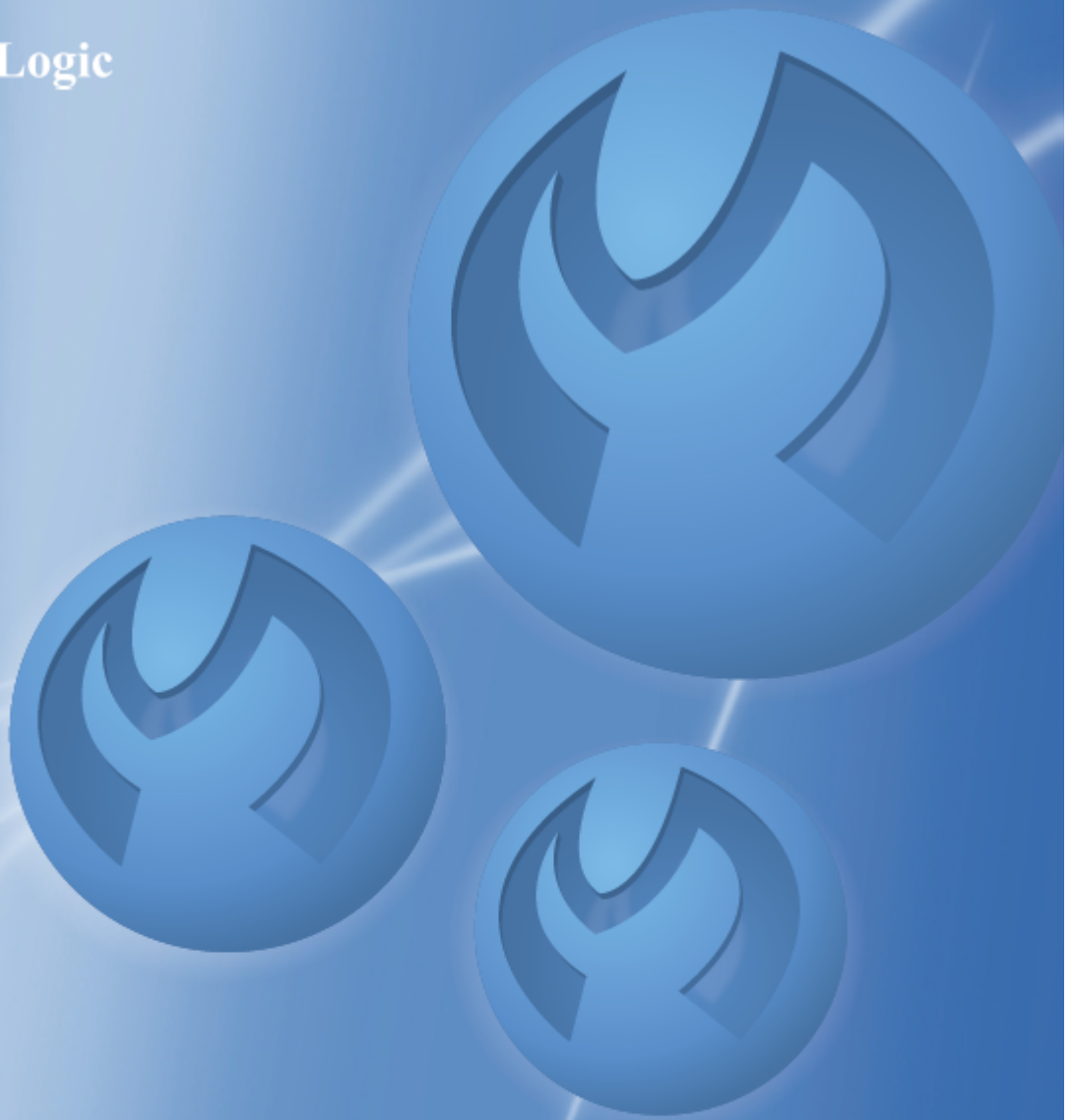


● SamLogic



**User's Guide**

**SamLogic MultiMailer 2022**

# SamLogic MultiMailer 2022

## User's Guide

---

*by SamLogic Software*

*This user's guide describes how to use the SamLogic MultiMailer 2022. It contains also reference chapters that describe the dialog boxes and tabs in the program.*

# User's Guide - SamLogic MultiMailer 2022

## Copyright © 2022 by SamLogic Software

All rights reserved. No parts of this work may be reproduced in any form or by any means - graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems - without the written permission of the publisher.

Products that are referred to in this document may be either trademarks and/or registered trademarks of the respective owners. The publisher and the author make no claim to these trademarks.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

### Contact Information

SamLogic Software  
Box 102  
135 23 TYRESÖ  
SWEDEN

Tel: +46 8 531 83 900  
Fax: +46 8 531 88 403

E-mail: [info@samlogic.com](mailto:info@samlogic.com)  
Internet: [www.samlogic.net](http://www.samlogic.net)

# Contents

<b>Part I Contents</b>	<b>2</b>
<b>Part II Overview</b>	<b>4</b>
<b>Part III The Main Tabs in MultiMailer</b>	<b>6</b>
1 Tab 1 - Newsletter .....	6
2 Tab 2 - Mailing List .....	7
3 Tab 3 - Sent Messages .....	7
4 Tab 4 - Statistics .....	7
5 Tab 5 - Bounces .....	8
6 Tab 6 - Registrations .....	8
7 Tab 7 - Information .....	8
<b>Part IV Dialog Boxes</b>	<b>10</b>
1 Dialog Box - Add E-mail Address to Exclusion List .....	10
2 Dialog Box - Add To Exclusion List .....	10
3 Dialog Box - Add To Exclusion List (Professional) .....	11
4 Dialog Box - Add/Edit Profile Data .....	11
5 Dialog Box - Advanced Options .....	11
6 Dialog Box - Add Columns / Delete Columns .....	11
7 Dialog Box - Add Rows / Delete Rows .....	12
8 Dialog Box - Advanced Statistics Account .....	12
9 Dialog Box - Advanced Statistics - Exclusion List .....	12
10 Dialog Box - Advanced Statistics - Add E-mail Address or Domain .....	12
11 Dialog Box - Advanced Statistics - Options .....	13
12 Dialog Box - Ad Wizard .....	13
13 Dialog Box - Automatic Functions .....	13
14 Dialog Box - Also Link Text? .....	13
15 Dialog Box - Attachments .....	13
16 Dialog Box - Background Color For Newsletter .....	14
17 Dialog Box - Background Picture .....	14
18 Dialog Box - Border and Background Color .....	14
19 Dialog Box - Bounce Handling Settings .....	14
20 Dialog Box - Category .....	15
21 Dialog Box - Change Column Width .....	15
22 Dialog Box - Change E-mail Address (bounces) .....	15

23	Dialog Box - Change E-mail Address (subscribe/unsubscribe) .....	15
24	Dialog Box - Change GDPR field .....	15
25	Dialog Box - Change Port Number .....	15
26	Dialog Box - Change Text Alignment .....	16
27	Dialog Box - Change Pictures .....	16
28	Dialog Box - Choose E-mail Server .....	16
29	Dialog Box - Choose E-mail Server .....	16
30	Dialog Box - Choose Hyperlink Type .....	17
31	Dialog Box - Clicked Links .....	17
32	Dialog Box - Clicked Links - Column Headers .....	17
33	Dialog Box - Clicked Links - Column Headers - User Names .....	17
34	Dialog Box - Compare Mailings .....	17
35	Dialog Box - Condition .....	20
36	Dialog Box - Control Addresses .....	20
37	Dialog Box - Control Addresses - Options .....	21
38	Dialog Box - Copy data to another MultiMailer .....	21
39	Dialog Box - Create Change E-mail Address Link .....	21
40	Dialog Box - Create Document Link .....	21
41	Dialog Box - Create E-mail Address Link .....	21
42	Dialog Box - Create Folders in Microsoft Outlook (Bounces) .....	22
43	Dialog Box - Create Folders in Microsoft Outlook (Subscribe/Unsubscribe) .....	22
44	Dialog Box - Create Summary Report .....	22
45	Dialog Box - Create Unsubscribe Link .....	22
46	Dialog Box - Create Unsubscribe Link .....	23
47	Dialog Box - Create URL Link .....	23
48	Dialog Box - Customize .....	23
49	Dialog Box - Data sources .....	23
50	Dialog Box - Delete .....	24
51	Dialog Box - Duplicate Found .....	24
52	Dialog Box - Domain Statistics .....	24
53	Dialog Box - E-Mail Account Settings .....	24
54	Dialog Box - E-Mail Addresses to Exclude .....	25
55	Dialog Box - E-Mail Server List .....	26
56	Dialog Box - E-Mail Bounces Settings .....	26
57	Dialog Box - E-Mail Bounces Settings .....	26
58	Dialog Box - Edit Button .....	26
59	Dialog Box - Edit Picture .....	26
60	Dialog Box - Export (of Bounces) - step 1 .....	27
61	Dialog Box - Export (of Bounces) - step 2 .....	27

62	Dialog Box - Export Data - Choose File Format .....	27
63	Dialog Box - Export Data - Choose Type Of Export .....	27
64	Dialog Box - Export Data - Which Fields to Include .....	27
65	Dialog Box - Export To File .....	28
66	Dialog Box - Field Options .....	28
67	Dialog Box - File Upload Settings .....	28
68	Dialog Box - Find .....	28
69	Dialog Box - Find E-Mail Address .....	29
70	Dialog Box - Folders .....	29
71	Dialog Box - Font .....	29
72	Dialog Box - Full Paths .....	30
73	Dialog Box - Hyperlink Color .....	30
74	Dialog Box - GDPR .....	30
75	Dialog Box - GDPR Columns .....	30
76	Dialog Box - GDPR Settings (Footer Text) .....	30
77	Dialog Box - GDPR Text .....	31
78	Dialog Box - Import from databases via ODBC .....	31
79	Dialog Box - Import from Microsoft Excel (1) .....	31
80	Dialog Box - Import from Microsoft Excel (2) .....	31
81	Dialog Box - Import from Microsoft Outlook .....	32
82	Dialog Box - Import from Text File - step 1 .....	32
83	Dialog Box - Import from Text File - step 2 .....	32
84	Dialog Box - Import from Text File - step 3 .....	33
85	Dialog Box - Import of Data .....	33
86	Dialog Box - Import of Data - Outlook .....	34
87	Dialog Box - Import Settings For Category .....	34
88	Dialog Box - Inform me... ..	34
89	Dialog Box - Insert Button .....	34
90	Dialog Box - Insert Field .....	35
91	Dialog Box - Insert Frame .....	35
92	Dialog Box - Insert Graphical Title .....	35
93	Dialog Box - Insert Link Icon/Symbol .....	35
94	Dialog Box - Insert Link To Web Copy Of Newsletter .....	36
95	Dialog Box - Insert Picture .....	36
96	Dialog Box - Insert Picture Link .....	36
	Change default value for the URL field .....	37
97	Dialog Box - Insert Sound .....	37
98	Dialog Box - Insert Table / Edit Table .....	37
99	Dialog Box - Insert Text Box .....	37
100	Dialog Box - Insert Title .....	38

101	Dialog Box - Invalid E-mail Addresses .....	38
102	Dialog Box - Invalid E-mail Addresses (Syntax Check) .....	38
103	Dialog Box - Language .....	38
104	Dialog Box - License Key .....	38
105	Dialog Box - Limit .....	39
106	Dialog Box - Link Report .....	39
107	Dialog Box - Login .....	39
108	Dialog Box - More Excel Options .....	39
109	Dialog Box - More Options .....	39
110	Dialog Box - More POP3 Options (Bounces) .....	39
111	Dialog Box - More POP3 Options (Subscribe/Unsubscribe) .....	40
112	Dialog Box - More Start Settings .....	40
113	Dialog Box - Move files? .....	40
114	Dialog Box - New Campaign .....	40
115	Dialog Box - New Newsletter .....	41
116	Dialog Box - Newsletter Opening Date and Time .....	41
117	Dialog Box - Newsletter Subject Line .....	41
118	Dialog Box - Newsletter Web Copy Settings .....	41
119	Dialog Box - Options (1) .....	42
120	Dialog Box - Options (2) .....	43
121	Dialog Box - Options (3) .....	43
122	Dialog Box - Options (4) .....	43
123	Dialog Box - Options (5) .....	44
124	Dialog Box - Options (6) .....	44
125	Dialog Box - Options (7) .....	45
126	Dialog Box - Options (8) .....	46
127	Dialog Box - Password .....	46
128	Dialog Box - Paste data from another MultiMailer .....	46
129	Dialog Box - Paused .....	46
130	Dialog Box - Permanent Exclusion List .....	47
131	Dialog Box - Position - Subject Line .....	47
132	Dialog Box - Product Gallery .....	47
133	Dialog Box - Product Gallery - Add Item .....	47
134	Dialog Box - Product Gallery - More Options .....	47
135	Dialog Box - Read E-Mail Bounces from Outlook .....	48
136	Dialog Box - Read E-Mail Bounces from Server .....	48
137	Dialog Box - Read Subscribe/Unsubscribe E-Mails from Outlook .....	48
138	Dialog Box - Read Subscribe/Unsubscribe E-Mails from Server .....	48
139	Dialog Box - Read Receipt .....	48

