Using
AmANdA@SOHO

Version 3.xx

User's Guide: 7/01 Edition

Amanda®

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Conventions

This manual uses the following terminology and conventions:

Amanda   The name by which this manual refers to the Amanda system to make reading about the system easier. Because of the name Amanda, the system is also referred to as "she."

caller   Someone who calls into Amanda. A caller often obtains information, leaves a message for someone, and/or provides information. Because Amanda is referred to as "she," callers and users are referred to as "he."

user   Someone with an extension that Amanda transfers calls to and/or stores messages for. A user can access Amanda to play, delete, and send messages as well as set personal options such as Do Not Disturb.

 Log into Amanda   Indicates that you must log into Amanda and identify yourself.

 Listen to message   Indicates that you must listen to the message before you process it. For example, you can forward the message you have just heard.

Contents

Using Amanda

Introducing Amanda

Amanda is an automated telephone attendant and voice messaging system designed especially for ease of use and flexibility. To you and the people who call you, Amanda is also a voice on the telephone guiding you to people, services, and messages.

Each user of the Amanda system has both a mailbox and a telephone extension number. These are always the same number. The extension number is what Amanda dials to reach you when you have a call. The mailbox identifies a record in Amanda's database. The record contains fields that define how Amanda processes your calls. You can change the contents of these fields from a touch-tone telephone using a series of menus. For example, you may turn Do Not Disturb on and off during a hectic day.

In addition to these fields, each mailbox has greetings that you record. For example, when you cannot answer the telephone, callers hear a greeting that asks them to leave a message.

Your mailbox is configured to ring a telephone extension and record messages from callers. You periodically check your mailbox for messages, or you may be notified that a message exists in a variety of ways.

This chapter explains how to use Amanda effectively from your office telephone extension and while you are out of the office. However, you don't need this guide at your side every time you log into Amanda. She prompts you at every step.

Logging into Amanda

To perform the operations explained in this chapter, you must log into Amanda, identifying yourself with your mailbox and/or security code. The blank space in the following sets of instructions is for Amanda's telephone number. You get this number from your Amanda administrator. Initially your security code is the same number as your mailbox.

To log into Amanda:

Dial: _____ (Amanda's number) + [*] + mailbox + [#] + security code + [#]

OR (if your telephone switching system uses an auto-login feature):

Dial: _____ (Amanda's number) + security code + [#]

NOTE: If Amanda asks for a security code immediately and you are at someone else's extension, use:

Dial: _____ (Amanda's number) + [#] + [*] +

mailbox + [#] + security code + [#]

OR

You can dial your security code (even though Amanda will say it is an invalid security code). Then provide your mailbox:

Dial: _____ + security code + [#] + mailbox + [#]

To log into Amanda from outside of the office:

Dial: _____ (the office number) + [*] + mailbox + [#] + security code + [#]

NOTE: You can hang up on Amanda at any time. However, if you have an older model telephone switching system, Amanda waits to be sure a disconnect has occurred.

If you have a message light and message button on your telephone, you can log into Amanda by pressing the message button while the message light is on.

Log into Amanda

When you see this symbol, use one of the methods of logging into Amanda and identifying yourself that is described in this section.

Setting Up Amanda

As a new Amanda user, you should:

- Create a name and extension recording
- Put your name in the employee directory
- Change your security code
- Tell Amanda how you want to be notified about new messages
- Record one or more greetings
- Schedule greetings (if appropriate)

The first time you log into Amanda, she asks you if you want to set up your mailbox. You press **1** to set it up or **2** to set it up at another time.

When you press **1**, Amanda walks you through the first three of these activities and then offers a menu that allows you to perform the others. Follow the directions she gives you over the telephone to set up your mailbox properly.

At the end, Amanda allows you to save or reject your changes. If you reject the changes, Amanda walks you through these activities again the next time you log into.

After the initial setup, you can change any of your settings individually as explained later in this guide. You can also reset your mailbox to eliminate all the current settings and be treated by Amanda as a first-time user once again.

To reset your mailbox:

Log into Amanda   (For login information, see "Logging into Amanda" on page 2.)

