Stellar Phoenix Photo Recovery 7.0

User Guide

Overview

Digital multimedia files may accidentally get deleted while deleting files, or formatting storage device. Files may also get lost due to corruption of the storage device. But now, there is no need to worry if your pictures, audio files or video files have got deleted or lost from your computer hard disk, pen drive, or memory card.

Stellar Phoenix Photo Recovery software can easily recover all your lost images and media files. It supports a range of digital photo file formats, audio file formats, and video file formats for recovery. Almost all the popular brands of cameras are supported by the software. If the file type is not listed in the list of supported formats, it can be added using *Add Header* feature of the tool. Even if the lost media files are stored on a memory card, they can be effectively found by the photo recovery software.

Digital card reader or external storage media are also supported by **Stellar Phoenix Photo Recovery**. When you attach a storage device to the computer, your computer must recognize it for running the recovery software on it. Computer assigns a drive letter to all recognizable card readers, or external storage media.

Stellar Phoenix Photo Recovery performs a scan to find all the recoverable images and media files. A preview of the scanned images and media files is provided. A scan information file of the scanned storage media can be saved. This saved scan information file can be used later to recover lost images and media files by help of **Stellar Phoenix Photo Recovery.**

**Stellar Phoenix Photo Recovery
Main Screen**

What's new in this version?

- New and enhanced user interface.
- Support for EI Capitan.

- Support for encrypted drive.
- Support for Unicode.
- Support of four view of results - details view, list view, thumb view and cover flow view.
- Advanced option of Preview, Add header and Edit header in Preferences.
- Improved support for HFS+, FAT32, ExFAT and NTFS.
- Support for MXF movies, Three Camera model of HD-MOV, Adobe EPS (Mac) and Adobe EPS (Windows).
- Preview support for corrupted files in safe mode, both in thumbnail view and running preview.
- Option to Check-Uncheck file(s) and folder(s) for recovery using Space bar.
- Option for Zoom In and Zoom out photos by slider for Thumb view.
- Estimated time display for scanning process.
- Enhanced rounded progress for creating Image instead of grid.
- Optimized Resume Recovery windows in single page for DiskImage, VolumeImage and saved scan information.

Key Features

- Almost all supported file formats have been updated for improved recovery.
- Supports thumbnail recovery for photo file formats.
- Displays deleted files and folders in a tree hierarchy (for FAT, exFAT and NTFS file systems).
- Supports recovery of files with original date timestamp, camera model / name, resolution and file name, if available.
- Supports additional Classic, File List and Deleted List tree view for volume scan (of FAT, exFAT & NTFS file systems)
- Fast recovery of lost image and media formats.
- Raw recovery from storage devices.
- Recovery from corrupt memory card.
- Recovery of files from formatted memory devices.
- Supports creating image of the memory for recovery at later stage.
- Supports a wide range of media formats for recovery.
- User can resume recovery by help of saved .dmg file, or scan information.
- Provides preview of found photos, audio, and video files.
- Supports all type of memory card devices.
- Supports scanning of 2 terabytes of storage space.
- Provides option to add file headers.
- Auto refreshing list of attached storage devices.
- New user-friendly interface (with re-size capability).

- * For a complete list of supported files, click here.

Why Stellar Phoenix Photo Recovery?

Stellar Phoenix Photo Recovery incorporates numerous features in it. It performs a through scan of the preferred storage device and recovers all the recoverable lost media files. Recovery of image files, video files, and audio files is easily done.

Recovers Deleted/Lost digital Photos

Stellar Phoenix Photo Recovery is capable of recovering all the lost and deleted photos from any type of digital storage device. Even if the storage device is formatted, damaged or corrupt, the software easily recovers the images from it. Canon (CR2 /CRW), EPSON (ERF), Fuzi (RAF), Fujifilm (RAF), Kodak (K25 /KDC /DCR), Konica Minolta (MRW), Leaf (MOS), Mamiya (MEF), Nikon (Nikon, NEF, NRW), Olympus (ORF), Panasonic (RAW), Pentax (PEF), Sony (SR2, ARW, SRF), Sigma (X3F), RW2, PSP, JP2, PCT, DNG, DJVU, PGM, Adobe EPS (Mac), Adobe EPS (Windows) and TGA photo formats are supported by the software.

Recovery of Video Files

Photo Recovery software allows preview and recovery of lost, deleted, and inaccessible video files. Video recovery is done without hampering the visual quality of the videos. MP4, 3GP, AVI, DV, MPEG, Cannon Three Camera model of HD-MOV, Matroska Video File (MKV), AVCHD Video File (MTS), Divx Encoded Movie File (DIVX), MOI Video File, Video Object File (VOB), OGG Media Player (OGM), 3G2, ASX, MTS, AJP, F4V, VID, TOD, HDMOV, MOV, MQV, M4B, M4V, WMV, MXF movies and SVI video file formats are supported by the application.

> **Note:** For a high recovery rate, do not save new data in the drive or card that you have formatted, or from which you have deleted photos.

Audio File Recovery

Now, you can hear your deleted favorite audio song collection once again. **Stellar Phoenix Photo Recovery** has made possible recovery of lost songs, karaoke, music compositions, or any other lost audio file. Audio file types recoverable by software are RPS, MP3, AU, WAV, MIDI, OGG, AIFF, RM, WMA, RA, M4P, M4A, ACD, AMR, AT3, CAFF, DSS, IFF, M4R, NRA, and SND files.

Recovers Photos Stored in Memory Card of Camera

All the brands and models of cameras are supported by **Stellar Phoenix Photo Recovery**. Photo lost due to deletion and formatting of the memory card attached to camera are recovered back. RAW recovery of photos from camera manufactured by Sony, Nikon, Canon, Samsung, Pentax, Minolta, Kodak, Sigma, Fuji, Olympus, Epson, Mamiya and Panasonic are supported.

Memory Card Recovery

Removable storage media is supported by **Stellar Phoenix Photo Recovery**. If you have stored your images and other multimedia files in memory card devices, this recovery application support recovery of deleted files from them. The corrupt or damaged internal or external media should be recognized by the Macintosh operating system. Memory cards, USB storages devices, Flash Cards, SD Card (Mini SD, Micro SD, and SDHC Card), CF Card, Mini Disks and all other Macintosh based hard drives are supported for recovery.

Scan and Preview of Media Files

Stellar Phoenix Photo Recovery scans through the preferred storage device and finds all the images and other media files. You can preview the recovered files. The scan information can be saved to resume recovery process at a later stage.

Recover a Specific Hard Drive/Volume Region or Specific File Types

The application allows you to perform a scan of a desired region of hard drive. Media files found in the region are provided for preview and recovery. It is also possible to scan the memory only for desired file types.

Installation

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

Minimum System Requirements

- **Processor:** Intel
- **RAM**: 1 GB recommended
- **Hard Disk:** 100 MB of free space
- **Operating System:** Mac OS X 10.6 and above

To install the software:

1. Unpack **StellarPhoenixPhotoRecovery.dmg.zip** file.

2. Decompressing the zip file and double click the **dmg** file. This step will mount a virtual volume - **StellarPhoenixPhotoRecovery**.

3. Double-click **StellarPhoenixPhotoRecovery** volume to open **Stellar Phoenix Photo Recovery** application window.

4. Drag **Stellar Phoenix Photo Recovery** file to the **Applications** folder.

5. To launch the software, double click on **Stellar Phoenix Photo Recovery** file in **Applications** folder.

6. This displays **License Agreement**. If user accepts the **License Agreement**, then the software is launched; otherwise, it terminates.

