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The WhatsApp verification code does not arrive: what to try

Security & Consent

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The WhatsApp verification code does not arrive: what to try

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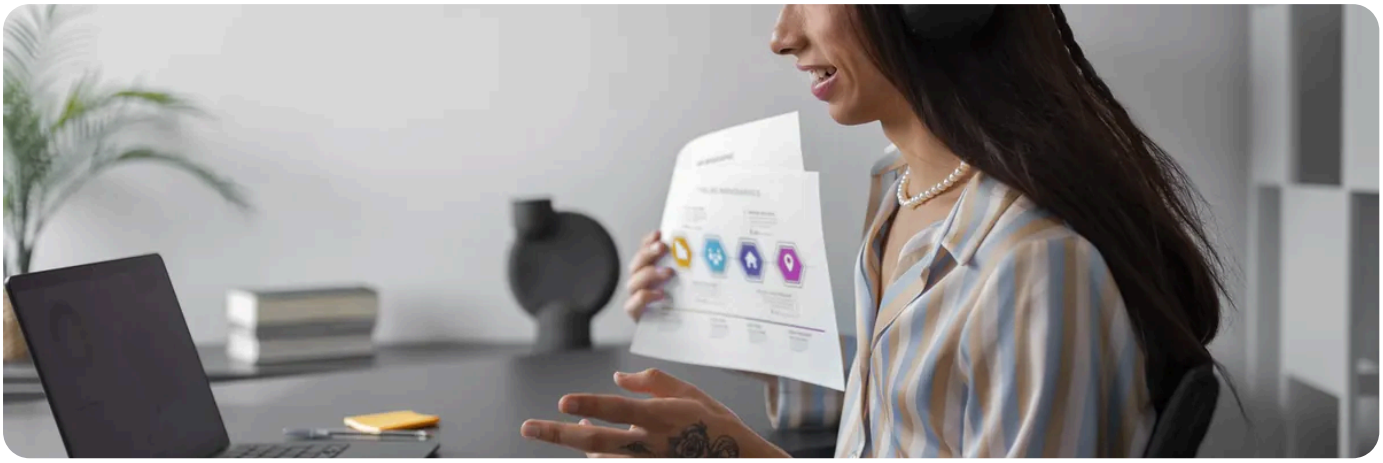

When the WhatsApp code does not arrive, the reason is usually one of four things: the **number typed wrongly**, the **SMS not reaching** the right phone, **too many requests** that made WhatsApp impose a wait, or a number that **cannot receive SMS** (such as a landline). You sort it out in order, and the golden rule is not to press “resend” too many times.

In order, from the simplest to the rarest

1. **Check the number you typed.** The right country, the country code and the number, without the leading zero if your country does not use it in international dialling. One transposed digit is the commonest cause, and the code goes to somebody else.

2. **Check that the SIM for that number is in the phone and has a signal.** On a dual-SIM phone the SMS goes to the SIM of the number you gave, and that one must be active and have signal.

3. **Turn off the VPN and airplane mode,** restart the phone and check there is room in the message inbox. A full inbox refuses new SMS.

4. **Wait, then use the call.** If the SMS did not arrive, the app shows a countdown to request another code and, later, an option to receive it **by voice call**. It is the way out for landlines and for operators that filter short SMS.

5. **Update the app** from the official store and try again. Old versions, or ones installed from outside the store, can fail at registration.

6. **If a message appears about waiting after too many attempts**, wait for the time the app shows without asking for more codes. Insisting only lengthens the wait.

Symptoms and causes

What you see	Likely cause	What to do
No SMS ever arrives, even after a long time	Coverage, wrong SIM, operator blocking short messages.	Ask for the voice call. If there is no option, try another network or another SIM.
A code arrives but the app says it is wrong	An old code (you asked for several), or a digit typed wrongly.	Use the latest one that arrived and type it slowly.
“Try again later”	Too many requests in a row.	Wait without asking for more. Retrying every hour does not help.
The number is a landline or has a voice menu	It does not receive SMS, and the call gets lost.	See **using a landline on WhatsApp Business**.
Codes arrive that you did NOT ask for	Someone is trying to register your number.	Give the code to nobody and switch on two-step verification in the settings.

Never give the six-digit code to anyone, for any reason.
Whoever asks for it, by message or call, “to confirm your account” or “to return your money”, wants to take over your number. With the code they get the account, the chats and the customers. If in doubt, ignore it and cancel the request.

If you will put the number on an API (Meta or another),
the code also arrives by SMS or call, and Meta has its own rules for numbers already used on WhatsApp. Read the current conditions before you move: **choosing the number for a WhatsApp API**.

Before buying a company number
, call it from another phone and confirm it rings on a device you control. A number that only sends, or that is switched off, does not pass verification: **the criteria for choosing the number**.

NEED A HAND?

Want help deciding between the app and the API, or choosing the company number? Talk to us.

Open a support ticket →

SEE ALSO

- **Using a landline or company number on WhatsApp Business**
- **Choosing the number for a WhatsApp API**
- **WhatsApp for business: the risks, and the practices that avoid them**
- **The WhatsApp Business app**

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