



The Saviour

Photo Recovery

5.0

User Guide

Overview

Digital multimedia files may accidentally get deleted while deleting files, or formatting storage device. Files may also get lost due to corruption of the storage device. But 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.

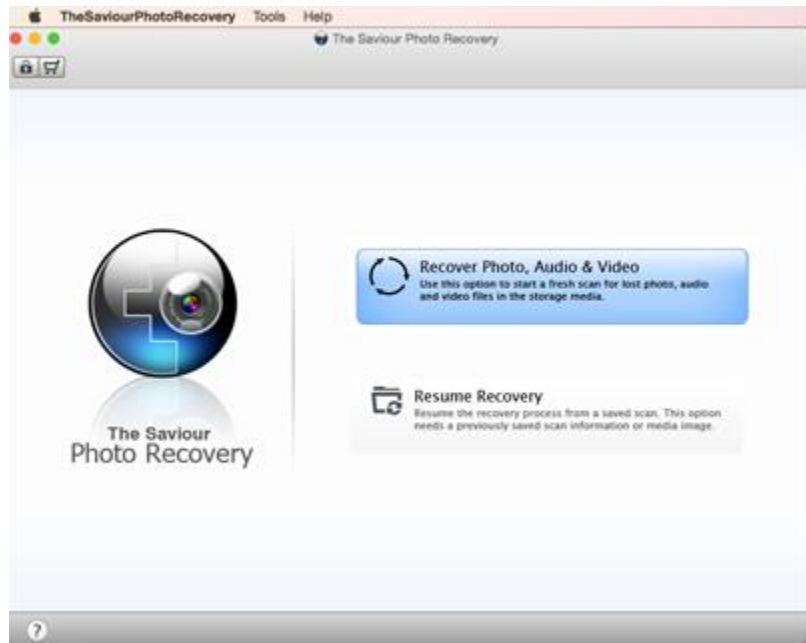
The Saviour Photo Recovery software can easily recover all your lost images and media files. It supports a range of digital photo file formats, audio file formats, and video file formats for recovery. Almost all the popular brands of cameras are supported by the software. If the file type is not listed in the list of supported formats, it can be added using *Add Header* feature of the tool. Even if the lost media files are stored on a memory card, they can be effectively found by the photo recovery software.

Digital card reader or external storage media are also supported by **The Saviour Photo Recovery**. When you attach a storage device to the computer, your computer must recognize it for running the recovery software on it. Computer assigns a drive letter to all recognizable card readers, or external storage media.

The Saviour Photo Recovery performs a scan to find all the recoverable images and media files. A preview of the scanned images and media files is provided. A scan information file of the scanned storage media can be saved. This saved scan information file can be used later to recover lost images and media files by help of **The Saviour Photo Recovery**.

What's new in this version?

- New and enhanced user interface.
- Support for Yosemite 10.10



**The Saviour Photo Recovery
Main Screen**

- Support for encrypted file system.
- Support for Unicode.
- Support of four view of results - details view, list view, thumb view and cover flow view.
- Advanced option of preview in Preferences.
- Updated Drive Information added.
- Improved support for HFS+, FAT32, ExFAT and NTFS.
- Support for SMART Status of drive.
- Support for MXF movies, Three Camera model of HD-MOV, Adobe EPS (Mac) and Adobe EPS (Windows).
- Option for Supported File Format and Select Region.
- Preview support for corrupted files in safe mode, both in thumbnail view and running preview.
- Option to Check-Uncheck file(s) and folder(s) for recovery using Space bar.
- Option for Add Header and Edit Header.
- Option for Zoom In and Zoom out photos by slider for Thumb view.
- Estimated time display for scanning process.

Key Features

- Almost all supported file formats have been updated for improved recovery.*
- 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 additional Classic, File List and Deleted List tree view for volume scan (of FAT, exFAT & NTFS file systems).
- Fast recovery of lost image and media formats.
- Raw recovery from storage devices.
- Recovery from corrupt memory card.
- Recovery of files from formatted memory devices.
- Supports creating image of the memory for recovery at later stage.
- Supports a wide range of media formats for recovery.
- User can resume recovery by help of saved .dmg file, or scan information.
- Provides preview of found photos, audio, and video files.
- Supports all type of memory card devices.
- Supports scanning of 2 terabytes of storage space.
- Provides option to add file headers.
- Auto refreshing list of attached storage devices.

- New user-friendly interface (with re-size capability).

* For a complete list of supported files, click [here](#).

Why The Saviour Photo Recovery?

The Saviour Photo Recovery incorporates numerous features in it. It performs a thorough scan of the preferred storage device and recovers all the recoverable lost media files. Recovery of image files, video files, and audio files is easily done.

Recovers Deleted/Lost digital Photos

The Saviour Photo Recovery is capable of recovering all the lost and deleted photos from any type of digital storage device. Even if the storage device is formatted, damaged or corrupt, the software easily recovers the images from it. 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 photo formats are supported by the software.

Recovery of Video Files

Photo Recovery software allows preview and recovery of lost, deleted, and inaccessible video files. Video recovery is done without hampering the visual quality of the videos. 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 video file formats are supported by the application.

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. **The Saviour 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

All the brands and models of cameras are supported by **The Saviour Photo Recovery**. Photo lost due to deletion and formatting of the memory card attached to camera are recovered back. RAW recovery of photos from camera manufactured by Sony, Nikon, Canon, Samsung, Pentax, Minolta, Kodak, Sigma, Fuji, Olympus, Epson, Mamiya and Panasonic are supported.

Memory Card Recovery

Removable storage media is supported by **The Saviour Photo Recovery**. 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 corrupt or damaged internal or external media should be recognized by the Macintosh operating system. Memory cards, USB storages devices, Flash Cards, SD Card (Mini SD, Micro SD, and SDHC Card), CF Card, Mini Disks and all other Macintosh based hard drives are supported for recovery.

Scan and Preview of Media Files

The Saviour 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 a desired region of hard drive. Media files found in the region are provided for preview and recovery. It is also possible to scan the memory only for desired file types.

Installation

Before installing the software, ensure that your computer meets the minimum system requirements.

Minimum System Requirements

- **Processor:** Intel
- **RAM:** 1 GB recommended
- **Hard Disk:** 100 MB of free space
- **Operating System:** Mac OS X 10.6 and above

To install the software:


1. Unpack **TheSaviourPhotoRecovery.dmg.zip** file.
2. Decompressing the zip file and double click the **dmg** file. This step will mount a virtual volume - **TheSaviourPhotoRecovery**.
3. Double-click **TheSaviourPhotoRecovery** volume to open **The Saviour Photo Recovery** application window.
4. Drag **The Saviour Photo Recovery** file to the **Applications** folder.
5. To launch the software, double click on **The Saviour Photo Recovery** file in **Applications** folder.
6. This displays **License Agreement**. If user accepts the **License Agreement**, then the software is launched; otherwise, it terminates.

To remove the software, drag and drop the **TheSaviourPhotoRecovery** file from **Applications** folder to **Trash**.

Ordering the Tool

Order The Saviour Photo Recovery

The software can be purchased online. For price details and to place an order, click [here](#).

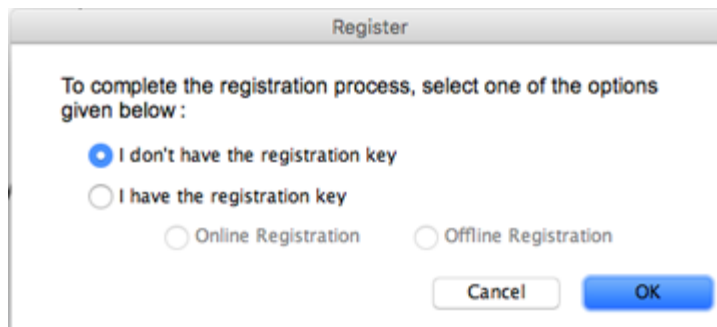
Alternatively, if you are using the demo version, you can click the *Buy* link in the *Help* menu, or click *Buy*  icon on main interface.

