Stellar Phoenix Data Recovery For iPhone 3.1 User Guide

Overview

Stellar Phoenix Data Recovery for iPhone software is an easy to use application designed to recover or save Camera Roll, Photo Stream, Contacts, Messages, Message Attachments, Call history, Calendar, Notes, Notes Attachments, Voice Memo, Safari Bookmarks, Reminder, WhatsApp, WhatsApp Attachments, Viber, Tango and Apps Library from your iOS device, iTunes and iCloud backup in an efficient manner. It can also recover data from iTunes / iCloud backup files. It uses powerful algorithms to perform thorough scan of device memory so as to recover as much data as possible.

What's new in this version?

- Support for Viber and Tango.
- Enhanced support for iOS 10.0 and above.
- Support for iTunes 12.6.0.1

Key Features of Stellar Phoenix Data Recovery for iPhone:

- Supports recovery of data from iCloud backup files.
- Supports recovery of data from iTunes Backup files.
- Supports recovery from encrypted iTunes backup files.
- Option to Import files to iPhone.
- Support for multiple device connection.
- Support for WhatsApp / Message / Notes Attachments / Viber / Tango from device, iTunes backup and iCloud backup files.
- Support for Apps Library, Voice Memos, Camera Roll from device and iTunes / iCloud backup files.
- Supports thumbnail preview of scanned videos.
- Optimized photos display for iOS systems.
- Optimized message and contact display for iOS systems.
- Supports preview of notes, calendar and reminder etc.
- Supports iPhone 7 Plus, 7,6S Plus, 6S, 6 Plus, 6, 5s, 5c, 5, 4s and 4.

- Supports iPad.
- Supports iOS 10.x (till 10.2.1), 9.x, 8.x, 7.x, 6.x.
- Supports iTunes 12.x, 11.x.
- Supports Operating System Windows 10 / 8.1 / 8 / 7.
- Supports recovery of Contacts, Messages, Call History, Calendar, Notes, Reminders and Safari Bookmarks from your iOS device.

Installation Procedure

Before installing the software, check that your computer meets the minimum system requirements:

Minimum System Requirements:

Processor : Intel Processors

Operating System : Windows 10 / 8.1 / 8 / 7

Memory : 1 GB RAM

iPhone : iPhone 7 Plus / 7 / 6S Plus / 6S / 6 Plus / 6 / 5s / 5c / 5 / 4s / 4

Hard Disc : 100 MB free space

Note: Please download the latest version of iTunes before running **Stellar Phoenix Data Recovery for iPhone**.

To install the software, follow these steps:

1. Double-click **StellarPhoenixDataRecoveryforiPhone.exe** executable file to start installation. **Setup - Stellar Phoenix Data Recovery for iPhone** dialog box is displayed.
2. Click **Next**. **License Agreement** dialog box is displayed.
3. Choose **I accept the agreement** option. **Next** button will be enabled. Click **Next**. **Select Destination Location** dialog box is displayed.
4. Click **Browse** to select the destination path where the setup files will be stored. Click **Next**. Select **Start Menu Folder** dialog box is displayed.
5. Click **Browse** to provide path for program's shortcuts. Click **Next**. Select **Additional Tasks** dialog box is displayed.
6. Choose the check boxes as per your choice. Click **Next**. **Ready to Install** dialog box is displayed.
7. Review the entries. Click **Back** if you want to change them. Click **Install** to start installation. The installation window shows the progress.
8. After completing the process, **Completing the Stellar Phoenix Data Recovery for iPhone Setup Wizard** window is displayed. Click **Finish**.
9. Clear **Launch Stellar Phoenix Data Recovery for iPhone** check box to stop automatic launch of software.

Launching the Software

To launch Stellar Phoenix Data Recovery for iPhone in Windows 10:

- Click Start icon -> All apps -> **Stellar Phoenix Data Recovery for iPhone** -> **Stellar Phoenix Data Recovery for iPhone**

Or,

- Double click **Stellar Phoenix Data Recovery for iPhone** icon on the desktop.

Or,

- Click **Stellar Phoenix Data Recovery for iPhone** tile on the home screen.

To launch Stellar Phoenix Data Recovery for iPhone in Windows 8.1 / 8:

- Click **Stellar Phoenix Data Recovery for iPhone** tile on the home screen.

Or,

- Double click **Stellar Phoenix Data Recovery for iPhone** icon on the desktop.

To launch Stellar Phoenix Data Recovery for iPhone in Windows 7:

- Click **Start -> Programs -> Stellar Phoenix Data Recovery for iPhone -> Stellar Phoenix Data Recovery for iPhone**.

Or,

- Double click **Stellar Phoenix Data Recovery for iPhone** icon on the desktop.

Or,

- Click **Stellar Phoenix Data Recovery for iPhone** icon in **Quick Launch**.

Ordering the Software

To know more about **Stellar Phoenix Data Recovery for iPhone**, click https://www.stellarinfo.com/media-tools/iphone-data-recovery.php

To purchase the software online, please visit https://www.stellarinfo.com/media-tools/ios-data-recovery/buy-now.php

Select either of the methods given above to purchase the software.

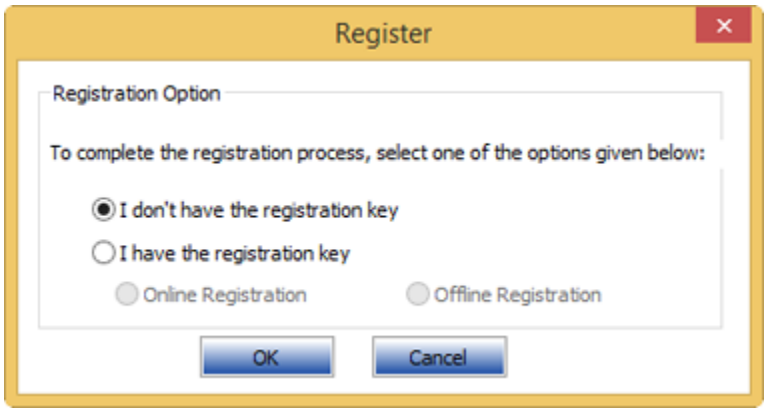
Once the order is confirmed, a serial number will be sent to you through e-mail, which would be required to activate the software.

Registering the Software

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:

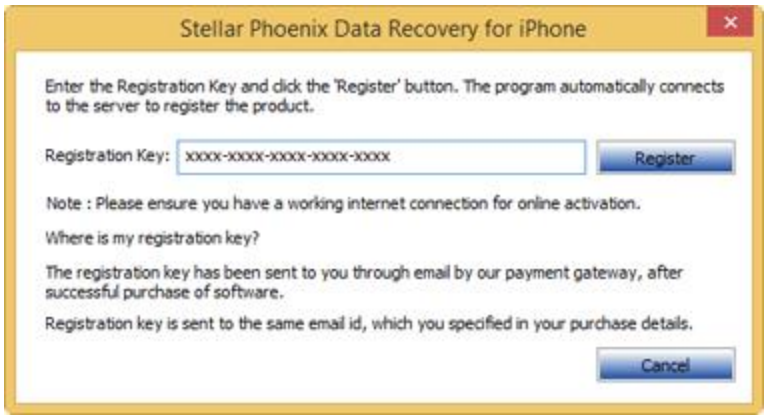
1. Run demo version of **Stellar Phoenix Data Recovery for iPhone** software.
2. Click **Register Stellar Phoenix Data Recovery for iPhone** icon from main interface. *Register* window is displayed as shown below.



