



PIMEX MailExpress User Manual

Includes Installation, setup and usage instructions.



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PIMEX Group, LLC

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Introduction

About PIMEX MailExpress

PIMEX MailExpress is a bulk mail program that gives you a powerful and efficient way to reach your customers and contacts via e-mail. It's perfect for individuals or businesses intending to send out newsletters, announcements, business notices and other essential information. All that's needed is a text (flat ASCII) file containing a list of email addresses.

This utility is Freeware. It was designed for Windows 95/98/ME/NT/2000/XP/Vista, and requires a SMTP Server (hosted by most Internet Service Providers, or ISPs). Each message can be personalized, so all addressees will receive letters intended for them only. And best of all, the contact list can be created by PIMEX from any address book or distribution list simply with a couple of mouse clicks!

Note: PIMEX MailExpress will not work with AOL or web-based (Yahoo, Hotmail, etc.) e-mail accounts. However, it will work with Google Mail (Gmail) if you enable POP3 option in your Gmail account.

What's New

As of 6/02/2008 PIMEX MailExpress has been enhanced to provide you with the following features:

- Windows Vista support
- SSL Connection support
- BCC Method for sending emails
- “Send Selected” option to send to selected recipients
- Send up to 20,000 messages at a time (*Advanced Edition only*)
- Backup and Restore program workspace (connection settings, e-mail list, message) (*Advanced Edition only*)
- Send an unlimited number of file attachments (*Advanced Edition only*)

How it Works

MailExpress streamlines the process of merging text content with lists of email recipients and allows you to control when and how you send them. The content can be a simple TXT file from NotePad, for example, or an HTML file created using a variety of sources. See “HTML Restrictions” on page 16.

The program imports lists of e-mail addresses with optional parameters in text or CSV (comma-separated values) format, generated by PIMEX or other contact manager software as well as lists created by programs such as Excel.

The use of MailExpress Parameters in your email gives you the flexibility to personalize and format your messages as you desire.

Skills Needed

PIMEX MailExpress is simple to use, requiring only a basic knowledge of:

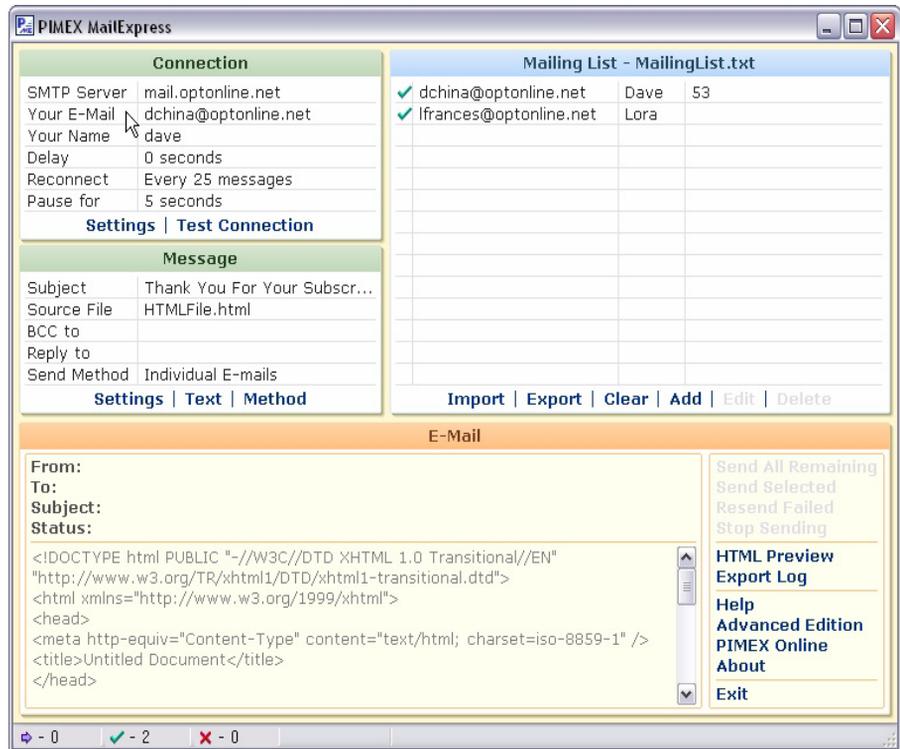
- email programs and addressbooks
- simple import/export functions in applications such as Microsoft Excel
- the Windows Operating System environment

Important DO NOT SEND UNSOLICITED E-MAIL. Be aware that you are solely responsible for the messages you send. In many cases sending unsolicited email (spam) 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:

- send unsolicited email
- hijack a mail server relay
- distribute illegal information or materials
- forge header information
- put false or misleading information in the subject
- fail to provide a means for recipients to unsubscribe from your e-mail lists

Installation

PIMEX MailExpress is available for immediate download, and it's completely free. Click on the download button at <http://www.pimexonline.com/mailproduct.html> to download and install it. At the conclusion of the install process a shortcut to the application will be placed on your desktop.



System Requirements

Disk Space	2.4 MB
Operating System	Windows ® 95, 98, Me, NT, 2000, XP or Vista

The PIMEX MailExpress User Interface

The MailExpress interface is made up of four window “panes” and a Command Menu, which are always visible unless they are overlaid by a pop-up window. The four panes are the Connection, Message, Mailing List and Email.

Connection - The Connection pane displays and accepts settings that control the link between MailExpress and your email server as well as its behavior while you are connected.

Message - The Message pane displays and accepts settings that pertain to the email that you are about to send.

Mailing List - The Mailing List pane displays and accepts data describing the recipients of your email. It also offers functions that allow you to import, export and edit recipient lists.

Email - The Email pane displays the content of the email to be sent.

Command Menu - The Command Menu occupies the right-hand side of the Email pane and provides additional commands that you use to direct the transmission of emails, as well as links to additional information about PIMEX MailExpress including:

- **Help** - provides access to the electronic version of this manual
- **Advanced Edition** - offers the option to purchase a full-featured version of MailExpress
- **PIMEX Online** - provides a link to <http://www.pimexonline.com>
- **About** - displays MailExpress program and PIMEX company information

Status Bar - The Status Bar is located at the bottom of the MailExpress window. It is divided into three sections, from left to right:

- **message status icon area** - shows the number of sent, unsent and failed messages from the most recent transmission
- **record position indicator area** - shows the position in the mailing list of the recipient that is selected in the Mailing List pane. For example, **2:2** in the record position indicator of the sample status bar below indicates record two of two.
- **command message area** - shows the description of any command's purpose if you pause over the command with your cursor



Upgrading To Advanced Edition

If you like the functionality of PIMEX MailExpress, but want to expand its possibilities, you can buy the Advanced Edition. The Advanced Edition of PIMEX MailExpress can:

- send up to 20,000 e-mail messages at a time
- send file attachments (unlimited number)
- Blind CC (BCC) every e-mail to up to 100 destinations (using BCC Method)
- backup and restore program workspace (connection settings, e-mail list, message)

Once your payment is processed, we will email you your personal code, which will automatically convert the program to the Advanced Edition. Owners of previous versions (2.x, 3.x) are offered a 50% upgrade discount. To purchase the Advanced Edition go to <http://www.pimexonline.com>.

