



# PAPAGENO

Voice Mails

User Manual for Outlook  
2010 and higher

Version 5.9

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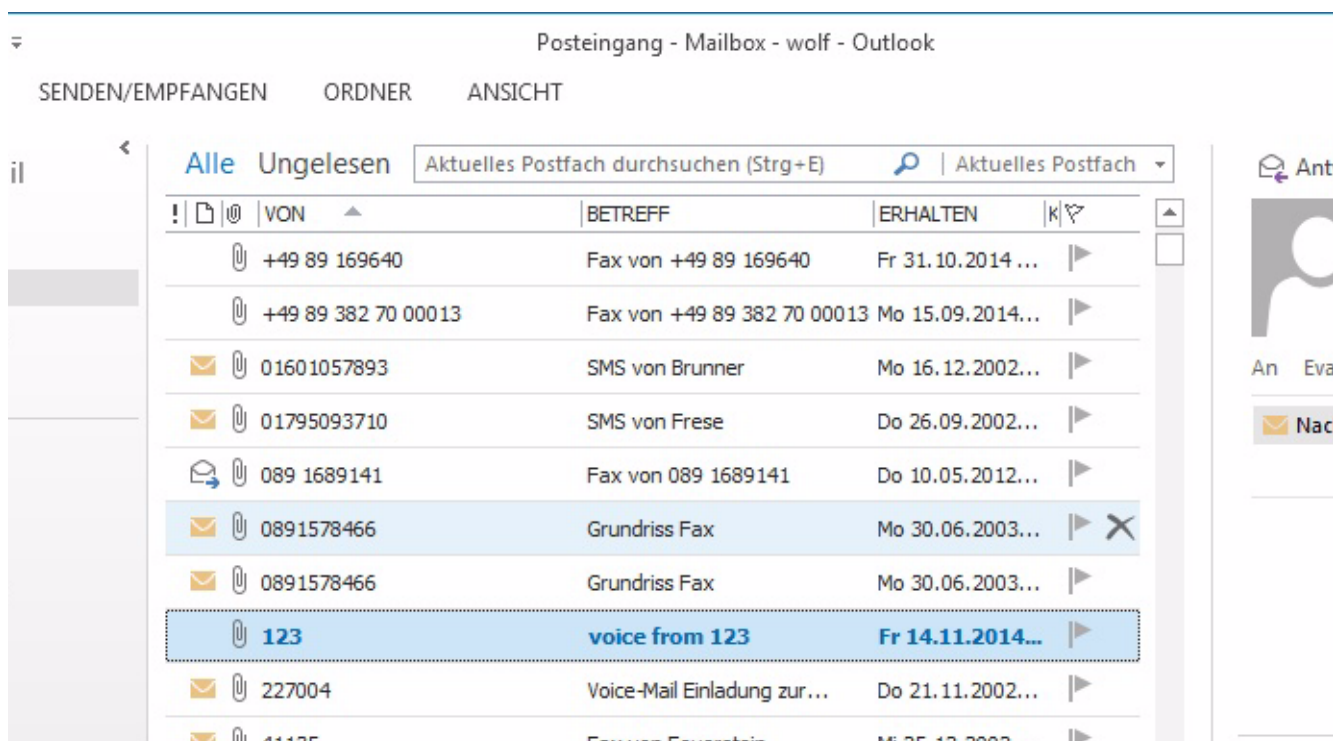
# Using Voice Mails with PAPAGENO



This manual is valid for Outlook 2010 and higher.

**With PAPAGENO voice mail you can use your personal answerphone in your mail programme.**

Your voice mails are in your Outlook inbox like the e-mails



You can listen to your voice mails from all over the world - over the **telephone** - as well as being able to delete them, mark them as heard, or add written comments to them before forwarding.

And you can record your own personal welcome and farewell messages (**answerphone texts**).

Your administrator can tell you whether you are able to collect your messages over the telephone (voice mails, faxes, e-mails).

You can listen to your voice mails from all over the world - over the **telephone** - as well as being able to delete them, mark them as heard, or add written comments to them before forwarding.

The relevant user documentation you will find on our internet site: [www.vipcomag.de](http://www.vipcomag.de) under Download - Manuals - "PAPAGENO Voice-Mail", "PAPAGENO SMS", "PAPAGENO message administration over the telephone".