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:

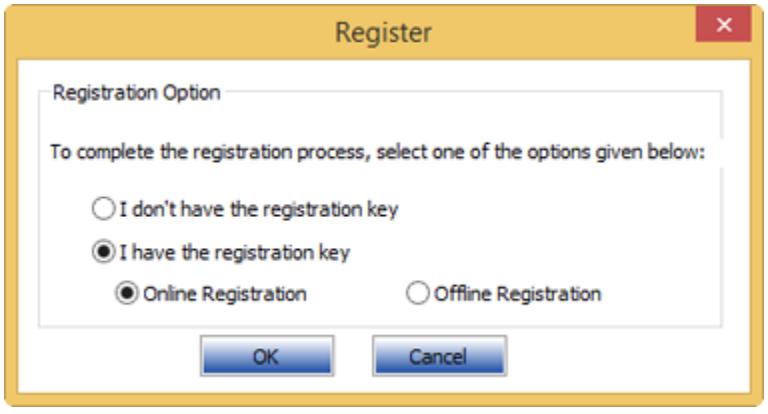
1. In the *Register* window, select '**I have the registration key**' option.
2. You can choose either 'Online Registration' (Use this option to register the software over Internet) or 'Offline Registration' (Use this option to register the software manually / through e-mail if for any reason, Internet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

- **Online Registration**

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

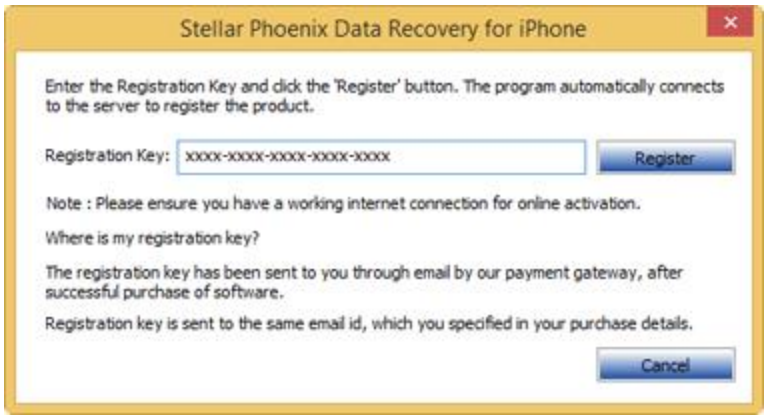
- **To register the software online**:

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**.



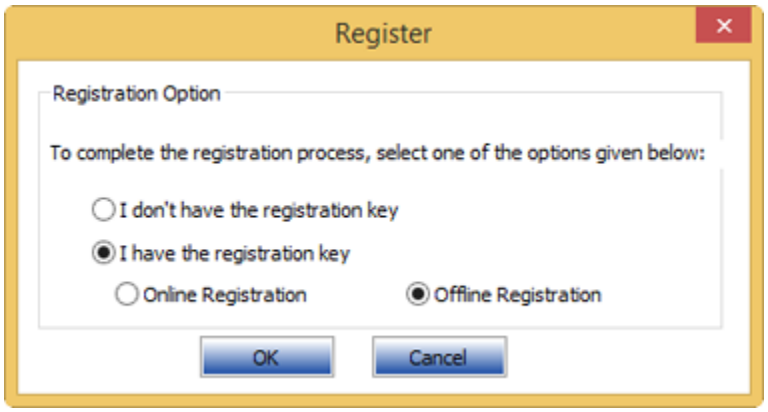
4. The software would automatically communicate with the license server to verify the entered key. If the key you entered is valid, software will be registered successfully.

- **Offline Registration**

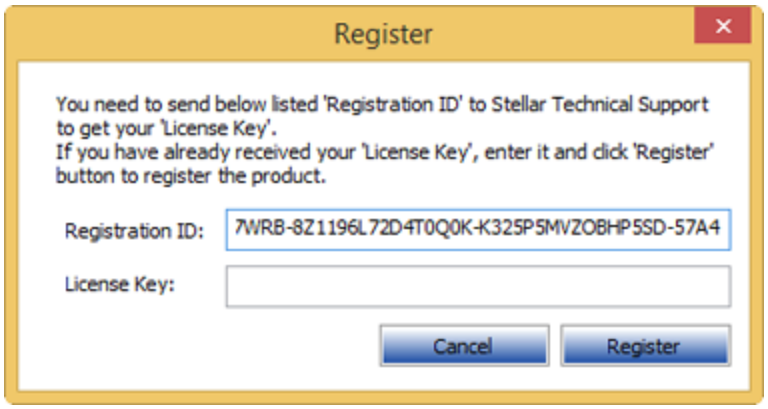
Offline Registration enables you to register the product when your computer does not have an Internet connection.

- **To register the software offline**:

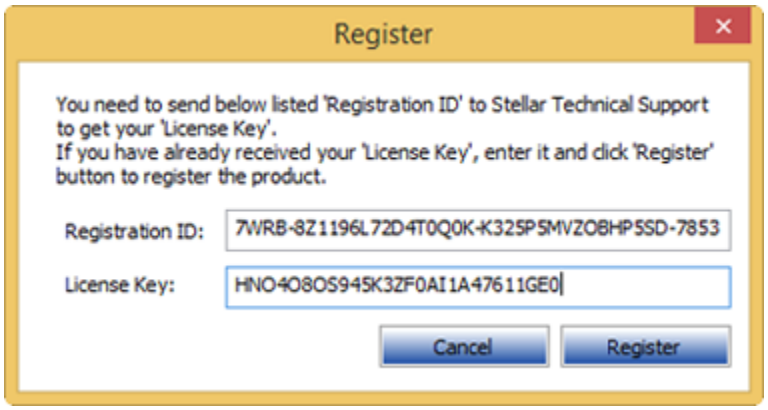
1. From the *Register* window, select **Offline Registration**. Click **OK**.



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



3. To get your License Key, which is required to register the software manually, you need to mail the listed **Registration ID** to support@stellarinfo.com.
4. A License Key will be sent to your email address after verifying the Registration ID and purchase details by *Technical Support*.
5. After receiving the License Key, open **Stellar Phoenix Data Recovery for iPhone**. In *Register* window, select '**I have the registration key**'.
6. Select **Offline Registration** and click **OK**.
7. Enter the **License Key** received through email in the field of License Key.



8. Click **Register** to activate the software. A confirmation message is displayed if a valid key is entered. Click **OK**.

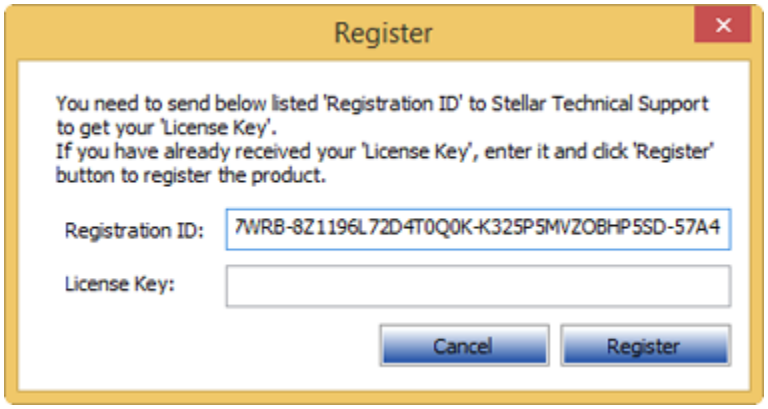
Transfer License

Stellar Phoenix Data Recovery for iPhone 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:

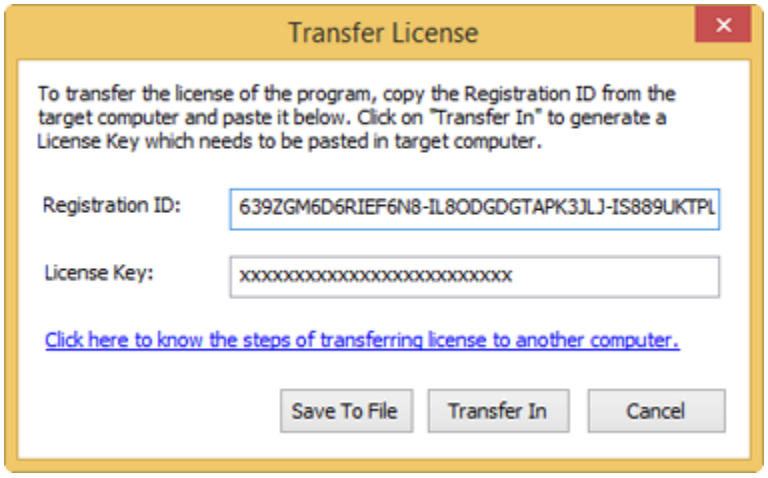
1. Run demo version of the software.
2. Click **Register Stellar Phoenix Data Recovery for iPhone** icon from main interface. A new dialog appears.
3. From the *Register* window, select **Offline Registration**. Click **OK**.
4. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.



