



# PAPAGENO

Fax

User Manual for Outlook  
2010 and higher

Version 5.9

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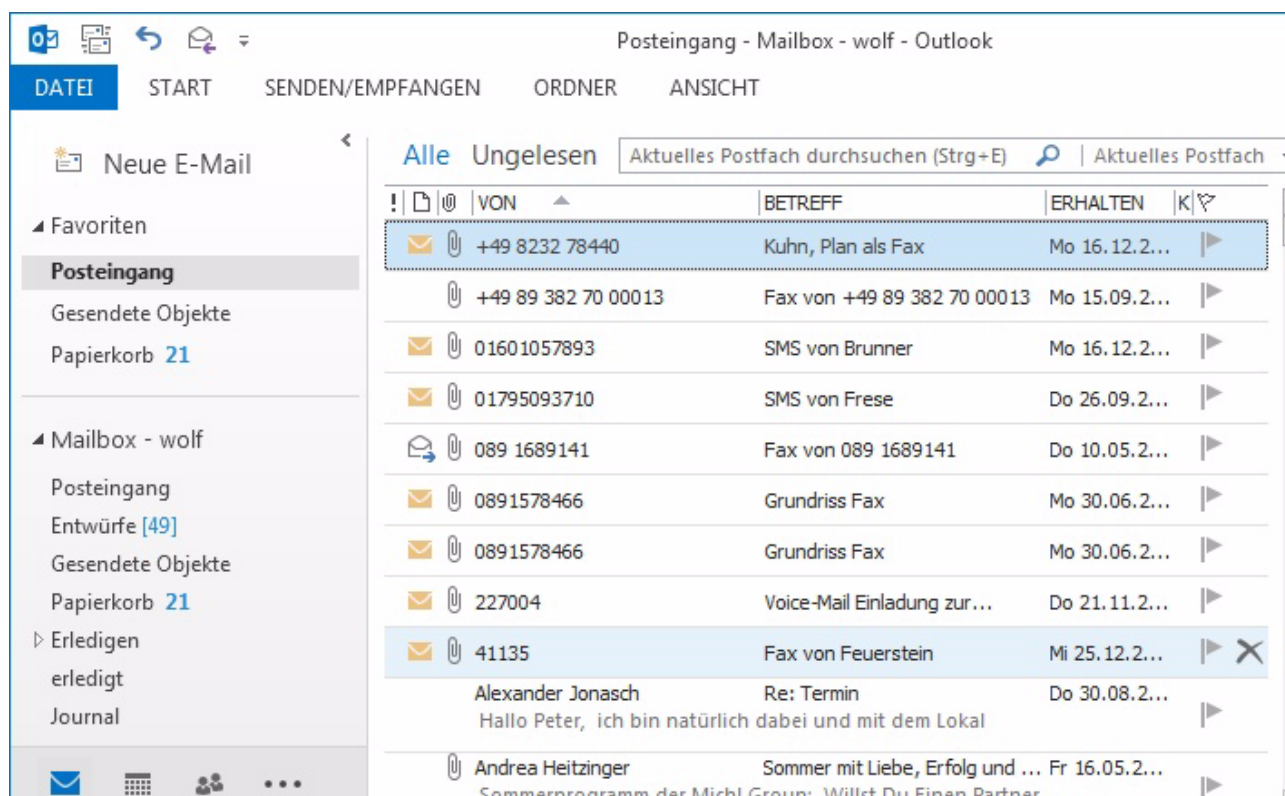
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# Faxing from Outlook Using PAPAGENO



This manual is valid for Outlook 2010 and higher.

You find your faxes in your inbox like the e-mails.



In the mail Inbox, you treat faxes (short messages and voice mails) in the same way as e-mails. Faxes can be opened, changed and sent again here.

Your administrator can tell you whether you receive voice mails (answerphone messages) in your mail programme, and whether you can send SMS to mobile telephones, as well as whether you are able to collect your messages over the telephone (voice mails, faxes, e-mails). The relevant documentation is on our internet site: [www.vipcomag.de](http://www.vipcomag.de) under Download - Manuals - "PAPAGENO Voice-Mail", "PAPAGENO SMS", "PAPAGENO message administration over the telephone".

