

# Syncios Data Recovery User Guide

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## Overview

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### Introduction

Thanks for using Syncios Data Recovery!

**Syncios Data Recovery** that can recover contact, SMS, photos, iMessages, notes and more directly from iOS devices, iTunes backup file or iCloud backup. This powerful iOS Data Recovery is a comprehensive iOS Data Recovery solution. You can recover lost data directly from iOS devices or retrieve backups from iTunes and iCloud. In just a few clicks, what was lost is suddenly found.

Note: Syncios Data Recovery only supports iOS devices so far.

### Key Features

- 3 recovery modes to retrieve data from your iDevice, iTunes backup and iCloud backup.
- Recover photos, messages, contacts, call log, memo as well as App data like WhatsApp conversations, iPhoto, Instagram etc.
- Preview what you've found before performing recovery.

You can choose to extract found data to PC or put them back to device

## System Requirements

### *For Windows Version:*

- Operating System: Window Vista/7/8/8.1/10 (32&64bits)
- CPU: 1GHz (64 bit or 32 bit )
- Hard Disk Space: 256 MB or above (1GB Recommended)
- RAM: 256 MB or above

### *For Mac Version:*

- Operating System: Mac OS X 10.8, 10.9, 10.10, 10.11, 10.12, 10.13 or above
- CPU: Intel Core 1GHz or faster
- Hard Disk Space: 1G and above

## Device Requirements

- iOS: iOS 5, iOS 6, iOS 7, iOS 8, iOS 9 & iOS 10

## Purchase & Registration

- Purchase Data Recovery
- Register Data Recovery

*For Windows Version:*

### Purchase Data Recovery for Win

#### Quick Link:

To download the latest version of Syncios Data Recovery for Windows, visit our [website](#).

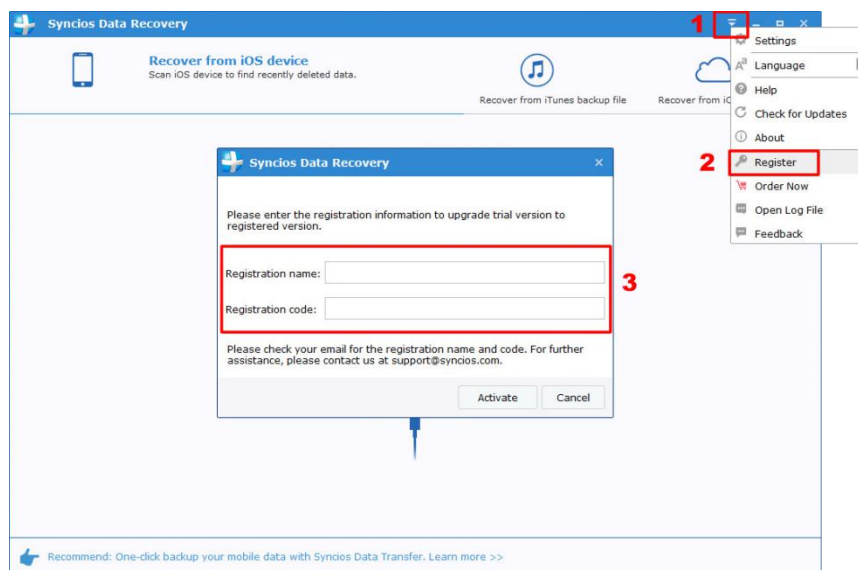
To buy a license key for Syncios Data Recovery for Windows, visit our [online store](#).

### Register Data Recovery for Win

Step 1. Click menu button on the right corner of the program interface

Step 2. Choose Register in the drop-down list, you will get the register window below.

Step 3. Copy and paste the Name and Code into the registration popup dialog.



Note: The registration name is case sensitive, please do not add blank at the beginning or end of the word.

*For Mac Version:*

## Purchase Data Recovery for Mac

### Quick Link:

To download the latest version of SynciOS Data Recovery for Mac, visit our [website](#).

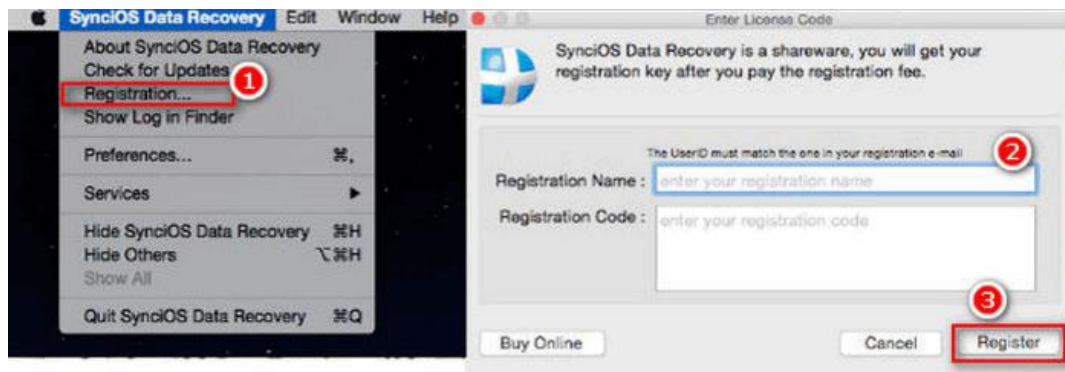
To buy a license key for SynciOS Data Recovery for Mac, visit our [online store](#).

