

MyRecover for iOS Quick Start Guide

1. Getting Started

This Chapter describes MyRecover for iOS's main features, the operating systems, supported types of iPhone data systems and devices.

Please take the time to become familiar with MyRecover for iOS's powerful and comprehensive features before using MyRecover for iOS for the first time.

Additional assistance, including screenshots, can be viewed at: www.ubackup.com/data-recovery-disk/

1.1 Overview of MyRecover for iOS

MyRecover for iOS is a user-friendly iPhone data recovery software that enables you to effortlessly retrieve lost or deleted iPhone data in just three simple steps. This powerful tool can restore more than 10+ types of iPhone data, including photos, videos, contacts, call history, and WeChat history. With its selective preview and recovery feature, you can easily recover the specific iPhone data you need. Whether you want to recover data from your iPhone, iPad, or iPod, MyRecover for iOS offers a swift and efficient solution.

1.2 Operating Systems、 Types of iPhone Data and Supported Devices

Supported Operating Systems:

- Windows: Windows 11/10/8.1/8/7/Vista/XP
- iOS: iOS 16, iOS 15, iOS 14, iOS 13, iOS 12, iOS 11, iOS 10

Supported Types of iPhone Data:

- Photos
- Videos
- Contacts
- Call History
- Notes, Reminder
- Calendar
- Voice Memos
- Safari Bookmarks
- WeChat.

Supported Devices:

All models of iPhone, iPad, and iPod touch, including

- iPhone 13/13 mini/13 pro max/12/11/x/xr/se/8p/8/7p/7/6s/6/5s
- iPad 9/mini 6/8/Air 4/Pro/7/6/5/mini 5/mini 4/4/3/Air 3/Air 2/Air
- iPod touch 7/6/5/4/3/2/1

1.3 Install and Uninstall MyRecover for iOS

Install

Run MyRecover for iOS setup program MyRecover_for_iOS_Setup.exe.

When the popup window appears, select “Next” and follow the wizard installation instructions.

Uninstall

MyRecover for iOS can be uninstalled using one of the following two methods.

1. Go to the Start Menu -> MyRecover for iOS -> Uninstall MyRecover for iOS

Or

2. Go to the Windows Control Panel -> Uninstall Program, right-click MyRecover for iOS and uninstall it.

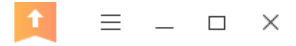
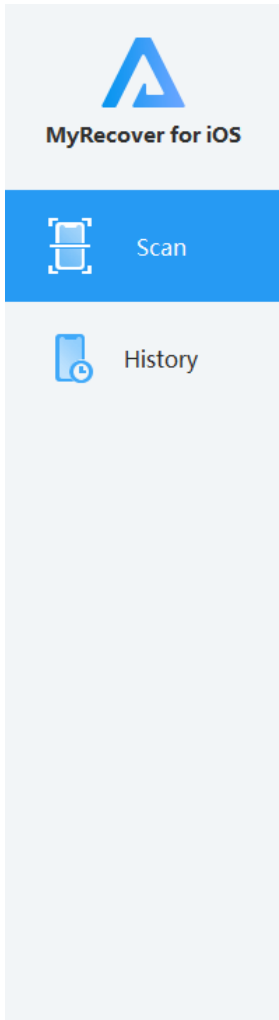
2. iPhone Data Recovery

If you deleted vital data accidentally from ios devices, such as photos, videos, voice memos, contacts, notes, call history, calendar, Safari bookmarks, and reminders, MyRecover for iOS, once known as AOMEI Data Recovery Assistant for iOS, is the best choice to help you recover the lost or deleted data from iPhone.

Next are the detailed operating steps:

Step 1: Connect iOS Devices

Connect your ios device (such as iPhone) to the computer, and then click “trust” the computer on your iPhone.



Please connect your iOS device to PC via charging cable.

Professional and authoritative data recovery scheme for iOS.

When the device connecting, unlock the screen, and tap "Trust This Computer" to start data recovery.

