



Here's How Remote Data Backups Works

1



Install Backup Software

Download, install and register our small agent program. Follow our easy step-by-step online instructions, or call our toll-free support department 24/7 if you need help.

2



Full System Backup or Manual / Auto File Selection

Choose the "full system" option (10 GB+) to back up every file, program and setting on your PC, or select your mission critical files and folders to back up. Then run an initial backup.

3



Fast Automated Backups, also back up any time

Incremental backups run automatically every night. You can also set backups to run when you Shutdown or connect to a network, or initiate a backup at any time (going to lunch, finished a project, making changes to your system, etc.).

4



Retrieve Files via Program or Web

Need to restore a previous version of a file that is now corrupt, deleted, etc.? Just open the RDB program and click Retrieve tab (or log into Web Access from our home page) and choose a version (up to the last 10 versions or 30 days).

Selecting the right backup plan

Capacity for Remote Data Backups plans is based on the total size of files *currently selected* for backup. All the file versions you have archived at our data centers (up to 10 versions or last 30 days) are *not* counted against your total.

Also, some files types are **excluded** from your online backup by default: media (.mp3, .wav, .avi, etc.), your temporary Internet files, Recycle Bin, system cache and temporary files, etc., so your amount of data to potentially back up is somewhat less than your total used space.

- To see how much total **used space** you have on your C drive, open Windows Explorer, click on My Computer, right click on "Local Drive (C)", and click Properties. Used space is displayed in Gigabytes (GB).
- Our 10 GB+ accounts allow you the choice to back up your **entire system** or **just selected files**. Our 4 GB and 250 MB accounts are selected data only.
- To determine the size of files you have for backup, you can add up the size of the files you want to back up. Right click each directory and select Properties. Many important files are typically stored in your **My Documents** directory. For help in determining which files to back up and how to find them, [click here](#).
- To stay below your backup plan limit, at any time you can easily **deselect** larger files from backup view (click the file size column header to sort by size) that you're sure you don't need backed up. For simple step-by-step instructions on how to select/deselect files, [click here](#).

Why back up my entire system?



Even if they have less than 4 GB of data to back up, many of our clients choose the 10 GB plan because it includes our exclusive **Easy System Restore** technology. This valuable feature helps you avoid significant downtime, IT expenses and headaches whenever your system fails. It pays for itself the first time you use it -- read client testimonials!

Other helpful hints for selecting a backup plan

- When selecting a backup plan, remember to **account for growth** of new and existing files. You can always upgrade -- just submit a request and we'll prorate your payment.
- Your **Outlook email file** (*.pst) can be over 250 MB as it includes all attachments sent and received.
- RDB runs on any Windows-based operating system (Windows 95, 98, ME, 2000, XP, 2003). Need to back up **non-Windows** computers (Mac, Unix, Sun, Novell, AS 400, etc.) that are networked to a Windows PC? Consider using our Network Drive Backup version.
- 1000 MB (megabytes) = 1 GB (gigabyte). A 4 GB account is **8 times** the capacity of the 250 MB plan for just \$10 more a month.



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