

ER-380

SmartPhone Recovery Pro™ Suite

iPhone® Data Recovery Software for Windows OS

User Guide



Rev. 1.1

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Introduction

The SmartPhoneRecoveryPro™ is a Windows based application for the Apple™ iPhone® that allows the user to view data and recover deleted data from the iPhone®.

The data can be viewed and recovered directly from the iPhone® or from the iTunes® backup files. All iPhone® OS versions are supported by this application, including the latest v5.1 OS.

System Requirements

Hardware requirements

- Pentium 233 MHz or higher
- iPhone® data transfer cable (included)

Software requirements

- iTunes® software must be installed prior to using this application.
- Supports 32 bit and 64 bit versions of Windows XP, Vista and Windows 7
- If recovering data without an iPhone®, an iTunes® backup file is required.

Installation / Check for Updates

There is no installation required for this application as the software will run directly from the flash drive.

You start the application by clicking on Start to run the application. This application will open a menu from which you run the application. You can also check for any updates to the software which have been made in the period between manufacture and delivery to your retailer using the check for updates button. It is advisable to check for updates periodically as we will continue to update and enhance the software to ensure it works smoothly.

Features

The application allows the user to explore the following features of the iPhone®.

SMS Information

Call History

Address Book

Mail account and Calendar information

Notes

iPhone® Device Information including iPhone® capacity

Internet History (including cookies and history)

Map data

Photos / Videos

Keychain data

Dynamic Text History (User defined dictionary)

App Store Application Data

Understanding the user interface

The picture on the right shows the first screen in this application. The main screen of the user interface is a facsimile of the iPhone®. It has two icons - one for iPhone® and one for PC.



iPhone® icon.

The user is able to explore the data directly from the backup stored on the iPhone® by clicking on the iPhone® icon.

PC icon.

The user is able to explore the data from the last backup made by iTunes® by clicking on the PC icon.

The data which is recovered by this application can be viewed in the data recovery screen which appears once you have selected the iPhone® icon or selected the backup from your PC.

Data Recovery

The SmartPhoneRecoveryPro™ retrieves data and recovers the deleted data from iPhone® devices. This section explains how to recover data from your iPhone®.

1. Before recovery can begin, you must take the following steps.
2. Turn on your iPhone® handset.
3. Ensure that the battery is fully charged.
4. Put your iPhone into Flight mode
5. Ensure “Encrypt Backup” option is NOT selected in iTunes®
6. Ensure Auto Sync is disabled in iTunes
7. iPhone auto lock is set to “NEVER”
8. Ensure that iTunes® is installed on your PC.

1. This software can not continue without iTunes® installed.
2. Connect your iPhone® to the PC using the data cable supplied with this product

Data Recovery - Recovering data from the iPhone®.

Click on the iPhone® icon from the main screen. The application will check for the iPhone® connection. If detected, it will open the data recovery screen.

For extra security and peace of mind, the data in your iTunes® backup folder is not used. The SmartPhoneRecoveryPro™ creates a snapshot (a duplicate copy of your iTunes backup folder). It is this snapshot folder that the iPhone® uses to display the data from your iPhone®.

Recovering data from iTunes® backup file

1. Click on the PC icon from the main screen.

In the next screen, the user will see icons for each version of iPhone®. This screen is only displayed if the PC option is selected from the first screen

2. The user must choose and click on the icon which describes their version. (Selecting the wrong version will display error messages stating it was unable to retrieve the data from the backup file).



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iPhone® Data Recovery Software for Win OS

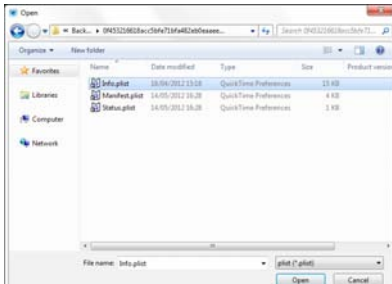


Click on the back icon to return to the first screen. Click on the help icon to display the help file for this application.

Select Backup file

Once the user has selected PC from the main screen, selected their version of iPhone® they must then navigate to the backup folder.

