

User's Manual

Transcend® RecoveRx™ Software



(Mac Version 1.1)

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. Never unplug the storage device you are recovering data from during the recovery process.
3. 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.
4. 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 RecoveRx 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:

- Mac® OS 10.5 or later

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-info.com/downloads, unzip the file and double-click “RecoveRx.app” to begin.

Recovering Lost Files

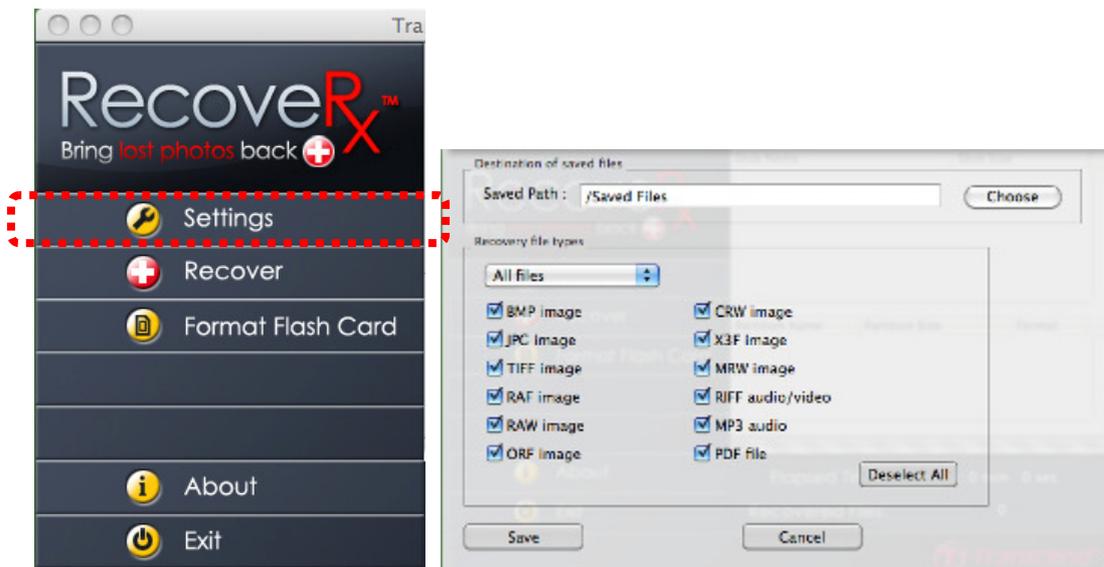
1. Connect the storage device that you want to recover files from to your computer.
2. Double-click “RecoverRx.app” to start the program.



3. Click **Settings** and select:
 - a) The location for your recovered files (*default location is /Saved Files/*).
 - 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.