Registering the Tool

The demo version is just for evaluation purpose and must be eventually registered to use the full functionality of the software. The software can be registered using the Registration Key which you will receive via email after purchasing the software.

To register the software:

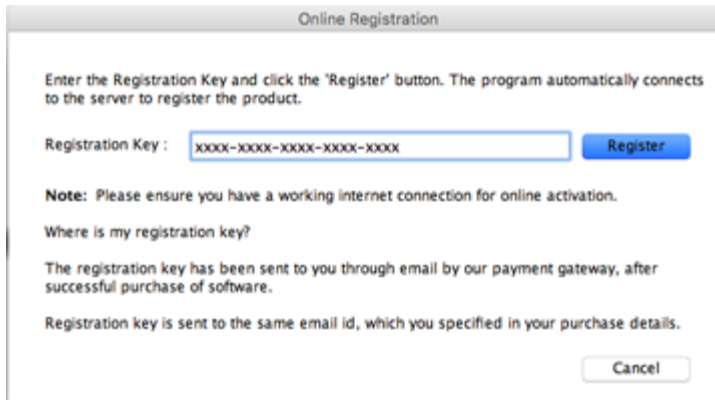
1. Run demo version of **The Saviour Photo Recovery** software.
2. On **Tools** menu, click **Register** option. *Register* window is displayed as shown below.



3. Choose 'I don't have the registration key' (Use this option if you have not purchased the product) or select 'I have the registration key' (Use this option if you have already purchased the product).

To register the software, when you do not have a registration key, follow the steps given below:

1. In the *Register* window, select '**I don't have the registration key**' option. Click **OK**, to go online and purchase the product.
2. Once the order is confirmed, a Registration Key will be sent to the email provided at the time of purchase.
3. In the *Online Registration* window, type the **Registration Key** and click **Register** button (Please ensure that you have an active Internet connection).



4. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

To register the software, when you have a key, follow the steps given below:

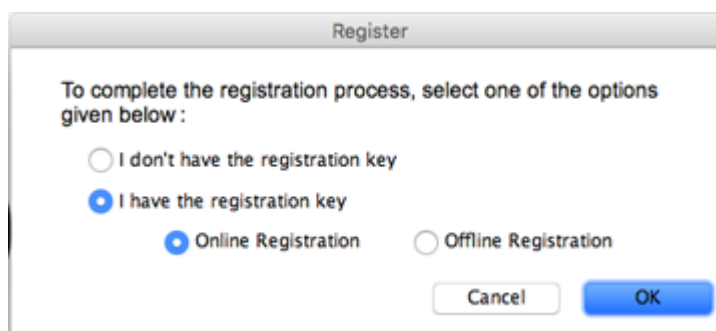
1. In the *Register* window, select '**I have the registration key**' option.
2. You can choose either '*Online Registration*' (Use this option to register the software over Internet) or '*Offline Registration*' (Use this option to register the software manually / through e-mail if for any reason, Internet connection is unavailable).

- **Online Registration**

Online Registration is possible only when an active Internet connection is available.

- **To register the software online:**

1. From the *Register* window, select **Online Registration**. Click **OK**.



2. An **Online Registration** dialog box will appear.
3. Type the **Registration Key** (received through email after purchasing the product) in the field of Registration Key. Click **Register**.

Online Registration

Enter the Registration Key and click the 'Register' button. The program automatically connects to the server to register the product.

Registration Key :

Note: Please ensure you have a working internet connection for online activation.

Where is my registration key?

The registration key has been sent to you through email by our payment gateway, after successful purchase of software.

Registration key is sent to the same email id, which you specified in your purchase details.

4. The software would automatically communicate with the license server to verify the entered key. If the key you entered is valid, software will be registered successfully.

- **Offline Registration**

Offline Registration enables you to register the product when your computer does not have an Internet connection.

- **To register the software offline:**

1. From the *Register* window, select **Offline Registration**. Click **OK**.

Register

To complete the registration process, select one of the options given below :

I don't have the registration key

I have the registration key

Online Registration Offline Registration

2. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.

Offline Registration

You need to send below listed 'Registration ID' to 'support@dsaviour.com' to get your 'License Key'. If you have already received your 'License Key', enter it and click 'Register' button to register the product.

Registration ID:

License Key:

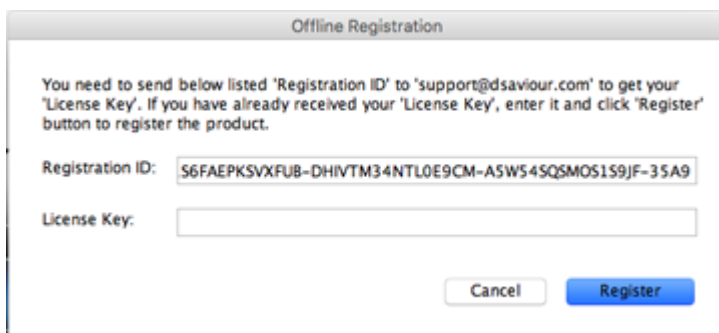
Transfer License

The **Saviour Photo Recovery** allows you to transfer the license of the registered software to another computer on which you want to run the software with full functionality. This operation deactivates the product on your current computer so it can be reactivated on the new computer.

To transfer a software license from one computer to another, please follow the specific steps below:

On Target Computer:

1. Run demo version of the software.
2. In **Tools** Menu on Menu Bar, click **Register**. A new dialog appears.
3. From the *Register* window, select **Offline Registration**. Click **OK**.
4. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.



The screenshot shows a dialog box titled "Offline Registration". The text inside reads: "You need to send below listed 'Registration ID' to 'support@dsaviour.com' to get your 'License Key'. If you have already received your 'License Key', enter it and click 'Register' button to register the product." Below the text, there are two input fields. The first is labeled "Registration ID:" and contains the text "S6FAEPKSVXFUB-DHIVTM34NTL0E9CM-ASW54SQSMOS1S9JF-35A9". The second is labeled "License Key:" and is empty. At the bottom right, there are two buttons: "Cancel" and "Register".

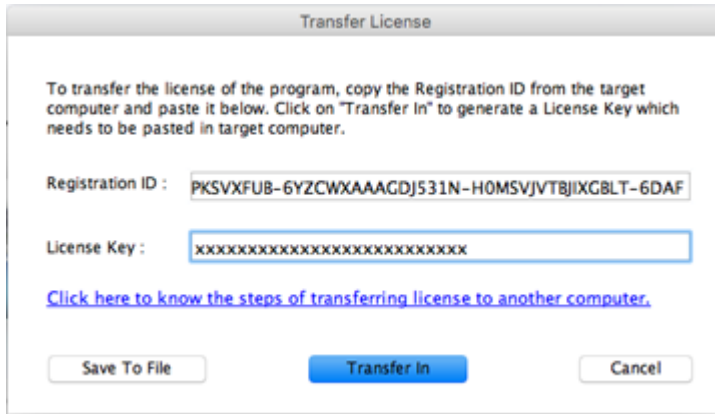
On Source Computer:

1. Run registered version of **The Saviour Photo Recovery** software.
2. In **Tools** Menu on Menu Bar, click **Transfer License**.



The screenshot shows a dialog box titled "Transfer License". The text inside reads: "To transfer the license of the program, copy the Registration ID from the target computer and paste it below. Click on 'Transfer In' to generate a License Key which needs to be pasted in target computer." Below the text, there are two input fields. The first is labeled "Registration ID:" and is empty. The second is labeled "License Key:" and is empty. Below the input fields, there is a blue hyperlink: "[Click here to know the steps of transferring license to another computer.](#)". At the bottom, there are three buttons: "Save To File", "Transfer In", and "Cancel".

