



INSTALLATION AND USER MANUAL

ENGLISH/U.S

(Revision 1.0)

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Introduction

About 'ImageRecall 5'

Thank you for purchasing ImageRecall 5.

ImageRecall 5 is powered by ImageRecall© which uses the most up-to-date and best image recovery engine that is available on the market today!

ImageRecall© has an extensive history in the data recovery field and their knowledge is unparalleled. With Image Recall 5, your data is in the best hands.

We also offer support to all of our customers. Should you experience any difficulties in using our software, you can contact our technical support team by emailing us through support@FlashFixers.com or check on www.FlashFixers.com

Thank You

The ImageRecall and FlashFixers Team

In Which Situations Can 'ImageRecall 5' Help Me?

ImageRecall 5 can help when...

- Files have inexplicably been lost
- Card corruption has occurred.
- Files have been accidentally deleted*

To use ImageRecall 5 the card must function and be in a readable state**

ImageRecall 5 will not be able to help if the card is physically damaged or has developed a fault and cannot be read by your PC. If your card is in a faulty state, we recommend contacting your card's manufacturer for further advice.

* ImageRecall 5 can usually recover data when it has been accidentally deleted, but this is dependent on various factors such as how the files were deleted or how much the device has been used after the files were lost. ImageRecall 5 may not recover what you are looking for if a substantial amount of data has been written to the card after the initial deletion took place.

**Readable State = The card/device is accessible through your computer. If your PC hangs when you try to access the drive or if you are presented with 'Please Insert a disk in drive' then the device is not readable and ImageRecall 5 will not be able to recover the data.

System Requirements

ImageRecall 5, requires the following...

- **Microsoft Windows Operating System (XP, Vista, Windows 7 Compatible)**
- **A Minimum of 256Mb of RAM**
- **15Mb Hard Drive Space for Installation**
- **Additional Hard Drive Space for Storing Images***
- **A Card Reader or Mass Storage Compatible Camera/Printer**

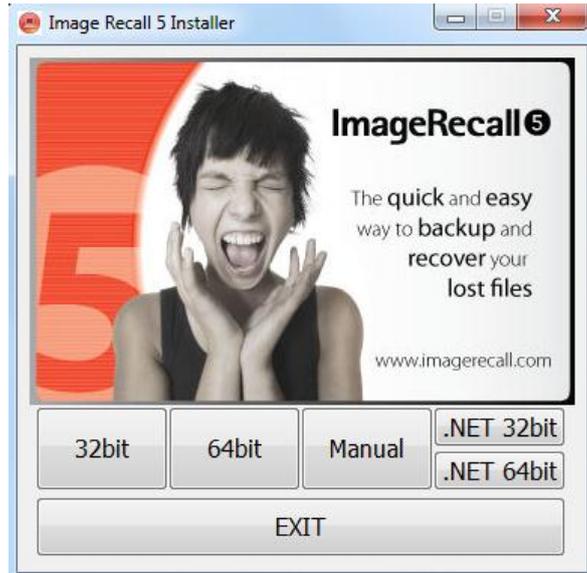
*The space required is dependent on what you're hoping to recover from. For example, if you are intending to recover from a 1Gb memory card, you'll need around 1Gb of space to store the recovered files to.

Installing ImageRecall 5

Insert the CD...

The installation should "Autorun". If it does not, go to the "Start Menu". Select "Run". (Windows Vista and Windows 7 users, can just click start, and type directly into the search box)

Type X:\ (where X is your CD drive letter) and then double click the "IR5Launcher" icon.



Select the program you wish to install

32bit or 64bit?

There are two possible versions of ImageRecall 5, a 32bit version and a 64bit version. Due to the way the software has been designed, you will get a warning message if you try to install the wrong version. Unless you know for sure your version of Windows is 64bit, then we recommend trying to install the 32bit version first.

You can follow the instructions below to determine which version of Windows you are running.

How to determine what system you are running.

Windows Vista / Windows 7

If you have Windows Vista, there are two methods to determine whether you are running a 32-bit or a 64-bit version. If one does not work, try the other.

Method 1: View System window in Control Panel

1. Click **Start** , type **system** in the **Start Search** box, and then click **system** in the **Programs** list.
2. The operating system is displayed as follows:

- For a 64-bit version operating system: **64-bit Operating System** appears for the **System type** under **System**.
- For a 32-bit version operating system: **32-bit Operating System** appears for the **System type** under **System**.

