

Change Email Size Restrictions in Office 365

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When a new mailbox is added to Office 365, it has a default limit set for the size of emails it can send and receive. For emails it receives, this is around 36MB. For emails it sends out, it is around 35MB.

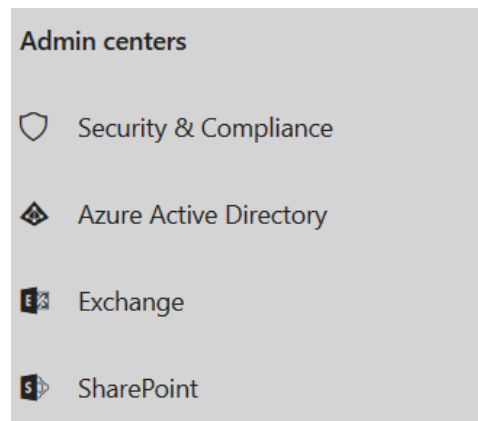
The limits are applied to emails after Office 365 has completed its transcoding, formatting the email based on the Office 365 platform. Because of this, other systems may show the email size differently.

The maximum available size for Office 365 is 150MB for inbound and outbound messages. It is still recommended to allow 33% headroom on an email for transcoding, so a limit of 150MB should apply a real usage limit of 112MB.

Change Email Size Restrictions

1. Log into the Microsoft 365 Admin Center using global admin credentials for the tenant:
<https://admin.microsoft.com>
2. Under **Admin Centers**, select **Exchange**

Note: If you don't see the Admin Centers section, press **Show More**



3. Go to 'Recipients > Mailboxes'
4. Double click on the mailbox you want to edit

recipients

[mailboxes](#)

[groups](#)

[resources](#)

[contacts](#)

[shared](#)

[migration](#)

5. Select **Mailbox features**

- general
- mailbox usage
- contact information
- organization
- email address
- ▶ **mailbox features**
- member of
- MailTip
- mailbox delegation

6. Under Message Size Restrictions, select **View Details**

Message Size Restrictions
Message size restrictions control the maximum size of messages that the recipient can send and receive.
[View details](#)

7. Enter the new limit (in Kilobytes (KB)) for both Sent & Received messages

Note: The limit is 153600KB (150MB) for both options.

message size restrictions

Set a maximum size for messages sent and received by this mailbox. [Learn more](#)

Sent messages

Maximum message size (KB):

35840

Received messages

Maximum message size (KB):

36864

8. Press **OK**

9. Press **Save**

Once changed, please allow up to 1 hour before attempting to send messages that exceed the previous limit.