

User's Manual

Transcend® RecoveRx™ Software



(Windows Version 1.3)

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



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. The destination folder path for recovered files must be completely in English. *Ex: "C:\Recovered Files\CF Card Pics\"* RecoverRx will not be able to save recovered files to a location with folder or subfolder names that contain non-English characters.
3. Never unplug the storage device you are recovering data from during the recovery process.
4. For best results, do not use the "Format" function on your digital camera or computer (even if instructed to), as this will greatly reduce your chances of recovering lost data.
5. As soon as you discover that your files are lost or accidentally deleted, immediately stop using the storage device. Do not take any new pictures, record video, save or copy new files onto the device until AFTER you have finished using RecoverRx to retrieve all of your lost data.

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Hardware Requirements

1. 512MB of system memory
2. Enough free hard 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)
3. A compatible Transcend's product must be present in order to use certain features of the software

Supported Operating Systems

RecoverRx supports the following operating systems:

- Windows® 2000
- Windows® XP
- Windows Vista®
- Windows® 7

NOTE: You must have Administrator privileges to run the RecoverRx software.

Getting Started

You do not have to install any software on your computer to run RecoveRx.
Download RecoveRx from www.transcend.com.tw/downloads, unzip the file and double-click “RecoveRx.exe” to begin.

Recovering Lost Files

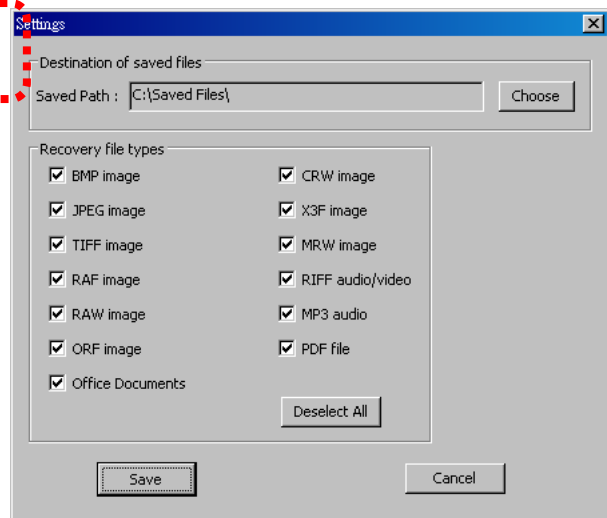
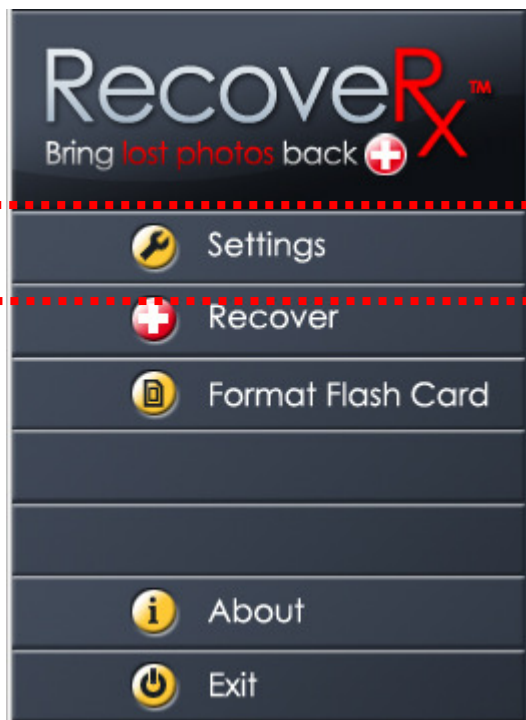
1. Connect the storage device that you want to recover files from to your PC.
2. Double-click “RecoverRx.exe” to start the program.



3. Click **Settings** and select:
 - a) The location for your recovered files (*default location is C:\Saved Files; directory path must be English alphanumeric characters*)
 - b) The type of files you want RecoverRx to search for (*at least one file type must be chosen; see chart below for a description of supported file types*)

Type	Description
BMP image	Uncompressed bitmap image files
JPEG image	JPEG/JPG compressed image files
TIFF image	Tagged Image File Format image files
RAF image	Fujifilm RAW image files
RAW image	Panasonic/Leica RAW image files
ORF image	Olympus RAW image files
CRW image	Canon RAW image files
X3F image	Sigma/Foveon X3 RAW image files
MRW image	Minolta RAW image files
RIFF audio/video	WAV audio files and AVI video files
MP3 audio	MP3 compressed audio files
PDF file	Portable Document Format files
Office Documents	Microsoft Word/Excel/PowerPoint documents*

*Note: These types of files can only be recovered from certain Transcend storage products. For more information, please see the “[Advanced Recovery Options](#)” section of this manual.



