



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, providing deep scanning and reliable recovery capabilities.

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

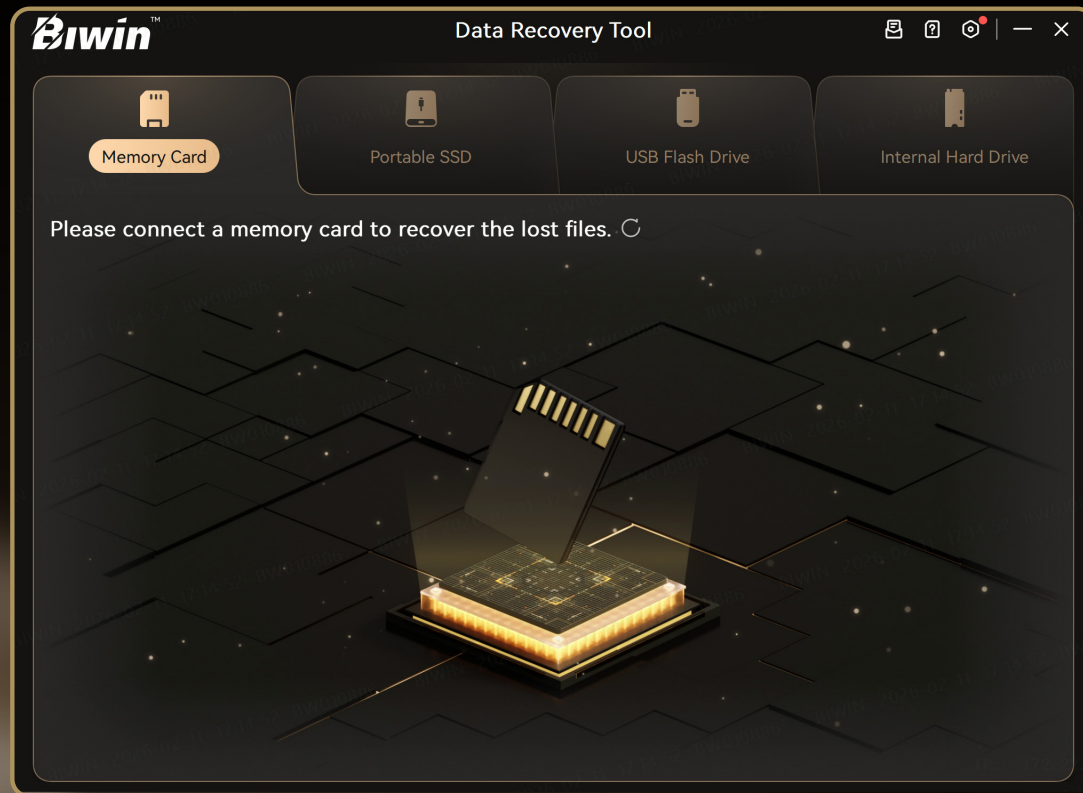
- OS: Windows 10 / 11
- RAM: At least 4GB
- Storage: At least 10GB available space

2.2 Download Address

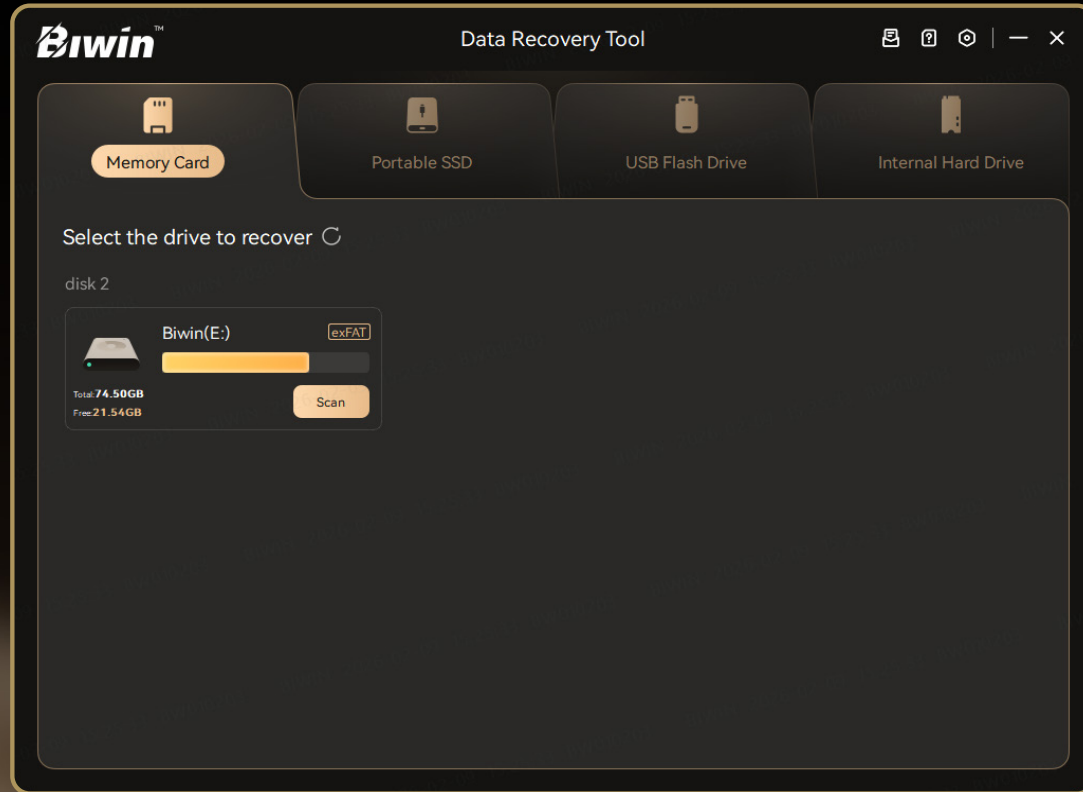
- Acer Storage Official Website: <https://www.acerstorage.com/biwin-data-recovery-tool/>

