

# User's Manual



**(Version 3.0)**

Transcend memory and storage products are built with extremely high quality standards to ensure long-term reliability. However, accidents are always bound to happen, and one wrong click can erase your entire precious photo collection. RecoverRx is an incredibly useful software tool that allows you to recover the accidentally deleted image files from your Transcend storage and multimedia products. With RecoverRx, photos previously thought lost forever can now be brought back to you!

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# Precautions

1. When changing the folder path for recovered files, NEVER select the storage device you are recovering files from as the destination drive.
2. Never unplug the storage device you are recovering data from during the recovery process.
3. As soon as you discover that your files are lost or accidentally deleted, stop using the storage device immediately. Do not take any new picture, record video, save or copy new files onto the device until AFTER you have finished using RecoveRx to retrieve all of your lost data.
4. For best results, do not use the “Format” function on your digital camera or computer (even if instructed to) before recovering data, as this will greatly reduce your chances to bring lost data back.
5. You need enough free disk space to store all recovered files. (EX: if 9GB of files are to be recovered, you will also need 9GB of free space on your computer’ s hard drive)

# System Requirements

## Windows

- Microsoft Windows XP\*
- Microsoft Windows Vista\*
- Microsoft Windows 7\*
- Microsoft Windows 8 / 8.1\*

Microsoft .Net Framework 4.0 or later (Installation required)

## Mac OS X

Mac OS X 10.7 or later

**NOTE: You must have Administrator privileges to run RecoveRx.**

# Supported Products

Memory Cards

JetFlash USB Flash Drives

StoreJet External Hard Drives

Portable Solid State Drive (SSD)

Digital Music Players

# Supported File Types

File Category	File Type
Photo	bmp/crw/dsc/gif/jpg/orf/png/raf/raw/rw2/tif/pef/nef/dcr/sr2/cr2
Video	ASF/WMA/WMV/m2ts/mkv/mov/mp4/3gp/3g2/jp2/mpg/riff/wav/cdr/avi/swf/TiVo/ts/wtv
Document	cwk/doc/xls/ppt/docx/xlsx/pptx/pdf/psb/psd/txt/zip
Others	aif/fcp/ISO/itu/mid/mp3/ogg/ra/rm

# Getting Started

Download RecoveRx from <http://www.transcend-info.com/support/service>

## Windows Users

1. Double-click “RecoveRx.exe” to install.
2. Follow the steps to complete the installation.



3. Click Start > All Programs > Transcend > RecoveRx

## Mac Users

1. Drag the RecoveRx icon to Applications.



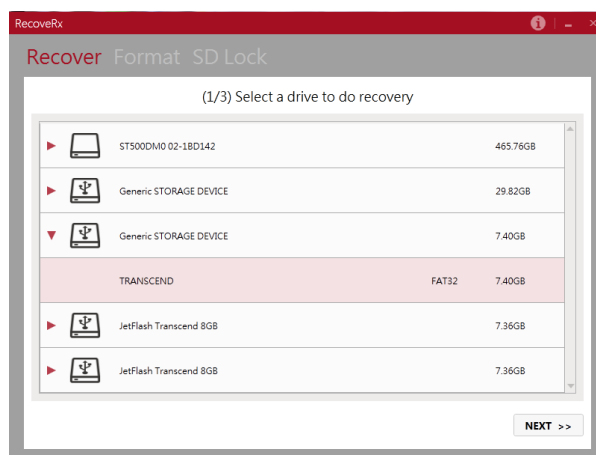
2. When the RecoveRx icon appears in Applications, click it to begin.

# Recovering Lost Files

Connect the storage device that you want to recover files from to your computer.

