

# Customer Tips

dc00cc0114  
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*... for the user*

## *Importing Xerox LAN Fax Phonebook Data from Microsoft Outlook*

### Purpose

This document provides instructions for importing the Name, Company, Business Fax, Business Phone, Bill Information, Mailbox and E-mail from the Contacts in Microsoft Outlook 97, 98, and 2000 to the Xerox LAN Fax Phonebook.

This document was tested with CentreWare 5.1 5.2, 5.3 and assumes you have the following:

- Windows 95/98/ME, Windows NT, Windows 2000 Windows XP
- Microsoft Outlook 97, 98, 2000, or XP
- Microsoft Excel
- LAN Fax capability on the Document Centre
- DC 220/230/332/340 or DC 420/425/432/440 driver installed with LAN Fax enabled
- Basic familiarity with LAN Fax portion of the drivers

Importing Outlook contacts to the Xerox LAN fax involves the following activities:

1. Update the fax phonebook to the latest version (optional).
2. Export contact information from Outlook to a text file.
3. Remove any unnecessary information that could cause corruption of the imported data.
4. Import the updated text file into Fax Phonebook.

This document applies to  
these **Xerox** products:

	WC Pro 32/40 Color
	WC Pro 65/75.90
	WC Pro 35/45/55
	WC M35/45/55
	DC 555/545/535 ST
	DC 490/480/470/460 ST
x	DC 440/432/425/420 ST
x	DC 340/332 ST
	DC 265/255/240 ST/LP
x	DC 230/220 ST/LP
	DCCS 50

# Procedures

## Update the Fax Phonebook to the Latest Version

To import the e-mail information field, you must use the latest version of the Fax Phonebook. The update process is described in the following steps. If you do not plan to use the e-mail data, you can skip to the next section.

To ensure that you have Xerox Fax Phonebook version 1.12.00 or higher:

1. Access one of the following to locate Xcwpbk32.exe:

- For Windows NT/2000/XP go to:  
<system root>\winnt\system32\spool\drivers\w32x86\2or 3 depending on whether you are using the NT driver or the Windows 2000 driver.
- For Windows 95/98, go to: <system root>\system.

Start the program and select Help\About. If the version is 1.12.00 or higher, proceed to the next section. If not, perform steps 3 and 4 to update the file.

2. Go to the directory in step 1 and rename Xcwpbk32.exe to Xcwpbk32.old
3. Copy the Xcwpbk32.exe included with this document to the directory in step 1.

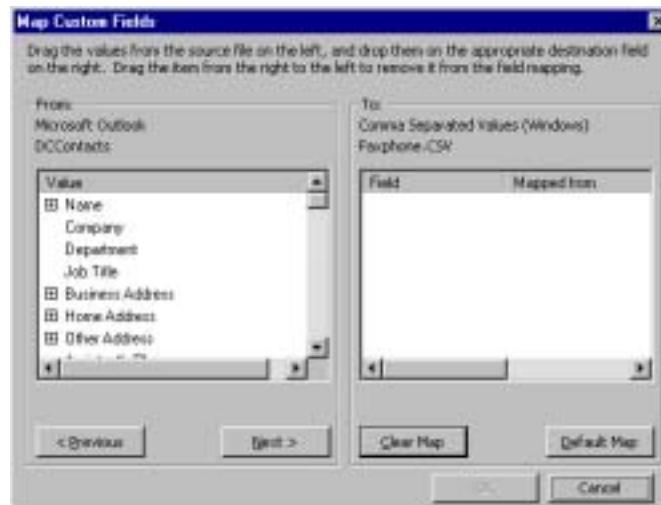
The upgrade to your fax phonebook is complete. Proceed with the next section.

## Export Contact Information from Outlook to a Text File

1. In Microsoft Outlook, select [**File: Import and Export...**]. The Import and Export Wizard appears.
2. Select [**Export to a file**]. Click [**Next >**].
3. Select [**Tab Separated Values (Windows)**]. Click [**Next >**].
4. Select the Contacts folder to export from, and then click [**Next >**].
5. Save the exported files as "c:\faxphone.txt". Click [**Next >**].
6. In the Export to a File window, select [**Map Custom Fields ...**].

