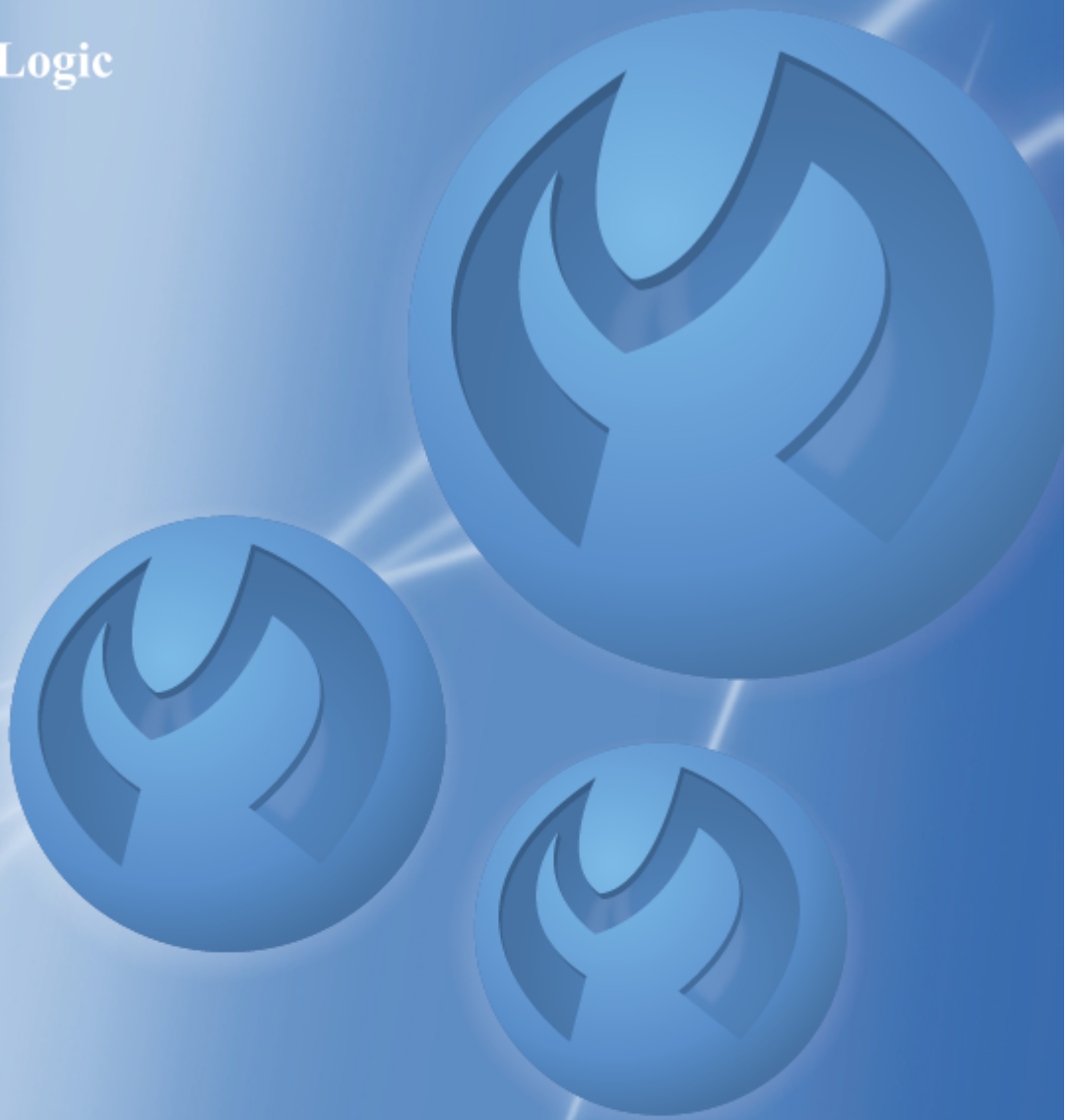


● SamLogic



User's Guide

SamLogic MultiMailer 2012

SamLogic MultiMailer 2012

User's Guide

by SamLogic

This user's guide describes how to use the SamLogic MultiMailer 2012. It contains also reference chapters that describe the dialog boxes and tabs in the program.

User's Guide - SamLogic MultiMailer 2012

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Part



SamLogic MultiMailer

With **SamLogic MultiMailer** you can send personalized newsletters, and other types of e-mails, to your contacts. Newsletters created with MultiMailer can be in the HTML format, and contain formatted text, pictures, sound etc., but sending plain text messages is also possible. Information, for example contact information, can be read from databases to create personalized and highly targeted newsletters.

MultiMailer can also be used to handle e-mail bounces and subscribe / unsubscribe requests in an easy way. And with MultiMailer's advanced statistics you can see how many newsletters that are opened, and who have opened your newsletters. You can also see who clicks on the links in your newsletters and which links they click on.

[Overview](#)

[Configuring a mail account](#)

[Importing contacts](#)

[System requirements](#)

[Support](#)

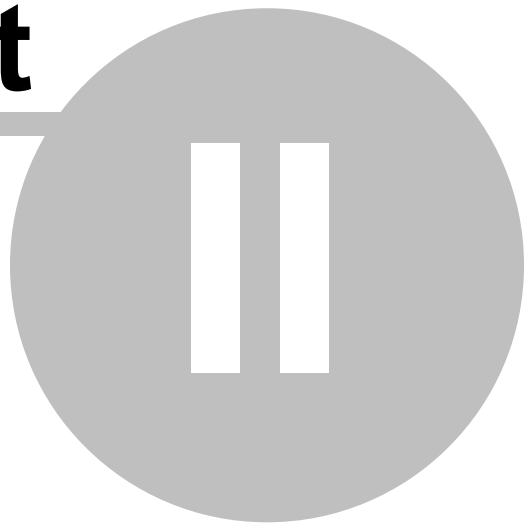
Only Professional

[E-mail bounces](#)

[Subscribe and unsubscribe requests](#)

[Advanced statistics](#)

Part



Overview

The application window of MultiMailer program contains the following main tabs.

Tab 1 - [Newsletter](#)

In this tab you can create the newsletter, or other type of e-mail message, that will be sent to your recipients. You can create a HTML message or a plain text message. Messages in the HTML format can contain text with different fonts, colors, pictures and sound. You can include data fields in the message. Instead of creating a newsletter you can also open an existing newsletter.

Tab 2 - [Mailing list](#)

In this tab you can manage a list of contacts / recipients for your e-mail messages. You can add contacts, delete contacts, search for text, remove duplicates etc. You can also import data from external data sources to the mailing list.

Tab 3 - [Sent Messages](#)

In this tab you will find status information about the current e-mail delivery process. The status tab shows a detailed list about which e-mail messages that have been sent and which have been aborted because of errors.

Tab 4 - [Statistics](#)

In this tab you will find information and statistics about your e-mail deliveries / newsletter campaigns.

Tab 5 - [Bounces](#) *(only in Professional)*

In this tab you will find information about bounced e-mails. You can also handle them in different ways.

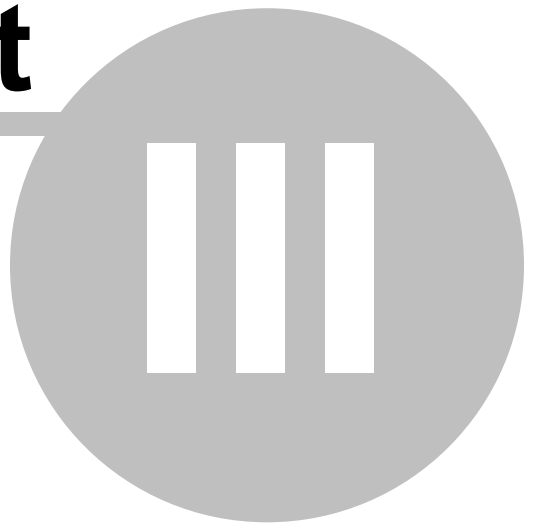
Tab 6 - [Subscribe/Unsubscribe](#) *(only in Professional)*

In this tab you can handle subscribe and unsubscribe requests.

[Configuring a mail account](#)

[Importing contacts](#)

Part



3 The Main Tabs in MultiMailer

The Main Tabs in MultiMailer

This chapter contains information about the main tabs in MultiMailer.

Tab 1 - [Newsletter](#)

In this tab you can create the newsletter, or other type of e-mail message, that will be sent to your recipients. You can create a HTML message or a plain text message. Messages in the HTML format can contain text with different fonts, colors, pictures and sound. You can include data fields in the message. Instead of creating a newsletter you can also open an existing newsletter.

Tab 2 - [Mailing list](#)

In this tab you can manage a list of contacts / recipients for your e-mail messages. You can add contacts, delete contacts, search for text, remove duplicates etc. You can also import data from external data sources to the mailing list.

Tab 3 - [Sent Messages](#)

In this tab you will find status information about the current e-mail delivery process. The status tab shows a detailed list about which e-mail messages that have been sent and which have been aborted because of errors.

Tab 4 - [Statistics](#)

In this tab you will find information and statistics about your e-mail deliveries / newsletter campaigns.

Tab 5 - [Bounces](#) *(only in Professional)*

In this tab you will find information about bounced e-mails. You can also handle them in different ways.

Tab 6 - [Subscribe/Unsubscribe](#) *(only in Professional)*

In this tab you can handle subscribe and unsubscribe requests.

3.1 Tab 1 - Newsletter

Tab - Newsletter

In the **Newsletter** tab you can create a newsletter, or other type of e-mail message, that you want to send to your recipients. You can create a HTML message or a plain text message. Messages in the HTML format can contain text with different fonts, colors, pictures and sound. You can include data fields in the message. The data to the fields are retrieved from the mailing list.

Instead of creating a newsletter you can also open an existing newsletter, that was created using another program. MultiMailer is compatible with most HTML editors and newsletters software that can save files in the HTML format or in the text format.

Subject

Here you enter the subject line of your message.

Attachment

Here you specify an attachment to the message, if you want to include such one. Press the "+" button to select an attachment file. Press the "-" button to remove the attachment.

You can attach more than one file to an e-mail message. [Click here](#) to get more information.

3.2 Tab 2 - Mailing List

Tab - Mailing List

In the **Mailing List** tab you can manage a list of contacts / recipients for your e-mail messages. You can add contacts, delete contacts, remove duplicates, search for text, block e-mail addresses from receiving more e-mails, import or export data etc. From this tab you can also start a delivery of newsletters to your recipients.

You can import data to the list in the **Mailing List** tab from many different data sources (for example from Excel, Access, SQL databases etc.). The contents in the list can also be exported, for example to an Excel file or text file.

3.3 Tab 3 - Sent Messages

Tab - Sent Messages

In the **Sent Messages** tab you will find status information about the current e-mail delivery process. A detailed list with information about the e-mail messages that have been sent will be shown. If errors occurs, for example invalid e-mail addresses are found, it will also be shown here.

Stop Sending

If you press this button the delivery of e-mails will be stopped (canceled).

3.4 Tab 4 - Statistics

Tab - Statistics

In the **Statistics** tab you will find detailed information and statistics about previous e-mail deliveries. The contents of this tab differs dependent on if you use the Standard or Professional version of MultiMailer. Some standard information about delivery dates, message sizes, used subject lines etc. are available for all versions of MultiMailer, but in the Professional you can also see statistics about opened newsletters, clicked newsletter and other advanced statistics.

If you right-click on a item in the list, a local menu is opened from where you can do some operations on the selected item, or get more information about the item. In the Professional version of MultiMailer you can get detailed statistics about the selected item (the selected e-mail delivery) via this local menu.

[More information about the statistics functions is available here](#)

3.5 Tab 5 - Bounces

Tab - Bounces

In the **Bounces** tab you will find information about bounced newsletters. A newsletter can bounce back if for example the e-mail address is invalid, the user has changed the e-mail address or if the user's mailbox is full. Some e-mail bounces are temporary (soft), others ore permanent (hard).

You can prevent bounced e-mail address from having more newsletters by adding them to a block list in MultiMailer. Adding invalid e-mail addresses to a block list can be done via this tab. However, if you have set the option in MultiMailer to automatically block e-mail addresses with too many errors this will be made automatically.

You can also export a report with bounced e-mail addresses via this tab, so you can contact the people behind the e-mail addresses and get valid e-mail addresses from them. An export can be made to an Excel file or to a text file.

[More information is available here](#)

3.6 Tab 6 - Subscribe/Unsubscribe

Tab - Subscribe/Unsubscribe

In this tab you can handle subscribe and unsubscribe requests. The **Subscribe/Unsubscribe** tab contains two sub tabs:

Subscribe handles subscribe requests (new contacts that want to receive newsletters from you)
Unsubscribe handles unsubscribe requests (contacts that want to stop receiving newsletters from you)

Contact information from subscribe and unsubscribe requests can be read from registration e-mails that are downloaded from an e-mail server (POP3 server) or imported from Microsoft Outlook. Contact information from subscribe e-mails are stored in the **Subscribe** tab and contact information from unsubscribe e-mails (normally only the e-mail address) are stored in the **Unsubscribe** tab.

From the **Subscribe** tab you can add contacts to your mailing list and from the **Unsubscribe** tab you can block e-mail addresses from having more e-mail messages from you.

[More information is available here](#)

Part

IV

4 Dialog Boxes

Dialog Boxes

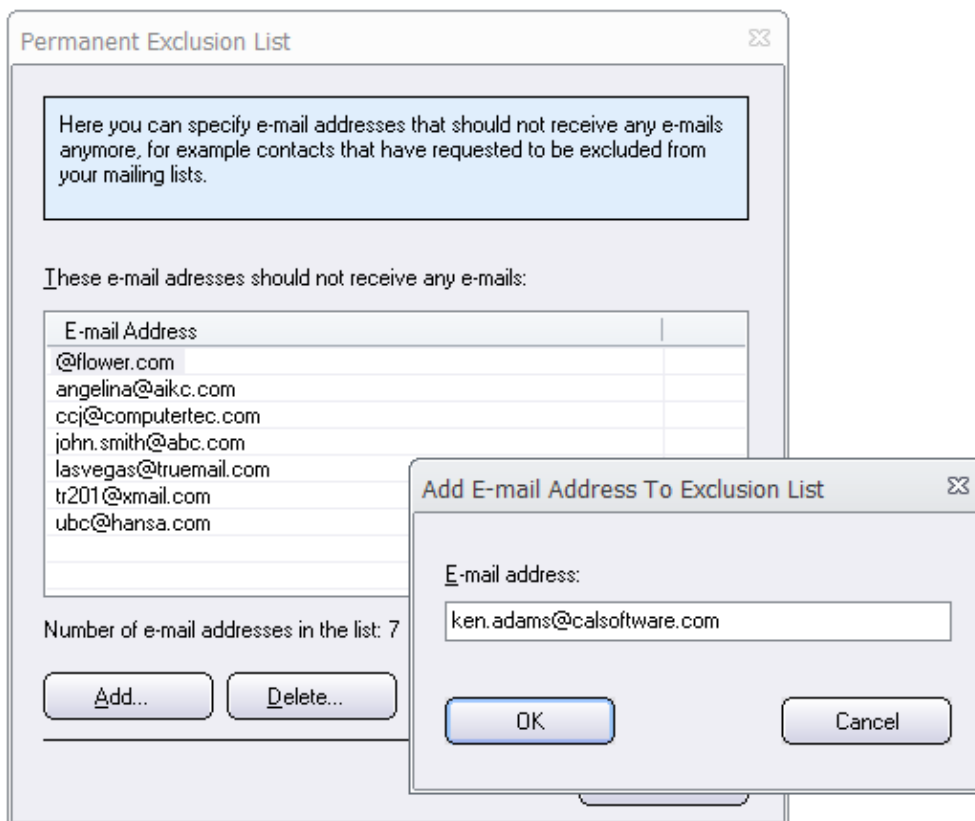
In this chapter we will describe all dialog boxes that exist in the MultiMailer application.

4.1 Dialog Box - Add E-mail Address to Exclusion List

Dialog Box - Add E-mail Address to Exclusion List

Here you specify an e-mail address that should be added to the exclusion list. An e-mail address that has been added to an exclusion list will not receive any more e-mails.

You can either specify one single e-mail address, for example "**alfa@mail.com**", or a domain name, for example "**@mail.com**". If you specify a domain name, no e-mail addresses in that domain will receive any more e-mails from MultiMailer.



4.2 Dialog Box - Add To Exclusion List

Dialog Box - Add To Exclusion List

Here you can choose if the e-mail address should be added to the permanent or temporary exclusion list. If you choose the temporary exclusion list the current temporary exclusion list will have the selected e-mail address included.

4.3 Dialog Box - Add To Exclusion List (Professional)

Dialog Box - Add To Exclusion List

Here you choose which exclusion list that the selected e-mail address(es) should be added to.

4.4 Dialog Box - Add/Edit Profile Data

Dialog Box - Add/Edit Profile Data

In this dialog box you create a new profile or edit a current one.

4.5 Dialog Box - Advanced Options (1)

Advanced Options

Tab - Folders

Some of the data files that MultiMailer uses are stored in permanent folders and the paths to these folders can not be changed during normal run. But if you need to store these files in other folders, for example in network folders, you can change the folder paths in this dialog box.

The path to a folder must be complete and start with a drive letter. Example:

`z:\MultiMailer Shared\Data\Statistics`

If you change an option or path you must close and restart MultiMailer so that the changes can be fully implemented.

4.6 Dialog Box - Advanced Options (2)

Advanced Options

Tab - Miscellaneous

Encoding of Outgoing E-mail Messages

Here you can choose type of encoding for outgoing e-mail messages.

Firewall

if you have problems with a firewall in your computer when you use MultiMailer you can select this option. Then MultiMailer will try to get the program approved by the firewall at startup. If you have no firewall problems, this option should be unselected.

E-Mails from Registration Forms

Here you can set some options for the registration e-mails that are sent from the registration forms. If you select the **Use server e-mail address as sender e-mail address** option an e-mail address specified by the server will be used as a sender e-mail address, otherwise the e-mail address that the user enters will be

used as a sender e-mail address. If you select the **Reduce spam points** option the web form will try to reduce the spam points for the registration e-mails that are sent from the form.

4.7 Dialog Box - Advanced Statistics Account

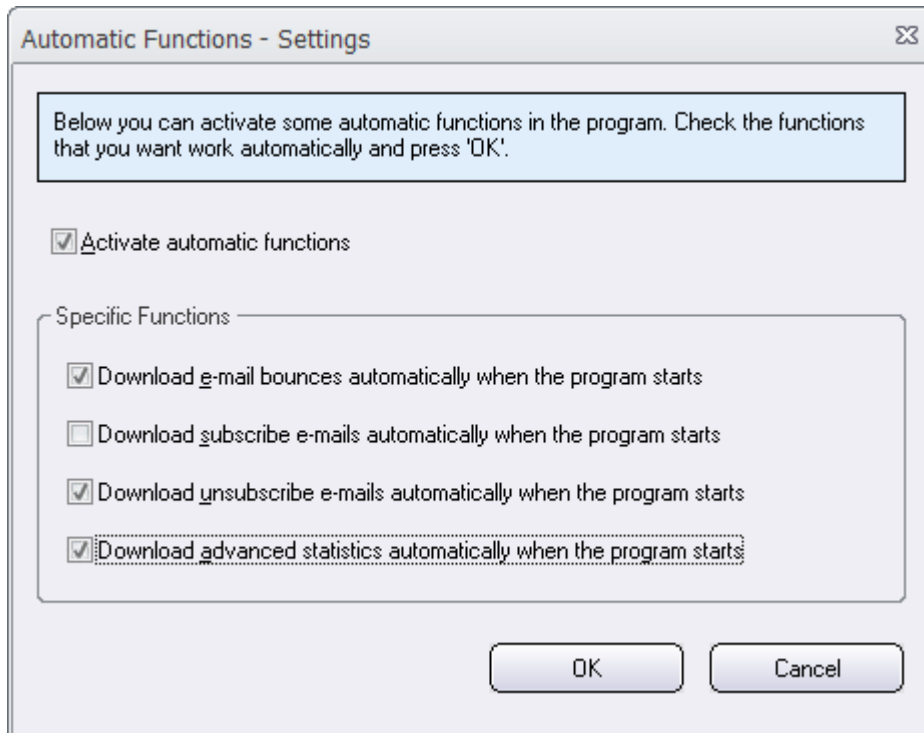
Dialog Box - Advanced Statistics Account

In this dialog box you can enter your account name for the advanced statistics. An account is necessary to use the advanced statistics functions.

