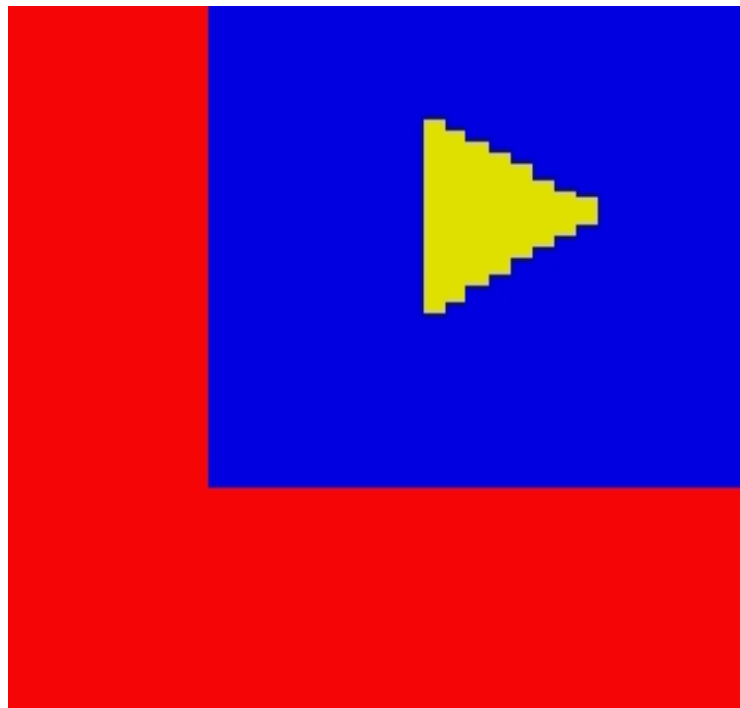


ListGrabber

Standard 2010



User Guide

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Preface

This guide explains in detail about the features of ListGrabber Standard 2010. You can find step-by-step instructions to work with the software.

To start with, you can work with the sample list provided with the software.

Refer to the Quick Start Guide to install and register the software.

Follow the conventions used in this guide for better understanding of the features.



What is on the CD?

The ListGrabber Standard 2010 CD contains the following:

| Item | Description |
|--------------------------|---|
| Installation Files | The files required for installing ListGrabber Standard. |
| Quick Start Guide | Quick Start Guide provides a short tour about the Software. |
| Read me (Readme.Txt) | Text file that provides technical information. |
| Sample list of Addresses | Sample addresses to test the transfer of information. |

Conventions

The following conventions are used in this guide:

| Convention | Description |
|---|---|
|  | Tip: Suggestions those are supportive. |
|  | Note: Important or supplemental information. |

1. About ListGrabber Standard

ListGrabber is a lead capturing software that captures contact information from online web directories, scanned lists, mailing lists, labels, exhibitors list, lists in ASCII files, excel files etc. and transfers the address into contact manager, address book or any database application.

Using ListGrabber, you can build an extensive contact database accurately and efficiently. ListGrabber eliminates manual data entry of addresses and saves your working hours.

ListGrabber is highly flexible and can be easily customized to meet the needs of your business.

1.1. ListGrabber Features

- **Transfer into Contact Managers:** Transfer list of addresses into ACT!, GoldMine, Outlook, Maximizer, TOP PRODUCER 7i and Advantage Xi.
- **Universal Export Map:** Enables to export contact records to programs like Autotask, BULLHORN, cBizOne, Lotus Organizer etc.
- **Capture hidden text:** Identify and transfer email and other text provided as links in a web page.
- **Reprocess:** Enables to transfer with different Capture Settings.
- **ListGrabber Grid:** A powerful component that can extract and display thousands of contact information in a tabular form. You can verify, edit, and transfer relevant addresses alone into your destination application.
- **Send email instantly:** Directly send email to a contact displayed in the grid. Similarly, you can open a website directly from the grid.
- **Check for Duplicates:** Setup to eliminate duplicate records both in the grid and also while transferring into any database application like ACT!, GoldMine and Outlook.
- **Find and Highlight:** Easily locate and highlight a specific record in the grid.
- **Updates:** Automatically checks eGrabber website for updates and downloads the latest files.
- **Support for popular websites:** Supports USA, Canada, UK, Australia, and New Zealand websites.

1.2. Supported Applications

You can transfer the addresses from a list into contact managers and address books. You can also export the list of addresses to other database applications like BULLHORN, Lotus Organizer etc.

ListGrabber Standard transfers contact information into the following applications:

- ACT! 2010 / 2009 / 2008 / 2007 / 2006 / 2005 / 6.0/2000
- GoldMine 8.x / 7.x / 6.x / 5.x
- Maximizer Enterprise 8.0
- Advantage Xi
- TOP PRODUCER 7i
- Microsoft Outlook 2007 / 2003 / 2002 / 2000



These applications are referred as **destination applications** in this guide.



If you are working with GoldMine as your destination application, it is recommended not to use Windows 2000 as the operating System.

Using Universal Export Map of ListGrabber, you can export contact records to

- Autotask
- BULLHORN
- cBizOne
- Lotus Organizer
- Microsoft Outlook Express
- prohire
- RezKeeper
- Salesforce.com Personal Edition
- Thunderbird
- Yahoo Address Book

1.3. ListGrabber Toolbar

After Installation, ListGrabber is launched as a floating toolbar. This toolbar can be minimized to appear as a System Tray Icon.

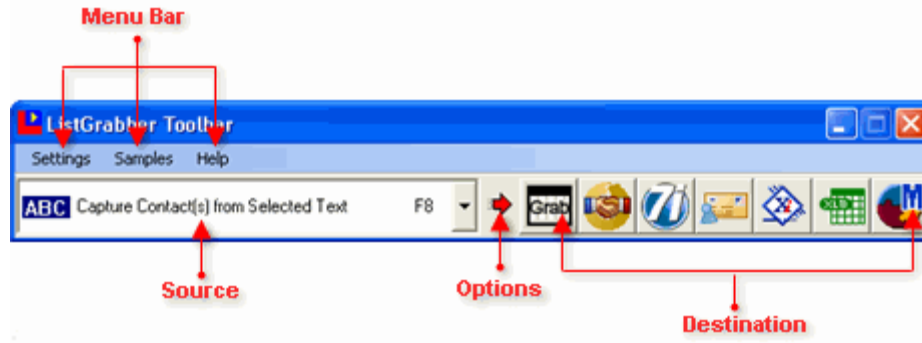


Figure 1: ListGrabber Standard Toolbar

- From the left pane of the toolbar, you can select the **Source** from which you want to transfer the addresses.
- The **Destination** Applications are displayed in the right pane as Icons.
- You can add or remove the destination icons by using the **Options**. You can also customize the default settings by using the **Options**.
- A **menu bar** is available that enables you to access the options, sample list of addresses and other settings.

Menu Bar Options

The following options are available in the menu bar.

Settings Menu

| Menu | Function |
|---|--|
| Options | Opens the Options window. You can modify the default settings and setup the destination applications using the options. Refer to Chapter 2 for more details about the Options. |
| Enable Shortcut key (F8) to Capture to Grid | Select to use the F8 key to transfer contact information from a selected list to ListGrabber grid. |
| Toolbar always in Front | Toolbar always appears in front of other open applications. |

Samples Menu

| Menu | Function |
|----------------------|---|
| Sample Contact Lists | Opens a sample list of addresses. |
| Online Directories | Opens the web page that displays the list of popular online directories supported by ListGrabber. |

Help Menu

| Menu | Function |
|----------------------------|--|
| Help Topics | Launches Online Help. |
| Online FAQs | Launches ListGrabber FAQs. |
| Demo | Launches a demo about ListGrabber. |
| Tip of the day | Click to view a tip on ListGrabber features. |
| Info and Support | Opens the Technical support page from the eGrabber website. |
| Suggest a Feature | You can send your feedback, suggestions, or any error report. Click here to open the suggestion page in eGrabber website. Fill the form with your suggestions, comments and send it to the ListGrabber team. |
| Request for Custom Driver | Opens the Customized driver for websites / directories page in eGrabber.com website. You need to fill the name, email, phone number and the website URL for which the driver is required and submit the form. |
| Register / Unregister | Opens eGrabber Product Registration dialog box to register or unregister the product. |
| Live Update | Live Update service is used to update ListGrabber with the latest files and the service packs. |
| About ListGrabber Standard | Displays information about ListGrabber Standard like version number, copyright and contact information. |

The same menu options are also available when you Right-Click the System Tray Icon. In addition, you can find the following options in the System Tray Icon.

| Menu | Function |
|---------------------------|---|
| Show/Minimize Toolbar | Displays or hides the ListGrabber Toolbar. |
| Show/Minimize Grid | Displays or minimizes ListGrabber Grid. |
| Show Transfer log | View the transferred details saved in a log file. |
| Exit ListGrabber Standard | Quit ListGrabber. |

1.4. ListGrabber Grid

ListGrabber Grid displays the extracted contact details. The grid can hold thousands of address details. You can edit the address, reprocess the list, and check for duplicates in the grid. Finally, you can transfer selected addresses from the grid into your destination application.

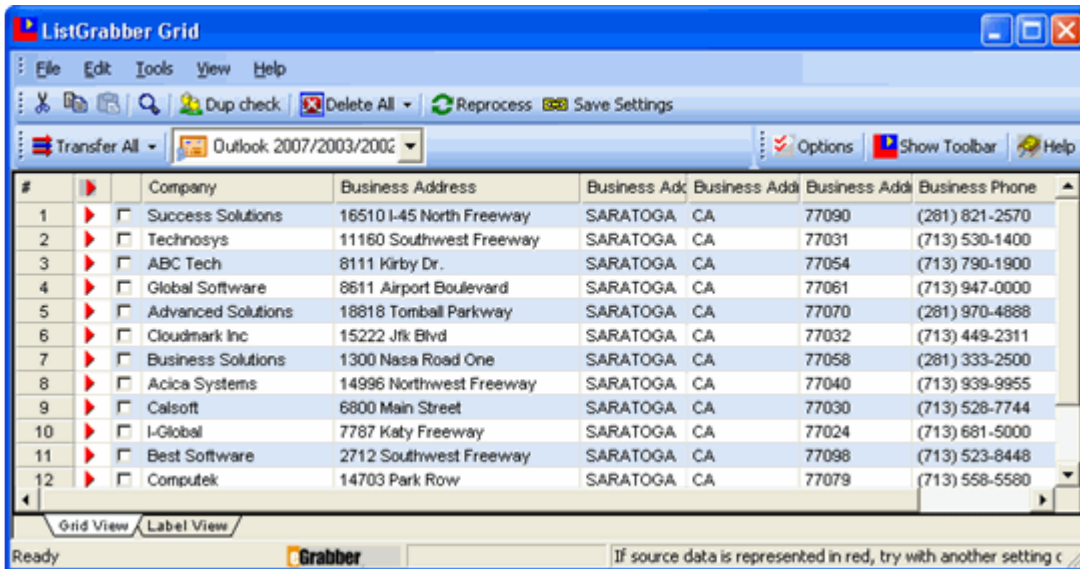


Figure 2: ListGrabber Grid

The ListGrabber Grid contains menu bar, toolbar, grid view and label view. You can manipulate the data in the Grid by using the menu options and the toolbar options.

Menu Bar Options

The ListGrabber Grid menu bar contains the following options.

