

Images are not displaying on mobile devices. How do I prevent Outlook from automatically embedding them?

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Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PoliteMail O365

Version: ■ 4.94 ■ 4.97 ■ 5.0+

First, make sure you are using PoliteMail's [Add Image](#) feature. This will place your images into your email as an HTML reference, instead of embedding them.

If, despite using the PoliteMail > Add Image command, the images are still showing up as attachments, then Outlook may be set to always embed images.

- Go to **PoliteMail > Account Settings > Preferences** and make sure **Embed Images with Message** is **UNCHECKED**. If it has been turned on (checked), you'll need to uncheck the box and then restart Outlook for it to take effect. If you are still experiencing issues, you might need to adjust some settings in the Windows registry.
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