ChatVault User Manual

1. What ChatVault is

ChatVault makes an encrypted copy of **WhatsApp's local backup** (chats, voice notes, photos, videos, documents) and saves it wherever you choose: USB stick or drive, SD card, a folder on your PC. The resulting **.cvault** file is protected with AES-256 and your password. Each purchase includes **1 backup and 1 restore**.

- Works with WhatsApp and WhatsApp Business.
- Your chats never pass through our servers: everything happens on your device.
- A file created on Android can also be restored from a PC, and vice versa.

2. What you need

- **Android:** Android 8 or later, the ChatVault app from Google Play, an Internet connection (for the license only).
- **Windows 10/11 PC or Mac:** the ChatVault desktop app from the website. To connect an Android phone by cable you need Google's "Android Platform Tools" (ADB).
- **iPhone:** a PC or Mac with Apple Devices, iTunes or Finder. There is no ChatVault app for iPhone: iOS does not allow it.
- Free space on the destination at least equal to the size of the WhatsApp folder.

3. Before you start: create a fresh WhatsApp backup

- Open WhatsApp → **Settings → Chats → Chat backup → Back up**. On Android the backup is also stored on the phone, in `Android/media/com.whatsapp/WhatsApp`.
- If end-to-end encrypted backup is on, note your WhatsApp password or 64-digit key: you will need it to restore.
- Close WhatsApp while ChatVault runs, so files don't change during the copy.

4. Buying and activating the license

- **Android:** tap **Buy 1 backup + 1 restore** and pay with Google Play. The license activates automatically.
- **PC/Mac:** on the website press **Buy and download**, complete the payment and copy the **license code** (format `CV-XXXX-XXXX-XXXX-XXXX-XXXX`). Paste it into the License code field of the desktop app and press **Activate**.
- The panel at the top shows the operations left. If an operation fails, the credit is not used.
- Keep your license code: you need it to restore from another computer.

5. Backup with the Android app

1. Open ChatVault and choose the **Backup** tab. If you use WhatsApp Business, enable that option.
2. Tap **Select the WhatsApp folder**. The system picker opens at `Android/media/com.whatsapp`: tap **Use this folder** and allow access.
3. Tap **Choose where to save the backup** and select the USB stick (OTG), SD card or another location.
4. Enter a password of at least 10 characters twice. The bar should turn green.
5. Tick the consent box and tap **Start backup**.
6. Wait for "Encrypting" and "Verifying integrity". When done you'll see **Backup completed and verified**.

6. Backup with the desktop app

Android via USB cable

1. On the phone enable Developer options (tap "Build number" 7 times), then **USB debugging**.
2. Connect the cable and accept the authorization prompt on the phone.
3. In ChatVault choose **Android via USB cable**, press ⟳ and select the phone. If ADB isn't found, press **adb…** and point to the `adb.exe` file.
4. Press **Choose where to save the backup**, enter the password, tick the consent box and press **Start backup**.

Folder already copied to this PC

- Copy the phone folder `Android/media/com.whatsapp/WhatsApp` to the PC, then choose **Folder already copied to this PC** and select it.

iPhone

1. Connect the iPhone and create an **encrypted** backup with Apple Devices (Windows), iTunes or Finder (Mac).
2. In ChatVault choose **iPhone backup**, press ⟳ and select the backup from the list. On Mac grant ChatVault "Full Disk Access" if the list is empty.
3. Choose destination and password, then press **Start backup**.

7. Restoring to Android

1. On the target phone **uninstall WhatsApp**, or install it without opening it.
2. **With the Android app: Restore** tab → **Select the backup file** → **Select the destination folder** (choose `Android/media`) → enter the password → **Start restore**.
3. **With the desktop app:** connect the phone via USB with USB debugging on, **Restore** tab, choose the `.cvault` file, the password and **Android via USB cable**, then press **Start restore**.
4. Open WhatsApp, verify your number and tap **Restore** when the backup is offered.

8. Restoring to iPhone

1. In the desktop app choose the `.cvault` file, the password and **iPhone backup**, then press **Start restore**. The backup is put back into Apple's folder; an existing backup of the same iPhone is renamed, not deleted.
2. Open Apple Devices, iTunes or Finder, select the iPhone and choose **Restore Backup**. Note: the whole iPhone is restored, not just WhatsApp.

9. Password and security

- The password is not stored anywhere: **if you lose it, the backup cannot be recovered**, not even by us.
- Use a long passphrase (e.g. four words and a number) and keep it in a password manager.
- Keep at least two copies of the `.cvault` file on different media.
- Use ChatVault only on your own devices and accounts.

10. Troubleshooting

Message	What to do
Wrong password or damaged file	Check capital letters and keyboard layout. If the password is right, the file is damaged: use another copy.
The backup file is damaged	The file was modified or copied incompletely. Copy it again from the original media.
No operations available	You used the included backup or restore. Buy a new pack.
Cannot reach the license server	Check your Internet connection and retry. No credit was used.
WhatsApp folder not found	First back up in WhatsApp, then select the `com.whatsapp` folder (`com.whatsapp.w4b` for Business).
ADB not found / phone missing	Install Android Platform Tools, enable USB debugging, authorize the computer on the phone, try another cable.
WhatsApp doesn't offer to restore	Make sure you restored before opening WhatsApp and that you use the same phone number.

11. Support

Email **cpdconsulting@gmail.com** with your operating system, ChatVault version and the error message. Never send us your password or backup file. ChatVault is an independent app and is not affiliated with, sponsored or endorsed by WhatsApp LLC or Meta Platforms, Inc.