

User's Manual

Transcend® RecoveRx™ Software



(Windows Version 1.4)

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.

Contents

| | |
|---|----|
| Precautions | 2 |
| Hardware Requirements..... | 4 |
| Supported Operating Systems..... | 4 |
| Getting Started | 5 |
| Recovering Lost Files | 6 |
| Formatting a Memory Card..... | 10 |
| Protect data on your SD or CF card..... | 16 |
| Closing the Program..... | 27 |
| Advanced Recovery Options | 28 |
| FAQ..... | 29 |
| More Help..... | 31 |

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:

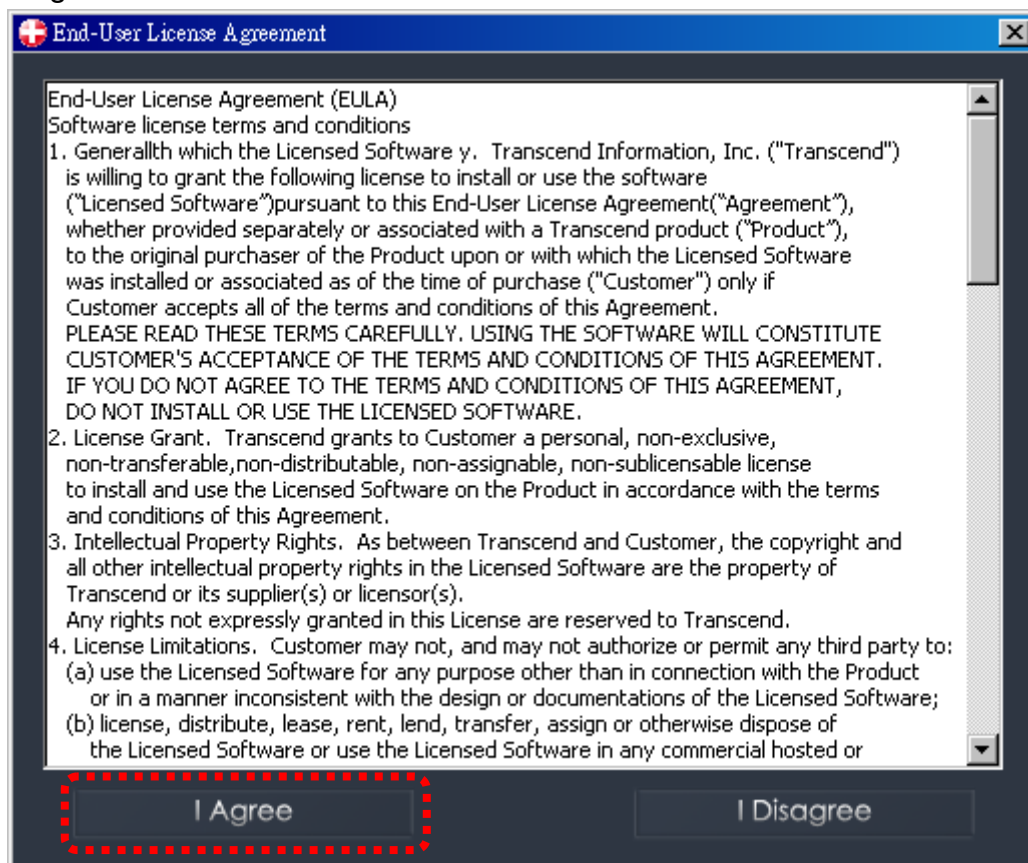
- Windows® 2000
- Windows® XP
- Windows Vista®
- Windows® 7

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-info.com/downloads, unzip the file and double-click "RecoveRx.exe" to begin.

The End-User License Agreement (EULA) will pop up the first time you run RecoveRx. If you agree to the EULA, click "I Agree" to continue, otherwise, click "I Disagree" to exit RecoveRx.



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.

