



Biwin Data Recovery Tool User Guide

1. Introduction

Welcome to Biwin Data Recovery Tool!

Biwin Data Recovery Tool is a professional and efficient data recovery software designed to scan and recover lost files from various storage media. It supports memory cards, portable SSDs, and other storage devices with deep scanning and reliable data recovery.

This manual provides clear guidance on software installation, feature usage, and the complete recovery workflow.

Biwin is committed to protecting the value of your data.

1.1 Supported Formats

1.1.1 Supported File Systems: FAT32, ExFAT, NTFS

1.1.2 Supported Recoverable File Types

Camera Brands	Canon	Nikon	Sony	Fujifilm	Panasonic	Blackmagic
File Formats	CR3	NEF	ARW	RAF/MOV	RW2	BRAM
Images	JPG / TIF / PNG / BMP / GIF / PSD / CR3 / DNG / CR2 / ORF / RAF / ARW / WMF / RW2					
Files	DOC / DOCX / XLS / XLSX / PPTX / PDF / TXT / CSV / PPT / DOTX					
Videos	AVI / MOV / MP4 / 3GP / WMV / ASF / WEBM / FLV / SWF / MPG					
Audio	AIF / M4A / MP3 / WAV / APE / FLAC / OGG / ADT / WMA / MID					
Others	ZIP / RAR / 7Z / BAT					

- Supports file formats from most camera brands on the market.

2. Installation Guide

2.1 System Requirements

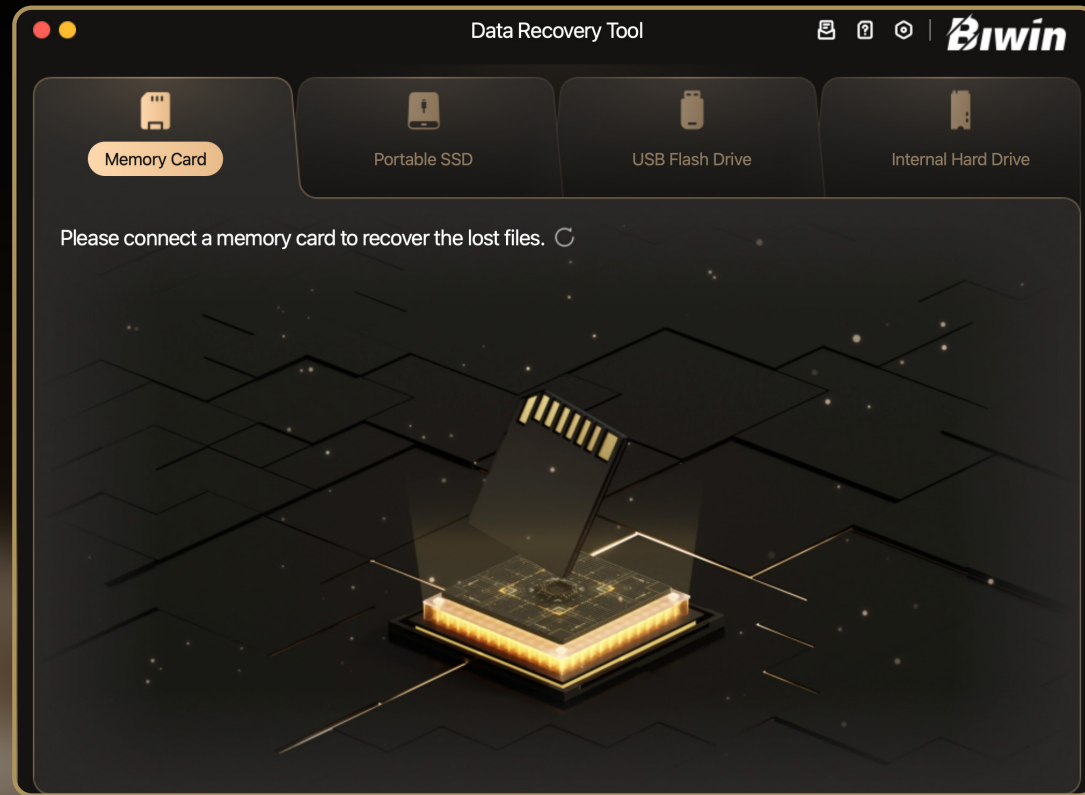
- Operating System: macOS 13.0 (Ventura) or later
- Processor: Apple silicon (M-series chip, Arm64 Architecture)
- Display Resolution: 1024 x 768 or higher; full support for Retina and 4K displays
- Memory: 4 GB minimum
- Storage: 30 GB minimum available space