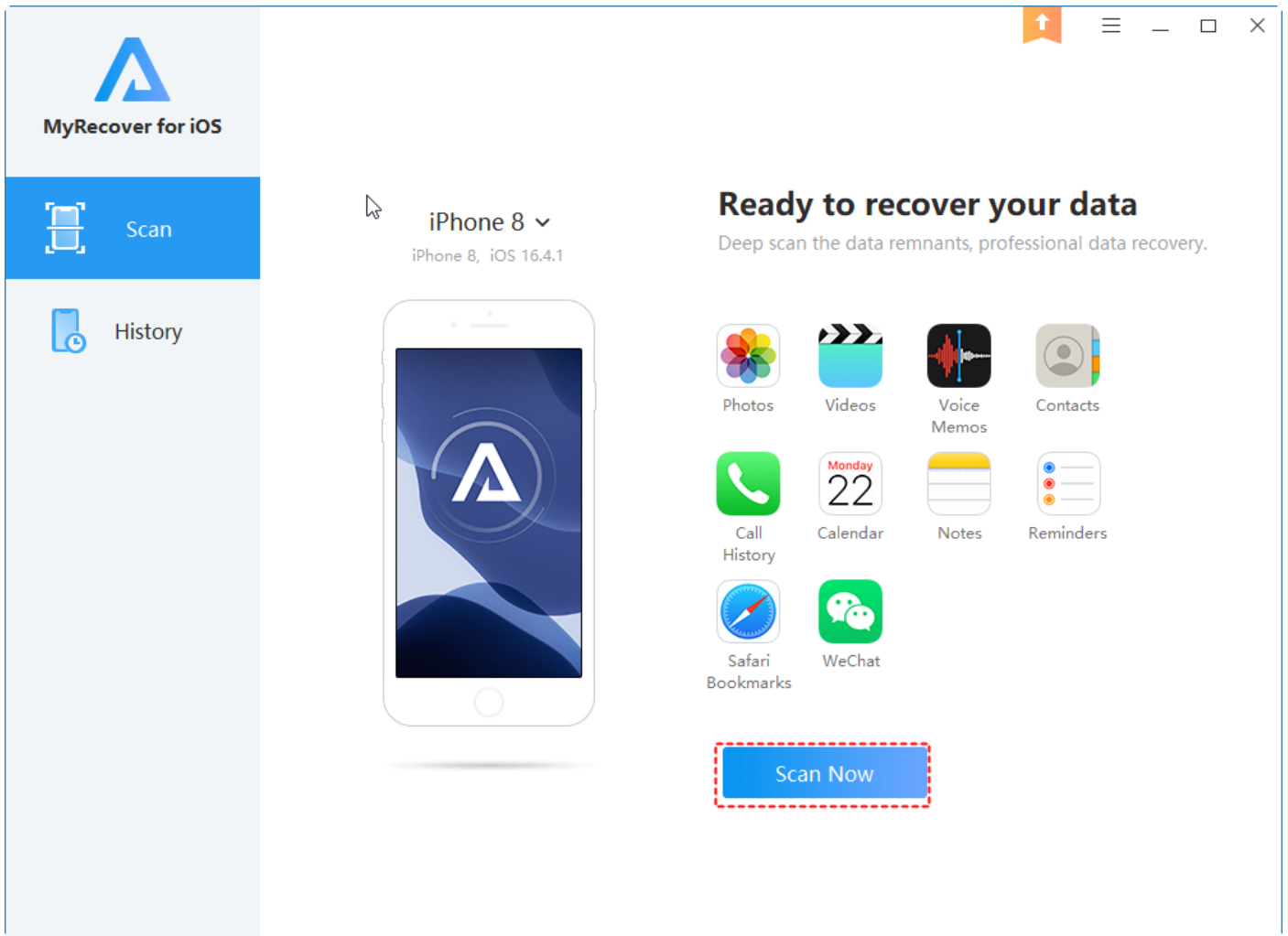
[Device has connected, but not recognized?](#)

