

Syncios WhatsApp Transfer User Guide

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Overview

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Introduction

Thanks for using Syncios WhatsApp Transfer!

Syncios WhatsApp Transfer is both phone to phone WhatsApp transfer and WhatsApp backup and restore tool. It not only provides ultimate transfer solution between iOS and Android devices to transfer WhatsApp chats and attachments, but also supports backing up your WhatsApp data and files to PC and restore to new phone in lossless quality. Multiple Android & iOS devices supported. And the exported files can be save as html or xml files, which is easy to read.

Key Features

- ❖ Transfer WhatsApp between iOS devices and Android.
- ❖ Backup WhatsApp on iPhone/Android to a computer.
- ❖ Restore WhatsApp backup to iPhone/iPad/Android.
- ❖ Export WhatsApp backup to HTML and CSV files.
- ❖ Preview the backup content and restore only the data you want.
- ❖ Support 20+ different languages.

System Requirements

For Windows Version:

- Operating System: Window 7/8/8.1/10/11 (32&64bits)
- CPU: 750MHz Intel or AMD CPU
- Hard Disk Space:256 MB or above (1GB Recommended)
- RAM: 256 MB or above

For Mac Version:

- Operating System: Mac OS X 10.9, 10.10, 10.11, 10.12, 10.13, 10.14, 10.15
- CPU: Intel Core 1GHz or faster
- Hard Disk Space:1G and above

Device Requirements:

- Android: Android 6 to Android 11
- iOS: iOS 9, iOS 10, iOS 11, iOS 12, iOS 13, iOS14 & iOS 15

Installation & Interface

- Installation
- Main Interface

Installation

To install this product, please do as the following steps:

1. Download the installation package for WhatsApp Transfer:

Windows version from:

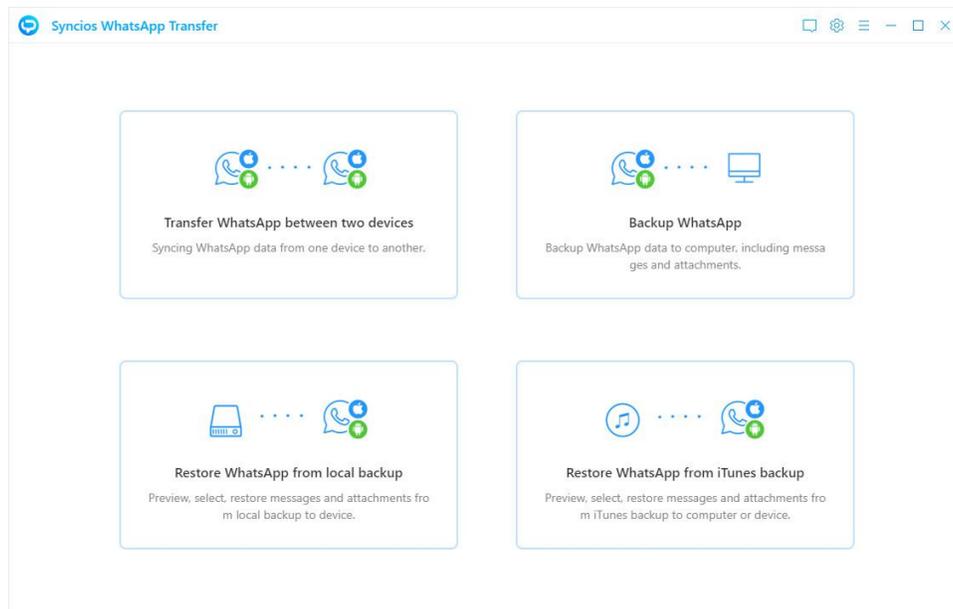
- https://www.syncios.com/syncios_whatsapp_transfer.exe

Mac version from:

- https://www.syncios.com/syncios_whatsapp_transfer.dmg

2. Follow the instruction to finish the installation.

Main Interface



Purchase & Registration

- [Purchase WhatsApp Transfer](#)
- [Register WhatsApp Transfer](#)

Purchase WhatsApp Transfer for Win

Quick Link:

To learn more features and download the latest version of Syncios WhatsApp Transfer for Windows, go to visit our website:

- <https://www.syncios.com/whatsapp-transfer/>

To buy a license key for Syncios WhatsApp Transfer for Windows, go to visit our online store:

- <https://www.syncios.com/whatsapp-transfer/purchase.html>

Purchase WhatsApp Transfer for Mac

Quick Link:

To learn more features and download the latest version of Syncios WhatsApp Transfer for Mac, go to visit our website:

- <https://www.syncios.com/mac-whatsapp-transfer/>

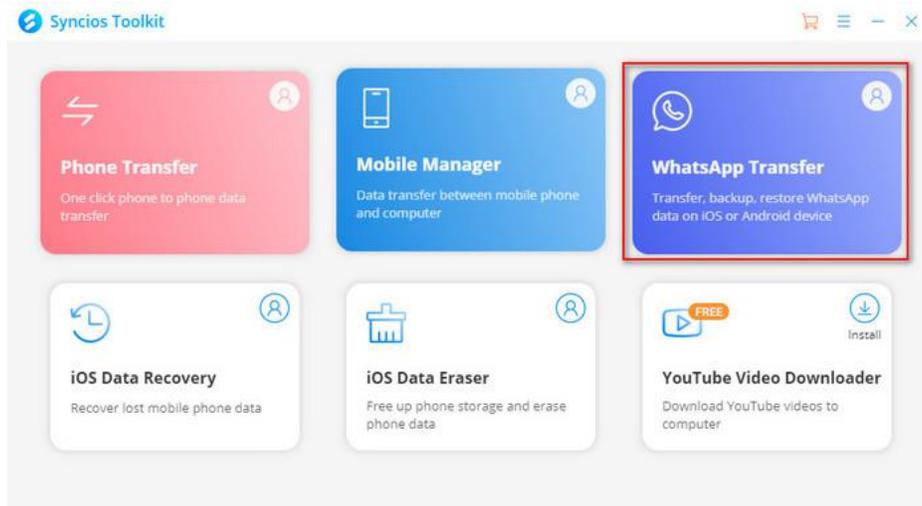
To buy a license key for Syncios WhatsApp Transfer for Mac, go to visit our online store:

- <https://www.syncios.com/mac-whatsapp-transfer/purchase.html>

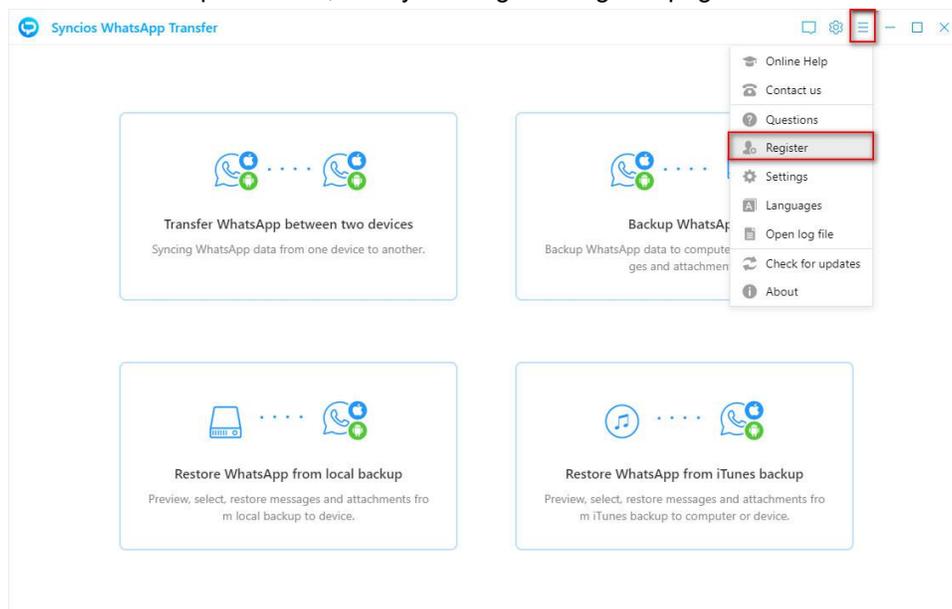
Register WhatsApp Transfer for Win/Mac

Step 1 Open Toolkit. Choose **WhatsApp Transfer** option.

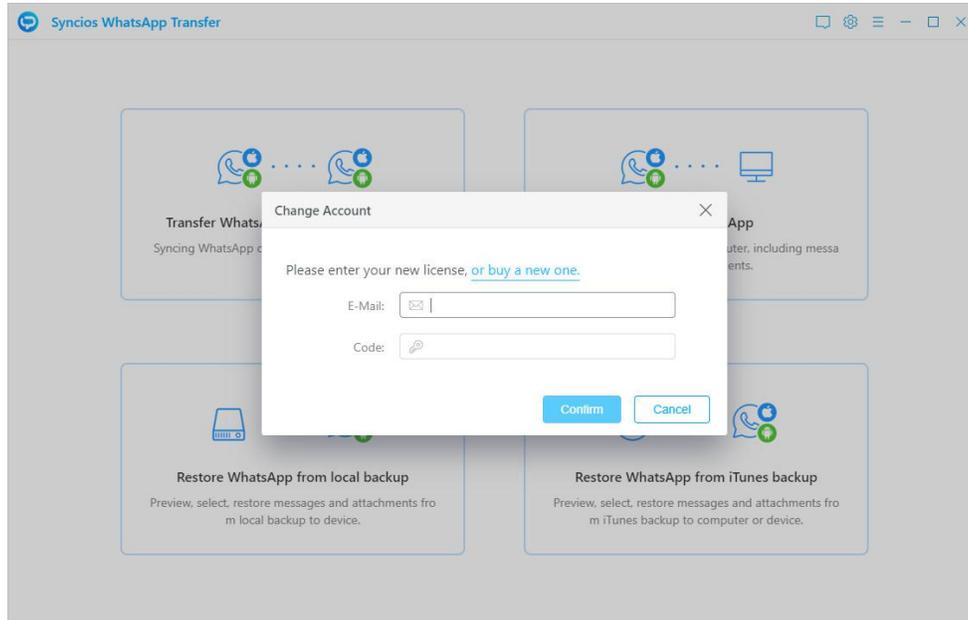
(If you're using Syncios WhatsApp Transfer for Mac, just directly skip to the **Step 2**.)



Step 2 Tap on **Menu** icon on the top-right corner of program interface. Click **Register** option in the drop-down list, then you will get a Register page below.



