



Stellar Photo Recovery



1. 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.

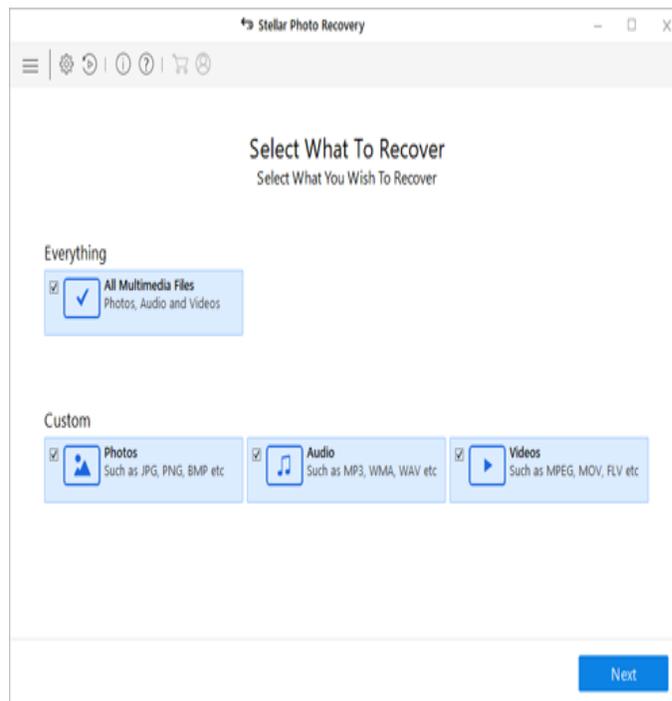
Stellar Photo Recovery software can quickly recover all your lost images and media files.

It supports a range of digital photo file formats, audio file formats, and video 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 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 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 Photo Recovery**.



Stellar Photo Recovery Main Screen

What's new in this version?

- Re branding User Interface.
- Photo, Audio & Video Recovery Support for FAT32, ExFAT, NTFS, HFS+, Linux file system and Hard Drive recovery support.
- Option to recovery from CD/DVD.
- 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](#).

2. Why Stellar Photo Recovery ?

Stellar 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 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 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 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 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 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.

3. Getting Started

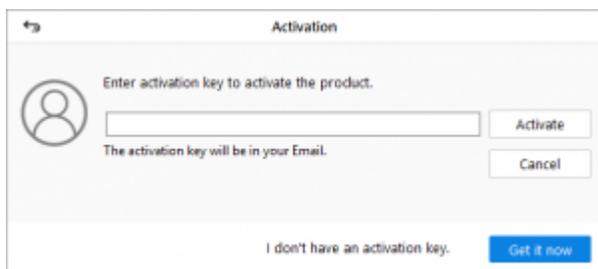
- Registering the Tool
- Updating the Tool
- Stellar Support

3.1. Registering the Tool

The demo version is for evaluation purpose only. You need to activate the software to use its full functionality. Use the Activation Key received via email after purchasing the software to activate it.

To activate the software:

1. Run the demo version of **Stellar Photo Recovery** software.
2. Click the **Activation** button. Activation window is displayed as shown below:



3. If you don't have the activation key, click **Get it now** button in the window to purchase the software.
4. Once the order is confirmed, an Activation Key is sent to the email that you have provided while purchasing the software.
5. Paste or type the **Activation Key** (received through email after purchasing the product) and click **Activate** button (**Please ensure an active Internet connection**).
6. **Stellar Photo Recovery** automatically communicates with the license server to verify the entered key. If the entered key is valid, activation is completed successfully.
7. **'Stellar Photo Recovery Activated Successfully'** message is displayed. Click **OK**.

3.2. Updating the Tool

Stellar Photo Recovery 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 Photo Recovery**. While updating the software, it is recommended to close all the running programs.

To update Stellar Photo Recovery, do one of the following:

To check automatically,

1. Run **Stellar 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 Photo Recovery**.
2. Click  **Show more options** to expand and click **Advanced Settings**  button.
3. In the **Advanced Settings** 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.

3.3. 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 Buy  icon from the main interface screen.

