



Stellar Phoenix

# Mac Data Recovery

## Stellar Phoenix Mac Data Recovery v 5.0 User Guide



# Overview

**Stellar Phoenix Mac Data Recovery** is a complete solution for data loss due to corruption and deletion. This comprehensive software recovers and restores lost data from corrupted, damaged, deleted or formatted Mac volumes. The software thoroughly scans the formatted, deleted or damaged volumes and finds all lost data such as documents, emails, pictures, music, and video. After scanning, it displays all the recoverable files and folders in a tree view. Advanced recovery option restores all these files/folders to a safe location and ensures that precious data are retrieved from inaccessible drives.

It also has option to recover data from physically damaged or incorrectly burnt optical discs. It supports all CD / DVD / BD / HD DVD formats and all common file systems such as ISO 9660, Joliet, UDF, HFS and RockRidge file systems.

**Stellar Phoenix Mac Data Recovery** gives two recovery options - **Quick** and **Raw**. **Quick Recovery** is fast and efficient while **Raw Recovery** can recover data even from severely corrupted media.

**Stellar Phoenix Mac Data Recovery** has lots of options that help you recover your precious data easily and efficiently. It has the option of auto refreshing, displays preview during scanning process, lets you save scan information so that you can resume recovery at a time of your convenience, lets you create image of volume, lets you apply filter to recover files on the basis of different criteria, and lets you search for specific files in preview window.

## Key features of Stellar Phoenix Mac Data Recovery:

- Recovers deleted/lost files and folders.
- Search deleted/lost volumes.
- Bootable CD support.
- Recovery of data from corrupted, damaged, deleted or formatted Mac volumes.
- Recovery of data from physically damaged or incorrectly burnt CD/DVD.
- Recovery of any specific file type performed using File Filter option.

- Recovers data from badly corrupted media.
- Creates image of drives.
- Mountable images of drives facilitate recovery process.
- Image files enhance the speed of recovery process in case media have bad sectors.
- File Preview is available so that user can preview files before recovery.
- Supports Macintosh file systems FAT, HFS, and HFS+ for Quick Recovery, Deleted Recovery, Formatted Media/Lost File Recovery, Photo Recovery, and Raw Recovery.
- Supports Macintosh file system Ex FAT for Photo Recovery and Raw Recovery.

# Installation Procedure

Before installing the software, ensure that your system meets minimum system requirements.

## Minimum System Requirements

- **Processor** : Intel, PowerPC(G3 or later)
- **Operating System** : Mac OS X 10.3.9 and above
- **Memory** : 1 GB RAM
- **Hard Disk** : 50 MB of free space

Steps to install Stellar Phoenix Mac Data Recovery

To install **Stellar Phoenix Mac Data Recovery**, follow these steps:

- Double-click **StellarPhoenixMacDataRecovery.pkg** to open **Stellar Phoenix Mac Data Recovery** installation window.
- Click **Continue** then click **Install**. Installation process starts.
- Successful completion message is displayed. Click **Close**.
- *License Agreement* of the application is displayed. If user accepts the *License Agreement*, main window of **Stellar Phoenix Mac Data Recovery** is displayed. User can proceed to use the application.

To remove the software, drag and drop **Stellar Phoenix Mac Data Recovery** file from **Applications** folder to trash.

# Starting Stellar Phoenix Mac Data Recovery

Follow any of the methods given below to run **Stellar Phoenix Mac Data Recovery** on a Mac system.

- Double click on **Stellar Phoenix Mac Data Recovery** file in **Applications** folder.
- Double-click on **Stellar Phoenix Mac Data Recovery** desktop shortcut (if it is created).
- Click on **Stellar Phoenix Mac Data Recovery** icon in the dock (if it is created).

## Main User Interface

**Stellar Phoenix Mac Data Recovery** has a simple and easy to use graphical user interface which contains all the features that a user needs to perform complete data recovery.

The main user interface is as shown below:



The three options present on the user interface - Recover Data, Create Image, and Resume Recovery provides you with different scanning option.

# Menus

## StellarPhoenixMacDataRecovery

### About

## StellarPhoenixMacDataRecovery

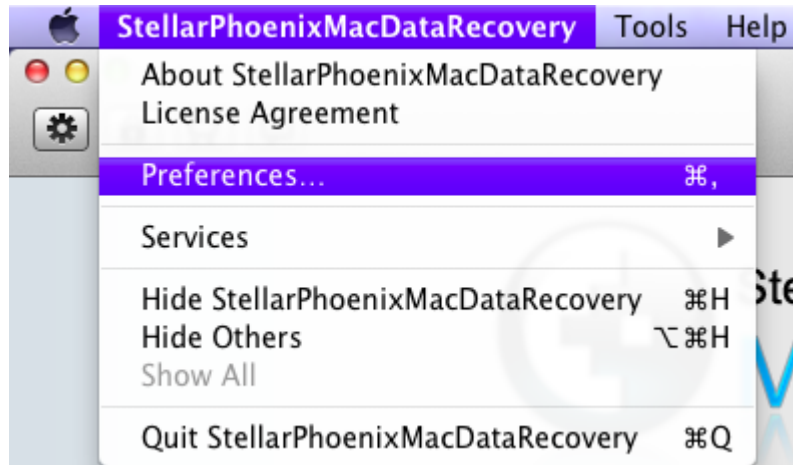
Use this option to read information about **Stellar Phoenix Mac Data Recovery**.

### License Agreement

Use this option to view the license agreement.

### Preferences

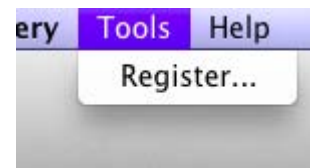
Use this option to set preferences for personalizing the process.



## Tools

### Register

This option is enabled when you are using unregistered version of **Stellar Phoenix Mac Data Recovery** application. Use it to register your product.



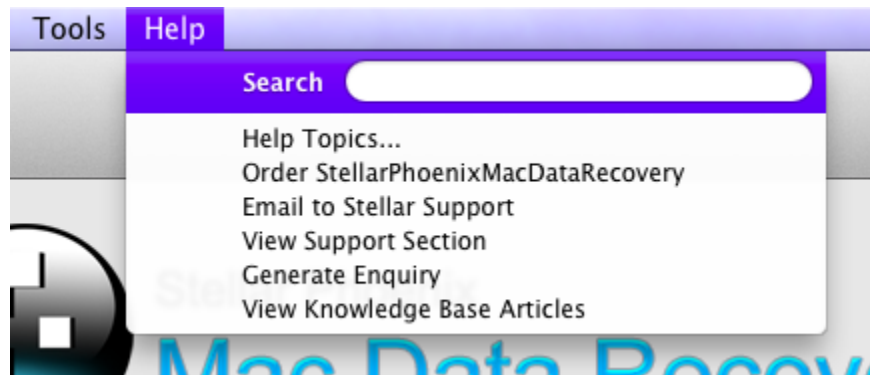
## Help

### Help Topics

Use this option to view **Stellar Phoenix Mac Data Recovery** help manual.

### Order Stellar Phoenix Mac Data Recovery

Use this option to [buy Stellar](#)



## **Phoenix Mac Data Recovery**

### **Email to Stellar Support**

Use this option to [mail for support](#) against any problem.

### **View Support Section**

Use this option to visit support page of [stellarinfo.com](#).

### **Generate Enquiry**

Use this option to [submit enquiry](#) to [stellarinfo.com](#).

### **View Knowledge Base**

#### **Articles**

Use this option to visit [knowledgebase articles](#) of [stellarinfo.com](#).

# Buttons

Following are the buttons on the main user interface of **Stellar Phoenix Mac Data Recovery**:

## Preferences



Click this button to set preferences for **Stellar Phoenix Mac Data Recovery**.

## Register Stellar Phoenix Mac Data Recovery



Click this button to register **Stellar Phoenix Mac Data Recovery**.

## Buy Online



Click this button to go through the process of purchasing **Stellar Phoenix Mac Data Recovery** online.

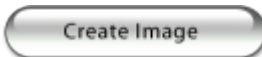
## About Stellar Phoenix Mac Data Recovery



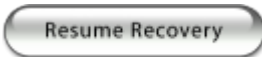
Click this button to get generic information about **Stellar Phoenix Mac Data Recovery**.



Click this button to start recovering your lost data.



Click this button to create image of drives/volumes.




Click this button to start recovery process either from saved scan information or an image file.

# Order and Register

## Order Stellar Phoenix Mac Data Recovery

The software can be purchased online. For price details and to place an order, <http://www.stellarinfo.com/disk-recovery/mac-data-recovery/buy-now.php>.

Alternatively, you can click  button on the main user interface to go through the process of purchasing the software.

Once the order is confirmed, a pre-paid registration key will be sent through e-mail, which would be required to register the software.

## Register Stellar Phoenix Mac Data Recovery

### To register the product:

1. Click  button on the main user interface or select **Register** option in **Tools** menu.

Registration window is displayed.

2. Do one of the following:
  - If you have received registration key after purchasing the product,
    - Select 'I have a key to register the product' option. Click **OK**.
    - In the **Registration Key** box, type the key. Click **OK**.
  - If you have to purchase the product,
    - Select 'I don't have a key to register the product'. Click **OK**, to purchase the product.

## How to Update?


Update feature available in **Stellar Phoenix Mac Data Recovery** allows you to check and install the latest updates for the application. This will help you keep your application up-to-date. If updates are available for the product, update wizard pops up while you run **Stellar Phoenix Mac Data Recovery**. Otherwise, you can check **Check for Updates** option under **Preferences** -> **Others** on the **StellarPhoenixMacDataRecovery** menu.

To update Stellar Phoenix Mac Data Recovery, do one of the following:

### To check automatically:

- Run **Stellar Phoenix Mac Data Recovery**, *Update* window is displayed along with the main user interface.
- To download the latest version, click **Update** button. It may take few seconds to minutes to download the files. Once completed, 'Update successfully installed' message appears.
- Click **OK**.

### To check manually:

- Run **Stellar Phoenix Mac Data Recovery**.
- On the **StellarPhoenixMacDataRecovery** menu, click **Preferences** option.
- Click **Others**  button in the **Preferences** window. Select **Check for updates now** option and specify frequency to check for updates daily, weekly or monthly.

Or

- Click **Check for updates now** button.
- If updates are available, Update window is displayed. Follow the next step. Else, if no updates are available, a message that 'No updates are available' is displayed.

- Click **Update** button to download the latest version. It may take few seconds to minutes to download the files. After completion, 'Update successfully installed' message appears. Click **OK**.

# Stellar Support

Our **Technical Support** professionals will give solutions for all your queries related to **Stellar** products.

You can either call us or go online to our support section at <http://stellarinfo.com/support/>.

For price details and to place the order, click <http://www.stellarinfo.com/disk-recovery/mac-data-recovery/buy-now.php>.

Chat Live with an **Online** technician at <http://stellarinfo.com/support/>.

Search in our extensive **Knowledge Base** at <http://www.stellarinfo.com/support/kb.php>.

Submit enquiry at <http://www.stellarinfo.com/support/enquiry.php>.

E-mail to **Stellar Support** at [support@stellarinfo.com](mailto:support@stellarinfo.com).

## Support Helpline

**Monday to Friday [ 24 Hrs. a day ]**

<b>USA (Tollfree- Pre Sales Queries)</b>	+1-877-778-6087
<b>USA (Post Sales Queries)</b>	+1-732-584-2700
<b>UK (Europe)</b>	+44-203-026-5337
<b>Australia &amp; Asia Pacific</b>	+61-280149899
<b>Netherlands Pre &amp; Post Sales</b>	+31-208-111-188
<b>Support</b>	+91-921-395-5509
<b>Worldwide</b>	stellarsupport
<b>Skype Id</b>	<a href="https://www.skype.com/people/stellarsupport">stellarsupport</a>
<b>Email Orders</b>	<a href="mailto:orders@stellarinfo.com">orders@stellarinfo.com</a>

# Features

**Stellar Phoenix Mac Data Recovery** has a long list of useful features that make recovery of lost, deleted, formatted or inaccessible data possible irrespective of data loss situation.

