



RoboMail Mass Mail Software

RoboMail is a comprehensive mass mail software, which has a built-in e-mail server to send out e-mail without using ISP's server. You can prepare personalized e-mail easily. You can send newsletter, product release, and promotion to customers easily and stands out from tons of junk mails. Enjoy email marketing with RoboMail and explore business opportunities.

RoboMail User Guide

Prepared by RoboMail Development Team
Last modified: 2022-01-20

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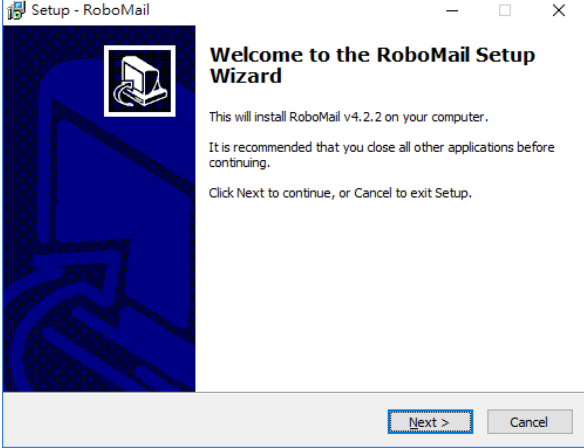
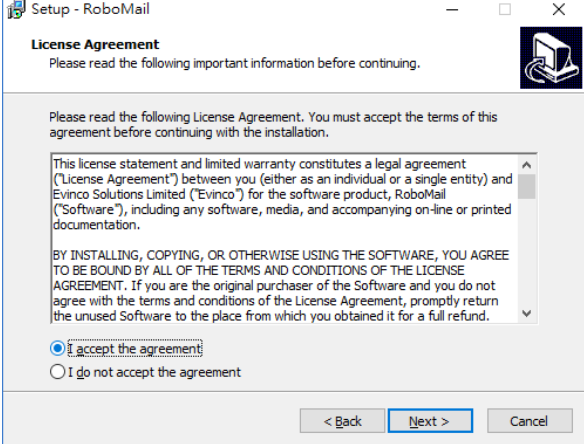
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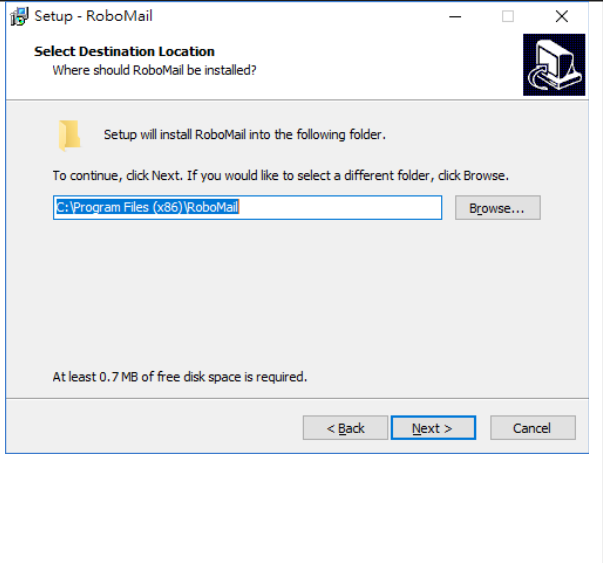
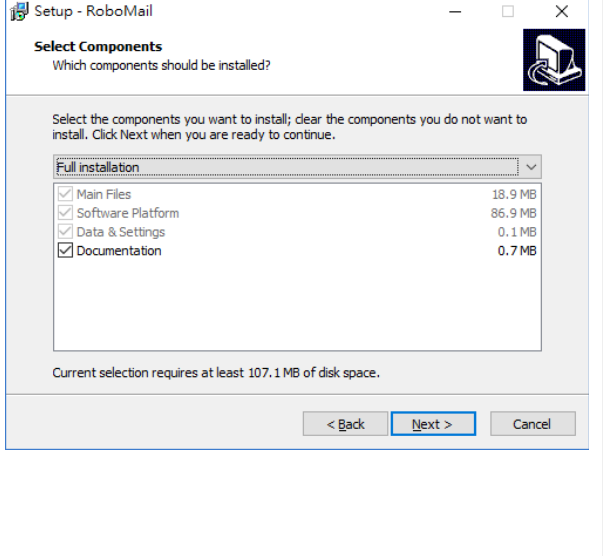
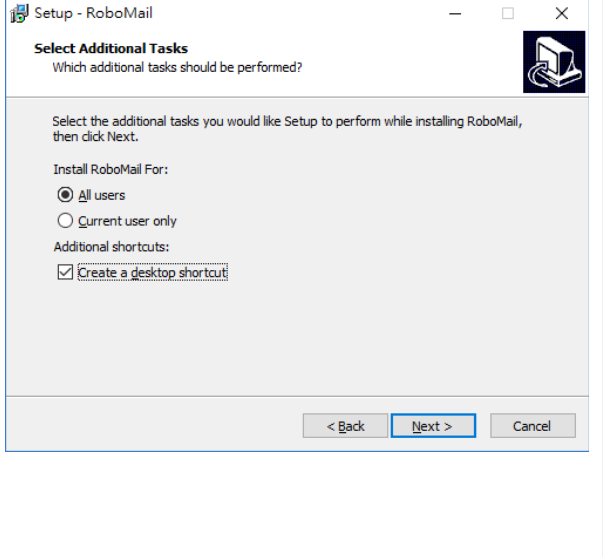
1. SYSTEM REQUIREMENTS