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

Search in our extensive **Knowledgebase** at

<https://www.stellarinfo.com/support/kb/index.php/category/photo-recovery>

Submit enquiry at <https://www.stellarinfo.com/support/enquiry.php>

E-mail to Stellar Support at support@stellarinfo.com

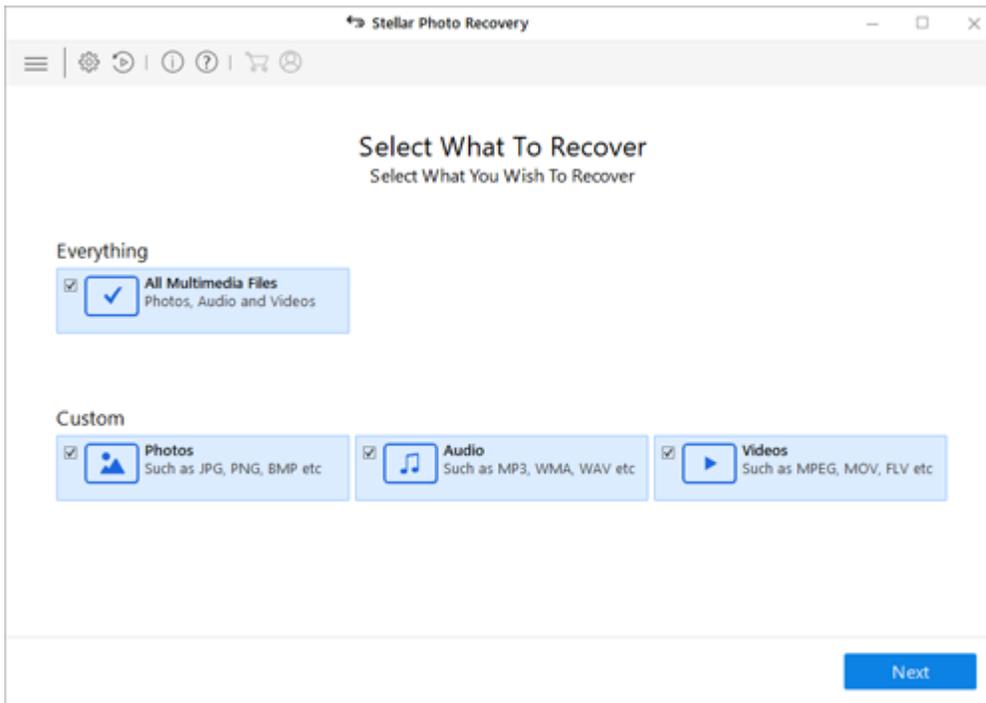
4. User Interface

- Main User Interface
- Tabs and Buttons

4.1. Main User Interface

The home screen contains menus, toolbar, Recover Photo, Audio & Video, Create Image, Advance Settings Button, 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.

Main user interface of **Stellar Photo Recovery** software is quiet simple, easy to use and effective. On launching the software **Select What To Recover** screen is displayed:



Main user interface contains 2 major recovery options:

1. **Everything**

- **All Multimedia Files:** Select this option to recover photos, audio, and videos. This option recovers all the data from a particular drive or location selected for recovery.

When you select **Everything** it by default selects all the options under custom ie: Photos, Videos and Audios and recovers everything.

2. **Custom:**

- **Photos, Audios, Videos:** This option recovers Photo, Audio, Video from various drives.

If you want to recover only Photo, Audio or Video, Uncheck “Everything” checkbox and select the desired checkbox under **Custom**.

4.2. Tabs and Buttons

Some other general buttons/icons that you will encounter while using **Stellar Data Recovery – Home** software are as follows:

**Home**

Click this button to return to main screen at any point.

**Advanced
Settings**

Click this button to configure general, file types and recovery settings.

**Lab Service**

Click this button to get assistance on any data recovery issue.

**About**

Click this button to display information about the application.

**Back**

Click this button to move to previous screen from current window.

**Help**

Click this button to open user help guide.

**Buy Online**

Click the button to buy the software online.



Register

Click this button to register the software.

Next

Click this button to move to the next window.

Recover

Click this button to save the recovered data.

Scan

Click this button to start the scanning process.

Stop

Click this button to stop the scanning process at any time.

5. How To...

Stellar Photo Recovery recovers images and media files from storage devices. It first scans the preferred media and then recovers the files. You can save the scan information file to resume recovery at a later stage. Advanced options are provided to scan and recover files of specific type, or files lying in a specific hard drive region. This section covers, how to...

- Recover Photo, Audio & Video
- Resume Recovery
- Use Advance Option
- Deep Scan

5.1. Recover Photo, Audio & Video

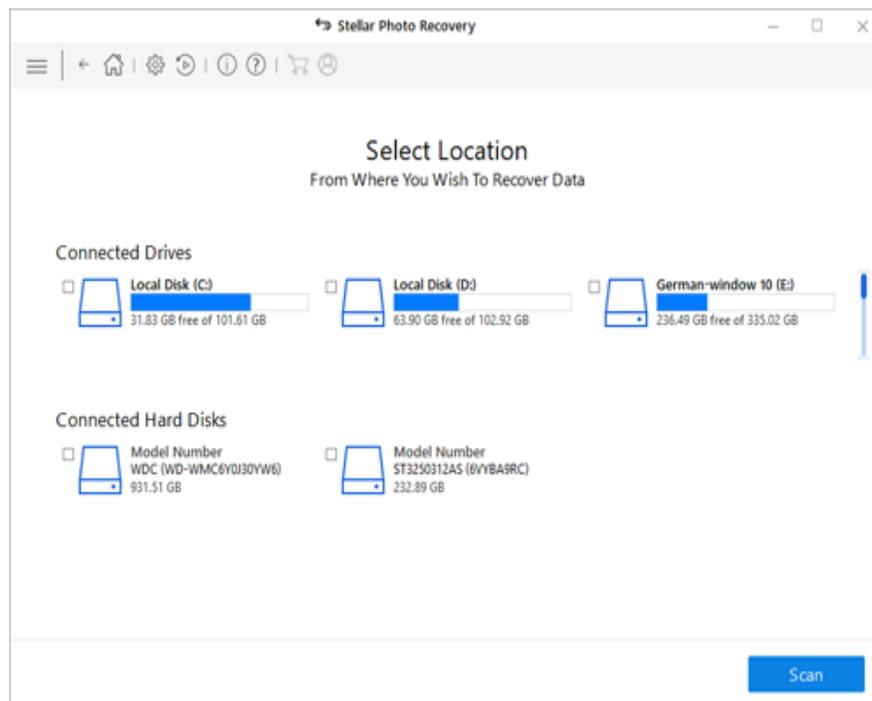
Stellar Photo Recovery helps you to recover all the supported images and media files. Recovery of all the files residing on the selected hard drive or recovery of selected files from the scanned result can be by done using the software. **Stellar Photo Recovery** allows

you to search, preview and save recovered photos and media files.

