

What Is This?

If Pixalink sends from your own WhatsApp number, WhatsApp can restrict it. Points, voucher and broadcast messages then stop. Here is how to spot it, what to do today, and how to avoid the next one.

How It Works

WhatsApp restricts a number when it looks like a bulk sender. A busy sales day can do it, because every points and voucher message goes out from your number. A few customers tapping **Report** can too. WhatsApp never says who reported you, not to you and not to Pixalink.

How to tell. When Pixalink spots the limit, it emails you and sends a WhatsApp from Pixalink's number. It also shows a **WhatsApp Broadcasting Temporarily Limited** warning on **Settings → Configurations**. Your number still shows as connected. If messages stop with no warning, send a WhatsApp from your phone to someone you've never chatted with. If it won't go through, you're restricted.

 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

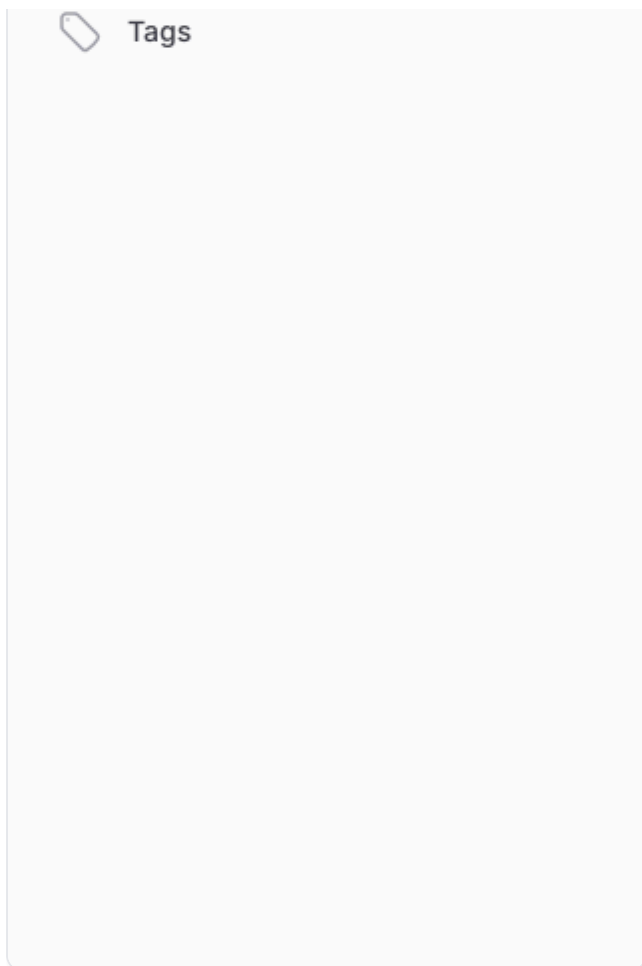
General

 Spaces

Settings

 Users

 **Configurations**



Configurations sits under Settings. The restriction warning shows on this page.

WHILE YOUR NUMBER IS RESTRICTED

 **Stops**

Points and voucher messages
from your number

Broadcast messages
from your number

New chats
with people you never messaged

 **Keeps working**

Points, rewards and vouchers
are still added to accounts

Customer login codes
they come from Pixalink's number

Email, and chats on your phone
with customers who already message you

Messages missed while the limit lasts are not sent later.

Missed messages are not resent. While the limit lasts, Pixalink sends nothing from that number. Points and voucher messages from that time are skipped for good. Broadcast messages due then show as **Failed**, even though the warning says paused. They aren't retried automatically. Don't pause and resume the batch while the limit lasts, because that sends them again.

What to do now.

- Wait. The limit usually lifts within about 24 hours.
- Don't log out, rescan the QR code or re-link. It doesn't clear the limit, and more sending can make it last longer.

