



# **Stellar Phoenix Photo Recovery 8.0**

## **User Guide**

# Overview

Digital multimedia files may accidentally get deleted while deleting files, or formatting storage device. Files may also get lost due to the corruption of the storage device. However, 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 quickly recover all your lost images and media files. It supports a range of digital photo file formats, audio file formats, and videos file formats for recovery. The software supports almost all the popular brands of cameras. If the desired file type is not in the list of supported formats, you can add it using Add Header feature of the tool. The lost media files stored on a memory card can be found efficiently by the photo recovery software.

**Stellar Phoenix Photo Recovery** also supports digital card reader or external storage media. When you attach a storage device to the computer, your computer must recognize it for running the recovery software on it. The 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. The software provides a preview of the scanned images and media files. The user can save scan information file of the scanned storage media. This saved scan information file can be used later to recover lost images and media files by the help of **Stellar Phoenix Photo Recovery**.



**Stellar Phoenix Photo Recovery  
Main Screen**

## What's new in this version?

- New and enhanced user interface.

- Multiple DPI Supported (100%, 125%, 150%)

## **Key Features**

- Updated supported file formats for better recovery.
- The software 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 Classic, File List and Deleted List tree view for volume scan (of FAT, exFAT, and NTFS file systems).
- Fast recovery of lost image and media formats.
- The software supports Raw recovery from the storage devices.
- Recover files from corrupt memory card.
- Recover files from formatted memory devices.
- Supports creating an image of the memory for recovery at a later stage.
- Support for a wide range of media formats for recovery.
- The user can resume recovery by the help of saved image file, or scan information.
- The software provides a preview of found photos, audio, and video files.
- Support for all type of memory card devices.
- Supports scanning of 2 terabytes of storage space.
- Provides option to add and edit file headers.
- New user-friendly interface (with re-size capability).
- Support for Unicode.
- Support of four views of results - Icon view, Details view, Column view, and Cover Flow view.
- Advanced preferences for Preview, Add Header and Edit Header.
- Improved support for 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 icon view and running preview.
- Option to Check-Uncheck file(s) and folder(s) for recovery using Spacebar.
- Option for Zoom In and Zoom out photos by the slider for thumb view.
- Estimated time display for the scanning process.
- Recover data with original date time stamping, Camera Model/Name, Resolution, and Filename.
- Optimized Resume Recovery windows in a single page for Disk Image, Volume Image and saved scan information.

\* 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 complete scan of the selected storage device and lists all the recoverable lost images, videos, and audio files.

## Recovers Deleted/Lost digital Photos

**Stellar Phoenix Photo Recovery** is capable of recovering all the lost and deleted photos from any digital storage device. Even if the storage device is formatted, damaged or corrupt, the software quickly recovers the images from it. You can recover following file formats using the software:

Canon (CR2 /CRW), EPSON (ERF), Fujifilm (RAF), Kodak (K25 /KDC /DCR), Konica Minolta (MRW), Mamiya (MOS), Mamiya (MEF), Nikon (NEF, NRW), Olympus (ORF), Panasonic (Raw), Pentax (PEF), Sony (SR2, ARW, SRF), Sigma (X3F), DNG, DJVU, PGM, Adobe EPS (Mac), Adobe EPS (Windows) and TGA.

## Recovery of Video Files

Photo Recovery software allows you to preview and recover lost, deleted, and inaccessible video files. The software allows you to recover videos without hampering their visual quality.

You can recover following video file formats using the software:

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, MOV, MQV, M4B, M4V, WMV, MXF movies and SVI.

**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

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

## Memory Card Recovery

**Stellar Phoenix Photo Recovery** supports removable storage media. 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 Windows operating system should recognize the corrupt or damaged internal or external media. The software supports recovery from Memory cards, USB storages devices,

Flash Cards, SD Card (Mini SD, Micro SD, and SDHC Card), CF Card, Mini Disks and all other Windows-based hard drives.

### **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 the desired region of hard drive/volume. The software allows you to preview and recover the media files found in the region. It is also possible to scan media for desired file types only.

# 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:** Windows 10 / 8 / 7 / Vista / XP

## To install the software:

1. Double-click the **StellarPhoenixPhotoRecovery.exe** file and click **Run** to start *Setup Wizard*. *Setup - Stellar Phoenix Photo Recovery* dialog box is displayed.
2. Click **Next**. The *License Agreement* dialog box is displayed.
3. Select *I accept the agreement* option. Click **Next**. The *Select Destination Location* dialog box is displayed.
4. Specify a destination in the text box or click **Browse** to select a destination. Click **Next**. You see a *Select Start Menu Folder* dialog.
5. Specify a destination in the text box or click **Browse** to select a destination. Click **Next**. The *Select Additional Tasks* dialog box is displayed.
6. Select the required checkboxes for creating a desktop icon and quick launch icon of the software. Click **Next**.
7. In the *Ready to Install* dialog box, verify the settings. Click **Back** to make any changes, or click **Install** to install the software.
8. After successful installation, the *Completing the Stellar Phoenix Photo Recovery Setup Wizard* screen opens. Click **Finish**.

