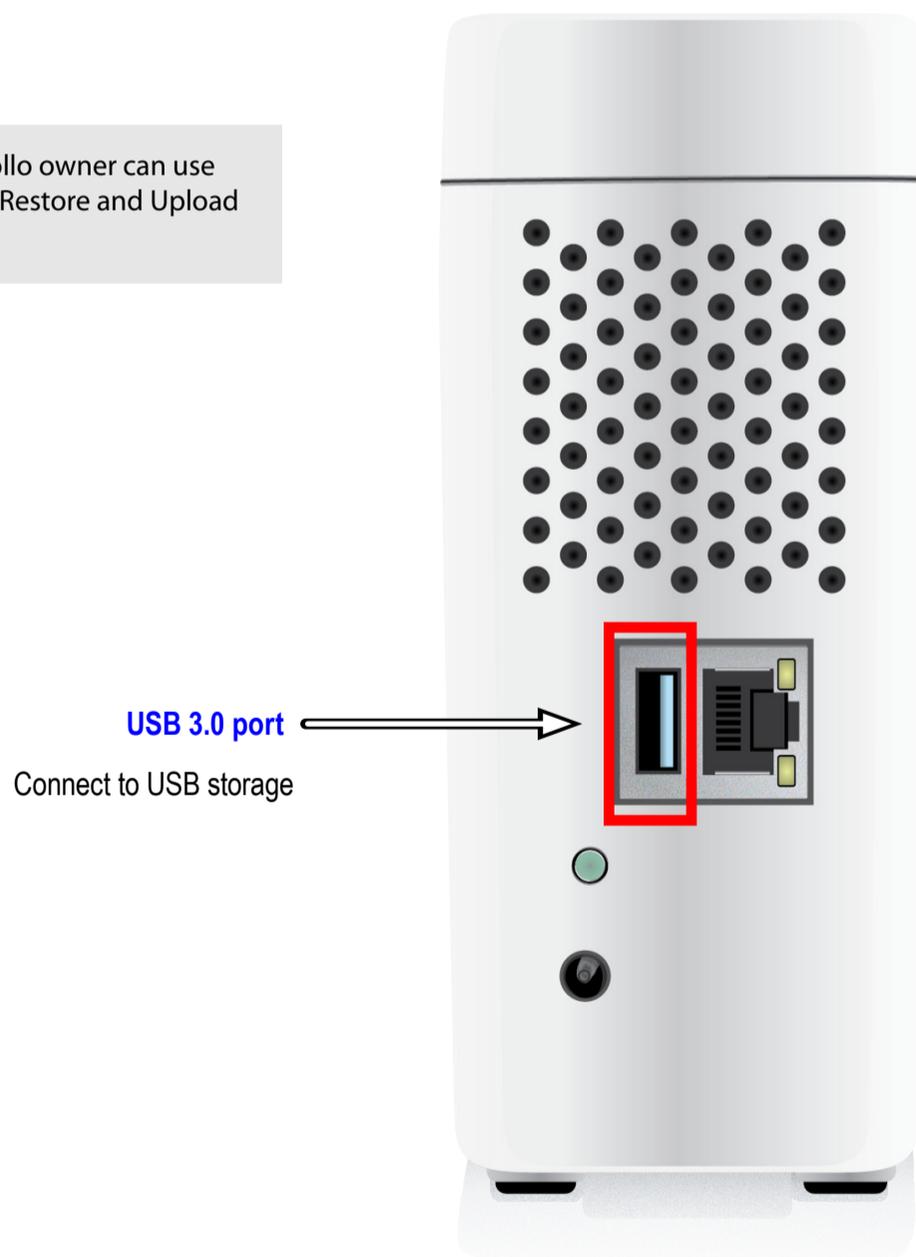
For Apollo Backup and Restore on USB storage functions, the USB storage device must fit the following requirements:

- File system: exFAT, NTFS, HFS, EXT3 or EXT4
- 4 TB or greater capacity
- USB 3.0 port (recommended) or USB 2.0 port



Only the Apollo owner can use USB Backup, Restore and Upload functions.

Back of Apollo



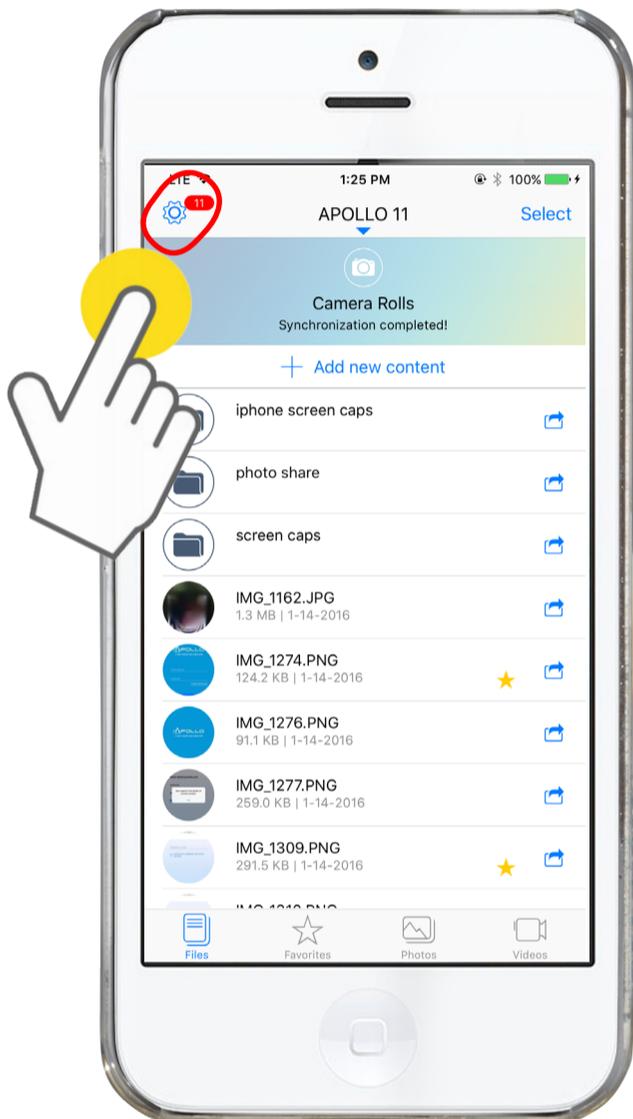
Using the Apollo Cloud App

Backing up Apollo content to USB storage

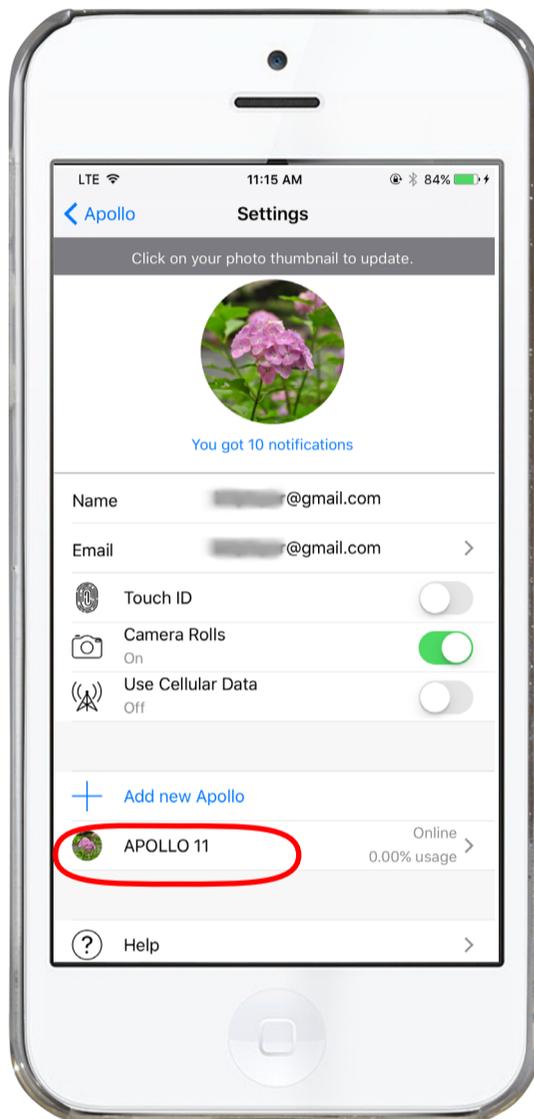
Connect a USB storage device to the Apollo, then follow these steps:

1. Go to the **Settings** menu, then the device menu in the App. Click the Gear icon in the upper left corner of the main menu, then find the link to the Apollo device menu. The device menu link is the name of your Apollo unit.

Touch Gear icon



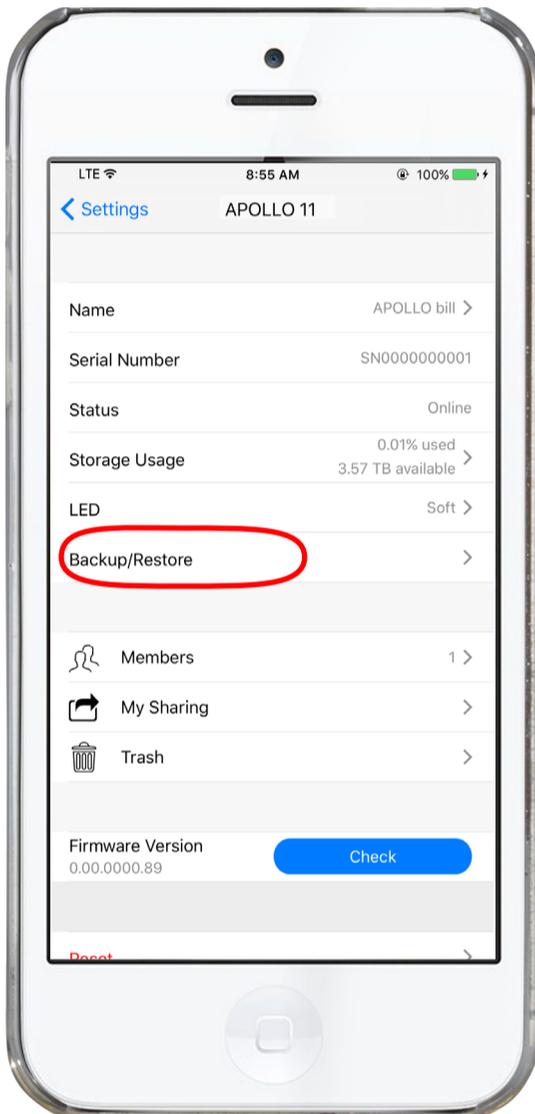
Go to Apollo device menu



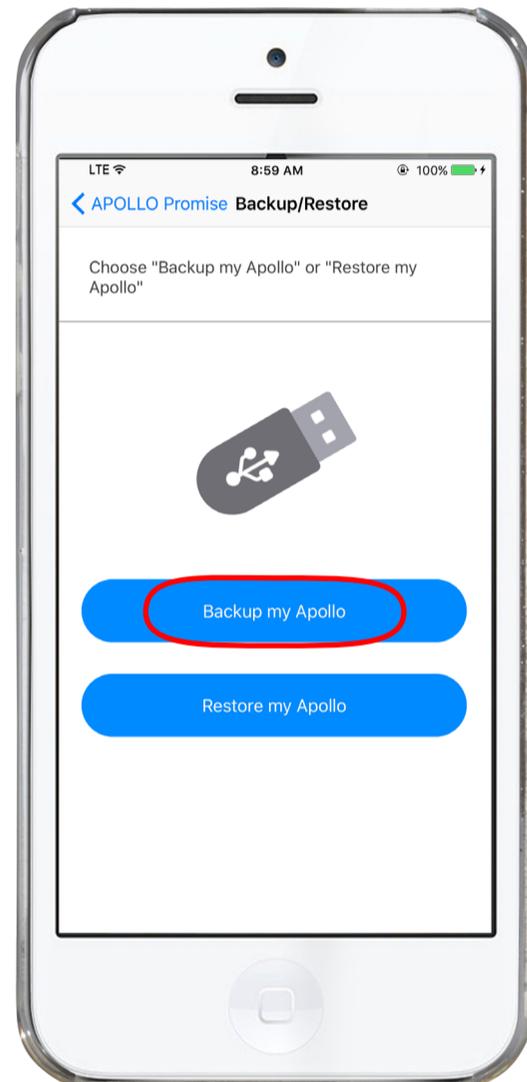
Using the Apollo Cloud App

2. In the device menu, touch to select **Backup/Restore**.
3. If the USB storage device is connected and compatible with Apollo, the menu buttons that appear will be solid blue color. Touch the **Backup my Apollo** button to start backing up data.
Note that if no device is connected or detected, the buttons do not function and appear white color.

Select Backup/Restore



Start Backup/Restore buttons

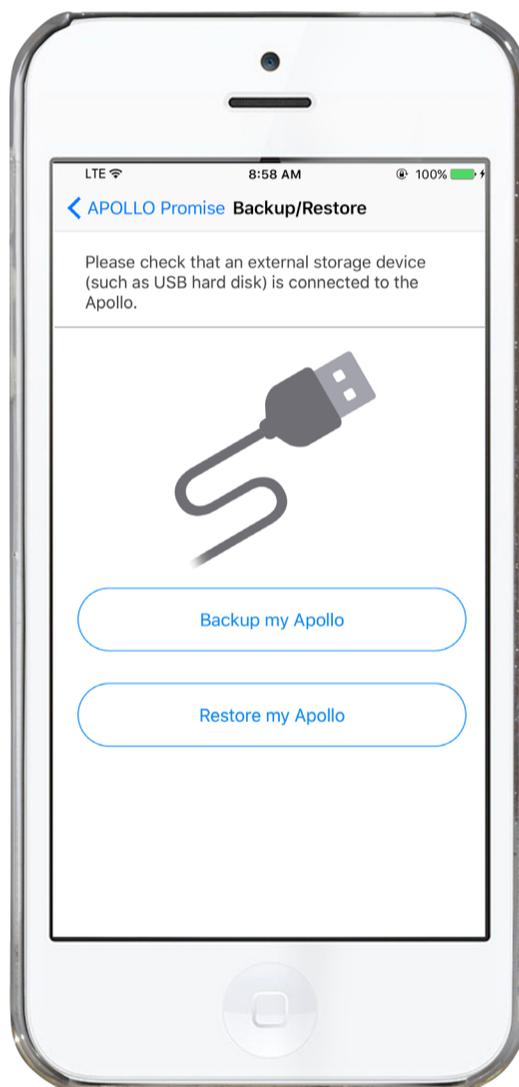


Using the Apollo Cloud App



If no device is detected to use for backup, the Apollo Cloud App menu asks you to check to make sure the device is connected.

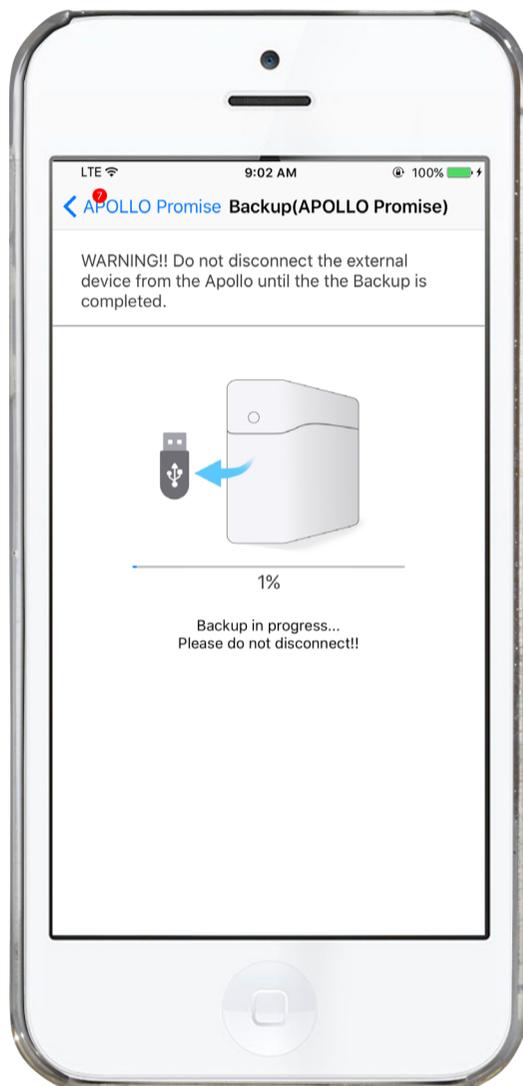
No device detected



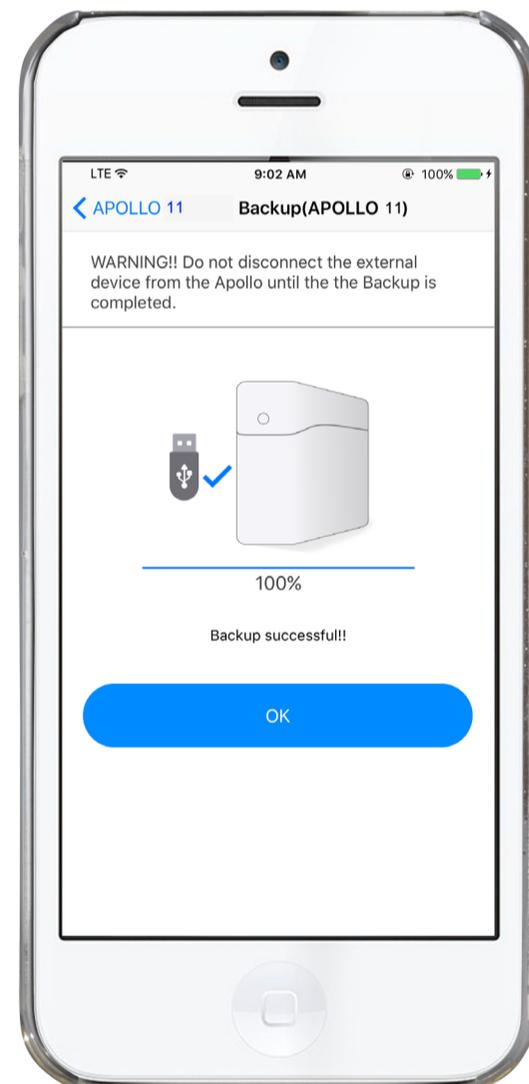
Using the Apollo Cloud App

- The percentage of data transferred displays in real time. The more data there is to back up, the longer it will take to complete the transfer. For this reason, it is recommended to use a USB 3.0 device since the transfer speed is much faster than legacy USB storage devices. When the backup is completed, 100% displays under the progress bar. Touch the **OK** button to go back to the **Settings** menu.