To remove the software, drag and drop the **StellarPhoenixPhotoRecovery** file from **Applications** folder to **Trash**.

Ordering the Tool

Order Stellar Phoenix Photo Recovery

The software can be purchased online. For price details and to place an order, click here.

Alternatively, if you are using the demo version, you can click the *Buy* link in the *Help* menu, or click *Buy* icon on main interface.

Registering the Tool

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

To register Stellar Phoenix Photo Recovery

1. On the *Tools* menu, click **Register**. Registration window is displayed.
2. Do one of the following:
   - If you have purchased the product and received registration key,
     - 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.

Updating the Tool

Stellar Phoenix Update Wizard helps you in keeping your application updated. Update option in the application is capable of checking and installing the latest updates. The wizard checks for latest minor and major versions available online. Minor version can be easily downloaded through the update wizard. However, the major version available has to be purchased.

If updates are available for the product, update wizard pops up while you are running **Stellar Phoenix Photo Recovery**. While updating the software, it is recommended to close all the running programs.

To update **Stellar Phoenix Photo Recovery**, do one of the following:

To check automatically,

1. Run **Stellar Phoenix Photo Recovery**. **Update** screen pops up along with the main user interface.
2. Click **Update** button to download the latest minor version, or click the displayed link to purchase the major version. It may take few seconds or minutes to download the updates. After successful update, updated application will be launched automatically. Click **Cancel**, to check for updates manually.

To check manually,

1. Run **Stellar Phoenix Photo Recovery**.
2. Select **Preferences** option on **StellarPhoenixPhotoRecovery** menu. **Preferences** window opens.
3. In the **Preferences** window, click **Update** button.
4. To check for updates instantly, click **Check for updates now** button.
5. If updates are available, **Update** screen will be displayed. If no updates are available, you will get an '**Your Software has all latest updates installed**' message.
6. Click **Update** button to download the latest minor version, or click the displayed link to purchase the major version. It may take few seconds or minutes to download the files. After successful update, updated application will be launched automatically.

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://www.stellarinfo.com/support/

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

Chat Live with an **Online technician** at http://www.stellarinfo.com/

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

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

E-mail to Stellar Support at support@stellarinfo.com

Support Helpline	
Monday to Friday [24 Hrs. a day]	
USA (Tollfree- Pre Sales Queries)	+1-877-778-6087
USA (Post Sales Queries)	+1-732-584-2700
UK (Europe)	+44-203-026-5337
Australia & Asia Pacific	+61-280-149-899
Netherlands Pre & Post Sales Support	+31-208-111-188
Worldwide	+91-124-4326777
Email Orders	orders@stellarinfo.com

Starting Stellar Phoenix Photo Recovery

Follow any of the following methods to run **Stellar Phoenix Photo Recovery** on a Mac system.

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

Main User Interface

Main user interface contains menus, toolbar, Recover Photo, Audio & Video, Create Image, Resume Recovery button and many more user-friendly options to ease recovery process. In addition you can view items as icons, details, column and cover flow layouts. Help button is also provided for a quick view of user guide.

Menus

StellarPhoenixPhotoRecovery

About Stellar Phoenix Photo Recovery
Use this option to read information about
Stellar Phoenix Photo Recovery.

Preferences
Use this option to apply preferences
settings.

Tools

Register
Use this option to activate demo version of your
product.

Help

Help Topics
Use this option to see user help guide.

**Order Stellar Phoenix Photo
Recovery**
Use this option to buy Stellar Phoenix
Photo 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.

Submit Enquiry
Use this option to submit enquiry to
stellarinfo.com.

View Knowledge Base Articles
Use this option to visit knowledge Base
articles of stellarinfo.com.
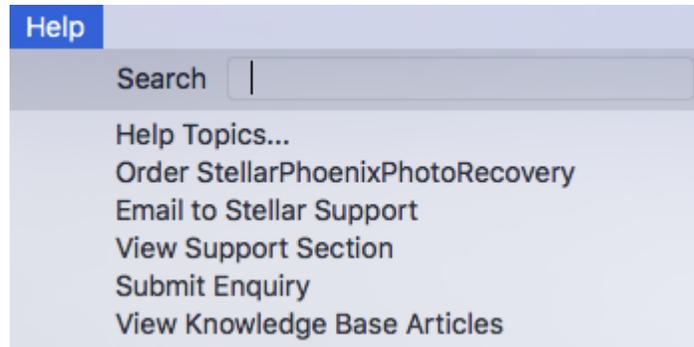
Tabs and Buttons

Recover Photo, Audio & Video

This tab is provided on the home screen of .**Stellar Phoenix Photo Recovery** Use it to Recover Photo, Audio & Video files.

Resume Recovery

Use this tab to resume recovery process either from saved scan information or an image file.

Create Image

Use this tab to create an image of preferred storage device for recovery at later stage.

Scan Now

This button starts the scanning process.
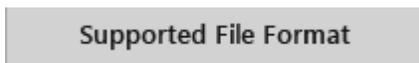
Supported File Format

This tab lists the file types from which you can select the required file types for scanning.

Select Region

This tab allows you to specify the range of hard drive/volume space that will be scanned for media files.

⚙	**Preferences** Use this button to set preferences for **Stellar Phoenix Photo Recovery**.
?	**Help**

	Click this button to open user help guide.
🔒	**Register** Use this button to register **Stellar Phoenix Photo Recovery**.
🛒	**Buy** Use this button to buy **Stellar Phoenix Photo Recovery** online.
<	**Back** Click this button anytime to move to previous screen of the current screen.
>	**Scan Now** Click this button to start the scanning process in Recover Photo, Audio, Video option of the software. **Recover** Click this button to start the recovery process after the completion of scanning. **Scan** Click this button to start the scanning process in Resume Recovery option of the software. **Continue** Click this button to continue the create image process in Create Image option of the software.
i	**About** Use this button to read information about **Stellar Phoenix Photo Recovery**.
Scan	**Scan** This button starts the scanning process.
Recover	**Recover** Click this button to recover photos, audio & video files.
Continue	**Continue** Click this button to continue.
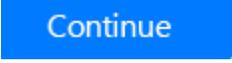
Recover Photo, Audio & Video

Stellar Phoenix Photo Recovery helps you to recover all the supported images and media files. Recovery of all the files residing in the selected hard drive, or recovery of selected files from the scanned result can be by done using the software. **Stellar Phoenix Photo Recovery** allows you to search, preview and save recovered photos and media files.

Stellar Phoenix Photo Recovery can recover all media files of supported file formats. Recovery process can be initiated for a logical drive, physical disk, attached storage media, or a saved image file.

