

# Missing Images in an Email Client

## Enable missing images to display in various email clients

Sometimes images don't display for various reasons. If your contacts are telling you that they received your email but content isn't displaying properly, you can start by having them check on their email settings.

### AOL Webmail

Display images for individual emails

1. Open the email with blocked images.
2. In the "Images Blocked" banner at the top of the message, click **Don't Block This Sender**.

Display images for individual senders

1. Open an email from a specific sender
2. In the "Images Blocked" banner at the top of the message, click **Don't Block This Sender**.

Disable image blocking for all messages

1. On the upper right-hand corner of your screen, click **Options > Mail Settings**.
2. Click **General**.
3. Under the Reading section, deselect the **Hide images in mail from unknown senders** option.

For further assistance, please see [AOL Support](#)

### Apple Mail

Display images automatically within your inbox

1. Click **Mail > Preferences**.

2. Click the **Viewing** button.
3. Make sure **Load remote content in messages** is checked
4. Close the window.

For further assistance, please see [Apple Support](#)

## Earthlink Web Mail

Display images for individual emails

1. Open the email with blocked images.
2. Click the **View Images** link at the bottom of the email to show all the images in that email.

Display images in all emails

1. Click **Preferences**.
2. Click the **Message Display** tab.
3. Click **Image Display**.
4. Select **Show Images**.

For further assistance, please see [Earthlink Support](#)

## Entourage

Display images for individual emails

1. Open the email.
2. Click **Download Images** at the top of the email.

Display images from contacts that are in your address book

1. Click **Entourage**.
2. Click **Preferences**.
3. Click **Security**.
4. Click **Automatically Download**.

Entourage was replaced with Outlook. For further assistance, please see [Microsoft Support](#)

## Gmail

Gmail should automatically display images by serving them through their own secure proxy servers. If images are not displaying automatically, you can manually adjust your settings.

Display images in Gmail

1. Click the gear icon on the top right corner of the page.
2. Select **Settings**.
3. On the General tab, Click the **Always display external images** radio button.
4. Scroll to the bottom of the page and click **Save Changes**.

For further assistance, please see [Gmail Support](#)

## iPhone/iPod/iPad

If the mail application can't download an email properly, try to reopen the message.

As the app limits the amount of content, sometimes they won't automatically download the whole content of the email.

View the content of a large email

1. Scroll to the bottom of the message.
2. Click the **Download Full Message** button.

Display images for individual emails

1. Click **My Settings** icon.
2. Under **Settings** on the left, select **Mail, Contacts, Calenders**.
3. On the right-hand side, under **Mail**, find the Load Remote Images option.
4. Slide the bar to **ON**.

For further assistance with iOS devices, please see [Apple Support](#)

## Lotus Notes

Display images in Standard Notes

1. Click **File > Preferences** (Note: Mac OS X users Click **Lotus Notes > Preferences**).
2. Click the plus sign beside **Mail**.
3. Click **Internet**.
4. Clear the checkbox for "To ensure privacy, do not show remote images without my permission" option.

Display images in Basic Notes

1. Click **File**.
2. Click **> Preference**.
3. Click **> User Preferences** (Note: Mac OS X users Click **Lotus Notes > Preferences**).
4. Click **Mail**.
5. Click **Internet**.
6. Clear the checkbox for "To ensure privacy, do not show remote images without my permission" option.

For further assistance, please see [IBM Support](#)

## Outlook (formerly Hotmail/Windows Live)

Display images for individual emails

1. Open the mail.
2. Click **Show Content** at the top of the email.
3. Click **Show blocked content**.

Disable image blocking for all messages

1. Click **Settings**.
2. Click **View all Outlook settings**.
3. Click **Mail > Layout**.
4. Under **Sender image** section, select **Show sender images**.

For further assistance, please see [Microsoft Support](#)

## Outlook 2003

Display images for individual emails

1. Open the mail.
2. Right-click on one of the missing images.
3. Select **Download Pictures**.

## Disable image blocking

1. On **Tools**, Click **Options**.
2. Click **Security**.
3. Under **Download Pictures**, click **Change Automatic Download Settings**.
4. Uncheck "Don't download pictures or other content automatically in HTML email"

For further assistance, please see [Microsoft Support](#)

## Outlook 2007

### Display images for individual emails

1. Click **Tools**.
2. Select **Trust Center**.
3. Select **Automatic Download**.
4. Uncheck "Don't download pictures automatically in HTML e-mail messages or RSS items"
5. Click **OK**.

