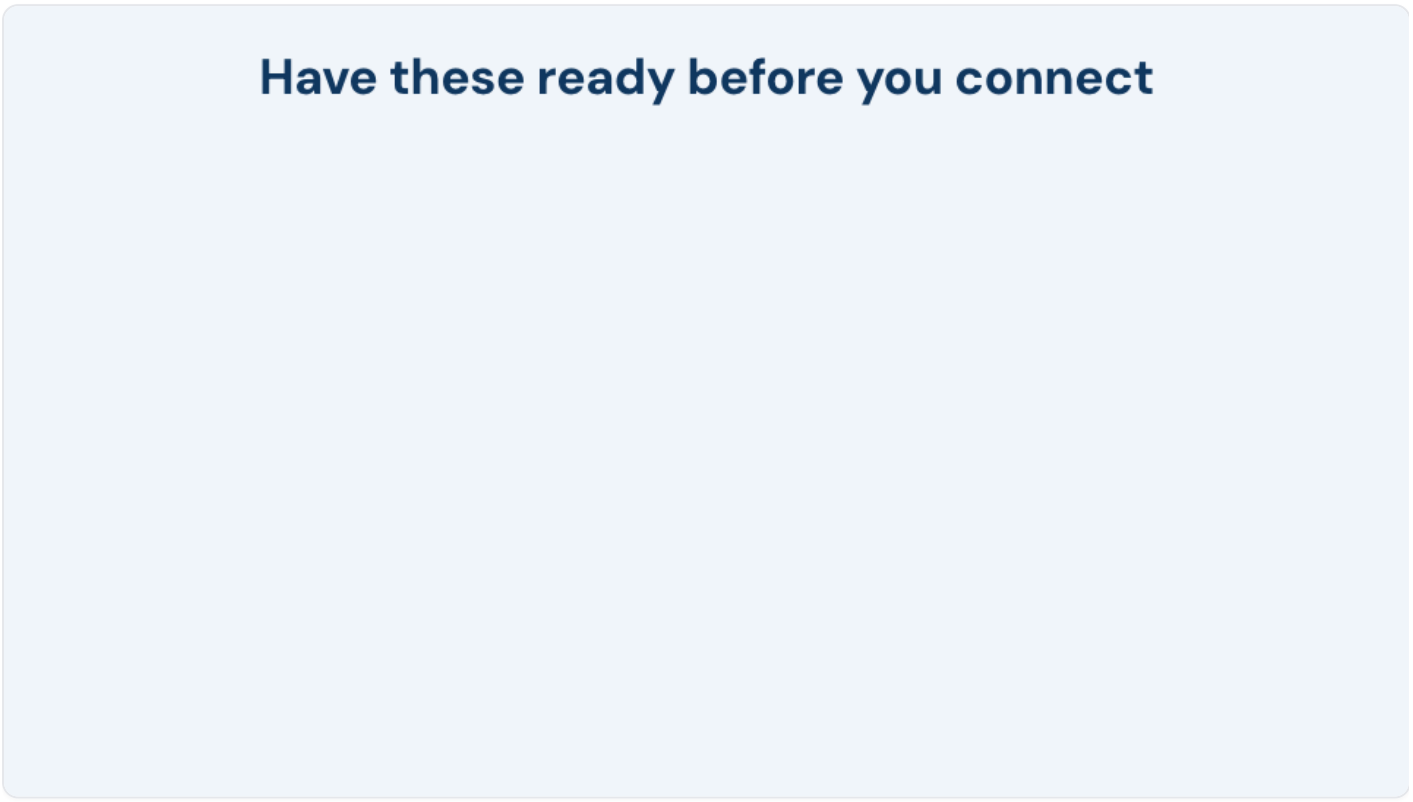
What Is This?

Get your Official WhatsApp setup done in one sitting, not two. Meta sends a code to your business number during setup, so the number alone isn't enough. You need the phone that holds that SIM, in your hand, during setup.