System Setup and Configuration

The Connection Pane

Before using MailExpress you'll need to provide some information that will enable the PIMEX software to communicate with your outgoing mail server.

Settings

Connection	
SMTP Server	smtp.server.com
Your E-Mail	pme@pimexonline.com
Your Name	PIMEX Group
Delay	0 seconds
Reconnect	Every 500 messages
Pause for	5 seconds
Settings	Test Connection

Clicking **Settings** on the lower left hand side of the Connection pane displays the Connection Settings dialog:

The screenshot shows the 'Connection Settings' dialog box with the following values:

- SMTP Server: mail.myservice.net
- Port Number: 25
- Timeout (s): 60
- SMTP User: (empty)
- Password: (empty)
- Your E-Mail: myname@myservice.net
- Your Name: myname
- Delay (s): 0
- Reconnect (msg): 25
- Pause (s): 5
- Batch (msg): (empty)

Checkboxes are unchecked for: SMTP server requires authentication, SMTP server requires SSL connection, and One batch of e-mails per session.

Enter appropriate settings for all fields in the Connections Settings dialog as follows:

- **SMTP Server:** The name or IP address of your outgoing e-mail server (for example **mail.spring-mail-1.com**). If you do not know what this is then you should contact your Internet Service Provider (ISP) or network administrator. You can also check your current e-mail software setup. For Outlook 2003 users you should go to the Tools Menu click E-Mail Accounts, select “View or change existing e-mail accounts”, click on Next and then Change. The SMTP Server information can be seen in the Outgoing Mail (SMTP) field. In Outlook Express 5 and 6 you should go to Tools Menu and click on Accounts, click the Properties button and then click Servers tab. See the Outgoing Mail (SMTP) field for the SMTP Server information. For Netscape Messenger go to the Edit menu, click preferences, Mail & Newsgroups then Mail Servers menu. Details are available in the Outgoing Mail (SMTP) Server field.

Note: If you are connected to Microsoft Exchange Server, enter its name instead of the SMTP Server name (for example, **pamail02.pimexonline.local**). Under

“authentication” enter your Microsoft Exchange Server login parameters – user name and password. If you are not sure what they are, contact your network administrator.

- **Port Number:** The value is typically 25 or 465. This can be verified in the “advanced settings” section of your current e-mail program.
- **Timeout (s):** Connection or server reply timeout in seconds. If you click on Test Connection (see below), and connection settings are invalid, MailExpress will timeout and display a connection error after this amount of time. A typical value is 30 seconds.
- **SMTP server requires authentication:** If your email provider requires you to authenticate your connection before sending messages, you should enable this option and provide values for the SMTP User and Password fields. You can check this setting in your current e-mail program.
- **Your E-Mail:** The sender’s e-mail address
- **Your Name:** The sender’s full name or a company name (Examples: John Smith, B&C Enterprises)
- **SMTP server requires SSL connection:** Check this box if you know that your SMTP server requires an encrypted connection (SSL). You can check this setting in the “advanced options” section of your current e-mail program.
- **Delay (s):** Time Delay, in seconds, between messages. You can try sending e-mails with no delay (0), and if you encounter errors after a few e-mails, you should change it to 1 or 2 seconds. This setting depends on how quickly your SMTP Server can process e-mails.
- **Reconnect (msg):** Determines how many messages the program should send before creating a new, fresh connection. Some mail servers have a limit on the number of messages they will receive in a session. Others may simply slow down in order to reduce input. For typical dialup users the setting should be kept at 25 or under. For cable or DSL connections you should be able to push this much higher. This setting may need a bit of tweaking to obtain the best results.
- **Pause (s):** Pause in seconds before each reconnection is made. A value from 1 to 5 seconds should be appropriate.
- **One batch of e-mails per session:** If your Internet Service Provider has a limit on the number of e-mails you can send in a certain period of time, this option may become handy. For example, if the limit is 100 e-mails per hour, you should check this box and set the number in the Batch (msg) dropdown list to 100. After you close this dialog box, the Send All Remaining option in the E-Mail window

will change to Send Next Batch, and the program will automatically stop each time after 100 e-mails have been sent. Every subsequent batch will have to be manually restarted at any time.

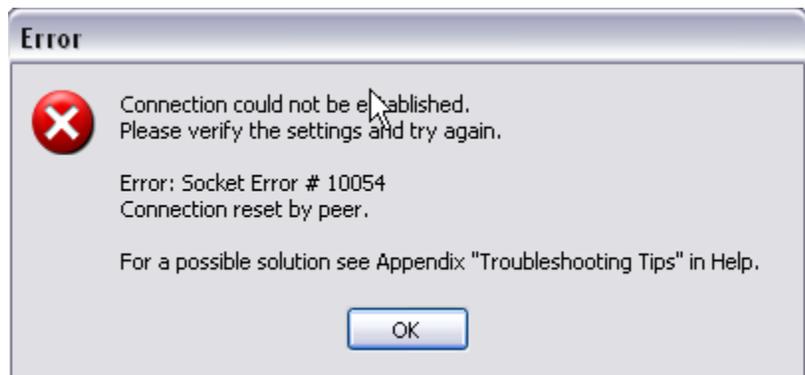
- **Batch (msg):** Determines how many e-mails will be sent after you click on Send Next Batch option.

Test Connection

To make sure that the settings you have entered are valid, click on **Test Connection**. This will allow you to connect to your SMTP server using the settings you have just entered. If the connection is successful, you'll be presented with the following message:



In the event of an unsuccessful connection attempt, you'll be presented with a message similar to the following:



Message Setup

The Message Pane

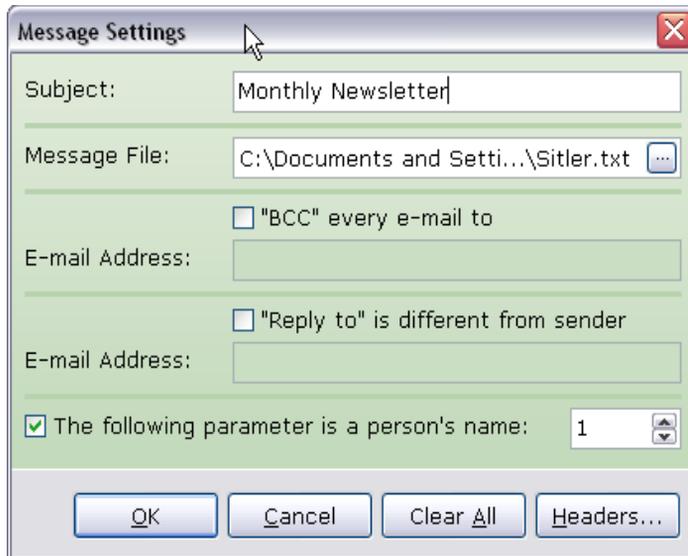
After configuring your Connection parameters, it's time to focus on the actual email to be sent.

