



Recovery Pro Installation and User Manual

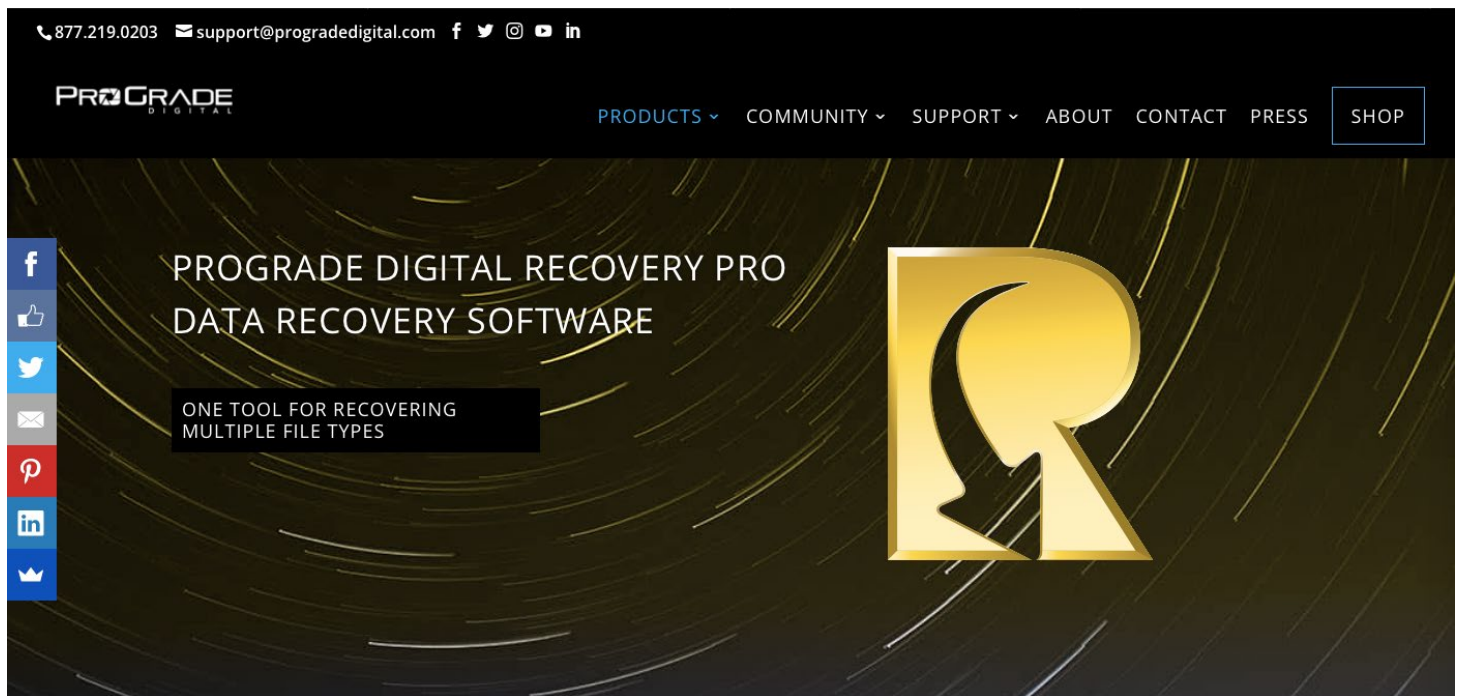
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Recovery Pro

ProGrade Digital's Recovery Pro software for Windows and Mac OS is the best recovery solution on the market today. It combines features commonly found in less expensive products with high-end features commonly used by professionals into a single comprehensive tool. In other words, there's no need to buy different tools for different file types. Whether you're a professional or an aspiring professional, Recovery Pro software will recover nearly any file type that you may encounter from common JPEG and RAW files all the way through a range of video files such as .MP4, .MOV and AVCHD

The ProGrade Digital Recovery Pro application can be purchased and downloaded directly from the [ProGrade Digital website](#)



Select from one of two options:

- 1- Download a free evaluation
- 2- Buy full version

Select the option of choice and follow the instructions.

Download a Free Evaluation Version

The installation process for Evaluation and Full Version of the Recovery Pro software are identical. However, the evaluation version of Recovery Pro will ONLY allow the user to step through the file recovery process and allow the user to preview (in thumbnails) what is recoverable. A full and activated version of the

software is required to save these recovered files to your computer. This will allow you to test the power of Recovery Pro software before deciding to purchase it.

NOTE: Recovery Pro will allow the user to preview jpg, png, bmp, tiff, and most raw image filetypes that are being recovered. Movie files are NOT playable while thumbnails give you indication that they are recoverable.

Please keep in mind that you will be able to purchase the Full Version of software directly through the Recovery Pro application that will direct you to [ProGrade Digital's website](#) to complete the transaction (see below).



In addition, after purchasing the software, you will be able to click on Activate button on upper right-hand corner of the above screen (Step 4) to activate your software so that you can recover the files that you were able to see during the evaluation phase.

[Buy Full Version](#)

Add selected version of Recovery Pro to shopping cart and proceed to checkout.

Express checkout options are available using Google-Pay and PayPal. Upon completion of the purchase process, you will receive an email that includes a license key that you would need for activation of your software.

