



# WhatsApp For Beginners

All you need to get started  
with WhatsApp

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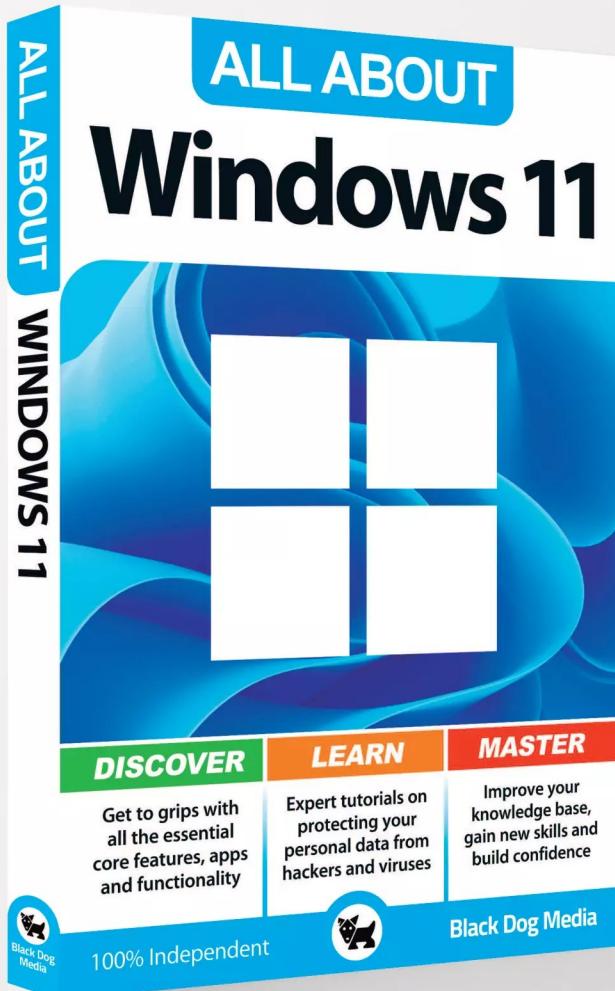
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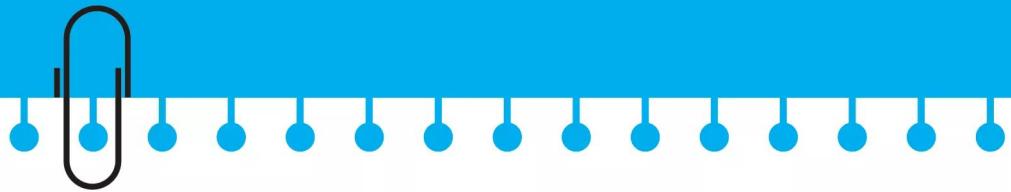
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# WhatsApp For Beginners

Starting something new can be daunting. Learning a skill or mastering a new piece of hardware is tough. Even tougher if you have no-one at hand to help. Conversely as the complexity of our consumer technology increases, the size of the requisite instruction manual decreases or in some cases it simply disappears. At numerous times in our lives we have all been "beginners", there is no shame in that fact and rightly so. How many times have you asked aloud, "What does this button do?". "Why doesn't that work?". "What do you mean it doesn't do that?". "HELP!". At the start of any new journey or adventure we are all beginners but fortunately for you we are here to stand beside you at every stage.

Over this extensive series of titles we will be looking in great depth at the latest consumer electronics, software, hobbies and trends out of the box! We will guide you step-by-step through using all aspects of the technology that you may have been previously apprehensive at attempting. Let our expert guide help you build your technology understanding and skills, taking you from a novice to a confident and experienced user.

Over the page our journey begins. We would wish you luck but we're sure with our support you won't need it.



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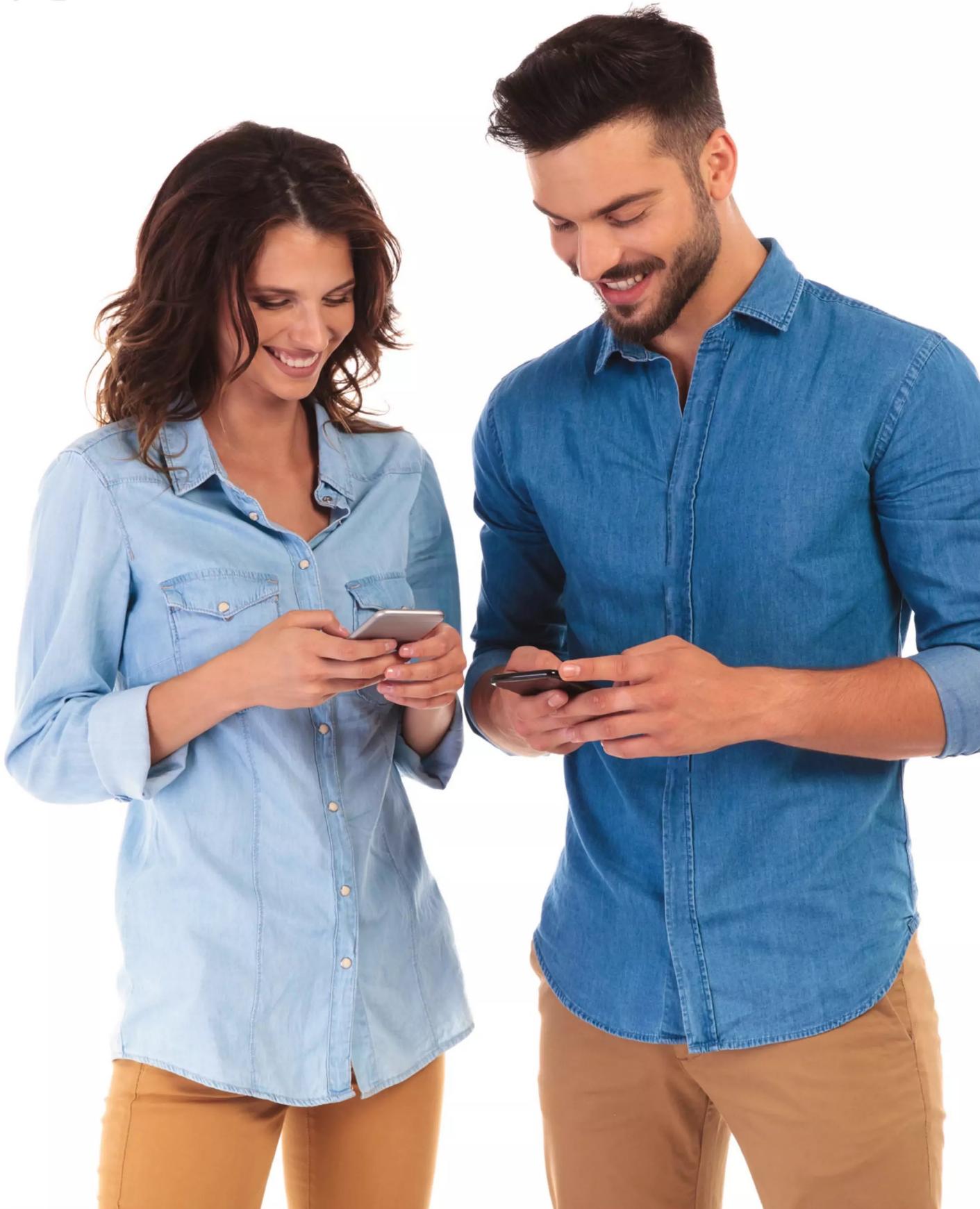
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**“...if you want to get to grips  
with this great app read on and  
we will show you how to master  
it and discover more than you  
ever imagined...”**



## INTRODUCTION





# Introduction and History of WhatsApp

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So, what exactly is WhatsApp? You've no doubt heard all about it, and you may even have friends and family members who already use it – and are pestering you to use it too. Let's then, take a moment to discover what this amazing app can do, and more importantly, what it can do for you.

We will also look at the app's origins, its history, and how it became one of the world's biggest messaging platforms.

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# What is WhatsApp?

In just nine years, WhatsApp has grown into one of the most used messaging apps available. With a user base of over 1.3 billion, and growing; WhatsApp shows no sign of slowing down.



**A**t its heart, WhatsApp is simply a free to use cross-platform instant messaging service. However, to its many users the app is much more than just a means of keeping in touch. The WhatsApp phenomenon has spread throughout the social media digital world, offering the end user a safe and secure platform in which to communicate.

There are examples of people using WhatsApp to help inform police and security services of crime as it happens, enabling better lines of communication with the public and law enforcement as well as gathering of evidence against a perpetrator. People have used WhatsApp to record geological events such as erupting volcanoes, earthquakes, tornadoes and other such catastrophes.

## SMS NO MORE?

In the UK alone, the number of SMS messages sent has radically dropped from 150 billion in 2011 to around 88 billion in 2017, and an estimated 78 billion for 2019. Many factors influence this but one suspect is the wide use of WhatsApp, much to the annoyance of the mobile companies.





Thanks to WhatsApp's end-to-end encryption and high standards of security, users can talk, send attachments, images and videos without fear of being watched or monitored by government agencies and the like. Users in countries where external communications are heavily restricted have managed to send word to the outside world of what's going on and helped us all become aware of foreign politics.

WhatsApp have also released a standalone business app and section designed to target small and medium businesses. WhatsApp Business was developed to help companies communicate effectively with a growing social media base that already use the base WhatsApp client.

So WhatsApp really is much more than a simple messaging app. Its beauty lies in the fact that it can be used by just two people talking to each other or by thousands of people around the world trying to make everyone's lives better. Whoever you are, and wherever you are, using WhatsApp can help you connect and become a part of something bigger.





# The History of WhatsApp



From humble beginnings, WhatsApp has grown exponentially thanks to its ease of use and excellent features. However, it wasn't an easy climb to the top of the messaging charts for this remarkable app.

WhatsApp was launched in January 2009 by two former Yahoo! developers, Brian Acton and Jan Koum. After the pair left Yahoo! in September 2007 they spent some time travelling and, as Internet rumour has it, frequently found it difficult to stay in touch reliably with friends and family.

Once they returned home they applied for a number of jobs, one of which was at Facebook HQ. Sadly, or rather thankfully, they were turned down and about that time Koum, living off his savings from Yahoo!, purchased an iPhone and immediately saw the app industry as the way forward.





### Papercut



Brian Acton and Jan Koum testing the latest mobile technology

**K**oum began exploring the possibility of developing an app that would allow mobile users to interact and communicate with each other better than with what was currently available. Teaming up with Acton, they began to develop the foundation of WhatsApp, which was to sound like 'What's up'.

It was a rocky start for the app, as frequent crashes and failures made the development process difficult to gain ground. With every negative impact, Acton's encouragement helped the duo ride out the storms and finally release the app to a welcome audience.

With financial help to the tune of \$250,000 the now growing team of WhatsApp developers took the app from an audience of just dozens to over 200 million by the end of 2012. This staggering growth certainly gained a lot of attention and shortly after, Facebook became interested in buying WhatsApp.

In 2014 Facebook (who originally turned Acton and Koum away when they applied for jobs) bought WhatsApp for the princely sum of \$19 billion, not a bad investment if you were one of the few to originally support WhatsApp.

In 2016 Facebook announced that WhatsApp would be free to install and use, dropping the \$1 annual subscription it had historically charged. From there, the app has become one of the most popular messaging services and is continually growing and improving.





# Factoid: WhatsApp in Numbers

1  
million

1 million people sign up  
to WhatsApp per day

1.5  
billion

WhatsApp has 1.5 billion  
active users in over 180 countries

81%

81% of iPhone  
users in Italy  
use WhatsApp

17% of smartphone  
users in Finland  
use WhatsApp

17%

WhatsApp only has  
50 engineers, that's  
30 million users to  
one engineer

50  
engineers

Brazil has the  
most number  
of WhatsApp  
users

WhatsApp  
Users



**58%**

58% of users access WhatsApp several times a day

**3 million**

There are 3 million companies using the WhatsApp Business app

**500 million**

There are over 500 million daily active WhatsApp users

**60 languages**

WhatsApp is available in 60 languages

**Banned 12 countries**

WhatsApp is banned in 12 countries

**25.6 million**

The number of WhatsApp users in the USA, is predicted to grow to 25.6 million by 2021

**23 per day**

The average user checks WhatsApp more than 23 times per day





## GETTING STARTED, INSTALLATION & BASIC USE





# Getting Started, Installation & Basic Use

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WhatsApp is a remarkably versatile app. It can be used on iPhones, Android devices, and even a Windows 10 and macOS desktop computer. Throughout this chapter, we will look at how to install WhatsApp on various pieces of hardware, and its anatomy on each.

Once it's installed, we will then guide you through the setting up of your profile, adding contacts and sending your first WhatsApp message, picture, voice, and even video call.

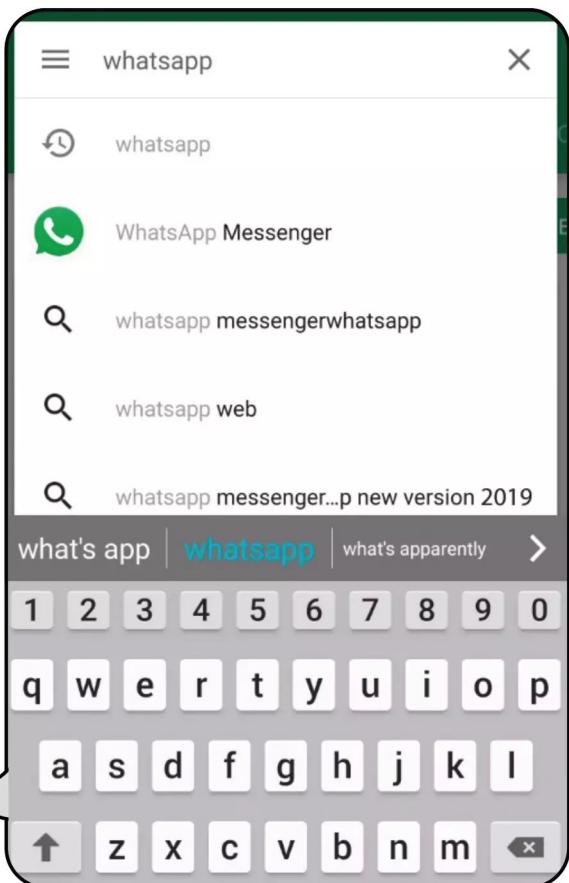
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# Installing WhatsApp on Android



Installing WhatsApp on to your Android phone is, thankfully, a straightforward process. There are two ways in which you can install the app, we cover both here.



**1** The first and more obvious installation method is to tap the Play Store icon on your phone, and in the search bar along the top, enter: WhatsApp. Tap on the correct search listing, the one with the WhatsApp logo next to it (it'll be listed as WhatsApp Messenger), and you're taken to the relevant page on the Google Play Store.

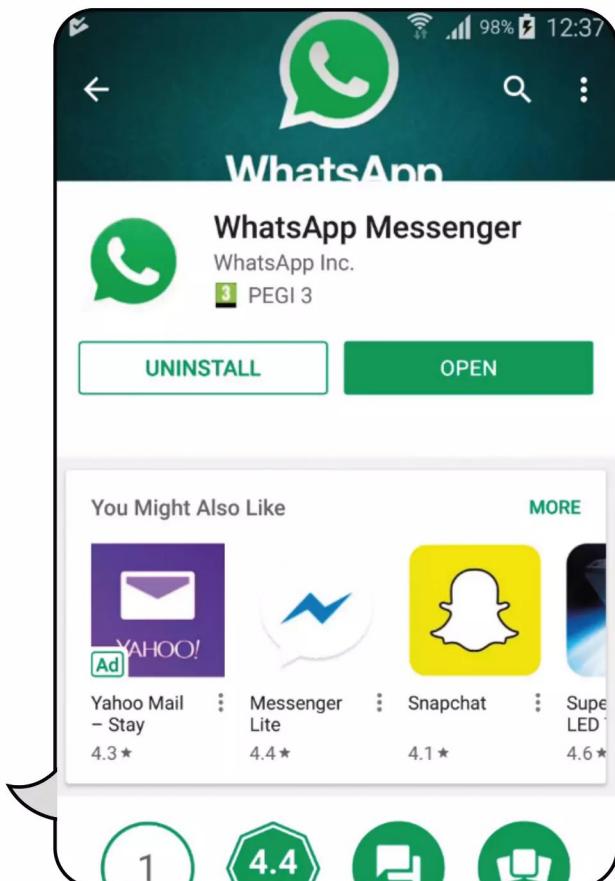


**2** With the WhatsApp page on the Play Store open, tap on the Install button and the process will begin. Some phones already have a version of WhatsApp preinstalled by the manufacturer. You will know if yours is one such device as the display shows Update and Open buttons. From here it's recommended to tap Update.



## FAKE WHATSAPP WARNING

Be wary of installing WhatsApp from anywhere else but the official Google Play Store. There have been instances of a fake version of WhatsApp being made available through less reputable sites. These versions can carry viruses or spyware designed to monitor your device.



**3** Once the update or install has finished, you are given the option to either Open or Uninstall (should you prefer to remove it); you may not be able to remove a pre-installed version, if this is the case, you will need to drop into your device's App Management settings and remove it manually. To continue, tap the Open button to launch WhatsApp.



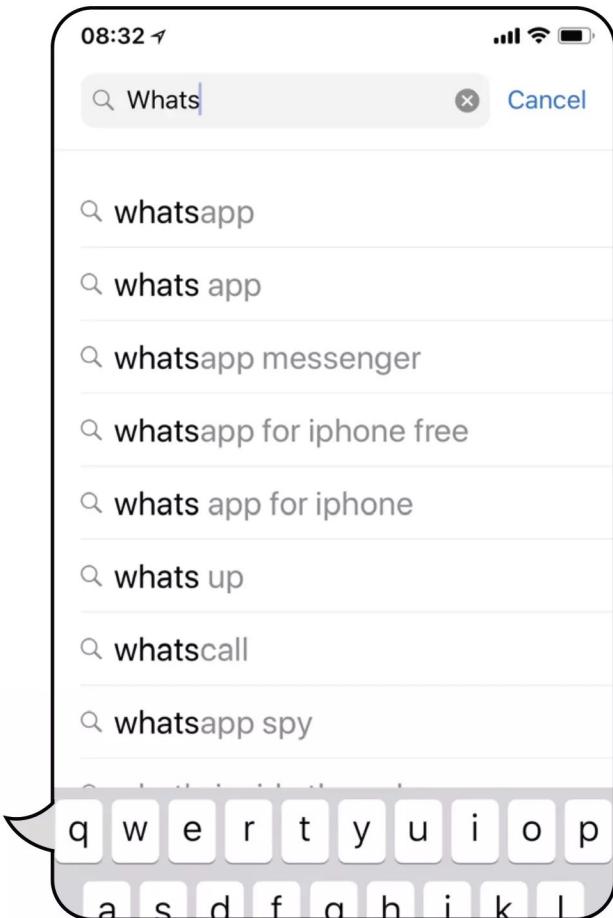
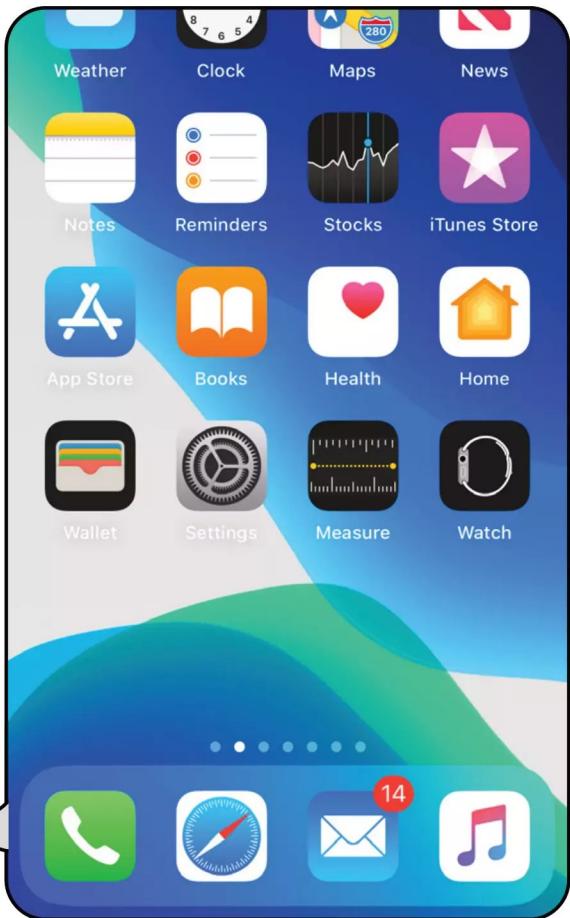
**4** The second method is to visit the WhatsApp webpage [www.whatsapp.com](http://www.whatsapp.com). From here, you can tap on the supplied link that will redirect you to the Google Play Store and the previous steps. However, although it is unlikely, be aware that false websites could lead to you an infected version of the app.



# Installing WhatsApp on an iPhone



Just like the Android version, WhatsApp for iPhone is really straightforward to install. Just make sure you're logged into your Apple account beforehand.



**1** iPhone users are in luck, iOS is the flagship model so any new updates will be on iOS first before Android. To begin, unlock your iPhone and locate the App Store icon from the Front screen (or wherever you keep it). You may need to log in using your Apple ID if you haven't already done so.

**2** Within the App Store app, tap the Search button. When the on-screen keyboard appears, enter 'WhatsApp' into the search field. Tap the Search button on the on-screen keyboard and you're taken to the WhatsApp listing; as with Android, it'll be listed as WhatsApp Messenger.



## JAILBROKEN IPHONES

While it's more difficult to install a fake app on an iPhone than an Android device, be wary that jailbroken iPhones can be vulnerable to fake applications. If your iPhone is unlocked, still use the official Apple version of WhatsApp over another site's version.



**3** Now tap the Install button to begin the installation process; depending on the speed of your connection this could take some time (make sure you're on Wi-Fi too, in case of data charges). When the install is complete, the WhatsApp entry on the App Store will update with an Open button.