**Note:** If [**Map Custom Fields...**] does not appear on the Export to a File window, you may not have the latest Service Pak update for your version of Outlook. Obtain and install the latest Service Pak, then restart the procedure in this section ("Export Contact Information from Outlook to a Text File"). This is important; otherwise you must manually remove 75 fields when you perform the procedure in the next section.

7. In the "Map Custom Fields" window, click [**Clear Map**] (see Figure 1).



**Figure 1: Map Custom Fields Window**

The Fax Phonebook only allows you to import eight fields: First Name, Last Name, Company, Fax Number, Voice Number, Billing Code, Email, and Mailbox (DTMF). Therefore, you only need to export these Outlook fields.

8. Drag and drop the following items from the left pane to the right pane.

- First Name (you must expand the Name category)
- Last Name
- Company
- Business Fax (or other phone number field)
- Business Phone (or other phone number field)
- Billing Information
- E-mail
- User 1 (or other field to act as the fax mailbox address field)

**Write down all the fields you dragged tp the right pane. List items in the same order.**

1: \_\_\_\_\_

2: \_\_\_\_\_

3: \_\_\_\_\_

4: \_\_\_\_\_

5: \_\_\_\_\_

6: \_\_\_\_\_

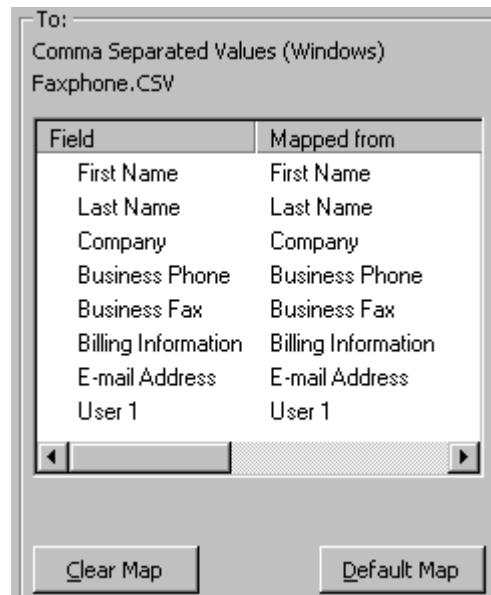
7: \_\_\_\_\_

8: \_\_\_\_\_

**Note:** Microsoft Outlook does not have a "Mailbox" field. To take advantage of this feature, "User 1" was used.

- Ensure that each item appears listed beneath the previous item. All items are optional.
9. Record the fields you placed in the right pane in the numbered list to the left. List them in the same order as they appear in the Map Custom Fields window.

If you used eight fields, the Map Custom Fields window should now look similar to Figure 2.



**Figure 2: Example fields**

10. Click [**< Previous**] and [**Next >**] in the "From:" field to preview the information you are exporting. Confirm that the information is correct then click **<OK>**.
11. In the "Export to a File" window click [**Finish**] to export the contacts.

## Remove Unnecessary Information

You should limit the number of exported Contacts fields to eight (or fewer). Each field must comply with defined parameters, or the Fax Phonebook may not properly import the data.

1. Open Microsoft Excel or another program that supports tab-delimited formats.

**Note:** You may use Notepad if no other application is available.

2. Select [**File: Open**] and browse to c:\faxphone.txt. The Text Import Wizard window appears.
3. Ensure that [**Delimited**] is selected and click [**Next >**].

4. Ensure that **[Tab]** is selected as a delimiter and click **[Next >]**.
5. In the Data Preview area, highlight each column and click **[Text]**. This ensures that any preceding zeros remain in the telephone numbers, billing, mailbox, or other data.
6. Click **[Finish]**.
7. Open the file in Excel or another application to preview the text and ensure that each field has only the characters allowed as described in the following table. If necessary, use the program's search and replace tool. For example, search for unnecessary parenthesis, spaces, commas, etc. and delete them.

