

Send2 Printed Documentation

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STARTUP & ABOUT

ABOUT SEND2

Welcome to **Send2!**

Whenever you plan to send group e-mails, you always need to grab all your contacts and export them into the e-mail. Now, the Send2 solution is at your disposal to greatly facilitate such routine tasks. You can easily pick up the needed contacts by clicking on e-mails in your current folder. Send2 also allows you to create and send an e-mail to a new distribution list in only a few clicks. If you are looking for a means to save your valuable time, this Microsoft Outlook plug-in is just for you.



We would also like to extend a special "thank you" to our numerous customers in the USA, United Kingdom, Australia, Belgium, Germany, Switzerland, France, Singapore, and other countries who implemented our programs for their everyday business needs - from personal and family use to Medical and Law Offices, Religious Services, Technology and Software production companies.



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* **TRIAL VERSION** ALLOWS USING SEND2 FOR 7 TIMES, AND THE NUMBER OF ADDRESSES IN DISTRIBUTION LISTS AND GROUP MESSAGES IS LIMITED TO 10.

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 [Send2 website](#)

HOW TO BUY

Click on the [underlined](#) links to find out more.

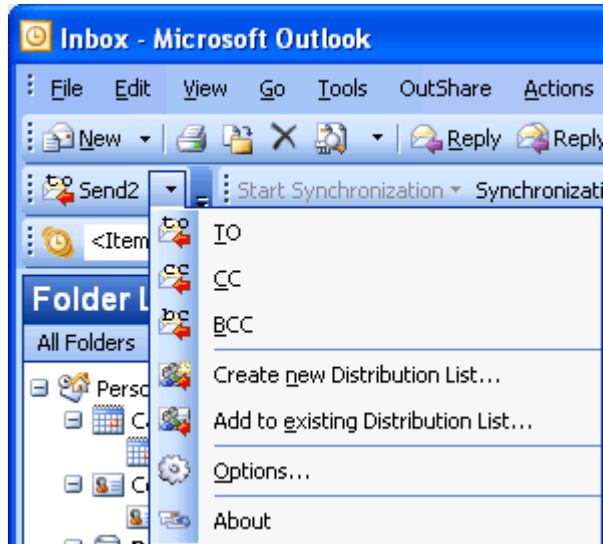
- ➔ To **buy the license**, please [click here](#).
- ✓ All of our customers who have purchased the program or who have added a new license are eligible to get free updates for a year from the purchase date.
- ✓ If you are looking for other 4Team products for Microsoft® Outlook® , you can get them at significantly reduced prices; just send us an email with your order number, product name, and the number of licenses that you wish to purchase.
- ✓ For more information please check out product website.


 [Send2 website](#)

HOW IT WORKS

Click on the [underlined](#) links to find out more.

Having been installed, the Send2 plug-in adds the Send2 button to the standard Microsoft Outlook toolbar.



After selecting items for a group message, pointing to **Send2** on Outlook **Actions** or **shortcut menu**, or clicking the **arrow** button  on Send2 toolbar, you can:

- ✓ Add recipients to the **To:**, **Cc:**, or **Bcc:** fields of a new group message.

For example, you can select an e-mail in your **Inbox** folder, and click **Send2**→ **TO** on Outlook toolbar. A new message is created displaying the selected sender's e-mail address in the **To:** field.

Or, holding down CTRL, select three e-mails in your **Inbox** folder, and click **Send2**→ **CC** on Outlook toolbar. In that case, the addresses of all three e-mail senders are added to the **Cc:** field of a new message.

- ✓ Create a new distribution list containing selected recipients.
- ✓ Add selected recipients to an existing distribution list

Additionally, new toolbars are also added to a new message form and **Drafts** folder for customizing your group messages and applying Send2 actions to the group messages saved in Drafts.

[Features](#)

 [Send2 website](#)

FEATURES

Click on **bold** text to find out more.

The **Send2** plug-in extends the standard Microsoft Outlook functionality.

When you don't have Send2, sending mass e-mails may take a great deal of your time. When e-mails are stored in Outlook Personal Folders, you can only reply or forward the e-mails. Send2 allows you to easily create a new e-mail in response to multiple messages.

Moreover, when you create a new message, you need to type in an address, or select a contact (distribution list) after clicking the **To...** (**Cc...**, or **Bcc...**) button. With the help of Send2, you can create new distribution lists and add new recipients to the existing ones by simply selecting contacts right in the current folder.

- **Easily create group messages**

You can now create a group e-mail in only a few clicks, by simply selecting the recipients' addresses right in your current view. You only need to select items in the folder and do one of the following:

1. On the toolbar, click the **Send2** button and select **TO**, **CC**, or **BCC** from the menu.
2. Right-click the selected items, point to **Send2** on the drop-down menu, and select **TO**, **CC**, or **BCC**.
3. On the Outlook **Actions** menu, point to **Send2** and select **TO**, **CC**, or **BCC**.

- ✓ **Add contacts from the entire folder into mass e-mails in one click**

Selecting a folder in the Navigation pane in Outlook allows you to send a message to all contacts of this folder.

- ✓ **Add addresses to the recipient list from various sources**

The recipient addresses can be picked up from e-mails, tasks, meetings, or contacts.

- ✓ **Enhance standard Distribution List functionality**

Send2 allows you to easily create new distribution lists or add new recipients into the existing distribution lists.

- ✓ **Personalize your group messages**

Make your group messages personal by automatically inserting appropriate contact details (e.g. Full Name, First Name, Middle Name, etc.) for each recipient of the message.

- ✓ **Save your group messages in Drafts to send them out at any time**

When you discard sending the e-mails generated to send a group message to the recipient list, all e-mail messages are saved in the **Drafts** folder so you can send them out at any time by simply clicking the "**Send Now**" button. Moreover, you can customize Send2 Options to automatically flag the unsent messages so you could conveniently distinguish the e-mails saved in Drafts folder using Send2.

