

# How to fix Images error does not work on iPhone

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The Images app in Messages for iOS provides a library of searchable GIF images to instantly add to messages with friends. However, sometimes, you may receive an error message when trying to use it. The warning appears when you are trying to send GIFs through Images and it says:

Could not share image. The internet connection appears to be offline.

Here's what to do when Images don't work on iPhone and iPad.

**Note :** The instructions in this article apply to iPhones and iPads running iOS 10 or later.

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## The reason Images for Messages stops working

A range of issues can prevent Images from working for Messages. Some possible causes include:

1. Run an outdated version of iOS.
2. A problem in Messages.
3. Trouble connecting to WiFi or mobile network

## How to fix Images when it doesn't work on iPhone

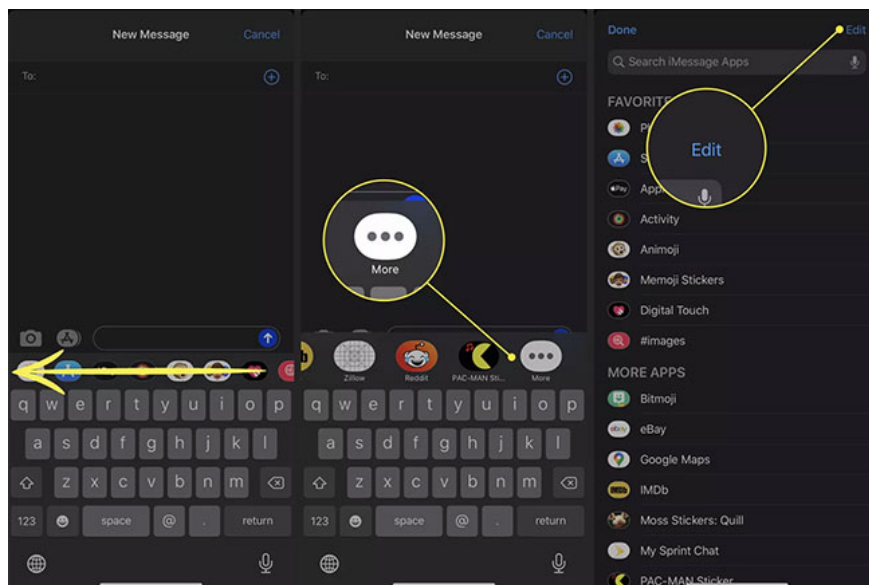
If you receive the error *Could not share image error from Messages* , here are some steps to try.

## 1. Close and reopen Messages

It is possible that the error comes from something not right with Messages and you just need to restart the application. Swipe up from the bottom of the screen to open the device's **App Switcher** , then manually close Messages. Next, go back to the main screen to open and try again.

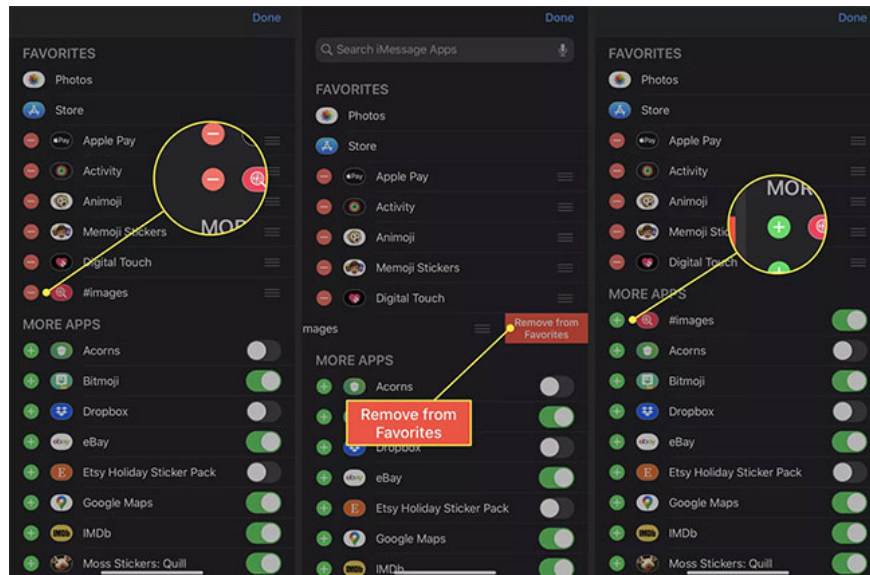
## 2. Restore the Images function

You can restore the Images function by temporarily deleting and then reactivating it. To do so, scroll to the right of the application bar in Messages and press the **More** button . Select **Edit** in the upper right corner.



Select Edit in the upper right corner

Click the - button next to Images. Select **Remove from Favorites** . Images will move down to the **More Apps** section . From there, touch the + button to turn it back on.



Select Remove from Favorites

### 3. Try another network

If you have access to another wireless network, try connecting to that network to see if that solves the problem. On an iPhone or iPad with a mobile connection, you can also try using that connection.

### 4. Restart WiFi connection

If your Internet connection is causing problems with Images, you can try disconnecting and reconnecting to your network. To do so, open the **Control Center** or the **Settings** application . Turn off WiFi, wait a minute and then reconnect to see if Images has started working again.

**Note** : Also, turn off Airplane Mode, because this mode stops all incoming and outgoing signals.

### 5. Ensure SMS is turned on

If Images doesn't work when you text people who don't have an iPhone (i.e., the bubbles in Messages are green instead of blue), you should check if your phone is set to send messages. Basic text message no. Go to **Settings**> **Messages** and make sure the switch next to **Send as SMS is** in the on (green) position.

### 6. Troubleshoot WiFi and network problems

If Images is not a problem, your network connection may be having problems. Unplug the modem and router (if they are separate devices) for 30 seconds, then plug it back in and see if the error goes away.

### 7. Restart iPhone or iPad

Turning off the device for a minute will restart both the source and Internet connection. When you turn it back on, the device will reconnect to the Internet and this may be enough to eliminate some errors or malfunctions.

## 8. Check for iOS updates

Whether you're using iOS on a newer iPhone or iPadOS for tablets, the process to make sure you're using the latest version is the same. Open **Settings** , then go to **General> Software Update** . Your device will check for new versions. If available, follow the on-screen prompts to download and install the update.

## 9. Reset network settings

A more drastic technique involving deleting all network data stored from the phone or tablet is resetting the network settings. When you reset these settings, the device forgets all the networks and logins that are stored, and starts over again. This process also causes the device to reboot.

You will then need to reconnect to the home network (or whatever network you are using) and enter the password again.

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