
Administering AmAndA@Work.Group/ DOS

Version 7.xx

Administrator's Guide Edition 7/01

AmAndA[®]

Copyright and Trademark Notices

Copyright © 1992–2001 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 mentioned in this manual 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/DOS system to make reading about the system easier. Because of the name Amanda, the system is also referred to as “she.”
caller	Someone who calls into Amanda. A caller often obtains information, leaves a message for someone, and/or provides information. Because Amanda is referred to as “she,” callers and users are referred to as “he.”
user	Someone with an extension that Amanda transfers calls to and/or stores messages for. A user can access Amanda to play, delete, and send messages as well as set personal options such as Do Not Disturb.
fixed-space type	This guide displays information that you must type and messages from Amanda in fixed-space type.
	Indicates that the information next to it pertains to Amanda Voice Server or one of its clients: Administrator or Amanda Monitor.
	Indicates that the information next to it pertains to Amanda as a standalone system.

Contents

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

Chapter 1:

Introducing Amanda	1
What Amanda Does	1
How to Use Amanda	3
How Amanda Operates	4
A Mailbox for Each User	5
Mailboxes that Control Call Processing	5
Mailboxes that Provide Information	6
The Power of Mailboxes	7
Processing Calls and Mailboxes	7
Processing a Call	8
Processing a Mailbox	10
Customer Service and Support	14
End User Support	14
System Administration Support	14
Installation Support	15
Application Support	15

Chapter 2:

Getting Started	17
Using Amanda as a Voice Server or a Standalone System	17
Starting Amanda	18
Using Command-line Options	19
Shutting Amanda Down	20

Changing the Password 21
Specifying a Time Zone 22

Chapter 3:

Monitoring Amanda 23
Overview 23
Using Amanda Monitor 24
 Logging Back On 26
 System and Port Information 26
 System Information 26
 Port Information 27
 Using the Menus 28
 Using the Toolbar 29
 Resetting Ports 30
 Tracing Port Activity 30
Displaying a List of Mailboxes 33
 Resetting the Date and Time 34
Copying Files 34
Using the Main Screen 36
 Menu Bar 37
 General Information 38
 Resetting Ports 40
 Resetting the Date and Time 41
Copying Files 42

Chapter 4:

Recording the Greetings 43
Calling Amanda 43
Recording the Company Greeting 44
 Sample Greetings for Mailbox 990 46
 Sample Scheduling Records for Mailbox 990 47
 Using Amanda Administrator 47
 Using the Auto Screen 50
 More Holiday Samples 57
Recording Caller Instructions 58
 Sample Instructions for Mailbox 991 59
 Sample Scheduling Records for Mailbox 991 60
 Using Amanda Administrator 60
 Using the Auto Screen 62
Recording Employee Directory Instructions 64

Chapter 5:

Setting Up Mailboxes	67
Overview	67
Using a Template	68
Using Templates with an Amanda/Norstar System	69
Asking the User for Preferences	69
Using Mailboxes	72
Personal Mailboxes	72
Informational Mailboxes	73
Using Amanda Administrator	73
Using the Menus	76
Using the Toolbar	78
Logging Back On	78
Creating a Personal Mailbox	79
Creating a Mailbox for Someone Without a Telephone	81
Creating Mailboxes Automatically	81
Creating an Informational Mailbox	82
Creating a Range of Mailboxes from an Existing Mailbox	83
Modifying an Existing Mailbox	84
Moving from One Mailbox to Another	85
Deleting an Existing Mailbox	86
Finding Mailboxes that Match Certain Criteria	86
Naming Groups and Greetings	88
Mailbox Field Reference	89
Using the Users Screen	97
Creating a Personal Mailbox	100
Creating a Mailbox for Someone Without a Telephone	102
Creating Personal Mailboxes Automatically	103
Creating an Informational Mailbox	104
Creating a Range of Mailboxes from an Existing Mailbox	105
Modifying an Existing Mailbox	106
Moving from One Mailbox to Another	107
Deleting an Existing Mailbox	108
Mailbox Field Reference	109

Chapter 6:

Notifying Users	117
Overview	117
Selecting a Port for Notification	118
Planning Your Notification Records	119

Managing Notification Records and
 Templates 120

Using Amanda Administrator 121

 Creating a Notification Record and a Notification Template .. 121

 Creating a Notification Record from an Existing Template ... 126

 Modifying Templates 127

 Disabling a Notification Record 130

 Changing Notification Telephone Numbers 130

 Changing the Notification Variable by Telephone 131

Using the Notify Screen 132

 Creating a Notification Record and a Notification Template .. 134

 Creating a Notification Record from an Existing Template ... 137

 Modifying Templates 138

 Disabling a Notification Record 141

 Changing Notification Telephone Numbers 142

Examples of Notification Methods 143

 Controlling a Message Light 143

 Using %U and %V instead of %E 144

 Using Voice Notification 144

 Calling a Pager 145

 Relaying Information to a Pager 146

 Calling Home 148

 Norstar Notification Records 151

Emergency Lists 152

Chapter 7:

Automatic Scheduling 153

 Overview 153

 Managing Automatic Call-processing Changes 155

 Using Amanda Administrator 156

 Creating Scheduling Records 156

 Modifying Scheduling Records 161

 Disabling a Scheduling Record 163

 Using the Auto Screen 164

 Creating Scheduling Records 165

 Modifying Scheduling Records 167

 Disabling a Scheduling Record 169

 Example: Changing User's Greetings 170

Chapter 8:

Generating Reports	173
Overview	173
Example Report	174
Managing Reports and Report Templates	175
Using Amanda Administrator	175
Creating Reports and Report Templates	175
Creating Reports from Templates	178
Printing Reports	179
Saving Reports as Files	180
Using the Reports Screen	180
Creating Reports and Report Templates	182
Creating Reports from Templates	184
Printing Reports	186
Saving Reports as Files	186

Chapter 9:

Using the Administrator Mailbox	189
Administering Amanda by Telephone	189
Managing System Announcements	190
Changing the Busy Hold Music	191
Locking and Unlocking Mailboxes	191
Resetting Mailboxes	192
Listening to System Status	193
Creating System-wide Mailing Lists	193
Resetting the Date and Time	194
Setting Up the Administrator Mailbox from the Computer	195

Chapter 10:

Using Utilities	199
Backing Up and Restoring Files	199
Deleting Mailboxes and Mailing Lists	200
Deleting Mailboxes	200
Deleting Personal Mailing Lists	200
Displaying Message Information	201
Validating Notification Templates	202
Managing Text Files	202
Searching Text Files	202
Editing a Text File	203
Examples	204

JOVE Commands 205
Displaying Text Files (20 Lines at a Time) 207
Displaying the Last n Lines of Text Files 208
Performing Operations at Shutdown..... 208
Reviewing Installation History 209

Appendix A:

Setup Sheets 213
Company Greeting Example 213
Caller Instructions Example 214
Mailbox with Greetings..... 215
Mailbox with Menu..... 216
General Mailbox Checklist 217
Mailbox Settings 220

Appendix B:

Glossary..... 223
Index 239

Chapter 1: Introducing Amanda

What Amanda Does

Amanda@Work.Group/DOS 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 Use Amanda

Amanda@Work.Group/DOS can be run as either a voice server or as a standalone system, switching back and forth if necessary. In either case, the computer on which Amanda is installed must have a DOS operating system and be dedicated solely to running Amanda.

The advantage of running Amanda as a voice server is that you can monitor it and adjust how it processes users' calls from your own workstation rather than from the computer on which Amanda is running. When you use Amanda as a standalone system, you use DOS applications to control everything from the computer on which Amanda is installed.

Amanda@Work.Group/DOS comes with one license for the client software, the applications that allow you to access Amanda from your workstation. To allow other users to access Amanda via their workstations (in addition to their telephones), you must purchase a license for each user. Besides the usual user options (such as listening to messages and changing the setting for Do Not Disturb), the client software allows users to dial telephone numbers listed in Windows applications.

Voice Server	The computer running Amanda as a Voice Server must have a LAN adapter. During the installation, software was provided that allows you to access a Microsoft Workgroup network. In addition to installing the Voice Server, you can install client software which allows you to interact with Amanda from your workstation. One copy of the client software is supplied with this product. It contains five Windows 3.11 applications. Two of them assist you in your role as Amanda system administrator:
Amanda Administrator	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 from their workstations as well as by telephone.
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.

Standalone System	In this mode, you control Amanda from the computer on which it has been installed using DOS applications.
-------------------	---

All users access their messages by telephone.

NOTE: To set the configuration options `client_activation_key` and `n_clients`, see *Installing Amanda@Work.Group/DOS*. When `n_clients` is 0, you have only one client. This allows you to run Amanda Administrator to control Amanda Voice Server.

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's Users screen (if using Amanda as a standalone) or from Amanda Administrator (if using Amanda as a voice server). The administrator can view all the fields associated with the mailbox at the same time and move easily from the fields for one mailbox to the fields for another.

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

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

Mailboxes that Control Call Processing

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

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

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

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

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

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

Mailboxes that Provide Information

An 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 than once, Amanda provides single-digit menus. When you define a single-digit menu, you provide a mailbox to be processed for each number on the menu (1–9 and 0). Amanda processes that mailbox when the user or caller selects the corresponding menu number. For example, if a caller is in mailbox 100 and mailbox 100 maps the menu number 0 to mailbox 222, then Amanda sends callers who press 0 to mailbox 222 rather than to the company operator designated as mailbox 0.

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

Processing Calls and Mailboxes

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

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

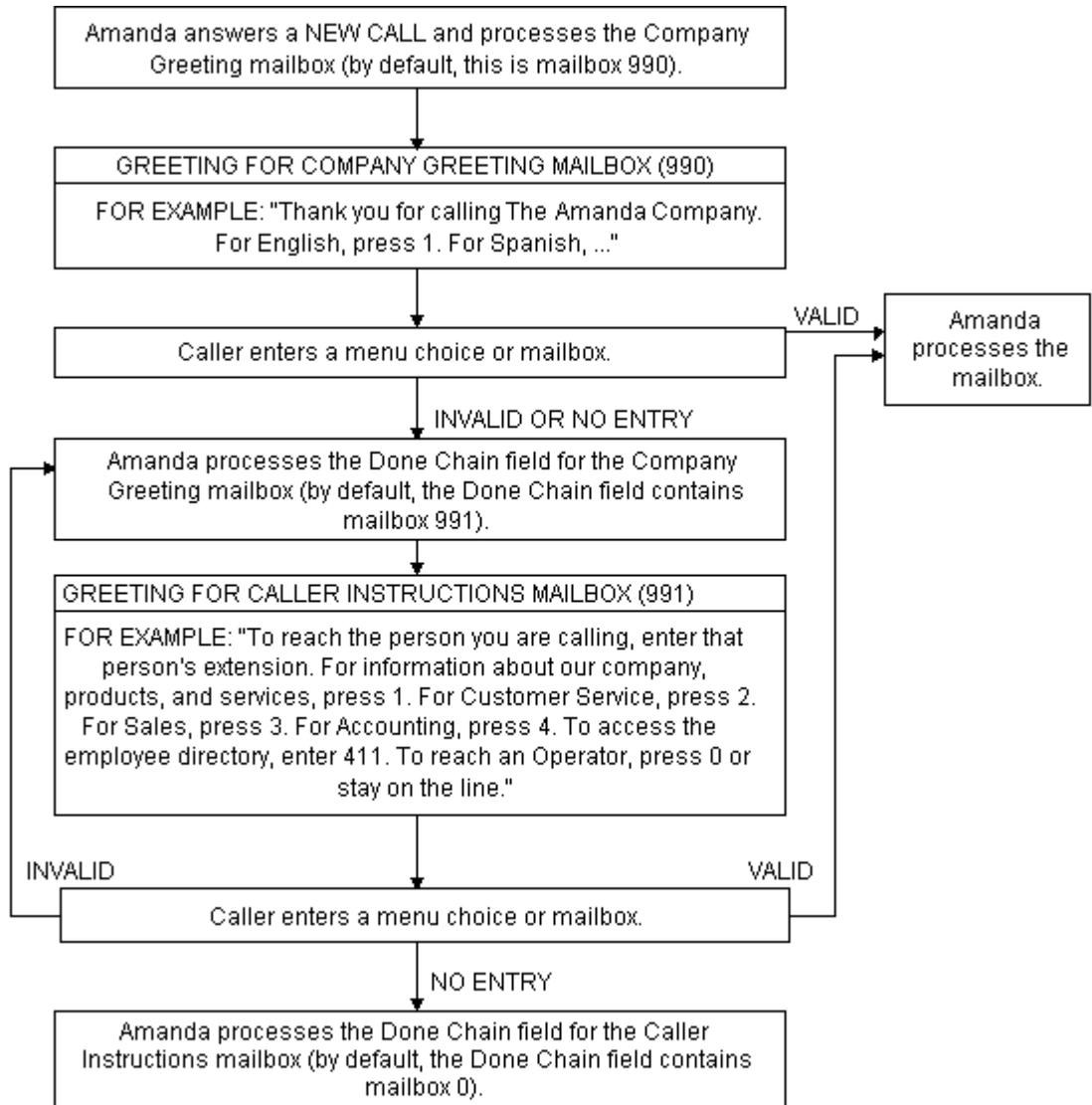
Processing a Call

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

- As Amanda answers a call, she starts with the mailbox defined for use with the port that handles the call. This is usually mailbox 990, the Company Greeting mailbox. See “Recording the Company Greeting” on page 44 for more information about setting up this mailbox.
- She proceeds with the mailbox she finds in the Done Chain field for the current mailbox unless the caller enters an extension.
- Amanda translates the digits that the caller enters (whether an extension or a number from a menu) to a mailbox and continues processing at that mailbox.
- Depending on the fields associated with a particular mailbox, Amanda uses the contents of that mailbox’s Extension field, Done Chain field, Busy Chain field, or RNA (Ring No Answer) Chain field to determine what to do next.
- Tokens from Amanda’s Token Programming Language are used in the Extension field. The Done Chain, Busy Chain, and RNA fields contain only mailboxes. See *Installing Amanda@Work.Group/DOS* for more information about the Token Programming Language.
- Eventually, the caller talks to someone, leaves a message, and/or hangs up.

The following diagram helps to illustrate this concept.

Call Processing Diagram



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

Processing a Mailbox

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

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

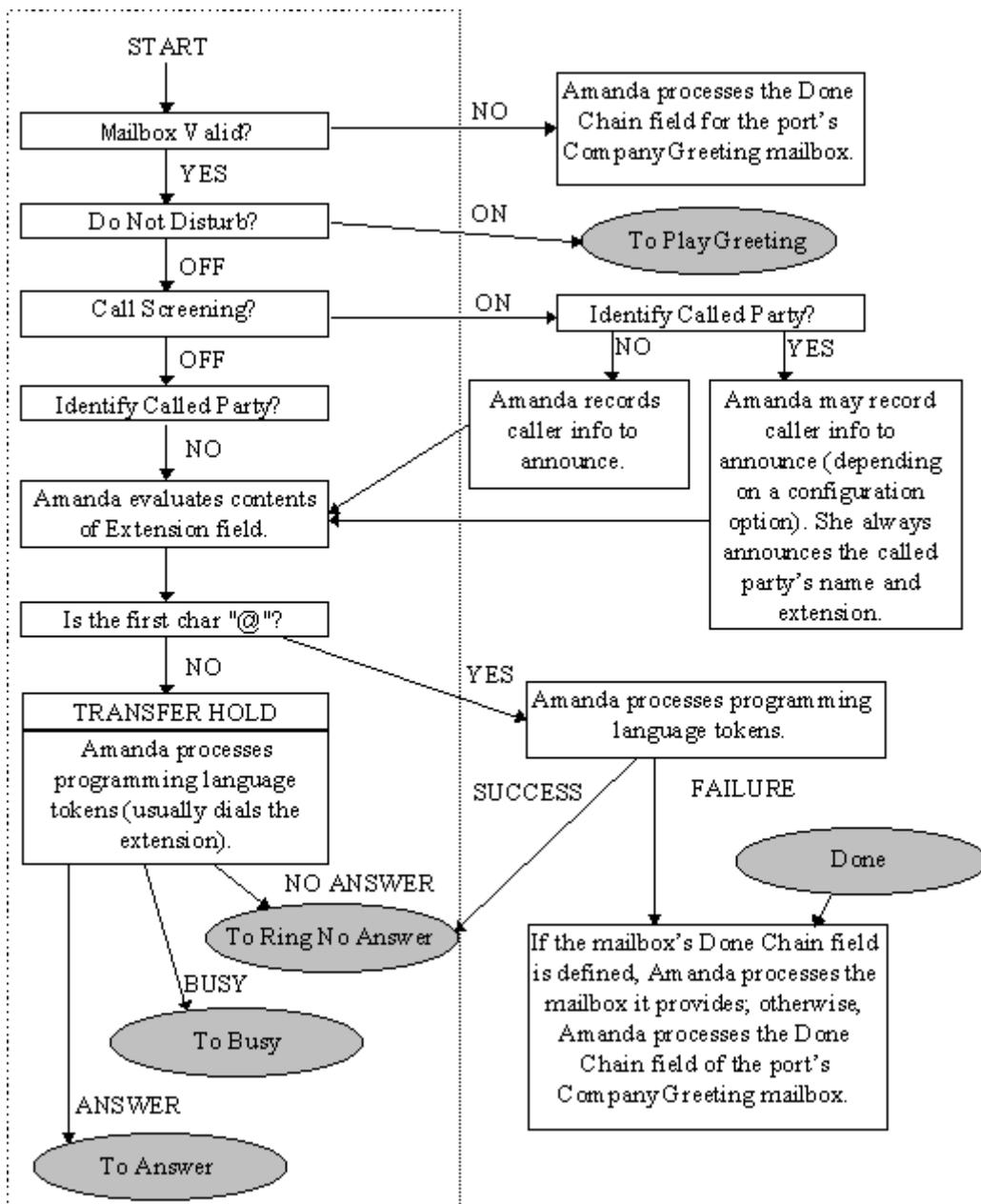
The right column of the first page (outside the dotted rectangle), shows the processing for additional (in some cases, special) features. For example, it shows how Amanda:

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

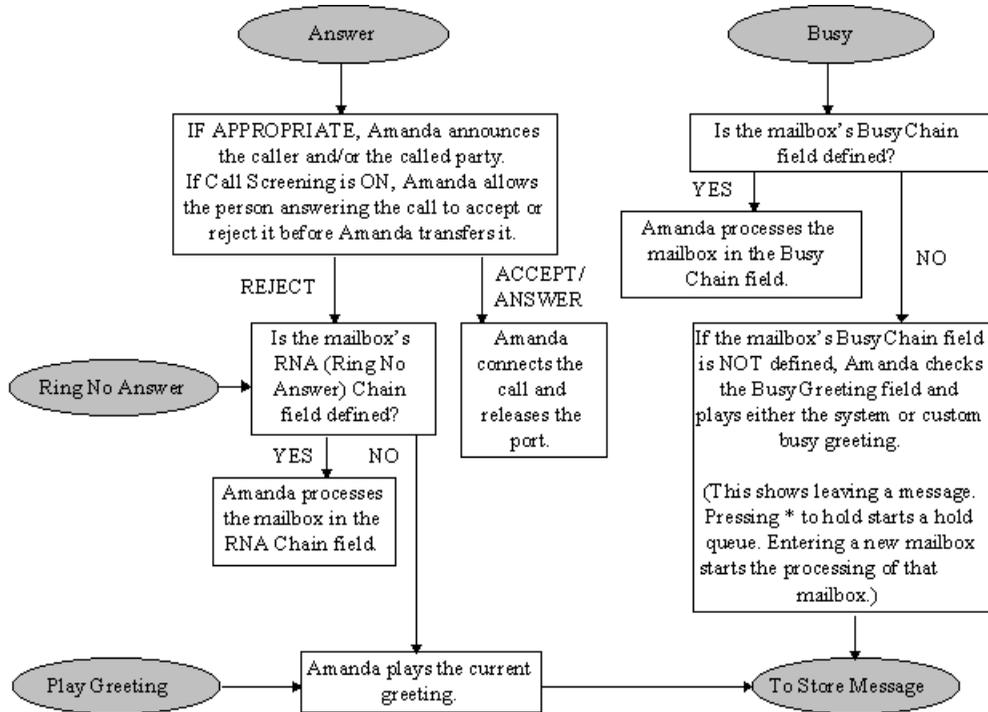
The second page of the diagram shows in detail what Amanda does when she supervises the transfer of a call and finds that the extension is answered, busy, or not answered. The third page shows when messages are recorded and where they are stored.