3. Copy the **Registration ID** displayed on the Target Computer in the field of Registration ID on the Source Computer.
4. To get your License Key, click **Transfer In** button on Source Computer. This will generate a License Key.

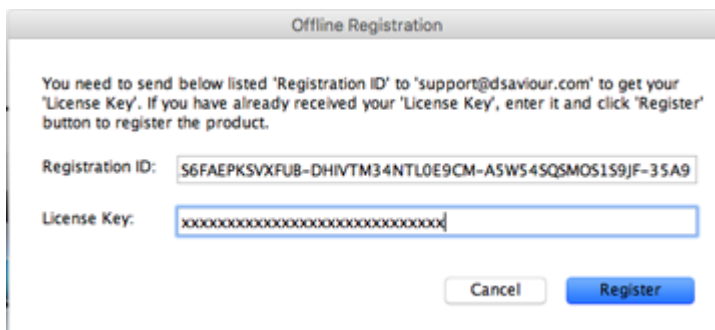


5. You can also save the License Key generated on the source computer. Click **Save to File** button to save the Registration ID and the License Key. In **Browse for Folder** dialog box, select the location where you want to save the details. Click **OK**.
6. ' *License Key has been saved successfully* ' message is displayed after the saving process is completed successfully. Click **OK**.

This will deactivate the product on Source Computer and you will no longer be able to use the software anymore on this computer.

On Target Computer:

1. Type the **License Key** which you have generated on the Source Computer in the provided field of License Key.



2. Click **Register** to complete the activation process.

3. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

Updating the Tool

The Saviour 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 minor and major versions available online. Minor version can be easily downloaded through the update wizard. However, the major version available has to be purchased.


If updates are available for the product, update wizard pops up while you are running **The Saviour Photo Recovery**. While updating the software, it is recommended to close all the running programs.

To update **The Saviour Photo Recovery**, do one of the following:

To check automatically,

1. Run **The Saviour Photo Recovery**. **Update** screen pops up along with the main user interface.
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. After successful update, updated application will be launched automatically. Click **Cancel**, to check for updates manually.

To check manually,

1. Run **The Saviour Photo Recovery**.
2. Select **Preferences** option on **TheSaviourPhotoRecovery** menu. **Preferences** window opens.
3. In the **Preferences** window, click **Update**  button.
4. To check for updates instantly, click **Check for updates now** button.
5. If updates are available, **Update** screen will be displayed. If no updates are available, you will get an '**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. After successful update, updated application will be launched automatically.

Technical Support

Our Technical Support professionals will give solutions for all your queries related to the products.

For **price details** and to **place the order**, click <http://www.dsaviour.com/photo/buy-now.php>

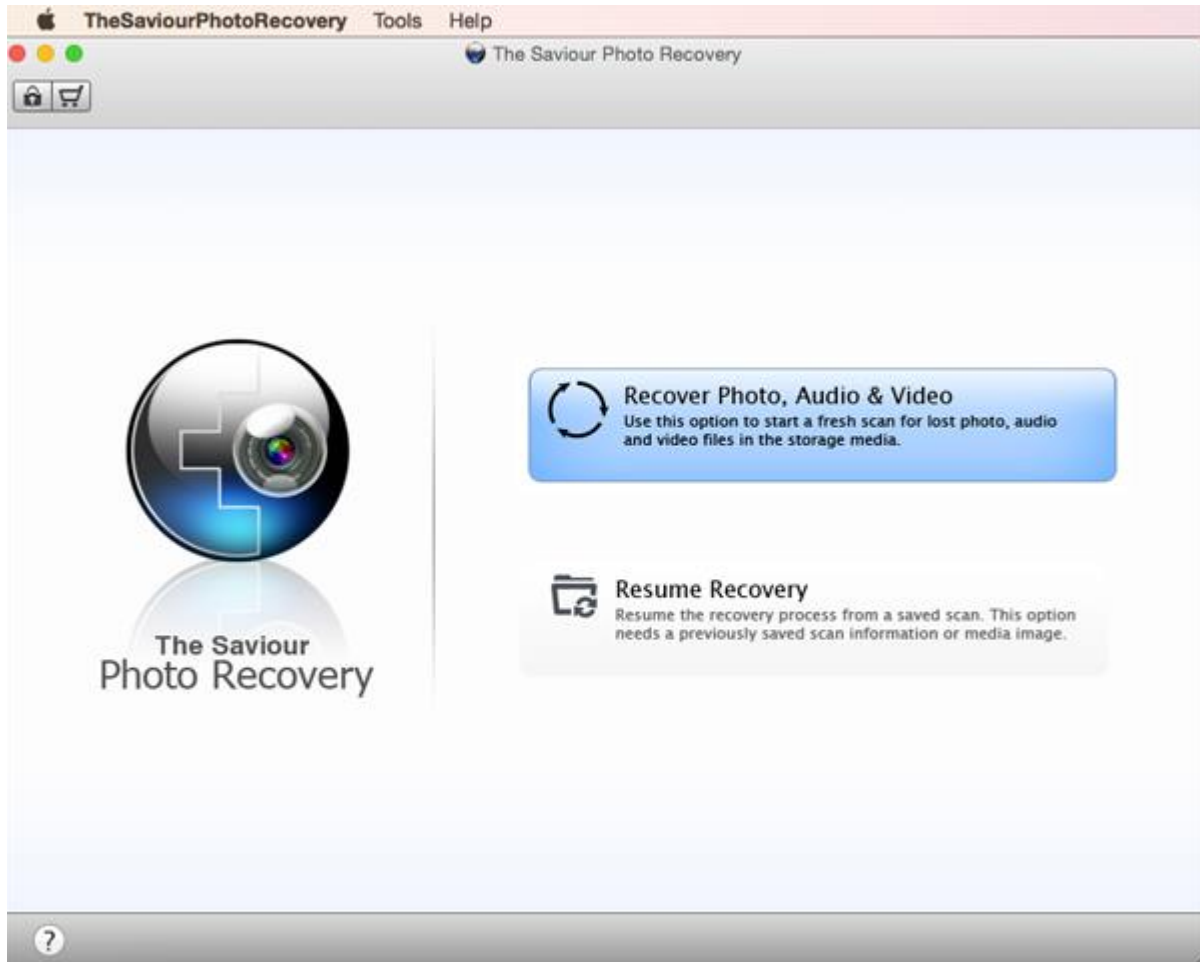
Starting The Saviour Photo Recovery

Follow any of the following methods to run **The Saviour Photo Recovery** on a Mac system.

- Double click on **The Saviour Photo Recovery** file in **Applications** folder.
- Double-click on **The Saviour Photo Recovery** desktop shortcut (if it is created).
- Click on **The Saviour Photo Recovery** icon in the dock.

Main User Interface

Main user interface contains menus, toolbar, Recover Photo, Audio & Video, Resume Recovery button and many more user-friendly options to ease recovery process. In addition you can view items as icons, details, column and cover flow layouts. Help button is also provided for a quick view of user guide.



Menus

TheSaviourPhotoRecovery

About The Saviour Photo Recovery

Use this option to read information about **The Saviour Photo Recovery**.

Preferences

Use this option to apply preferences settings.



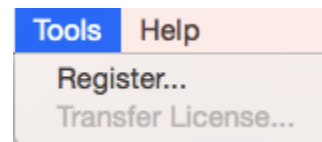
Tools

Register

Use this option to activate demo version of your product.

Transfer License

Use this option to transfer the license of the registered software to another computer.