Settings

By clicking on the **Settings** command within the Message pane, you can set values that will affect not only the content, but also the behavior of the message.



Clicking on **Settings** on the Message pane will display the Message Settings dialogue:



In the Message Settings dialogue you provide the Subject line and a Message File (both are required), and set other optional parameters. The message file can be either an ASCII text file or a HTML document and contains the body of the email you are broadcasting.

- A *text file* message can be typed in Windows Notepad or any word processor. In the latter case, make sure you save it as "Text Only (*.txt)" before importing it into MailExpress.
- A *HTML* message can be created in a word processor or a HTML editor like Microsoft Word, Microsoft FrontPage, CoffeeCup HTML Editor, etc. You can even create your HTML-formatted message in Outlook Express if there is no need for tables.

HTML Restrictions

The following restrictions apply if the Message File is in HTML format:

- The File must be a single .htm or .html file with no links to other files (images, logos, html documents) located on a local drive. If you need to insert an image

file, the file must be located on a web server/web site, and have a valid URL, for example: <http://www.pimexonline.com/images/P5.jpg>.

- The file cannot contain frames.
- The file cannot reference external CSS (cascading style sheet) files located on a local drive.

Note: We strongly recommend that you test the HTML message appearance after it is imported by clicking on **HTML Preview** in the E-Mail window (See Chapter 5: “Example: Previewing the Email After Substitution” on page 32). If it is not formatted correctly, you will need to make the necessary changes and then re-import it again.

The message (as well as a subject) can contain up to nine optional parameters (%1, %2, %3, ... %9) if you want to personalize your e-mail for each addressee (see Chapter 4: “Parameters” on page 21).

Attachments (Advanced Edition only): Click on the Add button to add file attachments.

"BCC" Every e-mail to: Check this box and enter an e-mail address below if you want a copy of each e-mail to be sent to that address. This address will be invisible to other recipients.

"Reply to" is different from sender: Check this box and enter an e-mail address in the box below it if you want a reply address to be different from the value of "Your E-Mail" entered in Settings in the Connection box. Later, if any recipient clicks on "Reply", this address will appear in the "To:" box.

The following parameter is a person's name: If your Mailing List contains multiple columns/parameters, all columns starting with the second one are treated as parameters. If one of the parameters is a person's name, you can check this box and enter the parameter number next to it. MailExpress will then add the person's name to the email header ("To:" section), and your messages will look more personal; for example, To: Clay Tinsley <ctinsley@airborn.net>

Headers

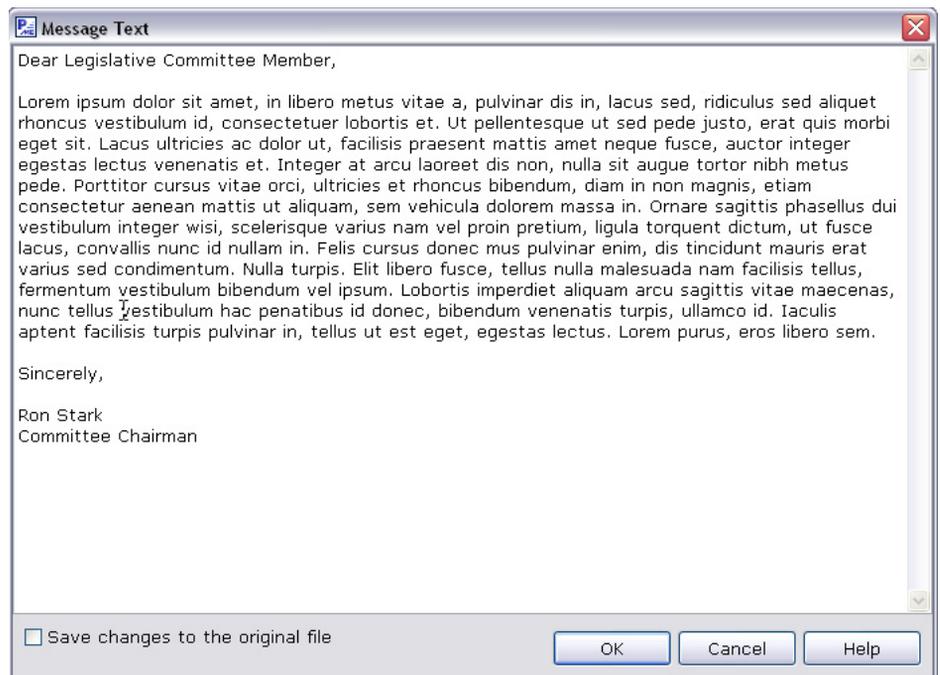
To adjust message headers, click on the “Headers...” button in the lower-right corner. This option is recommended for advanced users only.

Text

In the event you wish to edit the body of the Message File prior to sending, use the **Text** command on the Message pane:



Clicking on the **Text** command here displays the Message Text editing box, where you can make your changes and save the file.



Method

Prior to sending your email, you'll have an opportunity to dictate whether the message is to be sent to each recipient with personalization, or as one "Blind CC" (BCC) to "undisclosed recipients" or to a generic group name such as "Rules Committee."



To change or view these settings, click the **Method** command on the Message pane. This will display the Method dialogue box, shown below:



Send Method: The default send method is "Individual E-mails." When this method is used a separate e-mail will be sent to each destination in your mailing list. If you don't need to personalize every e-mail and wish to significantly speed up the mailing process, select the "BCC (no message personalization)" method from the drop-down list for Send Method. Then provide values for the remaining settings in the dialogue.

Send To: The default value for this is “undisclosed-recipients”. This could be the name of your mailing list (“Board of Directors, for example.) Every recipient will see this text in the message header. Do not leave it blank.

E-mail Address: Destination e-mail address (To:) for every e-mail message sent. In most cases you can leave it blank, but some Internet Service Providers may require that a valid e-mail address be specified in the “To:” section. Again, every recipient will see this address in the e-mail header.

BCC (per email): Number of blind carbon copy recipients from the Mailing List (see below) per every message sent. The maximum number is 5 in the Free Edition of MailExpress (100 in the Advanced Edition). Please note that your ISP can have a limit on the amount of BCC copies (usually between 50 and 100).

Mailing List Setup

The Mailing List Pane

The Mailing List pane is where you'll assign, view and manipulate the list of recipients for your email message. Initially, you need to import a comma-separated values (CSV) file of email addresses, which can be created in one of several ways:

- by typing the list manually, using Notepad, or another text editor
- by exporting data in CSV (comma-separated value) format from a spreadsheet program such as Excel or another similar program
- by exporting data in CSV (comma-separated) format from another contact manager application such as PIMEX.