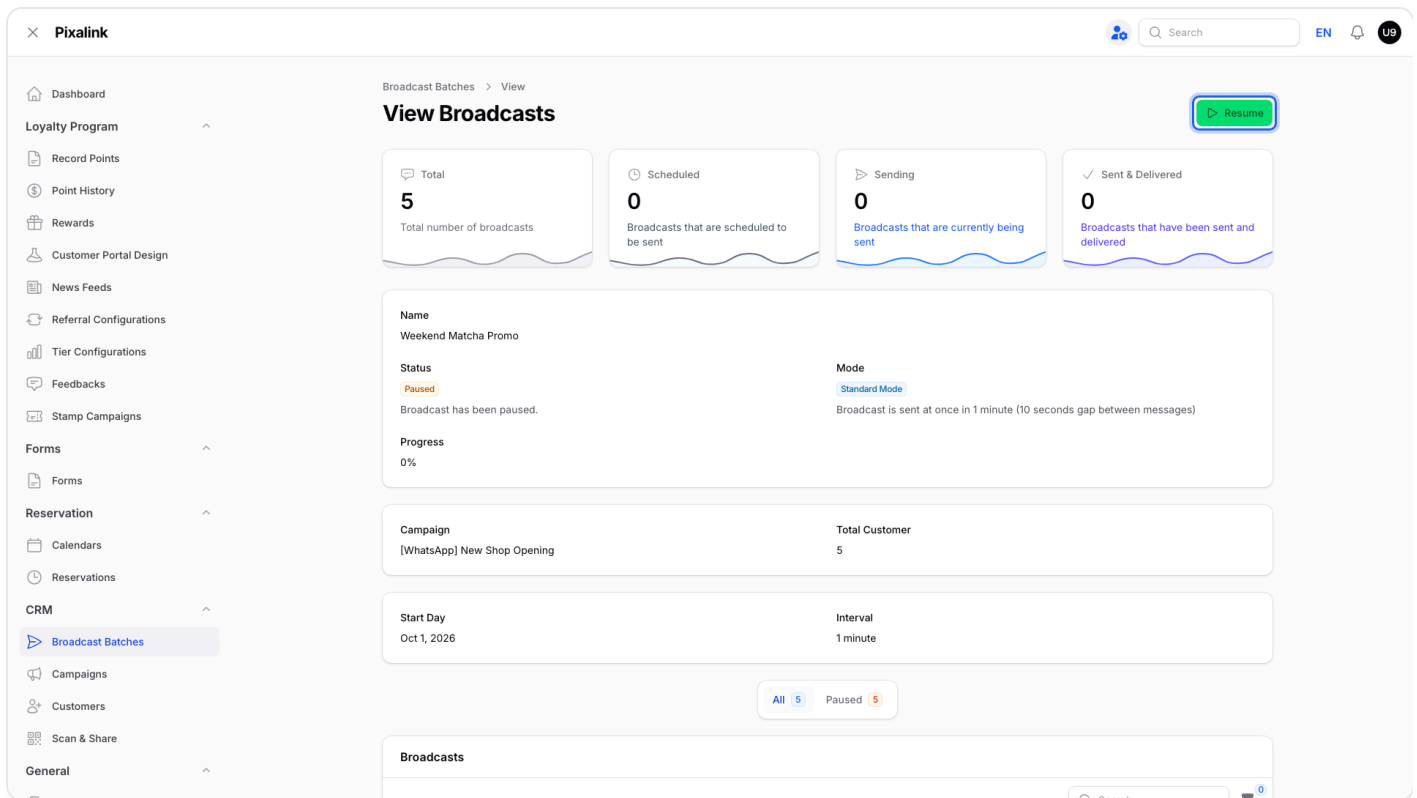
How to lower the risk next time.

