Move WhatsApp, or show it on a computer

Moving chats needs the same mobile number on the old phone and the new one. Showing WhatsApp on a PC or Mac uses the phone as well. The chats stay on the phone.

Which sheet moves the chats?

iPhone to iPhone, and Android to Android, can be done after both phones are already set up.

iPhone to Android needs the iPhone cable, before WhatsApp is opened on the Android.

Android to iPhone needs Move to iOS. The iPhone must be new or just reset.

If a reset would delete photos the customer still needs, stop and ask first.

Which sheet is only a computer screen?

Windows and Mac show the same chats. They do not take WhatsApp off the phone.

On the phone: Settings, Linked devices, Link a device. Then scan the code on that computer.

Scan only a computer the customer trusts. A code on someone else?s screen would show them the chats.

A red box is the row or icon to tap.

Find the page

iPhone to a new iPhone · p.2

Android to a new Android · p.3

iPhone to an Android · p.4

Android to an iPhone · p.5

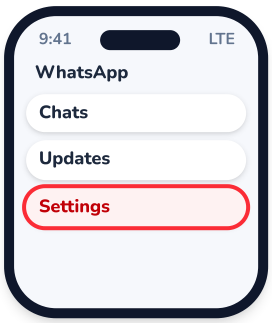
Windows PC · p.6

Mac · p.7

Move WhatsApp to a new iPhone

From the old iPhone to a new one, using the same mobile number. Photos outside WhatsApp are left alone.

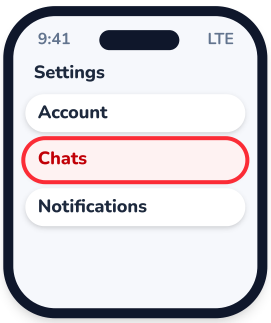
1 Open WhatsApp settings



Tap Settings

On the old iPhone, open WhatsApp and tap Settings. It is the cog.

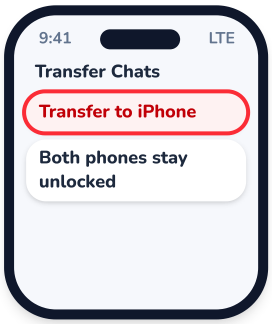
2 Tap Chats



Tap Chats

Tap Chats. Then look for Transfer Chats.

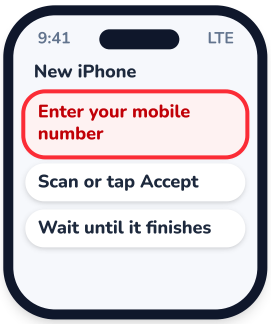
3 Tap Transfer to iPhone



Tap Transfer to iPhone

Tap Transfer Chats, then Transfer to iPhone. Keep both iPhones unlocked, close together, and on Wi-Fi.

4 Accept it on the new iPhone



Use the same number

Install WhatsApp on the new iPhone and enter the same mobile number. Scan the code or tap Accept. Wait until it says the move has finished.

If you cannot see Transfer Chats, use Chat Backup to iCloud on the old iPhone, then Restore on the new one.

If it stops you

? Both phones must use the same mobile number. A different number will not bring the old chats across.
? Keep both phones plugged in, unlocked, and on Wi-Fi until the transfer finishes.
? Do not delete WhatsApp on the old phone until the new phone shows the old chats.

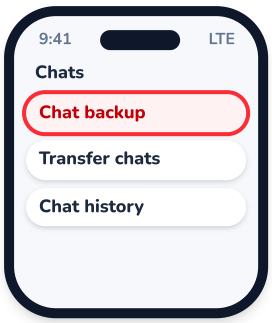
Then you can delete the app on the old iPhone.

If Transfer Chats is missing, back up to iCloud on the old iPhone, then tap Restore on the new one.

Move WhatsApp to a new Android

Back up on the old Android, then restore on the new one. Use the same mobile number and the same Google account.

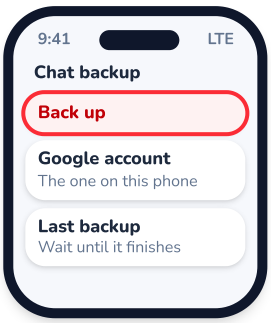
1 Open Chat backup



Tap Chat backup

On the old Android, open WhatsApp. Tap the three dots or Settings, then Chats, then Chat backup.