Backup in progress



Backup finished



Using the Apollo Cloud App

Restoring content from a USB storage device

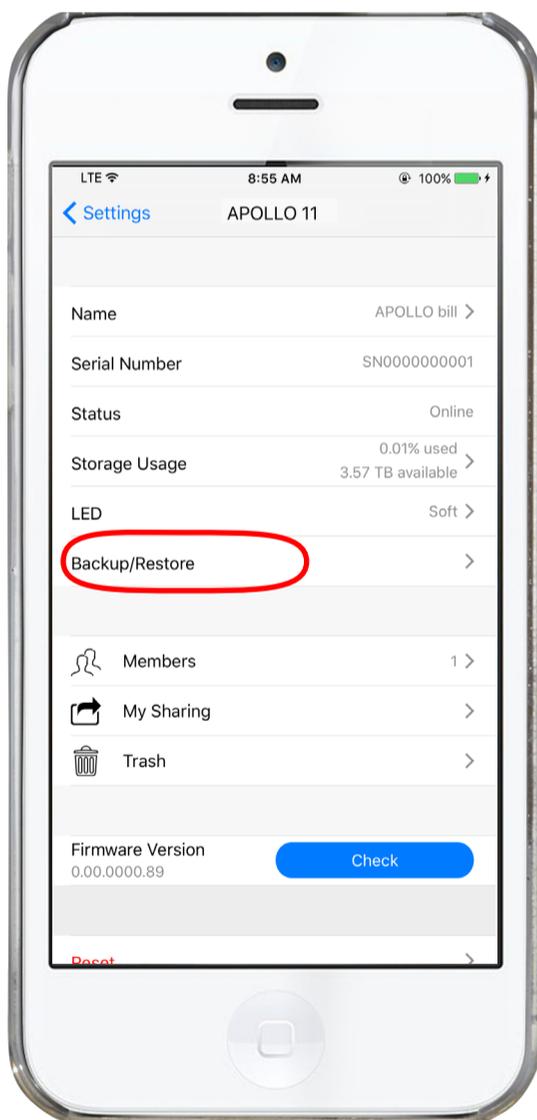
To restore previously saved content from a USB storage device, attach the USB storage device that holds your backups to the Apollo, and follow the instructions below.

Connect the USB storage device with your previously saved backups to the Apollo, then follow these steps:

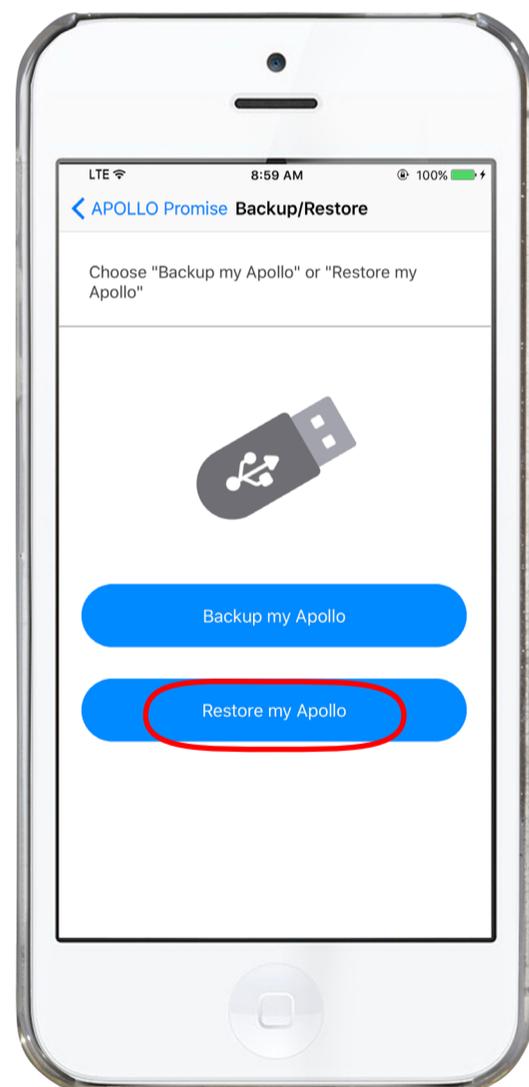
1. Go to the **Settings** menu, then the device menu in the App. Click the Gear icon in the upper left corner of the main menu, then find the link to the Apollo device menu. The device menu link is the name of your Apollo unit.
2. In the device menu, touch to select **Backup/Restore**.
3. If the USB storage device is connected and compatible with Apollo, the menu buttons that appear will be solid blue color. Touch the **Restore my Apollo** button to start transferring backup data.

Note that if no device is connected or detected, the buttons do not function and appear white color.

Select Backup/Restore



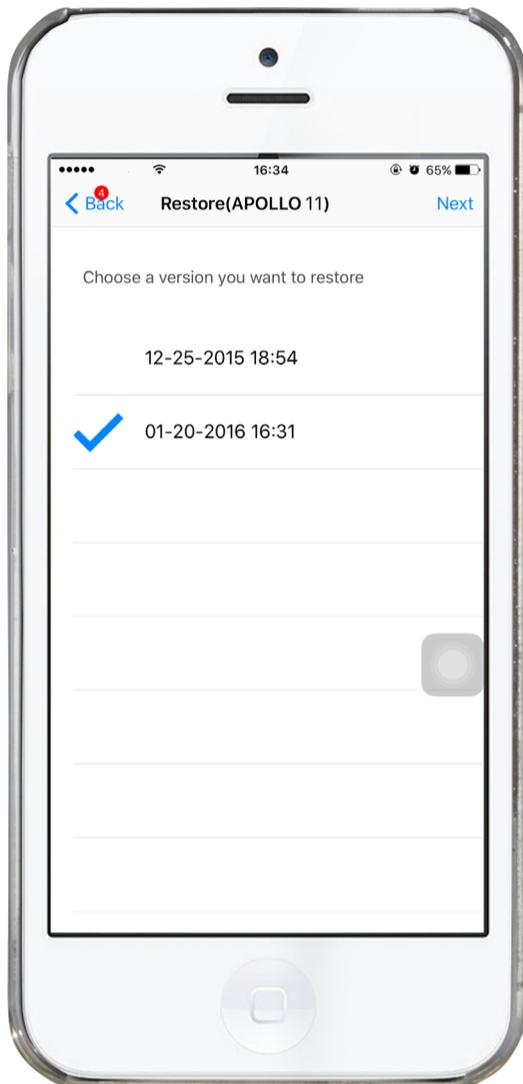
Start Backup/Restore buttons



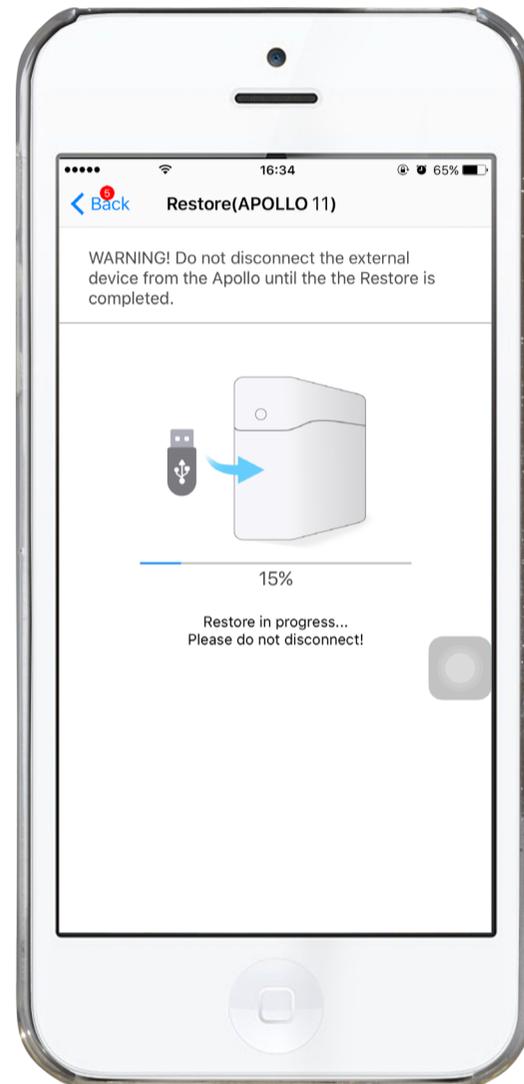
Using the Apollo Cloud App

4. Choose a folder to use for the restore. Backup folders are labeled according to date. Touch **Next** to begin the restore process.

Choose backup folder to use



Restore in progress



5. The percentage of data transferred displays in real time. When the restore is completed, 100% displays under the progress bar. Touch the **OK** button to go back to the **Settings** menu.

Using the Apollo Cloud App

Uploading content from a USB storage device

To save data on a USB storage drive to the Apollo, you need to use the Apollo Utility. The USB Upload procedure is described here, and repeated in the section “Using the Apollo Utility” on page 68, which includes other useful information about using the Apollo Utility. USB Upload is a simple operation, just connect a USB device, and instruct Apollo to proceed. However, you need to make sure there is enough available storage capacity on Apollo to accommodate the upload. Also, note that if you are a large quantity of data, the upload time will increase proportional to the amount of data being transferred.

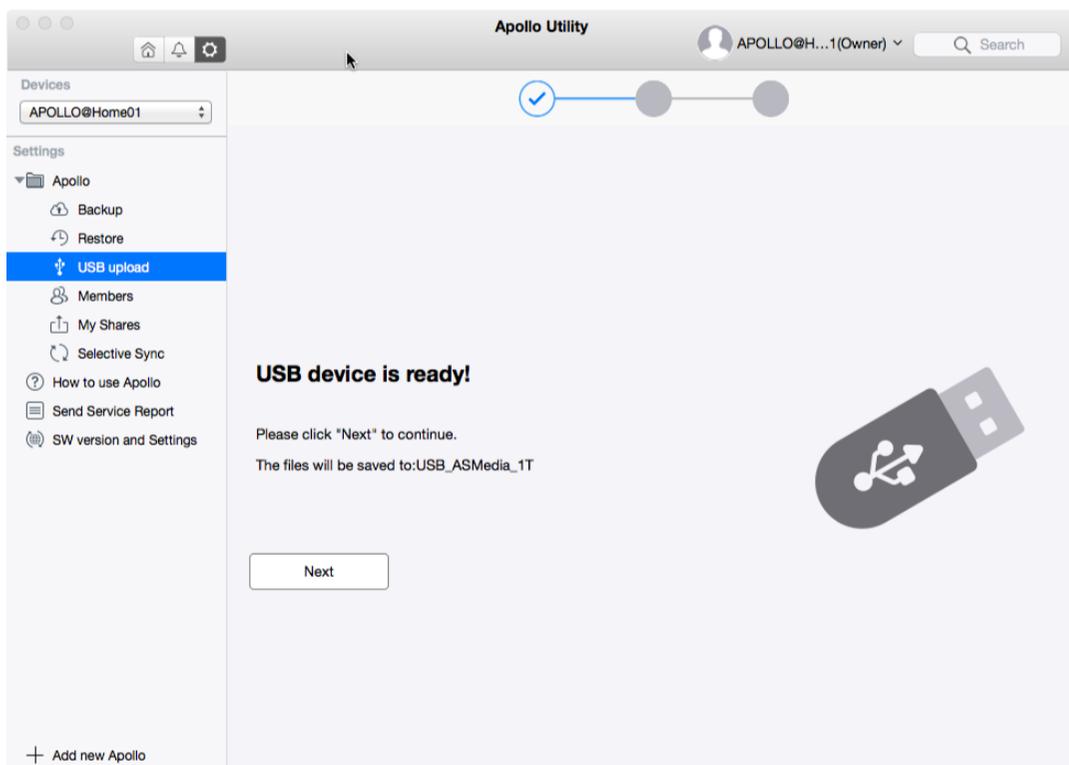


Upload time varies according to how much data is being transferred. Keep this in mind if you are uploading a large amount of content.

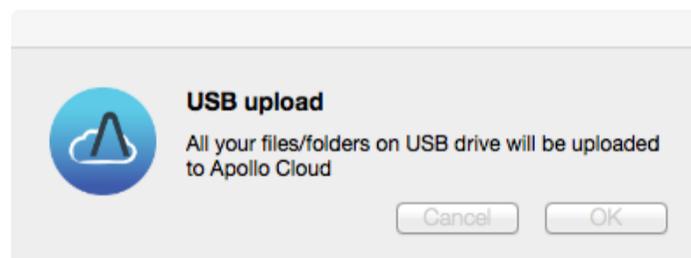
To begin a USB Upload to Apollo, attach a USB storage device to the USB port on Apollo, and use the Apollo Utility to perform the steps below. See also “Using the Apollo Utility” on page 68.

1. Click the **Settings** icon in the top menu bar of the Apollo Utility user interface, and select the **USB upload** option.
2. If the USB device is connected and ready for use, you will see the **USB device is ready!** message. If you do not see this message, check the USB connection. If it is connected, the device might not be suitable for with Apollo. *Apollo requires the USB drive to use one of the following file systems: exFAT, NTFS, HFS, EXT3 or EXT4.*

USB upload in Settings menu



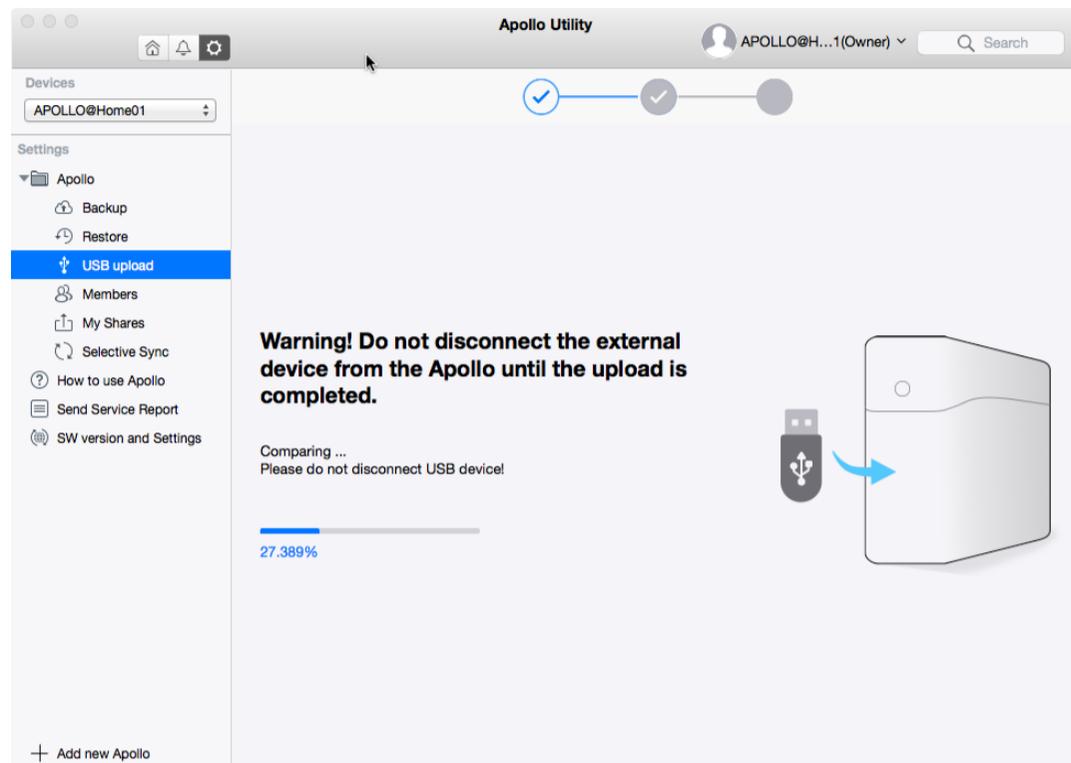
3. A pop-up dialog appears asking for confirmation. If you want to proceed with the upload, click **OK**.



Using the Apollo Cloud App

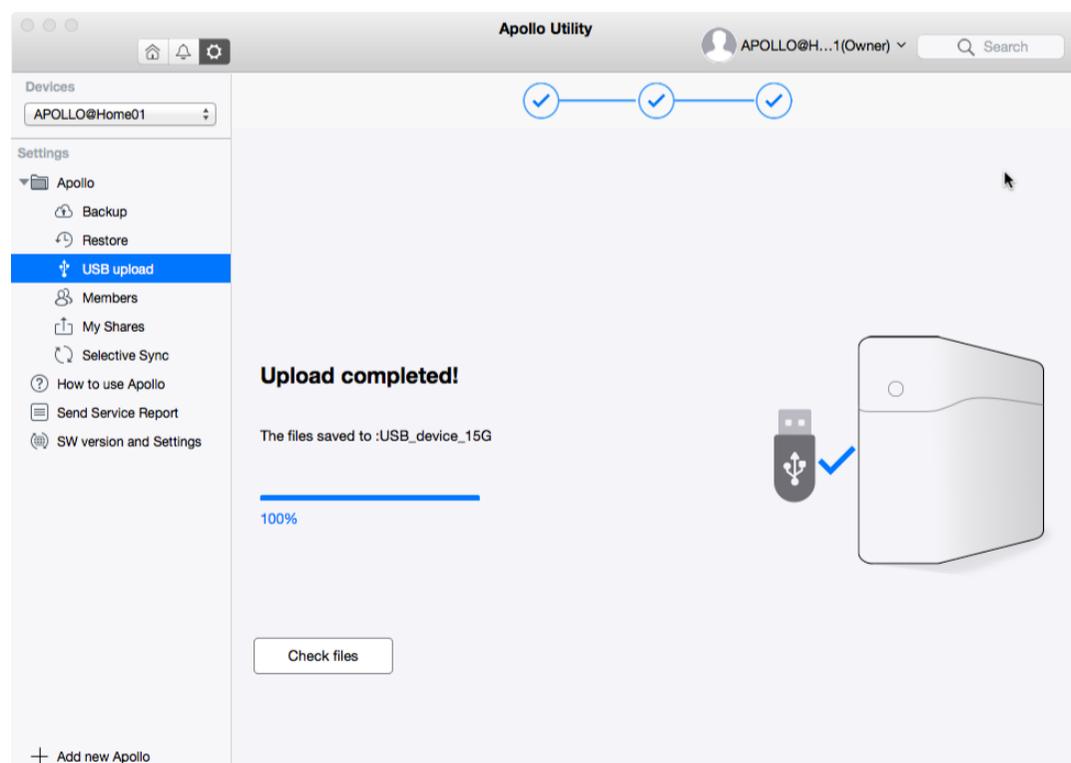
4. After a few seconds, a progress bar appears, this represents how much of the upload has been completed. **DO NOT DISCONNECT** the USB storage device while the upload is in progress.

USB upload in progress



5. When the USB upload is completed, a message appears informing you that it is done. It is now safe to disconnect the USB storage device.

