

# Edit message to users for undelivered picture message

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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" Role in the organization to do these instructions. See [What Admin Roles are in the Management Portal](#).

## 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 Management Portal interface. On the left is a navigation menu with sections: ADMINISTRATORS, REPORTS, SETUP, and HELP. Under SETUP, the following options are listed: Administration, Number Management, User Permissions, Feature Settings, Mobile Recording, Messages, Multimedia Messages (highlighted), Calls & Messages Back-up, SMS Opt-in, WhatsApp Messaging, In-App Notifications, and Branding.

The main content area is titled "Multimedia Messages" and contains two configuration boxes:

- Enable Picture Messaging:** A checked checkbox with the description: "Picture messages will be available for all the users in the organization."
- Enable Group Message:** An unchecked checkbox with the description: "Group Message feature will be enabled for all the users available in the Organization." Below this is a warning: "Group Message cannot be enabled if SMS Opt-in is turned ON for the organization."

On the right side, there are two sections for auto-messages:

- Undelivered MMS:** A section header with a description: "MultiLine currently does not support multimedia messages (group messages or messages with picture, documents, video or audio). You can customize the auto replies to notify both sender and recipient." Below this is a text box containing: "[Auto Message] The Message delivery failed. You received a multimedia message which is currently not supported." with an "Edit" button.
- Message To Multiline User:** A section header with a text box containing: "[Auto Message] The Message delivery failed. You received a multimedia message which is currently not supported." with an "Edit" button.
- Message To Non-Multiline User:** A section header with a text box containing: "[Auto Message] The Message cannot be sent because it is not supported." with an "Edit" button.