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# Sending a Fax

Step 1) Creating a fax document

Step 2) Forwarding the document to Outlook

Step 3) Entering the fax number and maybe sending options and the priority

Step 4) Sending the fax.

## Step 1) Creating a Fax Document

Normally, you would create a fax document in your customary **word processing** or **graphic program**.

Just as when writing an **e-mail** you can write and format text **directly in Outlook**. **Scanned documents** can be sent as well from Outlook as a fax.

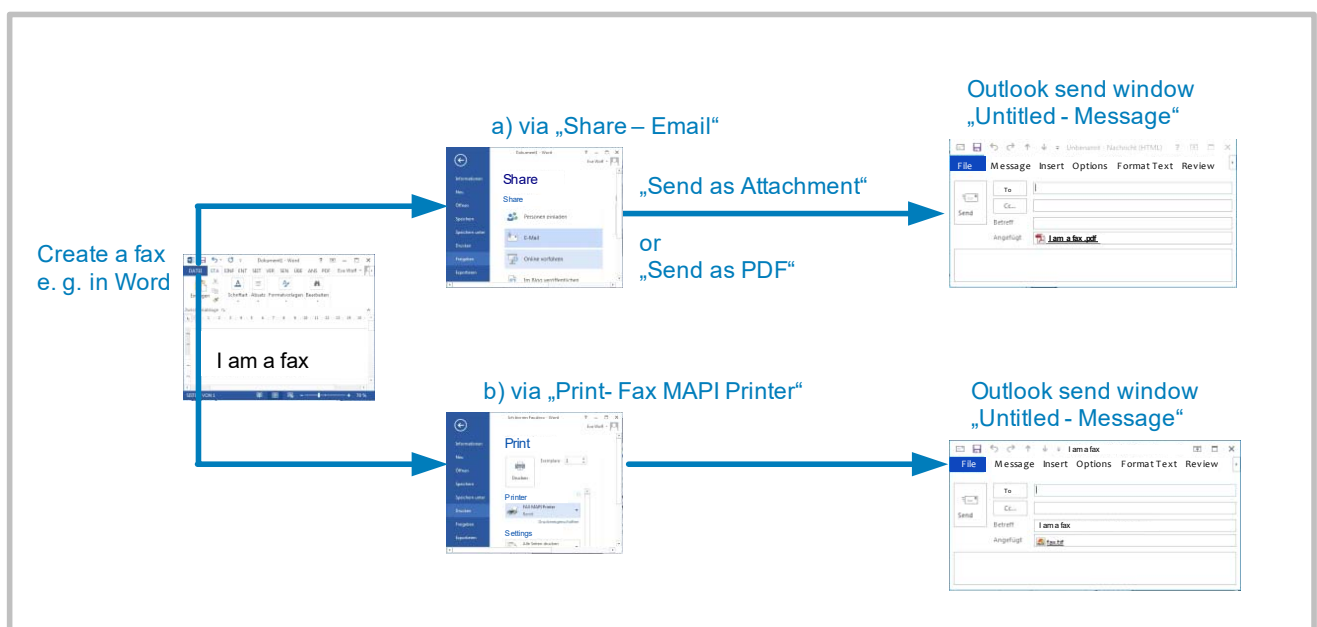
In these two cases skip step 2.

## Step 2) Forwarding the Document to Outlook

Depending on your internal IT architecture you can

a) **send a fax directly** from your Office Program to Outlook  
and/or

b) **print a fax** via the Fax MAPI Printer



a): An Outlook send window („Untitled - Message“) will be opened. The document is attached (e. g. \*.docx, \*.pdf, \*.xlsx).