+ **3** + **7** + **8** + follow the directions from Amanda

Putting Your Name in the Directory

If you put the first few digits of your first and last names in the employee directory, callers can find you even if they do not know your extension number. Amanda tells callers that they can dial 411 to locate you in the directory.

To change your FIRST NAME in the employee directory:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 + 2 + 1 + a maximum of 8 digits representing + #
                   your first name

To change your LAST NAME in the employee directory:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 + 2 + 2 + a maximum of 8 digits representing + #
                   your last name

Changing Your Security Code

Your initial security code is usually your mailbox number or 997. It is a good idea to change it immediately and often. Changing your security code ensures that only you and other authorized personnel can access your messages.

To change your security code:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 3 + new code + # + new code (to confirm) + #

Recording Greetings

The recordings let your callers know that they have reached you and feel comfortable about your whereabouts.

As a user of Amanda, you can record the following:

- A name and extension recording
- At least one greeting (to be used when you do not answer or your extension is busy)

To record your name and extension recording:

📞 **Log into Amanda** (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 6 + record your name/extension + # + 9

Example: "Chris Wang. Extension 247."

Amanda plays this when callers use the employee directory (usually 411) to find your extension number. It is also used to identify you. For example, if a message is sent to you with verification, the sender hears this recording as part of the verification message.

Until you make this recording, Amanda says only the number of the mailbox:

"Mailbox 2-4-7."

To record a greeting:

📞 **Log into Amanda** (For login information, see "Logging into Amanda" on page 2.)

+ 2 + the greeting's number (1-3) + 2 + record greeting + # + 9
                                                                        (to save)

When Amanda rings your extension and you do not answer, she plays a greeting. You can have up to three of these greetings. For example, you can have a daytime greeting, an after-hours greeting, and a vacation or on-the-

road greeting. Until you record a greeting, Amanda plays the system greeting, "Please leave a message for," followed by your name and extension recording. (If you have not recorded the name and extension recording, Amanda plays your mailbox number.)

For example: "This is Chris. I'm away from my desk or on another line. You can bypass this greeting by pressing the # sign twice. To speak to someone else right now, enter that person's extension or press 0 for assistance. If you leave me a detailed message at the tone, I'll get back to you as soon as possible."

These greetings can be manually selected by you or scheduled to start playing at certain times on certain days. See "Managing Greetings" on page 9.

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

Sample Greetings

This section contains sample greetings for a variety of occasions. It is important that each greeting be as informative as possible. See "Recording Greetings" on page 5 for a standard example of each type of recording: the Name and Extension recording and the Ring No Answer greeting.

After-hours Greeting

Many Amanda administrators set up each mailbox so that greeting 1 plays for routine working hours and greeting 2 plays for after-hours calls. Here is an example:

"You have reached the office of Chris Wang at Homestead, Inc. after hours. No one at Homestead can answer your call right now. Leave a detailed message at the tone, or call during office hours: 10 A.M. to 6 P.M., Monday through Friday."

Away-from-the-office Greetings

"Chris Wang of Homestead, Inc. will be out of town until Monday, May 5th. While I am gone, my associate, Matthew Lee, is handling all my business calls. Please call Matthew at Extension 557. I will be unable to check my messages until I return."

"Chris Wang of Homestead, Inc. will be off-site until Monday, May 5th. While I am gone, my associate, Matthew Lee, is handling my business calls. Please call Matthew at Extension 557 or leave me a message. I will be checking my messages daily."

If someone else is getting your messages, you might want to use the following greeting:

"Chris Wang of Homestead, Inc. will be out of town until Monday, May 5th. My associate, Matthew Lee, is handling all my business calls. Call Matthew at Extension 557 or leave him a detailed message at the tone."

Combining a Greeting with a Menu

You can create a menu for your mailbox. For example, your greeting (which plays when you do not answer your telephone) can provide menu options for your caller. It might say:

"Chris Wang of Homestead, Inc. will be out of town until Monday, May 5th. While I am gone, my associates, Sierra Raby and Matthew Lee, are handling all my business calls. To call Sierra, press 1. To call Matthew, press 2."

