



# PAPAGENO

Fax

User Manual for Outlook  
2010 and higher

Version 5.9

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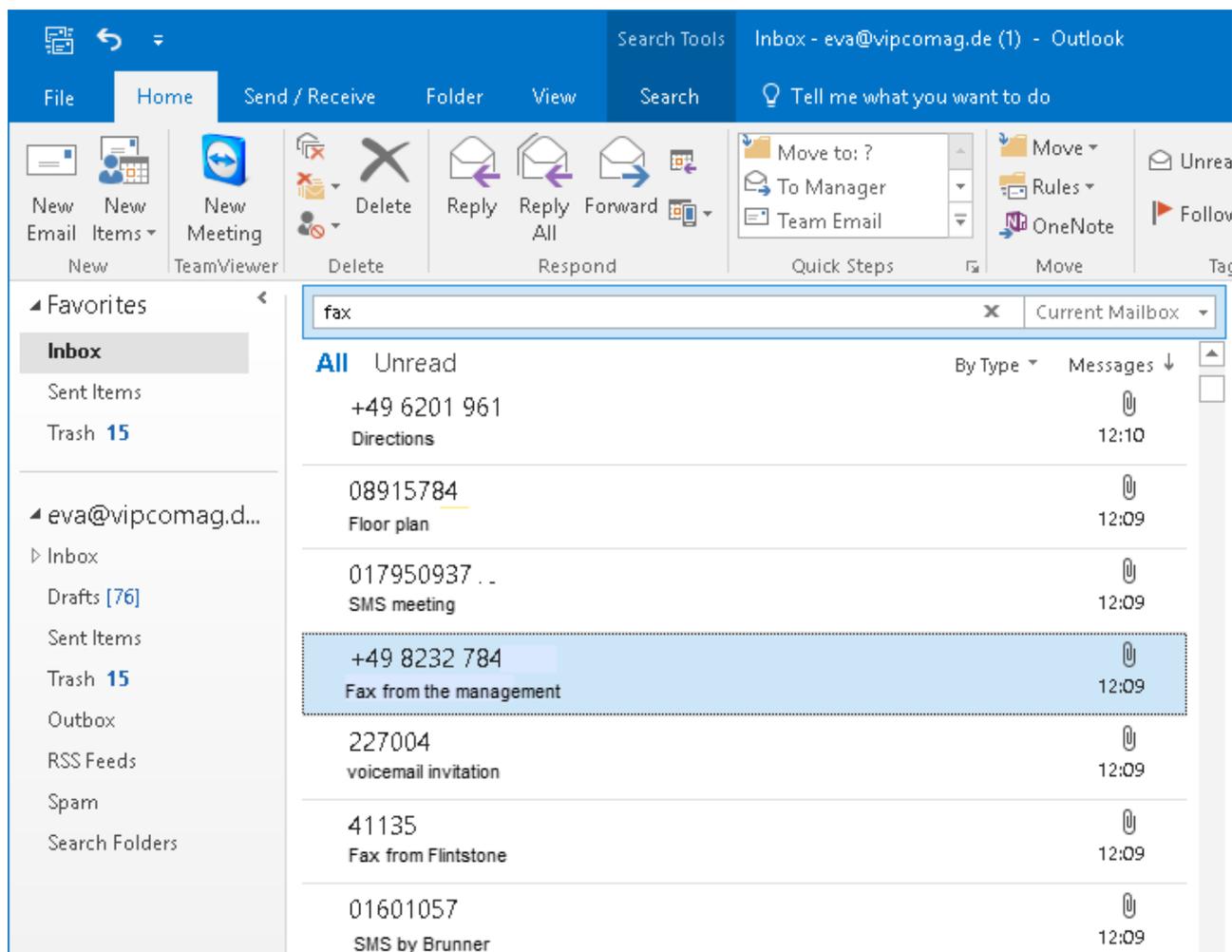
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# Faxing from Outlook Using PAPAGENO



This manual is only for Outlook 2010 and higher.

Your faxes can be found in your inbox like e-mails.



In the mail Inbox, you handle faxes (and also SMS messages and voice mails) like e-mails. You can open, change and resend them.

