Zoza World Help Guide

How to use the Wallet, trading, Social, Messenger and Browse, in plain words.

Checked against the app on 27 November 2026

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Zoza World help guide

Zoza World is one app with four parts:

Part	What it is for
Wallet	Keep, buy, sell, send and receive money in digital form: coins, digital dollars and stock tokens.
Social	See what other traders are buying, follow the good ones and copy a trade in one tap.
Messenger	Chat, call and share with friends and groups, privately.
Browse	A web browser that blocks trackers, remembers your passwords safely and logs you in without passwords.

All four use **one account**. You don't need a separate login for each part.

Zoza works on iPhone, Android phones, Mac and Windows computers, and in a web browser.

Pages in this guide

1. Getting started: make your account, unlock the app, pick a theme and a language.
2. Wallet: your money: add money, send, receive, earn interest, pay by @username, pay privately.
3. Trading: buy, sell, swap and leverage: coins, stocks, new coins, the chart and Leverage.
4. Social: the Feed, following traders, Smart wallets, posting a call, copying a trade.
5. Messenger: chats, groups, channels, calls, Updates, backup, moving from WhatsApp.
6. Browse: tabs, Shield, saved passwords, Log in with Zoza, data saver, downloads.
7. Safety and getting your account back: PIN, Face ID, spare keys, recovery words, new phone, scams.
8. Words explained: plain meanings for the words you will see in the app.
9. Help and fixes: common problems and what to do.

Three things to know before you start

1. Your money stays yours. Zoza does not hold your money. It sits in your own wallet, which is locked with a key that only your phone (or computer) has. No company can freeze it or lose it.

2. That also means you need a way back in. Sign in with Google, Apple or X, and set up spare keys when the app asks. If you lose your phone with no way back in, nobody, not even Zoza, can get your money back. Page 7 shows how, in two minutes.

3. You always see the full cost before you confirm. Every buy, sell, swap, send or trade shows what you pay, what you get and every fee, and waits for your Face ID, fingerprint or PIN. Nothing moves until you say yes.

How this guide was written

Each page follows the same order, so you can jump to what you need:

- **What it is**: one or two lines.
- **What you can do with it**: real examples.
- **How to**: numbered steps.
- **Good to know**: limits, times, costs and rules, in plain words.
- **Questions people ask**.

Guide last checked against the app: 27 November 2026. Some screens differ slightly on computers and on the web.

Getting started

What it is

The first few minutes with Zoza World: making your account, unlocking the app each day, and making it look and read the way you like.

Make your account

1. Install **Zoza World** from the App Store, Google Play, or zoza.world for Mac and Windows.
2. Open the app. On the welcome screen, tap **Continue with Google**, **Apple** or **X**. Your login then works like a key: sign in on any device and everything comes back.
   - Prefer not to use one of those? Under **Other ways in**, tap **Set up without an account**.
3. **Step 1 of 3:** choose a 6-digit **PIN**. It unlocks the app when Face ID or fingerprint is not available.
4. **Step 2 of 3:** turn on **Face ID** or **fingerprint**. Unlocking and approving payments becomes one look or one touch.
5. **Step 3 of 3:** set up **spare keys**: a printed QR code and a saved file you keep somewhere other than this phone. Any 2 of them bring your account back if you lose the phone. See Safety and getting your account back.
6. Have an invite code? Type it on the last screen (optional), then tap **Open Zoza**.
7. Pick a **@username** when the Messenger asks. Friends use it to message you, so they never need a long wallet address.

That's it. Your Wallet, Messenger, Social profile and browser are all ready, on one account.

Important: Zoza never asks for your PIN, spare keys or recovery words in a chat, an email or a phone call. Anyone who asks is trying to steal from you.

Already have a wallet from another app?

You can bring it in. Go to **Wallet > Settings > Import a wallet** and type its recovery phrase or private key. See Wallet.

Find your way around

The bar at the bottom of the phone has four parts, in this order:

Icon	Part	Opens on
Wallet	Your money	Your balance and the Markets list
Social	Traders and the Feed	The Feed
Messenger	Chats and calls	Your chats

Icon	Part	Opens on
Browse	The web browser	Your start page

- **Swipe left or right** on the bottom bar to move between parts.
- The app opens on **Wallet** each time.
- On a computer, the same four parts sit in the side rail.

Unlock the app

Each time you open Zoza after a while, it asks you to unlock:

- Look at the phone (Face ID) or touch the sensor (fingerprint), or
- Type your PIN.

Tip: If Face ID keeps failing, unlock with your PIN once, then try Face ID again next time. If the unlock screen freezes, see Help and fixes.

Pick a theme

A theme changes the colours of the whole app: Wallet, Social, Messenger and Browse together.

1. On the Wallet, tap **Settings** (top right of the balance card).
2. Tap **Recovery, backup and app settings**.
3. Tap **Theme** and pick one. You see the change at once.

There are eight themes, including **Pure White** and **Pure Black** for a plain, simple look, and **Terracotta**, a warm orange.

Pick a language

Zoza speaks English, Hindi and many other Indian languages (Bengali, Gujarati, Kannada, Malayalam, Marathi, Tamil, Telugu and more), plus Arabic, Spanish, French, German, Japanese, Korean and others.

The app follows your phone's language. To change it:

1. On the Wallet, tap **Settings > Recovery, backup and app settings**.
2. Tap **Language** and pick yours.

Good to know

Item	Detail
Phones	iPhone and Android

Item	Detail
Computers	Mac and Windows
Web	Open the Wallet and Messenger in any browser
Accounts	One account for every part of the app
Cost to use	The app is free. Some actions (trades, swaps) have small fees, always shown before you confirm.
Ads	None. Zoza does not sell ads or your data.

Questions people ask

Do I need an email or phone number? No. You can sign in with Google, Apple or X, or set up without an account. Your account is a key kept on your phone, and a @username is enough for friends to find you.

Can I use the same account on my phone and my laptop? Yes. On the second device, sign in with the same Google, Apple or X account, or tap **Link from another device**. See Safety.

What happened to the AI agent I saw earlier? The AI agent will come back later as its own separate app. This app focuses on Wallet, Social, Messenger and Browse.