The features can be summarized as follows:

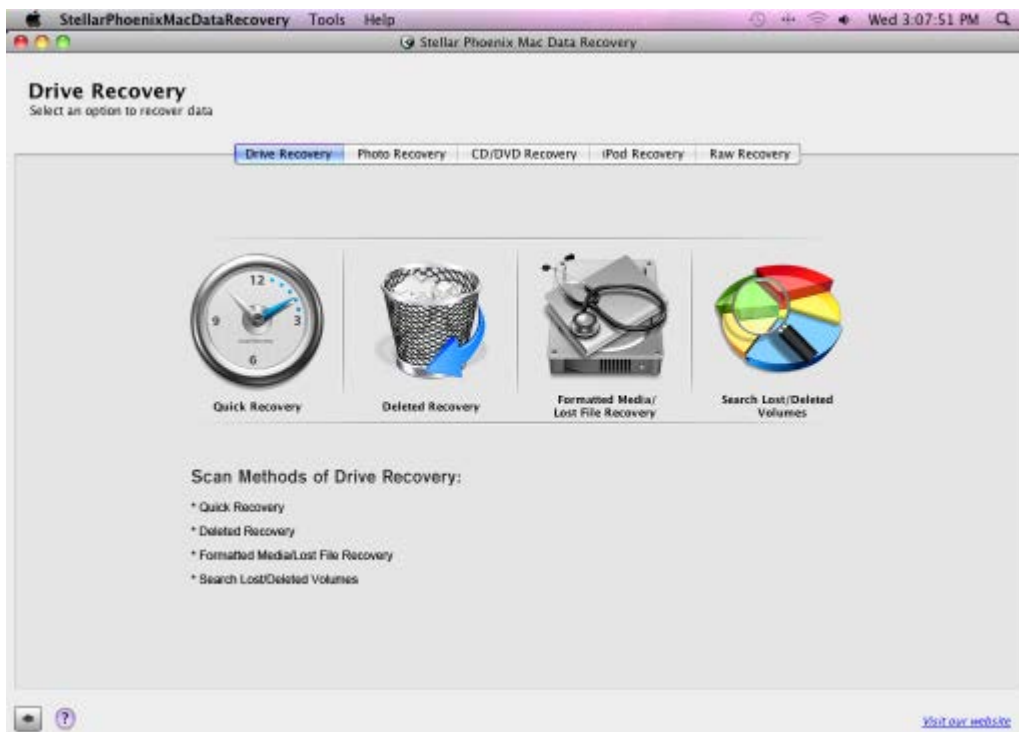
- **Quick recovery:** It retrieves lost data quickly and efficiently by scanning entire drive.
- **Raw recovery:** It does a comprehensive scan of the volume to recover each and every bit of lost or deleted data. It searches for lost files on the basis of file signature. This option is specially helpful in case of severely corrupted volume.
- **Deleted Recovery:** Recovers data that have been deleted.
- **Formatted Media/Lost File Recovery:** Recovers data from formatted volumes.
- **Recovery of data from lost/deleted volumes:** Recovers data from volumes that are lost or have been deleted.
- **Create Mountable drive Image:** The software gives option to create mountable image of hard drive, tape drive, floppy disk, optical disc, or USB flash drive.
- **Save scan information:** Saves scan result of a complete or incomplete recovery process.
- **Auto-Refreshing of media:** Newly added media is automatically added in the display list.
- **Running preview:** Shows preview of data during scanning process.
- **Quick Look Support for preview of scanned files:** This option displays preview of scanned data in a separate window.
- **Three types of view for scanned result:** The scanned result can be seen in three types of views- Classic List, File List, and Filter List.
- **Advance options for customization:** The software provides options such as Preferences, Filter List, and Find that can be used for recovering data according to personal requirement.

# Recover Data

To recover data from a drive

Click **Recover Data** button on the main user interface. Window with following recovery options opens:

- Drive Recovery
- Photo Recovery
- CD/DVD Recovery
- iPod Recovery
- Raw Recovery



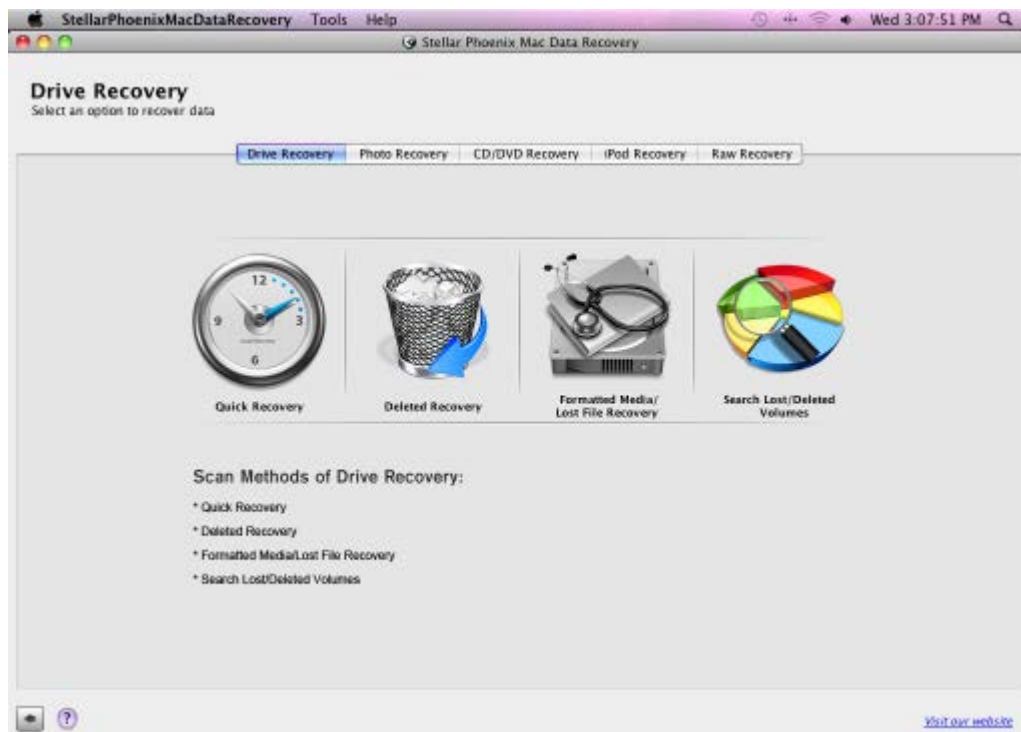
# Drive Recovery

By default, **Drive Recovery** tab is selected in the window you get after clicking **Recover Data** button on the main user interface.

To select **Drive Recovery** option, click on **Drive Recovery** tab.

Drive Recovery has the following scan options:

- Quick Recovery
- Deleted Recovery
- Formatted Media/Lost File Recovery
- Search Lost/Deleted Volumes

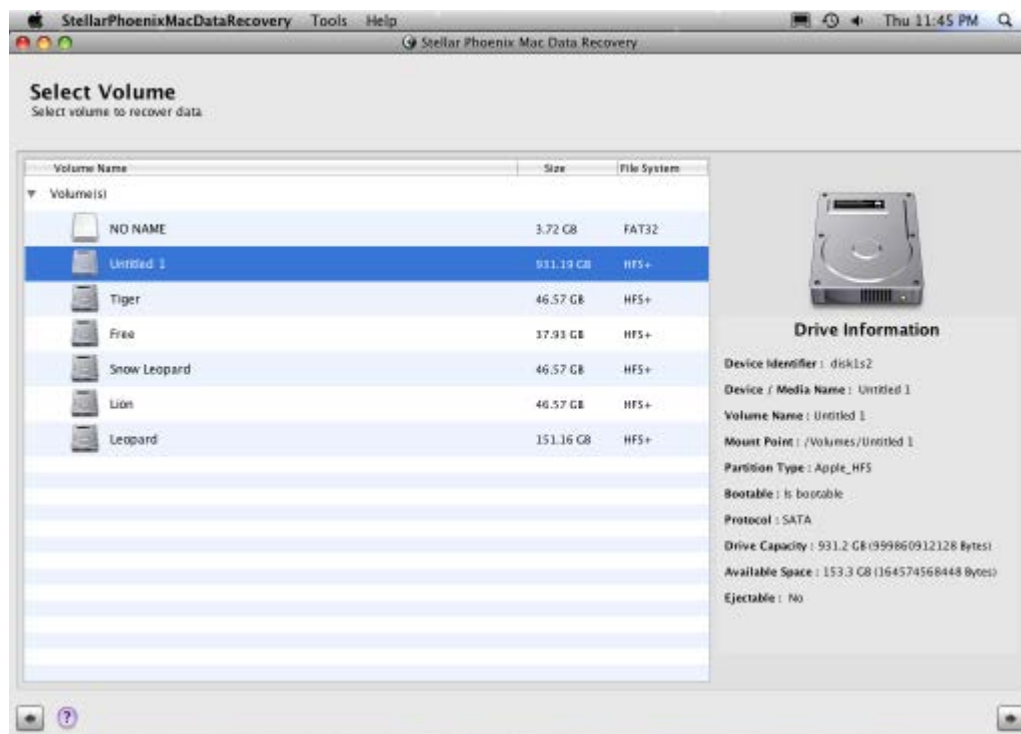



# Quick Recovery

Quick Recovery is performed in most cases since it retrieves lost data quickly and efficiently by scanning entire drive.

To recover data using Quick Recovery:

Click **Quick Recovery** option on **Drive Recovery** window. **Select Volume** window opens as shown below. All the volumes on the computer are listed in this window.



- Select the volume from which data have to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost files/folders in a tree view as shown here:



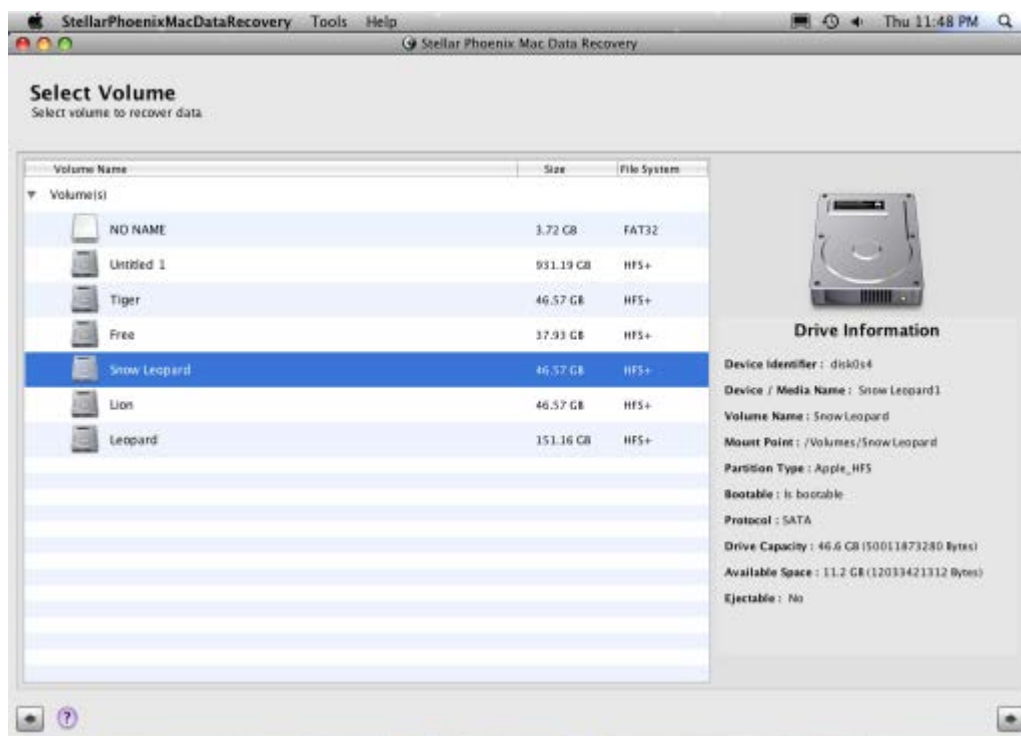
- Select files/folders that have to be recovered and click **Recover** button to recover these files/folders.
- Specify location where files/folders have to be saved.
- Files/folders are recovered at the specified location.


# Deleted Recovery

This option recovers data that have been deleted from the volumes.

To recover deleted files/folders:

- Click **Deleted Recovery** option on **Drive Recovery** window. **Select Volume** window opens as shown below. All the volumes on the computer are listed in this window.



- Select the volume from which deleted files have to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost files in a tree view as shown here:



- Select files that have to be recovered and click **Recover** button to recover these files.
- Specify location where files have to be saved.
- Files/folders are recovered at the specified location.

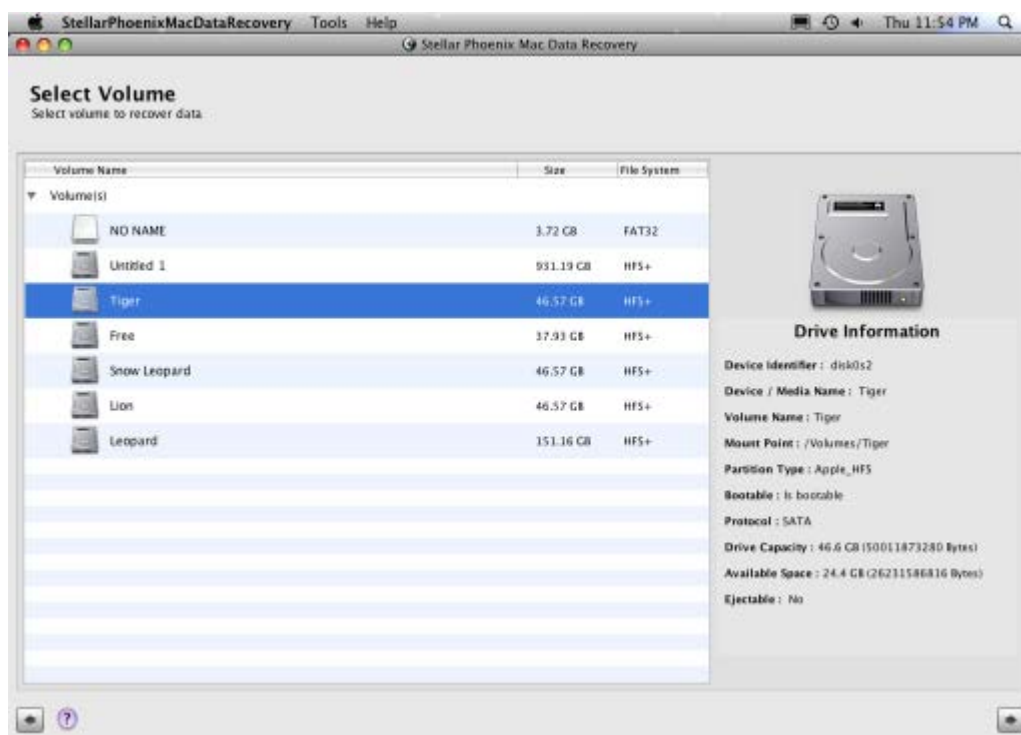
- In case of FAT file system, there are two scanning options - **Quick Scan** and **Deep Scan**.
- Three types of previews to see list of lost files/folders are available for FAT file system only.