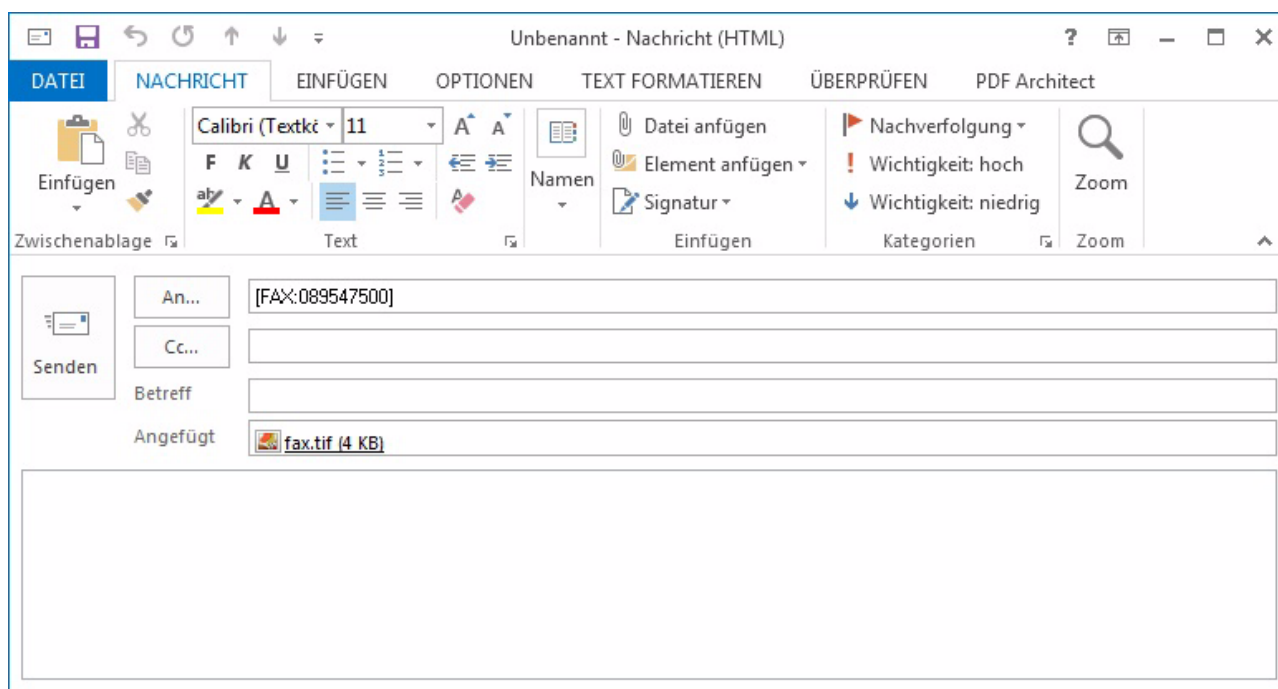
b): An Outlook send window („Untitled - Message“) will be opened. The document which has the fax format now, is attached as \*.tif .

**!Attention!: The types of formats you can send from Outlook as a fax are depending on your house installation. As well as the use of the Fax MAPI Printer.**

► Ask your administrator for this.

### Step 3) Entering the Fax Number

In the send window the fax number must be entered in a special format. You can also select an employee from the address book - provided that a phone book with fax numbers does exist. See below „How to Save Fax Numbers in the Addressbook Contacts”, Seite 9.



### How to enter the Fax Number

**!Attention!: The format you have to use for sending faxes depends on your domestic installations.**

► Ask your administrator for this.

**Possible formats are:**

***faxnumber/fax@name.domain***

e. g.: 08954750200/fax@UMS.*fakecompany.de*

and

**[FAX: *faxnumber*]** (including the square brackets),

e. g.: [FAX:08954750200]

If more than one recipient is entered in the relevant lines, the entries must be separated from one another by „;“, e.g.: [FAX:123456]; [FAX:654321]

## How to enter Send Options

**!Attention! Send options (e. g. date or cost unit) can only be entered if the address format *faxnumber/fax@name.domäne* is used.**

You can use the following options:

Option	Description
<code>retries=number</code>	<i>number</i> : Max number of retries.
<code>night</code>	sending by the most economic mode at night
<code>date=date</code>	<i>date</i> has the the format: <i>day.month.year</i> Example: <code>date=30.September 2016</code> or: <code>date=30.9.16</code>
<code>time=time</code> oder: <code>time_time</code>	<i>time</i> : enter the send time in the format: <i>hour.minute</i> Example: <code>time=17.30</code>
<code>costunit=costunit</code> oder: <code>costunit_costunit</code>	Here you can enter a costunit (e. g. „distribution“ or „development“), that later is debited with the costs.