On Source Computer:

1. Run registered version of **Stellar Phoenix Data Recovery for iPhone** software.
2. Click **Transfer License** icon from the main interface.

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 have to 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 Software

There are periodical software updates for **Stellar Phoenix Data Recovery for iPhone**. The software updates should be done to keep the software up-to-date. The updates can be a newly added functionality, a new feature, a new service or any other information that can be important for improvement. Update option in the application is capable of checking for the latest updates. This will check for both latest minor and major version available online. You can easily download minor version through the update wizard. However, the major version, if available, has to be purchased. While updating the software, it's recommended to close all the running programs. Note that demo version can not be updated.

To update the application, follow the steps given below:

1. Click on **Update Wizard** button from the **Tools** menu bar. **Update Wizard** is displayed.
2. Click **Next**. A busy timer shows that updates are being searched. If it finds any new version, a message indicates the availability.
3. If a message is displayed that no updates are available, click **Cancel** to close the wizard.
4. Click **Next**. The software will start downloading the update files from the server. When the process is complete, the software will upgrade to the latest version.

Technical Support

Our Technical Support professionals will give an appropriate solution to all your queries related to the products.

You can either call us or go to our **online support** section at http://www.stellarinfo.com/support

For price details and to **place an order**, click https://www.stellarinfo.com/media-tools/ios-data-recovery/buy-now.php

Chat Live with an **Online technician** at http://www.stellarinfo.com

Search in our extensive **Knowledgebase** at http://www.stellarinfo.com/support/kb/

Submit enquiry at http://www.stellarinfo.com/support/enquiry.php

E-mail to Stellar Support at support@stellarinfo.com

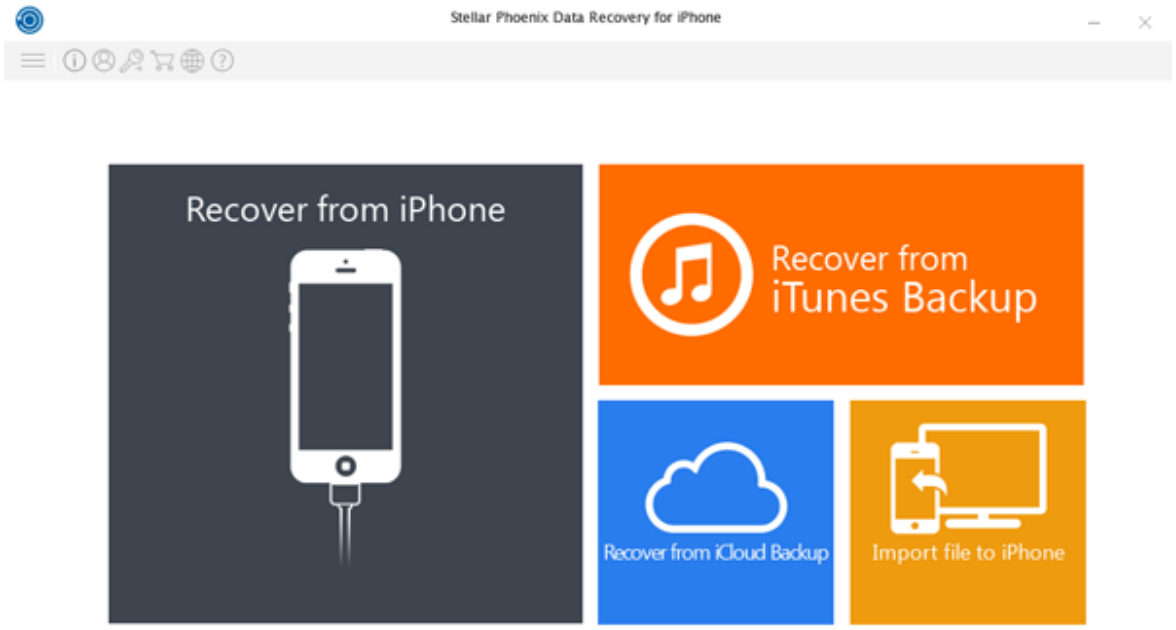
Support Helpline **Monday to Friday [24 Hrs. a day]**	
USA (Tollfree- Pre Sales Queries)	+1-877-778-6087
USA (Post Sales Queries)	+1-732-584-2700
UK (Europe)	+44-203-026-5337
Australia & Asia Pacific	+61-280-149-899
Netherlands Pre & Post Sales Support	+31-208-111-188
Worldwide	+91-124-432-6777

Email Orders	orders@stellarinfo.com

User Interface

Stellar Phoenix Data Recovery for iPhone software has a very easy to use Graphical User Interface. The user interface contains features required for complete recovery or saving of Photos, Contacts, Messages, Message Attachments, Call History, Calendar, Notes, Notes Attachments, Voice Memo, Safari Bookmarks, Reminder, WhatsApp, WhatsApp Attachments, Viber, Tango and Apps Library from your iOS device, iTunes and iCloud backup in an efficient manner.

After you start the software, the main screen of the software appears as shown below:



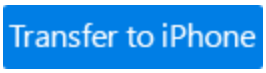
The user interface contains Buttons that allows you to access various features of the software with ease.

Buttons

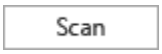
Stellar Phoenix Data Recovery for iPhone makes use of the following buttons:

About	Click this button to read information about **Stellar Phoenix Data Recovery for iPhone**.
Activation	Click this button to register the software after purchasing.
Transfer License	Click this button to transfer the license of the registered software to another computer.
Purchase	Click this button to purchase the software.
Update	Click this button to check for both, major and minor updates for the software.
Help	Click this button to open help manual for the software.
Show More Options	Use this option to expand the list of more options provided by the software.
Back	Click this button anytime to move to previous screen of the current screen.

Click this button to save the recovered file to your device or system.



Click this button to transfer the recovered files to your system.



This button starts the scanning/recovery process.

Click this button to add the backup file from your system for the process of recovery.

Click this button to delete the backup file.

Save

Click this button to save the photo to your system from the application.

Flip

Click this button to flip the photo that you are viewing.

Mirror

Click this button to mirror the photo that you are viewing.

Rotate Clockwise

Click this button to rotate the photo that you are viewing clockwise.

Rotate CounterClockwise

Click this button to rotate the photo that you are viewing counter clockwise.

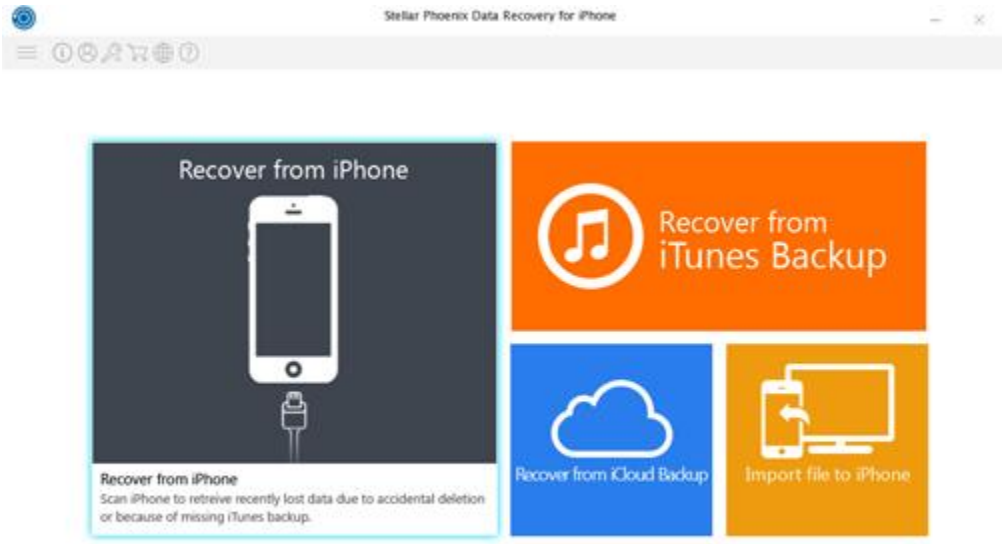
Recover from iPhone

You can use the **Recover from iPhone** option to scan your iOS device and recover data (like contacts, messages, reminders, calendars, notes etc.) from it. This option will scan the iOS device directly to find data that was recently deleted or lost.

