

FAQ



Intro

Thank you for purchasing **MOBILedit Forensic Express**. This tool performs mobile phone content extractions and is used by professionals in law enforcement, military as well as the corporate and private sectors. We have introduced this special license that allows users to activate phones as they need to make this tool more accessible to non-professional users. By connecting a phone via USB cable you can perform individual examinations of the majority of mobile devices available and generate reports for a variety of personal needs.

This program can retrieve messages, call logs, pictures, contacts, apps, calendar events, emails, passwords, deleted data, and much more.

We have developed this tool to be as easy to use as possible. However, if you experience any difficulties due to lack of technical know-how, we recommend consulting with someone or contacting our support.

Prerequisites

The minimum system requirements for running the software are:

- CPU: Equal to Intel i3
- RAM: 8 GB minimal (16 GB recommended)
- HDD: 20 GB or above + storage for reports
- OS: 64-bit version of Windows Vista / Windows 7 / Windows 8 / Windows 10
- Proper hardware to connect mobile devices with your computer (at least one)
 - Suitable USB cable or SIM Card reader

Ensuring proper connection between phone and computer

Before connecting the phone, be sure you have installed the necessary device drivers in your PC. If needed, drivers can be downloaded for free from our website. Complete Driver Pack recommended - download [here](#). *This is a separate software that allows the computer to "talk" to the phone.* Drivers available for download from our website may not include all drivers from newly released phones. If this is the case, you can also download device drivers directly from each phone manufacturer's website.

1. Download and install MOBILedit Forensic Express [here](#) if you haven't already
2. Run it and follow any on screen prompts
3. The phone should be switched on and unlocked (*see next section for unlocking tips*)
4. Connect the USB data cable to the phone *and* to the computer
5. If the phone isn't detected automatically follow the steps below along with instructions on the screen

Android users must enable Developers Mode in order to access the device. To do this open *settings>about phone>and click "build number" 7 times*. You will get a confirmation when this is complete.

Once the Developers Mode menu is unlocked enable USB Debugging. Settings>Developers options>USB debugging (*see picture below*). Also in Developers Mode set 'Stay Awake'.

Make sure that the computer recognizes your phone and you have the right USB connection setting. *Connection problems are often caused by old drivers. Try to google your phone's name and "USB driver" for download (more info [here](#))*



Android phones should be rooted to extract maximum data including deleted data and applications data. (Learn more about rooting in the next few pages)

iPhones

Set Auto-Lock to Never: Settings>General>Auto-Lock>Never; for iOS 10: Settings>Disp&Brightness>Auto-Lock>Never

Open MOBILedit Forensic Express.

Connect the device to the PC.

Supply Passcode.

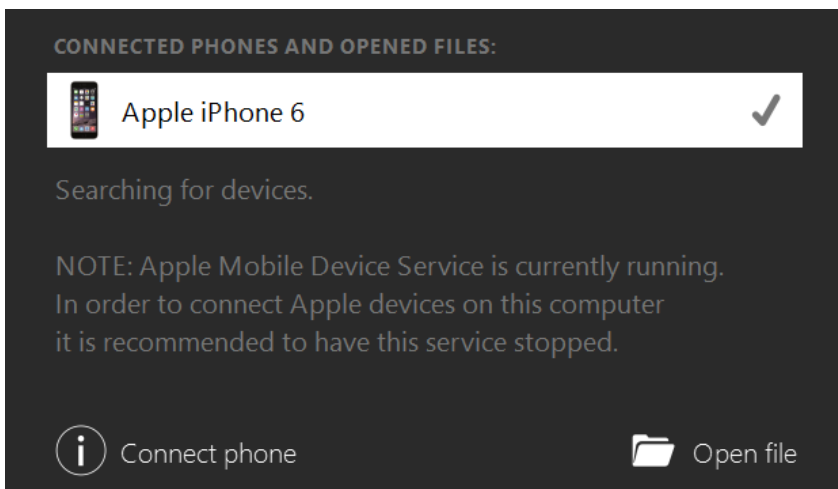
Supply iTunes Backup password if required.

Be sure to confirm message 'Trust This Computer' on the device when prompted.

