



Stellar Phoenix Video Repair 2.0

User Guide

Overview

Stellar Phoenix Video Repair lets you repair corrupted or damaged video files from storage media like flash drives, memory cards, hard disks, external hard disks.

Some of the most common causes that lead to corruption of are changes in format, file header corruption, improper system shutdown, file read and write errors, virus attacks, improper download and compression issues. **Stellar Phoenix Video Repair** repairs different types of video files like WMV, ASF, MOV, MP4, M4V, 3G2, 3GP and F4V damaged due to any of the reasons listed above.

You can preview repaired Videos before saving them in the computer.

Key Features of Stellar Phoenix Video Repair:

- Repairs WMV, ASF, MOV, MP4, M4V, 3G2, 3GP and F4V files.
- Repairs header corruptions in the video files.
- Repairs corruption in the sound section of video files.
- Repairs errors in movement of the video.
- Repairs video frames corruption.
- Repairs errors in video slider movement.
- Provides preview of repairable video files.
- Repairs corrupted data of video files.

Installation Procedure

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

Minimum System Requirements:

- **Processor:** Pentium Class
- **Operating System:** Windows 10 / Windows 8.1 / Windows 8 / Windows 7 / Vista / XP
- **Memory:** Minimum 2 GB
- **Hard Disk:** 50 MB of Free Space

To install the software, follow these steps:

- Double-click **StellarPhoenixVideoRepair.exe** executable file to start installation. **Setup- Stellar Phoenix Video Repair** dialog box is displayed.
- Click **Next. License Agreement** dialog box is displayed.
- Choose **I accept the agreement** option. **Next** button will be enabled. Click **Next. Select Destination Location** dialog box is displayed.
- Click **Browse** to select the destination path where the setup files will be stored. Click **Next. Select Start Menu Folder** dialog box is displayed.
- Click **Browse** to provide path for program's shortcuts. Click **Next. Select Additional Tasks** dialog box is displayed.
- Choose the check boxes as per your choice. Click **Next. Ready to Install** dialog box is displayed.
- Review the entries. Click **Back** if you want to change them. Click **Install** to start installation. The Installing window shows the installation process.
- After completing the process, Completing the **Stellar Phoenix Video Repair Setup Wizard** window is displayed. Click **Finish**.

Note: Clear **Launch Stellar Phoenix Video Repair** check box before clicking **Finish** to prevent the software from launching.

Launching the Software

To launch Stellar Phoenix Video Repair in Windows 10:

- Click Start icon -> All apps -> **Stellar Phoenix Video Repair** -> **Stellar Phoenix Video Repair**. Or,
- Double click **Stellar Phoenix Video Repair** icon on the desktop. Or,
- Click **Stellar Phoenix Video Repair** tile on the home screen.

To launch Stellar Phoenix Video Repair in Windows 8.1 / 8:

- Click **Stellar Phoenix Video Repair** tile on the home screen. Or,
- Double click **Stellar Phoenix Video Repair** icon on the desktop.

To launch Stellar Phoenix Video Repair in Windows 7 / Vista / XP:

- Click Start -> Programs -> **Stellar Phoenix Video Repair** -> **Stellar Phoenix Video Repair**. Or,
- Double click **Stellar Phoenix Video Repair** icon on the desktop. Or,
- Click **Stellar Phoenix Video Repair** icon in Quick Launch.

User Interface

Stellar Phoenix Video Repair has a very easy to use Graphical User Interface. After launching the program, you will see the main user interface as shown below:



The user interface contains menus and buttons that help you access various features of the software with ease.

Menus

Tools Menu

Register...

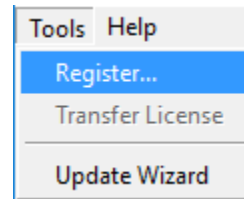
Use this option to register demo version of your product.

Transfer License

Use this option to transfer the license of the registered software to another computer.

Update Wizard

Use this option to check for both, latest minor and major version available online.



Help Menu

Help Topics

Use this option to see user help guide.

Order Stellar Phoenix Video Repair

Use this option to [buy Stellar Phoenix Video Repair](#).