## Register Data Recovery for Mac

Step 1.Run SynciOS Data Recovery, click the menu bar "SynciOS Data Recovery".

Step 2.Choose Registration in the drop-down list, you will get a registration popup dialog below.

Step 3.Copy and paste the Name and Code into the registration popup dialog.



Note: The registration name is case sensitive, please do not add blank at the beginning or end of the word.

## Installation & Interface

- Installation
- Main Interface

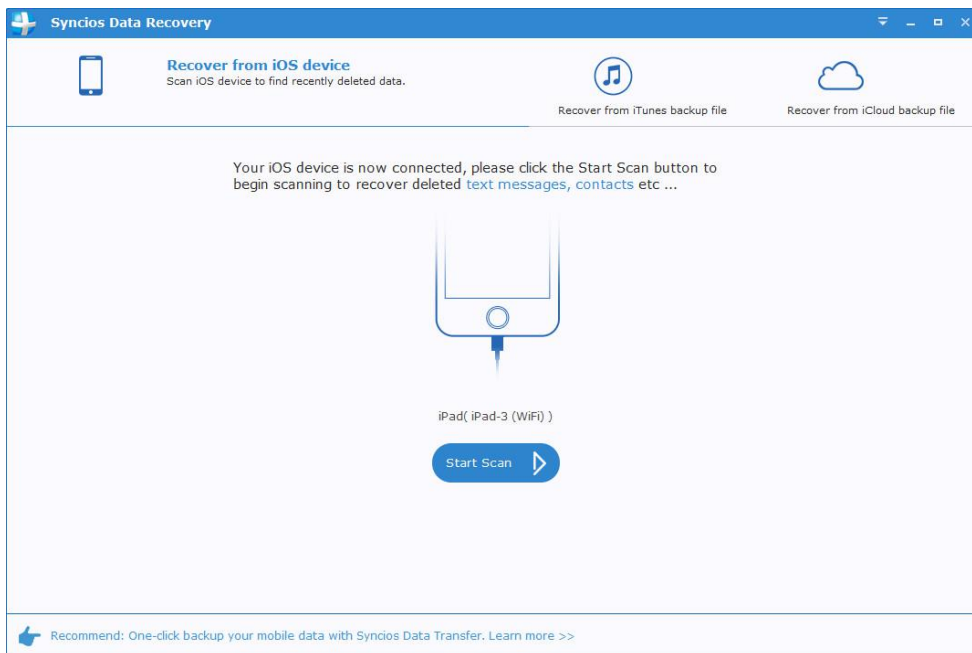
### Installation

To install this product, please do as the following steps:

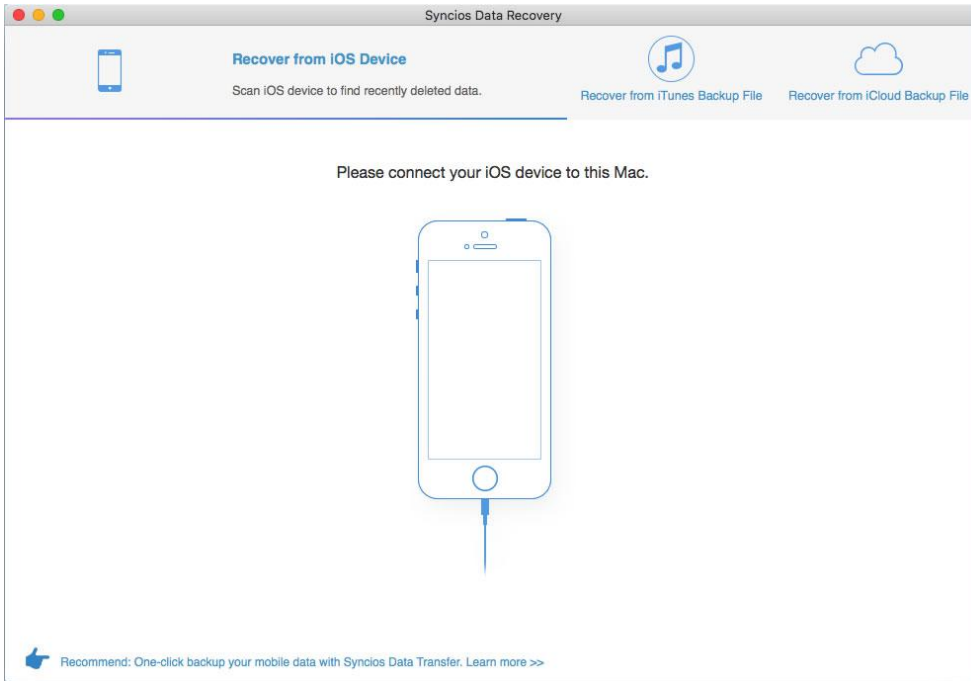
1. Download the installation package for Data Recovery for Windows from this [Download page](#).  
Download Data Recovery for Mac from this [Download page](#).
2. Follow the instruction to finish the installation.

