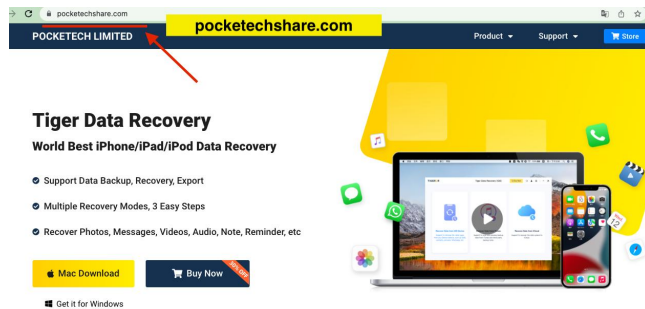# How to recover data

1. Get desktop companion

Open pocketechshare.com with a browser on your computer, to get it!
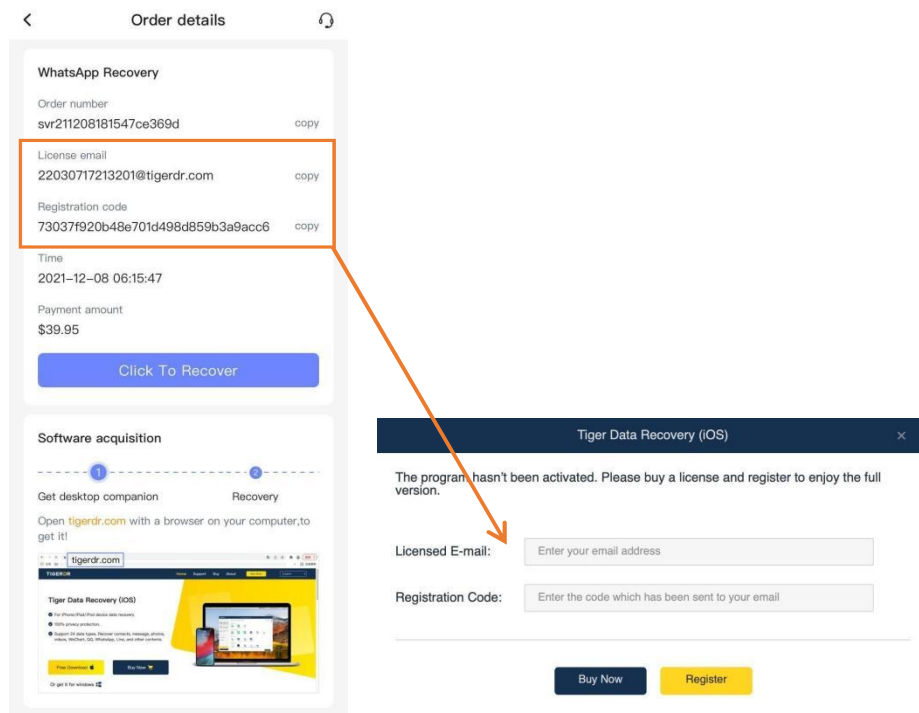

2. Watch the video tutorial

Open https://youtu.be/L2-zBzMpIaI to watch the video!

Tip: How to activate the software?

Open your app, get the license email and registration code in the order, click "Activate" in the PC software, and enter.

3. Here are some common problems about data recovery.

A. About preparation

1) Do I have to use a computer?

Yes, mobile phone data must be recovered using a computer, and mobile phone data needs to be backed up to a computer for scanning and parsing.

2) Are there any requirements for the data cable?

The data cables on the market are basically available, and the original data cables are the best. Tips: Being able to charge is not the only indicator of normal data cable. Some old data cables can be charged, but there may be no data transmission function, if your phone has not been connected to the computer, you can try to change a data cable.

3) Are there any requirements for computers?

With no special requirements, we support Windows and macOS.
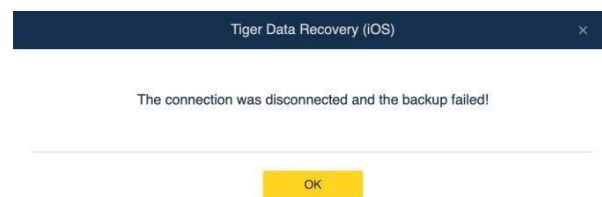
B. About connecting

1) What should I do if my phone can't connect to the computer?

Restart your computer, turn it back on or reinstall the software to try. Or try plugging and unplugging your phone multiple times.

C. About backing up data

1) The software prompts "The connection was disconnected and the backup failed! ", what should I do?

Just restart the backup.

2) What should I do if it reports an error that says "not enough space"?

The software has automatically selected the disk with the most space for you, please click the "gear" icon in the upper right corner to view the location of the backup file and cache file, and clear the space of the corresponding disk. If you're running out of space, you can choose an external USB flash drive or hard disk.
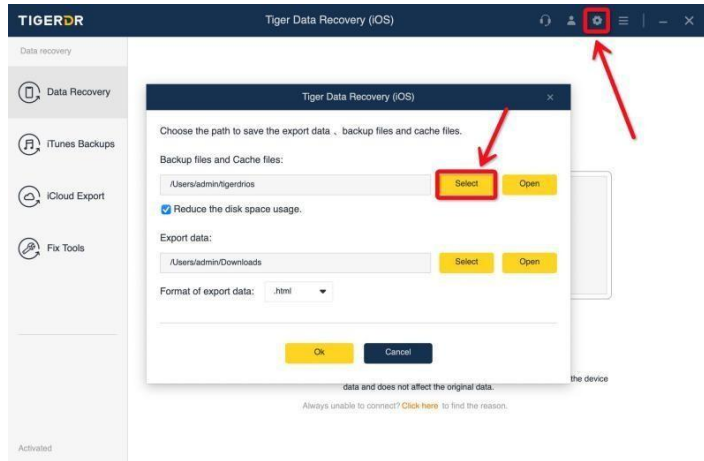
3) What should I do if it says that my phone is busy and can't connect?

Wait about 10 minutes before trying again, if you don't want to wait to restart your phone, and reconnect.

4) I encounter other problems and cannot successfully back up, how to deal with it?

Restart your PC and reconnect your phone.

D. Others

1) What should I do if I encounter software interruption, non-response, flashback,etc., do I need to start over?

No, you don't. Reopen the software, select "Data Backup Management", in this mode, select the previous backup to scan.

2) Why some of the deleted data is not being scanned out?

When data is deleted, deep data is left behind, but the data is at risk of being overwritten by new data at any time, which is uncontrollable and random. Therefore, the data is not scanned out, indicating that the data has been completely lost or damaged and cannot be recovered.

3) Why are some of the data that I haven't seen before?

The arrangement of data is irregular, there will be a lot of data scattered everywhere, the software will scan the data in the mobile phone database uniformly.