Administering AmAndA@Work.Group/ Windows

Version 3.xx

Administrator's Guide: 7/01 Edition

AmAndA®

Copyright and Trademark Notices

Copyright © 1998–2001 The Amanda Company. All Rights Reserved. This guide and the software described herein are copyrighted with all rights reserved. No part of this publication may be reproduced, transmitted, stored in a retrieval system, or translated into any language in any form by any means without the prior written permission of The Amanda Company.

Amanda and Amanda@ are registered trademarks and sales trademarks of The Amanda Company. Other brand names and product names are trademarks or registered trademarks of their respective owners.

Limited Warranty on Software

The Amanda Company warrants the media on which the software is recorded to be free from defects in materials and faulty workmanship for a period of 90 days from the date the software is delivered. If a defect in the media should occur during this period, you may return the media to The Amanda Company and The Amanda Company will replace the media without charge.

THE AMANDA COMPANY MAKES NO WARRANTIES (OTHER THAN THOSE SET FORTH ABOVE) TO ANY PERSON OR ENTITY WITH RESPECT TO THE PRODUCT OR ANY DERIVATIVES THEREOF OR ANY SERVICES OR LICENSES AND DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, PERFORMANCE, NONINFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. THE AMANDA COMPANY WILL NOT BE LIABLE FOR ANY BUG, ERROR, OMISSION, DEFECT, DEFICIENCY, OR NONCONFORMITY IN ANY SOFTWARE. THE SOFTWARE IS LICENSED “AS IS,” AND THE PURCHASER ASSUMES THE ENTIRE RISK AS TO ITS QUALITY AND PERFORMANCE.

IN NO EVENT AND NOTWITHSTANDING ANY DOCUMENT, REPRESENTATION, OR OTHERWISE, SHALL THE AMANDA COMPANY BE LIABLE TO YOU FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONTINGENT, OR CONSEQUENTIAL DAMAGES, INCLUDING DAMAGES FROM LOSS OR CORRUPTION OF DATA, INTERRUPTED USE, LOST PROFITS, COST OF PROCURING SUBSTITUTE GOODS, TECHNOLOGY OR SERVICES, EVEN IF THE AMANDA COMPANY OR AN AUTHORIZED AMANDA COMPANY DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT THE AMANDA COMPANY’S LIABILITY ARISING OUT OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, WARRANTY, OR OTHER LEGAL OR EQUITABLE THEORY SHALL NOT EXCEED ANY AMOUNTS PAID BY YOU FOR THIS PRODUCT. Any written or oral information or advice given by Amanda Company dealers, distributors, agents, or employees will in no way increase the scope of this warranty, nor may you rely on such oral or written communication. Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This Agreement shall be governed by the laws of the State of California without regard to the conflicts of laws or provisions thereof.

Fraudulent Usage Advisory

Although the Amanda software is designed to resist fraudulent usage, including unauthorized access to a long distance network, no product, including the Amanda software, is able to prevent such unauthorized usage. The Amanda software is likewise unable to prevent such uses as may constitute an invasion of privacy or other tort. THE AMANDA COMPANY MAKES NO EXPRESS OR IMPLIED WARRANTY AGAINST UNLAWFUL OR UNAUTHORIZED USE OF YOUR AMANDA SYSTEM OR ITS CAPABILITIES AND HEREBY DISCLAIMS ALL LIABILITY ARISING FROM SUCH USE. YOU AGREE TO INDEMNIFY, DEFEND, AND HOLD THE AMANDA COMPANY HARMLESS FOR ANY UNAUTHORIZED OR FRAUDULENT USE OF YOUR LICENSED AMANDA SOFTWARE.

THE AMANDA COMPANY
13765 ALTON PARKWAY, UNIT F
IRVINE, CA 92618
TELEPHONE (949) 859–6279 FAX (949) 859–4380

Conventions

This manual uses the following terminology and conventions:

Amanda	The name by which this manual refers to the Amanda@Work.Group/Windows system to make reading about the system easier.
caller	Someone who calls into Amanda. A caller often obtains information, leaves a message for someone, and/or provides information.
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.

Contents

Copyright and Trademark Notices ii
Limited Warranty on Software. ii
Fraudulent Usage Advisory iii
Conventions iii

Chapter 1:
Introducing Amanda. 1
What Amanda Does 1
How to Monitor and Adjust Amanda. 2
How Amanda Operates 3
A Mailbox for Each User 3
Mailboxes that Control Call Processing 3
Mailboxes that Provide Information 4
The Power of Mailboxes. 4
Processing Calls and Mailboxes. 5
Processing a Call. 5
Processing a Mailbox 7
Customer Service and Support. 10
End User Support 11
System Administration Support 11
Installation Support. 11
Application Support 11

Chapter 2:
Getting Started 13
Starting Amanda. 13
Locking Amanda's Computer 14
Specifying a Time Zone. 14

Chapter 3:
Monitoring Amanda 15
Overview 15
Using Amanda Monitor 15
Logging Back On 16
System and Port Information 17
System Information 17
Port Information. 17
Using the Menus 19
Using the Toolbar 20
Resetting Ports 20
Tracing Port Activity 20
Displaying a List of Mailboxes 22
Resetting the Date and Time. 23
Copying Files 23

Chapter 4:
Recording the Greetings 25
Calling Amanda 25
Recording the Company Greeting 26
Sample Greetings for Mailbox 990 27
Sample Scheduling Records for Mailbox 990. 27
Recording Caller Instructions. 29
Sample Instructions for Mailbox 991 30
Sample Scheduling Records for Mailbox 991. 30
Recording Employee Directory Instructions 31

Chapter 5:
Setting Up Mailboxes. 33
Overview 33
Using the Menus 36
Using the Toolbar 37
Logging Back On 37
Using a Template 38
Asking the User for Preferences. 39
Personal Mailboxes 40
Creating a Personal Mailbox. 41
Creating a Personal Mailbox for Someone Without a Telephone. 42
Informational Mailboxes 42
Creating an Informational Mailbox. 42
Creating a Range of Mailboxes from an Existing Mailbox 44
Modifying an Existing Mailbox 44
Moving from One Mailbox to Another 45
Deleting an Existing Mailbox. 45
Finding Mailboxes that Match Certain Criteria 46
Naming Groups and Greetings 47
Mailbox Field Reference 48
Mailbox Statistics Reference 51

Chapter 6:
Notifying Users. 53
Overview 53
Selecting Ports for Notification 53
Planning Your Notification Records 53
Managing Notification Records and Templates. 54
Creating a Notification Record and a Notification Template. 54
Creating a Notification Record from an Existing Template. 58
Modifying Templates 59
Disabling a Notification Record. 60
Changing Notification Telephone Numbers. 61
Changing the Notification Variable by Telephone 61
Examples of Notification Methods. 62
Controlling a Message Light. 62
Using %U and %V instead of %E 62
Using Voice Notification 62
Calling a Pager 63
Relaying Information to a Pager 64
Calling Home 65
Emergency Lists 67

Chapter 7:
Automatic Scheduling 69
Overview 69
Managing Automatic Call-processing Changes 70
Creating Scheduling Records 70
Modifying Scheduling Records 73
Disabling a Scheduling Record 75
Example: Changing User's Greetings 76

Chapter 8:
Generating Reports 77
Overview 77
Example Report 78
Managing Reports and Report Templates 78
Creating Reports and Report Templates 78
Creating Reports from Templates 80
Printing Reports 81
Saving Reports as Files 81

Chapter 9:
Using the Administrator Mailbox 83
Administering Amanda by Telephone 83
Managing System Announcements 83
Changing the Busy Hold Music 84
Locking and Unlocking Mailboxes 84
Resetting Mailboxes 85
Listening to System Status 85
Creating System-wide Mailing Lists 86
Setting Up the Administrator Mailbox from the Computer 87

Chapter 10:
Using Utilities 89
Overview 89
Backing Up and Restoring Files 89
Deleting Mailboxes and Mailing Lists 90
Deleting Mailboxes 90
Deleting Personal Mailing Lists 90
Displaying Message Information 90
Validating Notification Templates 91
Managing Text Files 92
Searching Text Files 92
Editing a Text File 92
Examples 92
JOVE Commands 94
Displaying Text Files (20 Lines at a Time) 95
Displaying the Last n Lines of Text Files 95

Appendix A:
Setup Sheets 97
Company Greeting Example 97
Caller Instructions Example 98
Mailbox with Greetings 99
Mailbox with Menu 100
General Mailbox Checklist 101
Mailbox Settings 103

Appendix B:
Running Amanda from DOS 105
Starting Amanda from DOS 105
Using Command-line Options. 106
Shutting Amanda Down in DOS 106

Appendix C:
Glossary 107

Index 117

Chapter 1:
Introducing Amanda

What Amanda Does

Amanda@Work.Group/Windows 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 to Monitor and Adjust Amanda

Because Amanda@Work.Group/Windows is a voice server, you can monitor it and adjust how it processes users' calls from your own workstation using the client software. You also use the Setup utility on the server to set configuration parameters.

Amanda@Work.Group/Windows comes with the five client connections. That means, for example, that five users can be using Amanda Messenger. Or, if you are running Amanda Administrator and Amanda Monitor, only three users can run Amanda Messenger.

To allow other users to access Amanda via their workstations (in addition to their telephones), you must purchase additional connections.

The Amanda Company gives you an activation key for the number of connections you have purchased.

The computer running Amanda must have a LAN adapter.

Amanda's Windows 3.11 client applications also run on Windows 95, Windows 98, and Window NT. Amanda Unified Messenger and Amanda Call Control cannot run in the Windows 3.11 environment. They are 32-bit applications.

Amanda Administrator	Windows 3.11 application. Allows you to control how Amanda processes calls and to create reports.
Amanda Monitor	Allows you to observe what ports are active and so on. The others allow you to process messages, place calls, and manage your personal mailbox:
Amanda Messenger	Allows users to access their messages and manage calls from their workstations as well as by telephone.
Amanda Unified Messenger	Allows users to access their voice mail messages from their Microsoft e-mail application. This is a 32-bit client.
Amanda Dialer	Dials telephone numbers that appear in Microsoft Word for Windows, Microsoft Excel, and other Windows applications.

Amanda Fax	Allows you to fax anything that you can print from a Windows application. It also allows you to convert the printable item (document, spread sheet, and so forth) into a fax file or a fax message. This client has 16 and 32-bit versions.

NOTE: For details about adding clients, see *Installing Amanda @Work.Group/Windows*.

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. He can also use Amanda Messenger. The administrator changes them from Amanda Administrator. 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 ID'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 information 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 that 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

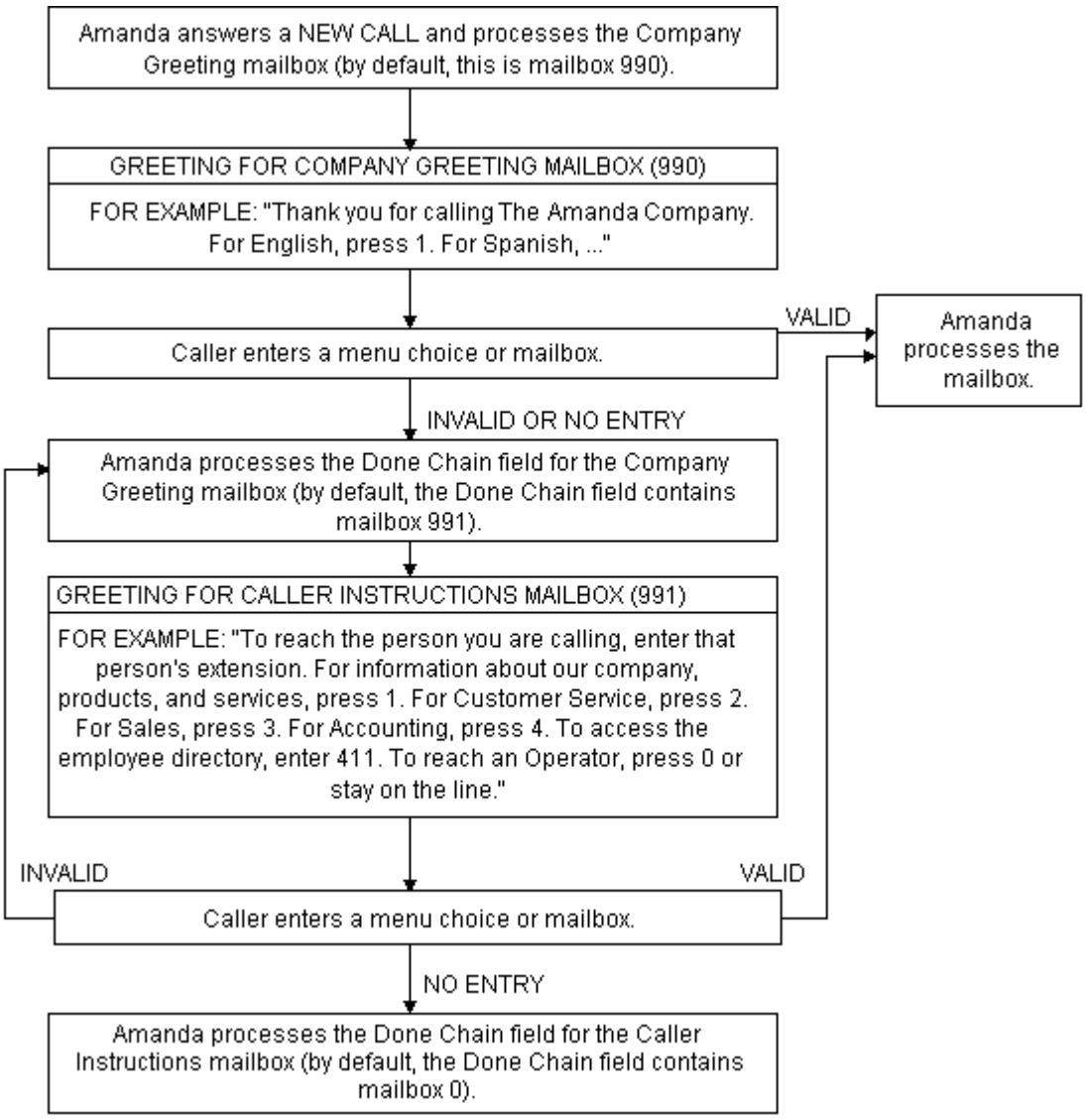
Processing a Call

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 the system processes that call. How does the system know what mailboxes to use?

- As Amanda answers a call, the system 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 26 for more information about setting up this mailbox.
- The system proceeds with the mailbox the system 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. More information about the Token Programming Language is in *Installing Amanda@Work.Group/Windows*.
- 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, the system 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.