3. Data Recovery Steps

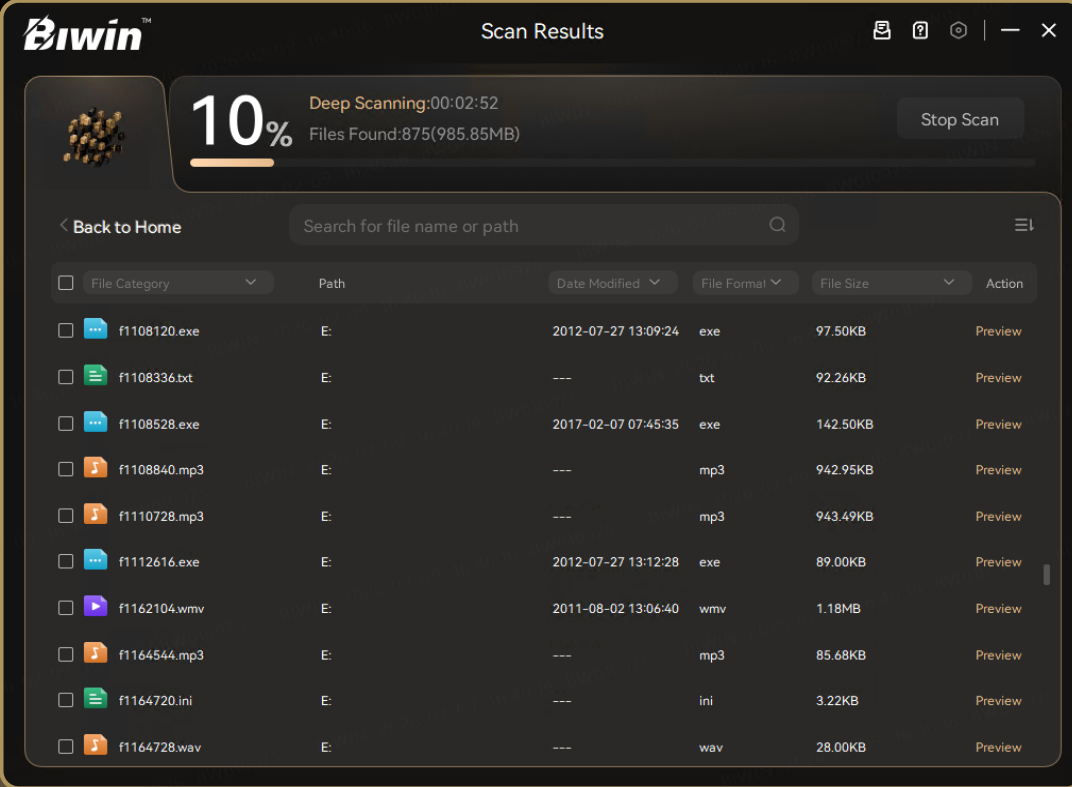
**3.1 Insert the removable storage device (memory card / portable SSD, etc.).
The tool will automatically detect and display it in the disk list.**



3.2 Click the disk Scan button to start data scanning.



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



The screenshot displays the Biwin Scan Results window. At the top left is the Biwin logo. The title bar reads "Scan Results". A progress bar shows 10% completion, with a "Stop Scan" button to its right. The progress bar also displays "Deep Scanning:00:02:52" and "Files Found:875(985.85MB)". Below the progress bar is a search bar with the placeholder text "Search for file name or path". A "Back to Home" link is on the left. The main area contains a table of detected files with columns for File Category, Path, Date Modified, File Format, File Size, and Action.