<b>Field</b>	<b>Description</b>	<b>Acceptable Content</b>
Name	Full name of contact	Text field (maximum of 31 characters).
Company	Contact company's name	Text field (maximum of 59 characters).
Voice Number	Contact's voice number	Numeric and special characters (-, /, S, !, \$, :, R, =, +, <space>) (maximum of 46 characters)
Fax Number	Contact's fax number.	Numeric and special characters (-, /, S, !, \$, :, R, =, +, <space>) (maximum of 46 characters). Example: A Business fax number, +1 (716) 555-5576, should be converted to 17165555576
Billing Code	Contact's billing code	Text field (maximum of 59 characters)
Mailbox	Contact's fax-mailbox	Alphanumeric (maximum of 4 characters) (a.k.a. DTMF)

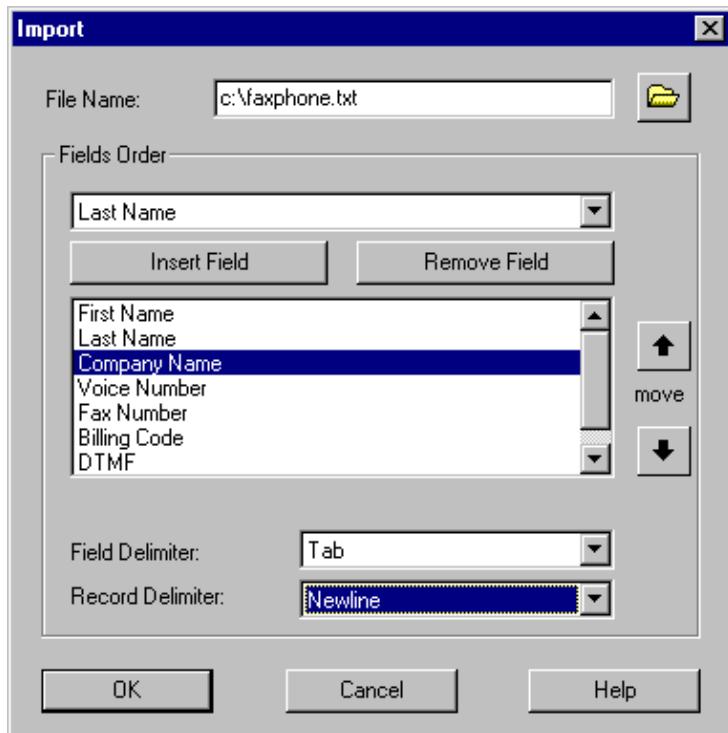
**Table 1: Acceptable Content for Exported Fields**

8. Use the Save As command to save the file. Make sure you maintain the “tab-separated” .txt format.

## Import Updated File into Fax Phone Book

To import the text file into the Fax Phonebook:

1. Open Microsoft Word or another program that you use for faxing and select **[File: Print]**. Select the appropriate DC 220/230/332/340 or DC 420/432/440.
2. Select **[Properties]**. In the Job Type menu, select **[Fax]**.
3. Select **[Print]** to display the Xerox LANfax Setup window.
4. Select the **[Phonebook]** tab.
5. Create a backup of your current phonebook (default.pb unless you changed the name):
  - a) Select **[Edit...]**. The Xerox Fax Phonebook window opens.
  - b) Select **[Save Phonebook As...]** and save the phonebook as: backup.pb.
6. Select **[Open Phonebook...]** and select default.pb (or whatever file you backed up in the previous step).
7. In the Xerox Fax Phonebook window, select **[Import...]**. The Import window appears.