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# Using PAPAGENO Voice-Mail

You can

- **listen to your voice mails** (see page 5),
- **supplement your mails with a text and forward them** (see page 6),
- send them to a **telephone number** (see page 6),

**archive** or delete them (like e-mails).

## Does your computer fulfill the requirements for listening to voice mails?

- A sound card,
- speakers
- and a program for listening to the sound files

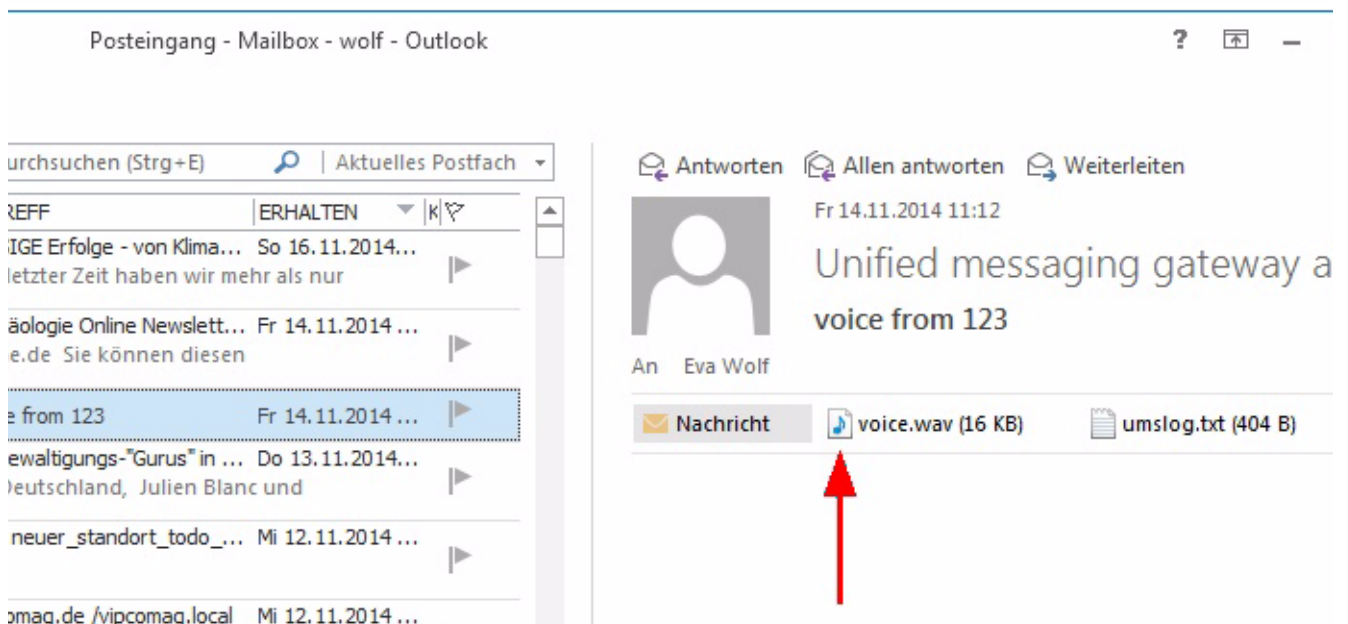
must be installed

In other cases, voice mails can only be listened to over the telephone.

► If necessary, ask your administrator for details.

## How to listen to a voice mail

► Double click on the voice button in.



A window will open for listening to sound documents (Example: Media Player):

► Click on the play button.

You will then hear the contents of your voice mail.

# How to send a voice mail

You can

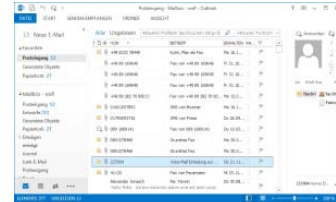
- send a voice mail as an e-mail **to an e-mail address**. (The voice document is included as attachment. Additional text is transmitted in the same way as for an e-mail.),.

voicemail

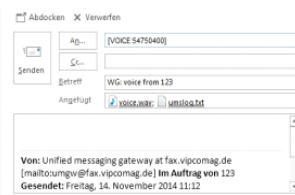


Sending to an email address

Outlook inbox of the recipient



voicemail



Sending to a phone number



phone of the recipient

- send a voice mail **to a telephone number**. (The recipient receives a telephone call, lifts the receiver and hears the contents of the voice mail. Additional text or “subjects“ do not arrive).

## When you wish to send a voice message to an email address

- ▶ In an Outlook send window insert the voice mail as an appendix.
- ▶ Enter the email address of the recipient and click on **Send**.

## When you wish to send a voice message to a telephone number

- ▶ In an Outlook send window insert the voice mail as an appendix.

**!Achtung: The format you use to enter a handy number depends on the PAPAGENO-Installation in your company..**

- ▶ Ask your administrator.

### Possible formats:

**phone number/voice@name.domäne**

e. g.: 08954750400/voice@UMS.samplefirm.de

and

[VOICE: **phone number**] (including the square brackets),

e. g.: [VOICE:08954750400]

If more than one recipient is entered in the relevant lines, the entries must be separated from one another by „;“;

[VOICE:08954750400]; [VOICE:08908912345672]

- ▶ Enter the telephone number in this format.
- ▶ Send the message by clicking on the button `Send`.

