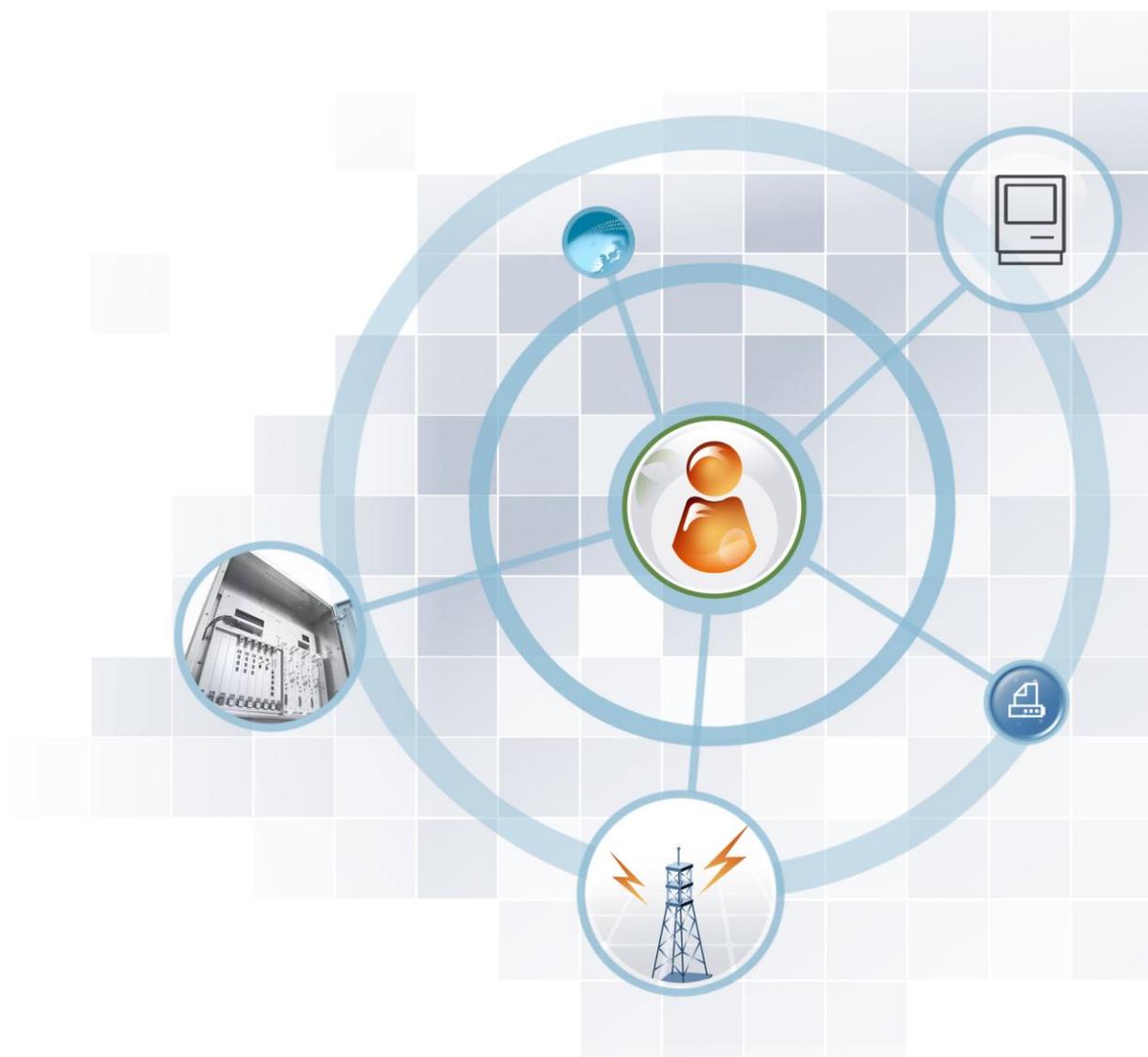


# SCME Outlook Client User Guide



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# INTRODUCTION

---

## Purpose

This manual describes the installation, setup, and functions of the Outlook GUI (Graphical User Interface) Subscriber Client controls and how it works with the SCME system.

## Document Content and Organization

This document consists of four Chapters which are summarized as follows:

### **CHAPTER 1. Client Installation**

Describes the methods available to load SCME VM controls.

### **CHAPTER 2. Using Outlook**

Describes how to interwork and use the SCME VM system with Outlook.

### **Appendix**

Describes the cached exchange mode

### **ABBREVIATIONS**

Abbreviations frequently used in this document are described.

## Conventions

The following types of paragraphs contain special information that must be carefully read and thoroughly understood. Such information may or may not be enclosed in a rectangular box, separating it from the main text, but is always preceded by an icon and/or a bold title.

 WARNING	<b>WARNING</b> Provides information or instructions that the reader should follow in order to avoid personal injury or fatality.
--	---

 CAUTION	<b>CAUTION</b> Provides information or instructions that the reader should follow in order to avoid a service failure or damage to the system.
--	---

 CHECK	<b>CHECKPOINT</b> Provides the operator with checkpoints for stable system operation.
---	--

 NOTE	<b>NOTE</b> Indicates additional information as a reference.
---	---

## Revision History

VERSION	DATE OF ISSUE	REMARKS
1.0	12.2012.	First Vision

# SAFETY CONCERNS

The purpose of the Safety Concerns section is to ensure the safety of users and prevent property damage. Please read this document carefully for proper use.

## Symbols



**Caution**

Indication of a general caution



**Restriction**

Indication for prohibiting an action for a product



**Instruction**

Indication for commanding a specifically required action



## CAUTION



**Cautions for Database Initialization**

Be careful as all SCM data may be erased if its database is initialized during or after system operation has been started.

Always perform regular backups to ensure data recovery and minimal data loss.



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# CHAPTER 1. Client Installation

---

This chapter describes installing the Common Control and Outlook Add-in.

There are 3 controls that may be installed on each client machine for access to VM functionality. Two of the controls are common for both Administration and Client functionality and are used when accessing both WEB and/or Outlook Client features.

- **Common Client Control:** This *must* be installed on Subscriber's PC. This control is used by the subscriber when accessing the PA (Personal Assistant) Web interfaces. It is also utilized by the client using our Outlook Add-in.
- **Outlook Add-In Control:** This should be installed if the user wishes to use unified messaging via Microsoft Outlook.

## 1.1 Installing Controls

There are four different methods that can be used to deploy and install the controls:

- 1) Each subscriber can log into their personal WEB Client Mailbox to download and install the controls.
- 2) Install on each client machine using a setup file stored by the System Administrator on a CD, USB drive, Media card, or Floppy (Does anyone even know what a Floppy is any more?).
- 3) A URL to a setup file can be delivered to each subscriber via email along with instructions
- 4) The IT or System Administrator can write a script that pushes the controls directly to the Subscriber's PC. Contact the IT or System Administrator to see if and how this method can be used.

Each of the 1<sup>st</sup> 3 methods will be addressed in this section

### 1.1.1 Using the Web Client to download controls.

Before you begin, be sure to close Microsoft Outlook if it is running.



NOTE

#### NOTE

It is always best to close all open programs before installing any new software.

Using Internet Explorer for the web browser, enter the IP address of the SCME system in the address bar followed by the port number as shown in the following example:

<http://xxx.xxx.xxx.xxx/sso>. Some environments may require <https://xxx.xxx.xxx.xxx/sso>.



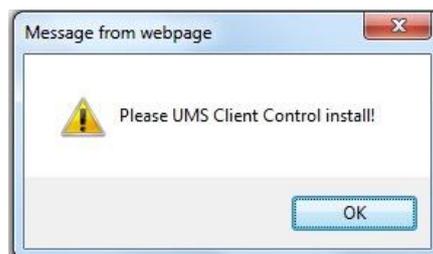
This will bring you to the PA (Personal Assistant) login screen. Use your application id as the login ID and your password.

- ID: **2001@ug1.scm.com (Example)**
- Password: **samsung (default)**

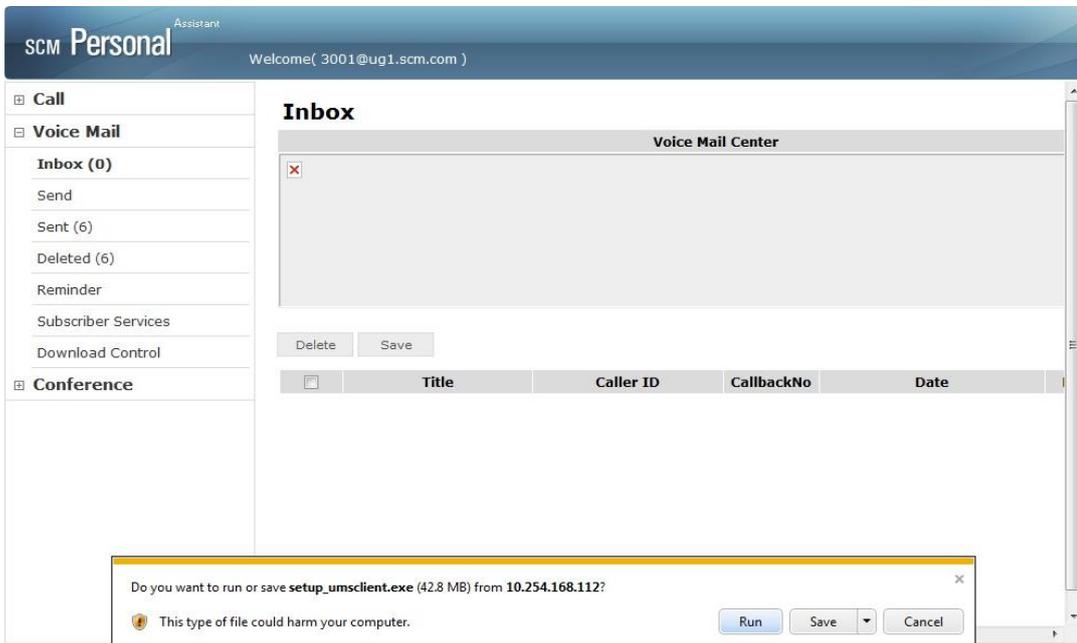


After entering a valid ID with Password and pressing Log In the client home page will open.

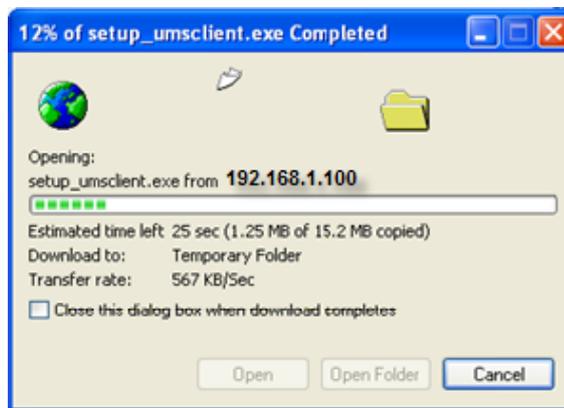
All of the controls will show 'Not installed' on a machine that has never had SCME VM/AA installed on it. The first step is to download the [VM Client Latest Version](#). Click the Run button to begin to install the controls.



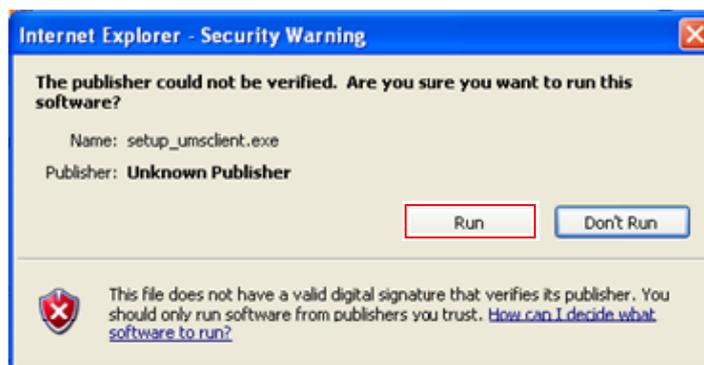
You will be prompted with a File Download Security Warning. Select **Run**.



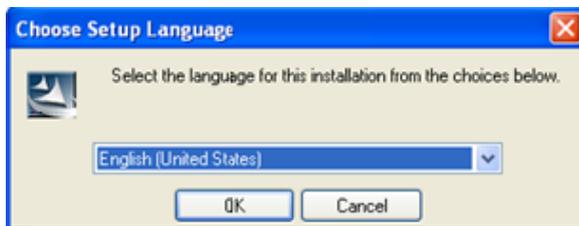
The file will begin to open.



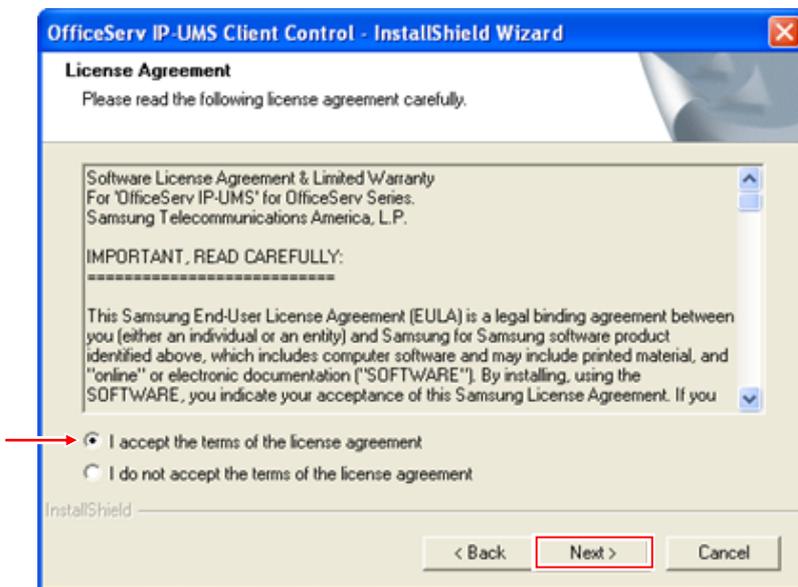
If you receive the following Security Warning, select **Run**.



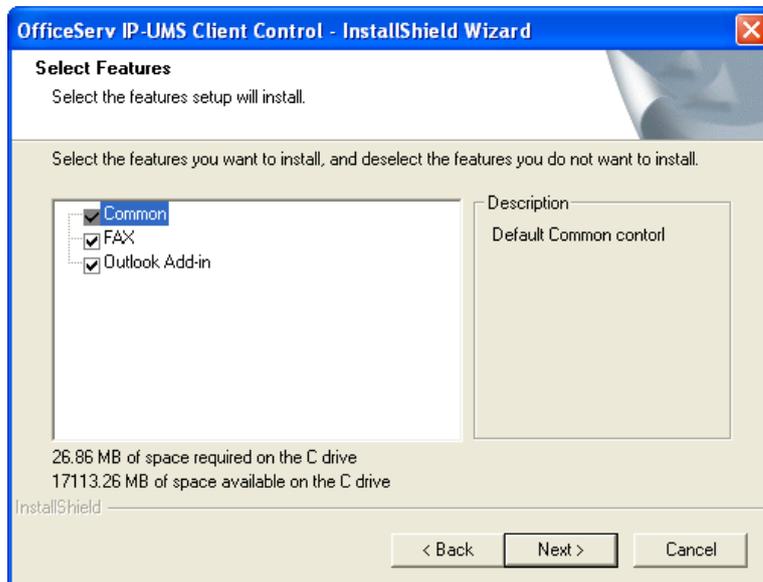
Choose a setup language and click **OK**.



