

Backups on iOS

VERSION: 05/2022



Which Backups Are Available for iOS Devices?

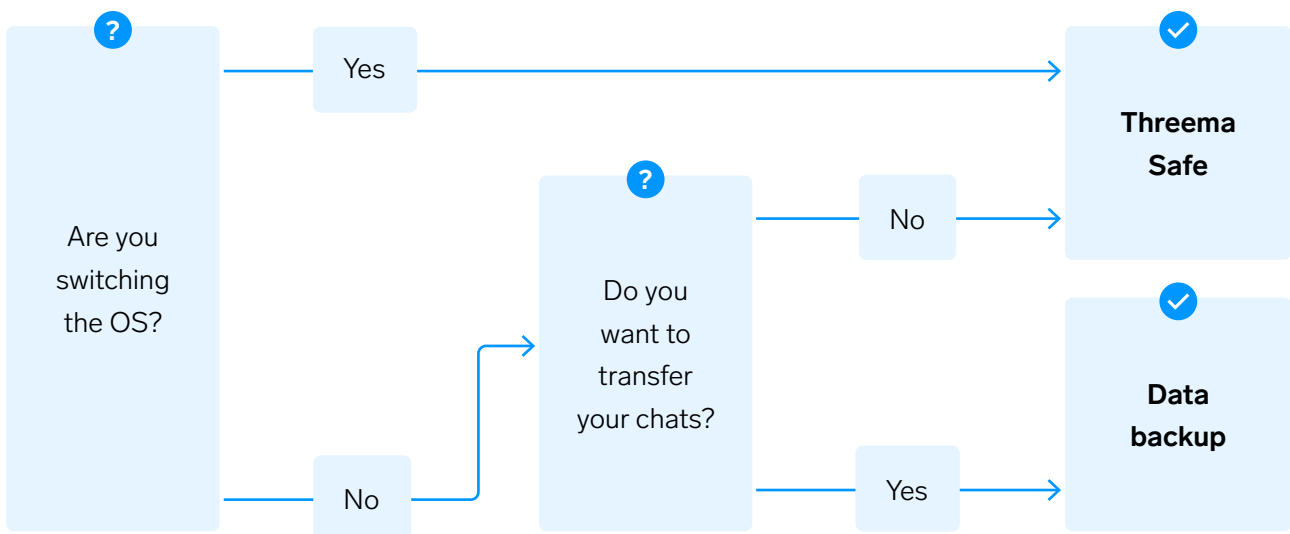
Threema Safe

- When activated, backup is done automatically and regularly
- Includes ID, contacts, groups and some settings
- Doesn't transfer chats
- Requires ID and password for retrieval
- Independent from operating system

Data Backup

- Backup is restored via Quick Start or encrypted iTunes backup
- Complete transfer of all data (ID, contacts, groups, chats, etc.)
- Not possible when changing operating system

New Phone – Which Backup?



Threema Safe

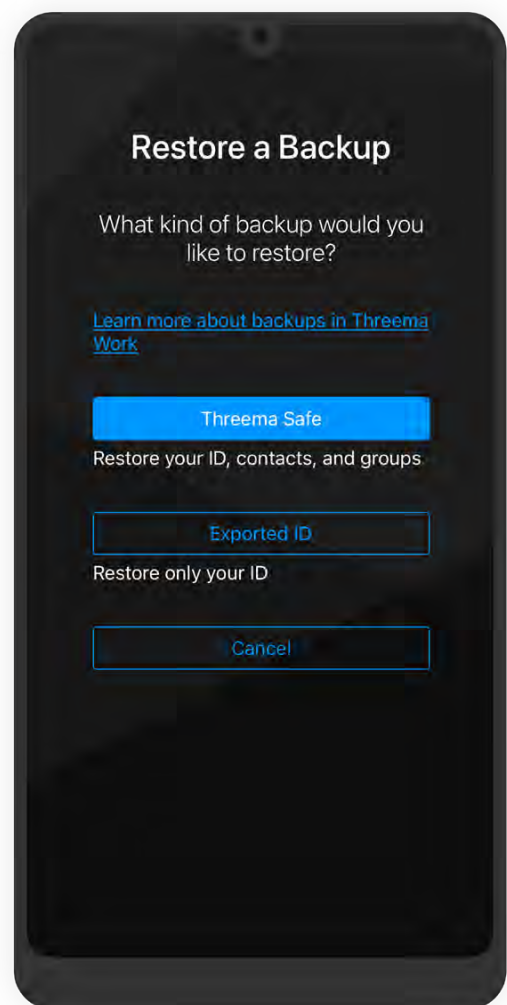
Threema Safe is the backup of choice when switching between operating systems or if you don't want to transfer any chats.

