

How to configure HTML email messaging support on the BlackBerry smartphone

Environment

- BlackBerry® Device Software version 4.5 to 4.7
- BlackBerry® Internet Service
- BlackBerry® Enterprise Server

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Overview

The **Enable HTML Email** setting allows for HTML email messaging for new BlackBerry Internet Service 2.5 subscribers or BlackBerry Enterprise Server versions 4.1 SP6 MR5. Users must be running BlackBerry Device Software version 4.5 and later. New subscribers must configure the **Download Images Automatically** setting in order to automatically display embedded images and tables. See **Task 2**.

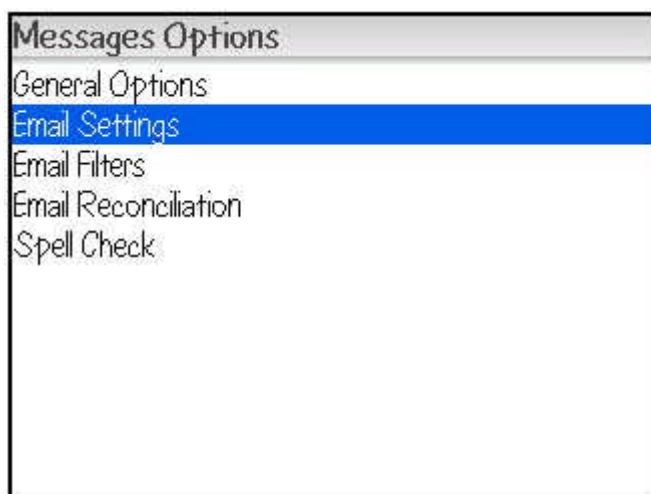
Complete the appropriate tasks to turn on **Enable HTML Email** and set the **Download Images Automatically** option.

Task 1: Turn on Enable HTML Email

1. Upgrade to BlackBerry Device Software 4.5 or later. For instructions, see [KB03901](#).
2. Resend the service books to the BlackBerry smartphone to enable the HTML email messaging feature. For instructions, see [KB02830](#).

Task 2: Set the Download Images Automatically option (Set this option for each messaging service)

1. On the BlackBerry smartphone, open the message list.
2. Display the menu and select **Options**.
3. Click **Email Settings**.



4. In the **Enable HTML Email** section, click **Download Images Automatically** and select one of the following:
 - **Yes**, to automatically retrieve embedded images
 - **No**, to manually download embedded images

Email Settings	
Message Services:	
[Redacted]@yahoo.com	
Confirm Delivery:	Yes
Confirm Read:	Yes
Send Read Receipts:	Yes
Enable HTML Email	No
Download Images Automatically	Yes

Note: For security reasons, externally linked images must be manually downloaded.

Additional Information

Note: This must also be enabled on the BlackBerry Enterprise Server as well.

Products

- BlackBerry® Enterprise Server
- BlackBerry® Internet Service

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