

# Group Mail Free, Pro & Plus

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## Spell Checker Setup

To configure the spell checker in Group Mail simply click on the Setup Menu on the Main Screen and then click on the Spell Checker Setup menu item.

When you install Group Mail it installs the default US English dictionary. To use this dictionary you can leave the 'Select the dictionary you wish to use:' field blank. Aureate Group Mail will know that you want to use the default one then.

Several other language dictionaries are available for use. These can be Downloaded from the Group Mail Website.

To install and use these other dictionaries please refer to the readme files that are included with each of them.

Group Mail can also use the same custom dictionaries that are used in MS Word and other common word processors. To select a Custom Dictionary click on the Select button opposite the 'Select a Custom Dictionary to use' field.

To use the Spell Check press F9 or just click on the Tools Menu and then on the Spell Check Item. It is also available from the Toolbar.

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## Email Setup and Configuration

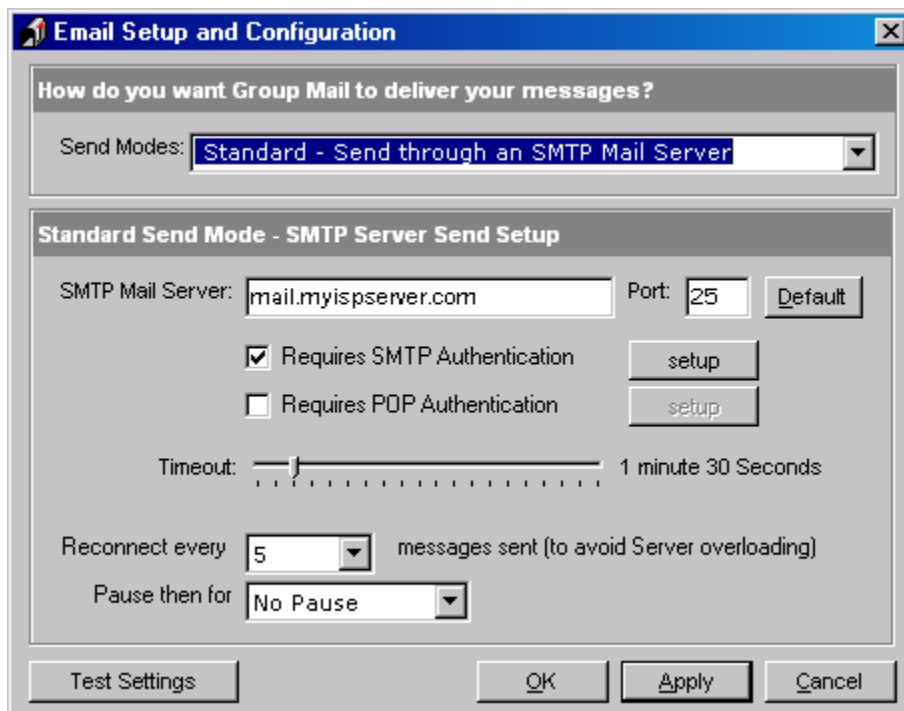
To Configure your Email settings please click on the Setup Menu on the Main Group Mail screen followed by the Email Setup menu item.

You can select which send mode to use from the Send Modes drop down list box.

In Group Mail Free there is only one send mode available to use and that is Standard - Send through an SMTP Mail Server. In Group Mail Pro there are two send modes available - Standard and Direct. In Group Mail Plus all Send Modes are available.

### Send Modes Explained:

Standard - Send through an SMTP Mail Server. All messages sent in this mode will be sent to your SMTP Mail Server (as specified) for delivery to your recipients.



The image shows a Windows-style dialog box titled "Email Setup and Configuration". It contains a section titled "How do you want Group Mail to deliver your messages?" with a dropdown menu for "Send Modes" currently set to "Standard - Send through an SMTP Mail Server". Below this is a section titled "Standard Send Mode - SMTP Server Send Setup". It includes a text field for "SMTP Mail Server" with the value "mail.myispserver.com", a "Port" field set to "25" with a "Default" button, and two checkboxes: "Requires SMTP Authentication" (checked) and "Requires POP Authentication" (unchecked), each with a "setup" button. There is a "Timeout" slider set to "1 minute 30 Seconds", a "Reconnect every" dropdown set to "5" with the text "messages sent (to avoid Server overloading)", and a "Pause then for" dropdown set to "No Pause". At the bottom are buttons for "Test Settings", "OK", "Apply", and "Cancel".

If you select to send your messages this way then you must specify the address of the SMTP Mail server that you wish to send messages through. If in doubt you should contact your Internet Service provider or Network Administrator or try checking how your existing Email Software is configured for sending email. The port setting should be equal to 25 unless you are otherwise informed. (25 is the standard TCP/IP port for sending Email through.)

Some SMTP Mail servers require you to logon on to your email account before they will

accept email from you. There are two main ways of doing this (if you do not know which applies to you then you should consult the mail service provider for more information)

- Requires SMTP Authentication  
Check this option if your Mail Service Provider requires this. Click Setup beside this option to specify your account details. Please note that Group Mail provides support for both common forms of SMTP Authentication - AUTH-LOGIN and CRAM-MD5. Unless you have been told otherwise you should use just AUTH-LOGIN. Also, if your mail provider doesn't require you to use SMTP Authentication and you have it enabled you will receive an Error Message when you attempt to send your messages.
- Requires POP3 Authentication.  
Some Mail Service Providers require you to check your email account before you send your messages. Group Mail can do this automatically for you - just select this option and then click Setup beside it. You will need to know the address of your POP3 Email Server (contact your provider if in doubt or check your existing email software for details). Also, Eudora users! - please only enter your username in the username field. This is typically the first part of your email address or your entire email address - not a mixture of email address and mail server address.

When Group Mail checks your account for you it will only ever login and then log off. It will never actually download any messages for you when doing this.

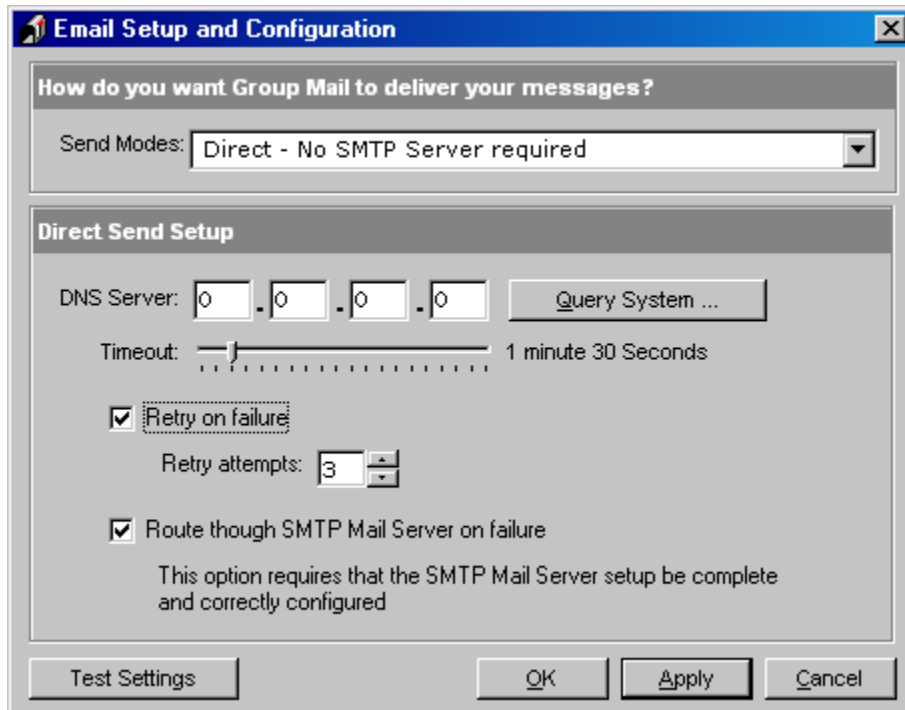
Passwords for both of these options are stored in the FB.dat file in the Group Mail folder. Please note that they are encrypted to keep them private.