Note: We recommend PIMEX, because it is designed to work with PIMEX MailExpress, has a special tool for generating e-mail address lists with optional parameters, and can create multiple list files with a predefined number of lines (200 in each file, for example). PIMEX is available for a free download at <http://www.pimexonline.com>.

This input file must be an ASCII text file containing up to 200 lines (Free Edition) or 20,000 lines (Advanced Edition).

Important: Each line must start with a mandatory e-mail address.

Parameters

PIMEX MailExpress allows you flexibility in personalizing your messages by accepting extra parameters from the message file in addition to the email addresses. Use the following guidelines when using parameters:

- The email addresses imported into MailExpress can be followed by as many as 9 optional parameters.
- If used, these parameters must immediately follow the email address and be separated by commas, tabs or semicolons.

- If any of the parameters contain commas or double quotes (James Sterner, Jr. for example) they must be surrounded by double quotes. (“James Sterner, Jr.”, for example.)

The recipient information then, should be in the following format:

```
address,param1,param2,param3,.....,param8,param9
```

Importing a Mailing List

Once you have exported your mailing list data from whatever application you’re using, the process of importing it into PIMEX MailExpress is a simple one.

Example

As an example, assume the following is the contents of a CSV file called **Business.csv**, which you will use as your mailing list:

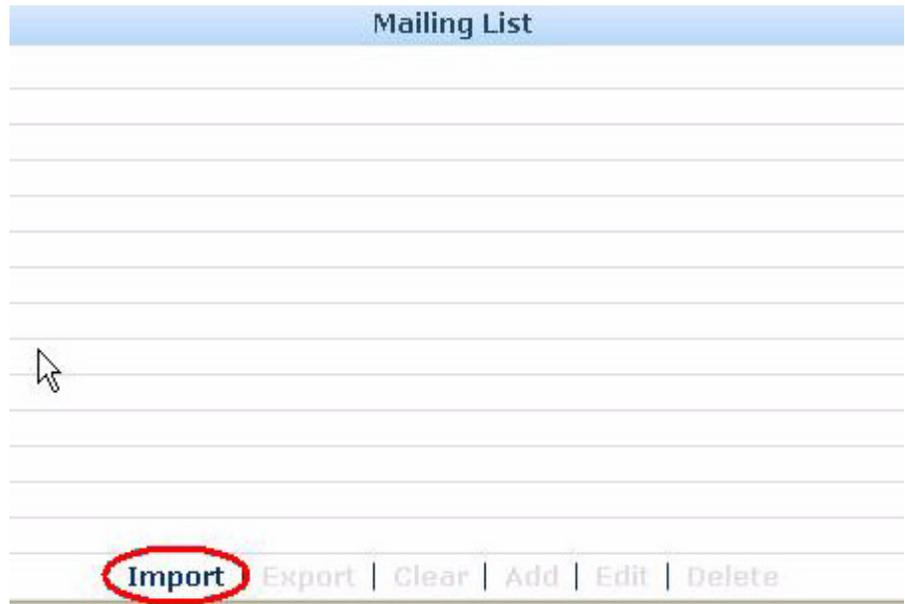
```
rayforce@forcecars.com, Raymond Force, Vogue, $14.86  
jmclarey@irishgifts.com, "John McClarey, Jr.", Allure, $16.04  
nettlllep@newhomes.com, Mary Gatesworth, Vogue, $14.86  
mcguires@home.com, Michelle Holm, Home and Garden, $10.20
```

In this case there are three additional parameters associated with this email address:

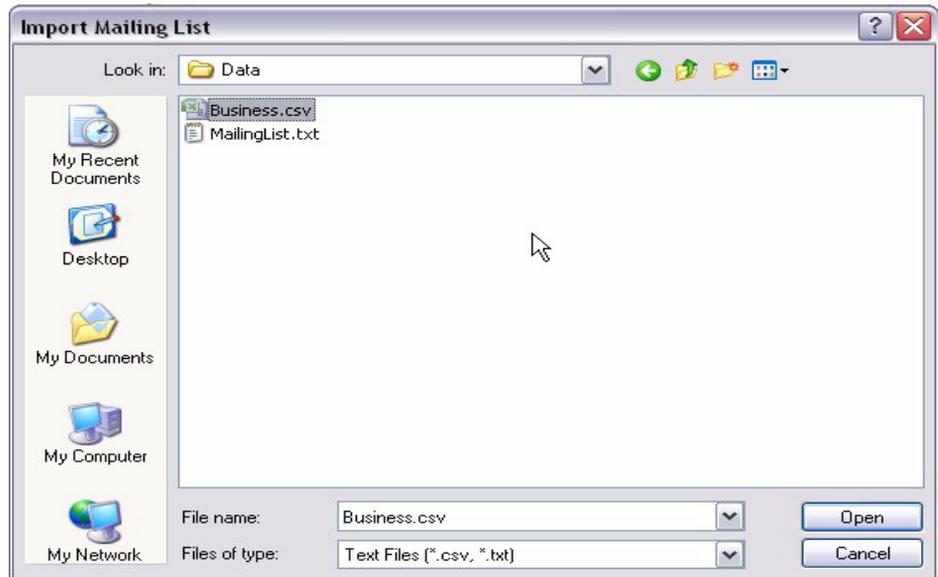
- The name of the contact
- The magazine that the contact has subscribed to
- The price of the subscription

To import this data into EpressMail, execute the following steps:

- 1 Click the **Import** command on the lower left-hand side of the Mailing List Pane:



2. Navigate to the directory where your file is located, highlight the file, and click the **Open** button:



press, then selecting **Import** will display a dialogue box asking you if you wish to deactivate the current list:



Export

The mailing list that is currently loaded can be saved under a new or existing name using the **Export** command. This is convenient if you have added individual recipients to the list via the **Add** command, or have modified some using the **Edit** command.

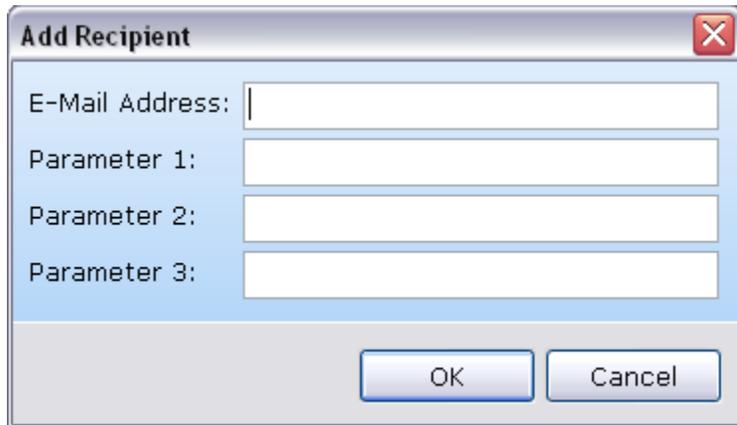
Clear

The **Clear** command removes all recipients from the Mailing List pane.