File Menu

| Menu | Function |
|-------------------|--|
| Open | Opens a file saved in the ListGrabber Grid. |
| Save | Save data in ListGrabber Grid. |
| Save As | Save data in ListGrabber Grid in a different name. |
| Save Settings | You can save the current settings in the grid to accurately process address list from a specific website. You can re-use this setting to process list from the same website. |
| Transfer All | Transfers all the contact details from ListGrabber Grid to selected destination. |
| Transfer Selected | Transfers selected contact details from ListGrabber Grid to selected destination. |
| Export To | Launches Universal Export Map wizard to export addresses from ListGrabber grid. |

| | |
|------|---|
| | The data exported can then be imported into programs such as Autotask, BULLHORN, cBizOne, Lotus Organizer, Microsoft Outlook Express etc. |
| Exit | Quits ListGrabber Grid. |

Edit Menu

| Menu | Function |
|--------------------|---|
| Cut | Removes selected text and places it in the clipboard. |
| Copy | Copies selected text to the clipboard. |
| Paste | Inserts data from clipboard in the selected cell. |
| Select All | To select all the records in ListGrabber Grid. |
| Delete Selected | Removes selected records from ListGrabber Grid. |
| Delete All | Removes all the records from ListGrabber Grid. |
| Find and Highlight | Search for keywords and highlight them in the grid. |
| Undo Find | Removes the highlight from the text found using Find and Highlight . |
| Edit Address | Opens selected contact in Edit Address dialog box. You can edit the contact record here. |

Tools Menu











| Menu | Function |
|-----------------|---|
| Duplicate Check | Detects duplicate records. The duplicates found are displayed in red color |
| Options | Displays ListGrabber Options to customize the default settings. Refer Chapter 2 for more details. |
| Favorites | You can add the frequently accessed website to the favorites. |
| Reprocess | If the contact details are not processed accurately, reprocess the same data with different settings. |






View Menu

| Menu | Function |
|------------------|---|
| Grid View | Displays ListGrabber Grid view |
| Label View | Displays ListGrabber Label view. |
| Show All Columns | To view all the columns in ListGrabber Grid. By default, the grid displays columns that contain data and other columns, that are empty, are hidden. The option is displayed as Show Only Columns with Data if all the columns are displayed. |
| Original Input | Displays the original address list from the source. |
| Transfer Log | View the transferred details saved in a log file. |

Toolbar Options

The toolbar contains the following options:

| Click... | To do this... |
|---|---|
|  | Remove and place the selected contents in the clipboard |
|  | Copy the selected contents to the clipboard. |
|  | Insert the content from clipboard at the insertion point. |
|  | Use Find to search for a specific word/phrase in the grid. |
|  Dup check | Use Dup Check to detect duplicates in the grid, which is displayed in red. |
|  Delete Selected | Use Delete Selected to delete the entire duplicates detected in the grid. |
|  Delete All | Deletes all the contact records in the ListGrabber grid |
|  Reprocess | Reprocesses list using a different capture setting |
|  Save Settings | Select the option Save Settings to save the settings of your favorite URLs. There are pre-defined drivers tuned for a particular class of lists. You can save the matching of your web site to a selected driver. The matched driver will be used when lists from the same site is tried again. |
|  Transfer Selected | Transfer the selected records in the grid to your destination application. |

| | |
|--|--|
|  Transfer All | Transfer all addresses from ListGrabber Grid to your destination application. |
|  Outlook 2007/2003/2002 | Select the Destination Application to which you want to transfer addresses from the Grid. |
|  Options | Use Options to customize your settings in the destination application, add default values before transferring, also check for duplicates based on the field criteria in the destination application. |
|  Show Toolbar | To show or hide the ListGrabber Toolbar. |
|  Help | Use Help option to assist you in using the product in a well-organized manner. |

1.4.1. Grid View

Grid view displays all the contact details in a tabular form.

In the Grid View, you can

- Sort the addresses based on a particular field. To sort the data based on a column, click the corresponding column header.
 - For example, click the column heading **Company**. The data is arranged in ascending order based on the values available in the column **Company**. Click the column heading once again to arrange the data in descending order.
- Verify, and edit the details.
- Check for duplicate records.
- Rename a field name. Right-Click on any column heading and select the new field name. For example, you can change the field name **Title** to **Designation**.
- Transfer only selected records to the selected destination.

| # | First Name | Last Name | Company | ▲ | Title |
|---|------------|-----------|----------------------|---|---------------|
| 1 | James J. | Dougherty | Stegman Technologies | | Sales Manager |
| 2 | Harry J. | Leonard | Stegman Company | | Sales Manager |
| 3 | M. Conor | Quinn | Stegman Company | | Sales Manager |
| 4 | Thomas R. | Moore | Stegman Associates | | Sales Manager |

Figure 3: Grid view

Shortcut Menu

You can also use the shortcut menu to access the frequently used options.

Right-Click the Grid to access the shortcut menu. The options available in the menu bar and the toolbar are available in this shortcut menu.

1.4.2. Label View

Label view displays all the contact records in label format. You can edit the details easily in this view.



Figure 4: Label View of contacts

Double click on any address to open the **Edit Address** dialog box.

You can edit the details in this window and click **OK** to save the changes.


2. Customizing ListGrabber

You can customize the default settings by using the ListGrabber options.

To launch the Options window,

- Click **Settings > Options** in the ListGrabber toolbar.

[OR]

- Click  in the ListGrabber toolbar.

[OR]

- Right click the System Tray Icon and select **Options**.

| Click | To Do... |
|-------------------------|---|
| Transfer Setup | Setup the transfer options, to show or hide the destination icons in the toolbar. |
| Add Default Values | Add default values to the user fields in the selected destination. |
| Add / Hide Web Settings | Add or hide web settings to process the addresses effectively. |
| Edit Settings | Add or Modify the capture settings. |
| Miscellaneous | Setup Additional Options. |

2.1. Transfer Setup

In the ListGrabber Options window, click Transfer Setup.

Under **Select fields to check duplicates in ListGrabber Grid**, select the field names to be checked for duplicates in the ListGrabber Grid.

You can also add or remove a destination icon in the toolbar.

To Add an Icon

- Select the appropriate destination application and click **Show on ToolBar**.
- Click **OK**.

Now the selected destination appears in the toolbar.

To Remove an Icon

- Select the appropriate destination application and click **Hide on ToolBar**.
- Click **OK**.

Now the selected destination is removed from the toolbar.

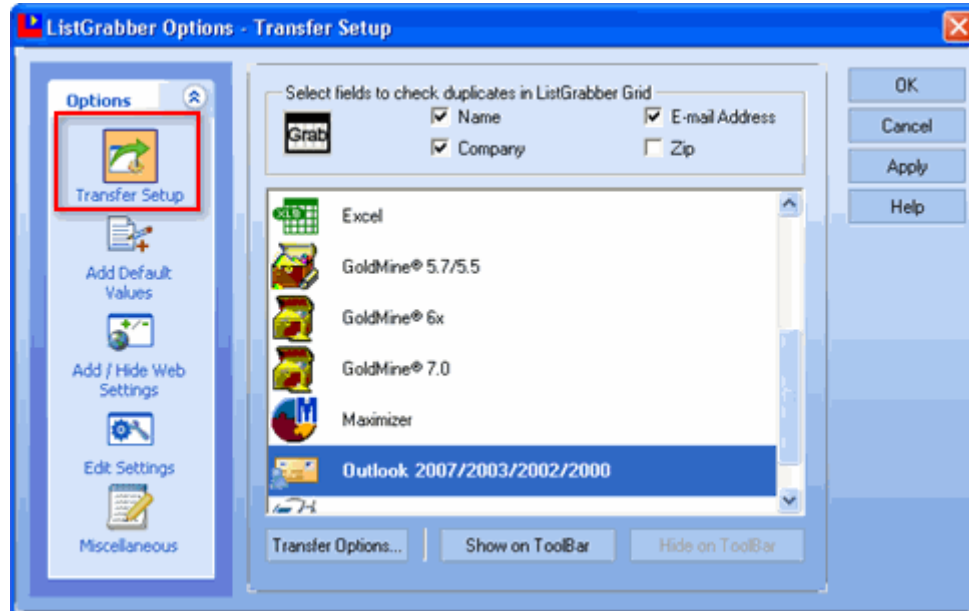


Figure 5: Transfer Setup

Transfer Options:

- Select your destination application and then click **Transfer Options**.
- The **Transfer Options** dialog box opens for the selected destination application and the modes of transferring addresses vary for each application. You can customize the settings for your destination application before transferring the contact details.

The **Transfer Options** for various applications are explained in later chapters.

2.2. Add Default Values

In the **ListGrabber Options**, click **Add Default Values**.

You can assign default values to specific fields in your destination. The default values are transferred into corresponding fields of the selected destination application while transferring a contact.

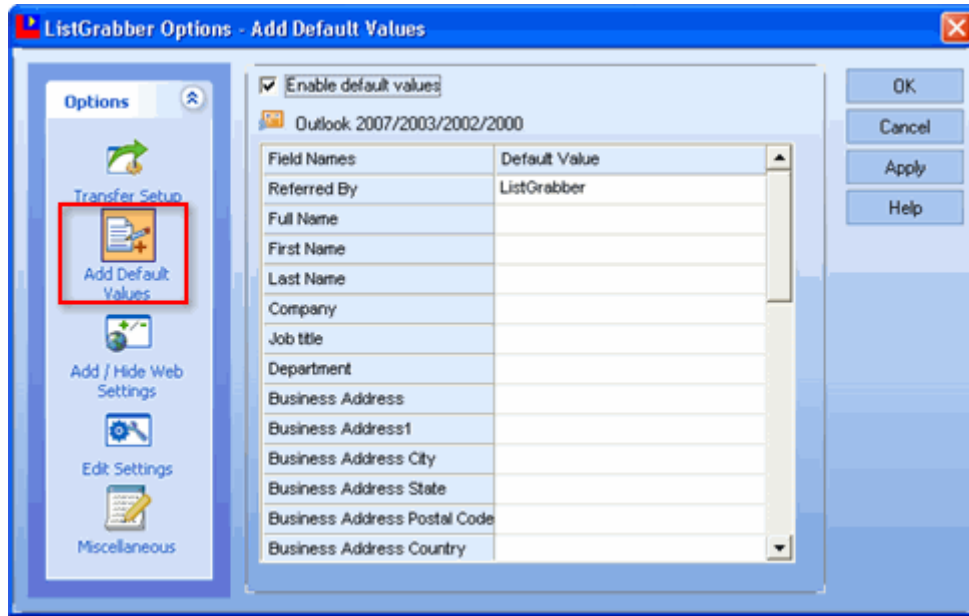



Figure 6: Add Default Values

- Select **Enable default values** option.
- Under **Field Names**, the field names corresponding to the selected destination are displayed.
- Under **Default Value**, double click the cell next to the field name and enter the value. For example, enter the value **Website** next to the field name **Referred BY**.
- Click **OK**.

Whenever you transfer a contact, the value **Website** is transferred into the field **Referred By**.

 While transferring, if the transferred contact contains any value for the field, assigned with the default value, then the corresponding value is transferred. The default value is not transferred in this case.

2.3. Add / Hide Web Settings

In the ListGrabber Options window, click Add/Hide Web Settings.

You can add or hide the web settings displayed in the **ListGrabber - Capture Settings**.

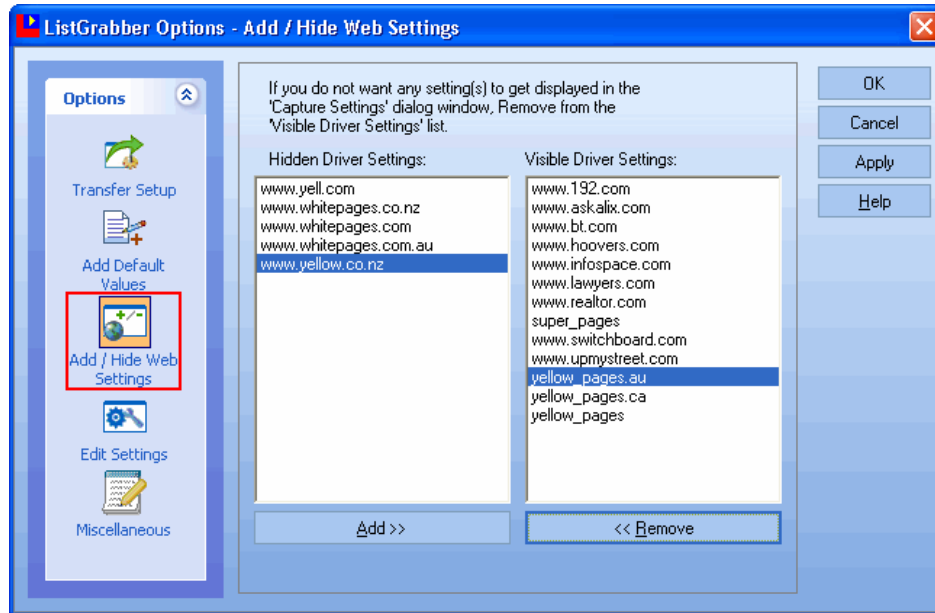


Figure 7: Add/Hide Web Settings window

To Add web settings

- Select the web settings you want to add from the **Hidden Driver Settings**.
- Click **Add** and the settings name is displayed under **Visible Driver Settings**.
- Click **OK**.