4.8 Dialog Box - Automatic Functions

Dialog Box - Automatic Functions

In this dialog box you can activate some automatic functions in the program. Select the functions that you want work automatically and press **OK**.



The functions in the dialog box that you have selected will start automatically next time MultiMailer starts.

4.9 Dialog Box - Background Picture

Dialog Box - Background Picture

Sets a background picture for the HTML document.

4.10 Dialog Box - Bounce Handling Settings

Dialog Box - Bounce Handling Settings

Choose System

MultiMailer can download e-mail bounces from a POP3 server or read them from Microsoft Outlook. Here you can choose which system you want to use.

POP3 - Account Settings

If you have chosen to download e-mail bounces from a POP3 server you can enter POP3 account information here.

The e-mail address where all error bounces will be sent to is the address that you specified at **E-mail address (login)** in the **E-Mail Account Settings** dialog box. You can see the e-mail address to the right of **E-Mail address** field in this dialog box. You can change the e-mail address by pressing the "..." button.

Block e-mail addresses automatically

If you check this option the e-mail address in an e-mail bounce will be blocked automatically from having more e-mails, if the number of hard bounces for this e-mail address is over a specified limit. You can specify the limit by pressing the **Condition** button.

Delete e-mail bounce (from the 'Bounces' tab) when an e-mail address is blocked

If you want the e-mail bounce to be automatically removed from the bounces list in the **Bounces** tab when it is blocked (added to the exclusion list) you can check this option. The bounce will be removed when the program closes.

4.11 Dialog Box - Change E-mail Address (bounces)

Dialog Box - Change E-mail Address

The e-mail address that is used to receive e-mail bounces is the one that you specified in the **E-mail address (login)** field in the **E-Mail Account Settings** dialog box. You can change that e-mail address in this dialog box, but then will also the e-mail address in **E-Mail Account Settings** dialog box be changed to the e-mail address you enter here.

4.12 Dialog Box - Change E-mail Address (subscribe/unsubscribe)

Dialog Box - Change E-mail Address

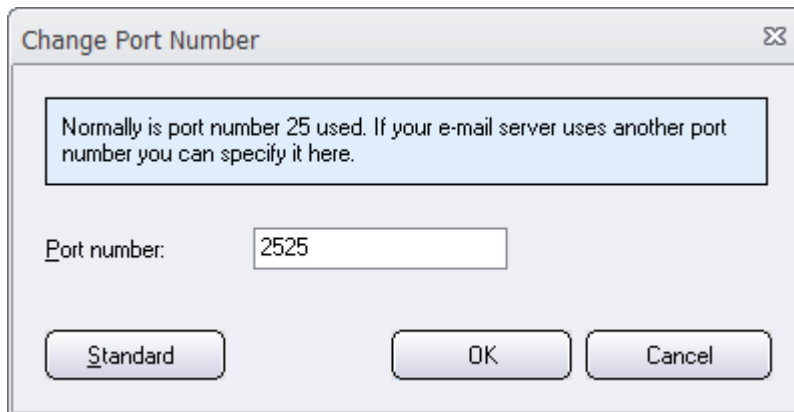
In this dialog box you can specify the e-mail address that belongs to the POP3 account and will be the receiver of subscribe/unsubscribe e-mails.

4.13 Dialog Box - Change Port Number

Dialog Box - Change Port Number

In this dialog box you can specify which port number to use when communicating with the e-mail server.

Normally is port number 25 used.



[More information](#)

4.14 Dialog Box - Clicked Links

Dialog Box - Clicked Links

Shows a list with all links that the contact have clicked on in the newsletter.

4.15 Dialog Box - Clicked Links - Column Headers

Dialog Box - Clicked Links - Column Headers

In this dialog box you can specify how to name column headers (field titles) for clicked links in the export file.

4.16 Dialog Box - Clicked Links - Column Headers - User Names

Dialog Box - Clicked Links - Column Headers - User Names

In this dialog box you can specify your own names for column headers for clicked links in the export file. Click on a text in the **Name** column in the list below, and enter your own text. Repeat this for all links that you want to specify a name for. Press **Save** when finished.

4.17 Dialog Box - Compare Mailings

Dialog Box - Compare Mailings

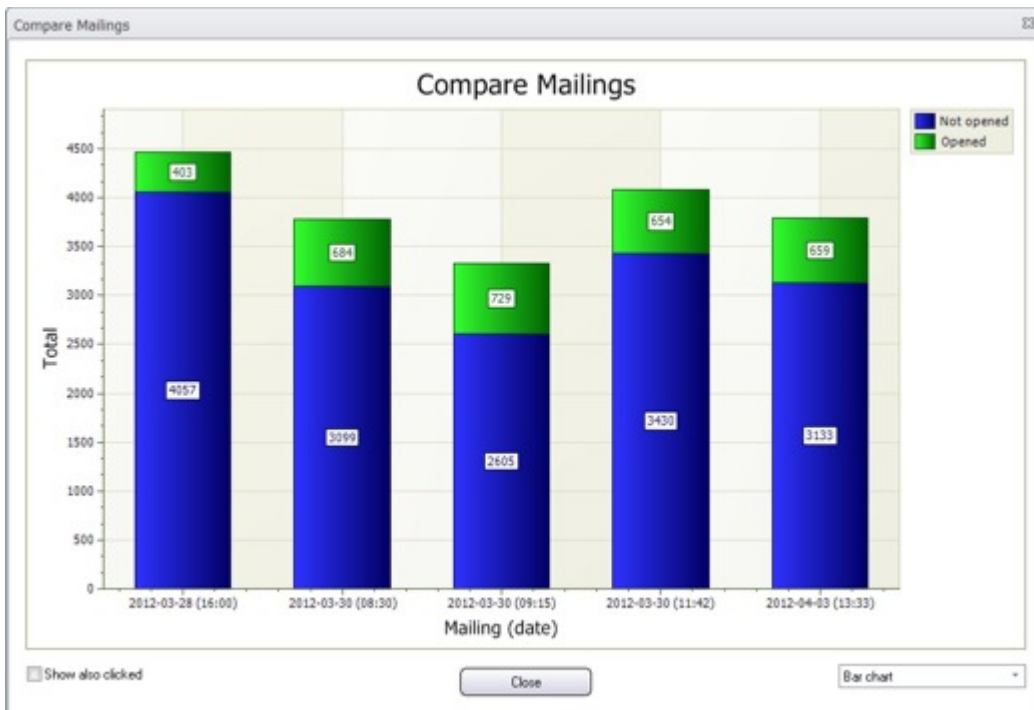
Via this this dialog box you can compare different mailings / e-mail campaigns with each other. You can see the total number of delivered newsletter, and the number of opened, not opened and clicked newsletters. The result is shown in different types of charts, and via the combo box that is located to the bottom right of

the dialog box you can switch between the chart types. 5 chart types are included and they are presented below:

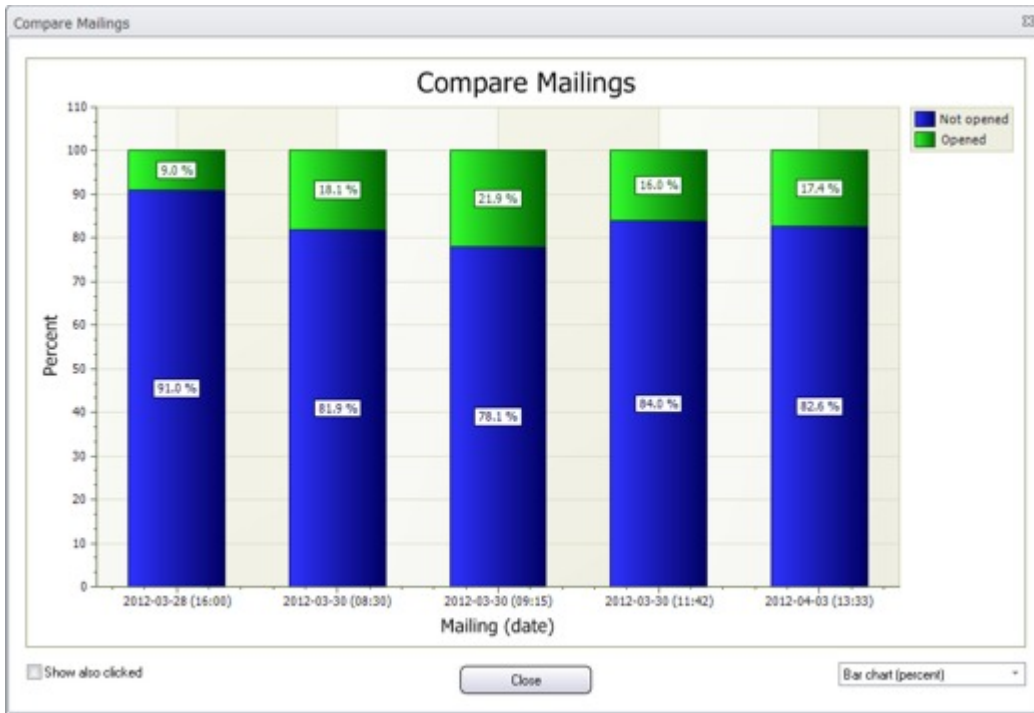
Line Chart



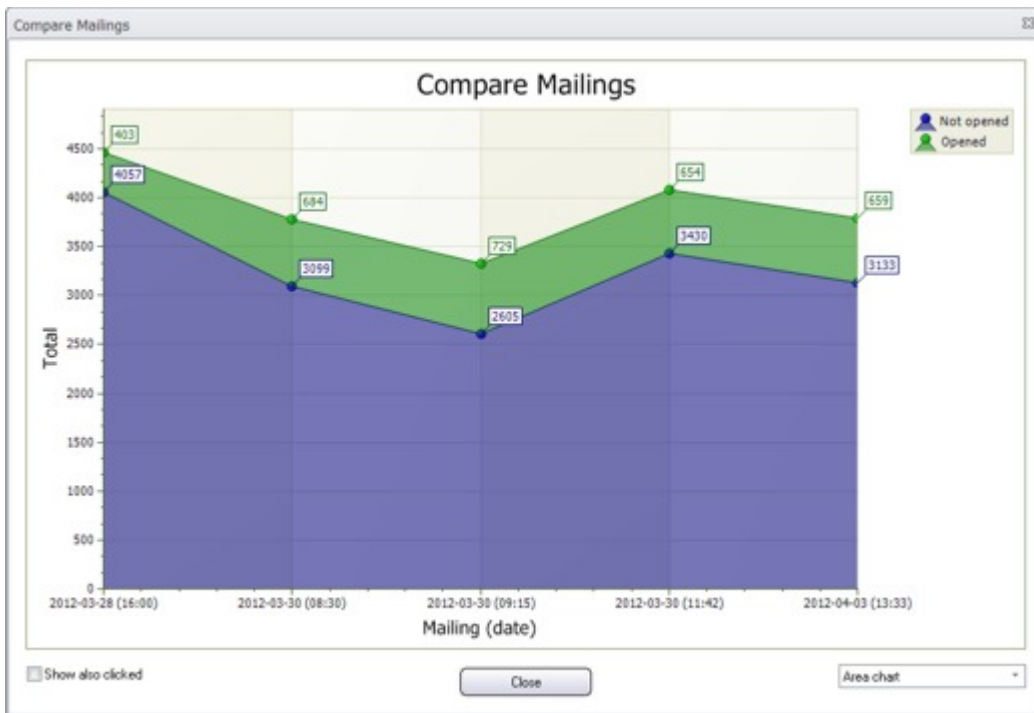
Bar Chart



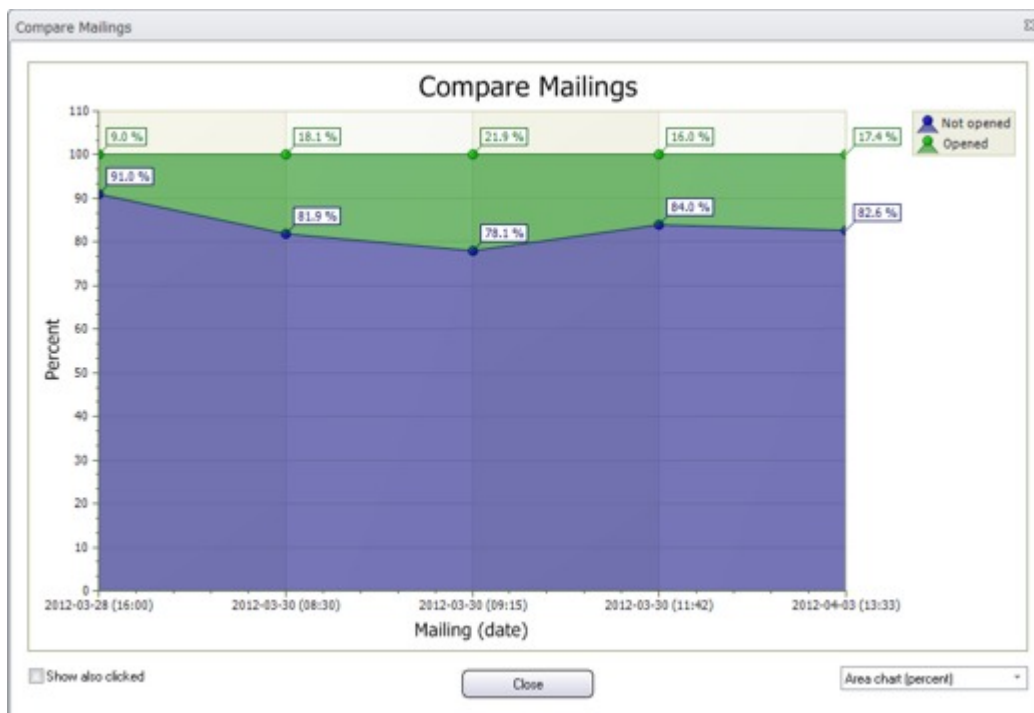
Bar Chart (percent)



Area Chart



Area Chart (percent)



4.18 Dialog Box - Create E-mail Address Link

Dialog Box - Create E-mail Address Link

In this dialog box you specify an e-mail address that should be created as a clickable link on the selected text in the document. When the receiver of the e-mail click on the link, a window in his/her e-mail client program will be opened with the specified e-mail address already filled in.

If you also want the subject of the e-mail to be pre-filled, you can specify the text in the **Subject** field.

4.19 Dialog Box - Create Folders in Microsoft Outlook (Bounces)

Dialog Box - Create Folders in Microsoft Outlook

Before you can use Microsoft Outlook with SamLogic MultiMailer you must create some folders in Outlook. These folders are used as storage place for incoming and handled e-mail bounces. The following folders need to be created:

SamLogic MultiMailer - Bounces
Incoming Bounces
Solved Bounces
Reason Not Found

To create these folders, press the **Create Folders** button.

4.20 Dialog Box - Create Folders in Microsoft Outlook (Subscribe/Unsubscribe)

Dialog Box - Create Folders in Microsoft Outlook

Before you can use Microsoft Outlook with SamLogic MultiMailer you must create some folders in Outlook. These folders are used as storage place for incoming and handled subscribe/unsubscribe e-mails. The following folders need to be created:

SamLogic MultiMailer - Subscribes/Unsubscribes
Subscribes - Incoming
Subscribes - Read
Subscribes - Unknown
Unsubscribes - Incoming
Unsubscribes - Read
Unsubscribes - Unknown

To create these folders, press the **Create Folders** button.

4.21 Dialog Box - Create Summary Report

Dialog Box - Create Summary Report

Via this dialog box you can create a summary report. The report will be saved as a Microsoft Excel file.

4.22 Dialog Box - Create Unsubscribe Link

Dialog Box - Create Unsubscribe Link

Via this dialog box you can add an unsubscribe link to your newsletter. The selected text in the document will be converted to a clickable link.

At **Unsubscribe Method** you can choose a method to use (e-mail or web form). In the input fields in the dialog box you can specify an e-mail address (that receives the unsubscribe e-mails) and a subject. Or you can specify an URL (Internet address) to a web form and, if needed, page parameters to the page. Before you edit an input field you must press the **Edit** button to unlock the fields.

Professional only

If you want to use a web page (web form) for unsubscribe handling and don't have your own form you can use a web form on our server. You can read more about MultiMailer web forms on [this page](#). This functionality requires that you have the Professional version of MultiMailer.

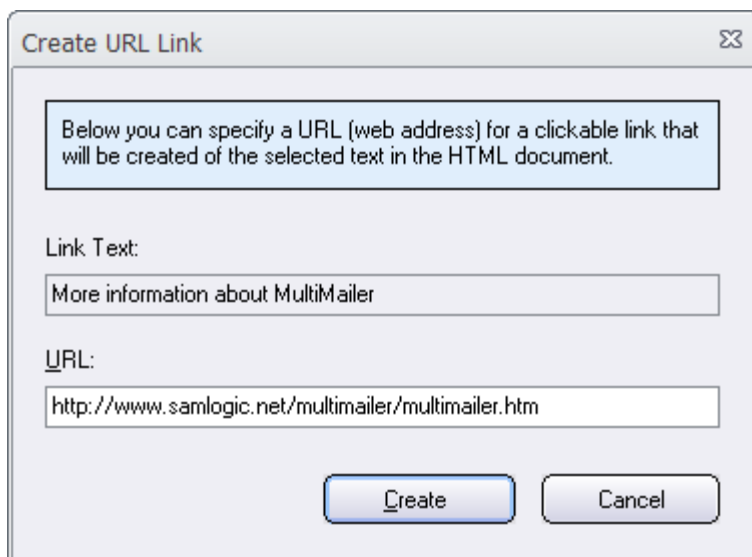
4.23 Dialog Box - Create URL Link

Dialog Box - Create URL Link

In this dialog box you can specify a URL (web address) for a clickable link that should be created on the selected text in the document. The URL must always begin with the prefix "**http://**"; for example:

<http://www.samlogic.net>

The picture below shows another example:



4.24 Dialog Box - Customize

Dialog Box - Customize

In this dialog box you can turn on and off some major functions in the program. If you don't use a particular function you can turn it off to make the program (for example the menu system) more adapted to your needs.

4.25 Dialog Box - Duplicate Found

Dialog Box - Duplicate Found

A contact with the same e-mail address already exists in the mailing list. In this dialog box you can decide what to do.

Replace

The record in the mailing list should be replaced with the new record in the import file (that have the same e-mail address).

Replace All

Records should always be replaced if records with same e-mail addresses are found in the import file.

Don't Replace

The record in the mailing list should not be replaced with the new record in the import file (that have the same e-mail address).

Never Replace

Never replace existing records with records that have same e-mail addresses.

4.26 Dialog Box - E-Mail Account Settings

Dialog Box - E-Mail Account Settings

In this dialog box you configure your e-mail account settings (SMTP server settings). You can not send any e-mails before these settings are properly set.

Name

Here you specify a name that should be showed to the receiver as the sender.

E-mail address

Here you specify an e-mail address that should be showed to the receiver as the sender.

Reply address

If you want to use another e-mail address than the sender e-mail address for replies, you can specify the address here.

E-mail server (SMTP)

Here you specify your mail server.

E-mail address (login)

Here you specify the e-mail address your mail server use in the login process.

Port number

Specifies which port number to use on the server. If you want to use another port number than standard (25) you can press the **Change** button.

No authentication

If your mail server does not require authentication you can check this option.

POP3 authentication

If authentication is made via a POP3 server you can check this option.

SMTP authentication

If authentication is made via the SMTP server you can check this option.

User name

Some servers require an account name and password to login. If your server requires it, you can specify your user name here.

Password

Some servers require an account name and password to login. If your server requires it, you can specify your password here.

POP3 server

If authentication is made via a POP3 server you can specify the name of the POP3 server here.

[Important information](#)**[Changing the port number](#)**

4.27 Dialog Box - E-Mail Addresses to Exclude

Dialog Box - E-Mail Addresses to Exclude

In this dialog box you can specify e-mail addresses that should be ignored when found in bounced e-mails. The e-mail addresses specified in the **E-Mail Account Settings** dialog box are always ignored, but here you can specify additional e-mail address that also should be skipped.

4.28 Dialog Box - E-Mail Server List

Dialog Box - E-Mail Server List

In this dialog box you find a list with general e-mail servers that are compatible with SamLogic MultiMailer. If you have an account on these servers you can select the server in the list. After you have closed the dialog box you must specify a username and password in the **E-Mail Account Settings** dialog box.