USB upload finished



Using the Apollo Cloud App

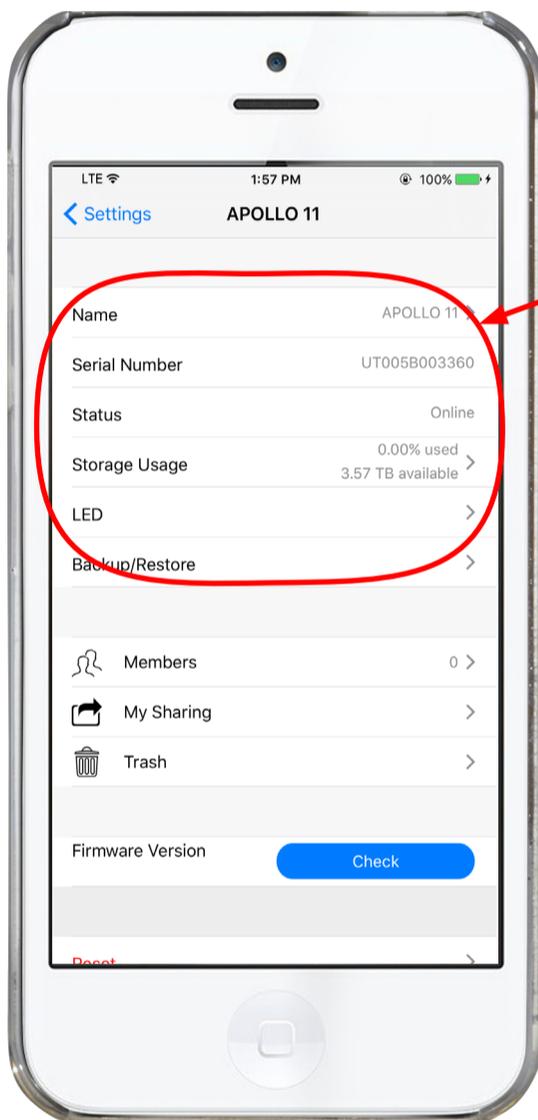
Apollo Maintenance

Use the Apollo device menu to view information about the Apollo device such as how much storage capacity is being used, if the device is online, etc. Also use this menu to change the appearance of the Apollo LED indicator, and to update Apollo firmware.

How to view device status information

To see some basic information about the Apollo, go to the device menu (go to *Settings* then touch the device name near the bottom of the menu). If you are experiencing problems with the Apollo Cloud App, go to this menu to see if the Apollo is online.

View device information



Information displayed in the device menu includes:

- **Name**
- **Serial Number**
- **Status** (*Online/Offline*)
- **Storage Usage**

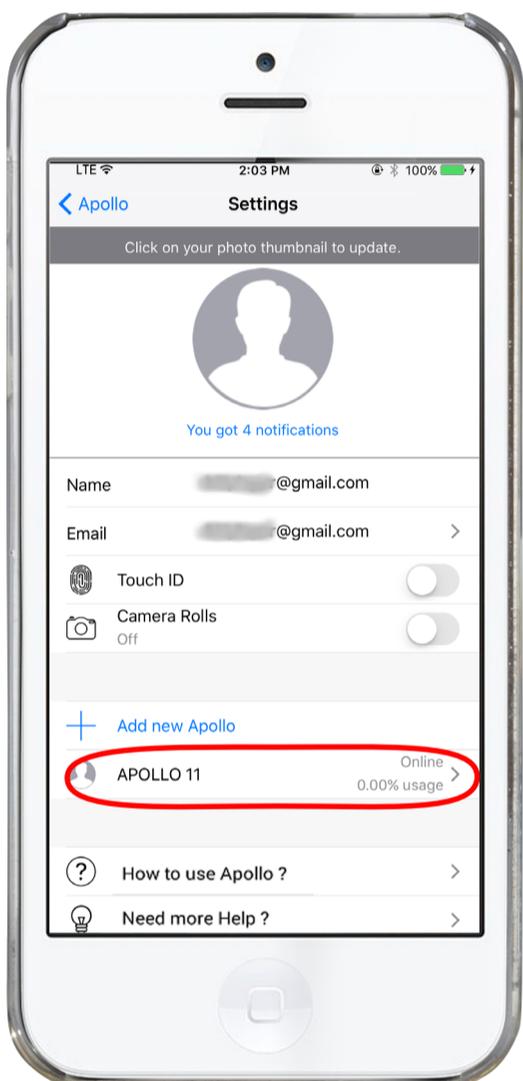
Using the Apollo Cloud App

How to change device name

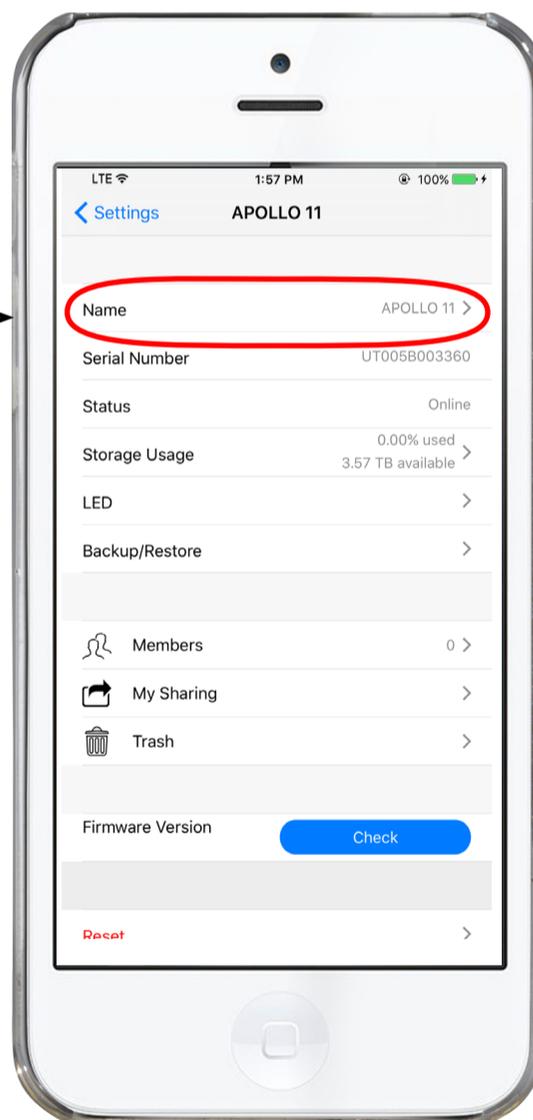
To change the name of the Apollo from the default name, or from any previously assigned name, first go to the **Settings** menu. Follow these steps starting in the **Settings** menu to change the device name.

1. Touch the Apollo device name in the **Settings** menu to go to the device menu.
2. Touch the **Name** of the Apollo in the device menu. A new menu appears for changing the name.

Go to the device menu



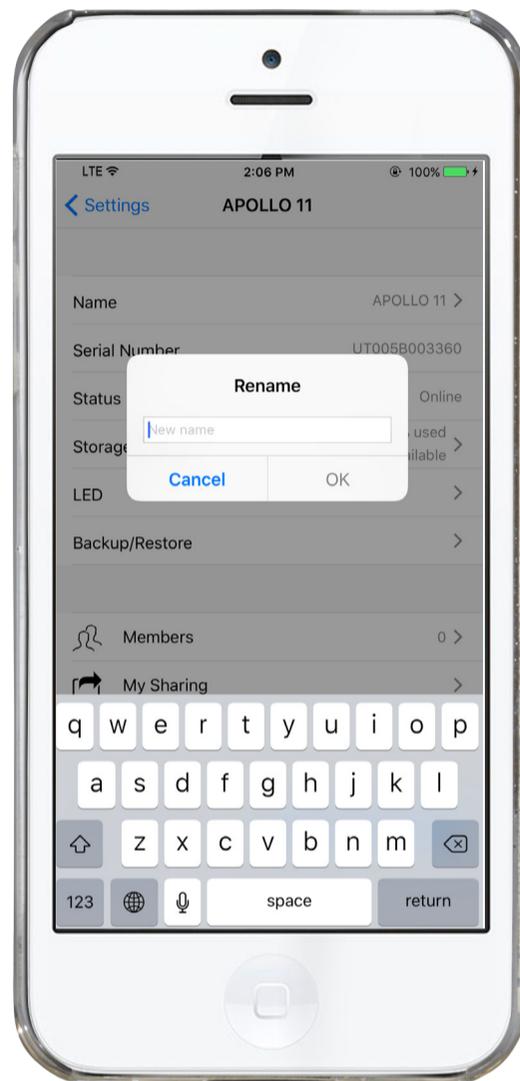
Access name change menu



Using the Apollo Cloud App

3. In the **Rename** menu, enter the new device name for the Apollo, and touch **OK** to make the change.

Enter new device name



Dim, brighten or turn off LED indicator

If you want to change the brightness of the Apollo LED indicator, or to turn it off, go to the device menu, select LED, and choose the option you prefer from the list. The LED settings choices are *Bright*, *Soft* and *Off*.



If you have multiple Apollo devices, you can use the LED control to determine the specific machine to which you are connected.

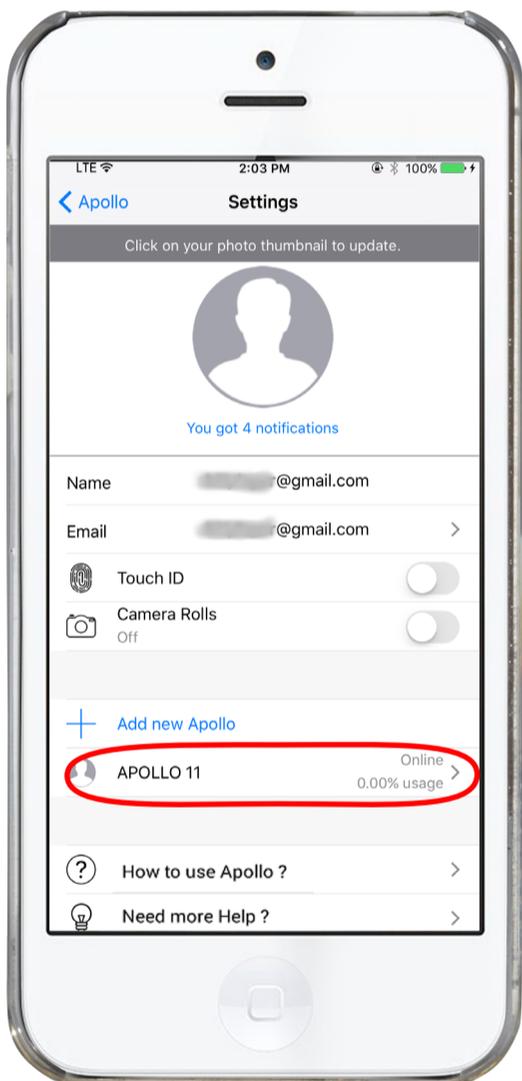
Using the Apollo Cloud App

Updating Apollo firmware

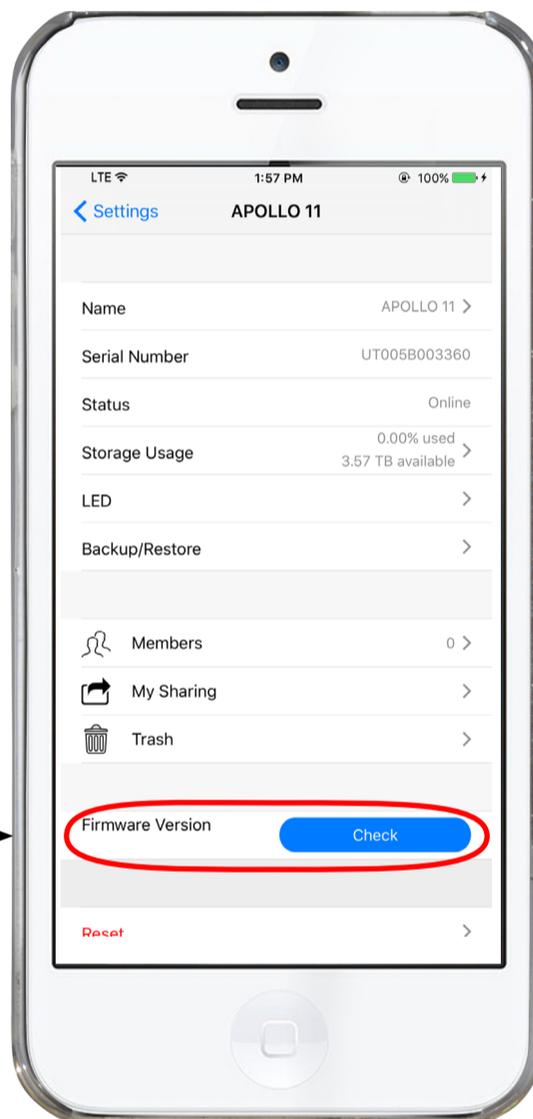
It is a good idea to keep the Apollo firmware up to date. If you want to check to see if Apollo firmware is the most current, you can do a quick check in the Apollo device menu.

To check firmware version running on the Apollo, open the device menu, and touch the Check firmware version button near the bottom of the menu. Apollo Cloud will query PROMISE for the latest firmware version information. It might take a few seconds. A report will inform you if the current version running is up to date. If the firmware is not the latest version, you will be asked if you want to update it now.

Go to the device menu



Check firmware version

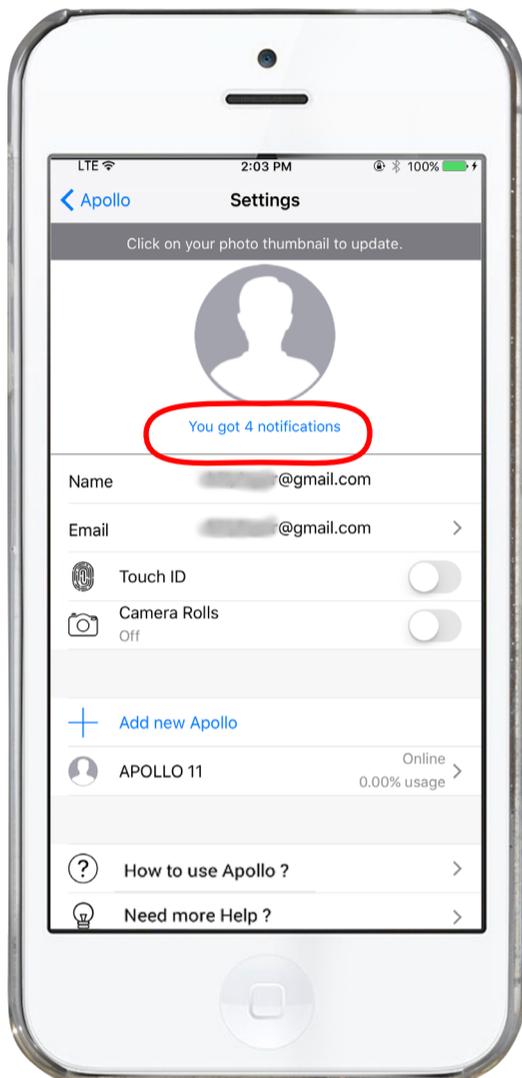


Using the Apollo Cloud App

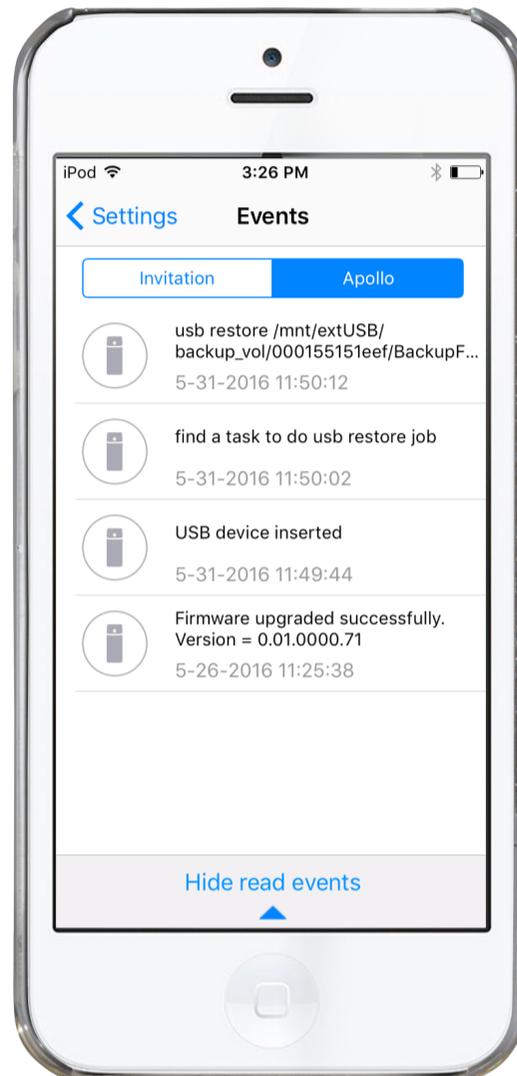
How to get notifications

Periodically the Apollo generates event notifications for system and device events such as a USB backup or a firmware change. You can see these by touching the **notifications** link just below the owner avatar pic in the **Settings** menu.

Access notifications



View Apollo notifications

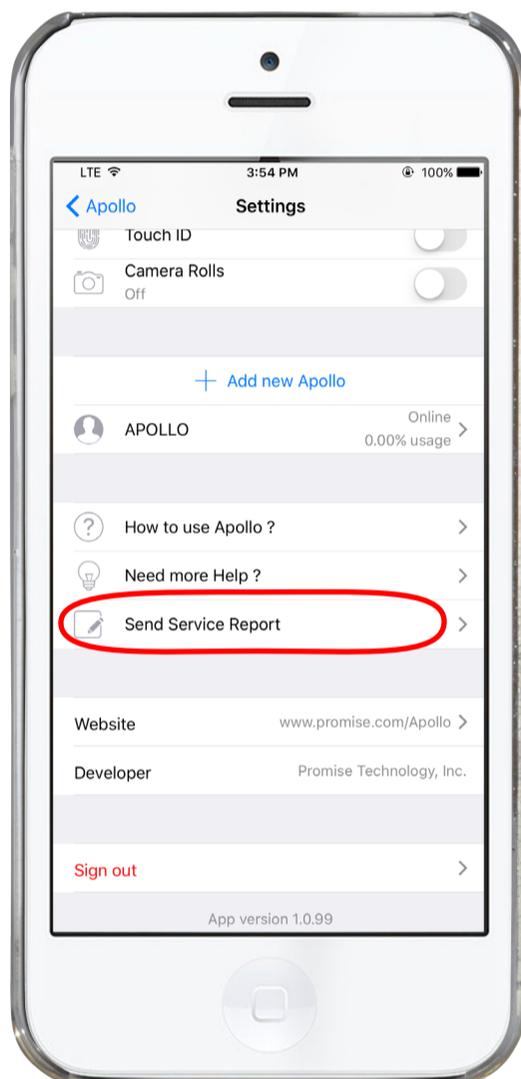


Using the Apollo Cloud App

How to send service report

Apollo system information can be uploaded to PROMISE in a Service Report. To send a Service Report, scroll down the **Settings** menu to *Send Service Report*. A new menu appears. You can send a report by touching **Send** in the upper right corner. It takes just a few seconds to send a report. Service reports are useful to technical support staff if troubleshooting is necessary. It is also a good idea to periodically send a report to help PROMISE improve the quality of Apollo Cloud for all users.