<input type="checkbox"/>	File Category	Path	Date Modified	File Format	File Size	Action
<input type="checkbox"/>	f1108120.exe	E:	2012-07-27 13:09:24	exe	97.50KB	Preview
<input type="checkbox"/>	f1108336.txt	E:	---	txt	92.26KB	Preview
<input type="checkbox"/>	f1108528.exe	E:	2017-02-07 07:45:35	exe	142.50KB	Preview
<input type="checkbox"/>	f1108840.mp3	E:	---	mp3	942.95KB	Preview
<input type="checkbox"/>	f1110728.mp3	E:	---	mp3	943.49KB	Preview
<input type="checkbox"/>	f1112616.exe	E:	2012-07-27 13:12:28	exe	89.00KB	Preview
<input type="checkbox"/>	f1162104.wmv	E:	2011-08-02 13:06:40	wmv	1.18MB	Preview
<input type="checkbox"/>	f1164544.mp3	E:	---	mp3	85.68KB	Preview
<input type="checkbox"/>	f1164720.ini	E:	---	ini	3.22KB	Preview
<input type="checkbox"/>	f1164728.wav	E:	---	wav	28.00KB	Preview

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

The screenshot shows the Biwin Scan Results interface. At the top, a progress bar indicates 100% completion. The status bar shows "Scan Completed", "Files Found: 243 (37.94GB)", and "Size: 37.94GB". A "Recover" button and a "Search Again" link are visible. Below the progress bar, there is a search bar and a table of files.

File Category	Path	Date Modified	File Format	File Size	Action	
<input checked="" type="checkbox"/>	58.png	D:\origin\testDir	2026-02-09 16:00:42	png	30.80MB	Preview
<input checked="" type="checkbox"/>	6-peak.PNG	D:\origin\testDir	2026-02-09 16:00:42	PNG	24.51KB	Preview
<input checked="" type="checkbox"/>	6.PNG	D:\origin\testDir	2026-02-09 16:00:42	PNG	24.17KB	Preview
<input checked="" type="checkbox"/>	60.png	D:\origin\testDir	2026-02-09 16:00:42	png	30.80MB	Preview
<input checked="" type="checkbox"/>	PPCM.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	45.57KB	Preview
<input checked="" type="checkbox"/>	Reboot.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.15MB	Preview
<input checked="" type="checkbox"/>	S3.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.58MB	Preview
<input checked="" type="checkbox"/>	ubuntu.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	1.58MB	Preview
<input checked="" type="checkbox"/>	video_samples.mp4	D:\origin\testDir	2026-02-09 16:00:44	mp4	261.30MB	Preview
<input checked="" type="checkbox"/>	DSC_7158.MOV	D:\origin\DCIM\102NZ_2	2026-02-09 16:02:12	MOV	4.26GB	Preview

The screenshot shows the Biwin Scan Results interface. At the top, a progress bar indicates 100% completion. The status bar shows "Scan Completed", "Files Found: 243 (37.94GB)", and "Size: 4.30GB". A "Recover" button and a "Search Again" link are visible. Below the progress bar, there is a search bar and a table of files.

File Category	Path	Date Modified	File Format	File Size	Action	
<input checked="" type="checkbox"/>	60.png	D:\origin\testDir	2026-02-09 16:00:42	png	30.80MB	Preview
<input type="checkbox"/>	PPCM.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	45.57KB	Preview
<input checked="" type="checkbox"/>	Reboot.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.15MB	Preview
<input checked="" type="checkbox"/>	S3.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.58MB	Preview
<input type="checkbox"/>	ubuntu.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	1.58MB	Preview
<input type="checkbox"/>	video_samples.mp4	D:\origin\testDir	2026-02-09 16:00:44	mp4	261.30MB	Preview
<input checked="" type="checkbox"/>	DSC_7158.MOV	D:\origin\DCIM\102NZ_2	2026-02-09 16:02:12	MOV	4.26GB	Preview
<input checked="" type="checkbox"/>	NC_FLLST.DAT	D:\origin\DCIM\102NZ_2	2026-02-09 16:01:00	DAT	80.00KB	Preview
<input type="checkbox"/>	_DSC7088.JPG	D:\origin\DCIM\102NZ_2	2026-02-09 16:01:00	JPG	4.47MB	Preview
<input type="checkbox"/>	_DSC7088.NEF	D:\origin\DCIM\102NZ_2	2026-02-09 16:01:00	NEF	23.05MB	Preview