Then you create a menu that tells Amanda to redirect the call to Sierra's mailbox (511) if the caller presses 1 or to Matthew's mailbox (557) if the caller presses 2. The mailboxes that you use in your menu must already exist.

You could also create a menu that offers the caller answers to questions you are most often asked. To do this, you need the numbers for some informational mailboxes and help from your system administrator. Your greeting explains what options provide answers to what questions. Amanda redirects the caller to an informational mailbox, and the greeting for that mailbox answers the caller's question.

To create a menu for your mailbox:

📞 Log into
   Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 +

3 + the digit (0-9) + the mailbox that Amanda + # (Amanda repeats
     of the menu   calls for that digit   both the option and
                                                      mailbox numbers)

(repeat for each option on the menu)

To review the menu options in a menu:

📞 Log into
   Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 + 4

To change a menu option:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 + 3 + the digit (0-9) + the new mailbox for that digit + #
to be changed

To remove a menu option:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 + 3 + the digit (0-9) + #
to be removed

Sample Menu

If you had created the menu that allowed your caller to reach Sierra or Matthew using menu options, you would have done the following:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7

+ 3 + 1 + 5 1 1 + #

+ 3 + 2 + 5 5 7 + #

Managing Greetings

Use the greetings menu to:
- Listen to the current greeting
- Use a different greeting

- Record or rerecord a greeting (See "Recording Greetings" on page 5 for information about recording greetings.)
- Schedule a greeting to start playing at specific times on weekdays, weekends, or everyday

Reviewing the Current Greeting or Name and Extension Recording

You can review your current greeting or your Name and Extension recording.

Review your greeting to find out what your callers hear when you do not answer your extension or when you have turned on Do Not Disturb.

To listen to the current greeting:

Log into Amanda (For login information, see "Logging into Amanda" on page 2.)

+ **2** + *****

You hear the greeting number, the time and days for which the greeting is scheduled (if it is scheduled), and the greeting.

Review your Name and Extension recording to know what callers hear when they search for you in the employee directory. The Name and Extension recording is used to identify you in other ways, too. For example, it is part of the system greeting.
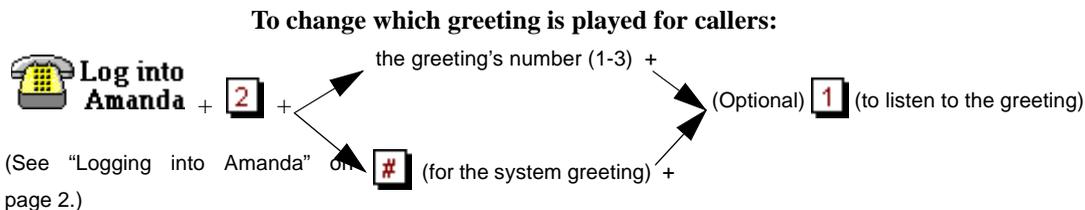
To review your current Name and Extension recording (as well as the setting for Do Not Disturb):

Log into Amanda (For login information, see "Logging into Amanda" on page 2.)

+ **3** + *****

Changing What Greeting is Currently Played

To change which greeting is played for callers:

Log into Amanda + 2 +

the greeting's number (1-3) +

(Optional) 1 (to listen to the greeting)

(See "Logging into Amanda" on # (for the system greeting) +
page 2.)

Scheduling Greetings

Amanda can be configured to automatically change your greeting at a particular time on weekdays, weekends, every day, or holidays. When you schedule a greeting, you schedule the time it will start playing. It plays until another greeting starts. The new greeting can start because it was scheduled or because you selected it as the current greeting. For example, if greeting 3 explains that you have stepped out of the office, you select it before you leave and select a different greeting when you return. For events that occur with regularity, such as coming to work at a certain time or leaving work at a certain time, you can schedule the change of greeting. For example, you may want greeting 1 to be your work-hours greeting and greeting 2 to be your after-hours greeting. In this case, you might schedule greeting 1 to start playing at 8 A.M. weekdays and greeting 2 to start playing at 5 P.M. weekdays. Notice that greeting 2 plays on week nights and all weekend—if only greetings 1 and 2 are scheduled.