Stellar 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 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 file types, specific Language, to Resume Recovery, or to Add/Edit File Type and 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



Select Media for Recovery in Stellar Photo Recovery

according to file types such as Image Formats, Audio Formats. The bottom-right pane lists the files stored in the selected folder. The top pane shows the preview of the selected file. Double-click a folder to view its contents.

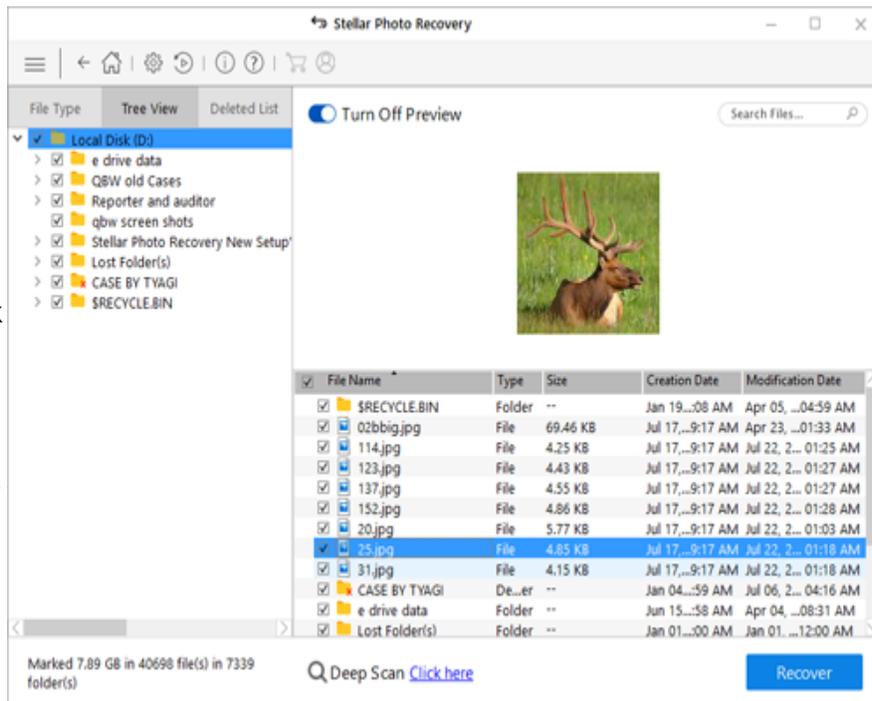
You can change the view of the file list in the scan results.

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.

The Software provides 3 Types of Previews to view Files and Folders.



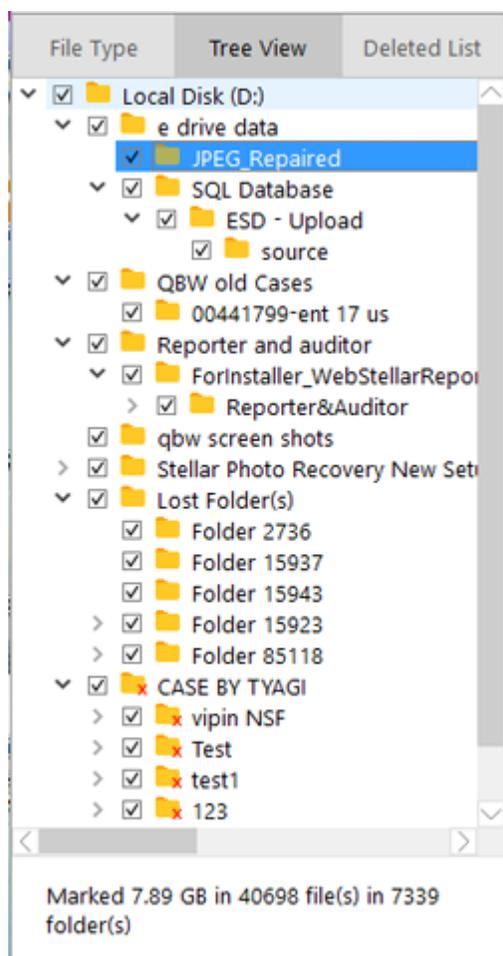
Preview scan results and select files and folders for recovery

5.1.1. Types of Preview

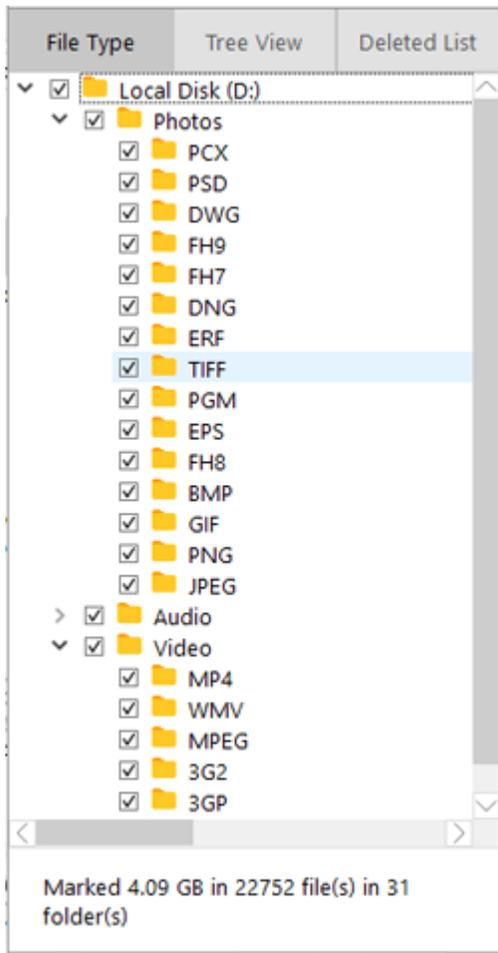
Stellar Photo Recovery provides the following three types of previews for you to view lost or deleted files/folders before recovering them:

1. **Tree View**
2. **File Type**
3. **Deleted List**

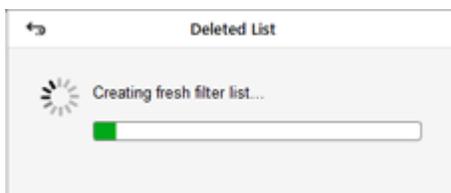
Tree View: In this view, folders are listed in a hierarchical arrangement.



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



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



Stellar 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.

5.2. Recover Files

To recover lost files:

1. From the **Preview** window, select the files and folders you want to recover. You can narrow the search result by selecting only specific files or type of files to view or recover from the **File Type** tab or to recover deleted files select the files from the **Deleted List**.

- **To search for specific files**

Enter the name of the file in **Search Files** field and hit To move to the next found entry **click** or press **CTRL + g**

- **To save all files**

Check the root node in the left pane and then click **Recover** or from the file list pane select the check box besides the **File Name** tab and then click **Recover**.

- **To save individual files(s)**

Click a folder in the left pane to view files stored in it.

Check the file(s) in the bottom right pane and then click **Recover**.

- **To recover individual file**

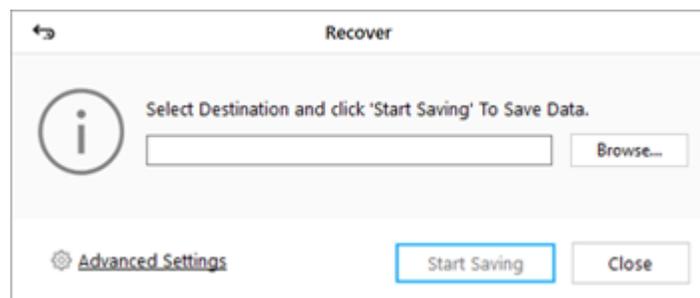
Right-Click the file in the file-list and select **Recover**.

- **To recover files of specific category:**

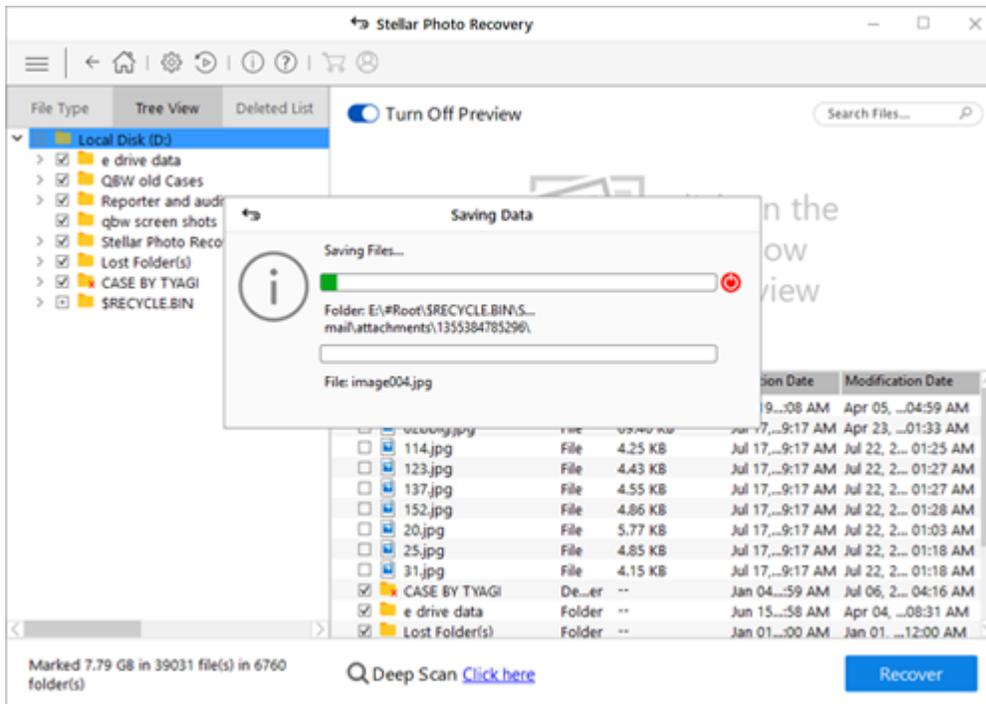
Click File Type List. Check the File Types category folders as per your choice. The files of the selected file types folders will be listed in the file list pane. You can select the individual files in the list.

Click **Recover**.

2. A **Recover** dialog box is displayed. Click **Browse** to select a destination to save data.



3. Click **Start Saving** to start saving process. If the destination files have same names then you can overwrite, rename or skip. Choose as per the case.



The selected files will be recovered and saved at the specified location. Navigate to the destination to view files.

Note:

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

5.3. Resume Recovery

Resume Recovery feature is used to start recovery procedure from a **saved scan information**. 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:

- Save Scan

- Resume Scan
- Create Image
- Load Image

5.3.1. 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.

