Using CDR Mail

Schick Technologies, Inc.
30-00 47th Avenue
Long Island City, NY 11101

(718) 937-5765
(718) 937-5962 (fax)

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1. Getting Started

1.1 What is CDR Mail?

CDR Mail enables you to exchange X-ray and video images with other CDR users over a network or the Internet.

1.2 What Do I Need to Use CDR Mail?

a) Hardware

 ☑ Desktop or notebook system

 ☑ Modem (<u>required</u> to send and receive images over the Internet). The modem is connected either inside or outside the system and is connected to a telephone jack.

b) Software

 ☑ CDR 2.0 or higher

 ☑ Windows 95, 98, or NT

 ☑ E-mail program (also called a *mail client*) like Microsoft's Outlook Express, Netscape's Messenger, or Qualcomm's Eudora.

c) On-Line Service (<u>required</u> to send and receive images over the Internet)

 ☑ Account with an on-line service or an Internet Service Provider (ISP) like America Online (AOL), Microsoft Network (MSN), or Prodigy. Every on-line service provides you with some basic tools, including the software to connect to their service, an access phone number, an e-mail address, and a password.

1.3 About this Supplement

This supplement provides general and specific directions on using the mail feature of CDR. While we are confident that your experience with this feature will be favorable and productive, **questions about modem operation or details about your specific mail program and ISP are outside the scope of CDR and this supplement**. You should refer to your manufacturer's documentation for questions that do not relate to CDR and CDR Mail directly. For more information on using CDR itself, refer to the CDR User Guide, Part Number B1051001.

> **TIP**: If you haven't used e-mail, we recommend that you gain a little experience before sending your first CDR images. Create a message using your mail program, attach a small file to it, and send it to yourself. When your mail arrives, save the attached file to a folder on your hard drive, find that file, and double-click on it. Performing these steps will help you become familiar with your mail program and with some of the topics we'll discuss in this document.

1.4 How Do I Know which On-Line Service I'm Using?

> **(Skip this section if you already know the on-line service you're using, OR if you are <u>only</u> mailing images to other users in your inter-office network.)**

If you're not sure which Internet provider you're using, there are a few things you can do.

a) Ask the administrator in your office if you have an account with an on-line service.

b) Check your Windows desktop. If you find a shortcut to a particular on-line service, this may be the service you are using currently. If you double-click on the shortcut (in Figure 1 we've used America Online) and connect successfully to AOL, then you're already signed up with this on-line service. If instead of connecting to the service, you are asked to sign up with it, then press the Escape button (Esc) on your keyboard to exit the sign-up process.

Figure 1. Program Shortcut for AOL

c) Check your Windows task bar. Typically, you can find the task bar attached (*docked*) to one side of your desktop. At the far right of the task bar is the system tray. If you find a symbol to a particular on-line service (in Figure 2 we've used the QuickView Tool from the Microsoft Network or MSN), click on it to open a short menu and select Connect to MSN. If you connect successfully, then this is the service you are using currently.
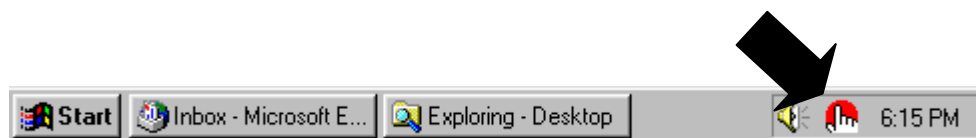
Figure 2. MSN Program Icon located in SystemTray

1.5   How Do I Know which E-Mail Program I'm Using?

(Skip this section if you already know the e-mail program you're using.)

Now that you know which on-line service you use, you need to know the mail program you are using. On-line services treat this question in different ways: some providers (like AOL) have their own mail program; others (like CompuServe and Prodigy) permit you to select a mail program from among some of the more popular ones (like Outlook Express).

The following figure illustrates the menu command that starts the Outlook Express mail program from MSN (version 2.5).
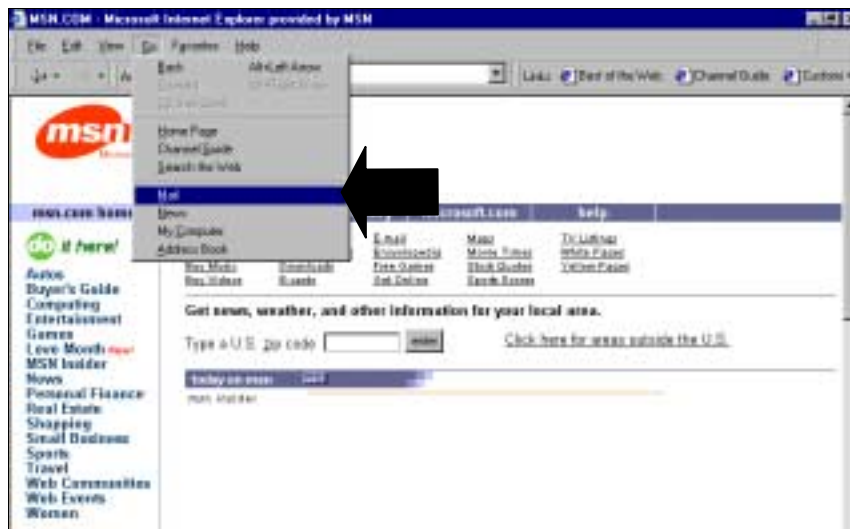
Figure 3. Starting Mail from MSN's Home Page

Once your mail program starts, you'll know which mail program you're using and its **version number** by performing the following step. Find the Help menu and look for an entry that says, for example, "About Eudora Light", "About Communicator", or just plain "About", and click on it. A window similar to the two samples shown below *(larger fonts added for emphasis)* will display specific information about your mail program. Make a note of the version number for future reference.

Figure 4. About Eudora Light 3.0.6

Figure 5. About Netscape Communicator 4.5

For reference, write down your e-mail program and its version number.

MY E-MAIL PROGRAM	MY E-MAIL PROGRAM VERSION NUMBER

2. Tips and Tricks to Using CDR Mail

There are a few considerations to keep in mind when using CDR Mail. Much of what we'll say here is already covered in the CDR User Guide, and if you're an experienced CDR user, some of these tips are perhaps already familiar to you.

2.1 Image Selection

Before you can mail a patient exam, you need to open it and select the image(s) you want to send. You decide how many images to mail — one or more images or the entire exam.

2.1.1 Selecting one or more images

a) Select a single image by clicking on it with the left button on the mouse. Each time you select an image, a red border highlights it.

b) Select multiple images by doing either one of the following steps:

- Holding down the [Shift] key and using the left button on the mouse, click on the next image. Continue until all the images you want to mail are selected.

- Using the right button on the mouse, click on the next image and choose Extend Selection from the context menu. Continue until all the images you want to mail are selected.

2.1.2 Selecting all images

a) Select an empty target frame in the exam (if one exists) by clicking on it with the left mouse button; then, continue with step b). If there aren't any empty frames in the exam, select all the images by repeating the steps in **Section 2.1.1**.

b) Create a mail message in CDR by clicking **Send To** from the **File** menu.

c) When CDR displays the following dialog box, click **Yes** to send all the images.
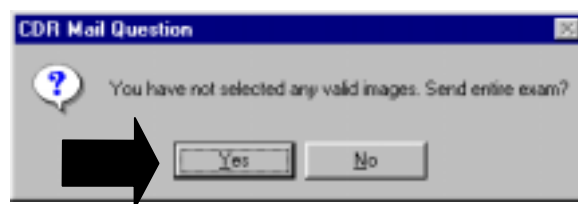
Figure 6. CDR Mail Question

2.1.3 De-selecting images

a) De-select ALL images from an exam by using the left button on the mouse to click on any non-selected image or target frame.

b) Please note that you cannot de-select images once you've created the mail message in CDR by clicking **Send To** from the **File** menu. To change the images, close the mail message window and select new images in CDR by repeating the steps in **Section 2.1.1** or **2.1.2**.

2.2   Why Image Size is Important

Remember that whenever you send and receive CDR images, they will occupy space in your outbox and in the inboxes of people who receive images from you. *Each CDR image is between 200 and 600 KB in size (40 to 125 KB compressed).* This can be especially important if you intend to send and receive many images using CDR Mail. Here are some points to keep in mind:

- On-line services usually set limits on the amount of mail that can be received by users. Normally, these limits are transparent to users, but there may be some concerns when sending or receiving many images at one time. We recommend you check with your on-line service and find out how much mail you can receive. Usually, this number is in megabytes (MB), so you'll have an idea of how many images can be received by your inbox. Also ask people who receive CDR images from you to check with their on-line service for this same information.

- You might also remember that messages you have sent may accumulate in your "Sent Items" folder and occupy space on your PC. As a good general practice, delete messages that have already been received by the recipients.

2.3   Using Compression

Using file compression is one way to significantly reduce the sizes of CDR images without any noticeable loss in quality. CDR supports two compression formats: Lead PQ1, and JPEG (JPEG compression available in CDR Version 2.1 and higher).

Before compressing exams, make a backup file of your exams using whatever backup software you are using currently. Also close or save any exams that may be open, then follow the steps below to compress CDR images.

a) Start CDR (if it's not running already).

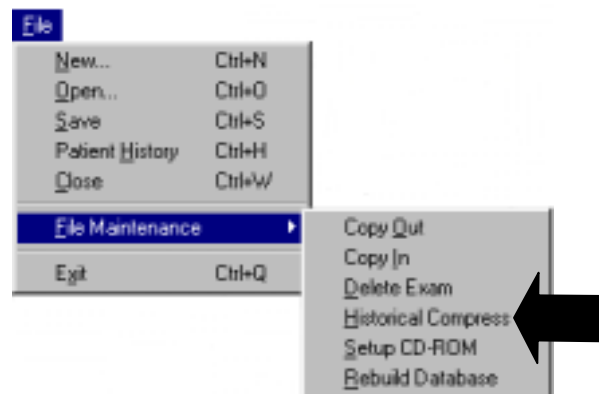b) Go to the **File** menu, click on **File Maintenance** and then on **Historical Compress**.