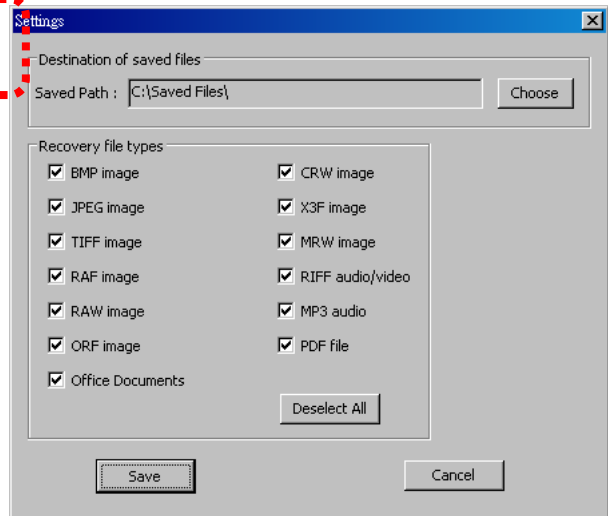
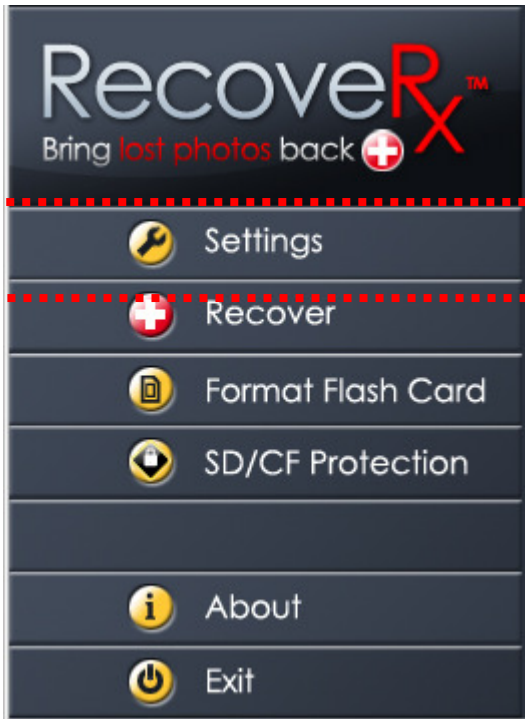


RecoverRx.exe

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

RecoverRx™
Bring lost photos back

Settings
Recover
Format Flash Card
SD/CF Protection
About
Exit

Elapsed Time: 0 Hr : 0 Min : 5 Sec
Recovered Files: 7 Please wait.....

Transcend®
good memories start here

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

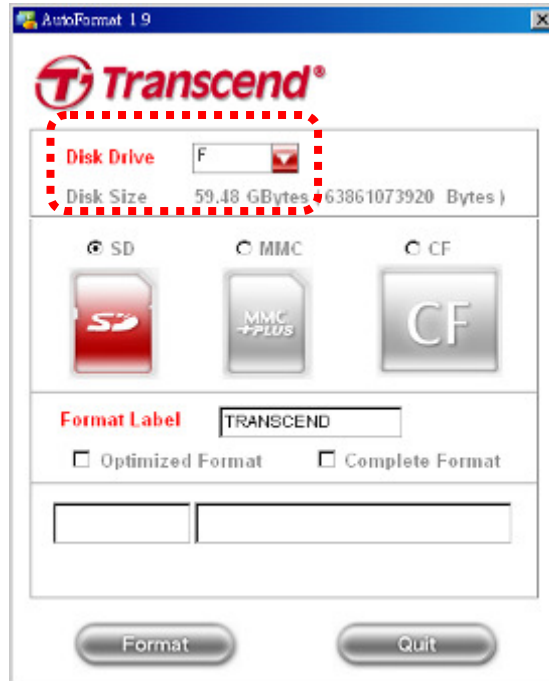
After recovery, you may safely format your memory card by using the included format tool. Please note that this feature only works with SD, MMC or CF cards.

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.

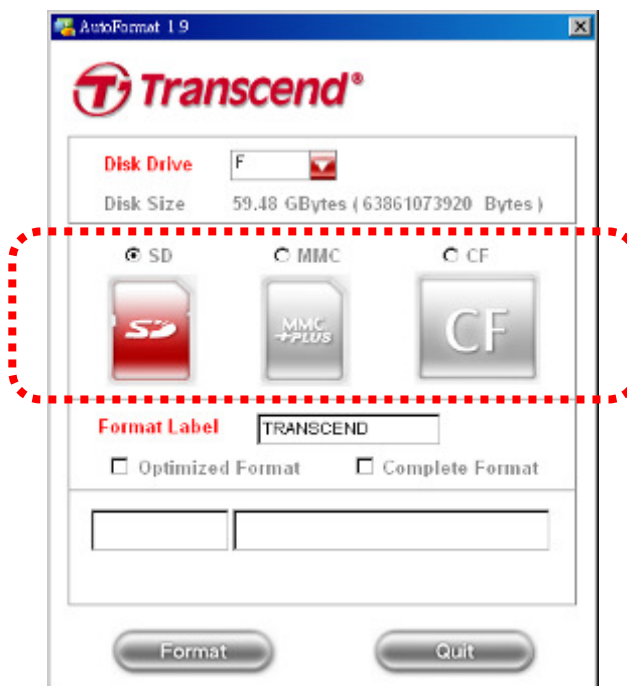
1. Click “Format Flash Card” to open the AutoFormat utility.