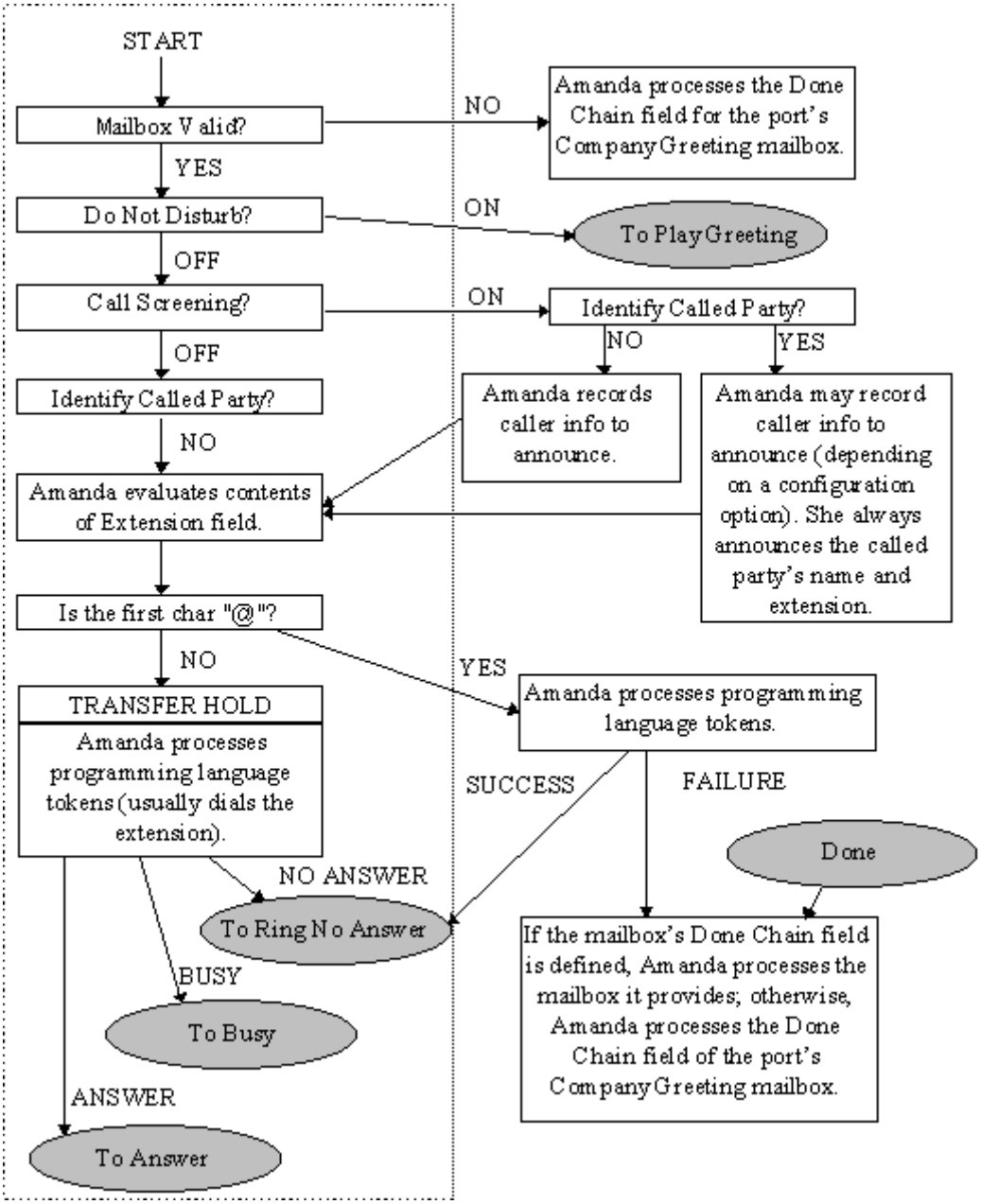
The right column of the first page (outside the dotted rectangle), shows the processing for additional (in some cases, special) features. For example, it shows how Amanda:

- 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

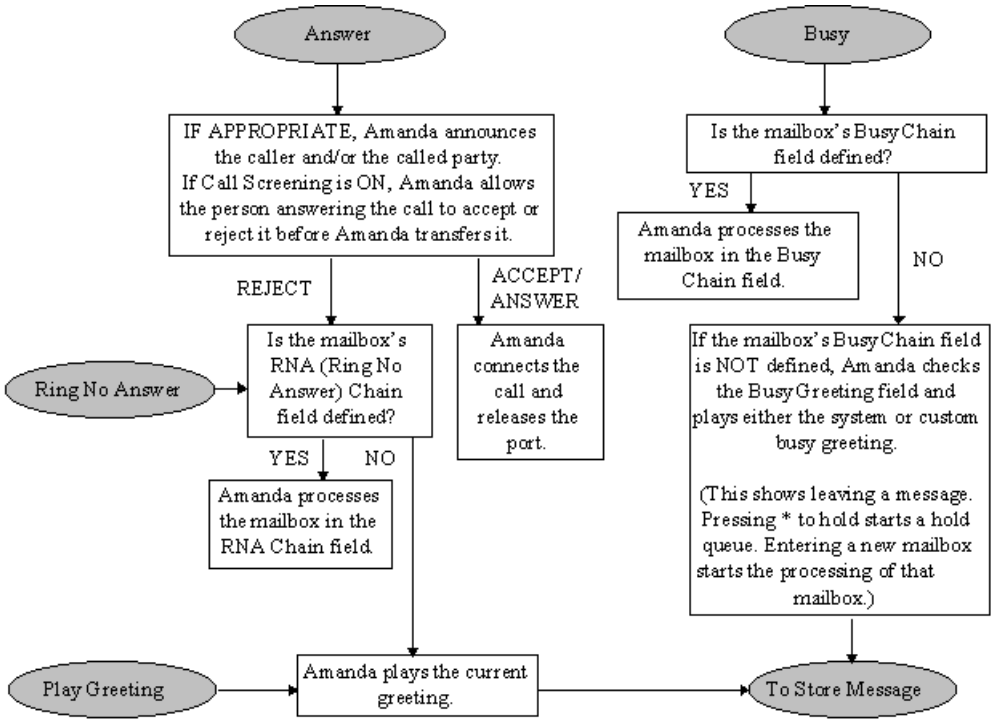
The second page of the diagram shows in detail what Amanda does when the system supervises the transfer of a call and finds that the extension is answered, busy, or not answered. The third page shows when messages are recorded and where they are stored.

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.

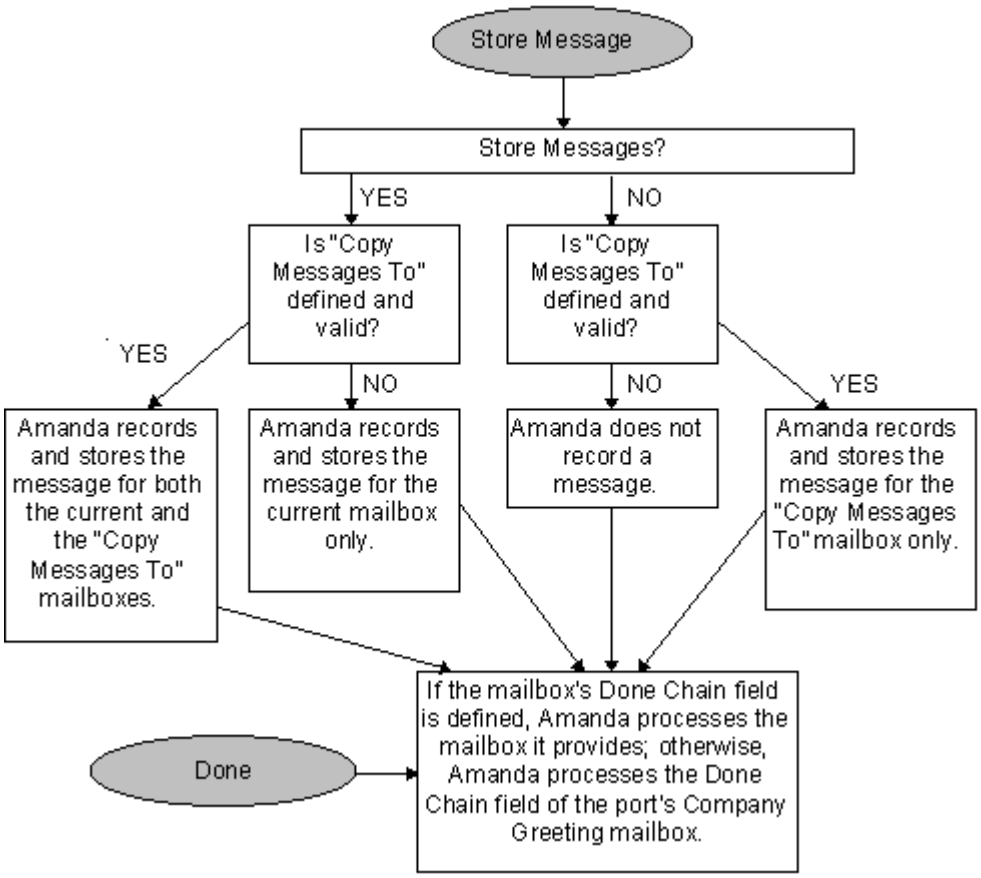
Mailbox Processing Diagram



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

Amanda starts automatically when you start the Amanda computer. Amanda runs as an NT service on that computer.

Using the Services dialog (a Windows NT dialog accessed from the control panel), you can:

- Make the server start, stop, pause, or continue
- Change the automatic startup to a manual startup
- Disable the service

NOTE: Task Manager does not recognize NT Services. You must manually confirm that Amanda is running as an NT Service.

To confirm that your server is running as an NT Service:

1. From the Control Panel, select Services.

   The Services dialog opens.

2. Scroll to locate Amanda in the Service list box.

   The Status list indicates “started” and the Startup list is “Automatic.”

To stop running your server as an NT Service (this shuts Amanda down):

1. From the Control Panel, select Services.

   The Services dialog appears.

2. Scroll and select Amanda in the Service list box.

3. Click Stop.

If the server fails for any reason, the error messages are displayed in the Event Viewer application log.

To view the NT service in the Application Log:

1. On the Start menu, click Programs, then Administrative Tools (Common), then Event Viewer.

   The Event Viewer window appears.

2. On the Log menu, click Application.

The Event Viewer Application Log window displays service information entries.

3. Double-click an entry to view the Event Detail dialog.

Locking Amanda's Computer

You should lock the computer on which Amanda is installed when you are not using it.

To lock the computer:

1. Press Ctrl+Alt+Delete to display the Task Manager dialog box.
2. Click Lock Workstation.

   The computer locks.

   When you return, you must press Ctrl+Alt+Delete to unlock the computer. The user name is Administrator and the default password is AMandA.

Specifying a Time Zone

Calculating the correct times in Amanda when clients are in different time zones requires setting the TZ environment variable. TZ contains a string giving time zone and daylight savings information. A line sets this variable in the AUTOEXEC.BAT file which is constructed during new Amanda installations. This line sets the variable to PST8PDT which matches the default behavior of a system without a value for this variable, that is Pacific time zone, with daylight savings.

This string follows the convention used to identify time zones on PCs. This string has three parts which are constructed as described below. (PST8PDT is used as an example in the description.)

1. PST

   Names the time zone, Pacific Standard.

2. 8

   Gives the offset, + 8 hours from Universal Coordinated Time (UCT, formerly named Greenwich Mean time or Zulu time). Negative amounts are valid for those time zones on the opposite side of the UCT time zone. Amounts may be real numbers instead of integers. Real values may be used to set 'precise local' times; they are also used by some countries for their official times, for example, India uses a value of 12.5 hours.

3. PDT (Optional.)

   This indicates the name of a time zone with daylight savings implemented; indicates that programmatic correction for annual time changes should be made.

Chapter 3:
Monitoring Amanda

Overview

Amanda Monitor lets you view the real time status of the Amanda from a workstation on your Local Area Network (LAN).

The current status includes:

- Version number
- System usage information
- Number of mailboxes
- Amount of hard disk space available
- When the system was last started
- Each Amanda telephone port's number, type, and status
- Fax modem status

Using Amanda Monitor

To access Amanda Monitor:

1. Select the Amanda Monitor icon from the Amanda group.

   The Monitor Logon dialog box appears.

2. Click Network Settings….

   The Network Settings dialog box appears. Its default setting for the Server Name, AMANDASERVER, is accurate in most cases. See your network administrator to be sure. You can also use an IP address.

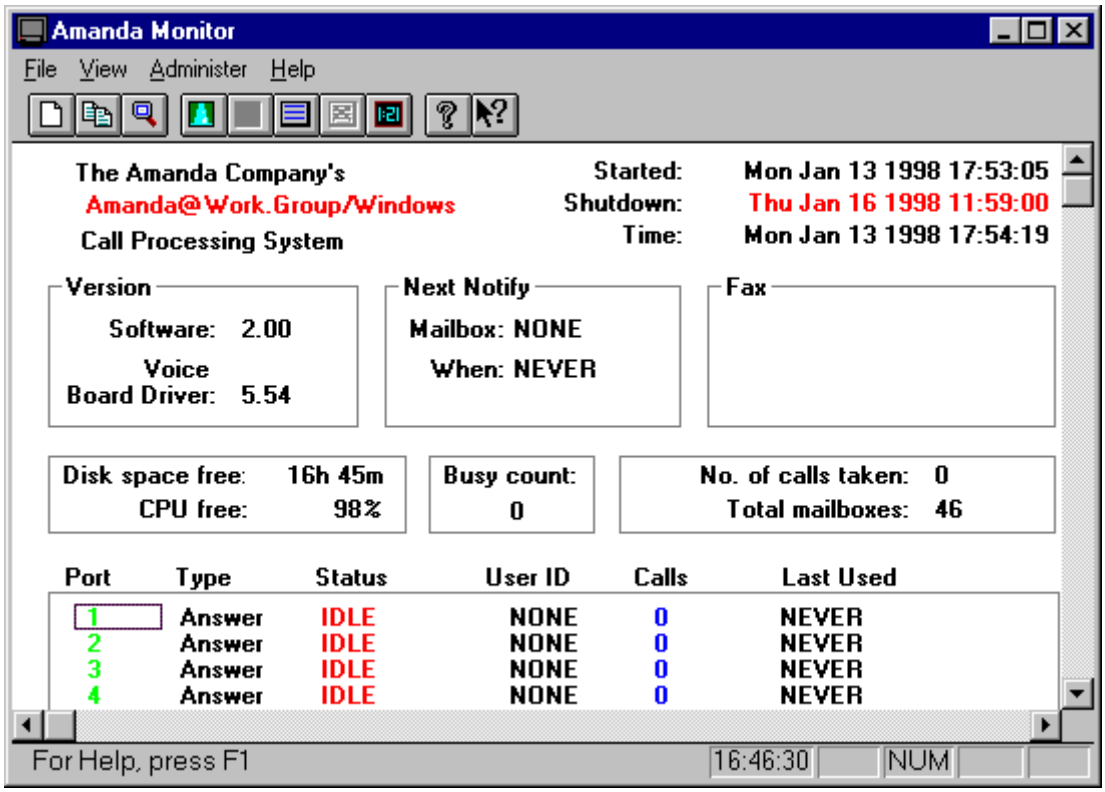
3. Click OK.

   The Monitor Logon dialog box reappears.

4. Type the security code for the system administrator mailbox (mailbox 999) in the Password text box.

   The default security code is 999, but you should change that.
   The Amanda Monitor main window appears.

The Amanda Monitor main window displays general information about the system. Its menus and toolbar allow you to modify the main window and, more importantly, trace system activity.



You can run Amanda Monitor minimized on your desk during work hours. Consider putting it in your Windows StartUp group.

Logging Back On

If you lose connection to the server while you are using Amanda Monitor, you can log back on without exiting Amanda Monitor.

To log back on to Amanda:

- On the File menu, click Log On.

  A message indicates that you are logged on or that the server is unavailable.

System and Port Information

The Amanda Monitor provides system and port information.

System Information

Below the menu bar, Amanda Monitor displays general information about your Amanda system:

Started The date and time (in 24-hour format) at which Amanda was last started.

Shutdown The next time Amanda is scheduled to shut down automatically. Shutdowns can be scheduled every day, once a week, or never as defined by Amanda's system configuration options.

Time The current date and time according to Amanda.

Version Amanda's version number.

Voice Board Driver The version number for your voice board driver.

Next Notify The next mailbox to be notified and the time of that notification.

Fax The status of configured fax modems (if present).

Disk space free The amount of free disk space still available for message storage in hours and minutes of recording time.

CPU free The CPU idle time as a percentage. The CPU idle time fluctuates and is heavily dependent on the type of CPU (386, 486, Pentium Processor), the activity on the voice ports, the fax or data modems, and the serial ports.

Busy count How often all the ports are busy simultaneously. This will help in deciding when to add more ports.

No. of calls taken The total number of answered calls since the last start-up.

Total mailboxes The total number of mailboxes currently defined.

Port Information

Port The number of each active port.

Type The type of call Amanda processes through this port.

Status The current activity on that port.

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 a 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

Mailbox The current mailbox being accessed on that port, or the last mailbox accessed if the port is now IDLE.

Calls The total number of calls made or answered on that port.

Last Used The last time the port started activity or went off-hook.

Using the Menus

Menu	Command	Description
File	**New…**	Creates a new trace file using the New Trace File dialog box to name the new file. The default file extension is .OUT. The new trace file is stored on your workstation. To start the trace, on the Administer menu, click Trace to File then Start.
	Copy…	Copies a file from your PC or from the server to another PC or to another file within the server. You can also copy files from your PC to your PC or from the server to the server. If you are copying from or to a local PC, the Browse button is available.
	Administrator	Allows you to start Amanda Administrator from Amanda Monitor.
	Log On	Allows you to log back on to Amanda if you have been disconnected.
	Exit	Ends your Amanda Monitor session. You can also use the Close command on the application Control menu. Amanda Monitor prompts you to save documents with unsaved changes.
View	**Toolbar**	Displays or hides the Toolbar, which includes buttons for some of the most common commands in Amanda Monitor, such as File New. A check mark appears next to the menu command when the Toolbar is displayed.
	Status Bar	Displays or hides the Status Bar, which describes the action to be executed by the selected menu command or depressed toolbar button, displays the time on your PC clock, and displays the keyboard latch state. A check mark appears next to the menu command when the Status Bar is displayed.
Administer	**Trace Window**	Allows you to Open… and Close the Server Trace window.
	Trace to File	Allows you to Start and Stop saving trace information from the server to the current file. You can also view the trace file while it's running by selecting View…. Once the trace has stopped, you can view the trace file by selecting View….
	Mailboxes…	Displays a list of the mailboxes currently using a Client Connection and allows you to disconnect users. Allows you to reset a single port on the system without having to shut the system down. Allows you to change the system's date and time.
Help		Displays a list of topics available on the online Help. Displays information on how to use online Help. Displays Company, Product and Program information.

Using the Toolbar

The toolbar offers a number of shortcuts.

Opens a new trace file if you do not wish to use the default.

Displays the Copy dialog box which will allow you to copy a file from your PC or the server to another PC or to another file within the server. You can also copy files from your PC to your PC or from the server to the server.

Allows you to view the existing trace file.

Opens the trace window.

Closes the trace window.

Starts the tracing to file.

Stops the tracing to file.

Allows you to change the date and time.

Displays online Help.

Displays context help. Click the button then click an object in the window, such as the scroll bars or another button, to display help on that object. When there is no help for a particular object, help for the main window appears.

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 port being reset will be disconnected without warning.