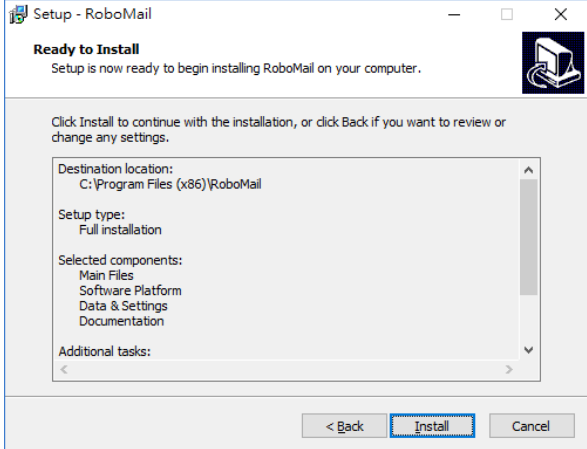
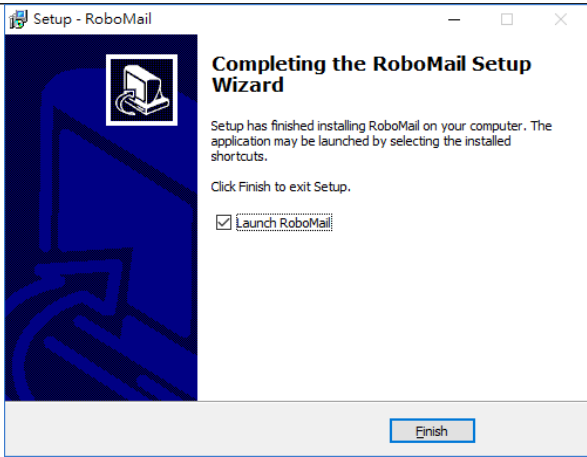
- Operating System
 - Microsoft Windows 11, 10, 8.1, 8, 7
 - Mac OSX 10.12 or later

2. INSTALLATION FOR WINDOWS

2.1. Install

<p>1. Installation Welcome Screen.</p>	
<p>2. Specify accept the license agreement or not.</p>	

<p>3. Select the destination location.</p>	
<p>4. Select the components to be installed.</p>	
<p>5. Specify the software is installed for All Users or Current User, and create the desktop icon.</p>	

<p>6. Start the installation.</p>	
<p>7. Installation Finish.</p>	

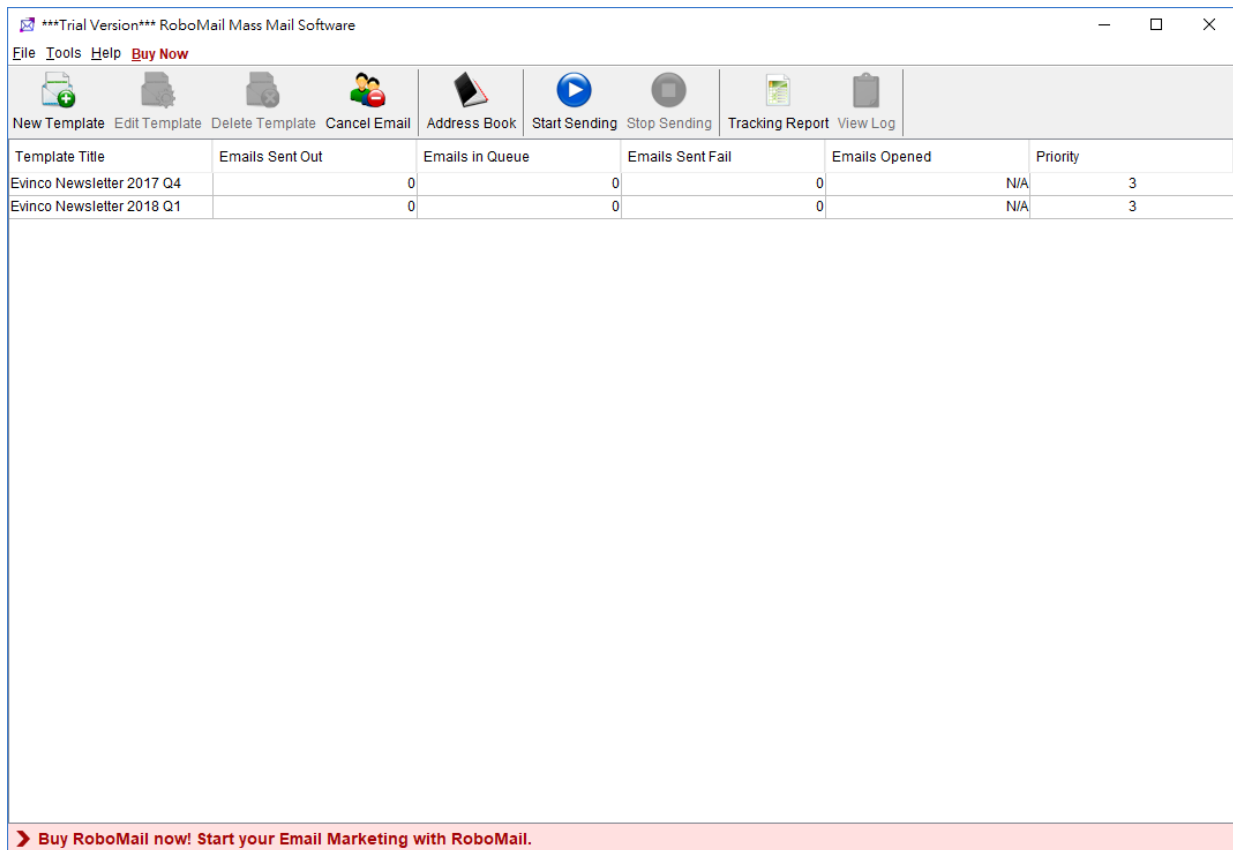
2.2. Uninstall

To uninstall RoboMail,

1. If you're using RoboMail, stop it.
2. Click Start, point to “Program Files > RoboMail”.
3. Click “Uninstall RoboMail”.
4. Follow the on-screen instructions. RoboMail will be uninstalled

3. USING ROBOMAIL

3.1. Main Screen


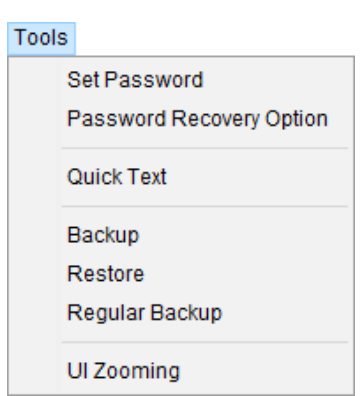
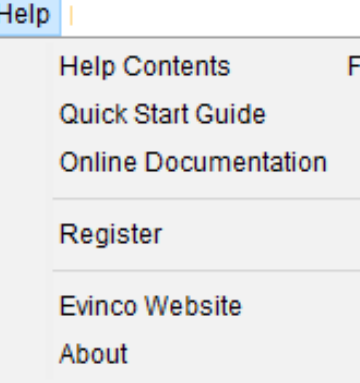


In Main Screen, there are:

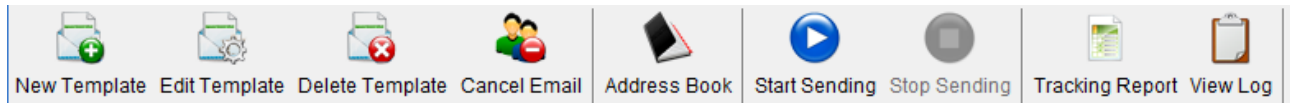
- Menu Bar
- Tool Bar
- Table of Email Templates

3.1.1. Menu Bar

The Menu Bar lists out four options — File, Tools, Help and Buy Now. “Buy Now” is shown in trial version only.

