

How to Turn Off WhatsApp Disconnected Reminders

What Is This?

Pixalink keeps an eye on your WhatsApp connection and warns you when it has been down for hours. The alert is on by default. You can switch it off in four clicks, or keep it and change how it reaches you, who receives it, and how long it waits.

Video Walkthrough



Watch the video: <https://www.youtube.com/watch?v=TEjtpbNaFw4>

Real-Life Example

Siti runs Rasa Sayang restaurant in Shah Alam. Every Friday she sends a lunch promotion to her regulars over WhatsApp. Her phone sometimes drops the connection overnight, so Pixalink emails and messages her a reminder the next morning. Siti already checks the connection before every broadcast, so the extra messages only add noise to a busy service. She opens her notification settings and switches the reminder off. Her mornings are quiet again, and she still reconnects the line herself whenever she spots it is down.

How to Set It Up

1. Go to **Admin Panel** → **Settings** → **Configurations**.

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 Customer Portal Design

 News Feeds

 Referral Configurations

 Tier Configurations

 Feedbacks

Reservation

 Calendars

 Reservations

CRM

 Broadcast Batches

 Campaigns

 Customers

 Scan & Share

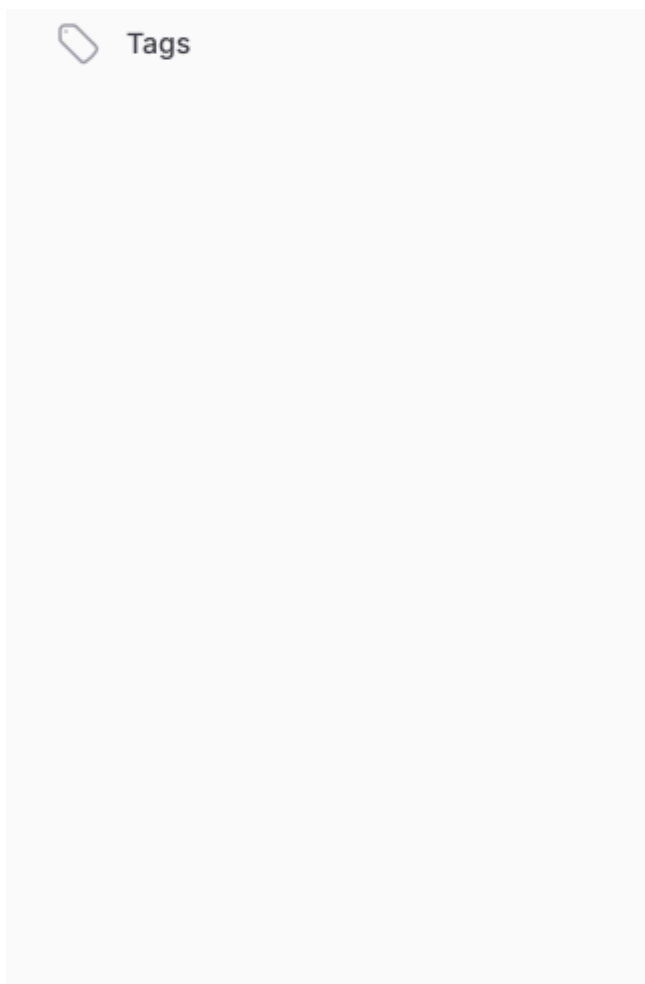
General

 Spaces

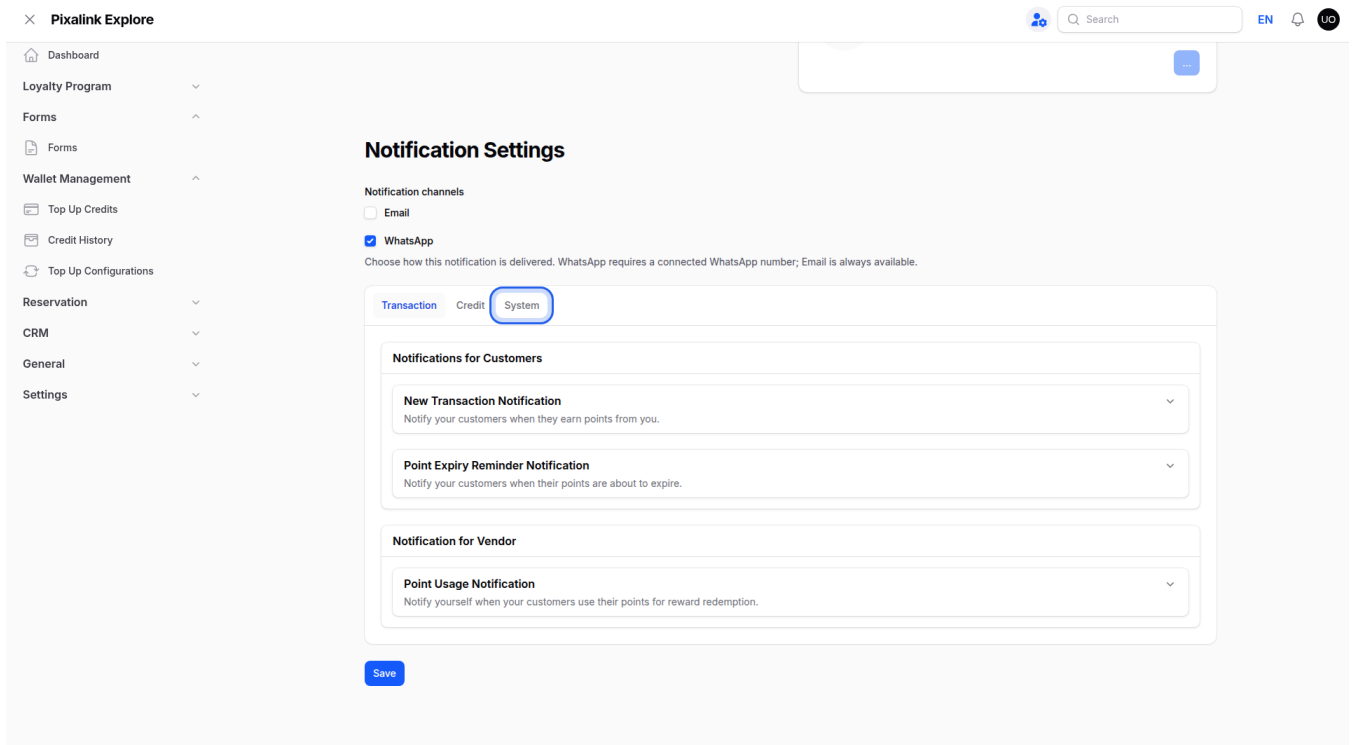
Settings

 Users

 Configurations



2. Scroll down to **Notification Settings** and click the **System** tab.



3. Switch **Enabled** off under **WhatsApp Disconnected Reminder**.

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In this section, you can configure your WhatsApp settings.

Notification Settings

Notification channels

☐ Email

☒ WhatsApp

Choose how this notification is delivered. WhatsApp requires a connected WhatsApp number; Email is always available.

Transaction Credit **System**

System Alerts

WhatsApp Disconnected Reminder

Remind you by email and WhatsApp when your WhatsApp connection has been down for several hours, so you can reconnect before broadcasts are missed.

☒ Enabled

Send this notification by

☒ Email

☒ WhatsApp

Applies to this notification only. It overrides the channels chosen at the top of the page.