# Ordering the Tool

## Order Stellar Phoenix Photo Recovery

You can purchase the software online. For price details and to place an order, click [here](#).

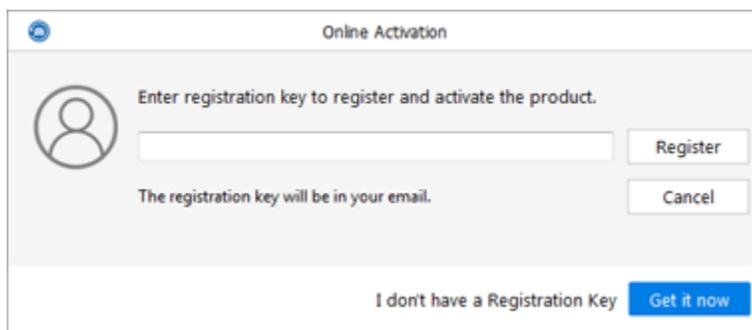
Alternatively, if you are using the demo version, you can click *Buy*  icon from the main interface screen.

# Registering the Tool

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

## To register the software:

1. Run the demo version of **Stellar Phoenix Photo Recovery** software.
2. On the main user interface, click the **Register** option. The **Online Activation** window is displayed as shown below:



3. If you don't have the registration key, click the **Get it now** button in the window to go online and purchase the product.
4. Once the order is confirmed, a Registration Key will be sent to the email provided.
5. Type the **Registration Key** (received through email after purchasing the product) and click **Register** button (Please ensure that you have an active Internet connection).
6. The software will automatically communicate with the license server to verify the entered key. If the key you entered is valid, the software will be registered successfully.
7. The '**Stellar Phoenix Photo Recovery Activated Successfully**' message is displayed after the process is completed successfully. Click **OK**.

# 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 major and minor versions available online. You can download the minor version through the update wizard. However, you have to purchase the major version.

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 home screen.
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. The updated application launches automatically after the successful update procedure. Click **Cancel**, to check for updates manually.

## To check manually,

1. Run **Stellar Phoenix Photo Recovery**.
2. Click  **Show more options** to expand and click **Preferences**  button.
3. In the **Preferences** window that opens, click **Update**  button.
4. To check for updates instantly, click **Check for updates now** button.
5. If updates are available, **Update** screen gets displayed. If no updates are available, you get a "**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. The updated application launches automatically after the successful update procedure.

# Stellar Support

Our Technical Support professionals give solutions for all your queries related to Stellar Products.

You can either **Call Us** or **Go Online** to our support section at <https://www.stellarinfo.com/support/>

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

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

Search in our extensive **Knowledgebase** at <https://www.stellarinfo.com/support/kb/>

**Submit enquiry** at <https://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>	+61-280-149-899
<b>Netherlands Pre &amp; Post Sales Support</b>	+31-208-111-188
<b>Worldwide</b>	+91-124-4326777
<b>Email Orders</b>	<a href="mailto:orders@stellarinfo.com">orders@stellarinfo.com</a>

# Starting Stellar Phoenix Photo Recovery

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

## To launch Stellar Phoenix Photo Recovery in Windows 10:

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

## To launch Stellar Phoenix Photo Recovery in Windows 8.1 / 8:

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

## To launch Stellar Phoenix Photo Recovery in Windows 7 / Vista / XP :

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

# User Interface

- Main User Interface
- Tabs and Buttons

## Main User Interface

The home screen contains menus, toolbar, Recover Photo, Audio & Video, Create Image, Resume Recovery button and many more user-friendly options to ease recovery process. Also, you can view items like icons, details, column and cover flow layouts. The software provides a help button for a quick view of the user guide.



# Tabs and Buttons



## Recover Photo, Audio & Video

This tab is 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 a 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 for the scanning of media files.

	<b>Preferences</b> Use this button to set preferences for <b>Stellar Phoenix Photo Recovery</b> .
	<b>Help</b> Click this button to open the user help guide.

	<p><b>Register</b> Use this button to register <b>Stellar Phoenix Photo Recovery</b>.</p>
	<p><b>Buy</b> Use this button to buy <b>Stellar Phoenix Photo Recovery</b> online.</p>
	<p><b>About</b> Use this button to read information about <b>Stellar Phoenix Photo Recovery</b>.</p>
	<p><b>Show More Options</b> Use this option to expand the list of more options provided by the software.</p>
	<p><b>Back</b> Click this button anytime to move to the previous screen of the current screen.</p>
	<p><b>Refresh</b> Click this button to refresh the attached media device.</p>
	<p><b>Scan</b> This button starts the scanning process.</p>
	<p><b>Recover</b> Click this button to recover photos, audio &amp; video files.</p>
	<p><b>Continue</b> Click this button to continue.</p>