To reset a port:

1. On the Administer menu, click Ports….

   The Voice Server Ports dialog box appears.

2. Select a port from the Active Ports list box then click Reset.

3. Click Done.

Tracing Port Activity

For new installations, 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 The Amanda Company customer support for assistance

The trace files are restricted in size 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 backup 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.

From Amanda Monitor, you can create trace files on your local workstation (or network). From Amanda, you can create trace files on the server. You can copy trace files from the server to your workstation (or network) and vice versa. You can also copy trace files from one location on the server to another and from one location on your workstation (or network) to another.

To start a real-time trace:

1. Do one of the following:
   - On the Administer menu click Trace Window then Open….
   - Click Open Trace Window on the toolbar.

   The Server Trace window opens.

2. Click **Freeze Frame…** to examine the last 200 lines of the trace in another window.

   The real-time trace continues while the Freeze Frame window is open.

3. Click Cancel to return to the Server Trace window.

4. To close the Server Trace window, do one of the following:
   - Click Cancel.
   - Click Close Trace Window on the toolbar.
   - On the Administrator menu click Trace Window then Close.

To start (and stop) a trace to file:

1. Do one of the following:
   - On the Administer menu click Trace to File then Start….
   - Click Start Trace File on the toolbar.

   The default trace file is TRACE.OUT. It is located on your workstation in the directory where Amanda Monitor is installed.

2. On the Administer menu, click Trace to File then View… to view the file in NotePad (or another default Windows editor).

3. To stop tracing, do one of the following:
   - On the Administer menu click Trace to File then Stop….
   - Click Stop Trace File on the toolbar.

To create a new trace file:

1. On the File menu, click New….

   The Open Trace File dialog box appears.

2. Indicate the name and location of a new trace file on your workstation (or network).

   The default file extension is .OUT.

3. Use the steps in the previous procedure “To start a trace to file” for more information.

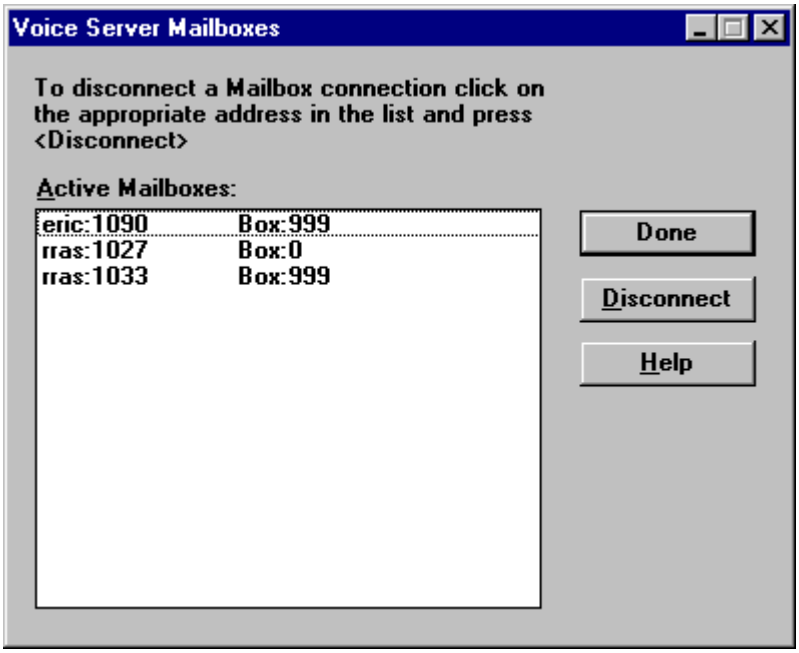
Displaying a List of Mailboxes

you can display a list of the mailboxes currently connected to the server as clients. You can also disconnect the users of those mailboxes from Amanda Monitor.

To display a list of mailboxes:

1. On the Administer menu, click Mailboxes….

   The Voice Server Mailboxes dialog box appears.



   For example, “eric:1090 999” means that a user on the machine that has the Internet host name “eric’ is using port 1090 to access mailbox 999.

2. Click Done to exit the Voice Server Mailboxes dialog box when you are done.

You can disconnect users without having to shut down the system.

To disconnect a user who is accessing a mailbox:

1. On the Administer menu, click Mailboxes….

   The Voice Server Mailboxes dialog box appears.

2. Select a user from the Active Mailboxes list box then click Disconnect.

3. Repeat step 2 as necessary.

4. Click Done to exit.

Resetting the Date and Time

You can reset Amanda's date and time while the system is running.

To reset the date and time:

1. On the Administer menu, click Time….

   The Voice Server Date and Time dialog box appears.

2. Type a new date in the Date text box or use the spin box to change the date.

3. Type a new time in the Time text box or use the spin box to change the time.

Copying Files

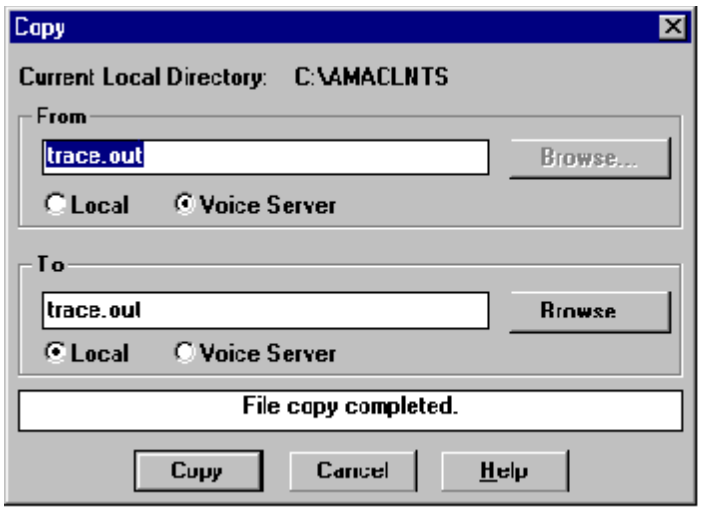
You can copy files without shutting down Amanda. You can copy files between your workstation and the server. You can also copy files from one location on your workstation to another or from one location on the server to another.

For example, you can copy a trace file from the server to your workstation or you can copy files to be used in a fax-on-demand application from your workstation to the server.

To copy a file:

1. On the File menu, click Copy….

The Copy dialog box appears.



2. Indicate the name and location of the file to be copied.

   If the file is on your workstation (or network), you can click Browse… to locate the file.

3. Select the Local or Voice Server option button to indicate the location of the file.

4. Indicate the name and location of the file to be created.

   If the file is on your workstation (or network), you can click Browse… to locate the file.

5. Select the Local or Voice Server option button to indicate the location of the new file.

6. Click Copy.

   If the file already exists, the Confirm File Replace dialog box appears.

7. Do one of the following:

   - To replace the existing file, click Yes.
   - To preserve the existing file, click No and type a unique name for your file in the Copy dialog box.

8. When “File copy completed” appears at the bottom of the Copy dialog box, click Cancel or copy another file.

   When you copy a file from one Amanda server to another, a confirmation message appears when the copy is completed.

NOTE: See *Amanda@Work.Group/Windows Workstation Features* for information about creating fax files with Amanda Fax.

Chapter 4:
Recording the Greetings

Calling Amanda

To perform the procedures in this chapter you need to use a telephone, Amanda Messenger, or Amanda Call Control. The telephone directions are provided here. See *Amanda@Work.Group/Windows Workstation Features* for information about how to use Amanda Messenger and Amanda Call Control to record greetings.

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.Group/Windows* 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 97 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.

You can also record this greeting using Amanda Messenger. See *Amanda@Work.Group/Windows Workstation Features* for more information.

Sample Greetings for Mailbox 990

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

Greeting 1: Morning Greeting

Good morning, thank you for calling *Company Name*.

Play it from 8 A.M. to 12 P.M. Monday through Friday.

Greeting 2: Afternoon Greeting

Good afternoon, thank you for calling *Company Name*.

Play it from 12 to 5:30 P.M. Monday through Friday.

Greeting 3: 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 4: 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.

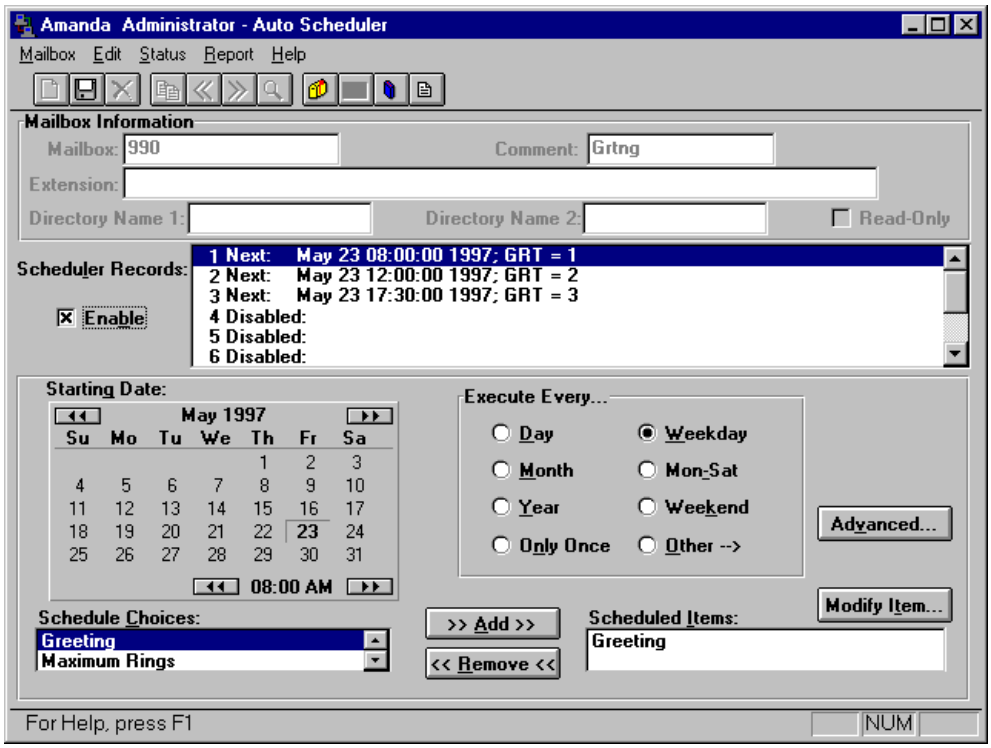
Sample Scheduling Records for Mailbox 990

This section shows how to schedule the sample greetings using Amanda Administrator.

The following figures and explanations show how to schedule the four greetings in "Sample Greetings for Mailbox 990" on page 27. 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 weekday afternoons, and greeting 3 on weeknights and weekends, you need three scheduling records. The first starts greeting 1 at 8:00 A.M. on weekdays; the second starts greeting 2 at noon on weekdays; and the third starts greeting 3 at 5:30 P.M. on weekdays. Greeting 1 plays until greeting 2 starts; greeting 2 plays until greeting 3 starts; and greeting 3 plays until greeting 1 starts. For example, because greeting 1 does not start until Monday morning, greeting 3 plays Friday evening and the entire weekend.

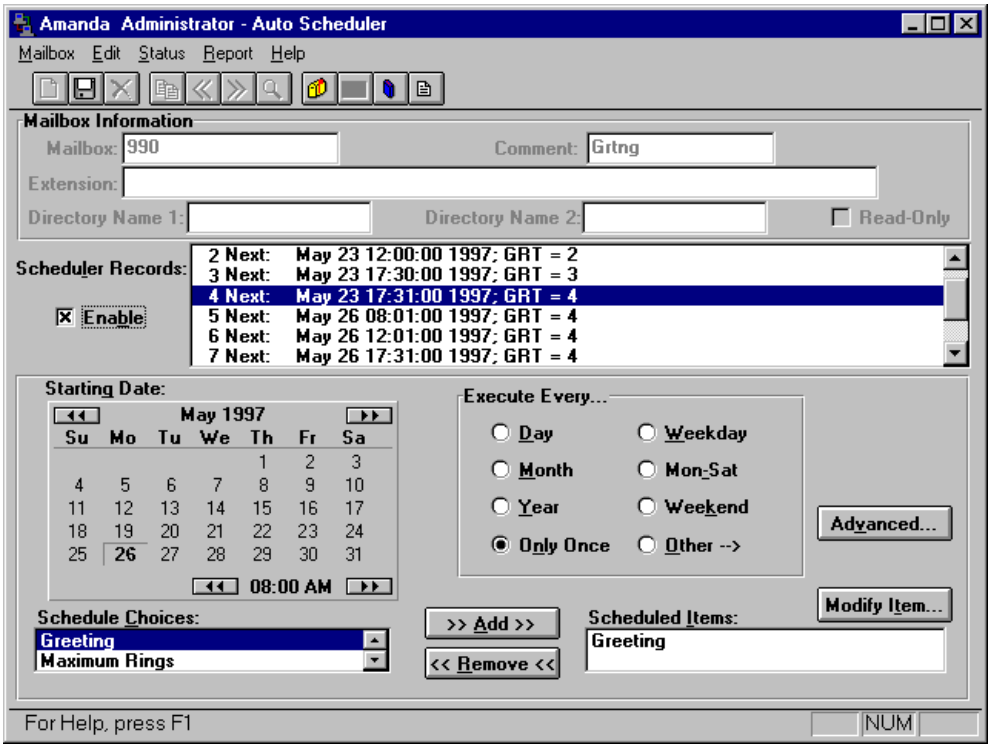
The following figure of the Auto Scheduler window shows the settings for the first scheduling record. This record starts greeting 1.



Greetings 2 and 3 have similar settings. Notice that you select the time using A.M. and P.M., but that the Scheduler Records list box uses the 24-hour format.

The next figure shows the Auto Scheduler window and the settings for the records needed to schedule greeting 4 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 4 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.

Notice that this and the other records for the holiday are enacted only once, rather than on a regular basis.



The three records for May 26th override the Monday morning use of greeting 1 on May 26, the Monday afternoon use of greeting 2, and the Monday evening use of greeting 3. Their settings are similar to the record shown in the preceding figure.

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 97 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 the system has no other specific instructions.

NOTE: You can also record this greeting using Amanda Messenger. See *Amanda@Work.Group/Windows Workstation Features* for more information.

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.

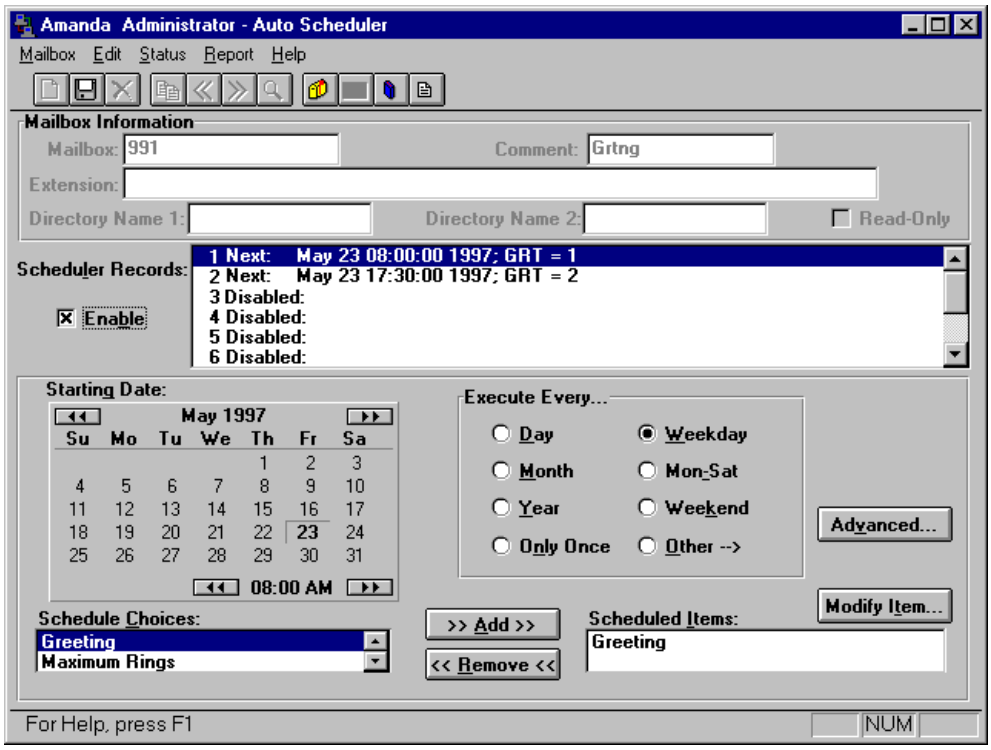
Sample Scheduling Records for Mailbox 991

The following figure shows how to schedule the two greetings in "Sample Instructions for Mailbox 991" on page 30. It shows the scheduling records for an Amanda system that was initialized May 23, 1997.

To play greeting 1 on weekdays and greeting 2 after-hours, you need two 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. Because greeting 1 does not start until Monday morning, greeting 3 plays Friday evening and the entire weekend.

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



Greeting 2 has similar settings. Notice that you select the time using A.M. and P.M., but that the Scheduler Records list box uses the 24-hour format.