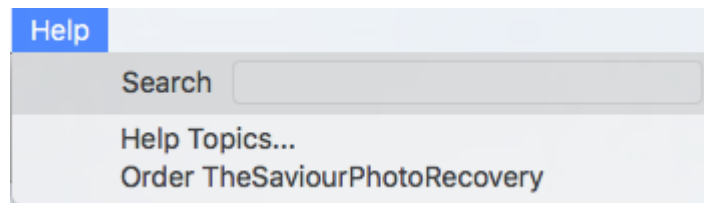
Help

Help Topics

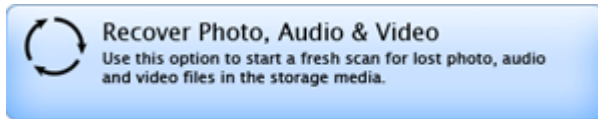
Use this option to see user help guide.

Order TheSaviourPhotoRecovery

Use this option to [buy](#) **The Saviour Photo Recovery**.



Tabs and Buttons



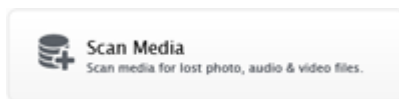
Recover Photo, Audio & Video

This tab is provided on the home screen of **The Saviour Photo Recovery**. Use it to Recover Photo, Audio & Video files.



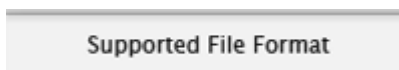
Resume Recovery

Use this tab to resume recovery process either from saved scan information or an image file.



Scan Media

Use this tab to initiate scan media process for your lost data.







Supported File Format



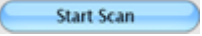
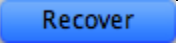
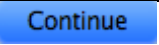
This tab lists the file types from which you can select the required file types for scanning.



Select Region

This tab allows you to specify the range of hard drive/volume space that will be scanned for media files.

	Set Preferences Use this button to set preferences for The Saviour Photo Recovery .
	Help Click this button to open user help guide.
	Register Use this button to register The Saviour Photo Recovery .
	Buy Use this button to buy The Saviour Photo Recovery online.

	<p>Show Previous Window Click this button anytime to move to previous screen of the current screen.</p>
	<p>Continue/Recover Continue Click this button to start the scanning process.</p> <p>Recover Click this button to start the recovery process.</p>
	<p>Start Scan This button starts the scanning process.</p>
	<p>Recover Click this button to recover photos, audio & video files.</p>
	<p>Continue Click this button to continue.</p>

Recover Photo, Audio & Video

The Saviour Photo Recovery helps you to recover all the supported images and media files. Recovery of all the files residing in the selected hard drive, or recovery of selected files from the scanned result can be by done using the software. **The Saviour Photo Recovery** allows you to search, preview and save recovered photos and media files.

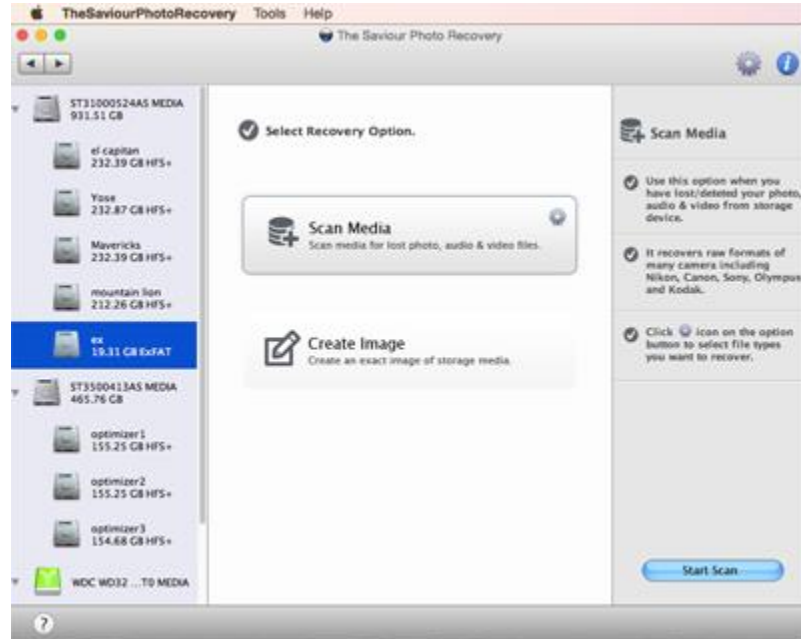
- Scan Media
- Create Image

Scan Media

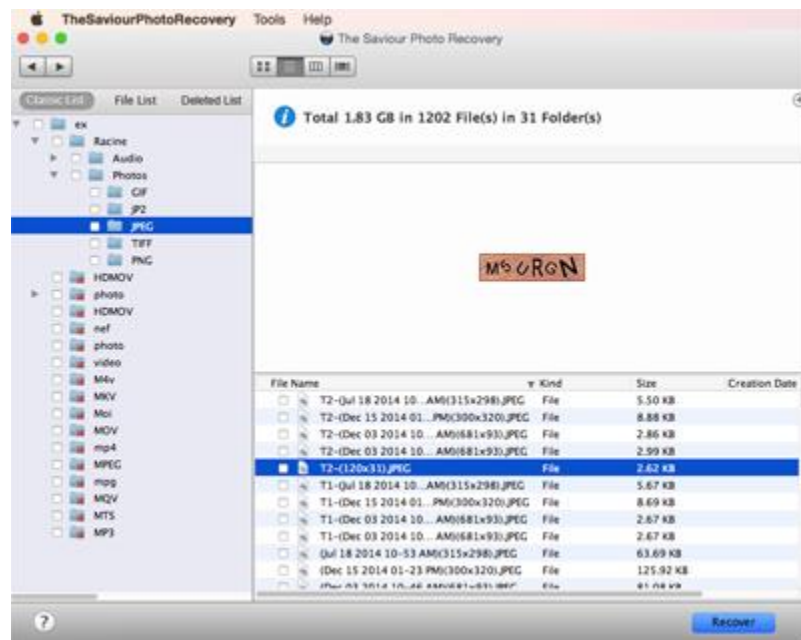
The **Saviour Photo Recovery** can recover all media files of supported file formats. Recovery process can be initiated for a logical drive, physical disk, attached storage media, or a saved image file.

To recover photo, audio, and video files:

1. Run **The Saviour Photo Recovery** software.
2. Select **Recover Photo, Audio & Video** option from main interface screen.
3. All the hard drives and media attached to computer are listed in left pane. Select the desired volume, hard drive or external media from which you want to recover photo, audio & video files.
4. Click on **Scan Media** button. You can select specific region and/or specific file types for the scanning process by clicking on **Set Preferences** button.
5. Click **Start Scan** to start scanning process.
6. **Scan Result:** Scanning process lists all files that are found in the selected volume, hard disk or other attached storage media. In the left-pane, all folders are grouped according to file types such as Image Formats, Audio Formats. In the bottom-right pane, files that are stored in the selected folder are listed. The top-pane shows the preview of the selected



Select Media for Recovery in The Saviour Photo Recovery



Preview scan results and select files and folders for recovery

file. Double-click a folder to view files stored in it. 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 location where you want to save the files.

All files are saved at the specified location according to file types in the Root folder.

