



PAPAGENO

Voice Mails

User Manual for Outlook
2010 and higher

Version 5.9

VIPcom
Communications



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VIPcom GmbH
Ruedesheimer Str. 7
80686 Munich
Phone: +49 89 54750-0
Fax: +49 89 54750-200
e-mail: info@vipcomag.de
<http://www.vipcomag.de>

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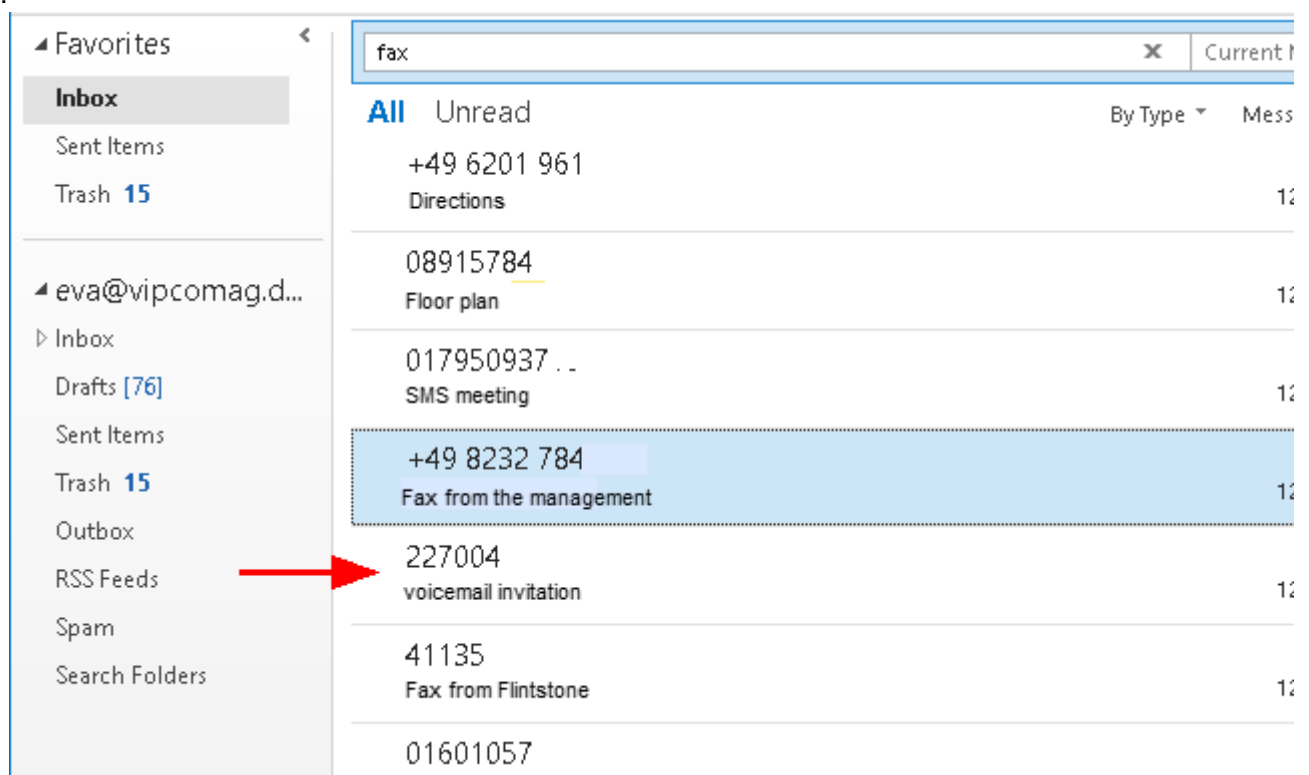
Using Voice Mails with PAPAGENO



This manual is only for Outlook 2010 and higher.

With PAPAGENO Voice Mail, you can use your personal answering machine in your Outlook.

Your voice mails can be found in your inbox like e-mails



In Outlook you can listen to the voice message, archive it or forward it with a comment. A voice message, sent to a telephone number, arrives at the receiver as a voice message.

You can use a telephone to listen to, delete, mark, comment, and forward your voice mails from anywhere in the world.

And you can record your own personal welcome and farewell text (**answering machine text**).

Your administrator can tell you whether you receive voice mails (answerphone messages) in your mail programme, and whether you can send SMS to mobile phones, as well as whether you may access your messages via phone.

The relevant documentation is on our internet site: www.vipcomag.de under Download - Manuals - "PAPAGENO Fax", "PAPAGENO SMS", "PAPAGENO message management via the phone".

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Using PAPAGENO Voice-Mail

You can

- **listen to your voice mails** (see page 5),
- **add 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 meet the requirements for listening to voice mail?

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

is installed.

Otherwise, voice mail can only be monitored via the telephone.

► If necessary, ask your administrator for details.

