

Back it up. Get it back.

Simple. Secure. Affordable.

Based on feedback from the Carbonite community, we're expanding our offerings to support user-requested features such as External Hard Drive Backup, "Bare Metal" Backup and more.

Carbonite now offers three unlimited backup plans – **Home**, **HomePlus** and **HomePremier** – each catering to a different set of backup needs.

Reviewer's Guide Contents

Quick Start Guide	2-4
Back it up	2
Get it back	4
What's new in Home Plus & Premier	5
Links and Resources	5
Pricing	6



The Carbonite Advantage

Simplicity

Carbonite is committed to ease-of-use and is constantly searching for new ways to simplify, automate and improve overall usability. Carbonite 5.0 features a redesigned user-interface and workflow that make backing up and restoring files easier than ever.

Automatic

Carbonite runs automatically in the background, continually backing up new and updated files. Carbonite is designed to go to sleep when you are using your computer so, after the initial backup is complete, you won't even notice it running.

Restore Manager

Restoring files is the most important part of any online backup service and Carbonite's Restore Manager sets a new standard for getting files back.

Customer Support

Carbonite places the highest importance on customer support. Carbonite's US-based customer support team resolves 98 percent of customer issues within 24 hours, and most are resolved the same day.

Unlimited Backup

Unlimited plans starting at \$59 a year, no hidden fees, overage charges or storage limits.

Back it up.

1. Go to **www.carbonite.com**
2. Enter your **email address** in the signup form and create a password.
3. Click **Start your free trial**.
4. Click **Install Now** to download and install the Carbonite software on your PC or Mac.

Note: Carbonite 5.0 is currently available for Windows only.

Initial Backup

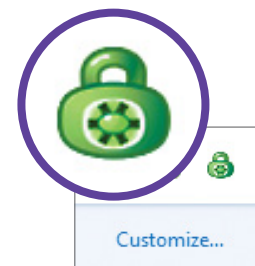
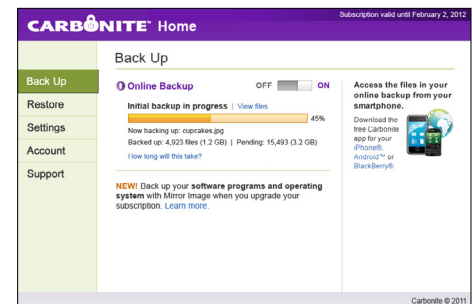
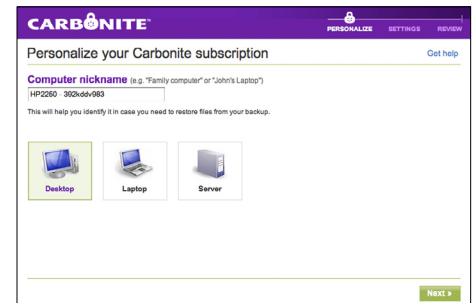
After installation, Carbonite scans the hard disk looking for files to back up. Carbonite backs up all file types except executables (such as .exe and .dll), system files, and temporary files. During the free trial, video and music files are not backed up. With a paid subscription, music files are backed up automatically and video files can be selected for backup.

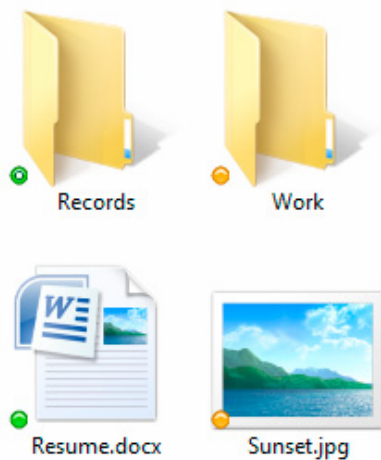
The speed of your initial backup will depend on whether you are using your computer for anything else. If your computer is not idle, Carbonite automatically adjusts its CPU utilization and disk queue so that it does not interfere with your computer's speed. Carbonite offers a wide array of options for modifying your backup, but 95 percent of our users prefer to stick with the default settings.