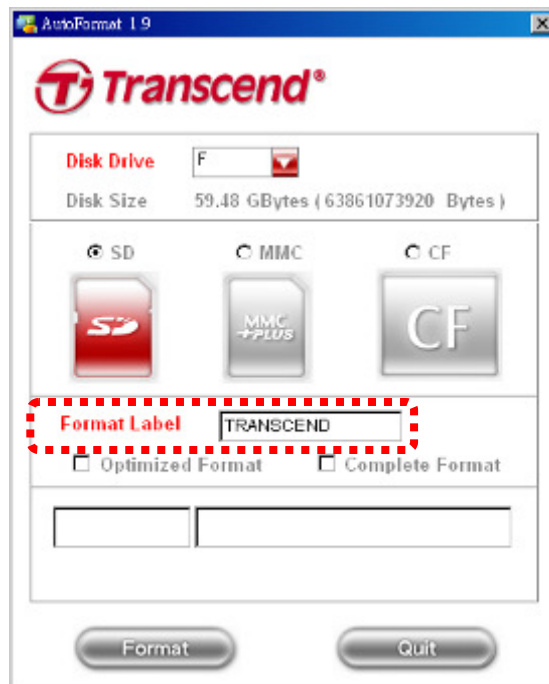
2. Select the memory card you want to format.



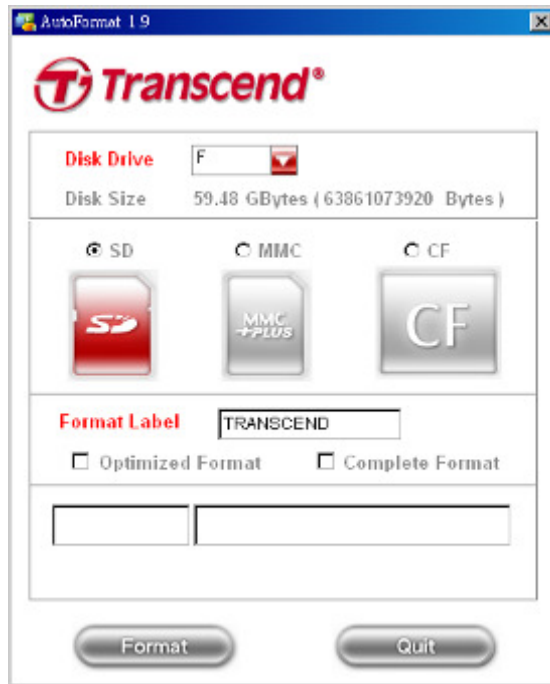
3. Select the card type that matches the card you are formatting.



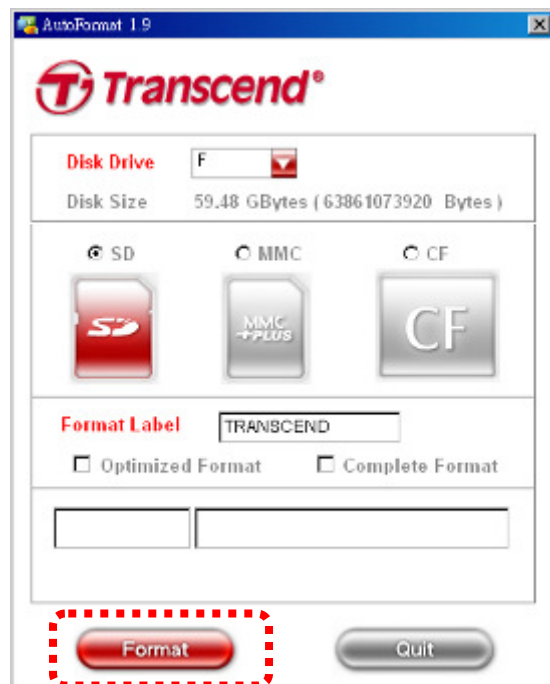
4. Enter a name for the memory card, which will be used when you connect it to a computer for data transfer (Optional)