Method 2: View System Information window

1. Click **Start** , type **system** in the **Start Search** box, and then click **System Information** in the **Programs** list.
2. When **System Summary** is selected in the navigation pane, the operating system is displayed as follows:
 - For a 64-bit version operating system: **x64-based PC** appears for the **System type** under **Item**.
 - For a 32-bit version operating system: **x86-based PC** appears for the **System type** under **Item**.

Windows XP

If you have Windows XP, there are two methods to determine whether you are running a 32-bit or a 64-bit version. If one does not work, try the other.

Method 1: View System Properties in Control Panel

1. Click **Start**, and then click **Run**.
2. Type **sysdm.cpl**, and then click **OK**.
3. Click the **General** tab. The operating system is displayed as follows:
 - For a 64-bit version operating system: **Windows XP Professional x64 Edition Version <Year>** appears under **System**.
 - For a 32-bit version operating system: **Windows XP Professional Version<Year>** appears under **System**.

Note <Year> is a placeholder for a year.

Method 2: View System Information window

1. Click **Start**, and then click **Run**.
2. Type **winmsd.exe**, and then click **OK**.
3. When **System Summary** is selected in the navigation pane, locate **Processor** under **Item** in the details pane. Note the value.
 - If the value that corresponds to **Processor** starts with **x86**, the computer is running a 32-bit version of Windows.
 - If the value that corresponds to **Processor** starts with **ia64** or **AMD64**, the computer is running a 64-bit version of Windows.

Manual

The manual is stored on the CD, and clicking this button will launch this manual.

.NET 3 32bit / .NET 3 64bit

ImageRecall 5 requires the Microsoft .NET framework version 3 to work. If you have internet access then this gets installed automatically as part of the install process. If you do not have internet access then clicking this button will launch the installer direct from the CD. See previous details on how to determine which version should be installed.

Once you have selected the relevant version, it is just a case of following on screen instructions to install the software.

Registering ImageRecall 5

When you purchase ImageRecall 5, you will receive a Product Serial Number. If you purchase online, you will receive this Product Serial Number in an email. If you purchase the packaged version, the Product Serial Number will be in the packaging, usually printed in the upper left corner inside the case.

The following image is the activation screen when using a direct Internet Connection.



The screenshot shows a window titled "Image Recall 5" with a red header. The header contains the text "Welcome to Image Recall 5" and "Our easy to use Activation Wizard will guide you through the activation process in a matter of minutes". Below the header, on the left, is a vertical banner with the text "The quick and easy way to backup and recover your lost files" and an image of a woman shouting with her hands to her face. Below the banner is the copyright notice "©2010 ImageRecall". On the right, the "Activation Wizard" section contains the instruction "Please enter the requested information below to begin the product activation process:". This section includes three input fields: "Name:" with a single-line text box, "E-Mail:" with a single-line text box, and "Product Serial Number:" with four separate single-line text boxes separated by hyphens. Below these fields is the instruction "Once all the information is entered, click Activate." At the bottom of the wizard are two buttons: "Activate" and "Close".