How You'll Know Carbonite is Working

During the initial backup, the Carbonite lock icon will appear on the system tray. The lock will be yellow while Carbonite is in the process of backing up your files. When Carbonite has completed the initial backup, the lock icon will turn green. If you are disconnected from the Internet for more than 24 hours, or if Carbonite is unable to back up files after the initial backup, the Carbonite lock will alert you.

Users who back up a large amount of data should be aware that the initial backup process may take some time and will depend on their internet connection speed.





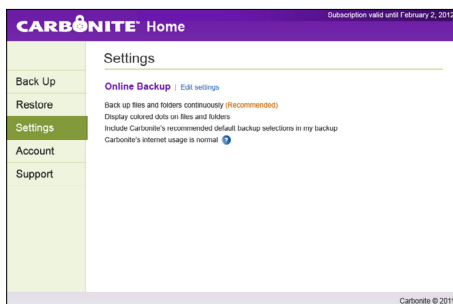
How to Tell What's Backed Up

In the **Documents** folder, green or yellow dots will appear on the files and folders. A file or folder with a green dot has been backed up successfully. A yellow dot indicates that the file or folder is waiting to be backed up. A green dot with a hole in the middle indicates all files selected for backup within a folder are backed up, but that some files within the folder have not been selected for backup. No dot means the file or folder is not selected for backup.

Managing Your Backup

To back up a file that is not backed up, right click on the file, and say **Back this up**, under the pop-up Carbonite menu. File types that are normally excluded, such as .exe, .dll or video files, can be backed up in this manner. To deselect a file that is backed up, right click on the file and select **Don't back this up**.

Click on the Carbonite lock on the system tray to open the Carbonite InfoCenter. The InfoCenter displays backup status and allows users to set options, restore files, and contact customer support.



Settings

The **Settings** tab enables users to turn off the colored status dots on files and folders, set Carbonite's Internet usage to low priority, set up a backup schedule and launch recover mode.

Intelligent Bandwidth Usage

Carbonite is designed to go to sleep when you're using your computer so it doesn't slow you down. After your initial backup is completed, you shouldn't notice any impact on performance speed.

Optional Backup Scheduling

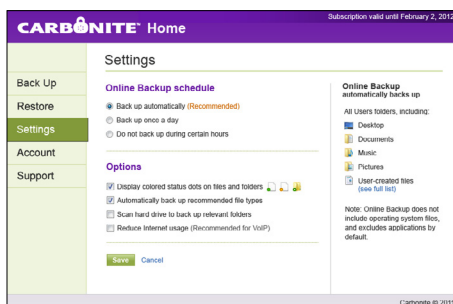
Users with multiple PCs sharing one Internet connection may want to schedule backups to manage bandwidth usage. Backups can be scheduled to happen at a certain time or to not happen within a designated time frame.

Versioning

Carbonite keeps older versions of files for up to three months.

Block Level Incremental Backup

Block level incremental backup improves the speed of updating files as they change. With incremental backup, a single updated cell in an Excel spreadsheet will be backed up on its own, instead of re-sending the entire document. If a user shuts down their PC in the middle of backing up a very large file, Carbonite will resume where it left off when the computer is turned back on. It will not have to start over at the beginning of the file.



Get it back.

The primary goal of online backup is to ensure users can easily get their files back if they ever lose them. Carbonite 5.0 makes restoring files easier than ever.

Restore Manager

Supports a wide range of file restoration needs, from retrieving a single file, to restoring all of your backed up data, in just three simple steps.

Restore Specific Files

The easiest way to restore specific files is through Carbonite's Restore Search feature. This option enables users to search their backup based on name, date or file type. This method enables users to restore a single file or to build a complete list of files to restore.

Users can also navigate to the Carbonite Backup Drive to locate files to restore. The Carbonite Backup Drive is located in **My Computer** and on the desktop and displays everything Carbonite has backed up:

1. Navigate to the deleted file (it will be marked as **Original File is Deleted**), right click, and select **Restore**.
2. The file or folder will reappear on your C: drive.

Depending on the size of the file, it should only take seconds for the file to be restored. Carbonite will automatically store multiple versions of files going back at least 90 days. If a user accidentally overwrites a file, Carbonite enables them to restore previous versions.