- ✓ **Customize Send2 Options** according to your preferences

- ✓ **Integrated** with Microsoft Outlook **Actions** and **shortcut menu**

- ✓ **Integrated** into Microsoft Outlook toolbar

 [Send2 website](#)

SYSTEM REQUIREMENTS:

▶ **Software:**

- ✓ **Operating system:** Microsoft Windows® 2000/XP/2003/Vista/ Windows 7.
- ✓ Microsoft Outlook version XP/2002, 2003/2007/2010
- ✓ Incompatible with Outlook Express®, or Outlook versions prior to 2000/XP (SP-2)

▶ **Hardware:**

- ✓ **CPU:** at least Pentium 400 MHz
- ✓ **Memory:** minimum requirement is 64MB (256MB recommended)

▶ **Minimum requirements** for optimum functioning of the program are:

- ✓ Microsoft Windows **Administrator rights** in order to install **Send2** for Microsoft Outlook.

 [Send2 website](#)

SEND2 VERSIONS

- ▶ **Trial** - a limited functionality version. It allows you to use Send2 for 20 times, and the number of addresses in Distribution Lists and group messages is limited to 10.
- ▶ **Full** - a fully functional version.

Note: The trial version does not require any activation.

 [Send2 website](#)

SOFTWARE UPDATE & ACTIVATION

Click on the [underlined](#) links to find out more.

▶ **What happens if you don't activate your copy of the product?**

Before you activate **Send2** you may run it for a limited amount of time (trial version). **Send2** will go into **Reduced Functionality Mode** when this trial period expires. In Reduced Functionality Mode, you will not be able use **Send2**. No existing Outlook items or contacts will be harmed, and you can easily get **Send2** out of this mode after activation.

▶ **Product Activation:**

1. Connect to the Internet.
2. Go to Microsoft Outlook **Help** menu, point to **4Team About** and select **Send2**.
3. In the opened Form click the **Activate...** button.
4. Enter your* Activation Code in the Activation Code field.**
5. Click **Next**.

The program will continue functioning as a full version.

If you receive the **Activation failed** dialog, click "< Back" and reenter your Activation Code. If this does not help, go to [Support](#) by phone or LiveChat.

*An Activation Code will be sent to you by e-mail after you purchase the product. You can purchase the product by clicking [here](#).

In order to activate the product, you need to purchase it and obtain the activation code. Click the **Buy online button in the About **Send2** form to go directly to product website.

• **Software Update**

1. **Connect** to the Internet.
2. Go to Microsoft Outlook **Help** menu, point to **4Team About** and select **Send2**.
3. In the opened Form Click the **Check for Update** button.
4. If a new version of the product has been released, **remove the old version** (Control Panel→ Add/Remove Programs) and **download and install the new one**.

Note: All your data will be saved and securely translated into a new version. Your Activation Code (your order number) will be required. Please click "**Activate**" in the product menu and enter the Code. You may purchase a group license or separate licenses for each group member from the product website. For program activation, the Code has to be entered on each group member's computer.

▶ **About product activation**

After the trial version period is over, you will need to activate your copy of the product in order to continue using it. This wizard will guide you, step-by-step, through the process of activating via the Internet or over the telephone.

4Team Product Activation is an anti-piracy technology designed to verify that software products have been legitimately licensed. It is quick, simple, and helps protect customer privacy.

Product Activation works by verifying that a software activation code, which you must use in order to activate the product, has not been used on more personal computers than intended by the software's license.

Note: Please be aware that your Activation (License) Code is linked to your computer(s), and the program can be installed only on as many computers as licenses you have purchased. If you need to move the program to another computer, please contact our [customer support](#).

An Activation Code will be sent to you by e-mail after you purchase the product. You can purchase it by clicking [here](#).

 [Send2 website](#)

INSTALLATION

Click on the underlined links to find out more.

- **Prior to installation:**

1. You need to have **Windows® Administrator rights** in order to install **Send2 for Microsoft® Outlook®** .
2. Please check that you are running Microsoft Outlook 2002 (SP-2), 2003, 2007 or 2010 as **Send2 is incompatible** with any **Outlook** version **prior to 2002/XP (SP-2)**; check other System Requirements as well. You can update your Microsoft Outlook version [here](#).
3. Download the latest version of **Send2** setup file from the [Send2 website](#) and save it to an easy to find place.

- ▶ **Installation steps:**

1. **Close** Microsoft® Outlook® and all open programs.
2. **Install** the previously downloaded product by opening/clicking the "setup" file from the location where you saved it. Follow the instruction on the screen.
3. **Start** Microsoft Outlook.
4. You are now ready to start using the program!

- **If installation was interrupted or incomplete,**

...the problem might be related to Microsoft Outlook integrity. Prior to reinstalling Send2, please perform the following:

1. Uninstall Product (Start→ Control Panel→ Add or Remove Programs).
2. Use the Detect and Repair feature in Microsoft Outlook Help menu to make sure it is operating properly. You may need the original Microsoft Office® or Microsoft Outlook CD-Rom. If Detect and Repair was unsuccessful, please address the issue to [Microsoft support team](#). Installation of 4Team software will not be possible until Microsoft Outlook integrity is restored.
 - ▶ Please keep in mind that the " Detect and Repair" feature is not related to our software and recommended to be performed each time you experience functional problems with Microsoft Outlook.
 - ▶ Please refer to our FAQ & Troubleshooting section of the HELP documentation.
 - ▶ **For IT Professionals in order to restore Microsoft Outlook integrity:**
 - ✓ Use the "Detect and Repair " feature in your Microsoft Outlook (you may need the original Microsoft Office or Microsoft Outlook CD-Rom). If this feature is successfully fulfilled, you may proceed to the next step. If not, we recommend that you save your *.pst file and repeat the procedure, but this time with "Discard my..." checked. Use the SCANPST feature, which will check the integrity of your *.pst file. Find this file in your computer and remember the name. Close Microsoft Outlook.
 - ✓ Find the SCANPST.EXE file on your hard disk. Launch the program by clicking on SCANPST.EXE.
 - ✓ In the dialogue box click "Browse..." and choose the path for your *.pst file. Click "Open". Then click "Start". If the program finds any problems, click "Repair". Click "Close". If the problems persist, address them to [Microsoft support team](#).

