Introduction

The SmartPhoneRecoveryPro™ is a Windows based application for Android® that allows the user to view data and recover deleted data from your phone.

The data can be viewed and recovered directly from the mobile handset. The following manufacturers handsets, Samsung, HTC, Sony, LG, Motorola, Huawei & ZTE are supported by this application, and also Android OS versions v1.5 to v2.3.5.
System Requirements

Hardware requirements
- Pentium 233 MHz or higher
- Multi data transfer cable for Android, iPhone & Blackberry

Software requirements
- iTunes® software must be installed prior to using this application.
- Supports 32 bit and 64 bit versions of Windows XP, Vista and Windows 7
- Android OS versions v1.5 to v2.3.5
- If recovering data without an iPhone®, an iTunes® backup file is required.

Installation / Check for Updates

The SmartPhone Recovery Pro will install a backup agent app onto your Android phone. This application is needed to retrieve the data from the phone. The application is removed immediately after the SmartPhone Recovery Pro. There is no installation to your PC required for this application as the software will run directly from the flash drive. You start the application by clicking on the Android phone icon via the Start menu to run the application. The check for updates button on the menu will check for any updates to the software which have been made in the period between manufacture and delivery to your retailer. It is advisable to check for updates periodically as we will continue to update and enhance the software to ensure it works smoothly.
Features

The application allows the user to explore the following features of the iPhone®.

SMS Information
Address Book
Call History
Mail and Calendar information
Videos
Internet History (including cookies and history)
Device Information including capacity
Photos
Dynamic Text History (User defined dictionary)

Understanding the user interface

The picture on the right shows the interface for this application. The data which is recovered by this application is viewed in the data recovery screen.

Data Recovery Overview/setting change

The SmartPhone Recovery Pro retrieves data and recovers the deleted data from Android devices. This section explains how to recover data from your Android phone.
Before recovery can begin, you must take the following steps.

1. Turn on your Android handset.
2. Ensure that the battery is fully charged.

On your handset, you need to enable a setting for the connection
3. Go to Settings

4. Go to Applications, Development, Check the line saying USB debugging
5. Connect your phone to the PC using the data cable supplied with this product
6. Insert the SmartPhone Recovery Pro into a USB port on your computer.
7. With Windows XP, the start menu will open automatically as it will auto run.
8. With Windows Vista and Windows 7, Auto-run is disabled, but the flash drive will open as a folder.
9. If the Start Menu has not opened automatically, then double click on Start.exe to open the menu.
10. The following menu screen will be displayed.

**Data Recovery**

1. The application will check for the phone connected by USB cable.
2. If detected, it will open the data recovery screen.
3. If not detected, it will advise.
4. If your phone is not detected by the PC, you may need to install the correct USB driver to the PC. Run the driversync application from the flash drive to install the driver from the list displayed.

5. Select the manufacturer and model of your phone and click next.

6. Confirm that you have selected the correct driver and click the Install button to install the USB driver.

7. If already installed on your PC, the application will advise. If not installed, the application will download the driver from our server and install it automatically for you. Only the driver you select will be installed.

8. Click on the Quit button to exit the application. Click on the Android icon again to start recovery.
9. Once both devices are connected, the application will prompt the user to start the data retrieval process.

![Starting the backup process on SmartPhone Recovery Pro]

10. A warning will be displayed about the time the data recovery may take. This is dependant on the amount of data stored on your phone handset.

![Warning about data recovery time]

Clicking No will cancel the recovery. Clicking Yes will start the recovery and the backup agent application will install itself onto the phone.

11. After installation, the backup agent will retrieve the data from your phone and populate the tabs in the SmartPhone Recovery Pro recovery screen.
To navigate the data retrieved, the user can either click on any of the icons on the Android GUI to go directly to that feature (SMS, Contacts, Call Log, Calendar, Video, Internet, DeviceInfo, Photos and Recovery) or click on the related tab.

Please note that the time taken to display the photos and videos will depend on the number of multimedia data you have stored on your iPhone®. The more data you have, the longer it will take to retrieve them.

The feature selected will update the data recovery screen shown above.

The Recovery icon will recover deleted SMS History, Photos, Audio/Video files &
documents from your Android phone.

Note:
During recovery, the application may ask you to run another application, RA.exe. Please allow it to do so. Also to recover the data apart from SMS history, the application will ask you to enable USB connection mode. This mode is required to access the memory card for photo recovery.

Also on the left hand side of the data recovery screen, the iPhone® device information is displayed. The information includes Device Name, OS Version, Serial Number, Product Type, Phone Memory Total, Used and Free (this information is only displayed when accessing the iPhone directly).

You can also click on the tabs at the top of the information screen to view the desired data.

**Search Text**
The user is able to search any of the text based tabs by letter or word.

**Hide Data Recovery Screen**
To hide the data recovery screen, the user must click on the Hide icon.

**Export to Excel**
You can export data from the application as a Excel workbook (.xls file)
To export data:
Click the Export to Excel icon
Click browse to navigate to the destination folder and name the exported file.
You can then open the file to view the information.

