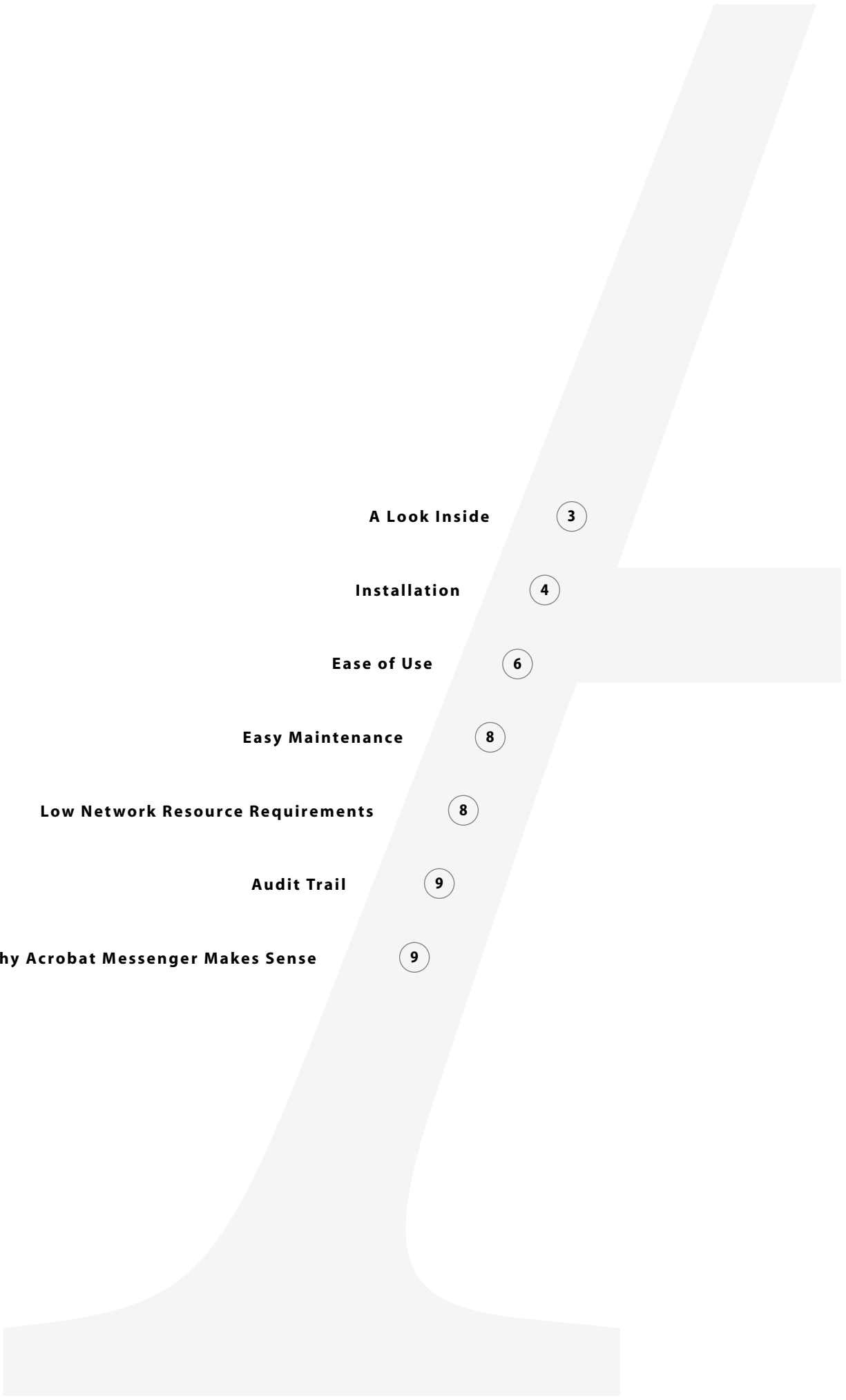


Making

Adobe® Acrobat® Messenger™ Work

In your Wired World



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In today's wired world, businesses are constantly looking for new ways to work faster and more efficiently. Although the World Wide Web and e-mail have introduced new mediums for delivering documents online, offices are still producing more paper documents than ever. And sharing paper documents is anything but fast and efficient. From fax machines that produce moderately readable text and print only in black and white to overnight mail that is costly and still doesn't match the immediacy or efficiency of e-mail, modern offices have had few options for distributing printed information efficiently—until now.