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 Directory Name 1 and Directory Name 2 fields in the Mailbox window.

For example, “Mary” translates to 6279, while “Jo Ann” translates to 56266. When Amanda matches a Directory Name, the system 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”).

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.”

If you set the tmo_dir_transfer configuration option to a number greater than 0, you have additional prompts.

The prompt after each match is: “To be transferred to this extension, press *. Otherwise, press # to continue.”

If you are selecting a recipient for voice mail, the prompt is: “To select this extension, press *. Otherwise, press # to continue.”

When there are no more matching directory entries, the prompt is: “To search the directory again, press *. Otherwise, press #.”

To record a different set of 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.

NOTE: You can also record this greeting using Amanda Messenger. See *Amanda@Work.Group/Windows Workstation Features* for more information.

Chapter 5:
Setting Up Mailboxes

Overview

The design of Amanda@Work.Group/Windows depends upon the mailboxes that you have defined. What a caller hears and can do is controlled by the mailbox that the caller is accessing at the moment and how that mailbox is configured. When you configure a particular user's mailbox, you control what that user can do with Amanda and what he can change about his mailbox.

You can create mailboxes based on a template or as a copy of any existing mailbox. Using a template allows you to make sure all users have the same basic call-processing features. You can change individual mailboxes as necessary.

You use Amanda Administrator to set up mailboxes, including their notification records and scheduling records, and to create reports.

To start Amanda Administrator:

1. Select Amanda Administrator from the Start menu.

   The Administrator Logon dialog box appears.

2. Click Network Settings….

   The Network Settings dialog box appears.

   The default server name is AMANDASERVER.

   Make sure that the server name matches the name of your Amanda server. See your network administrator to be sure. You can also use an IP address.

3. Click OK.

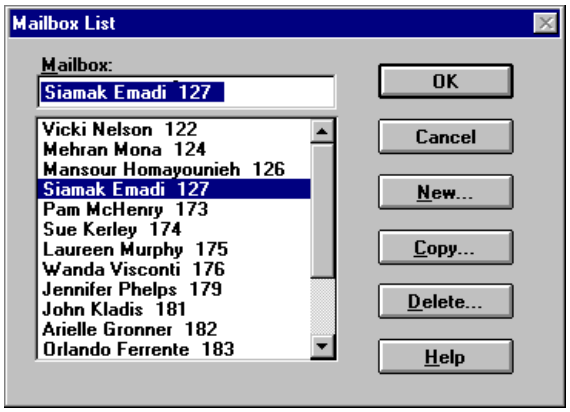
   The Administrator Logon dialog box reappears.

4. Type the security code for the system administrator mailbox (mailbox 999) in the Password text box.

   The default security code is 999, but you should change that.

5. Click OK.

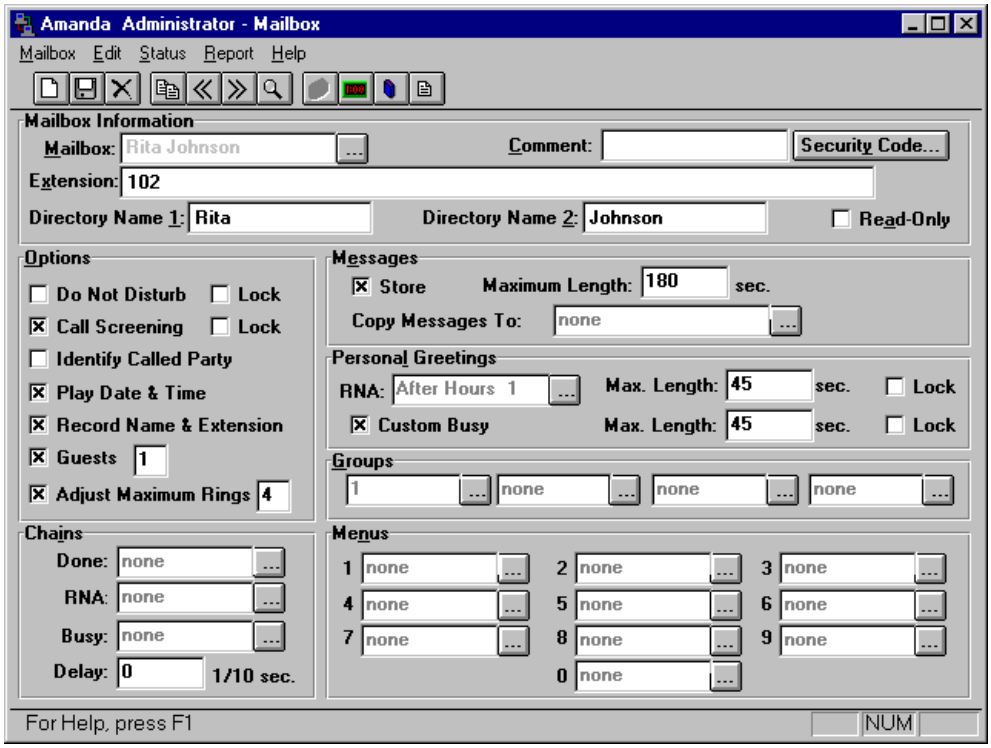
The Mailbox List dialog box lists all the mailboxes currently in the database. (It also allows you to create, copy, or delete mailboxes.)



6. Do one of the following:

   - In the Mailbox text box, type the first few characters that appear in the list for that mailbox. Then click OK.
   - From the list, double-click the mailbox.
   - To create a mailbox based on the mailbox template, click New…, type a number for the mailbox, then click OK.
   - To create a mailbox or a range of mailboxes based on an existing mailbox, click Copy…, type the number for the mailbox, type the number for the first and last mailbox in the range (these two numbers can be the same to create only one mailbox), click OK, then select one of the newly created mailboxes.

The Mailbox window displays information about the selected (or newly created) mailbox.



Using the Menus

Menu	Command	Description
Mailbox	New…	Creates a new mailbox using the mailbox template (normally mailbox 997).
	Save…	Saves the changes made to the current mailbox.
	Delete…	Deletes the current mailbox.
	Mailbox	Displays the Mailbox window.
	Auto Scheduler	Displays the Auto Scheduler window.
	Notify	Displays the Notify window.
	Report	Displays the most recently created report—if there is one.
	Display…	Allows you to display mailboxes with or without a name. (The name is a combination of the settings for Directory Name 1 and Directory Name 2.)
	Log On	Allows you to log back on to Amanda if you have been disconnected.
	Monitor	Allows you to start Amanda Monitor from Amanda Administrator.
	Exit	Ends this session of Amanda Administrator.
Edit	Previous	Displays the previous mailbox in the current Mailbox List.
	Next	Displays the next mailbox in the current Mailbox List.
	Copy…	Copies the current mailbox to one or a range of mailboxes.
	Find…	Allows you to search for all mailboxes which match certain criteria. Specify the settings to be matched in the Mailbox window. (Please note that the search is case sensitive.)
	Start Search…	Starts a search based on your criteria. Amanda Administrator creates a Mailbox List from the mailboxes that match your criteria or notifies you that no mailbox matches your criteria. **NOTE:** The next and previous buttons and other commands apply to this mailbox List until you select End Search. You can create a report on the mailboxes returned during a search.
	End Search	Ends the search and returns to the complete list of mailboxes.
Status		Clicking Status (or pressing Alt+S) displays the statistics for the current mailbox. To exit, select OK.
Report	Design Report…	Allows you to design a new report or load and modify a previously designed report. Select the items you want to appear on the report. The order in which they are listed will be the order used for reporting.
	Save As…	This saves your report as a file (ASCII text).

Menu	Command	Description
	Print…	This prints your report.
	Print Preview	This allows you to view your report's layout (including page numbers) before printing.
	Print Setup…	This allows you to define your printer options.
Help	Contents	Displays the Contents for Amanda Administrator Help.
	Using Help	Explains how to use online help.
	About Administrator	Displays information, such as the copyright date and version number, about Amanda Administrator.

Using the Toolbar

The toolbar offers buttons as timesaving alternatives to commands on the menu bar:

Creates a new mailbox from the mailbox template (usually mailbox 997).

Saves the current mailbox.

Deletes the current mailbox.

Copies the current mailbox to a range of mailboxes.

Go to the previous mailbox.

Go to the next mailbox.

Search for mailbox's with specific settings.

Displays the Mailbox window.

Displays the Auto Scheduler window.

Displays the Notify window.

Displays the Report window.

Logging Back On

If you lose connection to Amanda while you are using Amanda Administrator, you can log back on without exiting Amanda Administrator.

To log back on to Amanda:

- On the Mailbox menu, click Log On.

  A message indicates that you are logged on or that the server is unavailable.

Using a Template

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.

You can create a mailbox as a copy of the mailbox template (by default mailbox 997) or a copy of another existing mailbox.

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.

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 can delete some questions from the questionnaire. See the company questionnaire in *Installing Amanda@Work.Group/ Windows*. The "you" mentioned in the questionnaire is the user.

User Questionnaire

Question	Circle Response	Administrative Action to Mailbox Fields
1) How many times should the telephone ring before Amanda takes a message?	1 2 3 4 5 6 7 8 9	Set Adjust 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	Turn Do Not Disturb on. Turn Do Not Disturb's Lock on.
	OFF	Turn Do Not Disturb off. Turn Do Not Disturb's Lock on.
	under my control	Turn Do Not Disturb off. Turn Do Not Disturb's Lock off.
3) When Amanda screens calls, the system 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?[1]	ON	Turn Call Screening on. Turn the Lock on.
	OFF	Turn Call Screening off. Turn the Lock on.
	under my control	Turn Call Screening off. Turn the Lock 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	Turn Identify Called Party on.
	NO	Turn Identify Called Party off.
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	Turn on both Call Screening and Identify Called Party. Amanda can tell the user either of the following: • Both who is calling and who the call is for. • Only who the call is for. This depends on the value of the modified_call_screening configuration option. You set this option using the Setup utility.
	NO	Use the settings already specified for call screening and identifying the caller 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	Turn Play Date & Time on.
	NO	Turn Play Date & Time off.

[1] Use Call Screening only with supervised transfers. If Call Screening is on and the call is not supervised, the caller is screened but that recording is not played to the user. (An unsupervised transfer has an H token in the mailbox's Extension field. For example, if mailbox 127 has 127H in the Extension field, Amanda transfers all calls to mailbox 127 to extension 127 and immediately ends her participation in the call.)

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, it is best to 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

You must create a mailbox for each user who will receive messages via Amanda. That user does not have to have an onsite telephone.

To create a personal mailbox for a user:

1. On the Mailbox menu, click New….

   The Create Mailbox dialog box appears.

2. Enter the new mailbox then click OK.

   Amanda copies the information for the new mailbox from the mailbox template. See "Using a Template" on page 38 for details.

3. Do one of the following:

   - 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.

4. (Optional) To change the security code from the default, click Security Code….

   The Change Security Code dialog box appears. Type in and then verify the new security code. Click OK.

   NOTE: If the configuration option sec_code_display is set to true, the Change Security Code dialog box displays the current security code. Otherwise, the current security code is not displayed.

5. Type values in the Extension text box.

   The Extension field is perhaps the most important field on the screen. It is programmable and determines what extension Amanda 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.Group/Windows* for more details about .PBX files.

6. Type the user's first name in the Directory Name 1 text box.

   Amanda automatically adds the contents of two fields (Directory Name 1 and Directory 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.

7. Type the user's last name in the Directory Name 2 text box.

8. Set the other fields as appropriate. Press F1 for help or use the user questionnaire later in this chapter.

   For example if the user has no onsite telephone, set and lock Do Not Disturb.

9. When you are done, on the Mailbox menu, click Save… to save this mailbox.

   The Save Change dialog box appears.

10. Click Yes.

TIPS: If you set a lock, the user cannot change the value of the associated field from a telephone or Amanda Messenger. From the telephone, the user does not even hear the menu option that accesses that feature.

To prevent Amanda from taking a message, in the Messages group box, clear the Store check box and select None for the Copy Messages To box. Otherwise, the system 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 the Directory Name 1 and Directory Name 2 text boxes blank. In this case, you might want to put the user's name in the Comment field.

Remember that a user can go by a nickname. The Directory Name 1 field might contain the nickname. For example, 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" on page 51.

Creating a Personal 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.

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 Informational 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 for Amanda Administrator are:

Extension:	blank
Directory Name 1:	blank
Directory Name 2:	blank
Do Not Disturb:	checked
Lock:	checked
(Messages group box) Store:	cleared
Copy Messages To:	None
Delay:	30-60[1] (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 information 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 *Installing Amanda@Work.Group/Windows*.

To use a menu with an informational mailbox:

1. Make sure the greeting lists the menu options.

   Make sure that you list no more than 10 possible menu options.

2. For each menu option in the greeting, direct the user to a specific mailbox.

   For example, if the greeting says, "Press 1 for Sales....," then the text box labeled "1" in the Menus group box should contain the extension number for a sales representative.

   If the greeting says, "Press 0 for the operator...," then the text box labeled "0" in the Menus group box should contain the operator's extension.

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 Mailbox window, click the button after the current mailbox.

   The Mailbox List dialog box appears.

2. Select the mailbox to be copied then click Copy….

   The Copy Users dialog box appears.

   TIP: If the Mailbox window already displays the mailbox to be copied, on the Edit menu, click Copy….

3. Type the number for the first mailbox in the range in the Start At text box.

4. Type the number for the last mailbox in the range in the End At text box.

   Amanda creates the specified mailboxes by copying the fields from the current mailbox. See “Using a Template” on page 38 for a list of the fields that are copied.

Modifying an Existing Mailbox

As users’ needs and corporate policies change, you can modify how calls are processed by modifying mailboxes.

To modify a mailbox:

1. From the Mailbox window, click the button after the current mailbox.

   The Mailbox List dialog box appears.

2. Double-click the mailbox to be viewed or modified.

3. Change the desired fields.

4. On the Mailbox menu, click Save… to save your changes.

   The Save Changes dialog box appears.

5. Click Yes.

Moving from One Mailbox to Another

You can always move from one mailbox to the next in numeric order. Ctrl+P goes to the previous mailbox and Ctrl+N goes to the next.

When you are in search mode, Ctrl+P and Ctrl+N move from one mailbox to another within the set of mailboxes that are the result of the search.

You can select any mailbox, regardless of order, from the list of all the mailboxes (or all the mailboxes that match the search criteria). However, you can identify the mailbox more readily if you display both the number and the contents of the name fields.

To display the mailbox and/or its owner's name:

1. On the Mailbox menu, click Display….

   The Mailbox Name Display dialog box displays a series of options:

   - Mailbox Followed by Name
   - Name Followed by Mailbox
   - Mailbox Only
   - Name Only

   The name is formed by combining the contents of the Directory Name 1 and Directory Name 2 text boxes.

2. Select an option then click OK.

To select a mailbox to be displayed:

1. From the Mailbox window, click the button after the current mailbox.

   The Mailbox List dialog box displays all the currently defined mailboxes (or all those found by a search) in numerical order.

2. Select a mailbox from the list box by scrolling through the list box or typing the first few characters displayed in the list box; then click OK.

   Amanda displays the selected mailbox in the Mailbox window.

Deleting an Existing Mailbox

You can delete any existing mailbox.

To delete a mailbox:

1. From the Mailbox window, click the button after the current mailbox.

   The Mailbox List dialog box appears.

2. Select one or more mailboxes to be deleted.

3. Click Delete…

   The Delete Mailbox dialog box appears.

4. Click Yes or Yes to All.

Finding Mailboxes that Match Certain Criteria

You can use Amanda Administrator to find all the mailboxes that have a particular setting or combination of settings. For example, you can locate:

- All the mailboxes that have Do Not Disturb turned on and locked
- All the mailboxes that have Call Screening turned on but not locked
- All the mailboxes in the specified range that are members of group 1

After you locate those mailboxes, you enter search mode. Amanda Administrator displays only the matching mailboxes in the Mailbox list box. On the Edit menu, clicking Next and Previous move you from one matching mailbox to the next matching User — instead of from one existing mailbox to the next existing mailbox.

To search for mailboxes with specific settings:

1. From the Mailbox window, press F3 (or, on the Edit menu, click Find…).

   An information dialog box explains how to search.

2. Click OK.

   The Mailbox window becomes blank with “none” as the mailbox.

3. Do any combination of the following:

   - Select or clear the appropriate check boxes. For example, you might select the Do Not Disturb check box and clear the Lock check box.

     Notice that each check box has three states:

     - Selected (or checked)
     - Cleared (or unchecked)
     - Don’t care (disabled/grayed)

   - Provide values for text boxes (to be matched during the search) or leave them blank (to indicate that their contents are not part of the search).

4. On the Edit menu, select Start Search.

   Amanda Administrator searches for mailboxes that match those values.

   The Mailbox List displays all the mailboxes whose settings match those you provided.

5. Select a mailbox from the list, then click OK.

6. To move from one matching mailbox to another, do either of the following:

   - Use Ctrl+P (or click Previous on the toolbar)
   - Use Ctrl+N (or click Next on the toolbar)

These buttons wrap from the first to the last and vice versa.

7. When finished, on the Edit menu, select End Search.

   Ctrl+P and Ctrl+N will then move from one mailbox to the next, regardless of whether the mailboxes have any matching values.

