Syncios Data Recovery User Guide

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Overview

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Introduction

Thanks for using Syncios Data Recovery!

Syncios Data Recovery can recover contacts, SMS, photos, iMessages, notes, Kik, Viber, WhatsApp and more directly from iOS devices, iTunes or iCloud. 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 and iCloud.

- Recover photos (includes Camera Roll & Photo Stream), messages, contacts, call log, memo as well as App data like WhatsApp conversations, iPhoto, Instagram，Kik, Viber and 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 7/8/8.1/10/11 (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 10.9 - 10.15
- CPU: Intel Core 1GHz or faster
- Hard Disk Space: 1G and above

Device Requirements

- **iOS**: iOS 9, iOS 10, iOS 11, iOS 12, iOS 13, iOS 14 & iOS 15

Installation & Interface

- Installation
- Main Interface

Installation

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

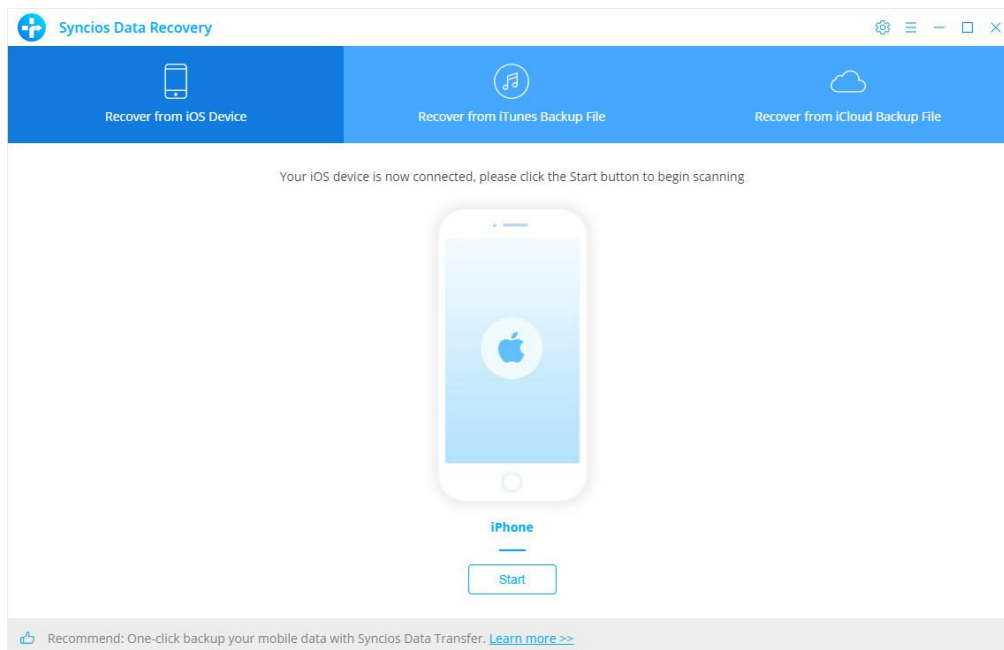**1.** Download the installation package for Data Recovery for Windows from:

❖ **https://www.syncios.com/syncios_data_recovery.exe**

Download Data Recovery for Mac from:

❖ **https://www.syncios.com/syncios_mac_data_recovery.dmg**

2. Follow the instruction to finish the installation.

Main Interface

Purchase & Registration

- Purchase Data Recovery
- Register Data Recovery

Purchase Data Recovery

Quick Link:

To learn more and download the latest version of Syncios Data Recovery for Windows, visit our website:

- ❖ **https://www.syncios.com/ios-data-recovery/**

To buy a license key for Syncios Data Recovery for Windows, visit our online store:

- ❖ **https://www.syncios.com/ios-data-recovery/purchase.html**

Quick Link:

To learn more and download the latest version of Syncios Data Recovery for Mac, visit our website:

- ❖ **https://www.syncios.com/mac-ios-data-recovery/**

To buy a license key for Syncios Data Recovery for Mac, visit our online store:

- ❖ **https://www.syncios.com/mac-ios-data-recovery/purchase.html**

Register Data Recovery for Win/Mac

Step 1. Run Syncios Toolkit. Tap on **iOS Data Recovery** option.