### So you enter the options:

Enter the option(s) between „*faxnumber/fax*“ and „*@name.domäne*“ and seperate them by a „/“ .

#### Examples:

`123456/fax/date=30.9.16/time=7.00@UMS`

means:

On 30.9.16 at 7:00 a.m. send this fax to the number 123456.

`123456/fax/night/date=30.September 2016/time=20.00/costunit=distribution@UMS`

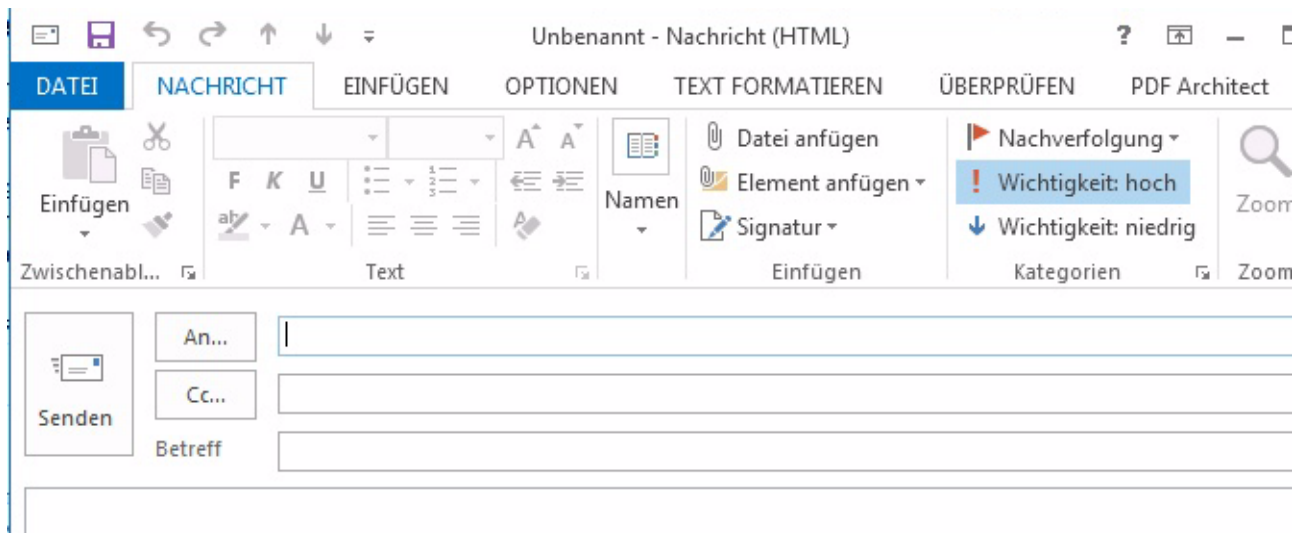
means:

On 30.9.16 after 20:p.m. send this fax to the number 123456 by the most economic mode. Costunit is „distribution“.

## How to send a FAX with High Priority

If you set the priority as `High` the e-mail is listed than with a red exclamation. The recipient knows that he should give high priority to this e-mail.

Sending a fax this setting means that the message will be sent **before** other faxes with normal or low priority.



A fax with the setting „low“ will be sent **after** all other faxes.

## How to Order a Delivery Request

Ordering a delivery request in Outlook you get the confirmation, that the fax has reached the receiver.

## Step 4) Sending the Fax

- Click on `Send`.

Text in the send window as well as attached documents will be sent as a fax. Text in the „subject“-line will not be transmitted. The text in the send window will be the first page. A copy of the transmission order is dropped in the `Sent Objects` folder.



## How to Save Fax Numbers in the Addressbook Contacts

### Format *faxnumber* / *fax@name.domain*

So you enter the fax number when using the format *faxnumber* / *fax@name.domain*:

- ▶ Open a fax recipients address dates
- ▶ Enter the fax number in the format *faxnumber* / *fax@name.domäne* as 2. e-mail address.