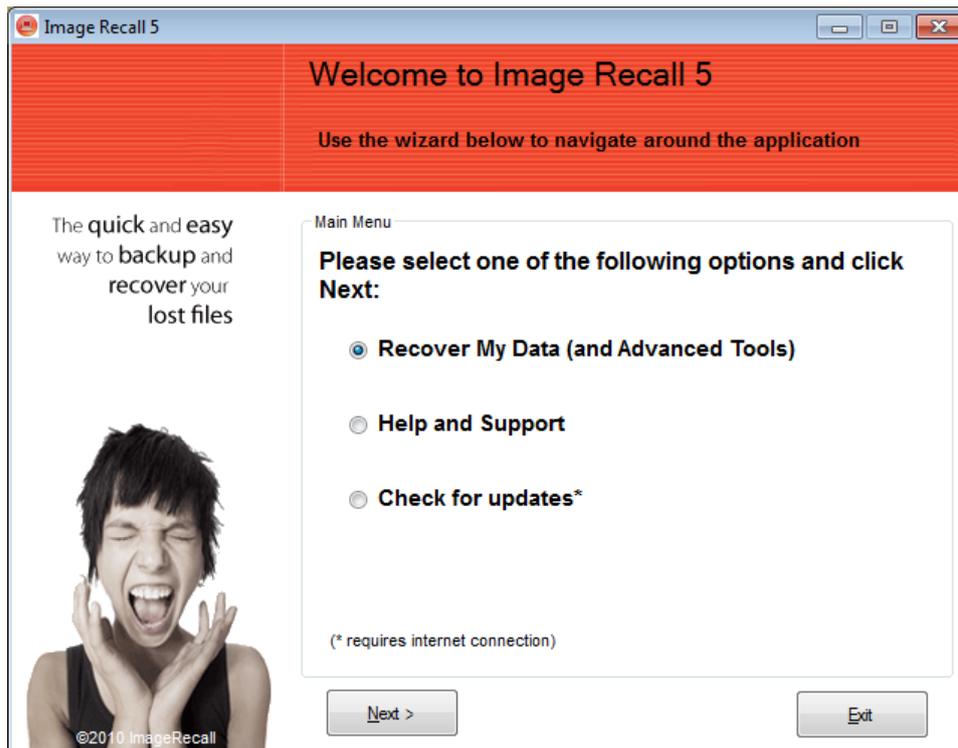
When the information has been inputted, you will need to press 'Activate' to complete the activation process. The software will communicate briefly with our activation server and will then complete. Internet connection is required for instant activation, however if you do not have internet access our technical support team will be able to activate the software via the phone. Activating the software over the phone will require you to have your **Product Serial Number**, and also the **Activation ID** which appears on screen as part of the activation wizard.

Getting Started

Getting started with ImageRecall 5 could not be simpler. Once you have opened the software, there are three options, which are described in the following sections...

Select the option you want and then select 'Next'.

The following diagram demonstrates the functionality of the opening screen.

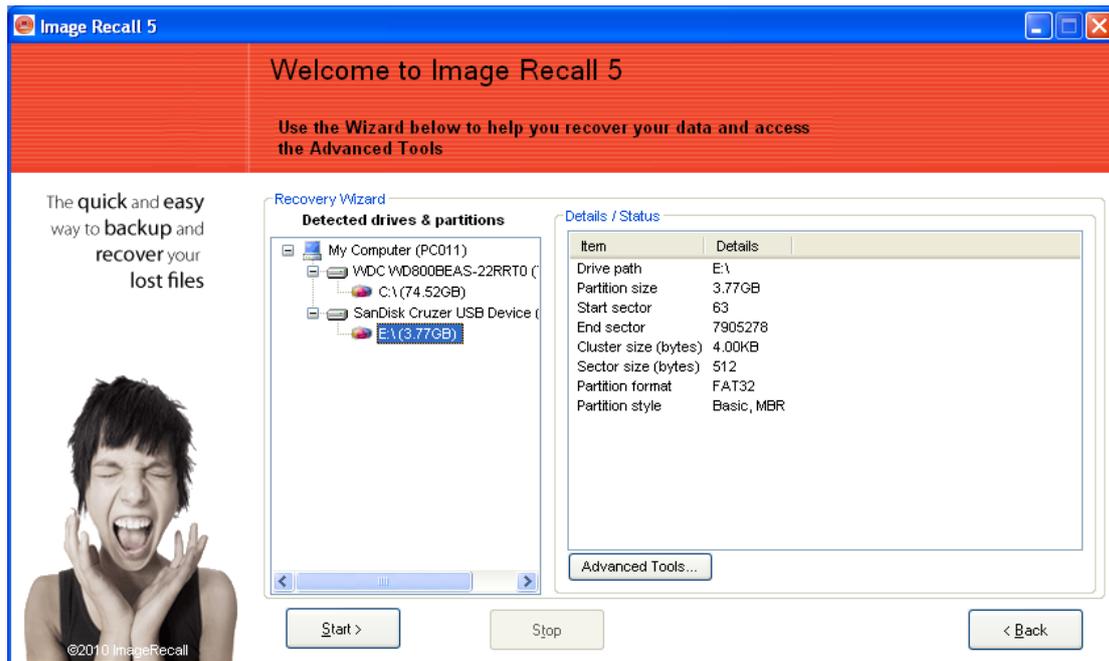


Recover My Data

One of the new features of Image Recall 5 is that the software will automatically detect which drives are available to scan, once again improving the simplistic nature of the software.

