

Help Center

Help & Contact

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KUNOMAIL - Payment options

What are my payment options?

You can pay via Paypal.

This is also possible without a Paypal account.

- **Without Paypal membership:** Please scroll down in the Paypal window. Here you can start the payment process without a Paypal account. You can also specify here whether payment is to be made by SEPA direct debit or credit card.

KUNOMAIL - first steps

How do you become a KUNOMAILER?

1. [Download](#) & test KUNOMAIL free of charge ([limited version](#))

2. Initial setup

- Integrate e-mail account via "Administration" - "E-mail account" - "Assistant"
- Make basic settings via "Administration" - "Settings"

3. After testing → [Purchase full version licence](#)

4. Activate licence

- in KUNOMAIL via "Help" - "Activate KUNOMAIL"

5. Online shop & online account

- [Assign a password](#) and shop to your heart's content in the shop and secure free products

(An account was automatically created for you with the e-mail address used for the purchase, for which you still have to enter a password).

- Link shop & account so that all purchased products are automatically loaded into KUNOMAIL
 - To do this, enter the password in KUNOMAIL under "Administration" - "Settings" - "Online account"

6. Adapt/individualise KUNOMAIL

- Make the desired settings in the menu item "Administration"
 - Select wizard and user interface
 - Create contacts and signatures
 - Customise folders and columns
 - Create local folders/favourites

7. Media centre

- "Options" - "Media Centre"
 - the according shop products are automatically deposited here
 - own files and pictures can be added

8. Help & guidance:

- Help Center & [YouTube channel](#)

How can I test KUNOMAIL?

Before you buy KUNOMAIL, you can test the programme (according to the service description on our website) **free of charge in a limited version**.

- To do this, simply download KUNOMAIL via our website and the button "Start KUNOMAIL Download" or <https://www.kunomail.com/downloads/trustedinstaller.exe>.

You can find an **overview of the functions** under:

<https://www.kunomail.com/html/windowsclient/licence.html>

- If you want to use KUNOMAIL to its full extent, you can purchase a **full version licence**. To do this, simply go to our homepage and click on the " Purchase " button.

For the **first steps** (also during the test period) and the **introduction to KUNOMAIL**, we recommend our YouTube videos, which guide you through the programme.

First Steps:

<https://youtu.be/kfIUlaZpvdM>

Integrate e-mail account:

https://youtu.be/kmCDN_irsFw

(German version, please use english subtitles)

A complete function overview:

<https://youtu.be/67KjW8ZsQxg>

(German version, please use english subtitles)

How the importer works and the media centre:

https://youtu.be/ObLESzx_hZA

(German version, please use english subtitles)

Import local emails:

https://youtu.be/4qF4oXVA3_s

(German version, please use english subtitles)

You can reach our channel with a general overview of all videos under:

https://www.youtube.com/channel/UCSLT5ghZoKRUt9_b8o6Bjw

How do I activate KUNOMAIL?

There is **no licence key** with KUNOMAIL.

The purchased licence is linked to the e-mail address used for the purchase.

To activate KUNOMAIL, you simply have to **enter** the corresponding **e-mail address in KUNOMAIL** under "Help" - "Activate KUNOMAIL".

How do I set up KUNOMAIL?

After you have successfully installed KUNOMAIL, synchronise all the e-mail accounts of your provider with KUNOMAIL. (only one account possible in the test version)

- To do this, open KUNOMAIL and go to "Administration" - "E-mail accounts".

The best thing to do now is to use our **e-mail account assistant** by clicking on "Assistant". It will guide you step by step through the necessary entries and tell you exactly what you need to enter.

- You can also find all the information you need in our YouTube video on initial set-up.

https://youtu.be/kmCDN_irsFw

(German version, please use english subtitles)

Of course, you can also make the entries without the wizard.

If your provider is not yet registered, you must make the settings manually without the assistant.

- Wenn alle Eingaben gemacht wurden, klicke bitte anschließend auf "Testen".

You will then receive a message that the connection was successfully established. Then click on save and close the e-mail account management.