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

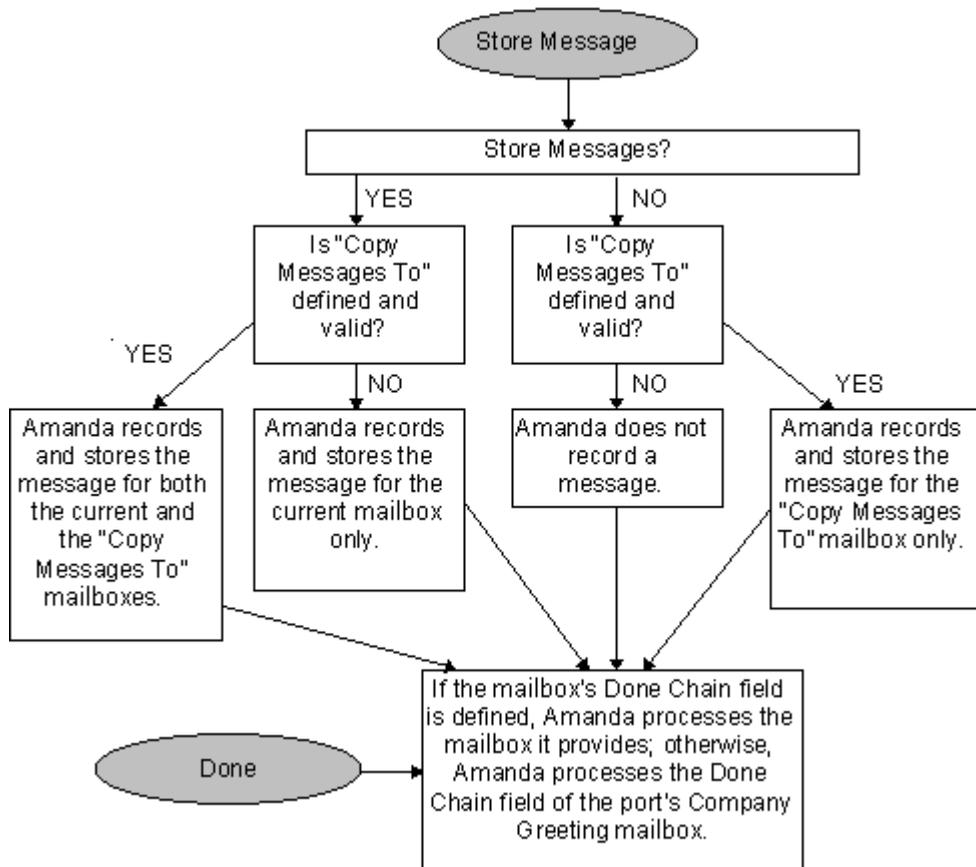
Mailbox Processing Diagram



Mailbox Processing Diagram (continued)



Mailbox Processing Diagram (continued)



Customer Service and Support

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

Customer Support:

(800) 800-9822

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

Dealer Sales:

Telephone: (800) 410-2745

Distribution Sales:

Telephone: (800) 410-2745

International Sales:

Telephone: (203) 744-3600

International Support:

Telephone: (203) 744-0860

Web Site:

<http://www.taa.com>

End User Support

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

System Administration Support

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

Installation Support

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

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

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

Application Support

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

Chapter 2: Getting Started

Using Amanda as a Voice Server or a Standalone System

This guide explains how to administer Amanda as either a voice server or a standalone system. If Amanda was installed as a voice server, you can switch back and forth between the two by typing the following at the DOS prompt:

`server on` (to switch from server mode to standalone mode)

or:

`server off` (to switch from standalone mode to server mode)

Press Enter.

From the DOS prompt (C:\AMANDA), you can type `SERVER` or `AVER` and press Enter to see what mode Amanda is in. If it is already in the mode you want, type `AMANDA` (and Enter) to restart Amanda.

NOTE: While in server mode, 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.)

Starting Amanda

To start Amanda:

1. Turn on the computer on which Amanda is installed.

Amanda displays:

```
Do you want to run SCANDISK(Y/N)?
```

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

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

Next Amanda displays the mode she is in (voice server or standalone system) followed by:

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

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

If Amanda is in voice server mode, you see:

```
Amanda@Work.Group/DOS is now up and running.
```

```
Type 's' to begin shutdown.
```

If Amanda is in standalone-system mode, she displays the Main screen. The word **Main** appears in the upper right corner of the screen.

Amanda Monitor, one of the Windows client applications, displays the same information as the Main screen.

NOTE: At step 3, press N to access system files or perform system tests with an Amanda Company representative. After performing those operations (or if you press N accidentally), restart Amanda by typing AMANDA at 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, she displays a panic message and immediately shuts down. For Brooktrout

voice boards, these are PBX and TON files. For The Amanda Company voice boards for Norstar, these are GTD and CMP files.

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 <i>n</i> causes Amanda to write to disk after every <i>n</i> lines. (By default, Amanda writes to the trace file every 1024 characters.) New installations run with /T/S1300 and store the last three trace files as well as the current one. Amanda creates a new trace file every time she restarts. 1300 kilobytes is suitable for copying to 1.44 MB floppy disks. |
| /S[n] | Limits the size of the trace file to the last <i>n</i> kilobytes of information. |
| /Pn | Restricts trace information to port <i>n</i> . Use two digits, such as 01 or 12, to indicate the port. |

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

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

Shutting Amanda Down

Amanda should always be shut down—not just powered off. You can shut down Amanda manually from the computer on which she is running. You can also schedule her to shut down automatically once a week on a specific day at a specific time. This section explains how to do a manual shutdown. For information about automatic shutdowns, see *Installing Amanda@Work.Group/DOS*.

To shut down Amanda:

1. Do one of the following:
 - If Amanda is running as a standalone system:
Press Alt+S.
 - If Amanda is running as a voice server:
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.

Changing the Password

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

To change Amanda's password:

1. If Amanda is running, shut down the Amanda system as explained in "Shutting Amanda Down" on page 20 (but don't power off).
2. Change to the AMANDA directory—unless you are there already. At the DOS prompt, type:
`CD C:\AMANDA`
Press Enter.
3. Now that the DOS prompt reads C:\AMANDA, type:
`setup`
Press Enter.
The Configuration Utility menu appears.
4. Press 4 (if your system uses Brooktrout voice boards) or 2 (if your system uses The Amanda Company voice boards for Norstar).
The System Configuration menu appears.
5. Press G for General Configuration.
The General Configuration menu appears.
6. Press P for Password.
The Password screen appears at the top.
7. Type a new password using up to eight characters; then press Enter.
Remember that the password is case sensitive.
8. Press F10 to save the new password.

9. Press Y to exit the screen.
10. Press Esc repeatedly to exit the Setup utility.

Specifying a Time Zone



For Amanda Voice Server only: 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



If you are running Amanda as a voice server, Amanda Monitor lets you view the real time status of the Amanda Voice Server from a workstation on your Local Area Network (LAN). The icon to the left indicates the sections of this chapter that pertain to Amanda Monitor.



If you are running Amanda as a standalone system, you use the Main screen for this purpose. The icon to the left indicates the sections of this chapter that pertain to the Main screen.

The current status includes:

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

Using Amanda Monitor



If you are using Amanda as a voice server, you use Amanda Monitor to monitor the server from your workstation. If you are using Amanda as a standalone system, you use the Main screen on the computer that runs Amanda.

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 settings, which are AMANDASERVER for the Server Name and 0 for Local Area Network Adapter (LANA), are accurate in most cases. See your network administrator to be sure.

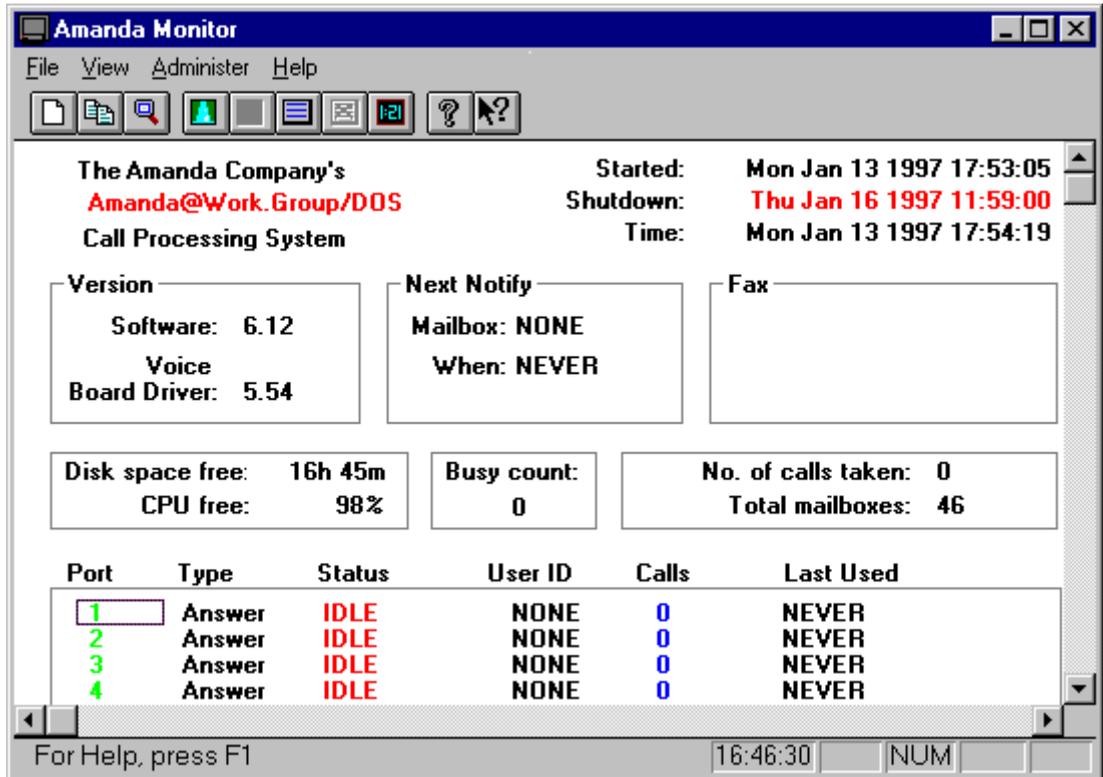
3. Click OK.

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 Voice Server:

- 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 Voice Server.
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 ours 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. For details about each status, see “General Information” on page 38.
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...	<p>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.</p> <p>To start the trace, on the Administrator menu, click Trace to File then Start.</p>
	Copy...	<p>Copies a file from your PC or from the voice server to another PC or to another file within the voice server.</p> <p>You can also copy files from your PC to your PC or from the voice server to the voice server.</p> <p>If you are copying from or to a local PC, the Browse button is available.</p>
	Administrator	<p>Allows you to start Amanda Administrator from Amanda Monitor.</p>
	Log On	<p>Allows you to log back on to Amanda Voice Server if you have been disconnected.</p>
	Exit	<p>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.</p>
View	Toolbar	<p>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.</p>
	Status Bar	<p>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.</p>

Menu	Command	Description
Admini- ster	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 voice 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.
	Ports...	Allows you to reset a single port on the system without having to shut the system down.
	Time...	Allows you to change the system's date and time.
Help	Contents	Displays a list of topics available on the online Help.
	Using Help	Displays information on how to use online Help.
	About Monitor...	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 voice server to another PC or to another file within the voice server. You can also copy files from your PC to your PC or from the voice server to the voice 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 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 Voice Server, 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.

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

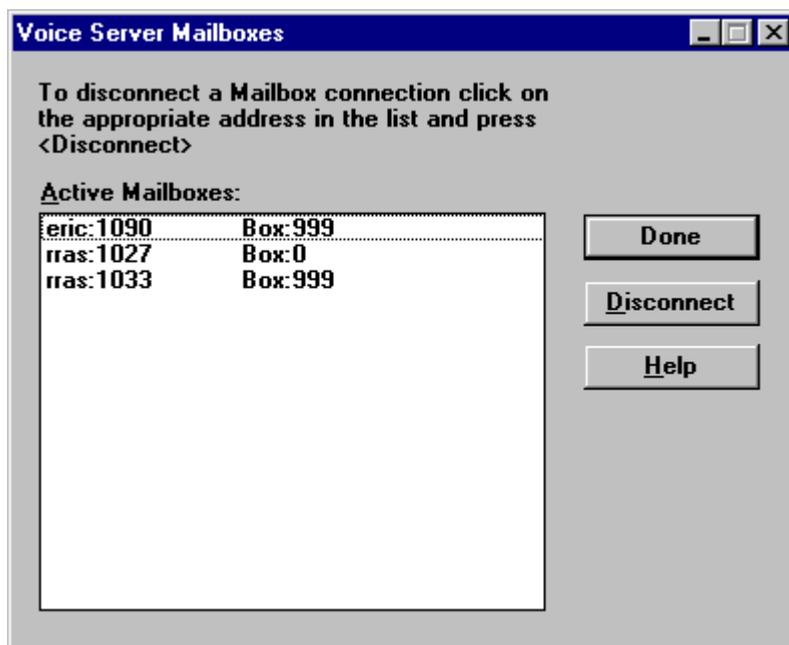


If you are running Amanda as a voice server, you can display a list of the mailboxes currently connected to the voice server as clients. You can also disconnect those mailboxes from Amanda Monitor.

To display a list of mailboxes:

1. On the Administer menu, click Mailboxes....

The Voice Server Mailboxes dialog box appears.



For example, 122U means that Mailbox 122 is using one of the client programs. 999A means that there is currently a connection with the Amanda Administrator program. 999M means that there is currently a connection to the Amanda Monitor. The Mailboxes... command allows you to select a Client Connection and disconnect it.

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 mailbox:

1. On the Administer menu, click Mailboxes....
The Voice Server Mailboxes dialog box appears.
2. Select a user from the Active Mailbox list box then click Disconnect.
3. Repeat step 1 as necessary.
4. Click Done to exit.

Resetting the Date and Time



You can reset Amanda's date and time while she 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



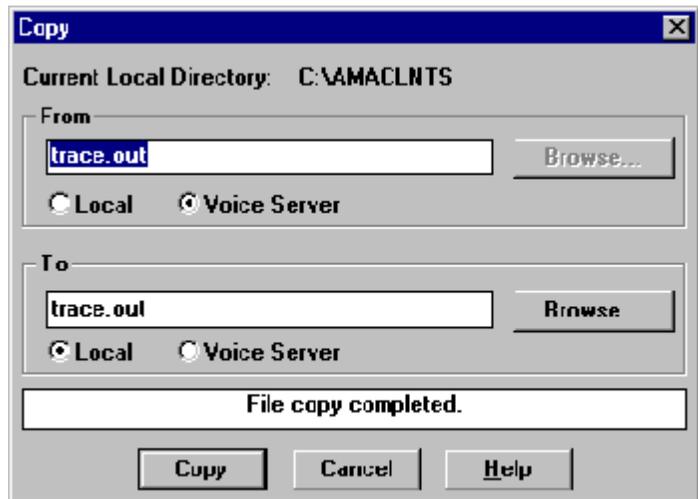
You can copy files without shutting down Amanda. You can copy files between your workstation and the voice server. You can also copy files from one location on your workstation to another or from one location on the voice server to another.

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

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

Using the Main Screen



If you are using Amanda as a standalone system, you use the Main screen on the computer that runs Amanda. If you are using Amanda as a voice server, you use Amanda Monitor to monitor the server from your workstation.

The Main screen lets you view the real time status of the Amanda standalone system. The current status includes the version number, system usage information, the number of mailboxes, hard disk space, when the system was last started and when it will be shut down next, port number and type, port activity status, and fax modem status.

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

The Main Screen

Users	Reports	Shutdown	Filecopy	Date/Time	Autocreate	Main			
The Amanda Company's Amanda@Work.Group/DOS Call Processing System Version 6.12/5.54		Usage: 0/78%	Users: 157	Time: 07/21/95 10:53:07	Started: 07/18/95 03:13:00				
		Space: 21:4755%	Calls: 1267	Shutdown: 07/25/95 01:30	Faxes: 1: Idle				
		Notify	At 07/21/95 10:53:00						
Port	Mailbox	Status	Calls	Last	Port	Mailbox	Status	Calls	Last
1/A	103	PCPM	375	10:53	13/A	132	BUSY	21	10:53
2/A	117	RECORDING	202	10:51	14/A	173	RECORDING	18	10:51
3/A	129	HANGUP	104	10:53	15/A	128	HANGUP	17	10:53
4/A	146	LOGIN	97	10:50	16/A	124	LOGIN	16	10:49
5/A	990	GREETING	83	10:53	17/A	101	BUSY	15	10:53
6/A	165	BUSY	71	10:53	18/A	119	GREETING	14	10:50
7/A	991	GREETING	52	10:53	19/A	169	IDLE	11	10:30
8/A	132	ANSWER	40	10:53	20/A	113	IDLE	9	10:33
9/A	154	EXECUTE	39	10:53	21/A	103	IDLE	5	9:34
10/A	133	RNA	28	10:53	22/A		IDLE	0	NEVER
11/A	990	GREETING	28	10:53	23/A		IDLE	0	NEVER
12/A	137	CHAIN	22	10:53	24/N	117	DIAL	47	10:53

Menu Bar



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

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

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

Shutdown Alt+S shuts down Amanda.

Filecopy	Alt+F allows you to copy a file (for example to copy C:\AMANDA\TRACE.OUT to a diskette).
Date/Time	Alt+D allows you to change the system date and time.
Autocreate	Only for Amanda systems that use The Amanda Company voice boards for Norstar. Alt+A allows you to create a mailbox for each extension defined for the KSU.

General Information



Amanda displays general system information in the Main screen below the menu bar.

Version	The current version of Amanda followed by the current version of the driver.
Usage	The percentage of CPU idle time. This fluctuates and is heavily dependent on the kind of CPU as well as the activity of the voice ports, the modem, and the serial ports.
Users	The total number of mailboxes currently defined.
Space	The amount of free disk space still available for message storage, in both hours of recording time and percentage of total disk space.
Calls	The total number of answered calls since the last start-up.
Notify	Displays the notification that Amanda is performing or the word NEVER if there is no pending notification.
Time	The current time (in the 24-hour format).
Started	The time at which Amanda was last started.

