
Administering AmAndA@Work.Place

Version 3.xx

Designed for *norstar*™

Administrator's Guide Edition 7/01

AmAndA®

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Conventions

This manual uses the following terminology and conventions:

Amanda	The name by which this manual refers to the Amanda@Work.Place system to make reading about the system easier. Because of the name Amanda, the system is also referred to as “she.”
caller	Someone who calls into Amanda. A caller often obtains information, leaves a message for someone, and/or provides information. Because Amanda is referred to as “she,” callers and users are referred to as “he.”
user	Someone with an extension that Amanda transfers calls to and/or stores messages for. A user can access Amanda to play, delete, and send messages as well as set personal options such as Do Not Disturb.
fixed-space type	This guide displays information that you must type and messages from Amanda in fixed-space type.

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Chapter 1: Introducing Amanda

What Amanda Does

Amanda@Work.Place is an automated attendant and voice processing system designed especially for ease of use and flexibility. As a PC-based product, Amanda takes advantage of the technical innovations in the personal computer market. In addition, Amanda's standard hardware components can be repaired or replaced by any PC service company. The computer on which Amanda is installed must be used only for Amanda.

Depending on what lines from your PBX are connected to Amanda and when calls are sent to Amanda to be processed, Amanda can serve you or your customer in a variety of ways.

Configured as a primary attendant: Amanda answers all your incoming calls on the lines you designate and allows the callers to direct their calls to a specific person or department without being placed on indefinite hold. If a specific person is unavailable, Amanda can take a private message for that person without missing any details.

In this case, the telephone switching system sends all incoming calls to Amanda.

Configured as a secondary attendant: Amanda assists your regular operator when call volume is heavy, allowing callers to direct their own calls or hold for the operator. Some companies provide specific incoming lines for Amanda as a backdoor attendant for calls from vendors, family members, friends, and special clients who prefer to have Amanda process their calls.

In this case, the telephone switching system sends incoming calls to Amanda only when the regular operator's extension is busy or not answered.

Configured as an off-duty attendant: Amanda provides 24-hour access to your company and its employees when an operator is unavailable.

In this case, the telephone switching system sends all incoming calls to Amanda while the office is closed.

Configured as a voice messaging center: Amanda takes messages and allows users to send, store, and forward messages, increasing productivity and enhancing inter-office communication.

In this case, the telephone switching system transfers any incoming call to Amanda if the extension being called is busy or not answering.

Configured as an information system: Amanda provides answers to your callers' most frequently asked questions (so you can avoid costly interruptions and provide a higher level of customer service 24 hours a day). Information such as your address, available

hours, directions to your offices, and so forth, might be better handled by Amanda. Amanda's serial ports can access databases and other information stored in other computers, allowing Amanda to give callers information on account balances, train schedules, and so forth.

In this case, the telephone switching system or even an operator can send incoming calls to Amanda. Then automatically, or if selected, Amanda plays out the requested information.

How Amanda Operates

To users and callers, Amanda is a voice on the telephone guiding them to people, services, and messages. However, Amanda's entire design revolves around the mailboxes defined by you, the system administrator. This chapter explains what a mailbox is, how Amanda uses mailboxes to process calls, and how Amanda processes each mailbox based on the contents of fields associated with it.

A Mailbox for Each User

Each user of the Amanda system has a mailbox. The Amanda Company recommends using the same number as the extension number, but you don't have to—unless you are using digital integration (such as SMDI). Amanda dials the extension number to reach a user who has a call. The mailbox identifies a record in Amanda's database. The record contains fields that define how Amanda processes each user's calls. The system administrator initially (and ultimately) controls the contents of these fields, but the user can change many of them. For example, the user can turn Do Not Disturb on and off during a hectic day.

The user changes the contents of these fields using a telephone and a series of menus. The administrator changes them from Amanda's Users screen. The administrator can view all the fields associated with the mailbox at the same time and move easily from the fields for one mailbox to the fields for another.

In addition to these fields, each mailbox has one or more recorded greetings. For example, when a user does not answer a call, the caller hears a greeting, such as "Hi. This is Ralph at extension 123. Please leave a message...."

A typical mailbox is configured to ring a telephone extension and record messages from callers. Users periodically check their mailboxes for messages, or they can be notified that a message exists in a variety of ways. Typically, there is one user for each mailbox, even though several mailboxes might share a single telephone extension.

Mailboxes that Control Call Processing

There are more mailboxes than there are users. This is because mailboxes also control the flow of a call. For example, the company greeting and all the menus are played as greetings for mailboxes. One mailbox directs the call to another mailbox for further processing.

By default, Amanda starts with mailbox 990, known as the Company Greeting mailbox. Amanda plays a very short greeting for that mailbox, which is something similar to "Thank you for calling The Amanda Company."

The Done Chain field, one of the fields associated with mailbox 990, causes Amanda to route the call to mailbox 991, known as the Caller Instructions mailbox—unless the caller enters the DTMF (touch tone) digits for another mailbox, such as Ralph’s 123. The greeting Amanda plays for mailbox 991 is a menu of choices (for example, “For sales, press 1. For customer support, press 2....”). If the caller presses a number from the menu, Amanda routes the call to the mailbox associated with that menu number.

The Caller Instructions mailbox (by default mailbox 991) is very important because the caller returns to it if all else fails. It is what keeps the caller from becoming lost in the system.

You don’t have to use mailboxes 990 and 991, but it is very important that you use two mailboxes. The first should always provide a very short general greeting. The second should be a very specific set of instructions or a menu that allows the caller to reroute himself. The caller can hear it under a variety of circumstances. The second mailbox must be the value stored in the first mailbox’s Done Chain field.

You can use these two mailboxes for all calls coming into Amanda, or you can use two different mailboxes per port. This allows you to have a separate general greeting and set of instructions for each port.

Mailboxes that Provide Information

An informational mailbox (such as 990 or 991) does not accept messages from callers; instead, its greeting is played to callers to provide them with various pieces of information, such as the company’s hours of operation, location, and so forth. No real user or telephone extension corresponds to this kind of mailbox.

The Power of Mailboxes

Amanda makes a distinction between the mailbox and the user’s extension, although they are usually the same number. The mailbox is the number for a record in Amanda’s database. The extension is what Amanda must dial to transfer a call. By making this distinction, Amanda can provide powerful features through her Token Programming Language.

All of Amanda’s mailboxes are stored in a single database, so no two users can have the same number. For example, you can have only one mailbox 0 (usually the company operator). To use 0 more than once, Amanda provides single-digit menus. When you define a single-digit menu, you provide a mailbox to be processed for each number on the menu (1–9 and 0). Amanda processes that mailbox when the user or caller selects the corresponding menu number. For example, if a caller is in mailbox 100 and mailbox 100 maps the menu number 0 to mailbox 222, then Amanda sends callers who press 0 to mailbox 222 rather than to the company operator designated as mailbox 0.

When a digit is not mapped as a menu number, Amanda treats the digit as a mailbox. For example, if 0 is not mapped, the caller who enters it reaches mailbox 0, which is usually the operator. Similarly, if a caller enters more than one digit, such as 123, the caller reaches mailbox 123 (if it exists).

Processing Calls and Mailboxes

To learn the basics of Amanda's call processing capabilities, you must understand the following concepts.

- How Amanda processes a call by going from one mailbox to another
- How Amanda processes an individual mailbox based on the contents of its fields

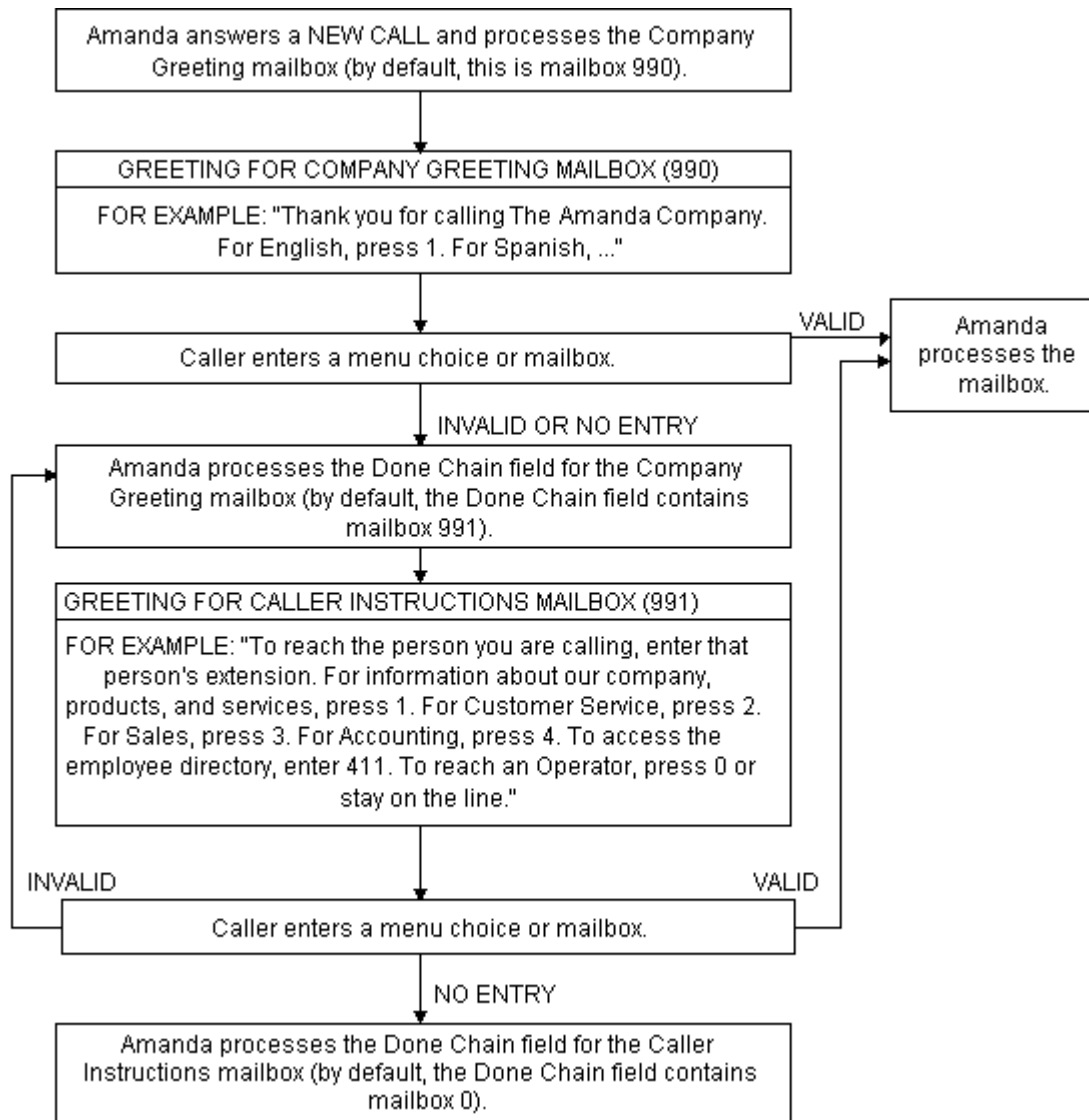
Processing a Call

Amanda waits for incoming calls directed to her by your telephone switching system. When a call comes to an Amanda telephone port, Amanda goes from one mailbox to another as she processes that call. How does she know what mailboxes to use?

- As Amanda answers a call, she starts with the mailbox defined for use with the port that handles the call. This is usually mailbox 990, the Company Greeting mailbox. See "Recording the Company Greeting" on page 22 for more information about setting up this mailbox.
- She proceeds with the mailbox she finds in the Done Chain field for the current mailbox unless the caller enters an extension.
- Amanda translates the digits that the caller enters (whether an extension or a number from a menu) to a mailbox and continues processing at that mailbox.
- Depending on the fields associated with a particular mailbox, Amanda uses the contents of that mailbox's Extension field, Done Chain field, Busy Chain field, or RNA (Ring No Answer) Chain field to determine what to do next.
- Tokens from Amanda's Token Programming Language are used in the Extension field. The Done Chain, Busy Chain, and RNA fields contain only mailboxes. See *Installing Amanda@Work.Place* for more information about the Token Programming Language.
- Eventually, the caller talks to someone, leaves a message, and/or hangs up.

The following diagram helps to illustrate this concept.

Call Processing Diagram



NOTE: If a Done Chain field is not defined, Amanda uses the Done Chain field of the Company Greeting mailbox as a default. While this default Done Chain can vary from port to port, it usually is the Done Chain field for mailbox 990 and is initially set to mailbox 991 (referred to as the Caller Instructions mailbox). Because of this feature, callers who make invalid choices return to the Caller Instruction mailbox and hear a menu of choices. This keeps them from getting lost in the system.

Processing a Mailbox

Every time Amanda processes a mailbox during a supervised transfer, she follows the path shown in the following diagram. The settings for the fields associated with the mailbox, such as the Do Not Disturb, determine what actions Amanda does or does not take.

While Amanda processes every mailbox the same way, the dotted rectangle around the left column of the diagram's first page shows a typical call—starting with Amanda dialing a user's extension and ending with the call being answered, busy, or not answered after a number of rings.

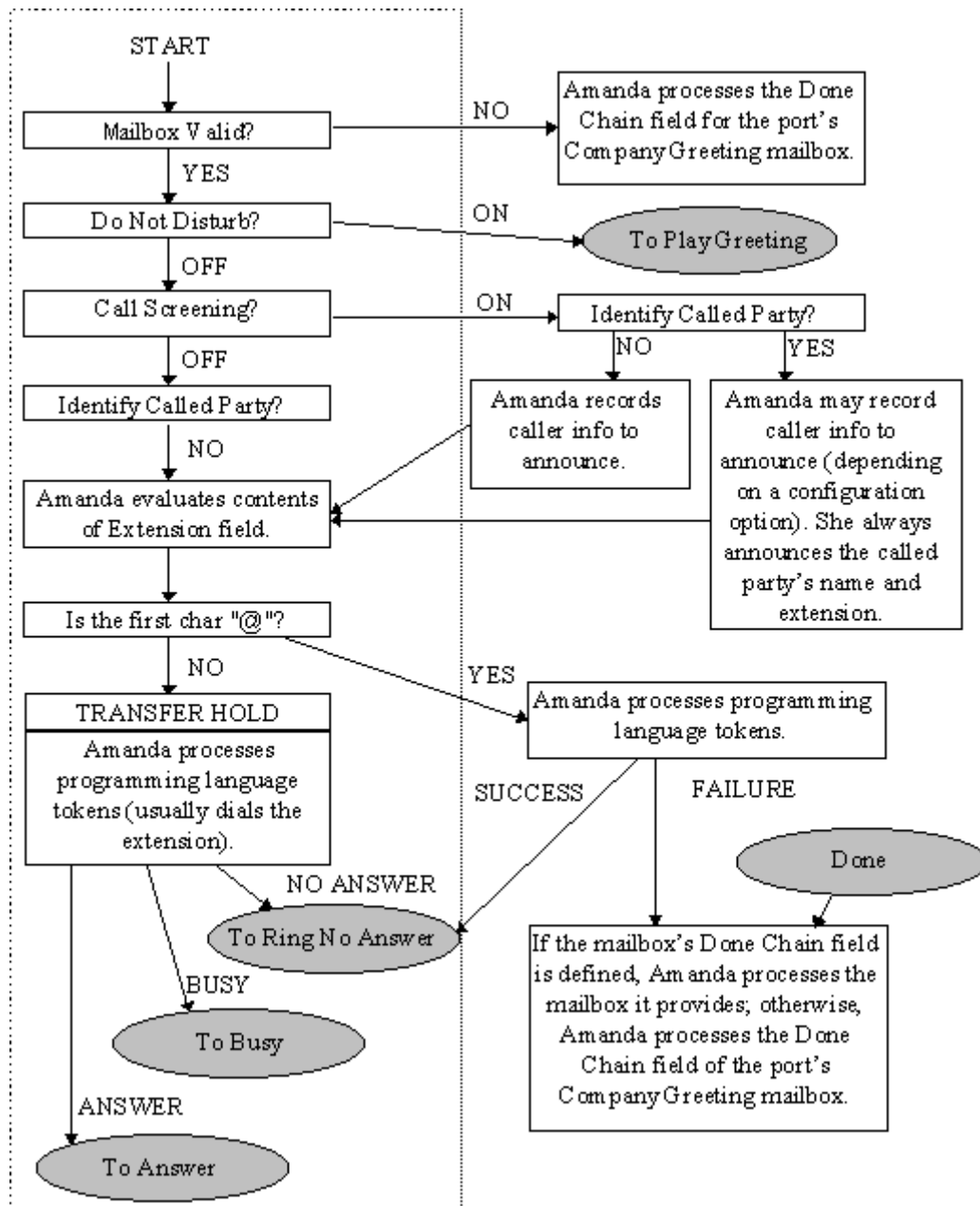
The right column of the first page (outside the dotted rectangle), shows the processing for additional (in some cases, special) features. For example, it shows how Amanda:

- Routes the call if Do Not Disturb is on
- Identifies the caller, the called party, or both
- Allows the called party to screen calls
- Knows when to go to another mailbox or process tokens from the Token Programming Language

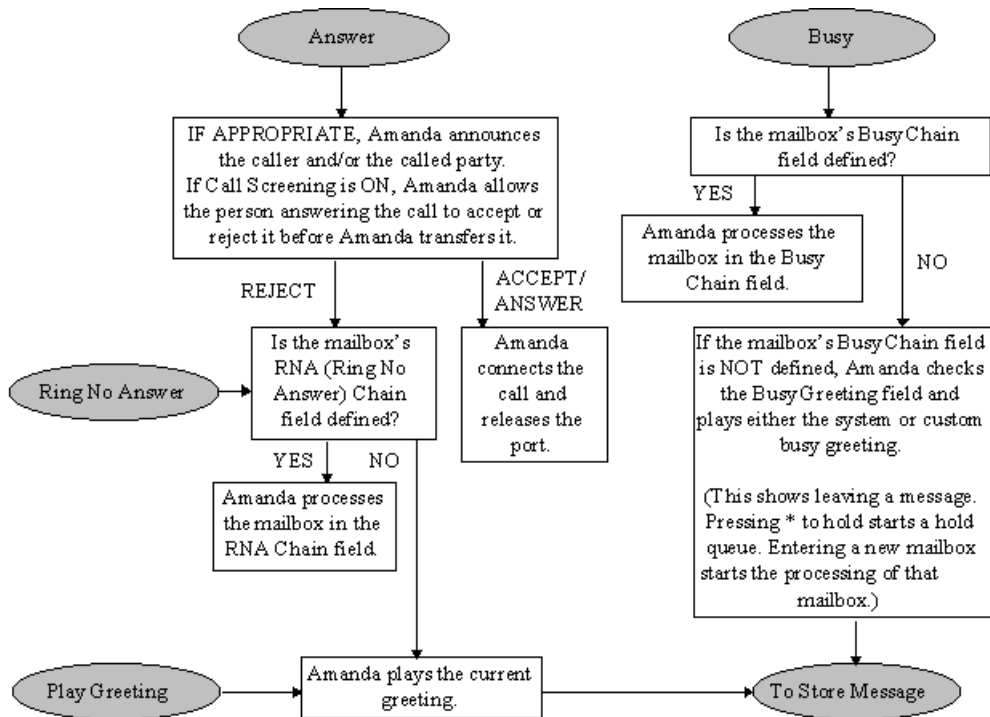
The second page of the diagram shows in detail what Amanda does when she supervises the transfer of a call and finds that the extension is answered, busy, or not answered. The third page shows when messages are recorded and where they are stored.

NOTE: At any time, the caller can enter a number from the menu or the number for another mailbox. If the caller enters a single digit and there are menu fields, Amanda checks for values in those menu fields first. If the menu field for that digit is empty or if the caller enters more than one digit, Amanda assumes that the caller entered a mailbox.

