

Samuel Opoku Afriyie

Technical Writer

(Zendy— fictional messaging app)



Zendy User Guide

Zendy is a free messaging app that allows users to send text messages, voice notes, multimedia files, and make audio and video calls over the internet. This guide covers the essential features of the app and how to use them efficiently.

Version: 2.3.4 | **Last Updated:** April 2026

Target Audience: General users

What's Inside?

- **Getting Started:** Learn how to download, install, and set up your Zendy account.
- **Messaging Basics:** Master sending text messages, voice notes, and multimedia files.
- **Voice & Video Calls:** Effortlessly connect through high-quality audio and video calls.
- **Group Chats:** Discover how to set up and manage group conversations.
- **Privacy & Security:** Ensure your account and data stay secure.
- **Troubleshooting & FAQs:** Solutions to common issues and how to contact support.

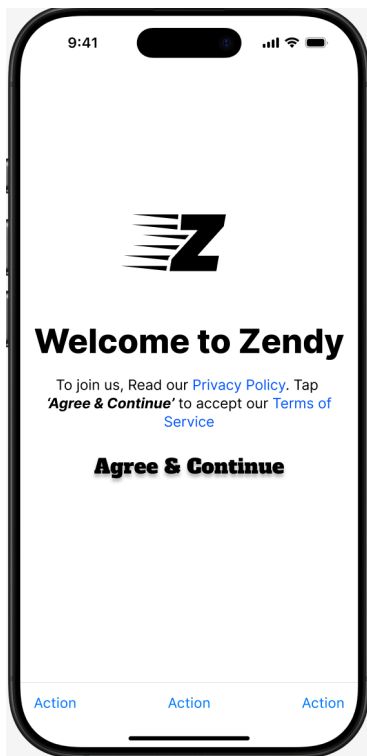
1. Getting Started

1.1 Download and Install

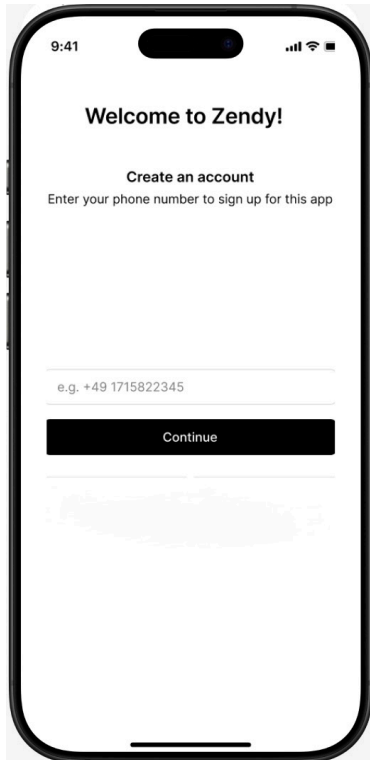
1. Go to **Google Play Store (Android)** or **App Store (iOS)**.
2. Search for **Zendy Messenger**.
3. Tap **Install App** and wait for it to download and install.

1.2 Create an Account

1. Open the **Zendy app** and select **Agree & Continue**.

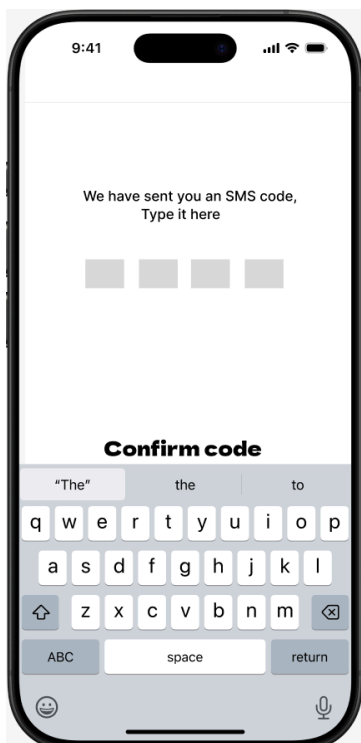


2. Enter your **phone number** and tap **Continue**.

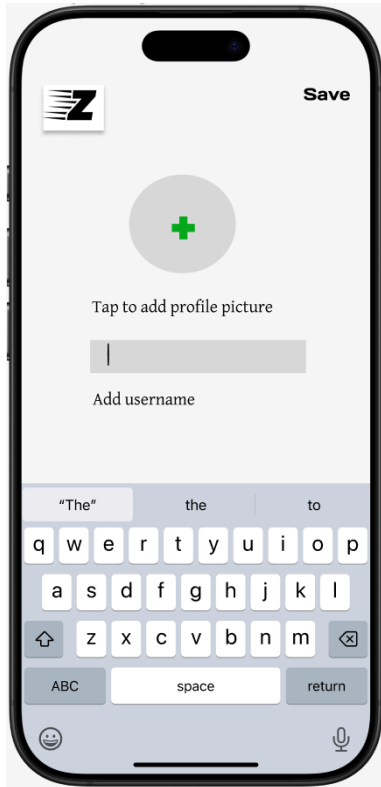


- You will receive a 4-digit confirmation code by SMS.

4. Enter the **confirmation code** in the square spaces and tap **Confirm code**.




5. Set up your **profile name** and **picture** (picture is optional).




2. Sending Messages

2.1 Text Messages

1. Open the **chat screen**.
2. Tap on the **plus icon (+)** (top right corner).
3. Select a **contact** from the contact list on your phone to open a new chat.
4. For a new contact, tap on **Create New Chat** and type a number to open a new chat.
5. Type your message.
6. Tap the **send icon**  (bottom right) to send your message.

2.2 Voice Messages

1. Open a chat.



2. Tap and hold the **microphone icon**.
 3. Record your message and release the **microphone icon** to send your message.
- *Alternatively, swipe up the **microphone icon**, record your message, and then tap the **send icon**.* 

2.3 Multimedia Messages (Photos, Video, Contact and Documents)



1. Open a chat.
 2. Tap on the **plus icon (+)** (bottom left, beside the text bar).
 3. Select the type of multimedia of your choice. E.g. Video, Photo, etc.
 4. Tap on the multimedia file(s) and tap **Send** (top right.)
-

3. Voice and Video Calls

3.1 Voice Calls

1. Open a chat.
2. Tap on the **call icon**  (top right corner).
3. Select **Voice Call** and wait for an answer.
4. To hang up, tap on the **call icon**  (below the call screen).

3.2 Video Calls

1. Open a chat.
 2. Tap on the **call icon**  (top right corner).
 3. Select **Video Call** and wait for an answer.
 4. To hang up, tap on the **call icon**  (below the call screen).
-

4. Group Chats

1. Open the **chat screen**.
 2. Tap **New Chat > New Group**.
 3. Select the contacts of your choice and tap **Next**.
 4. Type in the **group name** and upload an optional **picture**.
 5. Tap **Create**.
-

5. Privacy and Security Settings

5.1 Privacy

Go to **Settings > Privacy**.

- Manage blocked contacts.
- Set who can view your profile picture.
- Set times you want to receive a message.

5.2 Security

Go to **Settings > Security**.

- Set and manage passwords.
 - Add recovery email.
-

6. Troubleshooting & FAQs

6.1 Common Issues

- **Can't send or receive messages?** Check your internet connection.
- **Can't install Zendy?** Check if your device meets the app [requirements](#).
- **Forgot account login password?** Reset via email by tapping on **Forgot password?**

6.2 Contact Support

Email: support@zendy.com

Help Center: www.zendy.com/help

7. Conclusion

Zendy offers a secure and user-friendly platform for communication with friends, family, and colleagues. Discover its features and elevate your messaging experience!