You can also add the sender's contact in your safe sender list to ensure the images from the certain sender can be automatically downloaded.

### Add a contact to your safe sender list

1. Click **Tools > Option**.
2. On the **Preferences** tab, Click the **Junk E-mail** button.
3. Click the tab for **Safe Senders**.
4. Click **Add** to add the email to the list.
5. Click **OK** to exit this window.
6. Click **OK** to close out of the Options menu.

For further assistance, please see [Microsoft Support](#)

## Outlook 2010

### Display images for all emails

1. Click the **File > Options**.
2. Click **Trust Center**.
3. Click **Trust Center Settings** button.
4. Uncheck "Don't download pictures automatically in HTML e-mail messages or RSS items" option.

For further assistance, please see [Microsoft Support](#)

## Outlook 2007, 2010 and 2013 - Secure Images

If you happen to be loyal to Internet Explorer, it has a security setting that, when enabled, prevents Outlook to display images with a secure URL (Image URLs with "http" will display, but not "https").

Change the setting in Internet Explorer

1. Open Internet Explorer.
2. Go to **Tools > Internet Options**.
3. Click the **Advanced** tab.
4. Scroll down to the Security Settings list, uncheck "Do not save encrypted pages to disk" option.
5. Click **OK**.

**Note:** It may sometimes be necessary to clear the cache in Internet Explorer and close Outlook (File > Exit to close fully). When it's done, try sending yourself another email with an image that did not display previously.

For further assistance, please see [Microsoft Support](#)

## Outlook 2016

Unblock picture downloads for all messages (if this doesn't resolve your issue, check if you have text-only emails enabled)

1. Click **File**.
2. Click **Options**.
3. Click **Trust Center**.
4. Under **Microsoft Outlook Trust Center**, Click **Trust Center Settings**.
5. Uncheck "Don't download pictures automatically in HTML e-mail messages or RSS items"

Disable text-only emails

1. Click **File**.
2. Click **Options**.

3. Click **Trust Center Settings**.
4. Click **E-mail Security**.
5. Under **Read as Plain Text**, make sure "Read all standard mail in plain text" is unchecked.

For further assistance, please see [Microsoft Support](#)

## Outlook Express 6

Unblock images

1. Open Outlook Express 6.
2. On **Tools**, Click **Options**, then Click the **Security** tab.
3. Uncheck "Block images and other external content in the HTML email"
4. Click on **Apply** then click **OK**.

Unblock images using Internet Explorer

1. Go to **Tools > Internet Options**, Click **Advanced** tab.
2. Scroll down to the "Multimedia" section and check "Show Pictures"

For further assistance, please see [Microsoft Support](#)

## Thunderbird

**To protect your privacy, Thunderbird blocks remote images by default. Thunderbird will display an alert saying that remote images have been blocked.**

View remote images

1. Click **Show Images** or **Load Images** that appears to the right of the alert message.

View images from all senders

1. Click **Tools**.
2. Click **Options**.
3. Click **Privacy**.
4. Click **General** and make the desired changes.

Enable remote images in **Thunderbird 2.0**

1. Open the email.
2. Click **Click here to always load remote images from ...** at the top of the email.

For further assistance, please see [Mozilla Thunderbird Support](#)

## Yahoo

Display images for individual emails

1. Open the email.
2. In the "This message contains blocked images message, Click **Show Images**.

Disable email blocking for all messages

1. Click **Settings > More Settings**.
2. Click **Viewing Email**.
3. Under **Show Images**, select **Always, except in spam folder**.

For further assistance, please see [Yahoo Support](#)

If the settings in the email contact is as listed as above and your contact still can't view images:

- Make sure your images are hosted on a public web server. If your images are stored on your personal computer or if you need a password to access an image, it won't be displayed.
- Have your contact try opening your email in another web browser. If it's opened in another, they can try unblocking images in the browser that isn't working.
- Sometimes the image is just too large or in a format that the email client doesn't support. Most common formats are: JPG, PNG and GIF.

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