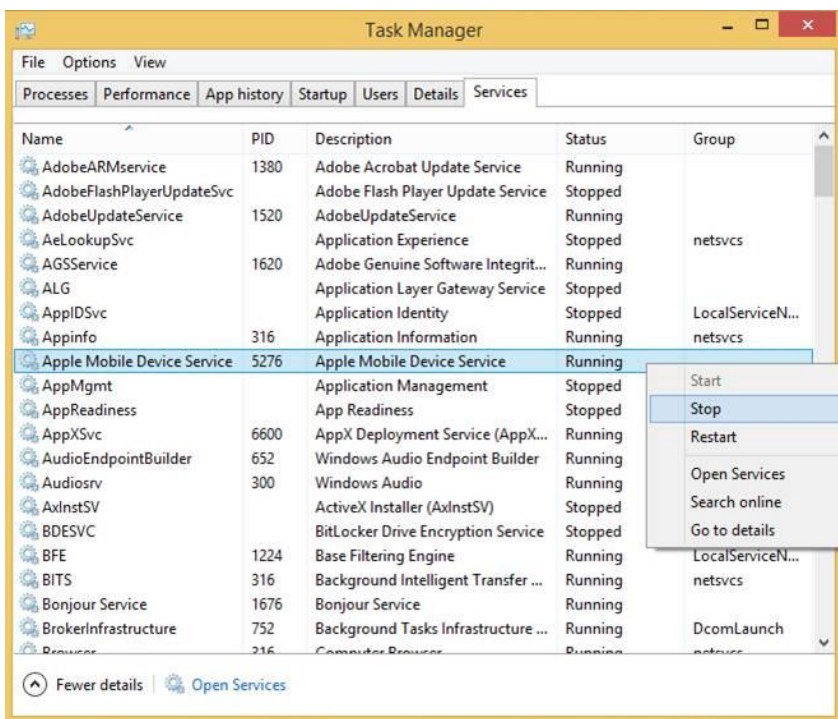
Run MOBILedit Forensic Express. (Be sure MOBILedit Forensic Connector is running in the device)

If your phone is not automatically detected try restarting the phone.

If you receive the following message you must close Apple Mobile Device Service.



To close Apple Mobile Device Service, press Ctrl+Shift+Esc. You will see the task manager window appear. Click the services tab and scroll to find Apple Mobile Device Services. Right click and choose "stop".



In the MOBILedit Forensic Express program, click next to begin the examination.

Locked phones:

Users must have access to the phone to be able to perform an extraction. If the user doesn't have the password, gesture, or PIN, there are methods to be used to obtain it.

1. Have the suspect show you the gesture or watch them unlock the phone.
2. For iPhones, we recommend using the lockdown method. [Lockdown Method Instructions](#)

Get even more data from a phone by rooting/jailbreaking

(OPTIONAL for advanced users only)

While MOBILedit Forensic Express is a very powerful extraction tool and extracts practically all information, advanced users looking to get even more information from the phone should first Root or jailbreak the phone.

Rooting is essential if you wish to recover deleted data on Android.

Rooting is the process of allowing users of smartphones, tablets and other devices running the Android mobile operating system to attain privileged control (known as root access) over various Android subsystems.

In order to get maximum data (including available deleted data) from Android phones, especially from applications, we recommend rooting the phone. Rooting is a process specific to each phone; if you do not know how to root your phone there are many available tools you can search for online. For example you can use Google to search for "rooting instructions for Samsung S4" or "how to root phone xxxx" (when xxxx is your phone model). You will want to find a rooting software that works with your brand and model of phone, as well as the version of Android it is running.

Once rooting has been completed successfully the phone is then switched to so-called "rooted mode". In most cases you can return it back to its original state, but it is not always possible.

Jailbreaking for iPhone is the bypass of several types of Apple prohibitions for the end user, including modifying the operating system (enforced by a "locked bootloader"), installing non-officially approved applications via sideloading, and granting the user elevated administration-level privileges (rooting).

If the phone stays in a rooted state, it shouldn't void the guarantee for the phone hardware in Europe and USA. If this is important for you, please check Apple's regulations in your country.

Is Rooting Android phones and Jail-breaking iPhones legal?

Yes in Europe and USA it is completely legal, and doesn't void warranty for the hardware.

Europe

The Free Software Foundation Europe argues that it is legal to root or flash any device.