Figure 7. Historical Compress Menu Selection

c) In the Historical Compression dialog box, click **Search** and the Search Parameters dialog box will be displayed.
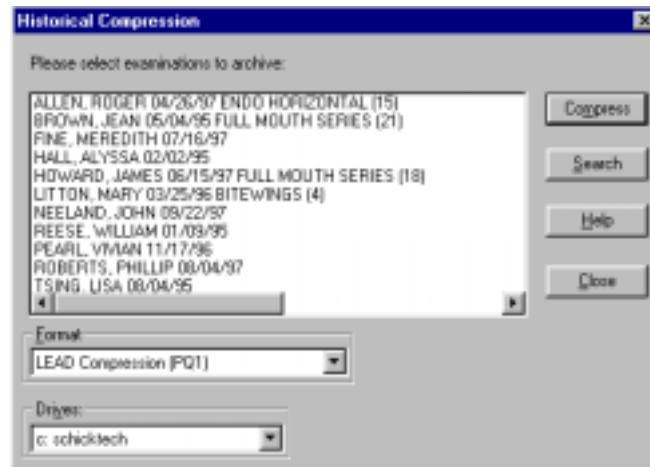
Figure 8. Historical Compression Dialog Box

d) In the Search Parameters dialog box, enter a date in the First Date field, and press **OK**.

Figure 9. Search Parameters Dialog Box

e) The Historical Compression dialog box is displayed again, highlighting all the exams with that date. If you want to compress ALL the highlighted exams, skip ahead to step f. If you only want to compress SOME of those exams, click on the exams you don't want to compress. (Clicking on highlighted exams de-selects them.) Then, continue with step f.
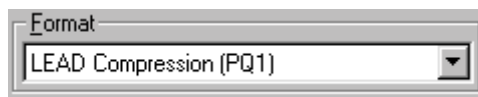
f) Select the compression format by clicking on the **Format** drop-down box and scrolling up to find Lead Compression (PQ1).

g) Click **Compress**. After the selected exams are compressed, they are indicated by an asterisk.

3. An Example of Using CDR Mail

3.1   Sending Mail

This section provides step-by-step procedures for sending and receiving CDR Mail. MICROSOFT EXCHANGE is used as the mail client in the following example, so you may find that sending CDR images using your mail program to be slightly different.

> Remember that the following samples illustrate CDR Mail with MICROSOFT EXCHANGE Version 5.0. If you are using a different mail program, your screens will be different.

STEP 1

A. Sending CDR mail requires that information about the sender (at the very least the dentist name) be included with the mail.

B. If you receive the warning shown below when you try to mail the exam, it means that CDR did not find the dentist information it needed to identify the sender.
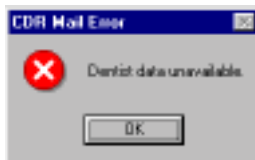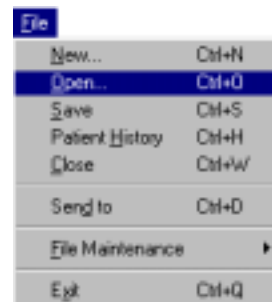

C. Go to the CDR exam window menu bar and click on **System**, then **Setup Dentist Information**. Click **New** from the Dentist Information dialog box and enter the required information.

STEP 2

Open a patient exam from either the menu bar at the CDR main window or by clicking on the Open button on the toolbar.

STEP 3

A. After selecting a patient exam, choose the image (or images) to be e-mailed by clicking on it once (if it isn't highlighted already). Once an image is highlighted with a red border, it means it has been selected.

B. Multiple images are selected by:

- holding down the [Shift] key and left-clicking images, or

- positioning the cursor over an image, right-clicking to open a context menu, then clicking on the **Extend Selection** item. Refer to **Section 2.1** if you need more information on how to select images.

STEP 4

A. After selecting the images to be e-mailed, click on **File** > **Send to** or **File > Send to > Mail Recipient**, depending on your system configuration.

B. Depending on the mail program you are using, the Choose Profile dialog box may be displayed, confirming your profile settings and providing additional options. Click **OK**.
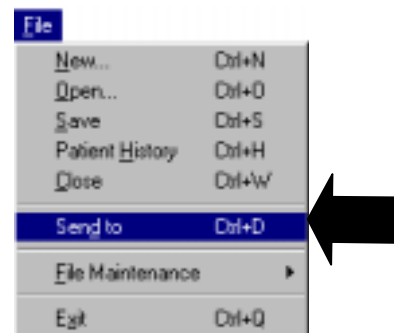
A. Your system will display a mail
    message window similar to the
    sample shown at right.

    IMPORTANT! *The display of the
    mail message dialog completes the
    CDR portion of sending e-mail.
    Any errors encountered after this
    step are outside the responsibility
    of CDR.*

B. Patient name and the number of
    images included in the attachment
    (indicated by the `CDR Mail`
    icon) are supplied automatically.

C. Subject and dentist information are
    also supplied automatically.

D. Additional comments can be
    added anywhere in the scrolling
    text area.

E. Add the recipient's e-mail address
    in the text area next to the button
    labeled **To. . .**

F. Click on **Send** to e-mail the CDR
    images.
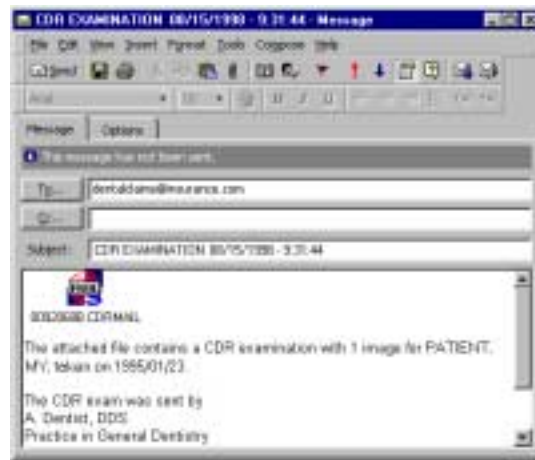
3.2   Receiving Mail

Remember that the following samples illustrate CDR Mail with MICROSOFT EXCHANGE
Version 5.0. If you are using a different mail program, your screens will be different.

STEP 1

A. Start your e-mail program.

B. Check your e-mail Inbox. (In the
   sample, the Inbox for Microsoft
   Exchange is shown.)

C. If a new mail message with CDR
   images is found, double click on
   that item in the list.

STEP 2

A. The message opens in its own
   window with the CDR mail
   attachment, patient exam, and
   dentist information provided.

B. *Double-click* on the CDR Mail
   icon.

Please Note: In Microsoft's e-mail
programs and some others, the CDR
Mail icon appears just as you see it in
the sample shown at the right. In
other programs, like Netscape or
Eudora Light, only the name of the
attachment will appear.

STEP 3

A dialog box may appear (as shown in this sample for Microsoft Exchange). If not, continue with step 6.
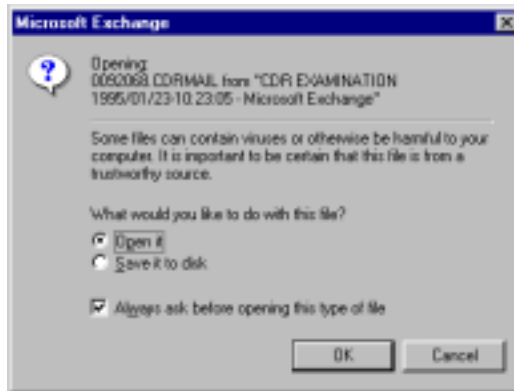
STEP 4

A. Locate the checkbox near the bottom of the dialog box and shown at the right

B. Make sure the checkbox is clear.

C. If necessary, click the check box to **remove** the check mark. By clearing this box, you'll skip over the previous step **the next time you open a CDR Mail message**. Instead, you'll see the CDR message described in step 6.

STEP 5

A. Click on the radio button to **Open** the CDR mail attachment.

B. Click **OK** to start the CDR program (if it is not active already).
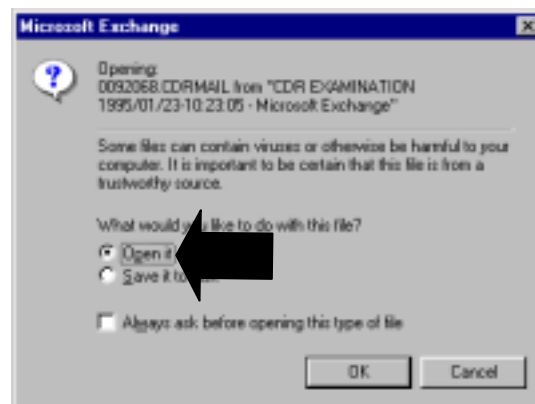
S TEP 6

A message box is displayed,
confirming that the mailed exam has
been copied to your CDR database.
Click **OK** to close this message.

CDR Mail Received

Added exam of MY PATIENT taken on 01/23/95 to master database.

OK

S TEP 7

A. If CDR detects that you intend to
add the **same exam** you added
previously, it displays the dialog
box shown at the right.

B. Click **Cancel** because you already
have this exam.

**Please Note: The other two options
on this dialog box, Replace and Add
Anyway, are intended for special
situations.**

**For example, if you inadvertently
deleted an image from a mailed
exam, you could retrieve the
original exam from your mail
program's Inbox and Replace the
modified exam with the original one.**

**If you choose Add Anyway, an extra
copy of the CDR exam will be placed
in the database. Please note that
this choice adds the same exam you
added previously.**

CDR Mail Question

This exam has been received previously and is already in
the database. What do you wish to do with it?

