MyRecover Quick Start Guide

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1. Getting Started

This chapter describes MyRecover main features, system requirements, and supported file systems. Please take the time to be familiar with these powerful and comprehensive features before using MyRecover for the first time.

A Glossary is contained in Chapter 4.

1.1 Overview of MyRecover

MyRecover is an efficient, easy-to-use and user-friendly data recovery product, which can recover data lost due to deletion, formatting, system crash, virus attack, etc. It supports data recovery for Windows notebooks and Windows desktop computers. It brings you the experience of faster scanning speed, comprehensive data retrieval and high success rate.

1.2 System Requirements, Supported Operating Systems and File Systems

Minimum Hardware requirements

- 500 MHz x86 or compatible CPU
- 2GB RAM
- Mouse or another pointing device (recommended)

Supported Operating Systems

- Microsoft Windows 11 (all editions, 32-bit and 64-bit)
- Microsoft Windows 10 (all editions, 32-bit and 64-bit)
- Microsoft Windows 8/8.1 (all editions, 32-bit and 64-bit)
- Microsoft Windows 7 (all editions, 32-bit and 64-bit)
- Microsoft Windows Vista (all editions, 32-bit and 64-bit)
- Microsoft Windows Server 2022 (all editions)
- Microsoft Windows Server 2019 (all editions)
- Microsoft Windows Server 2016 (all editions)
- Microsoft Windows Server 2012 and 2012 R2 (all editions)
- Microsoft Windows Server 2008 R2 (all editions)

Supported File Systems

- NTFS (Supports Quick Scan and Deep Scan)
- FAT 16 (Only supports Deep Scan)
- FAT 32 (Only supports Deep Scan)

- exFAT (Only supports Deep Scan)

MyRecover supports quick& deep scan and file recovery for NTFS, FAT and FAT32 file systems. Only deep recovery is supported for non-NTFS, FAT and FAT32 file systems. And, data recovery for USB removable devices with NTFS, FAT and FAT32 file systems, data recovery for the Recycle Bin, data scan and recovery for partitions without drive letter, dynamic volumes, Bitlocker-encrypted partitions are all supported. Currently, data recovery for unallocated space is not supported.

Supported Scanning File Formats

- **Text Documents**

*.TXT;

- **WORD Documents**

*.DOC; *.DOCM; *.DOCX; *.DOT; *.ODT; *.WPS;

- **EXCEL Documents**

*.XLS; *.XLSB; *.XLSM; *.XLSX; *.XLT; *.XLTM; *.XLTX; *.XPS; *.CSV; *.DBF; *.DIF; *.ODS; *.PRN; *.SLK; *.XLA; *.XLAM;

- **PDF Documents**

*.PDF; *.PDP;

- **PPT Documents**

*.PPT; *.PPTM; *.PPTX; *.ODP; *.POT; *.POTM; *.POTX; *.PPA; *.PPAM; *.PPS; *.PPSM; *.PPSX;

- **Pictures**

*.BMP; *.CUR; *.RLE; *.DIB; *.ICO; *.JFIF; *.JPG; *.JPEG; *.JPE; *.JPF; *.JPX; *.JP2; *.J2C; *.J2K; *.JPC; *.JPS; *.PNG; *.TIF; *.TIFF; *.PBM; *.PGM; *.PPM; *.PNM; *.PFM; *.PAM; *.MPO; *.GIF; *.HEVC; *.HEIC; *.HEIF; *.RAW; *.DNG; *.CR2; *.ARW; *.DCR; *.MRW; *.NEF; *.ORF; *.PEF; *.PSD; *.SVG; *.X3F;

- **Videos**

*.MPEG; *.MPG; *.MP4; *.DAT; *.AVI; *.MOV; *.ASF; *.WMV; *.NAVI; *.3GP; *.RA; *.RM; *.RMX; *.MKV; *.FLV; *.F4V; *.RMVB; *.WebM; *.QSV;