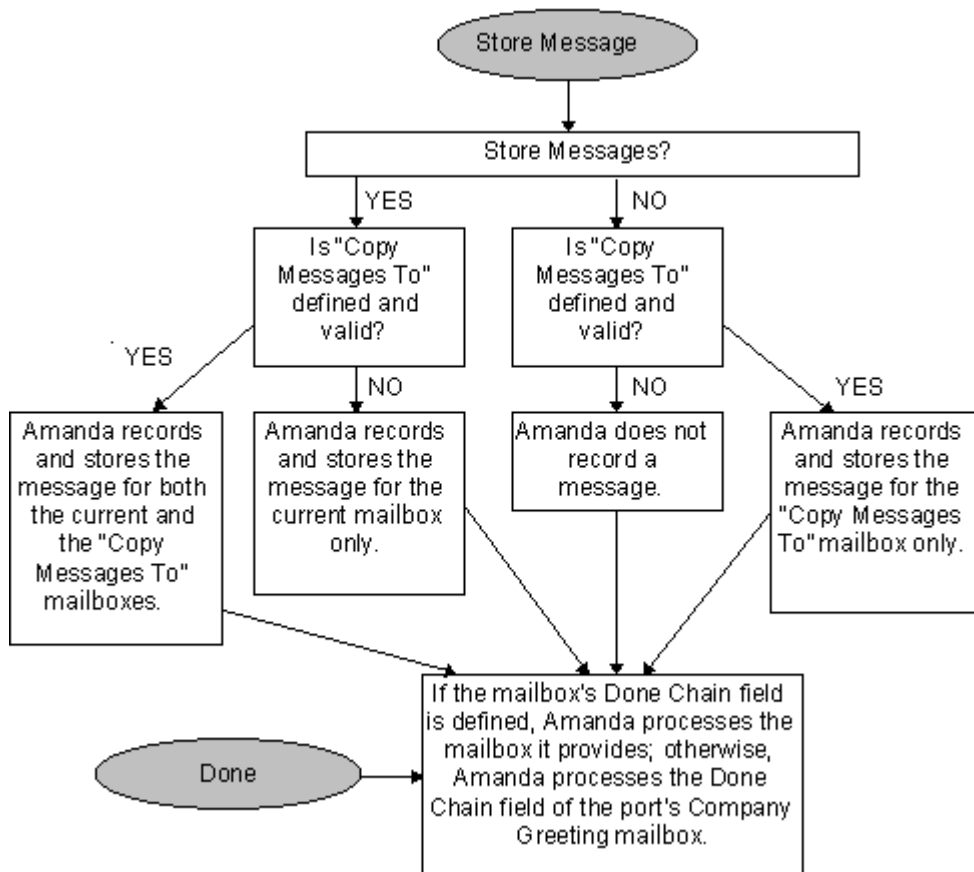
Mailbox Processing Diagram



Mailbox Processing Diagram (continued)



Mailbox Processing Diagram (continued)



Customer Service and Support

The Amanda Company provides customer service and support Monday through Friday from 8:00 A.M. to 8:00 P.M. Eastern Time, except holidays.

Customer Support:

(800) 800-9822

For sales, contact The Amanda Company at the East Coast office.

Dealer Sales:

Telephone: (800) 410-2745

Distribution Sales:

Telephone: (800) 410-2745

International Sales:

Telephone: (203) 744-3600

International Support:

Telephone: (203) 744-0860

Web Site:

<http://www.taa.com>

End User Support

End user support covers the actual usage of Amanda through the telephone, such as picking up messages, sending messages, changing greetings, and using distribution lists. Registered Amanda sites receive free end user support for the life of their systems. Be sure to send in your registration card!

System Administration Support

System administration support covers the configuration of Amanda; such as setting up mailboxes, programming notification, setting automatic schedule changes, and creating reports. Registered Amanda sites receive free system administration support for up to six months after the installation. Be sure to send in your registration card!

Installation Support

Installation support covers the initial connection of Amanda to a telephone switching system as well as problems that occur when the system changes or Amanda is upgraded.

The Amanda Company offers installation support to any dealer who buys a turnkey system.

Qualified Amanda marketing partners and solution providers, who are in good standing, receive installation support for any system.

Application Support

Application support covers extended programs that can be configured using Amanda's powerful Token Programming Language. The Amanda Company can write custom applications for you. All Amanda solution providers, who are in good standing, receive application support. Please contact your Amanda sales representative for more information.

Chapter 2: Getting Started

Starting Amanda

To start Amanda:

1. Turn the computer on.

Amanda displays:

```
Do you want to run SCANDISK[Y,N]?
```

SCANDISK is a DOS program that checks that your disk and file structures are intact.

2. Press Y for Yes or N for No. If you do not make a selection within 30 seconds, SCANDISK starts automatically.

3. Next Amanda displays:

```
Do you want to run Amanda@Work.Place[Y,N]?
```

Press Y for Yes. If you do not make a selection within 30 seconds, Amanda starts automatically. This allows for unattended operation.

After Amanda loads and checks all the mailboxes, she displays the Main screen. The word **Main** appears in the upper right corner of the screen.

NOTE: At step 3, press N to access system files or perform system tests with an Amanda Company representative. After performing those operations (or if you press N accidentally), restart Amanda by typing `amanda` at any DOS prompt.

During start up, if Amanda cannot load the PBX and TON files, which store dial codes, tone patterns, and integration patterns for your telephone switching system, she displays a panic message and immediately shuts down.

Using Command-line Options

Amanda can be run with a variety of command-line options. The brackets [] indicate when *n* is optional. Do not use the brackets in the command-line option. The value *n* is italicized because you must replace it with a number if you use it.

- /I* Runs Amanda in what is called “demonstration mode.” Amanda does not answer calls, but you can change mailbox settings, notification records, and so forth.

/T [<i>n</i>]	Causes Amanda to trace the activity on all ports, storing that information in C:\AMANDA\TRACE.OUT. Specifying <i>n</i> causes Amanda to write to disk after every <i>n</i> lines. (By default, Amanda writes to the trace file every 1024 characters.) New installations of 6.02 run with /T /S1300 and store the last three trace files as well as the current one. Amanda creates a new trace file every time she restarts. 1300 kilobytes is suitable for copying to 1.44 MB floppy disks.
/S [<i>n</i>]	Limits the size of the trace file to the last <i>n</i> kilobytes of information.
/P <i>n</i>	Restricts trace information to port <i>n</i> . Use two digits, such as 01 or 12, to indicate the port.

To change the command-line options, you can do either of the following:

- Simply type the options after AMANDA as you start Amanda. (Your options are added to those already appearing on the RAMANDA line in the AMANDA.BAT file. If an option is used more than once, its last form is the one that goes into effect.)
- Alter the AMANDA.BAT file that runs Amanda. It is found in the root directory (C:) Use JOVE or another editor to change the line that starts with the name of Amanda's executable, RAMANDA.

Shutting Amanda Down

To shut down Amanda:

1. Press Alt+S.
The password dialog box appears.
2. Type in the password. (The default is AMandA with only the first two and the last letter capitalized.)
3. Press Enter.
4. Press Y (to confirm the shutdown).
5. Press Y again (to reconfirm).
6. After the DOS prompt C:\AMANDA> appears, *wait 30 seconds* before turning off the power.

Changing the Password

You should change Amanda's password on a regular basis.

To change Amanda's password:

1. Shut down Amanda using the steps in "Shutting Amanda Down" above.
2. Change to the AMANDA directory—unless you are there already. At the DOS prompt, type:

```
CD C:\AMANDA
```

Then press Enter.
3. Now that the DOS prompt reads C:\AMANDA, type:
setup
Then press Enter.
The Work.Place Configuration Utility menu appears.
4. Press 4 for System Configuration Options.
(Or, select System Configuration Options and press Enter.)
The System Configuration menu appears.
5. Press G for General Configuration.
The General Configuration menu appears.
6. Press P for Password.
The Password screen appears at the top.
7. Type a new password using up to eight characters; then press Enter.
Remember that the password is case sensitive.
8. Press F10 to save the new password.
9. Press Y to exit the screen.
10. Press Esc repeatedly to exit the Setup utility.

Chapter 3: Monitoring Amanda

Using the Main Screen

Amanda's main screen, Figure 1-1, displays when Amanda completes startup. Using the menu commands on this screen, you can add and delete mailboxes and change each user's options (Users command), or create, run, and print reports (Reports command). The main screen also displays Amanda system information.

The Main Screen

Users	Reports	Shutdown	Filecopy	Date/Time	Main
The Amanda Company's Amanda@Work.Place Call Processing System Version 3.16/3.04					
Port	Mailbox	Status	Calls	Last	CPU Free: 97%
					Users: 25
					Space: 21:42 80%
					Calls: 0
					Busy Count: 0
					Notify
					At NEVER
1/A		IDLE	0	NEVER	Time: 10/04/97 17:43:29
2/A		IDLE	0	NEVER	Started: 10/04/97 07:45:12
3/A		IDLE	0	NEVER	Shutdown: 03/11/97 01:30
4/A		IDLE	0	NEVER	Faxes: 1: Idle

Menu Bar

The top line is called the menu bar. It lists the following menu commands:

Users Alt+U accesses the Users screen, where you create and modify mailboxes.

Reports Alt+R accesses the Reports screen, where you create and modify reports.

Shutdown Alt+S shuts down Amanda.

Filecopy	Alt+F allows you to copy a file (for example to copy C:\AMANDA\TRACE.OUT to a diskette).
Date/Time	Alt+D allows you to change the system date and time.

General Information

Amanda displays general system information below the Main screen's menu bar and along the right edge of the screen.

<i>Version</i>	The current version of Amanda followed by the current version of the driver. (Version 2.11/304 means you are running Amanda@Work.Place Version 3.16 with voice driver version 3.04.)
<i>CPU Free</i>	The percentage of CPU idle time. This fluctuates and is heavily dependent on the kind of CPU as well as the activity of the voice ports, the modem, and the serial ports.
<i>Users</i>	The total number of mailboxes currently defined.
<i>Space</i>	The amount of free disk space still available for message storage, in both hours of recording time and percentage of total disk space.
<i>Calls</i>	The total number of answered calls since the last start-up.
<i>Notify</i>	Displays the notification that Amanda is performing or the word NEVER if there is no pending notification.
<i>Time</i>	The current time (in the 24-hour format).
<i>Started</i>	The time at which Amanda was last started.
<i>Shutdown</i>	The next time Amanda is scheduled to shut down automatically. Shutdowns may be scheduled every day, once a week, or never as defined by Amanda's system configuration options.
<i>Faxes</i>	The fax status. Usually you see a number for each fax modem (1–4) and the status Idle, Send, or Receive (depending on whether the fax is waiting, sending data, or receiving data). If this field is blank, the configuration options for your fax modem are not accurate.

Amanda shows the current activity of each port in columns at the left of the screen.

<i>Port</i>	The number of each port, followed by a letter indicating the mode that port is in: A (answer) or N (notification) mode.	
<i>Mailbox</i>	The current mailbox being accessed on that port, or the last mailbox accessed if the port is now IDLE.	
<i>Status</i>	The current activity on that port. These include:	
	ANSWER	The PCPM tone indicates that there was an answer
	BUSY	The PCPM tone indicates that the extension is busy
	CHAIN	Processing a Done, Busy, or RNA chain
	DIAL	Dialing

ERROR	The PCPM tone indicates that there was an error
EXECUTE	Processing a mailbox
FATAL	Fatal error occurred and port is reset to IDLE.
FIND	Using the employee directory
GREETING	Playing the greeting
HANGUP	Processing a hang up
HOLD	Has the caller on hold
IDLE	Not processing a call
LOGIN	Processing a user who has logged on to hear messages
MAIL	Delivering messages.
MENU:1-8	Menu command selected from top level menu
MENU:TOP	Menu level for the user
NOTIFY	Processing notification record.
PCPM	Receiving a PCPM tone
RECORDING	Recording a message or greeting
RING	Listening to a ring
RNA	The PCPM tone indicates that there was no answer
SEND	Sending a message
<i>Calls</i>	The total number of calls made or answered on that port
<i>Last</i>	The last time the port started activity or went off-hook

Avoiding Security Problems

To avoid security problems, always return to the Main screen after managing mailboxes and so forth. From other screens, non-authorized personnel can change and perhaps damage the system.

Resetting Ports

You can reset individual ports on the Amanda system without shutting down the system. Resetting a port forces a hangup and changes the port's status to IDLE.

CAUTION: Anyone using the specified port being reset will be disconnected without warning.

To reset a port:

1. Press Ctrl+Home.
2. Press Alt+P.
3. Type the two-digit port number. Port 1 is 01, port 08 is 08, and so forth.

Tracing Port Activity

For new installations (and updated installation in which AMANDA.BAT is replaced), you create trace files every time you restart Amanda. The C:\AMANDA.BAT file creates the trace file, C:\AMANDA\TRACE.OUT. It also stores your last three trace files as TRACE1.OUT, TRACE2.OUT, and TRACE3.OUT, all in the C:\AMANDA directory.

This allows the installer or administrator to:

- Check on the results of configuration changes
- Have trace information available if he needs to call Amanda Company customer support for assistance

The trace files are restricted in size (/s1300) to 1300 kilobytes (1.3 MB). This keeps the files manageable, and allows the trace files to be copied to a standard 3.5-inch floppy disk.

NOTE: Because of this size limitation, when the trace file reaches its maximum size, it deletes the initial entries. Therefore, the trace file stores only the last 1300 kilobytes of trace information. If the Amanda system is scheduled for a nightly automatic shutdown, you will have an automatic back-up of the last three days' trace files and insure that the trace files are written to disk. Otherwise, if the system is crashing, a trace file could be lost in the crash.

Resetting the Date and Time

You can reset the Amanda's date and time.

To reset the date and time:

1. From the Main screen, press Alt+D.
The password dialog box appears.
2. Type the password. (The default is AMandA with only the first two and the last letter capitalized.)

3. The System Date/Time screen appears.

System Date/Time
Date: 01/11/1997 Time: 18:22:51

Type a new date in the Date field using the format displayed on the screen. Then press Enter.

4. Type a new time in the Time field using the format displayed on the screen. Then press Enter.

Copying Files

You can copy files without shutting down Amanda. You can copy files from one location on the system to another or copy files to or from a floppy disk.

To copy a file:

1. From the Main screen, press Alt+F.
The password dialog box appears.
2. Type the password. (The default is AMandA with only the first two and the last letter capitalized.)

The Copy a File screen appears.

Copy a file
Copy To:
Copy From:

3. Type the complete path to the file to be created in the Copy From field then press Enter.
4. Type the complete path to the file to be copied in the Copy To field then press Enter.

Chapter 4:

Recording the Greetings

Calling Amanda

To perform the procedures in this chapter you need to use a telephone.

To record the greetings that callers will hear when they call, you must first:

- Dial Amanda's extension
- Log into the mailbox for which a greeting is to be recorded

The following examples use mailbox 990 (for recording the Company Greeting). You use mailbox 991 to record the Caller Instructions, and so forth.

You access Amanda differently depending on the integration used by your telephone switching system. Depending on the level of integration provided by your telephone switching system, Amanda automatically logs on to the mailbox for the extension you are using and asks for the security code.

When you are calling mailbox 990 or another mailbox for which there is no extension, use the following procedure. (This is also the procedure for accessing your personal mailbox when you are not at your extension.)

To call Amanda (with integration):

1. Dial Amanda's call/hunt group pilot number.

Amanda automatically logs on to the mailbox for the extension you are using. You are prompted: "Enter your Security Code, finish by pressing #."

2. Enter the security code for mailbox 990 and press #. (The default security code for mailbox 990 is 990.)

Because the security code is not correct for the mailbox into which Amanda automatically logged you, you are prompted: "That Security Code is invalid. Enter your mailbox number." Amanda waits for another mailbox.

3. Enter mailbox 990 and press #.

Amanda now accepts the security code.

To call Amanda (without integration):

1. Dial Amanda's pilot number.
2. After Amanda answers, press *.

3. Enter mailbox 990 and press #.
4. Enter the security code for mailbox 990 and press #. (The default security code is 990.)

Recording the Company Greeting

Unless you change the configuration, this is Greeting 1 for mailbox 990, known as the Company Greeting mailbox. The default security code for this mailbox is 990. You should change the security code to something else as soon as possible. You might record more than one initial greeting because you can have a greeting for all ports, greetings for groups of ports, or a greeting per port. See *Installing Amanda@Work.Place* for more information about having a greeting per port or contact your Amanda marketing partner or solution provider.

See “Appendix A: Setup Sheets” on page 93 for greeting worksheets.

To record the initial or company greeting:

1. Dial Amanda’s extension and identify yourself as mailbox 990 or whatever mailbox is the equivalent of the Company Greeting mailbox.

You should hear Amanda play the top level menu.

2. Press 2 to change the greeting.
3. Press 1 to select Greeting 1.
4. Press 2 to record the greeting.
5. Press # as soon as you finish speaking.
6. After any recording, you can:
 - Review the recording by pressing 1.
 - Rerecord by pressing 2.
 - Add to the end of the recording by pressing 3.
 - Cancel the recording by pressing 4.
7. Save the recording by pressing 9.
8. To finish, hang up.

NOTE: By default, the Extension field for mailbox 999 contains only an H token, which causes Amanda to immediately disconnect the port. Therefore, dialing 999#, especially on older telephone switching systems, makes the port available for the next user or incoming call more quickly than just a hang up.

Sample Greetings for mailbox 990

The following greetings show that Amanda can vary how she greets your callers depending on the time of day or the time of year.

Greeting 1: Daily Greeting

Thank you for calling *Company Name*.

Play it from 8 A.M. to 5:30 P.M. Monday through Friday.

Greeting 2: After-hours Greeting

Thank you for calling *Company Name*. Our office is now closed.

Play it from 5:30 P.M. to 8 A.M. Monday through Friday and from 8 A.M. Saturday through 8 A.M. Monday.

Greeting 3: Holiday Greeting

Thank you for calling *Company Name*. You have reached us on a company holiday. Our staff wishes you a safe and happy holiday.

Play it from 8 A.M. to 8 P.M. on the holiday. If the holiday is a three-day weekend, play it from 8 A.M. Saturday through 8 P.M. Monday.

Sample Scheduling Records for Mailbox 990

This section shows how to schedule the sample greetings using the Auto screen.

The following figures and explanations show how to schedule the greetings in “Sample Greetings for mailbox 990” on page 23. It shows the scheduling records for an Amanda system that was initialized May 23, 1997, just before a three-day weekend for American Memorial Day holiday.

To play greeting 1 on weekday mornings, greeting 2 on weeknights and weekends, and greeting 3 on holidays, you need three scheduling records. The first starts greeting 1 at 8:00 A.M. on weekdays; the second starts greeting 2 at 5:30 P.M. on weekdays. Greeting 1 plays until greeting 2 starts; greeting 2 plays until greeting 1 starts again the following weekday morning. For example, because greeting 1 does not start until Monday morning, greeting 3 plays Friday evening and the entire weekend.

To create the scheduling records shown in this section (or your own), see “Creating Scheduling Records” on page 68.

The following figure of the Auto screen shows the settings for the first scheduling record. This record starts greeting 1.

Save		Esc/EXIT PgDn/NEXT PgUp/PREV		Auto
Mailbox: 990	Comment: GREETING	Security Code:		
Extension:				
Directory Name 1:	Directory Name 2:			
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>				
Enabled	Change On: 05/23/1997 At 08:00	Restrict To:	M T W T F S S	
YES	And Every: 0 month(s) 1 day(s)		Y Y Y Y Y N N	
	0 hour(s) 0 minute(s)	Next Change:	05/23/97 08:00	
Extension:				
Rings: 0	Do Not Disturb ON	Call Screening: OFF	Greeting #: 1	

The next figure of the Auto screen shows the settings for the third scheduling record. This record starts greeting 2.

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox: 990	Comment: GREETING	Security Code:
Extension:		
Directory Name 1:	Directory Name 2:	
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 2 <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>		
Enabled	Change On: 05/23/1997 At 17:30	Restrict To: M T W T F S S
YES	And Every: 0 month(s) 1 day(s)	Y Y Y Y Y N N
	0 hour(s) 0 minute(s)	Next Change: 05/23/97 17:30
Extension:		
Rings: 0	Do Not Disturb ON	Call Screening: OFF Greeting #: 2

The next three figures of the Auto screen show the settings for the records needed to schedule greeting 3 to be played for the Memorial Day weekend, from Friday evening of May 23 until Tuesday morning of May 27. Each of the four records overrides a normally scheduled greeting. To prevent collisions, each record starts one minute later than the greeting it is overriding. You can, of course, disable the usual greetings, create only one record for greeting 3 for the holiday weekend, and re-enable the usual greetings on Tuesday morning. That is easier—but causes problems if you forget to re-enable the usual greetings sometime between 5:30 Monday evening and 8:00 A.M. Tuesday morning.

The following figure of the Auto screen shows the settings for the scheduling record that overrides the Friday evening use of greeting 2 (the office is closed) on May 23. Notice that this and the other records for the holiday are enacted only once, rather than on a regular basis. Setting all the And Every fields (months, days, hours, and minutes) to 0 insures that Amanda performs the scheduled change only once. Because of that, it is not necessary to restrict this record to particular days of the week—although you can.

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox: 990	Comment: GREETING	Security Code:
Extension:		
Directory Name 1:	Directory Name 2:	
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 2 NEXT: 05/23/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>		
Enabled	Change On: 05/23/1997 At 17:31	Restrict To: M T W T F S S
YES	And Every: 0 month(s) 0 day(s)	Y Y Y Y Y Y Y
	0 hour(s) 0 minute(s)	Next Change: 05/23/97 17:31
Extension:		
Rings: 0	Do Not Disturb ON	Call Screening: OFF Greeting #: 3

The next figure of the Auto screen shows the settings for the scheduling record that overrides the Monday morning use of greeting 1 on May 26.

