

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: WhatsApp backup, restore, missing messages and new phones

WhatsApp keeps your chats on your phone, so a lost or replaced phone can mean lost conversations unless you have a backup. Setting this up is worth doing now.

Back up your chats

- **iPhone:** open **WhatsApp**, tap **Settings**, then **Chats**, then **Chat Backup**. Tap **Back Up Now**. This uses iCloud, so check iCloud is on and has space.
- **Android:** open WhatsApp, tap the three dots, choose **Settings**, **Chats**, then **Chat backup**. Pick your Google account and back up. Tick the option for videos only if you have space.

Turn on automatic backups, such as daily or weekly. Newer versions may offer extra options like end-to-end encrypted backups. If you turn this on, keep the password or key safe, because WhatsApp cannot recover it for you.

Not receiving messages

1. Check your internet connection. Open a web page to test.
2. Check notifications are allowed for WhatsApp (see our guide on notifications).
3. Check battery saving is not restricting WhatsApp.
4. Make sure the app is updated.
5. Restart the phone.
6. Check the other person has not blocked you, or has not had the message delivered. One grey tick means sent, two means delivered.

Moving to a new phone

Before you switch:

1. Update WhatsApp on the old phone and take a fresh backup.
2. Keep the same phone number, and make sure you can receive an SMS or call on it.

On the new phone: install WhatsApp, enter your number, confirm the code, and choose **Restore** when asked.

Between iPhone and Android: WhatsApp offers a way to move chats between platforms, but it depends on versions and settings. Follow the steps shown in WhatsApp's help pages for your phones, and expect some limits.

Be careful

Never share the six-digit WhatsApp verification code, even with a friend. Scammers use it to take over accounts. Turn on **Two-step verification** in WhatsApp **Settings** under **Account**.

When to get more help

Get help if the restore will not find a backup, if you have been locked out of your number, or if you suspect someone has taken over your WhatsApp. Do not uninstall WhatsApp until you know a backup exists, because that can remove local chats permanently.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.