

Enable Picture Messaging (US Only)

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Read on to learn how to enable Picture Messaging.

Overview

In MMP, MultiLine users will be able to send/receive picture messages, if the Enterprise Administrator enables the **Enable Picture Messaging** option for the organization. A picture can be an image captured from the device camera or any other image from the picture gallery.

Allowed picture file formats:

- .jpeg
- .jpg
- .gif

Enable Picture Messaging feature is an inheritable property for the child organizations.

We are planning to extend our support to include **.png** file formats in the **third quarter of 2025**. This enhancement will further broaden the scope of picture messaging capabilities for our users.

Note: iPhones save screenshots as ".png" files by default, which cannot be delivered to a MultiLine user.

Before you start

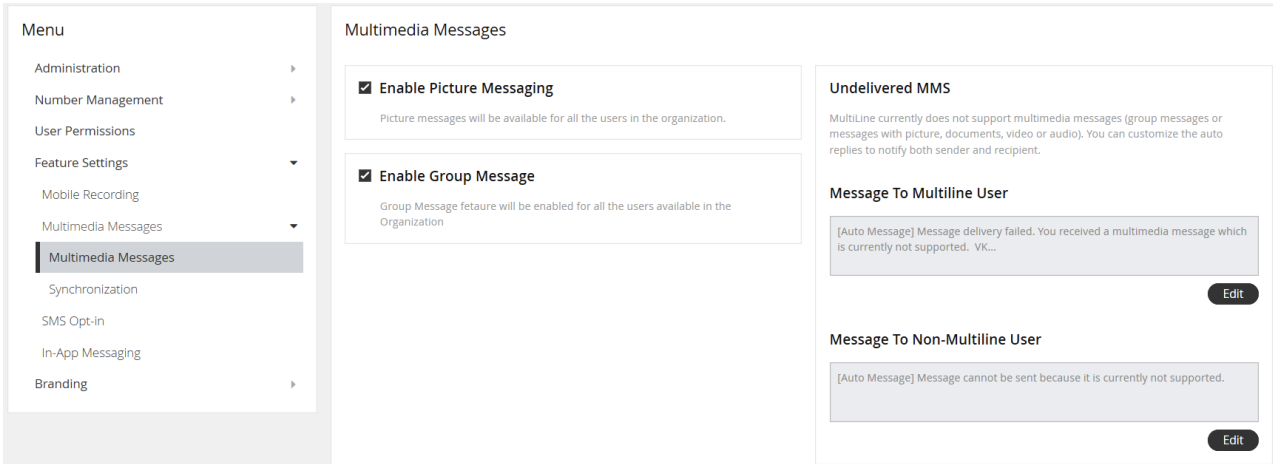
- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp) [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp)
<https://help.moviuscorp.com/help/what-admin-roles-mmp> [↗](https://help.moviuscorp.com/help/what-admin-roles-mmp)
- **Picture Messages are not supported outside of USA.**

Enable Multimedia Messaging

You will be able to enable/ disable Picture Messaging functionality from the SETUP menu in MMP.

1. Go to SETUP → Feature Setting → Messages → Multimedia Messages → Enable Picture Messaging.
2. Select the checkbox for Enable Picture Messaging.

The **Multimedia Messaging Setup** screen appears as below:



The screenshot displays the Movius administration interface. On the left is a 'Menu' sidebar with options: Administration, Number Management, User Permissions, Feature Settings, Mobile Recording, Multimedia Messages (expanded), Synchronization, SMS Opt-in, In-App Messaging, and Branding. The main content area is titled 'Multimedia Messages' and contains two settings boxes: 'Enable Picture Messaging' (checked) and 'Enable Group Message' (checked). To the right, there are two sections for 'Undelivered MMS'. The first, 'Message To Multiline User', shows an auto-message: '[Auto Message] Message delivery failed. You received a multimedia message which is currently not supported. VK...' with an 'Edit' button. The second, 'Message To Non-Multiline User', shows an auto-message: '[Auto Message] Message cannot be sent because it is currently not supported.' with an 'Edit' button.

About enabling Picture Messaging

- **Enable Picture Messaging** – By selecting the check box, this feature will be enabled for all users in the organization. If the option is not selected, then all Incoming and Outgoing picture messages will be restricted.
- Users will be able to send pictures from their phone camera or phone gallery.
- Audio and Video files are not supported in the **Enable Picture Messaging** feature.
 - If the user tries to send or receive audio or video files, an automated message that Audio and Video files are not supported will pop up on the screen of the user.
- Movius for BlackBerry doesn't store pictures in the phone gallery.
 - For iOS, Movius for BlackBerry uses the BlackBerry File Manager APIs.
 - For Android, Movius for BlackBerry uses App Memory (only accessible to the Movius for BlackBerry app) with file information stored in an encrypted database.