Note: If you're using Syncios Data Recovery for Mac, just directly skip to the **Step 2**.
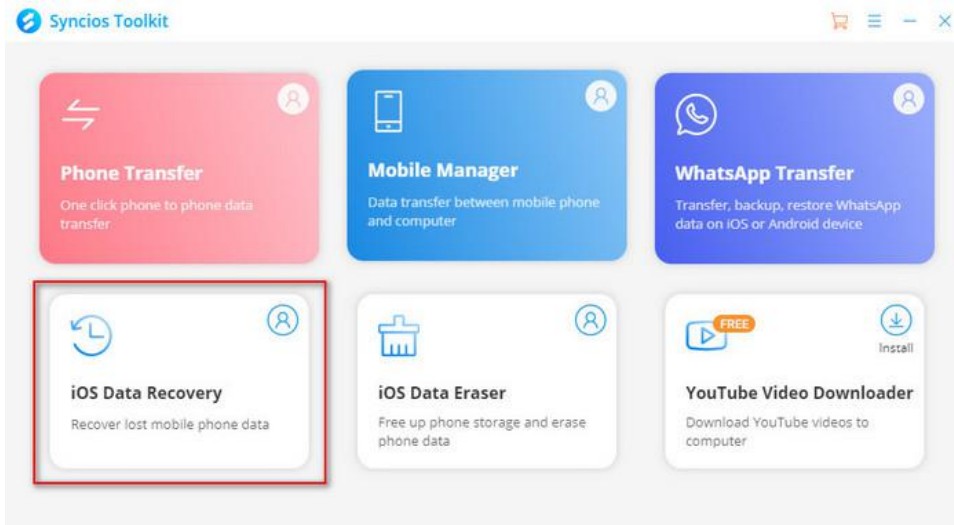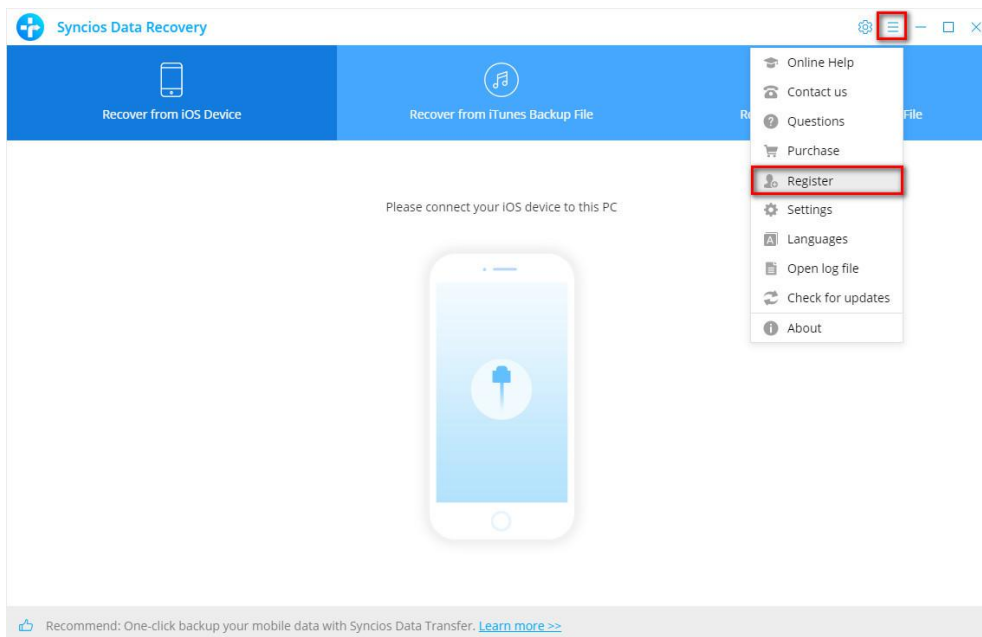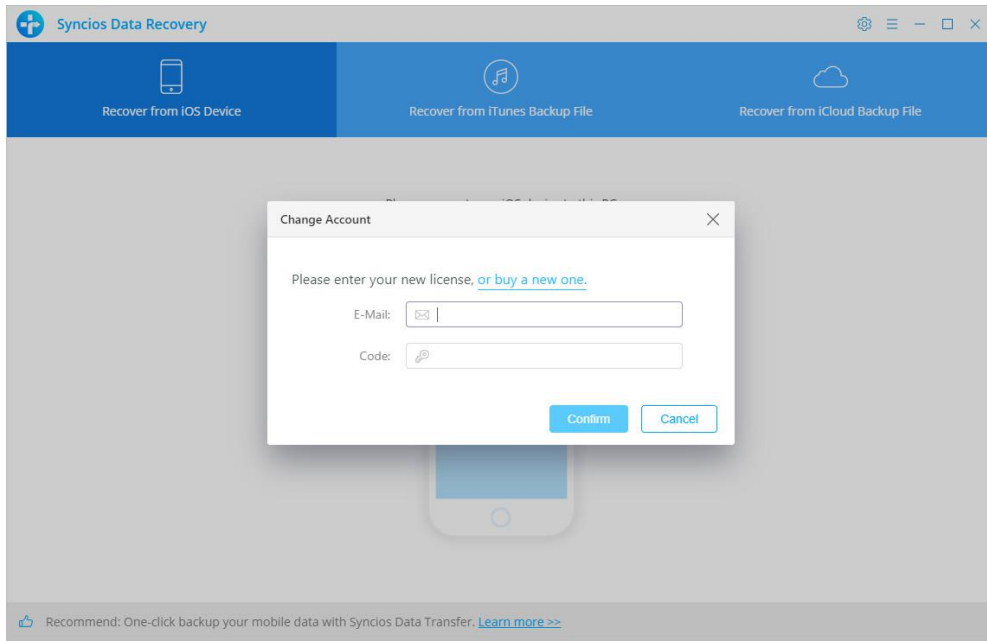

Step 2. Click menu button on the top right of the program interface.

Step 3. Choose Register in the drop-down list, you will get a registration popup dialog below.

Step 4. Copy and paste the User name and Code into the registration.

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

Data Recovery User Guide

Tutorials

- Recover from iOS devices
- Recover from iTunes
- Recover from iCloud

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 photos, contacts, text messages, iMessages, call history, notes, calendars, reminders, safari bookmarks, WhatsApp data, Kik data and Viber data from iPhone/iPad/iPod Touch.