The screenshot shows the ProGrade Digital checkout interface. At the top is the ProGrade Digital logo. Below it is a breadcrumb trail: Cart > Customer information > Payment method. The 'Express checkout' section features two buttons: a yellow 'PayPal' button and a black 'G Pay' button. Below this is an 'OR' separator. The 'Contact information' section includes a text input field for 'Email' and a checkbox labeled 'Keep me up to date on news and exclusive offers' which is checked. A link 'Already have an account? Log in' is located to the right of the contact information.





Express checkout options and contact information.


The screenshot shows the 'Billing address' form. It contains the following fields: 'First name' and 'Last name' (two separate input boxes), 'Company (optional)', 'Address', 'Apartment, suite, etc. (optional)', 'City', 'Country' (dropdown menu with 'United States' selected), 'State' (dropdown menu with 'California' selected), 'ZIP code', and 'Phone'. At the bottom, there is a checkbox 'Save this information for next time' which is unchecked. A blue link '< Return to cart' is on the left, and a black button 'Continue to payment method' is on the right.


Billing information.





Payment method

All transactions are secure and encrypted.

Credit card     and more...

Card number 

Cardholder name MM / YY CVV 

PayPal    

[< Return to customer information](#) **Complete order**

Payment method and order completion.

Please keep in mind that your purchase of the software will remain active for 12 months and you will be entitled to all the software upgrades during that period.

Product License Key

When the payment has been validated, a Product License Key will be sent to you via e-mail (see email below). This license Key is required to activate the software.

Thanks for ordering from us. This email confirms your order of the following items:

Recovery Pro Data Recovery Software - Windows x 2

Your Order ID is 9070 and your payment has now cleared. A receipt has been emailed to you separately.

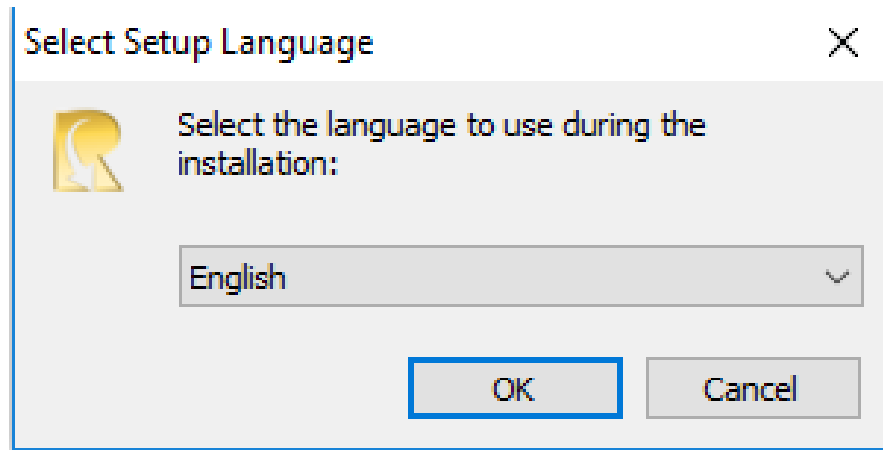
You can download your digital products from <https://transactions.sendowl.com/orders/37082499/download/8b44c07a08b4e344b80f49fb9ac90ffd> This link may be used up to 3 times before it expires. If you already have the trial version you do not need to download the software again. In order to use some of the products in this order you will require the following license keys:

Recovery Pro Data Recovery Software - Windows: **Your license key**

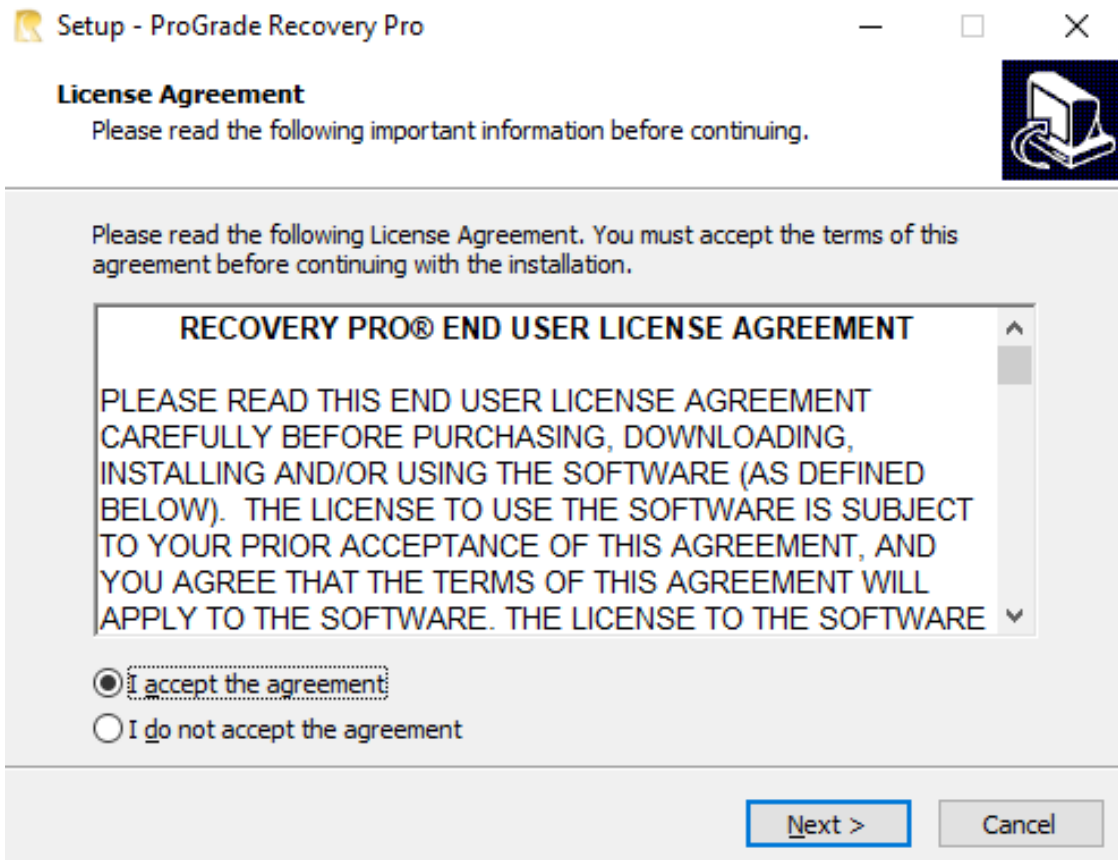
Thanks,

Downloading and Installing Recovery Pro from the Internet (Windows)

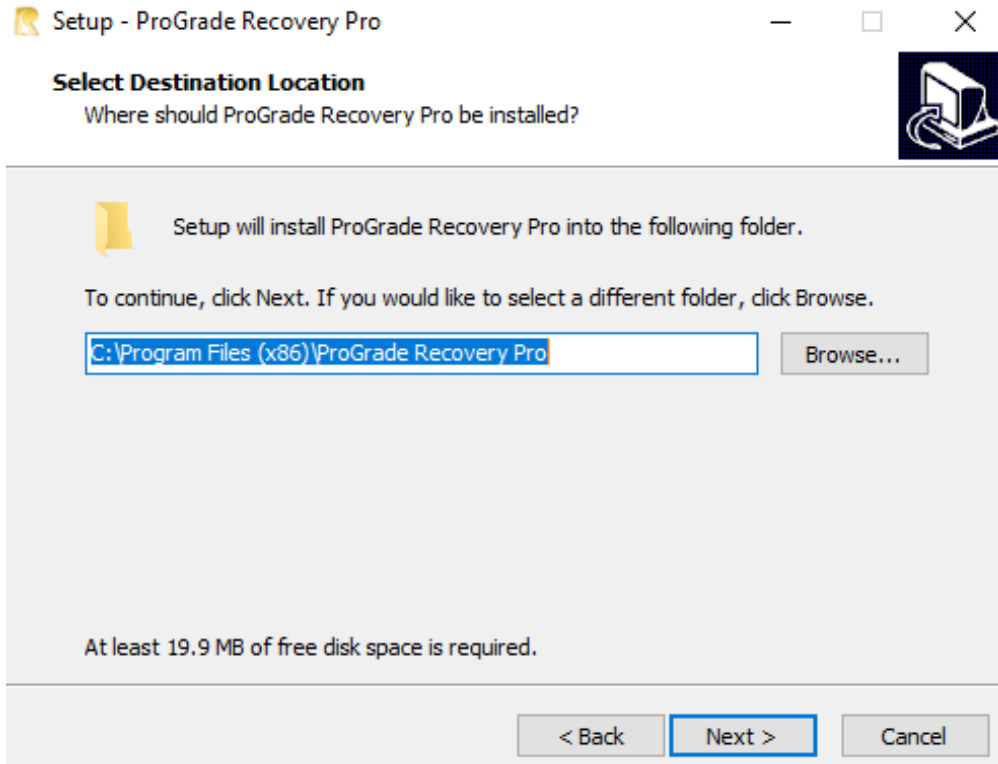
Click to open the downloaded application and after accepting that it can make changes to your system, select the language of choice (default is English). The executable or zip file may get blocked by your virus detection software. You will need to allow the file to be downloaded.



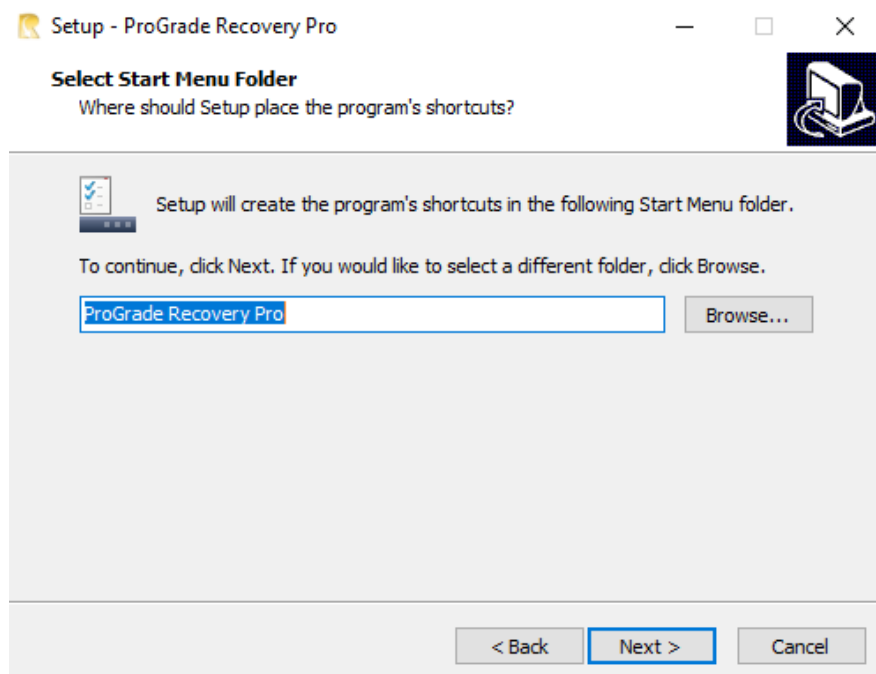
Accept the license agreement and click the install button. Complete the installation by clicking the Finish button.