If your Internet service provider (ISP) has an e-mail server that you can use for sending out e-mails you can use it in first-place. But if your ISP does not have such a e-mail server you can use a general e-mail server instead.

Some ISP:s have restrictions on how many e-mails that can be sent per hour or per day, and if the restrictions prevent you from using MultiMailer as wished you can choose a general e-mail server instead. They have normally no restrictions.

E-mail servers / e-mail services that we recommend

Below are three general e-mail servers / e-mail services that we recommend and that are compatible with SamLogic MultiMailer. Click on a link to read more about the e-mail server / e-mail service:

AuthSMTP <http://www.authsmtp.com>
SMTP.com <http://www.smtp.com>
TurboSMTP <http://www.serversmtp.com>



You can also read this article on our web site to get more information:

[Article: Using an E-mail Service Like AuthSMTP, SMTP.com and TurboSMTP with MultiMailer](#)

4.29 Dialog Box - Export (of Bounces) - step 1

Dialog Box - Export (of Bounces) - step 1

Here you can select which fields to export. You can choose between only exporting the fields in the bounce list or also include contact information from the mailing list.

4.30 Dialog Box - Export (of Bounces) - step 2

Dialog Box - Export (of Bounces) - step 2

Here you can choose file format and which field the data in the export file should be sorted after.

4.31 Dialog Box - Export Data - Choose File Format

Dialog Box - Export Data - Choose File Format

Here you choose a file format for the export file.

4.32 Dialog Box - Export Data - Which Fields to Include

Dialog Box - Export Data - Which Fields to Include

In this dialog box you can choose which additional fields to export. You can also choose if you want to group contacts with opened and clicked newsletters together.

4.33 Dialog Box - Export To File

Dialog Box - Export To File

You can export all records or selected records in the mailing list to a file.

4.34 Dialog Box - Field Options

Dialog Box - Field Options

Tab - Replacement Values

If a field that is included in an e-mail message has no value (contains no data) you can in this tab specify a replacement value, that will be used instead.

Tab - User Fields

In this tab you can specify your own names for the user fields in MultiMailer.

4.35 Dialog Box - File Upload Settings

Dialog Box - File Upload Settings

MultiMailer can upload a copy of the active HTML document and its pictures to a server. The communication is done by using the FTP protocol. But before files can be uploaded, FTP login data must be specified. This is done in the **Login** tab in this dialog box. There you can specify the name of the server, a username and a password.

In the **Server Folders** tab you specify the name of the folders that will be used during the upload. And in the **Internet Address** tab you specify the Internet domain name of the server where the uploaded files will be stored. This domain name will be used when creating URL addresses to the uploaded documents and pictures. In the **Advanced** tab you can set some advanced options.

To view complete paths to the specified folders you can press the **Show Paths** button. If you want to test your connection you can press the **Test** button.

4.36 Dialog Box - Find

Dialog Box - Find

From this dialog box you can search for text in the mailing list.

Find what

Here you specify a text you want to search for.

Search this field

Here you specify what field in the mailing list that should be searched.

Match

Here you specify how the field should be searched.

4.37 Dialog Box - Find E-Mail Address

Dialog Box - Find E-Mail Address

From this dialog box you can search for an e-mail address in the list.

E-mail address

Here you specify an e-mail address you want to search for.

Match

Here you specify how the field should be searched.

4.38 Dialog Box - Font

Dialog Box - Font

In this dialog box you specify a font, character size and text color for a selected text in the document.

Name

Here you specify a font.

Size

Here you specify a character size.

Color

Here you select a text color.

4.39 Dialog Box - Full Paths

Dialog Box - Full Paths

In this dialog box full paths to the folders specified in the **File Upload Settings** dialog box are shown.

4.40 Dialog Box - Import from databases via ODBC

Dialog Box - Import from databases via ODBC

From this dialog box you can import data from external databases (e.g. Microsoft Access, Oracle, MySQL etc.) via ODBC.

Datasource

At **Datasource** you choose an ODBC connection to a data source (database).

If you want to import data from a Microsoft Access database or Microsoft Excel spreadsheet you can select the files directly by choosing "Select Microsoft Access database" or "Select Microsoft Excel file". In that case it is not necessary to choose an ODBC connection, MultiMailer will create a connection automatically.

Table

At **Table** you choose a table in the database.

Field matching

In the grid below the combo boxes you match the data source fields with the fields in MultiMailer. To the left in the grid you have the fields in MultiMailer and to the right you choose which fields to import.

Import

To start the import, press the **Import** button.

4.41 Dialog Box - Import from Microsoft Excel

Dialog Box - Import from Microsoft Excel

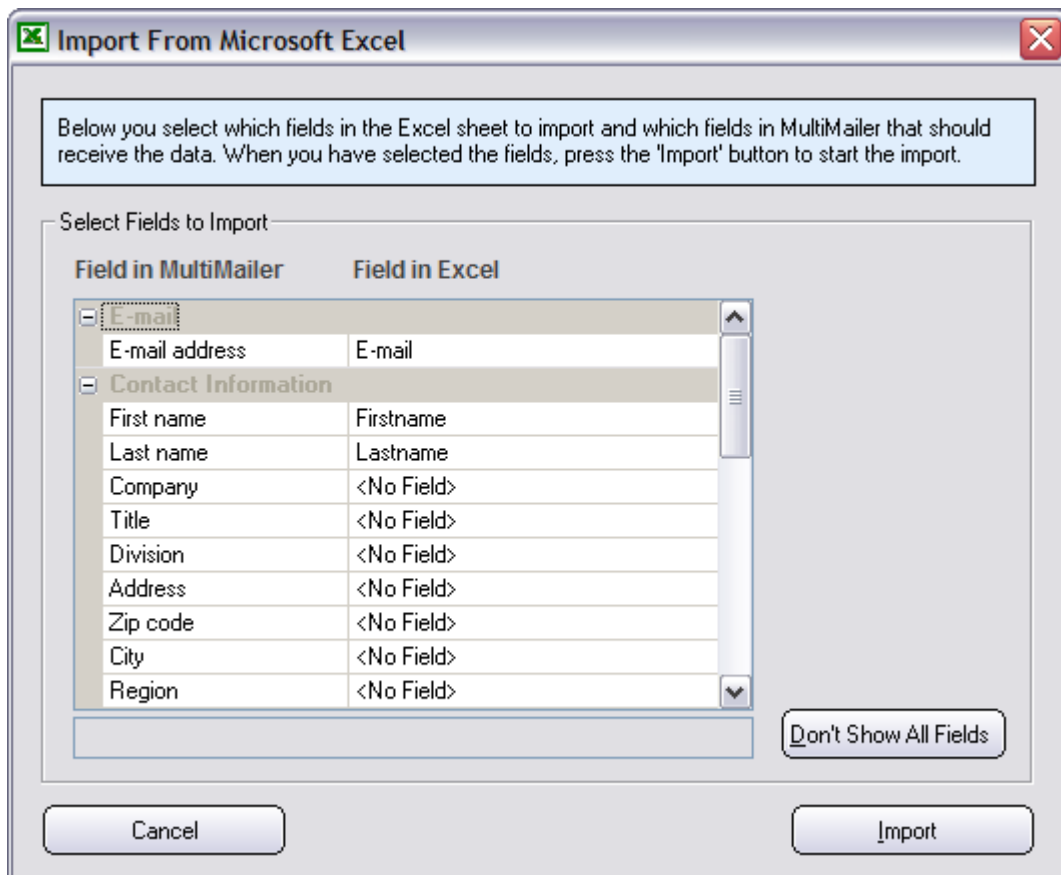
Press the **Select File** button to select a Microsoft Excel file to import data from. After that, press the **Next** button to continue.

This import reads data directly from the Excel sheet by using functions in Microsoft Excel. This import requires that you have Microsoft Excel installed on your computer.

4.42 Dialog Box - Import from Microsoft Excel (2)

Dialog Box - Import from Microsoft Excel (2)

Here you select which fields in the Microsoft Excel file to import and which fields in MultiMailer that should receive the data. When you have selected the fields, press the **Import** button to start the import.



4.43 Dialog Box - Import from Microsoft Outlook

Dialog Box - Import from Microsoft Outlook

Select a folder in Microsoft Outlook by pressing the **Select Folder** button in the dialog box. After that, press the **Import** button to start the import.

4.44 Dialog Box - Import from Text File - step 1

Dialog Box - Import from Text File - step 1

With this wizard you can import information from a text file to the mailing list.

Select File

Press this button to select an import file.

Select Field Separator

Here you select a field separator character.

First row contains field names

If the first row in the import file contains field names instead of data you should check this option.

There is only one field (column) in the file

If the import file contains only one field (one column) you must check this option.

Preview File

If you want to preview the file you can press this button. The 15 first rows are showed.

4.45 Dialog Box - Import from Text File - step 2

Dialog Box - Import from Text File - step 2

Here you can set some import options.

Format data at import

If you check this option some fields will be formatted at import.

Don't import records with missing e-mail addresses

If you check this option records that have no e-mail address in the e-mail address field will not be imported.

Don't allow duplicates

If you check this option all duplicates that is found will be handled during the import.

Only in Professional:**Empty mailing list before the import begins**

Clears the mailing list before the import begins.

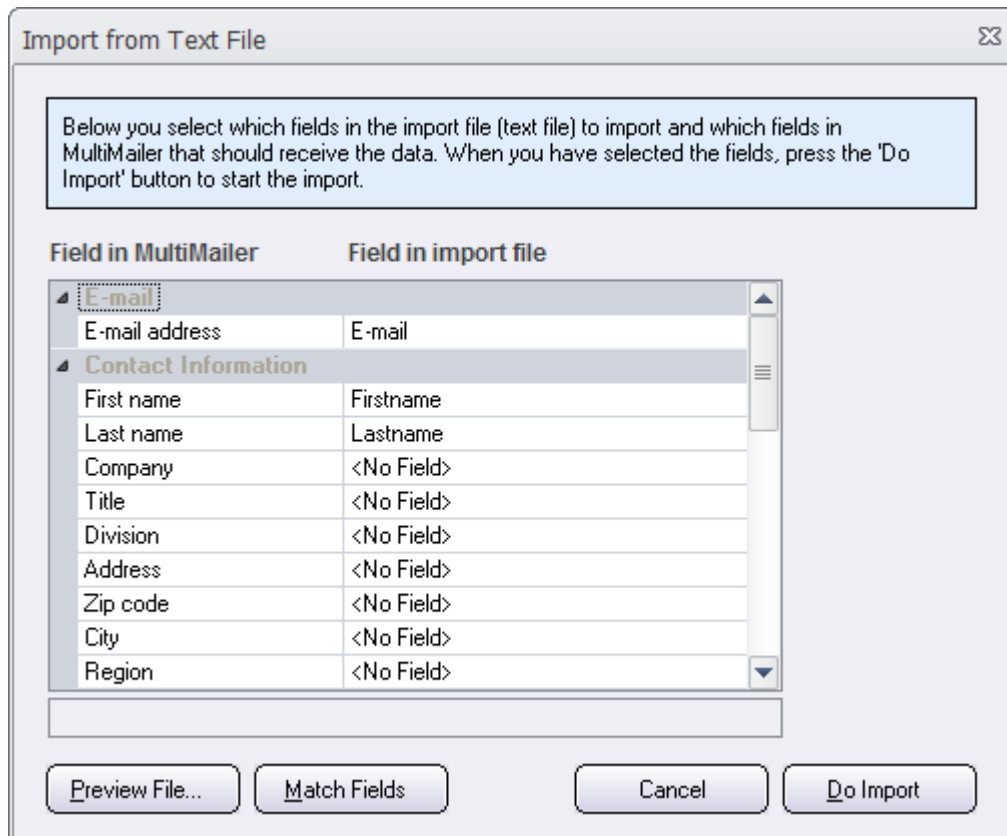
Use a fast special method when removing duplicates

If you are going to import a large number of contacts you can check this option to speed up the duplication removal process. By having this option checked MultiMailer will first fill the mailing list with all data in the import file and then remove duplicates afterwards. MultiMailer will not ask which record to keep, it will self decide which record to remove and which to store. If the import file contains a large number of contacts you will save a lot of time if you have this option checked. If you only import e-mail addresses it is recommended to always have this option checked. Same if it is ok to let MultiMailer decide which records to keep.

4.46 Dialog Box - Import from Text File - step 3

Dialog Box - Import from Text File - step 3

Here you select which fields in the import file (text file) to import and which fields in MultiMailer's mailing list that should receive the data.

**Preview File**

If you want to preview the file you can press this button. The 15 first rows are showed.

Match Fields

If you press this button MultiMailer will try to automatically match the fields in the import file with the fields in MultiMailer's mailing list.

Do Import

Starts the import.

4.47 Dialog Box - Import of Data

Dialog Box - Import of Data

You can import data from different data sources to MultiMailer. In this dialog box you can choose what type of import you want to do.

Available Import Types:

Import from text file

Imports data from a text file.

Import from Microsoft Excel

Imports data from Microsoft Excel.

Import from databases (Access, SQL etc.) via ODBC

Imports data from external databases using ODBC.

Import from Microsoft Outlook

Imports contact information from Microsoft Outlook.

Import from MultiMailer mailing list (append lists)

Imports another MultiMailer mailing list to the current list.

(In the Standard version of MultiMailer, only the first two options are available)

4.48 Dialog Box - Import of Data - Outlook

Dialog Box - Import of Data - Outlook

You can import data from different parts of Microsoft Outlook. In this dialog box you can choose which part of Outlook you want to import data from.

Available Import Types:**Import from Microsoft Outlook: The 'Contact' folder - Contacts**

Imports contact information from the 'Contact' folder in Microsoft Outlook.

Import from Microsoft Outlook: The 'Contact' folder - Distributions Lists

Imports distribution lists from the 'Contact' folder in Microsoft Outlook.

Import from Microsoft Outlook: Name and e-mail addresses

Imports names and e-mail addresses from the **From** fields in all e-mails in a specified folder in Microsoft Outlook.

Import from Microsoft Outlook: Scan registration e-mails

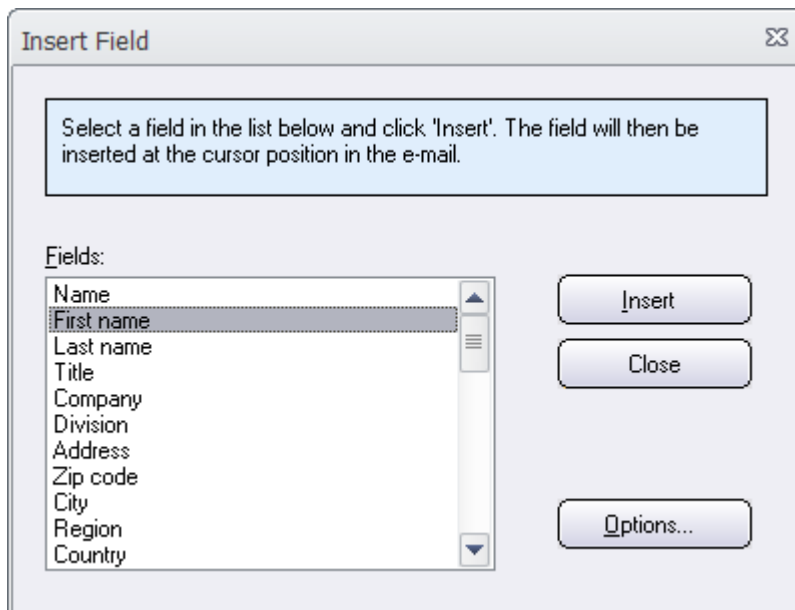
Scans registration e-mails for name, e-mail, address etc. in a specified folder in Microsoft Outlook and imports the data to MultiMailer.

4.49 Dialog Box - Insert Field

Dialog Box - Insert Field

Via this dialog box you select a data field that should be inserted in the e-mail message. The field is inserted at the cursor's current position in the e-mail message. You can insert fields in the subject field or in the body text of the message.

The data fields get its data from the mailing list. Exceptions are the date/time fields and the sender information fields.

**Fields**

Here you find a list of data fields that can be inserted. To insert a field, just select the field in the list and press the **Insert** button. You can also double click on the field to insert it.

Options

Opens a dialog box where you can set some special options. This button is only available in the Professional version of MultiMailer.

4.50 Dialog Box - Insert Frame

Dialog Box - Insert Frame

In this dialog box you choose a border color and a background color for the frame that will be inserted in the document.

4.51 Dialog Box - Insert Picture

Dialog Box - Insert Picture

In this dialog box you select a picture file that should be inserted in the HTML document. The picture must be in the JPEG, GIF or PNG format.

Tab - Picture

Here you choose a picture file. The filename extension of the picture file must be ".JPG", ".GIF" or ".PNG".

Tab - Layout

Here you specify alignment and horizontal and vertical spacing for the picture. Use of the settings in this tab is optional.

4.52 Dialog Box - Insert Picture Link

Dialog Box - Insert Picture Link

In this dialog box you specify a URL to a picture on the Internet that should be included in the HTML document. So long the picture exists on the Internet the picture will be visible in the e-mail message.

Tab - URL

Here you specify a URL to a picture on the Internet. The picture should be in GIF, JPG or PNG format.

Tab - Layout

Here you specify alignment and horizontal and vertical spacing for the picture. Use of the settings in this tab is optional.

[Change default value for the URL field](#)

4.52.1 Change default value for the URL field

Change default value for the URL field

When you open the **Insert Picture Link** dialog box, the text "**http://**" is displayed in the **URL** input field. If you want to have another starting text here you can write that text/address in the **URL** field, select the text and press **Ctrl-S**. Next time you open the dialog box this text will be shown instead of "**http://**".

4.53 Dialog Box - Insert Sound

Dialog Box - Insert Sound

Here you can specify a sound file that should be played when the user opens the e-mail message. Inserting a sound file should be the last step you do when you create an e-mail document because the tag is invisible in the document and can be deleted by mistake if you delete text in the document.

Sound file

This field must contain a local file path or URL to a sound file.

Browse

Press this button to select a sound file. The file should be in the WAVE, MIDI or MP3 format.

Loop

Here you specify the number of times the sound file should be played. If you select "INFINITE" the sound file will be played as long as the e-mail message is opened.

Volume

Here you specify the volume of the sound.

4.54 Dialog Box - Invalid E-mail Addresses

Dialog Box - Invalid E-mail Addresses

In this dialog box you can handle invalid e-mail addresses. E-mail addresses listed here will not receive any more e-mails from MultiMailer.

Add

Adds a new e-mail address to the exclusion list.

Delete

Removes selected e-mail address from the exclusion list.

Remove from Mailing List

Removes all blocked e-mail addresses from the mailing list.

4.55 Dialog Box - Link Report

Dialog Box - Link Report

Shows a link report for a selected newsletter delivery / e-mail campaign.

4.56 Dialog Box - More POP3 Options (Bounces)

Dialog Box - More POP3 Options

Delete e-mail bounce from server after download

Check this option if you want the e-mail bounces to be deleted from the server after they have been downloaded.

Delete also other e-mails from the server if they are older than

Check this option if you want that MultiMailer deletes all other e-mails on the server. To the right of the option you can specify how many days to keep the e-mails on the server before deletion.

4.57 Dialog Box - More POP3 Options (Subscribe/Unsubscribe)

Dialog Box - More POP3 Options

Delete e-mail from server after download

Check this option if you want the subscribe or unsubscribe e-mails to be deleted from the server after they have been downloaded.

4.58 Dialog Box - New Campaign

Dialog Box - New Campaign

From this dialog box you create a new campaign.

Name of Campaign

Here you enter the name of the campaign.

Campaign Folder

Here you specify a folder where the campaign will be saved in. Press **Browse** to browse for a folder on your harddisk.

Create Campaign

When you press this button a campaign will be created. A file with the name specified at **Name of Campaign** will be created in the folder specified at **Campaign Folder**. The filename extension of the file will be **.camp**.