To recover photo, audio, and video files:

1. Run **Stellar Phoenix Photo Recovery** software.
2. Select **Recover Photo, Audio & Video** option from main interface screen.
3. All the hard drives and media attached to computer are listed. Select the desired volume, hard drive or external media from which you want to recover photo, audio & video files.
4. Select **Advanced Settings** button to select specific region and/or specific file types for the scanning process.
5. Click **Scan Now** to start scanning process.
6. **Scan Result**: Scanning process lists all files that are found in the selected volume, hard disk or other attached storage media. In the left-pane, all folders are grouped according to file types such as Image Formats, Audio Formats. In the bottom-right pane, files that are stored in the selected folder are listed.
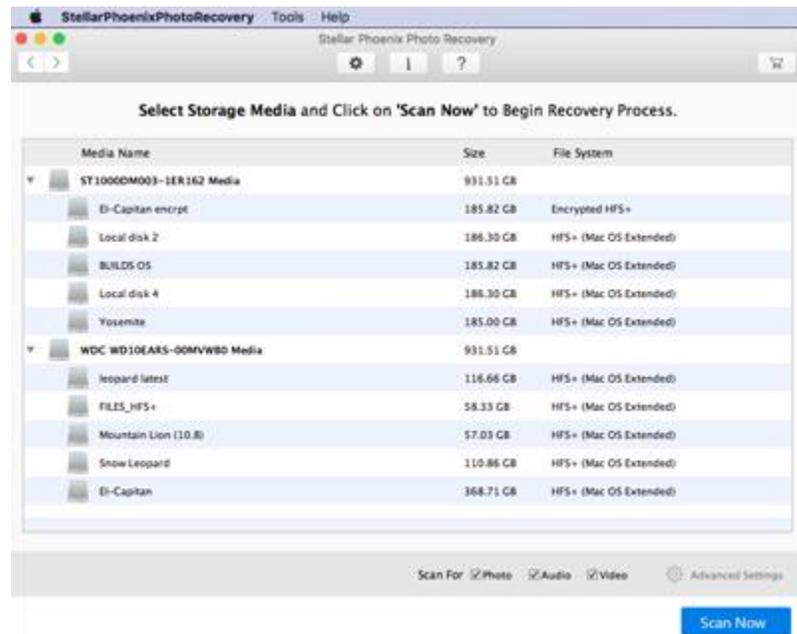
Select Media for Recovery in Stellar Phoenix Photo Recovery

The top-pane shows the preview of the selected file. Double-click a folder to view files stored in it. You can change the view of the file list in the scan results.

7. Click **Recover** button or right click on selected photo, audio & video files and select **Recover** option to recover these photo, audio & video files.
8. Specify location where you want to save the files.

All files are saved at the specified location according to file types in the Root folder.
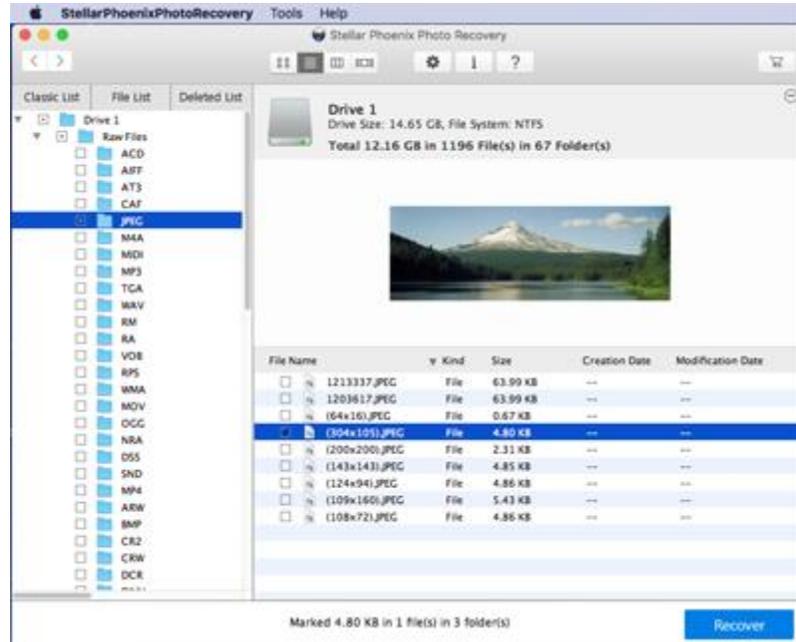
Preview scan results and select files and folders for recovery

Note:
- *In case file recovery using filename is not possible, Stellar Phoenix Photo Recovery will try to find out the file creation date & time and also the camera name/model to help identify the file.*

Create Image

This option is useful if media has developed bad sectors. **Stellar Phoenix Photo 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:

1. Select **Create Image** option from main user interface screen.
2. Select the drive / volume image of which has to be created.
3. Click **Advanced Settings** ⚙️ button to select range of media to create image for a specified region.
4. Click **Continue** button and specify a location for saving the 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.
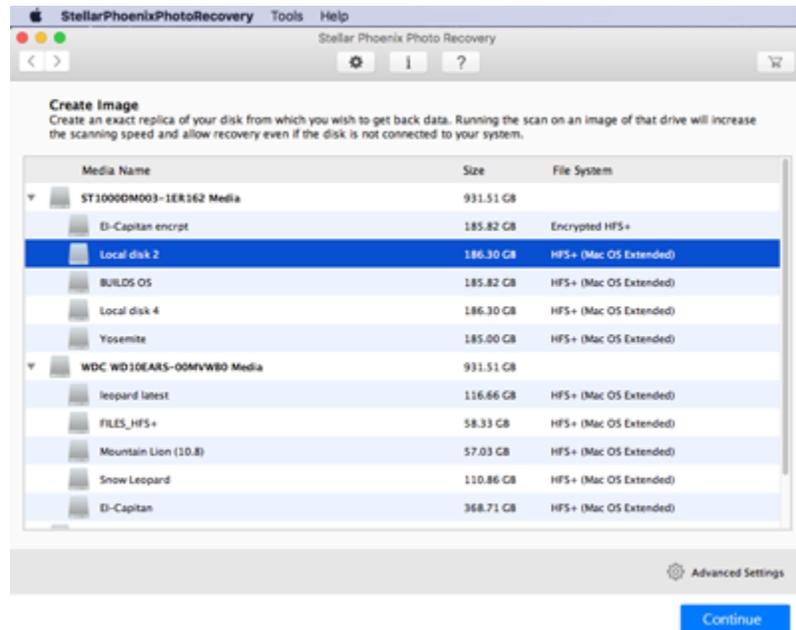
Select Media to create an image in Stellar Phoenix Photo Recovery.

Create Image screen

Note:
- *Specify a different location other than the source drive to save image file. Specifying source drive as destination may lead to data loss.*
- *You can stop the create image process by clicking **Stop** button. The message 'process cannot be resumed from the current stage' appears. Click **Yes** to stop the process. However, an image file will be created up to the scanned point.*

Resume Recovery

Resume Recovery feature is used to start recovery procedure from a **saved scan information** or an **image** file. You can use this option to resume your recovery process. To resume recovery you require previously stored information having recovery status or a previously stored image of drive / volume.

Users can resume recovery through following options:
- Image(s)

- Saved Scan Information

To resume recovery:

1. Click **Resume Recovery** button on the main user Interface. **Stellar Phoenix Photo Recovery** window opens. This window contains list of saved scan information and image file existing in the system.
2. Select **Image(s)** tab and click on desired file from the list and click **Scan** button.
3. Select **Recover** button to start the recovery process.
4. Select **Saved Scan Information** tab and click on desired file from the list and click **Scan** button.
5. Click **Recover** button and specify location where recovered files / folders have to be saved.

Files / folders are recovered at the specified location.

Note: *To add image / saved scan in the list, click **Add Files*** | Add Files | *button. To remove image / saved scan from the list, select image file / saved scan and click **Remove Files*** | Remove Files | *button. To refresh image / saved scan from the list, select image file / saved scan and click **Reset*** | Reset | *button.*
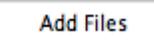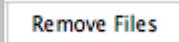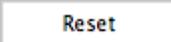
Image(s)

This option is used to start recovery procedure from an **image** file. The image file appears as an icon in Image(s) tab of **Stellar Phoenix Photo Recovery** window. This image file help users resume recovery process at a later stage.