Your administrator can tell you whether you receive voice mails (answerphone messages) in your mail programme, and whether you can send SMS to mobile phones, as well as whether you may access your messages via phone.

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 management via the phone".

# Content

<b>To Send a Fax</b> .....	<b>5</b>
<b>Step 1) To Create a Fax Document</b> .....	<b>5</b>
<b>Step 2) To Forward the Document to Outlook</b> .....	<b>5</b>
<b>Step 3) To Enter the Fax Number</b> .....	<b>6</b>
<b>Step 4) To Send the Fax</b> .....	<b>5</b>
How to enter the Fax Number .....	6
How to enter Send Options .....	7
How to send a FAX with High Priority .....	7
To Order a Delivery Request .....	8
<b>Storing Fax Numbers in Address Book Contacts</b> .....	<b>9</b>
Format faxnumber/fax@name.domain .....	9
Format [FAX:faxnumber] .....	9
To Select the Fax Recipient .....	10
<b>Error Messages</b> .....	<b>11</b>
<b>Receiving an error message when sending...</b> .....	<b>11</b>

# To Send a Fax

Step 1) To create a fax document

Step 2) To forward the document to Outlook

Step 3) To enter the fax number and maybe sending options and the priority

Step 4) To send the fax.

## Step 1) To Create a Fax Document

Typically, you create a fax document in your usual **word processor** or a **graphics program**.

You can also create a document directly in Outlook as a mail; scanned documents can also be sent from Outlook as a fax. In these two cases, skip step 2.

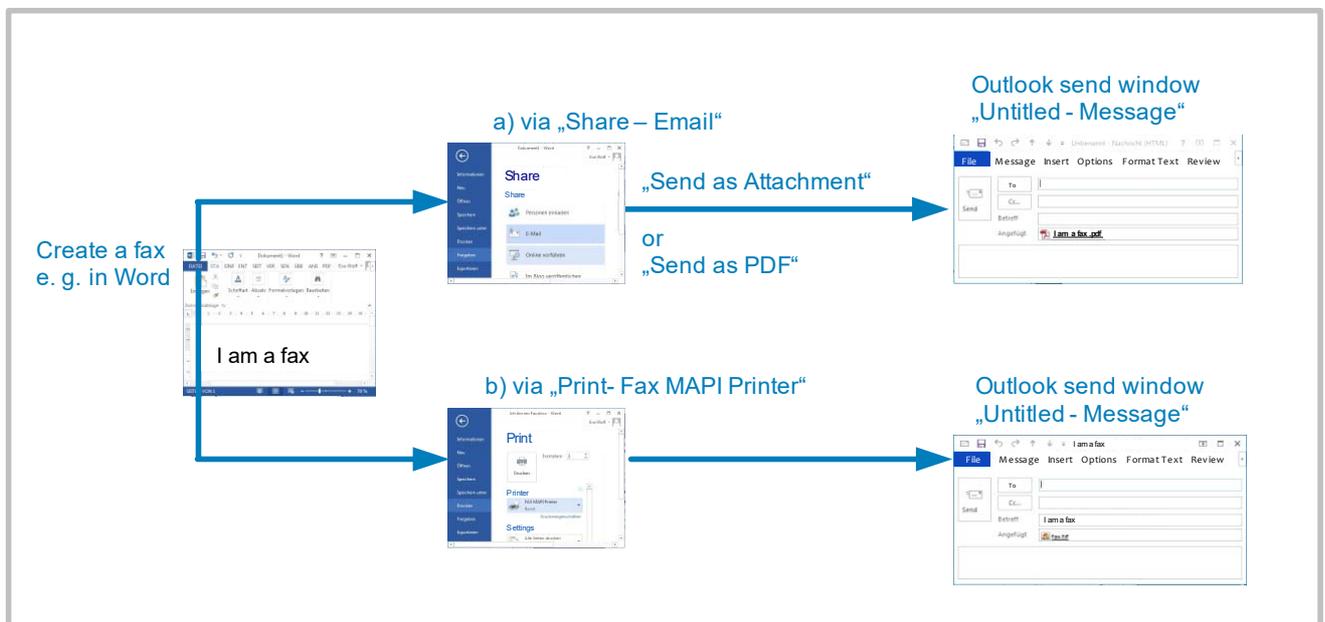
## Step 2) To Forward the Document to Outlook

Depending on how your home installation is created, you can

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

and/or

b) **print it** via the Fax MAPI Printer



a): An Outlook send window („Untitled - Message“) opens and the document is attached (e. g. \*.docx, \*.pdf, \*.xlsx).

