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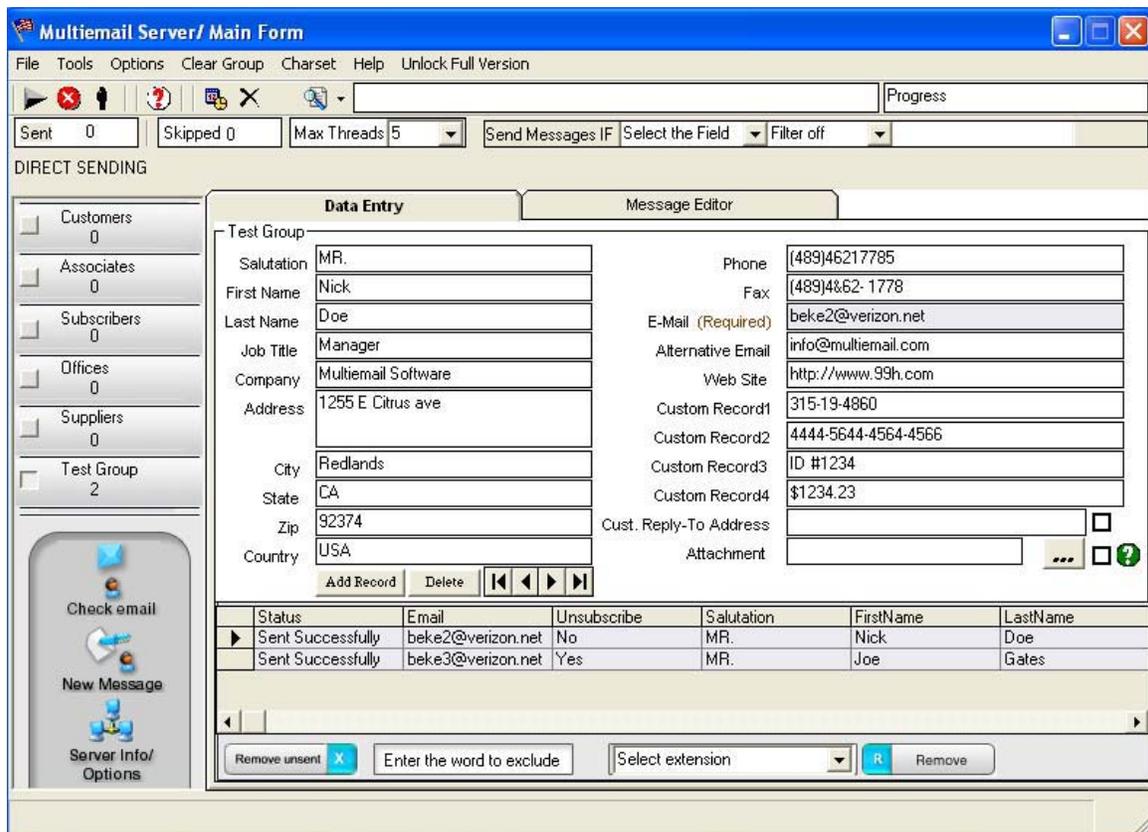
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OVERVIEW

MultiMail is a powerful mass email program that allows you to send customized HTML and text e-mail messages with embedded images, to a large list of recipients. It is great for any organization that uses mass email advertisements or sends newsletters and promotional offers to existing customers.

It will simplify and organize your mailing operations, so you can focus on running your business. MultiMail has the unique advantage of multiple database management. Once a mailing list or database is added to the program, you can add or remove addresses and search the database records without having to load the list each time. MultiMail uses intuitive command options on the main form, eliminating complicated sub-options.

The interface of the application is displayed in the screenshot below:



Features and Functionalities:

- Preview and send customized HTML or Text messages (if data is available).
- Personalize the subject lines and the form of addressing.
- Import/export e-mail lists from MS Outlook or any HTML or text source to 6 independent databases.
- Safely recover and resume the sending of e-mail messages if the computer crashes.

REGISTRATION

If you are using the trial version of MultiEmail, there will be some restrictions regarding its usage. To remove these restrictions you will need to purchase the full version of the software. To order the full version, do the following:

- Click [**Buy online**] to purchase the software.
- Email us the MultiEmail [**Serial number**].

The [**Registration Key**] will be sent to you within 12 hours. Once the Registration Key is received, follow these steps:

- Enter the [**Registration Key**] (Unlock password).
- Press [**Unlock**] to activate the full MultiEmail version.

QUICK START

The MultiEmail is ready to use after you unlock the key.

Follow these steps to send your first message with MultiEmail. First you will need to set or verify the following email preferences:

Outgoing Server Information:

- Select the [**Send using an SMTP Server**] check box.

In most cases the program loads these settings automatically. However, if MultiEmail cannot automatically detect these settings, you will need to select this checkbox and fill in the information manually.

a. Depending on whether your server requires authentication, you may have to select the [**My outgoing server (SMTP) requires authentication**] check box. Contact your Internet Service Provider (ISP) for the correct SMTP server name.

b. If the authentication is required, select the [**Log on using Username**] option, and enter your [**Username**] and [**Password**].

The following fields are depicted in the screenshot below:

The screenshot shows a window titled "Multiemail Server / Options" with a blue title bar and a close button. The window contains several tabs: "Undeliverable messages", "Auto-responder 1", "Auto-responder 2", "Links for Unsub. Requests", "Links for Subsc. Requests", "Keywords for Subs/Unsubs", "Server Configuration", "E-mail Setup", and "Signature". The "Server Configuration" tab is selected and contains three sections:

- Outgoing Server Information:** Includes a checked checkbox for "Direct Sending (does not require the server name) ?". Below it is an unchecked checkbox for "Send using an SMTP Server". Underneath is a dropdown menu for "Outgoing mail server (SMTP) ?". Further down is an unchecked checkbox for "My outgoing server (SMTP) requires authentication ?" with two radio button options: "Use same settings as my incoming mail server" and "Log on using Username: [text box] Password: [text box]". At the bottom of this section is an unchecked checkbox for "Secure Password Authentication (For Microsoft Exchange Servers only)".
- User Information:** Contains two text input fields: "Your e-mail Address" (with the value "your@EmailAddress.com") and "Your Name/ Company Name".
- Incoming Server Information:** Contains three text input fields: "Incoming mail server (POP3)", "Username (Required for incoming mail)", and "Password (Required for incoming mail)". Each field has a yellow question mark icon to its right.

At the bottom of the window are three buttons: "Refresh Database", "Save Changes", and "Close".

The SMTP server name should be provided by your ISP.

You can also try to find it on your email client (MS Outlook or Outlook Express).

In MS Outlook/ Outlook Express:

- Go to **the Tools | Accounts | Properties | Servers** menu.
- Copy the value in the [**Outgoing mail server (SMTP)**] field and,
- In order to go back to settings, press [**Server Info/Options**] in the main window.
 - Select the [**Direct Sending**] check box. In this case you do not need to enter your Outgoing SMTP server information. But this option is only available after the first email has been sent, and your IP server settings have been identified.

The SMTP server is specified in the screenshot below:

Multiemail Server / Options

Undeliverable messages Auto-responder 1 Auto-responder 2

Links for Unsub. Requests Links for Subsc. Requests Keywords for Subs/Unsubs

Server Configuration E-mail Setup Signature

Outgoing Server Information

Direct Sending (does not require the server name) ?

Send using an SMTP Server

Outgoing mail server (SMTP) outgoing.verizon.net ?

My outgoing server (SMTP) requires authentication ?

Use same settings as my incoming mail server

Log on using Username: Ann Password: ****

Secure Password Authentication (For Microsoft Exchange Servers only)

User Information

Your e-mail Address your@EmailAddress.com

Your Name/ Company Name

Incoming Server Information

Incoming mail server (POP3) incoming.verizon.net ?

Username (Required for incoming mail) Ann ?

Password (Required for incoming mail) **** ?

Refresh Database Save Changes Close

User Information:

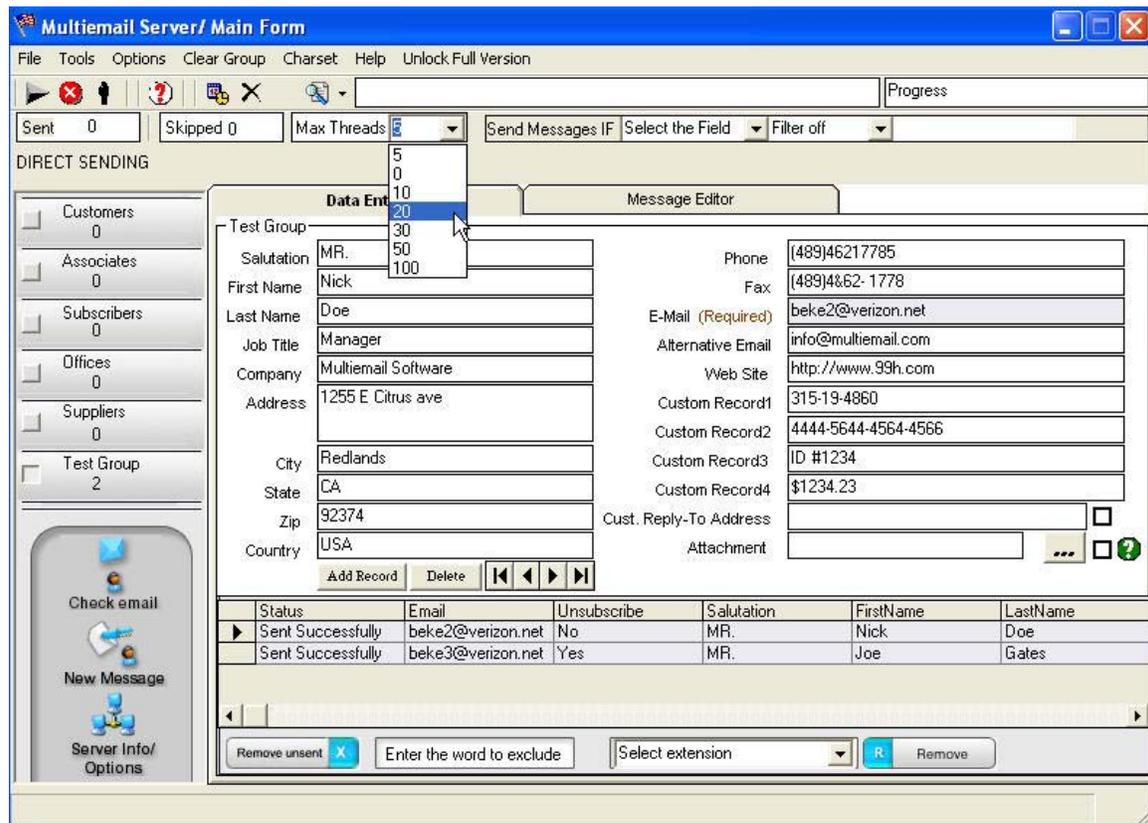
- In [**Your e-mail Address**] and [**Your Name/ Company Name**] fields; enter your email address and name to ensure message delivery. Some ISP's require you to use their email address in order to use their outgoing mail server.
- Click [**Save Changes**] to save the settings and exit.

Incoming Server Information:

- Select your [**Incoming mail server (POP3)**] from the drop-down list provided.
- Specify your [**Username**] and [**Password**] for incoming mails.

Number of threads:

MultiEmail uses "Multithreading" technology, which breaks down an email into multiple small packages, which are individually sent over the internet. The packages are assembled together back into a single email before they arrive to the intended customer. In order to use this option, from the [**Number of threads**] list box on the main screen, select the number of threads. The bigger the number of threads, the more email packages are being sent. With more packages, the possibility of lost packages over the internet is greater. Therefore, you have to try different number of threads to find out what option is best for you. We suggest you to use a maximum of 20 threads. If "0" is selected, the program will send the messages one by one (normal sending mode).



- Select one of the 6 email groups by clicking on the [**Group name**], or click the [**Group button**] on the tool bar.
- Click the **File | Import List** on the main menu and select a source of your mailing list.
- Click the [**New Message**] icon to compose a message (text message).
- To open an HTML or text message, click the **File | Open** on the main menu and select which type of message you want to open.
- Press [**Send**], after your message has been opened or compiled.

LICENSE AGREEMENT

Software License Agreement

THE SOFTWARE:

MultiEmail Server

Author: MultiEmail

BEFORE YOU USE THE SOFTWARE, PLEASE READ THIS AGREEMENT.

1. Author grants you a non-exclusive license to use this commercial version of its software.
2. AUTHOR MAKES NO REPRESENTATIONS ABOUT THE SUITABILITY OF THIS SOFTWARE FOR ANY PURPOSE. THE SOFTWARE IS PROVIDED 'AS IS' WITHOUT EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR NO INFRINGEMENT. AUTHOR SHALL NOT BE LIABLE FOR ANY DAMAGES SUFFERED BY ANY USER OF THE SOFTWARE. AUTHOR HAS NO OBLIGATION TO SUPPORT THIS SOFTWARE OR TO ISSUE UPDATES TO THIS SOFTWARE.
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CONTACT US

How to contact us:

Email: info@MultiEmail.com

For registered users: support@MultiEmail.com

Address:

MultiEmail

1255 E Citrus Avenue

Redlands, California 92374

USA

We provide free email support for all our products to all users (including trial users), however we will give preference to our paying customers.

SERVER CONFIGURATION/ OPTIONS WINDOW

SERVER CONFIGURATION

Outgoing Server Information

- **Direct Sending:**

There are two ways in which you can send emails: Direct or through SMTP server. The fastest way to send emails is by using the "Direct Sending" option. In this case you do not need to enter your "Outgoing SMTP server". This option is only available after first email has been sent, and your IP server settings have been identified. With this option you bypass your mail server without overloading your ISP. Some servers do not allow this function.

This option is recommended if you find your ISP is too restrictive in their mail delivery option, and if you do not want to hassle setting up your own SMTP server. However, it is highly recommended to use your ISP's SMTP server for sending your mailing subscriber campaigns. It will help you relay your email quicker and in a more reliable manner.

- **Send using the SMTP server:**

The second commonly used option is sending using the SMTP server. In most cases MultiEmail loads these settings automatically. However, if MultiEmail cannot automatically detect these settings, you will need to fill out the [**Send using an SMTP Server**] information manually.

Depending if your server requires authentication, you may have to select the [**My outgoing server requires authentication**] check box. Contact your ISP to find out.

If the authentication is required, select the [**Log on using Username**] option, and enter your [**Username**] and [**Password**].

If you need help finding the name of your SMTP mail server, contact your Internet Service Provider (ISP), or your system administrator.

Multiemail Server / Options

Undeliverable messages Auto-responder 1 Auto-responder 2

Links for Unsub. Requests Links for Subsc. Requests Keywords for Subs/Unsubs

Server Configuration E-mail Setup Signature

Outgoing Server Information

Direct Sending (does not require the server name) ?

Send using an SMTP Server

Outgoing mail server (SMTP) ?

My outgoing server (SMTP) requires authentication ?

Use same settings as my incoming mail server

Log on using Username: Password:

Secure Password Authentication (For Microsoft Exchange Servers only)

User Information

Your e-mail Address

Your Name/ Company Name

Incoming Server Information

Incoming mail server (POP3) ?

Username (Required for incoming mail) ?

Password (Required for incoming mail) ?

Refresh Database Save Changes Close

User Information:

Some ISP's require that you use their email address in order to use their outgoing mail server. In [**Your Email Address**] field, enter your email address to ensure message delivery.

[**Your Name/Company**] field is optional, but is a good visual representation of your company.

