



PAPAGENO

MAPI Connector

Version 5.9

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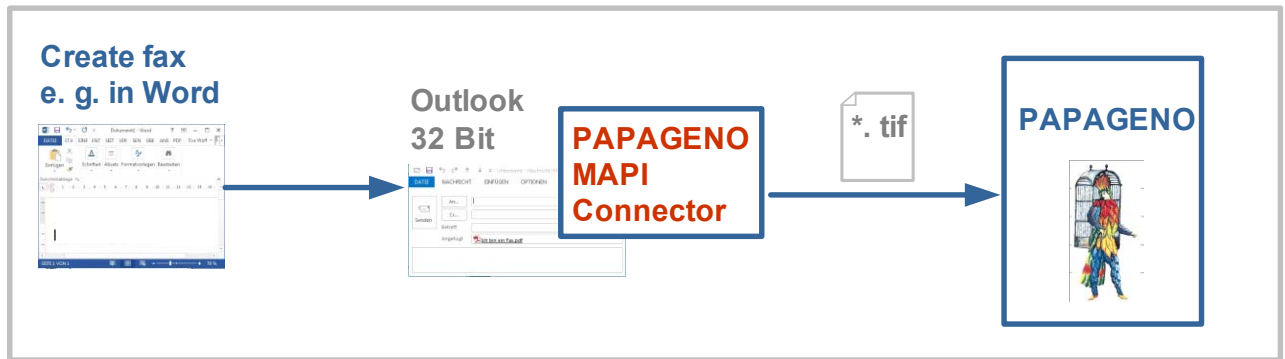
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General

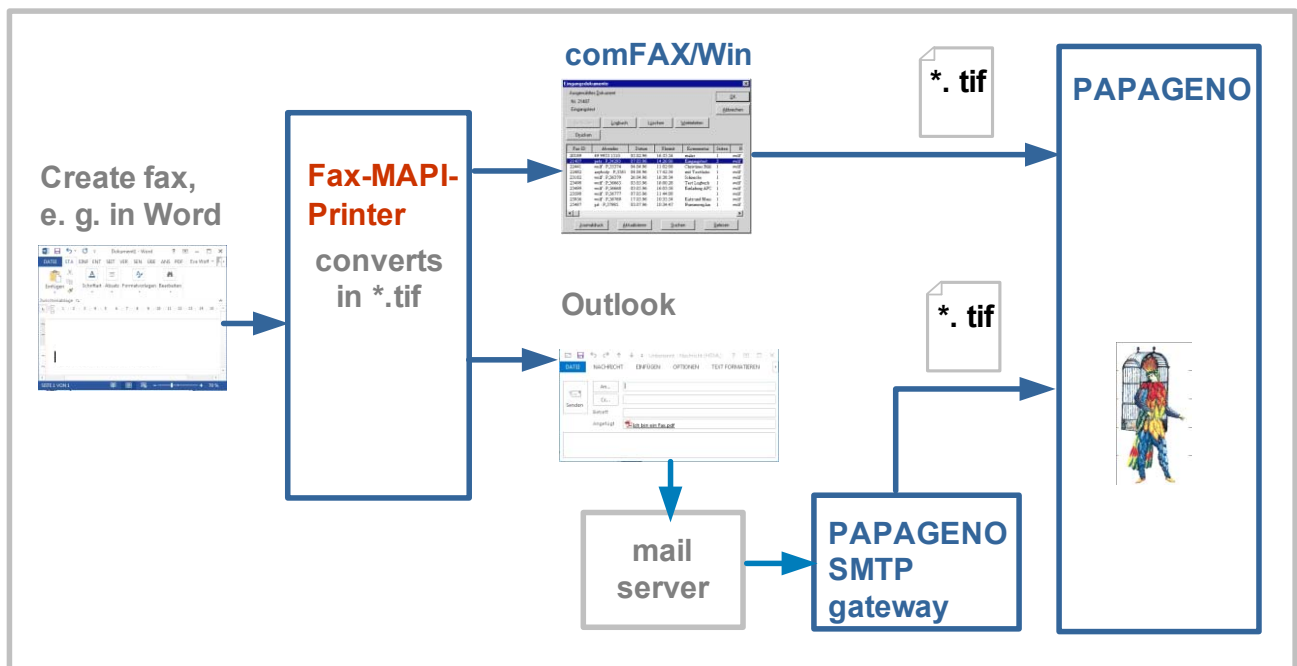
The PAPAGENO MAPI Connector provides a connection between Outlook and PAPAGENO.



It is installed on a user machine for Outlook. Text in the Outlook sending window as well as attachment documents sent to a fax address are converted to the fax format and passed to PAPAGENO. It provides features for message management (fax, SMS, voice mail).

The PAPAGENO MAPI Connector is compatible with Outlook only up to version 2010 (32-bit)!

The virtual printer **Fax-MAPI-Printer** is part of the PAPAGENO MAPI connector, but it can be installed separately. It converts documents from any Windows applications into fax format (*.tif).



The Fax MAPI Printer transfers the converted documents to Outlook or the PAPAGENO client comFAX/Win, depending on the setting during the installation. comFAX/Win has a direct connection to the PAPAGENO server; Outlook sends faxes to PAPAGENO via Mailserver/SMTP gateway.

MAPI Connector and Fax MAPI Printer Convert the following Formats:

All output formats that are common today: Microsoft Office formats (Word, Excel, etc.) as well as all formats supported by the OLE interface. Everything you can print from the Windows PC can also be converted to the fax format.

User Manual for Sending Faxes from Office Applications and Outlook:

www.vipcomag.de - Downloads - PAPAGENO - Manuals - Clients - Fax User („PAPAGENO Fax Users Manual Outlook 2010 and higher“).



A. Install MAPI Connector and Fax MAPI Printer

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1. How to Install the PAPAGENO MAPI Connector

- ▶ In the control panel set the `User Account Control` to `Low`.
- ▶ Check with your administrator where the installation files for the PAPAGENO MAPI connector are stored on the network
or:
- ▶ download the current version of the PAPAGENO MAPI Connector from our homepage
(www.vipcomag.de - Download - PAPAGENO - Software - MAPI-Connector).
- ▶ Open the `MAPI` directory.
- ▶ Start `Setup.exe`.

The following window opens



- ▶ Under `Please select your language` select the desired language
- ▶ Under `Send via:` select `Mail`

Under `MAPI Installation` you can choose to install only the Fax MAPI Printer (`Printer`) or the entire `MAPIConnector` (`Connector and Printer`).

- ▶ Select `Connector and Printer`
- ▶ Confirm with `OK`.

The installation is complete. The PAPAGENO MAPI Connector can be integrated in Outlook now.
(See below Part B, Chapter 1. „Include the PAPAGENO MAPI Connector in Outlook”, page15).

2. How to Install the Fax MAPI Printer

The **Fax MAPI Printer** is part of the PAPAGENO MAPI Connector, but can be installed separately.

- ▶ In the control panel set `User Account Control` to `Low`.
- ▶ Download the current version of the PAPAGENO MAPI Connector from our homepage (www.vipcomag.de - Download - PAPAGENO - Software - MAPI-Connector).

You can install the printer via `setup.exe` or a setup command.

In either case, select the client to which the converted documents will pass (**Outlook** - to Version 2010 (32-bit) or **comFAX/Win**). For comFAX/Win, specify the user's PAPAGENO name and ALPHA host.