Please note the individual settings of your e-mail account directly with your provider. Enclosed is a link to some exceptions:

<https://www.mailhilfe.de/KUNOMAIL-e-mail-einstellungen-von-freemailern>

- Now your **e-mail account** will start to **synchronise with KUNOMAIL**.

The speed of synchronisation depends on the size of the mailbox, so this may take a little longer.

- Once the connection between your e-mail account and KUNOMAIL is established, you can edit your e-mails in KUNOMAIL from now on!

We recommend that you first make some basic settings via "Administration" - "Settings". You can find more information on this under "KUNOMAIL - Basic settings" in the Help Centre.

KUNOMAIL - Support & Contact

How to contact us?

No KUNOMAIL support is available for **KUNOMAILER with a test version**.

Please contact the Mailhilfe.de user forum <https://www.mailhilfe.de/kunomail> if you have any questions.

KUNOMAILers with a full version licence can use the KUNOMAIL Premium Support via "Help" - "Premium Support" and ask questions that cannot be answered in the Help Centre or by means of our YouTube videos.

KUNOMAIL on Youtube

What can I find on Youtube about KUNOMAIL?

- For the first steps and the introduction to KUNOMAIL, we recommend our YouTube videos, which guide you through the programme.

First Steps:

<https://youtu.be/kfIUlaZpvdM>

Integrate e-mail account:

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KUNOMAIL – 1st aid

How and when do I send a bug report?

- If something does not work as desired, please send us a bug report.
- To do this, simply go to "Help" in KUNOMAIL and then to "Send error report".
- Here you can select the relevant category and send us a short description of the error. This is the quickest and most accurate way for us to help you so that you can use your KUNOMAIL again without any restrictions.
- Please be sure to include your e-mail address in the free text field.

What can I do if my purchases are not (fully) displayed?

- Please check first whether you have already linked your online account with KUNOMAIL.
Your login data must be stored under "Administration" - "Settings" - "Online account".
Then your purchased shop products will be automatically loaded into KUNOMAIL.
- Note on the online account:
The purchases are assigned to your online account via the e-mail address used. If you do not yet have an online account, the account was automatically created for you with the e-mail address used for the purchase.
If you do not yet have a password, you can create one [here](#).
- If the purchases are not (completely) available despite the linking of online account and KUNOMAIL, please do the following:
Please go to your KUNOMAIL under "Administration" to the menu item "Settings" and then to the tab "Online account". Click on "Delete local orders" and then on "Save settings". Now please retrieve your e-mails manually by clicking on the button of the same name and wait a while. When you restart KUNOMAIL, all your purchases should be available.

How can I reset/delete my licence?

If it should ever be necessary to reset your KUNOMAIL licence, e.g. because you have a new PC, you can easily do this yourself.

- Please log in to your account via our [online shop](#).
- Then go to the licence area via "Your account".
Here you will find your purchased licences or the activations.
- Please select the corresponding licence activation that you would like to reset and then confirm with "Delete activation".
- To activate the licence again, please go to the menu "Help" - "Activate KUNOMAIL" in your KUNOMAIL.

You can also find a short video tutorial on YouTube at <https://youtu.be/KF2UkCMRFa8>.
(German version, please use english subtitles)

Our recommendations for older and slow computers

For slow or older computers, we recommend making the following settings in KUNOMAIL to optimise the speed:

"Administration" - "Settings" - "Basic settings".

- Please check the box "Shorten animations on slow computers".

"Administration" - "Settings" - "E-mail

- Please select a shorter period for "Hide e-mails older than".
(The e-mails are only hidden and are not deleted from the provider or the local e-mail account at any time!)

KUNOMAIL Licence - reactivate/reset activation/delete

How can I reset/delete my licence?

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- Please log in to your account via our [online shop](#).
- Then go to the licence area via "Your account".
Here you will find your purchased licences or the activations.
- Please select the corresponding licence activation that you would like to reset and then confirm with "Delete activation".
- To activate the licence again, please go to the menu "Help" - "Activate KUNOMAIL" in your KUNOMAIL.

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