3.5 Preview selected files to confirm they meet expectations.

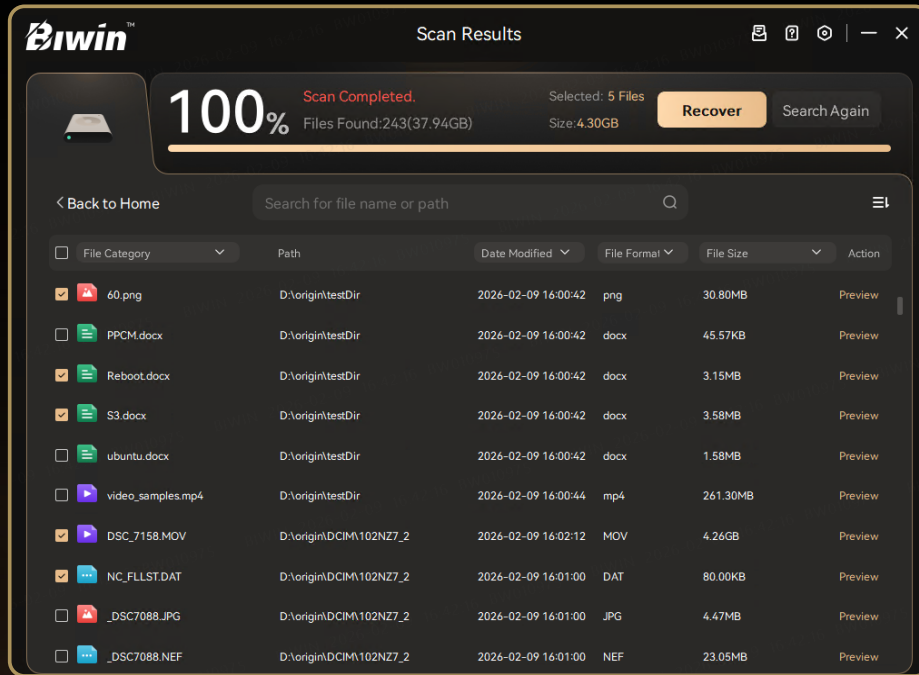
The screenshot shows the Biwin Scan Results window. At the top, it displays "100% Scan Completed." with a progress bar. Below this, it indicates "Selected: 5 Files" and "Size: 4.30GB". A "Recover" button and a "Search Again" button are visible. The main area shows a table of files with columns for File Category, Path, Date Modified, File Format, File Size, and Action. Five files are selected, indicated by checkmarks in the File Category column.

File Category	Path	Date Modified	File Format	File Size	Action	
<input checked="" type="checkbox"/>	60.png	D:\origin\testDir	2026-02-09 16:00:42	png	30.80MB	Preview
<input type="checkbox"/>	PPCM.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	45.57KB	Preview
<input checked="" type="checkbox"/>	Reboot.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.15MB	Preview
<input checked="" type="checkbox"/>	S3.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.58MB	Preview
<input type="checkbox"/>	ubuntu.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	1.58MB	Preview
<input type="checkbox"/>	video_samples.mp4	D:\origin\testDir	2026-02-09 16:00:44	mp4	261.30MB	Preview
<input checked="" type="checkbox"/>	DSC_7158.MOV	D:\origin\DCIM\102NZ7_2	2026-02-09 16:02:12	MOV	4.26GB	Preview
<input checked="" type="checkbox"/>	NC_FLLST.DAT	D:\origin\DCIM\102NZ7_2	2026-02-09 16:01:00	DAT	80.00KB	Preview
<input type="checkbox"/>	_DSC7088.JPG	D:\origin\DCIM\102NZ7_2	2026-02-09 16:01:00	JPG	4.47MB	Preview
<input type="checkbox"/>	_DSC7088.NEF	D:\origin\DCIM\102NZ7_2	2026-02-09 16:01:00	NEF	23.05MB	Preview

The screenshot shows the Biwin Scan Results window with a modal dialog box open over the file list. The dialog box has a magnifying glass icon and the text "Previewing... Preview with the default Windows app" and a "Stop Previewing" button. The background shows the same file list as the previous screenshot, but with a different selection.