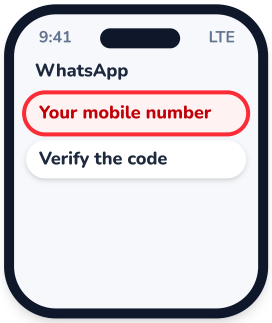
2 Tap Back up



Tap Back up

Tap Back up. Wait until it says the backup is finished. It is saved to the Google account on this phone.

3 Install WhatsApp on the new phone

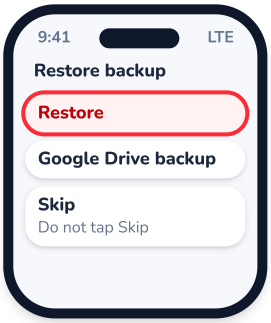


Same number

On the new Android, install WhatsApp from the Play Store. Enter the same mobile number.

Sign into the same Google account before you open WhatsApp.

4 Tap Restore



Tap Restore

When WhatsApp offers the backup, tap Restore. Wait until the old chats are on the screen.

If it stops you

? Both phones must use the same mobile number. A different number will not bring the old chats across.
? Keep both phones plugged in, unlocked, and on Wi-Fi until the transfer finishes.
? Do not delete WhatsApp on the old phone until the new phone shows the old chats.

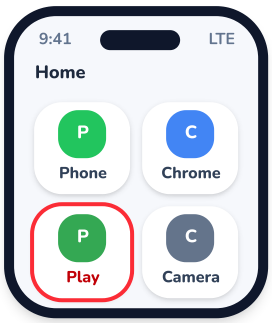
The old phone can keep WhatsApp until you have checked the new one.

A backup from a different Google account will not appear on the new phone.

Move WhatsApp from iPhone to Android

Use the iPhone cable before WhatsApp is registered on the Android. The same mobile number is required.

1 Leave WhatsApp closed on the Android

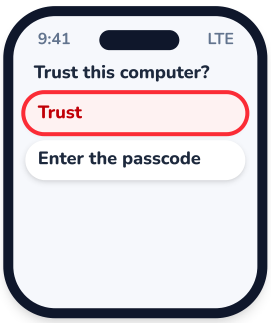


Do not open WhatsApp yet

Set the Android up far enough to reach the home screen, but do not open WhatsApp on it yet.

Opening WhatsApp on the Android first can block the old chats.

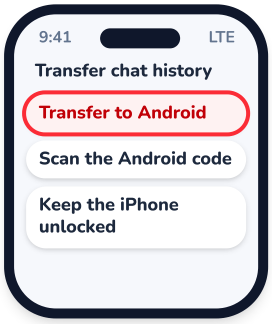
2 Connect the iPhone cable



Tap Trust

Plug the iPhone cable into the Android. On the iPhone tap Trust, then enter the screen passcode.

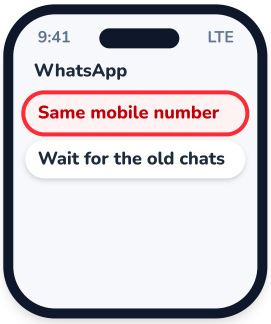
3 Transfer to Android



Tap Transfer to Android

On the iPhone open WhatsApp, then Settings, Chats, Transfer chat history, Transfer to Android. Scan the code on the Android if it asks.

4 Sign in on the Android



Same mobile number

When the move finishes, unplug the cable. Open WhatsApp on the Android and use the same mobile number.

If it stops you

? Both phones must use the same mobile number. A different number will not bring the old chats across.

? Keep both phones plugged in, unlocked, and on Wi-Fi until the transfer finishes.

? If WhatsApp was already opened on the Android, uninstall it and start this sheet again. New Android chats cannot be mixed with the old iPhone chats.

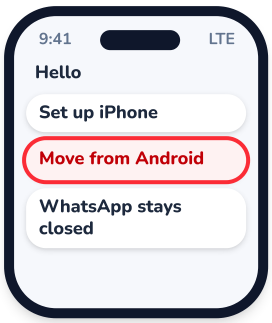
Unplug the cable only after the transfer says it is finished.

