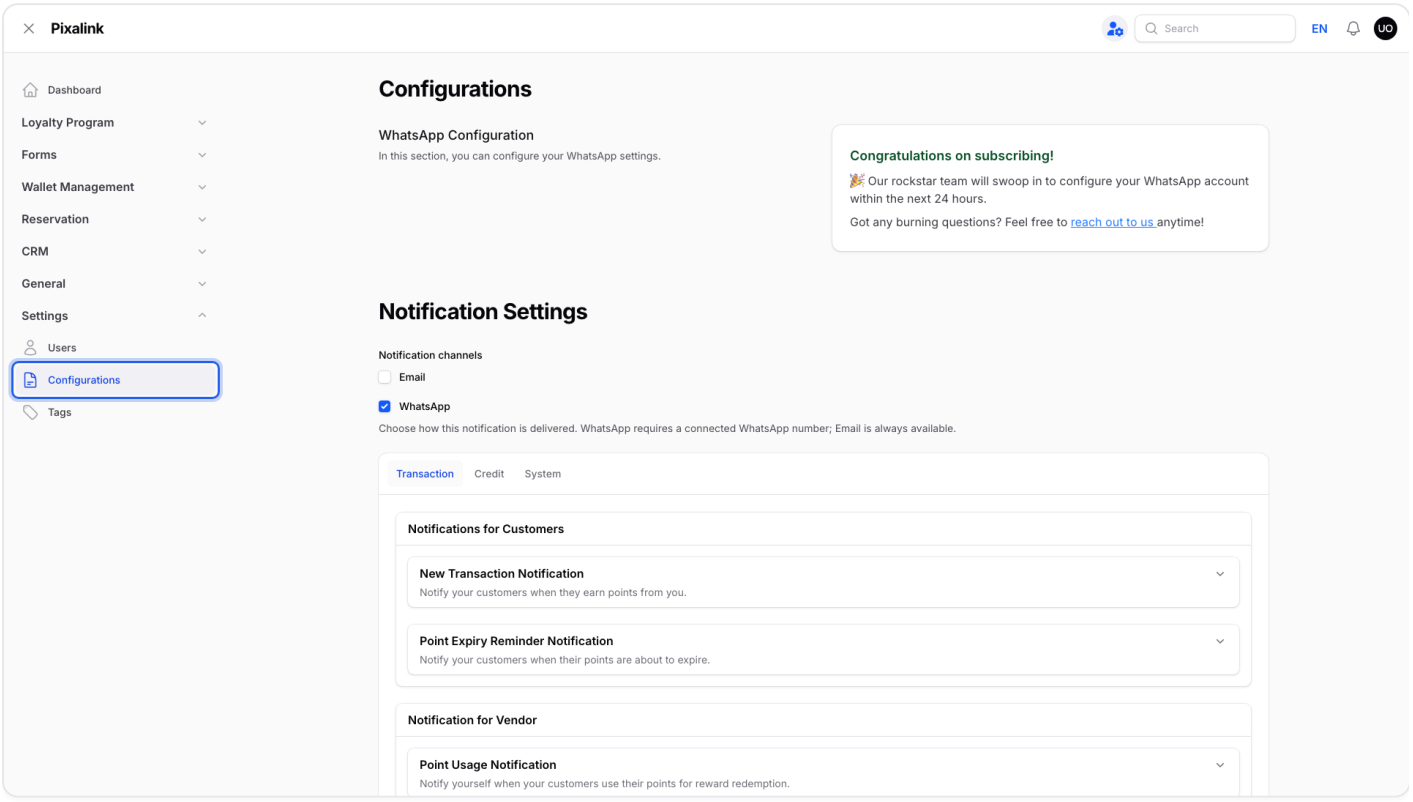
What Is This?

Your Official WhatsApp card shows whether Meta is really delivering your messages. A campaign can show as sent in Pixalink while Meta drops every message. The card tells you when that happens, what Meta wants fixed, and when delivery is back.

How It Works

Go to **Settings → Configurations** and find the card with your connected WhatsApp number.



Configurations is under Settings. The Official WhatsApp card is on that page.

The card shows your **Connected phone number:**, your **Quality Rating** (usually GREEN, YELLOW or RED) and your **Messaging Limit**. Click **Refresh Status** to check again.

The three sending states. Meta gives your number one of three states:

State	What you see	What your customers get
Available	No red or amber heading. Small issues can still be listed in amber	Messages arrive as normal
Limited	Amber box: "Meta is limiting messages from this number"	Messages still arrive, but Meta caps how many customers you can reach
Blocked	Red box: "Meta is not delivering messages from this number"	Nothing. Meta accepts each message, then drops it

Blocked is the dangerous one. Your campaigns can still show as sent, but no customer receives them.

The list of issues. The box lists the issues Meta reports, in Meta's own words. Pixalink leaves out WhatsApp calling issues, which don't affect messages. A red issue stops delivery. An amber issue doesn't stop it. Common issues are an unverified business and missing business information.

Each issue links to where you fix it in Meta:

- The business verification link opens Meta's verification page.
- **Complete your business information in Meta** opens your business details, such as legal name, country and website.
- **Fix this in Meta Business Suite** opens your Meta business home, for any other issue.

An amber note that your number is not registered, or not CONNECTED, means it can't send messages yet.

Getting a blocked or limited number back.

- Click the link next to each issue and fix it in Meta.
- Leave the Configurations page open. While your number is Limited or Blocked, the card checks again every 60 seconds.
- If the number was Blocked and fully recovers while the page is open, you'll see "Meta is delivering your messages again".
- Blocked turning into Limited is progress, not the all-clear. The amber box stays while Meta still limits your number.

Messages sent while blocked. Pixalink doesn't resend them. When delivery is back, send important campaigns again.

Real-Life Example

Wei Lin runs a bubble tea shop in Penang. On Monday her Official WhatsApp card turned red: "Meta is not delivering messages from this number". The red issue said her business was not verified. She fixed it through the verification link. Each morning she clicked **Refresh Status**. On Wednesday the box turned amber, so messages were arriving again, but capped. On Thursday the box was gone. She sent her RM5 weekend promotion again.

Good to Know

- If the card says "Unable to reach" instead, Pixalink couldn't check your number. The card shows a **Reason:** line from Meta when it has one.
- Keep a valid payment method on your Meta account. A failed payment can stop your messages.

Need Help?

Two problems need our team, not Meta. If the card still says "Unable to reach" after you click **Refresh Status** later, send our support team the **Reason:** line. If a template error says "Meta does not

recognise the WhatsApp Business Account", contact us too. We'll check your Official WhatsApp connection.

What's Next?

- Official WhatsApp from Meta Explained (https://kb.pixalink.io/articles/official-whatsapp-from-meta-explained)
- WhatsApp and SMS Message Costs Explained (https://kb.pixalink.io/articles/whatsapp-and-sms-message-costs-explained)
- How to Get Your WhatsApp Notification Templates Approved (https://kb.pixalink.io/articles/how-to-get-your-whatsapp-notification-templates-approved)