



by

Data Recovery Systems Ltd.

UK Registered (#5615382)

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System Requirements

- Windows NT or later (i.e. Windows 7, Vista, XP, 2000, NT)
- 128 Megabytes of RAM (512MB or more recommended)
- Minimum of 2 drives – ‘source’ drive where lost files are to be recovered from and ‘destination’ drive where recoverable files are to be saved to
- 8 Megabytes of disk space for the application
- Windows user account with Administrator privileges
- Active internet connection

Media Investigator v6 Instructions

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Thank you for choosing Media Investigator for your file recovery needs. We're confident that you will find it to be of great value thanks to its powerful file recovery algorithms controlled by an easy-to-use interface.

Before You Start

We recommend you close all non-essential programs running on your computer as file recovery can be a resource-intensive process for many computers. Freeing up as much memory resource as possible will result in a faster recovery.

If your lost files are on a portable drive (i.e. memory card, USB drive, etc.), it is recommended that you connect the device with your lost/deleted files to your computer (i.e. CompactFlash memory card in digital camera, SD card in card reader, USB drive) before starting Media Investigator.

If you use a firewall to protect your computer, you will need to give Media Investigator permission to access the internet.

Media Investigator requires an active internet connection for a couple reasons. These are:

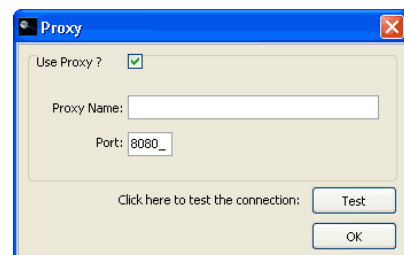
1. so that it can update itself with the latest file recovery abilities from our servers
2. securely log your recovery progress so that we can provide the best customer support possible should you experience any difficulties.



Your photos / files are NEVER sent to us at any point.

If you connect to the internet via a proxy server, Media Investigator will present a proxy settings dialog shortly after starting.

Enter your proxy server address and port number. If you are unsure of your proxy address and port, please contact to your Internet Service Provider (ISP) or computer administrator. After entering your proxy server's details, test the connection by clicking Test.



After a successful connection has been established, click OK to start using Media Investigator.

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1 – Registration

The first screen you'll see is Media Investigator's optional Registration screen.

All fields here are completely optional but we recommend you enter a name (false or real) even if you don't wish to receive our free PC Tips & Tricks newsletter. Entering a name helps us find your recovery log quickly should you need help recovering your files.

If you are interested in receiving monthly tips by email on how to better use your computer, enter your first name, last name and email address and ensure the checkbox is selected. You will be sent a confirmation email after clicking the Register button and you can unsubscribe at any time. (Details on how to unsubscribe or change your profile are provided in every email we send.)

Completing any of the fields on this screen is entirely optional and any information submitted is NEVER provided to any other company.

If you wish to purchase a Multi-Recovery or Commercial licence and recover your files later, or upgrade your licence, click the Buy / Upgrade button and you will be brought straight to the Payment screen without analysing your drive.

Click the No Thanks button on the right of the Registration screen to proceed to the Selection screen without signing up for our free newsletter.

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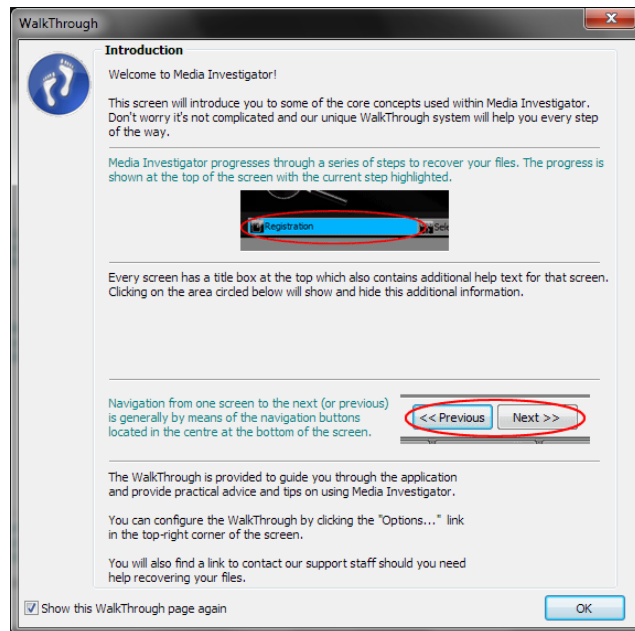
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At the top of each Media Investigator screen, you'll find a brief summary on how to use it.

