WHATSAPP USER GUIDE

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Introduction

WhatsApp User Guide offers an introduction and a step-by-step procedure to using the WhatsApp application from an end-user perspective. This guide explains how to send/receive messages/media.

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Audience

WhatsApp application User Guide is for WhatsApp end users.

- It is a free messaging app available for Android and other smartphones
- To message or call, it requires an Internet connection (4G/3G/2G/EDGE or Wi-Fi, as available)

Documentation Accessibility

For more information about the WhatsApp Messenger application, visit the WhatsApp website at https://www.whatsapp.com/features/

For any quires/issues please visit the WhatsApp website at https://faq.whatsapp.com/

Related Documents

For more information, see these WhatsApp resources:

- WhatsApp Privacy Policy
- WhatsApp Intellectual Property Policy
- WhatsApp Brand Guidelines

Conventions

Conventions	Meaning
BOLDFACE	Boldface type indicates graphical user interface elements associated with an action or terms defined in text or the glossary.
Italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply value.

1

Getting Started

WhatsApp Messenger is a free messaging app available for Android, iOS, and other smartphones. Please follow the below topics to get started on WhatsApp.

Download

WhatsApp is available for Android and other smartphones. You can download WhatsApp from your Application Store.

Supported Operating systems

- Android
- iOS

Android

Follow the below steps to download the WhatsApp on android devices:

1. Go to **Google Play Store** and search for WhatsApp.
2. Tap **Install**.

iPhone

Follow the below steps to download the WhatsApp on iOS devices:

1. Go to **App Store** and search for WhatsApp
2. Tap **Install**.

> **Note:** It is required to have an active internet connection on your device to download WhatsApp Messenger.

Can’t Download WhatsApp

Unable to download, check with the following steps:

- Check Internet connection.
- WhatsApp-supported OS on your device.
- Restart your device and try.

Verify your Number

WhatsApp account will use your phone number. You need to verify your number to create WhatsApp account.

Prerequisites

- An active Internet connection through your mobile data or Wi-fi connection.
- You should be able to receive calls and messages to your number.
- Make sure you have disabled call blocking in your phone settings.

Verify Your Number

To verify your mobile number, follow the below steps**:**

1. Open the WhatsApp application on your phone.
2. Tap **AGREE AND CONTINUE**. Please read the Privacy policy and Terms and conditions.
3. Select your Country Name.
4. Enter your phone number next to the country code.
5. Tap **NEXT** to request a code.
6. Enter the 6-Digit code sent to your mobile.

> **Note:** Once if you tap **NEXT,** you cannot change your phone number. You must reinstall the application to enter a different number.

If you are not able to receive the code, please try the following:

- Tap **Resend SMS**.
- Tap **Call me** to get the code via call.

Can’t Verify Number

If you are not able to verify your number, please try the following:

- Make sure you have a good network on your phone.
- Make sure you have active internet.
- Restart your phone.
- Delete the application and reinstall the application.

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Chats

WhatsApp is primarily a messaging application used to send and receive messages from friends and family.

Send Message

WhatsApp allows user to send messages, pictures, videos, and voice records. As well as make voice and video calls over the internet for free.

Prerequisites

To use full-length features in WhatsApp, make sure your mobile has the below prerequisites:

- An active internet connection (mobile data or wi-fi).
- Allow WhatsApp to access your camera and gallery for sharing pictures and videos.
- Allow WhatsApp to access your microphone for making audio and video calls.

Send a message

The first time when you open WhatsApp, you won't have any chats. Follow the below steps to get started:

1. Open WhatsApp.
2. Tap **Chat Bubble**
3. Select the **Contact** to send a message.
4. Type the message
5. Tap **Send**

To send messages to inbox chats, follow the below steps:

1. Tap **Chat Window** you wish to send.
2. Tap the **text box** to enter text.
3. Type the message.
4. Tap **Send**

> **Note:** For sent messages, a grey tick mark appears next to the timestamp. If the message is delivered, a double tick mark appears. If the recipient reads the text, a blue tick mark will appear. However, the blue tick mark depends on the recipient settings.

Reply to a Chat

To reply to single or group chat, follow the below steps:

1. Open a **Chat** to reply.
2. Tap the **text box** to enter text.
3. Enter your response
4. Tap **Send**

To reply to a specific message to a single or group chat, follow the below steps:

1. Open single or group **chat**.
2. Tap and hold the **message** to reply.
3. Tap **Reply** to the top left or swipe right the message to reply.

Send Voice Message

Follow the below steps to send a voice message:

1. Open a single or group chat.
2. Tap and hold the **microphone**
3. Hold it until you finish your record.
4. Tap **Send**

Send GIF

Follow the below steps to send a GIF message:

1. Open chat window.
2. Tap **Emoji**
3. Tap **GIF**
4. Select the **GIF**
5. Tap **Send**

> **Tip:** You can browse online for more GIFs.

Share Media, Docs, and Contacts

Using WhatsApp, users can share images, videos, and documents. Also, users can save WhatsApp media to a local drive.

Prerequisites

- Enough memory to save media to your phone.
- Active internet connection.

Share an Image or Video

Follow the below steps to share a document:

1. Open a single or group chat.
2. Tap the **camera icon**
3. Capture an Image or **swipe up** to select from the gallery.
4. Tap **Send**

> **Tip:** You can add a caption to your images and videos before sharing.

Share a document

Follow the below steps to share a document:

1. Open a single or group chat.
2. Tap **Paperclip**
3. Tap **Document**
4. Select the file to send.
5. Tap **Send**

> **Note:** The maximum allowed file size is 17 MB.

Share a contact

Follow the below steps to share contact:

1. Open an individual or group chat.
2. Tap **Paperclip**
3. Tap **contacts**
4. Select the contacts to send.
5. Tap **Send**

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