Note: Install iTunes before you use **Stellar Phoenix Data Recovery for iPhone** software. iTunes services should be running while you are scanning / analyzing an iOS device.

In order to use the **Scan Device** option of the software, follow the steps given below:

1. Plug your iOS device to your computer. Run **Stellar Phoenix Data Recovery for iPhone**.

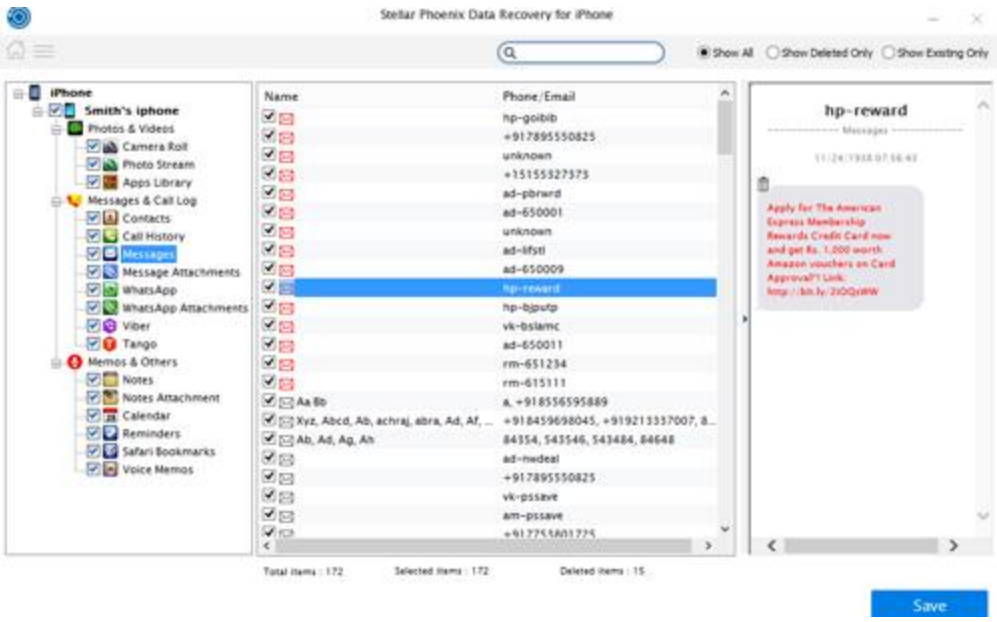


Note: After you connect the device, a Trust/Untrust dialog prompts in your device. You need to Trust a computer in order to enable sync and data transfer between the iPhone/iPad and the computer. If you tap on "Don't Trust", iTunes will not be able to recognize your device at all.

2. On **Stellar Phoenix Data Recovery for iPhone** main screen, select **Recover from iPhone** option.
3. Application will start analyzing the device you have connected. In case you have connected multiple devices, application will list Device Name, Device Type and Serial Number of the connected devices. Select the desired device from which you want to recover the data.

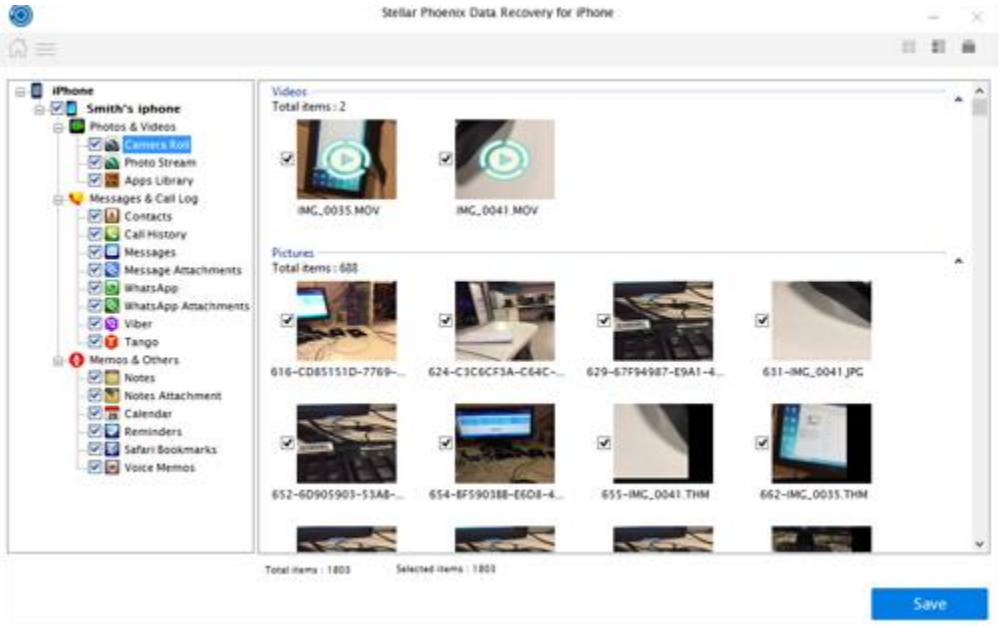
4. After successful analysis, the application will begin scanning for contents of the device.

5. You can now preview and save the following supported files types:- Camera Roll, Photo Stream, Contacts, Messages, Message Attachments, Call history, Calendar, Notes, Notes Attachments, Voice Memo, Reminder, Safari Bookmarks, WhatsApp, WhatsApp Attachments, Viber, Tango and Apps Library. From the left hand side tree view, click the supported file type under the listed iOS device. This will list all items under the selected supporting type head.



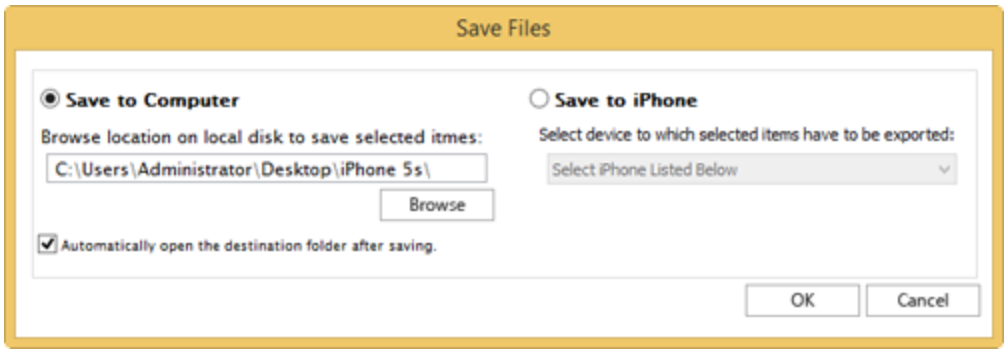
Note: All deleted items are listed in red whereas all others are black in color.

6. You can either select all or a few items (by selecting the check boxes in front of them).



Note: You can preview the existing and deleted items and you can also search for a specific item by typing a keyword in the search box.

7. Click **Save** to confirm it. **Save Files** dialog appears as shown below.



8. Select **Save to Computer** option if you want to save the recovered files to your computer. Click **Browse** and select a destination for saving the recovered files and click **OK**.
9. Or, select **Save to iPhone** option if you want to save the recovered files to your device. From the drop down box select the desired device to which you want to save the recovered files and click **OK**.