When you select 'Recover My Data', Image Recall 5 will list all the drives that you can possibly scan and it is purely a case of selecting one and pressing 'Start'.

The following image demonstrates the functionality of the 'Recover My Data' screen...



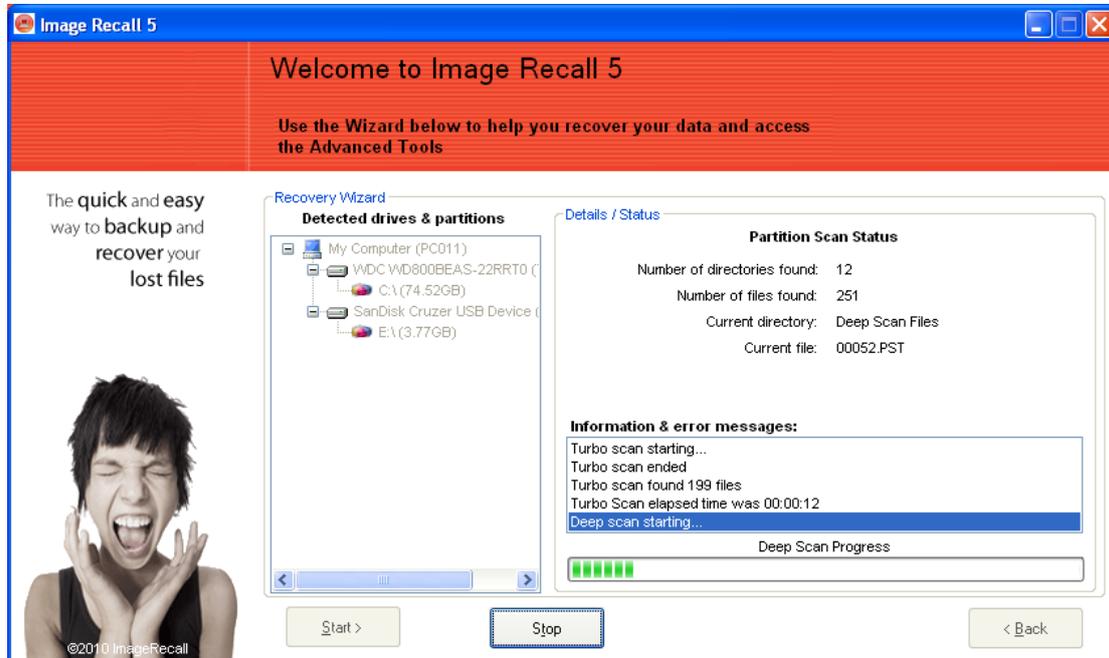
The left window lists all the drives you can scan with the software. The right window displays some info about that drive once one has been selected.

If the drive you wish to scan is not listed, then it is possible that the drive is corrupt for Windows to detect the drive. Try removing it and plugging in again to see if Windows can access it

The Recovery in Progress

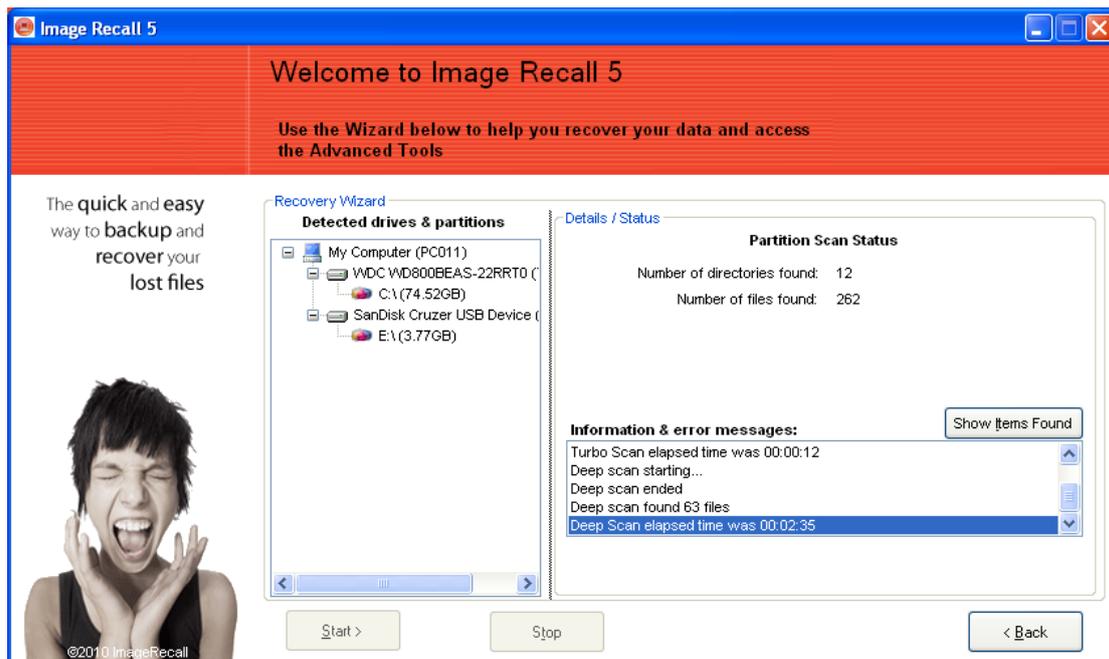
Once 'Start' has been selected, the recovery process begins.