Replace   Add Anyway   Cancel
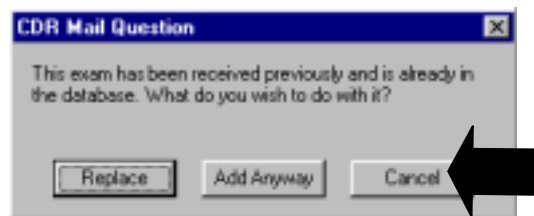
3.3 Generating Attachments

To work directly with CDR Mail, your mail program must be MAPI-compliant.
MAPI is the programming standard used by Windows to support e-mail, and in general,
you probably won't need to know more about this standard other than to know whether
your mail program supports it. If you haven't started using CDR Mail and aren't sure
whether your mail program will work with it, check **Chapter 10** for a list of services and
programs that we have used successfully with CDR Mail.

If the mail program you use is not listed, there may be a simple check you can do to find
out if your program is *MAPI-compliant*. Open your mail program, go to the **Help** menu,
and look for **Contents** or **Index**, or another item similar in wording. Click on the **Find** tab
(again, your menu item might be called something different), and look for an entry entitled
MAPI. Only mail programs that are *MAPI-compliant* can be used to create a mail message
that includes the CDR exam, so, generally speaking, if you find this entry in the index,
your mail program will probably work with CDR Mail.

If your mail program does not support MAPI, CDR can still attach a file that consists of
the CDR exam with the images you selected. This is, in fact, the approach that must be
used (at the time of this document's release) by subscribers of **AMERICA ONLINE
(AOL)**. Refer to **Chapter 4** for details.

When using attachments, CDR does not create an e-mail message, but you can start your
mail program, compose an e-mail message, and **attach** the file that CDR created. Using
CDR messaging in this way requires a change to the `CDR.INI` file or CDR Options (in the
Windows Control Panel) since this is not the default setting.

- *CDR.INI.* Under the [`MAIL`] section, change `Attachment_Only=NO` to read
  `Attachment_Only=YES` *(upper or lower case characters are acceptable).*

- *CDR Options.* At the General tab, add a checkmark to the Attachment Only
  checkbox.

Creating attachment files is also suitable if you intend to send them at some later time,
using a mail client or MAPI program.

4. Using CDR Mail on AOL

4.1   Note for All Users of Mail on AOL

> **IMPORTANT!** All CDR Mail received from AOL users requires a few extra steps. This includes AOL subscribers <u>and</u> mail recipients who do not subscribe to the AOL service <u>but who receive CDR exams mailed by AOL users</u>. Whenever a mail message containing a CDR exam is received from an `@aol.com` **address, the steps in Section 4.4 or 4.5 (non AOL users) must be followed.**

The next section describes the steps for setting up CDR so you can send and receive CDR Mail on AOL. **You will only need to do these setup steps before the first time you use AOL to send CDR Mail**. After that, refer to the appropriate sections for sending and receiving mail with AOL.

Screen captures from AOL version 4.0 were used to supplement the descriptions in this chapter. We have verified that AOL versions 4.0 or higher are compatible with CDR's mail feature.

4.2   Setting up Mail on AOL

S TEP 1

Open the `CDR.INI` file by clicking
on the Windows **Start** menu,
Programs, **CDR**, then **Edit
CDR.INI**.

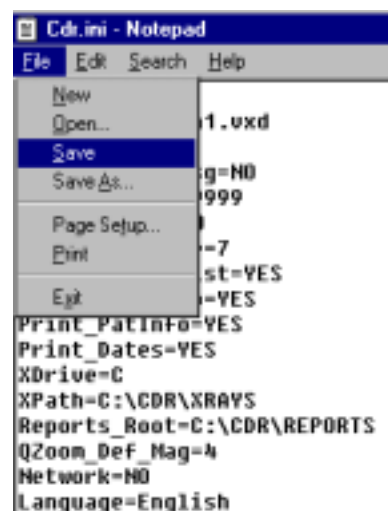| |
|---|
| CDR for Windows 2.0 |
| CDR Online Help |
| **Edit CDR.INI** |
| Install CDR for Windows |
| Install CDR Sensor Calibration File |
| Install CDR Video Manager |

S TEP 2

A. When the `CDR.INI` file is
    displayed, find the `[MAIL]`
    section and the line starting
    with `Attachment_Only`

B. Change the line to read:
    `Attachment_Only=YES`
    (as shown) and make sure there
    are no blank spaces between the
    characters *(upper or lower case
    characters are acceptable).*

```
[MAIL]
Mapi_DLL=MAPI32.DLL
Attachment_Only=Yes
```

S TEP 3

After you make the change in the
previous step, go to the **File** menu,
click on **Save**, and then click on
Exit to close the `CDR.INI` file.

```
Cdr.ini - Notepad
File   Edit   Search   Help
 New
 Open...              1.vxd
 Save
 Save As...           g=NO
                      999
 Page Setup...
 Print                -7
                      st=YES
 Exit                 -YES
Print_PatInfo=YES
Print_Dates=YES
XDrive=C
XPath=C:\CDR\XRAYS
Reports_Root=C:\CDR\REPORTS
QZoom_Def_Mag=4
Network=NO
Language=English
```

4.3   Sending Mail on AOL

STEP 1

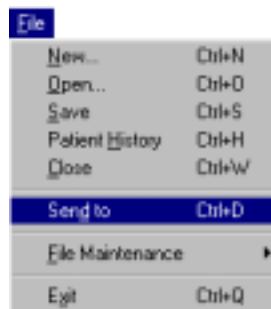Start CDR, if it's not running already, and open a patient exam.

STEP 2

Select one or more images you wish to send by pressing down the [Shift] key and clicking on the additional images. As you select images, a red border highlights them.

STEP 3

Go to the CDR **File** menu and click on **Send to**.
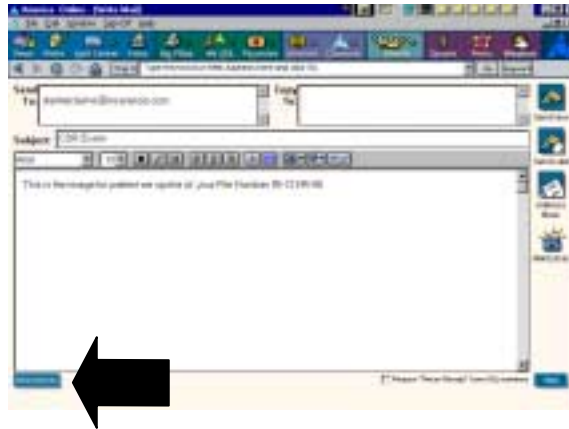

STEP 4

When the CDR message appears, make a note of where the mail attachment (`*.CDRMAIL` extension) is stored.

In the name `*.CDR` or `*.CDRMAIL`, the asterisk (*) means any combination of numbers or letters, for example, `01234567.CDR` or `MAIL9801.CDRMAIL`.

STEP 5

A. Connect to AOL, click on the **Mail Center** icon in the row of buttons at the top of the page, and select **Write Mail**.

B. Fill in the **Send To:** and **Subject** boxes with the appropriate information.

C. Click on the **Attachments** button at the bottom of the page to attach the `.CDRMAIL` file CDR just created.
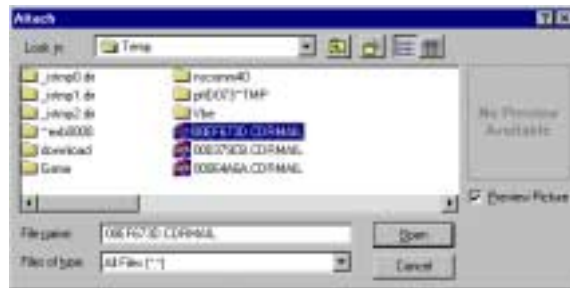

STEP 6

When the Attachments window opens, click **Attach** to locate the `.CDRMAIL` attachment you want to send.

STEP 7

A. When the Attach window opens, select the .CDRMAIL attachment you want to send. This is the file name you noted in step 4.
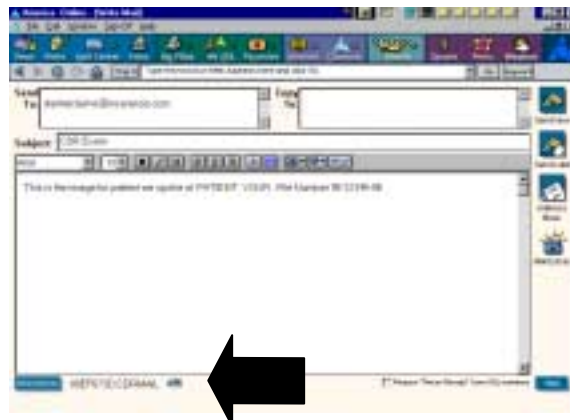
B. Click **Open**.

STEP 8

A. The CDR Mail attachment will appear in the Attachments window.
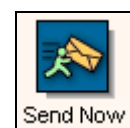
B. Click **OK**.

STEP 9

Take a moment to check that all the information is correct. Notice that the CDR Mail attachment is listed at the bottom of the page.

STEP 10

Click **Send Now**.

4.4 Receiving Mail on AOL (AOL Subscribers)

If you're using an on-line service other than AOL, skip this section and continue with Section 4.5

STEP 1

Connect to AOL.

 (AOL Icon)

STEP 2

Go to the AOL Mailbox, select the message containing a CDR exam, and click the **Read** button.

STEP 3

A. AOL opens a window containing more information about the mail attachment you selected.

B. Click the **Download Now** button.

STEP 4

A. AOL will display a window where you can change the name of the attachment and select the location where it can be saved.

B. **IMPORTANT!** Change the file extension from CDR to **CDRMAIL**.

C. Make a note of where the file will be saved by looking at the **Save in** drop-down menu. Then, click the **Save** button.