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox: 990	Comment: GREETING	Security Code:
Extension:	Directory Name 1:	Directory Name 2:
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 2 NEXT: 05/23/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 NEXT: 05/26/97 08:01; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>		
Enabled YES	Change On: 05/26/1997 At 8:01 And Every: 0 month(s) 0 day(s) 0 hour(s) 0 minute(s)	Restrict To: M T W T F S S Y Y Y Y Y Y Y Next Change: 05/26/97 08:01
Extension:	Rings: 0	Do Not Disturb ON Call Screening: OFF Greeting #: 3

The next figure of the Auto screen shows the settings for the scheduling record that overrides the Monday evening use of greeting 2 on May 26.

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox: 990	Comment: GREETING	Security Code:
Extension:	Directory Name 1:	Directory Name 2:
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 2 NEXT: 05/23/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 NEXT: 05/26/97 08:01; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 NEXT: 05/26/97 12:01; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 NEXT: 05/26/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>		
Enabled YES	Change On: 05/26/1997 At 17:31 And Every: 0 month(s) 0 day(s) 0 hour(s) 0 minute(s)	Restrict To: M T W T F S S Y Y Y Y Y Y Y Next Change: 05/26/97 17:31
Extension:	Rings: 0	Do Not Disturb ON Call Screening: OFF Greeting #: 3

More Holiday Samples

The following example shows how to change a greeting for a holiday that occurs annually on the same date, such as New Year's Day.

<i>Auto Screen Field</i>	<i>Auto Screen Setting</i>
<i>Enabled:</i>	YES
<i>Change On:</i>	01/01/96 At: 08:01
<i>And Every:</i>	12 month(s) 0 day(s) 0 hour(s) 0 minute(s)
<i>Restrict To:</i>	MTWTFSS YYYYYYY
<i>Extension:</i>	(blank)
<i>Rings:</i>	0
<i>Do Not Disturb:</i>	ON
<i>Call Screening:</i>	OFF
<i>Greeting #:</i>	1-3, the number of the holiday greeting

The time for this record is one minute after the starting time for the record that initiates the usual morning or business-hours greeting. This guarantees that Amanda changes to the holiday greeting after the open greeting record, in case Amanda executes the two records on the same day. To program a holiday that falls on a specific day of the week such as the US Labor Day (first Monday of September), configure the And Every field as 11 months and 29 days and restrict execution to the appropriate day of the week.

Recording Caller Instructions

The caller instructions menu is heard after the company greeting. Typically, it provides options for reaching departments or listening to information.

Unless you change the configuration, mailbox 991 is the Caller Instructions mailbox. Its security code is 991, which should be changed as soon as possible.

You might record more than one set of caller instructions, depending on the number of initial greetings you have.

See "Appendix A: Setup Sheets" on page 93 for greeting worksheets.

To record the caller instructions:

1. Access Amanda as mailbox 991 or whatever mailbox is the equivalent of the Caller Instructions mailbox.
2. Press 2 to change the greeting.
3. Press 1 to select Greeting 1.
4. Press 2 to record the greeting.

For example:

“To reach the person you are calling, enter that person’s extension. For information about our company, products, and services, press 1. For customer support, press 2. For sales, press 3. For accounting, press 4. To access the employee directory, enter 411. To reach an Operator, press 0 or stay on the line.”

5. Press # as soon as you finish speaking.
6. After any recording, you can:
 - Review the recording by pressing 1.
 - Rerecord by pressing 2.
 - Add to the end of the recording by pressing 3.
 - Cancel the recording by pressing 4.
7. Save the recording by pressing 9.
8. To finish, hang up.

NOTE: The caller instructions are very important, because Amanda plays them whenever she has no other specific instructions.

Sample Instructions for Mailbox 991

The following are samples of greetings for the Caller Instructions mailbox (usually 991).

Greeting 1: Instructions (during office hours)

For Sales, please press 1; for Service, press 2; for Administration, press 3; for Office Hours, press 4. If you know your party’s extension, you can enter it at any time or remain on the line for an operator.

Play it from 8 A.M. to 5:30 P.M. Monday through Friday.

Greeting 2: After-hours Instructions

If you know your party’s extension, you can enter it at any time. Our hours are from 8 A.M. to 5:30 P.M. Press 411 for a company directory or remain on the line to leave a message or request information.

Play it from 5:30 P.M. to 8 A.M. Monday through Friday and from 8 A.M. Saturday through 8 A.M. Monday.

To create the scheduling records shown in this section (or your own), see “Creating Scheduling Records” on page 68.

Sample Scheduling Records for Mailbox 991

This section shows how to schedule the sample greetings using or the Auto screen.

The following figure of the Auto screen shows the settings for the first scheduling record. This record starts greeting 1.

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox: 991	Comment: INSTRUCTIONS	Security Code:
Extension:		
Directory Name 1:	Directory Name 2:	
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>		
Enabled	Change On: 05/23/1997 At 08:00	Restrict To: M T W T F S S
YES	And Every: 0 month(s) 1 day(s)	Y Y Y Y Y N N
	0 hour(s) 0 minute(s)	Next Change: 05/23/97 08:00
Extension:		
Rings: 0	Do Not Disturb ON	Call Screening: OFF Greeting #: 1

The next figure of the Auto screen shows the settings for the second scheduling record. This record starts greeting 2.

Save	Esc/EXIT PgDn/NEXT PgUp/PREV		Auto
Mailbox: 991	Comment: INSTRUCTIONS	Security Code:	
Extension:			
Directory Name 1:	Directory Name 2:		
NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 2 <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED>			
Enabled	Change On: 05/23/1997 At 17:30	Restrict To: M T W T F S S	
YES	And Every: 0 month(s) 1 day(s)	Y Y Y Y Y N N	
	0 hour(s) 0 minute(s)	Next Change: 05/23/97 17:30	
Extension:			
Rings: 0	Do Not Disturb ON	Call Screening: OFF	Greeting #: 2

Recording Employee Directory Instructions

Amanda is shipped with mailbox 411 predefined as the mailbox for the employee directory. When callers use this feature, they enter the first few letters of the name of the person they wish to contact.

Amanda automatically maintains the employee directory using the names defined in the *Dir Name 1* and *Dir Name 2* fields on the Users screen.

For example, “Mary” translates to 6279, while “Jo Ann” translates to 56266. When Amanda matches a Directory Name, she plays the Name and Extension recorded for that mailbox. Therefore, it is very important that users record their Name and Extension. For example, Eric Cantona might record “Eric Cantona, Extension 124.” If a user has not recorded a Name and Extension, Amanda plays the mailbox number instead (for example, “Extension 1–2–4”).g

The initial 411 recording that comes with Amanda is:

“Enter the first few letters of the name of the person you are calling. For the letter Q, use 7, and for the letter Z, use 9.”

As Amanda searches for matches, any spaces or punctuation in the name are ignored. If there are several matches, Amanda plays all of them. When a caller enters a name that is not in the directory, Amanda says, “I’m sorry. I could not find a match for your entry.”

To record the directory instructions:

1. Access Amanda as mailbox 411 or whatever mailbox is the equivalent of the Employee Directory mailbox.
2. Press 2 to change the greeting.
3. Press 1 to select Greeting 1.
4. Press 2 to record the greeting.

You might want to include use a message similar to the default message. You might want to add that, while the caller is listening to the directory, pressing * causes Amanda to call the mailbox about which information is being played.
5. Press # as soon as you finish speaking.
6. After any recording, you can:
 - Review the recording by pressing 1.
 - Rerecord by pressing 2.
 - Add to the end of the recording by pressing 3.
 - Cancel the recording by pressing 4.
7. Save the recording by pressing 9.
8. To finish, hang up.

Chapter 5: Setting Up Mailboxes

Accessing the Users Screen

While Amanda is running, you can create, modify, and delete mailboxes using the Users screen.

To access the Users screen:

1. From the Main screen (which has **Main** in the upper right corner), press Alt+U.
The password dialog box appears.
2. Type in the password. (The default password is AMandA, with the first two and the last letter capitalized.)

The Users screen appears. The word **Users** is in the upper right corner of the screen. The Mailbox field is empty, and the Basic Options area contains the default values for a new mailbox.

NOTE: The password is not displayed as you type. If you enter it incorrectly, you must start over by selecting Alt+U from the Main screen again.

3. In the Mailbox field, type the new mailbox or an existing mailbox.
If you typed an existing mailbox, press Enter to display that mailbox's current settings.

While in the Users screen, you can change the value of any selected field.

The Users Screen

Save Auto Delete Notify Table Copy Esc/EXIT PgDn/NEXT PgUp/PREV		Users
Mailbox:	Comment:/Set Name:	Security Code:
Extension:	Dir Name 1:	Dir Name 2:
Basic Options Maximum Rings: 0 (default is 4) Do Not Disturb: OFF Lock: OFF Screen Calls? OFF Lock: OFF Store Messages? YES Max: 180 sec Copy Messages To: Message Volume: 0 Guests: -1 Current Greeting: 0 Max: 45 sec Busy Message? SYS Max: 45 sec IDCall? NO D/T? YES Name/Ext? YES		Chains Done: RNA: Busy: Delay: 0 Menus 1: 2: 3: 4: 5: 6: 7: 8: 9: 0:
Created: NEVER	Conn Secs: 0	Statistics Started: NEVER
Saved: NEVER	User Secs: 0	Calls: 0 Last: NEVER
Messages		Transfers: 0 Last: NEVER
Current: 0, 0 new (0 sec)		Logins: 0 Last: NEVER
Maximum: 0 Total: 0		Notifies: 0 Last: NEVER

The Users screen has the following parts:

- | | |
|------------------|--|
| menu bar | The rectangle at the top of the Users screen. The left side displays menu commands that you can access by pressing Alt plus the first letter of the selection. For example, pressing Alt+S saves a new or modified mailbox. The right side lists keys on the keyboard and the actions they perform. For example, pressing Esc allows you to exit the Users screen and return to the Main screen. |
| User Information | Just below the menu bar. The fields in this area provide the minimum information Amanda requires for defining a mailbox. See “Mailbox Field Reference” on page 44, for more details. |
| Basic Options | Just below the User Information and on the left side of the screen. The fields in this area define the options for the mailbox. For example, to screen calls, the Screen Calls? field must be set to ON. See “Mailbox Field Reference” on page 44, for more details. |
| Chains and Menus | Just below the User Information and on the right side of the screen, opposite the Basic Options. The fields in this area control what happens to the caller if the user does not answer the telephone. See “Mailbox Field Reference” on page 44, for more details. |

Groups	Amanda cannot go from one mailbox to another unless the two mailboxes belong to the same group. A mailbox can belong to as many as four groups. Generally, all mailboxes belong to Group 1 so that Amanda can go from the company greeting and caller instructions to the mailbox for the person being called. Even integrated calls cannot violate mailbox group rules.
Statistics	The bottom rectangle on the screen contains statistical information collected by Amanda about the mailbox. This information can be used in generating reports. See “Mailbox Field Reference” on page 44, for more details.
Status bar	The bottom line of the screen (not shown in the figure) contains a one-line description of the selected field.

To change a field:

1. Select the field. The selected field is highlighted, and a description about it appears in the status bar. When you first access the Users screen, the Mailbox field is selected. Do any of the following:
 - To move from one area to the next, press Tab.
 - To move from one field to the next, press Enter, Up Arrow, or Down Arrow.
 - To return to the Mailbox field, press Home.
 - For help (which appears near the bottom of the screen and provides more information about the selected field), press F1. After reading the help, press Esc to return to the Users screen.
2. Do one of the following:
 - Type the value you want. (You can also use the Backspace, Delete, Right Arrow, and Left Arrow keys to edit a field.)
 - To toggle the value in the field (from YES to NO, ON to OFF, and so on), press the spacebar.
3. Press Enter.

At the end of this chapter is a summary of each of the mailbox fields.

TIP: Any time you return to the Mailbox field, the entire screen is refreshed as you make your next move. Use this to start over after a mistake. Otherwise, make sure you save your changes (using Alt+S) before returning to the Mailbox field.

You can make changes to a mailbox while Amanda is running. However, if a caller accesses that mailbox or if the user makes changes to the mailbox over the telephone, the screen is refreshed and your changes are lost. Save often while working on mailboxes that might be accessed.

Managing Mailboxes

Setting up the mailbox template effectively at the beginning can save you the most administration time down-the-road. Always create a new mailbox from the existing mailbox that matches the new mailbox most closely, even if that is not the mailbox template. Asking users about their personal preferences can be very effective. A sample questionnaire is included in this section for that purpose.

To avoid security problems, always return to the Main screen after managing mailboxes and so forth. From other screens, non-authorized personnel can change and perhaps damage the system.

Using a Template

When you create a mailbox, it is created as a copy of the mailbox template (usually mailbox 997). Amanda copies:

- The fields in the existing mailbox's Basic Options, Chains, Menus, and Groups sections.
- The contents of the Extension field if it begins with '@'.
- All notification and scheduling records.

The security code is a special case. Even when you copy a mailbox from a mailbox other than the mailbox template, the security code for the new mailbox is dependent upon the template's security code:

- If the template's security code is blank, the new mailbox has its own mailbox number as a security code.

The Security Code field can appear to be blank—even when it contains a value. If the configuration option `sec_code_display` is false (which it is by default), the security code is never displayed. To be sure it is blank, fill the field with spaces.

- If the template's security code is not blank, the new mailbox has the same security code as the template. By default, the security code for mailbox 997 is 997.

Be sure that the template covers as many circumstances as possible before you create mailboxes from it. For example, if most extensions have message lights, the commands for turning message lights on and off should be among the template's notification records. If all user's will have Do Not Disturb turned on after hours, make sure the template has the scheduling records that turn Do Not Disturb on at 5 p.m. and turn it off at 8 a.m. This saves you from re-entering this information for one mailbox after another.

Also make sure that the template specifies group 1, the default group number for the Company Greeting mailbox (usually mailbox 990). Otherwise the new mailboxes cannot be reached from that mailbox, and outside callers can never reach the users with those mailboxes.

Using Templates with an Amanda/Norstar System

For Amanda systems that are connected to Norstar KSUs, the default template mailbox (997) has predefined notification records. These notification records turn the Message Waiting Indicator (MWI) on and off whether the message was retrieved from:

- The user's station directly
- Another station set or an external telephone
- A Messenger client on the network

Use the default mailbox template to create mailboxes that call extensions. For other mailboxes (such as those that have menus or are used in token programming), copy a different mailbox with no notification records or delete the notification records from the new mailboxes.

Asking the User for Preferences

Use the following User Questionnaire to determine what settings to give a new user. Based on the company decisions about calls, you might delete some questions from the questionnaire. See the company questionnaire in *Installing Amanda@Work.Place*.

User Questionnaire

Question	Circle Response	Administrative Action to Mailbox Fields
1) How many times do you want the telephone to ring before Amanda takes a message?	1 2 3 4 5 6 7 8 9	Set Maximum Rings to the circled number.
2) Should Do Not Disturb (DND) be permanently ON, permanently OFF, or under your control? (When ON, your telephone never rings, but callers can leave messages. When OFF, the telephone always rings. When you control DND, you call Amanda to turn it ON and OFF.)	ON	Set Do Not Disturb to ON. Set Do Not Disturb's Lock to ON.
	OFF	Set Do Not Disturb to OFF. Set Do Not Disturb's Lock to ON.
	under my control	Set Do Not Disturb to OFF. Set Do Not Disturb's Lock to OFF.
3) When Amanda screens calls, she tells you who is calling and lets you decide to accept or reject each call. Do you want call screening to be permanently ON, permanently OFF, or under your control?	ON	Set Screen Calls to ON. Set Screen Calls's Lock to ON.
	OFF	Set Screen Calls to OFF. Set Screen Calls's Lock to ON.
	under my control	Set Screen Calls to OFF. Set Screen Calls's Lock to OFF.
4a) Do you want Amanda to let you know who the call is for? (This is primarily for people who answer calls for more than one person.)	YES	Set ID Call? to YES.
	NO	Set ID Call? to NO.
4b) If YES to 4a, do you want Amanda to let you accept or reject the call based on who it is for? (This is primarily for people who share telephones.)	YES	Set Screen Calls to ON and ID Call? to YES. Amanda can tell the user either of the following: <ul style="list-style-type: none"> Both who is calling and who the call is for. Only who the call is for. This depends on the value of the <code>modified_call_screening</code> configuration option. You set this option using the Setup utility.
	NO	Use the settings already specified for Screen Calls and ID Call? in questions 3 and 4a.

User Questionnaire (Continued)

Question	Circle Response	Administrative Action to Mailbox Fields
5) Do you want Amanda to tell you the date and time a message was recorded before playing the message? NOTE: Regardless of this setting, the user can always get a message's date/time by pressing 74 during the message.	YES	Set D/T to YES.
	NO	Set D/T to NO.

Personal Mailboxes

A user usually has only one extension and, therefore, only one mailbox. That mailbox is a personal mailbox.

A personal mailbox stores:

- Messages that are left by callers or other users—until the user deletes those messages or until you, as the system administrator, delete the mailbox.
- The greetings that are played when the user does not answer his telephone.
- Scheduling information for greetings—if the user decides to schedule them.
- Notification records for the user—if the user requests to be called at his extension, an outside number, or a pager when he has messages.
- The current status of user options. For example, the mailbox remembers whether Do Not Disturb is on or off.

When creating personal mailboxes, make sure you give the mailbox the same number as the user's extension. For example, if the user's extension is 147, then that user's mailbox must also be 147.

When a caller requests extension 147, Amanda accesses mailbox 147 and processes it. It rings extension 147 if directed to do so. If the user does not answer the call or if Do Not Disturb is on, Amanda plays the scheduled greeting. After mailbox 147 has been processed, Amanda returns to mailbox 991, the Caller Instructions mailbox, and plays its current greeting (by default, Greeting 1).

When the owner of a mailbox calls Amanda and asks for extension 147, Amanda asks for a security code. After accepting the security code, Amanda allows the user to listen to messages, change greetings, turn Do Not Disturb on and off, and so forth.

Creating a Personal Mailbox

As you fill in the fields for a mailbox, you determine how calls to that mailbox will be processed, the capabilities a given mailbox has, and what fields the user can change.

To create a mailbox:

1. From the Users screen, type the new number for the mailbox in the Mailbox field, then press Enter.

Amanda copies the information for the new mailbox from the mailbox template. See "Using a Template" on page 36, for details.

2. Do one of the following:
 - If your Amanda system uses Rhetorex voice boards, type a comment in the Comment text box. (Use up to 17 characters.)

For example, for an information mailbox, you might refer to the menu or data the mailbox provides.
 - If your Amanda system is connected to a Norstar KSU, the Comment field is replaced with the Set Name field. You can type the set name (up to 7 characters) or use Autocreate to fill all the Set Name field automatically. See “Creating Mailboxes Automatically” on page 40 for details.

3. Type a security code or bypass this field by pressing Enter only.

4. Type a value in the Extension field, then press Enter.

The Extension field is perhaps the most important field on the screen. It is programmable and determines what extension she dials and so forth. For example, for mailbox 122, if you use:

122H

Amanda dials extension 122 and hangs up. This is a blind transfer.

122 is usually a supervised transfer (depending on the value of the dl_suffix option in the .PBX file). See *Installing Amanda@Work.Place* for more details about .PBX files.

5. Type the user’s first name in the Dir Name 1 field, then press Enter.

Amanda automatically adds the contents of two fields (Dir Name 1 and Dir Name 2) to the employee directory. When callers enter 411 (or whatever mailbox has been configured as the employee directory), they are normally instructed to enter the first few letters of the first or last name of the person they wish to reach.

6. Type the user’s last name in the Dir Name 2 field, then press Enter.

7. Set the other fields as appropriate. Press F1 for help or use the user questionnaire in the next section.

8. When you are done, press Alt+S to save the mailbox.

The Created field (in the Statistics area) changes from NEVER to the current date and time.

TIPS: If you set the Lock field to ON, the user cannot change the value of the associated field from a telephone. In fact, by locking an option, the user does not even hear the menu option that accesses that feature.

To prevent the recording of a personal greeting, set the Current Greeting’s Max field to 0 seconds. To prevent the recording of a personal busy message, set the Busy Message’s Max field to 0.

To prevent Amanda from taking a message, set Store Messages to NO and select None for the Copy Messages To box. Otherwise, she records a message and stores it for the current mailbox and/or the mailbox specified by Copy Messages To.

To keep a mailbox out of the employee directory, leave Dir Name1 and Dir Name 2 blank.

Remember that a user can go by a nickname. The Dir Name 1 field might contain the nickname. For example, when searching for someone named Thomas, are people going to enter T-o-m for Tom or T-h-o for Thomas?

To add a menu, create a greeting that explains the menu, and direct the user to different mailboxes based on the selection from the menu. For details, see “Menus 1: 2: 3: 4: 5: 6: 7: 8: 9: 0:” on page 47.

Creating a Mailbox for Someone Without a Telephone

A user who is offsite or, for some other reason, has no onsite telephone can still have a mailbox. Create a personal mailbox for that user. Then log on to the mailbox to turn on Do Not Disturb.