Wallet: your money

What it is

Your Wallet holds money in digital form: coins like Bitcoin and Solana, digital dollars (called **USDC** or **USDT**, each always worth about one US dollar), and **stock tokens** that follow the price of shares like Nvidia or Tesla.

The money sits in your own wallet, locked by a key on your device. Zoza cannot touch it.

To buy, sell, swap and use Leverage, see Trading. This page covers keeping, moving and growing your money.

What you can do with it

- Add money with **UPI** from your bank account and buy your first coin.
- **Receive** money from a friend, an exchange or another wallet.
- **Send** money to a friend's @username, with no long address to copy.
- **Earn** interest on your digital dollars.
- **Pay privately**, so others can't see who you paid.
- Move money from an exchange like Binance or CoinDCX into Zoza.
- See every payment you made and received in one list.

The Wallet screen

From top to bottom:

1. **The balance card.** Your total in one number. The small line under it shows how much it went up or down today.
   - Top left: **your mark**. Tap it to see your wallet addresses.
   - Top right: the **Mainnet** switch (real money; see Test mode below) and **Settings**.
2. **Five buttons: Buy · Swap · Trade · Send · Receive.**
3. **Tabs:**
   - **Assets**: what you own, and how much each is worth.
   - **Markets**: prices of coins, stocks and more. See Trading.
   - **Heatmap**: every market on one screen. Bigger box = more trading today; green = up, red = down.
   - **Activity**: every payment in and out.
   - **Search** (the magnifier at the end of the tabs): find any coin or stock.

If your wallet is empty, the card shows **$0.00** and an **Add money** button.

Add money with UPI (rupees)

1. Tap **Buy** (or **Add money** on an empty wallet).
2. Type how much you want to spend in rupees.
3. Pick what to buy. Most people start with **USDC** (digital dollars), because its value stays steady.
4. Tap **Continue**. A partner payment page opens.
5. Pay with **UPI**, like any other UPI payment.
6. The coins arrive in your Wallet, usually in a few minutes.

Good to know:

- The rupee payment is handled by our payment partner. They may ask you for ID (KYC) the first time, as Indian rules require.
- You see the exact amount you will receive before you pay.
- **Important:** A first purchase includes the partner's fee. Check the "You get" line before paying.

Receive money

1. Tap **Receive**.
2. Pick the coin and the **network** (for example, USDC on Solana). See Words explained.
3. Share the **QR code** or tap **Copy address**.

Or just tell a Zoza friend your **@username**. They can pay you without any address.

Important: The sender must use the **same network** you picked. Bitcoin sent to a Solana address is lost. When in doubt, ask the sender to send a small test amount first.

Send money

To a Zoza friend (@username)

1. Tap **Send**.
2. Type their **@username**.
3. Type the amount. You can type it in dollars or in coins.
4. Check the **review screen**: who gets it, how much, and the network fee.
5. Approve with Face ID, fingerprint or PIN.

To any wallet address

Same as above, but paste their address or **scan their QR code**. Zoza checks the address matches the network before you can send.

Good to know:

- **Network fee:** every network charges a small fee to move money. The review screen shows it in dollars before you confirm. On busy days you can pick a faster (slightly higher) fee.

- If the fee is more than the amount you are sending, Zoza warns you.
- Most payments arrive in seconds to a few minutes. Bitcoin can take 10 to 60 minutes.
- A payment sent to the wrong address **cannot be undone**. Check the first and last few letters of an address.

Pay or get paid by @username

From **Pay & Earn > Pay or get paid by @username**:

- **Pay**: send to any @username.
- **Get paid**: create a request for an amount and share it. Your friend taps the link and pays.

You can also ask for a rupee payment (UPI) inside a chat. See Messenger.

Move money in from an exchange

Have money on Binance, CoinDCX, WazirX or another exchange?

1. Go to **Pay & Earn > Pay in from an exchange**.
2. Pick the exchange and the coin.
3. Zoza shows your address for the right network, with the exact steps for that exchange.
4. In the exchange's app, choose **Withdraw**, paste the address, and send.

Tip: Pick a network with low fees, such as Solana, Tron or Arbitrum, when the exchange offers it.

Bank and earn: earn interest on digital dollars

What it is: You lend your digital dollars (USDC) to large, well-known lending services, and they pay you interest. Zoza looks across five networks (Base, Arbitrum, Optimism, Ethereum and Avalanche) and shows you the best rate.

1. Go to **Pay & Earn > Bank and earn**.
2. See the current yearly rate for each option.
3. Tap one, type the amount, and tap **Deposit**.
4. Zoza checks the deposit will work before you sign, then asks for your approval.
5. Your money starts earning straight away. Tap **Withdraw** at any time to take it back with the interest.

Good to know:

- The rate changes every day, up and down. The number shown is today's rate, not a promise.
- **This is not a bank deposit.** It is not insured by any government. Lending services can have problems, so don't put in money you can't afford to risk.
- You pay a small network fee to deposit and to withdraw. On Ethereum this fee can be a few dollars, so it is better for larger amounts.
- **Stake SOL** (phones, from Pay & Earn): earn on Solana coins in a similar way.

Pay privately with Zcash

What it is: Most coin payments can be seen by anyone who looks them up. **Zcash** lets you keep a **private balance**, where nobody else can see the amounts or who you paid.

1. Go to **Pay & Earn > Pay privately with Zcash**.
2. You see two balances: **Public** and **Private**.
3. Tap **Make private** to move public Zcash into your private balance.
4. To receive privately, tap **Receive** and choose the **private** address.

Good to know:

- Your private balance is worked out on your phone, so the first time it can take a few minutes to catch up.
- Making coins private costs a small network fee.

Your wallets and settings

Open **Settings** on the Wallet card:

Setting	What it does
Your wallets	Switch between wallets, rename one, or remove one.
Accounts and balance checks	Add an account, pick which networks show, hide empty coins, add a coin by its address.
Import a wallet	Bring in a wallet from another app with its recovery phrase or private key.
Networks	The switch between real money (Mainnet) and Test mode.
Recovery, backup and app settings	PIN, spare keys, recovery words, chat backup, auto-lock, theme, language and notifications. See Safety.
Pay & Earn	Pay or get paid by @username, Pay privately, Stake SOL, Bank and earn.