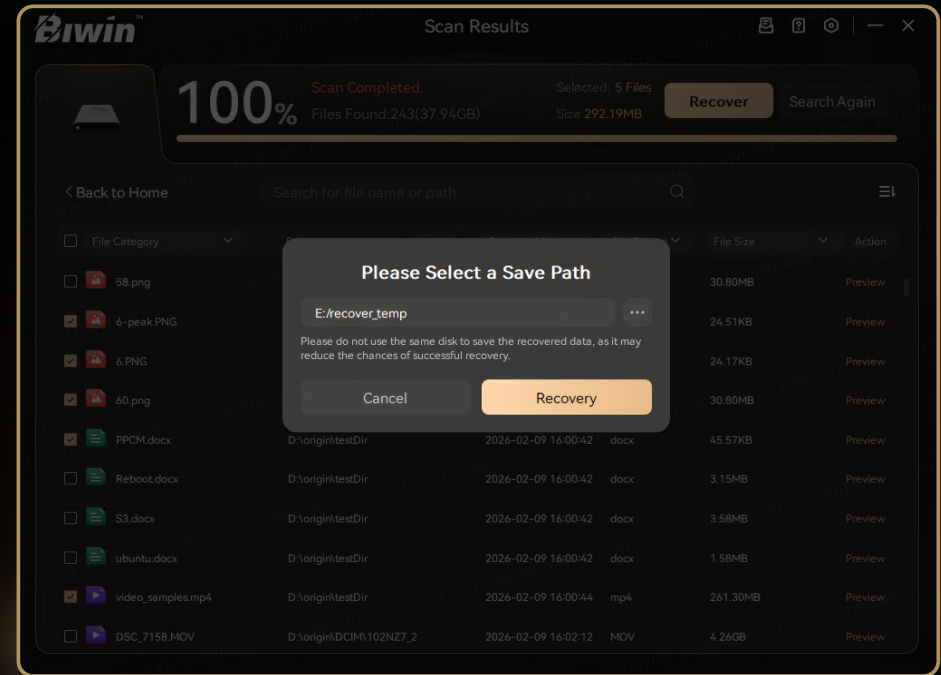
File Category	Path	Date Modified	File Format	File Size	Action	
<input checked="" type="checkbox"/>	58.png	D:\origin\testDir	2026-02-09 16:00:42	png	30.80MB	Preview
<input checked="" type="checkbox"/>	6-peak.PNG	D:\origin\testDir	2026-02-09 16:00:42	PNG	24.51KB	Preview
<input checked="" type="checkbox"/>	6.PNG	D:\origin\testDir	2026-02-09 16:00:42	PNG	24.17KB	Preview
<input checked="" type="checkbox"/>	60.png	D:\origin\testDir	2026-02-09 16:00:42	png	30.80MB	Preview
<input checked="" type="checkbox"/>	PPCM.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	45.57KB	Preview
<input checked="" type="checkbox"/>	Reboot.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.15MB	Preview
<input checked="" type="checkbox"/>	S3.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.58MB	Preview
<input checked="" type="checkbox"/>	ubuntu.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	1.58MB	Preview
<input checked="" type="checkbox"/>	video_samples.mp4	D:\origin\testDir	2026-02-09 16:00:44	mp4	261.30MB	Preview
<input checked="" type="checkbox"/>	DSC_7158.MOV	D:\origin\DCIM\102NZ7_2	2026-02-09 16:02:12	MOV	4.26GB	Preview

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



The screenshot shows the Biwin Scan Results window. At the top, it displays "100% Scan Completed." with a progress bar. Below this, it indicates "Selected: 5 Files" and "Size: 4.30GB". A prominent orange "Recover" button is visible, along with a "Search Again" button. The main area contains a table of files with columns for File Category, Path, Date Modified, File Format, File Size, and Action. Five files are selected with checkboxes.

