



Stellar Phoenix Mac Data Recovery

Version 7.0

User Guide

Introduction

Stellar Phoenix Mac Data Recovery v7 is a complete solution to all your data loss problems. Data loss can occur due to data corruption and deletion. This comprehensive software will recover and restore all your lost data from corrupted, damaged, deleted or formatted Mac volumes. **Stellar Phoenix Mac Data Recovery** thoroughly scans (formatted, deleted or damaged) volumes and finds all the lost data such as documents, emails, pictures, audio & video files and more. After scanning, software will display all the recoverable files and folders in a tree view. *Advanced Recovery* option restores these files/folders to a safe location and will ensure that you recover your precious data from corrupt and damaged drives.

It can also recover data from optical discs. It supports all CD / DVD formats and common file systems such as ISO 9660, Joliet, UDF, HFS and Rock Ridge file systems.

Stellar Phoenix Mac Data Recovery has four recovery options - **Quick**, **Deleted**, **Advanced**, and **Raw**.

Stellar Phoenix Mac Data Recovery has a number of features that will help you to recover data easily and efficiently. It has features like auto-refresh drive list, display preview during scanning process, save scan information so that you can resume recovery later on or create an image of a volume or complete drive. Additionally, Filter option makes it easier for you to identify and recover desired files and folders. You can also search for specific files in preview window using 'Filter List' option.

Key features of Stellar Phoenix Mac Data Recovery:

- Recovers deleted / lost files and folders.
- Search deleted / lost volumes.
- Recover data from corrupt, damaged, deleted or formatted Mac volumes.
- Recover data from partially / incorrectly burnt CD/DVD.
- Recover any specific file type using 'Filter List' option.
- Create 'Images' of drives / volumes.
- Use drive / volume images to facilitate recovery process.
- Recover data from media having bad sectors using image files.
- Enhance recovery speed using image files.
- Hide partitions having size less than or equal to specified size during 'Search Lost / Deleted Volumes' option.
- Show / Hide preview of photos / text files during scanning option.
- Right-click option to recover files and folders.
- Right-click option for 'Quick Look' feature.
- 'File Preview' option to preview files after scanning.
- Supports NTFS File System (Boot Camp Support).

- Supports HFS, HFS+, FAT, NTFS and ExFAT file systems for 'Quick Recovery', 'Deleted Recovery', 'Formatted Media / Lost File Recovery', 'Photo Recovery' and 'Raw Recovery' options.
- Allows searching 'Lost / Deleted Volumes' of FAT, NTFS and ExFAT formatted drives.
- Shows resolution, camera model name, creation and modification date, and time stamping support for some file formats in 'Photo Recovery' option.

What's New in This Version?

Stellar Phoenix Mac Data Recovery software has following new features:

- New and enhanced user interface.
- Support for Yosemite 10.10.
- Supports encrypted file system for 'Quick Recovery', 'Advance Recovery', 'Deleted Recovery', 'Raw Recovery', 'Photo-Recovery' and 'Create Image' option.
- Support for Time Machine Backup drive recovery.
- Detail view, List view and Thumbnail view option for recovered file and folders.
- Improved support for HFS+, FAT32, ExFAT, NTFS and DVD recovery.
- Advanced option of preview in Preferences.
- Support of 'Use Disk' for faster processing and 'Minimum RAM Usage' in case of bigger drives with large amount of data.
- Advanced Filter option for files and folders.
- Updated drive Information added.
- Support for SMART Status of drive.
- Option to Check-Uncheck file(s) and folder(s) for recovery using Space bar.
- Update QuickLook View Support for Mac OSX 10.7, 10.8, 10.9, 10.10.
- Option for Raw Recovery on lost volumes.
- Preview support for corrupted files in safe mode, both in thumbnail view and running preview.

Installation

- System Requirements
- Installing Stellar Phoenix Mac Data Recovery
- Starting Stellar Phoenix Mac Data Recovery
- How to Update?

System Requirements

Before installing Stellar Phoenix Mac Data Recovery, ensure that your system meets the minimum system requirements.

Minimum System Requirements

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

Related Topics:

- [Installing Stellar Phoenix Mac Data Recovery](#)
- [Starting Stellar Phoenix Mac Data Recovery](#)
- [How to Update?](#)

Installing Stellar Phoenix Mac Data Recovery

To install **Stellar Phoenix Mac Data Recovery**, follow the steps given below:

1. Unzip **StellarPhoenixMacDataRecovery.dmg.zip** file.
2. Double-click the dmg file. This will mount a virtual volume - **StellarPhoenixMacDataRecovery**.
3. Drag **StellarPhoenixMacDataRecovery** application from mounted virtual volume to **Applications** folder.
4. To launch the software, double-click on **StellarPhoenixMacDataRecovery** in **Applications** folder.
5. Accept the License Agreement and the main window of **Stellar Phoenix Mac Data Recovery** software is displayed.



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

Related Topics:

- System Requirements
- Starting Stellar Phoenix Mac Data Recovery
- How to Update?

Starting Stellar Phoenix Mac Data Recovery

Follow any one of below mentioned steps to run Stellar Phoenix Mac Data Recovery on your Mac:

- Double-click **Stellar Phoenix Mac Data Recovery** file in **Applications** folder,
Or,
- Double-click **Stellar Phoenix Mac Data Recovery** desktop shortcut (if you have created one),
Or,
- Click **Stellar Phoenix Mac Data Recovery** icon in the dock (if it exists).

Related Topics:

- [System Requirements](#)
- [Installing Stellar Phoenix Mac Data Recovery](#)
- [How to Update?](#)

How to Update?

You can use the update feature of **Stellar Phoenix Mac Data Recovery** to check and install the latest updates for the application. This will help you keep your application up-to-date. If updates are available for the product, update wizard pops up when you run **Stellar Phoenix Mac Data Recovery**. Otherwise, you can select **Check for Updates** option under **Preferences** -> **Update** in **StellarPhoenixMacDataRecovery** menu.

To update Stellar Phoenix Mac Data Recovery, do one of the following:

To check automatically:

- Run **Stellar Phoenix Mac Data Recovery**, *Update* window is displayed along with the main user interface.
- To download the latest version, click **Update** button. It may take few seconds to minutes to download the files. Once completed, '**Update successfully installed**' message appears.
- Click **OK**.

To check manually:

- Run **Stellar Phoenix Mac Data Recovery**.
- On the **StellarPhoenixMacDataRecovery** menu, click **Preferences** option.
- Click **Update**  button in the **Preferences** window. Select **Check for updates** now option and specify frequency to check for updates daily, weekly or monthly.

Or,

- Click **Check for updates now** button.
- If updates are available, **Update** window is displayed. Follow the next step. Else, if no updates are available, a message showing '**No updates are available**' is displayed.
- Click **Update** button to download the latest version. It may take few seconds to minutes to download the files. After completion, '**Update successfully installed**' message appears. Click **OK**.

Related Topics:

- System Requirements
- Installing Stellar Phoenix Mac Data Recovery
- Starting Stellar Phoenix Mac Data Recovery

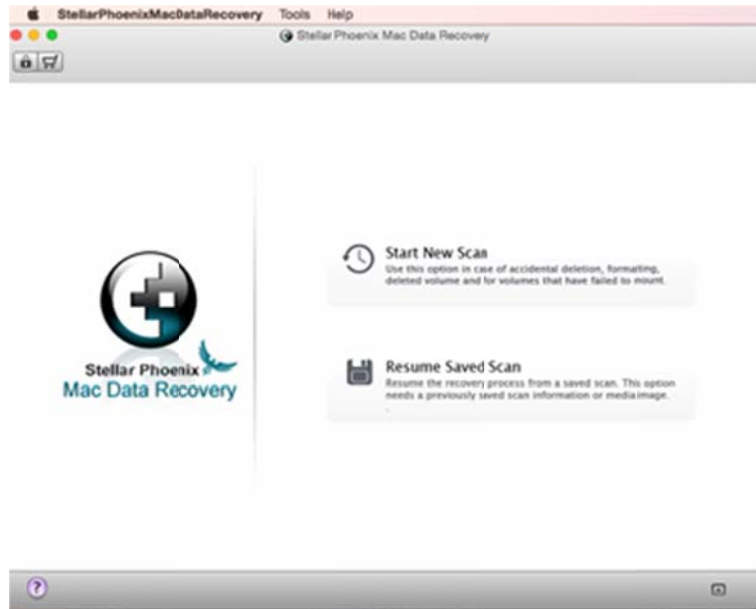
Getting Started

- User Interface
- Order and Register
- Stellar Support

User Interface

Stellar Phoenix Mac Data Recovery has a simple and easy to use graphical user interface. It contains all the features required to perform complete data recovery.

