

Unified WhatsApp Inbox

User Manual

- Unified, multi-line WhatsApp inbox
- Offer campaigns: direct line or official API (BSP)
- Built-in licence · Interface in French / English / Spanish

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1. Overview

The **Unified WhatsApp Inbox** brings several WhatsApp numbers together in a **single interface**. You track and answer all your conversations in one place, you organise your customer relationship (tags, agents, notes, quick replies) and you send **offers** to the contacts who agreed to receive them.

The application runs on your computer. A technical window (console) handles the phone connections, and everything else is done in your **browser**, at the address `http://127.0.0.1:8000`.

Two ways to send offers

- **Line channel**: messages are sent from your own linked numbers. Simple and immediate, but to be used in moderation (mass sending can get a number blocked by WhatsApp).
- **Official API channel**: messages go through the official WhatsApp Business API via a partner (BSP), using **approved templates**. This is the sustainable path, with no ban risk, for large volumes.

Good to know

For the line channel, this application relies on a “linked device” connection (like WhatsApp Web). It is convenient, but it is not the official API: respect sending volumes and your contacts' consent (see chapter 11).

2. Starting the application

Launch the application (Desktop shortcut, Start menu, or the `BoiteWhatsApp.exe` file). A **black window** opens: this is normal, it drives the application. As long as it stays open the application runs; closing it stops everything.

The startup window: each line starts, then the interface address is displayed.

On startup your **browser** opens automatically on the interface. If it does not, open it yourself at `http://127.0.0.1:8000`.

Tip

Minimise the black window (do not close it) and work in the browser. Everything happens in the browser.

3. Choosing the interface language

At the top right of every page, a menu lets you choose the language: **FR** (French), **EN** (English) or **ES** (Spanish). The change is immediate and your choice is remembered.

Good to know

The screenshots in this manual were taken with the interface in English during testing. The layout is strictly identical in the other languages: simply select the one you want.

4. The licence (trial and activation)

On first launch, the application starts in **14-day trial mode**: all functions are available. A banner at the top shows the remaining days.

Activating your licence

To continue beyond the trial, open the activation page (the “Activate now” link in the banner, or the address <http://127.0.0.1:8000/activate>).

Activation page: your hardware ID to send, and the field for pasting the key you receive.

The procedure is simple:

- Copy your **hardware ID** (“Copy” button) and send it to your supplier.
- You receive back a **licence key**, unique to your computer.
- Paste the key into the field provided, then click “**Activate licence**”.

Good to know

The key is **tied to your computer**. If you change machine, contact your supplier to obtain a new key. A banner will warn you automatically as expiry approaches.

5. Connecting your phones (pairing)

On the first start, **each line opens a small window showing a QR code**. To connect a number, scan its QR with the matching phone:

- On the phone, open **WhatsApp**.
- Go to **Settings > Linked devices > Link a device**.
- Scan the QR code shown on the computer screen.

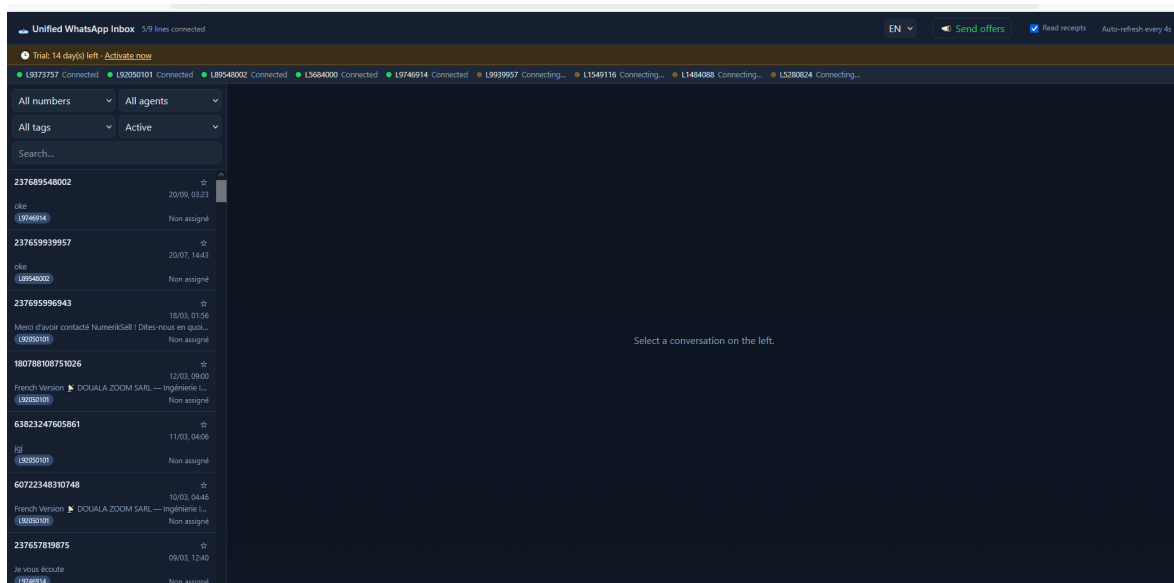
Once scanned, the line turns **green (Connected)** in the interface. Repeat for each number. Pairing is **kept**: you will not have to start over at every launch.

Caution

Keep the phones **switched on and connected to the Internet**. A linked device depends on the phone: if it stays off for too long, the line can disconnect.

6. The unified inbox

This is the main screen. On the left, the **conversation list** for all your lines; on the right, the selected conversation. At the top, the **status bar** for each line.



The unified inbox: line status bar, filters, conversation list.