# Formatted Media/Lost File Recovery

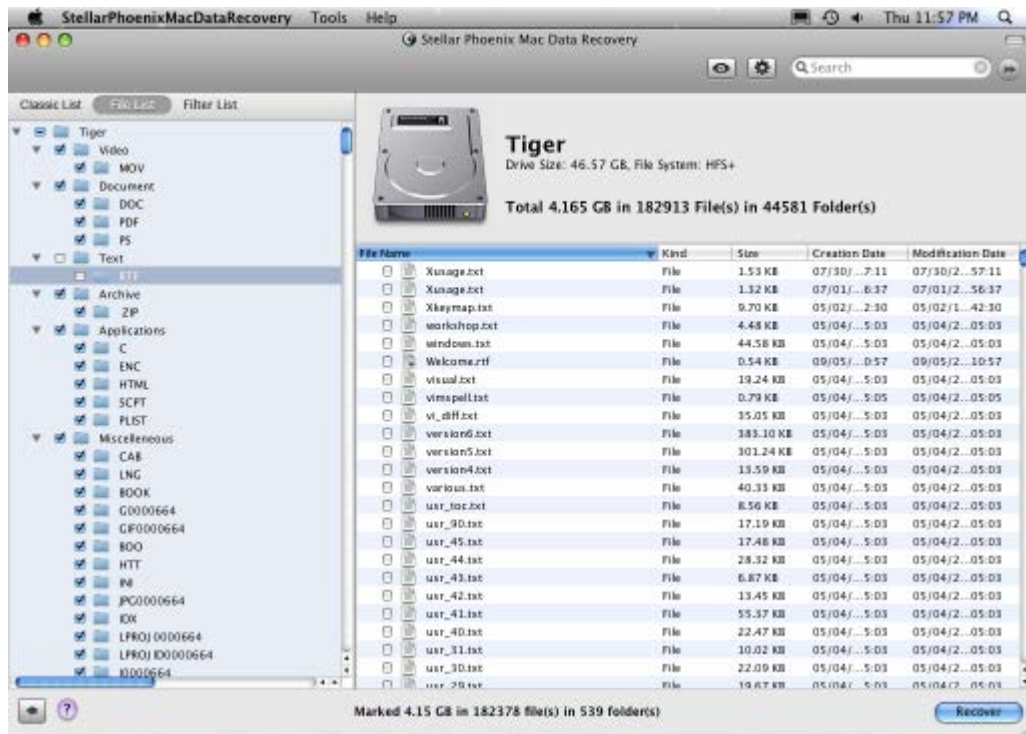
This option recovers data that have been lost because of formatted media.

To recover data lost after formatting:

- Click **Formatted Media/Lost File Recovery** option on **Drive Recovery** window. **Select Volume** window opens as shown below. All the volumes on the computer are listed in this window.



- Select volume from which formatted data have to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost files/folders in a tree view as shown here:



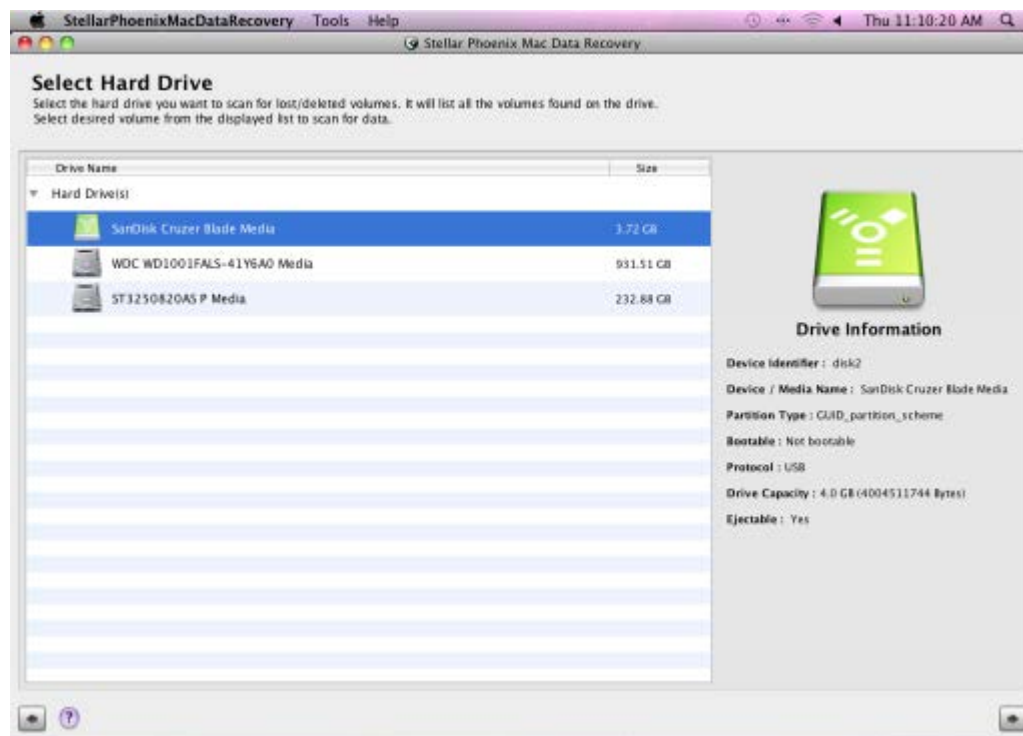
- Select files that have to be recovered and click **Recover** button to recover these files/folders.
- Specify location where files/folders have to be saved.
- Files/folders are recovered at the specified location.


# Search Lost/Deleted Volumes

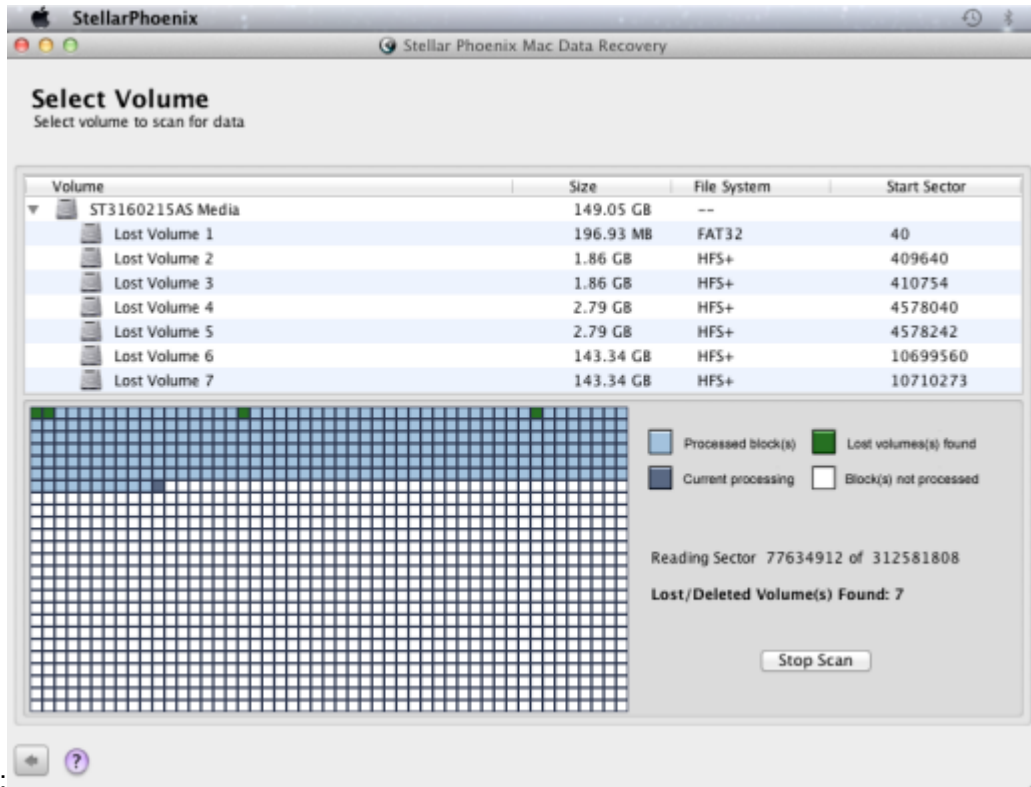
This option searches lost or deleted volumes.

To search lost/deleted volumes:

- Click **Search Lost/Deleted Volumes** option on **Drive Recovery** window. **Select Hard Drive** window opens as shown here.

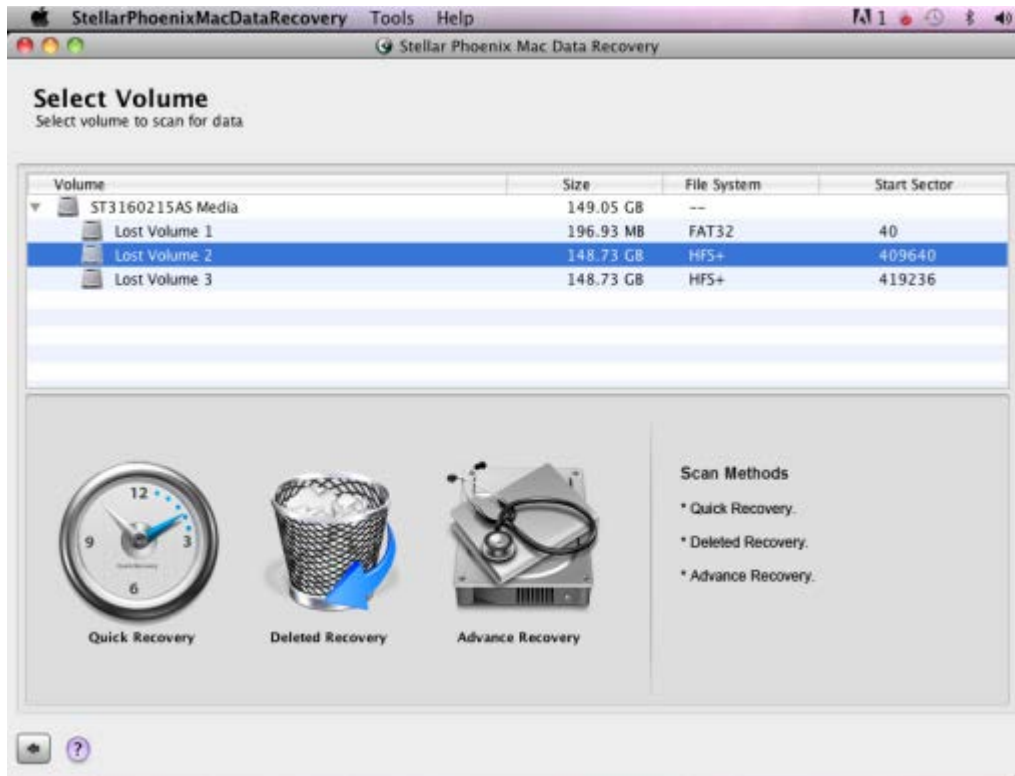


- Select the drive in which lost/deleted volumes have to be searched.
- Click  button to start scanning process.
- Software scans and displays all the lost/deleted volumes as shown below



- Now, select volume that has to be scanned for data from the list of displayed volumes. Three scanning options are given -
  1. **Quick Recovery:** It retrieves lost/deleted volumes quickly and efficiently by scanning entire drive.
  2. **Deleted Recovery:** This option is used to recover deleted files.
  3. **Advance Recovery:** It scans each and every block of volume for lost data.

Select the desired option.



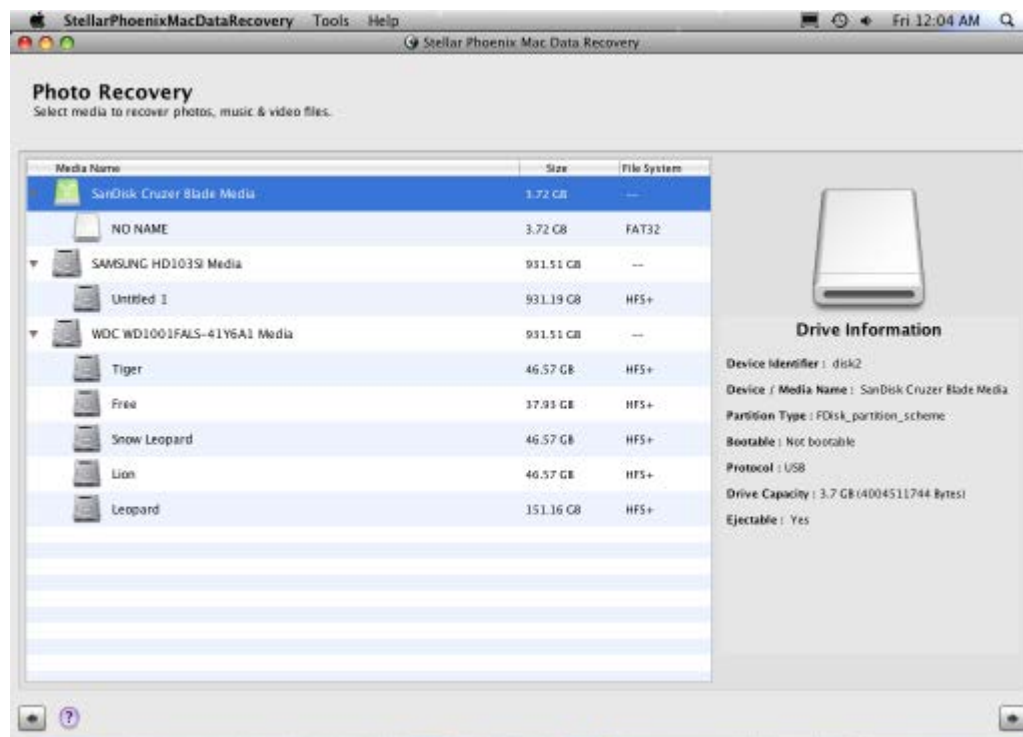
- Software scans and displays all the lost files/folders of the selected volume in a tree view.
- Select files/folders that have to be recovered and click **Recover** button to recover these files/folders.
- Specify location where files have to be saved.
- Files/folders are saved at the specified location.