Shutdown	The next time Amanda is scheduled to shut down automatically. Shutdowns can be scheduled daily, weekly, or never as defined by Amanda's system configuration options.
Faxes	The fax status. Usually you see a number for each fax modem (1–4) and the status Idle, Send, or Receive (depending on whether the fax is waiting, sending data, or receiving data). If this field is blank, the configuration options for your fax modem are not accurate.

Amanda shows the current activity of each port in columns.

Port	The number of each port, followed by a letter indicating the mode that port is in: A (answer) or N (notification) mode.																		
Mailbox	The current mailbox being accessed on that port, or the last mailbox accessed if the port is now IDLE.																		
Status	The current activity on that port. These include: <table> <tr> <td>ANSWER</td> <td>The PCPM tone indicates that there was an answer</td> </tr> <tr> <td>BUSY</td> <td>The PCPM tone indicates that the extension is busy</td> </tr> <tr> <td>CHAIN</td> <td>Processing a Done, Busy, or RNA chain</td> </tr> <tr> <td>DIAL</td> <td>Dialing</td> </tr> <tr> <td>ERROR</td> <td>The PCPM tone indicates that there was an error</td> </tr> <tr> <td>EXECUTE</td> <td>Processing a mailbox</td> </tr> <tr> <td>FATAL</td> <td>Fatal error occurred and port is reset to IDLE.</td> </tr> <tr> <td>FIND</td> <td>Using the employee directory</td> </tr> <tr> <td>GREETING</td> <td>Playing the greeting</td> </tr> </table>	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
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
Calls		The total number of calls made or answered on that port
Last		The last time the port started activity or went off-hook

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. Press Ctrl+Home.
2. Press Alt+P.
3. Type the two-digit port number. Port 1 is 01, port 11 is 11, and so forth.

To display trace information on the screen:

1. From the Main screen, press Ctrl+Home.
The screen blanks and you hear a beep.
2. Press Alt+T to start the trace.

Stop the trace by pressing Alt+O or Esc.

Resetting the Date and Time



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

To reset the date and time:

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

The System Date/Time screen appears.

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

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

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

Copying Files



You can copy files without shutting down Amanda. Using the Main screen, you can copy files:

- From one location on the system to another
- To or from a floppy disk

To copy a file:

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

The Copy a File screen appears.

```
Copy a file

Copy From:
Copy To:
```

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

Chapter 4: Recording the Greetings

Calling Amanda

To perform the procedures in this chapter you need to use a telephone or Amanda Messenger. The telephone directions are provided here as they work for both voice servers and standalone systems. See *Amanda@Work.Group/DOS Workstation Features* for information about how to use Amanda Messenger 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/DOS* 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 213 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/DOS Workstation Features* for more information.

Sample Greetings for Mailbox 990

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

Greeting 1: 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 either Amanda Administrator or the Auto screen.

Using Amanda Administrator

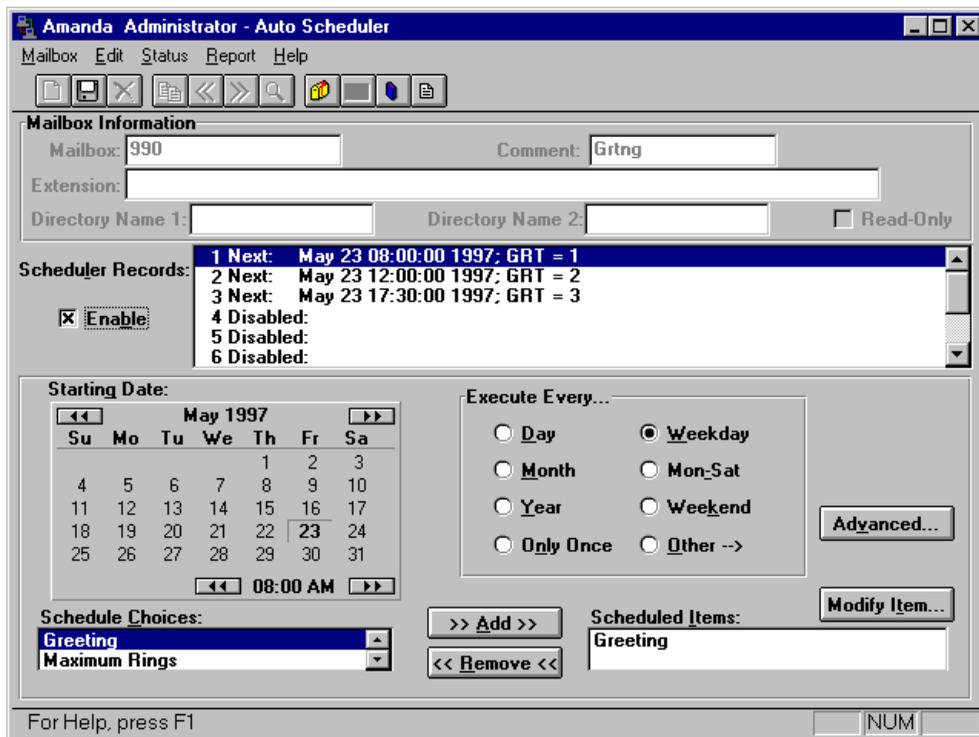


If you are running Amanda as a voice server, you use Amanda Administrator to create scheduling records. For more information, see “Creating Scheduling Records” on page 156.

The following figures and explanations show how to schedule the four greetings in “Sample Greetings for Mailbox 990” on page 46. 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.

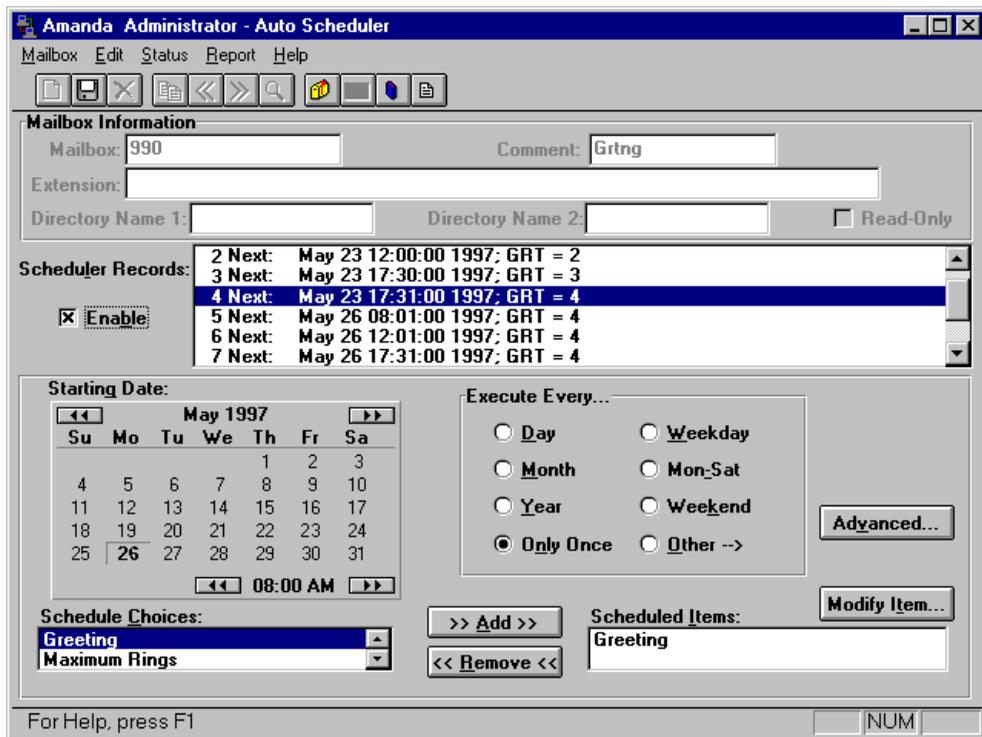
The following figure of the Auto Scheduler window shows the settings for the first scheduling record. This record starts greeting 1.



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.

Using the Auto Screen



If you are running Amanda as a standalone system, you use the Auto screen to create scheduling records. For more information, see “Creating Scheduling Records” on page 165.

The following figures and explanations show how to schedule the four greetings in “Sample Greetings for Mailbox 990” on page 46. 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 screen shows the settings for the first scheduling record. This record starts greeting 1.

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

The next figure of the Auto screen shows the settings for the second and third scheduling record which start greetings 2 and 3.

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

The next four figures of the Auto screen show 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.

The following figure of the Auto screen shows the settings for the scheduling record that overrides the Friday evening use of greeting 3 (the office is closed) on May 23. Notice that this and the other records for the holiday are enacted only once, rather than on a regular basis. Setting all the And Every fields (months, days, hours, and minutes) to 0 insures that Amanda performs the scheduled change only once. Because of that, it is not necessary to restrict this record to particular days of the week—although you can.

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox: 990	Comment: GREETING	Security Code:
Extension:		
Directory Name 1:	Directory Name 2:	
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 NEXT: 05/23/97 12:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 2 NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 NEXT: 05/23/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 4 <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>		
Enabled	Change On: 05/23/1997 At 17:31	Restrict To: M T W T F S S
YES	And Every: 0 month(s) 0 day(s)	Y Y Y Y Y Y Y
	0 hour(s) 0 minute(s)	Next Change: 05/23/97 17:31
Extension:		
Rings: 0	Do Not Disturb ON	Call Screening: OFF Greeting #: 4

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

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox: 990	Comment: GREETING	Security Code:
Extension:		
Directory Name 1:	Directory Name 2:	
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 NEXT: 05/23/97 12:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 2 NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 NEXT: 05/23/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 4 NEXT: 05/26/97 08:01; RNA -> 0 DND -> ON CS -> OFF GRT -> 4 <DISABLED> <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>		
Enabled	Change On: 05/26/1997 At 8:01	Restrict To: M T W T F S S
YES	And Every: 0 month(s) 0 day(s)	Y Y Y Y Y Y Y
	0 hour(s) 0 minute(s)	Next Change: 05/26/97 08:01
Extension:		
Rings: 0	Do Not Disturb ON	Call Screening: OFF Greeting #: 4

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

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
Mailbox: 990	Comment: GREETING	Security Code:
Extension:		
Directory Name 1:	Directory Name 2:	
<pre> NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1 NEXT: 05/23/97 12:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 2 NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 3 NEXT: 05/23/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 4 NEXT: 05/26/97 08:01; RNA -> 0 DND -> ON CS -> OFF GRT -> 4 NEXT: 05/26/97 12:01; RNA -> 0 DND -> ON CS -> OFF GRT -> 4 <DISABLED> <DISABLED> <DISABLED> <DISABLED> </pre>		
Enabled	Change On: 05/26/1997 At 12:01	Restrict To: M T W T F S S
YES	And Every: 0 month(s) 0 day(s)	Y Y Y Y Y Y Y
	0 hour(s) 0 minute(s)	Next Change: 05/26/97 12:01
Extension:		
Rings: 0	Do Not Disturb ON	Call Screening: OFF Greeting #: 4

The next figure of the Auto screen shows the settings for the scheduling record that overrides the Monday evening use of greeting 3 on May 26.

Save	Esc/EXIT PgDn/NEXT PgUp/PREV	Auto
-------------	------------------------------	-------------

Mailbox: 990	Comment: GREETING	Security Code:
Extension:		
Directory Name 1:	Directory Name 2:	

NEXT: 05/23/97 08:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 1
NEXT: 05/23/97 12:00; RNA -> 0 DND -> ON CS -> OFF GRT -> 2
NEXT: 05/23/97 17:30; RNA -> 0 DND -> ON CS -> OFF GRT -> 3
NEXT: 05/23/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 4
NEXT: 05/26/97 08:01; RNA -> 0 DND -> ON CS -> OFF GRT -> 4
NEXT: 05/26/97 12:01; RNA -> 0 DND -> ON CS -> OFF GRT -> 4
NEXT: 05/26/97 17:31; RNA -> 0 DND -> ON CS -> OFF GRT -> 4
<DISABLED>
<DISABLED>
<DISABLED>

Enabled	Change On: 05/26/1997 At 17:31	Restrict To: M T W T F S S
YES	And Every: 0 month(s) 0 day(s)	Y Y Y Y Y Y Y
	0 hour(s) 0 minute(s)	Next Change: 05/26/97 17:31

Extension:			
Rings: 0	Do Not Disturb ON	Call Screening: OFF	Greeting #: 4

More Holiday Samples

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

Amanda Administrator Field	Amanda Administrator Setting	Auto Screen Field	Auto Screen Setting
Enable	Checked	Enabled:	YES
Starting Date (and Time)	01/01/96 08:01	Change On:	01/01/96 At: 08:01
Execute Every...	Year	And Every:	12 month(s) 0 day(s) 0 hour(s) 0 minute(s)
Day	Check every day, Sunday through Saturday	Restrict To:	MTWTFSS YYYYYY
		Extension:	(blank)
		Rings:	0
		Do Not Disturb:	ON
		Call Screening:	OFF
Greeting	3	Greeting #:	1–7, the number of the holiday greeting

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

Recording Caller Instructions

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

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

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

See “Appendix A: Setup Sheets” on page 213 for greeting worksheets.

To record the caller instructions:

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

For example:

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

5. Press # as soon as you finish speaking.
6. After any recording, you can:
 - Review the recording by pressing 1.
 - Rerecord by pressing 2.

- Add to the end of the recording by pressing 3.
 - Cancel the recording by pressing 4.
7. Save the recording by pressing 9.
 8. To finish, hang up.
- NOTE:** The caller instructions are very important, because Amanda plays them whenever she has no other specific instructions.
- NOTE:** You can also record this greeting using Amanda Messenger. See *Amanda@Work.Group/DOS 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

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

Using Amanda Administrator

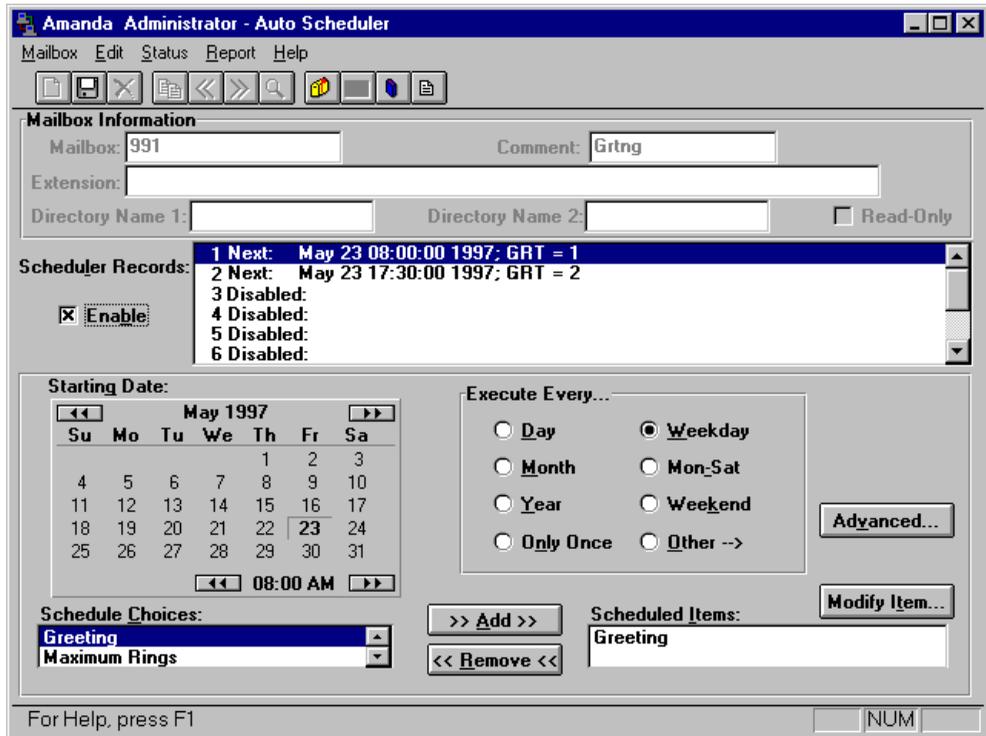


If you are running Amanda as a voice server, you use Amanda Administrator to create scheduling records. For more information, see “Creating Scheduling Records” on page 156.

The following figures and explanations show how to schedule the two greetings in “Sample Instructions for Mailbox 991” on page 59. 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.



Greetings 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.

Using the Auto Screen



If you are running Amanda as a standalone system, you use the Auto screen to create scheduling records. For more information, see “Creating Scheduling Records” on page 165.

The following figures and explanations show how to schedule the two greetings in “Sample Instructions for Mailbox 991” on page 59. 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 screen shows the settings for the first scheduling record. This record starts greeting 1.

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

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

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

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 either the **Directory Name 1** or the **Directory Name 2** fields in

the Mailbox window of Amanda Administrator or the *Dir Name 1* and *Dir Name 2* fields on the Users screen.

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

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.
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/DOS Workstation Features* for more information.

Chapter 5: Setting Up Mailboxes

Overview

The design of Amanda@Work.Group/DOS 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.



If you are running Amanda as a voice server, you use Amanda Administrator to manage mailboxes across the LAN. The icon to the left indicates the sections of this chapter that pertain to Amanda Administrator.



If you are running Amanda as a standalone system, you use the Users screen to manage mailboxes. The icon to the left indicates the sections of this chapter that pertain to the standalone system.

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.

Using Templates with an Amanda/Norstar System



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

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

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

Asking the User for Preferences



Use the following User Questionnaire to determine what settings to give a new user. Based on the company decisions about calls, you can delete some questions from the questionnaire. See the company questionnaire in *Installing Amanda@Work.Group/DOS*. The “you” mentioned in the questionnaire is the user.

User Questionnaire

Question	Circle Response	Administrative Action to Mailbox Fields ¹
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 or <i>Maximum Rings</i> 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, she tells you who is calling and lets you decide to accept or reject each call. Do you want call screening to be permanently ON, permanently OFF, or under your control? ²	ON	Turn Call Screening or <i>Screen Calls</i> on. Turn the Lock on.
	OFF	Turn Call Screening or <i>Screen Calls</i> off. Turn the Lock on.
	under my control	Turn Call Screening or <i>Screen Calls</i> 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 or set <i>ID Call?</i> to on or YES.
	NO	Turn Identify Called Party off or set <i>ID Call?</i> to off or NO.

User Questionnaire (Continued)

Question	Circle Response	Administrative Action to Mailbox Fields ¹
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 or set <i>Screen Calls</i> to ON and <i>ID Call?</i> to YES. Amanda can tell the user either of the following: <ul style="list-style-type: none"> • Both who is calling and who the call is for. • Only who the call is for. This depends on the value of the <i>modified_call_screening</i> 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.
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 or set <i>D/T</i> to YES.
	NO	Turn Play Date & Time off or set <i>D/T</i> to NO.

¹ Names in **bold** are found in Amanda Administrator; names in *italics* are found on the Users screen for Amanda standalone system. Those in **bold** and *italics* have the same name in either interface.

² 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.)

Using Mailboxes



Mailboxes generally fall into two categories: personal and informational.

Personal Mailboxes

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

A personal mailbox stores:

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

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

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

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

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.

Using Amanda Administrator



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 the Amanda Administrator icon from the Amanda group.
The Administrator Logon dialog box appears.
2. Click Network Settings....

The Network Settings dialog box appears. Its default settings, which are AMANDASERVER for the Server Name and 0 for Local Area Network Adapter (LANA), are accurate in most cases. See your network administrator to be sure.

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), click OK, then select one of the newly created mailboxes.

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

Amanda Administrator - Mailbox

Mailbox Edit Status Report Help

Mailbox Information

Mailbox: Rita Johnson Comment: Security Code...

