iPhone and iPad

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FAQ

Getting started with Tonido and FileCloud iOS App

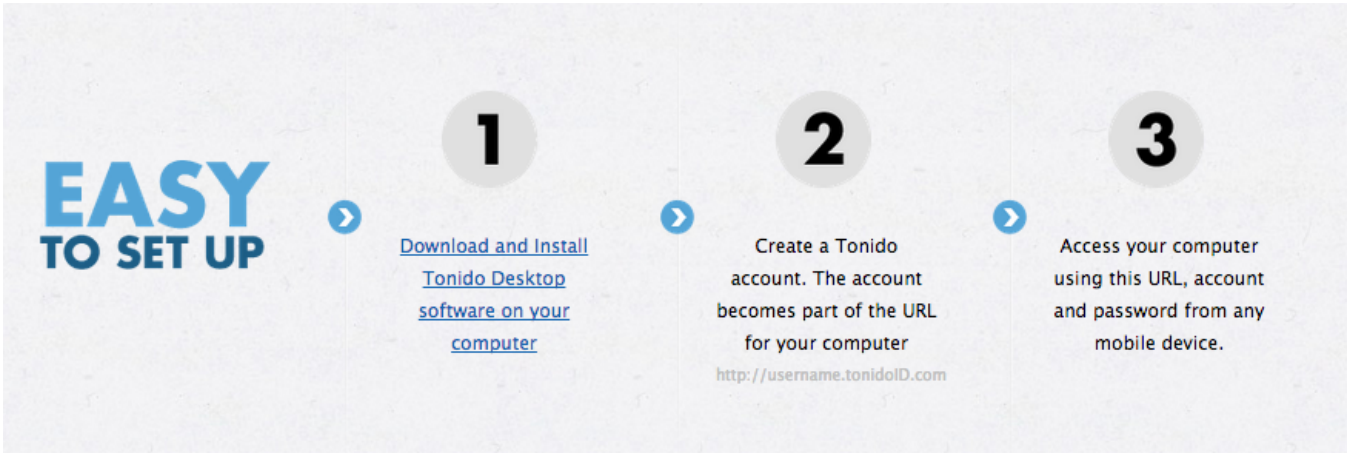
This section provides information on initial setup of the Tonido and FileCloud iOS App to access your files in your computer, TonidoPlug or in your FileCloud account.

The Tonido and FileCloud iOS App is a Universal App and can be installed on iPad or in iPhone.

Basic Installation of Tonido

Tonido and FileCloud iOS app can be used to access any computer or TonidoPlug device. In order to access your computer, you need to install and run Tonido server.

Tonido is free and is available for a majority of Operating Systems. Click on the following image to download and install the Tonido server.



Once you have installed and started Tonido server, Download the Tonido iOS App from Apple Appstore.

Star the iOS App and Click on the icon on the main page of Tonido and FileCloud iOS App to add a new account.

Enter the required credentials

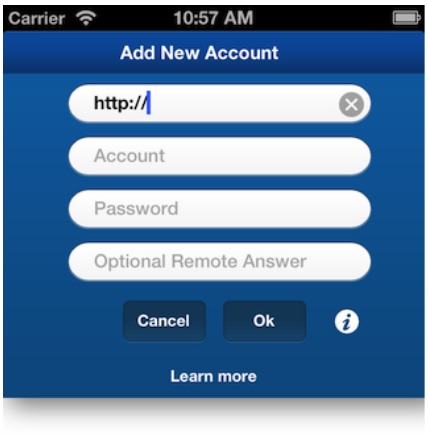
Account URL: http://youraccount.tonidoid.com

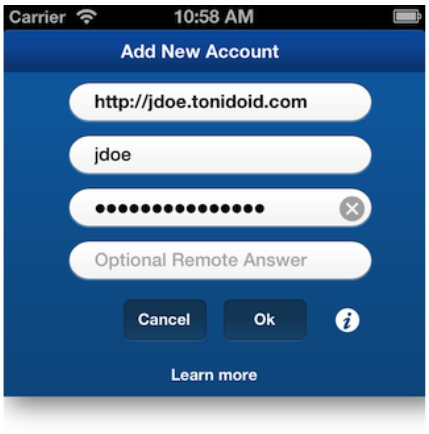
Account Name: youraccount

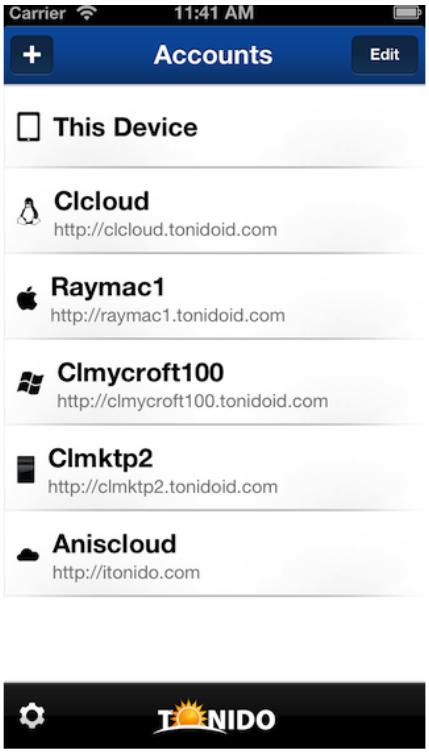
Password: The account password

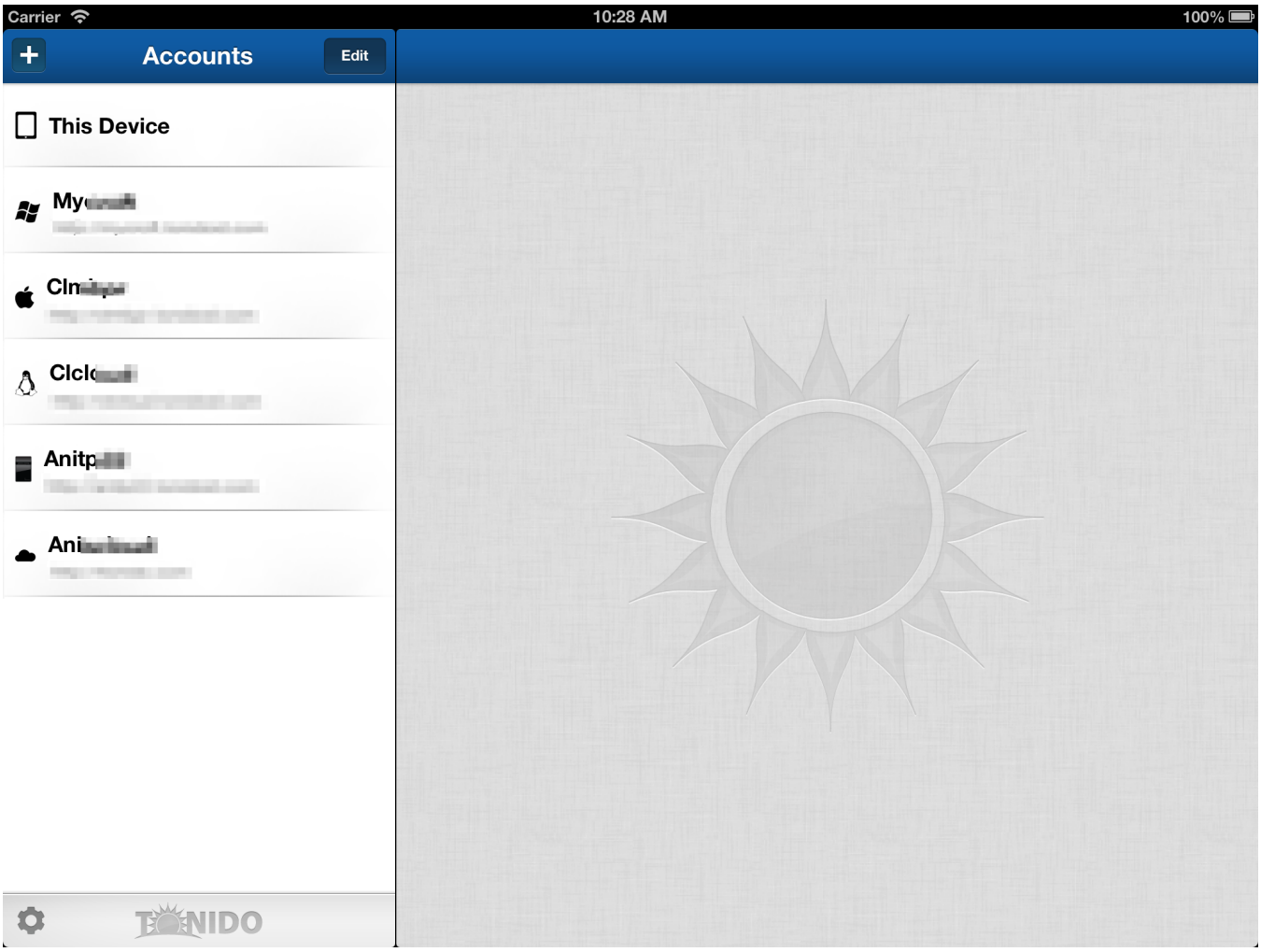
Remote Answer (Required only if you have set it up): your remote answer

Once the account is authenticated, you will be able to access the files in the computer or Tonido plug by selecting the account you wish to access.









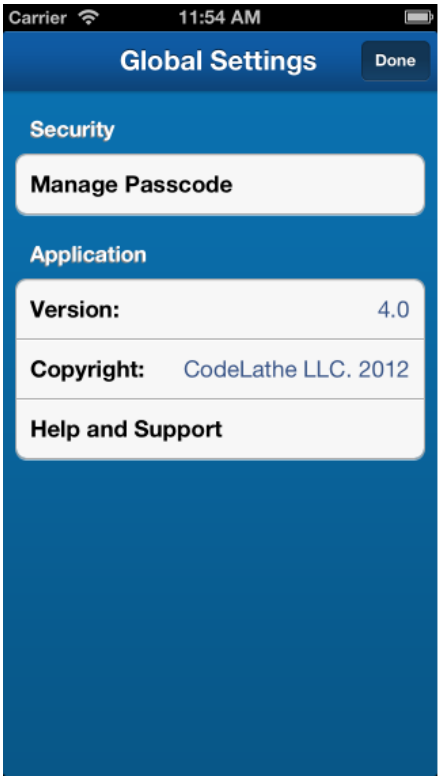
Account authentication security

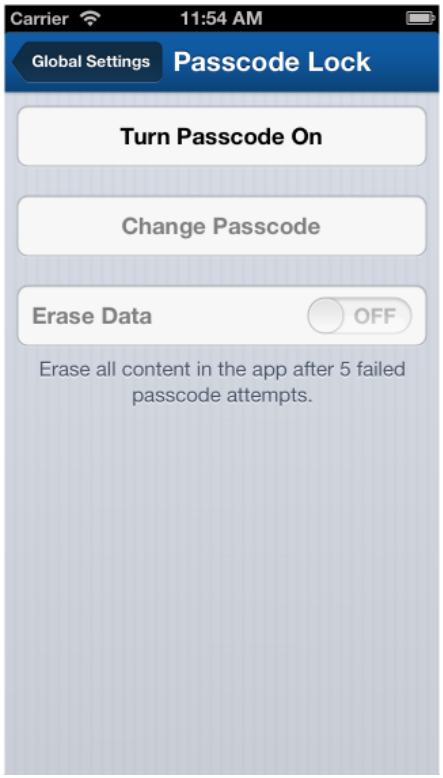
The authentication information is saved securely in iOS's security infrastructure and cannot be accessed by any one even if your device is lost.

Furthermore the connection between your iOS device and Tonido server can be secured by using https:// instead of http:// (albeit at a cost of speed) and finally all access to the Tonido server in LAN (where your iOS device and the Tonido server are in the same network) are always direct access (your data is never sent outside the network in those cases).

Password lock for the Tonido and FileCloud iOS App

Tonido and FileCloud iOS App allows setting a 4 digit access code to allow access to the iOS accounts itself. It is available by clicking on the icon in the main accounts page.





Is Tonido and FileCloud iOS App compatible with Tonido Cloud?

Yes. Tonido and FileCloud iOS App is fully compatible with all Tonido enabled devices (Tonido on Linux, Mac, Windows, Cloud) and TonidoPlug. However, the Tonido version must be upgraded to the latest Tonido inorder to use this App.

Trouble Shooting

iOS App is unable to access the Tonido account

This can be due to couple of reasons.

1. ***Ensure that Tonido server is running in your target computer***. You can check that by opening a webbrowser in the computer where Tonido is running and entering http://127.0.0.1:10001 (Assuming the port is still default) in the webbrowser address. If Tonido is running the web browser will show the Tonido login page.
2. If Tonido server is running, ***ensure that your target computer can access the internet***. If firewall is running your computer and is preventing Tonido from accessing the internet, then you need to add rules to your firewall to allow Tonido to access the computer. You can check if Tonido can access the internet by entering http://<youraccount>.tonidoid.com in a webbrowser on the same computer where Tonido is running. If the web page opens and shows Tonido server, then Tonido is running
3. ***Ensure that your iOS device is connected to the network*** (Wifi or Cellular network) and can access the internet (Simply open safari and try to access a webpage)

iOS App prevents logging into Tonido Account with Message "Invalid Configuration"

Message detail may look like

Server Plugins missing or disabled
Missing Plugins (Explorer, Webshare, or Webshare Pro)

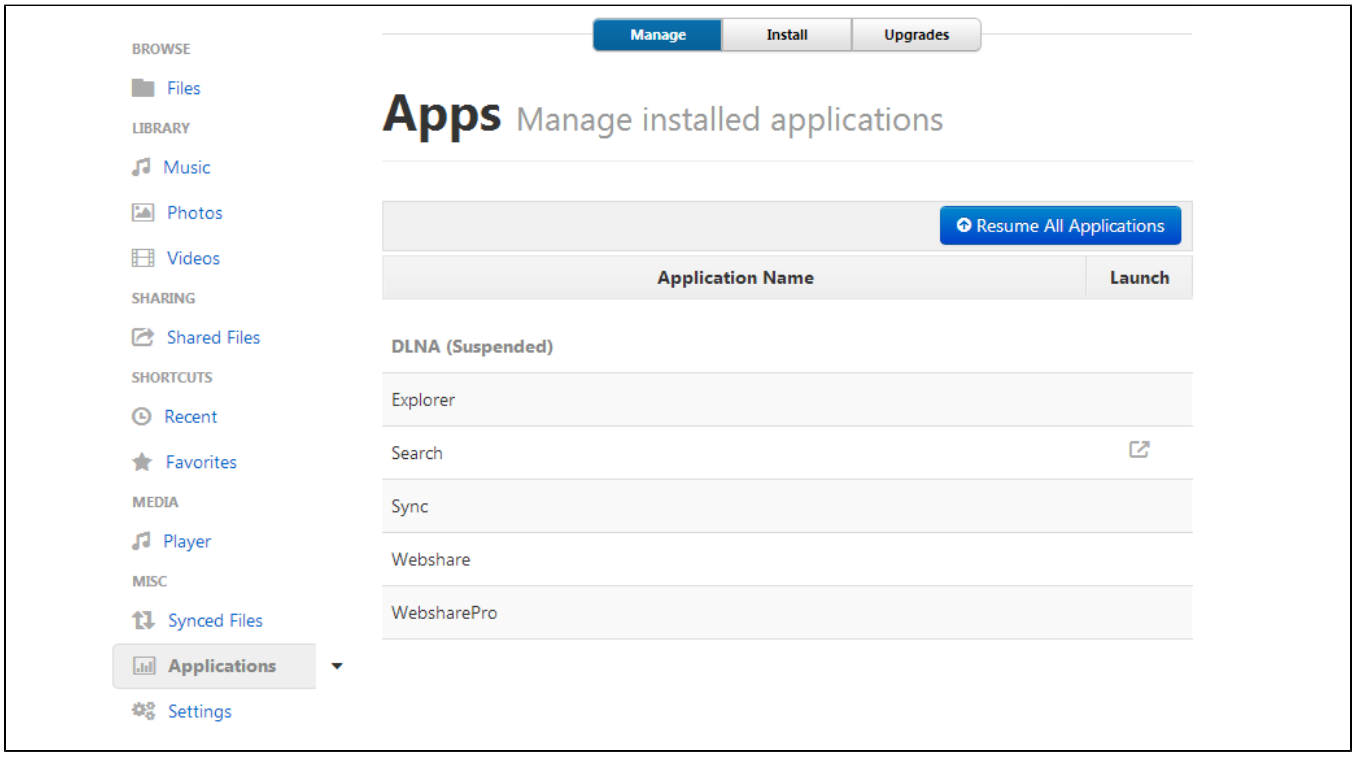
This is due to the Tonido server's plugins being disabled. Tonido iOS App requires Explorer and Webshare or Webshare Pro plugin to be available.

Typically, this happens due to

1. Tonido update is not complete (Tonido Update is a two step process).
2. User data folder location was unavailable (Either a USB harddisk was removed that contained the user data folder).

You can fix this by, logging into your Tonido account using web broswser. If the update is not complete, Tonido will prompt you to complete the update and the plugins will be enabled.

If there was no prompt to complete the update, then the plugins can be manually enabled by going to "Applications->Resume all applications" Refers to the image below.



If you need further help, please post in our support forums.

What does "This Device" folder contain? Why is "This Device" folders empty when the App is installed?

The "This Device" folder is an automatically created folder in Tonido and FileCloud iOS App and this folder will contain all the files that you download from any of the Tonido server. Therefore, when the Tonido and FileCloud iOS App is first installed, the "This Device" folder's subfolders will be empty. In addition to downloaded file, these local folders also hold any files sent from other apps using inter app communication (a.k.a "Open in..." functions).

Once you add one or many Tonido Accounts to the app and download files, the download will be done directly to folders in the "This Device" based on the file type.