# Photo Recovery

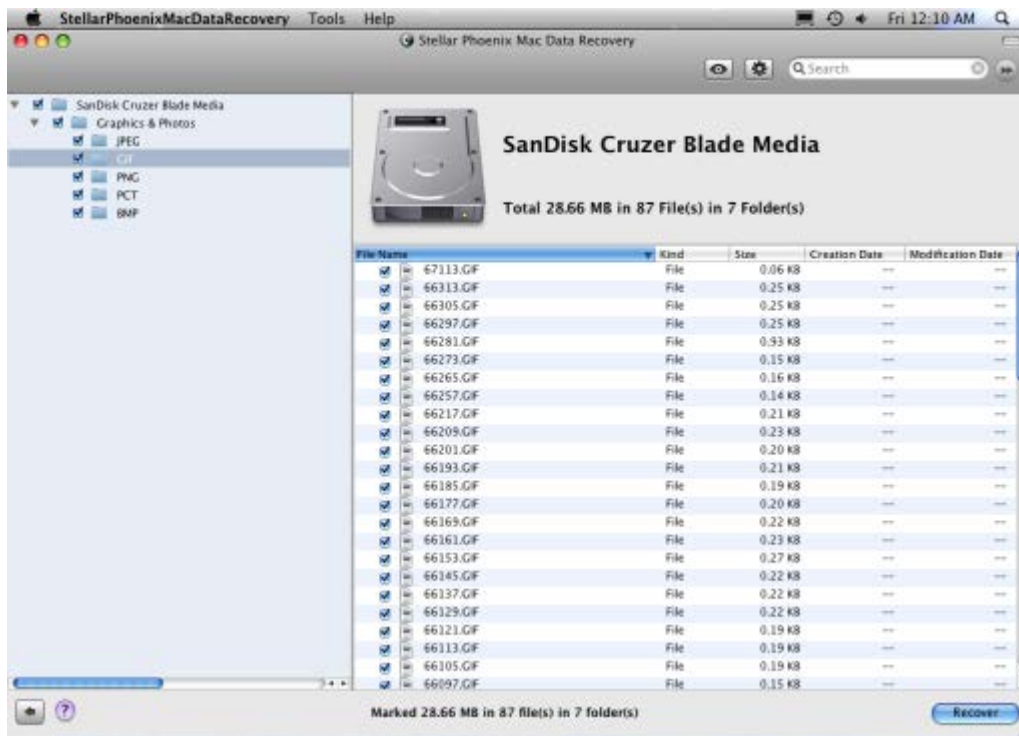
**Photo Recovery** option of **Stellar Phoenix Mac Data Recovery** is used to recover photos, music & video files.

To recover photos, music & video files:

- Click **Recover Data** button on the main user interface. Window with different recovery options opens.
- Click **Photo Recovery** tab.
- **Photo Recovery** window opens as shown below. All the hard discs and media attached to computer are listed in this window.



- Select the media from which photos, music & video files have to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost photos, music & video files in a tree view.



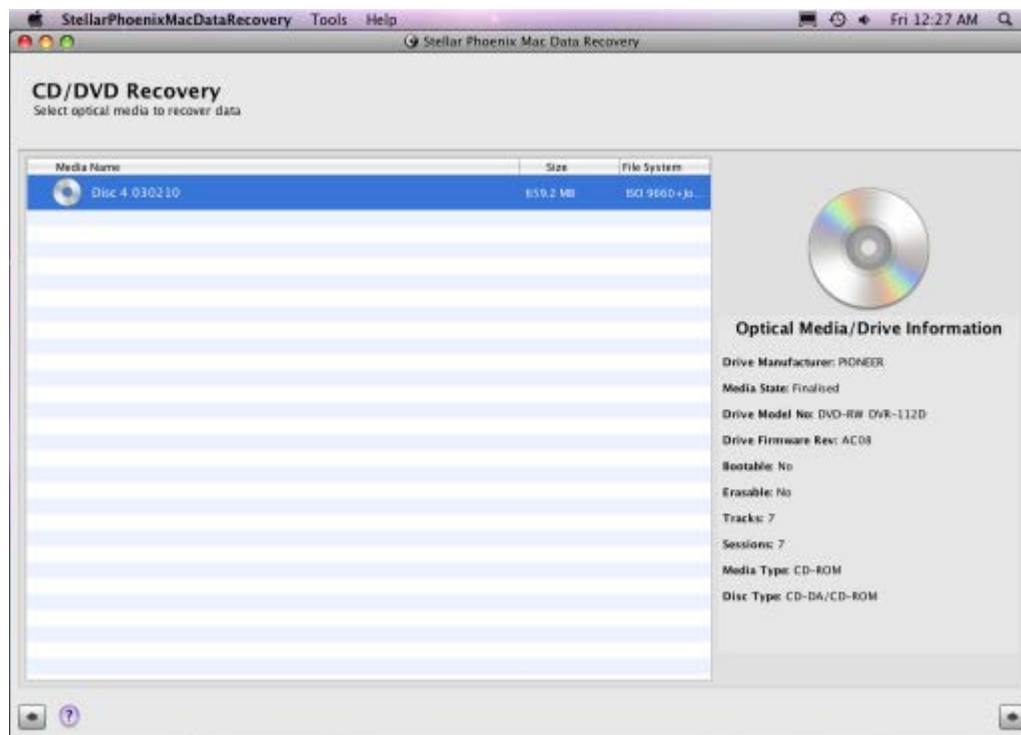
- Now, click **Recover** button to recover these photos, music & video files.
- Select files that have to be recovered and specify location where these files have to be saved.
- Photos, music & video files are recovered at the specified location.

## CD/DVD recovery


CD/DVD Recovery option of **Stellar Phoenix Mac Data Recovery** performs a scan on the selected optical media and recovers data from the media.

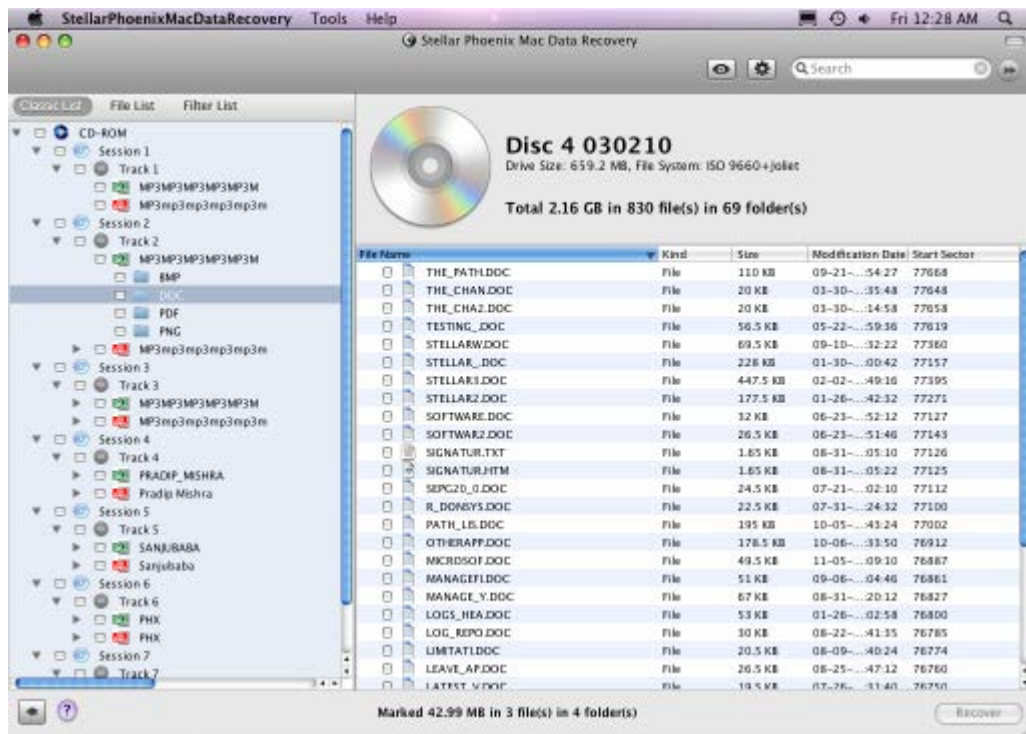
To recover data from an optical media:

- Click **Recover Data** button on the main user interface. Window with different recovery options opens.
- Click **CD/DVD Recovery** tab. **CD/DVD Recovery** window opens as shown below:



All discs that are inserted in drives attached to computer are listed in this window.

- Select disk from which data has to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost files/folders found in CD/DVD in a tree view as shown here:



- Select files/folders that have to be recovered and click **Recover** button to recover these files/folders.
- Specify location where files/folders have to be saved.
- Files/folders are recovered at the specified location.

# iPod Recovery

To recover data from iPod

- Click **Recover Data** button on the main user interface. Window with different recovery options opens.
- Click **iPod Recovery** tab.

**Stellar Phoenix Mac Data Recovery** provides following scan options for **iPod Recovery**:

- Quick Recovery
- Deleted Recovery
- Advance Recovery

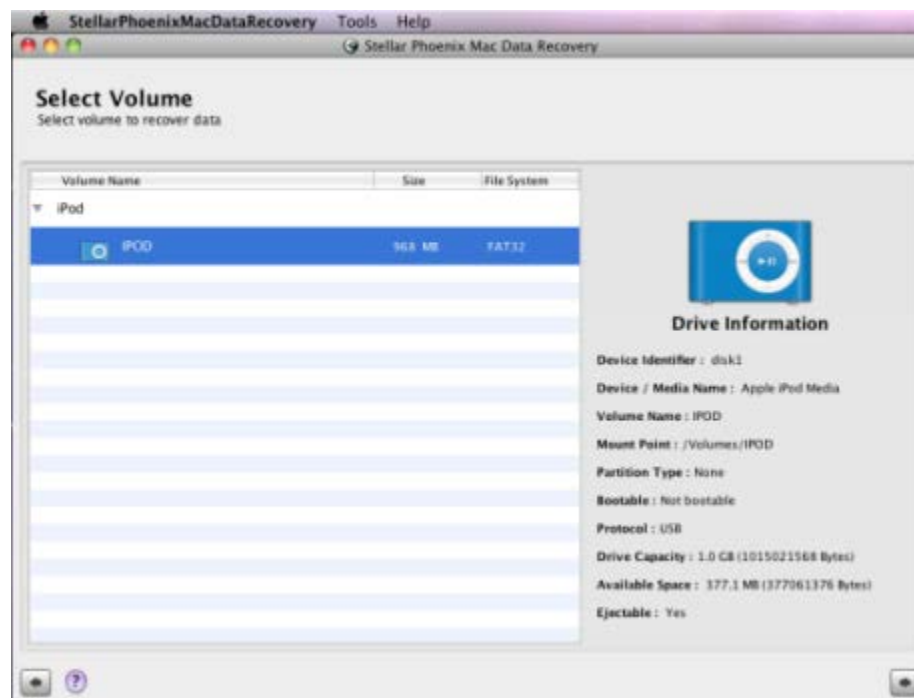



# Quick Recovery

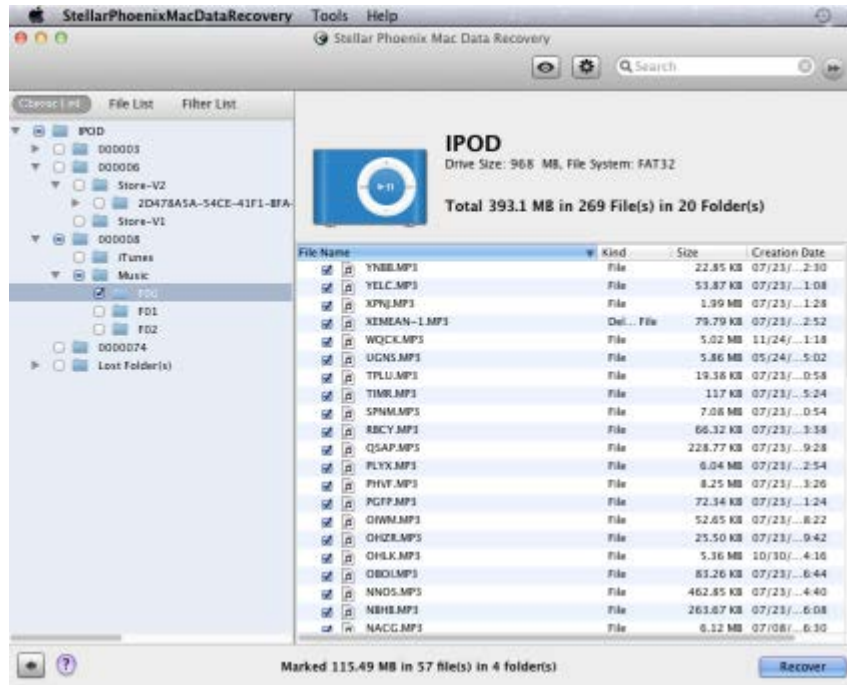
Quick Recovery is performed to retrieve lost data quickly and efficiently by scanning entire iPod volume.