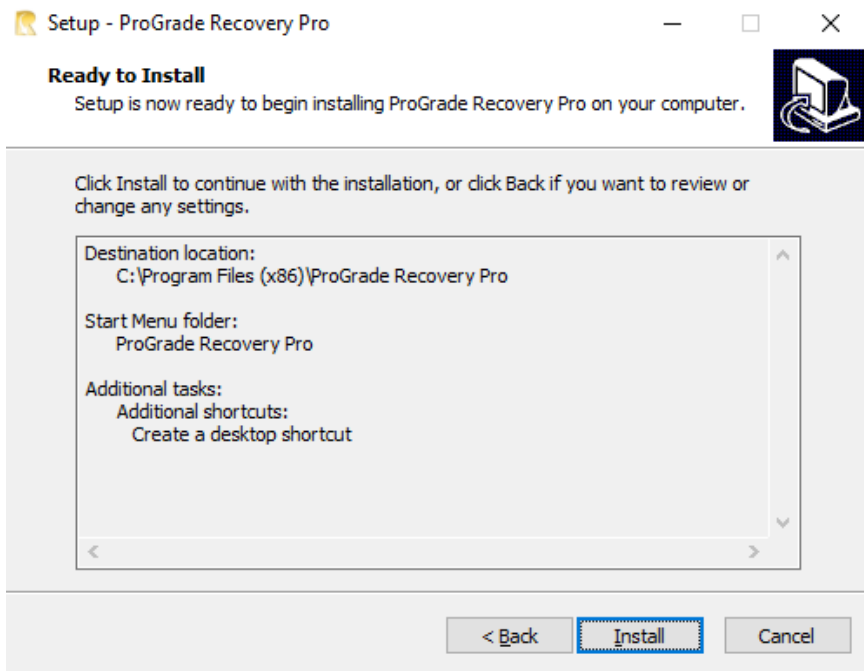
Select destination folder for application: (Default is C:\Program Files)



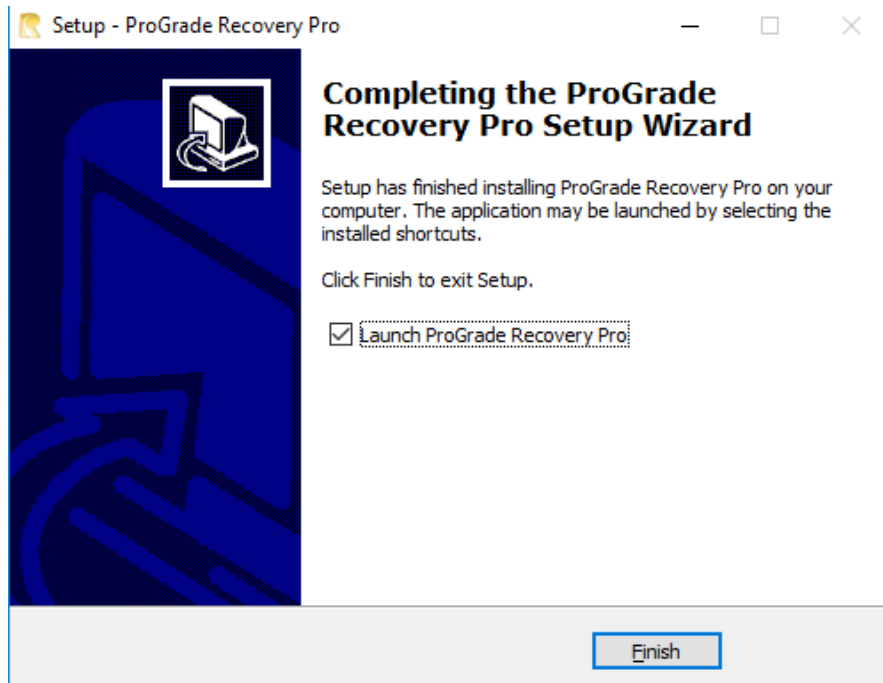
Select start menu folder, or use default folder:



Install the application



Complete the installation and launch



Product Activation

After purchasing the software, you need to Activate your software before using it. Below are step-by-step instructions that will assist you in activating Recovery Pro. This is a one-time process and should only take a few minutes to complete. To activate the software, you must be connected to the Internet. Offline Activation is a possibility and requires you to call the support organization to provide you with an Activation Key based on your License Key

Open the Recovery Pro application. If you downloaded the software and you intend to run the application in evaluation mode only, upon launching the Recovery Pro application, two windows will pop up. One is the application window and the other is Activation Window (See the window to the top-right). Press Cancel if you plan to run the application in Evaluation Mode.

The full version requires on-line activation which is done by following the steps below:

- 1- Please enter the License Key that you received through your email and click Next in Activation- Enter License Key window (see top-right).
- 2- Enter the required information in Account Information Window and click Next.
- 3- You will then be prompted with Activation Confirmation window to the right. Click Next to proceed.
- 4- You will be then prompted with Activation Successful Window

Your Recovery Pro application is now fully activated and ready to recover your lost files from your media.

NOTE: If you accidentally close the Activation Window, close the Recovery Pro application and restart it again. Activation Window will open up again.