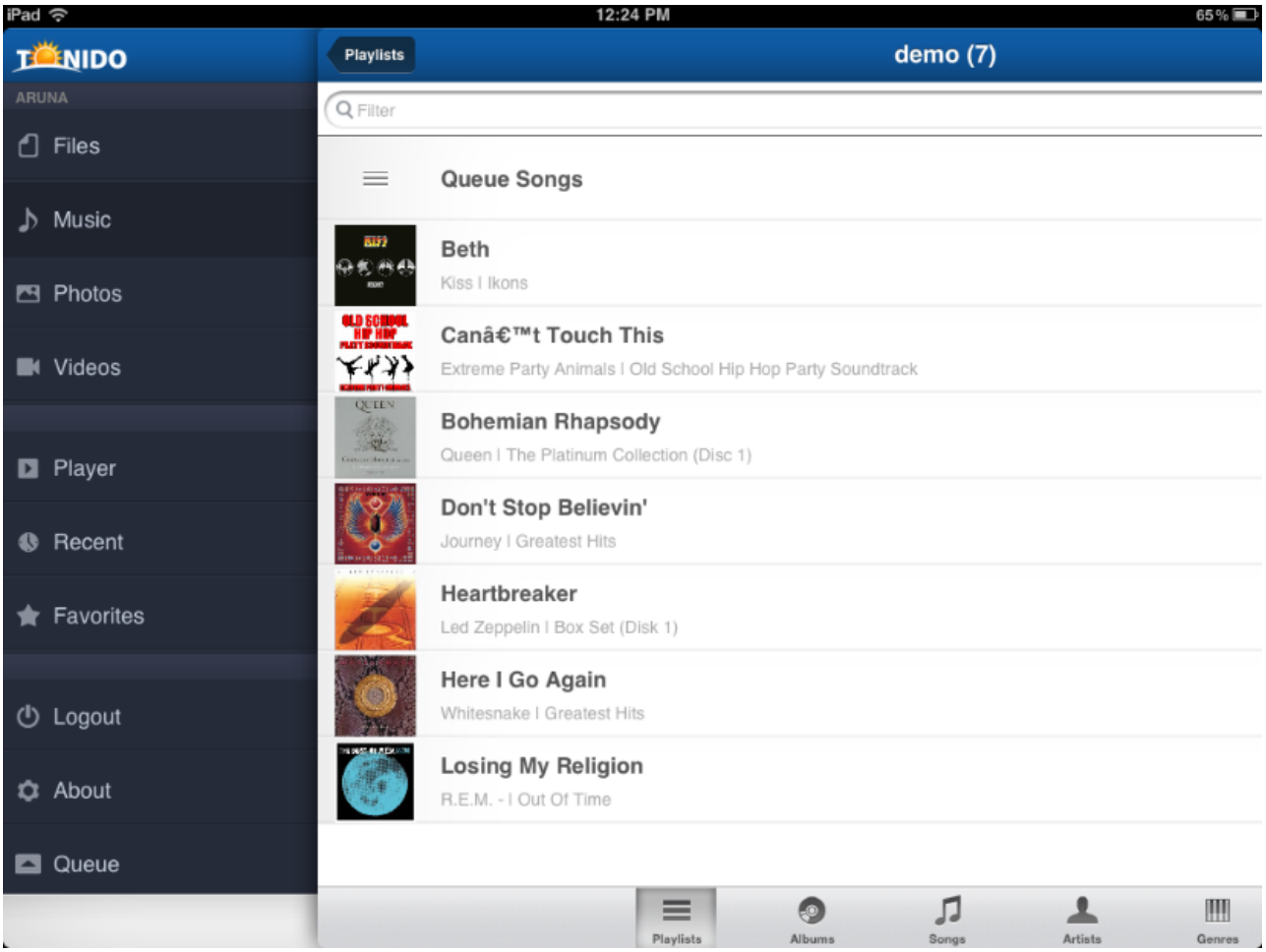
Read about downloading from Tonido server using Tonido and FileCloud iOS app here.

Using Tonido app to access files in Tonido devices or FileCloud

The Tonido and FileCloud iOS App will allow you to access files on any computer running Tonido server or from TonidoPlug device. Refer to "Getting started" section for more information on setting up the account.

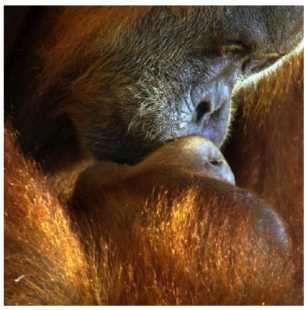
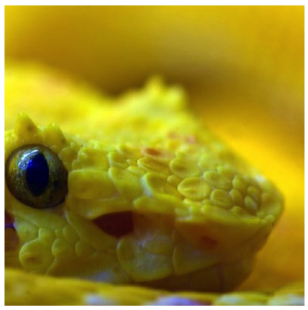
Clicking on the file will show a "Preview" panel and provides context based options on the actions that can be performed on the file.

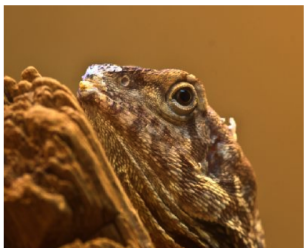
iPad Screenshots

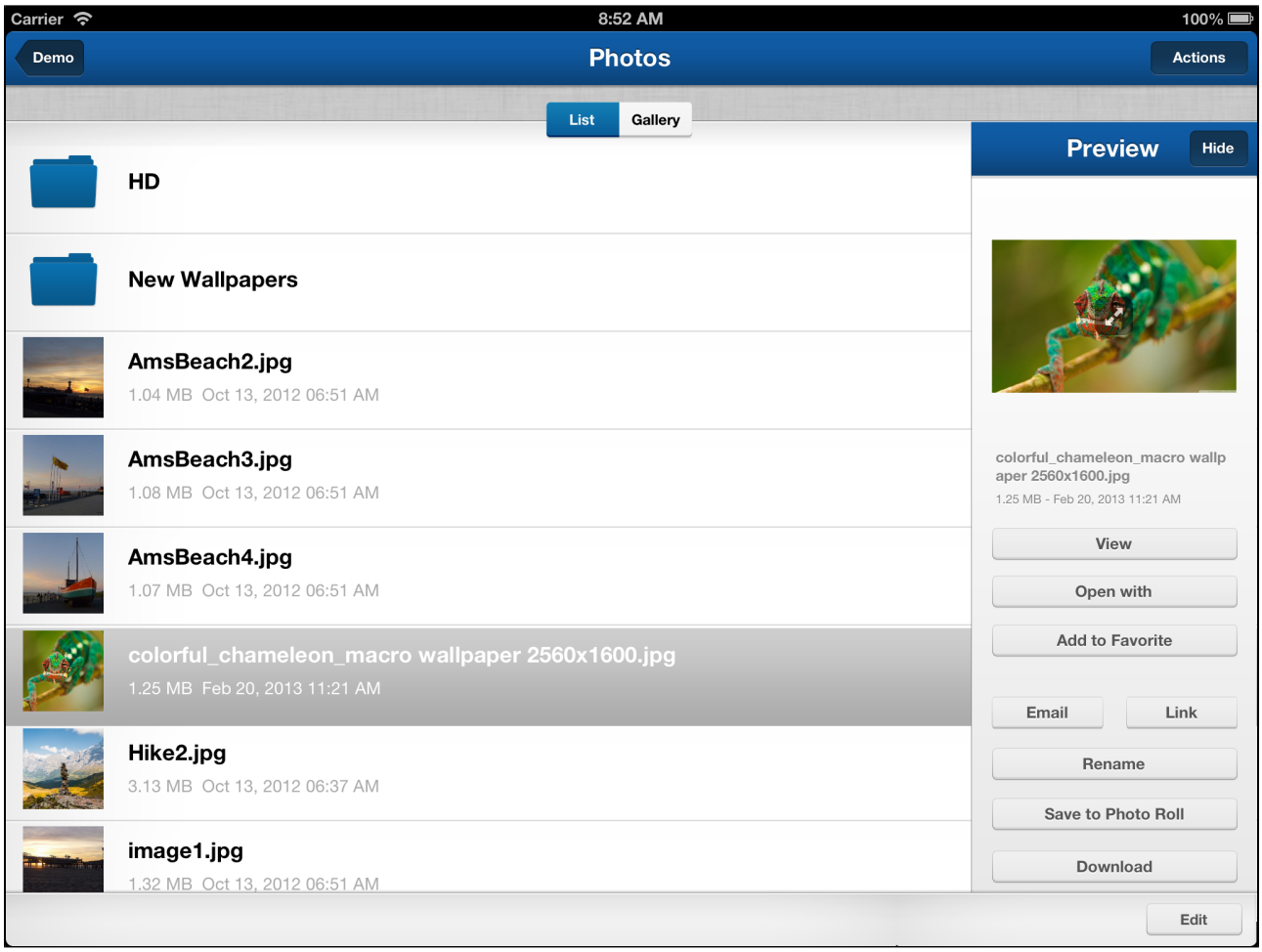


Photos

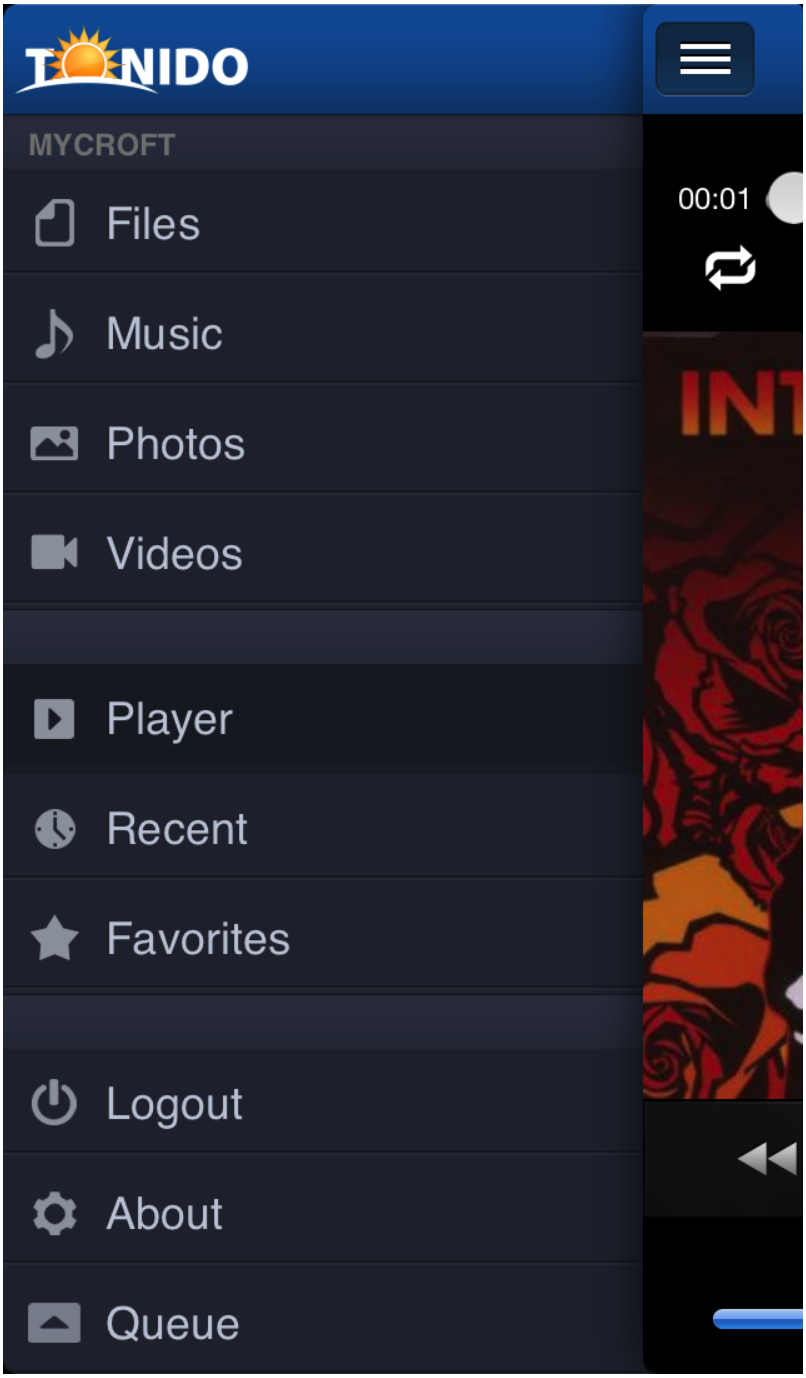
2010 - March (72)





iPhone/iPod Screenshots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MYCROFT
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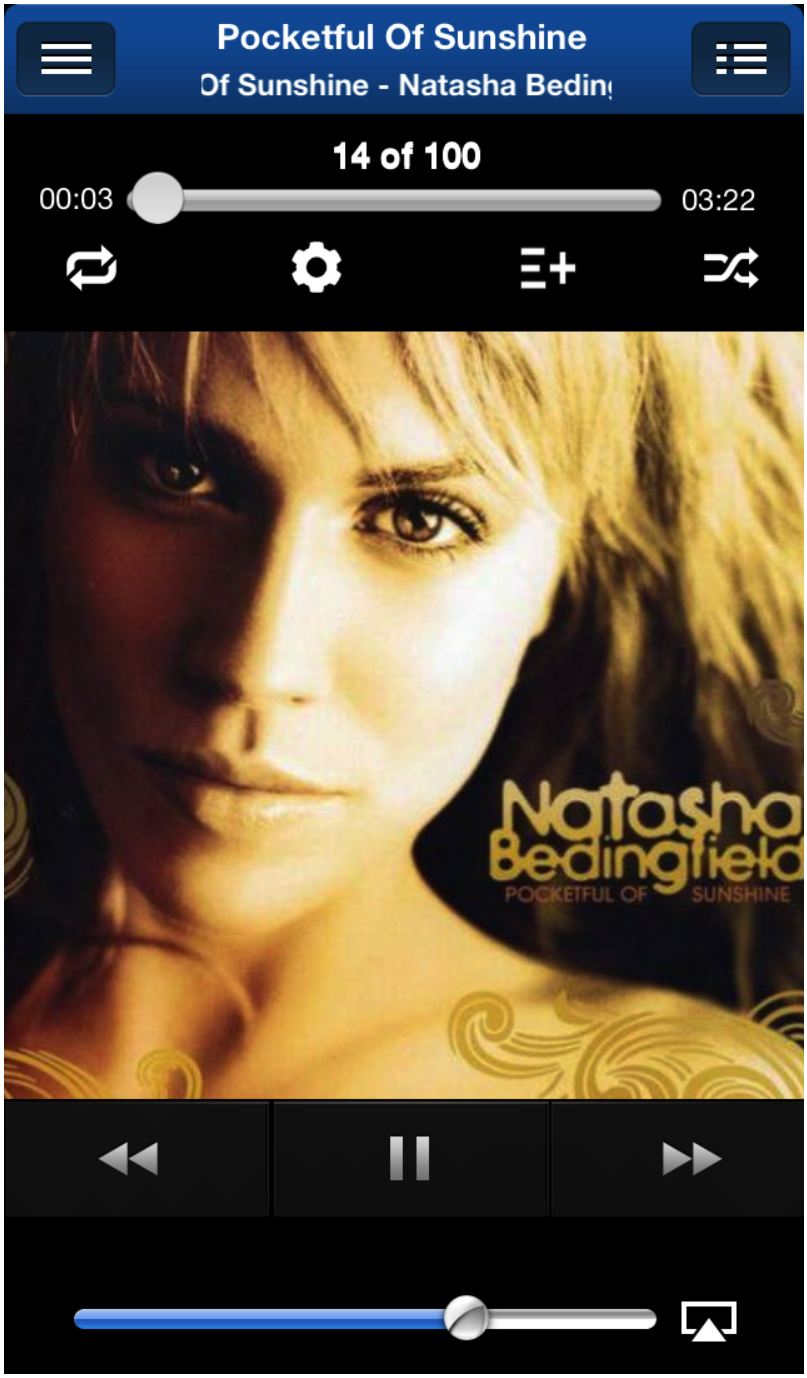
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Of Sunshine - Natasha Bedin
14 of 100
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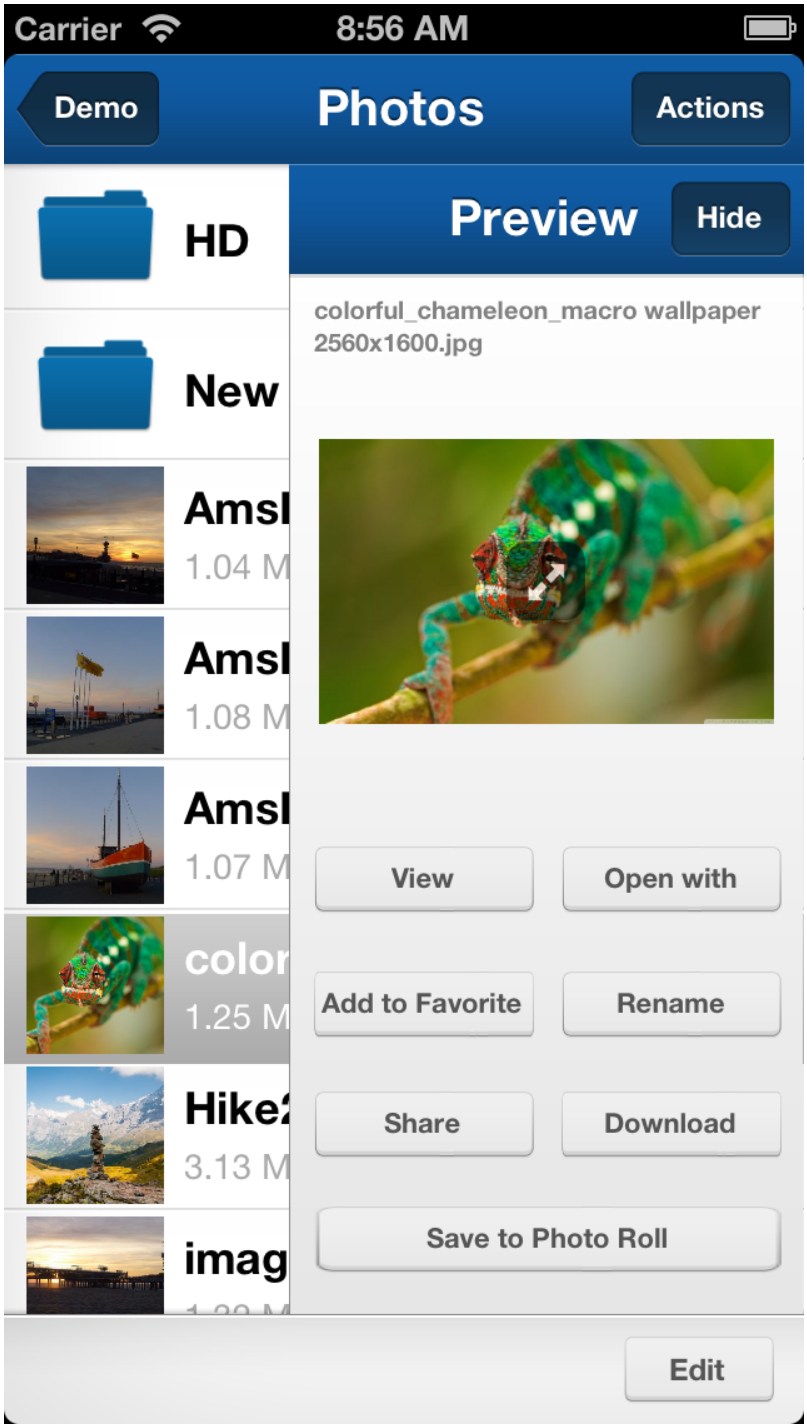
Natasha
Bedingfield
POCKETFUL OF SUNSHINE