Notice that you cannot schedule the system greeting—although you can make it the current greeting.
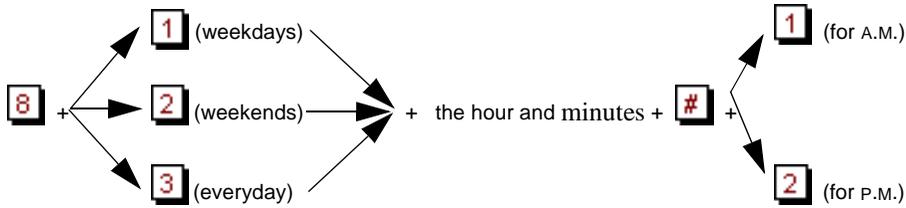
To schedule a start time for a greeting:

Log into Amanda (For login information, see "Logging into Amanda" on page 2.)

+ **2** + greeting number (1-3) +

8 + → **1** (weekdays)
   → **2** (weekends)   + the hour and minutes + **#** + → **1** (for A.M.)
   → **3** (everyday)   → **2** (for P.M.)

NOTE: Use 1 or 2 digits for the hour and 2 digits for the minutes. If you use 13 through 23 for hours after noon, you are not asked whether you meant A.M. or P.M.

To play a holiday greeting on business holidays:
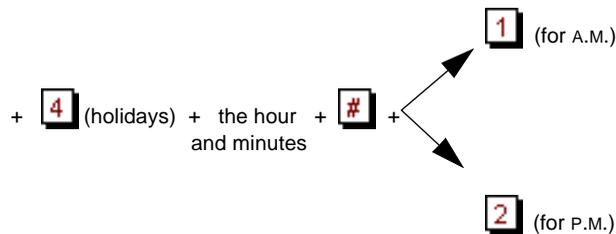
Log into Amanda (For login information, see "Logging into Amanda" on page 2.)

+ **2** + **3** (Use greeting number 3 for holiday greetings.) + **8**

+ **4** (holidays) + the hour and minutes + **#** + → **1** (for A.M.)
                                                    → **2** (for P.M.)

A holiday list must be made by your Amanda administrator for this to be effective.

Reviewing All Your Greeting Schedules

You can hear a list of what greetings are scheduled at what time, giving you an overall idea of how you set up your greetings.

To listen to all scheduling information:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ [2] + [8]

Becoming Unavailable

On hectic days or when you are out of the office, you can use Amanda's Do Not Disturb to keep Amanda from ringing your extension. Callers hear your greeting immediately and can leave you a message. Your coworkers are also not disturbed by your ringing extension.

To turn Do Not Disturb on or off:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ [3] + [1]

To review the current setting for Do Not Disturb (as well as listen to your Name and Extension recording):

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ [3] + [*]

Being Notified about Messages

If your telephone has a message light, Amanda automatically turns it on when you have messages waiting and turns it off after you listen to those messages. You can add other types of notification so that Amanda calls:

- Your extension. This is often used by users whose telephones do not have message lights.
- An outside number. For example, Amanda can call you at home.
- Your pager number.

You can also review your notification records to double-check their accuracy or to remind yourself about the records you created.

Creating Notification Records

You can create up to three notification records. You specify the days of the week that you want to be notified and where Amanda should call or page you.

When you provide a number for a pager or an outside line, be sure to include any extra numbers that must be included. For example, you might need to dial ⑨ for an outside line or ① for long distance. Use ✳ for a two-second pause. For example, if you need a pause between the number for an outside line and the telephone or pager number, you would start with ⑨ ✳ .
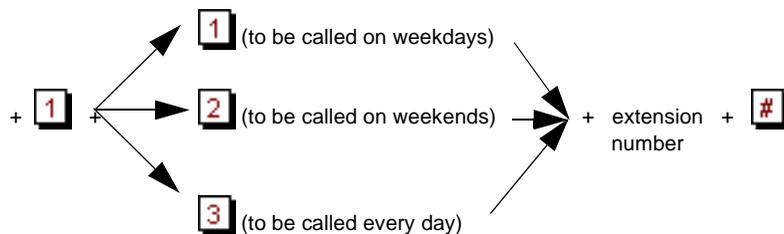
To be called at your extension when a message is left for you:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 + 1 + 2 + the number of the notification record (1-3)