While transferring from the web forms listed in the **Visible Driver Settings**, you can select a setting to process addresses effectively.

To Remove web settings

- Select the settings name from the **Visible Driver Settings**.
- Click **Remove** to remove the web settings. The removed setting is displayed under **Hidden Driver Settings**.
- Click **OK**.

While transferring, the removed setting is not displayed in the **ListGrabber - Capture Settings**.

2.4. Edit Settings

You can also edit the capture settings used by ListGrabber to identify the captured contact information.

The capture settings are based on the arrangement of data in the website. This arrangement of data varies for different web sites.

In the ListGrabber Options window, click **Edit Settings**.

The window displays details like settings name, the corresponding website name, modified date etc.

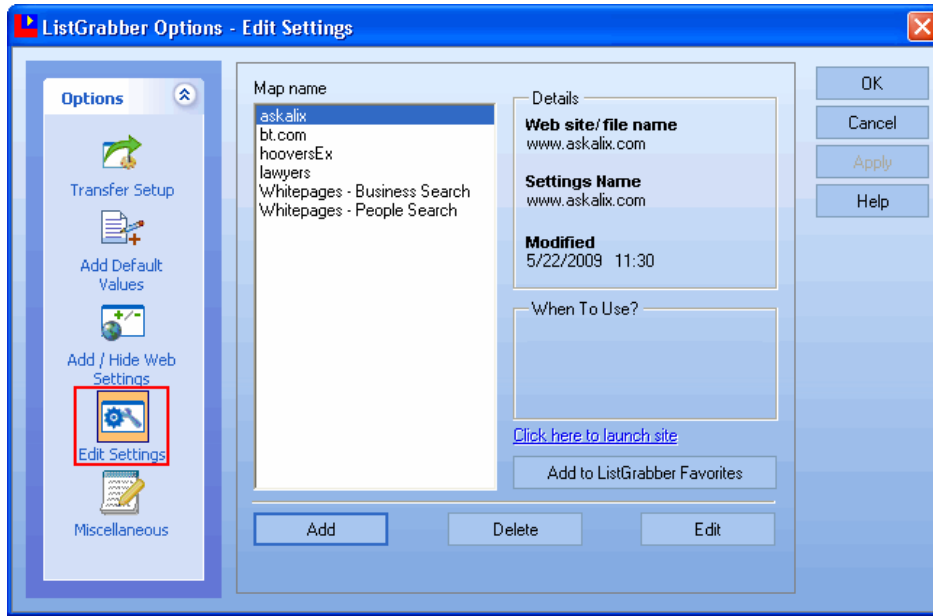


Figure 8: Edit Settings

By default, ListGrabber uses the following settings to capture data.

| Setting | Address format |
|----------------------------------|--|
| Documents | Documents like .txt or .doc |
| Excel / CSV / Tab List | Excel lists, Tab separated lists or comma separated lists. |
| Single Address / Email Signature | Single address or email signature. |
| Standard Settings | Web pages, Web directories and other html documents. |
| White Pages | White Pages directory. |
| Yellow Pages | Yellow Pages directory. |
| Extract E-mail Addresses | Email addresses only from a page. |

You can add, modify, or delete the settings.

To Add the Settings

Click **Add**.

In **Save Settings** dialog box, enter the following settings:

- **When the website or file name source is:** Enter the URL of the website.
- **Auto select drivers:** Select the settings for the address format from the list.
- **Save the above settings as:** Enter a name for the settings.
- **When To Use:** Enter a brief description about the settings.
- **Add to favorites:** Select this option to add the website name to the favorites.
- Click **Save**.

The newly created setting is displayed under **Map name**.

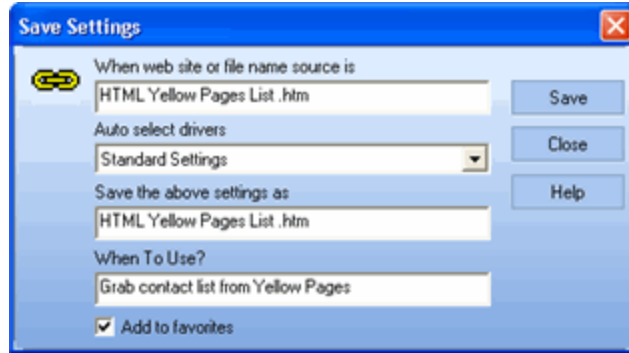


Figure 9: Save Settings

To Modify the Settings

- Select the website from the list displayed under **Map name**.
- Click **Edit**.
- In **Save Settings** dialog box, edit the details.
- Click **Save**.

To Delete the Settings

- Select the website from the list displayed under **Map name**.
- Click **Delete**.

Click **OK** to save the settings.

2.5. Miscellaneous Options

You can set up various additional options using the **Miscellaneous** window.

In the **ListGrabber Options** window, click **Miscellaneous**.

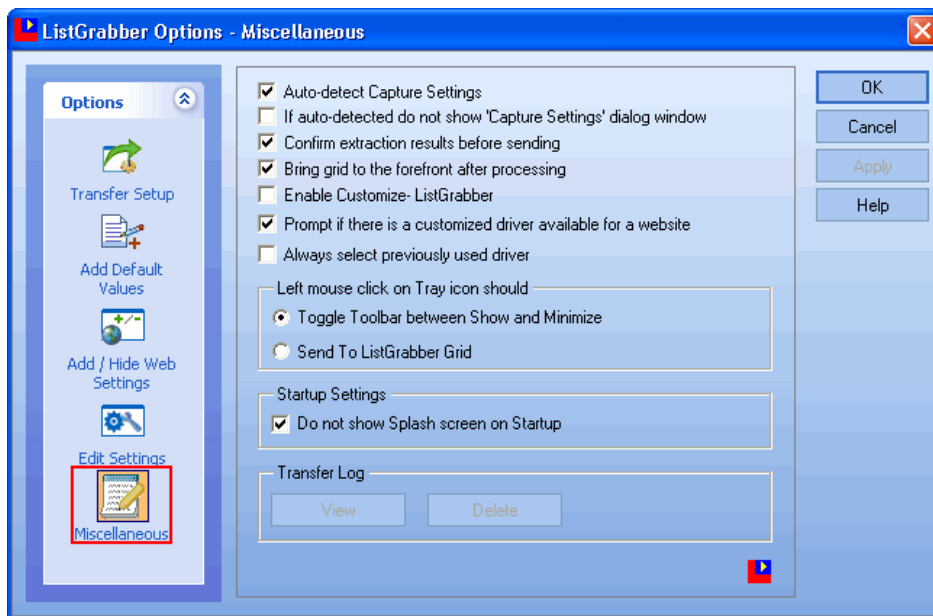


Figure 10: Miscellaneous Options

You can setup the following options:

Select the following options:

- **Auto-detect Capture Settings:** To automatically detect the ideal settings for a selected address list.
- **If auto-detected do not show “Capture Settings” dialog window:** To hide the **Capture Settings** window.
- **Confirm extraction results before sending:** To view the **ListGrabber Parse Results** window while transferring the contact list.
- **Bring grid to the forefront after processing:** To view the grid with the transferred contacts in front of all the open windows.
- **Enable Customize – ListGrabber:** To customize the settings of ListGrabber.
- **Prompt if there is a customized driver available for a website:** To get a message if a driver is available for addresses from a particular website.
- **Always select previously used driver:** To select the previously used driver. When you select this option, the **Auto-detect Capture Settings** option is disabled and the **Always use this driver** option in the **ListGrabber – Capture Settings** window is selected automatically. The **Select settings to use** field in the **ListGrabber – Capture Settings** window displays only the previously used driver. Refer [Chapter 3](#) for more details.

Under **Left mouse click on Tray icon should,**

- **Toggle toolbar between Show and Minimize:** To display or minimize the ListGrabber toolbar when you click the System Tray Icon.
- **Send to ListGrabber grid:** To send selected address list to ListGrabber grid, when you click the System Tray Icon.

Under **Startup Settings,**

- **Do not show Splash screen at Startup:** To hide the splash screen that appears when you launch ListGrabber.

Under **Transfer Log,**

After transferring the information, the details of transfer status and other information related to the process are saved in a log file. The log file contains transferred details like Date, Time, Source, Destination, Incoming Address, Web form etc.

- Click **View** to view the contents of log file.
- Click **Delete** to remove the log file.



The transfer details are appended to the log file. When the file size becomes 500 KB, a new log file is generated. The old log file is not deleted. You can delete these files by using the miscellaneous settings.



You can also view the log files from the System Tray Icon. Right Click the Tray Icon and select **Show Transfer Log** to view the log files.

Click **OK** to save settings.

3. ListGrabber – Capture Settings

ListGrabber can process various types of lists such as contact lists from online web directories, scanned lists, mailing lists labels, exhibitors list, lists in ASCII files, and excel files etc. Every address list has a different format. ListGrabber already contains basic settings to process different formats of contact lists. Based on the format of the source list, ListGrabber can also automatically identify the best setting to process the list.

The **ListGrabber – Capture Settings** dialog box appears every time an address list is transferred to ListGrabber Grid or to a destination. You can select the ideal setting to process the address list in this dialog box. In addition, you can provide additional information about the source address list.

You can customize the **Settings** and **Add Default Values**.

3.1. Settings

In the **ListGrabber – Capture Settings** dialog box, click the **Settings** tab.

You can select the settings to process your contact addresses.

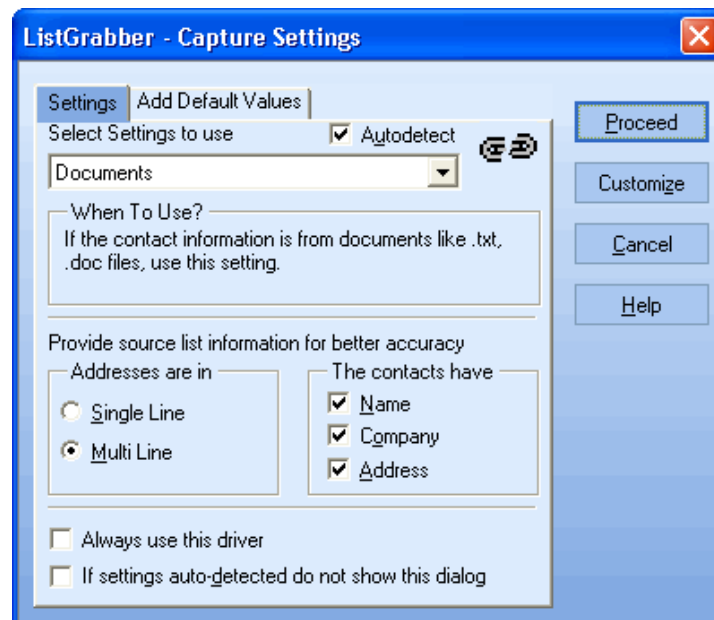


Figure 11: Selecting setting for address format

If you have selected the **Auto-detect Capture Settings** option in the **Miscellaneous** (Refer [Chapter 2.5](#)) window, the best settings for the address list is automatically selected and displayed the **Select Settings to use** list.

If you have not setup this option in the **Miscellaneous** window, select the **Autodetect** option in this tab to detect the settings automatically.