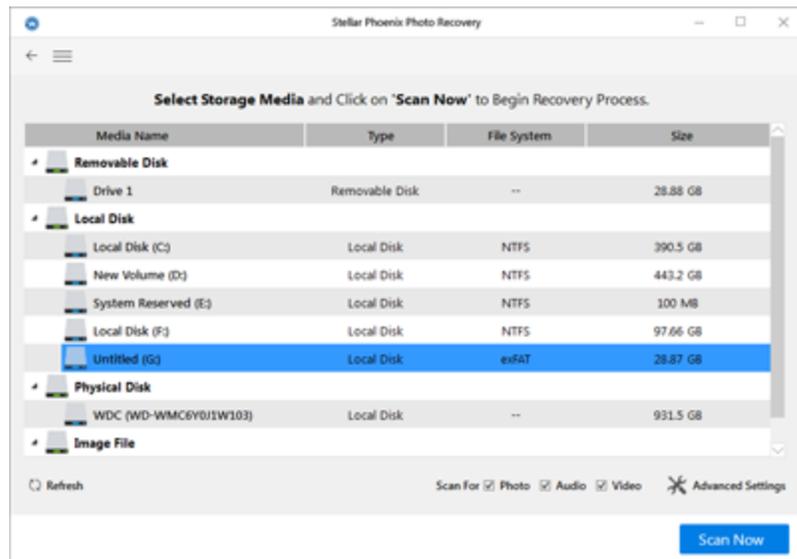
# Recover Photo, Audio & Video

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

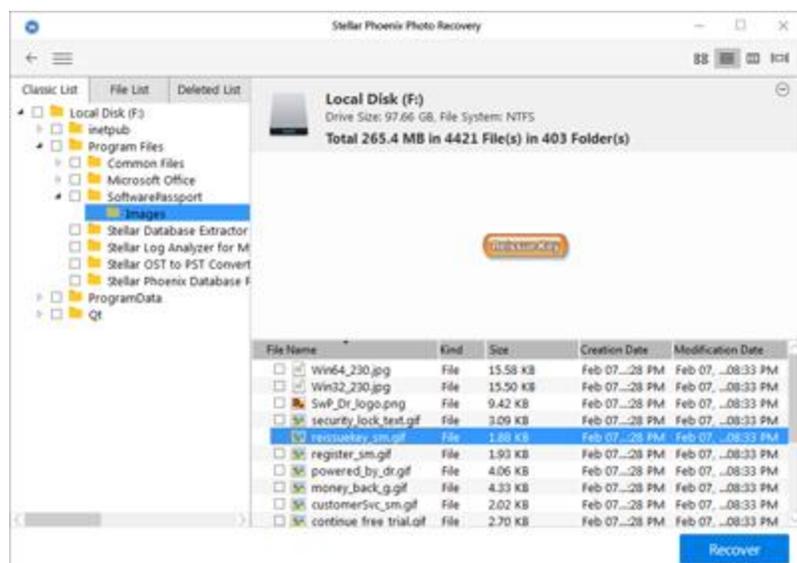
**Stellar Phoenix Photo Recovery** can recover all media files of supported file formats. The software allows initiating the recovery process for a logical drive, physical disk, attached storage media, or a saved image file.

## To recover photo, audio, and video files:

1. Run **Stellar Phoenix Photo Recovery** software.
2. Select **Recover Photo, Audio & Video** option from the main interface screen.
3. All the hard drives and media attached to the 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 a specific region and specific file types for the scanning process.
5. Click **Scan Now** to start scanning process.
6. **Scan Result:** Scanning process lists all files found in the selected volume, hard disk or other attached storage media. In the left-pane, all folders are group according to file types such as Image Formats, Audio Formats. The bottom-right pane lists the files stored in the



Select Media for Recovery in Stellar Phoenix Photo Recovery



Preview scan results and select files and folders for recovery

selected folder. The top pane shows the preview of the selected file. Double-click a folder to view its contents. 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 the location where you want to save the files.

All files get saved at the specified location according to file types in the Root folder.

**Note:**

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

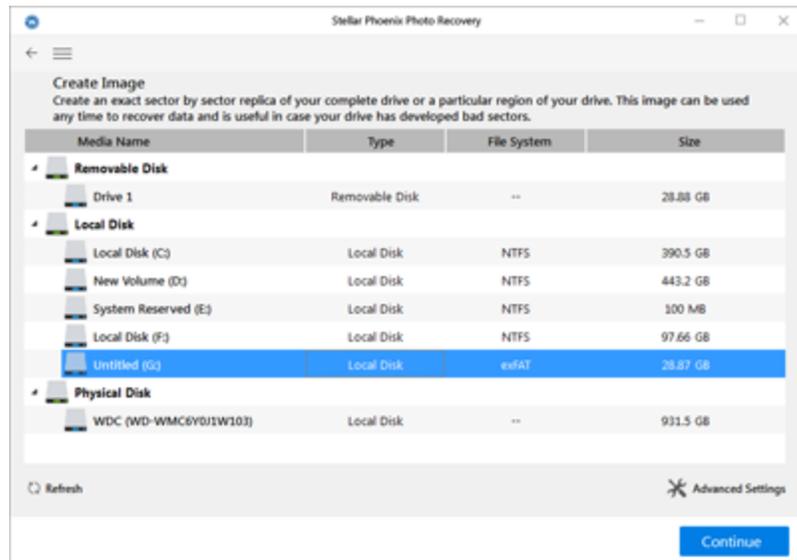
# Create Image

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

## To create an image:

1. Select **Create Image** option from the main user interface screen.
2. Select the drive/volume for which you want to create an image.
3. Click **Advanced Settings** button to select range of media to create an image for a specified region.
4. Click **Continue** button and specify a location for saving the image file.