### Main Interface

Syncios Data Recovery for **Windows** version:



Syncios Data Recovery for **Mac** version:



## Tutorials

- [Recover from iOS devices](#)
- [Recover from iTunes backup](#)
- [Recover from iCloud backup](#)

### Recover multiple deleted data by scanning iOS Device

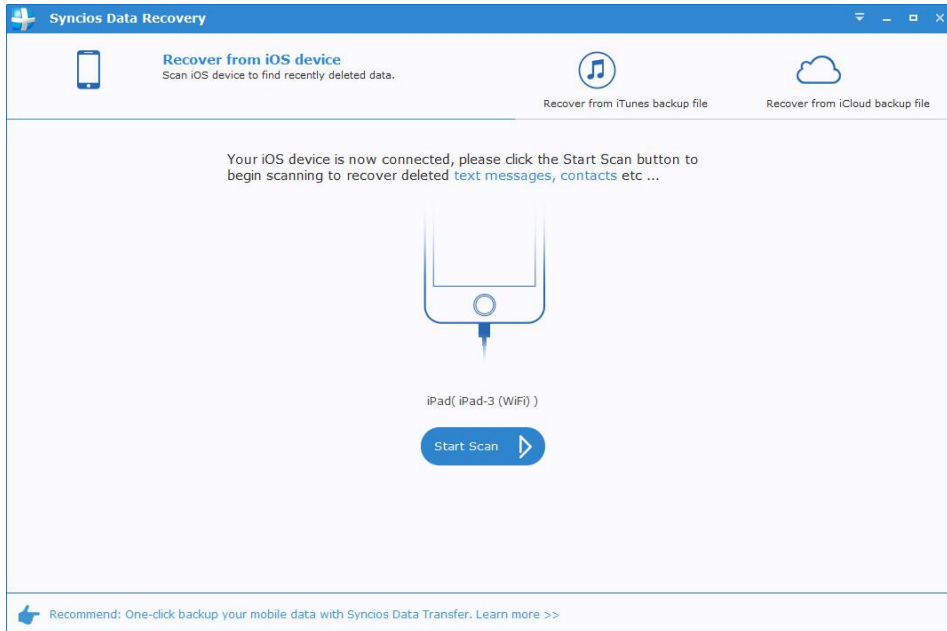
This mode allows you to scan your iOS devices to recover lost data or deleted data, including contacts, text messages, iMessages, call history, notes, calendars, reminders, safari bookmarks and WhatsApp data from iPhone 7 Plus/7/6 Plus/6/5S/5C/5/4S/4/3GS, iPad Air, iPad mini 2 (Retina), iPad mini, iPad with Retina display, The new iPad, iPad 2/1, and iPod touch 6/5/4.

**Note :** When you notice that you've accidentally delete or lost an important file, do not save anything else on your device or make any operation, as well as running any applications. Whenever new data is written to your device, the old file will be overwritten and become unrecoverable.

**Step 1.** Connect your iOS device to PC and launch Syncios Data Recovery

Run Syncios Data Recovery, you will see the Home interface providing three recovery modes, click on Recover from iOS Device, you will get the connecting your device to PC prompt. Connect your iPhone, iPad or iPod Touch to the computer with USB cable once detected and analyzed successfully, you will get the following interface.



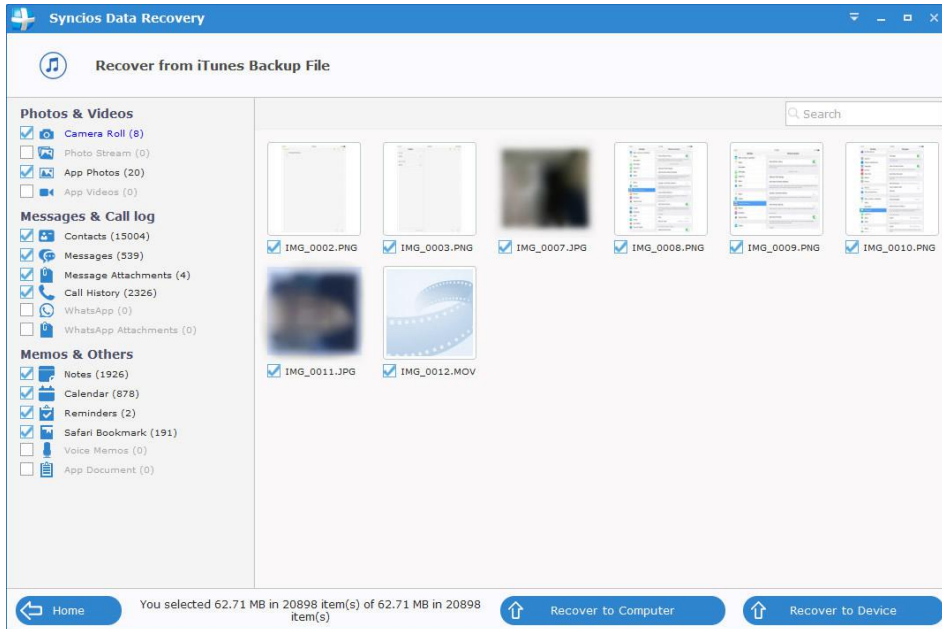


## Step 2. Scan your iOS device

After click "Start Scan" button below your device name, the program will begin to analyze and scan the device connected. Once you are in, please kindly wait for some time for the program to finish scanning your device. During the scan, please keep your device connected, otherwise the progress will terminate and you have to start it over again.

