



Do More with MESSAGEmanager

# MESSAGEmanager Multi Language Support for Fax and Email

MESSAGEmanager supports all languages supported by Windows 2000/2003 and XP, allowing MESSAGEmanager to be deployed in your global offices in Europe, Asia, South America and Africa.

International Character Set support is provided via native Windows Unicode. Unicode supports over 39,000 characters from the world's alphabets, ideograph sets and symbol collections including all Western European languages, Hebrew, Arabic, Chinese, Korean and Japanese. Depending on the originating application, fax cover pages and email messages can contain any language - see below for a list of applications.

Fax and email attachments are converted to TIFF or PDF on the MESSAGEmanager Server and can be any Windows format, providing the appropriate fonts are installed. Multiple languages can be supported on the one server provided the fonts are installed. See below for details of attachment conversion requirements.

In addition, fax attachments can be converted on the desktop using the FAX printer. Although the MESSAGEmanager user interface and management tools are compiled with English resource files, most can be translated and compiled into other languages.

## MESSAGEmanager Applications

Application	Language
COM API	Unicode, i.e. all languages
File Pickup API and NPI	Latin 1 only
Windows PrintToFax	Latin 1 only
Notes PrintToFax	Uses the Notes Gateway
MAPI PrintToFax	Uses the appropriate Mail Gateway
Web Client	Latin 1 only
Send Add-in	All languages supported by Outlook and the appropriate Mail Gateway (Exchange 2000/2003 and SMTP)
Domino (standard email and custom forms)	All languages supported by Domino
Exchange 5.5	Latin 1 + Hebrew + Japanese + Greek + others on application
Exchange 2000/2003	All languages Note: The MESSAGEmanager address templates are only installed into the English/USA code page - refer Technical Support if requiring the templates in a different language.
SMTP/Internet Mail	Supports the following character sets: dos-862 Hebrew (DOS) iso-2022-jp Japanese (JIS) iso-8859-1 Western European (ISO) iso-8859-8 Hebrew (ISO-Visual) iso-8859-8-i Hebrew (ISO-Logical) us-ascii US ASCII utf-7 Unicode (UTF-7) utf-8 Unicode (UTF-8) windows-1255 Hebrew (Windows) x-mac-hebrew Hebrew (Mac)
Groupwise	Latin1
SAP	All languages supported by SAP (with English Windows and International Character set pack installed).
Notes Calendar & Task Alerts	English only
Exchange Calendar & Task Alerts	All languages

## Fax/Email Attachments

Attachment processing depends on the MESSAGEmanager configuration for the file extension/type. The appropriate fonts required for conversion must be installed on the Server.

.tif

MESSAGEmanager supports Group3 and Group4 TIFF files - specifically the TIFF Class F File format. TIFF files, which may be generated on the client desktop, are language independent and are passed directly to the fax board for sending if they pass basic validation.

.ps

For TIFF conversion, PostScript files are processed by the optional Lincoln converter. 2-byte languages like Japanese may have special font requirements. This will require installation and configuration of these additional PostScript fonts.

.pcl

For TIFF conversion, PCL files are processed by the optional Lincoln converter and additional or custom fonts may be required.

.txt (and .mtx, .bat, .log, .ini, .bas, .sys)

Text files are processed by the MESSAGEmanager Text to Fax converter which supports ANSI and Unicode text files, but not right to left. ANSI text files are interpreted according to the locale of the Server eg. on Japanese Windows ANSI files are interpreted as Shift-JIS.

Text files which do not have one of the above extensions must be configured for AppPrint and an appropriate application, e.g. Wordpad. Wordpad can also be used to convert right to left language files.

## Other File Extensions

All other file extensions must be processed by the originating application using AppPrint.

AppPrint requires the originating application to be installed on the Server and configured for AppPrint, along with the appropriate fonts. Following are the applications which have been verified as working with MESSAGEmanager AppPrint:

- Microsoft Office - When converting RTF files, Word, Excel and PowerPoint documents, regardless of language or version, Office 2000, XP or 2003 is recommended. Install the English version of Office which correctly converts all languages.
- Microsoft Access snapshot files - Install the English version of Access, which should convert all languages.
- Adobe Acrobat - As long as Acrobat has been installed for the MESSAGEmanager user id, any language version of Acrobat is supported. It is recommended that the language of the Windows operating system is used, e.g. Japanese Acrobat on Japanese Windows.
- HTML - Internet Explorer 5.5 or higher is recommended to process HTML files. Install the English or Japanese version of IE, which should convert all languages.
- JPEG - Photo Editor - any language version of Photo Editor is supported.
- Micro Grafx Flow Charter 7.0 - install the English version of Micro Grafx Flow Charter, which should convert all languages.
- Word Perfect 6.1 - install the English version of Word Perfect 6.1 which should convert all languages.
- Lotus Approach 97 - install the English version of Lotus Approach which should convert all languages.
- Visio Technical - install the English version of Visio which should convert all languages.

### Prerequisites

Windows 2000, XP and 2003

- PIII processor (P4 recommended)
- 256 MB RAM
- 2GB free hard disk space
- Network interface card

For a complete list of prerequisites visit:  
[www.mmanager.com/products/prepreqs.htm](http://www.mmanager.com/products/prepreqs.htm)

**Microsoft**  
**GOLD CERTIFIED**  
Partner