2.2 Download Address

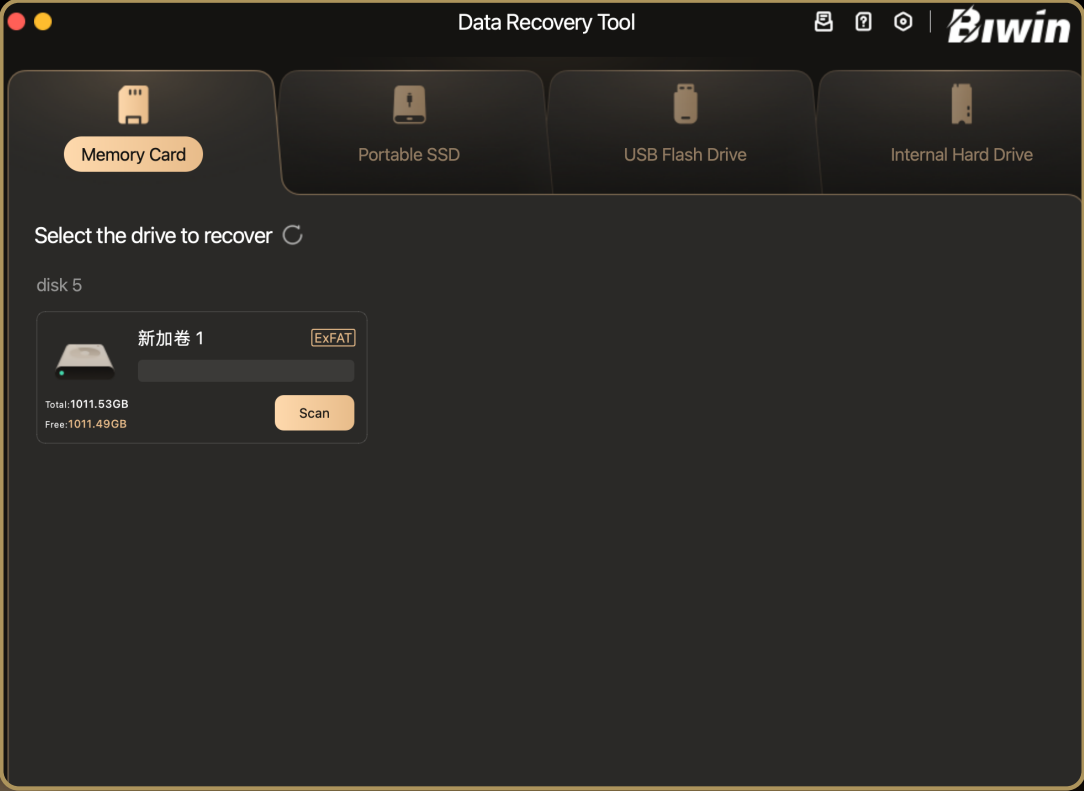
- Official Website: [**https://hp.biwintech.com/biwin-data-recovery-tool**](https://hp.biwintech.com/biwin-data-recovery-tool)

3. Data Recovery Steps

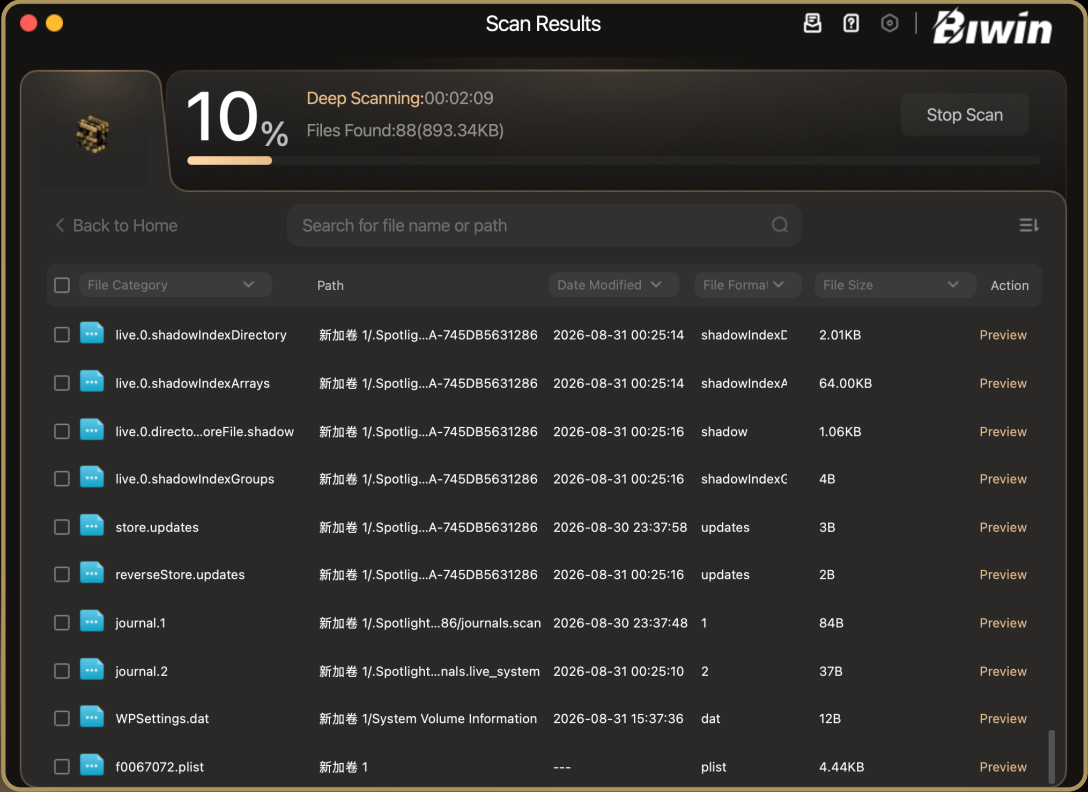
**3.1 Insert the removable storage device (memory card / portable SSD, etc.).
The tool will automatically detect and display it in the disk list.**