To recover data using Quick Recovery:

Click **Quick Recovery** option on **iPod Recovery** window. **Select Volume** window opens as shown below. iPods attached to the computer are listed in this window.



- Select iPod from which data have to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost files/folders in a tree view as shown here:



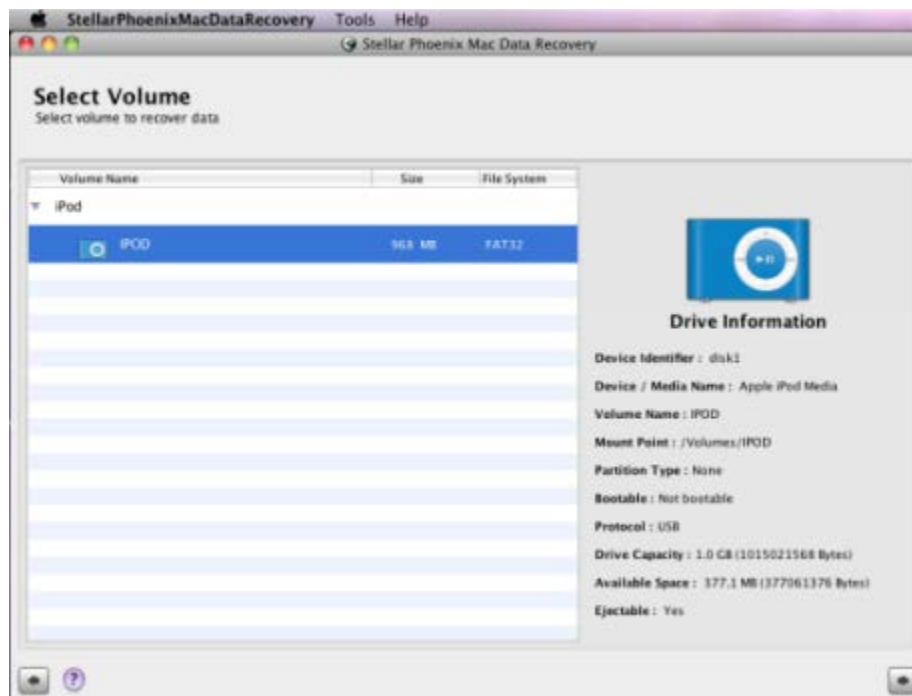
- Select files/folders that have to be recovered and click **Recover** button to recover these files/folders.
- Specify location where files/folders have to be saved.
- Files/folders are recovered at the specified location.


# Deleted Recovery

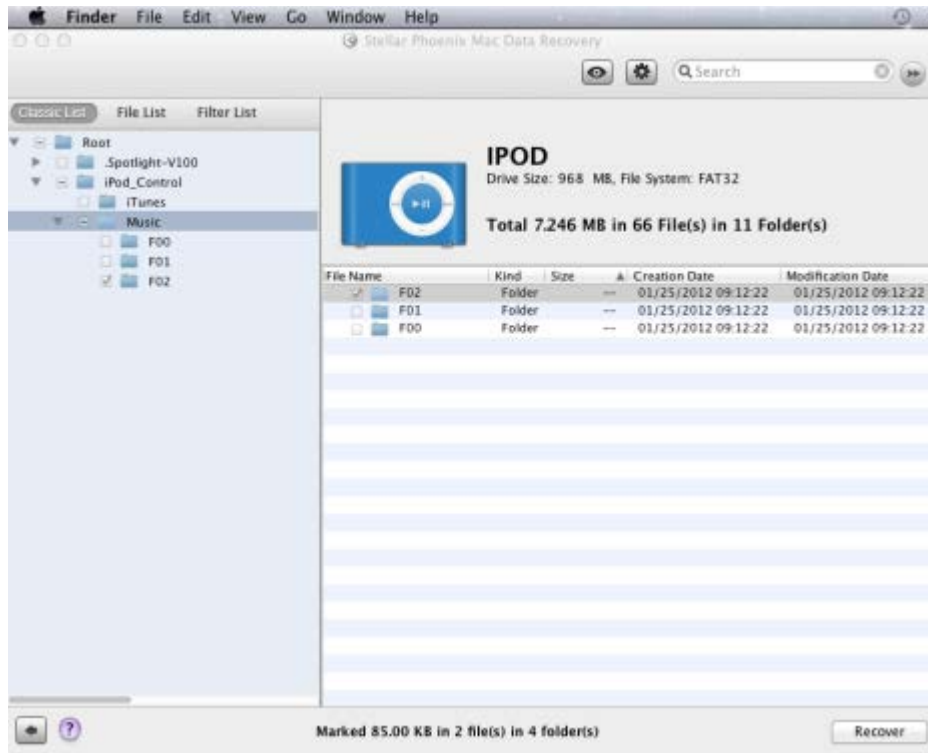
This option recovers data that have been deleted from the iPod volumes.

To recover deleted files/folders:

- Click **Deleted Recovery** option on **iPod Recovery** window. **Select Volume** window opens as shown below. iPods attached to the computer are listed in this window.



- Select the iPod from which deleted files have to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost files in a tree view as shown here:



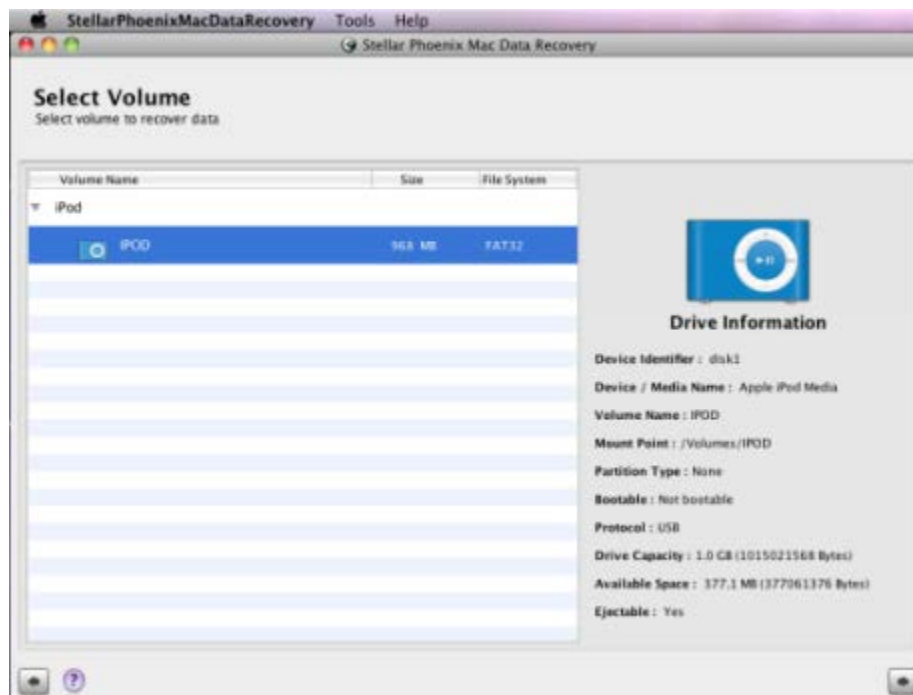
- Select files that have to be recovered and click **Recover** button to recover these files.
- Specify location where files have to be saved.
- Files are recovered at the specified location.


# Advance Recovery

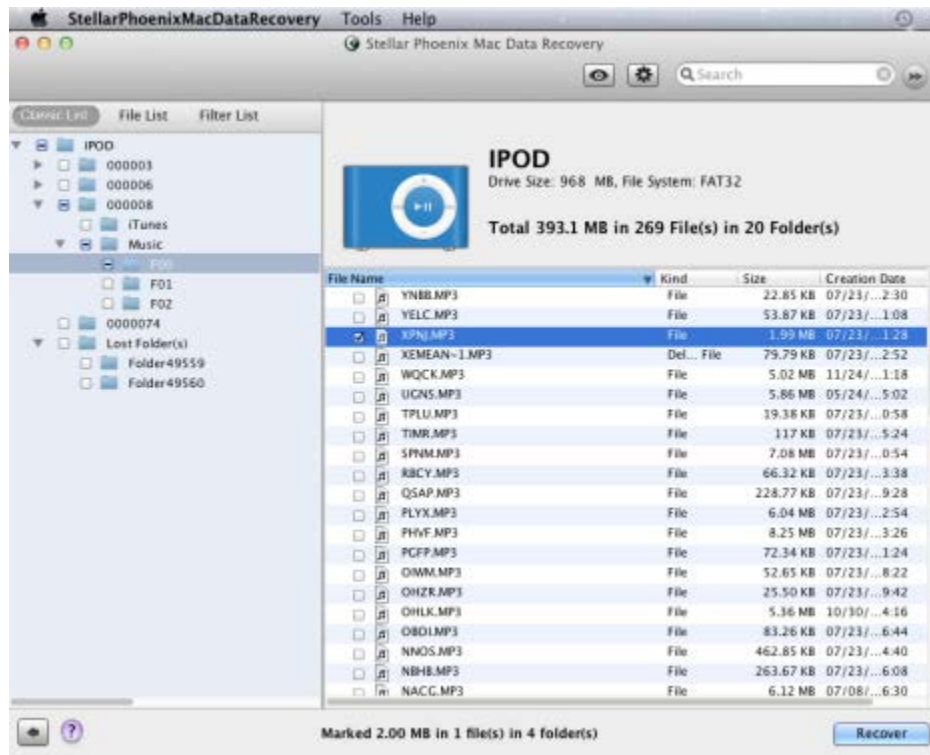
This option has greater chances of recovering data if file/folders are not recovered from **Quick Recovery**.

To recover data lost after formatting:

- Click **Advance Recovery** option on **iPod Recovery** window. **Select Volume** window opens as shown below. iPods attached to the computer are listed in this window.



- Select iPod from which formatted data has to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost files/folders in a tree view as shown here:



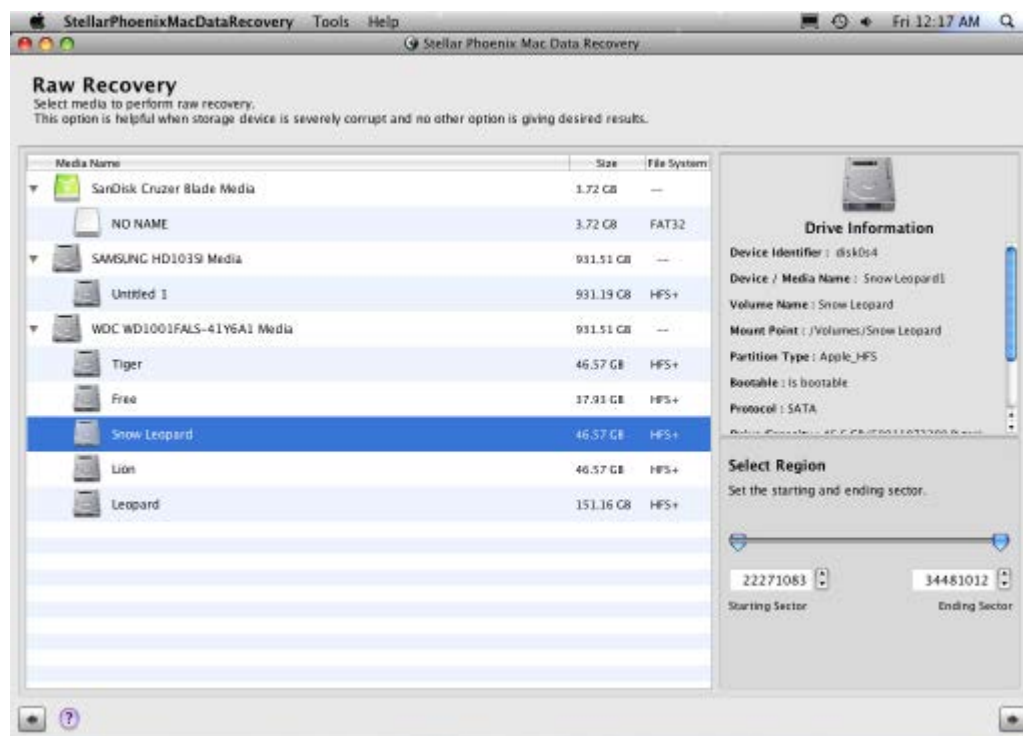
- Select files that have to be recovered and click **Recover** button to recover these files/folders.
- Specify location where files/folders have to be saved.
- Files/folders are recovered at the specified location.


