

Q: How do I get recipients to White List my messages?

A: There is no better way to improve your delivery than to get recipients to "White List" your sending information. White listing must take place at two levels: at the recipient's desktop level and at their server level.

Below is the white listing information for MagnetMail. Part one is instructions to recipients on how to white list at the desktop level. Part two is instructions to recipient's e-mail administrators on how to white list at the server level. We suggest communicating this information to your recipients by:

- * Posting it on a branded web page and including a link to the page in your e-mail messages.

- * Periodically broadcasting this information directly to recipients in an e-mail.

Desktop Level White Listing:

AOL Subscribers:

1. From your mailbox screen click on the drop down arrow to the right of the 'Mail Options' and then click on Address Book.
2. Click the Add button (Add Contact for version 8.0).
3. Type in or cut and paste webmaster@magnetmail.net into the 'Screen Name' block, and then click Save.

Hotmail Subscribers:

1. Select the Options links in the upper right of the screen.
2. Click on Junk E-Mail Protection.
3. Click on Safe List.
4. Type in or cut and paste webmaster@magnetmail.net into the the box and then click Add.

Yahoo Subscribers:

1. From your mailbox screen click on the drop down arrow to the right of the 'Addresses' and then click on Add Contact.

2. Type in or cut and paste webmaster@magnetmail.net into the the Email box and then click Save.

MSN Subscribers:

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1. Click on E-mail settings.
2. Click on the Junk Mail link.
3. Click on Safe List.
4. Click on Add an item to this list.
5. Type in or cut and paste webmaster@magnetmail.net into the the Safe List box and then click Add.

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1. Click on Settings: E-mail | Junk e-mail.
2. Click on the Junk E-mail Guard link.
3. Click on Safe List.
4. Type in or cut and paste webmaster@magnetmail.net into the Safe List box and then click Add.

Juno/Netzero Subscribers:

1. From your mailbox screen click on the Address Book tab.
2. Next to the Lists tab Click the 'Add new contact' link.
3. Type in or cut and paste webmaster@magnetmail.net into the Email Address block, and then click the Save button.

Earthlink Webmail Subscribers:

1. From your mailbox screen click on the Address Book.
2. Click the Add button.
3. Type in or cut and paste webmaster@magnetmail.net into the E-mail block, and then click the Save button.

Outlook 2003:

1. From your inbox select Actions then select Junk E-mail and click on Junk E-mail Options Address Book.
2. Click the Safe Senders tab.

3. Type in or cut and paste `webmaster@magnetmail.net` into the block area, and then click the OK button.

Server Level White Listing:

This information must be sent by your recipients to their e-mail administrators:

Email Service Provider: Real Magnet (www.realmagnet.com)

The sending server is either: 66.70.82.40 OR 64.106.137.140; OR one of the following: 209.18.70.1 through 209.18.70.254

All of the above IP's are sub-domains of magnetmail.net (mail*.magnetmail.net)

The return path is:
mmreturn@magnetdev.com
(66.70.25.24)

IF YOU HAVE A PRIVATE IP ADDRESS, PLEASE CONTACT CUSTOMER SUPPORT AT (301) 652-4025.