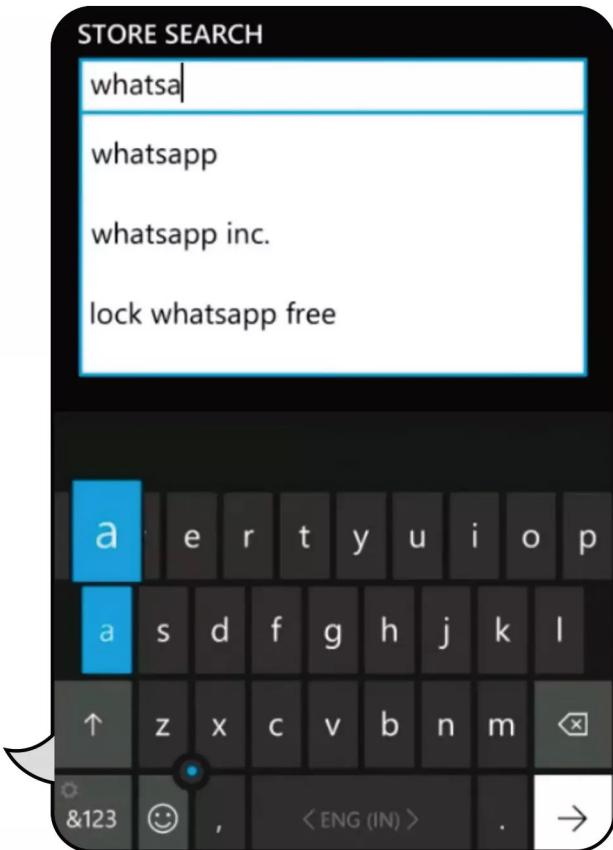
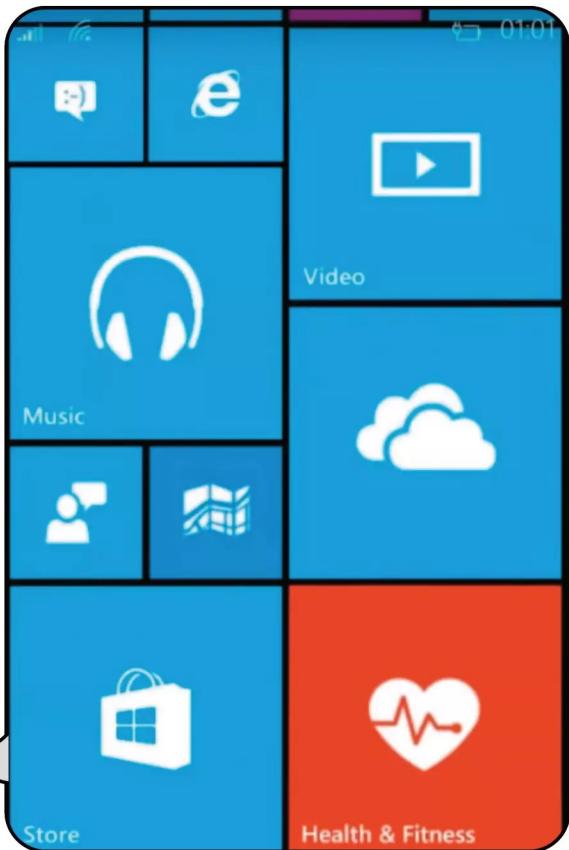
**4** Finally, tap the Open button to launch WhatsApp and start the signing in and creating a new account steps. You can also complete the installation process via the WhatsApp website, as with the Android version, where you're taken directly to its entry in the iTunes Store.



# Installing WhatsApp on a Windows Phone



If you own a Windows Phone make sure that it's Windows Phone 8.1 or above and has the latest updates installed prior to installing WhatsApp. Ensure also that you're logged into your Microsoft account when accessing the Microsoft Store.



**1** From your Home locate the Microsoft Store tile; if you've populated the home area with lots of tiles, you may need to scroll down the screen. Once found, tap it to open - there could be an extra sign-in process at this stage, so be prepared to enter your username/password.

**2** When the Windows Store opens, tap on Search as indicated by the magnifying glass icon at the bottom of the screen. Then, as with the previous version of WhatsApp on Android and the iPhone, enter WhatsApp into the search bar and click on the WhatsApp returned result.



## JAILBROKEN WINDOWS PHONES

If you own a Windows Phone that has been unlocked (or jailbroken) ensure, as with the other platforms, that you download and install the legitimate version of WhatsApp from the Microsoft Store. Other sites may carry the risk of viruses and malware infecting your phone.



**WHATSSAPP**

# overview review



**WhatsApp**  
WhatsApp Inc.  
owned

★ ★ ★ ★

with Live Tile

WhatsApp Messenger is a messaging app available for Windows Phone and other smartphones. WhatsApp uses your phone's [read more](#)

By installing you agree to the [Terms of Use](#) and [other terms](#)

WhatsApp chats favorites

install share ...

**3** Tap on the WhatsApp tile as it appears in the Windows Store, this will launch the app's front end along with its included information, users' reviews, and terms and user agreement. At the bottom of the app's page, tap the Install button to proceed further.

Recently Installed CLEAR ALL

 WhatsApp

All

-  access point
-  accessories
-  Alarms & Clock
-  Bing Food & Drink
-  Bing Health & Fitness

**4** After tapping Install you'll be asked a couple of questions: 'Allow access to the phone's location?' and 'Allow installation to the phone as opposed to the SD card?' Answer yes to both, then drop back to the Home screen and slide to the right to find WhatsApp.

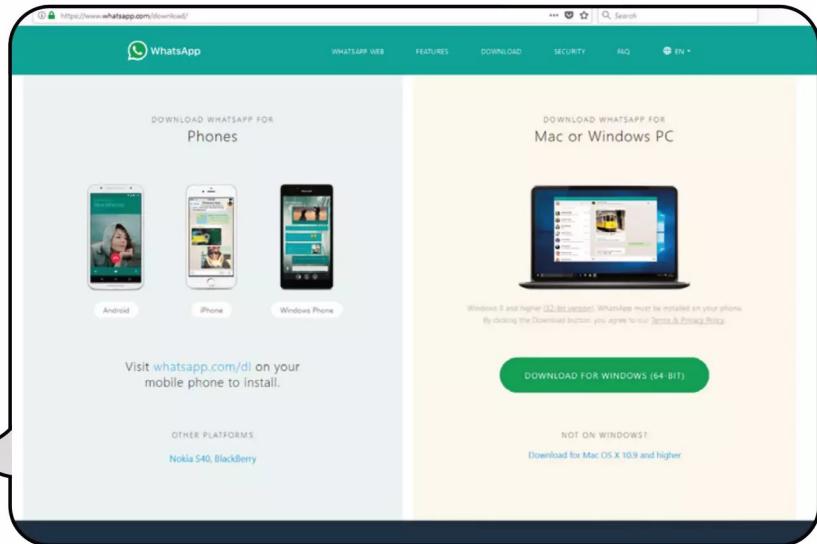


# Installing WhatsApp on a PC

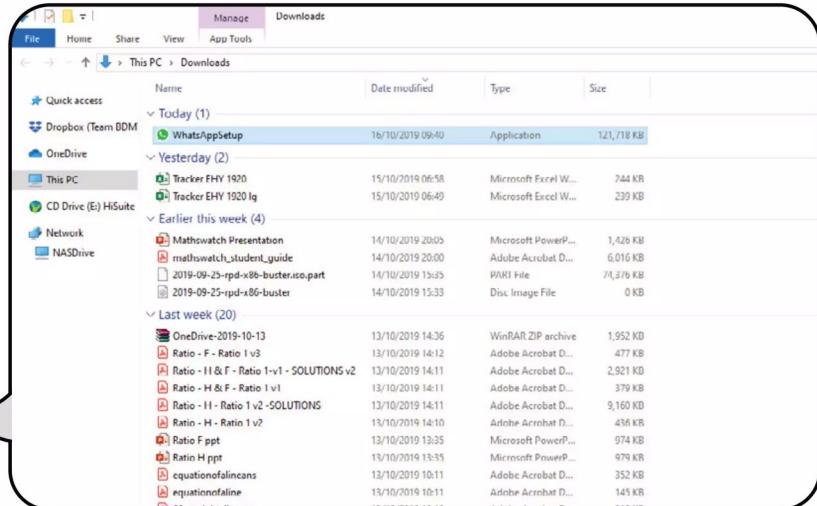


Due to the differences in the platform, from mobile to desktop, installing WhatsApp on a PC isn't going to be the same process. However, it's just as easy. All you need to do is ensure that you have permission to install programs to the PC beforehand and you're running Windows 8 or higher.

**1** To begin with you need to visit the WhatsApp website, specifically the Download section: [www.whatsapp.com/download](http://www.whatsapp.com/download). Here you can see the screen split into two sections: the left side for mobile devices and the right for desktop systems. Click the Green Download for Windows (64-bit) button to continue.



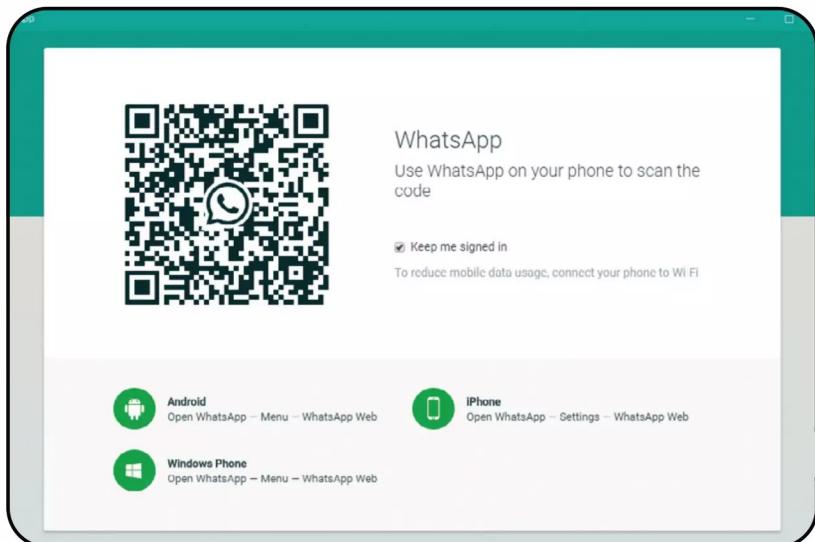
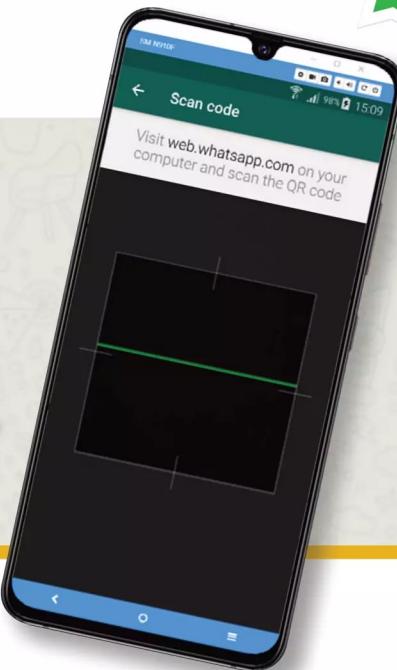
**2** After clicking the button you'll be asked to Save the file to your desktop, do so and wait for it to download. You can find the program executable in the Downloads folder of your home area on the PC. Just double-click the WhatsApp Setup program to start the installation.



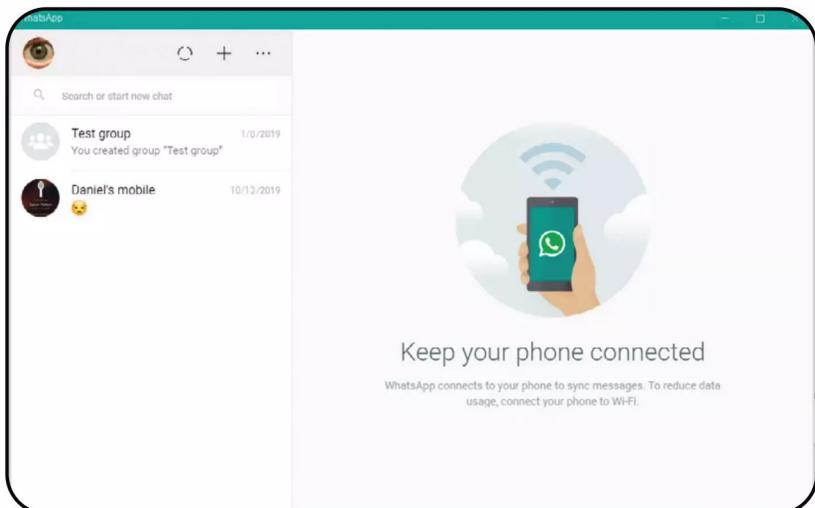


## QR CODE SCANNING

If you're unfamiliar with a QR Code, it means Quick Response Code and is a more complex form of a barcode. A QR Code can hold far more information than a traditional barcode and can be used to automatically take you to a website or activate an app such as in this case, with WhatsApp for the PC.



**3** The install is a little different to most other apps you may have downloaded in the past. After a short while WhatsApp asks you to scan a QR code with your phone's version of WhatsApp. You will need to open WhatsApp, tap on the three vertical dots in the top right, followed by WhatsApp Web.



**4** There are full instructions on the WhatsApp mobile version as to how to scan the QR code and once it has successfully recognised it, the PC version will automatically be loaded up, complete with your account information and contacts.

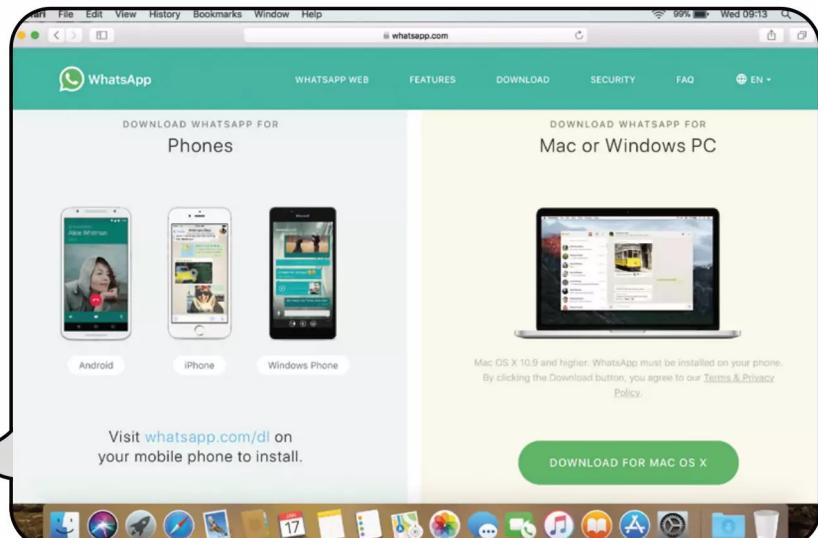


# Installing WhatsApp on a Mac



Installing the desktop version of WhatsApp onto a Mac is done similarly to the PC version. To begin with, ensure you have the relevant permissions to be able to install programs to the Mac and have your mobile device handy with the WhatsApp app already installed.

- 1 From the Dock, click on Safari to open the WhatsApp Downloads webpage: [www.whatsapp.com/download](http://www.whatsapp.com/download). Click on the green button to the right-hand side of the screen labelled Download, for macOS to start the download process.



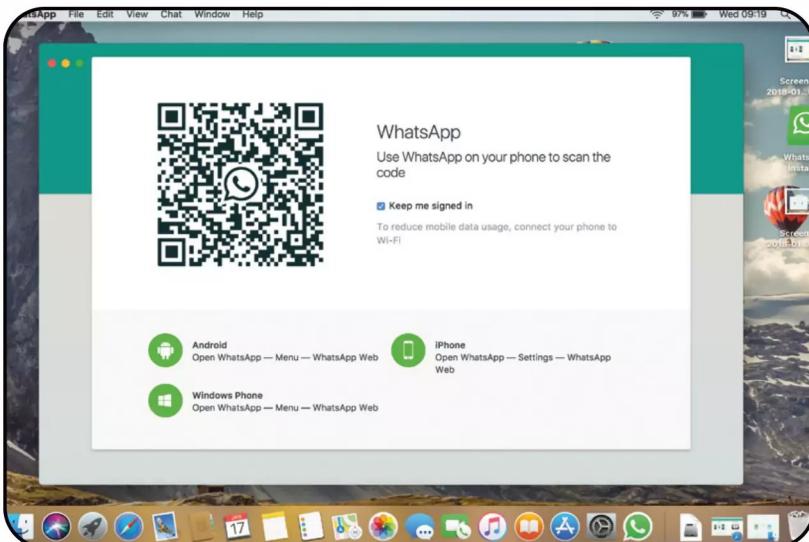
- 2 Once the WhatsApp.dmg file is downloaded it will appear in the Downloads folder in the Dock. Expand Downloads and click on the file to start the installation. After a short time you will be presented with the WhatsApp Installer window; simply drag the WhatsApp icon over to the Application folder icon.



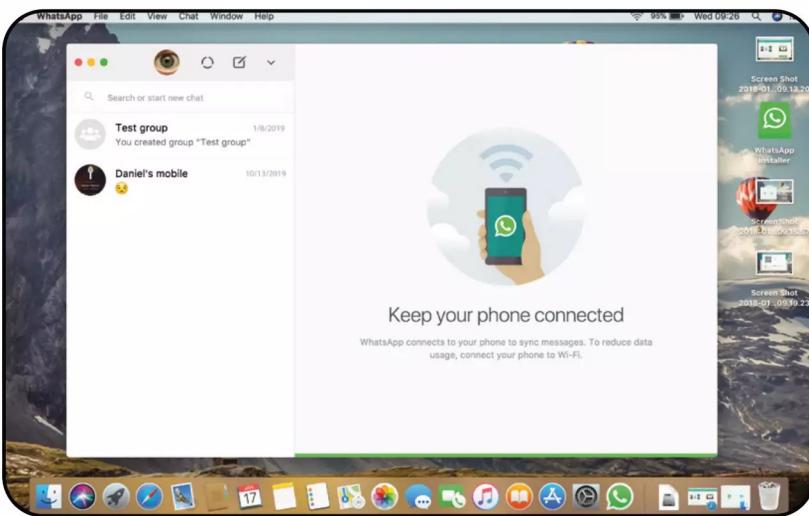


## NO FAKES FOR MACS

Thankfully macOS is a more stringent operating system than that of Windows. While the wall-gardened approach to macOS may infuriate some, it does have the advantage of not allowing fake apps, or those that carry potential threats, through to the core system. However, be careful as Internet-borne threats are continually evolving.



**3** Double-click the WhatsApp icon in the installer window and click Open in the confirmation box that appears. Just like the Windows desktop installation, the WhatsApp window will display a QR Code which you can scan with WhatsApp on your mobile device.



**4** Once you've scanned in the QR Code, the Mac desktop WhatsApp synchronises with the WhatsApp account you've created on the mobile device. You will be able to view any contacts and conversations you have started.



# Factoid: World's Biggest Market

**India is the biggest WhatsApp market in the world, with an estimated 200 to 300 million users. However, those numbers come at a price. Misinformation and fake news have become widespread throughout the country, involving elections, the government, and even social news.**

**India is also infamous for originating scores of WhatsApp scams. Beyond the regular telephone and email phishing scams, India has become a world leader in social media scamming. Despite some action from the Indian authorities, this is fast becoming one of the biggest issues of WhatsApp's future growth. Moreover, this problem will grow significantly as the Indian WhatsApp userbase grows.**



FACTOID: WORLD'S BIGGEST MARKET





# WhatsApp on Android



WhatsApp on Android is set out in an easy to use layout, with the app's key messaging service taking centre stage and various options being placed behind the scenes. From the main screen you can view chats, groups and start messaging.

**1 Camera** – Tapping the Camera icon instantly activates the mobile device's camera function. Options within allow you to attach an image from your Gallery or via either of the front or rear facing cameras. Videos can be shot by long pressing the relevant button.

**2 Messages** – The main bulk of the screen is taken up by the messaging window. In here you can quickly view any recent messages and replies or tap the person or persons to continue the chat. You can also see any created Group conversations separated from individual people.

**3 New Chat** – The green icon to the bottom of the main message window is where you start a new chat or message with one of your contacts. It's also where you can create a new group chat, invite friends or get help with adding Contacts from your device's address list.

