

What Is This?

When your WhatsApp gets logged out, you may worry that messages are piling up. You don't want customers to get a flood of old messages once you reconnect.

This guide explains what Pixalink holds back, what it doesn't, and how to stop a broadcast for good.

How It Works

Pixalink treats two kinds of WhatsApp messages differently.

	Automatic messages	Broadcast messages
Example	"You earned 120 points" after a visit	A promotion sent to many customers
While WhatsApp is disconnected	Skipped, not saved up	The whole batch is paused
After you reconnect	Not replayed	Stays paused until you click Resume
Anything to clean up?	No	Yes, decide per batch

Automatic messages skipped because WhatsApp is disconnected are not replayed when you reconnect. A message already waiting to be sent at the moment you reconnect can still arrive. Your customers keep their points and rewards either way.

For broadcasts, Pixalink checks each WhatsApp batch that has messages due today. If your WhatsApp is disconnected, it pauses that whole batch.

How to stop or clean up a broadcast

1. Go to **CRM → Broadcast Batches**.

 Dashboard

Loyalty Program

 Record Points

 Point History

 Rewards

 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 Calendars

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

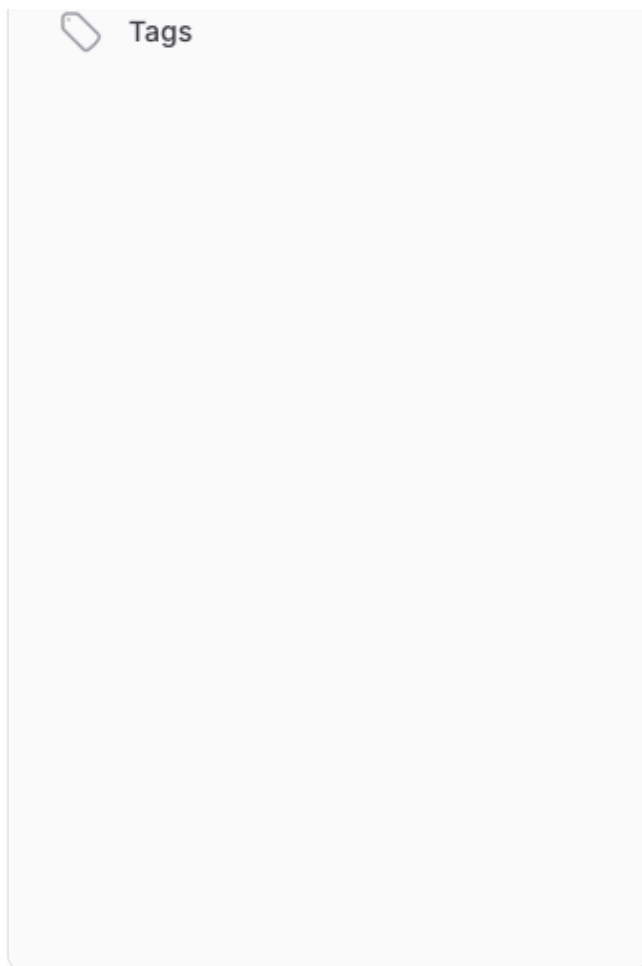
General

 Spaces

Settings

 Users

 Configurations



2. Click **View** on the batch you want to check. A batch Pixalink paused for you shows the **Paused** status.

Broadcast Batches

Campaign	Status	Mode	Total Customer	Progress	Created At	
[WhatsApp] New Shop Opening	Ongoing	Standard Mode	5	40%	Oct 2, 2026 18:03:34	View
[WhatsApp] New Shop Opening	Paused	Standard Mode	5	0%	Oct 2, 2026 18:03:34	View

Showing 1 to 2 of 2 results

Per page 10

3. To stop a batch that is still sending, click **Pause Broadcast** at the top right.

Pixelink

Dashboard

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Tier Configurations

Feedbacks

Stamp Campaigns

Forms

Forms

Reservation

Calendars

Reservations

CRM

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Campaigns

Customers

Scan & Share

Broadcast Batches > View

View Broadcasts

Pause Broadcast

Total
5
Total number of broadcasts

Scheduled
3
Broadcasts that are scheduled to be sent

Sending
0
Broadcasts that are currently being sent

Sent & Delivered
2
Broadcasts that have been sent and delivered

Name
Merdeka Promotion

Status
Ongoing
Broadcast is being sent.

Mode
Standard Mode
Broadcast is sent at once in 1 minute (10 seconds gap between messages)

Progress
40%

Campaign
[WhatsApp] New Shop Opening

Total Customer
5

Start Day
Oct 1, 2026

Interval
1 minute

All 5 Scheduled 3 Delivered 2

Broadcasts

4. Click **Confirm**. Every message that is still scheduled or sending in this batch is paused.

Pause Broadcast

Are you sure you want to pause all scheduled and sending broadcasts?

Cancel

Confirm

5. Leave the batch paused if the message is out of date. Paused messages never send unless you click **Resume**.

Real-Life Example

Priya runs a matcha café in Bangsar. Her WhatsApp got logged out of Pixalink over a long weekend, and her Merdeka promotion was due on the Monday.

On Tuesday she relinks WhatsApp and opens **CRM → Broadcast Batches**. The promotion batch shows **Paused**. The sale is over, so she simply leaves it paused. None of her customers get an out-of-date promotion.

Good to Know

- **Resume** schedules the remaining paused messages again. The sending mode controls their new dates and times. Only resume if the message is still relevant.
- If a batch uses **Advanced Mode**, **Resume** asks you to pick new sending days and times first.
- **Resume** only works once your WhatsApp is connected again. Until then, the button takes you to the **Configurations** page to log in to WhatsApp.
- A message that has already left Pixalink can't be called back.
- Pausing and deleting only affect broadcasts. Automatic messages start again by themselves once your WhatsApp is reconnected.

Tip

Reconnect first, then decide. Paused batches wait for you, so you can review them at any time.

Need Help?

If a batch you paused keeps sending, contact our support team.

What's Next?

- [How to track broadcast delivery and results](https://kb.pixalink.io/articles/how-to-track-broadcast-delivery-and-results) (https://kb.pixalink.io/articles/how-to-track-broadcast-delivery-and-results)
- [How to connect your WhatsApp Business account](https://kb.pixalink.io/articles/how-to-connect-your-whatsapp-business-account) (https://kb.pixalink.io/articles/how-to-connect-your-whatsapp-business-account)
- [How to turn off WhatsApp disconnected reminders](https://kb.pixalink.io/articles/how-to-turn-off-whatsapp-disconnected-reminders) (https://kb.pixalink.io/articles/how-to-turn-off-whatsapp-disconnected-reminders)