Incoming Server Information:

Incoming mail server POP3:

In most cases MultiEmail loads these settings automatically. However, if MultiEmail cannot automatically detect those settings, you will need to enter the "Incoming mail server POP3" information manually.

Username information is required, in order to access your POP3 mail account.

Password information is required, in order to access your POP3 mail account.

ASSIGN GROUP NAMES

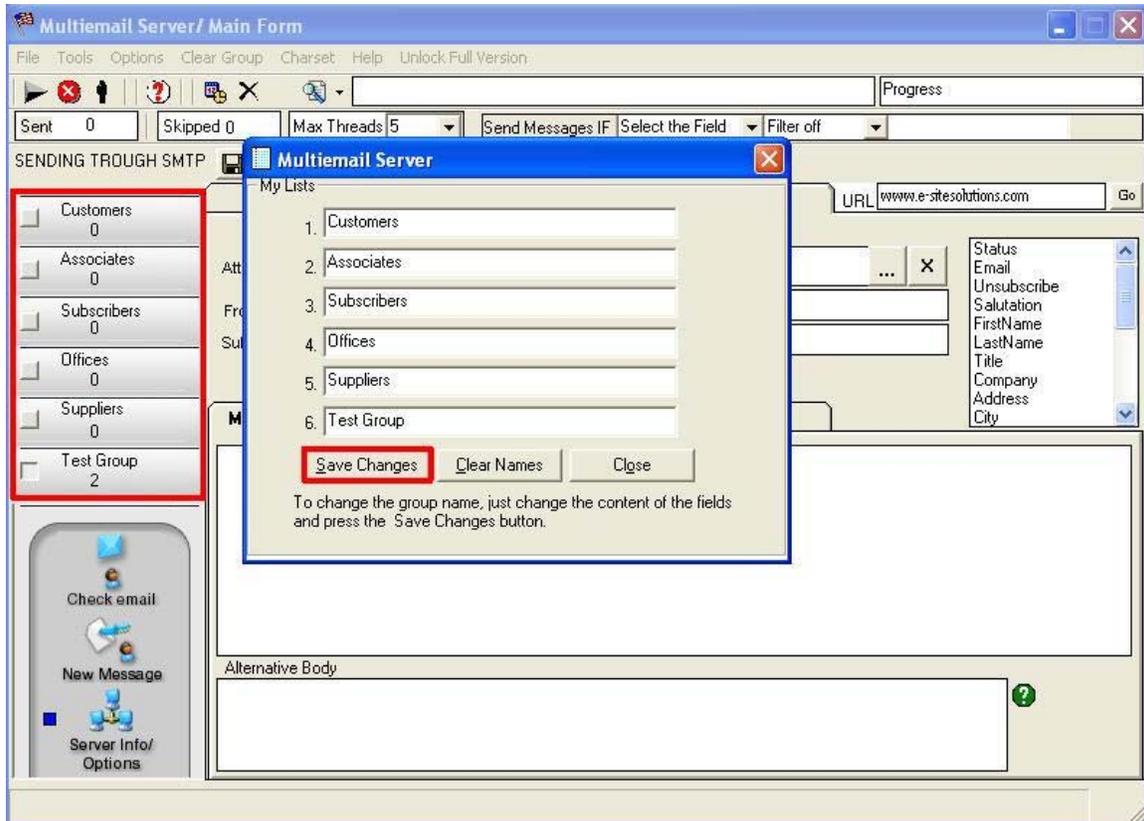
After filling out the SMTP Server information do the following:

Click on **Tools** and select **Change Group Name**.

A dialog box appears that allows you to change any or all group names.

Press [**Save Changes**] to confirm all changes.

You will be automatically returned to the main screen and the new group name will be added to the list.



You can also [**Clear Names**] or [**Close**] the dialog box if you do not choose to change the group names.

E - MAIL SETUP

Validate email while sending emails:

MultiEmail will verify if an email address still exists. It is not 100% accurate; however it can reduce the incidence of "returned emails" by 80%.

Remove failed addresses from the database:

All email addresses considered "non existent" will be permanently deleted from the database.

Sending Delay:

You can use this feature when you are sending large amounts of emails through SMTP server, and the server becomes overloaded. You can set the delay length, and how many emails to send before pausing.

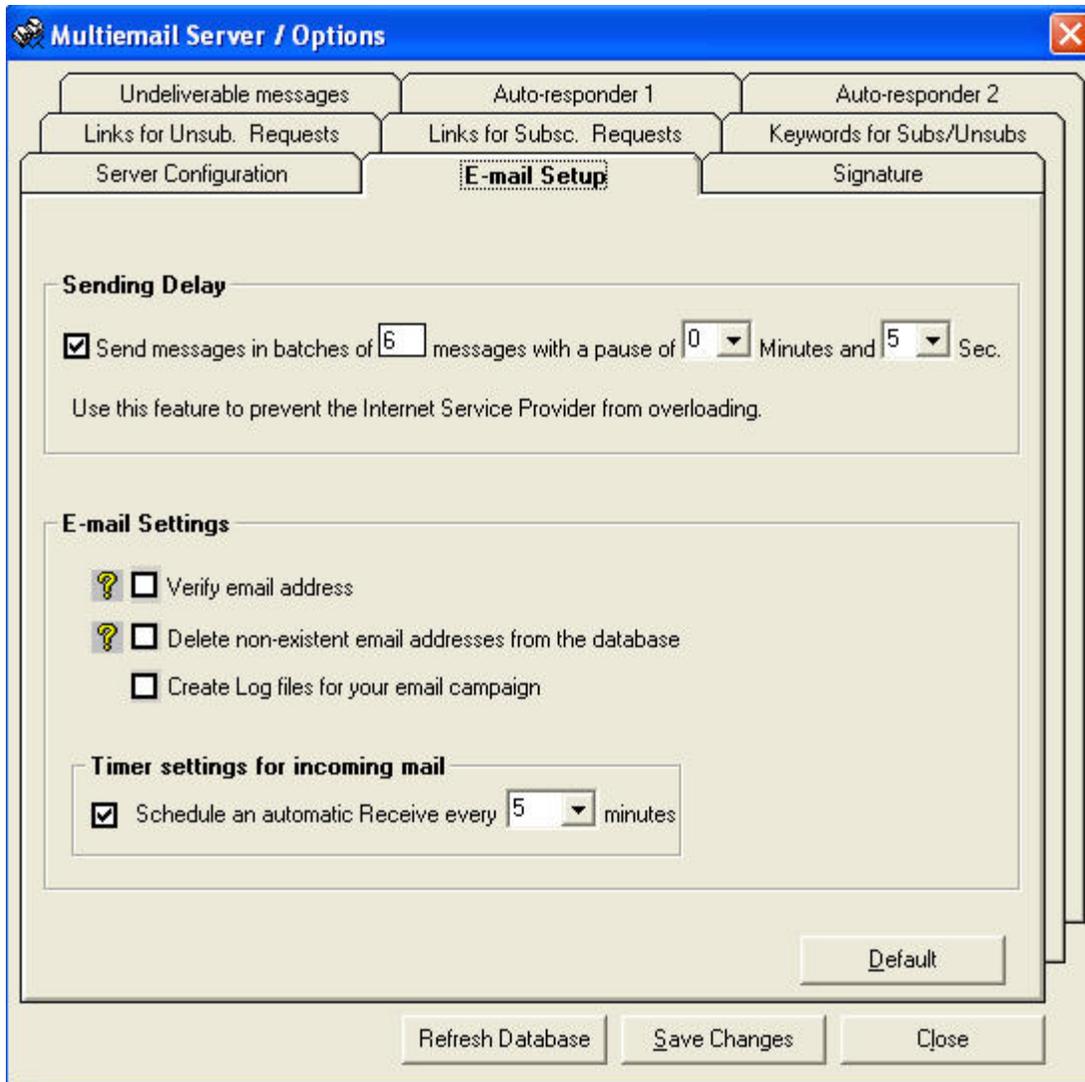
Create log files for your email campaign:

For those who put high price on valuable statistics about your campaign, this feature is for them. All data available about your campaign will be stored in a text format. One point of caution: each email sent adds 1KB of data to your log file. To use this option just select the **[Create Log files for your campaign]** check box.

Timer settings for incoming mail:

Schedule automatic receive: MultiEmail will perform an automatic "Send/Receive" function. From the drop down list box, you can select or enter the time interval in minutes, i.e, after how long the automatic "Send/Receive" function should be activated. The default interval is 5 minutes.

NOTE: This feature is only necessary when using MultiEmail response handling features like: Subscribe/Unsubscribe.



The other functionalities you can incorporate while configuring your e-mail-settings are:

Request a return receipt from all recipients

If you want to know whether your recipient has received the e-mail message, use this option. You will receive a confirmation e-mail that your message has been received.

Login (Optional)

Some Outgoing SMTP servers require authentication (username and password) so you may need to ask your ISP for the authentication information as well as the name of their SMTP Server.

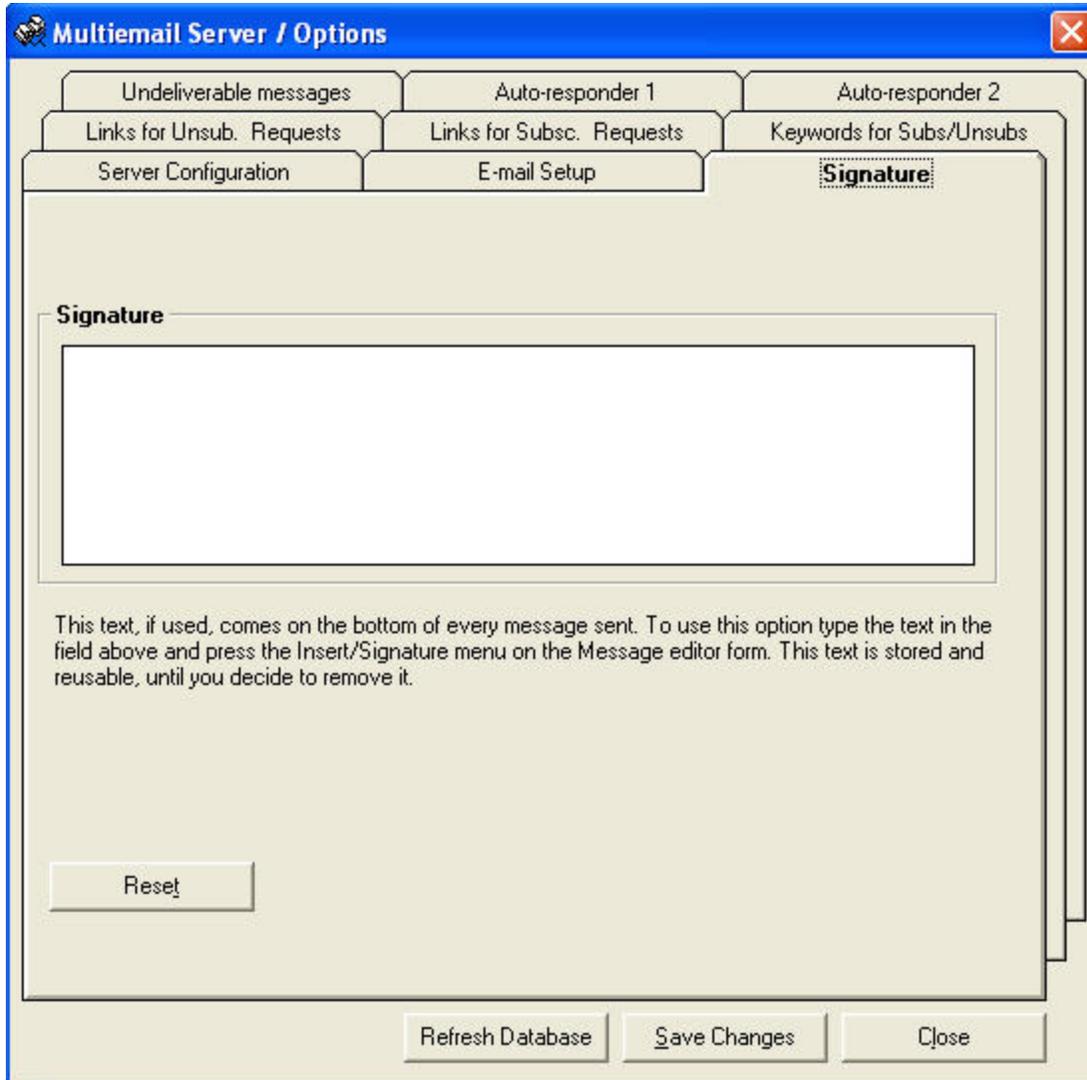
Send using DNS lookup

This option is recommended if you find your ISP is too restrictive in their mail delivery option, and if you do not want to hassle setting up your own SMTP server. However, it is highly recommended to use your ISP's SMTP server for sending your mailing subscriber campaigns. It will help you relay your emails quicker and in a more reliable manner.

SIGNATURE

The Signature is a few lines of text that can be added to the end of each email being sent. The signature can contain text, web addresses, or anything else that might seem important.

To use this option press [**Insert/Signature**] on the Message editor window. This text is stored and reusable, until you decide to remove it.



The screenshot shows a window titled "Multiemail Server / Options" with a blue title bar and a close button (X) in the top right corner. The window contains several tabs: "Undeliverable messages", "Auto-responder 1", "Auto-responder 2", "Links for Unsub. Requests", "Links for Subsc. Requests", "Keywords for Subs/Unsubs", "Server Configuration", "E-mail Setup", and "Signature". The "Signature" tab is currently selected and highlighted. Inside this tab, there is a large, empty text input field labeled "Signature". Below the input field, there is a block of explanatory text: "This text, if used, comes on the bottom of every message sent. To use this option type the text in the field above and press the Insert/Signature menu on the Message editor form. This text is stored and reusable, until you decide to remove it." At the bottom left of the tab, there is a "Reset" button. At the bottom of the entire window, there are three buttons: "Refresh Database", "Save Changes", and "Close".

Reset button:

The reset button will delete your signature and set the text field to blank.

KEYWORDS FOR SUBSCRIBE/UNSUBSCRIBE REQUESTS

One of the features of the MultiEmail program is to process the subscribe/unsubscribe requests automatically, relieving you of the burden of doing it manually. It is sufficient to insert HTML code in the email message and then the email responses will be recognized by the program automatically.

Multiemail Server / Options

Server Configuration | E-mail Setup | Signature

Undeliverable messages | Auto-responder 1 | Auto-responder 2

Links for Unsub. Requests | Links for Subsc. Requests | **Keywords for Subs/Unsubs**

Activate Subscribe Option Delete from the server after processing ?

Keywords for Subscribe Requests

Customers	SUBSCRIBE-1
Associates	SUBSCRIBE-2
Subscribers	SUBSCRIBE-3
Offices	SUBSCRIBE-4
Suppliers	SUBSCRIBE-5
Test Group	SUBSCRIBE-6

Activate Unsubscribe option Delete from the server after processing ?

Keywords for Unsubscribe Requests

Customers	REMOVE-1
Associates	REMOVE-2
Subscribers	REMOVE-3
Offices	REMOVE-4
Suppliers	REMOVE-5
Test Group	REMOVE-6

Refresh Database | Save Changes | Close

To use this feature you will need to do the following first:

Activate Subscribe Option:

1. For each group you will need to specify the "Keyword" for requests. The keywords can match any other group, this will result in mixed up emails in the database. The default keywords would work.

2. You have the option to delete the processed email from the server after the subscribe request has been processed. To enable this option click on the [**Delete from the server after processing**] check box.