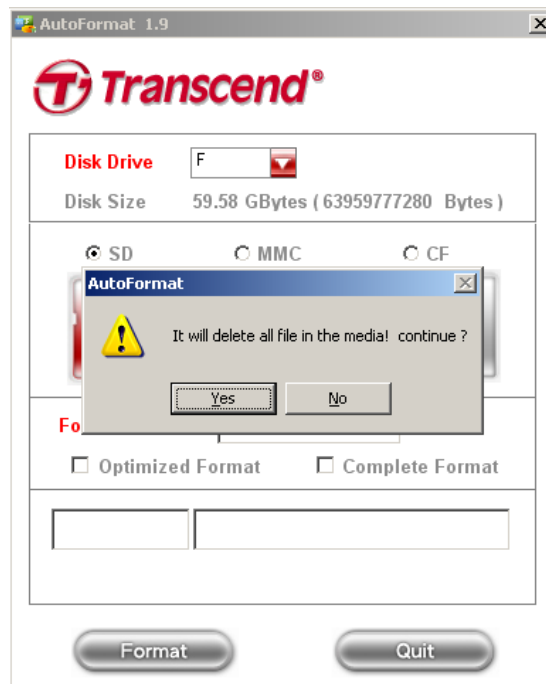
5. (Optional) By default, the AutoFormat application will perform a “quick format” on your memory card. However, if you want to make sure your old pictures/movies/data are thoroughly erased to prevent unwanted access by potential third parties, we recommend using the *Optimized Format* or *Complete Format* 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.*

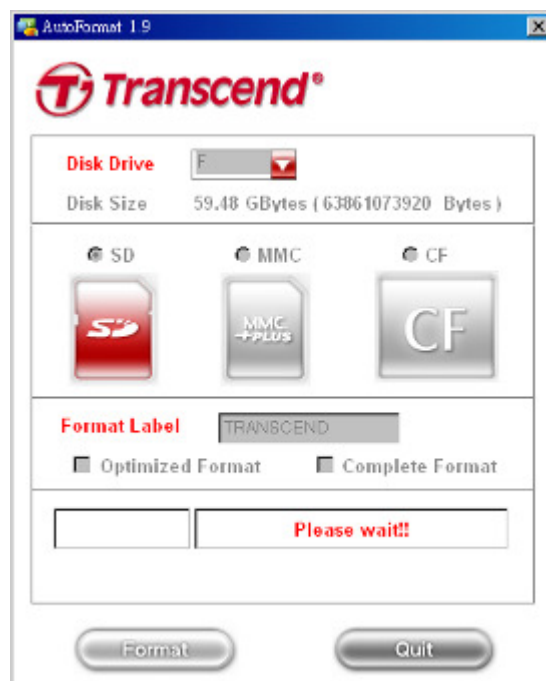


7. Click “YES” if you understand that all data will be erased and are sure you want to format your card.

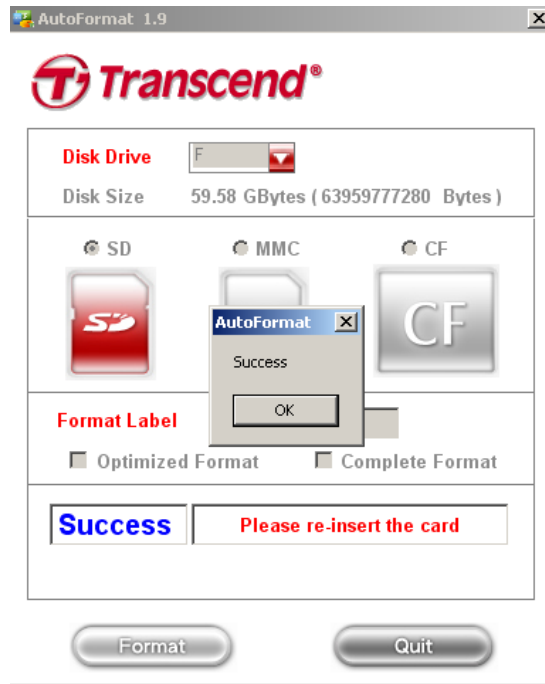


8. Wait for the format procedure to finish. The time required to format your memory card will vary depending on card capacity and format options chosen.

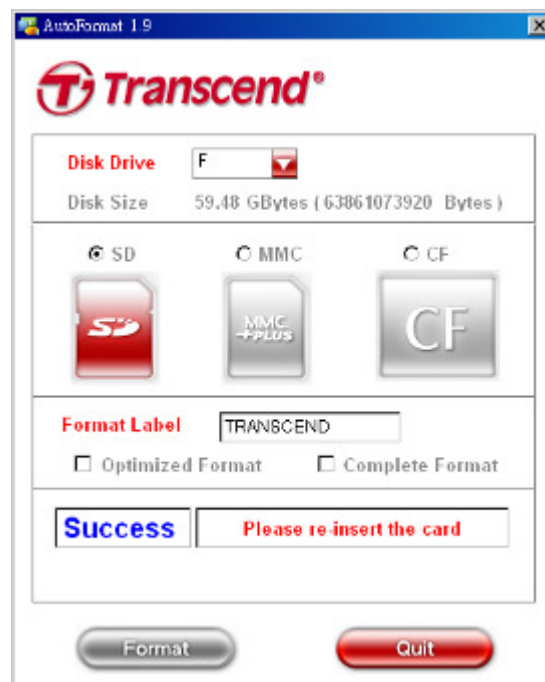
NOTE: Please be patient and wait for the process to complete.
NEVER disconnect a memory card during the format process