Installing Printer via `setup.exe`

- ▶ Change to the `MAPI` directory.
- ▶ Start `setup.exe`.

The following window opens:



- ▶ Under `Please select your language` select the desired language.

Under **Send via** select whether documents converted from the MAPI printer to *.tif format are sent
- to Outlook (`Mail`)
- or to PAPAGENO comFAX/Win (`Papagenc`)

!NOTE! If you are using the 64-bit version of Outlook you must set the `Papagenc` option.

- ▶ Select the desired option.
- ▶ Under **MAPI Installation** select **Printer**

If you have selected **Papageno** the following window appears:



- ▶ In the **User**-field enter the name of the PAPAGENO user for which the MAPI connector is installed, in the **Alphahost**-field the name of the responsible ALPHA host.
- ▶ Click **OK**.

The Fax MAPI Printer will be installed as a virtuell printer.

To Install the Printer via a Setup Command

- ▶ Open a DOS input window und navigate to the **MAPI** directory.

The Fax MAPI Printer setup command has the following syntax:

```
setup mode [alphahost=host user=name] [debug]
```

mode: `printerger` `printereng` or `printerfra`
for the german, english or french version

If *alphahost* und *user* are spezified, the printer sends the converted documents to the PAPAGENO client, otherwise to Outlook.

- ▶ Enter the setup command.

The Fax MAPI Printer is installed as a virtuell printer.

Examples:

`Setup printerger`

installs the german Fax MAPI Printer. Office documents will be converted into tif format and forwarded to Outlook.

`Setup printerger alphahost=Faxserver_C user=peter`

installs the german Fax MAPI Printer. Office documents will be converted into tif format and forwarded to the windows client of the user „Peter“, ALPHA host „Faxserver_C“ .



B. Installation and Integration

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1. Include the PAPAGENO MAPI Connector in Outlook

Now you include the **PAPAGENO MAPI Connector** via an user profile in Outlook.

To do this you need:

- short name of the **PAPAGENO user** for which the Outlook profile with MAPI Connector is to be set
- the **transmission protocol** (TCP/IP or UDP)
- and the name of the **PAPAGENO server computer**.

Note: If you are installing an **update version** of the PAPAGENO MAPI Connector, you do not need to include the new version in the mail client.

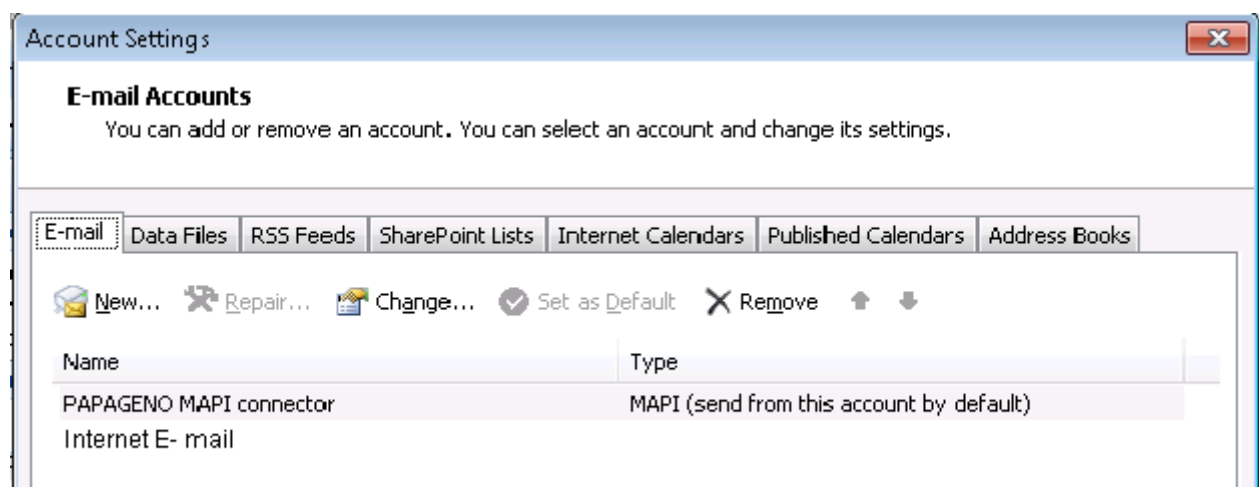
Set the MAPI Connector as the New Server Type

At the end of this process, the `Fax-Server-Properties` window opens, where you enter the data for the new profile.

The steps for the current and older versions of Outlook are described below.

Description for newer versions of Outlook

- ▶ Open the window `Account settings`.
- ▶ Select the `E-mail` tab.



- ▶ Highlight `PAPAGENO MAPI Connector` and click on `New....`

The `New Account` window will open.

-
- ▶ Select **Others** and then **PAPAGENO MAPI connector**.
 - ▶ Click **Continue**.

The **Fax Server Properties** window will open. Here you can login to PAPAGENO and fix the desired features (see below under „Enter Login Data”, page 17).

Description for Outlook 2002

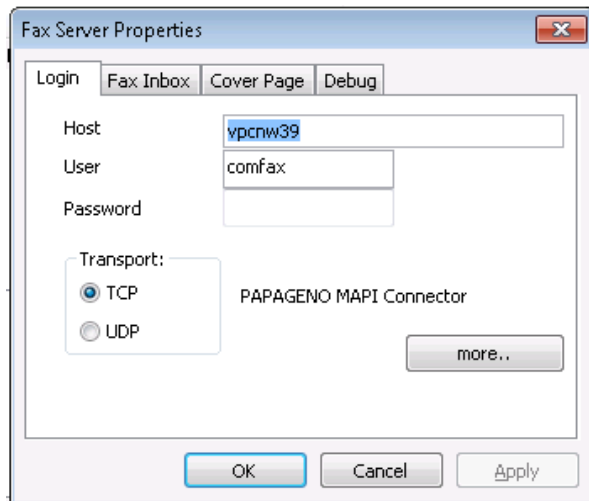
- ▶ In the menu **File Options** - click on **Account settings**.
The **E-Mail account** window opens.
- ▶ Select **Add a new E-Mail account** and click on **Continue**.
Select **Additional server types** and click on **Continue**.
- ▶ Select **PAPAGENO MAPI Connector** and click on **Continue**.
The **Services** window opens.
- ▶ Select **PAPAGENO MAPI Connector** and click the **Add** button.
- ▶ In the window **Add service to profile** the **PAPAGENO MAPI Connector** is highlighted.
Confirm the selection with **OK**.
- ▶ Click on the button **Properties** to open the window **Fax Server Properties**.
Here you can log in to PAPAGENO and fix the desired features
(see below under „Enter Login Data”, page 17).

Description for Outlook 2000

- ▶ In the Outlook menu **Tools** select **Services**.
or, without opening Outlook:
- ▶ In the control panel select **Mail**.
The **Services** window opens
- ▶ Select **PAPAGENO MAPI Connector** and click the **Add** button.
- ▶ In the window **Add service to profile** the **PAPAGENO MAPI Connector** is highlighted.
Confirm the selection with **OK**.
- ▶ Click on the button **Properties** to open the window **Fax Server Properties**.
Here you can log in to PAPAGENO and fix the desired features.

