

CDR-200

iPhone Spy **Recovery** (for Mac)

iPhone® Data Recovery Software for Mac OS

User Guide



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Introduction

The CDR200 iPhone Spy Recovery is a Mac OS X based application for the Apple™ iPhone® that allows the user to view data and recover deleted data from the iPhone®.

The data can be viewed and recovered directly from the iPhone® or from the iTunes® backup files.

System Requirements

Hardware requirements

- Intel based Mac system
- iPhone® data transfer cable if recovering directly from the handset

Software requirements

- The latest version of iTunes® software must be installed prior to using this application
- The latest version of Quicktime
- Supports Mac OS X 10.5 - 10.9
- If recovering data without an iPhone®, an iTunes® backup file is required.

Check for Updates

The software may be updated from time to time. It is advisable to check for updates periodically as we will continue to update and enhance the software to ensure it works smoothly. You can check you have the latest version of the software by clicking on the 'Update' button in the bottom left corner of the main software interface.

Features

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

SMS recieved

SMS sent

WhatsApp

iMessages

Contacts

Call Log

Internet Data

Calendar Items

Device Properties

Notes

User Dictionary

Photos

Videos

Installed Applications

Search Text

Getting ready for data recovery

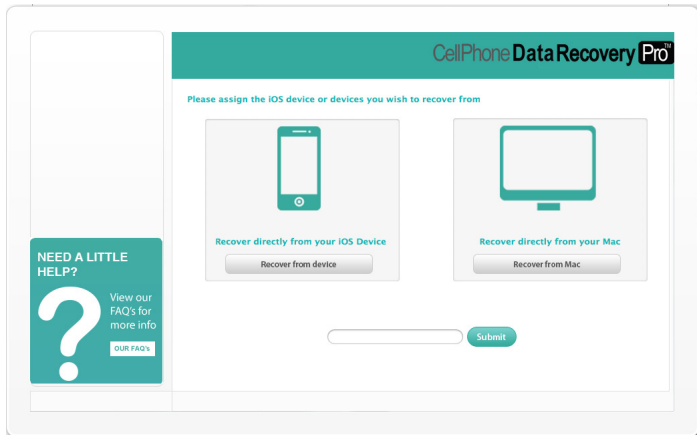
The iPhone Spy Recovery software retrieves data and recovers deleted data from iPhone® devices. This section explains how to recover data from your iPhone®. Before recovery can begin, you must take the following steps.

1. Ensure that the latest version of iTunes® and Quicktime is installed on your Mac.
2. Turn on your iPhone® handset.
3. Ensure that the battery is fully charged.
4. Put your iPhone into Flight mode
5. Ensure the “Encrypt Backup” option is NOT selected in iTunes®
6. Ensure Auto Sync is disabled in iTunes®
7. iPhone® auto lock is set to “NEVER”

Understanding the user interface

The picture below shows the first screen of the application. On this screen there are two different recovery options, depending on whether you want to recover directly from your iOS device or using an iTunes backup file.

To recover directly from your device, click 'Recover from Device'. To recover from an iTunes backup file, click 'Recover from Mac'.



Data Recovery - Recovering data from the iPhone®.

When you select to recover directly from your iOS device, the application will check for a connection to the device. If detected, it will open the data recovery screen.

To recover your data, select either 'Fast' or 'Full'. 'Fast' recovery will display all data except photos and videos. Selecting 'Full' Recovery will recover all data on your handset.

Please note that if your handset has a large amount of data stored, it can take several minutes to fully scan the contents of your handset.

The screenshot shows the 'Technical's iPhone' recovery screen. On the left, there is a 'Start' button and a 'NEED A LITTLE HELP?' section with a question mark icon and a 'View our FAQ's for more info' link. The main area is divided into two columns. The left column, titled 'Devices', shows a list of registered devices: 'le's other iPhone', 'le's iPhone', 'Mac_User's iPod', and 'Technical's iPhone' (which is selected and highlighted in blue). The right column contains a form for device details: Device ID (e453445cf1f6afc29c1f734371563a3325b6d535), Device Name (Technical's iPhone), Display Name (Technical's iPhone), Phone Number (+44 7971 279650), Serial Number (839525U13NP), and Assign Date (NOT ASSIGNED). At the bottom, there are 'Fast' and 'Full' buttons, a progress bar, and a 'Submit' button.

Technical's iPhone	
Single 1 of 1 Devices Registered	
Device ID	e453445cf1f6afc29c1f734371563a3325b6d535
Device Name	Technical's iPhone
Display Name	Technical's iPhone
Phone Number	+44 7971 279650
Serial Number	839525U13NP
Assign Date	NOT ASSIGNED

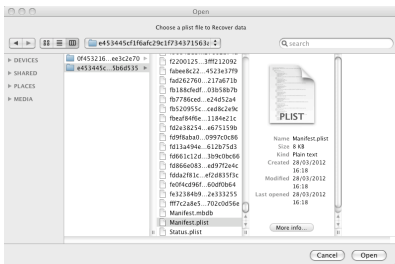
Recovering data from iTunes® backup file

1. Select the 'Recover from iTunes Backup File' option on the home screen.

Select Backup file

The software will initialise the backup files and display all backup files found by the software.

2. Select one of the three plist files and click open.



Once you have selected recovery from either the device or a backup file, the software will display the total data found, as shown below.