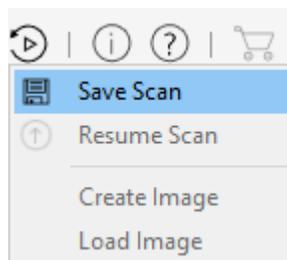
You can save scan result of a complete or incomplete recovery process. If you stop a scanning process, you can save scan information up to that point. However, you should perform a complete scan and then save scan result.

You can save scan result of any scanning process as DAT file. Saving scan information saves your time. You can resume recovery by selecting the DAT file without scanning the drive again.

To save scan information:

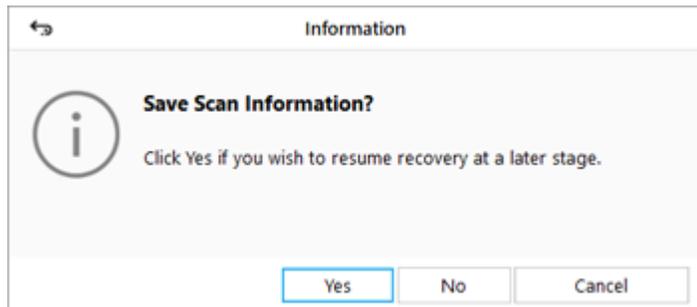
To save scan information :

1. Run **Stellar Photo Recovery**.
2. Click **Advanced Settings** button.
3. Click **Save Scan**.



OR

1. In '**Scan Results**' window. Click **Back** button or close the application.
2. You will be prompted to save scan information.



3. Click **Yes**.

4. In '**Save scan information**' dialog box, browse to the location where image file should be saved. Type the name of the image file in the **File name** text box. Click **Save**.

Scan Information file will be saved with DAT extension.

You are prompted to save scan information when you click **Back** button  or close **Stellar 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.

Click **Recover** Button, a dialog will appear to select the destination where you wants to save the photo Audio and video files, Click **Save**.

Note: *If you stopped a scanning process, you can save scan information up to that point. However, you should perform complete scan, and then save scan result.*

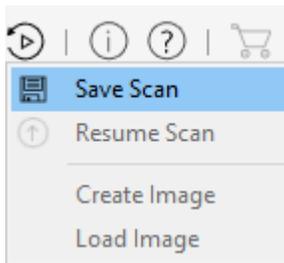
Note: *Ensure that the scanned storage media is attached to the computer before you resume recovery by the help of scan information file.*

Tip: *It is recommended that you should save 'scan information file' and 'hard disk image' at different locations with proper name such that you can easily retrieve the required DAT file.*

5.3.2. Resume Scan

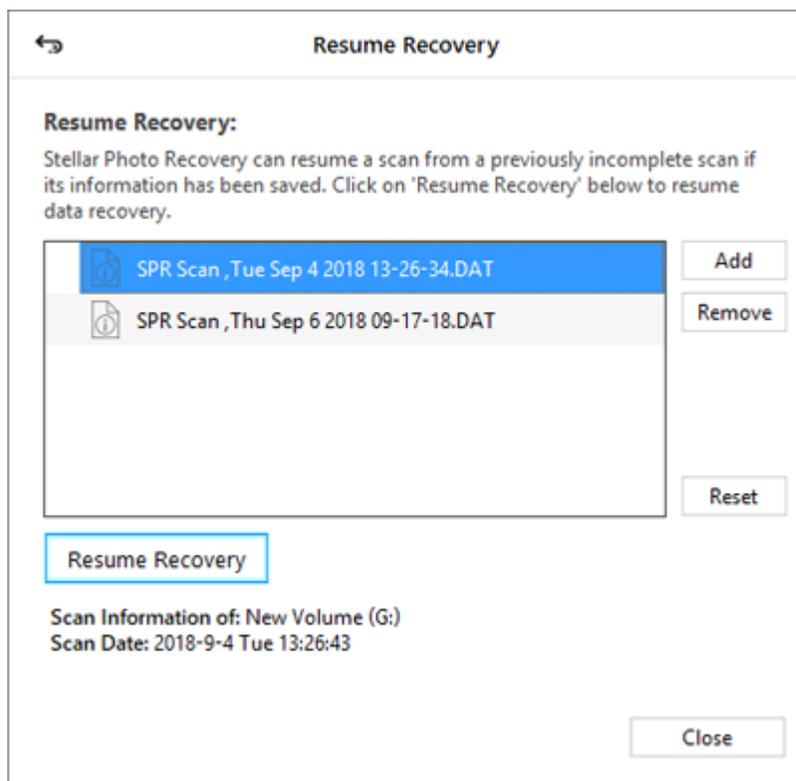
Scan Information file contains information of a scan and is saved as a DAT file. You can save scan information file during any complete or incomplete recovery process. DAT file can be used to restart recovery later. For example, you saved DAT file of a scanning process and recovered only some files from that scan result. Later, you want to recover some more files from the same drive. You can use the saved DAT file to restart recovery.

Using a scan information file saves time, since scanning of each file does not take place. All files and folders shown after scan process will be shown on loading the DAT file created for that scan. In addition, if you have performed scanning process but not saved any files then you can use the DAT file to restart recovery at some other time.

