



# PAPAGENO

## Message Management Via the Phone User Manual

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# To Manage Messages Via the Phone with PAPAGENO



With PAPAGENO, you can use the telephone to listen to your voice mails and the contents of your e-mails, as well as the date, time and sender of all messages you want (faxes, e-mails and voice mails).

## In this guide is described as you

- **listen to** your voice, fax, and e-mail messages (time, date, sender, voice and email content)
- **delete**
- **mark as previously listened to**
- mark with **comments**
- **forward to a telephone number**
- add or change a **personal greeting and a farewell text**
- and specify a **representative** who will receive all your messages in your absence.

The relevant documentation is on our internet site: [www.vipcomag.de](http://www.vipcomag.de) under Download - Manuals - "PAPAGENO Voice-Mail", "PAPAGENO SMS", "PAPAGENO FAX".

# Content

Which phone can you use to listen to your messages?.....	3
Bevor Sie beginnen, benötigen Sie .....	3
That's how it works .....	3
To Speak, Change, Delete or Listen to the Greeting and Farewell Textt.....	4
To Listen to, Answer to, Delete and Forward New Messages .....	4
To Listen to, Answer to, Delete and Forward All Messages.....	5

## Which phone can you use to listen to your messages?

**You can use PAPAGENO over any DTMF-enabled phone.**

DTMF-capable are telephones that generate beeps when dialing (also mobile phones and smartphones).

## Before you begin, you will need

- Your **extension number**. That may be the same as your fax extension.
- Your **PIN code**. You must enter it on request. Otherwise, anyone who knows your dial-up could listen to your messages.

Your PIN code is your personal user identification in PAPAGENO.

- ▶ Ask your administrator for your personal pin code and your direct dial number.

## That's how it works

- ▶ Dial your telephone number with the extension for your voicebox (from outside) or dial your extension for your voicebox (within the company).

An electronic voice welcomes you by name or you hear your already entered greeting text.

- ▶ Press the (#) key during your welcome text or during or after the message of the electronic voice, then enter your PIN code and press the (#) key again.

So: **Dial number, press # key, pin code, press # key**

e. g.: 54750222



765



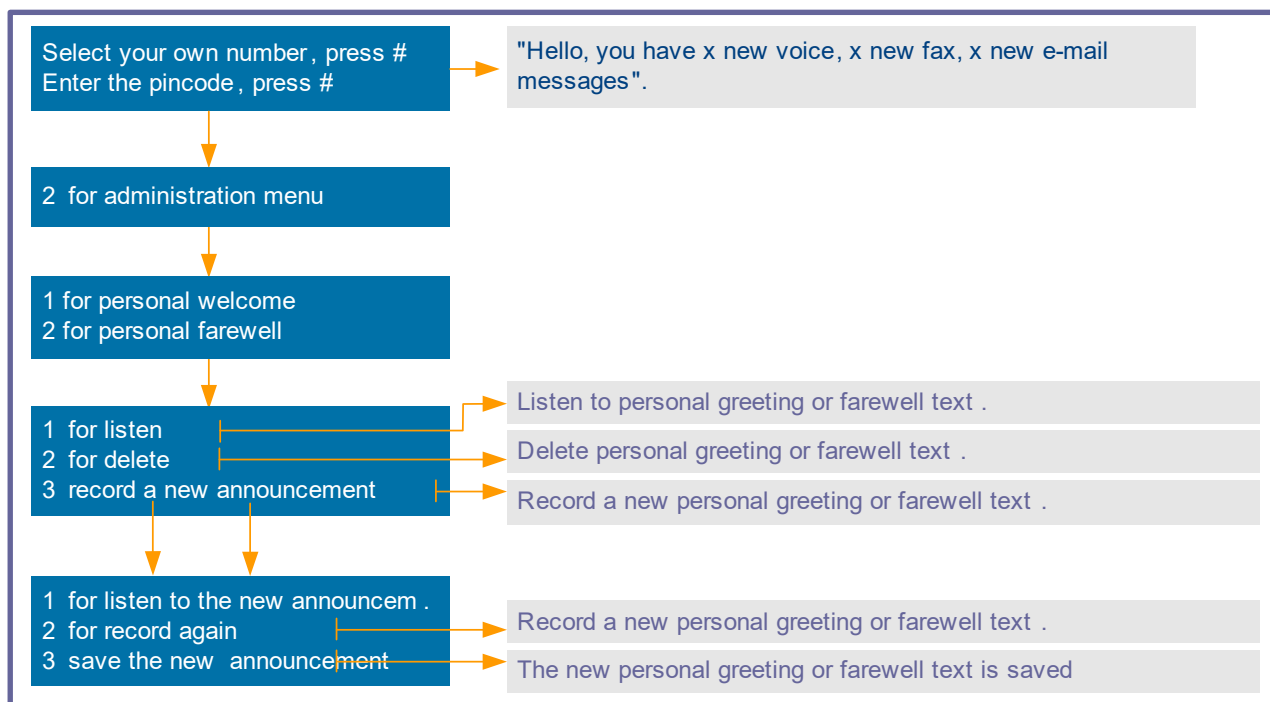
Afterwards, the electronic voice requests you to press certain keys to trigger certain functions. You can easily follow the instructions of the voice.