3.2 Click the disk Scan button to start data scanning.



3.3 Disk scanning — longer scan time results in more complete file detection.



3.4 Data processing — filter, search, or sort files and select the required files.

Scan Results

100%

Scan Completed.

Selected: 88 Files

Size: 893.34KB

Recover

Search Again

Back to Home

Search for file name or path

File Category	Path	Date Modified	File Format	File Size	Action
☒ live.0.shadowIndexDirectory	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:14	shadowIndexC	2.01KB	Preview
☒ live.0.shadowIndexArrays	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:14	shadowIndexA	64.00KB	Preview
☒ live.0.directo...oreFile.shadow	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:16	shadow	1.06KB	Preview
☒ live.0.shadowIndexGroups	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:16	shadowIndexC	4B	Preview
☒ store.updates	新加卷 1/Spotlig...A-745DB5631286	2026-08-30 23:37:58	updates	3B	Preview
☒ reverseStore.updates	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:16	updates	2B	Preview
☒ journal.1	新加卷 1/Spotlight...86/journals.scan	2026-08-30 23:37:48	1	84B	Preview
☒ journal.2	新加卷 1/Spotlight...nals.live_system	2026-08-31 00:25:10	2	37B	Preview
☒ WPSettings.dat	新加卷 1/System Volume Information	2026-08-31 15:37:36	dat	12B	Preview
☒ f0067072.plist	新加卷 1	---	plist	4.44KB	Preview

Scan Results

100%

Scan Completed.

Selected: 5 Files

Size: 3.17KB

Recover

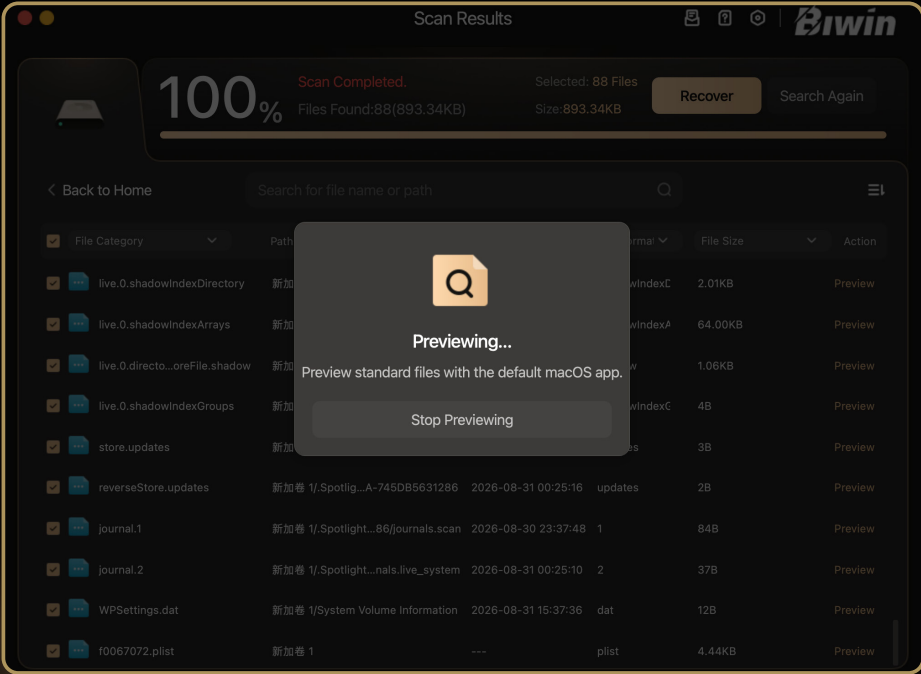
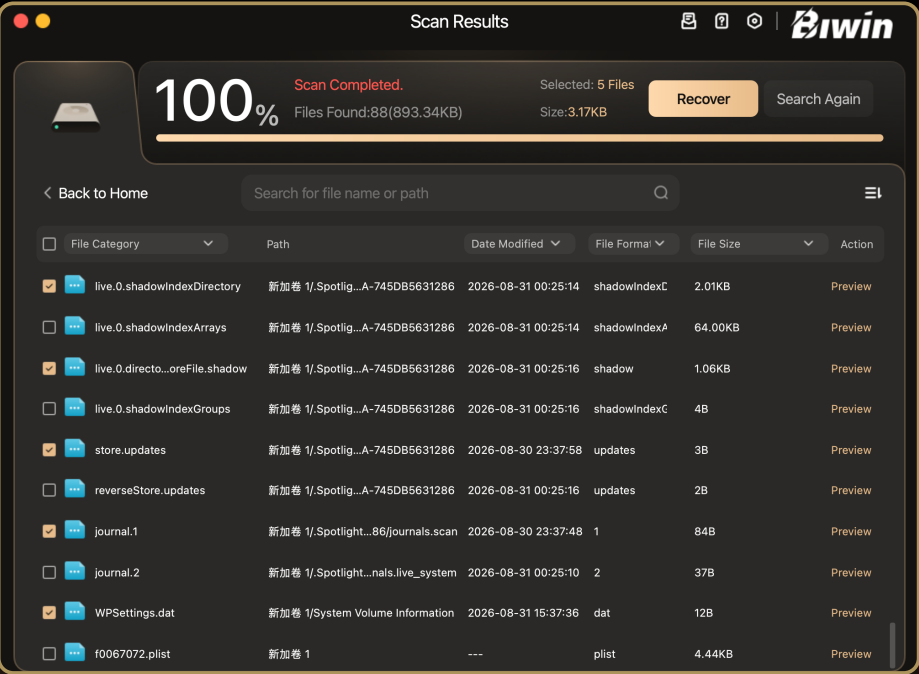
Search Again