Extension: 102

Directory Name 1: Rita Directory Name 2: Johnson Read-Only

Options

Do Not Disturb Lock

Call Screening Lock

Identify Called Party

Play Date & Time

Record Name & Extension

Guests 1

Adjust Maximum Rings 4

Messages

Store Maximum Length: 180 sec.

Copy Messages To: none

Personal Greetings

RNA: After Hours 1 Max. Length: 45 sec. Lock

Custom Busy Max. Length: 45 sec. Lock

Groups

1 none none none

Chains

Done: none

RNA: none

Busy: none

Delay: 0 1/10 sec.

Menus

1 none 2 none 3 none

4 none 5 none 6 none

7 none 8 none 9 none

0 none

For Help, press F1 NUM

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.
	Autocreate Mailboxes...	(Only available when Amanda uses an Amanda Company voice board for Norstar) Allows you to automatically create mailboxes that correspond to the Norstar KSU's telephone extensions.
	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 Voice Server 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.

Menu	Command	Description
	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.
	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).
	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 Voice Server while you are using Amanda Administrator, you can log back on without exiting Amanda Administrator.

To log back on to Amanda Voice Server:

- On the Mailbox menu, click Log On.

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

Creating a Personal Mailbox



If you are running Amanda as a voice server, you create mailboxes using Amanda Administrator. 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 68 for details.

3. Do one of the following:

- If your Amanda system uses Brooktrout voice boards, type a comment in the Comment text box. (Use up to 17 characters.)

For example, for an information mailbox, you might refer to the menu or data the mailbox provides.

- If your Amanda system is connected to a Norstar KSU, the Comment field is replaced with the Set Name field. You can type the set name (up to 7 characters) or use Autocreate to fill all the Set Name field automatically. See “Creating Mailboxes Automatically” on page 81.

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@Large.Office* 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, she records a mes-

sage 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 95.

Creating a Mailbox for Someone Without a Telephone

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

Creating Mailboxes Automatically



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

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

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

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

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

To autocreate mailboxes for extensions:

1. On the Mailbox menu, click Autocreate Mailboxes. (Any mailbox might be in the Mailbox field.)

The Enter Directory Numbers dialog box appears.

2. Amanda will create mailboxes for each Directory Number in the range you provide. Type the first and last numbers in the range of DNs in the Lowest Directory Number and Highest Directory Number text boxes, respectively. Then click OK.

The message “Your request has been successfully received by the voice server” should appear.

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

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

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

The other Basic Options fields are not evaluated, so their values do not matter for an 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 uses the Token Programming Language. For more details, see *Installing Amanda@Work.Group/DOS*.

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 68 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



If you are running Amanda as a voice server, 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)

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. Each name can contain up to 50 characters.

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.

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.

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.
Set Name	<p>If you are connected to a Norstar KSU using the Amanda Company voice board, you see Set Name instead of Comment in Amanda Administrator. The Set Name field can be automatically filled using the Autocreate command. Autocreate unconditionally resets this field with the name supplied by the telephone switching system for all Directory Numbers (DNs) included in the Autocreate extension range. DN is a Nortel acronym for Directory Number. The Norstar Set Name can also be entered manually into the Set Name field. For more information about Autocreate, see “Creating Mailboxes Automatically” on page 81.</p> <p>If you enter a Set Name, use upper case because Set Names, by convention, are upper case.</p>

Mailbox Fields (Continued)

Field	Description
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 <code>sec_code_display</code> has been set to true. (It's default is false.)
Extension	Contains the programmed dial actions Amanda should perform when she transfers a call that has accessed the mailbox and Do Not Disturb is OFF. Typically this field contains the extension that Amanda should ring. Amanda also allows you to program other call actions by using her Token Programming Language. Other call actions include: system paging for an urgent call, transferring to a remote number, and modifying Amanda's standard call processing. Use a maximum of 65 characters.
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.

Mailbox Fields (Continued)

Field	Description
Do Not Disturb Lock	<p>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.</p>
Call Screening Lock	<p>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.</p> <p>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.)</p> <p>Another method of screening calls is called Modified Call Screening. This feature is controlled by the configuration option <code>modified_call_screening</code>. 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.</p> <p>Setting <code>modified_call_screening</code> to false allows the user to hear information about both the caller and the called party before accepting or rejecting a call.</p> <p>Never use call screening with unsupervised (blind) transfers. The caller is asked for information that cannot be announced.</p>
Store Maximum Length	<p>When selected or YES, Amanda records and saves a message for the mailbox after playing the greeting. The maximum number of seconds for each message is defined by Maximum Length.</p> <p>NOTE: Even when this field is cleared or NO, Amanda takes a message if Copy Messages To specifies a valid mailbox.</p>

Mailbox Fields (Continued)

Field	Description
Copy Messages To	<p>When this setting is a valid mailbox, Amanda takes a message and stores a copy of it in that mailbox.</p> <p>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.</p>
Guests	<p>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 mailboxes that he is allowed. He must delete one before creating another.</p>
RNA Max. Length Lock	<p>Indicates which of the user's recorded greetings becomes the RNA (Ring No Answer) greeting. Amanda plays this greeting when any of the following is true:</p> <ul style="list-style-type: none"> • Do Not Disturb is 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. <p>If this field is 0, Amanda uses the system greeting ("Please leave a message for" followed by the Name/Extension recording for that mailbox).</p> <p>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.</p> <p>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.)</p> <p>For convenience, Amanda Administrator allows you to name your greetings.</p>

Mailbox Fields (Continued)

Field	Description
Custom Busy Max. Length Lock	<p>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.</p> <p>Maximum Length defines the maximum length in seconds for the custom busy greeting recorded by the user.</p> <p>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.)</p>
Identify Called Party	<p>When Identify Called Party is cleared and Amanda performs a supervised transfer, she plays a connection tone that only the called party can hear before she 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.</p>
Play Date & Time	<p>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.</p> <p>NOTE: A user can always get the message date/time by pressing 74 during the message regardless of this setting.</p>
Record Name & Extension	<p>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.</p>

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. A mailbox can belong to up to four groups. For convenience, Amanda Administrator allows you to name your groups. Even integrated calls cannot violate mailbox group rules.

Mailbox Fields (Continued)

Field	Description
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.
Created	The date and time that the mailbox was created. This appears in the Status window in Amanda Administrator.
Saved	The date and time that the mailbox was last saved. This appears in the Status window in Amanda Administrator.
Messages Current	The total number of messages currently in the mailbox. (The New field specifies the number of unheard messages. The Sec field contains the total number of seconds needed to hear this mailbox's messages.) This appears in the Status window in Amanda Administrator.
Messages Maximum	The maximum number of messages this mailbox has accumulated at one time. This appears in the Status window in Amanda Administrator.
Messages Total	The cumulative total of messages taken for this mailbox since its creation. This appears in the Status window in Amanda Administrator.
Conn Secs	The total amount of seconds callers accessed this mailbox. This appears in the Status window in Amanda Administrator.
User Secs	The total amount of seconds the user was logged on to this mailbox. This appears in the Status window in Amanda Administrator.

Mailbox Fields (Continued)

Field	Description
Statistics Started	The date and time since creation or the last reset of this mailbox's statistics. This appears in the Status window in Amanda Administrator.
Calls	The total number of times the mailbox was processed. This appears in the Status window in Amanda Administrator.
Transfers	Shows the total number of times Amanda successfully transferred a call to the User's extension. This appears in the Status window in Amanda Administrator.
Logins	Shows the total number of times the User logged on to this mailbox. This appears in the Status window in Amanda Administrator.
Notifies	Shows the total number of times Amanda successfully notified this mailbox. This appears in the Status window in Amanda Administrator.
Faxes	The total number of Faxes that have been received. This appears in the Status window in Amanda Administrator.
Urgent	The total number of urgent messages that have been received. This appears in the Status window in Amanda Administrator.

Using the Users Screen



When you use Amanda as a Standalone, you can create, modify, and delete mailboxes from the Users screen.

To access the Users screen:

1. From the Main screen (which has **Main** in the upper right corner), press Alt+U.

The password dialog box appears.

2. Type in the password. (The default password is AMandA, with the first two and the last letter capitalized.)

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

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

3. In the Mailbox field, type the new mailbox or an existing mailbox.

If you typed an existing mailbox, press Enter to display that mailbox's current settings.

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

The Users Screen

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

The Users screen has the following parts:

menu bar

The rectangle at the top of the Users screen. The left side displays menu commands that you can access by pressing Alt plus the first letter of the selection. For example, pressing Alt+S saves a new or modified mailbox. The right side lists keys on the keyboard and the actions they perform. For example, pressing Esc allows you to exit the Users screen and return to the Main screen.

User Information	Just below the menu bar. The fields in this area provide the minimum information Amanda requires for defining a mailbox. See “Mailbox Field Reference” on page 89 for more details.
Basic Options	Just below the User Information and on the left side of the screen. The fields in this area define the options for the mailbox. For example, to screen calls, the Screen Calls? field must be set to ON. See “Mailbox Field Reference” on page 89 for more details.
Chains and Menus	Just below the User Information and on the right side of the screen, opposite the Basic Options. The fields in this area control what happens to the caller if the user does not answer the telephone. See “Mailbox Field Reference” on page 89 for more details.
Groups	Amanda cannot go from one mailbox to another unless the two mailboxes belong to the same group. A mailbox can belong to as many as four groups. Generally, all mailboxes belong to Group 1 so that Amanda can go from the company greeting and caller instructions to the mailbox for the person being called.
Statistics	The bottom rectangle on the screen contains statistical information collected by Amanda about the mailbox. This information can be used in generating reports. See “Mailbox Field Reference” on page 89 for more details.
Status bar	The bottom line of the screen (not shown in the figure) contains a one-line description of the selected field.

To change a field:

1. Select the field. The selected field is highlighted, and a description about it appears in the status bar. When you first access the Users screen, the Mailbox field is selected. Do any of the following:
 - To move from one area to the next, press Tab.
 - To move from one field to the next, press Enter, Up Arrow, or Down Arrow.

- To return to the Mailbox field, press Home.
 - For help (which appears near the bottom of the screen and provides more information about the selected field), press F1. After reading the help, press Esc to return to the Users screen.
2. Do one of the following:
 - Type the value you want. (You can also use the Backspace, Delete, Right Arrow, and Left Arrow keys to edit a field.)
 - To toggle the value in the field (from YES to NO, ON to OFF, and so on), press the spacebar.
 3. Press Enter.

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

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

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

Creating a Personal Mailbox



If you are running Amanda as a standalone system, you create mailboxes using the Users screen. For more information, see “Using a Template” on page 68, “Using Templates with an Amanda/Norstar System” on page 69, and “Asking the User for Preferences” on page 69.

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

For details about the differences between personal and information mailboxes, see “Using Mailboxes” on page 72.

To create a personal mailbox:

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

Amanda copies the information for the new mailbox from the mailbox template. See “Using a Template” on page 68 for details.

2. Do one of the following:

- If your Amanda system uses Brooktrout voice boards, type a comment in the Comment text box. (Use up to 17 characters.)

For example, for an information mailbox, you might refer to the menu or data the mailbox provides.

- If your Amanda system is connected to a Norstar KSU, the Comment field is replaced with the Set Name field. You can type the set name (up to 7 characters) or use Autocreate to fill all the Set Name field automatically. See “Creating Personal Mailboxes Automatically” on page 103.

3. Type a security code or bypass this field by pressing Enter only.
4. Type a value into the Extension field, then press Enter.

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

122H

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

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

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

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

6. Type the user's last name in the Dir Name 2 field, then press Enter.
7. Set the other fields as appropriate. Press F1 for help or use "Asking the User for Preferences" on page 69.
8. When you are done, press Alt+S to save the mailbox.

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

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

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

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

To keep a mailbox out of the employee directory, leave Dir Name 1 and Dir Name 2 blank.

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 114.

Creating a Mailbox for Someone Without a Telephone

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

Creating Personal Mailboxes Automatically



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

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

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

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

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

To create mailboxes for extensions automatically:

1. From the Main screen, press Alt+A to run Autocreate.
A message informs you, "Updating Set Names. Press Enter to continue or Esc to terminate."
2. Press Enter.
The Enter Directory Numbers dialog box appears.
3. Amanda will create mailboxes for each Directory Number in the range you provide. Type the first number in the range of DNs in the Lowest Directory Number text box. Then press Enter.

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

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

5. Press Enter.

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

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

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

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

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

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 the standalone system are:

Extension: blank

Dir Name 1: blank

Dir Name 2: blank

Do Not Disturb: ON

Lock: ON
Store Messages? NO
Copy Messages To: blank
Delay: 30-60¹ (when the Menu fields are used)

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

The other Basic Options fields are not evaluated, so their values do not matter for an 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 uses the Token Programming Language. For more details, see *Installing Amanda@Work.Group/DOS*.

Creating a Range of Mailboxes from an Existing Mailbox



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

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

To create a range of mailboxes based on another mailbox:

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

2. Press Alt+C.

The Range To Copy To dialog box appears.

3. Type the number for the first mailbox in the range, then press Enter.
4. Type the number for the last mailbox in the range, then press Enter.

Amanda creates the specified mailboxes by copying the fields from the current mailbox. See “Using a Template” on page 68 for a list of the fields that are copied.

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

Modifying an Existing Mailbox



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

To modify a mailbox:

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

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

2. Change the desired fields.
3. Press Alt+S to save your changes.

4. Press Y when asked if you want to overwrite this mailbox.
5. Press Esc to return to the Main screen.

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

Moving from One Mailbox to Another



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

To identify a mailbox and go to it:

1. On the Users screen, press Alt+T.

The Table screen displays all the currently defined mailboxes in numerical order, along with the contents of the Comment/Set Name, Extension, Dir 1 Name, and Dir 2 Name fields. For each mailbox, the table also displays the total number of messages (and their total length in seconds).

2. Select a mailbox from the table using Page Down, Page Up, and the arrow keys. Then press Enter.

Amanda displays the selected mailbox.

Deleting an Existing Mailbox



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

To delete a mailbox:

1. Type the mailbox in the Mailbox field, then press Enter.
2. Press Alt+D and confirm the deletion by pressing Y.

Amanda automatically removes all messages and recordings related to the mailbox.

To delete mailboxes from the Mailbox Table:

1. From the Users screen, select Alt+T.
Amanda displays a table of currently defined mailboxes.
2. Use the arrow keys to select the mailbox to be deleted.
3. Press Delete.
4. Amanda asks for verification. Press Y, D, or N:
 - Y means YES, you are sure.
 - D means don't ask anymore. Once D is selected, Amanda does not ask for verification again until you exit the table. This is helpful when you have many mailboxes to delete.
 - N means *don't* delete this mailbox after all.

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

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

Mailbox Field Reference



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

Mailbox Fields

Field	Description
Mailbox	Represents the number that Amanda uses to access the mailbox. It 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.
Set Name	<p>If you are connected to a Norstar KSU using the Amanda Company voice board, you see Set Name instead of Comment in the Users screen. The Set Name field can be automatically filled using the Autocreate command. Autocreate unconditionally resets this field with the name supplied by the telephone switching system for all Directory Numbers (DNs) included in the Autocreate extension range. DN is a Nortel acronym for Directory Number. The Norstar Set Name can also be entered manually into the Set Name field. For more information about Autocreate, see “Creating Mailboxes Automatically” on page 81.</p> <p>If you enter a Set Name, use upper case because Set Names, by convention, are upper case.</p>
Security Code	The up-to-eight digit security code that permits access to 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 <code>sec_code_display</code> has been set to true. (It’s default is false.)

Mailbox Fields (Continued)

Field	Description
Extension	Contains the programmed dial actions Amanda should perform when she transfers a call that has accessed the mailbox and Do Not Disturb is OFF. Typically this field contains the extension that Amanda should ring. Amanda also allows you to program other call actions by using her Token Programming Language. Other call actions include: system paging for an urgent call, transferring to a remote number, and modifying Amanda's standard call processing. Use a maximum of 65 characters.
Dir Name 1	Amanda uses this information to automatically build 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.
Dir Name 2	Same as Dir 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 screen or you cannot access the read-only field.
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
<p>Screen Calls?</p> <p>Lock</p>	<p>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.” 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.</p> <p>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.)</p> <p>Another method of screening calls is called Modified Call Screening. This feature is controlled by the configuration option <code>modified_call_screening</code>. When set to true (default), and a mailbox has both Screen Calls? ON, and ID Call? set to YES, the person who answers the call hears which mailbox the call is for and then hears the Call Screening menu. The caller is not asked for his name and com-</p>
<p>Store Messages?</p> <p>Max</p>	<p>When selected or YES, Amanda records and saves a message for the mailbox after playing the greeting. The maximum number of seconds for each message is defined by Max.</p> <p>NOTE: Even when this field is cleared or NO, Amanda takes a message if Copy Messages To specifies a valid mailbox.</p>
<p>Copy Messages To</p>	<p>When this setting is a valid mailbox, Amanda takes a message and stores a copy of it in that mailbox.</p> <p>When Store Messages? is YES and Copy Messages To contains a valid mailbox, Amanda 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 set the Store Messages? field to NO and leave Copy Messages To blank.</p>

Mailbox Fields (Continued)

Field	Description
Message Volume	The current volume at which messages are played back. The range for the volume settings is -8 (softest) to 8 (loudest) for Brooktrout voice boards and 1 to 9 for the Amanda Company voice board for Norstar. The default volume is 0 for Brooktrout and 5 for the Amanda Company voice board for Norstar.
Guests	Indicates the number of guest mailboxes that a user can create. When the number is -1 in Amanda standalone, this mailbox cannot access the Guest mailbox features of Amanda. When it is greater than 0, the user can create that number of additional Guest mailboxes. As he creates or deletes a Guest mailbox, this number is automatically decreased or increased by 1. When the number is 0, the user has created all the Guest mailboxes that he is allowed. He must delete one before creating another.
Current Greeting Max	<p>Indicates which of the user's recorded greetings becomes the RNA (Ring No Answer) greeting. Amanda plays this greeting when any of the following is true:</p> <ul style="list-style-type: none"> • Do Not Disturb is 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. <p>If this field is 0, Amanda uses the system greeting ("Please leave a message for" followed by the Name/Extension recording for that mailbox).</p> <p>Max defines the maximum number of seconds allowed for each greeting. A value of 0 acts as a lock. It prevents the user from recording or changing greetings.</p>

Mailbox Fields (Continued)

Field	Description
Busy Message? Max	<p>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.</p> <p>Max defines the maximum length in seconds for the custom busy greeting recorded by the user.</p> <p>In Amanda standalone, a value of 0 acts as a lock and prevents the user from recording or changing his busy greeting.</p>
ID Call?	<p>When ID Call? is NO and Amanda performs a supervised transfer, she plays a connection tone that only the called party can hear before she connects the caller. When ID Call? is YES, Amanda plays the Name/Extension recording of the mailbox that was called. This is particularly useful when two or more mailboxes ring the same telephone extension. Messages are stored with different mailboxes, so each users' messages are private.</p>
D/T?	<p>Indicates whether Amanda plays the date and time of the message. When D/T? is YES, Amanda plays the date/time when that message was recorded followed by the message itself. When cleared or set to NO, the date/time is not given before playing the message.</p> <p>NOTE: A user can always get the message date/time by pressing 74 during the message regardless of this setting.</p>
Name/Ext?	<p>The Name/Extension field controls whether users can record their names and extensions. When NO, Amanda prevents the user from recording his name and extension. When YES, the user can record his name and extension. If there is no Name/Extension recording, Amanda defaults to saying the mailbox number.</p>

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. A mailbox can belong to up to four groups.
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 Fields (Continued)

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	The total number of messages currently in the mailbox. (The New field specifies the number of unheard messages. The Sec field contains the total number of seconds needed to hear this mailbox's messages.)
Messages Maximum	The maximum number of messages this mailbox has accumulated at one time.
Messages Total	The cumulative total of messages taken for this mailbox since its creation.
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.