- Warm up a new number before big sends. See [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) and [Linking a New WhatsApp Number: Waiting Time Explained](https://kb.pixalink.io/articles/linking-a-new-whatsapp-number-waiting-time-explained) (https://kb.pixalink.io/articles/linking-a-new-whatsapp-number-waiting-time-explained).
- End each message with your shop name, like "From the Kopi Corner team". Change the **Message** under each notification on **Configurations**.
- Ask our team to add a second or third number. Messages take turns across them, so each sends less. If one is restricted, messages on its turn are still missed.
- Send some messages by email. Tick **Email** under **Send this notification by**. Only customers with an email address get it.

The screenshot shows the Pixalink 'Configurations' page. On the left is a sidebar menu with categories like Loyalty Program, Forms, Wallet Management, Reservation, and CRM. The main content area is titled 'WhatsApp' and includes a sub-header 'Choose how this notification is delivered. WhatsApp requires a connected WhatsApp number; Email is always available.' Below this are tabs for 'Transaction', 'Credit', and 'System'. The 'Transaction' tab is active, showing 'Notifications for Customers'. Under 'New Transaction Notification', there is a toggle for 'Enabled' (checked) and a section 'Send this notification by' with checkboxes for 'Email' and 'WhatsApp' (checked). A note states: 'Applies to this notification only. It overrides the channels chosen at the top of the page.' There are buttons for 'Reset To Default' and 'Send Test Notification'. Below this is a 'Message' editor with a text area containing a template: 'Hey {{CUSTOMER_NAME}}, thanks for visiting! You've earned {{POINT_AMOUNT}} points. Your current point is {{CURRENT_POINT}}. View more details at: {{POINT_HISTORY}}.' and a 'Show Variable' link. A preview of the message is shown on the right. At the bottom, there is a 'Point Expiry Reminder Notification' section.

Tick Email, then click Save.

When a paused broadcast won't resume. A batch pauses when none of your numbers is logged in. **Resume** only works after you log in again on **Configurations**. If the number drops again, the batch pauses again. See [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) and [When Do I Need to Re-Link WhatsApp to Pixalink?](https://kb.pixalink.io/articles/when-do-i-need-to-re-link-whatsapp-to-pixalink) (https://kb.pixalink.io/articles/when-do-i-need-to-re-link-whatsapp-to-pixalink).



A paused batch waits here until you click Resume.

Real-Life Example

Ahmad runs Kopi Corner cafe in Bangsar. On his first busy Saturday he records 60 sales, and each sends a points message from his number. By evening WhatsApp restricts it. He sees the warning, so he stops sending and leaves the QR code alone. The limit lifts the next day, but Saturday's points messages never arrive. Ahmad adds his shop name to his messages and ticks Email for points messages.

Good to Know

- Banned, not restricted? See [How to Recover a Banned WhatsApp Account](https://kb.pixalink.io/articles/how-to-recover-a-banned-whatsapp-account) (https://kb.pixalink.io/articles/how-to-recover-a-banned-whatsapp-account).
- Restricted more than once? Official WhatsApp from Meta isn't affected by this limit, though Meta has its own sending limits.

Need Help?

Message us in your WhatsApp support group.

What's Next?

- [How to Lower the Risk of a WhatsApp Block on Your Own Number](https://kb.pixalink.io/articles/how-to-lower-the-risk-of-a-whatsapp-block-on-your-own-number) (https://kb.pixalink.io/articles/how-to-lower-the-risk-of-a-whatsapp-block-on-your-own-number)
- [WhatsApp Rules of Use: Keeping Your Own Number Safe](https://kb.pixalink.io/articles/whatsapp-rules-of-use-keeping-your-own-number-safe) (https://kb.pixalink.io/articles/whatsapp-rules-of-use-keeping-your-own-number-safe)

- [Own Number vs Official WhatsApp \(Meta\): Which Should You Use?](https://kb.pixalink.io/articles/own-number-vs-official-whatsapp-meta-which-should-you-use) (https://kb.pixalink.io/articles/own-number-vs-official-whatsapp-meta-which-should-you-use)