	<ul style="list-style-type: none"> • New Template: Add a new email template • Refresh: Refresh the system, • Settings: General settings, server settings and email unsubscribe settings. • Change Language: change language of User Interface • Quit: Quit the system
	<ul style="list-style-type: none"> • Set Password: Set a master password to protect RoboMail Software • Password Recovery Option: Set a recovery question in case you forget the master password. • Quick Text: Store some frequently used text, which can be re-called when preparing email template. • Backup: Backup RoboMail Data and all the settings • Restore: Restore from a backup file. • Regular Backup: Perform Backup when closing the software • UI Zooming: Adjust the zooming scale of Font & Icon on User Interface.
	<ul style="list-style-type: none"> • Help Contents: Load the Help File • Quick Start Guide: A quick reference in using RoboMail. • Online Documentation: Details documentation in Evinco website. • Register: Perform license registration • Evinco Website: Visit Evinco website. • About: RoboMail information.

3.1.2. Tool Bar



It provides a quick access to some commonly used functions. The icons will be enabled when corresponding item is selected.

- New Template – Create a new message template
- Edit Template – Edit the selected template
- Delete Template – Delete the selected template
- Cancel Email – Remove emails from the sending list by the un-subscribing process automatically or input manually.
- Address Book – Enter Address Book.
- Start Sending – Start sending emails out.
- Stop Sending – Stop sending emails.
- Tracking Report – Review your email marketing performance by tracking report.
- View Log – It will show the log file of selected template. In the log file, it lists the time, email address and success/failure of email sent.

3.1.3. Table of Email Templates

Under the Tool Bar is the table lists the existing template in the RoboMail.

It shows out the title name, number of email sent/not send/send fail, time of last sent/next send, priority and its status. Double click the selected email template to edit it.

- Template Title – Lists out the subjects of the email templates.
- Emails Sent Out – Shows the number of emails which have already sent out of the email list.
- Emails in Queue – Shows the number of emails has not been send out of the email list.
- Emails Sent fail – Shows the number of emails, which failed to send.
- Email Opened – Number of recipient open the email. Email Tracking need to be set first.
- Priority – Priority of the email templates.

4. EMAIL TEMPLATE

Email Template is a HTML template that can plug with different variables, which is to send out personalized email to the recipients.

To build an email template, click the "New" button in the toolbar of main screen. A popup screen is show out for create the Email Template.

There are three part of the template,

- **Details** lists the basic information,
- **Email Template** shows a HTML editor to edit the template of email
- **Emails To Send** add email address to this template for sending

4.1. Details

The screenshot shows the 'Template Properties' dialog box. It has a title bar with a close button. The main area is divided into sections. The 'Details' section has two tabs: 'Email Template' and 'Emails to send'. Below the tabs, there is a 'Title' field with an 'Add Variable ...' dropdown. The 'Message Priority' is set to 'Normal'. There is a checkbox for 'Require Reading Confirmation'. The 'Email Address' section contains fields for 'Sender Name', 'Sender Email', 'Replyto Email', 'Cc', and 'Bcc'. The 'Option' section has three checkboxes: 'Use email tracking' (unchecked), 'Allow message sent to duplicate email address' (unchecked), and 'Set Template to Active' (checked). Below these is a 'Sending Priority (Highest - 5)' dropdown set to '3'. At the bottom, there are 'Save' and 'Cancel' buttons.

You need to specify the title of the message, email address for Sender/Reply to/Cc/Bcc.

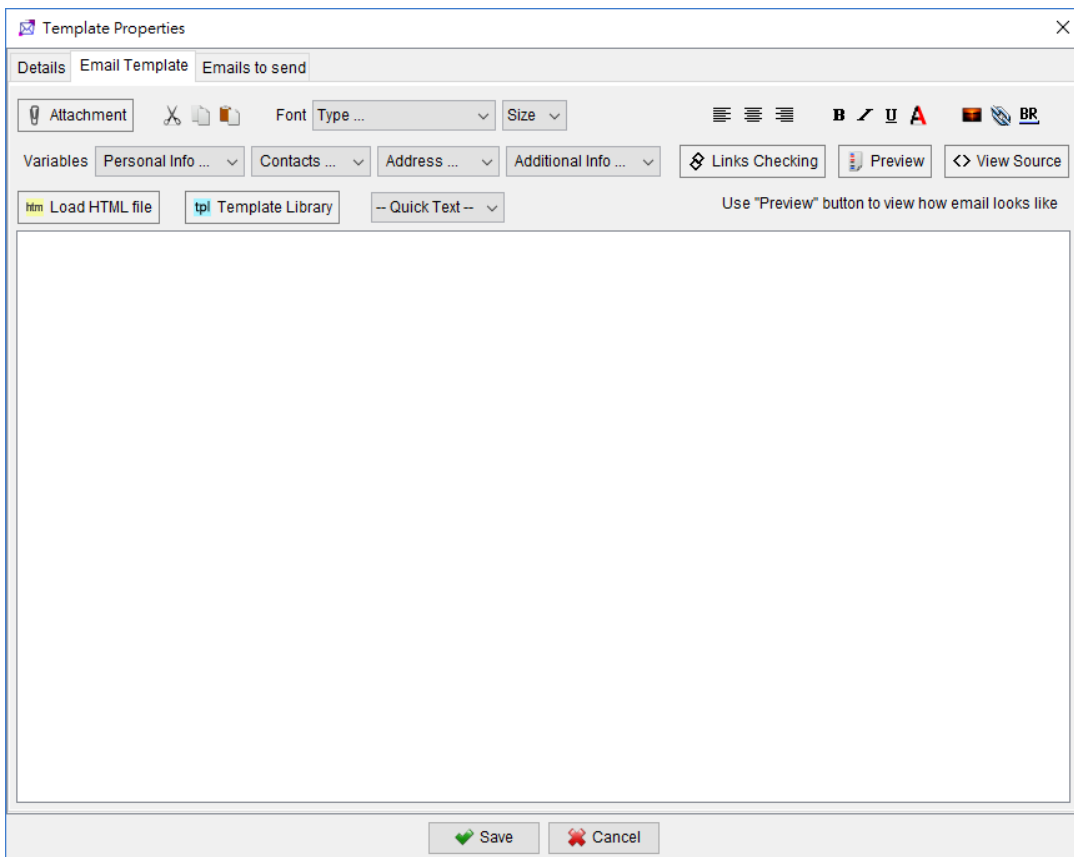
Message Priority – Specify message priority to show urgency of your email: Low, Normal and High.