Connect ios device

Step 2: Scan data

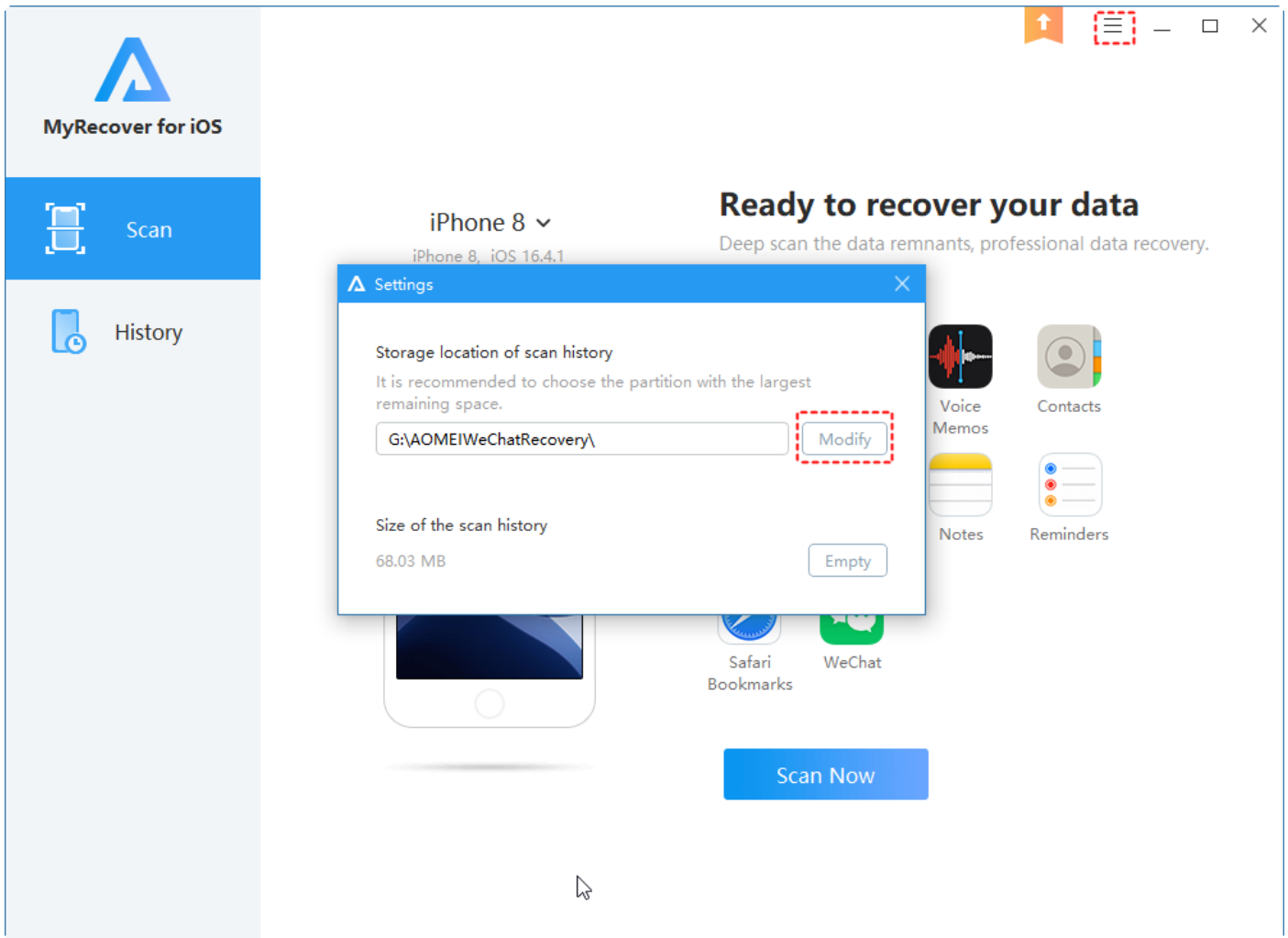
When the iPhone is recognized on MyRecover for iOS, please click "**Scan Now**" to scan data from iPhone. It will scan and back up all data (including photos, videos, voice memos, contacts, notes, call history, calendar, Safari bookmarks, reminders, and WeChat) of iPhone to the computer.