You can also select the best settings for a source address list from **Select settings to use** list manually. A brief summary of the selected setting is displayed under **When To Use?**

The available settings are:

| Settings | Description |
|---|--|
| Documents | Documents like .txt or .doc |
| Excel / CSV / Tab List | Excel lists, Tab separated lists or comma separated lists. |
| Single Address / Email Signature | Single address or email signature. |
| Standard Settings | Web pages, Web directories and other html documents. |
| White Pages (Lists people, no company) | White Pages directory. |
| Yellow Pages (no people, lists company) | Yellow Pages directory. |
| Extract E-mail Addresses | Email addresses only from a page. |

| Settings... | List Processed... |
|---|--|
| Standard Settings | Web pages, Web directories and other html documents. |
| Excel / CSV / Tab list | Excel lists, Tab separated lists or comma separated lists. |
| Documents | Documents like .txt or .doc |
| Single Address / Email Signature | Single address or email signature. |
| Extract Email Addresses | Email addresses only from a page. |
| Yellow Pages (Lists company, no people) | Yellow Pages directory. |
| White Pages (Lists people, no company) | White Pages directory. |
| Show all Settings | Select this option to view other available settings. |



Try processing your contacts using the different settings and select the best one that accurately retrieves the address details.

For better accuracy, you can provide further information about the layout of the contact information in the address list. Select the options under **Addresses are in** and **the contacts have** areas to enable ListGrabber to process the addresses more accurately.

If you are sure that you are going to transfer information from a particular source alone, you can select the driver from the **Select settings to use** drop-down list and select **Always use this driver** option. If **Always use this driver** option is selected, the **Autodetect** option will be disabled and vice versa. This option is automatically selected if you have selected **Always select previously used driver** option in the **Miscellaneous** window. Refer [Chapter 2.5](#) for more details.



When you choose a driver from the **Select settings to use** drop-down list and select the **Always use this driver** option, the selected driver processes the data only in the subsequent capture.

Select the option **If settings auto-detected do not show this dialog** to disable the **Capture Settings** dialog box being displayed each time you transfer a contact list.

3.2. Add Default Values

You can add or edit the default values assigned to fields.

- Click the **Add Default Values** tab.

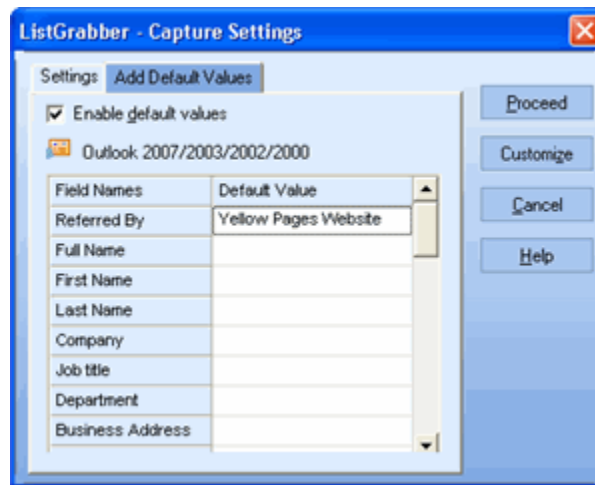


Figure 12: Assign Default Values

- The different fields in a contact are listed in the **Field Names** column.
- Double click and enter the default values in the **Default Value** column.
- Select the option **Enable default values** to enable ListGrabber to transfer the default values to the corresponding fields in the destination application.
- Click **Proceed**.



The field names for default values differ according to the selected destination.

4. eGrabber - Confirmation Window

When you transfer contact information, the **eGrabber - Confirmation Window** appears displaying the extracted contact details from the source text. You can verify and edit the extracted information and then transfer the data to your destination.

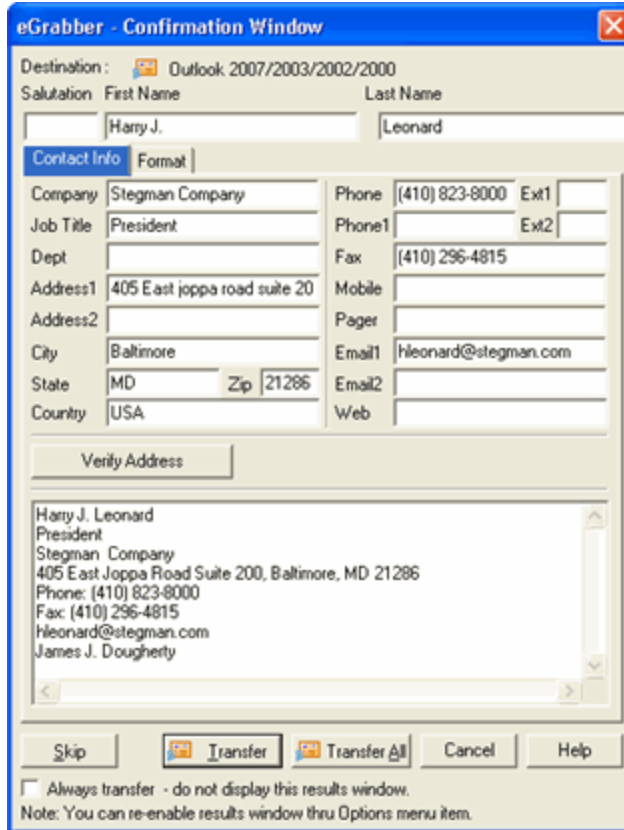


Figure 13: eGrabber – Confirmation Window

Contact Info:


This tab appears by default and displays the extracted contact information. You can edit this information. In the bottom of the window, the captured text is displayed.

- ◆ **Verify Address:** Click this option to verify the address details with the USPS website. When a matching record is found, the official Postal address format is displayed.



Figure 14: Address Verification - Result

Click **Yes** to replace the captured address with official postal address. Select **Apply USPS Format (UPPER CASE)** to replace the address in Upper Case.

 The USPS address format is normally displayed in Upper Case. If you want to transfer addresses in the original format or in the format you have setup in the **Format Options**, then clear this option.

- **Skip:** Click to skip transfer of the corresponding contact record displayed in the Parse Results Window.
- **Transfer:** Click to transfer the displayed contact record to the selected destination.
- **Transfer All:** Click to transfer all the contact records from the selected list.
- **Cancel:** Click to skip the transfer of the contact records from the selected list.
- **Always transfer – do not display this results window:** Select to hide the Parse Results window while transferring contact records.

Format tab:

Click this tab to format the values of the Contact, Phone/Fax, and Email fields in the address.

Format Contact Information

In the **Contact** tab, all the contact fields are displayed.

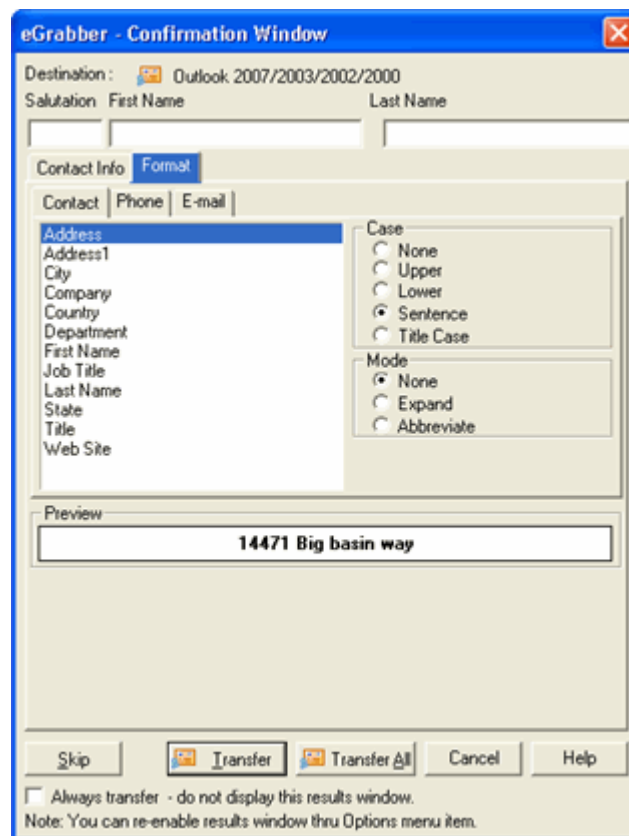



Figure 15: Format Contact Information

Select any field to format. Example: **Company**.

Under **Case**, select a format to change the case of the text. Assume that the value for Company is eGrabber Inc. The text is formatted as shown in the table.

| Case | Output |
|---------------|--|
| None | eGrabber Inc. (Value is not formatted) |
| Upper Case | EGRABBER INC. |
| Lower Case | egrabber inc. |
| Sentence Case | Egrabber inc. |
| Title Case | Egrabber Inc. |

 You can select multiple fields by pressing **Shift + Down arrow** and select a format. The selected format is applied for all the selected fields. The option **None** is selected by default

Under Mode, select a format to display the text in expanded or abbreviated mode. Assume that the value for Company is **eGrabber Inc.**

The text is formatted as shown in the table:

| Mode | Output |
|------------|--|
| None | eGrabber Inc. (Value is not changed) |
| Expand | EGRABBER INCORPORATE (value is expanded) |
| Abbreviate | EGRABBER INC. (Value is abbreviated) |

Format Phone/Fax fields

Click the **Phone** tab

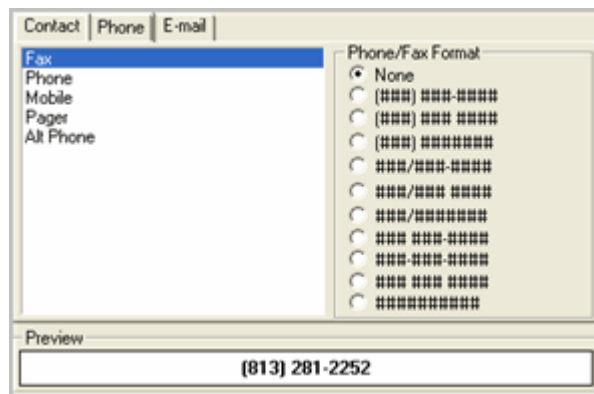


Figure 16: Format Phone/Fax fields

In the window that appears, select a field to format. Example: *Work Phone*.

Select a format for the field under the **Phone/Fax Format**.

Format E-mail field

Click the **E-mail** tab

You can setup format option for two e-mail fields. Select a field under the E-mail Tab. Example: *E-mail*.

Select a format for the e-mail field under the E-mail Format.

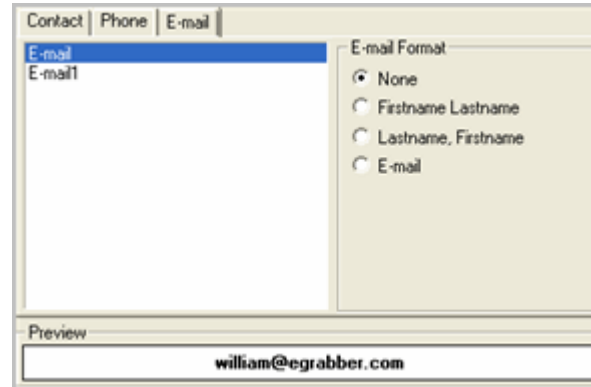


Figure 17: Format Email field

None: This option is selected by default. Select this option to transfer the value as it appears in the selected contact information.

First Name Last Name: Assign the Contact's First Name and Last Name along with e-mail address. Example: *If the contact's first name is "William" and last name is "Stevenson" then the e-mail address is assigned as "William Stevenson <wsteve@hotmail.com>"*.

Last Name, First Name: Assign the Contact's Last Name and First Name along with e-mail address. Example: *If the transferred contact's name is "William Stevenson" then the e-mail address is assigned as "Stevenson William <wsteve@hotmail.com>"*.

E-mail: Transfers only the e-mail address value to your database. Example: *<wsteve@hotmail.com>*.

While transferring, the contact information is transferred to your database in the formatted mode.

5. Check for Duplicates

You can check for duplicate information while transferring to database applications like ACT!, GoldMine, and Outlook.

Right click the destination icon in the toolbar and select **Transfer Options**.

In the **Link Options** window, click the **Transfer Setup** or the **Duplicate Check** tab.