Add

The **Add** command allows you to add individual recipients to the list in case they are not included in the imported mailing list file. If you select this command, you'll be prompted to enter the email address along with any parameters you wish to use in

order to personalize your message. You will be presented with the Add Recipient dialogue box:



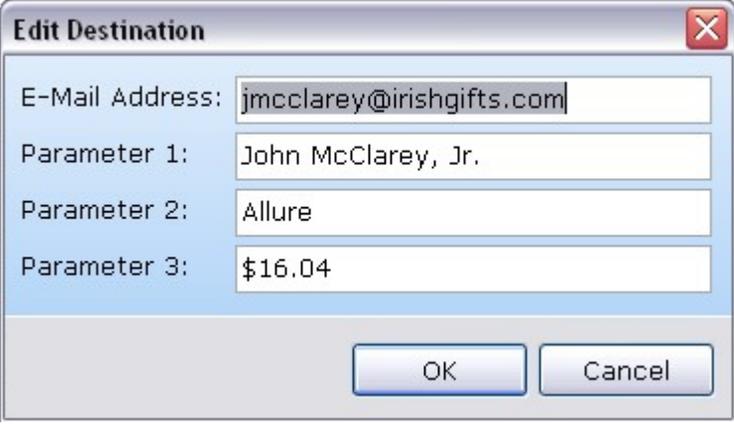
The image shows a dialog box titled "Add Recipient" with a red close button in the top right corner. The dialog box contains four input fields: "E-Mail Address:", "Parameter 1:", "Parameter 2:", and "Parameter 3:". At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

Edit

The **Edit** command allows you to change the values of a recipient in the Mailing List Pane. To Edit a recipient:

- 1 Single-click the recipient to highlight it.

- 2 Click the **Edit** command. You'll be presented with the Edit Destination dialogue box:



The image shows a dialog box titled "Edit Destination". It has a standard Windows-style title bar with a close button (an 'X' in a red square) in the top right corner. The dialog contains four text input fields, each with a label to its left: "E-Mail Address:" followed by "jmcclarey@irishgifts.com", "Parameter 1:" followed by "John McClarey, Jr.", "Parameter 2:" followed by "Allure", and "Parameter 3:" followed by "\$16.04". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

3. Make your changes and click **OK**.

Alternatively, you can simply double-click the recipient in the Mailing List pane in order to perform the same edit operation.

Note: Editing a recipient in the Mailing List pane does not physically change the recipient data on the imported file, unless you subsequently Export the mailing list to a file. Rather, it only will be updated in active recipient list of the Mailing List pane.

Delete

The **Delete** command allows you to remove individual recipients from the list. To delete a recipient

- 1 Single-click the recipient to highlight it.

2 Click the **Delete** command. You will be prompted to confirm deletion.



3. Click **Yes** to confirm

Note: Deleting a recipient from the Mailing List pane does not physically remove the recipient from the imported file, unless you subsequently Export the mailing list to a file. Rather, it only will be removed from the active list in the Mailing List pane.

Message Status Icons

The leftmost column of the Mailing List pane contains an icon that reflects the current status of each individual email

Status Icon	Meaning
	Ready to send
	Failed
	Sent

Table 1: Message Status Icons

Message Review

The E-Mail Pane

The E-mail pane serves two purposes:

- To provide a view of the raw email message before substitution is performed on the input parameters (%0, %1, %2, for example). This view is available if a source file is not yet designated in the Message pane, or if a source file is designated, but no recipients are selected. highlighted in the Mailing List pane.
- To provide a preview of the email after substitution of the parameter values. This view shows you what the recipient will actually see and is possible when the Source File is designated and recipients are selected or highlighted.

Example: Previewing the “Raw” email text

Using the sample recipient list from “Importing a Mailing List” on page 22, assume that we want to send the following email to all recipients in the list. (“%0” should be replaced with the email address, %1 should be replaced with the full name of the recipient, “%2” should be replaced with the name of the magazine the recipient has purchased and “%3” should be replaced with the price of the subscription to that magazine. The email is saved in a file called ThankYou.txt which is designated as the Source File in the Message pane.)

```
Date:      9/17/2007
```

```
E-mail:    %0
```

```
Dear %1,
```

```
Thank you for renewing your subscription to %2 magazine.
```

```
Your credit card was charged the following amount: %3.
```

```
Sincerely,
```

```
Your Subscription Management Team
```

Make sure no recipients are selected in the Mailing List pane. If any are selected/highlighted use CTRL-click to deselect the recipient(s).

The “raw” email text is now viewable in the E-mail pane:

```
From:
To:
Subject:
Status:
-----
Date: 9/17/2007

E-mail: %0

Dear %1,

Thank you for renewing your subscription to %2 magazine.

Your credit card was charged the following amount: %3.

Sincerely,

Your Subscription Management Team
```

Example: Previewing the Email After Substitution

If your email Source File is designated and your Mailing List is imported, then clicking once on any recipient in the Mailing List pane will cause the E-Mail pane to perform parameter substitutions and allow you to view the personalized email as the recipient will see it.

In the following example one recipient is selected in the Mailing List pane:

Mailing List - Business.csv			
rayforce@forcecars.com	Raymond Force	Vogue	\$14.86
jmcclarey@irishgifts.com	John McClarey, Jr.	Allure	\$16.04
nettlep@newhomes.com	Mary Gatesworth	Vogue	\$14.86
mcguires@home.com	Michelle Holm	Home and Garden	\$10.20

Selecting the recipient shown above causes the following substitutions in the “raw” email:

Parameter	Substitution
%0	Email Address
%1	Full Name
%2	Magazine Title
%3	Subscription Price

Table 1: Example Parameter Substitutions

The Email pane is updated with these substitutions, as is shown below:



The screenshot shows an email preview pane with a yellow background. The header information is as follows:

From: dave <dchina@optonline.net>
To: "John McClarey, Jr." <jmccclarey@irishgifts.com>
Subject: Thank You For Your Subscription !
Status: Not yet sent

Date: 9/17/2007

E-mail: jmccclarey@irishgifts.com

Dear John McClarey, Jr.,

Thank you for renewing your subscription to Allure magazine.

Your credit card was charged the following amount: \$16.04.