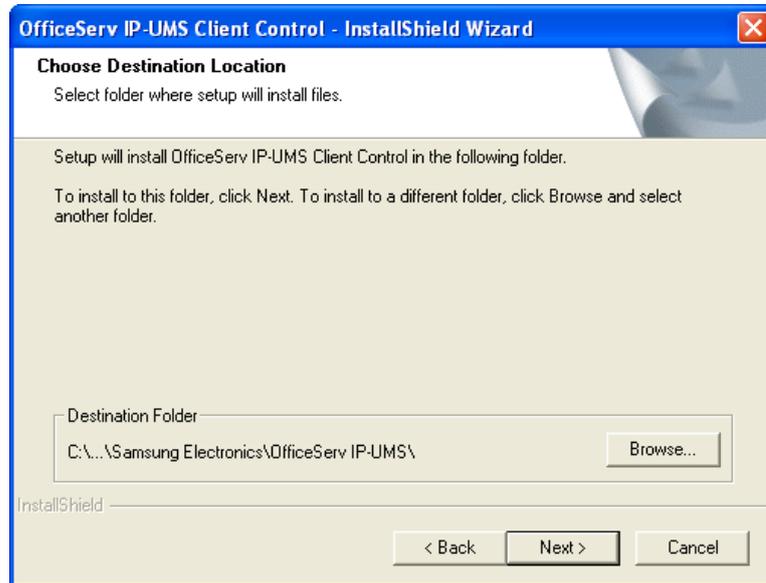
After reading the License Agreement, click 'I Accept' and then click **Next**.



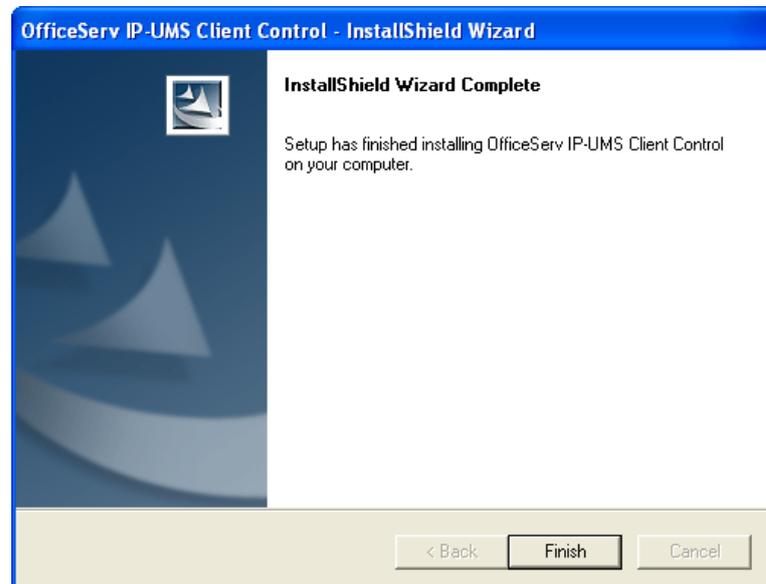
Select Features-check each feature you would like to install and click Next. By default, all options are checked.



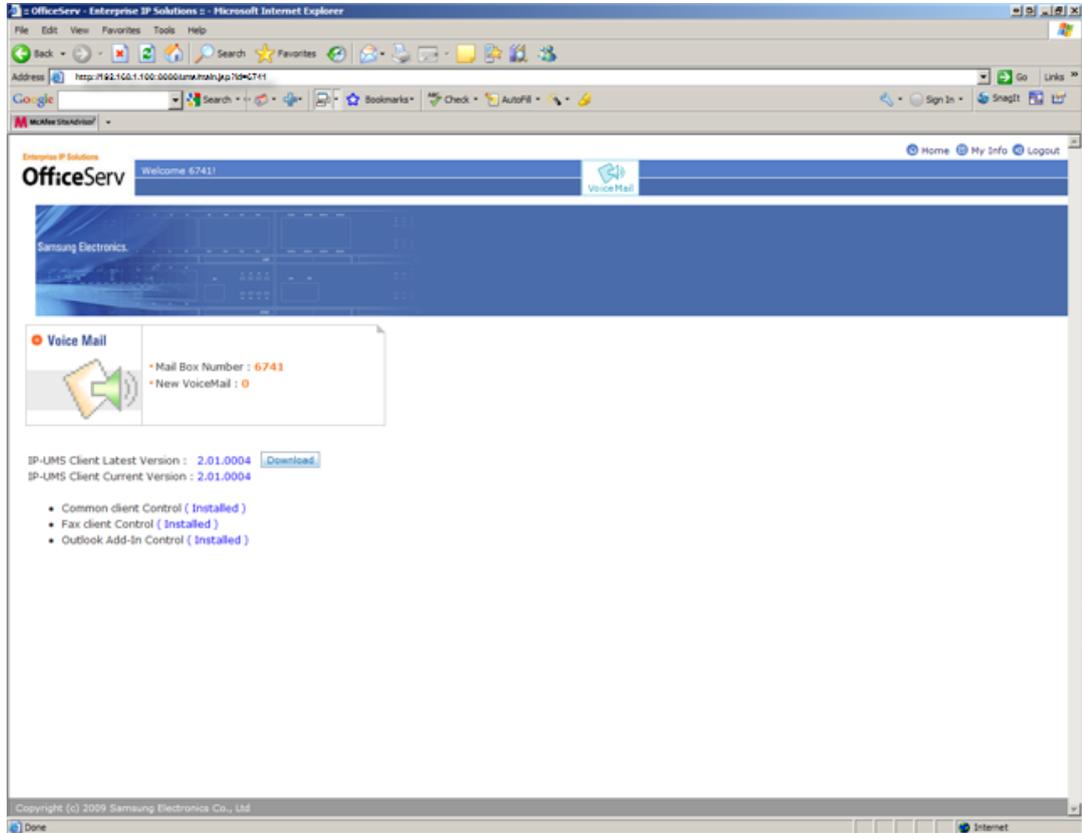
Click on the **Next** button to accept the default location or browse to a different folder.



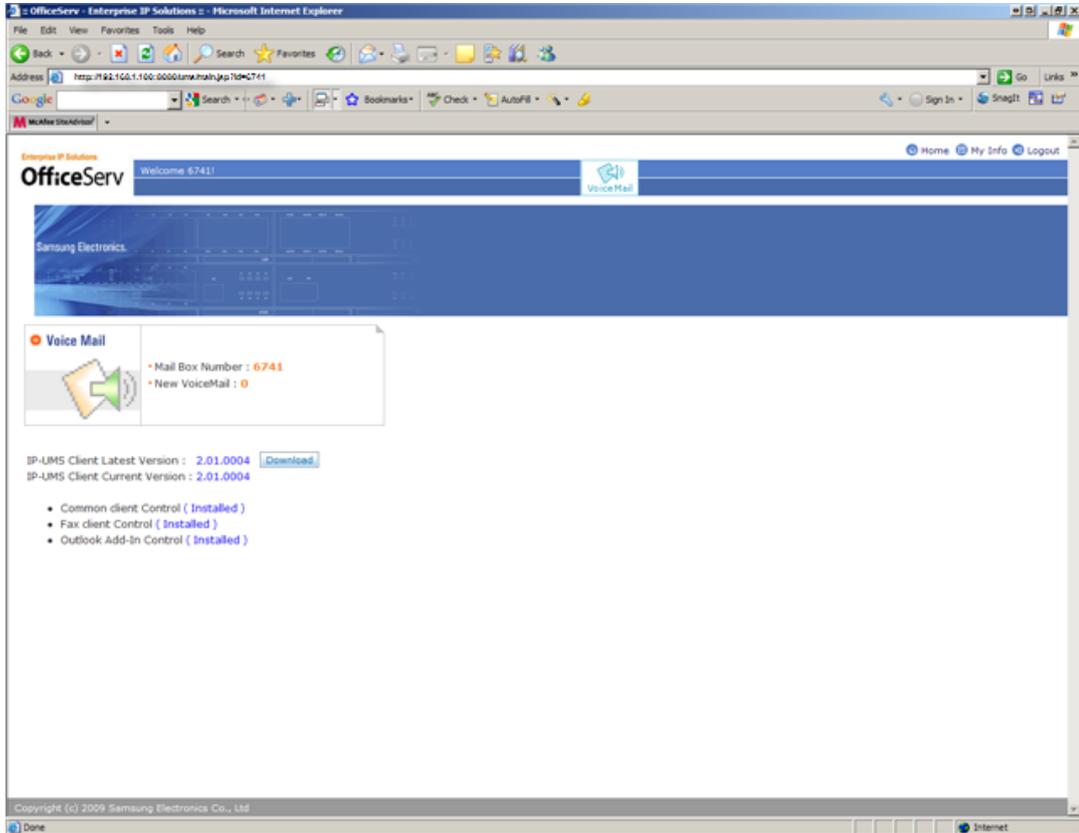
The install will begin and you will be notified when it has completed. Click on the **Finish** button.



You may need to click on the Refresh option on your browser to show the updated install status of the controls.



You may need to click on the Refresh option on your browser to show the updated install status of the controls.



## CHAPTER 2. Using Outlook

This chapter describes the method to interwork and use the SCME VM with the Outlook.

### 2.1 Overview

The SCME VM can facilitate the transmission and receipt of voice messages in Outlook. To use this function, the Outlook Add-In module should be installed.



CHECK

#### When installing Outlook Add-In

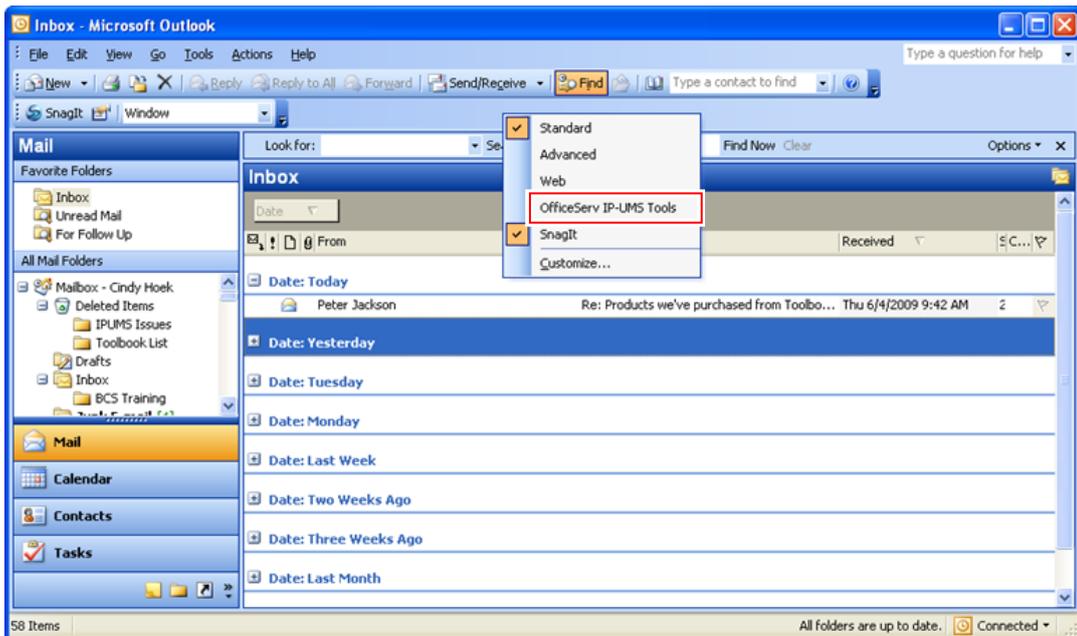
When the Common client Control is not installed, even though the Outlook Add-In is installed, the Outlook does not operate by interworking with the SCME VM.

## 2.2 Outlook Settings

After the Add-In is installed, the following message will appear when Outlook is launched. This message confirms that the VM toolbar has been created in the Outlook toolbar and prompts the user to register their Outlook Client to fully enable the Add-In.



If the IPUMS toolbar does not appear automatically, move the cursor of the mouse to the Outlook toolbar area and right-click to open a menu of toolbars that you can enable or disable. Select **[IP-UMS Tools]** to enable the Outlook Add-In.



CHECK

### When the Outlook Add-In toolbar does not show in Outlook

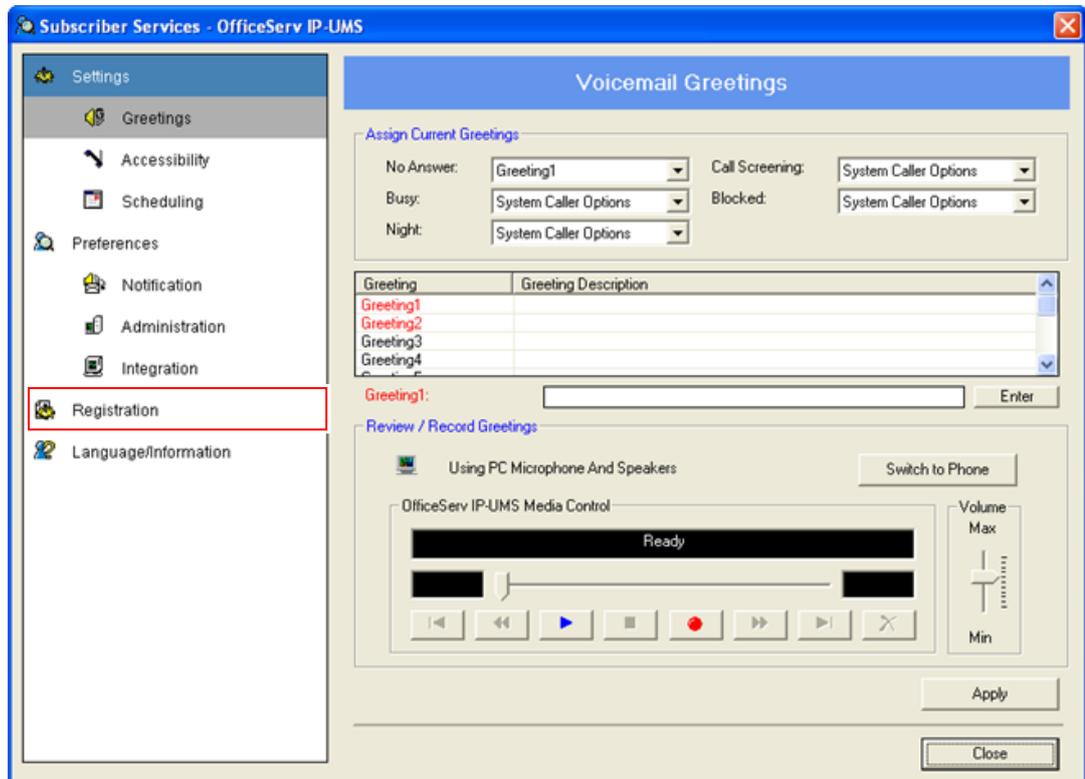
You can load Outlook Add-In manually if the Outlook Add-In toolbar does not show in Outlook. Go to **[Tools]-[Options]-[Other]-[Advanced Options]-[COM Add-Ins]**. If the Outlook Add-In still does not show, please remove/add it in same menu. The path to use for the Outlook Add-In toolbar should be: 'C:\Program Files\Samsung Electronics\OfficeServ IP-UMS\Outlook\UmsAddIn.dll'

## 2.2.1 User Registration

To register the user, you must access the SUBSCRIBER SERVICES  button on the Add-In toolbar.



In the Subscriber Services window, click on **Registration** in the left navigation page to register the user.



## 2.2.1.1 Registration Information Settings

### SCME Server Setup

- **Server IP:** Enter the SCME server IP address.
- **Login ID:** Enter the user's id.
- **Password:** Enter the user's password.

Subscriber Services - IP-UMS

### Registration

**IP-UMS Server Setup**

Server IP:	10,254,168,112	
Login ID:	3001@ug1.scm.cc	Password: ●●●●●●●●

**Email Server Setup**

Email Address:	lej24@ipums2008.samsung.com	
Email Account:	lej24	
Email Password:	●●●●●●●●	
IMAP Server IP or Name:	165,213,89,211	
SMTP Server IP or Name:	165,213,89,211	

[More Settings](#)

You are currently unregistered.

[Login](#) [Register](#) [Unregister](#)

[Close](#)

## E-mail Server Setup

- Email Address: Enter the user's E-Mail Address.
- Email Account: Enter the Email Account to use.
- Email password: Enter the user's password for the E-Mail account.
- IMAP server IP or name: Enter the E-Mail IMAP server to use.
- SMTP server IP or name: Enter the E-Mail SMTP server to use.