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.
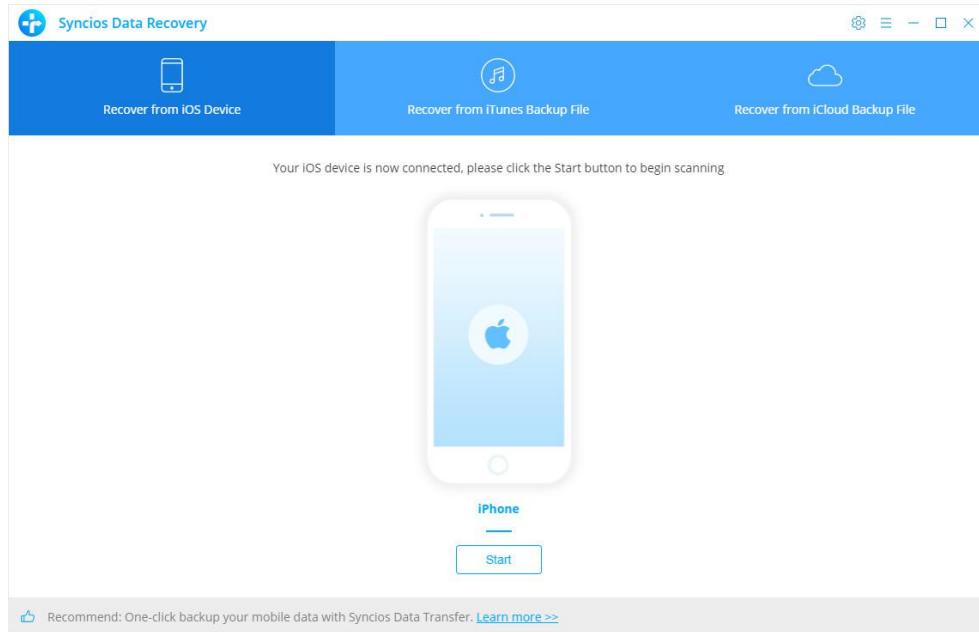
Step 2. Scan your iOS device

After click **Start** 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. Select Sorts of Data to Analyze

Once finished scanning, you can see the following page. All options are mainly divided into two parts: Deleted data and Existing data. Select All option has been checked by default. To transfer certain type of data, uncheck the option first and check what you want. Click on Next button to continue.
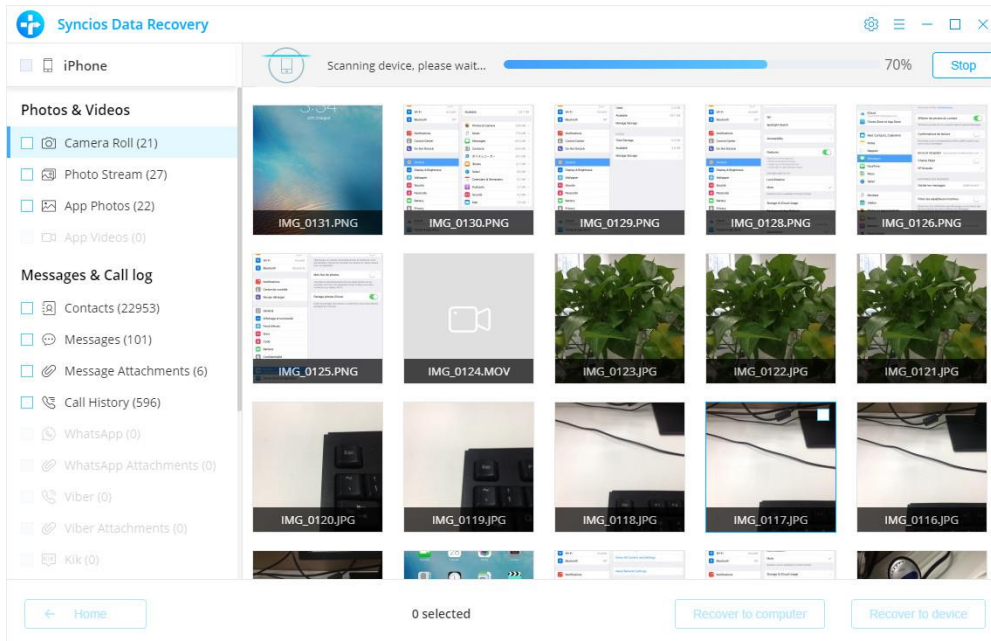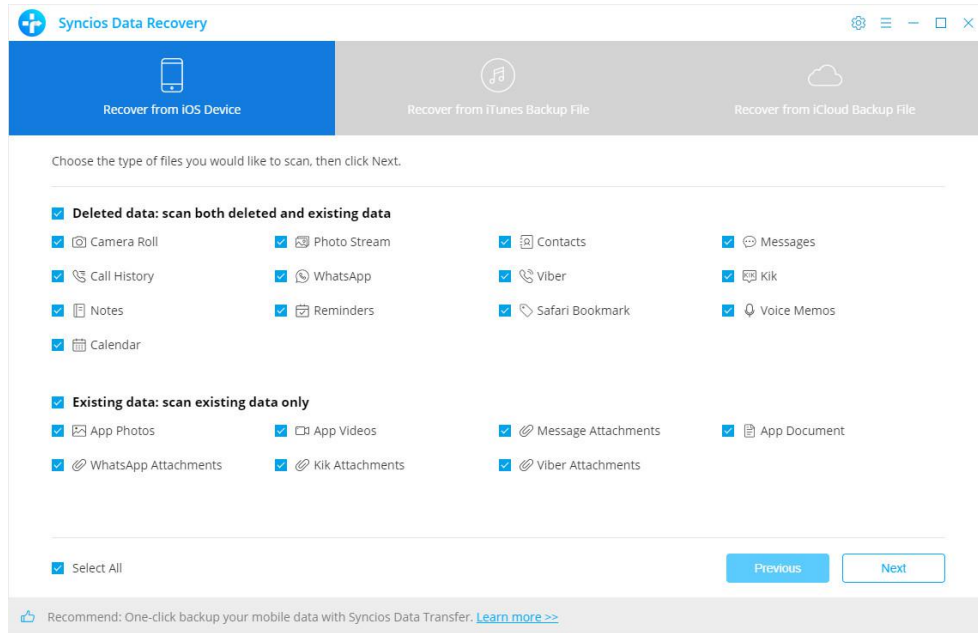
Step 4. Preview and get your lost data back

