

EndUser Software Corp.

Mailbox X for Outlook User Guide

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Introduction

EndUser Software is proud to present to you the best e-mail management tool for Microsoft Outlook. Our goal is to provide Outlook users the best tool to help you manage your e-mail campaigns. This document will outline basic to advance features of Mailbox X for Outlook to ensure that you can take advantage of the power available to you by Mailbox X.

Mailbox X provides a simple and intuitive wizard interface that guides users to perform the various actions to perform e-mail management tasks. However, what seems to be a very simple application, Mailbox X provides extensive set of options that covers most tasks needed for an effective e-mail management process.

Please go to the [Support Resources](#) page for more user guides, tutorial videos and documents.

Installing MBX for Outlook

Once you have downloaded MBX for Outlook, simply run the setup file and install the files to the default installation folder. The installer will add program group folder named “MBX for Outlook” which will contain the link for the online resources for MBX for Outlook. The installer also registers MBX as an option within Outlook.

Registering MBX for Outlook

After purchasing MBX for Outlook, an email notification is sent to the e-mail address specified in the payment form. The e-mail notification will include the registration code that can be used to register MBX for Outlook. To register, right click on the Outlook “Inbox” folder and select “MBX for Outlook” then click on “Register MBX”. Fill-up the form and also use the registration code that was included in the notification e-mail.

Getting Started

To start using MBX for Outlook, all bounce back or unsubscribe e-mail messages needs to be isolated into their own respective e-mail folder in Outlook. This will make sure that only the validated bounce back messages will be processed by MBX. The bounce back e-mails can be manually moved to a separate folder or if you want to do it automatically every time a new bounce back e-mail is retrieved, use the Outlook E-mail Rules feature. Once the bounce back e-mail messages are isolated into a separate folder, right click on that folder and select “MBX for Outlook” then click on “MBX Agent”.

Setting Up Outlook E-mail Rules

Mailbox X for Outlook is designed to work on e-mail folders that already contain bounce back or unsubscribe e-mail messages. Outlook provides an easy and powerful feature called “E-mail Rules” that allows the Outlook application to filter e-mail message and any qualified e-mail messages can be setup to be moved to a specific folder.

Create Destination Folders

In Outlook, right click on your Inbox folder and select “New Folder”. Use a folder name that you would like to use for your “bounce back” e-mail messages.

Perform the same steps, but this time, specify the desired folder name for the “unsubscribe” e-mail messages.

Identify Common Unsubscribe Keywords

Take a quick look at the bounce back or unsubscribe e-mail messages. Jot down some of the common keywords used in the subject line of those e-mail messages. A common one is “Undeliverable” or “Delivery Failed”. Avoid using common and short keywords to make sure that only valid bounce back or unsubscribe e-mails are selected by the e-mail rule.

Action Items

Mailbox X provides a wide range of actions that can be performed against the e-mail address records and their associated Outlook contact records. The options range from simple operations such as exporting to a file, to more advanced options such as moving Outlook contacts to another contact folder.

Export e-mail address to a tab delimited file

Any bounce back and unsubscribe e-mail addresses can be exported to a tab delimited file, which can then be opened in MS Excel. Optionally, the associated contact item info can also be exported, including contact name, company name, and phone number.

Create new contact group based on list of e-mail addresses

An alternative to using an existing contact group. Use this option to build a new contact group and add the contact records linked to the bounce back or unsubscribe e-mail addresses.

Delete e-mail address

This option allows users to completely remove the offending e-mail address from the contact records which are associated with the e-mail address. There are cases where a contact record might have 3 e-mail addresses and the offending e-mail address is the second e-mail address. Instead of having a 2nd blank e-mail address field, Mailbox X offers an option to automatically cascade the list of e-mail addresses. In this scenario, the 3rd e-mail address will automatically move to the 2nd e-mail address field and any other e-mail addresses below the 3rd e-mail address will also move up.

Add notes message including e-mail address

A new note can be added to the contact record associated with the bounce back or unsubscribe e-mail address. This is one option if you want to keep a history of the bounce back or unsubscribe e-mail address.

Move e-mail message to another e-mail folder

This option allows Mailbox X to conditionally move e-mail messages to another e-mail folder. This option provides ways to clearly identify which e-mail messages were processed, which one were skipped, provide a way to clean-up the designated “bounce back” or “unsubscribe” folder.

Copy/Move associated contact to another contact folder

Based on the list of found bounce back or unsubscribe e-mail addresses, the associated contact record can moved/copied to another contact folder. This option allows users to clean-up the main contact folder while retaining a copy of the contact item. The moved contact items can then be further reviewed/updated and can be moved back to the main contact folder.

Run external application

Mailbox X can execute any valid windows application. This option allows users to create their own application that performs other tasks such as updating databases or sending an e-mail message. The parameter can point to the exported list of e-mail addresses which can also be dynamically set by passing the parameter value “{MBXFILE}”.

Support

For Technical support please feel free to send your inquiries to support@endusersoftware.com.