Email to Stellar Support

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

View Support Section

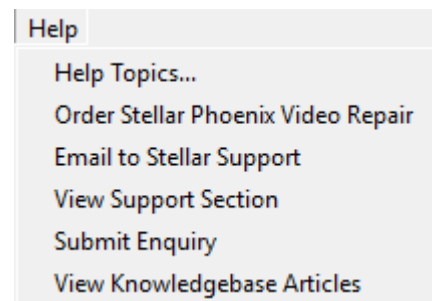
Use this option to visit support page of [stellarinfo.com](#).

Submit Enquiry

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








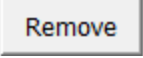
View Knowledgebase Articles

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



Buttons

You will make use of the following buttons while using **Stellar Phoenix Video Repair**.

	Repair Video This button is provided on the home screen of Stellar Phoenix Video Repair . Click it to repair Video files.
	Help Click this button to open user help guide.
	Register Click this button to register the software after purchasing.
	Buy Click this button to buy Stellar Phoenix Video Repair software.
	Back Click this button anytime to move to previous screen of the current screen.
	Stop Click this button to stop the process.
	Add This button allows you add Video files in the list of Video files.
	Remove This button allows you remove Video files in the list of Video files.
	Preview

Preview

Click this button to preview the selected files.

Repair

Repair

This button starts the repairing process.

Save


Save

Click this button to save the repaired files.

Ordering the Software

Order Stellar Phoenix Video Repair

The software can be purchased online. For price details and to place an order, click [here](#).

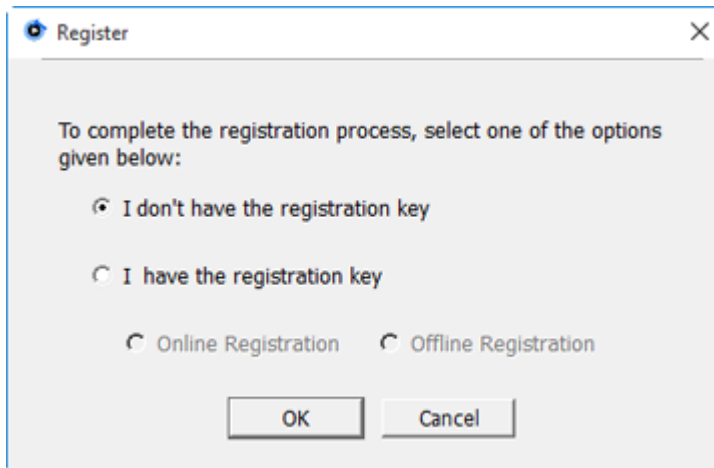
Alternatively, if you are using the demo version, you can click Order  icon from the main interface screen.

Registering the Software

The demo version is just for evaluation purpose and must be eventually registered to use the full functionality of the software. The software can be registered using the Registration Key which you will receive via email after purchasing the software.

To register the software:

1. Run demo version of **Stellar Phoenix Video Repair** software.
2. On **Tools** menu, click **Register** option. *Register* window is displayed as shown below.



3. Choose 'I don't have the registration key' (Use this option if you have not purchased the product) or select 'I have the registration key' (Use this option if you have already purchased the product).

To register the software, when you do not have a registration key, follow the steps given below:

1. In the *Register* window, select '**I don't have the registration key**' option. Click **OK**, to go online and purchase the product.
2. Once the order is confirmed, a Registration Key will be sent to the email provided at the time of purchase.
3. In the *Online Registration* window, type the **Registration Key** and click **Register** button (Please ensure that you have an active Internet connection).



4. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

To register the software, when you have a key, follow the steps given below:

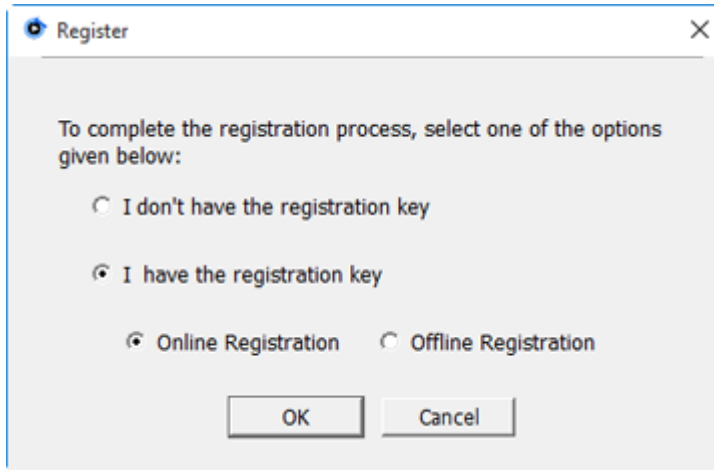
1. In the *Register* window, select '**I have the registration key**' option.
2. You can choose either '[Online Registration](#)' (Use this option to register the software over Internet) or '[Offline Registration](#)' (Use this option to register the software manually / through e-mail if for any reason, Internet connection is unavailable).