   NOTE: To end a search or exit search mode at any time, on the Edit menu, click End Search.

Naming Groups and Greetings

Amanda Administrator allows you to name your groups and greetings. The name should help you remember what the group or greeting is for.

To name a group:

1. From the Mailbox window, click the button after the group to be named (or renamed).

   The Group Number List dialog box appears.

2. Click Edit Name….

   The Edit Group Name dialog box appears.

3. Type a name for the group in the Group Name text box.

   The name can contain up to 15 characters.

To name a greeting:

1. From the Mailbox window, click the button after the RNA box (in the Personal Greetings group box).

   The Greeting List dialog box appears.

2. Select the greeting to be named from the list box.

   If the greeting has not been previously named, the greeting is identified only by its number.

3. Click Edit Name….

   The Greeting Name dialog box appears.

4. Type a name for the greeting in the Greeting Name text box.

   The name can contain up to 50 characters.

Mailbox Field Reference

The following table defines the User fields in the order in which they appear in the Mailbox window. Some appear in the Status window.

Mailbox Fields

Field	Description
Mailbox	Represents the number that Amanda uses to access the mailbox. It ranges from 0 to 99,999,999 and must be unique.
Comment	If you are using a Brooktrout voice board, this field is provided for you as a notation field. Its maximum length is 17 characters.
Security Code	The up-to-eight digit security code that permits access to this mailbox (0 to 99999999). 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 sec_code_display has been set to true. (It's default is false.)
Extension	Contains the programmed dial actions Amanda should perform when the system 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.
Directory Name 1	Amanda uses this information to automatically build her 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.
Directory Name 2	Same as Directory Name 1. Amanda provides this second directory field to allow for second names, such as last names or nicknames. Its maximum length is 16 characters.
Read-Only	Indicates whether or not this mailbox can be only viewed or viewed and modified. You must enter a special password as you access the User window or you cannot access the read-only field.
Adjust 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	When cleared or OFF, Amanda evaluates the Extension field. If this is selected or ON, Amanda plays the current greeting for the mailbox. When the Lock field is selected or 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.

Mailbox Fields (Continued)

Field	Description
Call Screening Lock	When selected or ON and Do Not Disturb is cleared or 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. Lock is the same as for Do Not Disturb. Use Call Screening only with supervised transfers. If Call Screening is on and the call is not supervised, the caller is screened but that recording is not played to the user. (An unsupervised transfer has an H token in the mailbox's Extension field. For example, if mailbox 127 has 127H in the Extension field, Amanda transfers all calls to mailbox 127 to extension 127 and immediately ends her participation in the call.) Another method of screening calls is called Modified Call Screening. This feature is controlled by the configuration option modified_call_screening. When set to true (default), and both call screening and identify called party are selected for a mailbox, 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. 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. Never use call screening with unsupervised (blind) transfers. The caller is asked for information that cannot be announced.
Store **Maximum Length**	When selected, Amanda records and saves a message for the mailbox after playing the greeting. **NOTE:** Even when this field is cleared, Amanda takes a message if Copy Messages To specifies a valid mailbox. The maximum number of seconds for each message is defined by Maximum Length.
Copy Messages To	When this setting is a valid mailbox, Amanda takes a message and stores a copy of it in that mailbox. When Store is selected and Copy Messages To contains a valid mailbox, Amanda stores the message for both the current mailbox and the mailbox specified by Copy Messages To. To prevent Amanda from taking a message after the mailbox's greeting plays, you must clear Store. In Amanda Administrator, select None for Copy Messages To.
Guests	Indicates the number of guest mailboxes that a user can create. As a user 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.

Mailbox Fields (Continued)

Field	Description
RNA **Max. Length** **Lock**	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: • Do Not Disturb is selected or ON. • The user does not answer the telephone and there is no mailbox in the RNA chain. • Call screening is selected or ON and the caller rejects the call. If this field is 0, Amanda uses the system greeting ("Please leave a message for" followed by the Name/Extension recording for that mailbox). Maximum Length 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. In Amanda Administrator, there is a Lock field for this purpose. However, before you unlock this field, you need to change the Max. Length field to a number greater than 0. (45 was the default and is a good choice.) For convenience, Amanda Administrator allows you to name your greetings.
Custom Busy **Max. Length** **Lock**	Indicates whether Amanda should use the system busy greeting or the custom busy greeting when letting the caller know that the dialed extension is busy. The system busy greeting 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. Maximum Length defines the maximum length in seconds for the custom busy greeting recorded by the user. In Amanda Administrator, there is a Lock field. However, before you unlock this field, you need to change the Max. Length field to a number greater than 0. (45 was the default and is a good choice.)
Identify Called Party	When Identify Called Party is cleared and Amanda performs a supervised transfer, the system plays a connection tone that only the called party can hear before the system connects the caller. When Identify Called Party is selected, 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 different mailboxes, so each users' messages are private.
Play Date & Time	Indicates whether Amanda plays the date and time of the message. When Play Date & Time is selected, Amanda plays the date/time when that message was recorded followed by the message itself. When cleared or set to NO, the date/time is not given before playing the message. **NOTE:** A user can always get the message date/time by pressing 74 during the message regardless of this setting.
Record Name & Extension	The Name/Extension field controls whether users can record their names and extensions. When cleared, Amanda prevents the user from recording his name and extension. If selected, the user can record his name and extension. If there is no Name/Extension recording, Amanda defaults to saying the mailbox number.

Mailbox Fields (Continued)

Field	Description
Chains **Done**	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. When not blank, the mailbox specified must both exist and share at least one group with the current mailbox.
Chains **RNA**	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. When not blank, the mailbox specified must both exist and share at least one group with the current mailbox.
Chains **Busy**	Similar to the RNA chain field, Amanda uses the Busy Chain when a dialed extension is busy. When not blank, the mailbox specified must both exist and share at least one group with the current mailbox.
Delay	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.
Groups	Each mailbox is accessible from any other mailbox with which it shares at least one group. Every user, for example, must have a mailbox that shares a group with the Company Greeting mailbox, or no callers can reach the user. You can specify up to four groups for a mailbox to belong to. If no groups are specified for a mailbox, it belongs to all groups. For convenience, Amanda Administrator allows you to name your groups. Even integrated calls cannot violate mailbox group rules.
Menus **1 2 3** **4 5 6** **7 8 9** **0**	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.

Mailbox Statistics Reference

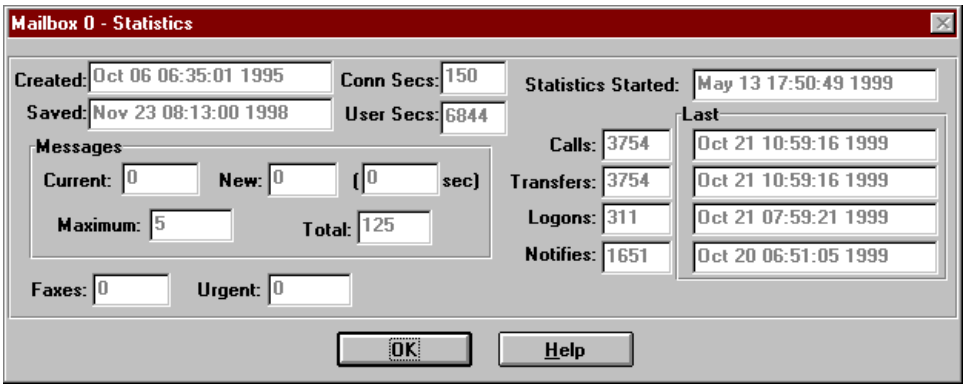
You can review your current mailbox statistics (since they were last reset) using the Status command.

To review statistics:

1. Click Status on the menu bar (or press Alt+S) to display the statistics for the current mailbox.

   The Statistics dialog box appears.

2. To exit, select OK.



The following table defines the statistics fields in the order in which they appear in the Statistics dialog.

Statistics Fields

Field	Description
Created	The date and time that the mailbox was created.
Saved	The date and time that the mailbox was last saved.
Messages Current, New and (___ sec)	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 the last statistics reset.
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.
Faxes	The total number of Faxes that have been received.
Urgent	The total number of urgent messages that have been received.

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 Ports for Notification

You specify the ports that are used for notification using the per port settings parameter named notify_restriction. For an explanation of this parameter and how to set *Installing Amanda@Work.Group/Windows*.

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).

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 ten 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.

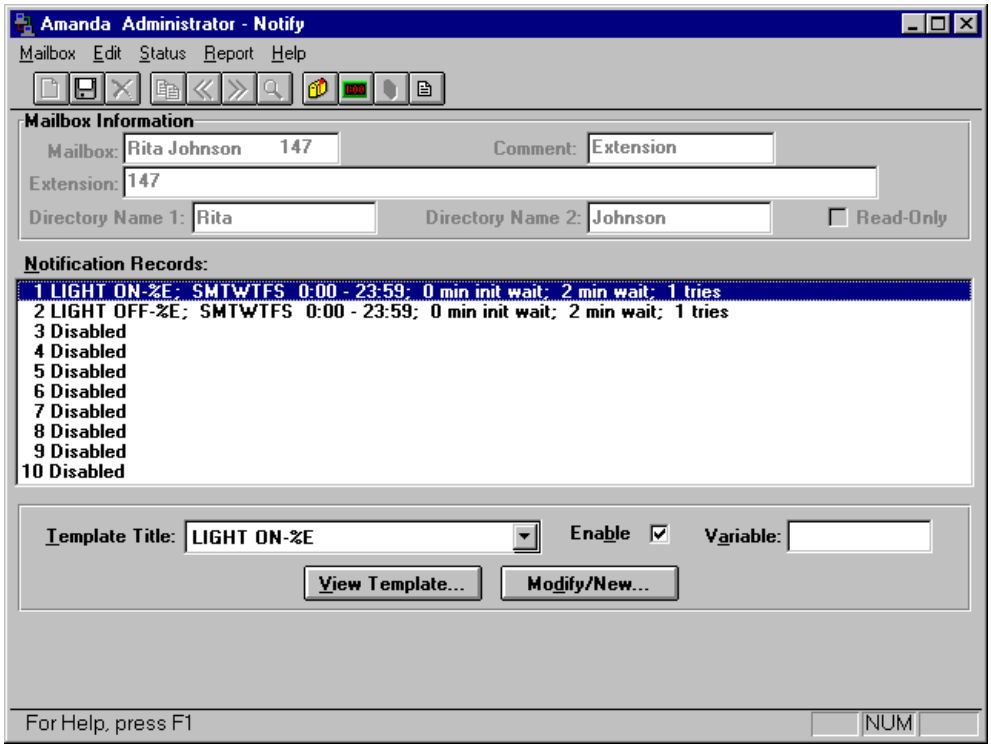
To create a new notification record (and a notification template):

1. From the Mailbox window, select a user who will need a copy of this notification template as a record.

2. Do one of the following:

   - Click Notify on the toolbar.
   - On the Mailbox menu, click Notify.

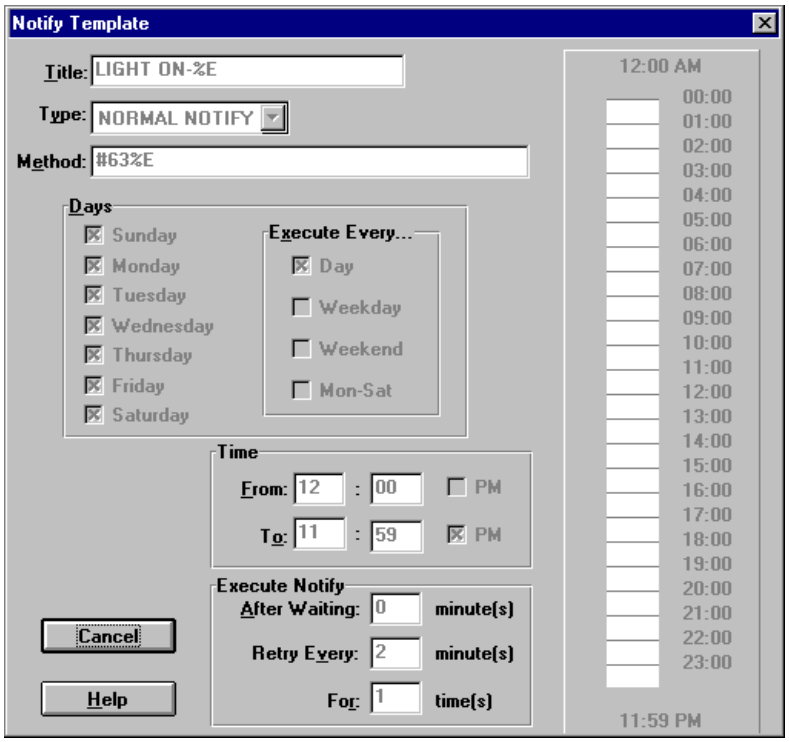
The Notify window appears. The User Information section indicates what user you are creating the notification record for.



3. Select a disabled record from the Notification Records list box.

4. Click Modify/New….

The Notify Template dialog box appears.



5. Type a title for the template in the Title text box.

   Use a name that makes it easy to identify this template when you use it to create other notification records. Titles must be unique.

   If your Amanda system is connected to more than one telephone switching system, notifications can be restricted to a particular telephone switching system. For example, to use PBX 2 for notification, start the title of the notification template with “2:”. If “2:” does not start the name of the template, the notifications are performed on PBX 1.

6. Select a type of notification from the Type drop-down list box.

   Pickup Notify Indicates that the user has picked up (listened to) all the new messages. It usually turns off a message light.

   Normal Notify 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 Page 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.

Disk Low Indicates that Amanda is low on disk space. This type of notification templates 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 Message 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.

7. Type the tokens in the Method text box needed to perform the type of notification.

   For example, type the DTMF that turns on a message light. Use %U for the extension if it is the same number as the mailbox.

   See “Examples of Notification Methods” on page 62. For more information about the Token Programming Language, see *Installing Amanda@Work.Group/Windows*.

8. Indicate what days the notification record can be executed. Do one of the following:
   a. Check each day in the Days group box.
   b. From the Execute Every group box, select Day (every day), Weekday, Weekend, or Mon-Sat.

9. Indicate the time of day the notification record can be executed. Do one of the following:
   a. Fill the From and To text boxes in the Time group boxes and indicate A.M. or P.M. by clearing or selecting the PM check box.
   b. Use the time scale at the right edge of the dialog box to show the starting and ending times graphically using the 24-hour format.
      - Drag either part of the pointer up or down the scale to select the starting and ending times.

      - Click the and buttons at the top of the scale to modify the starting time.
      - Click the and buttons at the bottom of the scale to modify the ending time.

10. Use the boxes in the Execute Notify group box to indicate when and how often the notification record should be executed after the reason for notification (for example, the arrival of a message) occurs.

    (Amanda retries Normal Notify records until the user picks up the messages or until the maximum number of retries has occurred. Amanda stops executing Urgent, Relay Page, Disk Low, and Urgent Message records only when the maximum number of retries has occurred.)
    a. In the After Waiting text box, type the interval between when the reason for notification occurs and when the notification record is executed.
    b. In the Retry Every text box, type the interval between executions of the notification record.
    c. In the For text box, type the total number of times the notification record should be executed.

11. Click New.

    The Notify window reappears.

12. If you used %V in the Method field, type a pager number, telephone number, or other variable (whichever is appropriate) in the Variable text box.

13. Select the Enable check box to start using the new record.

14. On the Mailbox menu, click Save… to save this new record for the current mailbox.

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 54.

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 Mailbox window, select a user who will need a copy of this notification template as a record.

2. Do one of the following:

   - Click Notify on the toolbar.
   - On the Mailbox menu, click Notify.

   The Notify window appears. The User Information group box indicates what user you are creating the notification record for.

3. Select a disabled record from the Notification Records list box.

4. Select a template on which to base the record by selecting the title for that template from the Template Title drop-down list box.

5. Type the new contents for the Variable field (if the Method field contains the %V token).

   To see the Method field:

   a. Click View Template….
   b. Click Cancel to return to the Notify window.

6. Select the Enable check box to make the record active.

7. On the Mailbox menu, click Save…

   The Save Changes dialog box appears.

8. Click Yes.

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 a notification template:

1. From the Mailbox window, select a mailbox that has a notification record based on the notification template to be changed.

2. Do one of the following:

   - Click Notify on the toolbar.
   - On the Mailbox menu, click Notify.

   The Notify window appears.

3. Select a record based on the template from the Notification Records list box.

   (The template's title follows the notification record's number (1–10) in the Notification Records list box—unless the record is disabled. If the record is disabled, the template's title follows the word "disabled." As you select the record, the template's title appears in the Template Title list box as well.)

4. Click Modify/New….

5. Change the appropriate fields (see the explanation below).

   From the Notification template you can edit the following:

Title	Type a title for the template in the Title text box. Use a name that makes it easy to identify this template when you use it to create other notification records. Titles must be unique.
Type	Select one of the five types of notification from the Type drop-down list box.
Method	Type in the appropriate tokens to execute this notification. This field defines the actual notification action. See "Examples of Notification Methods" on page 62. See *Installing Amanda@Work.Group/Windows* for more information about the Token Programming Language.
Days	Define the days on which this notification can occur by doing one of the following: • Selecting Day, Weekday, Weekend, or Mon–Sat from the Execute Every… group box. Amanda Administrator automatically marks the correct days for you. • Selecting the days within a seven-day week on which this notification can occur.