For more detailed information (known as WalkThroughs), click the bottom-right of the blue section.

Each Walkthrough can be turned on or off via the Options found in the top-right of Media Investigator.

You will also find question mark icons on some screens. Clicking on these will give you information about a specific part of the screen.



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2 – Selection

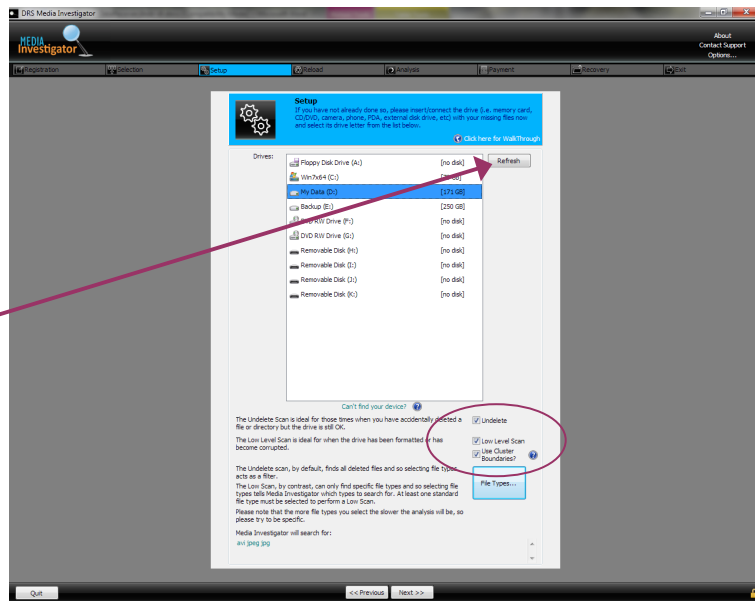
The Selection screen allows you to choose whether you wish to perform a new scan of a drive or load the results of a previous scan to recover files without scanning a drive again or a continue a cancelled scan.



3 – Setup

The Setup screen will show a list of all drives connected to your computer.

If you started Media Investigator without connecting your digital storage device (i.e. memory card in camera or card reader), you can still do so now and click the Refresh button to update the list of drives available.



The drive letter assigned to your media storage devices will be the same as found in Windows Explorer.

With Media Investigator you have two powerful recovery algorithms at your disposal – a Low level scan and an Undelete scan.

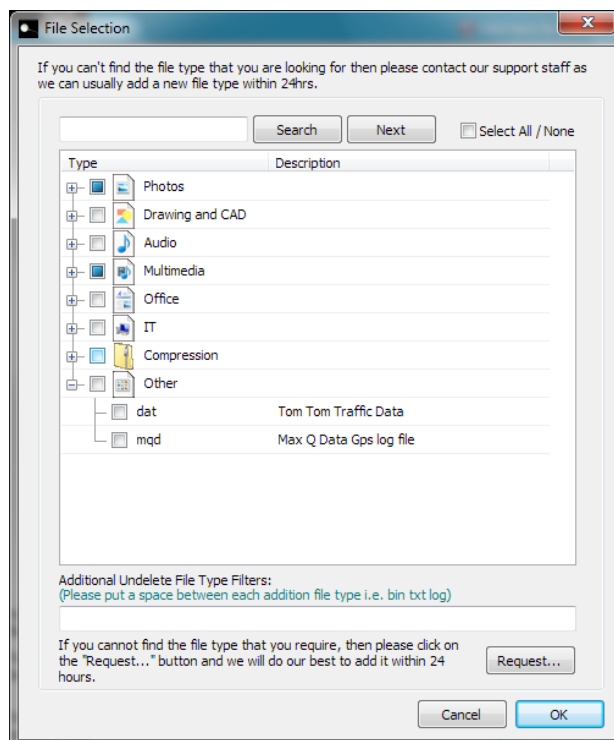
The Undelete Scan algorithm allows you to quickly recover files which you have accidentally deleted.

Clicking on the File Types button allows you to specify exactly which file types you wish to find.

Selecting only the file types you need to find (vs. selecting every file type) will result in a faster and more accurate scan.

You can Undelete file types not currently supported if you can't find your lost file type (by using the Search function or expanding the type fields), by typing its extension in the field near the bottom of the screen.

If you require a Low Scan for an unsupported file type, please click the Request button.



The Low Level Scan algorithm is a more powerful, but slower algorithm which allows you to recover files which may have become corrupt or formatted in addition

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to those that have been deleted. Note that it will *recover all contiguous files*, including existing files that have not been lost.