Mailbox Fields (Continued)

Field	Description
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.



If you are running Amanda as a voice server, you use Amanda Administrator to create, edit, and delete notification records. The icon to the left indicates the sections of this chapter that pertain to Amanda Administrator.



If you are running Amanda as a standalone system, you use the Notify screen for this purpose. The icon to the left indicates the sections of this chapter that pertain to the standalone system.

Selecting a Port for Notification



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

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

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

With dedicated notification, port 1 is used:

- Only for notification

BUT that port

- *Cannot* take incoming calls

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

When a port is dedicated to notification, it is identified by an N in the Amanda Monitor main window on the standalone system's Main screen. Otherwise the port is identified by an A (for Answer) because it can answer calls.

With restricted notification, one port is used:

- Only for notification

AND that port

- *Can* take incoming calls

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

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

Norstar KSU's must use restricted notification.

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.

Using Amanda Administrator



If you are using Amanda as a voice server, you use Amanda Administrator to manage notification records.

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.

Amanda Administrator - Notify

User ID Edit Status Report Help

User Information

User ID: Rita Johnson 102 Comment: Extension

Extension: 13

Directory Name 1: Rita Directory Name 2: Johnson Read-Only

Notification Records:

1	Message Notify; SMTWT S 0:00 - 23:59; 0 min init wait; 1 min wait; 0 tries
2	Disabled STRTA-E LGHT OF4; SMTWTFS 0:00 - 23:59; 0 min init wait; 2 min wait; 1 tries
3	Disabled
4	Disabled
5	Disabled COM1-5D LGHT ON; SMTWTFS 0:00 - 23:59; 0 min init wait; 2 min wait; 1 tries
6	Disabled
7	Disabled
8	Disabled
9	Disabled
10	Disabled

Title: Message Notify Enable Variable: yui

View Template... Modify/New...

For Help, press F1 NUM

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.

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 notifi-

cation 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 143 and, for more information about the Token Programming Language, see *Installing Amanda@Work.Group/DOS*.

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 121.

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 143 and, for more information about the Token Programming Language, see <i>Installing Amanda@Work.Group/DOS</i> .
Days	Define the days on which this notification can occur by doing one of the following: <ul style="list-style-type: none">• 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 she 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  to change Options.
3. Press  to change the notification variable. (This is a silent option.)
4. Amanda says, "Enter the number of the notification record to change."
5. Press   for notification records 1 through 9 or  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.

Using the Notify Screen



If you are running Amanda as a standalone system, you manage notification records using the Notify screen.

The Notify Screen

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

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

Menu bar	The rectangle at the top of the screen. The left side displays menu commands that you can access by pressing Alt plus the first letter of the selection. For example, pressing Alt+S saves a new or modified notification record. The right side lists keys on the keyboard and the actions they perform. For example, pressing Esc allows you to exit the Notify screen and return to the Users screen.
User Information	Just below the menu bar. The fields are a copy of the user information from the Users screen. They identify the mailbox.
Notification Records List	In the middle of the screen. It displays a one-line description of each enabled notification record. The description contains the template's title, the days and times for notification, the delay between receiving the message and performing the first notification, and the delay between the first and subsequent notifications. There are ten records available for each mailbox. To select a record from the list, press Page Up and Page Down.
Selected Record's Fields	At the bottom of the screen. It displays the fields for the notification record selected from the Notification Records List. Use this area to change notification records and/or the templates on which they are based. To move from field to field, press Enter, Tab and Shift+Tab, or Up Arrow and Down Arrow.

Creating a Notification Record and a Notification Template



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

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

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

2. Press Alt+N to access the Notify Screen.

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

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

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

- e. In the Notify After field, type the number of minutes Amanda should wait before performing this notification record after the reason for notification (for example, the arrival of a message) occurs.

For example, if the user usually checks his messages every hour, you can tell Amanda to notify him about messages an hour after they arrive. Then the notification occurs only if he fails to check for them himself.

- f. In the Continue Every field, type the number of minutes Amanda should wait between notification attempts.

For example, you might notify the user every 15 minutes after the first notification until he finally gets the message.

- g. In the Max Times field, type the number of times Amanda should perform this notification.

For example, you might stop notification after 10 attempts. A zero means unlimited notification attempts, but The Amanda Company does not recommend using zero as a setting for this field.

- h. In the Title field, type a brief description of what this notification does (for example, Pager, Message Light On, or Home Number). It is best to use a unique description.

- i. In the Type field, press F2; then use Up Arrow and Down Arrow to select a type of notification:

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

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

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

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

Press Enter to return to the Notify screen.

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

See “Examples of Notification Methods” on page 143 and, for more information about the Token Programming Language, see *Installing Amanda@Work.Group/DOS*.
 - k. Use the Variable field only if the Method field contains the token %V. If so, type the telephone number that Amanda will substitute for %V when she executes this notification record. Press Enter.
5. To save the new notification record:
 - a. Press Alt+S.

Because this is a new record that is not defined by a template, you are prompted:
Add new Template? [NY]
 - b. Press Y to create a new template or N to cancel.
 6. Press Esc to return to the Users screen.

Creating a Notification Record from an Existing Template



Creating a record from an existing template means that most of the work is done for you. You supply only the Variable field (if %V is used in the Method field) and enable the record. Otherwise, you are really creating both a new template and a new record simultaneously. See “Creating a Notification Record and a Notification Template” on page 121.

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

To create a notification record from an existing template:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+N.
3. Press Page Down until a <Disabled> record is selected from the Notification Records List.

4. Press Alt+T.

A list of templates appears.

5. Press Up Arrow and Down Arrow until you find the template you want to use, then press Enter.

The information from the template is copied to the Notify screen. The contents of the Enabled and Variable fields is not part of the template and not copied to the screen.

6. Press the spacebar to change the Enabled field from NO to YES.
7. If %V appears in the Method field, type a value for the Variable field (usually a telephone or pager number).
8. Press Alt+S to save this notification record as part of the current mailbox.

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

You are prompted:

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

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

Modifying Templates



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

To modify an existing notification template:

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

2. Press Alt+N.

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

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

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

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

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

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

See “Notification Record Fields” on page 140 for details.

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

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

You are prompted:

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

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

If you changed a template field, you are prompted:

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

Do one of the following:

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

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

Notification Record Fields

Field Name	Description
Enabled	Determines whether a specific notification record is active. To toggle between YES and NO, press the spacebar.
MTWTFSS	Stands for Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. Amanda performs notification on the specified days of the week. To toggle between Y and N, press the spacebar.
From and To	Defines the starting and ending times for notification of each day specified using a 24-hour format (00:00 to 23:59). For example, 5:30 P.M. is 17:30. (The From field must always be less than the To field.)
Notify After	Defines the number of minutes Amanda waits before performing notification after the reason for notification (for example, the arrival of a message) occurs. Range is 0 to 9999.
Continue Every	Specifies how many minutes Amanda waits between attempts—if she makes more than one attempt. Range is 0 to 9999.
Max Times	The number of times Amanda should perform this notification successfully. The range is 0 to 255. The default is 1. If the value is 0, Amanda continues until the user has played every new message. NOTE: Successful is defined by Amanda completely performing each action given in the Method field (defined below).
Title	A comment field that should remind you what each notification template does (for example, Message Light On and Message Light Off).

Notification Record Fields

Field Name	Description
Type	Defines what condition activates this notification. There are five types. Press F2 to see the list of types, use Up Arrow and Down Arrow to select a type, then press Enter to return to the Notify screen.
Variable	The telephone number that Amanda substitutes for %V when she executes this notification record. If the Method field does not contain the token %V, this field is ignored. CAUTION: If the Method field contains the token %V and this telephone number or extension is invalid, the system might lock up. Additionally, make sure your telephone lines are toll restricted.
Method	See “Examples of Notification Methods” on page 143 and, for more information about the Token Programming Language, see <i>Installing Amanda@Work.Group/DOS</i> .

Disabling a Notification Record



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

To disable a notification record:

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

The Notify screen appears. The first notification record in the Notification Records List is selected.

3. Press Page Down until the record to be disabled is selected.
The cursor is positioned at the Enabled field at the bottom of the screen.
4. Press spacebar to change the Enabled field from YES to NO.
5. To save your change, press Alt+S.
You are prompted:
OVERWRITE Notification record? [NY]
Press Y to change the current notification record or press N to cancel.

Changing Notification Telephone Numbers



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

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

To change a notification record's Variable field:

1. From the Users screen, type the number for the mailbox in the Mailbox field, then press Enter.
2. Press Alt+N.
The first notification record in the Notification Records List is selected.
3. Press Page Down until the record to be disabled is selected.
The cursor is positioned at the Enabled field at the bottom of the screen.
4. Press Tab until the Variable field is selected.
5. Type the new number.

6. To save your change, press Alt+S.

You are prompted:

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

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

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 144 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.

Norstar Notification Records

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

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

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

The notification records attached to the template are:

```
LIGHT ON          @K* ( %U , 1 )
LIGHT OFF         @KF ( "#1 " ) %U
```

The @ character in a notify method stops Amanda from going off hook and from pausing for two seconds as she terminates the string of tokens. The K*() and KF() tokens were designed for Norstar. Always use @ to start a Method field that contains the K*() or KF() token.

When designing other notification records for Amanda systems that use a Norstar KSU, remember that:

- In general, if you would start a Norstar operation by pressing the Feature key, you should use the @ character at the beginning of the method.
- If you would start the operation by pressing the Intercom key or lifting the handset, do NOT use the @.

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 Waiting¹ <i>Notify After²</i>	Retry Every <i>Continue Every</i>	For <i>Max Times</i>
Record 1	0	5	0
Record 2	15	5	0
Record 3	30	5	0

¹ The top row lists the name of the field in Amanda Administrator.

² The second row lists the name of the field for the standalone system.

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

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

Chapter 7: Automatic Scheduling

Overview

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

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

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

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

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

There are no templates for scheduling records. However, you can add the records used by most or all users to the mailbox template (by default, mailbox 997). For example, if most employees work from 8 A.M. to 5 P.M., you can create a scheduling record that turns Do Not Disturb on in the evening. Then after-hours callers do not have to wait while the telephone

rings the maximum number of times. They hear the user's RNA (Ring No Answer) greeting immediately. A second scheduling record must turn Do Not Disturb off in the morning. If all employees use Greeting 1 as a work hours greeting and Greeting 2 as an after-hours greeting, these same two records can also change the RNA greeting from 1 to 2 and back again.

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

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

Some of the options that a scheduling record controls can be changed by users from their telephones 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.



If you are running Amanda as a voice server, you use Amanda Administrator to create, edit, and delete scheduling records. The icon to the left indicates the sections of this chapter that pertain to Amanda Administrator.



If you are running Amanda as a standalone system, you use the Auto screen for this purpose. The icon to the left indicates the sections of this chapter that pertain to the standalone system.

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 Date/Time option from the Main screen of the standalone system or 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 she applies scheduling records to mailboxes. The locks block changes made by users via the telephone or Amanda Messenger only.

Using Amanda Administrator



If you are running Amanda as a voice server, you use Amanda Administrator to create scheduling records for individual mailboxes.

Creating Scheduling Records

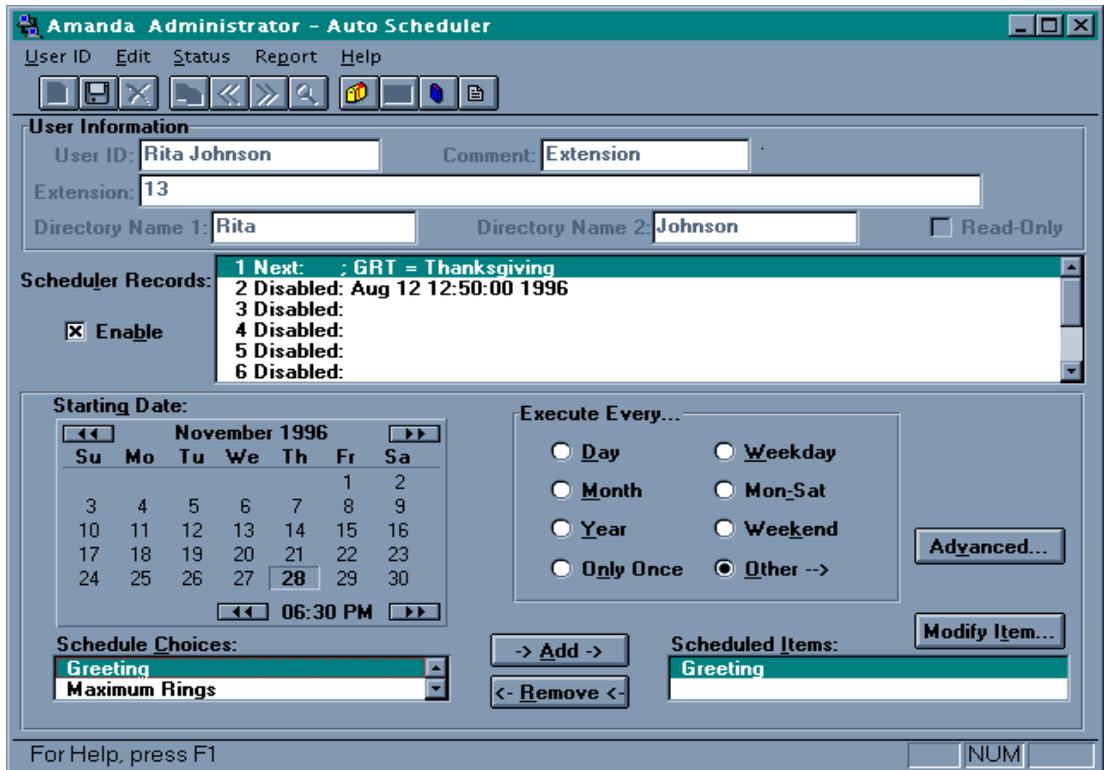


When you create a scheduling record, you specify both what the record does and under what conditions it can be executed.

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

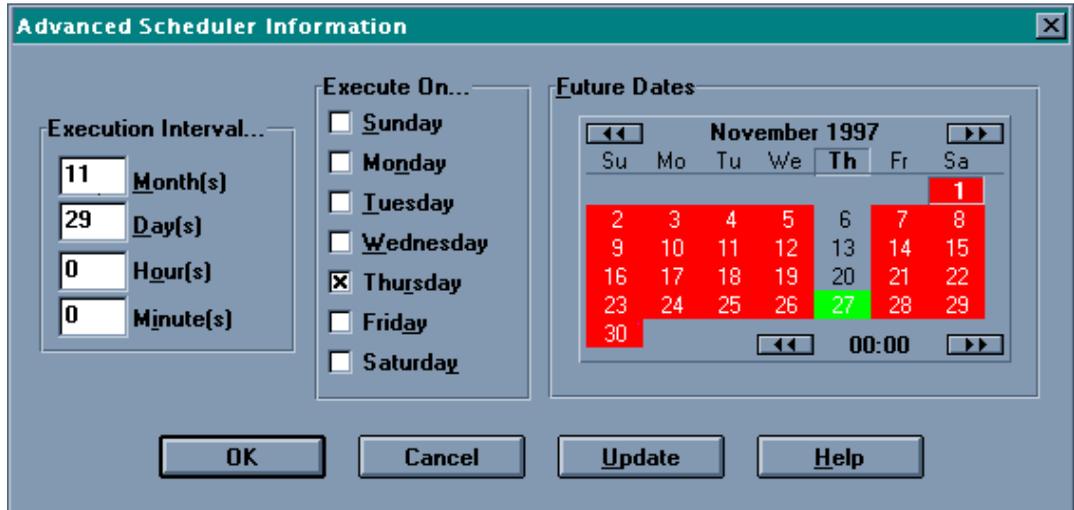
When you select Only Once, Amanda disables the record immediately after she executes it.

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 she 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).

Using the Auto Screen



If you are running Amanda as a standalone system, you use the Auto screen to manage scheduling records for individual mailboxes.

The Auto Screen

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

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

Creating Scheduling Records



To create a scheduling record:

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

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

3. Press Page Up and Page Down to select an available <Disabled> record.
The Enabled field at the bottom of the screen is automatically selected so you can begin defining the record.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

CAUTION: Amanda's automatic scheduling takes place even if the fields are locked. (Locks affect changes made via the telephone only.)

If you use an invalid greeting number, such as 9, the Current Greeting is changed to 1 instead.

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

Modifying Scheduling Records



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

- The starting date.
- The interval between executions and the days on which execution is allowed.

- What the record does. You can change:
 - The mailbox's Call Screening option
 - Its Do Not Disturb option
 - The contents of its Extension field
 - The greeting used when there is no answer
 - The number of rings that occur before Amanda decides no one will answer

To modify a scheduling record:

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

Scheduling Record Fields

Field	Description
Enabled	Determines whether a specific scheduling record is active. To toggle between YES and NO, press the spacebar.
Change On	Defines the starting date for the scheduling record using the MM/DD/YYYY format. Type your changes.
At	Defines the starting time for the scheduling record using a 24-hour format (00:00 to 23:59). For example, 5:30 P.M. is 17:30. Type your changes.

Scheduling Record Fields (Continued)

Field	Description
And Every	Defines the number of months, days, hours, and/or minutes Amanda waits before repeating this scheduling record. Type your changes, pressing Tab to move from field to field.
Restrict To: MTWTFSS	Defines what days of the week Amanda performs the scheduled changes. MTWTFSS stands for Monday through Sunday. To toggle between Y (for Yes) and N (for No), press the spacebar.
Next Change	Specifies the date and time that Amanda next performs the scheduled changes. This field is automatically updated by Amanda and is display-only.
Extension	Specifies the new contents for the mailbox's Extension field. Edit this field using Right Arrow and Left Arrow to move the cursor. Type in any changes.
Rings	Defines the number of rings Amanda listens to before determining that the call is unanswered.
Do Not Disturb	Specifies whether Do Not Disturb should be on or off. Press the spacebar to toggle between ON and OFF.
Call Screening	Specifies whether Screen Calls? should be on or off. Press the spacebar to toggle between ON and OFF.
Greeting	Specifies the number of the greeting to be played when the call is unanswered. 0 stands for the system greeting.

Disabling a Scheduling Record



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

To disable a scheduling record:

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

2. Press Alt+A.

The Auto screen appears. The first record in the Scheduling Records List is selected.

3. Press Page Down until the record to be disabled is selected.

The cursor is positioned at the Enabled field at the bottom of the screen.

4. Press spacebar to change the Enabled field from YES to NO.

5. To save your change, press Alt+S.

You are prompted:

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

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

Example: Changing User's Greetings

This example assumes the following:

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

For more examples, see "Sample Scheduling Records for Mailbox 990" on page 47 and "Sample Scheduling Records for Mailbox 991" on page 60.