Back to Home

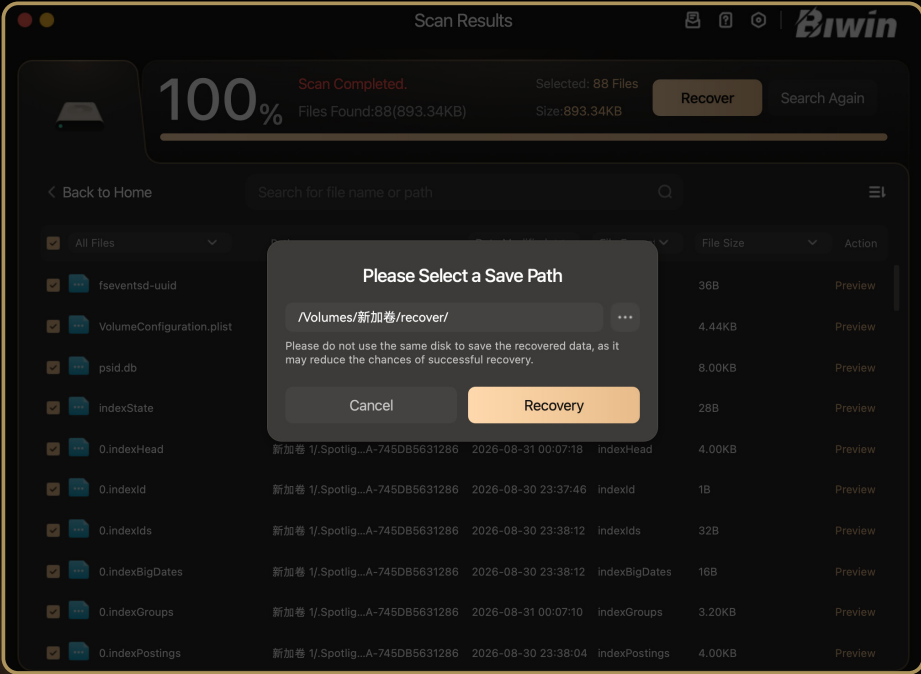
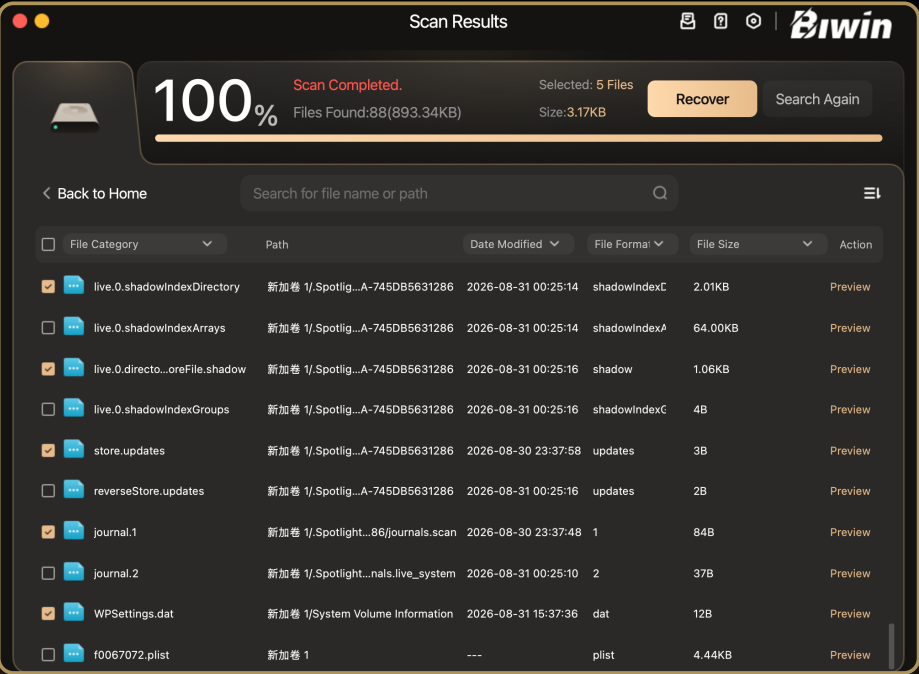
Search for file name or path