Adobe Acrobat Messenger software solves this problem by providing an easy way to convert paper documents to digital files and deliver them immediately via e-mail, the Web, fax, and more. Central to its functionality is the ability to create searchable Adobe Portable Document Format (PDF) files, the emerging standard for universal document exchange. Acrobat Messenger functions as a dedicated workstation in a central location such as the company copy room. Users can walk up to the Acrobat Messenger station, drop their paper documents into the scanner, convert them to Adobe PDF files, and deliver the files electronically to anyone anywhere using a variety of electronic-delivery options. Because Adobe PDF files are platform-independent, anyone with the free Acrobat Reader™ software can view and print the files. And because Adobe PDF files are compact, they won't overload the network. Acrobat Messenger also performs optical character recognition (OCR), allowing a printed document to become a fully searchable digital file that can be replicated, distributed, and archived easily. Users can also scan photographs and convert them to JPEG files, meaning users can deliver pictures the same way they distribute Adobe PDF files.

Acrobat Messenger software is designed to be used with little or no training. And capitalizing on Adobe's know-how of delivering Acrobat solutions that are simple to install and require little support, Acrobat Messenger is designed to run like a dedicated appliance. Install it once, configure it to fit your company and network environment, and it runs itself.

A Look Inside

Adobe Acrobat Messenger software runs on a dedicated Windows NT® workstation that is attached to the corporate network. A scanner or digital copier is attached to the PC. Because Acrobat Messenger is designed to work as a walk-up station, users can scan documents and images and then deliver them electronically to various destinations. The files are generally sent as e-mail attachments to users on the company network or on the Internet. But other options, such as sending the scanned file directly back to the user's own desktop, routing it to a shared network directory, or automatically posting the file to an embedded Web server for subsequent download are supported. In addition, users can send files to a local printer, save them to removable media, or fax them to a standard fax machine.

The fax option has the additional benefit of allowing multiple Acrobat Messenger stations to share one fax line, rather than the customary configuration in which a dedicated phone line is required for every device that can send a fax. No other scan-to-e-mail solution offers so many delivery options and such economy in the delivery process.

Once a document is scanned, users have the option to perform OCR. A hidden layer of text is then included within the Adobe PDF file. OCR is performed on the Acrobat Messenger workstation but separately from the scanning, so that users can still scan and deliver documents while OCR is performed in the background. The Acrobat Messenger default behavior for OCR is configurable: always perform OCR or perform it only when requested.

Users who expect to scan many documents and want to send them to their own PC or a designated folder on the network are encouraged to download Acrobat Messenger Express client software, which bypasses the e-mail system and delivers documents directly across the network. This feature is user-installable. It can be downloaded from the Acrobat Messenger home page. Users simply select a folder to receive files and select an application to open the files (Acrobat Reader is the default). The next time they use the Acrobat Messenger workstation, their name will appear in the Express pop-up menu. And using the default configuration, the file will be open and waiting for them when they return to their desktop. The Express option makes it easy for high-volume users to archive documents to their desktop. This same option can also be used to set up a shared drop folder on the network for other activities such as contract archival or check-in for a document management system.

Acrobat Messenger software includes an embedded Web server, which is designed to work within the firewall. When the user selects the E-mail (Web address) delivery option, documents or photos are automatically saved to the Document Repository, and recipients get an e-mail notification that includes the specific URL for the file. E-mail recipients simply double-click the URL, and the file opens in their desktop browser software. Users can also view files by posting date when visiting the Web server's home page. The Acrobat Messenger Document Repository acts like an intranet bulletin board. It is not designed for secure applications or for posting confidential documents. Rather, documents posted to the Document Repository can be viewed by anyone visiting the site.

The home page of the Acrobat Messenger Web server includes easy access to Acrobat Reader software, Express client software, the Document Repository, online tips, and online reference materials.

Installation

Acrobat Messenger software is designed to be easy to install and maintain. It is a practical solution that requires only loading the software on the workstation and performing some

minor configuration. Client-side software, such as Acrobat Reader and Acrobat Messenger Express, can be downloaded from the embedded Web server. This process is easy: Customers point their browsers to the home page, download the client software, and install it. Installing the Express client software consists of running the installation program and answering a few questions, such as the default location for documents returned from the Acrobat Messenger workstation.

Installing an Acrobat Messenger workstation is a simple two-step process: Install and configure Windows NT Workstation on a PC, and then load the Acrobat Messenger software while answering some basic questions. Once the software is installed, the administrator should tell users the workstation's URL so users can download the client-side software.

The workstation component requires a dedicated Windows NT workstation (at minimum a 400-MHz Pentium® II processor with 128 MB of RAM and a 4-GB hard disk) running Windows NT 4.0 Workstation (with Service Pack 3).