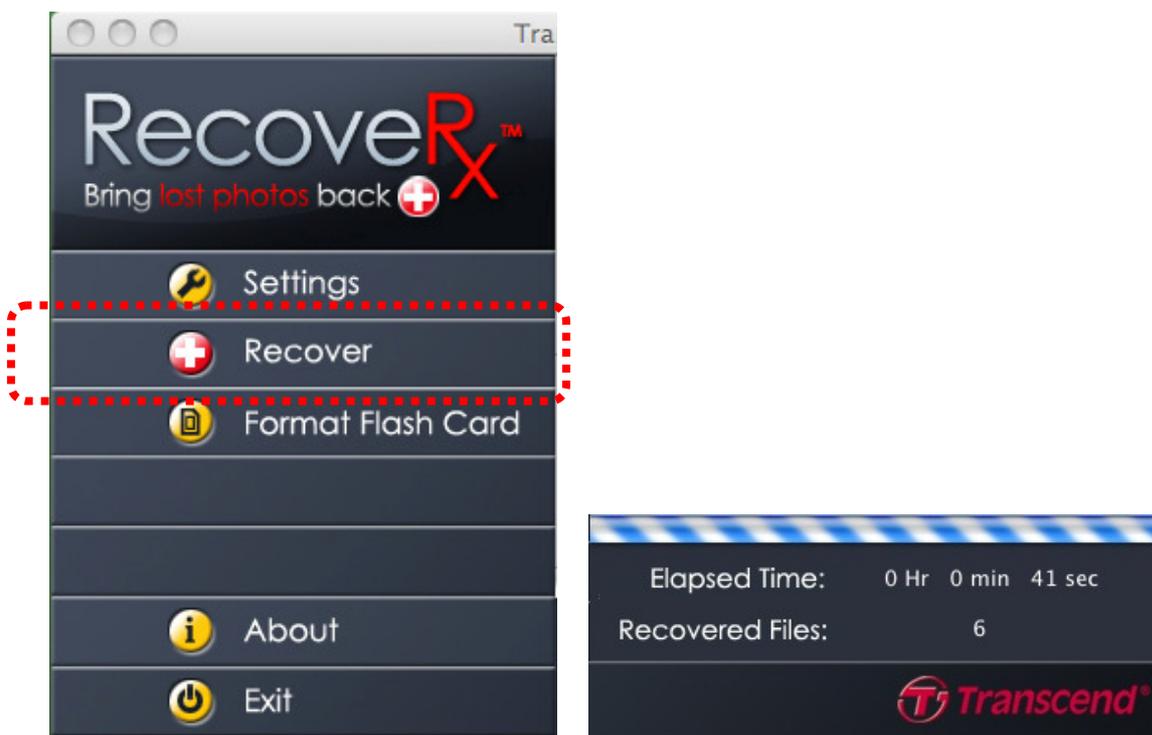
4. Select your device from the list in the upper right hand window under “Disk Name.”

Disk Name	Disk Size
/dev/disk1	1.936523 GB

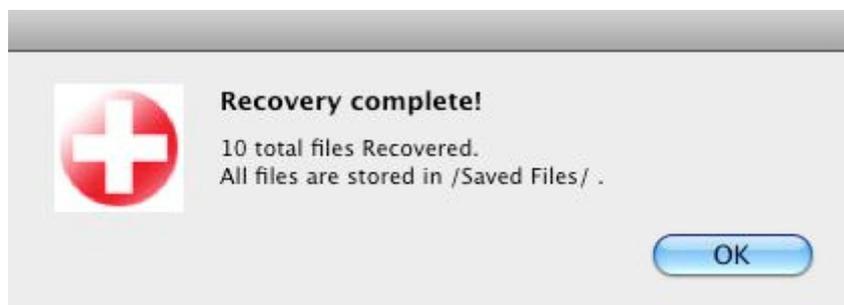
5. A list of current and/or deleted partitions will appear in the lower window. Click on the partition (“Label”) that previously contained the files you are trying to recover.

Partition Name	Partition Size	Format
NO NAME	1.935547 GB	FAT16

6. Click “Recover” from the Main Menu to begin searching the selected partition for lost files. 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

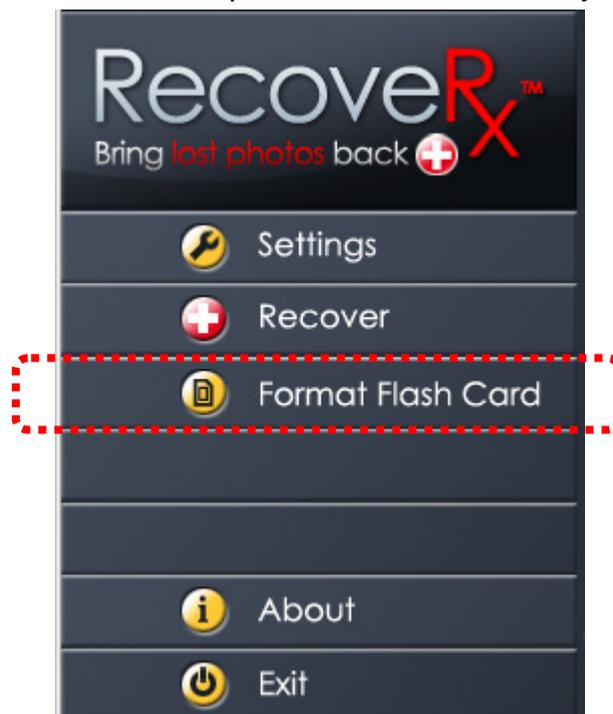
After recovery, you may safely format your memory card by using the included format tool. Please note that this feature only works with SD, MMC or CF cards.