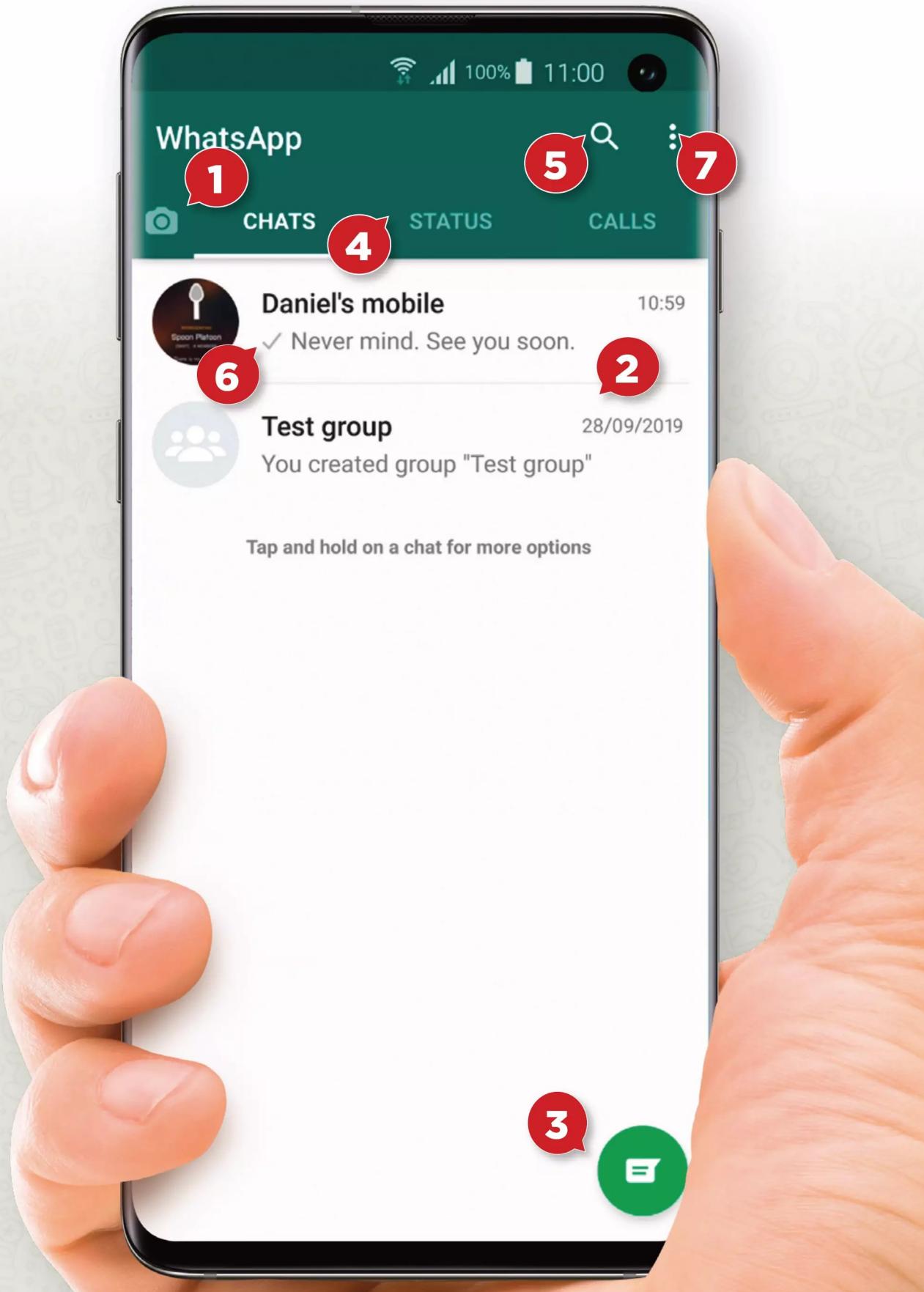
**4 Feature Bar** – The Feature Bar along the top of the main message window is where you can view messages, set your own status for your WhatsApp contacts to see or start voice or video calls through the WhatsApp service. Any new notifications will be represented by a spot next to the relevant feature.

**5 Search** – The Search function is self-explanatory but it's also surprisingly powerful. With it you can search for contacts, keywords and groups within any of the messages you've already sent or been a part of. The results are displayed allowing you to choose which message you want to view again.

**6 Status** – The Status indicator in the main message window tell you whether your message has been viewed by the recipient, as represented by ticks. One tick means the message has been successfully sent to the contact and two ticks means the contact has read the message.

**7 Options Menu** – The three vertical dots in the top right of the WhatsApp screen hide the options for the Feature you're currently in. For example, the options for Chat are different to that of Status or Calls and so on.

CHATS	STATUS	CALLS
New group	Status privacy	Settings
New broadcast	Settings	
WhatsApp Web		
Starred messages		





# WhatsApp on iOS



The iPhone (or iOS to be more precise) version of WhatsApp is slightly different in appearance to that of the Android version; mainly due to the fact that the iOS version is the flagship model for WhatsApp, and all updates span from there. All the functionality is there of course, just a different user interface.

**1 Edit** - The Edit link in the upper left of the screen will let you alter and edit any content depending on which particular feature you're currently in, such as Chat, Calls, Status and so on. You can archive messages or even delete them from here.

**2 Broadcast Lists** - The Broadcast Lists link will allow you to send a message to multiple contacts at the same time. You can also broadcast a message to any Groups you are part of.

**3 Feature Bar** - Along the bottom of the WhatsApp screen you can see the Feature Bar, which houses Status, Calls, Camera, Chats and Settings. Tapping each one will display a different screen, enabling you to dig deeper into the app's options, update your status or set up a voice or video chat etc.

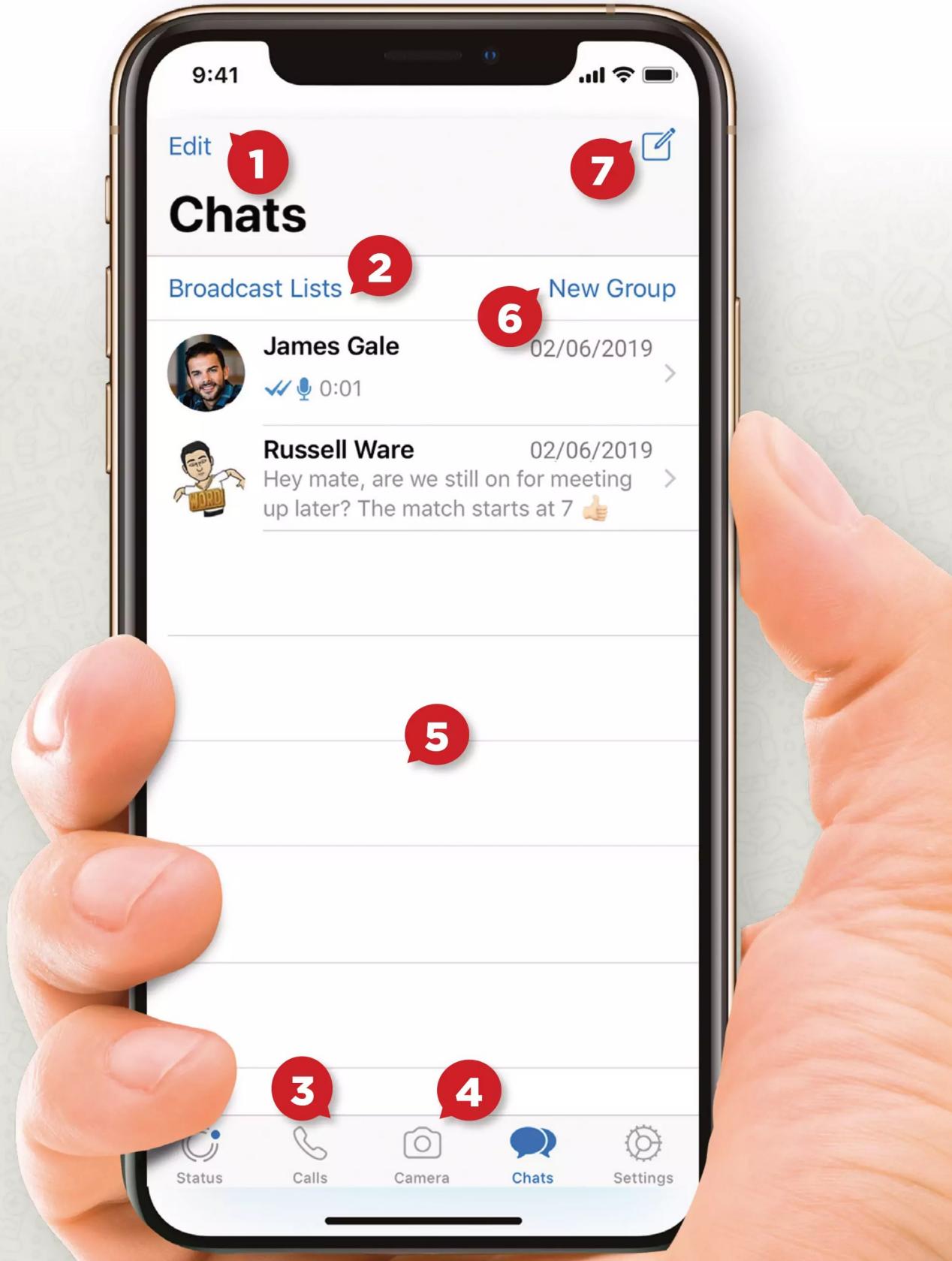
**4 Camera** - The Camera feature, as we've mentioned, enters the app's camera mode. You can take an image with either facing camera and instantly post it in a message; or choose a previously taken shot from the camera roll. You can also make video calls from this feature.

**5 Main Screen** - The main screen is where all the action takes place, naturally combining messaging, Calls, Status and other options within the entire area. You can scroll through contacts, messages and settings here.

**6 New Group** - Tapping this link, as the name suggests, will start the process of creating a new group message/chat, ready for you to populate with your contacts. The contacts and Group content can be edited from the main screen.

**7 New Chat** - The icon in the top right of the WhatsApp screen starts a New Chat. When you tap it you can choose a contact and enter the message.







# WhatsApp on the Desktop



The desktop view of WhatsApp is significantly different to that of the mobile versions but it's still just as effective. There are a few more menus available, neatly tucked away as well, but overall it's a functional layout.

**1** **Messages** - The main section of the WhatsApp desktop window is taken up with the chat screen. To begin with this area is blank but once you click on a chat session the screen will be populated. Images aren't loaded by default but you can click to view them.

**2** **Emoji and Chat** - The bottom of the chat screen is where you will enter your replies and new chat messages. To the left of the text box where you enter your chats is an Emoji, which when clicked will extend upward to display the available Emojis, symbols and so on.

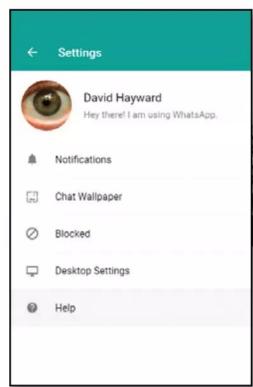
**3** **Contacts** - The left-hand side of the WhatsApp window contains the current list of contacts you're messaging as well as any Groups you belong to. To the right of each contact name is a downward arrow; clicking this will display a menu offering Archive, Mute, Delete, Pin and Mark as unread for each contact.

- Archive chat
- Mute
- Delete chat
- Pin chat
- Mark as unread

**4** **Feature Bar** - The top of the left-hand panel contains your Profile (as indicated by your profile image), Status, New Chat and Menu. These work in much the same way as the mobile versions, offering different screens depending on which feature you've selected.

**5** **Extra Features** - To the top right you will notice three extra icons, representing Search, Attach and Menu. Search allows you to find anything within a message or a specific contact; Attach lets you send photos and videos, files, camera content and contact information; and Menu lets you drill down into specific details of the contact and message.

**6** **Settings** - Within the Feature Bar Menu option there's a Settings Option. Clicking it will replace the left-hand panel with a number of options. These let you change Notifications and Chat Wallpaper and view Blocked contacts, Desktop Settings, which only allows you to start WhatsApp upon booting in to the computer, and a Help link.



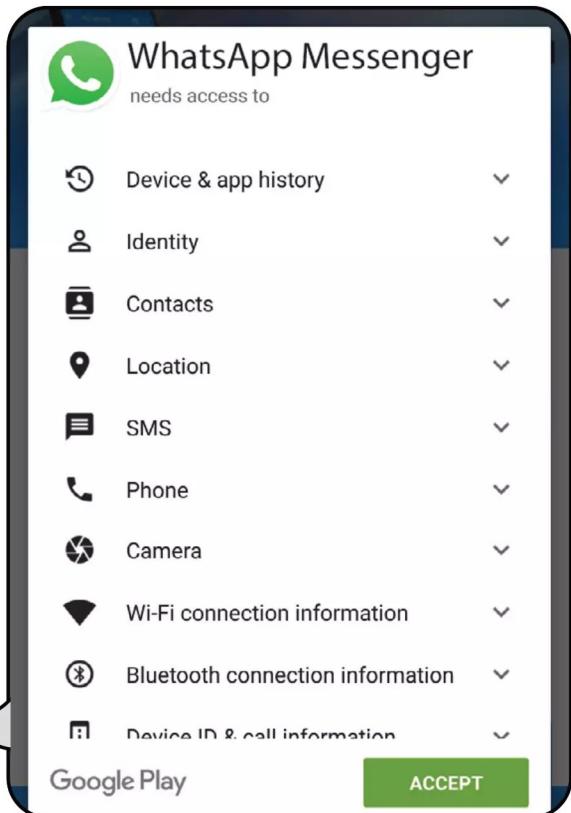




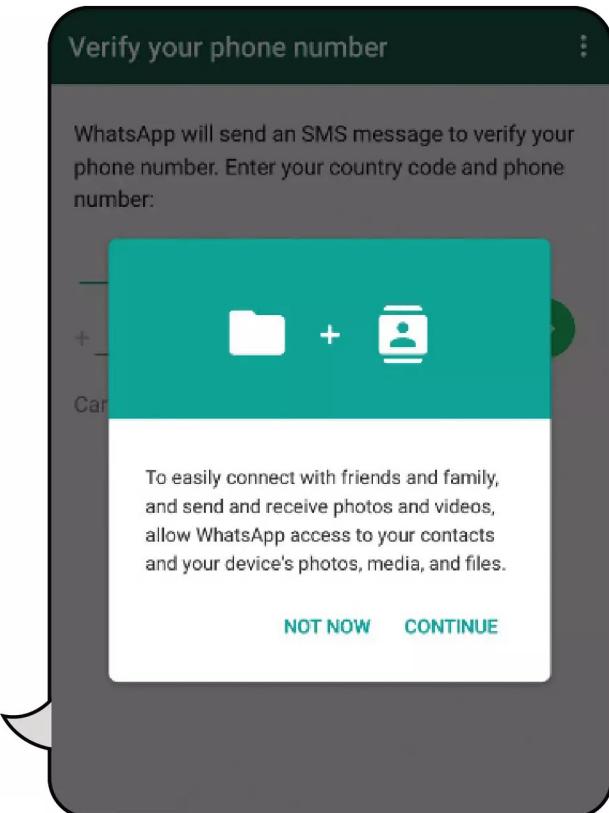
# Setting Up Your Profile



WhatsApp's profile setup process differs slightly depending on whether you're using an iPhone, Android or some other mobile device. The main profile creation is the same but different platforms ask different questions to begin with.



**1** The iPhone version of WhatsApp will ask you if you want to enable app notifications, whereas the Android version will ask permission for WhatsApp to gain access to the phone's location, Wi-Fi connection information and so on. You will need to Accept these requests in order to continue the setup.



**2** You may also be asked to grant WhatsApp access to your contacts, as well as the device's photos, media and files. Agreeing will allow WhatsApp to create a contacts list based on your current contacts (if any of your contacts already use WhatsApp) and allow you to send media via the service.



## GOOGLE BACKUP

One last element that Android users may be asked is whether they want their WhatsApp messages and media backed up to their Google Drive account. You can opt for Daily, Weekly, Monthly or Never and even include any videos in your WhatsApp feed.

Select a backup frequency

- Daily
- Weekly
- Monthly
- Never

Google Account

### Verify your phone number

WhatsApp will send an SMS message to verify your phone number. Enter your country code and phone number:

United States

+ 1 (415) 555-5555



Carrier SMS charges may apply

### Edit number +1 (408) 555-1234

We have sent you an SMS with a code to the number above.

To complete your phone number verification, please enter the 6-digit activation code.

-----

Resend Code in 0:19

Call Me in 0:19

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ

**3** Across all devices, after you've agreed access to notifications and the phone's setup, you will be asked to enter your country code and phone number. WhatsApp is built on top of your device's phone number but uses data to message. There will be an SMS message sent to the device to confirm the account, so ensure it's the correct number you enter.

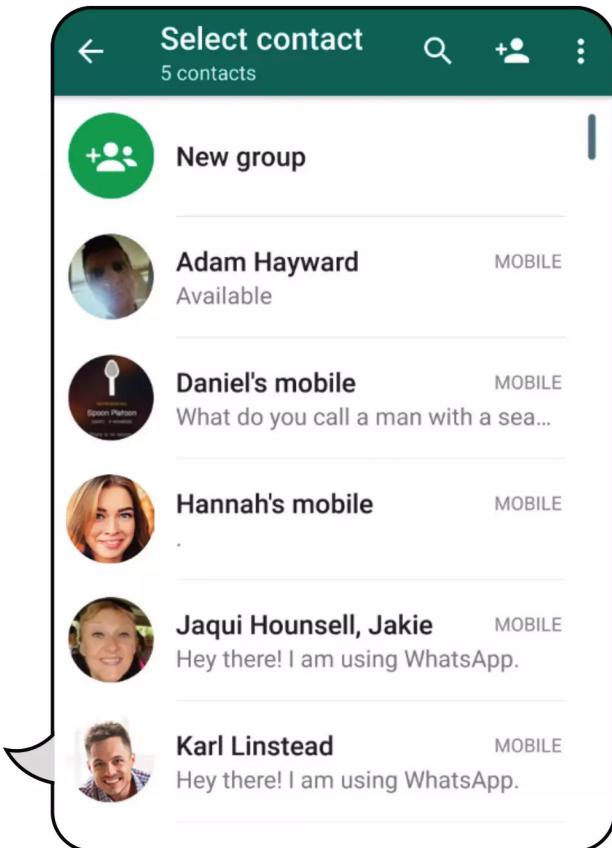
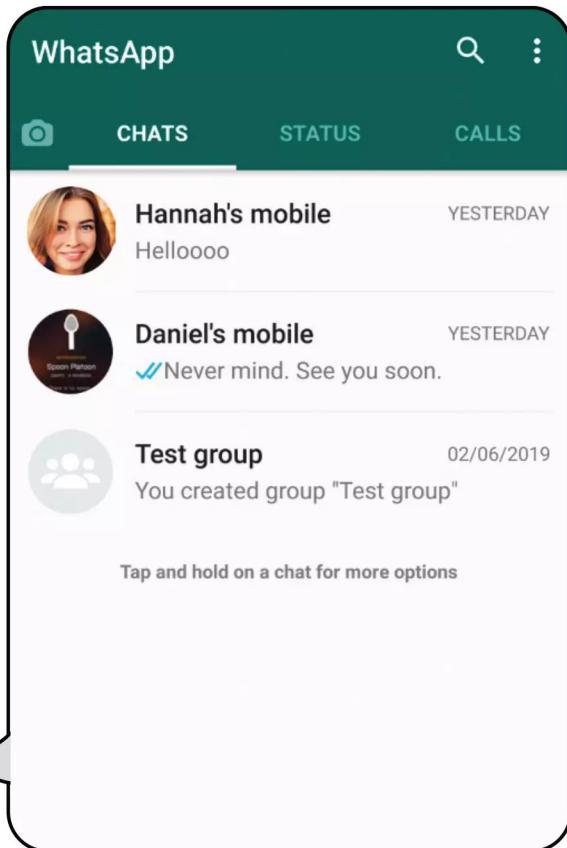
**4** You will get the chance to review the number before the SMS verification is sent. If all is fine, then tap OK and once the SMS has arrived, enter the 6-digit code contained in the message into the text area available in WhatsApp. After a few seconds the profile will complete and you can start using WhatsApp on your phone.



# How to Add Friends and Contacts



To start communicating with others you're going to need to add them to your WhatsApp contacts. By default WhatsApp will access your phone's contact list and automatically display those who already have the app, but adding new contacts is easy.



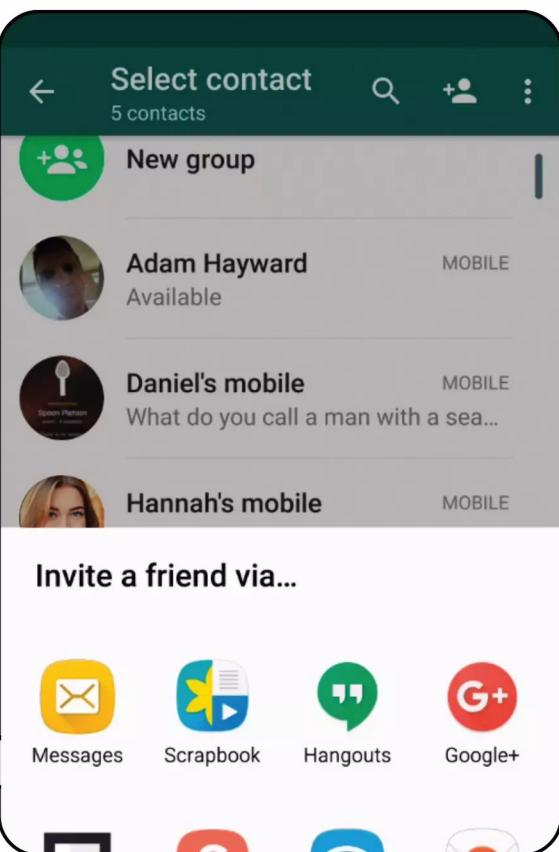
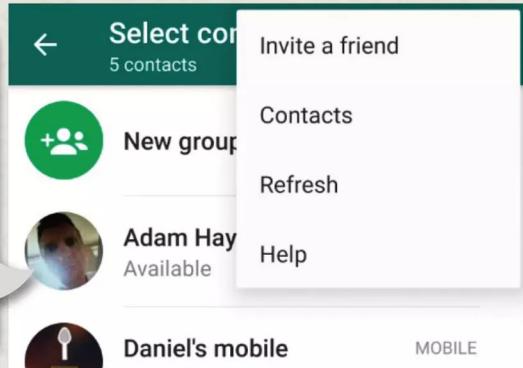
**1** If you haven't already, launch WhatsApp. Once WhatsApp is open, begin by tapping on the green button located in the bottom right of the main WhatsApp screen in the Chats tab. This is the New Chat icon, but it's also used for setting up new contacts, or messaging one of your existing contacts.

**2** As mentioned, WhatsApp automatically adds contacts that are already using the app; these will be taken from your phone's available contacts and appear in the list. This list is dynamically updated as you update your device's contacts list (providing the contact is using WhatsApp).