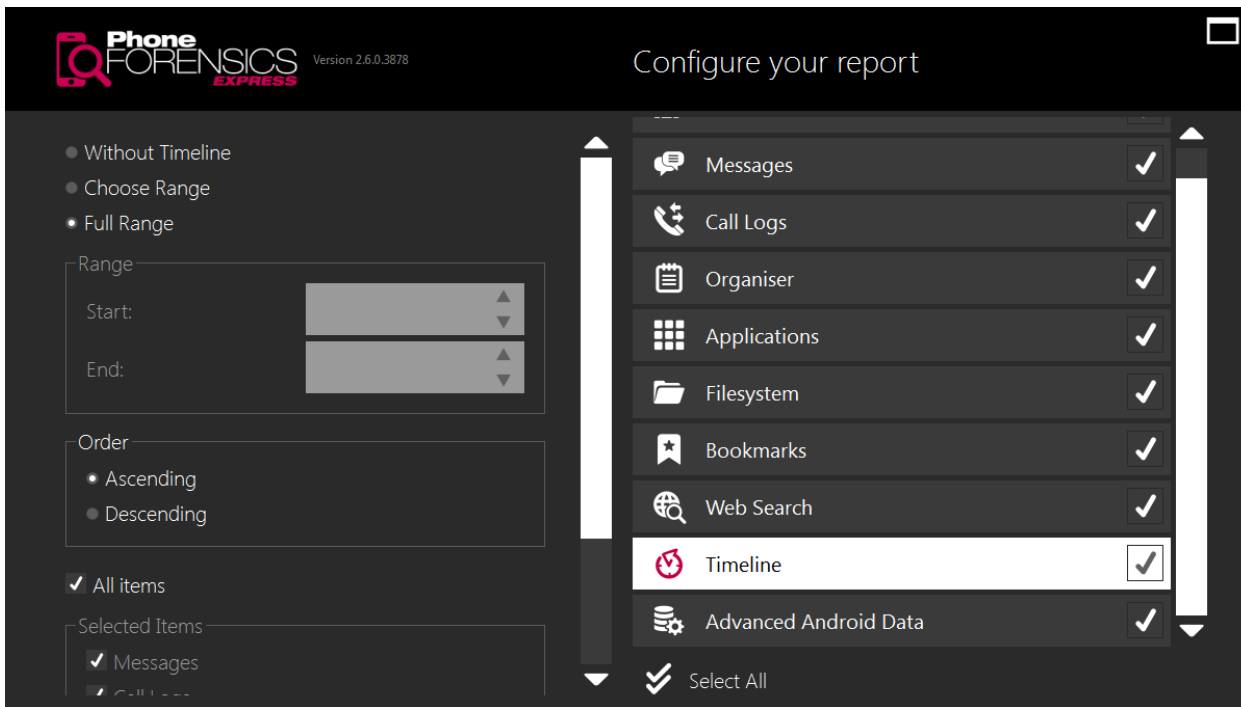
According to the European Directive 1999/44/CE, replacing the original operating system with another does not void the statutory warranty that covers the hardware of the device for two years unless the seller can prove that the modification caused the defect.

United States

On July 26, 2010, the United States Copyright Office announced a new exemption making it officially legal to root a device and run unauthorized third-party applications, as well as the ability to unlock any cell phone for use on multiple carriers.

Basic info about UI

After the connection is complete you can begin your extraction of content. Each page will allow you to choose what content you wish to extract from the phone and the specify details of the report you will generate.