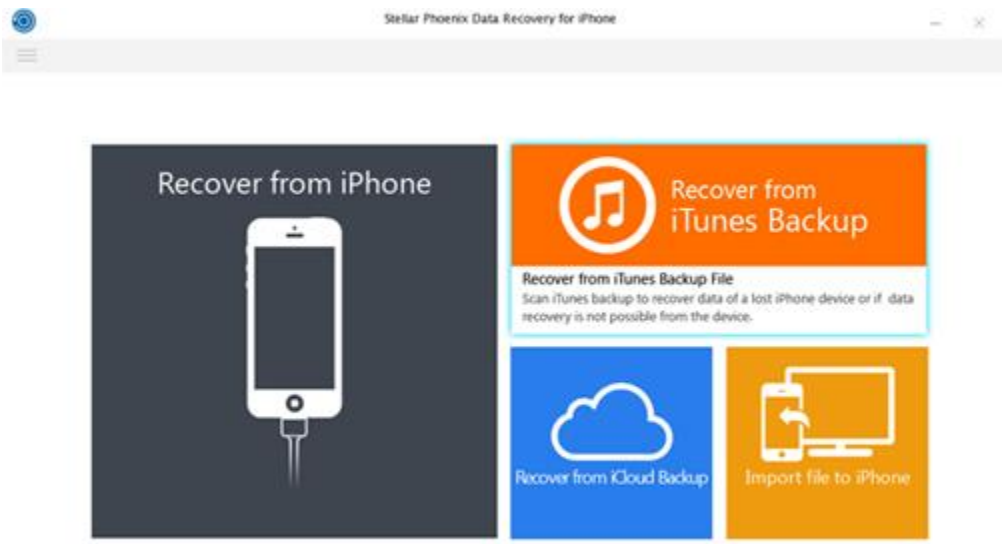
Note: You cannot recover deleted items from Camera Rolls, Photo Streams, Apps Library, Attachments and Voice Memos.

Recover from iTunes Backup

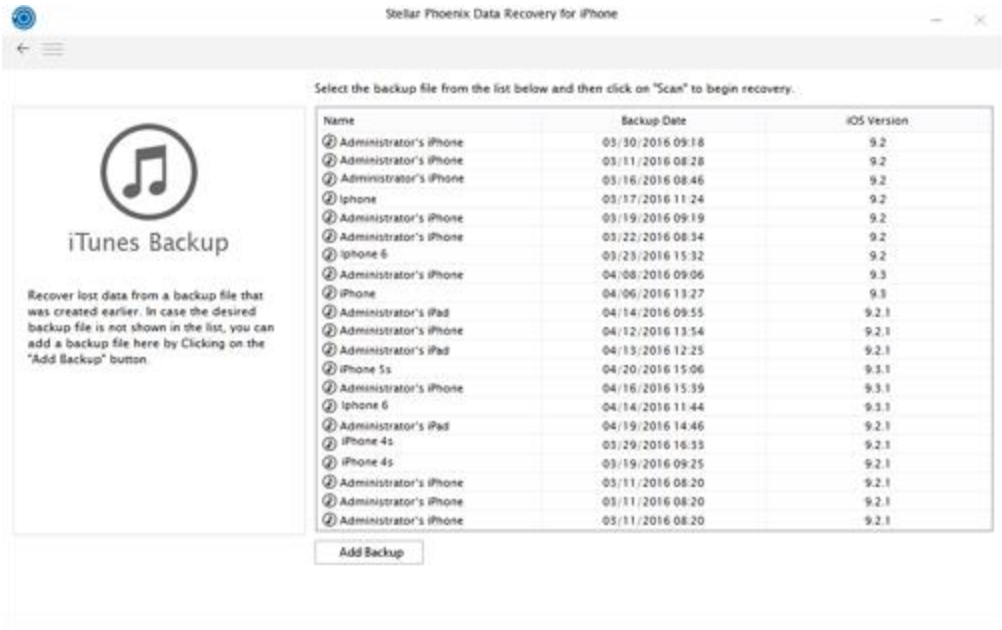
You can scan iTunes backup file for data if you have synchronized your iOS device with iTunes earlier. This is helpful in case you have lost your data. You can then recover the lost data from iTunes backup files using **Stellar Phoenix Data Recovery for iPhone** software.

In order to use the **Scan Backup** option of the software, follow the steps given below:

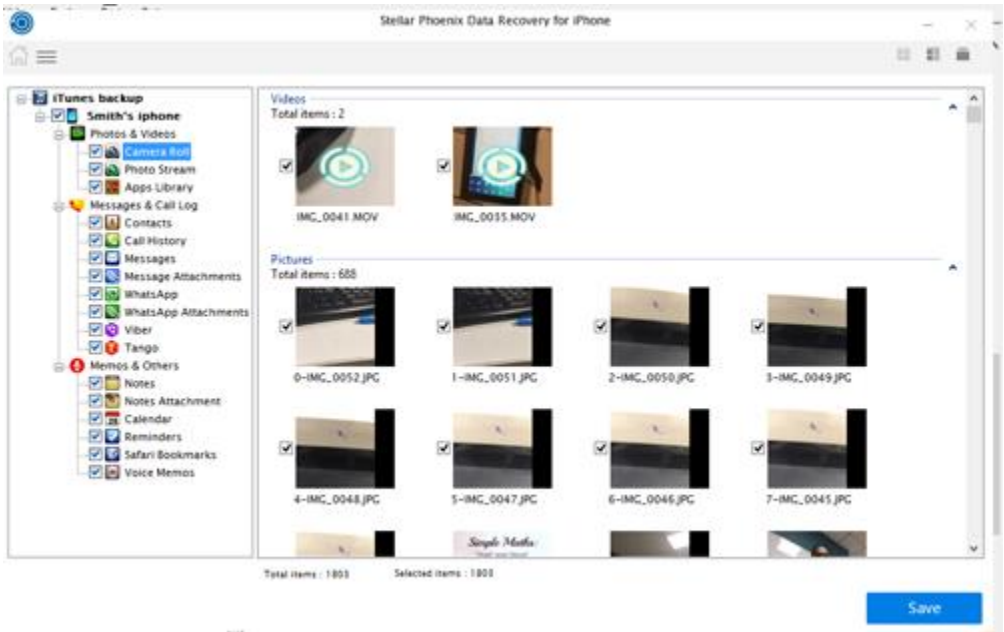
1. Run **Stellar Phoenix Data Recovery for iPhone**. (**Note**: You do not need to connect your iOS device for recovering data from iTunes backup files)
2. On **Stellar Phoenix Data Recovery for iPhone** main screen, select **Recover from iTunes Backup** option.



3. Application will list all the iTunes backup files listed in your systems.
4. Select an iTunes backup from which you want to preview and save the following data from:- Camera Roll, Photo Stream, Contacts, Messages, Message Attachments, Call history, Calendar, Notes, Notes Attachments, Reminder, Voice Memo, Safari Bookmarks, WhatsApp, WhatsApp Attachments, Viber, Tango and Apps Library. (**Note**: All deleted items are listed in red whereas all others are black in color.)



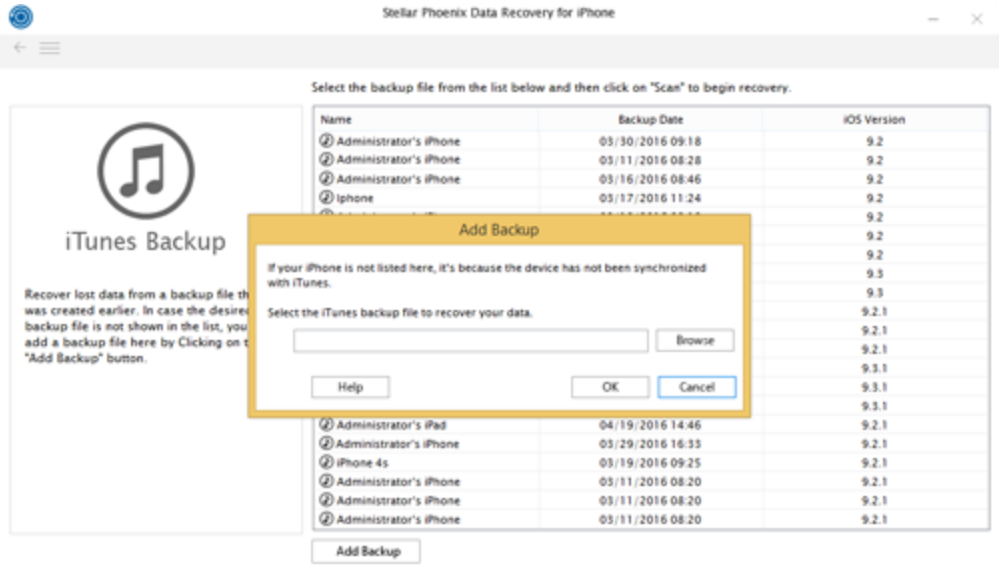
5. From the tree view, click on the supported file categories under the listed iTunes backup file. This will list all items under the selected category head.
6. You can either select all or a few items (by selecting the check boxes in front of them).