Timeout - this setting determines how long the software should wait for a response from the SMTP Server. If you are on a slow connection or if you know the SMTP server that you are using to be slow then you should set a suitable time period here. Typically 30 seconds to 1 minute is more than adequate.

Reconnect Settings - some mail servers are only capable of accepting a certain amount of messages from any one sender per connection. Group Mail is able to cope with this by automatically reconnecting on the fly while delivering your messages. This avoids over loading/killing your mail server.

Pause Settings - some ISPs have strict limits on how many messages a user can send through their mail server - this setting allows you to work with these limits and avoid breaking the rules. The pause setting works in conjunction with the Reconnect setting.

Direct - Send Messages Directly to Recipients - No SMTP Server Required.



Using this option allows you to completely bypass the requirement for a mail server. Group Mail will deliver each message directly to your recipients email accounts. For this to work properly you need to specify a valid DNS server. Please note that this option is only available in the Pro and Plus versions of Group Mail.

**DNS Server:** If you choose to send your messages directly to your recipients (and thus bypassing your local mail server) you will need to specify a Domain Name Service Server address for Group Mail to use when determining how to contact each recipient. 99% of the time the software can automatically determine what the address of this server is. If it appears blank to you then it is recommended that you go online and then click on the Query System button. If this also fails to yeild a result then you will need to contact your ISP or Network Admin for the address of the DNS Server that you should be using.

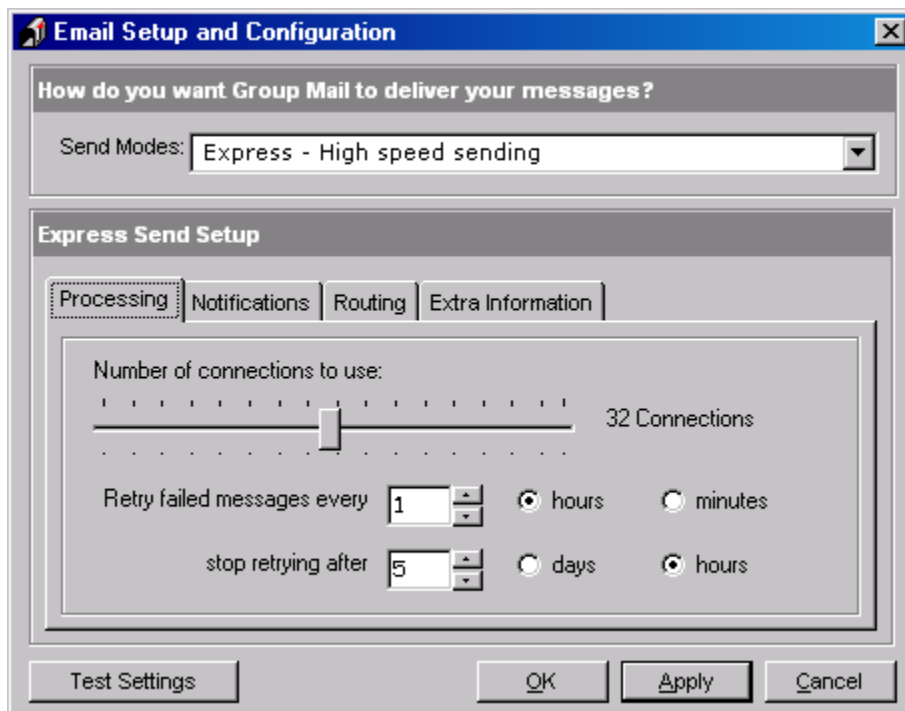
**Timeout:** This determines the amount of time Group Mail will wait for a reply from your mail server (and DNS Server if sending direct). If your connection is particularly slow then you should set this to the maximum ten minutes. Otherwise one minute thirty seconds is usually more than enough.

**Retry on Failure Setting:** If while direct sending an error is raised (either by the MX Lookup or while trying to talk with the recipients mail server) then the software can retry the whole process up to 10 times. Typically problems are intermittant here and can be caused by a number of issues including slow connections, invalid DNS details, slow

servers etc.

Route through SMTP Mail Server on Failure setting: If Group Mail is unable to deliver directly then you can configure it to automatically try to deliver such messages through your SMTP Server (You need to configure Standard Send mode above in order for this to work correctly).

Express - High speed sending



Using this option allows you to use the SMTP Express high speed message sending system (allows up to 64 messages to be sent at the same time - this means incredible sending speed is assured). With this option you can select to route your email through an existing email server - or send directly to your recipients - thus completely bypassing the requirement for a mail server. There are some settings which can be altered for SMTP Express - to gain access to them just click the Setup button beside this option. See the SMTP Express Help file for more details (available from the SMTP Express Setup screen). Please note that this option is only available in the Plus version of Group Mail. It is recommended that you review the additional documentation that comes with Group Mail Plus regarding SMTP Express. This documentation can be accessed from the Extra Information Tab.

### Test Settings:

Button located on the left hand side at the bottom of the Email Setup and Configuration Screen. Click on this to test your current settings. This can be a very quick way of checking that your settings are correct and working properly.

It is recommended that each time you make changes to your setup that you test them. Also we recommend that you try a couple of different email addresses when testing and that you wait for each of them to be delivered so that you know your settings are indeed correct.

Once you are happy that all settings are correctly please click OK. All new settings will be applied then. If you do not wish to record your latest changes then click Cancel and all will be forgotten.

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# Group Mail - Getting Started

## Configure your Email Settings

The first thing that you should do when you start Group Mail is enter your email settings. You will only need to do this once. The main details you require are your 'From Email address' and your 'SMTP Mail Server' address (if in doubt about this ask your ISP). If you are using the Pro version you can of course avoid using an SMTP Server and just send direct. For this to work properly though you will need to know the address of your Domain Name Server (DNS), again contact your ISP if in doubt.

To enter this information either fillout the Welcome Wizard or from the Main Screen click on the Setup Menu followed by Email Setup then go to Identification Setup to enter your email address etc..

## More Information

## Create a Group and Add some Recipients

Now It's time to setup some Recipient Groups. To do this click on the Group Manager Tab on the Main Screen. To create a Group just click the New button in the Group Section. Give it a name and click OK. That's your first group created and ready for recipients.

## More Information on Create Groups

Once you have setup a Group you can add Recipients. Select the Group you wish to add to first and then click the Add Recipient button.

## More Information on Adding Recipients

If you have Recipients stored in another file these can also be imported. To import them just click on the Tools menu (on the Main Screen) and then on Import.

## More Information on Importing Recipients

## Prepare a Message and Send it

Now It's time to do the fun stuff. To create a message just click on the Edit Message tab on the Main Screen.

## More Information on Editing Messages

## More Information on creating highly formatted HTML or Rich Media Messages

## More Information on Attaching Files

Once you have created your message you are now ready to send it out. To do this click on the Send button on the bottom of the Edit Message Tab (or press F5 or click the zoom envelop on the Toolbar).