Time — Define the time range for notification to occur by doing one of the following:

- Type the starting and ending times in the Time text boxes.
- Drag either part of the pointer up or down the scale to select the starting and ending times.

- Click the and buttons at the top of the scale to modify the starting time.
- Click the and buttons at the bottom of the scale to modify the ending time.

Execute Notify — Define the initial delay before, the interval between, and the total number of times the record is to be executed by doing all of the following:

- Type the number of minutes Amanda waits after the reason for notification occurs before the system executes the record in the After Waiting text box.
- Type the number of minutes between executions in the Retry Every text box.
- Type the number of times to notify the user in the For text box.

NOTE: A value of 0 in the For text indicates that Amanda should try an infinite number of times. The Amanda Company does not recommend this setting. Also, the setting for Retry Every must be greater than 0.

6. Select Modify to save your changes to the template you are editing.

CAUTION: Selecting Modify replaces the existing template and automatically changes the notification record for all the mailboxes currently using that template.

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 Mailbox window, select the mailbox whose record is to be disabled.
2. Do one of the following:
   - Click Notify on the toolbar.
   - On the Mailbox menu, click Notify.

   The Notify window appears.
3. Select a notification record from the Notification Records list box.
4. Clear the Enable check box.

5. On the Mailbox menu, click Save… then Yes.

TIP: You can double-click the notification record to toggle the Enable check box from on to off (and vice versa).

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 Mailbox window, select the mailbox whose record is to be disabled.
2. Do one of the following:
   - Click Notify on the toolbar.
   - On the Mailbox menu, click Notify.

   The Notify window appears.
3. Select a notification record from the Notification Records list box.
4. Type the new number in the Variable text box.

   To see the Method field:
   a. Click View Template….
   b. Click Cancel to return to the Notify window.
5. On the Mailbox menu, click Save… then Yes.

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 1–9 for notification records 1 through 9 or 0 for notification record number 10.
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 62 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.
,	A two-second pause.
W(2,P)	A two-ring wait for the paging service to respond with a confirmation tone.
-	A half-second pause.
%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.

Remember that Amanda defines the successful completion of a notification record as reaching the end of the token string successfully—not getting an answer. If, for example, a paging server answers but does not provide a recognizable progress tone, Amanda might prematurely abort execution of the string. The call was answered, but the execution of the tokens was incomplete. Therefore, Amanda tries again.

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.
,,	A four-second pause.
W(2,P)	A two-ring wait for the paging service to respond with a confirmation tone.
-	A half-second pause before hanging up.

%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.
,	A two-second pause.
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.

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.
%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.
-	A half-second pause before hanging up.
*	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 can use 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 this way:

	After Waiting	Retry Every	For
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, the system 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. (The system 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 or by using Amanda Messenger. 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

  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 Time… option from Amanda Monitor. 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 the system applies scheduling records to mailboxes. The locks block changes made by users via the telephone or Amanda Messenger only.

Creating Scheduling Records

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

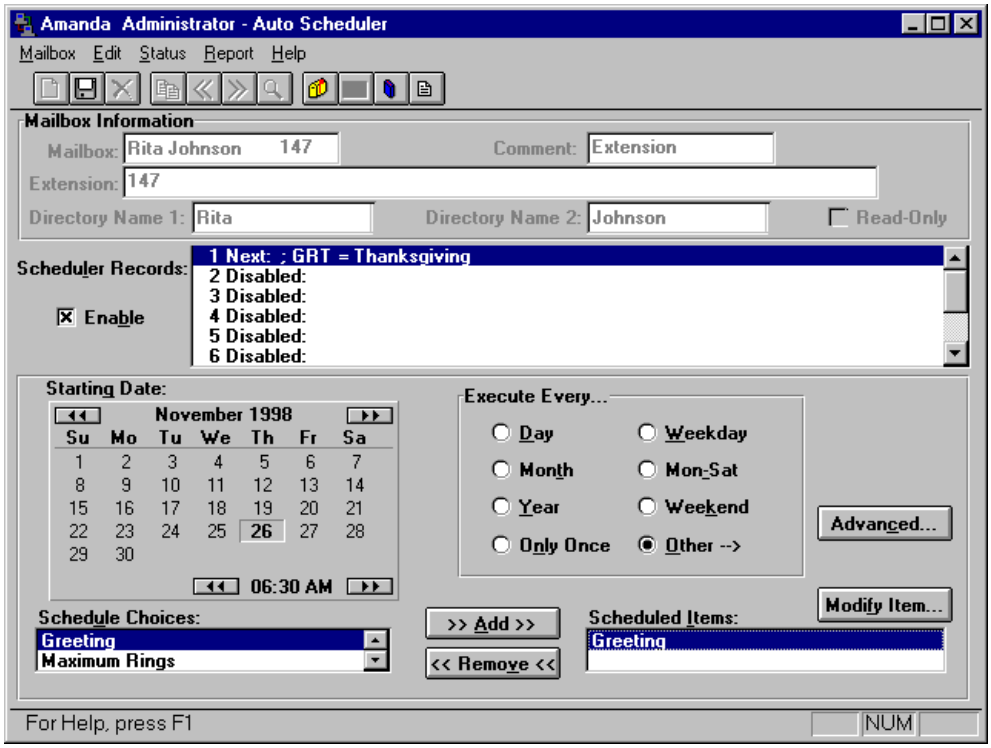
To create a scheduling record:

1. From the Mailbox window, select the mailbox.

2. Do one of the following:

   - Click Auto Scheduler on the toolbar.
   - On the Mailbox menu, click Auto Scheduler.

The Auto Scheduler window appears.



3. Select an unused scheduling record from the Scheduler Records list box.

   (An unused record has only the word “disabled” after its number in the Schedule Records list box.)

4. Select the Enable check box.

   TIP: You can double-click the scheduling record to toggle the Enable check box from on to off (and vice versa).

5. Use the Starting Date calendar to specify the first date and time that the record should be executed. The starting date must be a date in the future.

   To set the starting date and time:

   a. Click a number on the calendar to select the date.

   b. Click the ◀◀ and ▶▶ buttons at the top of the calendar to select the month.

   c. Click the ◀◀ and ▶▶ buttons at the bottom of the calendar to select the time.

6. Use the Execute Every group box to indicate how often the record will be executed. Select one of the following:

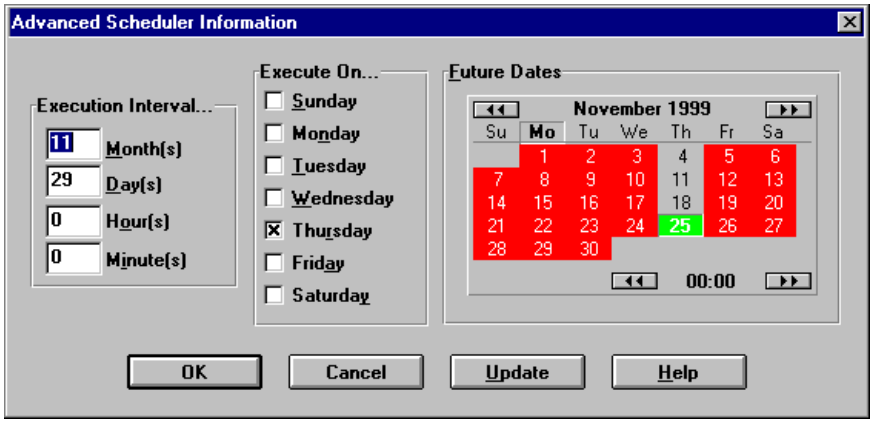
Select:	To execute the record:
Day	Daily (seven days per week)
Weekday	Monday through Friday

Month	Monthly
Mon–Sat	Every day except Sunday
Year	Yearly
Weekend	Only on weekends (Saturdays and Sundays)
Only Once	Only on the starting date When you select Only Once, Amanda disables the record immediately after the system executes it.
Other	An interval that is not one of the above. For example, you can set an interval that includes hours or minutes. Holidays that occur annually on a specific day of the week (for example, US Thanksgiving on the fourth Thursday of November) require advanced scheduling. Clicking Advanced… automatically selects Other.

To set an interval that fits the "Other" category:

a. Click Advanced….

The Advanced Scheduler Information dialog box appears.



b. In the Execution Interval… group box, type the total number of months, days, hours, and minutes between executions.

For example, for US Thanksgiving, use 11 months and 29 days.

c. Do one of the following to indicate the days that Amanda can execute the record.

•In the Execute On… group box, clear the check boxes for the inappropriate days.

For example, for US Thanksgiving, clear all the days except Thursday.

•In the Future Days calendar, click the day abbreviations for the appropriate days.

For example, for US Thanksgiving, click the Th for Thursday.

d. To check the interval on the Future Dates calendar, click Update to apply your changes to that calendar.

e. Click OK to return to the Auto Scheduler window.

7. The Schedule Choices list box displays the call-processing options that a scheduling record can change.

Perform one or more of the following:

To change call screening or Do Not Disturb:

a. Double-click Call Screening or Do Not Disturb in the Schedule Choices list box.

The Change Item dialog box appears.

b. Select On or Off then click OK.

Call Screening or Do Not Disturb now appears in the Scheduled Items list box.

To change the contents of the Extension field:

a. Double-click Extension in the Schedule Choices list box.

The Change Item dialog box appears.

b. Type a string of tokens up to 65 characters long then click OK.

Extension now appears in the Scheduled Items list box.

To change the RNA (Ring No Answer) greeting:

a. Double-click Greeting in the Schedule Choices list box.

The Greeting List dialog box appears.

b. Select the greeting to be used then click OK. Your choices include the system greeting and the seven greetings for the mailbox.

Greeting now appears in the Scheduled Items list box.

To change the Maximum Rings for a Ring No Answer:

a. Double-click Maximum rings in the Schedule Choices list box.

The Change Item dialog box appears.

b. Type a number of rings from 0 to 9 then click OK.

Maximum Rings now appears in the Scheduled Items list box.

8. On the Mailbox menu, click Save… to save your changes.

The record appears in the list of scheduling records 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 Change date is the farthest into the future is last.

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 an Auto Scheduler record:

1. From the Mailbox window, select the mailbox.

2. Do one of the following:

   - Click Auto Scheduler on the toolbar.
   - On the Mailbox menu, click Auto Scheduler.

   The Auto Scheduler window appears.

3. Select the scheduling record to be changed from the Scheduler Records list box.

4. Do one or more of the following:

   To change the starting date:

   a. Click a number on the Starting Date calendar to select the date.

   b. Click the and buttons at the top of the calendar to select the month.

   c. Click the and buttons at the bottom of the calendar to select the time.

   To change the interval between executions and/or the days on which execution is allowed:

   - From the Execute Every… group box, select Day, Weekday, Month, Mon–Sat, Year, Weekend, Only Once, or Other.

     For example, if you select Day, Amanda executes the record every day. If you select Only Once, Amanda disables the record immediately after the system executes it.

     If you selected Other:

     a. Click Advanced….

        The Advanced Scheduler Information dialog box appears.

     b. In the Execution Interval… group box, type numbers in the months, days, hours, and/or minutes in the interval.

     c. Do one of the following to indicate the days that Amanda can execute the record:

        - In the Execute On… group box, select or clear the check boxes to allow or prevent execution on specific days of the week.
        - On the Future Days calendar, click the day abbreviations for appropriate days (for example, Th for Thursday).

        To update the information displayed in the Future Dates calendar, click Update.

     d. Click OK to return to the Auto Scheduler window.

To change what the record does:

Any existing scheduling record should have some items listed in the Scheduled Items list box. Each item defines a change that Amanda is to perform. You can change the current items, remove items, or add items. For example, you can edit the change that a record makes to the Extension field.

To change one of the current items:

a. In the Scheduled Items list box, double-click the item.
b. Depending on the item, either the Change Item or Greeting List dialog box appears.
c. Change the setting for the item then click OK.

To remove an item:

•In the Scheduled Items list box, select the item then click Remove.

To add an item:

a. In the Scheduled Choices list box, double-click the item.
b. Depending on the item, either the Change Item or Greeting List dialog box appears.
c. Select or type a setting for the item then click OK.

5. On the Mailbox menu, click Save… then Yes to save your changes.

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 Mailbox window, select the mailbox whose record is to be disabled.

2. Do one of the following:

   - Click Auto Scheduler on the toolbar.
   - On the Mailbox menu, click Auto Scheduler.

   The Auto Scheduler window appears.

3. Select a record from the Scheduling Records list box.

4. Clear the Enable check box.

5. From the Mailbox menu, click Save… then Yes.

TIP: You can double-click the scheduling record to toggle the Enable check box from on to off (and vice versa).

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 27 and "Sample Scheduling Records for Mailbox 991" on page 30.

Record	Amanda Administrator Field	Amanda Administrator Setting
1	**Enable**	Checked
	Starting Date (and Time)	08/22/95 08:00
	Execute Every…	Weekday
	Do Not Disturb	OFF
	Greeting	1

Record	Amanda Administrator Field	Amanda Administrator Setting
2	**Enable**	Checked
	Starting Date (and Time)	08/22/95 18:00
	Execute Every…	Weekday
	Do Not Disturb	ON
	Greeting	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, logons, 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.

Example Report

page 1 Amanda Administrator Report Fri Apr 26 14:32:41 2000

Mailbox	Extension	Directory Name 1	Directory Name 2	Total Messages	New 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.

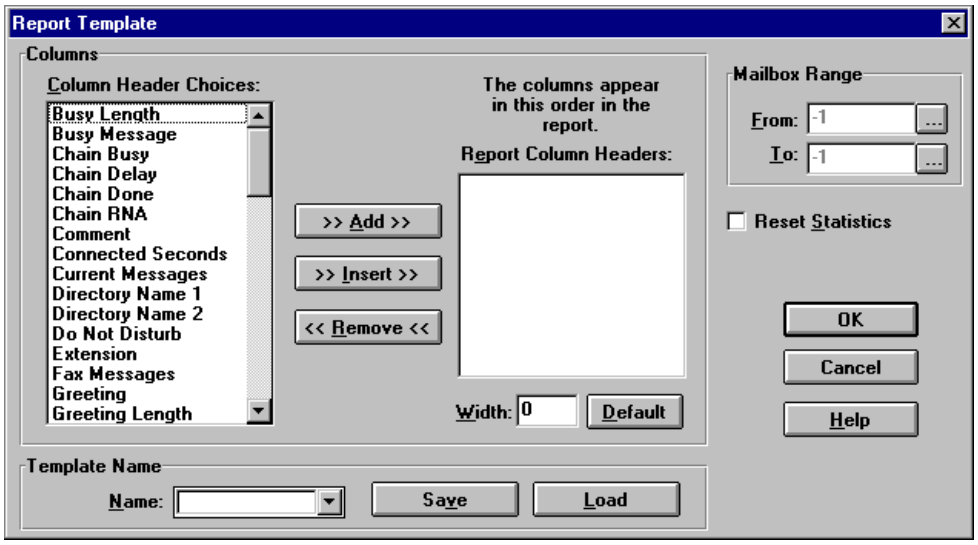
Amanda stores report templates in the C:\AMANDA\RPT.DB directory. The system adds .RPT as the file extension to the name you give each report template.

You can use the search commands to locate mailboxes that match specific criteria before you create a report. Then the report is based only on the mailboxes in the search results.

To create a report:

1. On the Report menu, click Design Report….

   The Report Template dialog box appears.



   Each piece of information available about a mailbox appears as a column header in the Column Header Choices list box.

2. Select the column headers to appear in the report.
   a. Select one or more headers from the Column Header Choices list box.
   b. Click >>Add>>.

   If you want the columns in a particular order, add them in that order.

   For example: To create a report that lists all users and their names (as they appear in the employee directory), select mailbox, Directory Name 1, and Directory Name 2.

   To create a report about how many messages per user are stored on Amanda, select mailbox, Seconds of Message, and Total Messages.

3. To select a range of mailboxes to be reported on:

   a. Click the ... button after the From list box.

      The Mailbox List dialog box appears.
   b. Select the lowest mailbox in the range then click OK.
   c. Click the ... button after the To list box.

      The Mailbox List dialog box reappears.
   d. Select the highest mailbox in the range then click OK.

4. (Optional.) Select the Reset Statistics check box to restart totals, times, and other statistics for each of the mailboxes in the range (after the report is generated).

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

5. Click OK to generate the report and review it.

To save this report design as a template:

1. On the Report menu, click Design Report… to return to the Report Template dialog box.

2. Type a name for the template in the Template Name drop-down combo box.

3. Click Save.

To change the order of the columns:

1. On the Report menu, click Design Report… to return to the Report Template dialog box.

2. Select the column header that is out of place in the Report Column Headers list box.

3. Click <<Remove<< to remove it from the list box.

4. Locate the position where this column header really should appear, and select the column header beneath it.

5. From the Column Header Choices list box, select the column header that you just removed from the Report Column Headers list box.