Activation - Key

Activation - Enter license key

License Key

Please enter your License Key above and press Next to activate the software.

If you do not have internet access on this computer, you can also activate manually by clicking on the 'Offline activation' button.

*** Press the Cancel button to RUN IN EVALUATION MODE ***

Offline activation

Next >> Cancel

Activation - Account

Account Information

First name* Last name*

Phone no.

E-mail address*

Country*

State Zip code

Please enter your contact information.

<< Previous Next >> Cancel

Activation - Activate Online

Activation Confirmation

Registration ID

License Key

Please press Next to activate your license.

This will tie your license to the hardware in this computer. If you plan to modify the hardware in your computer, you should deactivate the license before making any changes.

<< Previous Next >> Cancel

Activation - Activated

Activation Successful

Registration ID

License Key

Your license has been activated for use on this computer.

If you plan to modify the hardware in your computer, you should deactivate the license before making any changes.

Close

Using the Recovery Pro software application to recover your photos and videos

You need to make sure that your system has at least 2GB of RAM or higher. In addition, it is required for you to have additional storage space at least as large as the media being recovered for saving the recovered data. However, we recommend having storage availability twice the size of the media being recovered in order to create a backup image of the card (see Step 2 in Recovery Pro application below). For example, if your card is a 64GB card, then you need a minimum of 64GB of free space on your PC. However, we recommend at least 128GB of free space on your drive (64GB for mirror image of your card and another 64GB for recovering the files just in case if your card was full).

Begin the recovery or evaluation process by opening the Recovery Pro application (either in evaluation mode or full version) and click “Next”. Please keep in mind that the evaluation software allows you to ONLY preview the recoverable files. The full version needs to be purchased and activated to actually recover the files onto your computer.



Select either IMAGES for still pictures, or VIDEO for motion pictures or both if you had both images and videos on your card that you are trying to recover. Select a specific device manufacturer from the window or select “All Devices and File Types” to cover all supported devices.

Execution of Fragmented Recovery takes much longer than normal recovery and should be selected only if a regular recovery did not fully recover files. Fragmented Recovery is especially useful when recovering from video cameras known to produce fragmented files.

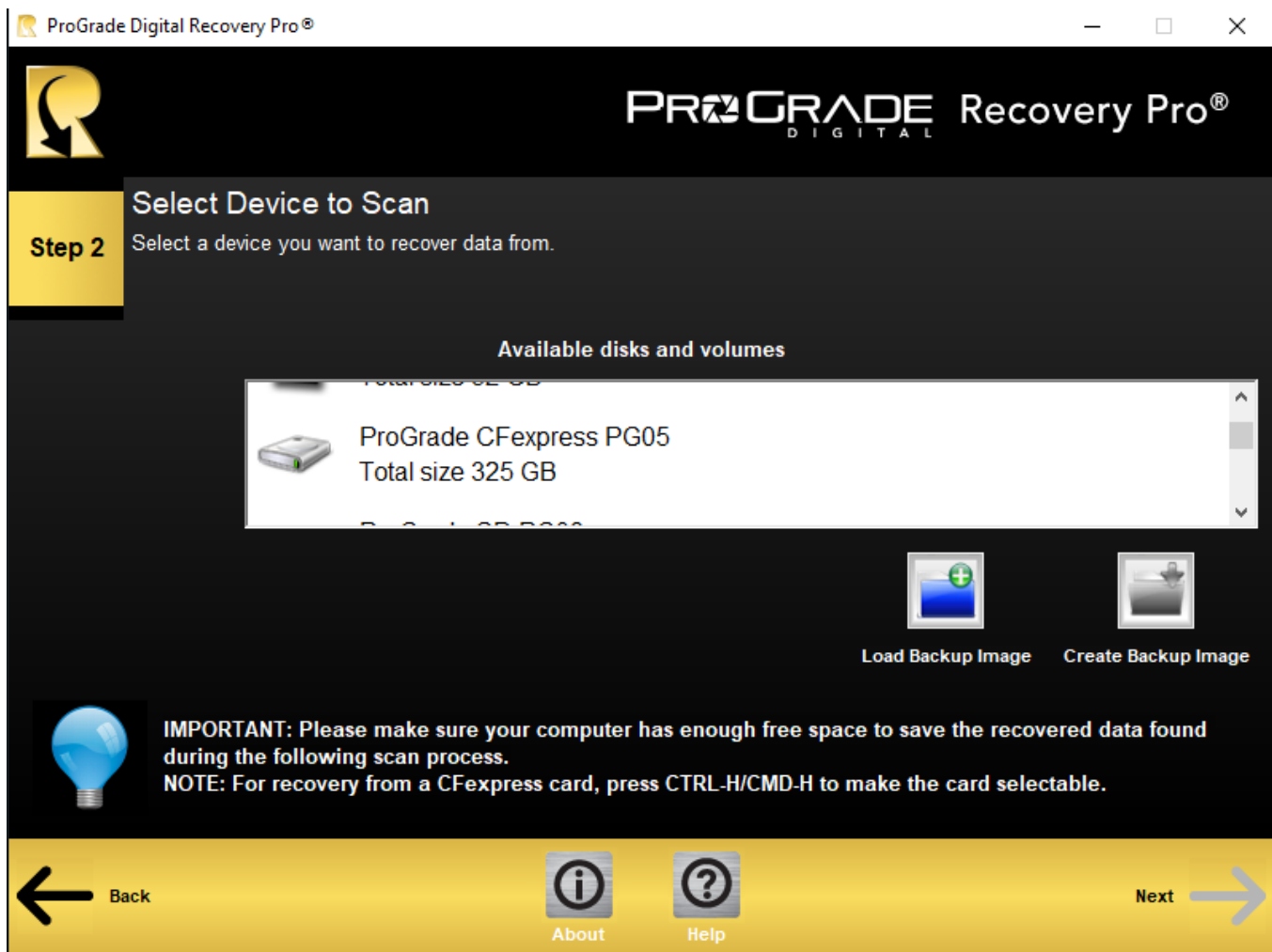
When finished with your selections, click “Next”.