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.
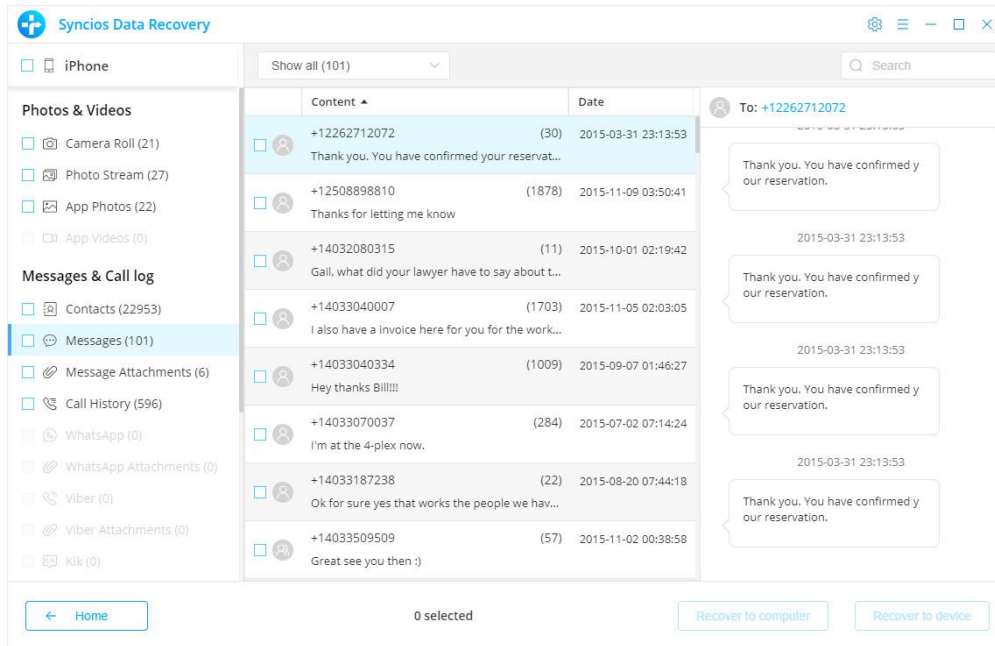

Retrieve lost iPhone, iPad & iPod Touch data from iTunes

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.
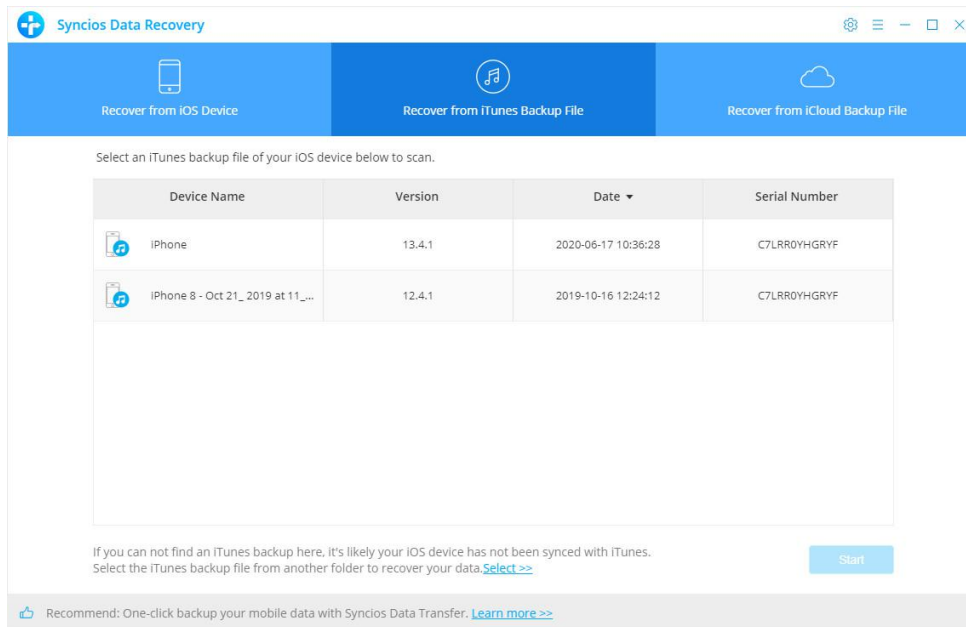
Step 2. Preview and perform iOS data recovery from iTunes backup file
When the scanning is over, you will find all the backup file are listed and displayed in categories. Click the file types and you can preview the files in thumbnails on the right of the program interface.