Sincerely,

Your Subscription Management Team

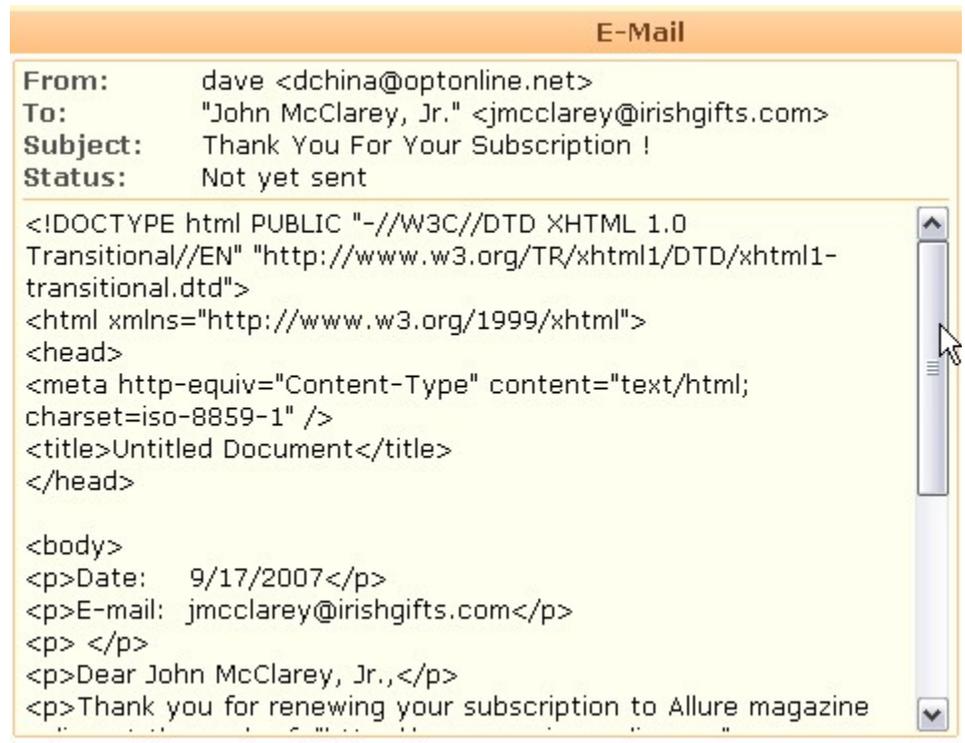
Clicking any other recipient in the Mailing List pane will cause the Email pane to be updated instantly so that you can quickly confirm that your messages will be formatted correctly.

HTML Preview

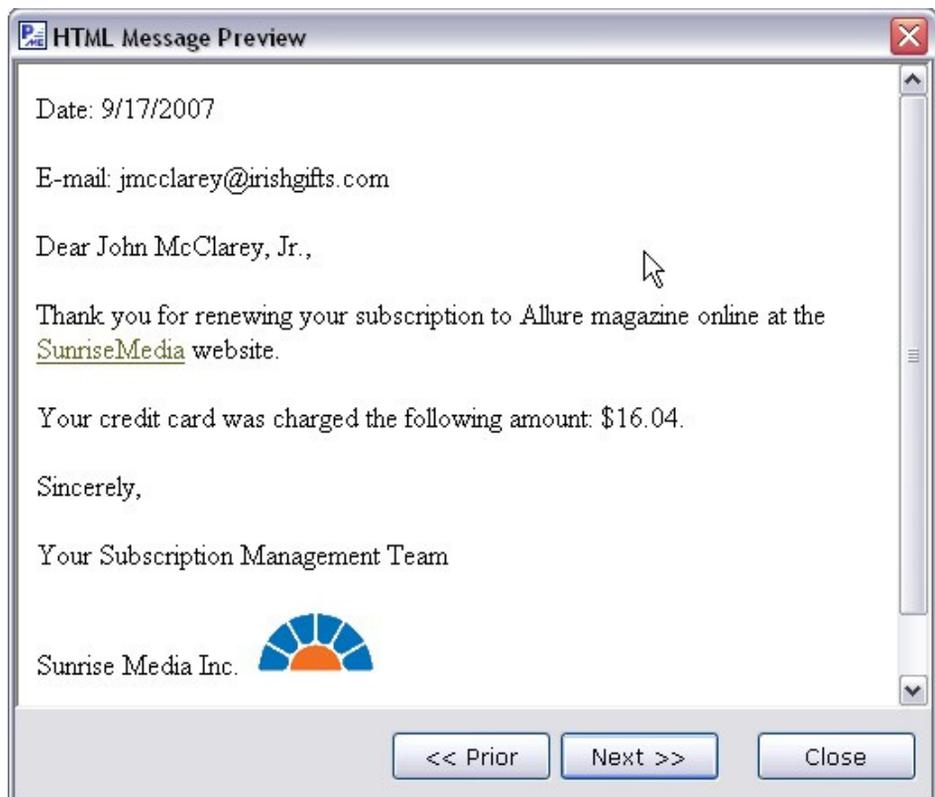
If your email message was created using HTML, you should check its appearance with the **HTML Preview** command, found on the Command Menu to the right of the email pane:



Before requesting HTML Preview, the Email pane will display your content prior to resolution of HTML tags:



After selecting the **HTML Preview** command all tags, hyperlinks and graphics will be resolved and displayed in the HTML Message Preview dial:



Use the **Next** and **Prior** buttons to cycle forward and backward through the recipients in preview mode. Click the **Close** button to exit preview mode and return to PIMEX MailExpress.

Note: If you need to insert a parameter inside an HTML tag, it must be surrounded by square brackets. For example, the following fragment:

```
<a href="http://www.website.com/feedback.asp?e=[%0]&n=[%1]">
```

would be converted to:

```
<a href="http://www.website.com/  
feedback.asp?e=jmccalarey@irishgifts.com&n=John McClarey, Jr.">
```

Sending Your Message

The Command Menu

When you're ready to start transmitting your email messages your focus should be directed to a series of commands that are listed on the upper portion of the Command Menu. Those commands are:

- Send All Remaining / Send Next Batch
- Send Selected
- Resend Failed
- Stop Sending

Send All Remaining / Send Next Batch

After all required parameters have been set and a list of e-mail addresses has been imported, the **Send All Remaining** (or **Send Next Batch** if “One batch of emails per session” is checked off in the Connection Settings dialogue) command in the Command Menu will become enabled.



If you click on **Send All Remaining**, the status bar on the bottom of the screen will display the progress of the transmission.

If there are failures after the job is completed, you can click on Resend Failed to automatically resend them. You can also manually select one or more lines in the Mailing List pane and select the **Send Selected** command after fixing the cause of the error.

To reset the status of selected items to “Not Sent”, right-click on a highlighted item and choose “Reset status to “Not Sent” from the pop-up menu. To highlight all items in the Mailing List, right-click on the list view and choose “Select All” from the menu.



When the entire transmission is completed, you can export the log file in comma-separated values (CSV) format, which can be opened and printed by any spreadsheet application (Microsoft Excel, for example), or any text editor. To export the log, select on **Export Log** in the Command Menu, and enter the file name.

Send Selected



At any point after all required parameters have been set and a list of e-mail addresses has been imported, you can select one or more recipients for immediate sending. Use combinations of CTRL, SHIFT and left-click to pick adjacent and non-adjacent individual recipients and/or groups as you would in any Windows application.

Resend Failed

If any individual emails fail to send, the **Resend Failed** command will become enabled. You can then resolve the emails containing the errors and select **Resend Failed**. Doing so will cause all the failed messages to retransmit.