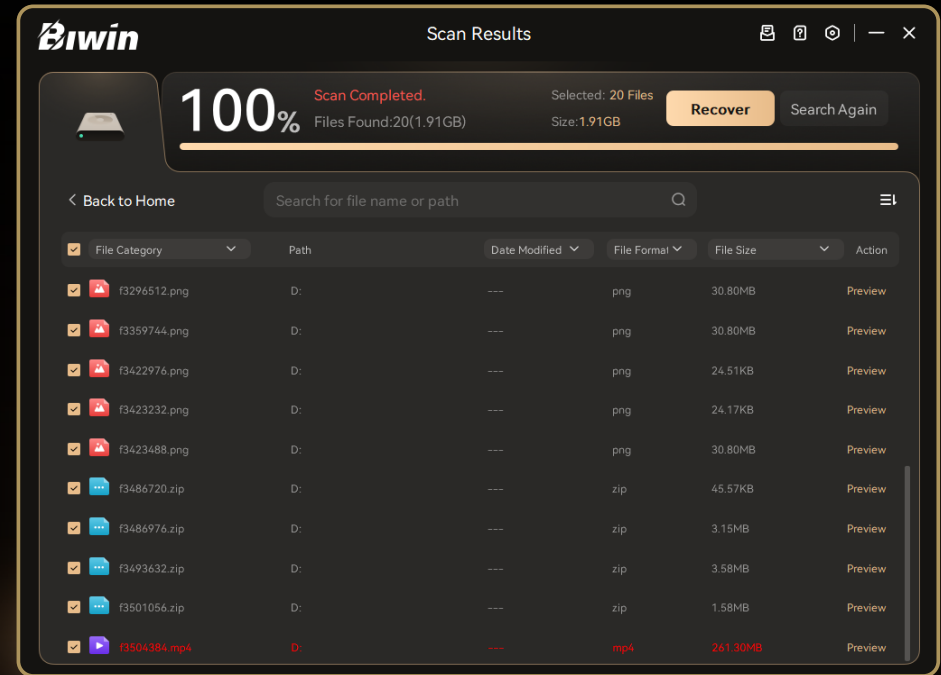
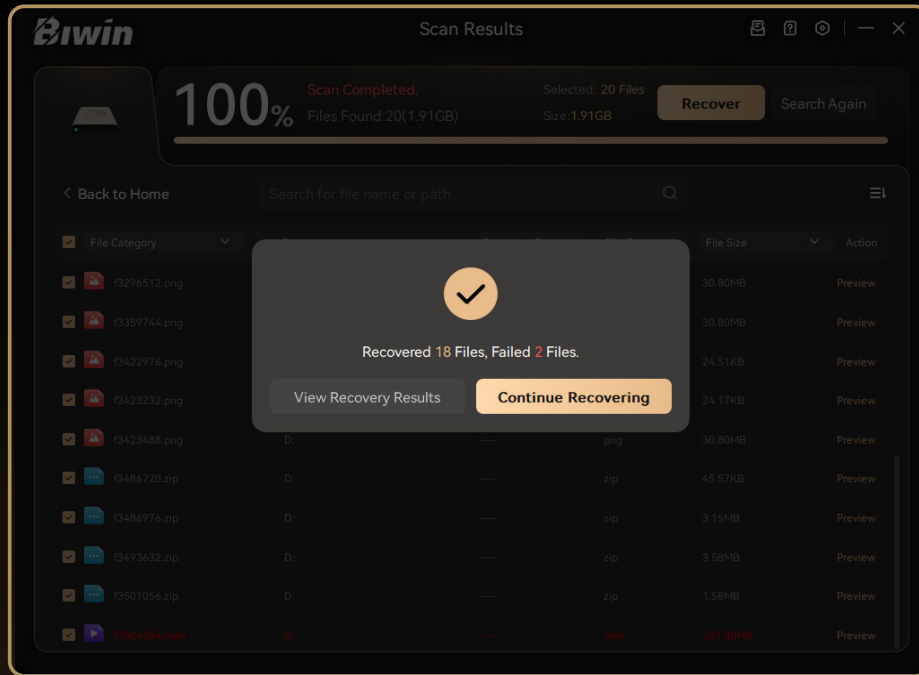
File Category	Path	Date Modified	File Format	File Size	Action	
<input checked="" type="checkbox"/>	60.png	D:\origin\testDir	2026-02-09 16:00:42	png	30.80MB	Preview
<input type="checkbox"/>	PPCM.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	45.57KB	Preview
<input checked="" type="checkbox"/>	Reboot.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.15MB	Preview
<input checked="" type="checkbox"/>	S3.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	3.58MB	Preview
<input type="checkbox"/>	ubuntu.docx	D:\origin\testDir	2026-02-09 16:00:42	docx	1.58MB	Preview
<input type="checkbox"/>	video_samples.mp4	D:\origin\testDir	2026-02-09 16:00:44	mp4	261.30MB	Preview
<input checked="" type="checkbox"/>	DSC_7158.MOV	D:\origin\DCIM\102NZ7_2	2026-02-09 16:02:12	MOV	4.26GB	Preview
<input checked="" type="checkbox"/>	NC_FLLST.DAT	D:\origin\DCIM\102NZ7_2	2026-02-09 16:01:00	DAT	80.00KB	Preview
<input type="checkbox"/>	_DSC7088.JPG	D:\origin\DCIM\102NZ7_2	2026-02-09 16:01:00	JPG	4.47MB	Preview
<input type="checkbox"/>	_DSC7088.NEF	D:\origin\DCIM\102NZ7_2	2026-02-09 16:01:00	NEF	23.05MB	Preview



The screenshot shows the same Biwin Scan Results window as the previous one, but with a modal dialog box overlaid. The dialog box is titled "Please Select a Save Path" and contains a text input field with the value "E:\recover_temp". Below the input field, there is a warning message: "Please do not use the same disk to save the recovered data, as it may reduce the chances of successful recovery." At the bottom of the dialog, there are two buttons: "Cancel" and "Recovery". The file list in the background is partially obscured by the dialog.