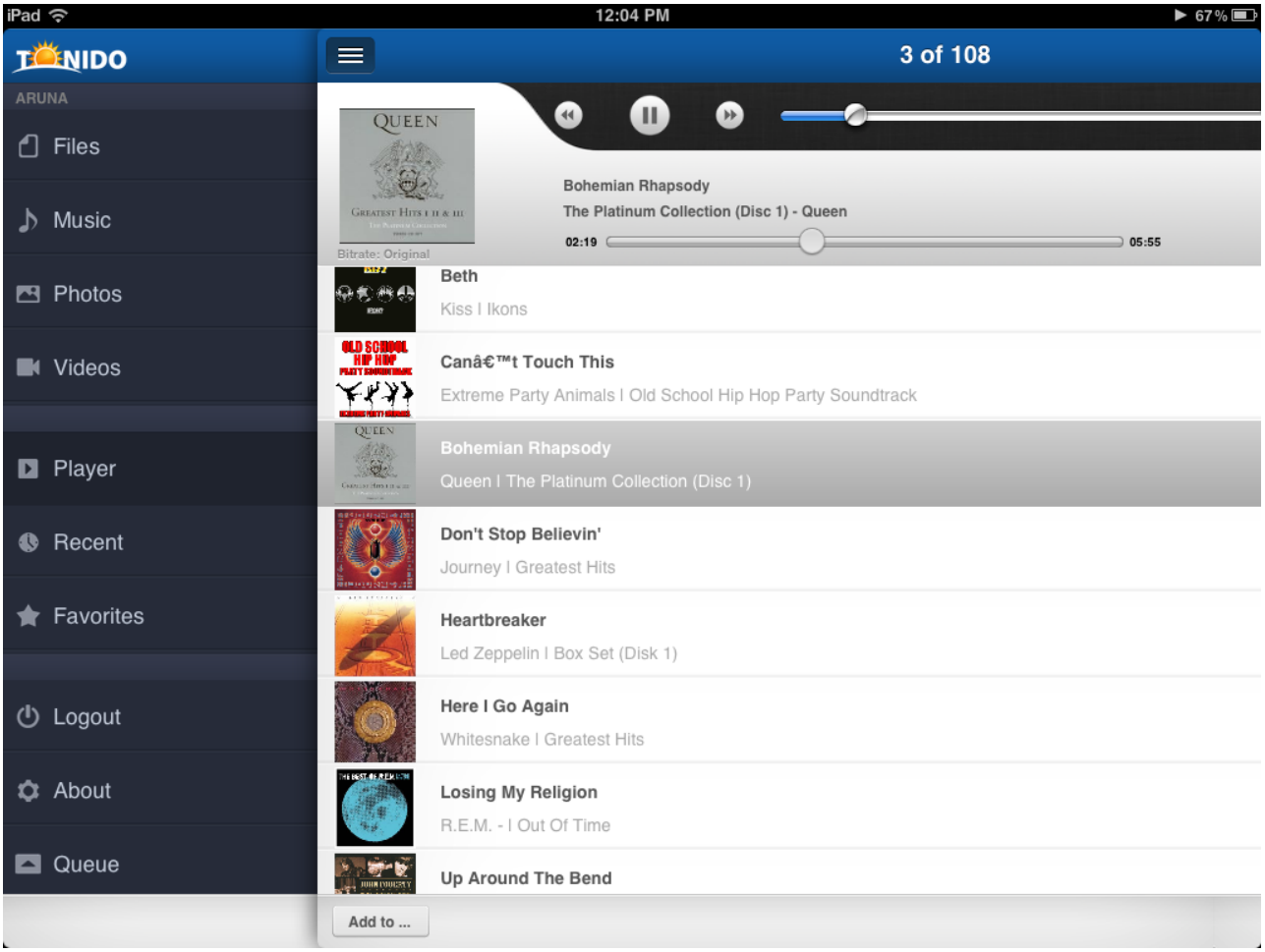


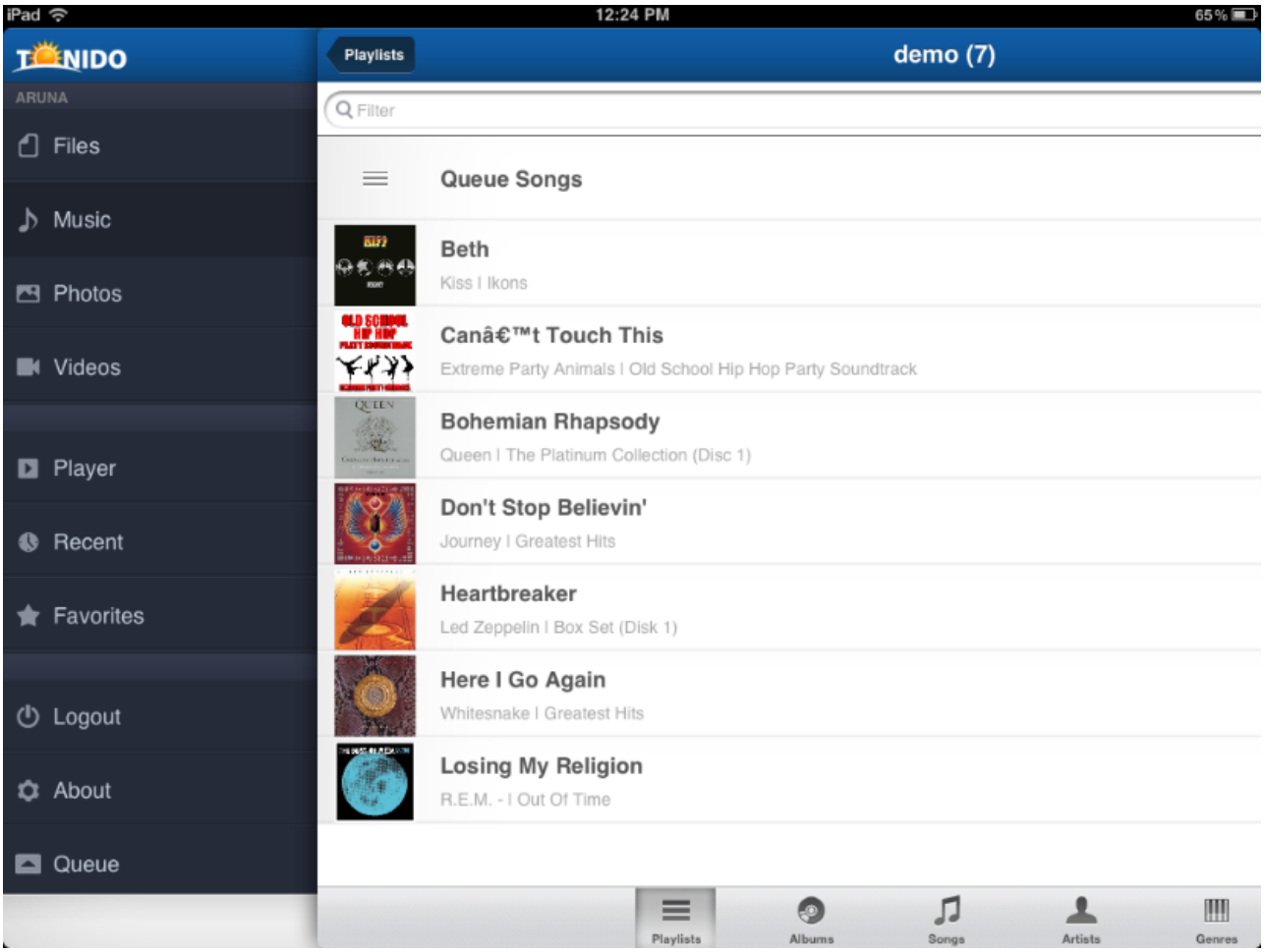
Playing Audio Files Using Tonido and FileCloud iOS App

Tonido and FileCloud iOS App provides a rich audio playback experience in the form of a Music Player. You can access the music player by tapping "Player" menu on the slideout menu.

In "Files, Recent, Favorites" view, any audio file can be played by selecting the file and tapping the "Play" in the preview menu.

Tonido only: In "Music" views (Playlist, Album, Artist, Songs, Genre views), Tapping a audio file will start playing the file immediately. Long pressing a audio file will queue the file to the current playing list.

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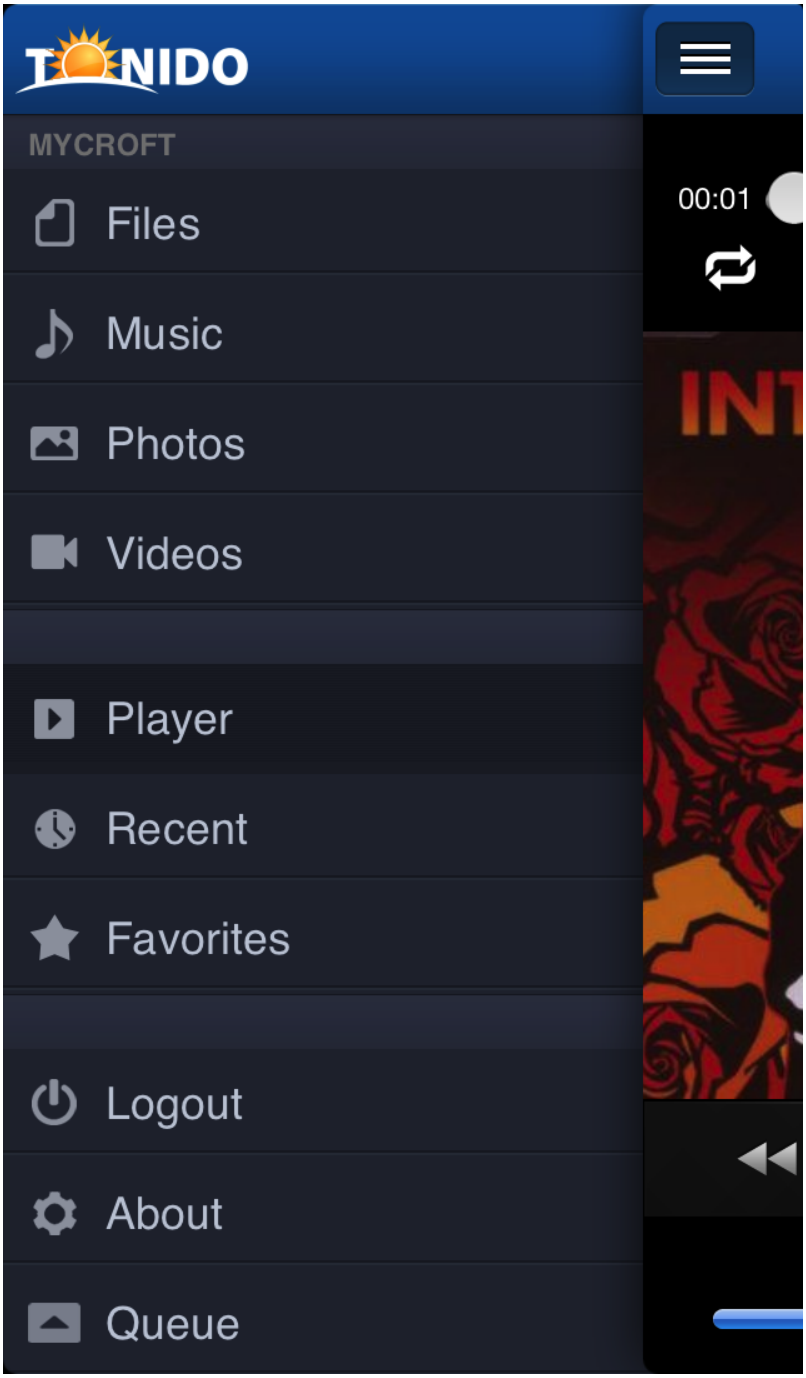
Queue Songs
Beth
Kiss I Ikons
Canâ€™t Touch This
Extreme Party Animals I Old School Hip Hop Party Soundtrack
Bohemian Rhapsody
Queen I The Platinum Collection (Disc 1)
Don't Stop Believin'
Journey I Greatest Hits
Heartbreaker
Led Zeppelin I Box Set (Disk 1)
Here I Go Again
Whitesnake I Greatest Hits
Losing My Religion
R.E.M. - I Out Of Time
Playlists
Albums
Songs
Artists
Genres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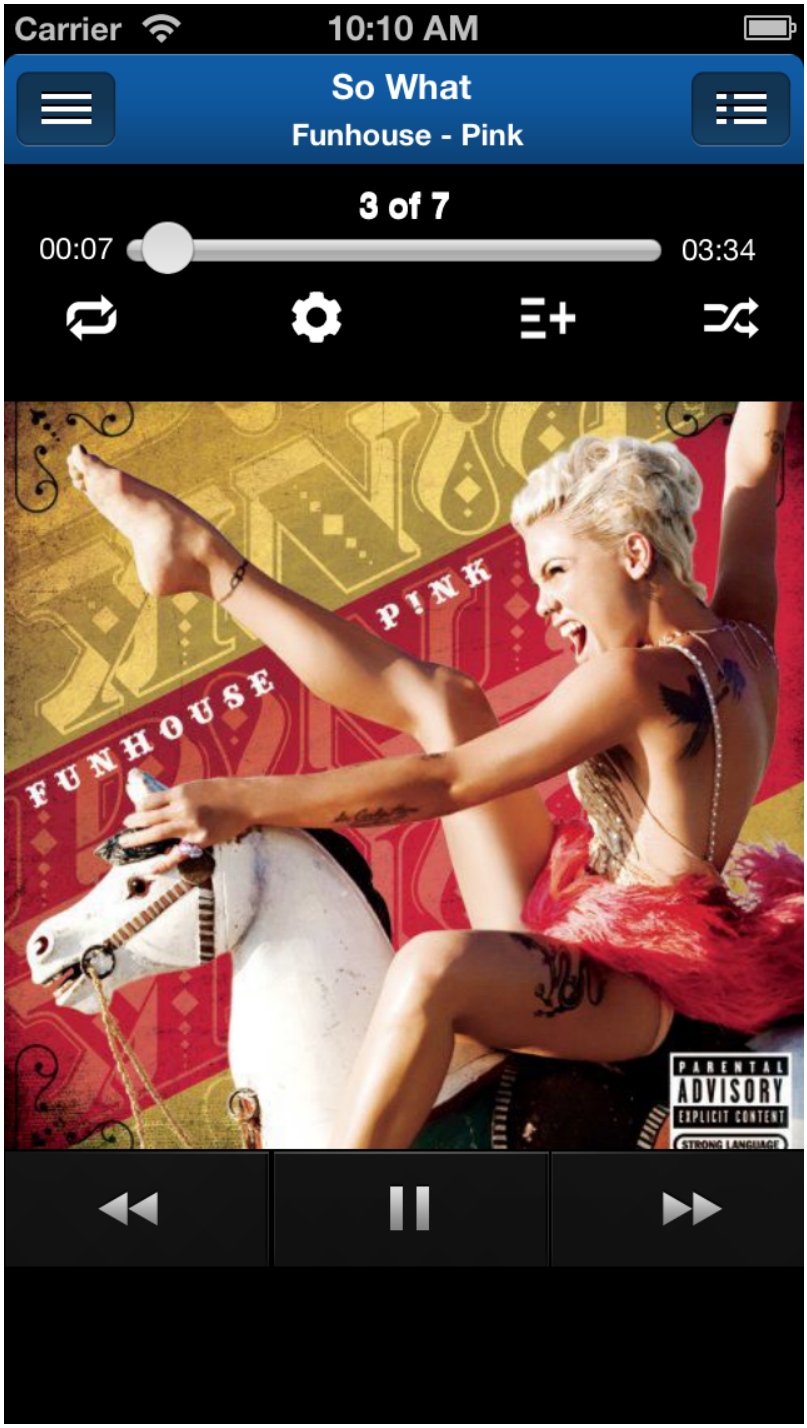
Carrier
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3 of 7
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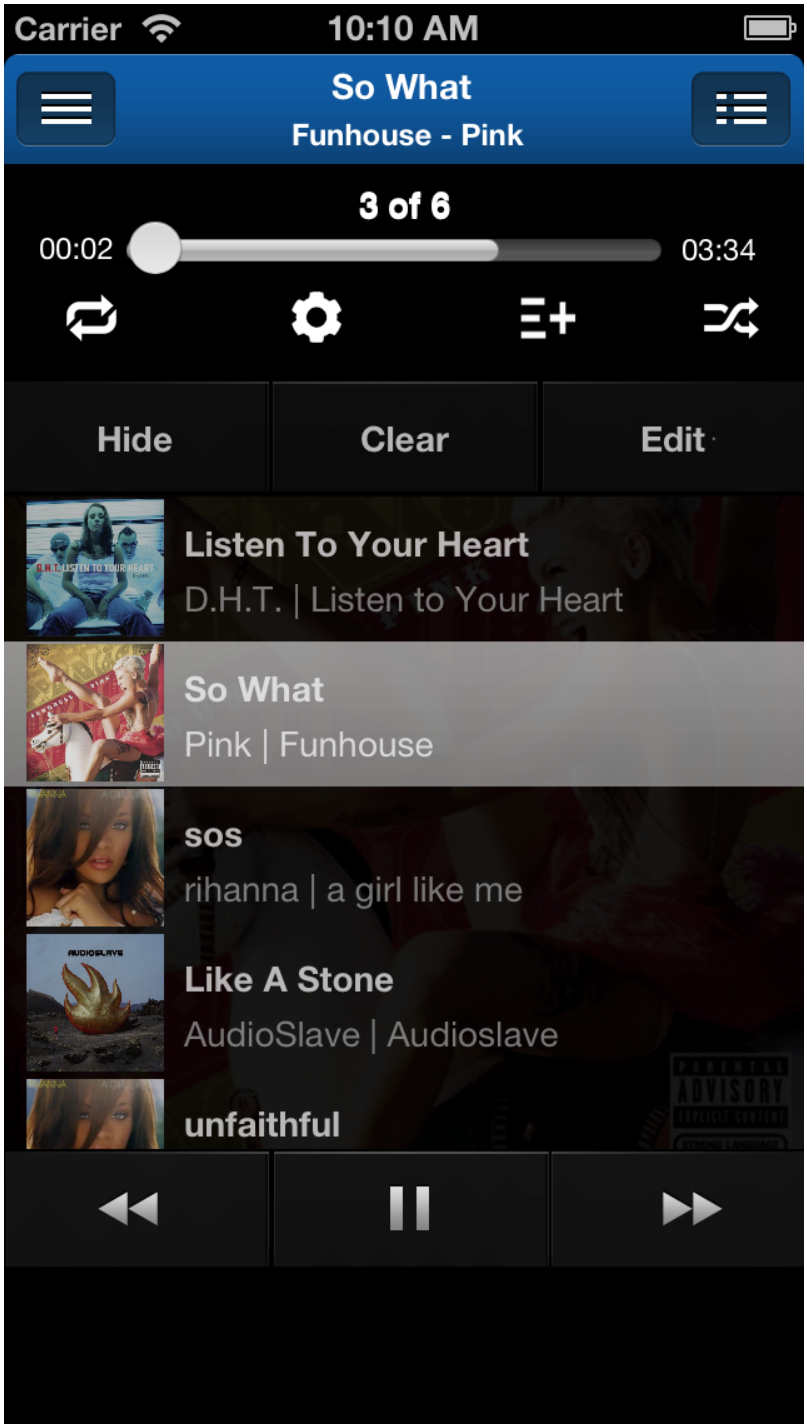
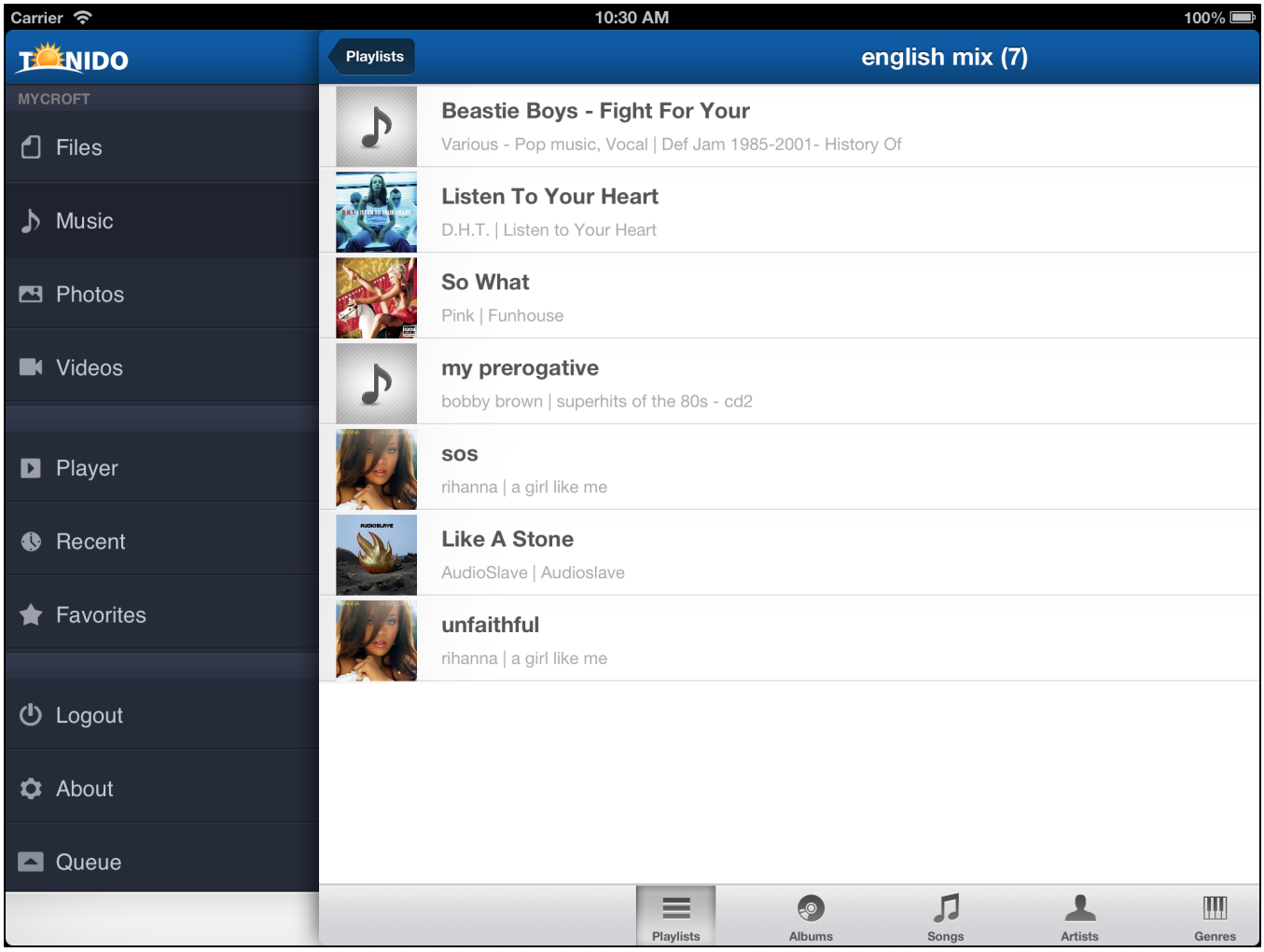
PINK
FUNHOUSE
PARENTAL
ADVISORY
EXPLICIT CONTENT
STRONG LANGUAGE