Activate Unsubscribe Option:

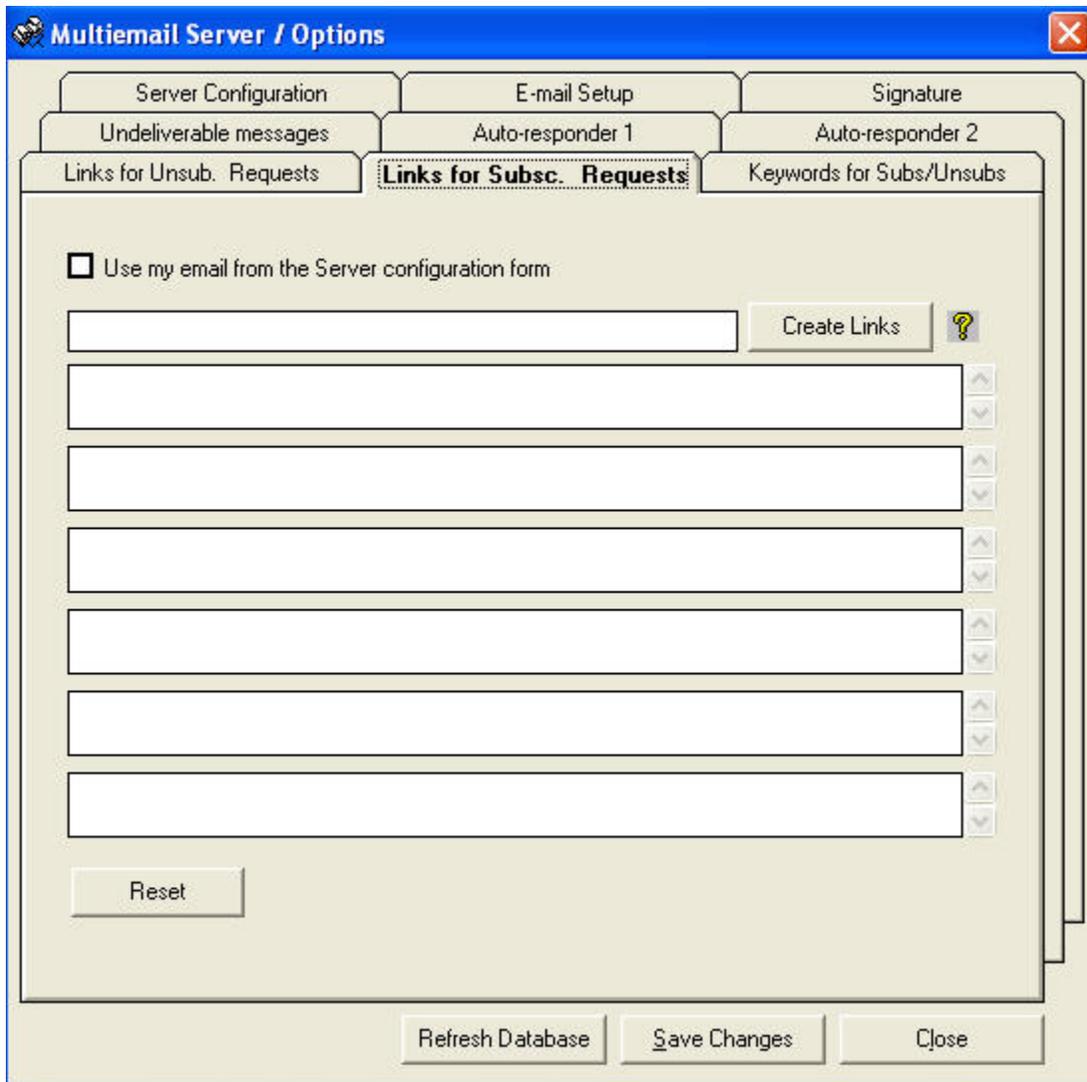
1. For each group you will need to specify the "Keyword" for unsubscribe requests. The keywords can match any other group, this will result in mixed up emails in the database. The default keywords would work.
2. You have the option to delete the processed email from the server after the unsubscribe request has been processed. To enable this option click on the [**Delete from the server after processing**] check box.

To complete the [**Subscribe/Unsubscribe**] feature go to the [**Links for Requests**] tab.

LINKS FOR SUBSCRIBE REQUEST

To use your current email address:

To use your current email address, select the [**Use my email from the Server configuration form**] checkbox. You can create a return email address for the requests which need to be returned. This is the email address to which the subscribe messages will be sent. Keep in mind that if you are sending large number of emails, then the [**Incoming mail retrieves**] schedule is set to a shorter email checking interval. The load of incoming messages can be so big that your mail server will block any additional email messages/requests.



The screenshot shows a window titled "Multiemail Server / Options" with a blue title bar and a close button (X) in the top right corner. The window contains several tabs: "Server Configuration", "E-mail Setup", and "Signature". Under "E-mail Setup", there are sub-tabs: "Undeliverable messages", "Auto-responder 1", and "Auto-responder 2". The "Auto-responder 1" sub-tab is active, and within it, the "Links for Subsc. Requests" sub-tab is selected. The "Links for Unsub. Requests" and "Keywords for Subs/Unsubs" sub-tabs are also visible. The main content area of the "Links for Subsc. Requests" sub-tab contains a checkbox labeled "Use my email from the Server configuration form" which is currently unchecked. Below the checkbox is a text input field, a "Create Links" button, and a help icon (question mark). Below these are seven more text input fields, each with up and down arrow buttons to its right. At the bottom left of the main content area is a "Reset" button. At the bottom of the window are three buttons: "Refresh Database", "Save Changes", and "Close".

Create Links Button:

To generate the necessary HTML code for the Subscribe option, you have to click [**Create Links**]. MultiEmail will create a generic [HTML subscribe code] which will be inserted later into your HTML message and will look similar to this:

HTML subscribe email code:

```
<p>To subscribe to our newsletter please click<a href= "mailto:your@EmailAddress.com
?subject=SUBSCRIBE-1" > here </a>or send an e-mail message with the word SUBSCRIBE-1 in the
subject line to:your@EmailAddress.com </p>
```

To include this link in your HTML message do the following:

1. Click **File | Open HTML Message** to open the message.
2. Click **Insert Link- Subscribe Requests**.
3. Or, if you are using other HTML editor, just insert this unsubscribe code in your HTML message.

HTML subscribe email appearance:

To subscribe to our newsletter please click here or send an e-mail message with the word SUBSCRIBE-1 in the subject line to:your@EmailAddress.com

Reset button:

The reset button will delete your generated HTML code and set the text fields to blank.

How does it work?

When the program encounters a message it will try to check if the subject line matches one of the keywords for subscribe requests. If it matches, the program will add the email address in one of the six lists, according to the subscribe keyword for the group in the subject line.

For example:

Subscribe keyword for email group 3 in this example is: "Subscribe-3"

If the incoming email subject line contains the word "Subscribe-3", the [**From:**] field "user email address" will be added to the group number 3.

There are two ways to process/add subscribe requests:

- Using the email address from the [**From:**] field.
- Using the email address found in the received [message body]

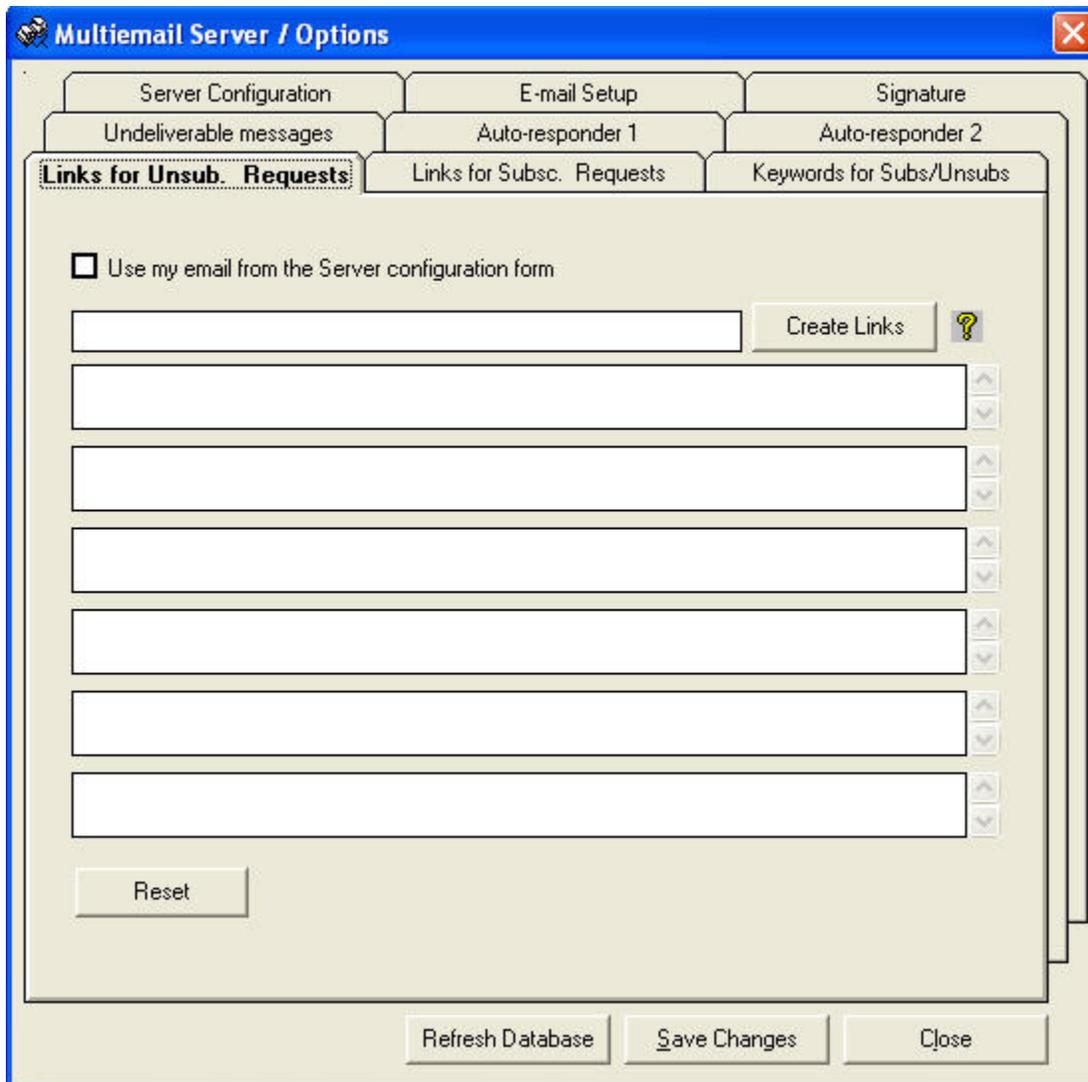
To Activate the Subscribe Processing:

1. Open the [**Keywords for Subscribe/Unsubscribe**] Tab
2. Check the [**Activate Subscribe Option**] check box
3. Enter [keywords or phrase] for every email group
4. Press [**Save Changes**].

LINKS FOR UNSUBSCRIBE REQUEST

To use your current email address:

To use your current email address, select the the [**Use my email from the Server configuration form**] checkbox. You can create a return email address for the requests which need to be returned. This is the email address to which the subscribe messages will be sent. Keep in mind that if you are sending large number of emails, then the [**Incoming mail retrieves**] schedule is set to a shorter email checking interval. The load of incoming messages can be so big that your mail server will block any additional email messages/requests.



Create Links Button:

To generate the necessary HTML code for the Unsubscribe option, you have to click [**Create Links**]. MultiEmail will create a generic [HTML unsubscribe code] which will be inserted later into your HTML message and will look similar to this:

HTML unsubscribe email code:

```
<p>To unsubscribe from our list please click<a href= "mailto:your@EmailAddress.com
?subject=REMOVE-1" > here </a>or send an e-mail message with the word REMOVE-1 in the subject line
to:your@EmailAddress.com </p>
```

HTML unsubscribe email appearance:

To unsubscribe from our list please click here or send an e-mail message with the word REMOVE-1 in the subject line to:your@EmailAddress.com

To include this link in your HTML message do the following:

1. Click **File | Open HTML Message** to open the message
2. Click **Insert Link- Unsubscribe Requests**
3. Or, if you are using other HTML editor, just insert this unsubscribe code in your HTML message.

To Activate the Unsubscribe Processing:

1. Open the [**Keywords for Subscribe/Unsubscribe**] Tab.
2. Check the [**Activate Unsubscribe Option**] check box.
3. Enter [keywords or phrase] for every email group
4. Press [**Save Changes**].

Send a test message to yourself to see if the link on the bottom of the message contains the right email address.

Reset button:

The reset button will delete your generated HTML code and set the text fields to blank.

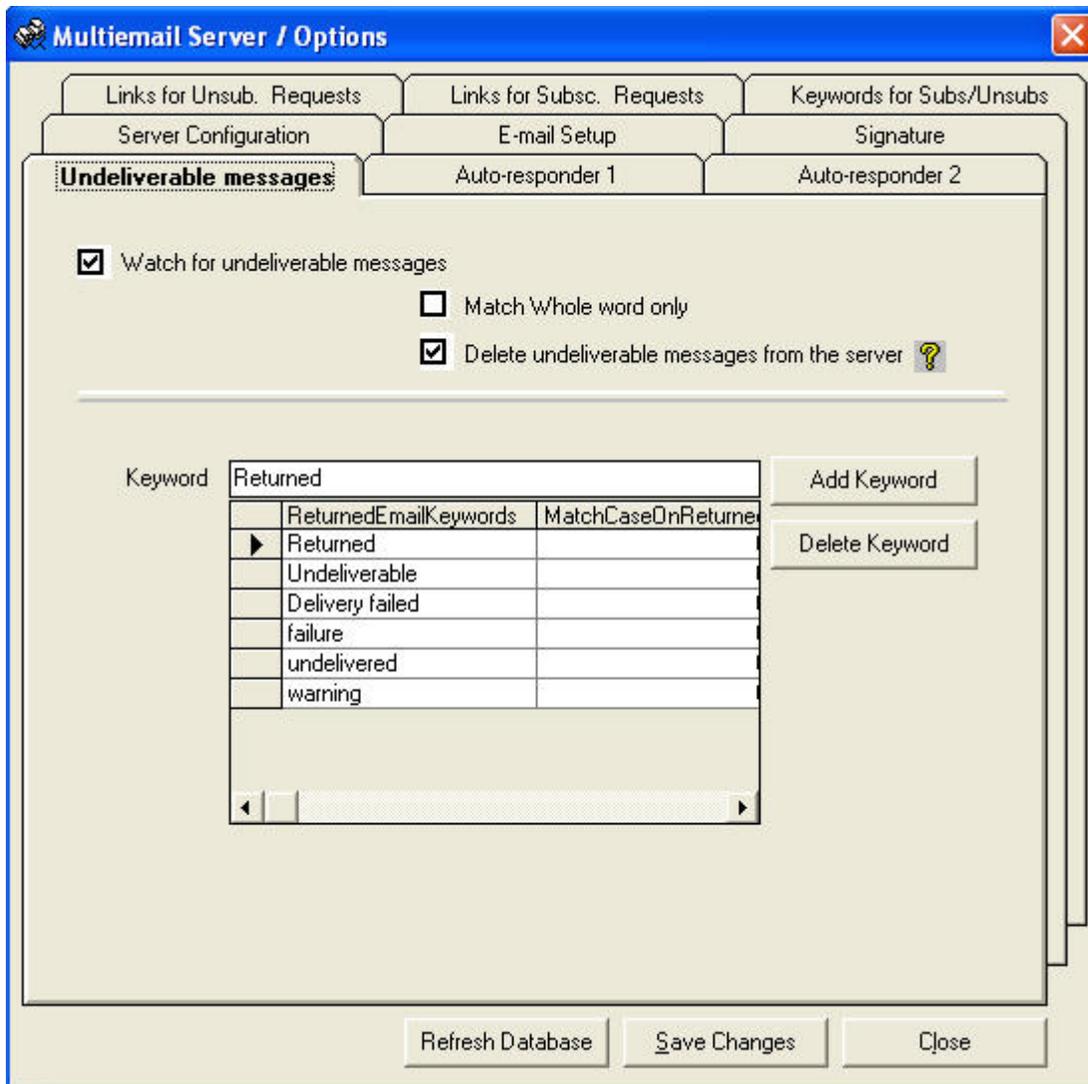
To complete the [**Subscribe/Unsubscribe**] feature go to the [**Email Editor**] section.