STEP 5

A. Start Windows Explorer by clicking **Start**, **Programs**, and **Windows Explorer**.

B. Locate the .CDRMAIL file you just saved and **double-click** on it. If you don't see this file extension, check the Type column for the description, "Mailed CDR Exam", and **double-click** on the file.
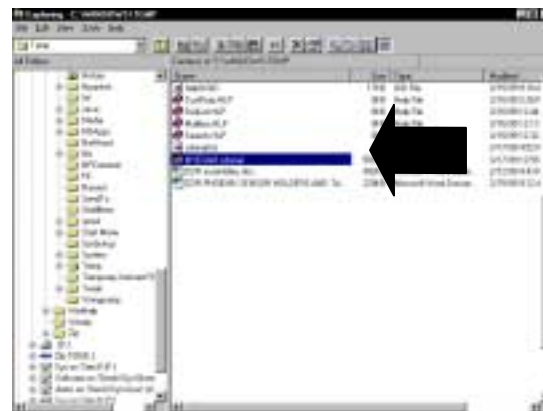
STEP 6

A message box is displayed, confirming that the mailed exam has been copied to your files. Click **OK** to close this message.

STEP 7

CDR should start if it's not running already and will display the exam and the e-mailed images immediately.

4.5 Receiving Mail from AOL (for Non AOL Subscribers)

IMPORTANT! **All CDR Mail received from AOL users requires a few extra steps. This includes AOL subscribers <u>and</u> mail recipients who do not subscribe to the AOL service <u>but who receive CDR exams mailed by AOL users</u>. Whenever a mail message containing a CDR exam is received from an** `@aol.com` **address, the steps in Section 4.4 (AOL users) or 4.5 (below, for non AOL users) must be followed.**

The following samples illustrate receiving AOL mail using MSN with OUTLOOK EXPRESS. If you're using a different on-line service mail program, your screens will be different.

STEP 1

If you're using an on-line service other than AOL, connect to that service (in this sample we'll use MSN), and continue with the following steps.

(MSN Icon)

STEP 2

A. Start your mail program (for MSN, this is usually Outlook Express) and open your mailbox.

B. Find the mail message containing a CDR exam.

C. To re-display the message in its own window, double-click on the message *(top arrow)* and then double-click on the attachment shown in the bottom pane of the window *(bottom arrow)*.
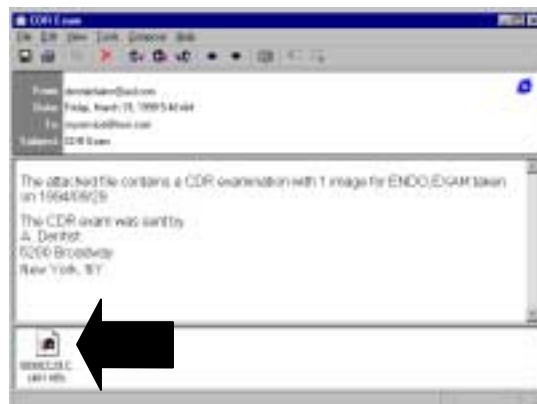
STEP 3

Outlook Express opens a window with a choice of two options.
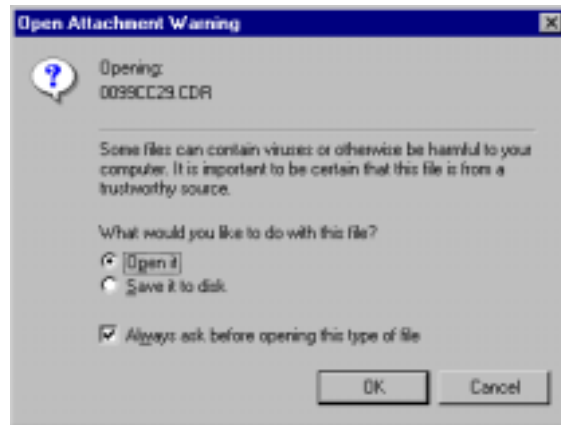
STEP 4

A. Locate the checkbox near the bottom of the dialog box and shown at the right.

B. Make sure the checkbox is clear.

☐ A<u>l</u>ways ask before opening this type of file

C. If necessary, click the check box to **remove** the check mark. By clearing this box, you'll skip over the previous step **the next time you open a CDR Mail message**. Instead, you'll see the Save dialog box described in step 6.
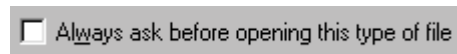
STEP 5

Select Save it to disk, then click OK.

STEP 6

A. Outlook Express displays a window where you can change the name of the attachment and select where it can be saved.

B. **IMPORTANT!** Change the file extension from CDR to **CDRMAIL**.

C. Make a note of where the file will be saved by looking at the **Save in** drop-down menu. Then, click the **Save** button.

STEP 7

A. Start Windows Explorer by clicking **Start**, **Programs**, and **Windows Explorer**.

B. Locate the `.CDRMAIL` file you just saved and double-click on it. If you don't see this file extension, check the Type column for the description, "Mailed CDR Exam", and **double-click** on the file.

_____
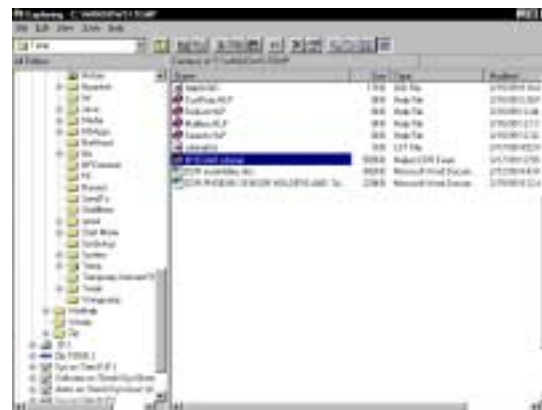
In the name `*.CDR` or `*.CDRMAIL`, the asterisk (*) means any combination of numbers or letters, for example, `01234567.CDR` or `MAIL9801.CDRMAIL`

STEP 8

A message box is displayed, confirming that the mailed exam has been copied to your files. Click **OK** to close this message.

CDR should start if it's not running already and will display the CDR exam with the e-mailed images immediately.

5. Using CDR Mail with Outlook Express

5.1 Note for Outlook Express Users

The next section describes the steps for setting Outlook Express to work directly with CDR Mail. **You will only need to do these setup steps before the first time you use Outlook Express to send CDR Mail.** After that, refer to the appropriate sections for sending and receiving mail with Outlook Express.

Just a reminder: the following section applies to OUTLOOK EXPRESS and not to OUTLOOK or to EXCHANGE, which are other programs from Microsoft that provide e-mail features. Users of those programs should refer to **Chapter 3.**

Screen captures from Microsoft Outlook Express **(for MSN version 2.5)** were used to supplement the descriptions in this chapter.

5.2 Setting Up Mail with Outlook Express

Please Note: To work directly with CDR Mail, users of Outlook Express must follow the steps in this section. By performing the following procedure, you will select Outlook Express as your default simple MAPI mail client.

1. Start Outlook Express.

2. At the **View** menu, click **Options**.

3. When the Options dialog box is displayed, click on the General tab.

4. *Outlook Express 5.* Click the **Make Default** button next to "This application is NOT the default mail handler."

   – OR –

   Outlook Express Versions Prior to 5. Click "Make Outlook Express my default e-mail program." Click "Make Outlook Express my default simple MAPI program."

5. Click **OK**.

6. One or more message screens may appear, prompting you to confirm your selection.

7. Exit Outlook Express, close any other programs that might be open, and restart your computer.

5.3   Sending Mail with Outlook Express

STEP 1

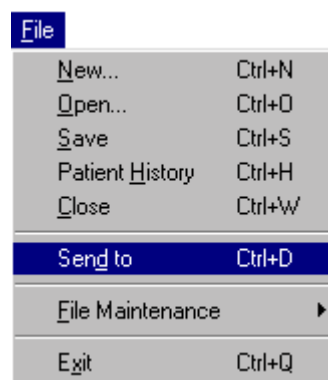Start CDR, if it's not running already, and open a patient exam.
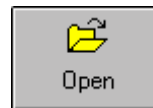
STEP 2

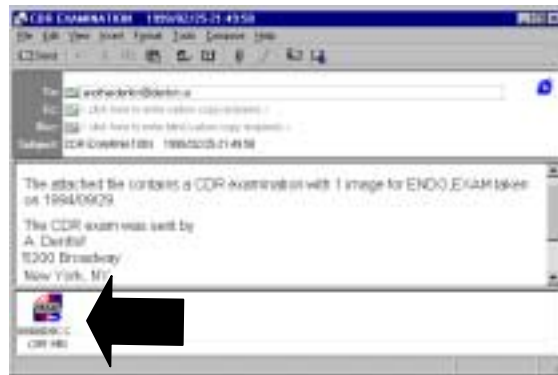Select the images you wish to send. As you select images, a red border highlights them.

STEP 3

Go to the CDR **File** menu and click on **Send to**.

STEP 4

A. Your system will build the mail package and display a mail message window similar to the sample shown.

B. Notice that the attachment containing the CDR exam is shown below the scrolling text area.

STEP 5

A. Fill in the **Send To:** and **Subject** boxes with the appropriate information.

B. Add any additional comments in the scrolling text area.

STEP 6

Click **Send**.

5.4   Receiving Mail with Outlook Express

> **IMPORTANT!** If you have received an e-mail message from an AOL user, follow the steps in Section 4.5 to open the attached CDR exam.