Export Photos
You can export all the photo retrieved from your phone and save them to your PC.

To export photos:
Click the Export Photos icon
Click browse to navigate to the destination folder.
The application will save all photos it can find into the specified folder which can then be opened to view at a later date/time.

Export Videos
You can export all the video retrieved from your phone and save them to your PC.

To export video:
Click the Export Videos icon
Click browse to navigate to the destination folder.
The application will save all videos it can find into the specified folder which can then be opened to view at a later date/time.
Troubleshooting

Connection and Data Download Problems
For most recovery issues, please try the following. If none of these suggestions work, continue reading the FAQ for more specific answers:

- Make sure the phone is not password locked
- Make sure the phone has a valid SIM card in it
- Make sure the phone is on the home screen of the program
- Make sure the phone is in USB Debugging mode
- Try using a different cable
- Put the phone in airplane mode
- Run Android.exe as administrator
- Try a different USB port
- Try a different computer
- Try a different phone
- Eliminate as many variables as possible so you can see what the problem is
- Restart the phone

Help and Support

Help is available through the normal help menu within the software. This guide and other documentation including the most up to date Frequently Asked Question’s (FAQ’s) are available from the support page of the Enigma Recovery website.
You may need to install a version of Acrobat reader, which is free to download, to access this material.

If you have not found a solution by visiting our website page,

http://www.enigma-recovery.com/support

Enigma Recovery does provide technical support via email - please send your query complete with the serial number by completing the online support ticket also available from the support web page (you will need to have registered your product first).

We will endeavour to reply to your query as quickly as possible (usually within 48 hours of receiving the ticket).

Please take a moment to register your product! Either use the enclosed warranty card or register by visiting our website and completing the registration form online.

This will entitle you to FREE technical support for 1 year from date of purchase (please ensure you have kept evidence of your purchase - your receipt or invoice from the retailer). Failure to register will void any technical support you may require.
© 2012 www.enigma-recovery.com
Enigma Recovery
12 months Limited Warranty

What does this limited warranty cover?

This limited warranty covers any defects in material or workmanship in the new Enigma Recovery product accompanied by this limited warranty statement. Only consumers purchasing this product from an authorised Enigma Recovery distributor, retailer or re-seller may obtain coverage under this limited warranty.

How long does the coverage last?

The warranty period is twelve (12) months from the documented date of your purchase.

What does this limited warranty not cover?

This limited warranty does not cover any problem that is caused by (a) accident, abuse, neglect, shock, electrostatic discharge, heat or humidity beyond product specification; or (b) any misuse contrary to the instructions in the user manual; or c) lost passwords; or (d) malfunctions caused by other equipment. This limited warranty is void if a product is returned with removed, damaged or tampered labels or any alterations (including removal of any component or external cover). This limited warranty does not cover data loss - backup any data to a separate medium where appropriate on a regular basis.
Also, consequential damages; incidental damages; and costs related to data recovery, removal and installation are not recoverable under this warranty.

**What do you have to do to activate warranty?**

Enigma Recovery will not provide any warranty coverage unless your claim is in compliance with all terms of this limited warranty statement and you follow the proper return procedure.

Product registration is a standard requirement before customer support can be given. You will be asked for your name, address, phone number, email address and product serial number when registering a product either online at :-

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www.enigma-recovery.com/registration
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or via the attached warranty card.

If the product is deemed to be within warranty and coverage is agreed, the product must be returned, properly packaged in its original packaging (or packaging providing the product with equivalent protection to the original packaging) and shipped, with the shipping charges prepaid, to the address supplied by your retailer or re-seller. Back up your data before sending the product back to Enigma Recovery because the product you send will not be returned to you.
What Enigma Recovery will do?

If Enigma Recovery and/or the retailer/re-seller authorises you to return your product, a replacement product will be issued to you without charge.

By sending the product back to an Enigma Recovery authorised retailer / online seller, you agree to transfer ownership of the original product to Enigma Recovery. Data recovery (where appropriate) is not covered under this limited warranty and is not part of the refund / replacement process.

Enigma Recovery warrants that replacement products are covered for the greater of either the remainder of the original product warranty or 90 days.

This warranty statement does not affect your statutory rights.

The Warranty Card at the end of this statement can be used to send your product registration back to Enigma Recovery.
Enigma Recovery
Product Registration Form

Title  Mr / Miss / Mrs
First Name  ______________________________
Last Name  ______________________________
Email Address  ______________________________
Address 1  ______________________________
Address 2  ______________________________
Address 3  ______________________________
Postcode  _________________
Country  _________________

Product  ER-260 SmartPhone Recovery Pro for Android (Win)
Date of Purchase  _____ / ______/ ______
Serial Number  ______________________________
Name of Retailer  ______________________________
Nature of Use  Business / Home

Return the completed form to:
Enigma Recovery, 10 Caroline Point, 62 Caroline Street, Birmingham, B3 1UF, United Kingdom