Tips: when you scan and recover data, please stop use the iPhone. And, you can turn on Airplane mode to avoid the accidentally delete data being overwritten and never being recovered.



Scan Now

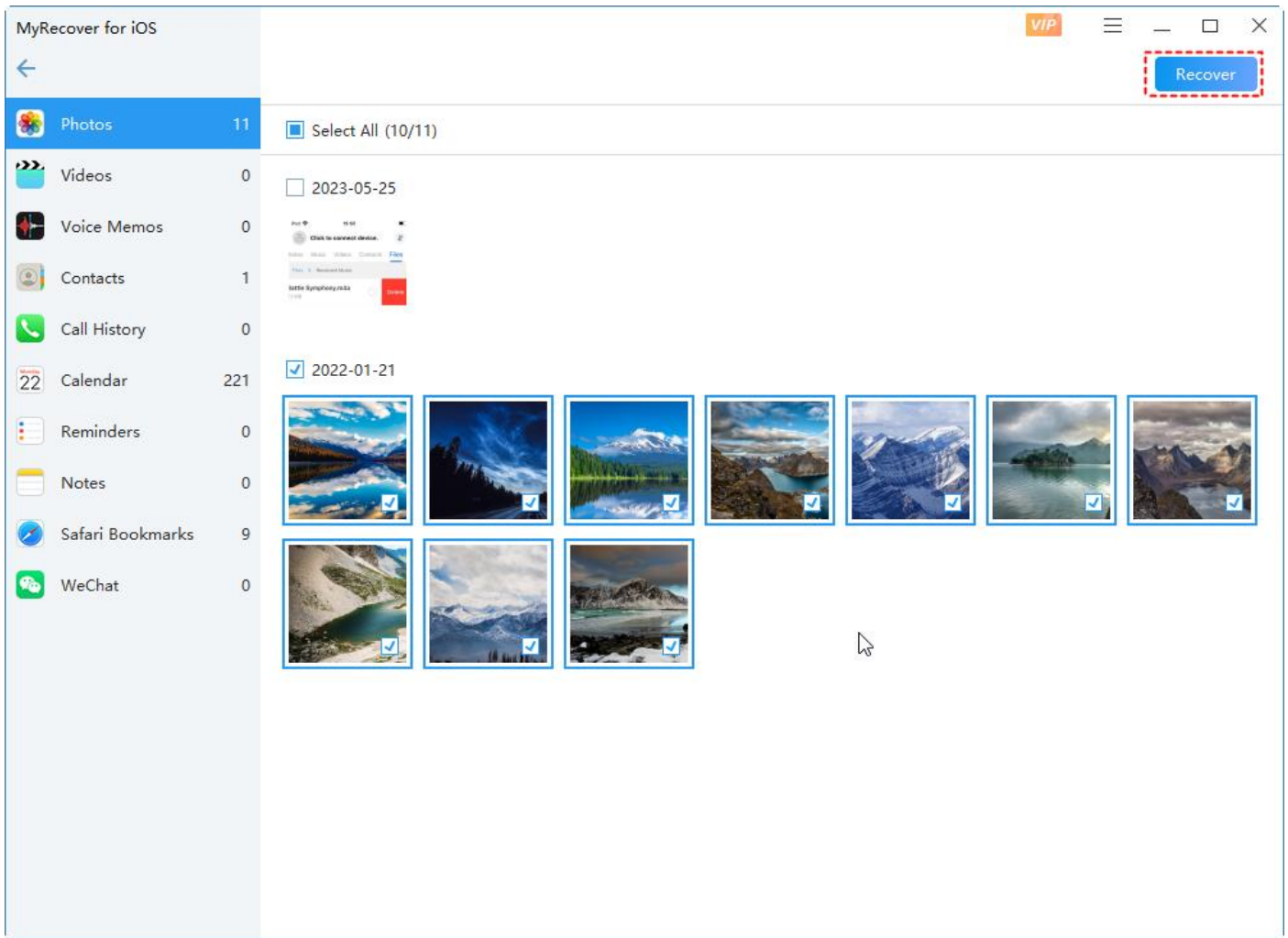
Generally, it will select the local drive with biggest free space as destination default to save the backup. You can modify the destination location under Settings.