+ 1 +
- 1 (to be called on weekdays)
- 2 (to be called on weekends) → + extension + #
- 3 (to be called every day)   number

Amanda calls your extension number and plays the following four times:
your Name and Extension recording, the total number of messages, and the
number of unheard messages. Because she does not know if she has been
successful, she will recall your extension at half hour intervals until you pick
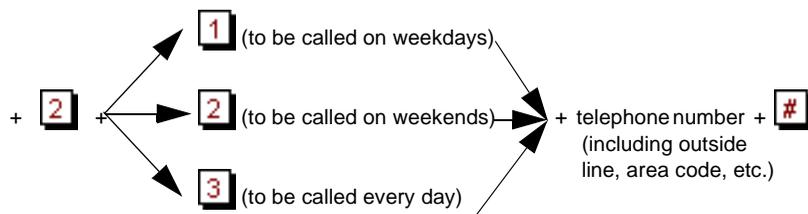up your messages or until she has tried to reach you six times.

To be called at an outside number when a message is left for you:

Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 + 1 + 2 + the number of the notification record (1-3)

+ 2 +
- 1 (to be called on weekdays)
- 2 (to be called on weekends) → + telephone number + #
- 3 (to be called every day)   (including outside
                                     line, area code, etc.)

Amanda calls the telephone number and plays the following four times: your
Name and Extension recording, the total number of messages, and the
number of unheard messages. Because she does not know if she has been

successful, she will recall the telephone number at half hour intervals until you pick up your messages or until she has tried to reach you six times.
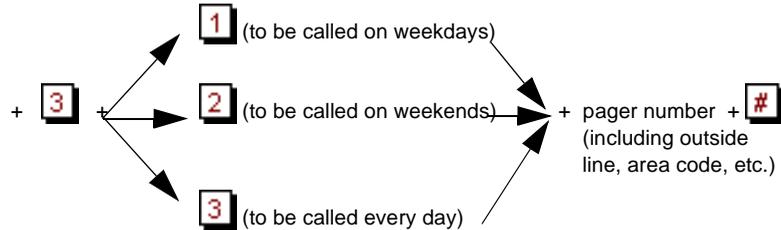
To be paged when a message is left for you:

📞 **Log into Amanda** (For login information, see "Logging into Amanda" on page 2.)

+ **3** + **7** + **1** + **2** + the number of the notification record (1-3)

+ **3** +   **1** (to be called on weekdays)

              2 (to be called on weekends) → + pager number + **#**
                                                    (including outside
                                                    line, area code, etc.)

              3 (to be called every day)

Amanda calls the pager number, waits four seconds, dials your extension number, and hangs up. Because she does not know if she has been successful, she will recall the pager number at half hour intervals until you pick up your messages or until she has tried to reach you six times.

Reviewing Notification Records

You can review your notification records at any time. Amanda tells you the number for the record and the number it calls.

To review notification records:

📞 **Log into Amanda** (For login information, see "Logging into Amanda" on page 2.)

+ **3** + **7** + **1** + **1**

Disabling Notification Records

When a notification record is in error or obsolete, you can disable it.

To disable a notification record:

 Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ 3 + 7 + 1 + 3 + the notification record (1-3)

Managing Messages

You can listen to messages, then forward them, reply to them, or delete them.

Listening to Messages

Usually, Amanda plays messages in the order that they were received (oldest to newest).

Messages are saved until you delete them, so delete old messages from your mailbox as soon as possible.

To play messages you have received:

📞 Log into
Amanda (For login information, see "Logging into Amanda" on page 2.)