STEP 1

A. Connect to your on-line service and start Outlook Express.

B. Click **Read Mail**.

### STEP 2

A. Locate the e-mail message containing a CDR exam (.CDRMAIL) and click on it.

B. The text of the mail message and the attachment appears below the listing of received mail messages.

C. Click on the attachment symbol (shown by a paper clip) to show the attachment.

D. Then click on the attachment itself.

STEP 3

Outlook Express may open a window with a choice of two options. If this window does not appear, skip ahead to step 6.
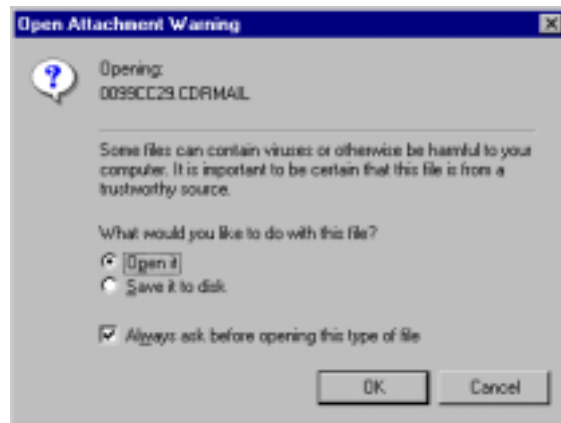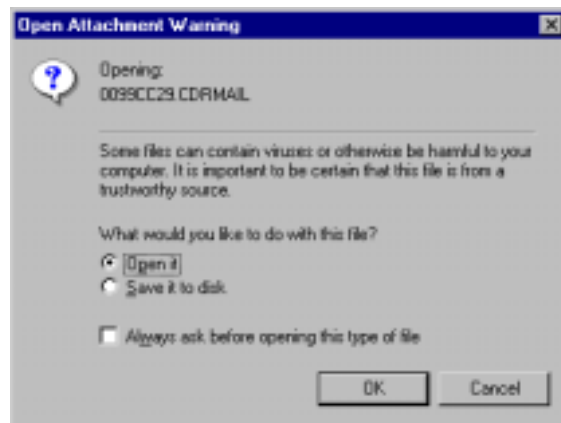

STEP 4

A. Locate the check box near the bottom of the dialog box and shown at the right.

B. Make sure the check box is clear.

C. If necessary, click the check box to **remove** the check mark. By clearing this box, you'll skip over the previous step **the next time you open a CDR Mail message**. Instead, you'll see the CDR message described in the step 6.
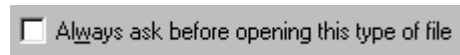
☐ Al<u>w</u>ays ask before opening this type of file

STEP 5

Select **Open it**, then click **OK**.

A message box is displayed,
confirming that the mailed exam
has been copied to your files. Click
OK to close this message.

CDR should start if it's not running
already and will display the CDR
exam with the e-mailed images
immediately.

5.5 Upgrading to Outlook Express 5

If you have modified your CDR.INI file so that Outlook Express could work directly with CDR Mail, please perform the following steps. This information applies only to users who have added the MSOEMAPI.DLL line to the CDR.INI file and wish to upgrade to Outlook Express 5.

Open the CDR.INI file by clicking
on the Windows **Start** menu,
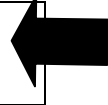**Programs**, **CDR**, then **Edit
CDR.INI**.
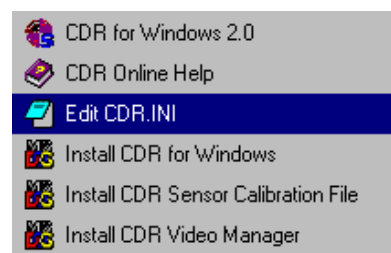
A. When the CDR.INI file is
    displayed, find the [MAIL]
    section and the line:
    Mapi_DLL=MSOE MAPI.DLL

> **Please Note: If you don't have this line in your CDR.INI file, then the following steps do not apply to you.**

B. Change the line to read:
    `Mapi_DLL=MAPI32.DLL`
    (as shown) and make sure there are no blank spaces between the characters *(upper or lower case characters are acceptable).*
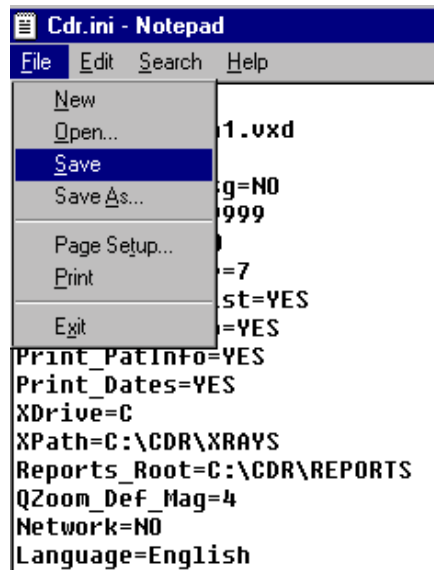
```
[MAIL]
Mapi_DLL= MAPI32.DLL
Attachment_Only=No
```

STEP 3

After you make the change in the previous step, go to the **File** menu, click on **Save**, and then click on **Exit** to close the `CDR.INI` file.

```
Cdr.ini - Notepad
File   Edit   Search   Help
   New
   Open...        1.vxd
   Save
   Save As...     g=NO
                  999
   Page Setup...
   Print          =7
                  st=YES
   Exit           =YES
Print_PatInfo=YES
Print_Dates=YES
XDrive=C
XPath=C:\CDR\XRAYS
Reports_Root=C:\CDR\REPORTS
QZoom_Def_Mag=4
Network=NO
Language=English
```

6. Using CDR Mail with Netscape

6.1   Note for Netscape Users

The next section describes the steps for setting up CDR so you can use CDR Mail with Netscape. **You will only need to do these setup steps before the first time you use Netscape to send CDR Mail**. After that, refer to the appropriate sections for sending and receiving mail with Netscape. In the event you decide to upgrade to a newer version of Netscape, you should **repeat** the setup steps.
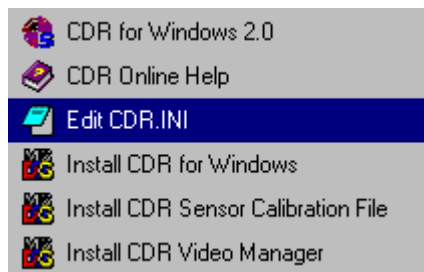
Screen captures from Netscape Communicator version 4.5 were used to supplement the descriptions in this chapter. We have verified that Netscape versions 4.0.5 or higher are compatible with CDR's mail feature.

6.2 Setting up Mail with Netscape

Open the CDR.INI file by clicking on the Windows **Start** menu, **Programs**, **CDR**, then **Edit CDR.INI**.

A. When the CDR.INI file is displayed, find the [MAIL] section and the line starting with Mapi_DLL

B. Change the line to read: Mapi_DLL=NSMAPI32.DLL (as shown) and make sure there are no blank spaces between the characters *(upper or lower case characters are acceptable).*
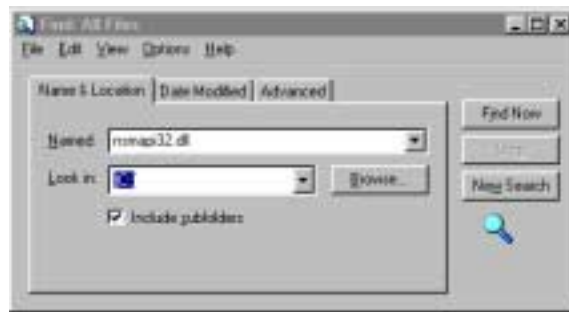
After you make the change in the previous step, go to the **File** menu, click on **Save**, and then click on **Exit** to close the CDR.INI file.
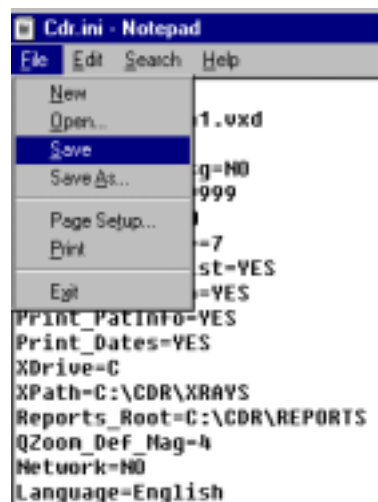

STEP 4

A. Find the `NSMAPI32.DLL` file on your system. Click **Start**, **Find**, **Files or Folders**, and enter `NSMAPI32.DLL`

B. When the Find dialog box appears, click **Find Now**.


STEP 5

When the `NSMAPI32.DLL` is found, right-click on the filename to bring up a short context menu. Select **Copy** from the menu.

Please Note: If Windows was unable to find `NSMAPI32.DLL` **for you, refer to Section 9.5 for additional help.**
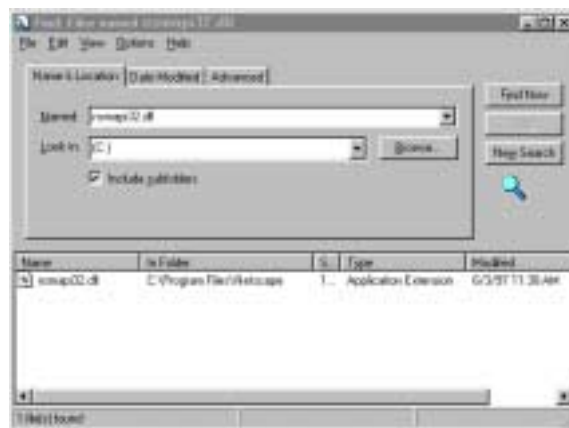
STEP 6

A. Open Windows Explorer by clicking **Start**, **Programs**, and then **Windows Explorer**.

B. Using the left button on the mouse, click on the `CDR\OBJ` folder. Then use the right mouse button to click on **Paste**.