The screenshot shows the 'Subscriber Services - IP-UMS' application window. The 'Registration' tab is active, and the 'Email Server Setup' section is highlighted with a red border. The fields are as follows:

IP-UMS Server Setup	
Server IP:	10,254,168,112
Login ID:	3001@ug1.scm.cc
Password:	●●●●●●●●

Email Server Setup	
Email Address:	lej24@ipums2008.samsung.com
Email Account:	lej24
Email Password:	●●●●●●●●
IMAP Server IP or Name:	165,213,89,211
SMTP Server IP or Name:	165,213,89,211

At the bottom of the window, there is a red message: "You are currently unregistered." and buttons for "Login", "Register", "Unregister", and "Close".



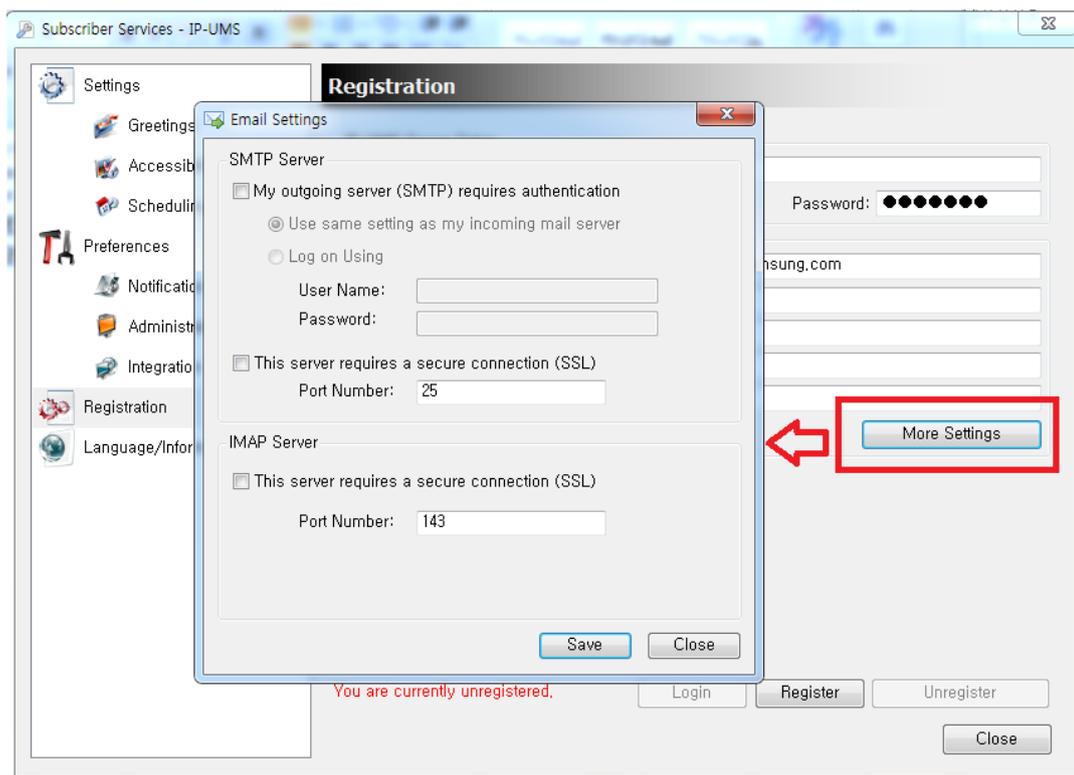
### CHECK

Some environments require that e-mail passwords change regularly. If your e-mail server requires that you change your e-mail password, then you will need to manually come back to Subscriber Services > Registration > E-mail Password and enter the new E-mail password and then press Register. This field does not change it in Microsoft® Exchange/Outlook Mailbox it only lets the SCME server know what your E-mail password is so it can maintain the synchronization of messages.

## More Settings

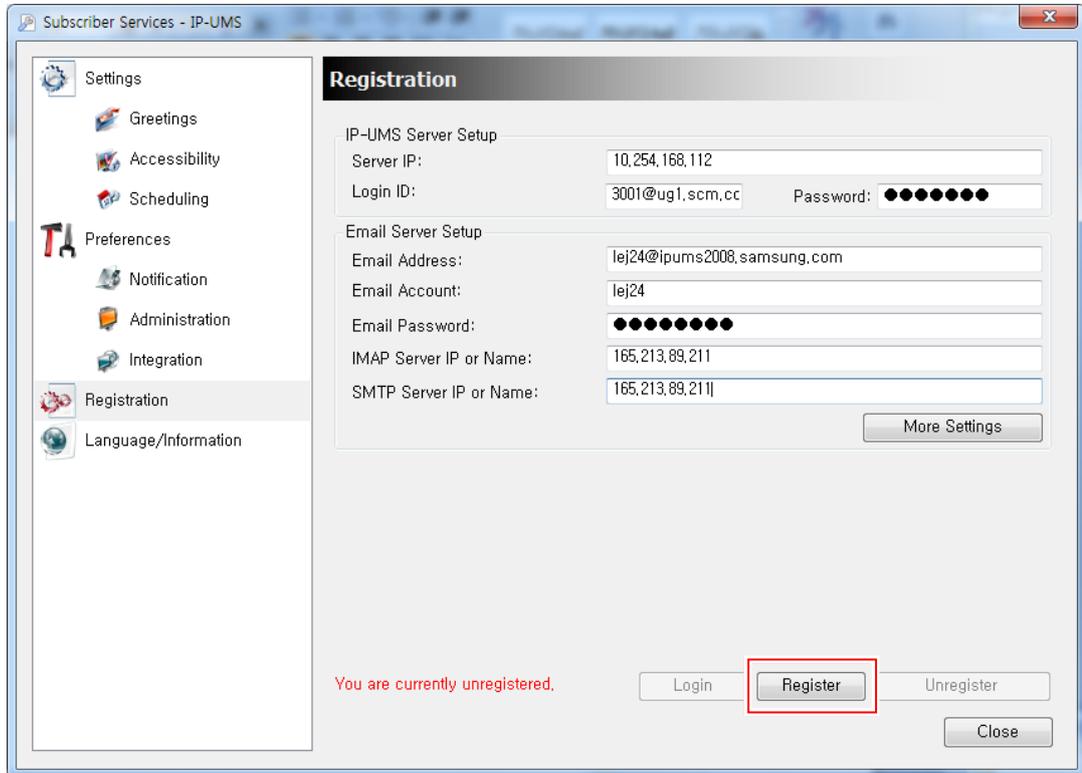
Click the More Settings button to access the Email Settings dialog box. These settings will be dictated by the Microsoft® Exchange Server environment. If you do not know how they should be set, contact your on site administrator.

- SMTP Server Port Number: Enter 25 (default).
- IMAP Server Port Number: Enter 110 (default).



## Register

Performs the client registration by submitting the entered registration information. After registering successfully, the Outlook application will operate as the VM Client.

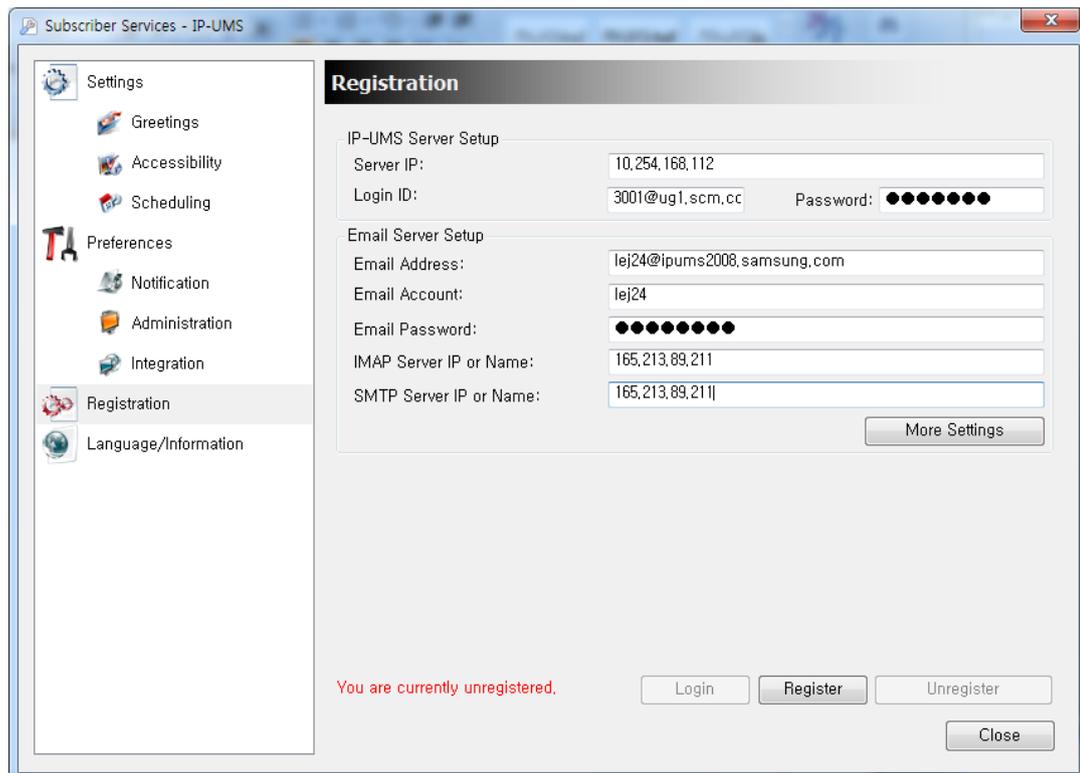


## Registered Email Address

This shows your registered email accounts information. You may register multiple email accounts. If you wish to register another email account, enter the new account information as we did in the previous steps and click the **[Register]** button again.

One of your email accounts needs to be a voicemail receiving email account.

To do this, check one email account from your registered email address list. Then click the 'Check and Apply' button.



## Unregister

Performs unregistration of the user. If unregistration is successfully completed, Outlook function returns to its original setting.

## 2.2.2 Settings & Preferences

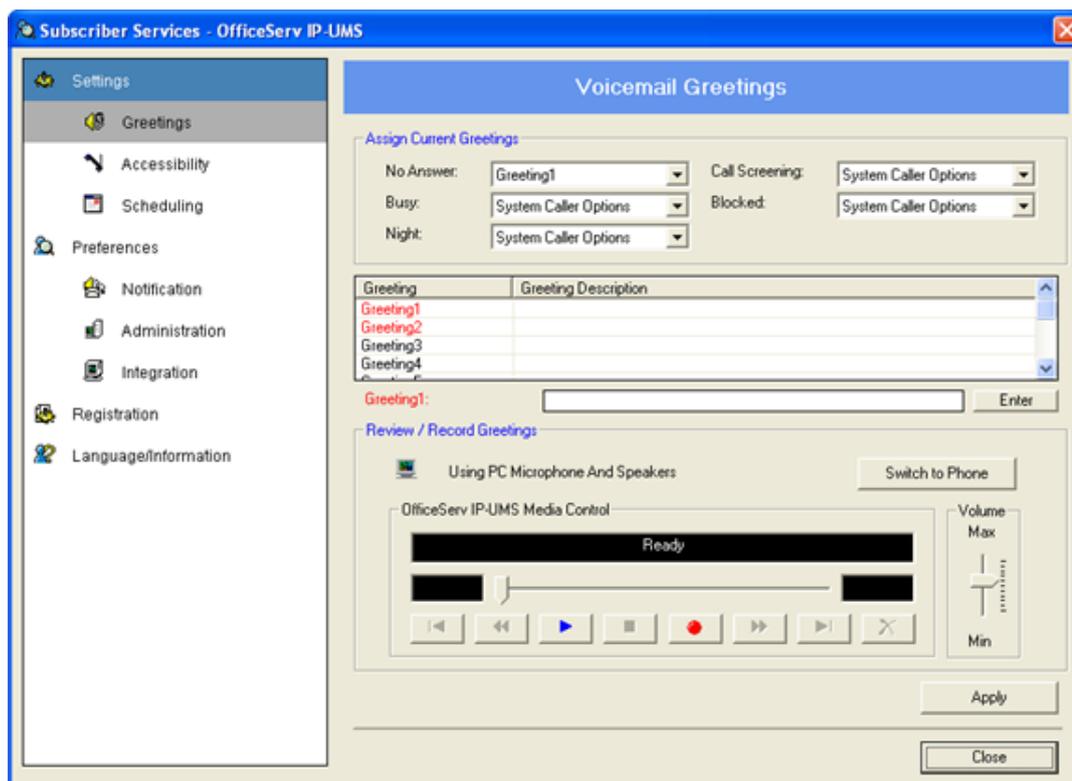
Click on the SUBSCRIBER SERVICES  button on the Add-In toolbar to configure the Settings & Preferences options. As shown in the left navigation pane, the options are listed in following order:

### Settings

- 1) Greetings
- 2) Accessibility
- 3) Scheduling

### Preferences

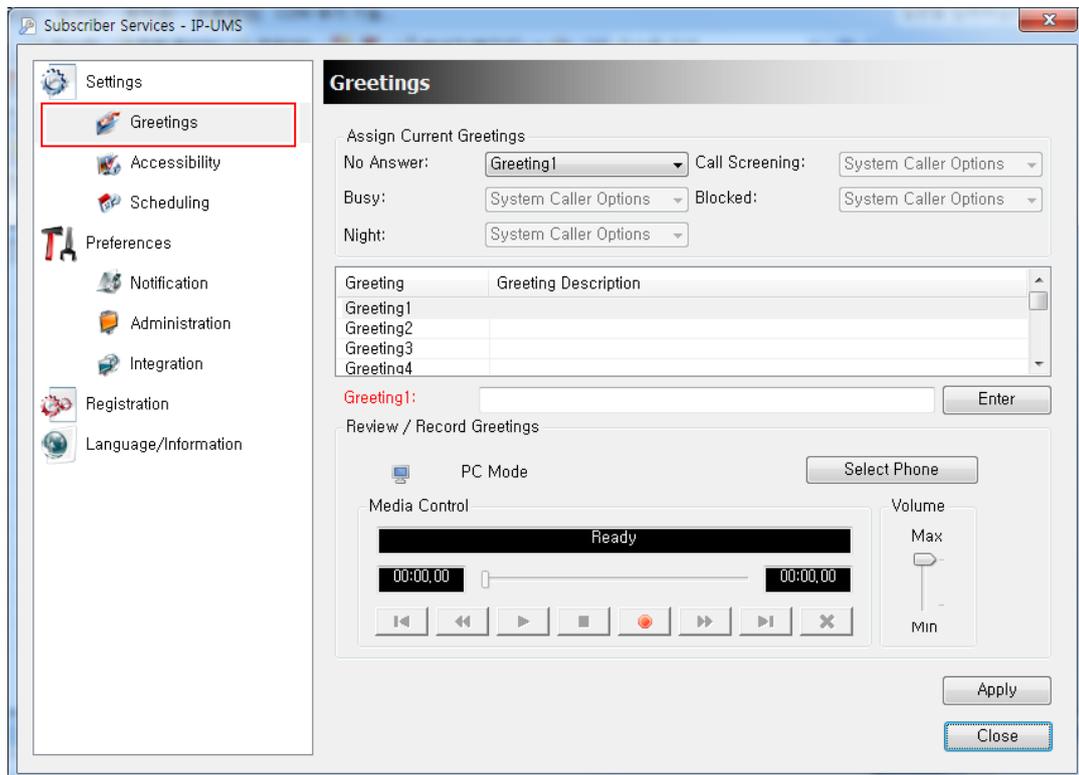
- 1) Notification
- 2) Administration
- 3) Integration



### 2.2.2.1 Greetings

This menu allows the user to edit and set greetings. Greetings 1~9 can be edited and assigned. There are five call conditions available: No Answer, Busy, Night, Call Screening, and Blocked. You can also record and assign a mailbox greeting (heard when a caller is transferred directly to your voice mailbox) and your Directory Name.

When editing the greetings, use the Media Control at the bottom to record and review the greetings. (The method of using the Media Control is described in the [Settings]-[Media Control] section in detail.)