The following image demonstrates the functionality of the 'Recovery in Progress' screen...

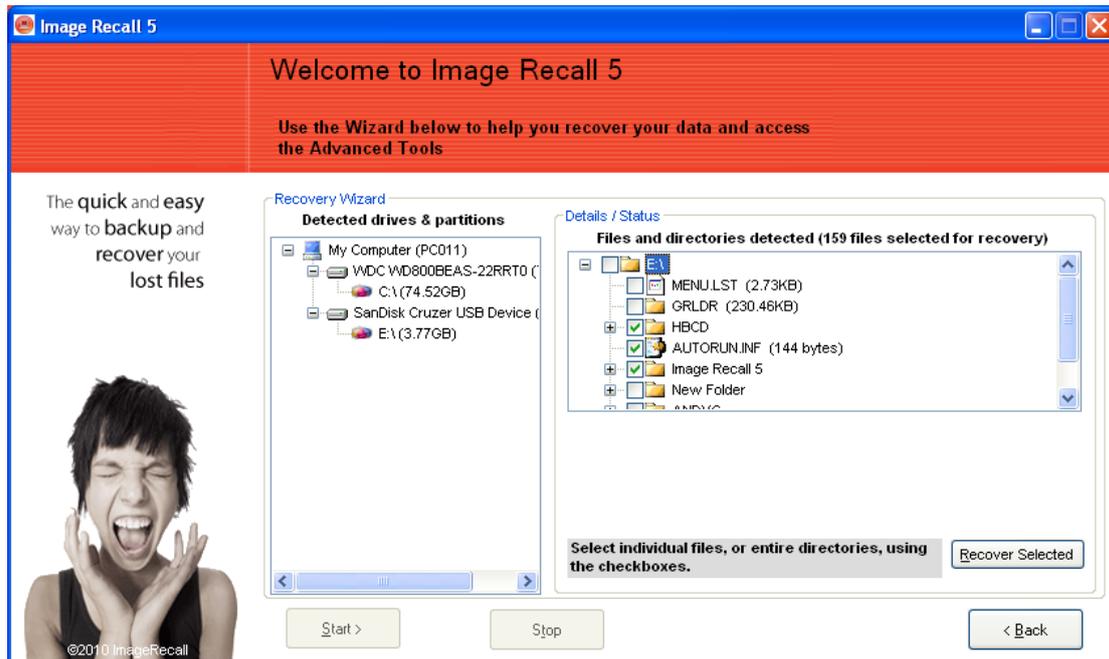


Depending on the size of the device it is scanning it can take several minutes to complete. For example a 16Gb USB drive can take around 5 minutes to scan. This also depends on the number of files that have been on the device.

Once the scan has completed...



You can click the show items found button to display a list of files to recover.