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.

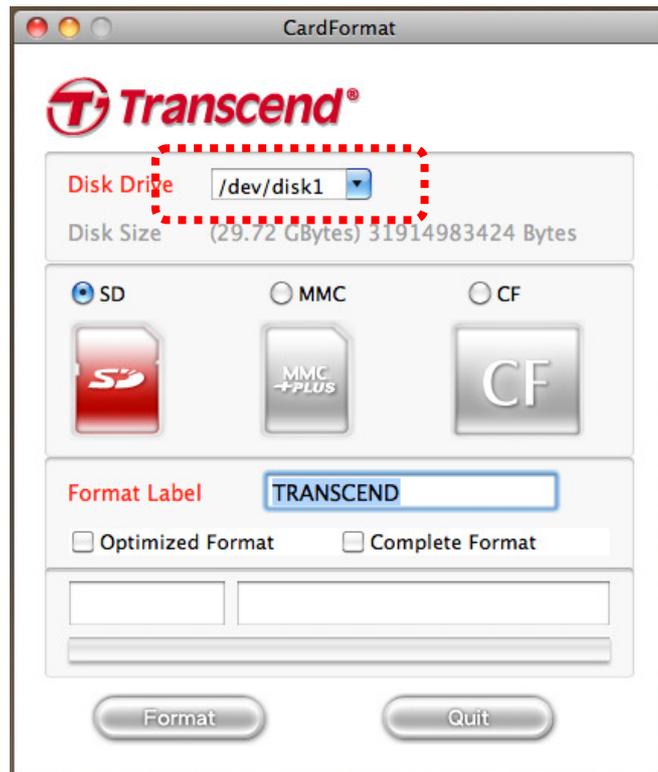
The Format utility will automatically *unmount* all external storage devices connected to your computer. Before proceeding, safely disconnect all external storage devices except for the memory card to be formatted (and its associated card reader) by dragging them into the trashcan.

To use the Format function, RecoveRx.app must be located on an *internal storage drive* in your computer.

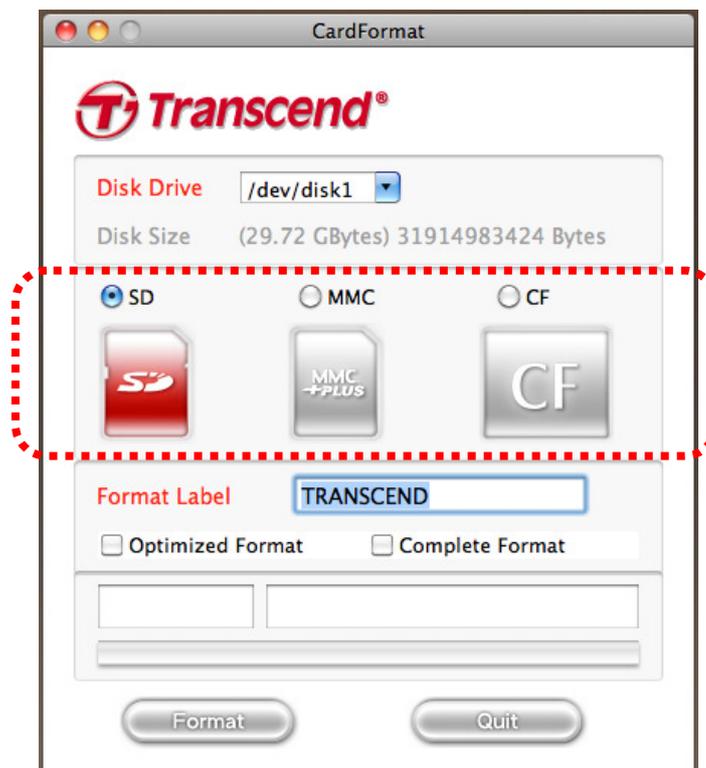
1. Click "Format Flash Card" to open the AutoFormat utility.