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

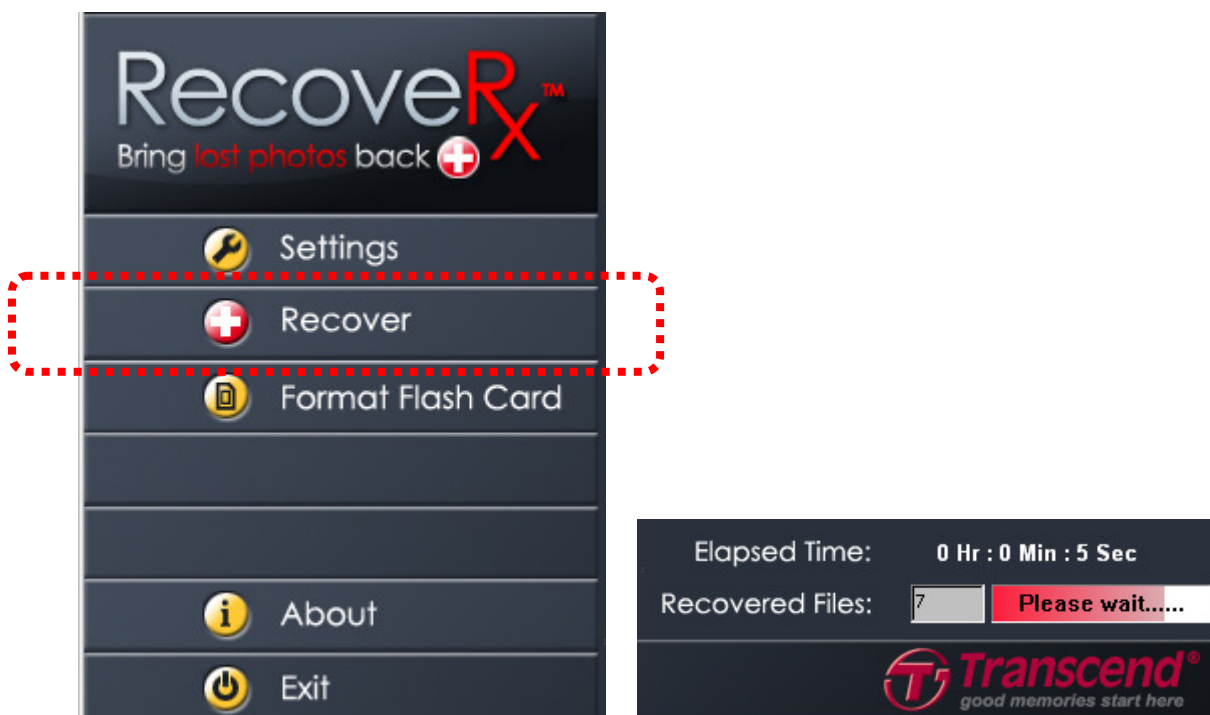
4. Select your device from the list in the upper right hand window under “Disk Name.”

Disk Name	Disk Size
Transcend Compact Flash 8GB	7.48 GB
Google, Inc.Nexus One	29.72 GB

5. A list of current and/or deleted partitions will appear in the lower window. Click on the partition (“Label”) that previously contained the files you are trying to recover.

Label	Format	Size
Transcend	FAT32	7.48 GB

6. Click “Recover” from the Main Menu to begin searching the selected partition for lost files. A progress indicator showing the number of files recovered and the total elapsed time will appear in the lower right-hand corner of the screen



7. When the recovery process is complete, a message box will appear showing the total number of files recovered. Click OK to continue and scan a different partition or exit the program.