Our **customer support** will be happy to answer all your questions regarding product installation and functionality, by [e-mail](#) or through [Live Help](#) Chat/Feedback on our Web site at: <http://send2.4team.biz>, over the phone at: (954) 796-8161.

- ▶ Report Problem, Suggestions

WORKING WITH SEND2

RULES FOR CREATING RECIPIENT LISTS

Click on the [underlined](#) links to find out more.

Using Send2, the recipient lists are created from various Outlook items (e-mails, tasks, meetings, etc.) automatically. The rules for retrieving addresses from Outlook items and adding them to the recipient lists are the following:

E-mails

- ▶ When you select e-mails sent by you (i.e. stored in the **Drafts**, **Outbox**, and **Sent Items** folders), all e-mail addresses from the **To:** field (destination addresses) are added to the recipient list.
- ▶ When you select e-mails received by you (i.e. stored in the rest of e-mail folders), all e-mail addresses from the **From:** field (senders' addresses) are added to the recipient list.

Note: If you mark the **Do not include e-mail messages already replied** check box on the **Send2 - Options** form, all e-mails with the **Replied** status (i.e. e-mails to which you have already replied) are not added to the recipient list. However, the items selected in the Folder pane manually are always added to the recipient list, regardless of this option.

Tasks and Meetings/Appointments

- ▶ When you select a task, meeting, or an appointment, all the contacts to whom the task is assigned (or who participate in the meeting/appointment) are added to the recipient list. Consequently, all the e-mail addresses listed in the **To:** field and in the **Contacts** list are estimated as recipients.

Note: If you mark the **Do not include contacts assigned to tasks, meeting and appointments** check box on the **Send2 - Options** form, all meeting, appointment and task participants specified in the **Contacts** list are not added to the recipient list. However, the items selected in the Folder pane manually are always added to the recipient list, regardless of this option.

Contacts

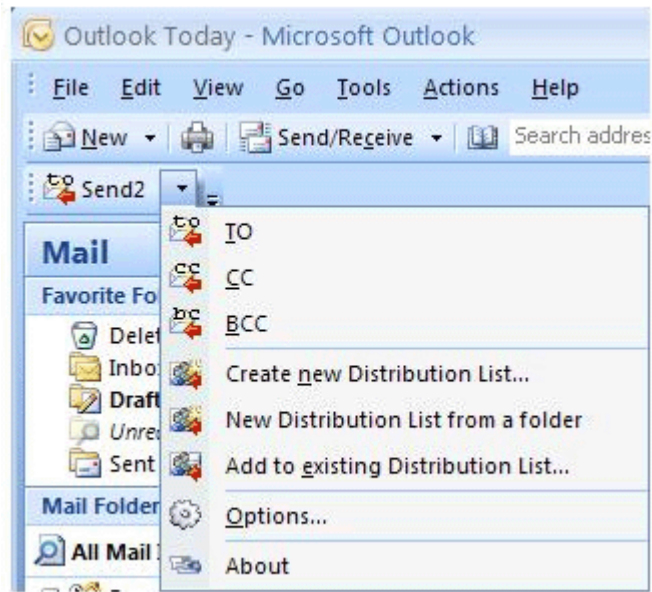
- ▶ All selected contacts are added to the recipient list.

Note: If you mark the **Do not include private contacts** check box on the **Send2 - Options** form, all personal contacts (with **Private** check box marked) are not added to the recipient list. However, the items selected in the Folder pane manually are always added to a recipient list, regardless of this option.

SEND2 IN MICROSOFT OUTLOOK 2007

Click on the [underlined](#) links to find out more.

After installation of Send2 on the Microsoft Outlook 2007 version, a new Send2 toolbar is added to the Outlook 2007 toolbar. The **Send2 menu** can also be accessed by right-clicking an Outlook folder with emails, contacts, tasks, meetings/appointments.



- ▶ You can set Send2 Options by clicking " Options" button.
- ▶ You can also customize group messages by entering personalization data or selecting the sending mode.

[Send2 website](#)

HOW TO...

SELECT ITEMS FOR GROUP MESSAGES

Click on the [underlined](#) links to find out more.

To create a message to a group of recipients using Send2, first of all you need to select one or more items of the following types:

- ✓ **E-mail,**
- ✓ **Contact,**
- ✓ **Task,**
- ✓ **Meeting/appointment.**

All available addresses from these items will be retrieved and added to the recipient list.

There are two ways to select the needed items for creating a recipient list:

- **Select the items manually on the Folder pane**
 - ✓ To select non-adjacent items of the folder, click one item, hold down CTRL and click each additional item.
 - ✓ To select adjacent items of the folder, click the first item in the sequence, hold down SHIFT and click the last item you need.
 - ✓ To select all items of the folder, click one item and use the key combination CTRL+A.

Note: If you accidentally select an item you do not need, hold down CTRL and click the unneeded item to exclude it from the list.

- ▶ **Select a folder on the Navigation pane**

When you select a folder in the **Navigation pane**, all folder items are used for creating a recipient list. However, if the filtering options are applied to the specified folder (e.g. displaying only the Active tasks), only the filtered items are selected.