The more file types you choose to search for, the longer Media Investigator will require analysing your memory card / drive.

Which Scan Method?

The fastest way to scan is with the Undelete Scan, though this will not find files that have become corrupt or been formatted. This is the best option if you've simply deleted directories and / or files by accident. It will also recover file names and the files' respective properties.

To find files that have become lost, corrupt or accidentally formatted, choose the Low Level Scan method. As this scans your entire drive (vs. just the drive's index) one sector at a time, this is the most time and memory intensive recovery option. It will also not be able to recover file names or file properties.

The two different algorithms are very likely to find different files and this is perfectly normal. The algorithms can work together for one drive by selecting both checkboxes. This will produce all possible recoverable files but will also require the most amount of time and memory.

There is also a Use Cluster Boundaries checkbox. We recommend this box is checked on larger drives (to help speed up the analysis) and for a drive that hasn't recently been formatted. For smaller drives and / or for drives that have been recently or frequently formatted, we recommend you uncheck this box.

For further information about the recovery methods and file systems, please see our white paper, Drive Recovery Overview (<http://www.digitalfilerecovery.com/docs/DriveRecoveryTech.pdf>).

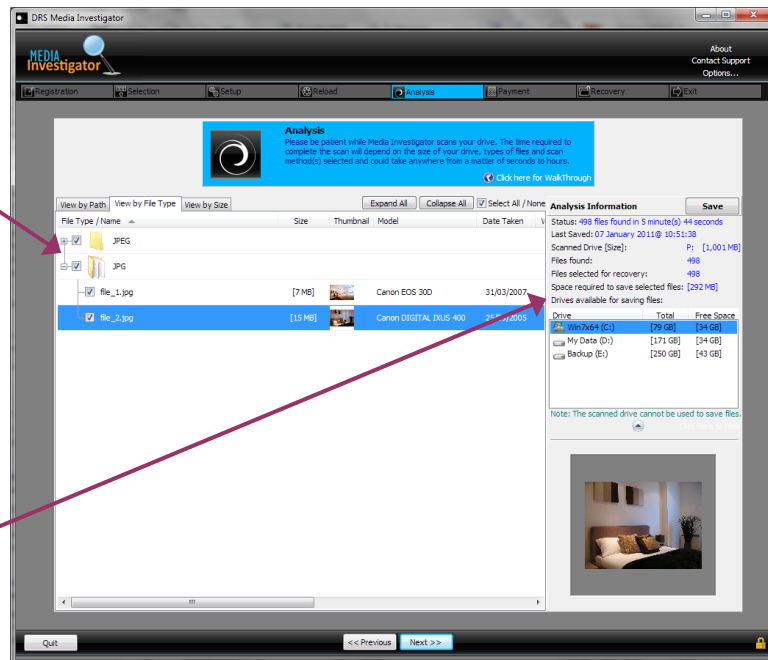
After selecting the drive you wish to analyse, the scanning method(s) you wish to use and the file type(s) you wish to search for, click the Next button at the bottom of the screen to begin scanning your drive.

4 – Analysis

Any files found based on the file types and scanning methods you selected previously will be displayed in the main section of the Analysis screen.

You can quickly sort your files by directory Path, File Type and Size by clicking on the tabs at the top of the section.

On the right side, you'll find details about the analysis including the scanned drive details, number and size of files found and a list of the drives available and their free space.



Wherever possible, “true” thumbnails will be shown in the bottom-right when you click on a file. These are actual thumbnails of what will be recovered, not necessarily what the original photo looked like. (i.e. A picture may only be partially recoverable due to file corruption. The true thumbnail will show what will actually be recovered of the original picture.)

Note that file names and properties can only be retrieved with the Undelete method.

The Low Level scan cannot retrieve file names but will create a sequential file name. (i.e. file_10.jpg instead of HolidayPic1.jpg)

If you didn't find the files you were looking for, you may wish to go back to the Setup screen to choose different scanning methods and / or file types by clicking the Back button.

After you have found all of the possible files you wish to recover, click the Next button to save your files.

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5 – Payment

Media Investigator offers you three licence options – a Single-Recovery, Multi-Recovery and Commercial licence. (Full details of the licence terms are presented at the time of purchase and can also be found at the end of this manual and on our web site.)