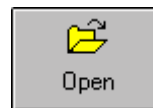C. The `NSMAPI32.DLL` has now been copied to this folder.
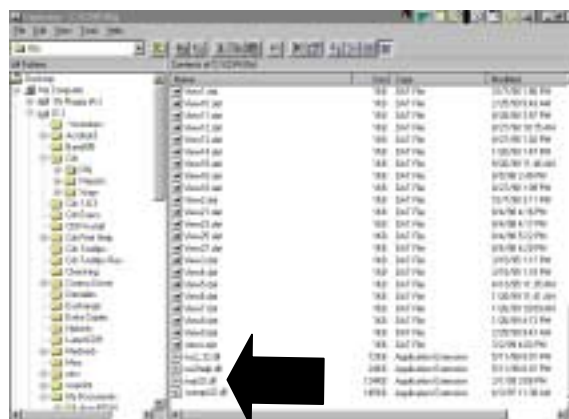
6.3   Sending Mail with Netscape

S<small>TEP</small> 1

Start CDR, if it's not running already,
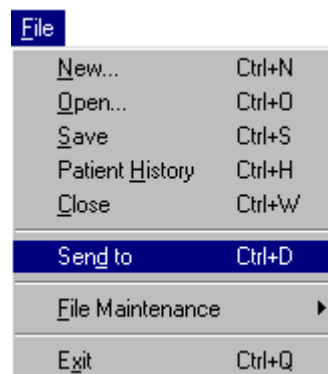and open a patient exam.

S<small>TEP</small> 2

Select one or more images you wish
to send. As you select images, a red
border highlights them.

S<small>TEP</small> 3

Go to the CDR **File** menu and click
on **Send to**.

A. Your system will build the mail
    package and display a mail
    message window similar to the
    sample shown.

B. *Optional*. Clicking on the paper
    clip symbol will list the file that
    CDR created.
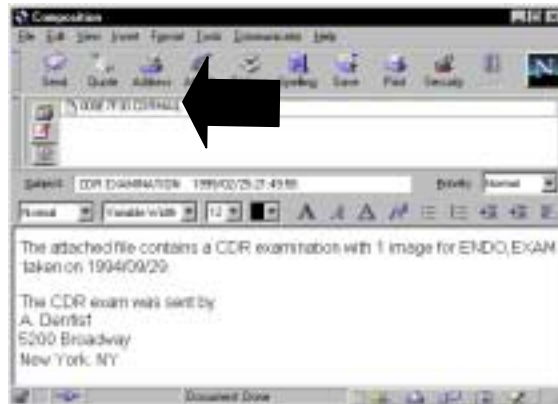
STEP 5

A. Fill in the **Send To:** and
    Subject boxes with the
    appropriate information.

B. Add any additional comments
    in the text area.

STEP 6

Click **Send**.

6.4 Receiving Mail with Netscape

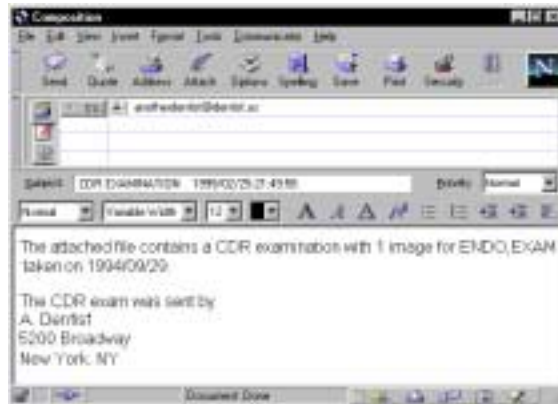> **IMPORTANT!** If you have received an e-mail message from an AOL user, follow the steps in Section 4.5 to open the attached CDR exam.

STEP 1

A. Connect to your on-line service and start Netscape.

B. Click **Messenger**.

STEP 2

A. Locate the e-mail message containing the CDR mail attachment (.CDRMAIL) and click once on it.

B. The text of the mail message and the attachment appears below the listing of received mail messages.

C. Click on the attachment symbol *(top arrow)* to show the attachment.

D. Then click on the attachment filename itself *(bottom arrow)*.
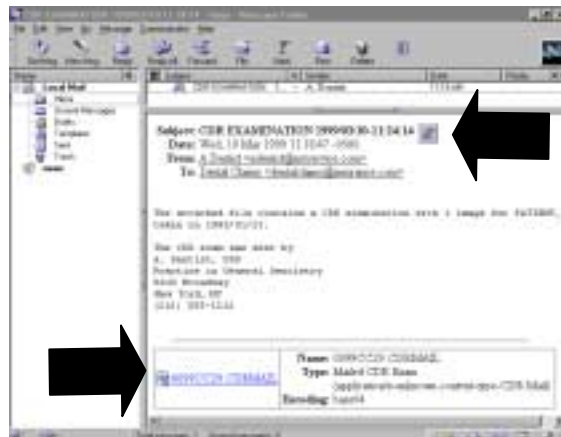
STEP 3

Netscape may open a window with a choice of two options. If this window does not appear, skip ahead to step 6.

STEP 4

A. Locate the check box near the bottom of the dialog box and shown at the right.

B. Make sure the check box is clear.

☐ Al<u>w</u>ays ask before opening this type of file

C. If necessary, click the check box to **remove** the check mark. By clearing this box, you'll skip over the previous step **the next time you open a CDR Mail message**. Instead, you'll see the CDR message described in step 6.

STEP 5

Select **Open it**, then click **OK**.

A message box is displayed, confirming that the mailed exam has been copied to your files. Click **OK** to close this message.

STEP 7

CDR should start if it's not running already and will display the e-mailed images immediately.

7. Using CDR Mail with Eudora Light

7.1 Note for Eudora Light Users

The next section describes the steps for setting up CDR so you can use CDR Mail with Eudora Light. **You will only need to do these setup steps before the first time you use Eudora Light to send CDR Mail**. After that, refer to the appropriate sections for sending and receiving mail.
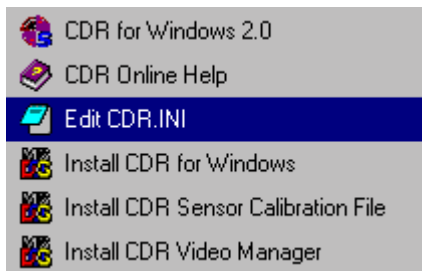
Screen captures from Eudora Light version 3.0.6 were used to supplement the descriptions in this chapter. We have verified that Eudora versions 3.0.6 or higher are compatible with CDR's mail feature.

7.2 Setting Up Eudora Light

S<small>TEP</small> 1
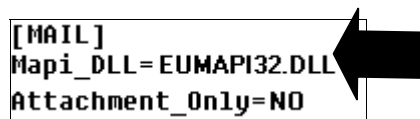
Open the CDR.INI file by clicking
on the Windows **Start** menu,
Programs, **CDR**, then **Edit
CDR.INI**.

CDR for Windows 2.0
CDR Online Help
Edit CDR.INI
Install CDR for Windows
Install CDR Sensor Calibration File
Install CDR Video Manager

S<small>TEP</small> 2
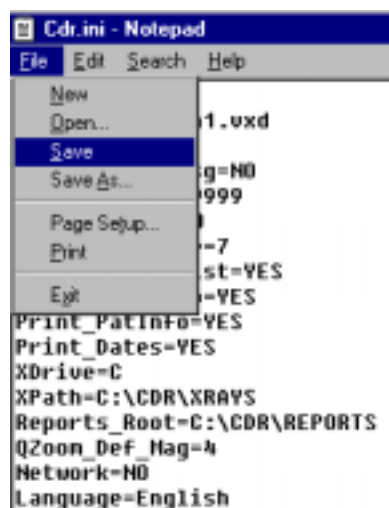
A. When the CDR.INI file is
    displayed, find the [MAIL]
    section and the line starting
    with Mapi_DLL

B. Change the line to read:
    Mapi_DLL=EUMAPI32.DLL
    (as shown) and make sure there
    are no blank spaces between the
    characters *(upper or lower case
    characters are acceptable)*.

[MAIL]
Mapi_DLL=EUMAPI32.DLL
Attachment_Only=NO

S<small>TEP</small> 3

After you make the change in the
previous step, go to the **File** menu,
click on **Save**, and then click on
Exit to close the CDR.INI file.

Cdr.ini - Notepad
File Edit Search Help
New
Open...   1.vxd
Save
Save As...   g=NO
                   999
Page Setup...
Print   -7
                   st=YES
Exit   -YES
Print_PatInfo=YES
Print_Dates=YES
XDrive=C
XPath=C:\CDR\XRAYS
Reports_Root=C:\CDR\REPORTS
QZoom_Def_Mag=4
Network=NO
Language=English

S TEP 4

A. Find the `EUMAPI32.DLL` file
   on your system. Click **Start**,
   Find, **Files or Folders**, and
   enter `EUMAPI32.DLL`

B. When the Find dialog box
   appears, click **Find Now**.
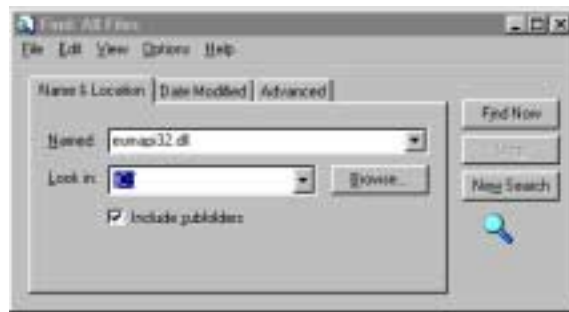
S TEP 5

When `EUMAPI32.DLL` is found,
right-click on the filename to bring
up a short context menu. Select
Copy from the menu.