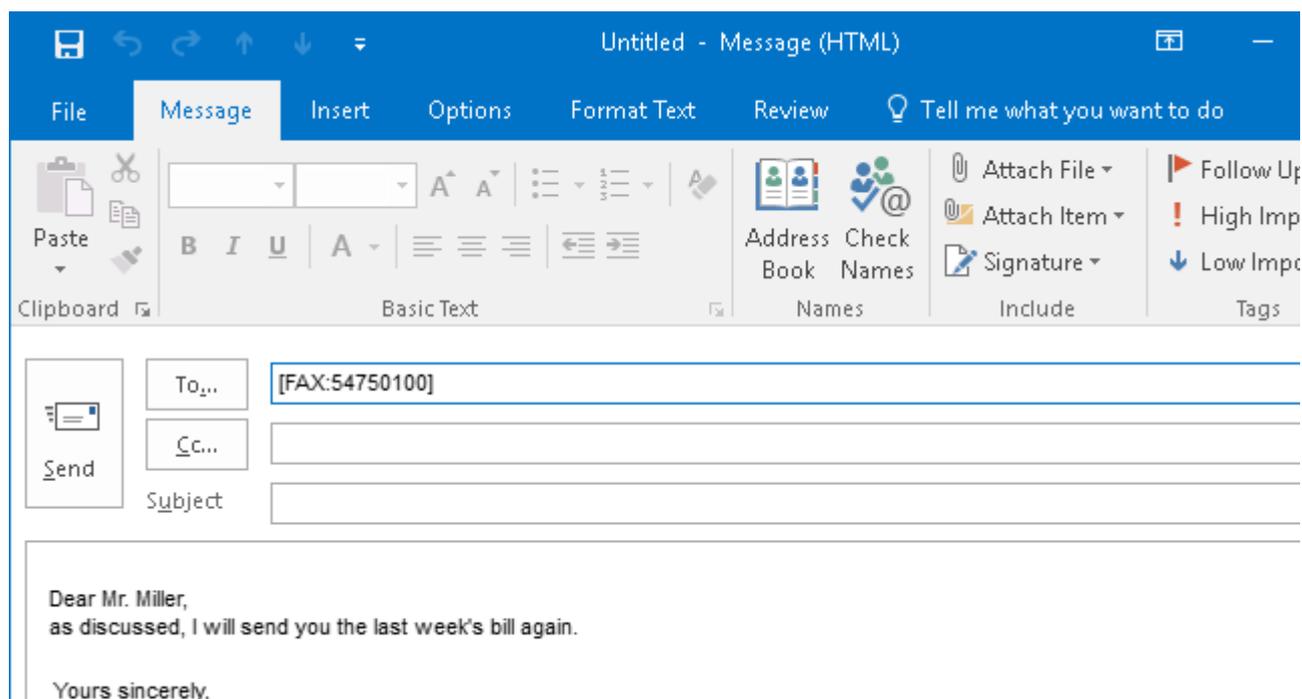
b): An Outlook send window („Untitled - Message“) opens. The document which has the fax format now, is attached as \*.tif .

**ATTENTION!: The installation formats that you can fax from Outlook and whether you can use the Fax MAPI Printer depends on your home installation.**

▶ Ask your administrator for this.

### Step 3) To Enter the Fax Number

In the send window, enter the fax number in a specific format or select a recipient from the address book. (The prerequisite for this is that a telephone book exists in which the fax recipients are already registered, see below „Storing Fax Numbers in Address Book Contacts”, page 9.



### How to enter the Fax Number

**NOTE: The format in which you enter the fax number depends on the house installation in your company.**

▶ 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*** ]

For multiple receivers, the entries must be separated from one another by „;“, e.g.:

[ ***FAX:123456*** ]; [ ***FAX:654321*** ]

## How to enter Send Options

**ATTENTION!** Send options such as send date or the cost unit can only be specified in the address format *faxnumber/fax@name.domäne*.