### NOTE:

You can interrupt the electronic voice at any time if you already know which key you should press next.

Press the 0 **key to go back one step.**

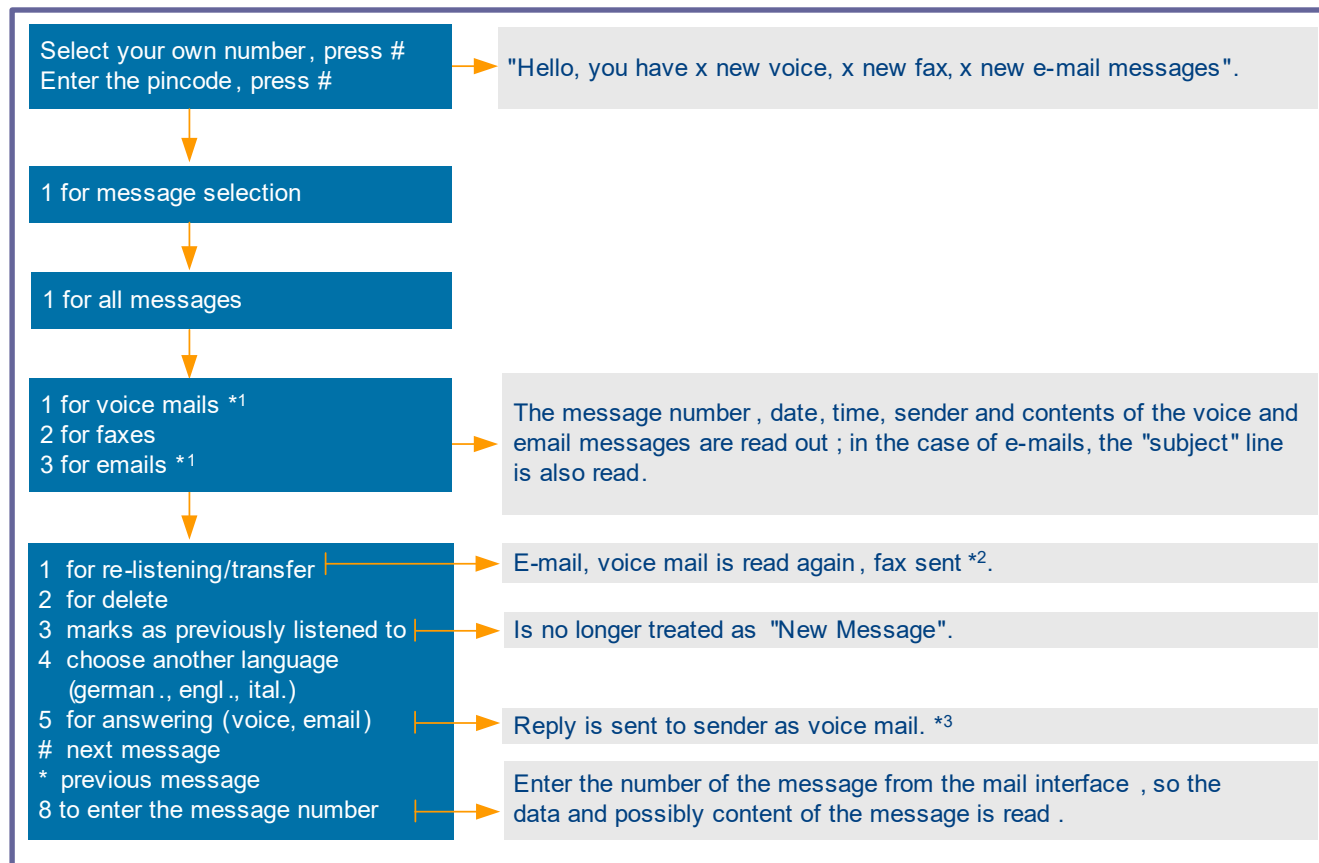
## To Speak, Change, Delete or Listen to the Greeting and Farewell Textt



## To Listen to, Answer to, Delete and Forward New Messages



## To Listen to, Answer to, Delete and Forward All Messages



### Listen to Voice Mails and Emails (\*1)

Whether you have the option of accessing your voice mails and/or your e-mails via the phone depends on the technical configuration in your company. If you do not receive voice messages and/or e-mails on the phone, you probably have no way to do so.

► Ask your administrator.

### Transmit Fax (print and read)(\*2)

If you call a fax from the phone, you can not read the contents. This is technically not yet possible. However, you have the option to "submit" the fax.

If you are calling from a telephone that is combined with a fax, you can use this option to send the fax to the fax machine. You then have it in paper form and can read it.

### Reply (\*3)

You can answer to voice mail and e-mail messages after you have listened to the message.

You are asked to speak your answer. You can listen to this answer again (1) and / or re-talk (2).

When you select 3 for "Send," your voice response will be sent to the sender of the original message and will be received there as voice mail.