- **Audios**

*.CDA; *.WAV; *.AIFF; *.MP3; *.MID; *.WMA; *.VQF; *.OGG; *.ARM; *.APE; *.FLAC; *.AAC; *.M4A;

- **Emails**

*.MSG; *.EML;

- **Webpages**

*.XHTML; *.HTML; *.MHT; *.MHTML; *.aspx; *.lab; *Xml;

- **Compressed Files**

*.000; *.001; *.7Z; *.ACE; *.AIN; *.ALZ; *.APZ; *.AR; *.ARC; *.ARI; *.ARJ; *.AXX; *.BH; *.BHX; *.BOO; *.BZ; *.BZA; *.BZ2; *.CAB; *.CAR; *.CBR; *.CBZ; *.CP9; *.CPGZ; *.CPT; *.DAR; *.DD; *.DGC; *.EFW; *.F; *.GCA; *.GZ; *.HA; *.HBC; *.HBC2; *.HBE; *.HKI; *.HKI1; *.HKI2; *.HKI3; *.HPK; *.HYP; *.ICE; *.IMP; *.IPK; *.ISH; *.ISO; *.JAR; *.JGZ; *.JIC; *.KGB; *.KZ; *.LBR; *.LHA; *.LNX; *.LQR; *.LZ4; *.LZH; *.LZM; *.LZMA; *.LZO; *.LZX; *.MD; *.MINT; *.MOU; *.MPKG; *.MZP; *.NZ; *.P7M; *.PACKAGE; *.PAE; *.PAK; *.PAQ6; *.PAQ7; *.PAQ8; *.PAR; *.PAR2; *.PBI; *.PCV; *.PEA; *.PF; *.PIM; *.PIT; *.PIZ; *.PKG; *.PUZ; *.PWA; *.QDA; *.R00; *.R01; *.R02; *.R03; *.RAR; *.RK; *.RPM; *.RTE; *.RZ; *.RZS; *.S00; *.S01; *.S02; *.S7Z; *.SAR; *.SDN; *.SEA; *.SFS; *.SFX; *.SH; *.SHAR; *.SHK; *.SHR; *.SIT; *.SITX; *.SPT; *.SQX; *.SQZ; *.TAR; *.TAZ; *.TBZ; *.TBZ2; *.TGZ; *.TLZ; *.TLZ4; *.TXZ; *.UC2; *.UHA; *.UUE; *.WOT; *.XEF; *.XX; *.XXE; *.XZ; *.Y; *.YZ; *.YZ1; *.Z; *.ZAP; *.ZIP; *.ZIPX; *.ZIX; *.ZOO; *.ZZ;

● **Other Files**

Other unclassified documents with and without suffixes.

1.3 Install&Uninstall MyRecover

Install

    1. Run the MyRecover installer: MyRecovery_WinSetup.exe.

    2. When the installation pop-up window appears, select "Next" and follow the installation wizard.

Uninstall

You can use one of the following two methods to uninstall MyRecover in Windows:

    1. Open Start Menu -> MyRecover -> Uninstall MyRecover

Or

    2. Open Windows Control Panel -> Right-click MyRecover and uninstall it.

1.4 Product Main Window

The main window of MyRecover includes Main Menu, Disk Partition/USB Removable Device, Refresh button, Start Scan button. The main menu includes Registration, Help, Check for Updates, About. The main window displays disk partition/USB removable device's disk letter, volume label, space usage.

Click to select the disk partition/USB removable device you want to scan and click the "Start Scan" button to enter the scanning process. If you need to refresh the disk partition/USB removable device information, click the Refresh button.

2. Steps for Data Recovery

MyRecover is a safe and efficient data recovery software designed to provide you with the best data recovery experience. Recover the data you want to get back in just a few simple steps.

Step 1: Select the partition/device where you want to recover files.