Record	Amanda Administrator Field	Amanda Administrator Setting	Auto Screen Field	Auto Screen Setting
1	Enable	Checked	<i>Enabled:</i>	YES
	Starting Date (and Time)	08/22/95 08:00	<i>Change On:</i>	08/22/95 At: 08:00
	Execute Every...	Weekday	<i>And Every:</i>	0 month(s) 1 day(s) 0 hour(s) 0 minute(s)
			<i>Restrict To:</i>	MTWTFSS Y Y Y Y Y N N
			<i>Extension:</i>	(blank)
			<i>Rings:</i>	0
	Do Not Disturb	OFF	<i>Do Not Disturb:</i>	OFF
			<i>Call Screening:</i>	ON or OFF (depending on the user's needs)
Greeting	1	<i>Greeting #:</i>	1	

Record	Amanda Administrator Field	Amanda Administrator Setting	Auto Screen Field	Auto Screen Setting
2	Enable	Checked	<i>Enabled</i>	YES
	Starting Date (and Time)	08/22/95 18:00	<i>Change On:</i>	08/22/95 At: 18:00
	Execute Every...	Weekday	<i>And Every:</i>	0 month(s) 1 day(s) 0 hour(s) 0 minute(s)
			<i>Restrict To:</i>	M T W T F S S Y Y Y Y N N
			<i>Extension:</i>	(blank)
			<i>Rings:</i>	0
	Do Not Disturb	ON	<i>Do Not Disturb:</i>	ON
			<i>Call Screening:</i>	OFF
	Greeting	2	<i>Greeting #:</i>	2

Chapter 8: Generating Reports

Overview

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

- To find out who is storing vast numbers of messages, create a report that lists mailboxes and their message statistics.
- To review the contents of the employee directory, you can create a report that lists mailboxes and the directory names associated with them.
- To monitor use of the Amanda system, create a report that lists mailboxes and their numbers of calls, 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.



If you are running Amanda as a voice server, you use Amanda Administrator to create reports. The icon to the left indicates the sections of this chapter that pertain to Amanda Administrator.



If you are running Amanda as a standalone system, you use the Report screen for this purpose. The icon to the left indicates the sections of this chapter that pertain to the standalone system.

Example Report

page 1		Amanda Administrator Report		Fri Apr 26 14:32:41 1996	
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.

Using Amanda Administrator



If you are running Amanda as a voice server, you use Amanda Administrator to manage reports.

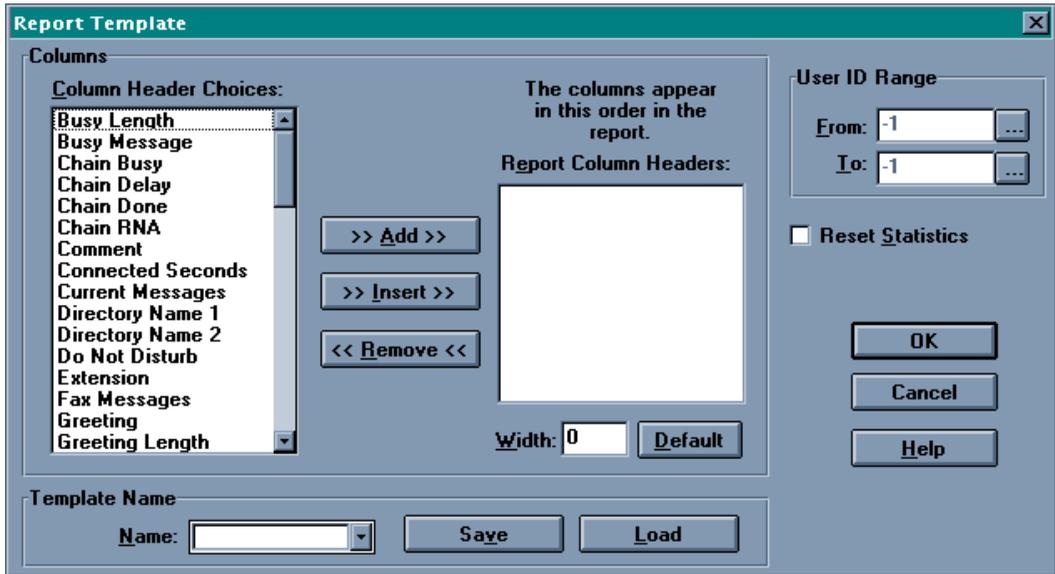
Creating Reports and Report Templates

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

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

To create a report:

1. 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 Voice Server, 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.

Using the Reports Screen



If you are running Amanda as a standalone system, you use the Report screen to manage reports.

The Reports Screen

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

menu bar

The rectangle at the top of the Reports screen. The left side displays menu commands that you can access by pressing Alt plus the first letter of the selection. For example, pressing Alt+S saves a new or modified report. The right side lists keys on the keyboard and the actions they perform. For example, pressing Esc allows you to exit the Reports screen and return to the Main screen.

User Information

Just below the menu bar. These fields provide the minimum information Amanda requires for defining a mailbox. See “Mailbox Field Reference” on page 89 for more details.

Basic Options	Just below User Information and on the left side of the screen. These fields define the options for the mailbox. For example, to screen calls, the Screen Calls? Field must be set to ON. See “Mailbox Field Reference” on page 89 for more details.
Chains and Menus	Just below User Information and on the right side of the screen, opposite Basic Options. These fields control what happens to the caller if the user does not answer the telephone. See “Mailbox Field Reference” on page 89 for more details.
Statistics	The bottom rectangle on the screen contains statistical information collected by Amanda about the mailbox. This information can be used in generating reports. See “Mailbox Field Reference” on page 89 for more details.
Status bar	The bottom line of the screen (not shown in the figure) contains a one-line description of the selected field.

Creating Reports and Report Templates

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

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

To create a report:

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

3. Press Enter.

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

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

For example, placing a 1 in the Mailbox field in the Reports screen makes the Mailbox field the first column of data in the report. Placing a 2 in the Extension field, a 3 in Dir Name 1 field, a 4 in Dir Name 2 field, a 5 in Total field, and a 6 in front of “new” in the Current field defines the second through sixth columns. See “Example Report” on page 174.

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

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

A mailbox range dialog box appears.

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

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

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

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

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

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

9. Press Enter.

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

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

11. Use Page Up, Page Down, Up Arrow, and Down Arrow to view additional rows of the report.
12. To return to the Reports screen to adjust the columns or save the report definition as a template, press Esc.

To change the width of a column:

- As you type a number in the field to create a report, type a colon and then the new width of the column.

For example, 2:50 makes the second column 50 characters wide.

To save the report definition as a template:

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

Creating Reports from Templates



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

To create a report from an existing template:

1. Access the Reports screen. (From the Main screen, press Alt+R and enter the password.)
2. Press Alt+L to load a report.

The Load Which Report dialog box appears.

3. Select a report template:
 - a. Press F2 to see a list of the report templates that have been saved.
 - b. Use Up Arrow and Down Arrow to select a report (the name shows the .RPT extension).
 - c. Then press Enter.
 - d. The name of the selected report appears in the Load Which Report dialog box.

NOTE: You can type the name of a report template that has been saved directly into the Load Which Report dialog box. You don't need to type the RPT extension.
 - e. Press Enter again.

The name of the selected report appears in the Load Which Report dialog box.
4. Press Alt+R to run the report.

A mailbox range dialog box appears.
5. Type the first mailbox to be included in the report in the First Mailbox text box then press Enter.
6. Type the last mailbox to be included in the report in the Last Mailbox text box then press Enter.

NOTE: To include all mailboxes, leave both the First Mailbox and Last Mailbox fields blank.
7. (Optional.) To reset the statistics for these mailboxes, press the spacebar to toggle the Reset Statistics When Done? field from NO to YES.

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

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

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

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

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

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

Printing Reports



Printed reports can have a variety of uses. You can post the results, make copies for a meeting, or file them for later reference. If you are running Amanda as a standalone system, you use the Report screen to print reports from a printer attached to Amanda.

To print the report:

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

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

Saving Reports as Files



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

To save the report as a file:

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

The Copy Report To dialog box appears.

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

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

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

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

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

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

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

Chapter 9: Using the Administrator Mailbox

Administering Amanda by Telephone

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

**Log into
Amanda**

When you see this symbol in this chapter, use one of the methods of logging into Amanda and identifying yourself. See *Using Amanda@Work.Group/DOS 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.

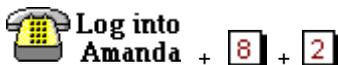
After any recording:

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:

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

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.

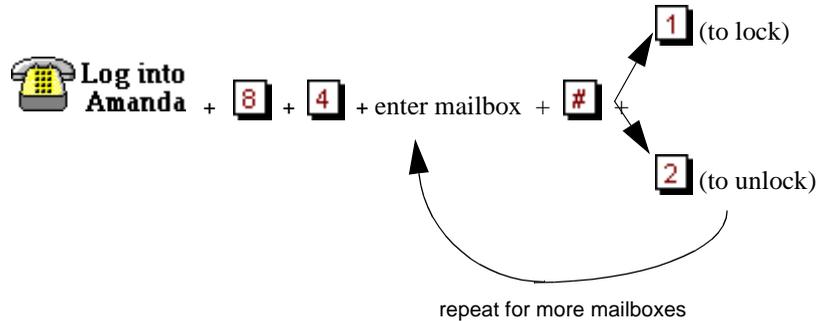
If you create HOLD0.VOX, HOLD1.VOX, etc. Amanda plays them after HOLD.VOX if the extension remains busy. Each one is created as HOLD.VOX, and must be changed to HOLDx.VOX with a DOS command:

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

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

Locking and Unlocking Mailboxes

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

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

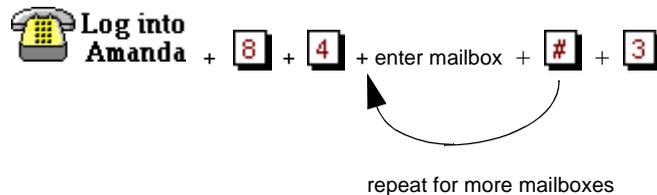
1. Re-enter the last mailbox then press #.
2. Press 9 to return to a previous menu.

Resetting Mailboxes

Resetting a mailbox reinitializes it to its default settings. Amanda copies all the field information from the mailbox template (usually mailbox 997) to the specified mailbox and the statistics for the mailbox are reset to zero. See “Using a Template” on page 68 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/DOS Telephone Features* and *Using Amanda@Work.Group/DOS 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

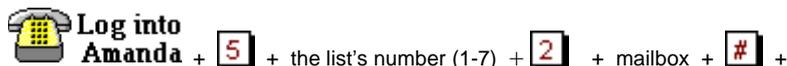
The system status option informs you about Amanda's status. It includes the amount of disk space, port usage, and the date and time.

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, 1-7, in mailbox 999 is available to all users and can be accessed as a user sends or forwards a message to a list. Users must enter * followed by the system list number to use the list with a message.

To create a system-wide mailing list:

(repeat for each mailbox)



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



**Log into
Amanda**

+ **4** + **4** + ***** + number of the system list +

2 (to record) + **9** (to save the recording) + **3** (to send)

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

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

Resetting the Date and Time

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

To reset Amanda's date and time:



Log into

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

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

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

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

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

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

3 (the month) +
04 (the day of the month) +
99 (the year) + **#** (to finish the date) +
9 (the hour) + **05** (the minutes) + **#** (to finish the time) + **1**
 (for A.M. when prompted)

Setting Up the Administrator Mailbox from the Computer

Amanda@Work.Group/DOS 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/DOS*.

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 121 and “Creating a Notification Record from an Existing Template” on page 126. See *Installing Amanda@Work.Group/DOS* for more

information about setting the diskwarn configuration option or contact your Amanda Marketing Partner or Solution Provider.



If you are running Amanda as a voice server, you use Amanda Administrator to edit mailbox 999.



If you are running Amanda as a standalone system, you use the Users screen to edit mailbox 999.

Mailbox 999

Amanda Administrator - User ID

User ID Edit Status Report Help

User Information

User ID: ... Comment: Security Code...
 Extension:
 Directory Name 1: Directory Name 2: Read-Only

Options

Do Not Disturb Lock
 Call Screening Lock
 Identify Called Party
 Play Date & Time
 Record Name & Extension
 Guests
 Adjust Maximum Rings

Messages

Store Maximum Length: sec.
 Copy Messages To: ...

Personal Greetings

RNA: ... Max. Length: sec. Lock
 Custom Busy Max. Length: sec. Lock

Groups

...

Chains

Done: ...
 RNA: ...
 Busy: ...
 Delay: 1/10 sec.

Menus

1	<input type="text" value="none"/> ...	2	<input type="text" value="none"/> ...	3	<input type="text" value="none"/> ...
4	<input type="text" value="none"/> ...	5	<input type="text" value="none"/> ...	6	<input type="text" value="none"/> ...
7	<input type="text" value="none"/> ...	8	<input type="text" value="none"/> ...	9	<input type="text" value="none"/> ...
	0 <input type="text" value="none"/> ...				

For Help, press F1

Mailbox 999

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

Chapter 10: Using Utilities

Backing Up and Restoring Files

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

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

Syntax: `backrest`

To back up or restore files:

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

```
backrest
```

The computer displays:

Amanda Backup and Restore Utility Version 1.6

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

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

Deleting Mailboxes and Mailing Lists

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

Deleting Mailboxes

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

Syntax: `delusers mailbox_list`

To delete one or more users:

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

```
delusers mailbox_list
```

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

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

Deleting Personal Mailing Lists

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

Syntax: `list_del mailbox list_number`

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

```
list_del 212 7
```

Displaying Message Information

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

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

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

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

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

To report on all mailboxes:

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

To store the information in a file:

- Type:
`msglist > output_filename`
where `output_filename` is the name or path to another file.

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

- Type:
`msglist | less`

To print the results rather than display or store them:

- Type:
`msglist > prn`

To display the information for mailbox 200 through mailbox 231:

- Type:
`msglist 200-231`

To display message information in European format:

(for mailboxes in the range 200–231 and in the range 300–320)

- Type:

```
mshlist -e 200-231 300-320
```

Validating Notification Templates

The VMBEdit utility checks that:

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

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

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

Syntax: `vmbedit`

Managing Text Files

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

Searching Text Files

The Grep utility searches the specified file from beginning to end for the specified string of characters. The search is case sensitive, which means that it differentiates between upper and lower case letters within the file.

Therefore, the *searchstring* must be typed exactly as it appears in the file. The Grep utility displays the lines of the file that contain those characters. This is useful when viewing trace files.

Syntax: `grep searchstring filename`

To display the results of the search on the screen:

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

To store the results in a file:

- Type (on one line):
`grep search_string input_filename > output_filename`
where `output_filename` is the name or path to another file.

To print the results rather than display or store them:

- Type:
`grep searchstring filename > prn`

For additional information on GREP.EXE, read C:\AMANDA\GREP.MAN. See also the Less utility, “Displaying Text Files (20 Lines at a Time)” on page 207.

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

JOVE Commands (Continued)

Action	Command
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

JOVE Commands (Continued)

Action	Command
To write the file to a different file name	Ctrl+X Ctrl+W
To exit	Ctrl+X Ctrl+C

Displaying Text Files (20 Lines at a Time)

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

Syntax: `less filename`

You can move around in the file:

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

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

At the C:\AMANDA> prompt, type:

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

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

```
less grep.man
```

Displaying the Last *n* Lines of Text Files

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

Syntax: `tail [-n] filename`

To display the last 20 lines of a file:

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

Performing Operations at Shutdown

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

```
@ECHO OFF
rem
rem Put your own customized operations for automatic shutdown here.
rem You may run backup jobs, disk defragmentation jobs or other tasks
rem of your own choosing.
rem
rem You may call other batch files from here, but you MUST USE THE CALL
rem command to invoke all other additional batch files, or ELSE YOU WILL
rem NEVER RETURN AND DO THE RESTART.
rem
rem Below are some sample operations to give you ideas.
rem
rem SCANDISK C: /CUSTOM
rem DEFRAG C: /F
rem
rem SCANDISK D: /AUTOFIX /NOSUMMARY
```

```

rem XCOPY C:\*.* D:\
rem
rem CD \TAPE
rem TAPE ERASE /Q/N="AMandA"
rem TAPE BACKUP /F="C:\AMANDA\AMANDA.TAG" /-C/-P/R/W
rem

```

Reviewing Installation History

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

Syntax: `history`

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

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

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

```

                                EXAMPLE HISTORY DISPLAY
*****
The currently installed system is:
Amanda@Work.Group/DOS Version 6.02 Revision A
Voice platform: RH-RDSP
The Stand-alone system is enabled.
Continue, or Quit[C,Q]?C
*****
Found installation of Amanda@Work.Group/DOS Version 6.02 Rev B
This installation was un-installed.
The prior product updated/upgraded was: Amanda@Work.Group/DOS 6.02 A.
The BUILD.ID for this installation is:
"BUILD 6.02 B.06"
Number of installation "starts" found for this product is:
6
The DISCARD program has been run one or more times on this installation!
View the SUMLOG file, or Continue ...[V,C]?C

```

```
*****
Found installation of Amanda@Work.Group/DOS Version 6.02 Rev A
This installation was an update/upgrade.
The prior product updated/upgraded was: Amanda@Work.Group/DOS 6.01 A.
The files backed up by this installation appear intact; an un-install
should be possible.
The BUILD.ID for this installation is:
"BUILD 6.02 A.15"
Number of installation "starts" found for this product is:
3
View the SUMLOG file, or Continue ...[V,C]?C
```

```
*****
Found installation of Amanda@Work.Group/DOS Version 6.01 Rev A
This installation was an update/upgrade.
The prior product updated/upgraded was: Amanda@Work.Group/DOS 6.00 C.
The files backed up by this installation appear intact; an un-install
should be possible.
The BUILD.ID for this installation is:
-Unknown-
Number of installation "starts" found for this product is:
3
One or more Un-install events were recorded for this product.
View the SUMLOG file, or Continue ...[V,C]?C
```

```
*****
Found installation of Amanda@Work.Group/DOS Version 6.00 Rev C
This installation was an update/upgrade.
The prior product updated/upgraded was: Amanda@Work.Group/DOS 6.00 B.
The files backed up by this installation appear intact; an un-install
should be possible.
The BUILD.ID for this installation is:
-Unknown-
Number of installation "starts" found for this product is:
1
View the SUMLOG file, or Continue ...[V,C]?C
```

```
*****
Found installation of Amanda@Work.Group/DOS Version 6.00 Rev B
This installation was an update/upgrade.
```

The prior product updated/upgraded was: Amanda@Work.Group/DOS 6.00 A.
The files backed up by this installation appear intact; an un-install
should be possible.

The BUILD.ID for this installation is:

-Unknown-

Number of installation "starts" found for this product is:

1

View the SUMLOG file, or Continue ...[V,C]?C

Found installation of Amanda@Work.Group/DOS Version 1.45 Rev B

This installation was an update/upgrade.

The prior product updated/upgraded was: Work.Group/DOS 1.45 A.

The files backed up by this installation appear intact; an un-install
should be possible.

The BUILD.ID for this installation is:

-Unknown-

Number of installation "starts" found for this product is:

1

View the SUMLOG file, or Continue ...[V,C]?C

Found installation of Amanda@Work.Group/DOS Version 1.45 Rev ?

This installation was an update/upgrade.

The prior product updated/upgraded was: Amanda@Work 5.45 B.

Un-installing this installation will result in a bare machine.

The BUILD.ID for this installation is:

-Unknown-

Number of installation "starts" found for this product is:

1

View the SUMLOG file, or Continue ...[V,C]?C

Found installation of Amanda@Work Version 5.45 Rev B

This installation was an update/upgrade.

The prior product updated/upgraded was: Amanda@Work 5.45 A.

The files backed up by this installation appear intact; an un-install
should be possible.