- **Online Registration**

Online Registration is possible only when an active Internet connection is available.

- **To register the software online:**

1. From the *Register* window, select **Online Registration**. Click **OK**.



2. An **Online Registration** dialog box will appear.
3. Type the **Registration Key** (received through email after purchasing the product) in the field of Registration Key. Click **Register**.



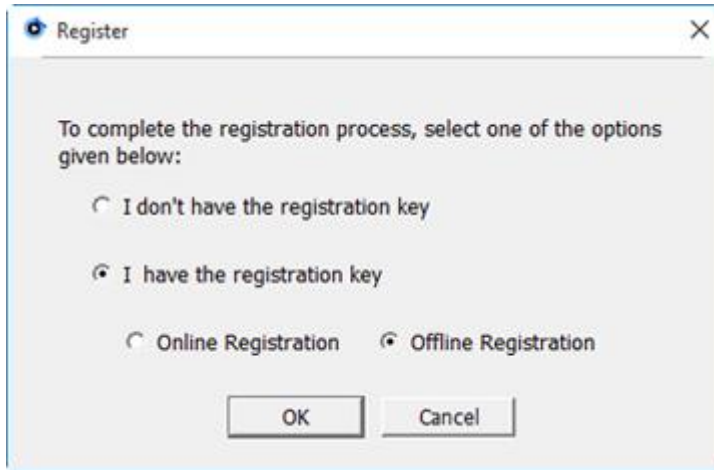
4. The software would automatically communicate with the license server to verify the entered key. If the key you entered is valid, software will be registered successfully.

- **Offline Registration**

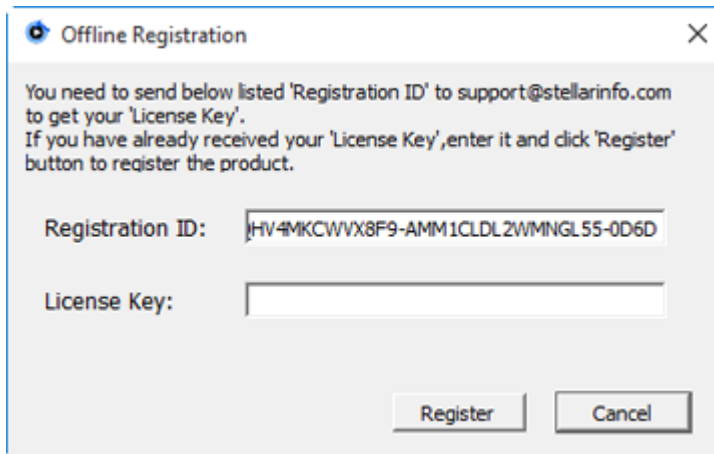
Offline Registration enables you to register the product when your computer does not have an Internet connection.

- **To register the software offline:**

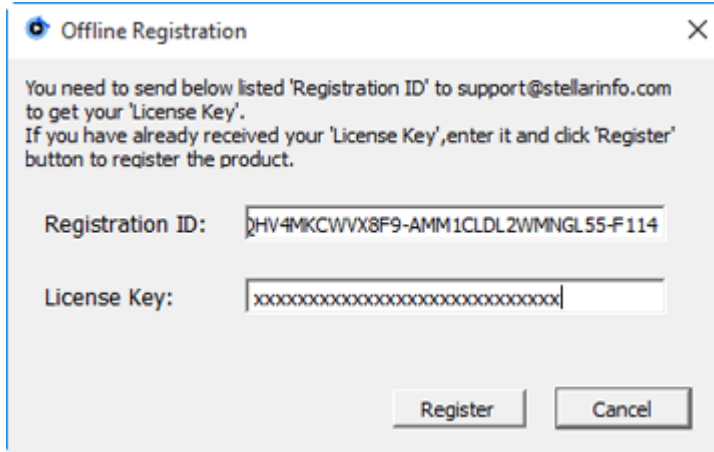
1. From the *Register* window, select **Offline Registration**. Click **OK**.



2. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.



