

This User Guide explains how to set up e-mail signatures for all Viscom employees and is valid as with effect from 2 March 2020.

Long version

The new signature is initially shown below as a long version with all information that the e-mail signature should include:

Best regards

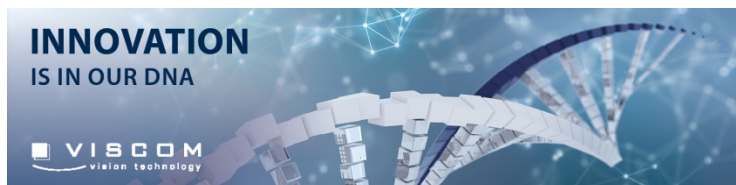
Max Mustermann

Engineer

Position in English

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Visit us at SMTconnect from May 05-07 in Nuremberg, Viscom Booth 4A-120



Short version

Alternatively, there is a short version that includes only the minimum of required information:

Best regards

Max Mustermann

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Disclaimer

The disclaimer text is added to this and automatically inserted by our admins as an e-mail footer:

This e-mail communication is confidential and intended only for the individual(s) or entity named above. If you are not the intended recipient, please do not read, copy, use or disclose the contents of this communication to others. For information on Viscom AG data protection, please refer to our privacy policy on our website: <https://www.viscom.com/europe/data-protection-statement/>

Viscom AG - Carl-Buderus-Str. 9-15 - 30455 Hanover, Germany - Tel: +49 511 94996 0 - E-Mail: info@viscom.de – Executive Board: Carsten Salewski, Peter Krippner, Dr. Martin Heuser, Dirk Schwingel - Chair of the Supervisory Board: Prof. Dr. Michèle Morner - Legal Venue: Amtsgericht Hannover - Registration Number: HRB 59616

Corporate Design Information:

Font color: Viscom blue RGB Red 0 / Green 38 / Blue 82

Font style: Calibri

Font size: 11

Differences between the long and short versions:

In the long version, you have the option of adding the following information:

- direct extension and cell phone numbers
- text reference to future events
- additional Viscom address such as a branch office or home office if this is not identical to the address given in the disclaimer

Design & Set-up

In the new e-mail signature, the fonts, font sizes and colors for the individual parts of the automatic signature are specified. Viscom's social media profiles are also integrated as links.

This means that you can copy the signature from this document, except for the banner, which must be integrated as described below.

The automatic signature includes our changing advertising banner, via which we advertise current topics such as advertising campaigns, trade shows and events, new products, software releases, new brochures, the customer newsletter and videos.