140	Dialog Box - Recipient Information .....	49
	Button "From Clipboard" .....	49
141	Dialog Box - Registration E-Mail Scanning - Field Names .....	50
142	Dialog Box - Registrations Settings .....	50
143	Dialog Box - Response Statistics .....	51
144	Dialog Box - Response Statistics - Opens Over Time .....	52
145	Dialog Box - Restore From Backup .....	52
146	Dialog Box - Root Folders .....	52
147	Dialog Box - SamLogic MultiMailer E-Mail Server .....	52
148	Dialog Box - Schedule Send .....	52
149	Dialog Box - Select Blocked E-mail Addresses .....	53
150	Dialog Box - Select by Category .....	53
151	Dialog Box - Select by Company .....	53
152	Dialog Box - Select by Domain Name .....	54
153	Dialog Box - Select by Number of Bounces .....	54
154	Dialog Box - Select by... .....	54
155	Dialog Box - Select by Filter .....	54
156	Dialog Box - Select Category .....	54
157	Dialog Box - Select Sub Category .....	55
158	Dialog Box - Select GDPR Field .....	55
159	Dialog Box - Select Newsletter Group .....	55
160	Dialog Box - Select Root Folder (Outlook) .....	55
161	Dialog Box - Select Which Columns to Show .....	55
162	Dialog Box - Send Test E-mail .....	56
	Add a prefix or suffix to the subject .....	56
163	Dialog Box - Send Message To Twitter .....	56
164	Dialog Box - Send Unsubscribe Request To .....	56
165	Dialog Box - Sender Information Profiles .....	57
166	Dialog Box - Server .....	57
167	Dialog Box - Set Category (Mailing List) .....	57
168	Dialog Box - Set Category (Other Lists) .....	57
169	Dialog Box - Set Sub Category .....	58
170	Dialog Box - Set Newsletter Group (Mailing List) .....	58
171	Dialog Box - Set Newsletter Group (Other Lists) .....	58
172	Dialog Box - Settings .....	58
173	Dialog Box - Settings - Unsubscribe .....	58
174	Dialog Box - Show All Hyperlinks in the HTML Document .....	59
175	Dialog Box - Show HTML Source .....	59
176	Dialog Box - Show Pictures Included in HTML Document .....	59
177	Dialog Box - Start Sending (step 1) .....	59



178	Dialog Box - Start Sending (step 1b) .....	60
179	Dialog Box - Start Sending (step 2) .....	60
180	Dialog Box - Start Sending (step 3) .....	60
181	Dialog Box - Start Sending (step 4) .....	60
182	Dialog Box - Subject Prefix .....	60
183	Dialog Box - Subscribe/Unsubscribe E-Mails Settings .....	61
184	Dialog Box - Subscribe/Unsubscribe E-Mails Settings .....	61
185	Dialog Box - Subscribe/Unsubscribe E-Mails Settings .....	61
186	Dialog Box - Temporary Exclusion List .....	62
187	Dialog Box - Text Colors .....	62
188	Dialog Box - The Following Contacts Have Clicked on the Link .....	63
189	Dialog Box - Unsubscribe Information in E-mail Header .....	63
190	Dialog Box - Unsubscribe Requests .....	63
191	Dialog Box - Update All Lists .....	63
192	Dialog Box - Update Link .....	64
193	Dialog Box - Update Link Text .....	64
194	Dialog Box - Upload Completed .....	64
195	Dialog Box - Upload HTML Document and Pictures to Server .....	65
196	Dialog Box - Uploaded Documents .....	65
197	Dialog Box - User Interface .....	65
198	Dialog Box - Validation of E-Mail Addresses .....	65
199	Dialog Box - Warnings .....	65
200	Dialog Box - Warnings (GDPR) .....	66
201	Dialog Box - Web Forms .....	66
202	E-Mail Account Settings .....	66
203	Menu Item - Cancel wait state - continue with next .....	66
204	Wizard - Newsletter or E-card .....	66
	Select Header And Footer Pictures .....	67
205	Other .....	68
	Microsoft Collaboration Data Objects Not Installed .....	68
	If you use Microsoft Office 2007 .....	69
	Microsoft Outlook is not your standard e-mail client .....	69
	Windows was restarted .....	70
	Mailing list has no filename .....	70
	Mailing list was saved .....	70
	Link text with a web address containing HTTP:// or HTTPS:// found .....	70
	Old protocol .....	71
	This newsletter is not optimized for iPhone 7 and later .....	71
	How to update newsletter manually .....	71

## Part V Importing Contacts 73

1	Importing Contacts .....	73
2	Import From a Text File - step by step .....	74

3 Import From a Excel File - step by step .....	74
4 Import From Outlook - step by step .....	74
5 Import From a Database using ODBC - step by step .....	75

## **Part VI More Details and Articles 77**

1 Advanced Statistics .....	77
How to activate the advanced statistics .....	78
How to update statistics data .....	79
How to view the number of contacts that have opened or clicked in a newsletter .....	79
How to see who have opened or clicked in a newsletter .....	80
How to compare mailings with each other .....	81
How does it work? .....	82
2 Attaching More Than One File .....	83
3 Backup Handling in MultiMailer .....	83
Original Folders for Lists .....	84
4 Changing the port number .....	84
5 Configuring an e-mail account .....	84
6 External HTML editor .....	85
7 Handling E-Mail Bounces .....	85
Alternative methods - via POP3 or Outlook .....	85
Creating Folders in Microsoft Outlook.....	86
8 Handling Subscribe and Unsubscribe Requests .....	86
Alternative methods - via POP3 or Outlook .....	87
Creating Folders in Microsoft Outlook.....	87
How MultiMailer Recognizes Subscribe/Unsubscribe E-Mails.....	88
How MultiMailer Read Contact Information.....	88
From Subject Field.....	89
From Body Text.....	89
Using MultiMailer Web Forms .....	90
Web Forms in 9 Languages.....	91
Web Form Parameters.....	92
More Information about the 'settings' Parameter.....	93
More Information about the 'sender' Parameter.....	93
More Information about the 'rsp' Parameter.....	94
MultiMailer Data Fields Can Be Used With Page Parameters.....	94
9 SMTP / POP3 Log Files .....	94
10 Spell Check .....	95

## **Part VII Miscellaneous 97**

1 System Requirements .....	97
2 Support .....	97

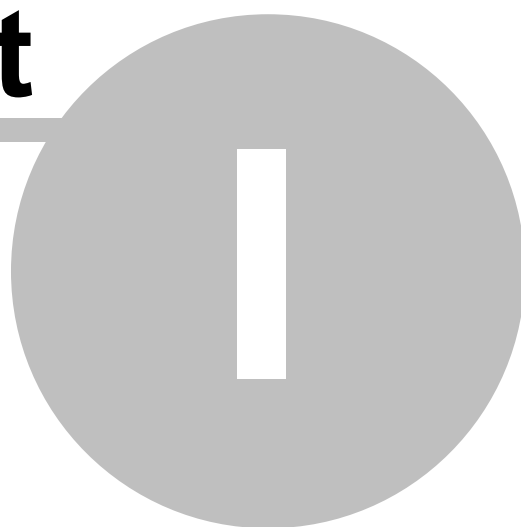
## **Part VIII How to Use The Online Help 99**

## **Part IX About SamLogic MultiMailer 101**



# 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 / e-mail address change 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](#)

## In Professional and Enterprise:

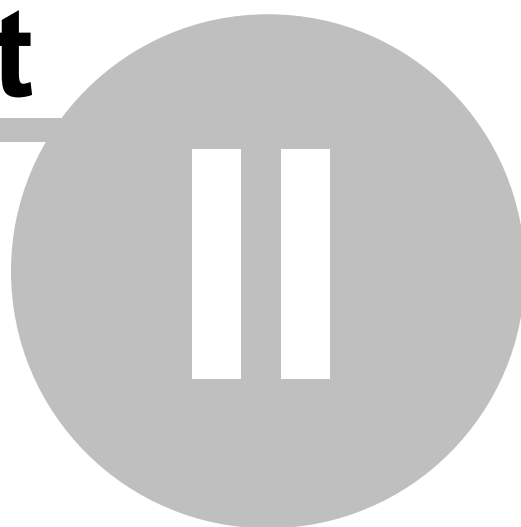
### [E-mail bounces](#)

### [Subscribe and unsubscribe requests](#)

### [Advanced statistics](#)

# Part

---



## Overview

---

The main window of the MultiMailer program contains the following 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 / Enterprise)***

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

**Tab 6 - [Registrations](#) *(only in Professional / Enterprise)***

In this tab you can handle subscribe, unsubscribe and address change requests.

**Tab 7 - [Information](#) *(only in Professional / Enterprise)***

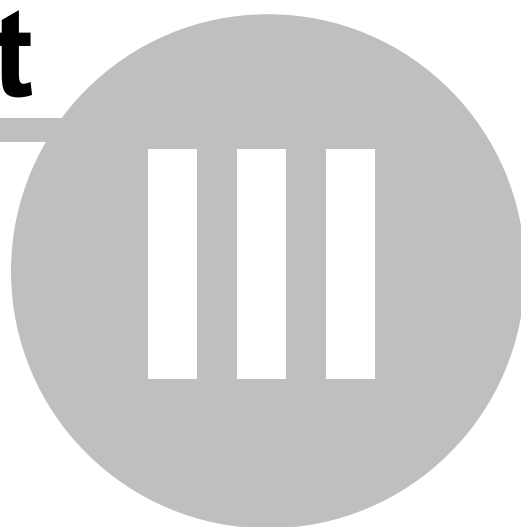
In this tab you can see the status for different MultiMailer services.

**[Configuring a mail account](#)**

**[Importing contacts](#)**

# Part

---





## The Main Tabs in MultiMailer

---

This chapter contains information about the main window's 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 / Enterprise)*

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

### Tab 6 - [Registrations](#) *(only in Professional / Enterprise)*

In this tab you can handle subscribe, unsubscribe and address change requests.

### Tab 7 - [Information](#) *(only in Professional / Enterprise)*

In this tab you can see the status for different MultiMailer services.

## 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.

### Priority

If you have activated the priority option in MultiMailer, you can change the priority for the e-mail message here.

### 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 are permanent (hard).

You can prevent bounced e-mail addresses 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 - Registrations

## Tab - Registrations

---

In this tab you can handle subscribe, unsubscribe and address change requests. The **Registrations** tab contains three 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)  
**Address Changes** handles e-mail address changes

[More information is available here](#)

### 3.7 Tab 7 - Information

## Tab - Information

---

In this tab you can see the status for different MultiMailer services.

**Part**

---

**IV**

## 4 Dialog Boxes

## Dialog Boxes

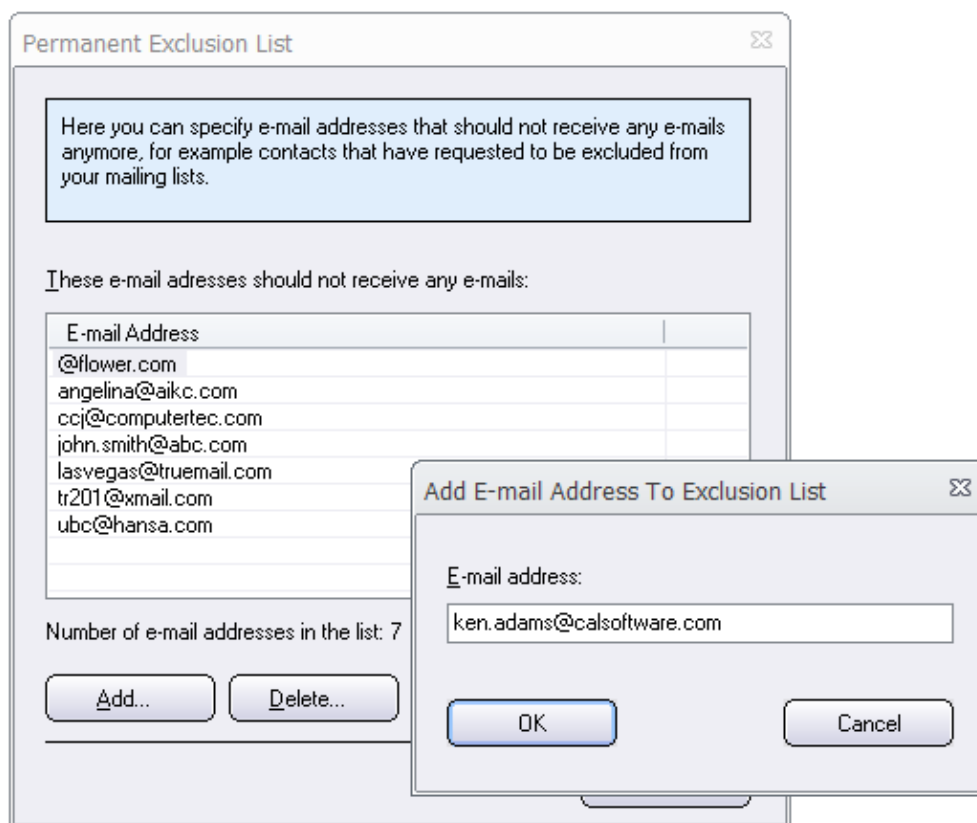
In this chapter we will describe all dialog boxes that exist in the MultiMailer application.

## 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

### Advanced Options

---

#### Firewall

If you have problems with a firewall in your computer when you use MultiMailer you can select the **Make firewall approving MultiMailer at program startup** 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.

If you have problems with uploading of newsletters and pictures to a server you can change the **Use 'passive mode' when uploading a file to a FTP server** option and test again. Sometimes this can resolve problems when firewalls block file transfers. As default, this option is selected and in most cases this is the preferable setting.

#### E-Mail Messages

Here you can choose type of encoding for outgoing e-mail messages and inform MultiMailer if you want to convert DIV tags in the e-mail message's HTML body to BR tags.

#### Bounces and Subscribe/Unsubscribe

If you want to receive an e-mail copy of all registrations, you can check the **Create a mail copy of all subscribe/unsubscribe requests** option. If you want to use MultiMailer's old method to handle bounces and subscribe/unsubscribe requests, you can check the **Use old method to handle bounces and subscribe/unsubscribe requests** option. However, we recommend you to use the new method, because it is much faster. The old method should only be used for compatibility reasons.

#### E-Mails from Registration Forms

Here you can set some options for registration e-mails that are sent from the registration forms.

#### 4.6 Dialog Box - Add Columns / Delete Columns

### Dialog Box - Add Columns / Delete Columns

---

Via this dialog box you can add columns or delete columns from a table.

The columns are added or deleted at the end of the table.

#### 4.7 Dialog Box - Add Rows / Delete Rows

### Dialog Box - Add Rows / Delete Rows

---

Via this dialog box you can add rows or delete rows from a table.

#### 4.8 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.

#### 4.9 Dialog Box - Advanced Statistics - Exclusion List

### Dialog Box - Advanced Statistics - Exclusion List

---

If you don't want that tracking code for advanced statistics is inserted in e-mails targeted to some specific e-mail addresses / domain names, you can specify them in this dialog box.

**Add**

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

**Delete**

Removes selected e-mail address / domain name from the exclusion list.