Email recipients

Send the email to

ops@kopicorner.com

Add email address

Leave empty to use your organisation email. Adding an address here replaces it for this notification.

4. Click **Save** to store your choice.

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ops@kopicorner.com

Add email address

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WhatsApp recipients

Send the WhatsApp message to

🇬🇧 + 111222333

Add phone number

Leave empty to use your organisation phone number. Adding a number here replaces it for this notification.

Hours Disconnected Before Reminder

6

How many hours your WhatsApp must stay disconnected before we remind you.

Keep It, But Retune It

Leave **Enabled** on and you get three controls instead.

Send this notification by picks Email, WhatsApp or both for this alert alone, whatever the channels at the top of the page say. **Email recipients** and **WhatsApp recipients** decide who it goes to. Both fall back to your business email and phone number while they are empty, so add an address or a number to send it to the person who fixes the line.

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How many hours your WhatsApp must stay disconnected before we remind you. A higher value means fewer alerts. Defaults to 6 hours.

Hours Disconnected Before Reminder sets the wait. The default is 6 hours and the highest is 72.

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What Your Customers Will See

Nothing changes for your customers. This alert only ever goes to you and your team, never to the people who shop with you.

Good to Know

- Press **Save** even when the switch already looks off. Your choice is only stored once you save.
- The alert arrives at most once a day.
- Switching it off does not fix the line. While WhatsApp stays disconnected, your broadcasts and automated messages still will not reach customers.
- You can switch it back on at any time.

Need Help?

Contact the Pixalink support team and we will walk you through the settings together.

What's Next?

- [How to Connect Your WhatsApp Business Account](#)
- [Preventing WhatsApp Blocks During Broadcasts](#)

► Video transcript: How to Turn Off WhatsApp Disconnected Reminders