Wichtige Kontakte

Name...	Fritz Mouse
Firma	Free Cheese and Company
Position	Geschäftsführer
Speichern unter	Mouse, Fritz
Internet	
E-Mail 2...	12345678/fax@freecheeseforall.de
Anzeigen als	Fritz Mouse (12345678/fax@freecheeseforall.de)

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### Format [ FAX : *faxnumber* ]

So you enter the fax number when using the format [ FAX : *faxnummer* ] :

- ▶ Open a fax recipients address dates
- ▶ Enter the fax number in the Business fax field  
! Only the number, **neither** „FAX : “ **nor** the square brackets.

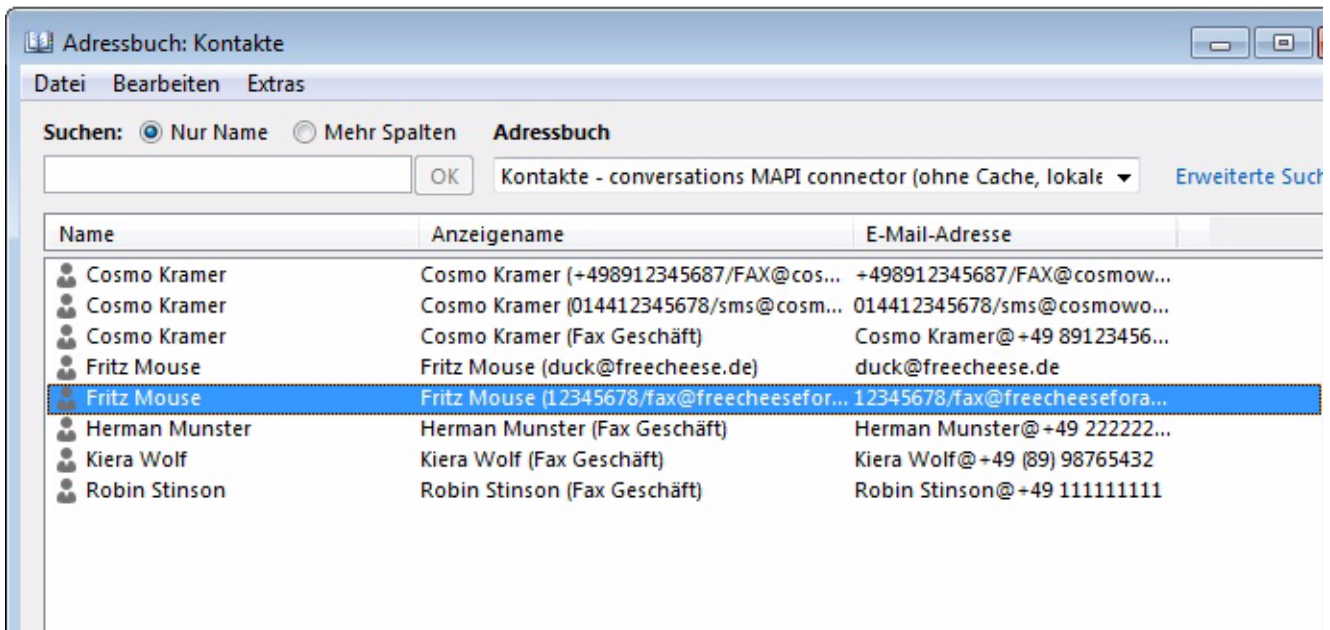
Wichtige Kontakte

Name...	Fritz Mouse
Firma	Free Cheese and Company
Position	Geschäftsführer
Speichern unter	Mouse, Fritz
Internet	
E-Mail 2...	12345678/fax@freecheeseforall.de
Anzeigen als	Fritz Mouse (12345678/fax@freecheeseforall.de)
Webseitenadresse	<a href="http://www.freecheeseforall.de">http://www.freecheeseforall.de</a>
Chatadresse	
Telefonnummern	
Geschäftlich...	+498912345678
Privat...	+498987654321
Fax geschäftl....	+498912345687
Mobiltelefon...	017212345678

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## How to Select the Fax Receipt

- ▶ While sending a fax you open the address book via the **To** field.



- ▶ Select the desired address.

# Error Messages

## If an error message occur while sending...

...maybe you have an alternate installation .

▶ Ask your administrator

or

▶ once more send the document from Word **via the FAX MAPI Printer** to your own mail address.