Navigation Pane: The column on the left side of the Outlook window that includes panes such as Shortcuts or Mail and the shortcuts or folders within each pane. Click a folder to view the items in the folder

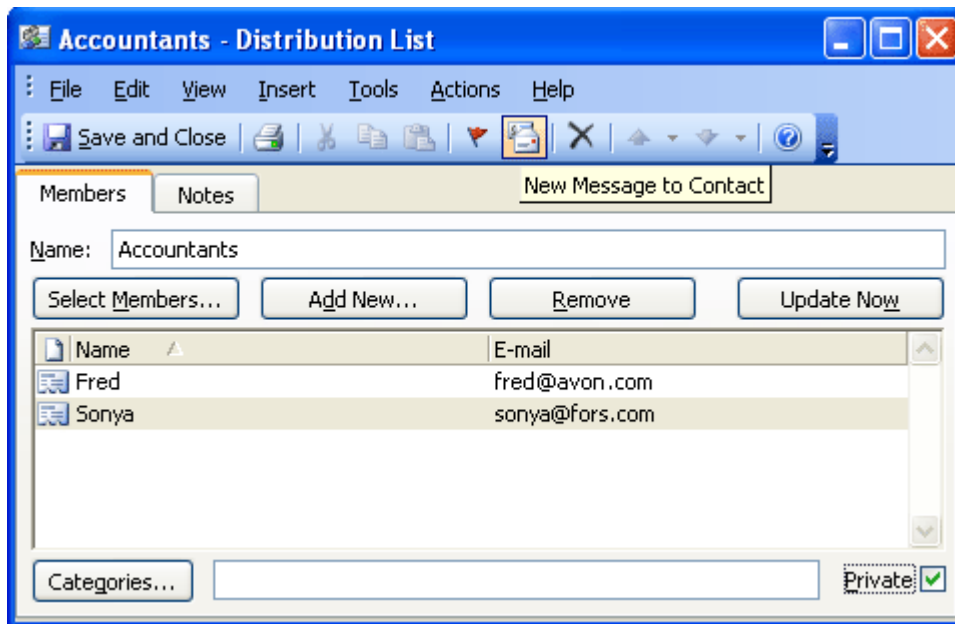
 [Send2 website](#)

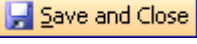

CREATE NEW DISTRIBUTION LISTS

Click on the [underlined](#) links to find out more.

A **Distribution List** is a collection of addresses. It provides an easy way to send e-mails to a group of people. Using Send2, you can easily create a new distribution list:

1. Select the items for retrieving all available addresses which you want to be added to a new Distribution List. When you select more than 100 items* at a time, you are prompted to confirm the operation.
2. Select **Create new Distribution List** from the **Send2** drop-down menu.
3. Enter the Name of the new Distribution List in the **Untitled – Distribution List** form.



4. Click **Save and Close**  to save the new Distribution List, or
5. Click the **New Message to Contact** button  on the toolbar to create and send a group message to the new Distribution List.

* Please note that the trial version of Send2 allows you to add only 10 addresses to one Distribution List.

[Send2 website](#)



ADD RECIPIENTS TO EXISTING DISTRIBUTION LISTS

Click on the [underlined](#) links to find out more.

To add recipients to an existing Distribution List,

1. Select the items for retrieving all available addresses from to be added to an existing Distribution List.
2. Select **Add to existing Distribution List** in the **Send2** drop-down menu.
3. Select the preferred Distribution List to add new addresses to on the **Send2 - Select Distribution List** form. You can search for a Distribution List by entering the first symbols of the name in the edit field located at the bottom of this form and clicking the **Find** button. Clicking **Clear** discards the entered search criteria.

The selected Distribution List is opened, and the new recipients are added to the list.

- ▶ Click **Save and Close**  to save the updated Distribution List, or
- ▶ Click the **New Message to Contact** button  on the toolbar to create and send a group message to the updated Distribution List.

 [Send2 website](#)

SEND GROUP MESSAGES

Click on the [underlined links](#) to find out more.

To send a group message:

1. Select the items for retrieving all available addresses to be added to an existing Distribution List.
2. Do one of the following:
 - ▶ Select **TO**, **CC**, or **BCC** in the **Send2** drop-down menu.
 - ▶ Right-click the selected items, point to **Send2** and select **TO**, **CC**, or **BCC** on the shortcut menu.
 - ▶ On the Microsoft Outlook **Actions** menu, point to **Send2** and select **TO**, **CC**, or **BCC**.

All the retrieved addresses will appear in a new message form in the **To:**, **Cc:**, or **Bcc:** fields respectively.

Additionally, using the **Send2** toolbar buttons on a new message form, you can customize your group messages according to your needs.

Note:

- ▶ When you select more than 100 items* at a time, you are prompted to confirm the operation.
- ▶ When the e-mails are generated to send a group message to the recipient list, you are prompted to confirm the operation. If you click "**No**" in the confirmation dialog, the generated e-mails are saved in the **Drafts** folder.

* Please note that the trial version of Send2 allows you to add only 10 addresses to one Distribution List.

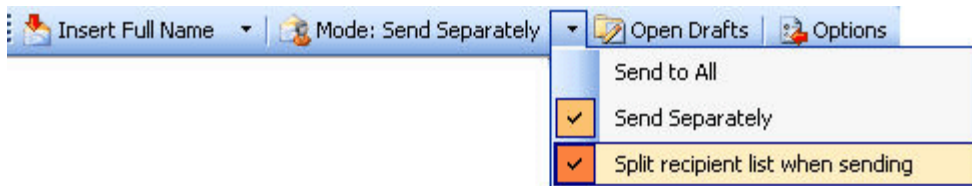
 [Send2 website](#)

SEND SEPARATELY TO GROUPS WITH A TIME INTERVAL

Click on the [underlined](#) links to find out more.

With Send2 you can send group messages to recipients at your chosen time interval:

1. Select **Send Separately** from the sending modes.
2. Select **Split recipient list when sending** from the sending modes.



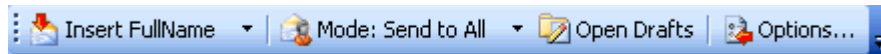
3. Enter the number of recipients and the time interval in Send separately options form. In this form you can check **Don't show this screen next time...** and save the settings (click **OK**) which will be automatically applied next time you select **Split recipient list when sending** mode. You will be able to change the number of recipients and the time interval in Send2 Options (**Send Separately Options tab**).