The BUILD.ID for this installation is:

-Unknown-

Number of installation "starts" found for this product is:

1

View the SUMLOG file, or Continue ...[V,C]?C

Found installation of Amanda@Work Version 5.45 Rev ?

This installation was an update/upgrade.

The prior product updated/upgraded was: -Unknown-

The files backed up by this installation appear intact; an un-install should be possible.

The BUILD.ID for this installation is:

-Unknown-

Number of installation "starts" found for this product is:

1

View the SUMLOG file, or Continue ...[V,C]?C

Found installation of Amanda@Work Version 5.45 Rev B

This installation was an update/upgrade.

The prior product updated/upgraded was: Amanda@Work 5.45 A.

The files backed up by this installation appear intact; an un-install should be possible.

The BUILD.ID for this installation is:

-Unknown-

Number of installation "starts" found for this product is:

1

View the SUMLOG file, or Continue ...[V,C]?C

Found installation of Amanda@Work Version 5.45 Rev ?

This installation was an update/upgrade.

The prior product updated/upgraded was: -Unknown-

The files backed up by this installation appear intact; an un-install should be possible.

The BUILD.ID for this installation is:

-Unknown-

Number of installation "starts" found for this product is:

1

View the SUMLOG file, or Continue ...[V,C]?

Appendix A: Setup Sheets

Company Greeting Example

Mailbox 990 Preassigned

<i>Greeting</i>	<i>The caller will hear:</i>	<i>The greeting will play:</i>
1	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. Sat- urday through 8 P.M. Monday

Setup Sheets



Caller Instructions Example

Mailbox 991 Preassigned

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

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

Mailboxes assigned to menu choices:

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

Setup Sheets

Amanda®

Mailbox with Greetings

Mailbox Number: _____

Comment: _____

Greeting	The caller will hear:	Greeting plays:
1		Time: Days:
2		Time: Days:
3		Time: Days:
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
411	Reserved for Employee Directory
990	Reserved for Main Greeting
991	Reserved for Caller Instructions
992	Reserved
993	Reserved
994	Reserved
995	Reserved for Future Delivery
996	Reserved
997	Reserved
998	Reserved for Direct Send to Voice Mail
999	Reserved for System Administration

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

Setup Sheets

Amanda®

Notification Records

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

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

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

—Master Copy—

Make copies of this sheet prior to filling it out.

Appendix B:

Glossary

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

RJ-XX	Registered Jacks. Telephone and data plugs that are registered with the Federal Communications Commission (FCC).
RJ-11	Telephone jack (or plug) commonly used to connect telephones, modems, and fax machines. The red and green pair carry the conversation for one line. The black and white pair might light buttons, send signals, or go unused.
RJ-14	Telephone jack (or plug) commonly used to connect telephones, modems, and fax machines. The red and green pair carry the conversation for one line. The black and yellow pair carry the conversation for the second line.
class of service	A grouping of privileges and features assigned to a telephone in a system. Each mailbox in an Amanda system can be given all or any subset of the available privileges and features. There are no classes of service.
activation key	An integer supplied by 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)	<p>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.)</p> <p>Do not use Call Screening with an unsupervised transfer. If you do, the caller is screened, but the user never hears that recording.</p>

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 the Amanda Voice Server. The Amanda Clients have been written for Windows for Workgroups Version 3.11, but are also compatible with Windows 95.
Client Connection	An active communication link from one of the clients to the Amanda Voice Server.
Client Connection Bank (CCB)	A device, which contains a number of Client Connections, that is attached to the back of the Amanda Voice Server 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. <i>Components</i> “define” a message. For example, if a message is forwarded from another mailbox with a Message Prefix attached, that message contains two components. Similarly, if that message is then forwarded to another mailbox with another Message Prefix attached, that message contains three components.
compose	To build a message that consists of components.
data corruption	When the contents of some memory location or portions of a file residing on a disk or diskette is damaged and lost. This can occur due to power fluctuations, faulty hardware such as motherboard or memory chips, or software bugs.
dB level	Decibel level. Used to measure the volume of sound or noise.
DBF file	A file which is in dBase format. Amanda tokens can work with dBase format as well as ASCII files. A dBase format file must have a DBF extension if used with Amanda tokens.
dead/phantom call	The situation where the outside caller hangs up before the extension is answered by the user. This might result in the user hearing a fast busy (reorder tone) or just silence, depending on the telephone switching system and the CO.

dedicated notification	<p>When the first port of Amanda is set aside for notification only. It is displayed as 1/N (as opposed to 1/A) on the Main Screen of a standalone Amanda system. The port description is displayed as Notify (as opposed to Answer) on the Amanda Monitor.</p> <p>The extension connected to port 1 of Amanda must have outside access so that pager notification can be successful. You must make sure that no incoming calls are routed to port 1 and instead port 2 is designated as the first answer port. This is useful in eliminating notify collisions (glare condition). To achieve a dedicated notify, set the <i>n_ochan</i> parameter in the System Configuration Options file to 1 instead of 0.</p>
default values	<p>The values of parameters, variables, and user settings in Amanda when the system is first installed. The installer, the system administrator, or the user can change the default values using the keyboard (or DTMF from the telephone).</p>
defaults box	<p>Mailbox 997 is set up with reasonable default values for each Mailbox field. When creating a new mailbox, Amanda accesses the defaults box for basic mailbox settings. If you want to change the defaults, modify mailbox 997 and Save.</p>
dial codes	<p>A set of codes that enable Amanda and the telephone switching system to communicate. These are set using Setup option 1 or by editing the ASCII file C:\AMANDA\PBX.DB\1001.PBX.</p>
direct call	<p>Dialing Amanda internally by calling one of her ports from an extension within the telephone switching system.</p>

direct message code

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, she continues processing the call by going to the mailbox specified in the Done Chain. If this field is blank, Amanda uses the Done Chain of the Company Greeting, or starting greeting mailbox (generally 990). Usually, the Done Chain of 990 is set to 991. Therefore, the default Done Chain is usually mailbox 991 (The Caller Instructions).

DTMF	Dual Tone Multi Frequency (Touch Tone) tones generated by most phones when you dial a telephone number. However, the fact that a telephone has a dial pad with 12 keys (0-9,*,#), does not guarantee that it can generate DTMF.
edit block	A solid colored, or reversed video block seen on the screen (selecting the field or the line you are editing) within Amanda or the Setup utility.
employee directory mailbox	If you designate a mailbox using the <code>box_idx</code> 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 shut-down 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 for Workgroups communicates.
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. The network protocol required by Amanda for Workgroups.
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 (pre-recorded words, sentences, or questions) that are included within the Amanda software. The default prompt file is C:\AMANDA\ENGLISH.IDX or ENGLISH.BDX (depending on whether your computer is a Brooktrout voice board or a Amanda Company voice board for Norstar KSUs). A Spanish version 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, the Amanda Voice Server interacts with all the nodes running the Amanda for Workgroups 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	The Amanda Voice Server interacts with all the nodes running the Amanda for Workgroups clients.

Index

Symbols

%R token 124, 135

%V

changing 131, 142

%V token 141

/I

command-line options 19

/P

command-line options 19

/S

command-line options 19

/T

command-line options 19

Numerics

411 64, 80, 90, 101, 110

990 6, 44, 213

sample greetings 46

991 6, 58, 214

sample greetings 59

997

mailbox template 68, 78

Norstar 69

999

administrator mailbox 24,
74

computer use of 195

displaying 196

recording system an-
nouncements
190

telephone use of 189

A

accessing

Amanda 18

Main screen 18

Users screen 97

activating

notification records 140

scheduling records 168

activation key

defined 223

Adjust Maximum Rings 90,
110

alphanumeric

defined 224

Amanda 3

calling 43

current users 29, 33

Main screen 37

passwords 21

shutting down 20

starting 18

Amanda Administrator 3

exiting 76

help 77

logging back on 78

logging on to Amanda
Voice Server 73

starting 73

starting from Amanda
Monitor 28

toolbar 78

Amanda Dialer 4

Amanda Fax 4

Amanda Messenger 4

Amanda Monitor

description 23

exiting 28

help 29

logging back on 26

logging on 24

port information 27

starting from Amanda Ad-
ministrator 76

system information 26

toolbar 29

Amanda password 97

Amanda Standalone System 3,
4, 17

Amanda version 38

Amanda Voice Server 3, 17
logging on 28, 76

analog telephone
defined 224

And Every

scheduling field 169

- ANI
 - defined 224
- announcing
 - called party 93, 113
- ANSWER 39
- ASCII
 - defined 224
- At
 - scheduling fields 168
- attendant
 - automated 1
 - off-duty 2
 - primary 1
 - secondary 2
- audiotext
 - defined 224
- Auto Scheduler
 - calendar 158
- Auto Scheduler window 76, 78
- Auto screen
 - And Every 169
 - At 168
 - Call Screening 169
 - Change On 168
 - displaying 164
 - Do Not Disturb 169
 - Enabled 168
 - Extension 169
 - Greeting 169
 - menu bar 165
 - MTWTFSS 169
 - Next Change 169
 - Restrict To 169
 - Rings 169
 - scheduling record fields 168
 - Scheduling Records List 165
 - Selected Record's Fields 165
 - User Information 165
- autocreating
 - mailboxes 76, 81, 103
- automated attendant 1
 - defined 224
- available
 - disk space 27
- B**
- back-door attendant
 - defined 224
- backing up
 - Amanda files 199
- BackRest utility 199
- BACKREST.EXE 199
- Basic Options
 - Reports screen 182
 - Users screen 99
- beepers
 - see pagers 117
- blind transfer
 - defined 224
- BUSY 39
- Busy Chain 94, 114
- busy count 27
- busy hold music
 - changing 191
- busy message
 - custom 93, 113
 - locking 93, 113
 - maximum length 93, 113
 - system 93, 113
- Busy Message? 93
 - locking 93, 113
- C**
- cadence
 - defined 225
- call accounting
 - defined 225
- Call Processing diagram 9
- Call Screening 91, 111
 - locking 91, 111
 - scheduling field 169
- call screening
 - scheduling 160
- called party
 - identifying 93, 113
- Caller ID
 - defined 225
- Caller Instructions 58
- caller instructions
 - setup sheets 215
- Caller Instructions mailbox 214
- calling
 - Amanda 43
 - home 148
 - pager 145, 146
- Calls 38, 40, 96, 115
- calls
 - ports 27
 - processing 8
 - total taken 27
- case-sensitive
 - defined 225
- CCB
 - defined 225
- center
 - voice messaging 2
- CHAIN 39
- Chains
 - Users screen 99
- Chains and Menu
 - Reports screen 182
- Change On
 - scheduling field 168

- changing
 - busy hold music 191
 - field settings 99
 - mailboxes 84, 95, 106, 115
 - notification execution days 128
 - notification execution intervals 129
 - notification execution times 129
 - notification Method fields 128
 - notification record templates 127, 138
 - notification record types 128
 - notification records 127, 138
 - notification template titles 128
 - pager telephone number
 - for notification 131, 142
 - report column order 177, 183
 - report column widths 178, 183, 184
 - scheduling records 161, 168
 - system date 194
 - system time 194
 - times 34, 41
 - Variable field for notification 131
- channel
 - defined 225, 233
- character
 - defined 225
- class of service
 - defined 223
- client
 - defined 225
- Client Connection
 - defined 225
- Client Connection Bank
 - defined 225
- client_activation_key 4
- c-like escape sequence
 - defined 226
- CO
 - defined 226
- columns
 - changing order in reports 177
 - changing widths in reports 178, 183, 184
 - order in reports 183
- command-line options 19
- Comment 89, 109
- comments
 - notification records 140
- Company Greeting 44
- Company Greeting mailbox 213
- company greetings 213
- component
 - defined 226
- compose
 - defined 226
- Conn Secs 95, 115
- connection time
 - total 95, 115
- Continue Every
 - notification record field 140
- conventions iv
- Copy Messages To 92, 111
- copying
 - files 28, 34
 - mailboxes 77, 78, 83, 105
- copyright ii
- CPU
 - idle time percentage 27
- CPU usage 38
- Created 95, 115
- creating
 - informational mailboxes 82, 104
 - mailboxes 76, 78, 95, 115
 - mailboxes automatically 76, 81, 103
 - mailboxes based on another mailbox 83, 105
 - mailboxes from template 101
 - menu options 95, 114
 - notification record templates 121, 132, 134
 - notification records 121, 126, 132, 134, 137
 - range of mailboxes 84, 106
 - report templates 175, 180, 182, 184
 - reports 77, 175, 180, 182
 - reports from templates 178, 184
 - scheduling records 156, 165

- system announcements 190
- system-wide mailing lists 193
- trace files 28, 29, 32
- trace in window 29
- Current Greeting 92, 112
- locking 92, 112
- custom
 - busy message 93, 113
- Custom Busy 93
- locking 93, 113
- customer support 14
- customizing reports 173
- D**
- D/T? 93, 113
- data corruption defined 226
- dates
 - Amanda last started 26
 - current 26
 - messages 93, 113
 - next shutdown 26
 - resetting 29, 34, 41
 - resetting system 194
 - scheduling 168
- days
 - notification 128
 - scheduling records 158
- days of week
 - notification 140
 - scheduling 169
- dB level defined 226
- DBF file defined 226
- deactivating
 - notification records 140
 - scheduling records 168
- dead call defined 226
- dealer sales 14
- dedicated notification 118 defined 227
- default box defined 227
- default values defined 227
- defining mailboxes 89, 109
- delaying
 - between greeting and next action 94, 114
- deleting
 - mailboxes 76, 78, 86, 108, 200
 - mailing lists 200
 - personal mailing lists 200
 - system announcements 191
- DelUsers utility 200
- DELUSERS.EXE 200
- designing reports 77
- diagrams
 - Call Processing 9
 - Mailbox Processing 11
 - mailbox processing 10
- DIAL 39
- dial codes defined 227
- Dir Name 1 90, 110
- Dir Name 2 90, 110
- direct call defined 227
- direct message
 - defined 228
- direct message mailbox defined 228
- directories
 - employee 64, 90, 110
- Directory Name 1 90, 110
- Directory Name 2 90
- disabling
 - notification records 130, 140, 141
 - scheduling records 163, 168, 169
- disconnect supervision defined 228
- disconnecting users 34
- disk
 - notification 124, 136
 - space free 27
- disk notification defined 228
- disk space
 - notification 124, 136, 195
- displaying
 - Auto screen 164
 - current users 29, 33
 - files 207, 208
 - mailbox 999 196
 - mailboxes 76, 78, 86, 107
 - mailboxes and directory names 85
 - message statistics 201
 - Notify screen 132
 - Reports screen 181
 - status bars 28

- toolbars 28
- Users screen 98
- displaying trace information 41
- distribution sales 14
- Do Not Disturb 91, 110
 - locking 91, 110
 - scheduling 160
 - scheduling field 169
- Done Chain 59, 94, 114
 - defined 228
- DTMF 7
 - defined 229
- E**
- edit block
 - defined 229
- editing
 - files 203
 - notification templates 202
 - VMB.DAT 202
- emergency lists
 - notification 152
- employee directory 58, 64, 80, 90, 101, 110
- employee directory mailbox
 - defined 229
- empty strings
 - defined 229
- Enabled
 - notification record field 140
 - scheduling field 168
- Enabled field
 - notification records 120
- enabling
 - notification records 140
 - scheduling records 168
- end user
 - support 14
- ending
 - search 77
- ending times
 - notification 140
- environment variables
 - TZ 22
- ERROR 39
- errorlevel
 - defined 229
- examples
 - reports 174
- EXECUTE 39
- execution error
 - defined 229
- exitcode
 - defined 229
- exiting
 - Amanda Administrator 76
 - Amanda Monitor 28
- Extension
 - scheduling field 169
- Extension field 90, 110
- Extension fields
 - scheduling 160, 169
- F**
- F1
 - help 100
- FATAL 39
- fax
 - modems
 - status 26
- Faxes 39, 96, 115
- faxing
 - files 34
- fields
 - Auto screen 168
 - changing settings 99
 - numbering for reports 183
- file names
 - reports 180, 184, 186
- files
 - backing up Amanda 199
 - copying 28, 34
 - creating trace 28, 29
 - displaying 207, 208
 - editing 203
 - faxing 34
 - restoring Amanda 199
 - searching for strings 202
 - traces 32
 - tracing 202
 - viewing 207, 208
- FIND 39
- finding
 - mailboxes 77, 87
- flash time
 - defined 229
- flash-hook
 - defined 229
- floppy disk drive
 - defined 230
- free
 - disk space 27
- freeze frame 31
- From and To
 - notification record field 140
- G**
- general mailbox 92, 111
- general protection fault
 - defined 230
- glare
 - defined 230
- GREETING 39
- Greeting
 - scheduling field 169

- greetings
 - caller instructions 58
 - changing automatically 47, 50
 - company 44, 213
 - employee directory 65
 - locking 92, 93, 112, 113
 - maximum length 92, 112
 - naming 88
 - recording 44
 - samples for mailbox 990 46
 - samples for mailbox 991 59
 - scheduling 160, 169
- Grep utility 202
- GREP.EXE 202
- Groups 94, 114
 - Users screen 99
- groups
 - naming 88
 - notification 152
- Guests 92, 112
- H**
- Hang up mailbox 45
- HANGUP 40
- hangup supervision
 - defined 228
- hard disk
 - defined 230
- hard drive
 - defined 230
- hearing
 - system status 193
- help
 - Amanda Administrator 77
 - Amanda Monitor 29
 - F1 100
- history
 - installation 209
 - used with less 209
- HISTORY.BAT 209
- HOLD 40
- holidays
 - scheduling greetings 57
- home
 - calling 148
- hookflash
 - defined 230
- I**
- I
 - command-line options 19
- ID Call?, Identify Called Party 93, 113
- identifying
 - called party 93, 113
- IDLE 40
- inband signaling
 - defined 231
- information
 - mailboxes 6
- information system 2
- informational
 - mailboxes 73
- informational mailbox
 - defined 231
- informational mailboxes 82, 104
- installation
 - support 15
- installing
 - history 209
- instructions 214
 - setup sheets 215
- integer
 - defined 231
- Integration Helper
 - defined 231
- integration timeout
 - defined 231
- Interactive Voice Response See IVR
- international sales 14
- international support 14
- intervals
 - notification 129
 - scheduling 159
- IVR
 - defined 232
- J**
- JOVE utility 203
- JOVE.EXE 203
- jumper pins
 - defined 232
- K**
- KSU extension table 81, 103
- L**
- LAN
 - defined 232
- LANA
 - defined 232
- LANA Number
 - defined 232
- Last 40
- length
 - busy message 93, 113
 - greetings 92, 93, 112, 113
 - messages 91, 111
- less
 - used with history 209
 - used with MSGLIST 201
- Less utility 207
- LESS.EXE 207