Step 3 Copy and paste the User E-mail and Code into the registration popup dialog to active the program.



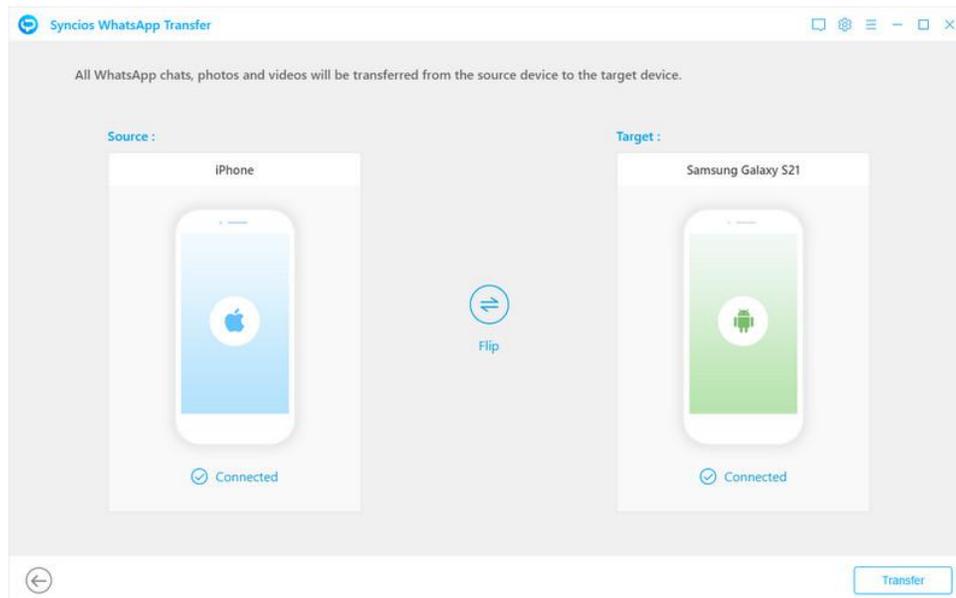
Note The registration name is case sensitive, please don't add blank at the beginning or end of the word.

Tutorials

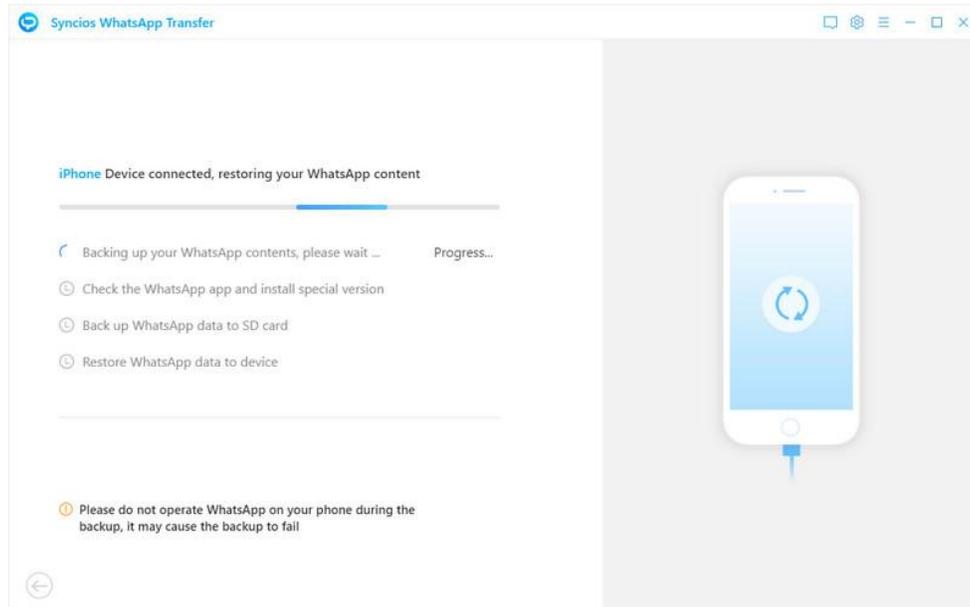
- Transfer WhatsApp between Android and iOS Devices
- Backup Android/iOS WhatsApp Data to Computer
- Restore Android/iOS WhatsApp from Local Backup
- Restore WhatsApp from iTunes Backup to Android/iOS

Transfer WhatsApp between Android and iOS Devices

Step 1 If you're going to transfer WhatsApp data between iPhone and Android, enter **Transfer WhatsApp between two devices** module. Connect both of your iPhone and Android device with USB cables. When being detected, tap on **Transfer** option.



Step 2 And you will receive a prompt informing the size of data you chose to transfer. If the data size is large, it might take some time, you should patiently wait. Then just finish the steps on the basis of Syncios tips on the pop-up. When the page displays successfully restored, you can go to login and use your WhatsApp.