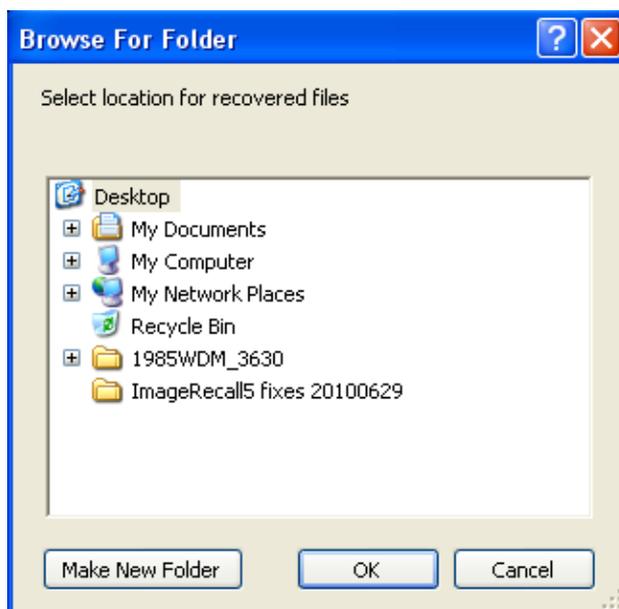


To recover the files, place a check mark against the ones you want and then click the recover selected button.

You will then be prompted as to where you want to recover the files to.



We **do not** recommend you try to recover the files to the same device you are trying to get the files back from. For example, if you are recovering files from your Hard Drive (C:\) then it is best to select another drive (external USB stick for example) to recover to. This is so you don't overwrite some of the data you are trying to recover.



Once you have selected a location where you want to save the files, the recovery process is complete. You will then be asked if you wish to view the files.

Troubleshooting – Frequently Asked Questions

If you experience any particular difficulties, it is worth browsing this section for an answer. The following questions are answered in this section...

- Q: Which cards/devices are non-recoverable with ImageRecall 5.
- Q: Some of my images do not load, or have grey lines covering them. Why has this happened?
- Q: Why does ImageRecall 5 require 'Administrator Privileges'?
- Q: I am trying to recover directly from my camera, but I do not get a drive letter! What do I do?
- Q: ImageRecall 5 has not proved successful. Is there a money back guarantee?
- Q: Does ImageRecall provide a hands-on service?

Q: Which cards/devices are non-recoverable with 'ImageRecall 5'?

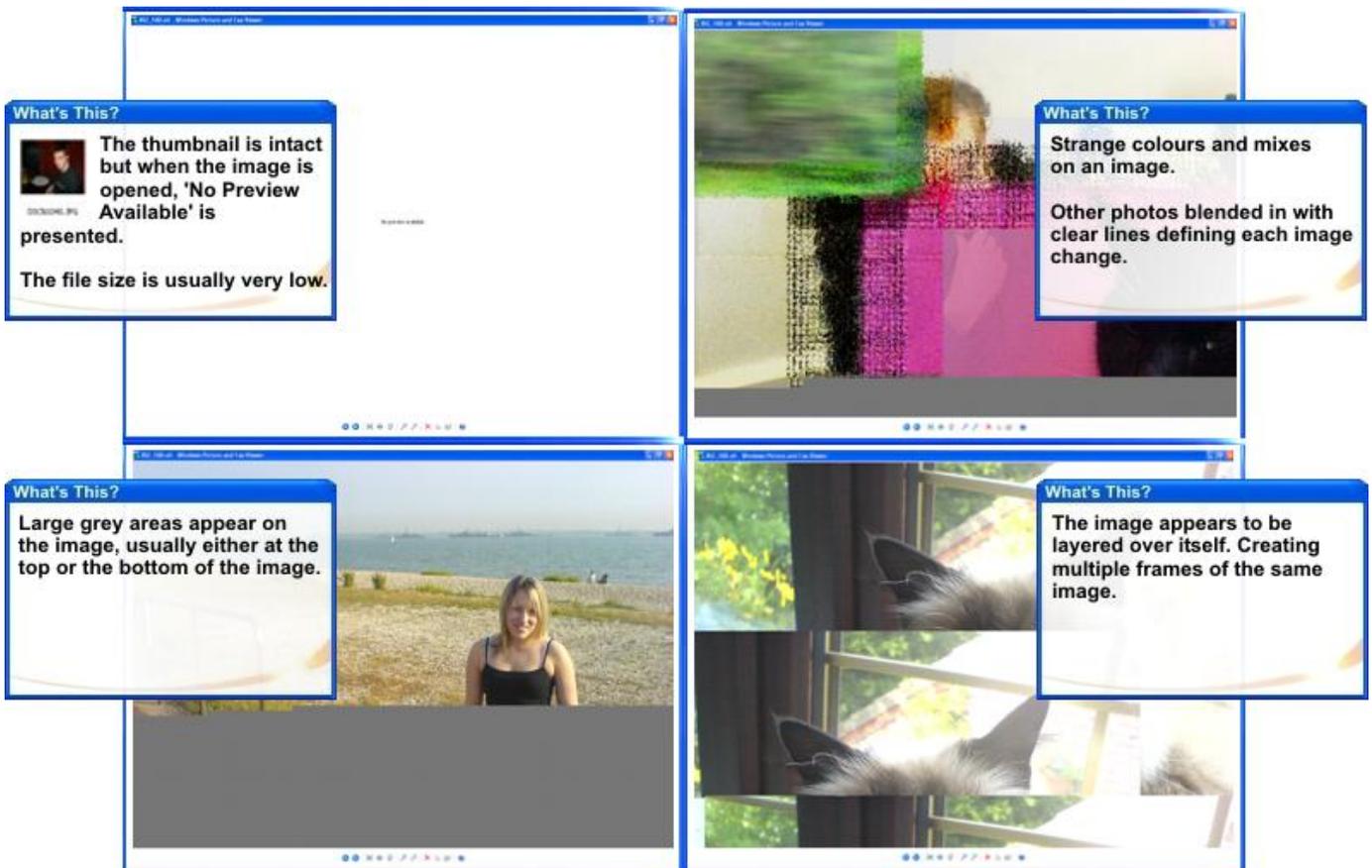
The following cameras/devices are non-recoverable with ImageRecall 5 ...