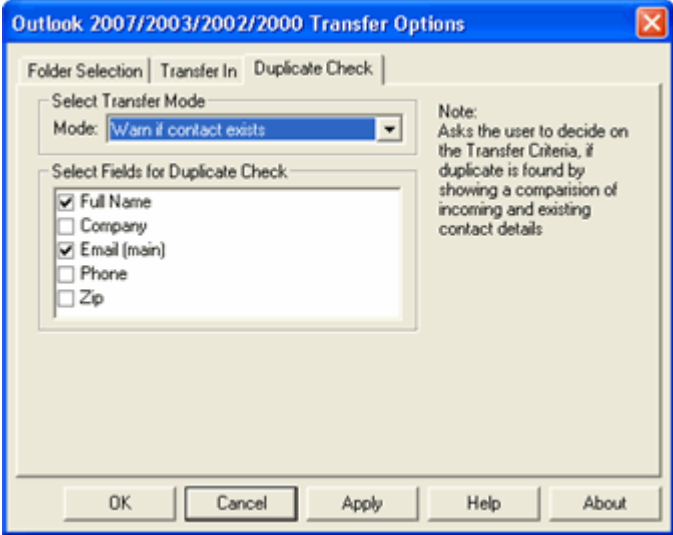


Figure 18: Check for duplicates – Outlook

Under **Select Transfer Mode**,
 Select **Always add as a new Contact** to add the duplicate as a new contact to your database.

Example:

| Incoming Candidate Address | Existing Address | Transfer Mechanism |
|--|---|---|
| William Stevenson 14471, Big Basin Way, Saratoga, CA 95070, USA | William Stevenson 14471, Big Basin Way, Saratoga, CA 95070, USA | A new contact "William Stevenson" is created. |

Select **Update if contact exists** to update an existing contact in your database.

Example:

| Incoming Candidate Address | Existing Candidate Address | Transfer Mechanism |
|--|---|--|
| William Stevenson 14470, Big Basin Way, Saratoga, CA 95070, USA | William Stevenson 14471, Big Basin Way, Saratoga, CA 95071, USA | The existing contact is updated with the incoming contact. |

Select **Warn if contact exists** to get a warning message when you transfer a duplicate contact to your database. During the transfer of a duplicate contact, a **Contact Linker** dialog box appears with the following options:

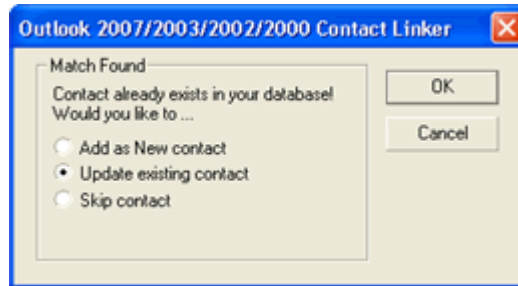



Figure 19: Contact Linker – Outlook

| Select | To do... |
|-------------------------|--|
| Add as New contact | Adds the duplicate record as a new record in your database. |
| Update existing contact | Updates an existing record with the new incoming details in your database. |
| Skip contact | Cancels the transfer of duplicate record to your database. |
| Abort all transfers | Cancels the transfer of all the records. |

 If more than one contact exists in the database that matches the incoming record, then the Update option is disabled in the above dialog box. In this case, you can select to add the duplicate record as a new record or cancel transferring the record to your database.

Select **Cancel if contact exists** to cancel transferring the duplicate contact to your database.

When you select any of the above options except **Always add as new contact**, the fields under **Select Fields for Duplicate Check** are made available. Select a single field or multiple fields to check for duplicate values.

The values of the selected fields are checked while transfer and if the data is already found in the destination application, then the duplicate record is handled according to the selected transfer mode.

Example for Duplicate Check: Set the Option “Warn if Contact Exists” and select the fields “Name” & “E-mail”.

| Incoming Address | Existing Address | Transfer Mechanism |
|--|--|---|
| William Stevenson 14471, Big Basin Way, Saratoga, CA | William Stevenson 14471, Big Basin Way, Saratoga, CA | Although name of the incoming contact matches the existing contact, the email is different. |

| | | |
|--|--|--|
| USA 95070 Sales@egrabber.com | USA 95070 Support@egrabber.com | Therefore, a new contact is created in your database. |
| Robin Williams 14471, Big Basin Way, Saratoga, CA USA 95070 Sales@egrabber.com | Robin Williams 14871, Big Basin Way, Saratoga, CA USA 95070 Sales@egrabber.com | In this case, the name and e-mail of the existing contact match the incoming contact. A Contact Linker dialog box appears displaying different options. You can select to update the existing contact or add it as a new contact or cancel transferring the duplicate contact to your database. |

- **Bring Contact to the forefront after the transfer:** Select this option to view the transferred Contact.

Click **OK**.



The tab to check for duplicates appears as either **Transfer Setup** or **Duplicate Check**, according to the selected destination application.

6. ACT!

You can transfer contact information using the following versions of ACT!.

- ACT! 2010 / 2009 / 2008 / 2007 / 2006 / 2005 / 6.0 / 2000

6.1. Setup Transfer Options for ACT!

You can setup the following transfer options for ACT!.

- Setup to transfer into different address sections, i.e., Home /Business / Both.
- Check for Duplicates.

Right click the ACT! Icon in the toolbar and select **Transfer Options** to setup ACT!



If the ACT! Icon is not available in the Toolbar, add the Icon by using the **Transfer Setup** window.

6.1.1. Setup to Login

When you select ACT! 2010 / 2009 / 2008 / 2007 / 2006 / 2005 as destination, you need to login to the database to ensure accurate transfer of data.

- In the **Link Options** dialog box, click the **Login** tab.

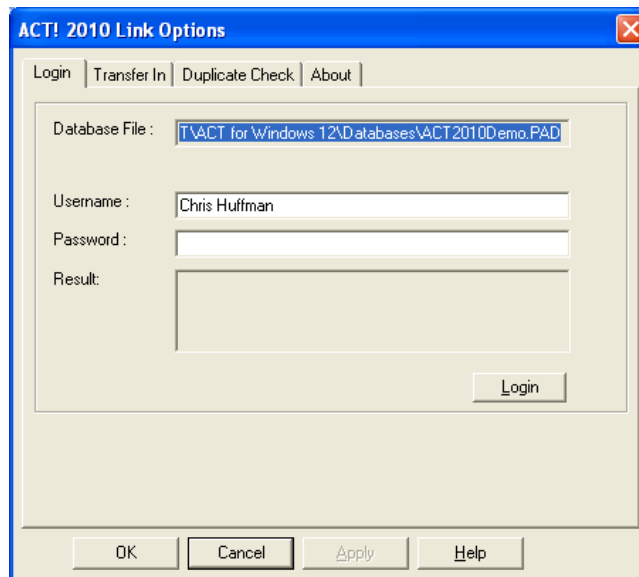


Figure 20: ACT! - Login

- Enter ACT! database login details.
 - **Database File:** Name and path of the currently opened database is displayed.
 - **User Name:** Enter the login name of your ACT! database.
 - **Password:** Enter the ACT! database password.
- Click **Login**.
- The message **Login Successful** appears in the **Result** area.
- Click **Apply**.



In ACT! 2010 / 2009 / 2008 / 2007, transfer of addresses is not possible in the following cases:

- ◆ If the security level for the user in ACT! 2010 / 2009 / 2008 / 2007 has been set as **Browse**.
- ◆ If the login access for the user has been set as **Inactive**.
- ◆ If you have upgraded from previous version of ACT! and not converted the database from previous version to latest version of ACT!.

6.1.2. Setup to Transfer In

In the **Link Options** window, click the **Transfer In** tab.

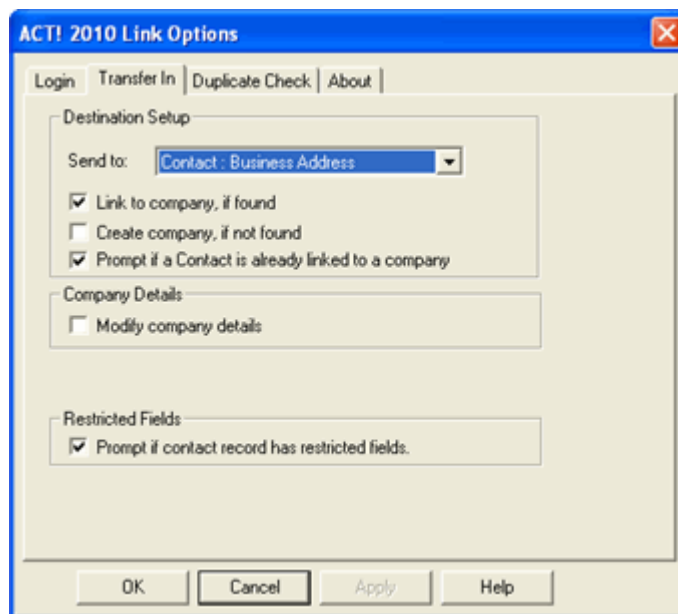


Figure 21: Setup Transfer In - ACT! 2010

Under **Destination Setup**:

- From the **Send To:** list select,
 - ◆ **Contact: Business Address** to add the contact information as the contact's primary address. This option is selected by default.
 - ◆ **Contact: Home Address** to transfer the contact information in the 'Home Address' tab of ACT contact record.
 - ◆ **Contact: Business and Home Address** to transfer the contact information to both the primary address and the 'Home Address' section of ACT!.

The following options are available in addition for ACT! 2010 / 2009 / 2008 / 2007 / 2006 / 2005.

- Select **Link to Company, if found** option if you want the contact record to be linked to existing company in ACT!
- Select **Create Company, if not found** to create a new company record in ACT! and link the contact information that is being transferred to that company.
- Select **Prompt if a Contact is already linked to a Company** to get a message when you try to transfer a duplicate record linked to a different company.

Under **Company Details**:

- Select **Modify Company Details** to update the existing company record in ACT! with the new record being transferred.

The following option is available in addition for ACT! 2010 / 2009 / 2008 / 2007.

- Select **Prompt if contact record has restricted fields** to get a warning message if ACT! 2007 database contains any user-restricted fields.
 - ◆ In the warning message that appears, click **Yes** to transfer the record. The information is transferred to all the fields except the restricted fields. The restricted fields are left blank for the transferred record.

- ◆ Click **No** to cancel the transfer of record. Click **OK** to save the settings.

6.1.3. Setup to check for duplicates

In the **Link Options** window, click the **Duplicate Check** tab.

Select the Transfer Mode and the fields to be checked for duplicates.

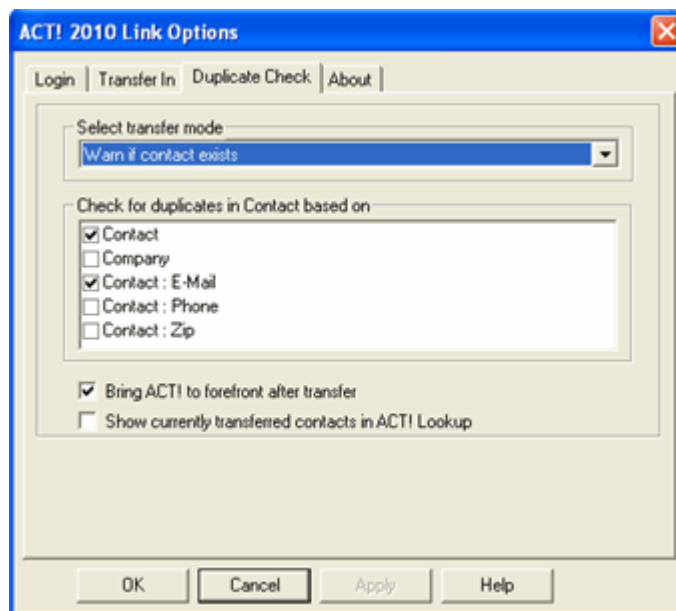


Figure 22: Setup Duplicate Check - ACT! 2010

Refer to [Chapter 5](#) for more details about the Duplicate Check.