User interface contains Menus and Buttons that let you access various features of the software with ease.



Main User Interface

You have two options on the main screen namely Start New Scan and Resume Saved Scan to perform different operations of data recovery on a hard drive.

Menus

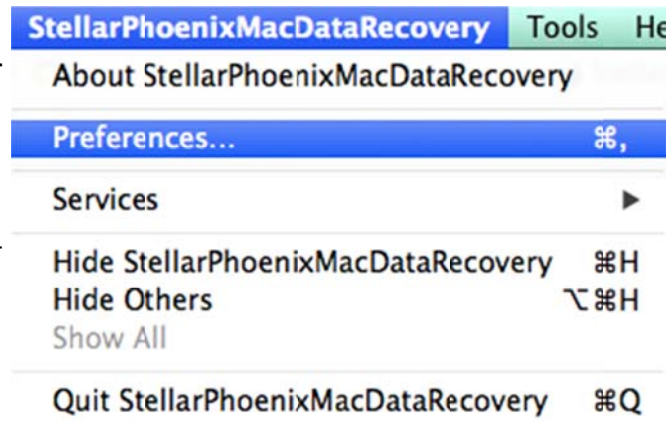
StellarPhoenixMacDataRecovery

About StellarPhoenixMacDataRecovery

Use this option to read information about **Stellar Phoenix Mac Data Recovery**.

Preferences

Use this option to set preferences for personalizing the process.



Tools

Register

After purchasing a license, you can use this option to register your copy of **Stellar Phoenix Mac Data Recovery** application.



Help

Help Topics

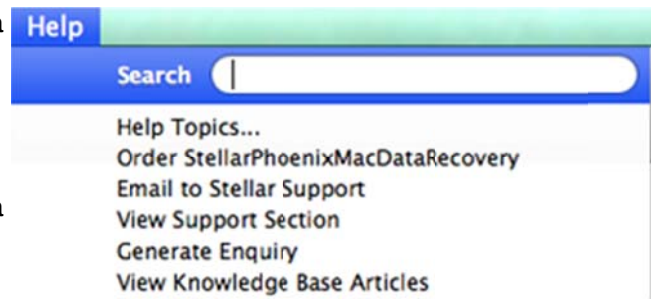
Use this option to view **Stellar Phoenix Mac Data Recovery** help manual.

Order Stellar Phoenix Mac Data Recovery

Use this option to [buy Stellar Phoenix Mac Data Recovery](#) software.

Email to Stellar Support

Use this option to [mail for support](#) against any problem.



View Support Section

Use this option to visit [support_page](#) of [stellarinfo.com](#)

Generate Enquiry

Use this option to [submit enquiry](#) to [stellarinfo.com](#)

View Knowledge Base Articles

Use this option to visit [knowledgebase articles](#) of [stellarinfo.com](#)

Buttons

Following buttons are present on the main user interface of **Stellar Phoenix Mac Data Recovery** software:



Preferences

Use this button to set preferences for **Stellar Phoenix Mac Data Recovery**.



Register

Use this button to register **Stellar Phoenix Mac Data Recovery**.



Buy Online

Use this button to [buy](#) **Stellar Phoenix Mac Data Recovery** online.



Help

Use this button to view the help manual for the software.



Selected Drive Information

Use this button to get information about selected drive or volume.



Start New Scan

Use this option in case of accidental deletion, formatting, deleted volume and volume failed to mount.

Use this button to start new scan your lost data.



Resume Saved Scan

Resume the recovery process from a saved scan. This option needs a previously saved scan information or media image.

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

Order and Register

You can purchase the software online. For more on pricing details and to place an order, visit [here](#).

Alternatively, you can click  **Buy** button on main user interface, to purchase the software electronically.

Once the order is confirmed, you will receive a pre-paid registration key sent through e-mail, using which you can register the software.

Register Stellar Phoenix Mac Data Recovery

To register the product:

1. Click  **Register** button on main user interface or select **Register** from **Tools** menu. Registration window is displayed.
2. Perform any one of the following steps:
 - If you have the registration key after purchasing the product,
 - o Select '**I have a key to register the product**' option. Click **OK**.
 - o In **Registration Key** text box, type in the key. Click **OK**.

Or,

- If you do not have the registration key,
 - o Select '**I don't have a key to register the product**' option. Click **OK**, to go online and purchase the product.

Stellar Support

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

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

For price details and to place the order, <http://www.stellarinfo.com/disk-recovery/mac-data-recovery/buy-now.php>

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

Search in our extensive **Knowledge Base** 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

Stellar Support Helpline

Monday to Friday [24 Hrs. a day]

USA (Toll free- 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

Features

Stellar Phoenix Mac Data Recovery has a long list of useful features that make recovery of lost, deleted, formatted or inaccessible data possible irrespective of data loss situation.

The features can be summarized as follows:

- **Quick Scan:** It retrieves lost data quickly and efficiently by scanning entire drive.
- **Advance Scan:** This option will recover data from your storage devices that you have formatted.
- **Raw Recovery:** It does a comprehensive scan of the volume to recover each and every bit of lost or deleted data. It searches for lost files on the basis of file signature. This option is specially helpful in case of severely corrupted volume.
- **Deleted Recovery:** Recovers data that have been deleted.
- **Recovery of data from lost/deleted volumes:** Recovers data from volumes that are lost or have been deleted.
- **Create Image:** The software gives option to create an image of a hard drive, optical disc, or USB flash drive.
- **Save scan information:** Saves scan result of a complete or incomplete recovery process.
- **Auto-Refreshing of media:** Newly added media is automatically added in the display list.
- **Running preview:** Shows preview of data during scanning process.
- **Quick Look Support for preview of scanned files:** This option displays preview of scanned data in a separate window.
- **Three types of view for scanned result:** The scanned result can be seen in three types of views - Classic List, File List, and Filter List.
- **Advance options for customization:** The software provides options such as Preferences, Filter List, and Find that can be used for recovering data according to personal requirement.

How To..

- Start New Scan
- Resume Saved Scan
- Use Advance Option

Start New Scan

Start New Scan feature is used to start recovery procedure from lost documents, photos, audio, video files and more. You can use this feature in case of accidental deletion of data, formatting, deleted volume and volume failed to mount.

You can perform following recovery options with start new scan feature:

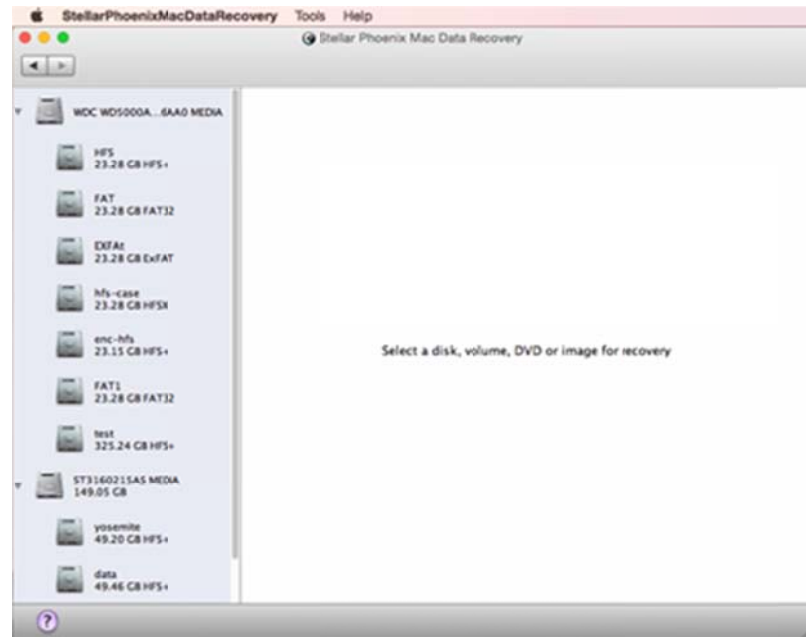
- Recover Data
- Search Lost / Deleted Volumes
- Deleted Recovery
- Raw Recovery
- Create Image
- CD / DVD Recovery