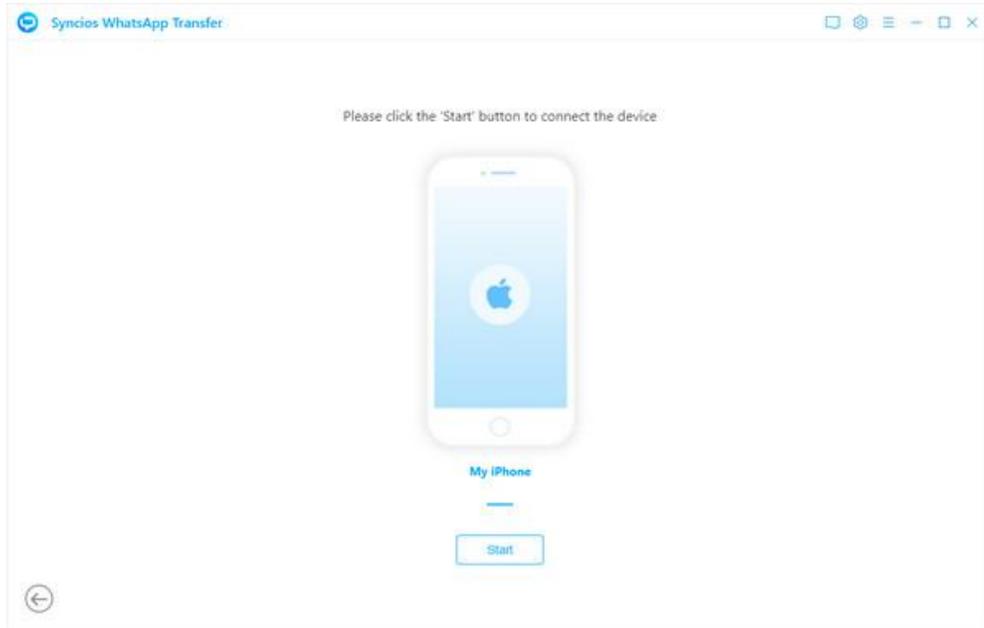


Note:

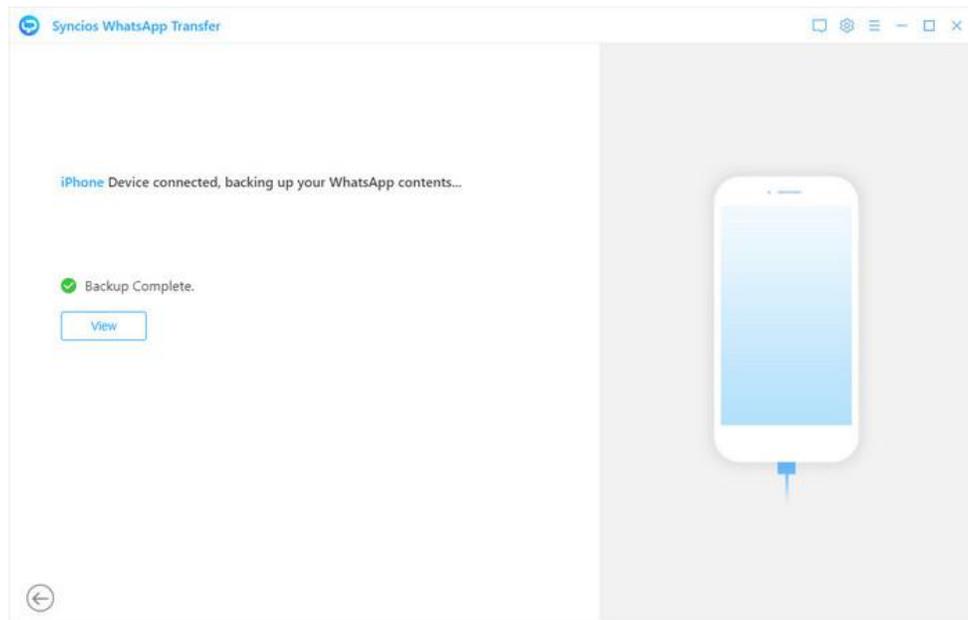
- It's recommended that you switch back to the official version of WhatsApp 24 hours after the WhatsApp transfer.
- When you choose to transfer WhatsApp from an iPhone/Android to an Android, the original data on the Android phone will be deleted. It's better for you to backup the data in advance.
- When you choose to transfer WhatsApp from an iPhone/Android to an iPhone, you can choose merge or delete original data.

Backup Android/iOS WhatsApp Data to Computer

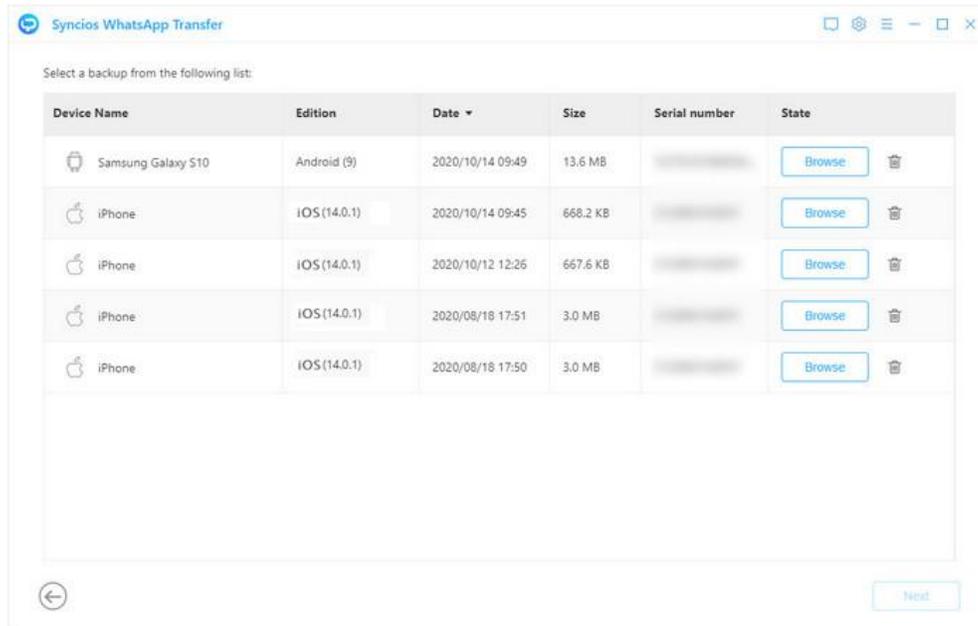
Step 1 First of all, connect your iPhone/iPad/Android to computer via USB cable. Then tap on **Backup WhatsApp** module. Once you choose **Start** button, the phone WhatsApp data on your smart phone will be transferred to computer. Patiently wait until complete.