The software starts creating an image of the selected drive/volume. After the process finishes, the image file gets saved at the specified location.



Select Media to create an image in Stellar Phoenix Photo Recovery.



Create Image screen

**Note:**



**Advanced**

- You can create an image for a selected range of sectors by clicking on **Advanced Settings** button.
- Specify a different location other than the source drive to save the image file. Specifying source drive as a destination may lead to data loss.
- You can stop the create image process by clicking **Stop** button. The message 'Imaging cannot be resumed from the current stage' appears. Click **Yes** to stop the process. However, an image file is created up to the scanned point.

# Resume Recovery

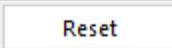
**Resume Recovery** feature is used to start recovery procedure from a **saved scan information** or an **image** file. You can use this option to resume your recovery process. To resume recovery, you require previously stored information having recovery status or a previously stored image of drive/volume.

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 a list of saved scan information and image file existing in the system.
2. Select **Image(s)** tab and click on the 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 the location where you want to save the recovered files/folders. Files/folders get recovered at the specified location.

**Note:** To add image/saved scan in the list, click  button. Select image file/saved scan and click  button to remove it from the list. To refresh image/saved scan from the list, select image file/saved scan and click  button.

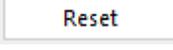
## Image(s)

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 the scanning process. After the process finishes, the image file gets saved at the specified location.

The user can also add or remove images of drive/volume. To add multiple images of drive/volume click

**Add Files**  button. To Remove an image from list click **Remove Files** 

button. Click  button to refresh the list of the 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/volume scan. The user can choose a destination directory, and the file saves at the 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 a complete scan and then save scan result.

You are 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 the home screen of the software and click Resume Recovery button.

**Note:** *Ensure that the scanned storage media is attached to the computer before you resume recovery by the 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

**Stellar Phoenix Photo Recovery** allows you to set the listed advanced options explained in detail at later stages of manual.

## To set preferences:

1. Run **Stellar Phoenix Photo Recovery**.

2. Click  **Show more options** to expand and click **Preferences**  button.

• To apply settings for preview window, click Preview  button.

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

• To apply settings for updates, click Update  button.

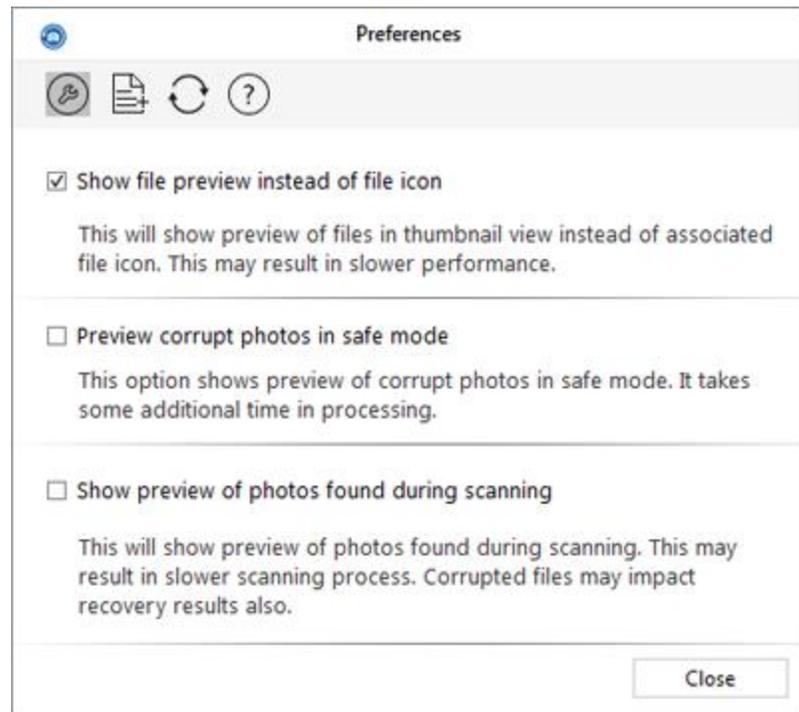
# Preview

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

To apply preview settings:

To show a preview of files in thumbnails view:

1. Run **Stellar Phoenix Photo Recovery**.
2. Click  **Show more options** to expand and click **Preferences**  button.
3. Select **Preview**  tab from **Preferences** window.
4. Select '**Show file preview instead of file icon**' checkbox to preview thumbnail view instead of associated file icon.