#### 4.10 Dialog Box - Advanced Statistics - Add E-mail Address or Domain

### Dialog Box - Advanced Statistics - Add E-mail Address or Domain

---

Here you specify an e-mail address or a domain name that should not have tracking code for advanced statistics inserted in the 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 have tracking code for advanced statistics inserted in the e-mails.

#### 4.11 Dialog Box - Advanced Statistics - Options

### Dialog Box - Advanced Statistics - Options

---

In this dialog box you can set some options for the advanced statistics in MultiMailer. You can specify:

- What the advanced statistics should measure.
- How many days back from today to download advanced statistics for from the server.
- Where to display charts for the advanced statistics.

#### 4.12 Dialog Box - Ad Wizard

### Dialog Box - Ad Wizard

---

With the Ad Wizard you can create advertisement / campaign emails. For example Black Friday e-mails etc.

#### 4.13 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.

#### 4.14 Dialog Box - Also Link Text?

### Dialog Box - Also Link Text?

---

Here you can choose if you also want to include link text in the export file.

#### 4.15 Dialog Box - Attachments

### Dialog Box - Attachments

---

If you want to attach more than one file with your e-mail message, you can choose up to 8 files to attach via this dialog box.



#### 4.16 Dialog Box - Background Color For Newsletter

### Dialog Box - Background Color For Newsletter

---

Via this dialog box you can specify a background color for the newsletter. You can choose one solid background color or gradient background colors.

#### 4.17 Dialog Box - Background Picture

### Dialog Box - Background Picture

---

Sets a background picture for the HTML document.

#### 4.18 Dialog Box - Border and Background Color

### Dialog Box - Border and Background Color

---

Via this dialog box you can choose if the text box should have a border and a background color. You can also change the border color and the background color.

#### 4.19 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.

#### 4.20 Dialog Box - Category

### Dialog Box - Category

---

Shows which category and sub category the e-mail address / contact belongs to.

#### 4.21 Dialog Box - Change Column Width

### Dialog Box - Change Column Width

---

Via this dialog box you can change the width of the column where the cursor is in.

#### 4.22 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.

#### 4.23 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.

#### 4.24 Dialog Box - Change GDPR field

### Dialog Box - Change GDPR field

---

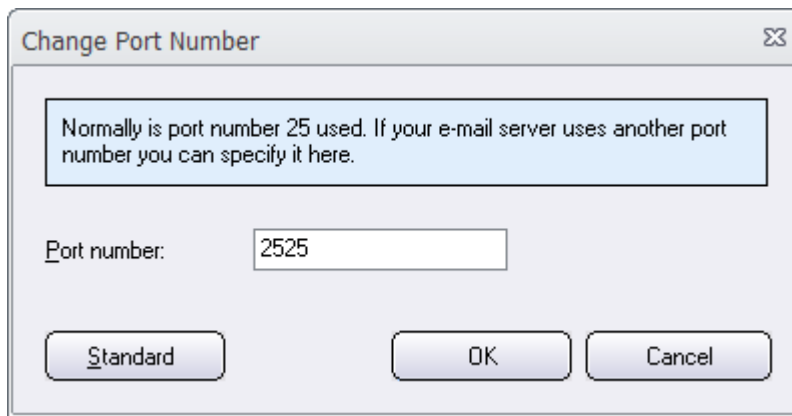
Via this dialog box you can change the contents of the following GDPR related fields in the mailing list: **Consent**, **Data source**, **Registration date**.

#### 4.25 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](#)

#### 4.26 Dialog Box - Change Text Alignment

### Dialog Box - Change Text Alignment

---

Via this dialog box you can change text alignment for cells in the table.

#### 4.27 Dialog Box - Change Pictures

### Dialog Box - Change Pictures

---

Via this dialog box you can change the main picture and the footer picture for this e-mail.

#### 4.28 Dialog Box - Choose E-mail Server

### Dialog Box - Choose E-mail Server

---

Before you can send any e-mails you must choose an e-mail server. The e-mail server is used for the e-mail delivery.

You can choose between our e-mail server or use an e-mail server from your ISP or your company. Choose by clicking on one of the two buttons in the dialog box. And thereafter, if necessary, enter the settings that are asked for.

#### 4.29 Dialog Box - Choose E-mail Server

### Dialog Box - Choose E-mail Server

---

In this dialog box you can choose which e-mail server to use during an e-mail delivery. You can choose between our e-mail server or an e-mail server that your ISP or company provides. Press the **Settings** button to configure an account.

#### 4.30 Dialog Box - Choose Hyperlink Type

### Dialog Box - Choose Hyperlink Type

---

Select a hyperlink type and then press **Continue**.

#### 4.31 Dialog Box - Clicked Links

### Dialog Box - Clicked Links

---

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

#### 4.32 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.

#### 4.33 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.

#### 4.34 Dialog Box - Compare Mailings

### Dialog Box - Compare Mailings

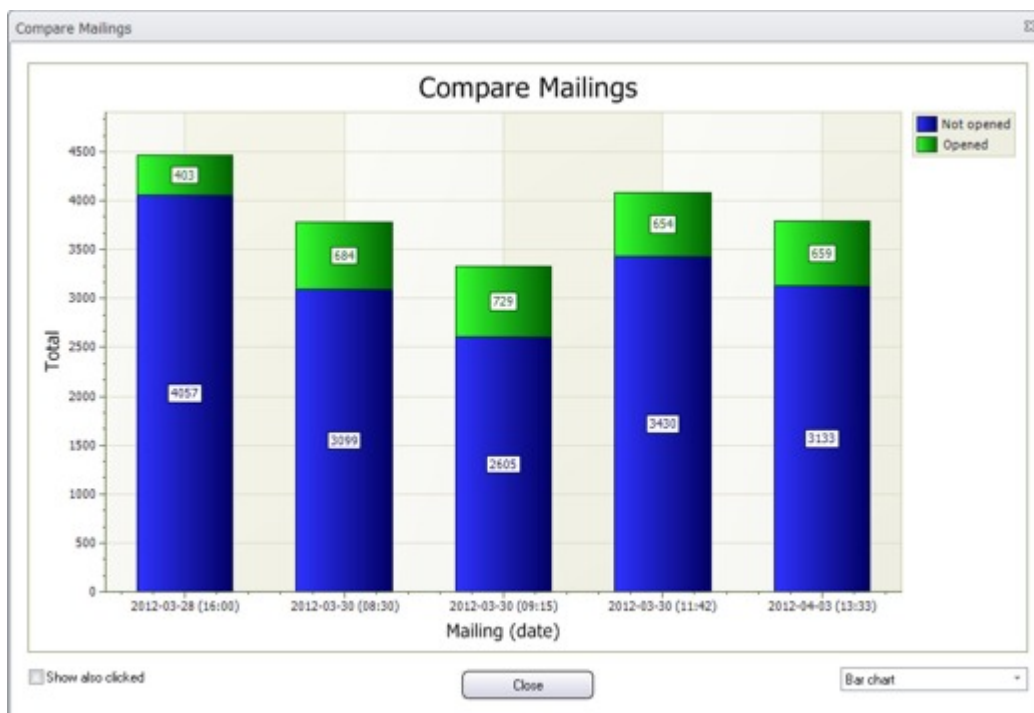
---

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:

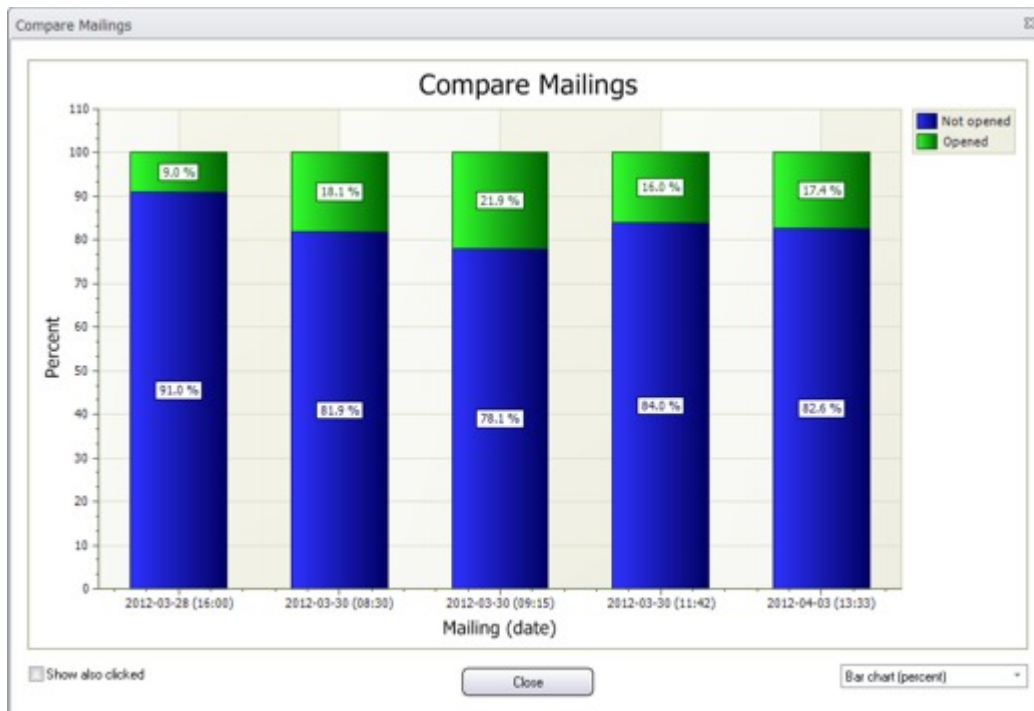
#### Line Chart



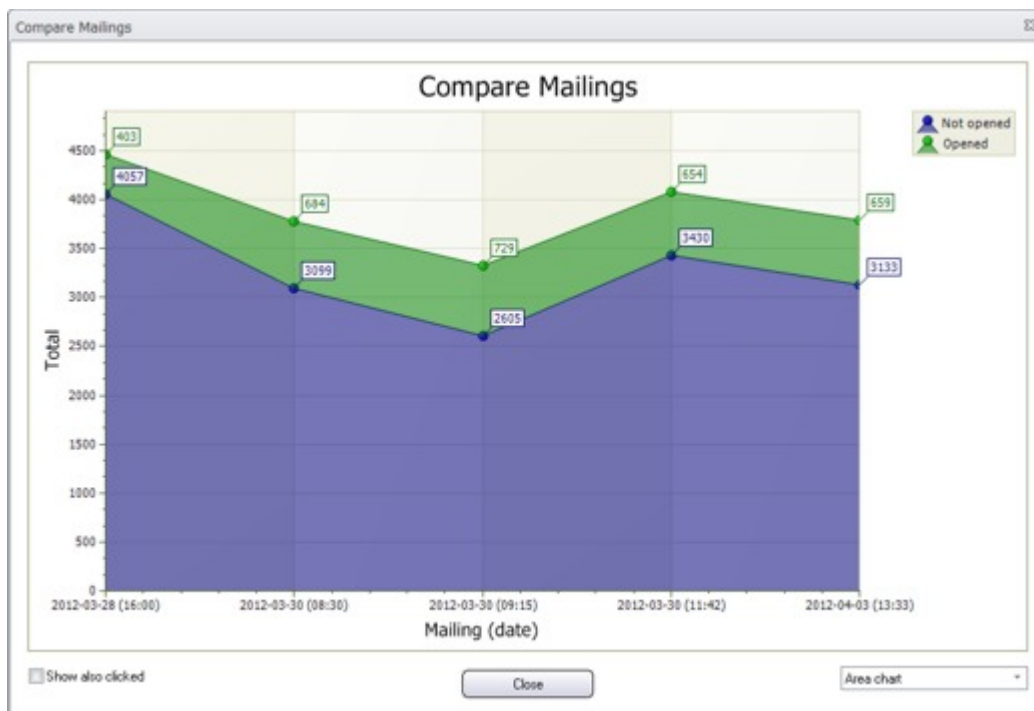
## Bar Chart



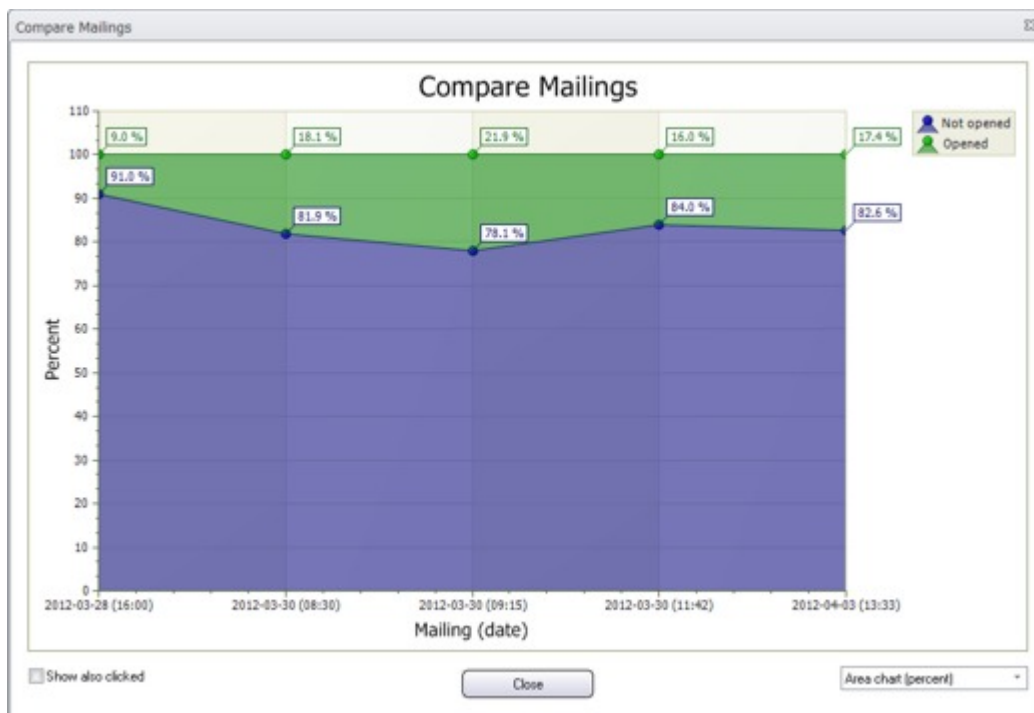
## Bar Chart (percent)



## Area Chart



### Area Chart (percent)



#### 4.35 Dialog Box - Condition

### Dialog Box - Condition

In this dialog box you can specify the number of allowed e-mail bounces before an e-mail address is blocked (added to the list with invalid e-mail addresses).