UNDELIVERABLE MESSAGES

Watch for undeliverable messages:

This option enables the program to stay aware and keep track of your incoming emails for returned, undeliverable messages or addresses of destinations where service is unavailable. The messages will be deleted from the server immediately. To enable this function click on the [**Watch for undeliverable messages**] check box.

- You have the option to enable the [**Match Whole word only**], which like the option says looks for exact match only and deletes the email.
- Or, simply enable the [**Delete undeliverable messages from the server**] option. This option will only delete messages which could not be delivered to the recipient.



Add Keyword/ Delete Keyword:

You can also create filters by adding specific keywords after which MultiEmail will delete emails automatically for you. After each incoming email has been received, MultiEmail will inspect the subject lines and compare it to this list, and accordingly delete files from the server.

Keywords can easily be deleted from the database as well.

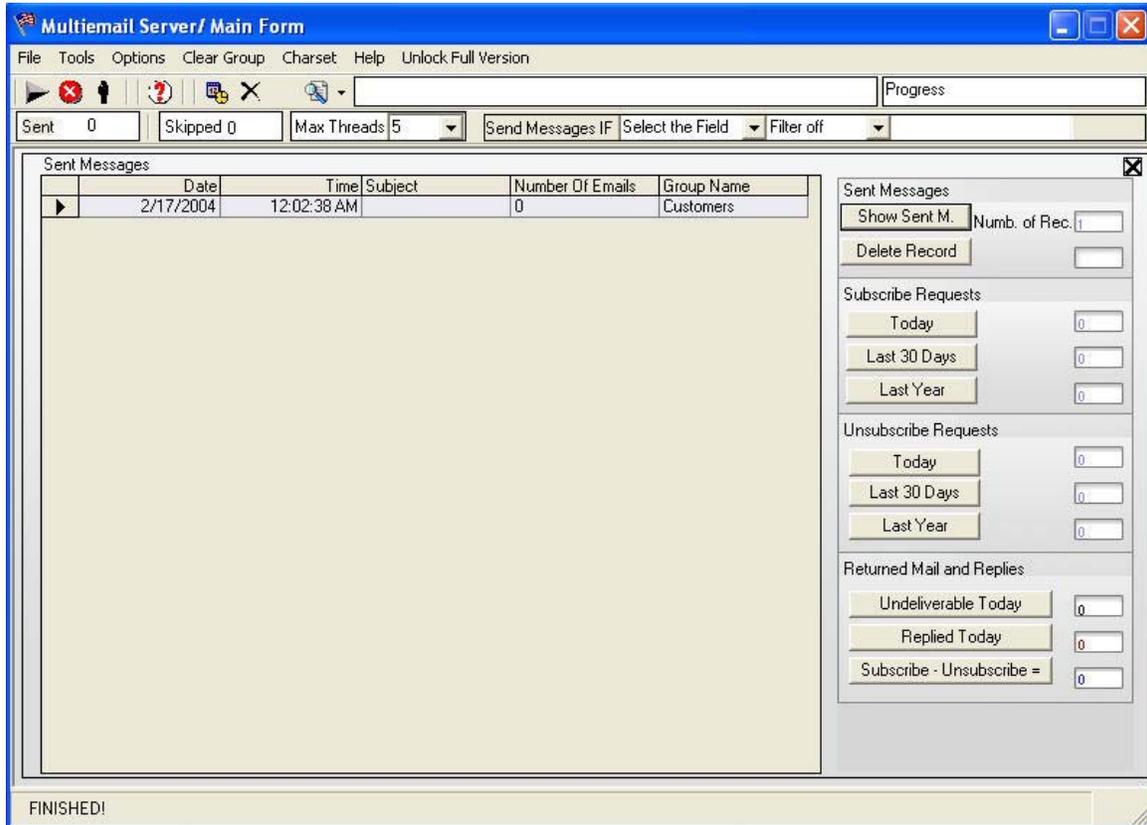
1. Click on the keyword to be removed
2. Click [**Delete Keyword**] to remove it.

To complete the [**Subscribe/Unsubscribe**] feature go to the [**Email Editor**] section.

STATISTICS

To keep track of sent messages you can use the Sent messages log:

- Click on **Tools**.
- Click on **Sent Messages** and an e-Mail report window will open.
- If you have sent any e-mails, it will show them in the Sent Messages list.



Each time a message is sent, the following data is being recorded: Date, Time, Number of messages sent, Subject, and the Group name. This is done automatically.

In the statistics window, Multiemail keeps track of the following information: Subscribe requests, Unsubscribe requests, Returned messages, and the statistic of sent messages.

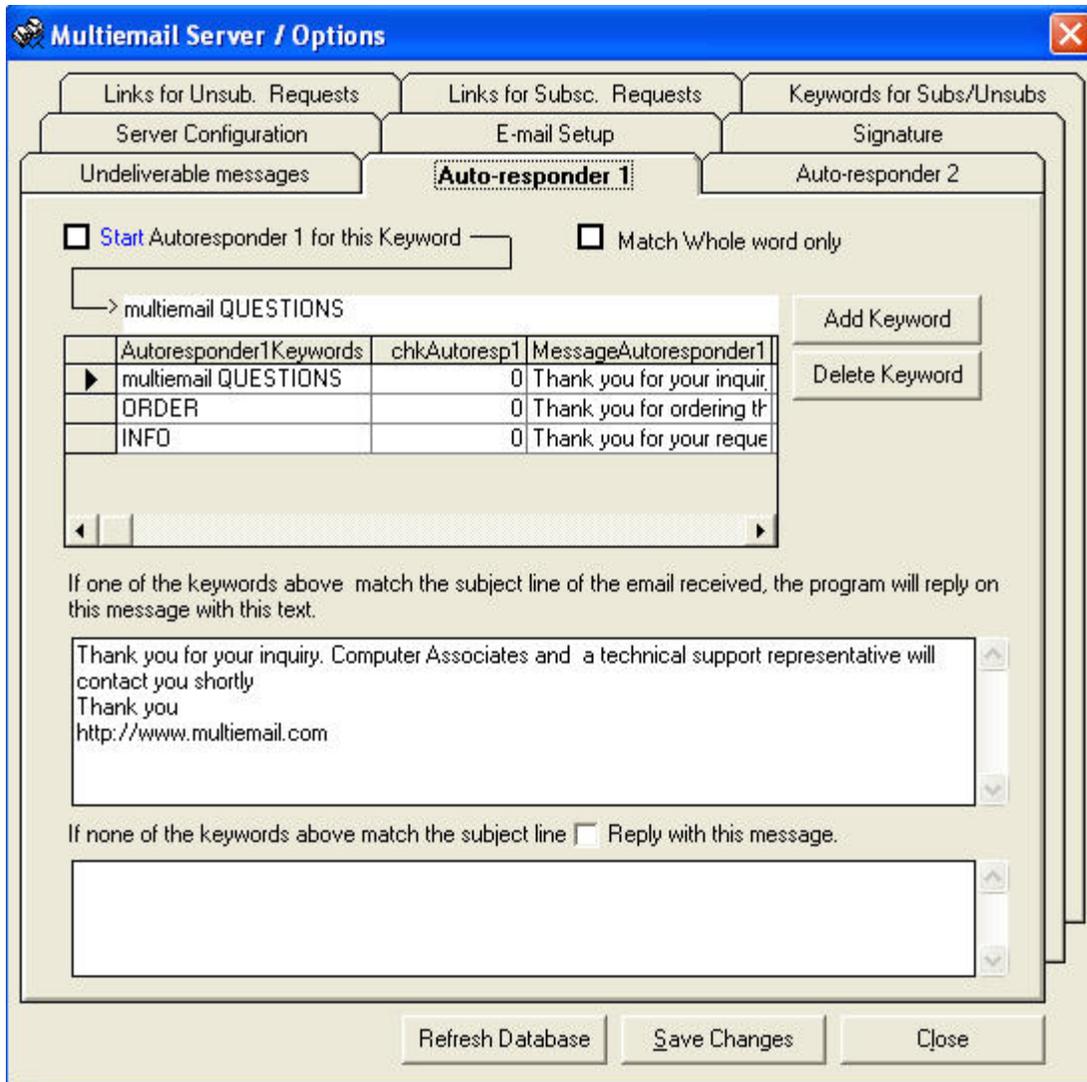
AUTO - RESPONDER 1

Start Auto responder 1:

This feature is very simple but performs a very complex action. To enable it, you have to select the keyword or phrase you want to use, and select the [**Start Autoresponder 1 Keyword**] check box. You can add keywords, which MultiEmail can look for in the incoming email messages. When the keyword finds a match, an automatic reply will be sent accordingly.

To start using the [**Auto-responder 1**], do the following:

1. Press [**Add Keyword**].
2. Enter the keyword or phrase, for example: "Notification of Payment Received" or "Order: Microsoft XP".
3. Add the [Auto response text] in the text field below.
4. Press [**Save**].



Auto responder allows you to set up multiple responses and manage who gets them by specifying criteria. Any incoming message that matches the criteria, set for one of your auto responder keywords, will generate an automatic reply to the sender with your customized text.

See the screenshot above for an example of an auto response to a query.

Stop Auto responder 1:

To disable certain keywords or phrases, from sending replies back, you can place it on hold. To do that just select the keyword or phrase and uncheck the **[Start Autoresponder 1 Keyword]** check box. The check box label will change to: **[Stop Autoresponder 1 Keyword]**.

Reply text message field:

This is the text box in which you can type/paste your automated email response for each of the keyword specified. To modify or edit the text field for a certain keyword or phrase, just find the auto response word and modify the text.

Reply text message field, for unmatched auto responder keywords

Whenever MultiEmail does not find any matching customized email auto response and keywords, this secondary message will be sent (bottom text field).

You have the option to turn this feature on and off by selecting the **[Reply with this message]** check box.

NOTE: Autoresponder1 will reply to the **[Reply To:]** email address.

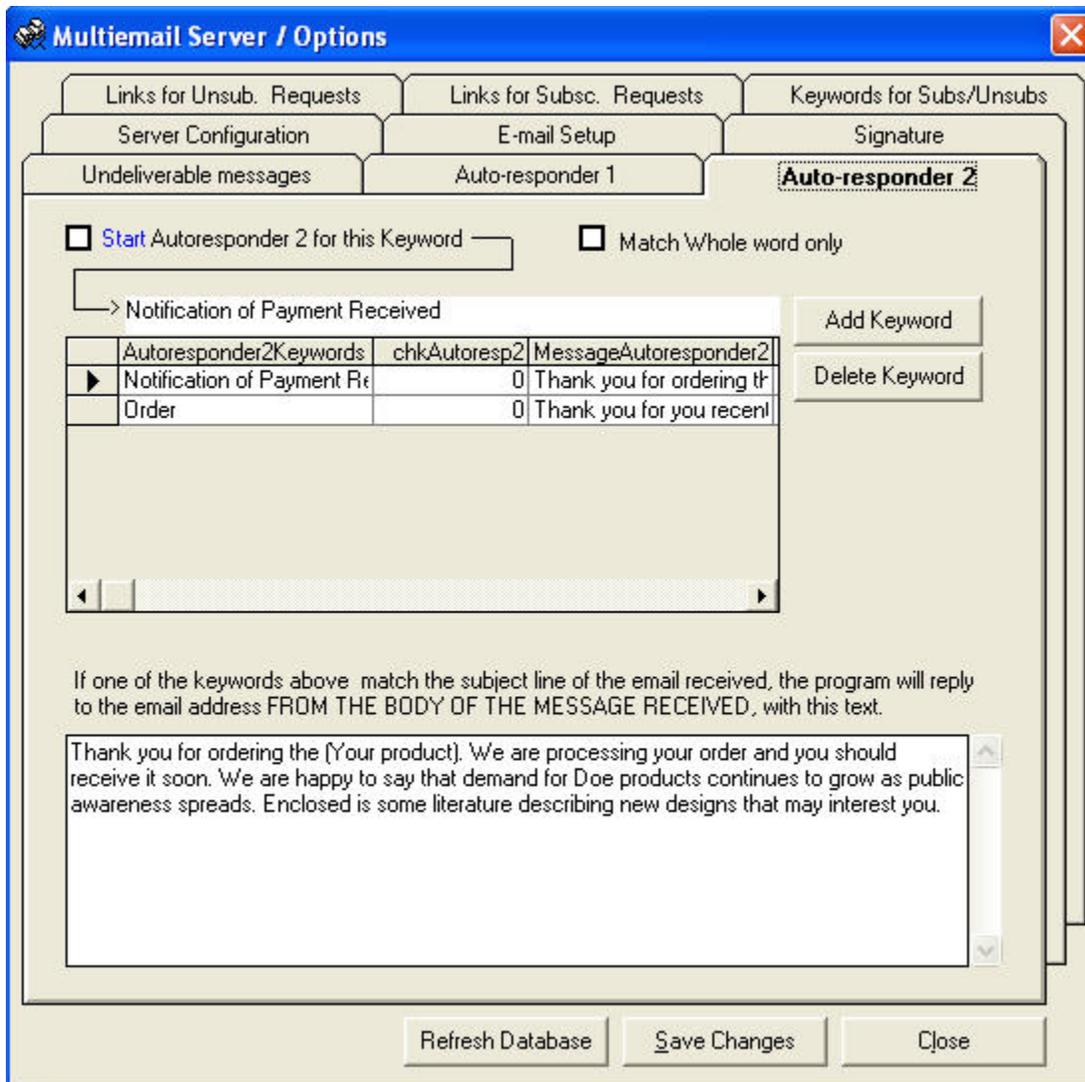
AUTO – RESPONDER 2

Start Auto responder 2:

The Autoresponder-2 also sends customized email responses on the basis of keywords. To enable it, you have to select the keyword or phrase you want to use, and select the **[Start Autoresponder 2 Keyword]** check box. You can add keywords, which MultiEmail can look for in the incoming email messages. When the keyword finds a match, an automatic reply will be sent accordingly.

To start using the **[Auto responder 1]**, do the following:

5. Press **[Add Keyword]**.
6. Enter the keyword or phrase, for example: "Notification of Payment Received" or "Order: Microsoft XP".
7. Add the [Auto response text] in the text field below.
8. Press **[Save]**.



Auto responder allows you to set up multiple responses and manage who gets them by specifying criteria. Any incoming message that matches the criteria, set for one of your auto responder keywords, will generate an automatic reply to the sender with your customized text.

Stop Auto responder 2:

To disable certain keywords or phrase, from sending replies back, you can place it on hold. To do that just select the keyword or phrase and uncheck the **[Start Autoresponder 2 Keyword]** check box. The check box label will change to: **[Stop Autoresponder 2 Keyword]**.

Reply text message field:

This is the text box in which you can type/paste your automated email response for each of the keywords specified. To modify or edit the text field for a certain keyword or phrase, just find the auto response word and modify the text.

Reply text message field, for unmatched auto responder keywords

Whenever MultiEmail does not find any matching customized email auto response and keywords, this secondary message will be sent (bottom text field).