To preview corrupt photos in safe mode:

1. Select '**Preview corrupt photos in safe mode**' checkbox.

To see a running preview of photos found during scanning process:

1. Select '**Show preview of photos found during scanning**' checkbox.

# Add Header

Add Header include following options:

- To add new file types manually or automatically, click **Add Header** button.
- To edit the size of existing file types, click **Edit Header** button.

## Add Header

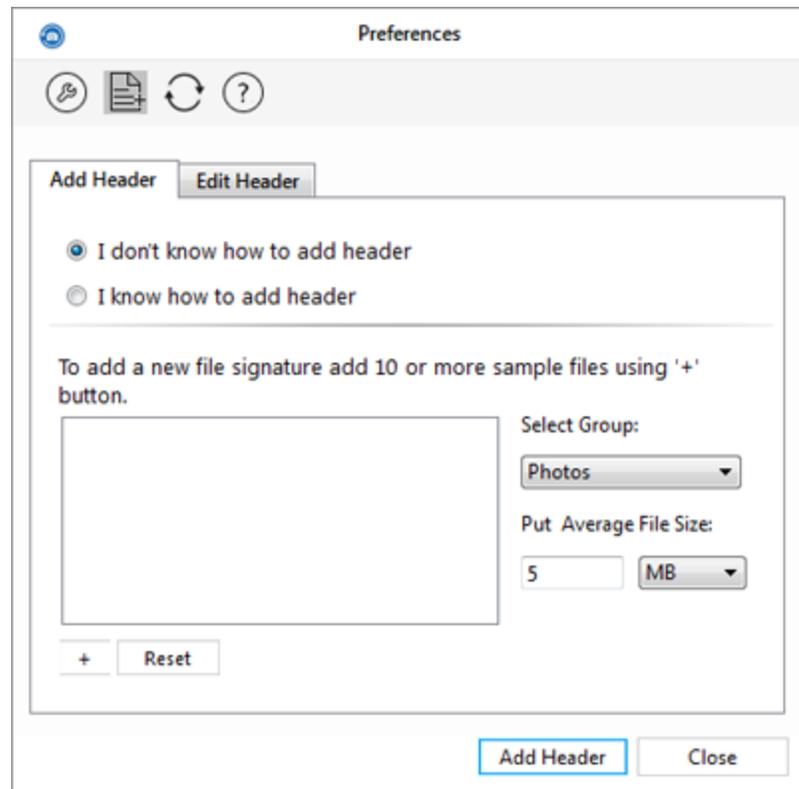
You can add new file types to the predefined list of supported file types in **Stellar Phoenix Photo Recovery** using **Add Header** functionality of the software.

You can add header either

- Automatically
- Manually

### To add header automatically:

1. Run **Stellar Phoenix Photo Recovery**.
2. Click  **Show more options** to expand and 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 the 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 gets listed on the left-hand side box.
8. Type in header file name



in the dialog box and then select the header file type from the **Select Group** drop-down list and the size from the **Put Average File Size** text box.

9. Click **Add Header** button.

## To add header manually:

1. Run **Stellar Phoenix Photo Recovery**.

2. Click  **Show more options** to expand and

click **Preferences**  button.

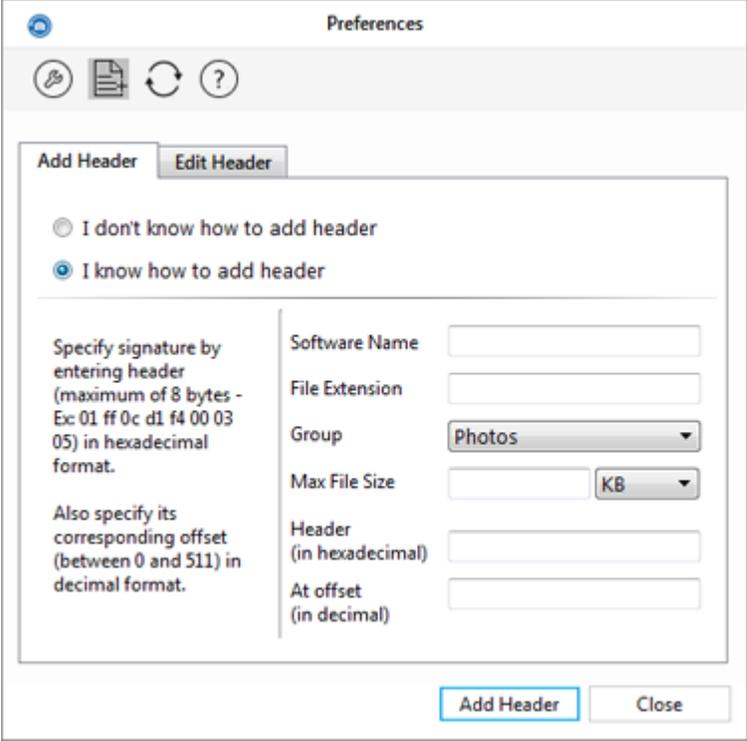
3. Select **Add Header** tab from **Preferences** window.