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 supports recovering Camera Roll, Photo Stream, Contacts, Messages and attachments, Call History, WhatsApp, Notes, Bookmarks and voice Memos to device. We will continue to support more file types.

Recovery to device:
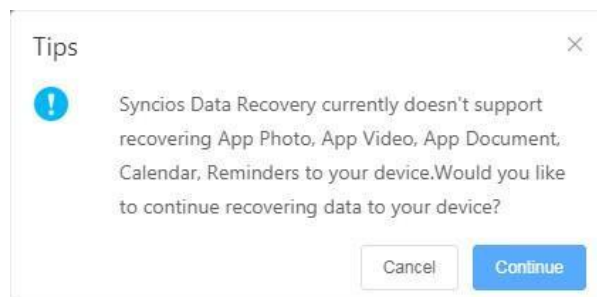
Retrieve lost iPhone, iPad & iPod Touch data from iCloud

The steps to scan iCloud data are similar as iTunes backup. Syncios Data Recovery lets you download and extract your iCloud contents, 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.
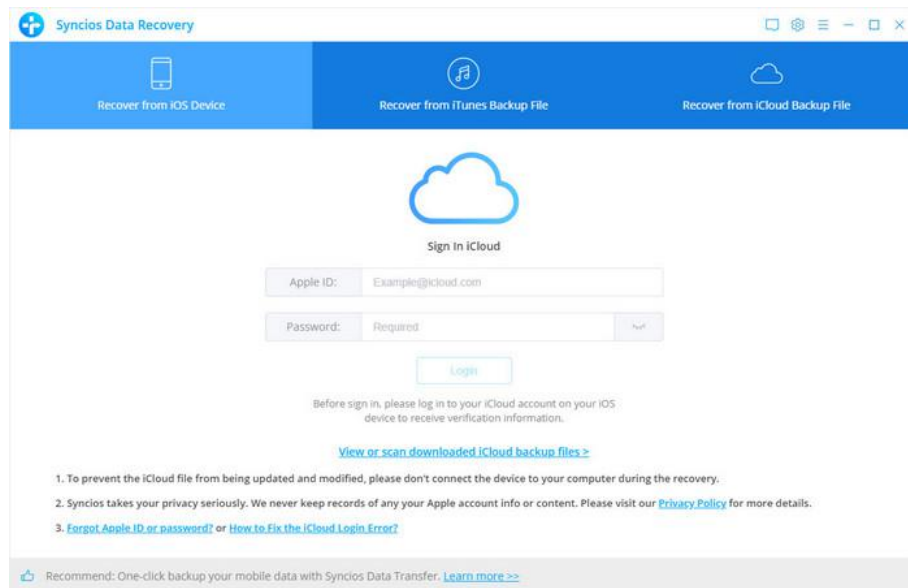
Step 2. Choose iCloud Data you Want to Download

On the page, you can see that photos, contacts, notes, reminders and calendars are all supported to access. Check the types of data you would like to download and click Next button to begin. If it's the first time you download the iCloud data via Syncios or there're a large amount of files on it, it will take some time. Please wait till complete.
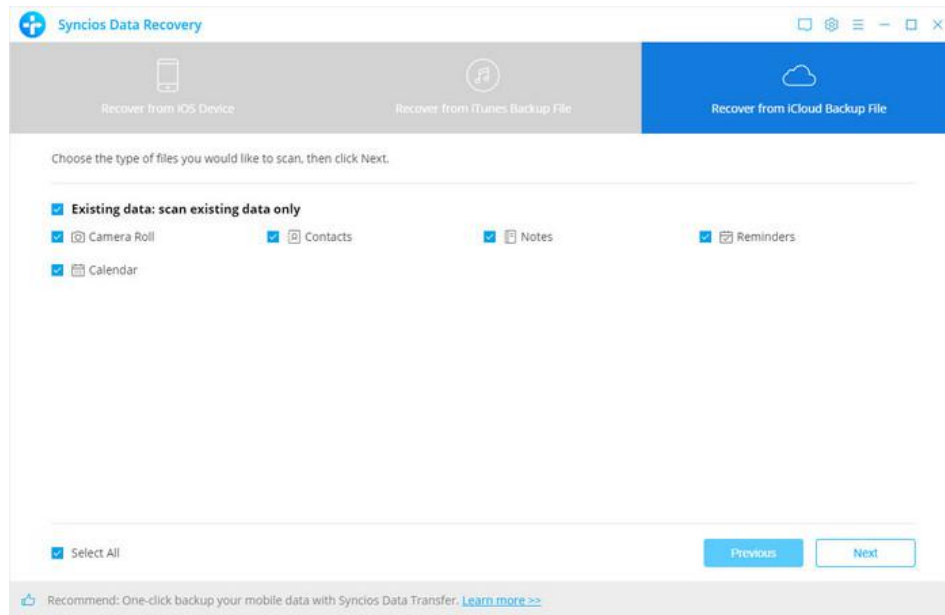
Step 3. Preview the Content and Extract to Computer/Device

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.