Pay & Earn

Pay & Earn opens a menu with: **Pay privately with Zcash**, **Pay or get paid by @username**, **Bank and earn**, **Stake SOL** (phones), **Pay in from an exchange**, **New coins and Create a coin**, and **Governance**. Find it on the **Assets** tab, or in Wallet **Settings**.

Bring in a wallet from another app

1. **Settings > Import a wallet**.
2. Type its **recovery phrase** (12 or 24 words) or its **private key**.
3. Zoza shows the address. Check it matches the address in your old app.

Your old app keeps working too. Both now open the same wallet.

Test mode

The **Mainnet** switch on the card toggles **Test mode**. Test mode uses free practice money on test networks, so you can learn sending and swapping without risk. A banner tells you when you are in Test mode. Switch back to **Mainnet** for real money.

Networks Zoza supports

Bitcoin, Ethereum, Solana, Base, Arbitrum, Optimism, Polygon, BNB Chain, Avalanche, Tron, TON, XRP, Zcash, Hyperliquid, HyperEVM, Monad, Linea, zkSync, Robinhood Chain, Stellar (rolling out) and more. Choose which ones show in **Wallet > Settings > Accounts and balance checks**.

Activity: your payment history

The **Activity** tab lists every payment. Each one shows a status:

Status	Meaning
On the way	Sent, not yet arrived.
Arrived	Done.
Taking longer than usual	Still moving. Most finish on their own; check again in 30 minutes.
Arrived as a different coin	A cross-network swap paid you in a similar coin (for example, USDT instead of USDC). The value is the same.
Refunded	It could not complete, and the money came back to you.
Failed	It did not happen. Your money did not leave, except possibly the network fee.

Questions people ask

Is my money insured? No. Coins are not bank deposits. The upside is that no one can freeze them or lose them for you; the responsibility is yours.

Can Zoza reverse a payment I sent by mistake? No. No one can. That's how these networks work. Always check the address and network.

Why do I see a balance on a network I never used? Zoza shows the same address on related networks (for example, Ethereum, Base and Arbitrum share one address). Someone may have sent coins there.

I sent money to my Zoza address but don't see it. See Help and fixes.

Trading: buy, sell, swap and leverage

What it is

Trading in Zoza means changing one thing you own into another: rupees into Bitcoin, Solana into digital dollars, digital dollars into Nvidia stock tokens. You can also bet on a price going up or down with **Leverage**.

Zoza doesn't run its own exchange. It asks several trading services for a price, shows you the best one, and sends your order there. The coins arrive in **your** wallet.

What you can do with it

- Buy Bitcoin, Ethereum, Solana and thousands of other coins.
- Own a small piece of **US stocks** like Nvidia, Tesla or Amazon, as stock tokens, any time of day.
- Swap any coin for any other coin, even across different networks.
- Catch **new coins** the minute they launch.
- Trade with **Leverage** (long or short) on crypto, stocks, gold and silver.
- Create your own coin.

Markets

Wallet > Markets lists prices. The chips at the top filter the list:

Chip	Shows
Coins	The biggest coins by value.
Stocks	Stock tokens (Nvidia, Tesla, S&P 500 and more), with a region switch.
Gainers	What went up most today.
Trending	What people are buying right now.
New coins	Coins launched in the last hours, on many networks.
NFTs	Digital collectibles.

Each row shows the name, the price, today's change, a small 24-hour price line, and the trading volume and total value. A tick next to the name means a verified coin.

The coin page

Tap any coin or stock to open its page:

- **Price and numbers:** price, 24-hour trading, 24-hour high and low.

- **Live chart:** pick 1 minute up to 1 day per candle. Each candle shows how the price moved in that time.
- **Order book:** the prices other people are waiting to buy and sell at.
- **Trades:** the latest buys and sells.
- **About:** what the coin or company is.
- **Switch coin** from the name at the top, without going back.

At the bottom: an **Own it / Leverage** switch.

- **Own it: Buy** and **Sell**. You own the real coin.
- **Leverage: Long** and **Short**. See below.

Buy a coin

1. Tap **Buy** (on the Wallet or on a coin's page).
2. Pick the coin.
3. Type how much to spend, in dollars or rupees.
4. Pick what to **pay with** (for example, USDC on Solana). Zoza suggests the balance that works best.
5. Check the review: **You pay**, **You get**, the fees, and the price.
6. Approve with Face ID, fingerprint or PIN.

The coin appears in **Assets** within seconds on most networks.

> **Tip:** In the Feed and on New coins, a **one-tap buy sheet** lets you buy straight from the list.

Sell a coin

1. Open the coin from **Assets**.
2. Tap **Sell**.
3. Choose how much (or **Max**) and what to receive, usually USDC.
4. Review and approve.

If Buy or Sell is greyed out, there is no trading route for that coin on that network yet.

Swap: any coin to any coin

Swap covers selling, buying with another coin, and moving money between networks (also called **bridging**).

1. Tap **Swap**.
2. **From:** pick the coin and network you pay with.
3. **To:** pick the coin and network you want.
4. Type the amount. Zoza asks several services and shows the best price.
5. Review and approve.

Good to know:

- Most swaps finish in seconds. Swaps between networks usually take 1 to 10 minutes.
- For some pairs (for example, Ethereum to Zcash), Zoza gives you a **deposit address**: you send to it and the new coin arrives in your wallet, usually in 5 to 30 minutes.
- **Price change limit (slippage):** prices move while your order travels. Zoza sets a safe limit; if the price moves more than that, the swap stops and your money stays put. You can change it in the swap settings.
- **Paste a contract address** to find a coin that is not in the list.
- Coins are marked by trust level. Be careful with new or unverified coins: many are scams or lose value fast.

Stock tokens

What they are: tokens that follow the price of a real share, like Nvidia or Tesla. You can buy a small amount (even $5) any time, including weekends.