File Category	Path	Date Modified	File Format	File Size	Action
☒ live.0.shadowIndexDirectory	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:14	shadowIndexC	2.01KB	Preview
☐ live.0.shadowIndexArrays	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:14	shadowIndexA	64.00KB	Preview
☒ live.0.directo...oreFile.shadow	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:16	shadow	1.06KB	Preview
☐ live.0.shadowIndexGroups	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:16	shadowIndexC	4B	Preview
☒ store.updates	新加卷 1/Spotlig...A-745DB5631286	2026-08-30 23:37:58	updates	3B	Preview
☐ reverseStore.updates	新加卷 1/Spotlig...A-745DB5631286	2026-08-31 00:25:16	updates	2B	Preview
☒ journal.1	新加卷 1/Spotlight...86/journals.scan	2026-08-30 23:37:48	1	84B	Preview
☐ journal.2	新加卷 1/Spotlight...nals.live_system	2026-08-31 00:25:10	2	37B	Preview
☒ WPSettings.dat	新加卷 1/System Volume Information	2026-08-31 15:37:36	dat	12B	Preview
☐ f0067072.plist	新加卷 1	---	plist	4.44KB	Preview

3.5 Preview selected files to confirm they meet expectations.

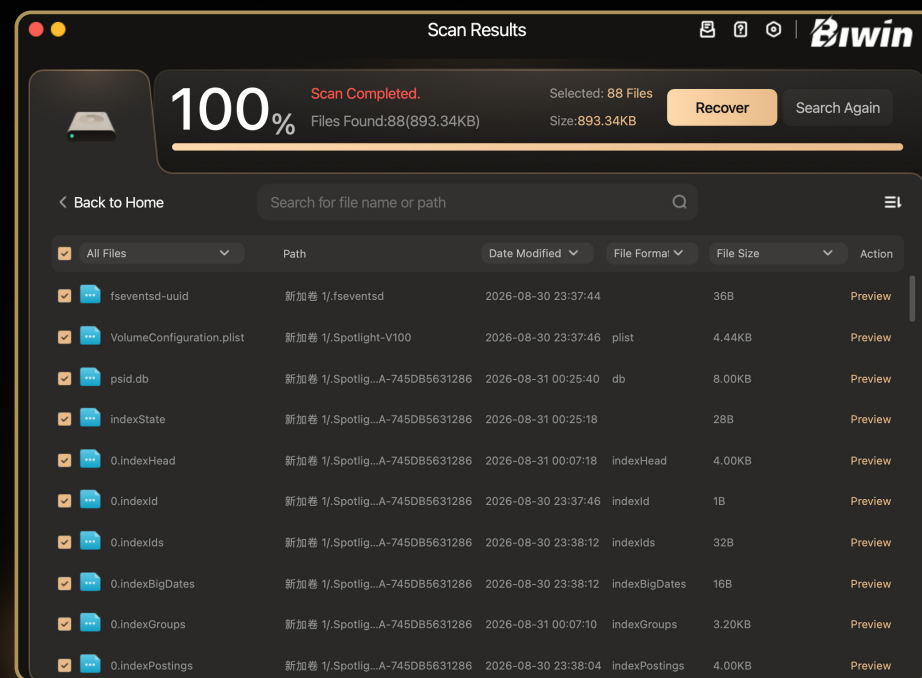
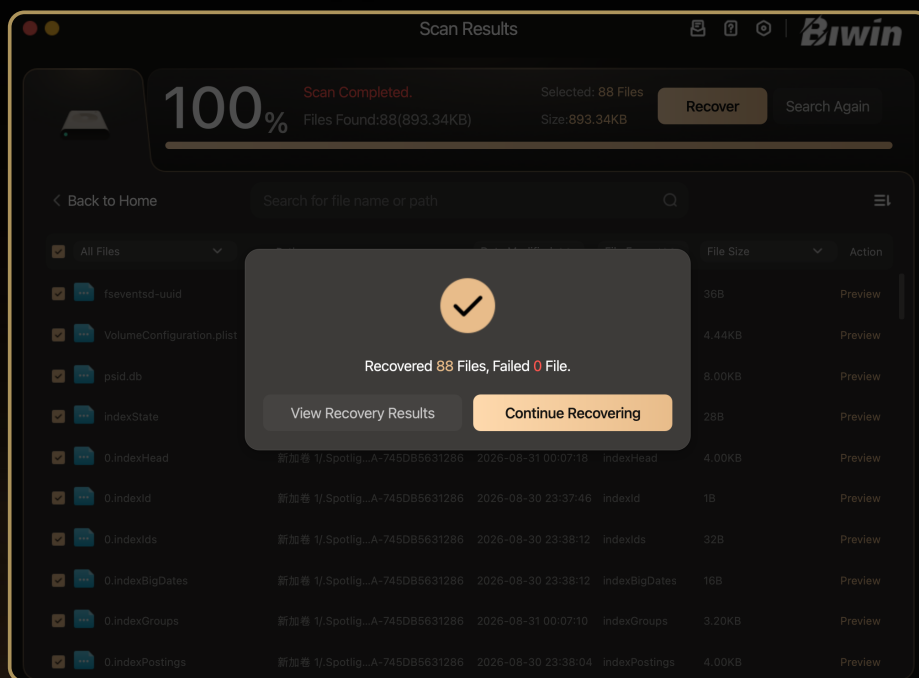