The recipient receives a call, Der Empfänger erhält einen Anruf, hebt ab und hört Ihre Nachricht auf seinem Telefon.

## How to enter Send Options

**!Attention! Send options (e. g. date or cost unit) can only be entered if the address format *faxnumber/fax@name.domäne* is used.**

You can enter the following options with the recipients address:

Option	Description
<code>retries=number</code>	<i>number</i> : Max number of retries.
<code>night</code>	sending by the most economic mode at night
<code>date=date</code>	<i>date</i> has the the format: <i>day.month.year</i> Example: <code>date=30. September 2016</code> or: <code>date=30.9.16</code>
<code>time=time</code> oder: <code>time_time</code>	<i>time</i> : enter the send time in the format: <i>hour.minute</i> Example: <code>time=17.30</code>
<code>costunit=costunit</code> oder: <code>costunit_costunit</code>	Here you can enter a costunit (e. g. „distribution“ or „development“), that later is debited with the costs.

### So you enter the options:

Enter the option(s) between „*faxnumber/fax*“ and „*@name.domäne*“ and separate them by a „/“.

#### Examples:

`123456/fax/date=30.9.16/time=7.00@UMS`

means:

On 30.9.16 at 7:00 a.m. send this fax to the number 123456.

`123456/fax/night/date=30. September 2016/time=20.00/costunit=distribution@UMS`

means:

On 30.9.16 after 20:p.m. send this fax to the number 123456 by the most economic mode. Costunit is „distribution“.

# Using PAPAGENO Voice-Mail over the Phone

Over the telephone, you can

- **listen to** your voice, fax and e-mail messages (time, date, sender and for voice and e-mails: contents),
- **delete**,
- mark as **previously listened to**,
- mark with **comments**,
- **forward** to a telephone number,
- record or change personal **welcome and farewell messages**,
- and specify a **representative**, who should receive all your messages in your absence (Only when a PAPAGENO MAPI Connector is installed)

**You can use PAPAGENO over every DTMF-capable telephone.**

Telephones are **DTMF-capable** when they produce a beeping sound when dialling (also in the case of mobile phones).

## Before you begin, you require your Direct Dial Number as well as Your Pin-code

Your **direct dial number** is possibly the same as your fax number.

Your **pin code** (user number) must be inputted upon request. This is for security reasons, to prevent everyone who knows your extension number from listening 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.

## The procedure is carried out like this

- Dial your telephone number including the extension number for your voice box (from an external source) or dial the extension number for your voice box (from within the company).

An electronic voice will greet you by name, or you will hear your own, previously inputted welcome text.

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

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

e. g.: 54750222  765 

Afterwards, the electronic voice will request that you press certain keys, in order to activate specific functions. You can simply follow the voice instructions.

A description of **all** telephone functions can be found in the instruction manual „PAPAGENO Messages-Administration over the telephone“.



## How to record a personal welcome and farewell text

- ▶ Dial your **telephone number** including the extension number for your voice box (from an external source) or dial the extension number for your voice box (from within the company).
- ▶ Press the (#) key during your welcome text or during or after the message of the electronic voice respectively, then enter your **pin code** and press the (#) key again (see above).
- ▶ Press 2 for the administration menu, press 1 for personal messages.
- ▶ Press 1 for your personal welcome text  
or  
press 2 for your personal farewell text.
- ▶ Press 2, to record a message.
- ▶ Speak and record the message.

## How to set up call diversion to your voice box

If you wish to be contactable when you go home in the evening, or during a meeting, set up call diversion to your voice box.

Answerphone messages also reach you when your computer is switched off, because all messages are stored in the mail server.

- ▶ Pick up the telephone.
- ▶ Press the `Call diversion` key.
- ▶ Dial the extension number of your voice box (e.g. 432).
- ▶ Put the telephone down again.

If you have any problems when following this description, ask your administrator how to set up call diversion.

## How to use voice mails as well

**Situation 1:** You are on the road and would like to postpone an meeting with your marketing colleagues. You only have your mobile phone with you.

Instead of calling each colleague or leaving a message on their answerphone, record the text in your own voice box. Afterwards, call up this voice mail and send it to the telephone numbers of your colleagues.

When your administrator has set up a „marketing“ group, then this is even simpler. Then, send your voice mail to the telephone number of this group. All members of the group will then be called automatically and will hear the message.

**Situation 2:** You wish to invite your colleagues to a drink for your birthday. A call seems more personal than an e-mail or a fax.

Record the invitation on your voice box and send this voice mail to the e-mail addresses or the telephone numbers of your colleagues.

**Situation 3:** You are on the road and have forgotten your diary, but must receive a reminder for an urgent task which must be carried out by tomorrow.

Instead of writing a note, which you then lose in your pocket and find one week later, simply record a message on your voice box. When you listen to your new messages or open your e-mail programme, you will hear the message and thus, you will be reminded.