 [Send2 website](#)

CUSTOMIZE GROUP MESSAGES

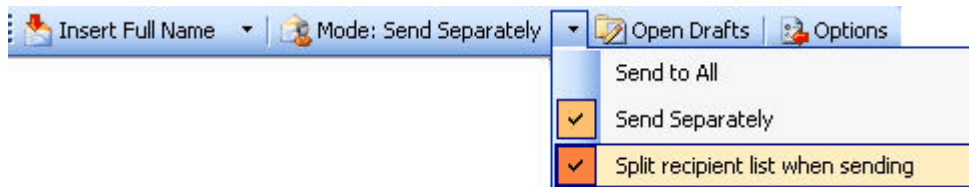
Click on the [underlined](#) links to find out more.

When you create group messages using Send2, a new toolbar is added to the New Message form in Microsoft Outlook:



Using the toolbar buttons, you can:

- ▶ **Insert** the required contact details (e.g. Full Name, First Name, Middle Name, etc.) retrieved from the Contact form in Outlook for each recipient of a group message into the selected place within the message.
- ▶ Send the group message using one of the following modes:
 - ✓ **Send to All** - send the group message as a single e-mail to all recipients.
 - ✓ **Send separately** - send the group message as a separate e-mail to each recipient. If you choose the Send Separately mode, you will be able to select Split recipient list when sending, which will allow you to send e-mails in groups consisting of your chosen number of recipients and at your chosen time interval in the Send Separately Options form. In this form you can check Don't show this screen next time... and save the settings (click OK) which will be automatically applied next time you select Split recipient list when sending mode. You will be able to change the number of recipients and the time interval in Send2 Options.



Note: When you insert the required contact details to a group message, the "**Send Separately**" mode is selected automatically to ensure that all recipients receive a personalized e-mail message.

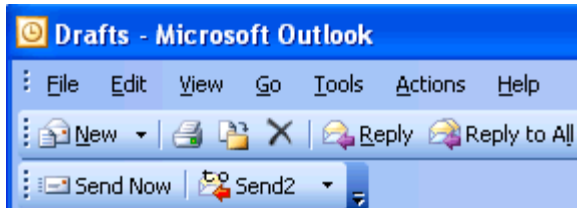
- ▶ Open the **Drafts** folder to view and/or send group messages saved in Drafts using Send2.
- ▶ Set the preferred **Send2 Options** for customizing recipient lists and flagging messages saved in Drafts using Send2.

[Send2 website](#)

SAVE GROUP MESSAGES IN DRAFTS

Click on the [underlined](#) links to find out more.

When you install Send2 on your workstation, a new **Send2** toolbar is added to the **Drafts** folder toolbar:



You can use this toolbar buttons to perform the following actions:

- ✓ Click "**Send Now**" to send e-mail messages saved in Drafts using Send2. Messages are saved in the **Drafts** folder when you discard sending the e-mails generated to send a group message to the recipient list.
- ✓ Click the **Send2** to access the drop down menu with the Send2 Options.


Furthermore, after installing Send2 your **Drafts** folder items are automatically grouped by the "**Received**" status. Such arrangement allows you to conveniently distinguish the messages saved in the **Drafts** folder using Send2. We would also recommend using the flagging options of Send2 to mark the messages according to your preferences.

 [Send2 website](#)

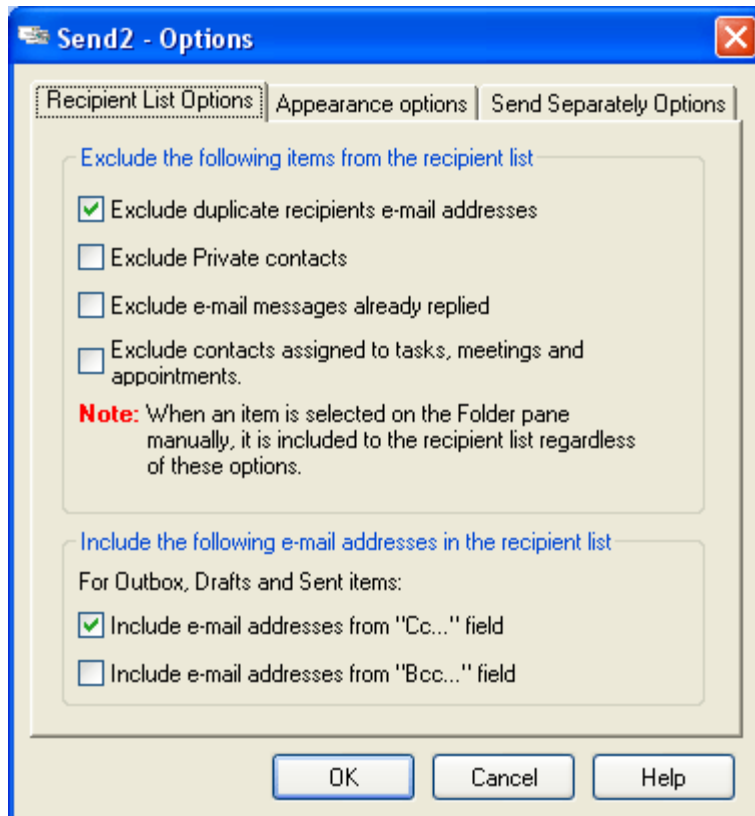
SET SEND2 OPTIONS

Click on the [underlined](#) links to find out more.

To set the preferred Send2 options,

- ▶ Select **Options...** from the **Send2** drop-down menu, or
- ▶ Click the **Options** button  on Send2 toolbar in the group message form.

