

How to Email

ID photos are mostly used for personalization of ID cards, documents such as passports, VISA, membership cards and databases. More and more applications are available on-line. This requires the ID photo to be available as JPEG file. The "Email" function is designed to save the passport photo as JPEG file and send it directly to the customer via Email. You only need to enter the customer's email address!

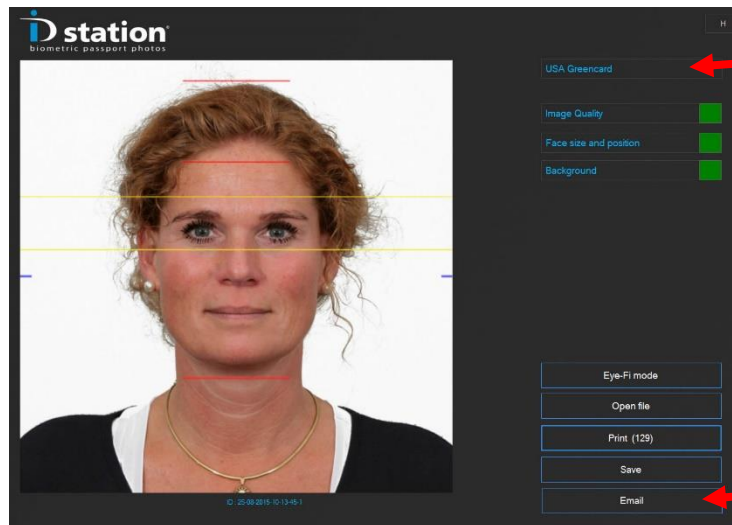
How does Email work?

Emailing works similar to printing:

Step 1 : make sure you have selected the appropriate country template.

Step 2 : take a picture and have it processed by the software.

Step 3 : Click on Email

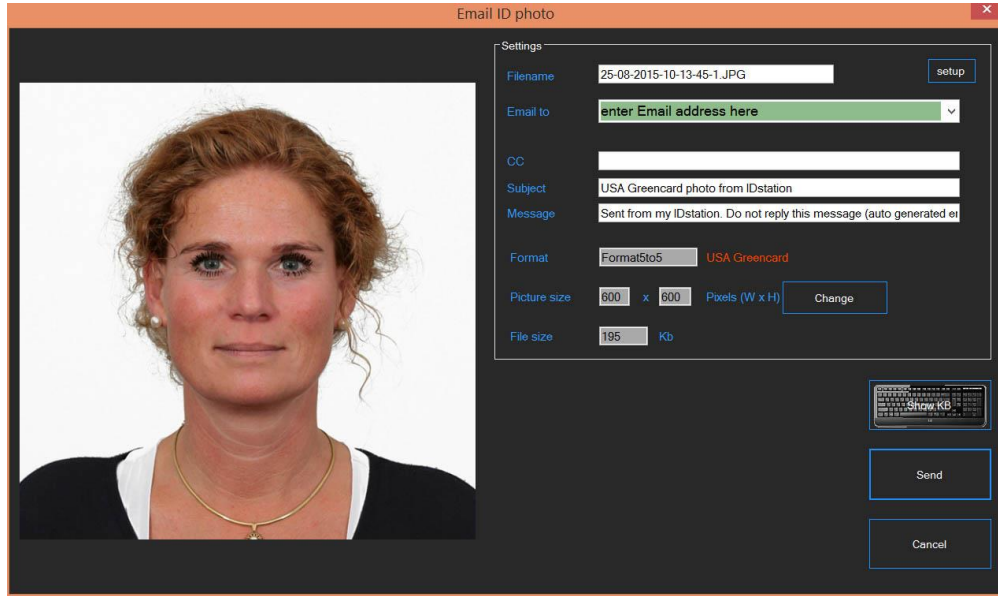


By clicking on the button "Email", the passport photo will be processed into a JPEG file that is ready to be sent by Email. The only thing you have to do is enter the Email address of the customer.

Now how does the software now the required JPEG file size? How many pixels, how may bytes.....This is all described in the email template. Every country template has a default email template which is executed when you click on the Email button.

Remember that the selected *Country* is important because it determines the format and specifications of the passport photo. Example : if the customer needs a JPEG photo for an on-line application for a US Greencard make sure to select that Country template first.