Good to know:

- A stock token follows the share price. It does not give you voting rights.
- Some issuers add dividends by slowly raising how much one token is worth, so **1 token can equal slightly more than 1 share**. The coin page shows this, for example "1 token = 1.0005 shares".
- If the issuer pauses trading, Zoza stops the swap and tells you why.

New coins and Create a coin

Pay & Earn > New coins and Create a coin

- **New coins:** coins that launched in the last hours. Prices move very fast, up and down.
- **Create a coin:** give it a name, a symbol and a picture. People buy it on a **launch curve**: the more people buy, the higher the price goes.

Important: Most new coins lose almost all their value. Only use money you are happy to lose.

Leverage (long and short)

What it is: a way to trade a price move with more money than you put in, and to earn when a price goes **down**.

- **Long** = you think the price will go **up**.
- **Short** = you think the price will go **down**.
- **Leverage (2x, 5x, 10x...)** multiplies your result. With $100 at 5x, you trade as if you had $500. A 10% move earns or loses you about $50, half your money.

Zoza's Leverage runs on **Hyperliquid**, a large trading venue. Your money stays under your own key.

Before you trade: your trading balance

Leverage uses a **trading balance** in digital dollars.

1. On a coin page, switch to **Leverage**.
2. If your trading balance is $0.00, tap **Move money in**. You can move money from any network; Zoza handles the route.

Open a trade

1. Open the coin (or stock, gold, silver) and switch to **Leverage**.
2. Tap **Long** or **Short**.
3. Type the amount (in dollars, or in coins).
4. Pick the leverage, for example 3x.
5. Optional: set **Take profit** (close automatically at a gain) and **Stop loss** (close automatically to limit a loss).
6. Check the review. It shows the **liquidation price** (see below) and how far away it is.
7. Approve.

Close a trade

Open the trade from your positions and tap **Close**. You can close all or part of it.

Liquidation: read this before using Leverage

If the price moves against you far enough that your money can no longer cover the loss, the trade is **closed automatically** and you lose the money you put in. This is **liquidation**.

- The higher the leverage, the closer the liquidation price.
- At 10x, a 10% move the wrong way can wipe out the trade.
- Zoza shows your **distance to liquidation** on every trade. Watch it.

Funding

Leverage trades pay or receive a small **funding** amount every hour. Zoza shows it in dollars, not just a percentage, and how many minutes until the next payment.

Good to know:

- The smallest order is about **$10**.
- You pay a small trading fee on each open and close, shown before you confirm.
- **Important:** Leverage is risky. Most people who use high leverage lose money. Start small, use a stop loss, and never use money you need.

What it costs

Cost	When	Who gets it
Network fee	Every action that moves coins	The network

Cost	When	Who gets it
Trading fee	Swaps, buys, sells, Leverage	The trading service, and a small Zoza service fee
Partner fee	Buying with rupees (UPI)	The payment partner

You always see the total cost on the review screen before you approve.

Questions people ask

Why is my price a little different from the one on the Markets list? The list shows the last price. Your order gets the best price available at that moment, within your price change limit.

My swap says "Taking longer than usual". Is my money lost? Almost never. Swaps between networks sometimes wait for the network. Most finish within an hour. If it cannot finish, it is **refunded** to you.

Can I trade Indian stocks? Not yet. Zoza offers US stock tokens.

Do I pay tax on trades? Indian tax rules apply to digital-asset trades. Zoza does not give tax advice; please ask a tax adviser.

Social

What it is

Social shows you what other traders are actually buying and selling, with their real results. You can follow good traders, get alerts when they trade, and copy a trade in one tap.

Every trade in the Feed is a real trade from a real wallet, not a screenshot or a claim.

What you can do with it

- See what top traders bought today, and whether they are winning or losing on it.
- Follow a trader and get an alert each time they trade.
- Spot a coin that several smart traders are buying at the same time.
- Copy a trade with one tap, at the amount you choose.
- Share your own trades and **post a call** ("I think this goes up, here's why").
- Build a profile with your trading record.

The Social screen

At the top, one box holds:

- **Your mark and @name:** tap to open your profile.
- **Search:** find a trader, a coin or a stock.
- **Alerts:** trades from people you follow, and replies to you.

Under it, three tiles:

Tile	What it shows
Feed	A live list of trades from traders.
Markets	Prices, with what traders are doing in each market.
Smart wallets	Coins that several successful traders are buying right now.

Your balance is not shown here; it's on the Wallet.

The Feed

Each post is one trade: who traded, what, **Long** or **Short** (or buy or sell), the amount, and the **result so far** (profit or loss, in green or red).

Choose whose trades you see

The tabs at the top pick the audience, such as **Everyone**, **Following** (only people you follow) and **Friends** (your Messenger contacts).

Filters

Tap **Filters**:

- **Direction:** All, Long, or Short.
- **Status:** All, Open (still running), or Closed (finished, final result).

A **New** line marks where the posts you haven't seen start. The line at the top tells you how fresh the Feed is.

On a post you can

- **Copy:** open a ready-made buy or trade ticket for the same coin, with your own amount.
- **Open the trader's profile.**
- **Share** it to a chat.
- **Reply** to a call.

Follow a trader

1. Tap a trader's name on any post.
2. Their profile shows their trades, win rate, profit and loss, and what they hold now.
3. Tap **Follow**.

Their trades appear under **Following**, and you get an alert when they trade (turn this off in **Alerts**).

Smart wallets

What it is: Zoza watches many successful wallets. When several of them buy the same coin, it shows up here. It is a quick way to see where experienced money is going.

On the **Smart wallets** page:

- **Threshold:** show coins bought by at least 2, 3, 5 or 8 smart wallets.
- **Status:** All, **Live** (still holding), or **Exited** (they sold).
- **Sort** by newest, most wallets, most money in, or performance.
- **Full** or **Dense** view.
- Each coin has a **score** from 0 to 5 and a tier, and a note if the wallets have started selling ("trimming").
- A **Buy ticket** lets you buy in one tap at $250, $1,000 or $2,500, or your own amount.

Important: Smart wallets are not always right. They can be early, late or wrong. Treat it as an idea, not advice.

Post a call

A **call** is a trade idea you share with a reason.