3. To get your License Key, which is required to register the software manually, you need to mail the listed **Registration ID** to support@stellarinfo.com.
4. A License Key will be sent to your email address after verifying the Registration ID and purchase details by *Stellar Technical Support*.
5. After receiving the License Key, open **Stellar Phoenix Video Repair**. In *Register* window, select '**I have the registration key**'.
6. Select **Offline Registration** and click **OK**.
7. Enter the **License Key** received through email in the field of License Key.



The image shows a dialog box titled "Offline Registration" with a close button (X) in the top right corner. The text inside the dialog reads: "You need to send below listed 'Registration ID' to support@stellarinfo.com to get your 'License Key'. If you have already received your 'License Key', enter it and click 'Register' button to register the product." Below the text, there are two input fields. The first is labeled "Registration ID:" and contains the text "2HV4MKCVVX8F9-AMM1CLDL2WMNGL55-F114". The second is labeled "License Key:" and contains a series of 20 "x" characters. At the bottom of the dialog, there are two buttons: "Register" and "Cancel".

Offline Registration

You need to send below listed 'Registration ID' to support@stellarinfo.com to get your 'License Key'.
If you have already received your 'License Key', enter it and click 'Register' button to register the product.

Registration ID: 2HV4MKCVVX8F9-AMM1CLDL2WMNGL55-F114

License Key: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Register Cancel

8. Click **Register** to activate the software. A confirmation message is displayed if a valid key is entered. Click **OK**.

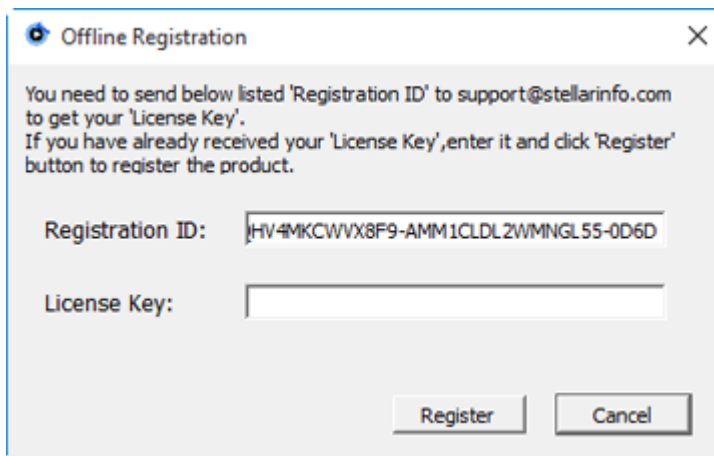
Transfer License

Stellar Phoenix Video Repair allows you to transfer the license of the registered software to another computer on which you want to run the software with full functionality. This operation deactivates the product on your current computer so it can be reactivated on the new computer.

To transfer a software license from one computer to another, please follow the specific steps below:

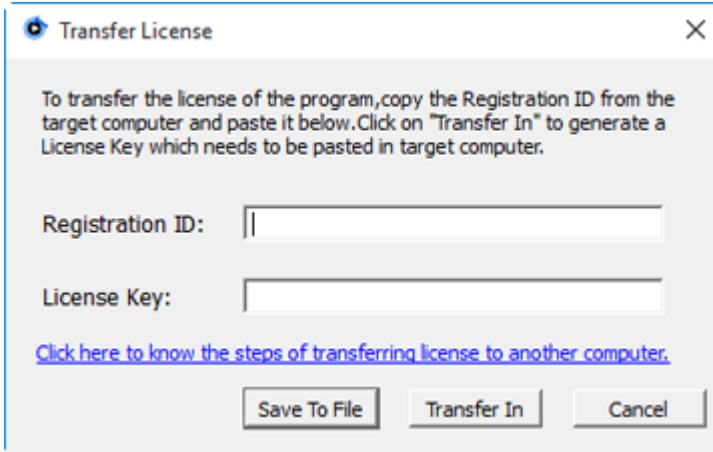
On Target Computer:

1. Run demo version of the software.
2. In **Tools** Menu on Menu Bar, click **Register**. A new dialog appears.
3. From the *Register* window, select **Offline Registration**. Click **OK**.
4. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.