Creating Mailboxes Automatically

If Amanda is connected to a Norstar KSU and you have requested the Autocreate feature (by setting the configuration option `tmo_names` to a number greater than 0), Amanda can:

- Automatically create a mailbox based on the mailbox template (usually mailbox 997) for each Norstar KSU telephone extension
- Place the unique name associated with that extension in the Set Name text box for the newly created mailbox

Amanda does **not** overwrite any existing mailboxes during this process. Therefore, Autocreate can use the Norstar KSU’s telephone extensions for either of the following:

- To create mailboxes for the initial users of the system
- To add mailboxes for new extensions—without affecting those created previously
- To update the name in the Set Name text box

Autocreate does **not** delete mailboxes under any circumstances. This is for your protection, but it means that you, as the system administrator, should delete mailboxes that are no longer in use and change the name (and perhaps other settings) associated with a mailbox when the corresponding extension gets a new owner.

To create mailboxes for extensions automatically:

1. From the Main screen, press Alt+A to run Autocreate.

A message informs you, “Updating Set Names. Press Enter to continue or Esc to terminate.”

2. Press Enter.

The Enter Directory Numbers dialog box appears.

3. Amanda will create mailboxes for each Directory Number in the range you provide. Type the first number in the range of DNs in the Lowest Directory Number text box. Then press Enter.

4. Type the last number in the range of DNs in the Highest Directory Number text box. Then press Enter.

A message informs you, “Dialing Sets. Screen will blank for xxx sec. Press Enter to continue.”

5. Press Enter.

A message informs you, “Updated Set Names. Press Enter to continue.”

NOTE: The Autocreate request can take a while because only one port (which might not be available immediately) can perform the request. Amanda logs information about the new mailboxes in the trace file.

If you see the message, “Failed to update Set Names. Press Enter to continue,” Amanda was unsuccessful. Refer to trace.out for further information.

If you see the message, “One or more Set Names could not be updated. Press Enter to continue,” Amanda was partially successful. Some of the extensions dialed were identified successfully; others failed. Refer to trace.out for further information.

If you delete a mailbox and then run the Autocreate Process, the mailbox is re-created by the Autocreate Process if it corresponds to an existing extension.

Informational Mailboxes

Informational mailboxes provide information via their greetings. For example, the company greeting is a greeting from mailbox 990. Informational mailboxes can:

- Provide information for callers such as your business hours or directions to your office.
- Direct the caller to one or more other mailboxes for further processing.

For example, the greeting may list other informational mailboxes: “For directions, press 22; ...”

The greeting may suggest users’ mailboxes: “For more information, dial Mary at extension 147 or Tom at extension 150.”

The greeting may offer a single-digit menu, “Press 1 for ...; press 2 for ...; etc.”

If no selection is made from an informational mailbox, Amanda plays the greeting for the Caller Instructions mailbox (991). This is so the caller does not get lost in the system.

Creating an Information Mailbox

Some mailboxes give out information to callers or instruct callers about their options. Creating a mailbox to perform such a task is a matter of creating a mailbox with the right values in the right fields.

The proper settings are:

Extension: blank

Dir Name 1: blank

Dir Name 2: blank

Do Not Disturb: ON

Lock: ON

Store Messages? NO

Copy Messages To: blank

Delay: 30-60¹ (when the Menu fields are used)

¹ Creates a 3 to 6 second pause allowing the caller to decide what option to select from the menu. If there is no menu, the Delay should remain 0, the default.

The other Basic Options fields are not evaluated, so their values do not matter for an informational mailbox.

TIPS: You can lock the Current Greeting setting after recording your information (by changing the Max field to 0), so that it cannot be changed accidentally.

In the Comment field, you might refer to the menu or data the mailbox provides.

If the informational mailbox provides information to the user after which only a hangup is appropriate, the Extension field might contain something like the following:

```
@P(G1)G(999)
```

Amanda plays Greeting 1 for mailbox 122 and goes to mailbox 999's Extension field for an immediate hangup.

This last example using the Token Programming Language. For more details, see "Programming Amanda" in *Installing Amanda@Work.Place* for more information about the Token Programming Language.

Creating a Range of Mailboxes from an Existing Mailbox

Occasionally, you might want to create a range of mailboxes. For example, you might create the mailboxes for all the extension numbers at your site at one time. The mailbox to be copied can be the mailbox template (usually 997) or any other mailbox.

In general, you want to select the mailbox most similar to the mailboxes you create so you make the fewest changes to each new mailbox. Sometimes you use this procedure to create only one mailbox. For example, you might create a mailbox that requires only a name change.

To create a range of mailboxes based on another mailbox:

1. From the Users screen, type the mailbox to be copied in the Mailbox field, then press Enter.
2. Press Alt+C.
The Range To Copy To dialog box appears.
3. Type the number for the first mailbox in the range, then press Enter.
4. Type the number for the last mailbox in the range, then press Enter.

Amanda creates the specified mailboxes by copying the fields from the current mailbox. See "Using a Template" on page 36 for a list of the fields that are copied.

TIP: You can copy just one mailbox by using the same mailbox as the first and last mailbox in the range.

Modifying an Existing Mailbox

To view or modify a mailbox:

1. From the Users screen, type the mailbox in the Mailbox field, then press Enter.

Amanda automatically loads that mailbox if it exists. (Otherwise, she assumes you are creating a new mailbox.)

2. Change the desired fields.
3. Press Alt+S to save your changes.
4. Press Y when asked if you want to overwrite this mailbox.
5. Press Esc to return to the Main screen.

TIP: You can tell whether a particular mailbox has already been created by looking at the Created field in the Statistics area at the bottom of the screen. Existing mailboxes have a date in this field. New mailboxes have the word NEVER.

Moving from One Mailbox to Another

You press Page Up to go to the previous mailbox and Page Down to go to the next. If you don't know a mailbox number, but can figure it out from the Comment or Dir Name fields, use the following procedure to identify it.

To identify a mailbox and go to it:

1. From the Users screen, press Alt+T.
The Table screen displays all the currently defined mailboxes in numerical order, along with the contents of the Comment, Extension, Dir 1 Name, and Dir 2 Name fields. For each mailbox, the table also displays the total number of messages (and their total length in seconds).
2. Select a mailbox from the table using Page Down, Page Up, and the arrow keys. Then press Enter.
Amanda displays the selected mailbox.

Deleting an Existing Mailbox

You can delete mailboxes from the mailbox screen or the table of mailboxes.

To delete a mailbox:

1. Type the mailbox in the Mailbox field, then press Enter.
2. Press Alt+D and confirm the deletion by pressing Y.
Amanda automatically removes all messages and recordings related to the mailbox.

To delete mailboxes from the Mailbox Table:

1. From the Users screen, select Alt+T.
Amanda displays a table of currently defined mailboxes.
2. Use the arrow keys to select the mailbox to be deleted.
3. Press Delete.
4. Amanda asks for verification. Press Y, D, or N:
 - Y means YES, you are sure.

- D means don't ask anymore. Once D is selected, Amanda does not ask for verification again until you exit the table. This is helpful when you have many mailboxes to delete.
- N means *don't* delete this mailbox after all.

This deletion process can be performed while Amanda is answering calls.

CAUTION:The deletion of a mailbox is irreversible. Please be very careful when selecting D (Don't Ask Anymore).

Mailbox Field Reference

The following table defines the User fields in the order in which they appear on the screen.

Mailbox Fields

Field	Description
Mailbox	Represents the number that Amanda uses to access the mailbox. It may range from 0 to 99,999 and must be unique.
Comment	Has no direct meaning to Amanda. It is provided for you as a notation field. Its maximum length is 17 characters.
Set Name	<p>If you are connected to a Norstar KSU using the Amanda Company voice board, you see Set Name instead of Comment. The Set Name field can be automatically filled using the Autocreate command. Autocreate unconditionally resets this field with the name supplied by the telephone switching system for all Directory Numbers (DNs) included in the Autocreate extension range. DN is a Nortel acronym for Directory Number. The Norstar Set Name can also be entered manually into the Set Name field. For more information about Autocreate, see "Creating Mailboxes Automatically" on page 40.</p> <p>If you enter a Set Name, use upper case because Set Names, by convention, are upper case.</p>
Security Code	The up-to-eight digit security code that permits access to a mailbox. For added security, the security code does not remain on the screen after you save the mailbox. The system administrator can change a security code but cannot see the current one—unless the configuration option <code>sec_code_display</code> has been set to true. (It's default is false.)
Extension	Contains the programmed dial actions Amanda should perform when she transfers a call that has accessed the mailbox and Do Not Disturb is OFF. Typically this field contains the extension that Amanda should ring. Amanda also allows you to program other call actions by using her Token Programming Language. Other call actions include system paging for an urgent call, transferring to a remote number, and modifying Amanda's standard call processing. Use a maximum of 65 characters.
Dir Name 1	Amanda uses this information to automatically build the 411 directory. Normally you put the user's first name in this field. Leave this field blank for mailboxes which are not to appear in the employee directory. If you leave this blank, you may want to use the Comment field to identify the user who has this mailbox. Its maximum length is 16 characters.
Dir Name 2	Same as Dir Name 1. Amanda uses this second name field to allow for an additional name, e.g., a last name or nickname. Its maximum length is 16 characters.

Mailbox Fields (Continued)

Field	Description
Maximum Rings	The number of rings Amanda allows when transferring a call to the extension before determining that there was a Ring No Answer. If it is 0, Amanda uses the system default (which is 4). This parameter only works when Amanda performs a supervised transfer.
Do Not Disturb Lock	If this field is OFF, Amanda evaluates the Extension field. If this field is ON, Amanda plays the current greeting for the mailbox. When the Lock field is ON, Amanda does not permit the user to change this setting from a telephone. In fact, Amanda does not play the menu option about changing the setting for the user. However, an scheduling record can change the value of Do Not Disturb—even when it is locked.
Screen Calls? Lock	<p>If this field is ON and Do Not Disturb is OFF, Amanda says to the caller, “At the tone, please say your name and company, and I’ll announce your call.” The caller’s response is played to the user when he answers the telephone. The user can accept or reject the call based on who is calling. Lock is the same as above. An scheduling record can change the value of Screen Calls?—even when it is locked.</p> <p>If a mailbox has both Screen Calls? ON and ID Call? set to YES, the person who answers the call hears which mailbox the call is for and then hears the Call Screening menu. The caller is not asked for his name and company.</p> <p>Setting modified_call_screening to false allows the user to hear information about both the caller and the called party before accepting or rejecting a call.</p> <p>Never use call screening with unsupervised (blind) transfers. The caller is asked for information that cannot be announced.</p>
Store Messages? Max	<p>When YES, Amanda records and saves a message for the mailbox after playing the greeting. Amanda stores a maximum of 128 messages per mailbox (space permitting).</p> <p>The maximum number of seconds for each message is defined by Max. When Max is 0, the time per message is unlimited.</p> <p>NOTE: Even when this field is NO, Amanda takes a message if the Copy Messages To field is a valid mailbox. Even when both Store Messages? is YES and Copy Messages To has a valid mailbox, only one copy of the message exists. Both mailboxes reference it. Amanda deletes a message only when all the users who reference that message have deleted it or when it is purged based on its age.</p>
Copy Messages To:	<p>If this field contains a valid mailbox, Amanda takes a message and stores a copy of it in that mailbox.</p> <p>When Store Messages? is YES and Copy Messages To contains a valid mailbox, Amanda takes a message and stores it in two mailboxes, the current mailbox and the mailbox specified in the Copy Messages To field. To prevent Amanda from taking a message after the mailbox’s greeting plays, you must set the Store Messages? field to NO and leave the Copy Messages To field blank.</p> <p>TIP: A one-person operation with several telephone extensions can use this field to have all the messages sent to just one mailbox, which acts as a general mailbox. This makes it convenient to pick up messages. Amanda’s message prefix tells what mailbox was originally called.</p>
Message Volume:	The current volume at which messages are played back. The range for the volume settings is -8 to 8. The default volume is 0.

Mailbox Fields (Continued)

Field	Description
Guests	<p>This field indicates the number of guest mailboxes that a user can create. When it is -1, this mailbox cannot access the Guest mailbox features of Amanda. When it is greater than 0, the user can create that number of additional Guest IDs. As he creates or deletes a Guest mailbox, this number is automatically decreased or increased by 1. When the number is 0, the user has created all the Guest IDs that he is allowed. He must delete one before creating another.</p>
Current Greeting Max	<p>This field indicates which of the user's recorded greetings becomes the RNA (Ring No Answer) greeting. Amanda plays this greeting when any of the following is true:</p> <ul style="list-style-type: none"> • Do Not Disturb is ON. • The user does not answer the telephone and there is no mailbox in the RNA chain. • Call screening is ON and the caller rejects the call. <p>If this field is 0, Amanda uses the system greeting ("Please leave a message for" followed by the Name/Extension recording for that mailbox).</p> <p>Max defines the maximum number of seconds allowed for each greeting. A value of 0 acts as a lock. It prevents the user from recording or changing greetings. However, an scheduling record can change the value of Current Greeting—even when it is locked.</p> <p>If the mailbox is a message taker (that means either Store Messages? is YES or Copy Messages To has a valid mailbox), Amanda plays the system greeting when the specified greeting does not exist.</p>
Busy Message? Max	<p>Indicates whether Amanda should use the system busy message or the custom busy message when letting the caller know that the dialed extension is busy. The system busy message allows the caller to hold for the extension by pressing *, which, in turn, causes Amanda to play the Busy-Hold music file (about 30 seconds of custom music) before trying the extension again. If the extension is still busy, Amanda changes her prompt, allowing the caller to continue holding, enter another extension, or leave a message.</p> <p>Max defines the maximum length in seconds for the custom busy greeting recorded by the user. A value of 0 acts as a lock. It prevents the user from recording or changing his busy message.</p> <p>NOTE: If the Extension field indicates an unsupervised transfer (for example, 127H), calls cannot be placed on hold.</p>
ID Call?	<p>When ID Call? is NO and Amanda performs a supervised transfer, she plays a connection tone that only the called party can hear before she connects the caller. When this field is YES, Amanda plays the Name/Extension recording of the mailbox that was called. This is particularly useful when two or more mailboxes ring the same telephone extension. (Messages are stored with the mailboxes, so each users' messages are private.)</p> <p>NOTE: If the Extension field indicates an unsupervised transfer (for example, 127H), ID Call? is not available.</p>
D/T?	<p>Indicates whether Amanda plays the date and time of the message. When D/T? is YES, Amanda plays the date/time when that message was recorded followed by the message itself. When set to NO, the date/time is not given before playing the message.</p> <p>NOTE: A user can always get the message date/time by pressing 74 during the message regardless of this setting.</p>

Mailbox Fields (Continued)

Field	Description
Name/Ext?	<p>The Name/Extension field controls whether users can record their name and extension. When set to NO, Amanda prevents the user from recording it. If set to YES, the user may record his name and extension. If there is no Name/Extension recording, Amanda defaults to saying the mailbox number.</p> <p>NOTE: If one person records all the Name and Extension recordings for the system (so they have the same voice and so forth), set this field to YES to permit the recording, then change it to NO after the recording has been made.</p>
Chains: Done	<p>After Amanda finishes processing a mailbox, control is transferred to the mailbox specified in the Done Chain. If this field is blank, Amanda uses the Done Chain of the company greeting mailbox (generally 990). This chain normally points to mailbox 991, the caller instructions mailbox.</p> <p>NOTE: If the Extension field indicates an unsupervised transfer (for example, 127H) it is best to leave chain fields blank.</p>
Chains: RNA:	<p>If a dialed extension returns Ring No Answer, Amanda's standard Ring No Answer action (which is to play the mailbox's greeting and possibly take a message) can be changed to continue processing at the mailbox specified in the RNA chain.</p> <p>The mailbox specified by the RNA chain should not have an RNA chain. Most users prefer to leave a message than wait through the rings at more than two extensions.</p> <p>NOTE: If the Extension field indicates an unsupervised transfer (for example, 127H) it is best to leave chain fields blank.</p>
Chains: Busy:	<p>This field is similar to the RNA chain field. Amanda uses it when a dialed extension returns a Busy.</p> <p>NOTE: If the Extension field indicates an unsupervised transfer (for example, 127H) it is best to leave chain fields blank.</p>
Delay:	<p>Time in tenths of seconds to delay after playing the mailbox's current greeting that Amanda waits before performing the next action (either taking a message or chaining to another mailbox). A value of 20 is 2 seconds. The caller can still enter DTMF digits during this time. For example, if the greeting offers a menu, allow the caller enough time to decide which item to select.</p>
Menus 1: 2: 3: 4: 5: 6: 7: 8: 9: 0:	<p>Using these fields allows you to provide callers with a menu. If the menu field contains a mailbox, Amanda transfers control to that mailbox when the caller presses the digit corresponding to that field. If a menu field is empty, Amanda interprets the digit pressed by the caller as a mailbox. The menu is available only while Amanda plays the current mailbox's greeting or during the delay you specify to follow the greeting. For example, suppose that mailbox 100 has menus 1: 1001 and 2: 1002. If a caller presses 1 or 2 during the greeting, Amanda sends the caller to mailbox 1001 or 1002. But, if the caller presses 3, Amanda sends the caller to mailbox 3.</p>
Created	The date and time that the mailbox was created.
Saved	The date and time that the mailbox was last saved.
Messages Current	The total number of messages currently in the mailbox. (The New field specifies the number of unheard messages. The Sec field contains the total number of seconds needed to hear this mailbox's messages.)
Messages Maximum	The maximum number of messages this mailbox has accumulated at one time.
Messages Total	The cumulative total of messages taken for this mailbox since its creation or the last reset of this mailbox's statistics.

Mailbox Fields (Continued)

Field	Description
Conn Secs	The total amount of seconds callers accessed this mailbox.
User Secs	The total amount of seconds the user was logged on to this mailbox.
Statistics Started:	The date and time since creation or the last reset of this mailbox's statistics.
Calls	The total number of times the mailbox was processed.
Transfers	Shows the total number of times Amanda successfully transferred a call to the User's extension.
Logins	Shows the total number of times the User logged on to this mailbox.
Notifies	Shows the total number of times Amanda successfully notified this mailbox.

Chapter 6: Notifying Users

Overview

Amanda uses notification records to notify users that they have messages. The records tell Amanda to:

- Turn message lights on and off
- Page users using their pager numbers
- Call users at their homes, off-site locations, or other extensions
- Use an office paging system to locate users

Amanda can also perform a relay page, allowing the caller to reach the user without leaving a message.

Selecting a Port for Notification

To select a port for notification, Amanda can use roving, dedicated, or restricted notification. You must use dedicated or restricted notification if your telephone switching system expects the same port to both turn the message light on and turn it off. In this case, only one port should perform notification.

The kind of notification is usually set up for you by the person who installed the Amanda system. You can change the kind of notification using the Setup utility (selection 4).

With roving notification, Amanda tries to use the last port (for example, port 4 on a four-port system) for notification. If the last port is busy, Amanda tries the second-to-last port (for example, port 3), and so forth.

With dedicated notification, port 1 is used:

- Only for notification

BUT that port

- *Cannot* take incoming calls

Dedicated notification eliminates glare (the collisions between incoming calls and outgoing notifications), but you have one fewer port for calls. When two calls collide, Amanda fails to get a dial tone on the port and hangs up. From the caller's perspective, he hears DTMF tones and/or a hangup instead of the company greeting.

When a port is dedicated to notification, it is identified by an N on the Main screen. Otherwise the port is identified by an A (for Answer) because it can answer calls.

With restricted notification, one port is used:

- Only for notification

AND that port

- *Can* take incoming calls

With restricted notification, there can be some glare. However, all your ports can be used for calls. If you select restricted notification, you must indicate which port has the highest number.

NOTE: When using roving or restricted notification, the ports should be in a linear hunt group (not a circular hunt group). In a linear hunt group, port 1 always rings first, port 2 rings only if port 1 is busy, and port 3 only rings if port 1 *and* port 2 are *both* busy. Then when Amanda's last port rings, *all* the other ports must be busy.

Planning Your Notification Records

If users' telephones have message lights, you need notification records that turn those lights on and off. You program a normal notification record to turn the light on and a pickup notification record to turn the light off.

Users with pagers can be notified using normal or urgent notification records. However, if you want Amanda to ask callers for their telephone numbers and send those numbers to the pagers, you need to use relay page notification records.

A normal notification record works for both urgent and non-urgent messages—until you add an urgent notification record. Then only non-urgent messages activate normal notification records. That means that, if urgent messages are to turn on message lights, you must add an urgent notification record that turns on message lights. This record is identical to the normal notification record for message lights, but its type is urgent instead of normal.

As the system administrator, you should use the disk notification record (available only for mailbox 999). Amanda lets you know when disk space becomes less than a specified percentage. By default, that is 20%, but you can change the diskwarn configuration option that controls this percentage using the Setup utility (selection 4).

Accessing the Notify Screen

While Amanda is running, you can use the Notify screen to create and modify notification records.

To access the Notify screen:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+N.

(If the mailbox has not yet been created and saved, Amanda does not allow you to access the Notify screen for that mailbox. If this is a new mailbox, save it before pressing Alt+N.)

The first notification record in the Notification Records List is selected (whether enabled or disabled). The cursor is positioned at the Enabled field in the Selected Record's Fields so that you can edit this record.