Step 2 During the process, remember to keep the screen of mobile phone unlocked and do not operate WhatsApp app. When completed, you will see **Backup Complete**. If needed, click **View** button to read the result.

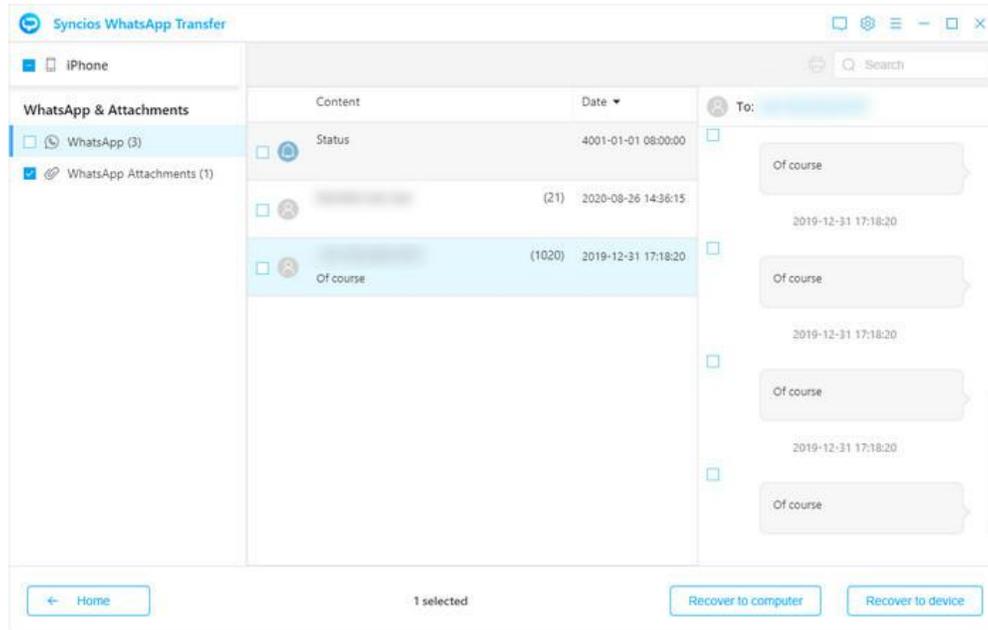


Step 1 To restore WhatsApp data from a local backup file, tap on **Restore WhatsApp from local backup** option to select a backup. You can choose target one based on its generated date. Click on **Browse** button next to the file to review the detailed WhatsApp messages, images, audios, videos and etc. Then do a selective backup.



Step 2 In the page, you can view wanted data by tapping each tab to change. The data will display on the right toolbar. What's more, if you have a large number of data list there, the Search box allows you to find desired groups of WhatsApp in shorter time. Then, tick the items to **Recover to computer** or **Recover to device**.

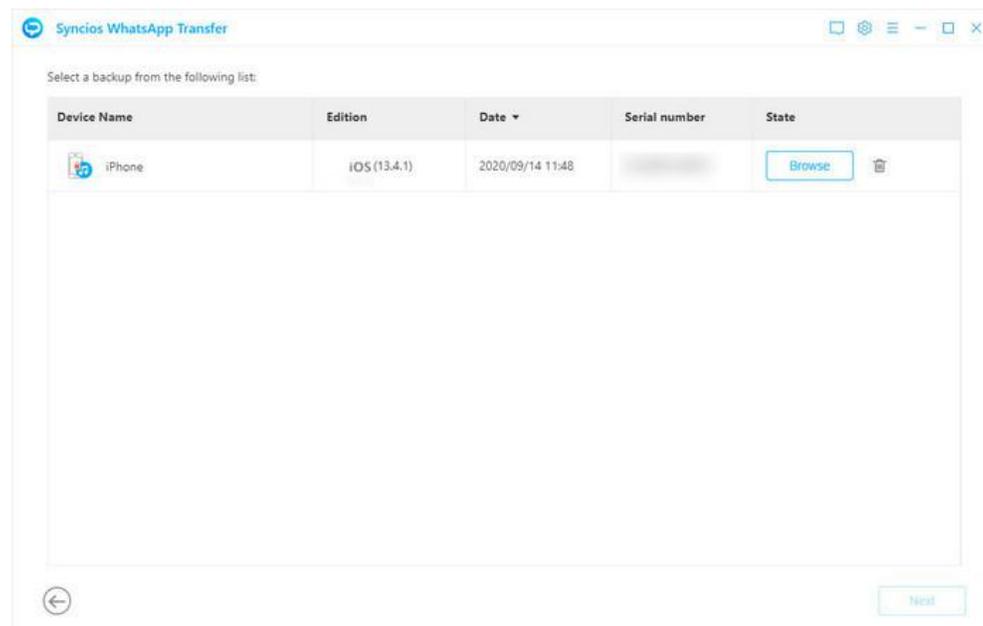
Tap on **WhatsApp Attachments** tab in the left-hand bar to view WhatsApp photos, videos and etc.



