

# WhatsApp



User Guide

Version: 1.0



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## Introduction

WhatsApp is a communication platform owned by Meta. WhatsApp allows you to send messages, make voice calls, and video calls. You can share images, location, and documents with your friends across the globe. Furthermore, you can create/join in communities and groups. You can send and receive money.

WhatsApp Business helps you to communicate with customers from a single device. The WhatsApp Business enables you to reach hundreds of customers, is free to use and offers customization and integration with other tools.

This user guide describes how to access and use WhatsApp.

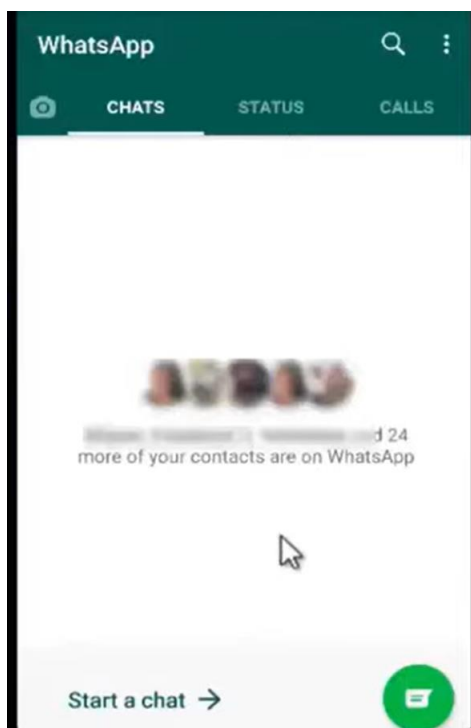
## Prerequisites

- Android/ iPhone running OS Mobile phone
- Contact numbers.

## Exploring WhatsApp

WhatsApp has multiple features allows you to message privately, stay connected, and build communities. Furthermore it has following features:

- Camera
- Chats
- Status
- Voice and Video Calls.



### Camera

Camera feature allows you to take photos, videos and share them instantly without saving it to the gallery.

### Chats

You can send and receive end-to-end encrypted messages using **Chats**. You can share media files, create groups, and have conversations with multiple people at the same time.



## Status

Status allows you to post photos, GIFs, and messages without sending them as individual messages.

## Calls

Calls allows you to make voice calls and face-to-face video calls with many people at the same time.

## Getting started

After installation, create an account to access WhatsApp.

### Signing-up

This section describes how to sign-up in WhatsApp.

To sign up,

1. Open WhatsApp, **Welcome to WhatsApp** screen appears.
2. Select **AGREE AND CONTINUE** to accept the terms and services. **Enter your phone number** screen appears.
3. Select your country, country code, enter phone number and select **NEXT. We will be verifying the phone number** pop-up appears with the entered number.
4. (Optional) If you want to edit the phone number, then select **EDIT** and re-enter the number.
5. Select **OK**. A verification code is sent to your phone number and WhatsApp verifies the code automatically.
6. Select **CONTINUE** to provide WhatsApp the access to your contacts and media files.
7. Select **Allow** to access required phone permissions. **Profile info** page opens.  
**Note:** You can add a profile picture in the later stages also.
8. (Optional) On **Profile info** page, perform the following steps:
  - Select camera and add your profile picture. A new **Profile photo** screen appears.
  - Select either **Gallery** or **Camera** and select your required picture.
9. On **Profile info** page, in the **Type your name here** field enter your name and select **Next**.

Your account is created and the home page is displayed.

## Using WhatsApp

This chapter describes how to use WhatsApp features.

### Use Chats

Chats help you to send/receive text and voice messages. You can share images, documents, location, contact numbers, audio clips, emojis and GIF files.

You can create and join groups.

#### Send a new message

This section describes how to send a message.

### Add Status

You can share text, video, images as your status without sharing in the chats. Your contacts can view the status in 24 hours, else the status expires. You can change the privacy settings to allow your contacts to see or hide the status.

#### Set a status

This section describes how to set a status.




### Use Calls

This section describes how to make a voice call and video call.


#### Make a voice call

You can make voice call to a single person or to a group.



To make a voice call to a single person,

1. Select the **Calls** tab.
2. Select , **Select contact** page displays.
3. Choose either a contact from your list or select search icon and type a name.
4. Select , next to the name to make a call.
5. After the conversation, select  to end the call.

To make a voice call to a group,

1. Select the **Calls** tab.
2. Select , **Select contact** page displays.
3. Select **New group call**, your contact list is displayed.
4. Add contacts from your list or select search icon and type a name.




**Note:** You can choose a maximum of 7 people.

5. Select , make a call.
6. After the conversation, select  to end the call.


## Make a video call

You can make face-to-face call to a single person or to a group.



To make a video call to a single person,

1. Select the **Calls** tab.
2. Select , **Select contact** page displays.
3. Choose either a contact from your list or select search icon and type a name.
4. Select , next to the name to make a call.
5. After the conversation, select  to end the call.

To make a video call to a group,

1. Select the **Calls** tab.
2. Select , **Select contact** page displays.
3. Select **New group call**, your contact list is displayed.
4. Add contacts from your list or select search icon and type a name.

**Note:** You can choose a maximum of 7 people.

5. Select , to make a call.
6. After the conversation, select  to end the call.



## Troubleshooting

### Cannot connect to WhatsApp

You cannot connect to WhatsApp if your device is not connected to the internet connection.

Perform the following steps:

1. Verify that your mobile is connected to Wi-Fi or mobile data.
2. Open a web page in your browser and verify if it opens. If it does not open, then the device is not connected to the internet.
3. Restart your device.



## Frequently Asked Questions

### **Where can I download WhatsApp?**

Android users can download WhatsApp from Google Play Store and Apple users can download from App Store.

### **Can I use WhatsApp without internet?**

Internet is required to use WhatsApp features.

### **Is WhatsApp free?**

You can download WhatsApp for free. Android users can download WhatsApp from Google Play Store and Apple users can download from App Store.