You can use the following options:

Option	Description
<code>retries=number</code>	<i>number</i> : maximal number of retries.
<code>night</code>	sending to the cheapest night charge
<code>date=date</code>	<i>date</i> has the the format: <i>day.month.year</i> Example: <code>date=31.March 2017</code> or: <code>date=31.3.17</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=costcenter</code> oder: <code>costunit_costcenter</code>	A cost center (such as "Sales" or "Development") can be specified, which is later charged with the cost of sending the message.

### To specify the options:

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

### Examples:

```
123456/fax/date=31.3.17/time=7.00@UMS
```

means:

Send the fax to number 123456 on March 10, 2017 at 7:00 am

```
123456/fax/night/date=31.March 2017/time=20.00/costunit=distribution@UMS
```

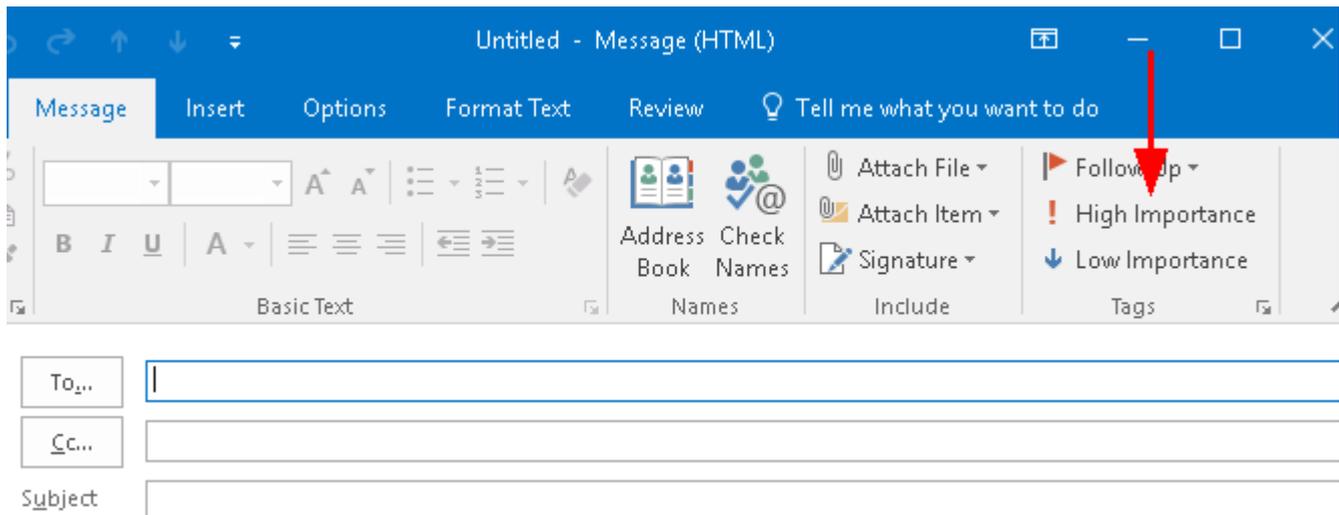
means:

Send the fax to the number 123456 at the lowest rate from the 10th March 2017, 8.00 pm, cost center is „distribution“.

## How to send a FAX with High Priority

In Outlook, you can set the importance of "high" for an e-mail. The mail is then marked with a red exclamation mark and the recipient is told that he should treat this message as a priority.

If a fax is sent, this setting means that it slides forward in the queue before the transfer to the public telephone network, i.e. before other faxes of normal or low priority are sent.



A fax with "low" is sent after all other faxes.

### To Order a Delivery Request

Ordering a delivery request in Outlook you get the confirmation, that the fax has reached the receiver. As with an e-mail, you can order a delivery request. This confirms that the fax has been delivered to the recipient.

### Step 4) To Send the Fax

- ▶ Click on `Send`.

Text in the send window as well as attachment document (s) are sent as fax. Text in the "Subject" line does not appear. Text in the send window is sent as the first page.

A copy of the send job is placed in the `Sent Objects` folder.