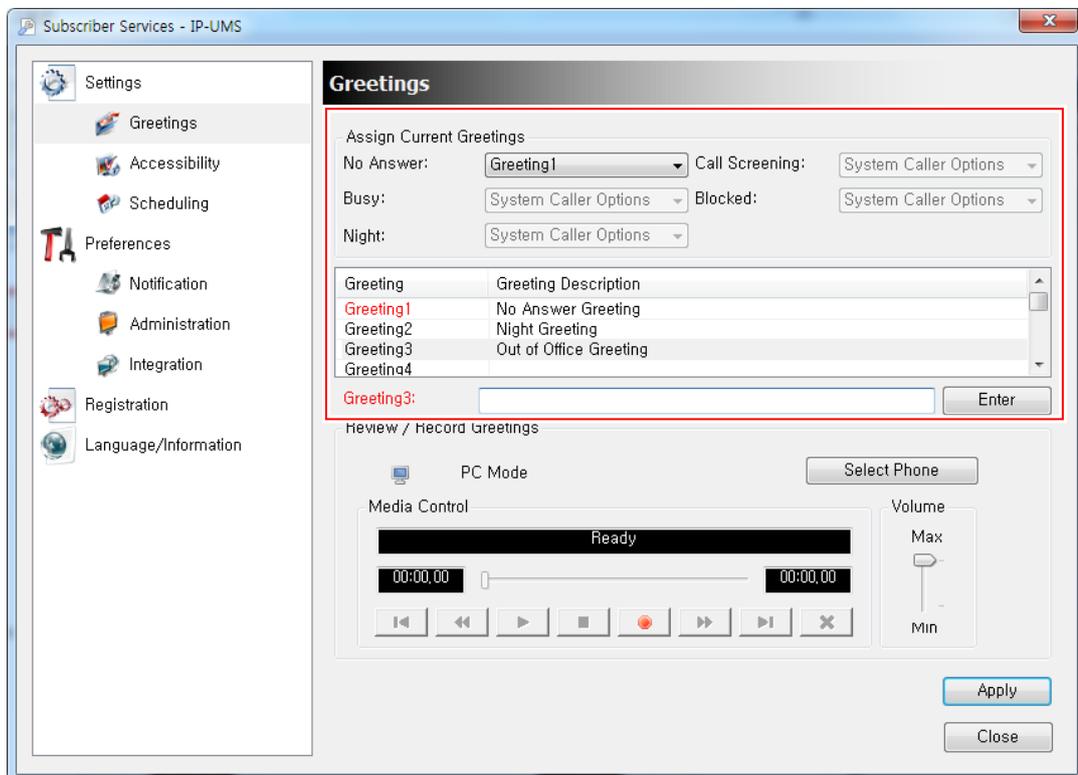
CHECK

#### Which greeting to assign?

If you only wish to use one greeting, it is highly recommended that you record Greeting 1 and assign it to the No Answer greeting.

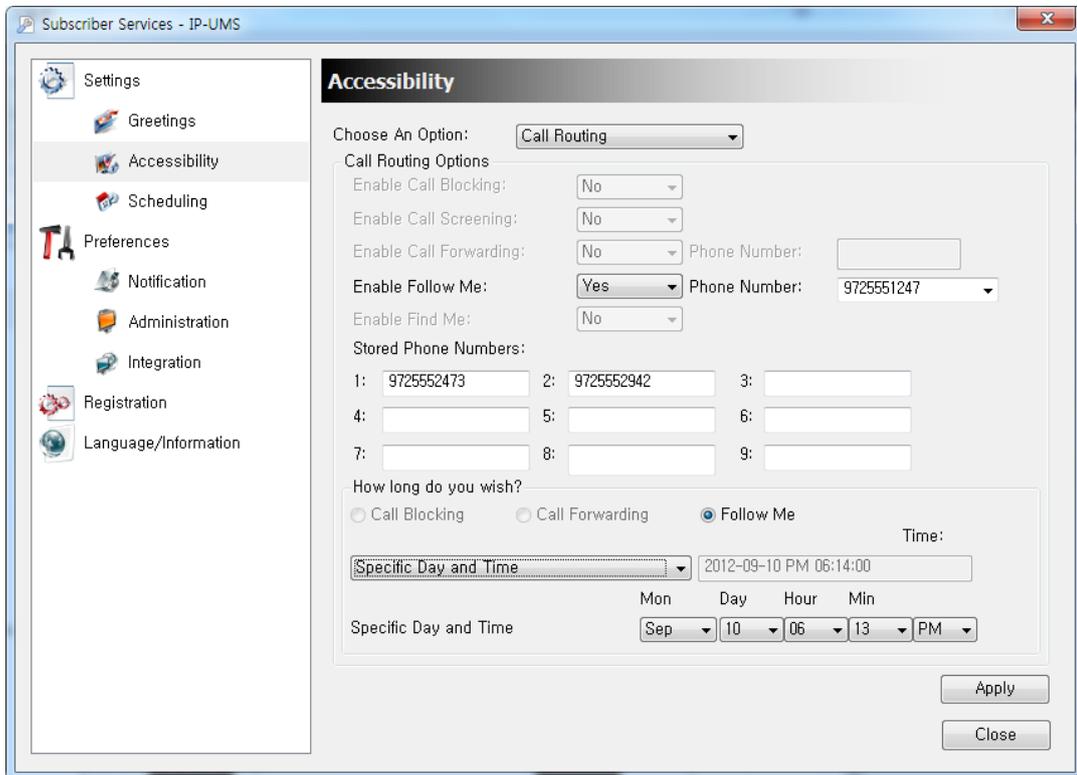
## Assign Current Greetings

- **No Answer:** The greeting generated for the caller when the calls to the user cannot be answered during a certain time.
- **Busy:** The greeting generated for the caller if the user is on another line when the call is attempted.
- **Night:** The greeting generated for the caller when the call is attempted outside of office hours.
- **Call Screening:** The greetings generated for the caller when the user has enabled call screening. The call screening function allows the user to identify the caller before accepting the call.
- **Blocked:** The greeting generated for the caller when all the incoming calls are set to be blocked.
- **Mailbox:** The greeting used when a caller is transferred directly to a voice mailbox.
- **Directory Name:** Used in various areas of the system. A user may not appear in a company directory if they do not record their name.
- **Review/Record greetings:** Edit the greetings by using the media control. Greetings 1~9 are used for specifying the 'Greetings Setting'. The mailbox greeting is used when the caller enters the menu to leave a voice message in the user's mailbox. The name playback is used when the menu is set to inform the caller of the user's name.



## 2.2.2.2 Accessibility

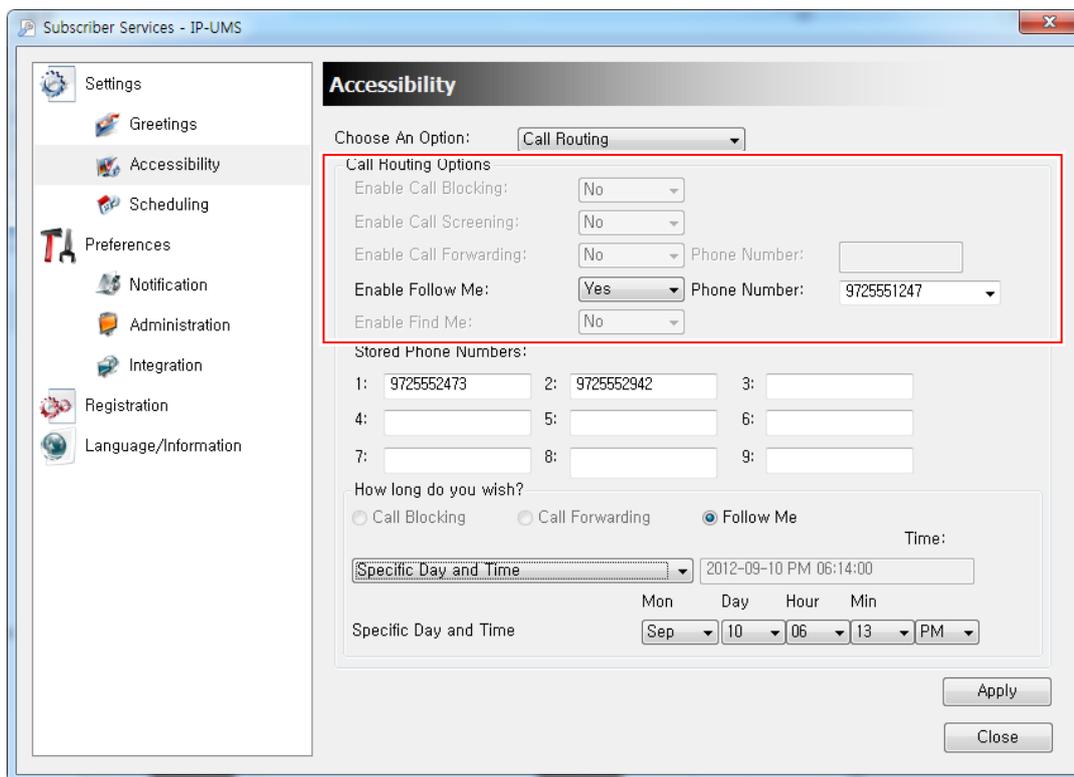
This section allows a user to customize call routing options and assign related phone numbers.



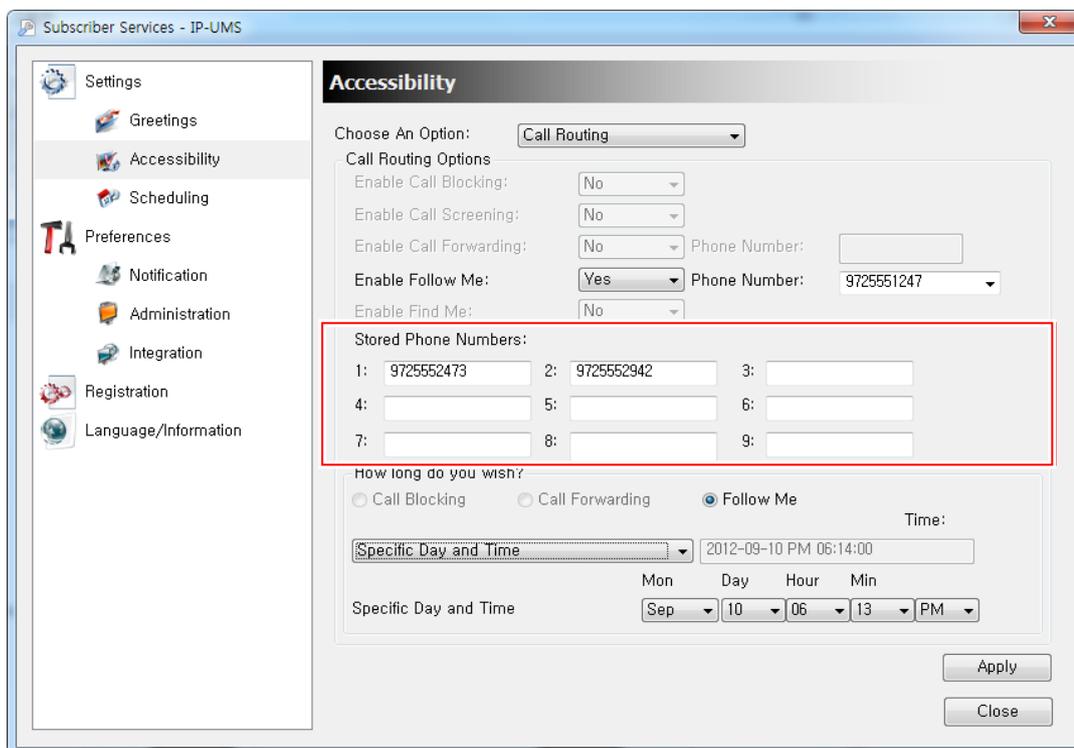
### Call Routing Options:

Enables the user to process incoming calls differently according to the settings.

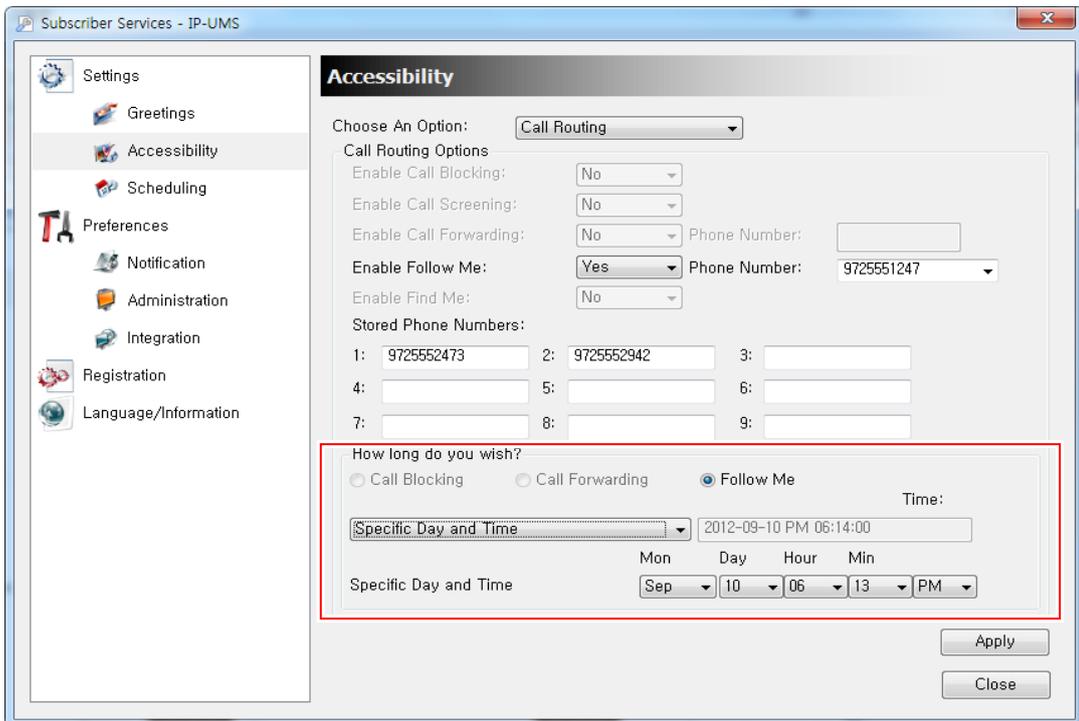
- **Call Blocking:** Used to block all incoming calls. The caller can connect to the voice mailbox and leave a message. If the Blocked greeting is set, the caller will hear this greeting.
- **Call Screening:** Used to receive incoming calls selectively. The VM prompts the caller to record his or her name without connecting to the subscriber. The subscriber can then select whether to accept or reject the call after listening to the recorded name. If the Call Screening greeting is set, the caller will hear this greeting.
- **Call Forwarding:** Used to forward calls to another extension. Enter the extension number in the Phone Number field to which calls should be forwarded.
- **Follow Me:** Used when receiving incoming calls at another number (including external numbers) instead of at the user's own extension. Use the Phone Number field to set the phone number to which the call will be connected.
- **Find Me:** Used to receive calls according to a specified order by registering several stored phone numbers which can receive the call. The system will attempt to locate the user at each number in turn before routing the caller to the user's voice mailbox.



- **Stored Phone Numbers:** Register the phone numbers used for Find Me and/or Follow Me. The phone numbers can also be used for the notification function.