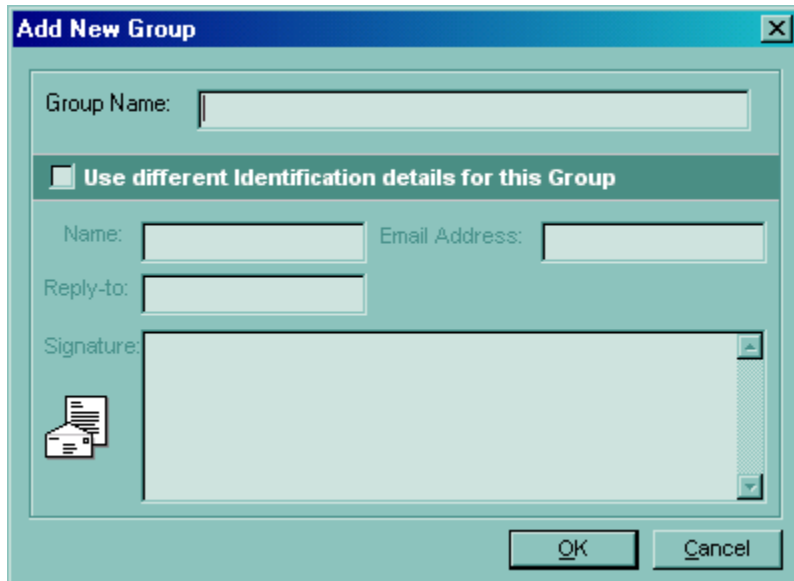
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# Creating, Modifying and Deleting Groups

## What is a Group?

A Group is essentially a list of Recipients. Within Group Mail you can setup/create 32,000 different Groups.



## Creating a Group:

To create a Group just click on the New button in the Groups section on the Group Manager Tab. The first and most important thing you should do then is give the Group a name. This name must be unique and should be composed of standard Alpha Numeric characters only.

If you like you can then specify custom Identification details for the Group, such as what Name and Email address to apply to the message header when you are sending messages to that group (as opposed to those you specified in Email Setup). This can be an incredibly useful feature if you run both business and personal mailing lists.

To enter Custom (different) Identification details make sure that you select and check the 'Use different Identification details for this Group' check box. If you then clear this check box any custom details you specified will not be applied to future mailings.

## Modifying a Group:

Modifying a Group is essentially the same as creating one. To do so just click the Modify button in the Groups section on the Group Manager Tab.

## Deleting a Group:

To delete a Group you should click on the Delete button in the Groups section on the

Group Manager Tab. You will then be prompted to confirm the deletion. All deleted groups will be placed in your system Recycle Bin. If you restore a group from their at a later stage you should restart Group Mail if it is already running.

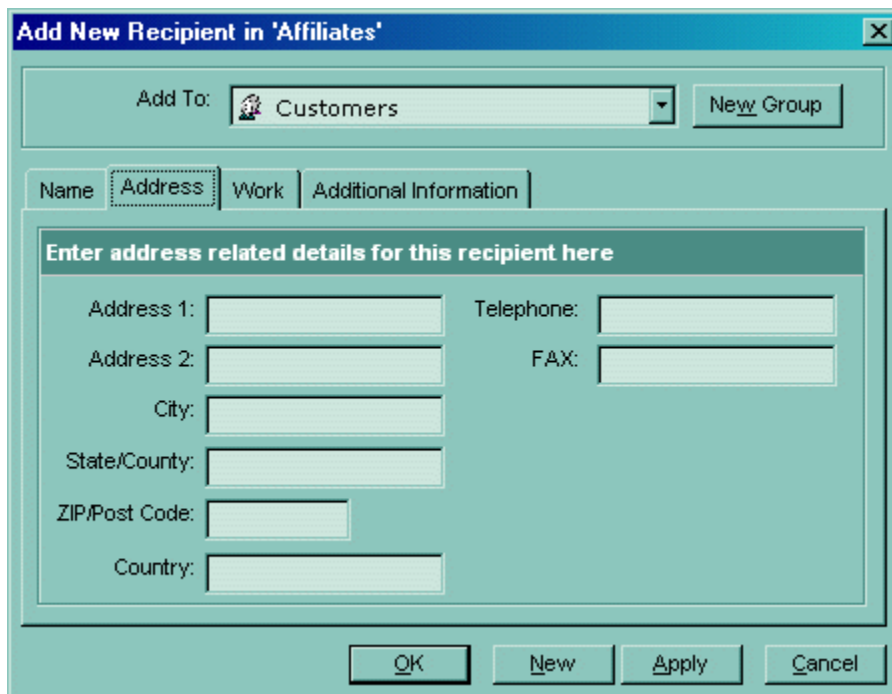
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## Adding, Browsing, Modifying and Removing Recipients

### Adding Recipients

Once you have Created a Group you can proceed with adding Recipients.

To Add a Recipient to a Group you must first select the Group on the Group Manager Tab. Then click on the Add Recipient button found at the bottom of the Groups list. This will bring up the Add Recipient dialog. The only mandatory fields that you must fill in on this screen is the Email Address. The other fields are not required but may come in useful if you wish to Send Personalized Messages later.



The screenshot shows a dialog box titled "Add New Recipient in 'Affiliates'". At the top, there is a section labeled "Add To:" with a dropdown menu showing "Customers" and a "New Group" button. Below this is a tabbed interface with four tabs: "Name", "Address", "Work", and "Additional Information". The "Address" tab is currently selected. Inside the "Address" tab, there is a heading "Enter address related details for this recipient here". Below this heading are several input fields: "Address 1:", "Address 2:", "City:", "State/County:", "ZIP/Post Code:", "Country:", "Telephone:", and "FAX:". At the bottom of the dialog box, there are four buttons: "OK", "New", "Apply", and "Cancel".

Please note that you cannot add Duplicate Email Addresses to a Group.

### Browsing Recipients

To browse/view a group you need to select it on the Group Manager Tab, then click on the Browse or View Recipients button. You will then be presented with a screen like the following one:

**Group Manager - View & Maintain Recipients**

Group

Current Group: Staff New Group

**9 Recipients**

Title	First Name	Initial	Last Name	Email Address
Mr	Joe		Bloggs	bloggs@infacta.com
	Seamus		Connolly	connolly@infacta.com
	Triona		O'Dowd	odowd@infacta.com
	Sean		O'Dowd	sodowd@infacta.com
	John		Dolan	dolan@infacta.com
	Pizza		Flynn	flynn@infacta.com
	Fergus		O'Brien	obrien@infacta.com
	Peter		Jess	jess@infacta.com
Mr	Jonathan		Hill	infacta@eircom.net

Add Modify Delete Copy Move Search Print

This Group contains 9 Recipients View Setup Close

Please note that it is possible to change what fields are shown on this screen - just click on the View Setup button on the bottom right hand side.

### Modifying a Recipient

To Modify a Recipient you must first be browsing or viewing the target group. Locate and select the Recipient then click on the Modify button. A similar screen to the Add Recipient dialog will be presented. You can change any details on this screen including the Email Address.

The dialog box is titled "Modify Recipient in 'Staff'". It features a checkbox at the top labeled "Modify this recipient in all other Groups found". Below this is a tabbed interface with four tabs: "Name", "Address", "Work", and "Additional Information". The "Name" tab is active, displaying a section titled "Enter the name and email address of this recipient here". This section contains the following fields: "Title:" with a dropdown arrow, "First Name:" with the text "Sean", "Initial:" with an empty field, "Last Name:" with the text "O'Dowd", and "Email:" with the text "sodowd@infacta.com". A "Check/Verify" button is located to the right of the email field. At the bottom of the dialog are four buttons: "OK", "New", "Apply", and "Cancel".

### Deleting a Recipient

To Delete a Recipient follow the same initial steps as you would for Modifying except click on the Delete button. Please note that once you confirm the deletion there is no Undo capability - Deletion is final.

The dialog box is titled "Delete or Exclude recipients?". It contains two radio button options: "Delete these recipients?" (which is selected) and "Exclude these recipients from future mailings?". Below these options is a checkbox labeled "Apply to all Groups". On the right side of the dialog are two buttons: "OK" and "Cancel".