Recover Data

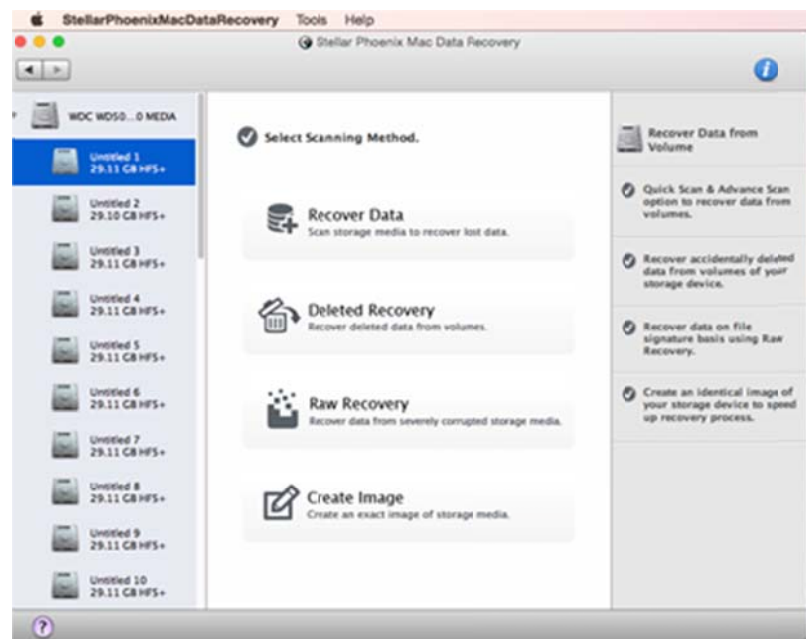
Recover Data feature allows you to recover your lost data from volumes of storage device. It has Quick Scan and Advance scan option to recover data from volumes.

To Recover Data:

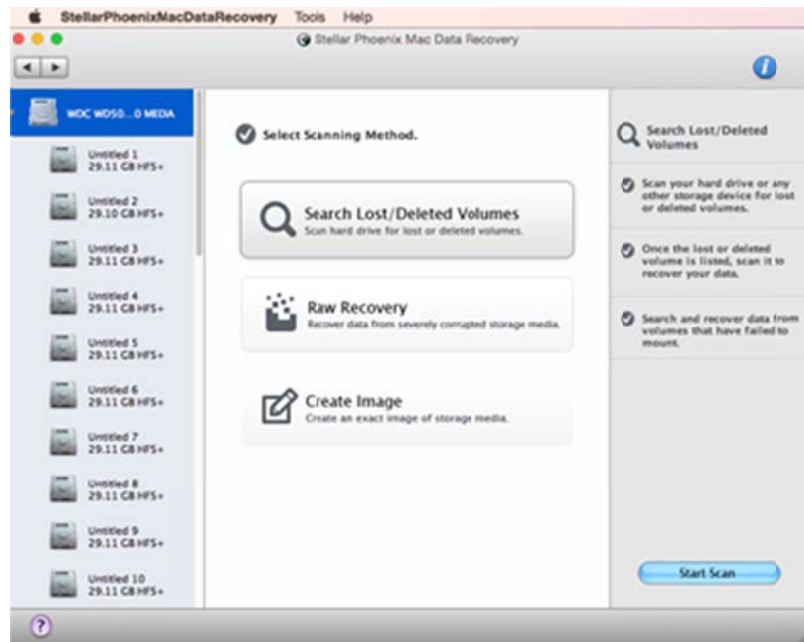
1. Select **Start New Scan** option from main user interface screen. A **Stellar Phoenix Mac Data Recovery** window opens.
2. Select the volume to recovered from the left pane of screen.
3. Click **Recover Data** option from right pane.
4. Select the scanning mode as **Quick Scan** or **Advance Scan** as per your requirement.
5. Click **Start Scan** to start scanning.



Select a disk, volume, DVD or image for recovery screen



Select Scanning Method for volume screen



Select Scanning Method for hard drive screen



- *Recover Data option is available only in case of data recovery from volume.*
- *In case you have selected an encrypted hard drive, Create Image option will not appear.*

Related Topics:

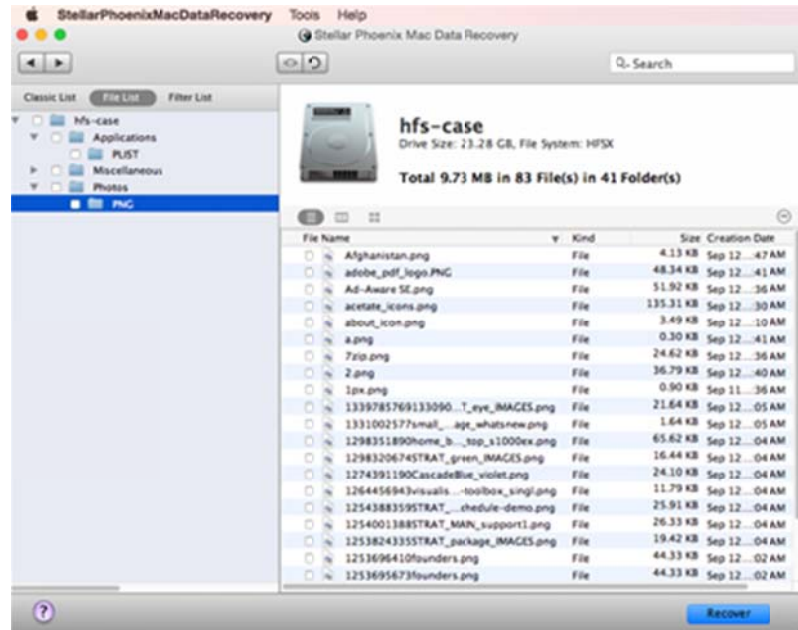
- Quick Scan
- Advance Scan

Quick Scan

Quick Scan is primarily used in cases where you want to retrieve lost data quickly and efficiently by scanning an entire volume. As the name indicates Quick scan is the fastest way of recovering data from your Mac.

To recover data using Quick Scan:

1. Select **Start New Scan** option from main interface screen.
2. Select the volume from which you want to recover data.
3. Select **Recover Data** option from listed scanning method.
4. Select **Quick Scan** option from Recover Data pane.
5. Click  **Start Scan** button to initiate the scanning process.



Quick Scan screen

6. Software will scan and display all the lost files / folders in a tree view.
7. A Scan Completed dialog prompts. Click **OK** to proceed further.
8. Select the files / folders which you want to recover.
9. Click **Recover** button or right-click on files / folders and select **Recover** option to recover selected files / folders.
10. Specify location where you

want to save the recovered data.

Files / folders are saved at the specified location.



Quick Scan feature enables you to recover data from your corrupted volumes.

Related Topics:

- Advance Scan

Advance Scan

Advance Scan feature is highly useful to recover data from storage media / devices (like USB drives, external hard disks etc.). This option will recover data from your storage devices that you have formatted. An Advance Scan may take more time as compared to Quick Scan, but it is the most thorough and can find files that other scanning methods can't.

To recover data using Advance Scan:

1. Select **Start New Scan** option from main interface screen.
2. Select the volume from which you want to recover data.
3. Select **Recover Data** option from listed scanning method.
4. Select **Advance Scan** option from Recover Data pane.
5. Click  **Start Scan** button to start the scanning process.
6. Software will scan and display all the lost files / folders in a tree view.
7. A Scan Completed dialog prompts. Click **OK** to proceed further.
8. Select the files / folders which you want to recover.
9. Click **Recover** button or right-click on files / folders and select **Recover** option to recover selected files / folders.
10. Specify location where you want to save the recovered data.

Files / folders are saved at the specified location.