# Raw Recovery

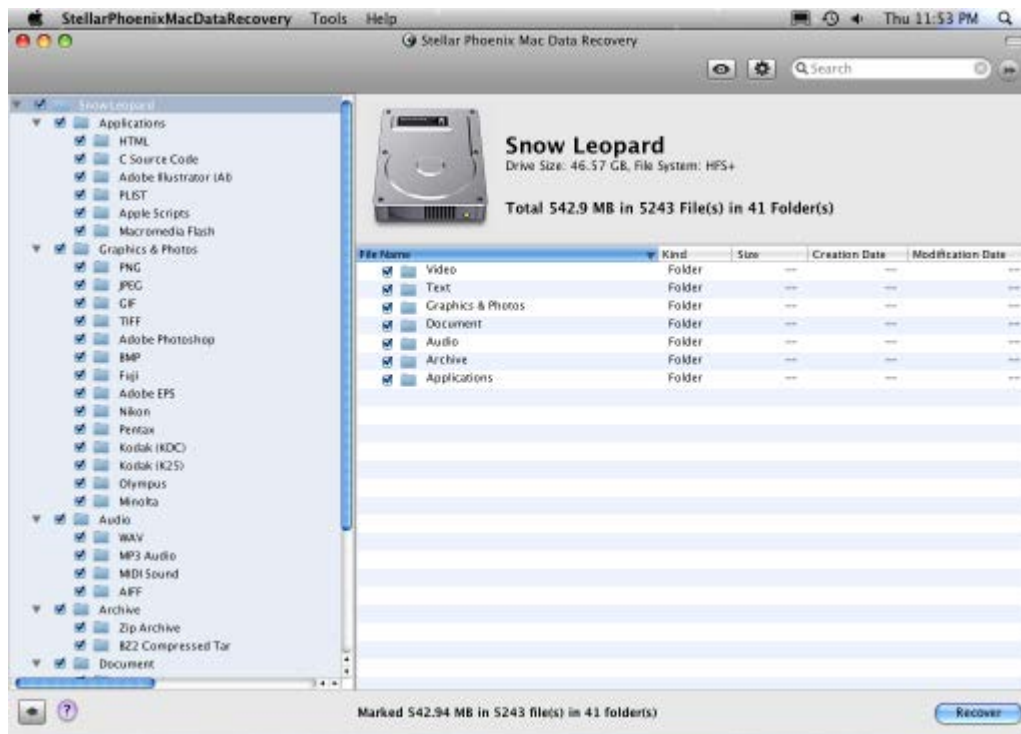
If results of **Quick Recovery** are not satisfactory, **Raw Recovery** should be used. **Raw Recovery** may take more time but has greater chance to discover lost data.

To recover data using Raw Recovery:

- Click **Recover Data** button on the main user interface. Window with different recovery options opens.
- Click **Raw Recovery** tab. **Raw Recovery** window opens as shown below. All the volumes on the computer are listed in this window.



- Select the volume from which data have to be recovered.
- Click  button to start scanning process.
- Software scans and displays all the lost files/folders in a tree view.



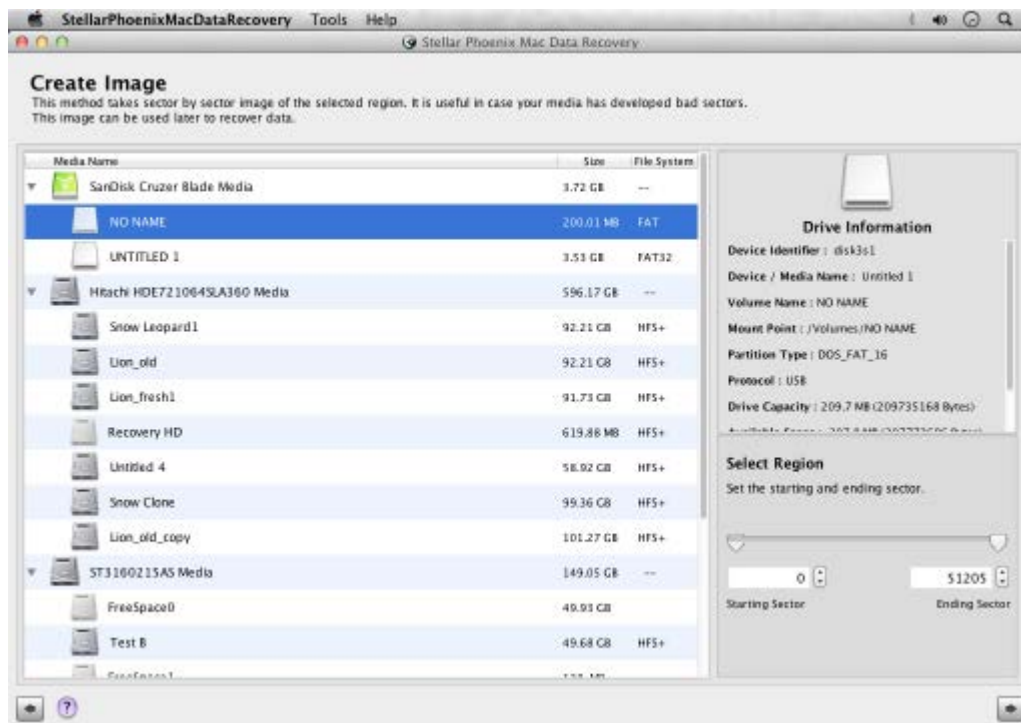
- Select files/folders that have to be recovered and click **Recover** button to recover these files/folders.
- Specify location where files/folders have to be saved.
- Files/folders are recovered at the specified location.


## Create Image

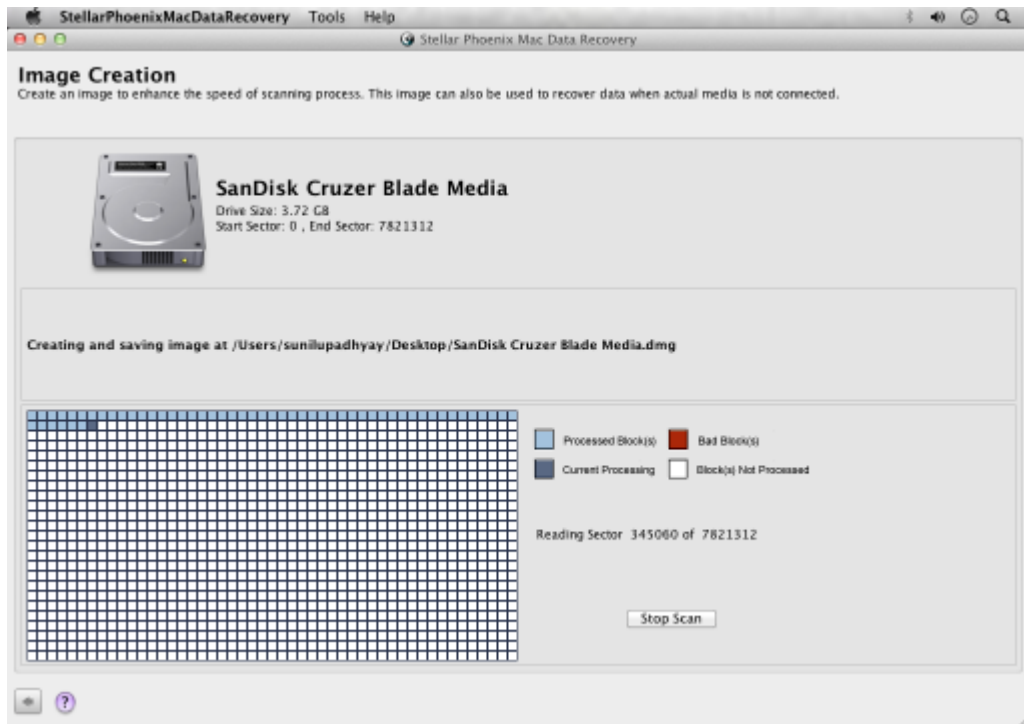
This option is useful if media has developed bad sectors. **Stellar Phoenix Mac Data Recovery** creates sector by sector image of the selected media that can be used to recover data. User can also select range of the selected media to create an image.

To create an image

- Click **Create Image** button on the main user interface. **Create Image** window opens as shown here:



- Select the drive/volume image of which has to be created.
- Move the slider in **Select Region** area to select range of media to create image for a specified region.
- Click  button. Specify location for saving image file.
- The software starts creating image of the selected drive/volume.



After the process is finished, image file is saved at the specified location.

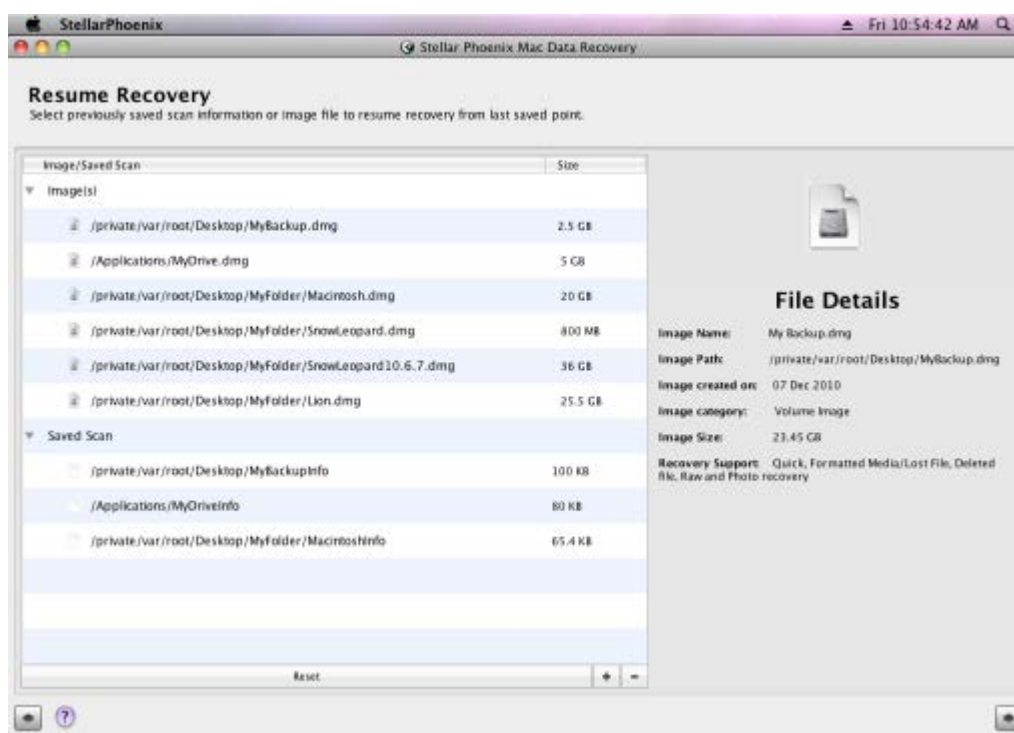
You cannot save an image file of size greater than 4 GB to a drive formatted with FAT file system.


# Resume Recovery


This option is used to start recovery procedure from a **saved scan information** or an **image file**.

To resume recovery

- Click **Resume Recovery** button on the main user Interface. **Resume Recovery** window opens. This window contains list of **saved scan information** and **image file** existing in the system as given below:



- Select image/saved scan from the list and click  button.
- Select recovery options to start recovery process.
- Specify location where recovered files/folders have to be saved.
- Files/folders are recovered at the specified location.

- To add image/saved scan in the list, click **Add**  button,.

- To remove image/saved scan from the list, select image file/saved scan and click **Remove**



button.

# Use Advance Options

Additional options in **Stellar Phoenix Mac Data Recovery** make this software exceptional and easy to operate.


Advanced options contained in Stellar Phoenix Mac Data Recovery are as follows:

- Set Preferences
- Save Scan Information
- Search Files of Specific Type in the Preview
- Types of Preview
- Recover Filtered Files
- Supported File Types


# Set Preferences




Preferences can be set to run **Stellar Phoenix Mac Data Recovery** according to personal requirement.

To set preferences:

1. Run **Stellar Phoenix Mac Data Recovery**.
2. Click **Preferences**  button on the main user interface or select **Preferences** option from **StellarPhoenixMacDataRecovery** menu. **Preferences** window opens as shown below:



- To change size of supported file types/remove added file types, click File List  button.



- To add new file types, click Add Header  button.
- To apply filters to include or exclude files based on certain criteria, click **Filter**  button.
- To set preference for updates, click Others  button.

# File List

Stellar Phoenix Mac Data Recovery supports

- a number of file types in **Photo, Audio, and Video** formats for **Photo Recovery**.
- and
- a number of file types in **Photo, Audio, Video, Document, Archive, Application, Text, and Miscellaneous** formats for **Deleted/Raw Recovery**.

To change size of supported file types/remove added file types:

- Run **Stellar Phoenix Mac Data Recovery**.
- Click **Preferences**  button on the main user interface or select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
- Click **File List**  button in the **Preferences** window as shown below:



- Select recovery type- **Photo Recovery, Deleted Recovery, Raw Recovery.**
- Select file format- **Photo, Audio, Video, Document, Archive, Application, Text, Miscellaneous.**
- Select file type(s) from the list and select the desired option- **Edit Size or Remove.**

- You can not edit size of files that are of **Exact Size** in predefined list of supported file types.
- You can remove only those file types that have been added to predefined list of supported file types.

# Add Header



You can add new file types to the predefined list of supported file types in **Stellar Phoenix Mac Data Recovery** using **Add Header** functionality in **Preferences** window.