3.6 Select files to recover, click Recover Now, and choose a destination path to save recovered data.



3.7 After recovery:

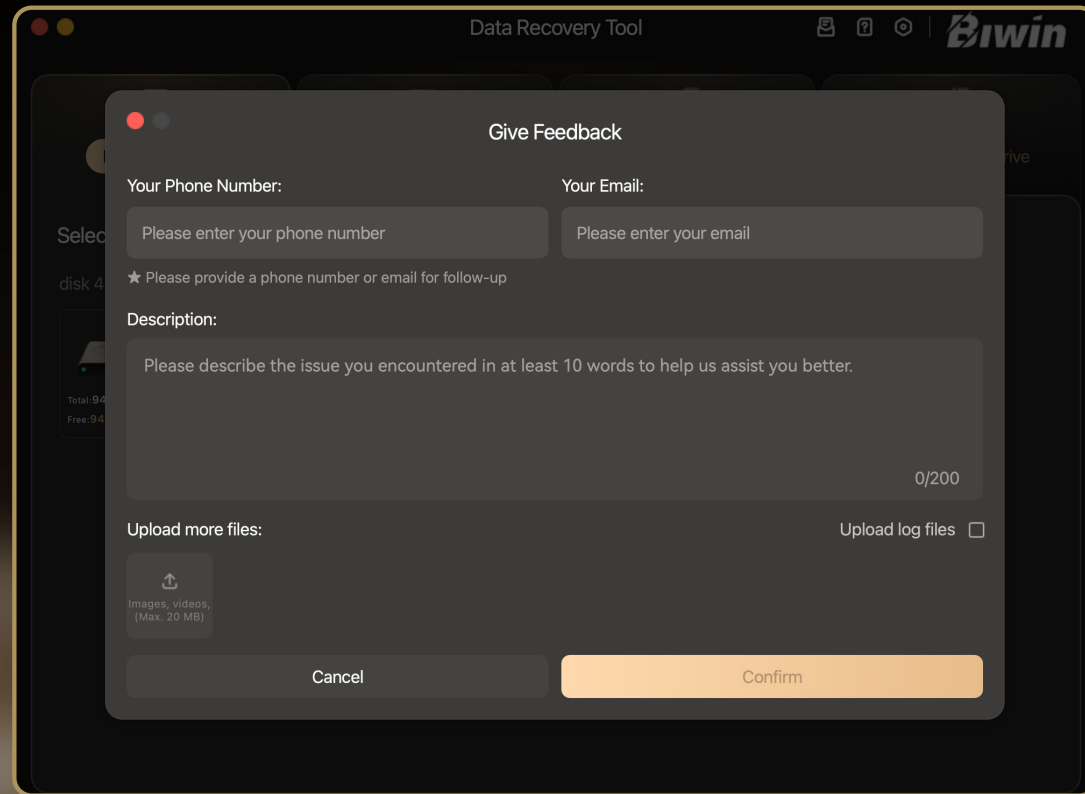
- Light gray = successfully recovered files
- Red = failed files



- In the light theme, blue indicates recovery success, and red indicates recovery failure.