#### 4.36 Dialog Box - Control Addresses

### Dialog Box - Control Addresses

In this dialog box you can enter control addresses (e-mail addresses) that should receive your newsletters / mails, besides the contacts in your mailing lists.

You can use control addresses to monitor an e-mail delivery. Control addresses can also be used to let other people (for example in your company) to get your newsletter and other types of e-mails. This can be useful if you have many mailing lists or always import your contacts to MultiMailer before you start the e-mail delivery.

#### 4.37 Dialog Box - Control Addresses - Options

### Dialog Box - Control Addresses

---

Here you can set some options for control addresses.

#### 4.38 Dialog Box - Copy data to another MultiMailer

### Dialog Box - Copy data to another MultiMailer

---

Via this dialog box you can copy data to another MultiMailer. You can copy the data via the Clipboard or via a file.

#### 4.39 Dialog Box - Create Change E-mail Address Link

### Dialog Box - Create Change E-mail Address Link

---

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

When the receiver click on the link, an email address change form on the Internet will be opened. Via this form the receiver can change e-mail address for your newsletter.

#### 4.40 Dialog Box - Create Document Link

### Dialog Box - Create Document Link

---

Instead of sending a document as an attached file, you can upload it to our server and create a clickable link that opens the document when the user clicks on the link. This makes the e-mail delivery faster because the document does not need to be sent with the e-mail newsletter. In this dialog box you can choose a document, upload it to a server and create a link to it in your newsletter. You can also create a link to a document that already is uploaded.

#### 4.41 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.



#### 4.42 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.

#### 4.43 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.

#### 4.44 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.

#### 4.45 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.

When the receiver click on the link, an unsubscribe form on the Internet will be opened. Via this unsubscribe form the receiver can unsubscribe your newsletter.

#### 4.46 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.

#### 4.47 Dialog Box - Create URL Link

### Dialog Box - Create URL Link

---

Via this dialog box you can create a clickable link in the HTML document that opens a web page on the Internet. The URL must begin with the protocol prefix "**https://**" or "**http://**". For example:

<https://www.samlogic.net>

#### 4.48 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.

#### 4.49 Dialog Box - Data sources

### Dialog Box - Data sources

---

In this dialog box you can specify data source names. They will be used as default names when you import data. They can be changed afterwards if needed.

#### 4.50 Dialog Box - Delete

### Dialog Box - Delete

---

Via this dialog box you can choose from which lists to remove selected email bounces / e-mail addresses.

#### 4.51 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.

#### 4.52 Dialog Box - Domain Statistics

### Dialog Box - Domain Statistics

---

In this dialog box you can obtain statistics about the domain names used by the e-mail addresses in the mailing list. You can see how many times a domain name is used and its share of the total number of e-mail addresses in the mailing list.

#### 4.53 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.

**Username**

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.

**The server requires an encrypted connection**

Only Enterprise. Check this option if the e-mail server requires an encrypted connection. In the combobox to the right of **Method** you can choose an encryption method.

**Handle multiple server connections in parallel**

Only Enterprise. Check this option if the e-mail server can handle multiple server connections. In the combobox to the right of **Max** you can choose how many connections.

[Changing the port number](#)

#### 4.54 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.

#### 4.55 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 you want to use another server than those in the server list you can enter an e-mail server domain name and other settings in the **E-Mail Account Settings** dialog box.

#### 4.56 Dialog Box - E-Mail Bounces Settings

### Dialog Box - E-Mail Bounces Settings

---

In this dialog box you can choose if you want to use our e-mail server to handle e-mail bounces or if you want to use a server that your ISP or company provides. Press the **Settings** button to view or configure an account.

#### 4.57 Dialog Box - E-Mail Bounces Settings

### Dialog Box - E-Mail Bounces Settings

---

In this dialog box you can specify settings for MultiMailer's handling of e-mail bounces after they have been downloaded to MultiMailer. For example if the e-mail address should be blocked automatically after a specific number of bounces.

#### 4.58 Dialog Box - Edit Button

### Dialog Box - Edit Button

---

Via this dialog box you can change the text and/or the URL for the button.

#### 4.59 Dialog Box - Edit Picture

### Dialog Box - Edit Picture

---

Via this dialog box you can change the selected picture to a new picture.

You can specify a local file path to the picture or specify a web address (url) to the new picture. You can also specify a new alternative text for the picture.

When the picture is inserted in the HTML document, the width will always remain the same, but the height may be changed if the proportions are different in the new picture.

#### 4.60 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.

In this dialog box you can also choose if you want to export all bounces in the bounce list or only the selected bounces.

#### 4.61 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.

#### 4.62 Dialog Box - Export Data - Choose File Format

### **Dialog Box - Export Data - Choose File Format**

---

Here you choose a file format for the export file.

#### 4.63 Dialog Box - Export Data - Choose Type Of Export

### **Dialog Box - Export Data - Choose Type Of Export**

---

Here you can choose type of export.

#### 4.64 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.

#### 4.65 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.

#### 4.66 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.

#### 4.67 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.

#### 4.68 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.

**4.69 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.

**4.70 Dialog Box - Folders**

## Folders

---

In this dialog box you can specify where to store the files that MultiMailer works with. You can choose to store them on the local hard disk, in the cloud (OneDrive or Dropbox), or on a network server. If you choose one of the last two options you can share data between different computers..

The path to a folder must be a full path 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.

**4.71 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.



#### 4.72 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.

#### 4.73 Dialog Box - Hyperlink Color

### Dialog Box - Hyperlink Color

---

In this dialog box you can set color and underline mode for hyperlinks in your newsletter. All hyperlinks in the newsletter are affected.

#### 4.74 Dialog Box - GDPR

### Dialog Box - GDPR

---

In this dialog box you can set some options that are related to the new data regulation from EU: GDPR (General Data Protection Regulation).

At **Encryption** you can decide if personal data must be encrypted when stored on the hard disk or on other storage media. At **Password** you can decide if the start of MultiMailer must be password protected.

#### 4.75 Dialog Box - GDPR Columns

### Dialog Box - GDPR Columns

---

In this dialog box you can choose which GDPR related columns to show in the mailing list.

#### 4.76 Dialog Box - GDPR Settings (Footer Text)

### Dialog Box - GDPR Settings (Footer Text)

---

If you want to include GDPR text and GDPR links to the newsletter templates footer, you can choose in this dialog box which information to add.

#### 4.77 Dialog Box - GDPR Text

### Dialog Box - GDPR Text

---

Inserts GDPR information (GDPR text + GDPR links) at cursor's position in the newsletter.

#### 4.78 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.

#### 4.79 Dialog Box - Import from Microsoft Excel (1)

### Dialog Box - Import Microsoft Excel File (1)

---

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

#### 4.80 Dialog Box - Import from Microsoft Excel (2)

### Dialog Box - Import Microsoft Excel File (2)

---

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

#### 4.81 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.

#### 4.82 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.

#### 4.83 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 and Enterprise:**

**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.

### **If GDPR functions are activated:**

#### **Data source**

In this text field you can specify a data source for the contacts that will be imported to the mailing list.

## **4.84      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.

## **4.85      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)*

#### 4.86 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.

#### 4.87 Dialog Box - Import Settings For Category

### Dialog Box - Import Settings For Category

---

If a category has a different name at the source than in MultiMailer you can instruct MultiMailer to automatically convert the category name at import. More than one source category can be specified. Use a semicolon as a separator between different source categories.

#### 4.88 Dialog Box - Inform me...

### Dialog Box - Inform me when e-mail delivery is completed

---

MultiMailer can send you an email when the e-mail delivery is completed. This can be useful if you want to send your newsletter to many receivers, but you don't want to monitor the computer. MultiMailer can instead inform you when the mailing process is ready.

#### 4.89 Dialog Box - Insert Button

### Dialog Box - Insert Button

---

Inserts a clickable button at cursor's position in the newsletter.

#### 4.90 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 cursors 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 were you can set some special options. This button is only available in the Professional version of MultiMailer.

#### 4.91 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.

#### 4.92 Dialog Box - Insert Graphical Title

### Dialog Box - Insert Graphical Title

---

Via this dialog box you can insert a graphical title, with a specified color and font, in the newsletter.

#### 4.93 Dialog Box - Insert Link Icon/Symbol

### Dialog Box - Insert Link Icon/Symbol

---

Via this dialog box you can add an icon/symbol to a clickable link. You can place the picture anywhere you want in the document, but it is preferable to place the icon/symbol in the front of the link, as shown below:

 [Open price list \(PDF, 5.5 MB\)](#)

#### 4.94 Dialog Box - Insert Link To Web Copy Of Newsletter

### Dialog Box - Insert Link To Web Copy Of Newsletter

---

With MultiMailer you can upload a copy of the newsletter to a server on the Internet. You can also add a link that opens the web copy in an easy way. Via this dialog box you can insert a field that is replaced with a link when you upload your newsletter to a server.

#### 4.95 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.

#### **Change picture's size**

If you want to change the size of the picture you can check this option and use the slider to the right of this option to give the picture a new size.

#### **Tabs:**

##### **Picture**

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

##### **Layout**

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

##### **Hyperlink**

You can make the picture clickable. In this tab you can specify a URL to a web page to open when the user clicks on the picture.

#### 4.96 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.

#### **Tab - Hyperlink**

You can make the picture clickable. In this tab you can specify a URL to a web page to open when the user clicks on the picture.

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

#### 4.96.1 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 "**https://**" 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 "**https://**".

#### 4.97 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.

#### 4.98 Dialog Box - Insert Table / Edit Table

### Dialog Box - Insert Table / Edit Table

---

Via this dialog box you can insert or edit a table in a newsletter.

#### 4.99 Dialog Box - Insert Text Box

### Dialog Box - Insert Text Box

---

Inserts a text box in the newsletter at the cursor's position. The text box can have a frame and a background color. Width and height are set automatically, and depends on the number of text rows and the column width.



#### 4.100 Dialog Box - Insert Title

### Dialog Box - Insert Title

---

Inserts a title in the newsletter at the cursor's position.

#### 4.101 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.

#### 4.102 Dialog Box - Invalid E-mail Addresses (Syntax Check)

### Dialog Box - Invalid E-mail Addresses

---

The e-mail addresses that are shown in the list in this dialog box are invalid. Before you start mailing your email / newsletter you should correct them.

#### 4.103 Dialog Box - Language

### Dialog Box - Language

---

In this dialog box you can specify a language for the text that is generated by the newsletter wizard, ad wizard, web forms etc.

#### 4.104 Dialog Box - License Key

### Dialog Box - License Key

---

In this dialog box you will find your license key for MultiMailer. You should keep it in a safe place if you need to install MultiMailer again in the future.

If you want to copy the license key to Windows clipboard you can click on the **Copy** button. If you want to change the license key to another license key, you can click on the **Change** button.

**4.105    Dialog Box - Limit**

## **Dialog Box - Limit**

---

In this dialog box you can set a max limit for number of contacts in the mailing list to allow automatic save of the delivery date. If number of contacts exceeds this limit, the delivery date is not saved in the mailing list.

**4.106    Dialog Box - Link Report**

## **Dialog Box - Link Report**

---

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

**4.107    Dialog Box - Login**

## **Dialog Box - Login**

---

MultiMailer is protected with a password. To start MultiMailer you must enter correct password in this dialog box.

**4.108    Dialog Box - More Excel Options**

## **Dialog Box - More Excel Options**

---

In this dialog box you can fine tune import, export and report settings for Excel files.

**4.109    Dialog Box - More Options**

## **Dialog Box - More Options**

---

If you want to use SSL encrypted HTTPS links in web addresses that communicate with the statistics server you can select the option in this dialog box.

**4.110    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.

#### 4.111 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.

#### 4.112 Dialog Box - More Start Settings

### Dialog Box - More Start Settings

---

Via this dialog box you can set more program start settings. The dialog box contains the following settings:

**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.

#### 4.113 Dialog Box - Move files?

### Dialog Box - Move files?

---

MultiMailer can move the files in the upload folder to correct MultiMailer folders if you click on the **Yes, Move files to the folders above** button in this dialog box. If you don't want that, click on the **Cancel** button.

#### 4.114 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.

#### 4.115 Dialog Box - New Newsletter

### Dialog Box - New Newsletter

---

Here you can choose to create an empty document or open one of MultiMailer's wizards. Select an option and press thereafter the **Create** or **Next** button.

#### 4.116 Dialog Box - Newsletter Opening Date and Time

### Dialog Box - Newsletter Opening Date and Time

---

Displays date and time when the contact opened the newsletter.

#### 4.117 Dialog Box - Newsletter Subject Line

### Dialog Box - Newsletter Subject Line

---

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

#### 4.118 Dialog Box - Newsletter Web Copy Settings

### Dialog Box - Newsletter Web Copy Settings

---

In this dialog you can choose if you want to store copies of your newsletter on our server or on your own server. Press the 'Settings' button to add or change upload settings.

## 4.119 Dialog Box - Options (1)

## Dialog Box - Options

---

### Tab - General

**Show start window when MultiMailer starts**

If this option is checked, the start window is opened when MultiMailer starts.

**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.

**Start MultiMailer automatically when Windows starts**

If this option is checked, MultiMailer will be started automatically when Windows starts.

**Handle campaigns in MultiMailer**

Turns campaign handling on or off.

**Show option to change priority for an e-mail message**

If this option is checked, an option to change priority for an e-mail message will be shown in the **Newsletter** tab.

**Convert uppercase letters in link web addresses to lowercase**

If this option is checked, uppercase letters in link web addresses will be converted to lowercase when links are created.

**Text alignment should change alignment for whole text block**

If this option is checked, a change of the text alignment will affect the whole text block or table cell.

**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.

**Store pictures in 4K format**

If this option is checked, pictures that are included in newsletters are stored with a resolution of 192 DPI instead of 96 DPI, so they look good also on 4K / Ultra HD displays.