Note:

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

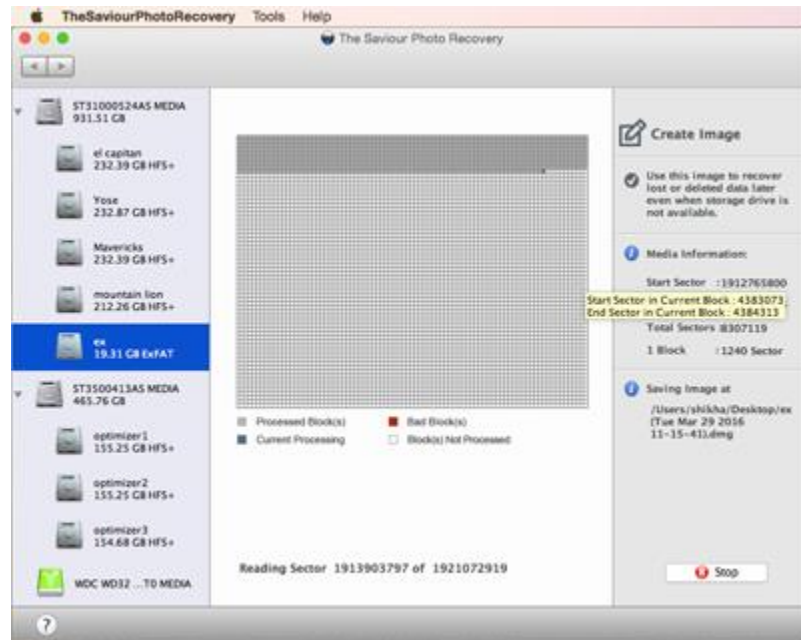
Create Image

This option is useful if media has developed bad sectors. **The Saviour Photo Recovery** creates sector by sector image of the selected media that can be used to recover data. User can also select range of the selected media to create an image.

To create an image:


1. Select **Recover Photo, Audio & Video** option from main user interface screen.
2. Select the drive / volume image of which has to be created.
3. Click **Create Image** from scanning method list.
4. Move the slider to select range of media to create image for a specified region.
5. Click **Continue** button and specify a location for saving the image file.

The software starts creating image of the selected drive / volume. After the process is finished, image file is saved at the specified location.



Create Image screen

Note:

- You can create image for selected range of sectors by simply clicking on  set preferences button either on Create Image tab or from upper right pane of window.
- Specify a different location other than the source drive to save image file. Specifying source drive as destination may lead to data loss.
- You can stop the create image process by clicking **Stop** button. The message 'process cannot be resumed from the current stage' appears. Click **Yes** to stop the process. However, an image file will be created up to the scanned point.


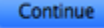
Resume Recovery




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

- Image(s)
- Saved Scan Information

To resume recovery:




1. Click **Resume Recovery** button on the main user Interface. **The Saviour Photo Recovery** window opens. This window contains list of saved scan information and image file existing in the system.
2. Select **Image(s)** tab and click on desired file from the list and click  **Continue** button.
3. Select **Scan Media** as scanning method to start the recovery process:
4. Select **Saved Scan Information** tab and click on desired file from the list and click  **Continue** button.
5. Click **Recover** button and specify location where recovered files / folders have to be saved. Files / folders are recovered at the specified location.

Note: To add image / saved scan in the list, click **Add**  button. To remove image / saved scan from the list, select image file / saved scan and click **Remove**  button. To refresh image / saved scan from the list, select image file / saved scan and click **Refresh**  button.

Image(s)

This option is used to start recovery procedure from an **image** file. The image file appears as an icon in Image(s) tab of **The Saviour Photo Recovery** window. This image file help users resume recovery process at a later stage.

The software creates an image of the selected drive / volume during scanning process. After the process is finished, image file is saved at the specified location.


User can also add or remove images of drive / volume. To add multiple images of drive / volume click **Add**  button. To Remove an image from list click **Remove**  button. Click **Refresh**  button to refresh the list of image created.

You can perform recovery procedure from an image file. Click **Continue**. Select a scanning method to start the recovery procedure.

Saved Scan Information

Saved Scan is used to save directory tree structure generated after a drive scan. User can choose destination directory and the file will be saved to 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 complete scan, and then save scan result.

You will be prompted to save scan information when you click **Show Previous Window**  button or close **The Saviour Photo Recovery** after a completed scanning process.

To regenerate tree structure of found files / folders, go to main user interface of the software and click Resume Recovery button.

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

Use Advance Option

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

Advanced options contained in The Saviour Photo Recovery are as follows:

- Setting Preferences
- Selecting File Format
- Select Region
- Types of Preview
- Supported File Formats

Setting Preferences

Preferences can be set to run **The Saviour Photo Recovery** according to personal requirement.

To set preferences

1. Run **The Saviour Photo Recovery**.
 2. Select **Preferences** option on **TheSaviourPhotoRecovery** menu. **Preferences** window opens.
- To set preference for preview window, click Preview  button.
 - To add or edit file types for recovery, click Add Header  button.
 - To set preferences for updates, click Update  button.

Preview

Preview preferences option allows you to set preferences for updates and preview window of the application.

To set preference for updates:

To show preview of files in thumbnails view:

1. Click **Preview** button from **Preferences** window.
2. Select **'Show file preview instead of file icon'** check box to preview thumbnail view instead of associated file icon.

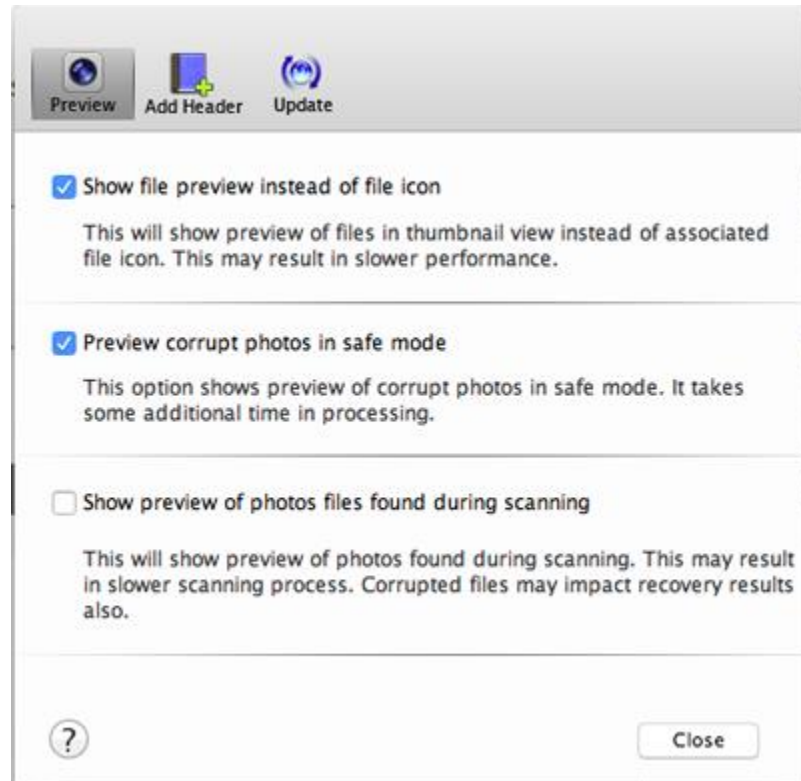


To preview corrupt photos in safe mode:

1. Select **'Preview corrupt photos in safe mode'** check box.

To see running preview of photos found during scanning process:

1. Select **'Show preview of photos files found during scanning'** check box.



Add Header

Add Header include following options:

- To add new file types manually or automatically, click [Add Header](#) button.
- To edit size of existing file types, click [Edit Header](#) button.