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



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



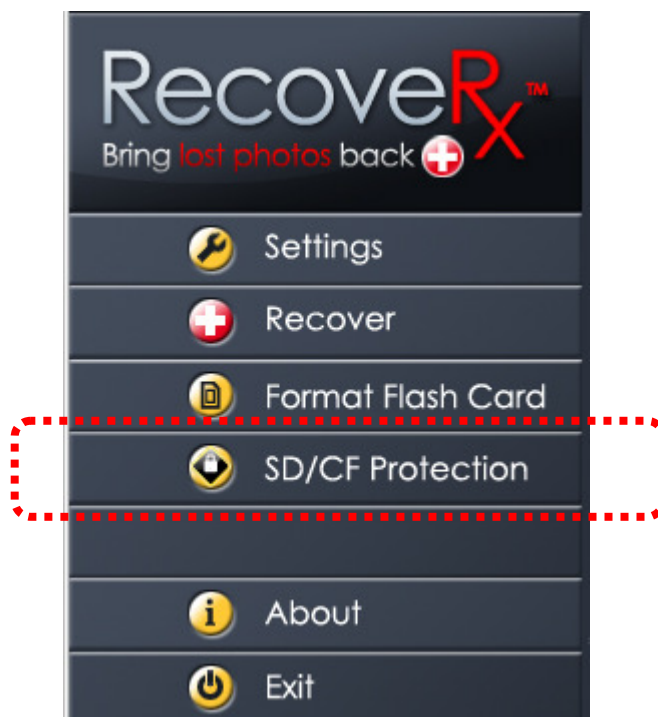
Protect data on your SD or CF card

If you are concerned about data security, RecoveRx includes a built in feature that allows you to add security protection to your SD or CF card. The SD/CF Protection Tool can not only protect your private data from being accessed by unauthorized users, but can also securely erase all data on your card to prevent remnants of sensitive data from being recovered by unknown third parties. Please note that this feature only works with SD and CF cards, and requires a Transcend RDF8 card reader to function.

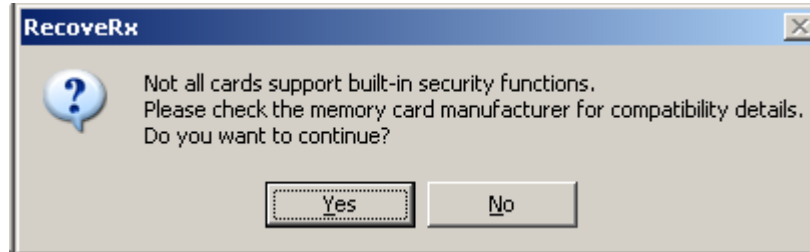
NOTE: Not all cards are equipped with built-in security functions. Please check with your memory card manufacturer for compatibility details.
NEVER disconnect the memory card or card reader during the security process

Getting started

1. Connect the Transcend RDF8 card reader to your PC.
2. Click "SD/CF Protection".



3. A message will appear, reminding you that this function may not be compatible with all cards. If you are sure your card supports security protection, click “Yes” to continue, otherwise, click “No” to go back to the RecoveRx menu.



4. Insert either an SD or CF card that you want to add security protection to. If you have both SD and CF cards inserted, use your mouse to select one of the large memory card icons on the left side of the screen.



Lock your card to restrict access

This function allows you to protect your memory card by setting a password that will be required each time the card is inserted. Once enabled, entering this password will be the only way to access the data on this card.

1. If you inserted your SD card prior to running the SD/CF Protection Tool, you may need to remove and insert it again to use this feature.
2. After selecting the card you want to protect, click “Lock.”