If the new Android already has photos you need, do not factory reset it. Ask the shop first.

Move WhatsApp from Android to iPhone

The iPhone must be new, or just reset. Use Move to iOS on the Android, and the same mobile number.

1 Do not open WhatsApp on the iPhone

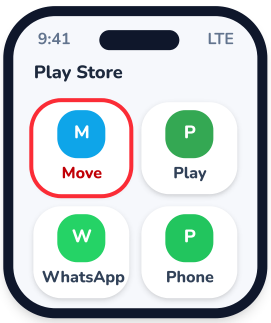


Leave WhatsApp closed

Use an iPhone that is new, or one you have just reset and are setting up now. Leave WhatsApp unopened.

A reset deletes what is already on that iPhone.

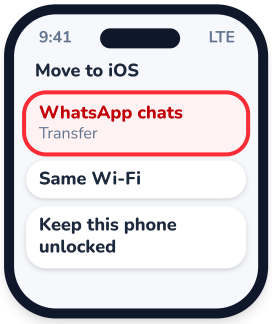
2 Open Move to iOS



Open Move to iOS

On the Android, install Move to iOS. Join the same Wi-Fi as the iPhone. Plug both phones in.

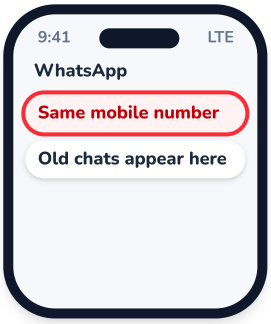
3 Transfer WhatsApp when it asks



Tap Transfer

Follow Move to iOS. When it asks about WhatsApp, tap Transfer. Keep the Android unlocked.

4 Open WhatsApp on the iPhone



Same mobile number

After the move, open WhatsApp on the iPhone and enter the same mobile number. Wait for the old chats.

If it stops you

? Install Move to iOS from the Play Store on the Android. Both phones use the same Wi-Fi and stay plugged in.

? If WhatsApp is already open on the iPhone, the old Android chats cannot be added. The iPhone has to be reset and the move started again.

? Call history and status updates do not come across. Chats, photos and videos in chats do.

Check the chats on the iPhone before you wipe the Android.

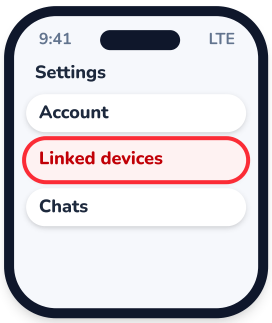
If the iPhone already has photos or apps you need, stop. A reset deletes them.

SHOW IT ON A COMPUTER · WINDOWS PC

Show WhatsApp on a Windows PC

The computer shows the same chats. They stay on the phone. This does not move WhatsApp off the phone.

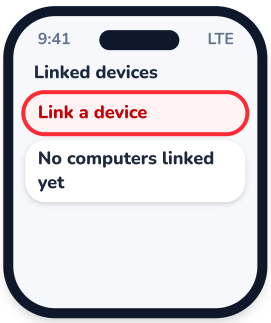
1 Open Linked devices



Tap Linked devices

On the phone, open WhatsApp, then Settings, then Linked devices.

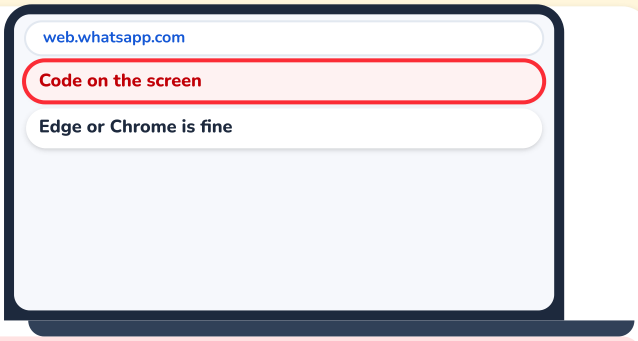
2 Tap Link a device



Tap Link a device

Tap Link a device. The camera opens so it can read the code on the PC.