Enter Login Data

- ▶ Select the `Login` tab :



- ▶ In the `Host` field type the name of the computer on which the PAPAGENO server is installed.
- ▶ In the `User` field enter your PAPAGENO user name.

In the `Password` field, you can enter an personal password to protect your messages. If you want to have telephone access to your faxes, emails and sms messages, enter a number.

- ▶ Enter a password or a number.

If you forget your password, your administrator can give you a new one.

- ▶ In the `Transport` box select the transport route via `UDP` or `TCP`.
- ▶ Click `Apply` and close the window with `OK`.

Save the PAPAGENO Login

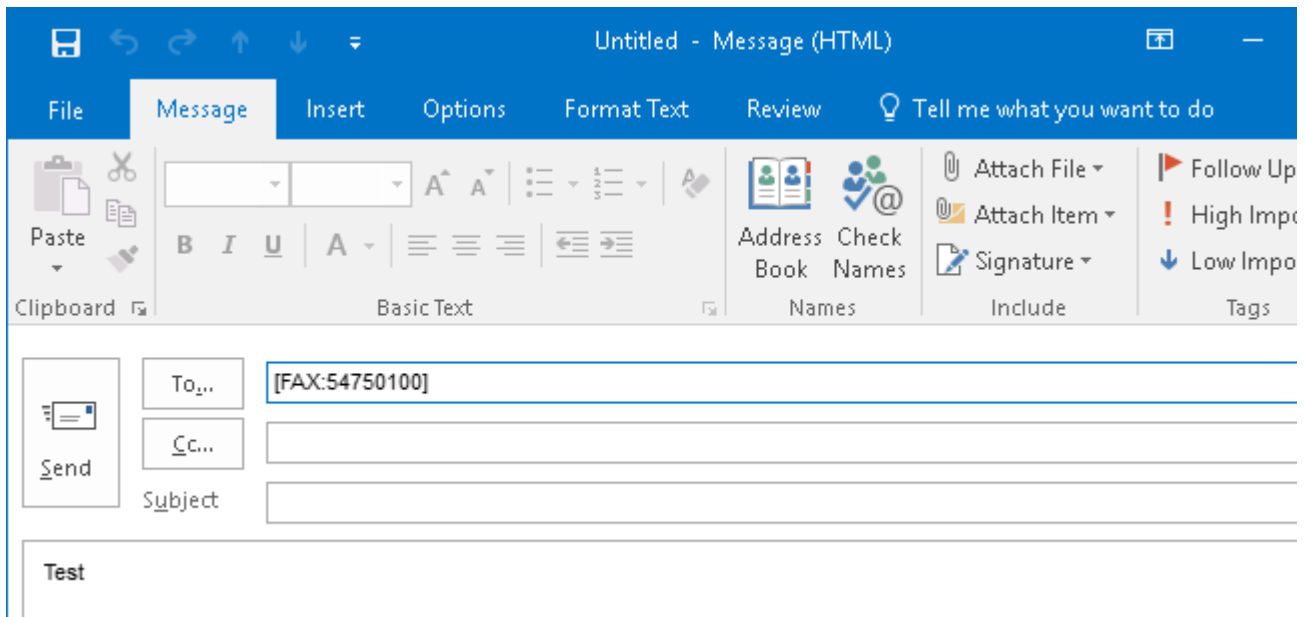
To save the newly created profile and set other properties, you must restart Outlook.

- ▶ Close all windows.
- ▶ Restart Outlook.

2. Send a Test Fax

To test whether the PAPAGENO MAPI connector has been successfully installed and configured, send a test fax.

- Open a `New Message` window.



- Write a short text.
- In the `To` box enter a fax number in the following syntax:
`[FAX: faxnumber]` (including square brackets)
 Example: `[FAX:123456]`
- Click on `Send`.

The PAPAGENO MAPI connector should now send the fax to the specified number. The text you have written is converted to the fax format (`.tif`).



C. Sending Messages

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1. To Create Messages

Creating a Fax

You have several options for creating a document that you send as a fax from the mail client.

Creating a document in a word processor

Normally, you create a fax document in your usual word processor. You can send the document from the Word Processor, or insert it as an attachment in the New Message window, just like when you send an e-mail. When sending, the pages of the document are converted to the fax format (`.tif`).

Writing a message in a mail client

As in an e-mail, you can write text in the New Message window and format it if necessary. When you send this message to a fax address, the PAPAGENO MAPI connector internally converts the text to fax format (`.tif`).

Scanning a document

Make shure that

- the scanner is locally connected to a Windows PC
- the scanner software is installed
- the **FAX MAPI Printer** is installed with the PAPAGENO MAPI connector

- ▶ Install the `FAX MAPI Printer` in your scanner software.
- ▶ When you scan a document, send it to the `FAX MAPI Printer`.
- ▶ Insert the fax address of the recipient
or
- ▶ insert your own fax address
Syntax see below „The following figure shows a mailing window with an attachment and associated text”, page 29

In this case, you will receive the scanned document as a Tif attachment in a mail.

Creating an SMS

Open a send window and write your text in the same way as for an e-mail.

The number of characters you may use is told by your administrator.

Text in the “subject” line does not arrive.

Note: Text in „Subject“ is not included.

2. How to Administer Fax Numbers in Outlook

New Outlook versions

Via `contacts` you can add the fax, SMS and voice mail numbers to the entry of an email recipient. Depending on which entry you select, the message is sent as an e-mail, fax to the fax address, SMS to the hand-held number, or as a voice mail to the receiver's telephone number.

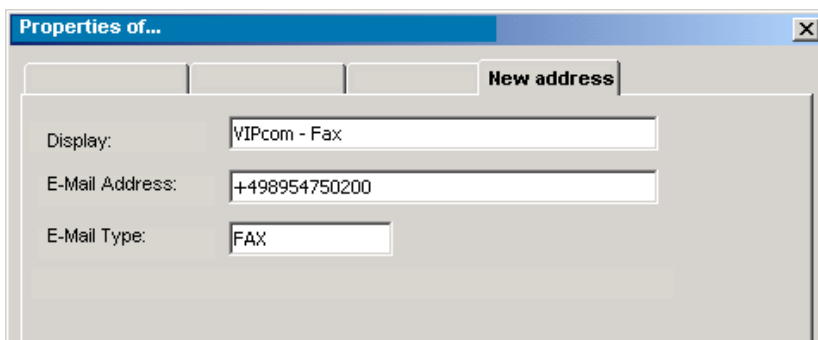
Note: User groups can only be used in PAPAGENO phonebooks.

Older Outlook versions

In older versions of Outlook you can manage the numbers and addresses of the recipients in your `personal address book`.

- ▶ In the address book, open the `New Entry` window via `File - New entry`.
- ▶ Select `Personal Address Book` and `Other Address`.
- ▶ Click `OK`.

A Window `Properties of...` will open.



- ▶ In the `Display` field enter the name of the fax recipient. (This name appears in the send window).
- ▶ In the `E-mail address` field enter the recipients fax, voice or SMS number (with or without prefix code).
- ▶ In the `E-mail type` field enter `FAX` or `VOICE` or `SMS`.