You have the option to turn this feature on and off by selecting the **[Reply with this message]** check box.

NOTE: Autoresponder2 will replay to the email address found in the "body of the message".

WORKING WITH ADDRESSES

ADDING RECORDS

- Select a group to add e-mail addresses to, on the main screen of the application.
- Press [**Add Record**].

The screenshot shows the Multiemail Server/ Main Form application. The window title is "Multiemail Server/ Main Form". The menu bar includes File, Tools, Options, Clear Group, Charset, Help, and Unlock Full Version. The toolbar contains various icons for file operations and a progress indicator. The status bar shows "Sent 0", "Skipped 0", "Max Threads 5", "Send Messages IF", "Select the Field", and "Filter off".

The main area is titled "SENDING THROUGH SMTP" and is divided into two tabs: "Data Entry" and "Message Editor". The "Data Entry" tab is active, showing a form for adding a new record. The form fields are as follows:

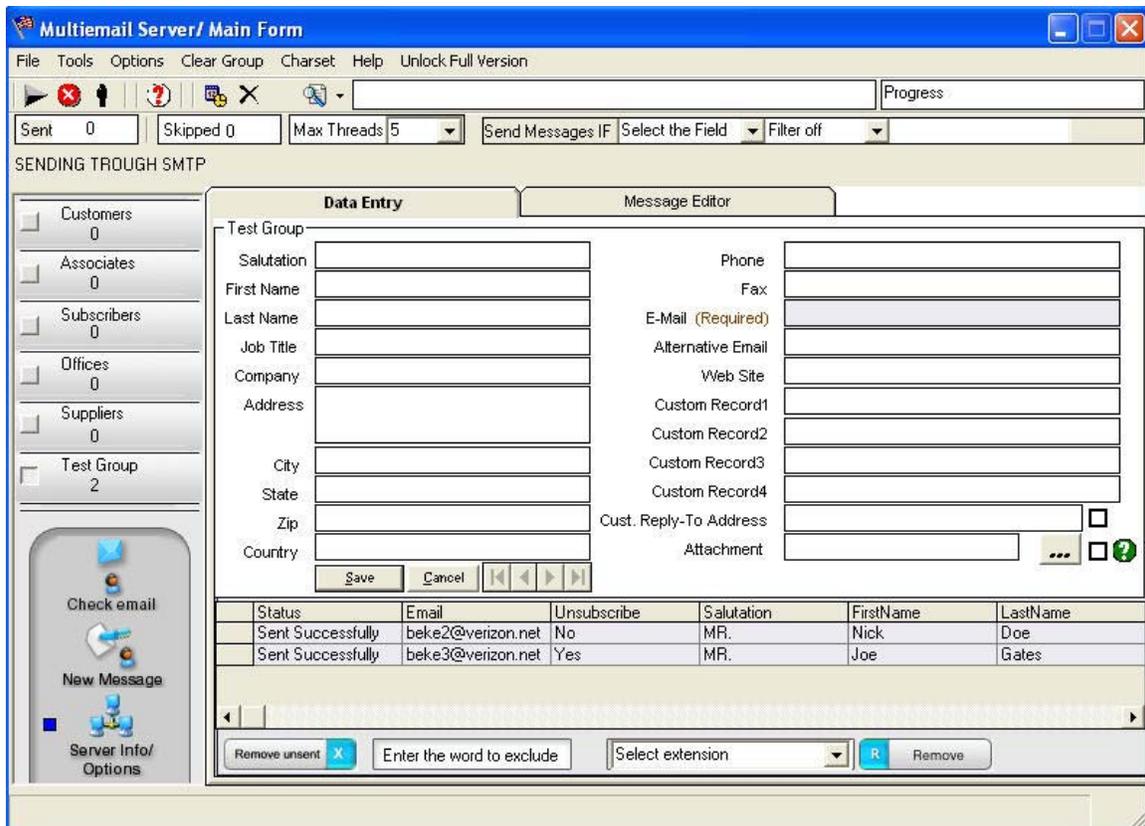
Salutation	MR.	Phone	(489)46217785
First Name	Nick	Fax	(489)4&62- 1778
Last Name	Doe	E-Mail (Required)	beke2@verizon.net
Job Title	Manager	Alternative Email	info@multiemail.com
Company	Multiemail Software	Web Site	http://www.99h.com
Address	1255 E Citrus ave	Custom Record1	315-19-4860
City	Redlands	Custom Record2	4444-5644-4564-4566
State	CA	Custom Record3	ID #1234
Zip	92374	Custom Record4	\$1234.23
Country	USA	Cust. Reply-To Address	
	Add Record	Attachment	

Below the form is a table with the following data:

Status	Email	Unsubscribe	Salutation	FirstName	LastName
▶ Sent Successfully	beke2@verizon.net	No	MR.	Nick	Doe
Sent Successfully	beke3@verizon.net	Yes	MR.	Joe	Gates

At the bottom of the form, there are buttons for "Remove unsend", "Enter the word to exclude", "Select extension", and "Remove".

- Fill in the form with all known information. For best results you should have at least the name. That allows you to use the customized mailing features of MultiEmail.



- When you are done with the first record, press **[Save]**.
- Repeat the process for each address.

To see how to load the entire list of addresses you will need to refer to the topics covered in the following sections:

Import List from File

Import from MS Access database

Import from MS Outlook

DELETING RECORDS

There are two different ways to delete a record from the database:

- Click on the address from the MultiEmail list manager.

Multiemail Server/ Main Form

File Tools Options Clear Group Charset Help Unlock Full Version

Sent 0 Skipped 0 Max Threads 5 Send Messages IF Select the Field Filter off

DIRECT SENDING

Customers 0
Associates 0
Subscribers 0
Offices 0
Suppliers 0
Test Group 2

Check email
New Message
Server Info/Options

Data Entry Message Editor

Test Group

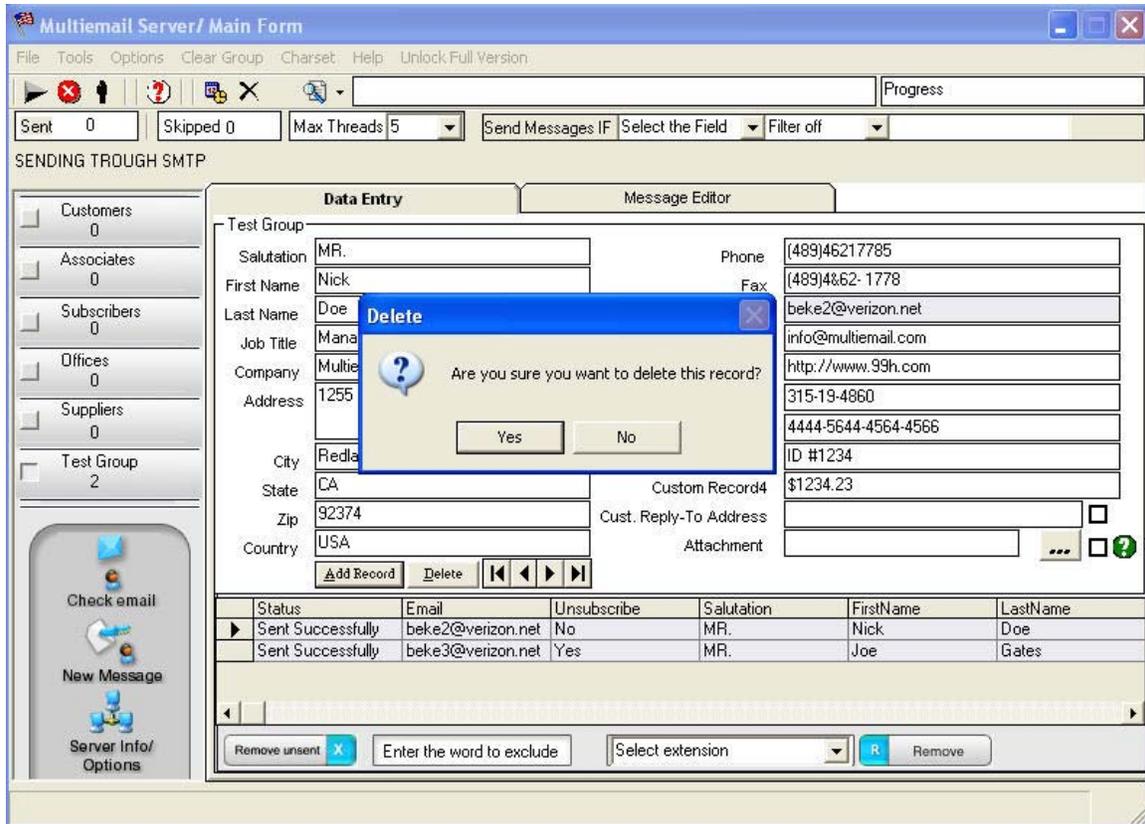
Salutation	MR.	Phone	(489)46217785
First Name	Nick	Fax	(489)4&62-1778
Last Name	Doe	E-Mail (Required)	beke2@verizon.net
Job Title	Manager	Alternative Email	info@multiemail.com
Company	Multiemail Software	Web Site	http://www.99h.com
Address	1255 E Citrus ave	Custom Record1	315-19-4860
City	Redlands	Custom Record2	4444-5644-4564-4566
State	CA	Custom Record3	ID #1234
Zip	92374	Custom Record4	\$1234.23
Country	USA	Cust. Reply-To Address	
		Attachment	

Add Record Delete

Status	Email	Unsubscribe	Salutation	FirstName	LastName
Sent Successfully	beke2@verizon.net	No	MR.	Nick	Doe
Sent Successfully	beke3@verizon.net	Yes	MR.	Joe	Gates

Remove unsert Enter the word to exclude Select extension Remove

- Click **Delete** and click **Yes** to confirm the deletion.



If you need to search for an e-mail address to delete:

- Click [**Find Contact by E-mail**] button.
- Enter your contact's e-mail address and then click [**Delete Record**] to erase the record.

IMPORTING A LIST FROM FILE

This program supports CSV and MDB data formats, therefore you can import data prepared by Microsoft Excel, Microsoft Access, etc. MultiEmail supports plain-text files where lines are separated by hard returns, and each line of the file contains an e-mail address.

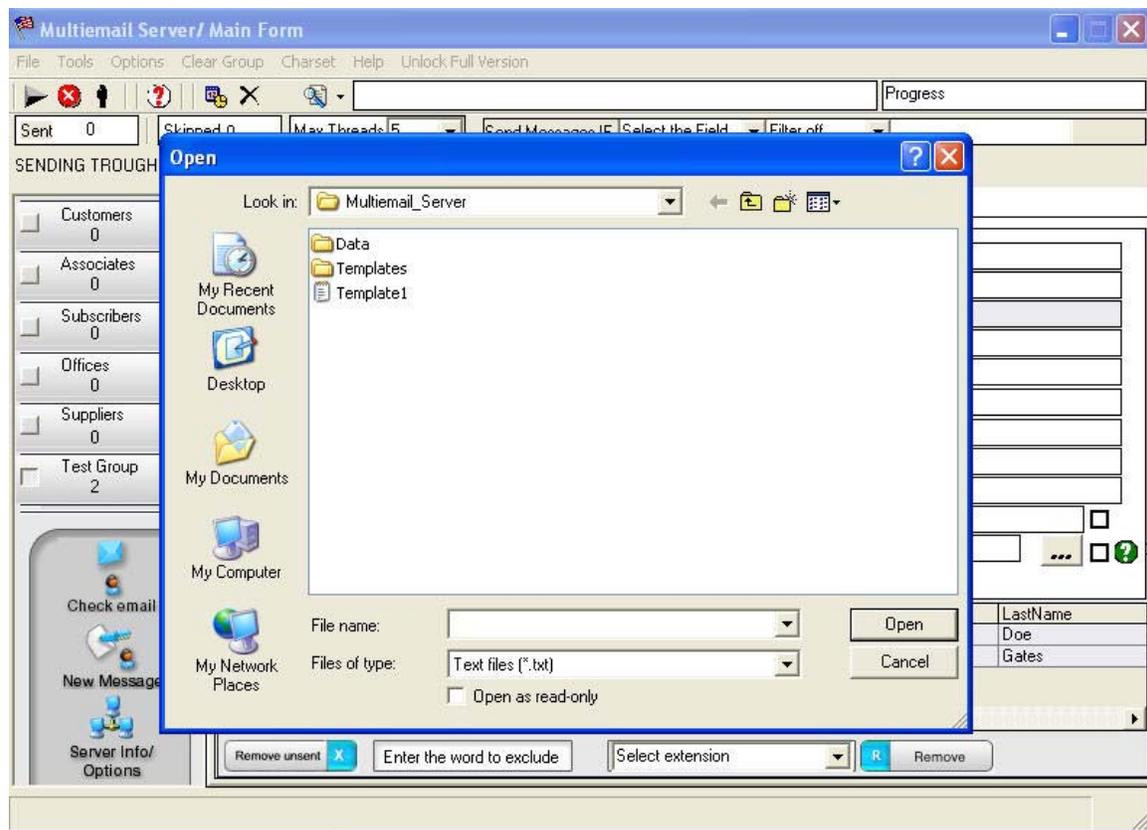
info@mutliemail.com

support@MultiEmail.com

sales@MultiEmail.com

And plain-text files where fields are separated by comma ",",

Joe, Doe, doe@MultiEmail.com, Export-Import Company, 990 785 2563, AL



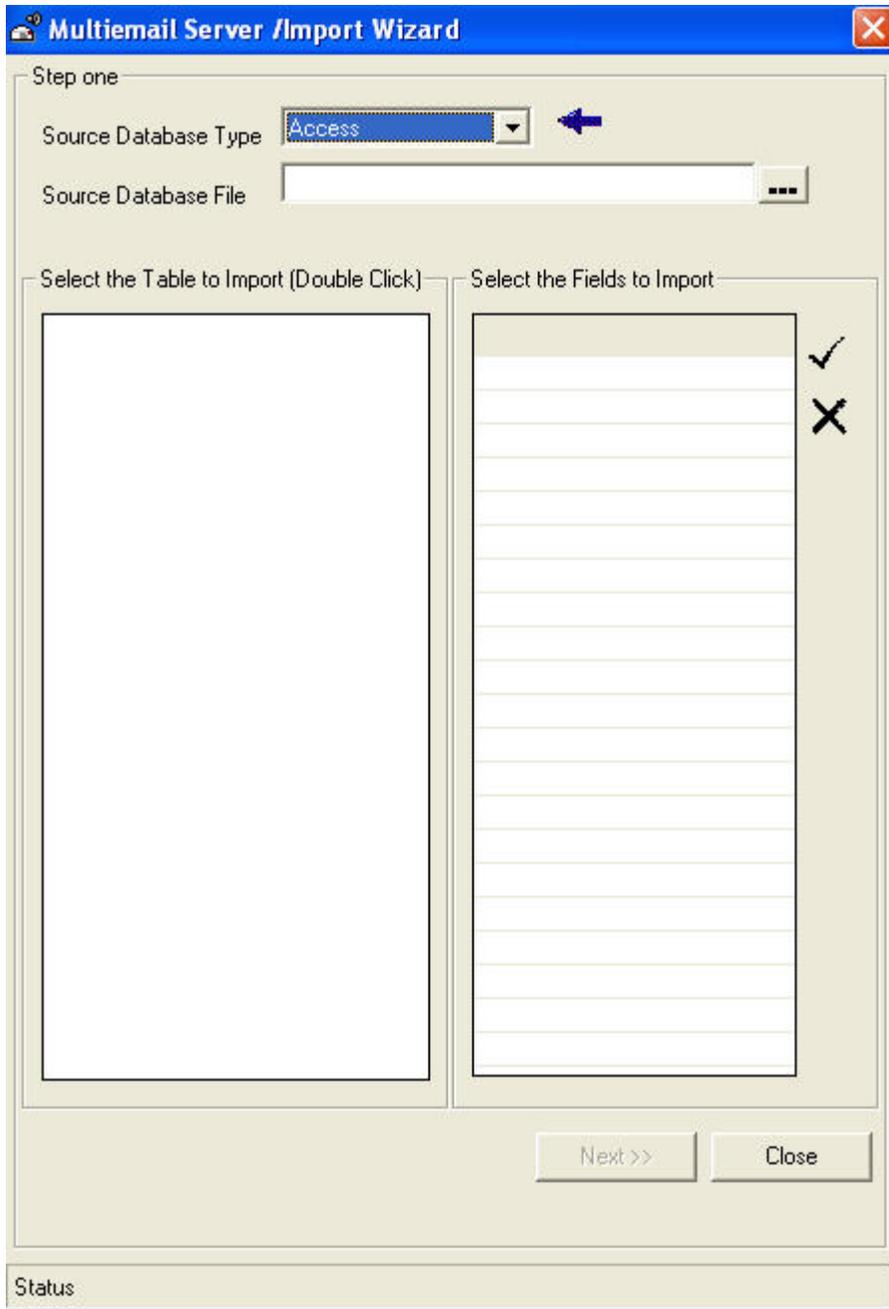
To load a mailing list from a text file (emails only)

1. Click on **File** from the tool bar, select **File | Import List | From File** (emails only).
2. Select the file to import and click [**Open**]. The file must be in .txt format.