More information about campaigns

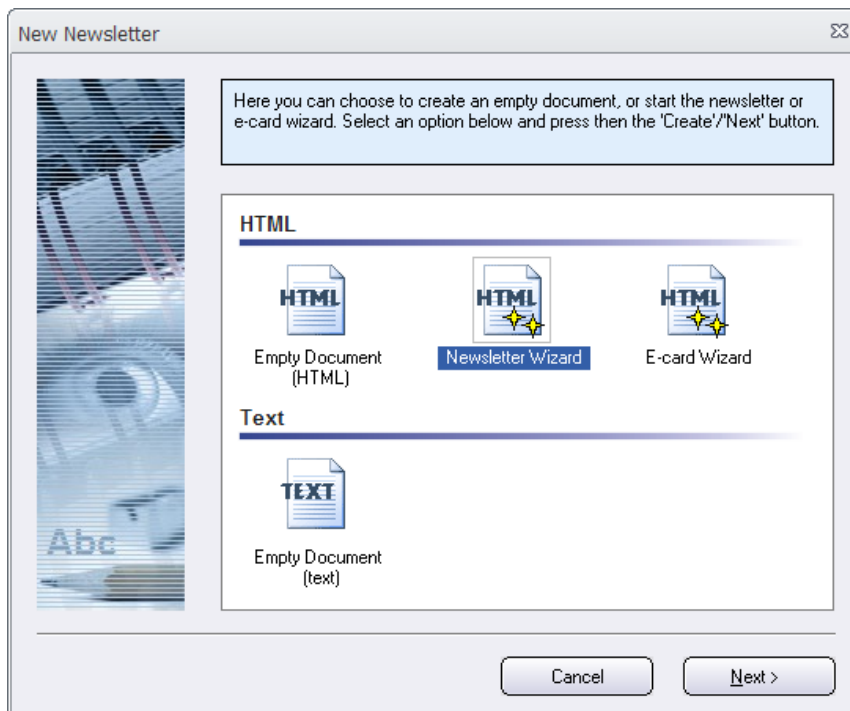
A campaign is a kind of project file where settings and information about a newsletter distribution are stored. A campaign file has the filename extension **.camp** and stores the following:

- A path to a newsletter file
- A path to a mailing list
- A path to a temporary exclusion list
- Selected sender information profile

When you open a campaign file all settings and information above will be opened again. By using campaign files you can more easily reuse files and settings because you only need to open one file, the campaign file, instead of opening many files and choosing settings manually.

4.59 Dialog Box - New Newsletter**Dialog Box - New Newsletter**

Here you can choose to create an empty document or start the newsletter or e-card wizard. Select an option and press then the **Create** or **Next** button.



Explanation of the options in this dialog box

Empty Document (HTML)	Creates an empty HTML document
Newsletter Wizard	Starts the newsletter wizard
E-card Wizard	Starts the e-card wizard
Empty Document (text)	Creates an empty text document

4.60 Dialog Box - Newsletter Subject Line

Dialog Box - Newsletter Subject Line

Shows the newsletter's subject line for this mailing number.

4.61 Dialog Box - Options (1)

Dialog Box - Options

Tab - General

Open last mailing list automatically when MultiMailer starts

If this option is checked, the last used mailing list will be automatically opened when MultiMailer starts.

Set application window to default size when MultiMailer starts

If this option is checked, the application window will be set to the default size when MultiMailer starts.

Handle campaigns

Turns campaign handling on or off.

Check for duplicates when adding new mailing list items

If this option is checked, MultiMailer will examine if a contact you add already exists in the mailing list.

When duplicates are selected, leave one e-mail address unselected

If this option is checked, one e-mail address in every group with identical e-mail addresses will be unselected when you select duplicates.

Warn if improper HTML tags are found in an e-mail message

Warns if improper HTML tags (e.g. style sheets, script etc.) are found in an e-mail message.

Include also first name and last name in the To field of e-mail header

If this option is checked, MultiMailer will also include the contacts first name and last name in the To field of the e-mail header. If this option is cleared, only the e-mail address will be included in the To field.

Add unsubscribe field (List-Unsubscribe) to e-mail header

If this option is checked, an unsubscribe field is added to the e-mail header.

The **Change Visual Style For Program** button opens a dialog box where you can change the visual style for the program. The **Advanced Options** button opens a dialog box where you can set some advanced options.

4.62 Dialog Box - Options (2)

Dialog Box - Options

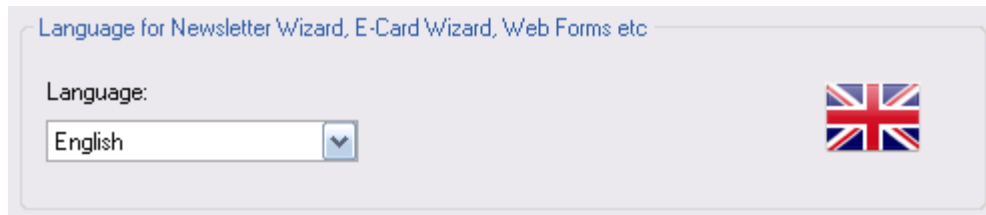
Tab - Language

E-mail character set

Specifies which character set will be used in the e-mail message.

Language

Specifies which language to use for the newsletter wizard, e-card wizard, web forms etc.



4.63 Dialog Box - Options (3)

Dialog Box - Options

Tab - Time Settings

Pause between two e-mails (milliseconds):

Specifies how long time, in milliseconds, that MultiMailer should wait after one e-mail message has been delivered to the e-mail server and to the delivery of the next e-mail message. If the e-mails are delivered too fast to the e-mail server you can increase the time here.

Prevent Mail Server Overload

To reduce the risk that the e-mail server will be overloaded you can instruct MultiMailer to take a pause at specified intervals. In the **Pause after** text box you specify after how many sent messages there should be a pause and in the **Wait for** text box you specify how long time (in seconds) the pause should last.

If server doesn't respond within 60 sec, continue with next mail

To prevent that an e-mail delivery process will halt if there is a problem on the server with an e-mail message you can select this option. If this option is selected MultiMailer will continue with the next message in the mailing list if the e-mail server doesn't respond within 60 seconds after trying to send an e-mail message.

4.64 Dialog Box - Options (4)

Dialog Box - Options

Tab - Data Input

Format data at field input

If this option is checked, data will be formatted when you enter contact information in the dialog box **Recipient Information**.

Field: 'City' / Field: 'Country'

Within these two frames you specify how the data will be formatted in the dialog box **Recipient Information**. These two options will also affect how data is formatted when choosing the menu item **Edit - Format Selected Contacts**.

4.65 Dialog Box - Options (5)

Dialog Box - Options

Tab - HTML Editor

If you already have a favorite HTML editor you can inform MultiMailer where that application is located and you can then switch between MultiMailer and the HTML editor more easily.

Application Name

Here you specify a name of an external HTML Editor, for example Microsoft FrontPage.

Path to the Application

Here you specify a file path to an external HTML Editor. You can browse after a program file by pressing the button (...) to the right. You can also press the **Use Standard Editor** button to choose the standard editor in the system.

[More information about external HTML editors](#)

4.66 Dialog Box - Options (6)

Dialog Box - Options

Tab - Statistics

Show statistics tab

If this option is checked, the **Statistics** tab in the main window is shown.

Add data to statistics list

If this option is checked, the statistics list in the **Statistics** tab will be updated when a newsletter distribution is completed.

Show the 'Campaign' column in statistics list

If this option is checked, the **Campaign** column will be shown in the statistics list.

Show the 'Category' column in statistics list

If this option is checked, the **Category** column will be shown in the statistics list.

Show the 'Subject' column in statistics list

If this option is checked, the **Subject** column will be shown in the statistics list.

Don't update statistics list if number of recipients is less than

If you don't want the statistics list to be updated when the number of recipients is very low you can specify the lower limit here. If the number of recipients is less than the specified value, no data will be written to the statistics list. And there will be no log file created either. This option can be useful if you often do test mailings to test e-mail addresses in the mailing lists. By specifying a lower limit here the statistics list will stay clean without information about these test mailings.

Use advanced statistics

Check this option if you want to activate the advanced statistics functions. The advanced statistics functions requires an account on our server. If you have an account you can enter the account name by pressing the **Account** button. This options is only available in the Professional version of MultiMailer.

4.67 Dialog Box - Options (7)

Dialog Box - Options

Tab - Log

Store mailing status in a log file

If this option is checked, a log file will be created during an e-mail distribution process.

Include customer number in the log file

If this option is checked, the customer number is included at every line.

Create an importable tab delimited log file

If this option is checked, an importable tab delimited log file is created.

Write field titles to the first line in the log file

If this option is checked, field titles are written at the first line in the log file.

Include document name and mailing list name at every line

If this option is checked, the filenames of the document and mailing list are included at every line in the log file.

Create a detailed SMTP log file

If this option is checked, a detailed log file with information about the SMTP communication between your computer and the e-mail server will be created. [Click here for more information.](#)

Store information about bounces, subscribe and unsubscribe requests in log file

If this option is checked, information about bounces, subscribe and unsubscribe requests are stored in a log file.

4.68 Dialog Box - Options (8)

Dialog Box - Options

Tab - Import

Remember import options to next import

If you want that the import options always will be saved to the next import you can check this option.

Match fields automatically when a new import file is chosen

If this option is checked, every time a new import file is chosen MultiMailer will try to automatically match the fields in the import file with the fields in the MultiMailer mailing list. MultiMailer will always try to match e-mail addresses and names, but by checking this option also another fields will be matched if possible.

At import, automatically convert UNIX file if detected

If this option is checked, text files that appear to come from UNIX environment will be converted automatically to Windows format before import. If the import files always come from a Windows environment this option can normally be unchecked.

Don't import records with missing e-mail addresses

If you check this option, records that have no e-mail address in the e-mail address field will not be imported.

Set fields chosen to import to bold (in field lists)

If this option is checked all fields that have been chosen to import will be shown in bold in the field lists

Registration E-Mail Scanning - Field Names

Opens a dialog box where you can specify field names to use when importing data from registration e-mails. This button is only available in the Professional version of MultiMailer.

4.69 Dialog Box - Options (9)

Dialog Box - Options

Tab - Backup

MultiMailer can do internal backups of your data files when you work with them. If there is a data loss for some reason you will always have a backup to restore from. In this tab you can choose if you want to have the backup handling activated or turned off.

Off, don't make any backups

If this option is selected no backups are created.

Medium level: max one backup / hour

If this option is selected backups are created. Maximum one backup / hour is created for a specific list.

Maximum level: max one backup / minute

If this option is selected backups are created. Maximum one backup / minute is created for a specific list.

A backup file is created when a list, for example the mailing list, is saved on the harddisk. Click on the link below to obtain more information about the backup handling in MultiMailer.

[More information about the backup handling in MultiMailer](#)

4.70 Dialog Box - Paused

Dialog Box Paused

The e-mail delivery process has paused, but it will soon continue again.

4.71 Dialog Box - Permanent Exclusion List

Dialog Box - Permanent Exclusion List

In this dialog box you can specify e-mail addresses that should not receive any more e-mails from MultiMailer; for example contacts that have requested to be excluded from your mailing lists via unsubscribe requests.

Add

Adds a new e-mail address to the exclusion list.

Delete

Removes selected e-mail address from the exclusion list.

Remove from Mailing List

Removes all (permanent) blocked e-mail addresses from the mailing list.

4.72 Dialog Box - Read E-Mail Bounces from Outlook

Dialog Box - Read E-Mail Bounces from Outlook

Press the **Read E-Mail Bounces** button to import information about bounced e-mails from Microsoft Outlook to SamLogic MultiMailer.

4.73 Dialog Box - Read E-Mail Bounces from Server

Dialog Box - Read E-Mail Bounces from Server

Press the **Read E-Mail Bounces** button to download e-mail bounces from an e-mail server and import the information to SamLogic MultiMailer.

4.74 Dialog Box - Read Subscribe/Unsubscribe E-Mails from Outlook

Dialog Box - Read Subscribe/Unsubscribe E-Mails from Outlook

Press the **Read Subscribe E-Mails / Read Unsubscribe E-Mails** button to import information from subscribe/unsubscribe e-mails from Microsoft Outlook to SamLogic MultiMailer.

4.75 Dialog Box - Read Subscribe/Unsubscribe E-Mails from Server

Dialog Box - Read Subscribe/Unsubscribe E-Mails from Server

Press the **Read Subscribe E-Mails / Read Unsubscribe E-Mails** button to download subscribe/unsubscribe e-mails from an e-mail server and import the information to SamLogic MultiMailer.

4.76 Dialog Box - Recipient Information

Dialog Box - Recipient Information

Tab - Contact Information

In this tab you add or edit contact information for a recipient. If you need to add a contact without an e-mail address you can enter a "-" (minus sign) in the **E-mail** field.

Tab - Additional Information

In this tab you can specify a customer number, a category, a sub category or enter a note. The **Note** field can contain HTML script (for example line breaks, text colors, hyperlinks etc.). To insert a line break tag in the **Note** field, press **Ctrl + Enter**.

Tab - User Fields

In this tab you can specify text values for the user fields in MultiMailer. The user fields can contain HTML script (in the same way that the **Note** field) or just plain text.

Button "From Clipboard"

By pressing this button you can transfer formatted data from the clipboard to some of the fields in the dialog box. [Click here for more information](#).

4.76.1 Button "From Clipboard"

Button "From Clipboard"

If you have text in an e-mail (or text file) that contains field data / contact information you can transfer it to some of the fields in the dialog box. You can transfer data to the **E-mail**, **First name** and **Last name** fields. The field information must be in the following format:

Fieldname: Fielddata

The following field names are supported: "**name:**", "**realname:**", "**email:**", "**e-mail:**". The name field is automatically split in firstname and lastname. Here is an example of text that can be transferred in this way:

email: mail@samlogic.com
name: Bobby Jonson

This function is useful when transferring registration information that people enters in a web form on the Internet and e-mail them to you. To transfer the data from a registration e-mail, do the following:

- select the fields in the e-mail
- press Ctrl - C to copy the data to Windows Clipboard
- press the **From Clipboard** button

If you have the Professional version of MultiMailer and receive lot of registration e-mails there are better ways to import the data. You can for example use the [import function](#) in MultiMailer or use the [subscribe function](#).

4.77 Dialog Box - Registration E-Mail Scanning - Field Names

Dialog Box - Registration E-Mail Scanning - Field Names

In this dialog box you can specify field names for the fields to search for when importing data from registration e-mails. The fields are read from the body text of the e-mail message.

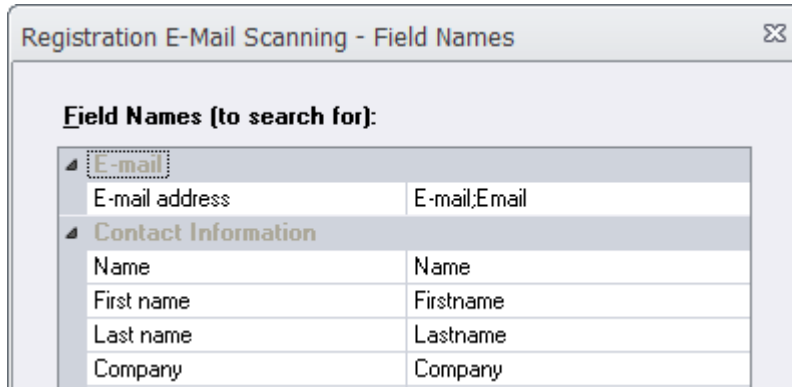
Registration e-mails can be imported in two ways:

- By selecting the **Import from Microsoft Outlook: Scan registration e-mails** option in the **Import of Data** dialog box (open via **Import & Export - Import to Mailing List** menu item).

- By reading subscribe e-mails via the **Subscribe/Unsubscribe** tab.

More than one field name can be specified for a field

If you read subscribe e-mails via the **Subscribe/Unsubscribe** tab you can specify more than one field name to search for. For example, if some of your registration e-mails use the field name **Email** for e-mail addresses and some use **Email address** you can specify both if you separate them with a semi colon. See the picture below:

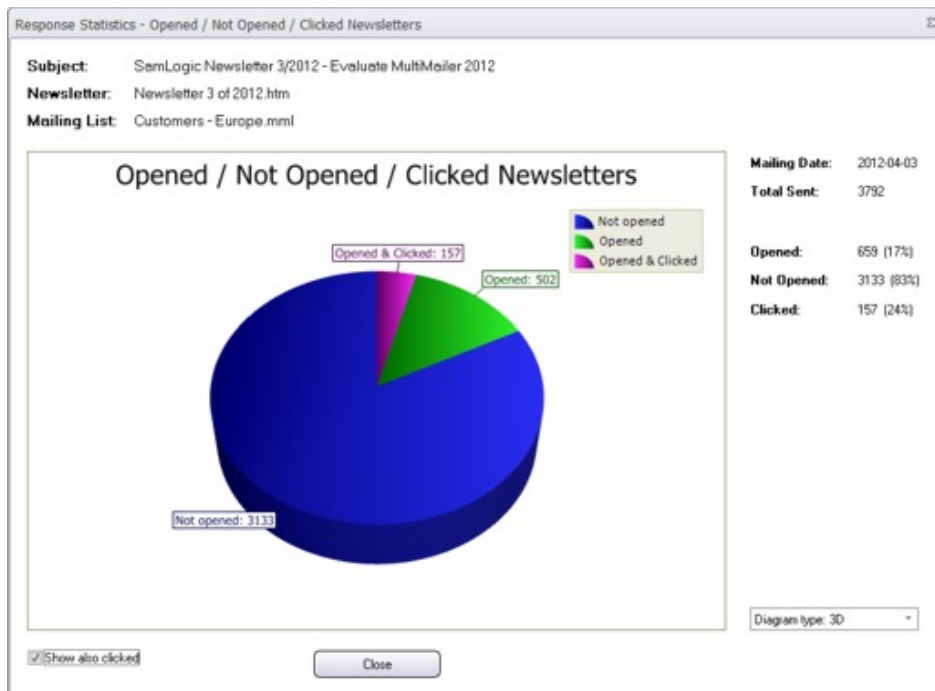


4.78 Dialog Box - Response Statistics

Dialog Box - Response Statistics

In this dialog box you can see how many contacts that have opened and not opened your newsletter. You can also see how many that has clicked on the links in your newsletter.

The result is shown in a pie chart. The pie chart can be shown in 2D and 3D. You can change between 2D and 3D view via the combo box that is located to the bottom right of the dialog box.



4.79 Dialog Box - Restore From Backup

Dialog Box - Restore From Backup

You can restore some of the backup files via this dialog box.

Choose which file type to restore via the **Data file type** combobox. Thereafter, select the file to restore in the **Backup files** list. And finally, press the **Restore File** button. Then the file of the same type will be restored to MultiMailer.

The most recent backup is always located in the bottom of the list. You can see the date and time when the file was backed up in the filename.

4.80 Dialog Box - Root Folders

Dialog Box - Root Folders

In this dialog box you find a list of all root folders on the server. You can also choose one to use.

The root folder information is read directly from the server. The login data specified at the **Login** tab in the **File Upload Settings** dialog box must be correct, otherwise no information can be read.

4.81 Dialog Box - Schedule Send

Dialog Box - Schedule Send

If you want to start an e-mail delivery at a specified time you can set the date and time in this dialog box. If you choose scheduled send, all contacts in the mailing list will receive an e-mail (except for the e-mail addresses in the exclusion lists).

Start the e-mail delivery at the specified date and time below

Check this option if you want to schedule an e-mail delivery.

Date

Specifies a date to start the e-mail delivery.

Time

Specifies a time to start the e-mail delivery. Must be in the format **hh:mm**, for example **21:00**.

4.82 Dialog Box - Select Blocked E-mail Addresses

Dialog Box - Select Blocked E-mail Addresses

Some e-mail addresses can exist in one of the exclusion lists in the program. In this dialog box you can choose which exclusion lists to examine. When you press the **Select** button all e-mail addresses in the mailing list that also exist in one of the exclusion lists will be selected.

4.83 Dialog Box - Select by Category

Dialog Box - Select by Category

If you want that the contacts (items) in the mailing list of a specific category (or sub category) to be selected you can enter the category text here. All items that contain the specified category/sub category text will be selected.

You can use asterisk characters in the dialog box fields. For example **DEMO*** will mark **DEMO** and **DEMO-MULTIMAILER**. And if you enter two asterisk at the end, e.g. **DEMO****, it will find the text within the category. For example **DEMO**** will mark **DEMO**, **DEMO-MULTIMAILER** and **MULTIMAILER-DEMO**. If you enter the text with no asterisk, e.g. **DEMO**, only items that match exactly will be selected (in this case, only **DEMO** will be selected).

4.84 Dialog Box - Select by Domain Name

Dialog Box - Select by Domain Name

If you want the contacts in the mailing list that contain a specific domain name in the e-mail address to be selected you can specify the domain name here. Enter the domain name without the @ character (for example "hotmail.com") and press the **Select** button. Then all items that contain the domain name in the e-mail address will be selected in the mailing list.



