



Media Investigator

by

Data Recovery Systems Ltd.

UK Registered (#5615382)

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System Requirements

- Windows XP, 2000, ME, 98, NT
- 64 Megabytes of RAM (128 or more Megabytes 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
- 1 Megabyte of disk space for the application
- Active internet connection

Media Investigator v5 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 ability controlled by an easy-to-use interface.

Before You Start

You should only download and unzip Media Investigator to a drive (computer hard drive, CD, DVD, USB Flash drive, etc.) that you do not wish to recover files from. Saving and unzipping Media Investigator to a drive on which you have lost files could result in further loss of files.

To begin, find the location where you saved Media Investigator. Open the compressed ZIP file and extract the contents to a directory of your choosing that you won't forget. Double click the MediaInvestigator.exe program. (You can download a copy of WinZip at www.winzip.com. Windows XP comes with the ability to extract files from compressed/ZIP files without any additional software.)

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.

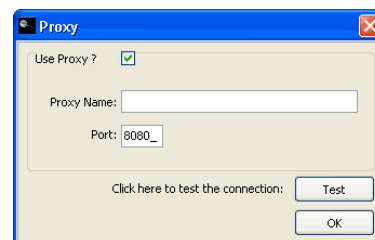
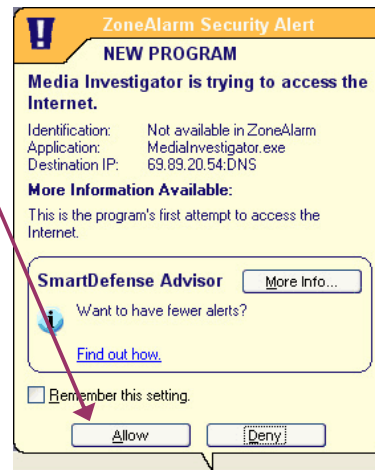
Media Investigator requires an active internet connection for a few reasons. The main reasons are so that it can update itself with the latest file recovery abilities from our servers and to log your recovery progress so that we can provide the best customer support possible should you experience any difficulties.

Your photos or 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.



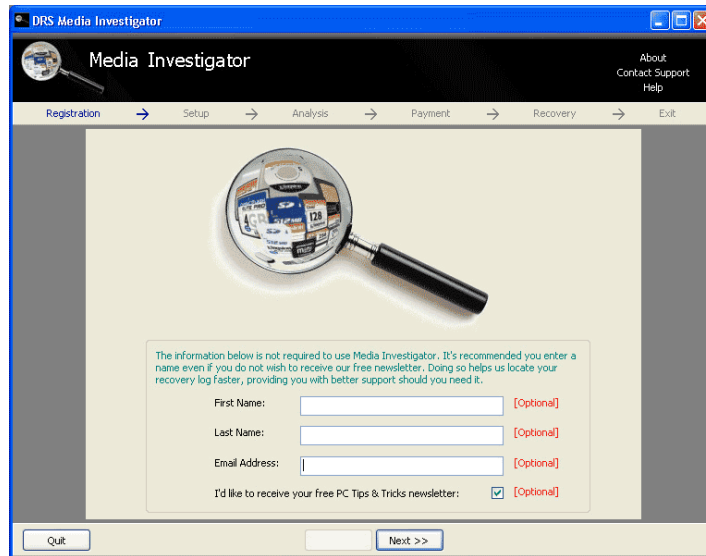
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1 – Registration

The first screen you will be presented with is Media Investigator's optional Registration screen.

If you're interested in receiving our free PC Tips & Tricks newsletter by email, enter your first name, last name and email address in the fields provided and ensure the checkbox is selected.



You will be sent a confirmation email after clicking Next and you can unsubscribe at any time. (Details on how to unsubscribe or change your profile are provided in every email we send.)

Even if you do not wish to subscribe to our monthly newsletter, we highly recommend that you enter a name (it doesn't need to be your real name so long as you can tell us what it was) in the First Name field after de-selecting the checkbox. This will help us quickly find and analyse your recovery log should you need assistance with your recovery.

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

Click the Next button on the bottom of the Registration screen to proceed to the Setup screen.