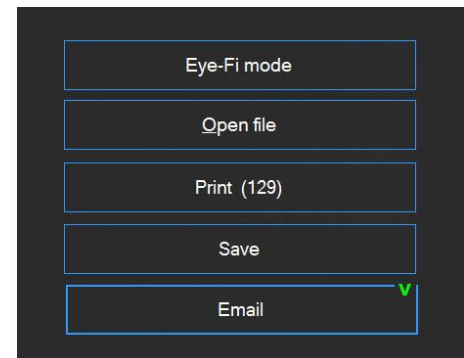
In the previous example the Photomatic software processed a picture using the USA Greencard template (the selected country template). Clicking on the Email button will start the Email tool:



The Email tool has already filled in most of the fields needed for Emailing and it has generated a JPEG file that will be attached to the email message. The details are shown on screen. Note that the file size is 195Kb and the image is 600 x 600 pixels. This is the required size for applying on-line for a Greencard for the US.

Just enter the address of the recipient and click on **Send**. ID station will generate an email message and will send it to the address you entered. The field to enter the Email address is a drop-down list which you can preset with addresses you frequently use.

If Emailing was successful, the tool will close and you'll see a green V mark on the button.



How to change a setting?

There are a couple of things you might want to change:

- File name
- Image size (width x height)
- File size (in Kbytes)
- Body text
- Subject (please keep the selected country in the subject!)

You can change these settings directly in the fields of Email tool window. If for example you want the filename to be the customer's name just tab on that field and change it using the keyboard. The changes are accepted by the tool and the email will have a file attached with the name you just entered instead of the default name (order number).

The file size (which is important because some on-line applications require a maximum file size (US greencard max 250 Kb) while other require a minimum file size (New Zealand on-line renewal min file size 500Kb). You can only change the file size by changing the picture size! Click on the Change button to do this. *Remember that the format cannot be changed as this is preset by the selected country. If you have created a passport photo with the USA Greencard country template (format 5x5) the saved file will always be in that format. If you need to email a JPEG file in another format you need to go back and select another Country!*

SETUP option

The Email option has a **setup option** that allows you to change the email server settings. If for example you are in a company that has its own email server, you probably need to use that server instead of the default one. Click on the setup button and modify the parameters for sending an email. Please do not change these settings if you have no idea what they do.....

How to change and save all default settings?

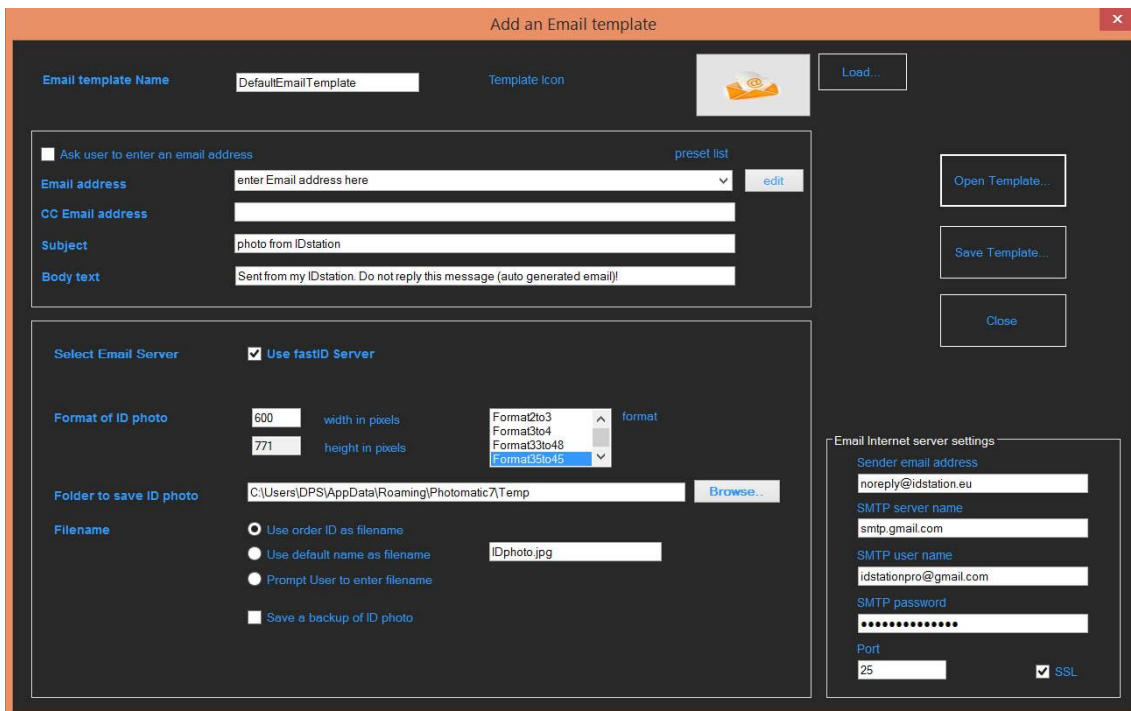
As mentioned above every Country Template has its own Email Template!