If your list contains information not only about e-mail addresses, but also about the recipient names, and custom fields, use the option **File | Import List | From File** (multi-field DB). You can find more help about this option in the next section of this Help.

IMPORTING THE LIST FROM MS ACCESS DATABASE

If you want to import records which contain information not only about e-mail addresses, but also about the recipient names, and custom fields, use the option **File | Import List | From File** (multi-field DB). Use the **File | Import List | From File** (emails only) option if you want to import e-mail addresses only. To load the database fields (Name, Address, E-mail...) from multi-field database file to the MultiEmail database, do the following:



1. Click on **File** and select **Import List**. Then click **From File** (Multi-filed DB). In the MultiEmail Import Wizard, specify the format of your source file and press **[Open]**. The left side of the window represents all tables available in your selected database, and the right side of the window represents all available fields. Select the fields you want to import and press **[Next]**.
2. Select the table from the source file. From the dropdown menu select the group in which you want to transfer your data to.
3. Click on the information on the left list (Name, email etc.), drag and drop it to the corresponding field on the right side. You can drag and drop as many times as required.

IMPORTANT: Do not release the left mouse button while transferring information from one list to the other.

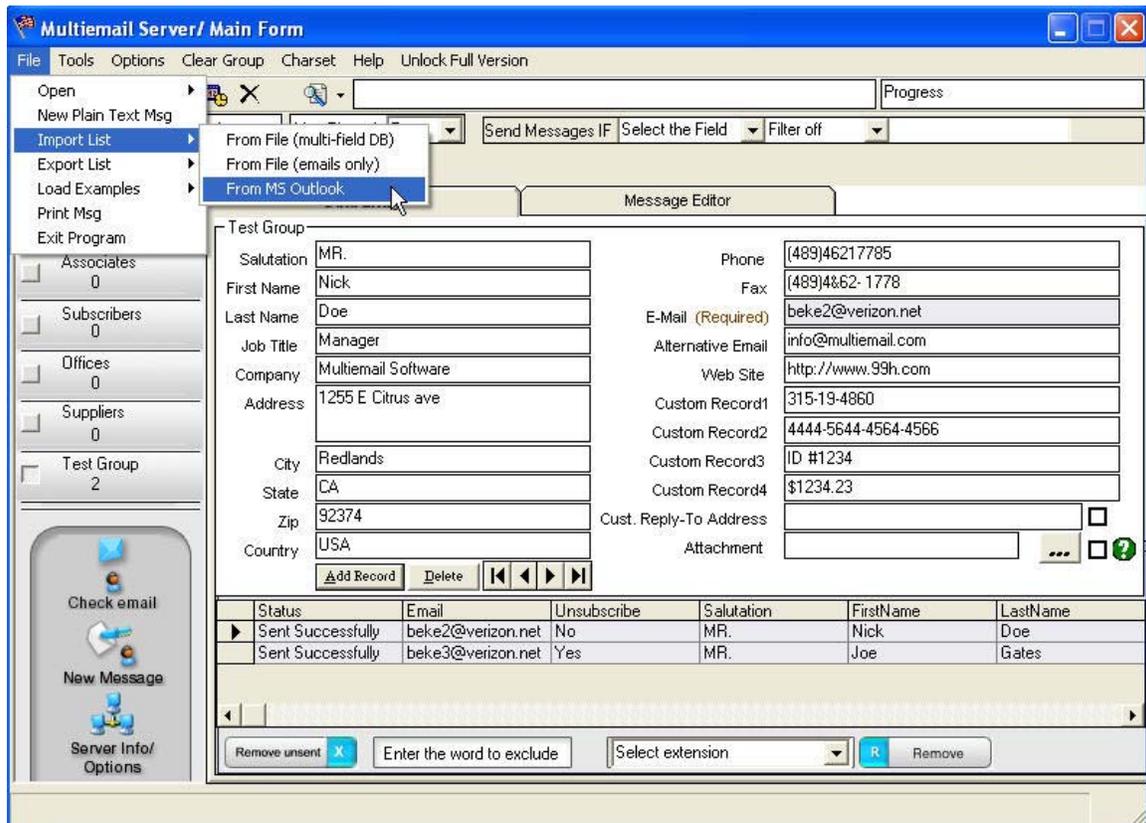
4. After you have completed the drag and drop transfer, click [**Finish**] to complete the process. All content from your database will be automatically transferred to the MultiEmail database for instant use.

IMPORTANT: If you are working with lists containing over 30,000 e-mails, please be patient while the e-mails are being imported. This will only take a few minutes. Duplicate addresses will automatically be deleted.

IMPORTING A LIST FROM MS OUTLOOK

This option allows you to import all your contacts from MS Outlook into the MultiEmail database.

To start this process, run your MS Outlook program. Click on the **File | Import List | From MS Outlook** (contacts) to select one of the six groups. If you get the following message <A PROGRAM IS TRYING TO ACCESS E-MAIL ADDRESSES YOU HAVE STORED IN OUTLOOK. DO YOU WANT TO ALLOW THIS?>. Select the checkbox [**ALLOW ACCESS PER 1 MINUTE**] and then press [**Yes**] to import all your contacts into the MultiEmail database.



REMOVING UNWANTED DOMAINS

If there are email addresses with undesired domains and you want to exclude them from your list, you can do so by clicking [**Remove**] on the bottom. Type in the domain or word you wish to exclude and click [**Remove**]. This is useful for keeping unwanted addresses out of your email lists. However, MultiEmail is not responsible for any lost data.

The screenshot shows the Multiemail Server Main Form interface. The window title is "Multiemail Server/ Main Form". The menu bar includes File, Tools, Options, Clear Group, Charset, Help, and Unlock Full Version. The status bar shows "Progress" and "SENDING THROUGH SMTP".

The main form is divided into two tabs: "Data Entry" and "Message Editor". The "Data Entry" tab is active, showing a contact entry for "Test Group". The contact information is as follows:

Salutation	MR.	Phone	[489]46217785
First Name	Nick	Fax	[489]462-1778
Last Name	Doe	E-Mail (Required)	beke2@verizon.net
Job Title	Manager	Alternative Email	info@multiemail.com
Company	Multiemail Software	Web Site	http://www.99h.com
Address	1255 E Citrus ave	Custom Record1	315-19-4860
City	Redlands	Custom Record2	4444-5644-4564-4566
State	CA	Custom Record3	ID #1234
Zip	92374	Custom Record4	\$1234.23
Country	USA	Cust. Reply-To Address	<input type="checkbox"/>
		Attachment	<input type="checkbox"/> ... <input type="checkbox"/> ?

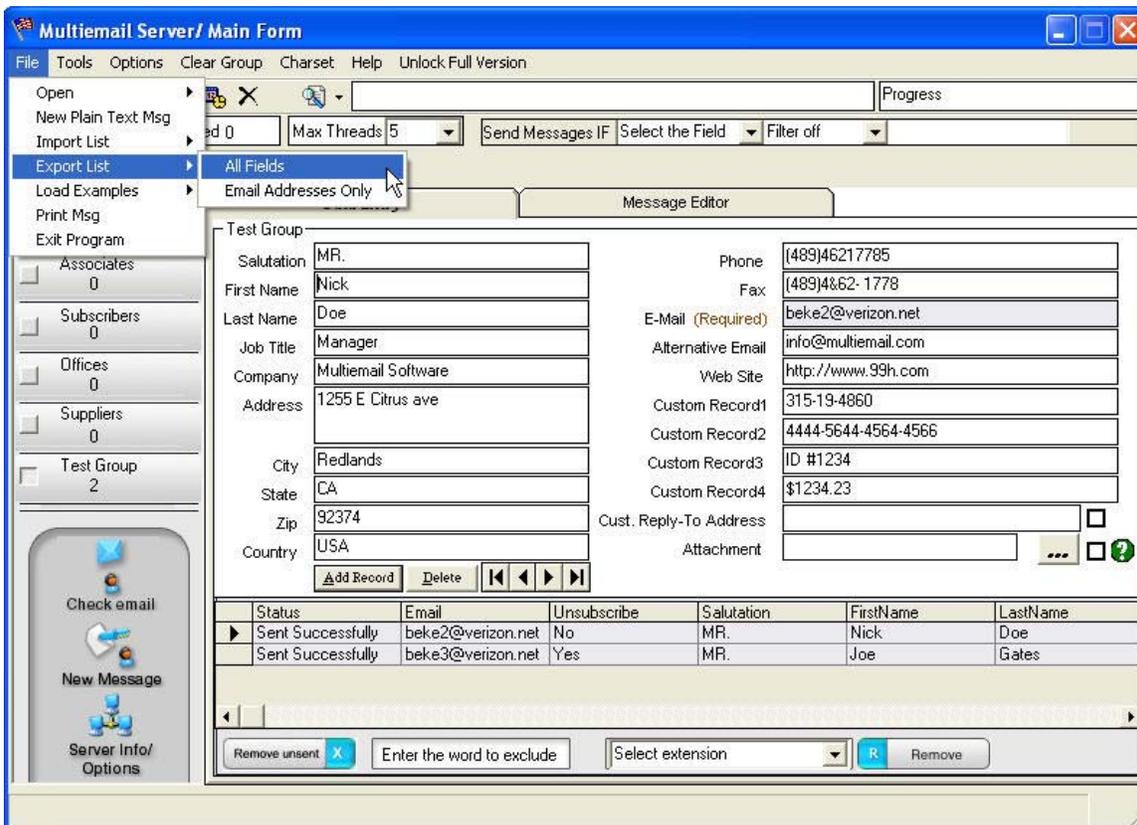
Below the contact information is a table of sent messages:

Status	Email	Unsubscribe	Salutation	FirstName	LastName
Sent Successfully	beke2@verizon.net	No	MR.	Nick	Doe
Sent Successfully	beke3@verizon.net	Yes	MR.	Joe	Gates

At the bottom of the form, there is a "Remove" button highlighted in red. The button is labeled "Remove" and has a red border. To its left is a text input field labeled "Enter the word to exclude" and a dropdown menu labeled "Select extension".

EXPORTING ADDRESSES

With this option you are able to export Email addresses, names, and other custom fields of recipients to plain text files. Your addresses will be saved to a plain-text file (lines are separated by hard returns, and each line of the file contains the email address, name and custom fields of a single recipient divided by commas.



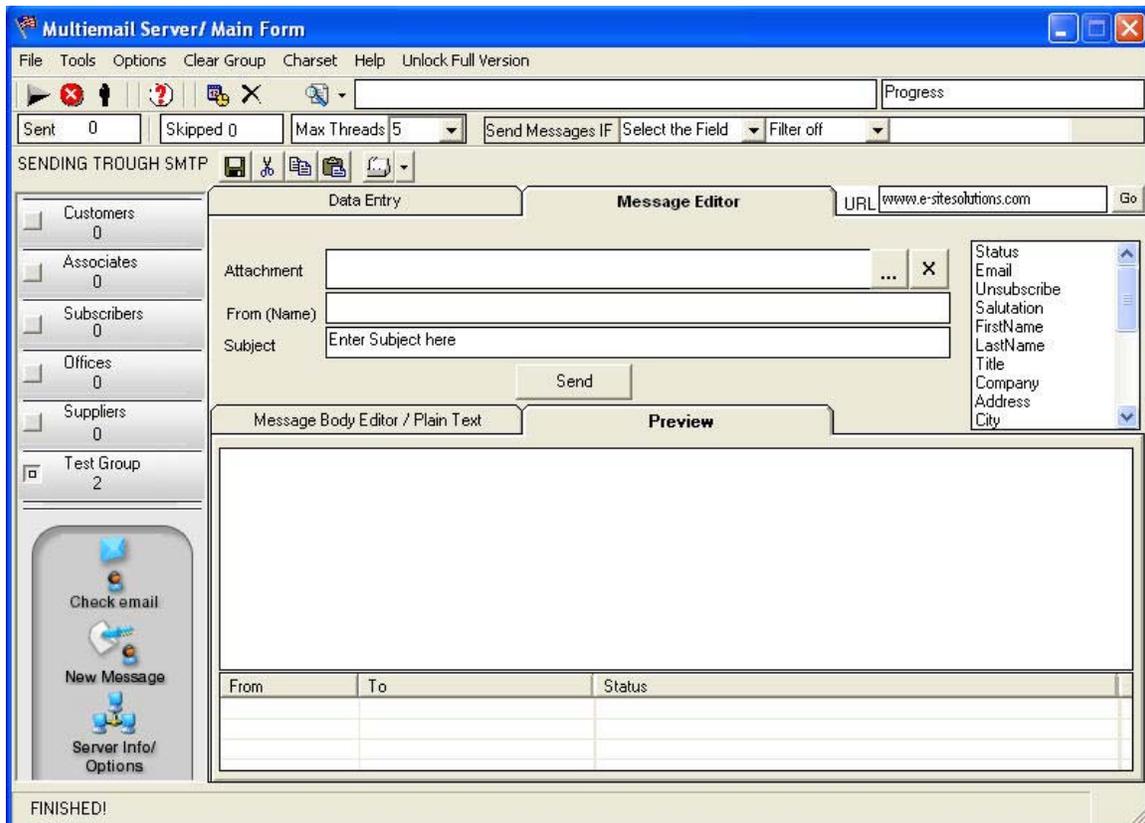
WORKING WITH MESSAGES

CREATING A TEXT MESSAGE

You can create a text email message using the Message Editor window in MultiEmail program.