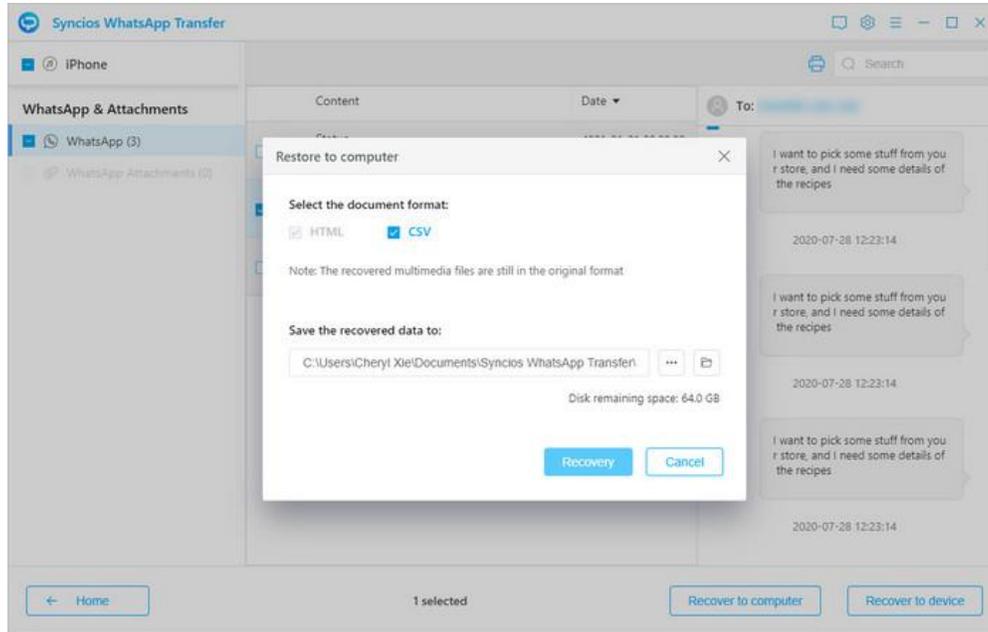
Restore WhatsApp from iTunes Backup to Android/iOS

Step 1 You can also restore data from iTunes backup files, click on **Restore WhatsApp from iTunes backup** tab. The program will automatically load all available iTunes backup files on the list. Choose desired one to view by clicking **Browse** button.

Note If it's the first time that you use the WhatsApp Transfer to load your iTunes backup file, it will cost a little longer time than usual.



Step 2 After finished scanning, you can start viewing all chats or other attachments on the extracted iTunes file. Select what you want to restore and click **Recover to computer** or **Recover to device**. Then the selected data will be restored to your computer or phone device from iTunes backup.



Note As above, you can choose to export the WhatsApp message as html file or csv file, then free to print them with Browser or Excel.

FAQ

- [Version compare](#)
- [Common issues](#)

Version compare

What are the limitations of the trial version for Syncios WhatsApp Transfer?

You can use the trial version to back up your WhatsApp data as well as to view the backup. The full version lets you transfer WhatsApp, restore it to a device, and export backups to a computer.

Common Issues

1. [How to Fix the iOS Device Detection Problem?](#)

- Make sure the current iOS is iOS 5.0 or above.
- Keep your device unlocked and connect it to Syncios again, click "Trust This Computer" when you plug it to computer. If you have clicked Trust This Computer, then it will not pop up again in short time.
- If you installed iTunes on your computer, and updated to the latest version, but Syncios still failed to detect your iOS device? The reason could be the iTunes file left by the computer failed to be successfully overwritten.

If in this case, please simply uninstall the iTunes and its related services from your computer, then do a totally new installation of iTunes, which would fix the issue perfectly.

The iTunes and related services needed to be uninstalled are below:

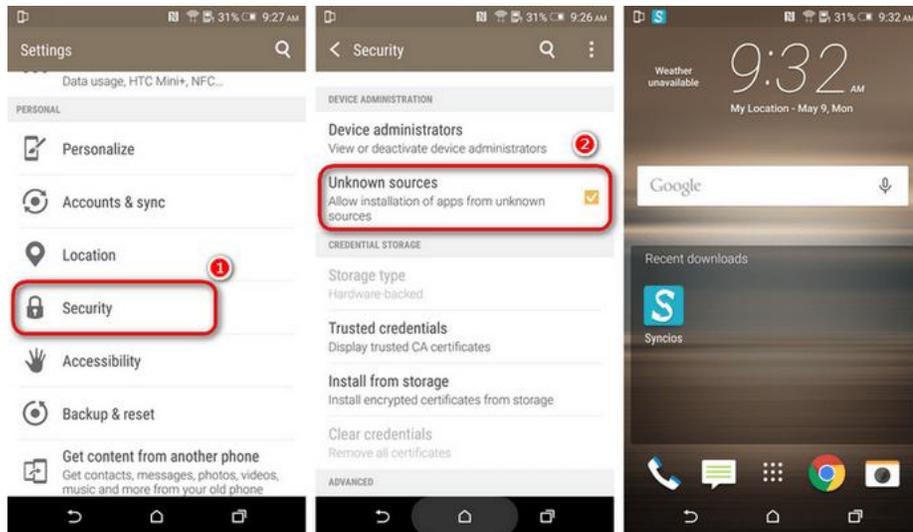
 Apple Mobile Device Support	Apple Inc.
 Bonjour	Apple Inc.
 Apple Software Update	Apple Inc.
 Apple Application Support (64-bit)	Apple Inc.
 iTunes	Apple Inc.
 Apple Application Support (32-bit)	Apple Inc.

Notes: For Windows computer users, please do not download iTunes from Microsoft Store. Otherwise the iTunes you downloaded will be lack of Apple Application Support service which is needed by Syncios program. Please download the latest iTunes from apple.com.

If your problem still remains, please refer to overall tutorial from: <https://www.syncios.com/fix-ios-device-detection-problem.html>

2. How to Fix the Android Device Detection Problem?

- Please follow Syncios instructions to enable USB debugging mode on your android phone.
- For Android device users, in order to successfully transfer or backup data from Android, you must have the Syncios.apk installed on your device. Otherwise, Syncios program would not recognize or detect your device correctly. Check your phone screen, there will be an install prompt when you connect your phone to Syncios. If there was no such prompt, then follow the steps below or download and install it on your device manually.



Step 1 On your device, navigate to Setting > Security.

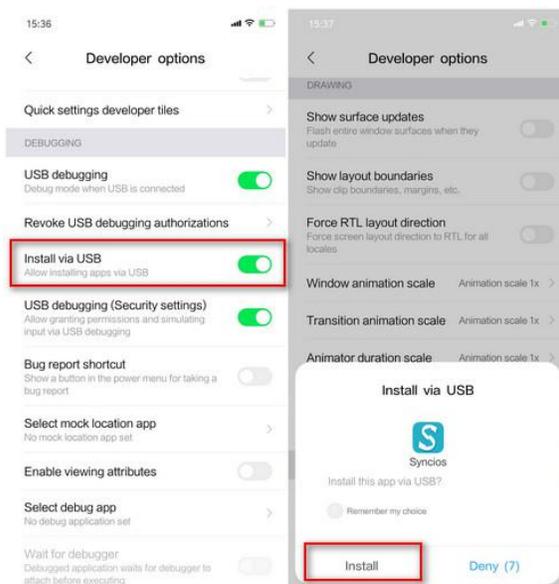
Step 2 Scroll down and check Unknown sources to allow installation of apps from Syncios.

Step 3 Connect your device with PC and launch Syncios program, the Syncios.apk will be installed automatically.

Step 4 For Android 8.0+ users, please make sure you have enabled "Install via USB" option under Developer options.

Step 5 Keep your device unlocked when connected to Syncios, there will be a pop-up windows, allow to install Syncios android app via USB.

Note If you still failed to install Syncios for android app or Syncios app could not open after update, please follow this FAQ to fix this issue.



If your problem still remains, please refer to overall tutorial from: <https://www.syncios.com/fix-android-device-detection-problem.html>)

3. How long will it take to transfer, back up, restore, or export WhatsApp?

The time depends on how many WhatsApp data you need to transfer, back up, restore, or export. It can be several minutes to more than an hour.

4. Will the other data on my phone be affected?

No. The other data on your devices will not be influenced.

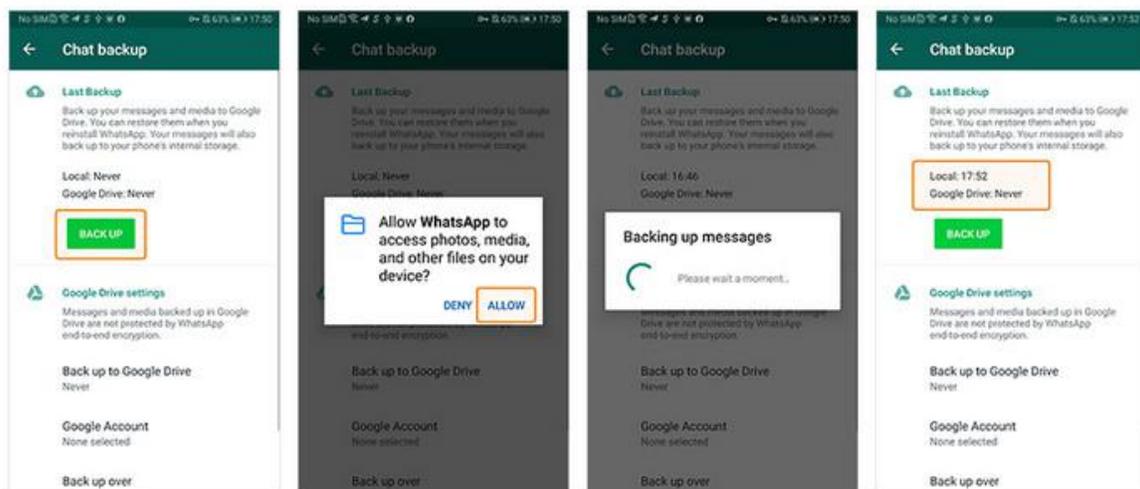
5. Can I restore WhatsApp without uninstalling and reinstalling it?