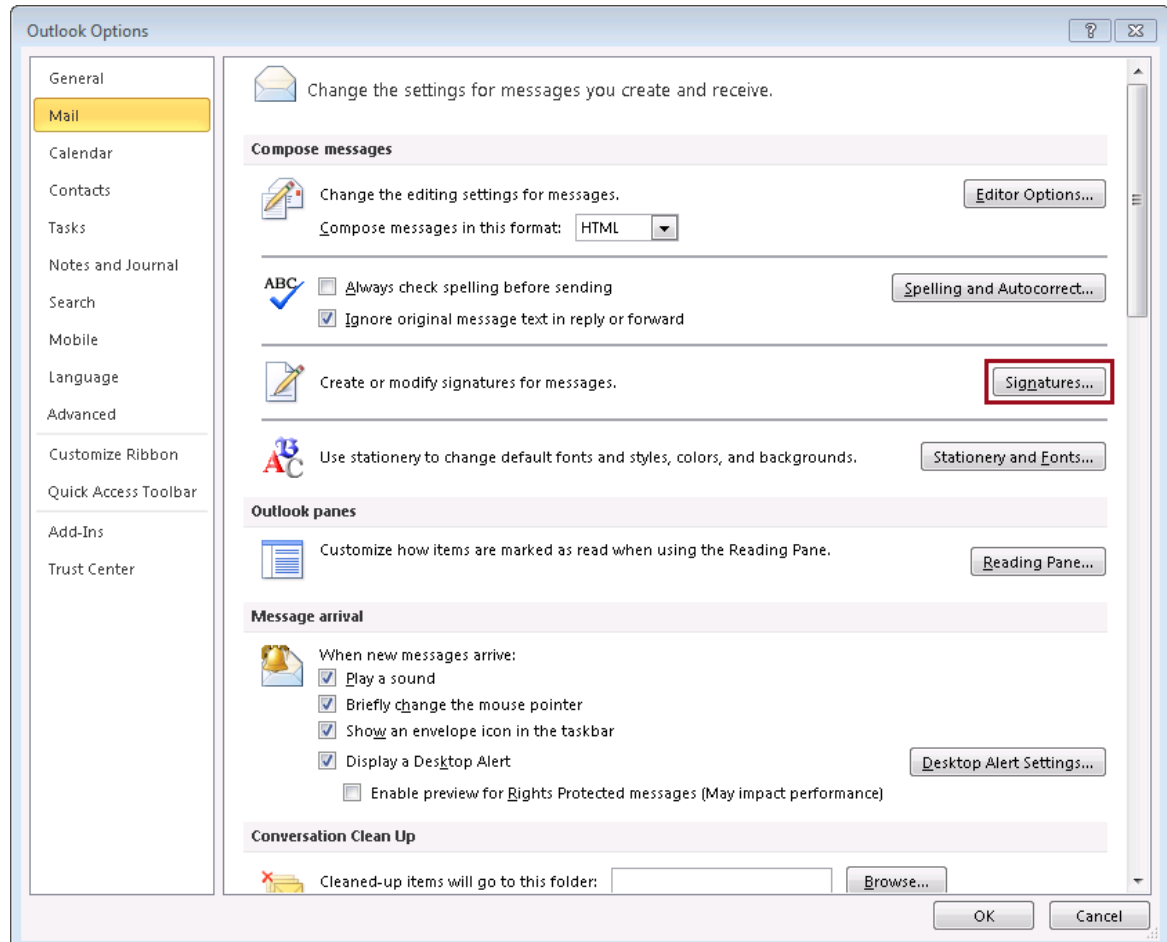
That's why we set up a central folder for the current banner file, so that any new banner will be automatically updated/replaced in the e-mail signature.

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Advertising Banner

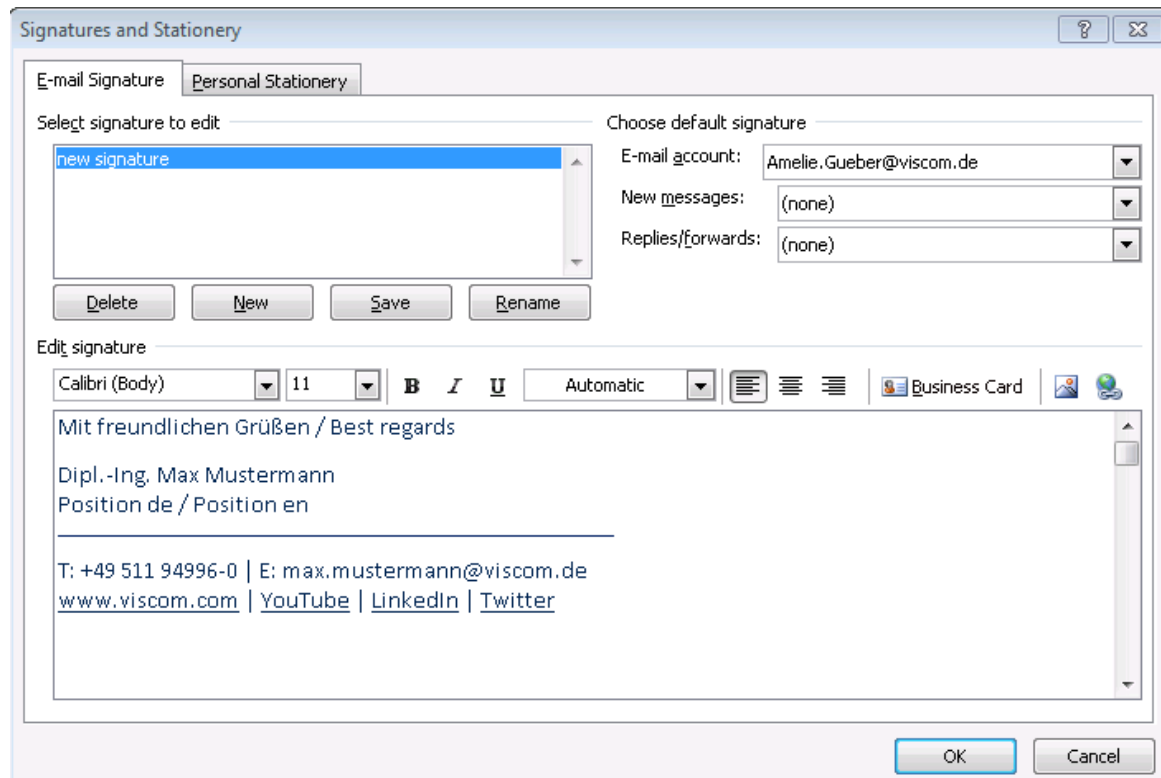
Please set up the link to the banner file just once in your signature template:

1) Outlook – New e-mail message – File – Options – Signatures



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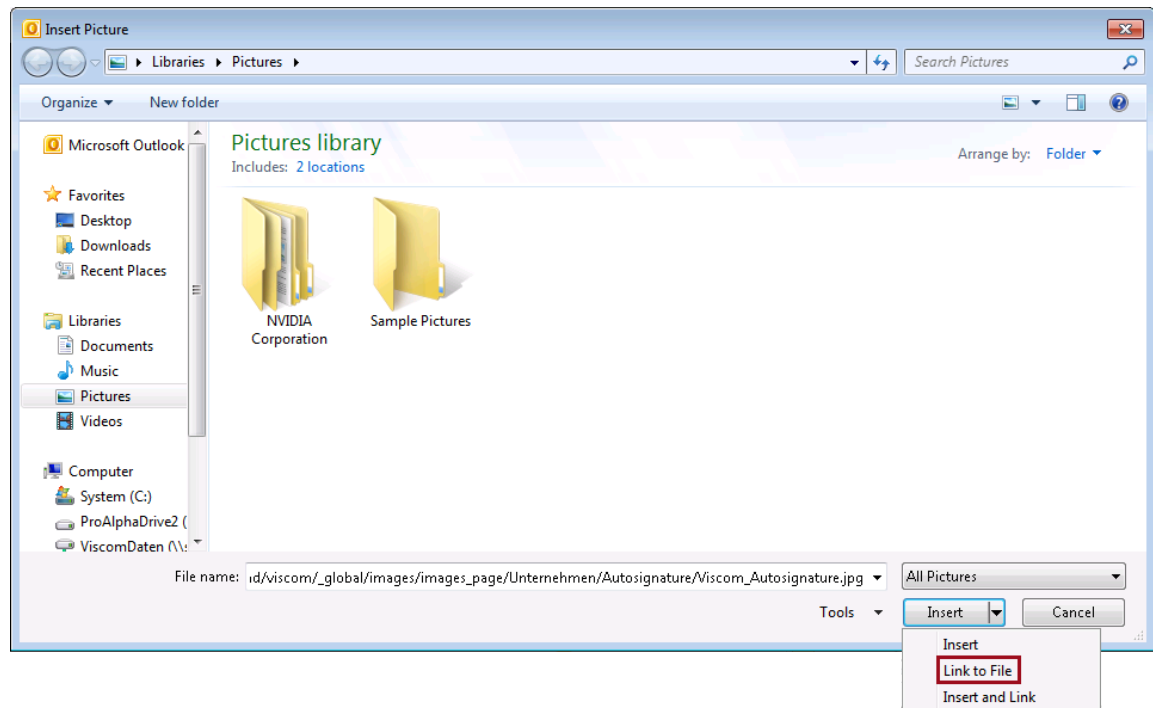
- 2) With one line of spacing below the social media links and the text reference icon, select "Insert image"