Backup destination

Step 3: Recover data

After scanning, you could check and choose what you want to restore and then click “**Recover**” in the top right corner to recover selected data to computer.



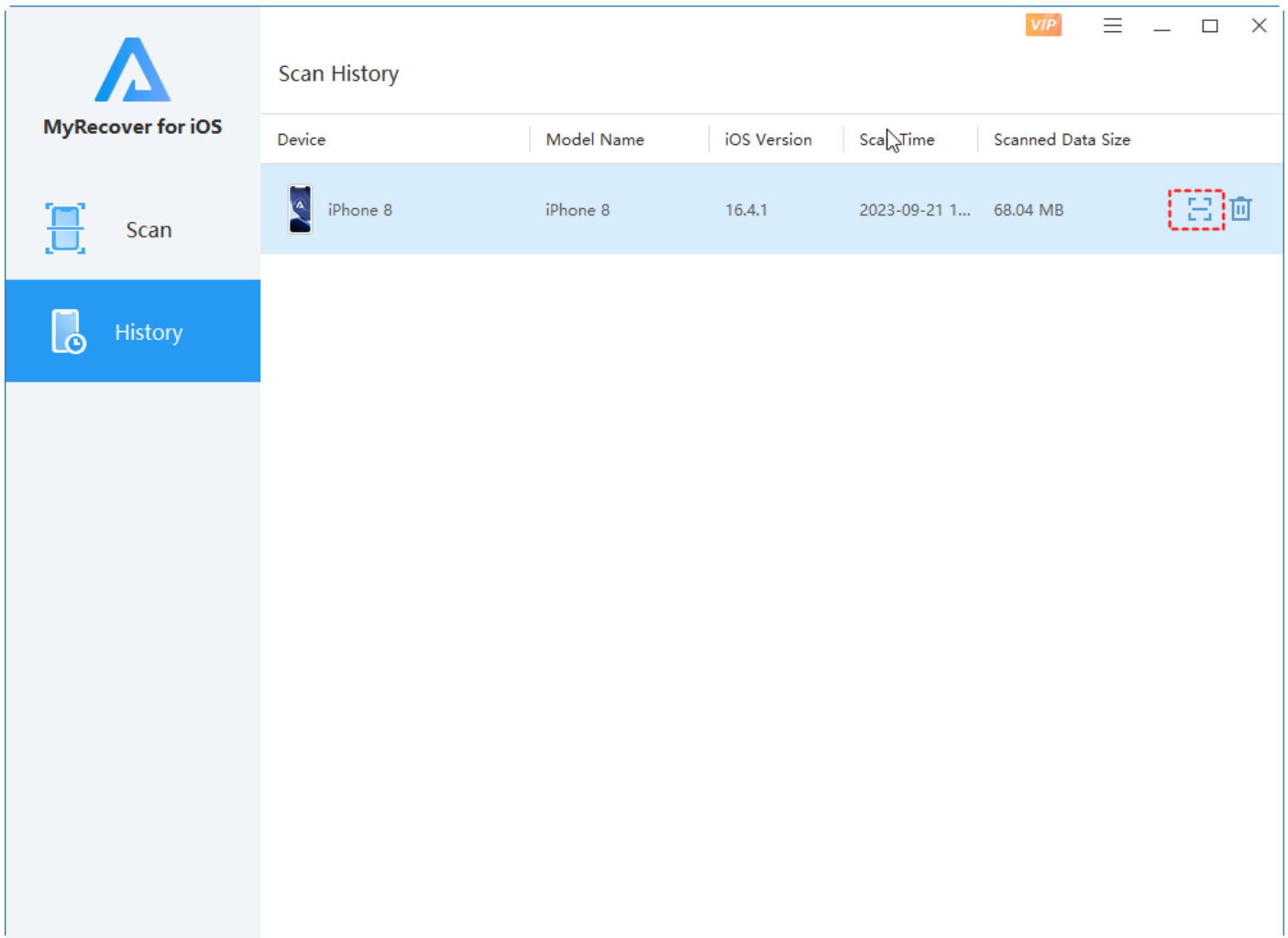
Recover data

When you Recover data, it needs to set a location to save recovered data.