3. Select one of the three plist files and click open.



Depending on the users requirements, they can click on any of the icons on the iPhone® to go directly to that feature (SMS History, Contacts, Call Log, Calendar, Notes, Internet Data, Map History, Photos and Videos, Recovered, DeviceInfo, Accounts, Keychain, Dynamic Dictionary and Installed Apps).

The feature selected will update the data recovery screen shown on the next page.

The last icon is the Recovery icon. Clicking on this icon will recover deleted SMS History, Contacts, Call History, Calendar & Notes from the iPhone® or iTunes® backup file.

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Also on the left hand side of the data recovery screen, the iPhone® device information is displayed. The information includes Device Name, OS Version, Serial Number, Product Type, Phone Memory Total, Used and Free (this information is only displayed when accessing the iPhone directly)

You can also click on the tabs at the side of the information screen to view the desired data.

Search Text

You can search the all text based tabs by letter or word.

Hide Data Recovery Screen

To hide the data recovery screen, the user must click on the Hide icon.

Export to Excel

You can export data from the current tab or All tabs into a Excel workbook (.xls file)

1. Click the Current Tab or All Tabs icon
2. Click browse to navigate to the destination folder, name the exported file.
3. You can then open the file to view the information.

Export Photos / Video

1. Click the Export Photos / Videos icon,
2. Select the directory / folder on your PC to export the photos and videos to
3. You can then open the folder to view the photos and videos
4. If you are updating a folder from a previous export, please check the box “Replace if exists”

Troubleshooting

The following section provides answers for some common issues that you may encounter when using the Smart Phone Recovery Pro™

Problem: The iPhone® has stopped working. What do I do?

Solution: Reset the iPhone® by holding down the sleep/wake icon at the top right of the device and the home icon at the bottom center of the face at the same time.

Problem: The iPhone® doesn't connect to the computer. What do I do?

Solution: Please try one of the following:

- The iPhone® battery might need to be recharged
- If that doesn't work, disconnect other USB devices from your computer and connect the iPhone® to a different USB 2.0 port on your computer.
- If that doesn't work, turn the iPhone® off and turn it on again. Press and hold the Sleep/Wake icon on the top of the iPhone® for a few seconds until a red slider appears and then slide the slider. Then press and hold the Sleep/Wake icon until the Apple™ logo appears.
- If that doesn't work, restart your computer and reconnect the iPhone® to your computer.
- If that doesn't work, download and install (or reinstall) the latest version of iTunes® from www.apple.com/iTunes

Problem: The SmartPhoneRecoveryPro™ will not read my backup file on my PC?

Solution: Please ensure “Encrypt Backup” is NOT selected in iTunes®

Help and Support

Help is available through the normal help menu within the software. This guide and other documentation including the most up to date Frequently Asked Question’s (FAQ’s) are available from the support page of the Enigma Recovery website.

You may need to install a version of Acrobat reader, which is free to download, to access this material.

If you have not found a solution by visiting our website page,

<http://www.enigma-recovery.com/support>

Enigma Recovery does provide technical support via email - please send your query complete with the serial number by completing the online support ticket also available from the support web page (you will need to have registered your product first).

We will endeavour to reply to your query as quickly as possible (usually within 48 hours of receiving the ticket).

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Please take a moment to register your product! Either use the enclosed warranty card or register by visiting our website and completing the registration form online.

This will entitle you to FREE technical support for 1 year from date of purchase (please ensure you have kept evidence of your purchase - your receipt or invoice from the retailer). Failure to register will void any technical support you may require.

Disclaimer:

IN NO EVENT SHALL ENIGMA RECOVERY BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS PRODUCT.

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Enigma Recovery

12 months Limited Warranty

What does this limited warranty cover?

This limited warranty covers any defects in material or workmanship in the new Enigma Recovery product accompanied by this limited warranty statement. Only consumers purchasing this product from an authorised Enigma Recovery distributor, retailer or re-seller may obtain coverage under this limited warranty.

How long does the coverage last?

The warranty period is twelve (12) months from the documented date of your purchase.

What does this limited warranty not cover?