**Handle duplicates when new contacts are added and during e-mail delivery**

If this option is checked, MultiMailer will examine if a contact you add already exists in the mailing list. MultiMailer will also avoid that the same contact got more than one e-mail during the e-mail delivery process.

**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.

**Check e-mail address syntax before e-mail delivery starts**

If this option is checked, the syntax of all e-mail addresses in the mailing list are checked before the e-mail delivery starts.

**Save delivery date automatically in the mailing list**

If this option is checked, the delivery date is saved automatically to the mailing list on the hard disk.

**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.

## 4.120 Dialog Box - Options (2)

## Dialog Box - Options

---

### Tab - Time Settings

**Activate pause handling**

Activates pause handling in MultiMailer. If the e-mail delivery goes too fast for the e-mail server, you can slow down the process by activating MultiMailer's pause handling.

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

Adds a timeout handling to the e-mail delivery process. If an e-mail message can not be handled within 60 seconds, it is skipped and MultiMailers continues with the next e-mail message in the send list.

## 4.121 Dialog Box - Options (3)

## 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**.

## 4.122 Dialog Box - Options (4)

## 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](#)

## 4.123 Dialog Box - Options (5)

## Dialog Box - Options

---

### Tab - Statistics

**Show statistics tab**

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

**Show grid lines**

If this option is checked, grid lines will be shown in the statistics list in the **Statistics** tab.

**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 'Bounces' column in statistics list**

If this option is checked, the **Bounces** 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 subject line**

If this option is checked the subject line for the newsletters will be shown in the statistics list. If you click on the **Position** button you can specify where in the list to show the subject line.

**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 gray text color if number of recipients is less than**

If the number of recipients is less than the number that you specify here, the text color for the item in the statistics list will be gray. Otherwise it will be black. If you always want to use black text color, enter 0 here.

**Use advanced statistics**

Check this option if you want to activate the advanced statistics functions.

## 4.124 Dialog Box - Options (6)

## 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.

## 4.125 Dialog Box - Options (7)

### 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.

**Import directly via XML**

Check this option if you want to import data from Excel files directly via XML.

**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.

**Category**

Opens a dialog box where you can specify some settings for the Category field. These settings are used during an import. This button is only available in the Professional version of MultiMailer.



## 4.126 Dialog Box - Options (8)

## 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](#)

## 4.127 Dialog Box - Password

## Dialog Box - Password

---

If you want to password protect the start of MultiMailer you can specify a password in this dialog box.

## 4.128 Dialog Box - Paste data from another MultiMailer

## Dialog Box - Paste data from another MultiMailer

---

Via this dialog box you can paste data from another MultiMailer.

## 4.129 Dialog Box - Paused

## Dialog Box - Paused

---

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

**4.130 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.

**4.131 Dialog Box - Position - Subject Line**

## **Dialog Box - Position - Subject Line**

---

MultiMailer can show the subject line for all sent newsletters in the statistics list. Via this dialog box you can specify where in the list the subject line should be shown.

**4.132 Dialog Box - Product Gallery**

## **Dialog Box - Product Gallery**

---

Via this dialog box you can insert a product gallery in your newsletter. Each item in the product gallery can contain text and a picture, and a link to open a product page on the Internet. The product gallery will be inserted at current cursor position in the document.

**4.133 Dialog Box - Product Gallery - Add Item**

## **Dialog Box - Product Gallery - Add Item**

---

Adds an item to the product gallery.

**4.134 Dialog Box - Product Gallery - More Options**

## **Dialog Box - Product Gallery - More Options**

---

Contains more options for the product gallery.

#### 4.135 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.

#### 4.136 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.

#### 4.137 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.

#### 4.138 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.

#### 4.139 Dialog Box - Read Receipt

### Dialog Box - Read Receipt

---

If you want to ask for a read receipt from the e-mail message receivers, you can select the option in this dialog box.

#### 4.140 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.

#### Tab - GDPR

This tab is shown if the GDPR functions in MultiMailer has been activated. Contains GDPR related fields.

#### 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](#).

#### 4.140.1 Button "From Clipboard"

### Button "From Clipboard"

---

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

Fieldname: Fielddata

The following field names are recognized by MultiMailer:

"name:", "realname:"  
"first name:", "firstname:"  
"last name:", "lastname:"  
"company:", "organisation:", "organization:"  
"email:", "e-mail:", "email address:", "e-mail address:"

If one field is used for the name, the name is automatically split in first name and last name. Here is an example of text that can be transferred in this way:

Email: mail@samlogic.com  
Name: Bobby Jonson  
Company: InfoTech Systems

The function is not case-sensitive, so field names like **email**, **Email**, **EMail** will all be recognized.

This function is useful if you have a web form and you receive e-mails with registration data regularly, and you want to copy the information to MultiMailer in an easy way. To transfer data from a registration e-mail to

MultiMailer, follow these steps:

1. select the fields in the e-mail
2. press **Ctrl - C** to copy the data to Windows Clipboard
3. press the **From Clipboard** button in the **Recipient Information** dialog box

### If you receive lots of registration e-mails

If you have the Professional version of MultiMailer and you receive lots 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](#).

#### 4.141 Dialog Box - Registration E-Mail Scanning - Field Names

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

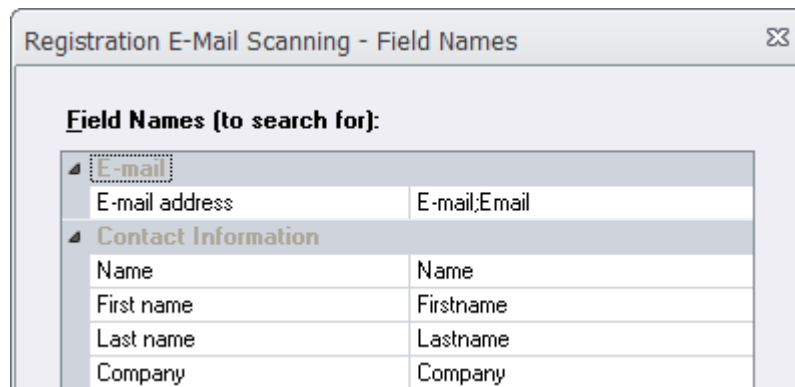
In this dialog box you can specify field names for the fields to search for when importing data from registration e-mails. The fields are read from the body text of the e-mail message.

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:



#### 4.142 Dialog Box - Registrations Settings

### Dialog Box - Registrations Settings

Tab: 'Unsubscribe'

#### Add e-mail addresses automatically to exclusion list

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

**Afterwards, delete unsubscribe request from unsubscribe list**

If you check this option all downloaded unsubscribe requests will be deleted from the unsubscribe list when MultiMailer is closed. An unsubscribe request will only be deleted if it was successfully added to the permanent exclusion list.

Tab: 'Other'

**Add subscriptions automatically to mailing list**

If you check this option all downloaded subscriptions are added automatically to the currently opened mailing list.

**Afterwards, delete subscribe request from subscribe list**

If you check this option all downloaded subscriptions will be deleted from the subscribe list when MultiMailer is closed. A subscription will only be deleted if it was successfully added to a mailing list.

**Options**

If you click this button a new dialog box with more options is opened.

## 4.143 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 contacts 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.



#### 4.144 Dialog Box - Response Statistics - Opens Over Time

### Dialog Box - Response Statistics - Opens Over Time

---

In this dialog box you can see how many contacts that have opened your newsletter per day and per hour. You can change type of data via the combo box that is located to the bottom right of the dialog box.

#### 4.145 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.

#### 4.146 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.

#### 4.147 Dialog Box - SamLogic MultiMailer E-Mail Server

### Dialog Box - SamLogic MultiMailer E-Mail Server

---

You have chosen to use SamLogic MultiMailer E-Mail Server as an e-mail server. In this dialog box you can confirm or enter an e-mail address that will be used as your sender address. You can also enter a name that will be shown as a sender.

#### 4.148 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 that also exist in 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**.

**4.149 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.

**4.150 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).

**4.151 Dialog Box - Select by Company**

---

## Dialog Box - Select by Company

---

If you want that the contacts in the mailing list with a specific company name to be selected you can enter the company name here.

You can use asterisk characters in the dialog box field. One and two asterisk characters are supported. For example **"volvo\*"** will check if a company name starts with this text and select both **"Volvo Cars"** and **"Volvo Trucks"** if they exist in the mailing list. And **"volvo\*\*"** (two asterisk characters) will check if the text exist anywhere in the company name and select for example **"Volvo Cars"**, **"Volvo Trucks"** and **"AB Volvo"** if they exist in the mailing list.

If you enter the text without any asterisk, e.g. **"volvo"**, only contacts that match exactly will be selected (in this case, only contacts where company name is **"Volvo"** will be selected).



#### 4.152 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 "gmail.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.

#### 4.153 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.

#### 4.154 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.

#### 4.155 Dialog Box - Select by Filter

### Dialog Box - Select by Filter

---

Via this filter dialog box you can select items in the **Statistics** list that are between two dates. You can also select items where filenames starts with specified characters. You can also combine these two functions and specify both dates and filenames.

#### 4.156 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.

**4.157    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.

**4.158    Dialog Box - Select GDPR Field**

### **Dialog Box - Select GDPR Field**

---

From this dialog box you can select a text from a list of already specified texts for the specified GDPR field. You can select a text by double-clicking on the text in the list or by selecting the text in the list and pressing the **Select** button.

**4.159    Dialog Box - Select Newsletter Group**

### **Dialog Box - Select Newsletter Group**

---

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

**4.160    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.

**4.161    Dialog Box - Select Which Columns to Show**

### **Dialog Box - Select Which Columns to Show**

---

In this dialog box you can choose which columns to show in the list.

#### 4.162 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, and date & time fields. The other fields will not be expanded because there is no data specified for them.

Information about e-mails sent via this dialog box will not be added to the list in the **Statistics** tab. You can use this function to send test messages, for example to check that current e-mail newsletter is shown correctly in your e-mail client.

#### E-mail address

Here you specify an e-mail address that will receive your e-mail message. If you click on the *down arrow* symbol you can choose a previous entered e-mail address.

#### 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.

[Add a prefix or suffix to the subject](#)

#### 4.162.1 Add a prefix or suffix to the subject

### Add a prefix or suffix to the subject

---

It is possible to add a prefix or a suffix to the subject line, when sending a test message. Press **CTRL +** to expand the dialog box with one more text box. In this new text box (that is located in the **Subject** frame) you can enter a prefix or suffix text. In the combo box to the left of the text box you can choose if the text will be inserted before or after the subject. Choose between **Before subject** and **After subject**.

#### 4.163 Dialog Box - Send Message To Twitter

### Dialog Box - Send Message To Twitter

---

You can post a message to your Twitter account directly from MultiMailer. Enter your message in this dialog box and press the **Send Message** button to send the message to Twitter.

If you want to use the **bit.ly** service to compress URL:s in messages you can select the **Use bit.ly to shorten URLs** option. If you don't select this option, Twitter will compress the link instead.

#### 4.164 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.

#### 4.165 Dialog Box - Sender Information Profiles

### Dialog Box - Sender Information Profiles

---

By using sender information profiles you can in an easy way change the sender information that is shown for the receivers, for example the sender's e-mail address 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**.

#### 4.166 Dialog Box - Server

### Dialog Box - Server

---

MultiMailer is sending emails via a primary and secondary email server. Amazon SES is used as a primary e-mail server and AuthSMTP is used as a secondary e-mail server. Via this dialog you can force MultiMailer to use the secondary email server for some domain names (in the recipients e-mail addresses).

Select **Use secondary e-mail server for some domains** to turn this option on. And enter the domain names (that must use the secondary e-mail server) in the **Domain 1 .. Domain 5** text boxes. When you enter a domain name, it must start with a @ character. For example: **@samlogic.com**.

This option is useful if you get unexcepted e-mail bounces when using the primary e-mail server. You can then try to use the secondary e-mail server instead.

#### 4.167 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.

#### 4.168 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.

#### 4.169 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.

#### 4.170 Dialog Box - Set Newsletter Group (Mailing List)

### Dialog Box - Set Newsletter Group

---

In this dialog box you can specify a newsletter group for the selected items in the mailing list.

#### 4.171 Dialog Box - Set Newsletter Group (Other Lists)

### Dialog Box - Set Newsletter Group

---

In this dialog box you can specify a newsletter group for the selected items in the list.

#### 4.172 Dialog Box - Settings

### Dialog Box - Settings

---

In this dialog box you can specify the name of the main folder that will be used to store copies of your newsletter. Typically you should use the name of your company here, for example: 'samlogic'.

#### 4.173 Dialog Box - Settings - Unsubscribe

### Dialog Box - Settings - Unsubscribe (List-Unsubscribe)

---

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 by Outlook.com and Gmail.

In this dialog box you can enter an e-mail address where unsubscribe requests will be sent to. As default MultiMailer will include a URL to an unsubscribe form on the Internet, but some e-mail clients prefer to send an e-mail instead. So we recommend you to enter an e-mail address in this dialog box to make sure that you receive all unsubscribe requests.

**4.174 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).

**4.175 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:

<b>Ctrl - Z</b>	Undo
<b>Ctrl - Y</b>	Redo
<b>Ctrl - C</b>	Copy to clipboard
<b>Ctrl - X</b>	Cut to clipboard
<b>Ctrl - V</b>	Paste from clipboard

**4.176 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.

**4.177 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.

#### 4.178 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.

#### 4.179 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.

#### 4.180 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.

#### 4.181 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.

#### 4.182 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.

#### 4.183 Dialog Box - Subscribe/Unsubscribe E-Mails Settings

### Dialog Box - Subscribe/Unsubscribe E-Mails Settings

---

In this dialog box you can choose if you want to use our server to handle subscribes / unsubsribes or if you want to use a server that your ISP or company provides. Press the **Settings** button to view or configure an account..

#### 4.184 Dialog Box - Subscribe/Unsubscribe E-Mails Settings

### Dialog Box - Subscribe/Unsubscribe E-Mails Settings

---

In this dialog box you can specify settings for MultiMailer's handling of subscribe and unsubscribe e-mails after they have been downloaded to MultiMailer.