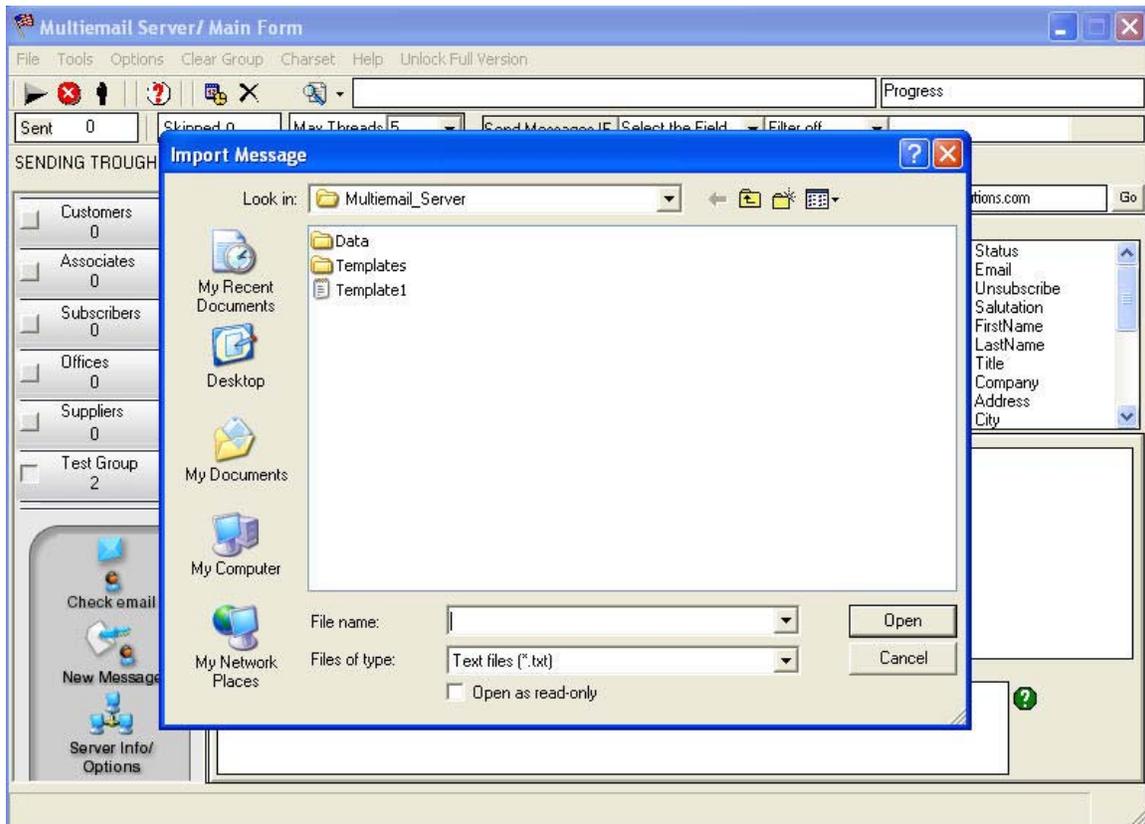
To create a plain text message:

- Select a group to send a message to, and then click on **[New Message]** to bring up the message editor.
- Enter the subject line and compose the message.



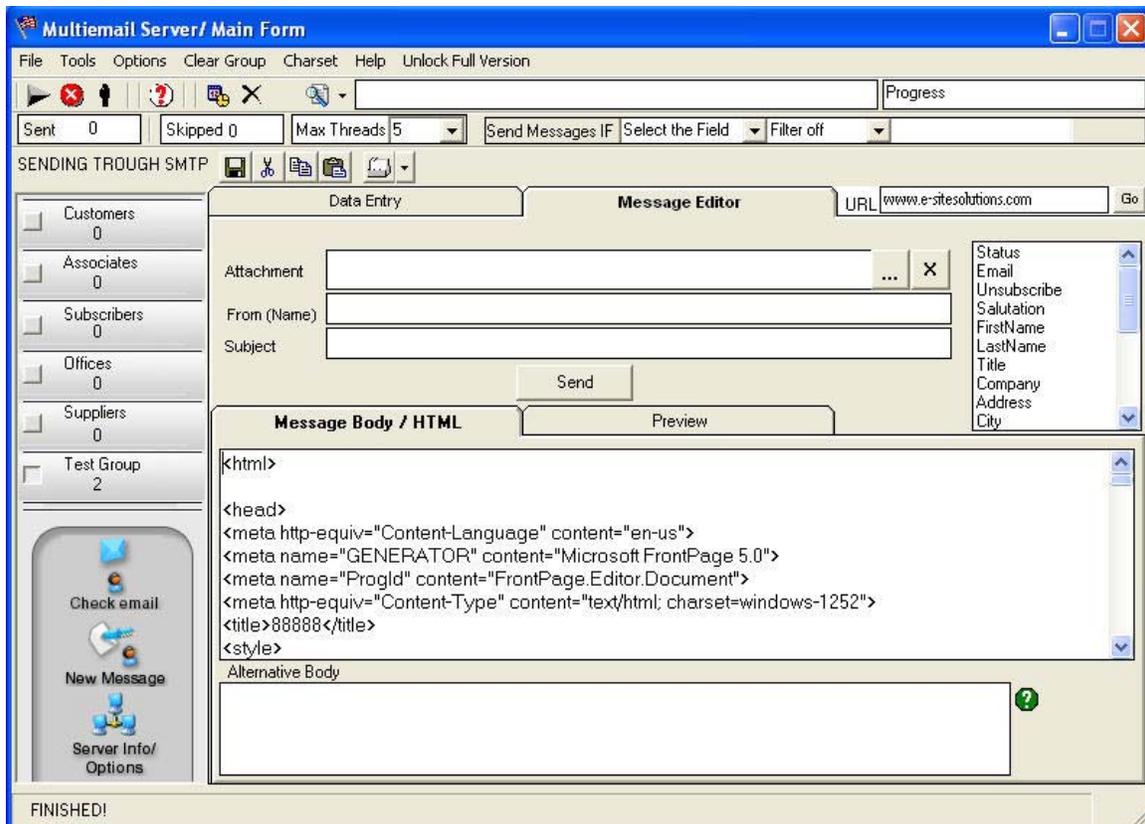
You can also load the message from the file. To load a message from the file:

- Click the **File | Open** menu on the toolbar.
- Select the **Open | Plain Text Message** menu.
- Find your file and click [**Open**].



CREATING AN HTML MESSAGE

Emails in the HTML format let you send and receive all kinds of messages (newsletters, messages with embedded pictures, and so on) with the look and feel of Web pages.

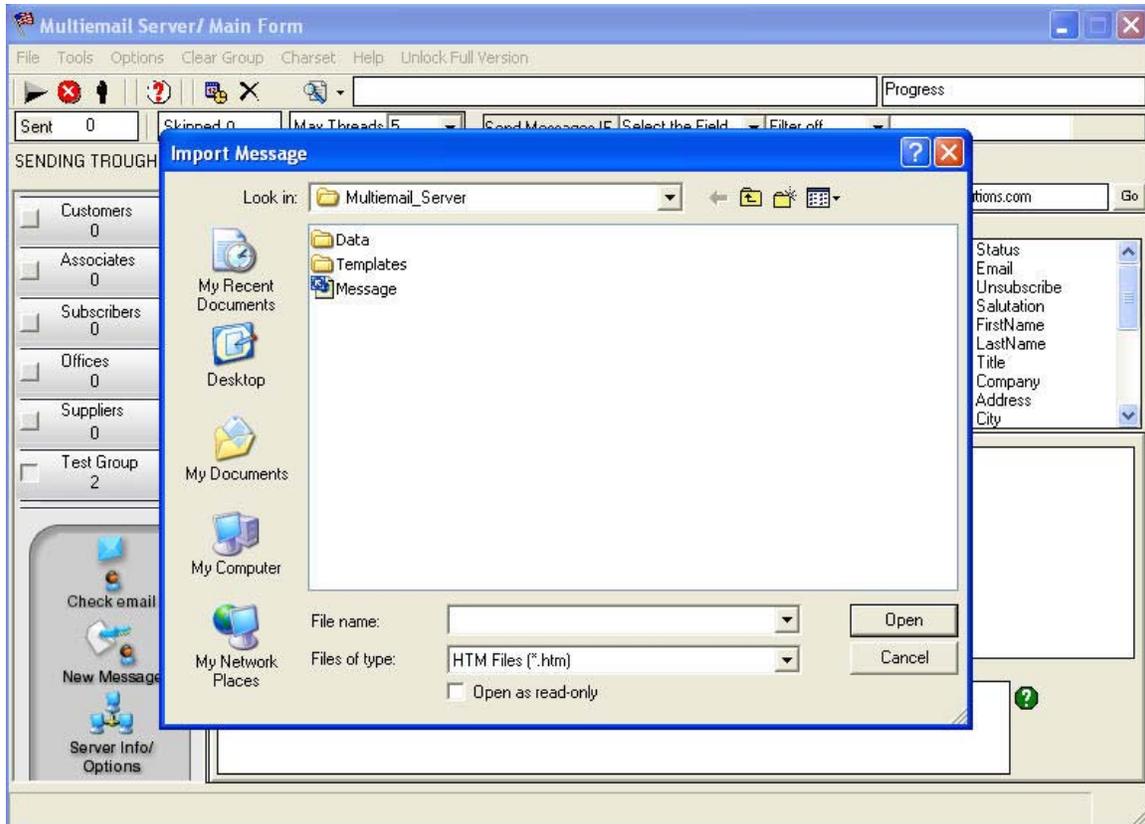


Listed below are the main advantages of using HTML email compared to ordinary text email.

Fonts — With HTML, you can format your text using different typefaces and colors to complement your message.

Color — HTML email is more colorful than plain text email.

Images — It is said that a picture is worth a thousand words. Images add impact to email, lending clarity and excitement.



To open an HTML message as in the screenshot above:

- Select a group, and then click on [**New Message**] to bring up the message editor.
- Enter the subject line and press the **File** menu.
- Click the **Open | HTML Message** menu on the toolbar and select the file to open.
- Press the message **Preview** tab.

CREATING A CUSTOMIZED TEXT MESSAGE

You can insert all your database fields into the body of your email message.

To create a customized text e-mail message:

- Click on the **Message editor** tab.
- Click on the **Open** icon in the toolbar and select **Plain Text Message** menu.
- Position the cursor in the message at the point where data should be inserted.
- Click the field name that you want, in the **Field** list on the top right-hand corner.

It will look like this: [[Name]], [[LastName]], [[E-mail]], [[ExtraRecord]]. When you preview the message MultiEmail replaces the field names with the data from your records. Each customer will receive an e-mail with their personal information in the message. For Example: [[Name]] [[Last Name]] will look like: John Smith after the e-mail has been sent. Be sure that all the records in the mailing list contain data in the field that you choose. If a record does not contain data in the field, the email displays blank space instead of information.

You can use this procedure to customize the body of the message and the subject line in your Text or HTML message.

CREATING A CUSTOMIZED HTML MESSAGE

Creating a customized HTML message with MS Word or MS Front Page

1. Open MS Word or FrontPage program, and click in the **File | New** menu.
2. Copy and Paste the text below into the MS Word/FrontPage document.

+++++Message body start+++++

Name [[Name]] [[LastName]]

Address [[Address]]

Email [[Email]]

Hi [[Name]],

Here is your bank account information

Account Number: [[ExtraRecord1]]

Account Balance: \$[[ExtraRecord2]]

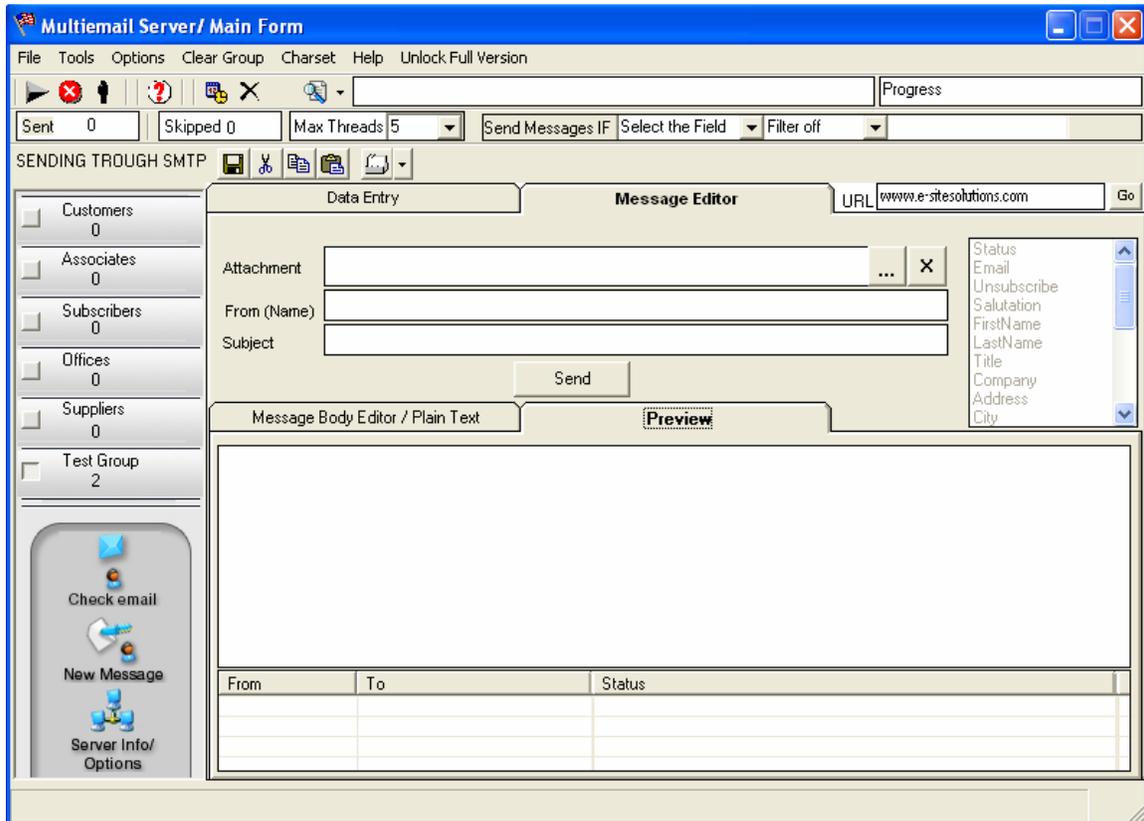
Thank you for your time. Please contact us if the above information is incorrect.

+++++Message body end+++++

3. Click on **File | Save As**
4. Enter a file name (sample) and click [**Save**].
5. Make sure it is saved in Web page format (*.htm *.html)
6. Go to the MultiEmail Main screen.
7. Click [**Add Record**] to add customer info in the database - for example:
 - a) In the field Name insert: Joe
 - b) In the field Last name insert: Doe
 - c) In the field Email insert: sample@e-mail.com
 - d) In the field Address insert: 213 Street Small Wile, OH 12345.
 - e) In the field ExtraRecord1 insert number: 1234-1234-1234-1234
 - f) In the filed ExtraRecord2 insert: 1234.56.
 - g) Click [**Save**].
8. Run MultiEmail
9. Click on the **File | Open HTML Message** menu.

10. Find your already created HTML file and click on the **Open** menu

11. Click the **Preview** tab and you will see something like this:



Only the following fields can be customized, and inserted into the message:

- Status
- Unsubscribe
- Salutation
- FirstName
- LastName
- JobTitle
- Company
- Address
- City
- State
- Zip
- PostalCode
- Country
- Phone
- Fax
- Email
- AlternativeEmail

- WebSite
- ExtraRecord1
- ExtraRecord2
- ExtraRecord3
- ExtraRecord4

You can edit the source of your HTML message directly in the message window.

Editing the source of the message directly in the message window is possible only if the number of threads is set to 0.

To customize your e-mail, you can do the following:

1. Insert the cursor in the text at the point where you want the field data to be inserted.
2. Click the field name that you want from the list on the top right corner (Name, LastName, E-mail, ExtraRecord...)
3. The customized information will be pasted automatically into the message.

When you preview the message MultiEmail replaces the field names with the data from your records. Each customer will receive an e-mail with their personal information in the message.