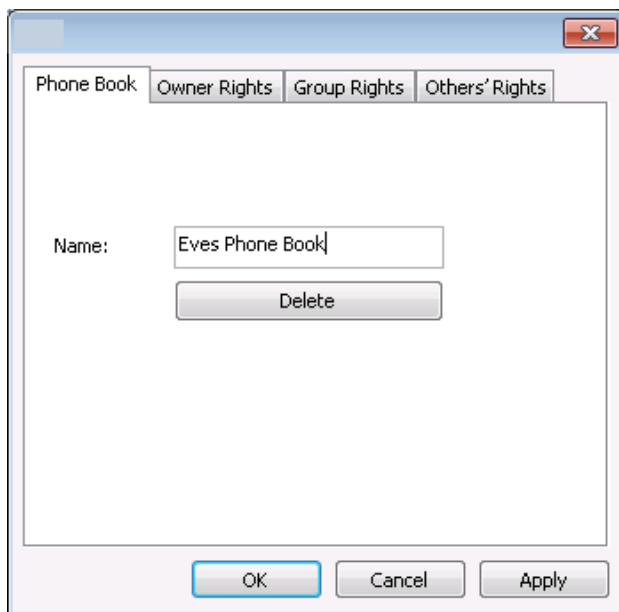
3. PAPAGENO Telephone Books

In PAPAGENO phonebooks you can only enter fax addresses.

After installing the PAPAGENO MAPI connector, you have access to all PAPAGENO phonebooks for which you have user rights. However, you can also create new phone books using a mail client.

How to create a new telephone book:

- ▶ In the `Tool` menu click `Address book`
- ▶ In the `Address book` window click `File - New Entry`.
- ▶ In the `In` pulldown menu select `phone books`.
- ▶ Select `PAPAGENO` telephone book in the `type of entry` field and click `OK`.



- ▶ Enter a name for the new telephone book and click `Apply`.

To assign access rights

You can assign the rights „read only“, „change“, „delete“, etc. to a group or to other PAPAGENO users („others“) to the new telefon book. The „owner“ who has created the telephone book has all rights.

This are the rights:

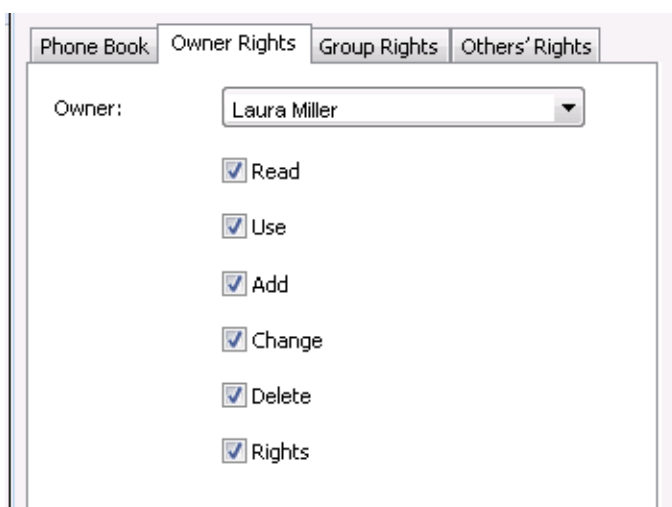
Read:	read only (list of recipients can only be viewed and exported))
Use:	usage allowed (receivers can be selected for sending)
Add:	adding new recipients allowed
Change:	changing entries allowed
Delete:	deleting entries allowed
Rights:	changing access rights and deleting the telefon book is allowed

Note: If you grant access rights, it is recommended to always assign the "Read" access right.

For example, if you assign the right „se“ to a phone book but does not have the "read" right, the users you are authorized to use can use the phone book entries, but you can not view the phone book. In this case, an authorized PAPAGENO user can enter a recipient name from this telephone book which he does not see as a recipient when sending a document. The receiver's telephone number is then automatically determined.

To assign phone book rights to a group or an user:

- ▶ Select the phone book in the `Address Book` window and highlight it.
- ▶ In the `File` menu click `Properties`.
- ▶ Select the `Other's Rights` or the `Group Rights` tab.

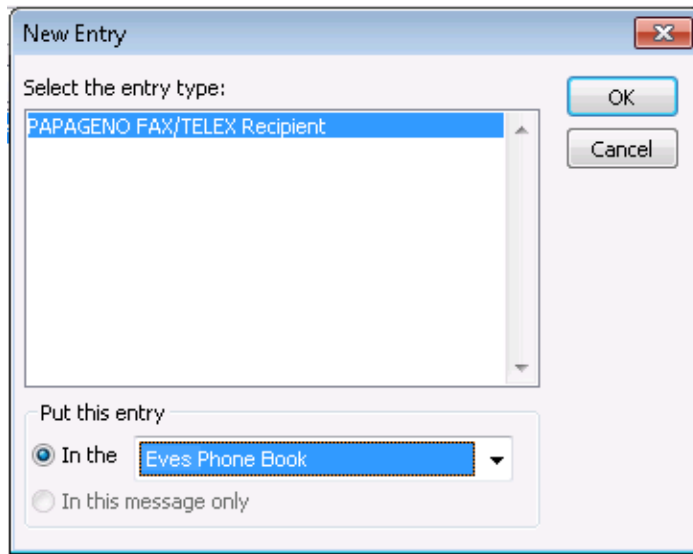


- ▶ In the pulldown menu select the user respectively the group.
- ▶ Assign the rights and click `Apply`.

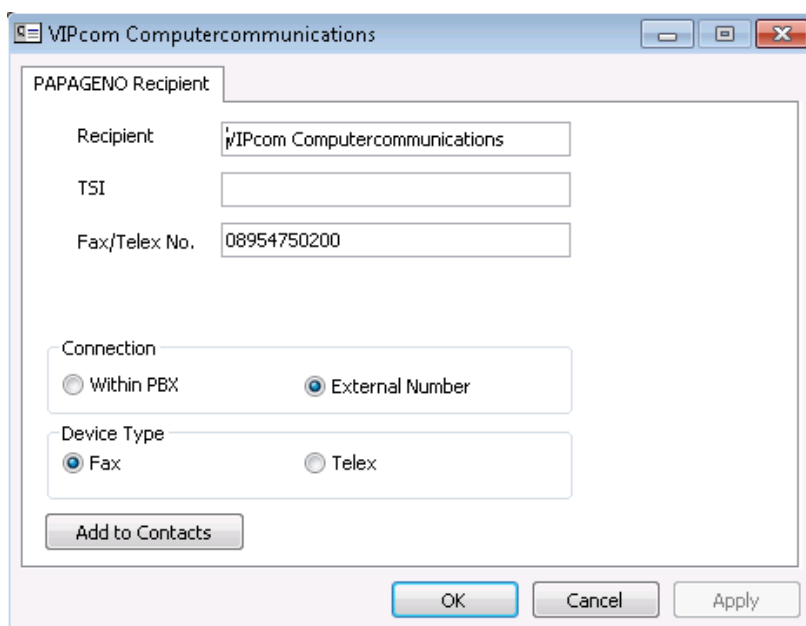
To Enter Recipients in the PAPAGENO Telephone Book

To enter a new recipient:

- ▶ Select the phone book in the `Address Book` window.
- ▶ In the `File` menu click `New Entry`.



- ▶ In the `Put this entry` pulldown menu select the phone book in which you want to enter a new recipient.
- ▶ In the `Select the Entry Type` field highlight `PAPAGENO FAX/Telex` recipient.
- ▶ Click `OK`.