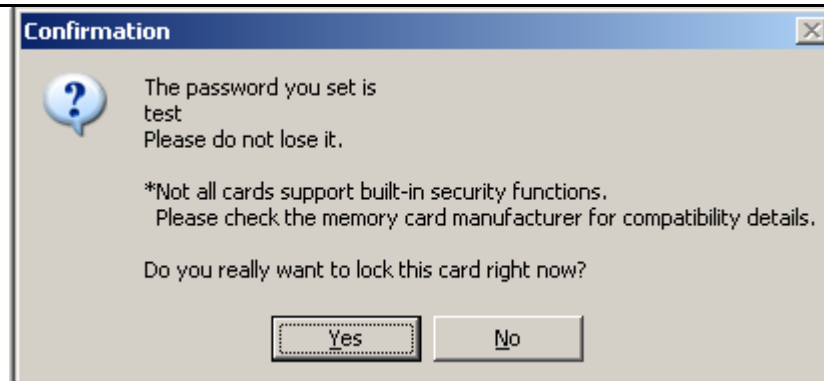
3. Choose a password for your memory card and enter it in both the “Password” and “Confirm” fields. The password is case-sensitive and the maximum length is 32 characters. Once you have chosen a password and have memorized it (or made note of it elsewhere), click “OK.”



4. A message window will appear, confirming your password and asking if you want to proceed. Click “Yes” to lock your card and enable password protection. If you wish to change the password or do not want to lock your card right now, click “No” to cancel.

NOTE: You will not be able to access your card without the correct password. Do not forget your password.

Transcend is not responsible for lost passwords or inaccessible files, and does not provide data recovery service.



5. If using an SD card, your card will be immediately locked and inaccessible. If you are locking a CF card, you must reinsert your card in order to activate the password protection.
6. With the security lock enabled, each subsequent insertion of your SD or CF card will require use of the “Unlock” feature within RecoverRx’s SD/CF Protection Tool to gain access to the card.

Temporarily unlock your card

When your card is locked (security protection enabled), this function will allow you to temporarily unlock the card to access stored data or enable new data to be written to the card. The same password you chose to “[Lock](#)” your card will be required in order to unlock the card and gain access.

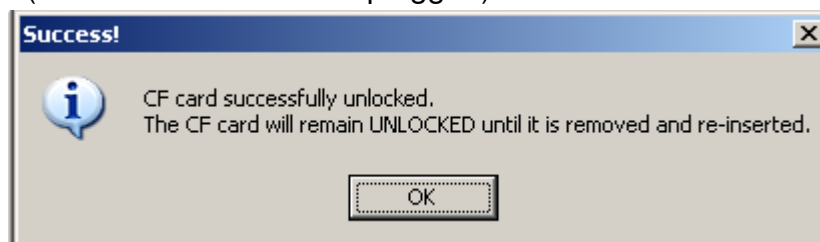
1. When a locked card is inserted in the card reader, the Status Window in the lower portion of the screen will display the message “Current status: LOCKED”. Click the “Unlock” button at the top of the screen.



2. The password you previously entered when enabling security protection will be required in order to access data on this card. Enter the correct password and click “OK” to temporarily unlock the card.



3. After entering the correct password, a pop-up window will inform you that the card has been successfully unlocked, and you will be able to access stored data or write new data to the card until it is removed from the card reader (or the card reader is unplugged).



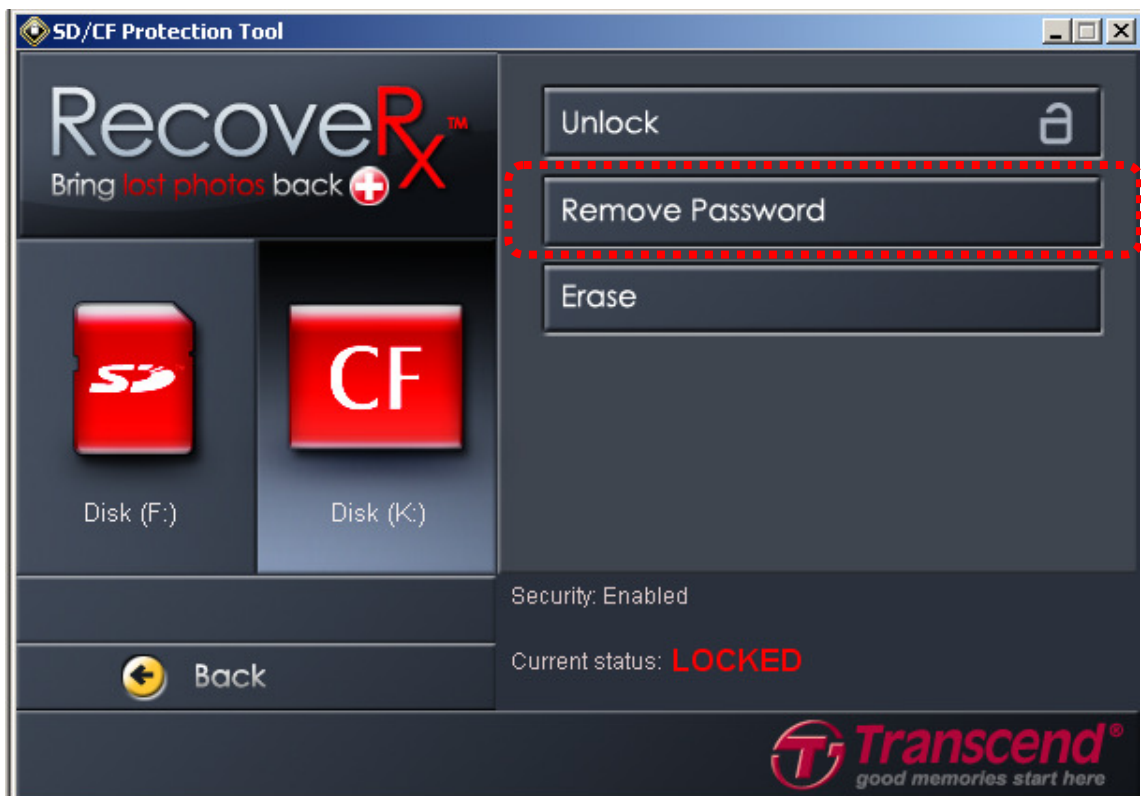
4. When you have finished accessing the data on your memory card, simply remove the card from card reader, and it will be locked again the next time you (or anyone else) tries to access it.