Add Header

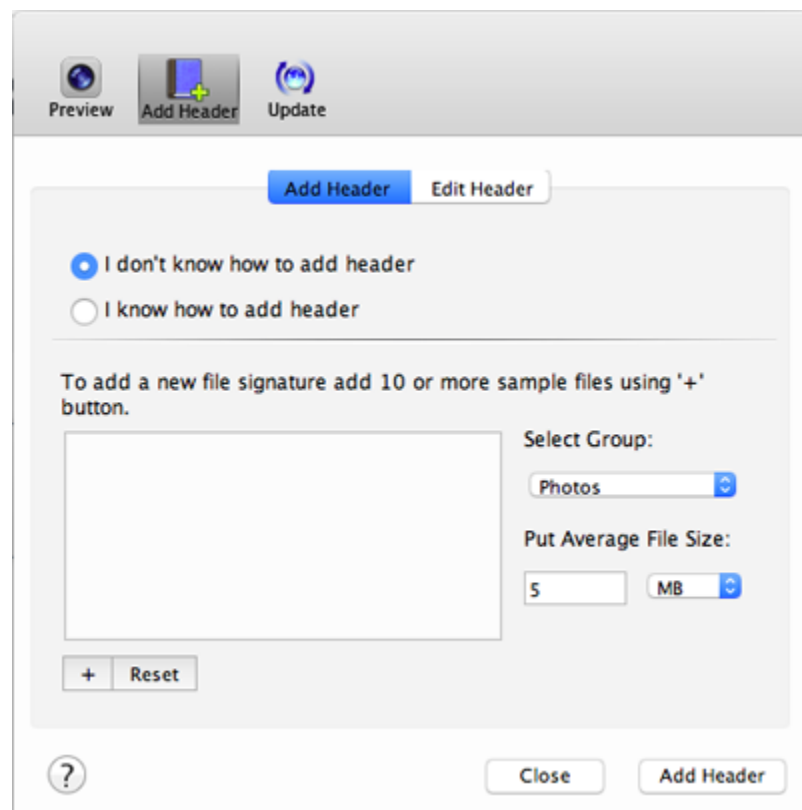
You can add new file types to the predefined list of supported file types in **The Saviour Photo Recovery** using **Add Header** functionality in **Preferences** window.

You can add header either

- Automatically
- Manually

To add header automatically:

1. Run **The Saviour Photo Recovery**.
2. Select **Preferences** option from **TheSaviourPhotoRecovery** menu.
3. Select **Add Header** tab from **Preferences** window.
4. Click **Add Header** button in **Add Header** tab window.
5. Click **Add**  button to browse to the location of 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 will be listed in the left hand side box.
8. Type in header file name in the dialog box and then select the header file type from **Select Group** drop down list and the size



from **Put Average Size of File** text box.

9. Click **Add Header** button.

To add header manually:

1. Run **The Saviour Photo Recovery**.
2. Select **Preferences** option from **TheSaviourPhotoRecovery** menu.
3. Select **Add Header** tab from preferences window.
4. Click **Add Header** button in **Add Header** 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 **Header** in hexadecimal.

Preview Add Header Update

Add Header Edit Header

I don't know how to add header

I know how to add header

Specify signature by entering header (maximum of 8 bytes - Ex: 01 ff 0c d1 f4 00 03 05) in hexadecimal format.

Also specify its corresponding offset (between 0 and 511) in decimal format.

Software Name

File Extension

Group

Max File Size

Header (in hexadecimal)

At offset (in decimal)

? Close Add Header

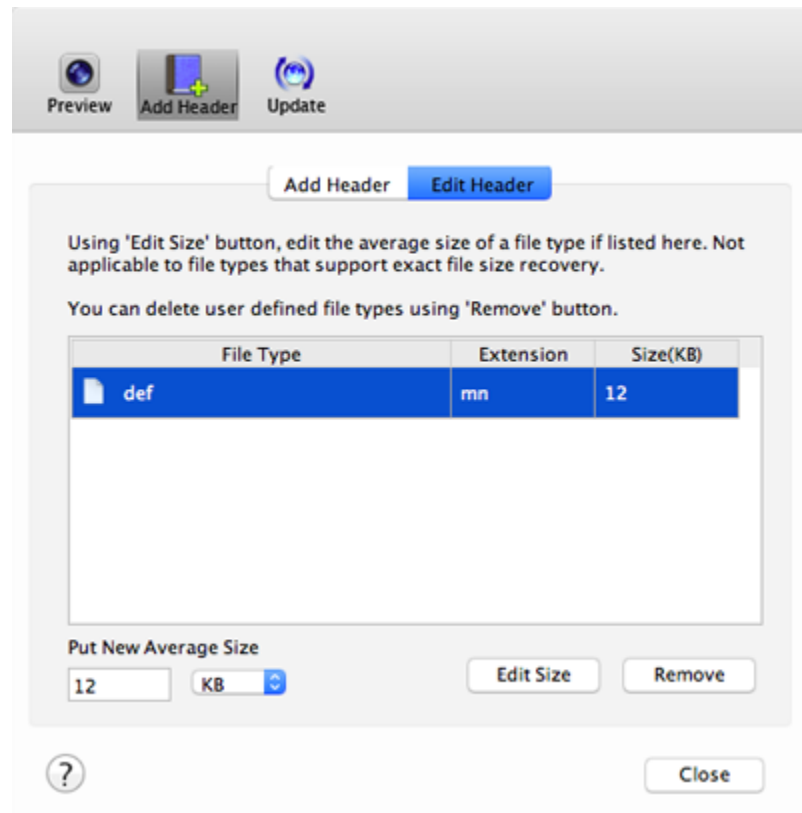
- Specify **At Offset** in decimal.
6. Click **Add Header** button.

Edit Header

The **Saviour Photo Recovery** supports a number of Photo, Audio and Video file types for recovery.

To change size of supported file types/remove added file types:

1. Run **The Saviour Photo Recovery**.
2. Select **Preferences** option from **TheSaviourPhotoRecovery** menu.
3. Select **Add Header** tab from preferences window.
4. Click **Edit Header** button in **Add Header** 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 list.

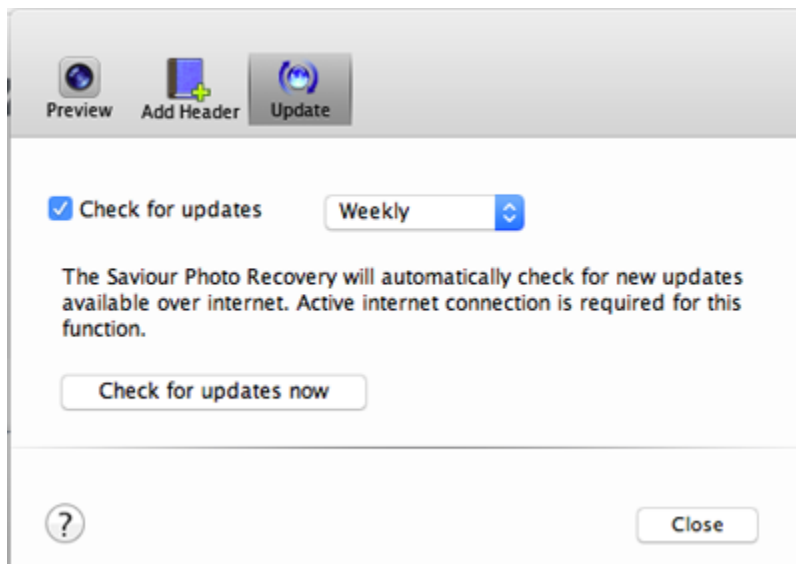


Update

Update option allows you to set preferences for updates and customize the software as per your needs.

To set preference and to customize the software, perform the steps listed below:


1. Run **The Saviour Photo Recovery**.
2. Select **Preferences** option from **TheSaviourPhotoRecovery** menu.
3. Select **Update** tab from preferences window.
4. To set frequency for updates (daily, weekly, or monthly), select **Check for updates now** check box and specify the desired frequency in drop down list.
5. To check for updates instantly, click **Check for updates now** button.
6. Click **OK**.

