



# Reviewer's Guide

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## What to look for when evaluating photo recovery software

1) Is the product easy to use?

– With its user-friendly GUI interface, ImageRecall guides users through an easy three-step process to extract files from the card's internal data structure. ImageRecall is a simple software installation that does not require additional custom hardware, only a standard USB card reader or adapter if in the case the camera is not USB enabled.

2) Does the product offer camera users features that aid in recovery and management of images?

– There are three new advanced professional features in ImageRecall 2.0. A CD Writer allows users to save recovered photos directly to CD. Card Check tests memory cards for errors, and Secure Erase completely deletes all data from memory cards.

3) Does the product support the necessary digital formats?

– ImageRecall recovers photos from the most popular digital camera formats and more than any other recovery software, including JPEG, CRW, PNG, AVI, BMP, NEF, GIF, TIFF, RIFF, MP3, AVI and MOV.

4) Does the product support a wide variety of memory cards?

– ImageRecall recovers files from CompactFlash, SmartMedia, Secure Digital, Memory Stick, Microdrive, MultiMedia Card, xD Picture Card, and any other removable media that appears as a letter drive including USB Pen drives.

5) Does the product endanger lost photos by writing to the memory card during the recovery process?

– Some software recovery programs can write incorrect file descriptors to the card and cause the actual data content to become corrupted. This makes a secondary recovery process even more difficult or impossible. ImageRecall performs no write operations and will not harm the card in any way.

6) What is the product's success rate?

– ImageRecall also boasts a 95 percent recovery success rate when photo data still exists on the memory card.

7) How is the product supported?

– End user support is available by phone or email for ImageRecall customers.

## Installation

Follow these quick and easy steps to get your copy of ImageRecall up and running. (Please note that for installation of a file that has been downloaded from the Internet, double-click the downloaded file and go immediately to Step 5).

- 1) Insert the ImageRecall CD into your CD-ROM drive.
- 2) The CD should then auto play. (If it does not, click Start, Run and type X:\Autorun.exe where X is the letter of your CD-ROM drive)
- 3) The CD Menu will then appear.
- 4) Click Install. The Installation program will then appear.
- 5) Follow the on-screen instructions to set-up and install ImageRecall.
- 6) Once the file copying has completed, click Finish.
- 7) ImageRecall is now installed and is ready to be run from either your Start Menu or the Desktop.

## Suggested ways to test ImageRecall

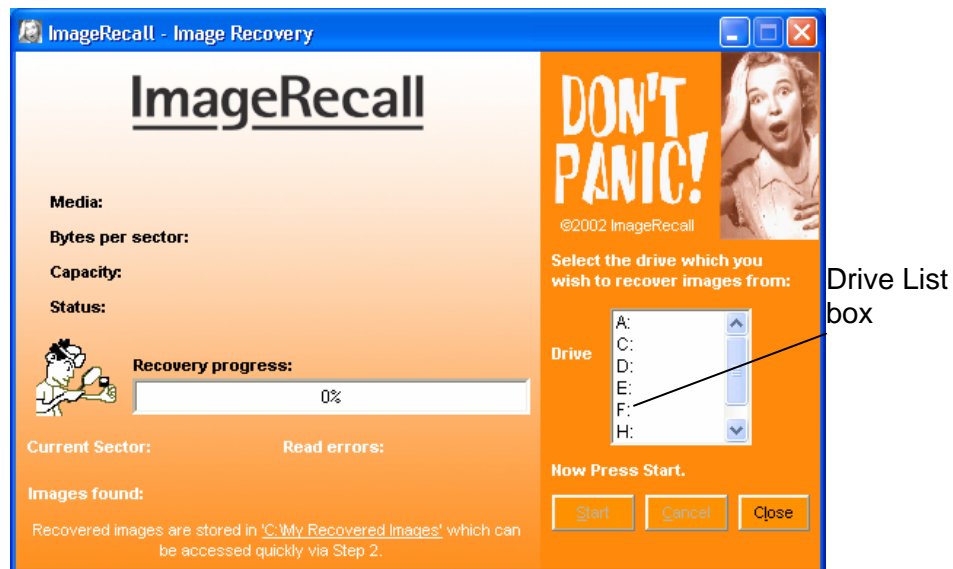
In order to test ImageRecall, you'll need to give it cards that have lost or corrupted files. Here are two suggested ways to create these conditions. You can use ImageRecall to recover the lost or missing files that result after any of these steps. (Caution: Steps 3 through 9 could damage your memory card. ImageRecall can recover images from damaged cards. However, these tests go beyond recommended usage for most memory cards. Hence, lost files and damaged cards.)