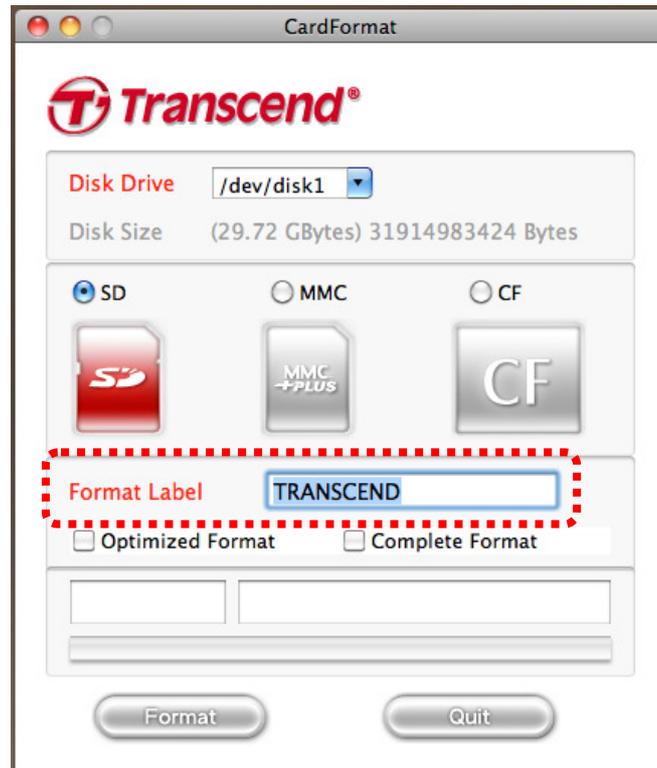
2. Select the memory card you want to format.



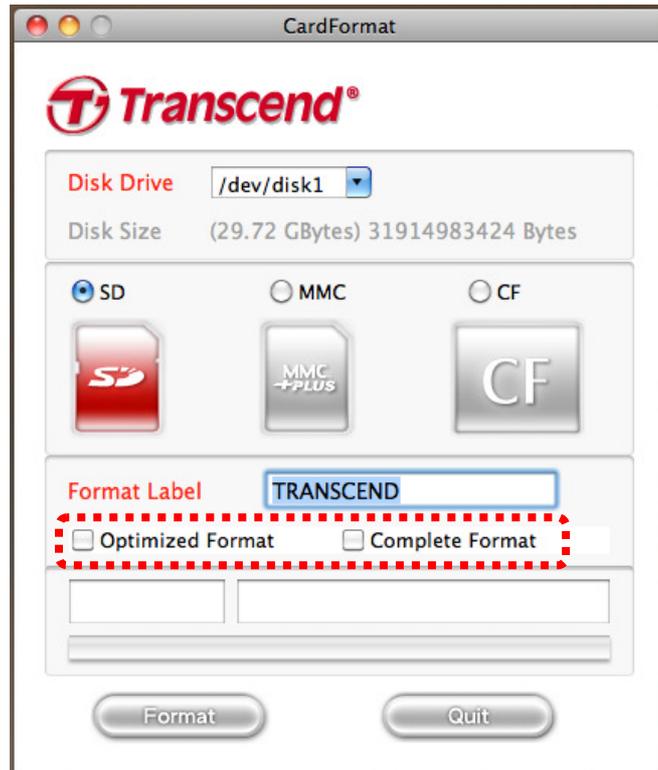
3. Select the card type that matches the card you are formatting.



