Verbatim iStore 'n' Go

USB 3.0/Lightning USB Drive

- Plug the iStore 'n' Go into the lightning port of your iDevice and you will be directed to the app store

Opening the app

- App contains easy to understand icons about where to find your files on the first row of the home page
  - Photos
  - Videos
  - Music
- Functional icons are on the second row of the home page
  - Backup
  - Files/Folders
  - System

Select a language

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Drive comes pre-formatted in English, to select another language:

- Go to "System" icon
- Select "language"

iStore 'n' Go

Photos   Videos   Music

Backup   File/Folder

Internal storage
Used:34.8GB   Available

External storage
Used:10.0GB   Available

Settings

Cache
Language
Third-party player Settings
About

Language

Czech
Deutsch
English ✓
Español
Français
Croatian
Hungarian
Italiano
한국어
Polish
Português
Русский
Serbian

Content Management

Viewing Content

- Click on the icons in the top row to view content on the iStore 'n' Go or your device

- Click on the icons at the bottom of the page to switch between views on the iStore 'n' Go and your device

Moving Content

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- Click on the File/ Folders icon from the home page

Step 2 - Creating Folders

- Create folders in the iStore 'n' Go by clicking on the wrench icon and selecting "Create Folder"
- Name folder, then click "OK"

Step 3 - Select Files

- ## Navigate to the files that you want to move
  - Select either iStore 'n' Go or iPhone
  - Select files to move

- Click on the wrench icon
- Select "Copy" from the dropdown menu

- Navigate to where you want the files to go
- Click on the wrench icon and select "paste"
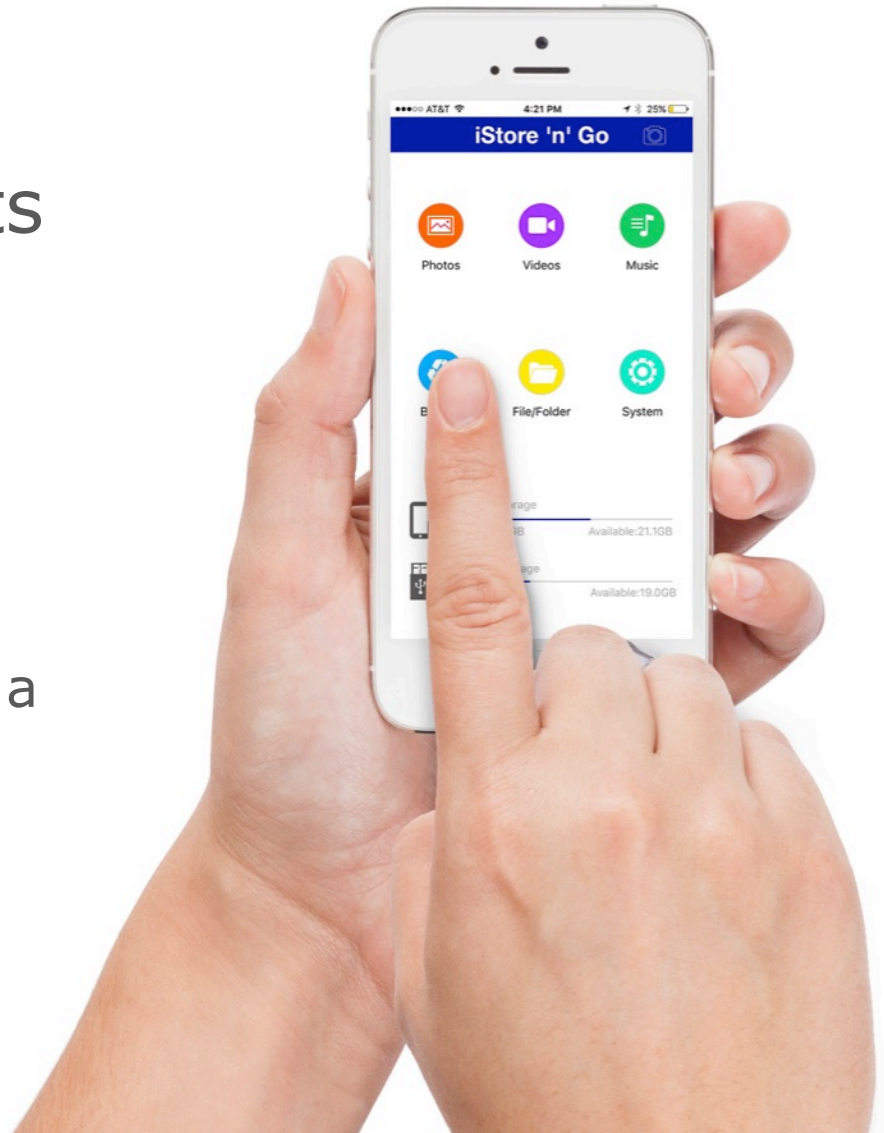
Device Backup

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- Create backup of contacts as well as camera roll contents
- Click on "Backup" icon from home page

Note: We recommend having a full battery before starting a phone backup so that the full backup can complete

- Select "Phone Backup"

- Select "Start Backup"
  - Items within the camera roll will be backed up

- Select "Contacts Backup"
- Select "Start Backup"

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- Click on "Backup" icon from home page
- Select "Backup Contacts"

- Select "Restore Contacts"
- Select the backup that you would like to restore

Take Pictures and Video

Store directly to iStore 'n' Go, without taking up space on your device

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- Store files directly to the iStore 'n' Go by clicking on the camera icon in the top right-hand corner of the home page

FAQs

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Q: My iPhone doesn't recognize my iStore 'n' Go.