1. In Social, tap **Post a call** (or **New call**).
2. Pick the coin or stock, and **Long** or **Short**.
3. Add your reason and an optional target price.
4. Post.

Your call shows your real result over time, so others can see whether you were right. People can reply to it.

Your profile

Tap your mark at the top of Social to see:

- Your **@name**, photo and short bio.
- Your trades and calls, with results.
- Your **Watchlist** and **Portfolio**.
- Who follows you, and who you follow.

Choose what others see

Your trades are private unless you share them.

- After a trade, you can choose to **share it to the Feed**. Zoza asks you to confirm first.
- In your profile settings, you choose whether people can see your **profit and loss**, your **holdings**, and whether your trades are **shared automatically**.
- Your **balance** is never shown.

Good to know

Item	Detail
Where trades come from	Real trades from real wallets, read from public records
Results	Shown live; a closed trade shows its final result
Copying	You pick the amount; every copy waits for your approval
Automatic copying	No. Zoza never trades for you without your yes on each trade.
Costs	Same as any trade. See Trading.

Questions people ask

Does Copy trade automatically every time the trader trades? No. Copy opens a ticket for that one trade. You decide the amount and approve it.

Is a top trader's past result a promise? No. Past results don't promise future results. Many top traders also have losing weeks.

Can people see my balance? No. People see only what you choose to share. Your balance stays private.

How do I report a post? Open the post's menu and tap **Report post**. The author is not told who reported it.

Someone in the Feed is telling me to buy their coin. Is it safe? Be careful. People sometimes promote coins they are about to sell. Never buy only because someone tells you to.

Messenger

What it is

A private messaging app inside Zoza, for chats, groups, voice and video calls, photos, voice notes and status updates. If you have used WhatsApp, you already know how it works.

Every message and call is **locked on your phone before it is sent**, and only the people in the chat can unlock it. Zoza's servers pass along locked messages they cannot read.

What you can do with it

- Chat one-to-one or in groups.
- Make voice and video calls, also in groups.
- Send photos, videos, voice notes, files and your location.
- Post **Updates** (status) that disappear after a time you choose.
- Start a **channel** to post to many followers.
- Ask a friend for a rupee payment (UPI) inside a chat.
- Bring your chats and groups over from WhatsApp.

The Messenger screen

Four tabs at the bottom of the Messenger:

Tab	What it's for
Updates	Status posts from your contacts, and channels you follow.
Calls	Your call history; start a new call.
Chats	All your chats and groups.
You	Your profile and Messenger settings.

At the top: **Search** and **Camera**.

Start a chat

1. Open **Chats** and tap the **new chat** button.
2. Search a **@username**, or pick from your contacts.
3. Type a message and send.

In a chat you can

- Send **photos and videos** (pick from your gallery or use the camera).

- Hold the mic to record a **voice note**.
- Share your **location**.
- **Mention** someone in a group with @.
- **React** to a message with a quick emoji.

Long-press a message to

Copy · Reply · Forward · Pin · Star · Edit · Info · Delete

- **Edit** works on messages you sent.
- **Star** saves a message to **Starred messages** so you can find it later.
- **Info** shows when it was delivered and read.

Disappearing messages

Open the chat's settings and turn on **Disappearing messages**. New messages delete themselves after the time you pick.

Groups

1. **You > New group**.
2. Add members and give the group a name and photo.
3. Tap **Create**.

Group admins can:

- Add and remove members.
- Make other people admins.
- Choose who can send messages and who can change the group name and photo.

Group messages are locked just like one-to-one chats.

Channels

A **channel** is a one-way broadcast: you post, followers read.

1. **You > New channel**.
2. Give it a name, photo and description.
3. Share the link so people can follow.

Find channels to follow in **Updates**.

Voice and video calls

- In a chat, tap the **phone** icon for a voice call or the **camera** icon for a video call.
- In a group, the same buttons start a **group call**.
- The **Calls** tab lists your recent calls; tap one to call back.

Calls are locked end to end, like messages.

Updates (status)

Share a photo, video or text that disappears on its own.

1. Open **Updates** and tap **add**.
2. Pick a photo, video or text.
3. Choose **how long** it stays: 1, 6, 12 or 24 hours.
4. Choose **who sees it**: everyone or only your contacts.
5. Post.

> **Tip:** Pin an update to **Highlights** to keep it on your profile after it expires.

Request a payment in a chat

Ask a friend to pay you in rupees, for example for dinner.

1. In a one-to-one chat, choose **Request payment**.
2. Type the amount (up to ₹1,00,000) and a short note.
3. Your friend gets a payment card in the chat and taps **Pay**.
4. They pay with their own UPI app. On iPhone, a pay page opens with UPI apps, a QR code and your UPI ID.

Zoza never holds the money: it goes from their bank to yours through UPI. To send digital money instead, use the Wallet's **Send** with their @username. See Wallet.

Move from WhatsApp

1. **You > Import from WhatsApp**.
2. Follow the steps to export a chat from WhatsApp and share it to Zoza.
3. Your old messages appear in a Zoza chat.

Group members who aren't on Zoza yet show under **Waiting to join**. **Imported groups** lists the groups you brought over.

Your Messenger settings (You tab)

Setting	What it does
Starred messages	Messages you saved.
Notifications	Sounds and alerts for chats, groups and calls.

Setting	What it does
Chat backup	Save a locked copy of your chats so you can get them back on a new phone.
Linked devices	Use Messenger on your computer or web too. Each device shows whether it is verified by your account.
Contacts	People you chat with.
New group / New channel	Start one.
Blocked	People who can't message or call you.
Import from WhatsApp	Bring chats over.

Chat backup

1. **You > Chat backup**.
2. Turn it on and pick where to keep it.
3. Your chats are **locked with your key before they leave your phone**. Only your account can open the backup; Zoza stores a locked copy it cannot read.

On a new phone, sign in with your account. The Messenger asks **Restore chats?** when it finds your backup; tap **Restore**.

Good to know

Item	Detail
Privacy	Messages, calls, photos and backups are locked end to end
Who can message you	Anyone with your @username, unless you block them
Phone number needed	No; your @username is enough
Status lifetime	1, 6, 12 or 24 hours
Devices	Phone, computer and web, with Linked devices

Questions people ask

Can Zoza read my messages? No. Messages are locked on your phone and unlocked only on the phones of the people in the chat.