The software creates an image of the selected drive / volume during scanning process. After the process is finished, image file is saved at the specified location.

User can also add or remove images of drive / volume. To add multiple images of drive / volume click **Add Files** Add Files button. To Remove an image from list click **Remove Files** Remove Files button. Click **Reset** Reset button to refresh the list of image created.

You can perform recovery procedure from an image file. Click **Scan**.

Saved Scan Information

Saved 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 Photo 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.

Note: *Ensure that the storage media that was scanned is attached to computer before you resume recovery by help of scan information file.*

Use Advance Option

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

Advanced options contained in Stellar Phoenix Photo Recovery are as follows:

- Preferences

- Selecting File Format

- Select Region

- Types of Preview

- Supported File Formats

Preferences

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

To set preferences:

1. Run **Stellar Phoenix Photo Recovery**.
2. Select **Preferences** option on **StellarPhoenixPhotoRecovery** menu or **Select Recover Photo, Audio & Video** option from main interface screen and then click **Preferences** button. **Preferences** window opens.

- To set preference for preview window, click Preview button.

- To add or edit file types for recovery, click Add Header button.

- To set preferences for updates, click Update button.

Preview

Preview option allows you to apply settings for preview window of the application.

To apply preview settings:

To show preview of files in thumbnails view:

1. Run **Stellar Phoenix Photo Recovery.**
2. Select **Preferences** option from **StellarPhoenixPhotoRecovery** menu or Select **Recover Photo, Audio & Video** option from main interface screen and then click **Preferences** ⚙ button.
3. Click **Preview** 🔧 button from **Preferences** window.
4. Select '**Show file preview instead of file icon'** check box to preview thumbnail view instead of associated file icon.

To preview corrupt photos in safe mode:

1. Select '**Preview corrupt photos in safe mode'** check box.

To see running preview of photos found during scanning process:

1. Select '**Show preview of photos files found during scanning'** check box.

Note: *You can recover thumbnails of following photo file formats* (CR2, CRW, DNG, MRW, ORF, MOS, ERF, NRW, NEF, PEF, X3F, SR2, SRF, ARW, RAF, RAW).

Add Header

Add Header include following options:

- To add new file types manually or automatically, click **Add Header** button.

- To edit size of existing file types, click **Edit Header** button.

Add Header

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

You can add header either

- Automatically
- Manually

To add header automatically:

1. Run **Stellar Phoenix Photo Recovery.**
2. Select **Preferences** option from **StellarPhoenixPhotoRecovery** menu or Select **Recover Photo, Audio & Video** option from main interface screen and then click **Preferences** ⚙ button.
3. Select **Add Header** tab from **Preferences** window.
4. Click **Add Header** button in **Add Header** tab window.
5. Click **Add** ⊞ button to browse to the location of file type you want to add.
6. You need to add at least 10 or more samples / files of the same type to include it in the list of supported file types.
7. Name of the added file type will be listed in the left hand side box.
8. Type in header file name in the dialog box and then
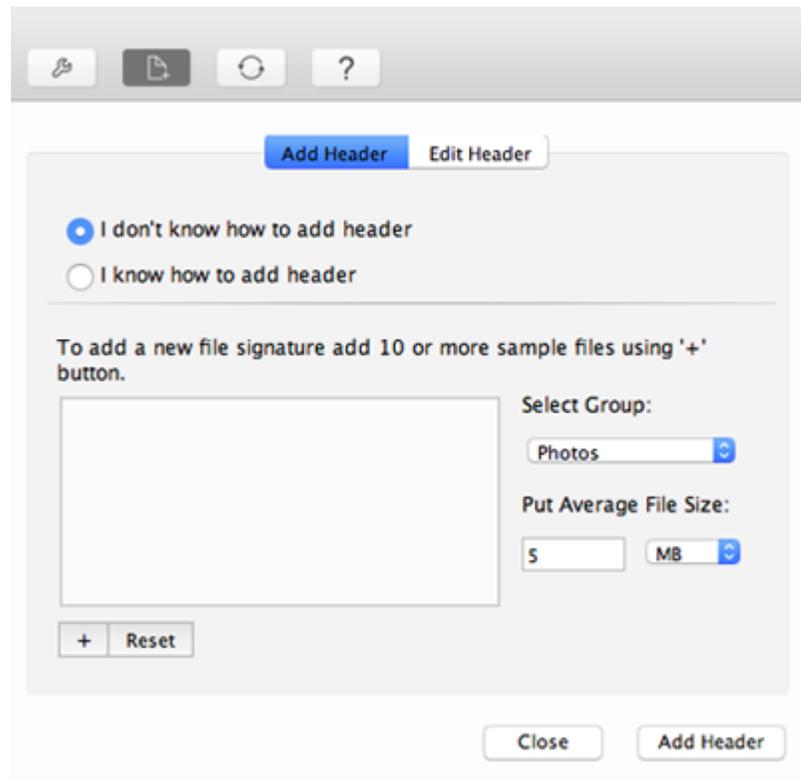
select the header file type from **Select Group** drop down list and the size from **Put Average File Size** text box.

9. Click **Add Header** button.

To add header manually:

1. Run **Stellar Phoenix Photo Recovery.**
2. Select **Preferences** option from **StellarPhoenixPhotoRecovery** menu or Select **Recover Photo, Audio & Video** option from main interface screen and then click **Preferences** button.
3. Select **Add Header** tab from preferences window.
4. Click **Add Header** button in **Add Header** tab window.
5. Select **I know how to add header** option. Enter the following:
   - Specify **Software Name**.
   - Specify **File Extension**.
   - Select **Group** from the drop down list.
   - Specify **Max File Size** in KB and MB.
   - Specify **Header** in hexadecimal.
   - Specify **At Offset** in decimal.
6. Click **Add Header** button.

Edit Header

Stellar Phoenix Photo Recovery supports a number of Photo, Audio and Video file types for recovery.