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.



Preferences

Add Header Edit Header

I don't know how to add header

I know how to add header

Specify signature by entering header (maximum of 8 bytes - Ex: 01 ff 0c d1 f4 00 03 05) in hexadecimal format.

Also specify its corresponding offset (between 0 and 511) in decimal format.

Software Name

File Extension

Group

Max File Size

Header (in hexadecimal)

At offset (in decimal)

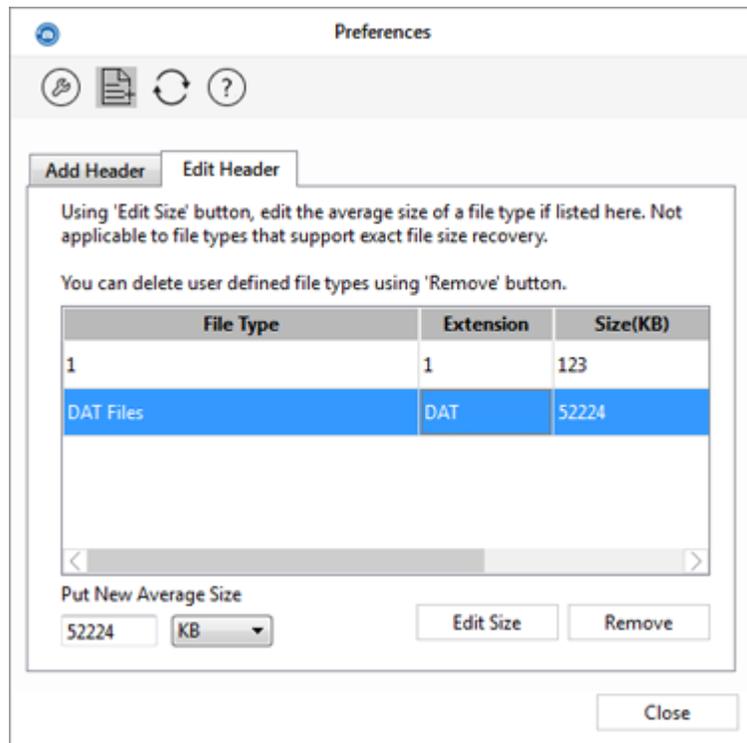
Add Header Close

## Edit Header

**Stellar Phoenix Photo Recovery** supports various Photo, Audio and Video file types for recovery.

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

1. Run **Stellar Phoenix Photo Recovery**.
2. Click  **Show more options** to expand and 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 the list.

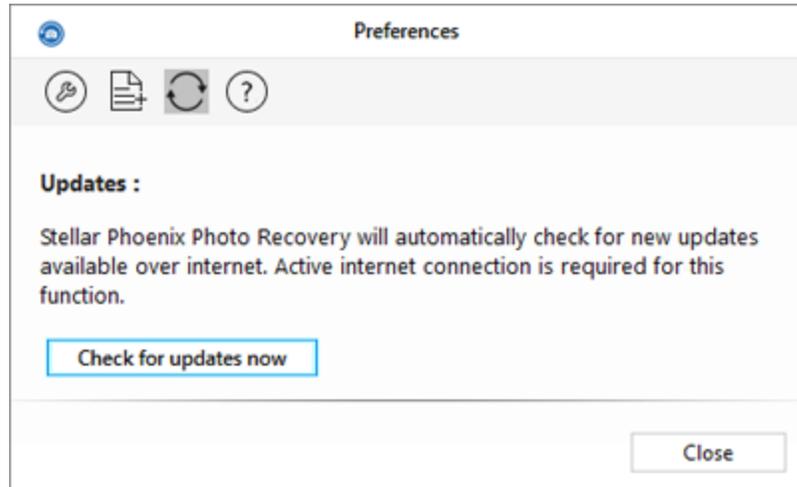


# Update

**Update** option allows you to apply settings for updates and customizes 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. Click  **Show more options** to expand and click **Preferences**  button.
3. Select **Update** tab from **Preferences** window.
4. To check for updates instantly, click **Check for updates now** button.
5. Click **OK**.