This limited warranty does not cover any problem that is caused by (a) accident, abuse, neglect, shock, electrostatic discharge, heat or humidity beyond product specification; or (b) any misuse contrary to the instructions in the user manual; or (c) lost passwords; or (d) malfunctions caused by other equipment. This limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover). This limited warranty does not cover data loss - backup any data to a separate medium where appropriate on a regular basis.

Also, consequential damages; incidental damages; and costs related to data recovery, removal and installation are not recoverable under this warranty.

What do you have to do to activate warranty?

Enigma Recovery will not provide any warranty coverage unless your claim is in compliance with all terms of this limited warranty statement and you follow the proper return procedure.

Product registration is a standard requirement before customer support can be given. You will be asked for your name, address, phone number, email address and product serial number when registering a product either online at :-

www.enigma-recovery.com/registration

or via the attached warranty card.

If the product is deemed to be within warranty and coverage is agreed, the product must be returned, properly packaged in its original packaging (or packaging providing the product with equivalent protection to the original packaging) and shipped, with the shipping charges prepaid, to the address supplied by your retailer or re-seller. Back up your data before sending the product back to Enigma Recovery because the product you send will not be returned to you.

What Enigma Recovery will do?

If Enigma Recovery and/or the retailer/re-seller authorises you to return your product, a replacement product will be issued to you without charge.

By sending the product back to an Enigma Recovery authorised retailer / online seller, you agree to transfer ownership of the original product to Enigma Recovery. Data recovery (where appropriate) is not covered under this limited warranty and is not part of the refund / replacement process.

Enigma Recovery warrants that replacement products are covered for the greater of either the remainder of the original product warranty or 90 days.

This warranty statement does not affect your statutory rights.

The Warranty Card at the end of this statement can be used to send your product registration back to Enigma Recovery



Enigma Recovery Product Registration Form



Title Mr / Miss / Mrs

First Name

Last Name

Email Address

Address 1

Address 2

Address 3

Postcode

Country

Product ER-380 SmartPhone Recovery Pro Suite

Date of Purchase / /

Serial Number

Name of Retailer

Nature of Use Business / Home

Return the completed form to:

Enigma Recovery, 10 Caroline Point, 62 Caroline Street, Birmingham,
B3 1UF, United Kingdom

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Introduction

The SmartPhoneRecoveryPro™ is a Mac OS X based application for the Apple™ iPhone® that allows the user to view data and recover deleted data from the iPhone®.

The data can be viewed and recovered directly from the iPhone® or from the iTunes® backup files. All iPhone® OS versions are supported by this application, including the latest v5.1 OS.

System Requirements

Hardware requirements

- Intel based Mac system
- iPhone® data transfer cable (included)

Software requirements

- iTunes® software must be installed prior to using this application.
- Supports Mac OS X 10.5 - 10.7
- If recovering data without an iPhone®, an iTunes® backup file is required.

Installation / Check for Updates

There is no installation required for this application as the software will run directly from the flash drive.

You start the application by clicking on Start to run the application. This application will open a menu from which you run the application. You can also check for any updates to the software which have been made in the period between manufacture and delivery to your retailer using the check for updates button. It is advisable to check for updates periodically as we will continue to update and enhance the software to ensure it works smoothly.

Features

The application allows the user to explore the following features of the iPhone®.

SMS Information

Call History

Address Book

Mail account and Calendar information

Notes

iPhone® Device Information including iPhone® capacity

Internet History (including cookies and history)

Map data

Photos / Videos

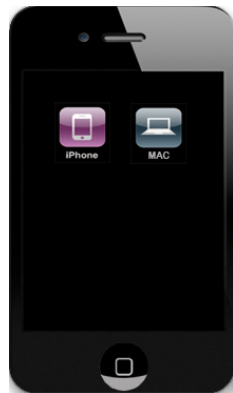
Keychain data

Dynamic Text History (User defined dictionary)

App Store Application Data

Understanding the user interface

The picture on the right shows the first screen in this application. The main screen of the user interface is a facsimile of the iPhone®. It has two icons - one for iPhone® and one for Mac.



iPhone® icon.