4.85 Dialog Box - Select by Number of Bounces

Dialog Box - Select by Number of Bounces

All e-mail addresses that have the minimum number of bounces that is specified at **Minimum Number of Bounces** will be selected in the bounce list.

4.86 Dialog Box - Select by...

Dialog Box - Select by...

If you want the contacts (items) in the mailing list to be selected depending of a value in a field you can

specify the field text here. All items that contain the specified field text will be selected.

4.87 Dialog Box - Select Category

Dialog Box - Select Category

From this dialog box you can select a category from a list of already specified categories. You can select a category by double-clicking on the category name in the list or by selecting the category in the list and pressing the **Select** button.

4.88 Dialog Box - Select Root Folder (Outlook)

Dialog Box - Select Root Folder

There exists more than one root folder in Microsoft Outlook. In this dialog box you can select in which root folder the MultiMailer folders will be created in.

If your Outlook is connected to Microsoft Exchange Server, be sure to select a folder where you have folder creation rights. If there exists a 'Personal Folders' folder in Outlook, we recommend you to select that one.

4.89 Dialog Box - Select Sub Category

Dialog Box - Select Sub Category

From this dialog box you can select a sub category from a list of already specified sub categories. You can select a sub category by double-clicking on the category name in the list or by selecting the sub category in the list and then pressing the **Select** button.

4.90 Dialog Box - Select Which Columns to Show

Dialog Box - Select Which Columns to Show

In this dialog box you can choose some of the field columns that should be shown in the list.

4.91 Dialog Box - Send Test E-mail

Dialog Box - Send Test E-mail

From this dialog box you can send the active e-mail document to an e-mail address. The only fields that will be expanded in the document, if they exist, are the e-mail address field and the name field. The other fields will not be expanded because there is no data specified for them.

E-mail address

Here you specify an e-mail address that will receive your e-mail message.

Name

Here you specify a name to use with the e-mail message. This field is optional.

Send

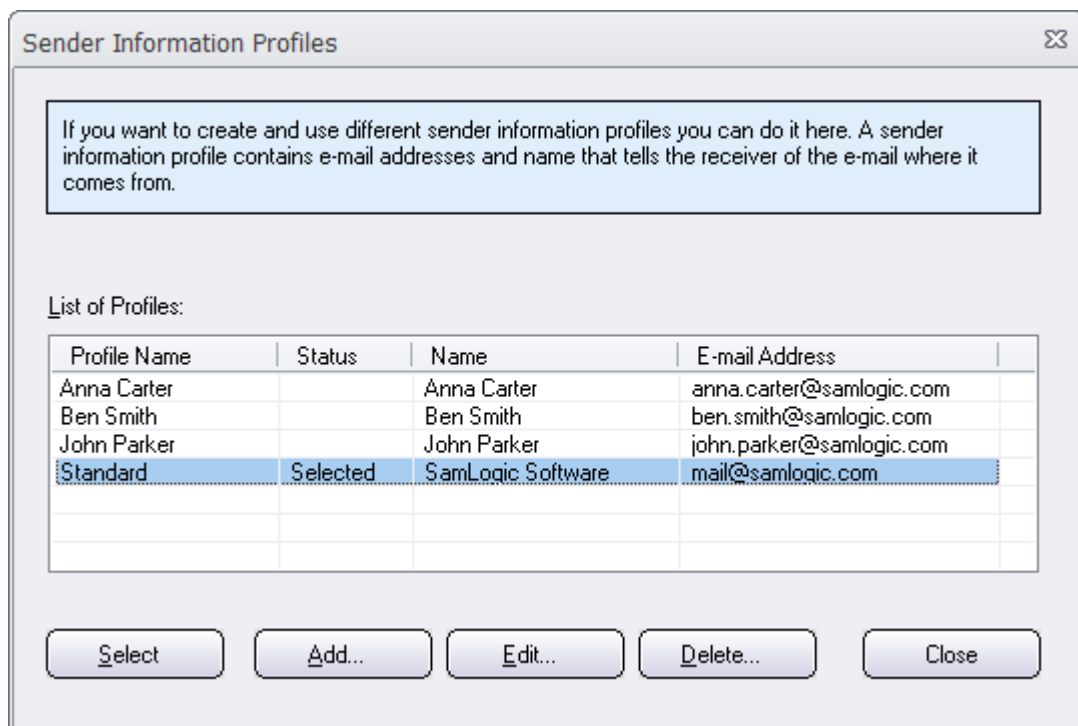
Press this button to send the message.

4.92 **Dialog Box - Send Unsubscribe Request To****Dialog Box - Send Unsubscribe Request To**

In this dialog box you can specify an e-mail address where unsubscribe requests from contacts will be sent to.

4.93 **Dialog Box - Sender Information Profiles****Dialog Box - Sender Information Profiles**

By using sender information profiles you can easily change the sender information that is shown for the receivers, for example e-mail addresses and name.



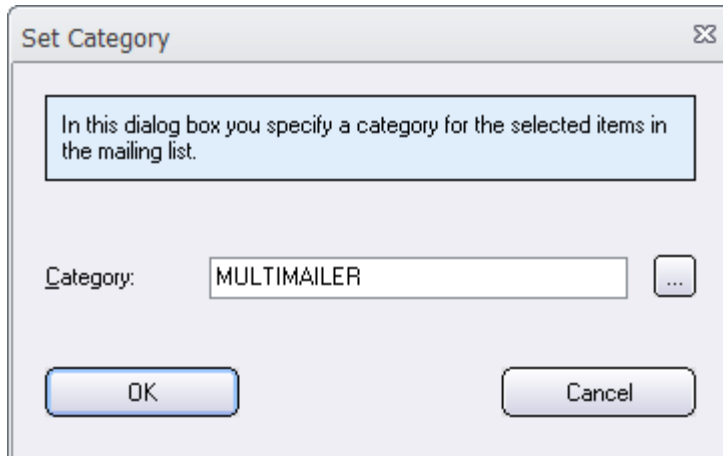
In the **Sender Information Profiles** dialog box you can create, maintain and delete sender information profiles. You can also select which profile to use in the next e-mail delivery process.

You can open this dialog box by choosing the menu item **Options - Sender Information Profiles**. This dialog box is only available in the Professional version of MultiMailer.

4.94 Dialog Box - Set Category (Mailing List)

Dialog Box - Set Category

In this dialog box you specify a category for the selected items in the mailing list.

**Category**

Here you enter a category.

4.95 Dialog Box - Set Category (Other Lists)

Dialog Box - Set Category

In this dialog box you specify a category for the selected items in the list.

Category

Here you enter a category.

4.96 Dialog Box - Set Sub Category

Dialog Box - Set Sub Category

In this dialog box you specify a sub category for the selected items in the mailing list.

Sub category

Here you enter a sub category.

4.97 Dialog Box - Show All Hyperlinks in the HTML Document

Dialog Box - Show All Hyperlinks in the HTML Document

In this dialog box you find a list of all clickable hyperlinks in your HTML document. Also e-mail address links are included in the list (if found in the document).

4.98 Dialog Box - Show HTML Source

Dialog Box - Show HTML Source

In this dialog box you can see the HTML source code for the document. You can also edit the HTML source code by pressing the **Edit HTML** button. If you press the **Save** button, the document in the **Newsletter** tab will be updated with the changes you have made. If you want to close the dialog box without saving the changes, press the cross button in the upper right.

In edit mode, the following standard keys are supported:

Ctrl - Z	Undo
Ctrl - Y	Redo
Ctrl - C	Copy to clipboard
Ctrl - X	Cut to clipboard
Ctrl - V	Paste from clipboard

4.99 Dialog Box - Show Pictures Included in HTML Document

Dialog Box - Show Pictures Included in HTML Document

In this dialog box you find a list of all pictures that have been included in your HTML document. Background pictures are not listed, only pictures that have been inserted among text.

Adjust Picture Tags in HTML

By pressing this button, picture tags with (double) conflicting size values will be adjusted so the size values are equal. If, for example, a picture tag has two different width values, the picture can be shown in wrong size in some e-mail clients. This button is only enabled if the HTML document contains conflicting size values, otherwise it is disabled.

4.100 Dialog Box - Start Sending (step 1)

Dialog Box - Start Sending (step 1)

In this dialog box you can specify which recipients that should receive your e-mail message (for example your newsletter or other type of e-mail). The e-mail message in the **Newsletter** tab will be sent to the group of recipients that you specify here.

All recipients in the mailing list

If you select this option all contacts in the mailing list will receive your e-mail message.

Only selected recipients

If you select this option only the selected items in the mailing list will receive your e-mail message.

Recipients in the specified category

If you select this option only a specified category will receive your e-mail message.

4.101 Dialog Box - Start Sending (step 1b)**Dialog Box - Start Sending (step 1b)**

In this dialog box you can select which category of recipients that should receive your e-mail message.

Category

Here you specify a category.

Sub category

Here you specify a sub category.

4.102 Dialog Box - Start Sending (step 2)**Dialog Box - Start Sending (step 2)**

This dialog box shows what sender information will be shown for the receivers of your e-mail message.

4.103 Dialog Box - Start Sending (step 3)**Dialog Box - Start Sending (step 3)**

This dialog box shows the current campaign name. You can change the name of campaign by pressing the button to the right of the **Name of Campaign** text box.

4.104 Dialog Box - Start Sending (step 4)**Dialog Box - Start Sending (step 4)**

From this dialog box you start the e-mail delivery process. Press the **Start Sending** button to start.

Start Sending

Start the e-mail delivery.

4.105 Dialog Box - Subject Prefix

Dialog Box - Subject Prefix

Subscribe/unsubscribe e-mails are recognized by examining the beginning of the subject field. Some subject prefixes (that MultiMailer search after) are already defined in MultiMailer, but in this dialog box you can specify your own prefixes to scan after.

Subject Prefix - Subscribe E-Mails

Here you can specify your own prefixes to scan after when searching for subscribe e-mails. As default, MultiMailer scan already after a **SUBSCRIBE** and **REGISTER** prefix when looking after subscribe e-mails.

Subject Prefix - Unsubscribe E-Mails

Here you can specify your own prefixes to scan after when searching for unsubscribe e-mails. As default, MultiMailer scan already after an **UNSUBSCRIBE** and **UNREGISTER** prefix when looking after unsubscribe e-mails.

To specify more than one prefix, separate the prefixes with semicolon. Example:

NEWSLETTER;DEMO

If you just want to specify one prefix, just enter it. Example:

NEWSLETTER

You can also enter an asterisk (*) in the input field. Then all e-mail messages will be regarded as subscribe or unsubscribe e-mails and imported by MultiMailer, regardless of the prefix.

4.106 Dialog Box - Subscribe/Unsubscribe E-Mails Settings

Dialog Box - Subscribe/Unsubscribe E-Mails Settings

Choose System

MultiMailer can download subscribe/unsubscribe e-mails from a POP3 server or read them from Microsoft Outlook. Here you can choose which system you want to use.

Subject Prefix

Opens a dialog box where you can specify subject prefixes. More information is [available here](#).

POP3 - Account Settings

If you have chosen to download subscribe/unsubscribe e-mails from a POP3 server you can enter POP3 account information here.

The 'Subscribe E-Mails' tab:

Scan also body text in e-mail

Normally is the e-mail header (the From field and Subject field) scanned for e-mail addresses and other contact information. If you select this option the body text of the e-mail will also be searched for contact information. This option is only available for subscribe e-mails. E-mail addresses (and other contact information if used) in unsubscribe e-mails are always picked from the From field or Subject field in the e-mail header. You can specify the names of the fields in the body text by pressing the **Field Names** button.

The 'Unsubscribe E-Mails' tab:

Add e-mail addresses automatically to exclusion list

If you check this option e-mail addresses in downloaded/imported unsubscribe requests are added automatically to the permanent exclusion list.

Afterwards, delete unsubscribe request from unsubscribe list

If you check this option all incoming unsubscribe requests will be deleted from the unsubscribe list when MultiMailer is closed. The unsubscribe request will only be deleted if the e-mail address has been blocked (added to the permanent exclusion list).

4.107 Dialog Box - Temporary Exclusion List

Dialog Box - Temporary Exclusion List

In this dialog box you can create and maintain temporary exclusion lists.

New

Creates a new temporary exclusion list.

Open

Opens a temporary exclusion list.

Clear

Clears dialog box.

Add

Adds a new e-mail address to the exclusion list.

Delete

Removes selected e-mail address from the exclusion list.

Remove from Mailing list

Removes all blocked e-mail addresses, that exists in the current list, from the mailing list.

4.108 Dialog Box - The Following Contacts Have Clicked on the Link

Dialog Box - The Following Contacts Have Clicked on the Link

Shows a list with contacts that have clicked on the link.

4.109 Dialog Box - Unsubscribe Information in E-mail Header

Dialog Box - Unsubscribe Information in E-mail Header

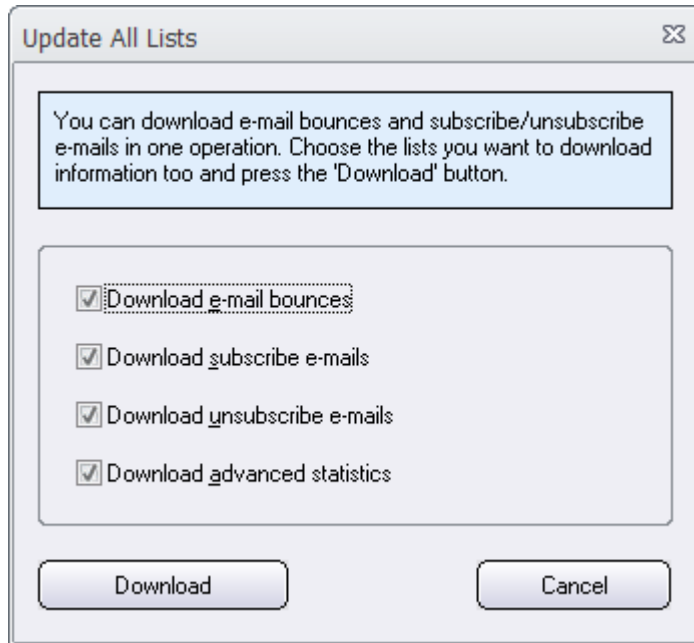
MultiMailer supports the **List-Unsubscribe** field in e-mail headers, which is a special field that gives recipients a standardized way to unsubscribe newsletters. This field is supported by many web e-mail clients, for example Hotmail and Gmail.

In this dialog box you can specify which method to use for unsubscribe requests (e-mail or web form) and specify the e-mail address that will receive the unsubscribe e-mail. If you click on the **Show Details** button you can set some more options.

4.110 Dialog Box - Update All Lists

Dialog Box - Update All Lists

You can download e-mail bounces and subscribe/unsubscribe e-mails in one operation. You can also update the statistics list with the latest advanced statistics data if you have activated that function.



Choose the lists you want to download information too and press the **Download** button. This dialog box is shown if you press the **F12** key.

4.111 Dialog Box - Upload Completed

Dialog Box - Upload Completed

The HTML document, and also pictures and sound if they exist, have now been uploaded to the server. To preview the HTML document on the Internet you can press the **Show document** button.

4.112 Dialog Box - Upload HTML Document and Pictures to Server

Dialog Box - Upload HTML Document and Pictures to Server

MultiMailer can upload a copy of the active HTML document to a server connected to the Internet. Also pictures and sound can be uploaded if they exist in the document. The upload is done from this dialog box.

Before upload you have to specify a subfolder for your HTML document. The subfolder can be specified in the **Subfolder** field in this dialog box. The HTML document will be stored in this folder at the upload.

After a subfolder has been specified you can press the **Upload document** button to upload the files to the server.

4.113 E-Mail Account Settings

E-Mail Account Settings

Before you can use SamLogic MultiMailer you must configure a mail account. Press **Yes** if you want to configure the account now or press **No** if you want to do it later.

4.114 Menu Item - Cancel wait state - continue with next

Menu Item - Cancel wait state - continue with next

You can choose this menu command if the e-mail server is not responding after that one e-mail has been sent. By selecting this menu command the current e-mail transfer is canceled and MultiMailer continues with the next e-mail in the mailing list.

4.115 Microsoft Collaboration Data Objects Not Installed

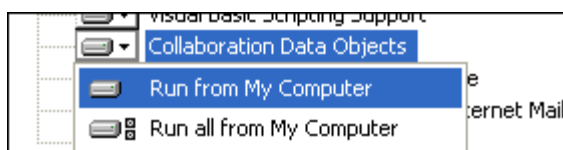
Microsoft Collaboration Data Objects Not Installed

Collaboration Data Objects (CDO) is not installed on your computer. CDO is a part of Microsoft Office and Microsoft Outlook and before you can use bounce handling, and some other Outlook dependent functions in MultiMailer, you must install it.

To install Collaboration Data Objects you must insert your Microsoft Office or Microsoft Outlook CD on your drive. Then, in the setup program, you must choose 'Collaboration Data Objects' in the Microsoft Outlook section and install it to your computer. Check the figures below for more information:



1. Click on "Collaboration Data Objects" in the Microsoft Outlook section



2. Select "Run from My Computer"

If you use Microsoft Office 2007

If you use Microsoft Office 2007 you must download the component from the Internet before you install it. [More information is available here.](#)

If you use Microsoft Office 2010

If you use Microsoft Office 2010 you do not need to install the CDO component. MultiMailer can communicate with Outlook without this component.

4.115.1 If you use Microsoft Office 2007

If you use Microsoft Office 2007

If you use Microsoft Office 2007 you must download the component from the Internet. It is not included in the Office CD/DVD as before. You can download the component from the following Internet page:

<http://www.microsoft.com/downloads/details.aspx?familyid=2714320d-c997-4de1-986f-24f081725d36&displaylang=en>

There you must download and install the file **ExchangeCdo.MSI**. Press the **Download** button at that page to download the file. When download is completed you must run the downloaded MSI file.

4.116 Microsoft Outlook is not your standard e-mail client

Microsoft Outlook is not your standard e-mail client

To be able to handle bounces, and use some other Outlook dependent functions in MultiMailer, Microsoft Outlook must be the standard e-mail client in your system. If you have not installed Microsoft Outlook and you have a Microsoft Office or Microsoft Outlook CD you can install it from there.

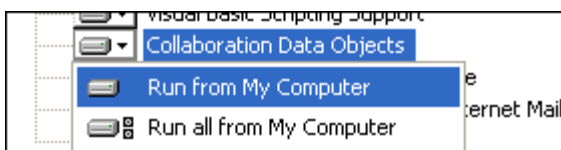
When you install Microsoft Outlook, it is important that you also install Collaboration Data Objects (CDO) from your Microsoft Office/Outlook CD. CDO is necessary when MultiMailer communicate with Outlook.

Collaboration Data Objects

When you install Microsoft Outlook you must install Collaboration Data Objects also. You can select CDO by following the instructions below:



1. Click on "Collaboration Data Objects"



2. Select "Run from My Computer"

If you have Microsoft Office 2007

If you have Microsoft Office 2007 you must download the component from the Internet before you install it. [More information is available here.](#)

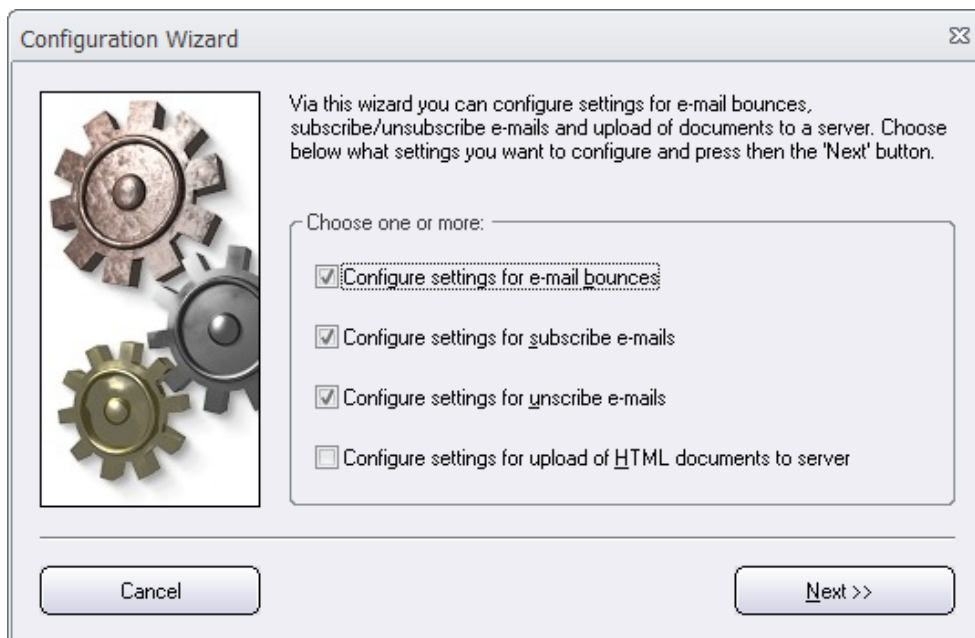
If you use Microsoft Office 2010

If you use Microsoft Office 2010 you do not need to install the CDO component. MultiMailer can communicate with Outlook without this component.