Allow Duplicate – Specify whether duplicate message will send out if the email address appears in the list more than once.

Active – Set whether the message template is in active or not. If not, this message template will not process when start sending out emails.

Priority – Five is highest and one is lowest. Message with highest priority will process first when sending email out.

4.2. Email Template



It is a HTML editor to type in the email. Using the toolbar icons, you can set the font type, size and style. You can adjust the text alignment and insert image, hyperlink or line break. In the second row of the toolbar, it lists out different attribute of recipient. They are grouped into four different categories, Personal Info, Contacts, Address, and Additional Info.

You can insert the attribute of the recipient by clicking corresponding item. When sending out the email, these variables will be replaced and the corresponding value of recipient will be inserted into the email.

Note:

"Full Name" is the combination of "Salutation", "First name", "Middle name" and "Last name".

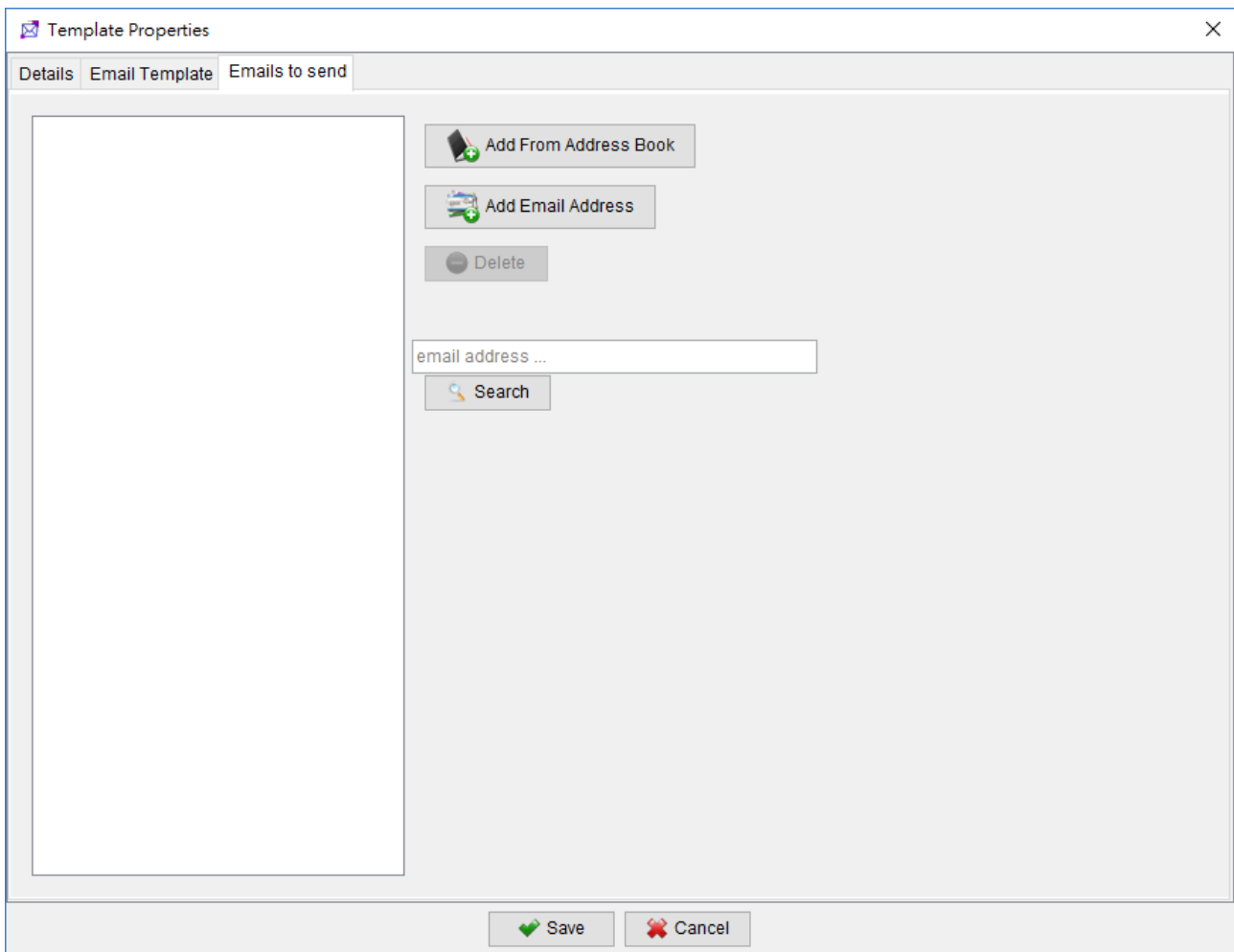
"Full Address" is the combination of "Line 1", "Line 2", "City", "Province" and "Country".

The last two icons in the second row of the toolbar are "Preview" and "Source".

"Preview" - view the template in a browser.

"Source" - view/edit the HTML source of email template.

4.3. Email to Send



The "Email to Send" shows out all the email address associated with the template that waiting to send out.

