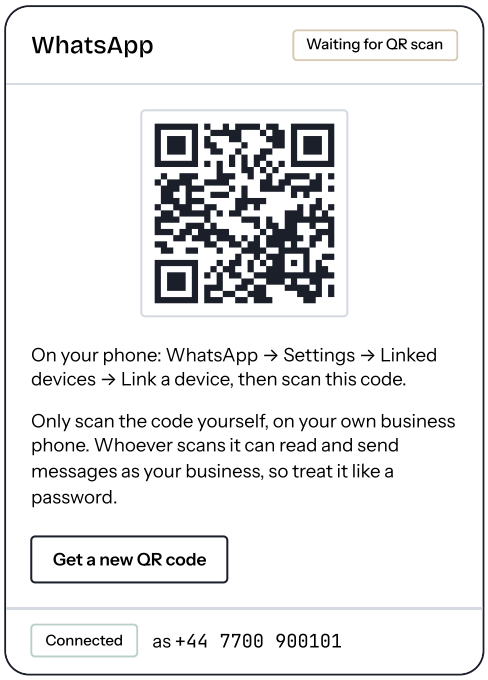
pingwren

How to connect your WhatsApp number

Two minutes and one phone. Keep this open on a computer while you do it, or print it.

What you need

- The phone that has your business WhatsApp number on it, unlocked.
- Wi-Fi or mobile data on that phone.
- A computer, tablet or second phone to show the code on. A phone can't scan its own screen.
- About 2 minutes.



Sample screen: what you see at steps 2 to 5, before and after the scan.

Connect, step by step

1 **Open the PingWren page**

In GoHighLevel, choose PingWren in the left menu of your sub-account. Or open the connect link your agency sent you. Open this link on a computer, tablet, or a second phone.

2 **Click Connect WhatsApp**

A QR code appears and the status reads Waiting for QR scan.

3 **Open WhatsApp on the phone**

Go to WhatsApp → Settings → Linked devices → Link a device.

4 **Scan the code**

Point the phone's camera at the code on the screen.

5 **Wait for Connected**

It takes a few seconds. Once the status changes you're done.

After you connect

- Keep the phone switched on and online.
- If the phone goes offline, your messages wait for it for up to 24 hours and send once it's connected again. Anything older is reported to GoHighLevel as not sent. If the page says Disconnected, click Reconnect.
- Don't log out of the linked device in WhatsApp → Settings → Linked devices. That disconnects your number.

Stay safe

Only scan the code yourself, on your own business phone. Whoever scans it can read and send messages as your business, so treat it like a password.

If anyone you don't know asks you to scan a code, say no.

If something goes wrong

The code expired

Click Get a new QR code and scan the new one straight away.

It's stuck on Waiting for QR scan

Refresh the page, then check the phone has Wi-Fi or mobile data. If it's still stuck, click Get a new QR code.

It says Connected but nothing sends

The Telephony Provider needs to be PingWren. In GoHighLevel, go to Settings → Phone System → Advanced Settings → Telephony Provider → PingWren → Save. Some accounts label this Settings → Phone Numbers → Advanced Settings → SMS Provider. It is the same setting.

WhatsApp says too many linked devices

On the phone, go to WhatsApp → Settings → Linked devices, open one you no longer use and log it out. Then connect again.

PingWren links your number as a linked device, the way WhatsApp Web does. It is not the official WhatsApp Business API, and WhatsApp can restrict numbers. We pace sending to keep the risk down, but we can't remove it.

PingWren is not affiliated with or endorsed by Meta, WhatsApp or HighLevel.