



Mobile Device Recovery

We use our mobile devices for all our important data.

From our daily schedule and personal photos, to contacts and business applications. Kroll Ontrack understands mobile recovery needs to be quick and thorough.

Mobile Device Statistics

- Mobile device recoveries increased **161 percent** from 2011 to 2012.
- **31 percent** of cases were electronics-related physical damage.
- **23 percent** were the result of water or moisture damage.

Our Capabilities

| Brands | Operating Systems | All causes of data loss |
|-----------|-------------------|---|
| Apple | iOS | Damaged by fire, flood or other disaster |
| Samsung | Android | Physical trauma |
| HTC | Windows | Electronic failure |
| LG | | Firmware corruption |
| Microsoft | | Unfinished update |
| Motorola | | Data corruption |
| Google | | Recovery Mode |
| Huawei | | Updated OS and customer lost files |
| Kyocera | | Device won't power on |
| | | Operating system won't start |
| | | Lost photos, contacts, etc. in recent upgrade |

Data Recovery Tips



Stop

If you suspect that the device or storage media has failed:

- Turn off the device immediately,
- Do not reboot, shake, disassemble or attempt to clean/dry the damaged media,
- Where possible, remove battery and immediately disconnect from any charging source.



Do Not DIY

You should not attempt to perform recovery of the damaged media or you might experience:

- Unrecoverable data,
- Invalidated warranty.



Consult

Contact Kroll Ontrack for a free consultation by calling **1800.872.259**. They will discuss:

- Tips to prevent further data loss,
- The best option for your data recovery needs.



Important

- Ensure the media is protected and stored tightly in an anti-static bag with bubble wrap and foam protectors,
- Place small items such as flash media cards, USB drives and phones in an envelope before wrapping and placing in the box,
- Any necessary passcodes required to access the device should be provided by the user,
- Devices may be damaged upon reassembly or while attempting to recover your data,
- Options for repairing your device may not recover your data.
- Full suite of products and services (from remote, in-lab and on-site services to DIY software) to manage all our customers' general data management needs.

About Kroll Ontrack

- Every year we perform over 50,000 recoveries globally,
- Over 150 engineers worldwide,
- Over 30 facilities including labs & class 100 cleanrooms,
- Over 10,000 spare parts to use in the recovery of the damaged device,
- An unrivaled investment in research and development,

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