#### 4.185 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).

**4.186 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.

**4.187 Dialog Box - Text Colors**

## Dialog Box - Text Colors

---

Here you can set text colors for some of the columns in the statistics list.

**4.188    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.

**4.189    Dialog Box - Unsubscribe Information in E-mail Header**

## **Dialog Box - Unsubscribe Information in E-mail Header (List-Unsubscribe)**

---

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 Outlook.com 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.

**4.190    Dialog Box - Unsubscribe Requests**

## **Dialog Box - Unsubscribe Requests**

---

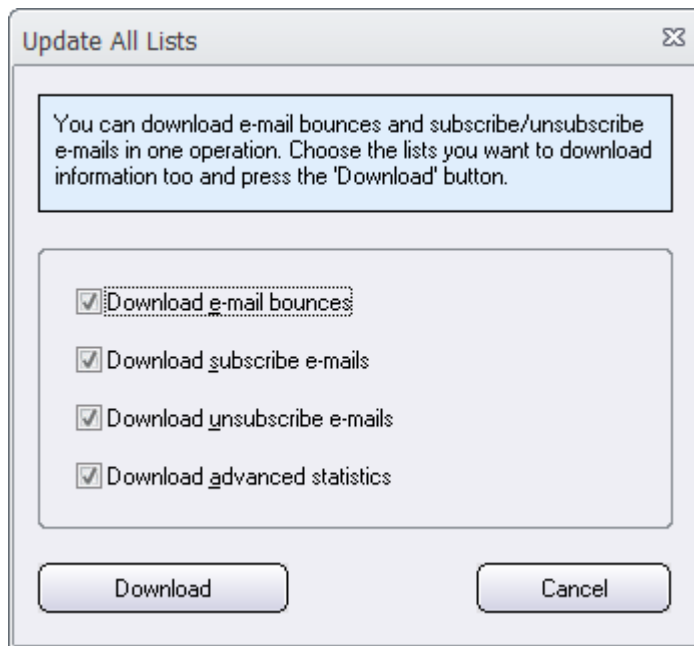
Some web based e-mail clients like Outlook.com and Gmail shows an unsubscribe link directly in their user interface. Unsubscriptions that are collected this way will often be sent via e-mail. In this dialog box you can specify where to send these kind of unsubscribe requests.

**4.191    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 (you can also press **Ctrl - F2**).

#### 4.192 Dialog Box - Update Link

### Dialog Box - Update Link

---

Via this dialog box you can update the link text or the web address (the URL) at cursor's position in the HTML document.

#### 4.193 Dialog Box - Update Link Text

### Dialog Box - Update Link Text

---

Via this dialog box you can update the link text at cursor's position in the HTML document. The web address (URL) will not be changed.

#### 4.194 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** button.

#### 4.195 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.

#### 4.196 Dialog Box - Uploaded Documents

### Dialog Box - Uploaded Documents

---

In this dialog box you can see a list with documents that are already uploaded to the server.

#### 4.197 Dialog Box - User Interface

### Dialog Box - User Interface

---

Via this dialog box you can change MultiMailer's visual user interface. You can change the style and colors for menus, toolbars, tabs etc.

#### 4.198 Dialog Box - Validation of E-Mail Addresses

### Dialog Box - Validation of E-Mail Addresses

---

With this tool you can check that all e-mail addresses in the mailing list are valid. The tool will check that the syntax of the e-mail address is correct, that the domain exists, and that the domain has a mail box that can receive e-mails.

Click on the **Start Validation Process** button to start the validation process. Check the **Group invalid e-mail addresses together** option if you want to group all invalid e-mail addresses in the mailing list together.

#### 4.199 Dialog Box - Warnings

### Dialog Box - Warnings

---

Via this dialog box you can specify which type of validation controls and warnings that should be used when starting an e-mail delivery.

#### 4.200 Dialog Box - Warnings (GDPR)

### Dialog Box - Warnings (GDPR)

---

Via this dialog box you can activate or deactivate some GDPR related warnings.

#### 4.201 Dialog Box - Web Forms

### Dialog Box - Web Forms

---

Via this dialog box you can choose a background color for the web forms (registration forms) that handle unsubscribe and change e-mail address requests.

#### 4.202 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.

#### 4.203 Menu Item - Cancel wait state - continue with next

### Menu Item - Cancel wait state - continue with next

---

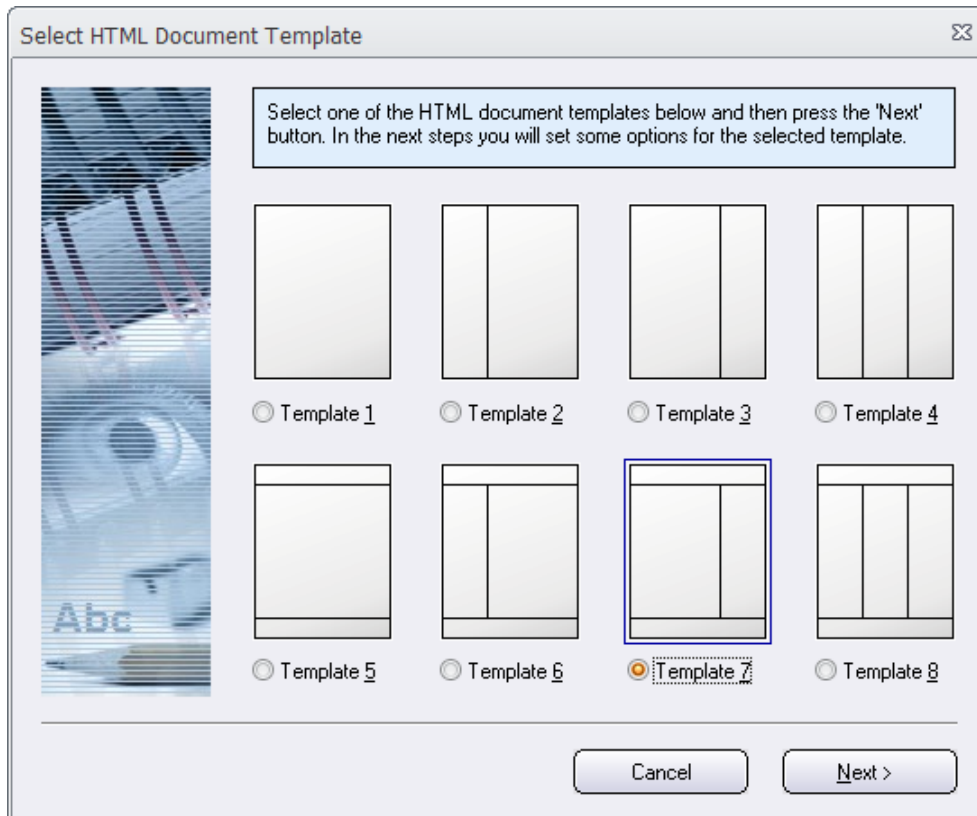
You can choose this menu command if the e-mail server is not responding after that one e-mail has been sent. By selecting this menu command the current e-mail transfer is canceled and MultiMailer continues with the next e-mail in the mailing list.

#### 4.204 Wizard - Newsletter or E-card

### Wizard - Newsletter or E-card

---

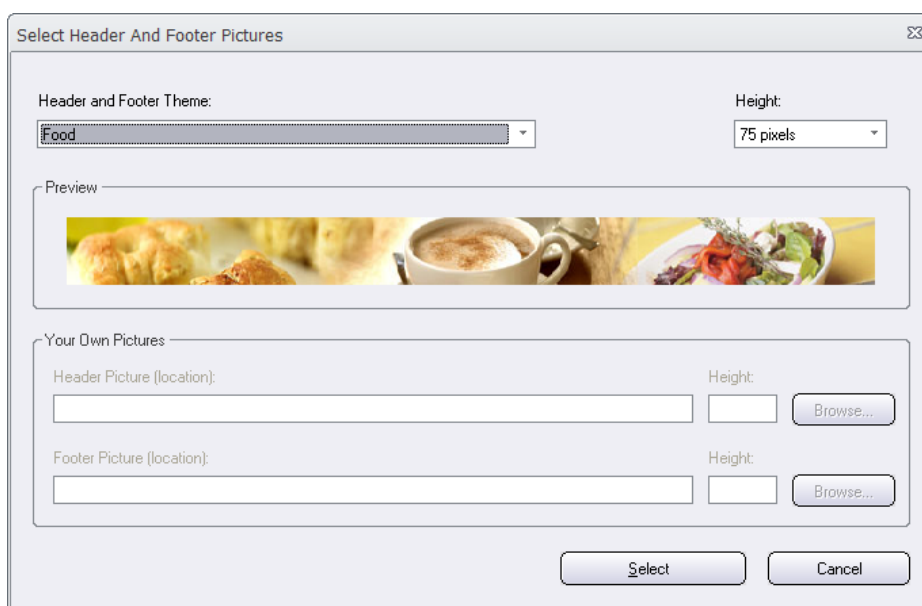
Via this wizard you can create a newsletter or e-card. Choose a basic template and specify colors, fonts, width, header/footer pictures etc. for the template. You can also add support for Facebook, Twitter and Google+ (logotypes that are clickable) if you have such pages.



#### 4.204.1 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.



## 4.205 Other

## Other

---

Contains more information to information dialog boxes etc.

## 4.205.1 Microsoft Collaboration Data Objects Not Installed

### Microsoft Collaboration Data Objects Not Installed

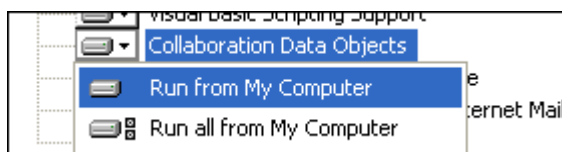
---

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.

## 4.205.1.1 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.

## 4.205.2 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.

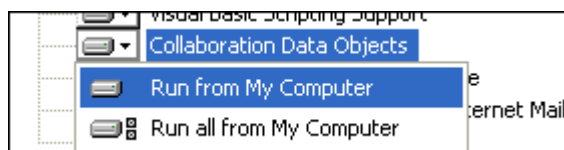
When you install Microsoft Outlook, it is important that you also install Collaboration Data Objects (CDO) from your Microsoft Office/Outlook CD. CDO is necessary when MultiMailer communicate with Outlook.

### 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.



#### 4.205.3 Windows was restarted

### Windows was restarted

---

If you see this window when MultiMailer starts, your computer was restarted during the last e-mail delivery process. This means that all of your contacts have not received your latest newsletter because MultiMailer was forced to close before the e-mail delivery process was completed. If you open the log file for the e-mail delivery you can see which e-mail address that was the last to receive a newsletter. Thereafter you can select the rest of the items in your mailing list and continue the e-mail delivery.

A copy of the mailing list has been saved in the same folder as the original version of the mailing list. The copy has the same filename as the original, but with the word 'copy' and the creation date in the filename.

#### 4.205.4 Mailing list has no filename

### Mailing list has no filename

---

The mailing list has no filename. If the advanced statistics functions are activated the mailing list must have a filename before you can send any e-mails. If you want to save the mailing list now, click on **Save mailing list** button in the dialog box.

If you want MultiMailer to name the mailing list automatically, you can check the **Name automatically** option. If you want to name the mailing list manually, you can leave the option unchecked.

#### 4.205.5 Mailing list was saved

### Mailing list was saved

---

The mailing list has been saved. You can see which filename that was used and the location of the mailing list in this dialog box.

#### 4.205.6 Link text with a web address containing HTTP:// or HTTPS:// found

### Link text with a web address containing HTTP:// or HTTPS:// found

---

One or more link texts that contains a full URL (web address), including the protocol **HTTP://** or **HTTPS://**, were found in the HTML message. MultiMailer will not add click tracking code to these kind of links; they will be excluded from the click statistics.

The reason to this is that some antispam / antivirus filters will react in a negative way if the visible URL (in the link text) is not the same as the actual URL (in the HTML). When click tracking code is added to a URL the URL is changed and the visible URL and the actual URL will be different. This may lead to that the e-mail message is stopped by some filters, or moved to the junk folder in e-mail clients. If you need to specify a web address in the link text you can enter it without the protocol, for example like [www.samlogic.net](http://www.samlogic.net) (instead of <http://www.samlogic.net>).

Generally you should use ordinary words in link texts (like: [MultiMailer's product page](#)) but sometimes it is necessary to display a web address in the text. You should then enter a web address without the protocol (without **HTTP://** or **HTTPS://**) if you want MultiMailer to be able to track clicks on the link.

#### 4.205.7 Old protocol

### Old protocol

---

One or more links (either clickable links or picture links) uses the old HTTP protocol. We recommend you to update to the newer HTTPS protocol. It's more secure and the delivery rate will be higher.

You can update the links manually in the HTML source file or you can let MultiMailer update the links via this dialog box. If you want MultiMailer to update the links, click the **Update Now** button.

#### 4.205.8 This newsletter is not optimized for iPhone 7 and later

### This newsletter is not optimized for iPhone 7 and later

---

This newsletter / mail is not optimized for iPhone 7 and later. This may result in display problems in iPhone 7/8/X/11. You should update the newsletter before you mail it.

MultiMailer can do this automatically for you, or you can do it manually. If you want MultiMailer do it automatically for you, you can click on the **Update now** button. If you want to do it manually by yourself you can click on the **Cancel** button. If you want to ignore this warning, you can click on **Ignore**.

[How to update newsletter manually](#)

#### 4.205.8.1 How to update newsletter manually

### How to update newsletter manually

---

It is not difficult to update the newsletter manually, if you have some knowledge of HTML. What you must do is to add the following line to the HTML file's HEAD section:

```
<meta name="x-apple-disable-message-reformatting">
```

So it looks, for example, like this:

```
<head>
<title>My subject line</title>
<meta content="text/html; charset=utf-8" http-equiv="Content-Type">
<meta name="x-apple-disable-message-reformatting">
</head>
```

MultiMailer can do this automatically for you if you answer **Update now** in the warning dialog box. But if you want to update the source file by yourself, you can add the line described above.