Once the downloading is completed successfully, you can view the details by tapping the tabs on the left bar. Then check the item(s) you want to recover and click Recovery to find a pop-up.

Recover to computer button: If you're going to retrieve the selected iCloud data to computer, you can choose this button. The contacts (also support VCF format), notes, calendars and reminders can be exported as readable HTML and CSV files and the pictures will be exported as original format. Choose a backup path on computer and click Recovery option to confirm.

Recover to device button: If you're going to recover the iCloud data back to your iOS devices, tap on this button. And then Click Recover to begin.

FAQ
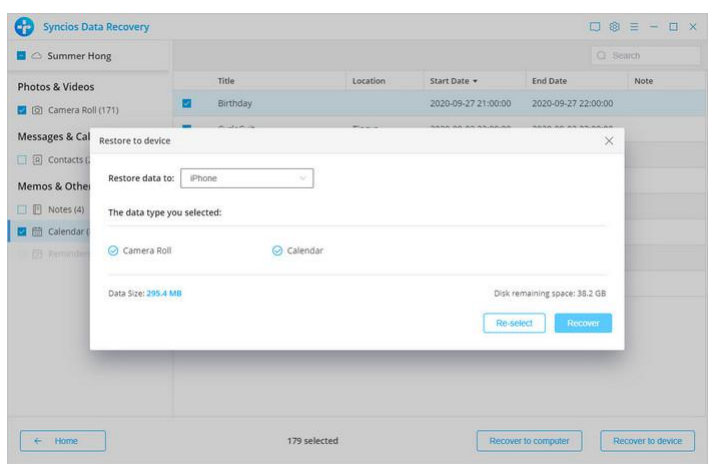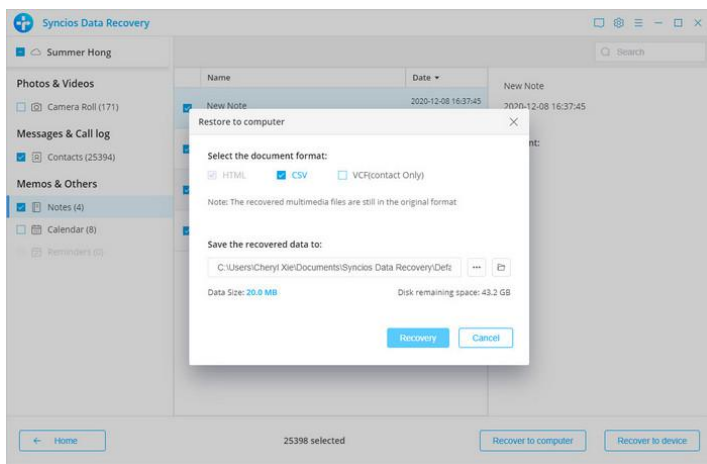
- Version compare
- Common issues

Version compare

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

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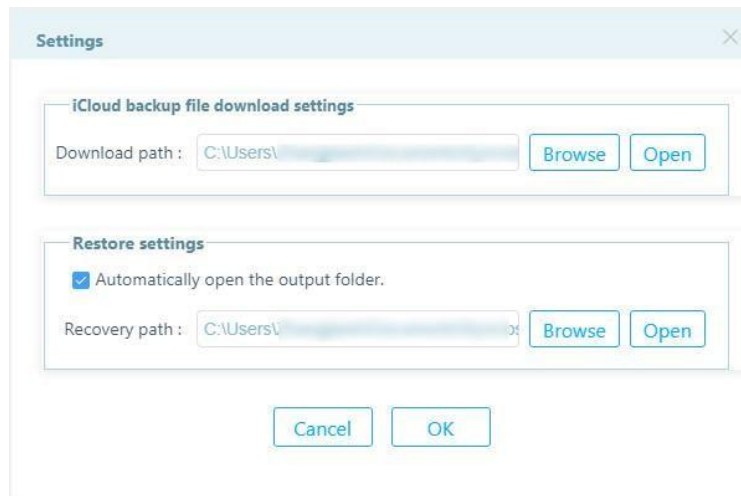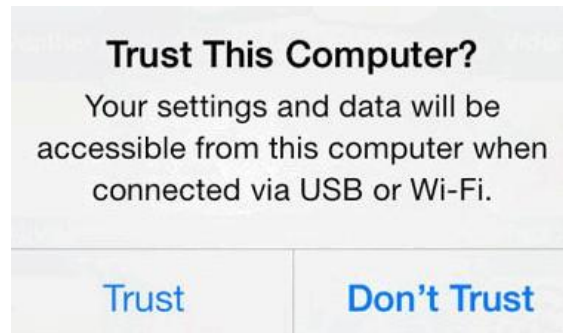
2. **Can I put the recovered files back to iOS device?**

Syncios Data Recovery supports to recover all lost data to your device except: app photo, app video, app document, calendar, reminders. You can only recover these files to your computer.

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

Trust This Computer?

Your settings and data will be accessible from this computer when connected via USB or Wi-Fi.

| Trust | Don't Trust |

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 unable to open Syncios Data Recovery on Mac?