To select the feature you require, simply click on the feature by name, which will display the data that has been retrieved and recovered.

The screenshot shows the CellPhoneDataRecovery Pro software interface. The title bar reads "lee's other iPhone" and "Single 1 of 1 Device Trial version". The software logo "CellPhoneDataRecovery Pro" is in the top right. A navigation menu on the left includes icons for Calendar, Notes, Internet, Maps, Photos, Video, Apps, Dictionary, iMessages, Facebook, and WhatsApp. A "Start" button is below the menu. A "NEED A LITTLE HELP?" section with a question mark icon and a "GIVE FEEDBACK" button is also present. The main area displays a table of data categories and their counts, along with a summary of recovered entries.

SMS	Contacts	Call Log	Calendar	Notes	Internet	Maps
Phone	Videos	Apps	Dictionary	iMessages	FaceTime	WhatsApp
Device	Home					

Retrieved from your iPhone		Recovered from your iPhone	
SMS	1 of 3	SMS	1
Contacts	1 of 9	Contacts	1
Call Log	0 of 0	Call Log	5
Calendar	1 of 123	Calendar	27
Notes	1 of 1	Notes	5
Internet	1 of 6	iMessage	1
Photos	11 of 11	FaceTime	2
Videos	2 of 2	WhatsApp	0
Dictionary	1 of 4		
MagiHistory	0 of 0		
Applications	1 of 27		
iMessage	1 of 10		
FaceTime	1 of 1		
WhatsApp	1 of 1		
Total number of entries retrieved is : 23		Total number of entries recovered is :42	

Update | Manual | Support | Export Photos | Export to Tab | Export ALL

Search Text

You can search the all text based tabs by letter or word.

Exporting your Data

Export to Excel

You can export data from the current tab or All tabs into an Excel workbook (.xls file) or as a .csv file

1. Click the Current Tab or All Tabs icon
2. Click browse to navigate to the destination folder, name the exported file.
3. You can then open the file to view the information.

Export Photos

1. Click the Export icon on the Photos tab
2. Select the directory / folder on your PC to export the photos to
3. You can then open the folder to view the photos
4. If you are updating a folder from a previous export, please check the box “Replace if exists”

Troubleshooting

The following section provides answers for some common issues that you may encounter when using the iPhone Spy Recovery:

Problem: The iPhone® has stopped working. What do I do?

Solution: Reset the iPhone® by holding down the sleep/wake icon at the top right of the device and the home icon at the bottom center of the face at the same time.

Problem: The iPhone® doesn't connect to the Mac. What do I do?

Solution: Please try one of the following:

- The iPhone® battery might need to be recharged
- If that doesn't work, disconnect other USB devices from your computer and connect the iPhone® to a different USB 2.0 port on your computer.
- If that doesn't work, turn the iPhone® off and turn it on again. Press and hold the Sleep/Wake icon on the top of the iPhone® for a few seconds until a red slider appears and then slide the slider. Then press and hold the Sleep/Wake icon until the Apple™ logo appears.
- If that doesn't work, restart your computer and reconnect the iPhone® to your computer.
- If that doesn't work, download and install (or reinstall) the latest version of iTunes® and Quicktime.

Problem: The iPhone Spy Recovery will not read my backup file on my Mac?

Solution: Please ensure "Encrypt Backup" is NOT selected in iTunes®

(Mac OS Version)

Help and Support

Help is available through the normal help menu within the software. Further information and Frequently Asked Question's (FAQ's) are available from the Cell Phone Data Recovery website.

If you have not found a solution by visiting our website, please contact us using one of the following methods:

Email Support:

Cell Phone Data Recovery provides technical support via email during the free trial period - please send your query to tdlsupport@cellphonedatarecoverypro.com. We will endeavour to reply to your query as quickly as possible (usually within 24 hours of receiving an email).

Online Support:

Use our online chat function available on our website to chat with a member of our technical team. Please note this service is only available between 9am-5pm Monday to Friday (GMT).

Telephone Technical Support

UK Users: 08444 772 988

International Users: +44 (0) 1373 839465

Please note this is an English speaking service only and is available between 9am-5pm Monday to Friday (GMT).

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Cell Phone Data Recovery Pro Limited Warranty

What does this limited warranty cover?

This limited warranty covers any defects in material or workmanship in the new CellPhoneDataRecoveryPro software. Only consumers purchasing this product with a valid activation code may obtain coverage under this limited warranty.

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 does not cover data loss - backup any data to a separate medium where appropriate on a regular basis.

In no event shall Cell Phone Data Recovery Pro be liable for any special, indirect or consequential damages or any damages whatsoever resulting from loss of use of or inability to use the software, even if Cell Phone Data Recovery has been advised of the possibility of such damages.

Refund Policy

Cell Phone Data Recovery's liability will not exceed the purchase price of the software. Due to the nature of the software, we do not offer refunds if after purchasing an activation code, you change your mind or find that the software is not suitable for your needs. It is your responsibility to use the trial period to evaluate and ensure that the software is suitable for your needs.

We may only offer a refund in circumstances where you find fault in the software. If this is the case please email refund@cellphonedatarecovery-pro.com with your request within 30 days of purchasing the software. Each case will be evaluated on an individual basis. We retain the right to withhold a refund at our discretion. If a refund is received, you must uninstall the software from your computer. You may not reinstall the software without purchasing another activation code.

This warranty statement does not affect your statutory rights.

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