

iACCESS FOR iOS

Here you can find answers to most of your questions about iAccess - innovative product that helps you expand storage capacity on your iPhone, iPad, iPod.

NOTE: In order to use iAccess please insert a microSD card to iAccess before plugging it into iOS device.

You may also watch the set of videos on how to use our app [here](#).

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Moving content back and forth

1) How to transfer files using iAccess?

PHOTOS or IMAGES

From iOS Device to iAccess

If you want to move/copy images or photos from iPhone to iAccess, go to Leef app, plug in iAccess, select **Transfer Files** -> **iPhone PHOTOS to iAccess**, select the file you want to move or copy (press "Select" in the upper right corner) and press the transfer icon above the home button. Choose if you want to either copy or move your photo to iAccess Storage.

From iAccess to iOS Device

If you want to move/copy images or photos from iAccess to iOS Device, go to Leef app, plug in iAccess, select **Transfer Files** => **iAccess PHOTOS to iPhone**, select the file you want to move or copy (press "Select" in the upper right corner) and press the transfer icon above the home button. Choose if you want to either copy or move your photo to iOS Storage.

MUSIC stored in "Music app"

From iOS Device to iAccess

Due to iOS limitations, there is no way to move videos from/to *Videos* app of your iOS device.

But there is a solution, though.

From PC to iAccess

The simplest way to transfer your music library to iAccess is to use your PC or Mac if you have an SD card slot on your computer. Take a microSD card out of iAccess, insert it into a SD adapter and plug the adapter to your PC/Mac. Launch iTunes on PC/Mac, choose music (albums, playlists) you want to transfer and drag and drop it to a MicroSD card.

Note: You may also create folders on a MicroSD card to organize your content.

From iAccess to iOS Device

If you want to move/copy music files from iAccess to iOS Device, go to Leef app, plug in iAccess, select **Transfer Files** => **File Manager** => select the file you want to move or copy (press "Select" in the upper right corner) and press the transfer icon above the home button. Choose if you want to either copy or move your music file to **App Storage**.

What is App Storage in Leef app?

It's perfect way to keep at hand all important files if you don't have iBridge around. App Content uses iPhone internal memory to store files and you will be able to access them without plugging in iBridge. How to transfer files to App storage? In order to copy or move file to App Storage you can use File Manager. (Transfer Files => File Manager, select the file you want to move/copy to App storage and click on transfer icon).

VIDEOS stored in "Videos" app

From iOS Device to iAccess

Due to iOS limitations, there is no way to move videos from/to *Videos* app of your iOS device.

But there is a solution, though.

From PC to iAccess

The simplest way to transfer your movie library to iAccess is to use your PC or Mac if you have an SD card slot on your computer. Take a microSD card out of iAccess, insert it into a SD adapter and plug the adapter to your PC/Mac. Launch iTunes on PC/Mac, choose movies you want to transfer and drag and drop them to a MicroSD card.

Note: You may also create folders on a MicroSD card to organize your content.

From iAccess to iOS Device

If you want to move/copy video files from iAccess to iOS Device, go to Leef app, plug in iAccess, select **Transfer Files** => **File Manager** => select the file you want to move or copy (press "Select" in the upper right corner) and press the transfer icon above the home button. Choose if you want to either copy or move your video file to App Storage.

Please keep in mind that you can either watch movies from Leef app video player or you can open your movie in other app using "Open In".

DOCUMENTS

From iOS Device to iAccess

In order to copy **Pages/Keynote/Numbers** documents on iAccess we advice you to use "Open in" . Plug in iAccess. Go to Pages select the file and click "Open in another app" select the format and choose Leef app. The file will be copied to Inbox folder on iAccess. That is it. Now you can plug USB side of iAccess to Mac and copy that doc to your computer.

If you want to transfer a **.pdf** file to iAccess from your iOS Device, go to **Adobe Reader**, choose the file and click 'Open in' => Leef app. Now go to Transfer Files => File Manager => Inbox. You will find your .pdf there.

If you want to transfer **.doc** file from **Microsoft Office** app, we have to be creative as it does not have 'Open in'. Go to Microsoft Office, choose the file, click 'Share' => email as attachment => type in your mail address. Open "Mail" app, find this attachment, open it => share => Open in => Leef app. Now the file will appear in the 'Inbox' folder in iAccess (Transfer Files => File Manager => iAccess Storage => Inbox).