If you try to install an App from other ways, but you have set your Mac to allow Apps only from App Store, you will see the warning message below:
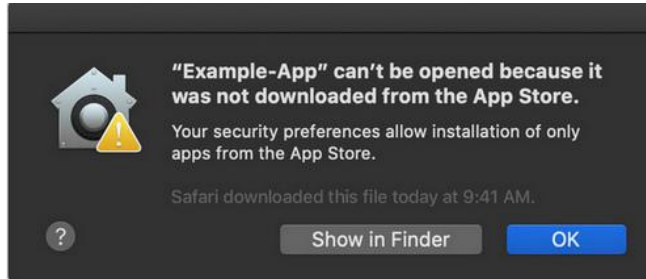
Also, if you try to install an app that isn't signed by an identified developer, you will see another warning message that the app cannot be opened:
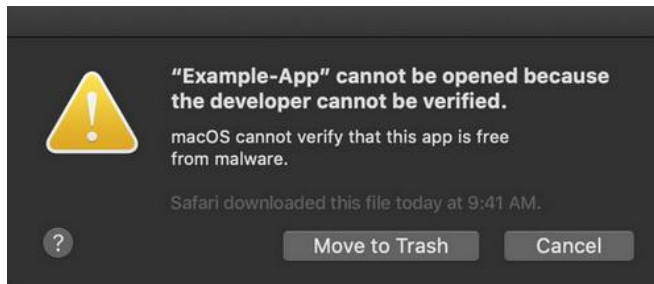
You need to:

Step 1: Find and go to System Preferences > Security & Privacy, and tap the General tab. Click the lock icon in the lower left corner of the screen and then enter your password to unlock Security & Privacy.

Step 2: Find and choose "App Store and identified developer" under "Allow apps downloaded from:" option.

You can just use Ctrl+C or the menu to copy the files.

Step 3: Run Syncios now, you will see a warning message that says "Syncios app can't be opened...", just click "OK" option.

Step 4: Go back to Security & Privacy. You will see there is a new message at the bottom, saying "Syncios app was blocked from use because..." Now, click "Open Anyway" option to confirm your intent to open or install the app.

Step 5: The warning message reappears, and you can see "Open" option this time. Click it and then please do remember to click the unlocked lock to keep the change.
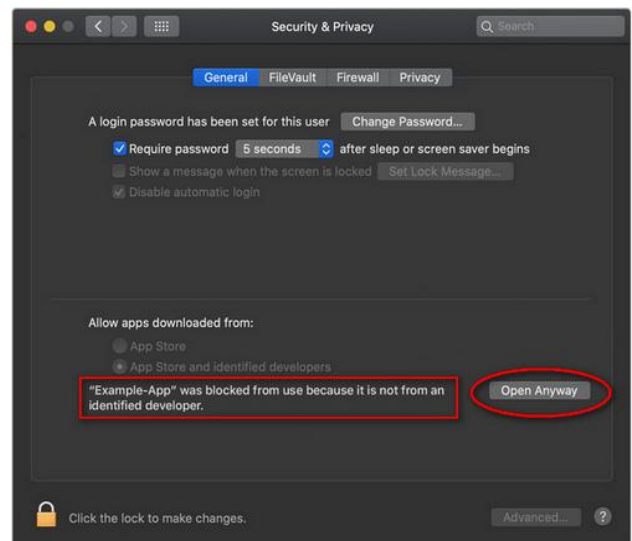
What's more, some people will receive the message below:
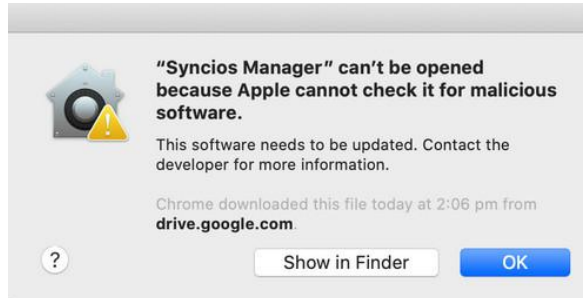
You need to:

Step 1: When you start to run Syncios, just click the "Show in Finder" button, then right-click (or hold control while you click) the procedure and choose "Open" option.

Step 2: Now when the warning box comes back up you'll have an option to "Open" and then the App will run just as the authorized app.

When you install Syncios program on Mac OS 11 computer, you might see a message: "Syncios" Can't be opened because Apple cannot check it for malicious software.