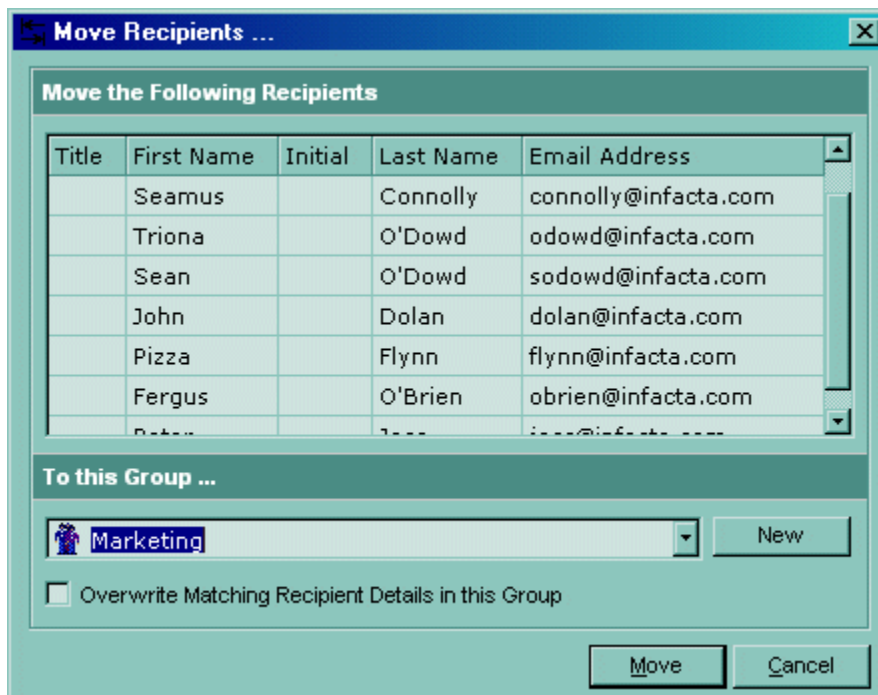
If you do not wish to delete the selected recipient(s) you can choose to Exclude them. Deletions and Exclusions can be applied to all groups as well.

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## Copying and Moving Recipients

Simply select the Recipients that you wish to copy/move on the Browse or Search Screen and click on either the Copy or Move button.

Once you have selected the Recipients that you would like to Copy or Move you need to select the group that you would like to Copy/Move them to (See 'To This Group section on the Move/Copy screen'). You can deselect somebody by clearing the check box opposite their details.



Title	First Name	Initial	Last Name	Email Address
	Seamus		Connolly	connolly@infacta.com
	Triona		O'Dowd	odowd@infacta.com
	Sean		O'Dowd	sodowd@infacta.com
	John		Dolan	dolan@infacta.com
	Pizza		Flynn	flynn@infacta.com
	Fergus		O'Brien	obrien@infacta.com
	Patricia		James	james@infacta.com

To this Group ...

Marketing New

☐ Overwrite Matching Recipient Details in this Group

Move Cancel

While you're Copying/Moving Recipients you will be prompted if an existing instance of a recipient exists in the destination group. To avoid being prompted for action you can select that all existing matches be overwritten with the new information. To do this check the 'Overwrite Matching Recipient Details in this Group' option (See 'To This Group section on the Move/Copy screen') .

**Please note that if you select to Move the Recipients they will be deleted from the host group.**

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## Searching Groups for Recipients

To Search a Group for Recipients just click on the Search button towards the bottom of the Recipients section on the Group Manager Tab (Please note that you must have a group selected before you can do a search).

**Search Groups**

Search: Staff

Show all members where ....

Email Address · Ends with · .com

**Search Now**

**Search returned 8 recipients**

Search Field	Title	First Name	Initial	Last Name	Email Add
connolly@infacta.com		Seamus		Connolly	connolly@
odowd@infacta.com		Triona		O'Dowd	odowd@in
sodowd@infacta.com		Sean		O'Dowd	sodowd@i
dolan@infacta.com		John		Dolan	dolan@inf
flynn@infacta.com		Pizza		Flynn	flynn@inf
obrien@infacta.com		Fergus		O'Brien	obrien@in

Select All Copy Move Modify Delete Export Print Close

### Select a Group to Search

Means exactly what it says. Using this Dropdown you can select any groups you have created in Group Mail. The last item of the group allows you to select all groups.

### Specify Search Criteria

In this section you can specify how you wish to search for a Recipient. The first Dropdown list contains all the Fields that you can base your search on. Select which ever one is appropriate. The second Dropdown contains options which relate to the way that the chosen field will be searched. Finally you should specify the data you wish to use in the Search in the edit area.

If you wanted to search for all email addresses that ended with '.com' you would select the following:

Dropdown list 1: Email Address

Dropdown list 2: Ends With

Edit Area: .com

Then just click the Search Now button.

## Results

This section lists the Recipients that matched your Search Criteria.

- **Select All**

Click this button to select all the recipients in the result list. This can be helpful if you wish to Copy, Move or Delete all the Recipients found.

- **Copy / Move**

Copy or Move any selected Recipients to another Group.

- **Modify / Delete**

Using these buttons you can Modify or Remove any of the Recipients in the Search Results list.

- **Export**

Save the Search Results to a file. [Click here for more information regarding Exporting.](#)

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# Importing and Exporting Recipients

To Import or Export a Group click on the Tools Menu on the Main screen or see the Groups Section on the Group Manager Tab.

## Importing to a Group:

### Input Selection:

The first stage of the wizard lets you choose where the data should be imported from. If It's from a file click on the Select button and locate the file that way. Otherwise, if the data is on the clipboard you should enabled the 'Import recipient data from the Windows clipboard option', please note however that the data must have been copied to the clipboard as ordinary text and it must be on the clipboard before you click the Next Button.

Press Next to move on

### Import Options:

Once you have selected the data that you wish to import Group Mail will try and select the best options for importing it. You will need to double check that it has indeed selected the correct options.

If you are happy that the correct options have been selected (such as delimiter, field count and name setup) then you can click next.

If you do not know how the data is formatted then you can select the Other File / Data formats option. Please note however that the Importer will only extract the Email Addresses if you enable this option.

Please note that there is also an option on this screen which allows you to turn off Duplicate Checking. You should only enable this option if you know that your Source Data is indeed unique. It is recommended that you do not use this option.

Press the next button to proceed

Import Field Match Up: (This only appears if you have selected the Delimited Import option).

The importer will try to locate the email address field and select it for you. All other fields will have sample data attached to them. Just click the Drop Down arrows that appear beside each field. The complete list is scrollable and so is the entire Field Setup display.

If you do not wish to import certain information then just select the (blank) option for that particular field.

\*\*\* TIP: To aid importing you might consider adding the field names to your data file before importing. You would add these on the first row of the data that you wish to import - then at this stage in the import process each field name will show as the sample data for each field.

Click Next to Proceed or use the Previous button to make changes to the way that Group Mail should expect the file to be layed out.

### Import Filters:

You can setup Filters which determine what data is imported. Use the Add button to create a new Filter or use Modify to change an existing one. You can save a list of common filters and then reopen it again when you need by using the Open and Save buttons.

Remember that you can create as many filters as you wish.

It is important that you note the order of your Filters. If you wish to Remove all addresses that end with .com and then you wish to only accept addresses that have each field filled out correctly you should make sure that the .com filter is first. This can save a considerable amount of time when you are Importing.

### Exporting a Group:

To Export a group all you have to do is Select the Group you wish to Export, then select the file that you would like to export the Recipient information to. You can then decide how you wish to delimited the data which your Exporting and wether or not you want to include the Field names.

In the 'Which Group Fields do you want to Export' Section you can decide what order and which fields to export. Use the updown arrow to determine the order and check which fields you'd like to include in the Export. You can also sort the data on any field you like before Exporting it.

In the 'Select which Recipients you wish to Filter' section you can determine which recipients you wish to Export. For help on creating Filters see above (Import Filters).

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## Excluding and Blocking Recipients

Open the Exclusion list by clicking on the Tools menu followed by the Exclusion List item on the Main Screen.