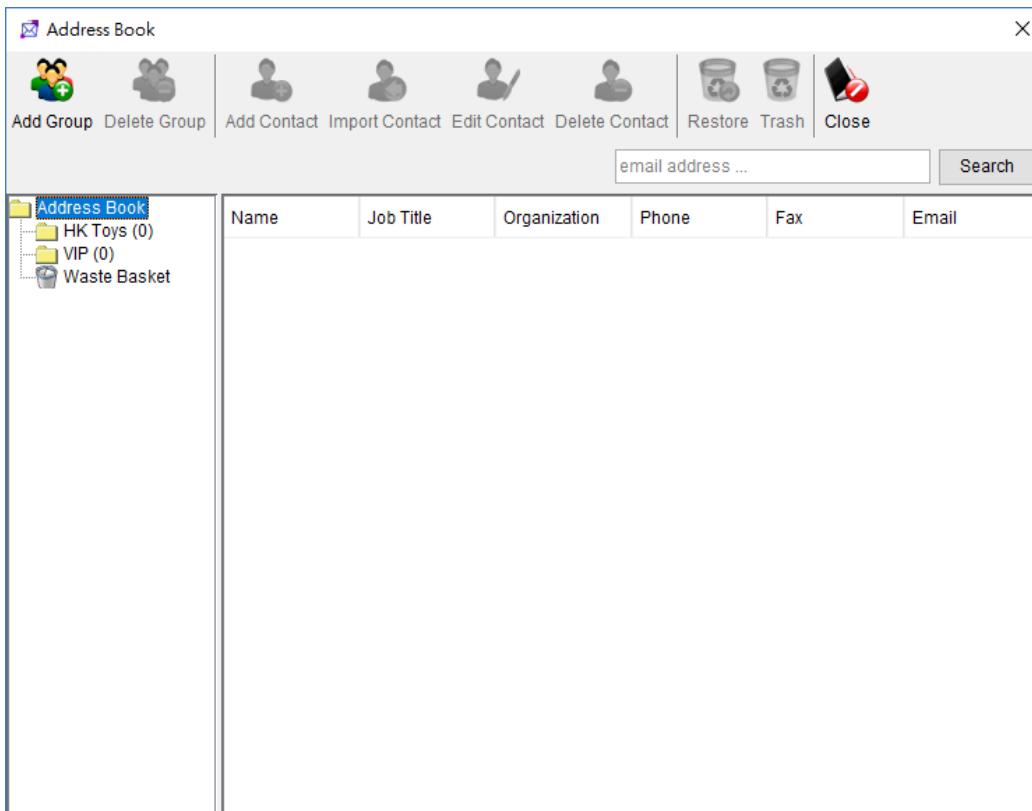
There are two ways to add recipients into template:

- Click [Add From Address Book] button to add address group from Address Book.
- Click [Add Email Address] button to add email address directly.

You can highlight the address and then click [Delete] to remove it.

Search Box is provided to locate email address in the selected group. Fill in the address you want to search and click the [Search] button.

5. ADDRESS BOOK



Address Book is organized in a group structure. All the recipients are stored in groups. On the right hand side, the table lists recipients under the selected group. In the toolbar, there are eight icons:

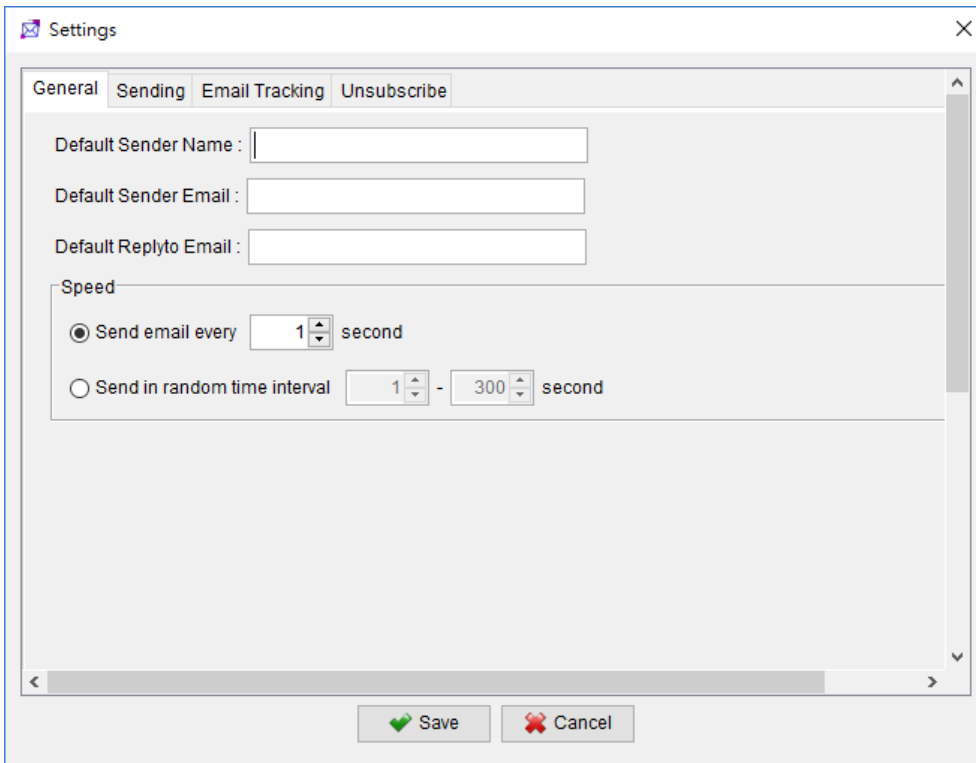
- **Add Group** – To create a group.
- **Delete Group** – Delete the selected group.
- **Add Contact** – Add a recipient to the selected group.
- **Import Contact** – Import bulk of recipients into the selected group from an Excel file. The sample import file can be found in the Import Dialog windows.
- **Delete Contact** – Delete the selected recipients.
- **Restore** – Restore the selected group/recipients from "Waste Basket".
- **Trash** – Delete the selected group/recipients from "Waste Basket" permanently.
- **Close** – Close the Address Book.

Search Box is provided to locate email address in the selected group. Fill in the address you want to search and click the "Search" button.

6. SETTINGS

The "Settings" window can also be accessed via menu "File > Settings".

6.1. General



This is to set the "Sender", "Reply To" email address and the sending speed.

- **Default Sender Name** – Optional. This information will be shown in the email sender.
- **Default Sender Email** – Required. The default sender address. If the sender address in "Message Template" is not provided, this address will be used instead. Please provide a valid email, as some email servers will check for the validity of the email before deliver any email.
- **Default Replyto Email** – Optional. The default reply-to address. If the reply-to address in "Message Template" is not provided, this address will be used instead.
- **Speed** – This is to set the sending speed. You can choose sending in fixed or random time interval.

6.2. Sending

Settings

General Sending Email Tracking Unsubscribe

For sake of convenience, two different SMTP servers can be setup.
Specify which server to be used at the bottom.