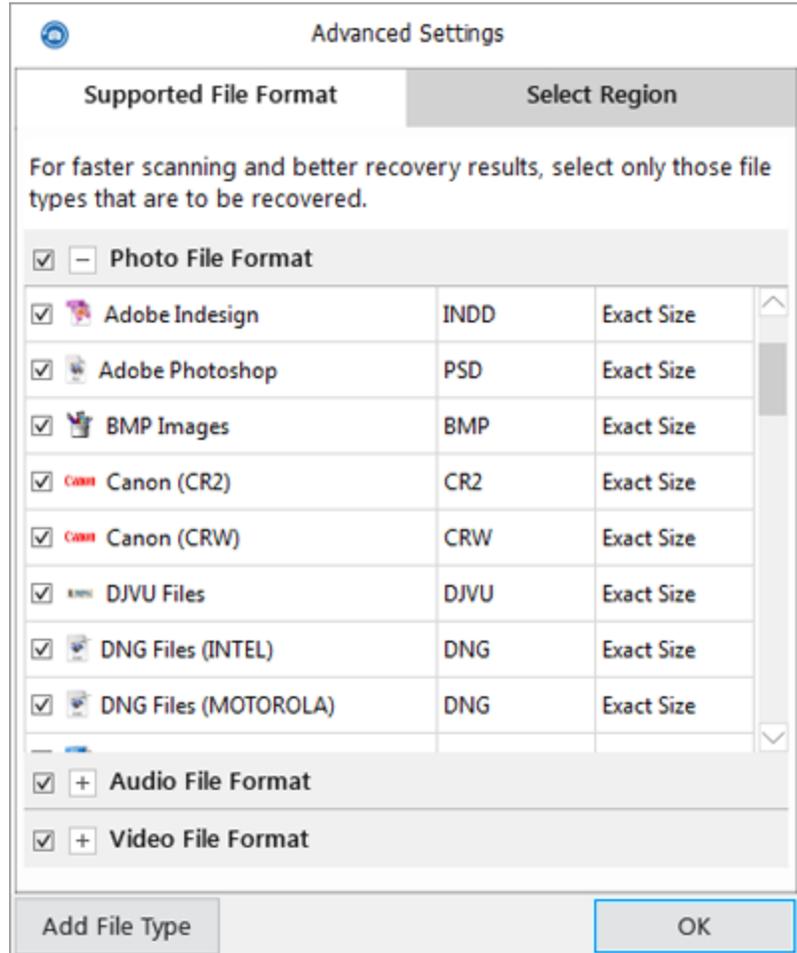


# Selecting File Format

The file list option of **Stellar Phoenix Photo Recovery** lists various file types. 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 the 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 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**.



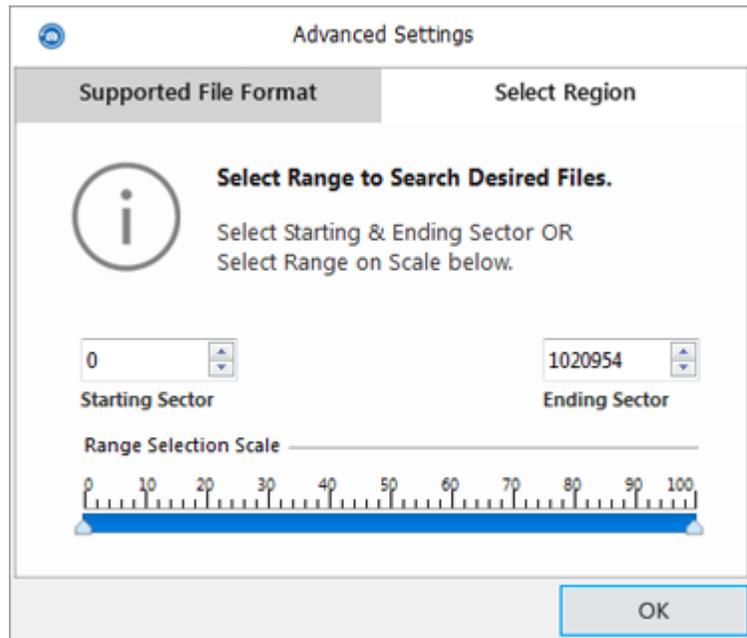
File List Screen

# Select Region

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

## To select a 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 the 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 an image for a selected range of sectors by clicking on  **Advanced Settings** button.
5. Set the Starting and Ending sector by setting a range scale on the slider.
6. Click **OK**.



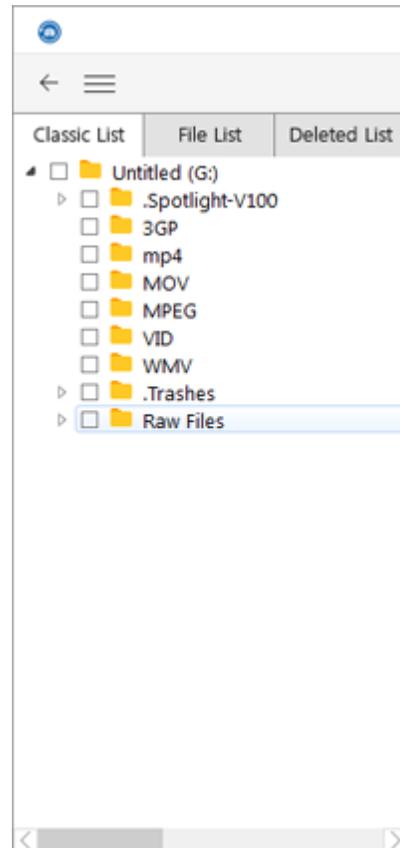
**Select start and end memory range of the selected media**