6. Click >>Insert>>.

7. Repeat this process as necessary.

The width of each column is preset based on its usual contents.

To change the width of a column:

1. On the Report menu, click Design Report… to return to the Report Template dialog box.

2. Select the header for the column from the Report Column Headers list box.

3. Type a number of characters in the Width text box.

(If you change your mind, click Default to return to the default number of characters for this column.)

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:

1. On the Report menu, click Design Report….

   The Report Template dialog box appears.

2. Select the name of an existing template from the Template Name drop-down combo box.

3. Click Load.

   The template design appears in the Report Template dialog box.

4. Change report features as appropriate:

   For example, this time you might want a different range of mailboxes. You might want to change whether the statistics are reset.

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

5. Click OK to generate the report and review it.

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 preview a report before you print it:

- On the Report menu, click Print Preview.

To print a report:

1. On the Report menu, click Print….

   The Print dialog box appears.

2. Select the pages, print quality, number of copies, and so forth. Then click OK.

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 a report as a file:

1. On the Report menu, click Save As….

   The Save As dialog box appears.

2. Select a file name and location. Then click OK.

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 via Amanda Messenger.

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
- * to review system status
- 9 to return to the previous menu

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

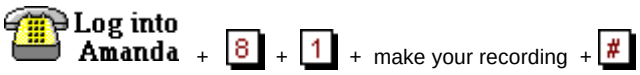
Managing System Announcements

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.

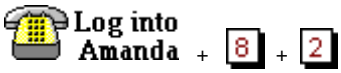
After any recording:

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:



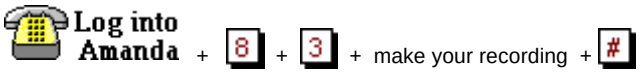
To delete a system announcement:



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:



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 HOLD***x***.VOX with a DOS command:

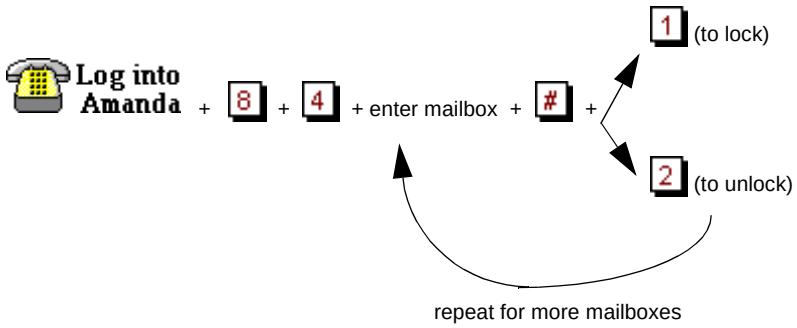
COPY HOLD.VOX HOLD*x*.VOX

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.

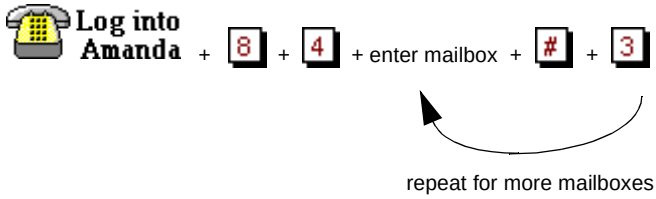
Resetting Mailboxes

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 38 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 guides *Using Amanda@Work.Group/Windows Telephone Features* and *Using Amanda@Work.Group/ Windows Workstation Features*.

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

To reset a mailbox:



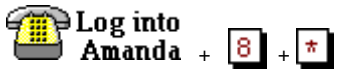
To exit:

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

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:



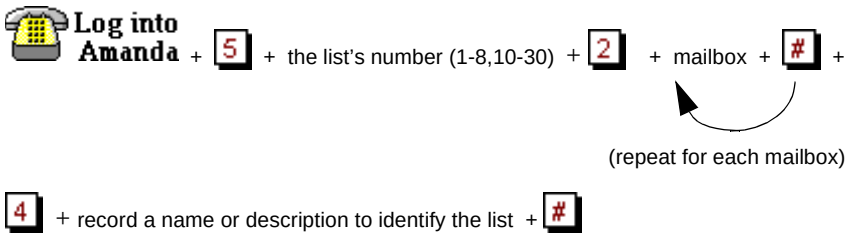
Creating System-wide Mailing Lists

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.

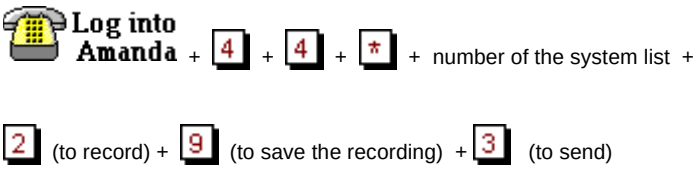
Each list, numbered 1–8 or 10–30, in mailbox 999 is available to all users and can be accessed as a user sends or forwards a message to a list. Users must enter * followed by the system list number to use the list with a message.

When you add a mailbox to a system mailing list, the Amanda system confirms the new mailbox (or its copy-to mailbox) can receive mail. Otherwise the mailbox cannot be added to your mailing list.

To create a system-wide mailing list:



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



Amanda processes messages sent to lists as a low priority task. This means that the system 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.

NOTE: It is much easier to create system-wide mailing lists using Amanda Messenger. See *Amanda@Work.Group/Windows Workstation Features* for details.

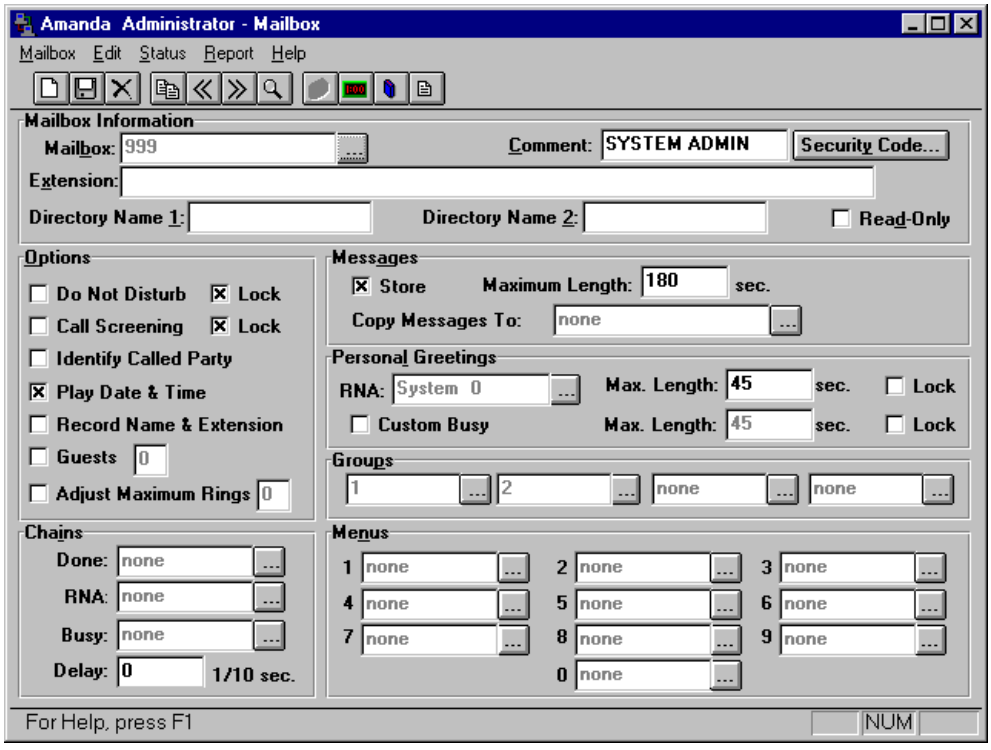
Setting Up the Administrator Mailbox from the Computer

Amanda@Work.Group/Windows 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 *Installing Amanda@Work.Group/Windows*.

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 54 and “Creating a Notification Record from an Existing Template” on page 58. See *Installing Amanda@Work.Group/Windows* for more information about setting the diskwarn configuration option or contact your Amanda Marketing Partner or Solution Provider.

Mailbox 999



Chapter 10:
Using Utilities

Overview

The utilities is this chapter allow you to back up files, delete mailboxes, etc.

CAUTION: NEVER run these utilities when Amanda is running. ALWAYS shut down Amanda first.

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.) Mailing lists are numbered 1–8 and 10–30.

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 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 *search_string* 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` *`search_string 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 95.

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
```

2. 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:`

3. Use the arrow keys to position the cursor.

4. Press the Delete key to delete the letters "rem" from the beginning of one of the lines.

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

6. 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
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`*

Appendix A:
Setup Sheets

Company Greeting Example

Mailbox 990 Preassigned

Greeting	*The caller will hear:*	*The greeting will play:*
1	Good morning. Thank you for calling _____ Company Name	8:00 A.M. to 12:00 P.M. Monday through Friday
2	Good afternoon. Thank you for calling _____ Company Name	12:00 P.M. to 5:30 P.M. Monday through Friday
3	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
4	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. Saturday through 8 P.M. Monday

Setup Sheets

Amanda®

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.

Greeting	*The caller will hear:*	*The greeting will play:*
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:

If Caller Presses	*Mailbox*	*Comments*
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

Mailbox with Greetings

Mailbox Number: _____
Comment: _____

.

Greeting	The caller will hear:	Greeting plays:
1		Time: Days:
2		Time: Days:
3		Time: Days:
4		Time: Days:
5		Time: Days:
6		Time: Days:
7		Time: Days:

—Master Copy—

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.

Setup Sheets

General Mailbox Checklist

Mailbox	Purpose
0	Reserved for Operator
1	
2	
3	
4	
5	
6	
7	
8	
9	

Mailbox	Purpose
4ll	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

—Master Copy—

Make copies of this sheet prior to filling it out.

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

—Master Copy—

Make copies of this sheet prior to filling it out.

Setup Sheets

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

—Master Copy—

Make copies of this sheet prior to filling it out.

Appendix B:
Running Amanda from DOS

Starting Amanda from DOS

You can start Amanda from a DOS box—although you may never need to.

Important Note: You can run Amanda as either a service or an application in a DOS window. However, before starting Amanda in a DOS window, make sure that Amanda is not running as a service.

To start Amanda:

1. Open a DOS box.

2. Change to the Amanda directory (CD C:\AMANDA).

3. Type AMANDA then press Enter.

   Next Amanda displays:

   ```
   Do you want to run Amanda@Work.Group/Windows (Y/N)?
   ```

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

   You see:

   ```
   Amanda@Work.Group/Windows is now up and running.
   Type 's' to begin shutdown.
   ```

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

   During start up, if Amanda cannot load the files that store the dial codes, tone patterns, and integration patterns for your telephone switching system, the system displays a panic message and immediately shuts down. For Brooktrout voice boards, these are PBX and TON files.

NOTE: You can type any of the following (then press Enter):

s	To shut Amanda down
t	To display a trace of Amanda's activities
o	To stop the trace to screen
p	To display a list of active Amanda telephone ports
w	To display a list of logged-on users

k	To disconnect a user. (Type in the name of the user when prompted for it.)

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[*n*]	Causes Amanda to trace the activity on all ports, storing that information in C:\AMANDA\TRACE.OUT. Specifying *n* causes Amanda to write to disk after every *n* lines. (By default, Amanda writes to the trace file every 1024 characters.)
/S[*n*]	Limits the size of the trace file to the last *n* kilobytes of information.
/P*n*	Restricts trace information to port *n*. 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:

- 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.
- Simply type the options after AMANDA as you start Amanda from the DOS prompt or with the Run command. (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.)

Shutting Amanda Down in DOS

Amanda should always be shut down—not just powered off. You can shut down Amanda manually from the computer on which the system is running. This section explains how to do a manual shutdown. For information about automatic shutdowns, see *Installing Amanda@Work.Group/Windows*.

To shut down Amanda:

1. Press 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.

Appendix C: 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.

activation key An integer supplied by the The Amanda Company sales staff to activate Brooktrout boards purchased from a source other than The Amanda Company. A per-port activation fee is charged when this key is supplied.

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: ! @ # $ % ^ & * ( ) - + < > [ ] { } \ / ? : " | ~ ` _ ,

client — A Windows based program developed for communicating with Amanda. Amanda Administrator, Amanda Monitor, Amanda Dialer, and Amanda Fax have been written for Windows for Workgroups Version 3.11, but are also compatible with Windows 95 and Windows NT. Amanda Unified Messenger and Amanda Call Control have been written for Windows 95 and Windows NT.

Client Connection — An active communication link from one of the clients to Amanda.

Client Connection Bank (CCB) — A device, which contains a number of Client Connections, that is attached to the back of Amanda for the purpose of upgrading the number of Client Connections allowed by that server.

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. *Components* "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 When the first port of Amanda is set aside for notification only. It is displayed as 1/A in Amanda Monitor and the port description is displayed as Notify.

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 *n_ochan* parameter in the System Configuration Options file to 1 instead of 0.

default values 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).

defaults box 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.

dial codes 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.

direct call Dialing Amanda internally by calling one of her ports from an extension within the telephone switching system.

direct message code 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 *short_direct_send* 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.

direct message mailbox 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.

disconnect (hangup) supervision 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 *hangup_supervision* parameter in the System Configuration Options is true. If this parameter is set to false, Amanda ignores these events.

disk notification 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 *diskwarn xx*. The default is 20, meaning the Disk notify activates when free disk space is less than 20 percent of total disk space.

Done Chain After Amanda is finished processing a mailbox, the system 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 the voice board used to set the correct address for boards.

LAN — Local Area Network. A short distance data communications network used to link computers and peripheral devices under some form of standard control.

LANA — Local Area Network Adapter. A PC-compatible circuit card that provides the PC-to-LAN hardware connection.

LANA number — A number that is assigned to the logical network with which Amanda communicates when using the NetBIOS over NetBEUI protocol.

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**.

NDIS — Network Driver Interface Specification. A device driver which provides hardware and protocol independence for network drivers.

NetBEUI — NetBIOS Extended User Interface. One of the network protocols available to Amanda.

NetBIOS — Network Basic Input/Output System. A layer of software which links a network operating system with specific hardware. It allows application programs to communicate with the network.

network — See **LAN**

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. 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.

server A shared computer on the LAN which provides services to the other nodes on the LAN. For example, Amanda interacts with all the nodes running the Amanda clients.

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 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).

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:

```
C:\AMANDA /t /s 1300
```

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.

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.

voice server A server for voice messaging and related operations. The Amanda voice server interacts with all the nodes running the Amanda clients.

Index

Symbols
%R token 56
%V
  changing 61
/I
  command-line options 106
/P
  command-line options 106
/S
  command-line options 106
/T
  command-line options 106
Numerics
411 31, 41, 48
990 3, 26, 97
  sample greetings 27
991 4, 29, 98
  sample greetings 30
997
  mailbox template 37, 38
999
  administrator mailbox 15, 33
  computer use of 87
  displaying 87
  recording system announcements 83
  telephone use of 83
A
accessing
  Amanda 105
  Main screen 105
activation key
  defined 107
Adjust Maximum Rings 48
alphanumeric
  defined 107
Amanda 2
  calling 25
  current users 19, 22
  logging on 19, 36
  running as an NT service 13
  shutting down 106
  starting 13, 105
Amanda Administrator 2
  exiting 36
  help 37
  logging back on 37
  logging on to Amanda 33
  starting 33
  starting from Amanda Monitor 19
  toolbar 37
Amanda Dialer 2
Amanda Fax 3
Amanda Messenger 2
Amanda Monitor
  exiting 19
  help 19
  logging back on 16
  logging on 15
  port information 17
  starting from Amanda Administrator 36
  system information 17
  toolbar 20
Amanda Unified Messenger 2
analog telephone
  defined 107
ANI
  defined 107
announcing
  called party 50
ANSWER 17
ASCII
  defined 107
attendant
  automated 1
  off-duty 1
  primary 1
  secondary 1
audiotext
  defined 107
Auto Scheduler
  calendar 71
Auto Scheduler window 36, 37
automated attendant 1
  defined 107
available
  disk space 17
B
back-door attendant
  defined 108
backing up
  Amanda files 89
BackRest utility 89
BACKREST.EXE 89
beepers
  see pagers 53
blind transfer
  defined 108
BUSY 17
Busy Chain 51
busy count 17
busy hold music
  changing 84
busy message
  custom 50
  locking 50
  maximum length 50
  system 50
Busy Message? 50
  locking 50
C
cadence
  defined 108
call accounting
  defined 108
Call Processing diagram 6
Call Screening 49
  locking 49
call screening
  scheduling 73
called party
  identifying 50
Caller ID
  defined 108
Caller Instructions 29
caller instructions
  setup sheets 99
Caller Instructions mailbox 98
calling
  Amanda 25
  home 65
  pager 63, 64
Calls 52
calls
  ports 18
  processing 5

total taken 17
case-sensitive
defined 108
CCB
defined 108
center
voice messaging 1
CHAIN 17
changing
busy hold music 84
mailboxes 44, 52
notification execution days 59
notification execution intervals 60
notification execution times 60
notification Method fields 59
notification record templates 59
notification record types 59
notification records 59
notification template titles 59
pager telephone number for notification 61
report column order 80
report column widths 80
scheduling records 74
times 23
Variable field for notification 61
channel
defined 108, 113
character
defined 108
class of service
defined 107
client
defined 108
Client Connection
defined 108
Client Connection Bank
defined 108
client_activation_key 3
c-like escape sequence
defined 108
CO
defined 108
columns
changing order in reports 80
changing widths in reports 80
command-line options 106
Comment 48
Company Greeting 26
Company Greeting mailbox 97
company greetings 97
component
defined 108
compose
defined 109
computers
locking 14
security 14
Conn Secs 52
connection time
total 52
conventions iii
Copy Messages To 49
copying
files 19, 23
mailboxes 36, 37, 44
copyright ii
CPU
idle time percentage 17
Created 52
creating
informational mailboxes 42
mailboxes 36, 37, 52
mailboxes based on another mailbox 44
menu options 51
notification record templates 54
notification records 54, 58
range of mailboxes 44
report templates 78
reports 36, 78
reports from templates 80
scheduling records 70
system announcements 83
system-wide mailing lists 86
trace files 19, 22
trace in window 19
Current Greeting 50
locking 50
custom
busy message 50
Custom Busy 50
locking 50
customer support 10
customizing
reports 77
D
D/T? 50
data corruption
defined 109
dates
Amanda last started 17
current 17
messages 50
next shutdown 17
resetting 19, 23
days
notification 59
scheduling records 71
dB level
defined 109
DBF file
defined 109
dead call
defined 109
dealer sales 10
dedicated notification
defined 109
default box
defined 109
default values
defined 109
defining
mailboxes 48, 52
delaying
between greeting and next action 51
deleting
mailboxes 36, 37, 45, 90
mailing lists 90
personal mailing lists 90
system announcements 84
DelUsers utility 90
DELUSERS.EXE 90
designing
reports 36
diagrams
Call Processing 6
Mailbox Processing 8
mailbox processing 7
DIAL 17
dial codes
defined 109
Dir Name 1 48
Dir Name 2 48
direct call
defined 109
direct message
defined 109
direct message mailbox
defined 109
directories
employee 31, 48
Directory Name 1 48
Directory Name 2 48
disabling
notification records 60
scheduling records 75
disconnect supervision
defined 110
disconnecting
users 23
disk
notification 57
space free 17

disk notification
defined 110
disk space
notification 57, 87
displaying
current users 19, 22
files 95
mailbox 999 87
mailboxes 36, 37, 45
mailboxes and directory names 45
message statistics 90
status bars 19
toolbars 19
distribution sales 10
Do Not Disturb 48
locking 48
scheduling 73
Done Chain 30, 51
defined 110
DTMF 4
defined 110
E
edit block
defined 110
editing
files 92
notification templates 91
VMB.DAT 91
emergency lists
notification 67
employee directory 30, 31, 41, 48
employee directory mailbox
defined 110
empty strings
defined 110
Enabled field
notification records 54
end user
support 11
ending
search 36
environment variables
TZ 14
ERROR 17
errorlevel
defined 110
examples
reports 78
EXECUTE 18
execution error
defined 110
exitcode
defined 110
exiting
Amanda Administrator 36
Amanda Monitor 19
Extension field 48
Extension fields
scheduling 73
F
FATAL 18
fax
modems
status 17
Faxes 52
faxing
files 23
file names
reports 81
files
backing up Amanda 89
copying 19, 23
creating trace 19
displaying 95
editing 92
faxing 23
restoring Amanda 89
searching for strings 92
traces 21
tracing 92
viewing 95
FIND 18
finding
mailboxes 36, 46
flash time
defined 110
flash-hook
defined 110
floppy disk drive
defined 111
free
disk space 17
freeze frame 21
G
general mailbox 49
general protection fault
defined 111
glare
defined 111
GREETING 18
greetings
caller instructions 29
changing automatically 27
company 26, 97
employee directory 32
locking 50
maximum length 50
naming 47
recording 26
samples for mailbox 990 27
samples for mailbox 991 30
scheduling 73
Grep utility 92
GREP.EXE 92
Groups 51
groups
naming 47
notification 67
Guests 49
H
Hang up mailbox 26
HANGUP 18
hangup supervision
defined 110
hard disk
defined 111
hard drive
defined 111
hearing
system status 85
help
Amanda Administrator 37
Amanda Monitor 19
HOLD 18
home
calling 65
hookflash
defined 111
I
I
command-line options 106
ID Call?, Identify Called Party 50
identifying
called party 50
IDLE 18
inband signaling
defined 111
information
mailboxes 4
information system 2
informational
mailboxes 42
informational mailbox
defined 111
informational mailboxes 42
installation
support 11
instructions 98
setup sheets 99
integer
defined 111
Integration Helper
defined 111
integration timeout
defined 111
Interactive Voice Response See IVR
international sales 10
international support 10

intervals
notification 60
scheduling 72
IVR
defined 112
J
JOVE utility 92
JOVE.EXE 92
jumper pins
defined 112
L
LAN
defined 112
LANA
defined 112
LANA number
defined 112
length
busy message 50
greetings 50
messages 49
less
used with MSGLIST 91
Less utility 95
LESS.EXE 95
lights
message 53
List Comment
defined 112
List Del utility 90
LIST_DEL.EXE 90
listening
system status 85
loading
report templates 80
locking
busy message 50
Call Screening 49
computers 14
Do Not Disturb 48
greeting 50
mailbox fields 48, 49
mailboxes 84
logging on
Amanda 19, 36
Amanda (from Amanda Administrator) 33
Amanda Administrator 37
Amanda Monitor 15, 16
LOGIN 18
login time
totals 52
Logins 52
defined 112
Logons
defined 112
long pause
defined 112
M
MAIL 18
Mailbox
field 48
mailbox
991 30
defined 112
general 49
mailbox 999 26
computer use of 87
displaying 87
telephone use of 83
mailbox checklist 101
Mailbox Processing diagram 8
mailbox templates
997 37, 38
mailboxes
411 31, 41, 48
990 3, 26, 27, 97
991 4, 29, 98
997 37, 38
999 15, 33
Calls 52
copying 36, 37, 44
creating 36, 37
creating a range 44
creating from another mailboxes 44
creation date and time 52
currently in use 19, 22
date and time of last save 52
defined 114
deleting 36, 37, 45, 90
description 3
displaying 36, 37, 45
displaying with directory names 45
extensions 4
field definitions 48, 52
finding 36, 46
information 4
informational 42
kinds of 3
locking 84
modifying 44
moving from one to another 45
next 36, 37
personal 40
ports 18
previous 36, 37
process control 3
processing 7, 30
read-only 85
resetting 85
saving 36, 37
setup sheets 103
statistics 36, 52
template for 38
total notifications 52
total times processed 52
total transfers 52
unlocking 84
window 37
windows 36
mailing lists
deleting 90
system-wide 86
Main screen
accessing 105
managing
reports 78
maximum
messages 52
time busy message 50
time per greeting 50
time per messages 49
Maximum Rings 48
MENU
1-8 18
TOP 18
menu bar
defined 112
menu options
creating 51
Menus 51
menus
setup sheets 100
system administrator 83
using Amanda Monitor 19
message lights 53, 62
notification 56
messages
dates and times 50
displaying mailbox statistics 90
maximum at one time 52
maximum length 49
number unheard 52
reporting mailbox statistics 90
seconds of voice mail in mailbox 52
storing 49
total currently in mailbox 52
total since creation 52
Messages Maximum 52
Messages Total 52
messaging center 1
Method fields 59
MF
defined 112

modified_call_screening 49
modifying
mailboxes 44, 52
notification record templates 59
notification records 59
pager telephone number for notification 61
scheduling records 74
Variable field for notification 61
monitored transfer
defined 112
moving
from mailbox to mailbox 45
MSGLIST
used with less 91
MsgList utility 90
MSGLIST.EXE 90
N
n_clients 3
Name and Extension recording 50
Name/Ext? 50
naming
greetings 47
groups 47
NDIS
defined 112
NetBEUI
defined 112
NetBIOS
defined 112
network
defined 112
new messages 52
non-empty strings
defined 112
normal
notification 56
notification
changing execution days 59
changing execution intervals 60
changing execution times 60
changing Method fields 59
changing notification record templates 59
changing notification records 59
changing pager telephone number 61
changing record types 59
changing template titles 59
changing Variable field 61
creating notification record templates 54
creating notification records 54
creating records from templates 58
disabling 60
disk space 57, 87
emergency lists 67
Enabled field 54
examples of 62
execution days 59
execution intervals 60
execution times 60
groups 67
message lights 56
Method fields 59
next 17
normal 56
pager 63
pager relayed telephone number 64
pickup 56
record types 59
records needed 53
relay page 64
stopping 60
system administrator 87
telephone numbers 56
template titles 59
templates 54
total successful 52
urgent 57
Variable field 54
voice 62
notification records
setup sheets 104
notification template
defined 112
notification templates
editing 91
Notifies 52
notifies
totals 52
NOTIFY 18
Notify window 36, 37
NT services
Amanda as a service 13
null
defined 113
numbers
Amanda versions 17
voice board driver versions 17
O
off-duty attendant 1
on-hook
defined 113
options, command-line 106
ordering
columns in reports 80
P
P
command-line options 106
page numbers
reports 77
pager
calling 63, 64
notification 63
notification with telephone number 64
pagers 53
notification 56
passwords 15, 33
PCPM 18
defined 113
personal mailboxes 40
personal mailing lists
deleting 90
phantom call
defined 109
pickup
notification 56
Play Date & Time 50
port information
Amanda Monitor 17
ports
active number 17
calls 18
defined 108, 113
mailboxes 18
message lights 53
resetting 19, 20
status 17
times last used 18
tracing activity 20
types 17
preferences
user 39
previewing
reports 37
primary attendant 1
printing
previewing reports 37
reports 37, 81
setup 37
process control
mailboxes 3
processing
calls 5
mailboxes 7
prompt files
defined 113

Q
questionnaire
user 39
R
range
creating mailboxes 44
Read-Only 48
read-only
mailboxes 85
real time
tracing 21
Record Name and Extension 50
RECORDING 18
recording
caller instructions 29
company greeting 26
greeting for employee directory 32
Name and Extension recording 50
system announcements 83
records
creating scheduling records 70
notification setup sheets 104
reference
Mailbox fields 48, 52
relay
notification 56
reorder tone
defined 113
report templates
creating 78
loading 80
reusing 80
Report window 37
reporting
message statistics 90
Reports
MSGLIST.EXE 90
reports
changing column order 80
changing column widths 80
creating 78
creating from templates 80
customized 77
designing 36
example 78
file names 81
managing 78
page numbers 77
print preview 37
printing 37, 81
saving 36, 81
Reports window 36
reset time
totals 52
resetting
dates 19, 23
mailboxes 85
ports 19, 20
times 19, 23
restarting Amanda 105
restoring
Amanda files 89
reusing
report templates 80
reviewing
system status 85
RING 18
ring voltage
defined 113
ringing
Ring No Answer 48
rings
scheduling 73
RJ-11
defined 107
RJ-14
defined 107
RJ-XX
defined 107
RNA 18, 50
RNA Chain 51
RNA greetings
scheduling 73
S
S
command-line options 106
sales
dealers 10
distribution 10
international 10
sample greetings
mailbox 990 27
mailbox 991 30
sampling rate
defined 113
Saved 52
saving
changes to mailboxes 36
mailboxes 37, 52
reports 36, 81
scheduling
call screening 73
creating 70
creating records 70
defining 70
description 69
disabling 75
Do Not Disturb 73
execution days 71
execution intervals 72
Extension fields 73
greeting changes 27
rings 73
RNA greetings 73
stopping 75
testing records 70
scheduling records
changing 74
changing execution interval 74
changing start date 74
modifying 74
searching
files 92
mailboxes 36, 46
specify criteria 36
secondary attendant 1
security
computers 14
Security Code 48
security code
default 29
security codes 15, 33
SEND 18
server
defined 113
service 10
setting up
printer 37
setup sheets 99, 103, 104
menus 100
shutdown
next 17
shutting down
Amanda 106
SMDI
defined 113
SMDR
defined 113
space
free 17
notification 57
started
Amanda 17
starting
Amanda 13, 105
Amanda Administrator 33
Amanda Administrator from Amanda Monitor 19
Amanda Monitor from Amanda Administrator 36
search 36
trace 21
Start-up
system 105
statistics
mailboxes 36, 52

Statistics Started 52
status
  fax modems 17
  mailboxes 36
  ports 17
status bars
  defined 113
  displaying 19
stopping
  notification records 60
  scheduling records 75
  trace 21
Store 49
Store Messages? 49
storing
  messages 49
strings
  defined 113
  searching files 92
substrings
  defined 113
supervised transfer
  defined 113
support 10
  end user 11
  installation 11
  international 10
  system administration 11
  Token Programming Language 11
system
  busy message 50
  voice processing 1
system administration
  support 11
System Administrator
  deleting lists 90
system administrator
  mailbox 999 83, 87
  menu options 83
  notification 87
system announcements
  deleting 84
  recording 83
system information
  Amanda Monitor 17
system integration patterns
  defined 114
system status
  listening 85
system-wide
  mailing lists 86
T
T
  command-line options 106
Tail utility 95
TAIL.EXE 95
taskbar
  defined 114
telephone numbers
  notification 56
templates
  creating notification records from 58
  notification 54
  notification records 54
testing
  scheduling records 70
time
  between greeting and next action 51
  busy message maximum 50
  connected 52
  greeting maximum 50
  last reset of totals 52
  message maximum 49
  total time logged in 52
time zones 14
timed break recall
  defined 114
times
  Amanda last started 17
  current 17
  messages 50
  next shutdown 17
  notification 60
  ports last used 18
  resetting 19, 23
  setting TZ (time zone) environment variable 14
titles
  notification templates 59
token
  defined 114
Token Programming Language
  support 11
tokens
  token programming language 4
tone patterns
  defined 114
toolbars
  Amanda Administrator 37
  Amanda Monitor 20
  defined 114
  displaying 19
totals
  busy count 17
  calls taken 17
  connection time 52
  last reset time 52
  login time 52
  messages 52
  messages at one time 52
  notification 52
  time mailbox processed 52
  transfers 52
  users currently on system 17
trace
  defined 114
trace files
  copying 23
  creating 22
trace mode 106
tracing
  creating files 19
  creating trace files 22
  files 92
  port activity 20
  real time 21
  starting trace to file 21
  stopping trace to file 21
  trace window 19
trademarks ii
transfer dial tone
  defined 114
Transfers 52
transfers
  total per mailbox 52
turnkey system
  defined 114
types
  notification records 59
  ports 17
TZ
  environment variable 14
U
unheard messages 52
unlocking
  mailboxes 84
unsupervised transfer
  defined 108
updating
  mailboxes 44, 52
  notification record templates 59
  notification records 59
  pager telephone number for notification 61
  Variable field for notification 61
Urgent 52
urgent
  notification 57
User Questionnaire 39
User screen
  field definitions 48, 52
  Mailbox 48
  Transfers 52

User Secs 52
users
  current 19, 22
  currently on system 17
  disconnecting 23
  preferences 39
  statistics 52
Users screen
  Busy Chain 51
  Busy Message? 50
  Comment 48
  Conn Secs 52
  Copy Messages To 49
  Created 52
  Current Greeting 50
  D/T? 50
  Dir Name 1 48
  Dir Name 2 48
  Do Not Disturb 48
  Done Chain 51
  Extension field 48
  Faxes 52
  Groups 51
  Guests 49
  ID Call? 50
  Maximum Rings 48
  Menus 51
  Messages Maximum 52
  Messages Total 52
  Name/Ext? 50
  Notifies 52
  Read-Only 48
  RNA Chain 51
  Saved 52
  Screen Calls? 49
  Security Code 48
  Statistics Started 52
  Store Messages? 49
  Urgent 52
  User Secs 52
uses
  fraudulent iii
  information system 2
  off-duty attendant 1
  primary attendant 1
  secondary attendant 1
  voice messaging center 1
using
  Amanda Monitor's menus 19
utilities
  BACKREST.EXE 89
  DELUSERS.EXE 90
  GREP.EXE 92
  JOVE.EXE 92
  LESS.EXE 95
  LIST_DEL.EXE 90
  MSGLIST.EXE 90
  TAIL.EXE 95
  VMBEDIT.EXE 91
V
Variable field
  changing 61
  notification records 54
variables
  TZ 14
versions
  Amanda 17
  voice board driver 17
viewing
  files 95
VMB.DAT
  editing 91
VMBEdit utility 91
VMBEDIT.EXE 91
voice
  notification 62
voice boards
  defined 114
voice forms
  defined 115
voice messaging center 1
voice notification
  defined 115
voice processing system 1
voice server
  defined 115
W
waiting
  between greeting and next action 51
warranty ii
web site 11
widths
  columns in reports 80
windows
  Auto Scheduler 36, 37
  Mailbox 37
  mailbox 36
  Notify 36, 37
  Report 37
  Reports 36
  tracing server activity 19
Z
zones
  time 14