For most home users, we recommend the Multi-Recovery licence which gives you:

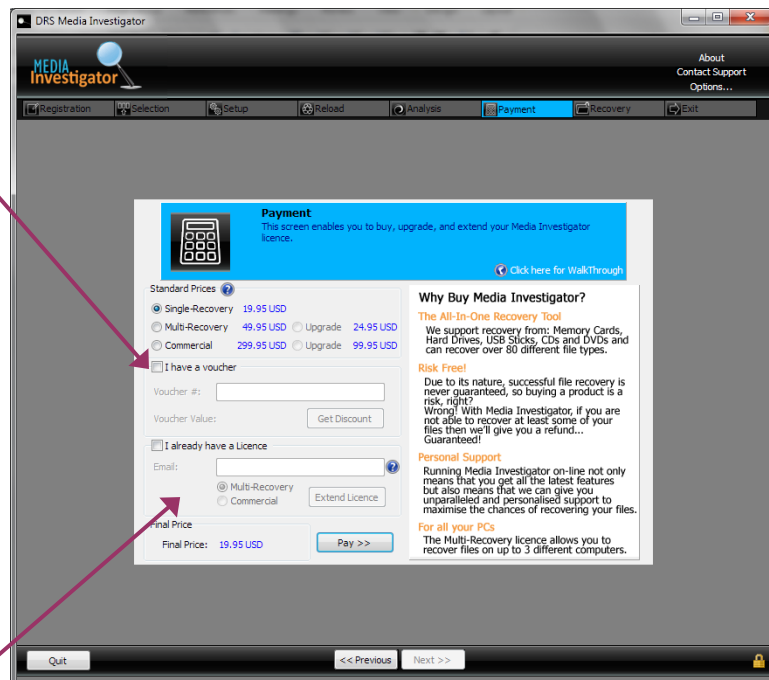
- unlimited recoveries
- ability to use Media Investigator on up to three home computers
- priority customer support
- free upgrades of minor versions
- exclusive software discounts not available to Single-Recovery customers.

A Single-Recovery licence is also available which will allow you one recovery. Any subsequent recoveries will require you to purchase another Single-Recovery licence or a Multi-Recovery licence.

A Commercial licence is also available for companies who wish to offer file recovery services to its customers.

If you have a discount voucher, select the voucher checkbox, enter the voucher number and then click Get Discount. This will verify the voucher, display the discount and update the price to be paid.

If you have already paid for a Multi-Recovery or Commercial licence and are using Media Investigator on a new computer (and have not registered it against three computers already), enter the email address used to purchase your licence and click the Extend Licence button to extend your licence to the new computer.



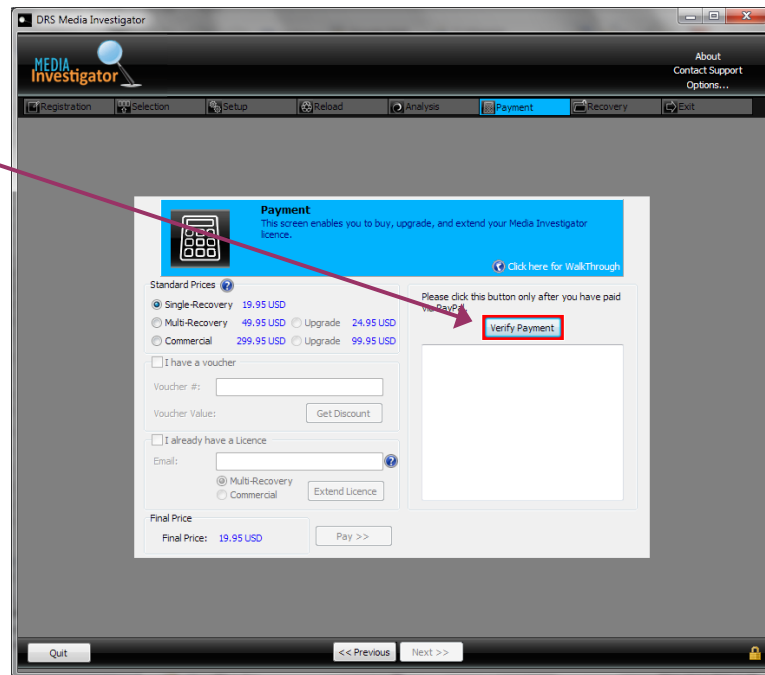
Click the Pay button to open a **secure** web browser window to pay via PayPal. If you have a PayPal account, enter your login details and click Continue to complete your purchase. (Note that a PayPal account is not mandatory to pay via PayPal.)

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After you've paid via PayPal and received a receipt from them, click the Verify Payment button on the right side of the screen to verify that your payment has been received.