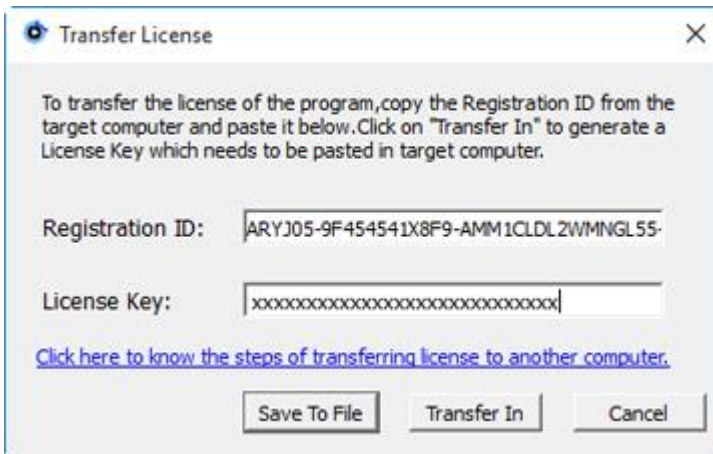


On Source Computer:

1. Run registered version of **Stellar Phoenix Video Repair** software.
2. In **Tools** Menu on Menu Bar, click **Transfer License**.



3. Copy the **Registration ID** displayed on the Target Computer in the field of Registration ID on the Source Computer.
4. To get your License Key, click **Transfer In** button on Source Computer. This will generate a License Key.



5. You can also save the License Key generated on the source computer. Click **Save to File** button to save the Registration ID and the License Key. In **Browse for Folder** dialog box, select the location where you want to save the details. Click **OK**.
6. ' *License Key has been saved successfully* ' message is displayed after the saving process is completed successfully. Click **OK**.

This will deactivate the product on Source Computer and you will no longer be able to use the software anymore on this computer.

On Target Computer:

Updating the Software

Stellar releases periodical software updates for **Stellar Phoenix Video Repair** software. You can update the software to keep it up-to-date. These updates can add a new functionality, feature, service, or any other information that can improve the software. Update option of the application is capable of checking for latest updates. This will check for both latest minor and major versions available online. You can easily download minor version through the update wizard. However, the major version, if available, has to be purchased. While updating the software, it's recommended to close all the running programs. Note that demo version of the software cannot be updated.

To update Stellar Phoenix Video Repair:

- Click **Update Wizard** icon from **Setup** menu.
- **Stellar Phoenix Update Wizard** window opens. Click **Next**. The wizard will search for latest updates, and if it finds any new updates, a window will pop up indicating its availability.
- Click **Next** and the software will download the files from the update server. When the process is complete, the software will upgrade to the latest version.

Live Update may not happen due to following reasons:

- Internet connection failure
- Updates are not available

Note: *If a major version is available, you need to purchase the software in order to upgrade it.*

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/video-repair/buy-now.php>

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

Search in our extensive **Knowledgebase** 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

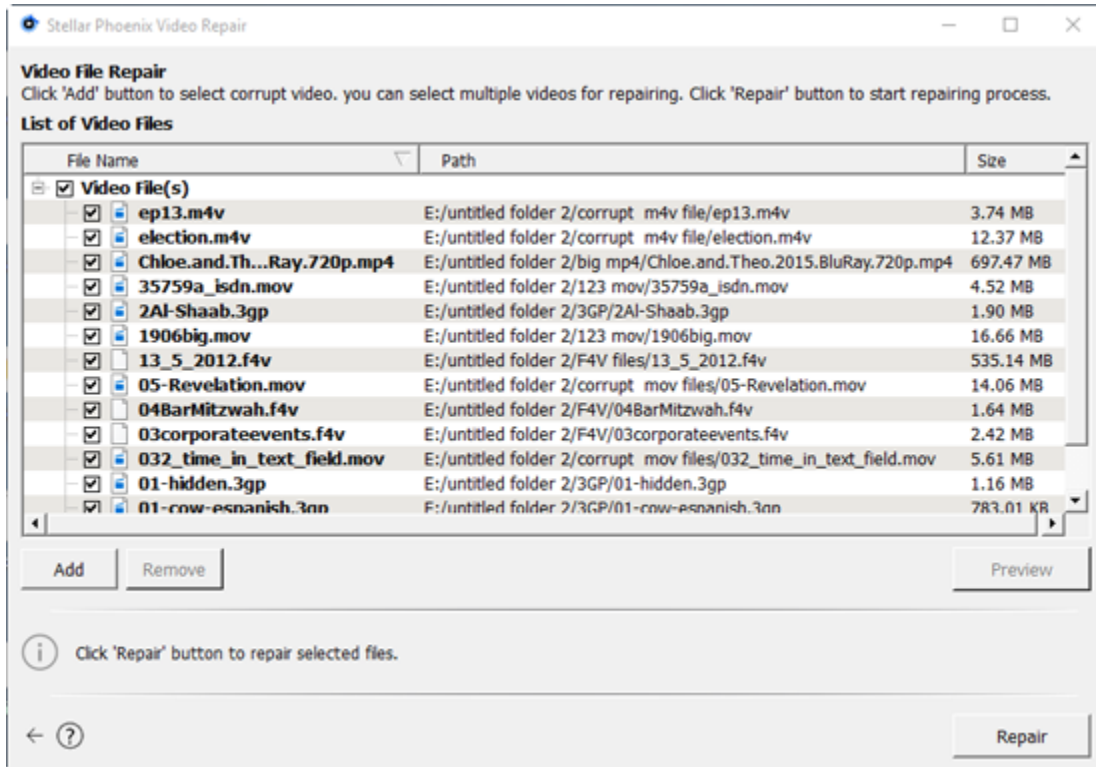
Monday to Friday [24 Hrs. a day]