-
- Enter the name of the recipient (Maximum of 30 characters)
 - Enter the fax number.
You can use spaces, "/" and "-" for better legibility. The number (s) to be used for the outside line may not be entered.

CAUTION: Do not enter the TSI. This number will automatically be entered as soon as the first fax is sent to the recipient.

- Select the `Connection`.
- Enter the device type `Fax`.
- Confirm with `OK`.

How to Enter Recipient Groups

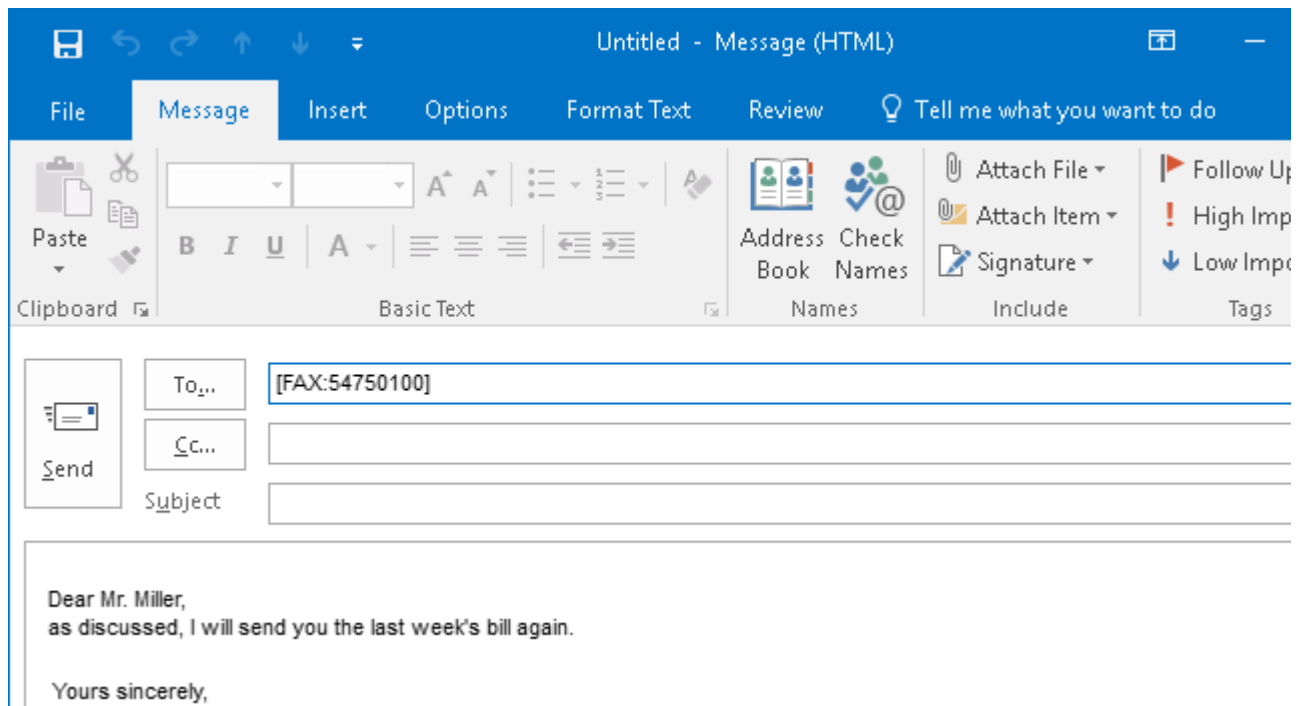
To enter a recipient group (Older Outlook versions):

- In the `Address book` click `File - New Entry`
- In the `Put this entry` pulldown menu select `Recipient groups`.
- In the `Select the Entry Type` field highlight `PAPAGENO Recipient Group`.
- Enter a name for the new group.
- Assign recipients to the group.
- If required assign rights (see page 26).

4. Sending Messages

How to Send a Fax from Outlook

The following figure shows a mailing window with an attachment and associated text



Text and appendix will be dispatched as fax pages.

- ▶ Enter the address in the format
[FAX:*phone number*],
e. g.: [FAX:08954750200]

To enter several recipients, separate them by a „ ; “, e. g. [FAX:123456] ; [FAX:654321] .

Send options see page 30.

How to Send a Fax From an Application

- ▶ In an Windows Application (e. g. Word) in the menu **File** select **Send to... email recipient** or
- ▶ in the menu **File - Print** select the **FAX MAPI Printer**.

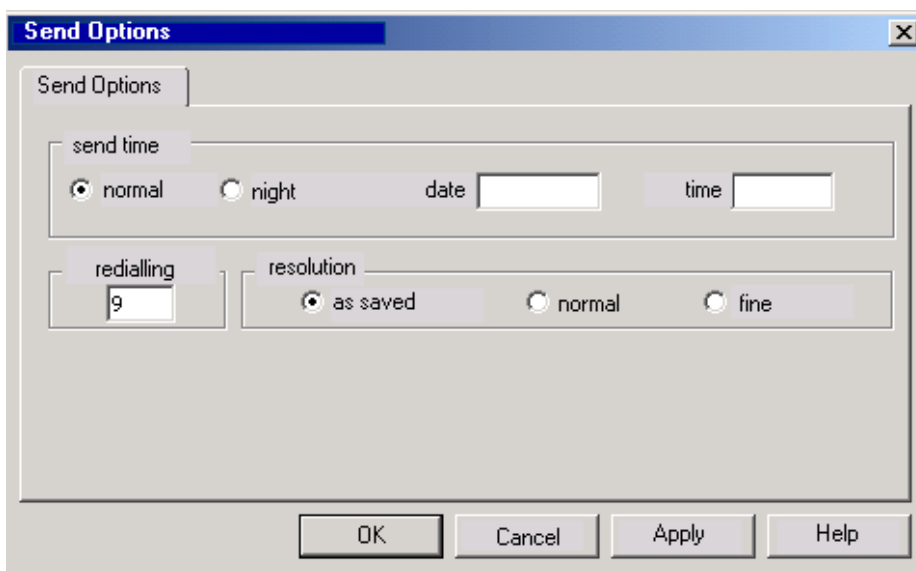
A send window will open. The document is attached. You can enter a fax address (see above).

How to Set Send Options

You can use send options (send time or resolution) when selecting a recipient from the „Common“ or a PAPAGENO address book or while entering a new recipient.

Description for older Outlook Versions:

- ▶ Highlight a recipient in your address book.
- ▶ Via the button `Send options` open the window `Send options`.



To send the fax immediately:

- ▶ Keep the default `normal` .

To send the fax today:

- ▶ Keep the default `Normal tariff` and enter the requested send time.
Example: 10:30 or 15 for 15 o'clock.

To send the fax on a certain day and time

- ▶ Keep the default `normal` .
- ▶ Enter date and time.

To use the cheap rate

- ▶ Enter `night`.

Via the recipient's address PAPAGENO establishes the most low-price send time at the earliest possible date. At this time PAPAGENO starts the first send trial.

How to set redialling

- ▶ Enter the number of rediallings in case of unsuccessful attempts (recipient is busy), at most 9.

How to set the resolution

- ▶ Set the resolution via the options `as saved`, `normal` or `fine`.
`as saved` means the resolution of the document pages. So document pages might be dispatched in different resolutions.