Playing Indexed Audio files

Indexing support is available with Tonido server v4.x. Indexing allows Tonido to search and index all audio files in the user specified folder. Once the audio files are indexed, iOS app will allow accessing them using various forms such as Artist, Album, Genre, etc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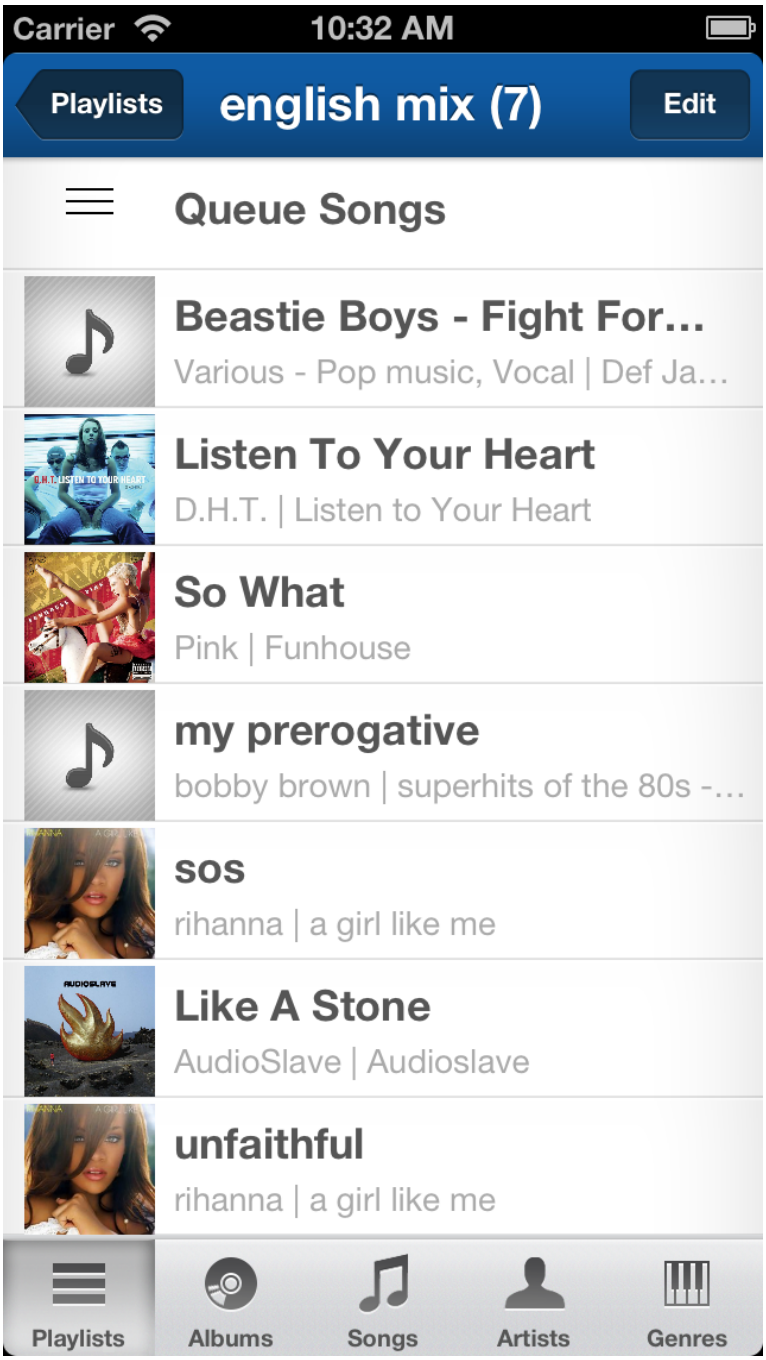
Beastie Boys - Fight For Your
Various - Pop music, Vocal | Def Jam 1985-2001- History Of
Listen To Your Heart
D.H.T. | Listen to Your Heart
So What
Pink | Funhouse
my prerogative
bobby brown | superhits of the 80s - cd2
sos
rihanna | a girl like me
Like A Stone
AudioSlave | Audioslave
unfaithful
rihanna | a girl like me
Playlists
Albums
Songs
Artists
Genres



Supported Audio Formats in Tonido and FileCloud iOS App

The following formats are supported for playback in Tonido and FileCloud iOS APP.

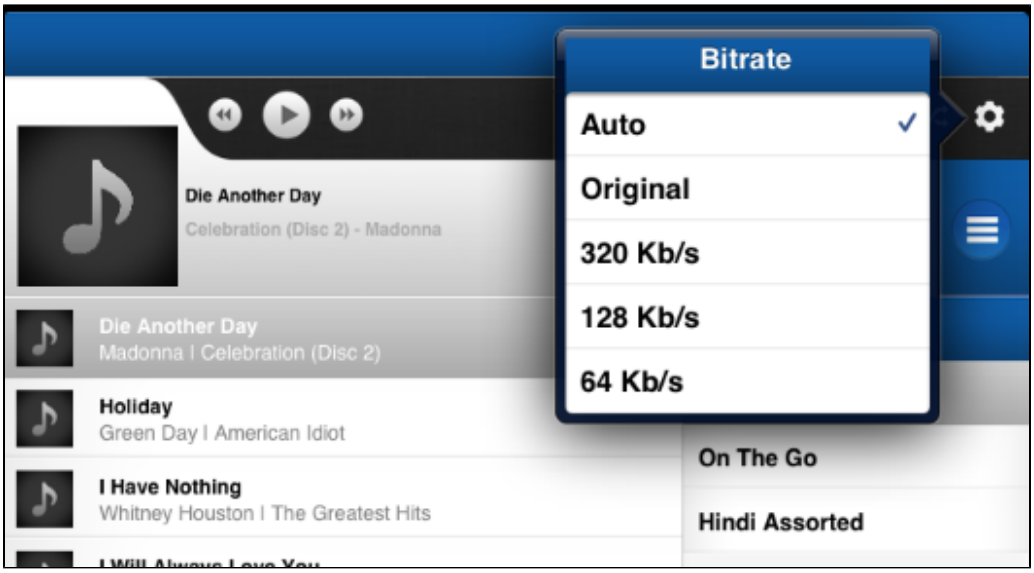
Mp3 and M4A files are supported natively by iOS device and therefore are not automatically transcoded. Transcoding is available if needed (to reduce bandwidth)

All other formats are transcoded for playback.

Format type	Transcoded Automatically
MP3	No
M4A	No
FLAC	Yes (to 192 Kb/s)

AAC	Yes (to 192 Kb/s)
WMA	Yes (to 192 Kb/s)
M4B	Yes (to 192 Kb/s)
OGG	Yes (to 192 Kb/s)

The following transcoding bitrate can be manually selected in the music player



Playlists in Tonido and FileCloud iOS App

Tonido and FileCloud iOS app allows the user to create, load new music playlists. The playlists can be created on the fly by adding music files to the "Music Player" . Songs can be added using "Queue" or "Play" on the individual song's preview pane or using "Play all Songs in Folder" or "Queue all Songs in Folder" options in the Actions menu.

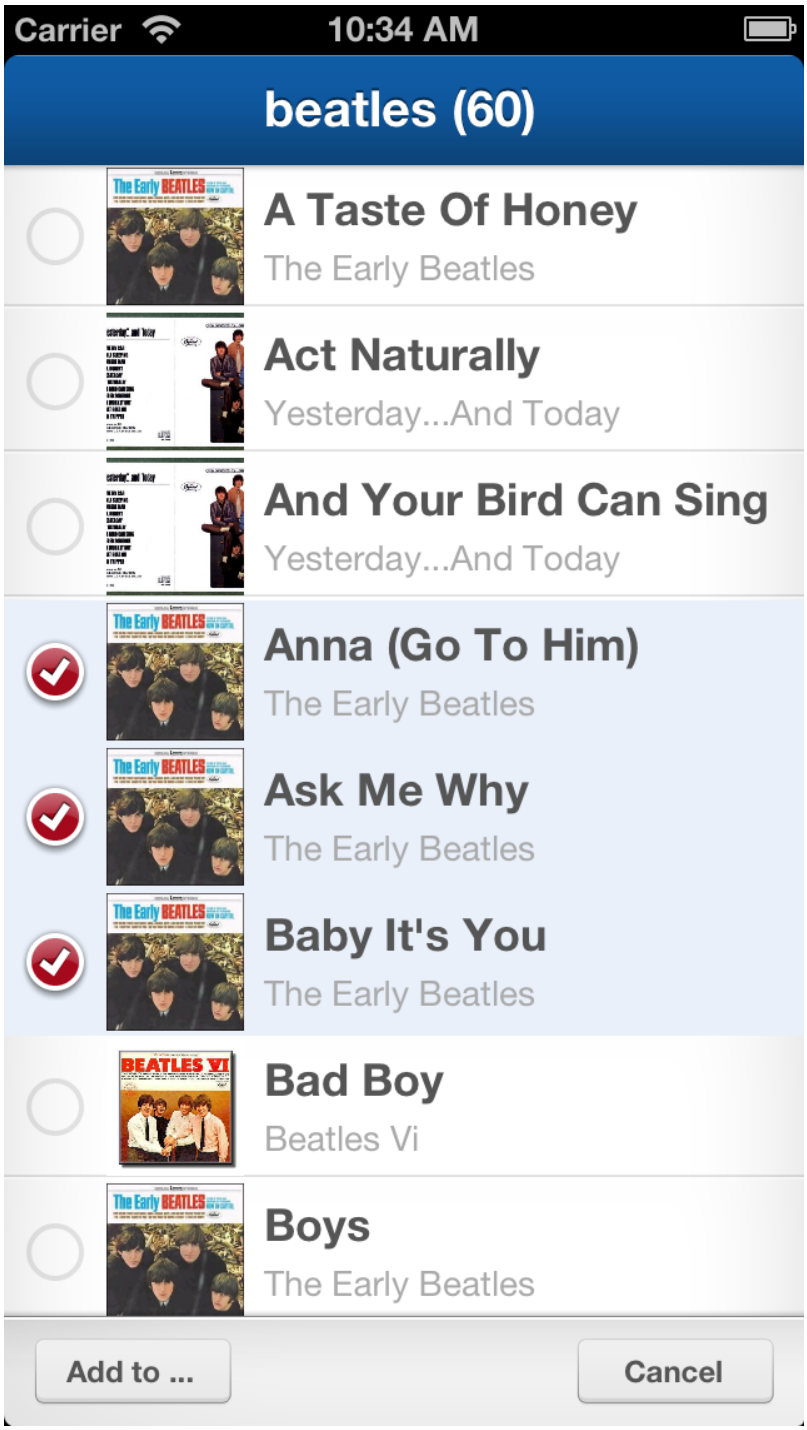
Playlists are only available when indexing is enabled in the Tonido server.

Save Playlist

Playlists can be created by accessing the "Playlist" Tab in the "Songs" view. Songs can be added to the playlist by selecting the playlist add button in the music player or in the artist/album/songs/genre views

Selecting the playlist add button will allow user to select a list of song and add to playlist.

Once a playlist is created, it can be accessed from any of the Tonido Clients (Android, iOS, WebUI)



Playing songs in cellular network or low bandwidth network using Tonido and FileCloud iOS App

Tonido and FileCloud iOS App's music player will automatically select the best bitrate depending on the connected network.

While playing audio using the Tonido and FileCloud iOS App, the playback may be interrupted in case of bad network connection or in the case of low bandwidth networks like Cellular networks. If you experience playback interruption, then select the 64Kb/s to minimize the bandwidth requirement but this will reduce the audio quality.

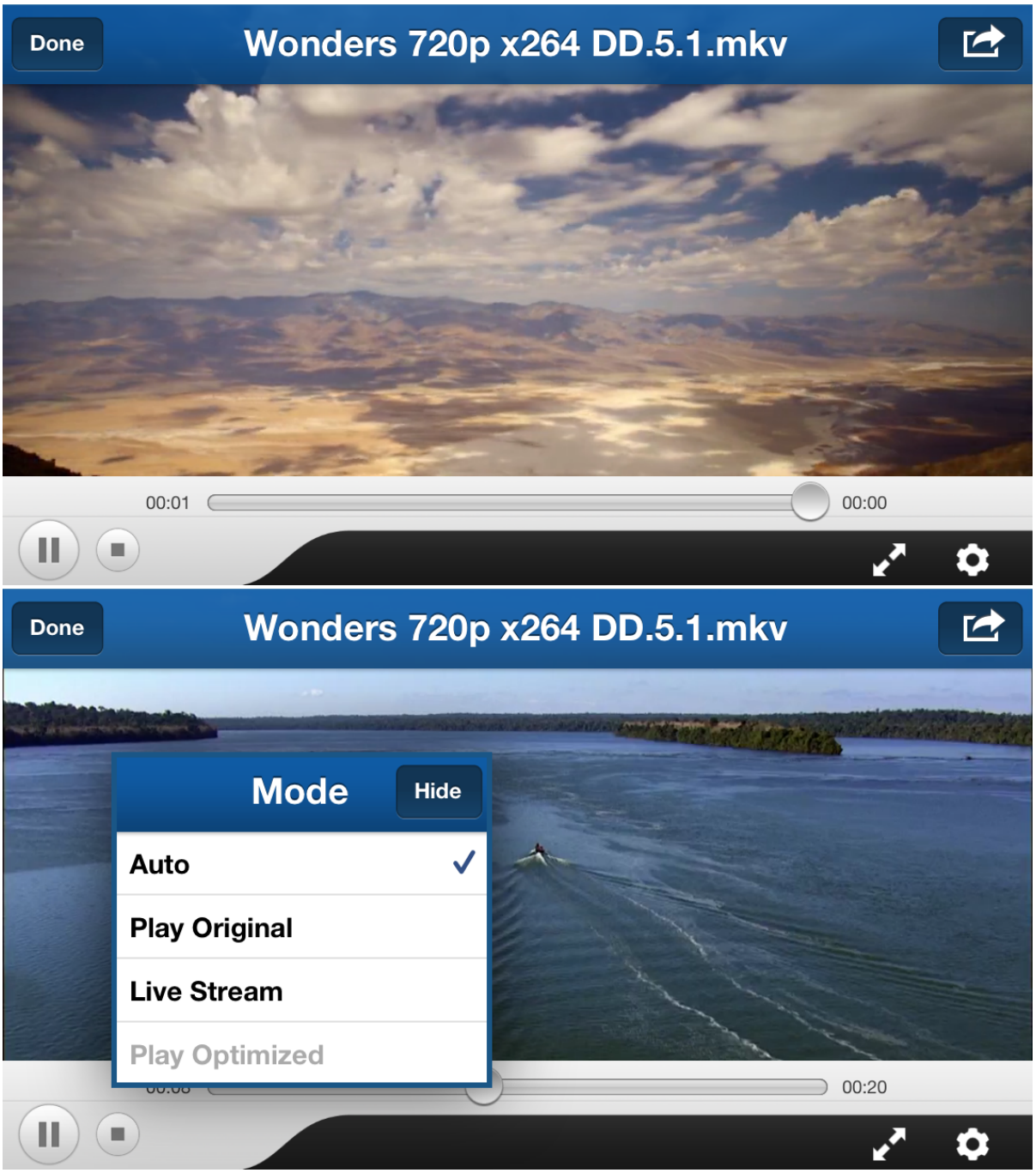
Playing Video Files Using Tonido and FileCloud iOS App

Tonido supports playback of a variety of video files. But this is dependent on the computer from which the video is being played.