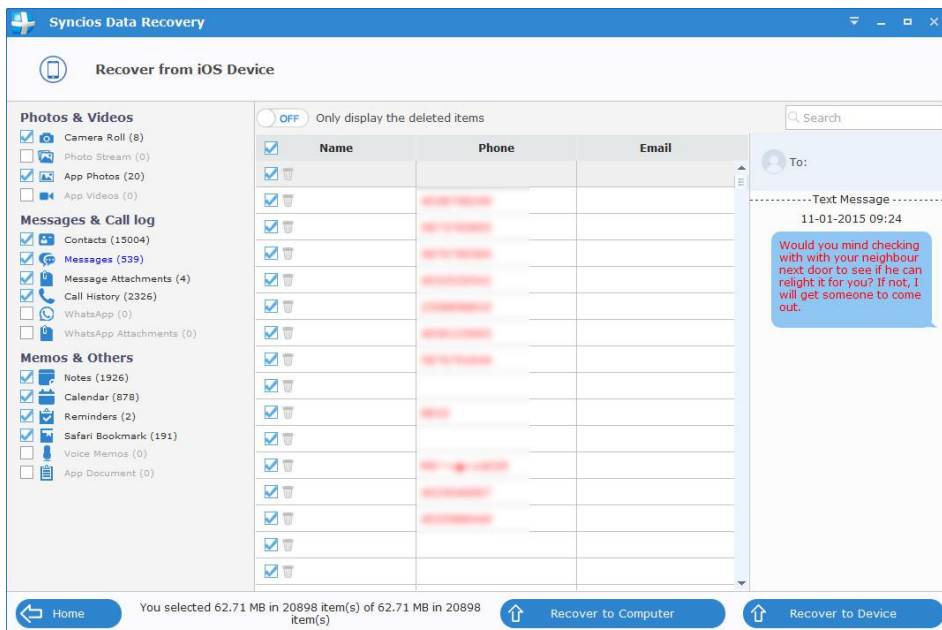
**Note :** If your device is running iOS 7 or above and protected with a password, please unlock it first, and tap trust on the prompt on your device to authorize this computer.





### Step 3. Preview and get your lost data back

Once the program finish scan, the found data is categorized in main three types: Photos & Videos, Messages & Call logs, Memos & Others. You can click on each tab to switch and preview the found data, then recover the files selectively. You can choose your saving path to computer or on device.

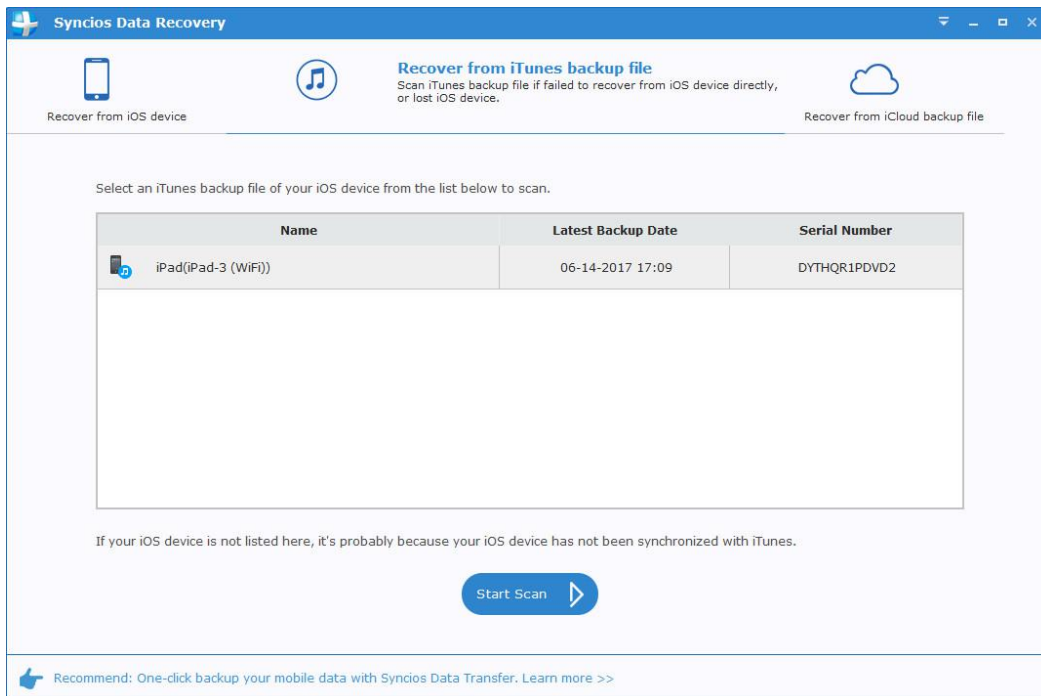


## Retrieve lost iPhone, iPad & iPod Touch data from iTunes backup

This solution works well for all iPhone, iPad and iPod touch. It lets you extract and access to the iTunes backup file of your entire iOS device on your computer. Then you can get whatever you want from it. There's no need for you to connect your iOS device with the computer when using this solution.