Note! Some fax machines can not receive such documents.

Save the send options

- ▶ Save the send options and send the fax.

How to View the Outgoing Messages and the Logbook

Copies of outgoing messages will be entered in the PAPAGENO folder `Outbox` or in the Outlook folder `Sent Objects`.

Each outgoing message includes an attachment (.tif file or voice file) and a logbook.

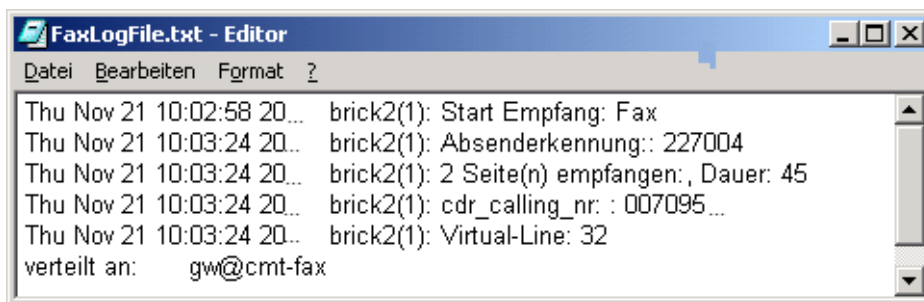
Note: The outgoing message logbook exists only in the PAPAGENO folder `Outbox`.

A document appears *italic* in the `Outbox` folder, if it is dispatched faultly.

To change an outgoing document make a copy in the `desk` folder.

Take a look at the logbook:

- Click on the icon `logbook` in the outgoing document.



The logbook contains detailed information about the recipient identification, the desired send time, the transmission protocol, the real sent time, faults and so on.

Via `File`, `Edit` and `Search` you can save the logbook and search for specific entries.



D. Setting Options

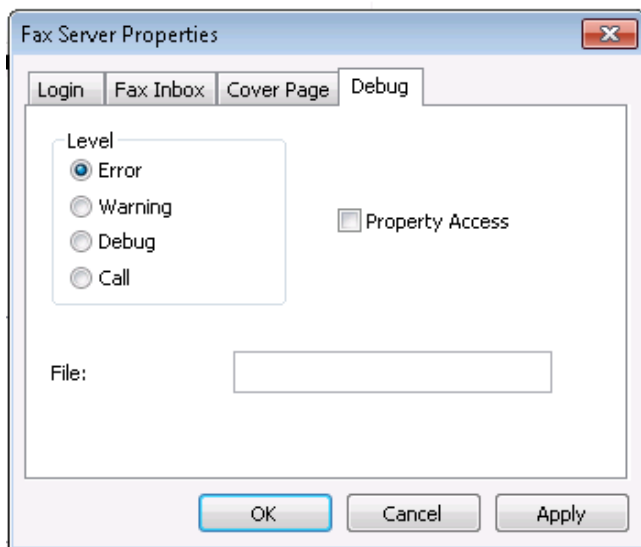
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1. How to Save Debug Information

- ▶ Open the `Fax Server Properties` window (see page 15).

You can set important program-internal information to be collected. These are stored in a file, which can be sent to VIPcom GmbH support (address see imprint) if problems occur.

- ▶ Select the `Debug` tab.



- ▶ Enter name and path to the debug file.

The following options are available:

Error	information about errors in the program sequence.
Warning	warning messages
Debug	runtime events
Call	function calls
Property access	object accesses.

- ▶ Select the desired option and click `Apply`.
- ▶ Close the `Fax Server Properties` window with `OK`.

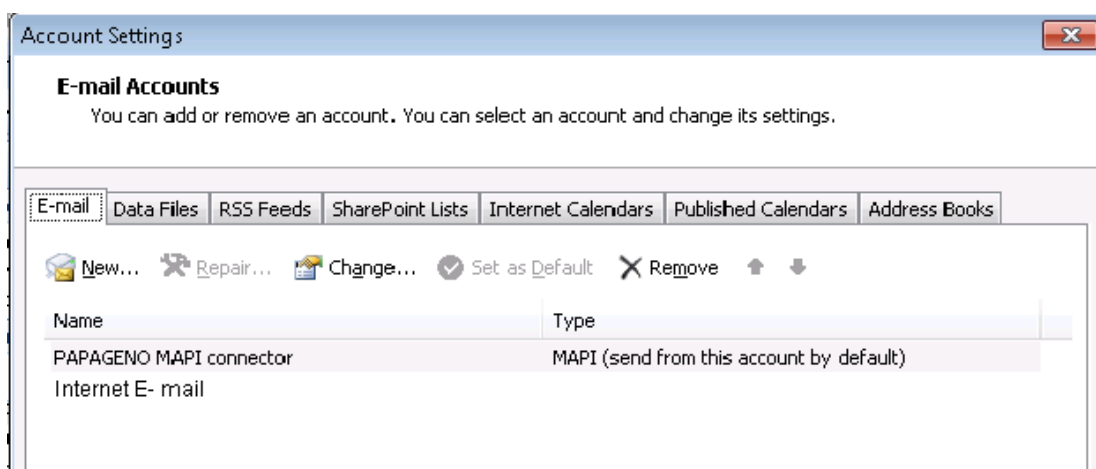
2. How to Set the Sequence of the Transport Services

You can set which service should be used by default when sending messages. If you send many faxes, it is recommended to put the PAPAGENO MAPI connector first.

Note that faxes, voice mails and SMS messages can only be sent via the PAPAGENO MAPI connector.

Description for Outlook 2010

- ▶ Open the window `Account settings..`

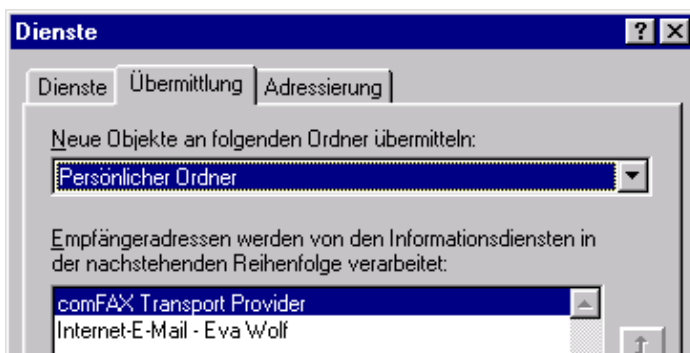


If more than one transport service is displayed:

- ▶ Use the up and down arrows to set the service at the top, which is to be used by default when sending messages.

Description for Outlook 2000

- ▶ Open the `Services` window via `Extras` and select the `transport` tab..



- ▶ Use the up and down arrows to set the service at the top, which is to be used by default when sending messages.