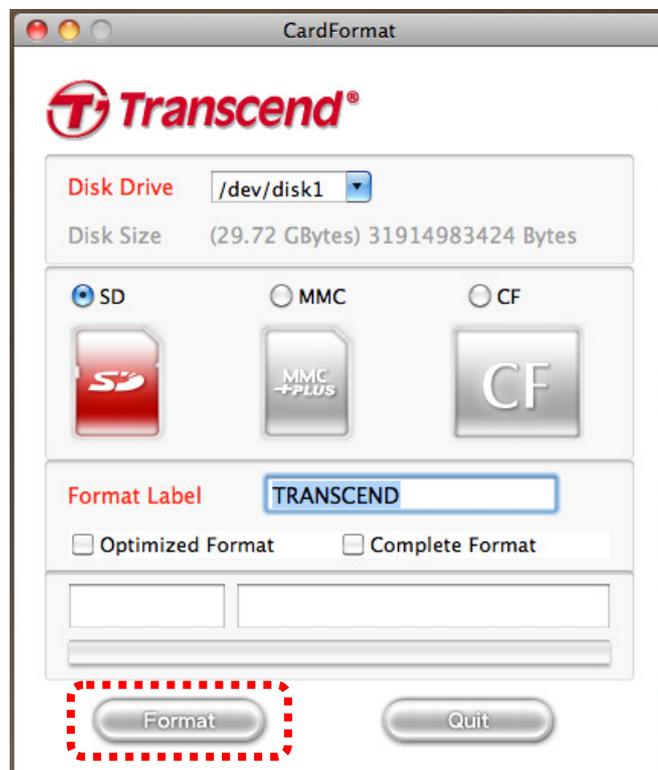
4. Enter a name for the memory card, which will be used when you connect it to a computer for data transfer (Optional)



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.*

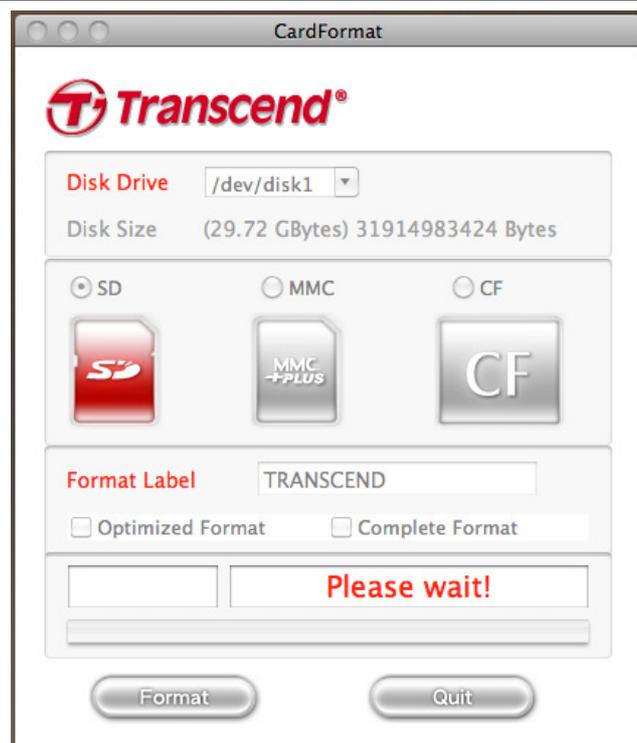


7. Click “YES” if you are understand that all data will be erased and are sure you want to format your card.

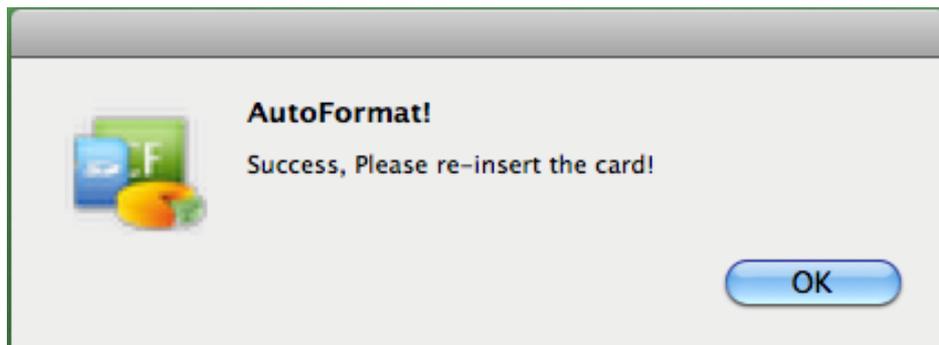


8. Wait for the format procedure to finish. The time required to format your memory card will vary depending on card capacity and format options chosen.