**Step 1.** Select your iTunes backup and extract it

Please select the **Recover from iTunes backup** option on the top after running Syncios Data Recovery. Then you can see the program displayed all the iTunes backup files for your iPhone, iPad and iPod touch in a list as follows. Choose the one you would like to access and click Start button when it comes up to enter into the next step.



**Step 2.** Preview and perform iOS data recovery from iTunes backup file

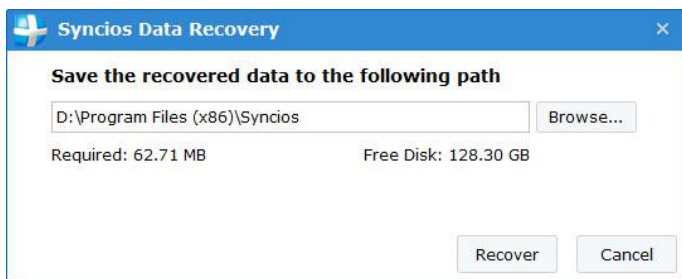
When the scanning is over, you will find all the backup file are listed and displayed in categories. Click the file types and you can preview the files in thumbnails on the right of the program interface.

The "Search" box on the upper right interface allows you to pick out your desired files quickly by inputting file names or file formats that you remember.

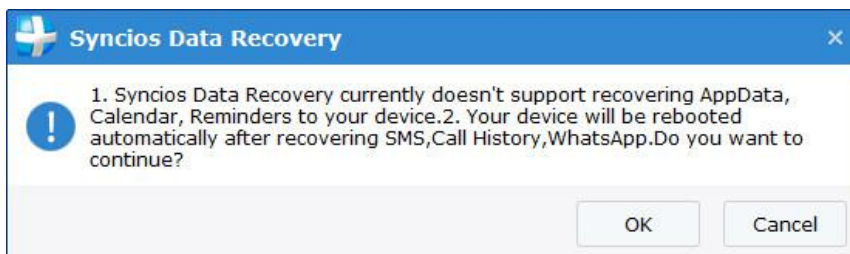
If your desired data is not found in this iTunes scanning result, you can click "Home" button to return to select another iTunes backup file or recovery mode.

There are two forms you can choose to recover the data, recover to computer or recover to device. Currently, Syncios Data Recovery can supports recovering Camera Roll, Photo Stream, SMS, Call History, WhatsApp, Bookmarks and voice Memos to device while Mac version newly increased supports recovering messages, call logs and WhatsApp data to device. We will continue to support more file types.

**Recovery to computer:**



**Recovery to device:**



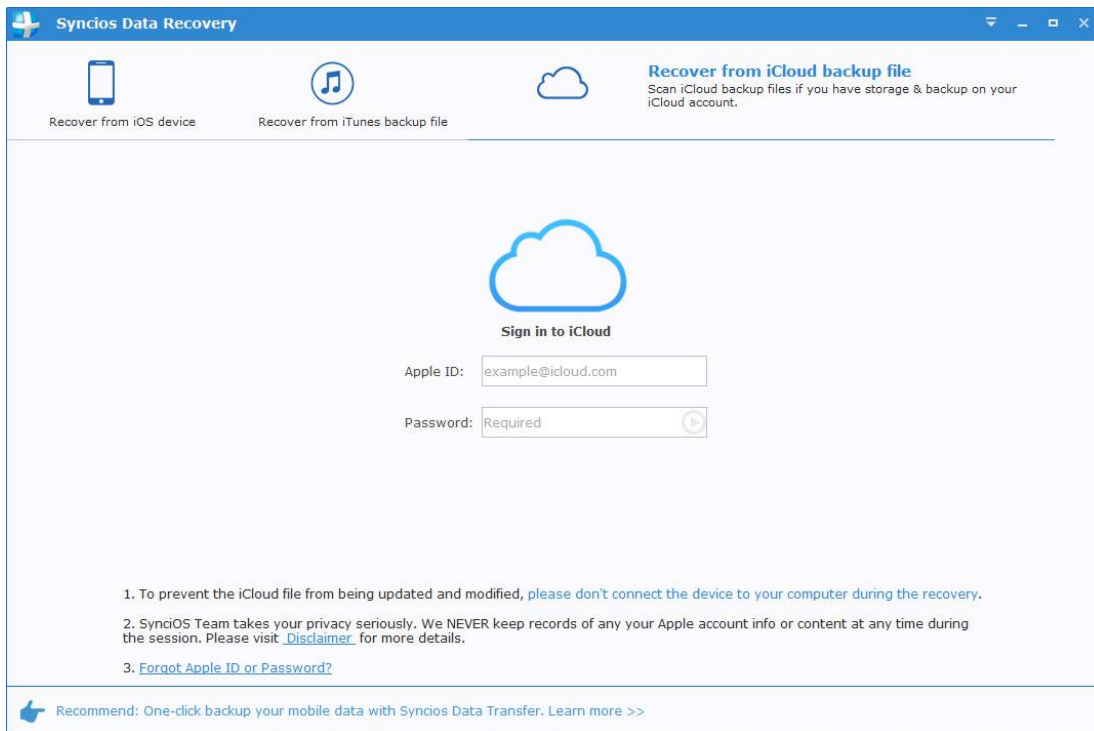
## Retrieve lost iPhone, iPad & iPod Touch data from iCloud backup