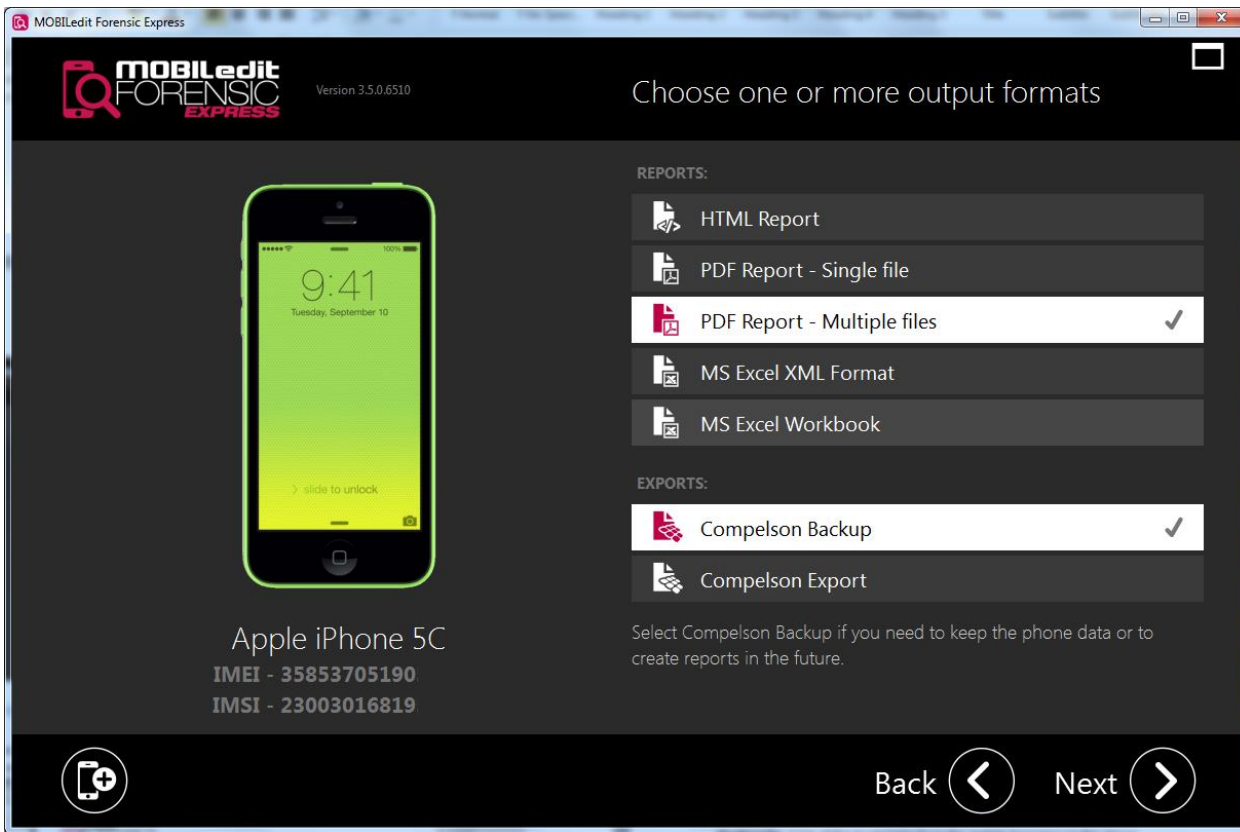
After you begin the extraction and report generation, you are able to connect additional phones to examine at the same time (excluding 'single phone' licenses). Click *connect more phones* to begin extracting from more phones at once.

Should you encounter any issues refer to our [online guide here](#)

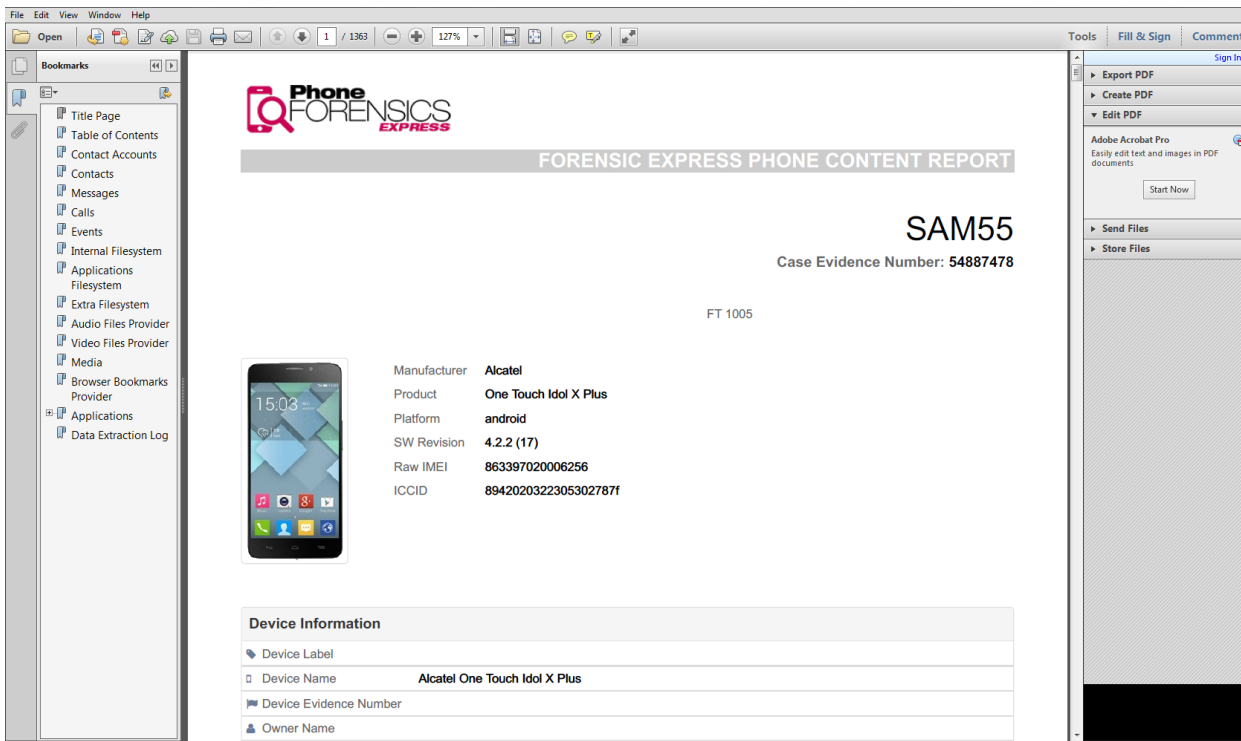
Report

We offer reports in many formats as well as the ability to create full backups of the phone for later examination. The standard format is PDF which will organize the phone's content into an easy to read report. We recommend choosing PDF 'Multiple Files' format.