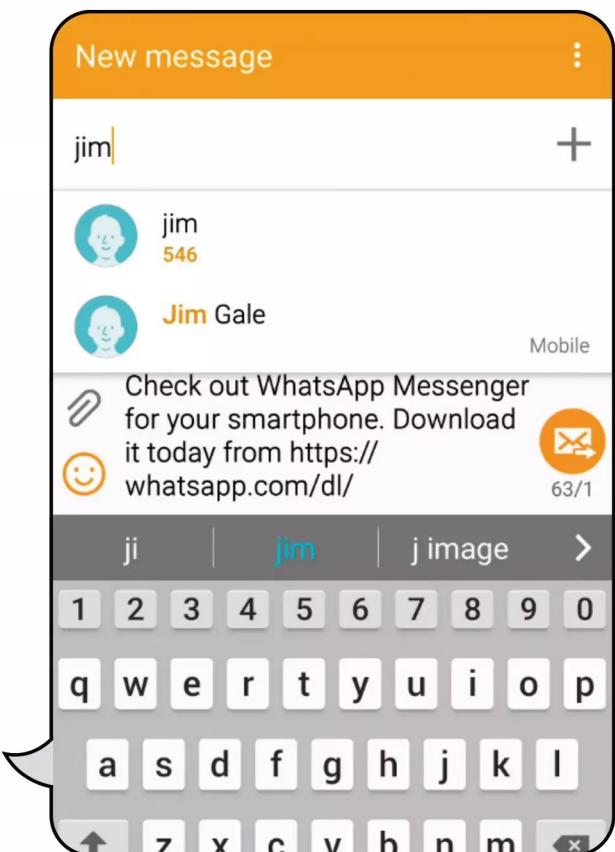


## ALTERNATIVELY ADDING CONTACTS

If you know someone who already uses WhatsApp, then to add them to the app's list all you need do is add their details to your phone's Contacts and save the entry. Back in WhatsApp tap the New Chat icon again, followed by the three vertical dots in the top right corner. From the menu choose Refresh and the contact list will be updated.



**3** Scroll to the bottom of the WhatsApp contact list and you can see a button for Invite Friends. Tap it and a window scrolls up from the bottom of the screen asking which app you want to add the contact through. The list scrolls to the right, so swipe from right to left to see the available apps.



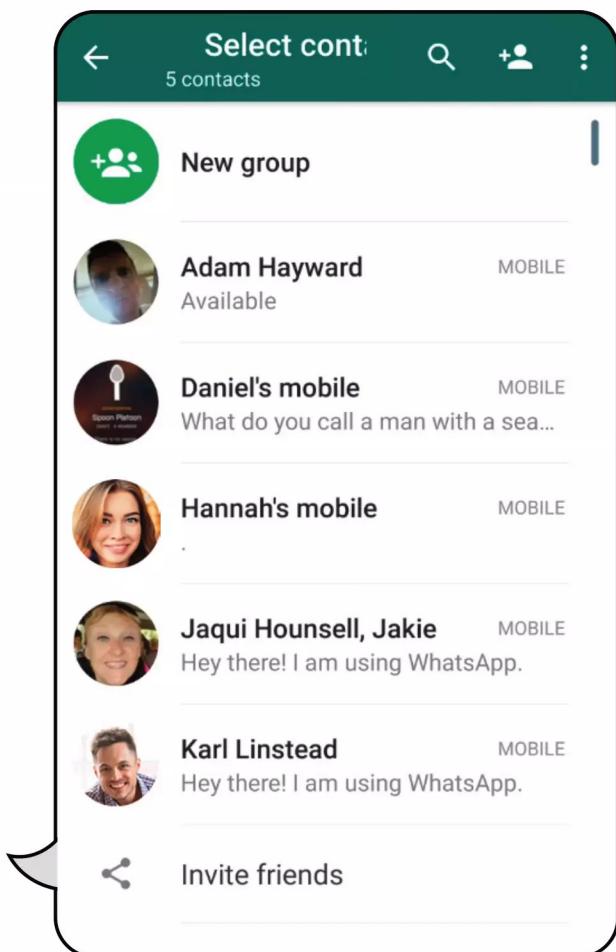
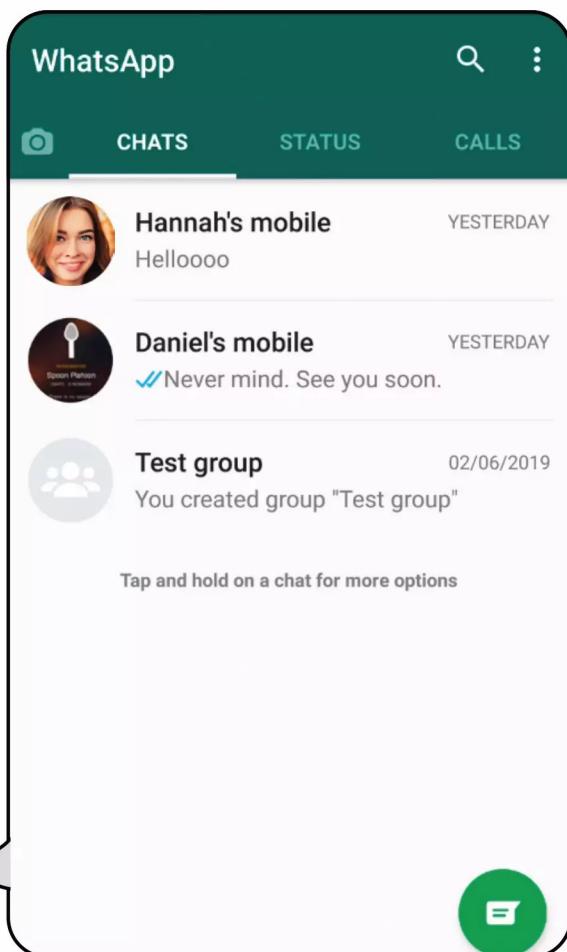
**4** Once you've decided on which app to use to add the contact, WhatsApp will automatically populate the chosen app with an invitation. All you need to do is enter the name of the recipient and hit the Send button. The contact will then be added to WhatsApp once they accept the invite.



# Sending Your First Message



The essence of WhatsApp is of course messaging and since you now have your profile set up and added some contacts, it's actually time to send your first message.



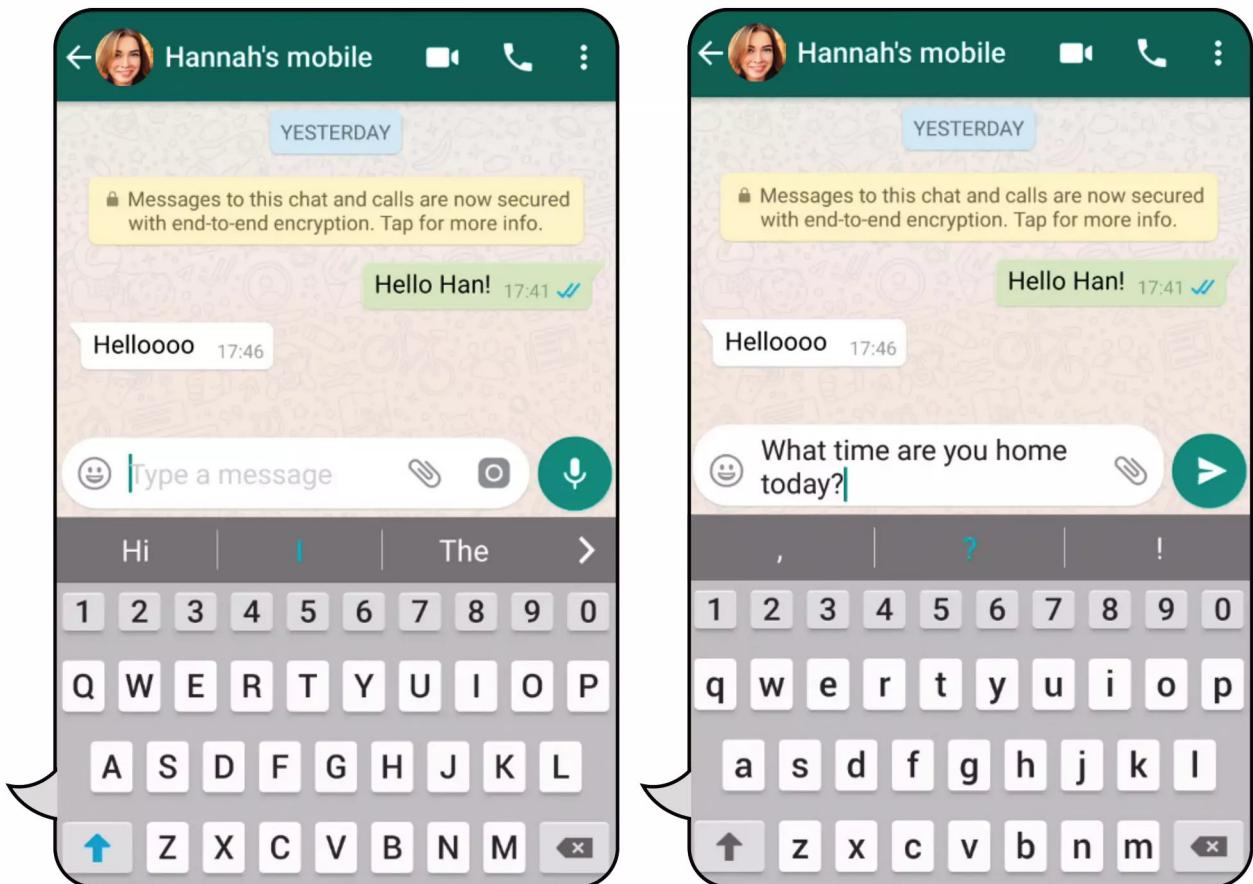
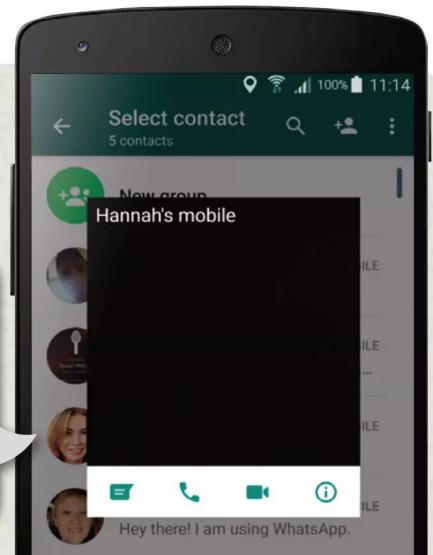
**1** From the Chats screen tap the green New Chat icon (bottom right of the screen) to enter the WhatsApp contact list. Device specific features may be integrated into WhatsApp, however the core WhatsApp method here, is the best way to begin.

**2** Choose from one of your contacts and tap their profile name not their profile image, if, however, you accidentally tap their profile image, it's not difficult to come out of the new view, simply tap outside of the pop-up window.



## TAP THE PROFILE PICTURE

If you tap on the contact's profile image, inside the circle next to their name, you get a different window pop up other than the chat screen. There are different message options available from the pop-up window; however, to chat just tap the first icon in the row (the New Chat icon) to get to the chat screen.



**3** The screen changes into the main chat window. Note the message regarding end-to-end encryption that automatically appears. If you want, you can tap the message to find out more regarding the app's encryption and security policy.

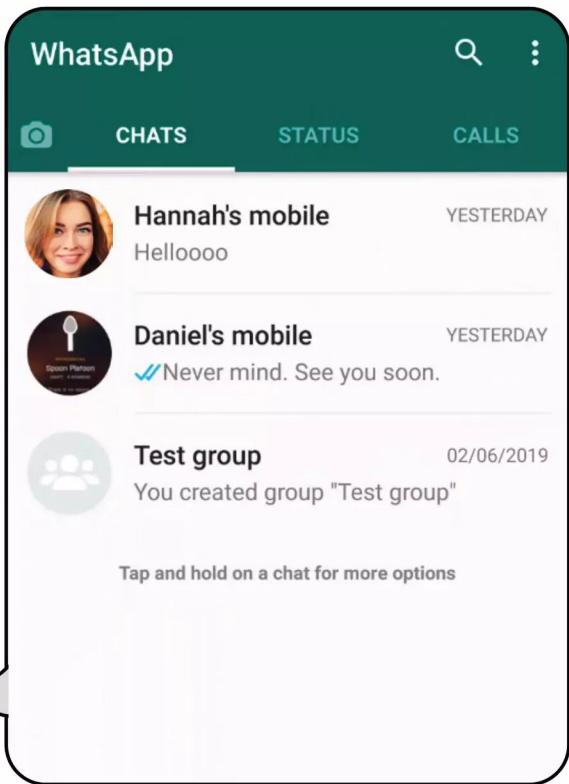
**4** Enter your message into the box provided and press the on-screen keyboard's enter key to send it. The message will be displayed with a single tick indicating it's been sent, and another tick once the recipient has read it.



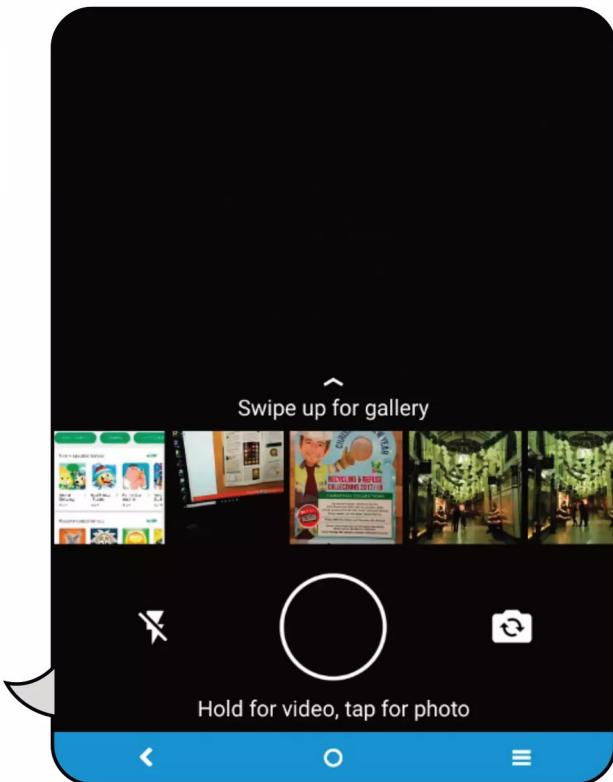
# How to Send Images Over WhatsApp



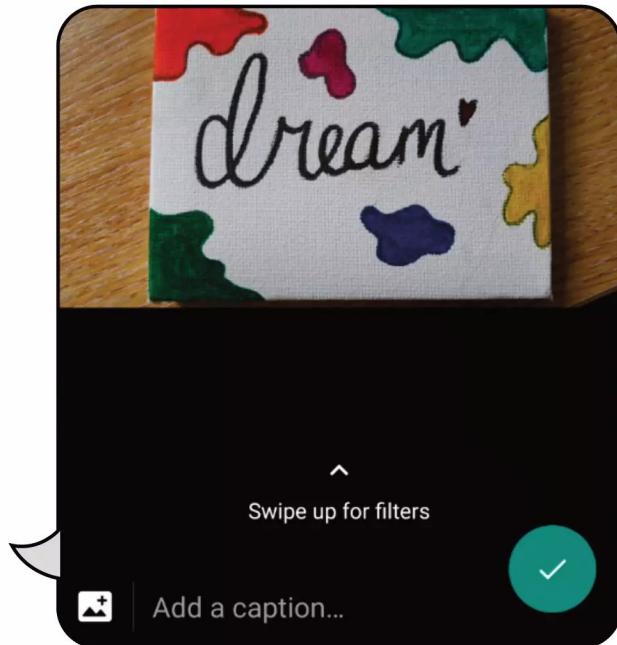
News headlines are frequently announcing the latest in a lengthy list of people who mistakenly send images of themselves through social media, be they a celebrity or not. While sending controversial photos of oneself isn't advisable, it's worth looking at how you would go about sending images in WhatsApp.



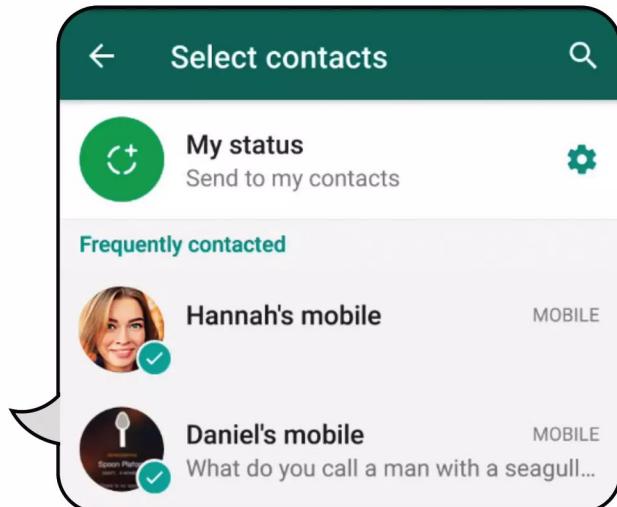
**1** The Camera function in WhatsApp is designed to help make the process of sending images to your contacts as easy as possible. To begin, open WhatsApp and from the Feature Bar along the top of the screen (in Android) tap the camera icon. Alternatively, swipe the screen from left to right.



**2** The WhatsApp window now changes and display a view from the device's rear camera by default. At the bottom of the screen are several options: Gallery view, auto flash, take picture and swap camera. Tap the swap camera icon in the bottom right to take a selfie, otherwise just take a photo with the large circle in the middle.



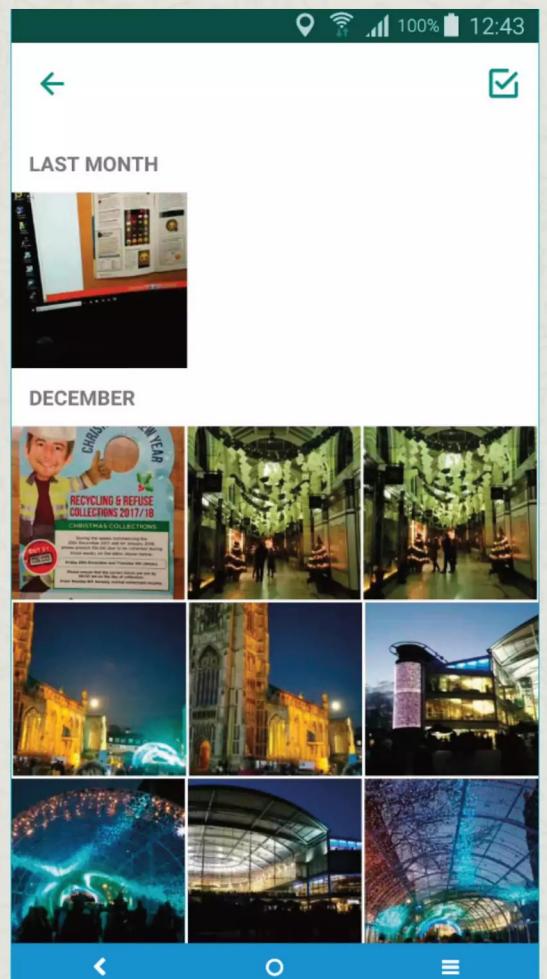
**3** When you've taken your photo, you can edit it with the options to the top of the screen, apply the built-in filters, or add a caption at the bottom of the screen. To send the image, tap the Tick in the bottom right.



**4** The screen changes again, displaying your available WhatsApp contacts. Tap the contacts you want to send the image to and press the green arrow in the bottom right to send the image; doing so opens the chat screen with the image displayed.

## GALLERY IMAGES

Rather than sending an image via the camera, you can send any of the images that are currently in your device's Gallery or Photo Roll. From the Camera screen swipe up to load the images, select the image(s) you want to send and follow the same process to message the image to your contacts.