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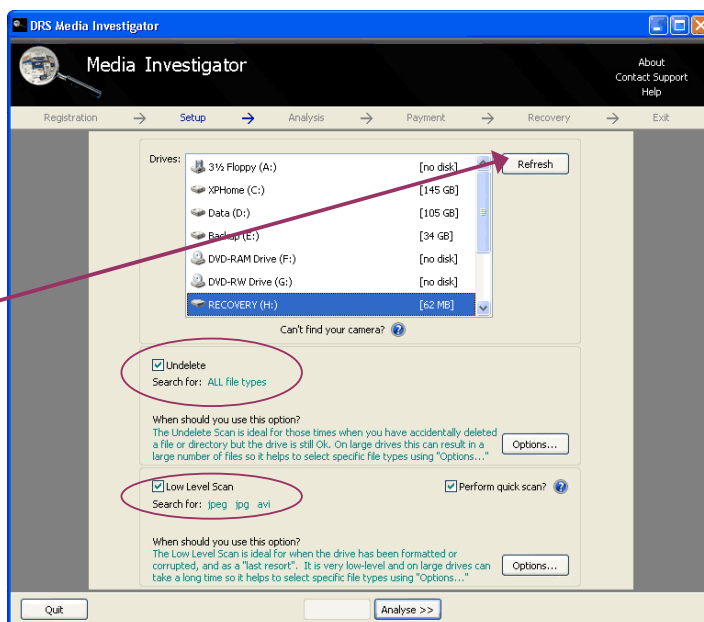
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2 – Setup

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.

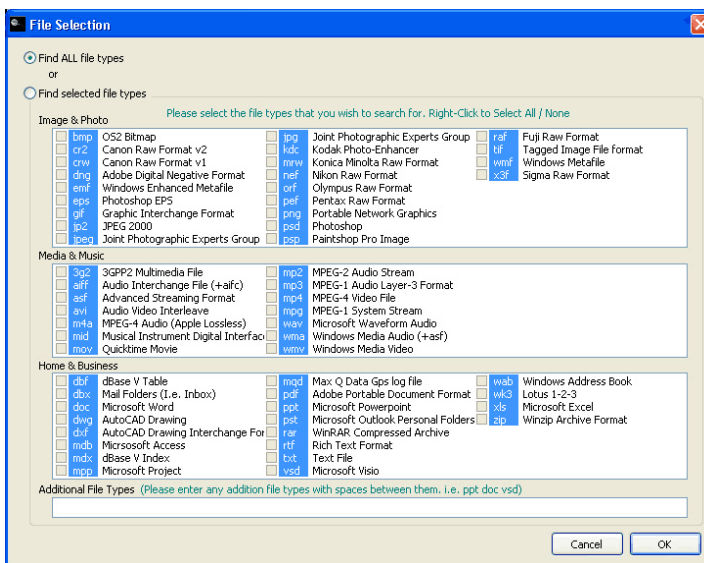
The Undelete Scan algorithm allows you to quickly recover files which you have accidentally deleted.

Clicking on the Undelete Options allows you to specify exactly which file types you wish to find.

You can also search for deleted file types other than those specified. To do so, enter the file extensions (i.e. doc, ppt, vsd, xls, nfo) with *only* a space separating each different file type.

Right clicking in the file type sections allows you to select all or none of the file types in that section.

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



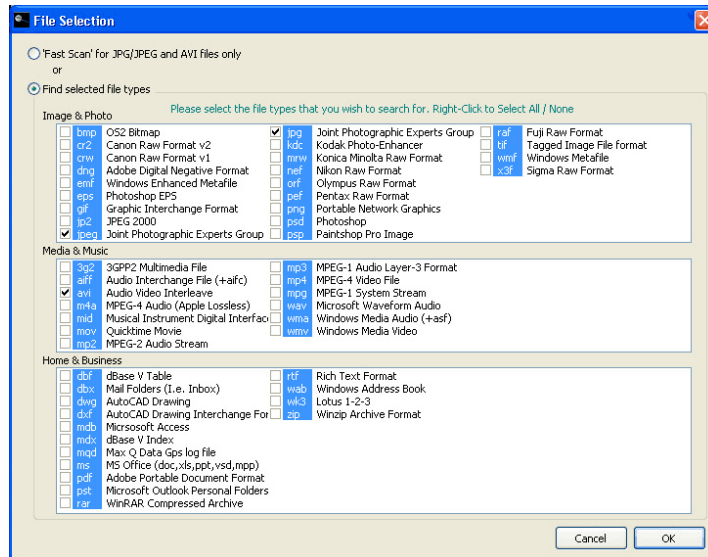
Media Investigator v5 Instructions

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We recommend selecting the Quick Scan option for the Low Level Scan at first. This won't make the Low Level Scan as fast as the Undelete Scan. It will improve the Low Level Scan's speed but will be less accurate. If you do not find the files you are looking for, then you can return to the Setup screen and run the scan again without the Quick Scan checkbox selected.