To load the software, simply run the set-up program from the CD-ROM. Only two configuration items are required to get Acrobat Messenger running:

- A fixed TCP/IP address (with subnet mask and gateway) for the Acrobat Messenger station
- Name or address of the e-mail SMTP server (for delivery of documents)

If the advanced features in Acrobat Messenger are configured, the following parameters are also needed:

- Name or address of the POP3 server to authenticate users by their e-mail name and password
- Name or address of the LDAP server to find a user's e-mail address by typing in the real name and searching the company's e-mail address database

Some additional configurable options let users refine the operation of the Acrobat Messenger workstation within the enterprise. These options include:

- Should OCR ("Make Searchable" option) be the default setting? (Whatever the setting, a user can change it when needed.)
- Is fax delivery enabled?
- Is saving to a removable medium (floppy disks and Zip disks, for example) allowed?
- Can documents be printed from the Acrobat Messenger workstation? If so, which printer will be used?
- Should a default domain name be appended to all internal e-mail addresses if no domain name is specified when the user logs in?

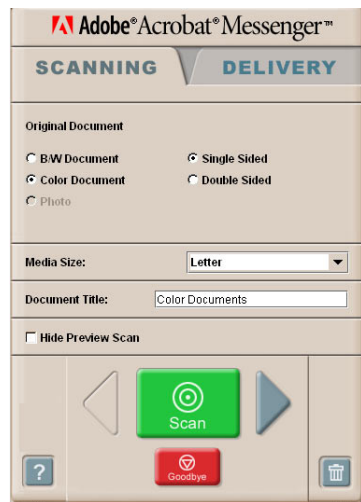
Beyond these options, only minor details regarding site maintenance need to be provided, such as the length of time to retain documents in the Document Repository, the default paper size, the usernames of authorized administrators, and so forth.

Acrobat Messenger has been tested with many midrange scanners, including scanners from HP, Fujitsu, Epson, and Bell and Howell. Scanners that use the ISIS interface are supported. Scanners with TWAIN drivers are not guaranteed to work, but TWAIN 1.7- or 1.8-compliant drivers will provide the best chance for success. For best results, use a scanner with an automatic document feeder that can process 10 pages per minute. Check the Acrobat Messenger section of the Adobe Web site (www.adobe.com/acrobat/messenger) for listings of tested scanners.

Ease of Use

The Acrobat Messenger user interface is designed to be intuitive. A simple, one-time instruction should be entirely sufficient for even a computer novice to use Acrobat Messenger productively. The process is as simple as scan, preview, and deliver.

Scan: Insert the documents in the scanner, log on, confirm a few settings, and then click the large green Scan button.

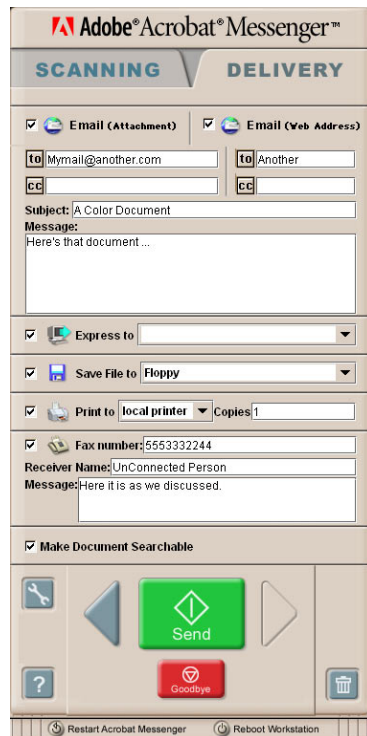


Preview: More experienced computer users can take advantage of the basic editing functions in Acrobat Messenger. These options are accessed in Preview mode, which pops up after the document scan is complete. In the Preview window, users can make changes instantly without rescanning. Users can crop or delete pages, rotate pages that were scanned upside down, or rearrange pages that are out of order. If users want to offer comments or draw attention to a particular part of the page, they can annotate it with electronic sticky notes, stamps, or pencil marks.

Deliver: Users can choose from a wide variety of delivery options:

- E-mail the file to one or more users
- Post the file on the Web server and notify one or more users
- Use the Express To function to route the file directly to their own desktop or to a shared PC directory
- Save it to the disk, Jaz, Zip, or tape drive that is installed at the Acrobat Messenger station
- Print the file to a designated local printer
- Send it to a standard fax machine

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In all cases, the process of using Acrobat Messenger—even its advanced functions—consists of making selections in simple dialog boxes or clicking intuitive icons. Mostly, the process consists of logging on, clicking the Scan button, previewing the pages on-screen, selecting one or more delivery options, and then clicking Send. It's truly as easy as scan, preview, deliver!

Easy Maintenance

Acrobat Messenger is designed to be a low-maintenance product: just install and go. First-time installation is typically accomplished in less than an hour; ongoing support is estimated at 15 minutes or less per month. Keeping maintenance and administration overhead this low is a function of this intelligent design.