To change the Email settings for one particular country you need to:

1. Create a special Email Template containing the changes you need
2. Assign that Email Template to the Country template that needs these changes

Default Email settings (the values that are filled in when you start the Email tool) are saved in a file, called the DefaultEmailTemplate. (it's an XML file). You can edit this file to change the default settings. If for example you want every JPEG file to be 1268 pixels wide you should edit that value in the default email template and save it as a new file with a new name, for example **"MySpecialEmailTemplate.XML"**. Once you have this new Email Template you should edit the appropriate Country Template so that it will use that email template instead of the default one. Mind you, we already have created some special email templates for specific countries such as New Zealand and USA Greencard.

To edit the default settings file you need to start the Email template tool. In the main window of the Photomatic software click on "Options" and start the "tools" option (which probably requires you to enter a password). Now select the "Email Template".



Above you see the Email Template tool just after opening the *DefaultEmailTemplate* file. To open that file just click on Open Template and select that XML file.

Now you can make changes to the default settings.

A few remarks :

- **The file size** : only the width is adjustable. Depending on the format the tool will calculate the height after changing the width. The format itself cannot be changed because it depends on the selected country (as explained above).
- **Email server** : the Email option has two “modes” in which the email will be sent. The default one (selected in the example above) is to use the fastID server for sending the emails. Using our own server makes us independent of commercial email providers such as Gmail. However, you may decide to use your local email account. That’s the second “mode”. In this mode you need to fill in the details in the lower section on the right side (Email internet server settings). The DefaultEmailTemplate file has the global ID station Gmail settings filled in. This works as long as google does not block the account (as it has done before). So if you decide to use a local email account better fill in your own settings here! Otherwise there will be moment in time when emailing will stop working due to a Google security action to block the account because it has detected multiple usages from different devices on different sites world-wide.

Switching from mode 1 (use the fastID server) to mode 2 (local account such as Gmail) can be done by the user. There’s a small “setup” button in the Email tool window that allows a user to switch modes. This is useful when one mode seems to be not working and the user wants to try the other mode.

After making changes save these by clicking on Save. Remember that if you want your changes to affect only one particular country you need to save this template using a new name! If you keep the file name the same this change will be applied to most country templates.

If you save the changes under a new name you should also edit the country template for which you made these changes. To edit a country template you should start the country template tool (just as you start the email template tool, through options and so on) and open the country template for which

you have made the new email template. Change the name of the "Email Template" using the "Browse" button:



The screenshot shows a configuration window with the following fields and buttons:

- Default Print Template: 35x45 4-up.XML [Browse...]
- Default Save Template: DefaultSaveTemplate.XML [Browse...]
- Default Email Template: DefaultEmailTemplate.XML [Browse...]
- URL containing official Specifications: <http://www.rijksoverheid.nl/onderwerpen/paspoort-en>
- Use non-standard ICAO template

Red arrows in the image point to the 'Default Email Template' text box and its corresponding 'Browse...' button.

What to do if ...it doesn't work

Well, of course Email won't work if the ID station isn't on-line. Given the situation that the ID station is on-line what could go wrong?

1. File size too large causing the connection to time out. This might happen with large files and slow dodgy internet connections. The best way to solve this is to improve the internet connection. Or to reduce the file size. Finally you can try switching modes.
2. Server off-line. It might happen that the email server is off-line. In mode 1 (using the fastID server) we will notice this quite quickly and resolve it by restarting the server. (this hasn't happened yet but you never know..) More likely you are working in mode 2 (use your local email account) and you have made a mistake in one of the fields. For example the use SSL box : does this need to be checked? Are you sure?
3. Error trying to save. Before sending the JPEG file it needs to be stored on the C drive of the ID station. If that fails (due to disc full or because the file name exists) an error will occur. This needs to be resolved beyond the Email tool and probably requires you to access the C drive.