The user is able to explore the data directly from the backup stored on the iPhone® by clicking on the iPhone® icon.

Mac icon.

The user is able to explore the data from the last backup made by iTunes® by clicking on the Mac icon.

The data which is recovered by this application can be viewed in the data recovery screen which appears once you have selected the iPhone® icon or selected the backup from your Mac.

Data Recovery

The SmartPhoneRecoveryPro™ retrieves data and recovers the deleted data from iPhone® devices. This section explains how to recover data from your iPhone®.

1. Before recovery can begin, you must take the following steps.
2. Turn on your iPhone® handset.
3. Ensure that the battery is fully charged.
4. Put your iPhone into Flight mode
5. Ensure “Encrypt Backup” option is NOT selected in iTunes®
6. Ensure Auto Sync is disabled in iTunes
7. iPhone auto lock is set to “NEVER”
8. Ensure that iTunes® is installed on your PC.

1. This software can not continue without iTunes® installed.
2. Connect your iPhone® to the PC using the data cable supplied with this product

Data Recovery - Recovering data from the iPhone®.

Click on the iPhone® icon from the main screen. The application will check for the iPhone® connection. If detected, it will open the data recovery screen.

For extra security and peace of mind, the data in your iTunes® backup folder is not used. The SmartPhoneRecoveryPro™ creates a snapshot (a duplicate copy of your iTunes backup folder). It is this snapshot folder that the iPhone® uses to display the data from your iPhone®.

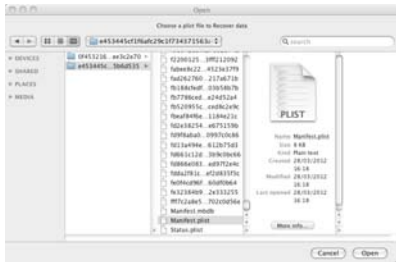
Recovering data from iTunes® backup file

1. Click on the Mac icon from the main screen.

Select Backup file

2. Select one of the three plist files and click open.

Depending on the users requirements, they can click on any of the icons on the



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iPhone® to go directly to that feature (SMS History, Contacts, Call Log, Calendar, Notes, Internet Data, Map History, Photos and Videos, Recovered, DeviceInfo, Accounts, Keychain, Dynamic Dictionary and Installed Apps).



The feature selected will update the data recovery screen shown above. The last icon is the Recovery icon. Clicking on this icon will recover deleted SMS History, Contacts, Call History, Calendar & Notes from the iPhone® or iTunes® backup file.

Also on the left hand side of the data recovery screen, the iPhone® device information is displayed. The information includes Device Name, OS Version, Serial Number, Product Type, Phone Memory Total, Used and Free (this information is only displayed when accessing the iPhone directly)

You can also click on the tabs at the side of the information screen to view the desired data.

Search Text

You can search the all text based tabs by letter or word.

Hide Data Recovery Screen

To hide the data recovery screen, the user must click on the Hide icon.

Export to Excel

You can export data from the current tab or All tabs into a Excel workbook (.xls file)

1. Click the Current Tab or All Tabs icon
2. Click browse to navigate to the destination folder, name the exported file.
3. You can then open the file to view the information.

Export Photos / Video

1. Click the Export Photos / Videos icon,
2. Select the directory / folder on your PC to export the photos and videos to
3. You can then open the folder to view the photos and videos
4. If you are updating a folder from a previous export, please check the box
“Replace if exists”

Troubleshooting

The following section provides answers for some common issues that you may encounter when using the Smart Phone Recovery Pro™

Problem: The iPhone® has stopped working. What do I do?

Solution: Reset the iPhone® by holding down the sleep/wake icon at the top right of the device and the home icon at the bottom center of the face at the same time.

Problem: The iPhone® doesn't connect to the computer. What do I do?