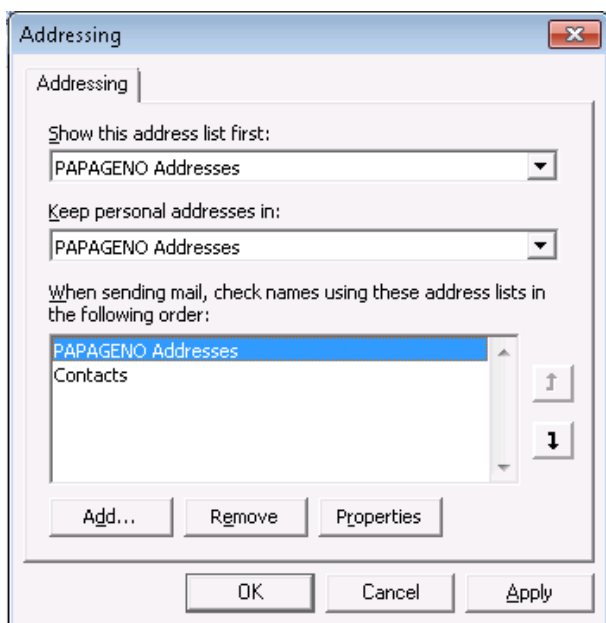
3. How to Set the Sequence of Address Books

Outlook 2000:

- ▶ Open the `Services` window via `Tools` and select the `Addressing` tab

Outlook 2007:

- ▶ In the menu `Tools` open the window `Address book`.
- ▶ Open the `Address book` and select `Options`



You can set the address book to be displayed first when you send a message using the `To` button.

In the lower list field, you can specify in which address book first the recipient address is to be searched for.

For a fax number from the address book, which is the first one, you can ignore the syntax `[FAX: fax number]`. You specify only the fax number in the send window.

- ▶ Select the default address book in the `Show this addresses first` list.
- ▶ Via `Add` select the address books in which recipients addresses can be found.
- ▶ Sequence the address books.
- ▶ Click `Apply` and then `OK`.

4. How to Create a Cover Sheet for Faxes

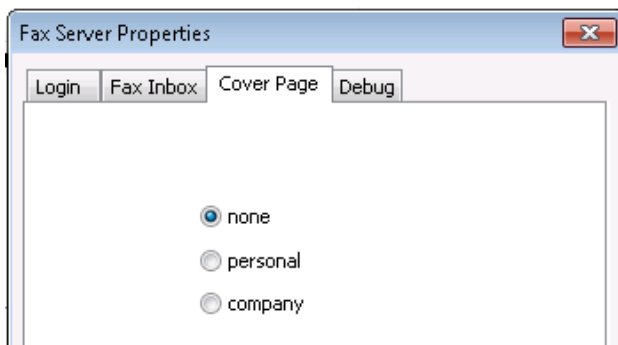
The PAPAGENO MAPI connector allows you to generate a cover sheet. This cover sheet is a form in which placeholders, for example for recipient fax number, name of the sender, date, etc., are entered. You can specify that the cover sheet is sent as the first page of a fax. The current data are entered automatically each time.

The PAPAGENO MAPI-Connector allows you to generate a cover sheet which is a form with placeholders, for example for recipient fax number, name of the sender, date, etc. . You can specify that the cover sheet is sent as the first page of a fax. The current data are entered automatically each time.

Note! The design possibilities are very limited because the cover sheet has to be formatted in the mail window.

If you rarely need a cover sheet, you have the possibility to create it in a graphics program as desired and then manually insert it as the first page of a fax.

- ▶ Open the `Fax Server Properties` window (see page 15).
- ▶ Select the `cover page` tab.



- ▶ Specify which cover sheet you want to apply, a personal cover sheet (PERSONALCOVER) or a company cover sheet (COMPANYCOVER)
- ▶ Click `Apply` and close the window with `Ok`.

To Generate a Cover Page:

- ▶ Open a `New Message` window in Outlook.
In the `To` line, specify which cover sheet you want to apply.

Note: A „company“ cover you can only generate as user `comfax`.

- ▶ Write in the `To` line:
[FAX:PERSONALCOVER] or
[FAX:COMPANYCOVER]
Don' forget the square brackets!

To Design a Form

Design the cover sheet form in the `New Message` window.

Note that there are few formatting options.

Placeholders:

@from	Name of the sender as entered in the MAPI connector
@fromcf	Name of the sender as entered in the fax server
@frommail	E-mail address of the sender as entered in the MAPI-Connector
@frommailcf	E-mail address of the sender as entered in the fax server
@to	Recipient's name
@tonumber	Recipient's number
@pages	Number of pages, including cover sheet
@pagesdoc	Number of pages, exclusive cover sheet
@date	Current date
@time	Current time (sending the document in the format of the local computer)
@subject	Subject

Example:

@date

From: @from

To: @to

Number of pages: @pagesdoc

Subject: @subject

-
- On the Format menu, type `Rich Text` in the `New Message` window.
 - Design the cover sheet using the placeholders.

Format text

- Format the text of the cover sheet. Use the appropriate dialog boxes or buttons to determine the font, size, and section.

When formatting a placeholder, note that you must mark the entire placeholder (@ sign and letters) and then change it! If you do not format the @ sign, this leads to errors.

If the cover page is generated in a Windows application:

- Copy the entire formatted text.
- Open the New Message window that has already been created.
In the To line is: [FAX: PERSONALCOVER] or [FAX: COMPANYCOVER]).
- On the Format menu, type `Rich Text` in the `New Message` window.
- Paste the copied form text directly into the window using the `Edit - Paste` menu.
- If necessary, reformat the text.

Be sure to insert the text with the placeholders **as text**, not as a graphic!

Insert Graphics

You can also insert graphics, such as a company logo, into the cover sheet.

- Paste the copied graphic in the `New message` window.

Complete Cover Sheet Creating

After finishing the creation of the cover page:

- Click `Send`.
- The cover page will be stored in the `Desk` folder. The subject is „Personal Cover“.

To Use the Cover Sheet

If you want to send a fax with a cover sheet:

- Open the `Fax Server Properties` window.
- Select the `Cover Page` tab.
- Set which cover sheet you want to use (personal or company), confirm with `Apply` and close the windows with `OK`.
- Restart Outlook.

Example Cover Page:

11-11-2017

From: Vipcom

To: Enjoy Food Catering Service

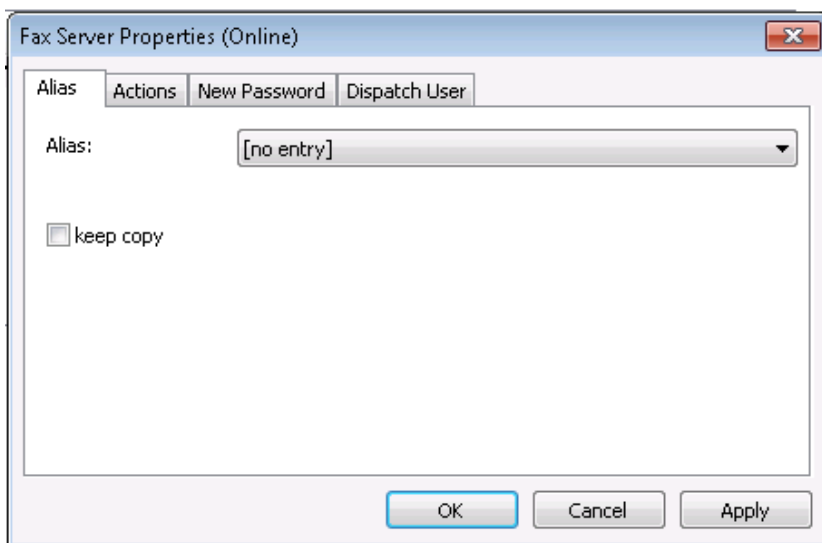
Number of pages : 3

Subject Booking



5. How to Set an Alias

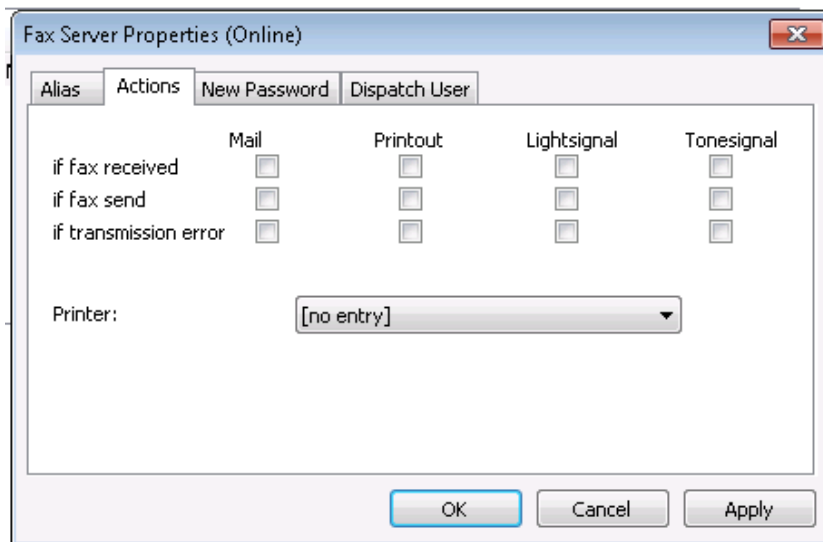
- ▶ Open the `Fax Server Properties` window (see page 15).
- ▶ Click on the Button `more...`
- ▶ In the `Fax Server Properties (Online)` window select the `Alias` tab..



- ▶ In the pull-down menu select the desired substitute to whom the faxes sent to you should be sent.
If you would like to receive a copy of the fax sent to the representative:
 - ▶ Activate `keep copy`.**If you do not do so, you will receive no more faxes!**
- ▶ Click `Apply` and close the window with `OK`.

6. How to Set Server Actions

- ▶ Open the `Fax Server Properties` window (see page 15).
- ▶ Click on the Button `more...`
- ▶ In the `Fax Server Properties (Online)` window select the `Actions` tab.
Here you can set the type of notification (mail, print, light or audio signal) for incoming and outgoing faxes as well as when errors occur..



In order to be informed by light or sound signal, it is necessary that you have the appropriate telephone system and that your PAPAGENO administrator has made the appropriate settings.

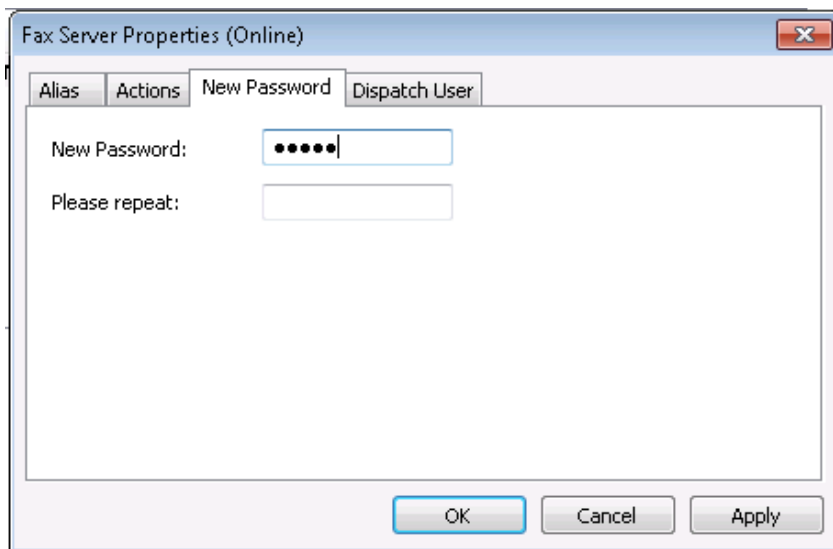
To be notified via mail your mail address must have been entered in the PAPAGENO administration program.

If there are already entered actions and you want to change them arrange that with your administrator.

- ▶ Activate the desired settings.
- ▶ Click on `Apply` and close the window with `OK`.

7. How to Change the Password

- ▶ Open the `Fax Server Properties` window (see page 15).
- ▶ Click on the Button `more...`
- ▶ In the `Fax Server Properties (Online)` window select the `New Password` tab.



If you want to retrieve your messages by telephone, enter a number (eg 123) as the password. This sequence of numbers is then also your PIN code, which allows you to access your faxes, voice mails, SMS messages and e-mails over a telephone.

If you want to request your messages via phone enter **numerics** only. In addition this numerical sequence is your pincode to access your faxes, voice mails, SMS messages and emails via phone.

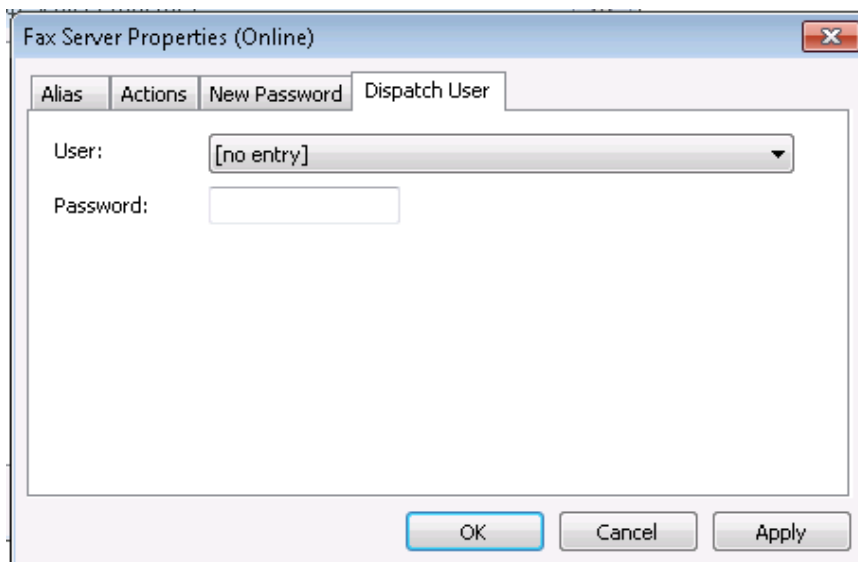
- ▶ In the `New Password` field, type your new password and retype the entry in the `Repetition` field.
- ▶
- ▶ In the `New password` field, enter the new password.
- ▶ Re-enter it in the `Repeat` field.
- ▶ Click `Apply` and close the window with `OK`.

8. How to Log on to a Group

Sometimes it is helpful if several users, eg a department, can access a common mailbox. In this case, faxes sent to a specific address are accessible to multiple users.

If you are member of a group you receive all faxes that are addressed to the group.

- ▶ Open the `Fax Server Properties` window (see page 15).
- ▶ Click on the Button `more...`
- ▶ In the `Fax Server Properties (Online)` window select the `Dispatch user` tab.



- ▶ In the pulldown menu `User` select the group.
- ▶ Enter your password in the `password` field.
- ▶ Click `Apply` and close the window with `OK`.

9. Complete Settings

To accept the changes:

- ▶ Quit Outlook and then restart it..

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