Related Topics:

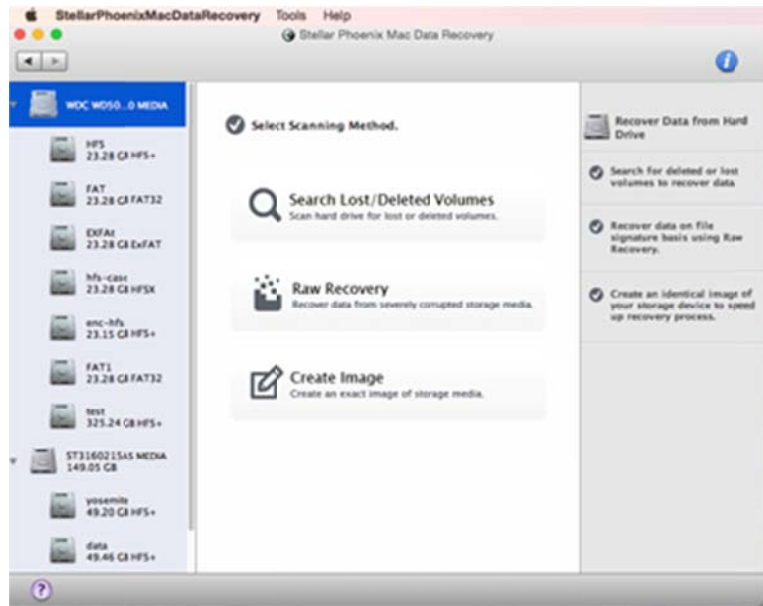
- Quick Scan

Search Lost / Deleted Volumes

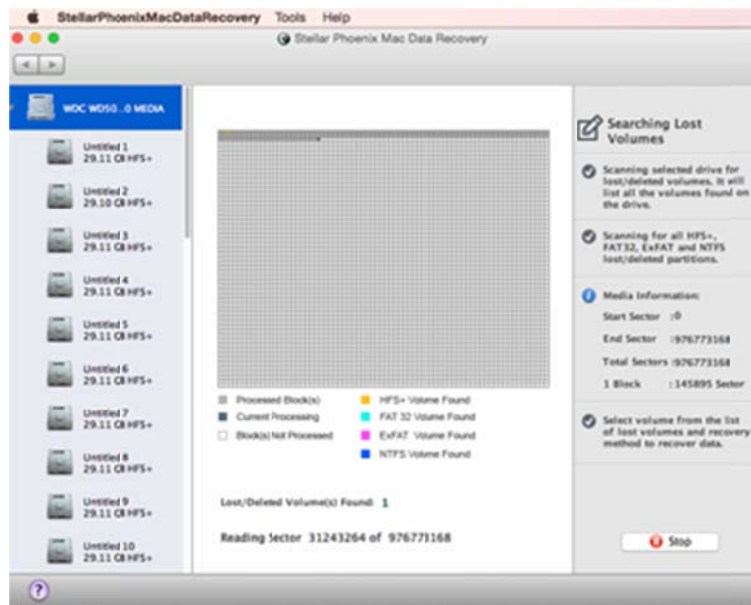
This feature scans hard drive to search for lost or deleted volumes. Once you start the scanning method it will list all the volumes found on the drive. You can then recover data from lost/deleted volumes listed after the scan.

To search lost / deleted volumes:

1. Select **Start New Scan** option from main interface screen.
2. Select the drive from which you want to search the lost / deleted volumes.
3. Select **Search Lost / Deleted Volumes** option from listed scanning method.
4. Click **Start Scan** button to start scanning process. Software will scan and display all the lost/deleted volumes of your Mac.
5. Now, select the lost volume that you want to scan for data from the list of volumes. Select from the following scanning options that are available for data recovery:
 - **Recover Data:** It retrieves lost/deleted volumes quickly and efficiently by scanning entire drive.
 - **Deleted Recovery:** This option is used to recover deleted files.

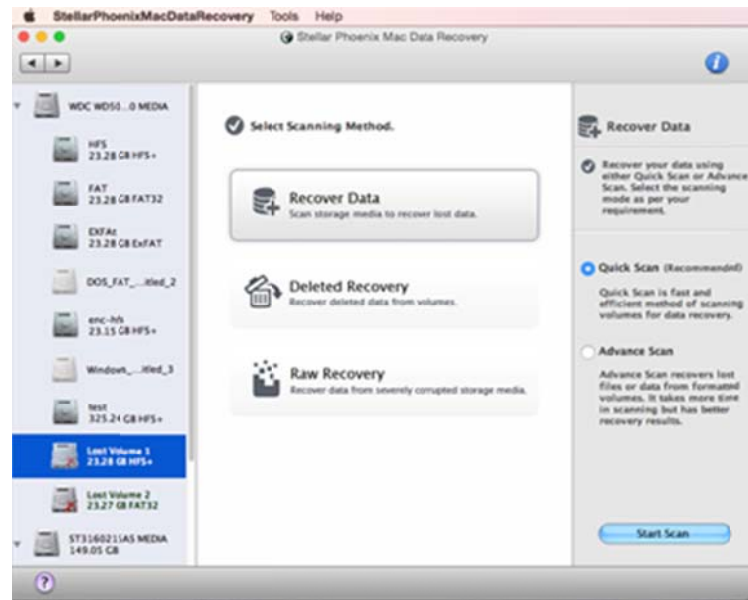


Select Hard Drive screen



Search Lost / Deleted Volumes screen

- **Raw Recovery:** It scans each and every block of volume for lost data.
6. Software will scan and display all the lost files / folders of the selected volume in a tree view. Select files / folders that you want to recover.
 7. Click **Recover** button or right click on files / folders and select **Recover** option to recover selected files / folders.
 8. Specify location where you want to save the recovered data.



Select Scanning Method screen

Files / folders are saved at the specified location.

Deleted Recovery

You can use this option to recover data that has been deleted from your Mac's volumes. Deleted Recovery allows you to recover Photos, Audio, Videos, Archive, Document, Applications, Text files and more.

To recover deleted data from your Mac, follow the steps given below:

1. Select **Start New Scan** option from main interface screen.
2. Select the volume from which you want to recover the deleted files.
3. Select **Deleted Recovery** option from listed scanning method.
4. Click  **Start Scan** button to start scanning process.
5. Software will scan and display all the lost files in a tree view.
6. Select files that you want to recover.
7. Click **Recover** button or right-click on files / folders and select **Recover** option to recover selected files / folders.
8. Specify location where you want to save the recovered data.

Files / folders are recovered at the specified location.



- *In case of FAT & ExFAT file system, there are two scanning options - Quick Scan and Deep Scan. The three types of previews to see the list of lost files / folders are available for FAT, ExFAT and NTFS file system only.*
 - *In case of HFS+ you can filter specific file types to be recovered from the list of supported file formats. Simply click on  set preferences button either on deleted recovery tab or from upper right pane of window.*
-

Raw Recovery

If results of Quick Scan are not satisfactory, Raw Recovery should be used. Raw Recovery may take more time but has greater chance to discover lost data. You can recover your severely corrupted media through Raw Recovery.

Raw Recovery consists of following recovery options:

- Photo Recovery
- Recover Everything

Photo Recovery

You can use the **Photo Recovery** option of **Stellar Phoenix Mac Data Recovery** to recover photos, audio and video files.

To recover photos, audio & video files:

1. Select **Start New Scan** option from main interface screen.
2. 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 photos, audio & video files.
3. Select **Raw Recovery** option from listed scanning methods.
4. Select **Photo Recovery** option and click  **Start Scan** button to start the scanning process.
5. Software will scan and display all the lost photos, audio & video files in a tree view. Select files that you want to recover.
6. Click **Recover** button or right click on selected photos, audio & video files and select **Recover** option to recover these photos, audio & video files.
7. Specify location where you want to save the files.
Photos, audio, & video files are recovered at the specified location.

Recover Everything

You can use the **Recover Everything** option of **Stellar Phoenix Mac Data Recovery** to recover all data including photo, audio, video, archive, document, application and text using recover everything option.

To recover all files:

1. Select **Start New Scan** option from main interface screen.
2. All the hard drives and media attached to computer are listed in left pane. Select the volumes. hard drive, or external media from which you want to recover all data including photo, audio, video, archive, document, application and text .
3. Select **Raw Recovery** option from listed scanning methods.
4. Select **Recover Everything** option and click  **Start Scan** button to start scanning process.
5. Software will scan and display all the data files in a tree view. Select files that you want to recover.
6. Click **Recover** button or right click on selected photo, audio, video, archive, document, application and text files and select **Recover** option to recover these files.
7. Specify location where you want to save the files.

Recovered files will be saved at the specified location.



Note

In case any external storage devices is attached to your Mac, it will be listed in left pane of the screen. You can scan external device by selecting the scanning method.