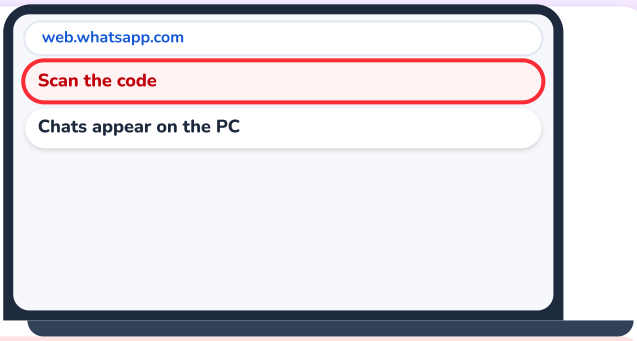
3 Open WhatsApp on the PC



Open WhatsApp or the website

On the PC, open the WhatsApp app from the Microsoft Store, or Chrome at web.whatsapp.com.

4 Scan the code



Scan this code

Point the phone at the code on the PC. The chats appear on the computer. The phone stays signed in.

Only scan a code on your own computer. A code on someone else's screen would show them your chats.

If it stops you

? The phone needs a working internet connection while you scan the code.

? You can link up to four computers and tablets.

? To remove the PC: on the phone tap Linked devices, tap that computer, then Log out.

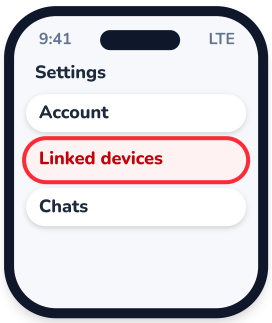
Log out from Linked devices if you share the PC.

Logging out of the computer does not delete the chats on the phone.

Show WhatsApp on a Mac

The Mac shows the same chats. They stay on the phone. This does not move WhatsApp off the phone.

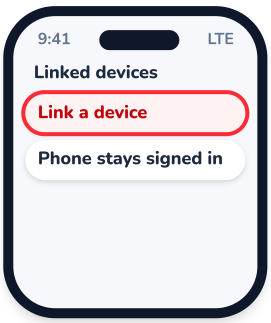
1 Open Linked devices



Tap Linked devices

On the phone, open WhatsApp, then Settings, then Linked devices.

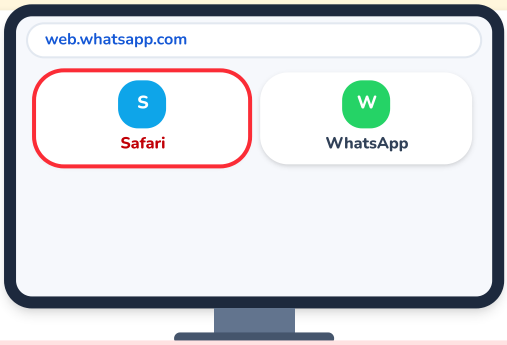
2 Tap Link a device



Tap Link a device

Tap Link a device so the phone can scan the code on the Mac.

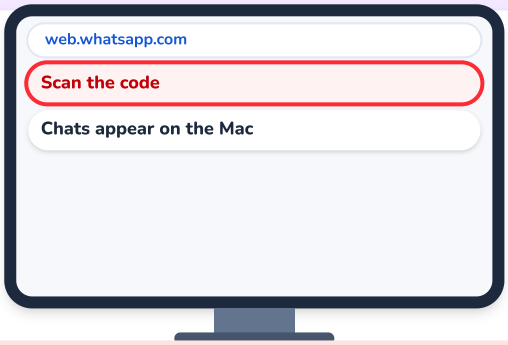
3 Open WhatsApp on the Mac



Open WhatsApp or Safari

Open the WhatsApp app, or Safari at web.whatsapp.com.

4 Scan the code



Scan this code

Point the phone at the code on the Mac. The same chats show on the Mac. They also stay on the phone.

Only scan a code on your own Mac.

If it stops you

? The phone needs a working internet connection while you scan the code.
? Use Safari, Chrome, or the WhatsApp app from the App Store.
? To remove the Mac: on the phone tap Linked devices, tap that Mac, then Log out.

Log out from Linked devices if you share the Mac.

Logging out of the Mac does not delete the chats on the phone.