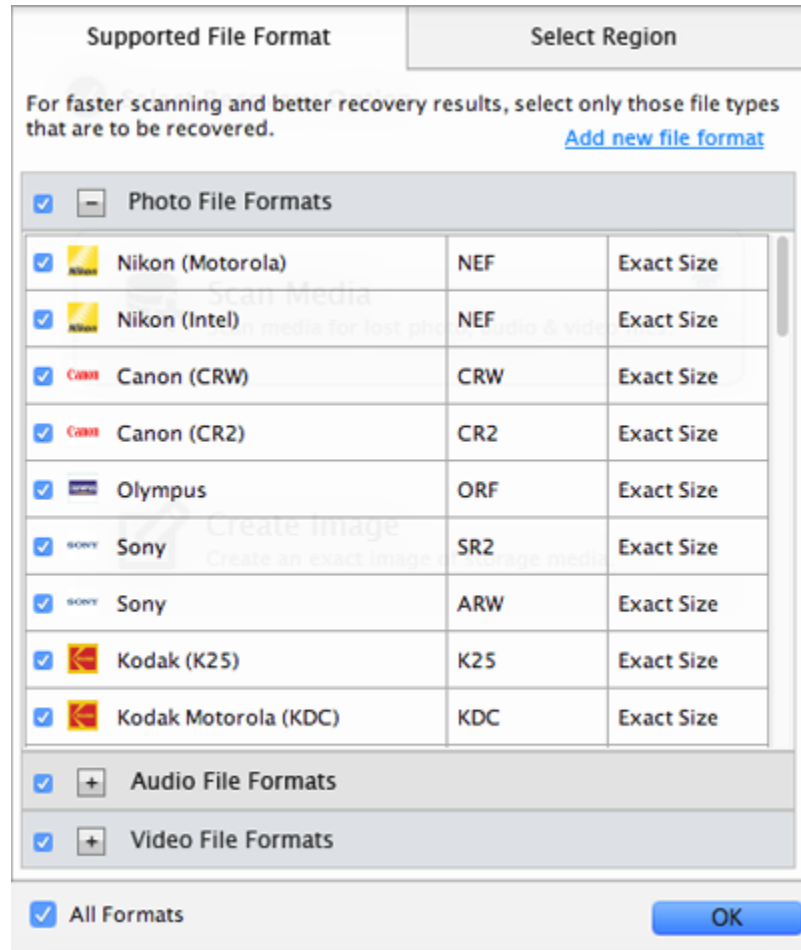


Selecting File Format

Various file types are listed in the file list option of **The Saviour Photo Recovery**. You can select the required file types for their recovery.

To select file type:

1. Run **The Saviour Photo Recovery** software.
2. Select **Recover Photo, Audio & Video** option from main interface screen.
3. All the hard drives and media attached to computer are listed in left pane. 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 simply clicking on  set preferences button either on **Scan Media** tab or from upper right pane of window.
5. Select the file types you want to recover. In case you want to add a new file format, click **Add new file format** link from the right pane.
6. Click **OK**.




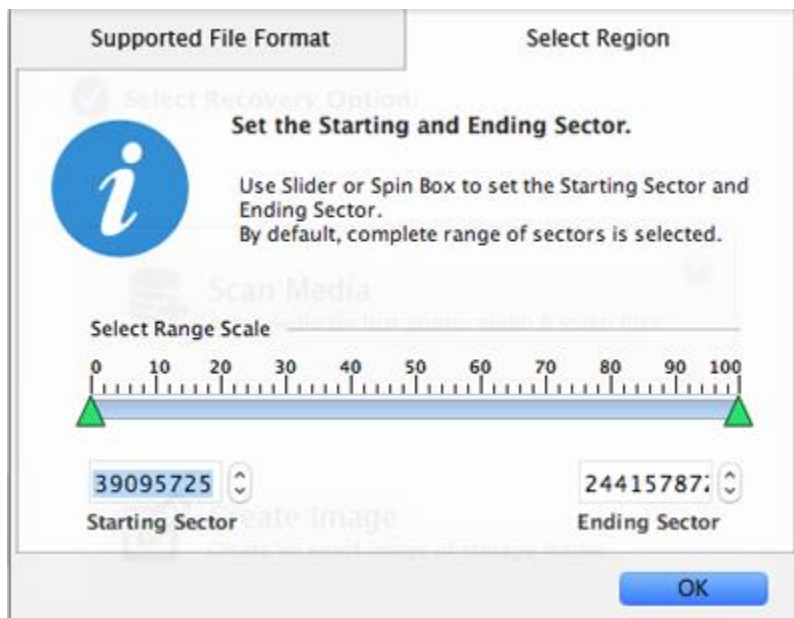
File List Screen

Select Region

You can select a specific region of a hard disk or volume for the scanning process. Scanning process will search files only in the selected region.

To select region:

1. Run **The Saviour Photo Recovery** software.
2. Select **Recover Photo, Audio & Video** option from main interface screen.
3. All the hard drives and media attached to computer are listed in left pane. Select the desired volume, hard drive or external media from which you want to recover photo, audio & video files.
4. You can create image for selected range of sectors by simply clicking on  set preferences button either from **Scan Media** or **Create Image** tab or from upper right pane of window.
5. Set the Starting and Ending block by setting a range scale on slider.
6. Click **OK**.



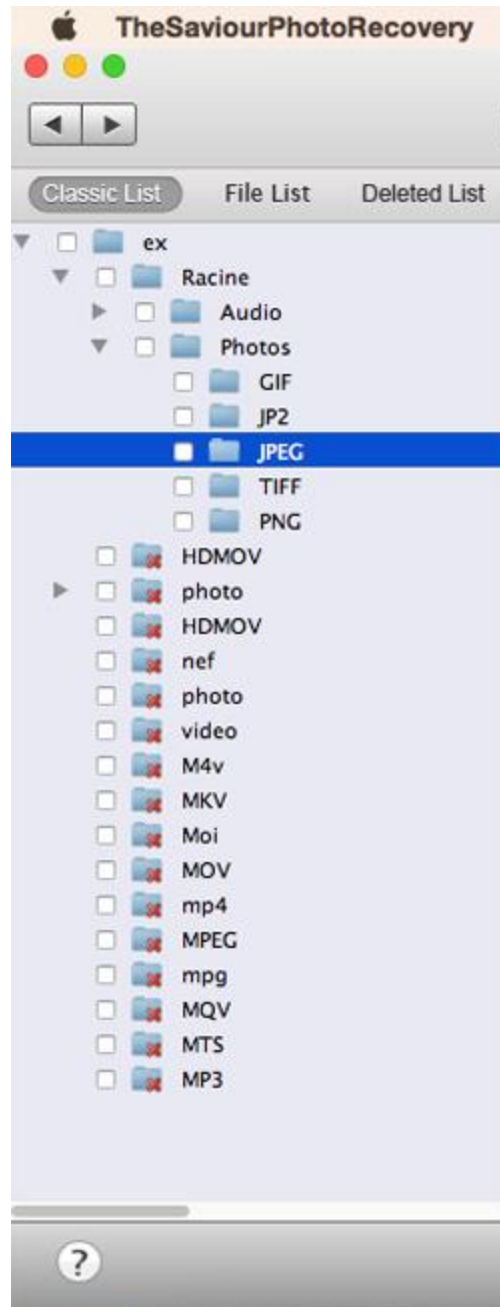
Select start and end memory range of the selected media