Scanning iCloud backup file steps are similar as iTunes backup. Syncios Data Recovery lets you download and extract your iCloud backup content, so that you can get what you want from it one by one.

### Step 1. Log in iCloud

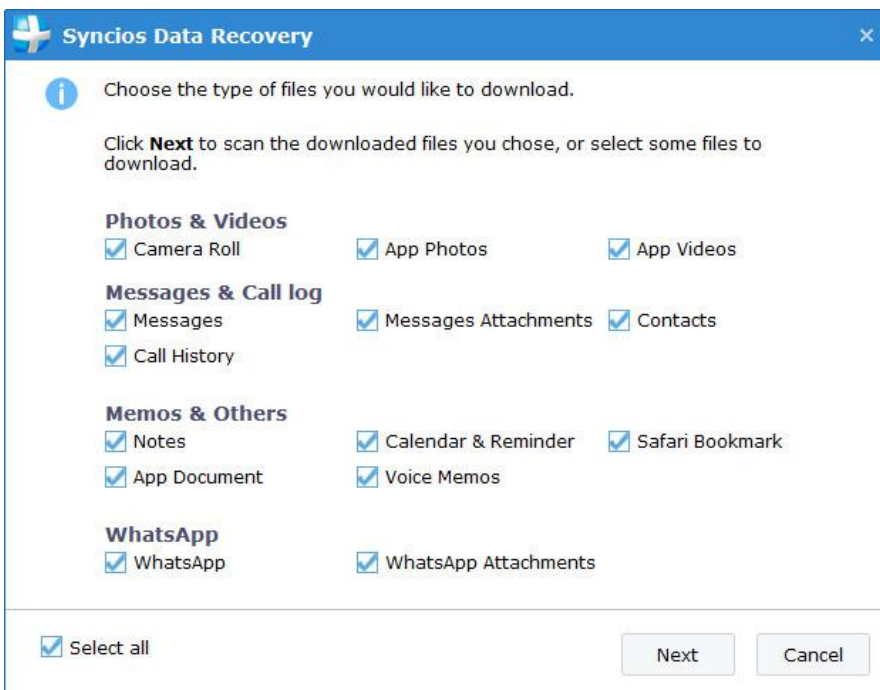
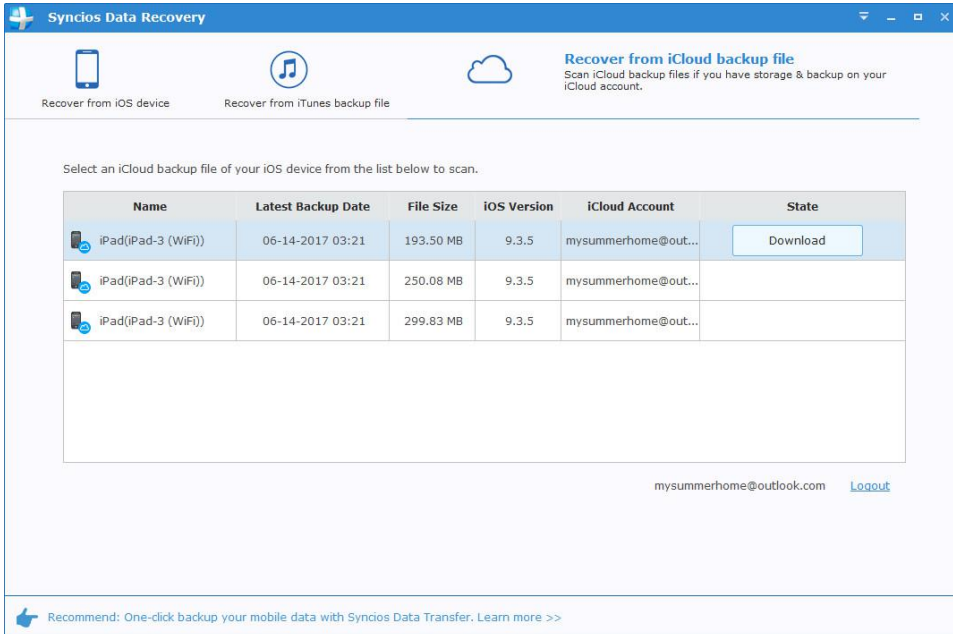
Please select Recover from iCloud backup mode after running Syncios Data Recovery. Then enter your iCloud account to sign in. When you do this, make sure that your internet connection is in good condition.