If your .doc is stored in another app having Open in enabled, you may choose the file and click 'Open in' => Leef app. Now go to Transfer Files => File Manager => Inbox. You will find your document there.

2) Can I store books from Amazon/iBooks on it?

Unfortunately, no. Those books are DRM protected and you cannot transfer them from Amazon/iBooks app on iPhone to iAccess.

3) What is App Storage in iAccess app?

It's perfect way to keep at hand all important files if you don't have iAccess around. App Content uses iPhone internal memory to store files and you will be able to access them without plugging in iAccess. How to transfer files to App storage? In order to copy or move file to App Storage you can use File Manager. (Transfer Files => File Manager, select the file you want to move/copy to App storage and click on transfer icon).

4) How to delete files copied to iPhone from iAccess?

If you copied/moved file from iPhone to iAccess using "Open in" function, the file will be copied to iPhone memory and stored in the app you opened it in to. To delete the file from that app go to the app, select file and delete it.

If you copied/moved file to Leef App storage, in order to delete it please plug in iAccess, go to Transfer Files => File Manager => App Storage. Select the file you want to delete and tap on trash icon.

5) Can I move files stored in other apps from the iPhone to the iAccess?

You can move files from iPhone/iPad apps to iAccess if the source app supports Open In. The file you copied will appear in the "Inbox" folder of iAccess STORAGE. In order to find it, go to Leef app => Transfer Files => File Manager => iAccess Storage => Inbox.

Note: Apple forbids copying/moving files bought from iTunes to other apps or external drives. For that reason, you cannot move music from "Music" app and movies from "Videos" app to iAccess using your iPhone. The simplest way to move music is to use your PC and iTunes.

6) How can I organize content on IACCESS?

You can create folders within the App.

Go to Leef app -> **Transfer Files** -> **File Manager** and press "+" in the bottom -> Create new Folder.

File Manager allows you to move, duplicate, rename files stored on iAccess and iPhone.

Troubleshooting

1) Why can't I play a movie over 2 GB on iAccess?

If you cannot play a movie more than 2 GB, please go to iAccess app Settings > Storage information and check if "Limit app storage" option is enabled. If you want to play larger movie files, please disable this limit.

2) Why iAccess Does Not See My Photos In Camera Roll?

If iAccess cannot see your photos in Camera Roll, please go to iPhone Settings > Privacy > Photos and make sure you have allowed iAccess to access your photos. (The iAccess switch should be green).

3) Why can't I backup contacts?

If you get an error message while you try to backup contacts, please go to iPhone Settings > Privacy > Contacts and make sure you have allowed iAccess to access your contacts. (The iAccess switch should be green).

4) First aid in case Leef app is misbehaving

If Leef app crashes, iAccess disconnects itself, the indexation takes too long or you witness any other signs of inappropriate behavior of the app, please do the following:

- Delete Leef app and re-install it from the AppStore
- Try to "Power off" your iOS device
- Kill all other active apps (Double click Home button and swipe up/down)
- Try it on other iOS device.
- If the above did not help, please contact us. (Leef app=> Settings => Contact us)

5) Why can't move/backup ALL my photos to it?

If iAccess can access only some photos stored on your iPhone, you might have enabled iCloud Photo Library.

To check that, please go to Settings >> Photo & Camera >> iCloud Photo Library (if the switch is green, it is enabled). (Please see picture below). That means that some of your photos are stored in the cloud and only their low-res versions are kept on iPhone.

Thus, iAccess can transfer only those photos that are physically stored on iPhone. If you want to access/backup the rest, please go to www.icloud.com, log in to your account and download those photos to your PC/Mac. Then you can put them on a MicroSD card and on iAccess.

If iAccess cannot access your photos please check if you have Camera Roll album in the Photos app.

6) Why can't I watch my iTunes movies on iAccess?

Due to Apple's policy, external devices are not allowed to play DRM protected content purchased from iTunes, Amazon etc. We are sorry for the inconvenience this may cause you.

7) Why Can't I Copy My Music Off My iPhone?

Apple does not allow content to be moved in or out of iTunes directly from the iPhone.

The simplest way to transfer your music library to iAccess is to use your PC or Mac if you have an SD card slot on your computer. Take a microSD card out of iAccess, insert it into a SD adapter and plug the adapter to your PC/Mac. Launch iTunes on PC/Mac, choose music (albums, playlists) you want to transfer and drag and drop it to a MicroSD card.