TIP: Your memory card will remain unlocked until it is removed from the card slot, and all data will remain accessible—even if you close the RecoverRx utility. To protect sensitive data, you should always remember to remove your card from the card slot.

Remove security protection

This function will disable all security protection and erase the password so that the card may be used normally, and the data stored on it can be accessed by anyone who inserts it into a card reader, computer, or other device. The same password you chose to “[Lock](#)” your card will be required in order to disable the security protection.

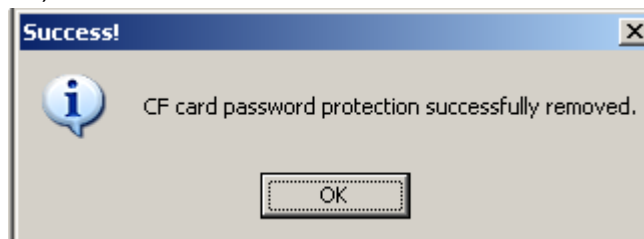
1. With a locked card inserted into the card reader, click “Remove Password” (if two cards are inserted, first select the appropriate SD or CF icon on the left side of the screen).



2. The password you chose when enabling security protection on this card will be required in order to disable protection. Enter the correct password and click “OK” to completely disable the security function and remove password protection.



3. After entering the correct password, a pop-up window will inform you that the security protection has been successfully disabled and the password used to lock the card has been removed. The card will now remain accessible by all users, and may be used normally in any card reader or device (until you re-enable security by using RecoverRx to lock it with a new password).

