
WhatsApp Floating Button

PrestaShop installation guide | English

Version: 0.0.1

Developer: Software&Innovazione

Module identifier: whatsappfloatingbutton

REQUIREMENTS

- PrestaShop 9.x.
- Back office access with permission to install and configure modules.
- An active WhatsApp number, including its country code.
- A theme supporting the standard `actionFrontControllerSetMedia` and `displayBeforeBodyClosingTag` hooks.

INSTALLATION

1. Download whatsappfloatingbutton.zip from the dist folder.
2. Log in to your PrestaShop back office.
3. Go to Modules > Module Manager > Upload a module.
4. Select the ZIP file and complete the installation.
5. Find "WhatsApp - Bottone flottante" in Module Manager and click Configure.

CONFIGURATION

1. Enter your WhatsApp number in international format, including the country code. For example: +39 333 1234567.
Spaces, parentheses and hyphens are removed automatically. The + and 00 international prefixes are also normalized for the WhatsApp link.
The module validates the number format, but cannot check whether the number is registered on WhatsApp.
2. Select the pages where the button should appear: homepage, product pages, categories, brands or other available standard pages.
3. Alternatively, select "All pages" to display it throughout the storefront, including module pages. This option takes precedence over individual page selections.
4. Click Save.
5. Open your storefront and check that the button appears in the bottom-left corner on the selected pages, on both desktop and mobile.
6. Click the button to confirm that it opens the correct WhatsApp chat.

The settings labels may appear in Italian in this version:

- "Numero WhatsApp": WhatsApp number.
- "Dove visualizzare il bottone": Where to display the button.
- "Tutte le pagine": All pages.
- "Salva": Save.

VISIBILITY AND DISABLING

The button is displayed only when a valid phone number is configured and

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the current page is selected, or the All pages option is enabled.

To hide the button:

- Clear the phone number field and save; or
- Uncheck All pages and all individual page checkboxes, then save; or
- Disable the module in Module Manager.

TROUBLESHOOTING

If the button does not appear:

1. Check that the module is enabled.
2. Check the phone number and selected pages, then save.
3. Clear the PrestaShop cache under Advanced Parameters > Performance.
4. Refresh your browser and check that your theme supports the required hooks.

If the chat does not open correctly, check the country code and confirm that the configured number has an active WhatsApp account.

Check that cookie banners or other floating elements do not cover the button. For multistore installations, select one shop before configuring the module.

UPDATING AN EXISTING INSTALLATION

Back up the module folder and test the update in staging first. Replace the files in `modules/whatsappfloatingbutton/` with the files from the corresponding folder inside the new ZIP. Do not uninstall the module if you want to keep its configuration. Clear the PrestaShop and browser caches after updating.

UNINSTALLATION

Uninstall the module through Module Manager. This removes its phone number and page visibility settings. The module does not modify theme or core files.

ADDITIONAL INFORMATION

The button opens `https://wa.me/` followed by the configured international number in a new browser tab. It does not send messages automatically. No API keys, external JavaScript libraries or additional subscriptions are required. The icon and stylesheet are stored locally.