How It Works



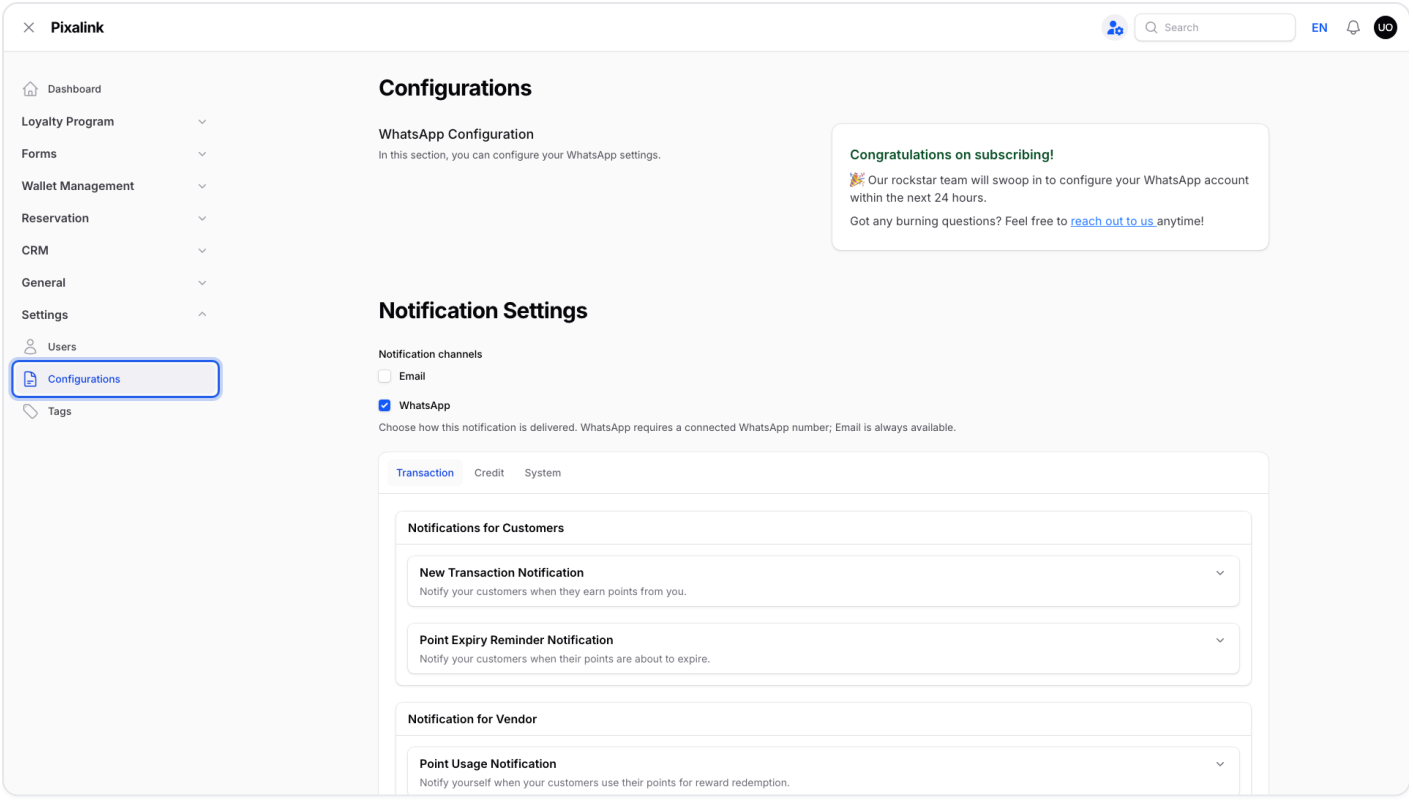
Bring all seven and setup finishes in one sitting.

If nobody can read Meta's code, setup stops. Have these ready:

- ☐ **The phone with the SIM.** Switched on, with signal, in your hand.
- ☐ **A number you own.** Country code included, able to receive SMS or calls.
- ☐ **Its WhatsApp status.** Already on WhatsApp or WhatsApp Business? Meta checks and tells you what to do.
- ☐ **A Facebook login with admin access** to your company's Meta Business portfolio.
- ☐ **Your display name.** The business name customers see in WhatsApp.
- ☐ **A credit or debit card.** Meta bills you for messages, not Pixalink.
- ☐ **Business documents.** Meta may ask to check your business.

Two ways to connect; the checklist covers both.

In your admin panel. If self-onboarding is on for your business, go to **Settings → Configurations**. Until a connection is saved, you'll see the **Connect Your WhatsApp Business Number** card. Click **Connect WhatsApp Business**; Meta's window guides you.



Configurations sits under Settings in the sidebar.

Its Before you start, make sure: list repeats the key points.

Through your own Meta app. Send Pixalink three details from the app and add your Pixalink contact as an admin so we can help. Follow How to Create a Meta App for WhatsApp (https://kb.pixalink.io/articles/how-to-create-a-meta-app-for-whatsapp-cloud-api), then How to Connect Official WhatsApp for Your Business (https://kb.pixalink.io/articles/how-to-connect-whatsapp-cloud-api-meta-for-your-business).

Real-Life Example

Ahmad runs Kopi Corner cafe in Bangsar. He came to his setup call with only the cafe's number, thinking Pixalink could do the rest. Halfway through, Meta sent a code to that number. The phone was in a drawer at the cafe, so the call was booked again. The second time, Ahmad brought the phone, his Facebook login and his card. Setup finished in one sitting.

Good to Know

- Meta's code arrives by SMS or voice call. A number written on paper can't receive it.
- Short codes don't work. A fresh SIM never used on WhatsApp is the simplest choice.
- Pixalink doesn't support keeping the same number on the WhatsApp Business app at the same time. Pick a number you're happy to move fully to Official WhatsApp.
- Don't delete an existing WhatsApp account on the number before Meta asks you to.
- If your company has no Meta Business portfolio yet, be ready to create one during setup.
- Business checks can take a few weeks. Meta may limit or block your sending until they're done, and **Configurations** shows the status.
- The admin panel route needs self-onboarding switched on by the Pixalink team and access to the **Configurations** page.
- The SIM keeps working for normal calls and SMS after setup. Keep it active, because Meta may send it codes again later.

Need Help?

If you don't see the **Connect Your WhatsApp Business Number** card under **Configurations**, ask the Pixalink team to check self-onboarding, your access to Configurations, and whether a connection is already saved, or to book your setup call.

What's Next?

- Official WhatsApp from Meta Explained (https://kb.pixalink.io/articles/official-whatsapp-from-meta-explained)
- Own Number vs Official WhatsApp: Which Should You Use? (https://kb.pixalink.io/articles/own-number-vs-official-whatsapp-meta-which-should-you-use)
- WhatsApp and SMS Message Costs Explained (https://kb.pixalink.io/articles/whatsapp-and-sms-message-costs-explained)