After launching the software, the home page will read the partition table and automatically update the disk partitions/USB removable devices on your computer. You can select the partition/device where you want to recover the files, and click the **"Start Scan"** button to enter the scanning process. If the partition/device you want to scan is not found, you can click **"Can't detect your hard drive"** at the bottom left corner of the homepage to jump to the webpage for detailed instructions.
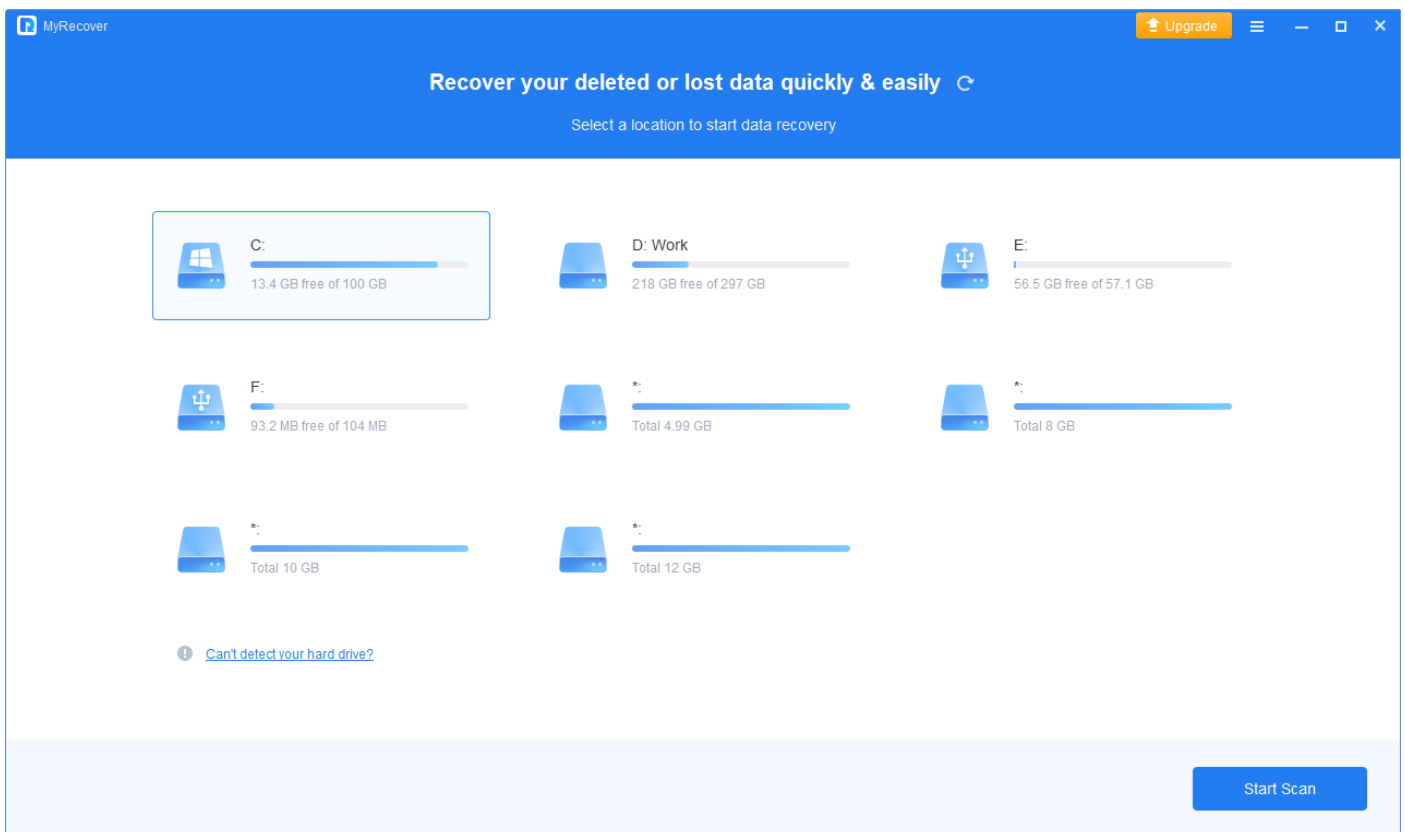
Step 2: Browse and view the files you want to recover.