1 Old Device

- Activate Threema Safe: My Profile > Threema Safe
- Set a **secure** password

2 New Device

- Download Threema Work
- Enter your credentials (which you received from the administrator)
- Select “Restore backup”
- Select “Threema Safe”
- Enter your Threema ID and the password you set earlier



Data Backup

If you are not switching operating systems and you want to keep your chats, use a data backup.

1 Old Device

- Create an ID export in the app on your previous device: “My Profile > ID Export”
- Make sure the option “Include in phone backup” is activated and tap on “Done”

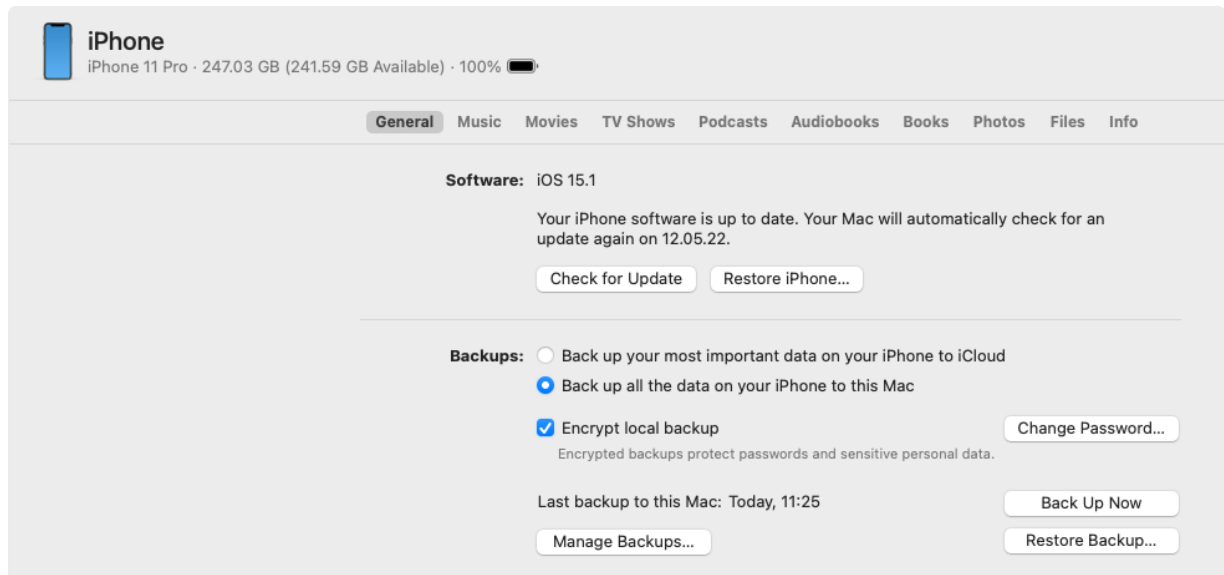
2 Transfer Your Data Using Quick Start (A) or Create an Encrypted iTunes Backup (B):

A Quick Start

- Turn on your new device and select language and country
- When the Quick Start window opens, hold the device close to your old device
- Keep the devices next to each other and plugged in to power during the data transfer
- Confirm the data transfer and follow the on-screen instructions
- When the “Transfer Data” screen shows up, tap “Transfer from iPhone”
- After the data is transferred, open the Threema Work app

B Encrypted iTunes Backup

- Connect your iPhone to your computer using a USB cable. Open the Finder (macOS Catalina 10.15 or later) or iTunes (macOS Mojave 10.14 or earlier)
- Select the options as shown on the screenshot



- Turn on the “Encrypt local backup” option and set a secure password
- Select “Back Up Now”
- After the backup is completed, connect the new device to your computer
- Open the Finder or iTunes and select “Restore Backup...”. Choose the backup you just created and enter the password
- After the data is transferred, open the Threema Work app

3 Open the Threema Work App

- When the transfer is complete, open the Threema Work app and log in with your credentials, which you have received from your administrator
- Tap “Restore from backup > Keep local data > ID Export”
- Enter the password you set earlier
- You can now continue using Threema Work