After recover successfully, you can check your data on the computer.

In addition, when you scan the iphone, it will save the scanning history under **History**, so you can check and recover data again without scanning the iphone again.

Note: if you remove the backup records, it cannot detect the history.



History

Note:

- The free edition can scan data. You need to upgrade to VIP to recover data.
- If lost data has been erased completely from the ios device, MyRecover for iOS can't scan them.
- MyRecover for iOS can't recover data back iPhone. You only can check and recover data on the computer.
- For video file, you can play them from the software.

3. Technique Support

Before seeking technical support, please first refer to our tutorials at <https://www.ubackup.com/data-recovery-disk/>

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

3.1 MyRecover for iOS common FAQs

Q: The device has connected, but not been recognized?

A: Please try the following ways to solve this issue:

Try to reconnect the device to the computer with a charging cable.

Make sure the charging cable is workable. You could try another charging cable for connection.

Try another USB port to make sure it works normally.

Please keep the device unlocking when you connect the device to the computer.

If the iPhone is still not be recognized with a normal connection, please try to restart the software. The iPhone may not be detected by relative services in time.

Go to "Control Panel" > "Hardware and Sound" > "Device Manager" to check whether Apple Mobile Device USB Drives have been installed after connection. You could try to reinstall or update the Apple Mobile Device USB Drives.

Q: How to fix verification failed with iTunes?

A: "Verification Failed" means iTunes components have been uninstalled or related service disabled. You could try the following two methods to solve this error.

Method 1. Reinstall iTunes components or software

Step 1. Go to the installation directory of the software and find the "iTunes Components" folder.

Step 2. Click on "setup.exe" to reinstall iTunes components.

Alternatively, you could reinstall the software, which can also solve this issue.

Method 2. Check Apple Mobile Device Service

Step 1. Press "Win+R" and input "services.msc"

Step 2. Right-click "Apple Mobile Device Service" and select "Properties".

Step 3. Make sure the "Startup type" is "Automatic" and "Service status" is "Running".

Q: How to reduce the impact of WeChat data loss or accidental deletion?

A: Usually, we will delete data when the WeChat data takes up too much phone space. While we may need those deleted data someday. We suggest you scan and back up WeChat messages with MyRecover for iOS.

Steps 1. Launch MyRecover for iOS and connect the phone with the computer

Step 2. Click the "Scan Now" button.

Step 3. When we need the WeChat data, we can view the scanning record to get back the data.

Q: I have never backed up my phone, how can I recover deleted WeChat history?

A: When WeChat history is deleted from your phone, the files become invisible, but they are not removed from your phone. With MyRecover for iOS, we can retrieve WeChat history from the internal disk. Besides,

data that were deleted recently have a higher success rate of recovery. Because deleted data will be overwritten by new information, and once data get overwritten, it is less likely to recover them.

Q: How to tell which WeChat messages are deleted or existing?

A: On the scanning results, the black messages are existing WeChat history, and the deleted messages will be marked in orange.

Q: What are “Unknown Contacts” on MyRecover for iOS? Why are “Unknown Contacts” created?

A: You may wonder why scanned and recovered data are less than deleted data. In this condition, there are Unknown Contacts appeared on the left side of the interface. The WeChat data and contacts are separately stored on your phone. If the deleted contact information is overwritten and becomes unrecoverable, accordingly, the WeChat messages can't be matched to the correct contacts. Thus, those lost messages would be demonstrated with “Unknown Contacts”.

Q: Why lost messages can't be restore to WeChat App?

A: There are two reasons why the recovered data can't be restored to WeChat.

1) The recovered chats will be verified by WeChat Server when phone connected to the Internet. The recovery operation will be considered abnormal by WeChat Server. And the WeChat messages will be emptied.

2) Restoring messages to WeChat App may cause WeChat running instability.