+ **1** + 🔑 Listen to message

Options:			**More options:**

<table>
<tr><td>Next message

1</td><td>Replay message

2</td><td>Delete message

3</td></tr>
<tr><td>Previous message

4</td><td>Forward message

5</td><td>Reply to message

6</td></tr>
<tr><td>Pause 30 sec./Resume

7</td><td>Increase volume

8</td><td>Previous menu

9</td></tr>
<tr><td>Rewind a bit

*</td><td>Decrease volume

0</td><td>Fast forward a bit

#</td></tr>
</table>

Restore the message you just deleted

7 + **3**

Play date/time of current message

7 + **4**

Next new message (or next message)

7 + **5**

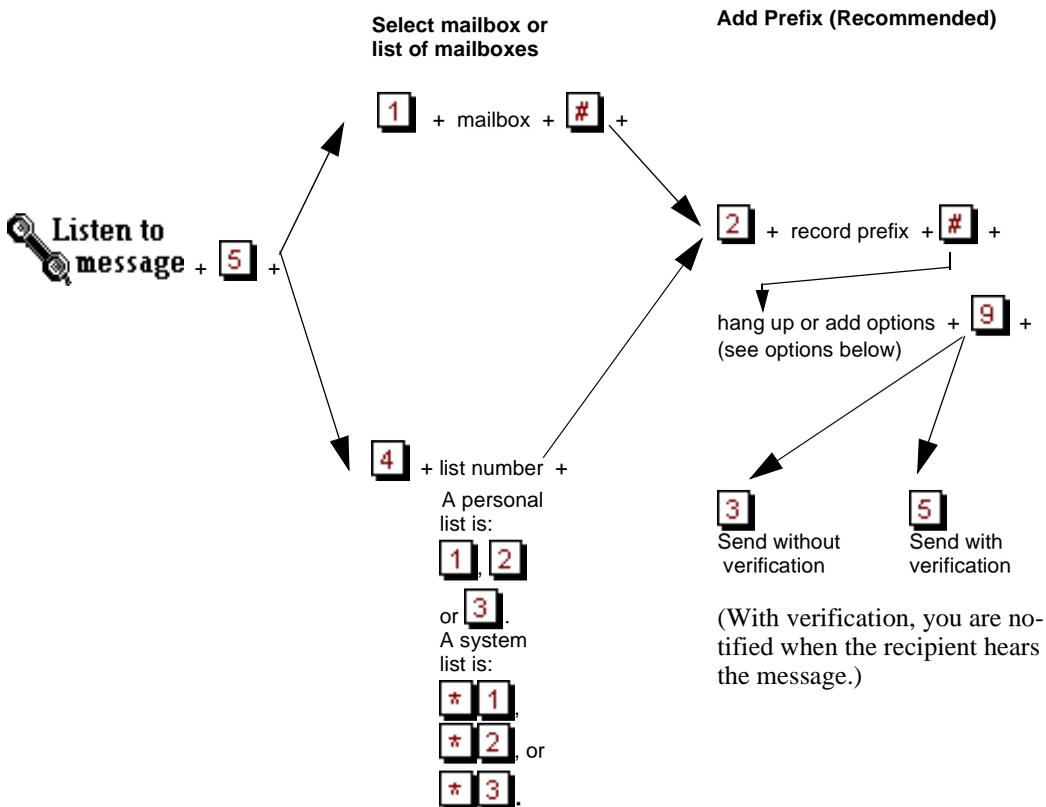Continuous delete

7 + **6**

Continuous play

7 + **8**

Forwarding Messages

You can forward messages left for you to any other Amanda user. For example, you might need to reroute a message to the coworker who should have received it in the first place.

Adding a prefix to the forwarded message lets the other user know that you received the message first and allows you to provide instructions regarding the message.

To forward the message you just listened to:

Select mailbox or list of mailboxes

Add Prefix (Recommended)

1 + mailbox + # +

Listen to message + 5 +

2 + record prefix + # +

hang up or add options + 9 +
(see options below)

4 + list number +
A personal list is:
1, 2
or 3.
A system list is:
*1,
*2, or
*3.

3
Send without verification

5
Send with verification

(With verification, you are notified when the recipient hears the message.)

Options	**Dial**

Make the message private.　　[6]

(Private messages cannot be forwarded.)

Specify a delivery date and time

NOTE: Any item (day, mon., yr., hr., or min.) not specified takes its value from the current date and time. If you use 13 through 23 for hours after noon, you are not asked whether you meant A.M. or P.M.

