

Paraben's **iRECOVERY STICK**[®]



Device Specifications

Dimensions: 54[L] x 17[W] x 9.6[H] mm

Weight: 14.2 g

Technical Specifications

Compatible Interface: Interface USB Spec 2.0

- UHCI (Universal Host Controller Interface)
- OHCI (Open Host Controller Interface)

Memory Capacity: 128 MB storage capacity

Declaration: EM/EMC Compliance: FCC class B, CE class B

Software Operating System Compatibility

Windows 98/SE, Windows ME, Windows 2000, Windows XP 32/64/Home/Professional

Windows Vista 32/64/Home/Professional, Windows 7 32/64/Home/Professional

Software Functionality

Supports iPhone running iOS v1.x, 2.x, 3.x, & 4.x

Recovers and saves data, including deleted, from phone or PC backup (iTunes) files

Software all contained within USB device for portable, convenient, inconspicuous use

Data parsing, categorizing recovered data into relevant types

Able to output results of data recovery to an easy-to-read report

paraben[®]
corporation

PO Box 970483

Orem, UT 84097-0483

United States of America

Phone: 801.796.0944

Fax: 801.796.0610

Web: www.paraben.com

Does it really recover deleted data?

Yes, it does recover deleted data from iPhones. If supported types of data have been deleted and no new data has overwritten that data, the iRecovery Stick will recover that data. Although the iRecovery Stick can recover deleted data, there's no guarantee the data you want to recover is still there to recover. The older the data is that has been deleted, the less likely you'll successfully be able to recover it.

How far back can I recover deleted data?

It depends on how much new information has been written to the phone since the data you need to recover was deleted. If you delete a text message and immediately receive another text message, you will likely not be able to recover the old message. However, you may be able to recover a portion of the message if the new text message is shorter, therefore taking up less space than the deleted message.

What types of data can I recover?

You can recover text messages, contacts, call history, and calendar entries from iPhones.

How do I update my iRecovery Stick?

Your iRecovery Stick comes with free updates for a year. To update your iRecovery Stick, run the iRecovery Stick program, click on the Tools menu and select "Check for updates".

Does the iRecovery Stick run on Macs?

No. The iRecovery Stick only runs on Windows XP, Vista, and Windows 7 based operating systems.

My iRecovery Stick stopped working. What can I do?

The most common solution for this is to uninstall the iRecovery Stick software from your computer and run it again. If this does not work, your product may have become corrupted. Please submit a support request at <http://support.paraben.com> if reinstalling does not fix the issue. If your iRecovery Stick gives an error that the connection is broken or failed, make sure you have iTunes installed on your computer but make sure it isn't running during a recovery.

I was in the middle of a recovery when the connection was lost. What happened?

The most common reason for this is because a phone call or message was received by the phone during the recovery or because the screen lock was activated. Put the phone in "Airplane Mode" and disable the screen lock to prevent this from happening during a recovery.

Another possibility is there is a corrupted file on the iPhone. To get around this, complete a backup of the iPhone using iTunes and load the backup file into the iRecovery Stick and it will recover all available data.

I completed a recovery but I don't see what I was looking for. What happened?

The iPhone has a set amount of memory locations that messages can be saved in. For the most part these are taken up by the messages still saved on the phone. If you only see a few "recovered" messages, this is because either the phone is full with other data or the messages have been overwritten. Running the phone through the iRecovery Stick multiple times or using another product will not recover any more data than the iRecovery Stick has already recovered.

When I try to run a recovery, the iRecovery Stick program crashes. What can I do?

This can occur when anti-virus or firewall programs prevent the iRecovery Stick from running properly. Disable any anti-virus/spyware/program blocking software and then reinstall the iRecovery stick. If the program still crashes, you can help us troubleshoot the issue by turning on both logging options under Tools>Options. After the program crashes, you can send in the logs that are located in C:\Users\USERNAME\Log (Vista, Win 7), C:\Documents and Settings\Username\Log (Win XP) at <http://support.paraben.com>.

I start up the iRecovery stick and everything is grayed out and I can't click anything. What's wrong?

This can happen when certain files are missing from the iRecovery Stick. Paraben can reprogram your stick if this happens. Go to <http://support.paraben.com> and request an RMA number and shipping instructions and we'll replace your product.

Where is the iTunes backup file located so I can load it into the iRecovery Stick?

Win XP, 2000 - Documents and Settings\USERNAME\Application Data\Apple Computer\MobileSync\Backup.
Vista, Win 7 - C:\Users\USERNAME\AppData\Roaming\Apple Computer\MobileSync\Backup.