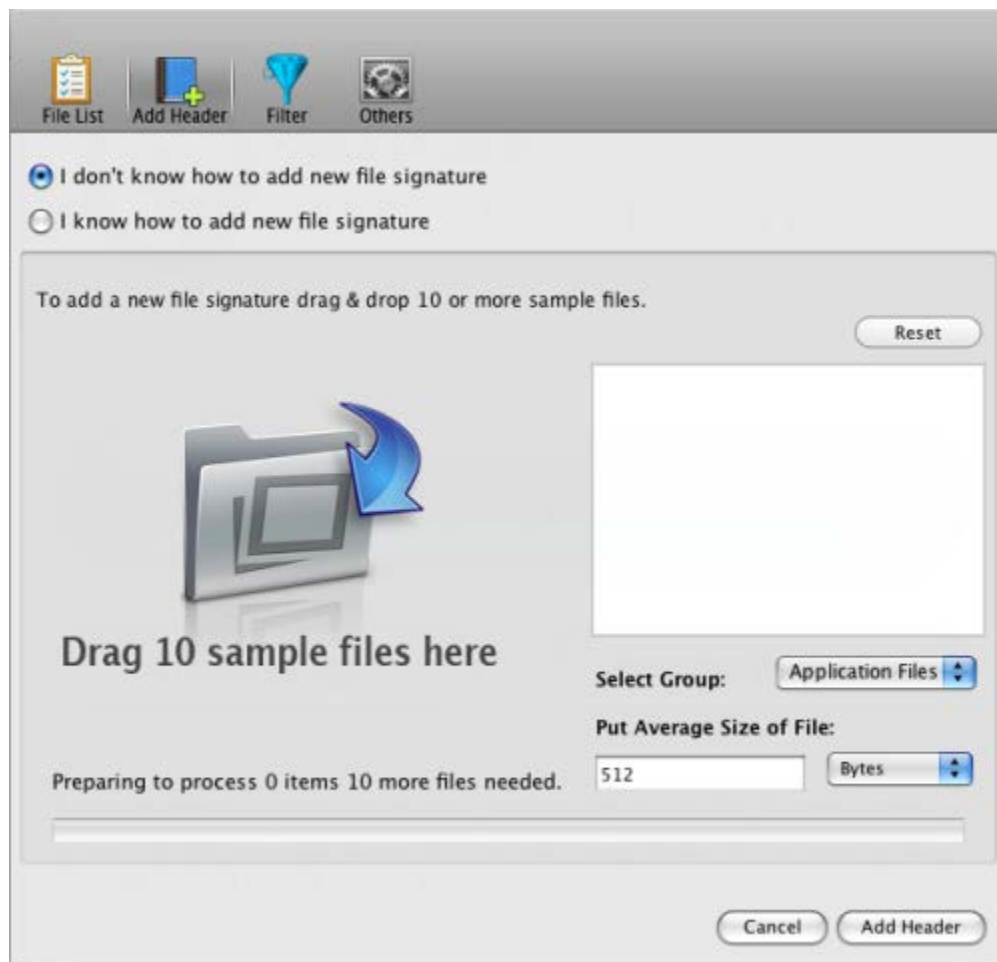
You can add header

- Automatically
- Manually

# Add Header Automatically

To add new file types,

- Run **Stellar Phoenix Mac Data Recovery**.
- Click **Preferences**  button on the main user interface or select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
- Click **Add Header**  button in **Preferences** window.
- **Add Header** window opens as shown below:





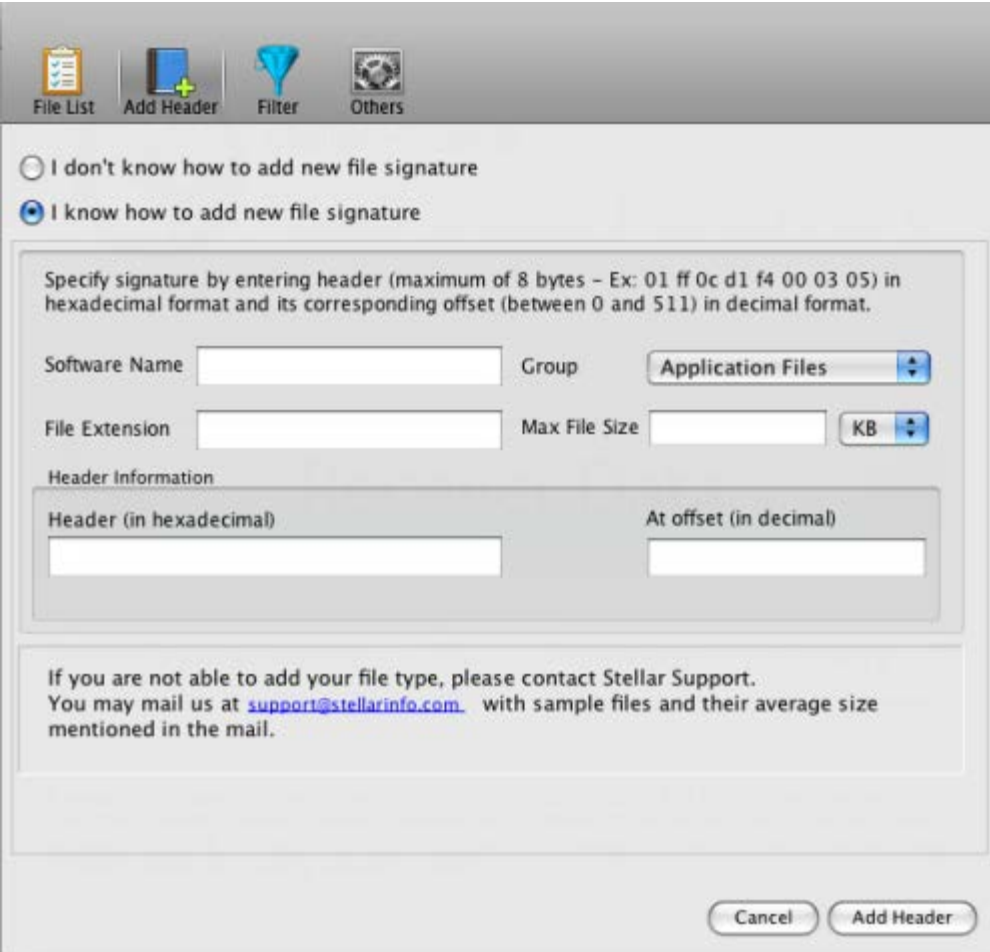
- Go to the location of file type you want to add.

- Click the file, drag and drop at the place where 'Drag 10 sample files here' is written. You need to add 10 file types to include those files in the list of *supported file types*.
- Name of the added file type will be listed in the right hand side box.
- Click **Process** button.

# Add Header Manually

To add new file types,

- Run **Stellar Phoenix Mac Data Recovery**.
- Click **Preferences**  button on the main user interface or select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
- Click **Add Header**  button in **Preferences** window.
- Select **I know how to add new file signature** option. A window opens as shown here:



I don't know how to add new file signature

I know how to add new file signature

Specify signature by entering header (maximum of 8 bytes - Ex: 01 ff 0c d1 f4 00 03 05) in hexadecimal format and its corresponding offset (between 0 and 511) in decimal format.

Software Name  Group

File Extension  Max File Size  KB

Header Information

Header (in hexadecimal)	At offset (in decimal)
<input type="text"/>	<input type="text"/>

If you are not able to add your file type, please contact Stellar Support.  
You may mail us at [support@stellarinfo.com](mailto:support@stellarinfo.com) with sample files and their average size mentioned in the mail.

Cancel Add Header

- Specify **Software Name**.
- Select **Group** from the drop down list.
- Specify **File Extension**.
- Specify **Max File Size** in bytes, KB, and MB.
- Specify **Header** in hexadecimal.
- Specify **At Offset** in decimal.
- Click **Process** button.

## Apply Filters to Recover Files of Specific Type



Filter control of **Stellar Phoenix Mac Data Recovery** helps user include or exclude file types based on certain criteria. User can facilitate recovery process using this feature.

For example, if you wish to recover only graphic files (\*.jpeg,\*.bmp,\*.tiff etc), select **Include File Types** option to recover only graphic files. On the other hand, if you do not want to recover graphic files, select **Exclude File Types** option.

To apply filters, you need to

- Include File Types
- Exclude File Types

To include file types

- Run **Stellar Phoenix Mac Data Recovery**.
- Click **Preferences**  button on the main user interface or select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
- Click **Filter** icon .
- Select **Include these files only** option (If it is not already selected).
- Under **Enter Filter Basis** heading, select file format from the drop down menu as shown below:

Enter file extensions delimited by comma that you want to filter from the list (e.g. \*.jpg,\*.bmp,\*.tiff)

Files of Type:

Deleted Files  Existing Files


Size from(KB)  up to

Date



in the last  Month(s)


in the last  Day(s)


between  and

- Click **Add**  button. Selected file types will be listed.
- After recovery, the root folder will contain only the selected file types.

To exclude file types

- Run **Stellar Phoenix Mac Data Recovery**.
- Click **Preferences**  button on the main user interface or select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
- Click **Filter** icon .
- Select **Exclude these files only** option.
- Under **Enter Filter Basis** heading, select file format from the drop down menu.



- Click **Add**  button. Selected file types will be listed.
- After recovery, the root folder will contain all the file types except the ones excluded in the filter.

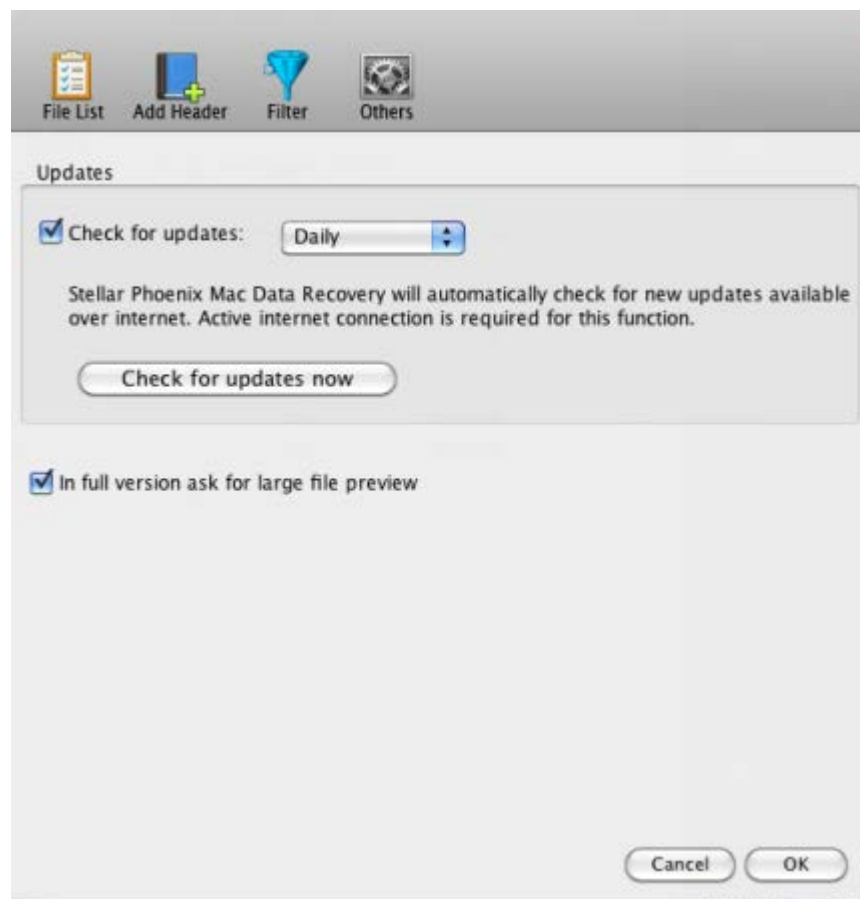
- To remove individual file type from included/excluded list of files, select file type and click **Remove**  button.
- To remove filter, click **Remove Filter** button. **Remove Filter** button is only enabled after you have applied filter by clicking **OK** button.

# Others

**Others** option allows you to set preferences for updates.

To set preference for updates,

- Run **Stellar Phoenix Mac Data Recovery**.
- Click **Preferences**  button on the main user interface or select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
- Click **Others**  button in **Preferences** window. A window opens as shown here:




- To set frequency for updates( daily, weekly, monthly ), select **Check for updates** now option and specify the desired frequency in drop down text box.
- To check for updates instantly, click **Check for updates now** button.
- Click **OK**.

## Save Scan Information

Save Scan is used to save directory tree structure generated after a drive scan. User can choose destination directory and the file will be saved to specified location. This file can be used to regenerate tree structure of found files/folders. This saved scan file helps users resume recovery process at a later stage.

You can save scan result of a complete or incomplete recovery process. If you stop a scanning process, you can save scan information up to that point. However, you should perform complete scan, and then save scan result.



You will be prompted to save scan information when you click **Back**  button or close **Stellar Phoenix Mac Data Recovery** after a completed scanning process.

To regenerate tree structure of found files/folders, go to main user interface of the software and click Resume Recovery button.

## Search Files of Specific Type in the Preview

You can search for files of specific types after scanning process. To search for some specific file in the list shown after scanning process, use find option to find the required files.

To find files:

- Click on  text box in the preview window.
- Type the name of the desired file in the search text box.
- Click  button or press **Enter**. Continue clicking the  button or press **CTRL+G** to find more files with the same text as entered in the search text box.