# Part

---



V

## 5 Importing Contacts

### Importing Contacts

---

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

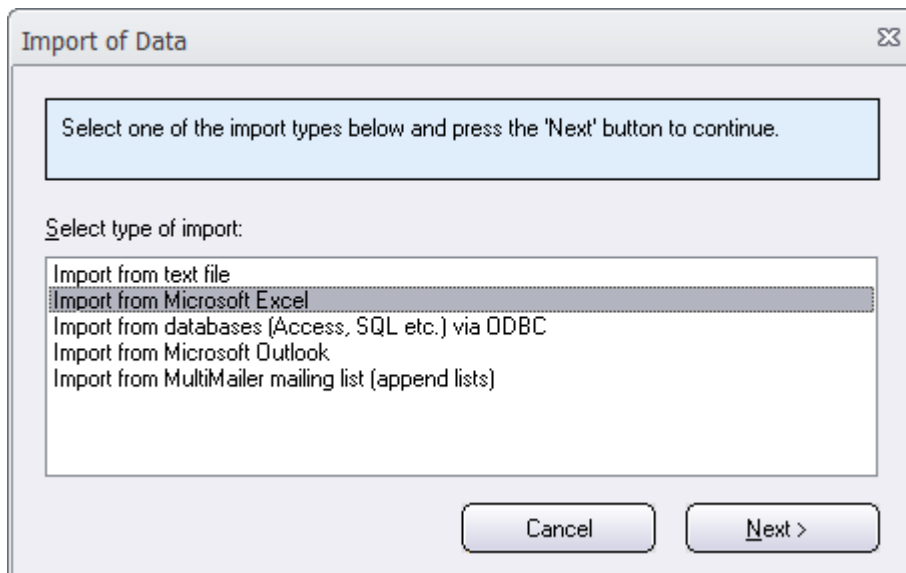
#### 5.1 Importing Contacts

### 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 **Import** button in the **Mailing List** tab.
2. Choose "Import from text file" in the list and press **Next**.
3. Press the **Select File** button 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.
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 **Import** button in the **Mailing List** tab.
2. Choose "Import from Microsoft Excel" in the list and press **Next**.
3. Press the **Select File** button 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 **Do Import** button to start the import.

## 5.4 Import From Outlook - step by step

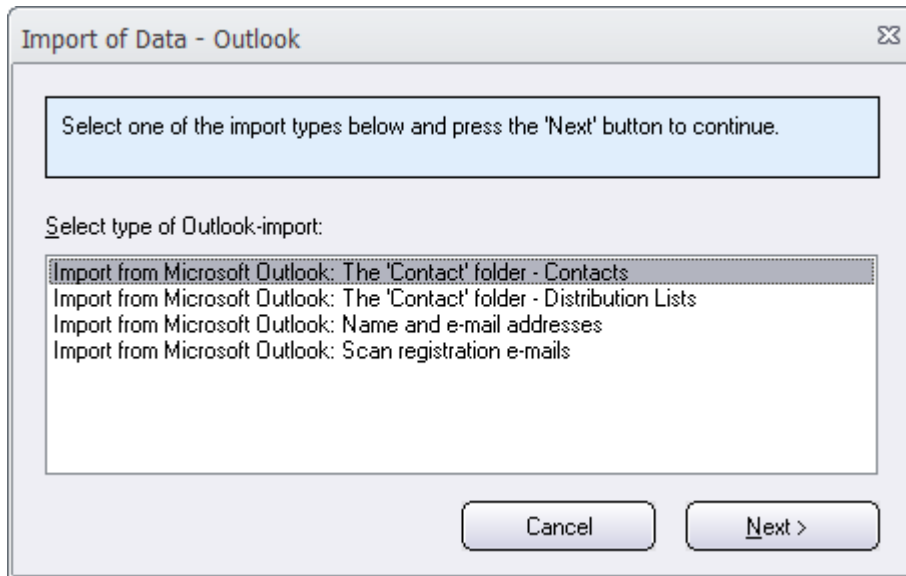
### Import From Outlook - step by step

---

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**

## More Details and Articles

---

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

## 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?](#)

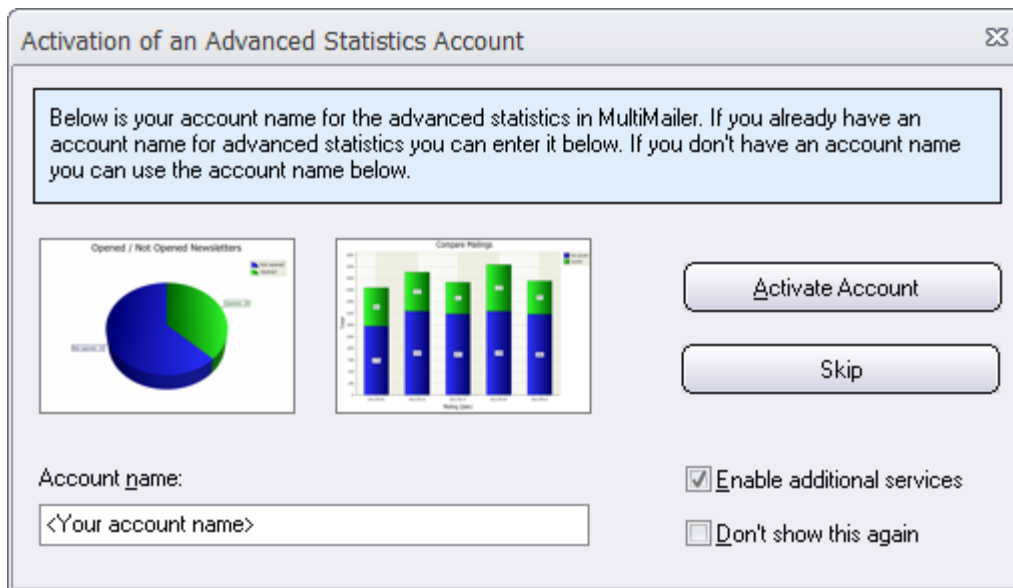


## 6.1.1 How to activate the advanced statistics

## How to activate the advanced statistics

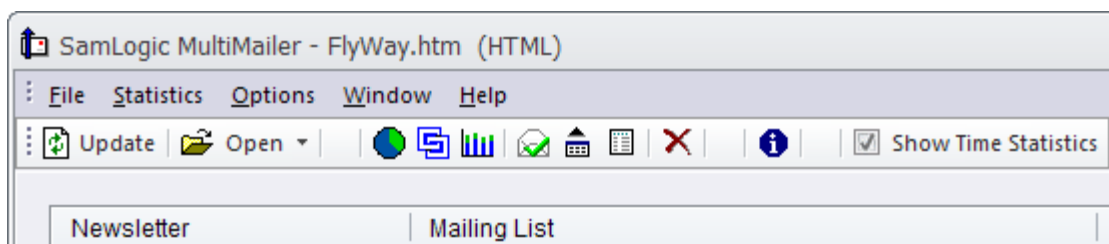
Before you can use the advanced statistics in MultiMailer it must be activated. When you start MultiMailer for the first time the program will suggest an account name for you. You can accept this account name, unless you already have an account name that you want to reuse. If it is the first time you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

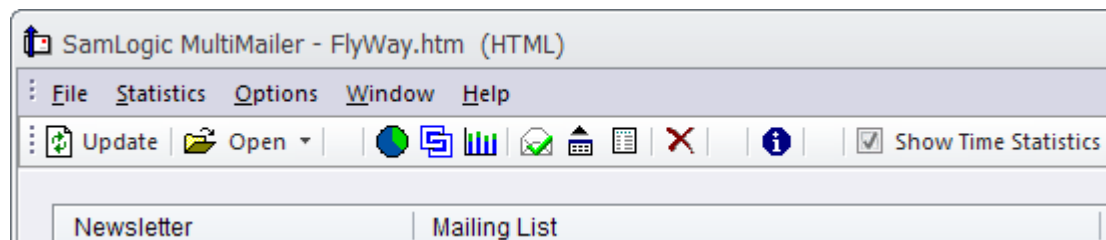


The advanced statistics is only available in MultiMailer / Professional and MultiMailer / Enterprise.

## 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.

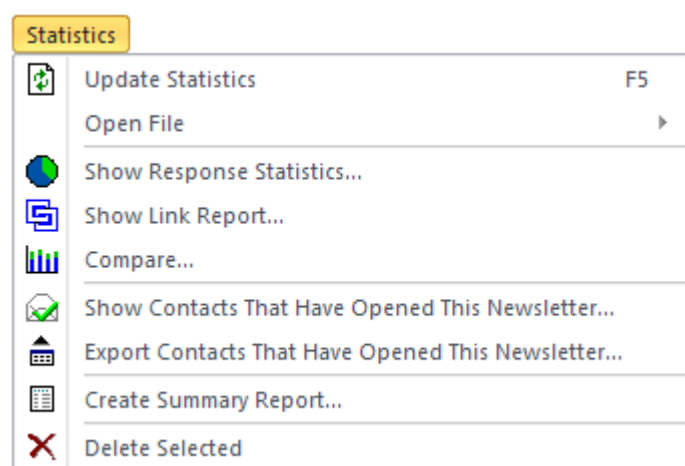


It is possible to make MultiMailer to read this information automatically when the program starts. You can do this by choosing the menu item **Options - More options** and selecting the option **Download advanced statistics automatically when the program starts**. More information is available [on this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

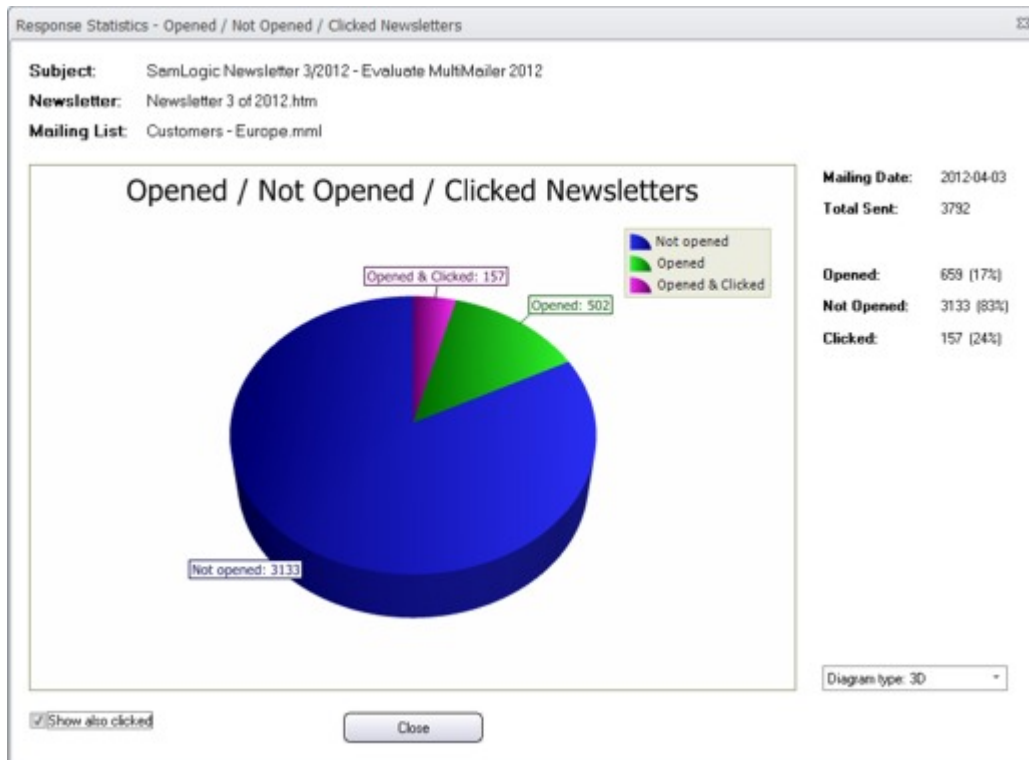
## 6.1.3 How to view the number of contacts that have opened or clicked in a newsletter


## 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:





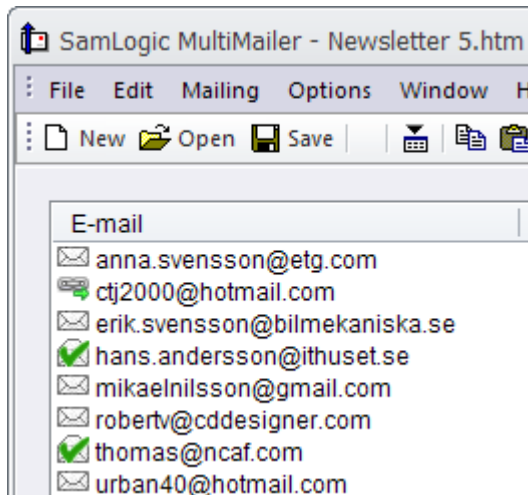
The window will contain information about opened and clicked newsletters. You can also open this window by clicking on the  button in the toolbar.



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

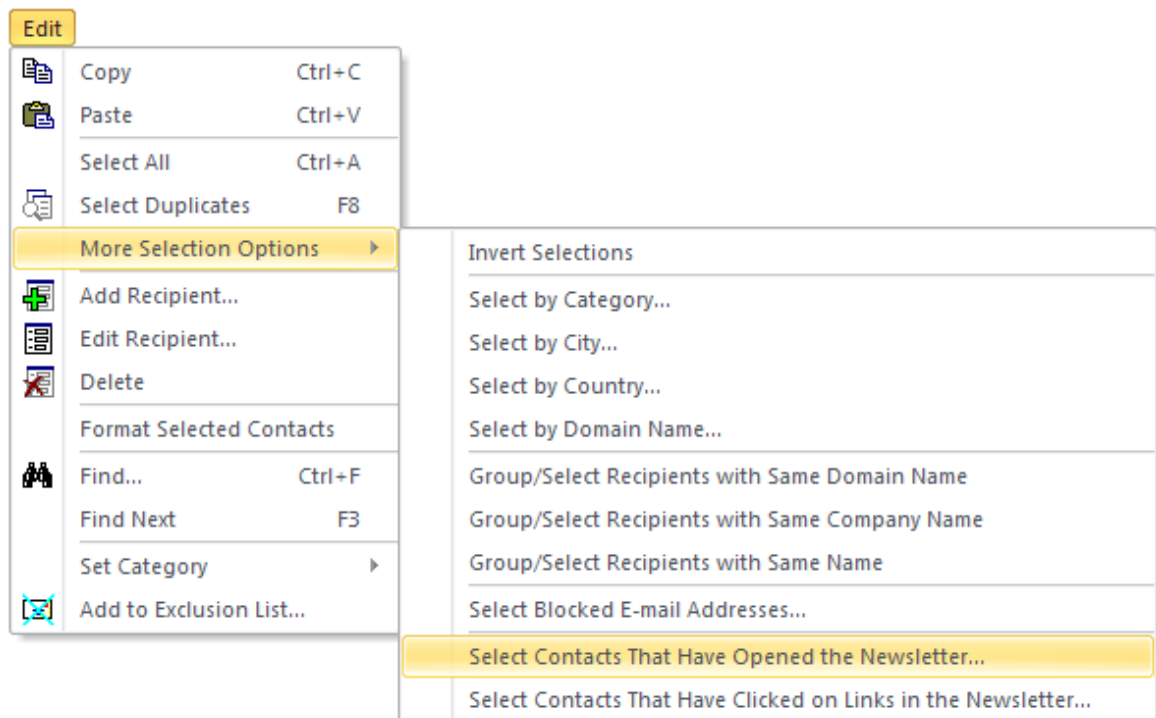
### How to see who have opened or clicked in a newsletter

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**.