Solution: Please try one of the following:

- The iPhone® battery might need to be recharged
- If that doesn't work, disconnect other USB devices from your computer and connect the iPhone® to a different USB 2.0 port on your computer.
- If that doesn't work, turn the iPhone® off and turn it on again. Press and hold the Sleep/Wake icon on the top of the iPhone® for a few seconds until a red slider appears and then slide the slider. Then press and hold the Sleep/Wake icon until the Apple™ logo appears.
- If that doesn't work, restart your computer and reconnect the iPhone® to your computer.
- If that doesn't work, download and install (or reinstall) the latest version of iTunes® from www.apple.com/iTunes

Problem: The SmartPhoneRecoveryPro™ will not read my backup file on my Mac?

Solution: Please ensure “Encrypt Backup” is NOT selected in iTunes®

Help and Support

Help is available through the normal help menu within the software. This guide and other documentation including the most up to date Frequently Asked Question's (FAQ's) are available from the support page of the Enigma Recovery website.

You may need to install a version of Acrobat reader, which is free to download, to access this material.

If you have not found a solution by visiting our website page,

<http://www.enigma-recovery.com/support>

Enigma Recovery does provide technical support via email - please send your query complete with the serial number by completing the online support ticket also available from the support web page (you will need to have registered your product first).

We will endeavour to reply to your query as quickly as possible (usually within 48 hours of receiving the ticket).

Please take a moment to register your product! Either use the enclosed warranty card or register by visiting our website and completing the registration form online.

This will entitle you to FREE technical support for 1 year from date of purchase (please ensure you have kept evidence of your purchase - your receipt or invoice from the retailer). Failure to register will void any technical support you may require.

Disclaimer:

IN NO EVENT SHALL ENIGMA RECOVERY BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS PRODUCT.

Enigma Recovery

12 months Limited Warranty

What does this limited warranty cover?

This limited warranty covers any defects in material or workmanship in the new Enigma Recovery product accompanied by this limited warranty statement. Only consumers purchasing this product from an authorised Enigma Recovery distributor, retailer or re-seller may obtain coverage under this limited warranty.

How long does the coverage last?

The warranty period is twelve (12) months from the documented date of your purchase.

What does this limited warranty not cover?

This limited warranty does not cover any problem that is caused by (a) accident, abuse, neglect, shock, electrostatic discharge, heat or humidity beyond product specification; or (b) any misuse contrary to the instructions in the user manual; or c) lost passwords; or (d) malfunctions caused by other equipment. This limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover). This limited warranty does not cover data loss - backup any data to a separate medium where appropriate on a regular basis.

Also, consequential damages; incidental damages; and costs related to data recovery, removal and installation are not recoverable under this warranty.

What do you have to do to activate warranty?

Enigma Recovery will not provide any warranty coverage unless your claim is in compliance with all terms of this limited warranty statement and you follow the proper return procedure.

Product registration is a standard requirement before customer support can be given. You will be asked for your name, address, phone number, email address and product serial number when registering a product either online at :-

www.enigma-recovery.com/registration

or via the attached warranty card.

If the product is deemed to be within warranty and coverage is agreed, the product must be returned, properly packaged in its original packaging (or packaging providing the product with equivalent protection to the original packaging) and shipped, with the shipping charges prepaid, to the address supplied by your retailer or re-seller. Back up your data before sending the product back to Enigma Recovery because the product you send will not be returned to you.

What Enigma Recovery will do?

If Enigma Recovery and/or the retailer/re-seller authorises you to return your product, a replacement product will be issued to you without charge.

By sending the product back to an Enigma Recovery authorised retailer / online seller, you agree to transfer ownership of the original product to Enigma Recovery. Data recovery (where appropriate) is not covered under this limited warranty and is not part of the refund / replacement process.

Enigma Recovery warrants that replacement products are covered for the greater of either the remainder of the original product warranty or 90 days.

This warranty statement does not affect your statutory rights.

The Warranty Card at the end of this statement can be used to send your product registration back to Enigma Recovery



Enigma Recovery Product Registration Form



Title Mr / Miss / Mrs

First Name

Last Name

Email Address

Address 1

Address 2

Address 3

Postcode

Country

Product ER-380 SmartPhone Recovery Pro Suite

Date of Purchase / /

Serial Number

Name of Retailer

Nature of Use Business / Home

Return the completed form to:
Enigma Recovery, 10 Caroline Point, 62 Caroline Street, Birmingham,
B3 1UF, United Kingdom

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SmartPhone Recovery Pro™ Suite

Android® Data Recovery Software for Windows OS

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Introduction

The SmartPhoneRecoveryPro™ is a Windows based application for Android® that allows the user to view data and recover deleted data from your phone.