How to listen to a voice mail

► Double click on the voice button.



A program for listening to sound files will open (Example: Media Player):

► Click on the play button.

You will hear the content of the voice mail.

To send a voice mail

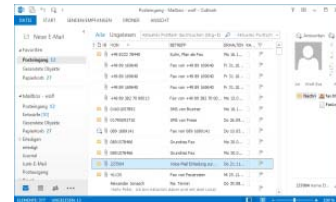
You can send a voice message

- **as an e-mail** to an e-mail address. (The voice document is included as attachment. Additional text is transmitted as in an e-mail),.

voicemail

Sending to an email address

Outlook inbox of the recipient



voicemail

Sending to a phone number



phone of the recipient

- **to a phone number.** The recipient receives a call, descends, and hears the contents of the voice mail. Additional text or "subject" does not arrive
- 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).

If you want to send a voice message as an e-mail

- ▶ In Outlook, paste the voice mail as an attachment in a new mail window.
- ▶ Enter the e-mail address of the recipient and send the message.

If you want to send a voice message to a phone number

- ▶ In Outlook, paste the voice mail as an attachment in a new mail window.

NOTE: The format in which you enter the mobile number depends on the house installation in your company.

- ▶ Ask your administrator.

Possible formats:

phonenumber/voice@name.domäne

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

and

[VOICE: **phone number**] (including the square brackets),
e.g.: [VOICE:08954750400]

For multiple receivers, the entries must be separated from one another by „;“, e.g.:
[VOICE:08954750400]; [VOICE:08908912345672]

- ▶ Enter the phone number of the recipient in the correct format.
- ▶ Send the message.

The recipient receives a call, picks up and listens to your message on his phone.

How to Enter Send Options

NOTE: Send options such as date or cost unit can only be specified in the address format **phonenumber/voice@name.domäne**.

You can use the following options:

Option	Description
retries= <i>number</i>	<i>number</i> : Max number of retries.
night	sending by the most economic mode at night
date= <i>date</i>	<i>date</i> has the the format: <i>day.month.year</i> Example: date=31. March 2017 or: date=31.3.17
time= <i>time</i> oder: time_ <i>time</i>	<i>time</i> : enter the send time in the format: <i>hour.minute</i> Example: time=17.30
costunit= <i>costunit</i> oder: costunit_ <i>costunit</i>	A cost center (such as "Sales" or "Development") can be specified, which is later charged with the cost of sending the message.

To specify the options:

You insert the respective option (s) between „**phonenumber/voice**“ and „**@name.domäne**“ and separate them by a „/“ .

Examples:

123456/voice/date=31.3.17/time=7.00@UMS

means:

Send the voice mail to number 123456 on March 10, 2017 at 7:00 am

123456/voice/night/date=31. March 2017/time=20.00/costunit=distribution@UMS

means:

Send the voice mail to the number 123456 at the lowest rate from the 10th March 2017, 8.00 pm, cost center is „distribution“.

Using PAPAGENO Voice-Mail over the Phone

Via a the telephone, you can

- **listen to** your voice, fax and e-mail messages (time, date, sender, voice and e-mails content),
- **delete**,
- mark as **previously listened to**,
- mark with **comments**,
- **forward** to a telephone number,
- add or change a **personal greeting and farewell text**
- and specify a **representative**, who will receive all your messages in your absence (Only if a PAPAGENO MAPI connector (Papageno folder) is installed on your user machine)

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 the extension number and the PIN code

Your **extension number** may be the same as your fax extension.

You must enter your **PIN code** 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.

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

This is how you speak a personal greeting and farewell text

- ▶ Dial your **telephone number** with the extension for your voice box (from outside) or dial your extension for your voice box (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.
- ▶ Record the message.

To make a Call Forward to the Voice Box

If you want to go home in the evening, or be available during a meeting, make a call transfer to your voice box.

You can also reach your answering machine messages when your computer is turned off, as all messages are stored on the mail server.

- ▶ Lift the phone.
- ▶ Press the Call Forwarding button.
- ▶ Select the extension number of your voicebox (for example, 432).
- ▶ Hang up the phone.

If you can not handle this description (for example, because the Call Forwarding button is not on your phone), ask your administrator.

How to use voice mails as well

Situation 1: You are on the road and want to postpone a meeting with your colleagues from marketing. You only have your mobile phone.

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

If your administrator has set up a „marketing“ group, it's even easier. Then send the voice mail to the phone number of this group. All participants in the group are automatically called and hear the message.

Situation 2: You would like to invite colleagues to a drink on the occasion of your birthday. A call appears more personal than an e-mail or fax.

You are talking about the invitation to your voice box and sending the voice mail to the e-mail addresses or 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.

Instead of writing a note, you can write a message on your voice box. When you listen to your new messages or open your e-mail programs, you will hear the message and thus, you will be reminded.