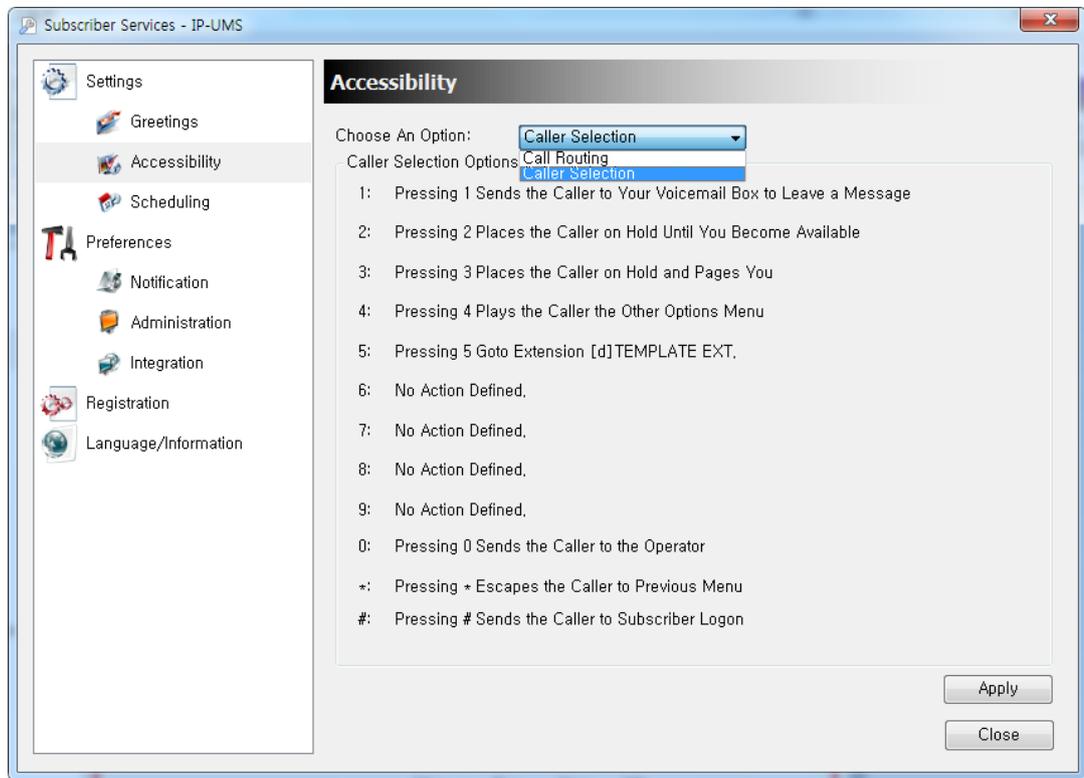


- How long do you wish?  
This allow you to determine how long Call Blocking, Call Forwarding and Follow Me will remain in effect. Available options are:
  - Not Set
  - In the next few hours
  - End of current business day
  - Beginning of next business day
  - A coming day of the week
  - Specific day and time



### Caller Selection Options:

Used to review the available options which can be spoken when recording Greetings 1-9. These options are set by the system administrator and cannot be changed by the user.

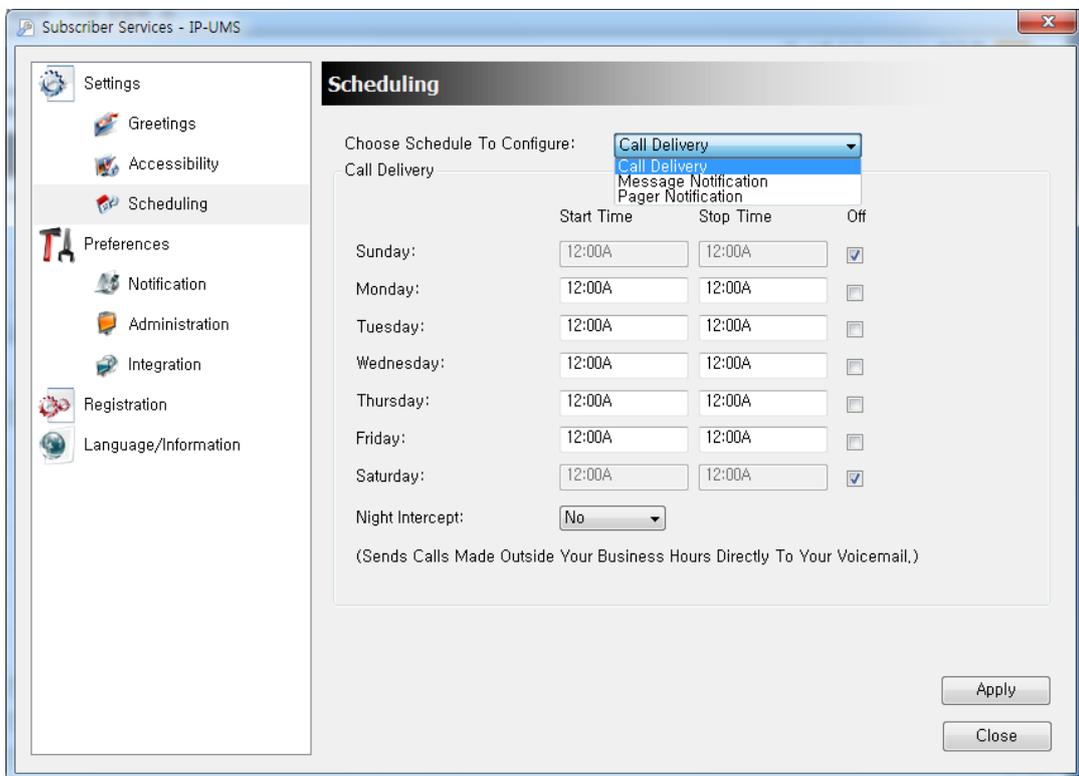


### 2.2.2.3 Accessibility Scheduling

This menu manages the user's availability. The user can set a start time and the end time for each day of the week or select 'Off' to disable schedule changes for specific days.

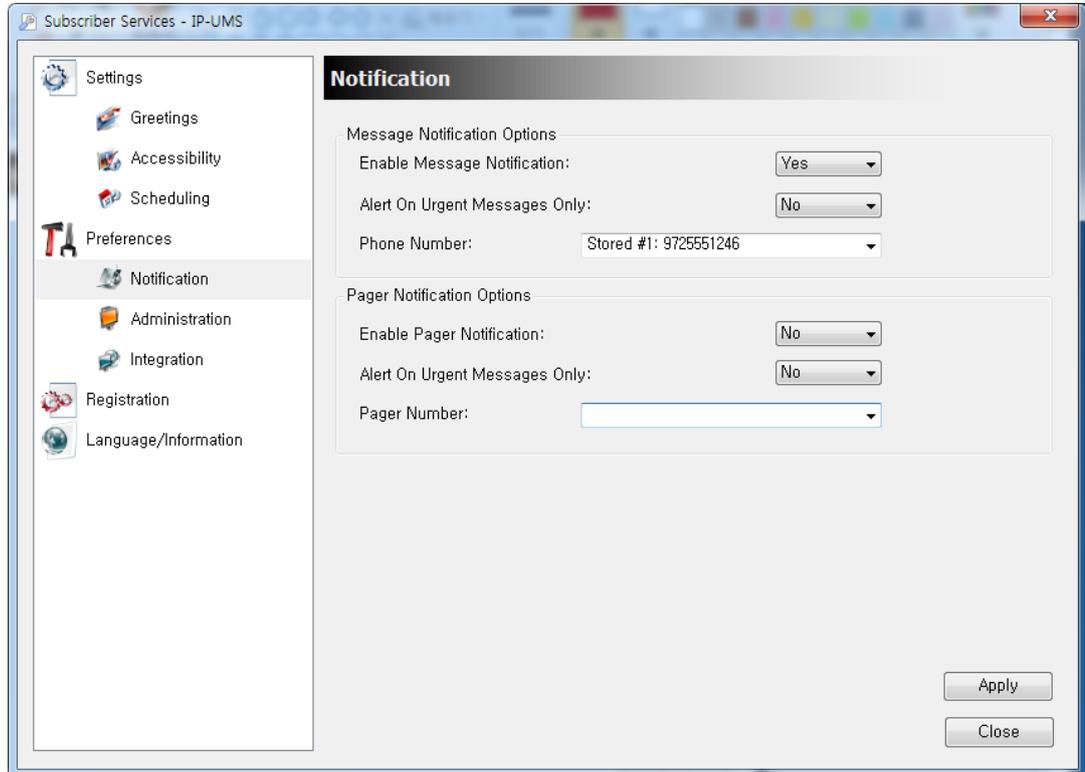
Schedules can be set individually for each of the following:

- **Call Delivery:** Designates the schedule for processing incoming calls. The time within the designated schedule becomes the user's office hours, and the time outside of the designated schedule becomes the non-office hours. When 'Night Intercept' and a Night greeting is set, the night greeting is generated for the incoming calls during the non-office hours.
- **Message Notification:** Designates the schedule for Message Notification.
- **Pager Notification:** Designate the schedule for Pager Notification.



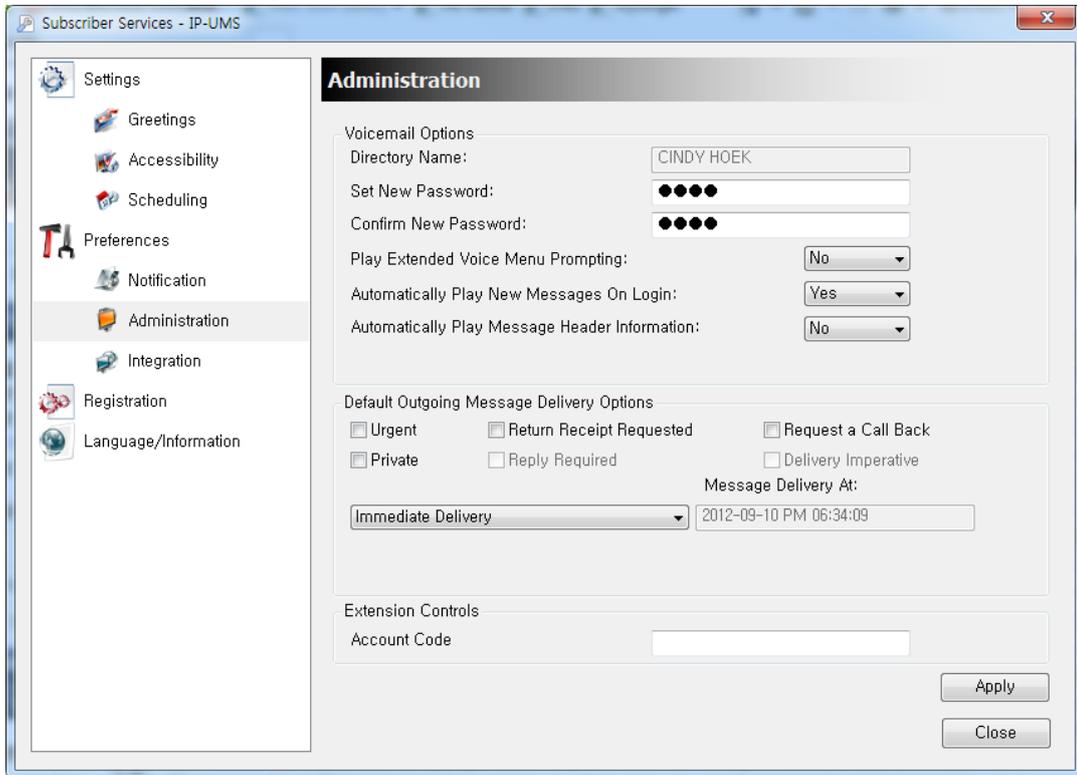
### 2.2.2.4 Notification

This menu sets the notification preferences for Message Notification, Pager Notification.



### 2.2.2.5 Administration

The Administration menu is used to set options such as the user's name, password, and message delivery options.



### Voicemail Options:

- **Directory Name:** Enter the user's name. This name will be used to locate the user when a caller searches the Directory.
- **Password:** The password is the same as the password used when logging in to the telephone mailbox. (This field supports numeric characters only.)
- **Play extended voice menu prompting:** Determines whether all menu options will be spoken automatically or whether the user must press a key to hear all menus.
- **Automatically play new messages on login:** Sets whether to listen to new messages automatically when logging in or to listen to the new message by selecting a menu option. In addition, if this is set, the voice mail is played automatically upon opening a voice mail received in the Outlook also.
- **Automatically play message header information:** Will automatically provide date/time information and Caller ID if available. If this is disabled, the user can access this information by pressing [0][0] on the telephone keypad.

The screenshot shows the 'Administration' window of the 'Subscriber Services - IP-UMS' application. The 'Voicemail Options' section is highlighted with a red box and contains the following fields:

- Directory Name: CINDY HOEK
- Set New Password: [Masked]
- Confirm New Password: [Masked]
- Play Extended Voice Menu Prompting: No
- Automatically Play New Messages On Login: Yes
- Automatically Play Message Header Information: No

Below the 'Voicemail Options' section, there are 'Default Outgoing Message Delivery Options' with checkboxes for Urgent, Return Receipt Requested, Request a Call Back, Private, Reply Required, and Delivery Imperative. The 'Message Delivery At:' field is set to 'Immediate Delivery' and '2012-09-10 PM 06:34:09'. At the bottom, there is an 'Extension Controls' section with an 'Account Code' field. 'Apply' and 'Close' buttons are located at the bottom right of the window.

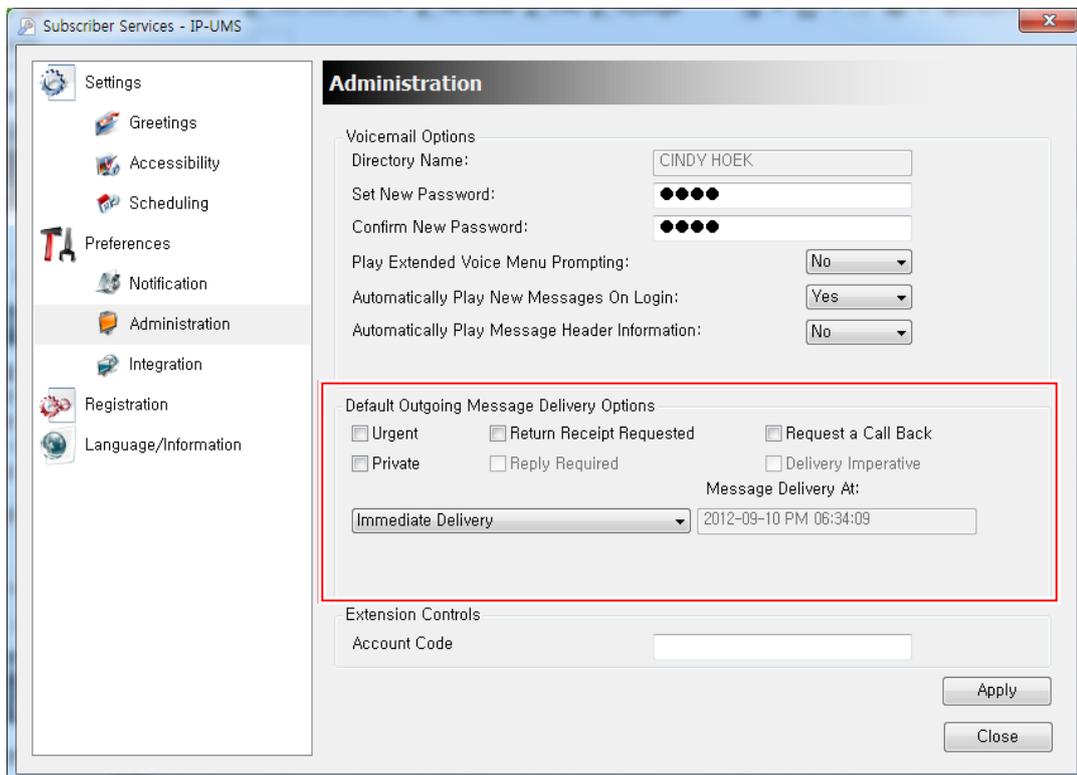
### Default Outgoing Message Delivery Options:

Sets the default value for the delivery options when transmitting the message.

- **Urgent:** Set to transmit the message as an urgent message.
- **Return Receipt Requested:** When the receiver listens to the message, the sender receives notification that the corresponding message has been heard.
- **Request a Callback:** Informs the caller that a callback has been requested.
- **Private:** Setting messages to Private prevents them from being forwarded.
- **Reply Required:** When a message is designated 'Reply Required' the messages recipient MUST reply to the message before the message can be saved or deleted.
- **Delivery Imperative:** When a message is designated, 'Delivery Imperative' the SCME VM will take extra steps to deliver it. The recipient's pager will be called and then each of his stored telephone numbers will be tried.