Any recipients on this list will not receive messages which are sent to the specified Group you have chosen to Exclude them from. When you do a mailing you can see each recipient that is blocked in the Exclusion Log.

Use the Add button to add new recipients manually to the list.

To Import and Export to and from the list see here.

If you wish to block recipients temporarily you can use the Advanced Exclusion option on the prepare to send screen or by creating send filters. Click here for more information on using these techniques.

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## Importing and Exporting the Exclusion List

To Import or Export the Exclusion list you need to activate the [Exclusion List Utility](#). Do this by clicking on the Tools menu followed by the Exclusion List item on the [Main Screen](#).

### **Importing:**

Importing to the Exclusion list is much simpler than Importing to a Group. For instance the import file can be any format. The only data that is imported is the Email Address.

You can also decide if the data you are Importing is only to be used to exclude recipients from one list or all lists. Just select which setting you prefer on the Group Drop down. Filters may also be used to determine which email addresses are imported. You can configure as many filters as you wish based on the Email Address Field only.

### **Exporting:**

This is the very same as [Exporting any other Group](#) except that the only fields that you can export are the Email Address and the Group (that the recipient is excluded from).

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## Editing, Spell Checking and Printing Messages

### Editing Messages:

To create a new message click on the File Menu followed by the New menu item (On the Main Screen). This will create a new blank message for you. Messages in Group Mail can be text only. Group Mail Doesn't support images or formatted text directly. If you wish to use formatted message please see the section on how to incorporate HTML Messages.

To save a message follow the same steps as you would for creating a new one except this time select the Save option. All information contained in the message including Attachments, HTML Message details etc. will be stored to a file of your choice which you can then open at a later stage.

To Print a message click on the Print menu item on the File menu.

### Spell Checking:

To Spell check a message just click the F9 button on click on the Spell Check menu item under tools. To configure the spell check see the Spell checker options menu on the Main Setup menu.

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## Creating and Sending HTML / Rich Media Messages

If you wish to send a formatted (HTML) message then you need to prepare the message in a HTML Editor and save it to a file. To actually send it you must then select this file from the Insert / HTML Message file menu on the Main Screen or by entering the filename in the Optional HTML Message field also on the same screen just below the Main Edit Area.

If you have Internet Explorer 5 on your system you should consider using the new GroupHTML plugin which you can download from <http://www.infacta.com>

You can also send a standard text message along with the HTML Message.

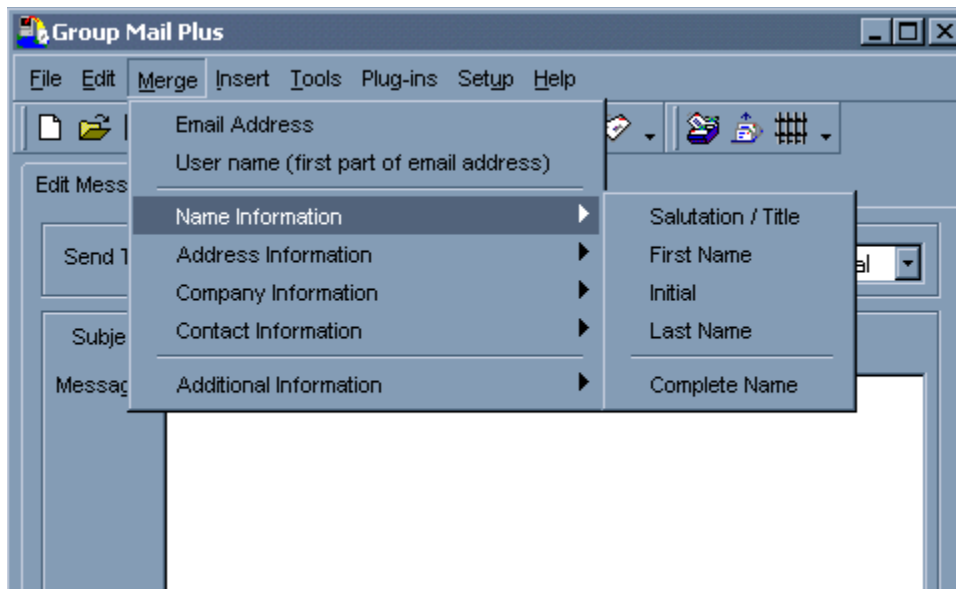
### Special Considerations:

- In order to support older email client software (which don't support HTML Messages) you should also include a Text Message (a plain version of the HTML message without formatting would be recommended). Another way to deal with these people would be to send the HTML Message as a typical file attachment. They can then view the attached file in their web browser.
- The Message file can contain Merge fields just like the text message.
- If you are using images in your HTML message you should consider placing them on a web server and then link them into your message using their URL. This makes a significant change to your message size and helps speed up the email send process considerably. Also, you will not be sending unnecessary information to the people who are not using HTML Message compliant email software. If you do not elect to do this don't worry - Group Mail will encode them as inline images and include them with the message.

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## Merging Recipient Information

When you are editing a message you can also embed personal details for each recipient in your target Group. To do this click on the Merge menu on the Main Group Mail screen. Every field that is available when you are adding a recipient is also available on this menu. Just click the field menu item you would like to embed in the message and it will appear in the message in wrapped with the following characters: %\* and \*% - please do not edit these manually or they may not function correctly when it comes to sending. You can also embed personal information in the subject line. To do this click on the Subject area first (on the [Main Screen](#)) then click on the merge menu and select the field you would like to embed (it will appear in black only however).



If you include a [HTML Message](#) it can also host merge fields. However you have to enter them into your message manually. We suggest that you copy them from the Group Mail Message Edit area and paste them into your HTML Message.

### Please note the following:

- If you enter a field in the message and the corresponding Recipient field is blank then nothing will show in that field when the message arrives with your Recipient.

In other words, If you embed the First Name field in the message but some of your recipients don't have First Name Information stored in their entries in the Target Group then nothing will show for each instance of that field name. e.g. "Hi %\*FIRST NAME\*%," for each recipient that doesn't have a First Name entered in the Target Group they will just receive "Hi," when they get their message from you.

You can stop people receiving messages if they don't have all the required fields filled out in the Group by setting up [Send Filters](#).

- You cannot send in Bulk Mode if you use Merge Fields.

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## Managing Messages

Everytime you send a message successfully it will be stored on the Message history tab on the Main Screen. You can open these messages again for editing and remailing simply by double clicking on them or by clicking the Open button.



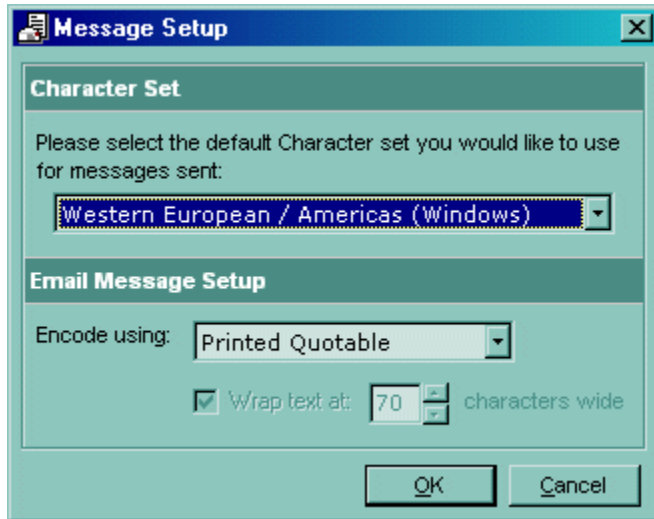
Use the delete button to remove a message from the history list and place it in your recycle bin.

If you wish to delete all messages then simply close Group Mail down, then go to the Sent Messages Folder found under the Group Mail Folder and delete it.

[Return to the Main Index](#)

## Message Presentation Options

To configure how your messages are prepared before sending you need to click on the Message Setup menu which is on the Main Setup menu.