Tonido will support playback of iOS Native formats (MP4 files) including the DRM files (those purchased from iTunes provided the iPad was previously synced with the computer to allow the licenses to transfer) .

All Versions of Tonido Desktop servers (Windows, Mac and Linux) have the capability to perform "Live Streaming" of incompatible video formats to iOS compatible formats. This requires a sufficiently powerful computer.

Tonido and FileCloud iOS app will automatically select the best method to play the video depending on the Server capabilities.



Does Tonido Support video Streaming on iPad, iPhone and iPad?

Yes. Tonido supports watching video that are in your computer without downloading to your iOS device. All Tonido devices allow streaming of natively supported formats of iOS (mp4).

Tonido Desktop versions (Windows, Mac and Linux) of Tonido server also supports live conversion of video formats that are not natively supported in iOS. This requires the computer to be somewhat powerful enough to perform the encoding on the fly. For all other cases, you can do "offline" transcoding to convert the videos to natively supported iOS formats.

Supported Video Types in Tonido and FileCloud iOS App

Tonido will automatically transcode (if possible).

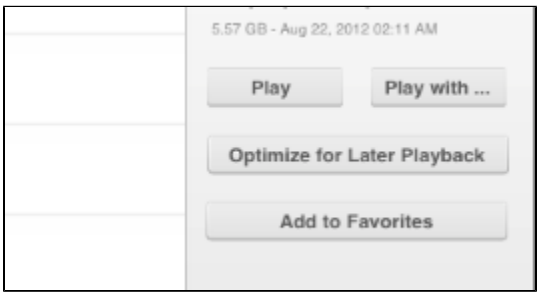
File Type	Live Streaming Supported
MOV	YES
MP4	YES
M4V	YES
MPG	YES
MPEG	YES
AVI	YES
VOB	YES
MKV	YES
WMV	YES
XVID	YES
FLV	YES
SWF	YES
OGG	YES
GP3	YES
MTS	YES
M2TS	YES

What is Live streaming?

Tonido Desktop server has the ability to transcode a non compatible video file on the fly to allow playback of the file. This requires a sufficiently powerful computer to allow smooth playback.

How can I convert video types not supported by iOS using Tonido and FileCloud iOS App?

Tonido offers support to convert most video formats to iOS compatible format using the the "Optimize for Later Playback" function in the preview window. This can also be done using the Web interface by selecting the video file and performing the "Create Optimized Video" function. Once the offline transcoding is complete (i.e. Optimized file is created), the file can be played in the iOS device.



Tonido doesnt play some of my video files

Due to the huge variation in the video source files, some video files might not be converted or cannot be played due to variety of issues (High bitrates, Unknown codecs). In those cases, we can help determine the problem if you post a ample of the video file in our support forum.

Playing DRM Videos using Tonido and FileCloud iOS App

Tonido and FileCloud iOS App allows playback of DRM files provided the iOS device is synchronized with computer's iTunes on which the movie was purchased to allow the licenses to transfer.

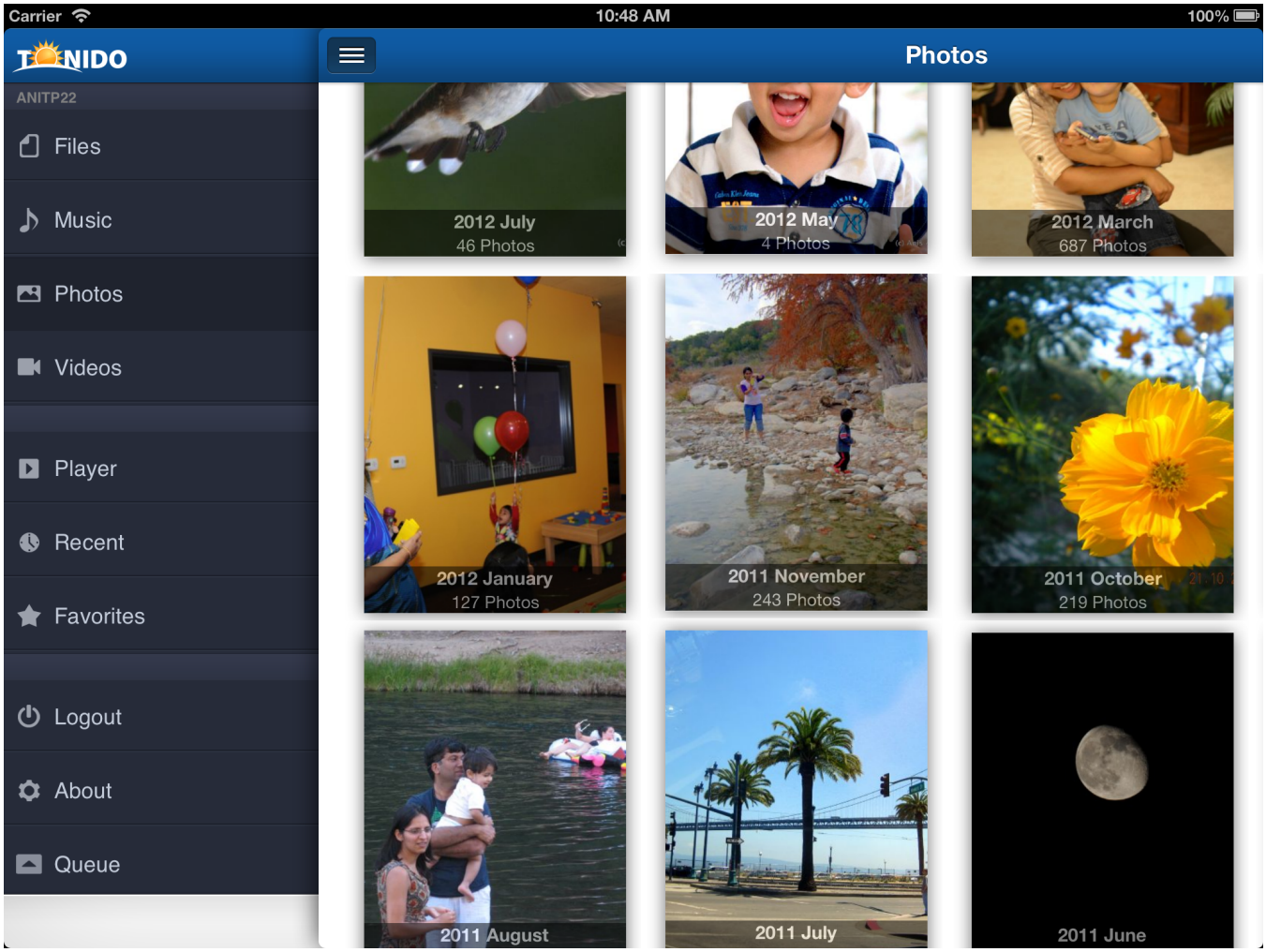
Once that is license is available in the iOS device, A DRM file can be played using the "Play in Safari" button on the top right corner of the video player.

Viewing Photographs using Tonido and FileCloud iOS App

Tonido supports viewing variety of Photo formats and can display them fullscreen. Furthermore, Tonido also caches photos to allow faster retrieval of Photos after initial access.

With Tonido server v4.x onwards, indexing of photos is available. The indexing will allow Tonido to search for photo files on the user specified folder.

If Indexing is enabled, then Photos can be accessed based on their date.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100%
TONIDO
Photos
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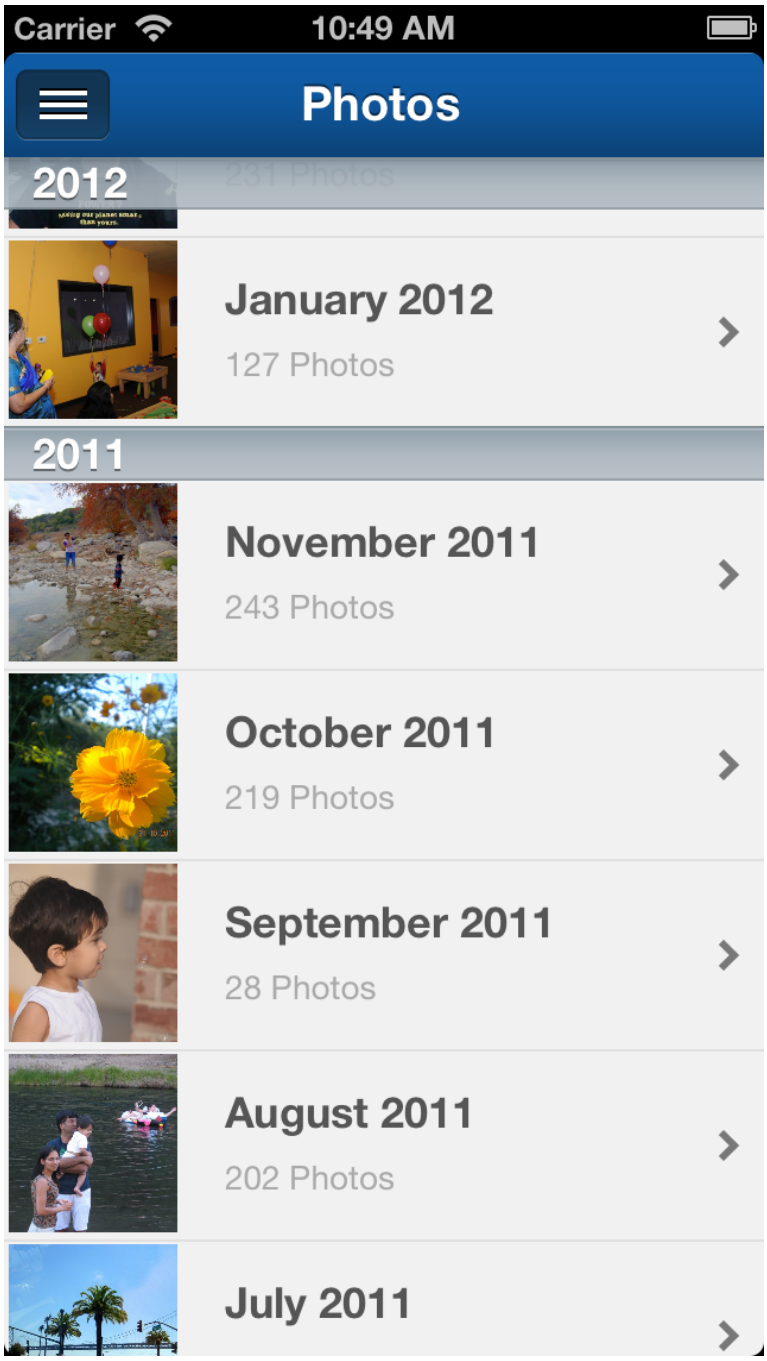
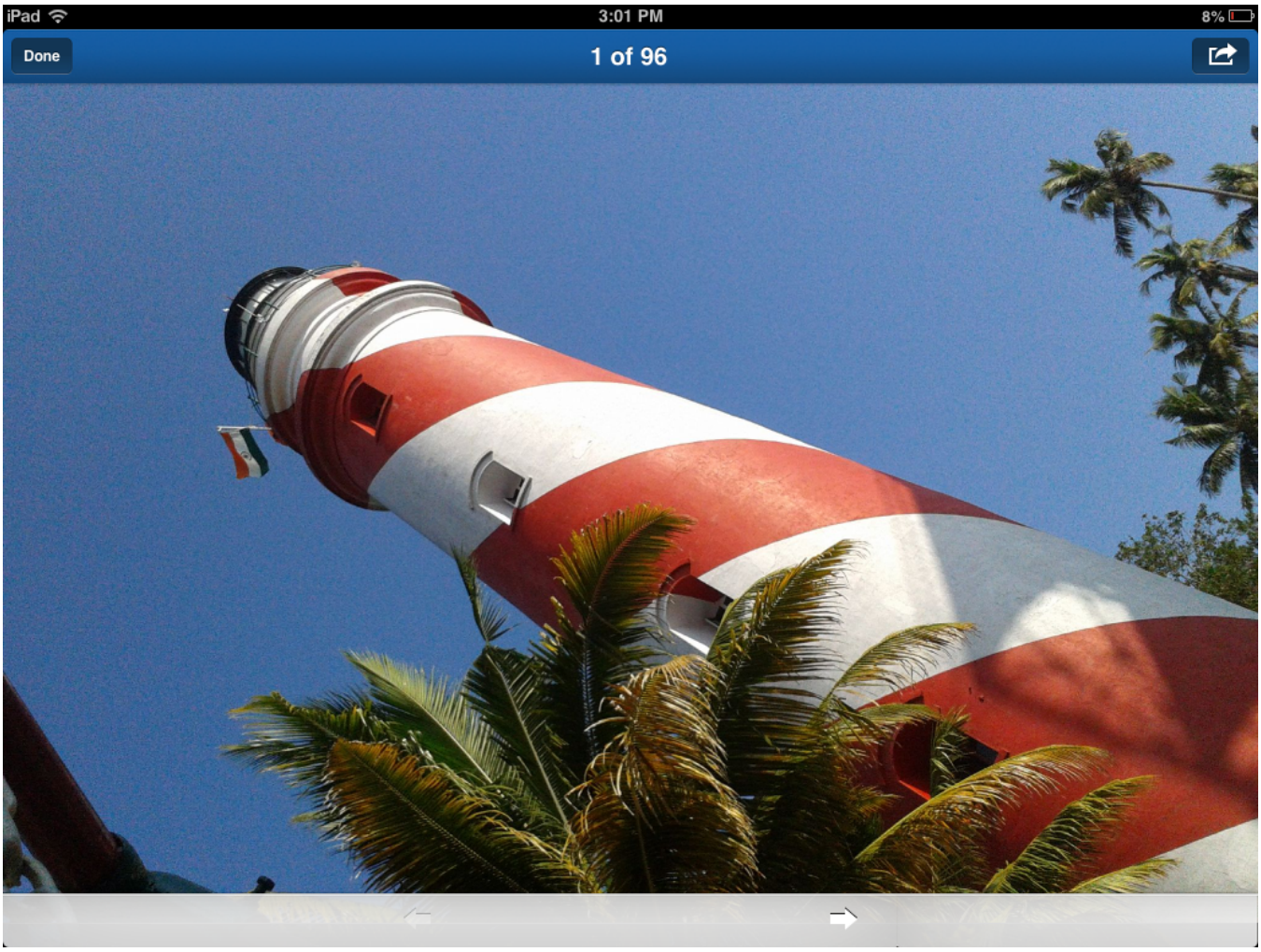
Files
Music
Photos
Videos
Player
Recent
Favorites
Logout
About
Queue
2012 July
46 Photos
2012 May
4 Photos
2012 March
687 Photos
2012 January
127 Photos
2011 November
243 Photos
2011 October
219 Photos
2011 August
2011 July
2011 June


Carrier
10:49 AM
Photos
2012
231 Photos
January 2012
127 Photos
2011
November 2011
243 Photos
October 2011
219 Photos
September 2011
28 Photos
August 2011
202 Photos
July 2011



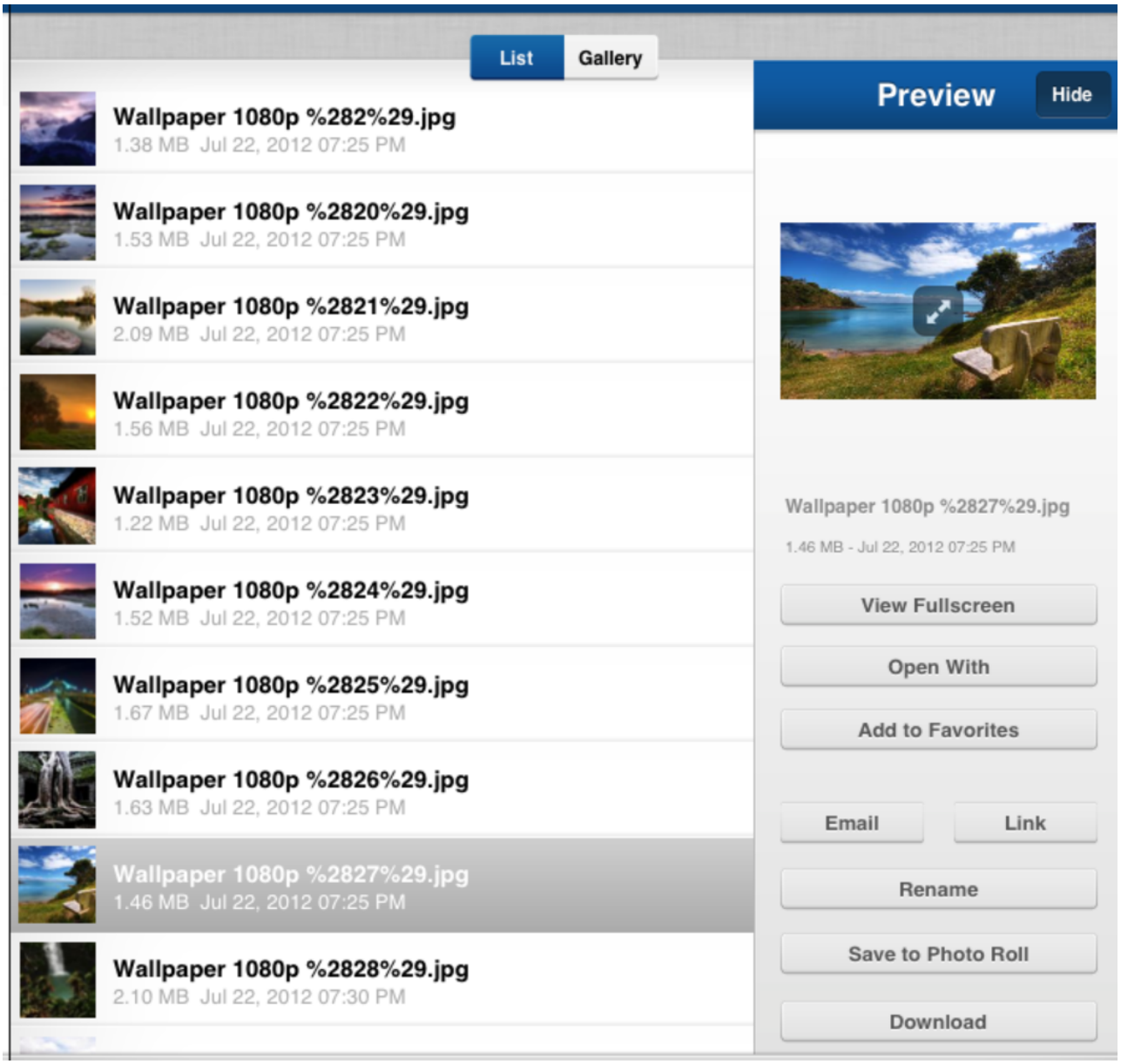
Supported Photo Formats in Tonido and FileCloud iOS App

Tonido has the ability to read and display variety of photo formats including RAW file types.

File type
JPG
PNG
CR2
CRW
PEF
NEF
ARW
RAF
GIF

Saving Photos to iPhone, iPod or iPad's Photo Roll

Any photo file, regardless of the photo format can be saved to the Photo Roll using Tonido and FileCloud iOS App. Tap on the Photograph to open the Preview window and tap "Save to Photo Roll" button to save!