- lights
 - message 117
- List Comment
 - defined 232
- List Del utility 200
- LIST_DEL.EXE 200
- listening
 - system status 193
- loading
 - report templates 178, 184
- locking
 - busy message 93, 113
 - Call Screening 91, 111
 - Do Not Disturb 91, 110
 - greeting 92, 112
 - mailbox fields 91, 110, 111
 - mailboxes 191
- logging on
 - Amanda Administrator 78
 - Amanda Monitor 24, 26
 - Amanda Voice Server 28, 76
 - Amanda Voice Server (from Amanda Administrator) 73
- LOGIN 40
- login time
 - totals 95, 115
- Logins 96, 115
 - defined 232
- logins
 - totals 115
- Logons
 - defined 232
- long pause
 - defined 232
- M**
- MAIL 40
- Mailbox
 - field 89, 109
- mailbox 39
 - 991 59
 - defined 232
 - general 92, 111
- mailbox 999 45
 - computer use of 195
 - displaying 196
 - telephone use of 189
- mailbox checklist 217
- Mailbox Processing diagram 11
- Mailbox Table 107, 108
- mailbox templates 997 68, 78
- mailboxes
 - 411 64, 80, 90, 101, 110
 - 990 6, 44, 46, 213
 - 991 6, 58, 214
 - 997 68, 78
 - 997 and Norstar 69
 - 999 24, 74
 - Calls 96, 115
 - copying 77, 78, 83, 105
 - creating 76, 78
 - creating a range 84, 106
 - creating automatically 81, 103
 - creating from another mailbox 105
 - creating from another mailboxes 83
 - creating from template 101
 - creation date and time 95, 115
 - currently in use 29, 33
 - date and time of last save 95, 115
 - defined 236
 - deleting 76, 78, 86, 108, 200
 - description 4
 - displaying 76, 78, 86, 107
 - displaying with directory names 85
 - extensions 7
 - field definitions 89, 109
 - finding 77, 87
 - information 6
 - informational 73, 82, 104
 - kinds of 4
 - locking 191
 - modifying 84, 106
 - moving from one to another 85, 107
 - next 76, 78
 - numbering fields for reports 183
 - personal 72
 - ports 27
 - previous 76, 78
 - process control 5
 - processing 10, 59
 - read-only 192
 - resetting 192
 - saving 76, 78
 - setup sheets 220
 - statistics 77, 96, 115
 - template for 68
 - total logins 115

- total notifications 96, 115
- total times processed 96, 115
- total times transferred 115
- total transfers 96
- Transfers 115
- unlocking 191
- window 78
- windows 76
- mailing lists
 - deleting 200
 - system-wide 193
- Main screen
 - accessing 18
 - Amanda 37
 - Calls 38, 40
 - CPU usage 38
 - Faxes 39
 - general information 38
 - Last 40
 - mailbox 39
 - Notify 38
 - Port 39
 - port status 39
 - Space 38
 - Started 38
 - Time 38
 - Users 38
 - version 38
- making active
 - notification records 140
 - scheduling records 168
- making inactive
 - notification records 140
 - scheduling records 168
- managing
 - reports 175
- Max Times
 - notification record field 140
- maximum
 - messages 95, 115
 - time busy message 93
 - time per greeting 92, 93, 112, 113
 - time per messages 91, 111
 - times notification performed 140
- Maximum Rings 90, 110
- MENU
 - 1-8 40
 - TOP 40
- menu bar
 - Auto screen 165
 - defined 232
 - Notify screen 133
 - Reports screen 181
 - Users screen 98
- menu options
 - creating 95, 114
- Menus 95, 114
 - Users screen 99
- menus
 - setup sheets 216
 - system administrator 189
 - using Amanda Monitor 28
- Menus and Chains
 - Reports screen 182
- message lights 117, 143
 - notification 123, 136
- Message Volume 112
- messages
 - dates and times 93, 113
 - displaying mailbox statistics 201
 - maximum at one time 95, 115
 - maximum length 91, 111
 - reporting mailbox statistics 201
 - storing 91, 111
 - total since creation 95, 115
 - volume 112
- Messages Maximum 95, 115
- Messages Total 95, 115
- messaging center 2
- Method fields 128
 - defined 141
- MF
 - defined 232
- minutes
 - before notification 140
 - between notifications 140
 - between scheduled changes 169
- modified_call_screening 91, 111
- modifying
 - mailboxes 84, 95, 106, 115
 - notification record templates 127, 138
 - notification records 127, 138
 - pager telephone number for notification 131
 - scheduling records 161, 168
 - Variable field for notification 131
- monitored transfer
 - defined 233

- moving
 - from mailbox to mailbox 85, 107
- MSGLIST
 - used with less 201
- MsgList utility 201
- MSGLIST.EXE 201
- MTWTFSS
 - notification record field 140
 - scheduling fields 169
- N
- n_clients 4
- Name and Extension recording 93, 113
- Name/Ext? 93, 113
- naming
 - greetings 88
 - groups 88
 - report templates 184
- NDIS
 - defined 233
- NetBEUI
 - defined 233
- NetBIOS
 - defined 233
- network
 - defined 233
- Next Change
 - scheduling field 169
- non-empty strings
 - defined 233
- normal
 - notification 123, 135
- Norstar
 - mailbox template 69
- Norstar KSUs
 - notification method 119
- notification
 - active 140
 - changing execution days 128
 - changing execution intervals 129
 - changing execution times 129
 - changing Method fields 128
 - changing notification record templates 127, 138
 - changing notification records 127, 138
 - changing pager telephone number 131, 142
 - changing record types 128
 - changing template titles 128
 - changing Variable field 131, 142
 - comments 140
 - creating notification record templates 121, 132, 134
 - creating notification records 121, 132, 134
 - creating records from templates 126, 137
 - days of week 140
 - dedicated 118
 - disabling 130, 141
 - disk 141
 - disk space 124, 136, 141, 195
 - emergency lists 152
 - Enabled field 120
 - examples of 143
 - execution days 128
 - execution intervals 129
 - execution times 129
 - groups 152
 - inactive 140
 - message lights 123, 136
 - Method fields 128
 - minutes before 140
 - minutes between 140
 - next 26
 - normal 123, 135, 141
 - Norstar KSUs 119
 - number of times 140
 - pager 145
 - pager relayed telephone number 146
 - pickup 123, 136, 141
 - record types 128
 - records needed 119
 - relay 141
 - relay page 146
 - restricted 118
 - roving 118
 - stopping 130, 141
 - system administrator 195
 - telephone numbers 124, 135, 141
 - template titles 128
 - templates 120
 - times 140
 - Token Programming Language 141
 - total successful 96, 115
 - types of 141
 - urgent 124, 136, 141
 - variable 141

- Variable field 120
 - voice 144
- notification activity 38
- notification records
 - setup sheets 221
- Notification Records List
 - Notify screen 133
- notification template
 - defined 233
- notification templates
 - editing 202
- Notifies 96, 115
- notifies
 - totals 96, 115
- NOTIFY 40
- Notify 38
- Notify After
 - notification record field 140
- Notify screen
 - Continue Every 140
 - description 133
 - displaying 132
 - Enabled 140
 - From and To 140
 - Max Times 140
 - menu bar 133
 - Method 141
 - MTWTFSS 140
 - Notification Records List 133
 - Notify After 140
 - Selected Record's Fields 133
 - Title 140
 - Type 141
 - User Information 133
 - Variable 141
- Notify window 76, 78
- null
 - defined 233
- numbering fields
 - reports 183
- numbers
 - Amanda versions 26
 - voice board driver versions 26
- O**
- off-duty attendant 2
- on-hook
 - defined 233
- operations
 - performed at shutdown 208
- options, command-line 19
- ordering
 - columns in reports 177, 183
- P**
- P
 - command-line options 19
- page numbers
 - reports 173
- pager
 - calling 145, 146
 - notification 145
 - notification with telephone number 146
- paggers 117
 - notification 124, 135
- passwords 24, 74, 97
 - Amanda 21
- PCPM 40
 - defined 233
- personal mailboxes 72
- personal mailing lists
 - deleting 200
- phantom call
 - defined 226
- pickup
 - notification 123, 136
- Play Date & Time 93, 113
- Port 39
- port information
 - Amanda Monitor 27
- ports
 - active number 27
 - calls 27
 - defined 225, 233
 - mailboxes 27
 - message lights 117
 - resetting 29, 30, 40
 - status 27, 39
 - times last used 27
 - tracing activity 30
 - types 27
- preferences
 - user 69
- previewing
 - reports 77
- primary attendant 1
- printing
 - previewing reports 77
 - reports 77, 179, 186
 - setup 77
- process control
 - mailboxes 5
- processing
 - calls 8
 - mailboxes 10
- prompt files
 - defined 234
- Q**
- questionnaire
 - user 70

R

range

- creating mailboxes 84, 106

Read-Only 90, 110

read-only

- mailboxes 192

real time

- tracing 31

Record Name and Extension

- 93, 113

RECORDING 40

recording

- caller instructions 58
- company greeting 44
- greeting for employee directory 65
- Name and Extension recording 93, 113
- system announcements 190

records

- creating scheduling records 156, 165
- notification setup sheets 221

reference

- Mailbox fields 89, 109

reinstalling

- history 209

relay

- notification 124, 135

reorder tone

- defined 234

report templates

- creating 175, 180, 182, 184
- loading 178, 184

- naming 184

- reusing 178, 184

- saving 184

Report window 78

reporting

- message statistics 201

Reports

- MSGLIST.EXE 201
- user information 182

reports

- changing column order 177, 183
- changing column widths 178, 183, 184
- creating 175, 180, 182
- creating from templates 178, 184
- customized 173
- designing 77
- example 174
- file names 180, 184, 186
- managing 175
- naming report templates 184
- numbering fields 183
- page numbers 173
- print preview 77
- printing 77, 179, 186
- saving 77, 180, 186
- viewing 186

Reports screen

- Basic Options 182
- Chains and Menus 182
- display 181
- menu bar 181
- Menus and Chains 182
- statistical information 182
- Statistics 182
- status bar 182

User Information 181

Reports window 76

reset time

- totals 96, 115

resetting

- dates 29, 34, 41
- mailboxes 192
- ports 29, 30, 40
- system date 194
- system time 194
- times 29, 34, 41

restarting Amanda 18

restoring

- Amanda files 199

Restrict To

- scheduling fields 169

restricted notification 118

reusing

- report templates 178, 184

reviewing

- reports 186
- system status 193

RING 40

ring no answer

- scheduling 169

ring voltage

- defined 234

ringing

- Ring No Answer 90, 110

Rings

- scheduling field 169

rings

- scheduling 160

RJ-11

- defined 223

RJ-14

- defined 223

RJ-XX

- defined 223

- RNA 40, 92, 112
- RNA Chain 94, 114
- RNA greetings
 - scheduling 160
- roving notification 118
- running
 - Setup 21
- S**
- S**
 - command-line options 19
- sales
 - dealers 14
 - distribution 14
 - international 14
- sample greetings
 - mailbox 990 46
 - mailbox 991 59
- sampling rate
 - defined 234
- Saved 95, 115
- saving
 - changes to mailboxes 76
 - mailboxes 78, 95, 115
 - report templates 184
 - reports 77, 180, 186
- scheduling
 - active 168
 - call screening 160
 - creating 155
 - creating records 156, 165
 - days of week 169
 - defining 155
 - description 153
 - disabling 163, 169
 - Do Not Disturb 160
 - execution days 158
 - execution intervals 159
 - Extension field 169
 - Extension fields 160
 - greeting changes 47, 50
 - greetings 169
 - holiday greetings 57
 - inactive 168
 - minutes before repeating
 - changes 169
 - ring no answer 169
 - rings 160
 - RNA greetings 160
 - Screen Calls? 169
 - starting dates 168
 - stopping 163, 169
 - testing records 155
 - time between changes 169
 - times 168
- scheduling records
 - changing 161, 168
 - changing execution interval 162
 - changing start date 161
 - modifying 161, 168
- Scheduling Records List
 - Auto screen 165
- Screen Calls?
 - scheduling 169
- searching
 - files 202
 - mailboxes 77, 87
 - specify criteria 77
- secondary attendant 2
- Security Code 90, 109
- security code
 - default 58
- security codes 24, 74, 97
- Selected Record's Fields
 - Auto screen 165
 - Notify screen 133
- SEND 40
- server
 - defined 234
- service 14
- setting up
 - printer 77
- settings
 - changing 99
- Setup 21
- setup sheets 215, 220, 221
 - menus 216
- shutdown
 - next 26
- shutdown operations 208
- SHUTDOWN.BAT 208
- shutting down
 - Amanda 20
 - operations 208
- SMDI
 - defined 234
- SMDR
 - defined 234
- Space 38
- space
 - free 27
 - notification 124, 136
- standalone system 3, 4, 17
- Started 38
- started
 - Amanda 26
- starting
 - Amanda 18
 - Amanda Administrator 73
 - Amanda Administrator
 - from Amanda Monitor 28
 - Amanda Monitor from
 - Amanda Administrator 76

- search 77
- trace 32
- starting dates
 - scheduling 168
- starting times
 - notification 140
 - scheduling 168
- Start-up
 - system 18
- Statistics
 - Reports screen 182
 - Users screen 99
- statistics
 - mailboxes 77, 96, 115
- Statistics Started 96, 115
- status
 - fax modems 26
 - mailboxes 77
 - ports 27, 39
- status bar
 - Users screen 99
- status bars
 - defined 234
 - displaying 28
 - Reports screen 182
- stopping
 - notification records 130, 141
 - scheduling records 163, 169
 - trace 32
- Store 91, 111
- Store Messages? 91, 111
- storing
 - messages 91, 111
- strings
 - defined 234
 - searching files 202
- substrings
 - defined 235
- supervised transfer
 - defined 235
- support 14
 - end user 14
 - installation 15
 - international 14
 - system administration 14
 - Token Programming Language 15
- system
 - busy message 93, 113
 - date and time 194
 - voice processing 1
- system administration
 - support 14
- System Administrator
 - deleting lists 200
- system administrator
 - mailbox 99 189, 195
 - menu options 189
 - notification 195
- system announcements
 - deleting 191
 - recording 190
- system information
 - Amanda Monitor 26
- system integration patterns
 - defined 235
- system status
 - listening 193
- system-wide
 - mailing lists 193
- T**
- T**
 - command-line options 19
- Tail utility 208
- TAIL.EXE 208
- taskbar
 - defined 235
- telephone numbers
 - for notification 141
 - notification 124, 135
- templates
 - 997 and Norstar 69
 - creating notification records from 126, 137
 - notification 121, 134
 - notification records 120
- testing
 - scheduling records 155
- Time 38
- time
 - before notifications 140
 - between greeting and next action 94, 114
 - between notifications 140
 - between scheduled changes 169
 - busy message maximum 93
 - connected 95, 115
 - greeting maximum 92, 93, 112, 113
 - last reset of totals 96, 115
 - message maximum 91, 111
 - total time logged in 95, 115
- time zones 22
- timed break recall
 - defined 235
- times
 - Amanda last started 26
 - between scheduled changes 169

- current 26
 - messages 93, 113
 - next shutdown 26
 - notification 129, 140
 - number of notifications 140
 - ports last used 27
 - resetting 29, 34, 41
 - resetting system 194
 - scheduling 168
 - setting TZ (time zone) environment variable 22
- Title
- notification record field 140
- titles
- notification templates 128
- token
- defined 235
- Token Programming Language
- notification 141
 - support 15
- tokens
- token programming language 7
- tone patterns
- defined 235
- toolbars
- Amanda Administrator 78
 - Amanda Monitor 29
 - defined 235
 - displaying 28
- totals
- busy count 27
 - calls taken 27
 - connection time 95, 115
 - last reset time 96, 115
 - login time 95, 115
 - logins 115
 - messages 95, 115
 - messages at one time 95, 115
 - notification 96, 115
 - time mailbox processed 96, 115
 - time mailbox transferred to 115
 - transfers 96
 - users currently on system 27
- trace
- defined 236
- trace files
- copying 34
 - creating 32
- trace mode 19
- tracing
- creating files 28, 29
 - creating trace files 32
 - files 202
 - on screen 41
 - port activity 30
 - real time 31
 - starting trace to file 32
 - stopping trace to file 32
 - trace window 29
- trademarks ii
- transfer dial tone
- defined 236
- Transfers 96, 115
- transfers
- total per mailbox 96
- turnkey system
- defined 236
- Type
- notification record field 141
- types
- notification records 128
 - ports 27
- TZ
- environment variable 22
- U
- uninstalling
- history 209
- unlocking
- mailboxes 191
- unsupervised transfer
- defined 224
- updating
- mailboxes 84, 95, 106, 115
 - notification record templates 127, 138
 - notification records 127, 138
 - pager telephone number for notification 131
 - Variable field for notification 131
- Urgent 96, 116
- urgent
- notification 124, 136
- Usage
- CPU 38
- User Information
- Auto screen 165
 - Notify screen 133
 - Reports screen 181
 - Users screen 99
- User Questionnaire 70
- User screen
- field definitions 89, 109
 - Mailbox 89, 109
 - Transfers 96

- User Secs 95, 115
- Users 38
- users
 - current 29, 33
 - currently on system 27
 - disconnecting 34
 - preferences 69
 - statistics 96, 115
- Users screen
 - Basic Options 99
 - Busy Chain 94, 114
 - Busy Message? 93
 - Chains 99
 - Comment 89, 109
 - Conn Secs 95, 115
 - Copy Messages To 92, 111
 - Created 95, 115
 - Current Greeting 92, 112
 - D/T? 93, 113
 - Dir Name 1 90, 110
 - Dir Name 2 90, 110
 - displaying 98
 - Do Not Disturb 91, 110
 - Done Chain 94, 114
 - Extension field 90, 110
 - Faxes 96, 115
 - Groups 94, 99, 114
 - Guests 92, 112
 - ID Call? 93, 113
 - Logins 115
 - Maximum Rings 90, 110
 - menu bar 98
 - Menus 95, 99, 114
 - Message Volume 112
 - Messages Maximum 95, 115
 - Messages Total 95, 115
 - Name/Ext? 93, 113
 - Notifies 96, 115
 - Read-Only 90, 110
 - RNA Chain 94, 114
 - Saved 95, 115
 - Screen Calls? 91, 111
 - Security Code 90, 109
 - Statistics 99
 - Statistics Started 96, 115
 - status bar 99
 - Store Messages? 91, 111
 - Urgent 96, 116
 - User Information 99
 - User Secs 95, 115
- Users screen, accessing 97
- uses
 - fraudulent iii
 - information system 2
 - off-duty attendant 2
 - primary attendant 1
 - secondary attendant 2
 - voice messaging center 2
- using
 - Amanda Monitor's menus 28
 - Users screen 97
- utilities
 - BACKREST.EXE 199
 - DELUSERS.EXE 200
 - GREP.EXE 202
 - HISTORY.BAT 209
 - JOVE.EXE 203
 - LESS.EXE 207
 - LIST_DEL.EXE 200
 - MSGLIST.EXE 201
 - SHUTDOWN.BAT 208
 - TAIL.EXE 208
 - VMBEDIT.EXE 202
- V
- Variable
 - notification record field 141
- Variable field
 - changing 131, 142
 - notification records 120
- variables
 - notification 141
 - TZ 22
- versions 38
 - Amanda 26
 - voice board driver 26
- viewing
 - files 207, 208
 - reports 186
- VMB.DAT
 - editing 202
- VMBEdit utility 202
- VMBEDIT.EXE 202
- voice
 - notification 144
- voice boards
 - defined 236
- voice forms
 - defined 237
- voice messaging center 2
- voice notification
 - defined 237
- voice processing system 1
- voice server 3, 17
 - defined 237
- volume
 - messages 112
- W
- waiting
 - before notification 140
 - between greeting and next action 94, 114

- between notifications 140
 - between scheduled changes 169
 - warranty ii
 - web site 14
 - widths
 - columns in reports 178, 183, 184
 - windows
 - Auto Scheduler 76, 78
 - Mailbox 78
 - mailbox 76
 - Notify 76, 78
 - Report 78
 - Reports 76
 - tracing server activity 29
- Z**
- zones
 - time 22