SMTP Server #1

Server Type : SMTP

Host :

Port :

Connection Security : NONE

Server requires authentication

Authentication

Username :

Password :

Show Password

SMTP Server #2

Server Type : SMTP

Host :

Port :

Connection Security : NONE

Server requires authentication

Authentication

Username :

Password :

Show Password

Use SMTP Server #1 Use SMTP Server #2

Use SMTP Server #1 & #2 by random

Use SMTP Server #1 & #2 by turns

Use RoboMail built-in SMTP Server

Note for using built-in SMTP Server

- Built-in SMTP Server will be run on this PC.
- Please ensure port 25 is not blocked.
- You may consult your ISP for details.

[Reference: SMTP Settings of popular email services](#)

This is to configure the server for sending emails.

- **Host** – Required. The SMTP server address. Leave the field blank if you want to use the built-in SMTP server.
- **Port** – You can specify the port number here. Default port for email sending is 25.
- **Connection Security** – If your server require SSL/TLS connection, you may choose it here.
- **Server requires authentication** – If your SMTP server requires authentication, check the box and fill in the username and password below.

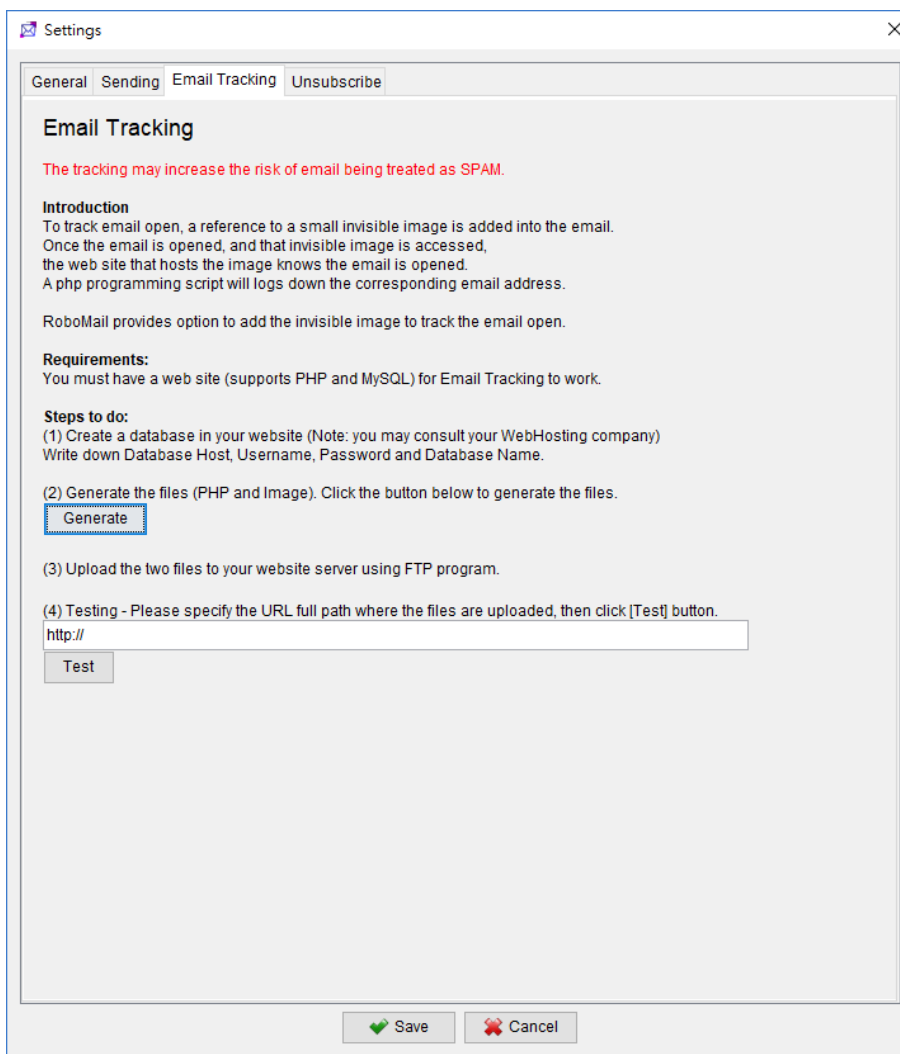
Two SMTP servers can be set in the software. You can choose to use either one server, use by random or use the builtin Server. If you want to use RoboMail built-in SMTP server, please check the box at the bottom. Please confirm with your ISP that port 25 is not blocked.

6.3. Email Tracking

This is a guide to help setup your website to track the email open. This page will help you generate PHP script and you can use it to setup your web page.

Please follow the on-screen instruction and get the parameter of your hosting and database. Click [Generate] and prepare the PHP script. Then upload the script to your web hosting.

Once you upload to your web page, you can input the URL there and click [Test] button to test.