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

1. Run **Stellar Phoenix Photo Recovery.**
2. Select **Preferences** option from **StellarPhoenixPhotoRecovery** menu or Select **Recover Photo, Audio & Video** option from main interface screen and then click **Preferences** button.
3. Select **Add Header** tab from preferences window.
4. Click **Edit Header** button in **Add Header** tab window.
5. Select the desired file type from the list and enter the new size of file type in **Put New Average Size** box.
6. Click **Edit Size** button to save the size for your file type.
7. Click **Remove** button in case you want to delete the selected file type from list.
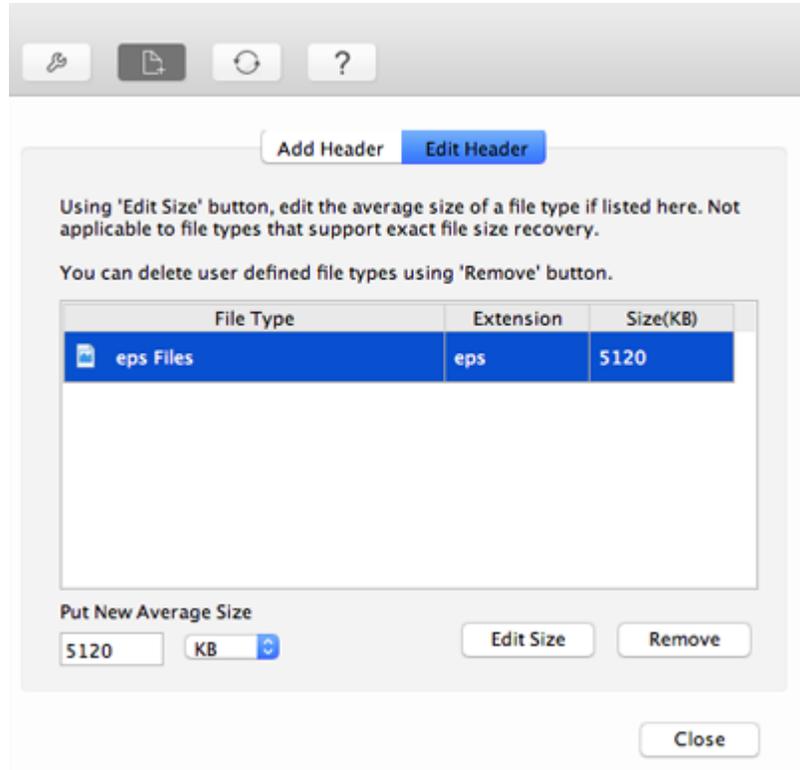
Update

Update option allows you to apply settings for updates and customize the software as per your needs.

To set updates and to customize the software, perform the steps listed below:

1. Run **Stellar Phoenix Photo Recovery**.
2. Select **Preferences** option from **StellarPhoenixPhotoRecovery** menu or Select **Recover Photo, Audio & Video** option from main interface screen and then click **Preferences** ⚙ button.
3. Select **Update** ↻ tab from **Preferences** window.
4. To set frequency for updates (daily, weekly, or monthly), select **Check for updates now** check box and specify the desired frequency in drop down list.
5. To check for updates instantly, click **Check for updates now** button.
6. Click **OK**.
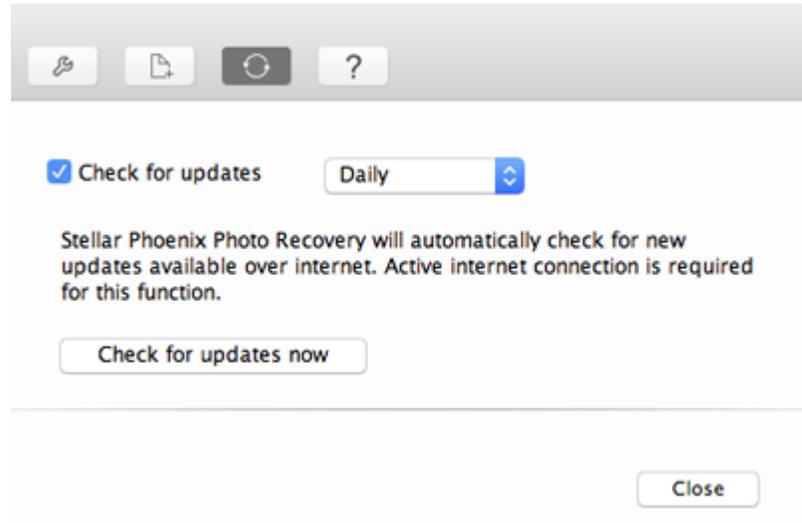
Selecting File Format

Various file types are listed in the file list option of **Stellar Phoenix Photo Recovery**. You can select the required file types for their recovery.

To select file type:

1. Run **Stellar Phoenix Photo Recovery** software.
2. Select **Recover Photo, Audio & Video** option from main interface screen.
3. All the hard drives and media attached to computer are listed. Select the desired volume, hard drive or external media from which you want to recover photo, audio & video files.
4. You can view a list of supported file formats by simply clicking on **Advanced Settings** button.
5. Select the file types you want to recover. In case you want to add a new file format, click **Add File Type** button.
6. Click **OK**.
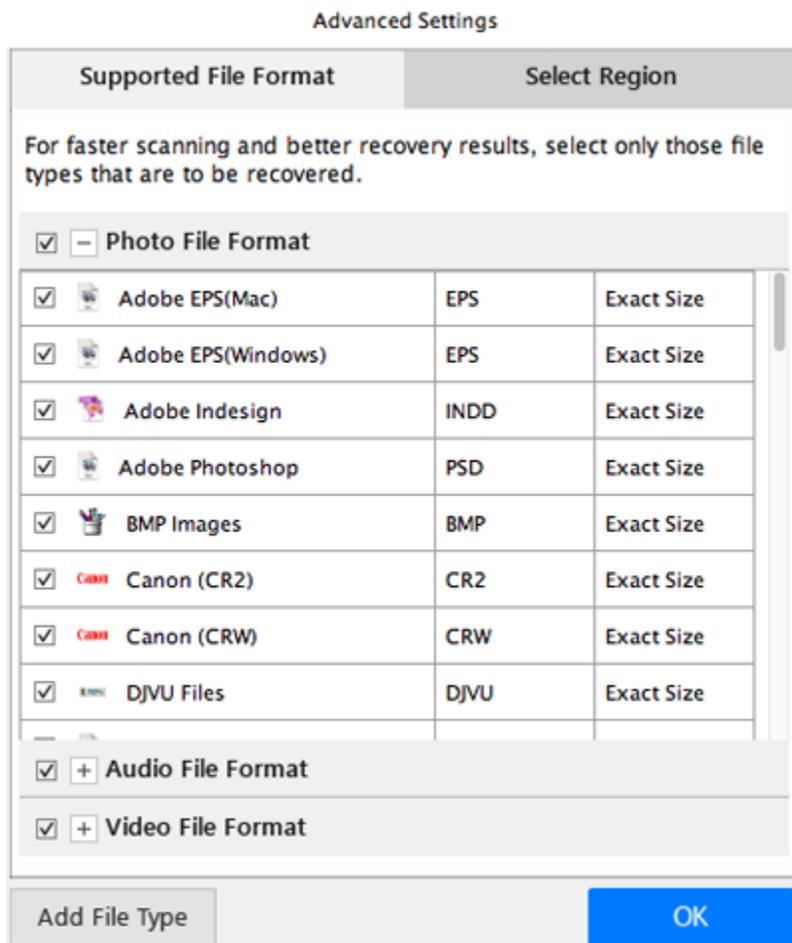
File List Screen

Select Region

You can select a specific region of a hard disk or volume for the scanning process. Scanning process will search files only in the selected region.

