

What Is This?

Pixalink sends your points, rewards and broadcast messages through your WhatsApp. If that link drops, customers stop getting messages.

This guide explains what "re-link" means, when you need to do it, and how to tell that you're connected again.

How It Works

Pixalink joins your WhatsApp as a **linked device**, the same way WhatsApp Web does. So there are two separate logins:

	Your phone's WhatsApp app	Pixalink's link
What it is	WhatsApp on your phone	A linked device on that WhatsApp
Where you see it	Your phone	Settings → Configurations
How to fix it	Log in on your phone	Scan a new QR code

When we ask you to **re-link**, we mean Pixalink's link. You don't need to log out of WhatsApp on your phone.

Check what the WhatsApp box shows

Go to **Settings → Configurations** and look at the WhatsApp box.

 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**



Tags

What does your WhatsApp box show?

Settings → Configurations



You have Logged in
with the account:

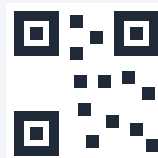
+60 12 345 6789

Logout



Your number

Connected.
Nothing to do.



This qr code will refresh
in 15 seconds.



A QR code

Link dropped. Scan it from
Linked Devices on your phone.

How to re-link

The QR code and your phone's menus need a live WhatsApp connection, so this part has no screenshots.

1. Open WhatsApp on your phone and go to **Linked Devices**.
2. Tap **Link a Device**.
3. Scan the QR code on the Pixalink **Configurations** page.
4. Wait for the page to show your profile and phone number.

If the WhatsApp app on your phone asks you to log in again, do that first. Then check **Configurations** and scan the QR code if one shows.

Real-Life Example

Farah runs a nail salon in Petaling Jaya. Overnight, after a WhatsApp update, her link to Pixalink drops.

In the morning, she gets an email saying "Your WhatsApp is Disconnected". She opens **Settings** → **Configurations** and sees a QR code. Her WhatsApp app still works on her phone, so she doesn't log out of anything. She taps **Link a Device** and scans the code. Her profile and number appear, and her points messages start going out again.

Get Told When the Link Drops

If disconnect reminders are enabled, Pixalink alerts you through your selected channels after the link has stayed down for the chosen number of hours. Reminders are sent during the day.

Set this on the **System** tab of **Notification Settings**, under **WhatsApp Disconnected Reminder**. Switch on **Enabled**, pick **Email**, **WhatsApp** or both, and enter the **Hours Disconnected Before Reminder**. Then click **Save**.

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

[Add email address](#)

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

WhatsApp recipients

Send the WhatsApp message to

[Add phone number](#)

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

Hours Disconnected Before Reminder

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

[Save](#)

Good to Know

- The QR code expires quickly. If it changes, scan the new one. The page makes a fresh code by itself.
- Scan from one phone only, and keep the **Configurations** page open in one browser tab while you link.
- Linking a brand-new WhatsApp Business number? Warm it up first before sending broadcasts.
- Using the official WhatsApp number from Meta? It has no QR code, so there is nothing to re-link.

Warning

Automatic messages skipped during a disconnect are not replayed, but messages already waiting can arrive later. Pixalink pauses eligible batches due that day when their sending channel is unavailable. Check each batch's status after reconnecting.

Need Help?

If the QR code keeps failing, contact our support team.

What's Next?

- [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 stop piled-up WhatsApp messages after a disconnect](https://kb.pixalink.io/articles/how-to-stop-piled-up-whatsapp-messages-after-a-disconnect) (https://kb.pixalink.io/articles/how-to-stop-piled-up-whatsapp-messages-after-a-disconnect)

- [WhatsApp number warm-up guide](https://kb.pixalink.io/articles/whatsapp-number-warm-up-guide) (https://kb.pixalink.io/articles/whatsapp-number-warm-up-guide)