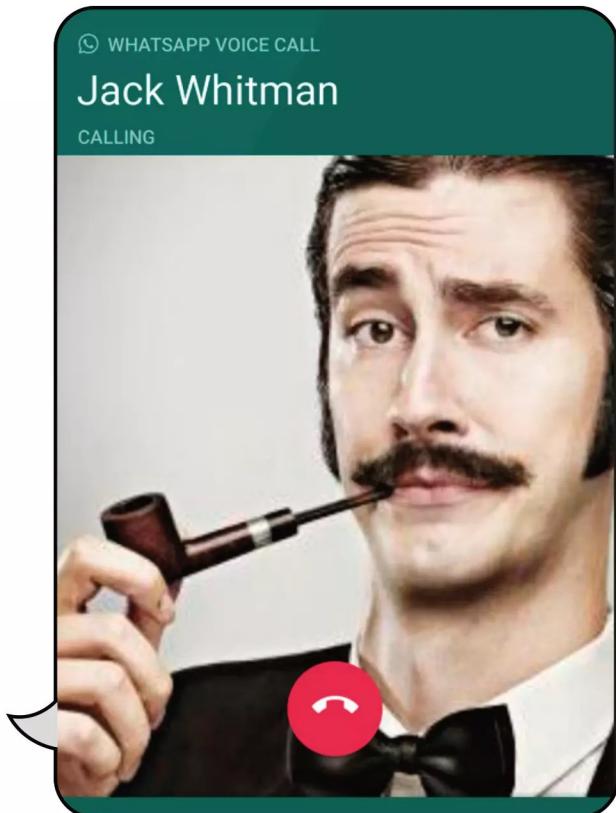
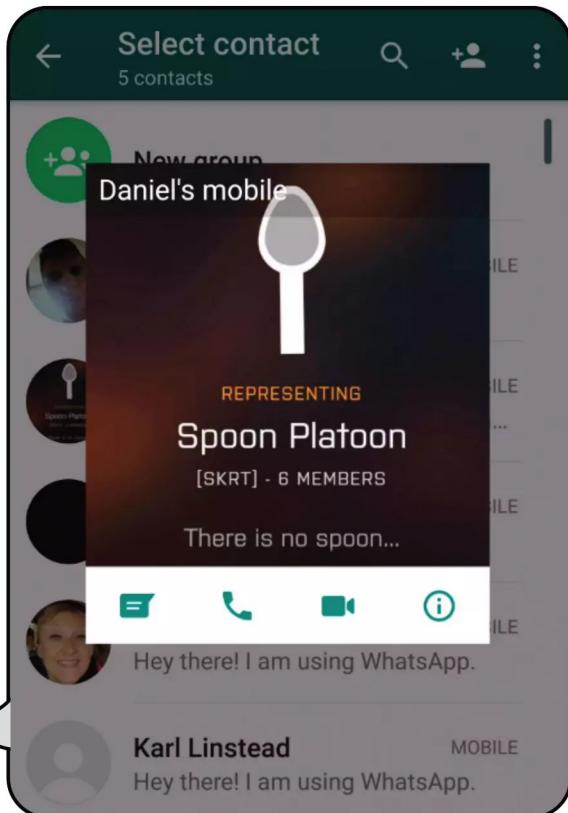




# How to Make Voice and Video Calls

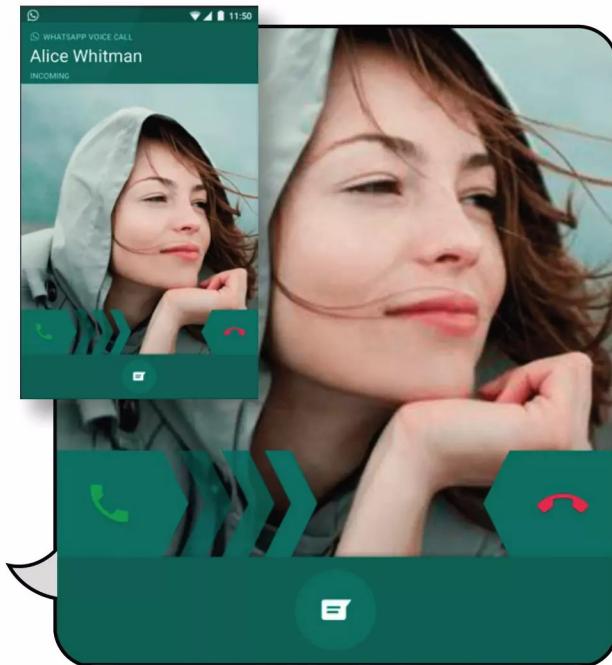


One of the many great benefits to using WhatsApp is that you can make both voice and video calls without using up your phone's minutes. Naturally, it uses your data but if you're connected to Wi-Fi then you can chat for free.



**1** You can make a voice or video call in one of three ways. You can tap the contact's profile image and choose the phone icon for voice or camcorder icon for video. Alternatively, tap on the Calls feature and select the contact you want to call; or you can open an existing chat and select the call or video options from the top of the screen.

**2** Depending on which method you use, you can start the call to the selected contact. There are numerous options available while you're waiting for the call to connect (the contact needs to confirm the call). You can opt for speaker, increase or decrease the volume, hang up before the connection or switch to a chat session instead.



**3** The contact you're calling receives an incoming call notification in WhatsApp. This allows them to either swipe to the right to accept the call or to the left to ignore. They can also open a chat session instead.



**4** For a video call you can see the caller as well as your own video feed as a smaller image in the corner. To hang up the call, or video, simply tap the red phone icon and the call is cut. Note, you can also switch device cameras from the options available in the video window.

## IPHONE SCREENS

While the process for connecting a voice or video call is similar on the iPhone, the screens are slightly different. The options when in the call are the same, as well as changing device camera and ending the call.





## NEW FEATURE ALERT!

**WhatsApp has made some changes for iOS users.**

WhatsApp has recently rolled out a new update for iOS users that brings some interesting additions into play.

Alongside a slew of bug fixes and performance improvements, WhatsApp now supports a live Widget update when used in the iPhone's Today View. The Widget Status update allows users to see what's happening in their WhatsApp world without opening the app, as a quick glance.

Voice messages can now be played while switching between WhatsApp and other apps and via the iOS Control Centre and Lock Screen.

Finally, WhatsApp has now enabled a Crash Log feature, to help users gain specific information when contacting the WhatsApp developers and help team.





# Beyond the Basics

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There's a lot more to do and discover with WhatsApp than simply sending the occasional message. We look under the hood and explore the app's account settings, privacy, security, verification and other key features.

Need help trying to fathom out text language, or what an Emoji means? Don't worry, you're not the only one. We've got you covered with our text language and Emoji translator. Before long, you will be texting and Emoji-ing like a pro.

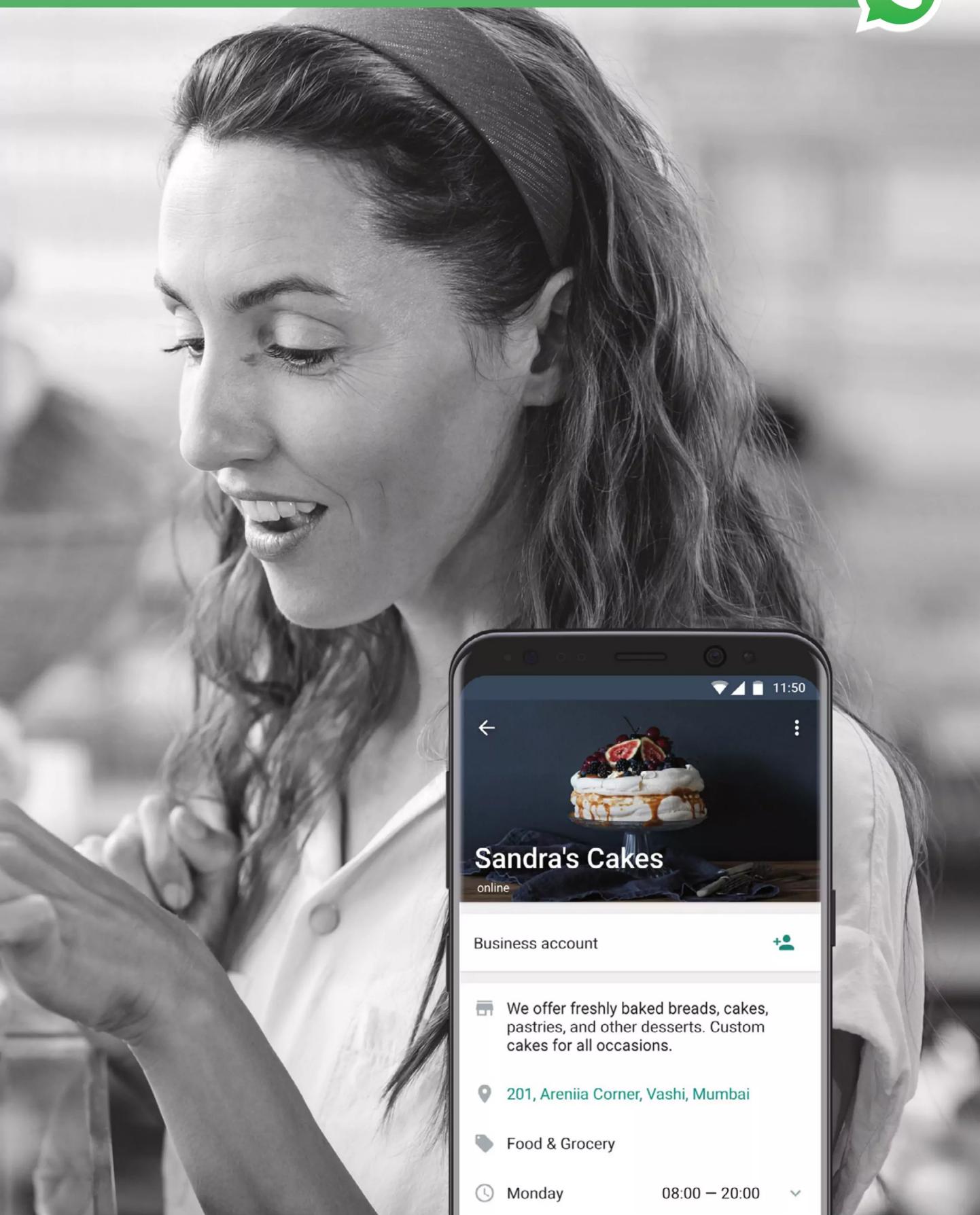
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# Factoid: WhatsApp Business

**WhatsApp Business is a new free app that allows users to create a business profile with helpful information for customers. Quick replies lets a business user save and reuse frequent messages to answer common questions. Automated messages are featured, and the business user can create labels for chats to help find them easily.**



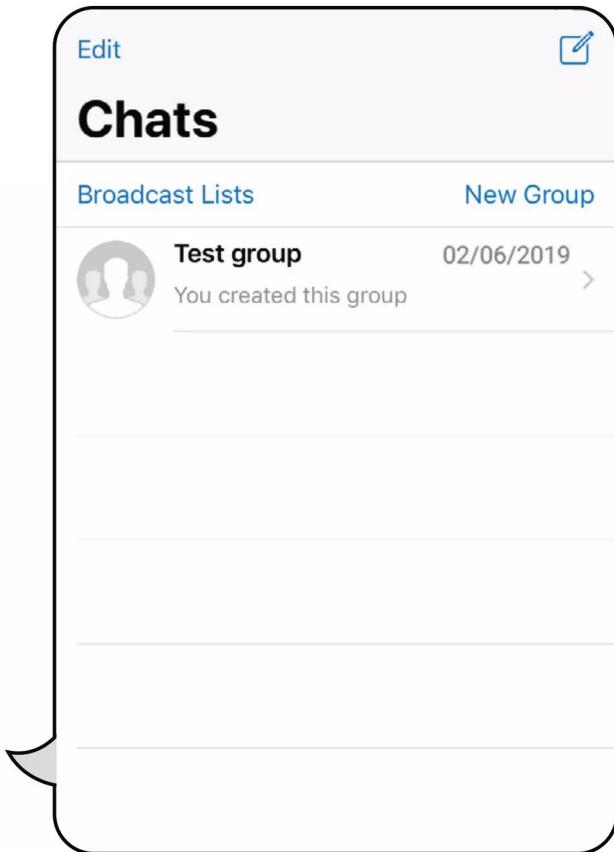
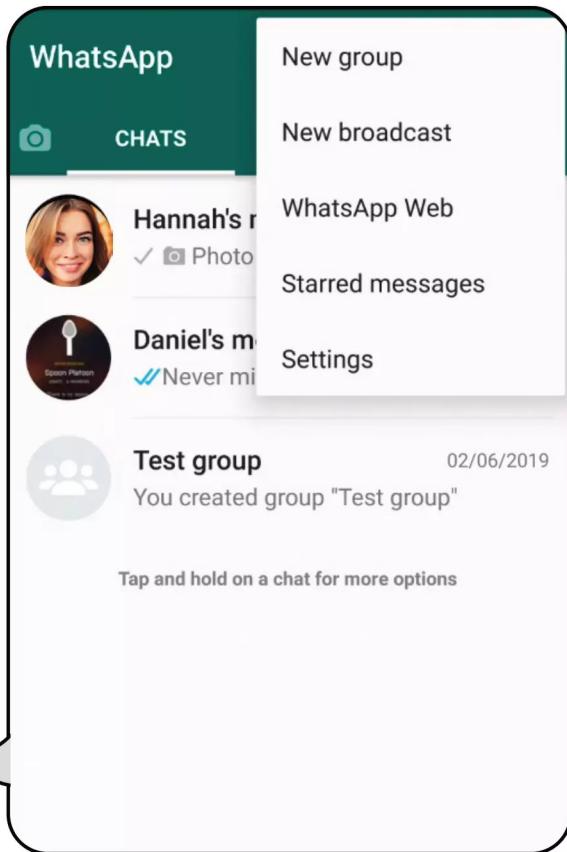




# Exploring the Settings

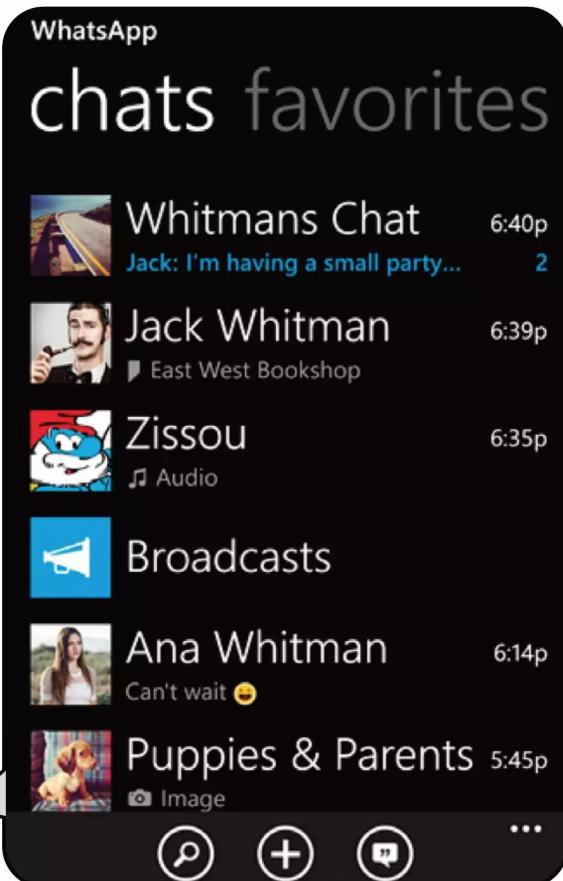


WhatsApp Settings covers a range of options to help make the service work better and become a more personalised experience for you. Here's how you get to the Settings from Android, iOS and the desktop versions of WhatsApp.



**1** For those users with Android devices, launch WhatsApp and then, from the default Chat tab, tap the three vertical dots that are located in the top right corner of the screen. When the pop-up menu appears, tap the last option available: Settings. This will open the WhatsApp Settings window.

**2** Apple iPhone users get to the Settings in a slightly easier fashion, thanks to the design and layout of WhatsApp on iOS devices. Simply launch WhatsApp from the iPhone's Home screen and when open look to the bottom right of the screen and tap the Settings icon.



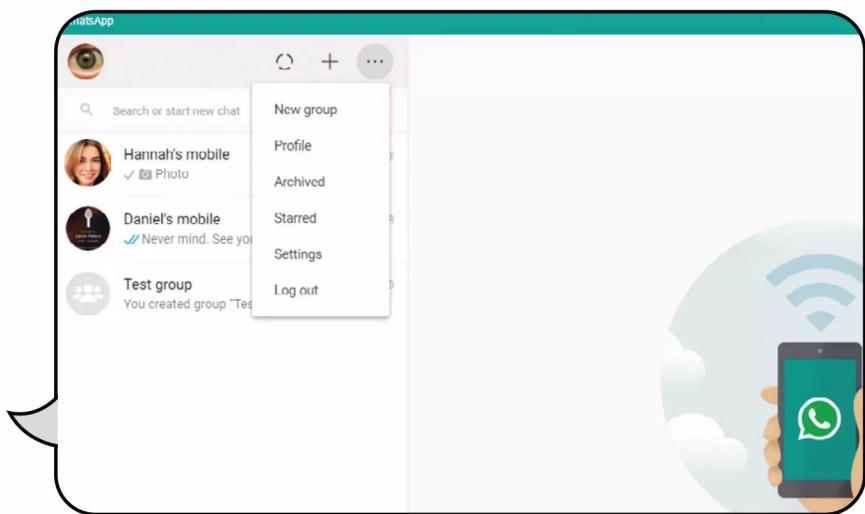
**3** For Windows Phone users, tap the WhatsApp tile to launch the app and in the Chats tab tap the three horizontal dots located in the bottom right, on the Feature Bar at the bottom of the screen. This opens the Settings window.

**4** Accessing the Settings from the desktop version of WhatsApp is a bit of mix between all the mobile platforms. All you need to do is login to the desktop via the WhatsApp Web function on the phone (scanning the QR Code) then, once your account is loaded, click on the three horizontal dots at the top of the screen.

## OTHER DEVICES

WhatsApp is available for other platforms, such as BlackBerry; each one comes with a subtle difference in the layout and design. If you're struggling to find the Settings option on your particular device, the WhatsApp site has an excellent FAQ page to help you find your way around the app. It's located at [www.faq.whatsapp.com/](http://www.faq.whatsapp.com/), so it's worth bookmarking for future reference.

Windows Phone	Web and Desktop	Nok
<a href="#">Adding contacts</a> <a href="#">Understanding last seen and online</a> <a href="#">Problems sending or receiving messages</a> <a href="#">View all questions</a>	<a href="#">How do I use WhatsApp on my computer?</a> <a href="#">How do I use WhatsApp Web?</a> <a href="#">Configuring your notifications</a> <a href="#">View all questions</a>	
BlackBerry	BlackBerry 10	What
<a href="#">Support for older operating systems</a> <a href="#">View all questions</a>	<a href="#">Support for older operating systems</a> <a href="#">View all questions</a>	

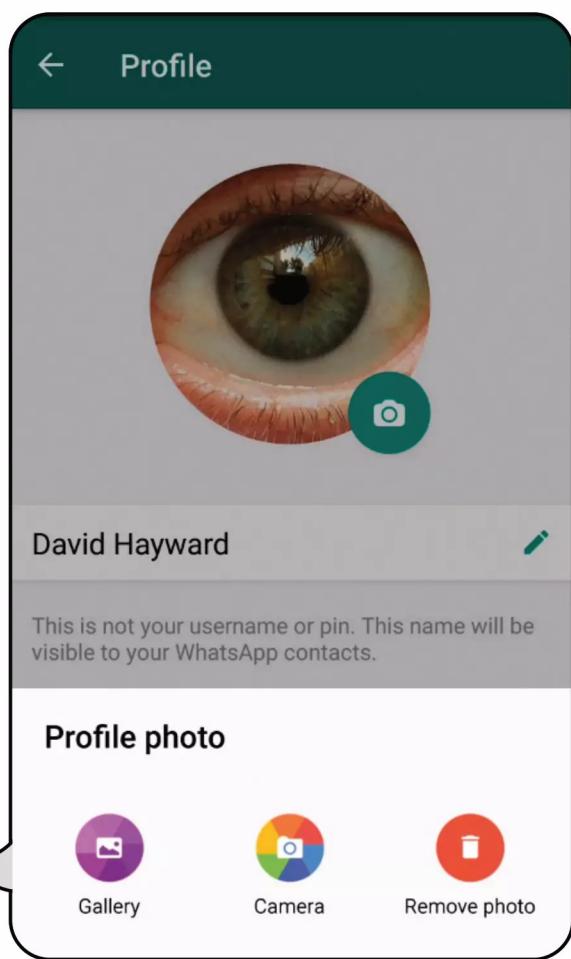
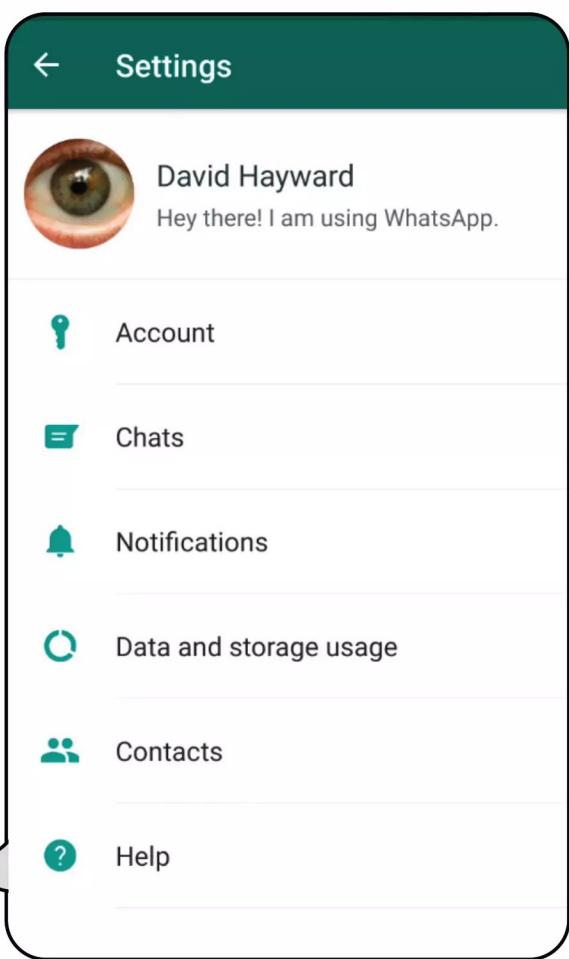




# Your Profile

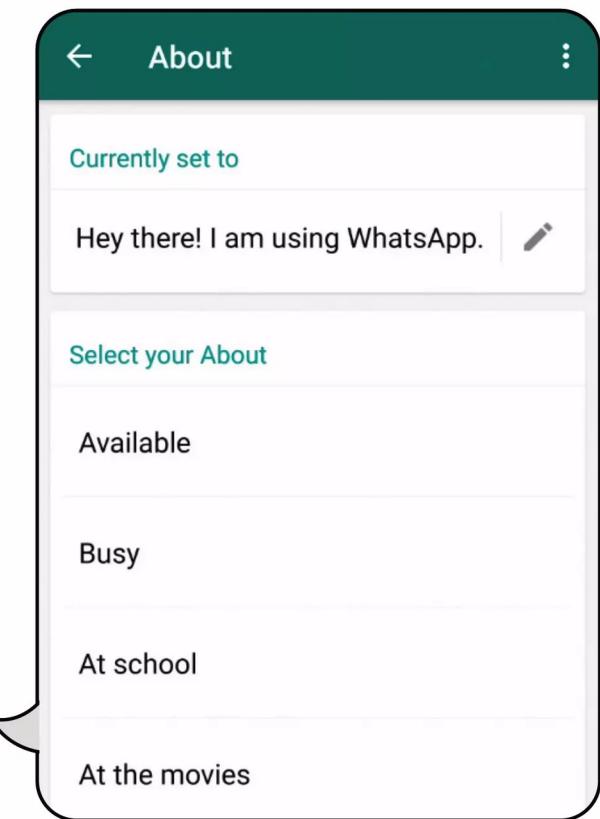
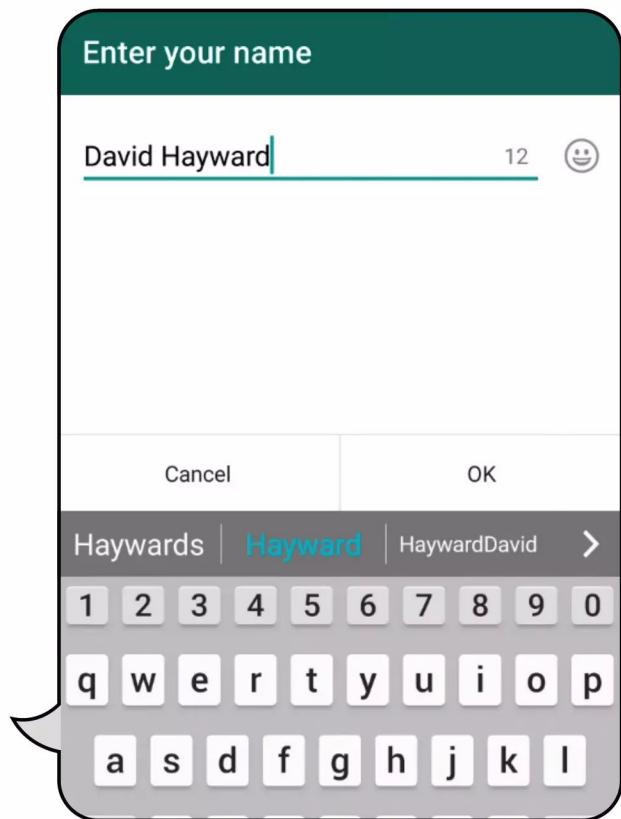


Within the WhatsApp Settings page are numerous options to tweak and configure the app to your own personal tastes, none more so than the Profile section. In here you can change your profile image, name and more.