- **Character Set**  
The full range of ISO 8859 Character sets (and some KO18 ones) are available for those who wish to send messages that contain extended characters. The default one to use is Western European / Americas ISO-8859-1. If you do not live in this region then you should choose the character set that suits your needs best. (they all have fairly descriptive names).
- **Message Encoding**

If you are sure that your Email Message contains standard 7bit ASCII then you can select no (none) encoding here. Otherwise you should select either Printed Quotable or Base64 - both of these formats will ensure that your data is converted to 7bit ASCII which will allow safe transmission across the Internet.

It is important to note that if your message contains 8bit characters and you select no encoding - Group Mail will automatically encode the message as an 8bit ASCII Message. Some mail systems may refuse to accept such messages - or they may only accept some of it.

- **Word Wrap**  
Use this option to specify how wide each line of text should appear in the recipients email reader. Most new email readers don't require this option but older ones do. Please note than when a message is sent which has been wrapped it can look like a mess if the email readers window is too narrow. For best results you should set the wrapping option at 70 characters.

It is recommended that you test/preview your messages if you are using Wrapping to make sure that they look OK. To do a test / preview send use the Test send button on the Prepare to Send screen.

### Identification Settings:

To configure how what details are sent with your message you will need to enter them on the Default User Identification Details screen which is available on the Main Setup menu.

- Name: Enter the name you wish to appear in header of the message being sent.
- From Address and Reply To address: Enter the addresses you wish to appear in the From Field and Reply-to fields of your messages.
- Signature: Enter a brief message here that you want to be appended to each outgoing message.

Please note that each recipient group can have their own custom details. If you specify different details for a group these default ones will be ignored.

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## Sending Messages - Preparation

Once you have prepared your message It's time to Send it. Before you send it out to your Recipients though a host of options are available which will let you decide how the message is to be delivered and to whom. There is also a Test/Preview option which let's you see exactly what the recipient will receive.

**Prepare to Send to Newsletter**

Partial Sending | Advanced Exclusion / Recovery

General | Email & Identification Details | Custom Attachments | Filters

Group Details:

To Group: Newsletter

Size: 40151 recipients

Sending Method:

☒ Personal Send Mode - (Personalize each message)

☐ Bulk Send Mode - (Use BCC for faster NON personal sending)

To: Newsletter (appears in the To Field)

Send 100 messages at a time

☒ Request Read Receipt

Send Test Cancel

### General Tab:

#### Group Details:

This just reminds you of the group that you choose to mail to and It's size. You can select a different group here if you wish - please note however that any of the options you may have set on the prepare to send screen will be reset.

#### Sending Method:

You should choose the Personal Send option if you wish for each recipient to receive a message with their own email address in the 'To' field. Personal Send differs from Bulk Send in that it forces Group Mail to send individual messages to each Recipient. Also if you have embeded merge fields in the data then this is the only option available as you must send a unique message for each individual recipient. Please note that this option is slower than the Bulk option but the end result is often much more professional (because you have addressed each recipient individually).

If you choose the Bulk Send your message will be sent considerably quicker but the 'To' field of the message will contain the text string that you choose (default is the Group Name) and your 'Reply To' email address. Please note that Bulk Send Mode is not available in Group Mail Free - and that it cannot be used if you are sending

personalized messages or using the Direct Send Email Setting.

#### Request Read Receipt:

If you set this option most email clients will send back a notice to you stating when your message was read by your recipients. Please note that not all email packages support this - and of those that do some give users the option of not sending the reply

#### Server & Identification Details:

If you wish to make any quick changes to either the server setup or the identification details (including custom ones) then you can do so here. Please note however that changes made here are not recorded and are just used for that one sending session.

#### Custom Attachments

Please click here for more details regarding [Custom Attachments](#)

#### Filters:

Choose a Date Based Filter:

If you add recipients to your Groups on a regular basis then you can use these filters to do quick selective mailings e.g. you could send the same message to the group every week and have it only be sent to those recipients that were added since the start of the week.

Choose the Filters you wish to use:

You can enter any number of filters here which can be used to filter out recipients (to Ignore or Send to) based on any field in the Recipient record. For example if you were using Merge fields and you only wanted to send messages to Recipients that had a valid First Name then you could create a Filter which would IGNORE where 'First Name' Equals "

#### Partial Sending:

If you need to step through the mailing of a group then you can use this option to select which part of the Group you would like to send mail to. It can also be a very fast way to recover from a failed mailing if you know the exact point of where the mailing ended.

#### Advanced Exclusion / Recovery:

If you have a temporary list of Recipients stored in a file that you do not wish to send the message to then you can enter the path of it here. This message could be a previous list of Recipients that received the message in an earlier attempt. [Click here](#) for information on how to obtain this list or [click here](#) for details on Restarting an incomplete mailing.

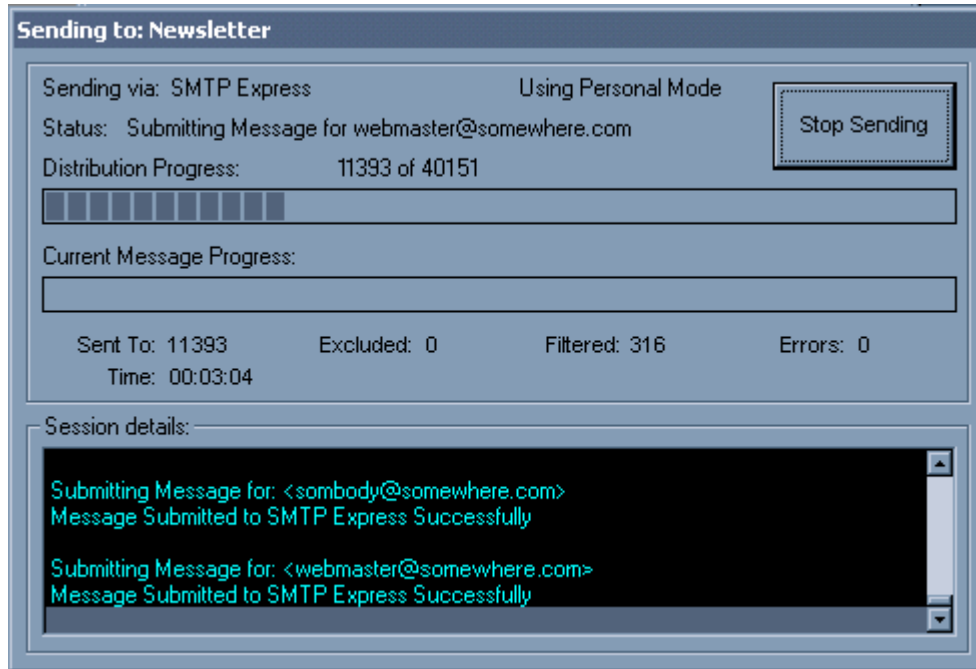
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## Sending a Message

When Group mail is sending a message you can tell at all times what is going on. The screen below shows feedback from a typical send session.



**Status:** This shows what Group Mail is actually doing at that time.

**Recipient Distribution Progress:** This shows the progress of the complete job.

**Message Delivery Progress:** This shows the progress of the current message that is being sent out. If you're mailing in personal mode then this resets for each recipient. In bulk mode it resets after every split or reconnection.

**Sent To:** Shows the exact number of recipients that have received the message at that point in time.

**Excluded:** Shows the number of recipients who have been found to have entries on the Exclusion List or the Block file

**Filtered:** Show the number of recipients that have been excluded from the mailing by send filters that you setup while Preparing to Send the Message.

**Errors:** Shows the number of errors which have occurred so far. This includes errors generated by invalid recipients etc.

**Time:** Total Time take so far.

**Session Details:** This is a log of all the information that has been sent to and received from the Mail Server.

Please note that all this information is logged and can be retrieved at the end of the

[mailing.](#)

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## Error Messages & Logging

When you have finished sending your message the Send results window will appear.