Note: You can preview the existing and deleted items and you can also search for a specific item by typing a keyword in the search box.

7. Click **Save** to confirm it. Select a destination to save the data.

Note: In **Stellar Phoenix Data Recovery for iPhone** you have an option of manually adding the backup file from your system using the **Add Backup** option. You need to click **Add Backup** option and then browse to the iTunes backup location, select it and then click **OK**.

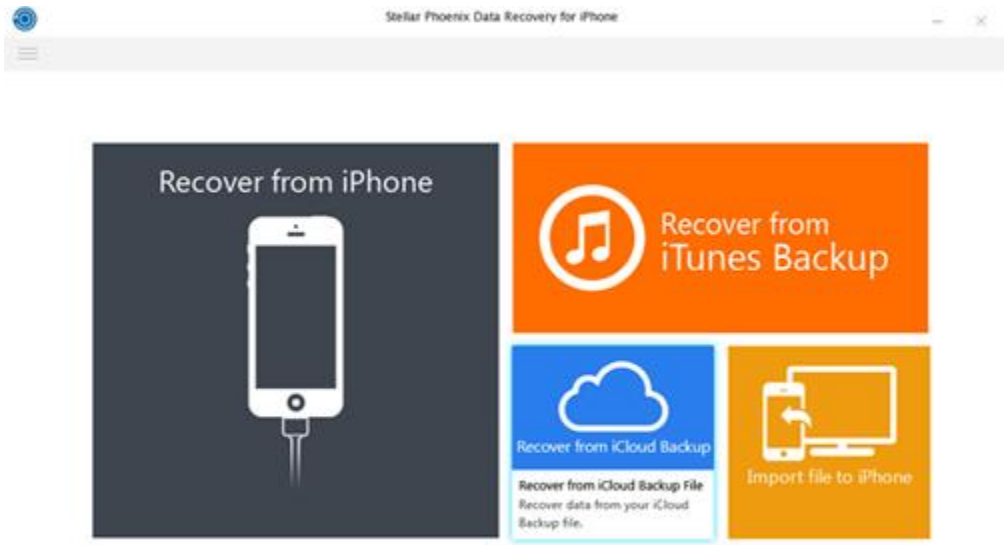


Recover from iCloud Backup

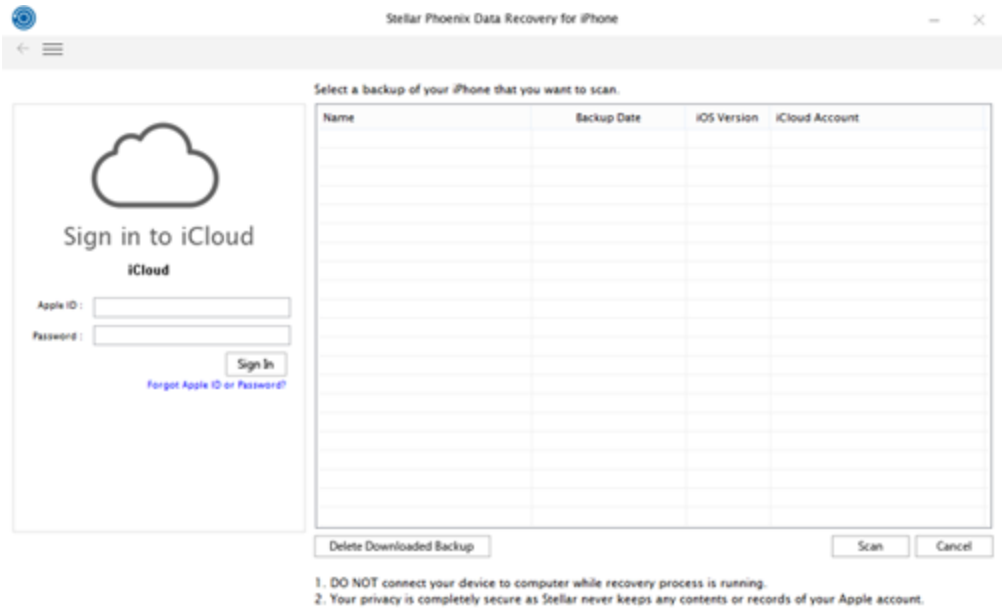
You can scan iCloud backup file for data if you have synchronized your iOS device with iCloud earlier. To restore or recover your lost files from iCloud backup, you need **Stellar Phoenix Data Recovery for iPhone** to help you.

In order to use the iCloud **Backup** option of the software, follow the steps given below:

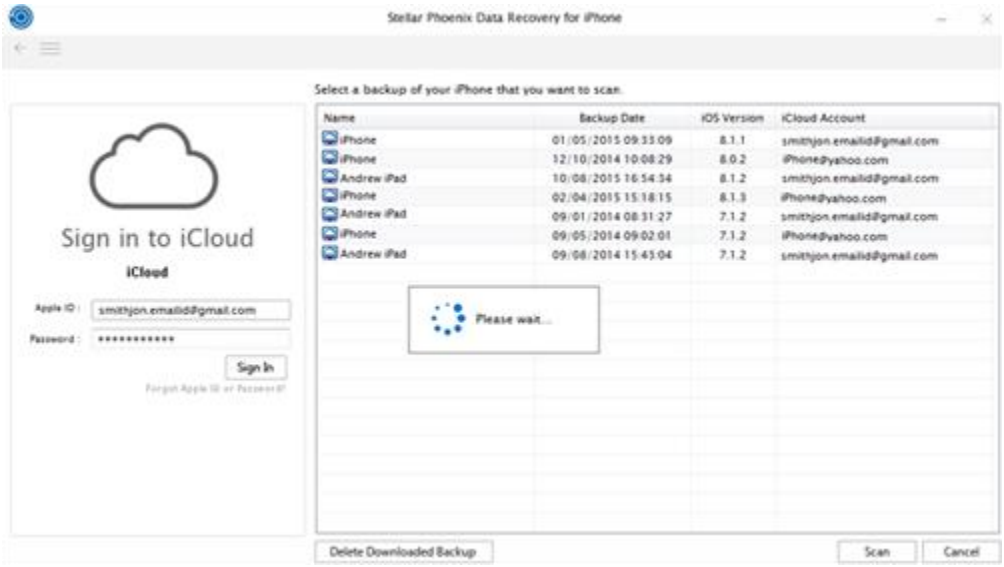
1. Run **Stellar Phoenix Data Recovery for iPhone**. (**Note**: You do not need to connect your iOS device for recovering data from iCloud backup files)
2. On **Stellar Phoenix Data Recovery for iPhone** main screen, select **Recover from iCloud Backup** option.