# 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:

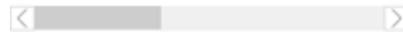
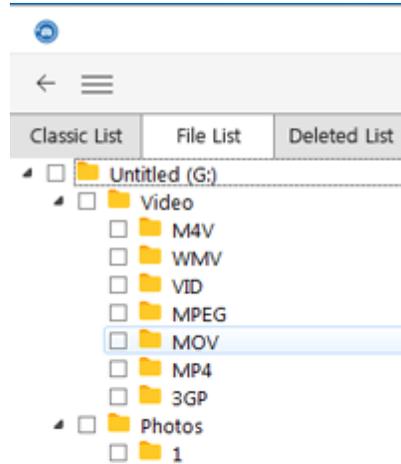
- Classic List
- File List
- Deleted List

**Classic List:** This view lists the files/folders the way they appear on the hard disk. To see **Classic List** preview, click **Classic List** tab in the preview window.



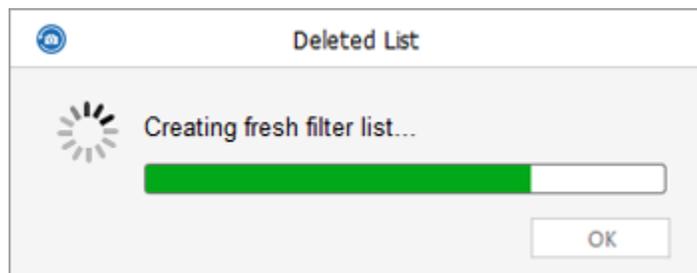
**Classic List**

**File List:** This view lists the files/folders according to their type such as Document, Audio, Video, Archive. To see **File List** preview, click **File List** tab in the preview window.



**File List**

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



**Deleted List**

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

**Note:** You cannot see a preview of audio files having a size more than 10 MB and video files having a size more than 15 MB.

# 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 as follows:

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

		HDMOV
		MQV
		SVI
		MXF movies

Also, the software supports common file types such as **JPEG**, **TIFF** (Motorola and Intel), **BMP**, **GIF**, **PNG**, **PSD**, **INDD**, **PSP**, **PCT**, and **JP2**.

# 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 the software repair the images that are not opening after the recovery?**

The software is a recovery application and cannot repair any corrupted images. The data is recovered in the same form as it is 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 does not support the access to the memory card as a disk drive. You need to attach the memory card through a card reader for accessing the memory card, and this enables 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.

# FAQs

## 1. What type of files does the software support?

**Stellar Phoenix Photo Recovery** software supports the 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 formats like WAV, WMA, MIDI, M4A, Mp3, NRA, OGG, AIFF, AU, SND, RM, ACD, AT3, AMR, CAF, RPS, RA, DSS 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), Mamiya (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 can I 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. The software starts scanning the media and shows you a preview of the files that you can recover successfully.
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 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. You can select a specific region and specific file types for the scanning process by clicking on the **Advanced Settings** button.
3. Click on the **Scan Now** button.
4. The software starts scanning the media and shows you a preview of the files that you can recover successfully.
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?

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 **Continue** button after selecting the image.

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

## 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 a specific region and specific file types for the scanning process by clicking on the **Advanced Settings** button.
3. Click on the **Scan Now** button to continue. The software only scans 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 essential to not remove your media during the scan or recovery. Media should only be detached once the recovery process completes.

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

No, you cannot save the recovered data on the same drive as it leads to overwriting of data which in turn results 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. You must save the image of the drive at another location as saving the image file on the same media leads 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 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. The software starts scanning the media and shows you a preview of the files that you can recover successfully.
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 pop-up 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  button. **Open File** dialog box is displayed.
3. Locate the scan information file to be used to start the recovery process.
4. The Resume Recovery dialog box displays all the listed files of the earlier scan process.
5. Click **Scan** button to proceed.

**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 a sector by sector copy of the drive to a file. Once you create an image, you do not need to scan the drive. 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 a destination for saving of the files.

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

You can create the image of the drive which is a sector by sector copy of the drive to a file. This process creates an image of readable sectors through which you can recover the data quickly.

## 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. The software starts scanning the media and shows you a preview of the files that you can recover successfully.
5. Select the files which you want to recover and click on **Recover** button to save the file.

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# About Stellar

**Stellar Data Recovery** is a global leader in providing data recovery, data migration and data erasure solutions for the past two decades. **Stellar Data Recovery** is a customer centric, critically acclaimed, global data recovery, data migration & erasure solutions provider with cost effective solutions available for large corporates, SMEs & Home Users. **Stellar Data Recovery** is headquartered in New Delhi, India and has a strong presence across USA, Europe & Asia.

## 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 Outlook, Outlook Express and 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 >>](#)

### Data Erasure

Stellar Data Erasure software under the brand **BitRaser** help businesses & consumers permanently erase confidential data beyond the scope of data recovery. You can perform high speed bulk data erasure & generate erasure certificates for audit trail purpose. **BitRaser** supports 24 International data erasure standards. [More Info >>](#)

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