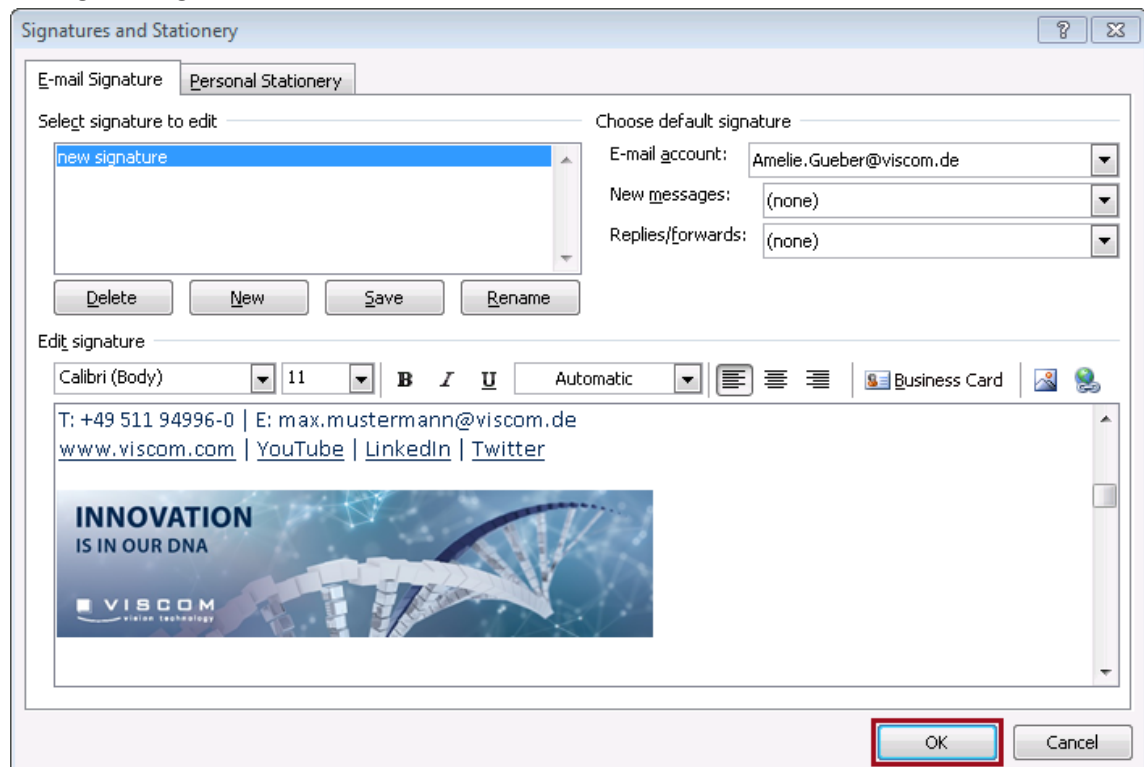
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- 3) Under "File name", insert the link below using the option "Insert" -> "Link to file" (this may take a minute).

https://www.viscom.com/fileadmin/user_upload/viscom/_global/images/images_page/Unternehmen/Autosignature/Americas/Viscom_Autosignature.jpg