Acrobat Messenger software takes over the Windows NT workstation and runs like a dedicated appliance. Users are not allowed to quit the application using Control-Alt-Delete. Nor do they have the ability to load other software or change settings. In the rare case of a system hang, however, they can easily restart it using an on-screen button. This reboot returns them directly to the Acrobat Messenger application, and work can resume immediately.

When more advanced activities are called for, an administrator simply logs onto the station using their own user ID and password. Acrobat Messenger recognizes them as an authorized administrator and displays a wrench icon. Clicking on the wrench icon opens the Configuration Editor, a highly intuitive tool that allows them to configure and change settings. Alternatively, the administrator may turn off the automatic startup—or “turnkey”—mode, return to the Windows NT desktop, and then run the Configuration Editor from the Start menu.

Low Network Resource Requirements

Although transmitting scanned image data might be a concern for bandwidth-constrained networks, Acrobat Messenger is designed to minimize these concerns in three important ways: minimizing file size, limiting network activity, and providing network-savvy delivery options.

Acrobat Messenger:

- Uses Adobe PDF and JPEG file formats, both of which use intelligent data compression technologies to keep file sizes to a minimum. It also uses a new Adobe technology known as “color segment recognition,” which reduces the size of color Adobe PDF documents even further.
- Creates network traffic for only the most basic operations: delivery of document files, accessing corporate e-mail directories, and one-time download of client-side software.
- Provides intelligent delivery options. The E-mail (Web address) delivery option lets users save one copy of the file on the embedded Web server rather than sending duplicate copies to many e-mail addresses. The Express To delivery option bypasses the e-mail system and routes files directly from the Acrobat Messenger station to a designated PC directory.

Using Adobe PDF, a typical black-and-white single-page document is only 15 to 30K in size, and color single-page documents range from only 100 to 300K, depending on the complexity of the color information.

With the intelligent design of Acrobat Messenger, paper documents can be scanned and delivered quickly—placing a minimal load on the corporate network.

Acrobat Messenger performs all its computing itself, which specifically includes the intensive process of OCR. OCR can process at about four pages per minute on a minimally configured system. However, this processing is done in the background, so that foreground tasks such as scanning new documents are not affected.

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Audit Trail

For system managers who want to track user activity, Acrobat Messenger automatically generates a usage log. The log is a standard tab-delimited file that contains activity, including username, number of pages scanned, destination delivery type (including fax deliveries), and more. From this data, an administrator can create a customized report showing the necessary data.

Why Acrobat Messenger Makes Sense for System Managers and Administrators

Today in many corporate departments where document scanning is performed on an irregular basis, scanners are attached to the workstations of selected users. To scan documents often means disturbing the principal user of the workstation, getting advice on how the scanner works, and then delivering the scanned document electronically to its intended destination. The scanners often have complex software interfaces that can differ significantly among machines. In addition, image file formats typically require special—and sometimes proprietary—client reader or application software.

In such settings or even in more systematized sites, the cost on managers, administrators, and support personnel can be high because of the time involved with explaining how the scanner and the scanner software works, and how scans can be delivered.

Acrobat Messenger solves all these problems. A central walk-up workstation is accessible by all users, allowing them to scan documents without having to interrupt their colleagues. And because it creates searchable Adobe PDF files, anyone on any platform can read documents easily with the free and broadly distributed Adobe Acrobat Reader software.

The user interface is designed so that it can be used with virtually no training: scan, preview, and deliver. If a user has a “how-to” question, others in their workgroup can typically provide the answers.

The multitude of delivery choices in Acrobat Messenger means that users can avoid physically delivering scanned files. Indeed, Acrobat Messenger makes it easy for them to deliver

their paper documents to everyone on their distribution list in one simple step. Questions about getting files to a remote location or faxed to an outside destination disappear.

When companies choose Acrobat Messenger as their departmental paper-to-digital solution, they begin to move aggressively from the inefficiencies of paper document distribution to a modern approach to document management. Electronic filing is much more efficient; documents can be retrieved easily by simply searching for a text string within the file; text can be re-used by copying and pasting from the Adobe PDF file into another application file; distribution is greatly facilitated; and use of copy machines is reduced dramatically. All this is made possible by having an accessible, easy-to-use paper-to-digital solution.

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The choice of Acrobat Messenger makes especially good sense because of its cost efficiencies; ease of installation, use, and maintenance; negligible impact on the corporate network; and the audit trail it provides.

Few solutions exist today that are so capable, so easy to use, and generate so little overhead. No matter how you look at it, Acrobat Messenger is the paper-to-digital solution of choice.

For further information on Adobe Acrobat Messenger, visit www.adobe.com/acrobat/messenger.