

How to Use WhatsApp

Make free calls and video chats with family and friends

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What You Will Need

A smartphone (iPhone or Android)

A working internet connection — Wi-Fi is best

The free WhatsApp app installed from the App Store or Google Play Store

A mobile phone number to register with

Step-by-Step Guide

1. Open the **App Store** (iPhone) or **Google Play Store** (Android) and search for **WhatsApp**. Tap **Install** — it is free.
2. Open WhatsApp and tap **Agree and Continue**. Enter your mobile phone number when asked.
3. WhatsApp will send you a 6-digit code by text message. Enter this code to verify your number.
4. Type in your name and, if you like, add a photo. Then tap **Next**.
5. WhatsApp will ask to access your contacts. Tap **Allow** so it can show you which friends and family are already on WhatsApp.
6. To make a video call, tap the **Calls** icon at the bottom of the screen, then tap the phone icon in the top right corner.
7. Search for the person you want to call. Tap the **video camera icon** next to their name.
8. Wait for them to answer — and you are connected!

■ **Tip:** Use Wi-Fi whenever possible to avoid using your mobile data allowance.

■ **Tip:** If the call drops, simply hang up and call again — it usually works perfectly the second time.

■ **Tip:** You can also send voice messages by pressing and holding the microphone icon — great if typing is difficult.

■ **Tip:** WhatsApp works even when calling someone in another country — completely free over Wi-Fi.

Sending a Text Message

Tap the **Chats** icon at the bottom. Tap the pencil/compose icon and select a contact. Type your message in the box at the bottom and tap the send arrow.

Calling More Than One Person

You can have a group video call with up to 8 people. Start a call as normal, then tap the person icon with a + sign to add more callers.

If Something Goes Wrong

Cannot hear the other person? Check your phone volume is turned up. Camera not working? Go to your phone Settings and make sure WhatsApp has permission to use the camera.