The data can be viewed and recovered directly from the mobile handset. The following manufacturers handsets, **Samsung, HTC, Sony, LG, Motorola, Huawei & ZTE** are supported by this application, and also Android OS versions v1.5 to v2.3.5

System Requirements

Hardware requirements

- Pentium 233 MHz or higher
- Multi data transfer cable for Android,iPhone & Blackberry

Software requirements

- iTunes® software must be installed prior to using this application.
- Supports 32 bit and 64 bit versions of Windows XP, Vista and Windows 7
- Android OS versions v1.5 to v2.3.5
- If recovering data without an iPhone®, an iTunes® backup file is required.

Installation / Check for Updates

The SmartPhone Recovery Pro will install a backup agent app onto your Android phone. This application is needed to retrieve the data from the phone. The application is removed immediately after the SmartPhone Recovery Pro. There is no installation to your PC required for this application as the software will run directly from the flash drive. You start the application by clicking on the **Android** phone icon via the **Start** menu to run the application. The **check for updates** button on the menu will check for any updates to the software which have been made in the period between manufacture and delivery to your retailer. It is advisable to check for updates periodically as we will continue to update and enhance the software to ensure it works smoothly.

Features

The application allows the user to explore the following features of the iPhone®.

SMS Information

Address Book

Call History

Mail and Calendar information

Videos

Internet History (including cookies and history)

Device Information including capacity

Photos

Dynamic Text History (User defined dictionary)

Understanding the user interface

The picture on the right shows the interface for this application. The data which is recovered by this application is viewed in the data recovery screen

Data Recovery Overview/setting change

The SmartPhone Recovery Pro retrieves data and recovers the deleted data from Android devices. This section explains how to recover data from your Android phone.



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Android® Data Recovery Software for Win OS

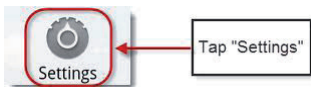


Before recovery can begin, you must take the following steps.

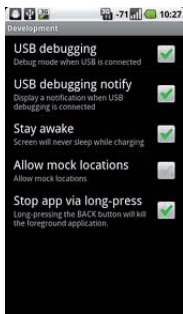
1. Turn on your Android handset.
2. Ensure that the battery is fully charged.

On your handset, you need to enable a setting for the connection

3. Go to Settings



4. Go to Applications, Development, Check the line saying USB debugging
5. Connect your phone to the PC using the data cable supplied with this product



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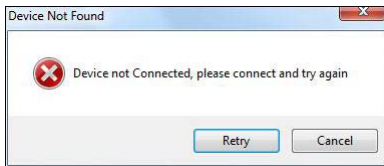
Android® Data Recovery Software for Win OS



6. Insert the SmartPhone Recovery Pro into a usb port on your computer.
7. With Windows XP, the start menu will open automatically as it will auto run.
8. With Windows Vista and Windows 7, Auto-run is disabled, but the flash drive will open as a folder.
9. If the Start Menu has not opened automatically, then double click on Start.exe to open the menu
10. The following menu screen will be displayed

Data Recovery

1. The application will check for the phone connected by USB cable
2. If detected, it will open the data recovery screen.
3. If not detected, it will advise

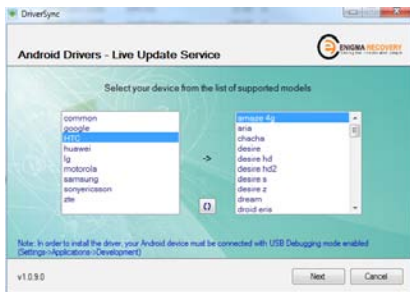


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Android® Data Recovery Software for Win OS



- If your phone is not detected by the PC, you may need to install the correct USB driver to the PC. Run the driversync application from the flash drive to install the driver from the list displayed.



