

# Configure Call Settings | Developer Documentation

## Configure Call Settings

Updated: Mar 23, 2026

### **Calling is not enabled by default on a business phone number**

Use the endpoint to enable Calling API features on a business phone number.

### **Calling Eligibility**

To qualify for Calling API features, your business must have a messaging limit of at least 2000 business-initiated conversations in a rolling 24-hour period.

[Learn more about Quality Ratings and Messaging Limits](#)

When you test your WhatsApp Calling integration using public test numbers (PTNs) and sandbox accounts, Calling API restrictions are relaxed.

[Learn more about testing your WhatsApp Calling API integration](#)

## Overview

Use these endpoints to view and configure call settings for the WhatsApp Business Calling API.

You can also [configure session initiation protocol \(SIP\)](#) for call signaling instead of using Graph API endpoint calls and webhooks.

## Configure/Update business phone number calling settings

Use this endpoint to update call settings configuration for an individual business phone number.

### **WhatsApp clients reflecting latest calling config**

After you update call configuration, WhatsApp users may take up to 7 days to reflect those changes. Most users refresh much sooner. You can force an immediate refresh in WhatsApp by entering the chat window with business and open the chat info page. Regardless of WhatsApp client behavior, the semantics of settings are still honored on the server side.

## Endpoint parameters

Placeholder	Description	Sample Value
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<p>&lt;PHONE_NUMBER_ID&gt; <i>Integer</i></p>	<p><b>Required</b></p> <p>ID of the business phone number for which you are updating Calling API settings.</p>	<p>106540352242922</p>
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## Calling status

When the `status` parameter is set to `"ENABLED"`, calling features are enabled for the business phone number. WhatsApp client applications will render the call button icon in both the business chat and business chat profile.

When the `status` parameter is set to `"DISABLED"`, calling features are **disabled**, and both the business chat and business chat profile **do not display the call button icon**.

Updates to `status` will update the call button icon in existing business chats in near real-time when the business phone number is in the WhatsApp user's contacts.

Otherwise, updates are real-time for a limited number of users in conversation with the business, and are eventual for the rest of the conversations.

## Call button icon visibility

When Calling API features are enabled for a business number, you can still choose whether to show the call button icon or not by using the `call_icon_visibility` parameter. Note: Disabling call button icon visibility **does not** disable a WhatsApp user's ability to make unsolicited calls to your business.

The behavior for supported options is as follows:

`DEFAULT`

The Call button icon will be displayed in the chat menu bar and the business info page, allowing for unsolicited calls to the business by WhatsApp users.

Screenshot showing call button icon displayed in WhatsApp chat

`DISABLE_ALL`

The call button icon is hidden in the chat menu bar and the business info page, and all other entry points external to the chat are also disabled. Consumers cannot make unsolicited calls to the business.

Your business can still [send interactive messages](#) or [template messages](#) with a Calling API CTA button.

Screenshot showing hidden call button icon in WhatsApp chat

## Callback permissions

Calling a WhatsApp user requires explicit permission from the user. One way to obtain calling permissions is to request permission when a WhatsApp user calls your business.

You can configure the call permission UI to automatically show in the WhatsApp user's client app when they call your business number. The user may change their permission selection at any time.

Diagram showing callback permissions flow in WhatsApp

## Call icons

With the `call_icons` setting, you can specify the countries where these icons should show up.

## Audio codec

Opus is the default audio codec for all WhatsApp calls. You can enable G.711 (PCMA/PCMU) codecs for interoperability with legacy telephony systems or PSTN gateways.

## Guidelines and considerations

**Opus is the recommended codec.** Opus delivers higher audio quality with lower bandwidth usage and is the default for all WhatsApp calls. Use Opus unless you have a specific requirement for G.711.**G.711 requires transcoding.** When a G.711 codec is negotiated, audio is transcoded between Opus (on the WhatsApp user side) and G.711 (on the business side), which can add latency to the call.**G.711 has lower audio quality.** G.711 encodes audio at a fixed 64 kbps without advanced compression, resulting in lower fidelity compared to Opus.**G.711 uses more bandwidth.** G.711 requires approximately 64 kbps per direction, while Opus achieves comparable or better quality at significantly lower bitrates.**Use G.711 only when necessary.** The primary use case is interoperability with legacy telephony infrastructure and PSTN gateways that do not support Opus.

## Error response

Possible errors that can occur:

Permissions/Authorization errorsInvalid statusInvalid schedule for `call_hours` Holiday given in `call_hours` is a past dateTimezone is invalid in `call_hours` `weekly_operating_hours` in `call_hours` cannot be emptyDate format in `holiday_schedule` for `call_hours` is invalidMore than 2 entries not allowed in `weekly_operating_hours` schedule in `call_hours` Overlapping schedule in `call_hours` is not allowed

[View Calling API Error Codes and Troubleshooting for more information](#)

[View general Cloud API Error Codes here](#)

## Get phone number calling settings

Use this endpoint to check the configuration of your Calling API feature settings. This endpoint can return information for other Cloud API feature settings.