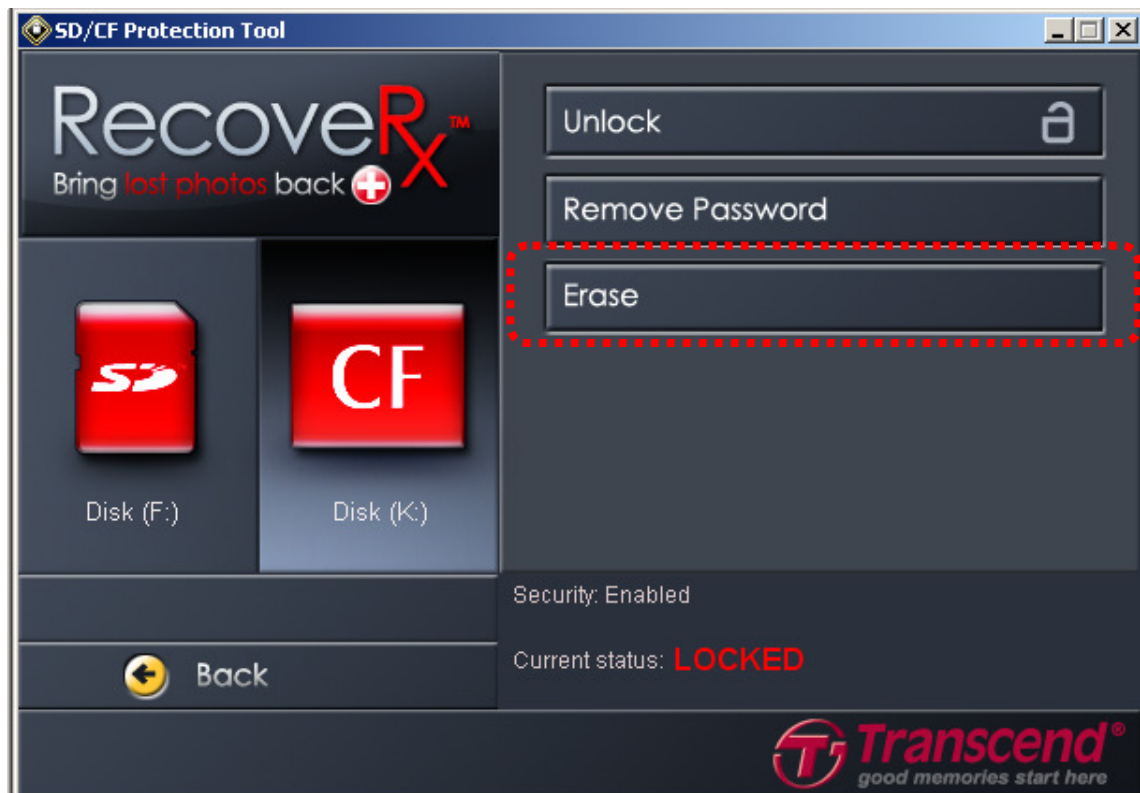


Erase all data and remove protection

This function will permanently and securely erase all of the data on the memory card, and also remove security protection. For CF cards that have security enabled, you must enter the correct password before you can erase the card.

NOTE: The amount of time needed to erase your memory card will vary depending on the size of your memory card. **NEVER disconnect a memory card during the erase process**

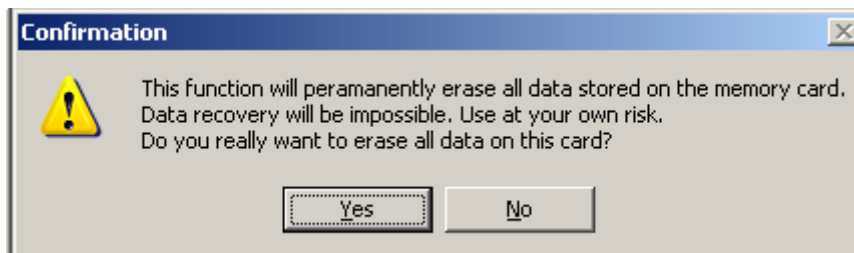
1. With a security-enabled card inserted into the card reader, click “Erase” (if two cards are inserted, first select the SD or CF icon on the left side of the screen that represents the card you want to erase).



2. To erase a CF card, the password you chose when enabling security protection on this card will be required. Enter the correct password and click "OK." (If erasing an SD card, please skip this step)



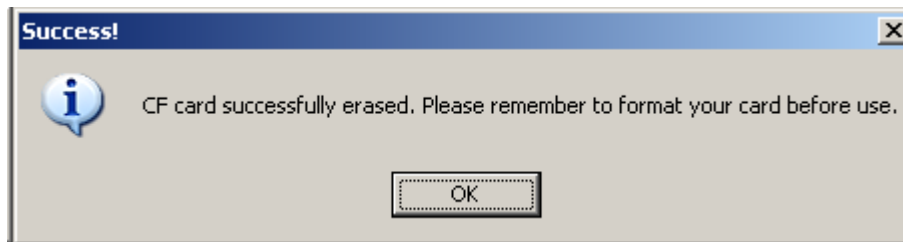
3. A confirmation message will remind you that all data on this card will be permanently erased, with no chance of recovery. If you understand this and wish to proceed, click "Yes." Otherwise, click "No" to cancel.



4. The erase process will commence. Please be patient and wait for the process to finish. **Do not disconnect the card or the card reader from your computer until the erase procedure is complete.**



5. When the erase process is complete, a pop-up window will inform you that the card has been successfully erased, and the password protection has been removed.



6. After erasing your memory card, it will have to be reformatted before you can use the card again. If using a Transcend memory card, the best way to format is by using the AutoFormat utility built into RecoverRx. Please see the [Formatting a Memory Card](#) section for detailed instructions.

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/SSD1 8S-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 |
| Card Readers | RDF8 (Enables Advanced Recovery Options for any card inserted into the card reader) |

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.

Q: My memory card is detected as an unformatted disk after using the SD/CF Protection Tool.

A: If you used the ["Lock"](#) function to enable security protection on your SD or CF card, you will need to use the RecoveRx SD/CF Protection tool to Unlock the card for access each time you insert the card into your computer. Once unlocked, the card will appear normally in your computer's file browser, and all files stored within the card will be accessible. You must use the RDF8 card reader to unlock the card.

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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