Once the scanning process starts, the real-time scanning progress will be displayed at the top of the interface. You can check the scanned files while scanning. The scanning process is divided into Quick Scan and Deep Scan. Usually, Quick Scan takes very short time and our program will first list the deleted files and files scanned from Recycle Bin. After the quick scan is completed, the program will automatically perform a sector-by-sector deep scan, which lasts longer than the first scan. Please be patient during the scanning process and do not interrupt the scanning process if it is not necessary.

You can narrow down the files you want to recover by searching for file or folder names, as well as filtering for file size, modification date and file type.
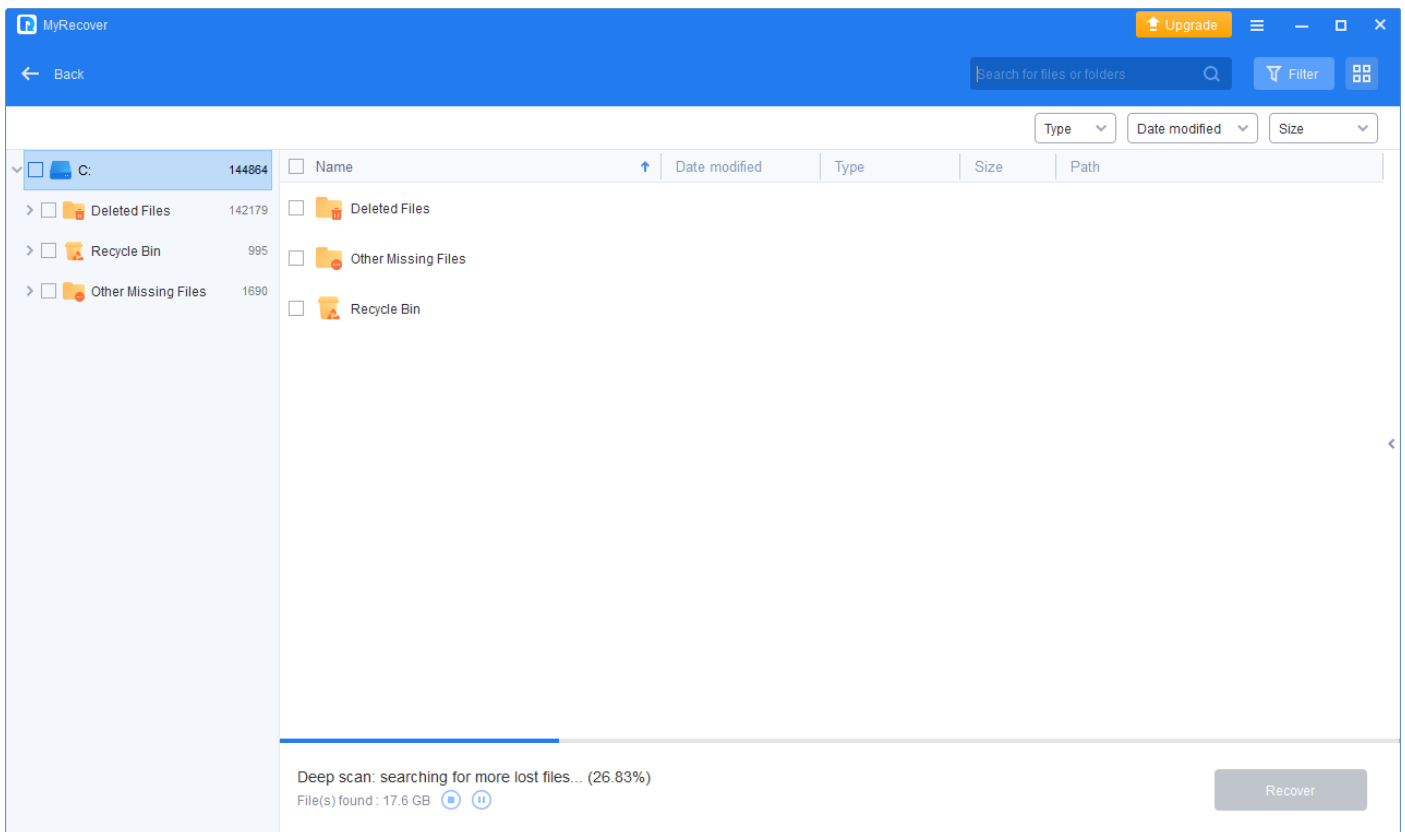
Step 3: Preview and recover the files.