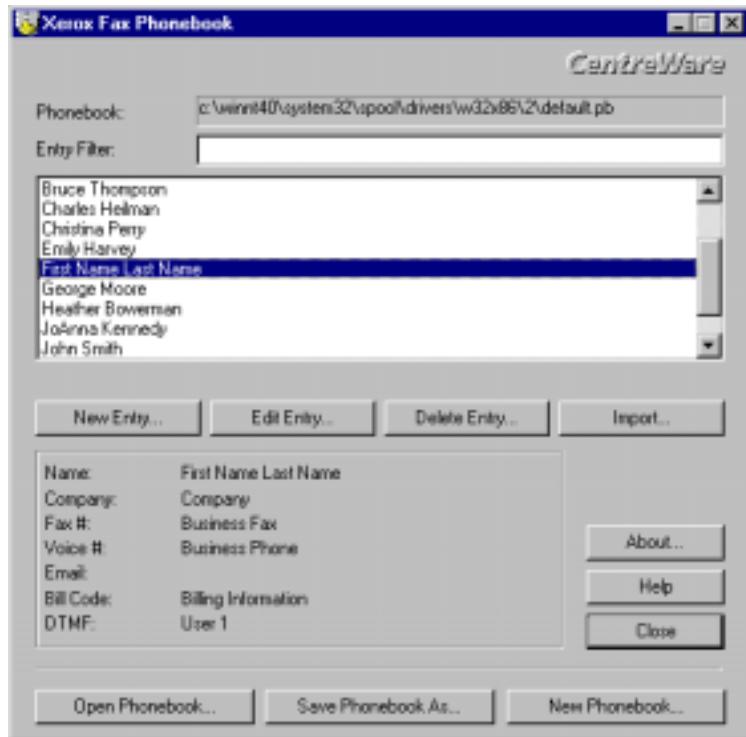
**Figure 3:** Import Window

8. To identify the file to import type `c:\faxphone.txt`, In the File Name field.
9. Select each of the fields and then click [**Remove Field**]. Repeat this step until all of the fields are removed.
10. In the Fields Order pull-down menu, select the first field in the list that you created on page 3 and click [**Insert Field**]. Repeat this step until all of your fields are entered.  
**Note:** The order of the fields is extremely important. If a field in the Fields Order area is not in the same order as in your list, use the move arrow button to arrange them to the appropriate order.
11. In the [**Field Delimiter**] pull-down menu, select Tab. In the [**Record Delimiter**] pull-down menu, select Newline.
12. Click [**OK**]. An Import confirmation window appears.



**Figure 4:** Import Confirmation

Figure 4 represents a normal confirmation. One record should not be imported because that record is the header. If all records were imported --for example if the confirmation message reads "6 / 6 records are successfully imported" -- the import included the header. If you get this message, in the Xerox Fax Phonebook window, look for the line "First Name Last Name" and delete that record. See **Figure 5**.



**Figure 5:** The header of the text file in the phone book

13. Click [OK]. You have successfully imported contacts from Outlook.

## Troubleshooting

### There are over 80 fields in the exported text file

When exporting from Outlook, Map Custom Field was overlooked or missing.

Repeat steps 1-6 in the section "Export Contact Information from Outlook to a Text File."

- If [**Map Custom Fields...**] does not appear on the Export to a File window you may not have the latest Service Pak, update for your version of Outlook. Obtain and install the latest Service Pak, then repeat the procedure in "Export Contact Information from Outlook to a Text File."
- If [**Map Custom Fields...**] appears on the Export to a File window, then ensure that the appropriate fields appear in the "To:" area of the Map Custom Fields window.
- If your version of Outlook is not upgradable, use Microsoft Excel to remove the unnecessary fields.

### Cannot locate Faxphonebook.txt

When saving the file in Outlook, "c:\", may have been left out. Be sure to use the entire path name ("c:\faxphone.txt").

### When editing the file in Excel, some numbers are in scientific notation

This happens because the telephone numbers are too long for the column. Widen the column to fit the entire number and double click on the number as well. This should convert the number back to a standard format.

For example, if a telephone number looks like this "1.13315E+12" (scientific notation), widen the column and double-click the cell. The number should convert back to a regular number (1133148794879).

## When editing the file in Excel, zeros are missing from the beginning of the numbers

This happens because the column that contains the text is formatted to "General" or "Number."

Reformat the column to "Text" and add the zeros. You can also close the file without saving changes and reopen the file. At the appropriate point in the Text Import Wizard, indicate the Text format for each column.

## After importing the contact information into Fax Phonebook, some fields are missing

When importing fields in the Fax Phonebook, you did not select some fields. Ensure that all fields in the "Fields Order" area are present and in the correct order. If there are more fields than needed, use the <ignore> field as a placeholder.