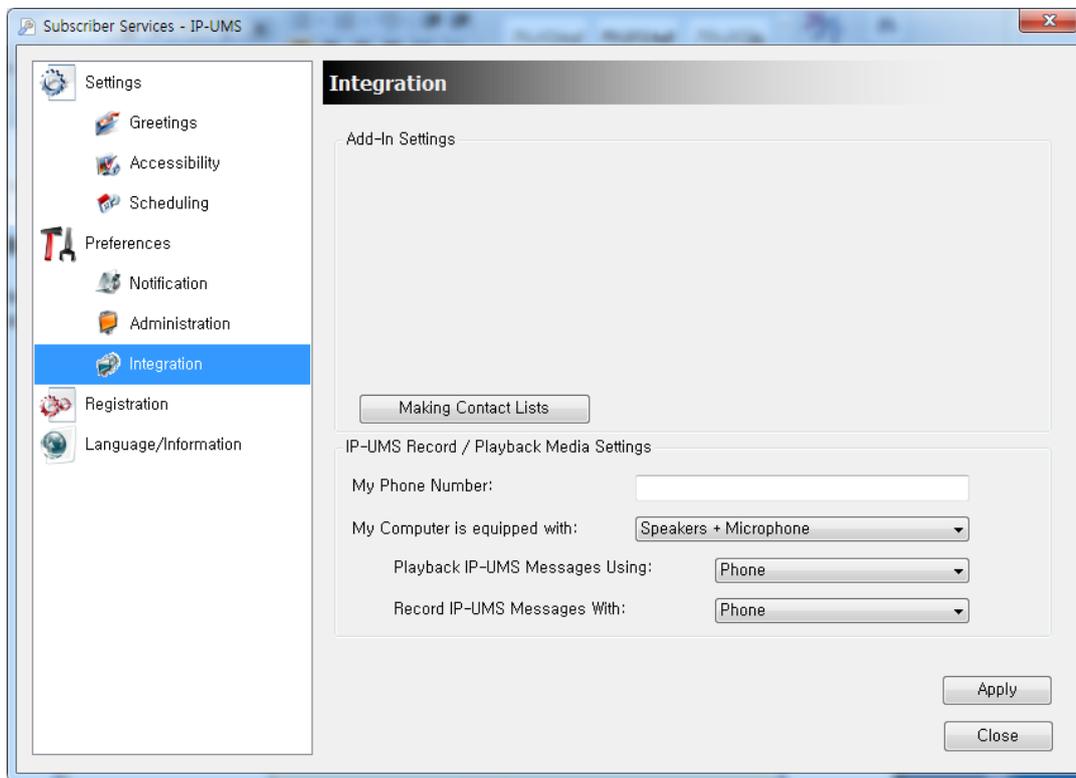
Default Delivery Time Options are:

- Immediate
- In the next few hours
- End of current business day
- Beginning of next business day
- A coming day of the week
- Specific day and time

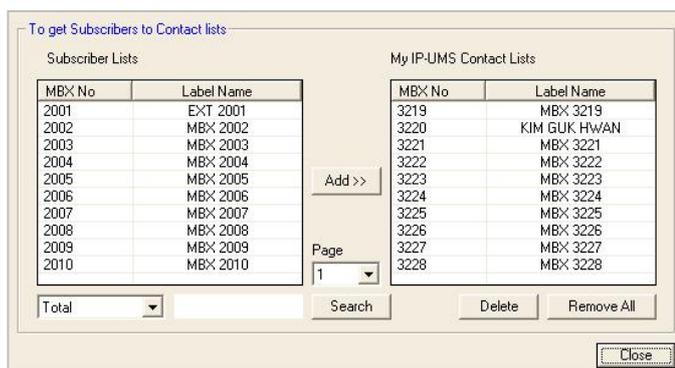


### 2.2.2.6 Outlook Integration Settings

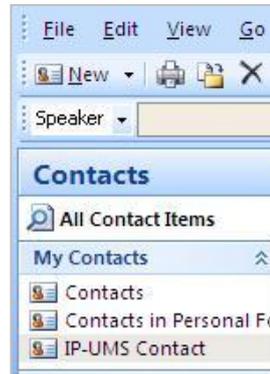
This menu manages the interworking settings between the SCME VM and Outlook, the address book and the environment in which to use the Media Control.



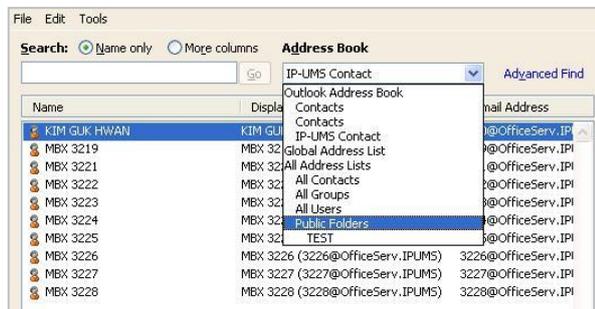
- **Making Contact Lists:** Create contact lists of the SCM subscribers in Outlook which can then be used when transmitting voice mail.



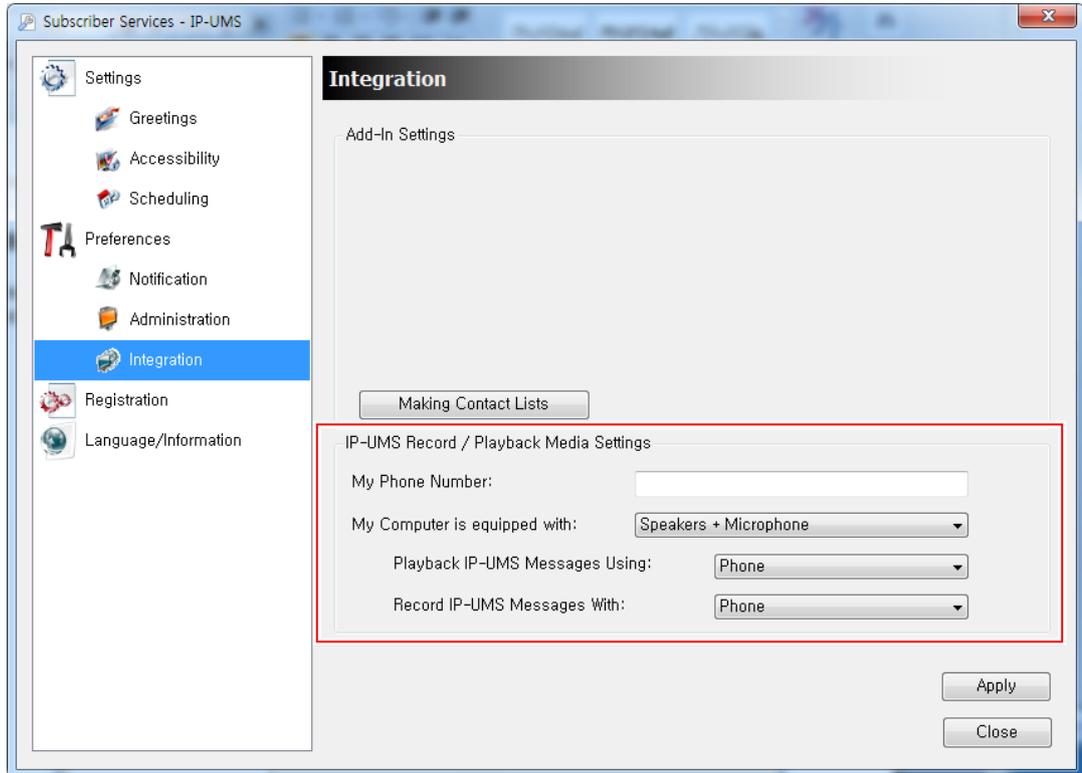
- Add the list of subscribers on the left table to the Outlook contact lists on the right table by clicking the 'Add' button.
- The created Outlook contact lists are added under 'Contacts IP-UMS' contact lists, and the subscribers' addresses that are added later are added here.



To check the created Outlook contact lists of the subscribers, execute [**Tools**]-[**IP-UMS Contact**] in Outlook.

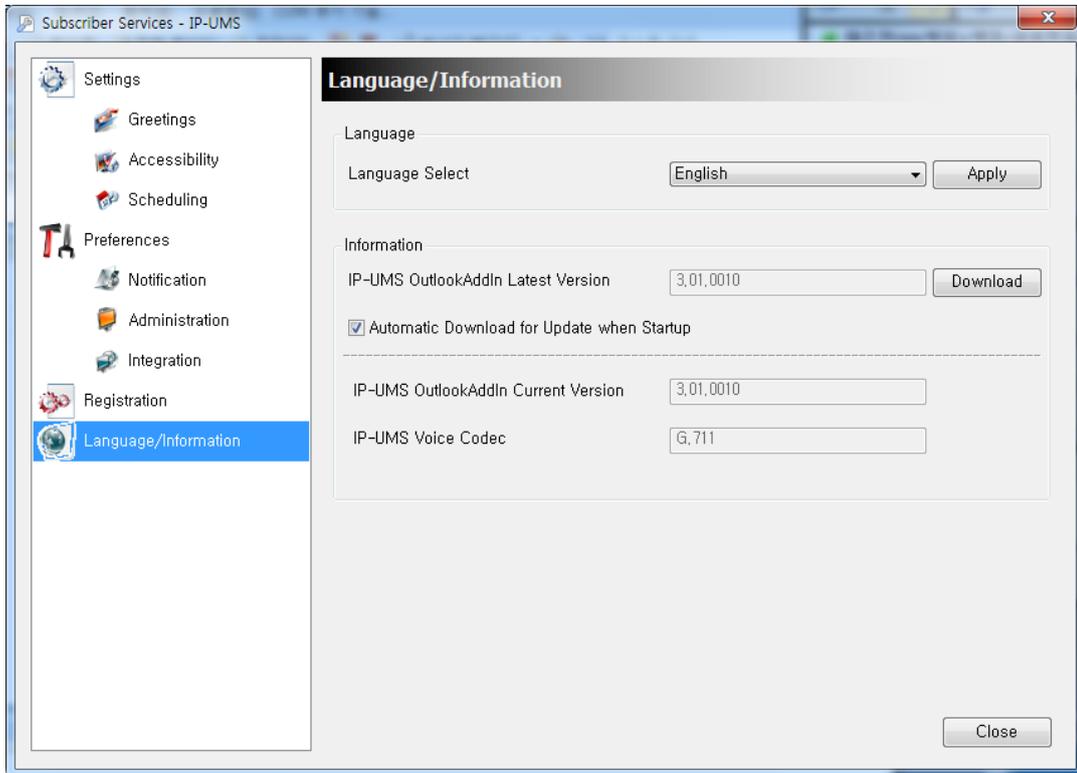


- **Record/Playback Media Settings:** Sets the user environment of the Media Control used in Outlook.
  - My Phone Number: Phone number to be used when listening to/recording the messages via the telephone interface. Enter the phone number to dial when the Media Control is set to use the telephone.
  - PC media settings:
    - 1) Speakers + Microphone: Select if you can hear voice playback and record voice mail via the PC.
    - 2) Speakers Only: Select if you can hear playback via the PC but need to use the telephone when recording.
    - 3) Neither: Select if you can only use only the telephone when listening to/recording voice mail.
  - Playback IP-UMS Messages Using: Choose the method you would like to use to hear playback of messages.
  - Record IP-UMS Messages With: Choose the method you would like to use to record messages.



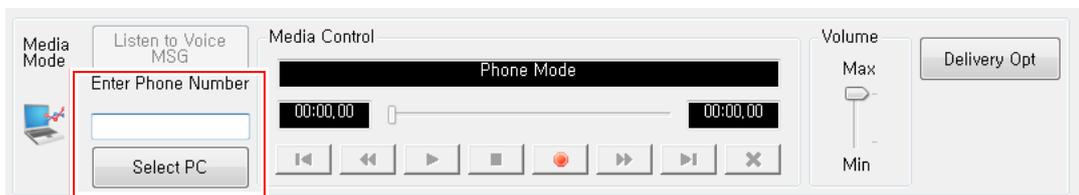
### 2.2.2.7 Outlook Language/Information

This section allows the user to set the Outlook Add-In language and check the version of the Add-In and Voice Codec.



### 2.2.2.8 Media Control

The Media Control appears when opening a voice mail message in the Inbox of the Outlook or when replying to a voice message via Outlook. The Media Control is also used when using the Web Client.



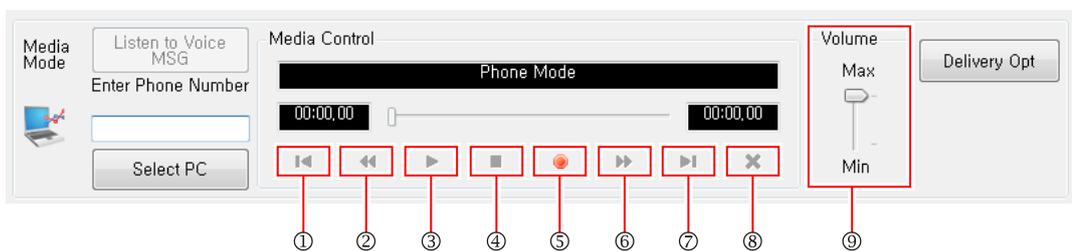
Toggle the button between 'Select Phone' and 'Select PC' to change the mode of listening to/recording messages from the telephone or the PC.

When using the telephone, enter the phone number to be dialed in the input box labeled 'Enter Phone Number' and click the Play button in the Media Control. (By default this field will be populated with the phone number that was entered in [Settings]-[Integration]-[Record/Playback Media Settings].)

Once the Play button is clicked, the phone will ring. Pick up the receiver and start recording. After recording is complete, the recorded contents are saved as a voice file and loaded in the control. To listen to the file, click the Play button again.

The ‘Listen to Voice Mail’ button is disabled when listening to a message. It is enabled when opening a new E-mail form by selecting Reply/Forward from the form opened to listen to the message. This function is used when to listen to the original message in the middle of recording a new voice message.

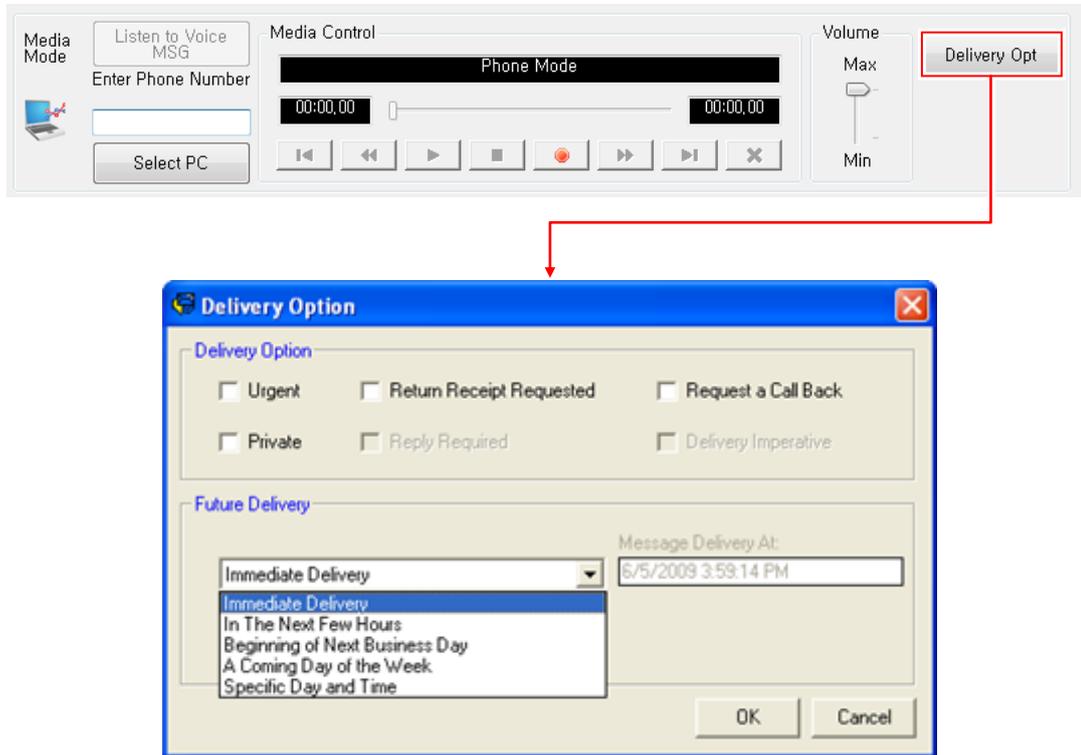
### 2.2.2.9 Media Control Functions



Number	Descriptions
1	Move to the beginning of the recording
2	Rewind 5 seconds
3	Play
4	Stop
5	Record
6	Fast Forward 5 Seconds
7	Move to the end of the recording
8	Delete the current voice file (Note: This deletes the current recording but does NOT delete the actual message.)
9	Volume Control

### 2.2.2.10 Media Control Functions-Delivery Options

Delivery Options-pressing the delivery options button will open the Delivery Option dialog box where you can override the default settings for this specific message only.