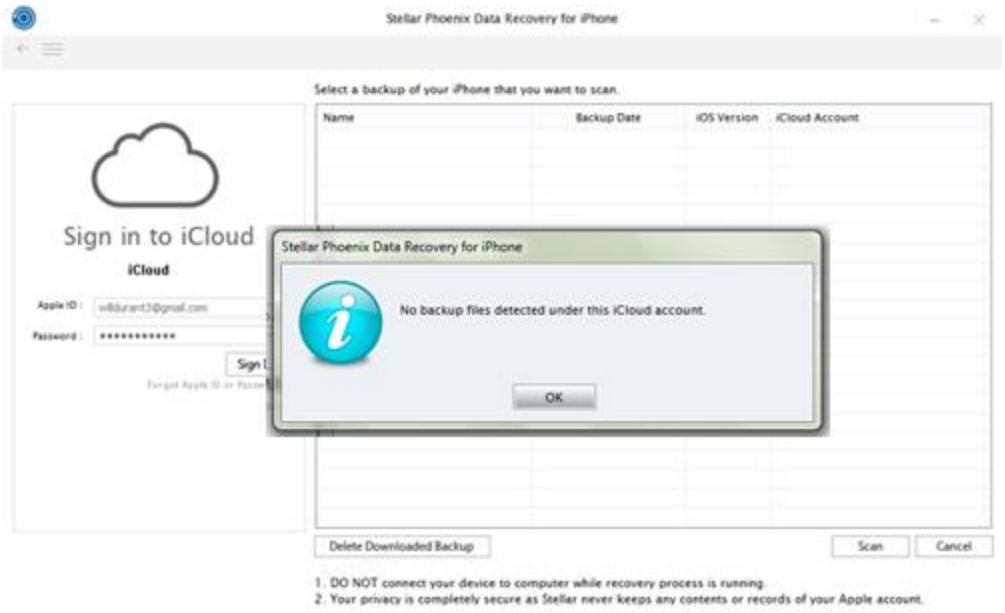
3. Enter the **Apple ID** and **Password** in order to get list of all available backup files from iCloud.



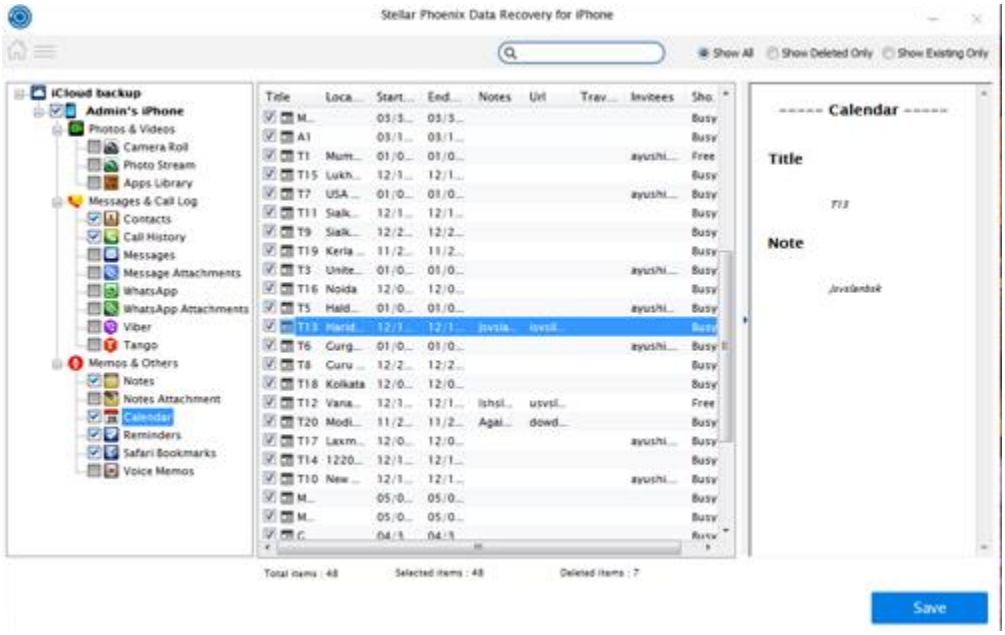
4. Scan and Download the iCloud backup files.



Note: In case you do not have any backup with the account entered, the dialog box shown below appears.



5. Select any iCloud backup from which you want to preview and save the following data from:- Camera Roll, Photo Stream, Contacts, Messages, Message Attachments, Call History, Calendar, Notes, Notes Attachments, Reminders, Voice Memos, Safari Bookmarks, WhatsApp, WhatsApp Attachments, Viber, Tango and Apps Library.



6. From the tree view, click on the supported file categories under the listed iCloud backup file. This will list all items under the selected category head.

7. You can either select all or a few items (by selecting the check boxes in front of them).

Note: You can preview the existing and deleted items and you can also search for a specific item by typing a keyword in the search box.

8. Click **Save** to confirm it. Select a destination to save the data.

Import File to iPhone

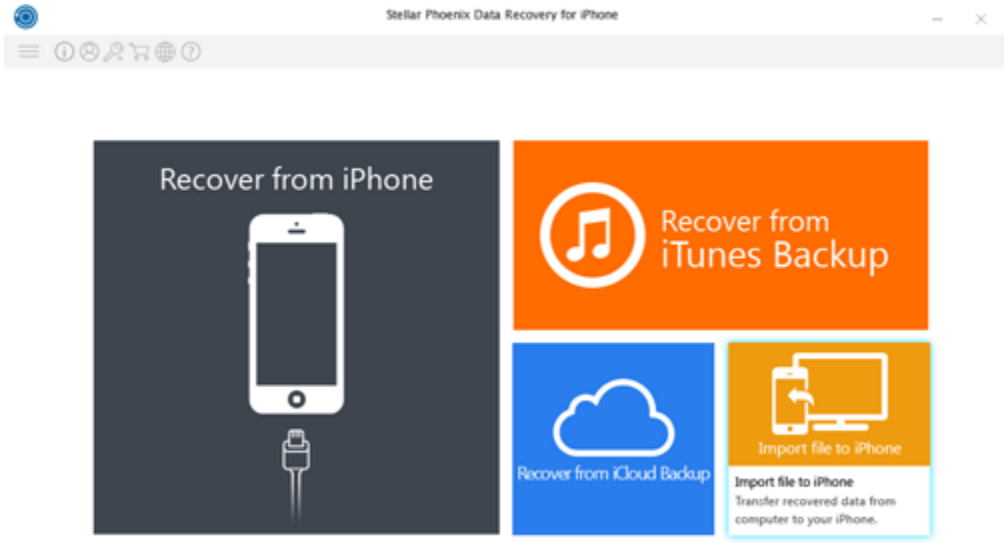
Import file to iPhone option of the software allows you to transfer recovered files such as photos, videos, audio, contact, notes, safari bookmarks and calendar from PC to iPhone. You can select the required source file type and its associated files which you want to import.

In order to use the Import file to iPhone option of the software, follow the steps given below:

1. Connect your iPhone with your computer via USB cable. Run **Stellar Phoenix Data Recovery for iPhone**.

   Note: You can also run **Stellar Phoenix Data Recovery for iPhone** application before connecting your iOS device to the computer. Incase you run the application first, you will be prompted to connect the device.

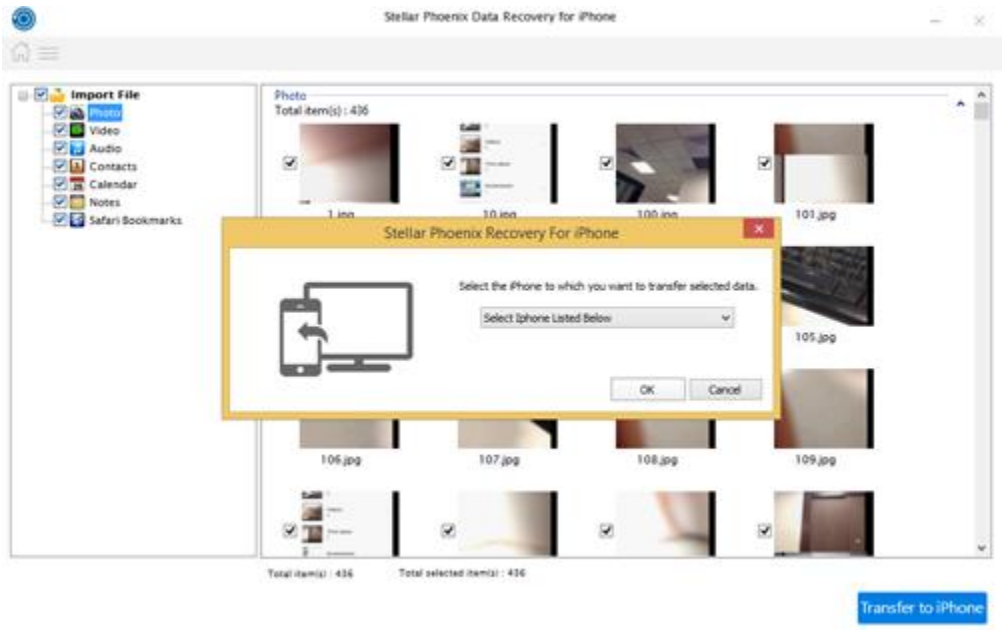
2. From **Stellar Phoenix Data Recovery for iPhone** home screen, select **Import file to iPhone** option.