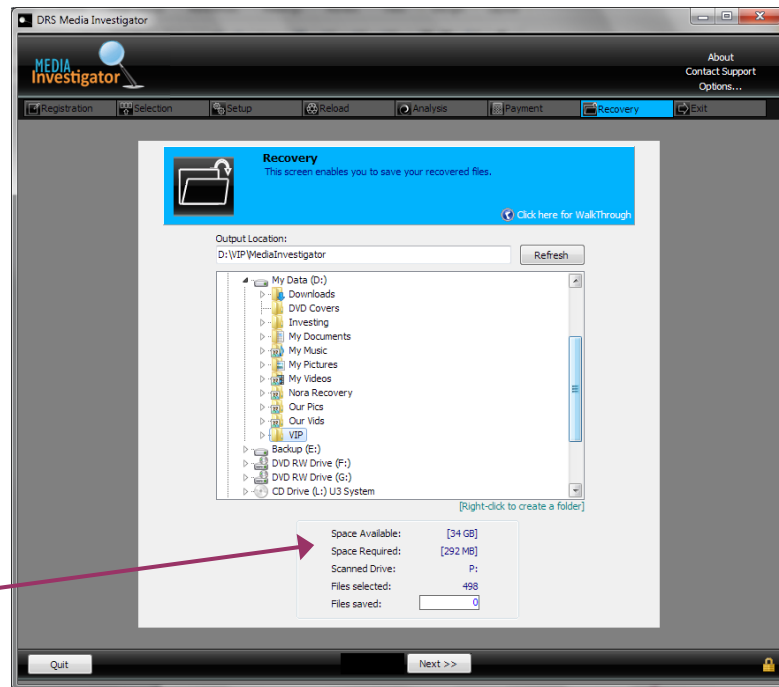
After verifying your payment, click the Next to save your recovered files.



6 – Recovery

The Recovery screen allows you to select the location on your computer where you wish to save your selected recoverable files.

You must save your files to a different drive than the one they were found on and the destination drive must have enough space to save your recovered files. The amount of disk space required and available is shown on the screen.



You can create a sub-folder by selecting a folder/drive, right clicking, selecting New Folder and entering a name for your new folder.

Clicking Next will immediately save all recovered files to the folder you've selected. A save confirmation window will appear indicating how many files were saved.

If no one single drive has enough space to save your selected recoverable files, you can save the files across multiple drives. This is known as drive spanning and after the first drive has run out of storage space, you will be prompted for additional drives on which to continue saving your files until all files are saved.

Files recovered via the Undelete Scan will be saved in the original directory structure.

Click Next to proceed to the Exit screen.

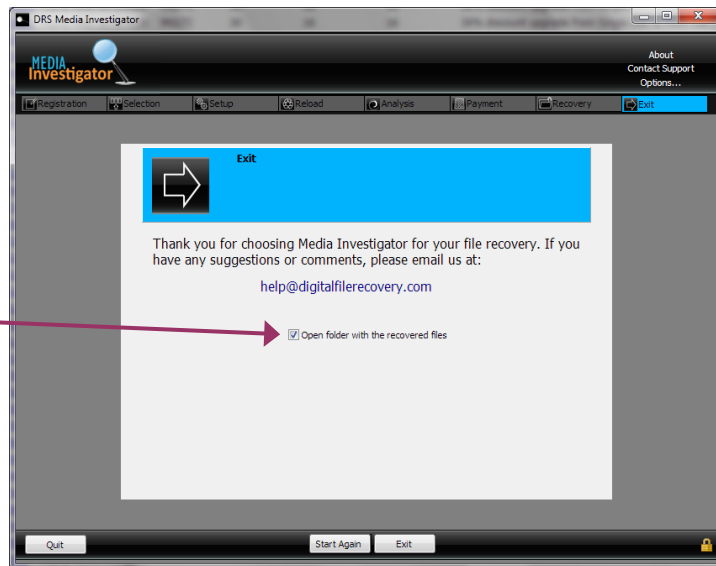
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7 – Exit

If you have another card or drive you want analysed, you can restart the recovery process from the beginning by clicking the Start Again button.

Selecting the check box will open a new Windows Explorer window at the location of your saved files.



If you require any assistance recovering your files or have any comments or suggestions, please let us know at <http://www.digitalfilerecovery.com/help>. Any feedback is greatly appreciated.

Troubleshooting

If you are experiencing problems with Media Investigator, please check our web site's FAQ page (<http://www.digitalfilerecovery.com/faqs.html>) or email us at [http://www.digitalfilerecovery.com/help](mailto:help@digitalfilerecovery.com).

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