Clicking on Low Level Scan Options allows you to specify the file types you wish to find, if you wish to recover file types other than the default file types. (The default JPG / JPEG images and AVI movies are currently the most popular formats used by digital cameras.)

Right clicking in the file type section allows you to select all or none of the file types in that section.



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 method, 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 their respective properties.

To find files that have become lost, corrupt or accidentally formatted, choose the Low Level Scan method. As this scans your drive one sector at a time, this is the most time and memory intensive recovery option hence the earlier recommendation of first trying with the Quick Scan option selected. It will also not be able to recover file names or file properties. Scanning very large drives with this method may result in memory issues unless you have sufficient RAM. It is recommended you do not run Media Investigator alongside other programs.

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.

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>).

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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 Analyse button to begin scanning your drive.

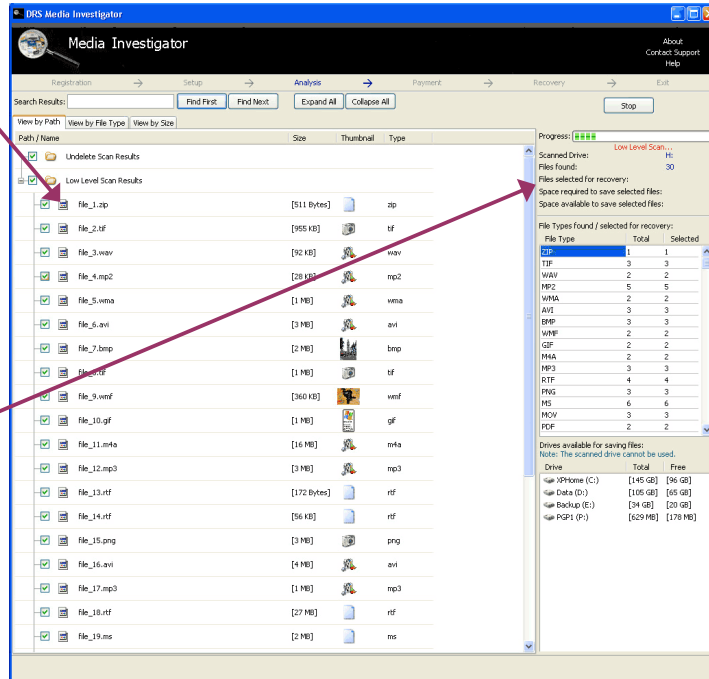
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3 – Analysis

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.

Alongside the recoverable file list, you will also see the progress bar, letter of the drive being searched, the number of files found, the total space required to save the selected recoverable files found, a file type count summary and a list of the drives available and their free space. The progress bar will change to a summary of files found and total analysis time when the scan is complete.



Wherever possible, “true” thumbnails will be shown. These are actual thumbnails of what will be recovered, not necessarily what the original photo/thumbnail looked like. (i.e. A picture may only be partially recoverable due to corruption. The thumbnail will show what will actually be recovered.)

4 – Payment

Media Investigator offers you two payment options – a Single-Use licence and a Multi-Use 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.)

You can recover an unlimited number of files on up to three home computers by purchasing a Multi-Use licence.

If you do not wish to pay for a Multi-Use licence, a Single-Use licence is available which will allow you one recovery. Any subsequent recoveries will require payment of the Multi-Use licence or another payment of the Single-Use licence.

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 licence fee to be paid.

If you have already paid for a Multi-Use 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 Multi-Use licence and click the Extend Licence button to extend your licence to the new computer.

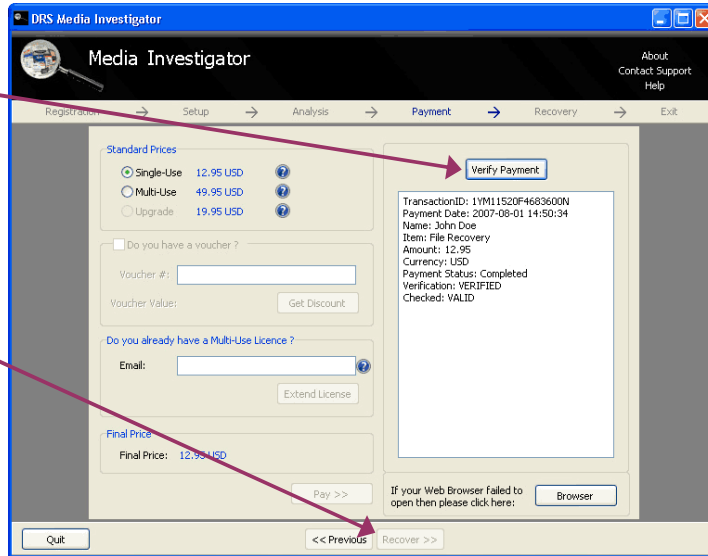
Click the Pay button to open a web browser window allowing you to pay for the selected licence securely via PayPal. If you have a PayPal account, enter your login details and click Continue to complete your purchase. (Note that a PayPal account is no longer mandatory to pay via PayPal.)

