# How-to

## How to delete a Whatsapp message

You can delete messages you sent either from your account only (**Delete for me**) or for everyone in the chat where you sent the message (**Delete for Everyone**).

Once the message is deleted, your message will be replaced with "This message was deleted".

If you are an admin of a group, you can use **Delete for Everyone** to delete messages sent by other group participants.

📝 **Note:**    **Delete for Everyone** is only available 2 days after you send the message.

### To delete a message:

1. Go to the Whatsapp Group or Whatsapp chat that contains the message you want to delete.

2. Tap and hold the message.

3. Select **Delete** from the list of options opened.

4. You can select:

    a. **Delete for Me** to delete the message from your account.

📝 **Note:**    After you delete a message by selecting **Delete for me**, you have 5 seconds to undo the deletion by clicking **Undo** before the message is permanently deleted.

    b. **Delete for Everyone** to delete the message for you and all the recipients of the message.

    c. **Cancel**, if you do not wish to delete the message.

# Referential

## Whatsapp Chat Options

This is a reference for all the different chat levels and ways in which you can communicate with other whatsapp users.

| Chat Option | Description |
|---|---|
| Individual chat | A chat room for exchanging messages between two Whatsapp users. |
| | Only the two participants can see their messages to each other in the chat. |
| Group chat | A chat room where everyone who has been invited or added to the WhatsApp group can chat in a single conversation. |
| | When a group participant sends a message, all the other group participants can see this message in the group chat. |
| Community | Communities allow users to organize and bring related groups together in one place. |
| | Community members can receive updates sent to the entire community. |
| Broadcast list | Allows users to send the same message simultaneously to multiple (up to 256) Whatsapp users. |
| | The recipients of the message cannot see the other contacts in the broadcast list. |

Learn more:

[How to start a chat](#)

[How to create and invite into a group](#)

[About communities](#)
[How to use broadcast lists](#)

# Informational

## About the Undo Button

Accidentally deleted a message? The **Undo** button allows you to retrieve your deleted message within 5 seconds. If you don't tap **Undo** within 5 seconds, the message is deleted permanently.

Learn more:

[How to delete a Whatsapp message](#)

# Troubleshooting

## WhatsApp video call no sound

If during a Whatsapp video call, the person on the other side can't hear you, try the following:

- Press the volume button to increase the volume.
- Unmute your microphone by clicking the Microphone icon.

> 📝 **Note:** When your microphone is muted,  has a white round background.

If this doesn't work, try the following:

- Check your internet connection

  To manage your device and Wi-Fi settings, see these [instructions](#).

- Update your Whatsapp to the latest software version

  See [How to update WhatsApp](#)

- Reinstall WhatsApp

  See [How to download or uninstall WhatsApp](#)

- Enable microphone access for Whatsapp

    - Android:
      Go to **Settings > Apps > WhatsApp > Permissions > Microphone**, and select **Allow**.

    - iPhone:
      Go to **Settings > Whatsapp** and make sure that the microphone toggle is enabled (green)

- Clear cache and data of WhatsApp

    - Android:
      Go to **Settings > Apps > All Apps > WhatsApp > Storage & cache**, and select **Clear Cache**.

    - iPhone:
      To clear the cache on an iPhone you have to [uninstall and reinstall Whatsapp](#) on your iPhone.

# FAQ

1. ## Can I use Whatsapp on my computer?

   Yes. To use Whatsapp on your desktop/laptop computer, you can either use Whatsapp Web or Whatsapp Desktop. You can use WhatsApp Web from your computer's browser by linking your account through a QR code from the WhatsApp mobile app.
   To use the WhatsApp web, the Whatsapp desktop application, you need to download it to your computer and follow the installation instructions.

   Learn more:

   [About WhatsApp Web and Desktop](#)

   [How to download WhatsApp Desktop](#)

2. ## Can I delete a Whatsapp message after I send it?

   Yes, you can delete a message after sending it. You can delete a message for yourself at any time, but you only have 2 days after you've sent a message to delete it for all the recipients of the message.

   Learn more:

   [How to delete a Whatsapp message](#)