XML/XLS/HTML/COMPELSON BACKUPS are for more advanced users looking to re-purpose the extracted content for use in other programs or other forms of investigation.



What's in the report?



In the report you will find lots of data and files. These are all from the phone and applications that reside on them. Here is a breakdown of the sections and what is included in each:

Title Page: On this page you will find all the information about the phone being examined along with the labels you provided for the report

Screenshots of User Settings: Here is a collection of screen shots made during the set up. This allows you to review the settings used to create the report.

Contact Accounts: This section contains all the different accounts that the user has saved contacts such as local contacts, google contacts, outlook contacts, and more.

Contacts: Displays all contacts details

Messages: Here are the messages that are stored on the phone. This can include messages from apps and deleted messages (depending on settings and availability)

Call logs: A detailed history of the calls received, missed and dialed.

Events: Events from phone which include events from apps such as Outlook, Facebook, and others.

Photos: A collection of all the images from the phone both downloaded and created by the phones camera.

Image Files: A list of the image files from the entire phone which can include those from application caches and thumbnails.

Audio Files: A detailed list of audio files such as music, recordings, and ringtones

Video Files: A detailed list of videos files such as downloaded videos and recordings

Bookmarks: A list of the bookmarks from the mobile browsers on the phone

Timeline: List of the messages, calls and events organized chronologically to be able to see how conversations

Applications: Here is a detailed list of all the application on the phone as well as the data available to extract. Deleted data included will be identified

SIM Card: This gives you all the information stored on the SIM card

Internal Filesystem: give you the internal structure of the phone and though information here is used mainly by professionals

Applications Filesystem: Shows you the files associated with applications and is mainly used by professionals

Data Extraction Log: This is a log of the processes that were run during the extraction process.

License

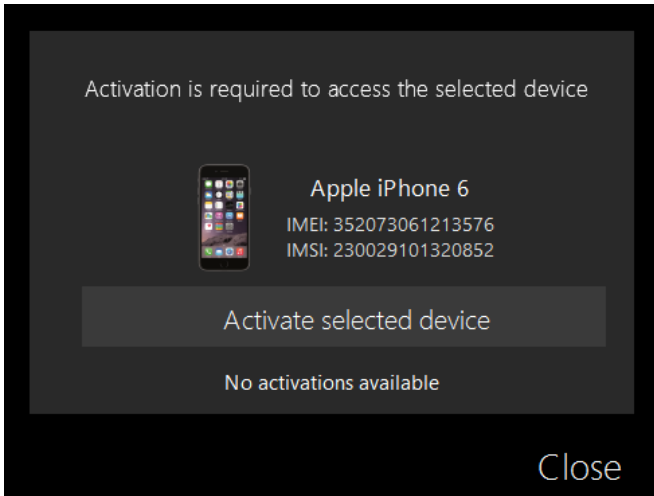
MOBILedit Forensic Express has two licensing options:

Single Phone License - Access one phone per license.

Unlimited License - Access unlimited amount of phones.

If you wish to purchase more phones or the unlimited license follow these steps:

After successful connection you'll be prompted to activate the phone – click "buy a phone license" and proceed with purchase in your default browser.



After payment, click *check the payment* button and continue with the phone extraction. Your phone is fully activated on your IMEI number and you can use it for an unlimited amount of time.

If you have any questions, please let us know at support@compelson.com

Disclaimer

The user assumes all responsibility and risk for the use of this product. We accept no liability or responsibility to any person or organization as a consequence of any reliance upon the information obtained using this program. Under no circumstances, including negligence, shall anyone involved in creating or maintaining this product be liable for any direct, indirect, incidental, special or consequential damages, or loss profits that result from the use or inability to use this product. Nor shall they be liable for any such damages including, but not limited to, reliance by a customer on any information obtained via this product; or that result from mistakes, omissions, interruptions, deletion of files, viruses, errors, defects, or failure of performance, communications failure, theft, destruction or unauthorized access. States or Countries which do not allow some or all of the above limitations of liability, liability shall be limited to the greatest extent allowed by law.