CloudSync Syncing Between Windows PC and mobile devices Troubleshooting Guide

Step 1: Check Internet Connection
- Ensure all devices are connected to the internet.
- Try opening a webpage on each device to confirm connectivity.
- If using Wi-Fi, try switching to a different network or restart the router.

Step 2: Verify CloudSync Service Status
- Check if CloudSync is experiencing any outages by visiting the CloudSync Status Page or the official support website.

Step 3: Restart CloudSync on All Devices

On Windows PC:
1. Right-click the CloudSync icon in the taskbar.
2. Click Exit and restart the application.
3. If the issue persists, restart your PC.

On Android Tablet:
1. Open Settings > Apps > CloudSync.
2. Tap Force Stop, then restart the app.
3. Restart the tablet if needed.

On iPhone:
1. Open Settings > CloudSync.
2. Tap Force Close or swipe up to close the app from the app switcher.
3. Restart the iPhone.

Step 4: Ensure You're Logged into the Same CloudSync Account
- Open CloudSync on all devices.
- Verify that you are logged in with the same account credentials.

Step 5: Check Sync Settings & Permissions

On Windows PC:
1. Open CloudSync Settings.
2. Ensure Sync is Enabled for the required folders.
3. Check if files are set to "Available Online Only", which may prevent syncing.

On Android Tablet:

1. Open the CloudSync app and go to Settings > Sync Preferences.
2. Ensure auto-sync is turned ON.
3. Grant necessary permissions (Storage, Background Data).

On iPhone:
1. Go to Settings > Privacy & Security > Files and Folders.
2. Ensure CloudSync has permission to access files.
3. Check Background App Refresh is enabled for CloudSync (Settings > General > Background App Refresh).
4. Enable iCloud Drive if CloudSync uses it for syncing (Settings > [Your Name] > iCloud > iCloud Drive).

Step 6: Manually Trigger a Sync
- On Windows, right-click the CloudSync folder and select Sync Now.
- On Android, open CloudSync and refresh the file list.
- On iPhone, open CloudSync, pull down the screen to refresh sync, or try uploading a small test file.

Step 7: Check for App Updates
- Go to Microsoft Store (Windows), Google Play Store (Android), or App Store (iPhone) and check for CloudSync updates.
- If updates are available, install them and restart all devices.

Step 8: Reinstall CloudSync

If the issue persists:
1. Uninstall CloudSync from all devices.
2. Restart each device.
3. Reinstall CloudSync from the official source.
4. Log in and check if sync resumes.