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After you've paid the licence fee via PayPal, click the Verify Payment button on the right side of the screen to verify that your payment has been received.

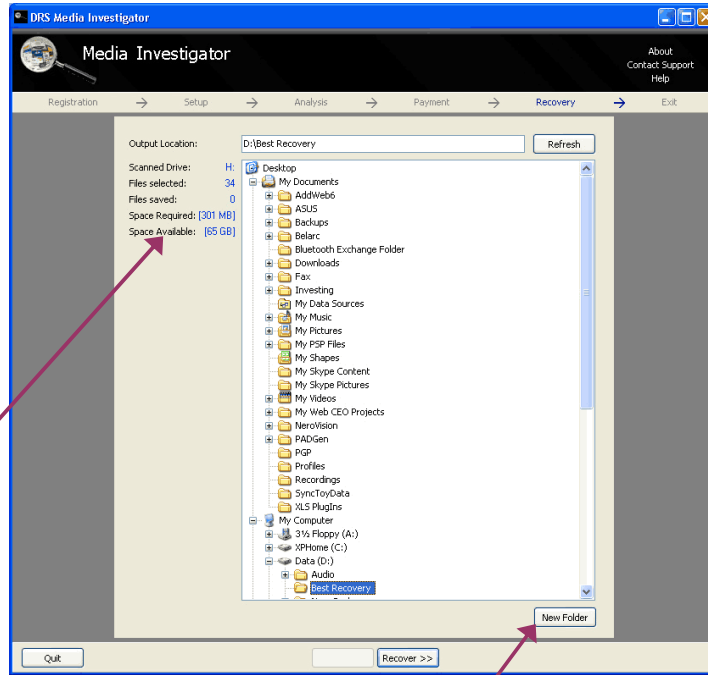
After verifying your payment, the Recover button will be enabled allowing you to save your recovered files.



5 – Recovery

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

You must not save your files to the same drive from where they were found 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, clicking New Folder and entering a name for your new folder.

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

Note that you can save your files across multiple drives if no one drive has enough space.

Click OK to proceed to the Exit screen.

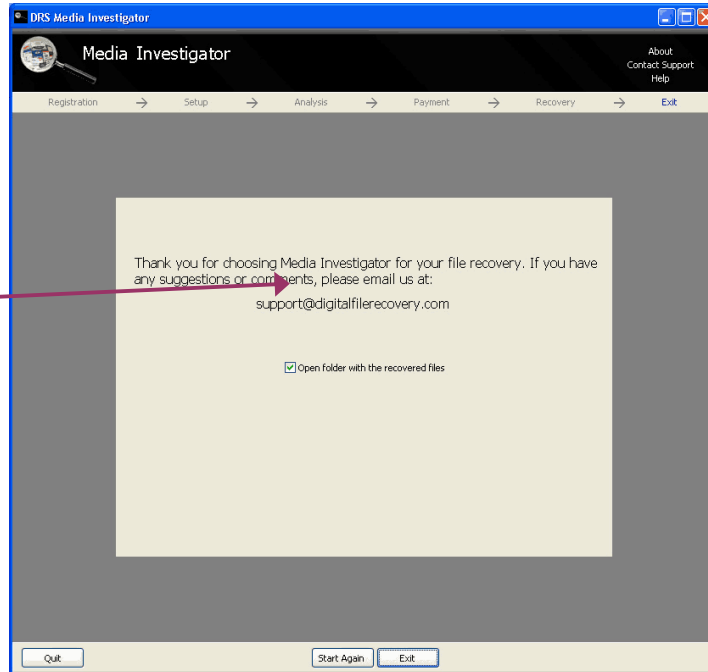
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6 – Exit

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 have any comments or suggestions, please email support@digitalfilerecovery.com. 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 support@digitalfilerecovery.com.

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