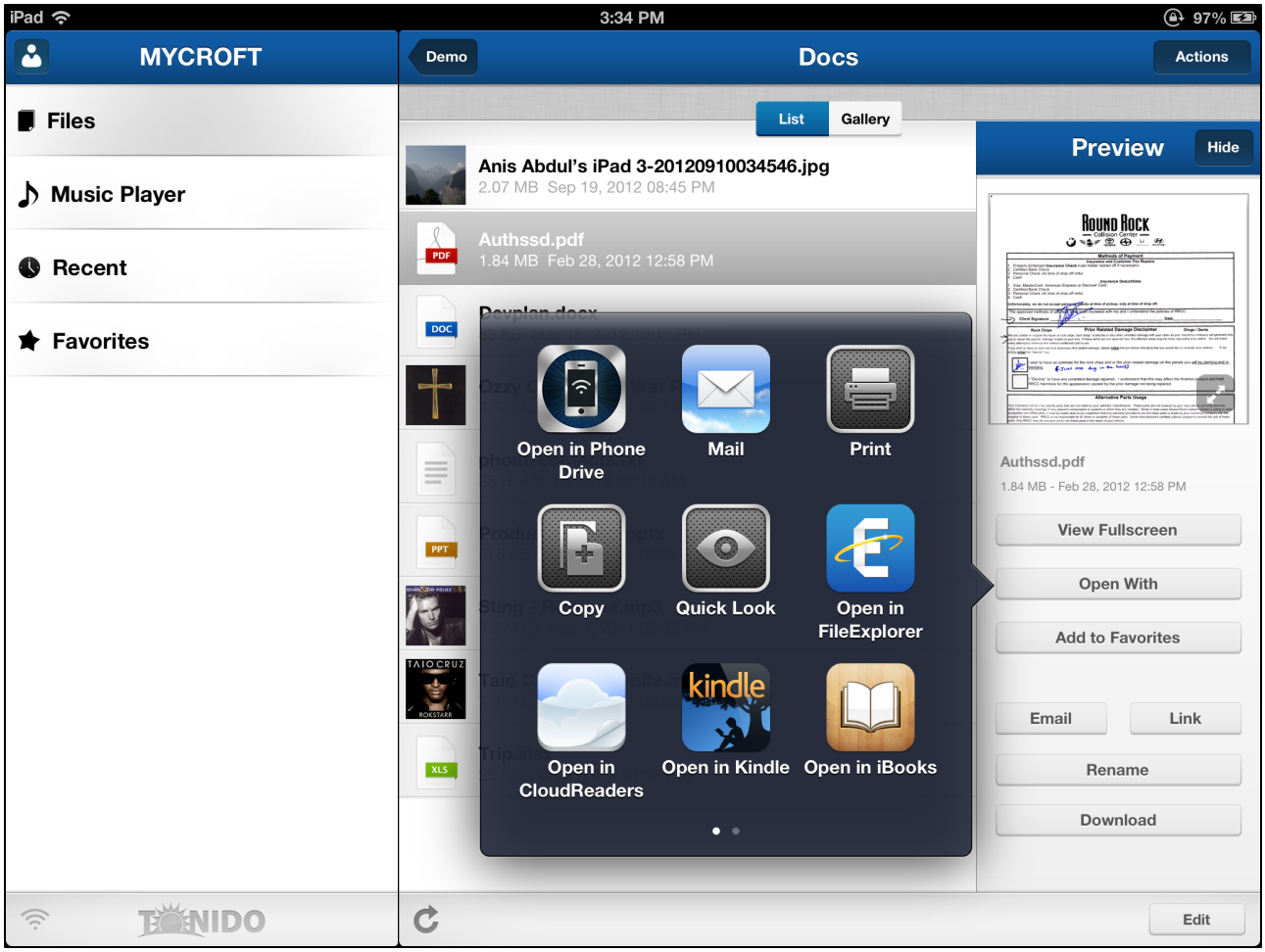


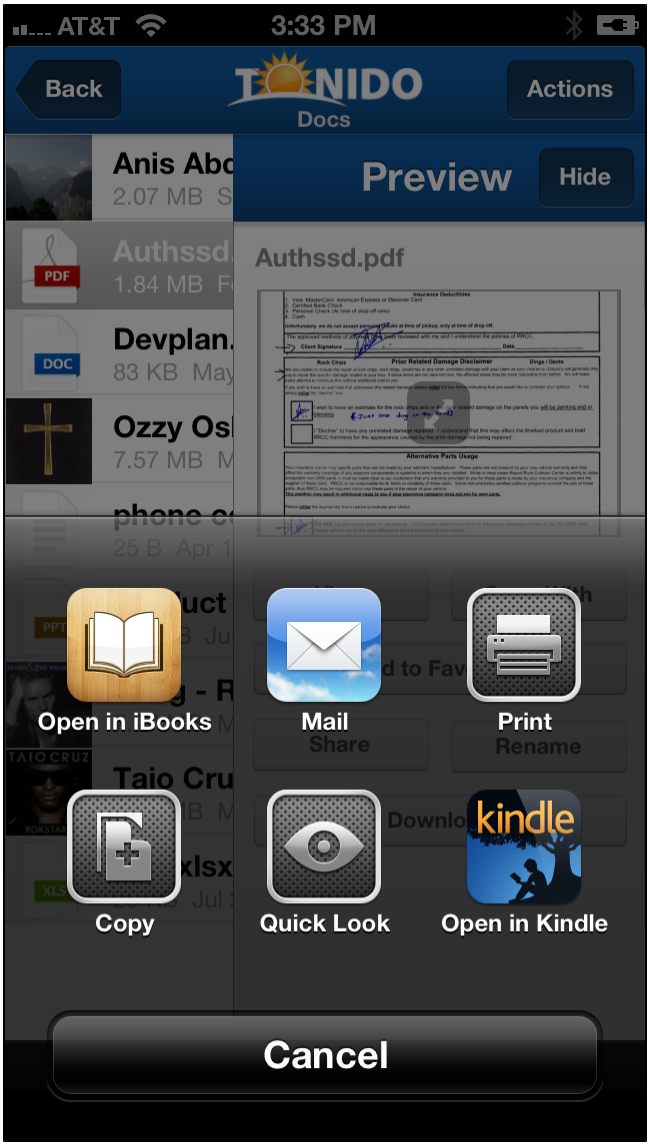
Accessing Document using Tonido and FileCloud iOS App

Tonido and FileCloud iOS App will allow opening of common file formats such as txt, doc, pdf, xls, ppt etc. But specialized file formats such as CBZ are not supported. However, if there are other iOS apps that can handle those formats are installed, then the Tonido and FileCloud iOS Apps allows sending those files to the compatible Apps.

Opening document using other installed iOS App

Tonido and FileCloud iOS App allows opening of a file (regardless of its type) using other installed iOS Apps. Select the "open with" function to display the compatible installed applications.


iPad
3:34 PM
97%
MYCROFT
Demo
Docs
Actions
Files
Music Player
Recent
Favorites
List
Gallery
Anis Abdul's iPad 3-20120910034546.jpg
2.07 MB Sep 19, 2012 08:45 PM
Authssd.pdf
1.84 MB Feb 28, 2012 12:58 PM
Open in Phone Drive
Mail
Print
Copy
Quick Look
Open in FileExplorer
Open in CloudReaders
Open in Kindle
Open in iBooks
Preview
Hide
Authssd.pdf
1.84 MB - Feb 28, 2012 12:58 PM
View Fullscreen
Open With
Add to Favorites
Email
Link
Rename
Download
Edit



How do I open a large file using the "Open with" feature?

"Open with" function on files that are not downloaded to the device is limited to 25 MB. If you want to open a file larger than 25 MB, you should download the file first and then go the downloaded file (Navigate to the file in "This Device" local folder) and then use the "Open With" on the downloaded file.

Download files from computer to the iOS (iPad or iPhone) device using Tonido and FileCloud iOS App

Files can be dowloaded directly to the iOS device to allow access when there is no connectivity. Simply tap the "Download" button in the preview pane to download a file . You can also select "Download Folder Files" to download all the files in a given folder. You can continue working while download is in progress. However, the App must be in foreground and you should not switch to a different server until the download is completed.

The transfer status can be seen by selecting the "Queue" option in the slideout menu.

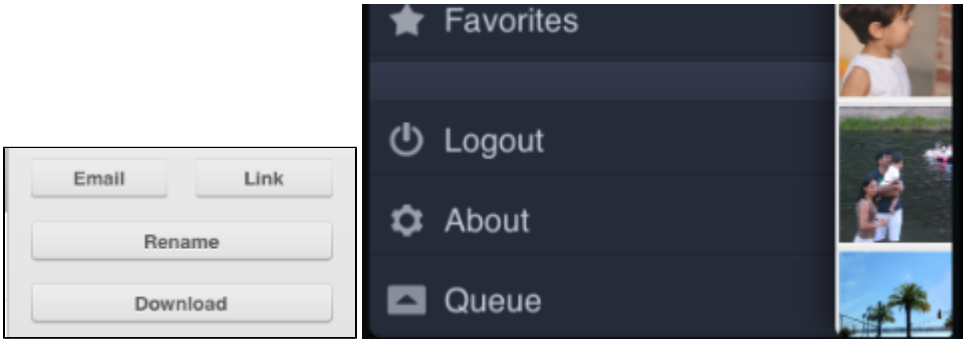
The downloaded files can be accessed by selecting the "This Device" option in the main Accounts page. The downloaded files are automatically placed in one of the following four folders depending on the type of the file being downloaded.

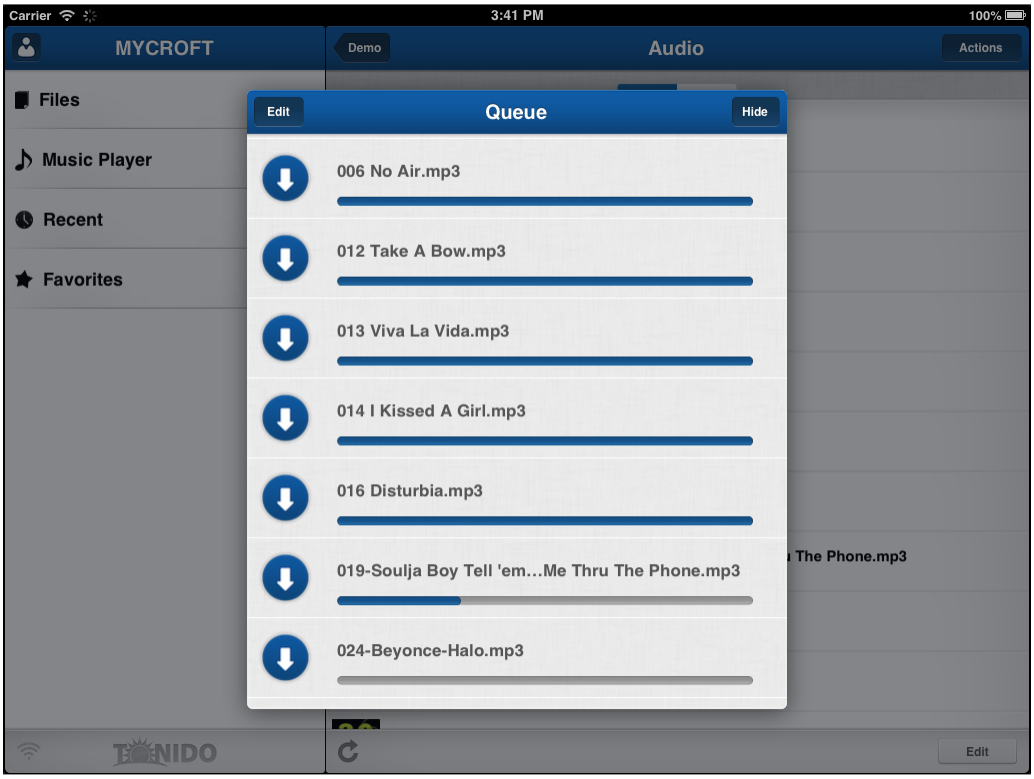
a. Documents

b. Photos

c. Audio

d. Video





Upload files from iOS device to computer using Tonido and FileCloud iOS App

Tonido and FileCloud iOS App allows uploading the following files to Tonido server (provided sufficient privileges are provided in the Tonido server)

a) Photo files in iOS device album

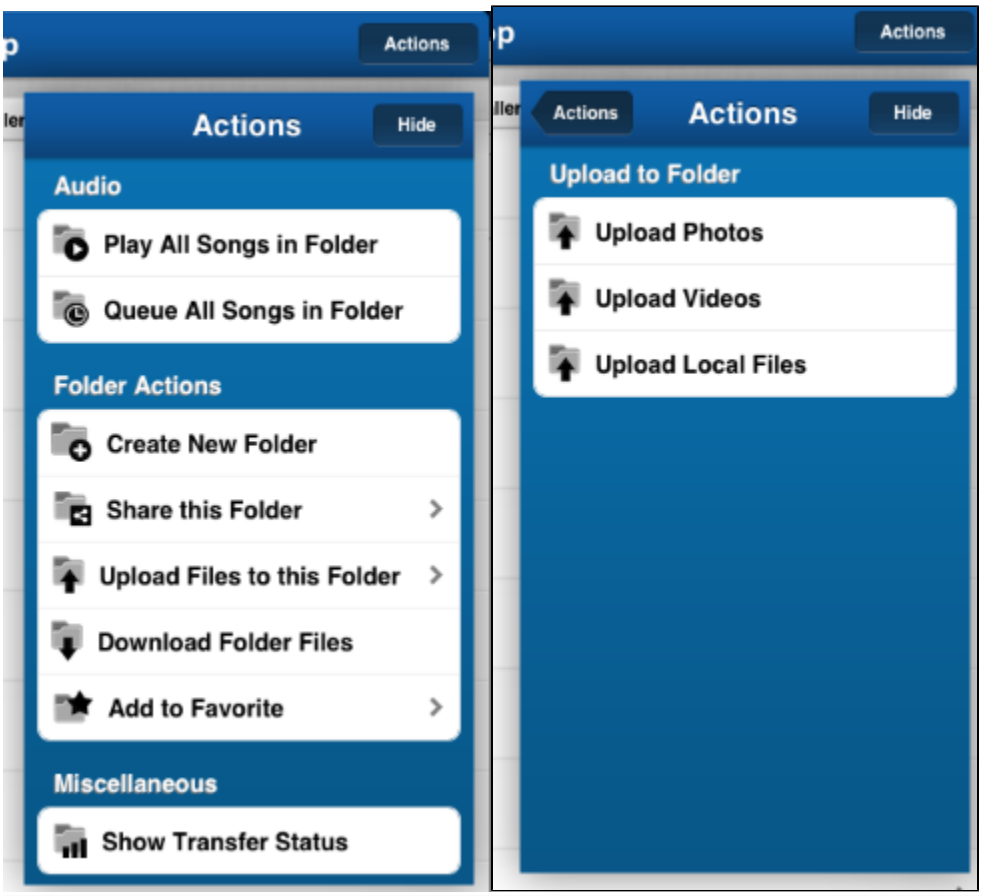
b) Video files in iOS device album

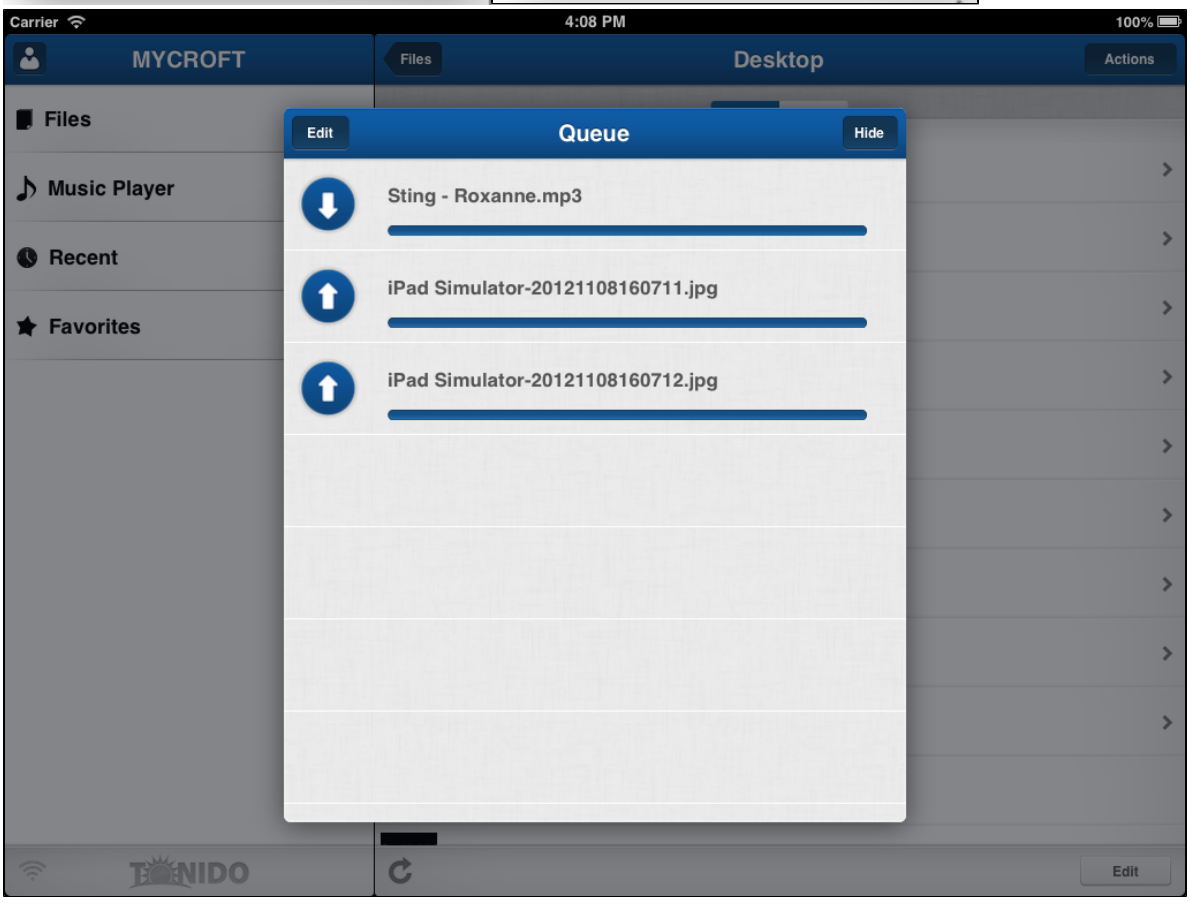
c) Files in the Tonido and FileCloud iOS App's "This Device" folder (Files that are previously downloaded or imported from other iOS Apps)

To begin upload in the current folder, select the "Upload Files to this Folder" option in drop down menu of the "Actions Button" . In iPhone, you might have to scroll down in the drop down menu .

This will display three options "Upload Photos", "Upload Videos", "Upload Local Files". Select the appropriate option to begin uploading. The uploading will be done in background.