4. User Feedback

4.1 Click Feedback in the upper right corner and enter your contact information and issue description.



The screenshot shows a 'Data Recovery Tool' window with a 'Give Feedback' dialog box open. The dialog box has a title bar with standard window controls. It contains the following elements:

- Your Phone Number:** A text input field with the placeholder 'Please enter your phone number'.
- Your Email:** A text input field with the placeholder 'Please enter your email'.
- ★ Please provide a phone number or email for follow-up**: A required field indicator.
- Description:** A large text area with the placeholder 'Please describe the issue you encountered in at least 10 words to help us assist you better.' and a character count '0/200' at the bottom right.
- Upload more files:** A section with a file upload icon and the text 'Images, videos, (Max. 20 MB)'.
- Upload log files**: A checkbox that is currently unchecked.
- Buttons:** 'Cancel' and 'Confirm' buttons at the bottom.

- To better assist troubleshooting, please upload attachments or log files.

5. User Manual Access

5.1 Click User Manual in the upper right corner.



6. Settings

6.1 Click Settings in the upper right corner.

6.1.1 Language Selection

- Supports Simplified Chinese / Traditional Chinese / English

6.1.2 Theme Selection

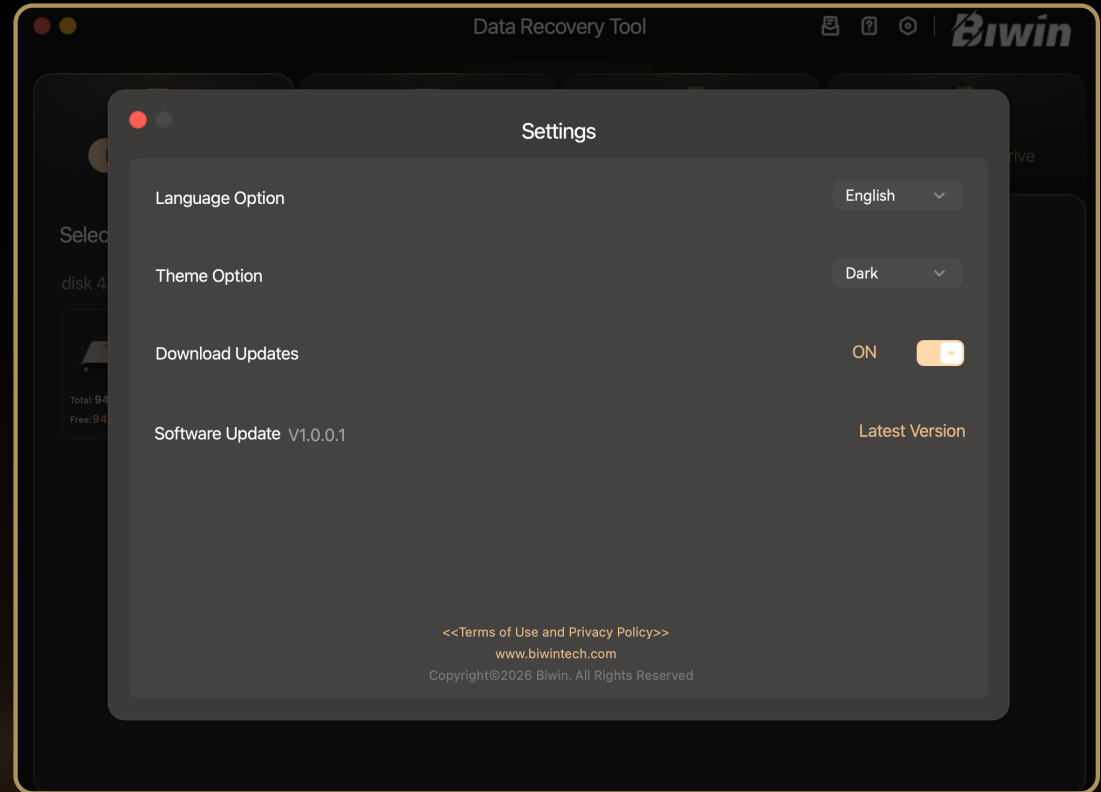
- Supports Light / Dark mode switching

6.1.3 Tool Download

- Users can choose whether to enable automatic installer download

6.1.4 Tool Upgrade

- Supports version updates to ensure access to the latest features

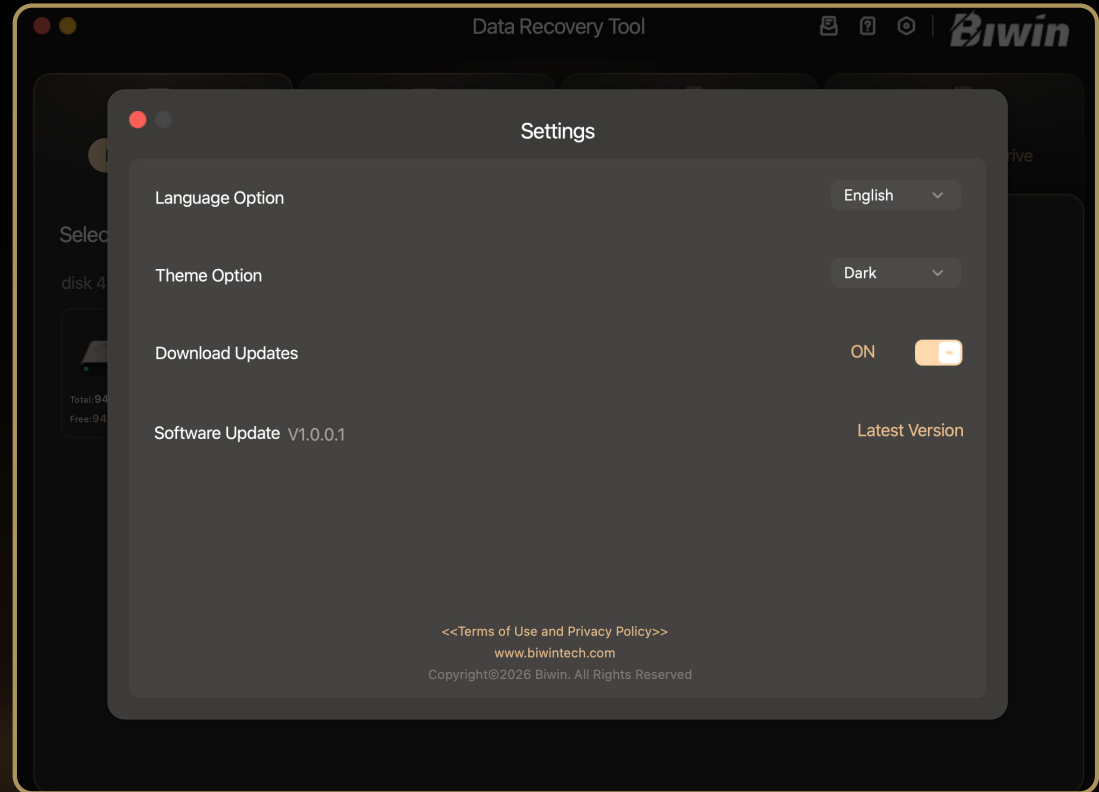


6.1.5 Legal Statements & Policy Terms

- Built-in legal and policy documents for reference

6.1.6 Official Website

- Links to <https://hp.biwintech.com/biwin-data-recovery-tool> for more support and resources.



7. Usage Notes

7.1 Do not copy, create, delete, or format files on the disk being recovered.

7.2 Do not select the recovery disk or OS directory as the recovery destination.

7.3 The recovery directory can only be selected through the file system directory browser and cannot be entered manually.

7.4 Do not use multiple recovery tools on a damaged disk simultaneously.

7.5 Avoid repeatedly previewing high-risk file types (exe, bat, vbs, ps1, lnk, scr).