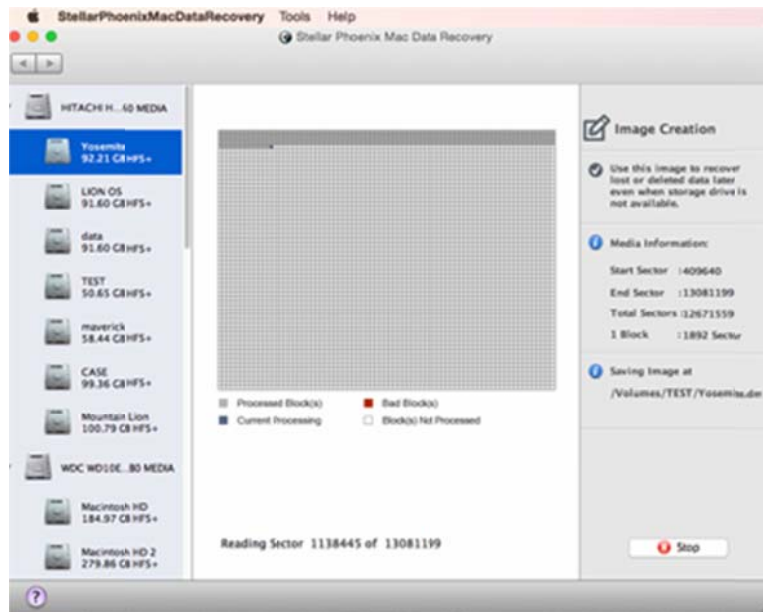
Create Image

This option is useful if media has developed bad sectors. **Stellar Phoenix Mac Data 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 **Start New Scan** 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 in **Select Region** area 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



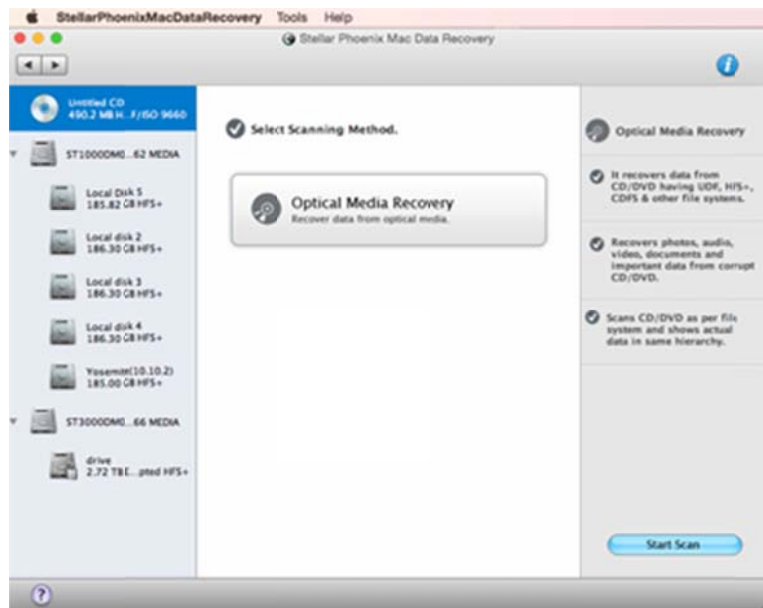
You can create image for selected range of sectors by simply clicking on  set preferences button either on Create Image tab or from upper right pane of window.

CD / DVD Recovery

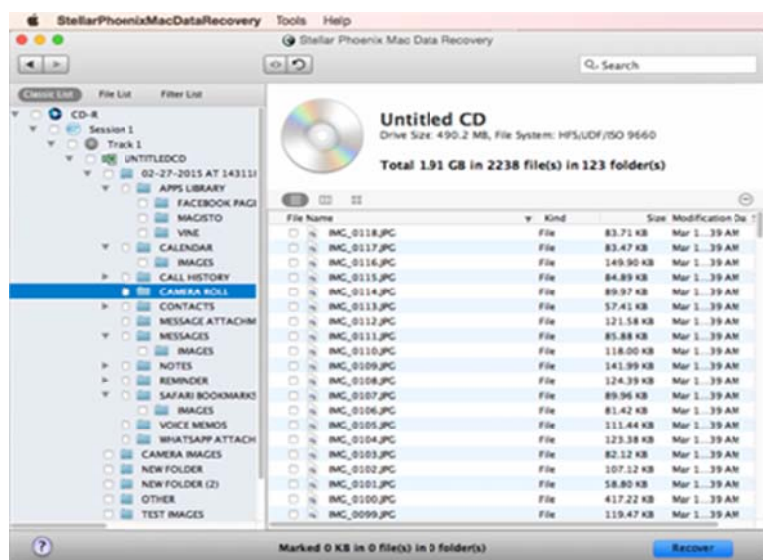
CD / DVD Recovery option of **Stellar Phoenix Mac Data Recovery** performs a scan on the selected optical media and recovers data from it. You can recover your photos, audio, videos, document and other important data from corrupted CD/ DVD media.

To recover data from an optical media:

1. Select **Start New Scan** option from main interface screen.
2. All optical discs attached to your Mac are listed in left pane of screen.
3. Select disc from which you want to recover the data.
4. Click **Optical Media Recovery** as scanning method.
5. Click  **Start Scan** button to start scanning process.
6. Software will scan and display all the lost data from the optical disc in a tree view.
7. Select files / folders that you want to recover.
8. Click **Recover** button or right click on files / folders and select **Recover** option to recover these files / folders.
9. Specify location where you want to save the recovered data.



Select Scanning Method screen



CD / DVD Recovery screen

Files / folders are saved at the specified location.

Resume Saved Scan

Resume Saved Scan 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)
- Save Scan Information

To resume recovery:

1. Click **Resume Saved Scan** button on the main user Interface. **Stellar Phoenix Mac Data 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 the desired recovery option from following scanning methods to start the recovery process:
 - Recover data
 - Deleted Recovery
 - Raw Recovery
4. Select **Save 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 **Stellar Phoenix Mac Data 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.

Save Scan Information

Save 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 **Back**  button or close **Stellar Phoenix Mac Data 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 Saved Scan button.

Use Advance Options

Additional options in **Stellar Phoenix Mac Data Recovery** make this software exceptional and easy to operate.

Advanced options contained in Stellar Phoenix Mac Data Recovery are as follows:

- Preferences
- Search Files of Specific Type in the Preview
- Types of Preview
- Recover Filtered Files
- Supported File Types

Preferences

Preferences can be set to run **Stellar Phoenix Mac Data Recovery** according to your personal requirements.

To set preferences:

1. Run **Stellar Phoenix Mac Data Recovery**.
2. Select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
 - To set preferences for general settings, click General  button.
 - To set preferences related to preview, click Preview  button.
 - To apply filters, to include or exclude files based on certain criteria, click Advanced  button.
 - To set preferences for updates, click Update  button.



*In **FAT**, **ExFAT**, and **NTFS** file systems, users cannot include or exclude file types under **Deleted Recovery** option.*

General

The General Preferences tab contains fundamental preferences that affect the overall behavior of **Stellar Phoenix Mac Data Recovery** software. You can customize general settings using **General** option in **Preferences** window.

To use disk space for faster processing and minimum RAM usage:

1. Click **General**  button from **Preferences** window.
2. Select '**Use disk for faster processing and minimum RAM usage**' check box to allocate disk space instead of RAM to upgrade scanning performance.

To hide partitions having size less than or equals to the specified size:

1. Select '**Hide partitions size less than or equals to**' check box.
2. Select relevant size from the drop down menu.

To expand / view tree structure while scanning the drive:

1. Select '**Expand tree structure while scanning**' check box.



Preferences - General screen

Preview

The **Preview** tab consists of different preview options during scanning process of **Stellar Phoenix Mac Data Recovery** software. You can customize preview settings using **Preview** option in **Preferences** window.

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 raw formats/corrupt files in safe mode:

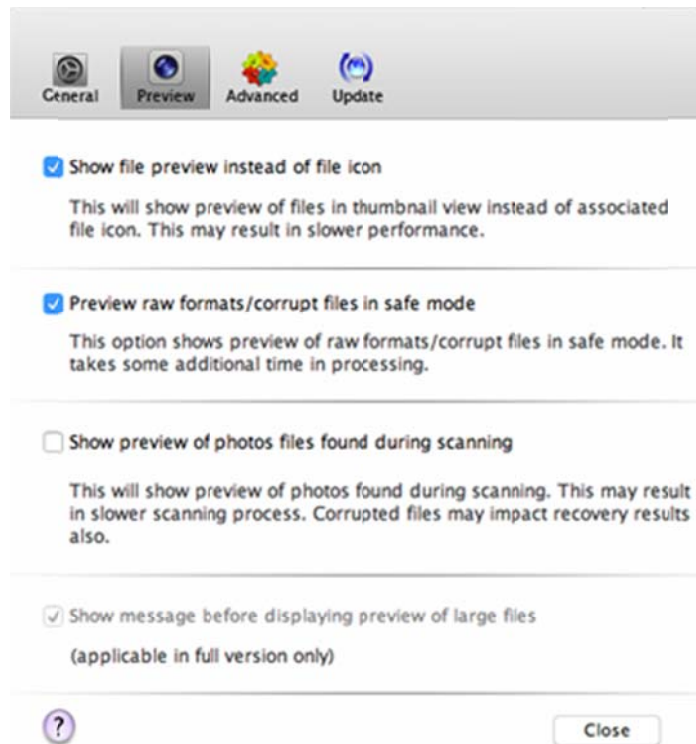
1. Select '**preview raw formats/corrupt files in safe mode**' check box.