The Notify Screen

Save	Templates	Esc/EXIT	PgDn/NEXT	PgUp/PREV	Notify							
Mailbox:	Comment:	Security Code:										
Extension:	Directory Name 1:		Directory Name 2:									
<div style="border: 1px solid black; padding: 5px;"> <p><DISABLED></p> <p><DISABLED></p> <p><DISABLED></p> <p><DISABLED></p> </div>												
Enabled	M	T	W	T	F	S	S	From	To	Notify After	Continue Every	Max Times
NO	Y	Y	Y	Y	Y	Y	Y	00:00	23:59	0 min	60 min	1
Title:	Type: NORMAL		Variable:									
Method:												

The Notify screen displays a menu bar, user information, a list of notification records, and the selected record's fields.

Menu bar	The rectangle at the top of the screen. The left side displays menu commands that you can access by pressing Alt plus the first letter of the selection. For example, pressing Alt+S saves a new or modified notification record. The right side lists keys on the keyboard and the actions they perform. For example, pressing Esc allows you to exit the Notify screen and return to the Users screen.
User Information	Just below the menu bar. The fields in this area provide the minimum information Amanda requires for defining a mailbox. The User Info is a copy of the user information on the Users screen.
Notification Records List	In the middle of the screen. It displays a one-line description of each enabled notification record containing its Title, days and times for notification, the delay between receiving the message and performing the first notification, and the delay between the first and subsequent notifications. There are four records available for each mailbox. Each record defines how to notify the user of new messages. To access a specific notification record in the Notification Records List, press Page Up and Page Down.

Selected Record's Fields	At the bottom of the screen. It displays the data for the notification record selected in the Notification Records List. Use this area to edit notification records. To move from one field to another, press Enter, Tab and Shift+Tab, or Up Arrow and Down Arrow.
--------------------------	---

Managing Notification Records and Templates

Notification records are created:

- When the mailbox is created (by copying the notification records that already exist in the mailbox on which the new mailbox is based)
- At the same time you create a new template
- By starting with an existing template

Each user can have up to four notification records.

Many users use exactly the same notification records with the exception that their extensions, home telephone numbers, or pager numbers differ. Because of this, every notification record is based on a template. The templates make it easy to add notification for new users or additional types of notification for existing users.

Changing a notification template changes all the records that are based on that template—unless the change only enables or disables the record or changes the contents of the Variable field. These two fields are part of a notification record but not part of a notification template because they vary from user to user.

NOTE: When you create new mailboxes, all the fields in the notification records—including the Enabled and Variable fields—are copied to the new mailbox from the mailbox on which it is based. When an enabled record's Method field uses %V, the Variable field must include a number.

Managing notification records includes:

- Creating and modifying notification templates and records.

The next few sections cover the creation and modification of templates and records.

- Making the notification records needed by most or all users part of the mailbox template (by default mailbox 997).

For example, if the records that turn message lights on and off are in the template, you don't have to create those records for each mailbox that requires them.

- Testing notification templates and records by making calls to users and verifying that the expected notification takes place.

Creating a Notification Record and a Notification Template

Your first notification record is created at the same time as your first notification template. Any time that you need a new template, you create it and a record simultaneously.

To create a new notification record (and a notification template):

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+N to access the Notify Screen.

(If the mailbox has not yet been created and saved, Amanda does not allow you to access the Notify screen for that mailbox. If this is a new mailbox, save it before pressing Alt+N.)

The first record in the Notification Records List is selected (whether enabled or disabled). The cursor is positioned at the Enabled field (near the bottom of the screen) so that you can change this record.

3. To create a new record and a new template, you usually select a <Disabled> record. If the current notification record is not <Disabled>, press Page Down until one is selected.
4. After selecting the appropriate record from the list, fill in the fields at the bottom of the screen. To move from field to field, press Enter, Tab and Shift+Tab, or Up Arrow and Down Arrow.
 - a. At the Enabled field, press the spacebar to change NO to YES.
 - b. The fields for the days of the week are MTWTFSS (which stand for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday). By default, each letter has a Y beneath it. This means that the notification record will be used everyday of the week. To stop it from being used on a particular day, move to the field for that day and press the spacebar to change the Y to N.
 - c. In the From field, type the starting time for this notification record in the 24-hour format.
 - d. In the To field, type the ending time for this notification record.
 - e. In the Notify After field, type the number of minutes Amanda should wait before performing this notification record after the reason for notification (for example, the arrival of a message) occurs.

For example, if the user usually checks his messages every hour, you can tell Amanda to notify him about messages an hour after they arrive. Then the notification occurs only if he fails to check for them himself.
 - f. In the Continue Every field, type the number of minutes Amanda should wait between notification attempts.

For example, you might notify the user every 15 minutes after the first notification until he finally gets the message.
 - g. In the Max Times field, type the number of times Amanda should perform this notification.

For example, you might stop notification after 10 attempts. A zero means unlimited notification attempts, but The Amanda Company does not recommend using zero as a setting for this field.
 - h. In the Title field, type a brief description of what this notification does (for example, Pager, Message Light On, or Home Number). It is best to use a unique +description.
 - i. In the Type field, press F2; then use Up Arrow and Down Arrow to select a type of notification:

NORMAL Indicates that the user has new messages. Normal notification templates turn on message lights, page users, call them at home, and so forth. (Normal notification records handle both urgent and non-urgent messages—unless you define an urgent notification record.)

RELAY Pages the user and relays a telephone number that has been input by the caller.

If a caller presses the # sign while listening to the mailbox's greeting, Amanda asks for a telephone number and saves it in the %R token. To relay the number, the %R or P(R) token must appear in the Method field of the notification record.

- PICKUP** Indicates that the user has picked up (listened to) all the new messages. It usually turns off a message light.
- DISK** Indicates that Amanda is low on disk space. This type of notification template is available only for mailbox 999, the administrator mailbox. If you select Disk Low as the notification type from any other mailbox, Amanda displays an error message.
- URGENT** Indicates that the user has a new and urgent message. Urgent notification templates usually page users or call them at their current location. Once you create an urgent notification record for a mailbox, Amanda executes normal notification records only for non-urgent messages. That means you need an urgent notification record to turn on the message light for that mailbox.

Press Enter to return to the Notify screen.

- j. In the Method field, type the tokens that perform the appropriate notification action.

See "Examples of Notification Methods" on page 59 and "Programming Amanda" in *Installing Amanda@Work.Place* for more information about the Token Programming Language.

- k. Use the Variable field only if the Method field contains the token %V. If so, type the telephone number that Amanda will substitute for %V when she executes this notification record. Press Enter.

5. To save the new notification record:

- a. Press Alt+S.

Because this is a new record that is not defined by a template, you are prompted:

Add new Template? [NY]

- b. Press Y to create a new template or N to cancel.

6. Press Esc to return to the Users screen.

Creating a Notification Record from an Existing Template

Creating a record from an existing template means that most of the work is done for you. You supply only the Variable field (if %V is used in the Method field) and enable the record. Otherwise, you are really creating both a new template and a new record simultaneously. See "Creating a Notification Record and a Notification Template" on page 52.

NOTE: If an enabled record's Method field contains %V, the Variable field must contain a number.

To create a notification record from an existing template:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+N.

3. Press Page Down until a <Disabled> record is selected from the Notification Records List.
4. Press Alt+T.
A list of templates appears.
5. Press Up Arrow and Down Arrow until you find the template you want to use, then press Enter.
The information from the template is copied to the Notify screen. The contents of the Enabled and Variable fields is not part of the template and not copied to the screen.
6. Press the spacebar to change the Enabled field from NO to YES.
7. If %V appears in the Method field, type a value for the Variable field (usually a telephone or pager number).
8. Press Alt+S to save this notification record as part of the current mailbox.

If you changed only the Enabled and Variable fields, Amanda does not create or update a template.

You are prompted:

```
OVERWRITE Notification record? [NY]
```

Press Y to change the current notification record or press N to cancel.

Modifying Templates

Modifying a notification template changes every record based on that template. To modify a template, you must select a record that is based on that template.

To modify an existing notification template:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+N.

(If the mailbox has not yet been created and saved, Amanda does not allow you to access the Notify screen for that mailbox. If this is a new mailbox, save it before pressing Alt+N.)

The first notification record in the Notification Records List is selected (whether enabled or disabled). The cursor is positioned at the Enabled field so that you can edit this record.

3. Press Page Down until you select the record (based on the template to be changed) from the Notification Records List.

(The template's title is the first piece of information about the record in the Notification Records list box—unless the record is disabled. As you select the record, the template's title appears in the Title field at the bottom of the screen as well.)

4. Change the appropriate fields at the bottom of the screen. To move from field to field, press Enter, Tab and Shift+Tab, or Up Arrow and Down Arrow.

The Enabled field and the Variable field are record fields only. Change them if you need to. For example, if you add a %V to the Method field, this record must have a value (such as a pager number) in the Variable field. You can save changes to this record and to its template at the same time.

See the Notification Record Fields on page 57 table for details.

5. To save your changes to the notification record, press Alt+S.

If you changed only the Enabled and Variable fields, Amanda does not create or update a template.

You are prompted:

OVERWRITE Notification record? [NY]

Press Y to change the current notification record or press N to cancel.

If you changed a template field, you are prompted:

Cancel, Replace Template or Add New Template? [CRA]

Do one of the following:

- Press C to cancel this record.
- Press R to replace the existing template. This changes the existing template and all the notification records (regardless of the mailbox) that use the template.
- Press A to create a new template. This makes a new template available for use with other mailboxes. So far only the current mailbox has a notification record that uses it.

CAUTION: Pressing R changes all the notification records that use that template (regardless of their mailboxes).

Notification Record Fields

Field	Description
Enabled	Determines whether a specific notification record is active. To toggle between YES and NO, press the spacebar.
MTWTFSS	Stands for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. Amanda performs notification on the specified days of the week. To toggle between Y and N, press the spacebar.
From and To	Defines the starting and ending times for notification of each day specified using a 24-hour format (00:00 to 23:59). For example, 5:30 p.m. is 17:30. (The From field must always be less than the To field.)
Notify After	Defines the number of minutes Amanda waits before performing notification after the reason for notification (for example, the arrival of a message) occurs. Range is 0 to 9999.
Continue Every	Specifies how many minutes Amanda waits between attempts—if she makes more than one attempt.
Max Times	The number of times Amanda should perform this notification successfully. The range is 0 to 255. The default is 1. If the value is 0, Amanda continues until the user has played every new message. Note: Successful is defined by Amanda completely performing each action given in the Method field (defined below).
Title	A comment field that should remind you what each notification template does (for example, Message Light On and Message Light Off).
Type	Defines what condition activates this notification. There are five types. Press F2 to see the list of types, use Up Arrow and Down Arrow to select a type, then press Enter to return to the Notify screen.
Variable	The telephone number that Amanda substitutes for %V when she executes this notification record. If the Method field does not contain the token %V, this field is ignored. CAUTION: If the Method field contains the token %V and this telephone number or extension is invalid, the system might lock up. Additionally, make sure your telephone lines are toll restricted.
Method	See “Examples of Notification Methods” on page 59 and See “Programming Amanda” in <i>Installing Amanda@Work.Place</i> for more information about the Token Programming Language.

Testing a Notification Record

When testing a notification record, do not adjust the Date/Time option available from the Main screen.

Disabling a Notification Record

You can disable a notification record temporarily or permanently. For example, if a user takes a leave of absence or a vacation, you can disable all his notification records. Amanda keeps the original information so you can reactivate the record later.

To disable a notification record:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+N.
The Notify screen appears. The first notification record in the Notification Records List is selected.
3. Press Page Down until the record to be disabled is selected.
The cursor is positioned at the Enabled field at the bottom of the screen.
4. Press spacebar to change the Enabled field from YES to NO.
5. To save your change, press Alt+S.
You are prompted:
OVERWRITE Notification record? [NY]
Press Y to change the current notification record or press N to cancel.

Changing Notification Telephone Numbers

If a user changes his pager number or another telephone number used in a notification record, you need to change the contents of the Variable field for that record. This number replaces the %V token in the record's Method field.

You can change the number for the user, or he can change the number himself by calling Amanda over the telephone.

To change a notification record's Variable field:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+N.
The first notification record in the Notification Records List is selected.
3. Press Page Down until the record to be disabled is selected.
The cursor is positioned at the Enabled field at the bottom of the screen.
4. Press Tab until the Variable field is selected.
5. Type the new number.
6. To save your change, press Alt+S.
You are prompted:
OVERWRITE Notification record? [NY]
Press Y to change the current notification record or press N to cancel.

Changing the Notification Variable by Telephone

Users can change their notification variables (which are usually pager numbers) over the telephone using the following procedure.

To change the contents of the Variable field:

1. Dial Amanda's extension and identify yourself.
2. Press **3** to change Options.
3. Press **7** to change the notification variable. (This is a silent option.)
4. Amanda says, "Enter the number of the notification record to change."
5. Press **1** **4** for notification records 1 through 4.
6. Amanda says, "Enter your phone number. Finish by pressing **#**."
7. Enter the new Variable (usually a pager number), followed by a **#**.
8. Amanda says, "Changed" and returns to the Options Menu.

To exit without changing a notification record, press **#** at steps 4 or 6.

NOTE: To be changed, the notification record *must* be active and currently contain a value in its Variable field.

Examples of Notification Methods

This section includes examples of notification records. Use them as references, but don't copy them unless they work correctly with your system. For example, the commands for turning the message light on and off are probably different on your telephone switching system.

Controlling a Message Light

Some telephone switching systems support message lights that are controlled by a special sequence of keys. Suppose that the sequence #63, followed by the extension number turns on the extension's message light. Then the notification record contains:

```
Type: NORMAL  
Method: #63%E
```

Amanda automatically replaces %E with the contents of the Extension field for this mailbox. This works if and only if the Extension field contains only an extension number, for example, 127.

If #91 followed by the extension number, turns off the extension's message light, you create a second notification record containing:

```
Type: PICKUP  
Method: #91%E
```

Using %U and %V instead of %E

When the Extension field contains more than the extension number, for example, 127H or a set of tokens starting with @, you cannot use %E in notification records to turn the message light on and off.

If the mailbox is the same number as the extension, you can substitute %U.

If neither %E nor %U can be used, you can substitute %V and put the extension number, such as 127, in the Variable field for the notification record.

Using Voice Notification

Voice notification is commonly used instead of message waiting lights. The following is an example of a notification record that calls the user's extension to inform him about his messages:

Type: NORMAL

Method: %EW(5,V)P(U)P(M)P(N)

Token	Description
%E	Number to be dialed to reach the user's extension. (See "Using %U and %V instead of %E" on page 60 if the contents of the Extension field contains more or something other than the extension number.)
W(5,V)	A five-ring wait for a voice response.
P(U)	Amanda plays the mailbox's Name and Extension recording.
P(M)	Amanda says the total number of messages and the number of new messages.
P(N)	Amanda plays the Name/Extension recording for the current mailbox.

Calling a Pager

The following example shows the Method field with the tokens that call a pager to indicate the total number of messages and the number of new messages. You may need more pauses, longer pauses, different signals for the paging service, or a longer wait for the paging service to respond.

Type: NORMAL

Method: 9,%V,W(2,P)-%U*%M*%N#

Token	Description
9	Number to be dialed for an outside line.
,	A two-second pause.
%V	The contents of the Variable field in the notification record. In this case, the Variable field contains the telephone number for the paging service.
W(2,P)	A two-ring wait for the paging service to respond with a confirmation tone.
-	A half-second pause.

Token	Description
%U	The current mailbox (to let the user who is being paged know the source of the page).
*	For this particular paging service, the asterisk tells the paging service to place a hyphen on the screen for the pager.
%M	The total number of messages for this mailbox.
*	Another hyphen.
%N	The number of new messages for this mailbox.
#	Signal to the pager service that the information is complete.

Here is an alternative:

Type: NORMAL

Method: 9W(4,T)%V,,W(3,P)-%U*%M*%N#-

Token	Description
9	Number to be dialed for an outside line.
W(4,T)	A four-second wait for a dial tone.
%V	The contents of the Variable field in the notification record. In this case, the Variable field contains the telephone number for the paging service.
,,	A four-second pause.
W(3,P)	A three-ring wait for the paging service to respond with a confirmation tone.
-%U*%M*%N#	The same as in the previous example.
-	A half-second pause before hanging up.

Relaying Information to a Pager

While the mailbox's greeting plays, the caller can press # to activate relay paging. The caller enters his telephone number. Amanda saves the number in %R, and sends it, instead of the number of messages, to the pager. A notification record can send the contents of %R to the user's pager. This allows a caller to page a mailbox without having to dial, or even know, the user's pager number.

Type: RELAY

Method: 9W(4,T)%V,,W(2,P)-%U*%R#-

Token	Description
9	Number to be dialed for an outside line.
W(4,T)	A four-second wait for a dial tone.
%V	The contents of the Variable field in the notification record. In this case, the Variable field contains the telephone number for the paging service.

Token	Description
,,	A four-second pause.
W(3,P)	A three-ring wait for the paging service to respond with a confirmation tone.
-%U	The current mailbox (to let the user who is being paged know the source of the page).
*	For this particular paging service, the asterisk tells the paging service to place a hyphen on the screen for the pager.
%R	The telephone number (or other information) from the caller.
#	Signal to the pager service that the information is complete.
-	A half-second pause before hanging up.

You can add the total number of messages by adding *%M:

Type: RELAY

Method: 9W(4,T)%V,,W(2,P)-%U*%R*%M#-

If the paging service can accept three asterisks, you could include the number of new messages by adding *%N:

Type: RELAY

Method: 9W(4,T)%V,,W(2,P)-%U*%R*%M*%N#-

Calling Home

The following example shows the Method field with the tokens that call a user at home to indicate the total number of messages and the number of new messages. You may need more pauses, longer pauses, or a longer wait for a voice response.

Type: NORMAL

Method: 9,%V,W(9,V)-P(U)P(M)

Token	Description
9	Number to be dialed for an outside line.
,	A two-second pause.
%V	The contents of the Variable field in the notification record. In this case, the Variable field contains the user's home telephone number.
W(9,V)	A nine-ring wait for a voice response.
-	A half-second pause.
P(U)	Amanda plays the mailbox's Name/Extension recording.
P(M)	Amanda says the total number of messages and the number of new messages.
-	Another half-second pause.

To allow for an answering machine's recording and a beep, you might consider one of the next two examples:

Type: NORMAL

Method: 9,%V,W(100)P(U)P(M)

Token	Description
9,%V,	The same as in the previous example.
W(100)	A ten-second wait. (100 x 1/10 sec.)
P(U)P(M)	Amanda plays the mailbox's Name/Extension recording followed by the total number of messages and the number of new messages.

Type: NORMAL

Method: 9,%V,W(9,V)-P(U)P3(M)

Token	Description
9,%V,	The same as in the previous example.
W(9,V)	A nine-ring wait for a voice response.
P(U)	Amanda plays the mailbox's Name/Extension recording.
P3(M)	Amanda plays the total number of messages and the number of new messages three times.

To log the person who answers the telephone on to the mailbox:

Type: NORMAL

Method: 9,%V,W(9,V)P(U)P(M)%X210,*%U#

Token	Description
9,%V, W(9,V) P(U)P(M)	The same as in a previous example.

Token	Description
%X	System variable that contains the codes needed to get the transfer dial tone on the current port. Each port has its own %X. This is the setting of the dl_dtwait configuration option (usually F-).
210	The number to be dialed as Amanda's extension. The 210 is just an example.
*	An asterisk to indicate that a user is logging on.
%U#	The current mailbox followed by the # expected by Amanda.

You could add the security code, and so forth, but that would allow any person who answered the telephone to listen to the messages. That would be a security risk.

NOTE: To log on the user as in this example, one voice mail port must call another. The telephone switching system may require special programming to support this.

Emergency Lists

Amanda uses an emergency list to notify a group of people about a new message. Amanda notifies the first person of the new message first, then after a time, notifies the second, and so forth until someone listens to the message. You define the initial time to wait before starting the notification, and the time interval between notifications.

In the following example, you create three notification records for one mailbox. Each record contains a different telephone number to call (one for each of the three people who are to be notified.) The records are configured in this way:

	Notify After	Continue Every	Max Times
Record 1	0	5	0
Record 2	15	5	0
Record 3	30	5	0

This configuration causes Amanda to execute record 1 immediately and at five-minute intervals. After 15 minutes, if the message is not picked up, she starts using record 2 every five minutes (in conjunction with record 1). After 30 minutes, Amanda executes record 3. All three records continue every 5 minutes until the message is picked up.

For Max Times, this example uses 0 so that notification only stops when someone receives the message. Under normal circumstances, The Amanda Company does not recommend using 0.

Chapter 7: Automatic Scheduling

Overview

Scheduling records automatically change how Amanda processes calls. You can change:

- The contents of the mailbox's Extension field (the programmable field that specifies what extension to dial and so forth)
- The number of rings before a call is considered unanswered
- The greeting the caller hears when the call is not answered
- The Do Not Disturb option
- The Call Screening option

You can schedule the changes to take place only once or at regular intervals after a specified starting date and time. You also select the days of the week on which Amanda can or cannot execute the records.