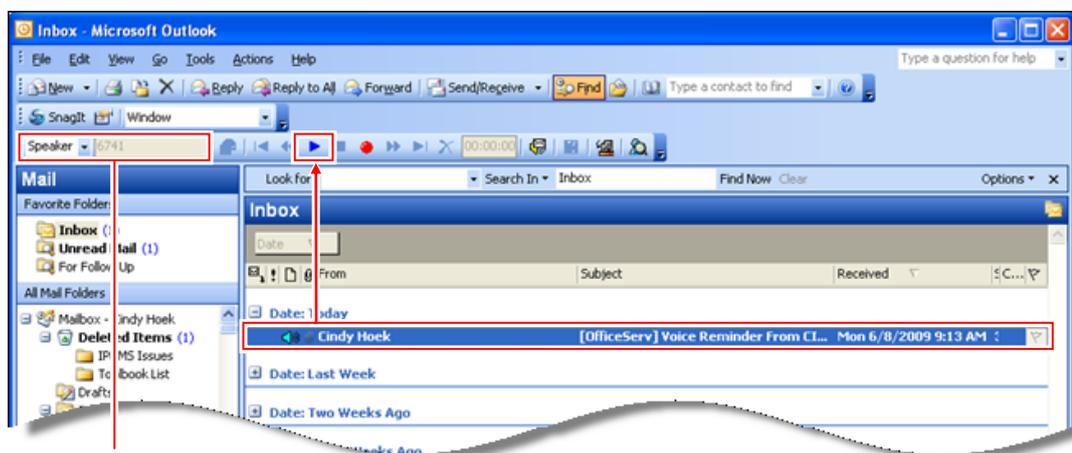
## 2.3 Voice Mail Function

When using SCME VM, voice mail messages are received along with E-mail messages in the Outlook Inbox.

### 2.3.1 Listening to Voice Mail via Outlook

There are two methods a user can employ to listen to voice mail messages.

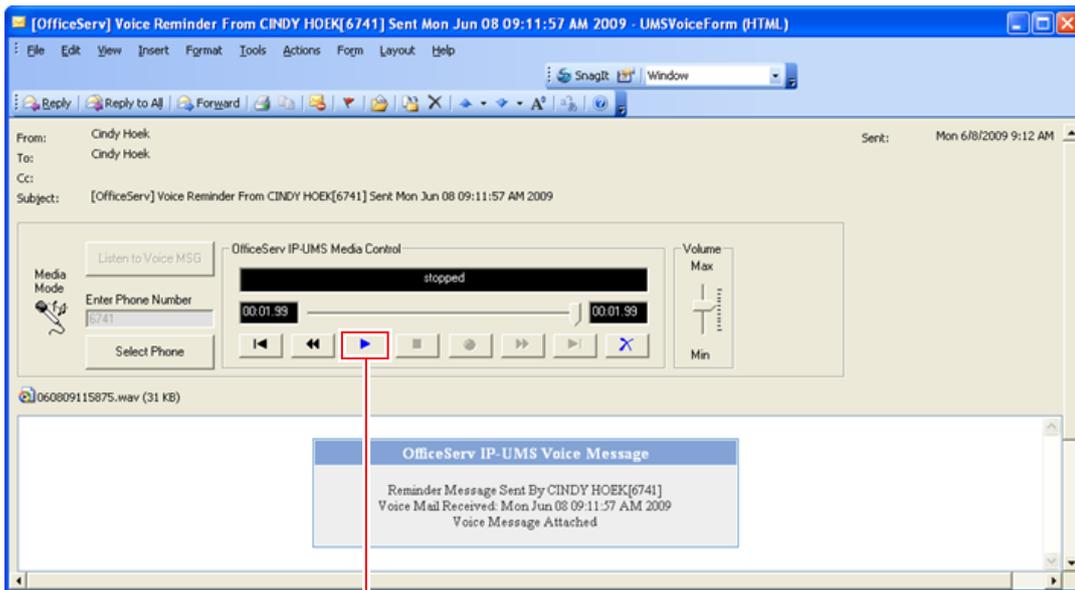
- 1) The user listens to the voice mail message by selecting it from the Outlook inbox and then clicking the Play button on the VM toolbar. Note: The Play button will be disabled until a message is selected. Buttons will become enabled on the VM toolbar when the button functionality is available.



Use this area to toggle between the telephone or computer speakers.

- 2) The second method requires the user to double-click the voice mail message from the Inbox which opens the VMform window. Then the user can listen to the voice mail via the Media Control on the form.

If new messages are set to play automatically, the messages will immediately play upon opening the form. If auto-play is not set, the user can press the play button to begin playing the message.



Play Message

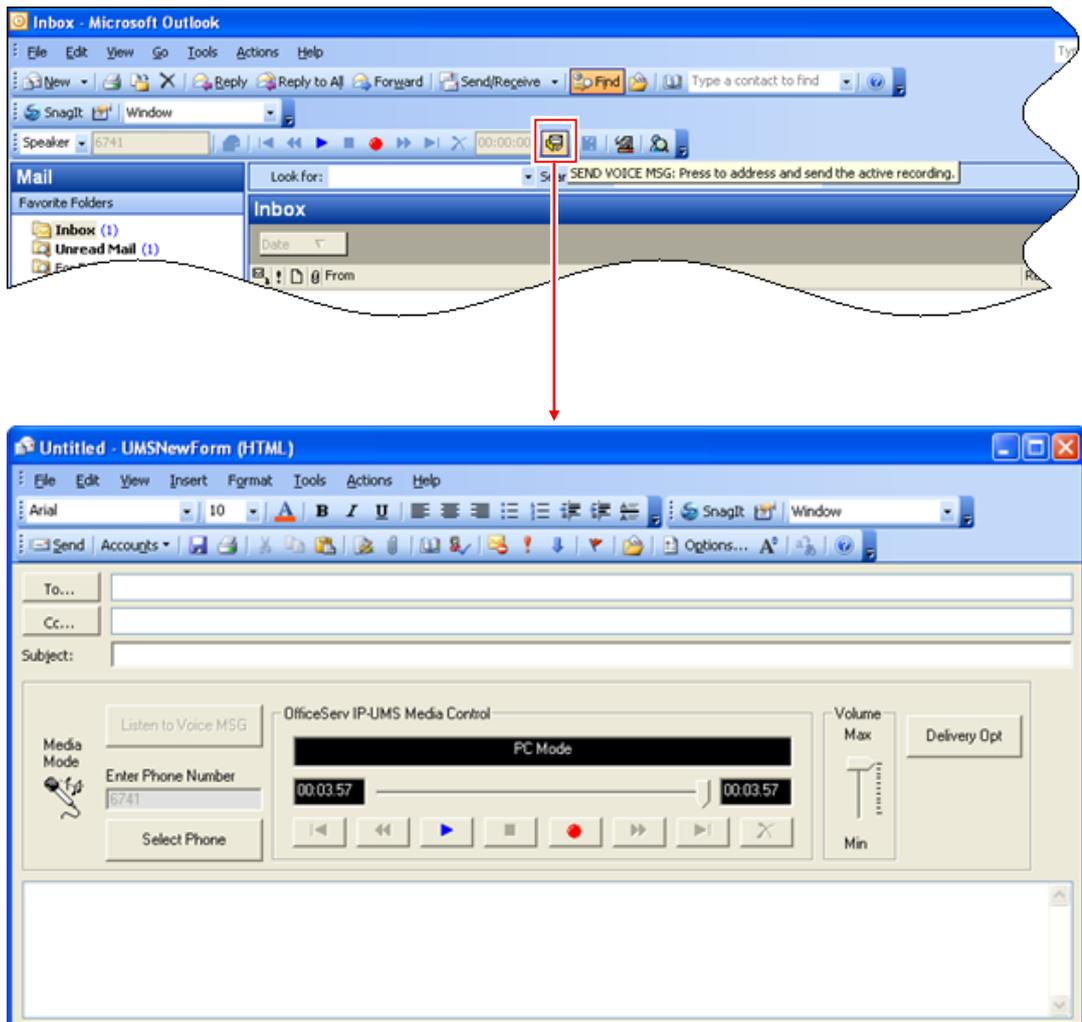
## 2.3.2 Voice Mail Delivery

The SCME VM allows for recording and transmission of voice mail to another subscriber. The transmitted voice file is delivered to other subscriber in the form of a voice mail, and the delivered voice mail can be retrieved via the telephone, Outlook, or the web.

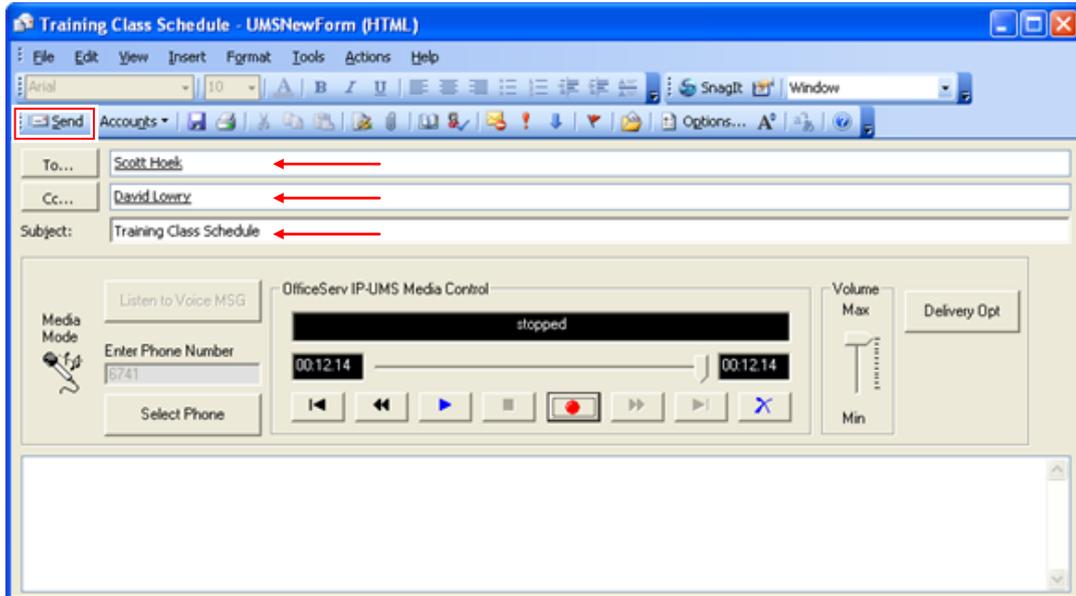
The four methods for voice mail delivery are as follows:

- Creating a new voice message via the 'SEND VOICE MSG' button
- Selecting 'Send Voice MSG' from the prompt that appears when clicking on a voice mail in the Inbox after recording a voice file on the VM toolbar
- Selecting Reply/Reply to All/Forward in the E-mail form opened by double-clicking a voice mail in the Inbox
- Selecting Reply/Reply to All/Forward on the Outlook toolbar after selecting a voice mail in the Inbox

- 1) Creating a new voice message via the 'SEND VOICE MSG' button: A voice file can be recorded before or after selecting 'SEND VOICE MSG'. If recording before clicking 'SEND VOICE MSG', set the recording mode on the Outlook toolbar to 'Speaker' or 'Phone' and then click the Record button to record the voice file. After clicking the 'SEND VOICE MSG' button, an VM form will open with the recorded file attached.



After the recording is complete, enter the recipient information in the 'To' field (and 'Cc/Bcc' fields as necessary) on the form.

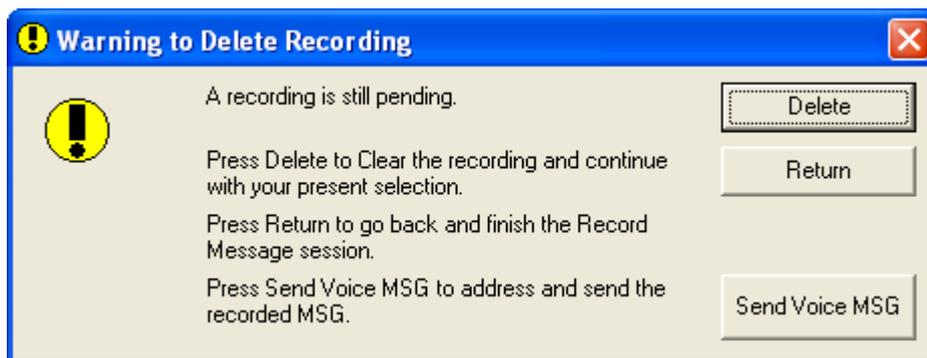


How the message is sent will depend on its contents:

- If the contents only have a recorded voice, the message will be sent as a voice mail.
- If any text is added to the subject or body, the message will be sent as an email with a .wav file attachment.

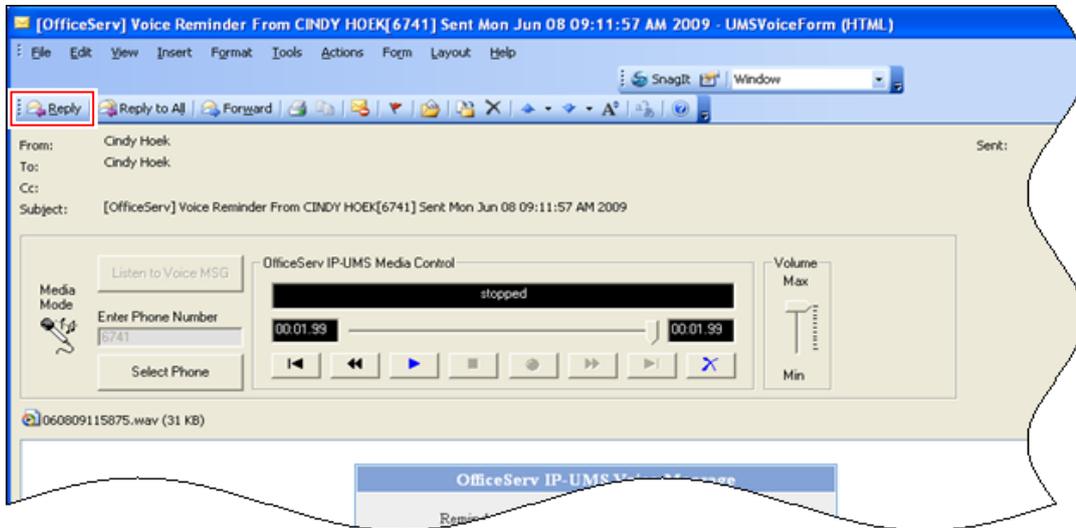
- 2) Selecting 'Send Voice MSG' from the prompt that appears when clicking on a voice mail in the Inbox after recording a voice file on the VM toolbar:

If a voice file has been recorded via the VM toolbar and is pending when the user selects a voice mail in the Inbox, the following pop-up window appears:

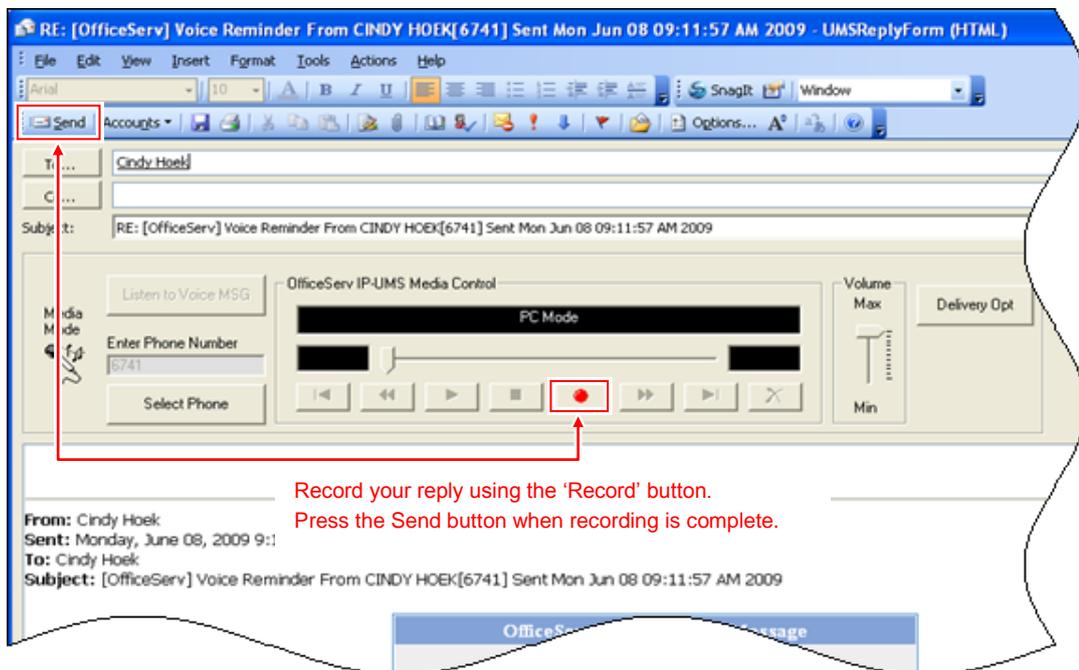


- 'Delete' will delete the recorded voice file and return to the main Outlook window.
- 'Return' will return the user to the main window without any other operation.
- Selecting 'Send Voice MSG' will open an VM form with the previously recorded voice file attached. Functionality is the same as described in the previous section.