4.117 Wizard - Configure Settings for E-mail Bounces, Subscribe/Unsubscribe E-Mails etc.

Wizard - Configure Settings for E-mail Bounces, Subscribe/Unsubscribe E-Mails etc.

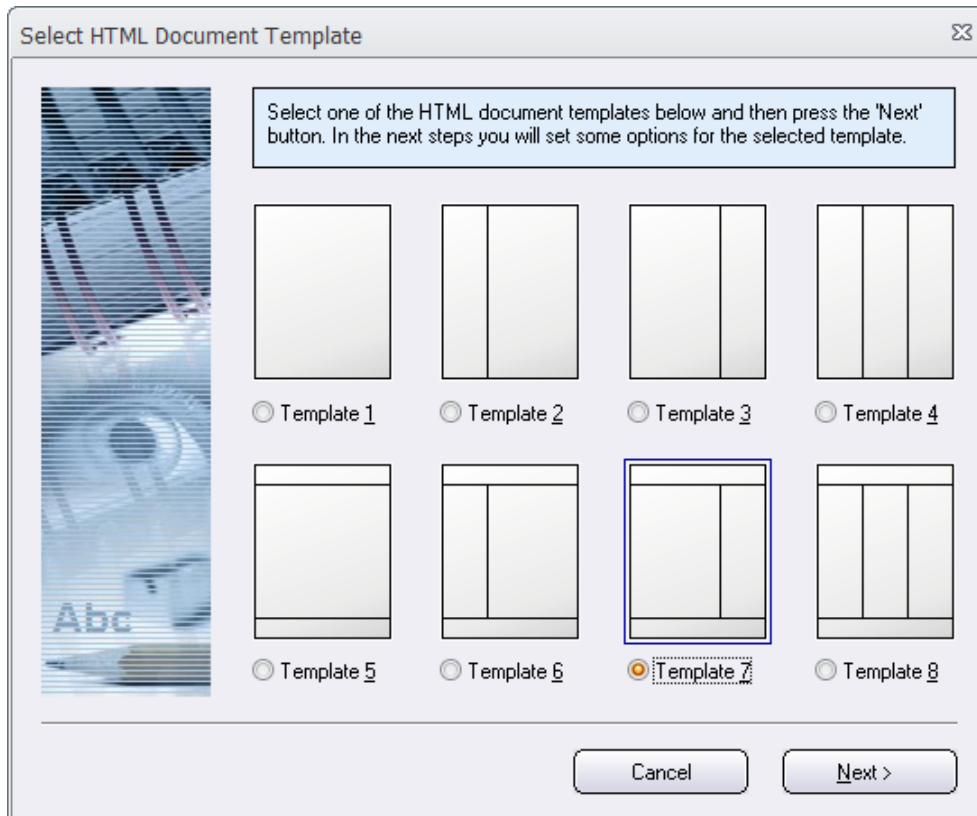
Via this wizard you can configure settings for e-mail bounces, subscribe/unsubscribe e-mails and upload of newsletters to a server.



4.118 Wizard - Newsletter or E-card

Wizard - Newsletter or E-card

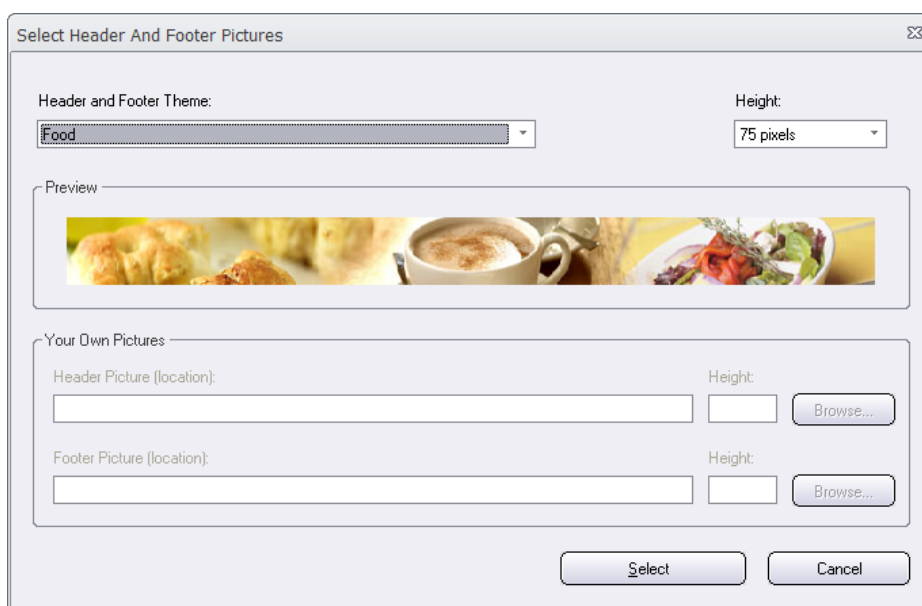
Via this wizard you can create a newsletter or e-card. Choose a basic template and specify colors, fonts, width, header/footer pictures etc. for the template. You can also add support for Facebook, Twitter and Google+ (logotypes that are clickable) if you have such pages.



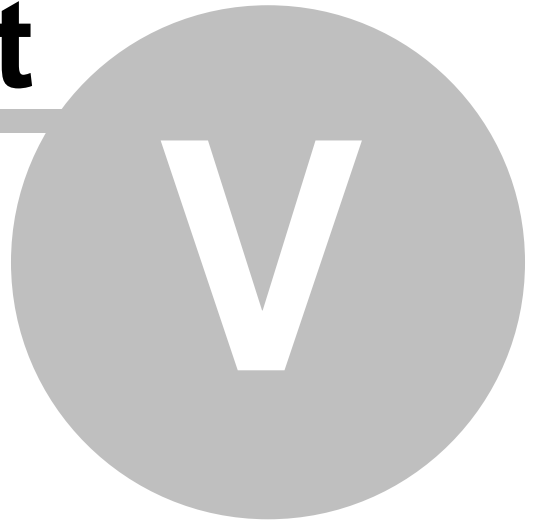
4.118.1 Select Header And Footer Pictures

Select Header And Footer Pictures

In this dialog box you can choose a picture for the header and footer of the newsletter. You can use one of the built-in pictures or specify your own header and footer picture. You can also set the height of the header and footer picture in this dialog box.



Part



5 Importing Contacts

Importing Contacts

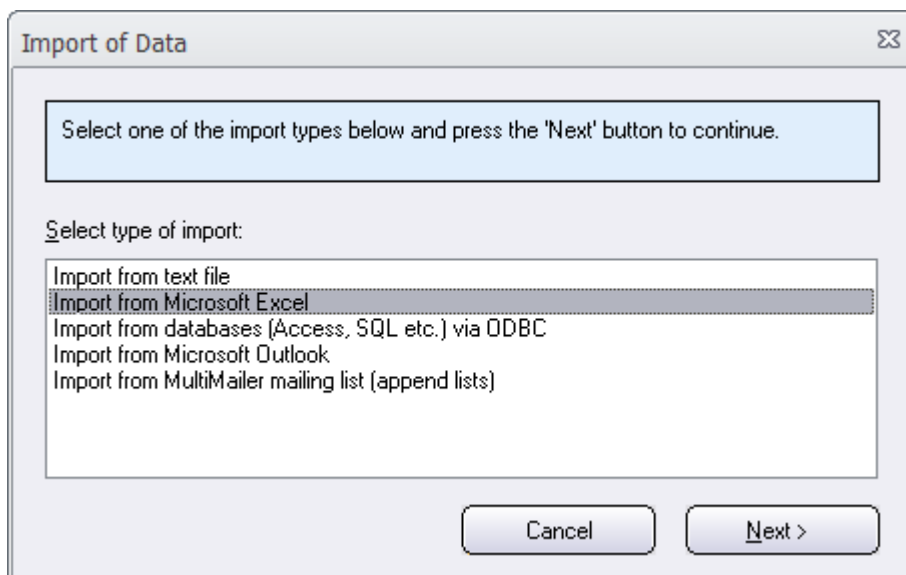
In this chapter you will find information about how to import data to MultiMailer.

5.1 Importing Contacts

Importing Contacts

Instead of entering contacts you already have you can import those from an external database (for example Microsoft Access), from a spreadsheet (for example Microsoft Excel), or from another e-mail client application (for example Microsoft Outlook).

To import data from an external data source you can select the menu item **File - Import & Export - Import to Mailing List** or press the **Import** button in the **Mailing List** tab. In both cases the following dialog box is opened:



From that dialog box you can start different import wizards to import data from different data sources.

[Import from a text file - step by step](#)

[Import from a Excel file - step by step](#)

[Import from Outlook - step by step](#)

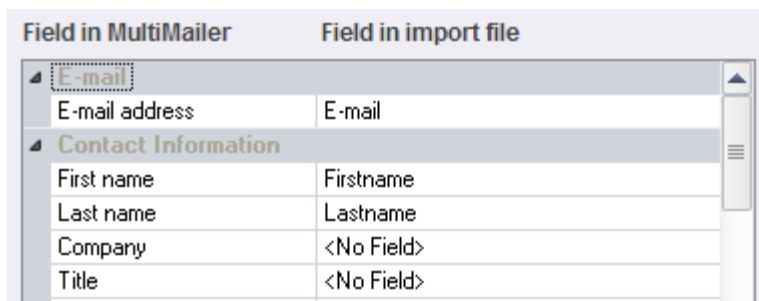
[Import from a Database using ODBC - step by step](#)

5.2 Import From a Text File - step by step

Import From a Text File - step by step

To import contact information from a text data file to the mailing list you can follow these steps:

1. Select the menu item **File - Import & Export - Import to Mailing List** or press the button **Import** in the **Mailing List** tab.
2. Choose "Import from text file" in the list and press **Next**.
3. Press the button **Select File** to select a text file to import data from.
4. Select a field separator at **Select Field Separator**.
5. Click **Next**.
6. Here you can set some import options if you want. Click **Next** to continue.
7. Here you match data fields in the import file with data fields in MultiMailer.



Field in MultiMailer	Field in import file
E-mail	
E-mail address	E-mail
Contact Information	
First name	Firstname
Last name	Lastname
Company	<No Field>
Title	<No Field>

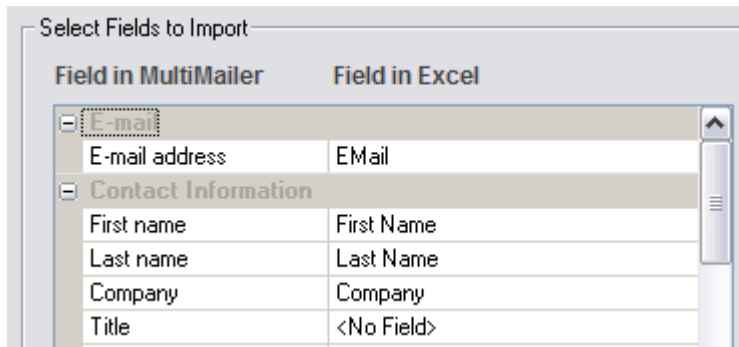
8. When you have matched the fields, press the **Do Import** button to start the import.

5.3 Import From a Excel File - step by step

Import From a Excel File - step by step

To import contact information from an Microsoft Excel sheet file to the mailing list you can follow these steps:

1. Select the menu item **File - Import & Export - Import to Mailing List** or press the button **Import** in the **Mailing List** tab.
2. Choose "Import from Microsoft Excel" in the list and press **Next**.
3. Press the button **Select File** to select an Excel sheet file (.xls or .xlsx) to import data from.
4. Click **Next**.
5. Here you match data fields in the import file with data fields in MultiMailer.



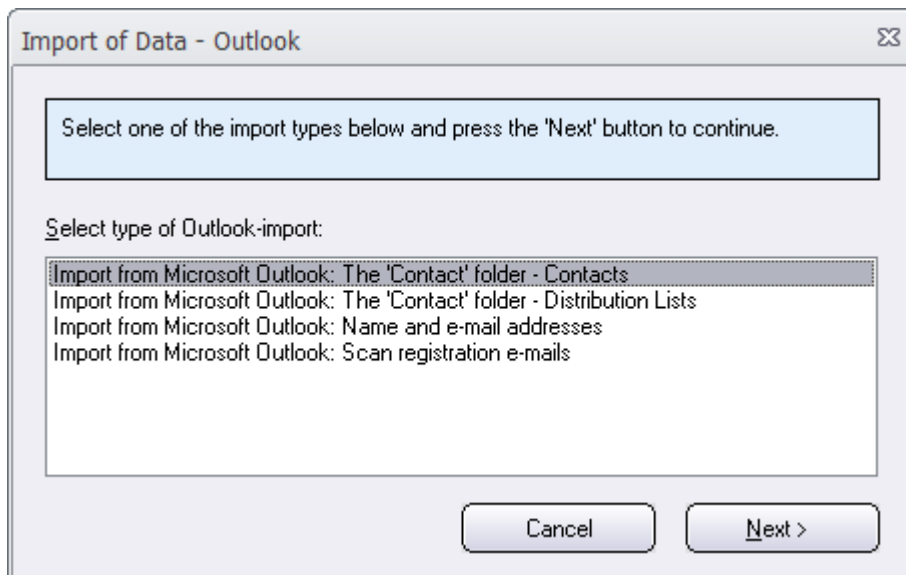
6. When you have matched the data fields, press the **Import** button to start the import.

5.4 Import From Outlook - step by step

Import From Outlook - step by step

To import contact information from Microsoft Outlook you can follow the steps below. We will show how to import contacts from the **Contacts** folder in Microsoft Outlook:

1. Select the menu item **File - Import & Export - Import to Mailing List** or press the button **Import** in the **Mailing List** tab.
2. Choose "Import from Microsoft Outlook" in the list and press **Next**.
3. Choose "Import from Microsoft Outlook: The 'Contact' folder - Contacts" and press **Next**.



4. Click the **Select Folder** button and choose the Contact folder in Outlook.

5. Click the **Import** button to start the import.

5.5 Import From a Database using ODBC - step by step

Import From a Database using ODBC - step by step

MultiMailer supports ODBC, which means that you can import data from other datasources that also supports ODBC. The steps below shows how to import data from a database using ODBC:

1. Select the menu item **File - Import & Export - Import to Mailing List** or press the button **Import** in the **Mailing List** tab.
2. Choose "Import from databases (Access, SQL etc.) via ODBC" in the list and press **Next**.
3. Select a data source at **Datasource**.
4. Select a table at **Table**.
5. Choose which fields to import in the field list.
6. Click the **Import** button to start the import.

Part

VI

6 More Details and Articles

More Details and Articles

In this chapter you will find some articles and more detailed information about some functions in the program.

6.1 Advanced Statistics

Advanced Statistics

With SamLogic MultiMailer you can see how many newsletters that are actually opened by the receivers. You can also see who opened the newsletters, who clicked on the links in the newsletter and which links the receivers clicked on. You can also compare your e-mail campaigns with each other and determine which campaign that gave the best response.

[How to activate the advanced statistics](#)

[How to update statistics data](#)

[How to view the number of contacts that have opened or clicked in a newsletter](#)

[How to see who have opened or clicked in a newsletter](#)

[How to compare mailings with each other](#)

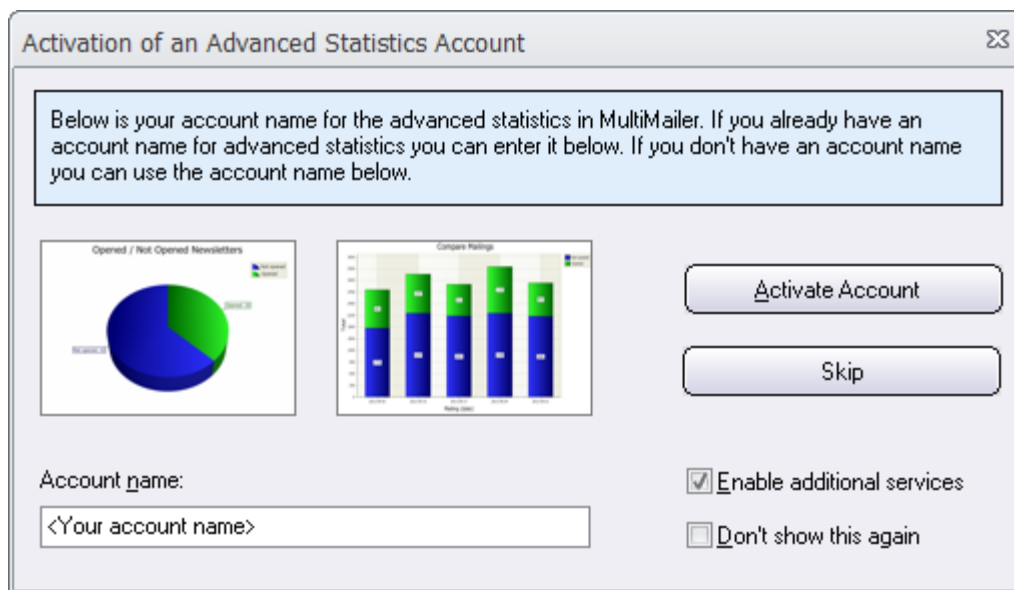
[How does it work?](#)

6.1.1 How to activate the advanced statistics

How to activate the advanced statistics

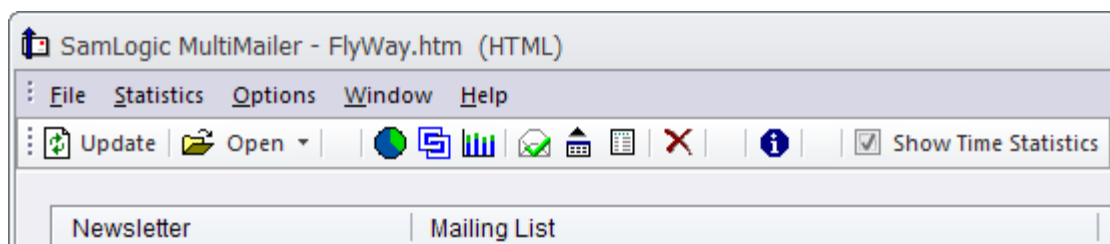
Before you can use the advanced statistics in MultiMailer it must be activated. When you start MultiMailer for the first time the program will suggest an account name for you. You can accept this account name, unless you already have an account name that you want to reuse. If it is the first time you use MultiMailer you should always accept the suggested account name.

The dialog box below will be shown the first time you start MultiMailer. Press the **Activate Account** button to accept the account name and activate the advanced statistics. If you have another account name you want to use instead you can enter it in the **Account name** input field before you press the **Activate Account** button.



You can also specify an account name by choosing the menu item **Option - Option** and opening the **Statistics** tab in the dialog box that is shown. In this tab there is a button named **Account** that you can press. You can enter the account name in the dialog box that is shown. If the option **Use advanced statistics** is not selected, you can select this option before you press the **Account** button.

After the advanced statistics has been activated, a new toolbar and menu will be added to the **Statistics** tab in MultiMailer's main window. The toolbar will look like:

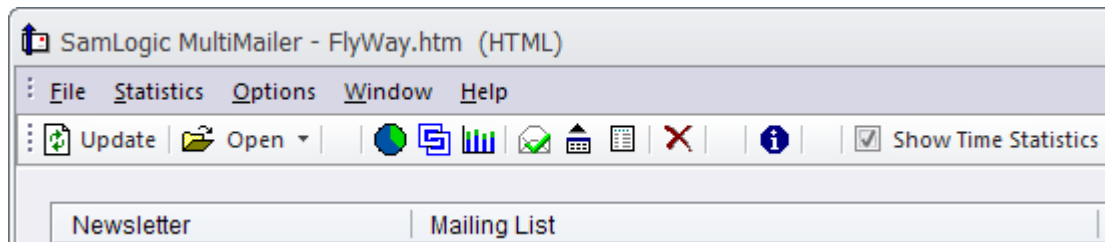


The advanced statistics is only available in SamLogic MultiMailer / Professional.