When you try to right click Syncios and choose "Open" option, you might see a message: "Protect.node" cannot be opened because the developer cannot be verified.
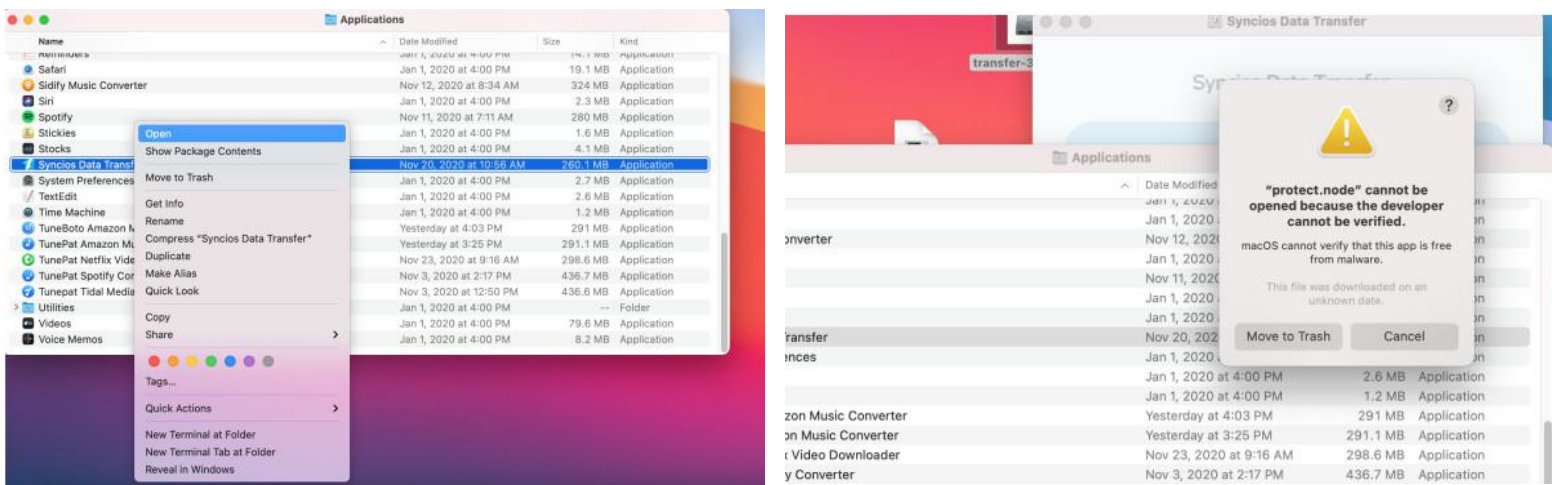

How to solve the problem above?

If you encounter problems like above message when installing Syncios on Mac computer, please refer to the following steps:

Step 1: Open Syncios program, you can see the error messages, do not close the program yet. (Important!)

Step 2: Find and go to System Preferences - Security & Privacy, and tap the General tab. Click the lock icon in the lower left corner of the screen and then enter your password to unlock Security & Privacy.
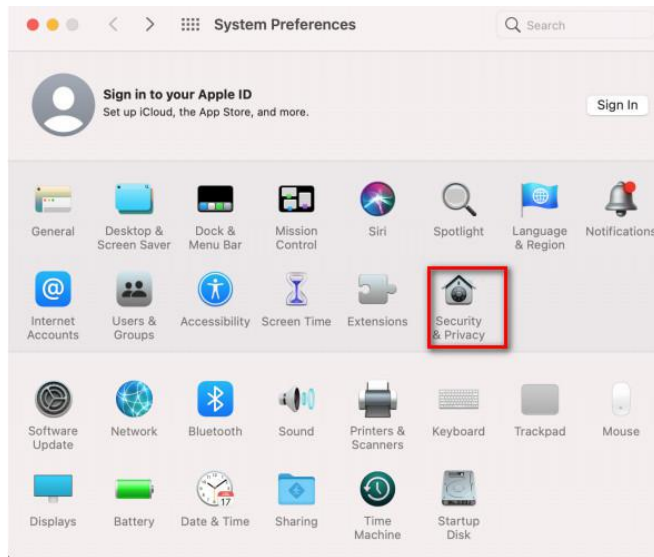
Step 3: Find and choose "App Store and identified developer" under "Allow apps downloaded from:" option.

You can just use Ctrl+C or the menu to copy the files.
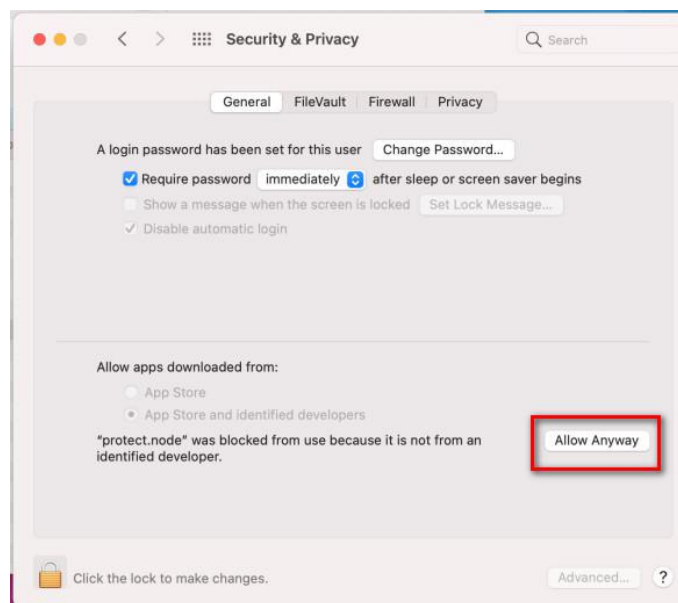
Step 4: You will see there is a new message at the bottom, saying "protect.node was blocked from use because..." Now, click "Allow Anyway" option to confirm your intent to open or install the app.

Step 5: Now please restart the Syncios program. Firstly close the running Syncios program from the bottom taskbar, then Right Click Syncios program and choose "Open". (DO NOT double click to open Syncios program) Now you can use Syncios program normally without error

Support & Contact

- Support
- Contact

Support

For more information, please visit Syncios Data Recovery website!

Homepage: **https://www.syncios.com/ios-data-recovery.html**

Support Page: **https://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 48 hours.

Support E-Mail: support@syncios.com