

Edit message to users for undelivered multimedia message (US Only)

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Read on to learn how to edit the message that is sent to users and the people they are messaging with when a picture message is sent that can't be delivered.

Overview

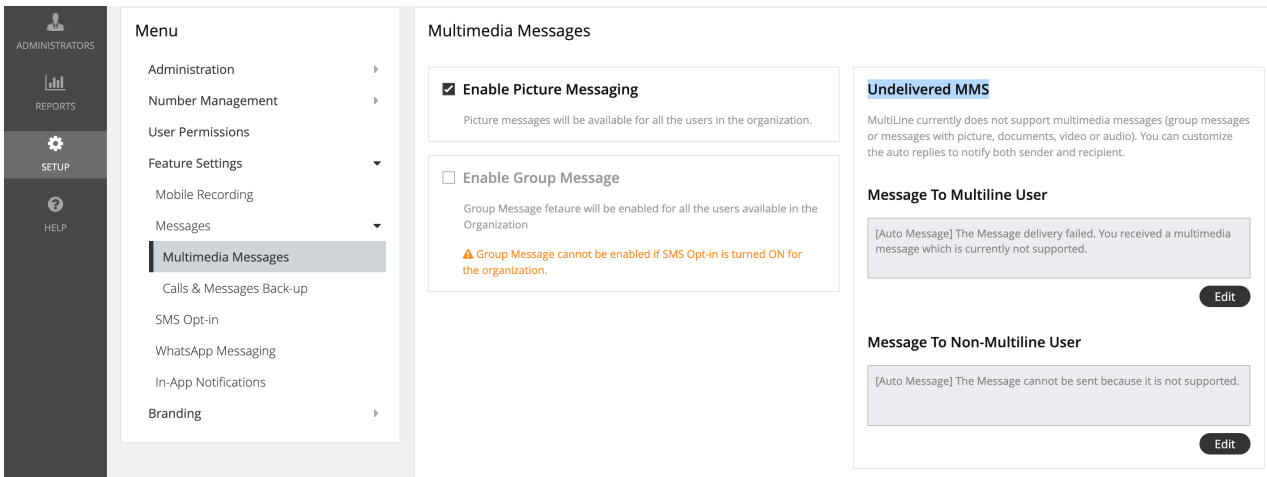
Some MultiLine applications may not be able to support Picture Messages. In this case, when someone attempts to send the MultiLine user a picture message, an auto-message is sent to both let them know the message can't be delivered. You can configure this message in the Management Portal.

Before you Start

- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) (<https://help.moviuscorp.com/help/what-admin-roles-mmp>).

How to edit the Undelivered Picture MMS Message

1. Go to **Setup** and click **Feature Settings**
2. Click **Messages**, then **Multimedia Messages**
3. Edit the fields in the **Undelivered MMS** section for the **Message to MultiLine User** and **Message to Non-MultiLine User**.



The screenshot displays the 'Multimedia Messages' configuration page in the Movius Management Portal. On the left is a navigation menu with sections: ADMINISTRATORS, REPORTS, SETUP, and HELP. Under 'SETUP', the 'Messages' section is expanded to show 'Multimedia Messages' as the selected option. The main content area is titled 'Multimedia Messages' and contains two toggleable settings: 'Enable Picture Messaging' (checked) and 'Enable Group Message' (unchecked). Below these is a warning: 'Group Message cannot be enabled if SMS Opt-in is turned ON for the organization.' To the right, the 'Undelivered MMS' section shows two message templates. The first, 'Message To Multiline User', has a preview: '[Auto Message] The Message delivery failed. You received a multimedia message which is currently not supported.' with an 'Edit' button. The second, 'Message To Non-Multiline User', has a preview: '[Auto Message] The Message cannot be sent because it is not supported.' with an 'Edit' button.