6.1.2 How to update statistics data

How to update statistics data

Information about opened newsletters etc. are stored on our server. To view this information in MultiMailer, the data must be read by the program. This is easy done by clicking the **Update** button in the **Statistics** tab. When you click on this button, the list in the **Statistics** tab will be updated to contain the latest data available on our server. Instead of clicking the **Update** button in the toolbar you can also hit the **F5** key when the **Statistics** tab is open.

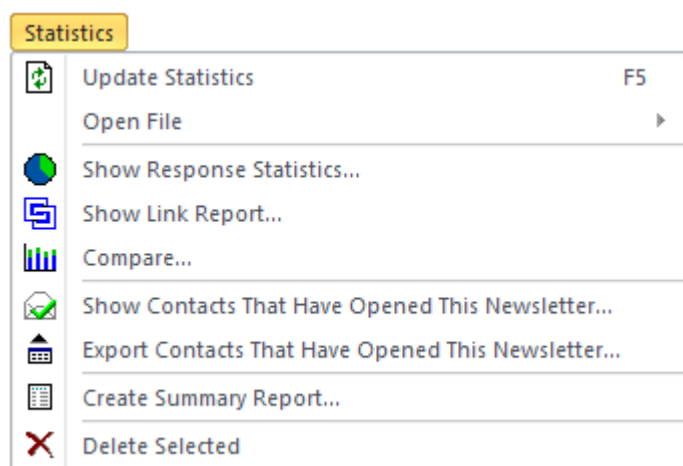


It is possible to make MultiMailer to read this information automatically when the program starts. You can do this by choosing the menu item **Options - More options** and selecting the option **Download advanced statistics automatically when the program starts**. More information is available [on this page](#).

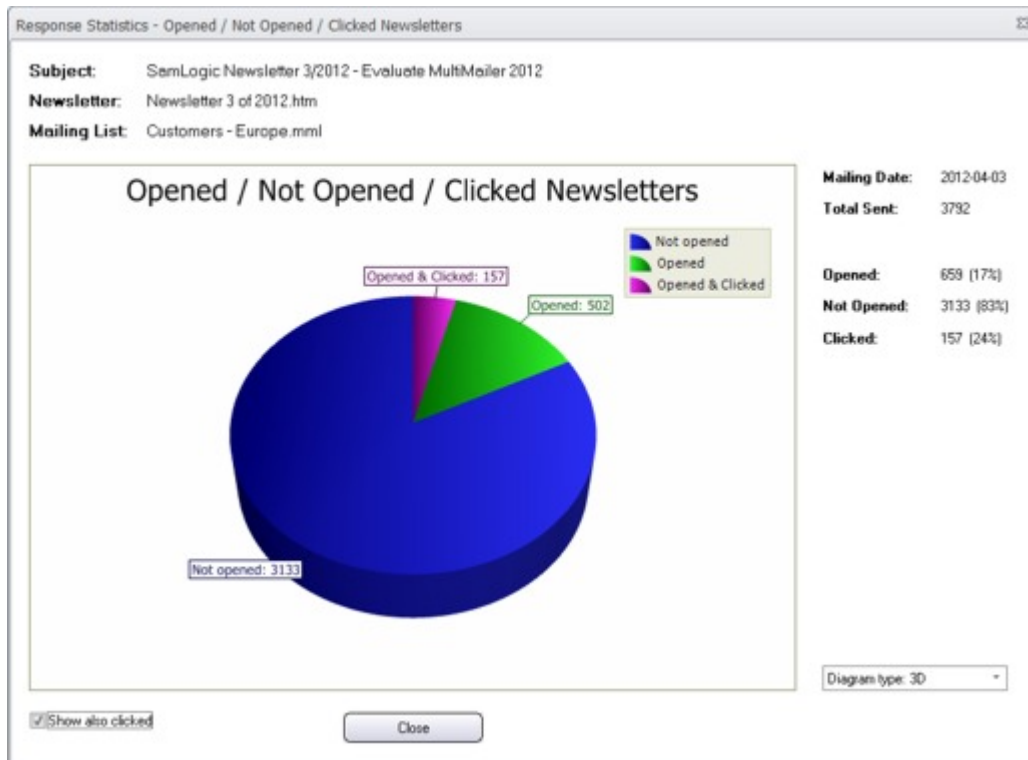
6.1.3 How to view the number of contacts that have opened or clicked in a newsletter


How to view the number of contacts that have opened or clicked in a newsletter

If you have activated the advanced statistics in MultiMailer, a new menu with the name **Statistics** will be added to the **Statistics** tab. Also the local menu (that is opened if you right-click on a item) will be extended with new menu rows. If you select an item (a mailing / a campaign) in the list in the **Statistics** tab and open the **Statistics** menu, a menu with the following contents will be shown:




If you choose the **Show Response Statistics** item in the menu, a window with a pie chart and information about the mailing / e-mail campaign will be shown. It will look like:





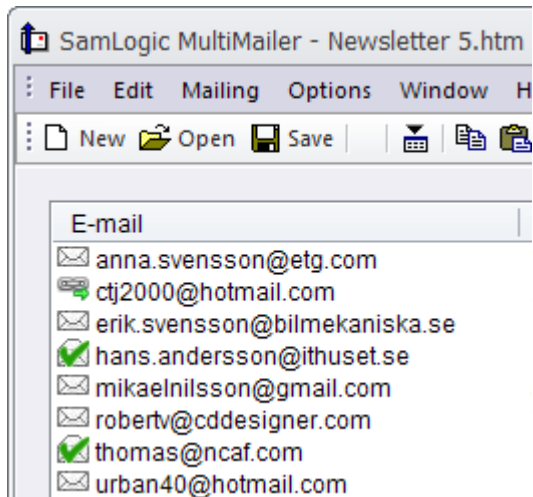
The window will contain information about opened and clicked newsletters. You can also open this window by clicking on the  button in the toolbar.



6.1.4 How to see who have opened or clicked in a newsletter

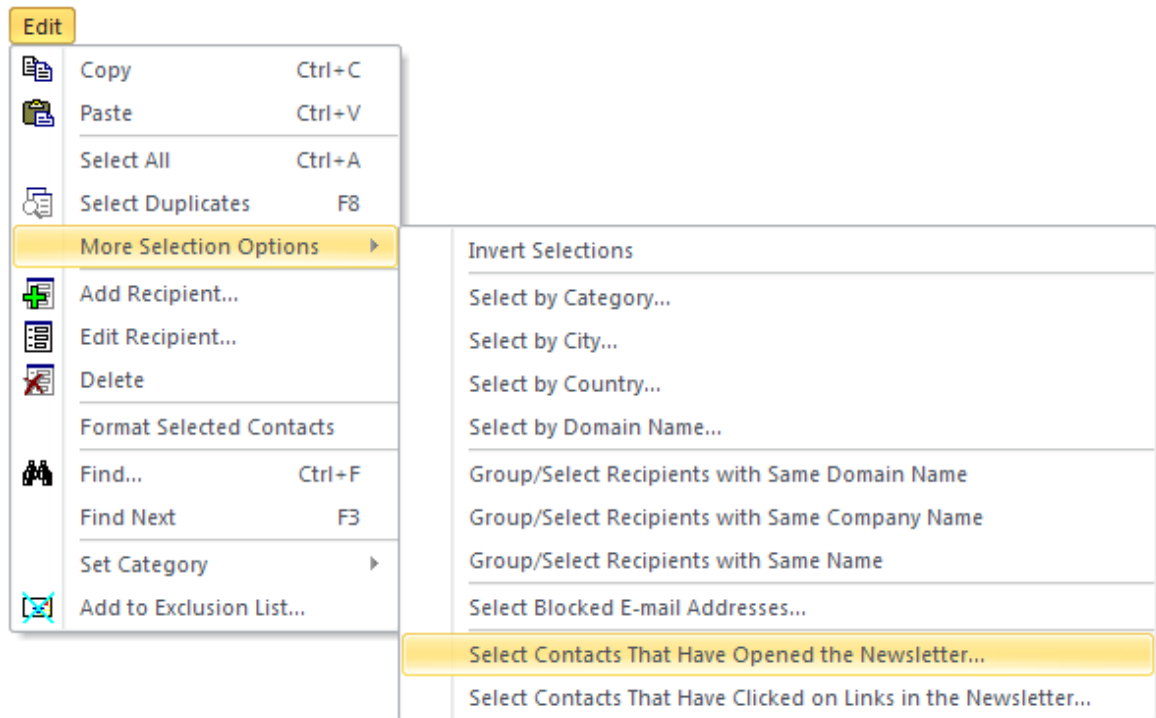
How to see who have opened or clicked in a newsletter

In MultiMailer It is possible to see *who* has opened or clicked in a newsletter. You can view this information by selecting an item (a mailing / a campaign) in the list in the **Statistics** tab, and then choosing the **Show Contacts That Have Opened This Newsletter** menu item in the **Statistics** menu, or click on the  button in the toolbar.

After you have chosen this command, the **Mailing List** tab will be shown and all contacts that have opened the newsletter will have a  symbol to the left. And all contacts that also have clicked on links in the newsletter will have a  symbol to the left. The picture below shows how it may look like:



You can select all contacts that have the  symbol by choosing the menu item **Edit - More Selection Options - Select Contacts That Have Opened The Newsletter**. You can select all contacts that have the  symbol by choosing the menu item **Edit - More Selection Options - Select Contacts That Have Clicked in the Newsletter**.




If another mailing list is loaded to MultiMailer than the one used when the newsletter was delivered, MultiMailer will ask if you want to load that specific mailing list.

6.1.5 How to compare mailings with each other

How to compare mailings with each other

Sometimes it may be interesting to compare different mailings / campaigns with each other. You can then

see if the open rate or click rate increases or decreases over time. In MultiMailer you can do such a comparison. To compare mailings / campaigns with each other you can select them in the list in the **Statistics** tab and choose the **Compare** item in the **Statistics** menu. You can also click on the  button. Then a window like this will be shown:



A chart will be shown in the window. The chart contain information about the different mailings / campaigns, and in the X axis you can see the delivery date for each mailing / campaign. You can switch chart type via the combobox in the bottom right of the window. Information about, and pictures on, all available chart types is available [on this page](#).

6.1.6 How does it work?

How does it work?

How do we detect an open?

When a newsletter is sent out, MultiMailer automatically add a picture tag in the bottom of each newsletter that requests a tiny, invisible image from our web server. So when the user opens the newsletter, the image is downloaded and we can record that download as an open for that specific newsletter and store the information in a database.

How do we detect a click?

When you send out a newsletter with hyperlinks, every link in the newsletter is modified so the web address points to a page on our web server. The final destination address is sent as a parameter to the page, so our server knows where to direct the user. We send also other parameters to the page on our server so we know which newsletter the link belongs to. We know also which link the receiver clicked on because every link has its own number that we also pass to the page on our web server. All this information is stored in a database on the server, that can be viewed in MultiMailer.

How reliable is the information?

The techniques described above are common methods to measure open and click rates for newsletters. The open rate is not 100% accurate because the e-mail client must be capable of displaying images, and that option must be turned on. So if a receiver read your newsletter without images showing, this open will not be recorded by the system. Another issue is that your readers may have a preview pane in their e-mail client,

and that preview pane might be displaying your newsletter automatically (and therefore downloading the images) without the receiver ever having to click on it or read it.

Recording of the click rate is much more accurate, because if a receiver clicks on a link in a newsletter he/she usually does this with purpose. So the click rate that is reported is normally exactly the same as the actual click rate.

6.2 Attaching More Than One File

Attaching More Than One File

It is possible to attach more than one file to an e-mail message. To do that you have to create an ATT-file (**.ATT**) that contains file paths to every file to attach. An ATT-file is a text file with the filename extension **.ATT** that contains one file path per row. For example:

```
C:\Document\Word\Info.doc
C:\Document\PDF\Readme.pdf
C:\Pictures\JPEG\flower.jpg
```

After you have created an ATT-file, you have to add it to MultiMailer in same way you add an attachment file, by using the plus sign (+) in the **Newsletter** tab.

Up to 8 attachments can be added to one e-mail message.

6.3 Backup Handling in MultiMailer

The Backup Handling in MultiMailer

MultiMailer can do internal backups of your data files when you work with them. If there is a data loss for some reason you will always have a backup to restore from. Backup files are stored in the **MultiMailer\Backup** folder in Windows document folder (e.g. **My Documents** in Windows XP).

The following lists will have backups created when you work with MultiMailer:

- Mailing lists
- The permanent exclusion list
- The list with invalid e-mail addresses *
- The statistics list (in the **Statistics** tab)
- The bounces list (in the **Bounces** tab) *
- Subscribes / Unsubscribes (in the **Subscribe/Unsubscribe** tab)

*) *Only Professional*

A backup of a mailing list is created when a mailing list is saved on the haddisk. The other lists will have a backup created when the program closes. In table below you can see the folder where a backup of a specific list is stored in:

List	Folder
Mailing lists	<Document>\MultiMailer\Backup\Mailing Lists
Permanent exclusion list	<Document>\MultiMailer\Backup\Exclusion Lists\Permanent Exclusion List
List with invalid e-mail addresses	<Document>\MultiMailer\Backup\Exclusion Lists\Error Exclusion List
Statistics list	<Document>\MultiMailer\Backup\Statistics
Bounces list	<Document>\MultiMailer\Backup\Bounces
Subscribes / Unsubscribes	<Document>\MultiMailer\Backup\Reg

When a backup file is created, the original filename will have the text "Backup" and time information inserted in the beginning of the filename. For example, if you have mailing list with the name "My List.mml" the backup file will obtain a filename like this:

```
Backup - 2011-02-08 - 1515 - My List.mml
```

If you want to restore the mailing list you can put it in the original folder and delete the extra information in the filename.

The original folder for a mailing list is the folder where you save a mailing list. The other lists exist in specific folders on your harddisk that never changes. The paths to the folders depend of version of Windows. Click one of the links below to read more about this:

[Original folders for lists \(Windows XP\)](#)

[Original folders for lists \(Windows Vista\)](#)

[Original folders for lists \(Windows 7\)](#)

The backup handling in MultiMailer can be turned on/off in the **Backup** tab in the **Options** dialog box. [Click here](#) to read more.

A local backup is always created

When you save a mailing list, a local backup of the previous version of the mailing list is always created in same folder as the original file. These local backup files will have the same filename as the original filename, but with a ".BAK" extension. For example, if your mailing list has the name "**My Customers.mml**" the backup file name will be "**My Customers.bak**". These backups are created regardless if the global backup system is turned on or off.

6.3.1 Original Folders for Lists (Windows XP)

Original Folders for Lists (Windows XP)

The original folder for a mailing list is the folder where you save a mailing list. The other lists exist in specific folders on your harddisk that never changes. The paths to the folders depend of version of Windows. Below you can see the original folders in Windows XP. The original filename is also listed in the table below.

List	Original Folder	Original Filename
Permanent exclusion list	My Documents\MultiMailer\Exclusion Lists\Permanent Exclusion List	ExclusionList.lst
Invalid e-mail addresses	My Documents\MultiMailer\Exclusion Lists>Error Exclusion List	ErrorExclusionList.lst
Statistics list	Program Files\SamLogic\MultiMailer 2012\Stat	Statistics.st
List with bounces	Program Files\SamLogic\MultiMailer 2012\Bounces	BouncesList.dta
List with subscribes	Program\SamLogic\MultiMailer 2012\Reg	RegSubscribeList.dta
List with unsubscribes	Program\SamLogic\MultiMailer 2012\Reg	RegUnsubscribeList.dta

6.3.2 Original Folders for Lists (Windows Vista)

Original Folders for Lists (Windows Vista)

The original folder for a mailing list is the folder where you save a mailing list. The other lists exist in specific folders on your harddisk that never changes. The paths to the folders depend of version of Windows. Below you can see the original folders in Windows Vista. The original filename is also listed in the table below.

List	Original Folder	Original Filename
Permanent exclusion list	Documents\MultiMailer\Exclusion Lists\Permanent Exclusion List	ExclusionList.lst
Invalid e-mail addresses	Documents\MultiMailer\Exclusion Lists>Error Exclusion List	ErrorExclusionList.lst
Statistics list	AppData\Roaming\SamLogic\MultiMailer\DataFiles\Stat	Statistics.st
List with bounces	AppData\Roaming\SamLogic\MultiMailer\DataFiles\Bounces	BouncesList.dta

List with subscribes	AppData\Roaming\SamLogic\MultiMailer\DataFiles\Reg	RegSubscribeList.dta
List with unsubscribes	AppData\Roaming\SamLogic\MultiMailer\DataFiles\Reg	RegUnsubscribeList.dta

The original folders above are located in the user folder that is based on the user account.

6.3.3 Original Folders for Lists (Windows 7)

Original Folders for Lists (Windows 7)

The original folder for a mailing list is the folder where you save a mailing list. The other lists exist in specific folders on your harddisk that never changes. The paths to the folders depend of version of Windows. Below you can see the original folders in Windows 7. The original filename is also listed in the table below.

List	Original Folder	Original Filename
Permanent exclusion list	Documents\My Documents\MultiMailer\Exclusion Lists\Permanent Exclusion List	ExclusionList.lst
Invalid e-mail addresses	Documents\My Documents\MultiMailer\Exclusion Lists\Error Exclusion List	ErrorExclusionList.lst
Statistics list	AppData\Roaming\SamLogic\MultiMailer\DataFiles\Stat	Statistics.st
List with bounces	AppData\Roaming\SamLogic\MultiMailer\DataFiles\Bounces	BouncesList.dta
List with subscribes	AppData\Roaming\SamLogic\MultiMailer\DataFiles\Reg	RegSubscribeList.dta
List with unsubscribes	AppData\Roaming\SamLogic\MultiMailer\DataFiles\Reg	RegUnsubscribeList.dta

The original folders above are located in the user folder that is based on the user account.

6.4 Changing the port number

Changing the port number

SamLogic MultiMailer uses normally port number 25 on the SMTP server when sending out e-mails, but if you need to use another port number it is possible also. You can do it by pushing the **Change** button in the **Port** frame in the **E-Mail Account Settings** dialog box and then enter a new port number. Current port number is displayed in the **Port number** field in the **E-Mail Account Settings** dialog box.

6.5 Configuring an e-mail account

Configuring an e-mail account

Before you can start sending e-mails you must set up an e-mail account in SamLogic MultiMailer. To set up an account you select the menu item **Options - E-Mail Account Settings** and enter your e-mail account settings.

6.6 External HTML editor

External HTML editor

To create advanced HTML documents you often need a professional HTML design application, for example Microsoft FrontPage or Adobe Dreamweaver. To make it easier to switch between MultiMailer and such an application you can specify a path to the application. When you do that the menu item **Edit HTML Document with <Program>** will be activated in the **File** menu. When you select this menu item the external HTML editor is started with the current HTML document loaded. And when you close the external HTML editor you just need to press a button to automatically load the updated document to MultiMailer.

6.7 Handling E-Mail Bounces

Handling E-Mail Bounces

The Professional version of MultiMailer can handle e-mail bounces. A bounce is created if an e-mail message can not be delivered to the receiver for some reason. The **Bounces** tab in MultiMailer is used to handle the bounces that come in return. If same e-mail address creates many bounces you can choose to block that e-mail address from having more e-mail messages from you.

Bounces can be read directly from an e-mail (POP3) account or imported from Microsoft Outlook. Via the **Options - More Options - Bounce Handling Settings** menu item you can choose what system you want to use.

Handling bounces via Outlook

If you choose to handle bounces via Microsoft Outlook you must first create some folders in Outlook. You can create these folders by first clicking on the **Bounces** tab and then choosing the **Bounces - Create Folders in Outlook** menu item. You can read more about this in [this page](#).

Handling bounces via a POP3 server

If you want to download bounces directly from an e-mail server to MultiMailer you can specify POP3 account settings by choosing the **Options - More Options - Bounce Handling Settings** menu item. In this dialog box you can also choose to delete the bounce from the server after download.