## Windows Users

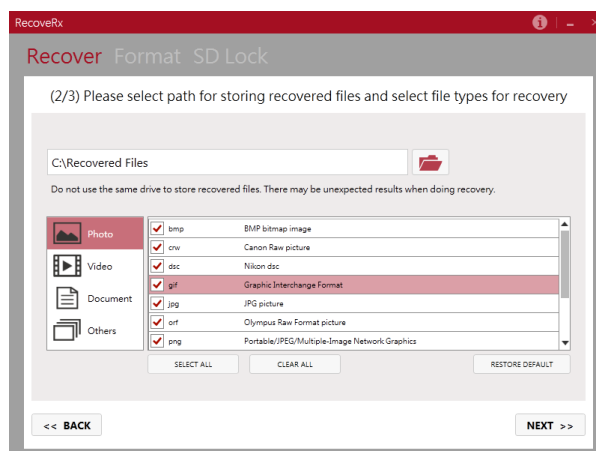
1. Click “RecoverRx” to start the program.
2. Select your device from the disk list.



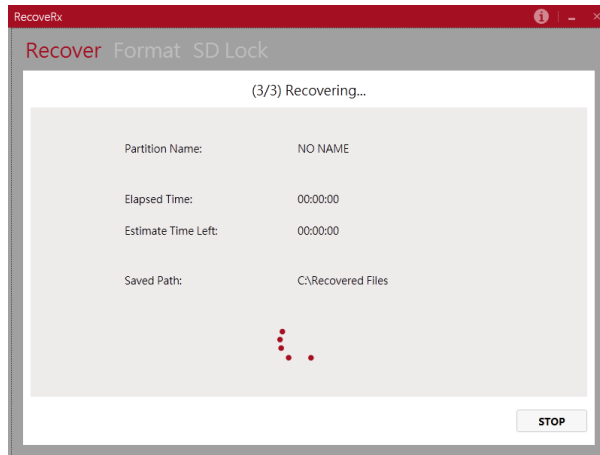
3. Select

The location for your recovered files (default location is C:\Recovered Files)

The type of files you search for (at least one file type must be chosen)



4. Click “Next” to begin searching the selected partition for lost files. The number of files recovered and the total elapsed time will appear in the left-hand corner of the screen.



5. When the recovery process is complete, a result page will appear showing the total number of files recovered.

## Mac Users

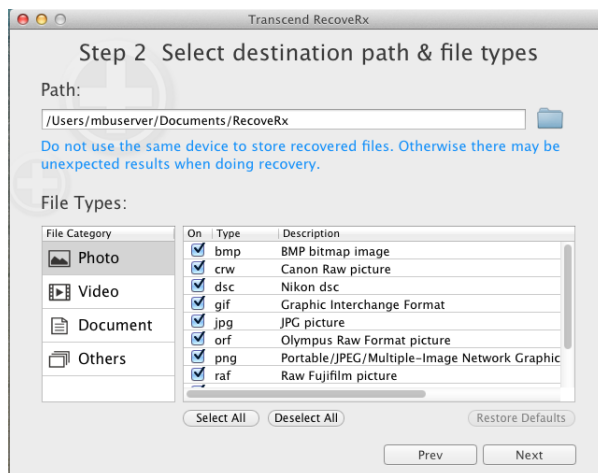
1. Click RecoveRx icon in Applications.
2. Select your device from the disk list.



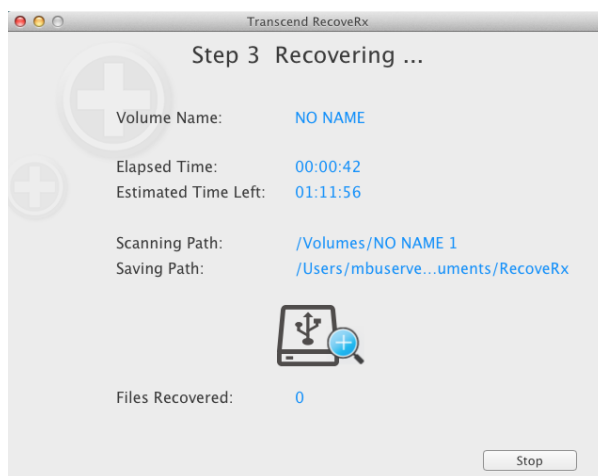
### 3. Select

The location for your recovered files (default location is /Users/UserName/Documents/RecoverRx)

The type of files you search for (at least one file type must be chosen)



4. Click “Next” to begin searching the selected partition for lost files. The number of files recovered and the total elapsed time will appear in the left-hand corner of the screen.