In ACT! 6.0/2000, the duplicate check options are available under the **Transfer Setup** tab.


6.2. Transfer into ACT!

To transfer the contact:

- Highlight the contact list to be transferred.
- Click the **Grid** Icon in the toolbar.
- The **Capture Settings** window appears. Select the settings that match the selected address list. You can also select Autodetect to automatically detect the settings.
- Click **Proceed**.
- The ListGrabber Grid appears with extracted contact details.
- Verify and edit the details. Select the contact records to be transferred.
- Ensure that ACT! is selected as the destination application in the Grid.
- Click **Transfer Selected** to transfer the selected records into ACT!
- **ListGrabber Parse Results** window is displayed for each and every contact being transferred. Verify the details and click **Transfer**.
- The Contact is transferred into ACT! into the Business / Home / Both the sections according to the option you have setup in the **Transfer In** tab.



Click **Transfer All** to transfer all the records from the Grid.

 Ensure that ACT! is open. You can also transfer the addresses directly into ACT! without opening the Grid. Click the ACT! icon in the toolbar and the data is transferred into ACT!.


7. GoldMine

You can transfer addresses using the following versions of GoldMine.

- GoldMine 8.x / 7.x / 6.x
- GoldMine 6.x
- GoldMine 5.7/5.5

7.1. Setup Transfer Options for GoldMine

Right click the GoldMine icon in the toolbar and select **Transfer Options** to setup GoldMine. A setup wizard opens and guides you through the setup process.

 If the GoldMine icon is not available in the Toolbar, add the icon by using the **Transfer Setup** window.

7.1.1. Setup to Login

As you click **Transfer Options**, the **login** window appears.

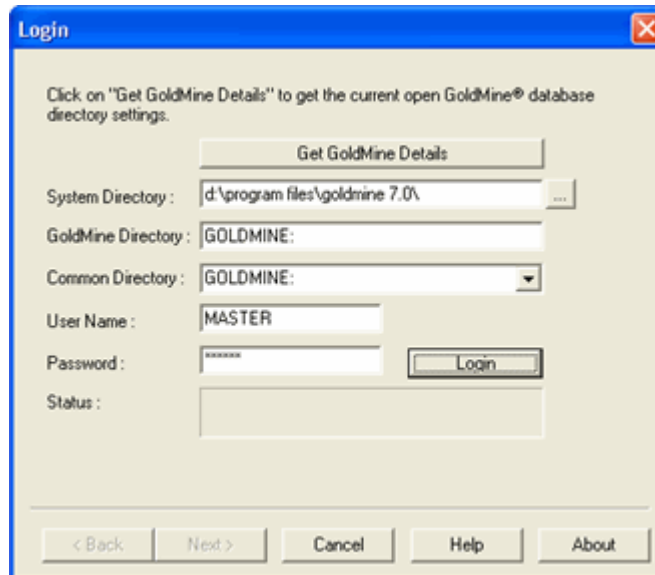


Figure 23: Login to GoldMine

Click **Get GoldMine Details** and the following details are retrieved automatically:

- **System Directory:** Displays the location and path of your GoldMine application.
- **GoldMine Directory:** Displays the location and path of your calendar database.
- **Common Directory:** The common Directory option automatically locates your database of GoldMine you are currently accessing.
- **Username:** The username of GoldMine database is displayed here.

Password: Enter your GoldMine database password and click **Login**.

The message **Logged in successfully** appears in the **Status** area.

Click **Next**.

7.1.2. Setup to check for Duplicates

In **Transfer Setup** window, select the transfer mode and fields to be checked for duplicates.

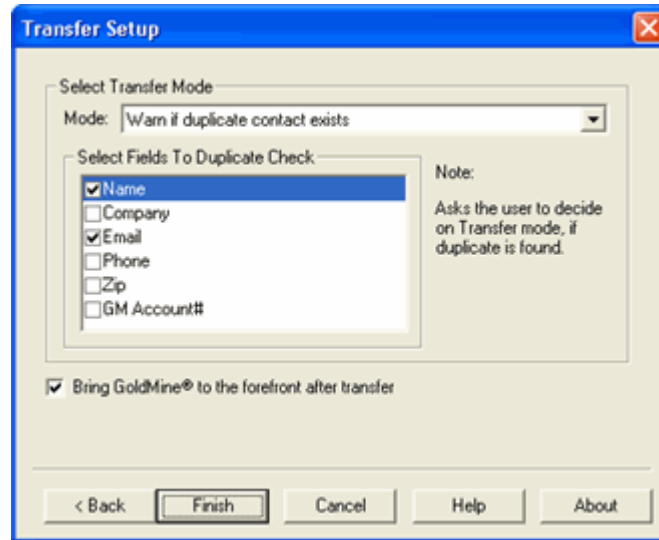


Figure 24: Duplicate Check – GoldMine


Refer to [Chapter 5](#) for more details about the Duplicate Check.


Click **Finish**.

7.2. Transfer into GoldMine

To transfer the contact:

- Highlight the contact list to be transferred.
- Click the **Grid** Icon in the toolbar.
- The **Capture Settings** window appears. Select the settings that match the selected address list. You can also select **Autodetect** to automatically detect the settings.
- Click **Proceed**.
- The ListGrabber Grid appears with extracted contact details.
- Verify and edit the details. Select the contact records to be transferred.
- Ensure that GoldMine is selected as the destination application in the Grid.
- Click **Transfer Selected** to transfer the selected records into GoldMine
- **ListGrabber Parse Results** window is displayed for each and every contact being transferred. Verify the details and click **Transfer**.
- The Contact is transferred into GoldMine.

 Click **Transfer All** to transfer all the records from the Grid.

 Ensure that GoldMine is open. You can also transfer the addresses directly into GoldMine without opening the Grid. Click the GoldMine Icon in the toolbar and the data is transferred into GoldMine.

8. Outlook

You can transfer addresses using the following versions of Outlook.

- Outlook 2007/2003/2002/2000

8.1. Setup Transfer Options for Outlook

You can setup the following transfer options for Outlook.

- Setup to transfer from or to different address sections, i.e., Home /Business / Both.
- Check for Duplicates.

Right click the Outlook Icon in the toolbar and select **Transfer Options** to setup Outlook.



If the Outlook Icon is not available in the Toolbar, add the Icon by using the **Transfer Setup** window.

8.1.1. Select Contact Folder and Form

In the **Link Options** window, click the **Folder Selection** tab.

Select the Contact folder where you want to transfer the contacts.

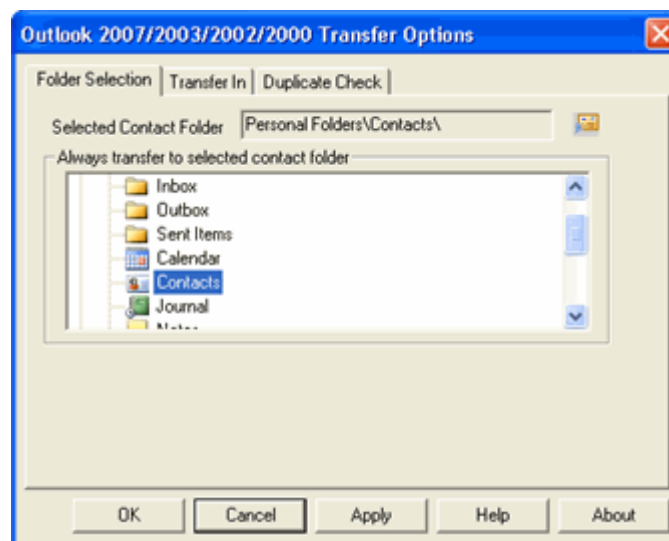


Figure 25: Select Contact Folder in Outlook

Selected Contact Folder: This option displays the Contact Folder that stores your contact information by default.

Always transfer to selected contact folder: Under this list select the folder where you want to transfer the contact information from the source list.

After transfer, contacts are created in the selected folder.



The selected folder must contain contact items and must be your default address book in Outlook

8.1.2. Setup to Transfer In

In the **Link Options** window, click the **Transfer In** tab.

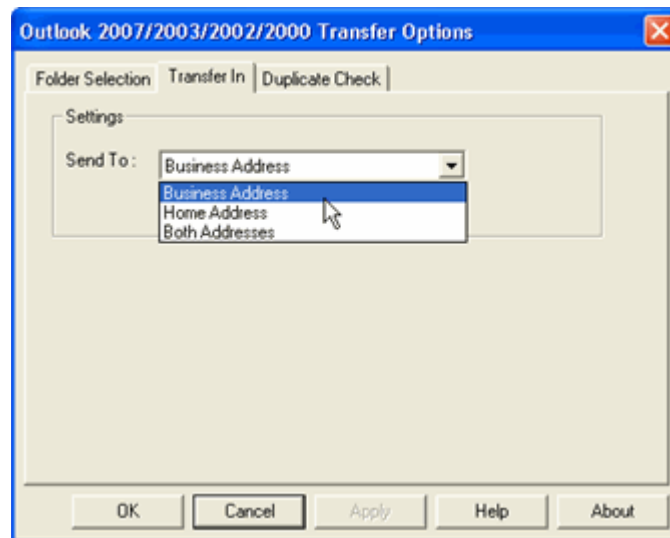


Figure 26: Outlook - Transfer In

Under Settings:

- From the **Send To:** list select,
 - ◆ **Business Address** to transfer the contact information as the primary address. This option is selected by default.
 - ◆ **Home Address** to transfer the contact information in the 'Home Address' tab

Both Addresses to transfer the contact information to both the primary address and the 'Home Address' section.

Click **OK**.

8.1.3. Setup to check for duplicates

In the **Link Options** window, click the **Duplicate Check** tab.

Select the Transfer Mode and the fields to be checked for duplicates.


Refer to [Chapter 5](#) for more details about the Duplicate Check.


8.2. Transfer into Outlook

To transfer the contact:

- Highlight the contact list to be transferred.
- Click the **Grid** Icon in the toolbar.
- The **Capture Settings** window appears. Select the settings that match the selected address list. You can also select **Autodetect** to automatically detect the settings.
- Click **Proceed**.
- The ListGrabber Grid appears with extracted contact details.
- Verify and edit the details. Select the contact records to be transferred.

- Ensure that Outlook is selected as the destination application in the Grid.
- Click **Transfer Selected** to transfer the selected records into Outlook
- **ListGrabber Parse Results** window is displayed for every contact being transferred. Verify the details and click **Transfer**.
- The Contact is transferred into Outlook into the Business / Home / Both the sections according to the option you have setup in the **Transfer In** tab.

 Click **Transfer All** to transfer all the records from the Grid.

 Ensure that Outlook is open. You can also transfer the addresses directly into Outlook without opening the Grid. Click the Outlook Icon in the toolbar and the data is transferred into Outlook.

9. Maximizer


You can transfer addresses using Maximizer 8.0.

9.1. Setup Transfer Options for Maximizer

You can setup the following transfer options for Maximizer using the **Transfer Options**.

- Setup to transfer address as Individual or Company Record.
- Check for Duplicates.

Right click the Maximizer Icon in the toolbar and select **Transfer Options**.

 If the Maximizer Icon is not available in the Toolbar, add the Icon by using the **Transfer Setup** window.

9.1.1. Setup to Transfer In

You can specify the type of address book entry to be created in Maximizer 8.0

In the **Link Options** window, click the **Transfer In** tab.

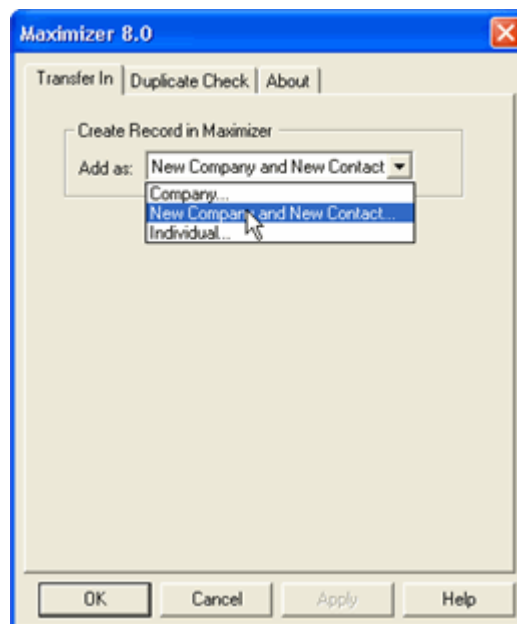


Figure 27: Maximizer - Transfer In

Select the type of address book from the **Add as** list.