For example, you can define a scheduling record for the Company Greeting mailbox (990) that tells Amanda to start playing your company's daytime greeting in the morning on weekdays and another that tells Amanda to start playing your after-hours greeting in the evening on weekdays.

Amanda allows you to create up to ten scheduling records for each mailbox.

There are no templates for scheduling records. However, you can add the records used by most or all users to the mailbox template (by default, mailbox 997). For example, if most employees work from 8 a.m. to 5 p.m., you can create a scheduling record that turns Do Not Disturb on in the evening. Then after-hours callers do not have to wait while the telephone rings the maximum number of times. They hear the user's RNA (Ring No Answer) greeting immediately. A second scheduling record must turn Do Not Disturb off in the morning. If all employees use Greeting 1 as a work hours greeting and Greeting 2 as an after-hours greeting, these same two records can also change the RNA greeting from 1 to 2 and back again.

If you add these records to the mailbox template, every mailbox created from the template afterwards will have these scheduling records.

Amanda executes scheduling records exactly as instructed—whether or not the change makes any sense. However, if the date to repeat a record falls on an invalid day, Amanda waits for a valid day before executing the record. (She does this by adding one day to the execution date until the date finally falls on a valid day.) For example, suppose you schedule a change to occur every 48 hours, but not on weekends. If a 48-hour period ends on a Saturday, Amanda waits a day and tries to execute the record again on Sunday. Because Sunday is also an invalid day, Amanda waits another day and executes the record on Monday. From the execution time on Monday, Amanda starts the next 48-hour period.

Some of the options that a scheduling record controls can be changed by users from their telephones. The user can change his greeting, Call Screening, and Do Not Disturb options (unless you have them locked). Users cannot control the number of rings at their extensions nor the contents of their Extension fields.

For example, users can change their greetings and set their Do Not Disturb options every night as they go home and every morning as they return. However, if they keep regular hours, having scheduling records is much more convenient.

Managing Automatic Call-processing Changes

Scheduling records schedule one or more call-processing changes for a user. Records are created:

- When the mailbox is created (by copying the notification records that already exist in the mailbox on which the new mailbox is based)
- By you, one-by-one, as needed

Managing scheduling records includes:

- Creating and modifying records using the Auto screen

The next few sections cover the creation, modification, and disabling of scheduling records.

- Making the scheduling records needed by most or all users part of the mailbox template (by default mailbox 997).
- Testing scheduling records by enabling them and verifying that the expected call-processing changes do take place.

When testing a scheduling record, check whether Amanda makes the correct changes by changing the record's effective date and time. Do not adjust the Date/Time option from the Main screen. For example, you can put the record into effect five minutes from now rather than tomorrow morning, then call the user to see if his greeting (or whatever) has changed.

CAUTION: Amanda ignores locks as she applies scheduling records to mailboxes. The locks block changes made by users via the telephone.

The Auto Screen

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox:	Comment:	Security Code:
Extension:	Directory Name 1: Directory Name 2:	
<div style="border: 1px solid black; padding: 5px;"> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> </div>		
Enabled	Change On: 04/10/1996 At 07:19	Restrict To: M T W T F S S
NO	And Every: 0 month(s) 0 day(s)	Y Y Y Y Y Y Y
	0 hour(s) 0 minute(s)	Next Change: NEVER
Extension: 132H		
Rings: 0	Do Not Disturb OFF	Call Screening: OFF Greeting #: 0

- | | |
|------------------------------|--|
| menu bar | The rectangle at the top of the screen. The left side displays menu commands that you can access by pressing Alt plus the first letter of the selection. For example, pressing Alt+S saves a new or modified scheduling record. The right side lists keys on the keyboard and the actions they perform. For example, pressing Esc allows you to exit the Auto screen and return to the Users screen. |
| User Information | Just below the menu bar. The fields are a copy of the user information from the Users screen. They identify the mailbox. |
| Auto-scheduling Records List | In the middle of the screen. It displays a one-line description of each enabled automatic scheduling record. The description contains the names of the Mailbox fields to be changed and scheduling information. There are ten records available for each mailbox. To select a record from the list, press Page Up and Page Down. |
| Selected Record's Fields | At the bottom of the screen. It displays the fields for the scheduling record selected from the Scheduling Records List. Use this area to change scheduling records. To move from field to field, press Enter, Tab and Shift+Tab, or Up Arrow and Down Arrow. |

Creating Scheduling Records

When you create a scheduling record, you specify both what the record does and under what conditions it can be executed.

To create a scheduling record:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.

2. Press Alt+A.

The Auto screen appears. The word **Auto** is in the upper right corner of the screen.

3. Press Page Up and Page Down to select an available <Disabled> record.

The Enabled field at the bottom of the screen is automatically selected so you can begin defining the record.

4. Use the spacebar to toggle the Enabled field to YES.

5. Fill in the month, day, and year on which the automatic schedule should first take place.

(Use all four digits of the year—1996 not just 96.)

6. Fill in the time of day (using the 24-hour format) at which the scheduled change should occur. By default the current date and time are in these fields.

7. Define how often Amanda should perform the changes indicated by this record by typing a number of months, days, hours, and/or minutes in the And Every fields.

Typically, Amanda performs scheduling records on a daily basis at a specific time (which means the And Every fields specify 0 months, 1 day, 0 hours, and 0 minutes).

For holidays that occur once each year on specific dates (such as Christmas and New Year's Day), use 12 months, 0 days, 0 hours, and 0 minutes. For holidays that occur once each year on specific days of the week (such as the US Thanksgiving which occurs on the last Thursday of November), use 11 months, 29 days, 0 hours, and 0 minutes to compensate for leap years, etc. However, for a holiday like Easter, the scheduling record might need to change each year.

8. If Amanda should perform the changes only certain days of the week, restrict the scheduling record to specific days.

MTWTFSS stands for the days of the week from Monday to Sunday. The Y for Yes underneath each day of the week toggles to N for No when you press the spacebar.

For example, if a particular change should occur only on weekdays (Monday through Friday), set the Restrict To field to the following:

M	T	W	T	F	S	S
Y	Y	Y	Y	Y	N	N

9. Define the changes you want to take place by filling in the Extension, Rings, Do Not Disturb, Call Screening, and/or Greeting # fields.

If you leave the Extension, Rings, or Greeting # field blank, Amanda leaves that field unchanged in the mailbox. Do Not Disturb and Call Screening cannot be left blank. Press the spacebar to toggle between ON and OFF. Type in the other fields.

10. To save the scheduling record, press Alt+S, then Y.

The record appears in the Scheduled Records list box for this mailbox. Amanda continually sorts the records in the most imminent order. For example, the record to be performed next is first; the record whose next execution date is the farthest into the future is last.

CAUTION: Amanda's automatic scheduling takes place even if the fields are locked. (Locks affect changes made via the telephone only.)
If you use an invalid greeting number, such as 9, the Current Greeting is changed to 1 instead.

TIP: Any time you return to the Enabled field, the entire screen is refreshed as you make your next move. Use this to start over after a mistake. Otherwise, make sure you save your changes (using Alt+S) before returning to the Enabled field.

Modifying Scheduling Records

When you modify a scheduling record, you can change one or more of the following:

- The starting date
- The interval between executions and the days on which execution is allowed
- What the record does. You can change:
 - The mailbox's Call Screening option
 - Its Do Not Disturb option
 - The contents of its Extension field
 - The greeting used when there is no answer
 - The number of rings that occur before Amanda decides no one will answer

To modify a scheduling record:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+A.
The Auto screen appears. The word **Auto** is in the upper right corner of the screen.
3. Press Page Up and Page Down to select the record to be modified, then press Enter.
4. Change any of the fields described in the table named Scheduling Record Fields on page 70.
5. To save the scheduling record, press Alt+S.
6. When prompted to overwrite the current record, press Y.

Scheduling Record Fields

Field	Description
Enabled	Determines whether a specific scheduling record is active. To toggle between YES and NO, press the spacebar.
Change On	Defines the starting date for the scheduling record using the MM/DD/YYYY format. Type your changes.
At	Defines the starting time for scheduling record using a 24-hour format (00:00 to 23:59). For example, 5:30 p.m. is 17:30. Type your changes.
AndEvery	Defines the number of months, days, hours, and/or minutes Amanda waits before repeating this scheduling record. Type your changes, pressing Tab to move from field to field.
Restrict To: MTWTFSS	Defines what days of the week Amanda performs the scheduled changes. MTWTFSS stands for Monday through Sunday. To toggle between Y (for Yes) and N (for No), press the spacebar.
Next Change	Specifies the date and time that Amanda next performs the scheduled changes. This field is automatically updated by Amanda and is display-only.
Extension	Specifies the new contents for the mailbox's Extension field. Edit this field using Right Arrow and Left Arrow to move the cursor. Type in any changes.
Rings	Defines the number of rings Amanda listens to before determining that the call is unanswered.
Do Not Disturb	Specifies whether Do Not Disturb should be on or off. Press the spacebar to toggle between ON and OFF.
Call Screening	Specifies whether Screen Calls? should be on or off. Press the spacebar to toggle between ON and OFF.
Greeting	Specifies the number of the greeting to be played when the call is unanswered. 0 stands for the system greeting.

Testing a Scheduling Record

When testing a scheduling record, do not adjust the Date/Time option available from the Main screen. For example, you can put the record into effect five minutes from now rather than tomorrow morning, then call the user to see if his greeting and so forth has changed.

Disabling a Scheduling Record

You can disable a scheduling record temporarily or permanently. For example, if a user takes a leave of absence or a vacation, you can disable all his scheduling records. Amanda keeps the original information so you can reactivate the record later.

To disable a scheduling record:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+A.
The Auto screen appears. The first record in the Scheduling Records List is selected.
3. Press Page Down until the record to be disabled is selected.
4. The cursor is positioned at the Enabled field at the bottom of the screen.
5. Press spacebar to change the Enabled field from YES to NO.
6. To save your change, press Alt+S.

You are prompted:

```
OVERWRITE Auto Record? [NY]
```

Press Y to change the current scheduling record or press N to cancel.

Example: Changing User's Greetings

This example assumes the following:

- You are changing a user's greeting after hours. In this case, the business-hours greeting recorded by the user is greeting 1 and the after-hours greeting is greeting 2.
- The after-hours callers should go directly to the greeting without having to listen to the telephone ring. (That means that Do Not Disturb is ON.)

For more examples, see "Sample Scheduling Records for Mailbox 990" on page 23 and "Sample Instructions for Mailbox 991" on page 29.

Record	<i>Auto Screen Field</i>	<i>Auto Screen Setting</i>
1	<i>Enabled:</i>	YES
	<i>Change On:</i>	08/22/95 At: 08:00
	<i>And Every:</i>	0 month(s) 1 day(s) 0 hour(s) 0 minute(s)
	<i>Restrict To:</i>	M T W T F S S Y Y Y Y N N
	<i>Extension:</i>	(blank)
	<i>Rings:</i>	0
	<i>Do Not Disturb:</i>	OFF
	<i>Call Screening:</i>	ON or OFF (depending on the user's needs)
	<i>Greeting #:</i>	1

Record	<i>Auto Screen Field</i>	<i>Auto Screen Setting</i>
2	<i>Enabled</i>	YES
	<i>Change On:</i>	08/22/95 At: 18:00
	<i>And Every:</i>	0 month(s) 1 day(s) 0 hour(s) 0 minute(s)
	<i>Restrict To:</i>	MTWTFSS YYYYYNN
	<i>Extension:</i>	(blank)
	<i>Rings:</i>	0
	<i>Do Not Disturb:</i>	ON
	<i>Call Screening:</i>	OFF
	<i>Greeting #:</i>	2

Chapter 8: Generating Reports

Overview

You can create, view, and print customized reports about Amanda. You can also save the report as a text file, which can be imported into other applications, such as word processors and spreadsheet applications. There you can add other information to the report, reformat it, and so forth. Here are some examples of how to use reports.

- To find out who is storing vast numbers of messages, create a report that lists mailboxes and their message statistics.
- To review the contents of the employee directory, you can create a report that lists mailboxes and the directory names associated with them.
- To monitor use of the Amanda system, create a report that lists mailboxes and their numbers of calls, logins, notifications, and transfers.
- When doing a lot of token programming, create a report that lists mailboxes and the contents of their Extension fields.

For reports that you routinely generate, you can create report templates to be used whenever you want to regenerate the reports they define.

A report consists of rows and columns of mailbox information and statistics. There is one row for each mailbox on your Amanda system and a column for each field of information that you decide to include in the report. The rows are sorted numerically based on the mailbox.

In the upper left corner of the printed report is the page number. The Example Report consists of only one page, which is labeled page 1. If there had been more rows than would fit on a page, there would have been additional pages.

Depending on the number of columns selected and the widths of those columns, more than one printed page might be needed to show all the columns in a row. For example, the printed report might have pages 1A, 1B, and 1C to accommodate all the columns in each row and pages 2A, 2B, and 2C to accommodate the number of rows.

You use the Report screen to create reports.

Example Report

page 1	Amanda Administrator Report		Fri Apr 26 14:32:41 1996		
		Directory	Directory	Total	New
Mailbox	Extension	Name 1	Name 2	Messages	Messages
0	@G(201)			168	0
2	@M(G6,2,20			7306	5
111	111	John	Slaughter	1987	3
112	112	Tom	Fernandez	1303	14
113	113	Pam	Slaughter	313	6
114	114	Stephanie	Young	1745	0
115	115	Cory	Crocker	581	0
116	116	Richard	Nelson	453	7
117	117	Peter	Friend	1882	12
118	118	Kevin	Ebrahimzad	573	1
170	@G(175)			4	0

Managing Reports and Report Templates

Managing reports includes:

- Deciding what reports to create and when
- Creating templates for reports that will be generated more than once
- Making decisions about disk space, users, and so forth based on the information in the reports

The next few sections explain how to create reports and report templates. It also explains how to print reports and save them as text files.

Creating Reports and Report Templates

This section explains how to create a report. After reviewing a report, you can return to the Report Template dialog box or the Reports screen to adjust column order or column width and to save the definition as a template for later use.

Amanda stores report templates in the C:\AMANDA\RPT.DB directory. She adds .RPT as the file extension to the name you give each report template.

To create a report:

1. From the Main screen, press Alt+R.
The password dialog box appears.
2. Type in the password. (The default is AMandA with only the first two and the last letter capitalized.)
3. Press Enter.

The Reports screen appears. It is almost identical to the Users screen, but it has the word **Reports** in the upper right corner.

4. From the Reports screen, type a number in each field that you want to appear in the report. Number the fields in the order they are to appear in the report.

For example, placing a 1 in the Mailbox field in the Reports screen makes the Mailbox field the first column of data in the report. Placing a 2 in the Extension field, a 3 in Dir Name 1 field, a 4 in Dir Name 2 field, a 5 in Total field, and a 6 in front of “new” in the Current field defines the second through sixth columns. See the Example Report on page 74.

By default each column is wide enough for one more character than its header. But you can control the column width. After you type a number in the field, type a colon and then the width of the column. For example, 2:50 makes the second column 50 characters wide.

5. After defining the report, press Alt+R to run or generate the report.

A mailbox range dialog box appears.

6. Type the first mailbox to be included in the report in the First Mailbox text box then press Enter.

7. Type the last mailbox to be included in the report in the Last Mailbox text box then press Enter.

NOTE: To include all mailboxes, leave both the First Mailbox and Last Mailbox fields blank.

8. (Optional.) To reset the statistics for these mailboxes, press the spacebar to toggle the Reset Statistics When Done? field from NO to YES.

For example, the number of calls would return to zero and the Statistics Started field would contain the current date and time.

CAUTION: If you reset the statistics and create the report, there is no way to retrieve the old statistical values.

9. Press Enter.

10. To view the report, press Alt+V.

The report appears on your screen. If the report is too wide for your screen, Amanda eliminates the columns that do not fit. These columns are in the report but not on the screen.

11. Use Page Up, Page Down, Up Arrow, and Down Arrow to view additional rows of the report.

12. To return to the Reports screen to adjust the columns or save the report definition as a template, press Esc.

The Reports Screen

Load Save Run View Print File			Esc/EXIT			Reports		
Mailbox:		Comment:		Security Code:				
Extension:		Dir Name 1:		Dir Name 2:				
Basic Options				Chains				
Maximum Rings:				Done:				
Do Not Disturb:				RNA:				
Screen Calls?				Busy:				
Store Messages?		Max:		sec		Delay:		
Copy Messages To:				Menus				
Message Volume:		Guests:		1:	2:	3:		
Current Greeting:		Max:		sec	4:	5:	6:	
Busy Message?		Max:		sec	7:	8:	9:	
ID Call?	D/T?	Name/Ext?		0:				
Created: NEVER		Conn Secs:		Statistics Started:				
Saved: NEVER		User Secs:		Calls:	Last:			
Messages				Transfers:	Last:			
Current:		, new (sec)	Logins:	Last:			
Maximum:		Total:	Fax:	Notifies:	Last:			

- menu bar** The rectangle at the top of the Reports screen. The left side displays menu commands that you can access by pressing Alt plus the first letter of the selection. For example, pressing Alt+S saves a new or modified report. The right side lists keys on the keyboard and the actions they perform. For example, pressing Esc allows you to exit the Reports screen and return to the Main screen.
- User Information** Just below the menu bar. These fields provide the minimum information Amanda requires for defining a mailbox. See “Mailbox Field Reference” on page 44 for more details.
- Basic Options** Just below User Information and on the left side of the screen. These fields define the options for the mailbox. For example, to screen calls, the Screen Calls? Field must be set to ON. See “Mailbox Field Reference” on page 44 for more details.
- Chains and Menus** Just below User Information and on the right side of the screen, opposite Basic Options. These fields control what happens to the caller if the user does not answer the telephone. See “Mailbox Field Reference” on page 44 for more details.
- Statistics** The bottom rectangle on the screen contains statistical information collected by Amanda about the mailbox. This information can be used in generating reports. See “Mailbox Field Reference” on page 44 for more details.
- Status bar** The bottom line of the screen (not shown in the figure) contains a one-line description of the selected field.

To save the report definition as a template:

1. From the Reports screen, press Alt+S.
The Save As dialog box appears.
2. Type the name for the report template (for example, USERINFO) then press Enter.

Creating Reports from Templates

You can create a report from an existing template. First you load the template then generate the report. You specify what mailboxes to use for the report and whether statistical fields should be reset to zero. For example, if you reset these fields, Amanda starts counting messages from zero instead of the current message total.

To create a report from an existing template:

1. Access the Reports screen. (From the Main screen, press Alt+R and enter the password.)
2. Press Alt+L to load a report.
The Load Which Report dialog box appears.
3. Select a report template:
 - a. Press F2 to see a list of the report templates that have been saved.
 - b. Use Up Arrow and Down Arrow to select a report (the name shows the .RPT extension).
 - c. Then press Enter.
The name of the selected report appears in the Load Which Report dialog box.
NOTE: You can type the name of a report template that has been saved directly into the Load Which Report dialog box. You don't need to type the RPT extension.
 - d. Press Enter again.
The name of the selected report appears in the Load Which Report dialog box.
4. Press Alt+R to run the report.
A mailbox range dialog box appears.
5. Type the first mailbox to be included in the report in the First Mailbox text box then press Enter.
6. Type the last mailbox to be included in the report in the Last Mailbox text box then press Enter.
NOTE: To include all mailboxes, leave both the First Mailbox and Last Mailbox fields blank.
7. (Optional.) To reset the statistics for these mailboxes, press the spacebar to toggle the Reset Statistics When Done? field from NO to YES.

For example, the number of calls would return to zero and the Statistics Started field would contain the current date and time.

CAUTION: If you reset the statistics and create the report, there is no way to retrieve the old statistical values.

While Amanda runs the report, mailbox numbers appear in the bottom left of the range dialog box. When Amanda completes the report, the dialog box disappears, and you return to the Reports screen.

8. To view the report, press Alt+V.

The report appears on your screen. If the report is too wide for your screen, Amanda eliminates the columns that do not fit. These columns are in the report but not on the screen.

9. Use Page Up, Page Down, Up Arrow, and Down Arrow to view additional rows of the report.

Printing Reports

Printed reports can have a variety of uses. You can post the results, make copies for a meeting, or file them for later reference.

To print the report:

- From the Reports screen, press Alt+P for Print.

NOTE: To print reports, the configuration option `lpt_port` must be set correctly (by default, it is set to 1). The printer must also be online and have paper.

Saving Reports as Files

Saving a report as a text file allows you to use that file in a word processor, spread sheet, database, or file comparison application.

To save the report as a file:

1. From the Reports screen, press Alt+F.

The Copy Report To dialog box appears.

2. Type the name of a file in which to store the report template.

Report names can be up to 8 letters long and consist of the letters A to Z and the digits 0 to 9. Report names are *not* case sensitive. "LISTING", "Listing", and "listing" all refer to the same file.