**1** The Profile page is the first step in exploring WhatsApp's Settings, aside from the main chat interface it's probably the most used area of the app. To access it, enter the Settings as per your device and (in Android as we're using here) tap on the top title bar with your name.

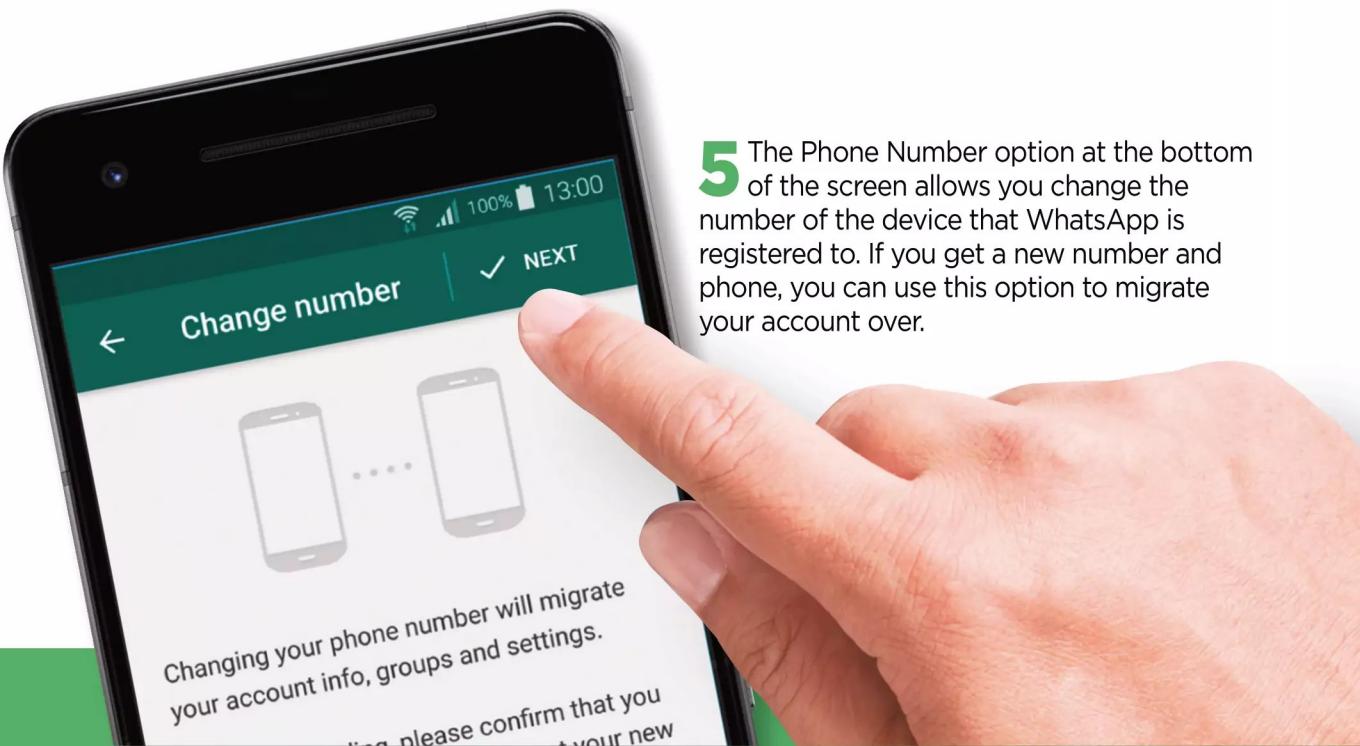
**2** The first section allows you to choose a unique profile for WhatsApp. If you haven't already done so, tap on the Camera icon next to the main image circle. This will open a bar along the bottom of the screen with three options: Gallery, Camera and Remove Photo. New images can be selected from the Gallery or via your device's Camera.



**3** The next option within the Profile page is your visible name to other WhatsApp contacts. Most of the time you would select your own name but by tapping the pen icon, you can edit what's already there and enter up to 24 characters as a new name.

**4** The section at the bottom of the Profile screen details your About and Phone Number options. Tap the default 'Hey there! I am using WhatsApp' box and there is an option to fill in a unique About line, or you can choose from some default selections.

**5** The Phone Number option at the bottom of the screen allows you change the number of the device that WhatsApp is registered to. If you get a new number and phone, you can use this option to migrate your account over.

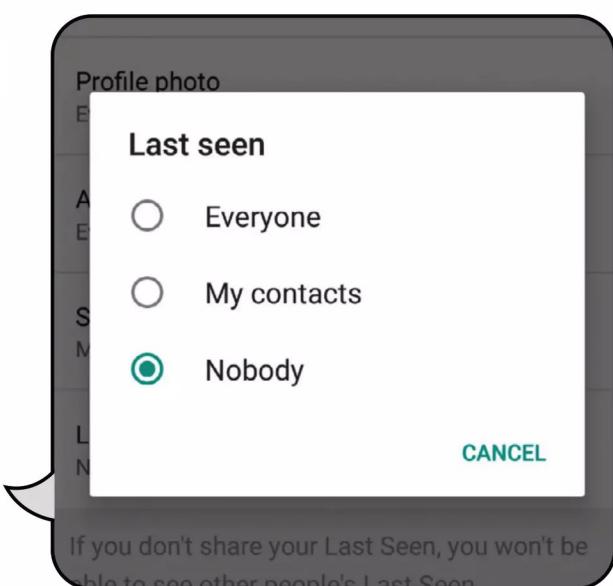
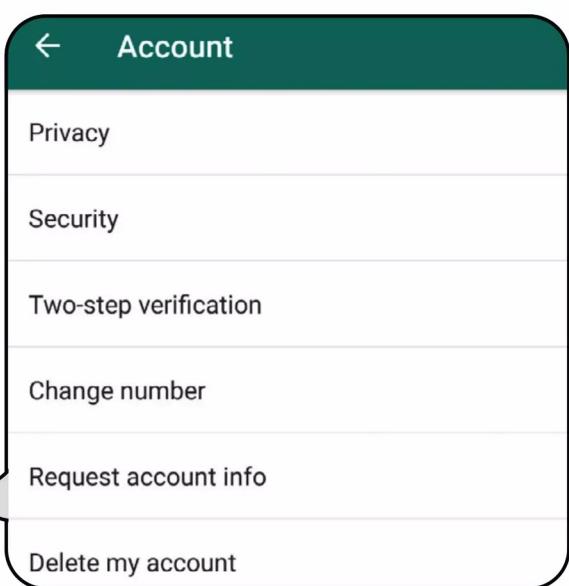




# Privacy



Within the WhatsApp Settings page, specifically in the Account section, is an area solely for setting your WhatsApp Privacy. If you want to lock down your profile, both publicly and even for your contacts, here is where you can control those functions.

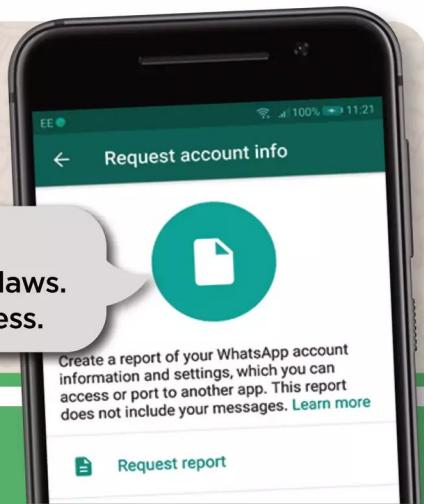


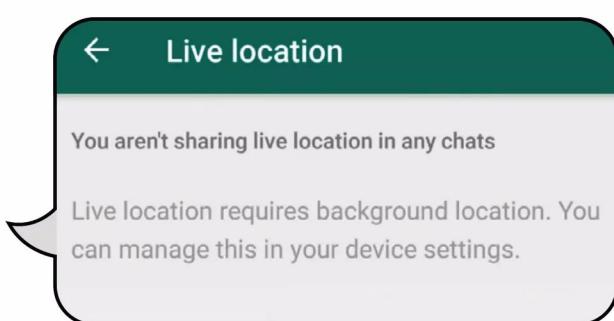
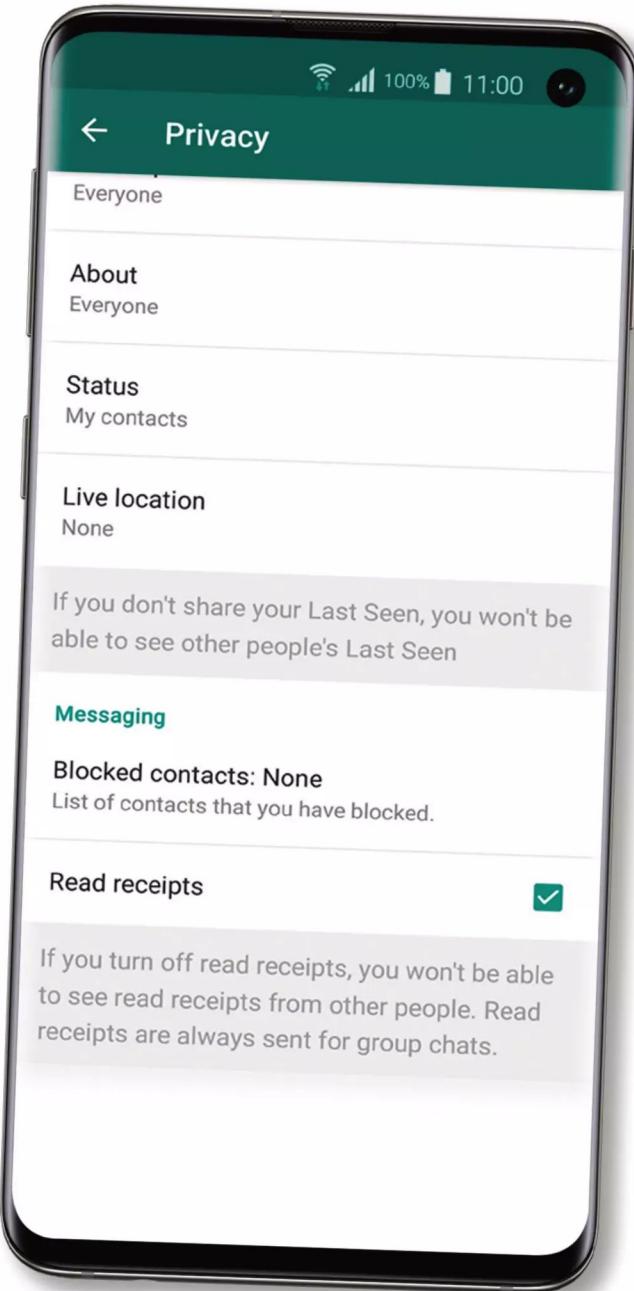
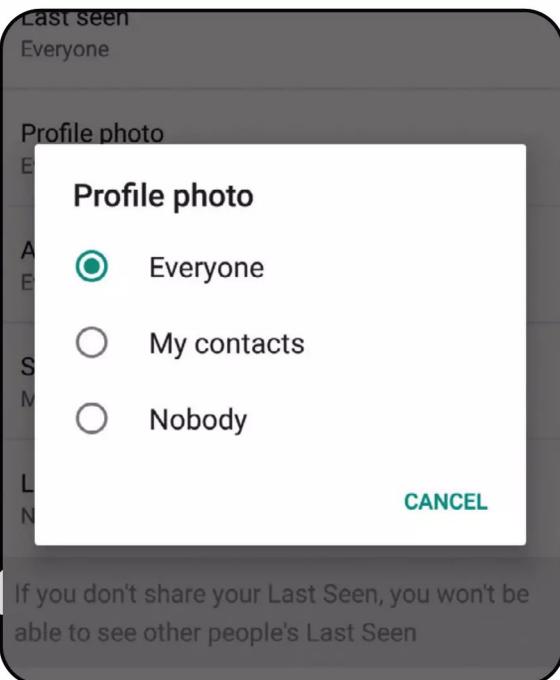
1 For Android users, to get to the Privacy page, start by opening the WhatsApp Settings menu - according to your device. Next, tap on the Account option and from there, tap on the Privacy option. iPhone users can also find the Privacy settings under the Account option, from within their Settings page.

2 The Privacy page is all about your personal information. There are two main sections to it: who can see my personal info and Messaging. Tap on the first option: Last Seen. Last Seen refers to the last time you used WhatsApp, tap it and specify whether: Everyone, Contacts only, or no one, can see when you were last using WhatsApp.

## REQUEST ACCOUNT INFORMATION

You can now request a report of your WhatsApp information and settings, thanks to the new GDPR laws. Just tap the Request Report link to begin the process.





**4** Status and Live Location are two interesting options to look at. Status will enable you to limit those who can see your Status updates, based on Contacts, Contacts except certain users, or, Only share with certain users. Live Location uses your device's GPS and Location to display your real-time location. Naturally, for improved privacy, leave the Live Location feature off.

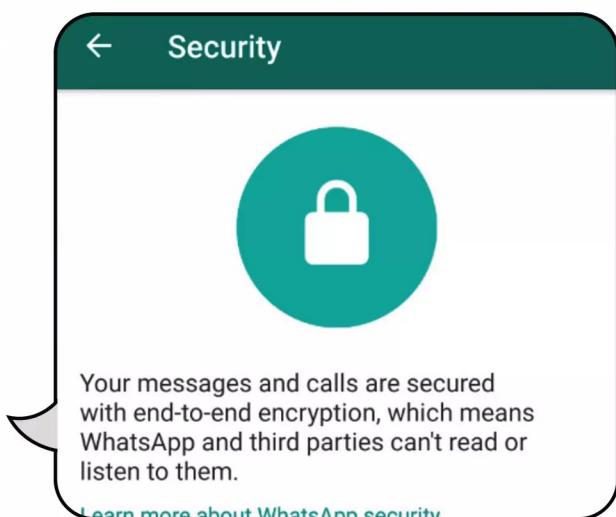
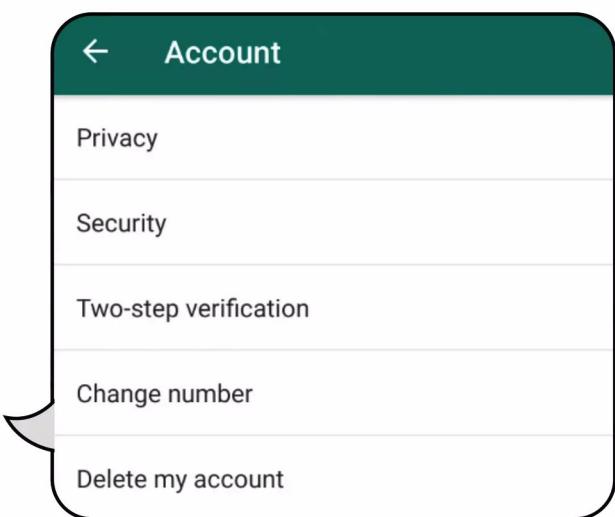
**5** Finally, the Messaging section enables you to view the list of Blocked Contacts you currently have and whether you would prefer to turn on, or off, the Read Receipts function of WhatsApp. Turning off this option will disable the ticks next to a message, which confirm whether it's been read or not.



# Security



Continuing with the options under the Account section in Settings, we have Security and Two-step Verification. Let's take a moment to see what each offers you in terms of your WhatsApp online protection.



**1** Security is paramount in today's digital world. If it's not the threat from hackers gaining access to our online presence, then it's some secret government agency; but it's not all about nefarious agencies and individuals, you have a right to your digital privacy. WhatsApp takes security seriously. Tap on the Security option in Account to see more.

**2** For some time now, WhatsApp has adopted end-to-end encryption. What this means to you is that the only people who can read your messages are the contacts you send the messages to. Messages to and from your device are jumbled up so much that they can't be deciphered if intercepted; only the sender and receiver can view the content.

## WHAT IS ENCRYPTION?

Encryption scrambles the contents of a message, making it impossible to read without a key to decipher it. In digital terms, these keys are generated by the app and sent with the messages telling the program on the other side how to decrypt the content. In terms of hacking, a high standard of encryption, AES 256-bit, will take a computer more years to crack than the universe has been in existence.





# Two-step Verification



Two-step Verification is a method of confirming a user's claimed identity by using several different authentication methods. After providing the service with evidence that you are who you say you are, you're allowed to use it.

## Account

- Privacy
- Security
- Two-step verification**
- Change number
- Delete my account

## Two-step verification



For added security, enable two-step

**1** Two-step Verification is a feature that adds an extra layer of security to your WhatsApp account. It works by sending the registered phone you're using WhatsApp on a customised six-digit PIN via SMS. When your profile is verified, the PIN is called for and entering it will unlock WhatsApp. To enable it, tap on the Two-step Verification link.

**2** The setup asks for a valid phone number in order to send the SMS PIN, as well as an optional email address where you can follow the instructions to disable Two-step Verification. Don't forget the six-digit PIN, entering it incorrectly will lock your account; additionally, WhatsApp will ask you to enter the PIN periodically to ensure you don't forget it.

## MULTI-FACTOR AUTHENTICATION

The future of multi-factor authentication is rapidly approaching, with the likes of WhatsApp testing such methods as voice activation, biometrics in the form of fingerprinting and facial recognition. All these modes of authentication are already available on our devices, so what's next?

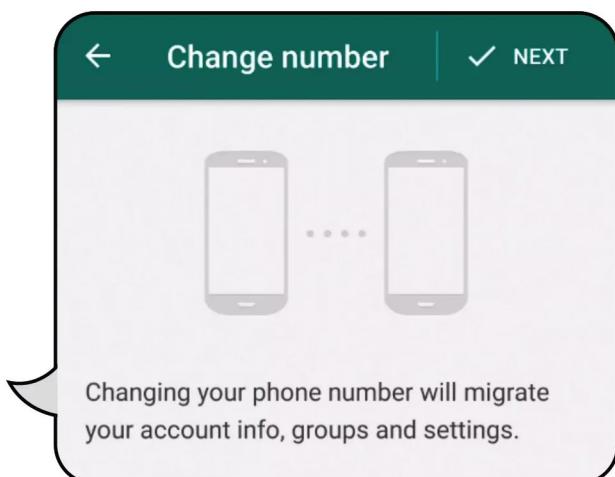
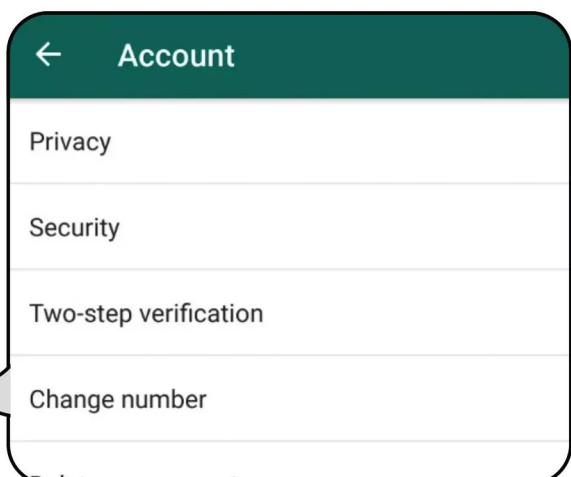




# Change Number



Most of us go through several phones and other devices in a relatively short period of time. It's not uncommon for someone to move from an Android device, to Windows Phone, to iPhone in as little as five years, so you need to be able to transfer your WhatsApp account across devices.



**1** There are two ways in which you can transfer your WhatsApp account details to another number and phone. The first by changing the number in the Profile section, which we looked at previously. The second is to tap the Change Number option in the Account menu.

**2** When you tap the option, you'll see an on-screen round-up of what happens next. It's worth reading carefully, as mistakes can't often be rectified. Tapping Next will start the process, asking you for your new number, to where a confirmation SMS will be sent, and the migration will begin.

**IPHONE,  
ANDROID  
OR  
WINDOWS  
PHONE?**



Which is best for WhatsApp? iPhone, Windows Phone, Android, BlackBerry? There's a raging debate throughout many forums as to which platform works best with WhatsApp. Some would opt for iPhone immediately, while others maintain Android as being the best. In the end, it's up to you, but iPhone does appear to have the best layout at present.