Send service report

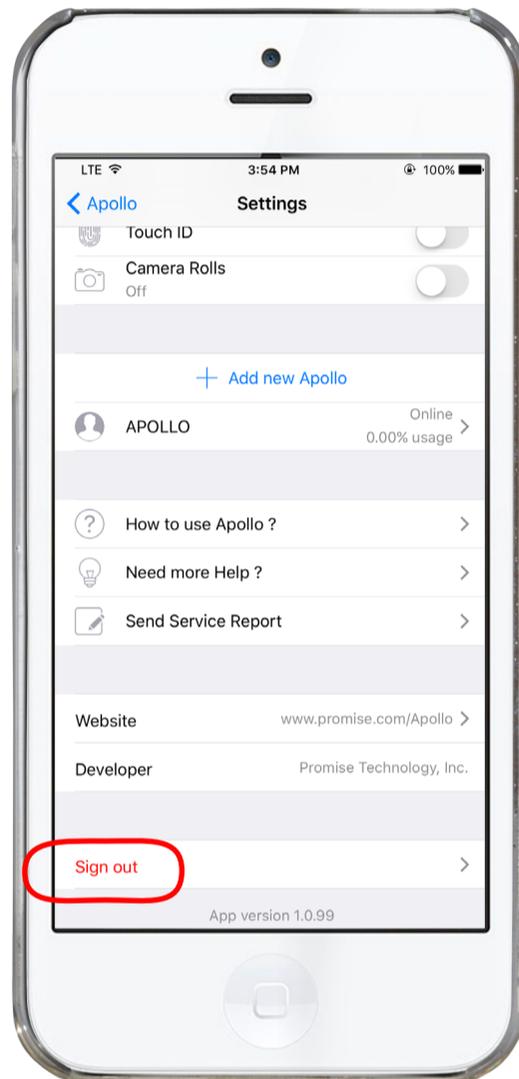


Using the Apollo Cloud App

Sign out of Apollo Cloud App

To sign out of Apollo Cloud, go to the Settings menu, scroll to the bottom, and touch Sign out. You will need to login again the next time you want to use Apollo Cloud. If you do not sign out, you remain logged in, even if you turn off your computer, phone or tablet device.

Sign out



Using the Apollo Cloud App

Using the App on an iPad or Android tablet

The Apollo Cloud App on a tablet device is used the same way it is used on a smart phone. The main difference is in appearance. This section provides an introduction to the Apollo App as it appears on a tablet device. Please see the relevant material presented in earlier sections to read how to setup and use the Apollo. The procedures are the same for both types of mobile devices.

Login menu on iPad



Using the Apollo Cloud App

Apollo Cloud App tablet interface

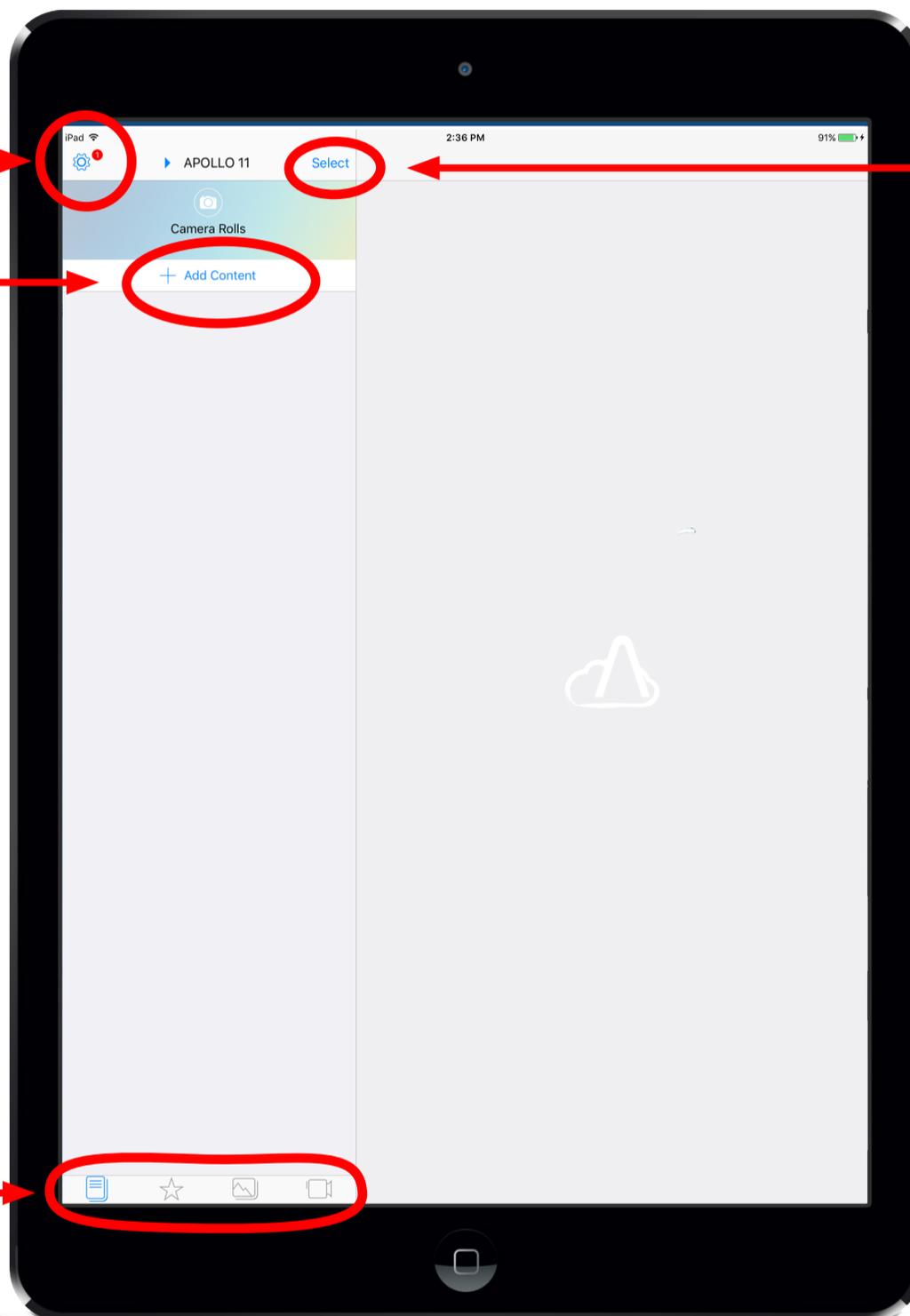
Use the Apollo Cloud App on a tablet the same way you use it on a smart phone.

Apollo Cloud App after login

Go to **Settings** menu to change device name, invite members, read notifications, etc.

Start adding photos, videos, etc., from your iPhone

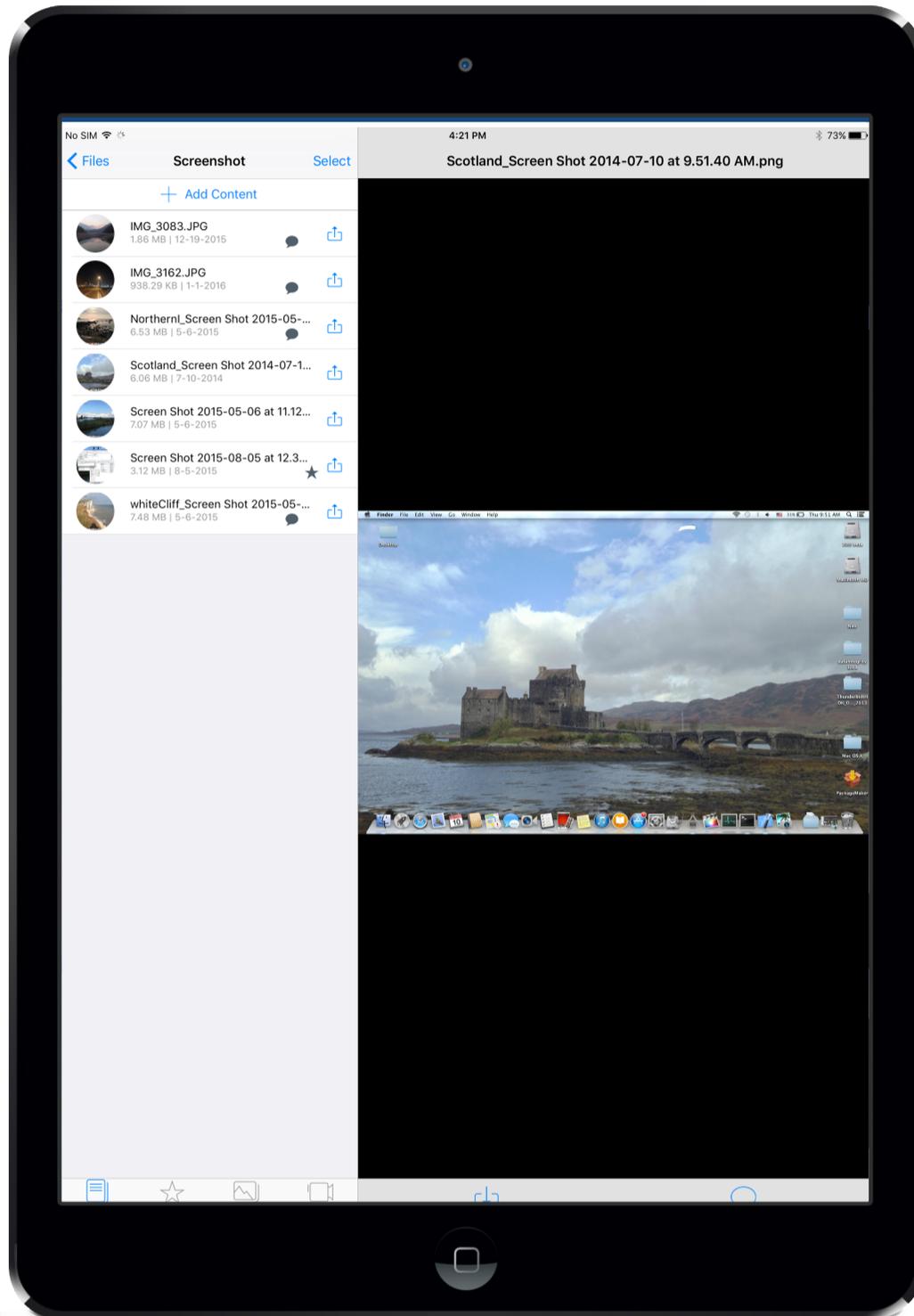
Access files by category, All files, Favorites, Photos and Videos



Toggle **Select/Select All** to choose photos, videos and files that appear listed in this menu

Using the Apollo Cloud App

Portrait view of Photos folder



Using the Apollo Cloud App

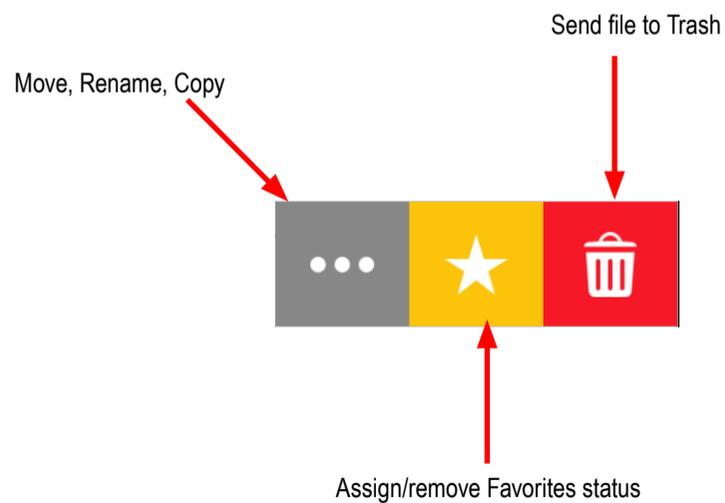
File management on tablet device

Managing and using files on a tablet works the same way as it does for a smart phone. Use the management shortcut icons to make a Rename, Move, Copy, assign or remove Favorite status, or send a file to the Trash. To reveal the shortcut, touch and hold in the on the right edge of the file row, then swipe the shortcuts to the left as they appear.

Landscape view



File management icons



Using the Apollo Utility for Mac and Windows

Using the Apollo Utility

Mac and Windows users can use the Apollo Utility to share and store files from their computer. The Apollo Utility is used the same way you use the Apollo Cloud App. The key difference is that the Apollo Utility includes the ability to “Sync” contents to a folder on your computer. The Selective Sync function of Apollo is described later in this chapter. Also notice that the Apollo Utility does not include the *Camera Rolls* function as it is a feature exclusively used for mobile devices.

Download the latest version of the utility and install it on a Windows Vista, 7, 8 and 10 operating systems, or Mac OS X (10.8 or later) operating system, to begin using Apollo with your computer.

Apollo Cloud Utility sign in menu (Mac)



The main differences between the Apollo Cloud App and the Apollo Utility:

- Apollo Utility does not use Camera Rolls.
- Apollo Utility creates a Sync folder on your computer to synchronize content that you can specify by folder. Create folders in the Apollo Sync folder, then use the Selective Sync function to specify which folders are to be synchronized. See “Using Selective Sync in Apollo Utility” on page 76 for details.

Launch the Apollo Cloud Utility and login the same way you do on a mobile device. If you are using the utility to claim a new Apollo, the procedure is the same as the claim procedure for a mobile device, except there is no *QR Code Scanner* option. Please see “Claiming Apollo: automatic method” on page 10 for a description of the claim procedure for the Apollo.

To begin the discovery and claim procedure for a new Apollo, click on **Find My Apollo** and follow the on-screen instructions.

To login to an existing Apollo account, click on **Sign in** and use the email address and password for your Apollo account.

Using the Apollo Utility for Mac and Windows

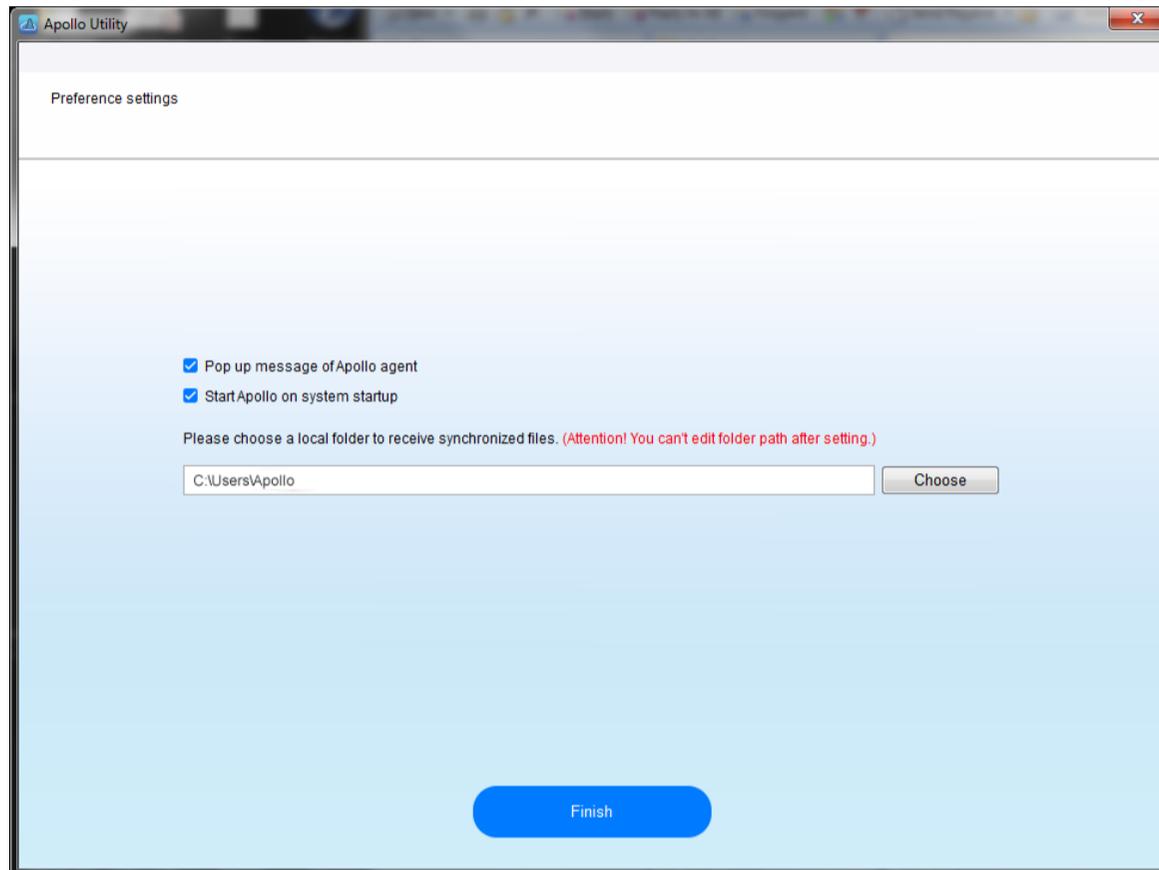


Important

When you first login, you are offered the option to change the location of the Apollo folder on your system, or accept the default location.

Once the Apollo folder location is set, you cannot change it unless you reset the device. However, the Apollo owner can change the device name at any time.

Apollo Cloud Utility first time login (Windows)



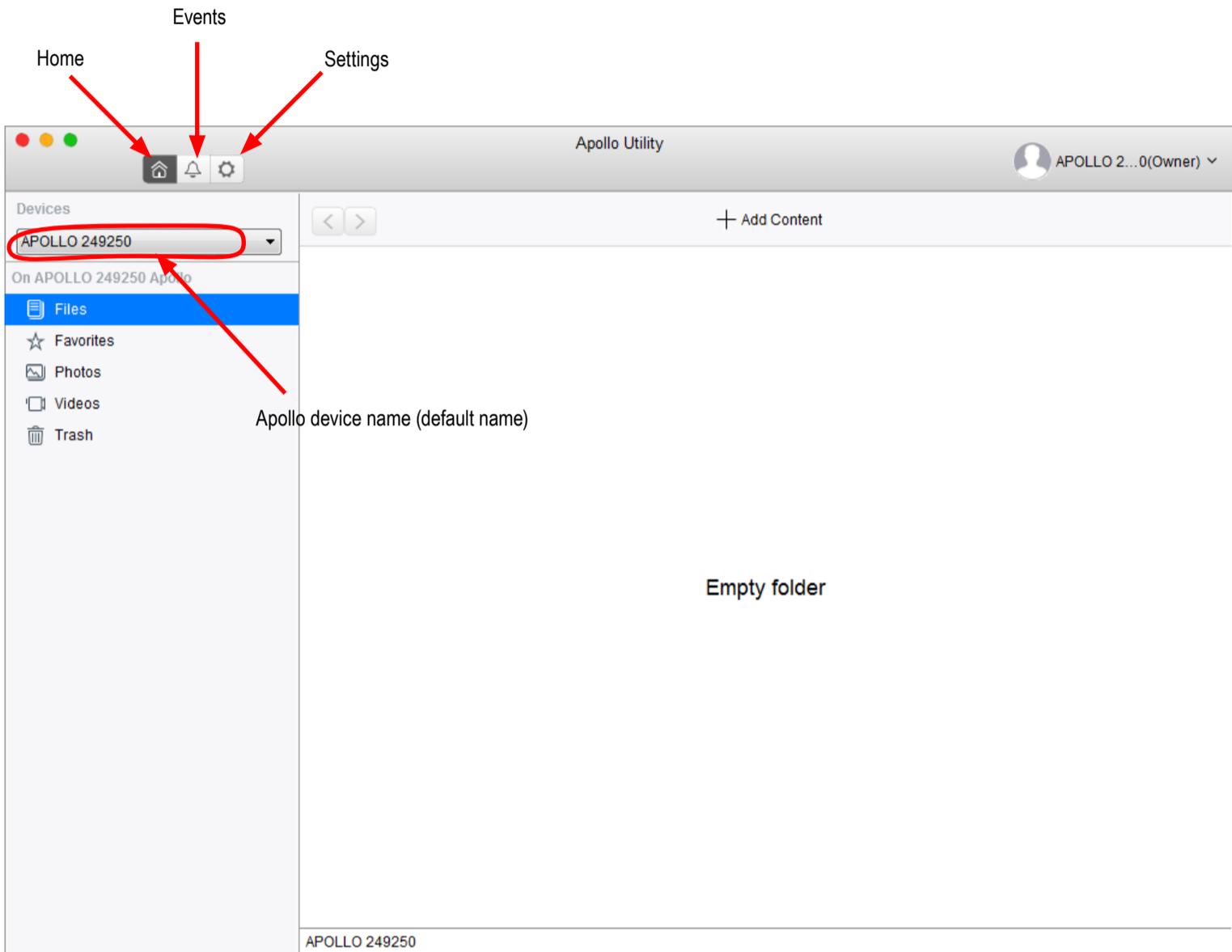
The first time you login to the Apollo Utility, you have the option to change the location of the Apollo folder. It is important to note that **this cannot be changed later without a device reset.**

You can also change default settings to enable or disable automatic utility launch on system start up, or enable/disable pop-up messages for significant events concerning the Apollo. These settings can be changed later in the Settings menu. See “Viewing software version and Settings” on page 78 for details.