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	+91-124-432-6777
Email Orders	orders@stellarinfo.com

Add Video Files

To add Video files for repair,

1. Run **Stellar Phoenix Video Repair**. Click **Repair Video** button.
2. In **Video Repair** screen, click **Add** button. **Open File** dialog box is displayed.



3. Browse to add the required Video file in the list.

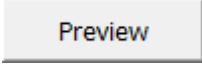
4. Select an added file in the list and click  button to delete it from the list.

5. You can preview and repair the added files.

Preview and Repair Video Files


Stellar Phoenix Video Repair tool gives option to preview the Video files added in it. Video files are opened in Quick look, for preview.

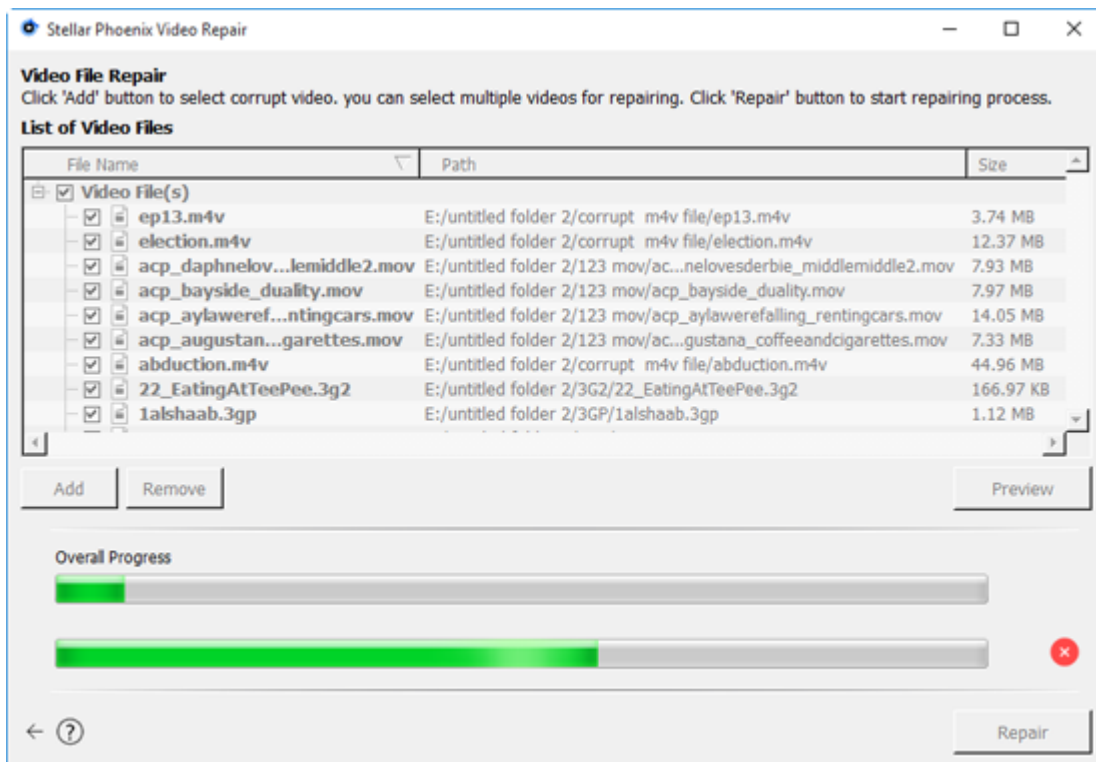
To preview the Video files,

1. Files are shown in the **List of Video Files**. Select the files that you want to view.
2. Click  button. Selected files are shown in Quick look viewer.