[7] + any combination of the following:

[4] + the month + [#] +
[3] + the day of the month + [#] +
[5] + the year + [#] +
[1] + the hour + [#] + → [1] (for A.M.) + / [2] (for P.M.) +
[2] + the minutes + [#]

For example, if you create a message Friday afternoon that no one should listen to until Monday morning (June 2nd), set June 2nd at 9:00 A.M. as the delivery date and time:

[7] +

　　[4] + [6] (the month) + [#] +

　　[3] + [2] (the day of the month) + [#] +

　　[1] + [9] (the hour) + [#] + [1] (for A.M.) +

　　[2] + [0] (the minutes) + [#] + [9] (to finish)

If you set a date and time in the past, the message is sent immediately.

> **NOTE:** After forwarding a message you have received or sending
> a message you have created to one mailbox, personal mail-
> ing list, or system mailing list, you can repeat the procedure
> for another mailbox or list.

Replying to Messages

You can reply to any messages you received from other Amanda users.

To reply to the message that you just listened to:

Listen to message + **6** + **2** + record your reply + **#** + hang up or add options + **9** +
(use options listed for forwarding messages)

3
Send without
verification

5
Send with
verification

(With verification, you are
notified when the recipient
hears the message.)

Deleting Messages

You can delete messages. If you make a mistake, you can restore a deleted
message—but only if you have not changed menus or hung up.

To delete the message that you just listened to:
Listen to message + **3**
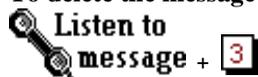
Be careful because pressing additional **3**'s deletes additional messages.

For example, pressing **3** **3** deletes this message and the next.

**To restore the most recently deleted message:**
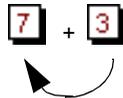
(repeat to restore
additional messages)

This works after deleting the message, but not if you have hung up or
returned to the top-level menu.

Sending Messages

When you have an announcement to make to several users or want to leave a
message for a user that you know is out of the office, you can send a message
to an individual mailbox or a list of mailboxes.

(See "Managing Personal Mailing Lists" on page 23 for more information
about lists.)
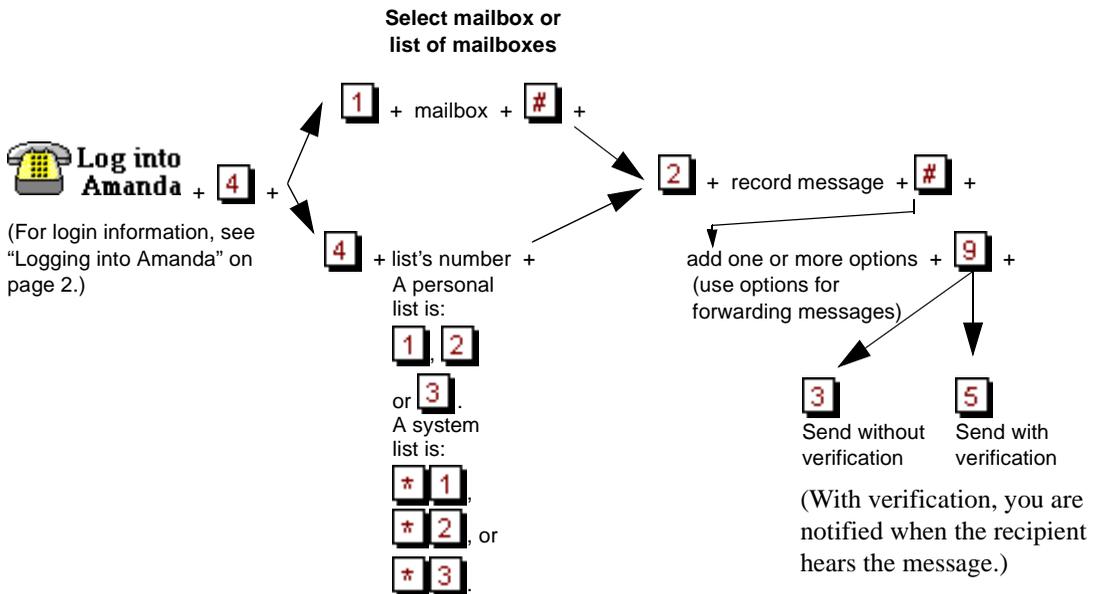
Leaving a Message for Someone Else

If you answer the telephone for more than one person, or even if you get a wrong number, you can allow a caller to leave a message for another user (or mailbox).