Using the Apollo Utility for Mac and Windows

Navigating the Apollo Utility user interface

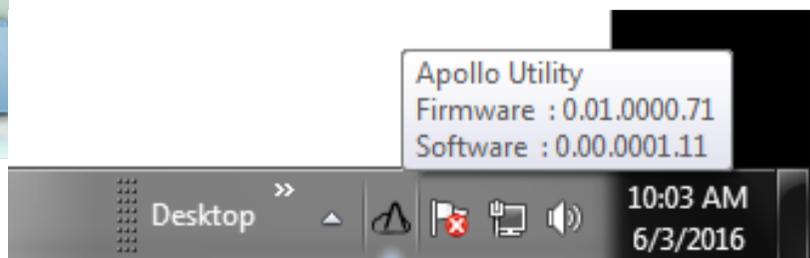
The user interface of the Apollo Utility is nearly identical for the Mac and Windows versions. The main differences are how the different operating systems present icons and menu access for applications in general. For Windows, an Apollo icon appears in the System Tray, and in Mac the Apollo icon appear in the Dock, as well as in the menu bar (on the top of the desktop in default Mac settings).



Apollo Utility icon in Dock on Mac



Apollo Utility icon in Windows System Tray



Using the Apollo Utility for Mac and Windows

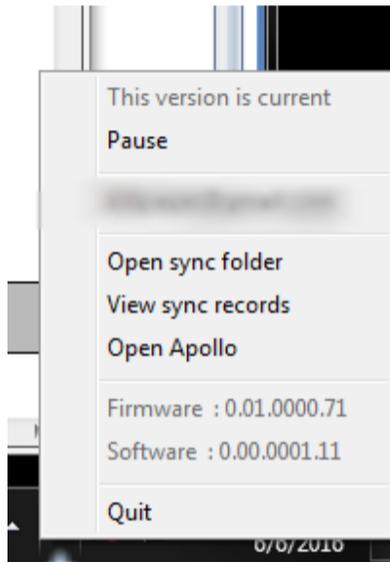
Using the Apollo Utility desktop icons

Some basic functions are available by right-clicking on the Apollo icon in the System Tray (Windows) or in the Menu Bar (Mac). Right-click and select the following options:

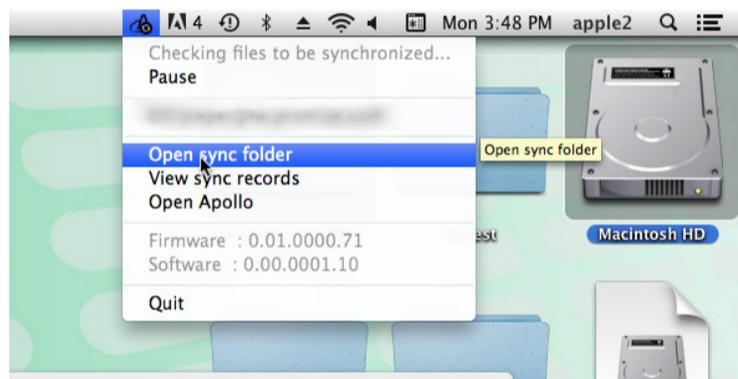
- Open Apollo (i.e. launch Apollo Utility)
- Quit Apollo Utility
- Open sync folder
- View sync records

You can also view the current Firmware version running on the Apollo, as well as the current software version of the Apollo Utility.

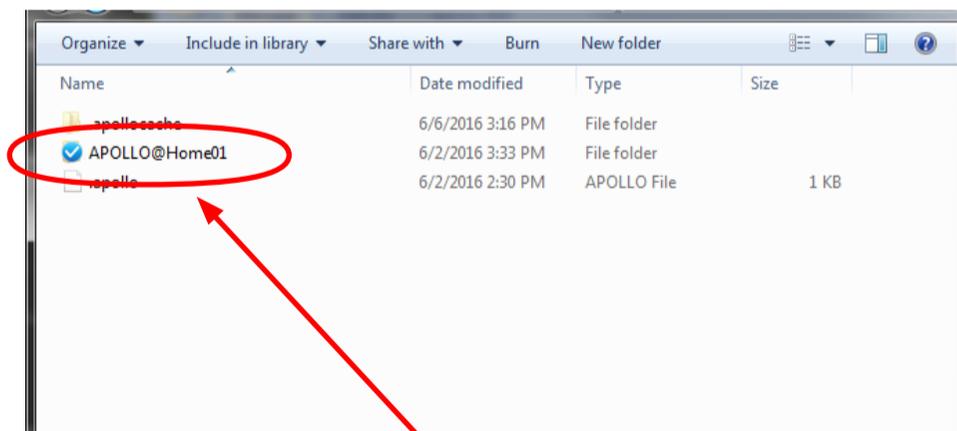
Right-click on Apollo Utility icon in Windows System Tray



Right-click on Apollo Utility icon in Mac Menu Bar



Right-click to open sync folder (Windows)



Apollo sync folder icon (after device name change)
See "Changing the device name in Apollo Utility" on page 75.



The name given to the Apollo device is set by the Apollo owner. This name is also used for the sync folder for all Apollo users.

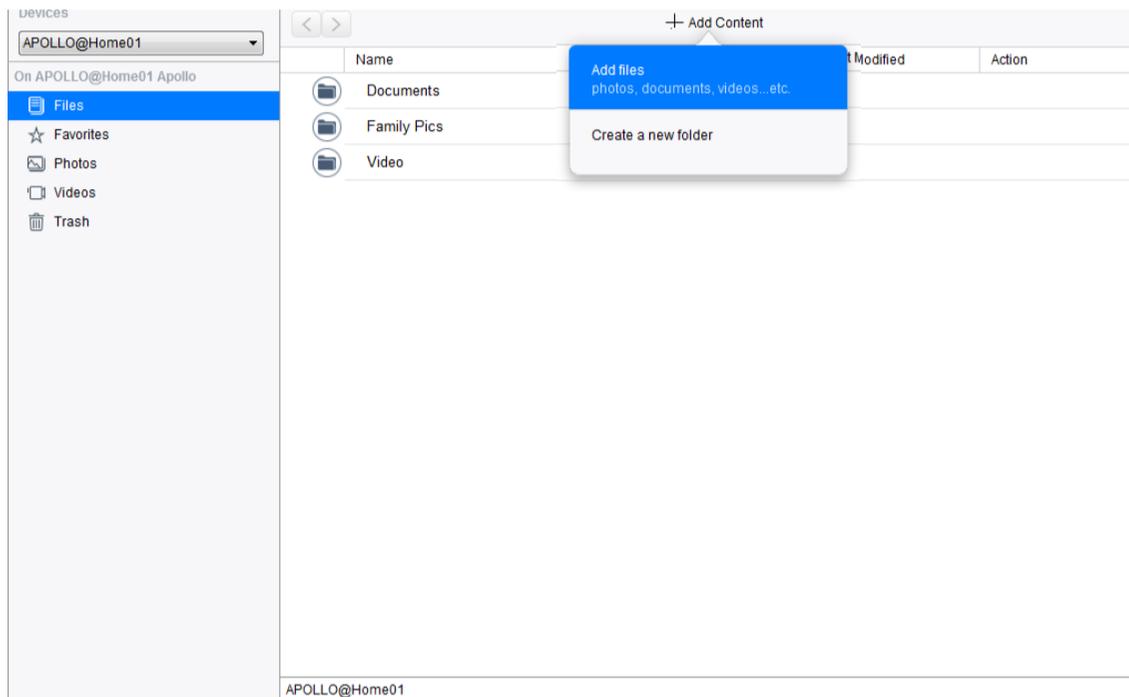
Using the Apollo Utility for Mac and Windows

Content in the Apollo folder

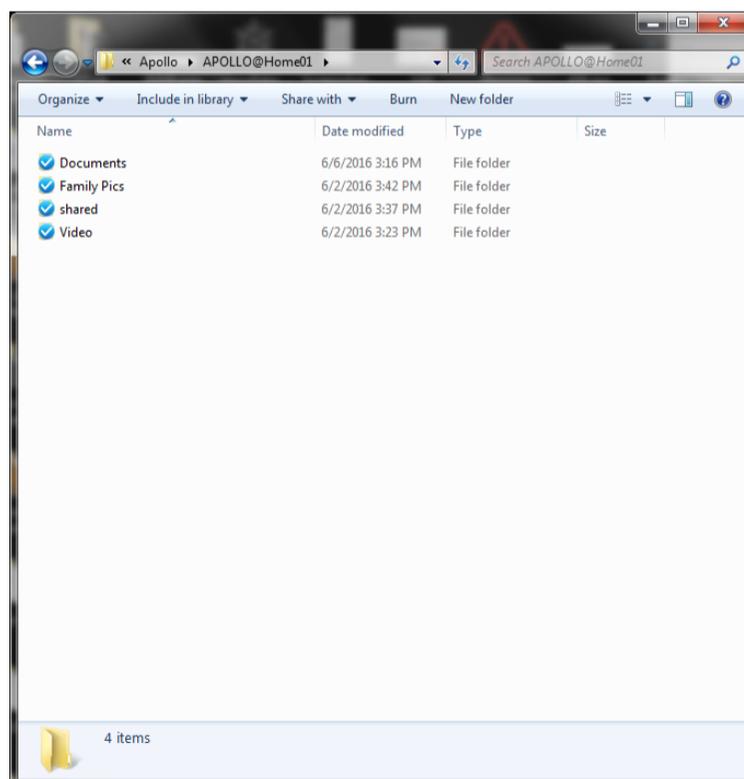
When you install the Apollo Utility, a folder is created on your computer. This is the Apollo folder. Inside Mac Finder or Windows Explorer, it appears and functions the same as any normal folder, you can drag or copy content, create folders, delete content, etc. You can also add content with Apollo Utility from the Home menu. Or open the sync folder by right-click on the desktop icon. When you create folders here, those folders are eligible for synchronizing to the Apollo. See “Using Selective Sync in Apollo Utility” on page 76 for details on how to include folders for syncing.

To add content or create a new folder, click on **Add Content** near the top of the menu.

Apollo Utility Home menu



Apollo sync folder in Windows (open by right-click on icon in System Tray)

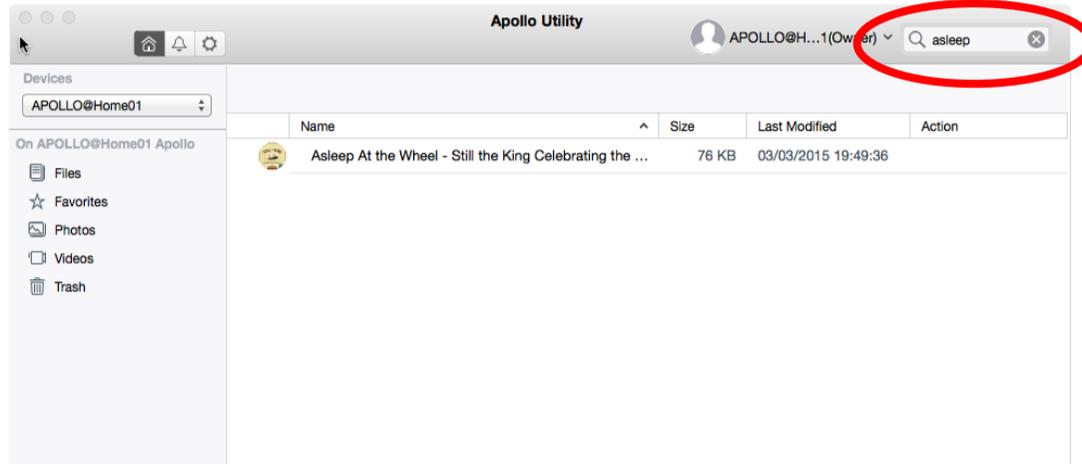


Using the Apollo Utility for Mac and Windows

Searching content to view in Apollo Utility

Use the Search function in Apollo to quickly locate a file or folder using a keyword search. Just type a keyword search term in the Search entry field and press the **Enter** key.

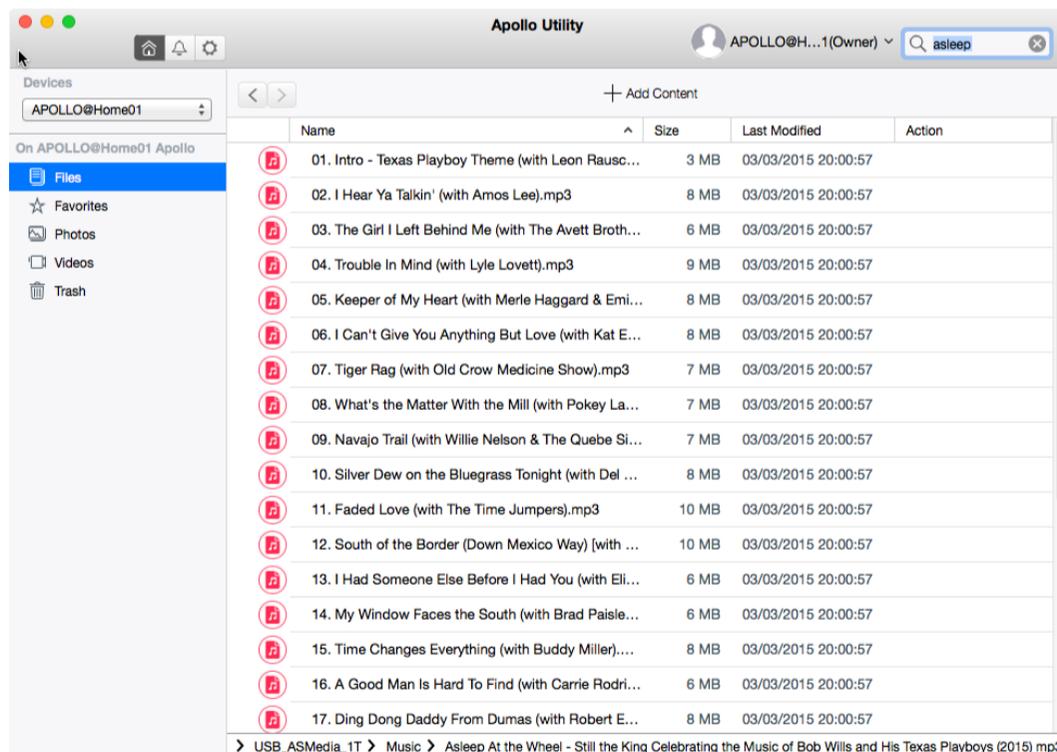
File search on Apollo



Sorting content to view in the Apollo Utility

Sorting content in Apollo works the same as it does in your operating system. Choose the category (Name, Size, Last Modified, etc.) for sorting at the top of the menu.

Sorting files and folders



Using the Apollo Utility for Mac and Windows

Keyboard shortcuts for handling files

Basic file handling in Apollo Utility works much the same as in the operating system you are using, including the keyboard shortcuts to copy and paste. You can copy from your Mac or Windows computer and paste into a folder on Apollo; or copy and paste from Apollo to a location on your computer. The keyboard shortcuts are standard for the operating system you are using.

| Operation | Windows | Mac |
|---------------------------|----------|-------|
| Copy file to clipboard | Ctrl + C | ⌘ + C |
| Paste file from clipboard | Ctrl + V | ⌘ + V |

Drag and drop file transfers

You can also drag and drop files to copy from your computer to a folder on Apollo, or drag and drop files from Apollo to your computer.

Using the Apollo Utility for Mac and Windows

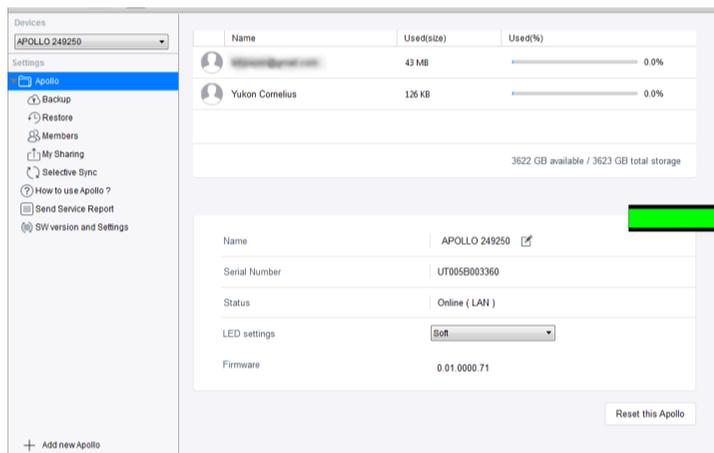
Changing the device name in Apollo Utility

The Apollo owner can change the name of the Apollo device using the Settings menu. The name given to the Apollo is also used for the sync folder. When this happens, the sync folder for all members will change to that name.