After you find the files you want to recover, click the checkbox on the left side of the file to check them, and then click the "Recover" button and select the location where you want to save the files (Do not save the recovered files to the hard disk or device where the data loss occurred.) After the recovery, you can view the recovered files locally.

MyRecover currently supports preview of 23 file formats, including: avi, mov, mkv, m4v, wav, m4a, docx, jpg, png, bmp, jpeg, tif, svg, gif, ico, mp4, mp3, txt, json, xlsx, pdf, ini, html.
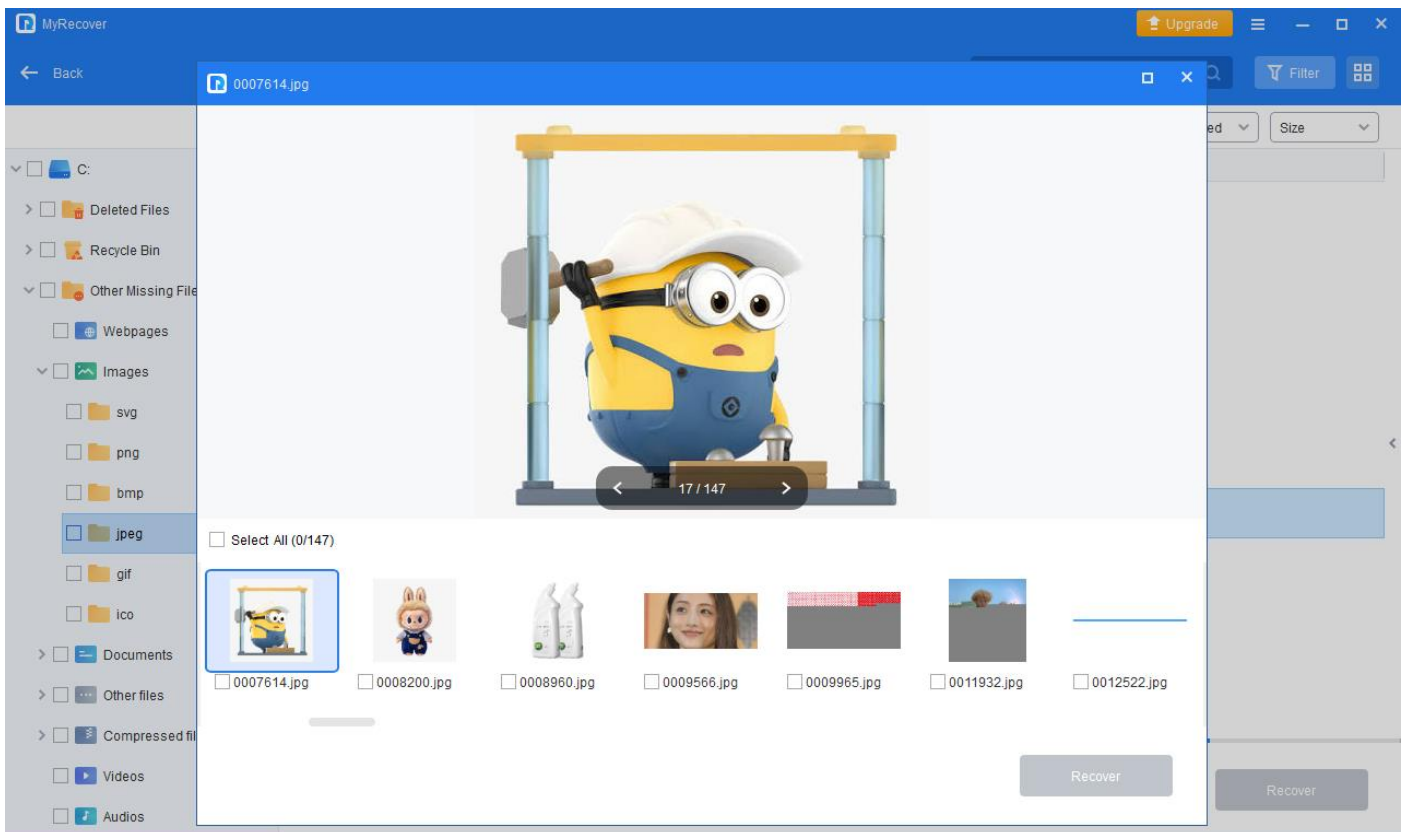
3. Technical Support