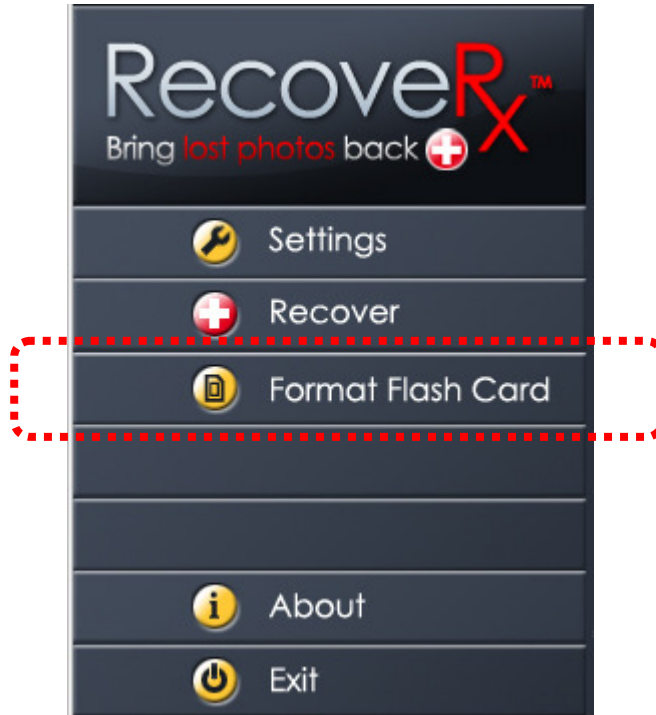


Formatting a Memory Card

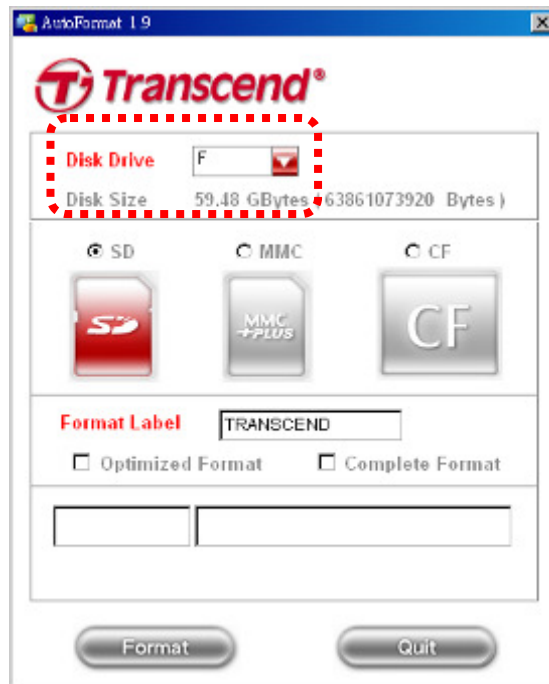
After recovery, you may safely format your memory card by using the included format tool. Please note that this feature only works with SD, MMC or CF cards.

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.

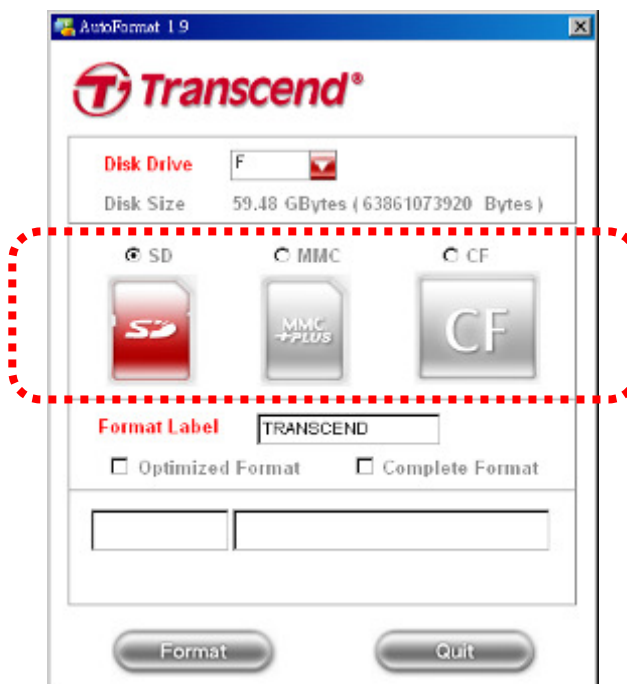
1. Click “Format Flash Card” to open the AutoFormat utility.