- 1) Delete all the files on the card (or format the card) in the camera. (Note: If you do this with Fuji, Olympus, or some Sony cameras, the images are erased permanently and cannot be recovered by ImageRecall or any other software).
- 2) Delete the files and/or format the card while it is connected to a computer via a USB card reader.
- 3) Use an existing memory card that has been reused several times.
- 4) Take enough pictures to fill a card to full capacity, then one by one start editing pictures in the camera.
- 5) Pull a card out of a card reader while the activity light is still blinking.
- 6) Remove the card from the camera immediately after taking a picture, before the camera has completed writing the image to the card.
- 7) Shut the camera off immediately after taking a picture, before the camera has completed writing the image to the card.
- 8) Drain the battery to near empty capacity. Then start taking lots of pictures.
- 9) With the card in a card reader connected to the computer, click to open the media drive in Windows My Computer. Physically remove the card from the card reader, and then immediately put a different card in the same card reader without closing the folder.
- 10) Put the card in a card reader and format it from "My Computer" – either a quick or normal format can still be recovered using ImageRecall.

## Recovering your images

ImageRecall is designed to be user friendly, so you do not have to be a computer genius to use it. Follow the simple steps below to start a recovery.

- 1) Insert the Digital Media Card you wish to recover images from into a card reader attached to your computer.
- 2) Double-click 'My Computer' and find the drive letter assigned to the card. (i.e. For 'Removable Disk E:' the drive letter would be E:)
- 3) Close 'My Computer' remembering the drive letter!
- 4) Run ImageRecall
- 5) Click 'Step 1: Recover your lost Images'. The following screen will appear.



- 6) In the drive list box, select the drive letter that you found in 'My Computer'.
- 7) You will then see details about the card appear beneath the ImageRecall Logo.



- 8) For the 'Start' button to be active, the Status must be 'Ready'.
- 9) Now press 'Start' to begin the recovery process.
- 10) The 'Recovery Progress' bar will move as well as the 'Current Sector' field. If an image is found the 'Images Found' field will also change.



- 11) As you can see from the example above, 2% of the disk has been scanned and 11 images have been found so far.
- 12) Once the 'Recovery Progress' has reached 100%, recovery is complete. The 'Start' and 'Close' buttons will then become active again.

NOTE: You can click 'Cancel' at any time to stop the recovery process.

To view the images, see the chapter 'Using the Image Viewer' or click the 'My Recovered Images' link on the bottom of the Image Recovery screen.

## Using the Image Viewer

To access the image viewer, go to the main menu and click 'Step 2: View recovered Images'. This will then load the following screen and thumbnail the images.



All files in the 'My Recovered Images' folder will be displayed, even if it is not a viewable image, i.e. a Tiff image. These non-viewable images can be displayed in the default Windows application by double clicking on them.

When you click on a thumbnail, the image will be loaded in the image preview window. You can view this image at its actual size by double-clicking the thumbnail. This will launch your default editing package and load the image into it.

NOTE: To save these images permanently, create a new folder in your chosen destination. Open the 'My Recovered Images' folder. Press CTRL + A on your keyboard which will select all. Then press CTRL+C. This will copy the images to the clipboard. Next, navigate to the newly created folder and press CTRL + V. This will paste the images into your new folder. Once the copy process completes, the images are then safe.

## Recovery Hints and Tips

- 1) If you've lost your digital images, ImageRecall. Stop doing anything more to the card. Use ImageRecall or other recovery software especially designed to recover digital images from memory cards.
- 2) Make sure you have the card connected to your computer properly via a standard USB card reader or PCMCIA adapter (do not use the camera or camera dock).
- 3) Check My Computer for the letter drive of the card. Don't worry that Windows may shows gibberish for filenames or may not display the capacity of the card or even asks you to reformat the card. Even under these conditions, ImageRecall can often still access the card and recover your pictures.
- 4) After selecting the letter drive, look for ImageRecall to display the capacity of the card. If nothing is displayed, or an error message appears, ImageRecall cannot begin. If the connections look OK, the card may be completely dead and the pictures non-recoverable.
- 5) If you start to get read errors at the beginning of the card, the card is corrupted beyond what ImageRecall can recover. However, you may still be able to recover your pictures using an outside recovery service like FlashFixers.
- 6) Once ImageRecall starts its recovery (without read errors), let it do its work and completely examine the card. Read errors at the very end of the card are normal and can be ignored. The last file saved may be larger in size, that's OK too.
- 7) If you deleted or formatted your SmartMedia, xD card, or Memory Stick, and no images are recovered using ImageRecall, you can almost be certain that your camera is from one of the manufacturers (Fuji, Olympus, and Sony, eg.) that permanently erase data from the card.
- 8) ImageRecall automatically selects the best method to recover the files, either by logical or physical access to the card. Recovery is sequential and filenames are automatically assigned.
- 9) Sometimes only partial images are found. This means the picture data on the card ended abruptly. ImageRecall depends on recovered files being contiguous from beginning to end. Cameras do not always record the pictures this way, especially if a lot of pictures already exist on the card. That is one reason we recommend formatting a new or used card in the camera each time before use (after you've saved the pictures on your computer, of course).
- 10) Always make regular backups of your picture files and your computer files.