If the above suggestion does not work, try to export the information from Outlook again and ensure that all the necessary fields are present.

## Cannot import emails

Fax phonebook was not upgraded. Follow the instructions in "Update the Fax Phonebook to the Latest Version (optional)," earlier in this document. If email is still not available, search for all occurrences of Xcwpbk32.exe on your workstation and replace them one by one with the Xcwpbk32.exe included with the latest drivers available to download from [www.xerox.com](http://www.xerox.com).

## Long names or telephone numbers are truncated

When importing the contacts, adhere to the following parameters

Name:	Maximum of 31 characters
Company:	Maximum of 59 characters
Voice Number:	Maximum of 46 characters
Fax Number:	Maximum of 46 characters
Billing Code:	Maximum of 59 characters
E-mail:	Maximum of 59 characters
Mailbox:	Maximum of 4 characters

## Reverting to the Previous Fax Phonebook

If a mistake is made importing the data, you can revert to the previous Fax Phonebook:

1. Open Microsoft Word or another program that you use for faxing and select [**File: Print**]. Select the appropriate DC 220/230/332/340 or DC 420/432/440.
2. Select [**Properties**]. In the Job Type menu, select [**Fax**].
3. Select [**Print**] to display the Xerox LANfax Setup window.
4. Select the [**Phonebook**] tab.
5. Create a backup of your current phonebook (`default.pb` unless you changed the name):
  - a. Select [**Edit...**]. The Xerox Fax Phonebook window opens.
  - b. Select [**Save Phonebook As...**] and save the phonebook as: `backup.pb`.
6. Select [**Open Phonebook...**] and select "`backup.pb`."
7. Select [**Save Phonebook As...**] and name it "`default.pb`," or the name of your original phonebook.

## Data is in the wrong fields

If you notice that data is in the wrong fields, (for example, if you have last name and first name transposed) Use the following suggestions to fix the data:

1. Ensure that your list on page three of this document is correct.
2. Ensure that the list in Figure 3 matches the list you created on page three of this document.
3. Reinstall backup.pb and start the export/import process over.

## 0/0 records imported

This problem is caused by incorrect use of the Field and Record delimiter. To fix this problem, repeat the steps in the "Import Updated File into Fax Phonebook" section and ensure that the field delimiter is set to "Tab" and the record delimiter is set to "New Line."

## Special Characters for Fax Telephone Numbers

-	Dial Pause character.
/	Private Data Delimiter. It functions as a toggle. All dialing characters after the "/" are masked with a "*" character both in the UI display, and on printed reports. If another "/" is entered, the characters entered after it is not masked. <b>Note:</b> This character is primarily used to mask credit card and telephone card numbers.
S	Password Check Switch. Indicates that the following data is used for checking of a password.
!	Used as a delimiter character for fax mailbox function.
\$	Wait for mailbox confirmation used with DTMF sequence.
:	Pulse to Tone Switch. Switches from Dial Pulse mode to Push Button (DTMF) mode dialing for current dialing string.
R	Outside Line Switch. Indicated "Register Recall" function for ground starting.
=	Tone Sensing. The machine waits for a programmed tone before it proceeds to dial. Three different tones are detectable.
=	Used for Dial Tone.
==	Same as "=" but used for second dial tone.
==	Same as "=" but used for prompt.
+	Local ID "+" character check. This character contained with the local ID of the machine. This is used following the "S" character.
<space>	Local ID "space" character check. This character contained with the local ID of the machine. It is used following the "S" character.

## The <ignore> option in the import utility

The <ignore> option is used if your file contains a field that should be skipped. For example, you have an additional field called "Birthday" between the "Fax Number" and "Billing Code" fields. Insert the <ignore> tag, and move it beneath the field to ignore. The Birthday field is skipped and the Fax Number, and Billing Code are associated correctly.

## Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: [USA.DSSC.Doc.Feedback@mc.usa.xerox.com](mailto:USA.DSSC.Doc.Feedback@mc.usa.xerox.com). You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>.

Other Tips about Xerox multifunction devices are available at the following URL: <http://www.xerox.com/DocumentCentreFamily/Tips>.

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