Before seeking technical support, please first refer to our tutorials at:

https://www.myrecover.com/support.html

If further assistance is required, then please send an email to support@myrecover.com .

If you are interested in becoming our partners and selling our products, please send an email to partnership@aomeitech.com .

3.1 MyRecover Common FAQs

Q: Can't detect your hard drive?

A: MyRecover supports quick& deep scan and file recovery for NTFS, FAT and FAT32 file systems. Only deep recovery is supported for non-NTFS, FAT and FAT32 file systems. And, data recovery for USB removable devices with NTFS, FAT and FAT32 file systems, data recovery for the Recycle Bin, data scan and recovery for partitions without drive letter, dynamic volumes, Bitlocker-encrypted partitions are all supported. Currently, data recovery for unallocated space is not supported.

Q: Can I recovery partition from a damaged disk?

A: Partition Recovery can recover partition if the disk is detected by your computer. If your disk is damaged

physically, the lost partition can't be recovered.

Q: What is the size of the supported hard drive by Partition Recovery? Can I recover lost partition from 4TB hard drive?

A: Partition Recovery does not have the practical size limit. You can recover partitions on a 4TB hard drive.

Q: Got a message "some hard disk drives may be locked by other programs". How to solve it?

A: Some programs may obstruct Partition Recovery detection. Please try to reboot your PC, and install the software. Or try to reconnect the storage device. If the issue is still here, please contact our support team.

Q: What is the difference between quick scan and deep scan?

A: Generally, quick scan can scan and recover accidentally deleted files in a short period of time. After the quick scan is completed, the program will automatically perform a sector-by-sector deep scan, which is able to find more lost files, and this deep scan lasts for a longer period of time as compared to the first scan.

Q: Can I get an invoice after purchasing the product?

A: Once the order has been successfully processed, the registration code and electronic invoice will be sent to your e-mail address.

Q: Can I refund if I'm not satisfied with the software?

A: Yes, we offer 30-day Unconditional Money Back Guarantee. If you are not satisfied with our product and want to get back your money, you can send a reason when our customer service representatives inquire to help us to improve the product.

Q: Which payment methods are supported?

A: Until now, we accept Visa, MasterCard/Euro Card, Discover, American Express, Diner's Club, JCB, and check cards or ATM cards connected with one of the major credit card companies listed above, and Bank/Wire Transfer, Check/Money Order, Fax - Credit Card, Invoice are also supported.

Q: What is the difference between Professional and Server Edition?

A: Professional Edition is designed for Home and small business users. One Pro License can be used on 2PCs. While Server Edition is most suitable for most business users and Server Users. It supports Windows Server systems, as well as other Windows OSes, including Windows 10, 8, 7. One Server license can be used on 2

PCs/Servers.