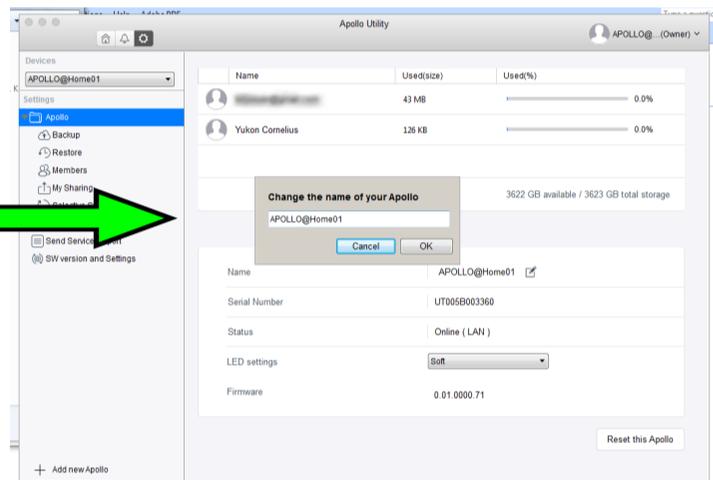
To change the device name and the sync folder name, follow these steps:

1. Click the **Settings** icon in the top menu bar of the Apollo Utility user interface.
2. The top-level menu in Settings displays.
3. Click on the *Edit* icon in the Name row of the menu display. A new menu pops up.
4. Type in the preferred device name for Apollo
5. Click the **OK** button to complete.

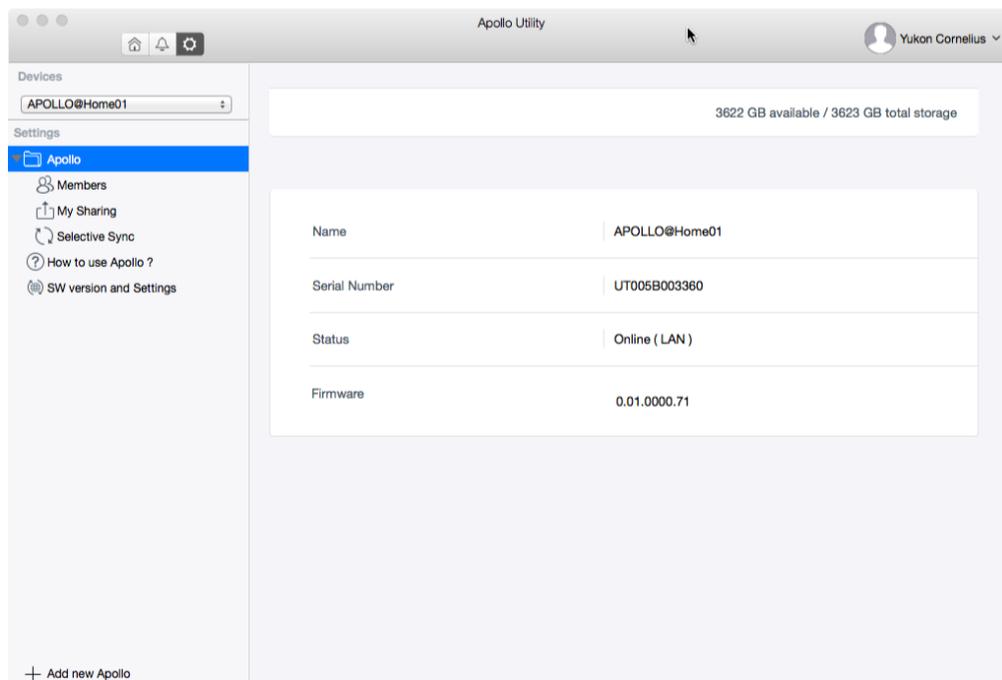
Settings menu



Change device name



New device name appears in member Apollo Utility

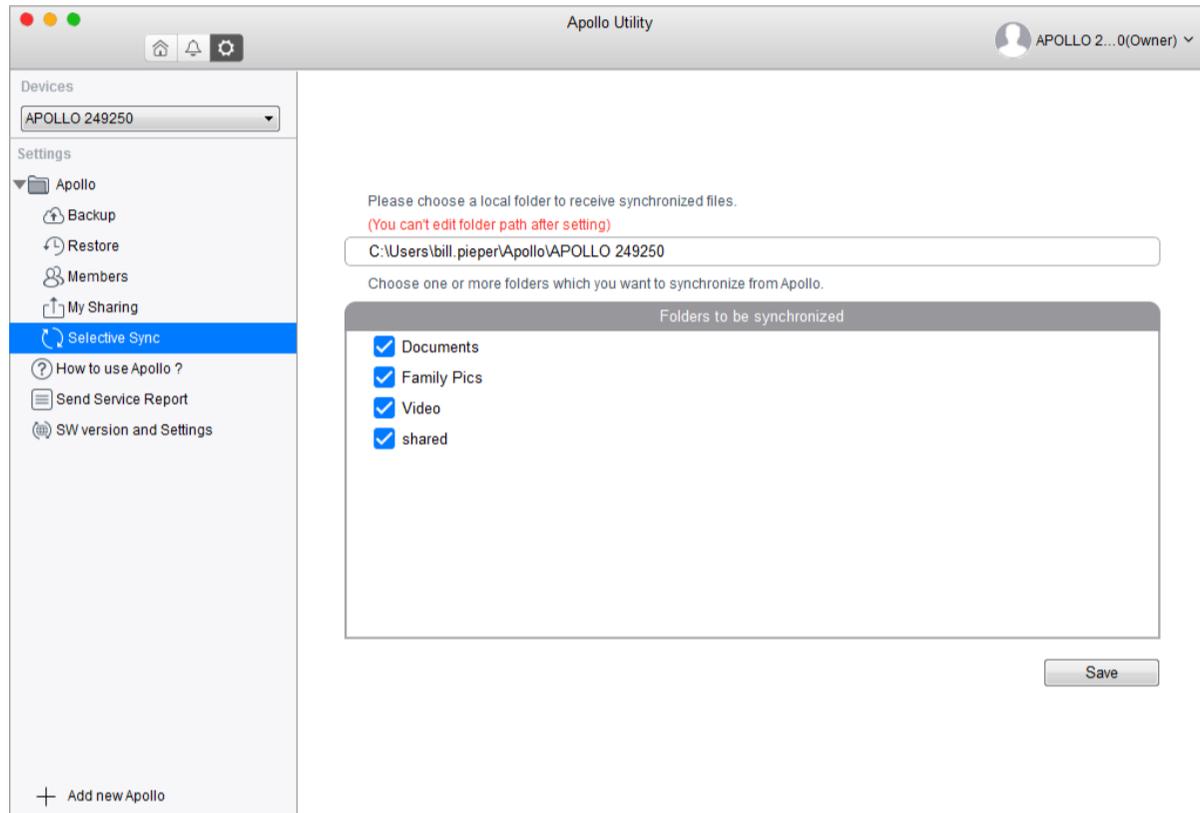


Using the Apollo Utility for Mac and Windows

Using Selective Sync in Apollo Utility

To set up automatic syncing of content between the Apollo Utility and Apollo folder on your computer, follow these steps:

1. Click the **Settings** icon in the top menu bar of the Apollo Utility user interface.
2. Choose the **Selective Sync** option in the side bar.
3. Click to check mark folders in the Apollo folder you want to synchronize.
4. Click the **Save** button to complete.



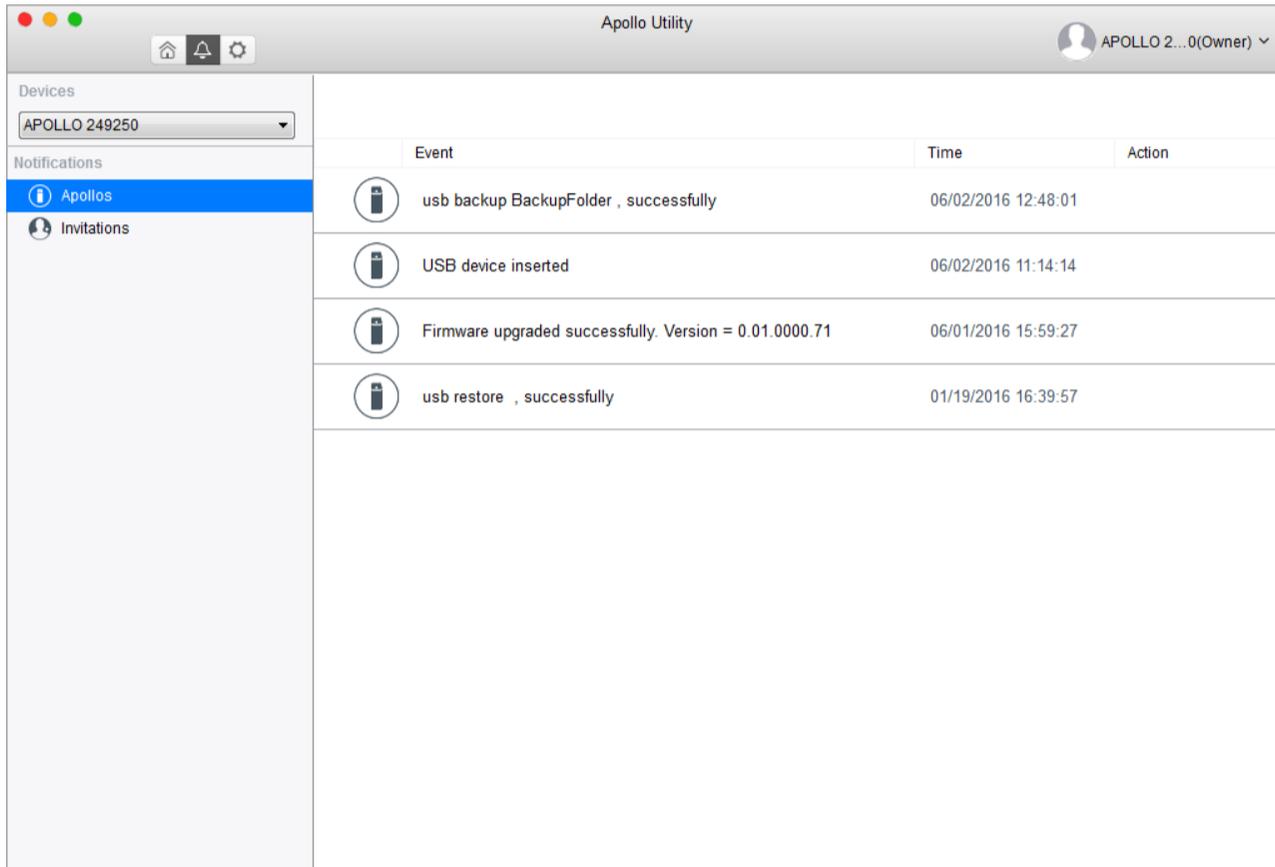
Using the Apollo Utility for Mac and Windows

Viewing events in Apollo Utility

Click the Events icon in the top menu bar to view Events and Invitations.



Only the Apollo owner can view the Apollo Events menu. Members will see only the Invitations list.



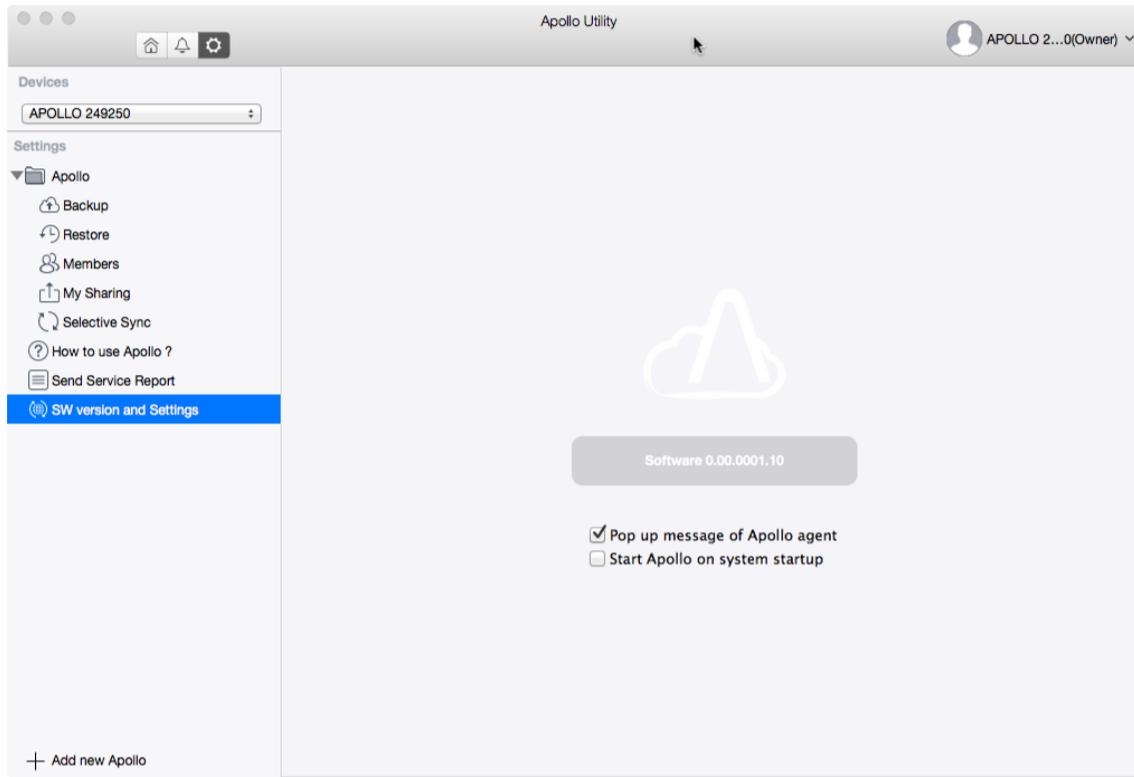
The screenshot shows the Apollo Utility application window. The title bar reads "Apollo Utility" and the user is identified as "APOLLO 2...0(Owner)". On the left sidebar, under "Notifications", the "Apollos" option is selected. The main area displays a table of events:

| Event | Time | Action |
|--|---------------------|--------|
|  usb backup BackupFolder , successfully | 06/02/2016 12:48:01 | |
|  USB device inserted | 06/02/2016 11:14:14 | |
|  Firmware upgraded successfully. Version = 0.01.0000.71 | 06/01/2016 15:59:27 | |
|  usb restore , successfully | 01/19/2016 16:39:57 | |

Using the Apollo Utility for Mac and Windows

Viewing software version and Settings

To see what version of the Apollo Utility is installed, click the Settings icon in the top menu bar, and choose the **SW version and Settings** option.



This menu is also where you can change default settings to enable or disable automatic launch of the Apollo Utility on system startup, and automatic pop-up notices for Apollo events.

Using the Apollo Utility for Mac and Windows

Uploading content from a USB storage device

To save data on a USB storage drive to the Apollo, you need to use the Apollo Utility. The USB Upload procedure is described here, and repeated in the section “Using the Apollo Utility” on page 68, which includes other useful information about using the Apollo Utility. USB Upload is a simple operation, just connect a USB device, and instruct Apollo to proceed. However, you need to make sure there is enough available storage capacity on Apollo to accommodate the upload. Also, note that if you are a large quantity of data, the upload time will increase proportional to the amount of data being transferred.

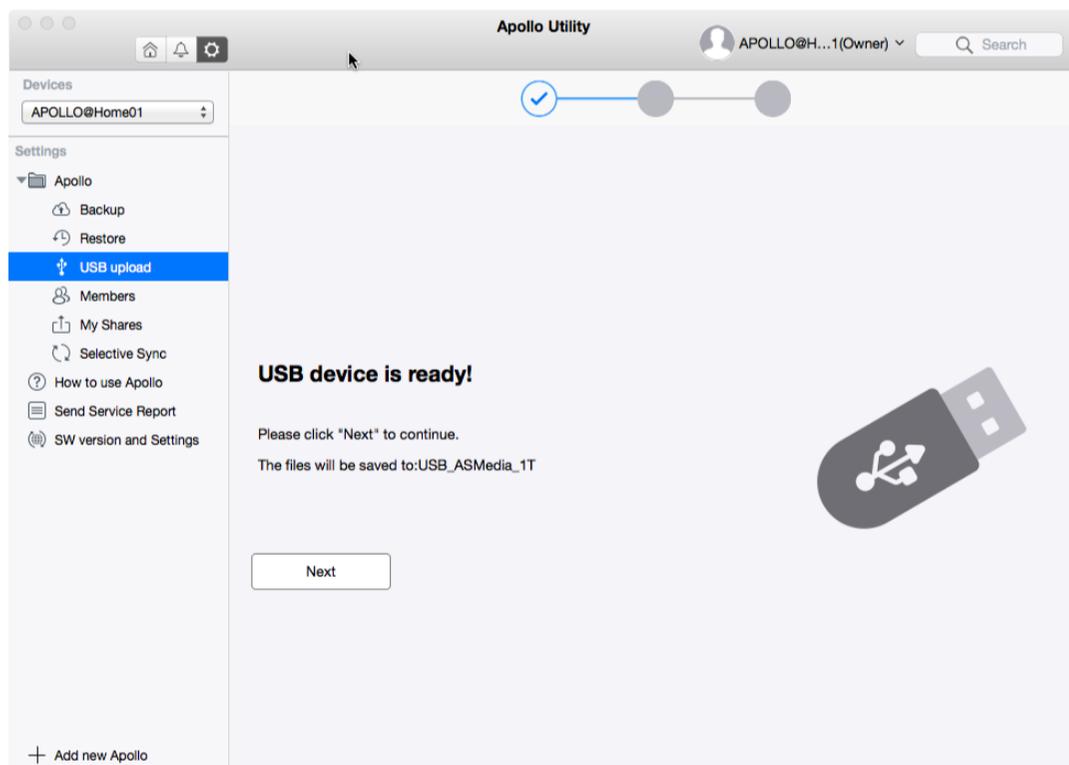


Upload time varies according to how much data is being transferred. Keep this in mind if you are uploading a large amount of content.

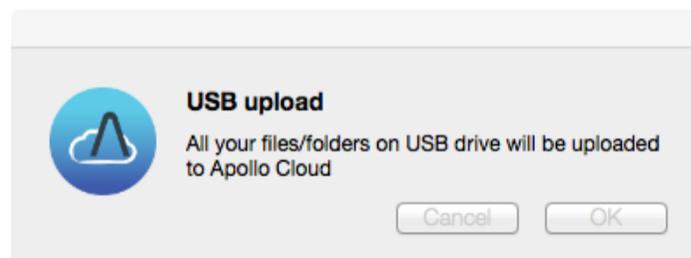
To begin a USB Upload to Apollo, attach a USB storage device to the USB port on Apollo, and use the Apollo Utility to perform the steps below. See also “Using the Apollo Utility” on page 68.