# Delete My Account



This particular option speaks for itself, really. This is an irreversible process, which even WhatsApp itself as a company cannot revert should you do it by accident. So be warned, and unless you're convinced you want to go ahead it's probably best to avoid this option altogether.

- Privacy
- Security
- Two-step verification
- Change number
- Delete my account**

## Delete my account

### DELETING YOUR ACCOUNT WILL:

- Delete your account from WhatsApp
- Erase your message history
- Delete you from all of your WhatsApp groups

[Want to change number instead?](#)

**1** This process is irreversible, so be sure you know what you're doing from here on. The option to delete your account is within the Account section, as the very last choice in the menu. Tap it and you will begin the process of removing yourself from WhatsApp altogether.

**2** As you would expect, the company would rather you didn't delete your account, and as a safeguard you have to enter your phone number and press the big orange button to continue. You're given the option to change your number instead, which is helpful.

## ACCOUNT DELETION

There's nothing wrong with wanting to delete your account. Perhaps you're wiping your social media presence clean, you're concerned about privacy, or you're too distracted by WhatsApp. Whatever the reason, Deleting your account will:

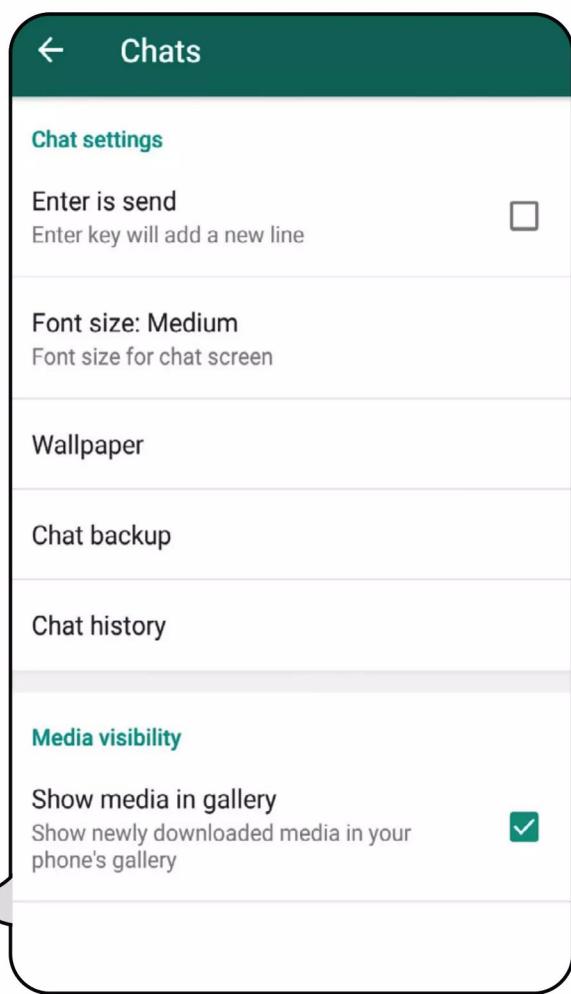
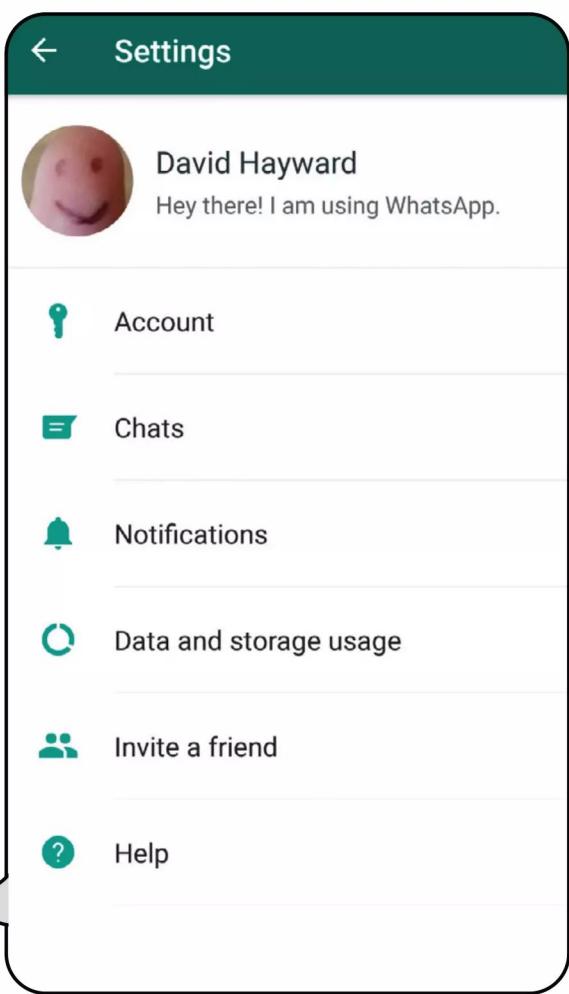
- Delete your account from WhatsApp.
- Erase your message history.
- Delete you from all of your WhatsApp groups.
- Delete your Google Drive backup.



# Chat Settings



The available settings in WhatsApp aren't just for the backend control of the service; you can also control how your chats are displayed, the font sizes and even the background wallpaper exhibited in the chat screen itself.



**1** From the Settings menu, under Profile and Account, tap on the Chats option. If you're using an iPhone, tap the Settings icon from the main WhatsApp screen, followed by Chat Settings (the fifth option from the top). Windows Phone users access this via Settings, then Chat Settings.

**2** There are several options available under Chats. The first enables you to use Enter to send a message or to add a new line, (which means you will need to tap Send to send the message). The second option changes the available font size from Small, to Medium or Large.



## CHAT HISTORY

The final option is Chat History, where you can opt to email any chats to one of your contacts, archive all your chats to the device's internal storage, clear all chat screens, or delete all your previous chats altogether. The last option needs careful consideration, but feel free to explore the others.

[← Chat history](#)

Export chat

Archive all chats

Clear all chats

Delete all chats

[← Chats](#)

### Chat settings

Enter is send

Enter key will add a new line



Font size: Medium

Font size for chat screen

Wallpaper

Chat backup



Default



Wallpaper Library



Solid Colour



Gallery



No Wallpaper

[← Chat backup](#)

### Last Backup

Local: Never

Google Drive: Never

Back up your messages and media to Google Drive. You can restore them when you reinstall WhatsApp. Your messages and media will also back up to your phone's internal storage. Media and messages you back up are not protected by WhatsApp end-to-end encryption while in Google Drive.

[BACK UP](#)

### Google Drive settings

Back up to Google Drive

Never

Account

None selected

Back up over

Wi-Fi only

**3** The Wallpaper option allows you to change the background of the Chat screen. Tapping the option displays various sub-options from where you can pick an image to display: Gallery, Solid Colour, Wallpaper Library, Default, or No Wallpaper. Cycle through the available options until you find an image you like.

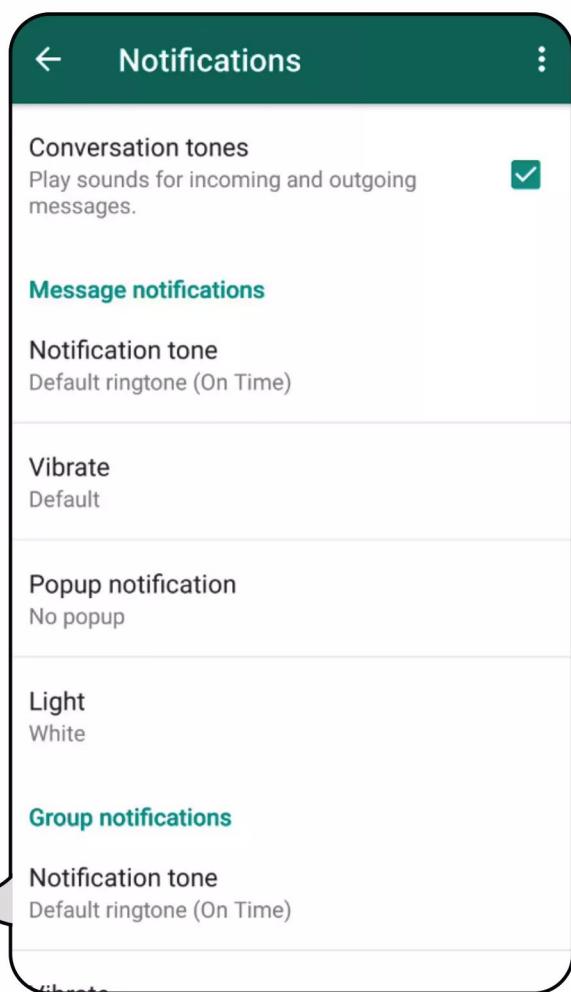
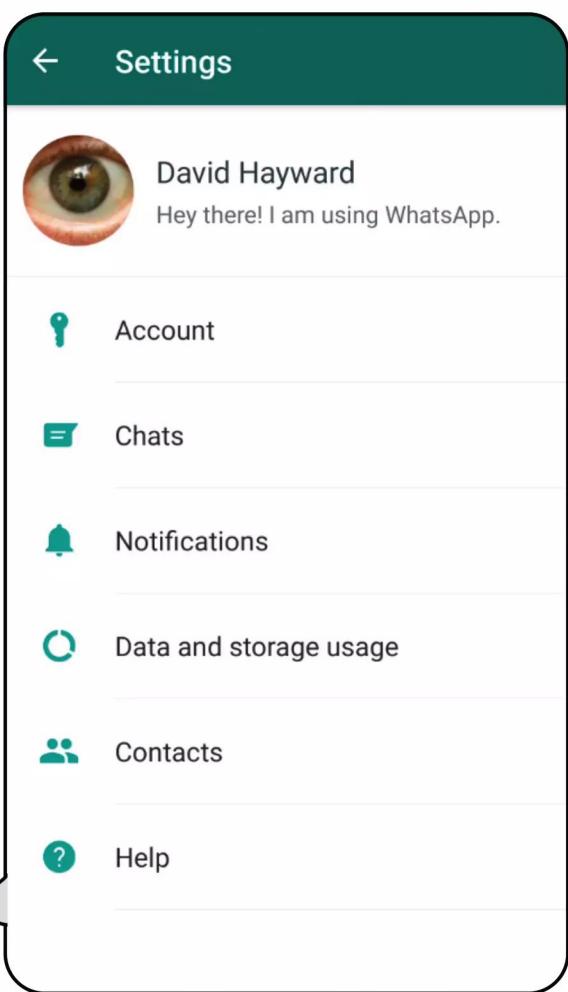
**4** Chat Backup is an interesting option and one you should probably visit quite regularly. As the title suggests, this option will back up your messages and media to your Google Drive (or iCloud) service. You can change the backup settings from within here and even opt to include videos or back up over Wi-Fi, only.



# Notifications

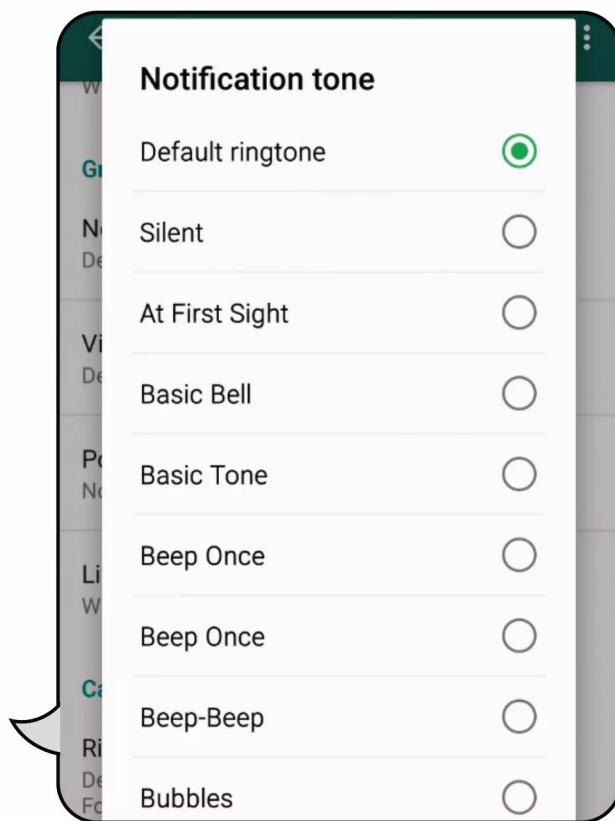


If you need any indicators telling you that you've received a message, or you have an incoming WhatsApp call, then head over to Notifications. In here you're able to set different tones, vibration, pop-ups and light for messages, group messages and calls.

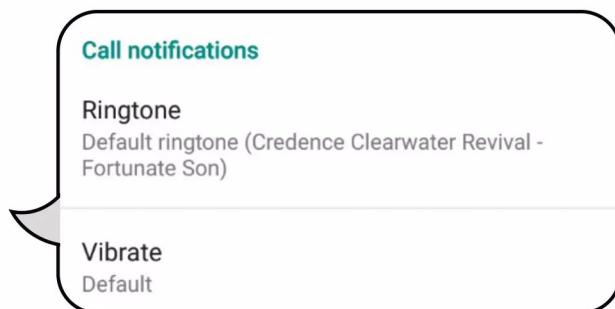


1 On Android devices, you will find that Notifications is located under the Chats option in Settings. iPhone and iOS users can find it in Settings, under Chat Settings, and Windows Phone users can find the option as Notification Tones in Settings, under the Lock Screen.

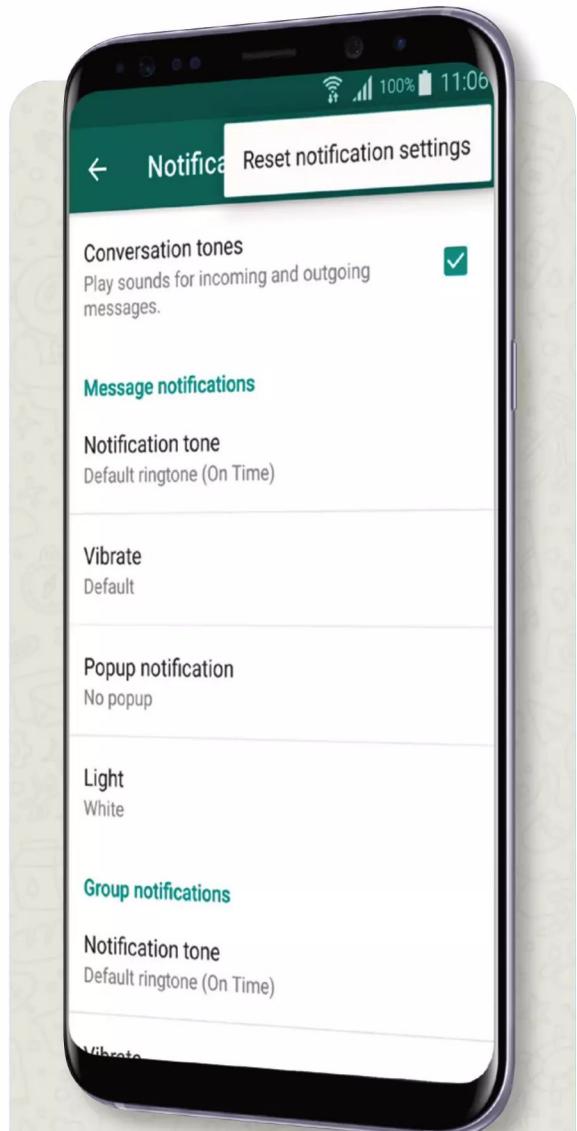
2 There's quite a lot in here that you can alter, starting with a tick box indicating playing sounds for incoming and outgoing message. Message notifications allow you to alter the default WhatsApp tone for any received messages, along with a Vibrate, Popup and Light notification.



**3** Group Notifications work the same way as the Message Notifications, allowing you to choose a tone, vibration, pop-up or whether the device's light will indicate a group-wide message. Tapping the Notification Tone brings up a collection of ringtones; scroll through until you find one you like and tap OK.



**4** Finally, Call Notifications for WhatsApp will default to the device's current ringtone and vibration, as it would whenever you receive a normal phone call. However, you can tap the Ringtone to set a different one for WhatsApp.



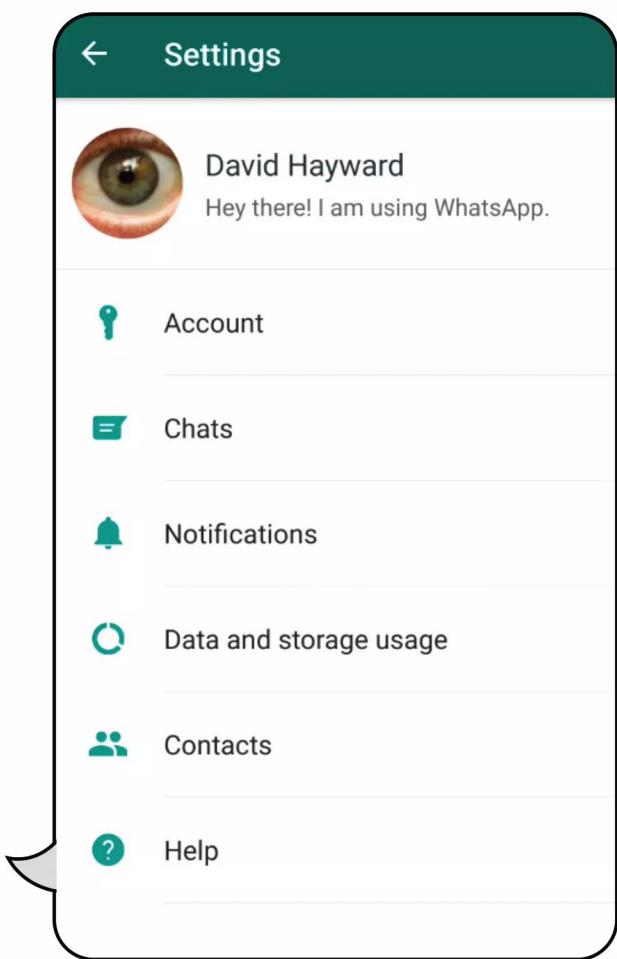
## RESET NOTIFICATIONS

If you find yourself wanting to start again, with the original and default notification settings, look to the top right of the Notifications screen, to the three vertical dots (horizontal on Windows Phone). Tapping this opens the option to reset all the changed notifications to WhatsApp's default setup.

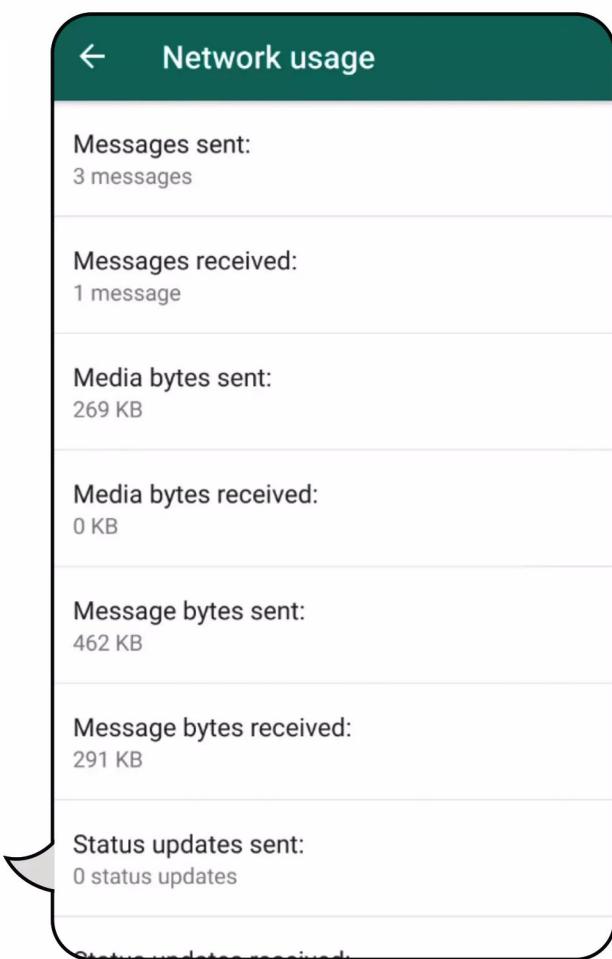


# Data & Storage Usage

The Data and Storage Usage section is one you should consider visiting, especially if you have a particularly strict data tariff on your phone. In this section you can specify WhatsApp's data use and whether media is auto-downloaded via Wi-Fi or mobile data.



1 Data and Storage Usage can be found within the Settings page. On Android devices it's under Notifications. iPhone users, can find it by tapping the Settings icon in the bottom of the main WhatsApp screen and scrolling down a little from there. Windows Phone users, follow the Settings section until you come to Data and Storage Usage.



2 The first two options, Network and Storage Usage, contain detailed information regarding the amount of data that's been sent, received and is currently used by WhatsApp in KB or even MB as your messaging increases. It's worth looking here to see where your data is going; keep track in case you exceed your data allowance.



## WI-FI HOTSPOTS

If you're frequently out and about, and use WhatsApp a lot, then you may want to consider opting to use freely available Wi-Fi hotspots. While good, hotspots do warrant an element of caution. WhatsApp's messages are end-to-end encrypted but not all your other mobile data is. This unencrypted data could be intercepted and viewed by hotspot hackers.



### Data and storage usage

#### Storage usage

#### Media auto-download

##### When using mobile data

Photos

##### When connected on Wi-Fi

All media

##### When roaming

No media

**NOTE:** Voice messages are always automatically downloaded for the best communication experience

#### Call settings

### Data and storage usage

#### Storage usage

#### When roaming

- Photos
- Audio
- Videos
- Documents

CANCEL

OK

#### Call settings

**3** The Media auto-download section allows you to set which network WhatsApp uses to download the media within messages. For example, you can specify that all videos use Wi-Fi data, while Documents and Photos use Mobile data. It's worth double-checking any changes made here, as you don't want unexpectedly high bills.