3. A new window appears. From that window, select the target file which you want to import to your iPhone by clicking **Browse** button in front of the supported file types. For example, if you want to transfer contacts from computer to your iPhone, click **Browse** button in front of the "**Contact**" text box.

4. You can also reset location of the selected file / folder by clicking **Reset** button.

5. Click **OK**. You can now preview and transfer the following supported file categories:- Photos, Videos, Audio, Contact, Calendar, Notes and Safari Bookmarks. From the left hand side tree view, click the supported file category under Import Data from File. This will list all the files under the selected category.

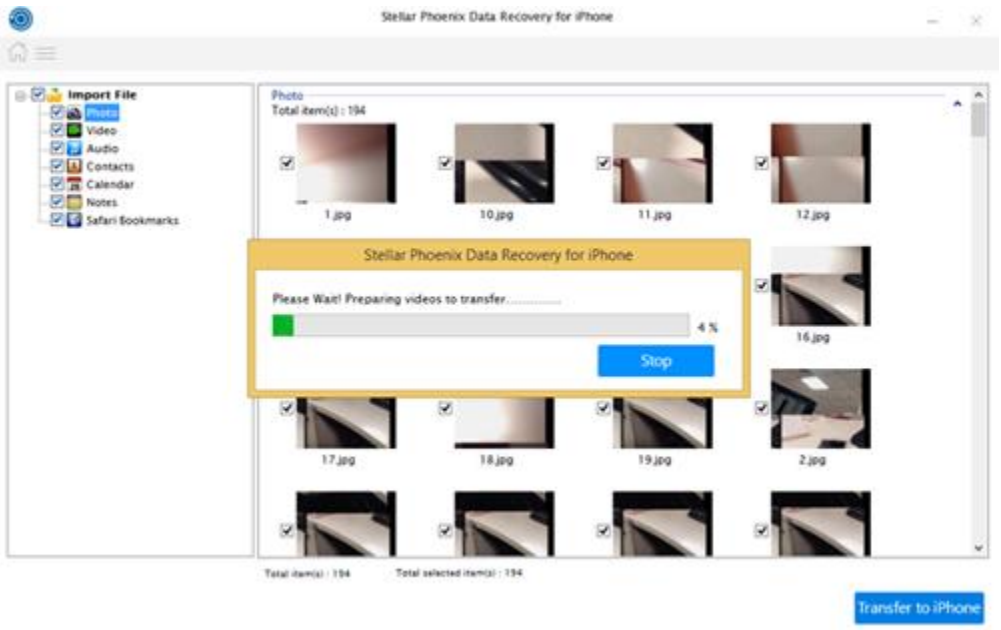


Note: In case you have connected multiple iOS devices, you get a screen prompting you to select the desired device to which you want to transfer the data.

6. You can either select all or some specific files which you want to import (by selecting the check boxes in front of them).

Note: You can also search for a specific item by typing a keyword in the search box.

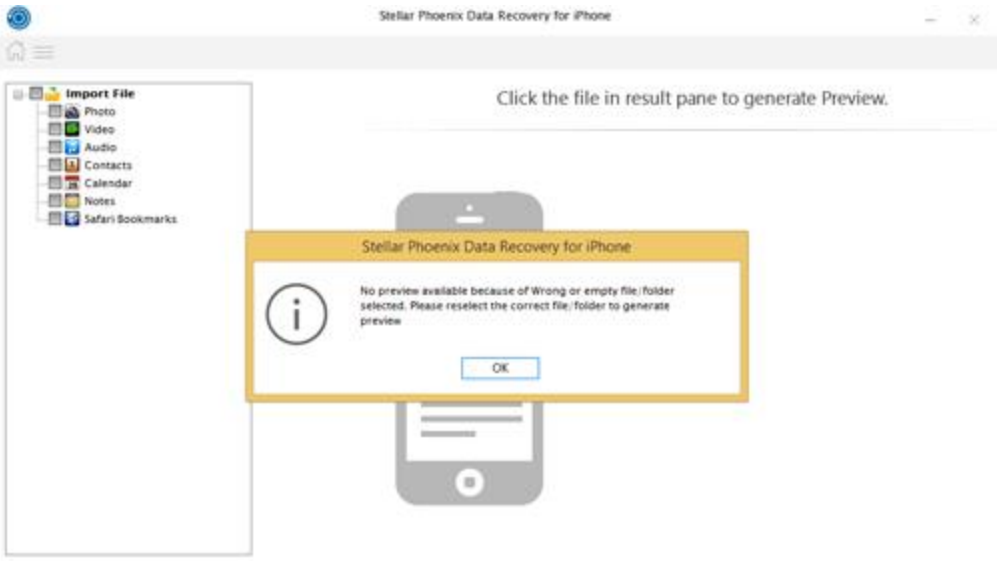
7. Click **Transfer to iPhone** to import the selected data.
8. A dialog box is displayed showing the progress of the transfer process. You can click **Stop** button in the dialog box to stop the file transfer process.



9. Data Saved Successfully dialog prompts.

Note:

- If in case you select invalid format of the file or the selected file is heavily corrupted and application is unable to detect it, then a message prompts on the screen indicating wrong file.



- To proceed to the transfer process, you need to select the appropriate file/folder.

FAQs

1. **Can Stellar Phoenix Data Recovery for iPhone recover all my deleted data?**

   Yes, with **Stellar Phoenix Data Recovery for iPhone**, you can recover deleted Contacts, Messages, Call history, Calendar, Notes, Reminders and Safari Bookmarks from your iOS device in an efficient manner. However, the software might not be able to recover the deleted data if the deleted data has been overwritten by any new data.

2. **Can I preview messages before recovering them?**

   Yes using **Stellar Phoenix Data Recovery for iPhone** software you can preview Contacts, Messages, Call history, Calendar, Notes, Reminders and Safari Bookmarks before recovering them.

3. **In how many formats can I save the contacts after recovering them using Stellar Phoenix Data Recovery for iPhone software?**

   You can save the contact in three formats using **Stellar Phoenix Data Recovery for iPhone** software after recovering them. You can save them in VCF, CSV and HTML formats.

4. **Can I synchronize back my photos and contacts to my iOS device after recovering data using Stellar Phoenix Data Recovery for iPhone?**

   Yes, you can synchronize back photos and contacts to your iOS device using iTunes.

5. **Why do I receive this error message after installing the application "Cannot find import; DLL may be missing, corrupt or wrong version File "MSVCP100.dll", error 126"?**

   This error message appears if your Windows has not been updated. You need to download the updates from http://www.microsoft.com/en-in/download/details.aspx?id=5555.

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Stellar Data Recovery is a global leader in providing data recovery, data migration and data erasure solutions for the past two decades. **Stellar Data Recovery** is a customer centric, critically acclaimed, global data recovery, data migration & erasure solutions provider with cost effective solutions available for large corporates, SMEs & Home Users. **Stellar Data Recovery** is headquartered in New Delhi, India and has a strong presence across USA, Europe & Asia.

Product line:

Data Recovery

A widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!. More Info >>

File Recovery

The most comprehensive range of file undelete and unerase software for Windows and MS office repair tools. More Info >>

Email Recovery

A wide range of mail recovery, mail repair and mail conversion applications for Outlook, Outlook Express and Exchange useful in instances of data loss due to damages and corruption of Email. More Info >>

Data Protection

A wide range of Prevent Data Loss, Data backup and Hard Drive Monitoring Applications to ensure complete data protection against hard drive crash. More Info >>

Data Erasure

Stellar Data Erasure software under the brand **BitRaser** help businesses & consumers permanently erase confidential data beyond the scope of data recovery. You can perform high speed bulk data erasure & generate erasure certificates for audit trail purpose. **BitRaser** supports 24 International data erasure standards. More Info >>

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