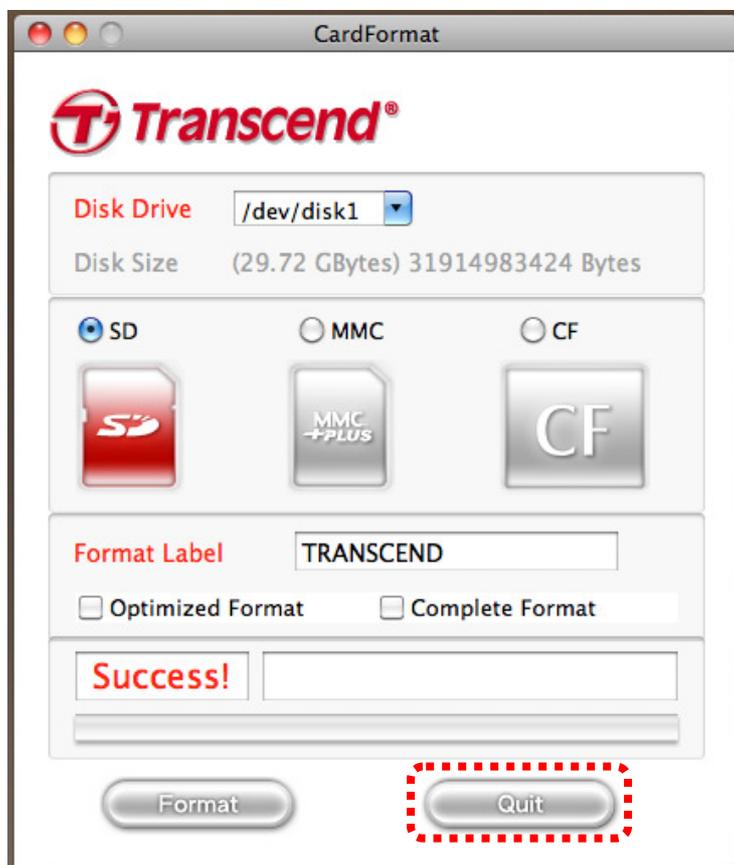
NOTE: Please be patient and wait for the process to complete. **NEVER disconnect a memory card during the format process**



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

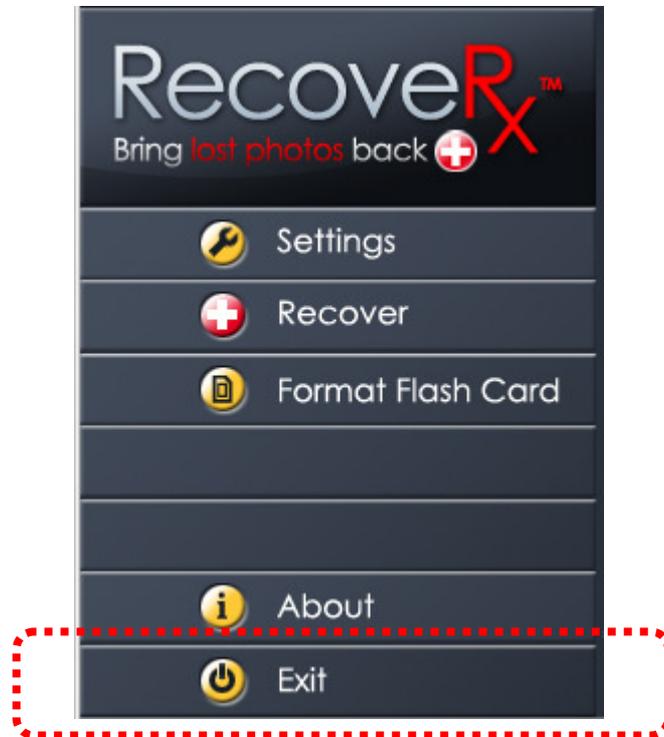


10. Click “Quit” to return to the RecoveRx menu.



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	Supported 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
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

FAQ

Q: RecoveRx doesn't detect my storage device.

A: Your device might not be connected correctly to your computer. 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. If your device is connected to an Apple Keyboard, unplug it and plug it into an available USB port directly on your Mac® computer.

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.

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.transcend-info.com/support/

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