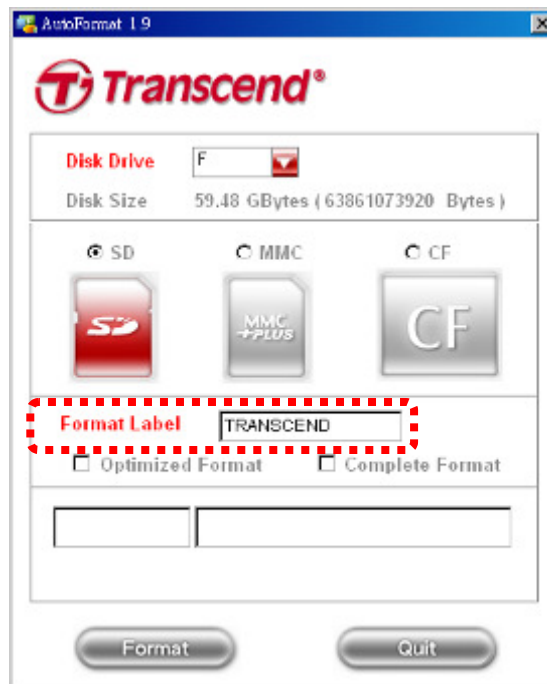
2. Select the memory card you want to format.



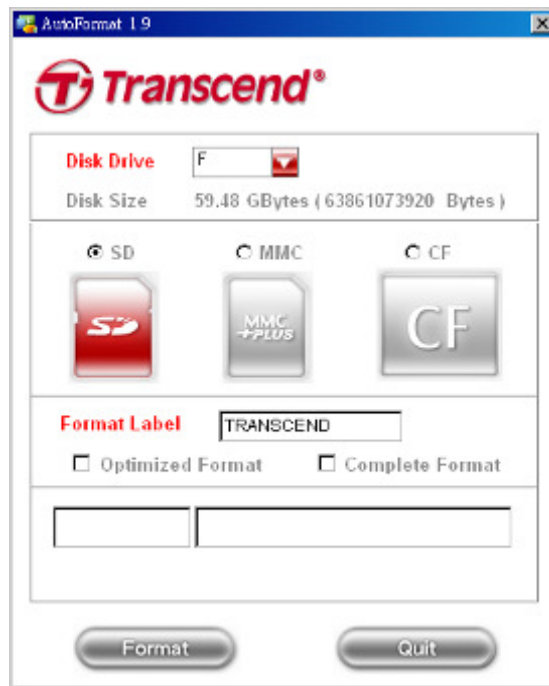
3. Select the card type that matches the card you are formatting.



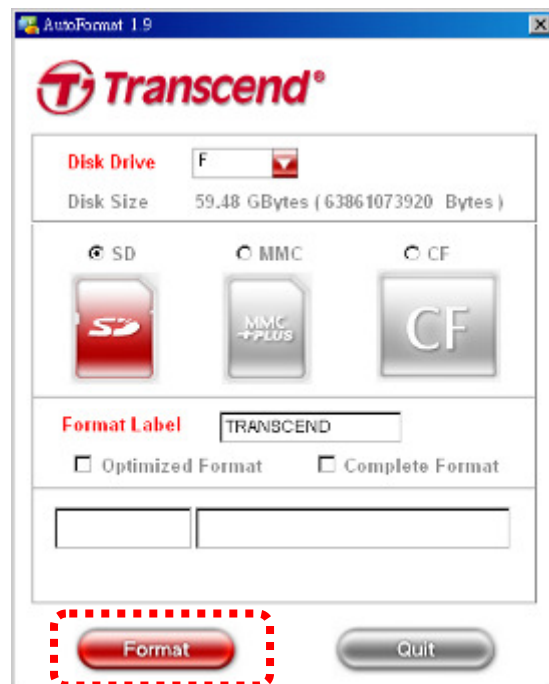
4. Enter a name for the memory card, which will be used when you connect it to a computer for data transfer (Optional)



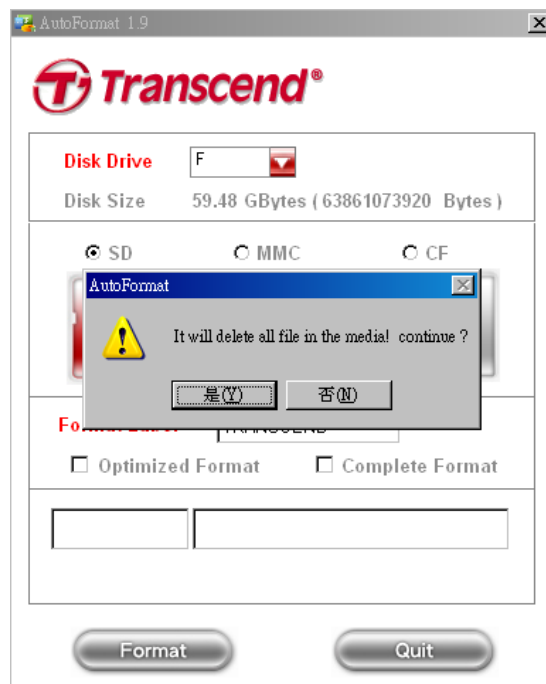
5. (Optional) By default, the AutoFormat application will perform a “quick format” on your memory card. However, if you want to make sure your old pictures/movies/data are thoroughly erased to prevent unwanted access by potential third parties, we recommend using the *Optimized Format* or *Complete Format* options.
- **Optimized Format** provides much more security than the basic quick format, and targets commonly used file types to save time.
 - **Complete Format** performs a slow, secure erase of every part of the memory card. Complete Format is the cleanest, most secure method of erasing your memory card, but also takes the most time.