The filters

- **All numbers**: show only the conversations of one specific line.
- **All agents**: filter by assigned agent.
- **All tags**: filter by label.
- **Active / Unread / Resolved / All**: filter by conversation state.
- **Search**: find a conversation by number or content.

7. Managing a conversation

Click a conversation to open it. You can then:

- **Reply:** type your message at the bottom and click “Send”. The state goes from “pending” to “sent”.
- **Attach a file:** image, PDF, Word, Excel...
- **Quick replies:** insert a message template saved in advance.
- **Quote a message:** reply while quoting a received message.
- **Assign an agent** and add **tags** at the top of the conversation, then “Save”.
- **Internal note:** a private comment, invisible to the customer.
- **Rename** the contact, **Pin**, **Mark unread**, **Resolve / Reopen**, or **Delete** the conversation.

Tip

Enable “Read receipts” (at the top) if you want your customers to see the blue double tick when you open their conversation. Disabled by default.

8. Line status and reconnection

The top bar shows the state of each line with a coloured dot:

State	Meaning
Connected	The line is operational (green).
Connecting... / Reconnecting...	The line is connecting or recovering (orange).
Disconnected / Not responding	The line is down or no longer responds (red).
Needs re-pairing	The session was closed on the phone side: scan the QR again (grey).

If a line seems stuck, click the small reconnection icon (next to its name) in the bar: it forces a clean reconnection of that line only, without touching the others.

Good to know

The application monitors the lines continuously. A “green but mute” line (one that no longer sends) is detected automatically and reconnected; your messages stay queued and go out as soon as the line is restored.

9. Sending offers (campaigns)

Click “**Send offers**” at the top of the inbox. This page is used to send a personalised message to a list of contacts who have consented to receive your offers.

The offer-sending page: channel choice, list import, message writing and pacing.

Important

Only use this tool **for contacts who have explicitly agreed** to receive your messages. Unsolicited mass sending breaches WhatsApp's rules and gets numbers banned.

Steps

- **Sending channel:** choose “WhatsApp line” (your numbers) or “Official API”.
- **Import the list (Excel):** an .xlsx file with a column of numbers and, if needed, columns such as name, city, etc.
- **Write the offer:** personalise it with the column names in braces, e.g. Hello {name}, a special offer for you in {city}...
- **Attachment (optional):** an image, a PDF or an Excel file sent to each contact.
- **Sending line and pacing:** choose a **green** line and a **minimum delay** between two sends (60 s or more recommended).
- Tick the **consent** checkbox, then click “**Start sending**”.

A **dashboard** appears: progress, number sent / failed / remaining, sending log, and **Pause**, **Resume**, **Stop** buttons. You can also **download a report**. You may close the page: sending continues.

Caution

Keep the chosen line **green** and the phone switched on for the whole run. Prefer small volumes and a slow pace.

10. Configuring the official API (BSP)

For large-scale campaigns with no ban risk, use the official API channel. It requires an account with Meta or a partner (BSP), a dedicated business number, and approved message templates.

Entering your credentials

On the “Send offers” page, choose the “Official API” channel. A configuration panel appears. Fill in:

- **Phone number ID:** provided by Meta / your BSP.
- **API version:** v19.0 by default.
- **Access token:** your permanent token (keep it secret).

Click “**Save configuration**”. The banner then shows “Official API configured”. The token is stored locally and is never displayed again.

Sending a template

- Enter the exact name of the approved template and its language.
- Enter the columns of your file matching the template variables `{{1}}`, `{{2}}`... (in order, separated by commas — e.g. name, city).
- Use “**Test on this number**” to send yourself a sample before launching.

Good to know

Receiving replies on the official channel requires an additional setup (a public webhook); sending templates, however, works as soon as your credentials are entered.

11. Anti-ban best practices

- Only write to contacts who have contacted you or consented to your offers.
- On the line channel, keep a slow pace (60 s delay or more) and moderate volumes.
- Avoid sending the same message to a very large number of people at once.
- Prefer numbers that are already active and “warmed up” rather than brand-new SIM cards.
- For regular large volumes, switch to the official API channel.
- Watch for blocks and reports: these are the first warning signals.

12. Backup and changing a number

Changing a number

The numbers are defined in a `config.json` file located next to the application. Open it with Notepad to add, remove or change a line, save, then restart the application. No reinstallation is needed.

```
{ "id": "phone1", "label": "Sales", "phone": "2376XXXXXX1" }
```

Caution

The `id` field identifies a number’s session. To plug in a new phone, give it a new `id` (e.g. `phone10`) so that it shows its own QR. Keep the `id` unchanged to preserve an existing pairing. Follow JSON syntax carefully (commas, quotes), otherwise the file is ignored.

Backing up your data

To make a backup, copy the following items located next to the application:

- `inbox.db` — all your conversations.
- `sessions/` — the pairings of your phones.
- `config.json` — your numbers.

13. Troubleshooting (FAQ)

- **No line turns green / a QR code is displayed.**

The phones are not paired with this installation yet. Scan the QR codes (chapter 5).

- **A line stays on “Connecting...” for a long time.**

Check that the phone is on and connected to the Internet, then click the reconnection icon.

- **A message stays “pending” then fails.**

The line was unstable: the message is kept and retried automatically. Check the line status.

- **The black window shows “config.json ignored”.**

The `config.json` file contains a syntax error (often a missing comma). Fix it; in the meantime the application uses the default numbers.

- **“Licence: trial/key altered”.**

The licence file was created with a different setup. The application automatically reverts to trial mode; reactivate with a valid key if necessary.

- **I cannot see the API configuration.**

On the “Send offers” page, switch the channel to “Official API”: the configuration panel appears.

Need help?

For any question, contact your supplier, giving them if possible the message shown in the black window and a screenshot of the interface.