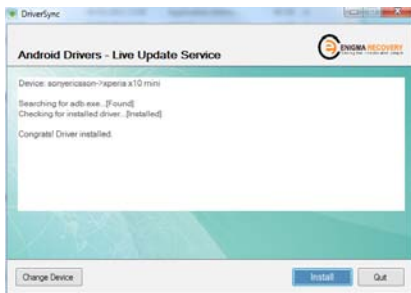
- Select the manufacturer and model of your phone and click next.

- Confirm that you have selected the correct driver and click the Install button to install the USB driver.

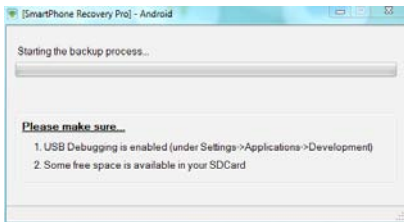
- If already installed on your PC, the application will advise. If not installed,

the application will download the driver from our server and install it automatically for you. only the driver you select will be installed.

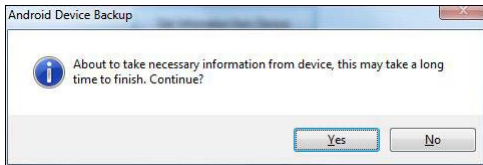
- Click on the Quit button to exit the application. Click on the Android icon again to start recovery.



9. Once both devices are connected, the application will prompt the user to start the data retrieval process.



10. A warning will be displayed about the time the data recovery may take. This is dependant on the amount of data stored on your phone handset.



Clicking No will cancel the recovery. Clicking Yes will start the recovery and the backup agent application will install itself onto the phone.

11. After installation, the backup agent will retrieve the data from your phone and populate the tabs in the SmartPhone Recovery Pro recovery screen.

ER-380 SmartPhone Recovery Pro Suite

Android® Data Recovery Software for Win OS



To navigate the data retrieved, the user can either click on any of the icons on the Android GUI to go directly to that feature (SMS, Contacts, Call Log, Calendar, Video, Internet, DeviceInfo, Photos and Recovery) or click on the related tab.



Please note that the time taken to display the photos and videos will depend on the number of multimedia data you have stored on your iPhone®. The more data you have, the longer it will take to retrieve them.

The feature selected will update the data recovery screen shown above.

The Recovery icon will recover deleted SMS History, Photos, Audio/Video files &

documents from your Android phone.

Note:

During recovery, the application may ask you to run another application, RA.exe. Please allow it to do so. Also to recover the data apart from SMS history, the application will ask you to enable USB connection mode. This mode is required to access the memory card for photo recovery.

Also on the left hand side of the data recovery screen, the iPhone® device information is displayed. The information includes Device Name, OS Version, Serial Number, Product Type, Phone Memory Total, Used and Free (this information is only displayed when accessing the iPhone directly)

You can also click on the tabs at the top of the information screen to view the desired data.

Search Text

The user is able to search any of the text based tabs by letter or word.

Hide Data Recovery Screen

To hide the data recovery screen, the user must click on the Hide icon.

Export to Excel

You can export data from the application as a Excel workbook (.xls file)

To export data:

Click the Export to Excel icon

Click browse to navigate to the destination folder and name the exported file.

You can then open the file to view the information.

Export Photos

You can export all the photo retrieved from your phone and save them to your PC.

To export photos:

Click the Export Photos icon

Click browse to navigate to the destination folder.

The application will save all photos it can find into the specified folder which can then be opened to view at a later date/time.

Export Videos

You can export all the video retrieved from your phone and save them to your PC.

To export video:

Click the Export Videos icon

Click browse to navigate to the destination folder.

The application will save all videos it can find into the specified folder which can then be opened to view at a later date/time.