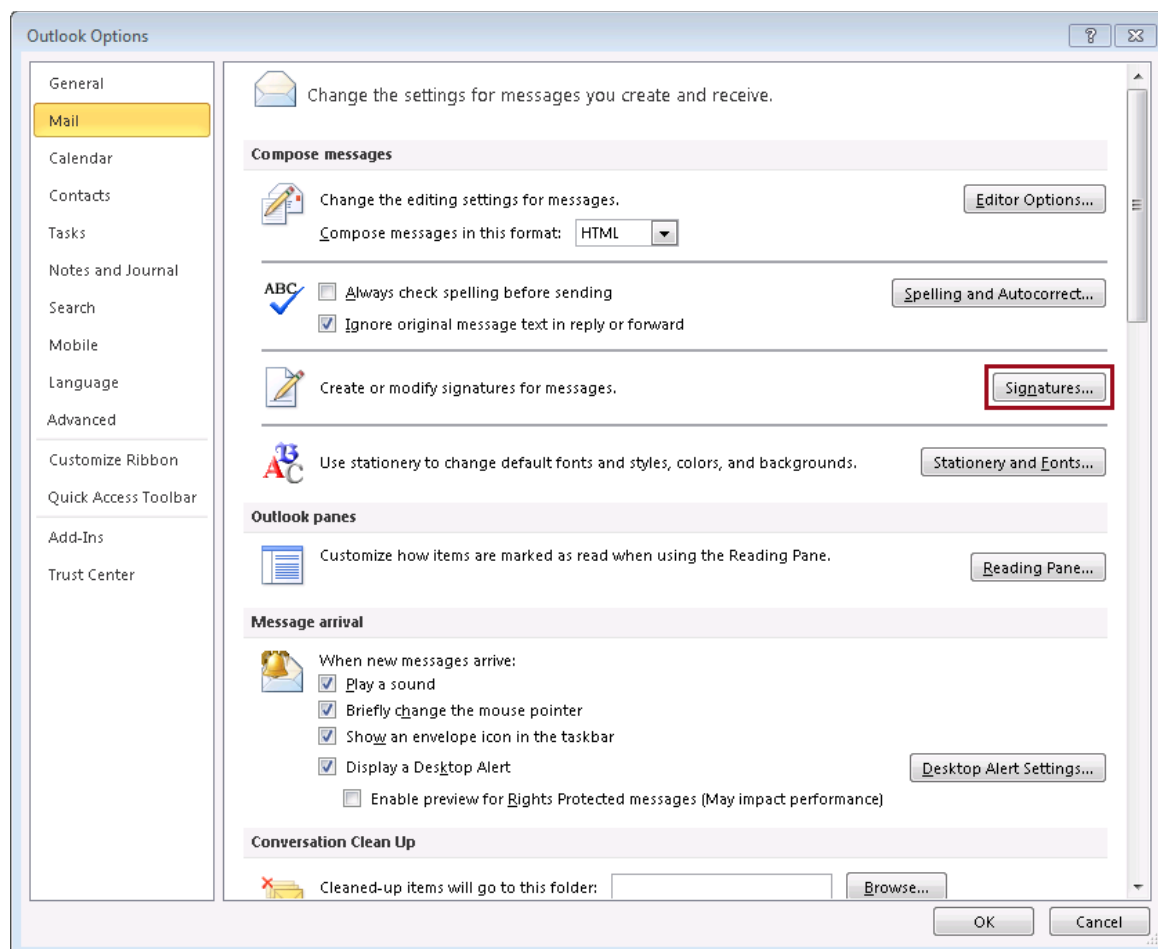
- 4) When the image has been inserted, click "OK" to save, and then close the Options window by clicking "OK" again.