5. When the recovery process is complete, a result page will appear showing the total number of files recovered.

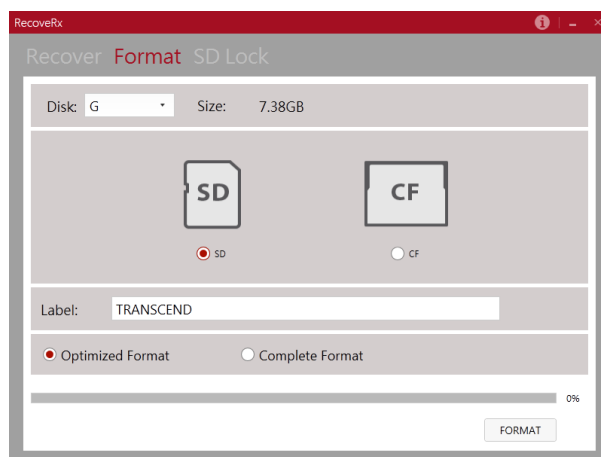
**NOTE: Never select a destination folder on the drive you are recovering files from. Doing so can render lost files permanently unrecoverable.**



# Formatting Memory Card (Windows version only)

After recovery, you may safely format your memory card by using the included format tool. Please note that this feature only works with SD and CF cards.

**NOTE: Formatting will erase all data on your card. Only run the Format utility after you have fully recovered all desired files from the memory card.**



1. Click “Format” .
2. Select the drive letter of memory card you want to format.
3. Select the card type that matches the card you are formatting.
4. (Optional) Enter a name for the memory card, which will be used when you connect it to a computer for data transfer.
5. (Optional) By default, RecoveRx will perform a “Optimized Format” on your memory card. However, if you want to make sure your old data are thoroughly erased to prevent unwanted access by potential third parties, we recommend using the “Complete Format” option. “Complete Format” performs a slow, secure erase of your entire memory card. “Complete Format” is the cleanest and most secure method of erasing your memory card, but it also takes most time.

6. Click “Format” to begin the format process. Remember that formatting will delete all data on the card.

7. Click “YES” if you understand that all data will be erased and are sure you want to format your card.

8. Wait for the format procedure to complete. The time required to format your memory card will vary depending on the card capacity and format options chosen.

**NOTE: Please be patient and wait for the process to complete.  
NEVER disconnect a memory card during the format process.**

9. When the formatting is complete, a “Success” window will appear. Click “OK”

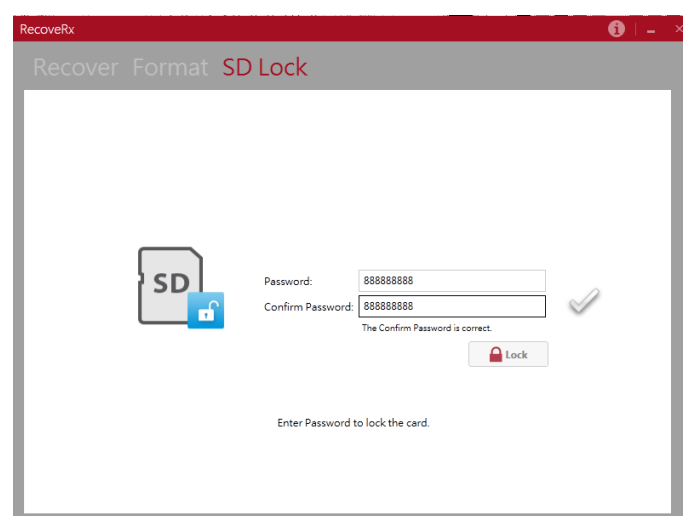
# Lock / Unlock your SD card (Windows version only)

If you are concerned about data security, RecoveRx includes a built-in feature that allows you to add security protection to your SD card. The SD card protection function can protect your private data from being accessed by unauthorized users. Please note that this feature only works with SD cards, and requires a Transcend RDF8 card reader to function.

**Note:** Not all cards are equipped with built-in security functions. Please check with your memory card manufacturer for compatibility details. NEVER disconnect the memory card or card reader during the security process.