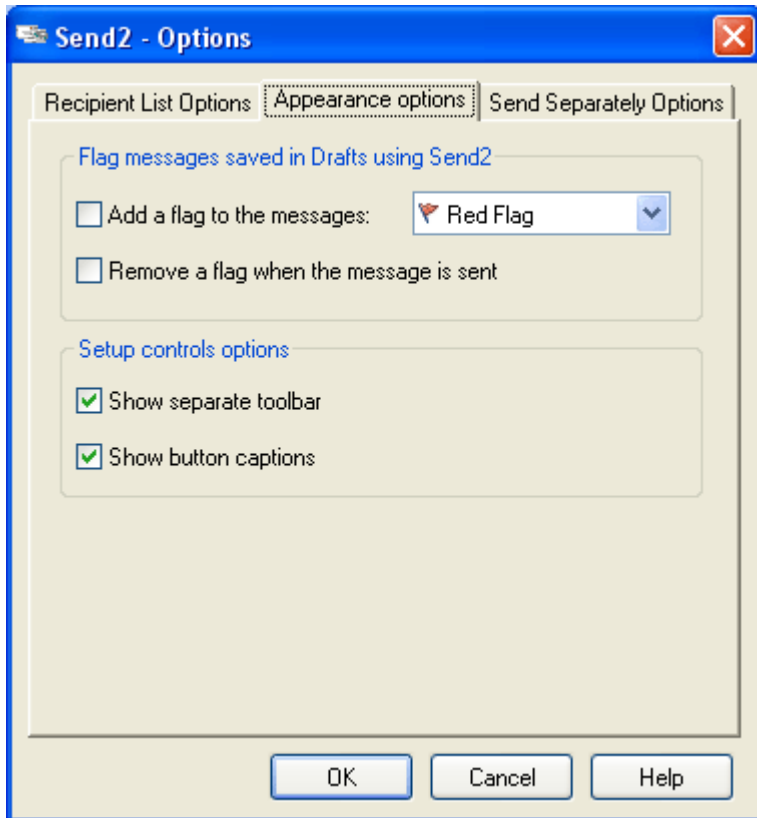
Customizing Send2 options allows you to:



- ▶ Automatically exclude the indicated items from the recipient list
 - ✓ **Do not include duplicate recipients e-mail addresses**
 - ✓ **Do not include Private contacts**, i.e. do not add personal contacts to the recipient list.
 - ✓ **Do not include e-mail messages already replied to**, i.e. exclude all e-mails with the **Replied** status.
 - ✓ **Do not include contacts assigned to tasks, meetings, and appointments**, i.e. do not add all task, meeting and appointment participants specified in the contacts list to the recipient list.

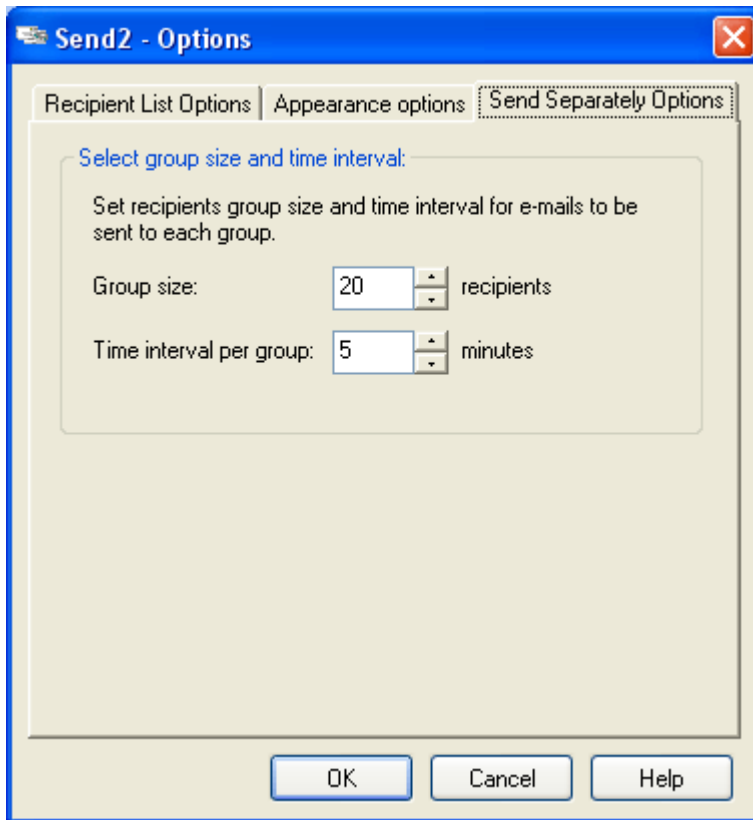
Note: The items selected in the Folder pane manually are always added to a recipient list, regardless of the specified options.

- ▶ Automatically include the indicated e-mail addresses retrieved from Outbox, Sent Items and Drafts folder items in the recipient list:
 - ✓ **Include e-mail addresses** from "Cc..." field.
 - ✓ **Include e-mail addresses** from "Bcc..." field.



- ▶ Add/remove flags from the messages saved in Drafts using Send2 -
 - ✓ **Mark messages with this flag:** i.e. add a flag selected in the combo-box to the messages saved in the Drafts folder using Send2.
 - ✓ **Remove the flag when the message is sent,** i.e. remove the flag when the message previously saved in the Drafts folder using Send2 is sent to a recipient(s).