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

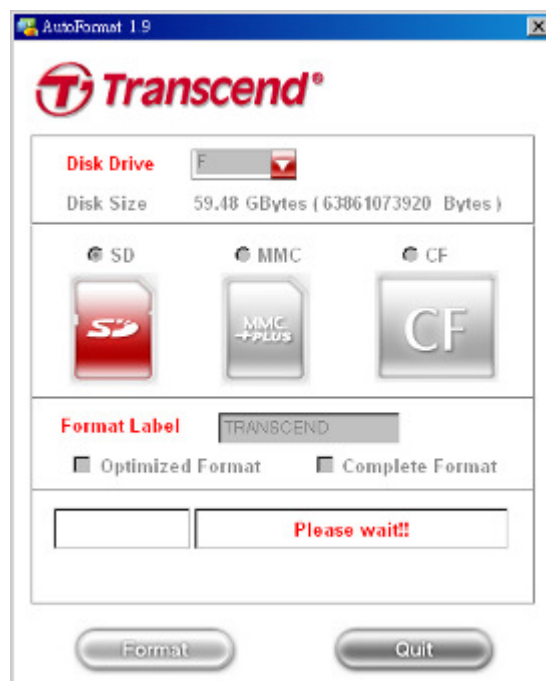


- Click “YES” if you understand that all data will be erased and are sure you want to format your card.

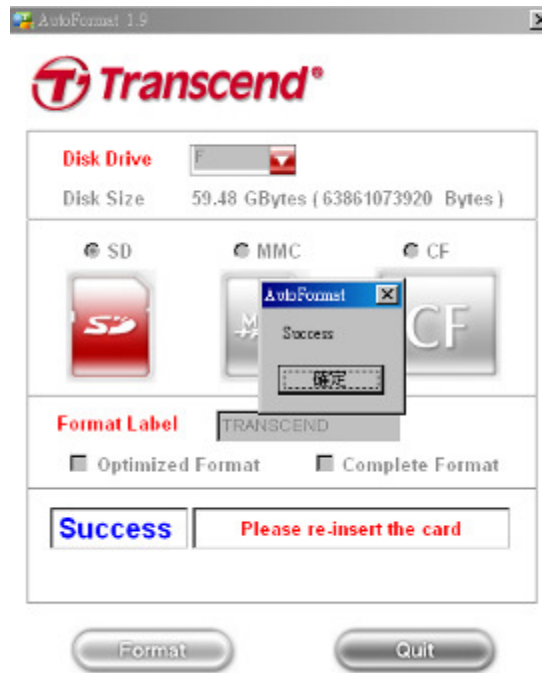


- Wait for the format procedure to finish. The time required to format your memory card will vary depending on card capacity and format options chosen.

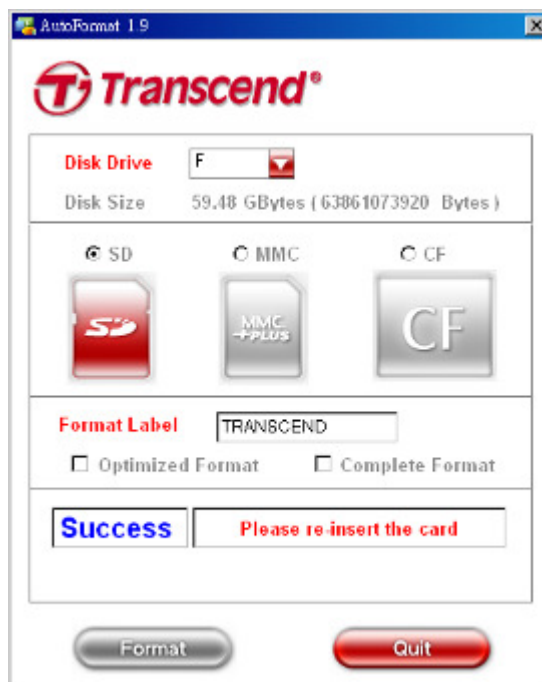
NOTE: Please be patient and wait for the process to complete.
NEVER disconnect a memory card during the format process