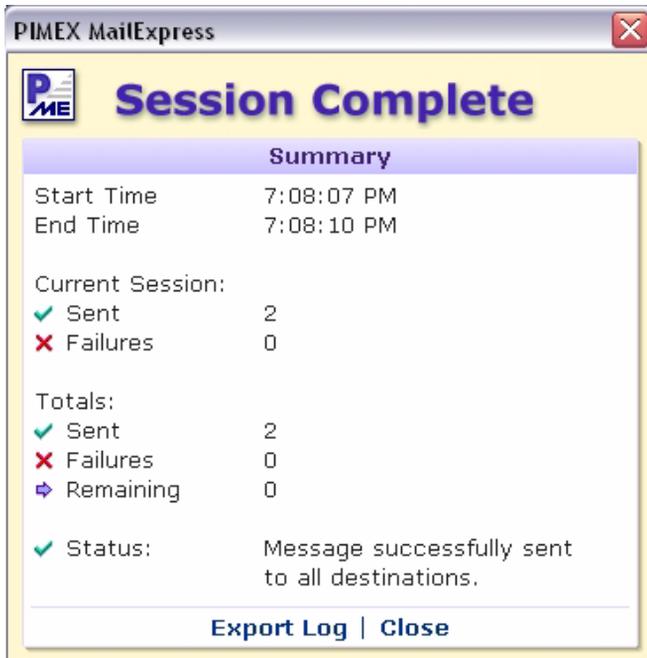


Stop Sending

At any point during a transmission, you can interrupt the process by selecting **Stop Sending** from the Command Menu. Unsent messages will be picked up and sent in the next transmission.

Successful Send

After a successful transmission session, you'll be presented with the Session Complete dialog, shown below:



The Session Complete dialog shows you statistics for the transmission and offers you the opportunity to save the transmission log to a TXT file. To save the log in comma-separated values format, which can be opened and printed by any spreadsheet application (such as Microsoft Excel) or any text editor, click **Export Log**. To close this dialog box, select **Close**, or click the window's Close button.

Advanced Edition

Upgrading to Advanced Edition gives you the following enhanced features:

- ability to send up to 20,000 e-mail messages at a time
- ability to send an unlimited number of file attachments
- ability to Blind CC (BCC) every email to up to 100 destinations
- ability to backup and restore your workspace (connection settings, e-mail list and message)

Screen Differences in Advanced Edition

Once you upgrade to Advanced Edition, you'll immediately notice two changes in the user interface:

1. The addition of an "Attachments" option on the Message Pane, shown below:

Message	
Subject	Thank You For Your Subscr...
Source File	HTMLFile.html
Attachments	345.pdt
BCC to	
Reply to	
Send Method	Individual E-mails
Settings Text Method	

Attachments can be designated by selecting the Settings command from the Message Pane. See “Settings” on page 15 of Chapter 3.

2. The addition of **Backup Workspace** and **Restore Workspace** to the Command Menu, shown below:



Use the Backup Workspace command to create an archive copy of your current settings, including

- message settings pertaining to the current message
- the mailing list designated for the current message
- the contents of the current message

Your workspace archive file is useful as a security measure if saved to an external storage device or second drive , giving you backup copy in case of an emergency, or a copy that you can take to a remote PC or portable computer for offsite work.

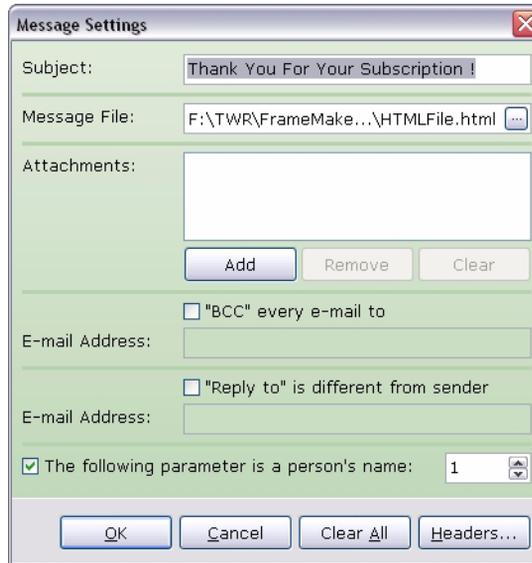
To save message settings, e-mail list, and message file select **Backup Workspace** from the command menu, enter a file name, and press the **Save** button.

To restore a previously saved workspace, select the **Restore Workspace** command, select the file you want to restore, select restore options, and click the **Proceed** button.

Attachments

To add attachments to your email

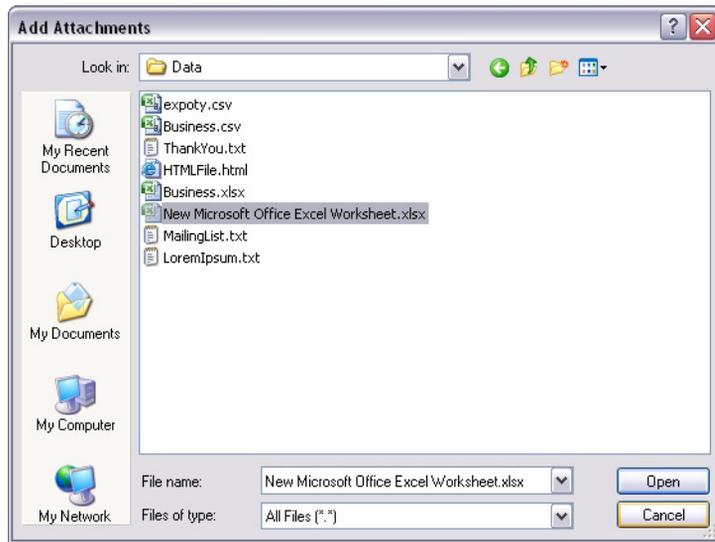
- 1 Select **Settings** from the Message Pane. You'll be presented with the Message Settings dialog :



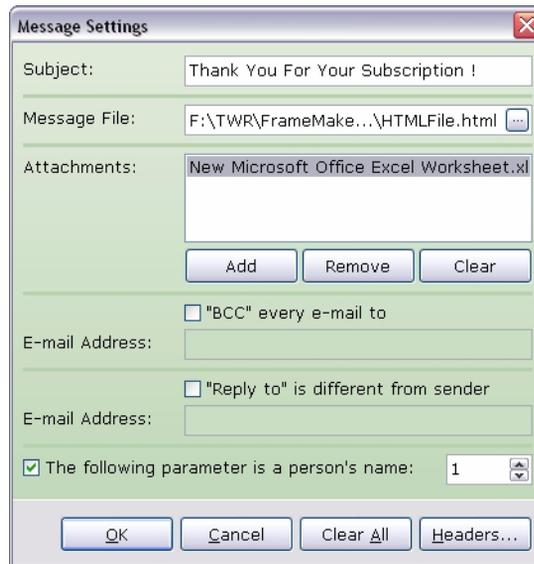
The screenshot shows the "Message Settings" dialog box. It has a title bar with a close button (X). The dialog is divided into several sections:

- Subject:** A text box containing "Thank You For Your Subscription !".
- Message File:** A text box containing "F:\TWR\FramMake...\HTMLFile.html" with a browse button (...).
- Attachments:** An empty list box with three buttons below it: "Add", "Remove", and "Clear".
- E-mail Address:** A text box with a checkbox above it labeled "\"BCC\" every e-mail to".
- E-mail Address:** A text box with a checkbox above it labeled "\"Reply to\" is different from sender".
- Checkboxes:** A checked checkbox labeled "The following parameter is a person's name:" followed by a dropdown menu showing "1".
- Buttons:** A row of four buttons at the bottom: "OK", "Cancel", "Clear All", and "Headers...".