You don't need to uninstall and reinstall WhatsApp using Syncios WhatsApp Transfer, but the WhatsApp data on your device will be replaced with the data in the backup. If you want to merge the data in the backup with the data on your device, then you need to install the WhatsApp app from Syncios.

6. How do I update the customized WhatsApp to the official WhatsApp?

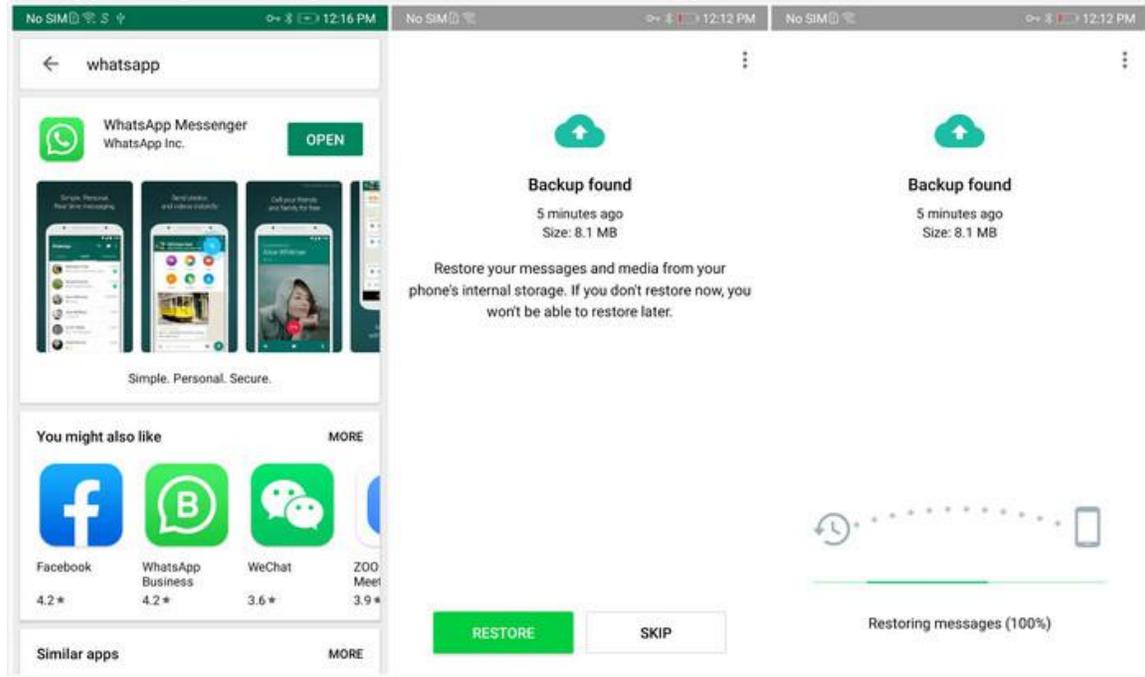
Note: Due to the limitation of the official WhatsApp, you may not be able to use the customized WhatsApp from Syncios to send WhatsApp messages. So we highly recommend you switch to official WhatsApp 24 hours later after the WhatsApp transfer.

Make sure that the data in the customized WhatsApp is what you want to keep. Then follow the steps below to update the customized WhatsApp to the latest official version.



Step 1 Back up WhatsApp on the Android device to the phone's local storage. Open WhatsApp Settings > Chats > Chat Backup. Turn off auto backup to Google Drive. Click BACK UP.

Step 2 Uninstall the customized WhatsApp from your device. Download the official WhatsApp from Google Play, log into the WhatsApp, and restore the local backup you just created to the official WhatsApp. Now you have updated the customized WhatsApp to the latest official version.



7. Is it safe to let the program install the customized WhatsApp on my device?

We promise that the customized WhatsApp is totally safe. It is hard for Android users to transfer WhatsApp directly. No other tools can do it. Our customized WhatsApp is almost the same as the official version. We just added code to change the way of reading and writing the WhatsApp data on your device so that the data can be backed up to a computer or transferred to another device. The entire process is performed on users' mobile devices. We do not collect any data. Therefore it is 100% safe to use our customized WhatsApp.

Support & Contact

- Support
- Contact

Support

To get more information, please visit Syncios WhatsApp Transfer website!

HOME PAGE: <https://www.syncios.com/whatsapp-transfer/>

SUPPORT PAGE: <https://www.syncios.com/support.html>

Contact

If you don't get the answers from the Homepage, or meet any problems or difficulties when using Syncios program, please feel free to contact Syncios WhatsApp Transfer technical support team for assistance. Registration Support, technical support, upgrade support, inquiry, feedback, proposal, compliments, or even criticism, are all welcome.

We are always ready to service you with prompt and useful email support. We will answer your emails within 48 hours.

SUPPORT E-MAIL: support@syncios.com

OUR FACEBOOK: <https://www.facebook.com/syncios.official/>

OUR TWITTER: https://twitter.com/Sync_ios