1. Click the **Settings** icon in the top menu bar of the Apollo Utility user interface, and select the **USB upload** option.
2. If the USB device is connected and ready for use, you will see the **USB device is ready!** message. If you do not see this message, check the USB connection. If it is connected, the device might not be suitable for with Apollo. *Apollo requires the USB drive to use one of the following file systems: exFAT, NTFS, HFS, EXT3 or EXT4.*

USB upload in Settings menu



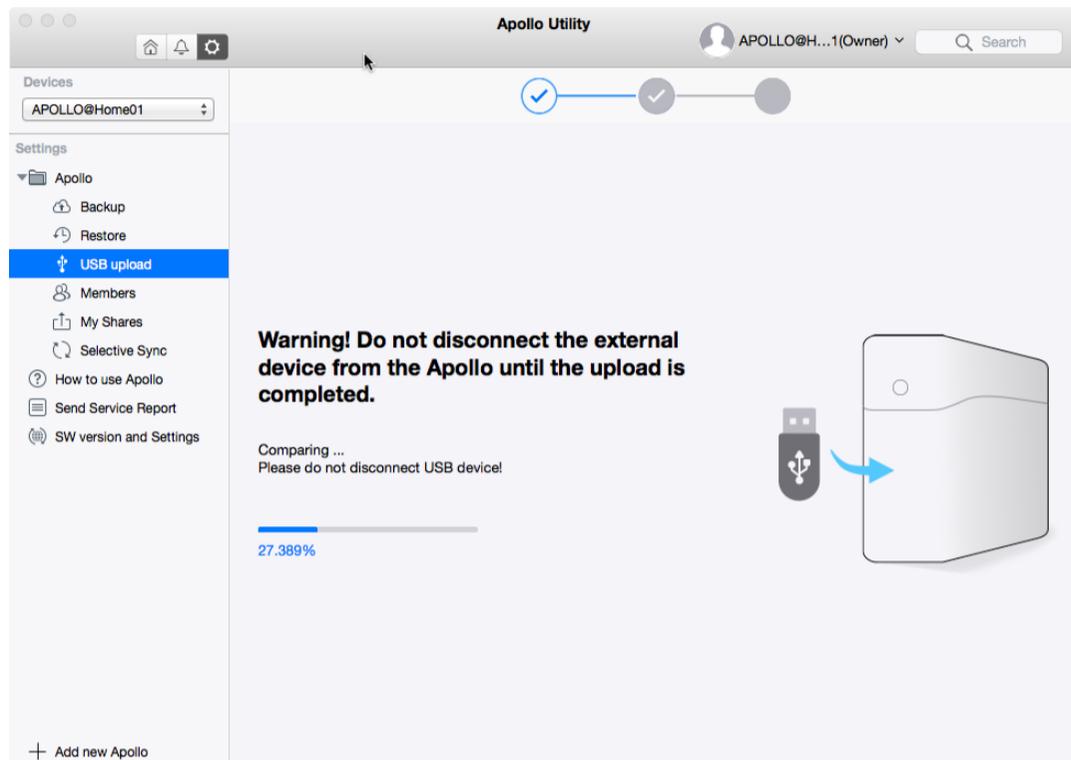
3. A pop-up dialog appears asking for confirmation. If you want to proceed with the upload, click **OK**.



Using the Apollo Utility for Mac and Windows

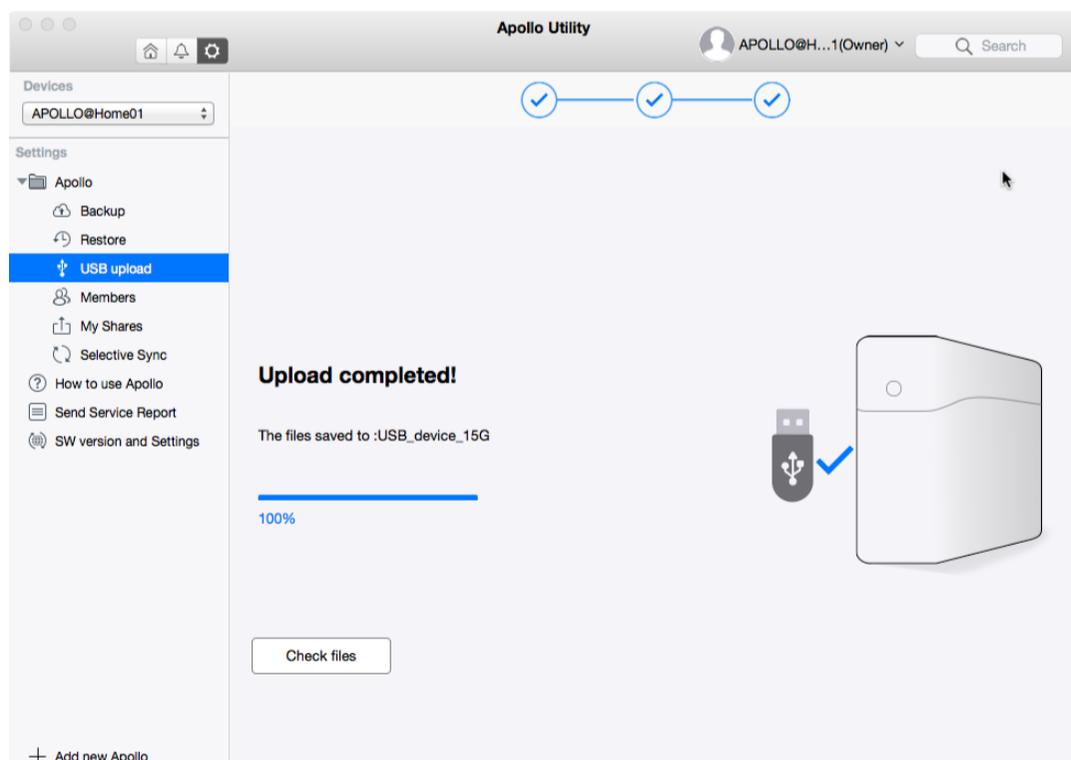
4. After a few seconds, a progress bar appears, this represents how much of the upload has been completed. **DO NOT DISCONNECT** the USB storage device while the upload is in progress.

USB upload in progress



5. When the USB upload is completed, a message appears informing you that it is done. It is now safe to disconnect the USB storage device.

USB upload finished



Using the Apollo for Mac Time Machine

Using the Apollo for Apple Time Machine backup

Apollo can be used for Apple Time Machine backups. Time Machine is configured using the Mac Time Machine configuration menu in Mac OS, including macOS Sierra (version 10.12).

Keep in mind that Apollo account members, as well as the owner can use one, or multiple Apollo devices for Time Machine backup. However, it is necessary for each Apollo account to use a separate pre-configured User ID for each Time Machine configuration. The pre-configured User ID is provided during the Time Machine setup procedure in the Mac OS. You will use the Apollo Utility to get the User ID.

Follow the instructions here to set up Apollo for use as Time Machine in Mac OS.

1. In Mac OS, open **System Preferences**, and click on the **Time Machine** icon to open the Time Machine configuration menu.

Time Machine setup menu



2. Click on the **Select Disk** button. A new menu appears.
3. Click on the Apollo under Available Disks, and click on the **Use Disk** button. A new dialog menu appears. *If you have a Time Machine setup already configured, you will be asked if you want to replace the existing Time Machine, or if you prefer to Use Both. Choose which option you prefer.*

Select Apollo to use for a Time Machine disk



Using the Apollo for Mac Time Machine

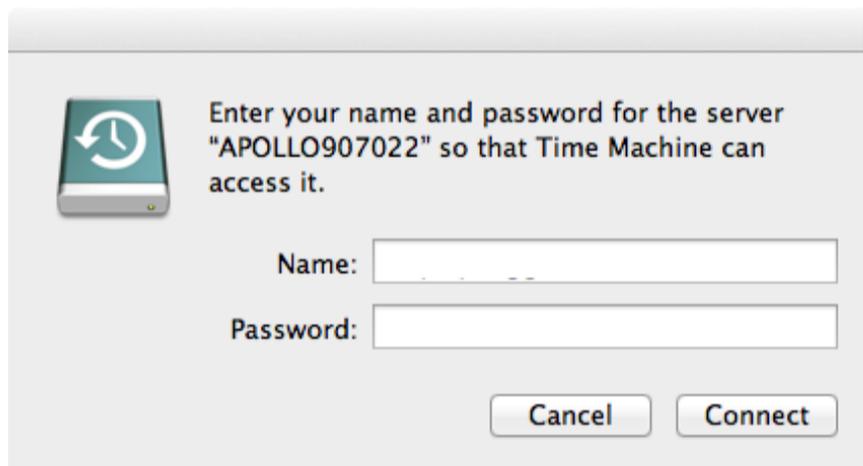
- Before you can enter a Name in the dialog menu, you need to get the User ID for this Time Machine setup. Go up to the Menu Bar on your desktop, right-click on the Apollo icon, and scroll down to select *Time Machine Status*.
- In the **Apollo Time Machine Status** menu, the **User ID** is displayed. Use this to get access to Apollo for the Time Machine backup.

Get User ID (Name) for Time Machine configuration

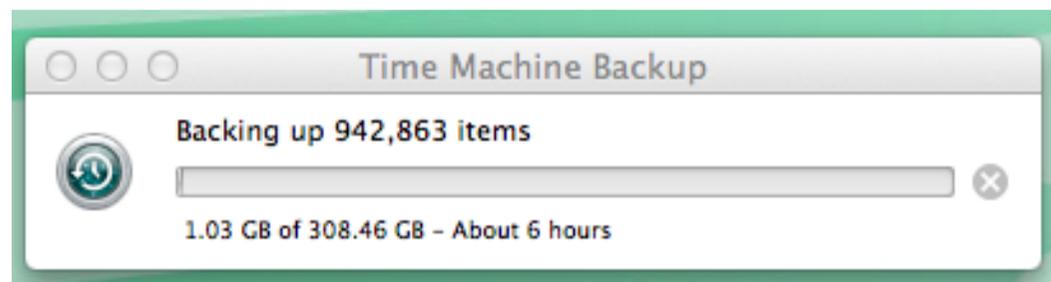


- Return to the Time Machine setup dialog menu, enter the User ID you just received in the **Name** entry field, and enter the password used to for your Apollo account in the **Password** entry field. Click on the **Connect** button, to create the Time Machine configuration.

Enter User ID (Name) and Apollo Password



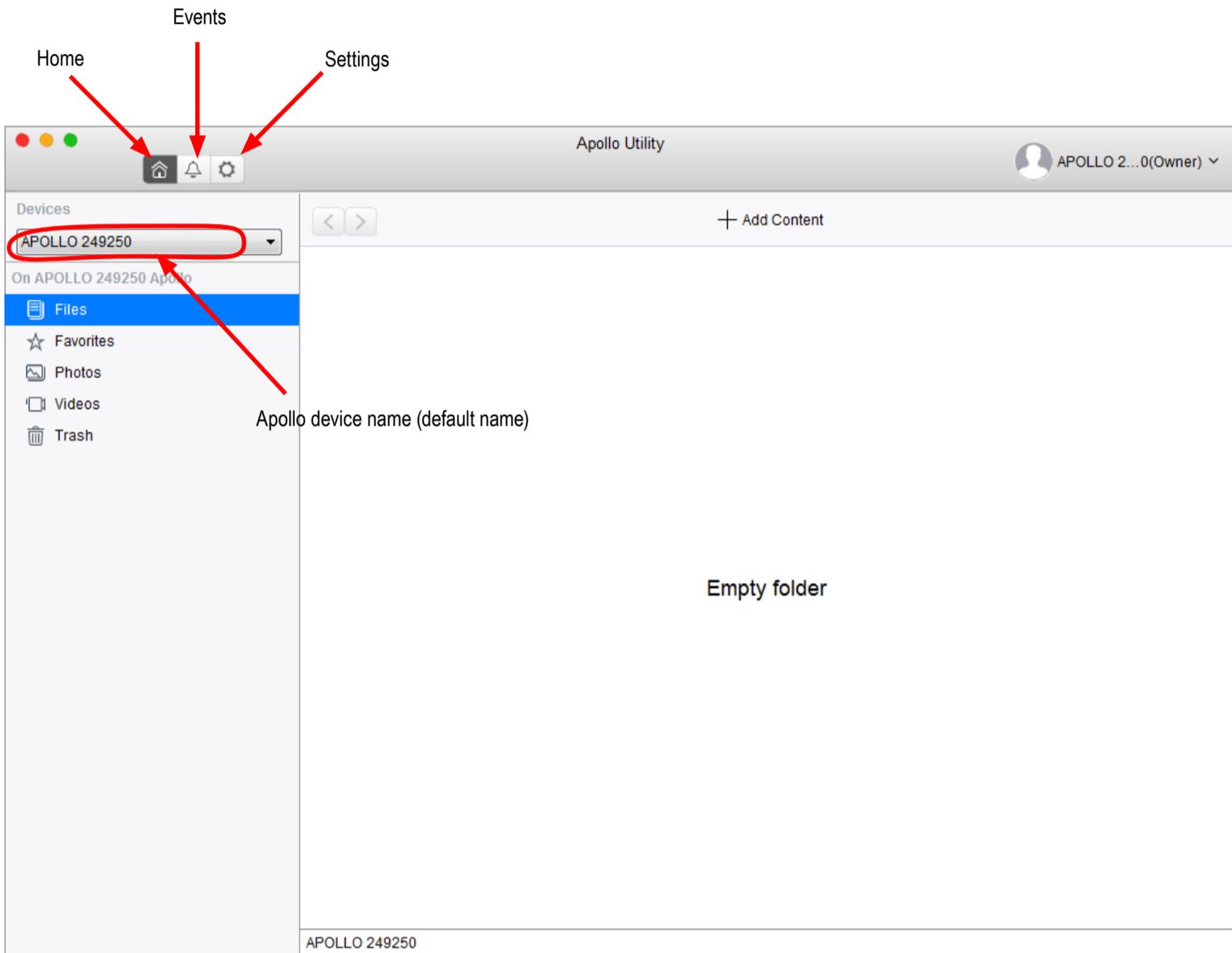
- If Time Machine is turned on, it might be activated shortly after the connection to Apollo is established. You are finished setting up Time Machine on Apollo.



Using the Apollo for Mac Time Machine

Navigating the Apollo Utility user interface

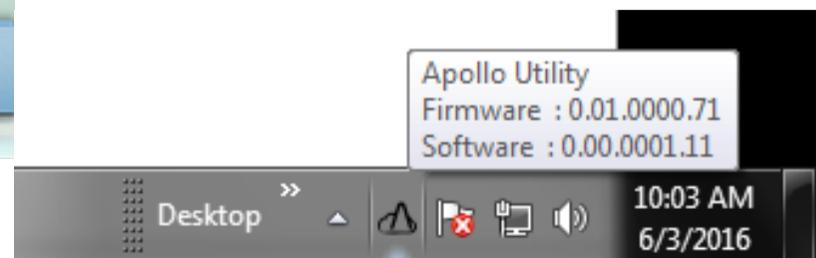
The user interface of the Apollo Utility is nearly identical for the Mac and Windows versions. The main differences are how the different operating systems present icons and menu access for applications in general. For Windows, an Apollo icon appears in the System Tray, and in Mac the Apollo icon appear in the Dock, as well as in the menu bar (on the top of the desktop in default Mac settings).



Apollo Utility icon in Dock on Mac



Apollo Utility icon in Windows System Tray



Using the Apollo for Mac Time Machine

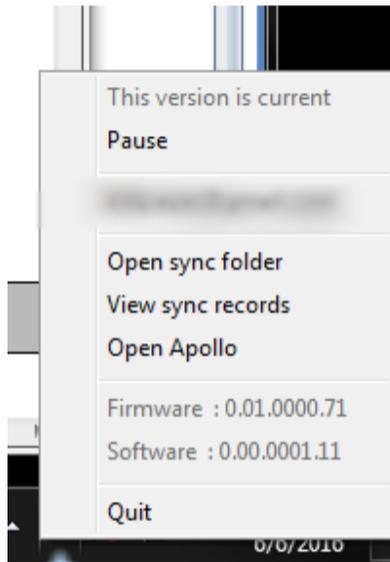
Using the Apollo Utility desktop icons

Some basic functions are available by right-clicking on the Apollo icon in the System Tray (Windows) or in the Menu Bar (Mac). Right-click and select the following options:

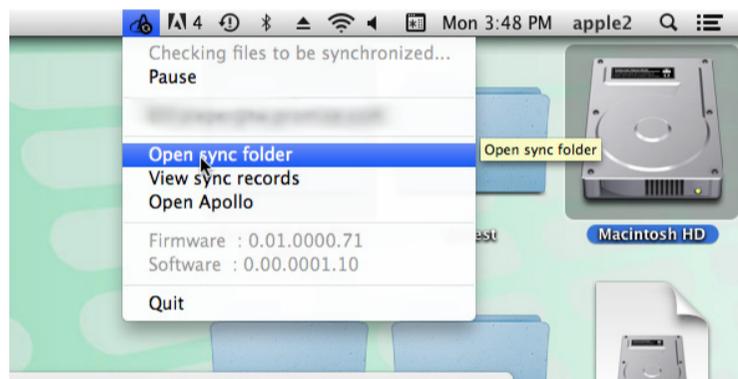
- Open Apollo (i.e. launch Apollo Utility)
- Quit Apollo Utility
- Open sync folder
- View sync records

You can also view the current Firmware version running on the Apollo, as well as the current software version of the Apollo Utility.

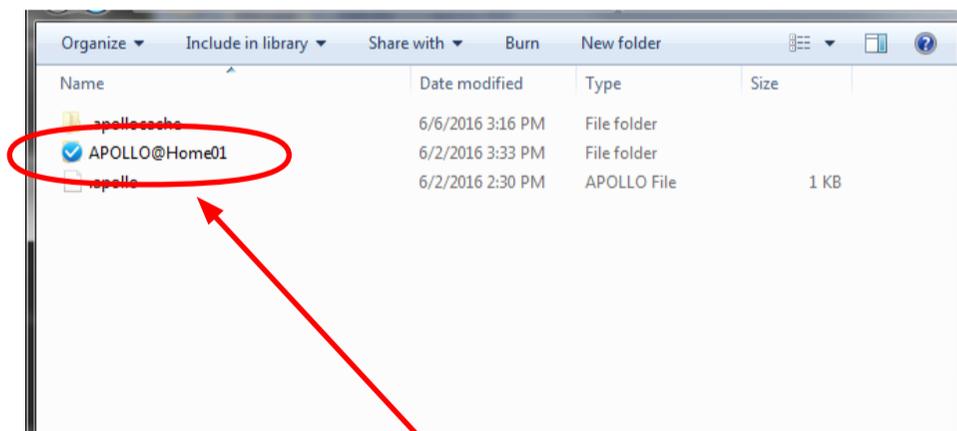
Right-click on Apollo Utility icon in Windows System Tray



Right-click on Apollo Utility icon in Mac Menu Bar



Right-click to open sync folder (Windows)



Apollo sync folder icon (after device name change)
See "Changing the device name in Apollo Utility" on page 75.



The name given to the Apollo device is set by the Apollo owner. This name is also used for the sync folder for all Apollo users.

