

## Re: Can't Connect Word Mail Merge to Mail Client

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*Source:*

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.mailmerge.fields/2008-08/msg00377.html>

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- *From:* takalevy <[takalevy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:takalevy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 26 Aug 2008 00:08:01 -0700
- 

I was using the HTML format and I don't think that was the issue. I think that since I was trying to use the files that I used last year under Office 2003 (with hard copy printed output) in Office 2007 the suite was working in a 2003 emulation mode. I made a number of changes at once, so I'm not positive, but I believe that when I saved files in 2007 mode and reloaded them, things worked. I tried creating a simple 4 row test matrix using Excel 2007 and created a simple template in Word 2007 and they worked fine, that's why I tried saving my older files in 2007 format and retrying things. The older files did a printed mail merge just fine (as they did using 2003) and that threw my off the problem. Documentation says that you must use all 2007 applications to to e-mail merge, but I didn't see a note that my files had to be updated to 2007.

Thanks very much for your help.

Bob

"Peter Jamieson" wrote:

If you are trying to merge to email using HTML format, I suggest you try a test merge using plain text format,

- a. to see if that makes any difference (you will have to respond to the security dialog boxes that appear when you use plain text format)
- b. because at least one user has reported that doing a merge using plain text resulted in a working merge to HTML scenario (although others have reported serious problems with Word 2007 merge to HTML).

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Peter Jamieson  
<http://tips.pjmsn.me.uk>

"takalevy" <[takalevy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:takalevy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
<news:1439B3D8-80E4-4AD8-96CC-EC0F1A4038A6@xxxxxxxxxxxxxxxxxxxx>

I've created a mail merge file using Word 2007 and Excel 2007. It prints great, but I cannot get it to send by e-mail. I'm sure problem is that I have to define mail client and somehow attach it to Word. I have Office

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2007

Pro Plus installed. I've configured Outlook 2007 to work as an IMAP client

on GMAIL and it works perfectly and have set it up as default mail client.

I

also have Thunderbird 2.0 installed. When I go to Mailings >Finish & Merge >

Send E- Mail Messages the 'Merge to E-mail screen comes up and I've set the

To: Field to EMAIL which is the field in my data that contains e-mail addresses, I've also set the Send Records to Current Record and clicked ok.

The Merge to E-mail screen closes and nothing happens. I can't find anything in the help screens to resolve problem. Any suggestions would be appreciated.