- **Company:** To create companies or organizations.
- **New Company and New Contact:** To create a person who is associated with a Company or Individual. This option is selected by default.
- **Individual:** To create people who are not associated with a company or organization.

Click **OK**.

9.1.2. Setup to Check for Duplicates

In the **Link Options** window, click the **Duplicate Check** tab.

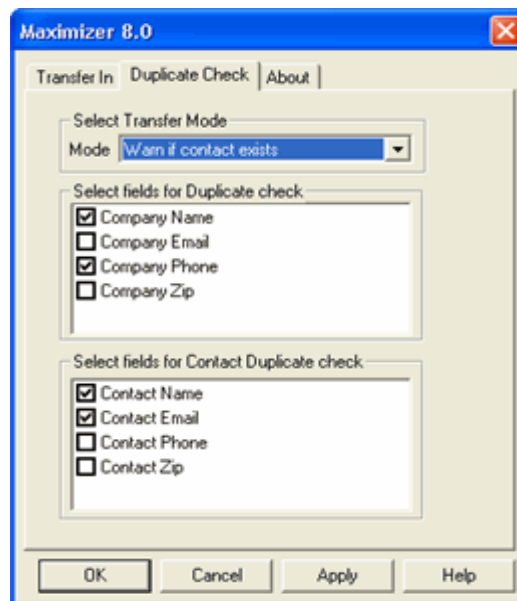


Figure 28: Maximizer - Duplicate Check


- Select the Transfer Mode.
- Select the fields to be checked for duplicates for the Company and Contact.
- Click **OK**.


Refer to [Chapter 5](#) for more details about the Duplicate Check.

9.2. Transfer into Maximizer

- Highlight the contact list to be transferred.
- Click the **Grid** Icon in the toolbar.
- The **Capture Settings** window appears. Select the settings that match the selected address list. You can also select **Autodetect** to automatically detect the settings.
- Click **Proceed**.
- The ListGrabber Grid appears with extracted contact details.
- Verify and edit the details. Select the contact records to be transferred.
- Ensure that Maximizer is selected as the destination application in the Grid.
- Click **Transfer Selected** to transfer the selected records into Maximizer

- **ListGrabber Parse Results** window is displayed for each and every contact being transferred. Verify the details and click **Transfer**.
- The Contact is transferred into Maximizer into the section according to the option you have setup in the **Transfer In** tab.

 Click **Transfer All** to transfer all the records from the Grid.

 Ensure that Maximizer is open. You can also transfer the addresses directly into Maximizer without opening the Grid. Click the Maximizer Icon in the toolbar and the data is transferred into Maximizer.


10. TOP PRODUCER

You can transfer addresses into TOP PRODUCER 7i.

10.1. Setup Transfer Options for TOP PRODUCER

When you transfer addresses into TOP PRODUCER, the list is first transferred into a CSV file. You can later on transfer records from the CSV to TOP PRODUCER.

Right click the TOP PRODUCER Icon in the toolbar and select **Transfer Options**.

 If the TOP PRODUCER Icon is not available in the Toolbar, add the Icon by using the **Transfer Setup** window.

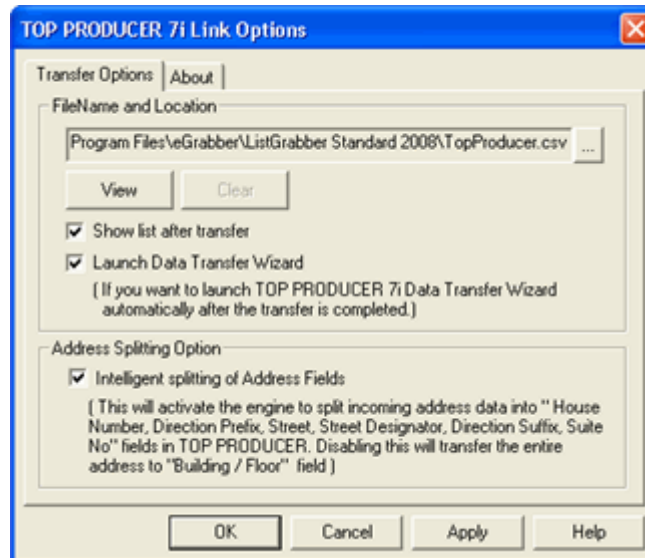



Figure 29: TOP PRODUCER - Transfer Options


In the **Transfer Options** window, the CSV file name to which the addresses to be transferred is displayed under **FileName and Location**.


- Click  to select the folder and file.
- Click **View** to display the CSV file.
- Click **Clear** to delete the contents in the CSV file.
- Select **Show list after transfer** to view the CSV file after the addresses are transferred.
- Select **Launch Data Transfer Wizard** to start the data transfer wizard immediately after the transfer.

- Select **Intelligent splitting of Address Fields** to transfer address details to the corresponding address fields. When this option is not selected, the address details are added to the Building or Floor of Address Details in TOP PRODUCER address book.
- Click **OK** to save the settings.

10.2. Transfer into TOP PRODUCER

- Highlight the contact list to be transferred.
- Click the **Grid** Icon in the toolbar.
- The **Capture Settings** window appears. Select the settings that match the selected address list. You can also select **Autodetect** to automatically detect the settings.
- Click **Proceed**.
- The ListGrabber Grid appears with extracted contact details.
- Verify and edit the details. Select the contact records to be transferred.
- Ensure that TOP PRODUCER is selected as the destination application in the Grid.
- Click **Transfer Selected** to transfer the selected records into TOP PRODUCER
- **ListGrabber Parse Results** window is displayed for each and every contact being transferred. Verify the details and click **Transfer**.
- The **Data Transfer Wizard** is launched. The wizard guides you through the process of transferring the addresses into TOP PRODUCER address book.

 Click **Transfer All** to transfer all the records from the Grid.

 Ensure that TOP PRODUCER is open. You can also transfer the addresses directly into TOP PRODUCER without opening the Grid. Click the TOP PRODUCER Icon in the toolbar and the data is transferred into TOP PRODUCER.

11. Advantage Xi


You can transfer addresses into Advantage Xi.

11.1. Setup Transfer Options for Advantage Xi

You can setup the following transfer options for Advantage Xi using the **Transfer Options**.

- Setup to transfer address to selected contact type.
- Check for Duplicates.

Right click the Advantage Xi Icon in the toolbar and select **Transfer Options**.

 If the Advantage Xi Icon is not available in the Toolbar, add the Icon by using the **Transfer Setup** window.

11.1.1. Setup to Transfer In

You can specify the type of address book entry to be created in Advantage Xi.

In the **Link Options** window, click the **Transfer In** tab.

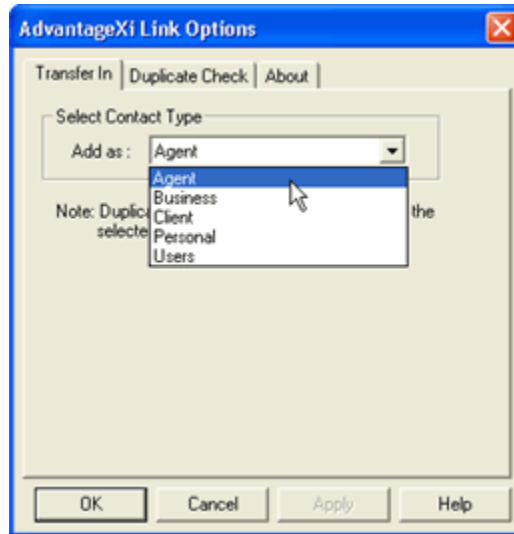


Figure 30: Advantage Xi - Transfer In

Select the type of contact from the **Add as** list. The available options of contact type in Advantage Xi are:

- Agent
- Business
- Client
- Personal
- Users

11.1.2. Setup to Check for Duplicates

In the **Link Options** window, click the **Duplicate Check** tab.

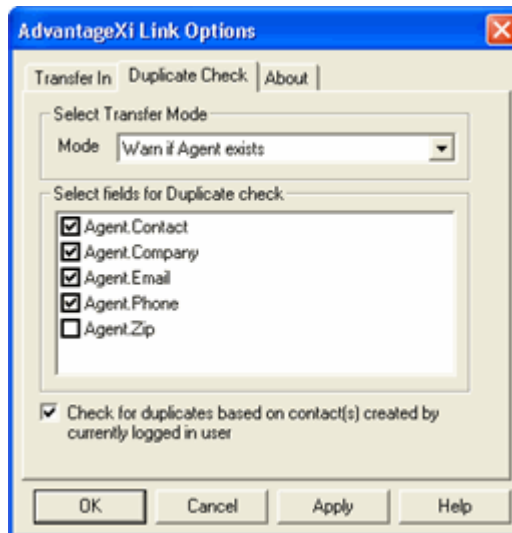


Figure 31: Advantage Xi - Duplicate Check

- Select the Transfer Mode.
- Select the fields to be checked for duplicates.
- Click **OK**.

Refer to [Chapter 5](#) for more details about the Duplicate Check.

11.2. Transfer into Advantage Xi

- Highlight the contact list to be transferred.
- Click the **Grid** Icon in the toolbar.
- The **Capture Settings** window appears. Select the settings that match the selected address list. You can also select **Autodetect** to automatically detect the settings.
- Click **Proceed**.
- The ListGrabber Grid appears with extracted contact details.
- Verify and edit the details. Select the contact records to be transferred.
- Ensure that Advantage Xi is selected as the destination application in the Grid.
- Click **Transfer Selected** to transfer the selected records into Advantage Xi.
- **ListGrabber Parse Results** window is displayed for each and every contact being transferred. Verify the details and click **Transfer**.
- The Contact is transferred into Advantage Xi.



Click **Transfer All** to transfer all the records from the Grid.



Ensure that Advantage Xi is open. You can also transfer the addresses directly into Advantage Xi without opening the Grid. Click the Advantage Xi Icon in the toolbar and the data is transferred into Advantage Xi..

12. Excel

You can transfer addresses using Excel 2007/2003/2002/2000.

12.1. Setup Transfer Options for Excel

You can setup to transfer the addresses to a CSV file that can be imported into Excel sheet.

Right click the Excel Icon in the toolbar and select **Transfer Options**.



If the Excel Icon is not available in the Toolbar, add the Icon by using the **Transfer Setup** window.

In the **Transfer Options** window, you can setup the following options.

Under **Transfer Options**, you can select the fields to be exported along with the data.

- **Export field names:** Select this option to export the field names (Name, Address, City and so on) that are saved as headers for the fields in the destination file. If you do not want to have headers, then clear this option.
- **Send date and time:** Select this option to export the date and time of transfer.

Under **Choose Format**, you can select the format in which the address list is to be transferred.

- **Excel:** To save as CSV file that can be imported into Excel Sheet.
 - **Quotation:** While transferring, the fields are separated by a comma. If the address line contains a comma, then the data must be enclosed within quotes to avoid the line being split into separate fields. Select this option to include the quotes and ensure accurate transfer of data.
- **Other (.txt):** To save the file in text format.
- **Field Separator:** You can specify any other symbol as separator and the data is exported separated by this symbol.