Note: You may also create folders on a MicroSD card to organize your content.

Compatibility

1) What Devices Are Compatible With iACCESS?

Leaf iAccess is compatible with: iPhone 6S/6S Plus, iPhone 6/6 Plus, iPhone 5/5s/5c, iPad Air/Air 2, iPad mini/2/3, iPad with Retina display, iPad (4th gen), iPod touch (5th generation).

2) What Files Are Compatible With iACCESS?

You can store the below files on iAccess

FILE COMPATABILITY

Video: .mp4, .m4v, .mpv, .mov, .mpg, .mkv, .wmv, .flv, .3gp, .gif, .avi

Audio: .wav, .aac, .aif, .aiff, .caf, .m4a, .mp3

Images: .jpg, .tiff, .gif

Documents: .doc and .docx (Microsoft Word); .htm and .html (web pages); .key (Keynote); .numbers (Numbers); .pages (Pages); .pdf (Preview and Adobe Acrobat); .ppt and .pptx (Microsoft PowerPoint); .txt (text); .rtf (rich text format); .vcf (contact information); .xls and .xlsx (Microsoft Excel); .ics

Audio, Video & Apps

1) Can I stream movies to Chromecast or Apple TV?

Not yet, but we are planning to add Apple TV support in the nearest future.

2) Can You Shoot Videos Directly To iAccess?

Yes, you can shoot videos directly to iAccess. Just select iAccess Camera in app menu.

3) Can I Install Apps To iACCESS?

No, unfortunately you cannot install apps to iAccess because iOS is a closed operating system.

4) What Video Resolutions Are Supported? Full HD?

iAccess supports playing videos in full HD (1080p)

iAccess Specs

1) What file systems does it support? Does it have a 4GB limit?

iAccess supports both FAT 32 and exFat cards.

2) How Much Power Does It Draw From My Battery During Use?

Apple allows an accessory in low power mode to draw 10mA. iAccess typically draws 5mA in low power mode.

Software FAQs

1) What Leef App can do?

The easiest way to infinite memory, Leef iAccess iOS microSD Reader expands your iPhone, iPad, or iPod's storage capability with the simplicity of a microSD card.

Upon connecting iAccess, a prompt will come up asking you to allow access to the accessory.

From there, the app will open to a simple menu giving the users four options — Transfer Files, Content Viewer, iAccess Camera, and Settings.

If you choose "Transfer Files", you will get 3 options: iPhone PHOTOS to iAccess, that will open your Camera Roll to select the photos you want to transfer, iAccess to iPhone PHOTOS opens iAccess photos folder (the default one to backup your photos.) And FILE MANAGER that is divided into 2 folders: iAccess STORAGE and App STORAGE.

A file manager allows you to:

- create new folders
- rename folders/files
- duplicate folders/files

- delete files/folders
- move files within iAccess and copy them to iPhone STORAGE directory
- "Open in" files in other apps

When you select CONTENT VIEWER, you will be able to view photos, listen to music or open documents stored in iAccess. PHOTOS/MUSIC/MOVIES/DOCUMENTS gather all your files on iAccess (from separate folders) so you can enjoy them in one place.

You also have the option of taking photos directly to the iAccess through the iAccess CAMERA when your storage is full so that you never miss the moment again.



In **SETTINGS** you can enable/disable automatic photo/contacts backup, show hidden files, check the version of the app and see how much space you have used and available storage. You can also ask for help by clicking "Contact US" or browse our FAQs.

2) What IOS Versions Does The App Work In?

The app has been tested and works in iOS8 and iOS9.

3) Are You Tracking Any Information On My Actions In This App?

No, we do not ;)

4) Why Aren't You Password Protecting Files?

It's not as easy as you might think. A password protection scheme would need to also be compatible with a wide variety of Mac and Windows machines. Otherwise the password protected files would either be inaccessible or unprotected everywhere except on an iPhone. However, we do offer an option to open a password protected **.pdf** in our app.

Other FAQs

1) Will It Work With My Protective Case?

iAccess is compatible with all original Apple cases.

However, it is definitely not compatible with Lifeproof, Pelican cases and some others.

This is mostly because those cases have a plastic cover that prevents iAccess from fitting in.