In Step 2 of the recovery process, there is an option to “Create a Backup Image” of the card. This involves a full scan of the card that creates a mirror image of your card by extracting all accessible information from it. The size of the image will be equal to the size of the card capacity. So, care must be taken to ensure that you have enough available capacity that is equal or higher than the card capacity. Please keep in mind that once you create a backup image of your card, you still need additional free space on your computer to recover the files.

The advantage of creating a mirror image of your card is that the recovery process can be executed if multiple runs if recovery is required leveraging fragmented data recovery option without repeating the long card scan process.

- 1- Select the storage medium that you are trying to recover the data from. Please note that if your storage media is a CFexpress card that represents itself to the operating system as a fixed drive, you need to press CNTL-H on Windows or Command-H in Mac OS to make CFexpress visible to the Recovery Pro application.
- 2- Then click on “Create Backup Image” and save the image in a folder that you want to recover the data into.
- 3- Load the backup image into the software by clicking on “Load Backup Image” and selecting the file that you created in previous step
- 4- Click “Next”





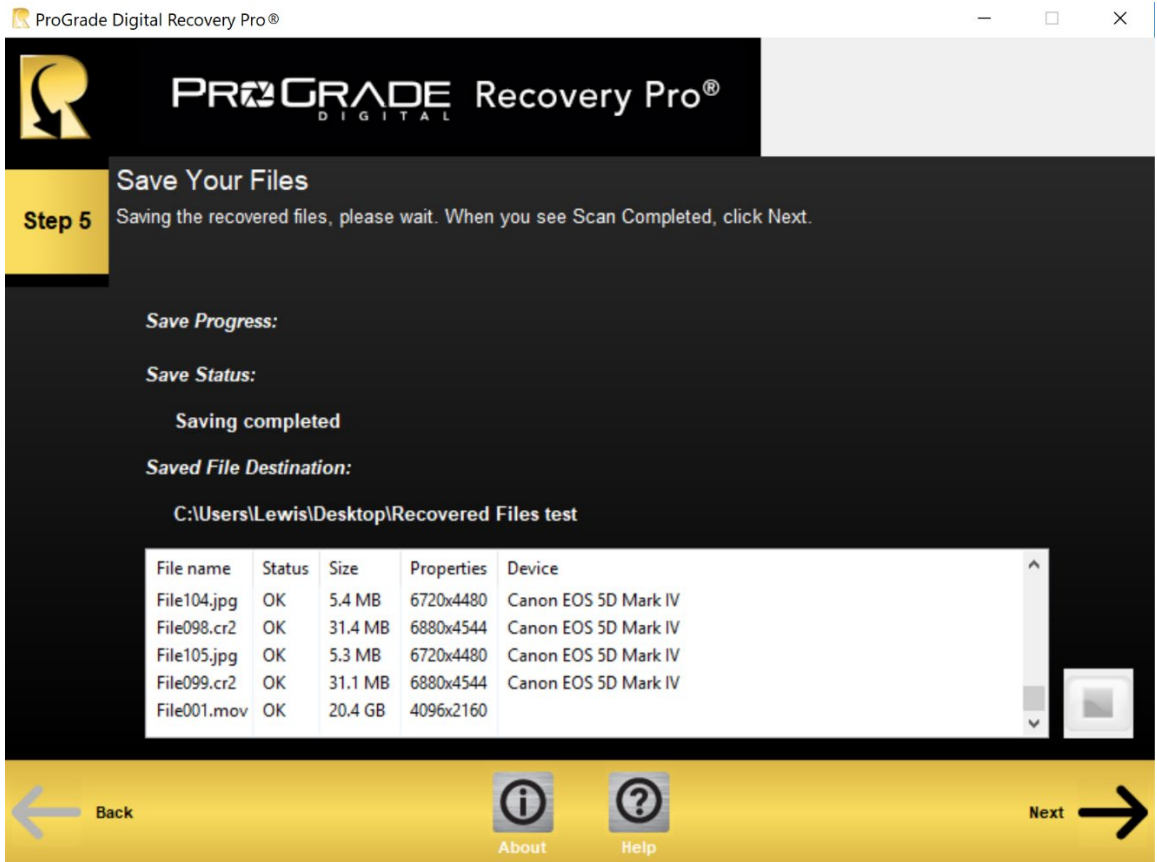
Review options selected, click on Back and change if necessary, then proceed to the next step which is scanning the selected card.

Note: Please make sure that you NEVER select the card that you are trying to recover files from as the Destination folder.