I see "Waiting for this message" in a chat. Your friend's phone hasn't sent the key for that message yet. It usually appears when they open the app. See Help and fixes.

How do I block someone? Open their chat, tap their name, and tap **Block**. They can no longer message or call you.

Are my chats safe if I lose my phone? Your chats are locked on the phone. Turn on **Chat backup** so you can get them back on a new phone.

Browse

What it is

A web browser, like Chrome or Safari, with extra protection built in. It blocks the hidden trackers that follow you from site to site, keeps your passwords safe, and lets you log in to sites with your Zoza account instead of a password.

On Mac and Windows it is built on the same engine as Google Chrome, so websites work the same, and Chrome extensions such as MetaMask, 1Password and uBlock work too.

What you can do with it

- Browse the web with ads and trackers blocked.
- Skip YouTube ads automatically.
- Save passwords and have them filled in for you, locked with your key.
- Log in to supported sites with **Log in with Zoza**, no password needed.
- See exactly what a website wants before you approve a wallet request.
- Save mobile data with **Data saver**.
- Keep bookmarks, history and downloads in one place.

Tabs and the start page

- Tap the **address bar** to type a website or a search.
- Tap the **tabs** button to see open tabs, open a new one, or close one.
- The **start page** shows a search box and your favourite sites.
- Your tabs are still there when you come back to the app.

Pick your search engine

Settings > Search engine: pick Google, Bing, DuckDuckGo or others.

Menu (the three dots)

Item	What it does
Bookmarks	Pages you saved. Tap the star to save the current page.
History	Pages you visited.
Downloads	Files you downloaded.
Zoom	Make the page text bigger or smaller. The page remembers it.
Site settings	Camera, microphone, location and notifications for this site.
Share	Send the page to a chat or another app.

Clear your browsing data

Settings > Your data > Delete browsing data: choose history, cookies, saved files, and how far back. **Cookies & site data** shows what each site keeps.

Shield: blocks ads and trackers

What it is: Many websites load hidden trackers that record what you do and follow you across the web. **Shield** blocks them, and blocks most ads too.

- Shield is **on by default**.
- The **Shield** icon in the address bar shows how many trackers were blocked on this page. Tap it for the list.
- **Turn it off for one site** if a page doesn't work: tap Shield and switch it off for that site only.
- **YouTube:** Shield skips ads and can set your preferred video quality.
- **Cookie banners:** Shield answers many "accept cookies" pop-ups for you, choosing the most private option.
- The **Shield** page in Settings shows who tried to track you over time.

Saved passwords and forms

What it is: Zoza remembers your passwords and the forms you fill (like your address) and fills them in for you. Everything is **locked with your key on your device**; if it syncs to your other devices, it travels as a locked copy Zoza cannot read.

- When you log in to a site, Zoza asks **Save password?** Tap **Save**.
- Next time, tap the login box and choose your saved login.
- See, edit or delete saved passwords in **Settings > Saved passwords**. You unlock this page with Face ID or PIN.
- **Saved cards** keeps your payment cards the same way.
- Zoza also supports **passkeys**, a newer way to log in where your phone's Face ID replaces the password.

Log in with Zoza

On sites that support it, tap **Log in with Zoza**:

1. The site asks to log you in.
2. Zoza shows the site's name and what it will receive (usually just your @username).
3. Approve with Face ID or PIN.

No password is created, so there is nothing for the site to leak. The **Registered sites** list in Settings shows every site you log in to with Zoza; tap **Forget this site** to remove one.

Connecting your wallet to websites

Some websites (trading sites, NFT markets, games) ask to connect to your wallet.

1. The site asks to **Connect**.
2. Zoza shows the site's name and which network it wants (for example, Ethereum). A site connected for Ethereum does **not** also see your Solana or Bitcoin.
3. Approve or decline.

When a site asks you to sign or pay

Before you approve, Zoza **explains the request in plain words**: what you pay, what you get, and who receives it. It warns you about risky requests, such as a site asking for permission to take **all** of a coin.

Important: If the explanation doesn't match what you expected, tap **Reject**. Scam sites often ask you to sign something that looks harmless.

Data saver

Settings > Data saver cuts mobile data use on slow or limited connections:

Mode	What it does
Off	Everything loads.
Light	Blocks images over 200 KB.
Strict	Blocks large images and extra scripts from other companies.

Block autoplay media in Settings stops videos and sounds from playing on their own.

UPI on websites

When a site offers UPI payment, Zoza opens your UPI app so you can pay as usual.

Good to know

Item	Detail
Engine on Mac and Windows	Same as Google Chrome; Chrome extensions work
Engine on Android	Android's built-in Chrome engine
Engine on iPhone	Apple's Safari engine (Apple requires this)
Trackers and ads	Blocked by Shield, on by default
Passwords	Locked on your device with your key

Item	Detail
Ads in Zoza itself	None

Questions people ask

A website doesn't work properly. Tap the **Shield** icon and turn Shield off for that site, then reload. If it still doesn't work, see Help and fixes.

Does Zoza see the sites I visit? No. Your history stays on your device.

Safety and getting your account back

What it is

Your Zoza account is a **secret key** kept on your device. It unlocks your money, your messages and your logins. Zoza never has a copy.

That keeps you safe from hacks and freezes, but it means **you** need a way back in if you lose your phone. This page shows the ways, and how to set them up.

The short version

Set up **at least two** of these. The app's **Recovery health** screen shows which ones you have.

Way back in	What it is	Good for
Your sign-in (Google, Apple or X)	If you started with Continue with Google, Apple or X, your account is kept safe in your own Google Drive or iCloud. Sign in again on a new phone and everything comes back.	The easiest way back
Spare keys	Copies of your key that you keep in a few places: a **printed QR code**, a **saved file**, and a key on **this device**. Any **2** of them bring your account back.	Works even without your sign-in
Another device	A second phone or computer already on your account.	The fastest way back

Important: If you lose your phone and have **none** of these, nobody can get your account back. Not Zoza, not support, not anyone.