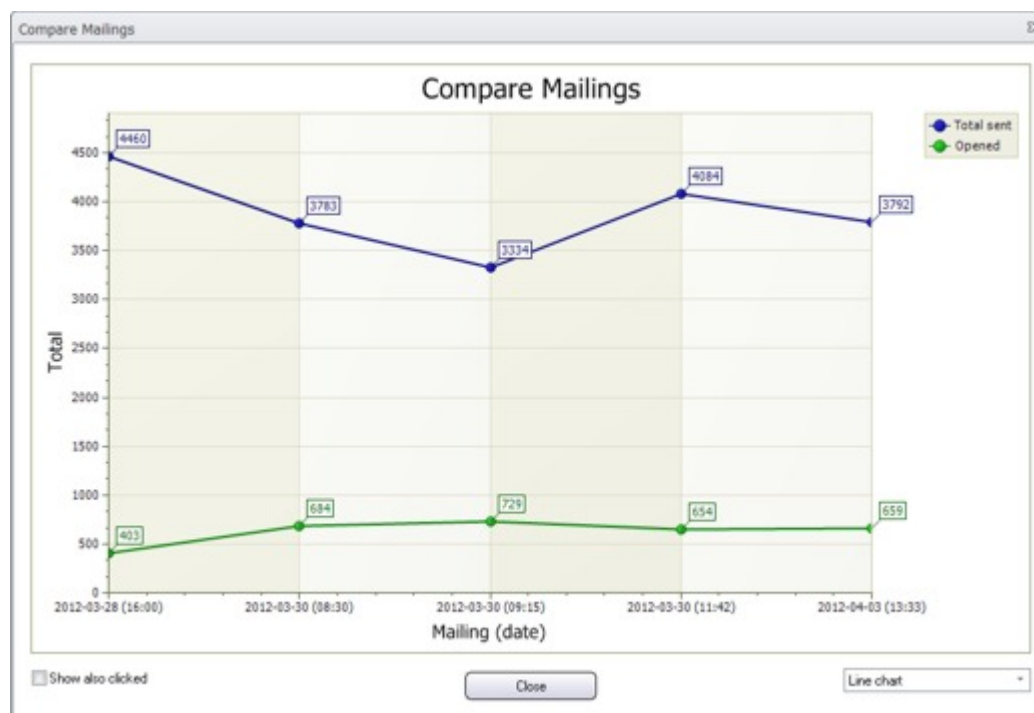
If another mailing list is loaded to MultiMailer than the one used when the newsletter was delivered, MultiMailer will ask if you want to load that specific mailing list.

### 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. You can do it by holding down the **ALT** key on your keyboard and simultaneously clicking on the **+** (plus sign) button in the **Newsletter** tab in MultiMailer. The **+** button is located at bottom right of MultiMailer's application window.

## 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.

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 harddisk. 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\X\Statistics
Bounces list	<Document>\MultiMailer\Backup\X\Bounces
Subscribes / Unsubscribes	<Document>\MultiMailer\Backup\X\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 - 2020-02-08 - 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. Here you find a list of them:

[Original folders for lists](#)

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

## Original Folders for Lists

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. Below you find a list of them:

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 2525 or 587 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 **Start External HTML Editor** will be activated and shown in the **Tools** 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 and Enterprise 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. A bounce is an error message from the server. The **Bounces** tab in MultiMailer is used to handle 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 handled automatically by MultiMailer. You can also choose to connect MultiMailer to a POP3 account or import bounces from Microsoft Outlook. We recommend you to let MultiMailer handle bounces automatically for you. That is the easiest and the fastest method. But if you prefer using POP3 or Outlook, you can read more [on this page](#) on how to set the correct options.

MultiMailer downloads bounces automatically when the program starts. If you want to update the bounces list in the **Bounces** tab manually, you can press the **Update** button in the toolbar in the same tab.

#### 6.7.1 Alternative methods - via POP3 or Outlook

### Alternative methods - via POP3 or Outlook

---

MultiMailer can handle bounces in different ways. The easiest way is to let MultiMailer handle bounces automatically for you, but there are also two other (and older) methods available: via POP3 or via Outlook.

To use one of these alternative methods you must first activate these functions in MultiMailer. You can do it by choosing the **Options** menu item in the **Options** menu, and then clicking on the **Advanced** button. In the **Advanced Options** dialog box that now is shown, you need to select the **Use old method to handle bounces and subscribe/unsubscribe requests** option.

Now are POP3 and Outlook functions activated in MultiMailer. Next step is to choose which of these two methods you want to use. You can do it by choosing the **Options - More Options - Bounce Handling Settings** menu item and then choose the system in the dialog box that is shown. Thereafter you need to set some settings in the dialog box (for example POP3 settings if you want to use the POP3 method).

#### 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 in MultiMailer and then choosing the **Bounces - Create Folders in Outlook** menu item. You can read more on [this page](#).



### How to update the bounce list

MultiMailer downloads bounces automatically when the program starts. If you want to update the bounces list in the **Bounces** tab manually, you can press the **Update** button in the toolbar in the same tab.

#### 6.7.1.1 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 and Enterprise version of MultiMailer can handle subscribe and unsubscribe requests from contacts. Also e-mail address changes can be handled. All subscriptions, unsubscriptions and address change requests are listed in the **Registrations** tab in MultiMailer.

Via the **Create Link** menu in the **Newsletter** tab you can add an unsubscribe link to your newsletter. When the receiver clicks on the unsubscribe link, an unsubscribe form is shown on the web. Via this form the receiver can unregister his/her e-mail address. When the unsubscribe request is downloaded to MultiMailer, the e-mail address is automatically blocked from receiving more e-mails.

Subscriptions, unsubscriptions and address changes can be handled in different ways in MultiMailer. The easiest way is to use the default built-in automatic handling. Then you don't need to set any setting. MultiMailer is ready configured for this, already from start. The only thing you need to do is to insert the unsubscribe links etc. in your newsletters.

All subscribe, unsubscribe and address change requests can be viewed in the **Registrations** tab of MultiMailer. To make sure you have fresh data in this tab, you can click on the **Update** button in the toolbar.

### 6.8.1 Alternative methods - via POP3 or Outlook

## Alternative methods - via POP3 or Outlook

---

There are alternative methods available in MultiMailer to handle registrations, if you don't want to use the default automatic method. But we don't recommend to use the alternative methods, unless you really need them (for example must stay compatible with older versions of MultiMailer).

To activate the alternative methods you can choose the **Options** menu item in the **Options** menu, and then click the **Advanced** button and then select the **Use old method to handle bounces and subscribe/unsubscribe requests** option in the **Advanced Options** dialog box. Thereafter you can choose the **Options - More Options - Registration Handling Settings** menu option, and set the necessary settings.

### 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 **Registrations** tab and then choosing the **Registrations - Create Folders in Outlook** menu item. Folders for handling of registration e-mails will be created then. You can read more on [this page](#).

#### 6.8.1.1 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 **Registrations** tab and then choosing the **Registrations - 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.

#### Note.

When the contact makes an address change, both a subscribe e-mail (request) and an unsubscribe e-mail (request) is sent. So you will receive two registration e-mails in that case. This behavior is only used when using Outlook or POP3 to handle registrations. If the newer built-in automatic function is used, address changes are listed in its own list. This makes it easier to update the e-mail address also in other registers.

### 6.8.1.2 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](#).

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.

### 6.8.1.3 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](#)

## 6.8.1.3.1 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>
```

## 6.8.1.3.2 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.

## 6.8.2 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

The MultiMailer web forms are located on the [www.samlogic-multimailer.com](http://www.samlogic-multimailer.com) domain. We have web forms in 9 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](#).

#### 6.8.2.1 Web Forms in 9 Languages

### Web Forms in 9 Languages

We have web forms in 9 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: <https://www.samlogic-multimailer.com/register-english/subscribe.aspx>  
 Unsubscribe Form: <https://www.samlogic-multimailer.com/register-english/unsubscribe.aspx>  
 Change Address Form: <https://www.samlogic-multimailer.com/register-english/changeaddress.aspx>

#### German Forms

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

#### Spanish Forms

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

#### Swedish Forms

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

#### Norwegian Forms

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

#### Danish Forms

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

### Finnish Forms

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

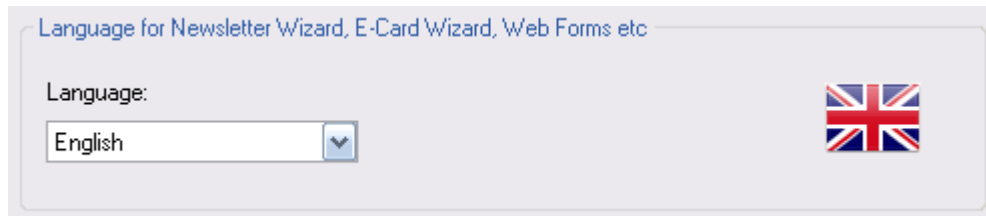
### French Forms

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

### Serbian Forms

**Subscribe Form:** <https://www.samlogic-multimailer.com/register-serbian/subscribe.aspx>  
**Unsubscribe Form:** <https://www.samlogic-multimailer.com/register-serbian/unsubscribe.aspx>  
**Change Address Form:** <https://www.samlogic-multimailer.com/register-serbian/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.



#### 6.8.2.2 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
namereq=	Name is required
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. <a href="#">Read more here.</a>
wtitle=	Web page title
title=	Page title
text=	Information text
btext=	Submit button text
chkbox=	Consent text for a consent check box
settings=	Sets some settings for the web form. <a href="#">Read more here.</a>
topimg=	Header picture
rsp=	Specifies if spam points reduction should be made for registration e-mails. <a href="#">Read more here.</a>

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](#).

## 6.8.2.2.1 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
<b>white</b>	All	Sets the background color of the form to white
<b>ligray</b>	All	Sets the background color of the form to light gray
<b>2fields</b>	subscribe.aspx	Show only input fields for e-mail address and name
<b>3fields</b>	subscribe.aspx	Show only input fields for e-mail address, name and company
<b>nocustnr</b>	subscribe.aspx	Show input fields for all fields except customer number
<b>2fields-white</b>	subscribe.aspx	Show only input fields for e-mail address & name + use white background
<b>3fields-white</b>	subscribe.aspx	Show only input fields for e-mail address, name & company + use white background
<b>nocustnr-white</b>	subscribe.aspx	Show input fields for all fields except customer number + use white background
<b>2fields-ligray</b>	subscribe.aspx	Show only input fields for e-mail address & name + use ligray background
<b>3fields-ligray</b>	subscribe.aspx	Show only input fields for e-mail address, name & company + use ligray background
<b>nocustnr-ligray</b>	subscribe.aspx	Show input fields for all fields except customer number + use ligray background

### Examples

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

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

Set the background color of the subscription form to white:

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

## 6.8.2.2.2 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](mailto: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](mailto: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 is easier for the registration e-mails to get through antispaam filters.



#### 6.8.2.2.3 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.

#### 6.8.2.3 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:

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

**<https://www.samlogic-multimailer.com/register-english/subscribe.aspx?sendto=subscribe@samlogic.com>**

The URL below opens the change address web form:

**<https://www.samlogic-multimailer.com/register-english/changeaddress.aspx?sendto=chaddress@samlogic.com>**

## 6.9 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 following folder on your hard disk:

**\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.

## 6.10 Spell Check

### Spell Check

---

There is a built-in spell check function in MultiMailer. If you select the **Spelling** option in the toolbar in the **Newsletter** tab, spell checking will be activated in MultiMailer. When activated, all words with a wrong spelling will be marked with a red underline.

**Part**

---



## 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 2022 can be used in the following environments:

Client systems:

- **Windows Vista**
- **Windows 7**
- **Windows 8 and 8.1**
- **Windows 10**
- **Windows 11**

Server systems:

- **Windows Server 2008**
- **Windows Server 2012**
- **Windows Server 2016**
- **Windows Server 2019**

#### Microsoft Outlook

Some of the functions in SamLogic MultiMailer / Professional requires that Microsoft Outlook (2003 or later) is installed on your computer.

#### Microsoft Excel

Direct import from Microsoft Excel requires that you have Microsoft Excel 2003 or later installed on your computer.

#### Memory (minimum requirements)

Minimum 4 GB, but 8 GB or more is recommended.

#### 7.2 Support

### Support

---

If you have any problems with SamLogic MultiMailer you can send an e-mail to [support@samlogic.com](mailto: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 2022

---

SamLogic MultiMailer 2022, Copyright © by SamLogic Software

Created and programmed by:

***Mika Larramo***

Documentation:

***Mika Larramo***

Administration

***Anders Persson***

---

### SamLogic Software

Koriandergrand 6  
135 36 TYRESO  
SWEDEN

Phone: +46 70 397 14 91

e-mail: [mail@samlogic.com](mailto:mail@samlogic.com)

Internet: [www.samlogic.net](http://www.samlogic.net)