7.6 Recovery difficulty depends on file system damage severity and disk condition.

7.7 Scan results will be lost after restarting the software or reselecting the disk.

7.8 When submitting feedback, include logs and screenshots.

7.9 Optimized primarily for card-type devices; ExFAT and FAT32 partitions have higher success rates.

7.10 Recovery result display:

- Dark theme: Light Grey = Success, Red = Failure
- Light theme: Blue = Success, Red = Failure

7.11 Unsupported Scenarios:

- Encrypted disks
- Disk not recognized in Disk Management
- Abnormal capacity (e.g., 2GB, 1GB, 1MB)
- Formatted disk

7.12 When data is deleted from a FAT32 file system, the system may alter the first character of file or folder names, which can result in data inconsistencies. After recovery with a data recovery tool, some recovered files may not be displayed correctly on cameras. Please use a PC to browse and access the recovered data.

7. Usage Notes

- 7.13 On macOS, FAT32 file names may be displayed incorrectly. This does not affect normal tool operation.**
- 7.14 macOS does not natively support writing to NTFS file systems. The tool can still scan and recover data from NTFS volumes.**
- 7.15 The recovery destination must have write access in macOS.**
- 7.16 Full Disk Access: Go to System Settings → Privacy & Security → Full Disk Access, enable Data Recovery Tool, and restart the application. Full Disk Access is required to read raw disk data, even with administrator privileges.**
- 7.17 Helper Installation: When scanning a disk for the first time, you will be prompted to install Biwin Data Recovery Helper. Enter your administrator password to complete the installation.**
- 7.18 Security Notice: If macOS indicates that the app developer cannot be verified, go to System Settings → Privacy & Security and click Open Anyway.**
- 7.19 Recovered files from Trash are saved to the H_Trashes folder.**

8. FAQ

8.1 How long does scanning/recovery take?

- Depends on storage capacity and data volume. Larger data size requires more time.

8.2 Can all data be fully recovered?

- Full recovery cannot be absolutely guaranteed, but high recovery success is achieved in most cases.

8.3 Will multiple scans produce the same results?

- If the disk is modified by users, the OS, or third-party tools, results may differ.