How to update the bounce list

When you want to update the bounce list in the **Bounces** tab you can press the **Update** button in the button toolbar. Then MultiMailer will start to read e-mail addresses and bounce reasons from bounces in Outlook or the POP3 server you specified.

6.7.1 Creating Folders in Microsoft Outlook

Creating Folders in Microsoft Outlook

If you are going to import e-mail bounces from Microsoft Outlook you must first create some folders in Outlook that can handle the bounces. You can create these Outlook folders by first clicking on the **Bounces** tab and then choosing the **Bounces - Create Folders in Outlook** menu item.

The following folders will be added to Microsoft Outlook current folders structure:

- SamLogic MultiMailer - Bounces
 - Incoming Bounces
 - Solved Bounces
 - Reason Not Found

When MultiMailer import information from e-mail bounces it will read the **Incoming Bounces** folder. If MultiMailer can obtain necessary information from the bounce it will move it to the **Solved Bounces** folder. If MultiMailer can not handle the bounce or no error reason is found it will be moved to the **Reason Not Found** folder.

You can place e-mail bounces manually in the **Incoming Bounces** folder or you can create rules in Outlook that automatically moves incoming bounces to that folder. The easiest way to handle a rule is to use a particular e-mail address for bounces.

6.8 Handling Subscribe and Unsubscribe Requests

Handling Subscribe and Unsubscribe Requests

The Professional version of MultiMailer can handle subscribe and unsubscribe requests from contacts. These requests are read from registration e-mails that are downloaded from an e-mail server or imported from Microsoft Outlook. Information from subscribe e-mails are stored in the **Subscribe** sub tab in the **Subscribe/Unsubscribe** main tab and information from unsubscribe e-mails are stored in the **Unsubscribe** sub tab in same main tab. MultiMailer supports must types of registration e-mails that are generated from forms at Internet, for example via the popular FormMail script.

From the **Subscribe** tab you can add contacts to your mailing list and from the **Unsubscribe** tab you can block e-mail addresses from having more e-mail messages from you. You can also do some other operations in these two tabs.

Via the **Options - More Options - Subscribe/Unsubscribe E-Mails Settings** menu item you can choose if you want to download subscribe and unsubscribe e-mail from an e-mail server or import them from Microsoft Outlook.

Handling subscribe/unsubscribe e-mails via Outlook

If you choose to import subscribe and unsubscribe e-mails from Outlook you must first create some folders in Outlook that will contain these registration e-mails. You can create these Outlook folders by first clicking on the **Subscribe/Unsubscribe** tab and then choosing the **Subscribe E-Mails - Create Folders in Outlook** menu item. Folders for handling both subscribe and unsubscribe e-mails will be created then. You can read more about this in [this page](#).

Handling subscribe/unsubscribe e-mails via a POP3 server

If you want to download subscribe and unsubscribe e-mails from an e-mail server you can specify POP3 account settings by choosing the **Options - More Options - Subscribe/Unsubscribe E-Mails Settings** menu item. In the dialog box that opens you can choose to use different e-mail accounts for subscribe and unsubscribe e-mails or use one account for both types of registration e-mails.

How to import information from subscribe/unsubscribe e-mails

When you want to import information from subscribe or unsubscribe e-mails you must first select the correct sub tab (**Subscribe** or **Unsubscribe**) and then press the **Update** button in the button toolbar. Immediately will MultiMailer start to import contact information from the registration e-mails to the active list.

6.8.1 Creating Folders in Microsoft Outlook

Creating Folders in Microsoft Outlook

If you are going to import subscribe and unsubscribe e-mails from Microsoft Outlook you must first create some folders in Outlook that will contain these registration e-mails. You can create these Outlook folders by first clicking on the **Subscribe/Unsubscribe** tab and then choosing the **Subscribe E-Mails - Create Folders in Outlook** menu item.

Folders for handling both subscribe and unsubscribe e-mails will be created then. The following folders will be added to Microsoft Outlook current folders structure:

SamLogic MultiMailer - Subscribes/Unsubscribes
 Subscribes - Incoming
 Subscribes - Read
 Subscribes - Unknown
 Unsubscribes - Incoming
 Unsubscribes - Read
 Unsubscribes - Unknown

When MultiMailer imports subscribe requests it will read from the **Subscribes - Incoming** folder. When MultiMailer imports unsubscribe requests it will read from the **Unsubscribes - Incoming** folder. Successful read registration e-mails will be moved to the Read folder and registration e-mails that can not be processed will be moved to the Unknown folder.

You can place registration e-mails manually in the Incoming folders or you can create rules in Outlook that automatically moves incoming e-mails to these folders.

6.8.2 How MultiMailer Recognizes Subscribe/Unsubscribe E-Mails

How MultiMailer Recognizes Subscribe/Unsubscribe E-Mails

To find subscribe and unsubscribe e-mail among another e-mails MultiMailer examines the beginning of the subject field. If the beginning of the subject contains a specific keyword (prefix) that MultiMailer recognizes it will pick the e-mail and import contact information from the e-mail.

As default, MultiMailer scan after these subject field prefixes:

Subscribe E-Mails

SUBSCRIBE
REGISTER

Unsubscribe E-Mails

UNSUBSCRIBE
UNREGISTER

It is possible to specify your own prefixes that MultiMailer will scan for. This is done in the [Subject Prefix Dialog Box](#) or in the [Option Wizard](#).

To the right of the prefix the subject can contain a general static text or contain contact information, e.g. an e-mail address. Or it can be just empty, so the prefix is the whole subject.

Examples

Below are some examples of subject fields that MultiMailer will recognize:

Subject	Comments	Registration Type
REGISTER	Prefix = whole subject line.	Subscribe e-mail.
SUBSCRIBE Newsletter	Prefix + general text.	Subscribe e-mail.
REGISTER <E>mail@samlogic.com</E>	Prefix + e-mail address.	Subscribe e-mail.
UNSUBSCRIBE (mail@samlogic.com)	Prefix + e-mail address.	Unsubscribe e-mail.
UNSUBSCRIBE <E>mail@samlogic.com</E>	Prefix + e-mail address.	Unsubscribe e-mail.

6.8.3 How MultiMailer Read Contact Information

How MultiMailer Read Contact Information

MultiMailer can read and import contact information from subscribe and unsubscribe e-mail in three different ways:

- by reading the From field
- by reading the Subject field
- by reading the body text

From the From field MultiMailer can get the senders e-mail address and name (if included). But this is normally not enough so it is also possible to scan the subject field and body text for contact information. Besides e-mail address and name, the subject and body text can also contain company name, full address, phone number, country, customer number etc.

In the two pages below you will find more detailed information about how MultiMailer read contact information from the subject field and from the body text:

[How MultiMailer Read Contact Information From Subject Field](#)

[How MultiMailer Read Contact Information From Body Text](#)

6.8.3.1 From Subject Field

How MultiMailer Read Contact Information From Subject Field

MultiMailer can read contact information from the subject field of an e-mail. Special tags, that MultiMailer recognizes, can be used to specify field data. For example, an e-mail address can be specified by using the tags `<E>` and `</E>`. Example: `<E>mail@samlogic.com</E>`.

The following special tags can be used in the subject field of the e-mail:

Subscribe E-Mails

```
<E>E-mail address</E>
<N>Name</N>
<C>Company</C>
<A>Address</A>
<O>City</O>
<Z>Zip Code</Z>
<CY>Country</CY>
<T>Phone</T>
<CN>Customer#</CN>
<CA>Category</CA>
```

Unsubscribe E-Mails

```
<E>E-mail address</E>
<N>Name</N>
<CN>Customer#</CN>
<CA>Category</CA>
```

You can use one or many of the special tags above in a subject field. For example, to specify an e-mail address and a name the subject field can look like this:

```
REGISTER <E>mail@samlogic.com</E> <N>John Smith</N>
```

`REGISTER` is a subject prefix that informs MultiMailer that the e-mail message is a subscribe e-mail. More information about subject prefixes is available on [this page](#).

It is also possible to specify an e-mail address between parentheses. Like this:

UNSUBSCRIBE (mail@samlogic.com)

Examples

Below are some more examples of subject fields with contact information:

REGISTER <E>mail@samlogic.com</E>

REGISTER <E>mail@samlogic.com</E> <N>John Smith</N> <C>SamLogic</C>

UNSUBSCRIBE <E>mail@samlogic.com</E> <CN>12345</CN>

6.8.3.2 From Body Text

How MultiMailer Read Contact Information From Body Text

MultiMailer can read contact information from the body text of an e-mail. Body text can only be read from subscribe e-mails. The contact information from unsubscribe e-mails are always read from the Subject field or the From field.

The following fields can be read from the body text:

E-mail address

Name

Company

Address

City

Zip Code

Country

Phone

Customer#

Category

To be able to read a field with data, the field must be created like this:

Field name: field data

Examples:

E-mail: mail@samlogic.com

Name: John Smith

By default, scanning body text for contact information is turned off. If you want to turn it on you can choose the **Options - More Options - Subscribe/Unsubscribe E-Mails Settings** menu item and select the **Scan also body text in e-mail** option.

To specify field names to scan after in the body text you can choose the **Options - Options** menu item, click on the **Import** tab and push the **Registration E-Mail Scanning - Field Names** button. Default field names are already defined but if you want to change some field names you can do it in the dialog box that is opened.

6.8.4 Using MultiMailer Web Forms

Using MultiMailer Web Forms (Subscribe / Unsubscribe / Change Address)

The easiest way for a customer to send a subscribe or unsubscribe request is to use a web form. Using only e-mail is possible, but customers usually prefer web forms. It will also give a more professional look and some validation of the data, that has been entered, can also be done.

If you have MultiMailer / Professional you can use our web forms to handle subscribe and unsubscribe request from your contacts. We have also a web form that handles change of e-mail addresses.

Unsubscribe Newsletter

If you like to be removed from the mailing list, fill the form below and press the 'Unsubscribe' button.

E-mail Address: *

Name:

* This field is required

Change of E-Mail Address

If you have changed your e-mail address you can inform us and we will update our mailing list. Fill the form below and press the 'Change' button.

Old E-mail Address: *

New E-mail Address: *

* These fields are required

The MultiMailer web forms are located on the www.samlogic-multimailer.com domain. We have web forms in 7 different languages, for example English, Spanish and German. You can read more about web forms in different languages [on this page](#).

If you don't have your own web forms you can use the the web forms on our server. You can for example create a link on your web site that opens one of our web forms above or you can insert a link in your newsletter. Creating an unsubscribe link that opens an unsubscribe form is easy done in MultiMailer by using the **Create Unsubscribe Link** dialog box.

You can include some parameters in the URL that opens the web forms. By using parameters you can for example specify an e-mail address and name, that will be automatically displayed on the form when the form is opened. More information about parameters can be read [on this page](#).

6.8.4.1 Web Forms in 7 Languages

Web Forms in 7 Languages

We have web forms in 7 different languages. They can be used to handle subscribe and unsubscribe requests, and change of e-mail addresses. Below you find URL:s (Internet addresses) to all web forms that we provide:

English Forms

Subscribe Form: <http://www.samlogic-multimailer.com/register-english/subscribe.aspx>
Unsubscribe Form: <http://www.samlogic-multimailer.com/register-english/unsubscribe.aspx>
Change Address Form: <http://www.samlogic-multimailer.com/register-english/changeaddress.aspx>

German Forms

Subscribe Form: <http://www.samlogic-multimailer.com/register-german/subscribe.aspx>
Unsubscribe Form: <http://www.samlogic-multimailer.com/register-german/unsubscribe.aspx>
Change Address Form: <http://www.samlogic-multimailer.com/register-german/changeaddress.aspx>

Spanish Forms

Subscribe Form: <http://www.samlogic-multimailer.com/register-spanish/subscribe.aspx>
Unsubscribe Form: <http://www.samlogic-multimailer.com/register-spanish/unsubscribe.aspx>
Change Address Form: <http://www.samlogic-multimailer.com/register-spanish/changeaddress.aspx>

Swedish Forms

Subscribe Form: <http://www.samlogic-multimailer.com/register/subscribe.aspx>
Unsubscribe Form: <http://www.samlogic-multimailer.com/register/unsubscribe.aspx>
Change Address Form: <http://www.samlogic-multimailer.com/register/changeaddress.aspx>

Norwegian Forms

Subscribe Form: <http://www.samlogic-multimailer.com/register-norwegian/subscribe.aspx>
Unsubscribe Form: <http://www.samlogic-multimailer.com/register-norwegian/unsubscribe.aspx>
Change Address Form: <http://www.samlogic-multimailer.com/register-norwegian/changeaddress.aspx>

Danish Forms

Subscribe Form: <http://www.samlogic-multimailer.com/register-danish/subscribe.aspx>
Unsubscribe Form: <http://www.samlogic-multimailer.com/register-danish/unsubscribe.aspx>
Change Address Form: <http://www.samlogic-multimailer.com/register-danish/changeaddress.aspx>

Finnish Forms

Subscribe Form: <http://www.samlogic-multimailer.com/register-finnish/subscribe.aspx>
Unsubscribe Form: <http://www.samlogic-multimailer.com/register-finnish/unsubscribe.aspx>
Change Address Form: <http://www.samlogic-multimailer.com/register-finnish/changeaddress.aspx>

When you insert an unsubscribe link to a newsletter in MultiMailer the link will automatically point to a web form with a language that is specified in the **Language** tab in the **Options** dialog box. As default, the English language is used. If you want to use another language you can open the **Language** tab in the **Options** dialog box and choose another language.



6.8.4.2 Web Form Parameters

Web Form Parameters

All of the MultiMailer web forms can handle page parameters. Below are all possible parameters listed:

Parameter	Description
email=	Prefill text for the e-mail input field
name=	Prefill text for the name input field
cnr=	Prefill text for the customer number input field
category=	Specifies category (is added to the registration e-mail when sent)
sendto=	Specifies an e-mail address where the registration e-mail is sent to
sender=	Specifies a sender e-mail address for the registration e-mail. Read more here.
wtitle=	Web page title
title=	Page title
text=	Information text
btext=	Submit button text
settings=	Sets some settings for the web form. Read more here.
rsp=	Specifies if spam points reduction should be made for registration e-mails. Read more here.

All data fields in MultiMailer, for example [**\$e-mail**], can be used together with the page parameters above. When using data fields the fields will be replaced with the actual values when the URL is used and the web page opened. You can read more about this on [this page](#).

6.8.4.2.1 More Information about the 'sender' Parameter

More Information about the 'sender' Parameter

Normally the e-mail address that the user enters in the registration form is used as a sender e-mail address for a registration e-mail. But via the `sender` parameter you can specify your own e-mail address that will be used instead. You can also set this parameter to "server" (example: `sender=server`); then will the built-in server e-mail address `reg@samlogic-multimailer.com` be used as a sender e-mail address.

By specifying your own e-mail address or using the built-in e-mail address `reg@samlogic-multimailer.com` you have the opportunity to add that e-mail address to your list of white listed e-mail addresses. This will make it easier for the registration e-mails to get through antispam filters.

6.8.4.2.2 More Information about the 'settings' Parameter

More Information about the 'settings' Parameter

You can use the `settings` parameter to change the background color of a form or to choose which input fields to show. Below is a list of all available values for the `settings` parameter.

Value	Web Form	Description
<code>white</code>	All	Sets the background color of the form to white
<code>2fields</code>	<code>subscribe.aspx</code>	Show only input fields for e-mail address and name
<code>3fields</code>	<code>subscribe.aspx</code>	Show only input fields for e-mail address, name and company
<code>nocustnr</code>	<code>subscribe.aspx</code>	Show input fields for all fields except customer number
<code>2fields-white</code>	<code>subscribe.aspx</code>	Show only input fields for e-mail address & name + use white background
<code>3fields-white</code>	<code>subscribe.aspx</code>	Show only input fields for e-mail address, name & company + use white background
<code>nocustnr-white</code>	<code>subscribe.aspx</code>	Show input fields for all fields except customer number + use white background

Examples

Show only the e-mail address, name and company name field in the subscription form:

<http://www.samlogic-multimailer.com/register-english/subscribe.aspx?sendto=subscribe@mydomain.com&settings=3fields>

Set the background color of the subscription form to white:

<http://www.samlogic-multimailer.com/register-english/subscribe.aspx?sendto=subscribe@mydomain.com&settings=white>

6.8.4.2.3 More Information about the 'rsp' Parameter

More Information about the 'rsp' Parameter

If you set the `rsp` parameter to "yes" (`rsp=yes`) MultiMailer will try to reduce the spam points for the registration e-mails. If you have problems with spam filters that stop the registration e-mails you can use this parameter.

6.8.4.3 MultiMailer Data Fields Can Be Used With Page Parameters

MultiMailer Data Fields Can Be Used With Page Parameters

If the contacts e-mail address and name is known you can send this data to the web form and the data will be displayed in the input fields in the form. By doing this the user do not need to enter this data himself/herself.

The example below shows how e-mail address and name can be sent to a MultiMailer web form:

```
email=[$e-mail]&name=[$Name]
```

A complete URL can look like this:

```
http://www.samlogic-multimailer.com/register-english/unsubscribe.aspx?email=[$e-mail]&name=[$Name]&sendto=unsubscribe@samlogic.com
```

The URL above will open the unsubscribe form with e-mail address and name prefilled. The `sendto` parameter is used to specify where the registration e-mail will be sent when the user presses the Submit button. In this example `unsubscribe@samlogic.com` is used, but you can specify your own e-mail address.

More URL examples

The URL below opens the subscribe web form:

```
http://www.samlogic-multimailer.com/register-english/subscribe.aspx?sendto=subscribe@samlogic.com
```

The URL below opens the change address web form:

```
http://www.samlogic-multimailer.com/register-english/changeaddress.aspx?sendto=chaddress@samlogic.com
```

6.9 Important Information (E-Mail Account Settings)

Important Information (E-mail Account Settings)

Some e-mail servers only approve a login to the server if it recognizes the IP address. So when you login to an e-mail server you should use the e-mail account that your Internet service provider (ISP) have set up for you, if you have such one. If you use another e-mail server, that do not belong to your ISP, you must very likely authenticate yourself in other way than the IP address. Most e-mails servers, that are independent of ISPs, require a username and password to login.

Do you have a e-mail server with restrictions

If your e-mail server have restrictions on how many e-mail that can be sent per hour or per day, we recommend you to use a general e-mail server / general e-mail service instead. You can read more [on this page](#).

6.10 SMTP / POP3 Log Files

SMTP / POP3 Log Files

If the option **Create a detailed SMTP log file** is selected in the **Options** dialog box, a detailed log file with information about the SMTP communication between your computer and the e-mail server will be created. The filename of the log file will be **SLSMTPAX.LOG** and it is placed in the Windows folder in Windows XP (and older) and in the following folder in Windows Vista and Windows 7:

\Users\<<User>\AppData\Roaming\SamLogic\Log Files

Only information about the last sent mail will be stored in the log file. If you use authentication via a POP3 server a log file with the name **SLPOP3AX.LOG** will also be created in same folder. This file contains detailed information about the POP3 communication between your computer and the mail server.

You should only have this option turned on when you search for errors because the log file will contain detailed information about the communication between the client and the e-mail server.

Part

VII

7 Miscellaneous

Miscellaneous

In this chapter you find system requirements for SamLogic MultiMailer and information about how to get support for the program.

7.1 System Requirements

System Requirements

Operating Systems

SamLogic MultiMailer 2012 can be used in the following environments:

Client systems:

- **Windows 2000**
- **Windows XP**
- **Windows Vista**
- **Windows 7**

Server systems:

- **Windows Server 2003**
- **Windows Server 2008**

Internet Explorer

Internet Explorer version 5.5 or later must be installed in your system.

Microsoft Outlook

Some of the functions in SamLogic MultiMailer 2012 / Professional requires that Microsoft Outlook 2002, 2003, 2007 or 2010 is installed on your computer.

Microsoft Excel

Direct import from Microsoft Excel requires that you have Microsoft Excel 2002, 2003, 2007 or 2010 installed on your computer.

Memory (minimum requirements)

512 MB of RAM, but 1024 MB is recommended. If you handle a lot of data you should have at least 2040 MB.

7.2 Support

Support

If you have any problems with SamLogic MultiMailer you can send an e-mail to support@samlogic.com.

Part



How to Use The Online Help

When you need help in a dialog box or tab you simply press the **F1** key on your keyboard. In some cases you can also press a **Help** or **?** button in the dialog box or tab.

Part

IX

About SamLogic MultiMailer 2012

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