**Please Note: If Windows was
unable to find** `EUMAPI32.DLL` **for
you, refer to Section 9.5 for
additional help.**
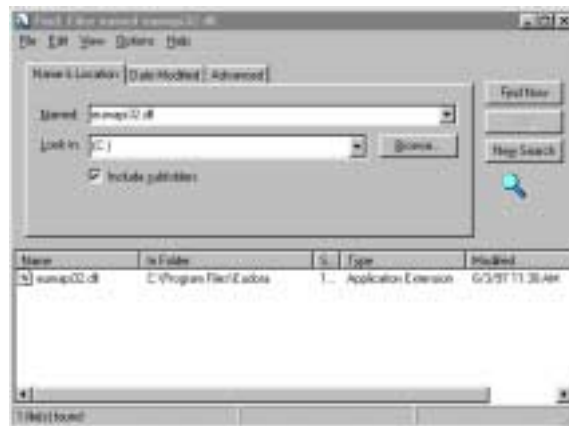
S TEP 6

A. Open Windows Explorer by
   clicking **Start**, **Programs**, and
   then **Windows Explorer**.

B. Go to the `CDR\OBJ` folder and
   click on **Paste**.

C. The `EUMAPI32.DLL` has
   now been copied to this folder.
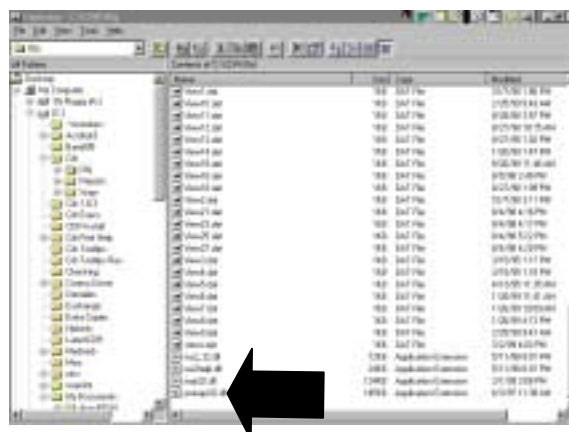
7.3   Sending Mail with Eudora Light

S<small>TEP</small> 1

Start CDR, if it's not running already, and open a patient exam.
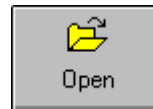
S<small>TEP</small> 2

Select one or more images you wish to send. As you select images, a red border highlights them.

S<small>TEP</small> 3

Go to the CDR **File** menu and click on **Send to**.
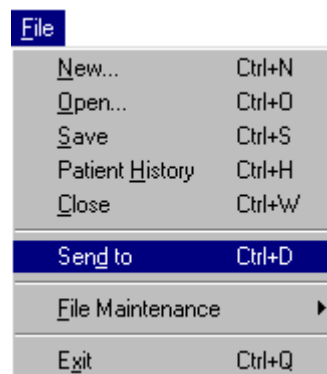
S TEP 4

A. Your system will build the mail
package and display a message
box similar to the sample
shown.

B. Notice that the CDR exam is
listed in the **Attachment** line.
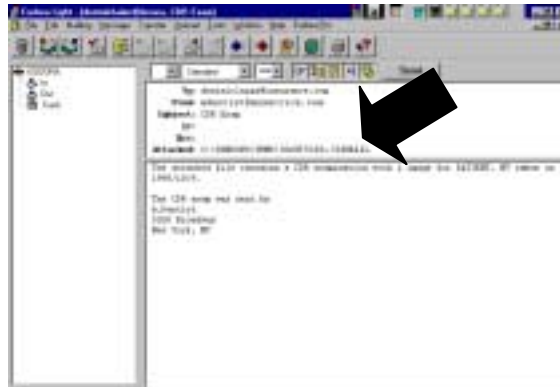
S TEP 5

A. Verify that the **To:** and **Subject**
boxes have the appropriate
information.

B. Add any additional comments
in the text area.

S TEP 6

Click **Send**.
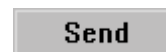
7.4 Receiving Mail with Eudora Light

> **IMPORTANT!** If you have received an e-mail message from an AOL user, follow the steps in Section 4.5 to open the attached CDR exam.

STEP 1

Connect to your on-line service and open your Eudora Light Inbox.

STEP 2

A. Locate the e-mail message containing the CDR mail package (`*.CDRMAIL`) and click once on it.

B. The text of the mail message and the attachment appears below the listing of received mail messages.

C. Click on the highlighted link listed after the **Attachment Converted** item.

Step 3

Eudora may open a window with a choice of two options. If this window does not appear, skip ahead to step 6.

Step 4

A. Locate the check box near the bottom of the dialog box and shown at the right.

B. Make sure the check box is clear.

Always ask before opening this type of file

C. If necessary, click the check box to **remove** the check mark. By clearing this box, you'll skip over the previous step **the next time you open a CDR Mail message**. Instead, you'll see the CDR message described in step 6.

Step 5

Select **Open it**, then click **OK**.

A message box is displayed,
confirming that the mailed exam
has been copied to your files. Click
OK to close this message.

S TEP 7

CDR should start if it's not running
already and will display the CDR
exam with the e-mailed images
immediately.

8. Checking Mail Settings in CDR.INI

8.1 Why You Might Need to Do This

Configuration settings for CDR are stored in the `CDR.INI` file. The `CDR.INI` file is a text file that lists many of the ways that the CDR program functions. Because changes in the file affect the operation of the CDR program, you should be careful about making changes here. A good idea is to print the INI file before you make any changes to it.

Sometimes, you may need to make changes in the file. For example, if you are using Outlook Express, Netscape, or AOL with CDR Mail, you will need to edit one of the lines in this file.

8.2 Changing the CDR.INI File

To open the `CDR.INI` file, click on the Windows **Start** menu, **Programs**, **CDR**, then **Edit CDR.INI**. The `CDR.INI` file will appear in its own window with the name of the text program that opened it (usually Notepad) at the top.

The INI file is categorized by section name (in brackets) and is followed by a number of settings listed in statement form. Find the appropriate section name (`MAIL` for example) and the setting that needs to be changed. Edit the line as you would any string of text, *but make sure to delete any extra spaces between the characters*. When you're done, go to the **File** menu and click on **Save**, then **Exit**.

A sample `CDR.INI` file is provided below.

```
[CDR]
Device=CDRxisa1.vxd
DynamicRangeMsg=NO
Eq_Min_Count=9999
Eq_Thresh=9950
Integrate_time=7
Check_Mult_Plist=YES
Print_DentInfo=YES
Print_PatInfo=YES
Print_Dates=YES
XDrive=C
XPath=C:\CDR\XRAYS
QZoom_Def_Mag=1
Network=NO
Language=English
PRINTER=Windows
COMPRESS=NONE
FOOTPEDAL=TWO-PEDAL
EXP_TIME=15
AUTO_THRESH=15
```

```
AUTO_COUNT=40
SPOT_REMOVER=NONE
EQUALIZE=NO
CALIBRATE=YES
AUTO_ACCEPT=NO
LPT_Port=LPT1
Port=300
SONY_SERIES=MINI
Phoenix_Integrate_time=7
Reset_Duration=410

[REPORTS]
Perio1=C:\CDR\Obj\PERIO1.RPT
Endo1=C:\CDR\Obj\ENDO1.RPT
ENDO1ITEM=&Endodontic...
PERIO1ITEM=&Periodontic...
PERIO2=C:\CDR\OBJ\PERIO2.rpt
PERIO2ITEM=&2
ENDO2=C:\CDR\OBJ\endo2.rpt
ENDO2ITEM=&Endo2
ENDO3=C:\CDR\OBJ\endo3.rpt
ENDO3ITEM=Endo &3

[MODULES32]
&Xray=XRAY32.DLL
&Panoramic=CDRPANO.DLL

[WINDOWS]
CustomColor1=131 254 248
CustomColor2=16 0 239
CustomColor3=32 255 223
CustomColor4=48 0 207
CustomColor5=64 255 191
CustomColor6=80 0 175
CustomColor7=96 255 159
CustomColor8=112 0 143
CustomColor9=128 255 127
CustomColor10=144 0 111
CustomColor11=160 255 95
CustomColor12=176 0 79
CustomColor13=192 255 63
CustomColor14=208 0 47
CustomColor15=224 255 31
CustomColor16=240 0 15
BackgroundRGB=192 192 192
Font=Arial
Fontheight=15
MaximizeEvalWindow=Yes
DisplayEvalMiniView=Yes
DisplayEvalStatus=Yes
```

```
DisplayEvalToolbar=Yes
DisplayEvalTicks=Yes
DisplayMainToolbar=Yes
DisplayExamInfo=Yes
MainWindowSize=0 0 800 600
MaximizeMainWindow=YES
BigButtons=Yes
DisplayMainStatusBar=Yes

[MAIL]
Mapi_DLL=MAPI32.DLL
Attachment_Only=No
```
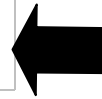
9. Troubleshooting CDR Mail

9.1 If CDR Mail isn't Working

If you experience problems using CDR Mail, here are some items you should check.

a) Make sure you've installed CDR 2.0 or higher (**Section 9.2**)

b) Make sure your e-mail program is MAPI-compliant (**Section 3.3**)

c) Make sure your e-mail program is working properly (**Section 9.4**)

d) Make sure your `CDR.INI` settings for mail are correct (**Chapter 8** and the corresponding chapter in this supplement that applies to your email program)

e) For single-user systems, check the `CDRMAIL.LOG` in the `CDR\XRAYS` directory; for networks, check the directory specified by the `XPATH` setting in the `CDR.INI` file for the location of the `CDRMAIL.LOG` file (**Section 9.3**)

f) If you receive the error message, "Couldn't open log file", delete the `CDRMAIL.LOG` file and restart CDR.

g) If you're trying to send images over the Internet, make sure your modem is working properly and that you've connected to your on-line service.

h) If you're trying to send images over the network in your office, make sure your network connection is working properly.