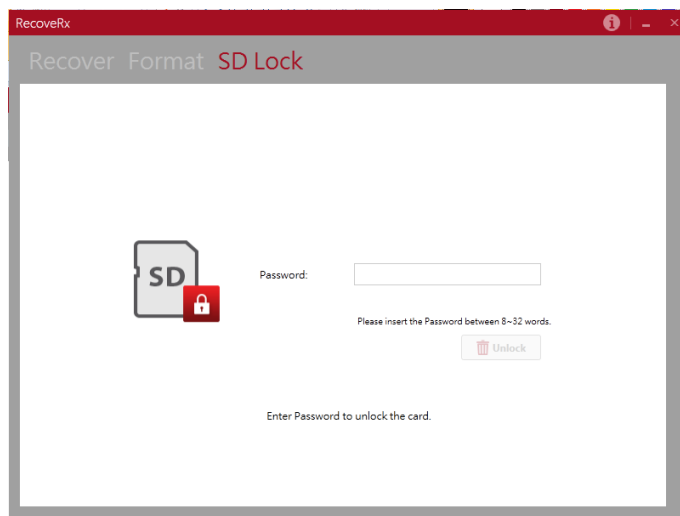
## Lock SD card

1. Connect the Transcend RDF8 card reader to your PC.
2. Click SD Lock.
3. Insert an SD card to which you want to add security protection.
4. Choose a password for your memory card and enter it in both the “Password” and “Confirm” fields. The password is case-sensitive and the maximum length is 32 characters. Once you have chosen a password and have memorized it (or made note of it elsewhere), click Lock.



## Unlock SD card

1. Connect the Transcend RDF8 card reader to your PC.
2. Click SD Lock.
3. Insert a locked SD card that you want to unlock.
4. Enter the correct password, click Unlock.



# FAQ

**Q: RecoveRx doesn't detect my storage device.**

A: Your device might not be connected correctly to your PC. Try reconnecting the device to make sure it is securely connected to the appropriate slot, port, or reader. If you are using a flash drive or are connecting your device via a USB cable, try disconnecting it from the USB port for a few moments and then plug it back in.

**Q: A partition on my drive is detected as “Unknown.” Can I still recover data from it?**

A: Partitions that are bootable or use file systems other than FAT16, FAT32, exFAT or NTFS will show up as “Unknown” in the RecoveRx interface. However, it is still possible to recover data from these partitions.

**Q: RecoveRx has been running for a long time and still has not finished. How long does the recovery process usually take?**

A: The duration of the recovery process varies depending on disk size and the state of the data stored within the storage device. Try waiting patiently a little longer for the process to complete. If RecoveRx still does not complete the recovery process, feel free to contact Transcend technical support for further assistance.

**Q: RecoveRx doesn't run when I double-click its icon. What's wrong?**

A: You might not have Administrator privileges on the computer you are using. To run RecoveRx in Windows 8, 7 and Vista, enter the password and click “Allow” when prompted for Administrator privileges.

**Q. Is formatting a memory card before first use necessary?**

Yes. Since not every electronic device supports the same format, it is advised to format the new memory card in the electronic device before use in order to avoid unpredictable errors when trying to store data within a non-native folder structure.

**Q. What's the reason I can't transfer files larger than 4GB?**

Simply put, it's because the file being copied is too large for the file system to handle. FAT32, for example, can only handle files up to 4GB in size, while FAT16 can only handle up to 2GB. If you need to copy files larger than 4GB, please convert your partition format from FAT to exFAT.

**Q. Why does my memory card show less capacity than listed?**

It's mainly due to the small discrepancies in algorithms and file formats by various operating systems. Some memory cards—like Transcend's—are manufactured with 1-3% of the storage space saved for firmware and applications, and for the purpose of storage reliability.

**Q. In Which case should I use Format function?**

You can use Format function in the following Memory card problems :

Windows can't format Transcend Memory Card.

Write protected Transcend memory card.

Raw Transcend Memory card volume.

Transcend Memory card capacity is 8MB or 0MB.

## More Help

If you cannot find the answer to your problem in this manual and are having difficulty with the RecoveRx software or your Transcend card reader, Please visit our Tech Support website at <http://www.transcend-info.com/Support/contact>

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