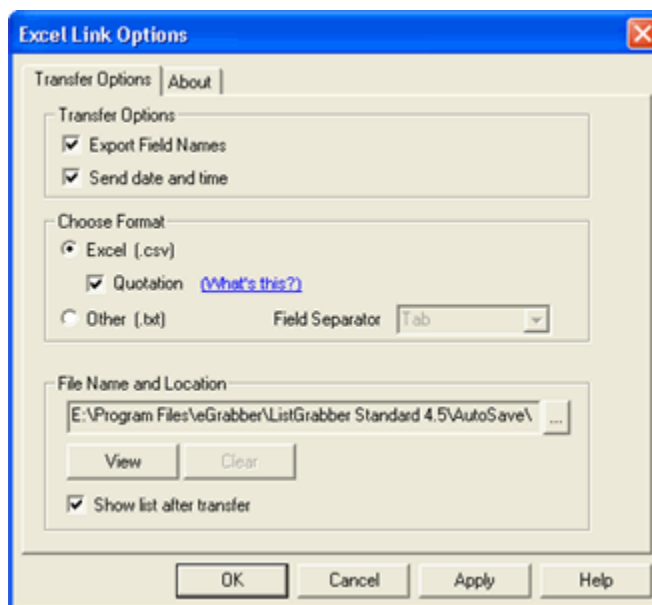




Figure 32: Excel - Transfer Options

Under File name and location, you can select the file name and path to save the exported file.


- Click  and select the location. Enter the filename and click **Save**.
- **View**: Click to view the file that contains the address details. The file displays data only after transfer.
- **Clear**: Click to delete the contents of the file.
- **Show list after transfer**: Select this option to open the file after transferring the address list.

Click **Apply** to save the settings.

 The **Export field names** option is enabled only when the destination file is not containing any data. Click **Clear** to delete the contents of the file so that this option is enabled.

12.2. Transfer into Excel

- Highlight the contact list to be transferred.
- Click the **Grid** icon in the toolbar.
- The **Capture Settings** window appears. Select the settings that match the selected address list. You can also select **Autodetect** to automatically detect the settings.
- Click **Proceed**.
- The ListGrabber Grid appears with extracted contact details.
- Verify and edit the details. Select the contact records to be transferred.
- Ensure that Excel is selected as the destination application in the Grid.
- Click **Transfer Selected** to transfer the selected records into Excel
- **ListGrabber Parse Results** window is displayed for each and every contact being transferred. Verify the details and click **Transfer**.
- The Contact is transferred into Excel Workbook.

 Click **Transfer All** to transfer all the records from the Grid.



Ensure that Excel is open. You can also transfer the addresses directly into Excel without opening the Grid. Click the Excel icon in the toolbar and the data is transferred into Excel.

13. Export Address

ListGrabber can convert contact lists to Comma Separated Value (*.CSV) files customized to be imported into the following programs.

- Autotask
- BULLHORN
- cBizOne
- Lotus Organizer
- Microsoft Outlook Express
- prohire
- RezKeeper
- Salesforce.com Personal Edition
- Thunderbird
- Yahoo Address Book

The contact list is converted into CSV file by using a wizard.

- In the ListGrabber Grid, click **Export To** on the **File** Menu.
- The **ListGrabber Universal Export Map** wizard appears.

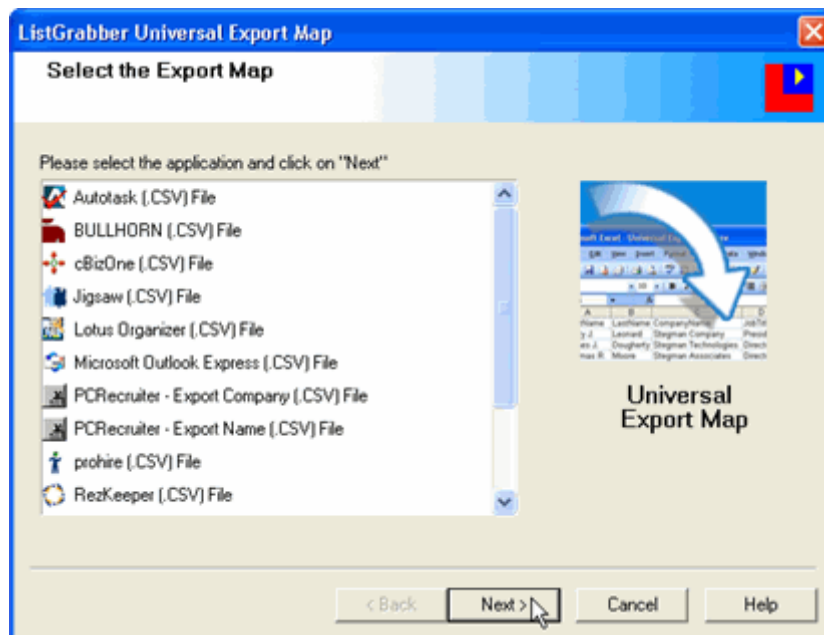


Figure 33: Select the Export Map

- Select the program to which the contacts to be exported and click **Next**.
- In the next step, you can select the file to which the data is to be exported.

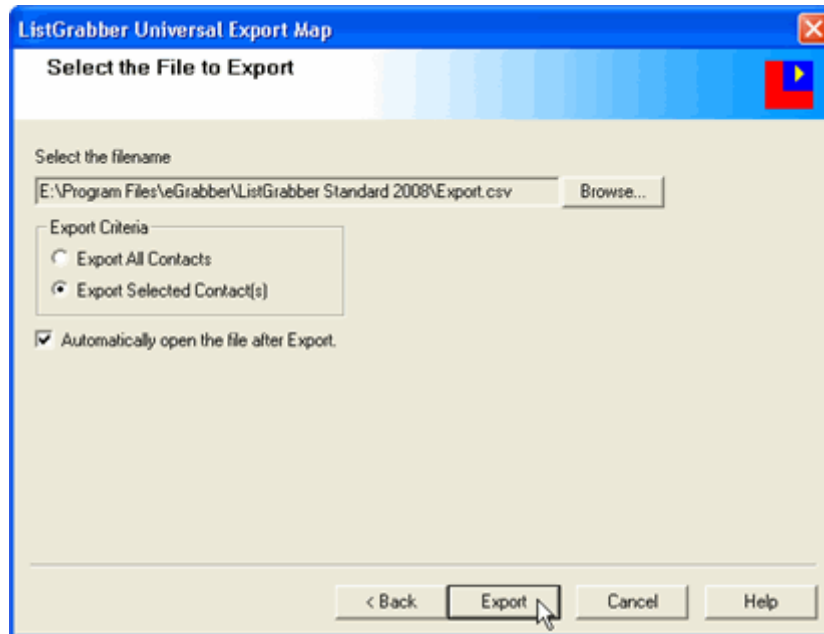


Figure 34: Select File to Export

- Click **Browse** and select the file in which contact list to be saved as CSV file.
- In **Export Criteria**,
 - Select **Export All Contacts** for all the contact records on the grid to be saved in the file.
 - Select **Export Select Contact(s)** for the selected contact records to be saved in the file.
- Select **Automatically open the file after Export** option, for the file with the contacts to be displayed after the transfer of contact records is complete.
- Click **Export**.



Ensure that the CSV file is closed at the time fo export.

The data is exported to the selected file and the finish wizard appears.

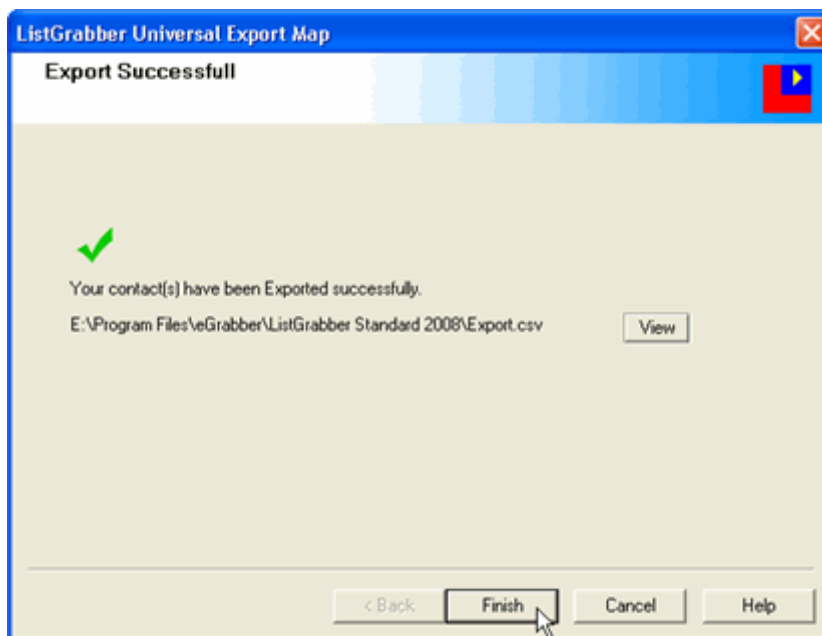


Figure 35: Export Completed

- Click View to display the CSV file that contains the exported data.
- Click **Finish** to close the wizard.

The CSV file contains the data with the fields separated by a comma.

This file can be imported into any application that supports the CSV format.

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16. Glossary

| | |
|--------------------------------|---|
| Access | The authority to view and use any information stored by other users on the network. |
| Application | An application is a program or group of programs (suites) that perform a given task. Some applications (often called utilities) make up part of the various operating systems but usually run on the OS. |
| Built-in | Existing as an essential constituent of the product. |
| CSV | Comma Separated Values. A file format used as a portable representation of a database. Each line is one entry or record. The different fields in a record are separated by comma. Commas may be followed by arbitrary space and/or tab characters, which are ignored. If field includes a comma, the whole field must be surrounded with double quotes. |
| Database | A collection of logically related information organized in such a way that a computer program can quickly select required set of data. |
| Default Settings | The basic and primary settings that are integrated along with the product. |
| Destination Application | The program to which the data are to be transferred after the processing is over. |
| Dialog box | A type of window other than the main window, commonly used to specify options or properties, and typically only visible temporarily. |
| Email | Electronic Mail. A system of worldwide electronic communication in which a computer user can compose a message at one terminal and send it to another user. The recipient can view the message when he logs in. |
| Fields | An area of a database record or graphical user interface form, into which a particular item of data is entered. |
| File format | The general appearance of a file document. The organization of information according to preset specifications. Specialize the way in which information is arranged and stored on a computer. |
| Hard disk | A rigid magnetic disk mounted on the system. The storage space where data is stored in the system ("C" and "D" drives). |

| | |
|-----------------------|---|
| Icon | A small picture intended to represent something (a file, directory, or action) in a graphical user interface. When an icon is clicked, some action is performed such as opening a directory or aborting a file transfer. |
| Install | To setup a program in a computer so that it can be executed. |
| License | A legal document providing permission and authority to use a product. |
| Live Update | Update the information and data in the program files in order to upgrade the software and work perfectly. |
| Link Options | The process of setting up the destination application and customizing it favoring the transfer of information. |
| Log Files | A set of files that records the various transferring and other operations performed by the program. |
| Mapping | A function such that every element of one set has a unique element of another set. |
| Menu | A list from which the user may select an operation to be performed. This is often done with a mouse or other pointing device under a graphical user interface but can also be controlled from the keyboard. |
| Option | An option changes or refines the task in a specified manner. |
| Registering | The process of formally buying the product, by typing the license key, from the company. |
| Source | A place from which data is taken. |
| Splash Screen | The startup screen of the program that is displayed while the application is launched. An outline of the program name, logo, and user details can be viewed in this screen. |
| Toolbar | A common graphical user interface component, consisting of a permanently visible row of button icons that, when clicked with the mouse, cause the program to perform some action such as printing the current document or changing the mode of operation. |
| Transfer Mode | The different ways in which the program can transfer the information to other programs. |
| Transfer Setup | The procedure to customize ListGrabber to transfer the contacts to the selected destination accurately. |
| Transferring | The process of moving a thing or a group of things from one place to another. |

| | |
|-----------------------------|---|
| Troubleshooting | To understand why something does not work and to fix the problem. |
| Universal Export Map | An intelligent export wizard that automatically maps the fields of the selected CSV file with the fields of the selected database application. |
| Validate | Process of checking whether the given data satisfies certain criteria. This ensures that the right data is provided for manipulation. |
| Wizard | An interactive help utility that guides the user through a potentially complex task, while installing software. Wizards are often implemented as a sequence of dialog boxes that the user can move forward and backward through, filling in the details required. |