Amanda stores the report as text in the C:\AMANDA directory unless you specify the path to another directory. Amanda adds no extension to the file name (unless you provided one).

The file is a text file with the numbers in each row separated by a series of spaces. The rows are separated by carriage return/linefeeds.

For example, you might copy the report to a diskette:

```
A:\REPORT496.TXT
```

If you decide to use the saved report in another application, do not run that application on the Amanda computer. Use DOS to copy your report to a floppy disk. Import or read the report on another computer. (Use floppy disks that are preformatted for PC use.)

Chapter 9: Using the Administrator Mailbox

Administering Amanda by Telephone

You, as system administrator, have a System Administrator mailbox (999) in addition to your personal mailbox. You access it by telephone or from the Users screen on the computer.

You log into Amanda using the System Administrator mailbox to perform the following duties:

- Record system-wide announcements
- Record busy hold music
- Create system-wide mailing lists
- Lock, unlock, and reset mailboxes
- Listen to system status information

When you dial Amanda's extension and identify yourself as this mailbox, your top level menu has one additional choice (**8**) for System Administration. The System Administration menu is as follows:

- **1** to record the system announcement
- **2** to delete the system announcement
- **3** to record the busy-hold music
- **4** to manage users
- **5** to shut down the system
- ***** to review system status
- **9** to return to the previous menu



**Log into
Amanda**

When you see this symbol in this chapter, use one of the methods of logging into Amanda and identifying yourself. See *Using Amanda@Work.Place* for more information.

Managing System Announcements

The system announcement gives out system-wide information. When recorded, it is played automatically to users when they log on to their mailboxes. A user can interrupt the announcement by pressing any DTMF digit, but the announcement plays every time that user logs on until he hears it once in its entirety.


After any recording:

To	Dial
Review the recording	1
Rerecord	2
Add to the end of the recording	3
Cancel the recording	4
Save the recording	9

To record a system announcement:

 **Log into Amanda** + **8** + **1** + make your recording + **#**

To delete a system announcement:

 **Log into Amanda** + **8** + **2**

Changing the Busy Hold Music

The busy-hold music is heard by callers when they hold for a busy extension by pressing *. Currently it plays approximately 30 seconds of custom music. You can replace this music with a recording that gives information about your company products and services. However, we strongly recommend that you prepare a professional recording for this.

To change the busy hold music:

 **Log into Amanda** + **8** + **3** + make your recording + **#**

The busy hold music is stored in a file named HOLD.VOX in the C:\AMANDA directory.

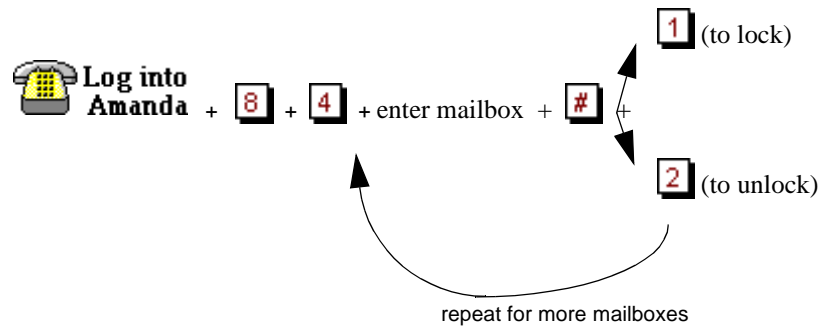
If you create HOLD0.VOX, HOLD1.VOX, etc. Amanda plays them after HOLD.VOX if the extension remains busy. Each one is created as HOLD.VOX, and must be changed to HOLDx.VOX with a DOS command:

```
COPY HOLD.VOX HOLDx.VOX
```

Do the recording for the real HOLD.VOX (the first music/message the caller hears) last.

Locking and Unlocking Mailboxes

You can lock a mailbox so that the user cannot access the mailbox. That means he cannot listen to his messages, record greetings, create mailing lists, and so forth. To allow him to access his mailbox again, you can unlock it.

To lock or unlock a mailbox:**To exit:**

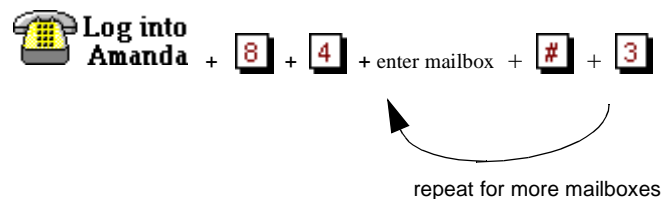
1. Re-enter the last mailbox then press #.
2. Press 9 to return to a previous menu.

Resetting Mailboxes

Resetting a mailbox reinitializes it to its default settings. Amanda copies all the field information from the mailbox template (usually mailbox 997) to the specified mailbox and the statistics for the mailbox are reset to zero. See “Using a Template” on page 36 for more information.

If the mailbox is for a user, that user can change some of the settings over the telephone. For more information about what the user can change, see the guide *Using Amanda@Work.Place*.

NOTE: You cannot reset a mailbox that is read-only.


To reset a mailbox:**To exit:**

1. Re-enter the last mailbox then press #.
2. Press 9 to return to a previous menu.

Shutting Amanda Down

Amanda must always be shut down before she is turned off. Also, whenever you shut Amanda down, you should turn off the computer (or off and immediately back on).

To shut down Amanda:

 **Log into
Amanda mailbox 999** + **8** + **5** + **1** (to confirm)

Listening to System Status

The system status option informs you about Amanda's status. It includes the amount of disk space, port usage, and the date and time.

To hear system status:



 **Log into
Amanda** + **8** + *****

Creating System-wide Mailing Lists


A system-wide mailing list is one that everyone can use when sending or forwarding messages. For example, you would usually create an all-employee mailing list and perhaps an all-managers list so that there would be only one of each of these lists on the system.

Each list, 1-3, in mailbox 999 is available to all users and can be accessed as a user sends or forwards a message to a list. Users must enter * followed by the system list number to use the list with a message.

To create a system-wide mailing list:

 **Log into
Amanda** + **5** + the list's number (1-3) + **2** + mailbox + **#** +

 (repeat for each mailbox)
4 + record a name or description to identify the list + **#**

To send a message using a system-wide mailing list:

 **Log into
Amanda** + **4** + **4** + ***** + number of the system list +
2 (to record) + **9** (to save the recording) + **3** (to send)

Amanda processes messages sent to lists as a low priority task. This means that she might take several minutes to send the message to everyone on a large list, especially if the system is busy. By making this a low priority task, Amanda can maintain high system performance for tasks such as answering calls and notifying users. It also means that the sender does not have to wait to exit until all the messages have been sent.

Resetting the Date and Time

Sometimes Amanda's system date and time become inaccurate. For example, a time change between daylight savings and standard time might have occurred or Amanda's clock might be slightly off.

To reset Amanda's date and time:



Log into

Amanda mailbox 999 (For login instructions, see "Logging into Amanda" on page 7.)

+ **8** + **8** + **3** + enter the date + **#** + enter the time + **#**

Enter the date as month-day-year. Use 1 or 2 digits for the month, 2 digits for the day, and 2 or 4 digits for the year.

Enter the time as hour-minutes. Use 1 or 2 digits for the hour and 2 digits for the minutes.

If you use 13 through 23 for the hours after **noon**, you are not asked whether you meant AM or PM. Otherwise, Amanda prompts for a **1** (for A.M.) or a **2** (for P.M.).

For example, to change the date and time to March 4, 1999, at 9:05 A.M., use:

3 (the month) +

04 (the day of the month) +

99 (the year) + **#** (to finish the date) +

9 (the hour) + **05** (the minutes) + **#** (to finish the time) + **1** (for A.M. when prompted)

Setting Up the Administrator Mailbox from the Computer

Amanda@Work.Place is shipped with mailbox 999 as shown in the following figures. It has two functions: it is the System Administrator mailbox and it provides an automatic hang up.

For example, you can use G(999), which translates from the Token Programming Language as "Go to mailbox 999 and process it." Because mailbox 999 has H (for hangup) in its Extension field and both Do Not Disturb and Screen Calls? locked OFF, G(999) results in a disconnection. For more information about the G() command, see "Programming Amanda" in *Installing Amanda@Work.Place*

The only recommended change to mailbox 999 is the addition of one or more notification records with DISK as their type. In this way, Amanda notifies you when disk space falls below a predefined level (the default is 20%). For example, you can be paged or have a voice mail message left for you at your personal mailbox. For information about creating a notification record, see "Creating a Notification Record and a Notification Template" on page 52 and "Creating a Notification Record from an Existing Template" on page 54. See

Installing Amanda@Work.Place for more information about setting the diskwarn configuration option or contact your Amanda Marketing Partner or Solution Provider.

Mailbox 999

Save	Auto	Delete	Notify	Table	Copy	Esc/EXIT	PgDn/NEXT	PgUp/PREV	Users
Mailbox:	999	Comment:	SYSTEM ADMIN					Security Code:	999
Extension:	H	Dir Name 1:	Dir Name 2:						
Basic Options					Chains				
Maximum Rings: 0 (default is 4)					Done:				
Do Not Disturb: OFF Lock: ON					RNA:				
Screen Calls? OFF Lock: ON					Busy:				
Store Messages? YES Max: 180 sec					Delay: 0				
Copy Messages To:					Menus				
Message Volume: 0 Guests: -1					1: 2: 3:				
Current Greeting: 0 Max: 45 sec					4: 5: 6:				
Busy Message? SYS Max: 45 sec					7: 8: 9:				
ID Call?	NO	D/T?	YES	Name/Ext?	YES	0:			
STATISTICS AREA OMITTED FROM THIS FIGURE									

Chapter 10: Using Utilities

Backing Up and Restoring Files

The BackRest utility backs up and restores the database, the greetings, and the incoming messages of an Amanda system. BackRest automatically detects the number of floppy drives in the computer and allows you to use either the A: or B: drive. The number of floppies as well as the number of bytes needed for the requested backup is estimated after you insert the first floppy. You can add a note (comment) that is displayed when you restore files from the floppy disks.

NOTE: This process can require several floppy disks and can take a long time to execute.

Syntax: `backrest`

To back up or restore files:

- At the C:\AMANDA> prompt, type:

```
backrest
```

The computer displays:

```
Amanda Backup and Restore Utility Version 1.6
```

- a. Backup Database to drive A:
- b. Backup Greeting to drive A:
- c. Backup Messages to drive A:
- d. Backup All to drive A:
- e. Restore from drive A:
- f. Quit Backrest

Use the arrow keys to make a selection and press Enter to start the backup or restore operation.

Deleting Mailboxes and Mailing Lists

The Amanda Company provides utilities that delete mailboxes and personal mailing lists.

Deleting Mailboxes

The DelUsers utility simplifies the deletion of mailboxes. Use it to delete a single mailbox or a range of mailboxes.

Syntax: `delusers mailbox_list`

To delete one or more users:

- At the C:\AMANDA> prompt, type:

```
delusers mailbox_list
```

where *mailbox_list* specifies individual mailboxes, a range of mailboxes, or both. Use a hyphen (-) to separate the first and last mailboxes in a range. Use a space to separate entries in the list. For example:

```
1000-2000 990-991 3000
```

Deleting Personal Mailing Lists

The List Del utility deletes the specified personal mailing list from the specified mailbox. (System mailing lists are the personal mailing lists for mailbox 999.)

Syntax: `list_del mailbox list_number`

For example, deletes List 7 from mailbox 212, type the following at the C:\AMANDA> prompt:

```
list_del 212 7
```

Displaying Message Information

The MsgList utility displays the quantity, date, time, and type of messages stored for all the mailboxes or the specified mailboxes.

Syntax: `msglist [-e] [mailbox_list]`

The `-e` is optional. Use it to print the dates in European format (20/04/95) rather than the US format (04/20/95).

The *mailbox_list* specifies individual mailboxes, a range of mailboxes, or both. Use a hyphen (-) to separate the first and last mailboxes in a range. Use a space to separate entries in the list. For example:

```
1000-2000 990-991 3000
```

To report on all mailboxes:

- Type the following at the C:\AMANDA> prompt:

```
msglist
```

To store the information in a file:

- Type:

```
msglist > output_filename
```

where *output_filename* is the name or path to another file.

To use the Less utility and display 20 lines at a time:

- Type:

```
msglist | less
```

To print the results rather than display or store them:

- Type:
`msglist > prn`

To display the information for mailbox 200 through mailbox 231:

- Type:
`msglist 200-231`

To display message information in the European format:
(for mailboxes in the range 200–231 and in the range 300–320)

- Type:
`msglist -e 200-231 300-320`

Validating Notification Templates

The VMBEdit utility checks that:

- Notification templates are valid.
- No two templates are identical except for Title. If it finds duplicates, it keeps the first template (unless it has no title) and deletes the duplicate. VMBEdit updates the mailboxes that used the deleted template so that they use the template that was kept.
- If a template is not being used by any mailbox, VMBEdit asks you whether the template should be deleted, listed, or kept as-is.

VMBEdit makes a back up of VMB.DAT (named VMB.BAK) before it checks the templates.

NOTE: Do not run VMBEdit from a batch file because it can ask questions and will wait for responses to be input from the keyboard.

Syntax: `vmbedit`

Managing Text Files

Amanda provides utilities that allow you to search, edit, and display text files.

Searching Text Files

The Grep utility searches the specified file from beginning to end for the specified string of characters. The search is case sensitive, which means that it differentiates between upper and lower case letters within the file. Therefore, the *searchstring* must be typed exactly as it appears in the file. The Grep utility displays the lines of the file that contain those characters. This is useful when viewing trace files.

Syntax: `grep searchstring filename`

To display the results of the search on the screen:

- Type the following at the C:\AMANDA> prompt:
`grep searchstring filename`

To store the results in a file:

- Type (on one line):

```
grep search_string input_filename > output_filename
```

where output_filename is the name or path to another file.

To print the results rather than display or store them:

- Type:

```
grep searchstring filename > prn
```

For additional information on GREP.EXE, read C:\AMANDA\GREP.MAN. See also the Less utility, “Displaying Text Files (20 Lines at a Time)” on page 90.

Editing a Text File

The JOVE utility allows you to edit any text file on your Amanda system. For example, you might want to edit INSTALL.CFG, TRACE.OUT, AMANDA.LOG, 1001.PBX, CONFIG.SYS, and AUTOEXEC.BAT.

Syntax: `jove filename`

Examples

The following examples show common uses of the JOVE utility.

To change your Amanda password using JOVE:

1. At the C:\AMANDA> prompt, type:

```
JOVE INSTALL.CFG
```

2. To perform a search for the Password configuration option, press Ctrl+S and type the first few letters of the word "password".

```
set off_dly 50
set partial_q_ok false
set password 'AManda'
PBX 1 1001
PBX 2 2001
```

3. Use the Right Arrow key to move the cursor to the password to be replaced.

4. Type the new password and delete any extra letters.

NOTE: Passwords are case sensitive. Also, the new password must be in single quotes.

5. Save your change by pressing Ctrl+X then Ctrl+S.

6. Exit JOVE by pressing Ctrl+X then Ctrl+C

To activate the HOST program:

1. At the C:\ prompt, type:

```
JOVE AUTOEXEC.BAT
```


- To perform a search, press Ctrl+S and type the first few letters of the word “HOST”. Look for one of the following lines in the AUTOEXEC.BAT:

```
rem LH HOST /2 /f /n >> %LOGN%
rem LH HOST /4 >> %LOGN%
```

NOTE: The /2 is for COM2 and the /4 is for COM4. Use COM2 when connecting directly via a null modem cable. Use COM4 when connecting via a modem.

The /f is for “fast” to use 14400 bps. You can add /f to the second line if your modem is fast.

%LOGN% refers to the environment variable LOGN, which is set in the AUTOEXEC.BAT file as:

```
SET LOGN = C:\BOOTLOG
```

and logs information in the BOOTLOG file in the root directory.

If you prefer to log information on screen, put a “rem” in front of the above line and remove the “rem” from the following line:

```
REM SET LOGN = CON:
```

- Use the arrow keys to position the cursor.
- Press the Delete key to delete the letters “rem” from the beginning of one of the lines.
- Save your change by pressing Ctrl+X then Ctrl+S
- Exit JOVE by pressing Ctrl+X then Ctrl+C

JOVE Commands

The following is a list of JOVE commands:

JOVE Commands

Action	Command
To move around	Use the arrow keys, Home, End, Page Up, and Page Down
To search the file forward for a string (or word)	Ctrl+S and the first few letters of the string
To search the file backward for a string (or word)	Ctrl+R and the first few letters of the string
To insert characters	Place the cursor at the insertion point and type them
To delete the character above the cursor	Use the Delete key
To delete an entire line	Ctrl+K
To restore a deleted line	Ctrl+Y
To move to the beginning of the file	Ctrl+Home
To move to the end of the file	Ctrl+End
To move text around, first delete using Ctrl+K, then	Ctrl+Y

JOVE Commands (Continued)

Action	Command
To edit a new file	Ctrl+X Ctrl+F
To create a new file	Ctrl+X Ctrl+F
To scroll the screen up one line	Ctrl+Z
To scroll the screen down one line	Esc Z
To switch between edit buffers (two files)	Ctrl+X B, then Enter
To split the screen into two buffers	Ctrl+X 2
To return the screen to one buffer	Ctrl+X 1
To save the file with the same file name	Ctrl+X Ctrl+S
To write the file to a different file name	Ctrl+X Ctrl+W
To exit	Ctrl+X Ctrl+C

Displaying Text Files (20 Lines at a Time)

The Less utility displays a text file on the screen, 20 lines at a time. This utility is similar to the MORE command in DOS, but with many additional features.

Syntax: `less filename`

You can move around in the file:

- Use Page Up and Page Down to scroll through the file
- Use Up Arrow and Down Arrow to move from line to line
- To view an additional line, press Enter
- To view the next 20 lines, press the spacebar or Page Down
- To search forward for a string of characters, type `/string`
- To search backward for a string of characters, type `?string`
- For Help, press H
- To Quit, press Q

The Less utility is often used with the Grep utility. For instance, if you have a very large TRACE.OUT file, and you are interested in only the activity on Port 1, you could *filter* the TRACE file with Grep and then page through the results with Less.

At the C:\AMANDA> prompt, type:

```
grep "ichan_01" trace.out | less
```

To view a file that you are not grepping, such as GREP.MAN, which explains how to use the Grep utility, type the following at the C:\AMANDA> prompt:

```
less grep.man
```

Displaying the Last *n* Lines of Text Files

The Tail utility displays the last *n* lines in a text file, with a default of 10 lines.

Syntax: `tail [-n] filename`

To display the last 20 lines of a file:

- Type the following at the C:\AMANDA> prompt:
`tail -20 filename`

Performing Operations at Shutdown

As Amanda performs an automatic shutdown, she runs the SHUTDOWN.BAT file. For a new installation, this file is composed of commented-out DOS commands and does nothing. Change it to fit any customized operations, such as defragmenting or backing up the hard drive, that you do routinely. SHUTDOWN.BAT contains the following lines:

```
@ECHO OFF
rem
rem Put your own customized operations for automatic shutdown here.
rem You may run backup jobs, disk defragmentation jobs or other tasks
rem of your own choosing.
rem
rem You may call other batch files from here, but you MUST USE THE CALL
rem command to invoke all other additional batch files, or ELSE YOU WILL
rem NEVER RETURN AND DO THE RESTART.
rem
rem Below are some sample operations to give you ideas.
rem
rem SCANDISK C: /CUSTOM
rem DEFRAG C: /F
rem
rem SCANDISK D: /AUTOFIX /NOSUMMARY
rem XCOPY C:\*.* D:\
rem
rem CD \TAPE
rem TAPE ERASE /Q/N="AMandA"
rem TAPE BACKUP /F="C:\AMANDA\AMANDA.TAG" /-C/-P/R/W
rem
```

Reviewing Installation History

You can review an Amanda system's installation history to find out what versions have been installed or uninstalled. It shows each Amanda version (starting with 5.45) and its installation history on the computer.

Syntax: `history`

To display the history of the search using the Less utility:

- Type the following at any prompt:
`history | less`

Output from the utility looks like the following example. The output ranges from most recent to least recent version.

```
EXAMPLE HISTORY DISPLAY
*****
The currently installed system is:
Amanda@Work.Place Version 2.11
Voice platform: BI-SONIC
Continue, or Quit[C,Q]?C
```

Pressing C to continue will display information about previous updates/upgrades as well as uninstalls—if there are any.

Appendix A: Setup Sheets

Company Greeting Example

Mailbox 990 Preassigned

<i>Greeting</i>	<i>The caller will hear:</i>	<i>The greeting will play:</i>
1	Thank you for calling _____ Company Name	8:00 A.M. to 5:30 P.M. Monday through Friday
2	Thank you for calling _____. Company Name Our office is now closed.	5:30 P.M. to 8:00 A.M. Monday through Friday 8:00 A.M. Saturday through 8:00 A.M. Monday
3	Thank you for calling _____. Company Name You have reached us on a company holiday. Our staff wishes you a safe and happy holiday.	8 A.M. to 8 P.M. on the holiday If the holiday is a three- day weekend: 8 A.M. Sat- urday through 8 P.M. Monday

Setup Sheets



Caller Instructions Example

Mailbox 991 Preassigned

Because of the seamless transfer from 990 to 991, the caller hears these instructions immediately following the main greeting.