Important: Whoever controls your Google, Apple or X account controls your Zoza account. Protect that account with a strong password and two-step login.

PIN, Face ID and fingerprint

- Your **PIN** is 6 digits. It unlocks the app when Face ID or fingerprint is not available, and it locks your key on this device.
- **Face ID** or **fingerprint** unlocks with a look or a touch.
- Every payment, trade and wallet request asks for one of these before it goes ahead.

Change your PIN: Wallet > Settings > Recovery, backup and app settings > **Identity > Change recovery PIN**.

Auto-lock: in the same settings, **App lock > Auto-lock after** sets how long the app waits before asking you to unlock again. **Lock now** locks it straight away.

Spare keys

You set up spare keys in the last step of making your account. You can add or replace them any time:

1. Wallet > Settings > **Recovery, backup and app settings**.
2. Open **Recovery** (or **Identity > Spare keys**).
3. For each spare key, tap **Set up**:
   - **Printed spare key:** print the QR code, or copy its text, and keep it somewhere safe at home.
   - **Saved file:** save it somewhere that is **not this phone**, for example your computer or a USB stick.
4. **Recovery health** shows each key as verified. If it says **Single point of failure**, add another one.

Good to know:

- A spare key is shown only once. Save or print it before you tap Done.
- Keep each spare key in a **different** place. Two keys in one drawer are one key if the drawer is lost.
- Anyone with **two** of your spare keys could open your account. Keep them private.

Your wallet's 24 recovery words

Your main wallet also has **24 recovery words** (a recovery phrase). They open your main wallet in other wallet apps such as MetaMask or Phantom, so your money is never stuck inside Zoza.

To see them: Wallet > Settings > Recovery, backup and app settings > **Advanced > Export keys**. You type your PIN every time.

Keep them safe:

- Write them **on paper**, in order, and keep the paper somewhere safe.
- Never type them into a website, a chat or a form, and never take a photo or screenshot of them.
- Never share them with anyone. Zoza staff will **never** ask for them.

Anyone who has your 24 words has your money.

On iPhone, if you forget your PIN, the unlock screen offers **Forgot PIN? Restore with recovery phrase**.

Use Zoza on a new phone or another device

When you open Zoza on a new device, the first screen gives you these choices:

If you signed up with Google, Apple or X

Tap the same **Continue with Google**, **Apple** or **X**, and sign in. Your account comes back.

If you still have your old phone or computer

1. On the new device, tap **Link from another device**.
2. Follow the steps on both devices. Check that the words shown on both screens match before you accept.

You can see your devices under **Settings > Devices**.

If you lost your old phone

1. On the new device, tap **Recover from spare keys**.
2. Scan your **printed spare key**, and add a second spare key.
3. Tap **Recover**, then choose a new 6-digit PIN.

Then restore your chats: the Messenger asks **Restore chats?** when it finds a backup. See Messenger.

Keep yourself safe from scams

- **Zoza will never ask** for your recovery words, your spare keys, your PIN, or for you to "verify your wallet" on a website.
- **Check before you approve.** Read the review screen. If what you're approving isn't what you expected, tap **Reject**.
- **Be careful with "free money".** Coins you didn't buy that suddenly appear in your wallet are often bait. Don't interact with them.
- **New coins are risky.** Many are made to trap buyers.
- **Fake apps exist.** Download Zoza World only from the App Store, Google Play or zoza.world.
- **Guaranteed profit is a lie.** No one can promise returns.

What Zoza can and cannot see

Thing	Can Zoza see it?
Your money and secret key	No. Only your device has the key.
Your messages and calls	No. They are locked end to end.
Your chat backup and saved passwords	No. Zoza stores only a locked copy.
Your browsing history	No. It stays on your device.
Your trades on public networks	Trades on these networks are public records anyone can look up. Social shows **your** trades on your profile only when you choose to share them.
Your @username and profile photo	Yes. They are public so friends can find you.

Questions people ask

I forgot my PIN. Use Face ID or fingerprint if they are on. On iPhone, tap **Forgot PIN? Restore with recovery phrase**. Otherwise, reinstall the app and get back in with your sign-in or your spare keys.

Someone got my recovery words or spare keys. What do I do? Move your money right away: make a **new** wallet in Wallet > Settings > **Your wallets**, send everything to it, and stop using the old one. Then set up new spare keys.

Can Zoza support reset my account? No. Zoza never has your key, so it can't reset it. That's what keeps your money safe from anyone else too.

Words explained

Plain meanings for words you will see in Zoza. In the order you are likely to meet them.

Wallet

The place in the app where your money is kept. Unlike a bank account, it is controlled only by a key on your device.

Address

Your wallet's "account number" on a network, a long string of letters and numbers. Share it so people can send you money. Your **@username** is a short, friendly alternative inside Zoza.

@username

Your name in Zoza, like **@priya**. Friends use it to chat with you and pay you.

Recovery words (recovery phrase)

24 words that open your main wallet, in Zoza or in other wallet apps like MetaMask. Whoever has them has your money. Write them on paper and never share them.

Coin

Digital money, like Bitcoin (BTC), Ethereum (ETH) or Solana (SOL). Its price goes up and down.

Digital dollar (USDC, USDT)

A coin that always stays worth about **1 US dollar**. Useful for keeping value steady, and for paying.

Stock token

A token that follows the price of a real share, such as Nvidia or Tesla. You can buy a small amount at any time of day.

Network

The system a coin moves on, like a railway line. Bitcoin, Ethereum, Solana and Tron are networks. **The same coin can live on several networks** (USDC exists on Solana, Ethereum, Base and more). When sending, both sides must use the same network.

Network fee

A small fee the network charges to move money. It goes to the network, not to Zoza. It is shown in dollars before you confirm.

Swap

Changing one coin for another, for example SOL for USDC.

Bridge

Moving a coin from one network to another, for example USDC from Ethereum to Solana. In Zoza this is part of **Swap**.

Price change limit (slippage)

The most the price is allowed to move between when you tap and when your order completes. If it moves more, your order stops and your money stays put.

Market value (market cap)

The price of one coin times the number of coins that exist. A rough size of the coin.