9.2 Checking Your Version of CDR

To check the current version of CDR, start CDR if it's not running already. Go to the **Help** menu and select **About CDR**. When the dialog box appears, look for the CDR software **Version** number (**2.0** in the following sample) and the type of CDR software (SINGLE-USER in this sample entry, but it could be NETWORK for network systems). You must have CDR 2.0 or higher for CDR Mail. Click OK to close the dialog box.
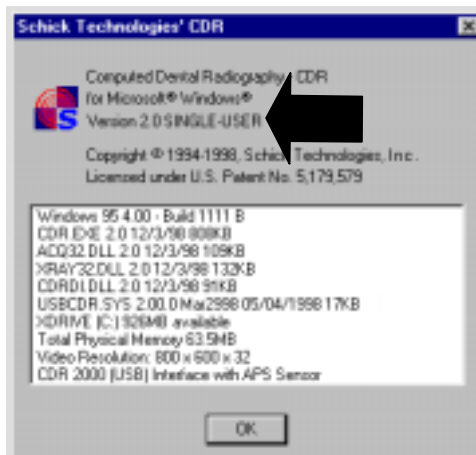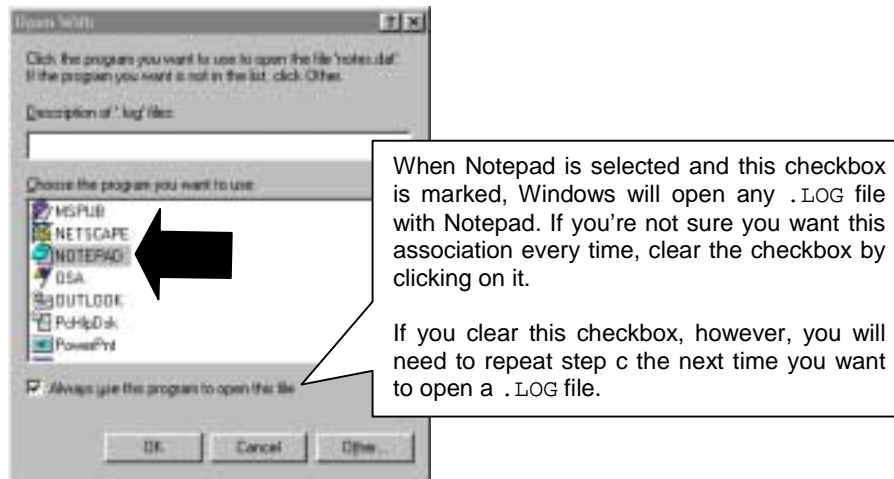

Figure 10. About CDR Dialog Box

9.3 Checking the CDRMAIL.LOG File

Every time you mail an exam in CDR, a record of it is saved in a file called the `CDRMAIL.LOG` file. This file records information that may be useful in troubleshooting problems with CDR Mail. The file is strictly text and does not include any of the contents of the mail attachment itself. To view the contents of the `CDRMAIL.LOG` file, do the following.

    a. Find the `CDRMAIL.LOG` file on your system. For single-user systems, go to the `CDR\XRAYS` folder. For networks, check the `XPATH` setting in the `CDR.INI` file, then go to that folder location. Double-click on the `CDRMAIL.LOG` file when you find it.

    b. If the file is already associated with Notepad or some other compatible text format, the file will open. Continue with step d.

    c. If you receive the following dialog box after double-clicking on `CDRMAIL.LOG`, you need to associate an application (or program) with `.LOG` type files. Find **Notepad** in the list box, select it, and click OK.

When Notepad is selected and this checkbox is marked, Windows will open any `.LOG` file with Notepad. If you're not sure you want this association every time, clear the checkbox by clicking on it.

If you clear this checkbox, however, you will need to repeat step c the next time you want to open a `.LOG` file.

    d. When the file opens, scroll down the list of time-stamped entries until you find the one that corresponds to the mail package you just created. *(We've supplied an entry from a sample CDRMAIL.LOG file below.)*

```
1999/04/23-11:41:44 Begin build of mail package C:\WINDOWS\TEMP\0061D512.CDRMAIL
1999/04/23-11:41:44 for CHECKUP, SERIES
1999/04/23-11:41:44 Exam Date: 10/09/98
1999/04/23-11:41:48 MapiLogon ( ) returned:    MAPI_E_LOGON_FAILURE
1999/04/23-11:42:14 End build mail package C:\WINDOWS\TEMP\0061D512.CDRMAIL
```

    e. In the sample, a problem was reported as MAPI_E_LOGON_FAILURE. You might get this error message if you cancelled the mail message after CDR created it. Make a note of the problem, then call us toll free at 1-888-4-SCHICK and ask to speak with one of our Technical Support representatives.

9.4 Checking Your E-mail Program

Because CDR Mail relies on network communications to transmit images and data, problems with sending and receiving images can sometimes be traced to the networks themselves. There's one quick way to check that the CDR Mail package you sent was actually transmitted by the network.

Check the settings for your mail program and make sure that your outgoing mail is saved after you send it. *(Normally, this is the default setting, so you probably will not need to change it.)* When you send CDR Mail, check your "Sent Items" folder for the CDR Mail message you just sent. If it's listed there, the problem occurred <u>after</u> the CDR Mail package was created and mailed. In other words, CDR Mail worked properly, your e-mail program worked properly, but a network problem (or the wrong recipient address) prevented the mail from reaching the intended user.

> **TIP:** There is another quick test for checking your mail program. Create a test message and include an attachment. Then, check whether you can send and receive the message. If you don't receive the message, the problem is not with CDR. Faulty modem operation, no connection with your on-line service, or other causes may be creating the problem.

You can also check your `CDRMAIL.LOG` file as described in **Section 9.3**.

9.5 Checking View Options in Explorer

To create mail messages in CDR, users of Netscape and Eudora Light must copy a specific system file to the `CDR\OBJ` directory. For Netscape users the file is `NSMAPI32.DLL` and for Eudora Light users the file is `EUMAPI32.DLL`. If the Windows Find feature was unable to locate these files for you, it could mean these files are hidden.

To ensure that all files, including *system files* (like DLLs) are viewable, perform the following steps.
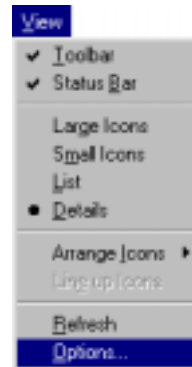
STEP 1

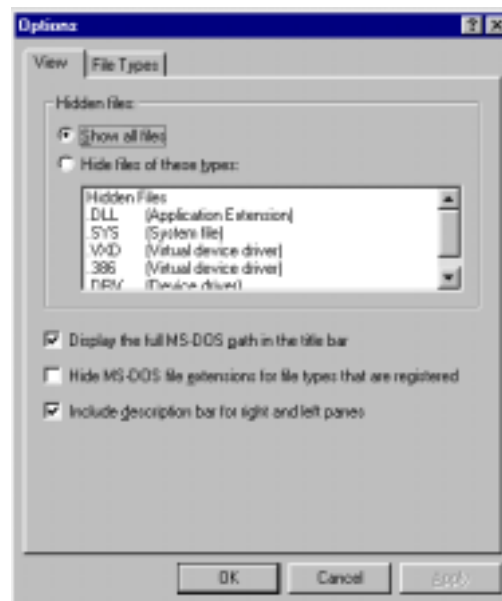Open Windows Explorer by clicking **Start**, **Programs**, and then **Windows Explorer**.
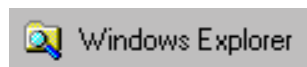
STEP 2

Click on the **View** menu, and then on **Options**.

STEP 3

A. When the Options dialog box appears, click on the View folder and then on "Show all files".

B. Click **OK** to save changes and close the dialog box.

STEP 4

A. Netscape users should repeat the search for `NSMAPI32.DLL`. Perform **Section 6.2**, starting with step 4.

B. Eudora Light users should repeat the search for `EUMAPI32.DLL`. Perform **Section 7.2**, starting with step 4.

9.6 Recommended Settings in Explorer

To find files quickly when sending and receiving CDR exams, we recommend that you use the following settings in Explorer.
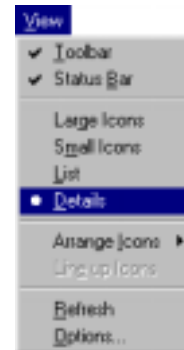
STEP 1

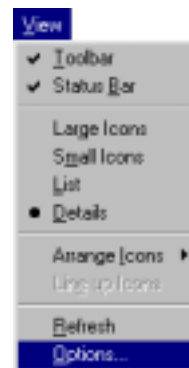Open Windows Explorer by clicking **Start**, **Programs**, and then **Windows Explorer**.

STEP 2

Click on the **View** menu, and then on **Details**. This will make it easier to see the full names of files displayed in Explorer.

STEP 3

Click on the **View** menu, and then on **Options**.

STEP 4

A. When the Options dialog box appears, click on the View folder and then make the following selections (as shown in the sample on the following page).

- Click on "Show all files"

- Make sure "Display the full MS-DOS path in the title bar" is checked. Click on it if it is not checked.

- Make sure "Include description bar for right and left panes" is checked. Click on it if it is not checked.

B. Click **OK** to save changes and close the dialog box.

10. General Information

10.1 Our Experience with CDR Mail

We have tested CDR Mail successfully with the following on-line services and mail programs:

a) SERVICES

- America Online (AOL) (version 4.0 or higher)

- Microsoft Network (MSN) (version 2.5 or higher)

- Prodigy (with Outlook Express)

- CompuServe (with Outlook Express)

b) MAIL PROGRAMS

- Microsoft Internet Mail

- Microsoft Outlook

- Microsoft Outlook Express

- Microsoft Exchange

- Netscape (version 4.0.5 or higher)

- Eudora Light (version 3.0.6 or higher)

- Eudora Pro (version 4.0 or higher)

The above list is not intended to be comprehensive. In fact, it is very likely that services and programs not listed here would be compatible with CDR. The mail programs we've listed are all **MAPI-compliant**, meaning that CDR will create the mail message for you that includes the CDR exam. Even if your mail program is not MAPI-compliant, you can still use the Attachments Only feature of CDR. Refer to **Section 3.3** for more information on this feature.