To select region:

1. Run **Stellar Phoenix Photo Recovery** software.
2. Select **Recover Photo, Audio & Video** option from main interface screen.
3. All the hard drives and media attached to computer are listed. Select the desired volume, hard drive or external media from which you want to recover photo, audio & video files.
4. You can create image for selected range of sectors by simply clicking on ⚙ **Advanced Settings** button.
5. Set the Starting and Ending block by setting a range scale on slider.
6. Click **OK**.
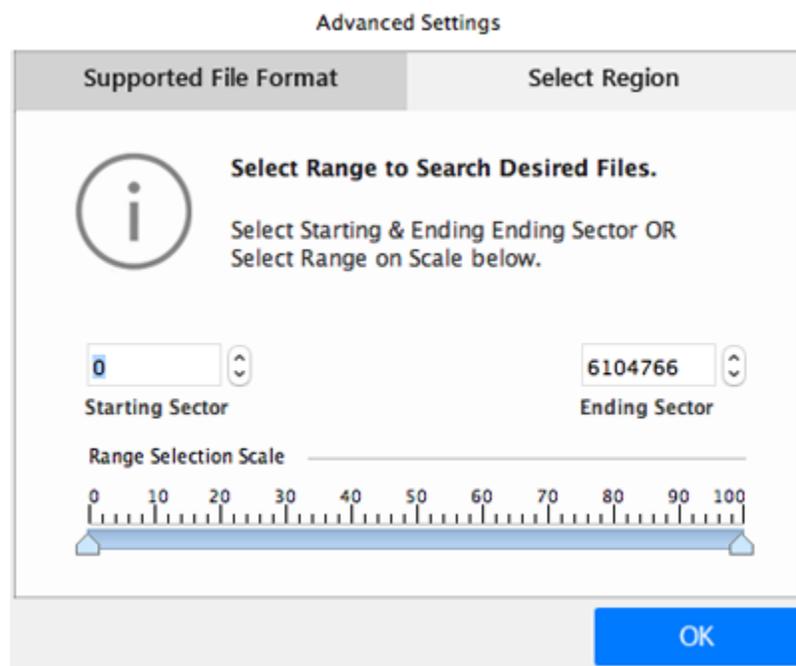
Select start and end memory range of the selected media

Types of Preview

Stellar Phoenix Photo Recovery provides the following three types of previews for you to view lost or deleted files / folders before recovering them:

- Classic List
- File List
- Deleted 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.
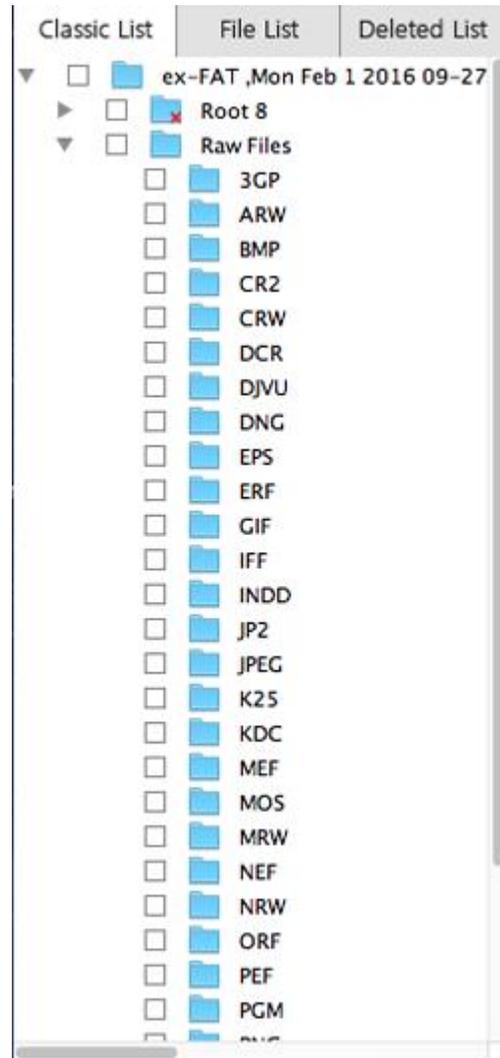
Classic List

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.
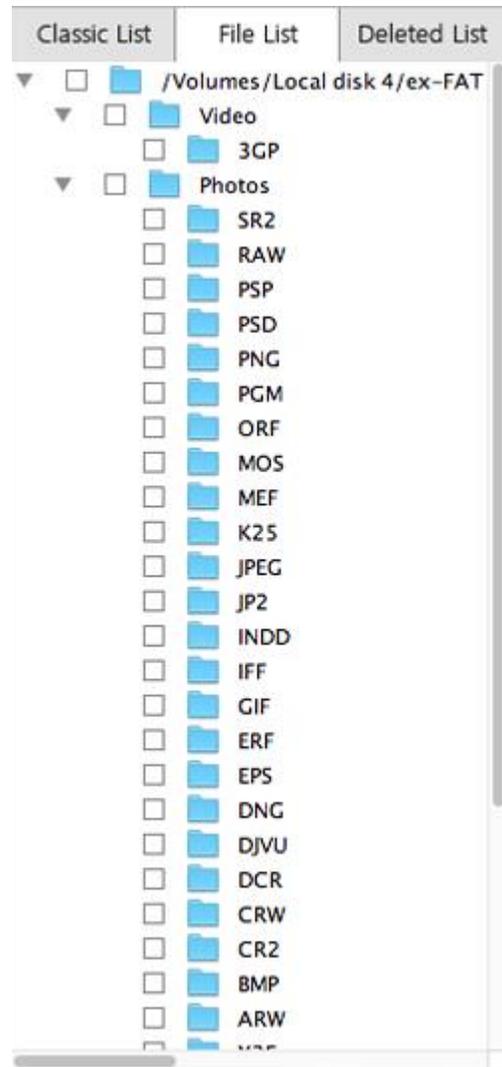
File List

Deleted List: You can see list of deleted and raw files in this preview. Click **Deleted List** tab. A dialog box prompts as shown.

Classic List	File List	Deleted List

- ▼ ☐ 📁 ex-FAT ,Mon Feb 1 2016 09-27
  - ▼ ☐ 📁 Root 8
    - ☐ 📁 kdc
    - ☐ 📁 mrw
    - ☐ 📁 nef
    - ☐ 📁 nrw
    - ☐ 📁 pef
    - ☐ 📁 raf
    - ☐ 📁 tga
    - ☐ 📁 tiff
    - ☐ 📁 x3f
  - ▼ ☐ 📁 Raw Files
    - ☐ 📁 3GP
    - ☐ 📁 ARW
    - ☐ 📁 BMP
    - ☐ 📁 CR2
    - ☐ 📁 CRW
    - ☐ 📁 DCR
    - ☐ 📁 DJVU
    - ☐ 📁 DNG
    - ☐ 📁 EPS
    - ☐ 📁 ERF
    - ☐ 📁 GIF
    - ☐ 📁 IFF
    - ☐ 📁 INDD
    - ☐ 📁 JP2
    - ☐ 📁 JPEG
    - ☐ 📁 K25
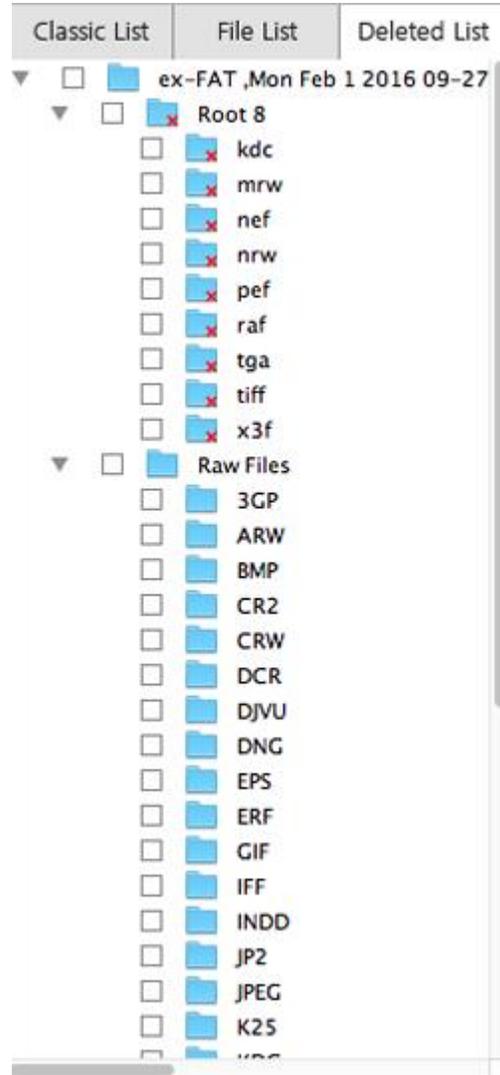
Deleted List

Stellar Phoenix Photo Recovery will list the specific files in the preview window.