# Types of Preview

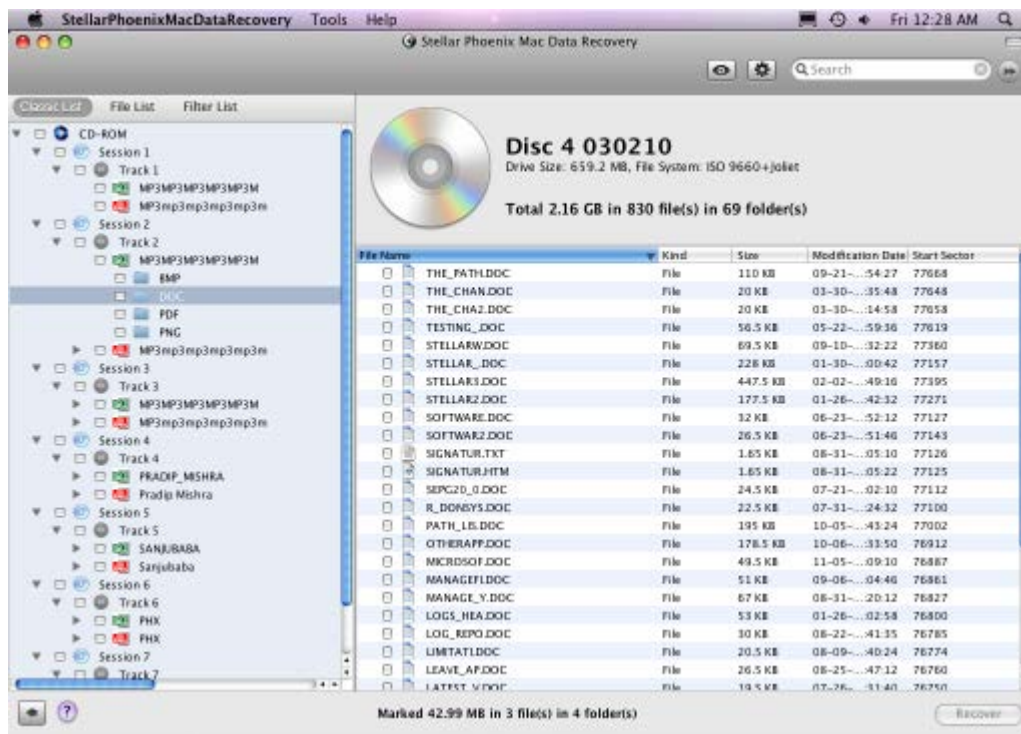
**Stellar Phoenix Mac Data Recovery** gives option to see list of lost files/folders in three types of preview after scanning,

Classic List

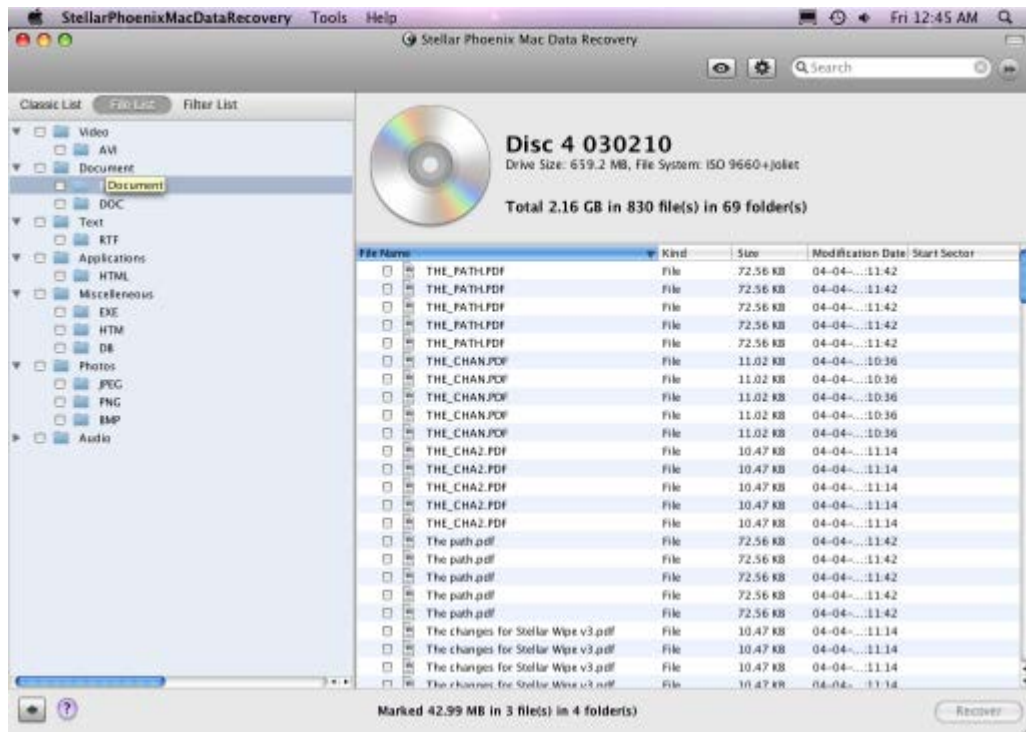
File List

Filter List

**Classic List:** In this view, files/folders are listed as they are found in the hard disk. To see Classic List preview, click Classic List tab in preview window.



**File List:** In this view, files/folders are listed according to their type such as Document, Audio, Video, Archive, etc. To see **File List** preview, click **File List** tab in preview window.



**Filter List:** You can see list of file type according to your preference in this preview. Click **Filter List** tab to open **File mask** option dialog box as shown below:

**Enter file extensions delimited by comma that you want to filter from the list (e.g. \*.jpg,\*.bmp,\*.tiff)**

Files of Type:

Deleted Files  Existing Files

Size from(KB)  up to

Date

in the last  Month(s)

in the last  Day(s)

between  and

You can see list of files/folders of your preference and recover these files by specifying certain criteria in **File mask** option dialog box.

- Specify file extension in **File of Type** text box.
- Specify if you want to list only **Deleted / Existing** files.
- Specify size in **Size from (kb)** text box.
- Use **Date** drop down text box to
  - Specify list of files **Created** in specific month/days/time.
  - Specify list of files **Modified** in specific month/days/time.
- Click **Ok**.

Files of chosen type will be listed in the preview window.

- In demo version of the product, you cannot see the preview of files having size larger than 10

MB.

- In full version of the product, you cannot see the preview of files having size larger than 100 MB.

## Recover Filtered Files

To recover files according to your personal preference,

- Click **Filter List** tab in preview window after scanning.
- **File mask** option dialog box as shown below:

Enter file extensions delimited by comma that you want to filter from the list (e.g. \*.jpg,\*.bmp,\*.tiff)

Files of Type: \*.\*

Deleted Files  Existing Files

Size from(KB) [ ] up to [ ]

Date [ Created Date ]

in the last 1 [ ] Month(s)

in the last 1 [ ] Day(s)

between 10.02.2012 [ ] and 10.02.2012 [ ]

Cancel OK

- Specify file extension in **File of Type** text box.
- Specify if you want to list only **Deleted / Existing** files.
- Specify size in **Size from (kb)** text box.
- Use **Date** drop down text box to
  - Specify list of files **Created** in specific month/days/time.

- Specify list of files **Modified** in specific month/days/time.
- Click **Ok**.

Files of chosen type will be listed in the preview window.

- Select files you wish to recover and click **Recover** button.
- Specify location where files/folders have to be saved.
- Files/Folders are saved at the specified location.

# Supported File Types

List of supported file types:

ASF	DIVX	FLA	M4R	ORF	QBW	TGA
AI	DV	GIMP (PAT)	MOV	OGM	QXP	TIFF
ARW	DWG	GIMP (XCF)	MPEG	OGG	RAF	TOD
ACCDB	DBF	GIF	MKV	Office	RA	TAX
AIFF	DNG	HDMOV	MOS	PPT	RPS	VID
AVI	Doc	HTML	MRW	PPTX	RFL	VWX
AJP	Docx	HQX	M4B	PSP	RM	VOB
AT3	ENC	IFF	MQV	PPS	RAW	WMP
AMR	ERF	ICAL	M4P	PCT	RTF	WMA
ACD	EMLX	IPhoto	MAIL	PGM	RAR	WAV
AU	EPS	ISO	MDB	PBM	RNS	WMV
AAC	FH3	INDD	MP3	PDF	SND	VMX
BZ2	FH5	JP2	MP4	PAT	SHW	XLS
BMP	FH7	JPEG	MIDI	PTF	SVI	XLSX
C	FH8	K25	MEF	PMD	SCPT	XCF
CRW	F4V	KDC	MUS	PS	SR2	X3F
CR2	FH9	MTS	MXF	PLIST	SRF	ZIP
CWK	FH10	MCD	NEF	PEF	SIT	ZIPX
CAFF	FH11	M4A	NRW	PSD	SITX	3G2
DJVU	FP3	MOI	NRA	PNG	SWF/CWS	3GP
DSS	FP5	MXF	NBP	QBB	SWF/FLV	
DCR	FP7	M4V	NSF	QXD	SWF/FWS	

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Stellar Phoenix Mac Data Recovery.

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## FAQs

### 1. What does the demo version of Stellar Phoenix Mac Data Recovery do?

In demo version of **Stellar Phoenix Mac Data Recovery**, you can see the preview of files having size upto 10 MB after scanning. To recover and save files, you need to purchase and register the product.

### 2. Can I recover data from drive that contains bad sectors using Stellar Phoenix Mac Data Recovery?

Yes. To recover data from drive containing bad sector, create image of the drive. Image is sector by sector copy of the drive to a file that can be scanned to recover data. This way you don't need to scan the drive.

### 3. Can I save my recovered data on the same drive?

No. The data cannot be saved on the same drive as it leads to overwriting of data which in turn will result in permanent data loss.

### 4. Do my media need to be connected to the system throughout the recovery process?

Yes. It is very important that you do not remove your media during scanning or recovery process. Media should only be detached after recovery process is completed.

### 5. How is media image file beneficial to recovery?

Creating media image has two advantages:

- Image file helps to speed up scanning and recovery.
- You can recover data from image file even if the source media is not available.

### 6. Can 'Stellar Phoenix Mac Data Recovery' recover deleted files/folders irrespective of time span?

Yes.

### 7. How can I recover files/folders deleted during a specific time span?

To recover files/folders deleted during a specific time span, use **Filter List** option in the preview window. for full details, please refer Recover Filtered Files topic of this help.

**8. Is it possible to recover files of specific size only?**

Yes, to know how to recover files of specific size only, please Recover Filtered Files topic of this help.

**9. I wish to recover files of a specific format only. Is it possible to recover files of only specific format?**

Yes, you can recover file as per your personal requirement using **Stellar Phoenix Mac Data Recovery**. To recover files of a specific format only, check whether this file format is supported by the application. If it is supported by the application, apply filter to recover files of this specific format. If this file type is not supported by the application, add this file type to the list of supported file types and then apply filter to recover your file.

**10. What is the difference between 'Quick scan' and 'Deep scan'?**

'Quick scan' thoroughly scans hard drive for deleted files in seconds. This recovers your recently deleted files/folders, or files/folders that are not on a damaged or corrupted drive. On the other hand, 'Deep scan' digs through the bits and bytes of hard drive and finds absolutely everything that can be recovered. Time taken in 'Deep scan' depends on the size of hard drive.

**11. What is Raw Recovery?**

**Raw recovery** searches for signature of files. That means it recovers files based on signature. **Raw Recovery** should be used when results of **Quick Recovery** are not satisfactory. **Raw Recovery** may take more time but has greater chance to discover lost data.

**12. Inadvertently, I have deleted some files/folders from Trash just now. Can I recover these files/folders quickly without having to wait for scanning to finish?**

Yes. To recover only recently deleted data, stop the scanning process before it starts reading sectors of unused blocks. You will see the list of recently deleted file/folders in the preview window. Select desired files/folders and recover them. This way, **Stellar Phoenix Mac Data Recovery** recovers recently deleted files/folders with their complete information within a few minutes.

**13. Can I Resume Recovery using an image created by any third party application?**

No, the software recovers data from images created by itself only.

**14. Can I retrieve data from any CD / DVD / BD / HD DVD discs?**

Yes, all optical discs are detected by the drive.

**15. Can I recover data from severely damaged CD / DVD?**

Yes, Raw Recovery can extract all data from severely damaged optical media. Raw Recovery allows you to recover data from CD / DVD using signature search. This recovery option recovers everything that is found in the selected source.

**16. Is recovery possible from partially burned / incomplete disc?**

Yes, **Stellar Phoenix Mac Data Recovery** is capable of recovering data from partially burned disc, which had happened due to power failure or any such reasons.

**17. Does 'Stellar Phoenix Mac Data Recovery' extract all file systems in a multi-session disc?**

Yes, the software scans entire disc and list out all sessions. You can select the required file systems and recover its data.

**18. I have burned some documents and photos to audio CD, but the drive is showing only audio files. Can I get those data files from CD?**

Yes, **Stellar Phoenix Mac Data Recovery** is capable of recovering data from mixed mode CD. It can also extract data from CD which has changed mode during multi session writing.

**19. How much time will Stellar Phoenix Mac Data Recovery take to recover my data?**

The time taken in recovering data depends on the size of the drive to be scanned. However, to speed up the recovery process, you can apply filters so that only desired files get scanned and recovered.

**20. Can I attach another hard disk/media to my computer while Stellar Phoenix Mac Data Recovery is running on the computer?**

Yes.

# About Stellar

Stellar Information Systems Ltd. is a trusted name in the field of Data Recovery and Data Protection Software for more than a decade.

We provide the widest range of Data Recovery Products. Our range includes Data Recovery Software for almost all Operating Systems and File Systems.

**Product line:**

## Data Recovery

A widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!. [More Info >>](#)

## File Recovery

The most comprehensive range of file undelete and unerase software for Windows and MS office repair tools. [More Info >>](#)

## E-mail Recovery

A wide range of e-mail recovery, e-mail repair and e-mail conversion applications for MS Outlook, MS Outlook Express and MS Exchange useful in instances of data loss due to damages and corruption of E-mail. [More Info >>](#)

## Data Protection

A wide range of Prevent Data Loss, Data backup and Hard Drive Monitoring Applications to ensure complete data protection against hard drive crash. [More Info >>](#)

## Data Sanitization

Data cleanup and file eraser utility can delete selected folders, groups of files, entire logical drives, System Traces & Internet traces. Once the data have been removed using Stellar Wipe - Data File eraser utility, it is beyond recovery limits of any Data Recovery Software or utility. [More Info >>](#)

For more information about us, please visit [www.stellarinfo.com](http://www.stellarinfo.com).