To see running preview of photos found during scanning process:

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

To prompt message for preview of large files:

1. Select '**Show message before displaying preview of large files (applicable in full version only)**' check box to prompt message in case of slow preview of large files.



Preferences- Preview screen

Advanced

The **Advanced** Preferences tab allows you to make advance settings for different file types using **Stellar Phoenix Mac Data Recovery** software.

Advanced settings 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.
- To apply filters, to include or exclude files based on certain criteria, click **Filter** button.

Add Header

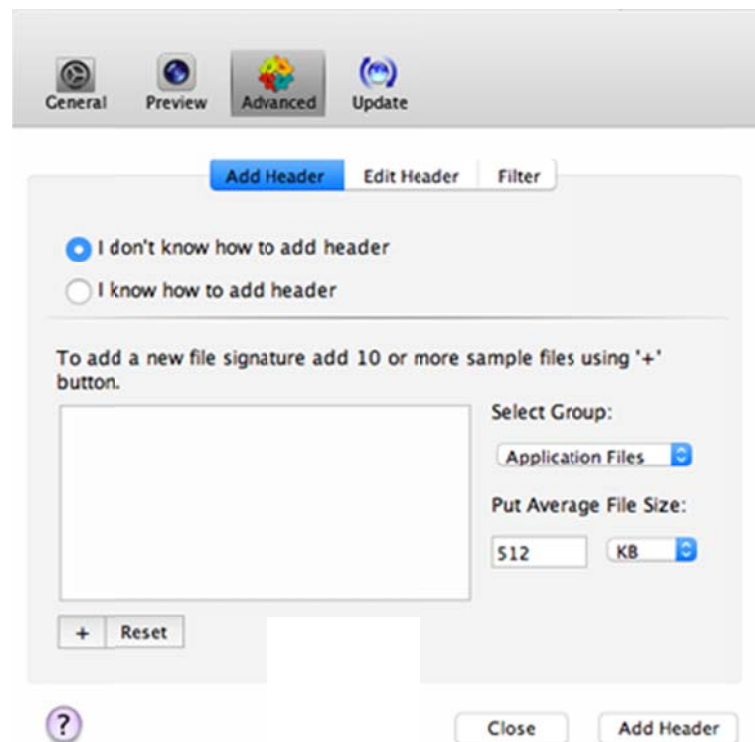
You can add new file types to predefined list of supported file types in **Stellar Phoenix Mac Data Recovery** software using **Add Header** option in **Preferences** window.

You can add header either

- Automatically
- Manually

To add header automatically:

1. Run **Stellar Phoenix Mac Data Recovery**.
2. Select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
3. Select **Advanced** tab from preferences window.
4. Click **Add Header** button in **Advanced** 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



Add Header Automatically screen

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 **Stellar Phoenix Mac Data Recovery**.
2. Select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
3. Select **Advanced** tab from preferences window.
4. Click **Add Header** button in **Advanced** 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.
 - Specify **At Offset** in decimal.
6. Click **Add Header** button.

General Preview Advanced Update

Add Header Edit Header Filter

☐ 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 KB

Header (in hexadecimal)

At offset (in decimal)

? Close Add Header

Add Header Manually screen

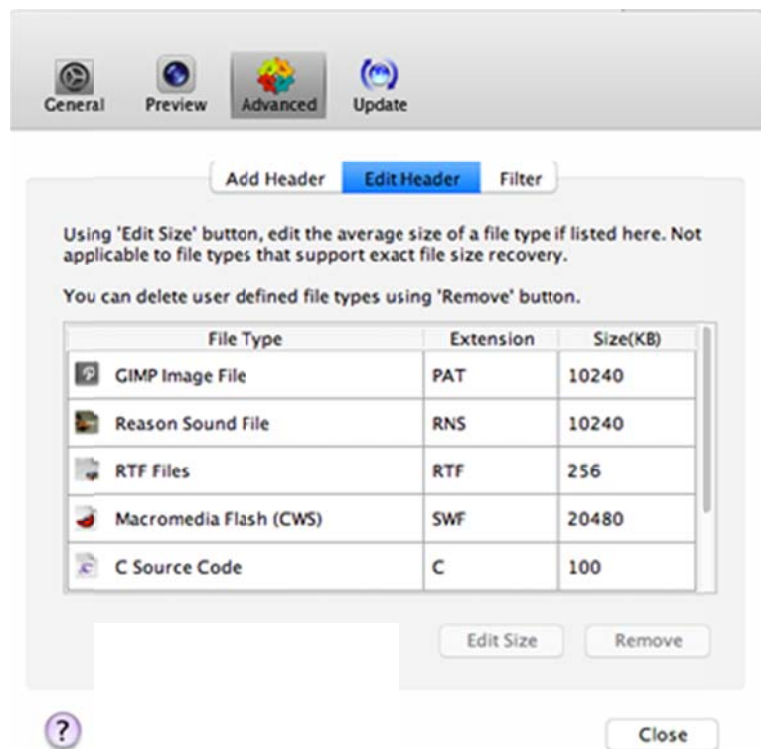
Edit Header

Stellar Phoenix Mac Data Recovery supports

- a number of Photo, Audio and Video file types for **Photo Recovery**, and
- a number of Photo, Audio, Video, Document, Archive, Application, Text and Miscellaneous file types for **Deleted / Raw Recovery**.

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

1. Run **Stellar Phoenix Mac Data Recovery**.
2. Select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
3. Select **Advanced** tab from preferences window.
4. Click **Edit Header** button in **Advanced** 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.



Edit Header Screen

**Note**

You can not edit size of files that are of **Exact Size** in predefined list of supported file types. You can remove only those file types that have been added to predefined list of supported file types.

Filter

Filter control feature of **Stellar Phoenix Mac Data Recovery** software will help you to include or exclude file types based on certain criteria. You can use this feature to facilitate the recovery process.

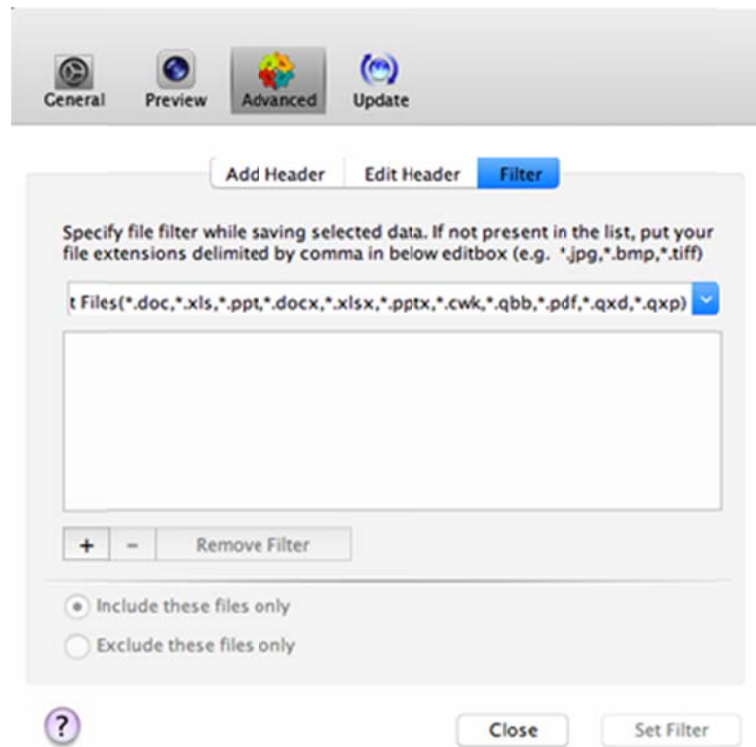
For example, if you wish to recover only graphic files (*.jpeg,*.bmp,*.tiff etc), select **Include these files only** option to recover only graphic files. On the other hand, if you do not want to recover graphic files, select **Exclude these files only** option.

To apply filters, you need to

- Include these files only
- Exclude these files only

To include these files only

1. Run **Stellar Phoenix Mac Data Recovery**.
2. Select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
3. Select **Advanced** tab from preferences window.
4. Click **Filter** button in **Advanced** tab window. .
5. Under **Specify file filter while saving selected data** heading, select file format from the drop down menu.
6. Click **Add**  button. Selected file types will be listed.
7. Select **Include these files only** option (If it is not already selected).