Note:

*You can see preview of following **audio file formats** (AIFF, WAV, MP3, M4A, MIDI, AU) having maximum file size of 10 MB, **video file formats** (AVI, MP4, MOV, M4V, 3GP, M4V, DV) having maximum file size of 15 MB and Thumbnail preview for following **photo formats** (PNG, GIF, TIFF, BMP, JPEG, CR2, CRW, DNG, MRW, ORF, MOS, ERF, NRW, NEF, PEF, X3F, SR2, SRF, ARW, RAF and RAW).*

Supported File Formats

Stellar Phoenix Photo Recovery software supports a wide range of image and media files. All the supported files under different formats are given below:

CAMERA/IMAGE FILE FORMATS	aUDIO FILE FORMATS	VIDEO FILE FORMATS
Canon (CR2 /CRW)	RPS	MOV
EPSON (ERF)	AU	AVI
Fujifilm (RAF)	OGG	ASF
Kodak (K25 /KDC /DCR)	WAV	WMV
Konica Minolta (MRW)	MP3	MP4
Leaf (MOS)	AIFF	M4V
Mamiya (MEF)	MIDI	3GP
Nikon (NEF, NRW)	M4A	MPEG
Olympus (ORF)	M4P	DV
Panasonic (RAW)	WMA	3G2
Pentax (PEF)	RM	M4B
Sony (SR2, ARW, SRF)	RA	DIVX
Sigma (X3F)	ACD	OGM
Adobe (DNG)	AMR	MKV
DJVU	AT3	ASX
PGM	CAFF	VOB
TGA	DSS	MOI
Adobe EPS (Mac)	IFF	MTS
Adobe EPS (Windows)	M4R	AJP
PSP	NRA	F4V
MOS	SND	VID
JP2		TOD

PCT		HDMOV
		MQV
		SVI
		MXF movies

In addition, common file types such as **JPEG**, **TIFF** (Motorola and Intel), **BMP**, **GIF**, **PNG**, **PSD**, **INDD**, **PSP**, **PCT** and **JP2** are also supported.

Possible Errors While Using Stellar Phoenix Photo Recovery

1. **Why do I receive this error message while using saved scan information file for recovery of data "Please make sure to connect the media whose scan information is being used for recovery"?**

   This error message appears if you have removed the media after saving the scan information. You need to re-scan your drive to get complete recovery.

2. **Can I repair images using the software that are not opening after the recovery?**

   The software is a recovery application and cannot repair any corrupted images. The data will be recovered in the same form as it available in the media.

3. **I am not able to see my camera in the software. What am I doing wrong?**

   There is a possibility that your camera doesn't support the access to memory card as a disk drive. You need to attach the memory card through a card reader for accessing the memory card. This will enable you to scan your camera memory card.

4. **When I am trying to recover the data, I get error "Source and destination are same". What shall I do?**

   You are trying to save the data on the same media from where you are recovering it. Please choose another location to save the files and software will not give you this error anymore.

FAQs

1. What type of files does the software support?

Stellar Phoenix Photo Recovery software supports recovery of all photo formats including JPEG, Exif, RAW, GIF, PGM, PNM, CD5, NFF, JPG, PNG, BMP, TIF, TIFF, DNG, DJVU, Adobe EPS (Mac), Adobe EPS (Windows) and TGA. Audio and video file formats such as MP4, 3GP, AVI, MPEG, Matroska Video File (MKV), AVCHD Video File (MTS), Divx Encoded Movie File (DIVX), MOI Video File, Video Object File (VOB), OGG Media Player (OGM), 3G2, ASX, MTS, AJP, F4V, VID, TOD, HDMOV, MQV, MXF movies and SVI are supported. It also supports recovery of deleted/accidentally formatted pictures from all major cameras like Canon (CR2 /CRW), EPSON (ERF), Fujifilm (RAF), Kodak (K25 /KDC /DCR), Konica Minolta (MRW), Leaf (MOS), Mamiya (MEF), Nikon (NEF, NRW), Olympus (ORF), Panasonic (Raw), Pentax (PEF), Sony (SR2, ARW, SRF), and Sigma (X3F).

2. I have accidentally formatted my camera. How I can recover the data?

If you have accidentally formatted your camera or the memory card, you need to follow the steps below to recover your data:

1. Connect your camera to your computer and run **Stellar Phoenix Photo Recovery** software and click on **Recover Photo, Audio & Video** button
2. Select the camera or the memory card from the list.
3. Click on the **Scan Now** button.
4. Software will start scanning the media and show you a preview of the files which can be successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the files on a different hard-drive.

3. I have deleted my pictures. How can I recover them?

If you have deleted your pictures from your storage media, our software can definitely recover that data. Kindly follow the underlying steps:

1. Connect your storage media to your computer and run **Stellar Phoenix Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list and click on **Scan Media** button. You can select specific region and/or specific file types for the scanning process by clicking on **Advanced Settings** button.
3. Click on the **Scan Now** button.
4. Now the software will scan the media and show you a preview of the files that can be successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the file on a different hard-drive.

4. I have created an image of the drive using the software. How do I scan the image file?

> **Note:** The software can recover data from its own created images and can not perform recovery from an image created by any third party applications.

1. Run **Stellar Phoenix Photo Recovery** software and click on **Resume Recovery** button.
2. Click on an image which you want to scan.
3. Click on **Continue** button after selecting the image.

5. I want to recover only my JPG files? How can I scan for only those?

If you want to shorten the scanning time and get improved scanning results then you may instruct the software to look for only one particular file type so that the software searches only for that particular file (for example : jpg) and provides you better results. Kindly follow the instructions below to perform selective scanning.

1. Run **Stellar Phoenix Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list. You can select specific region and/or specific file types for the scanning process by clicking on **Advanced Settings** button.
3. Click on the **Scan Now** button to continue. The software will only scan for the selected JPG files now.

6. Does my card need to be connected to the system till the time of the recovery?

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

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

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

8. Can I create the image of the drive on the same drive (from which I want to recover the data)?

No. Image of the drive needs to be saved at another location as saving the image file on the same media will lead to overwriting and permanent data loss.

9. I have completed my scan. How can I recover the data using the software?

Please follow the underlying steps for recovery of the data.

1. Run **Stellar Phoenix Photo Recovery**.
2. Click on **Resume Recovery**.
3. Browse to the saved scan information file.
4. Click **Continue** button to proceed.
5. The software will list the files as previously scanned.
6. Select the files you would like to recover and click on **Recover** button.
7. Provide the destination to save the files.

10. How to recover photo, audio and video using the software?

Kindly follow the underlying steps:

1. Connect your storage media to your computer and run **Stellar Phoenix Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list.
3. Click on the **Scan Now** button.
4. Now the software will scan the media and show you a preview of the files that can be successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the file on a different hard-drive.