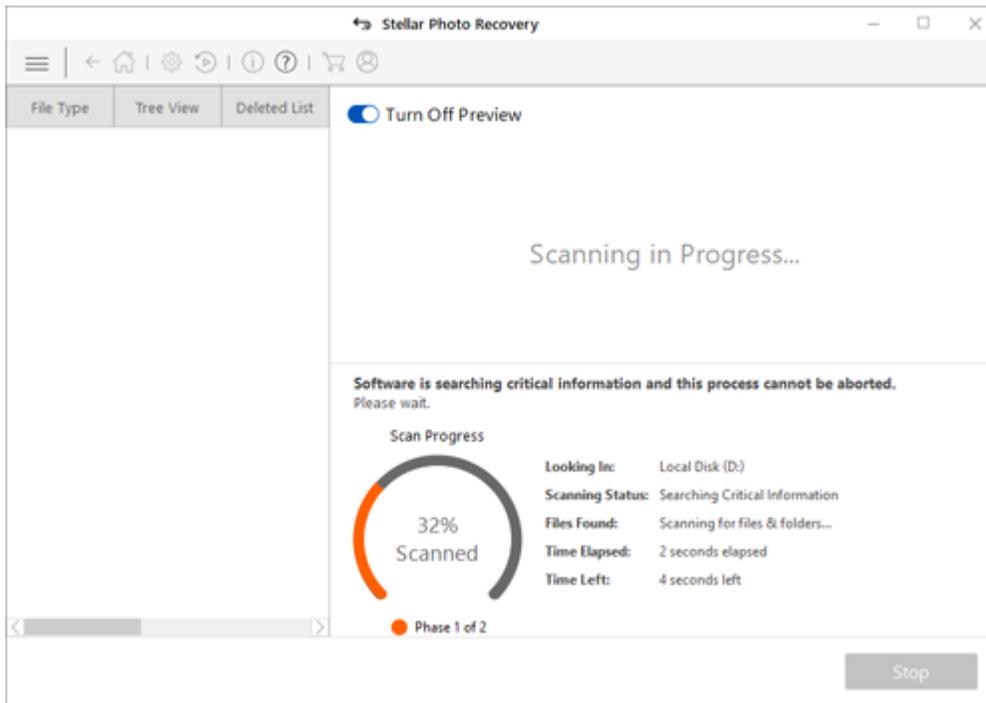


To resume recovery by using scan information file:

1. Run **Stellar Photo Recovery**.
2. Click **Advanced Settings** button.
3. Click **Resume Recovery**  button from **Advanced Settings** window.



4. From the list of saved scan information select the saved scan Information file for which you want to resume the recovery process and click **Add**. Similarly, to remove any image from the recovery process, select the saved scan Information file and click **Remove**.
5. Click **Resume Recovery** to start recovery process.
6. A screen showing the scanning process is displayed. Click **Stop** to stop the scan at any point.

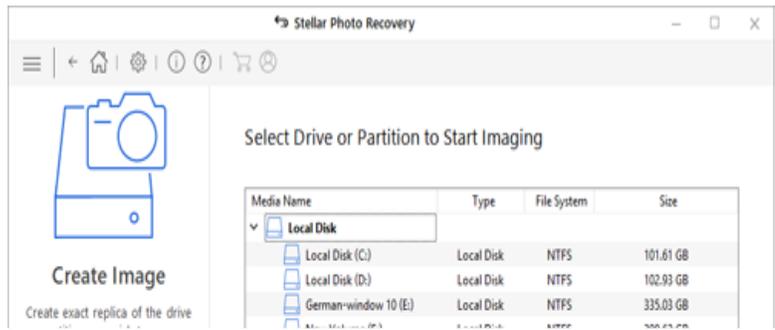


7. Once the scanning process is completed, details of the files and folder found are displayed in a dialog box as shown below:

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*.

5.3.3. Create Image

This option is useful if media has developed bad sectors. **Stellar 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 Photo Recovery.

Create Image screen

You can create an Image for a selected range of sector by clicking on **Advanced settings Button**.

5.3.3.1. 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 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**.

5.3.4. Load Image

With **Stellar Photo Recovery** you can perform the recovery operation on a newly created disk image using Create Image option or on any previously created disk image.

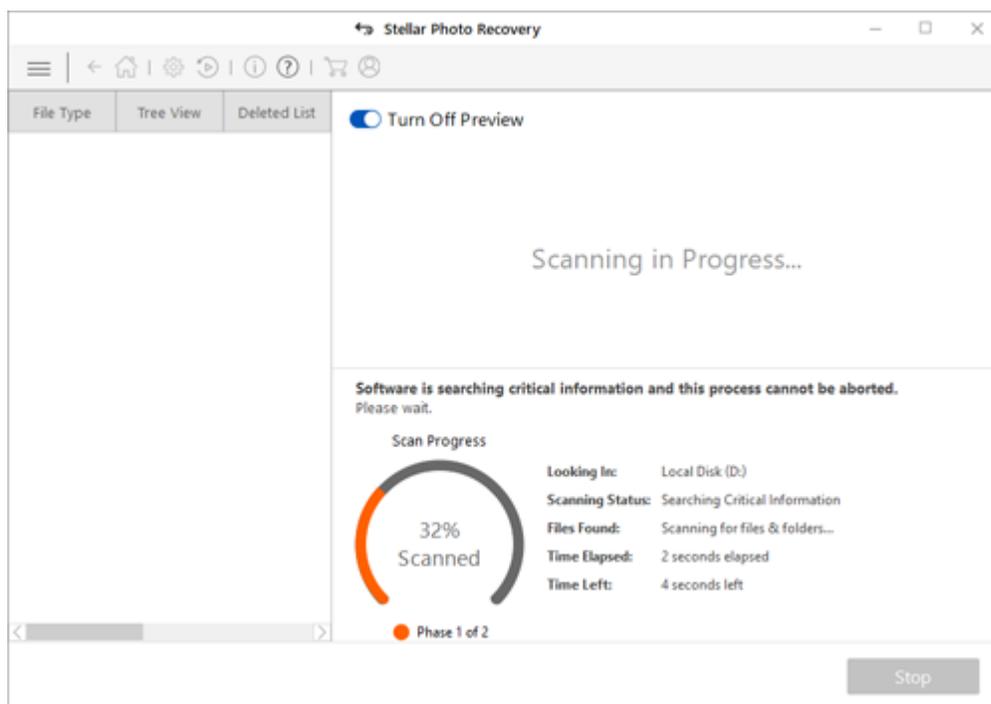
1. Run **Stellar Photo Recovery**.
2. Click **Resume Recovery**  button.