## Endpoint parameters

Parameter	Description	Sample Value
<code>&lt;PHONE_NUMBER_ID&gt;</code> <i>Integer</i>	<b>Required</b>  ID of the business phone number for which you are getting Calling API settings.	<code>106540352242922</code>

## App permission required

`whatsapp_business_management`: Advanced access is required to use the API for end business clients

## Error response

Possible errors that can occur:

Permissions/Authorization errors

[View Calling API Error Codes and Troubleshooting for more information](#)

[View general Cloud API Error Codes here](#)

## Call settings in WhatsApp Manager

You can also control your call settings via [WhatsApp Manager](#).

To access calling controls in WhatsApp Manager:

Click on **Account tools** > **Phone numbers** panel Click the gear icon next to the phone number you are using for calling Click the **Calls** tab

Screenshot of WhatsApp Manager call settings interface

## Configure and use call signaling via session initiation protocol (SIP)

Session Initiation Protocol (SIP) is a signaling protocol used for initiating, maintaining, modifying, and terminating real-time communication sessions between two or more endpoints. You can send and receive call signals using SIP instead of Graph API endpoints.

[Learn more about how to use and configure SIP](#)

## Calling restrictions for user feedback

If your calls receive a high negative user feedback, such as blocks and reports, business initiated calling, user initiated calling, or both functionalities on your phone number can be restricted.

### Early warning

You will be notified when the business phone number is close to being paused as an early warning. The early warning notifications will be communicated via below channels

#### Email

Enforcement emails are sent to the email addresses of all users and admins associated with the business. If you did not receive an email, confirm which email you have designated as the contact email for your app and make sure that it is active, can receive new email, and does not flag the email as junk or spam mail.

### Pause in calling functionality

Once the negative user feedback reaches a threshold, Cloud API will automatically restrict calling functionality on your phone number for a period of 7 days. While paused the calling phone number will be unable to

*Make business initiated calls to users*  
*Send call permissions requests*

Once your phone number has been paused, notifications will be communicated via below channels.

Note: Any call permissions approved or declined by the users while paused, will still be valid.

## Email

Enforcement emails are sent to the email addresses of all users and admins associated with the business. If you did not receive an email, confirm which email you have designated as the contact email for your app and make sure that it is active, can receive new email, and does not flag the email as junk or spam mail.

## Pause in user initiated calling functionality

Once the negative user feedback reaches a threshold, Cloud API will automatically restrict user initiated calling functionality on your phone number for a period of 7 days. While paused the calling phone number will be unable to

*Receive calls from users*  
*Have call icon visible*

Once your phone number has been paused, notifications will be communicated via below channels.

## Email

Enforcement emails are sent to the email addresses of all users and admins associated with the business. If you did not receive an email, confirm which email you have designated as the contact email for your app and make sure that it is active, can receive new email, and does not flag the email as junk or spam mail.

# Calling restrictions for low call pickup rates

When calling is enabled on your business phone number, you are expected to pick up calls that users place to you.

If a significant number of calls placed to your calling-enabled business phone number are not picked up, you will be notified and expected to make a change.

## What happens if you do not pick up calls

**Warning via Email:** You receive an email notification with options to change how you handle incoming calls.  
**Calling becomes restricted on the business phone number:** The calling button will be hidden from users.

## How to mitigate the situation

*If you receive a warning*

**Continue allowing users to call:** Please identify and address the cause of calls not being picked up and make sure you are properly resourced to handle expected call volumes.  
**Hide call buttons**

**for user-initiated calls:** You can do so either by working with your partner or going to [WhatsApp Manager](#) > Account tools > Phone numbers > select Phone number [WA phone number] > Calls > toggle off Display call buttons.**Turn off calling altogether:** You can do so either by working with your partner or going to [WhatsApp Manager](#) > Account tools > Phone numbers > select Phone number [WA phone number] > Calls > toggle off Allow voice calls.

*If the call button is hidden for the business phone number*

**Re-display calling buttons:** Please identify and address the cause of calls not being picked up and make sure you are properly resourced to handle expected call volumes.Next, display the calling buttons by either working with your partner or going to [WhatsApp Manager](#) > Account tools > Phone numbers > select Phone number [WA phone number] > Calls > toggle on Display call buttons.**Turn off calling altogether:** You can do so either by working with your partner or going to [WhatsApp Manager](#) > Account tools > Phone numbers > select Phone number [WA phone number] > Calls > toggle off Allow voice calls.

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