After preview you can repair files.

To repair the selected files,

1. To repair the selected files, click  button. Repairing of the selected files is performed by the tool.




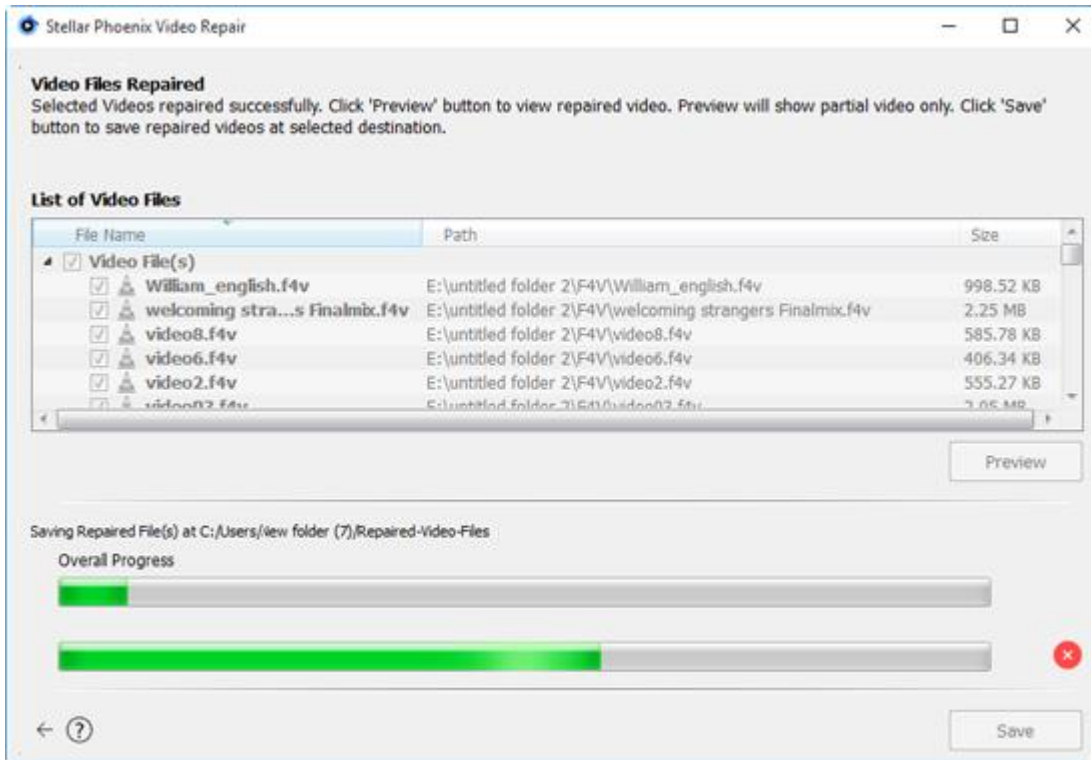
2. After repairing is over, the repaired files are listed in the **List of Video Files**. You can [save](#) the files in the list.

Save Video Files

After repair the Video files can be saved.

To save the Video files,

1. To save the repaired files, click  button.



2. After the saving process is complete, a confirmation message showing a link to the location of saved Video files is displayed. You can click the link to visit the location.

Note: In case you are using Demo version of the software, you can only preview initial 60 seconds of video from your file.

FAQs

1. What does demo version of the software do?

Demo version of the software allows you to preview initial 60 seconds of video from your file. To save the repaired files, you need to purchase and register the software.

2. How much time will the software take to repair the files?

The time taken for repairing the Video files is dependent on the size and number of Video files selected.

3. Does makes any change to my Video file while repair?

No. It saves the files in a default folder. If files are present in the folder, you can either overwrite or cancel the save process.

4. Will the repaired Video files run on Mac too?

Yes, the files repaired using **Stellar Phoenix Video Repair** on Windows can be viewed in Mac system.

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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 >>](#)

E-mail 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 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.