11. How to perform the recovery at the later stage after performing the scan?

Once the scanning is complete, click on the **Back** ‹ button. The software asks you to save the scan information that can be loaded later to resume recovery.

12. How to save scan information and how to use it for recovery?

Scan information can be saved on completion of scan process, or on stopping the scan process. A popup message asks for saving the scan information file. Specify the destination and name of the scan file.

To resume recovery by help of scan information file,

1. Run **Stellar Phoenix Photo Recovery**. Click **Resume Recovery** button.
2. In the **Resume Recovery** screen, click **Add Files** | Add Files | button. **Open File** dialog box is displayed.
3. Locate the scan information file that will be used to start recovery process.
4. All files that were listed in the earlier scan process will be shown in the **Resume Recovery** dialog box.
5. Click **Scan** button to proceed.
6. Select the files which you want to recover and click on **Recover** button to save the file.

> **Note:** Scan information file is not an image of your media. To resume recovery using scan information, the media that was scanned must be attached to the computer.

13. I do not want to use my drive directly for recovery. Can I still use the software for recovery?

Yes. You can create the image of the drive which is sector by sector copy of the drive to a file. Once you create an image, you don't need the drive to be scanned. The image can be used to scan and recover the data.

14. How can I recover selective files?

Once the scanning is complete, you can select the specific files that you want to recover and click on the **Recover** button to provide destination for saving of the files.

15. How to recover data from drive that contains bad sectors?

You can create the image of the drive which is sector by sector copy of the drive to a file. This process will create an image of readable sectors through which data recovery can be done easily.

16. I have formatted my card. How can I recover my data?

Kindly follow the underlying steps:

1. Connect your card to the computer and run **Stellar Phoenix Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list.
3. Click on the **Scan Now** button.
4. Now the software will scan the media and show you a preview of the files that can be successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the file.

Legal Notices

Copyright

Stellar Phoenix Photo Recovery software, accompanied user manual and documentation are copyright of Stellar Information Technology Private Limited., with all rights reserved. Under the copyright laws, this user manual cannot be reproduced in any form without the prior written permission of Stellar Information Technology Private Limited. No Patent Liability is assumed, however, with respect to the use of the information contained herein.

Copyright © Stellar Information Technology Private Limited. All rights reserved.

Disclaimer

The Information contained in this manual, including but not limited to any product specifications, is subject to change without notice.

STELLAR INFORMATION TECHNOLOGY PRIVATE LIMITED PROVIDES NO WARRANTY WITH REGARD TO THIS MANUAL OR ANY OTHER INFORMATION CONTAINED HEREIN AND HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE WITH REGARD TO ANY OF THE FOREGOING STELLAR INFORMATION TECHNOLOGY PRIVATE LIMITED ASSUMES NO LIABILITY FOR ANY DAMAGES INCURRED DIRECTLY OR INDIRECTLY FROM ANY TECHNICAL OR TYPOGRAPHICAL ERRORS OR OMISSIONS CONTAINED HEREIN OR FOR DISCREPANCIES BETWEEN THE PRODUCT AND THE MANUAL. IN NO EVENT SHALL STELLAR INFORMATION TECHNOLOGY PRIVATE LIMITED, BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL SPECIAL, OR EXEMPLARY DAMAGES, WHETHER BASED ON TORT, CONTRACT OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THIS MANUAL OR ANY OTHER INFORMATION CONTAINED HEREIN OR THE USE THEREOF.

Trademarks

Stellar Phoenix Photo Recovery® is a registered trademark of Stellar Information Technology Private Limited.
Mac OS X® is a registered trademark of Apple Computers.
All Trademarks Acknowledged.
All other brands and product names are trademarks or registered trademarks of their respective companies.

License Agreement

Stellar Phoenix Photo Recovery

Copyright © Stellar Information Technology Private Limited. INDIA.

This license applies to the standard-licensed version of Stellar Phoenix Photo Recovery.

Your Agreement to this License

You should carefully read the following terms and conditions before using, installing or distributing this software, unless you have a different license agreement signed by Stellar Information Technology Private Limited.

If you do not agree to all of the terms and conditions of this License then do not copy, install, distribute or use any copy of Stellar Phoenix Photo Recovery with which this License is included, you may return the complete package unused without requesting an activation key within 30 days after purchase for a full refund of your payment.

The terms and conditions of this License describe the permitted use and users of each Licensed Copy of Stellar Phoenix Photo Recovery. For purposes of this License, if you have a valid single-user license, you have the right to use a single Licensed Copy of Stellar Phoenix Photo Recovery. If you or your organization has a valid multi-user license, then you or your organization has the right to use up to a number of Licensed Copies of Stellar Phoenix Photo Recovery equal to the number of copies indicated in the documents issued by Stellar when granting the license.

Scope of License

Each Licensed Copy of Stellar Phoenix Photo Recovery may either be used by a single person or used non-simultaneously by multiple people who use the software personally installed on a single workstation. This is not a concurrent use license.

All rights of any kind in Stellar Phoenix Photo Recovery, which are not expressly granted in this license, are entirely and exclusively reserved to and by Stellar Information Technology Private Limited. You may not rent, lease, modify, translate, reverse engineer, decompile, disassemble or create derivative works based on Stellar Phoenix Photo Recovery nor permit anyone else to do so. You may not make access to Stellar Phoenix Photo Recovery available to others in connection with a service bureau, application service provider or similar business nor permit anyone else to do so.

Warranty Disclaimers and Liability Limitations

Stellar Phoenix Photo Recovery and all accompanying software, files, data and materials are distributed and provided AS IS and with no warranties of any kind, whether expressed or implied. You acknowledge that good data processing procedure dictates that any program including Stellar Phoenix Photo Recovery must be thoroughly tested with non-critical data before there is any reliance on it and you hereby assume the entire risk of all use of the copies of Stellar Phoenix Photo Recovery covered by this License. This disclaimer of warranty constitutes an essential part of this License. In addition, in no event does Stellar authorize you or anyone else to use Stellar Phoenix Photo Recovery in applications or systems where its failure to perform can reasonably be expected to result in a significant physical injury or in loss of life. Any such use is entirely at your own risk and you agree to hold Stellar harmless from any and all claims or losses relating to such unauthorized use.

In no event shall Stellar Information Technology Private Limited or its suppliers be liable for any special, incidental, indirect, or consequential damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use the software product or the provision of or failure to provide support services, even if Stellar Information Technology Private Limited has been advised of the possibility of such damages. In any case, Stellar Information Technology Private Limited's entire liability under any provision shall be limited to the amount actually paid by you for the software product.

General

This License is the complete statement of the agreement between the parties on the subject matter and merges and supersedes all other or prior understandings, purchase orders, agreements and arrangements. This License shall be governed by the laws of the State of Delhi, India. Exclusive jurisdiction and venue for all matters relating to this License shall be in courts and fora located in the State of Delhi, India and you consent to such jurisdiction and venue. There are no third party beneficiaries of any promises, obligations or representations made by Stellar herein. Any waiver by Stellar of any violation of this License by you shall not constitute nor contribute to a waiver by Stellar of any other or future violation of the same provision or any other provision of this License.

About Stellar

Stellar Information Technology Private Limited 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 >>

Email Recovery

A wide range of mail recovery, mail repair and mail conversion applications for MS Outlook, MS Outlook Express and MS Exchange useful in instances of data loss due to damages and corruption of Email. 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 >>

For more information about us, please visit www.stellarinfo.com