Types of Preview

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

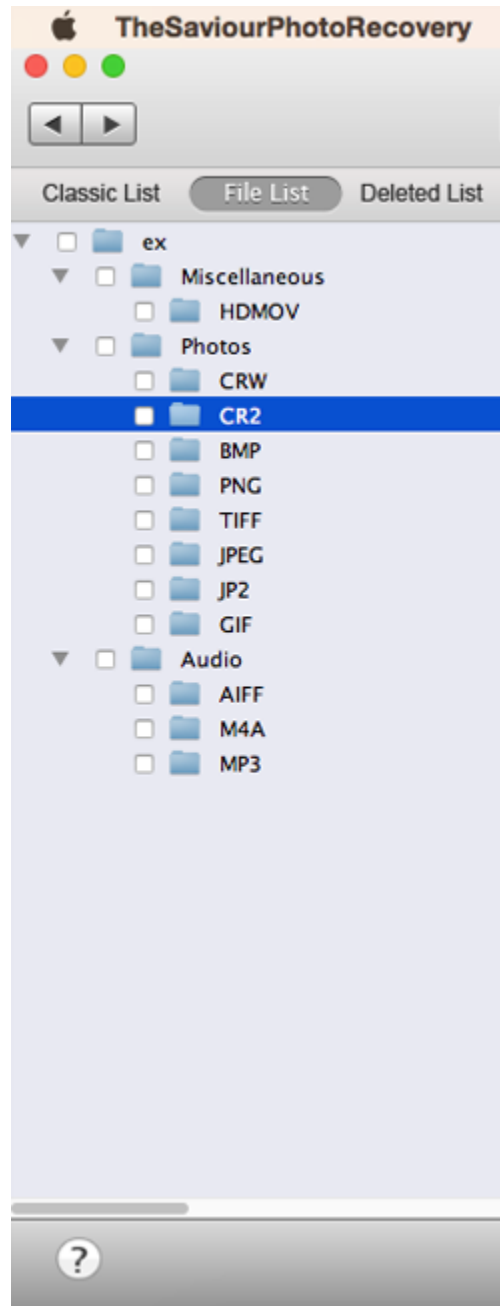
- Classic List
- File List
- Deleted List

Classic List: In this view, files/folders are listed as they are found in the hard disk. To see **Classic List** preview, click **Classic List** tab in preview window.



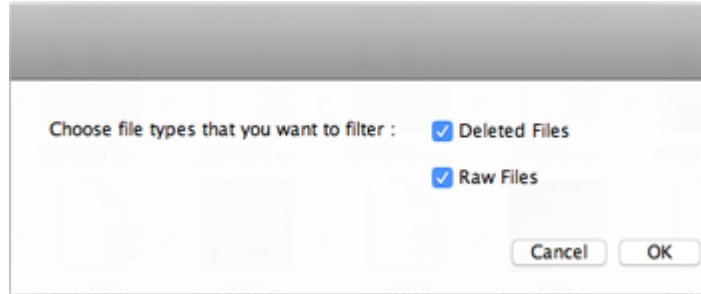
Classic List

File List: In this view, files / folders are listed according to their type such as Document, Audio, Video, Archive, etc. To see **File List** preview, click **File List** tab in preview window.



File List

Deleted List: You can see list of file type according to your preference in this preview. Click **Deleted List** tab. A dialog box prompts as shown.



Deleted List

You can see the list of scanned files / folders of your choice and recover them by specifying certain criteria in the dialog box.

- Select **Show Previous List** tab to view the list of previously filtered files.
- Select **Create New List** tab and check / uncheck the desired file type, you want to filter.
- Click **OK**.

The Saviour Photo Recovery will list the specific files in the preview window.

Note: You cannot see preview of audio files having size greater than 10 MB and video files having size greater than 15 MB.

Supported File Formats

The **Saviour Photo Recovery** software supports a wide range of image and media files. All the supported files under different formats are given below:

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

In addition, common file types such as **JPEG**, **TIFF** (Motorola and Intel), **BMP**, **GIF**, **PNG**, **PSD**, **INDD**, **PSP**, **PCT** and **JP2** are also supported.

Possible Errors While Using The Saviour Photo Recovery

1. **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.

2. **Can I repair images using the software that are not opening after the recovery?**

The software is a recovery application and cannot repair any corrupted images. The data will be recovered in the same form as it available in the media.

3. **I am not able to see my camera in the software. What am I doing wrong?**

There is a possibility that your camera doesn't support the access to memory card as a disk drive. You need to attach the memory card through a card reader for accessing the memory card. This will enable you to scan your camera memory card.

4. **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 and software will not give you this error anymore.

FAQs

1. What type of files does the software support?

The Saviour Photo Recovery software supports 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 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).

2. I have accidentally formatted my camera. How I can 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 **The Saviour Photo Recovery** software and click on **Recover Photo, Audio & Video** button
2. Select the camera or the memory card from the list and click on **Scan Media** button.
3. Click on the **Start Scan** button.
4. Software will start scanning the media and show you a preview of the files which can be successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the files on a different hard-drive.

3. I have deleted my pictures. How can I recover them?

If you have deleted your pictures from your storage media, our software can definitely recover that data. Kindly follow the underlying steps:

1. Connect your storage media to your computer and run **The Saviour Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list and click on **Scan Media** button. You can select specific region and/or specific file types for the scanning process by clicking on **Set Preferences** button.
3. Click on the **Start Scan** button.
4. Now the software will scan the media and show you a preview of the files that can be successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the file on a different hard-drive.


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

1. Run **The Saviour Photo Recovery** software and click on **Resume Recovery** button.
2. Click on an image which you want to scan.
3. Click on  **Continue** button after selecting the image.

Note: The software can recover data from its own created images and can not perform recovery from an image created by any third party applications.

5. 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 **The Saviour Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list and click on **Scan Media** button. You can select [specific region](#) and/or specific [file types](#) for the scanning process by clicking on **Set Preferences** button.
3. Click on the  **Start Scan** button to continue. The software will only scan for the selected JPG files now.

6. Does my card need to be connected to the system till the time of the recovery?

Yes. It is very important that you do not remove your media during the scan or recovery. Media should only be detached once the recovery process is completed.

7. Can I save my recovered data on the same drive?


No. The data cannot be saved on the same drive as it will lead to overwriting of data which in turn will result in permanent data loss.

8. Can I create the image of the drive on the same drive (from which I want to recover the data)?

No. Image of the drive needs to be saved at another location as saving the image file on the same media will lead to overwriting and permanent data loss.

9. 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 **The Saviour Photo Recovery**.
2. Click on **Resume Recovery**.
3. Browse to the saved scan information file.
4. Click  **Continue** button to proceed.
5. The software will list the files as previously scanned.
6. Select the files you would like to recover and click on **Recover** button.
7. Provide the destination to save the files.

10. 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 **The Saviour Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list and click on **Scan Media** button.
3. Click on the **Start Scan** button.
4. Now the software will scan the media and show you a preview of the files that can be successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the file on a different hard-drive.


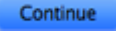
11. How to perform the recovery at the later stage after performing the scan?

Once the scanning is complete, click on the **Show Previous Window**  button. The software asks you to save the scan information that can be loaded later to resume recovery.

12. 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 popup 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 **The Saviour Photo Recovery**. Click **Resume Recovery** button.
2. In the **Resume Recovery** screen, click  button. **Open File** dialog box is displayed.
3. Locate the scan information file that will be used to start recovery process.
4. Click  **Continue** button to proceed. All files that were listed in the earlier scan process will be shown in the **The Saviour Photo Recovery** dialog box.
5. Select the files for recovery.
6. In the Open Directory dialog box, specify the location where selected files should be saved. Click **Choose**. All files are saved at the specified location according to file types in the Root folder.

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.

13. 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 sector by sector copy of the drive to a file. Once you create an image, you don't need the drive to be scanned. The image can be used to scan and recover the data.

14. 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 destination for saving of the files.

15. How to recover data from drive that contains bad sectors?

You can create the image of the drive which is sector by sector copy of the drive to a file. This process will create an image of readable sectors through which data recovery can be done easily.

16. 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 **The Saviour Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list and click on **Scan Media** button.
3. Click on the **Start Scan** button.
4. Now the software will scan the media and show you a preview of the files that can be successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the file.

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