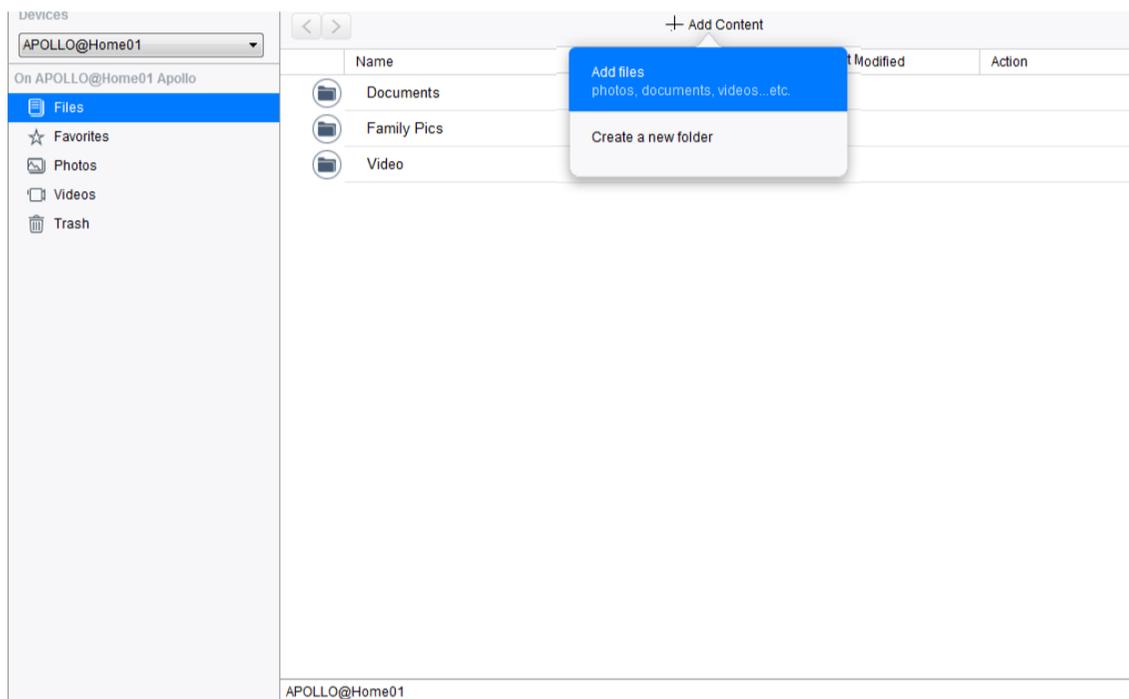
Using the Apollo for Mac Time Machine

Content in the Apollo folder

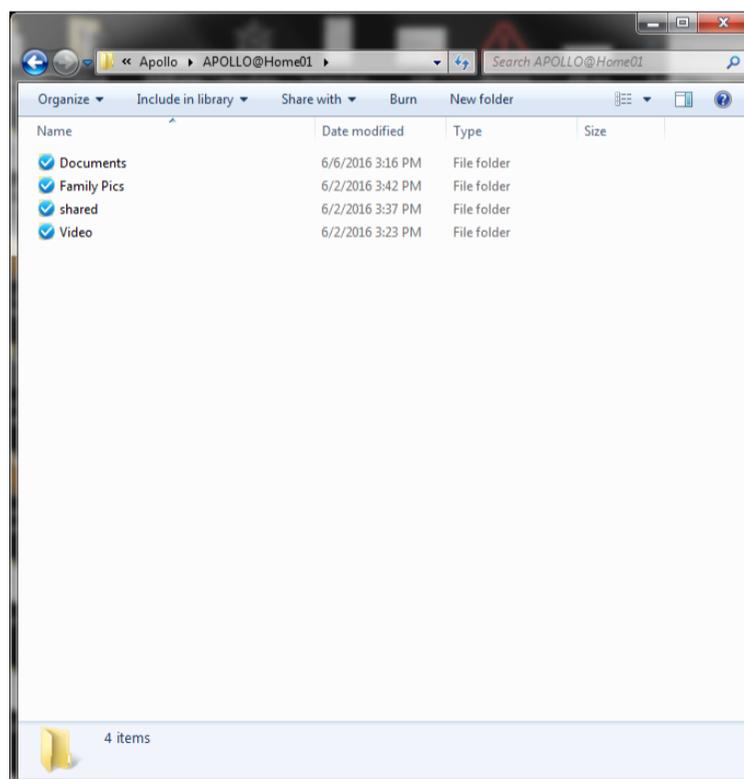
When you install the Apollo Utility, a folder is created on your computer. This is the Apollo folder. Inside Mac Finder or Windows Explorer, it appears and functions the same as any normal folder, you can drag or copy content, create folders, delete content, etc. You can also add content with Apollo Utility from the Home menu. Or open the sync folder by right-click on the desktop icon. When you create folders here, those folders are eligible for synchronizing to the Apollo. See “Using Selective Sync in Apollo Utility” on page 76 for details on how to include folders for syncing.

To add content or create a new folder, click on **Add Content** near the top of the menu.

Apollo Utility Home menu



Apollo sync folder in Windows (open by right-click on icon in System Tray)



LED behavior

LED Behavior

The table below lists all the variations of LED behavior. This might be useful if troubleshooting the Apollo is required.

| Color | Brightness level | Behavior | Indicates ... |
|-----------------|---|-----------------------|---|
| Green | Bright | ON - steady | The Apollo is powered on. |
| Green | Bright | Long flash/Fast pace | Running boot up, loading firmware (about 1 minute). |
| Green | Bright | Long flash/Slow pace | Booting Kernel, not yet connected to the Public Server (about 20~30 seconds). |
| White | Bright | Long flash/Fast pace | Completing registration on Public Server, service is loaded (about 3 seconds). |
| White | <i>Setting according to user preference</i> | ON - steady | Apollo is idle, no clients are currently connected or active. |
| White | <i>Setting according to user preference</i> | Long flash/Slow pace | Clients are connected to Apollo; or data is being backed up to and USB memory device; or data is being received from a USB memory device. |
| Red | Bright | Long flash/Slow pace | Restore From USB |
| Red | Bright | ON - steady | Service has failed (for example, the Public Server is no ready); or a hardware component has failed; or the hard disk drive has failed. |
| Red | Bright | Long flash/Fast pace | Reserved for future use. |
| White | Dim | Short flash/Slow pace | Hard disk drive spin-down (HDD going to sleep mode). |
| White | Dim | Short flash/Fast pace | Hard disk drive spin-up (HDD waking up from sleep mode). |
| White and Green | Bright | ON - steady | Apollo is booted up and ready to be claimed; Apollo not yet claimed. |
| White and Red | Bright | ON - steady | Network connection is lost; or path to Public Server is lost. |

ON - steady: LED lights continuously without interruption (i.e. it does not flash or blink).

Long flash/Fast pace: LED flashes on twice per one second interval, remaining on about 70% of the time.

Long flash/Slow pace: LED flashes on once during two second intervals, remaining on about 70% of the time.

Short flash/Fast pace: LED flashes once per one second interval, remaining on about 30% of the time.

Short flash/Slow pace: LED flashes once during four second intervals, remaining on about 30% of the time.

Tech Support and Warranty

Contacting Technical Support

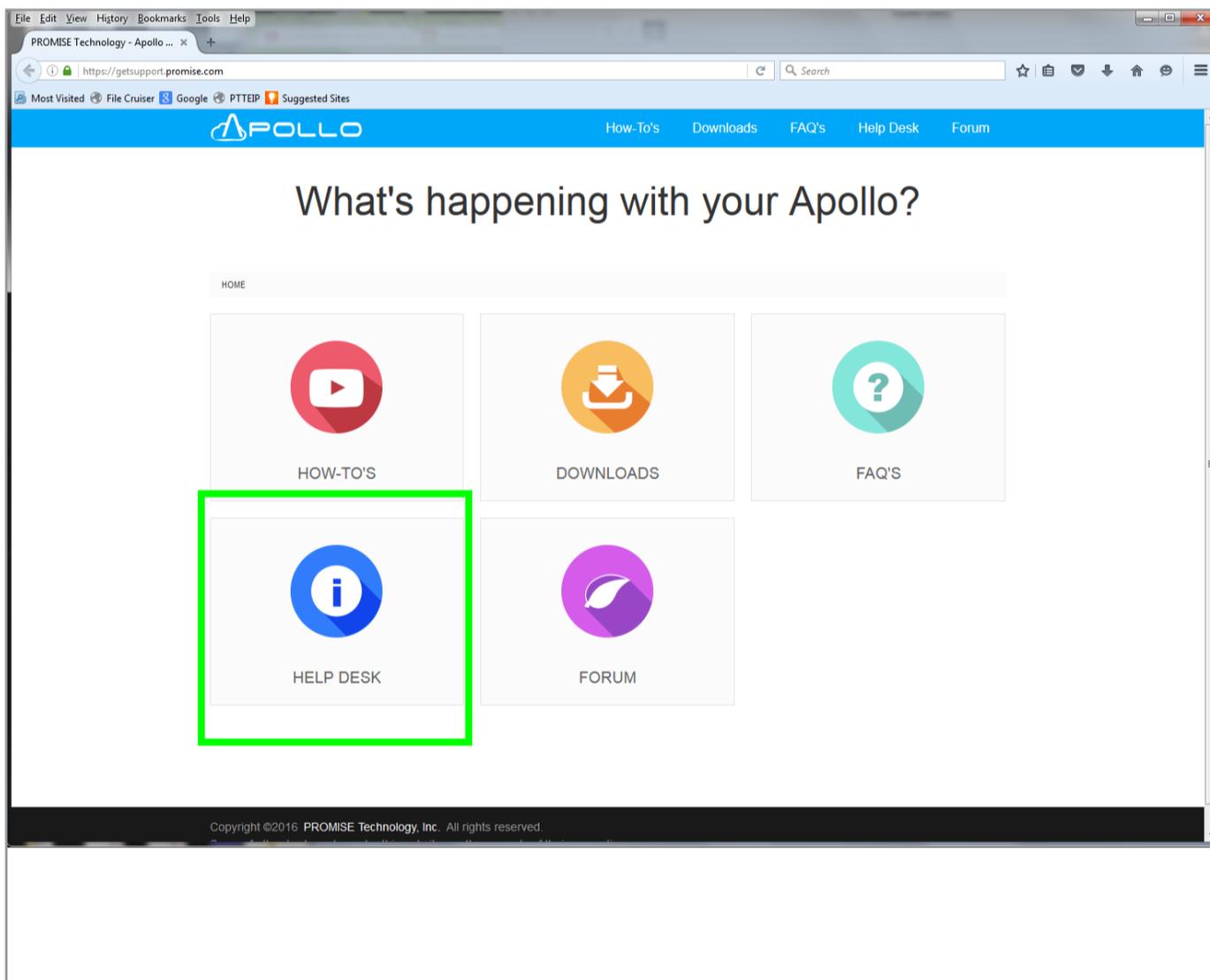
PROMISE Technical Support provides several support options for PROMISE users to access information and updates. We encourage you to use one of our electronic services, which provide product information updates for the most efficient service and support. Promise offers free phone and web support for the first 90 days after purchase of the product.

*Additional charges may apply

Promise offers local Phone Support for Apollo during normal business hours 7 days per week.

Please visit the Apollo support help desk portal at: <https://getsupport.promise.com/Home>

And click on the **i HELP DESK** link:



Tech Support and Warranty

In the **i HELP DESK** link you will find:

CALL US, LIVE CHAT, ONLINE SUPPORT and **WE WILL CALL YOU** links. Please choose the option that best suits your schedule and needs.

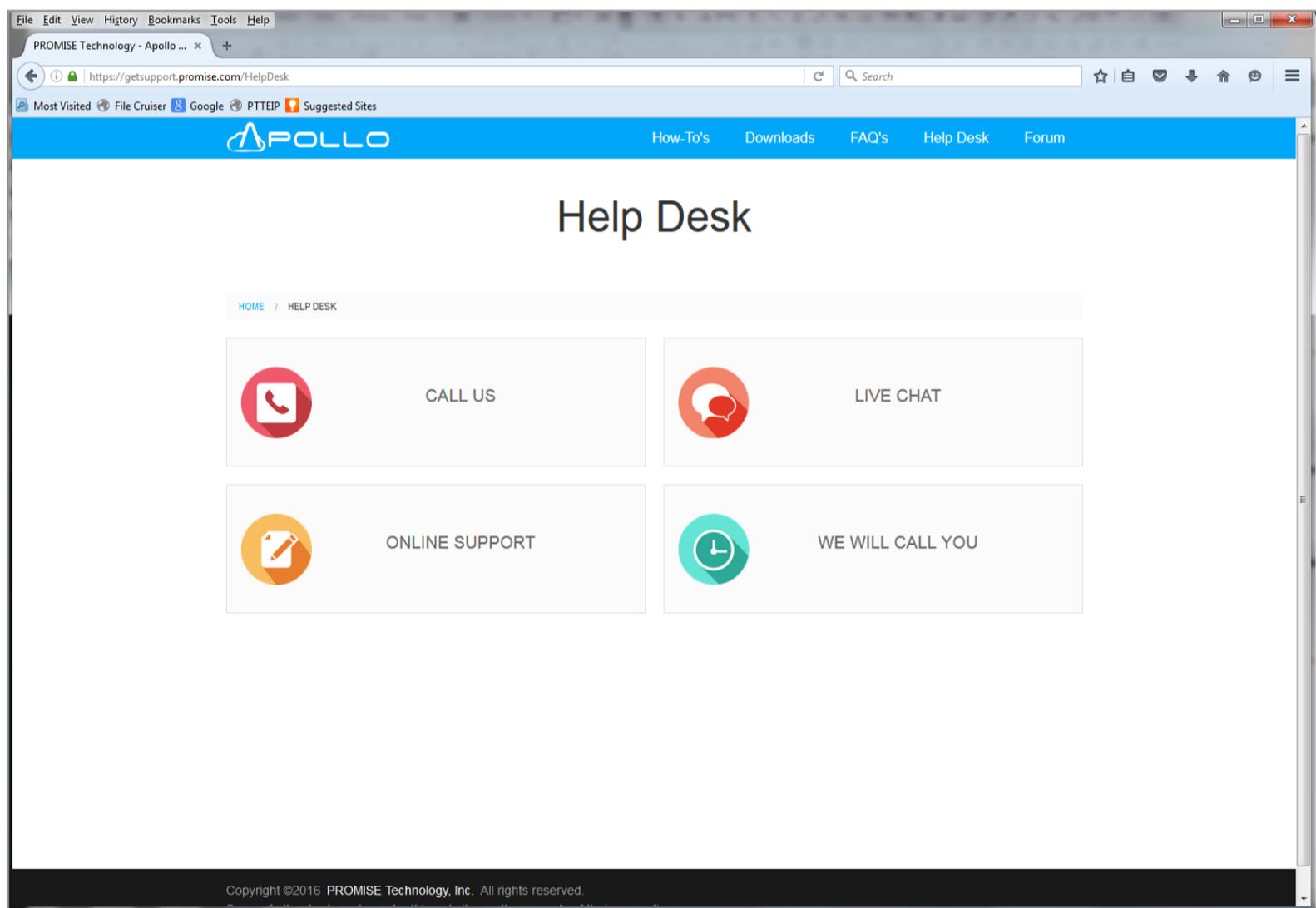
When you contact Technical Support, please have the following information available:

- Product model and serial number
- A description of the problem / situation



Important

You can find the Serial Number on a card that should have been included in the Apollo packaging, or look on the bottom of the Apollo.



Tech Support and Warranty

Limited Warranty

PROMISE Technology, Inc. ("PROMISE") warrants that this product, from the time of the delivery of the product to the original end user:

- a) all components for a period of two (2) years;
- b) will conform to PROMISE's specifications;
- c) will be free from defects in material and workmanship under normal use and service.

This warranty:

- a) applies only to products which are new and in cartons on the date of purchase;
- b) is not transferable;
- c) is valid only when accompanied by a copy of the original purchase invoice.
- d) Is not valid on spare parts.

This warranty shall not apply to defects resulting from:

- a) improper or inadequate maintenance, or unauthorized modification(s), performed by the end user;
- b) operation outside the environmental specifications for the product;
- c) accident, misuse, negligence, misapplication, abuse, natural or personal disaster, or maintenance by anyone other than a PROMISE or a PROMISE-authorized service center.

Tech Support and Warranty

Disclaimer of other warranties

This warranty covers only parts and labor, and excludes coverage on software items as expressly set above.

Except as expressly set forth above, PROMISE disclaims any warranties, expressed or implied, by statute or otherwise, regarding the product, including, without limitation, any warranties for fitness for any purpose, quality, merchantability, non-infringement, or otherwise. PROMISE makes no warranty or representation concerning the suitability of any product for use with any other item. You assume full responsibility for selecting products and for ensuring that the products selected are compatible and appropriate for use with other goods with which they will be used.

PROMISE does not warrant that any product is free from errors or that it will interface without problems with your computer system. It is your responsibility to back up or otherwise save important data before installing any product and continue to back up your important data regularly.

No other document, statement or representation may be relied on to vary the terms of this limited warranty.

PROMISE's sole responsibility with respect to any product is to do one of the following:

- a) replace the product with a conforming unit of the same or superior product;
- b) repair the product.

PROMISE shall not be liable for the cost of procuring substitute goods, services, lost profits, unrealized savings, equipment damage, costs of recovering, reprogramming, or reproducing of programs or data stored in or used with the products, or for any other general, special, consequential, indirect, incidental, or punitive damages, whether in contract, tort, or otherwise, notwithstanding the failure of the essential purpose of the foregoing remedy and regardless of whether PROMISE has been advised of the possibility of such damages. PROMISE is not an insurer. If you desire insurance against such damage, you must obtain insurance from another party.

Some states do not allow the exclusion or limitation of incidental or consequential damages for consumer products, so the above limitation may not apply to you.

This warranty gives specific legal rights, and you may also have other rights that vary from state to state. This limited warranty is governed by the State of California.

Tech Support and Warranty

Your Responsibilities

You are responsible for determining whether the product is appropriate for your use and will interface with your equipment without malfunction or damage. You are also responsible for backing up your data before installing any product and for regularly backing up your data after installing the product. PROMISE is not liable for any damage to equipment or data loss resulting from the use of any product.

Returning the Product For Repair

If you suspect a product is not working properly, or if you have any questions about your product, contact our Technical Support staff, and be ready to provide the following information:

- Product model and serial number (required)
- Return shipping address
- Daytime phone number
- Description of the problem
- Copy of the original purchase invoice

The technician helps you determine whether the product requires repair. If the product needs repair, the technician issues an RMA (Return Merchandise Authorization) number.

Return **ONLY** the specific product covered by the warranty. Do not ship cables, manuals, CDs, etc.

You must follow the packaging guidelines for returning products:

- Use the original shipping carton and packaging
- Include a summary of the product's problem(s)
- Write an attention line on the box with the RMA number
- Include a copy of your proof of purchase

You are responsible for the cost of insurance and shipment of the product to PROMISE. Note that damage incurred due to improper transport or packaging is not covered under the Limited Warranty.

When repairing returned product(s), PROMISE may replace defective parts with new or reconditioned parts, or replace the entire unit with a new or reconditioned unit. In the event of a replacement, the replacement unit is under warranty for the remainder of the original warranty term from purchase date, or 30 days, whichever is longer.

PROMISE pays for outbound standard shipping charges only. You must pay for any additional shipping options, such as express shipping and return of the defective part or unit.



IMPORTANT

Obtain an RMA number from Technical Support before you return the product and write the RMA number on the label. The RMA number is essential for tracking your product and providing the proper service.

Products received without the RMA number clearly displayed on the package may be returned unopened and unprocessed to the sender.

To contact Technical Support use the link: <https://getsupport.promise.com/Home>