Troubleshooting

Connection and Data Download Problems

For most recovery issues, please try the following. If none of these suggestions work, continue reading the FAQ for more specific answers:

- Make sure the phone is not password locked
- Make sure the phone has a valid SIM card in it
- Make sure the phone is on the home screen of the program
- Make sure the phone is in USB Debugging mode
- Try using a different cable
- Put the phone in airplane mode
- Run Android.exe as administrator
- Try a different USB port
- Try a different computer
- Try a different phone
- Eliminate as many variables as possible so you can see what the problem is
- Restart the phone
-

Help and Support

Help is available through the normal help menu within the software. This guide and other documentation including the most up to date Frequently Asked Question's (FAQ's) are available from the support page of the Enigma Recovery website.

ER-380 SmartPhone Recovery Pro Suite **Android® Data Recovery Software** for Win OS



You may need to install a version of Acrobat reader, which is free to download, to access this material.

If you have not found a solution by visiting our website page,

<http://www.enigma-recovery.com/support>

Enigma Recovery does provide technical support via email - please send your query complete with the serial number by completing the online support ticket also available from the support web page (you will need to have registered your product first).

We will endeavour to reply to your query as quickly as possible (usually within 48 hours of receiving the ticket).

Please take a moment to register your product! Either use the enclosed warranty card or register by visiting our website and completing the registration form online.

This will entitle you to **FREE** technical support for 1 year from date of purchase (please ensure you have kept evidence of your purchase - your receipt or invoice from the retailer). Failure to register will void any technical support you may require.

ER-380 SmartPhone Recovery Pro Suite
Android® Data Recovery Software for Win OS



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Enigma Recovery

12 months Limited Warranty

What does this limited warranty cover?

This limited warranty covers any defects in material or workmanship in the new Enigma Recovery product accompanied by this limited warranty statement. Only consumers purchasing this product from an authorised Enigma Recovery distributor, retailer or re-seller may obtain coverage under this limited warranty.

How long does the coverage last?

The warranty period is twelve (12) months from the documented date of your purchase.

What does this limited warranty not cover?

This limited warranty does not cover any problem that is caused by (a) accident, abuse, neglect, shock, electrostatic discharge, heat or humidity beyond product specification; or (b) any misuse contrary to the instructions in the user manual; or c) lost passwords; or (d) malfunctions caused by other equipment. This limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover). This limited warranty does not cover data loss - backup any data to a separate medium where appropriate on a regular basis.

Also, consequential damages; incidental damages; and costs related to data recovery, removal and installation are not recoverable under this warranty.

What do you have to do to activate warranty?

Enigma Recovery will not provide any warranty coverage unless your claim is in compliance with all terms of this limited warranty statement and you follow the proper return procedure.

Product registration is a standard requirement before customer support can be given. You will be asked for your name, address, phone number, email address and product serial number when registering a product either online at :-

www.enigma-recovery.com/registration

or via the attached warranty card.

If the product is deemed to be within warranty and coverage is agreed, the product must be returned, properly packaged in its original packaging (or packaging providing the product with equivalent protection to the original packaging) and shipped, with the shipping charges prepaid, to the address supplied by your retailer or re-seller. Back up your data before sending the product back to Enigma Recovery because the product you send will not be returned to you.

What Enigma Recovery will do?

If Enigma Recovery and/or the retailer/re-seller authorises you to return your product, a replacement product will be issued to you without charge.

By sending the product back to an Enigma Recovery authorised retailer / online seller, you agree to transfer ownership of the original product to Enigma Recovery. Data recovery (where appropriate) is not covered under this limited warranty and is not part of the refund / replacement process.

Enigma Recovery warrants that replacement products are covered for the greater of either the remainder of the original product warranty or 90 days.

This warranty statement does not affect your statutory rights.

The Warranty Card at the end of this statement can be used to send your product registration back to Enigma Recovery



Enigma Recovery Product Registration Form



Title Mr / Miss / Mrs

First Name

Last Name

Email Address

Address 1

Address 2

Address 3

Postcode

Country

Product ER-380 SmartPhone Recovery Pro Suite

Date of Purchase / /

Serial Number

Name of Retailer

Nature of Use Business / Home

Return the completed form to:
Enigma Recovery, 10 Caroline Point, 62 Caroline Street, Birmingham,
B3 1UF, United Kingdom