- **Sony Mavica FD100** – Don't Panic cannot recover from the floppy disk.
- **Smart Media & xD Cards** - Are completely non-recoverable when the format or 'erase all' option has been selected on the device using the cards
- **Sony Memory Sticks** – Will recover but not when the 'FORMAT' option has been selected in some older Sony cameras.
- **Polaroid PDC 3030** – Cannot recover from smart media in most circumstances.
- **Monalta Dimage G500** - All cards will not recover except for Memory Stick & SD
- **Konica KD500Z & KD400 Range** - will only recover from Memory Sticks & SD
- **Kyocera Finecame M400R** – Will not recover from SD Cards
- **Pentax Optio S5i** – Will not recover from formatted SD Cards.
- **Nikon Coolpix Range** – Will not recover when the FORMAT option has been selected.
- **Nokia Mobile Phones** – Mobile MMC cards are non-recoverable when the 'FORMAT' option has been selected.

Note : The above list is not exhaustive. There are many different cards and cameras on the market and not all combinations have been tested.

Q: Some of my images do not load, or appear to be corrupt after recovery... Why has this happened?

Examples of Corrupt Images...



When you experience any of the above problems with images on the card, it usually indicates that the card has experienced some kind of corruption.

ImageRecall 5 scans every sector of the card's surface and recovers what it can from the card or drive. Images span several sectors on the card's RAW layer, if any one of these sectors has been corrupted or overwritten, then these kinds of problems occur.

This is not the fault of the software; it is just the software trying to recover as much of the image as it can.

Q: Why Does ImageRecall 5 Require 'Administrator Privileges'?

ImageRecall 5 relies on its user to have the sufficient rights to read/write to any drive the user wishes.

Only administrators have this level of access.

For any PC without this level of access using ImageRecall 5 will not be possible. For users denied this access, the only solution is to set-up a stand-alone PC that is not on your domain.

Q: I do not see my device in the list of drives to recover from.

You may need to plug the device into the computer before you start the software for it to be detected correctly.

Or if you are trying to recover from a camera that is plugged into the PC..

In most circumstances, most modern cameras connect you to your PC using a 'mass storage' driver and in effect work as a regular drive with a drive letter allocated to it. ImageRecall 5 can see devices with drive letters.

However, not all cameras work using a mass storage driver when connected and instead use other connection methods to communicate with PC's.

The most obvious way to check this is to look under 'My Computer' and see where your camera is listed. If it appears under the heading 'Devices with removable storage' then you can scan this with ImageRecall 5. If however, the camera appears under the 'cameras and scanners' heading, then it is probably using a connection driver such as TWAIN. If your camera appears under this heading, first check your camera's settings to see if this can be changed.

However, if this cannot be changed, you will need to purchase a card reader so that you can read the camera's memory card. Readers are affordable and can be purchased from most good computer or camera retailers. Some printers that have card slots can be used as card readers for this purpose.

US Contact Details

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