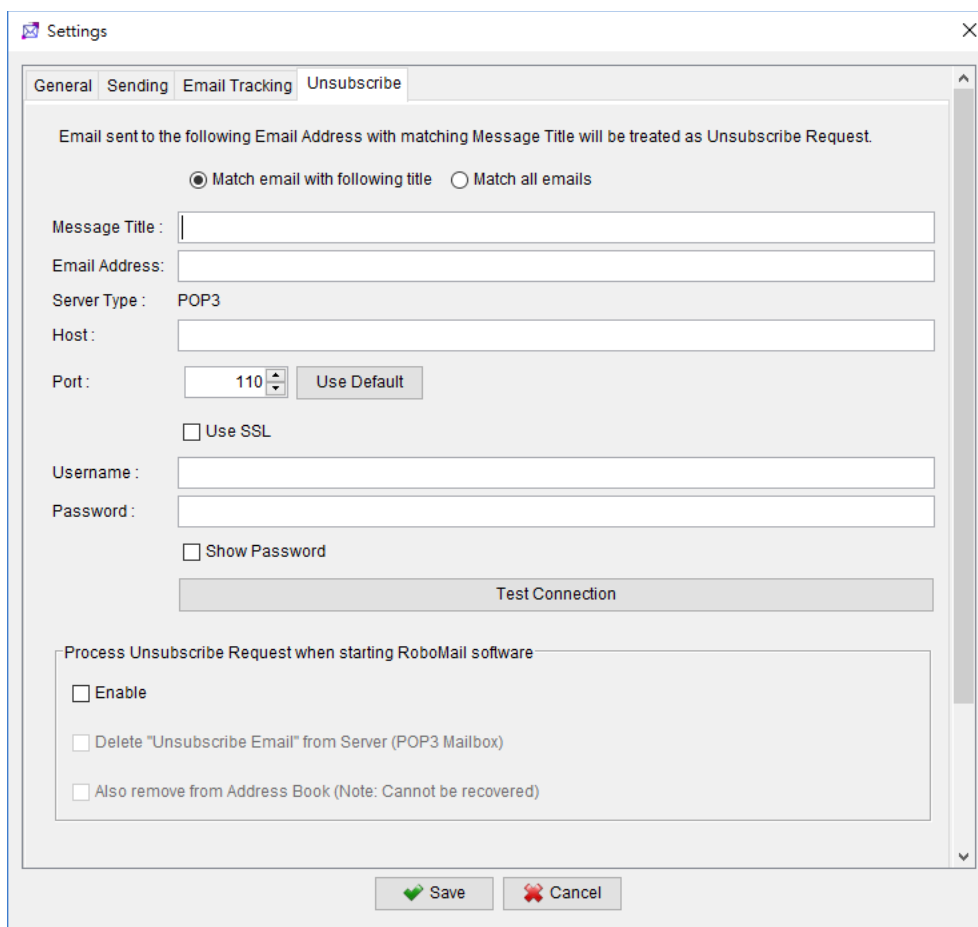


The screenshot shows a web browser window titled "Settings" with a close button (X) in the top right corner. The window has four tabs: "General", "Sending", "Email Tracking", and "Unsubscribe". The "Email Tracking" tab is selected and active. The content of the "Email Tracking" tab includes:

- Email Tracking**
- A warning: "The tracking may increase the risk of email being treated as SPAM."
- Introduction**
To track email open, a reference to a small invisible image is added into the email. Once the email is opened, and that invisible image is accessed, the web site that hosts the image knows the email is opened. A php programming script will logs down the corresponding email address.
- RoboMail provides option to add the invisible image to track the email open.
- Requirements:**
You must have a web site (supports PHP and MySQL) for Email Tracking to work.
- Steps to do:**
 - (1) Create a database in your website (Note: you may consult your WebHosting company) Write down Database Host, Username, Password and Database Name.
 - (2) Generate the files (PHP and Image). Click the button below to generate the files.
 - (3) Upload the two files to your website server using FTP program.
 - (4) Testing - Please specify the URL full path where the files are uploaded, then click [Test] button.

At the bottom of the window, there are two buttons: "Save" (with a green checkmark icon) and "Cancel" (with a red X icon).

6.4. Unsubscribe



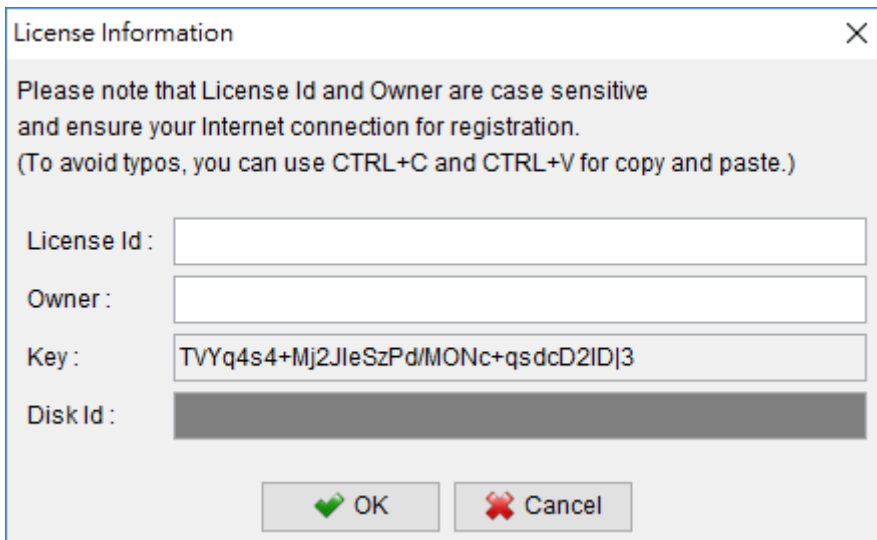
This is to set the server about unsubscribe emails. The required server type is "POP3". By filling in the "Unsubscribe Settings", RoboMail is able to retrieve those messages from the server with matching title and remove the sender email address from the sending list.

- **Message Title** – The title of message that is identified as "Unsubscribe" email.
- **Email** – The email address receive "Unsubscribe" email.
- **Host** – The POP3 server address. If this field leave empty, "Unsubscribe" emails cannot be processed.
- **Port** – The port of POP3 server. Default is 110
- **Username** – Username to login and read email from the POP3 server.
- **Password** – Password for reading email from the POP3 server.
- **Use SSL** – Use SSL for connection.

7. REGISTRATION

To get rid of the restriction of Trial Version, you need to obtain a license and register your RoboMail copy. To register the RoboMail,

(1) Go to menu "Help > Register", registration window is shown out.



The screenshot shows a dialog box titled "License Information" with a close button (X) in the top right corner. The text inside the dialog reads: "Please note that License Id and Owner are case sensitive and ensure your Internet connection for registration. (To avoid typos, you can use CTRL+C and CTRL+V for copy and paste.)". Below this text are four input fields: "License Id:" (empty), "Owner:" (empty), "Key:" (containing the text "TVYq4s4+Mj2JleSzPd/MONc+qsdC2ID|3"), and "Disk Id:" (a dark greyed-out field). At the bottom of the dialog are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