3. Click **Load Image**.

4. A window will open listing the images, select the image for which you want to perform the Scanning process.

5. Click **Scan** to start the process.

6. A screen showing the scanning process is displayed. Click **Stop** to stop the scan at any point.



7. Once the scanning process is completed, details of the files and folder found are displayed in a dialog box as shown below:

Click **Recover** Button, a dialog will appear to select the destination where you wants to save the photo Audio and video files, Click **Save**.

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.

5.4. Use Advance Option

Additional options in **Stellar Photo Recovery** make this software exceptional and easy to operate.

Advanced options contained in Stellar Photo Recovery are as follows:

- Preview
- File List
- Add Header
- Update
- Languages
- Supported File Formats
- Deep Scan

5.4.1. Advanced Settings

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

To set preferences:

1. Run **Stellar Photo Recovery**.
2. Click  **Show more options** to expand and click  **Advanced Settings**.
 - To apply settings for preview window, click  Preview
 - To list various file types for their recovery, click  File Type
 - To add or edit file types for recovery, click  Add File Type
 - To resume a recovery process, click  Resume Recovery button
 - To apply settings for updates, click  Update
 - To change the software language, click  Languages button
 - To access help manual for this software, click  button

5.4.1.1. 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 Photo Recovery**.
2. Click  **Show more options** to expand and click **Advanced Settings**  button.
3. Select **Preview** tab from **Advanced Settings** 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.

5.4.1.2. File List

The file list option of **Stellar Photo Recovery** lists various file types. You can select the required file types for their recovery.

To select file type:

1. Run **Stellar 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

5.4.1.3. Add Header

Add File Type include following options:

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

Add File Type

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

You can add File Type either

- Automatically
- Manually

To Add File type automatically :

1. Run **Stellar Photo Recovery**.
2. Click  **Show more options** to expand and click **Advanced Settings**  button.
3. Select **Add File Type** tab from **Advanced Settings** window.
4. Click **Add File Type** button in **Add File Type** 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 File Type** button.

To Add File type manually :

1. Run **Stellar Photo Recovery**.

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

Advanced Settings 

button.

3. Select **Add File Type** tab from **Advanced Settings** window.

4. Click **Add File Type** button in **Add File Type** 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 **File Type** in hexadecimal.
- Specify **At Offset** in decimal.

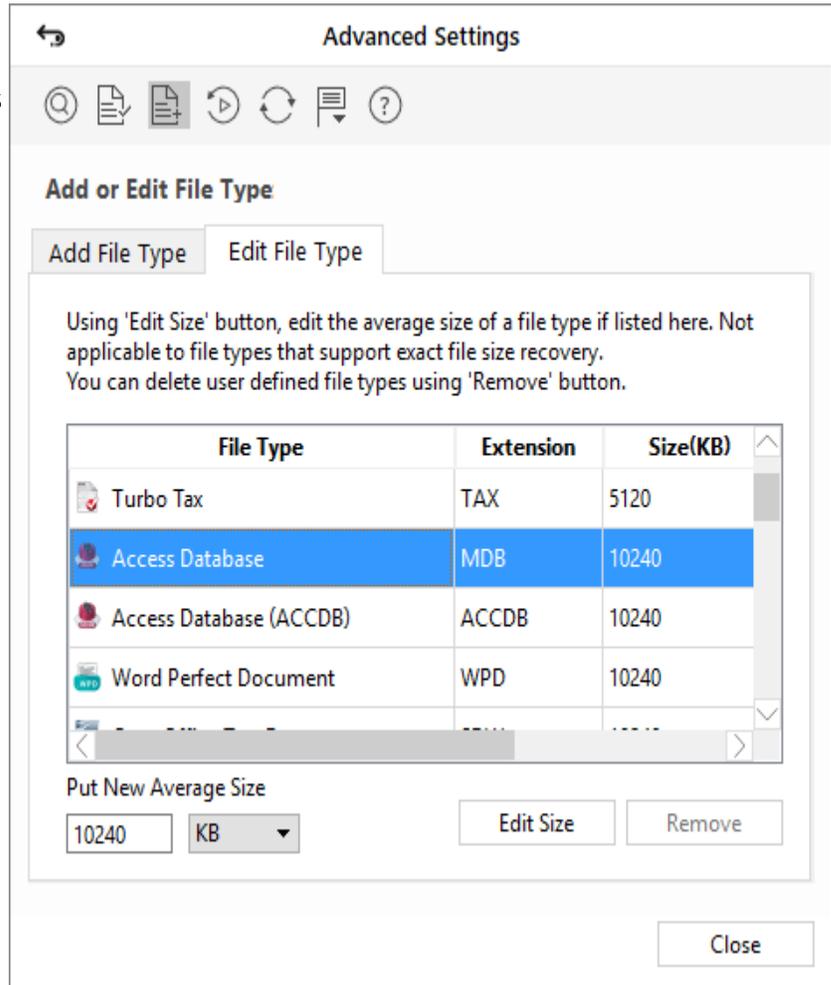
6. Click **Add File Type** button.