For Example: [[Name]] [[Last Name]] will look like: John Smith after the e-mail has been sent. Be sure that all the records in the mailing list contain data in the field that you choose. If a record does not contain data in the field, the email displays blank space instead of information.

4. Click on **Preview** tab to preview your message.

CUSTOMIZED SUBJECT LINE

To Customize the Subject line in your message:

- Position the cursor in the subject line of the message.
- Click the field name that you want in the field list on the top right-hand corner (Name, LastName, E-mail, ExtraRecord...)

When you preview the message MultiEmail replaces the field names with the data from your records. Each customer will receive an e-mail with their personal information in the message.

For Example: [[Name]] [[Last Name]] will look like: Joe Doe after the e-mail has been sent.

CUSTOMIZED REPLY-TO ADDRESS

This option is useful if you want to have different reply email addresses for every record, or for the group of records. If some of your records require a different email address, enter reply email address in the field and check the box next to this field.

USING THE FILTER

This option allows you to send e-mail messages to specific addresses based on multiple criteria, such as text contained in a field. The filter searches your records, and sends the messages only to those records

that have met the filter criteria. For example, if you want to send a message only to recipients in California:

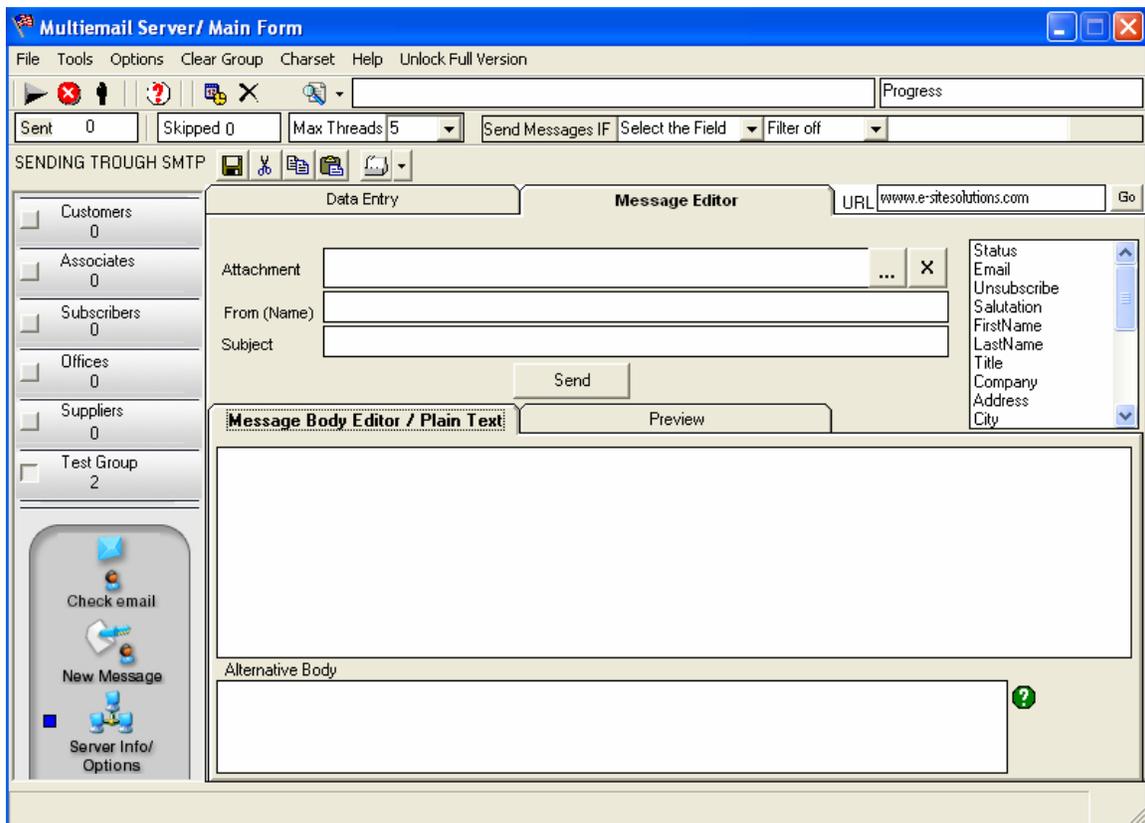
- Select the State field from the dropdown menu.
- Turn the filter **On** by selecting one of the 9 available filters in the dropdown box,
- In the box on the right side of the Filter box insert the word CA.

The program will search all records and send the message only to those in CA. The most powerful is the filter "Like" in combination with (wildcard *). For example, if you want to send a message only to the recipients where area code is (260), select the following statement <Phone Like 260*>. The wildcard sign * can be used at the beginning or at the end of word or number.

You can always check the SQL statement generated by the filter, by clicking on the Message Editor tab.

ALTERNATIVE BODY

The alternative body is displayed in email clients that cannot display HTML. To include an alternative body into the message, open the message editor form and click on [**Alternative Body**] tab.



SENDING EMAIL

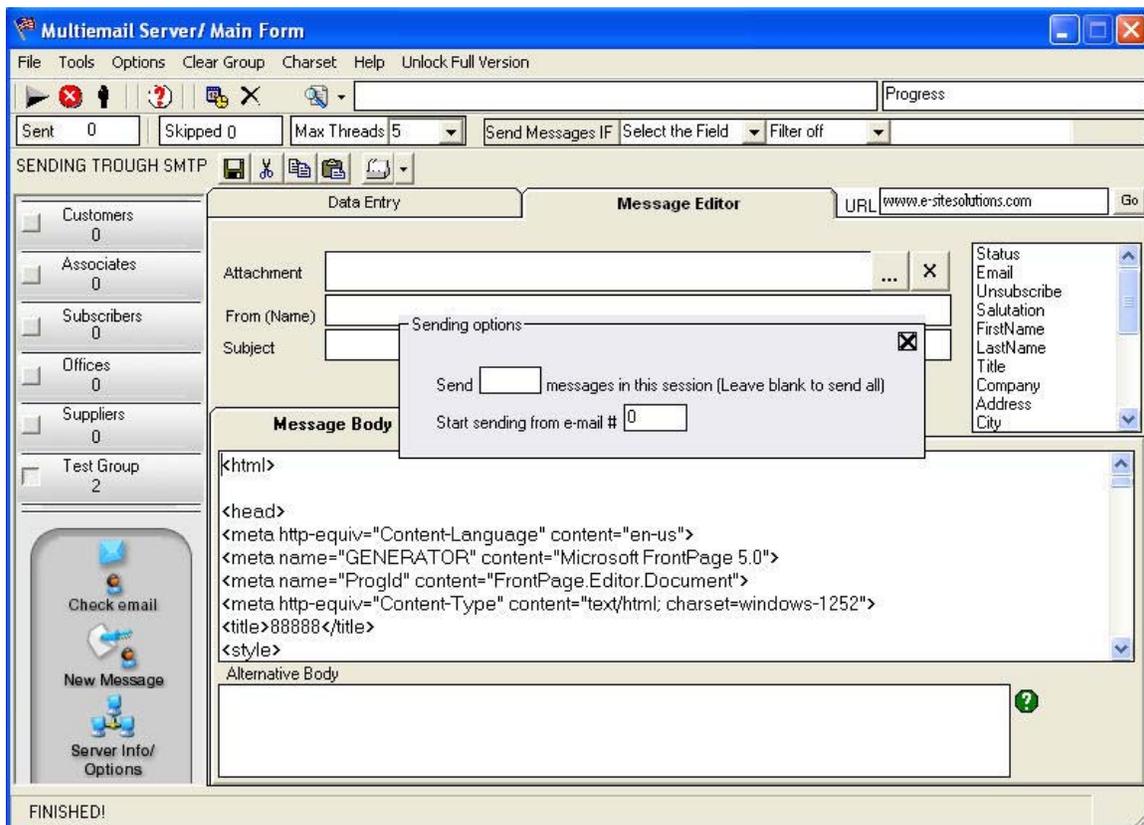
SENDING A SPECIFIED NUMBER OF MESSAGES

After creating your message, press the **Send** icon or press [**Send**] to start the sending process.

Either before or after you create your e-mail message; you can set the number of e-mails that will be sent at a time. To set this number:

On the MultiEmail Main screen, select the **Options** menu and click the [**Sending Options**]. Enter the number of e-mails you want to send out.

(This number must be less than the total number of your e-mails in the selected group).



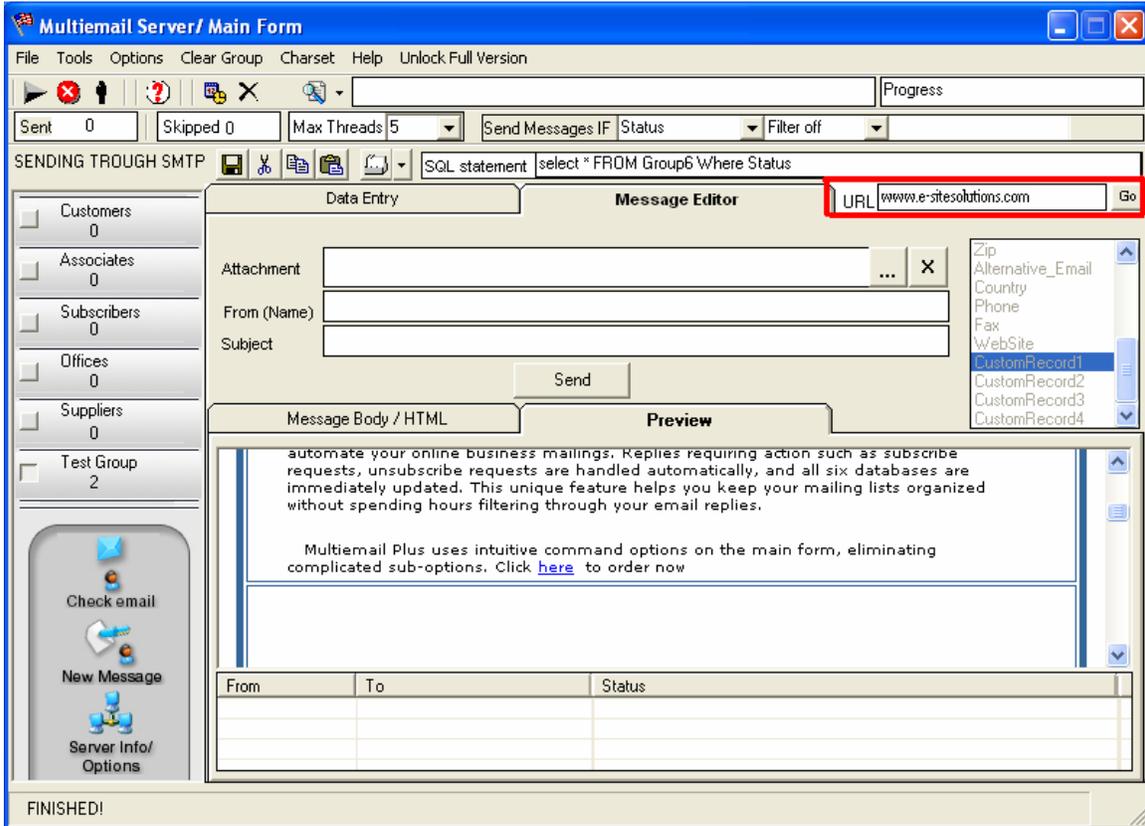
SENDING A WEB PAGE

To send a Web page in your e-mail message you must have a full URL of the page you want to send, for example: www.MultiEmail.com/Example.htm or www.99h.com.

To open a web page in the message editor form:

- Insert a URL of the page you want to send in your email message.
- Press [**Go**] to retrieve a web page from the Web.
- Press the [**Preview**] Tab to see how the message looks like.
- Press [**Send**].

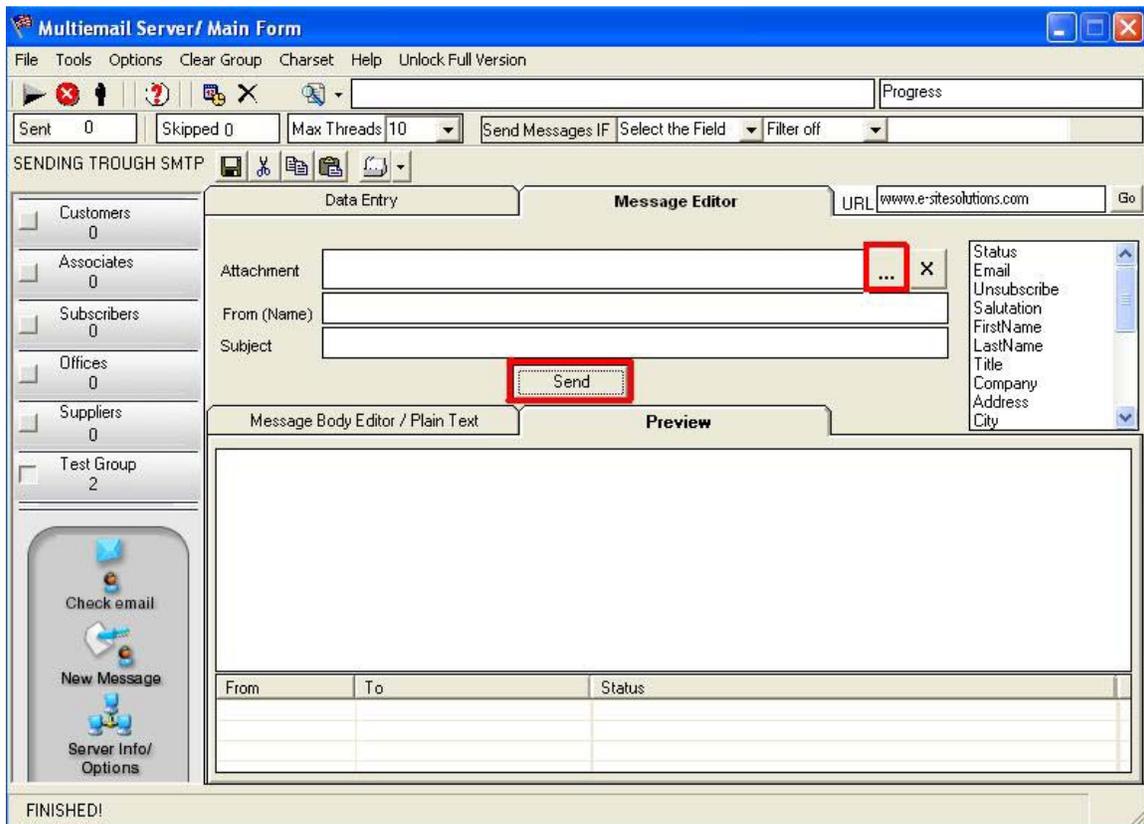
NOTE: These procedures only work if you are browsing the Web page from the internet.



Sending a message with an attachment

There are two different ways of sending emails with attachments.

- Sending the same attachment for every record in the database - In this case, every record in your database will receive the same attachment. To send an attachment, go to the Message editor. Click on **Insert/File** (Attachment) to insert more than one attachment, just press the Insert/File (Attachment) menu again.
- Sending different attachments for every record in the database - In this case, every record in your database can receive a unique attachment. To send different attachments for every record in the database, browse the file you want to send and check the box next to the attachment field. To insert more than one attachment, just press [**Browse**].



REAL TIME EMAIL VERIFYING

MultiMail uses internal SMTP server and internal DNS server to check if an email address still exists, even before the sending process is started. This feature can reduce the instance of returned mails by 80%. However, this option will slow down the sending process for about 30-40%.

These advanced features of MultiMail make it the best choice in mail servers.