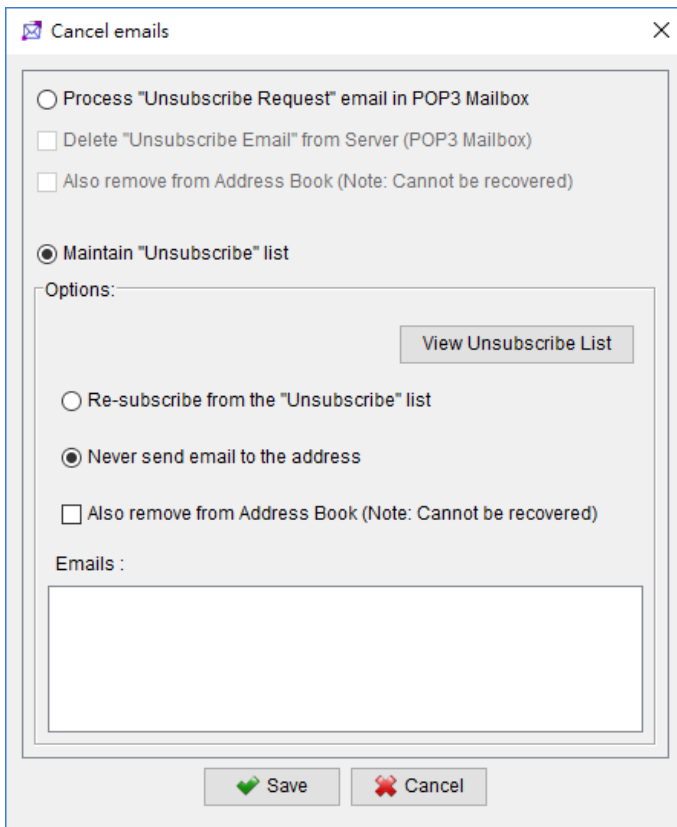
(2) Fill in the "License Id" and "Owner" information and click "OK" to register. Please ensure the Internet connection when registration is in process. Afterward, restart the RoboMail to effective the license. The License Information can be found in the CD/LicenseId.txt or in the email about license information.

Note:

If firewall is setup and block the connection of registration, the registration cannot be completed. You may temporarily disable the firewall to allow the registration go through.

8. QUICK “HOW-TO”

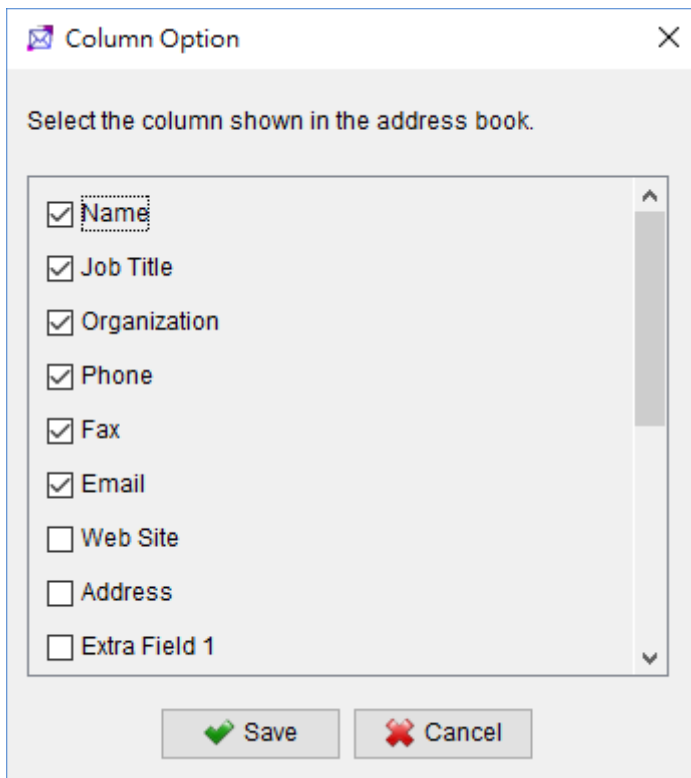
8.1. Cancel Emails



There are two ways to handle those "Cancel Emails".

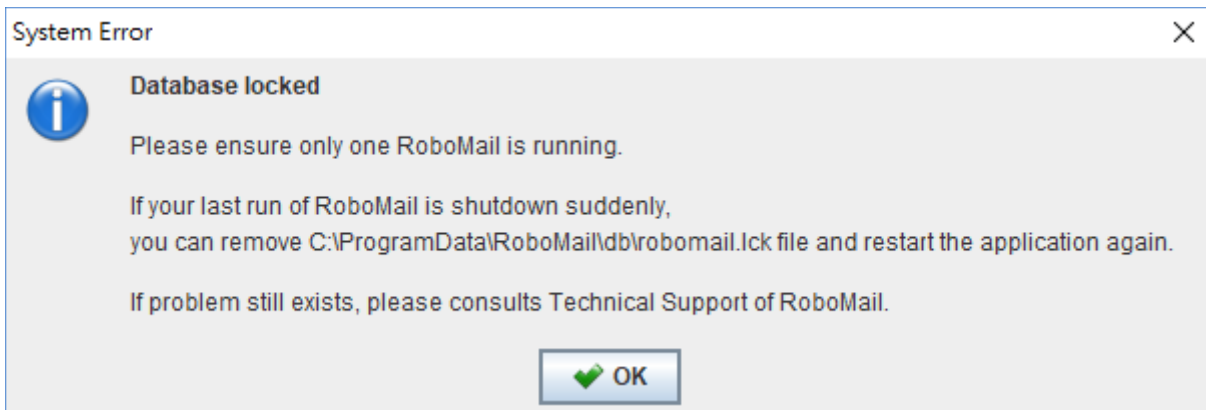
- **Process the POP3 unsubscribe list.** It will retrieve the emails address, according to the "Unsubscribe Settings", and remove it from the email list. An option is provided to choose whether remove the email record in the database at the same time.
- **Maintain the "Unsubscribe" list.** You can input the email address and specify the action on it, "Re-subscribe from the cancel list", "Never send email to the address". An option is provided to choose whether remove the email record in the database at the same time.

8.2. Change View in Address Book



Right-click in Address Book and choose "Column View" in popup menu. It will show a popup window that lists all column of the Address Book. You can check the column that you would like to show. And click "Save" to save your settings.

8.3. Resolve “Database Locked”



If you encounter the above message when start the RoboMail, check the following to resolve the problem.

- Ensure only single instance of RoboMail is running.
- If not the above case, you can remove the "robomail.lck" file under the "db" directory in the installed path. After that, start the RoboMail again.
- To avoid the database locked, please close the RoboMail nicely.
- If problem stills exists, please contacts the RoboMail Support Team.

8.4. Why I can't receive email when using the built-in SMTP server?

The SMTP server use port 25 to deliver email. Some ISP may block port 25. Please consult your ISP for details.

8.5. Why I can't receive email when using public SMTP server?

Some public SMTP server may have quota limit, please check with Technical Support of your SMTP server.