## Storing Fax Numbers in Address Book Contacts

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

If you use the format *faxnumber* / *fax@name.domain* for sending, enter the fax number in the address book as follows:

- ▶ Open the fax recipients address data
- ▶ Enter the fax number in the above address format as the second mail address.

The screenshot shows a contact form for 'Fritz Mouse' at 'Free Cheese for All'. The 'E-mail...' field is highlighted with a red arrow and contains the text '12345678/fax@freecheeseforall.de'. Other fields include 'Full Name...', 'Company', 'Job title', 'File as', 'Internet', 'Display as', 'Web page address', 'IM address', and 'Phone numbers'.

### Format [ FAX : *faxnumber* ]

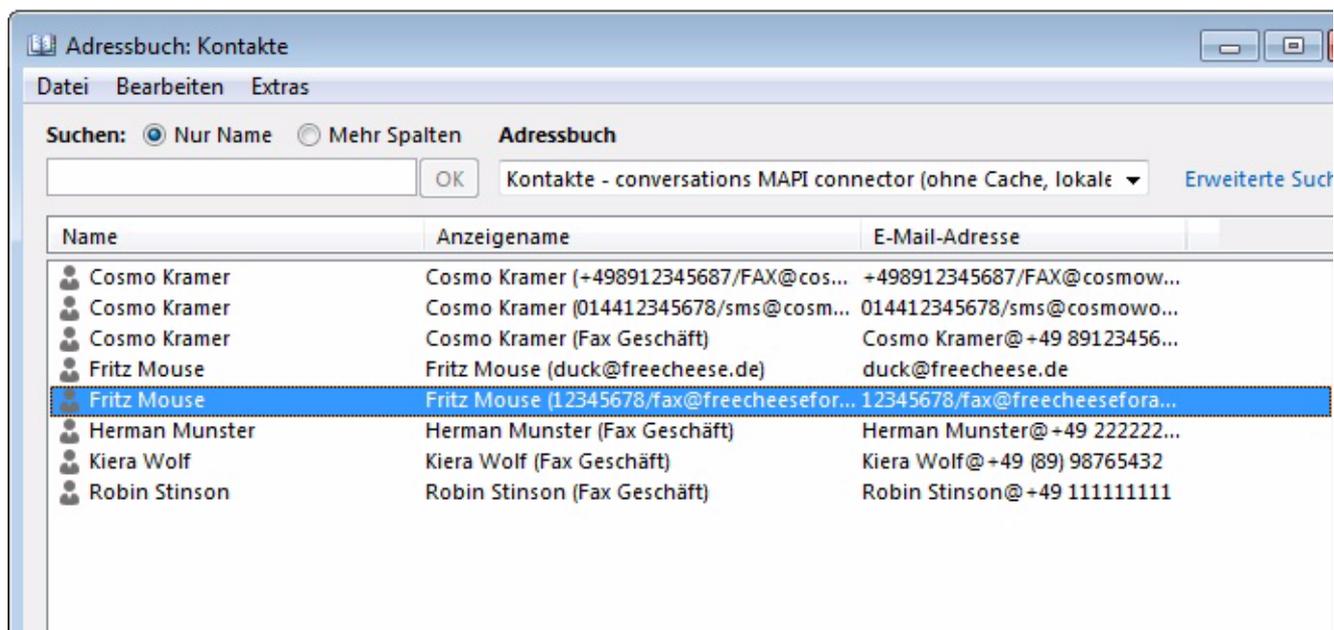
If you are using the [ FAX : *faxnumber* ] format, enter the fax number in the address book as follows:

- ▶ Open the address data of a fax recipient
- ▶ Enter the fax number in the `Business fax` field  
! Only the number, not „FAX:“ and not the square brackets.

The screenshot shows the 'Phone numbers' section of a contact form. The 'Business Fax...' field is highlighted with a red arrow and contains the number '+35312345'. Other fields include 'Business...', 'Home...', 'Mobile...', and 'Addresses'.

## To Select the Fax Recipient

- ▶ When you send a fax, open the address book via the **To** field. For the same recipient, all e-mail addresses and the fax number (FAX store) are displayed for selection.



- ▶ Select the appropriate address of the recipient.

# Error Messages

## Receiving an error message when sending...

...maybe there is a different configuration in your company.

▶ Ask your administrator

or

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