To check status of upload, you can select the 'Show Transfer Status" menu item in the drop down menu of "Actions" button. You can continue working while upload is in progress. However, the App must be in foreground and you should not switch to a different server until the upload is completed.


Actions
Actions
Hide
Audio
Play All Songs in Folder
Queue All Songs in Folder
Folder Actions
Create New Folder
Share this Folder
Upload Files to this Folder
Download Folder Files
Add to Favorite
Miscellaneous
Show Transfer Status
Actions
Actions
Actions
Hide
Upload to Folder
Upload Photos
Upload Videos
Upload Local Files


Carrier
4:08 PM
100%
MYCROFT
Files
Music Player
Recent
Favorites
Files
Desktop
Actions
Edit
Queue
Hide
Sting - Roxanne.mp3
iPad Simulator-20121108160711.jpg
iPad Simulator-20121108160712.jpg
Edit

Import a file from other iOS app into Tonido and FileCloud iOS App

Tonido and FileCloud iOS App can import any file into its local "This Devices" Folder. In order to import a file from a different iOS App into Tonido and FileCloud iOS App, Open the other iOS App and select the file to export and select "Open in" or "Open with" or similar option (this varies in wording).

In the option that is displayed, Tonido will be shown as well. Select Tonido. This will cause the file to be imported into Tonido. Once imported, the file is saved in one of the following four folders depending on the type of the file being imported.

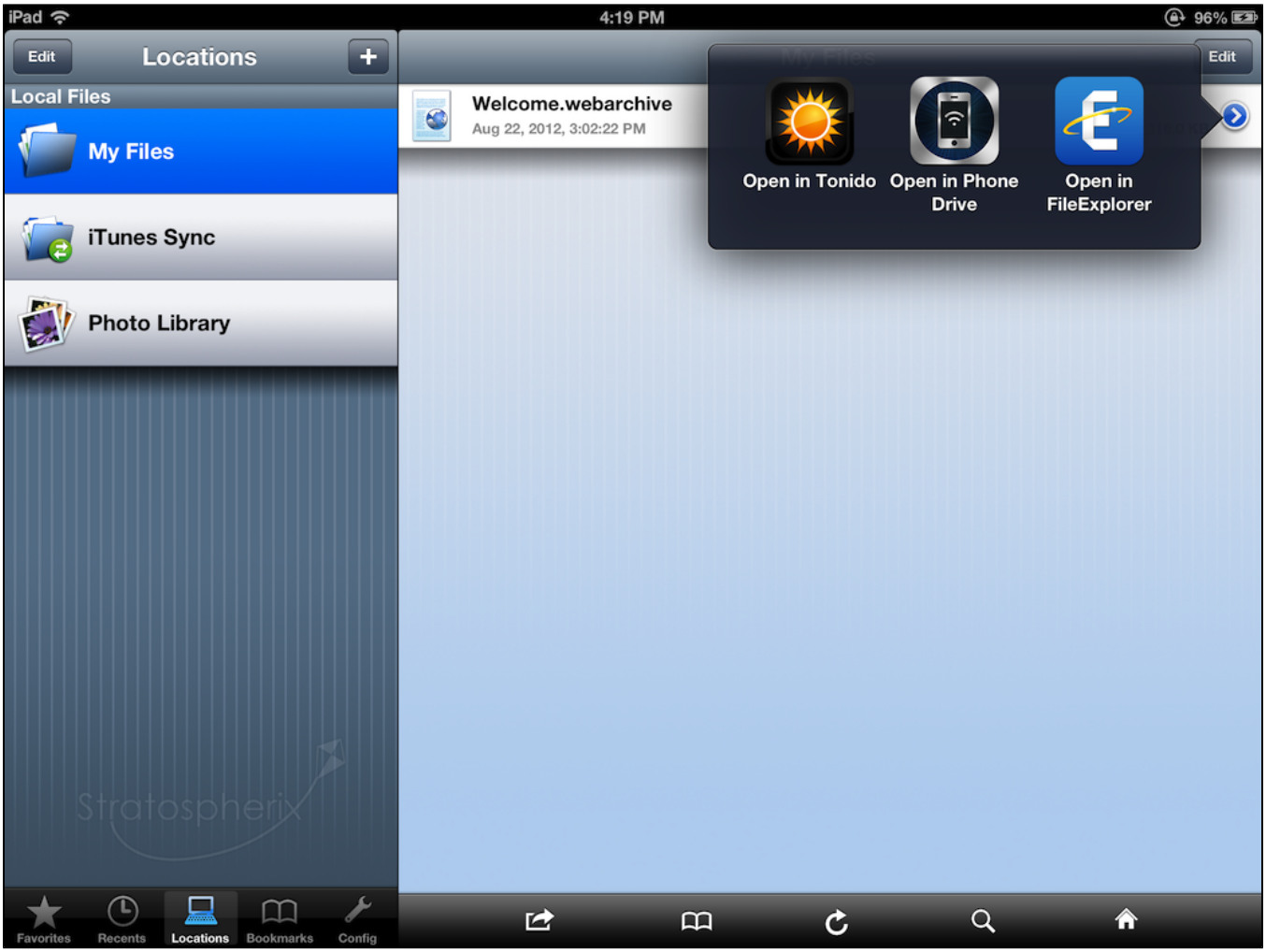
a. Documents

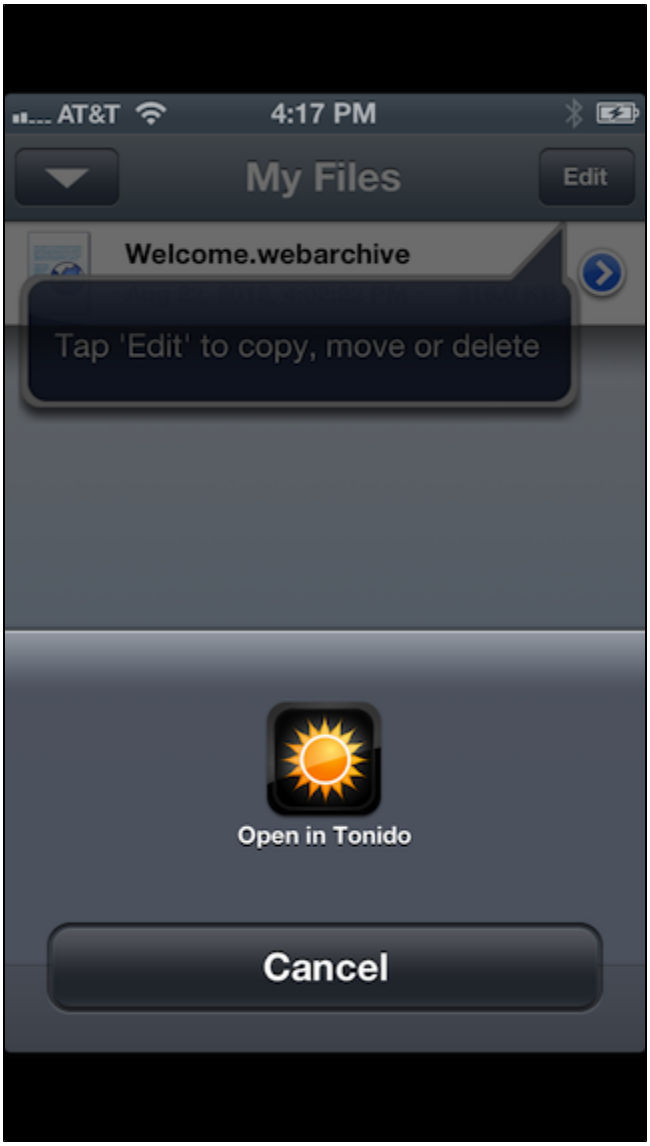
b. Photos

c. Audio

d. Video

Here is an example where a file is being exported from a different iOS App.





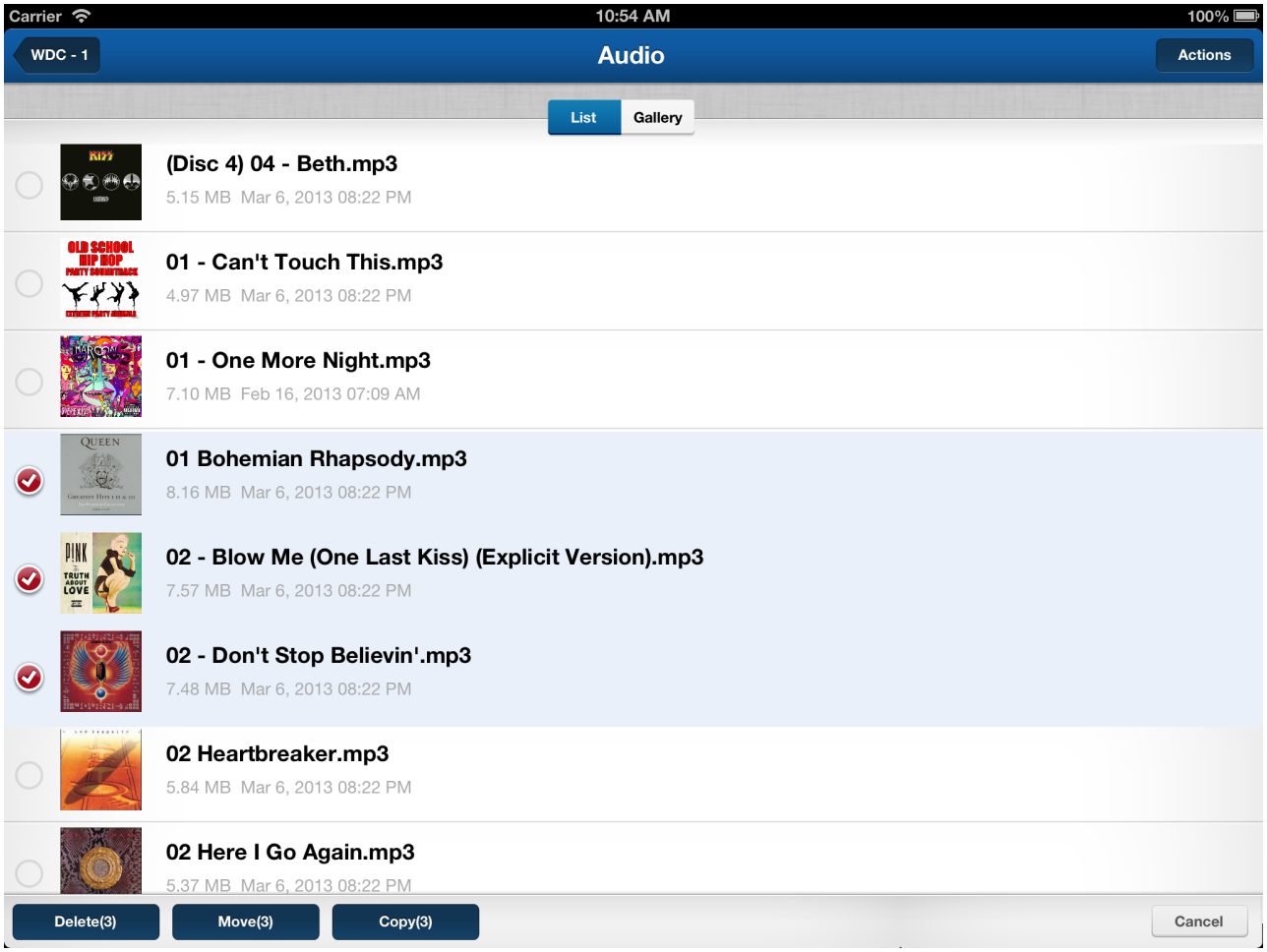
Edit (copy/paste/delete) files on computer using the Tonido and FileCloud iOS App

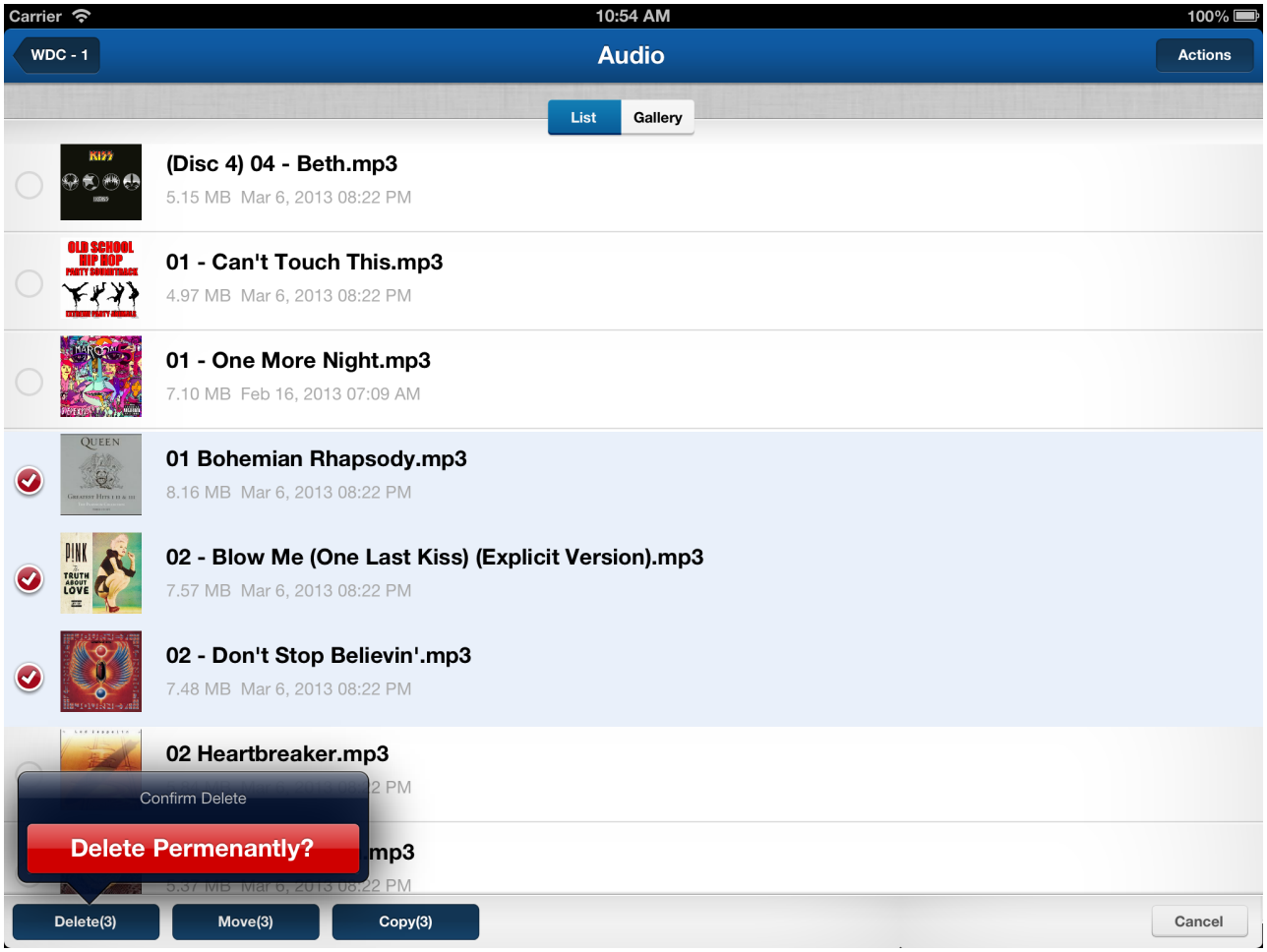
The edit function allows the user to copy, paste or delete files and folder in the remote computer. **Care should be taken when using the DELETE function as it will result in permanent deletion of the file or folder**.

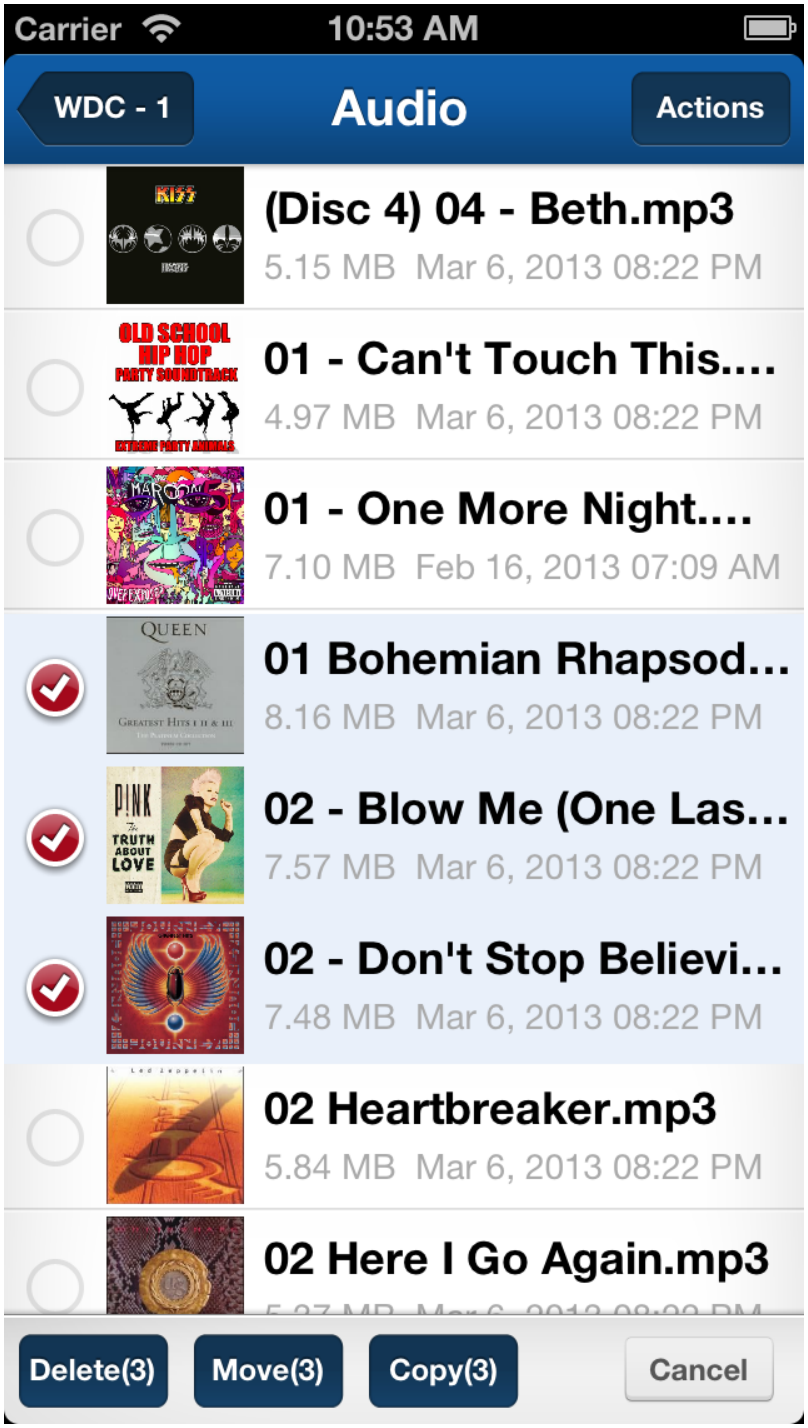
To begin editing, click on the "Edit" button on the bottom of the folder that you want to edit. This will show three buttons (Delete, Copy, Paste). Select file or folder and click on one of the three options.