- ▶ Set the preferred displaying options for Send2 toolbar in a New Message form:
 - ✓ Display Send2 toolbar as a separate toolbar or add it to the standard Outlook toolbar.
 - ✓ Show or hide button captions displayed next to the command icons on Send2 toolbar.
 - ▶ Set recipient group size and time interval for e-mails to be sent to each group:



APPLY A FILTER TO A FOLDER

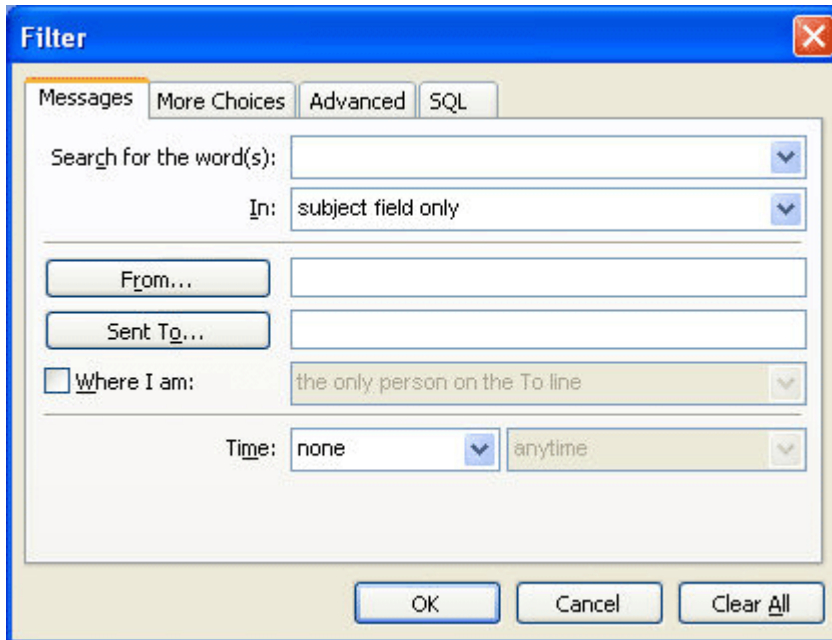
Click on the [underlined](#) links to find out more.

Note: Filtering is a standard Microsoft Outlook functionality.

Applying a filter allows you to see only those items stored in Microsoft Outlook folders that meet the conditions you specify. Filtering is a way to selectively choose which items will appear in a view. If you remove filtering, all the items stored in the folder will be displayed.

To apply a filter to a folder:

1. Click the folder you want to apply a filter to.
2. On the **View** menu, point to **Arrange By**, and then click **Custom** to open the **Customize View** dialog box.
3. Click **Filter** to open the **Filter** dialog box.



4. Set the filter options you prefer. To filter using additional criteria (such as category or importance level), click the **More Choices** tab, and select the appropriate options.

Note: If you select more than one option, only the items that meet all set criteria will be displayed in a view.

FAQ, TIPS & TROUBLESHOOTING

FREQUENTLY ASKED QUESTIONS (FAQ)

Click on questions and underlined links.

We suggest that you use "**Search**" to quickly find your answers.

▶ Purchase

1. **How do I purchase your software? What delivery options do I have?**

You can use your a credit card, PayPal, wire transfer, or check (for US only). All these options are available when you order a product from our website. All software from our website is downloadable, but you can also order the 4Team BCD, which contains installation files and documentation and is sent by regular mail.

2. **Do you provide a discount for non-profit organizations?**

Yes, we do. Send us your NPO statement of exemption by fax and indicate the name of the actual purchaser and his/her email address where we can send the Promo Code that will generate a 15% discount.

3. **I've just purchased the program but still don't have the Activation Code.**

We email Activation Codes within 24 hours after the purchase. But on workdays we usually send Activation Codes within 1 hour. Please send us an email or call us if you don't receive it within this period.

4. **I have purchased additional licenses, but my new activation code activates the wrong number of licenses now. What should I do?**

Please send us an email or call us after the purchase, and we will send you a new Activation Code.

▶ Installation

1. **I'm not a PC professional. Can I get help to install and tune-up the trial?**

Yes, you can get a free email and LiveChat Help support in order to install and tune-up the program properly. Please check the Support part of our Online Help.

2. **Must I have administrator's privileges in my computer's Windows user account if I want to install Product?**

Yes, you need to have Administrator rights to install **Send2**.

3. **Will I loose all Product data if I reinstall it?**

No.

▶ Trying out Send2

1. **The Demo that we have downloaded has now expired and we didn't get the chance to test it properly. Is there any way that we can download and try it again for another 14 days?**

Please send an extension request to support@4team.com. Please provide your name, phone number, and your team size and describe the purpose of the extension.


2. **I have downloaded the product trial a month ago and now I am trying to install it. But I get message that "Your trial is over". What should I do?**

Please refer to 4Team support by e-mail or via live chat.

3. **How do I update from the previous product version to a new one?**

You must uninstall the previous version (go to Control Panel→ Add or Remove Programs) and download and install the new one.

[Support, Contact us](#)

 [Send2 website](#)


TRIAL (LICENSE) VERSION EXPIRED

Your trial version will expire when the trial limit (7 runs) is run out.

If you do not renew (activate) the trial version that is about to expire, you will not be able to use **Send2**. It is necessary to purchase the license to make the program work.

[Click here](#) to buy.

[Support, Contact us](#)

 [Send2 website](#)

PRODUCT UPDATE

To update **Send2** to a newer version, please do as follows:

1. **Check** your current version (Outlook Help menu → 4Team About → About Send2...).
2. **Connect** to the Internet.
3. In the opened Form Click the Check for Update button.
4. If a new version of the product has been released, remove the old version (Control Panel → Add/Remove Programs) and download and install the new one.

Note: All your data will be saved and securely translated into a new version. Your Activation Code (your order number) will be required. Please click "Activate" in the product menu and enter the Code. You may purchase a group license or separate licenses for each group member from the product website. For program activation, the Code has to be entered on each group member's computer.

[Support, Contact us](#)

 [Send2 website](#)

TO UNINSTALL:

1. Close Microsoft Outlook.
2. Go to Start→ Control Panel→ Add or Remove Programs.
3. Find **Send2** and click **Remove**.

[Support, Contact us](#)

 [Send2 website](#)

OTHER 4TEAM SOFTWARE

You can get acquainted with the entire 4Team Product line at www.4team.biz.

✔ **Groupware and Sharing tools for Microsoft® Outlook®:**

[ShareCalendar](#) Share and synchronize Microsoft Outlook Calendar folders without a server.

[ShareO](#) Groupware, sharing any personal Outlook folders without server.