Apply Filter screen

After recovery, the root folder will contain only the selected file types.

To exclude these files only

1. Run **Stellar Phoenix Mac Data Recovery**.
2. Select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
3. Select **Advanced** tab from preferences window.
4. Click **Filter** button in **Advanced** tab window.
5. Under **Specify file filter while saving selected data** heading, select file format from the drop down menu.
6. Click **Add**  button. Selected file types will be listed.
7. Select **Exclude these files only** option.

After recovery, the root folder will contain all the file types except the ones excluded in the filter.



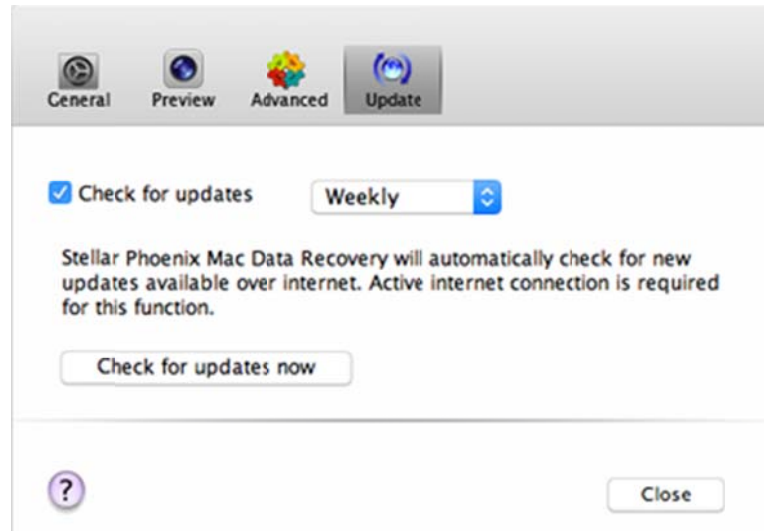
To remove individual file type from included/excluded list of files, select file type and click **Remove**  button. To remove filter, click **Remove Filter** button. **Remove Filter** button is only enabled after you have applied filter by clicking Set Filter button.

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 **Stellar Phoenix Mac Data Recovery**.
2. Select **Preferences** option from **StellarPhoenixMacDataRecovery** menu.
3. Select **Update** tab from preferences window.
4. To set frequency for updates (daily, weekly, or monthly), select **Check for updates** check box and specify the desired frequency in drop down text box.
5. To check for updates instantly, click **Check for updates now** button.
6. Click **OK**.



Preferences - Update screen

Search Files of Specific Type in the Preview

You can search for specific files types after scanning your storage device. Use the search / find option to find the required files.

To search for specific files for preview before recovering them, perform the steps given below:

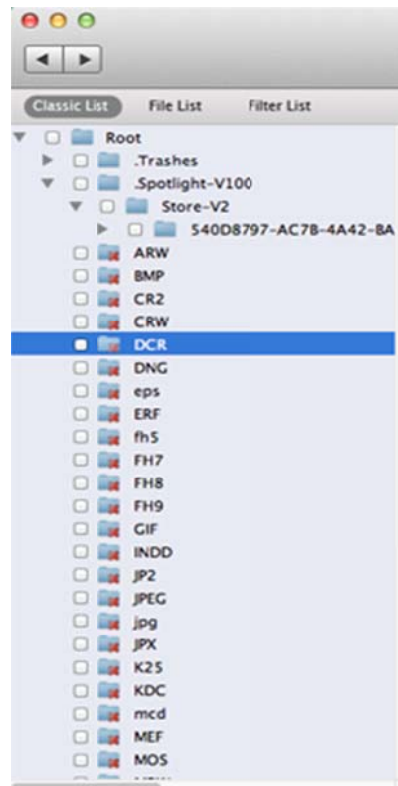
1. Click on  text box in the preview window.
2. Type the desired file name in the search text box and press **Enter**.
3. Click **Find Next option** from drop down menu to find more files with the same text as entered in the search text box.

Types of Preview

Stellar Phoenix Mac Data Recovery provides the following three types of previews for you to view lost or deleted files / folders before recovering them:

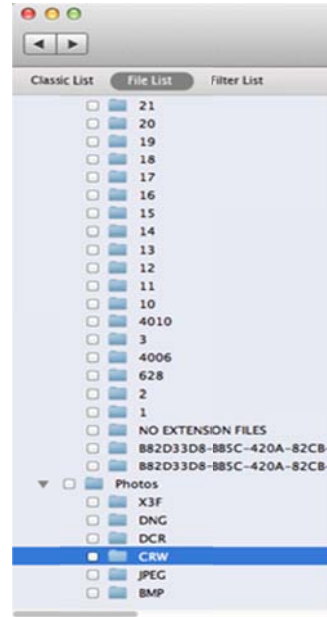
- Classic List
- File List
- Filter List

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.



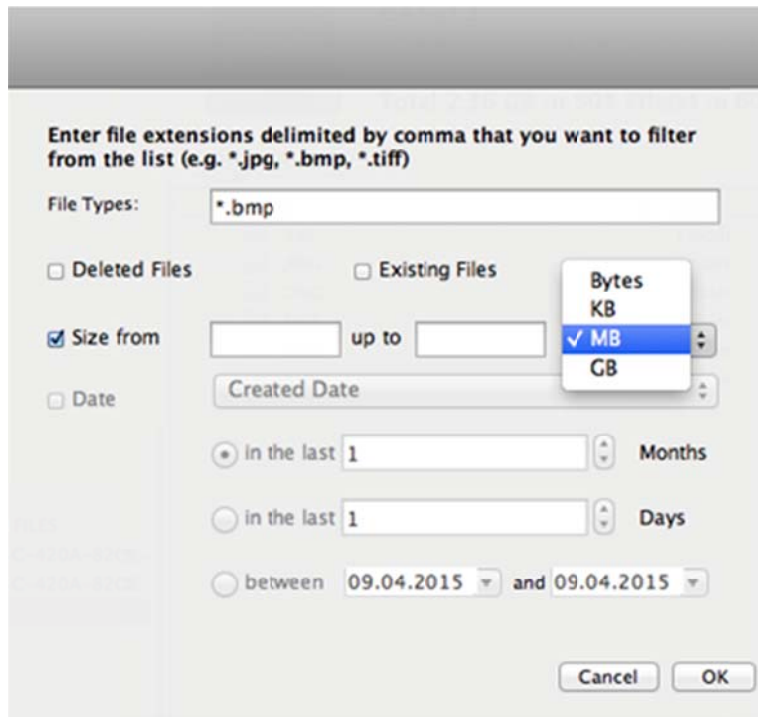
Classic List

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

Filter List: You can see list of file type according to your preference in this preview. Click **Filter List** tab to open **File mask** option dialog box as shown.



Filter List

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

- Specify file extension in **File of Type** text box.
- Specify if you want to list only **Deleted** or **Existing** files.
- Specify size in **Size from** and **up to (Bytes, KB, MB, GB)** text box.
- Use **Date** drop down list to
 - o Specify list of files **Created** in specific month / days / time.
 - o Specify list of files **Modified** in specific month / days / time.
- Click **OK**.

Stellar Phoenix Mac Data Recovery will list the specific files in the preview window.



In demo version of the product, you cannot see preview of files having size greater than 10 MB. In full version of the product, you cannot see preview of files having size greater than 100 MB.

Recover Filtered Files

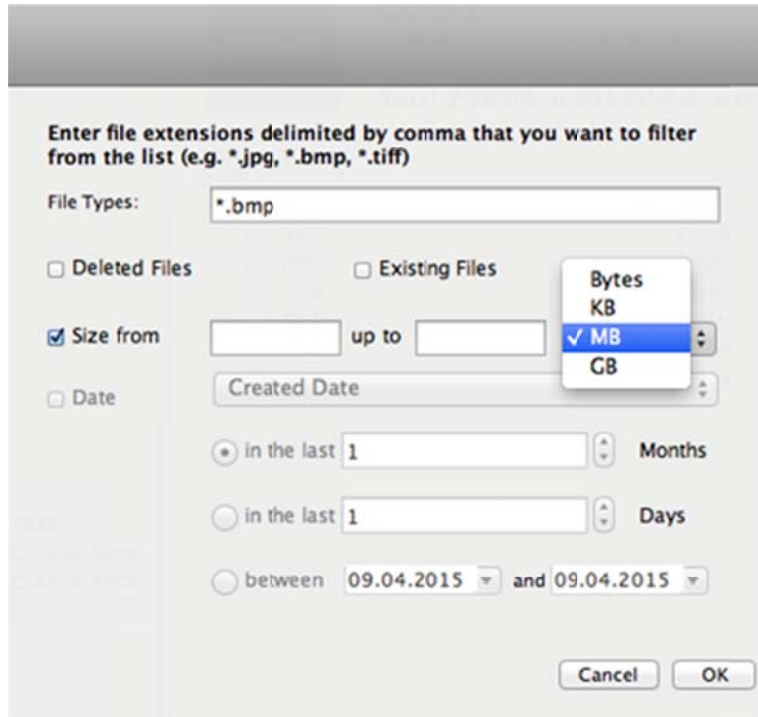
To recover filtered files as per your preference:

1. Click **Filter List** tab in preview window after scanning.
2. Specify file extension in **File of Type** text box.
3. Specify if you want to list only **Deleted** or **Existing** files.
4. Specify size in **Size from** and **up to** (Bytes, KB, MB, GB) text box.
5. Use **Date** drop down list to
 - Specify list of files **Created** in specific month / days / time.
 - Specify list of files **Modified** in specific month / days / time.
6. Click **OK**.