Note: If a file has been deleted from the PC, Carbonite keeps it for 30 days.

Restore All Data

Carbonite makes it easy to completely restore all of your backed up data. Simply log in to Carbonite and click restore. The Restore Manager will walk you through each step of the process. We've developed several features to make the Restore Manager more powerful, including:

Priority File Restore

Enables users to choose which files to restore first.

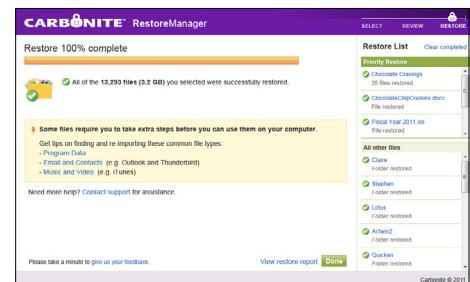
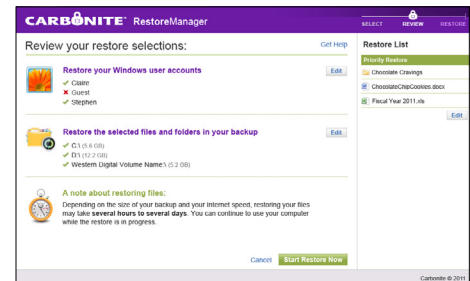
Migration Wizard

If users are restoring to a new OS (e.g. from Windows XP to Windows 7) this feature ensures that all restored data ends up in the proper user accounts and file structure for the target OS.

Restore Summary Report

Indicates exactly how many files were restored and if any files failed to restore or were relocated.

While restoring a single file happens quickly, restoring a large batch of files will be a more time-intensive process. Most DSL services will allow you to download about 600-800 MB per hour, or roughly 14-18 GB per day.



Anytime, Anywhere Access

Anytime, Anywhere Access enables users to access their backed up files from any web-enabled computer or via mobile applications for iPhone®, iPad™, iPod touch®, Android™, and BlackBerry® smartphones.



What's New

Included in HomePlus and HomePremier:



External Hard Drive Backup

Automatically backup the content stored on an external hard drive, as well as a computer's internal drive.

Users can now choose one external hard drive to back up with their plan. Users are also reminded of their selections if they wish to choose from one drive to another. If the user chooses to switch online backup coverage from one external hard drive to another, they will be alerted that the backup of the original drive will be deleted immediately. The user will be prevented from backing up the Mirror Image drive online as well.



Mirror Image Backup

Add an extra layer of protection with Mirror Image backup – a local copy of a computer's hard drive. Mirror Image backs up the operating system and applications, as well as all files and folders, to an external hard drive.

With Mirror Image, users now have the ability to back up the operating system and software programs to an external hard drive. By combining "bare metal" with their pre-existing cloud backup, a user will have the extreme reliability associated with physically separate and redundant data backups. Now, if a user's hard drive crashes, Mirror Image can be used to quickly restore the entire disk in just a few hours, including the Windows operating system, all applications and settings.

Exclusively in HomePremier:



Courier Recovery

In the event of a PC loss or failure, users can opt to have an external hard drive with a copy of their online backup sent to them via mail. The customer simply completes an online form and the process is initiated. For users with large backups, Courier Recovery may be the fastest way to get files back should they need to recover all their data or do not have Internet connectivity to perform a standard recovery.



Automatic Video Backup





Automatically includes video files to a user's backup, rather than adding them manually.

Additional resources are available at:

www.carbonite.com/pr

www.carbonite.com/en/home/online-backup-faqs

An unlimited plan for everyone

	Home	HomePlus	HomePremier
Computers per subscription	1	1	1
Backup space	unlimited	unlimited	unlimited
Supported operating systems	 		
File and folder backup	●	●	●
Web and mobile access	●	●	●
Phone, chat and email support	●	●	●
External hard drive backup		●	●
Mirror image backup		●	●
Courier Recovery Service			●
Automatic video backup			●
Annual subscription fee	\$59	\$99	\$149