The most important feature of this are the logs that are available. You can see exactly who received the message, what errors occurred, which recipients were not mailed (and why - Errors, or because of Filters).

Use the drop down list to select which log you would like to view. Also you should save any logs that you wish to keep. Use the Save As button to do this. Group Mail will reset these logs for each mailing.

The most important log is the Sent Log. If for some reason your connection got terminated or your PC got powered down before you completed the mailing (if this happen go to the Group Mail\Logs directory and retrieve the file there before restarting Group Mail, it will be called Sent.log) then you can use this file as a block file when you go to send the message again. This will help you avoid resending the same message over and over again to the same recipients. For more information on this please [see here](#).

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## Restarting an incomplete mailing

If the worst should happen and you need to restart a mailing then you need to retrieve the log of the previously mailed recipients. To do this open Explorer and go to the Group Maillogs directory. In this directory you will find a file called sent.log. Please note that this file only contains details of your last mailing. You should copy this to another location and then select it on the Advanced Exclusion / Recovery tab on the Prepare to Send Screen (See below).

**Prepare to Send to Newsletter**

Partial Sending | **Advanced Exclusion / Recovery**

General | Email & Identification Details | Custom Attachments | Filters

Group Details:

To Group: Newsletter

Size: 40151 recipients

Sending Method:

☒ Personal Send Mode - (Personalize each message)

☐ Bulk Send Mode - (Use BCC for faster NON personal sending)

To: Newsletter (appears in the To Field)

Send 100 messages at a time

☒ Request Read Receipt

Send Test Cancel

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## How to Purchase Group Mail Pro or Plus

Purchase Group Mail Pro now for \$49.95 and receive .....

- The Bulk Sending Option (for faster sending) will be enabled,
- No Send Size limitations.
- Direct Send is enabled - no need for an SMTP Server.
- Free Product Updates and Fixes with Release Notification.
- Full Free Priority Expert technical support.

Purchase Group Mail Plus now for \$149.95 and receive .....

- Everything in Group Mail Pro - and then some.
- SMTP Express sending - increases the throughput of Group Mail Pro by at least a factor of 10. SMTP Express adds background sending, queuing, fire and forget delivery and much much more to Group Mail.

If you require further information on either of these versions please check out the <http://www.infacta.com/purchase.html>

Upgrade and multiuser pricing is available on request.

### HOW TO ORDER

#### Using Credit Card

For your convenience, you may order by credit card in any of the following ways:

##### 1. Online:

You can order over the World Wide Web using a secured form. All information sent this way is encrypted for your protection. This is the fastest way to order.

To use our Secure Order page click here: <http://www.infacta.com/purchase.html>

##### 2. Telephone:

1-877-REGSOFT (1-877-734-7638)

International : +1-770-319-2718

When ordering by phone, please state either of these product IDs:

Group Mail Pro: 34362

Group Mail Plus: 34604

### 3. FAX:

US Customers: 1-800-886-6030

International Customers: +1-208-279-3837

UK Customers: (0870) 132-2485

When ordering by FAX, please fill out and use this order form

### 4. Postal Mail:

RegSoft.com Inc.

PMB 201

10820 Abbotts Bridge Rd.

Suite 220

Duluth, GA 30097

USA

When ordering by mail or fax, please provide the information requested in this order form.

### By Check or Money Order:

You may also order by check or money order. Please fill out the following form and send it with your check or money order (in U.S. Dollars only) to:

RegSoft.com Inc.

PMB 201

10820 Abbotts Bridge Rd.

Suite 220

Duluth, GA 30097

USA

Made payable to RegSoft.com Inc.

**Please make sure to include your email address in order for us to be able to fulfill the order.**

All purchases are processed and fulfilled by RegSoft.com Inc. - <http://www.regsoft.com>

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## Trouble Shooting & Technical Support

The fastest and most precise way to contact Technical Support is from within the Product. Click on the Help Menu and then click on the Technical Support item. This will startup a small utility which will allow you to the send the information we may require in order to be able to help you.

The infacta website contains information on the latest versions available and an FAQ which you should also check out.

If you would like to contact Technical Support by more conventional means then please send email to [support@infacta.com](mailto:support@infacta.com). Please make sure to include your product serial number (if you have one), order number, a description of the problem and also a detailed description of your system.

Email: [support@infacta.com](mailto:support@infacta.com)

Web: <http://www.infacta.com>

**Please note that Group Mail Pro and Plus customers are treated with higher priority that those users using Group Mail Free and that we do not provide technical support via telephone at this time.**

If you would like to contact infacta ltd. on another matter then please [click here](#).

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## Contacting infacta

- **infacta ltd.**

Ballyrankin,  
Bunclody,  
Co. Wexford,  
Ireland

Voice: +353 54 75010 (Please note that this is not a technical support number)

Fax: +353 54 75010 (Please note that this is not a technical support number)

Web: <http://www.infacta.com>

Email: [info@infacta.com](mailto:info@infacta.com)

- **Marketing and Sales**

Jonathan Hill  
[hill@infacta.com](mailto:hill@infacta.com)

- **Technical Information**

Seamus Connolly  
[connolly@infacta.com](mailto:connolly@infacta.com)

- **Technical Support**

See: [Contacting Technical Support](#)

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# Product License and Disclaimer

## END-USER LICENSE AGREEMENT FOR "Group Mail v3.X"

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6. DO NOT SEND UNSOLICITED EMAIL. Be aware that you are solely responsible for the messages you send. In many cases, sending unsolicited email is in violation of the law, and you will be solely accountable and liable for damages and violations.

We reserve the right to refuse technical support and/or other services if you:

1. send unsolicited email; or
2. you hijack a mail server relay; or
3. distribute illegal information or materials; or
4. forge header information; or
5. put false or misleading information in the subject; or
6. fail to provide a means for unsubscribing from your lists

Should you have any questions concerning this Agreement, please contact [infacta Ltd.](#)

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## Attaching Files

With Group Mail you can attach any number of files to a message. All files will be encoded as MIME Base 64 files where appropriate (This is the Industry Standard for Binary File Attachments).

In order for your recipients to be able to view these files they must have a MIME compliant Email Client (the majority are). Otherwise they will need to avail of a MIME Decoder, of which there are a number of Freeware ones available.

It is recommended that you compress any files you send using a PKZip compatible tool before attaching them. This will make sending them a lot faster and your Recipients will be a lot happier to download smaller files.

On the Main Screen:



The attachment controls are positioned towards the bottom of the Edit Message Tab. They are also available from the Insert Menu.