<i>Greeting</i>	<i>The caller will hear:</i>	<i>The greeting will play:</i>
1	For Sales, please press 1; for Service, press 2; for Administration, press 3; for Office Hours, press 4. If you know your party's extension, you may enter it at any time or remain on the line for the operator.	8:00 A.M. to 5:30 P.M. Monday through Friday
2	If you know your party's extension you may enter it at any time. Our hours are _____. Press 411 for an employee directory or remain on the line to leave a message or request information.	5:30 P.M. to 8:00 A.M. Monday through Friday 8:00 A.M. Saturday through 8:00 A.M. Monday

Mailboxes assigned to menu choices:

<i>If Caller Presses</i>	<i>Mailbox</i>	<i>Comments</i>
0 Transfers to (0	Operator: Rings operator's telephone.
1 Transfers to (1001	Sales: Rings Sales telephone.
2 Transfers to (1002	Service: Rings Service telephone.
3 Transfers to (1003	Administration: Rings Administration telephone.
4 Transfers to (1004	Office Hours: Information mailbox (with Do Not Disturb On and Store Messages set to No); plays greeting 1 which tells office hours.

Setup Sheets

Amanda®

Mailbox with Greetings

Mailbox Number: _____

Comment: _____

Greeting	The caller will hear:	Greeting plays:
1		Time: Days:
2		Time: Days:
3		Time: Days:

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Make copies of this sheet prior to filling it out.

Setup Sheets



Mailbox with Menu

Mailbox Number: _____

Comment: _____

Mailboxes assigned to menu options:

If Caller Presses	Mailbox	Comments
0 transfers to		
1 transfers to		
2 transfers to		
3 transfers to		
4 transfers to		
5 transfers to		
6 transfers to		
7 transfers to		
8 transfers to		
9 transfers to		

—Master Copy—

Make copies of this sheet prior to filling it out.

Mailbox	Purpose
411	Reserved for Employee Directory
990	Reserved for Main Greeting
991	Reserved for Caller Instructions
992	Reserved
993	Reserved
994	Reserved
995	Reserved for Future Delivery
996	Reserved
997	Reserved
998	Reserved for Direct Send to Voice Mail
999	Reserved for System Administration

¹Before using mailbox 994, you must create it. Of the preassigned mailboxes, this one is not shipped with Amanda.

Setup Sheets



Mailbox Settings

Chain examples:
999 performs a hang-up;
991 returns to Instructions

Mail-box	Exten-sion	Store Mes-sages Yes/No	Do Not Disturb On/Off	Call Screen-ing Yes/No	First Name	Last Name	RNA Chain	Busy Chain	Done Chain

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Make copies of this sheet prior to filling it out.

Setup Sheets

AmAnda®

Notification Records

System actions to notify users of calls or messages in addition to ringing their extensions.

NOTE: What do you dial to get an outside line? _____

Name	Mailbox (Mail- box)	Notify Method How will the user be notified? Voice, Message Lights, Pager, Relay, etc.	Notification Number (Variable) Number or instructions for notification (Pager, Extension, etc.)
Mary W.	130	Pager: 9, %V W(3,P)-% U#	18005551212

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Make copies of this sheet prior to filling it out.

Appendix B:

Glossary

Telephony terms, such as station side, CO, single-line, hunt group, pilot number, pickup group, coverage path, hookflash, call forward ring-no-answer, call forward busy, DTMF, and tone patterns.

RJ-XX	Registered Jacks. Telephone and data plugs that are registered with the Federal Communications Commission (FCC).
RJ-11	Telephone jack (or plug) commonly used to connect telephones, modems, and fax machines. The red and green pair carry the conversation for one line. The black and white pair might light buttons, send signals, or go unused.
RJ-14	Telephone jack (or plug) commonly used to connect telephones, modems, and fax machines. The red and green pair carry the conversation for one line. The black and yellow pair carry the conversation for the second line.
class of service	A grouping of privileges and features assigned to a telephone in a system. Each mailbox in an Amanda system can be given all or any subset of the available privileges and features. There are no classes of service.
alphanumeric character	A letter from the alphabet (A–Z, a–z), a space, or a digit (0–9).
analog telephone	Single line telephone or 2500 set (as opposed to digital), the type of telephone most often seen in residential units. In a commercial setting, analog phones must be connected to analog (single line) ports (jacks) which can be limited or unavailable. All telephone ports must be connected to analog (single line) ports off the telephone switching system.
ANI	Automatic Number Identification T1 line
ASCII	American Standard Code for Information Interchange—a standard used by the computer industry to encode all characters (alphabetic, numeric, etc.) as integers. This code represents 256 characters as integers 0 through 255. For example, A is encoded as 65 and a is encoded as 97.
audiotext	The ability to play information (instructions) to the caller such as directions to the office or the instructions recorded in mailbox 991. In Amanda, this is done by having the Do Not Disturb field set to ON.
automated attendant	A computer loaded with software (such as Amanda) capable of answering incoming lines and transferring calls to extensions based on DTMF entered by the caller.
back-door attendant	An automated attendant answering specific incoming CO lines dedicated to calls from those callers who do not wish to go through the live attendant (receptionist or operator).

blind transfer (unsupervised transfer)	The execution of an H token (to accomplish a hangup) after dialing an extension. This, in effect, releases the call to the extension and is usually done to make the telephone port available for the next call more quickly. (Also, see supervised call transfer .) Do not use Call Screening with an unsupervised transfer. If you do, the caller is screened, but the user never hears that recording.
cadence	A repeating cycle of ON and OFF tones such as ring, busy, fast busy.
call accounting	Also called SMDR. A system used to record information about telephone calls, organize that information, and create reports. The information gathered usually includes what extension the call is coming from, what circuit is used for the call, when the call started, how long it lasted, and the purpose of the call (usually what client or project should be billed). Requires a computer, a disk for storing data, and some software set up to monitor the telephone calls made. A serial port must be dedicated to it.
Caller ID	Automatically identifies the caller Trunk line.
case-sensitive	The act of differentiating between lowercase (a–z) and uppercase (A–Z) characters. Amanda uses case-sensitive passwords. AMANDA, Amanda, AMandA, or amanda are all different passwords. On the other hand, if you type these words at the DOS prompt, DOS treats them as the same command.
Channel (port)	Amanda software supports systems as small as 2 channels and as large as 24 channels.
character	A single symbol including letters from the alphabet, digits 0–9, or special ones. For example: ! @ # \$ % ^ & * () - + < > [] { } \ / ? : " ~ ` _ ,
c-like escape sequence	Any sequence of characters within a string which starts with a \. This refers to the C programming language developed at Bell Labs.
CO	Telephone Company Central Office
component	Every message contains one or more components. <i>Components</i> “define” a message. For example, if a message is forwarded from another mailbox with a Message Prefix attached, that message contains two components. Similarly, if that message is then forwarded to another mailbox with another Message Prefix attached, that message contains three components.
compose	To build a message that consists of components.
data corruption	When the contents of some memory location or portions of a file residing on a disk or diskette is damaged and lost. This can occur due to power fluctuations, faulty hardware such as motherboard or memory chips, or software bugs.
dB level	Decibel level. Used to measure the volume of sound or noise.
DBF file	A file which is in dBase format. Amanda tokens can work with dBase format as well as ASCII files. A dBase format file must have a DBF extension if used with Amanda tokens.
dead/phantom call	The situation where the outside caller hangs up before the extension is answered by the user. This might result in the user hearing a fast busy (reorder tone) or just silence, depending on the telephone switching system and the CO.

dedicated notification	<p>When the first port of Amanda is set aside for notification only. It is displayed as 1/N (as opposed to 1/A) on the Main Screen.</p> <p>The extension connected to port 1 of Amanda must have outside access so that pager notification can be successful. You must make sure that no incoming calls are routed to port 1 and instead port 2 is designated as the first answer port. This is useful in eliminating notify collisions (glare condition). To achieve a dedicated notify, set the <i>n_ochan</i> parameter in the System Configuration Options file to 1 instead of 0.</p>
default values	<p>The values of parameters, variables, and user settings in Amanda when the system is first installed. The installer, the system administrator, or the user can change the default values using the keyboard (or DTMF from the telephone).</p>
defaults box	<p>Mailbox 997 is set up with reasonable default values for each Mailbox field. When creating a new mailbox, Amanda accesses the defaults box for basic mailbox settings. If you want to change the defaults, modify mailbox 997 and Save.</p>
dial codes	<p>A set of codes that enable Amanda and the telephone switching system to communicate. These are set using Setup option 1 or by editing the ASCII file C:\AMANDA\PBX.DB\1001.PBX.</p>
direct call	<p>Dialing Amanda internally by calling one of her ports from an extension within the telephone switching system.</p>
direct message code	<p>A mailbox (usually mailbox 998) which functions as a code to skip the transfer to a user extension and go directly to the current greeting for that user. For example, entering 998#185# causes the caller to hear the current greeting for mailbox 185. The caller can then press # twice to skip the greeting and go directly to the recording mode. Additionally, if you set the <i>short_direct_send</i> parameter in the System Configuration Options to true (its default is false) then using the direct message code mailbox causes the caller to hear the Name/Extension recording instead of the current greeting.</p>
direct message mailbox	<p>A mailbox that allows you to record a message for another mailbox without having to execute the Extension field and/or hear the mailbox's greeting. This is particularly useful for an operator transferring callers directly to a user's voice mail.</p>
disconnect (hangup) supervision	<p>The ability of the telephone switching system to inform Amanda that a hangup has occurred on the line. This is normally accomplished by the voice board driver monitoring the loop current and informing Amanda of loop current OFF or loop current DROP events. This is because the default value for the <i>hangup_supervision</i> parameter in the System Configuration Options is true. If this parameter is set to false, Amanda ignores these events.</p>
disk notification	<p>A type of notification used to warn the system administrator (mailbox 999) that the hard disk space has fallen below a predefined threshold. This is set in Setup, Option 4, set <i>diskwarn xx</i>. The default is 20, meaning the Disk notify activates when free disk space is less than 20 percent of total disk space.</p>

Done Chain	After Amanda is finished processing a mailbox, she continues processing the call by going to the mailbox specified in the Done Chain. If this field is blank, Amanda uses the Done Chain of the Company Greeting, or starting greeting mailbox (generally 990). Usually, the Done Chain of 990 is set to 991. Therefore, the default Done Chain is usually mailbox 991 (The Caller Instructions).
DTMF	Dual Tone Multi Frequency (Touch Tone) tones generated by most phones when you dial a telephone number. However, the fact that a telephone has a dial pad with 12 keys (0-9,*,#), does not guarantee that it can generate DTMF.
edit block	A solid colored, or reversed video block seen on the screen (selecting the field or the line you are editing) within Amanda or the Setup utility.
employee directory mailbox	If you designate a mailbox using the box_idx configuration option, Amanda builds an employee directory which lists all the users based on the contents of the Directory Name 1 and Directory Name 2 fields. This allows callers to use their telephones to spell the names of the users they want to reach. Digits 7 and 9 should be used for letters Q and Z respectively.
empty string	A string containing no characters at all. To represent an empty string you can use "" when using tokens.
execution error	A fault which can cause a program to crash and shutdown or produce an incorrect result. The error might be due to a logical error in the software, faulty hardware, or corruption of memory location caused by other programs.
exit code or errorlevel	Before the completion of a program (e.g., RAMANDA.EXE), an integer code can be generated (default is 0) by that program. This code can be used by another program or the batch file (e.g., AMANDA.BAT) which started that program in order to determine what to do next. This is used by the Auto Shutdown mechanism of Amanda. When an Auto Shutdown occurs (by default every Tuesday at 1:30 AM), RAMANDA.EXE exits (completes execution) with errorlevel 3 which when passed on to AMANDA.BAT, causes control to be transferred to the section labeled: AUTO
flash time	The amount of time Amanda must remain on-hook while performing a hookflash usually set to 55 (0.55 seconds).
flash-hook	See hookflash .
floppy disk drive	A storage device, typically referred to as the A or B drive, capable of reading and writing information to diskettes (3.5-inch or 5.25-inch). Amanda and its associated utilities are distributed on 3.5-inch 1.44 MB diskettes only. Therefore, the PC designated for Amanda must have at least one 3.5-inch 1.44 MB floppy disk drive (A or B).
general protection fault	A fault that can cause a program to crash or produce an incorrect result. The error might be due to a logical error in the software, faulty hardware, or corruption of memory location caused by other programs.
glare	The collisions between incoming calls and notifications. For example, a port might try to execute a notification record and accept an incoming call simultaneously.

hard drive/hard disk	A long-term storage device, typically referred to as the C drive, on which Amanda is installed. The Amanda Company recommends using IDE hard drives with a 12ms access time or faster to insure optimal processing of calls. Consider large capacity hard disks if a high volume of outgoing and incoming messages is expected. A 540 MB hard disk is estimated to provide 33 hours of messages.
hookflash	A momentary on-hook condition which lasts anywhere from 0.25 seconds to 0.85 seconds (usually set to 0.55 seconds.) which is normally required to put a caller on hold before Amanda can transfer to an extension. This is also used when Amanda determines a Ring No Answer or Busy extension. A second hookflash (or hook-flash) makes Amanda able to get the caller back and play the current greeting or Busy message for that user.
inband signaling	The telephone switching system's ability to send DTMF tones to a telephone port as soon as it answers (goes off-hook), informing Amanda of the nature of the call as well as the extension or CO line which is calling. This helps Amanda make the correct decision in processing the call (i.e., play a Busy message, play the current greeting, enter the log on mode, or play the company greeting by processing mailbox 990). This is useful in conjunction with a blind transfer when the call volume is very heavy and you wish to make telephone ports available for handling the next call as quickly as possible.
informational mailbox	A mailbox which usually does not accept messages from callers; instead, its greeting is played to callers to provide them with various pieces of information. To accomplish this in Amanda, the Do Not Disturb field must be ON.
integer	A whole number with no decimal point or fractions. For example, 24,-32768,1,8,-30,32767,-1 are integers.
Integration Helper	A program accessed by selecting option 3 within the Setup utility and pressing the F1 key. This program can assist an installer in determining the DTMF coming from a telephone switching system using inband signaling. An alternative is using an Amanda trace file (either C:\AMANDA\TRACE.OUT or C:\AMANDA\SCREEN.OUT).
integration timeout	The pause after Amanda goes off-hook to allow for the arrival of DTMF sent by the telephone switching system using inband signaling. It also serves as an inter-digit timer after the arrival of the first digit. You can set this timer by modifying the first line of the screen accessed by selecting option 3 of Setup. The default is 0 which means inband signaling is disabled. Use 10 to specify 1.0 second, 15 for 1.5 seconds and so on.
Interactive Voice Response (IVR)	A way in which callers can obtain information from a computer database through the use of DTMF. This is common in the banking industry. For example, if you want to know your account balance, you enter your account number and your personal identification number when prompted. The system you are communicating with confirms your account number and security code and accesses a database to retrieve your account balance.
jumper pins	Pins found on a voice board and used to set the correct address for the board.
List Comment	A comment describing a mailing list that is recorded by the user who creates the list. The comment should help you distinguish one list from another and remember whose extensions are on the list.

Logins	The total number of times the mailbox was accessed by a user by pressing the * key.
long pause	Using ',' within a token string causes Amanda to pause for 2 seconds.
mailbox	The user options, messages, mailing lists, and other data identified by a mailbox.
menu bar	Lists a program's choices. It is found at the top of the screen of any Amanda screen or Windows application.
MF	Multi-frequency. An inband address signaling method which uses ten decimal digits and five auxiliary signals are each represented by selecting two frequencies and combining them into one sound.
monitored transfer	Same as supervised transfer .
non-empty string	A string containing 1 or more characters.
notification template	A general notification action which can be used for any number of notification records belonging to any number of mailboxes. For example, message waiting light ON and message waiting light OFF notification actions should be saved as templates.
null	Empty string or empty value.
on-hook	When a port or extension is ready to take a call. When off-hook, a port or extension is not available to accept calls.
PCPM	Programmed Call Progress Monitoring. See supervised call transfer .
port (channel)	A hardware device in the computer or telephone switching system where data can be accessed. When not prefaced by COM, serial, or parallel, this guide refers to a port created by connecting a telephone port to a voice board. Amanda supports from 2 to 24 ports. See also COM port , RS-232 port , serial port , and parallel port .
prompt file	The Amanda file containing all system prompts (prerecorded words, sentences, or questions) that are included within the Amanda software. The default prompt file is C:\AMANDA\ENGLISH.IDX or ENGLISH.BDX (depending on whether your computer is a Rhetorex voice board or an Amanda Company voice board for Norstar KSUs). The Spanish and French versions of the system prompts are also available from The Amanda Company.
reorder tone	A fast busy or busy tone heard when you dial an invalid extension or when no intercom path is available.
ring voltage	A ring signal provided by the Central Office. It is generally 70 to 90 volts at 17 Hz to 20 Hz.
sampling rate	An indication of the method used for digitizing sound which is required before you can save prompts, greetings, and messages onto the hard disk.
SMDI	Simplified Message Desk Interface, a Bellcore standard, is a data line from the central office that sends information and instructions (about the caller and called party) to your on-site voice mail box. For example, if you call yourself, Amanda assumes you want to listen to your messages.

SMDR	Station Message Desk Reporting. See call accounting .
status bar	Area at the bottom of the screen or window that describes actions currently being performed within the program.
string	A sequence of 0 or more characters. The length of a string is the number of characters in the sequence. A space counts as one character when it appears anywhere within the sequence. A string of length 0 is null or empty.
substring	A portion of a string. For example, "EN" is a substring of "MEN" as well as "WOMEN", or "TENTH".
supervised transfer	A type of call transfer in which Amanda stays on the line and listens to telephone switching system tone patterns after putting the caller on transfer hold. If what is heard does not match a Ring, Busy, or Reorder tone, the voice board driver reports an answer to Amanda. To complete the transfer, Amanda hangs up. (See also blind transfer .)
system integration patterns	The patterns expected from the telephone switching system when Amanda is integrated with the telephone switching system. These patterns can be defined using Setup option 3 or editing the same ASCII file that contains the dial codes (C:\AMANDA\PBX.DB\ 1001.PBX). The Integration Helper can assist in defining the correct patterns, or you can use the trace facility within Amanda.
taskbar	A tool used in Windows 95 that helps you track the programs you are currently running and gives you easy access to those you are not. This is typically located at the bottom of the screen and includes the Start button.
timed break recall	Using '~' token to make Amanda pulse dial the digit 1 to effect a timed break recall.
token	A command in the Token Programming Language that cause Amanda to perform some action. For example, the P() token causes Amanda to play messages and so forth. Tokens usually appear in the Extension fields of mailboxes and in the Method fields of notification records.
tone patterns	The Ring, Busy, Reorder, and Hangup tones that Amanda uses to supervise transferred calls.
toolbar	A bar of buttons which represent common tasks of the program you are using.
trace	<p>A facility within the Amanda software which logs all activity on telephone ports into a file named C:\AMANDA\TRACE.OUT. This file can be viewed using any ASCII editor such as MS-DOS EDIT or JOVE (supplied by The Amanda Company).</p> <p>The TRACE.EXE utility allows you to review Amanda's activities. When testing token programming, use the following command to start Amanda with trace turned on:</p> <pre>C:\AMANDA /t /s 1300</pre> <p>This command also limits the size of the trace file to 1.3 MB so it can fit on a 3.5-inch floppy disk. The trace can be left on indefinitely and will retain only the last 1.3 MB of data. The /t turns on trace mode and the /s limits the size to the specified number of bytes.</p>

transfer dial tone	The solid (continuous) tone which must be heard by Amanda after a hookflash is performed and before DTMF digits representing the extension to connect to are dialed. If one second of continuous dial tone is not detected by Amanda, a second hookflash is performed in order to get back to the caller. The absence of transfer dial tone is usually due to the fact that the telephone switching system does not have an available intercom path or DTMF receiver at the time. A non blocking telephone switching system is one that can guarantee transfer dial tone for all telephone ports by allocating one DTMF receiver per port.
turnkey system	A system that comes ready to use.
mailbox	A unique number chosen to identify an Amanda voice mailbox. Any number from 0 to 99,999,999 is acceptable as a mailbox.
unsupervised transfer	Same as blind transfer .
voice board	The audioboard which communicates with Amanda software and enables it to process incoming calls and/or make outbound calls.
voice form	Voice response to a series of questions that constitute a form. For example, Amanda might ask a caller for his name, address, and other pertinent information for a mailing label. Using the Q() command in the Token Programming Language, all the caller's answers can be stored as a message.
voice notification	Dialing an extension or an outside number and playing the mailbox's Name and Extension recording and saying the total number of messages and how many of them are unheard. This is useful when message waiting lights cannot be lit by a single line port or when users wish to be notified at home after hours.

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