adooa

CUSTOMER GUIDE | WHATSAPP BUSINESS

SETTING UP WHATSAPP BUSINESS

A step-by-step guide to creating your WhatsApp Business account on iPhone and Android, and changing your business number when you need to.

iPhone | Android | Verification by phone call

ADDING VALUE TO EVERY CALL

www.adooa.com
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OVERVIEW

Up and running in about ten minutes

You can download the free WhatsApp Business app, verify your number with a 6-digit code sent by text message (SMS) or phone call, then complete your business profile. The same steps apply to iPhone and Android, with small differences in where menus sit.

STEP 1

Before you start

It helps to have three things ready: a phone, a business number and your business details.

A smartphone

An iPhone or Android phone with an internet connection. The app is free from the App Store and Google Play.

A business number you own

Mobile or landline. It must be able to receive a text message or a phone call for the verification code.

Your business details: name, category, address, opening hours, website, email, a short description and your logo for the profile photo.

Good to know

- One number can only be active in one WhatsApp app at a time. You can move a number from personal WhatsApp to WhatsApp Business and keep your chats, but it will no longer work for personal WhatsApp.
- To register a new or an existing number, please speak to adooa first. WhatsApp does not accept toll-free, premium-rate or universal access numbers. Its help pages also list VoIP (internet telephony) numbers as unsupported, although many business VoIP numbers register successfully.

STEP 2

Setting up on iPhone

1. You can open the **App Store**, search for **WhatsApp Business** (published by WhatsApp Inc.) and tap **Get**.
2. You can open the app, read the Terms of Service and Privacy Policy, then tap **Agree and continue**.
3. If WhatsApp is already on the phone, the app offers the number it finds. You can tap that number to move it across, or tap **Use a different number**.
4. You can select **United Kingdom (+44)** and enter your number without the leading zero. Tap **Next** and confirm the number is correct.
5. You can enter the 6-digit code you receive by text message, or receive it by phone call (see below).
6. If you are moving an existing number, you can allow access to your chat history and tap **Continue** to restore it.
7. You can allow access to contacts and photos if prompted.
8. You can enter your **business name**, choose a **category**, add your logo as the profile photo and tap **Next**. Your account is now live.

Receiving your code by phone call

You can wait for the countdown timer on the verification screen to finish, then tap **Didn't receive a code?** and choose **Call me** (wording may vary slightly by app version). An automated voice reads out the 6-digit code; you can then type it into the app. For a landline, you can use this option, as landlines cannot receive text messages.

STEP 2

Setting up on Android

1. You can open **Google Play**, search for **WhatsApp Business** (published by WhatsApp LLC) and tap **Install**.
2. You can open the app and tap **Agree and continue**.
3. You can tap the number the app detects to move it across, or **Use a different number**.
4. You can select **United Kingdom (+44)**, enter your number without the leading zero, tap **Next**, then **OK** to confirm.
5. You can enter the 6-digit code from the text message. Android can sometimes read it and fill it in for you.
6. If you are moving an existing number, you can tap **Continue** and **Allow** to restore your chats from Google Drive.
7. You can enter your **business name**, choose a **category**, add a profile photo and tap **Next**.

Receiving your code by phone call

You can let the countdown timer finish, then tap **Call me** (on some versions, **Didn't receive a code?** first). You can then answer the call, note the code and enter it.

If nobody is near the landline, you can forward it to a mobile or let the call go to voicemail; the recorded message repeats the code several times, so a short greeting can help. WhatsApp allows a limited number of resend or call attempts, after which you may need to wait a few hours.

STEP 3

Completing your business profile

A complete profile shows customers who you are before they save your number, which builds trust from the first message. You can go to **Settings › Business tools › Business profile** (on Android, tap the three dots at the top right, then **Settings**) and add:

- Business name and category
- A short description of what you do
- Address and opening hours
- Email address and website
- Profile photo, ideally your logo

You can keep the business name the same as the name customers know you by. WhatsApp may restrict names that do not represent the business.

STEP 4

Features to set up next

All of these sit under **Settings › Business tools** and can take a few minutes each.

Feature	What it does
Greeting message	Sends an automatic welcome when a customer first messages you
Away message	Replies automatically outside your opening hours, on a schedule you set
Quick replies	Saves answers to common questions, sent by typing "/" and a shortcut
Labels	Colour-codes chats (for example, new enquiry or pending payment) so you can sort them
Catalogue	Shows your products or services with prices and descriptions

Changing your business phone number

You can use the built-in **Change number** feature to keep your chats, groups, profile and settings on the new number.

Before you begin

- You can check your old number is still active in WhatsApp Business: **Settings**, then tap your profile.
- You can make sure the new number can receive a text message or a phone call. Landlines are accepted on WhatsApp Business only.
- You can back up your chats, and insert the new SIM card if the new number is a mobile.
- You can make the change on the phone itself. It cannot be done on WhatsApp Web or Desktop.

Steps for iPhone and Android

1. You can open WhatsApp Business and go to **Settings › Account › Change number › Next**. On Android, you can open Settings from the three dots at the top right.
2. You can enter your **old number** in the first field and your **new number** in the second, both in full international format (for example +44 1727 000000).
3. You can tap **Next**.
4. You can choose whether to **notify contacts**: all contacts, only those you have chats with, or a custom selection. Your groups are told automatically.
5. You can tap **Done**. WhatsApp then asks you to verify the new number.
6. You can select how to receive the code: enter it from the text message, or choose to receive it by phone call (below).
7. Once verified, your account can move to the new number with your chat history intact.

Selecting "Call me" to receive the code

On the verification screen, you can wait for the countdown timer to finish, then tap **Call me** (on some versions, **Didn't receive a code?** first). When you answer the call, an automated voice reads the 6-digit code, which you can enter in the app. For a landline, you can choose this option.

If the call does not arrive

- You can check that your phone system accepts calls from unknown or international numbers. Call screening, an IVR (interactive voice response, the automated menu callers hear) or call blocking can stop the verification call.
- Extension numbers cannot be used. The call must reach the number being registered directly.
- After a few failed attempts, WhatsApp may make you wait several hours before trying again.

AFTERWARDS

Telling customers about your new number

- You can update the number on your website, email signature, Google Business Profile and social media pages.
- You can post a WhatsApp Status update announcing the new number.
- You can reconnect any linked devices (WhatsApp Web or Desktop) and any connected business software.

What if you need WhatsApp on more mobile phones?

Please contact adooa.

Need a hand with WhatsApp?

adooa sets up and supports WhatsApp and SMS for businesses, alongside business phone systems and CRM integration.

Start the conversation at www.adooa.com