How you do this depends on how your telephone switching system transfers or conferences calls. The following procedure tries to cover all cases, but check with your administrator for specific instructions.

To allow a caller to leave a message for someone:

1. Transfer the call to Amanda. (Usually, you press the Conference or Transfer button on your telephone.)

2. After Amanda answers, dial `#` `9` `9` `8` `#` or `9` `9` `8` `#` .

    `#` `9` `9` `8` `#` works on any telephone switching system. However, if you hear Amanda say, "That was an invalid entry," just use:

    `9` `9` `8` `#` .

3. Enter the mailbox to receive the message.

4. Complete the call transfer. (Usually, you just hang up.)

Managing Personal Mailing Lists

Amanda allows you to have three personal mailing lists, which you create and manage using the lists menu. You use these lists to send and forward messages.

To create a mailing list:

📞 **Log into Amanda**   (For login information, see "Logging into Amanda" on page 2.)

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

(repeat for each mailbox)

+ **4** + record a name or description to identify the list + **#**

To modify an existing mailing list:

Do any (or all) of these:

(to review the list)

1

(to add mailboxes to the list)

2 + mailbox + **#** +

(repeat for each mailbox)

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

(For login information, see
"Logging into Amanda" on page 2.)

(to delete mailboxes from the list)

3 + mailbox + **#** +

(repeat for each mailbox)

(to rename the list)
4 + rerecord list name + **#**
or description

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Amanda®

Enabling Network Telephony for the Communicating PC

Amanda@SOHO
Quick Reference

🔲 Log into Amanda

1. **Internal:** Dial Ext. No. _____
   External: Dial Phone No. _____

2. **Enter** ❋ **+** _____ **+** #   **(Some systems skip step 2.)**
      mailbox

3. **Enter** _____ **+** #
      security code

Use the Main Menu

1 **Listen to messages**	5 **Manage lists**
2 **Manage greetings**	0 **Exit user mode**
3 **Change options**	# **Hang up**
4 **Send a new message**	

5 Manage Lists

1 2 3 **Select a list**

1 **Review current list**	4 **Record a list comment**
2 **Add mailbox to list**	9 **Return to prev. menu**
3 **Delete mailbox from list**	

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1 Listen to Messages

1 **Play next message**	5 **Forward message**
2 **Replay message**	6 **Reply to message**
3 **Delete message**	7 **Special functions**
4 **Play prev. message**	9 **Return to prev. menu**

Listening Hints and Tips

8 **Increase volume or** 0 **Decrease volume**

Skip ahead (fast forward)

❋ **Rewind**

7 **Pause for 30 seconds until you press** 7 **again**

3 **Undelete message**

5 **Skip to new message**

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4 Send New Message

| 1 **Select user** | 4 **Select list** | 9 **Return** |

| 2 **Record message** | 9 **Return to prev. menu** |

4 Send New Message (cont.)

1 **Review**	4 **Cancel**	9 **Save**
2 **Re-record**	6 **Make private**	
3 **Append**	7 **Set delivery time**	

| 3 **Send message** | 9 **Return to prev. menu** |
| 5 **Send with verification** | |

2 Manage Greetings

1 2 3 Select a greeting

Select system greeting

* Review the current greeting

8 Review greeting schedules

9 Return to previous menu

Change Selected Greeting

1 Review selected greeting

2 Re-record selected greeting

8 Schedule selected greeting

9 Return to previous menu

3 Manage Options

1 Do Not Disturb

3 Security code

6 Record name & ext.

7 Special options

* Review options

9 Return to prev. menu

7 Use Special Options

1 Set up notification

2 Change names in employee directory

3 Create mailbox menu

4 Review mailbox menu

8 Reset mailbox

9 Return to prev. menu

1 Set Up Notification

1 Review notification records

2 Create notification record

3 Disable notification record

9 Return to prev. menu

Informational Mailbox Menu
(when you call an informational mailbox)

2 Manage greetings

3 Create menu

4 Review menu

0 Exit user mode

Hang up