Q: I lost the Partition Recovery, how can I regain it?

A: Please send us an E-mail to support@aomeitech.com , we will get in touch with you as soon as possible.

Q: Is my order secure?

A: MyCommerce online order form is completely secure. All data exchanged during the payment process is SSL-secured. Order secure server at MyCommerce.com, a veteran ecommerce company, specializes in software. You will be connected to the SECURE page to enter your credit-card information safely. Important information such as credit card numbers, addresses, etc. is sent securely via the Internet.

Q: Why the price on the order page is higher than that of the store?

A: There can be tax when you place the order. And the tax is decided by the local tax law. In addition, there is a special procedure for US organizations to order without sales tax only if RegNow/MyCommerce (our e-commerce provider) receive proof of tax exemption prior to order placement. In other countries, such as in Europe, you can just enter your VAT number in the order form.

Q: Why the information I entered failed to have an order?

A: We have entrusted MyCommerce to manage our deals, it is because of their order system. And they gave us 3 possible causes for it:

1. You are in those countries/areas that have banned American IP addresses.

2. You have make an order on MyCommerce then enforced refund without MyCommerce agreements.

3. You were using VPN while making the order. And the operation can be treated as an evil one.

Q: Can I cancel my order after placing it?

A: You can go to your shopping cart to remove the item before payment. If you have already paid the order, please contact us for a refund.

Q: I saw a price off somewhere, but when I opened your page, the price didn't change.

A: It is probably because you have visited our website more than one time. And you see the cookies of the former page. Just clean website page and refresh the page.

Q: How will I know if my order was processed successfully?

A: When an order has been validated, we will send a registration E-mail. However, sometimes the arrival of this registration e-mail can be delayed, which is caused by internet or system glitches, email spam settings, email typo, etc. Please go ahead to contact us via Support, all queries will be responded to within 48hrs.

Q: Can I cancel my subscription after a successful purchase?

A: Yes, you can unsubscribe at any time.

Q: What is the after-sales service policy?

A: We offer free lifetime support and auditing services to our users.

4. Glossary

Term	Meaning
BitLocker Drive Encryption	BitLocker Drive Encryption is a data protection feature that integrates with the operating system and addresses the threats of data theft or exposure from lost, stolen, or inappropriately decommissioned computers. BitLocker provides the most protection when used with a Trusted Platform Module (TPM) version 1.2 or later. The TPM is a hardware component installed in many newer computers by the computer manufacturers. It works with BitLocker to help protect user data and to ensure that a computer has not been tampered with while the system was offline.
Partition/Volume	Disk partitioning or disk slicing is the creation of one or more regions on secondary storage, so that each region can be managed separately. These regions are called partitions. The main difference between a storage volume and partition is the type of disk used. A volume is created on a dynamic disk -- a logical structure that can span multiple physical disks -- while a partition is created on a basic disk.
Basic/Dynamic disk	Basic disks are the storage types most often used with Windows. The term basic disk refers to a disk that contains partitions, such as primary partitions and logical drives, and these in turn are usually formatted with a file system to become a volume for file storage. Dynamic disks provide features that basic disks do not, such as the ability to create volumes that span multiple disks (spanned and striped volumes) and the ability to create fault-tolerant volumes (mirrored and RAID-5 volumes). Like basic disks, dynamic disks can use the MBR or GPT partition styles on systems that support both. All volumes on dynamic disks are known as dynamic volumes.
NTFS/FAT32	A file system provides a way of organizing a drive. It specifies how data is stored on the drive and what types of information can be attached to files—filenames, permissions, and other attributes. Windows supports three different file systems. NTFS is the most modern file system. Windows uses NTFS for its system drive and, by default, for most non-removable drives. FAT32 is an older file system that's not as efficient as NTFS and doesn't support as big a feature set, but does offer greater compatibility with other operating systems. exFAT is a modern replacement for FAT32—and more devices and operating systems support it than NTFS—but it's not nearly as widespread as FAT32.