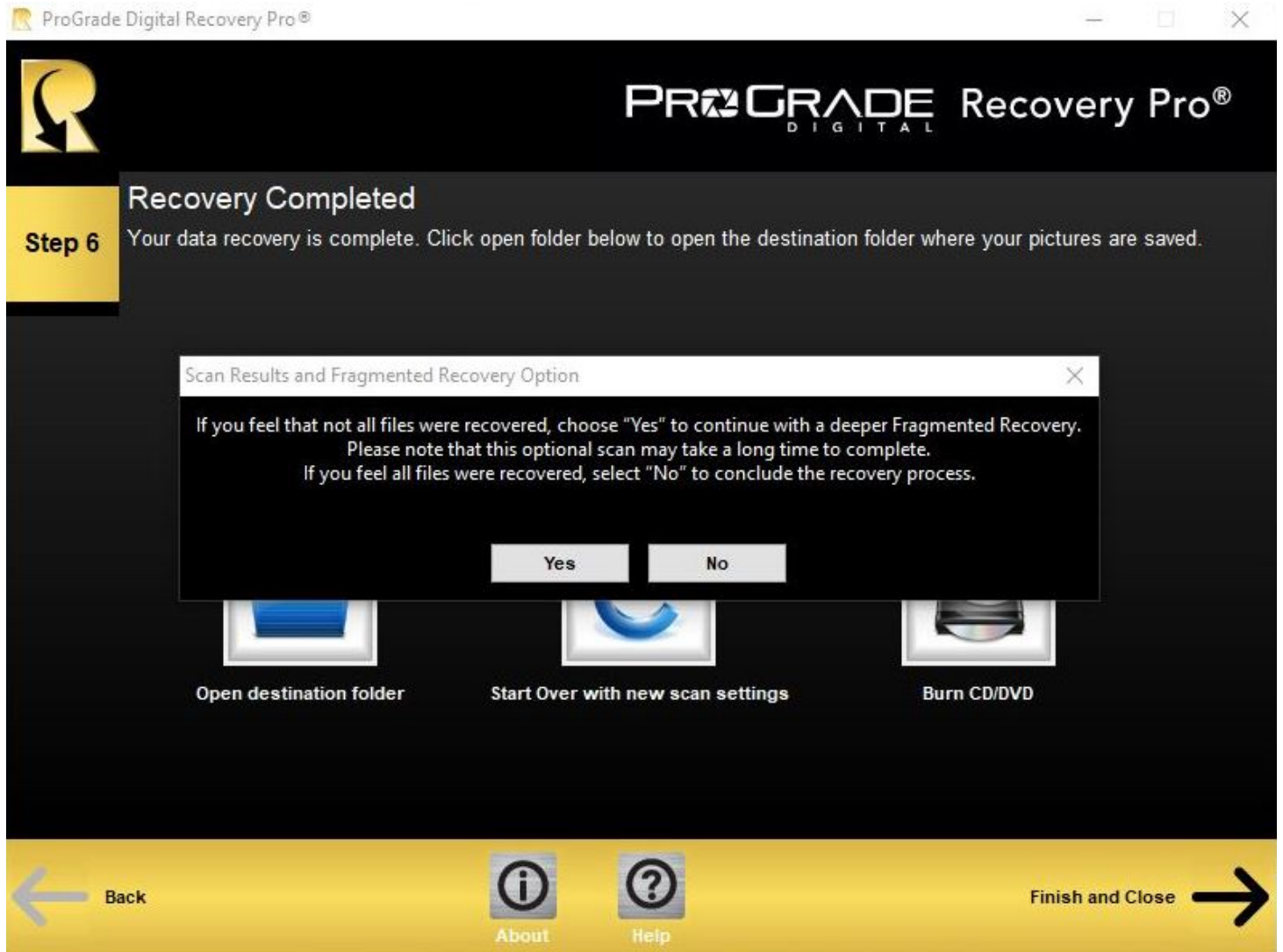


The card is scanned for all data (images if selected, and videos if selected). Note that saving is disabled in the evaluation version. To change from evaluation to full version, you need to first purchase and then activate the software.





Recovered files are shown in the window. They are saved to your Destination location that you selected in Step 3.



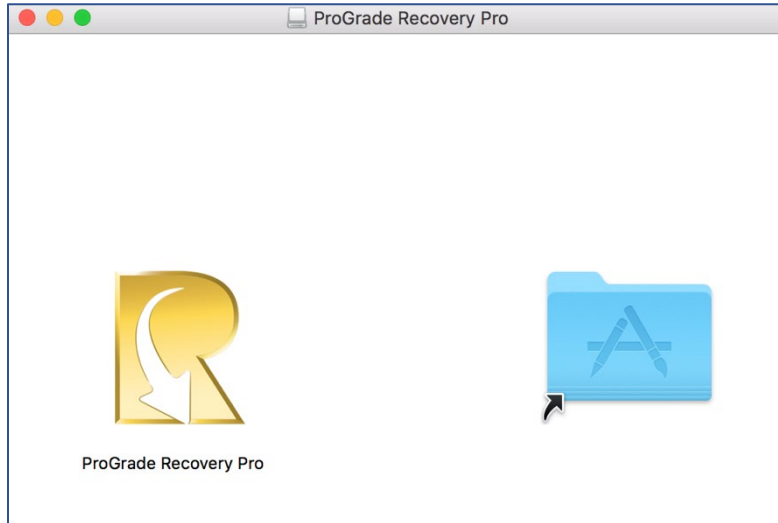
Files saved to destination folder. Options available to save files to CD/DVD. A new SCAN can be started or Finish and Close.