Volume

How much of a coin was traded in a period, usually 24 hours. Higher volume usually means easier buying and selling.

Liquidity

How much money is ready to trade a coin. Low liquidity means your own trade can move the price a lot.

Chart candle

One bar on a price chart. It shows the opening, closing, highest and lowest price for one period (1 minute, 1 hour, 1 day).

Order book

The list of prices where people are waiting to buy (bids) and sell (asks).

Leverage

Trading with more money than you put in. 5x means a $100 trade acts like $500. Gains and losses are both multiplied.

Long

A trade that earns when the price goes **up**.

Short

A trade that earns when the price goes **down**.

Liquidation

When a leverage trade loses so much that it closes automatically and you lose the money you put in.

Take profit / Stop loss

Automatic closing points you set in advance: **take profit** closes at a gain you choose; **stop loss** closes to limit a loss.

Funding

A small amount that leverage traders pay or receive every hour, to keep leverage prices close to the real price.

Trading balance

The digital dollars you set aside for leverage trading.

Position

A trade that is still open.

Profit and loss (P&L)

How much a trade has made (green) or lost (red).

Smart wallet

A wallet with a strong record of good trades, which Zoza watches.

Call

A trade idea someone shares in Social, with a direction (Long or Short) and a reason. Its real result is shown over time.

Earn (interest)

Lending your digital dollars to a lending service, which pays you interest. Not a bank deposit, and not insured.

Private balance (Zcash)

A balance where nobody else can see the amounts or who you paid.

NFT

A one-of-a-kind digital item, such as art or a collectible, kept in your wallet.

Test mode

Practice mode with free test money. Nothing in Test mode is worth real money.

Mainnet

The real networks, with real money. The opposite of Test mode.

End-to-end locked (encrypted)

A message is locked on your phone and can only be unlocked on the phones of the people in the chat. Nobody in between, including Zoza, can read it.

Shield

Zoza's protection in Browse that blocks trackers and most ads.

Tracker

Hidden code on a website that records what you do and follows you to other sites.

Passkey

A way to log in to a website with Face ID or fingerprint instead of a password.

Spare key

A copy of your account key kept in a place you control, like a printed QR code or a saved file. Any 2 of your spare keys bring your account back on a new phone.

Recovery health

The screen in Settings that shows which ways back into your account are set up. Aim for at least two.

Linked device

Another phone, computer or browser signed in to your same account.

KYC

"Know your customer": the ID check a payment partner may ask for when you buy with rupees, as Indian rules require.

Help and fixes

Common problems and what to do. Try the steps in order.

First, the quick fixes

These solve most problems:

1. **Check your internet.** Switch between Wi-Fi and mobile data.
2. **Close and reopen Zoza.**
3. **Update the app** from the App Store or Google Play.
4. **Restart your phone.**

Wallet and money

I received money but my balance did not change

1. Check the sender used the **same coin and network** as your Receive screen.
2. Pull down on the Wallet to refresh.
3. Go to **Settings > Accounts and balance checks** and tap refresh.
4. Make sure that network is shown: **Settings > Accounts and balance checks**.
5. Bitcoin can take up to an hour. Other networks usually take seconds to minutes.

If the sender used the wrong network, the money may be in your wallet on another network. Check that network's balance.

My payment says "On the way" for a long time

Payments between networks can wait for the network. Most finish within an hour. If one can't finish, it is **refunded**. Check **Activity** for the latest status.

My swap failed

- **"Price moved"**: the price changed more than your limit. Try again; your money didn't move.
- **"Not enough for the network fee"**: you need a little of the network's own coin (for example, a little SOL on Solana or ETH on Base) to pay the fee. Buy or receive a small amount, then try again.
- **"No route"**: there is no trading route for this pair right now. Try a different coin or network.

Buy or Sell is greyed out

There is no trading route for this coin on this network yet. Try **Swap** instead, or pick the coin on another network.

The Wallet says "Still loading"

1. Check your internet.
2. Close and reopen the app.

3. If it stays, update the app. If it still stays, contact support (below).

My trading balance shows $0.00

You haven't moved money into your trading balance yet. On a coin page, switch to **Leverage** and tap **Move money in**.

"Insufficient margin" on a leverage trade

The trade plus fees is more than your trading balance. Lower the amount or the leverage, or move more money in.

Messenger

A message says "Waiting for this message"

Your friend's phone needs to send the key for that message. Ask them to open Zoza. The message usually appears within a minute.

Calls don't ring

1. Allow Zoza to send **notifications** (phone Settings > Zoza > Notifications).
2. Allow **microphone** and **camera** access.
3. On Android, turn off battery saving for Zoza.

I don't see my old chats on a new phone

Sign in with the same account first. The Messenger then asks **Restore chats?** when it finds your backup; tap **Restore**. You can also open **Messenger > You > Chat backup**.

Browse

A website does not load or looks broken

1. Tap the **Shield** icon and turn Shield off for that site, then reload.
2. Clear that site's data: **Site settings > Clear data**.
3. Try the desktop version from the menu.

A saved password doesn't fill in

Open **Settings > Saved passwords** and check the website address matches the login page.

Account and unlock

The unlock screen is stuck

1. Wait 10 seconds and try Face ID or fingerprint again.

2. Tap **Use PIN** and type your PIN.
3. If Face ID never responds, restart your phone. Sometimes the phone's own Face ID service gets stuck.

I lost my phone

1. On a new phone, install Zoza World and choose **I already have an account**.
2. Sign in with the same Google, Apple or X account, or tap **Recover from spare keys**. See Safety.
3. On the new phone, check **Settings > Devices** and **Messenger > You > Linked devices**, and remove the lost phone.

I think someone else has my recovery words or spare keys

Make a new wallet straight away and move all your money to it. See Safety.

Contact support

If nothing here helps:

Email **support@zoza.world**. Tell us:

1. Which phone or computer you use (for example, iPhone 15 or Samsung A54).
2. What you tried to do, and what happened instead.
3. When it happened, and a screenshot if you can. **Hide any recovery words or spare keys** before you send a screenshot.

Important: Support will never ask for your recovery words, spare keys or PIN. Anyone who does is not Zoza.