In case you further want to recover more filtered files, you will find two options namely Show Previous Mask Tree and Create New Mask Tree.

To recover specific file types from the preview window, perform the steps given below:

1. Select the files you want to recover and click the **Recover** button.

The screenshot shows a 'Filter View' dialog box. At the top, it says 'Enter file extensions delimited by comma that you want to filter from the list (e.g. *.jpg, *.bmp, *.tiff)'. Below this is a 'File Types:' text box containing '*.bmp'. There are two checkboxes: 'Deleted Files' (unchecked) and 'Existing Files' (unchecked). A 'Size from' checkbox is checked, followed by two empty text boxes for 'up to'. A 'Date' checkbox is unchecked. Below the 'Date' checkbox is a 'Created Date' label. There are three radio buttons: 'in the last' (selected), 'in the last', and 'between'. The first 'in the last' radio button is followed by a text box containing '1' and a 'Months' label. The second 'in the last' radio button is followed by a text box containing '1' and a 'Days' label. The 'between' radio button is followed by two date pickers, both showing '09.04.2015'. A dropdown menu is open next to the 'Size from' text boxes, showing 'Bytes', 'KB', 'MB' (selected with a checkmark), and 'GB'. At the bottom right are 'Cancel' and 'OK' buttons.

Filter View screen

2. Specify location where you want to save the files / folders.

Files / Folders are saved at the specified location.

Supported File Types

The list of file types that Stellar Phoenix Mac Data Recovery supports are as follows:

ASF	EMLX	INDD	MEF	PEF	SIT
AI	EPS	JPEG	MUS	PSD	SITX
ARW	FH3	K25	MXF	PNG	SWF / CWS
AIFF	FH5	KDC	NEF	QBB	SWF / FLV
AVI	FH7	MTS	NBP	QXD	SWF / FWS
AU	FH8	MCD	NSF	QBW	TIFF
AAC	FH9	M4A	ORF	QXP	TAX
BZ2	FH11	MOI	OGM	RAF	VWX
BMP	FP3	MXF	OGG	RA	VOB
C	FP5	M4V	Office	RPS	TIFF
CRW	FP7	MOV	PPT	RFL	WMA
CR2	FLA	MPEG	PPTX	RM	WAV
CWK	GIMP (PAT)	MKV	PSP	RAW	WMV
DCR	GIMP (XCF)	MOS	PCT	RTF	XLS
DIVX	GIF	MRW	PDF	RAR	XLSX

DNG	HDMOV	MAIL	PAT	RNS	XCF
DOC	HTML	3GP	PTF	SHW	X3F
DOCX	HQX	MP3	PMD	SCPT	ZIP
ENC	iCal	MP4	PS	SR2	
ERF	iPhoto	MIDI	PLIST	SRF	



Note

Photo Recovery option now supports JPEG, PNG, GIF, CR2, CRW, BMP, MRW, SR2, SRF, TIFF, NEF, ARW, HDMOV, PEF, RAF, ERF, DNG, X3F, and ORF file formats.

FAQs

1. What does the demo version of Stellar Phoenix Mac Data Recovery do?

Through the demo version of Stellar Phoenix Mac Data Recovery software you can scan the storage medium from which you wish to recover data and preview files that the software will be able to recover. The demo version of Stellar Phoenix Mac Data Recovery allows you can see the preview of files having size up to 10 MB after scanning. To recover and save files, you need to purchase and register the product.

2. Can I recover data from drive that contains bad sectors using Stellar Phoenix Mac Data Recovery?

Yes absolutely. To safely recover data from a drive with bad sectors, create an image of that drive. Stellar Phoenix Mac Data Recovery is equipped with a feature through which you can easily create such images of drives and securely attempt recovery. After successful image creation, run a scan on this image to recover lost data easily.

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

The software will not allow you to write data on the same drive from which you attempt recovery as a safeguard so that there is no over writing of data which may result in permanent data loss.

4. Do my media need to be connected to the system throughout the recovery process?

Yes. It is very important that you do not remove your media during scanning or recovery process as during this process the software reads & accesses all information present on the hard drive and reports it. Media should only be detached after recovery process has been completed.

5. How is media image file beneficial to recovery process?

Creating media image has the following advantages:

- Image file helps to speed up scanning and recovery.
- Prevents a drive with bad sectors to get damaged further and dilute data recovery prospects
- You can recover data from image file even if the source media is not available.

6. How can I recover files/folders deleted during a specific time span?

To recover files/folders deleted during a specific time span, use Filter List option in the preview window. For more details, please refer Recover Filtered Files topic of this help.

7. Is it possible to recover files of specific size only?

Yes, to know how to recover files of specific size only, please Recover Filtered Files topic of this help.

8. I wish to recover files of a specific format only. Is it possible to recover files of only specific format?

Yes, you can recover files as per your requirements using Stellar Phoenix Mac Data Recovery. To recover files of a specific format only, check whether this file format is supported by the application. If it is supported by the application, apply filter to recover files of this specific format. If this file type is not supported by the application, add this file type to the list of supported file types and then apply filter to recover your file.

9. What is the difference between 'Quick scan' and 'Deep scan'?

'Quick scan' thoroughly scans hard drive for deleted files in seconds. This recovers your recently deleted files/folders, or files/folders that are not on a damaged or corrupted drive. On the other hand, 'Deep scan' digs through the bits and bytes of hard drive and finds absolutely everything that can be recovered. Time taken in 'Deep scan' depends on the size of hard drive but the recovery results are worth the wait.

10. What is Raw Recovery?

Raw recovery searches for signature of files. That means it recovers files based on signature. Raw Recovery should be used when results of Quick Recovery are not satisfactory. Raw Recovery may take more time but has greater chance to discover lost data.

11. Inadvertently, I have deleted some files / folders from Trash just now. Can I recover these files/folders quickly without having to wait for scanning to finish?

Certainly. To recover recently deleted data, stop the scanning process before it starts reading sectors of unused blocks. You will see the list of recently deleted file / folders in the preview window. Select desired files/folders and recover them. This way, Stellar Phoenix Mac Data Recovery recovers recently deleted files/folders with their complete information within a few minutes.

12. Can I Resume Recovery using an image created by any third party application?

This software recovers data from images created by itself only.

13. Can I retrieve data from any CD / DVD discs?

Yes, all optical discs are detected by the drive and you can safely recover data from them.

14. Can I recover data from severely damaged CD / DVD?

Yes, through the Optical Media Recovery feature you can extract all data from severely damaged optical media. This recovery option recovers everything that is found in the selected source.

15. Is recovery possible from partially burned / incomplete disc?

Yes, Stellar Phoenix Mac Data Recovery is capable of recovering data from partially burned discs as well.

16. Does 'Stellar Phoenix Mac Data Recovery' extract all file systems in a multi-session disc?

Yes, the software scans entire disc and lists out all sessions that it finds. You can then select the required file systems and recover your precious data.

17. I have burned some documents and photos to audio CD, but the drive is showing only audio files. Can I get those data files from CD?

Yes, Stellar Phoenix Mac Data Recovery is capable of recovering data from mixed mode CD. It can also extract data from CDs which have changed mode during multi session writing.

18. How much time will Stellar Phoenix Mac Data Recovery take to recover my data?

The time taken in recovering data depends on the size of the drive to be scanned. However, to speed up the recovery process, you can apply filters so that only desired files get scanned and recovered.

19. Can I attach another hard disk/media to my computer while Stellar Phoenix Mac Data Recovery is running on the computer?

Yes you certainly can.