- 3) Selecting Reply/Reply to All/Forward in the E-mail form opened by double-clicking a voice mail in the Inbox: Open the received voice mail and click the 'Reply' button in the form.

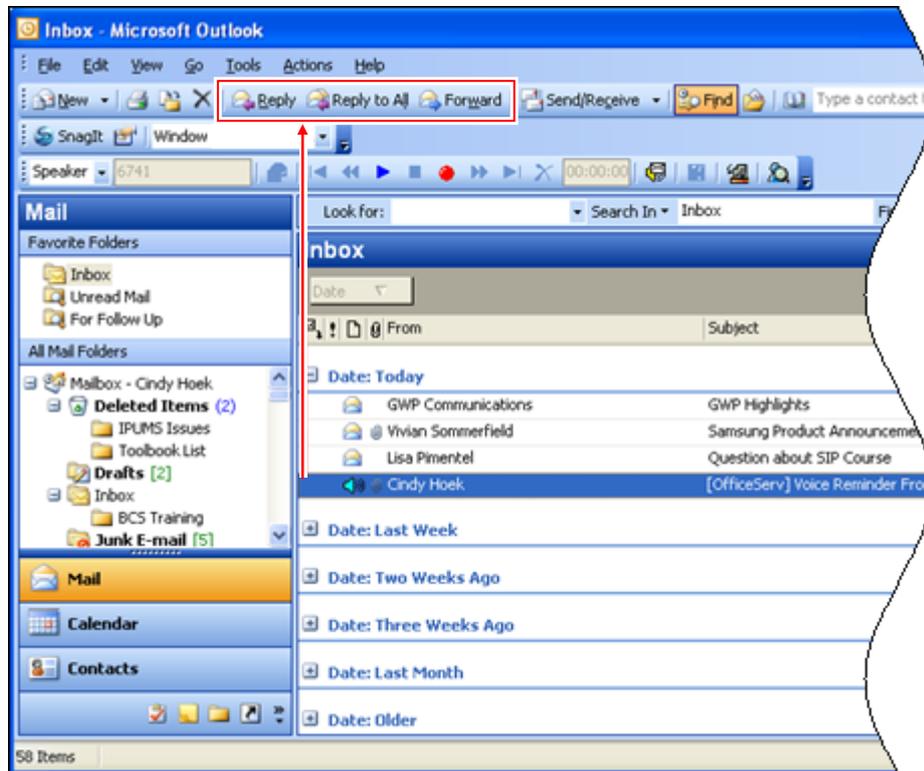


The Reply/Forward message form will open.



- If the recipient is another subscriber on the system, the message is sent as a voice mail message, and if the recipient is a general E-mail user, the voice file is sent as an E-mail message with attached Wave file.
- To listen to the original message in the middle of recording a voice file, click the 'Listen to Voice Message' button of the control after listening to the original message, return to the recording the new voice message by clicking the button again.

- 4) Selecting Reply/Reply to All/Forward on the Outlook toolbar after selecting a voice mail in the Inbox.



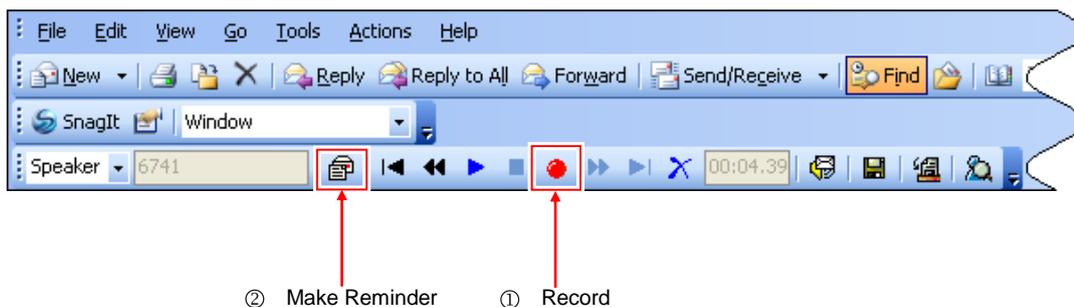
**NOTE**

When using **[Reply]** and **[Reply to All]** the SCME VM will reply to the address delivered to Outlook. In some cases that Reply address may be a Voice only Mailbox. If you wish to reply with text and not voice you should always check the **[To]** field to verify that the Address listed is a correct E-Mail Address and not a Voice Mail Address for the intended recipient. (Example of a Voice Mail Address- 6759@VoiceMail.IPums) If you should happen to send an E-mail MSG to a Voice only address the E-Mail server will return it 'undeliverable'. Simply go to your [Sent Items] and open the MSG sent. From the menu bar select Actions > Resend This Message and then either delete the Text and record a Voice MSG or Deleted the Voice only Address in the **[To]** Field and enter a valid E-Mail address for the intended recipient.

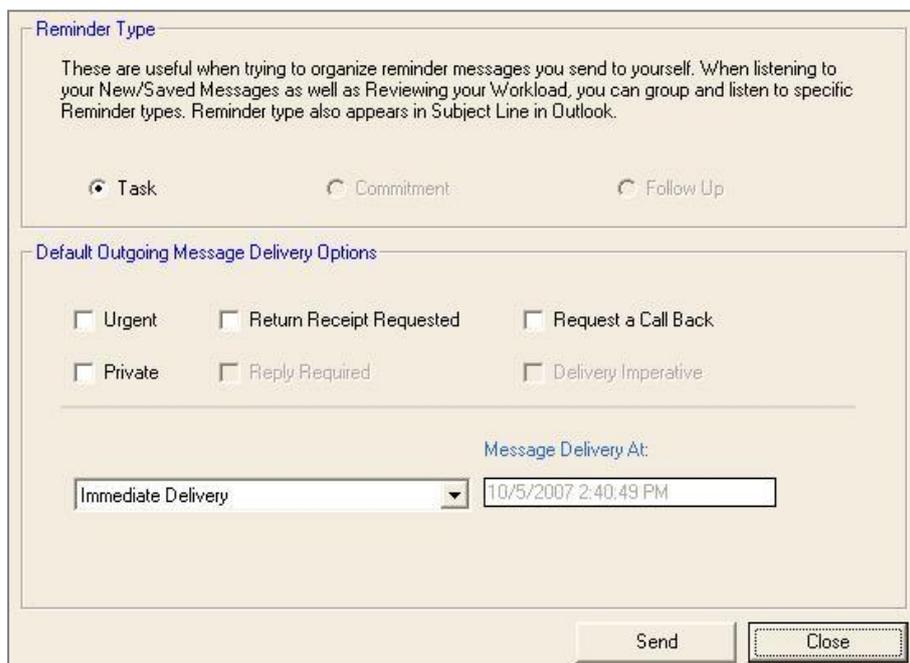
### 2.3.3 Creating a Reminder Message

The SCME VM can perform reminder functions by sending a voice mail message to the user reminding them of specific notes.

- 1) Record the voice on the VM toolbar and click the 'MAKE REMINDER' button.



- 2) Select the Reminder Type from the pop-up menu and click the [Send] button to deliver the message to the user. The system administrator will determine which Reminder Types are available.

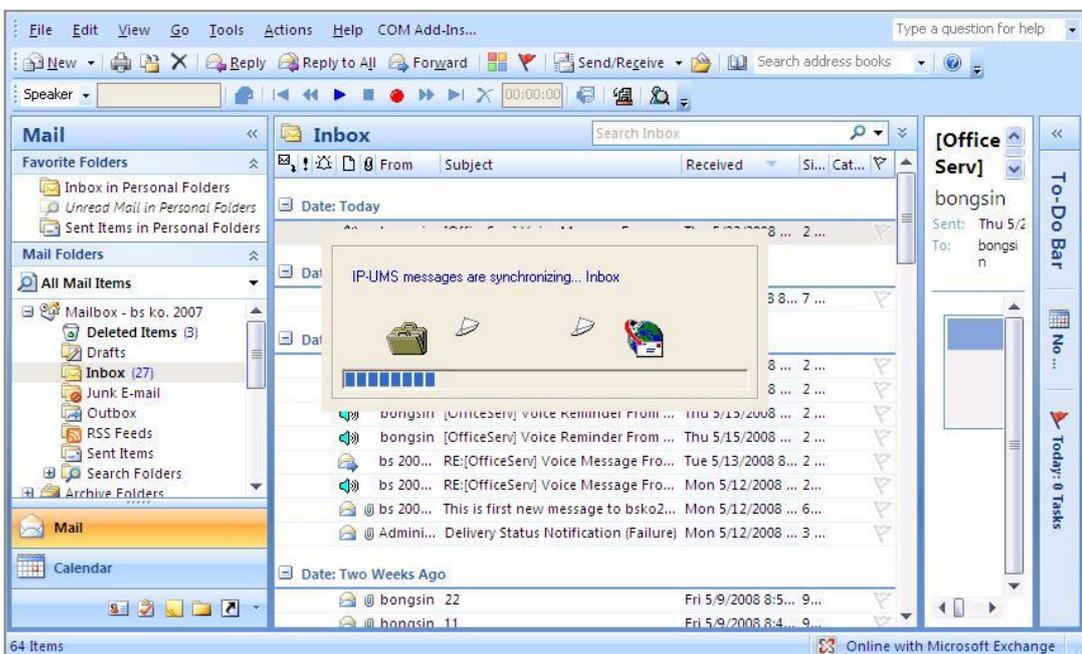


## 2.4 Synchronization with the SCME VM Server

As Outlook processes messages, it synchronizes with the SCME VM server. For example, when the user reads or deletes a voice mail via the telephone, the corresponding message in the Outlook Inbox is updated to reflect the same status.

### 2.4.1 Synchronizing as starting outlook

When the Outlook starts, the SCME VM Outlook Add-In synchronizes voice mail messages.



### 2.4.2 Read

When a voice mail is saved via the telephone, the message status is sent to Outlook, so the status of the corresponding message is marked as read also. To indicate the status of a voice mail message.

### 2.4.3 Delete

If the message is deleted in Outlook, the corresponding message is deleted in the telephone. If a voice mail is deleted in the telephone, the deleted status is sent to Outlook so that the corresponding message is moved to Outlook's Deleted Items.

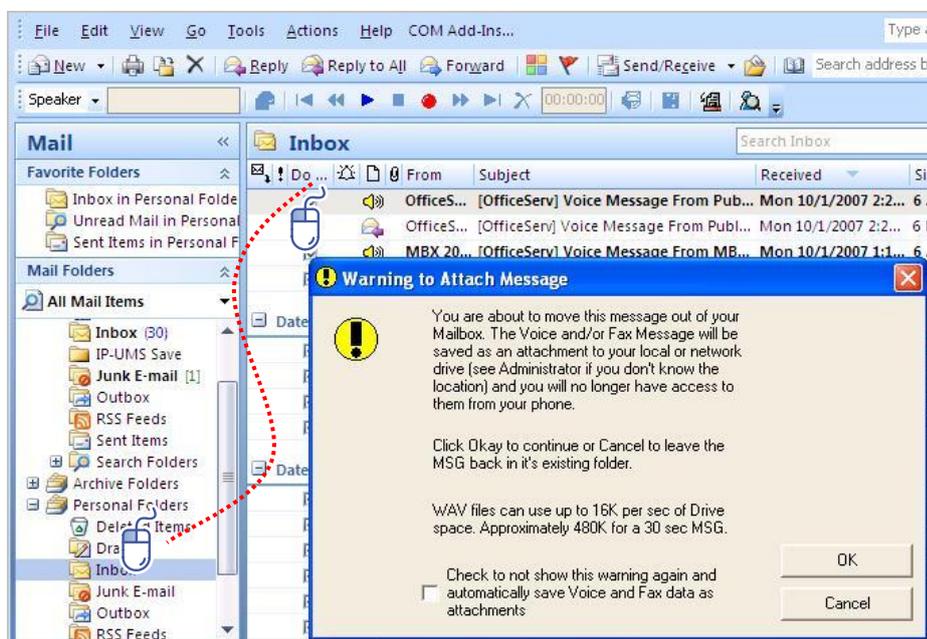
## 2.4.4 Undelete

If the message is moved to another folder within the Inbox from the Deleted Items folder, the corresponding message is undeleted from the telephone.

If the voice mail is undeleted in the telephone, the undeleted message is sent to Outlook, so the corresponding message is moved back to the Inbox from the Deleted Items folder.

## 2.4.5 Move to personal folder

A user can move messages in their personal folder created for saving messages. If a voice mail is moved to a personal folder, the voice message can be saved and moved as a Wave attached file.



A 'Warning to Attach Message' window is opened when a voice mail is being moved to a personal folder. The window popup is only shown for a user who has the authority of Wave attaching given by an administrator.





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# Appendix

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This chapter describes the cached exchange mode.

## A.1.1 About Cached Exchange Mode

This feature requires you to be using a Microsoft Exchange Server e-mail account in Cached Exchange Mode.

Cached Exchange Mode provides you with a better experience when you use a Microsoft Exchange Server e-mail account. A copy of your mailbox is stored on your computer. This copy provides quick access to your data and is frequently updated with the mail server. If you work offline, whether by choice or due to a connection problem, your data is still available to you instantly wherever you are. If a connection from your computer to the computer running Exchange server isn't available, Outlook switches to **Trying to connect** or **Disconnected**. If the connection is restored, Microsoft Outlook automatically switches back to **Connected** or **Connected (Headers)**. Any changes you make while a connection to the server isn't available are synchronized automatically when a connection is available. You can continue to work while changes are synchronized.

### Turn on Cached Exchange Mode

- 1) On the **Tools** menu, click **E-Mail Accounts**, click **View or change existing e-mail accounts**, and then click **Next**.
- 2) In the **Outlook processes e-mail for these accounts in the following order** list, click the Exchange Server e-mail account, and then click **Change**.
- 3) Under **Microsoft Exchange Server**, select the **Use Cached Exchange Mode** check box.
- 4) Exit and restart Microsoft Outlook.

### Turn off Cached Exchange Mode

- 1) On the **Tools** menu, click **E-Mail Accounts**, click **View or change existing e-mail accounts**, and then click **Next**.
- 2) In the **Outlook processes e-mail for these accounts in the following order list**, click the **Exchange Server e-mail account**, and then click **Change**.
- 3) Under **Microsoft Exchange Server**, clear the **Use Cached Exchange Mode** check box.
- 4) Exit and restart Outlook.

# ABBREVIATION

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## I

IMAP4	Internet Messaging Access Protocol 4
IP	Internet Protocol

## L

LAN	Local Area Network
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## M

MGI	Media Gateway Interface
MTA	Mail Transfer Agent
MUA	Mail User Agent

## P

POP3	Post Office Protocol 3
PSN	Packet Switch Network
PSTN	Public Subscriber Telephone Network

## T

TCP/IP	Transmission Control Protocol/Internet Protocol
TTS	Text To Speech

## U

UMS	Unified Messaging Service
-----	---------------------------

## V

VMS	Voice Messaging Service
VoIP	Voice over Internet Protocol

## W

WAN	Wide Area Network
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## **SCME Outlook Client User Guide**

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