Note1: If you did not find all your files in the destination folder, you may rerun the recovery process by clicking "Yes" in the above Step 6 popup window to turn fragmentation ON for another recovery process

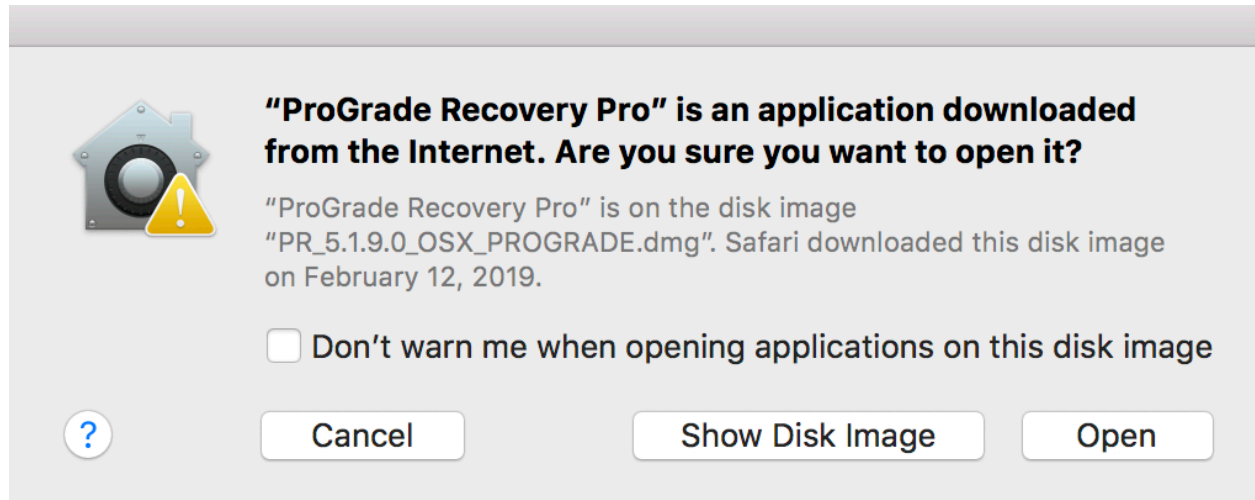
Note2: If you had selected "Enable Fragmented Recovery" in step 1 and you can't find some of your files, click on "Start Over with new scan settings" to go back to Step1 to restart the recovery process with "Enable Fragmented Recovery" turned off.

Downloading and Installing Recovery Pro from the Internet (MAC OS)

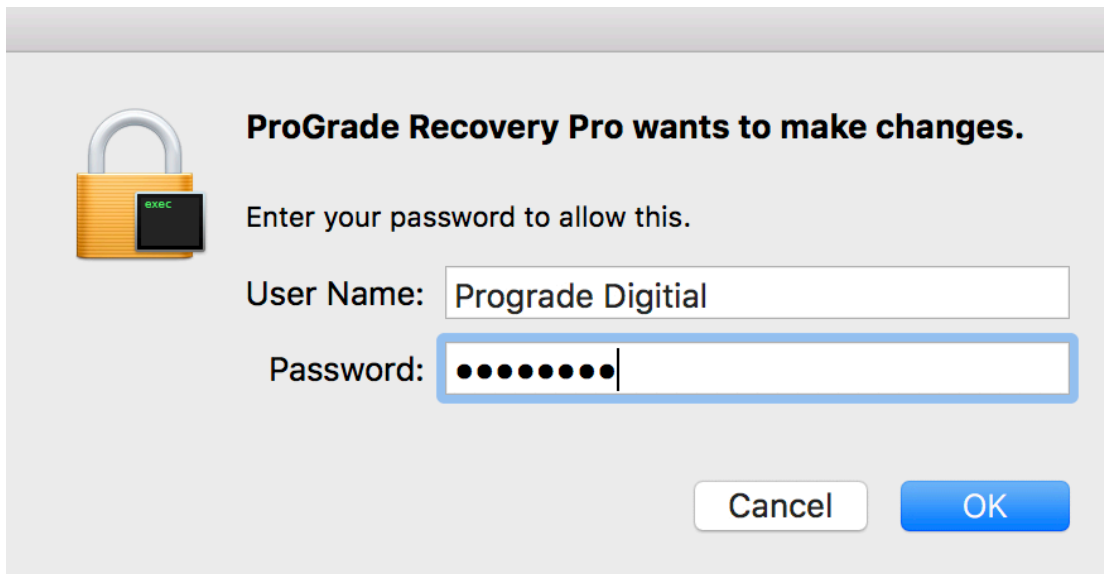
- 1- Click to open the downloaded application (.dmg)
- 2- Drag the ProGrade Recovery Pro application and drop it into the Application folder



- 3- Click on ProGrade Recovery Pro application



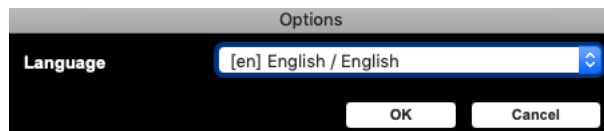
- 4- Check "Don't warn me when opening applications on this disk image" and Click on Open



5- Type in your password and click OK. The rest of the recovery process is identical.



6- Set your language of choice by pushing "Command-O" key.



Known Problems and Solutions

Problem1: Due to various interaction issues between Canon OS cameras and Windows or MAC OS, the first video captured on Canon cameras is NOT recoverable

Solution: Record a short/dummy video clip (it can be a few seconds only) at the beginning of your card or after each format. That way the dummy video clip will not be recovered. However, all the other video clips will be recoverable.