Help with incorrect image size of the advertising banner

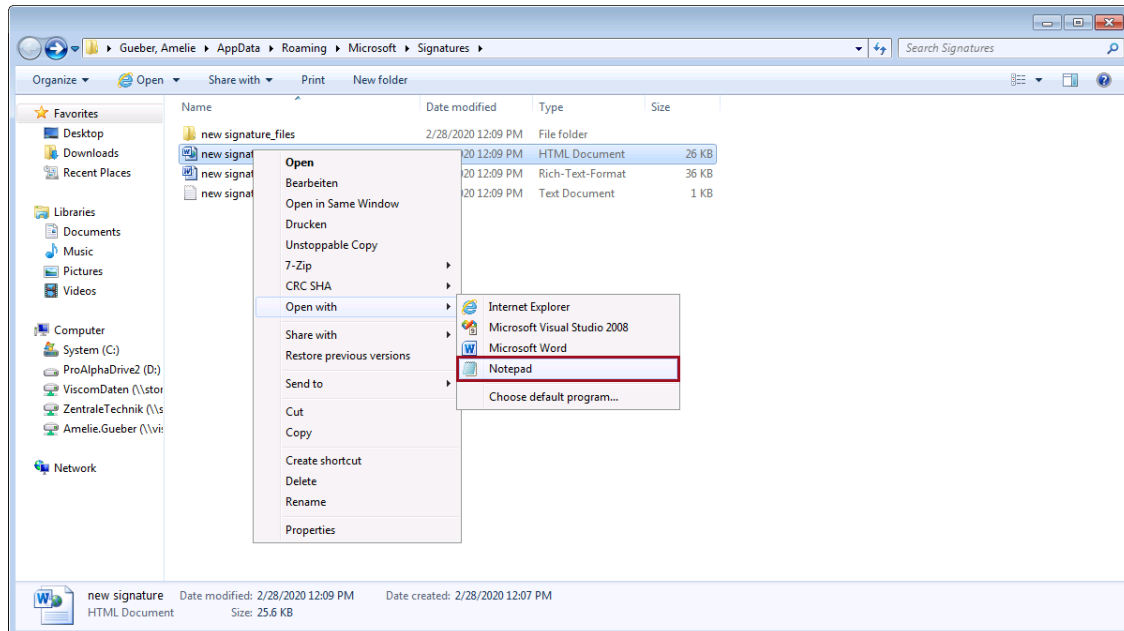
Sometimes the linked image is displayed in the automatic signature, but not in the correct size. However, it is possible to edit the HTML code in Outlook e-mail signatures:

1. In Outlook, select E-mail from the Options menu. Then press and hold Ctrl and click on Signatures.



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2. A window with defined signatures opens. To edit the desired entry, right-click on it and select "Open with" and then select "Notepad".