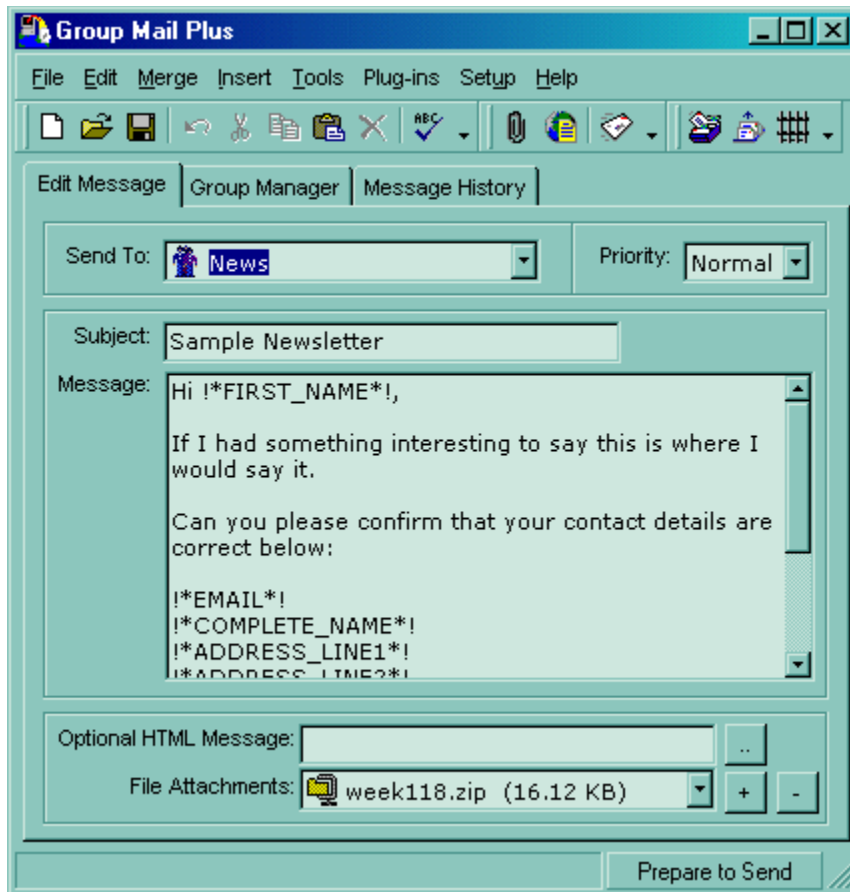
To add attachments just click on the Plus button. To Remove attachments please select them from the Drop Down list and then click on the Minus button.

If you would like to send custom attachments for each recipient in your Group please [click here for more information](#).

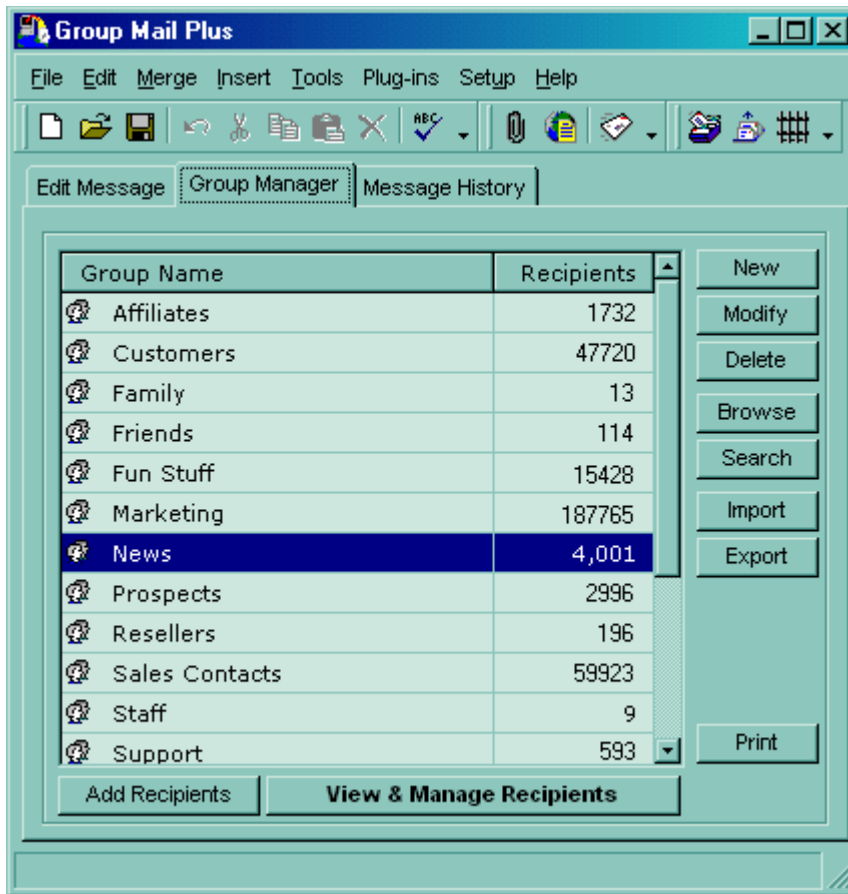
For information on how to send Inline encoded HTML files please [click here](#).

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## Preview: Main Screen



## Preview: Group Manager Tab



## Group Mail Order Form

Group Mail Pro - \$49.95  
Product ID: 34362  
Program Name: Group Mail Pro  
Operating System: Windows 9x / ME / NT / 2000

Group Mail Plus - \$149.95  
Product ID: 34604  
Program Name: Group Mail Plus  
Operating System: Windows 9x / ME / NT / 2000

Upgrade and multiuser pricing is available on request.

Please be sure your email address is correct! This is how you will receive your registration confirmation.

**Which Product do you wish to order (Name or ID):**

### Billing Information

**Email Address:**

**Name** (as it appears on credit card):

**Company Name:**(optional)

**Address** (Exactly as it appears on your statement):

**Address (cont):**

**City:**

**State/Province:**

**Country:**

**Postal Code:**

**Phone Number:**

**CC Type:**

**Number:**

**Card Expiration Date:**

**Quantity:**

**This item is also available on CD-Rom for an additional \$14.95. Tick below:**

No, I do not wish to add the CD-Rom to my purchase

Yes, I wish to add 1 CD-Rom to my purchase

Yes, I wish to add 1 CD-Rom per QTY ordered to my purchase



**Sign here to indicate that you agree with the above information and that you authorize RegSoft.com Inc. to bill your Credit Card for the amount stated as Total Price**

{button Print,Print()}

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## Group Mail Order Form (By Check)

Group Mail Pro - \$49.95  
Product ID: 34362  
Program Name: Group Mail Pro  
Operating System: Windows 9x / NT / 2000 / ME

Group Mail Plus - \$149.95  
Product ID: 34604  
Program Name: Group Mail Plus  
Operating System: Windows 9x / NT / 2000 / ME

Upgrade and multiuser pricing is available on request.

Please be sure your email address is correct! This is how you will receive your registration confirmation.

**Which Product do you wish to order (Name or ID):**

### Billing Information

**Email Address:**

**Name:**

**Company Name:**(optional)

**Address:**

**Address (cont):**

**City:**

**State/Province:**

**Country:**

**Postal Code:**

**Phone Number:**

**Quantity:**

**This item is also available on CD-Rom for an additional \$14.95. Tick below:**

No, I do not wish to add the CD-Rom to my purchase

Yes, I wish to add 1 CD-Rom to my purchase

Yes, I wish to add 1 CD-Rom per QTY ordered to my purchase

**Please make checks payable to RegSoft.com Inc. Payment must be in the form of a Check or Money order payable in US Dollars.**

{button Print,Print()}



## Custom File Attachments

With Group Mail you each recipient can have up to 4 unique files linked to them. These files can then be sent as custom attachments just for those recipients that have such files related to them.

To specify a custom attachment for a recipient you should enter the file name with the full path into any one of the additional fields (4) available (in that recipients listing in the Group). To do this manually just select the recipient from the Group Setup tab and click Modify - then double click in any of the additional fields (at the bottom of the Recipient Information window) and select the file that you wish to attach/specify as custom.

Please note that this information can also be imported when you are also importing recipients. Another important note is the fact that the file name (and path) can only be 50 characters long at maximum. Custom file attachments are also disregarded if you select to send in Bulk Mode.

Each of the additional fields can be used for this purpose.

When you go to do your mailing you will see a Custom File Attachment tab on the Prepare to Send Screen. On this tab you can if you wish to include custom attachments. If you select to do so then you can choose which Additional Fields you wish to use.

Custom file attachments can also be used in conjunction with regular [attachments](#).

It is recommended that you compress any files you send using a PKZip compatible tool before attaching them. This will make sending them a lot faster and your Recipients will be a lot happier to download smaller files.

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# Glossary



## D

DNS

## S

SMTP

## **DNS**

Domain Name Server - used to convert domain names to IP addresses or vice versa.

**SMTP**

SMTP - Email Server - basically this is the server typically hosted by your Internet Service Provider that handles all of the email messages that you wish to send.