[ShareContacts](#) Share and synchronize Microsoft Outlook Contacts folders without a server.

[Schedules4Team](#) Utilize a Microsoft Outlook workgroup calendar and Free/Busy time without a server with special "Grid view".

[Sync2PST](#) Synchronize Microsoft Outlook PST files. Sync Outlook folders between multiple PCs without a server using an external USB device or shared network folder (LAN), and a shared PST file.

[Sync2](#) Synchronize Microsoft Outlook data between multiple PCs using external USB device, shared network folder or FTP.

✔ **Fax Tools:**

[Fax4Office](#) Internet and regular fax solutions integrated with Microsoft Outlook and other Microsoft Office products.

✔ **Mail tools for Microsoft Outlook:**

[Send2](#) Send bulk e-mail to recipients from selected folders, e-mails, contacts, meetings, or tasks in one click.

[SendLater](#) Set a schedule for sending your e-mail messages.

[EmailResponder](#) Autorespond to incoming e-mail, based on your status (Away, Out of Office, Vacation, etc.)

[ReplyWith](#) MS Outlook tools simplifies the process of replying repetitive email messages using predefined email templates.

[Duplicate Killer](#) Management of duplicates items in the Contacts, e-mails, Notes, Tasks, Calendar Folders of Microsoft Outlook

[Voice2Mail](#) Make voice memos and send voice messages with your Microsoft Outlook. Record Skype and MSN. It is quick, easy and personal.

[Attachment2Zip](#) Automatically zip and encrypt (protect) sensitive e-mail attachments when sending Outlook messages.

[Ready2Send](#) Send e-mail messages from Outlook even it is not running.

✔ **Time saving tools:**

[Workgroup Calendar](#) Merge and synchronize Calendar folders within your Microsoft Outlook. View all of your appointments and events in one calendar.

[Easy2Add](#) Quickly create new events or tasks from plain English in your Outlook Calendar (appointments, meetings, all day events) and Outlook Tasks folders.

[Notes2](#) Create and stick notes to Outlook e-mails, tasks, contacts, and appointments.

[Outlook Date Stamper](#) Insert date and time into Outlook Contacts, Tasks, Emails, Appointments and other MS Outlook items with a click of a button

✔ **Contacts Tools:**

[Signature2Contacts](#) Capture name and address into Microsoft Outlook address book automatically.

[Contacts2Distribute](#) Add Contacts from selected categories to Distribution lists in a few clicks.

✓ **Outlook Express / Windows Mail plugins:**

[Outlook Express Duplicate Remover](#) Remove duplicates in the Inbox, and other e-mail Folders of Microsoft Outlook Express or Windows Vista Mail.

[Outlook Express Duplicate Killer](#) Remove e-mail duplicates from Outlook Express and Windows Vista Mail. Delete duplicated contacts from Address Book and Windows Vista Contacts.

[vCard Converter for Outlook Express](#) Import vCard format files to the chosen Outlook Express or Address Book Contact Folder.

✓ **Developers' Tools:**

[Sync2DB](#) Connect any SQL database with Microsoft Outlook

✓ **Import-Export Utilities for Microsoft Outlook**

[vCard4Outlook](#) allows its users to easily convert (import-export) all their Outlook Contacts information from/to vCard format.

[SyncWiz](#) Convert (import-export) Outlook Calendar and Contacts from/to vCard, vCalendar, iCalendar file format

[Support, Contact us](#)

 [Send2 website](#)

REPORT PROBLEM, SUGGESTIONS

- ▶ By Online Support Form: http://www.4team.biz/support_form.asp
- ▶ By "Live Help" at <http://send2.4team.biz> or <http://www.4team.biz>.
- ▶ By e-mail at: support@4team.com.
- ▶ By telephone at: +1 (954) 796-8161.

 [Send2 website](#)

SUPPORT, CONTACT US

➔ Troubleshooting and Support procedure (Get Support):

1. Make sure that you are running the **latest version** of **Send2** on your workstation. You can download the latest product release from the 4Team Corporation **Send2 website** using the **Try Now** link.
2. **Update your Office/Outlook** with the latest updates that improve the stability and security of Microsoft Office. [Click here](#) to go to the Microsoft Office website.
3. Check System Requirements.
4. Refer to Installation procedure.
5. Search the product FAQ.
6. **Contacting Support:** If you cannot solve your problem by any of the previous steps, please send a Bug Report e-mail (**Send2** toolbar→ About button→ Report a Problem...) to support@4team.com, or submit the [Online Support Form](#), or use [Live Help](#) with the following information:
 - ✓ A **detailed description** of the problem. Include the steps you have already taken to fix the problem, and where appropriate, the steps to take in order to repeat the problem.
 - ✓ The **Product version** that you are running (**Send2** toolbar→ **About** button).
 - ✓ The **operating system and Office/Outlook version** of the computer running the product.
 - ✓ **Screenshots** if available (press PrintScrn on the keyboard and paste (Ctrl + V) to Word® or any available picture editor).

Note: Please remember to keep all conversation history when you reply to our e-mails. [Click here](#) to submit the **Online Support Form**.

➔ We provide full support for product trial and full versions:

- ▶ By e-mail at: support@4team.com and [Online Support Form](#).
- ▶ By telephone at: +1 (954) 796-8161 (**pre-sale questions, activations, billing**)
- ▶ By "Live Help" at <http://send2.4team.biz> or www.4team.biz.

➔ To buy the license, please [click here](#).*

- ▶ All our customers who purchase the program or add a new license are eligible to get free updates for one year from the purchase date.
- ▶ If you are looking for other 4Team products for Microsoft Outlook, you can get them at significantly discounted prices; just send us an e-mail with your order number, product name, and number of licenses that you wish to purchase.

!!! Note: We do not provide support for Microsoft Outlook; please refer to the resources at [Microsoft website](#).

* Make sure that your computer is connected to the Internet if you want to use this page for orders and support.

 [Send2 website](#)