**Note :** It's totally safe to sign in your account here. We take your privacy seriously, and the program won't keep any record of your account and data at any time during your sessions.



**Step 2.** Download the iCloud backup file

All iCloud backup files will be loaded and listed. Choose the one you want to access and click 'Download' in the column of State. You will get a pop-up asking you to select file types from the iCloud backup you would like to download. Simply tick the ones you need, this would save you much time if you just would like to download parts of the files.

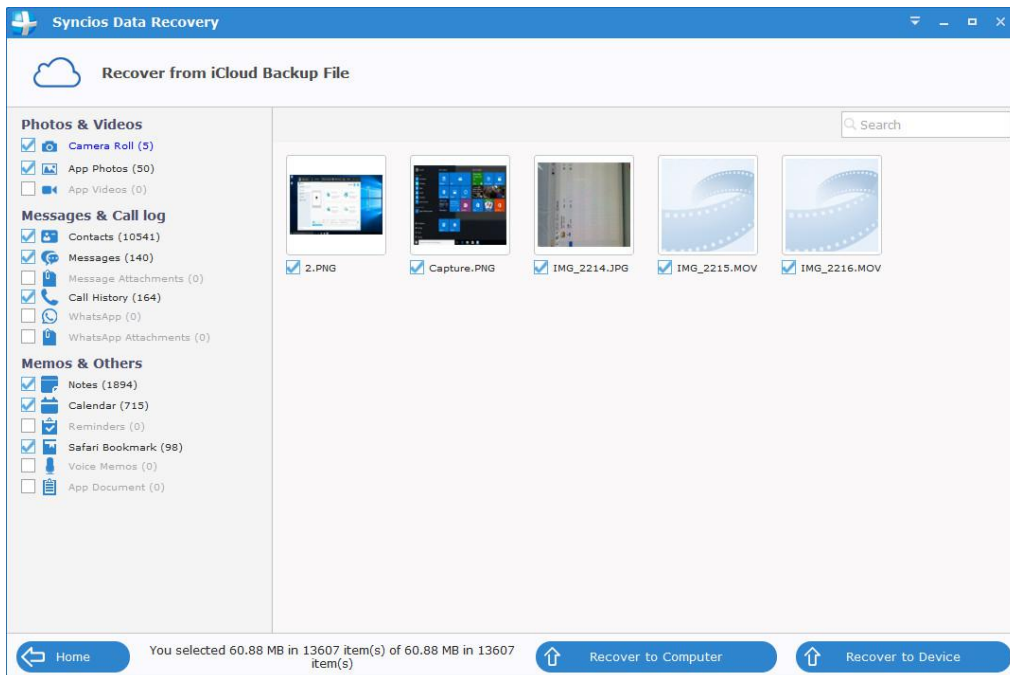


**Step 3.** Extract the downloaded iCloud backup to access the content

Once the downloading is completed successfully, you can begin scanning to extract it so that you can access the details. Click Scan Downloaded after the download process. The program can extract the backup file quickly.

**Step 4.** Preview to Ensure What You Want to Recover

The final step is to take a glance at your content thumbnails in your iCloud backup file. Choose what to retrieve and choose your saving path by select **Recover to Computer** or **Recover to Device** button which are located at the bottom of the program panel. You can easily save all of them to your computer or directory put them back to device. In addition, you can delete the iCloud backup files downloaded after recovery.



## FAQ

- [Version compare](#)
- [Common issues](#)

### Version compare

What are the limitations of the trial version for Syncios Data Recovery?

The trial version and registered version are the same program. The only functional difference between the trial version and the full version is that the trial version can only scan iTunes backup files, iCloud backup files and iOS devices to preview the lost data. If you would like to recover the found data to computer or device, you need to purchase a registration code to activate the program to registered version.

You will get the registration information via Email after you finish the order. After you register the product with the registration code, you can recover the data to computer.