A: Remove your iPhone cover, if necessary, and re-insert your iStore 'n' Go. Some phone covers may prevent the full insertion of the iStore 'n' Go into the Lightning port.

Q: When viewing files in the app, how do I change the order in which files appear?

A: At present, sort order options are only available when viewing files located on the iStore 'n' Go through the Photos or Videos icons. Files can be sorted according to Time, Name or Type in either Icon or List mode. Within other menus, or when accessing iPhone contents, only the viewing mode can be changed.

Q: How can I tell how much memory is available on my iPhone or iStore 'n' Go?

A: With your iStore 'n' Go plugged in, you can see the available capacity of both devices from the home screen of the iStore 'n' Go app. "External Storage" represents the iStore 'n' Go, while "Internal Storage" represents the iPhone.

FAQs - General

Q: What devices and iOS versions are currently supported?

A: Currently, the iStore 'n' Go supports:

iPhone 6, 6s, 6 Plus, 6s Plus, 5, 5s, 5c

iPad Pro, Air, Air 2, iPad 4th Generation,

iPad mini, mini 2, mini 3, mini 4

iPod touch 5th generation, 6th generation

iOS 7.0 or higher

Q: What is the function of the "Top 25" and "Favorites" options in the Photos, Videos and Music categories?

A: Top 25 are the most recently viewed items, and Favorites are files that you have selected by clicking the heart icon when viewing files in List mode.

FAQs - General

Q: What is the function of the "Transferring," "Transfer Complete" and "Transfer Failed" pages?

A: These pages indicate the status of any files you have copied to the iStore 'n' Go or your iPhone. "Transferring" is a list of files in process of transferring. "Transfer Complete" shows completed transfers. "Transfer Failed" shows any files which failed to transfer. You can delete these records by pressing the Garbage Can icon.

Note: Only non-DRM protected content can be copied. Certain copy operations are prohibited by Apple iOS and are not supported.

FAQs - Share

Q: I can't copy or share videos or music from my device to the iStore 'n' Go.

A: Apple prohibits copying and sharing any content that is DRM protected. Non-DRM protected content, including cell phone video, audio recordings, etc., can be freely copied or shared.

Q: The share function does not work when multiple files are selected.

A: This is a known issue which is being addressed in a future app update. At present, the share feature works with 1 file at a time, and you can share only content which is not DRM protected or is not otherwise restricted by Apple iOS. If the content is DRM protected, or if the operation is prohibited by Apple iOS, the share feature will not be supported.

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Q: Some video types aren't playing back. Can I change the default video player option?

A: If your videos aren't playing back, you may need to change the default video player. From the home page on the iStore 'n' Go app, go to "System" and select the player option as needed. You will need to install the 3rd party player app on your device to support this feature.

Q: I'm getting some buffering during video playback.

A: If you're experiencing buffering, you may need to adjust your cache size.

From the home page on the iStore 'n' Go app, go to "System."

Select "Cache" and select the next highest cache size.

Depending on the video quality, you may need to select an even higher setting.

Q: When pressing fast-forward on the video, the next video appears.

A: The two triangle buttons are actually next video and previous video, not fast-forward and rewind. The icons will be replaced on a future app update. You may use the video progress slider to fast-forward or rewind the video content as needed.

Q: I'm getting a continuous loop on video playback. Is there any way to stop this?

A: This is a known issue and will be addressed on a future app update.

Q: I'm getting a continuous loop on video playback. Is there any way to stop this?

A: This is a known issue and will be addressed on a future app update.

Q: I noticed video orientation on playback is not maintained when recording video in landscape mode directly to the iStore 'n' Go.

A: This is a known issue and will be addressed in a future app update.

FAQs – Photos & Videos

Q: My iPhone is out of memory! How do I record photos or videos directly to the iStore 'n' Go?

A: Select the camera icon located on the extreme top right of the app's home page. You can then select either "Photo" or "Video" mode. The content will be stored directly to the iStore 'n' Go. The camera icon appears only when the iStore 'n' Go is connected to your iPhone.

Q: I copied some files into the "Documents" folder, however I cannot find this folder on my iPhone.

A: The "Documents" folder is accessible only from within the iStore 'n' Go app and cannot be directly accessed from your iPhone. Launch the app, select "File/Folder", select iPhone and navigate to the "Documents" folder.

Q: Where are the photos and videos recorded directly to the iStore 'n' Go stored?

A: Using the file manager, select "iStore 'n' Go" and navigate to the "iStore 'n' Go/Camera" or "iStore 'n' Go /Video" folders.

Q: I have many photos on my phone. After completing the backup, I see that only a few photos were captured. What happened?

A: The iStore 'n' Go backup feature only captures photos and videos that are stored on the iPhone. Content that is stored on an iCloud account is not backed up by the iStore 'n' Go app. If you wish to include certain iCloud content in your backup, simply access the content, to download it from the iCloud, and then repeat the backup.

Q. My first backup took several minutes. My second backup finished much faster. Did it capture everything?

A. Yes. Each backup is incremental, only backing up files added since the last backup operation.

Thank You