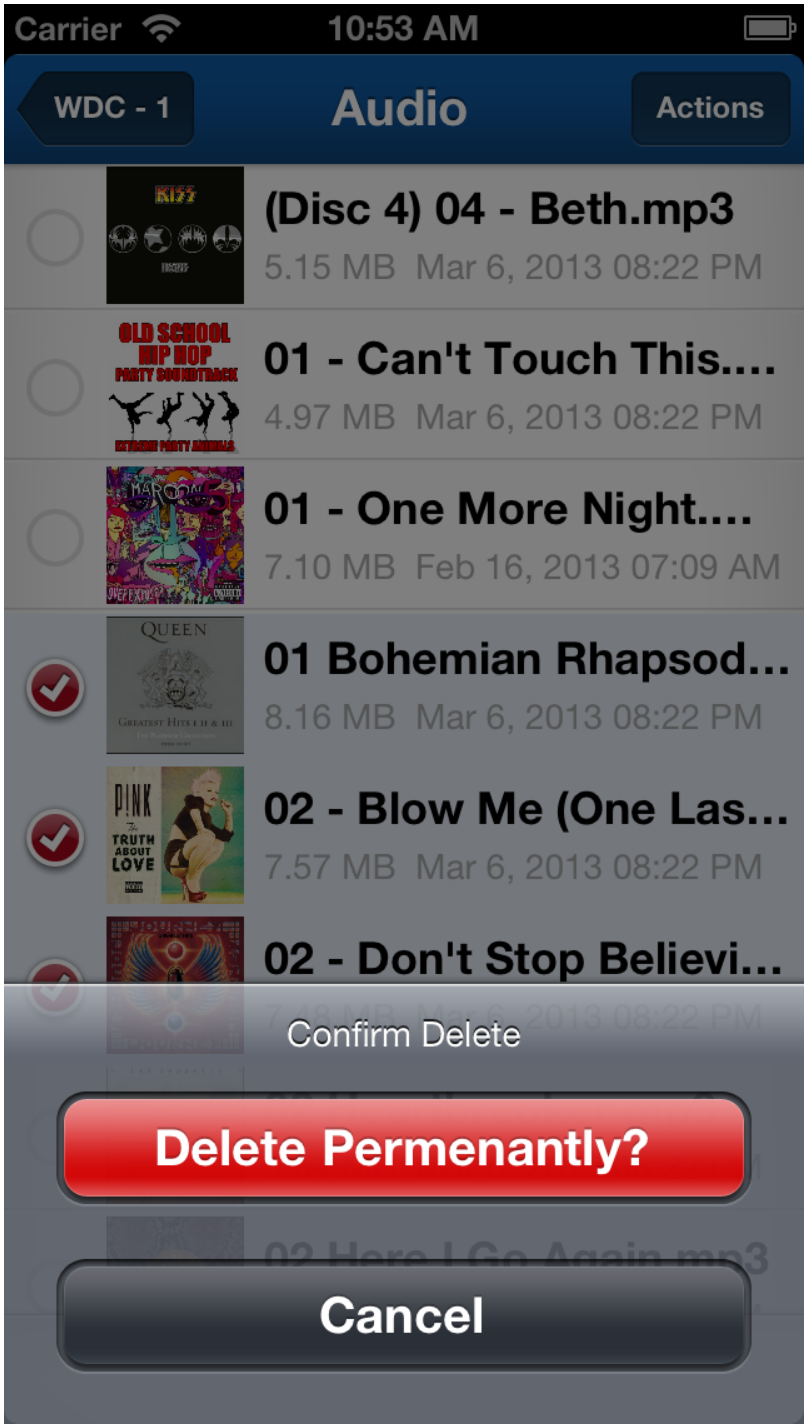
The Delete button will ask for confirmation before deleting the file or folder permanently. Selecting copy or move will change the buttons to "Paste" and "Cancel". At this point, you can navigate to the target folder and

select 'Paste".


Carrier
10:54 AM
100%
WDC - 1
Audio
Actions
List
Gallery
(Disc 4) 04 - Beth.mp3
5.15 MB Mar 6, 2013 08:22 PM
01 - Can't Touch This.mp3
4.97 MB Mar 6, 2013 08:22 PM
01 - One More Night.mp3
7.10 MB Feb 16, 2013 07:09 AM
01 Bohemian Rhapsody.mp3
8.16 MB Mar 6, 2013 08:22 PM
02 - Blow Me (One Last Kiss) (Explicit Version).mp3
7.57 MB Mar 6, 2013 08:22 PM
02 - Don't Stop Believin'.mp3
7.48 MB Mar 6, 2013 08:22 PM
02 Heartbreaker.mp3
5.84 MB Mar 6, 2013 08:22 PM
02 Here I Go Again.mp3
5.37 MB Mar 6, 2013 08:22 PM
Delete(3)
Move(3)
Copy(3)
Cancel


Carrier
10:54 AM
100%
WDC - 1
Audio
Actions
List
Gallery
(Disc 4) 04 - Beth.mp3
5.15 MB Mar 6, 2013 08:22 PM
01 - Can't Touch This.mp3
4.97 MB Mar 6, 2013 08:22 PM
01 - One More Night.mp3
7.10 MB Feb 16, 2013 07:09 AM
01 Bohemian Rhapsody.mp3
8.16 MB Mar 6, 2013 08:22 PM
02 - Blow Me (One Last Kiss) (Explicit Version).mp3
7.57 MB Mar 6, 2013 08:22 PM
02 - Don't Stop Believin'.mp3
7.48 MB Mar 6, 2013 08:22 PM
02 Heartbreaker.mp3
Confirm Delete
Delete Permenantly?
Delete(3)
Move(3)
Copy(3)
Cancel


Carrier
10:53 AM
WDC - 1
Audio
Actions
(Disc 4) 04 - Beth.mp3
5.15 MB Mar 6, 2013 08:22 PM
01 - Can't Touch This....
4.97 MB Mar 6, 2013 08:22 PM
01 - One More Night....
7.10 MB Feb 16, 2013 07:09 AM
01 Bohemian Rhapsod...
8.16 MB Mar 6, 2013 08:22 PM
02 - Blow Me (One Las...
7.57 MB Mar 6, 2013 08:22 PM
02 - Don't Stop Believi...
7.48 MB Mar 6, 2013 08:22 PM
02 Heartbreaker.mp3
5.84 MB Mar 6, 2013 08:22 PM
02 Here I Go Again.mp3
Delete(3)
Move(3)
Copy(3)
Cancel



Guest access using Tonido and FileCloud iOS App

Tonido and FileCloud iOS App can log in using guest access credentials.

In order to use the App to login as guest, the following information must be used

URL field: yourid.tonidoid.com *(same as admin)*

Account field: GUESTNAME

Password field: GUESTPASSWORD

Once the login succeeds, any file/folder shared with the guest will be shown.

Share a file or folder

Tonido and FileCloud iOS App allows sharing of files and folder in the following ways

a) Create a direct link to the file or folder. This link can be sent via email to anyone who needs access to that resource

b) Email the file (Only available for files below 25 Mb).

To share a specific file, select the "Share" button in Preview pane of the file and then select "Create Direct Link" or "Email"

To share a specific folder, select the "Share" option in the Dropdown menu of the "Actions" button in the folder.

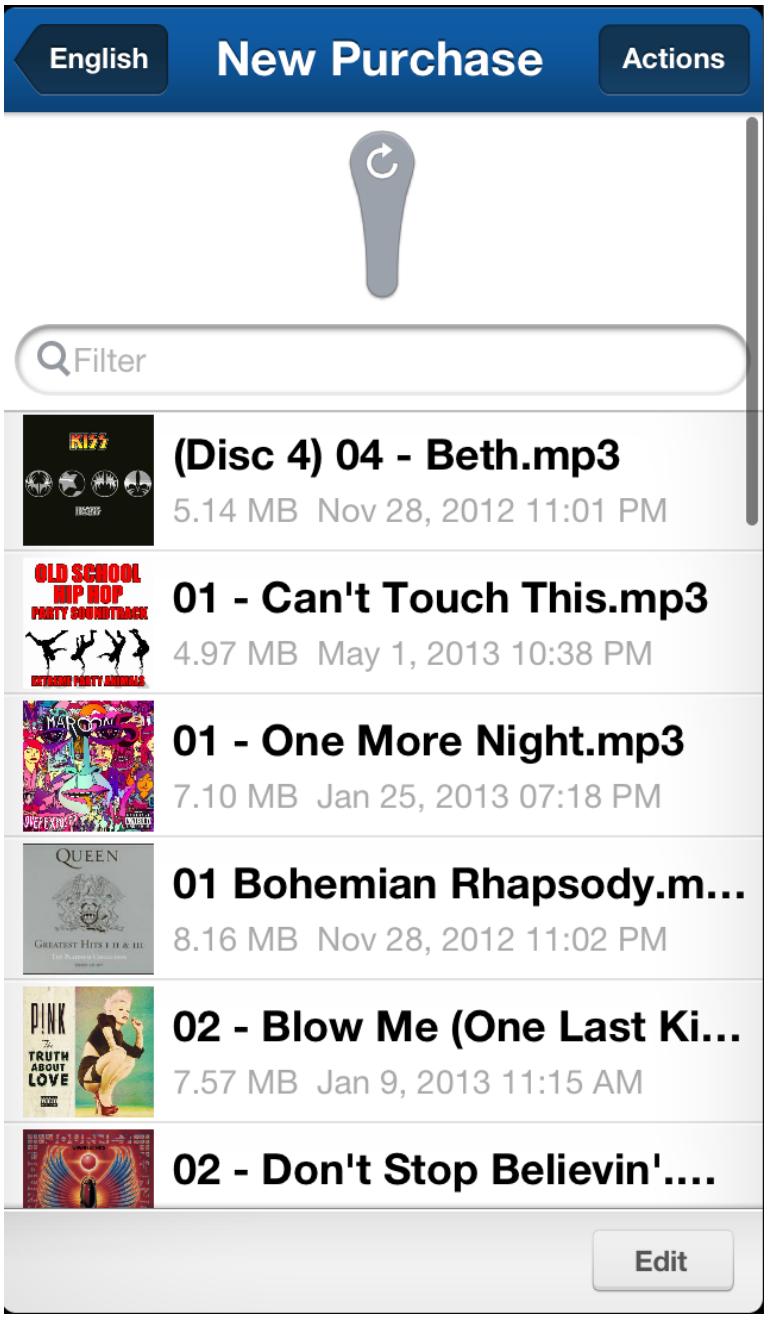
How do I jump to base folder after navigating deep into a directory tree?

In Tonido and FileCloud iOS v4.0 onwards, the iPad version will allow jumping to base folder by tapping the "Files" option on the left column view.

In Tonido and FileCloud iOS v4.0.1 onwards, the iPhone version will allow jumping to the base folder by tapping the "Files" option on the bottom bar.

How do I refresh current view ?

You can "pull" down a view to cause the view to refresh.


English
New Purchase
Actions
Filter
(Disc 4) 04 - Beth.mp3
5.14 MB Nov 28, 2012 11:01 PM
01 - Can't Touch This.mp3
4.97 MB May 1, 2013 10:38 PM
01 - One More Night.mp3
7.10 MB Jan 25, 2013 07:18 PM
01 Bohemian Rhapsody.m...
8.16 MB Nov 28, 2012 11:02 PM
02 - Blow Me (One Last Ki...
7.57 MB Jan 9, 2013 11:15 AM
02 - Don't Stop Believin'....
Edit

English

New Purchase

Actions

Filter

(Disc 4) 04 - Beth.mp3

5.14 MB Nov 28, 2012 11:01 PM

01 - Can't Touch This.mp3

4.97 MB May 1, 2013 10:38 PM

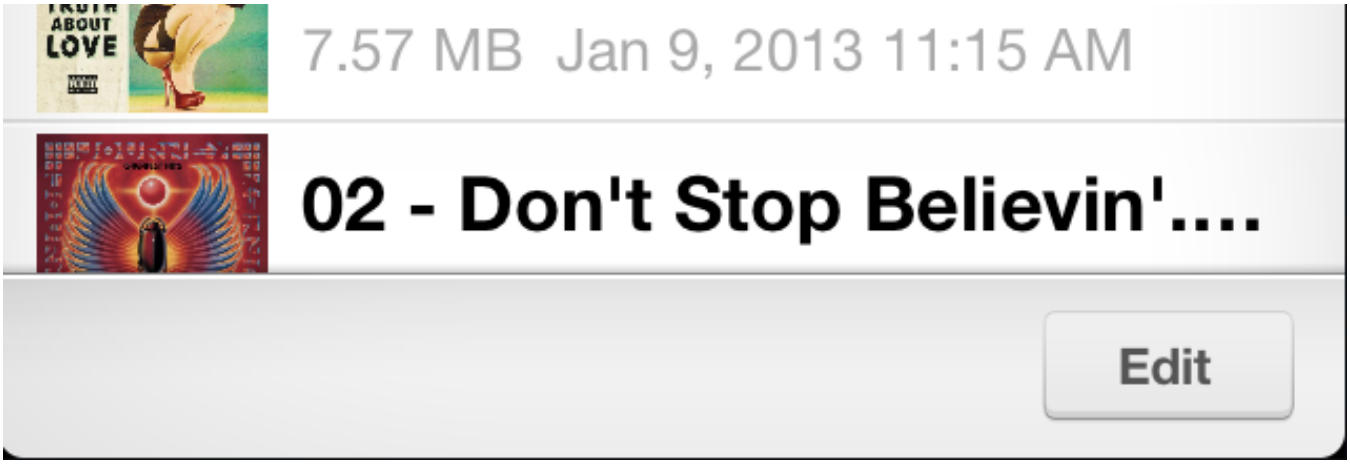
01 - One More Night.mp3

7.10 MB Jan 25, 2013 07:18 PM

01 Bohemian Rhapsody.m...

8.16 MB Nov 28, 2012 11:02 PM

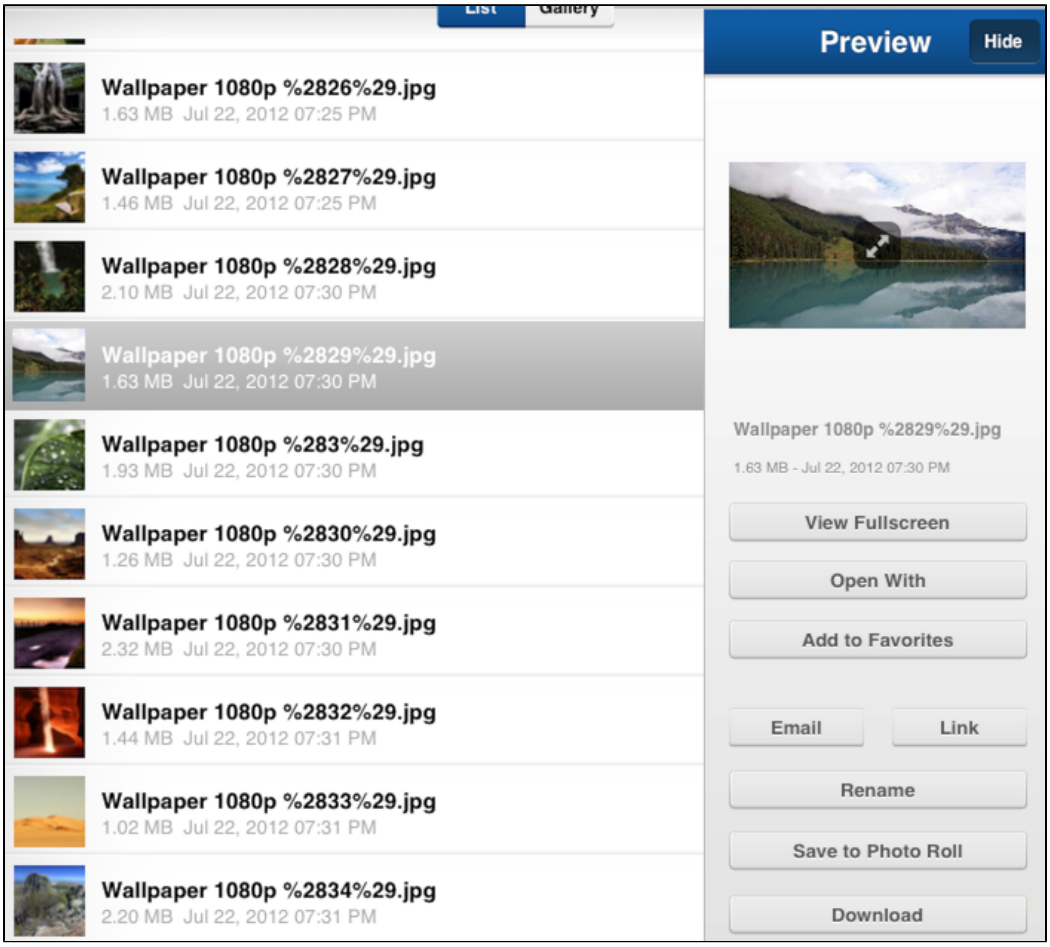
02 - Blow Me (One Last Ki...



How do I save a photo to the iOS Photo Album?

Tonido and FileCloud iOS App v4.0.1 allows you to save any photo format (JPG,PNG, NEF, CR2 etc) directly to the photo album.

Tap the "Save to Photo Roll" button in the Preview pane of any Photo to save the photo.



Where do my downloaded files go? What happens when I tap "download" or "download folder files" actions?

Tonido and FileCloud iOS apps allow downloading files from your computer to your iOS device so that they are available when there is no connectivity or if you dont want to use phone bandwidth. When a file is selected for download, it is downloaded to the device and you can find it by going to "This Device" in the main screen. The download status can be seen by selecting the "Show Transfer Queue" option in the drop down menu in "Actions" .

Music files go to the "Music" folder in "This Device"

Video files go to the "Video" folder in "This Device"

Image files go to the "Photos" folder in "This Device"

All other files go to the "Documents" folder in "This Device"

What does error "Unsupported Server" mean?

Sometimes when attempting to add a new tonido account to Tonido and FileCloud iOS app, this error may be shown.

"UnSupported Server" means the app got some unexpected data (the data received could not be parsed using any known/ expected format) when it tried to access the address provided. This typically happens if you have a proxy server in the middle or if your server was not running or your address is going to some other server.

Try the following to check the setup. You can always post in our forums to get more help

1. Make sure Tonido is running in your computer (open the browser in your computer and type http://127.0.0.1:10001 and it should show Tonido's web UI. You should be able to log in and when you go to "settings->General", it should show that the status is online

2. In your iOS device, open up the safari browser and enter http://yourid.tonidoid.com and see if it connects.

3. Make sure you have entered the address correctly when trying to add the account to your iOS device.
Note that your address is http://xxxxx.tonidoid.com (note that it is tonidoid.com and not tonido.com)

Automatic backup of photos and videos

Tonido iOS app has the ability to automatically backup all the photos and videos to the Tonido server in the background. It will automatically detect new photos/videos and back it up to the selected server.

Click here to learn about setting this function up.