3.7 After recovery:

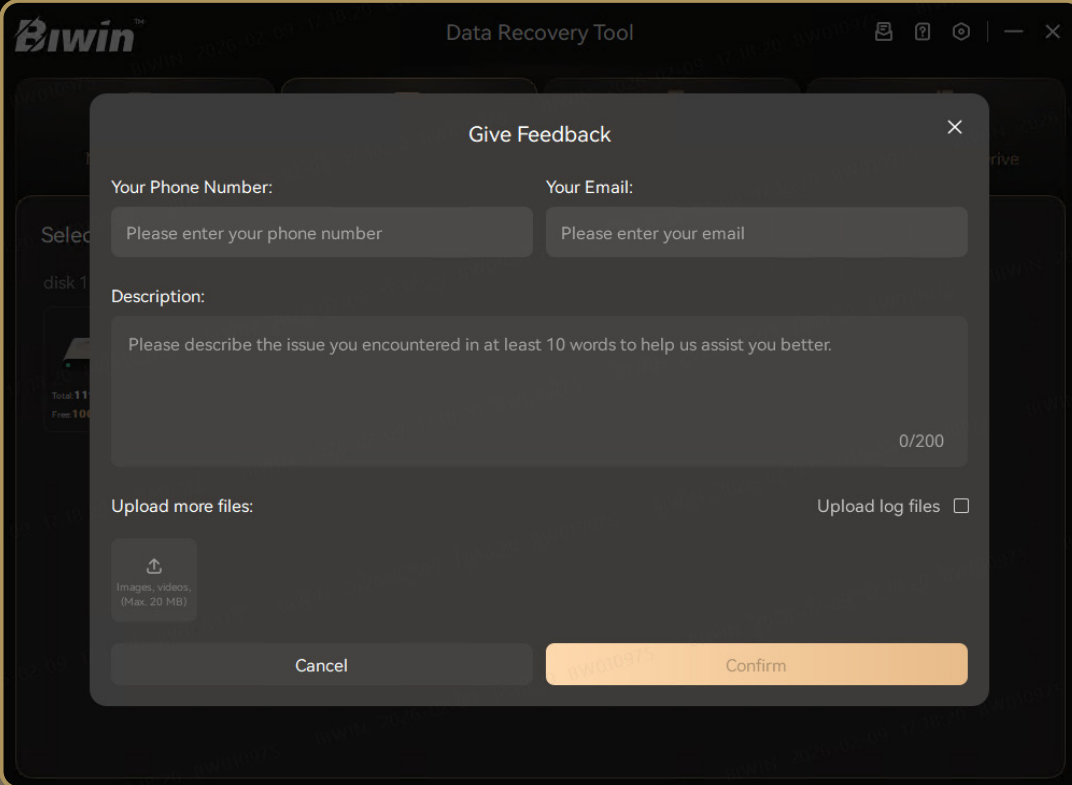
- Light gray = successfully recovered files
- Red = failed files



- 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 the 'Give Feedback' dialog box within the Biwin Data Recovery Tool. The dialog box is centered and has a dark gray background with a white border. It contains the following fields and options:

- Your Phone Number:** A text input field with the placeholder text 'Please enter your phone number'.
- Your Email:** A text input field with the placeholder text 'Please enter your email'.
- Description:** A text area with the placeholder text '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 an upload icon and the text 'Images, videos, (Max. 20 MB)'. To its right is a checkbox labeled 'Upload log files'.
- Buttons:** A 'Cancel' button on the left and a 'Confirm' button on the right.