Edit File Type

Stellar 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 Photo Recovery**.
2. Click  **Show more options** to expand and click **Advanced Settings**  button.
3. Select **Add File Type** tab from **Advanced Settings** window.
4. Click **Edit File Type** button in **Add File Type** 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.



5.4.1.4. 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 Photo Recovery**.
2. Click  **Show more options** to expand and click **Advanced Settings**  button.
3. Select **Update** tab from **Advanced Settings** window.
4. To check for updates instantly, click **Check for updates now** button.
5. Click **OK**.

5.4.1.5. Languages

In order to use **Stellar Photo Recovery** software in your preferred language, the application provides an option to select any of the desired language. Using the Languages button in Advanced Settings dialog, you can change the entire application to a different language at any time/instance without having to re-install the application.

In order to change language of the application instantly, go through the following steps:

1. Run **Stellar Photo Recovery**.
2. Click **Advanced Settings**  button.
3. Click **Languages**  button from Advanced Settings window.
4. From the options displayed, select the required language.

5.4.2. 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

Canon (CR2 /CRW)

RPS

MOV

EPSON (ERF)	AU	AVI
Fujifilm (RAF)	OGG	ASF
Kodak (K25 /KDC /DCR)	WAV	WMV
Konica Minolta (MRW)	MP3	MP4
Mamiya (MOS)	AIFF	M4V
Mamiya (MEF)	MIDI	3GP
Nikon (NEF, NRW)	M4A	MPEG
Olympus (ORF)	M4P	DV
Panasonic (Raw)	WMA	3G2
Pentax (PEF)	RM	M4B
Sony (SR2, ARW, SRF)	RA	DIVX
Sigma (X3F)	ACD	OGM
DNG	AMR	MKV
DJVU	AT3	ASX
PGM	CAFF	VOB
TGA	DSS	MOI
Adobe EPS (Mac)	IFF	MTS
Adobe 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**

5.5. Deep Scan

Deep Scan allows you to recover data from hard disk, pen drive or volumes of a hard disk. It does a comprehensive scan of the volume to recover each and every bit of lost or deleted data. It searches for lost files on the basis of file signature. This recovery option recovers everything that is found in the selected source. This option is especially helpful in case of severely corrupted volume.

In case, after the quick scan process is completed and your desired file is not included in the list of files detected, you can opt for **Deep Scan** to perform a comprehensive scan of the selected drive or location.

To perform Deep Scan:

- Select the drive or hard disk you wish to scan and choose **Click Here** option given at the bottom of the window to start **Deep Scan**, Click **Scan**.

- Once quick scan is completed, in the preview window choose **Click Here** option given at the bottom of the window to start **Deep Scan**.

- Files found during **Deep Scan** can be viewed in the preview window and saved at any desired location.

Click **Recover** Button, a dialog will appear to select the destination where you want to save the photo Audio and video files, Click **Save**.

6. Possible Errors While Using Stellar Photo Recovery

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.

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.

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.

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.

7. FAQs

What type of files does the software support?

Stellar 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).

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 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.

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 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.

I have created an image of the drive using the software. How do I scan the image file?

1. Run **Stellar 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.

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 Photo Recovery** software and click on **Recover Photo, Audio & Video**
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**
3. Click on the **Scan Now** button to continue. The software only scans for the selected JPG files now.

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

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.

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.

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 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**
7. Provide the destination to save the files.

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 Photo Recovery** software and click on **Recover Photo, Audio & Video**
2. Select the media or the memory card from the list.
3. Click on the **Scan Now**
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.

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.

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 Photo Recovery**. Click **Resume Recovery** button.
2. In the **Resume Recovery** screen, click **Open File** 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.

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

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.

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.

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 Photo Recovery** software and click on **Recover Photo, Audio & Video**.
2. Select the media or the memory card from the list.
3. Click on the **Scan Now**.
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.

8. Legal Notices

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9. 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 >>

For more information about us, please visit www.stellarinfo.com

10. Stellar In Lab Service

In many cases our software can help you getting back your valuable data, such as photos, videos and other types of files. But sometimes the hard drive or the flash drive itself is difficult to get access to or damaged and in that case software cannot help. Or, you simply prefer to have an expert to get the data back for you. In such cases you need our professional data recovery services.

Stellar Data Recovery offers such professional data recovery services in state-of-the-art Class 100 Clean Room.

Call us on

Toll Free No – **1800 102 3232**

Whats App – **958 256 3636**

Go to professional data recovery services

This type of recovery software tool will not offer the appropriate solution in the following cases:

A computer that is slowing down, frequently freezes or shows the blue screen of death

- Corrupted data
- When you hear unusual noises coming from your hard drive
- When the platters of your hard drive contain many bad sectors

If you should face any of the above mentioned issues your best option is to choose for stellar professional data recovery services. Stellar offers laboratory services in India. Our team of experts can help you to regain your data.

Toll Free No – **1800 102 3232**

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Go to professional data recovery services

Our Data Recovery Process