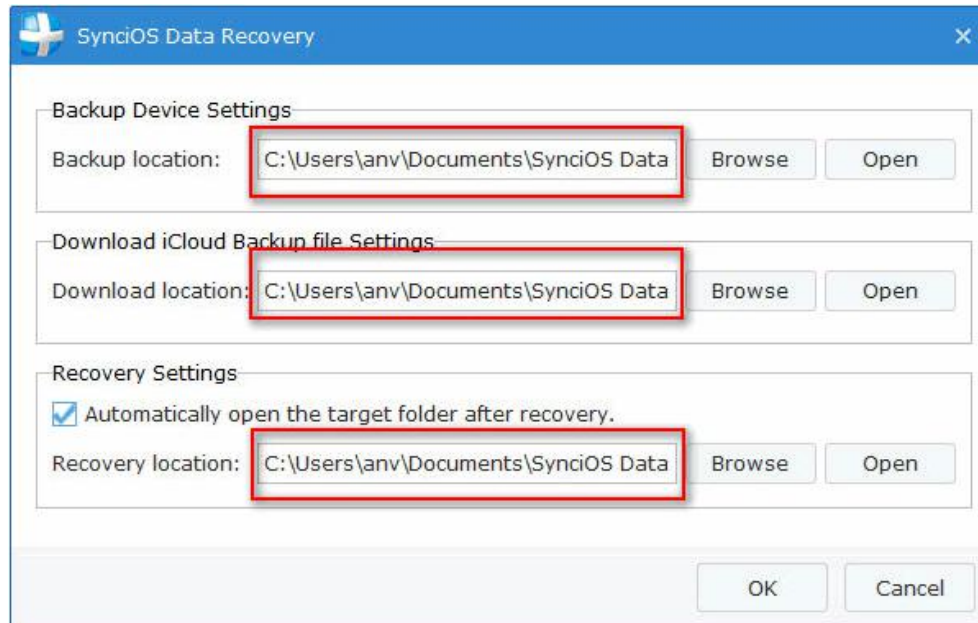
### Common Issues

1. What to do if I got the prompt "No enough disk space, please free up disk space".

If you got this prompt once you start to scan your device or backup, please go to Setting window to change the default Backup location folder from C: driver to another available drive.

Click "menu" button on the upper right corner of the main window and click **Settings** to make change Syncios default settings.





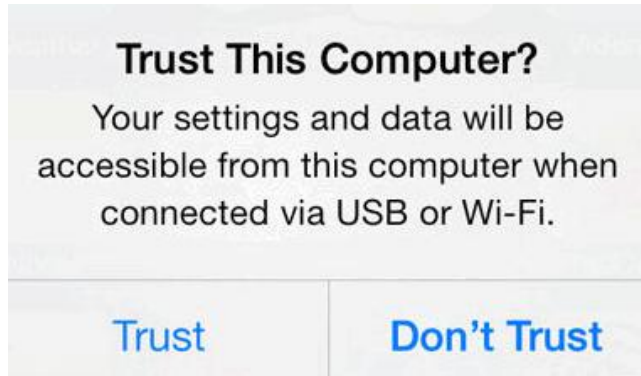
## 2. Can I put the recovered files back to iOS device?

Currently, Syncios Data Recovery can supports recovering Camera Roll, Photo Stream, SMS, Call History, WhatsApp, Bookmarks and voice Memos to device while Mac version newly increased supports recovering messages, call logs and WhatsApp data to device. We will continue to support more file types.

## 3. What to do if I get "Analyze is unsuccessful" error.

If you encounter the "Analyze is unsuccessful" error, you can check the following settings.

- Unlock the device if there is Screen Lock password.
- Make sure that you installed the latest version of iTunes, you can reinstall it then try again.  
If there is any fault in iTunes it will impact the success rate of device analysis.
- If your iTunes backup files have been encrypted, remove the password on the iTunes backup file.
- For iOS 7 devices, please tap "trust" on your device to authorize this PC



Then refer to the following tips to see if they will resolve the fault.

- Check that the USB connection is well seated, disconnect and reconnect it, try an alternative USB port and lead is possible.
- Restart your iPhone and computer.
- Change to another computer if possible.
- Disconnect all other USB connections.
- Close any anti-virus software if you have it running.

4. What to do if I get "Syncios Data Recovery can't be opened because it is from an unidentified developer" error.

When installing Syncios Data Recovery on Mac Mountain Lion & Mavericks, you may get the aforementioned error dialog saying that "Syncios Data Recovery can't be opened because it is from an unidentified developer", just as it shows below:



## Solution

The reason is that Mac OS includes new features to improve security for users. One of the new default options prevents users from being able to install or launch applications that are not downloaded from the Mac App Store, or that have not been digitally signed by the developers.

To install Syncios Data Recovery on Mac Mountain Lion & Mavericks, you should follow the steps below:

1. Go to **System Preferences > Security & Privacy**.
2. Click the lock icon in the lower-left corner and enter your administrator username and password to make change.
3. Under "**Allow applications downloaded from**", select "**Anywhere**"



Click the lock to prevent further changes. After that, you can launch and run Syncios Data Recovery on your Mac OS normally.

**Note:** You can change the security setting back to “**Mac App Store and identified developers**” or “**Mac App Store**” as desired, for improved security.

## Support & Contact

- [Support](#)
- [Contact](#)

### Support

For more information, please visit Syncios Data Recovery website!

**Homepage:** <http://www.syncios.com/ios-data-recovery.html>

**SupportPage:** <http://www.syncios.com/support.html>

### Contact

If you didn't get the answers from the Homepage, please contact Syncios Data Recovery technical support team for further assistance. Technical support inquiry, suggestion, feedback, proposal, compliments, or even criticism, are all welcome.

We are always ready to service you with prompt and useful email support. We will answer your emails within 24 hours. If you send emails during weekends, we will answer your questions in the next Monday. Please allow time lag due to different time zones.

**Support E-Mail:** [support@syncios.com](mailto:support@syncios.com)