- 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

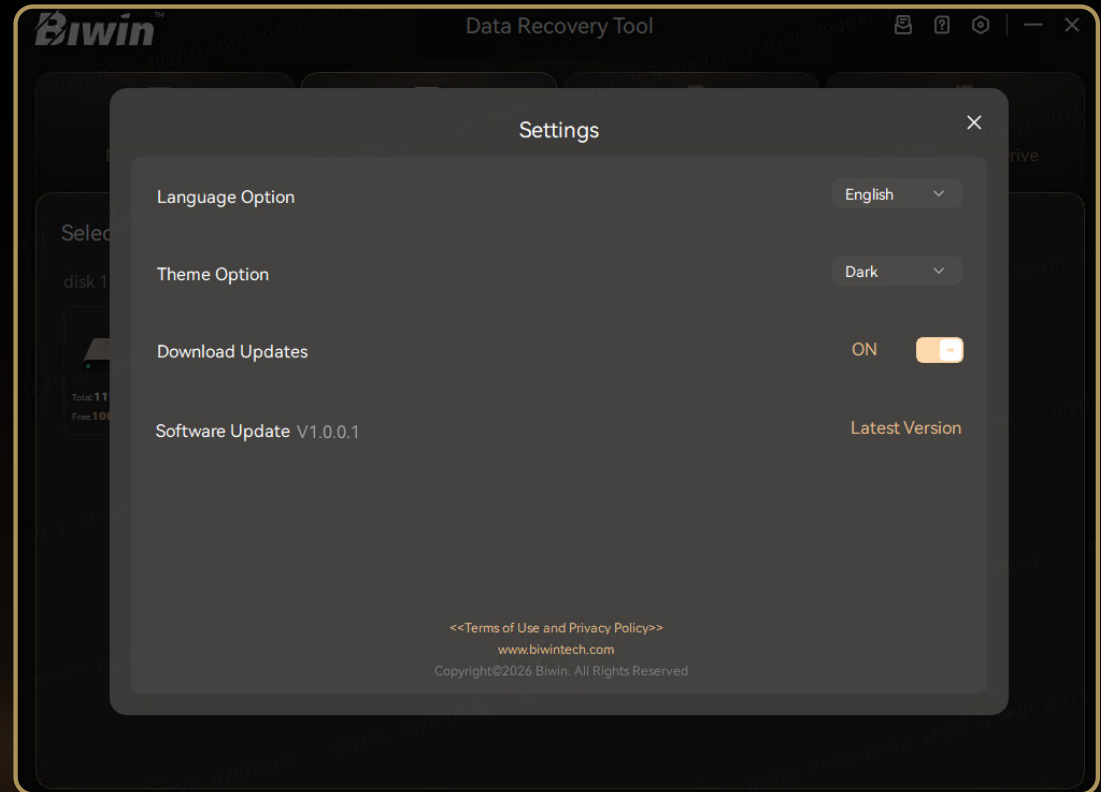
- Supports Light / Dark mode switching

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 After-Sales Service

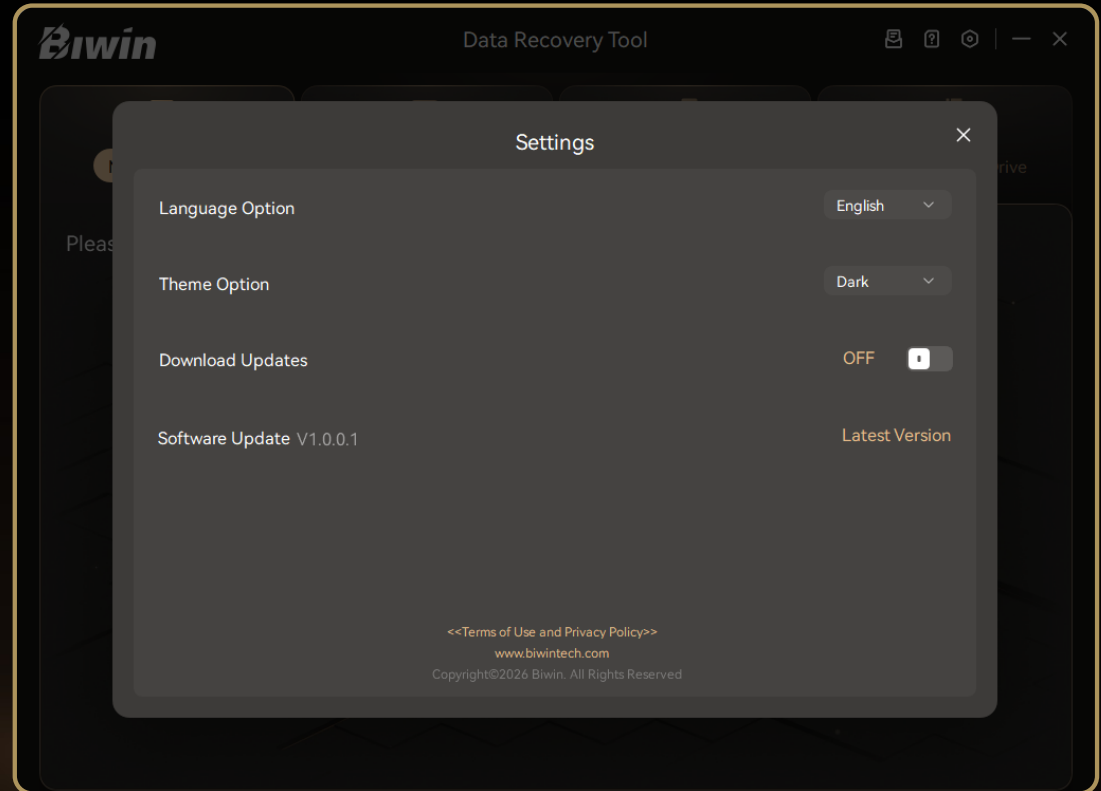
- Service Hotline: **+86 400-888-1009**

6.1.6 Legal Statements & Policy Terms

- Built-in legal and policy documents for reference

6.1.7 Biwin Consumer Official Website

- Links to **<https://www.biwintech.com/>** 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, psl, 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: 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
- Partial partition damage in multi-partition disks

7.12 During the normal installation and use of the tool, third-party antivirus software may display abnormal warnings. However, the tool will not compromise the user's privacy or security. Please add the directory **C:\Windows\BIWIN DATA RECOVERY MASTER to the trusted directory list in your security manager.**

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.