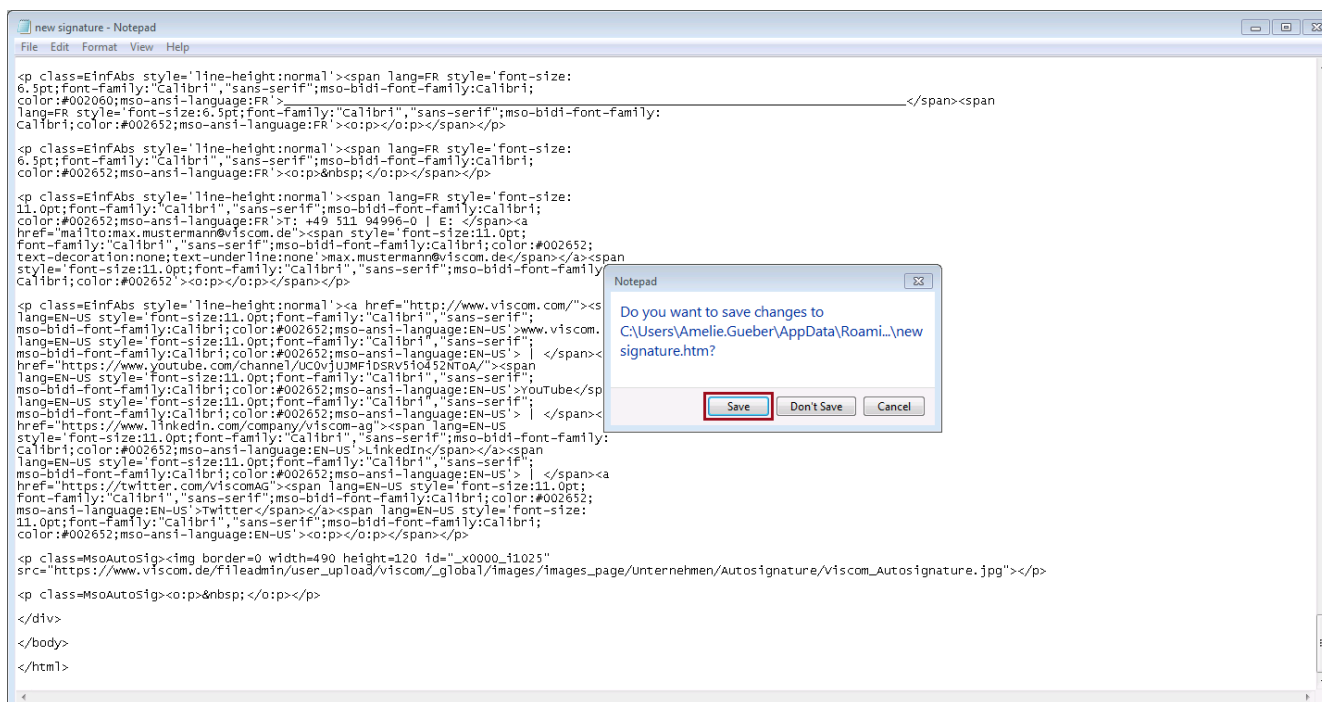


3. The HTML code is displayed. Find the dimensions and correct them, if necessary, as follows:
Width=490 Height=120

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href="https://www.youtube.com/channel/UC0vjUJMF1DSRV5io452NT0A/"><span  
lang=EN-US style='font-size:11.0pt;font-family:"Calibri","sans-serif";  
mso-bidi-font-family:Calibri;color:#002652;mso-ansi-language:EN-US'>YouTube</span></a><span  
lang=EN-US style='font-size:11.0pt;font-family:"Calibri","sans-serif";  
mso-bidi-font-family:Calibri;color:#002652;mso-ansi-language:EN-US'> | </span><a  
href="https://www.linkedin.com/company/viscom-ag"><span lang=EN-US  
style='font-size:11.0pt;font-family:"Calibri","sans-serif";mso-bidi-font-family:  
Calibri;color:#002652;mso-ansi-language:EN-US'>LinkedIn</span></a><span  
lang=EN-US style='font-size:11.0pt;font-family:"Calibri","sans-serif";  
mso-bidi-font-family:Calibri;color:#002652;mso-ansi-language:EN-US'> | </span><a  
href="https://twitter.com/viscomag"><span lang=EN-US style='font-size:11.0pt;  
font-family:"Calibri","sans-serif";mso-bidi-font-family:Calibri;color:#002652;  
mso-ansi-language:EN-US'>Twitter</span></a><span lang=EN-US style='font-size:  
11.0pt;font-family:"Calibri","sans-serif";mso-bidi-font-family:Calibri;  
color:#002652;mso-ansi-language:EN-US'><o:p></o:p></span></p>  
<p class=MsoAutoSig></p>  
<p class=MsoAutoSig><o:p>&nbsp;</o:p></p>  
</div>  
</body>  
</html>
```

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4. Save the settings.



Text Templates for Absence Assistant

For the following cases there are standard phrases for your automatic response email. Please use these standard responses for internal and external recipients.

In case of business travel or vacation:

Hello,

Thank you for your message. I am currently on vacation / on a business trip and during this time I have no / only limited access to email. I will answer it when I am back on >date<. For urgent matters please contact >email address and phone num of a colleague< or call our head office via +1 678 966-9835.

Best regards,
John Doe

In case of absence without cause:

Hello,

Thank you for your message. I am currently out of the office and will be back on >date<. If your message is urgent, please contact >name< at >email address and phone num of a colleague< or call our head office via +1 678 966-9835.

Best regards,
John Doe

In case of a long-term absence due to illness or without substitute arrangement:

Hello,

Thank you for your message. Unfortunately I am not available until further notice / until >date<. Your email will not be forwarded.

Please contact our head office by phone +1 678 966-9835 or by sending an email to info@viscomusa.com.

Best regards,
John Doe