2. Click the Attachments **Add** button to display the Add Attachments dialog. Navigate your way to the folder containing the file you wish to attach :



3. Select your file and press the **Open** button to complete the attachment of the file. Your file name will appear in the "Attachments:" list. Click OK to complete the action:

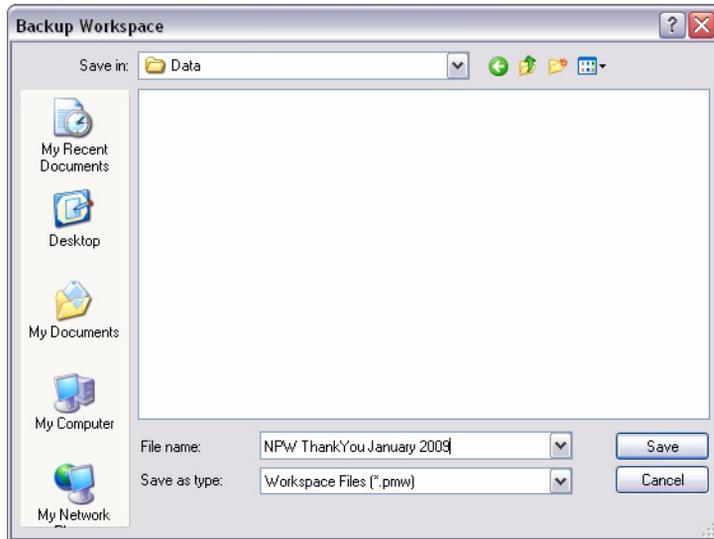


Note: The Remove and Clear buttons are available in the above dialog in case you wish to modify the attachment list.

Backup Workspace

To back up your current workspace :

1. select **Backup Workspace** from the Command Menu
2. navigate the the drive or directory where you wish to place your data
3. Supply a meaningful name for the file

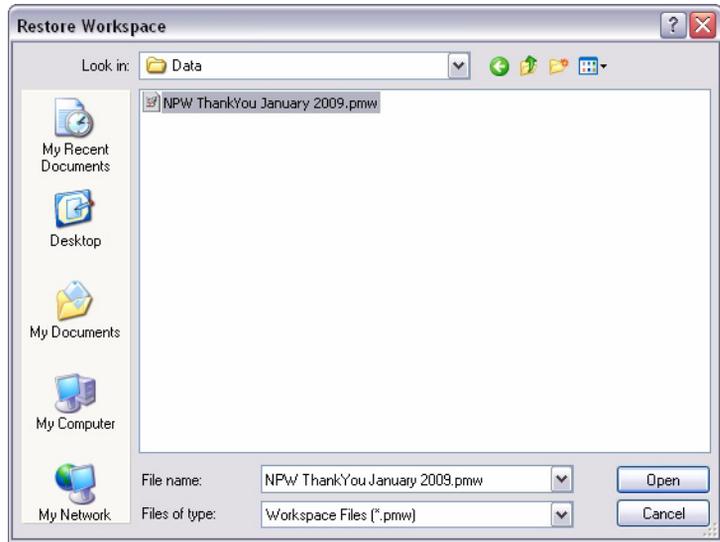


4. click the Open button to complete the backup

Restore Workspace

To restore, or open a previously-saved workspace:

1. Select **Restore Workspace** from the Command Menu.
2. Navigate the the drive or directory containing the workspace file.
3. Select the file.



5. Click the Open button to complete the restore.

Troubleshooting Tips

- 1. Problem:** I receive an error with a specific number, for example “Socket error #10060”.

Solution

This error is NOT generated by MailExpress. It is reported by your SMTP server. Please search the Internet for the error message text to learn about possible causes. If you don't find a solution that works for you, contact your ISP or network administrator.

- 2. Problem:** I entered my SMTP Server and User information, but when I click on 'Test Connection I get an error.

Possible Causes and Solutions

- Double-check your account settings in your primary e-mail program. Often incoming POP3 e-mail server requires authentication (password) while SMTP server does not. If "SMTP Server requires authentication" box is clear in your e-mail program, uncheck it in MailExpress as well.
- Contact your ISP or network administrator and verify your outgoing e-mail settings
- Check if SMTP server requires SSL connection

- 3. Problem:** Test Connection works fine, but when I try to send e-mails, I get an error on a first message.

Possible Causes and Solutions

- Your SMTP Server may require authentication in order to send e-mails. See topic above for possible solutions
- Your email server may require a login to the incoming POP3 e-mail server in order to send e-mails (this is quite typical for educational networks, and can be verified with your network administrator). MailExpress currently does not support this option. Try to use your home or business ISP for bulk e-mails.

- 4. Problem:** After first few e-mails are successfully sent, I start getting a failure on every e-mail or an error message pops up.

Possible Causes and Solutions

The most probable source of this type of error is an anti-virus program installed on your PC or on your SMTP Server.

- If the error you see mentions your anti-virus program, it may be set up to block the connection after a certain number of e-mails within a certain time frame. Check the settings in your anti-virus program and disable this option while sending bulk e-mails.
- Your SMTP Server may be equipped with anti-SPAM features, and it may reject e-mails or break the connection if the number of e-mails exceeds a certain number within a certain time frame or per one connection.
- Try to adjust Reconnect and Pause settings in the Connection box. For example, if your SMTP Server only accepts up to 15 messages per minute, you need to set Reconnect to every 15 messages, and Pause to about 40 seconds. If the limitation is on a "per-connection" basis, you don't need to increase the pause.
- If your SMTP Server is tuned to accept a limited number of e-mails per hour, you may need to use batch mode (in Connection settings), and manually restart the process every hour.
- If the error message you receive has a number assigned to it, try to search the Internet on this particular error. You may be able to learn more about the cause, and find a workaround suggested by others
- Finally, try to contact your ISP and inquire as to limitations on outgoing e-mails.

- 5. Problem:** Some e-mails do not reach their recipients while MailExpress considers them sent.

Possible Causes

- Anti-spam filtering on your SMTP Server
- Anti-spam filtering on the receiving side (incoming e-mail server or the e-mail client itself)

Check both the subject and body of your message, and calculate the spam score using a specific algorithm. If it exceeds a given number, your e-mail will be

blocked, but you most likely will not be notified about it. You can learn more about spam scores on the Internet, for example at <http://spamcheck.site-sell.com> .

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