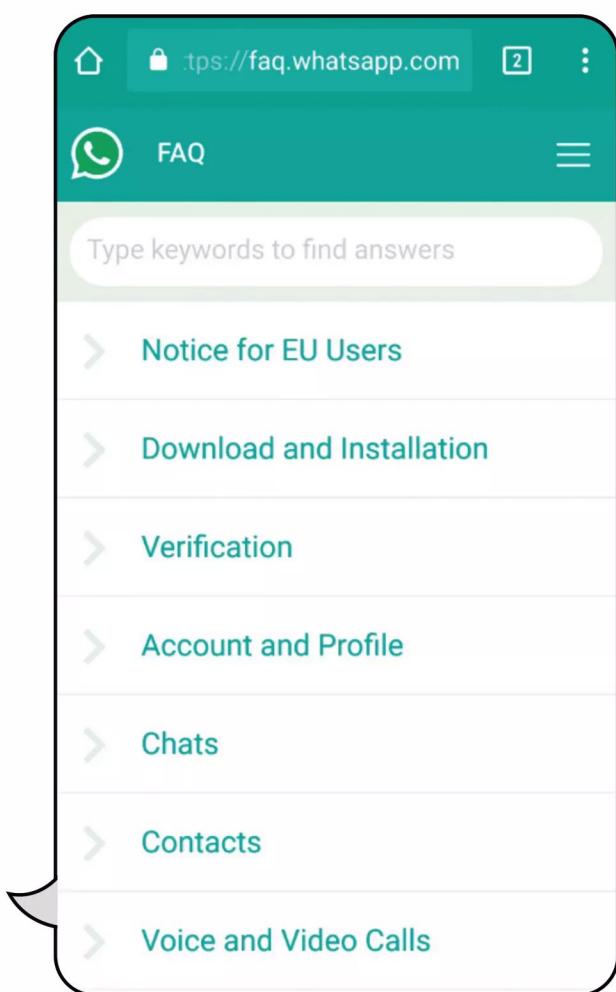
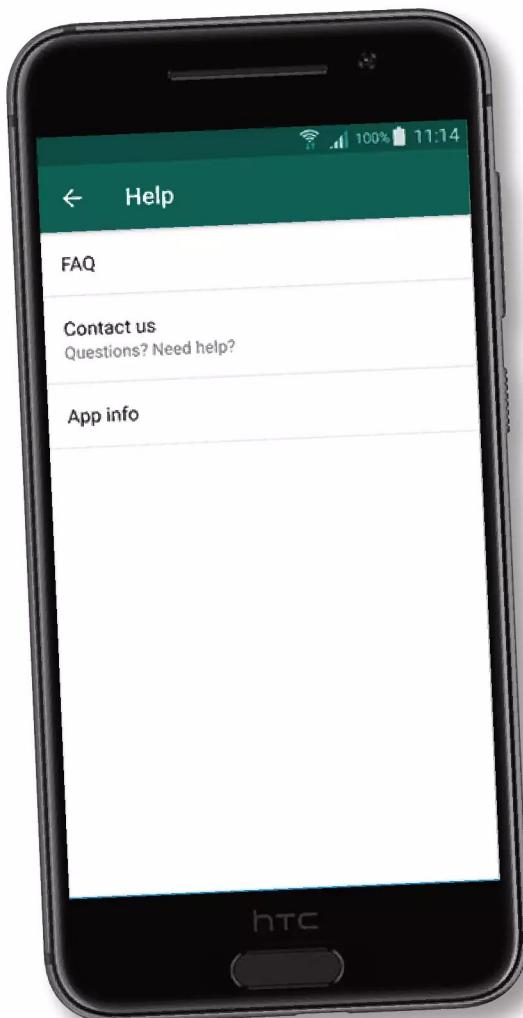
**4** The When Roaming option defaults to No Media, which is logical as you don't want to clock up a substantial bill unsuspectingly. It's best to frequently check this setting stays on No Media, as you could end up auto-downloading videos accidentally, if you happily tap away at WhatsApp's settings one night without realising what you're doing.



# FAQ



FAQs, Frequently Asked Questions, provide you with a wealth of information regarding the particular products you're using. In WhatsApp's case, its FAQ covers a range of topics to help you when you're stuck on a feature or simply want to dig a little deeper.



**1** The FAQ section for WhatsApp is behind the Help option in the Settings menu. Users of the three major platforms, Android, iPhone and Windows Phone, can find their own specific FAQ within Settings > Help > FAQ, with each displaying a different page according to the device being used.

**2** Tapping the FAQ link opens the relevant WhatsApp webpage, as we mentioned, according to the device's operating system. Android users may be asked which browser they would prefer to open the page with, whereas iPhone and Windows Phone users simply open the page in the default browser.

## CONTACT US

Just below the FAQ link in the Help section you can see some other options, one of which is Contact Us. Tap this and you're presented with a contact form allowing you to fill in any unique problem you may have with the service that isn't mentioned within the FAQ, along with adding any screenshots.



**3** The FAQ page is split into several topics, each containing a range of sub-topics specific to the title; with the exception of the Notice for EU Users section (only for users in the EU), which displays the WhatsApp Terms of Service – UK users may want to check on this should Brexit affect any changes in the future.

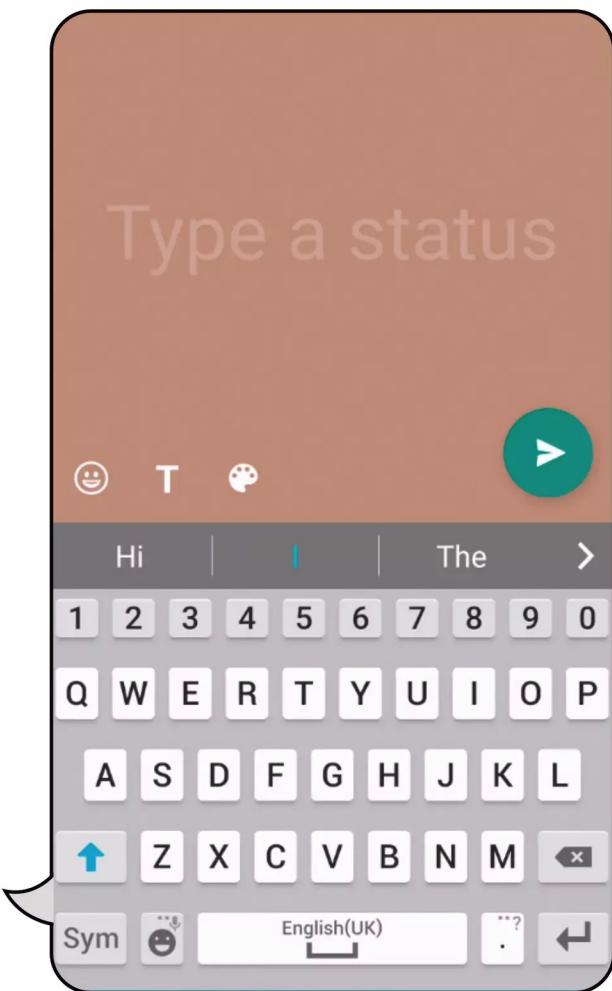
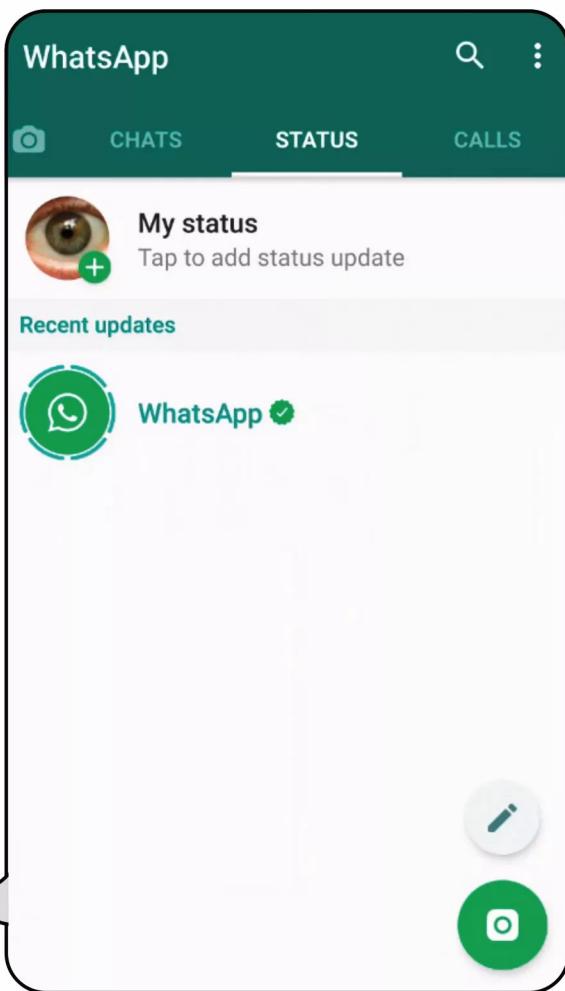
**4** For more information regarding a particular feature, such as Two-step Verification, tap the topic of interest after which you're presented with a quick guide and, in some circumstances, a detailed walk-through of the topic. These topics are regularly updated, so check back often.



# Update Your Status

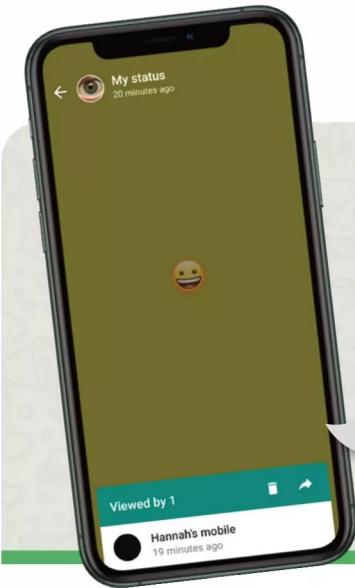


The WhatsApp Status is a new feature that's similar to Snapchat and Instagram's Stories mode. Think of it as a kind of personal announcement, to coin Snapchat, a story about your life taken in that moment. They only last 24 hours; here's how to update yours.



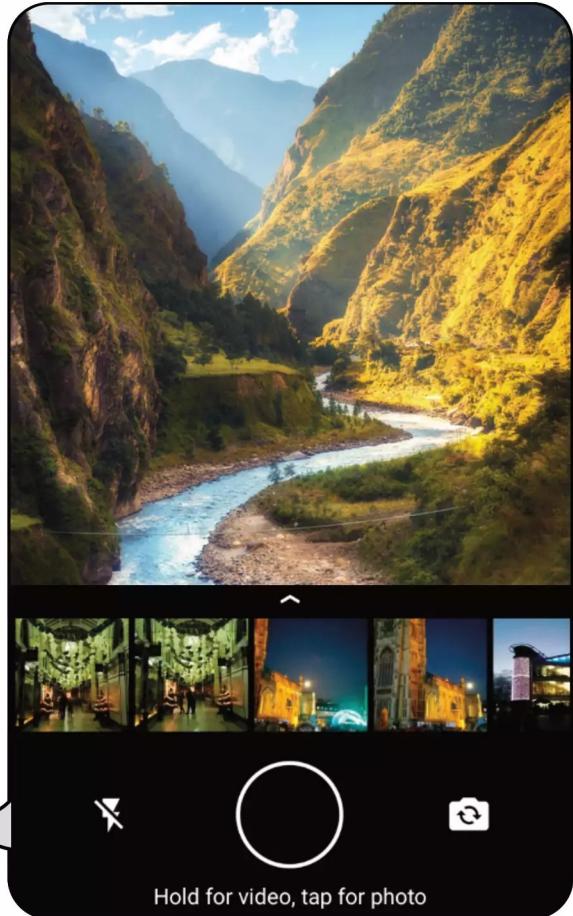
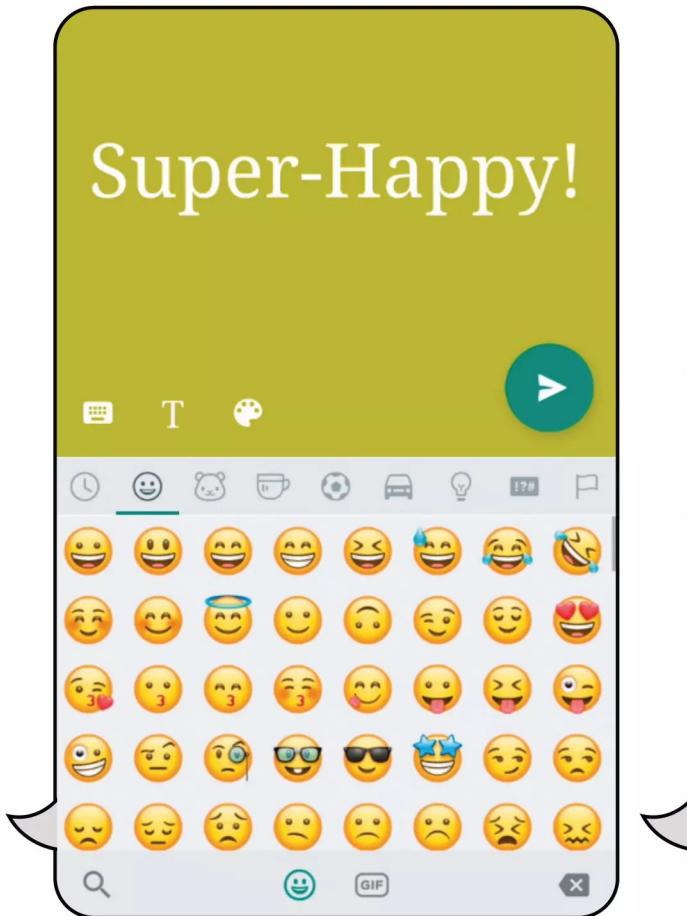
**1** Open WhatsApp, if you've not already done so, and ensure you're at the main Chats window. On Android, tap the Status tab in the Feature Bar along the top of the screen. iPhone users, select Status from the bottom Feature Bar. Windows Phone users, swipe along the top selection to Status.

**2** You can add text, photos, videos and even animated GIFs to your Status updates. Tap the Pen icon in the bottom right of the screen to add an on-screen keyboard, default coloured background and three options above the keyboard to add an Emoji, change font and background colour.



## WHO'S WATCHING

When your Status is updated, the Status screen changes to whatever content was included. Tapping the My Status section displays the updated Status, showing any images, video etc. that you added. Tapping the three horizontal dots will allow you to see who's looked at your Status along with forwarding to a contact.

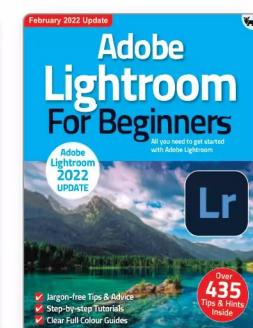
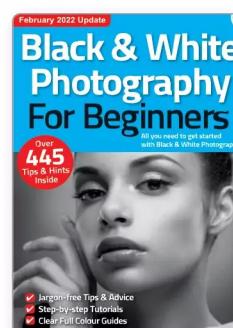
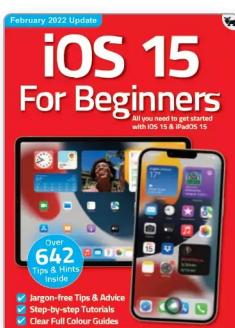
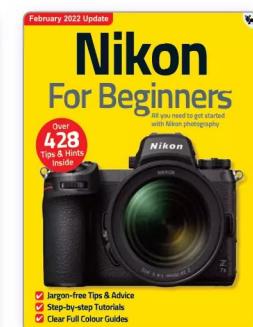
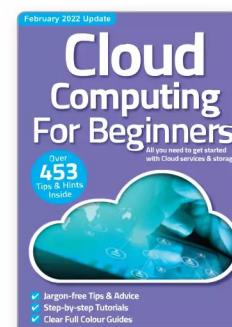
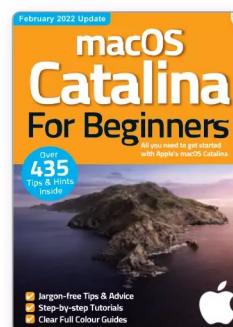
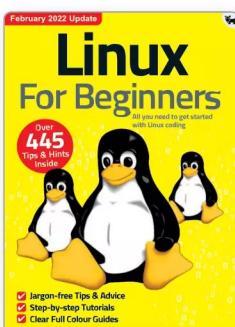
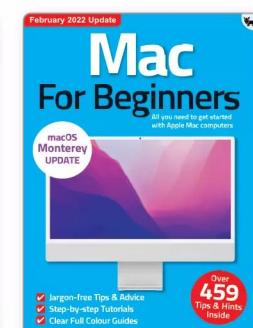
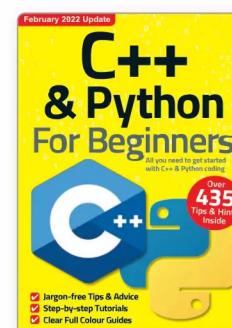
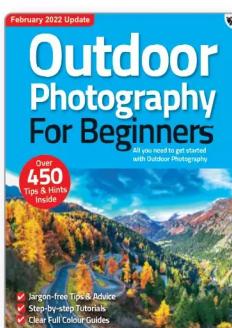
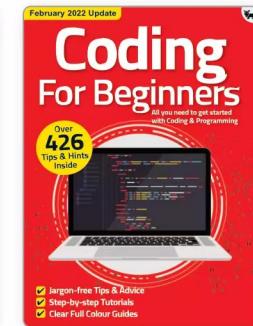
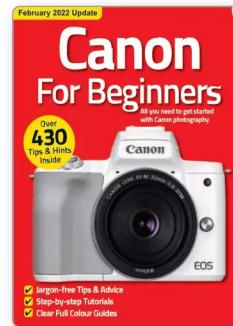
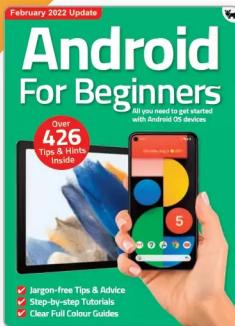


**3** Enter your text, change the background colour, and add an Emoji of your choice (if you want). When you're done, tap the Send icon (the large icon with the right-pointing arrow) to update your Status. Remember though, like the mayfly, it's only around for 24 hours before it's gone for good.

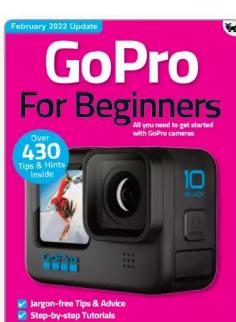
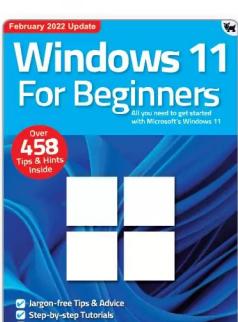
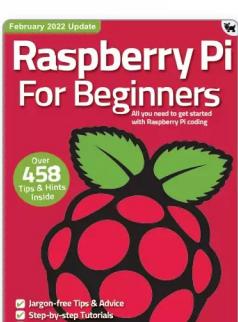
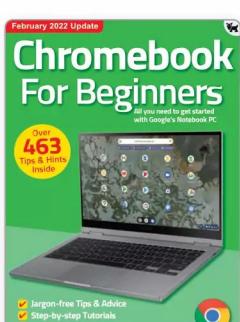
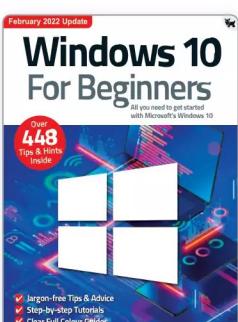
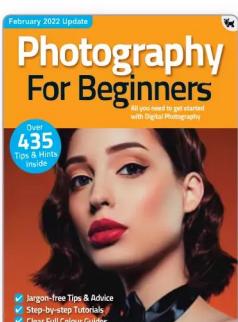
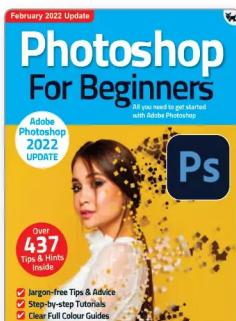
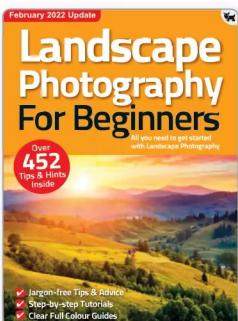
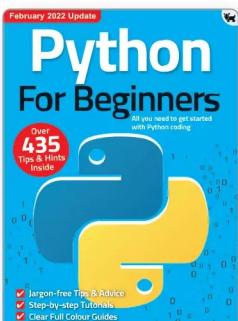
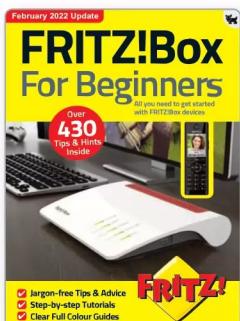
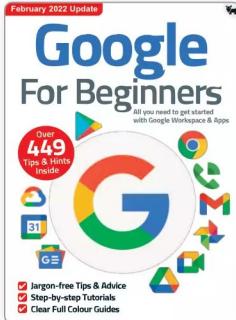
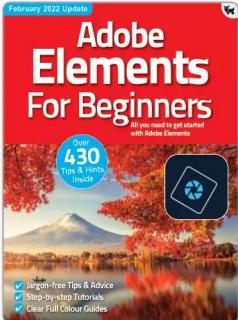
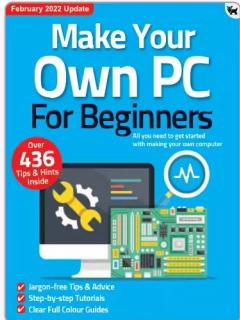
**4** Photo, Video and animations can be used instead by tapping on the Camera icon. You have a choice of adding an image from your Gallery or you can hold the circle in the bottom middle to take a quick video. Tapping the icons either side will change the camera and enable or disable the flash.

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