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

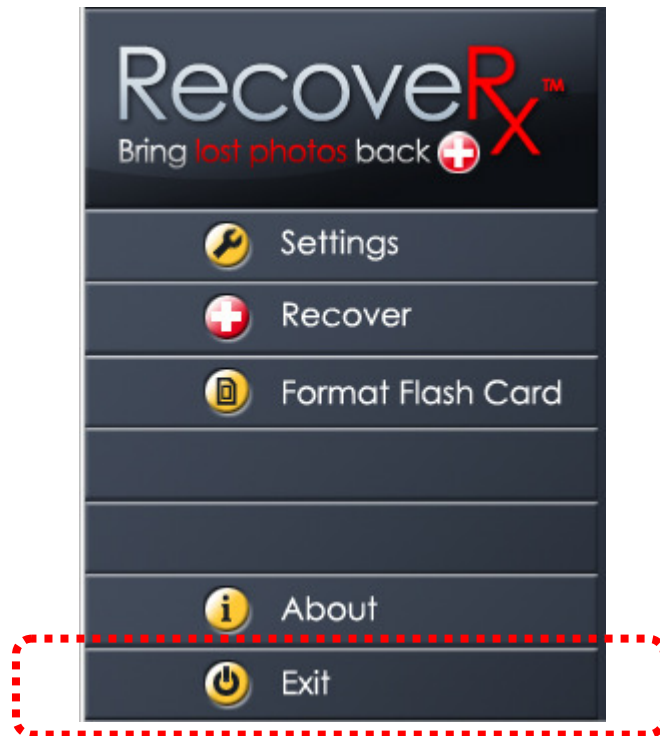


10. Click “Quit” to return to the RecoveRx menu.



Closing the Program

To close RecoveRx, simply click on the “Exit” icon in the lower left-hand corner of the window.



Advanced Recovery Options

Certain recovery options, such as the option to recover Word documents, are only available when specific types of Transcend products are connected to your computer. The following table lists all products that support RecoveRx advanced recovery options:

Products	Support models
USB Flash Drives	JF700/JF620/JF600/JF168/JF160/JF150/JF130/JF130M/JF110/JF2A/JF560/JF530/JF500/JF330/JF300/JFV95/JFV90/JFV85/JFV70/JFV60/JFV35/JFV33/JFV30/JFV20/JFV15/JFV10/JFT5/JFT3/JF220
Solid State Drives*	SSD25D-M/SSD25S-M/SSD18C3/SSD25-M/SSD34E-M/SSD25H-M/SSD18S-M/PSSD-M/SSD25S-S/SSD25-S/SSD18S-M/SSD10-M/SSD25H-S
External Hard Drives	SJ35T3/SJ25M2/SJ25M3/SJ25D2/SJ25D3/SJ35T/SJ25M/SJ18M/ SJ25F/SJ25P/SJ25C/SJ35U/SJ25H2/SJ25H3
Digital Music Players	MP330/MP860/MP870
Digital Photo Frames	PF705/ PF830/ PF700/ PF730
Compact Flash Cards **	CF133/CF400/CF600/CF80/CF300/CF100I/CF200I
CFast Cards ***	CFX500

Notes:

* Advanced Recovery Options may not function if the IDE/SATA SSD is connected via a USB adapter.

** Advanced Recovery Options may not function if the CF card is not directly connected to the computer's IDE bus.

*** Advanced Recovery Options may not function if the CFast card is not directly connected to the SATA bus.

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 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 hasn't 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 7 and Vista, click "Allow" when prompted for Administrator privileges.

Q: My device is listed as compatible with RecoveRx advanced recovery options. Why are the options still inaccessible?

A: Make sure you've connected your compatible Transcend's product to your PC as described in the [Advanced Recovery Options](#) section of this document. This problem can occur when:

- A CF card is not connected to the computer's IDE bus.
- A CFast card is not connected to the computer's SATA bus.
- An IDE/SATA SSD is connected via an adapter.

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 www.transcendusa.com/support

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